



UNIVERSITY *of* MARYLAND  
BALTIMORE



TRAVEL  
LEADERS  
CORPORATE

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

<b>Agents / Reservations</b>	Phone: 301-403-4278 Email: <a href="mailto:travelon@tlcorporate.com">travelon@tlcorporate.com</a> Hours: 8:00 a.m. – 6:00 p.m. ET Monday -Friday
<b>After-Hours Emergency Assistance</b>	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 <ul style="list-style-type: none"><li>• No <u>new</u> travel reservations for departure outside of 48 hours Changes to existing reservations are supported</li><li>• No <u>new</u> travel reservations for travelers or arrangers without a profile</li><li>• Additional fees of \$25 per call will apply</li></ul>
<b>Concur Technical &amp; Navigational Support</b>	Phone: 866-502-1926 Email: <a href="mailto:ecommerce@tlcorporate.com">ecommerce@tlcorporate.com</a> LiveChat: Within Concur, look for <i>LiveChat</i> 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**



## Reservations & Changes

### 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 ]

## Reservations & Changes

### 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

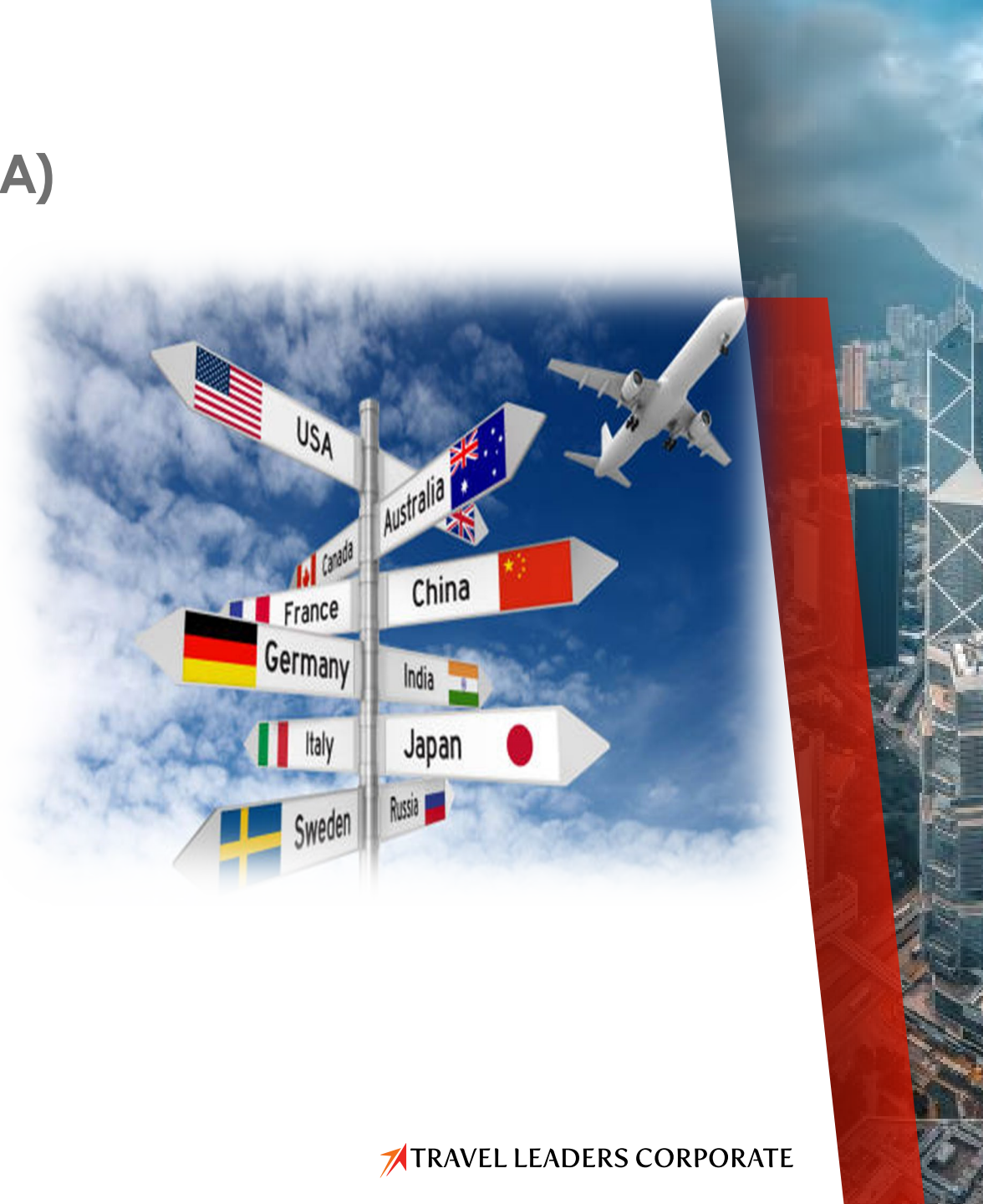


## Fly America Act (FAA)

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](mailto:help@umaryland.edu) or 410-706-HELP



