



Introducing the



Travel Program



## Why are we implementing a Travel program?

- One-stop shopping for travel booking
- Visibility into travel spend and patterns
- Increased traveler safety
- Leverage PLS' overall travel spend to negotiate favorable discounts and benefits with airlines, hotels, and rental car companies over time



## What is a travel management company & what benefits do they provide?

- A Travel Management Company (TMC) is a travel agency for businesses. They are here to help you through the travel process from researching flights, booking tickets, changes to itineraries, and questions during your trip.

### Benefits

- **Managing unused tickets:** If you have to cancel a flight—they will manage your cancelled tickets to be sure they are applied to future trips
- **Rebooking a delayed or cancelled flight:** If you are at the airport and your flight is delayed or cancelled, call an agent and they will help get you rebooked
- **Traveler Safety:** Booking through the TMC will give PLS visibility to see if anyone is at risk should there be any type of emergency
- **Future discounts:** When everyone books through one source (the TMC), PLS gains insight into travel patterns. These can be used to negotiate discounts with airlines, rental cars, and hotels in the future



## Who is PLS' Travel Management Company (TMC)?



- TSI is a global TMC with excellent reporting & traveler safety features and access to great hotel discounts
- They are headquartered in Dallas, Texas with representatives in Chicago, New York, and Los Angeles
- PLS' account representative is Jennifer Legittino
  - Assist PLS achieve program goals
  - Help resolve account issues
- Concur Travel is a one-stop shop to book air, hotel, rail and rental car online.
  - TSI agents will have access to all bookings made through the Concur website
  - Concur is the North American market leader



## Booking with TSI

There are 4 ways to make a reservation with TSI:

- Via phone: 214.915.9211 or toll-free 855.282.3482
- Via email: [pls@tsiusa.com](mailto:pls@tsiusa.com)
- Travel request form (on portal)  
[www.tsiusa.com/pls/clienttools/index.asp](http://www.tsiusa.com/pls/clienttools/index.asp)
- Through online booking tool (Concur) & the PLS Travel Portal:

**[www.tsiusa.com/pls](http://www.tsiusa.com/pls)**

When should you call versus using Concur?

- If you are booking for executives that want to sit together
- If you are booking a complicated multi-segment flight
- If you are changing an airline reservation



## TSI Communication Channels

- Bookmark the PLS Travel Portal for easy access to the TSI resource
- Who do I contact:
  - When there is an issue with an online booking?
    - [onlinesupport@tsiusa.com](mailto:onlinesupport@tsiusa.com) or call 214-915-9495 or toll-free 866-868-1028
  - When a traveler has an issue with a previous trip?
    - [comments@tsiusa.com](mailto:comments@tsiusa.com)
    - Log for review with TSI
  - When there are problems with an in progress trip?
    - Call the reservation team or after hours team for immediate attention
  - For account needs such as adding a frequently used hotel to a negotiated list?
    - Account Manager: [jlegittino@tsisua.com](mailto:jlegittino@tsisua.com) or call 630-875-6324
  - For assistance planning group and meetings?
    - [groups@tsiusa.com](mailto:groups@tsiusa.com)

# What information is on the PLS travel portal?

## Under Help, Tips, & Tricks you can find:

- Walk through guides for the booking tool
- TSI training dates to join a webcast walkthrough of the tool
- TripCase Overview – itinerary details

**PLS**

Home | Contact Us

**Travel Tools**

- Airport Delays
- Airport Delays Worldwide Search
- Online Flight Check-in Services
- View Itinerary

**Help, Tips, & Tricks**

- Concur Help/Tip
- Concur Training Dates**
- Concur User Guide
- How to Book Air-Car-Hotel
- Low Fare Comparison
- PLS Travel Introduction
- Take Our Survey
- TripCase Replacing Virtually There
- Vacation Travel

**TSI USA Reservations**  
pls@tsiusa.com  
Reservations  
214.915.9211  
855.282.3482

[After-Hours Outside the USA](#)

**TSI USA Online Technical Support**  
onlinesupport@tsiusa.com  
Phone: 214.915.9495 or 866.868.1028  
7:30am - 5:30pm CST

To report an issue on a past reservation contact: **Customer Service**  
comments@tsiusa.com

For questions or comments about TSI USA Services, contact:  
**Account Manager**  
Jennifer Legittino  
jlegittino@tsiusa.com

**Online Booking System (Concur):**

User Name:

Password:

[Forgot Username](#)  
[Forgot Password](#)

**E-mail Reservations**  
Request travel arrangements through this [simple form](#). We'll respond with options within two hours (during standard business hours, M-F, 7:00 a.m.- 7:00 p.m. CST). Travelers can also [e-mail](#) travel requests.

