

# Travel, Inc. - Frequently Asked Questions

## Frequently Asked Questions (FAQs) about Travel Inc. and the transition to a new travel service provider January 20, 2010

### General:

#### How do I book a trip?

To book a trip using our new online booking tool:

- Log into our integrated [myExpense/myTravel](#) system using your current myExpense login information.
- Click on the Profile tab and verify that your profile is complete.
- Verify that the name in your profile matches the government-issued ID you will use to board your flights in accordance with the [Secure Flight Program](#).
- Click on the new "Travel" tab and use the online booking tool to complete your reservation.
- Please be sure to review the information located on our [travel portal](#) prior to making your first reservation.

You may demo the booking process via the [Cliqbook Online Training Modules](#) located under the "Cliqbook Online Travel" section of our [travel portal](#).

#### What is the difference between Cliqbook, myTravel, myExpense and the travel portal?

Cliqbook is the name of the online booking tool our associates will use to book travel. Cliqbook is provided by Concur, the same company who supplies our expense reporting solution. Choice has branded the Cliqbook tool myTravel, similarly to Choice having branded Concur's expense solution, myExpense. Since the online booking tool and the expense solution are integrated, employees can use one login ID and password to access both the online booking tool and the expense reporting solution, thus you might see myTravel and myExpense used synonymously.

The travel portal is where Choice will maintain all travel related information that could be of assistance to the traveler (e.g., Cliqbook demos, preferred car vendors, promotions, travel contacts, etc.).

#### Do I need to fill out a new travel profile and if so, how do I do this?

Yes, you will need to complete a new travel profile. Your basic profile already has been created via our myExpense system. To supplement your new profile:

- Log into our integrated [myExpense/myTravel](#) system using your current myExpense login information.
- Click on the Profile tab and then the Personal Information link. Complete all required fields.
- In addition to the required fields, be sure to add your travel preferences and frequent traveler program numbers under the travel preferences section.
- Ensure the name in your profile matches the government-issued ID (driver license, passport) you will use to board your flights, per the [Secure Flight Program Requirements](#).

- For Secure Flight Program details, please see the [Secure Flight Program](#) section of our [travel portal](#).
- Ensure you click "save" after making all changes.

### **Can my administrative assistant make arrangements for me in the online booking tool?**

Yes, to do so you will need to assign your administrative assistant as a "travel assistant" in your new travel profile. Please see "[How do I add an assistant in Cliqbook](#)" in the "Cliqbook Online Travel" section of our [travel portal](#).

Please note: a delegate in expense is different than an assistant in travel. Thus, even if you delegated someone to create an expense report in myExpense, you will still need to assign an assistant in myTravel.

### **Whom can I contact for more information or for assistance with making travel arrangements**

Associates should use the online tool (via myExpense/myTravel) to book travel. If you require assistance, please consult the table below for contact information.

Travel Support Directory			
Support Service	Contact Information	Hours	When to Contact
<b>Online Support Help Desk</b>	(866) 738-6444 (866) 738-6444	7:30 AM - Midnight EST Monday - Friday	*You receive an error in Cliqbook *You are unable to find the flight or vendor you are searching in Cliqbook *Any other Cliqbook technical issues
<b>Travel Counselor</b>	(888) 241-0944 (888) 241-0944	24/7	*You are booking an international flight *You are booking a complicated multi-segment trip *You are making a flight change or cancelling a reservation on Southwest Airlines or AirTran *You do not have access to Cliqbook
<b>Account Manager Chaney Waddell</b>	(770) 291-4349 (770) 291-4349 chaney.waddell@travelinc.com	8:30 AM - 5:30 PM EST Monday - Friday	*For customer service support *For travel program feedback
<b>Choice Hotels Expense Supervisor Malika Easton</b>	(301) 628-5804 (301) 628-5804 Malika_easton@choicehotels.com		*For login assistance *For help updating your profile *For travel program feedback *For questions about myExpense

**Is it ever appropriate to call an agent to book a trip or should I always use the online tool?** It is appropriate to call an agent when:

- Booking international travel
- Booking a complicated multi-segment flight
- Making flight changes to a ticketless carrier flight, such as Southwest or Airtran
- You require assistance with a trip that was originally booked via American Express travel services
- Booking rail travel

The main number to reach an agent 24 hours a day is (888) 241-0944 (888) 241-0944 .

