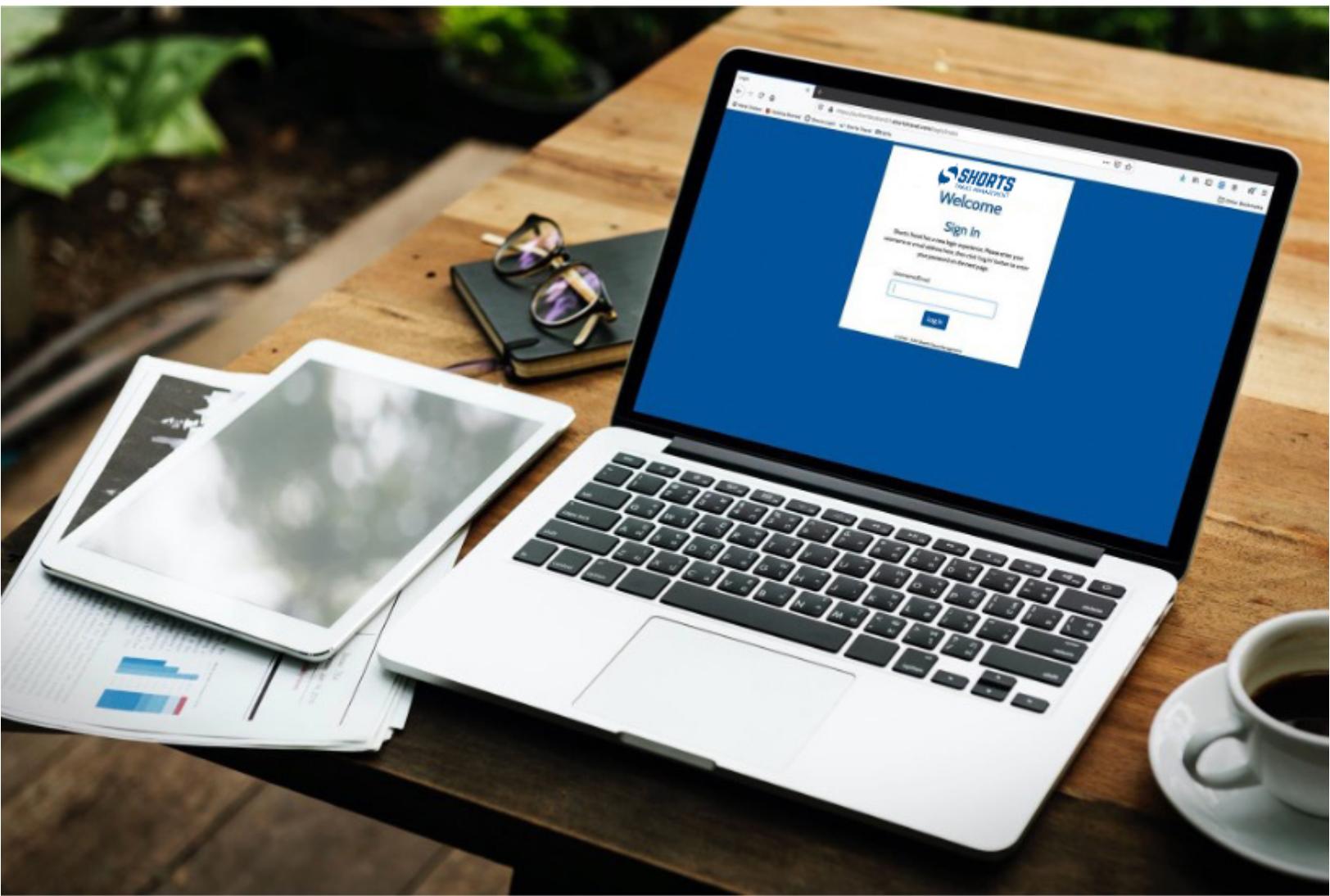




BOOKING TRAVEL THROUGH SHORT'S TRAVEL MANAGEMENT



COMPLETE USER GUIDE



Welcome to Short's Travel!

WE BELIEVE: When you win, we all win; on the road, at the event, in the air, away from home, at rest.

Short's Travel was established in 1946 in Waterloo, Iowa, and is a family and majority women owned company. We are #1 in collegiate athletic travel movement. Since entering the sports market in 2003, we are the fastest growing Travel Management company to support collegiate athletic departments. STM has over 90 active employees located in 42 cities throughout the US.

Besides creating an **amazing travel experience**, we are passionate about **innovation**, cultivating long-lasting relationships, both internal and external, **customized solutions**, family, community involvement, **sports** of all kinds, calming the **chaos of travel** and a good margarita!

Thank you for placing your trust in us to move your staff, coaches, and athletes.

This guide will walk you through how to book travel through Short's Travel Management.

Still have questions or can't find what you are looking for? Give us a call anytime, we're here to help!



