



# Contract Award Notification Update

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## Subject: Child Travel/Direct Travel Contact Changes

**DATE:** February 21, 2018      **AWARD #:** [22536](#)      **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc./Direct Travel

Please note Child Travel New York Inc./Direct Travel contact information has been changed on the Contractor Information Page for the above referenced contract. Cheryl Caron has been replaced by Michael A. Moretti.

Michael A. Moretti, Senior Account Manager, email: [mmoretti@dt.com](mailto:mmoretti@dt.com), phone: 201-847-2231.

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions remain unchanged.



# Contract Award Notification Update

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**Subject:** Concur Travel Technical Issue with New York State Contracted Fares

**DATE:** November 7, 2017

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730

**CONTRACTOR:** Child Travel New York, Inc./Direct Travel

The technical issue has been resolved when reserving/purchasing New York State contracted fares with American Airlines, Delta Air Lines and Southwest Airlines through Concur.

**Effective November 7, 2017, Authorized Users that reserve/purchase airline tickets through the agent team at Child Travel/Direct Travel will be charged the agent assisted airline transaction fee of \$14.95 as the New York State contracted fares are now available in Concur.**

Please direct any inquiries to the Statewide Travel Coordinator listed above.

All other terms and conditions of the contract remain unchanged.



# Contract Award Notification Update

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## Subject: Child Travel New York, Inc. Address Change

**DATE:** September 26, 2017                      **AWARD #:** [22536](#)                      **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [mark.milstein@ogs.ny.gov](mailto:mark.milstein@ogs.ny.gov)

**CONTRACT NO.:** PS66730                      **CONTRACTOR:** Child Travel New York, Inc.

Please note the address change for the above referenced contractor.

Child Travel New York, Inc.  
d/b/a Direct Travel  
19 Roosevelt Highway  
Suite 300  
Colchester, VT 05446

The Federal ID and NYS Vendor ID have not changed

The Award was updated with the new address.

Please direct any inquiries to the Statewide Travel coordinator listed above.

All other terms and conditions of the contract remain the same.



# Contract Award Notification Update

**Subject:** Concur Travel Technical Issue with New York State Contracted Fares

**DATE:** May 2, 2017 **AWARD #:** [22536](#) **GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

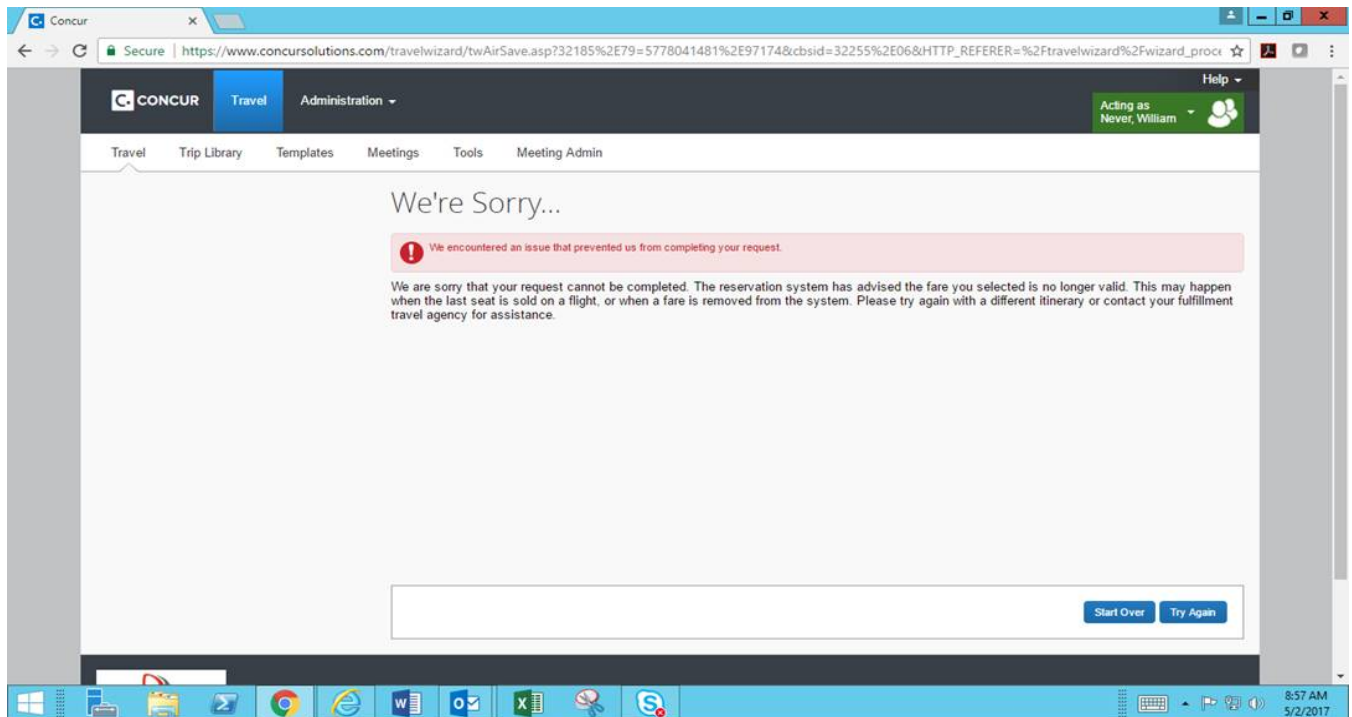
**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | travelcoordinator@ogs.ny.gov

