

Effective tomorrow, JULY 1, 2010 you are to begin using the new travel agency for any airfare reservations.

The new contracted travel agency is:

SHORT'S TRAVEL MANAGEMENT
TOLL FREE - (888) 846-6810
FAX - (319) 433-0847

EMAIL: state@shortstravel.com
Web site (state government): www.shortstravel.com/la

TRUE NORTH TRAVEL SOLUTIONS
*Note: MOTOR COACH TRAVEL ONLY
Direct: (312) 698-8991
Email: nick@truenorth-travel.com

*****IMPORTANT CONTRACT INFORMATION*****

- Ø Normal Business hours are 8:00am to 5:00pm CST Monday-Friday
- Ø 24-Hour Number 24/7/365 – Note beginning August 1, 2010 there will be a \$15 per call transaction fee for use of the afterhours services. (Agency will have final decision on reimbursement of this charge, which should depend on reason for call. i.e. true emergency and not just to check on flight time, hotel information, etc.)
- Ø Transaction Fee for 2010-2011 is \$24
- Ø New On-line Booking System – will be available beginning August 1, 2010 and will reduce your transaction fee from \$24 to \$5 per transaction – more information to come.
- Ø Profiles must be created prior to booking travel arrangements. Profile information will not be transferred from previous contract since new security changes from TSA in air travel. Travelers must now ensure that all bookings/profiles include the traveler's legal name.
- Ø System tracks and reports booking/abuse information.
- Ø Although use of True North Travel Solutions for coach travel is not required, if the agency chooses not to use this contractor, then the agency is responsible for handling solicitation of bids in accordance with the Small Purchases Executive Order.
- Ø PPM49 Travel Regulation Changes for Fiscal Year 2010-2011 and Online Booking System training available from Office of State Travel.

Please forward to/inform all appropriate personnel which use this type of service for traveling on behalf of State of Louisiana for official state business. If you have any questions or would like to set up a training session for either online booking system/PPM49 travel regulation changes/additions/clarification effective for July 1, 2010, you may contact this office at 225-342-6322.

Thank you for your immediate attention to this matter.

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