

 VILLANOVA UNIVERSITY	Policy: Travel Office – Worldtek Travel
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Financial Affairs Department Procurement Policies and Procedures	Approved: June 25, 2003

Policy

The University's official Travel Office is Worldtek Travel. Staff and Faculty traveling on business should contact Worldtek Travel to schedule travel related needs. Worldtek Travel guarantees the lowest rates available and will continue to provide Villanova with exceptional customer service.

Procedure

1. Travel accommodations such as airline, train, hotel and/or rental car reservations can be made by calling either Worldtek agents Jane Pieper or Shannon Pereira at 1-800-243-1800 or by using Worldtek's on-line e-booking website.
 - Phone Reservations can be made by contacting Jane Pieper or Shannon Pereira between the hours of 8:30 am – 5:30pm or the 24 hour emergency service agent after hours. The phone number for all calls is 1-800-243-1800. Note: All group travel must be made via the phone reservation service.
 - E-booking – **available summer 2003**

2. All travel charges will be billed to your Villanova Procurement card or your own personal charge card.

Note: Worldtek Travel will apply a transaction fee for each ticket booked. These fees will be charged to your card separately from your travel charges and are non-refundable. See transaction rates for complete listing of these charges.

3. Itineraries will be sent to you via email or faxed to you directly. When the itinerary is received the traveler should review it immediately. If any information is incorrect Worldtek should be contacted. Once the tickets have been booked, the Worldtek agent will send you your itinerary via standard mail or UPS.
4. E-Tickets are the preferred method of booking all air travel. Airlines are charging as much as an additional \$50 for the use of paper tickets. Like air travel, Amtrak has the availability of printing tickets at the terminal kiosks. Worldtek will not charge the University an Amtrak transaction fee if the ticket is printed at the kiosks. See transaction fee schedule for all service fees. Those absolutely requiring paper tickets, airline or train, are available either by UPS RED or standard mail. Contact Worldtek for assistance. In emergency situations only, tickets can be printed at Villanova University. A satellite printer is located in the Procurement Office. Contact Wendy Kinsey at 94245 for more information or review the link for Satellite Printer.

5. Special conference rates offers can be used while still using Worldtek. Worldtek agents will help you in determining if the conference rate is a better offer than other discounts that they offer. Please use Worldtek for booking all your travel needs.
6. All issues, changes, or problems will be handled by our dedicated travel agents at Worldtek. Contact Jane Pieper or Shannon Pereira directly at 1-800-243-1800 during normal business hours of 8:30 am to 5:30 pm. If Jane or Shannon are not available another Worldtek agent will be happy to assist you with your travel needs. A 24 hour service line is available at 1-800-243-1800 for after hour emergencies. From 5:30 pm to 8:30 am.
7. The Procurement Office will monitor the fares and service levels of Worldtek Travel through monthly reports
8. From time to time, you may be asked to fill out a questionnaire regarding the overall quality of your travel arrangements set up by Worldtek. This will be used to continually evaluate our vendor.