

## **General Contract Information**

[Airfare Booking](#)

[Hotel Reservations](#)

[Rental Car Reservations](#)

[Other Reservations](#)

[Penalties, Restrictions and Requirements](#)

[Form of Payment](#)

## **Customer Service**

[Accounting Information](#)

[Passenger Name Records](#)

[Trip Cancellations/Exchanges/Changes](#)

## **Travel Documents**

[Delivery](#)

[Prepaid Tickets](#)

## **Reservation Options**

[Online Booking Tool](#)

[Full Service Provisions](#)

## **New Participants**

## **GENERAL CONTRACT INFORMATION:**

### **Airfare Booking**

- In determining the lowest airfare available meeting requirements, the contract vendor will :
  - evaluate available [state contract airfare](#) and all other airline fares available to the general public meeting requirements;
  - offer alternate routings and times and wait-list reservations on lower fares;
- In the event that lower airfares become available through wait-list clearance prior to departure, the contract vendor will confirm reservations at such lower fares and reissue tickets;
- The contract vendor will refund the difference in cost if it did not book the lowest available airfare with all comparable features and class of service including available seats is not offered. The ticket must reflect lowest available applicable fare at time of ticketing.
- The contract vendor will arrange seating assignments at the request of the traveler when the option is available from the airline. The contract vendor shall not be held responsible for changes made by the airlines or other carriers that are out of its control.
- The contract vendor will assist travelers to ticket in compliance with the Fly America Act when applicable.

### **Hotel Reservations**

- The contract vendor will use the state's [contracted lodging establishments](#) and rates; and,
- If contract establishments or rates are not available or if other lower rates are available, the contract vendor will seek out the best available value and advise of all differences in the cancellation policies, early check-out fees, late arrivals and any other type of fees or policies.

### **Rental Car Reservations**

- The contract vendor will use the state [contract rental car companies](#) and contract rates; and,
- If contract rental car companies or rates are not available or if other lower rates are available, the contract vendor will use automated methods to seek out the best value for the traveler and advise of all differences in the provisions and costs, including charges for loss/damage insurance, liability insurance, mileage, and drop-off fees, or any other fees and policies.

### **Other Reservations**

- The contract vendor will book rail, bus, and ground transportation or any other travel services as requested by the traveler using automated methods to seek out the best value of all rules and provisions of utilizing such rates and services.
- The contract vendor will assist with and book group reservations and will take all actions necessary to book reservations at such fares and rates at the most economical cost for travelers or the CPA.

### **Penalties, Restrictions and Requirements**

- The contract vendor will clearly communicate and document penalties, restrictions, advance purchase requirements, late arrival guarantees, and cancellations for all travel reservations at the time such reservations are made and with issuance of the ticket and reservation documentation.

## Form of Payment

- The CPA has contracted with JPMC to provide state corporate travel charge card accounts, central bill and individual bill, to travelers for travel expenses.
- The state corporate travel charge card accounts are mandatory forms of payment for the state contracted airline fares and must also be utilized for all other airline fares as provided in 34 TAC §20.303. The Central Bill Accounts are for travelers to purchase official airline tickets, rental cards and/or hotel lodgings for official business. Participating entities have varying policies regarding the travel expenses that may be billed to these accounts.

## CUSTOMER SERVICE:

**Accounting Information:** If requested, the contract vendor will obtain accounting or approval coding information from the traveler or from the participating entity and enter this information into the PNR to be reflected on the invoice/itinerary or other documentation as required by the participating entity.

**Passenger Name Records:** the contract vendor will provide documentation in all Passenger Name Records (PNRs) reflecting the type of reservations booked. This documentation shall consist of the codes established by the CPA to identify refusals of the lowest available fare and the exception conditions for non-utilization of CPA contracts set forth in 34 TAC §20.303. The contract vendor will provide this documentation to the participating entity on the traveler invoice/itinerary for each ticket issued and, if requested, to the CPA.