Table of Contents

1. **BOOKING TRAVEL THROUGH SHORT'S TRAVEL MANAGEMENT**
2. **ACCESSING THE SHORT'S TRAVEL PORTAL**
3. **NEW USER SETUP**
4. **CREATING A PROFILE**
5. **CONFIRMING YOUR REGISTRATION**
6. **RESETTING YOUR PASSWORD**
7. **UPDATING YOUR PROFILE**
8. **NAVIGATING THE SHORT'S TRAVEL PORTAL**
 - Home Screen**
 - My Profile**
 - Trips Tab**
 - Book A Trip**
 - Travel Tools**
 - Info Center**
9. **BOOKING A TRIP THROUGH SHORT'S TRAVEL**
 - Online Booking Tool**
 - Short's Travel Request Form**
 - Group Travel Request Form**
 - Contact an Agent**
10. **FREQUENTLY ASKED QUESTIONS**



1. BOOKING TRAVEL THROUGH SHORT'S TRAVEL MANAGEMENT

Short's Travel Management (STM) has been selected as your exclusive travel provider. Before you begin booking travel with STM, please be sure to read through this comprehensive guide and the FAQ document for instructions on how to best utilize STM's services.

2. ACCESSING THE SHORT'S TRAVEL PORTAL

Upon implementation, your organization was provided with a unique URL specific to your travel portal. If you do not know your URL, contact your Account Manager or Travel Office for more information, or email accountmanagement@shortstravel.com.

3. NEW USER SETUP

Upon initial log in, you will need to click "New User" or, if you have a log in but don't you're your password, click "Forgot Password" to regain access to the Short's Travel Portal and Online Booking tool.

Username/Email

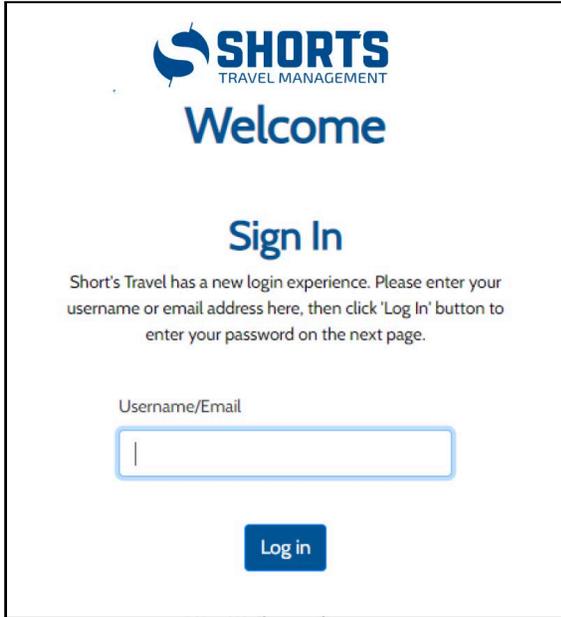
Log in

[New User?](#) • [Forgot Password?](#)



4. CREATING A PROFILE

In order to set up your access to the Short's Travel Portal, you may register by following the steps below. Please create your profile at your earliest opportunity to allow time for processing before travel arrangements are needed.



Step 1

Navigate to your company's portal URL

Step 2

Select "New User"

Step 3

Complete all required fields to register your information.

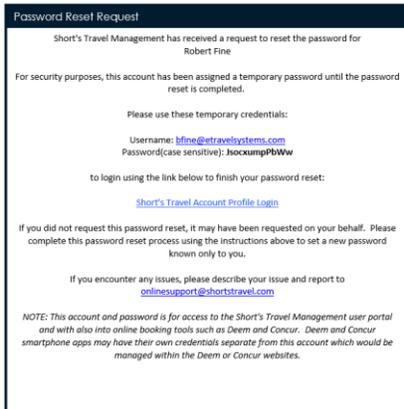
You will be asked to set a security question to enable the forgot password option. DO NOT bypass the security questions.

Self-registration should only be used for individuals setting up their own profile. An alternate process for Administrators to follow to set up profiles for other's can be found in the Profolio Admin Guide.

RESETTING YOUR PASSWORD

All users are able to reset their password to gain access to their Travel Portal, by clicking the "Forgot Password" link on their sign in page.

After clicking the "Forgot Password" link, the "Password Reset Request" email will be sent:



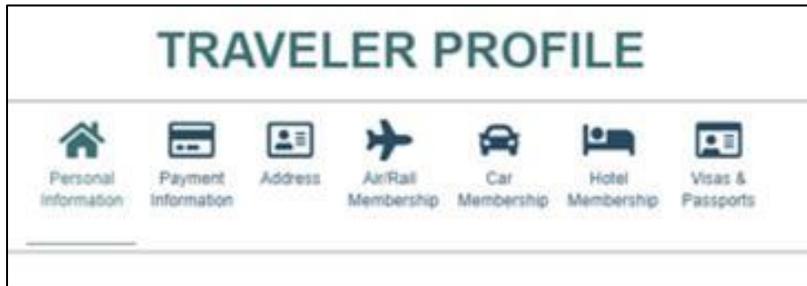
Login to your account using the temporary password.

You will be prompted to enter a new password. Password requirements:

- 8 Characters
- 1 Uppercase
- 1 Lowercase
- 1 number



5. UPDATING YOUR PROFILE



Once you are in your profile, please update your travel preferences & pertinent traveler membership numbers.

