National Travel Systems (NTS)

Office Hours: Monday through Friday 8:00 AM – 5:00 PM CST

Any assistance needed outside of those hours of operation will be handled by our after-hours emergency service. Our after-hours emergency service has access to all of our travel records and profiles so that your travelers can receive needed assistance.

Service Fees:

- Domestic Air Reservations: $11.79 per ticket
  **Please note that hotel/car reservations booked at the same time as the air reservation are included in the $11.79 fee per ticket**

- International Air Reservations: $19.99 per ticket (for credit card form of payment)
  **Please note that hotel/car reservations booked at the same time as the air reservation are included in the $19.99 fee per ticket**

- Exchange/Refund Fees: $5.00 for each exchange or refund

- Hotel/Car Fees: $3.00 for each hotel/car reservation that is not requested at the same time as an air reservation

- After Hours Call Fees: $17.99 for each call, per passenger record
  - Domestic Air Reservations: $25.00 per ticket
  - International Air Reservations: $35.00 per ticket

Dedicated Agents:

- Soren Palmquist
- Binke Jenkins

Email Contact:

- For initial travel requests for quote, please email the distribution group of: TTUTravel@nationaltravelsystems.com

Phone Contact:

- 1-800-814-3336 ext. 209 will route your call to our dedicated TTU Travel
  **Any calls made to this number outside of our normal hours of operation will automatically roll over to a voice menu that provides the opportunity to speak with our after-hours service if needed.**
**Group Air Contact:**

- If you ever have groups of people (10 or more) that are traveling together, we have a dedicated group department that handles Group Air contracting and fulfillment. You may either request those quotes from your normal point of contact with us (who will forward those requests over to the Group Air department), or email GroupAir@nationaltravelsystems.com directly for Group Air ticketing quotes and fulfillment.

**Group Housing Contact:**

- If you ever have a situation where you are either hosting a conference or you have a group of people traveling to a conference or event and need assistance with hotel room block contracting, we have an entirely different division of our company that specializes in Events planning. Events@nationaltravelsystems.com and/or Allan Judah ajudah@nationaltravelsystems.com would be the initial point of contact to inquire about those services. We can help with contracting room blocks, (ensuring that your entity earns rebates) manage your room block utilization for you, reserve ground transportation if needed, provide credentialing services if needed, and provide reports on the status of your room block throughout the process.

**Accounting/Reporting Contact:**

- Please contact accounting@nationaltravelsystems.com for any questions regarding billing, or reporting.

**Profiles Contact:**

- Please contact Profiles@nationaltravelsystems.com for any simple profile updates such as new contact information, etc.

- If you would like to establish profiles for your frequent TTUHSC El Paso travelers, please fill out the following secure form for each traveler: https://www.nationaltravelsystems.com/forms/individualprofile.php

- In order to transmit profile information in a secure manner for your main account, please fill out the relevant portions of the following form: https://www.nationaltravelsystems.com/forms/entityprofile.php