



Rural Development
Business Center

October 19, 2020

Chief Enterprise
Officer

4300 Goodfellow Blvd
Bldg. 105 FC-70
St. Louis, MO 63120

Voice 314.457.4155

TO: All Rural Development Employees

FROM: Moraima Rivera /s/ **Moraima Rivera**
Chief Operating Officer

SUBJECT: New Travel Management Company – Integrated Solutions and Services

On Friday, October 9, 2020, at 6 pm ET, [Integrated Solutions and Services](#) (ISS) replaced Rogers Travel as the USDA's Travel Management Company (TMC).

The ISS Travel Office has a team of highly qualified, seasoned personnel who will manage Rural Development's travel services. The ISS team also know and follow all government accounting requirements and Federal Travel Regulations.

ISS Services:

- 24/7 customer service and support
- Automated quality control
- Travel management reporting
- Savings programs that search for the lowest fares
- On-line booking tools
- Credit card programs

ISS Travel Information:

For 24/7/365 travel assistance, please call **(888) 973-1175**. You can also contact ISS by e-mail at usdatravel@intsolutions.net. It is good practice to save this contact information.

In the event you need a refund for an existing reservation made *prior to October 9, 2020*, please contact Rodgers Travel by e-mail at cbermudez@rodgerstravel.com.

For any questions related to travel or travel credit cards, please contact the RD Travel Unit at RD.Travel@usda.gov.

EXPIRATION DATE:
October 31, 2021

FILING INSTRUCTIONS:
Administrative/Other Programs