

LITTLER

TRAVEL

magazine

Q4 | December 2017



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Littler TRAVEL magazine is a quarterly publication that includes information on our preferred hotels, highlights different cities and includes travel news to make your Littler travel experience more rewarding.



If you have feedback or story ideas, please contact Mark Schiavo at mschiavo@littler.com

Littler®

CITY HIGHLIGHTS: TORONTO, CANADA



Omni King Edward

All of the 301 oversized guestrooms and suites combine regal elegance and comfort with well-designed furniture and finishings that will enrich your experience. Modern and bright bathrooms, with glass enclosed showers or deep soaking tubs, are enhanced with luxurious amenities.

Littler Rate: 15% off Best Available Rate

Location Information: 0.20 miles from Littler office

Cambridge Suites

The one-bedroom suites, measuring 550 square feet, afford the business traveler both space and comfort. With windows that open, two HD LCD televisions, a separate dressing room, private bath, entertainment wet bar, refrigerator, microwave, coffee maker, superb linens and complimentary Wi Fi, the most difficult part of your stay will be leaving.

Littler 2018 Rates: No preferred rate

Location Information: 0.30 miles from Littler office

CITY HIGHLIGHTS: MEXICO CITY, MEXICO



Westin Santa Fe

The Westin Santa Fe, Mexico City is a modern retreat located in the trendy Santa Fe business district. Guests are just steps away from the BBVA Bancomer Convention Center and Centro Santa Fe — one of the largest shopping malls in Latin America.

Littler Rate:
\$190

Location Information:
Next to Littler office

Contact the hotel concierge for car service to/from airport

Camino Real Santa Fe

Camino Real Santa Fe is where you can enjoy a world class service and the most luxurious and modern facilities. One of the features of the brand is to cover the needs of their guests. They offer a selection of services which will allow you to have a stay in the Camino Real style.

Littler Rate:
\$165

Location Information:
0.22 miles from Littler office

CITY HIGHLIGHTS: MONTERREY, MEXICO



Quinta Real Monterrey

With mountains and a deep blue sky as background, Quinta Real Monterrey is a haven of elegance and tranquility in one of the most dynamic cities of Mexico. A total of 165 wide suites, some of them with balconies with gardens and fountains view.

Littler Rate: \$190

Location Information: 0.62 miles from Littler office

Contact Karla Flores (+52.81.8851.1205 or kflores@littler.com) for car service to/from General Escobedo Monterrey airport.

NH Collection Monterrey

This hotel is in the upscale San Pedro Garza Garcia area, next to a mall filled with shops and restaurants. All of the hotel's rooms are beautifully modern, decked out in brown, black and red with a hardwood floor. And the view from some of them is quite literally breathtaking.

Littler Rate: \$99

Location Information: 2.15 miles from Littler office

TRAVEL POLICY REMINDER

Gift Policy (US)

- Client gifts will be reimbursed up to the IRS limit of \$25 per person.
- Employee Appreciation gifts must be pre-approved by the Office Administrator or the Office Managing Shareholder of the office, or by the Sr. Director – Human Resources for corporate employees.
- Other gifts to employees will not be reimbursed.

How to Submit in Concur:

Gifts to \$25

1. From a New Expense, choose the Expense Type of “Gifts”
2. Enter the appropriate Expense Classification, i.e., Firm Expense; Client or Activity and Matter or Activity (if applicable)
3. Transaction Date: Enter the purchase date
4. Amount: Enter the full amount spent (i.e., \$887.25)
5. Business Purpose: i.e., holiday gifts for [Client Name]
6. Comment: i.e., Gift cards for 40
7. Add Attendees:
 - a. Click [New Attendee](#)
 - b. Attendee Type: [Group Listing](#)
 - c. Last Name: [Client Name] (number of people given gifts) (i.e., ABC Company (40))
 - d. Click [Save](#)
8. Edit the [Attendee Count](#) to show the number of gift recipients (i.e., 40)
9. Attach Receipt:
 - a. Use the [Attach Receipt](#) button to add the Receipt

Note: A receipt for the total amount is required

Gifts over \$25

Use the following instructions if the total gift amount per individual is over \$25. Amounts over \$25 are charged either to Personal Expense (if the employee is covering the amount over \$25) or to

[Gifts-Non-Deductible](#) (with pre-approval from the OMS if the office is covering the amount over \$25).