**CONTRACT NO.:** PS66730 **CONTRACTOR:** Child Travel New York, Inc.

Effective April 26, 2017 due to a Concur technical issue, when reserving the New York State contracted fares on American, Delta and Southwest and you click to reserve the flights and continue, occasionally an Error Message may appear (see screenshot of "Error Message" below). When you receive this Error Message, **please contact the Child Travel/Direct Travel agent team at 518-292-9000 or 1-800-774-0655 to reserve/purchase the New York State contracted fares.**

**The Child Travel/Direct Travel agent team is aware of this issue, advise them that you received this Error Message and they will waive the agent assisted transaction fee of \$14.95 and charge the online transaction fee of \$4.95.** According to Child Travel/Direct Travel this issue has been escalated and should be resolved soon. Please direct any inquiries to the Statewide Travel Coordinator listed above. All other terms and conditions of the contract remain unchanged.





#### **4. When is support for IE 8 and IE 9 ending?**

Concur is strongly suggesting that customers switch from Internet Explorer 8 and 9 on or before February 12, 2016. This is a month after Microsoft will end support of these browsers on January 12, 2016. Concur will stop support and developing its services with IE 8 and IE 9 in mind as of February 12, 2016. Concur cannot guarantee that its services will work properly on IE 8 and IE 9 after this date.

#### **5. Who is this affecting?**

Concur's research reveals that over the past year, IE 8 and IE 9 usage has steadily declined across all clients. Currently (Oct 2015), about 11% of Concur end users log in via IE 8, and 14% log in via IE 9. These users will be affected by this support discontinuation, and their companies **must take action** and upgrade their company's internet browser.

#### **6. My company uses IE 8 and/or IE 9. What action should I take?**

Concur suggests that you immediately start a discussion with your company's IT department to share this notice. If they desire to continue to use Microsoft's Internet Explorer, Concur *strongly* recommends upgrading to Internet Explorer 11. Your company can also use another internet browser that Concur supports, such as Firefox, Safari and Chrome. Concur supports the most recent three versions of Chrome and Firefox.

#### **7. Microsoft is also ending support for Internet Explorer 10 on most configurations. Is Concur also ending support for IE 10?**

At this time, Concur has not added Internet Explorer 10 (IE 10) to its deprecation policy and will continue to support it for a significant period of time past February 12, 2016. However, Microsoft will end support for IE 10 on January 12, 2016 for most configurations. To take advantage of Microsoft's continued support, Concur does suggest moving your company from IE 8 or IE 9 to IE 11, and not moving to IE 10.

#### **8. Can you tell me of additional plans to communicate to my company or my end users?**

In addition to this FAQ, we will post reminders in our LinkedIn Concur Client User Group and Concur Support will send notifications to Concur administrators. Some companies will receive direct emails, and, as the end of support date gets closer, Concur will place end user and administrator notifications inside the Concur solution. Concur has also provided this email template for administrators to use to notify their end users.

#### **9. What about Microsoft Windows 10 and its new browser, Edge?**

With the September 2015 release, the combination of Microsoft Windows v. 10 and the Microsoft Edge browser are now supported for Concur products. Please note that support for this combination with Analysis / Intelligence is not yet confirmed and will be announced in an upcoming service release.

**NOTE: Regarding Cognos and Internet Explorer 11 Compatibility Mode**

#### **10. I am an Analysis, Intelligence or Insight user. How can I continue to use IBM Cognos?**

To have access to Cognos authoring tools (i.e. Query Studio and/or Report Studio), please use Internet Explorer 10 or 11 in compatibility mode. To run Internet Explorer in compatibility mode, go to Tools > Compatibility View Settings, and add "concur.com" to the sites list. IBM Cognos does also support Firefox, but does not support Chrome for report authoring. You can run reports using Chrome but you cannot access the authoring tools to create or edit reports.



