

UNITED STATES DEPARTMENT OF AGRICULTURE
FOOD SAFETY AND INSPECTION SERVICE
WASHINGTON, DC

FSIS NOTICE

54-20

10/14/20

CHANGE IN TRAVEL MANAGEMENT CENTER

I. PURPOSE

FSIS will be working with a new Travel Management Center (TMC), Integrated Solutions & Services (ISS), Inc. They replaced our current TMC, Rodgers, Inc., on October 10, 2020.

II. TICKETING AND BOOKING

A. ISS provides ticketing and booking services for air, train, car rental, and lodging associated with Temporary Duty travel (TDY), in the same manner as our previous TMC. These services include changes, rescheduling, and cancellations to existing authorized travel through the Concur travel system. The TMC will also assist with international, invitational, and group reservations.

B. ISS will be integrated into Concur in the same manner as our previous TMC. Tickets that are booked with ISS will appear in Concur under the traveler's account.

III. CHANGES TO EXISTING RESERVATIONS

If your airfare was ticketed on or before October 9th, 2020 and you need to make changes, you must contact the airline, Federal Agency Travel Administrators (FATA) or the Office of Field Operations District Offices to make any adjustments. Neither TMC will be able to assist you.

III. CONTACTING THE TMC

TMC services are available 24 hours a day, 7 days a week, 365 days a year; and can assist with emergency travel up to 24 business hours in advance of a trip. USDA employees may contact the TMC toll-free at 1-888-973-1175.

IV. QUESTIONS

Refer questions regarding this requirement, to the FSIS FMD Travel Section at: FSCGeneral@usda.gov or call 1-800-949-3964.



Assistant Administrator
Office of Policy and Program Development

**DISTRIBUTION: Electronic; All
Field Employees**

NOTICE EXPIRES: 11/1/21

OPI: OPPD