After you confirm your profile is complete, you can move to the Short's Travel Portal by clicking "Logout".

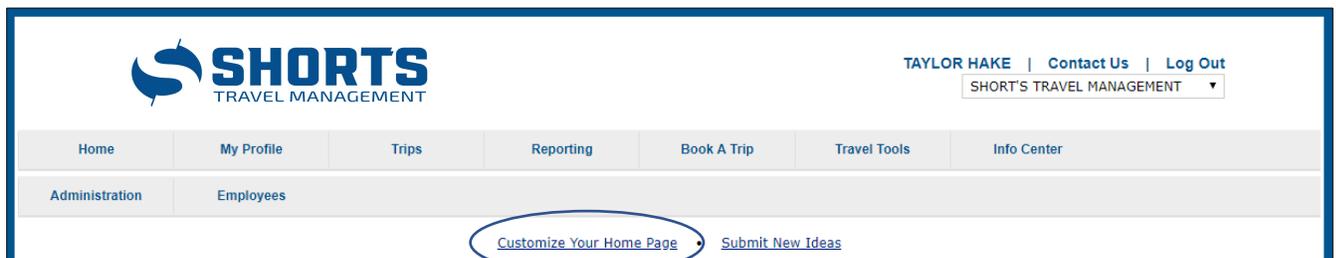


6. NAVIGATING THE SHORT'S TRAVEL PORTAL

Once you have successfully logged in, you will be able to navigate the Short's Travel Portal. Upon signing in, you will be directed to the home screen.

Home Screen

The home screen is fully customizable. To change the layout of your home page, click the "Customize Your Home Page" link at the top.



A list of available dashboard item widgets will appear. Select items to add to your home screen by clicking the green plus sign. The "Best Used For" column will help you determine which widgets would be most beneficial based on your access level.

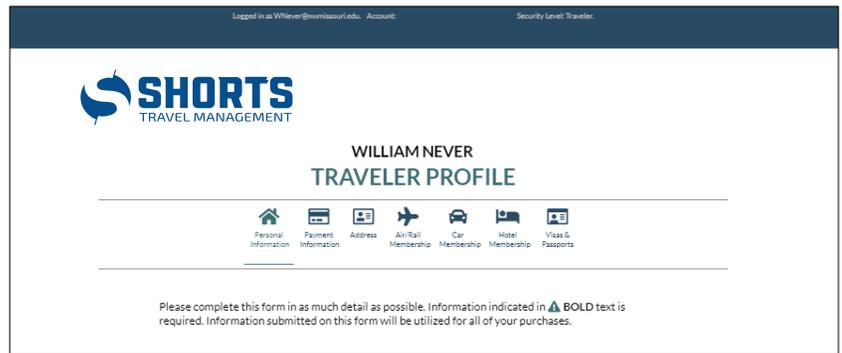
Your current dashboard items will be shown at the top of the screen, while additional available items will be shown at the bottom. You can change the order that these items appear on your home screen by using the blue arrows or remove them by clicking the red 'X'.

CUSTOMIZE YOUR DIGITAL DASHBOARD					
This information will display on your home page everytime you log in. The more information you add to your home page the longer it will take to load. See under 'Load Time'.					
Current Dashboard Items					
Dashboard Heading	Best Used For	Load Time	Order	Re Order	Remove
Information Center	All Travelers	Short	1		
Calendar of Trips	Travelers Only	Long	2	↓	✗
Unused Tickets	All Travelers	Long	3	↑ ↓	✗
Upcoming Trips	All Travelers	Medium	4	↑	✗
Available Dashboard Items					
Dashboard Heading	Best Used For	LoadTime			Add
Advance Purchase Summary	All Travelers	Medium			+
Airline Summary: Last Six Months	All Travelers	Medium			+
Car Summary: Last Six Months	All Travelers	Medium			+
Hotel Summary: Last Six Months	All Travelers	Medium			+
Today's Current Travelers	Travel Arrangers	Medium			+
Travel Industry News	All Travelers	Short			+
Where Are My Travelers?	Travel Arrangers	Short			+



