

# Ordering Instructions

## Statewide Contract – AIRFARE24

**Ordering Requirements - N/A**

**Special Instructions - N/A**

**Approvals Required** – Prior internal agency approval is required for all business-related travel.

### **Agency and/or Vendor Contact Information:**

Jessica Burns-McDonnell – Assistant Purchasing Director  
WVSASP - Purchasing Division

304-356-2425

Email: [Jessica.L.Burnsmcdonnell@wv.gov](mailto:Jessica.L.Burnsmcdonnell@wv.gov)

### **DELTA**

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### **National Travel**

For travel services with one of our live agents, please call:

- **800-262-4054** or **304-357-0830** (Local)
- We are available 24/7/365 and do *not* charge extra on nights or holidays.
- Our concierge will quickly answer your call. Please identify yourself as a traveler or administrator for the state of WV, and please let us know immediately if you have a travel emergency.
- The concierge will ask when you plan to travel. If you are calling for travel today, we treat you as a top priority, and an agent will be with you as soon as possible.
- For less urgent travel needs, such as travel next week, we can schedule a callback for you. We strive to keep our callback time to less than 1 hour. Calls with an agent can also be scheduled for a specific time.

For non-urgent travel reservations, you may also reach out to us via email:

- [smallgov@nationaltravel.com](mailto:smallgov@nationaltravel.com)
- [vipservices@nationaltravel.com](mailto:vipservices@nationaltravel.com)

For invoices or receipts, please reach out to our accounting staff:

- [airs@nationaltravel.com](mailto:airs@nationaltravel.com) for Airfare, Card or Hotel reservations

For service questions or complaints please reach out directly to Crystal, Veronica, Jill, or Nick:

- [crystal@nationaltravel.com](mailto:crystal@nationaltravel.com) ext. 1265
- [veronical@nationaltravel.com](mailto:veronical@nationaltravel.com) ext. 1261
- [jillr@nationaltravel.com](mailto:jillr@nationaltravel.com) ext. 3222
- [nicholask@nationaltravel.com](mailto:nicholask@nationaltravel.com) ext. 2422

\*We highly recommend that you download the Intelligent Traveler mobile app to keep track of your full itinerary and share your itinerary with your travel manager. The app is available at <http://www.intelligenttraveler.com/>

\*Travelers who book with us for the first time will receive an email notification to opt-in to FlightStats, which provides alerts for cancellations or delays. If you previously declined FlightStats but would like to opt in now, please give us a call to sign up: **800-262-4054**.

**How to submit the completed order to the Vendor:**

1. Call vendor (National Travel) at 304 357-0801 and ask to speak to a “State” agent for reservations.