



TRAVEL INFORMATION & POLICY

Subject: 2006-07 Airfare Contracts	Number: TIP 06-08
	Date Issued: August 11, 2006
References: DGS Management Memo 06-11	Expires: June 30, 2007

Purpose	The Department of General Services issued Management Memo 06-11 announcing the 2006-07 airfare contracts effective July 1, 2006 through June 30, 2007.
Approving / Canceling ResX Requests	<p>Effective immediately, airline carriers require all ticket requests submitted through ResX to be either approved or canceled within the same business day. If the ResX request is not approved or canceled, the airline carrier will cancel the ticket request and charge the Department a penalty fee. It is the traveling employee's or their travel planner's responsibility to ensure ticket requests are either approved or canceled the same business day.</p> <p>Chapter 10 of the Caltrans Travel Guide provides detailed instructions explaining how to Change or Cancel ResX Reservations.</p>
Making Airline Reservations	<p>As the management memo indicates, Southwest Airline's contract (internet) fares are only available through Southwest Airline's on-line booking system, SWABIZ. Carlson Wagonlit Travel (CWT), the Department's travel agency (formerly known as TQ3 Navigant), has developed a process to purchase Southwest Airline's contract fares by using ResX. As a result, all airline requests, with the exception of Jet Blue, are to be made through ResX.</p> <p>The Department is unable to purchase Jet Blue airline tickets through ResX because Jet Blue and ResX participate in different airline ticket booking systems. To request an airline ticket with Jet Blue, please fax an approved Request for Travel Ticket form, FA0008, to CWT at (916) 638-3967.</p>
Changing or Canceling Airline Tickets (Itineraries)	As a reminder, all airline ticket changes or cancellations must be made by contacting CWT. Employees must not go to the airline carrier counter or contact the airline carrier by phone to make changes. CWT may be contacted Monday through Friday between the hours of 8 a.m. and 5 p.m. at (916) 852-9865. For emergencies after 5 p.m., please contact the After Hour Service at (800) 860-3984.

To request a ResX account, please visit [Chapter 10](#) of the Caltrans Travel Guide. If you have questions regarding this information, please contact Asni Tefera at (916) 227-9092.

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Asni_Tefera@dot.ca.gov. TTY users may also call (800) 735-2922.