



# UNIVERSITIES OF WISCONSIN ATHLETICS CONTACTS

**Short's Travel Management Agent Team & Team Travel Experts**

## DEDICATED AGENT TEAM

**844-814-3936 (24/7)**

**[uwsathletics@shortstravel.com](mailto:uwsathletics@shortstravel.com)**



Jill Feldmann  
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Andrea Albus  
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**[aalbus@shortstravel.com](mailto:aalbus@shortstravel.com)**

## TEAM TRAVEL EXPERTS



**GROUP TRAVEL BUS**  
Wes Turner  
319-204-3814  
**[wturner@stmDriven.com](mailto:wturner@stmDriven.com)**



**GROUP TRAVEL HOTEL\***  
Janae Weldon  
507-248-5540  
**[jweldon@shortstravel.com](mailto:jweldon@shortstravel.com)**



**AIR CHARTERS**  
Ryan West  
319- 257-5325  
**[rwest@stmcharters.com](mailto:rwest@stmcharters.com)**

\*Only UW Green Bay and UW Milwaukee should contact STM Stay.  
Other campuses should contact their dedicated agent team for group hotels.

## ONLINE SUPPORT TECHNICAL ISSUES

319-257-5309

**[onlinesupport@shortstravel.com](mailto:onlinesupport@shortstravel.com)**

9am – 6pm EST M – F, except major holidays

## INFO CENTER

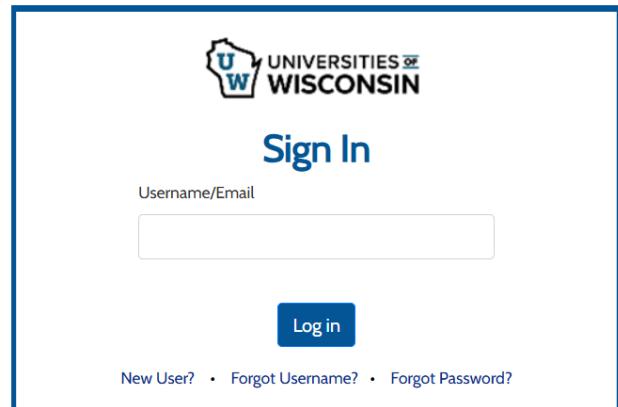
Our online information center provides tailored guides and tutorials for Short's clients to assist them with utilizing the online booking solution and processes.

**[Visit Short's Info Center](#)**

## CREATE YOUR PROFILE IN THE SHORT'S SYSTEM

Follow these steps to set up your profile:

1. Go to the appropriate **portal site** for your campus, which can be found [here](#).
2. On the portal, Select “**New User?**”.
3. Complete the profile request form with the following details:
  - Legal Name
  - Date of Birth
  - Gender
  - University Email Address
  - Username (University Email Address)
  - Password
  - Contact Phone Numbers
4. After submitting your request, it will go through an approval process. Once approved, you'll receive an introductory email with additional instructions. *Please note: profile approvals take a little time, so expect a short delay.*



**Profile Requirement:** All travelers and travel arrangers must have a profile **before** requesting travel. Be sure to enter your individual P-Card for any purchases and add your frequent traveler program numbers so you can earn points for your trip!

Once logged in, you can manage all your personal and team details, view upcoming trips, and keep everything organized – all in one place.

## TEAM TRAVEL 'HOW TO' GUIDES

Every team has its own travel preferences! [Completing this form](#) will help us get it right the first time and create a smoother experience on the road. Use the [Group Travel Request Form](#) in our Portal to submit one request for all components of your trip. This form allows you to track past requests and route your submission to the right staff member.

Don't forget to [upload your roster!](#) We suggest doing this at the beginning of the season so you're ready when ticketing deadlines come up.

## WHAT IF MY PLANS CHANGE?

If anything shifts, let us know as soon as possible so we can start working on options. For weather-related concerns, notify us as soon as there's a chance of disruption. The earlier we know, the sooner we can coordinate with vendors and put contingency plans in place to keep your team moving.

Each trip includes the name of your primary contact for every part of your travel (bus, team hotels, charter or commercial air), so you'll always have someone to reach out to – any time of day.

## AFTER HOURS SUPPORT

Travel issues rarely happen during business hours, so we provide 24/7 after-hours support for your teams. You'll receive contacts for each aspect of travel (bus, team hotels, charter or commercial air), ensuring you're never without help when you need it.

Beyond resolving issues in the moment, we'll also follow up after your trip to process any refunds or apply credits, depending on the situation.