1. From a New Expense, choose the Expense Type of “Gifts”
2. Enter the appropriate Expense Classification, i.e., Firm Expense; Client or Activity and Matter or Activity (if applicable)
3. Transaction Date: Enter the date of the purchase
4. Amount: Enter the full amount spent (i.e., \$887.25)
5. Business Purpose: i.e. holiday gifts for [Client Name]
6. Comment: i.e., Gift cards for 30
7. Add Attendees:
 - a. Click [New Attendee](#)
 - b. Attendee Type: Group Listing
 - c. Last Name: [Client Name] (number of people given gifts) (i.e., ABC Company (30))
 - d. Click [Save](#)
8. Edit the [Attendee Count](#) to display the number of gift cards i.e. 30
9. Click [Itemize](#)
 - a. Add Expense Type: Gifts
 - i. Enter the amount that meets IRS regulations, i.e., \$25 x 30 cards = \$750
 - b. Add Expense Type: Personal Expense
 - i. Enter the remaining amount, i.e., \$137.25
 - ii. In the required [Comments](#) field, provide a detailed explanation of the gift that was purchased
- OR
- a. Expense Type: Gifts – Non-Deductible
 - i. Enter the remaining amount, i.e., \$137.25
 - ii. In the required [Comments](#) field, provide a detailed explanation of the gift that was purchased
10. Click [Save](#)
11. Attach Receipt:
 - a. Use the [Attach Receipt](#) button to add the Receipt

Note: A receipt for the total amount is required

TRAVEL INFORMATION



CONCUR CORNER

Concur Audit:

- All expense reports go to Concur Audit first.
- Concur Auditors are live people reviewing receipt compliance for every expense report based on our Travel & Expense Policy. They do not see the Comments in the Expense Report.
- Expense reports missing required receipts, with receipts that cannot be read, and/or with receipts that do not match the expense will be returned.
- On average, the Concur Audit turnaround has been 2-4 hours but it can take up to 72 hours. Holidays and year-end are particularly busy times causing longer turnaround. Please do not wait to submit expense reports!
- Once an expense report passes through Concur Audit, it goes to the assigned Approver 1 (the OA in practice offices, the direct supervisor in corporate). All expense reports over \$1,500 then go to the assigned Approver 2 (the OMS in practice offices, the direct supervisor’s supervisor in corporate).

Duplicate Expense Warning:

- A duplicate expense warning ⚠️ does not prevent your expense report from being submitted.
- This is a system generated warning based on another submitted expense with the same date, vendor and amount.
- The warning stays on the expense report for the assigned Approvers to review.

AIRLINE INFORMATION



American Airlines No Change Fees through AMEX Global Business Travel

American Airlines (AA) has teamed up with American Express Global Business Travel (GBT) to offer a special promotion on an assortment of AA flights for which there is no fee to change or penalty to cancel your flight. Qualifying flights must be booked via Concur or by calling our AMEX travel agents.

When booking in Concur, click on [Rules](#) under the fare options and any applicable flight will specify GBT in the Fare Basis Code (example: OUAIXSO1/GBT).

Please contact Mark Schiavo or Jacque Codding with any questions.

Southwest Seeks Approval for Hawaii Service

Southwest Airlines plans to start selling tickets to Hawaii next year. The carrier has not yet announced route plans and must receive authorization from the Federal Aviation Administration to serve Hawaii from the U.S. mainland. Southwest earlier this month debuted the Boeing 737 Max 8 aircraft, which can handle longer flight ranges than previous 737 types, and the carrier expects to have 14 of the aircraft in service by the end of this year.

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

Delta Adds Auto Check-In

Delta now automatically checks passengers into their domestic flights 24 hours before departure. Delta will send travelers an email or push alert notifying them their boarding pass is ready. Passengers then acknowledge the government mandate for restricted items through Delta's app to access the boarding pass. Through the app, customers can add checked bags, change or upgrade seats.

