February 15, 2023
Agenda

• Introductions
• Who is TLC?
• Contacts
• Reservations & Changes
• Refunds & Unused Tickets
• Policies & Preferences
• Extras
**Introductions**

**Karrie Wright**  
Strategic Program Manager  
*Works with leadership to support the travel program, compliance and travel recommendations*

**BOB BAKE**  
Service Delivery Manager  
*Supervises the agent team, ensures smooth reservation process*

**Melissa Backenstow**  
Service Delivery Manager  
*Supervises the agent team, ensures smooth reservation process*
Who we are - Travel Leaders Corporate

- 40+ year University of Maryland partnership
- Travel-On = Travel Leaders Corporate
- (TLC) in 2018
- Top 10 travel management company since 2008
## Contacts

| Agents / Reservations | Phone: 301-403-4278  
|                       | Email: travelon@tlcorporate.com  
|                       | Hours: 8:00 a.m. – 6:00 p.m. ET Monday -Friday |

| After-Hours Emergency Assistance | Phone: 301-403-4278  
|                                  | Email: Not available  
|                                  | Hours: 6:00 p.m. – 8:00 a.m. ET Monday-Friday and 24/7 weekends and holidays  
|                                  | • No new travel reservations for departure outside of 48 hours  
|                                  | • Changes to existing reservations are supported  
|                                  | • No new travel reservations for travelers or arrangers without a profile  
|                                  | • Additional fees of $25 per call will apply |

| Concur Technical & Navigational Support | Phone: 866-502-1926  
|                                         | Email: ecommerce@tlcorporate.com  
|                                         | LiveChat: Within Concur, look for LiveChat links  
|                                         | Hours: 8:00 a.m. – 9:00 p.m. ET Monday - Friday |
Full-Service Agents

- Designated team of 6 agents
- Average travel counselor experience 20+ years
- Extensive knowledge of domestic and international destinations
- Multi-cultural, multi-lingual, well-traveled
- Consult and arrange air, rail, car, hotel, sedan services worldwide
- Skilled in reservations changes and enroute re-accommodation
- Apply and use unused tickets
- Current on UMB travel policy
- Well-versed in Fly America Act
- Direct travelers to assistance with safety/security concerns
Full-Service Agent Booking Process – **New Reservation**

- Traveler/arranger contacts agent via email or phone
- Via email – provide all necessary details of trip – air/car/hotel
- **Advise if Fly America Act** compliance required
- **Include fully approved TAR number** via email or phone
- Agent gathers necessary data to create the reservation
- Emailed requests will be sent to traveler/arranger for review
  - **RE: REVIEW AND REPLY ITINERARY FOR** [Passenger Name] on [Date] to [Destination]
- Traveler **must** approve email before ticket is finalized
- Once approved electronic ticket is issued and emailed to the addresses in reservation
  - **RE:** Ticketed itinerary for [Passenger Name] on [Travel Date] to [Destination City]
  - [Record Locator]
### Full-Service Agent Booking Process – Change Reservation

- Traveler/arranger contacts agent via email or phone (prefer phone)
- Agent reviews change options with traveler/arranger
- Cost to change discussed, including penalties and additional cost of new ticket
- Traveler/arranger confirms new reservation details
- Reservation is processed and new ticket issued
- Ticket confirmation sent to traveler/arranger
- Car/hotel only updates or additions will be confirmed, and new invoice emailed

### Cancelling Your Reservation

- Traveler/arranger contacts agent via email or phone **prior** to original departure/hotel cancel policy
- Agent advises if ticket is eligible for refund or placed on file for future use
- Agent cancelled bookings will be sent a confirmation to traveler/arranger
- Concur cancelled reservations can be viewed in your Trip Library
- Concur cancellation – unused tickets will be refunded or placed on file for future use
Fly America Act (FAA)

All air travel and cargo transportation services funded by the federal government are required to use a "U.S. flag" air carrier service. You cannot cross the U.S. border to use a foreign airline to avoid being subject to the Fly America Act. If your travel does not comply with the Fly America Act, the government will not reimburse your airline ticket.

- Some exceptions –
  - US Carrier not available
  - Using a US carrier would extend travel time by 24hrs
  - US carrier does not offer a nonstop/direct flight and would increase the number of aircraft changes to 2 or more;
  - Extends travel time by 6 hours; or requires a connecting time of 4 or more hours at an overseas interchange point.
Concur Reservations

Helpful Tips/Information

• Ensure profile is completed and/or up to date
• Only book travel once TAR is fully approved
• Do not book duplicate reservations for the same trip
• After ticket is issued, double check your seat assignment
• Unused Ticket/Exchanges in Concur
• Agent team can access all Concur bookings
• Call/Email Ecommerce if you have issues when booking
• TAR/Expense related questions -
  • Contact UMB help@umaryland.edu or 410-706-HELP

SAP Concur
# Groups and Meetings

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<th>Group Air</th>
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<td>• Air only</td>
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<tr>
<td>• 10 or more people traveling to the same location</td>
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<tr>
<td>• Group Air Desk - <a href="#">Group Air Link</a></td>
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<td>• Response time: 1 business day</td>
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<td>• Additional fees may apply</td>
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<table>
<thead>
<tr>
<th>Meetings and Events</th>
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<tbody>
<tr>
<td>• 10 or more people traveling to the same location/event</td>
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<td>• Need air and/or hotel, transportation or event planning assistance</td>
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<tr>
<td>• Meetings/Events - <a href="#">Meeting and Event Link</a></td>
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<td>• Response time: 1 business day</td>
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| • Additional fees will apply based on complexity of the request
Refunds & Unused Tickets

**Cancellation**

- Agent/Traveler in Concur cancels reservation.

**Agent/Profile**

- If non-refundable, ticket added to Magnatech and profile.
- Passenger books new reservation.
- Profile flags unused ticket to agent.
- Agent reviews fare rules using TLC tools and airline websites.
- Agent applies unused ticket if applicable.

**Application**

- If refundable, refund processed available in about 2 weeks.
Travel Leaders partnership with CIBT offers our clients over 30% discounts on Visa needs. Please use the TLC Account Code 42083 when logging in. www.cibtvisas.com/42083
Or Call 855-596-2621 and reference code 42083.
Access to unlimited, free self-help based on nationality, origin and destination, connection points, travel dates, and vaccination status:

- Entry and exit restrictions
- Mandatory passenger locator, entry, declaration forms
- Vaccine, testing, quarantine, insurance requirements
- eVisa requirements, applications

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

Link on all itineraries
• Click to Chat With Agent
• Automated Itinerary Management
• Real Time Flight Monitoring
• Interactive Airport Maps
• Uber/Lyft Integration
• Weather, Maps & Guides
• Flight Check-In
• GPS Traveler Locator
• Expense Tracking
• Sherpa Integration
Extras – What Is That?

**Basic Economy Class**
- Lowest ticket price in exchange for giving up some of the standard amenities of an economy ticket
- Generally, no advance seat assignments, no upgrades, no changes, last to board, no overhead bin space; sometimes no miles
- No Frequent Flyer status benefits, advanced boarding and last to board
- In accordance with UMB policy, TLC does not sell basic economy fares

**Known Traveler Number**
- ID number from TSA Pre-Check or Global Entry membership - [http://www.globalentry.gov/tsa.html](http://www.globalentry.gov/tsa.html)
Thank You for Your Partnership