

## MSU Preferred Travel Agencies (PTA) benefits:

1. PTA services include, but are not limited to travel reservations (air, rail, lodging, ground transportation) and prepayment of airfare/rail, access to travel discounts, and assistance with reservation changes and cancellations.
  - a. Assistance with passports and visas available through PTAs.
2. Airline and train tickets may be prepaid to MSU accounts only through the university's PTAs.
3. MSU business travelers are encouraged to use negotiated travel supplier partners to receive in-travel benefits, as well as to sustain programs and develop deeper discounts.
  - a. Example: Delta Air Lines Preferred Seating is a part of the benefits suite provided to Michigan State University business travelers. Complimentary Window, Aisle and Exit Rows are included and offered on Delta and Delta Connection carrier operated flights. Tickets booked in Basic Economy (E) are not eligible for this benefit. Preferred Seating is subject to availability.
  - b. Example: Car rental discount includes Liability and Loss Damage Waiver when the MSU contract ID is utilized and rental will take place in the United States.
4. Preferred Travel Agencies provide 24/7/365 assistance & support wherever MSU travelers are pre-trip, trip interruption, on the ground, and post-trip.
  - a. Representatives of the Preferred Travel Agencies work directly with travelers and the MSU Office of International Health & Safety.
5. When issues arise, PTAs are advocates for MSU travelers and the university.
6. Event, group, and meeting planning assistance are available.
7. The Preferred Travel Agencies are well versed in MSU travel policies, federal regulations (i.e. [Fly America Act](#)), and NCAA rules and regulations.