**Client Communications**

- [Travel Advisories](#)
- [Travel Tips](#)
- [Monthly Newsletter](#)

**Meetings and Group Services**  
Site selection, attendee registration, negotiating services and more.

Contact information for reservations and TSI customer service is found in the center of the portal

The log in area to get to the Concur online booking tool is in the upper right hand corner



## Getting started with the online booking tool (Concur)

- Log onto the PLS travel portal

[www.tsiusa.com/pls](http://www.tsiusa.com/pls)

- Select “Forgot Password”
- Follow prompts
- Login ID: Enter your business email address
- Click “Send me an email with a link to reset my password”
- Follow the link once you receive the email
- Sign-in
- Select the Profile tab and complete your personal information

*Please double check all information is correct and that your name appears EXACTLY as shown on your drivers license or government ID.*



## When I book my travel I am seeing pop-ups on the tool – what are they for?

- Pop ups are for tracking purposes only, as you book through the tool you will see them for:
  - Purchasing non-refundable airline tickets
  - Airline purchases that are \$200 more than lowest logical fare (A logical flight has no more than 1 connection and is on the same selected dates)
  - When updating your profile, if you leave the passport information blank
  - Agreeing to hotel cancellation policies
  - If you have not entered your frequent flyer numbers in your profile you will receive pop-ups when trying to reserve “preferred” seats on your flight
  - Option to add a Taxi or Park’N Fly to your trip

**Pop-ups will never stop you from booking your reservation!**



## Tips for booking on the online tool

- When adding a hotel /car to a pre-existing airline reservation open the itinerary from your Upcoming Trips tab and select Add Hotel/Car
  - This ensures that your reservation is linked together (if you cancel/change one the agent will know to change the other portions of the trip)
  - You will not incur a fee for opening a new reservation
- To book Southwest or other low cost airlines, you must include the airports that those carriers use (e.g. a search for ORD to PHX will not show a Southwest flight, but ALL Chicago airports or MDW to PHX will)
- You can add your flights to your Outlook calendar by clicking on the Virtually There link in the confirmation email and selecting Add to Calendar from the left sidebar (Note: confirmation emails may take up to 15 minutes)



## Tips for booking on the online tool

- **Hotels:**
  - PLS' store locations have been loaded – when you select your destination city the hotel dropdown menu will be automatically populated with the nearest PLS store locations
  - If you wish to reserve 2 hotel rooms for a single reservation (e.g. one near the airport and a second near the store site); reserve one and then once on the itinerary page select “Change dates” and select the correct hotel night(s). Once back on the itinerary page select “Add Hotel” to add your additional hotel room for the remain date(s)
  - **Direct Billing:** To replace “prepaid” hotels – TSI can setup direct billing by providing the hotel a copy of the PLS Service Center credit card

# Tips for booking on the online tool

<b>Dec 14</b>	<b>Delta</b> 879	<i>Duration:</i> 3 hours Nonstop
Salt Lake City (SLC): 1:46 PM Terminal: TERMINAL UNIT 2 Confirmation Number: GBESJH		Chicago (ORD): 5:46 PM Terminal: 2 Status: <b>Confirmed</b>
<b>Flight Information</b>		
Aircraft: Airbus A319 E-Ticket Cabin: Economy (T) Meal: Refreshments for Purchase		Distance: 1246 miles Seat: 16D(Confirmed)
<b>Air</b>		
Airfare quoted amount:	\$278.95 USD	
Taxes and fees:	\$42.32 USD	
<b>Total Estimated Cost:</b>	<b>\$321.27 USD</b>	
Restrictions		
Quote:	<b>NONREF/PENALTY/APPLIES</b>	
<b>TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.</b>		
<b>Remarks:</b>		
SO----- PLEASE IMMEDIATELY REVIEW THIS TRAVEL ITINERARY FOR ACCURACY. CONTACT TSI WITHIN 24 HOURS WITH ANY DISCREPANCIES. ANY DISCREPANCIES NOT REPORTED WITHIN 24 HOURS MAY RESULT IN ADDITIONAL COSTS FOR CHANGES OR CANCELLATIONS ----- PLEASE NOTE THAT AIRFARES ARE NOT GUARANTEED UNTIL A TICKET IS ISSUED. TO VERIFY THAT YOUR TICKET IS ISSUED PLEASE SEE YOUR E-TKT RECEIPT OR E-INVOICE ON WWW.VIRTUALLYTHERE.COM FOR ASSISTANCE DURING BUSINESS HOURS PLEASE CALL 214-915-9308 OR 855-282-3477. FOR EMERGENCY TRAVEL ASSISTANCE AFTER BUSINESS HOURS CALL 855-282-3477 AND PROVIDE THIS CODE - S/Q7UG-DOVER		
Itinerary generated on 11/29/2011 at 6:13 P		
<b>Almost done... Please confirm this itinerary.</b>		
<input type="button" value="Display Trip"/>	<input type="button" value=" &lt;&lt; Previous"/>	<input type="button" value=" Purchase Ticket &gt;&gt;"/>
		<input type="button" value="Cancel"/>