My Profile

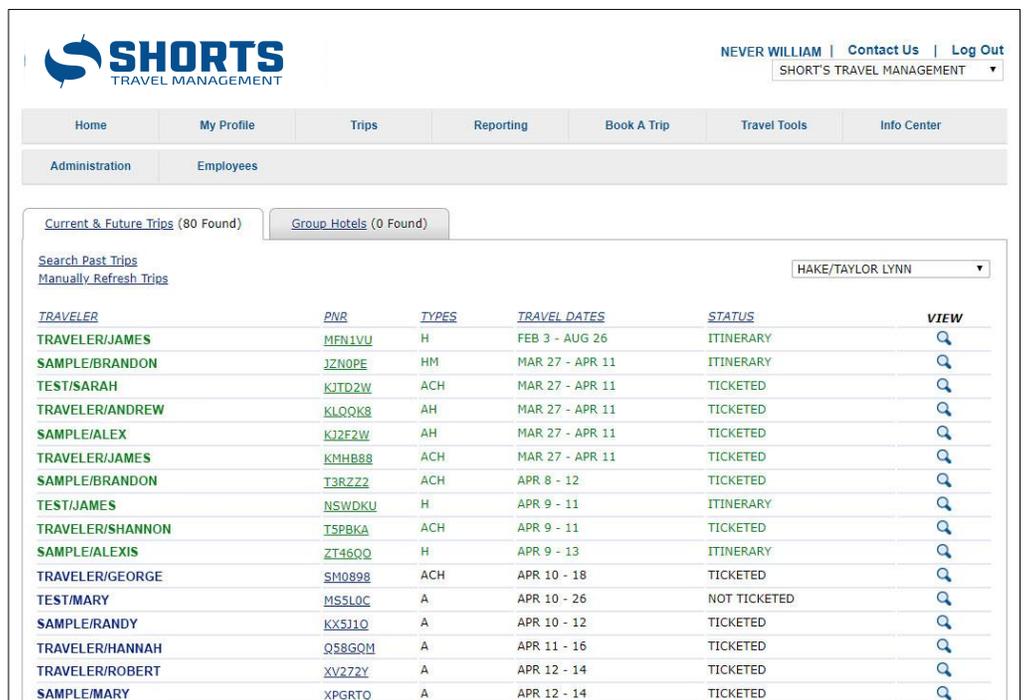
The “My Profile” tab houses all your personal information. This link will take you back into the profile you created at setup, where you can update any personal information as needed.



Trips Tab

The Trips Tab lists out all upcoming trips. Here you can see the passenger’s name, the record locator, the trip itinerary, the type of travel (please reference the key at the bottom of your screen for travel type definitions), the travel dates, and the status of the trip.

Click the magnifying glass to obtain specific details about the trip, or to download a copy of your invoice.



TRAVELER	PNR	TYPES	TRAVEL DATES	STATUS	VIEW
TRAVELER/JAMES	MFN1VU	H	FEB 3 - AUG 26	ITINERARY	
SAMPLE/BRANDON	JZN0PE	HM	MAR 27 - APR 11	ITINERARY	
TEST/SARAH	KJTD2W	ACH	MAR 27 - APR 11	TICKETED	
TRAVELER/ANDREW	KLOQK8	AH	MAR 27 - APR 11	TICKETED	
SAMPLE/ALEX	KJZF2W	AH	MAR 27 - APR 11	TICKETED	
TRAVELER/JAMES	KMH888	ACH	MAR 27 - APR 11	TICKETED	
SAMPLE/BRANDON	T3RZZZ	ACH	APR 8 - 12	TICKETED	
TEST/JAMES	NSWDKU	H	APR 9 - 11	ITINERARY	
TRAVELER/SHANNON	T5BKA	ACH	APR 9 - 11	TICKETED	
SAMPLE/ALEXIS	ZT460Q	H	APR 9 - 13	ITINERARY	
TRAVELER/GEORGE	SM0898	ACH	APR 10 - 18	TICKETED	
TEST/MARY	M5SLQC	A	APR 10 - 26	NOT TICKETED	
SAMPLE/RANDY	KX511O	A	APR 10 - 12	TICKETED	
TRAVELER/HANNAH	Q58GOM	A	APR 11 - 16	TICKETED	
TRAVELER/ROBERT	XV27ZY	A	APR 12 - 14	TICKETED	
SAMPLE/MARY	XPGRTO	A	APR 12 - 14	TICKETED	

Users can also search for past trips (up to 6 months past the travel date). To search past trips, click the “Search Past Trips” link and enter at least one field. A results screen will appear, and users can see all past trip information or download a copy of their invoice.

Book A Trip

The Book a Trip section outlines the ways that travelers can book a trip through STM.

Travel Tools

The Travel Tools section includes helpful links for travelers. Here, you can view online check-in/baggage fee requirements for various airlines, view airport distances, calculate your carbon footprint, or obtain information on passports and visas.

Info Center

The Info Center section gives helpful resources for booking travel or using the Short's Travel Services.



7. BOOKING A TRIP THROUGH SHORT'S TRAVEL

The Book a Trip tab displays the options you have for booking travel with STM. Please refer to Info Center within your portal for additional resources including training links, guides, and videos for each option.

Online Booking Options

Short's Travel partners with Deem and Concur to provide online booking tool options. Helpful booking resources can be found on the Info Center within your portal.

Short's Travel Request Form

The Travel Request form is helpful for those who may not be comfortable booking a trip with the online tools provided or may need agent assistance. By including all the information needed to book a reservation, an agent will assist with making the reservation.

Home	My Profile	Trips	Reporting	Book A Trip	Travel Tools	Info Center
Administration		Employees				

Booking Options

- >> [Short's Travel Online Booking](#)
- >> [Concur Travel Online Booking](#)
- >> [Travel Request Form](#)
- >> [Group Travel Request Form](#)
- >> [Call An Agent](#)

TRAVEL REQUEST

If this Travel Request produces a booking, Agent Assisted Fees will be charged.

- [Submit a new travel request for air, car and/or hotel](#)
- [Search past travel requests](#)

To submit a new travel request, click the "Submit a new travel request for air, car and/or hotel" link. The request form will appear in the window. Fields marked with "!" are required.

