

A photograph of a modern, multi-story concrete building at Simon Fraser University. The building features a prominent overhang with a series of vertical concrete columns supporting it. The sky is clear and blue, and a few trees are visible in the background. The building's reflection is visible in a body of water in the foreground.

TravelSmart Program

January 30, 2018



SIMON FRASER
UNIVERSITY
ENGAGING THE WORLD

Procurement Services

Introductions

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UNIGLOBE One Travel Program Manager

Program Purpose

- One stop travel portal
- Reduce travel costs through discounted rates
 - The more we book, the more we save
- Simplify the booking process
- Ensure safety while travelling

Overview

- Book flights, hotels, and car rentals in one portal
- Become a travel arranger and book for other staff members
- Book for guests
- Contact an SFU-designated travel advisor to book for groups
- Charge directly to ccard or use a personal card and submit and expense claim

Benefits

- Discounted rates as negotiated for BC Consortium
- Travel Assistance and advice
- Shows live pricing at various companies
- Incremental discounts
- Ability to book everything for your trip on one portal
- Reduced booking fees
- Can take advantage of discounted rates for personal travel
- Credits for cancelled flights

How It Works

- Please email travelsmart@sfu.ca to have a username created so you can create your profile
- Once you have created a profile, the following steps will advise you on booking through Concur:
 - Search
 - Select
 - Reserve
 - Finalize

<https://www.concursolutions.com/>

Reconciliation

- Business travel can be booked using the ccard or a personal credit card
- CCard reconciliation remains the same within Centresuite
- For your personal credit card, you must submit an expense claim

UNIGLOBE Story

UNIGLOBE Travel International

- 35 years of successful travel management solutions
- Over 750 offices in 60 countries
- Annual sales over \$5 billion
- Ability to deliver seamless International travel programs

UNIGLOBE One Travel

- Largest Western Canada based travel management company
- Annual sales Over \$300 million
- 600 corporate clients, 200+ staff
- 12 UNIGLOBE Offices in the province of BC
- Post-Secondary Travel Division opened as a result of this RFP

Low Fare Guarantee

UNIGLOBE guarantees that it will offer the lowest airfare for a reservation based on availability and routing or we will pay the difference

Booking Channels



Post Secondary Travel Advisors

- Self-Serve
- Air, Hotel and Car
- Domestic
- Transborder
- Point to point
- Simple Itineraries
- International
- Complex
- Multi-City
- Busy Desk
- Group Travel

Risk Management & Duty of Care

- UNIGLOBE 7/24 Rescue Line
- Pre Travel Destination Advisories
 - 30 useful categories such as health guidelines, security warnings, local customs
- E Travel Alerts provided while in transit
- Global Event Monitoring and Traveler Tracking
- SFU Traveler Tracking Dashboard
- Partnership with CIBT Visas

SFU International Travel Safety Program

- Automatic enrollment in SFU Travel Database *when booking via TravelSmart*
- Safety planning and pre-departure advice
- Monitor international events and travel advisories daily
- Emergency response assistance
- Connect you with relevant departments & resources

www.sfu.ca/travelsafe

Travel Safety: Know Before You Go

- Research your destination

<https://travel.gc.ca/travelling/advisories>

www.internationalsos.com

Important: Contact SRS if travelling to destinations with a Government of Canada Travel Advisory of ‘avoid non-essential travel’ or ‘avoid all travel’.



Travel safety: Insurance coverage

- Your Provincial plan is most likely not sufficient when travelling outside BC.
- It is very important that you understand the eligibility requirements, terms and conditions, limitations, restrictions and exclusions of your insurance policy.
- If enrolled in the SFU extended health care plan, you are covered for medical expenses while travelling. Review and understand your coverage: <https://www.sfu.ca/human-resources/TravelInsurance.html>

Travel Safety: In an Emergency

- Medical emergency: Please call 911 or equivalent local emergency number
- During domestic travel: Contact SFU Campus Security at **+1-778-782-4500**
- During international travel: Contact International SOS at **+1-215-942-8478**
Identify yourself as an SFU employee and give them SFU's membership no.: 27ACAS593560

Resources

- [TravelSmart website](https://www.sfu.ca/finance/departments/procurement-page/travel-program.html) : <https://www.sfu.ca/finance/departments/procurement-page/travel-program.html>
- [Business and Travel Expense Policy](https://www.sfu.ca/policies/gazette/administrative/ad3-02.html):
<https://www.sfu.ca/policies/gazette/administrative/ad3-02.html>
- [Safety and Risk Services](http://www.sfu.ca/srs/travelsafety.html): <http://www.sfu.ca/srs/travelsafety.html>
- [Concur](https://www.concursolutions.com/): <https://www.concursolutions.com/>

Contacts

- TravelSmart program: travelsmart@sfu.ca
- SFU dedicated travel advisors: PSI.Travel@UniglobeOne.com
- After Hours Service (within North America): 1-800-206-1482
- The After Hours Service contact number outside of North America will be on your itinerary
- Membership code is 8SHH (Eight-Sierra-Hotel-Hotel)