



Short's Travel Management Escalation List

Short's corporate travel specialists

1-800-314-6666* travel1@shortstravel.com

- Monday-Friday 7:30 a.m.-5:00 p.m. CT – answered by your weekday travel team
- Monday-Friday 5:00 p.m.-11:00 p.m. CT – answered by Short's after-hours specialists (including ability to call travelers back)
- Overnights, weekends and holidays – answered by Short's contracted 24x7 service (Hickory)

Level 1 Escalation

Mon-Fri 8:30 a.m.-4:30 p.m. CT

Stephanie Schmidt

Operations Manager

319-433-0708 Office

319-939-6425 Cell

stephanie@shortstravel.com

Mon-Fri 7:30 a.m.-4:00 p.m. CT

Brenda Hager

Operations Manager

319-433-0650 Office

319-493-0298 Cell

bhager@shortstravel.com

Mon-Fri 9:30 a.m.-6:00 p.m. CT

Olivia Nedved

Operations Manager

303-483-9010 Office

720-939-7170 Cell

onedved@shortstravel.com

Level 2 Escalation

Mon-Fri 8:00 a.m. – 6:00 p.m. CT

Austin Lorenzen

Director of Sales and Account Management

319-433-0621 Office

319-240-7595 Cell – available 24x7x365

alorenzen@shortstravel.com

Effective August 3, 2009

** Note: Previously communicated phone numbers will still work, this phone number will automatically route to the customer service specialists on-duty at the time of call.*