

**SWC# 747 Travel Services**  
**Contract Information and Usage Instructions**

**Contract Period:** This is a five-year contract term running from July 1, 2017 to June 30, 2022. There are no renewals remaining. This contract was solicited as ITB Event #32110-10067.

**Summary/Background Information:** The purpose of this Invitation to Bid (“ITB”) is to provide comprehensive travel agency services to the State of Tennessee (“State”) Agencies, Other Governmental Bodies, members of the University of Tennessee or Tennessee board of regents systems, and the nonprofit entities identified in Tenn. Code Ann. § 33-2-1001 (“Authorized Users”) may utilize the awarded Contract.

**State Contact Information**

**Contract Administrator:**

Ellen Lipinski  
Category Specialist  
Central Procurement Office  
(615) 741-1174  
Ellen.Lipinski@tn.gov

**Supplier Contact Information:**

List all Suppliers contact information in the following format:

World Travel Service Inc  
Edison Contract #55061  
Supplier #88792  
Cathy Burgess  
National Program Manager  
865-777-1600  
[Cathy.Burgess@worldtrav.com](mailto:Cathy.Burgess@worldtrav.com)

2160 Lakeside Centre Way, Ste 102 | Knoxville, TN 3792

**Usage Instructions:**

There are two ways to use the contract – either telephonic or online through Concur Solutions.

**1. Telephonic**

- a. To book by telephone please dial (866) 835-9979 between 8am and 6pm (EST). After hours assistance is available at (800) 251-9047 (domestic travel) or (865) 777-1600 (international). Refer to code W-7CD when calling. You can also find this contact information on the following link under P-Card: <http://teamtn.gov/cpo>.
- b. The employee calling to make reservations will need to provide its department/agency's business unit/allotment code and name as it appears on your driver's license.
- c. If you have a frequent flyer number, provide that information to the agent as well.

**2. Concur Solutions**

- a. To set up an account, please email the contract administrator your full name as it appears on your driver's license, the agency business unit/allotment code, and email address used for the account. Users can also be created to book on behalf of other travelers.
  - i. The name on the account MUST be listed as it appears on the traveler's driver license. That is the name that will appear on your airline ticket.
- b. Once an account has been created for you, you need to log in, reset the password and complete your account with information such as D.O.B, frequent flyer information, etc.

**Additional Fees:**

In the event the travel booking involves any additional fees such as unaccompanied minor fees and/or baggage fees, please contact [P.Card@tn.gov](mailto:P.Card@tn.gov) prior to booking through World Travel.

Unaccompanied Minor fees can be paid for using the agency's Travel Card on file **only** with the assistance of the CPO P-Card team. Please reach out to the CPO P-Card team at [P.Card@tn.gov](mailto:P.Card@tn.gov) for additional guidance before contacting World Travel or attempting the purchase. Baggage fees cannot be paid for using the agency's Travel Card on file and must be paid for via another payment method.

If you would like these, or other airline fees to be paid for by P-Card, please submit a P-Card Rule Exception Request requesting airline MCC codes be unblocked for a specific P-Card holder well in advance. A P-Card Rule Exception Request must be approved before contacting World Travel or attempting the purchase. For more information on submitting a P-Card Rule Exception Request, please visit the [References](#) page of the P-Card intranet site.

**F&A Policy 8** - Comprehensive State Travel Regulations, is still in place and must be followed PRIOR to booking any travel. The State of Tennessee employee travel website on <https://www.teamtn.gov/finance/travel-info/state-employees-travel-guide.html> will contain more information.

**Requisition and Purchase Order Generation:**

For information on how to create a requisition and/or purchase order please reference the CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

**Billing and Payment Instructions:**

Billing and Payment is handled through your agency's Payment Card on file with World Travel. If your agency does not have any payment on file with World Travel, please contact the CPO P-card team at [P.card@tn.gov](mailto:P.card@tn.gov).

**Asset and Inventory Management:** Not Applicable