After selecting your itinerary, your hotel option (if applicable) and naming the trip, you will be taken to a final “Confirmation page” – **You have not purchased the itinerary.**

To Purchase your itinerary you must click “Purchase Tickets” button at the bottom of the page.



# How will I know when my tickets have been purchased?



Travel Administration Profile

Home Trip Library Templates Meetings Policy Profile Tools Concur XA

**Finished!**  
Thanks for using Concur

## Trip Record Locator : BTEWYP

This trip complies with your travel policy.

Your itinerary has been saved. TSI

will service your itinerary.

**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice.  
Airfare must be ticketed by an agent by: 11/30/2011 11:55 PM Central

### Travel Contact Information

855-282-3477 or 214-915-9308

855-282-3477 or 214-915-9308



TSI

855-282-3477 or 214-915-9308

855-282-3477 or 214-915-9308

## Trip from Chicago to Salt Lake City

Dec 12 - Dec 14

Description: (No Description Available)

Is this Trip Business or Personal?: Business

Trip Record Locator: BTEWYP Created on: 11/29/2011 6:13:29 PM

Passengers: William Never.

When you select "Purchase Tickets" you have completed reserving your itinerary and the Concur "Finished!" page will appear.

# Seat Map Comparisons

Concur shows all available seat options – but most are highlighted as “Preferred Seats” for this flight whereas in the American seat map 1 for a restricted economy ticket only 6 seats show as available. It is not until you increase your fare class (seat map 2) that the remaining “preferred seats” appear. Both sites are reflecting the **SAME** inventory.

## Concur seat map

The screenshot shows a web browser window titled "Seat Map - Google Chrome" with the URL [https://app2.outtask.com/twPopup/popup\\_seatmap.asp?airv=AA&fltnum=876&bic=G&startdt=5/21/2012%206](https://app2.outtask.com/twPopup/popup_seatmap.asp?airv=AA&fltnum=876&bic=G&startdt=5/21/2012%206). The flight details are: American Flight: 0876 Boeing 737-800, O'Hare Intl Arpt (ORD) - Logan Intl Arpt (BOS), 05/21/2012. The available flights dropdown shows "AA 0876 ORD-BOS". The seat selection is "14E", described as "Exit row seat, Seat over wing". A legend at the bottom explains seat status: Available seat (green), Occupied seat (blue), Preferential seat (yellow), Exit row (red), Leave vacant or assign last seat (grey), and Selected seat (orange). A note states: "Preferential seating is not generally available for discounted fares, or travelers without higher levels of frequent flyer status."

## American Airlines seat maps

Two American Airlines seat maps are shown, labeled 1 and 2. Map 1 shows a 3-3-3 configuration with rows 8-19. A red circle highlights the exit row (14-15). Map 2 shows a 3-3-3 configuration with rows 9-25. A legend on the right defines the seat colors: green for Preferred (\$24.00 USD), grey for Unavailable, and red for Exit Row.



## TSI Fee Information

- Agent booking: \$25.00
- Online booking: \$12.00
- Void (Cancellation within 24 hours\*): \$15.00
- After-hours call: Additional \$15.00
- Online Technical Support: \$15.00

# Limiting Emails to Guest Travelers

For Guest Traveler Bookings, include only the Email Address and Phone Number you would like Concur or TSI to utilize to contact the traveler.

You are administering travel for: Guest Traveler

## Concur Guest Booking

Enter the name of the guest traveler you're booking the trip for. The guests's trip will be subjected to the "Guest Class" policy, or in its absence, the policy which applies to you. Once the trip is booked, it will show up on your Travel home page and be assigned to your account. When you view the itinerary, you will see the traveler's name on the itinerary.

Please make certain that the first and last names shown below are identical to those on the photo identification that the guest traveler will be presenting at the airport. Due to increased airport security, the guest may be turned away at the gate if the name on their identification does not match the name on their ticket.

Instead of the traveler's email address or phone number, input the person you would like to be contacted.

Look up a previous guest by name:

**Personal Information** \* Required Fields

Title	First Name*	Middle Name	Last Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email Address*	Phone number and type*		Work Phone
<input type="text"/>	<input type="text"/>		<input type="text"/>