



Office of Accounts and Control

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Peter Keenan, State Controller

We want to inform you that beginning on April 12, 2021, **Traveline Travel Agency Inc dba Direct Travel** will be the State's new travel management company. With their assistance, our goal is to provide continued support for our business travelers and management of our travel spend. The State along with Direct Travel and our current provider, Short's Travel Management (STM), have been working closely over the past few months to ensure a seamless transition with minimal impact to our travelers and the overall travel program.

Please note this change does not impact our current travel policy and restrictions on travel. If you have any questions, please refer to the current travel restrictions in the COVID-19 Employee Toolkit at <http://www.employeehandbook.ri.gov/>

We wanted to take this opportunity to outline what to expect in the upcoming transition:

- New Contract Purchase Order: **3712227**
- No change to existing 24/7 phone number: **866-498-7436**
- New agent support email address - corporatealo@dt.com
- Existing travel profiles including preferences, unused tickets, etc. will be transferred to Direct Travel
- New Direct Travel Itineraries (Direct2U)

Concur Travel

We will continue to utilize our online booking tool, Concur Travel. The site will be updated to reflect the change to Direct Travel; however, there will be no changes to the booking experience or process. Please note that your login information will remain the same, but the first time you enter the site you will need to set up a new password. Click "Forgot Password" from the login screen and an email will be sent to address in your profile with instructions to set up your password.

To access Concur Travel, visit www.concursolutions.com

Since the State previously used the Short's Travel Management Portal as a landing page for booking tools and profile management, the following items will now be managed directly from Concur Travel:

- Travel Profile Access/Updates
- Unused Tickets/Credits
- Reviewing Booked/Upcoming Travel
- Copies of Travel Invoices

For a training document explaining the new Direct Travel Itineraries and a self-registration guide for new travelers, please go to <http://controller.admin.ri.gov/StateTravel/index.php>.

If you have any questions or comments about this transition, please feel free to contact Louise.Sawtelle@doa.ri.gov or Natalie.Laster@doa.ri.gov. Your cooperation and compliance are appreciated.

Thank you,

Louise Sawtelle
Associate Controller – Operations
Office of Accounts and Control