

MYTRAVEL OVERVIEW

- West Virginia University recently adopted **American Express Global Business Travel** as our standard travel management partner.
- WVU BOG Finance and Administration Rule 5.8 – Travel** requires faculty and staff traveling on behalf of WVU to make travel reservations through the **MyTravel** (go.wvu.edu/employee-travel) platform unless within the exceptions permitted in the **WVU Travel and Expense Program Manual** (go.wvu.edu/travel-manual).
- The **WVU Travel and Expense Manual** lists specific allowable exceptions for when air, hotel and rental cars may be booked outside of **MyTravel**. Exceptions include:
 - Price exemptions for booking airfare or hotels directly through a conference or event.
 - A lack of logical or appropriate lodging options for a given destination.
 - Booking rental cars directly with **Enterprise Rent-A-Car**.
 - Trips booked through the **Office of Global Affairs**.
- Travelers may choose from any airline or flight when booking through **MyTravel**. However, travelers should choose the lowest logical fare for their specific situation (e.g., connection times, flight duration, departure and arrival times, etc.).
- Travel rewards information can be saved in travelers' profiles to help in receiving their mileage and frequent stay rewards.

Benefits

SAFETY – Traveler safety is one of the main reasons most large organizations and universities require using a standard travel program. Whether navigating the uncertainties of weather, international conflicts, national security issues or a global pandemic, the ability to help employees both before and during their trip is WVU's top priority.

- If travel is booked outside of **MyTravel**, the University does not know if faculty and staff potentially are in unsafe situations. WVU also is unable to help employees return home in case of emergency.
- American Express** offers 24/7 support (**669-272-1301** or us.travelercare@amexgbt.com), as well as alerts and information to inform travelers of potential or ongoing issues at a particular destination. Trips booked through **MyTravel** also are sent to **International SOS** to aid international travelers.

SERVICE – As one of the world's largest travel management companies, **American Express** has a reach spanning more than 140 countries. **American Express** agents are travel experts, and WVU benefits from their experience and expertise.

- American Express** has direct lines of contact with major airlines, which is useful in avoiding or resolving issues. **American Express** also has a thorough understanding of the travel industry and can help faculty and staff navigate through any challenges.
- American Express** offers a flight disruption service to seamlessly aid travelers in resolving issues, such as flight delays or cancellations.
- Travelers can apply unused or canceled tickets toward future trips so they do not miss out on using a ticket before it expires.
- American Express** offers free online chat or phone support if travelers have questions or issues.

POTENTIAL SAVINGS – The major airlines are contractually required to make all their flights and fares available to **American Express**. The pricing and options available via **American Express** pull from the same database as the airline websites, Expedia, Google and others, and pricing will be equal or better with **American Express**.

- American Express** has a web fare price-match guarantee (go.wvu.edu/amex-guarantee).
- WVU has negotiated rates (typically 2% savings or more) with **United Airlines** and **Southwest Airlines**. The University benefits from these negotiated rates when booking occurs through **American Express** — the more WVU travelers that book via the platform, the better the rates we can negotiate with airlines.

Resources ➔

Visit go.wvu.edu/travel for more information and travel resources.

Visit go.wvu.edu/travel-training for travel training.