



Business Travel Update from Milne Travel American Express – April 2009

Milne Travel Locations

New Hampshire

[West Lebanon](#)
(603) 298-6644
[Manchester](#)
(603) 647-1700
[Keene](#)
(603) 352-8005

Vermont

[Barre](#)
(802) 479-0541
[Middlebury](#)
(802) 388-6600
[Rutland](#)
(802) 786-6785
[S. Burlington](#)
(802) 864-0204
[St. Albans](#)
802) 527-7447

Massachusetts

[Braintree](#)
(781) 843-8666

New York

[White Plains](#)
(914) 761-6790

Milne Travel Amex News

Companies leverage office spending to save money on travel purchasing.

Does your company write checks to pay your vendors today? Do you receive any kinds of rewards for these purchases? There are a number of purchase cards or corporate card programs that provide rewards point systems.

Over the last year, Milne Travel has been beta-testing a program that features American Express' Membership Rewards program. It's called Pay with Points, and here's how it works:

1. Companies with an eligible American Express Card purchase airline tickets through Milne Travel and charge the tickets to their card.
2. At the time of booking, they indicate to our agents that they would like to off-set the charge with Membership Rewards points.
3. Milne Travel then transfer points from the company's Membership Rewards account to the card account. Credits usually appear in 3-5 business days.

Companies can earn points by using their card for things like phone bills, office supplies, computers, printers, meetings, webinars, leases, advertising, trade shows, overnight mail and more.

Pay with Points works with any point of sale transaction processed through Milne Travel such as airlines, pre-paid hotels, and even transaction fees.

We recently had one customer save over \$15,000 on a group travel hotel booking. To find out more, call Milne Travel.

Airlines

North American Carriers Are Single Bright Spot in Dismal Global Aviation Market

The International Air Transport Association revised its outlook for global aviation last month, forecasting \$4.7 billion in losses for 2009, a much bigger loss than the \$2.5 billion it projected in December. But it said that North American carriers were doing the best; forecasting a \$100 million combined profit for the year for them. IATA said they were doing best because they had matched a 7.5 percent fall in demand with 7.5 percent in capacity cuts. It also said they benefited from careful capacity management and lower spot fuel prices. The current economic turmoil is hitting Asia Pacific carriers the hardest. The Middle East is the only region to see demand grow, but capacity grew more. European carriers are expected to lose \$1 billion. An expected 2.9 percent drop in the Europe's GDP probably will cause demand to drop 6.5 percent. (Source: IATA press release).



Current Travel Warnings from the U.S. State Department
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Milne Travel Agency, Inc.

(800) MILNE-4U

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Program Notes

Blending Service Platforms

- Onsite Offices
- Executive Desk
- Designated Teams
- Online Booking Tools
- 24 Hour Hot Line
- International Rate Desk

Direct & Indirect Savings Programs

- Amex Discounts on Air, Hotel and Car Rentals
- Client Specific Vendor Negotiated Programs
- Soft Dollar Programs

Proactive / Value-Oriented Travel Management Services

- Online Travel Management Reporting
- Group and Meeting Planning Services
- Visa / Passport Services
- American Express Gift Cheques / Travelers Cheques
- “Vacations for Less” employee discount programs

Global Support from over 2,200 offices in the American Express Worldwide Travel Services Network

Delta Phases Out Northwest Signs, Uniforms

Delta Air Lines’ absorption of Northwest Airlines has moved to the frontline. Nearly 40,000 flight attendants, pilots, airport lounge representatives, ticket counter and gate agents now are wearing Delta livery. New Delta signs are now up at more than 400 ticket counters, gates and baggage claim areas at three hub airports in Detroit, Memphis and Minneapolis-St. Paul. Delta has already rebranded 119 other airports worldwide. By the end of next year, all Northwest planes will be painted Delta colors. The two carriers have already synchronized flight schedules and route maps. (Source: Delta press release).

Delta Offers Up To Triple Miles through June 15

Delta Air Lines is offering SkyMiles and Northwest WorldPerks members up to triple flown miles toward elite status on select fares purchased for travel through June 15. Travelers will earn triple miles on first, business and premium economy fares; double miles on discounted economy fares. Travelers will earn actual miles on deeply discounted fares. The bonus applies only to miles counting towards Medallion or Elite status. Medallion and Elite Qualification Segments—another way to qualify for elite status—are not included. To qualify for Medallion status, fliers must earn 25,000 qualified miles. (Source: Delta press release).

