

## Cover Story

## Association News

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May 10, 2006

## ABC Corporate Services Partners With nuTravel

ABC Corporate Services, a provider of travel services to agencies and corporations, has formed a partnership with nuTravel Technology Solutions whereby under an exclusive, five-year agreement, ABC will offer its customers access to nuTravel's Corporate Travel Solutions (CTS) booking tool, which is available as a private label service.

nuTravel's service includes the usage of its private label marketing materials, a dedicated customer support staff providing implementation support (WebEx demonstrations and training classes), assistance in achieving adoption goals, and a full range of technical services and support. ■

## ACTE' Atlanta Conference Sets New Attendance Record

Attendance records at its events were broken on Monday when the Association of Corporate Travel Executives (ACTE) was counted at 1,169 attendees at its Global Education Conference being held in Atlanta, Ga. Twenty-three countries were represented by conference delegates, including Argentina, Australia, Austria, Belgium, Brazil, Canada, China, Czech Republic, France, Germany, Hong Kong, Italy, Mexico, Netherlands, Panama, Republic of Singapore, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, and the United States.

The international aspect of the conference was underlined by a series of keynote addresses and educational sessions that examined, among other things, airline competition in Canada and technology integration in South America. An appeal from Marilyn Carlson Nelson, chairman and CEO of Carlson Companies, sought industry support of the ECPAT Code. (ECPAT stands for "End Child Prostitution, Child Pornography and Trafficking".) And address by Dr. Julie Gerberding of the Centers for Disease Control was dense with information about the global and local aspects of the avian flu virus.

ACTE's executive director, Susan Gurley, had been working on providing education on the issue of trafficking of women and children to the Association membership. She has established a relationship with the MTV Foundation in Europe to bring the issue to the ACTE Singapore Conference in August. As former Assistant Dean of International Programs at the Georgetown University Law Center, Gurley was instrumental in adding a course on this subject to the curriculum. She has further pledged that ACTE would begin devising RFP language that

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supported the ECPAT code in much the same way companies seek to identify trading partners with a similar commitment to the environment. Gurley is looking to add the signature of ACTE U.S., ACTE Canada, ACTE EMEA, and ACTE Asia-Pacific to the code in the immediate future.

At a press briefing held after Gerberding's presentation, Gurley observed that achieving an integrated international response to the pandemic is difficult, especially when it comes to the collection of data. "The key is that it's a global issue," Gurley explained. "It's not just our data, it's [other countries'] data, not just our quarantine issues but their quarantine issues ... we have to work within the international community and as you know that's very time-consuming." ■

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## **Air Canada Removes Tango Fares From GDS**

Air Canada has removed Tango fares, the airline's lowest fares, from the GDSs, resulting in their being available only on the carrier's web site. Travel agents can view Tango inventory in the GDS, but won't be able to price or book a ticket. All other Air Canada fares continue to be available in the GDSs. ■

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## **Air France, Worldspan Reach Full-Content Deal**

Worldspan has signed a multi-year, full content agreement with Air France, providing Worldspan-connected travel agencies worldwide with complete access to the airline's global travel offerings, effective immediately. Full content is available to Worldspan subscribers including travel agencies, travel web sites and corporate travelers. Those subscribers have real-time connectivity to information, schedules and availability, including publicly available fares and web fares. ■

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## **AirTran Switches Minneapolis Terminals, Adds Nonstop Routes**

AirTran will relocate its operations to Gates H9 and H10 at the Humphrey Terminal at Minneapolis-St. Paul International Airport on May 18. The airline has operated out of the Lindbergh Terminal since 2001.

The carrier has started nonstop, daily service from Chicago's Midway Airport to Dallas/Fort Worth and Charlotte, N.C. The addition brings AirTran's daily operations out of Chicago to 32.

AirTran, which also just launched new nonstop daily service between Indianapolis and Los Angeles international airports, says it will continue to expand its route network westward with nonstop service to San Francisco International Airport beginning June 7; and an added nonstop flight to LAX on June 20. ■

## **American Express Starts Advisory Services Unit**

American Express has formed a global advisory services unit within its business travel division. The new Advisory Services organization, which will span Business Travel's four operating regions, and include nearly 200 professionals from its policy and online adoption groups as well as its eCLIPSE and Corporate Meeting Solutions brands. Advisory Services will globalize and integrate policy management, strategic sourcing and process management, which had previously operated individually within defined geographies.

