



# FAQs

## RAI Travel Program Travel Incorporated

| Travel Support Service   | Phone                        | Hours               | Description                                      |
|--------------------------|------------------------------|---------------------|--|
| Online Technical Support | 800.334.8747<br>336.741.1400 | option<br>1<br>24/7 | Assistance with bookings made through Departures |
| Travel Counselor         | 800.334.8747<br>336.741.1400 | option<br>2<br>24/7 | To speak with a Travel Inc Travel Counselor      |

### How do I get started?

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### How do I get started?

#### Employees

Upon entering Departures, you will be prompted to review your profile. You must review and/or update the following:

- Please validate your Business Unit, located under “Custom Fields”
- Please ensure your name matches the government ID you will use to board your flights.
- Please enter your TSA required information, such as birth date and gender
  - **If you have a corporate AMEX**, please enter that information in the “credit cards” section and be sure to select the boxes for Plane Tickets, Car Rentals and Hotel Reservations. This will ensure the card information passes to our Agency for any future offline reservation needs.
  - **If you do not have a corporate AMEX**, you may call an agent and request to use the BTA card to book your flights. Please be prepared to provide a GL code. Please update your profile with a card for car and hotel bookings and be sure to select the boxes for Car Rentals and Hotel reservations to ensure the card information passes to our Agency for any future offline reservation needs.

#### Contractors

Email [rjrcontractor@travelinc.com](mailto:rjrcontractor@travelinc.com) to request your profile. Go to [www.concursolutions.com](http://www.concursolutions.com) to login, you will be prompted to review your profile. You must review and/or update the following:

- Please ensure your name matches the government ID you will use to board your flights.
- Please enter your TSA required information, such as birth date and gender
- Please update your profile with a card for car and hotel bookings and be sure to select the boxes for Car Rentals and Hotel reservations to ensure the information passes to our Agency for offline reservation needs.

### **Where can I receive training on Departures?**

[Click Here for Concur Travel & Expense Training Materials](#)

### **Where can I access Departures online booking FAQs?**

[Click here](#) to view frequently asked questions regarding Concur Travel.

### **What if I receive an error message in Departures?**

Contact Online Technical Support at 800.334.8747, option 1.

### **When should I call a Travel Counselor vs using Departures?**

Contact a Travel Counselor at 800.334.8747 24/7 for any of the following reasons:

- International Reservations – Our dedicated agents' expertise and knowledge of international markets will help us to save money vs using Departures.
- To change or cancel your ticketless/instant purchase flight, such as Southwest or Airtran
- To apply ticketless/instant purchase unused tickets, such as Southwest or Airtran
- To change any flight that has been previously exchanged, refunded or partially used
- To change or cancel a flight that is scheduled to depart in less than 4 hours

### **What are regular business hours?**

Our dedicated team of travel counselors is available Monday – Friday 8am-8pm EST.

If you call outside of regular business hours, you will be assisted by an after-hours counselor.

### **How do I make changes to my existing AMEX reservations?**

After 12pm on December 1<sup>st</sup>, Travel Incorporated will have access to your AMEX current trips. You can call the agent line at 800.334.8747, option 2, during regular business hours, Monday-Friday 8a-8p EST for assistance. Please note this is not a normal reservation process, as Travel Inc, must contact the airline directly to process the exchange. Airlines often require additional information such as credit card billing address, security code and name. Please be prepared to provide this information. If you need assistance between the hours of 8am-12pm on December 1, you may still call a TI agent, but will need to provide your trip information.

### **How do I apply my unused AMEX reservations?**

After 12pm on December 1<sup>st</sup>, Travel Incorporated will have access to your AMEX unused tickets. You can call the agent line at 800.334.8747, option 2, during regular business hours, Monday-Friday 8a-8p EST to make use of your unused ticket. Please note this is not a normal reservation process, as Travel Inc, must contact the airline directly to process the exchange. Airlines often require additional information such as credit card billing address, security code and name. Please be prepared to provide this information.

### **How do I populate my itinerary into my calendar?**

[Click Here](#) for detailed instructions on how to add your itinerary to your MS Outlook 2010 calendar and/or smartphone.