



AARP Traveler Support Directory

Support Service	Contact Information	Hours	When to Contact
Travel Inc Online Support Help Desk	+1 866-738-6444	7:30am - Midnight ET Mon –Fri	*You receive an error in Concur Travel *For login assistance *For help updating your profile *Any other Concur Travel technical issues
Travel Inc Travel Counselor	Toll Free: 800-952-1950 AARP.Travel@travelinc.com Email box hours 8a-6p ET Monday - Friday	24/7	*You are rebooking a Concur Travel unused ticket *You are changing an existing Concur Travel ticket/trip *You are making a flight change *You do not have access to Concur Travel
Travel Inc Account Manager Corri Parker	770 291-5159 corri.parker@travelinc.com	8:30am - 5:30pm ET Mon – Fri	*For customer service support *For travel program feedback
AARP Cynthia Jefferson	202 434-3112- Cynthia CJefferson@aarp.org		*For Concur Travel Training Assistance *For travel program feedback *For questions about our travel policy *For login assistance

AARP Fees

Service	Fee	Definitions
Telephone Reservation	\$22.00 Domestic \$27.00 International	AARP traveler initiates contact to designated team via, phone, fax or email to conduct a reservation.
Agent Booked Car / Hotel Only	\$6.00	Traveler initiates call to agent for car/hotel only reservations (Not added to air)
Concur Travel No Touch Auto-ticketed without agent intervention	\$7.00	Technical assistance does not hinder a reservation from ticketing, nor is there a charge for technical assist phone calls.
Concur Travel Touch Reservation requires agent assistance	\$14.00	Reasons to fail the Auto Ticket include examples such as: <ul style="list-style-type: none"> • Credit card in profile is expired • 2 airlines selected to construct lowest fare, etc.
Concur Travel No Touch Car/Hotel Only	\$4.00	Touchless car or hotel only reservation (not added to air)
Concur Travel No Touch Car/Hotel Only	\$6.00	Car or hotel only reservation (not added to air) requiring agent touch