

Unused Tickets Update

- **Unused Ticket Report as of March 31, 2021** is published on the AP & Travel website
- Southwest – eligible unused tickets have been refunded on departmental accounts and are reflected on the March ledgers
- Delta – Reconciliation of eligible unused tickets is in progress
 - Delta eligible unused tickets have been removed from the Unused Ticket Report
- United Airlines – Request received and being processed by the airline
- American Airlines – No change in negotiations between State Travel and American Airlines

Enterprise Rentals

Enterprise has been experiencing issues due to the pandemic.

When booking online for an in-state reservation:

- If a “no availability” response is received or,
- If a reservation number is received, but the traveler experiences an issue when picking up the rental vehicle
- Contact Joseph (Joey) Rosenfeld, Director of Business Rental Sales, at joseph.g.rosenfeld@ehi.com or directly at 225-445-7250 for him to assist with the reservation.

Joey and his team of Regional Managers are working diligently to meet the University’s vehicle rental needs.

If Joey is unable to satisfy the reservation, he will provide a written e-mail stating that there is no availability and that Enterprise cannot fulfill the reservation.

Forward Joey’s e-mail to Jennifer Driggers at jdrigg@lsu.edu or Patrice Gremillion at pgremill@lsu.edu to be granted exception approval to use an alternate in-state vehicle rental vendor.

Report the issue to Jennifer Driggers or Patrice Gremillion to stay abreast of the situation.