Advisory Services will be managed by 12-year American Express veteran Mike Streit. During his time at American Express, has led the transformation of several American Express business functions, including tax and business services, global procurement office and global real estate. Members of Streit's team include Alison Galik as vice president of operations; she was with eCLIPSE Advisors when it was part of American Express's 2003 acquisition of Rosenbluth International. Jay Roseman, who is credited with developing American Express's suite of interactive meeting solutions, is Advisory Services' vice president of sales; Frank Schnur Jr., previously head of American Express's global consulting, is the new group's director of strategy.

Going forward, the new Advisory Services unit will perform all agreements with the eCLIPSE group. ■

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## **BCD Travel Builds Network To Cover 96 Countries**

BCD Travel announced at this week's ACTE conference that it has grown its international network to 96 countries. Partners specifically mentioned in the announcement include JSC Aeroclub in Russia; China's Jebesen Travel, Toptour Corporation in Japan, Sydney Express in Australia and Williment Travel in New Zealand.

BCD Travel has also announced that it will become a marketing partner of Verified ID, offering customers discounted registration in the Clear program. Clear's registered traveler program provides frequent travelers with a fast pass through airport security. ■

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## **British Airways Strengthens Airline Partnerships**

British Airways has completed its migration to Amadeus Codeshare enabling it to more cost-effectively support 10 partner airlines. BA has also implemented Amadeus e-Ticket Server, which forges electronic ticket interline links, with 40 airlines, including all of its oneworld alliance partners.

British Airways partners include Aer Lingus, American Airlines, Cathay Pacific, Finnair, Iberia, Japan Airlines, KLM Royal Dutch Airlines, LAN Airlines, SN Brussels and Qantas. ■

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## **Campbell Resources Selects Arcaneo's Meetings Technology**

Campbell Resources, a Dallas-based travel management company, has entered into a partnership agreement with Arcaneo, a provider of meetings-management technology. Under this agreement, Campbell will use and offer Arcaneo Metron as its preferred meetings technology platform to its client base. ■

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## **Continental's Reaches Cologne/Bonn, Eyes Barcelona & Copenhagen**

Continental Airlines has inaugurated daily nonstop flights between its hub at Newark and Cologne/Bonn, Germany. This will be the only scheduled, nonstop, transatlantic service between the U.S. and the two German cities, according to the airline.

Later this month, Continental will add daily, nonstop service to Barcelona and Copenhagen from Newark. ■

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## **Crowne Plaza Open In Chicago**

The Crowne Plaza Chicago Metro Hotel, a 398-room property, has opened. The Chicago Metro's available guest services include full concierge, valet, laundry and dry cleaning services; a fitness center; high-speed wireless Internet access in public spaces; a business center; more than 8,000 square feet of meeting and banquet space; and an executive board room. ■

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## **CWT Schedules Next In Series Of Educational Events**

Carlson Wagonlit Travel's "Travel. Perspective." series of educational events will continue on May 16 in Dallas, focusing meetings trends and opportunities, global consolidation, technology, supplier leverage and contracts. Two more programs are scheduled through the year: a focus on the EMEA region on Sept. 26 in Boston; and Safety and Security on Nov. 14 in New York City. The company is also considering repeating its Asia Pacific session, which was held in February. ■

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## **Delta Launches New York-Budapest Service**

Delta has launched service from New York to Budapest, Hungary. The new nonstop service initially will operate five times per week, but Delta will expand the route in response to customer demand and offer daily roundtrip service between Aug. 3 and Sept. 30. ■

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## **Dundee & Angus CVB Unveils New Conference Guide**

The Dundee & Angus Convention Bureau in Scotland has launched its new conference guide. The venue information within the guide has been split into four sections: academic and purpose-built conference venues, civic venues, hotel venues and unique venues. The guide also provides information relating to Dundee and Angus as a destination. ■

## **Expedia Corporate Travel Offers New Reporting Tool, Enhances Flight Search**

Expedia Corporate Travel is launching a new business intelligence initiative, built in-house, to offer customers an integrated reporting and analysis solution. The platform synchronizes Expedia's reporting and booking functions for customers and creates a "foundation for future business intelligence innovations," says Expedia.

