

# TSYS Travel Quick Reference Guide

## KEY POINTS FOR TSYS BUSINESS TRAVELERS:

- Concur is the **only** website authorized for TSYS travel reservations
- Travelers and those booking on behalf of a traveler must have a travel eProfile to book travel.
- Both the eProfile and Avis Wizard account must be updated anytime a T&E card is reissued
- Ensure all trip reservations (air, hotel, car) are made in the same itinerary to avoid multiple transaction fees. You can add reservations to an existing itinerary.
- TSYS does not support direct billing for rental cars
- To ensure you complete your reservations, go all the way to the **"Finished!"** page in Concur
- After completing a reservation, you should receive an email with your itinerary; if you do not receive an itinerary by email, please check that you **"Finished"** your reservation in Concur before contacting Travel Inc. for support.
- For Columbus pool car reservations, contact Ann Sturgis 706.644.0221 or Kristy Roberts 706.644.0050
- TSYS T&E Expense Reporting is managed through [CentreSuite](#). Email T&E inquiries to [TEQ@TSYS.com](mailto:TEQ@TSYS.com)

Travel Resource	Hours of Operation	Access Information	Fee
Concur Online Booking Tool	24/7/365	teamWORKS>Work Resources> >Travel>Travel HUB <b>OR</b> <a href="http://ctp.travelinc.com/?CID=%5eVFNT">http://ctp.travelinc.com/?CID=%5eVFNT</a>	\$5 for each itinerary; Ensure all trip reservations (air, hotel, car) are made in the same itinerary to avoid multiple \$5 fees.
Travel Inc. Agent Assistance via Phone	8 a.m.- 8 p.m. Eastern Monday-Friday, excluding holidays	Call Toll Free: 844.740.4525 <b>OR</b> Direct 470.655.3898	\$20 for reservations including air, \$6 for car & hotel only, \$0 for issue resolution
Travel Inc. Agent Assistance via Email	8 a.m.- 5:30 p.m. Eastern Monday-Friday, excluding holidays	Email: <a href="mailto:TSYS@Travelinc.com">TSYS@Travelinc.com</a>	\$20 for reservations including air, \$6 for car & hotel only, \$0 for issue resolution
After Hours Support <b>Urgent needs only</b>	8 p.m.- 8 a.m. Eastern Monday-Friday, includes weekends and holidays	Call Toll Free: 844.740.4525 <b>OR</b> Direct 470.655.3898	Applicable agent assistance fee + \$19 surcharge

## Additional Support Contact Information

Concur Technical Support	7:30 a.m. – midnight Eastern Monday - Friday	Call Toll Free: 866.738.6444	No fee for technical support unless agent books a reservation
CentreSuite and Expense Reporting Support	8:30 a.m. – 5:30 p.m. Eastern Monday - Friday	Direct 706.649.5570 <b>OR</b> <a href="mailto:TEQ@TSYS.com">TEQ@TSYS.com</a>	No fee, support provided by TSYS Finance team
US Bank T&E Corporate Card Support	24/7/365	800.344.5696	No fee, support provided by USBank Customer Service

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