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October 21, 2014

Tom Hastings
State Procurement Bureau
General Services Administration
PO Box 200135
Helena, MT 59620-0135

Dear Tom,

Travel Café – Montana's Travel Agency is thrilled to have been selected as the official travel agency for the State of Montana Employees. We are pleased to be able to offer you consolidated corporate travel management. Our mission is to give you complete peace of mind when it comes to all of your travel needs. From managing budgets, to finding the best travel options; we want you to relax and leave the details to us. We'll leverage our network of travel providers and industry allies to find you the best experience and value for both in-state and out-of-state travel, giving you the time to maximize your efforts elsewhere.

A designated State of Montana phone line has been established to streamline service for your account. **Your designated line will be 406-272-8057.** Please share this information with any travel arrangers who will be working with Travel Café. We have identified a team of nine travel advocates dedicated to the State of Montana travel account. Listed below are some of the key contacts for your account.

Melissa Banco	Lead Travel Agent	melissab@travelcafeonline.com
Betsy Baumgart	Operations Manager	betsyb@travelcafeonline.com
Jennifer Maxwell	Accounting Manager	accounting@travelcafeonline.com
Jody Boland	Assistant Accounting Manager	jody@travelcafeonline.com

Betsy Baumgart, Account Manager, would be willing to set up meetings with individuals responsible for booking travel; to discuss the following advantages of using Travel Café.
Betsy can be reached at 406-548-3572.

- **Experience:** Our current staff has extensive corporate and leisure travel experience. Our travel advocates can offer advice and support that a website cannot offer.
- **One-Stop Shopping:** The ability to provide airline tickets, hotel, car rental information with one telephone call or email. We can book your travel while you are hard at work.
- **Personalized Service:** We will learn and retain all of your personal information, such as Frequent Flyer numbers, seating preferences, unused e-tickets for future use, etc.
- **Savings:** Special negotiated reduced service fees for State Employees. You are likely to pay less and get more, and your peace of mind comes at no extra charge.
- **Accountability:** Regular account review to ensure travel programs are being managed to the fullest extent possible, ability to track unused e-tickets, and analysis reports on travel savings.

All of us at Travel Café look forward to working with the State of Montana to assist with you with your travel needs.

Sincerely,

Billie J. Ruff, CTC, ACC, CTE President / CEO