Also, Expedia Corporate Travel has enhanced its flight search platform, enabling business travelers to search for flights with more targeted and detailed search criteria. New search tools target connection city, preferred number of connections, airlines within a frequent-flyer alliance and multiple traveler-preferred airlines. A graphical time slider enables travelers to adjust flight departure times to see the resulting schedule and price changes in real-time. Concise time windows display relevant flights within two hours of a traveler's desired flight time. "Traveler-friendly" receipts for all online transactions can be accessed by both business travelers and corporate travel managers. ■

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## **ExpressJet To Keep Continental Regional Jets**

Continental Airlines has received notice from ExpressJet Holdings that ExpressJet will keep the 69 regional jets that Continental recently elected to remove from the capacity purchase agreement between the two companies.

Continental says it will continue to sublease the aircraft to ExpressJet, but at significantly increased lease rates. The aircraft will be withdrawn from the capacity purchase agreement over a six-month period beginning in December 2006 and ending in June 2007. Continental says it believes that there are ample regional jets and other aircraft available to replace this capacity represented by the 69 jets at a lower cost. ■

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## **FlightStats Report: 79 Percent Of Flights On Time In April**

FlightStats' Monthly Carrier Performance report, just released for airline operations in April 2006, shows that overall, 79.3 percent of flights of the 40 U.S. air service providers tracked during April 2006 arrived on time. The average delay among those who weren't on time was 49 minutes; 1.8 percent of the flights were canceled.

Topping the list for on-time arrivals among continental U.S. carriers was NorthWest AirlinK, which recorded on-time arrivals 89 percent of the time, but had an average 52-minute delay when it failed. Among the largest U.S. carriers,

Delta ranked 13th overall in April and Northwest, 15th. Southwest, which has dropped in ranking each of the last four months, was 20th most timely in April. ■

## **GE, E&I Launch Payment Solution For Universities**

Higher educational institutions that are members of E&I Cooperative Purchasing (E&I) now can receive greater discounts on a variety of financial services through a new purchasing card program from GE Corporate Payment Services.

The plan offers increased rebates as the total purchasing card volume of the co-op's memberships increases. In addition, the new program has no requirement for minimum spending per-card, has no transaction-size requirements, offers rebates on large-ticket transactions, has online reporting and self-service technology, and offers dedicated support and consulting services. ■

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## **GetThere Pursues Adoption With Travelocity-style Enhancements**

GetThere has unveiled a new site functionalities, many of them based on the success of the Travelocity consumer product and aimed at helping build online adoption. Available to GetThere clients and agency resellers worldwide by the end of June, the design features a variety of color styles for corporations to choose from, each highlighted by a concise, visually-appealing block-style layout. New formatting makes it easier for travelers to see and search content throughout the site, from login page to availability, itinerary review and purchase.

The site also includes streamlined functionality, improving usability through:

- \* better placement and flow of fields for quick data entry and travel search;
- \* easy-to-read corporate branding and messaging for traveling employees throughout the site;
- \* prominently-displayed schedules and pricing on availability screens; and
- \* travel tools that include city information, driving directions, maps, links to activities and dining, etc. ■

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## **Golden Tulip Plans India Expansion**

Golden Tulip Hospitality Group has opened a development office in New Delhi, India. Golden Tulip Southern Asia, a joint venture between Golden Tulip and the Leyland Group, will focus on developing and servicing hotels in India, Pakistan, Bhutan, Bangladesh and Sri Lanka. Golden Tulip Southern Asia aims to achieve a portfolio of 40 hotels in a five-year period by converting existing hotels into Golden Tulips and Tulip Inns and by developing new hotels. The Leyland Group is a real estate and hospitality investment, development and management company based in New York. ■

