



Veritiv and Travel Incorporated

Travel Incorporated has been selected as the Travel Management Company to service Veritiv travel needs. All employees company-wide are required to use our approved agency. We strongly encourage the use of Concur Online Travel as the primary means to book travel as it will directly reduce the costs associated with our overall company travel program.

You must confirm that the name in your profile matches your name exactly as it appears on your government issued ID that you will use to board your flights. Travel Incorporated will use the name in your profile to book your flights. To ensure that you comply with the new TSA Secure Flight requirements, please ensure your profile includes gender and date of birth.

- After you have received your log in information.
- Go back to the [Veritiv Corporate Travel Portal](#) → Click on “View My Personal Travel Portal & Concur”
- Enter your User ID (most likely your last name a space and your first name) & the Password you chose.
- Click on the Concur Online Travel Link. This will take you to the Concur Travel site where you can start making travel arrangements.

****WARNING:** If you do not have an eProfile on file with Travel Incorporated, the after-hours emergency service will be unable to assist you. There is a Concur Overview and Training tab on the corporate portal to help you navigate Concur. Please call one of the numbers below for support if necessary.

Traveler Support Directory

<i>Support Service</i>	<i>Contact Information</i>	<i>Hours</i>	<i>When to Contact</i>
Concur Online Support Help Desk	+1 866-738-6444 North America +1 888-304-4267 Canada	7:30AM – Midnight EST Mon – Fri	<ul style="list-style-type: none"> • You receive an error in Concur • You are unable to find the flight or vendor you are searching in Concur • Any other Concur technical issues
To Speak to a Travel Counselor Note: Higher Transaction Fees Apply	US Based Traveler Toll Free from inside the US +1 877 548-2991 If Dialing from outside US +1 864.213.4060 Canada Based Traveler +1 864-213-4059	24X7 Every Hour! Every Day!	<ul style="list-style-type: none"> • To change or use a ticket purchased with Vision 2000 • You are booking a complex trip • You do not have access to Concur
TEA Customer Service	TEAVERITIV@veritivcorp.com	8:00am – 5:00pm EST Mon – Fri	<ul style="list-style-type: none"> • For Travel Program feedback • Travel Expense Questions
Corporate Travel Portal	Click Here		<ul style="list-style-type: none"> • Company Travel Policy • Concur Interactive Simulator • Other Valuable Information