**If I book air and subsequently want to book a rental car for that same trip, how should I do that?**

You may add a car to an existing itinerary by changing your upcoming trip. Please see the "How do I change and cancel my reservation" demo in the [Cliqbook Training Modules](#) posted on our [travel portal](#).

**Why am I receiving several e-mails after I make an on-line booking?**

You will receive two emails: one Cliqbook Pre-Ticketing itinerary and one finalized Travel Incorporated eItinerary. The Cliqbook Pre-Ticketing itinerary is a confirmation of the reservation request you made in Cliqbook. That reservation request is sent from Cliqbook to Travel Incorporated to be ticketed/confirmed. Once Travel Incorporated tickets/confirms the reservation request, they will send the official itinerary.

If you book a Southwest Airlines flight, you will also receive a confirmation email from Southwest Airlines.

**I booked a trip, but got a cancellation notice - why?**

If you receive a trip cancellation notice, and you did not actively cancel the trip yourself, the most likely explanation is that the reservation was not fully completed in the Cliqbook site. You must be sure to continue with the online booking process until you reach the final page where you purchase/confirm your reservation. If this step is not completed, your reservation will be auto-canceled by the system when the ticketing deadline is reached and you will receive a cancellation notice email from Cliqbook.

**Why did we stop using American Express for travel services?**

Last year, a cross functional team of Choice associates reviewed the company's corporate travel management program to ensure we were maximizing our delivery of convenient, cost-effective travel services for all associates. As part of the review, we concluded that a formal request for proposal (RFP) needed to be issued; American Express and six other vendors were evaluated, and based on this comprehensive evaluation process, the team believed that Travel Inc. was better suited to meet the objectives of Choice's travel management program. We believe that associates will enjoy high levels of service with Travel Inc. while allowing the company to be more effective with managing corporate travel costs. Additionally, we are now able to offer a convenient, round-the-clock online booking tool that integrates with our expense system.

### **What changes have been made to the Choice travel policy?**

A few enhancements were made to the associate travel policy to align with the new online booking process. Please read the entire [travel policy](#), which can be found on [ChoiceCentral.com](#). The following are a few of the key items:

1. **Use the online booking tool to make your reservations.** All associates are strongly encouraged to make reservations using the new, easy-to-use, online booking tool found via myExpense/myTravel on [ChoiceCentral.com](#). The online booking tool is convenient, and is more cost-efficient for the company.
2. **Book travel 14 days in advance.** Whenever possible, all associates are asked to book air travel 14 days in advance to ensure the availability of the lowest non-refundable airfare. However, flights should not be booked more than 30 days in advance.
3. **Book Choice hotel brands using the [choicehotels.com](#) Web site.** Where possible, it is expected that Choice brand hotels be used for corporate travel and reservations be booked using the low-cost channel - choicehotels.com. Be sure to use the special rate ID 00068370 to book a negotiated rate (applicable to properties located near Choice corporate locations) or the VIP rate (applicable to nearly all Choice-brand properties). A link to ChoiceHotels.com including the special rate ID exists in the online booking tool.
4. **Use Choice's preferred vendors.** When renting a car, associates should book vehicles through our new preferred vendors, Avis and Budget. If renting a car from an off-airport location, Enterprise, our secondary preferred vendor, may be used.

