

Whole-of-Australian-Government Travel Arrangements (Effective 1 July 2010)

Frequently Asked Questions

1. What do all the acronyms mean?

WoAG - Whole of Australian Government
CEIs – Chief Executive Instructions
LPF – Lowest Practical Fare
IBF – International Best Fare
TMCs – Travel Management Companies
AEBT – American Express Business Travel
CWT - Carlson Wagonlit
FCm – Flight Centre Management
HRG - Hogg Robinson Group
QBT – QBT
[TCMS](#) – Travel Contract Management Section (Finance)
OBT – On line Booking Tool
SLAs – Service Level Agreements

2. What are Whole-of-Australian-Government Travel Arrangements?

From 1 July 2010, the Australian Government is putting in place a panel of travel management companies (TMCs) including American Express International (AEBT), Carlson Wagonlit Australia (CWT), Flight Centre (FCm), Hogg Robinson Australia (HRG) and QBT. Agencies will transition to the new arrangements with their current travel management company (TMC) on 1 July 2010.

The Australian Government has also negotiated a range of highly competitive discounted airfares on domestic and international routes which can only be booked through the TMC.

The domestic carriers are: Jetstar Airways, Regional Express (REX), Qantas Airways, and Virgin Australia. The international carriers are: Air New Zealand, Cathay Pacific Airways, Emirates Airline, Etihad Airways, Jetstar Airways, Pacific Blue Airlines, Qantas Airways, Qatar Airways, Singapore Airlines, Thai Airways, United Airlines, Virgin Atlantic Airways and Virgin Blue International Airlines (V Australia).

3. Will there be any changes to the travel booking process?

NO. Generally it should be business as usual. For example if your agency is currently contracted with HRG, QBT, CWT, Amex or FCm, you will continue using the same travel management company.

Under the WoAG travel arrangements it is mandatory that all air travel is booked through your agency appointed/contracted WoAG travel management company (TMC).

It is recommended that agencies review their CEI's and travel policy to reflect the requirements of WoAG travel including that it is mandatory to book travel arrangements through the travel management company.

4. Why the change to WoAG travel arrangements?

The new contractual arrangements, which take effect from 1 July 2010, will continue to meet the business needs of agencies and will optimise value for money through cost and fare reductions, more efficient practices and the promotion of behavioural change. Finance has negotiated an extensive range of highly discounted domestic and international fares, including competitive route deals.

Under the WoAG travel arrangements, TMCs are now much better equipped to assist the traveller/ booker with advice on travel policy compliance. WoAG Reason Codes are mandatory and are to be used by each traveller when making all airline bookings. This will provide support to agencies when monitoring traveller policy compliance. Please refer to the Table below:

	Reason Code	Map to LPF guidance
1	LPF/IBF Accepted	
2	Unsuitable due to time routing or connections	The most direct shortest route – minimise traveller inconvenience Ability to ensure connections for further flights are met
3	Approval / Entitlement to travel at higher fare class	All air travel should be at the lowest practical fare in economy class unless there is a business case or entitlement to travel outside these guidelines.
4	Health and Safety issues/Personal responsibilities	Health and safety issues for officers requiring certain facilities. Impact on personal responsibilities such as family - flights outside of normal business hours.
5	Require flexibility to change booking	Flexibility - Where there is a high degree of certainty for required arrival or departure times, officials should not use flexible fares for these legs. However, where there is a possibility that a scheduled meeting will not go ahead, or where there is uncertainty surrounding the time that meetings may conclude, it may be advisable for flights to be booked on flexible fares.

(Agencies are reminded to alert their travellers to Finance Circular No 2009/10 (LPF) and Finance Circular 2009/11 (IBF).

With Finance managing the overarching WoAG Standing Offer Arrangement, this should lessen the burden on many agencies in relation to travel procurement processes and contract management including assisting with the monitoring of service levels.

5. Do we have to use an online booking tool (OBT)?

Finance encourages those agencies without an OnLine Booking Tool (OBT) to start considering the benefits and suitability of implementing an OBT.

Agencies currently using an OBT, have advised that the tool has assisted in time saving and has also provided visibility of fares and flights available at the time of booking. Finance has been advised that some of these Agencies currently using an OBT have made significant savings (ie up to 30%) because they can view options and choose cheaper fares that suit their business needs.

6. How will we know we are receiving discounted airfares?

Over 10,000 fare discounts and route deals have been loaded into the systems and OBTs of the WoAG TMCs. The Travel Contracts Management Section ([TCMS](#)) within Finance will regularly monitor and audit the availability of the WoAG fares booked throughout the term of the contract.

