



## Airline Reservation/Fare Payment Steps

### **STEPS:**

1. The state's contracted travel agency is Short's Travel and it is mandatory to use them for air travel arrangements. Log into to their web site [www.shortstravel.com/la](http://www.shortstravel.com/la). If you haven't already done so, create your user name, password and profile. When creating your profile be sure to use "Tech and Comm College/Delgado Community College" as your department.
2. At the home page, enter information about your upcoming travel including the departure and arriving airports, dates and times and click on "Search." Make sure that the "Hotel" and "Car" boxes are not checked if you do not intend on using Short's Travel for those items (note: you are not required to use Short's Travel for lodging and ground transportation arrangements). If you are arranging travel for another Delgado traveler, be sure to select his/her name or "Guest Traveler" from the drop-down menu. (Note: For the traveler's name to appear in the drop-down box, the traveler must have previously approved the travel arranger in the Short's Travel system.) Right under the name of the traveler on the screen "TECH AND COMM COLLEGE/DELGADO COMMUNITY COLLEGE" should be showing.
3. The next screen to appear will be a display of all possible flight options. The first flight option or options within the display, starting at the top left and with the fare within a blue-colored box, will be those whose fares meet state policy and then other possible flight options, i.e. those whose fares do not meet state policy, will be displayed afterward and with the fare in a white-colored box.
4. Examine the first flight option displayed and determine if it is suitable for your needs. If it is not, then proceed through the list until you find a flight option that is suitable given considerations such as when your own schedule allows you to be able to leave and/or requires you to be at the destination. *Note: State travelers are encouraged to use the lowest available air fare when possible, or, at the least, the lowest fare available for a flight option that is suitable for your own schedule.*
5. When you determine the flight option that works best for your needs, note the air fare quote and use that figure for your Professional Leave and Travel Request Form cost estimate. Please note that at the bottom of the box displaying the information about that particular flight option there are a group of links "Detail/Seats/Bags/Email."
6. If you are requesting Delgado to pre-pay your airfare, click on the "Email" link in order to obtain a temporary itinerary and then when the window opens fill in the required information and then click on the box marked "Send Email." At this point stop and logout; do not proceed any farther with the online process at this time. If you choose to pay your own credit card at this time, you may proceed directly to step 12. *However, be advised that if you choose to pay using your own credit card prior to approval of the Professional Leave and Travel Request Form (Steps 8-11), then you may risk being approved for reimbursement.*
7. You will then receive an email message from Short's Travel with your airfare quote. Record the total cost of the flight on your Professional Leave and Travel Form under "Airfare." You will have the option to print the proposed itinerary from the email, if desired.

8. Forward your completed Professional Leave and Travel Form and any attached documentation to the appropriate approvers.
9. When your approved form reaches the Delgado Accounts Payable Office, you will be notified that it has been approved and that is now okay for you to resume the online air reservation process.
10. Once you receive confirmation of approval, log back into the Short's Travel website.
11. Follow steps 2 – 4 above, and when you have reviewed the information carefully and are sure you have the correct flight information, click on the blue or white-colored box enclosing the air fare.  
*NOTE: If the specific flight you originally chose is no longer available, choose an alternate flight using the same parameters as previously used. If the difference between the new fare and the amount on the approved Professional Leave and Travel Request Form exceeds \$200, contact the Delgado Accounts Payable Office for further instructions.*
12. The next screen to display will be the "Purchase Reservation" screen. Please fill in the required "Traveler Information" area on the left and then select the method of payment from the drop-down menu on the right. There will be the option to use the "TECH & COMM COLLEGE/DELGADO COMMUNITY COLLEGE CENTRAL BILL CARD," which is to be used if you are requesting Delgado to pre-pay the air fare, or the option to "Enter a new card," which is to be used if you are paying with your own credit/debit card. When you have finished entering the required information and are completely ready, click on the blue-colored box at the bottom right marked "CONFIRM PURCHASE." Doing this will forward your request to have Delgado pre-pay your air fare to the Accounts Payable Office for their approval.
13. For reservations that Delgado is pre-paying, you will receive a reservation confirmation email message from Short's Travel once the reservation/payment using the Delgado Central Bill Card has been approved by the Delgado Accounts Payable Office. If you chose to pay for the flight with your own credit card, you will receive an immediate reservation confirmation email message from Short's Travel.

*Approved by Controller's Office Effective 1-21-14*