## **GlobalStar To Hold Conference in Buenos Aires**

GlobalStar Travel Management, in collaboration with local GlobalStar partner agency SintecTur, will host the forum "The Future of Corporate Travel in the Americas," to be held in Buenos Aires on May 24, 2006. This industry forum will take place during GlobalStar's Global Conference, which brings together key industry players and more than 50 travel agencies from around the world that make up the GlobalStar Travel Management network. Suppliers and corporate travel decision-makers are invited to attend. Experts will take part in panel discussions addressing the impact and benefit of globalization and consolidation strategies, as well as the tendency towards further reduction of commissions awarded by airlines and the fragmentation of information in GDSs. ■

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## **Hampton Inn Opens In New York**

The 65-room Hampton Inn Manhattan/Seaport-Financial District has opened. The nine-story hotel is situated in New York's Seaport district, adjacent to the South Street Seaport. Guests receive free high speed Internet access and local telephone calls. ■

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## **Hawaiian Airlines Ups Service From West Coast**

Hawaiian Airlines plans to increase its service to Hawaii from San Diego; Seattle; Portland, Ore.; Sacramento, Calif.; and Los Angeles. To do so, it is recalling 22 furloughed pilots and hiring approximately 100 flight attendants.

Starting Sept. 6, Hawaiian is expanding its daily San Diego-Maui service from summer flights only to service year-round. On Oct. 13, Hawaiian is increasing its nonstop Seattle-Maui and Portland-Maui flights to daily service. Beginning Nov. 19, Hawaiian is adding four weekly flights to its nonstop Sacramento-Honolulu daily service, and is expanding its Seattle-Honolulu service with three additional flights per week. For summer 2007, Hawaiian is converting one of its Los Angeles-Honolulu flights from four flights weekly to daily service. ■

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## **Hotelzon Partners With Finland Travel Bureau**

Finland Travel Bureau (FTB), the largest travel management company in Finland, and Hotelzon, a provider of hotel-booking technology, have formed a partnership that gives FTB clients online access to more than 70,000 hotels worldwide. Implementation will take place this month. Hotelzon has strong coverage of hotels in the Nordic countries, U.K., Germany, Russia and China. ■

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## **LAX Starts Valet Parking Service In Central Terminal**

Los Angeles International Airport (LAX) begins valet parking service in its Central Terminal Area today. The valet parking lot will serve Terminal 4 (American Airlines and American Eagle), Terminal 5 (Delta, China Southern and Aeromexico) and the 35 airlines in the Tom Bradley International Terminal. ■

## Names In The News 5/010/06

**Association of Corporate Travel Executives** has presented its 2006 Lifetime Achievement Award to Rolfe Shellenberger, for his contributions to the industry over a career of more than 50 years, including work at American Airlines and Runzheimer International plus as an independent consultant and as an advisor to ACTE. The Association also presented "Advancing the Industry" awards to Garth Jopling, travel manager in Canada for PricewaterhouseCoopers; Alain Legault, manager of travel and relocation at NAV CANADA; and to Eric Boulter, senior group manager and category leader for travel at PepsiCo Inc.

**Benchmark Hospitality International** has named Todd Gillespie director of sales and marketing for the Bedford Springs Resort, a property situated on 2,000 wooded acres near Bedford, Penn., within a two-hour drive from Pittsburgh, Baltimore and Washington, D.C. Gillespie was previously director of sales and marketing for the Stonewall Resort, a Benchmark Hospitality property near Roanoke, West Virginia.

**Interstate Hotels & Resorts**, an independent hotel management company, has named Christopher Bennett executive vice president and general counsel. Bennett had served as senior vice president and general counsel of Interstate and its predecessor companies since 1998 and of MeriStar Hospitality Corp., a hotel real estate investment trust, between 1998 and 2003.

**JW Marriott Grand Rapids**, scheduled to open in fall 2007 in Grand Rapids, Mich., has named Michael Lyman director of sales and marketing. Lyman has held sales and marketing positions for the Algonquin Hotel and the Metropolitan Hotel, both in New York.

