

National Travel Systems (NTS) is a full service travel agency that offers State of Texas Travel Agency Services contract participants the following services and online tools: agency assisted travel reservations; a “touchless” online booking engine; meeting and event planning and management; online meeting and event registration software (GEMS); video services; travel reporting; reconciliation tools; and ticket tracking. NTS services and online tools are available for use 24/7.

### **NTS Contact Information**

#### **Reservations and Reservations Inquiries:**

General Toll Free Number: 800-542-0452

General Email Address: [gov@nationaltravelsystems.com](mailto:gov@nationaltravelsystems.com)

General Fax Number: 866-666-8072

#### **New Accounts and Contract Administration:**

Point of Contact: Allan Judah

Email: [ajudah@nationaltravelsystems.com](mailto:ajudah@nationaltravelsystems.com)

Toll Free Number: 800-814-3336 ext. 102

#### **Meeting and Events Management Inquiries:**

Contact for Quotes: [events@nationaltravelsystems.com](mailto:events@nationaltravelsystems.com)

Contact for GEMS registration software: [gemsinfo@nationaltravelsystems.com](mailto:gemsinfo@nationaltravelsystems.com)

#### **Video Services Inquiries:**

Contact for quotes and general information: [video@nationaltravelsystems.com](mailto:video@nationaltravelsystems.com)

#### **Accounting Issues and Billing Questions:**

Toll Free Number: 800-814-3336 ext. 103

[accounting@nationaltravelsystems.com](mailto:accounting@nationaltravelsystems.com)

#### **Reporting Issues and Questions:**

Toll Free Number: 800-814-3336 ext. 116

[reporting@nationaltravelsystems.com](mailto:reporting@nationaltravelsystems.com)

Business Hours: Monday through Friday 8:00 – 5:00 CST. The listed reservations toll free number of 800-542-0452 will ring to the 24 hour emergency service outside of the stated business hours and on holidays. For non-emergencies and general inquiries, please contact NTS during normal business hours.

## **Online Booking Tool Service Option (*nuTravel/Resx*)**

The *nuTravel* booking engine is a fully touchless online travel reservations system which allows travelers and/or travel coordinators to fully book, approve, and finalize reservations within the online system without assistance from an NTS travel agent.

Each agency or entity must have a portal set up within the *nuTravel* booking engine before individual users from that agency may use the system. The portal for each agency/entity is specifically designed to follow the protocols and procedures that each agency site administrator has implemented.

**Current Users:** Contact your agency site administrator for login credentials, agency policies, and training within the system. Your agency site administrator is the only person authorized to provide login credentials for new or existing individual users. NTS does not sign up individual users to the system.

**New Agency/Entity Users:** Site administrators that wish to utilize the system for their agency or entity should email NTS at [onlinesupport@nationaltravelsystems.com](mailto:onlinesupport@nationaltravelsystems.com) to schedule a new user implementation appointment. General points of discussion include design of the new portal, security protocols, implementation of agency procedures, and site administrator training within the system. All existing site administrators may request additional training from NTS at any time.

**Help with individual login issues or general questions regarding functionality:** Contact your agency site administrator. All individual users should request additional training, when needed, from their agency's site administrator.

Since *nuTravel* is a touchless system and reservations are not monitored by NTS agents, it is imperative that the system is properly implemented and administered by agency site administrators, and that all users have access to their specific agency procedures and are properly trained. All reservations should be verified before final approval and purchase. If a reservations error is detected after the reservation is finalized, please contact an NTS agent immediately at 800-542-0452 for assistance with correcting the error.

**NTS Points of Contact for inquiries or technical help with the *nuTravel* system:**

**Email:** [onlinesupport@nationaltravelsystems.com](mailto:onlinesupport@nationaltravelsystems.com)

**Toll Free:** 800-814-3336 ext. 102

## **NTS Full Service Reservations Option**

- When you are ready to make reservations for a trip, contact your travel coordinator and/or review your internal travel policies to ensure that proper procedures are followed before you contact NTS.
- Email or call NTS to submit your reservations request, and clearly disclose which agency/entity is to be billed for the travel costs. *It is preferable to email your travel request to NTS in order to ensure accuracy of the travel reservation details.* Be sure to provide the traveler's full legal name as it appears on drivers' license or passport. If the reservations are made over the phone, double check all trip details before the call is ended, and make a note of the name of the agent.
- If the travel request is for personal travel, you must inform the agent.
- National Travel's fee pricing allows a car or hotel booking to be booked at the same time as the air reservation at the same fee rate as an air only booking. If a car or hotel reservation is needed without an accompanying air booking, National Travel charges only a nominal fee for this time saving service. Please refer to your individual agency/entity reservations policies regarding individual hotel/car bookings.
- As soon as you receive the requested travel itinerary from the NTS agent, check all details for accuracy, including full legal name of the traveler, flight dates and times, destination, car and hotel information, and ticket price as quoted. Please contact your NTS agent immediately regarding any corrections, questions, or clarifications to ensure that no additional costs from the air, hotel, or car vendor are charged to your agency/entity. Any corrections or changes requested after 24 hours of the reservations' finalization will likely result in additional charges to the travelers' agency or entity.
- It is the travel coordinator and/or traveler's responsibility to ensure that all information is correct prior to travel.
- Trip cancellations and/or requests for refunds should be remitted via email to the original booking agent, or to [gov@nationaltravelsystems.com](mailto:gov@nationaltravelsystems.com). Retain the emailed refund request, and monitor for the resulting credit to display on the credit card statement. If the refund credit does not display within a billing cycle, please contact NTS for resolution. For nonrefundable tickets, email NTS to cancel the reservation, and make note of the cancellation. Be aware that the cost of the ticket will be billed by the airline whether the ticket is used or not. The value of a canceled nonrefundable ticket may be used at a later date by the same traveler, pursuant to the individual airline policies.