



UNIGLOBE
Travel Designers

Dickinson

TRAVEL MANAGEMENT SERVICES

PREPARED FOR DICKINSON COLLEGE

480 South Third Street | Columbus, Ohio 43215 | 614.237.4488 | 1.800.966.6512
www.uniglobetraveldesigners.com

Each agency is independently owned and operated

WHO WE ARE



- ✚ Full service, accredited Travel Management Company.
- ✚ Award-winning organization providing travel services since 1981.
- ✚ Part of a global network of agencies with over 750 locations in over 60 countries, across 6 continents, administering over \$5 billion in travel each year.
- ✚ Specializing in higher education and healthcare industries.
- ✚ Competitively solicited and publicly awarded agreement by Region 4 Education Service Center made available through National IPA (Contract #R161201).
- ✚ Both MBE and WBE certified.

OUR SERVICES

UNIGLOBE Travel Designers adds value by:

- 1 **MANAGING EXPENSES:** UTD helps organizations design and enforce their travel policy with the industry's leading booking tool, Concur. We also provide reports to show opportunities and gaps in policy management.
- 2 **ARMING CLIENTS WITH INFORMATION:** UTD partners with organizations to provide comprehensive travel reports allowing them to quickly gain visibility, insights, and opportunities to contain travel spend and deliver bottom line results.
- 3 **OFFERING 24/7 AVAILABILITY AND EMERGENCY SUPPORT:** Duty of Care. Travelers are never stranded. UTD's team is available for each individual traveler, whenever a need arises, 24 hours a day, 7 days a week. All consultants are UTD team members and are empowered to resolve matters on our clients' behalf.
- 4 **IMPROVING PRODUCTIVITY:** A dedicated corporate travel management company can help organizations' travel run smoothly, helping them free up manpower for other areas of the organization that need attention.
- 5 **OFFERING THE LATEST TECHNOLOGY:** UTD can provide an Online Booking Tool for clients. UTD also has a mobile app that travelers can use to locate travel documents, see travel news, and do mobile check-in with supporting airlines.

OUR CONTRACT: R161201

- ✚ Awarded by Region 4 Education Service Center
- ✚ Contract Term: April 1, 2017-March 31, 2020
 - ✚ 2 Additional 1-year renewals possible
- ✚ Benefits of using Contract:
 - ✚ Discounted rates
 - ✚ Travel Maintenance and Support
- ✚ Travel Maintenance and Support Including:
 - ✚ Domestic and International Travel
 - ✚ Online Travel Booking Tool
 - ✚ Groups such as study abroad, athletics, conference, etc.
 - ✚ Reporting tools
 - ✚ 24/7 after hours and emergency services

OUR SERVICE COMMITMENTS

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“The customer is always right, even when they are wrong.”

We pride ourselves on having superior levels of customer service. Our consultants undergo extensive customer service and quality assurance training, and average over 25 years in the travel industry.

Our customer commitments include:

- ☐ Your phone call will be answered within 10 seconds
- ☐ You will never be on hold longer than 30 seconds
- ☐ We will respond to every inquiry by e-mail, telephone, or fax within the hour
- ☐ A customer service survey is sent with each invoice where we collect real time feedback on each client's experience

24/7 SUPPORT & CONCIERGE



Each itinerary booked through UNIGLOBE Travel Designers, even with our online booking tool, has the support of our emergency and concierge service anytime, anywhere.

- ✚ Consultants, who are UTD employees, available to answer your call at any time for help with any travel/hotel issue
- ✚ Access to services not available to the public - ticket change fee waivers, name changes if someone else needs to travel, advance purchase waiver
- ✚ Negotiated rates and access to hotel rooms/airline seats not available to general population
- ✚ Lost Luggage system to help reunite travelers with their lost luggage
- ✚ Airport Delay / Flight Monitoring: Details flight, departure and arrival time status of all travelers
- ✚ Toll- Free International Calling from more than 80 foreign countries
- ✚ Free Collect Calling from every country that does not provide toll-free service

Travel is one of the largest manageable expenses for most companies. To help manage your expenses, UNIGLOBE Travel Designers will:

- ✚ Review your travel policy and recommend best practices to manage travel behaviors
- ✚ Implement a booking process to ensure that employees adhere to your policy
- ✚ Customize the program to fit your culture (whether it's cost and policy driven or more informal) and can have different levels to accommodate executive needs.
- ✚ Arm you with information to monitor activity and manage expenses - we will deliver consolidated data and robust reports using our web-based platform (iBank)
 - ✚ Standard reports include: Executive Summary; Exceptions Report; Car and Hotel; Credit Card Reconciliation and Unused Ticket Reports
 - ✚ We have 120+ other reports available, and can create custom reports if needed
 - ✚ Your team has access to all reports, and are able to generate anything real-time

Expense Reduction

- ✚ Travel Policy implementation and adherence
- ✚ Negotiated rates on most hotels and car rentals – potential air discounts could be negotiated with volume
- ✚ Fee waivers – ticket cancellations, name changes
- ✚ Double-dip on Frequent Flyer Miles – points can be applied to pay for future corporate travel

With our Crisis Management Reporting you can quickly see who is, was, or will be travelling to any destination.

With the Amadeus SMS Traveler Contact Program you can:

- ✚ Reach out to travelers who may be at risk during an emergency
- ✚ Send text messages to help coordinate group travel
- ✚ Send text messages before the trip takes place and after it's completed
- ✚ Send messages by email before, during, or after travel

Travelers can book with us via two channels: call your dedicated team at UNIGLOBE Travel Designers, or book online with the best in class Concur booking tool.

Using Concur booking tool adds significant value to the organization:

- ✚ **Complete Policy Integration** – Integrate your policies, preferred suppliers, negotiated rates and hierarchy and approval process to manage travel spend.
- ✚ **Reduced Transaction Fees** – Significantly reduced service fees.
- ✚ **Consolidated Approach** – All reservations (low/high touch) supported and fulfilled by UTD with all data included in your monthly reports.
- ✚ **Best of Both Worlds** – Touchless fulfillment and high touch fulfillment of travel services. Intuitive booking tool with all of the bells & whistles.

OUR EXPERIENCE: HIGHER EDUCATION

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Universities We Work With



Ohio
Wesleyan
University



University of Missouri



UNIVERSITY OF MINNESOTA



BETHUNE-COOKMAN
UNIVERSITY

OUR EXPERIENCE: HIGHER EDUCATION



- ✚ Hundreds of domestic groups and thousands of travelers each year
- ✚ Average 75 to 100 international groups per year, ranging from 10 to 150 or more passengers
- ✚ In 2018, University clients sent over 1600 travelers internationally.
- ✚ We have experience arranging:
 - ✚ Chartered Services
 - ✚ Non-chartered Services
 - ✚ Team Travel
 - ✚ Study Abroad Groups
 - ✚ Recruiting Travel
 - ✚ Individual Travel
 - ✚ Fan-based Travel

VITAMIN D VACATION GIVEBACK PROGRAM



- ✚ UNIGLOBE Travel Designers has developed an innovative program designed to give back to charities while promoting health and wellness within the business community. Recognizing the importance of giving back to the community and the necessity for people to take a break, we have created the Vitamin D Vacation Giveback™ Program.
- ✚ For every vacation booked, UNIGLOBE Travel Designers donates \$25 to one of our community partners.
- ✚ Since starting the program in 2010 we have donated over \$30,000 to our community partners.





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THANK YOU

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