**Trip Cancellation/Exchanges/Changes:** Regardless of original booking method (online booking or full service), all trip cancellations/exchanges/changes must be done with a travel agent. *All calls to the after-hours service will incur a fee. If exchanges or changes are handled through the after-hours service, the updated travel ticket will not be reissued until the following business day unless necessary. In addition, any changes handled by the after-hours service on existing reservations will be billed to the original form of payment.*

- Get the name of the travel agent canceling the reservation and/or the cancellation confirmation number and keep a permanent record of them.  
*(If your hotel reservation is not canceled, you may be billed for at least one night's room charge.)*
- Return your unused paper airline tickets (if applicable) to the contract vendor as soon as possible for a refund.
- On nonrefundable tickets, contact the travel vendor that issued them for possible options. The cost of the tickets will be billed whether they are used or not. Refunds will appear as credits on future monthly charge card statements. Be sure to monitor the length of time it takes for a refund to appear and contact the designated travel agency if the credit is not posted in a timely manner. (NOTE: All cancellations must be made in accordance with the travel vendors' cancellation policies.)
- Please note:
  - An exchange fee will apply when an exchange is performed. An exchange is defined as the application of the value of one ticket to another ticket.

- A refund fee will apply when a refund is performed. A refund is defined as crediting the value of a ticket to the customer form of payment.

*When a ticketing change, for example: a date change, does not result in an exchange or refund being performed, as defined above, there is no refund or exchange fee.*

## **TRAVEL DOCUMENTS:**

The contract vendor will issue all travel documents in accordance with standard industry practices and procedures for domestic and international travel. The contract vendor will issue electronic tickets for all domestic and international air travel and paper tickets if they are required for travel by the destination country or airport.

### **Delivery**

- The contract vendor will send travel documents to travelers via email or facsimile, as specified by the traveler or participating entity.
- The contract vendor will deliver travel documents (only when electronic ticketing is not available) to the location and/or person specified by the traveler at least twenty-four (24) hours prior to the commencement of scheduled trips, or earlier as required by airline fare rules or as specifically requested by the traveler.
- The contract vendor will provide rush delivery of travel documents, upon the traveler's request and when the participating entity agrees to pay for the additional direct cost of the rush delivery.
- The contract vendor will be liable for paper tickets (only when electronic ticketing is not available) when lost prior to the being received by the traveler. Each contract vendor is required to maintain a log with signatures verifying receipt of the traveler of travel documents.

**Prepaid Tickets:** Prepaid tickets (tickets prepaid and awaiting pick up at the airline ticket counter) for official business travel may be used when a short turnaround time is required and electronic, delivery, registered or express mail methods are not feasible.

## **RESERVATION OPTIONS:**

**Online Booking Tool:** Each vendor offers an automated online reservation-booking tool that:

- Has fare searching capability;
- Is capable of displaying contracted airline fares and regular published fares, identifying with unique icons whether the fare is a contracted fare or published fare;
- Allows travelers to construct simple domestic trips, including one-way and round-trip itineraries;
- Allows travelers to book air/car/hotel itineraries and/or hotel/car-only itineraries;
- Is capable of displaying contracted car and hotel rates and regular published rates, identifying with unique icons whether the rate is a contracted rate or published rate;
- Maintains traveler profiles, with the capability of adding, changing or deleting profiles by the traveler's authorized travel coordinators;
- Is able to save trips or clone trips;
- Contains an authorization process to prevent unauthorized travel from being purchased;
- Contains customized fields as determined by the participating entity or the CPA to track required data (i.e. travel approval numbers, cost center or accounting codes, etc.);
- Provides online user support and a printable user guide;

- Is on a secure Web site, password protected, and contains a ticket and payment authorization system;
- Is available twenty-four (24) hours per day for reservation and ticketing, with down time in compliance with the service level agreements;

### **Full Service Provisions:**

- The contract vendor provides a toll-free telephone number with twenty-four (24) hour services seven days a week;
- The contract vendor will answer at least 80 percent of calls within 20 seconds and provide a recorded message for those calls not answered in 20 seconds. The recorded message shall give the traveler two options: 1) to hold or; 2) leave a message for a call back. Return calls shall be made within one (1) hour.
- The contract vendor provides Automatic Charge Card Reconciliation Report for all requesting entities;
- The contract vendor has established an automated feedback system to receive information from travelers regarding problems and experiences encountered during travel;
- The contract vendor provides assistance with visa and passport processing, as requested;
- The contract vendor provides lost and stolen baggage assistance;
- The contract vendor has dedicated agents, on-site access to a Global Distribution System (GDS) and/or personnel for any requesting participating entity;
- The contract vendor will provide a dedicated Airline Reporting Corporation (ARC) number(s) for all travelers;
- The contract vendor will provide credits and/or refunds for travel services not utilized within seven (7) days of the cancellation or change;

### **NEW PARTICIPANTS**

For those state agencies/entities NOT currently using NTS or Short's, the travel coordinator would need to contact each vendor to discuss the setup of their state agency/entity and the transition process.