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**Sent:** Thursday, May 19, 2011 4:54 PM  
**To:** 'travel-l@indiana.edu'  
**Subject:** Travel Management Services Announces New Service Feature

## **New Phone Service to Better Assist IU Travelers**

On May 20<sup>th</sup>, 2011, Travel Management Services will implement an electronic call routing system to facilitate improved customer service and expedited responses.

Callers to the main Travel service line (812-855-2873) will be presented with menu options that will help connect each call to the Travel representative best suited to provide assistance in that area. This will decrease the likelihood of additional transfers and increase the opportunity for immediate answers to your travel questions and concerns.

We hope you find this enhancement helpful, and encourage you to contact us if you have any questions.