General Information

If this Travel Request produces a booking, Agent Assisted Fees will be charged.

Travel for Travel request for JENNIFER PUTZ
 Travel request for somebody else

! Traveler 1

[Add Traveler](#)

Additional email addresses to receive this travel request (separate addresses with a comma)

GENERAL INFORMATION

This section is used to identify who is traveling. The person completing the request form can either indicate that this is a travel request for themselves or a travel request for someone else. If booking travel for someone else, please enter their first, middle, and last name as it appears on their Government ID, along with their date of birth.



Multiple travelers can be added to this form (up to 10 travelers). To add travelers, click “Add Traveler”. Additional fields for each traveler added will appear.

Note: You cannot remove travelers once they have been added, so please be sure to do this slowly and accurately or you will need to start over.

At the bottom of the general information section, there is a box where additional emails can be added to receive a copy of this travel request.

For each aspect of travel that is needed, toggle the switch to “Yes”. Additional fields will populate to complete the information needed.



AIRLINE RESERVATIONS

The airline section will ask the user to complete multiple fields in order to gather the required information.

Flight Type: Choose from One-Way, Round Trip, or Multi-Leg

Departure Airport: Identify the city or preferred airport that you will be leaving from (Ex. Des Moines or DSM)

Arrival Airport: Identify the city or preferred airport where you wish to arrive (Ex. New York City or LGA)

Departure Date/Time: Indicate your departure date and preferred time frame according to the drop-down menu

Return Date/Time: Indicate your return date and preferred time frame according to the drop-down menu

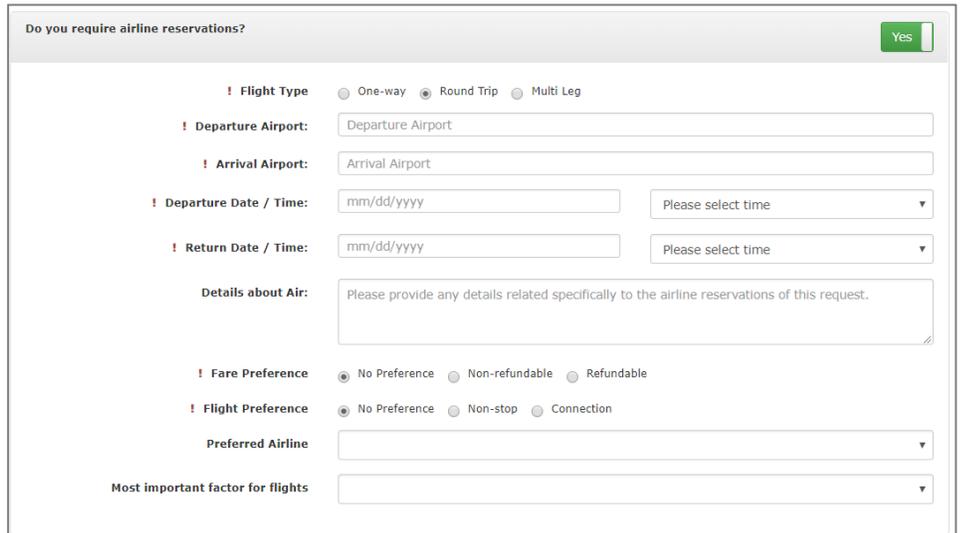
Details about Air: Freeform box to include any other details you feel it is important for the agent to know.

Fare Preference: Indicate if you prefer refundable fares, nonrefundable fares, or have no preference

Flight Preference: Indicate if you prefer non-stop flight or flights with connections

Preferred Airline: This field can be left blank, or an airline can be selected from the drop-down. (Note: the drop-down includes major US Carriers, if a specific airline is preferred but is not in the list, please add this in the “Details about Air” section.

Most Important Factor for Flights: Select the most important factor from the dropdown. Options include: Lowest cost, Schedule Meets Needs, or Ability to Accommodate Special Requests.




HOTEL RESERVATIONS

The hotel arrangements section asks the individual to enter information specific to their hotel reservation.

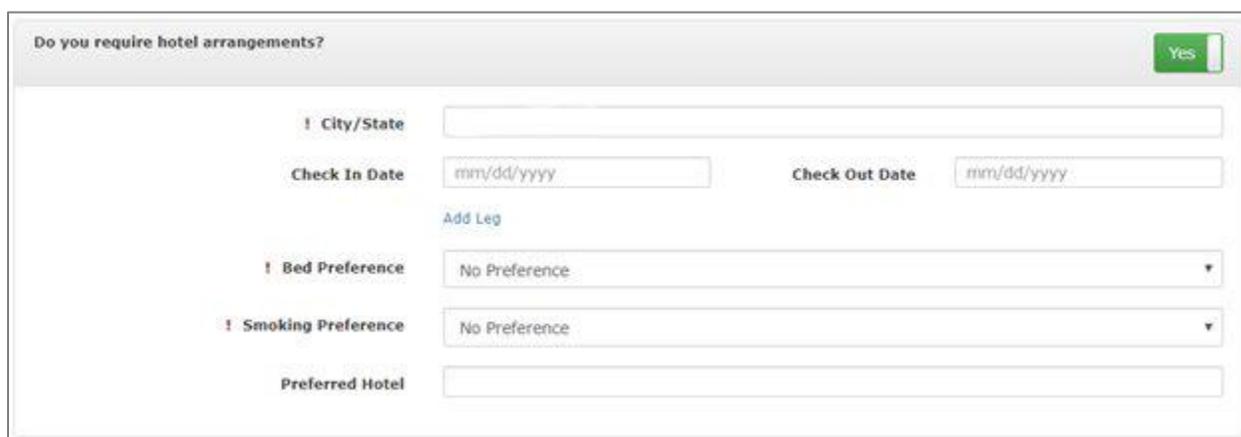
City/State: Enter the City/State where the hotel is needed

