



Direct Travel Services Overview

What benefits can I expect from using Direct Travel?

The following outlines the services that will be available to ANA travelers and traveler arrangers from Direct Travel:

Online Booking Tool – CONCUR

- 24/7 Access to Online Booking Tool
- Training and Ongoing Support
- Online Help Desk Support
- Dedicated Agents have access to all bookings for needed changes

After-Hours Emergency Service Center

- Accessible via a toll-free number after normal Business Travel Center Hours (5:31p.m. to 8:59 a.m.)
- When traveling internationally, a local number for collect calls will be provided

Communications

- **Ongoing Travel News Alerts** through Direct Travel Communications
- **CONCUR - Customized Travel Portal**
- **Direct Itinerary**
 - Online access to travel plans 24/7
- **Itinerary Management**
 - Direct2U – Populates travelers' electronic calendars with itinerary information
- **Unused Ticket Manager**
 - Identifies and tracks unused e-tickets for future use
- **Value Added Services and Discounts**
 - Direct Travel Premier Hotel Program – reduced rates for over 30,000 properties world-wide.
 - Car Rental Discounts
 - Passport and Visa assistance (additional fees apply)

Concur Online Tool Profile Setup

Travelers and Travel Arrangers

Concur is ANA's custom online travel booking tool which is available 24/7 for your travel needs and is supported by Direct Travel. As part of the travel service you will need to create a travel profile with your current information, such as contact numbers, travel preferences and loyalty numbers, and is an important step in using the service.

Complete your Concur profile by clicking on the following link

https://www.concursolutions.com/registration/register_form.asp?regcode=ANA18

This link will take you to a registration page to create your Login and Password.

Note: The password is case sensitive and must be at least 6 digits long.

ANA STAFF

Use your ANA email as your User ID for Concur FirstName.LastName@ana.org

NON-ANA STAFF

All Non-ANA Staff travelers will need to use the following format when accessing travel beginning April 1, 2019. Your new login is: FirstName.LastName@anatravel.org.

Your Name and Airport Security

Please make certain that the first, middle, and last name shown in your profile are identical to those on the photo identification you will be using during travel, especially at the airport. You must complete your travel profile prior to booking. If you need to update the name field or have difficulties navigating online, please email onlinetoolsupport@dt.com.

How to use Direct Travel Services

Once you have created your travel profile you can make reservations on Concur Travel.

Go to: www.concursolutions.com

Need Concur login help? Support Team is available Monday - Friday 8am - 8pm EST at 800-999-7939 or via

Email: onlinetoolsupport@dt.com

FAQ's: ANA Travel Policy and Concur

[Click here](#) to view ANA Travel Policy

- 1) Q. Is Direct Travel (DT) a new travel provider?
A. No. ANA has been working with Direct Travel since early 2018. Prior to that MacNair Travel was the travel provider. Direct Travel purchased MacNair Travel in 2018 and many of the same staff/agents were kept on.
- 2) Q. I already have an ANA profile in Concur, do I need to create a new one?
A. No, but you should take this opportunity to review and make sure the information is updated and correct including loyalty membership accounts, frequent flyer numbers, known traveler ID number and other personal travel information.
- 3) Q. Can I earn points on my frequent flyer accounts?
A. Yes, you are responsible for making sure these are entered in your Concur profile. However, please note that ANA's travel policy does not allow you to select flights based on your preferred airline, your airline status or frequent flyer preferences.
- 4) Q. I don't have a profile in Concur? How do I set that up?
A. Click on the link to complete your profile request
https://www.concursolutions.com/registration/register_form.asp?regcode=ANA18
- 5) Q. I need to update my name and/or am having difficulties navigating Concur.
A. Email onlinetoolsupport@dt.com, Note: Only a travel administrator can update name changes on your account. You can update all other fields.
- 6) Q. I don't remember how to access my profile on Concur.
A. Go to www.concursolutions.com.
- 7) Q. I have an Concur account but forgot my password.
A. Go to www.concursolutions.com and click on the "Forget my Password" to re-set your password.
- 8) Q. How do I add frequent flyer numbers, hotel reward numbers, seat preference, Known Traveler Number (TSA Pre-Check), credit card, etc.
A. All of this can be entered by you in your profile. Note: you are responsible for making sure this information is in your profile.
- 9) Q. What if I have a complicated, multi-city itinerary to book?
A. Then by all means call and speak to a Direct Travel agent for assistance.
- 10) Q. Can I book international flights on Concur?
A. Yes, for basic round trip flights to popular international cities, using Concur is fine. For more complicated international travel, it's best to speak with a professional agent for assistance. Please also refer to ANA's Travel Policy regarding international travel.