**La Quinta** has appointed Robert Harshbarger as executive vice president and chief financial officer of the hotel chain. Harshbarger most recently served as senior vice president and controller for Accor Economy Lodging. Prior to joining Accor, he spent more than 20 years in roles of increasing responsibility with Red Roof Inns.

**Shorts Travel Management** has promoted Larry Cook to vice president of global sales. He formerly was in charge of national sales.

**Vail Resorts** has named Keith Fernandez president of the company's real estate subsidiary, Vail Resorts Development Co. Fernandez will assume his responsibilities on June 1. Since 1997, he has been president and chief operating officer of Intracorp San Diego/Hawaii, part of a family of independent, privately held real estate development companies. ■

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## National Car Rental Opens Locations In Guatemala

National Car Rental has opened locations in Guatemala City's La Aurora International Airport and in its downtown area. The opening of the new locations continues National's expansion into Central America; it already had locations in Honduras, El Salvador, Nicaragua, Costa Rica and Panama. ■

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## **NBTA Provides Research On Fuel Price Increases**

The National Business Travel Association has provided its members with research designed to help them better understand the impact of fuel price increases on travel. The research is in two parts:

- \* An analysis of fuel-based airfare hikes, provided by Travel Analytics, which examines airfare changes from March 2005 to March 2006; jet fuel price increases from 2003 to 2006; and how jet fuel cost hikes impact airline costs, dependent upon the type of plane and distance flown.
- \* An NBTA report based on a survey of travel manager members on the impact of fuel price increases on the air and ground transportation components of corporate travel programs. ■

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## **Northwest Pilots Agree To New Contract**

Northwest Airlines' pilots, represented by the Air Line Pilots Association International, have agreed to a new contract with the carrier. Sixty-three percent of the pilots voting ratified the agreement. ■

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## **Park Hyatt San Francisco Reflagged As Le Meridien**

The Park Hyatt San Francisco has been reflagged as the Le Meridien San Francisco. The 360-room hotel is located in the city's Embarcadero district. ■

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## **Pegasus Acquisition Completed**

The acquisition of Pegasus Solutions by an investor group led by Prides Capital Partners has been completed. In December, affiliates of Prides Capital Partners entered into a merger agreement with Pegasus to acquire the company in a transaction valued at approximately \$275 million. The hotel technology company ceased trading on the Nasdaq on May 4. ■

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## **Radius Implements CRM Tool**

Radius, a network of corporate travel agencies, has selected SureWare, a technology services provider for the travel industry, as a preferred supplier for its customer relationship management (CRM) solution. The SureWare CRM solution is designed for travel management companies to better manage corporate travel relationships, from acquiring new accounts and managing account implementations to providing the tools and information necessary to effectively support the ongoing service relationship. Radius will customize and roll out the SureWare solution to manage its multinational sales activities and worldwide supplier relationships. ■

## **Ritz-Carlton Plans Second Shanghai Hotel**

The Ritz-Carlton Shanghai, Pudong, a 286-room hotel in the heart of Pudong's Lujiazui Finance and Trade Zone, is scheduled to open in 2010. The hotel will be situated on the upper floors of a 60-story skyscraper, with views of the Huangpu River and the Shanghai skyline. The hotel will be part of a mixed-use development with office space, retail and residential apartments. It will be the second hotel in the city for Ritz-Carlton, joining the Portman Ritz-Carlton, Shanghai. ■

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## **Runzheimer: Business Vehicle Liability Concerns Rising**

Liability concerns relating to business vehicles have heightened significantly during the past 10 years, according to Runzheimer International's Total Employee Mobility Benchmarking Survey. Forty percent of respondents in Runzheimer's survey indicate they are concerned with liability relating to business vehicles. In comparison, 17% of respondents in Runzheimer's 1995 survey cited liability as a concern.