Check in Date/Check out Dates: Identify the check in/check out date for the reservation. For Multi-City trips, the option to “Add Leg” is available to identify multiple cities and their dates

Bed Preference: (2D = 2 Doubles, Queen, or King)

Smoking Preference: This field is required; however, most hotels are non-smoking. Smoking preferences may not be accommodated due to hotel policy.

Preferred Hotel: If there is a specific hotel or chain that is preferred, indicate so here.



The screenshot shows a web form titled "Do you require hotel arrangements?". In the top right corner, there is a green "Yes" button. Below the title, there are several input fields: "City/State" (text box), "Check In Date" (calendar icon, placeholder "mm/dd/yyyy"), "Check Out Date" (calendar icon, placeholder "mm/dd/yyyy"), "Add Leg" (text link), "Bed Preference" (dropdown menu, "No Preference" selected), "Smoking Preference" (dropdown menu, "No Preference" selected), and "Preferred Hotel" (text box).

GROUND TRANSPORTATION

The ground transportation section asks the individual to enter information specific to their car rental request.

Pickup City/State: Indicate the city/state where the vehicle will need to be picked up

Pickup location: Enter a description of where the vehicle will be picked up (Airport, local office)

Pickup Date/Time: Indicate the date and time the vehicle will be picked up

Drop off Location: This field can be left blank if the vehicle will be dropped off at the same location it was picked up. If the drop off will be a different location, please enter so here

Drop off Date/Time: Indicate the date and time the vehicle will be dropped off

For multi city trips, the “Add Leg” option is available.

Car Type/Size: Please enter preferred car type from the drop-down

Preferred Car Company: Please enter preferred car company for car rental

At the bottom of the request form, there is an “Additional Needs” box that allows the submitting party to indicate any other special requests that may be relevant to their reservation.



Do you require ground transportation? Yes

Pick Up City/State

Pick Up Date / Time

Drop Off Location

! Drop Off Date / Time

[Add Leg](#)

! Car Type/Size

! Preferred Car Company

Once you have entered all the details of your reservation, click "Submit My Travel Request". Your request will be sent to our agent team to process. You will receive an automated message within an hour that your request was received, and an agent will acknowledge your request and ask any clarifying questions within 24 hours.

Additional Needs

Special Requests/Meeting Information



Group Travel Request Form

The group travel request form allows users to submit requests for group travel. The group request form uses the information in the Sports Tab of the portal, such as the Team Contacts and Team Profile, to fill in important information, saving you time on the request process. This form is also helpful because it asks many of the questions up front that are often forgotten during the planning process.

Click "Submit a New Group Travel Request" to get started.

GROUP TRAVEL REQUEST

- [Submit a new group travel request](#)
- [Search past travel requests](#)

The request form will automatically pull the information that has been entered for your sport once it has been selected from the drop-down menu. Then, give your trip a name or list your opponent, list the number of anticipated attendees for this trip, and your destination.

Contact Information	General Trip Details
! Sport: <input type="text"/>	! Trip Name / Opponent: <input type="text" value="Trip Name / Opponent"/>
! First Name: <input type="text" value="JENNIFER"/>	! No. of Attendees: <input type="text" value="Attendees"/>
! Last Name: <input type="text" value="HARRISON"/>	! Destination: <input type="text" value="Destination"/>
! Organization: <input type="text"/>	
! Contact Phone: <input type="text" value="nnn-nnn-nnnn"/>	
! Contact Email: <input type="text" value="jharrison@shortstravel.com"/>	
! CC Email: <input type="text" value=", separated emails"/>	

From here, select if you will need to book Air, Hotel, and/or Ground transportation.

Do you require airline reservations?	<input type="checkbox"/> No
Do you require hotel arrangements?	<input type="checkbox"/> No
Do you require ground transportation?	<input type="checkbox"/> No



AIRLINE RESERVATIONS STMCHARTERS

Automatically populate team profile information

Do you require airline reservations? Yes

What kind of air reservations do you need? We want to fly commercial airlines We want to charter our own aircraft

How many destinations? One Way Round Trip Multiple Destinations

! Departure Airport:

! Arrival Airport:

! Departure Date / Time:

! Return Date / Time:

Details about Air:

The entire booking process is very simple and geared specifically to help save you time, lower your travel spend, provide options and simplify contract negotiations.