- 11) Q. Why do I have to book on-line for most domestic flights?
A. Booking on-line saves the organization money. The fee ANA pays for on-line booking is \$6.00 vs. the call-in fee of \$30.00.
- 12) Q. What if I can find cheaper flights on my own?
A. This is a common misconception that Direct Travel fares are higher. They are not. All travel providers in the US have access to the same fares. No single agency or booking tool has access to different fares than the ones the airlines publish for all. There may be an instance occasionally where an airline has reduced their fares and it may be on their site before it gets loaded into Sabre; the Global Distribution System (GDS), that all agencies book flights from.
- 13) Q. Why can't I see all the flights available when I use Concur?
A. Remember, Concur is a business tool for companies to manage travel. Because most business travelers have less flexibility; i.e., they need to depart or arrival at a certain time, the tool searches 3 hours +/- from the time you enter. If you want to see all flights for that day, you have the option to change the search window 12+/- hours, or 24-hours and you will have the ability to see all flights.
- 14) Q. Is Concur is difficult to use?
A. Every on-line tool has its own learning curve. Concur is the largest and most widely used tool for business travel. It's important to sign up for the webinar training in order to help understand the booking options and processes to make it as easy and efficient as possible for you.
- 15) Q. I already have a flight booked for a future trip. Do I need to cancel and re-book my flight?
A. No, you do not need to cancel any future flights already booked.
- 16) Q. Why do I have to use Direct Travel / Concur for my business travel?
A. Besides the cost savings when using the Concur tool, there are many benefits when travel is consolidated to one source, benefits for you and for ANA.
* Traveler safety and security
* Transparency on negotiated air, hotel and car contracts
* Benchmarking travel spend in order to gain knowledge on travel best practices
* Reduced overall costs associated with travel
- 17) Q. Can I book personal travel on Concur?
A. No, Concur is only used for official ANA business travel. However, Direct Travel can assist with personal or vacation travel for the agent assisted fee or \$30.00 for domestic travel and \$38.00 for international travel. These fees are billed directly to you.
- 18) Q. Can I book travel for another person at ANA?
A. Yes; however, that person must give authorization in their profile setup to allow you to book travel on their behalf. It's a quick check of a box and entering their email.
- 19) Q. What do I do if I'm at the airport and my flight was just canceled?
A. Immediately call a Direct Travel agent to assist in re-booking your flight. It's recommended to call and not wait for the airline to do it for you. Additionally, Direct Travel has a 24-hour emergency line to assist after-hours (7:00 p.m. - 8:30 a.m.), 877-924-0552. There is an

additional fee to use the after-hours emergency line and should only be used for true emergencies.

- 20) Q. How do I book travel for someone who is not an ANA employee for a one-time flight; e.g., a keynote speaker?
- A. It is not recommended that you book travel for a non-employee even when ANA is covering the cost. Have the traveler complete a profile request, provide them with the budget code to use and let them book directly on the Concur tool. ANA's travel policy is built into system and the system knows what is acceptable or not. If the traveler's request is out of policy, Concur will seek approval from ANA before travel can be ticketed. Otherwise, when they create their travel profile, they can designate you as an authorized person to book on their behalf. See Q18.
- 21) Q. Why did I receive a message that my flight is subject to approval before it can be ticketed?
- A. You have attempted to book a flight that is out of policy and therefore needs approval before it can be ticketed. E.g., It may be that you didn't select the lowest fare option because it had you arriving too late at your destination. If you select a flight that is outside of ANA's policy, you will be promoted to provide an explanation and the reservation will be submitted for review and subject to approval.
- 22) Q. What is the best way to change my flight if I must change it due to a work conflict?
- A. Changes happen; however, keep in mind that changes to flights can be expensive and should not be done unless necessary. Most often there is a penalty assessed by the airline, the increase in the additional fare and as well as the agent assisted fee. See Q23.
- 23) Q. Can I change flights after I book if I decide to travel at a different time?
- A. As stated in ANA's Travel Policy, rebooking, penalties or change fees incurred by travelers for personal reasons are at the expense of the individual traveler. The traveler is responsible for reimbursing ANA unless:
- i. The fees and costs are the result of ANA-related business or circumstances beyond the Traveler's control, including weather delays; or
 - ii. The change in travel will result in overall savings to ANA; or
 - iii. An emergency arises, and ANA waives reimbursement.
- 24) Q. What if I must cancel my flight?
- A. Cancellations happen. Direct Travel tracks unused tickets and will remind you to use the ticket on your next booking.
- 25) Q. How do I add Early-Bird (EB) check-in to my Southwest flight on Concur?
- A. Currently you must go to the Southwest website, enter your flight information, purchase EB either with your P-card or personal credit card and submit for expense reimbursement. ANA hopes to add this feature to the Concur tool soon.
- 26) Q. Can I add my P-Card to my profile?
- A. Yes, you can add your ANA issued P-card or a personal credit card to your profile at any time for flight upgrades or changes that ANA would not cover or hotel or car reservations.
- 27) Q. How do I make sure I receive my seat preference – aisle vs. window?
- A. Enter your seating preference in your Concur profile. Note when you select your seat, you can see your seat selection on Concur.

- 28) Q. Do I need to fill out a travel profile with Direct Travel / Concur?
 A. Yes, all travelers must have a profile before travel can be booked. Please make sure you add any loyalty membership accounts, frequent flyer account numbers, the specific identification you use when traveling and other personal travel and have the information ready when you fill out your online traveler profile on the Concur site.
- 29) Q. Why is it important that I register and take the Concur online booking tool training?
 A. Every online tool has its own learning curve. The objective of this training is to help in the learning process to make it as easy and efficient as possible for you.
- 30) Q. What do I do if I must cancel, change or modify an existing travel reservation?
 A. Contact Direct Travel to change or cancel an existing reservation.
- 31) Q. If I need to make a new reservation, what should I do?
 A. All travel reservations will need to be booked through Concur via www.concursolutions.com
- 32) Q. Will Direct Travel have an assigned team of Travel Advisors to help with travel arrangements?
 A. Yes. You will have an experienced travel advisory team. You will also have a technical support team. See the contact information below.

Direct Travel Contact Information:

Concur Technical Online Support:	(800) 999-7939 8:00 a.m. – 8:00 p.m. Support email: onlinetoolsupport@dt.com
Agent Assisted Reservations:	(877) 924-0552 (only to be used if agent support is needed) Team email: jetsetters@dt.com
Hours of Operation:	9:00 a.m. – 5:30 p.m. ET Monday-Friday
24-Hour Emergency Service:	(877) 924-0552, press “0” when prompted