

**All associates in the US, Canada and Mexico (Nogales) are required to use TSI Travel for all business travel arrangements.** This will include air, hotel and Rental Car reservations for both Domestic and International Travel.

**If I do not have a profile, do I get started?** – The first step is to create a travel profile in Concur, if you have not already done so. You can find links to Concur on the ITT intranet home page as well as the TSI portal;

<http://www.tsiusa.com/ITT/>

The steps are as follows:

- 1) Login into Concur
- 2) Your user id is
- 3) The first password is .
- 4) You will be brought to a one-time security page. At the bottom, make sure to click on "I accept" and then "submit." This will then take you into the travel portal where you will see a tab that says "My Profile."
- 5) You will need to add the following information to your profile (Note: You do not need to fill out every field, just the following):
  - **TSA Information : First, Middle and Last Names and date of birth**
  - **Frequent Flyer information (if desired)**
  - **Frequent renter information (if desired)**
  - **Frequent Stay information (if desired)**
  - **Phone Numbers**
  - **Credit Card Number (your corporate AMEX card)**
  - **Work Address**

*Please make sure your pop up blocker is off*

**If I have a profile, how do I book travel? -**

- 1) Online travel** – Please login to the TSI portal at <http://www.tsiusa.com/itt/>.
- 2) Phone** - There is a team of agents designated to assist ITT travelers. The team can be reached at **866 903 0036**, or **214 915 9195**.
- 3) Email** - You can email them your request at [ITT@TSIUSA.com](mailto:ITT@TSIUSA.com) . We recommend using the reservation agents for complicated, multi stop trips

Please note that all of our current airline, car rental and hotel contract rates and terms are reflected in the TSI travel tools. Currently, we have discounts with American, Delta Airlines, United Airlines and more. Additionally, we have negotiated discounts with both hotel chains and individual properties across the globe; these discounted rates are available via the TSI agents and the Concur online booking tool. If you have additional hotels that you would like included in our program, please contact Kathy Kaden.

Our preferred car rental agency is Hertz. Please note that our negotiated rates with Hertz already include all required insurance coverage. However, you must book through TSI to obtain this coverage.

**Should you have any problems, or questions, please feel free to email Kathy Kaden (Kathleen.Kaden@ITT.com).**

**FAQ's:**

**What are the benefits of using the TSI travel tool?** – There are many benefits to both associates as well as ITT from using a centralized tool. Some of the benefits include:

- 1) **Receipt tracking** – receipts for items booked through the website and paid for with the credit card on file are automatically loaded into the TSI website – i.e. Air, hotel, car rental. These receipts can be used to simplify the

expense reimbursement process. To receive e-receipts from our suppliers, please register on the home page of the booking tool.

- 2) The ability to create and store **templates for frequently used trips**, which can speed the booking process significantly. To create or view existing templates - login to Concur and click on "Templates"
- 3) Access to all of our **discounted rates**
- 4) Access to **experienced reservation agents** who are dedicated to ITT travelers
- 5) The ability to include all components of a trip in **one itinerary** – i.e. hotel, car and airfare
- 6) Ability to **make trip changes online** and quickly
- 7) Ability for traveler to **track unused tickets** and use them for future trips
- 8) By consolidating our travel bookings, this provides ITT with better information about our travel spend and frequently used vendors. This is critical to our ability to negotiate better discounts in the future. Unfortunately, when associates book outside of our process, the airlines and other vendors do not allow us to include that spend in our contract negotiations.

**I tried logging in, but I can't get past the home page. What's happening?** – Please make sure you are not running on Google Chrome and that your pop up blockers are turned off. In order to turn off your pop up blockers, click on "Tools" within your browser, and then click on "Pop-up Blockers." Check to make sure your pop up blocker is turned "OFF."

**What are the fees?** – The fee for booking using the online tool is \$5 per ticket. The fee for calling in to the agents is \$20 per ticket. There is never a fee for car or hotel only bookings, refunds or voids. This is a one-time fee per trip; subsequent changes to the original reservation do not incur additional transaction fees, other than fees charged by the airlines themselves.

**I see a cheaper airfare, hotel or car rental rates on another travel booking site. Why can't I book it there? –**

#### Airlines:

We did quite a bit of testing of rates obtained through ITT's travel team vs. other online booking tools. Kayak does not use live availability as it is just scraping the screens of other sites. Even Orbitz, for instance, displays the "lowest price" whereas Concur displays the lowest AVAILABLE price and inventory changes every minute. This is a very important point. Orbitz, Travelocity, Cheaptickets, etc. do not check live inventory, until you hit "SELECT". This is because the airlines, or the GDS, charge a fee for every time you "hit" the availability. Concur checks available inventory from the start of the reservation. Many times we have found that the price that was quoted was not the price obtained when you hit book. On international reservations, that fare difference was often over \$1,000. Please let me know if you are seeing lower prices quoted, or lower prices when you actually hit "SELECT".

It is also important that all travel be booked through the ITT travel department for other reasons. First, safety. When you book outside of the agency we do not have any documentation of where you are. This is an obvious safety issue should something happen to you while you're in transit or located in the city/country of destination. It would be difficult, if not impossible to locate you to assist you in such a situation. As ITT has a duty of care for your well being when you travel on company business, it is imperative that all travel be booked via a single source.

Secondly, service should be taken into consideration. ITT's travel team is focused on offering the highest level of service to assist you with any questions or concerns you have. Should you need to make any changes or cancellations they can easily manage this, whereas other websites may have strict regulations that will either make this difficult or unavailable.

Finally, we do need to also take savings into account. Buy booking through the ITT travel team you are supporting the partnerships that have been strategically built to gain long term overall savings. Since this travel can be tracked it is building our market share with our preferred vendors which will allow us to negotiate even better rates year after year.

We hold TSI to a strict SLA, the contract is written that they must offer the lowest published fare. If you do see the lower fare when you hit SELECT, please send this information to Kathleen Kaden.

#### Hotels:

Since hotels are a perishable commodity, they will often “dump” inventory onto sites such as Hotels.com, or Priceline. The rates there will be lower. However, you must be cautious of using such sites.

- ITT rates often include additional benefits, such as breakfast, WiFi, waived resort charges, etc. that are not included in a third party rate.
- The rates are usually non refundable, non changeable. So if meeting dates change, you will pay for the unused hotel room
- The folio (at check out) is not detailed. Since you purchased your hotel room from a third party, the room and tax will not be on the check out folio. You will have a separate charge on your Amex card for the hotel. This fee will appear as a lump sum.
- The rooms booked at the wholesaler sites are the ones that have the least priority. If the hotel is oversold, it is likely that folks booked via the third party sites will be the first ones “walked” to another hotel. They will also receive the smallest, least desirable rooms.

While you may book your hotel outside of the ITT travel program, it is imperative that the information be given to TSI to include in your reservation. Again, ITT has a duty of care for your well being, and we need to know what hotel you are staying in. Additionally, hotels negotiate rates based on volume and the data will facilitate future negotiations.

#### Car:

ITT car rental rates include the insurance the corporation requires. This insurance protects you, ITT and others in case of an accident. When you compare rates, again, you may find something less expensive, but it does not include the ITT insurance.