American to Install Wi-Fi on 300 more Planes over Next Two Years

It’s getting easier to stay connected in flight. American Airlines will install Gogo Inflight Internet on more than 300 domestic aircraft over the next two years. It already has Wi-Fi on 15 of its 767-200s, which are primarily used on nonstops between New York’s JFK and San Francisco, Los Angeles and Miami. It will install the service on 150 MD-80 aircraft this year and then move on to its Boeing 737-800 fleet. The cost is \$12.95 for flights more than three hours, \$9.95 for flights three hours or less and \$7.95 for a pass for customers using a handheld device on flights of any length (Source: American press release).

Southwest Continues Adding Priority Security Access for Business Select, Rapid Rewards Customers

Southwest Airlines has introduced priority security lane access for its Business Select and Rapid Reward A-list customer at Seattle-Tacoma International Airport. It’s already in place at several other Southwest airports, including Baltimore/Washington International, Dallas Love Field, Phoenix Sky Harbor International, Orange County John Wayne, Denver International, San Francisco International, and Los Angeles International. It will continue to add it as needed. (Source: Southwest press release).

Amtrak Offers Lower Acela Fares

Amtrak is offering new low fares on Acela Express trains, saving passengers up to 25 percent on previous lowest fares. Acela Business class tickets start at \$99 between Washington, DC (WAS) and New York (NYP), and \$79 between New York and Boston (BOS). A 14-day advance purchase policy applies, and availability is limited. Fares are available through June 26. The tickets are one-way and nonrefundable, but can be exchanged. (Source: Amtrak press release).

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If you know of a company that would like to learn more about Milne Travel American Express and our Business Travel Management Programs, please contact me at the number below.

Regards,



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(623) 203-9565

Hotels

Hotel Prices Fall 12 Percent Worldwide

Hotel prices are falling, according to Hotels.com's Hotel Price Index. Rates for hotels in December 2008 were more than one tenth lower than they had been a year earlier and just one percent above their level in January 2004. North American rates fell the most, down 12 percent in the fourth quarter of 2008. Prices for hotel rooms in Europe fell ten percent; in the Caribbean and Latin America they fell by seven percent. Asia hotel prices fell just two percent, the first time they've fallen since the HPI began in 2004. Meanwhile, STR Global reported that U.S. hotel business continued to decline, with the industry's occupancy rate down 4.7 percent, ending third week of March at 58.5 percent, and average daily room rates dropping eight percent. Of the top 25 markets in the U.S., only one, Washington, D.C., saw gains in occupancies and rates and those were modest. (Source: HPI, STR Global press releases).

Omni Hotels Offers Triple Miles with American, United

Omni Hotels is offering members of its Select Guest program the opportunity to earn unlimited triple miles in the American AAdvantage and United Mileage Plus programs. Guest Select members also get complimentary Wi-Fi, morning beverages, pressing, newspapers and online check-in and express checkout. To take advantage of the triple miles offer, visit <http://www.omnihotels.com/SelectGuestProgram/ExclusiveOffers.aspx>.

Car Rental

Hertz Offers Summer Specials

Hertz is offering 50 percent off weekend rentals through June 30 at participating airports in the U.S. and Puerto Rico. It's also offering a "Weekender," that includes an attractive rate, free child's seat, no drop-off fee for one-way rentals and up to three days of Hertz NeverLost service. (Source: Hertz).

Spotlight On...Business Travel Backlash

Concerned by public perception of meetings and events as frivolous, some corporations are opting to meet in places that may look like a bargain but actually cost more. An Association of Corporate Travel Executives survey of business managers found companies are factoring political correctness into their calculations.

- Sixty percent would avoid a "resort" destination like Las Vegas even if the resort city were a better deal than a non-leisure destination.
- Thirty-eight percent said public perception is now a key factor in choosing a meeting site.
- Sixty-two percent said it would take a dramatic increase in their own business or an increase in projects that required meetings for them to increase the number of meetings and conferences they attend.

Source: Association of Corporate Travel Executives press release.