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

AIRLINE INFORMATION

New TSA rule: All electronics must go in screening bins

What do cameras, e-readers, Game Boys, tablets, CPAP machines, DVD players and Barbie B-Books have in common? They are all electronics that go on vacation and must now join laptops in the security checkpoint bins.

Since July, travelers at 10 airports have been removing electronics larger than cellphones, as part of the Transportation Security Administration's security enhancement plan. (The airports are in Colorado Springs; Detroit; Boise, Idaho; Phoenix; Boston; Los Angeles; Fort Lauderdale-Hollywood, Fla.; Las Vegas; Lubbock County, Texas; and San Juan, Puerto Rico.) Now, it's the rest of the country's turn. Over the next few weeks and months, TSA will introduce the procedure at airports around the nation; the three Washington-area airports have already converted several security lanes. The agency installed signage to help travelers, though the practice will ring familiar to most passengers.

"People have been doing this for years with their laptops," said TSA spokesperson Lisa Farbstein, "so it's not a stretch."

Members of Pre-Check, the trusted-traveler program, are exempt from the new rule.

The agency determined that placing the devices in bins helps agents better inspect the interior of carry-on bags as well as the electronics themselves. (Make sure the item is set apart from other items, with nothing on top of or beneath it.) During a demonstration at Washington Dulles International Airport, Farbstein showed how

terrorists can hide explosive substances inside electronics. She held up an e-reader with a wire hanging out of the bottom like a rat tail. She

removed the battery cover of a child's pink e-toy to reveal a black powdery substance clinging to the batteries. She lifted the keyboard of a laptop to expose a battery pack, pouch of explosives and switch.

"We know the threat is real," Farbstein said, referring to intelligence reports warning of an increasing risk of terrorists targeting airplanes and the aviation industry.

To declutter your luggage and lower the probability of a bag check, Farbstein recommends placing food items in the plastic containers. Or, consolidate edible goods in one pocket or corner of your bag, for easy inspection.

"It is helpful," she said, "but it is not mandatory."

The amped-up security also extends overseas. A new initiative to step up screening went into effect in October, and applies to U.S.-bound travelers (roughly 325,000 a day) departing from 280 airports in more than 100 countries. Measures include the use of explosive-detection dogs, advanced checkpoint screening technology, heightened security in passenger areas and around the planes, pre-boarding interviews, closer inspection of documents — or a combination of all of the above. The procedures could slow the check-in process, and TSA urges travelers to contact the airline they'll be flying for recommendations on airport arrival times. Delta, for one, suggests three hours.

(Source: [chicagotribune.com](https://www.chicagotribune.com))



AIRLINE INFORMATION



Southwest Will Expand Oakland's Summer Service

Next summer, Southwest Airlines will bulk up its service out of the Bay Area's Oakland International Airport, including daily nonstop service to San Antonio beginning July 8 and to Indianapolis, Minneapolis and Orlando beginning July 14. All are new routes except Orlando, to which Southwest flies on Saturdays. Additionally, Southwest will end service from Flint, Mich., on June 6. Other new service on Southwest's summer 2018 schedule:

Beginning June 9

- Seasonal Saturday service between Boise and each Dallas, Tulsa and Orlando
- Seasonal Saturday service between Denver and Panama City, Fla.
- Seasonal service between Cancun and each Raleigh-Durham and Pittsburgh, pending government approvals
- Seasonal weekly service between Houston Hobby and Grand Cayman, pending government approvals

Beginning July 8

- Daily service between San Antonio and Fort Lauderdale

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

Air Canada to Add New North America Transborder Routes in May

In May, Air Canada will begin several new U.S.-Canada transborder routes on 50- and 76-seat regional jets, including connections to some secondary U.S. airports. On May 1, the airline will begin year-round service between Edmonton and San Francisco and between Toronto and Omaha. On May 17, it will start year-round service between Vancouver and Sacramento and between Montreal and both Baltimore and Pittsburgh, as well as summer service between Toronto and Providence, R.I.

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))



Passenger Bumping Incidents Decline to Historic Levels in Q3

Passenger bumping by U.S. airlines reached a record quarterly low of 0.15 per 10,000 passengers in the third quarter 2017, according to the Department of Transportation. The rate is down from 0.69 in the third quarter of 2016 and from 0.44 in the second quarter of this year, which had been the lowest dating back to 1995. U.S. carriers altered their approaches to involuntary denied boarding policies this year after a passenger was injured and forcibly removed from a United Airlines flight earlier this year. United reported that the number of passengers bumped from its flights declined 92 percent year over year in the third quarter.

