



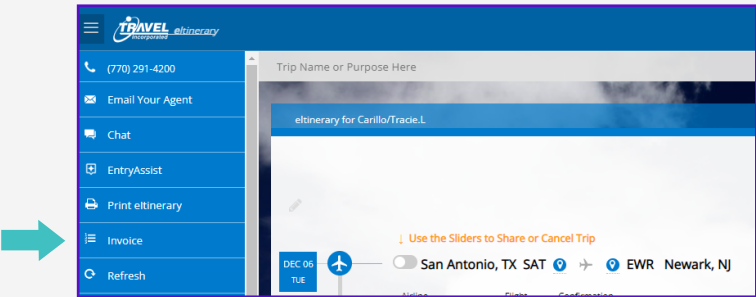
SELF-SERVICE SUPPORT

Whether you are a road warrior or new business traveler, it is important to find the right balance of personal support and self-service tools. We have put together this quick self-service toolkit to help you manage your new booking needs as well as when changes to an existing reservation are required.

5 Important Things to Consider

- Copy of Your Invoice
- Cancel a Booking
- Online Booking Support
- Duplicate Support Requests
- Be Ready

Copy of Your Invoice



Need to access a copy of your invoice?

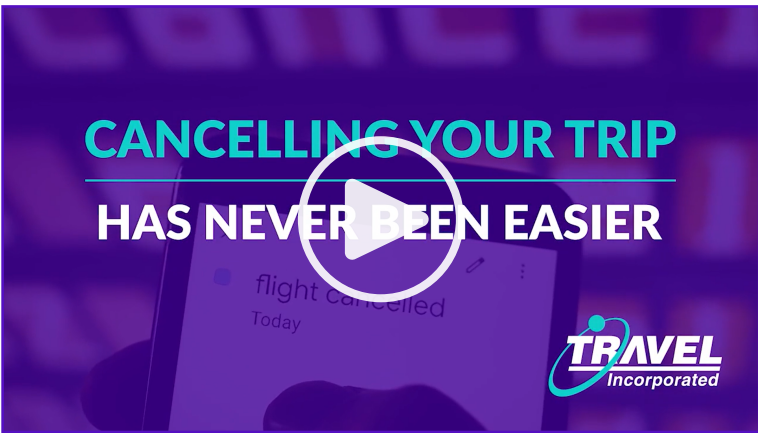
- Open your trip itinerary and click on **Invoice** on the left side panel.
- Save the document to your files and attach as necessary for expense reimbursement.
- If you need a previous trip invoice, click on **MyTrips**, enter your login and retrieve past invoices.

Cancel a Booking

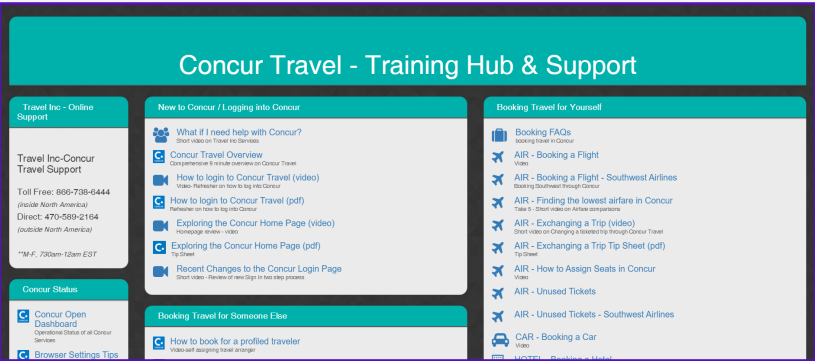
There are two ways to self-serve a booking cancellation:

- If you use **Concur Travel**, you can cancel your travel online as long as you are not mid-trip or within hours of the departure time.
- Cancel all or part of your trip through our **eltinerary cancel feature** (click arrow to the right).

For More Info



Book Online - Online Booking Support



Most domestic and simple international itineraries can easily be booked online!

- If you need assistance or a refresher, visit **TI's Concur Training Travel Hub** (click image to the left).
- If you are having a challenge making a booking online, contact **TI's Online Travel Services** at

(866) 739-6444, Monday - Friday
7am - 12am EST

Duplicate Support Requests

Help us help you. The best way to request assistance is to make a **single request** and not engage multiple booking channels by phoning and emailing.

General Rules of Thumb

If your trip is more than 72 hours out, email us for assistance.

If you are in the middle of your trip, or need immediate assistance due to an emergency, call and stay on the line.

Do not disconnect and redial as you lose your place in the queue.

Be Ready - As easy as 1-2-3

- When you are requesting booking support, have all your information ready to go.
- Confirm each travel component with your consultant, air, hotel and rental car, at that time.
- If your trip requires approval, we will handle the approval request - no need to call back.