



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
**DEPARTMENT OF ADMINISTRATION**

Office of Accounts & Control  
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**TO:** All Agencies and Travelers  
**FROM:** Louise Sawtelle  
 Associate Controller - Operations  
**DATE:** January 28, 2016

**SUBJECT: Travel Services MPA 151 – Short’s Travel Management Inc**

The Travel Services MPA contract has been updated. The following is effective February 1, 2016:

Supplier Name: SHORT'S TRAVEL MANAGEMENT INC  
 Supplier Number: 33930  
 Contract Purchase Order: 3447465

How To Book Travel	Business hours: <b>8:00AM-8:00PM ET</b> weekdays	Evenings, weekends, holidays
<b>866-498-7436</b> (toll free) <b>Effective Feb 1st</b>	<ul style="list-style-type: none"> <li>Designated agent team answers calls first</li> <li>If all agents occupied, caller can transfer to a back-up team or leave a voicemail (reply from team within 4 hours)</li> </ul>	Emergency Travel Service – a nationwide network of emergency travel agents that are all knowledgeable of the travel services provided to State of Rhode Island travelers by Short's; After hours service fee will apply
<b>Agent Team Email</b> <b>Effective Feb 1st</b>	<ul style="list-style-type: none"> <li><a href="mailto:teama@shortstravel.com">teama@shortstravel.com</a></li> <li>Reply from team members within four (4) business hours</li> </ul>	Team email agents available during business hours only
<b>Short’s Online Web Portal</b> <b>Effective Feb 1st</b> <b>NEW</b>	<ul style="list-style-type: none"> <li><a href="http://WWW.SHORTSTRAVEL.COM/RI">WWW.SHORTSTRAVEL.COM/RI</a></li> <li>For access to your personal traveler profile information</li> <li>Required before you book travel with an agent or via email</li> <li>Travelers with existing profiles will receive a system email the morning of 2/1/16 with login instructions</li> <li>New users click on “New User?”</li> </ul>	
<b>Concur Travel Self-Booking</b> <b>Coming Soon!</b>	<ul style="list-style-type: none"> <li>Phase II will introduce an Online Self-Booking tool</li> <li>Coming later in February 2016</li> </ul>	

Any travel booked with PanAm for travel after 2/1/16 will still be managed by PanAm including any itinerary changes and cancelations.

Any traveler who has an unused ticket credit with PanAm will have the credit rolled over to Short's Travel on February 1, 2016. Short's Travel will make every effort to ensure that unused ticket credits are available for the traveler's next eligible flight.

If you have any questions regarding this transition, please email [louise.sawtelle@doa.ri.gov](mailto:louise.sawtelle@doa.ri.gov) or [Elizabeth.wolfenden@doa.ri.gov](mailto:Elizabeth.wolfenden@doa.ri.gov)