## Groups and Meetings

### Group Air

- Air only
- 10 or more people traveling to the same location
- Group Air Desk - [Group Air Link](#)
- Response time: 1 business day
- Additional fees may apply

### Meetings and Events

- 10 or more people traveling to the same location/event
- Need air and/or hotel, transportation or event planning assistance
- Meetings/Events - [Meeting and Event Link](#)
- Response time: 1 business day
- Additional fees will apply based on complexity of the request

# Refunds & Unused Tickets

**CANCELLATION**

**IF NON-REFUNDABLE,  
TICKET ADDED TO  
MAGNATECH and  
PROFILE**

AGENT/TRAVELER IN  
CONCUR

**CANCELS  
RESERVATION**

**IF REFUNDABLE,  
REFUND  
PROCESSED**

AVAILABLE IN ABOUT  
2 WEEKS

PASSENGER  
**BOOKS NEW  
RESERVATION**



PROFILE  
**FLAGS  
UNUSED  
TICKET TO  
AGENT**

**APPLICATION**

**AGENT REVIEWS  
FARE RULES**

USING TLC TOOLS AND  
AIRLINE WEBSITES

**AGENT  
APPLIES  
UNUSED  
TICKET**

IF APPLICABLE

# CIBT Visas

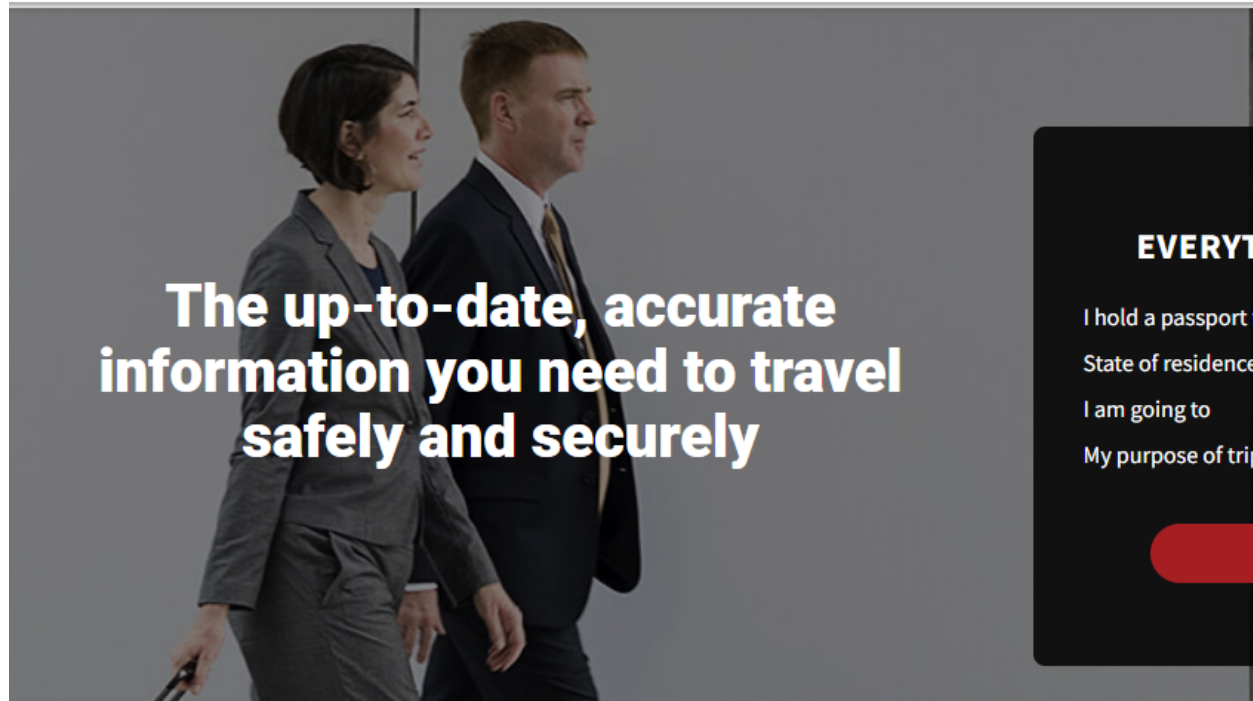
Travel Leaders partnership with CIBT offers our clients over 30% discounts on Visa needs. Please use the TLC Account Code **42083** when logging in. [www.cibtvisas.com/42083](http://www.cibtvisas.com/42083)  
Or Call 855-596-2621 and reference code 42083.