The results are not surprising given statistics relating to the frequency and cost of accidents, as well as the "increasing litigious nature of today's business environment," said Runzheimer. On average, one non-fatal, disabling accident can cost a company \$39,900, according to National Safety Council research. In addition, says Runzheimer, industry experts estimate that the indirect costs of each accident range from two to five times the direct cost. And while accidents and related liability claims increase the cost of insurance, the company adds, they also impact the amount of insurance that businesses must buy to protect themselves against lawsuits. ■

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## **SITE Academy To Hold Debut Event**

The SITE Academy for Young Leaders, created to provide generation-specific education for young incentive and travel professionals, will make its debut June 15-18 in Vail, Colo. The two-day event will host a variety of education and networking events, including a keynote by Steven Foster, managing partner of Circle R Ranch in Dallas, titled, "The Leadership Compass: Defining Leadership Roles with Authenticity and Accountability." ■

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## **Star Alliance Wants Clarification On Sabre-Amadeus Deal**

The Star Alliance member carriers are seeking legal and regulatory clarification on the recently announced content-sharing deal between Amadeus and Sabre.

"We are surprised that two GDS are allowed to cooperate in such a manner in a market which already lacks any real competition," comments Jaan Albrecht, Star Alliance CEO. "We fully support our members in seeking legal and regulatory advice as well as clarification of the practical implications of this announcement and continue to press ahead with our already commenced ACAP project."

Sabre and Amadeus have agreed to back each other up, providing access to an airline's inventory should that airline decide to withdraw inventory from one of the two GDSs. ■

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## **Swissotel The Drake In NYC Has Closed**

The Swissotel The Drake, New York closed at the end of April. Earlier this year, Host Marriott sold the hotel to developer Harry Macklowe, who intends to raze the 495-room hotel, which was built in 1926, and construct a luxury apartment building. ■

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## **Travelocity Offers Help With Travelers' T&E Reports**

Travelocity Business has added two features aimed at easing travelers' expense reporting responsibilities and thus increase their productivity. The first is individual e-mailed statements to business travelers that clearly outline all of their recent travel and transaction activity; the second, immediate e-mails to travelers confirming ticket refunds to ease their reconciliation of credit card statements.

The individual traveler statements will be available for issue either once or twice a month, depending on dates set by the corporation that can be adjusted to reflect corporate card billing cycles. Some of the data that will be shared on the statements include trip history, synopsis of unused tickets, and alerts of approaching expiration of credit cards. ■

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## **TRX Forms Professional Services Unit**

TRX, a provider of transaction-processing and data-integration solutions to the travel industry, has launched TRX Professional Services to complement the sales and implementation of its technology solutions. The goal of the unit is to advise TRX clients how to improve their operational efficiency, drive down costs and better utilize TRX solutions. ■

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## **US Airways To Add JFK-Charlotte Service**

US Airways will launch three daily, roundtrip flights between New York's JFK Airport and Charlotte Douglas International Airport in North Carolina, beginning Sept. 6. This new service will complement the 10 daily flights US Airways offers between Charlotte and New York LaGuardia and the eight daily flights the airline has between Charlotte and Newark. ■

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## **Virgin Atlantic Expands London/Las Vegas Service**

Virgin Atlantic Airways has expanded its nonstop service between Las Vegas and London to a daily operation. The expansion includes Virgin's new Upper Class Experience, which offers passengers complimentary limo service to and from the airport, priority check-in, and an upper class cabin suite equipped with extra large tables for working or holding one-on-one meetings, fully flat beds, power outlets for laptops, gourmet meals, spa treatments and an onboard bar. ■

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## **Westin Putting Hotel Stays To Music**

A newly-announced partnership between Westin Hotels & Resorts and eMusic.com will establish a musical signature for the 124 Westin around the world. Westin's digital music program will be incorporated into various aspects of the guest experience, including the lobby environment and in-room entertainment. the program is part of Westin's new Sensory Welcome program that will debut brand-wide later this year. ■

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## **Worldspan Adds Private Jet Booking To Trip Manager**

Worldspan, L.P. has expanded Trip Manager XE, a self-booking tool for corporations, with components of Worldspan Corporate Fleet, an inventory and reservations management solution for corporations offering scheduled service on private aircraft. With it, business travelers can book flights through the same availability displays as commercial flight. Flights are identified in availability displays both by company name and a business jet logo, and traveler itineraries also reflect customized text for private flights. In addition, travelers can view aircraft type and the duration of flights, and the system can be customized to allow travelers to request special meals during the booking process. ■

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