

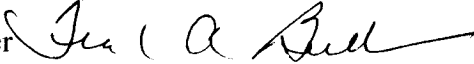


UNIVERSITY OF KENTUCKY

MEMORANDUM

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TO: UK Travelers  
FROM: Frank A. Butler   
DATE: June 22, 2009  
RE: UK Travel Program Changes

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Thank you for supporting the UK Travel Program. Since the program began in July 2003, over 98% of all airline tickets (approximately 13,000 per year) have been purchased through UK Travel, and our ticket prices continue to be lower than the national averages. Each year our travelers save the University approximately \$250,000 by arranging their business travel through UK Travel and in this time of budget restraints, this savings is particularly significant. I encourage the small number of travelers who are still buying their airline tickets through “alternate vendors” (any vendor other than a UK Travel agency or booking tool) to use UK Travel, as five years of record keeping have shown there is no benefit to the University by using alternate vendors.

Moving forward, I am pleased to announce that there will be some positive changes made to the travel program in July 2009. After five years of successful service, the time was right last July to rebid the program and pursue other travel models that may work even better for UK. Travel programs of our benchmark universities were researched, and program feedback from our travelers and travel arrangers was solicited through focus groups and a campus-wide travel survey.

The Travel Program Request for Proposal was posted in January 2009. After reviewing proposals from nine travel companies, the UK Travel Program RFP Review Committee recommended and I support the following changes to the program:

1. Effective July 1, AAA will remain UK’s lead agency, supplemented by Avant Travel as our second travel agency. The decision was made to select only two agencies for the University, and AAA and Avant were chosen based on the volume of UK business they currently handle, as well their service history and cost to UK. Any other agency a traveler chooses to use will be considered an “alternate vendor” (including The Travel Authority), and will be subject to the policy regarding airline tickets purchased through an alternate vendor (using a personal credit card and running a valid cost comparison from UK’s booking tool).

AAA will close its onsite office in the College of Nursing on July 2, and its Cincinnati office will handle all agent-assisted travel arrangements. As more of our travelers and travel arrangers have moved to using UK’s online booking tool (administered by AAA), the need for an onsite fullservice AAA agent has diminished. Those who have used this office for their travel needs will be well taken care of by AAA’s Cincinnati office.

2. Cliqbook, a leader among business online booking tools, will replace Trip Manager and offers the following advantages to UK users:

- Cliqbook airfare and itinerary search options include multiple search times (i.e., individual times of day as well as “morning,” “afternoon,” “evening”).
- Cliqbook airfare and itinerary search options include multiple airports.
- Cliqbook is a more proficient international tool than Trip Manager.
- Cliqbook displays itineraries for Southwest, Jet Blue, and other tertiary airlines.
- Cliqbook airfare/itinerary options allow seats to be viewed before booking.
- Cliqbook stores airline credits for unused tickets and reminds the traveler/travel arranger to use them.
- Cliqbook offers multiple-traveler tickets.
- Cliqbook displays airfares in an airline matrix (banner) at the top of the availability display.
- Cliqbook displays baggage policies for the major airlines.
- Cliqbook’s profile appears on one page (versus different page links).
- Cliqbook profile changes can be made either by the user in Cliqbook or by a fullservice AAA agent in Worldspan, and both profiles will be updated immediately.
- Cliqbook can operate on Mozilla Firefox with full functions.

Travel Management Services plans to launch Cliqbook during the week of July 20, but transition from Trip Manager will be gradual. The goal is to have everyone converted to Cliqbook by the end of September, at which time Trip Manager will be discontinued. Cliqbook training classes will be scheduled, and there is an online tutorial available as well. Erin Caldwell, the onsite AAA agent who has been with us for almost two years, has accepted a new position with AAA working with Cliqbook training and the intent is that Erin eventually becomes UK’s trainer.

3. Effective July 1, UK Travel’s agency service fees (for each ticket issued) have all been reduced. Cliqbook will cost \$9 to use for a domestic or international ticket. Fullservice agent-assisted service fees will be \$29 for a domestic ticket and \$39 for an international ticket.

These changes are being made to strengthen UK Travel, and meet the requests of our travelers and travel arrangers. Additional information about Cliqbook is forthcoming once the system is rolled out to campus during the week of July 20. For complete details about the program, please visit the UK Travel website at [www.uky.edu/travel](http://www.uky.edu/travel). Questions may be addressed to Patty Brophy, Director of Travel, at 257-1284 or [patty.brophy@uky.edu](mailto:patty.brophy@uky.edu).

PLEASE FORWARD THIS INFORMATION TO THOSE APPROPRIATE IN YOUR AREA.