# Contract Award Notification Update

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**Subject:** Register for Upcoming Webinar on the New Online Travel Reservation System

**DATE:** June 11, 2015

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

**CONTRACT NO.:** PS66730      **CONTRACTOR:** Child Travel New York, Inc.

Child Travel New York, Inc. (Child Travel, dba Direct Travel), the state's travel management service now offers online travel reservations where you can book hotels, cars, and flights. This means that employees of state agencies, SUNY, and other authorized users (including municipalities, political subdivisions, and public authorities) can easily book your travel needs. To help travelers and finance offices navigate the new website and understand how to set up your traveler profile, they are offering two webinars:

- Monday June 22, 2015 | 1:30-3:00pm ET
- Tuesday June 23, 2015 | 10:00-11:30am ET

To register and receive the invite for the webinar, please request one of the dates above and send the email to: [travelcoordinator@ogs.ny.gov](mailto:travelcoordinator@ogs.ny.gov)

The number of participants for each webinar is limited so make sure to sign-up early. We encourage you to join us and listen in to learn about this new exciting service.

New training videos are now available for:

- **"Updating Your Travel Profile"** at [http://www.concurtraining.com/ls\\_rsrcs/CONCUR\\_TRV\\_EU\\_SIM\\_en-us\\_TravelProfile.htm](http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelProfile.htm);
- **"Creating a Travel Reservation"** (for air, hotel and car) at [http://www.concurtraining.com/ls\\_rsrcs/CONCUR\\_TRV\\_EU\\_SIM\\_en-us\\_TravelReservation.htm](http://www.concurtraining.com/ls_rsrcs/CONCUR_TRV_EU_SIM_en-us_TravelReservation.htm).

To learn more about this OGS centralized contract visit our website at <http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536can.htm>.







# Contract Award Notification Update

**Subject:** **Deadline Extension: Setting up an Account with Child Travel New York**

**DATE:** March 26, 2015

**AWARD #:** [22536](#)

**GROUP #:** 79005

**AWARD DESCRIPTION:** Travel Management Services (Statewide)

**CONTRACT PERIOD:** January 20, 2015 – January 20, 2020

**CONTACT:** Mark Milstein | 518-402-5005 | [mark.milstein@ogs.ny.gov](mailto:mark.milstein@ogs.ny.gov)

**CONTRACT NO.:** PS66730

**CONTRACTOR:** Child Travel New York, Inc.

## **Reminder: You Have Until April 17 to Submit Profile Forms**

When planning your travel with the state, please use the travel services of Child Travel New York, Inc. They provide online bookings through their Online Travel Reservation System (Concur) and experienced travel agents that help the state save money. As you plan your business trip there's a few things to keep in mind:

Your agency finance office must request and complete the Child Travel New York, Inc. agency profile form. This form includes a list of all travelers for your agency along with their email address, legal first and last name, business and/or cell phone, traveler's date of birth and gender. Make sure your finance office provides Child Travel New York, with a Key Contact(s) at your agency: Name, Phone and Email Address. Key Contact(s) responsibilities are to advise Child Travel New York at [online@dt.com](mailto:online@dt.com) when an employee leaves the agency.

Please email Child Travel New York, Inc. at [NYS@dt.com](mailto:NYS@dt.com) and request the required form. Completed forms must be submitted via email to [NYS@dt.com](mailto:NYS@dt.com) by the close of business April 17, 2015 or sooner.

Shortly thereafter, Child Travel New York, Inc. will send your agency travelers a welcome email to their agency email address that will provide detailed registration and training instructions to access the Online Travel Reservation System (Concur).

**Keep in mind: Airline and rail transaction fees through the Online Travel Reservation System (Concur) is only \$4.95. This is significantly less than the agent-assisted airline transaction fee of \$14.95 and is less than fees charged on most airline travel sites.** A complete list of transaction fees is available at: [www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL\\_TMS.pdf](http://www.ogs.ny.gov/purchase/snt/awardnotes/7900522536PL_TMS.pdf).

**For information and reservation assistance please contact Child Travel New York Inc. at:**

Child Travel New York Inc. d/b/a Child Travel, a Direct Travel Company

30 Corporate Drive

Clifton Park, New York 12065

Reservations: 518-292-9000 or 800-774-0655

Email: [CTTravel@dt.com](mailto:CTTravel@dt.com)

After Hours Emergency Assistance: 800-774-0655, Option 8