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

AIRLINE INFORMATION

WestJet Eyes Global Gains with Delta JV & Fleet Growth

WestJet is plotting a course to become a bigger player on a global scale over the next few years, including a major fleet expansion and a commercial joint venture with Delta.

The carrier expects to nearly double its fleet of wholly owned aircraft by 2020, growing from the 51 it had at the end of the third quarter to 96. That includes 10 Boeing 787-9 Dreamliner aircraft, the first of which it will receive in January 2019.

Under the JV with Delta, which was announced Wednesday and is pending regulatory approvals, the carriers will coordinate schedules, expand codesharing and deepen reciprocal benefits for frequent-flyers. The carriers began codesharing in 2012, and the deeper relationship will "bring heightened competition and an enriched product offering to the transborder segment," according to WestJet EVP of commercial Ed Sims.

WestJet codeshares with several other carriers, including many outside Delta's SkyTeam family, such as American Airlines, Latam, Japan Airlines and Emirates. American recently filed to terminate that codeshare relationship, but all other codeshare and interline partnerships will remain, a WestJet spokesperson said.

The carrier has been working to grow its corporate business share through its Premium Economy product, which competes with chief rival Air Canada's highest economy fares. WestJet projects premium travel will add between \$300 million and \$500 million to its revenue annually through 2022. In addition, WestJet plans to launch an ultra-low-cost-carrier, Swoop, next summer. It will operate as a separate airline on its own routes and reservations system.

All those investments "support our transition from a low-cost, point-to-point model into a high-value-based network airline with a global footprint," WestJet president and CEO

Gregg Saretsky said. "We have been laying the foundation for this transition by investing in our network and schedule, while deepening our airline partnerships and broadening our fare products to not only defend and grow our leisure business but also to attract and retain premium travelers."

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

LaGuardia Will Shift Operations for Six Carriers

Six airlines changed their terminals of operation at New York's LaGuardia Airport amid ongoing construction at the 78-year-old facility.

- Both JetBlue and Alaska Airlines moved out of Terminal B to the Marine Air Terminal/Terminal A.
- Low-cost carriers Frontier Airlines and Spirit Airlines relocated out of Terminal B to Terminal D, though departing passengers will check in at Terminal C.
- All American flights will operate from Terminal B, moving American Shuttle and some American flights that currently operate out of Terminal C.
- All Delta Shuttle flights will operate from Terminal C. Flights to both Chicago and Washington, D.C., have been operating from Terminal A.

(Source: [businesstravelnews.com](https://www.businesstravelnews.com))

HOTEL INDUSTRY



Kimpton & IHG Loyalty Programs Will Merge

InterContinental Hotels Group in early 2018 will combine its IHG Rewards Club program with Kimpton Hotels & Restaurants' Kimpton Karma Rewards program to create a unified loyalty platform with a single reward point system.

Loyalty members will move from Kimpton's stay-based program to IHG's point-based program, and Kimpton Karma members automatically will be enrolled in IHG Rewards Club. Kimpton Karma member tier levels will map to IHG Rewards membership levels, and any accumulated activity toward a free night with Kimpton will be converted into points.

Though IHG acquired Kimpton in January 2015, IHG SVP of customer loyalty marketing Susanna Freer Epstein said the company wanted to be sure they weren't taking anything away from the Kimpton brand by rushing to unite the two loyalty platforms. "The intention of the acquisition from the onset was really to bring the best-loved boutique brand to more destinations around the world while delivering long-term benefits to all stakeholders," she told BTN. "We've been careful to ensure that we're really preserving the unique style and culture that have made Kimpton the undisputed leader among boutique hotels. And in bringing our loyalty programs together now, we wanted to ensure we were delivering the most value to our guests over the long-term. We think we've arrived at the perfect place."