### **Why do I need to book through the new agency - can't I do it on my own?**

Booking through the designated Travel Agency helps Choice Hotels save money through a managed travel program and provides us with peace of mind knowing where our travelers are in case of a crisis. Additionally, the following are other benefits:

- We receive consolidated travel data that we can use to negotiate better deals with vendors.
- We receive managed and analyzed reporting that enables us to recognize areas of savings opportunity.
- We have the ability to manage unused tickets to avoid loss - left unmanaged, a percentage of our company's travel spend would be lost to unused tickets.
- We have the ability to void tickets within 24 hours.
- The online booking system is integrated with our online expense reporting system, making it easier for you to process expense reports.

### **Who has responsibility for managing the Travel Program within Choice?**

We all have responsibility for managing travel-related costs within Choice. However, the cross functional team that worked on the redesign of the travel program will maintain responsibility for the program going forward. The team consists of members from Finance, Communications, Procurement Services, Executive Administration and Global Sales. For a general question or comment about the travel program, please contact Sarah Wingfield @ (301) 592-6604 (301) 592-6604 or [Sarah\\_Wingfield@choicehotels.com](mailto:Sarah_Wingfield@choicehotels.com).

**Can I use Travel Inc. for my leisure travel and if so, can I book this through the online tool?**

Choice will continue to offer employees the benefit of using the new agency to book leisure travel. However, we request that you book travel through an agent as opposed to booking through the online tool. The agent can be reached 24 hours a day, seven days a week at (888) 241-0944 (888) 241-0944 .

**If the online booking tool is integrated with the expense reporting tool, why are there two different people to contact?**

Even though the travel tool and the expense tool are integrated, we outsource our travel-related services (ability to take reservations, fulfill tickets, technical support for the online tool, etc.) to Travel Inc. and we handle expense reporting in-house. As a result, any questions related to travel will need to be directed to Travel Inc. and any questions related to expense reporting should be addressed to the myExpense team. Please see the [Travel Support Directory](#) located in the "Travel Contact Information" section of our [travel portal](#) or refer to the table below.

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**Can I book travel via my Blackberry or iPhone?**

Reservations cannot be initiated through a smartphone. However, there is a mobile application called "Concur Mobile", that can be used to manage/change any existing or upcoming trips. To enroll in this service, log into your myExpense/myTravel system, click on the profile tab, then click the link for "Concur Mobile Registration." Follow the steps to enroll. You also will find a link to view a demonstration of the application prior to enrollment.

**How can I add my itinerary to my Outlook calendar?**

You can export your itinerary details into an Outlook, Windows Live, Google, or Yahoo calendar via the Travel Incorporated eItinerary feature. You can either use the "Push to Calendar" option located under the "Take Action" section of the itinerary, or you can use the calendar icons located next to each segment of your trip within the itinerary.

**American Express to Travel Inc. Transition:****What should I do if I booked a trip with American Express (prior to Dec. 31, 2009) and now need to make a change?**

If you need assistance for this issue, please call a Travel Inc. agent at (888) 241-0944 (888) 241-0944 . American Express travel services passed all active reservations to Travel Inc. so that they may assist you in change requests. Because these flights originally were issued by American Express, Travel Inc. will not have the ability to make changes to the ticket, but will contact the airline on your behalf to assist you with your needs. Please be patient, as this is not the normal operating procedure and may take additional time to process.

**Why doesn't the trip I booked with American Express show up in the online booking tool?**

It is not possible for trips booked through American Express to integrate to the new online booking tool. Only trips that originate with Travel Inc., whether through an agent or the online booking tool, will integrate with the new system. Any past AMEX reservations, even those reservations that were actively passed to Travel Inc. during the transition, will not be accessible through the online booking tool.

**What should I do with unused tickets that were booked with American Express?**

Unused tickets that were booked through American Express are still valid and should be used as soon as reasonably possible. To use the unused tickets, please contact the airline directly.

