



Business Travel Guide  
for  
University of  
Maryland Baltimore



### Contact the Full - Service Agent Team

- Toll Free: 800-333-2115
- Telephone: 301-403-4278
- Email: [travelon@tlcorporate.com](mailto:travelon@tlcorporate.com)

#### Business Hours of Operation:

8:00 am ET - 6:00 pm ET Monday - Friday

For assistance outside business hours, please dial the number above. Press the option to be directed to the After- Hours Emergency Service Center team.

*Please note: a fee is charged for calls to the After - Hours Emergency Service center*

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Passport and Visa processing assistance is available through TLC's partner CIBT

CIBT website: [www.cibtvisas.com/tlcorporate](http://www.cibtvisas.com/tlcorporate)

Telephone: 855 596 2621

Callers must reference CIBT account 42083 to receive special discounts offered to TLC customers.

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View Entry restrictions and Covid-19 travel requirements for countries around the world with Sherpa:

<https://apply.joinsherpa.com/map?affiliateId=tlc>

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TLC offers CONNECT PLUS mobile app for all travelers, featuring:

- Flight notifications
- Chat with an agent, real time assistance with flight/travel disruptions
- Access to city specific Guides, maps and other information.

After you book your first trip with TLC , you will receive an email with instructions for downloading the Connect Plus App from the App Store or Google Play Store.

UMB Travel Program Questions  
Contact [travelhelp@umaryland.edu](mailto:travelhelp@umaryland.edu)

### UMB Concur Travel & Expense

All employee profiles are automatically initiated in Concur Travel through your Concur Expense Administrator.

Access Concur Travel & Expense:

- myUMB Portal Page

Before booking travel online or with an agent it is required to complete your Concur Travel Profile. Agents will not be able to make a new booking unless your online profile is complete. Note: fields marked with a **[Required]** icon must be completed.

Reference materials are posted on the Company Notes area on Concur.

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For Online Booking Technical and Navigational Assistance and Travel Profile Questions:

Contact the Travel Leaders Corporate eCommerce Support Team:

- Email: [ecommerce@tlcorporate.com](mailto:ecommerce@tlcorporate.com)
- Telephone: 866-502-1926
- Live Chat links are available throughout the Concur site

**eCommerce Support Business Hours:**

9:00 am – 9:00 pm ET Monday - Friday

*There is no charge for these support services.*



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