

***SUPERSEDED BY CALTRANS TRAVEL TIP 2004-04***

**CALTRANS TRAVEL TIP 2004-03  
NEW TRAVEL AGENCY AND ON-LINE BOOKING SYSTEM  
(March 2, 2004)**

This note has been approved by Cindy McKim, Chief of the Division of Accounting, to be sent to All Caltrans E-Mail Users by the Travel Policy Section. The Caltrans Travel Tip is intended to communicate the Department's travel policies quickly and efficiently to all Caltrans employees.

**Managers and supervisors are responsible for providing this information to their employees without a Lotus Notes account.**

We are pleased to announce that Madison Travel (Madison) will be the Department's new travel agency **effective March 27, 2004**.

Patterson Travel, who has offered several years of quality service to the Department, will assist the Department in making a smooth transition to Madison. Employees should continue making airline and rental car reservations with Patterson Travel through March 26, 2004.

Madison will be offering a travel booking system that gives employees the ability to reserve and purchase airline tickets and rental cars on-line. The on-line travel booking system is user friendly and gives employees the flexibility of requesting airline tickets and rental cars quickly and efficiently. The Department will be saving **45%** in lower transaction costs when using the system. To improve the way the Department conducts business and to take advantage of the lower fees, the Department will be implementing the on-line booking system. **All employees will be required to use the system when requesting airline tickets or rental cars.**

**A few of the highlights of the system include:**

- Web-based system accessible through the Internet. (No more paper).
- Ability to reserve and charge (to the Department's Business Travel Account) domestic and international tickets (refundable or non-refundable) at either the State's contract rates or the airline's lowest rates. The system excludes third party companies i.e. Hotline.com, Orbits, Travelocity, etc.
- Electronic approval process and instant confirmations (upon approval).

- Allows "travel planners" or support staff the ability to make reservations for employees.
- Ability to reserve and charge Enterprise Rent A Car transactions to the Department's Business Travel Account.
- Option to reserve hotel accommodations (with a personal credit card).

Implementing a new system creates a sense of anticipation, excitement, and apprehension. To ensure a smooth transition, in the next few weeks you will be receiving more detailed information explaining how to contact Madison Travel and how to access and use the system.

If you have any questions or require additional information, please contact either Gilbert Petrissans at (916) 227-9079 or Nancy Ledesma at (916) 227-9092.

**For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Gilbert Petrissans at [Gilbert\\_Petrissans/HQ/Caltrans/CAGov@DOT](mailto:Gilbert_Petrissans/HQ/Caltrans/CAGov@DOT) or Nancy Ledesma/HQ/Caltrans/CAGov@DOT. TTY users may also call 1-800-735-2922.**

Happy Travels.



***Cal T. Rans***

Your Partner in Travel