

Short's Travel Management (STM)

CONTACT INFORMATION

Toll Free Number

877-225-0239

General Email Address

texas@shortstravel.com

Online Support

texassupport@shortstravel.com

STM's State of Texas Contact

Megan Howard

Hours – Monday through Friday 8:00 am to 5:00 pm CST

Office Phone: 913-220-2730

Cell Phone: 417-379-9616

Email: mhoward@shortstravel.com

All Group & Meetings Inquiries

Kim Moore

Cell Phone: 703-975-5066

Email: kim@shortstravel.com

All Bus Charter Inquiries

Nick Gyllin

Office Phone: 319-433-0851

Cell Phone: 773-766-8123

Email: ngyllin@shortstravel.com

All Air Charter Travel Inquiries (Team Sports & Business Travel)

Kevin Ross

Office Phone: 281-686-6204

Email: kross@shtmcharters.com

Monday through Friday 8:00am–5:00pm CST, the toll-free number rings to Short's Travel Management. After Hours Emergency: Monday through Friday 5:00pm CST–8:00am CST as well as all day Saturday and Sunday, the toll-free number will be transferred to STM's after hour's service.

****Please note there will be an additional charge of \$21 per call or per PNR if multiple records are accessed during the call.***



STM's Online Service Option

Before booking any reservations, make sure you are aware of your agency's internal travel policies, and proper procedures are being followed.

1. Go to www.shortstravel.com/texas
2. Log in with your username and password. If you do not already have a traveler profile set up, you will need to set up your traveler profile before you can do online booking.
3. Use the "Plan a Trip" box on the top left of the home page or click on "Book a Trip" near the top of the screen.
4. Complete the screen with the appropriate type of reservation that is needed: air, hotel or car.
5. Click on "Start Searching" at the bottom of the screen.
6. Follow the prompts on each page.
7. After clicking "Purchase," you will be forwarded a confirmation of the receipt of the reservation and a copy of your travel itinerary to the email address set up in your traveler profile.

To set up your traveler profile

1. Go to www.shortstravel.com/texas
2. Click on the link "New User?"
3. Complete the New User form by completing the required fields below.
**Note It is important to input your name as it appears on your government-issued form of identification (e.g. Driver's License, Passport)*

Required fields include:

- Basic Information: First Name, Last Name, Birth Date, Gender, Email Address
 - Login Information: Username, Password, Confirm Password
 - State of Texas Information: Click on the drop-down menu for your entity
 - Contact Information: Country, Business Phone Number, Home Phone Number
4. Click "Submit" to continue.
 5. Once you are logged in, click on the "My Profile" link near the top of the screen.
 6. Click on "My Profile" near the top to add additional preferences to your profile (e.g. Travel Preferences, Frequent Account Numbers, Carbon Copy Emails, Travel Arrangers)

After completing the information for each screen, click on "save" to save your information.



STM's Full-Service Option

1. When you are ready to make reservations for a trip, contact your state agency travel coordinator and/or review your internal travel policies to ensure that proper procedures are followed.
2. Call (877) 225-0239. Tell the travel agent which eligible state entity you work for and provide the three-digit state agency/university code or State of Texas CO-OP member number.

Alternatively, you may send an email texas@shortstravel.com with the following information:

- *your state entity and three-digit state agency/university code or State of Texas CO-OP member number;*
 - *your travel dates;*
 - *what you need reservations for (hotel, air and/or rental car);*
 - *your contact information so that the Short's travel agent can contact you.*
3. Be sure to double check the accuracy of all information with the travel agent before you hang up. Confirm vendor names, dates, times, and rates. Make note of the agent booking your request.

Short's Travel Management can book travel bundles, but if State travelers are looking for a hotel only, they are required to use Hotel Engine as their primary source for reserving a room. (unless otherwise directed by state agency policy).

When reservations are needed for the same trip for airfare and other travel services (lodging, rental car), please have the travel agent book all the services at the same time, so that you will only be charged one full-service fee of \$19.50 for booking all the services.

4. As soon as you receive your travel itinerary, check all the information to make sure it is correct. Check: your name; the flight times, numbers, destinations, and ticket price; the travel dates; the hotel information; the rental car information; and any confirmation numbers. (Note: It is the traveler's responsibility to ensure that all information is correct prior to travel

