How do I book a trip?

You can book a trip using these avenues:

• By using the on-line booking tool located on your company’s travel portal home page.
• By submitting a travel request form.
• By calling an agent.

All these booking options can be found on the “Book a Trip” tab on the on-line portal.

Fees will vary depending on which booking option is utilized. Online bookings will be $3, agent bookings will be $30. (Fees are valid as of 2/15/2019). Fees are assessed per transaction and are subject to change with contract renewals. Please consult the business office or your account manager for fee questions.

How far out should I contact Short’s to book travel?

**Individuals:** We recommend booking, at minimum, 21 days in advance of travel when possible, however we do understand that some travel will have special circumstances and will not allow for as much advance notice. Short’s will still be able to service these travel requests depending on airline and hotel availability.

**Groups:** We recommend booking, at minimum, 90 days in advance of travel when possible for added access to lower cost, availability, and desired schedules.

Can we book further in advance?

You are welcome to book further in advance for both individual and group travel; but please be aware that the probability for airline flight schedule changes is greater the further in advance you book.
How long will it take for a travel request form to be completed?
A: Once you submit a request to our agent team, our agents are expected to respond to your request within 24 hours (max) and will:
• Acknowledge receipt of your request
• Ask any clarifying questions to ensure your request is fully understood
• Inform you of the estimated time it will take to provide you with a thorough search of flight options. Complex or multiple trip requests may take 3-5 business days depending on requirements.
*Note: some airlines are able to provide instant pricing, while other can take more time.

What is considered a group booking?
A group booking for air travel is defined as 10 or more travelers. STM Stay, our group hotel division, is able to work with groups of 5 or more. If a group of less than 5 is in need of hotels, the agent team will be able to assist.
Frequently Asked Questions

Why can’t Short’s Travel get the same fare I was quoted by another agency, online website (i.e. Expedia), or airline?

If you worked through any agency/airline direct for pricing and they held something, this would prohibit Short’s Travel from accessing that inventory to return the same pricing rate. Please also consider that on-line pricing at individual published rates will differ from accessing group inventory. Published rates will vary and often times increase as you book each seat. Most often group rates are lower overall and of course offer added flexibility.

Basic Economy Fares:

As part of our agreement with Short’s Travel, we have access to a wide variety of airline, car, and hotel inventory, along with access to some exclusive discounts to ensure we are receiving the lowest fare. Excluded from this inventory, are the Basic Economy fares; offered by many of the major airlines. Because of their highly restrictive nature, these fares are excluded from the available inventory within Short’s Travel. The Basic Economy fares were created with the leisure traveler in mind. University travel, by nature, is more volatile – schedules are likely to change, unforeseen circumstances may cause changes, and conferences or other travel may be cancelled or unable to be attended because of outside factors, such as weather or political unrest. Regardless of the situation, the Basic Economy fare does not allow changes once a ticket is booked, outside of the 24 hour window required by Federal Law. Although these tickets may provide savings up front, they require additional fees to select seats, check bags, sometimes even to guarantee overhead bin space, depending on the airline. Those who book this restrictive fare are also last to receive a seating assignment (if they chose not to pay for one), which increases their chances of getting bumped due to an oversold flight, and they are the last to be accommodated in the event of a disruption. Those additional fees and inconveniences, together with the restrictions on changes, poses a risk significant enough to outweigh the initial savings. Additionally, the airlines do not allow the value of these tickets to be used for future credit in the event of a cancellation.

The goal of our partnership with Short’s Travel is to save money on our overall travel program, which is done through Short’s technological efficiencies to monitor and ensure we receive the best value, management of unused tickets and the ability to re-use those tickets as savings for future travel, as well as provide additional reporting for the security of our travelers. Any bookings that are made outside of the Short’s program do not give us the visibility over our travel habits, or the ability to manage the safety and security of our travelers through duty of care.

Most airline websites will display if a fare is marked as Basic Economy. If you come across a fare that is cheaper than what you are seeing in the Short’s system, and do not believe it to be a Basic Economy fare, please email a screen shot of the lower fare, with as much detail as possible, along with the fare that was booked through Short’s. If the ticket, after an apples to apples comparison, is in fact lower and not a basic economy fare, Short’s will reimburse you the difference.

If I find a lower fare on my own; will Short’s price match?

If the traveler can provide proof of a lower fare for the identical trip on the same airline, and is available to be booked at the same time Short’s was asked to complete the booking, Short’s will cancel and rebook the flights for you if able, or will refund you the difference in fare if it is outside the airline’s void/refund 24 hour time-frame.

How are flights paid by the University?

Individual travelers should enter their University procurement card information into their Short’s profile. If travelers do not have a procurement card and use another department staff member’s card to complete their bookings, that information will either need to be entered into their profile, or provided each time a booking is made.
# STM Travel Contacts

<table>
<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>EMAIL</th>
<th>PHONE</th>
</tr>
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<tbody>
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<td>319-433-0622</td>
</tr>
<tr>
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<td>Designated Travel Team</td>
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<td>877-503-0017</td>
</tr>
<tr>
<td>Online Support</td>
<td>Online Help Desk</td>
<td><a href="mailto:onlinesupport@shortstravel.com">onlinesupport@shortstravel.com</a></td>
<td>844-329-1323</td>
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<tr>
<td>STM Stay</td>
<td>Group Hotel Sourcing</td>
<td><a href="mailto:stmstay@shortstravel.com">stmstay@shortstravel.com</a></td>
<td></td>
</tr>
<tr>
<td>STM Driven</td>
<td>Charter Bus</td>
<td><a href="mailto:Nick@stmdriven.com">Nick@stmdriven.com</a></td>
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To enhance the experience of getting there, being there, and coming home

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