7. Can we book flights through the TMC on airlines not appointed to WoAG travel?

All market available fares and all WoAG fares will be available to the traveller at the time of booking. This means that you will still be able to book on any airline within the parameters of the lowest practical fare policy (LPF). Remember you can only book through the TMC.

8. Are there any changes we could expect regarding the invoicing of our travel?

Yes: Other than noticing the highly discounted airfares, you will see two new charges:

1. Transaction Fee – a management fee charged by the TMC;
(Each TMC has differing Transaction Fees. Please note that OBT Transaction Fees will be cost considerably less than calling a consultant on the phone); and
2. WoAG Admin Fee – a contract management fee charged by Finance.

WOAG Administration Fee:	
Domestic	\$3.60 GST exclusive - GST to be applied to fee by the TMC - \$3.96 GST inclusive
International	\$10.65 GST exclusive - GST to be applied to fee by the TMC - \$11.72 GST inclusive

All Departmental Travel Managers and Chief Finance Officers are aware of these fees. These fees will be charged from 1 July, at commencement of the WoAG arrangement.

9. Do we get charged another Transaction Fee if a ticket needs to be changed (pre or post booking)?

No. However, an agency may incur a fee or additional charge from an airline or other service provider depending on the terms and conditions of the fare.

10. How will the relationship work between Finance, the Travel Management Companies and my agency in relation to contract management and the day to day booking process?

Finance will manage the overarching WoAG travel contracts. Agencies will manage the interim agency contract including relationships and issues to do with the day-to-day booking process.

Agencies that have an issue with their TMC's service levels that cannot be rectified directly between the agency and the TMC, will need to raise any concerns with Finance (TCMS). This ensures that Finance is aware of the issue and that solutions can be worked out with all parties at a WoAG level.

Agency contract manager meetings will also be established from commencement and TCMS will be seeking nominations from people to assist in these committees in the next couple of weeks.

11. How will Finance monitor the level of savings returned to the Budget and the service levels of the TMCs?

Finance has negotiated some highly discounted air fares and route deals both for domestic and international air travel. All WoAG agencies will reap the benefits of these new fares. These new fares and contracted arrangements will assist all agencies to gain greater savings than achieved to date, and will encourage a more consistent WoAG approach to travel management. The introduction of the Lowest Practical Fare and the associated reason codes that assist in monitoring travel policy compliance will also assist with this consistent WoAG approach.

Finance will be monitoring all travel patterns and spend very closely, working with both the TMCs and the airlines. Regular meetings will be held with the WoAG partners to continually maintain a relationship that will also assist in keeping on top of all the management issues

The TCMS team will also work closely with agencies and provide contract management advice when required.

1. What information may I need when making a travel booking?

1. Approval from your delegate/supervisor prior to any travel
2. Company Profile Number (some TMCs require this)
3. Cost Codes – where the booking will be charged to
4. Understanding of Lowest Practical Fare (LPF) – See Finance Circular No 2009/10. You will be required to provide a reason code for choice of ticket taken – please refer to Question 3 of this information sheet); and Understanding of Best Fare of the Day for International Official Air Travel (IBF) – See Finance Circular No 2009/11. You will be required to provide a reason code for choice of ticket taken – please refer to Question 3 on this information sheet)
5. If you are not familiar with Fare Conditions (ie fully flexible, restricted fare) ask the consultant or read the Online booking tool conditions
6. Determine if you need to purchase excess baggage allowance

7. Provide airline loyalty number
8. Name and contact number of traveller - if airlines need to advise of changes to flights.
9. TMC phone number or Email address
10. Transaction Fees and WoAG fees that will be charged to invoice.

Please note this can vary from agency to agency.

2. Where can I get more information about WoAG Travel?

Agency Travel Forum:

Finance holds agency travel forums quarterly. TCMS will send out invitations to all travel managers. This invitation can be extended to officers in your procurement and governance team or others who you feel may be interested or have a need to know!

This is a great networking experience for all agency travel managers (and other government officers interested in policy or procurement of travel)
– a great opportunity to share common experiences, discuss how others conduct their business, gain ideas of new procedures and behaviours that may assist your agency and generally talk about other business solutions.

TCMS Contact Details:

The Travel Contracts Management Section in Finance can answer any questions that you may have about the new arrangements:

TCMS Telephone: 02 6215 2447

TCMS Email: tcms@finance.gov.au