42083

Client-Portal: Travel Leaders Corporate ▼ Sign In 

**CIBT**visas

[ABOUT US](#) [TRAVEL VISAS](#) [PASSPORTS](#) [DOCUMENT SERVICES](#) **RESOURCES** [SERVICES](#) [YOUR ORDER](#)



**The up-to-date, accurate information you need to travel safely and securely**

### TRAVELING SOON? EVERYTHING YOU NEED TO KNOW

I hold a passport from

State of residence

I am going to

My purpose of trip is

Add destination

[Check Requirements](#)

sherpa<sup>o</sup>

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

*Link on all itineraries*

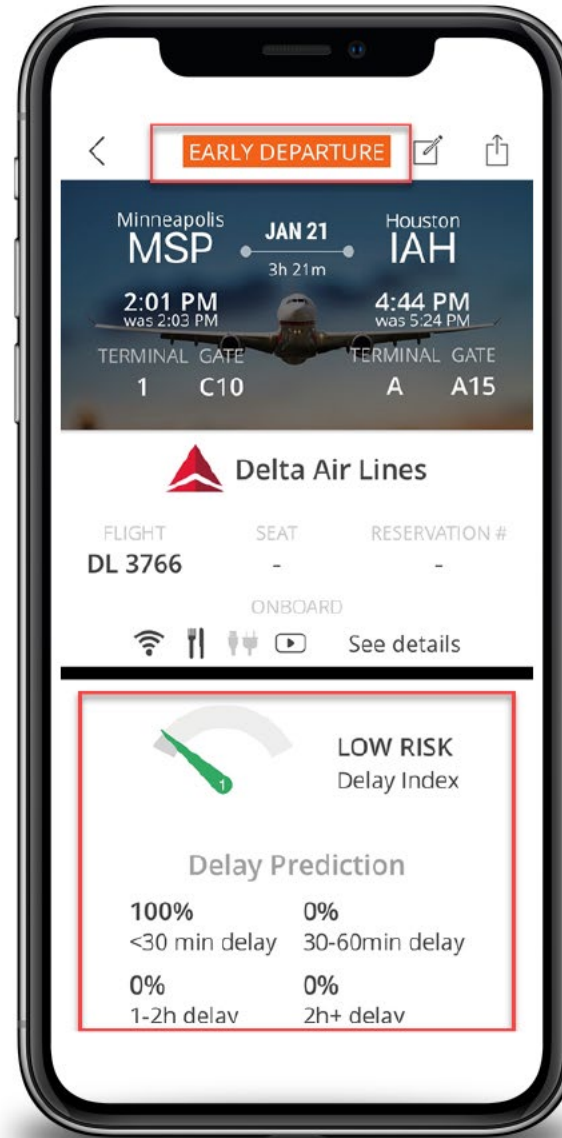
Access to unlimited, free self-help based on nationality, origin and destination, connection points, travel dates, and vaccination status:

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





- 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



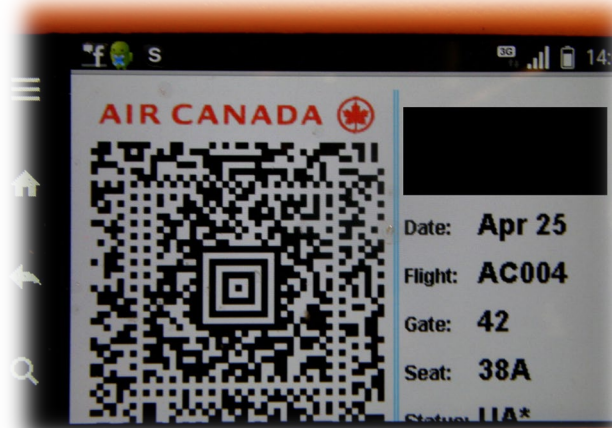
## Extras – What Is That?

### 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>
- DHS Redress - <https://www.dhs.gov/step-2-how-use-dhs-trip>





Thank You for  
Your Partnership