**Airlines:****How do I book travel on Southwest Airlines?**

You can book Southwest Airlines via the online booking tool. Please see the document "[How do I book Southwest Airlines via Cligbook?](#)" in the "Booking Southwest Airlines" section of our [travel portal](#). This process is different because we are now able to access full Southwest inventory and Web-only fares via a direct connection with the Southwest Airlines SWABIZ Web site through our online booking tool. For more helpful information on the new Southwest Airlines booking process, please see the document "[Southwest Quick Facts](#)" also in the "Booking Southwest Airlines" section of our [travel portal](#).

**What happens to my tickets when Delta merges with Northwest?**

Any flight you currently have booked on Northwest will be converted to a Delta flight. The schedule should remain the same. Whether the Northwest flight was booked via American Express or Travel Inc., Travel Inc. will send you a revised itinerary with your new Delta flight number and record locator. You may check in for the flight via Delta with either your new Delta information or the previous Northwest information.

**I am looking for a specific flight - why doesn't it show up on the list of potential flights I can book?**

Travel Inc. has access to all carrier flights. If you do not see the flight you are looking for in the online booking tool, you may need to adjust your search parameters by expanding your search window, or search by schedule instead of price.

Please see the document "[I Have Trouble Finding My Flight in Cliqbook](#)" in the "Cliqbook Online Travel" section of our [travel portal](#). If you are still unable to locate your flight, call the Travel Incorporated Online Support department for assistance at (866) 738-6444 (866) 738-6444 .

**How will unused airline tickets be handled with Travel Inc.?**

You will be able to manage unused tickets booked through Travel Inc. through our new online booking tool. Please see the document "[How do I apply Unused Tickets in Cliqbook?](#)" in the "Cliqbook Online Travel" section of our [travel portal](#).

**When searching for a flight, I see that we have preferred corporate carriers (Continental, US Airways, Delta, Southwest). Should I pick a flight from one of these preferred vendors?**

Travelers should always book the lowest logical airfare, regardless of the carrier. Our preferred airlines provide us with discounted rates, which will be the rates available through the online booking tool.

**Car Rental:****Why did we leave Hertz and National as preferred car vendors?**

After a thorough bid process was conducted with all the top vendors, it was determined that Avis and Budget (our new preferred vendors) would provide our travelers with the best cost/service offering. Additionally, we have included Enterprise as a secondary vendor to be able to meet the demands of travelers that rent from off-airport locations.

**What happens to my Hertz points and National points?**

You will still have access to those points for personal usage. However, we encourage you to sign up through the travel portal and receive a free membership in Avis' Preferred and Budget's Fastbreak loyalty programs. In addition, through membership in each program, associates can enjoy the convenience of bypassing the ticket counter (wherever available) when renting a vehicle (after the first rental), and will receive discounts and free car rental coupons to use toward leisure travel.

**How do I enroll in the Avis and Budget and Enterprise loyalty programs?**

All Choice associates are now eligible to receive a free membership in Avis' Preferred and Budget's Fastbreak loyalty programs. In addition, through membership in each program, associates can enjoy the convenience of bypassing the ticket counter (wherever available) when renting a vehicle (after the first rental), and will receive discounts and free car rental coupons to use toward leisure travel. Associates can enroll in both the Avis and Budget loyalty programs through Choice's [travel portal](#). We will provide a link to the Enterprise loyalty program by the end of Q1 2010.

**If I was an elite Hertz or elite National loyalty program member, will I have elite status with the new partners?**

If you previously held elite membership levels with Hertz (Five Star Gold and the President's Club) or National (Emerald Executive and Emerald Executive Elite), you will be upgraded to Avis' equivalent program, which is called AvisFirst. To get upgraded to AvisFirst, all elite members should first sign up in Avis' Preferred program and make note of their assigned loyalty (Wizard) number from Avis. Then send your Wizard number to [Melvin\\_crenshaw@choicehotels.com](mailto:Melvin_crenshaw@choicehotels.com).