With the combination of the two programs, Kimpton Karma members will have access to 80 times more hotels through IHG's network of more than 5,200 properties and 11 additional brands across almost 100 countries. They'll also be able to take advantage of other IHG benefits, such as the IHG Rewards app, plus member direct rates and the ability to redeem reward nights without blackout dates or cancellation penalties. IHG Rewards members will now be able to earn and redeem points at Kimpton's more than 60 hotels. At Kimpton properties, all loyalty members will continue to receive the keystone experiential perks of the Kimpton Karma program, such as Raid the Bar, a \$30 spa credit and personalized welcome amenities.

(Source: businesstravelnews.com)

2018 Littler Preferred Hotels

Our 2018 preferred hotels are now available. We have negotiated excellent rates with lots of amenities at most of our office location cities! All discounts are built in the Concur reservation system.

Please use this [link](#) to review our preferred hotels by office location or go to the [Travel](#) page on LittlerApps for a complete list.

If you have an issue obtaining a Littler rate, please reach out to Robin Prosini. She will work with the hotel to get the best possible option for you.

HOTEL INDUSTRY

U.S. Hotels Are Projected to Collect \$2.7B in Fees & Surcharges in 2017

U.S. hotels will collect 5 percent more in fees and surcharges in 2017 than they did the year prior, according to Bjorn Hanson, a clinical professor at the New York University School of Professional Studies Jonathan M. Tisch Center for Hospitality and Tourism.

The projected increase will stem from more fees collected for cancellations, about 2 percent more hotel rooms occupied than in 2016 and new categories of fees and surcharges. However, the industry is reducing fees and surcharges for high-speed internet access.

U.S. hotels also broke the historical record last year, collecting \$2.6 billion in fees and surcharges, a greater amount than was first forecast. The largest increase was in cancellation fees.

Earlier this year, Marriott International and Hilton instituted penalties for cancellations made less than 48 or 72 hours in advance. InterContinental Hotels Group, too, tightened its cancellation policy, though to the 24 hours Marriott and Hilton previously had required.

According to Hanson's report, U.S. lodging industry fees and surcharges have increased every year except in 2002 and 2009 when hotel demand declined.

(Source: businesstravelnews.com)

Update from Marriott Rewards, The Ritz-Carlton Rewards and SPG

Marriott Rewards®, The Ritz-Carlton Rewards® and SPG® will remain separate programs. While they continue to work with SPG to create a combined program, you can continue booking at the properties

you love and earning points like you have been doing.

Also, 2017 is the last year members can earn Elite Rollover nights. This means any 2017 nights earned in excess of Elite requirements will roll over toward 2018 status, but excess nights earned in 2018 will not roll over toward 2019 status.

(Source: marriott.com)

Marriott Tops J.D. Power Hotel Loyalty Survey

Marriott International's loyalty program Marriott Rewards edged out Hyatt Hotels Corp.'s World of Hyatt to win J.D. Power's 2017 Hotel Loyalty Program Satisfaction Study.

Marriott Rewards earned a score of 806 on a 1,000-point scale and World of Hyatt received a score of 805. Hilton's Hilton Rewards finished third with a score of 793 and InterContinental's IHG Rewards placed fourth with a score of 789. Finishing at the bottom of the study were Wyndham Worldwide's Wyndham Rewards, 742, and Choice Hotels International's Choice Privileges, 743.

The annual study, which measures member satisfaction with hotel rewards and loyalty programs, found this year that members who redeemed rewards points for dining, car rentals, product purchases and special events exhibited greater satisfaction than those who redeemed only for hotel stays. That finding could spell trouble for some hoteliers but prove a boon for others as many of the industry's top players expand their rewards programs offerings to include experiences, as well as a wider array of redemption opportunities.

The study is based on 4,682 responses from rewards program members who experienced five or more trips during the past 12 months and was fielded in September and October of 2017.

(Source: businesstravelnews.com)

INTERNATIONAL TRAVEL ASSISTANCE



International SOS Introduces Live Chat!

As a member of International SOS you have many benefits including up-to-date travel security analysis and medical information, all in the palms of your hands with the Assistance App.

The app now has the ability to LiveChat directly with a 24/7 medical and security specialist. [Download the Assistance App](#) to prepare for your next trip and chat directly with specialists if you have questions before, during or after your journey!