

EMERGENCY TICKETING PROCEDURES

TRAVELER SMART CARD

1. Arrive at the airport 3 hours prior to travel.
2. Check-in. If airline personnel tell you that reservation/tickets do not exist, or your ticket is incorrect, the following actions will be taken:
 - a. During normal business hours, M-F 0800-1630 Central Daylight Saving Time, contact 504-697-9795
 - b. Afterhours: 1-800-639-7955
3. Let phone ring for 3 minutes. If no answer, leave a message with name and return phone number.
4. If no return call after 1 hour or TMC (Ravenel Travel) responds and denies service, contact your Approving Official.
5. If the Approving Official approves travel, buy a 'one-way' ticket on a US-flag carrier with your Government Travel Charge Card. If you do not have a Government Travel Charge Card, you may be authorized to use your personal charge card.
6. Tell the agent that you need the government rate, if available. If not, purchase the cheapest ticket available.
7. Keep the receipt for your travel claim.
8. Notify your Approval Official and S-1 of travel details and cost.