**When I rent a car from Avis or Budget, which refueling option should I choose?**

When you rent a car from Avis or Budget, you should select the self-service option and refuel the vehicle before returning it. However, upon return, it's important to inform the attendant that you did so, and show the attendant your fuel receipt. Otherwise, you may be charged a refueling fee of \$13.99.

NOTE: AVIS and Budget have a policy that if you drive less than 75 miles, they will automatically charge you a refueling fee unless you present them with a receipt evidencing you refilled the car. When renting a vehicle, the agent should clearly inform you of the different refueling options. If not, be certain to ask questions and look for the signage that is posted at Avis and Budget locations.

**Should I decline the rental car insurance coverage?**

Yes - For U.S. car rentals, the Choice policy states you should not buy optional rental insurance. However, you should purchase optional rental insurance for rentals outside the United States.

For more information on Choice's policies, please visit the travel portal and click on the travel policy.

**Hotel:****Why do I need to book a Choice brand hotel via ChoiceHotels.com when I can do it in myTravel?**

We are encouraging our employees to book through the lower-cost channel for the benefit of our franchisees. If a traveler books a Choice brand hotel through myExpense/myTravel, the hotel will be responsible for paying a travel agency fee, a GDS fee and potentially other fees that would cut into their profits.

**How do I take advantage of preferred rates for Choice brands when traveling on business?**

Use the special rate ID = 00068370 to book a negotiated rate (applicable to properties located near Choice corporate locations) or the VIP rate (applicable to nearly all properties). You can enter the special rate ID directly in ChoiceHotels.com, or you can click on one of the links in myExpense/myTravel or the travel portal to be directed to the page with the special rate ID already loaded.

After you enter the special rate ID and the destination, you will need to ensure that you have selected from the Rate Program drop down list the Negotiated Rate or the VIP/Preferred rate, depending on the property location. A negotiated rate exists for 11 properties that are near our office locations (see below) and the VIP rate is for nearly all Choice properties (discount of 10 percent off of Best Available Rate {BAR}).

**What hotels near Choice corporate locations currently have negotiated rates?****Choice Brands:**

AZ269-Clarion Hotel - Scottsdale, AZ  
AZ812-Sleep Inn at North Scottsdale Road - Scottsdale, AZ  
AZ813-Comfort Inn, 7350 E. Gold Dust Ave. Scottsdale, AZ  
CO073-Quality Inn, 733 Horizon Drive Grand Junction, CO  
CO240-Clarion Inn, 755 Horizon Drive Grand Junction, CO  
MD058-Comfort Suites Laurel Lakes, 14402 Laurel Pl. Laurel, MD  
MD088-Comfort Inn Georgia Ave/DC Gateway, 7990 Georgia Avenue Silver Spring, MD  
MD611-Comfort Inn & Suites, 9020 Baltimore Ave. College Park, MD  
MD614-Comfort Inn Capital Beltway/I-95 North, 4050 Powder Mill Rd. Beltsville, MD  
ND029-Sleep Inn & Suites, 2400 10th Street SW Minot, ND  
NM028-Clarion Hotel, 7620 Pan American Fwy., N.E. Albuquerque, NM

**Non Choice Brands (to be booked via myExpense/myTravel):**

Residence Inn - 6040 North Scottsdale Road, Scottsdale, AZ  
Hampton Inn Silver Spring - 8728A Colesville Road, Silver Spring, MD  
Hilton Washington DC - 8727 Colesville Road, Silver Spring, MD  
Homewood Suites - 8728 Colesville Road, Silver Spring, MD

**Rail:****How do I book a train ticket?**

Rail reservations should be booked through a Travel Inc.travel agent and not through the online booking tool. The main number to reach an agent 24 hours a day is (888) 241-0944 (888) 241-0944 .

**Sarah Wingfield** | Project Manager  
Meetings & Events/Choice Foundation  
Choice Hotels International (NYSE:CHH)  
10750 Columbia Pike | Silver Spring, MD 20901  
Phone: (301) 592-6604 (301) 592-6604 Fax: (301) 592-6177