See images to the right of each expanded segment.

HOTEL ARRANGEMENTS STMSTAY

Automatically populate team profile information

Do you require hotel arrangements? Yes

! Number of Rooms:

Area / Property Location:

! Check In Date:

! Check Out Date:

Details about Hotel:

GROUND TRANSPORTATION STMDRIVEN

Automatically populate team profile information

Do you require ground transportation? Yes

Do you require car rental? Yes No

Do you require a motorcoach (bus)? Yes No

! Pick Up Date:

! Drop Off Date:

Details about Ground Transportation:



Contact an Agent

Your organization's designated agent team has an average of 30 years' experience! The agent team can assist you in all areas of travel, and it is best to reach out to an agent with any specialty requests to ensure a seamless booking experience. Specialty requests include international bookings, split payments, booking for 2 or more people on the same reservation, booking options that are not available on the booking tool, such as certain fare classes or budget airlines, or other similar requests.

For urgent requests, always contact the agent team first.

Any applicable agent fees are not charged until the booking is complete.

The agent information can also be accessed through the "Contact Us" link at the top of the Short's Travel Portal.



8. FREQUENTLY ASKED QUESTIONS

What Are Core Business Hours At STM?

Your core business hours can be found on the “Contact Us” section of your travel portal.

What Do I Need to Do If I Need Help Outside of Core Hours?

If you have urgent travel needs that cannot wait until the next business day, you may still call our toll-free number, listed above. Our phone lines are automatically transferred to our After-Hours support. Please be aware after-hours emergency support includes an added service call fee.

How Far Out Should I Contact Short's Travel Management (STM) To Book Travel?

Individuals: We recommend booking, at minimum, 21 days in advance of travel when possible, however we do understand that some travel will have special circumstances and will not allow for as much advance notice. Short's will still be able to service these travel requests depending on airline and hotel availability. We understand with COVID there are circumstances preventing our travelers from booking further in advance.

Groups: We recommend booking, at minimum, 90 days in advance of travel when possible for added access to lower cost, availability, and desired schedules.

Can We Book Further in Advance?

You are welcome to book further in advance for both individual and group travel; but please be aware that

the probability for airline flight schedule changes is greater the further in advance you book.

When Can I Expect A Response After I Submit A Travel Request?

Once you submit a request to our agent team, our agents are expected to respond to your request within 48 business hours(max) & will:

- Automated acknowledgement will be sent to notify we have received your request
- Ask any clarifying questions to ensure your request is fully understood
- Inform you of the estimated time it will take to provide you with a thorough search of flight options.
Complex International, Group and meeting travel, or multiple trip requests may take 3-5 business days depending on requirements. In addition to using the form, if group needs are urgent please call your agent team.

**Note: some airlines are able to provide instant pricing, while other can take more time*

What Do I Do When Ready to Secure/Finalize My Group Travel Request?

Inform the agent of the flight option you have chosen, and the agent will work with the airline to secure the booking option and request a group contract. The agent will then send you the group contract specifics and will outline/highlight any important sections in the contract for you to review.

Note: If you do not understand any portion of the contract please ask for clarification. It is important to us that you are comfortable and understand all contract obligations.

Once we commit to the group space, the agent will ensure you are aware of and will follow up on any future contract requirements which will vary by airline carrier. **Note:** All airlines have different policies, some are more lenient, and some require instant contract utilization commitment. The agents will make sure you are aware of this prior to finalizing travel plans.



- Examples of contract obligation/ requirements include:
 - Date to release seats that are no longer needed (Group Utilization Date)
 - Deposit due date
 - Date the names of travelers need to be submitted
 - Deadline to issue tickets
 - Deadlines for name changes prior to travel, which is generally up to 24hrs prior to departure, but varies by airline carrier

If any of the contract deadlines are not met, we risk the probability of the airline cancelling our space entirely. If this happens the airline will NOT waive or forgive any contract obligations that have already conceded. They are not required to honor the space that was held or the rate. We would be subject to new availability and pricing. This typically results in higher group fares than the initial rate.

Why Might I See A Different Fare Online Than Quoted?

If you worked through any online travel website/airline direct for pricing and they held something, this would prohibit us from accessing that inventory to return the same pricing rate. Please also consider that on-line pricing at individual published rates will differ from accessing group inventory. Published rates will vary and often times can increase as you book each seat. Most often group rates are lower overall and offer added flexibility.

What If I Have an Unused Credit from Previous Agency or Direct with An Airline?

We did our best to obtain any unused credits that were issued with your previous agency during the transition. Unused credits issued by another agency/source require direct processing with the airline and cannot be applied through our agency systems without carrier intervention. Please work with our agent team for support and guidance on using your unused credit from the previous agency.

Could You Explain What Happens When I Need to Cancel or Change My Booked Flight Reservations?

If you booked a reservation with STM via Deem or an agent and you need to cancel or change, either login to Deem find your reservation and update accordingly or call a STM agent to support. If you cancel your reservation the unused ticket is tracked for future use.

