

# National Travel Systems

## Contact Information

### **Toll Free Numbers**

800-542-0452

877-717-7768

800-891-9002

### **General Fax Numbers**

866-666-8072

806-353-4021

432-552-6503

### **General Email Address**

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

### **Point of Contact:** Allan Judah

877-728-3511

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

### **Accounting Issues**

800-814-3336 ext. 103

FAX: 806-794-6893

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

From Monday through Friday 8:30am – 5:30pm CST, the above toll free numbers ring to National Travel Systems. From 5:30pm CST – 8:30am CST, the three above toll free numbers ring to the 24 Hour Emergency Service.

## **Dedicated Toll Free Numbers and/or E-mail Addresses for specific state entities:**

### **Comptroller's Office**

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

### **DFPS**

866-447-5855 or 866-644-2375

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

### **Ft. Worth ISD**

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

### **Harris County**

866-447-5855 or 866-644-2375

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

### **HHSC**

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

### **Office of Attorney General**

866-322-7061; FAX: 512-722-7688

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

### **University of Houston Athletic Department**

877-829-9969

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

### **Texas Dept of Criminal Justice**

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

## **NTS Online Service Option**

### **HOW TO BOOK A RESERVATION USING THE ONLINE BOOKING TOOL**

**(Note: NTS is in the process of implementing their proposed online booking tool, ResX. The information below pertains to their current online booking tool. New instructions will be provided for ResX when available.)**

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. Go to NTS's on-line booking tool, tutorial and other forms at the following link: <http://www.nationaltravelsystems.com/state/intro2.htm>.
3. Click on the on-line booking tool link which will take you to the on-line booking system. Then, click on the appropriate type of reservation that is needed, air, hotel or car and follow the prompts on each page.
4. After clicking "Purchase," you will at this point need to login or set up a login.
5. NTS will immediately forward a confirmation of the receipt of the reservation, as well as emailing the confirmation to your email address.
6. Online Help Desk Contact: [supporttx@takeavacation.com](mailto:supporttx@takeavacation.com) Phone Number: 1-800-814-3336 Option #4.

## **NTS Full Service Option**

### **HOW TO BOOK A RESERVATION USING FULL SERVICE**

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 or email NTS. 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. Also, inform the agent if travel is business or personal.
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.
4. Travelers not using airline services for a trip may book rental cars and hotels directly with the appropriate vendor (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.
5. 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.)

6. If you must cancel your trip, immediately call NTS and tell them to cancel all reservations. (If your hotel reservation is not canceled, you may be billed for at least one night's room charge.) Get the name of the person canceling the reservation and/or the cancellation confirmation number and keep a permanent record of them. Return your unused paper airline tickets (if applicable) to the travel agency as soon as possible for a refund. On nonrefundable tickets, contact the travel agency that issued them for possible options. The cost of the tickets will be billed whether they are used or not. Refunds will appear as credits on future monthly charge card statements. Be sure to monitor the length of time it takes for a refund to appear and contact the designated travel agency if the credit is not posted in a timely manner. (NOTE: All cancellations must be made in accordance with the travel vendors' cancellation policies.)