If you make a reservation with a STM agent or online and decide within 24hours from the time the reservation is made you need to cancel. You should cancel right, in many cases the airlines support voiding tickets within 24 hours. Please note tickets with a credit, certificate, or voucher may not be voidable. The service fee will not be voided. This way your unused ticket credit could be avoided.

What If There Is A Fare or Schedule Change After Signing the Contract, Before Departure?

The agent will check for schedule changes and communicate as they are made aware. If there is a major schedule change and the new flight schedule does not work, we will work with you to find the best solution, as well as work with the carrier to either refund the original flight or provide waivers for any re-issues if applicable. If a lower fare becomes available after booking, the agent will work with you and the airline carrier to reissue the tickets if beneficial.

Can STM Provide Visa or Passport Assistance?

STM's preferred visa and passport provider is CIBT. You may request visa or passport assistance from CIBT via: <http://www.cibtvisas.com/shortstravel>.

What Is the Process for Booking Our Group Hotel Needs Through STM?

STM has a team of experts available to support event qualification, availability searches, contract



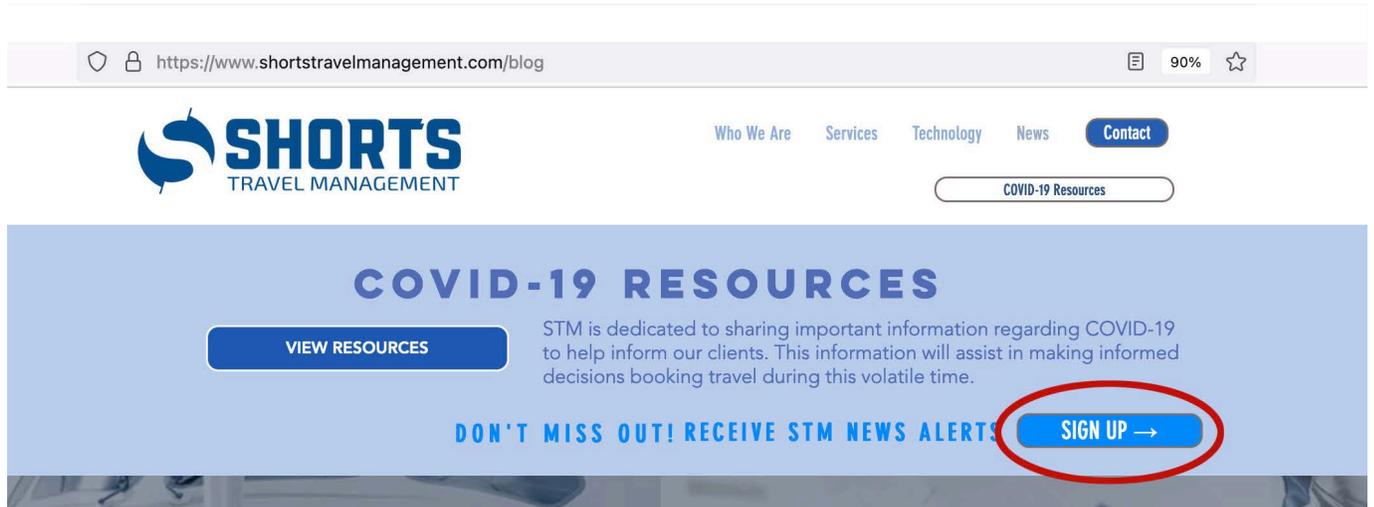
negotiations and planning support, where and when needed. A sourcing specialist will work with you to understand your team's needs, conduct a search, provide availability results of one or more options, and negotiate with area hotels to secure an advantageous contract. The goal of Short's sourcing specialist is to obtain the best available rate and incorporate defined concessions for a maximum savings and service experience for the athletic teams. Access via the Group Travel Request from the Short's Travel Portal. Contact: stmstay@shortstravel.com

What's the Process for Booking Bus/Ground Transportation Through STM?

Our staff is able to assist with all rental vehicles, including conversion/12 passenger vans, as well as car service if desired. For bus arrangements, we work alongside our STM Driven team. Driven has vendor relationships and insurance standards to support group travel needs that exceed expectations of our Athletic clients. STM Driven can be accessed via the Group Travel Request located on your company's Travel portal or by emailing your assigned contact, listed above.

How Do I Stay in Touch with Short's Travel Management & Travel Industry Updates?

Head to our website at www.shortstravel.com to sign up for our newsletter and alerts.



The screenshot shows the Short's Travel Management website. The browser address bar displays <https://www.shortstravelmanagement.com/blog>. The website header includes the Short's Travel Management logo, navigation links for "Who We Are", "Services", "Technology", "News", and "Contact", and a "COVID-19 Resources" button. The main content area features a blue banner with the heading "COVID-19 RESOURCES". Below the heading is a "VIEW RESOURCES" button and a paragraph of text: "STM is dedicated to sharing important information regarding COVID-19 to help inform our clients. This information will assist in making informed decisions booking travel during this volatile time." At the bottom of the banner, there is a call to action: "DON'T MISS OUT! RECEIVE STM NEWS ALERTS" followed by a "SIGN UP →" button, which is circled in red.

