

**- CLIENT FAQ -
Triplt and Triplt Pro
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General Information and Requirements

1. What is Triplt?

Triplt is a comprehensive trip management service that helps travelers organize and share their travel plans – no matter where they book. The best way to think about Triplt is that it gives travelers peace of mind while traveling. Triplt gives travelers the tools to combine all of their travel plans – whether booked in or outside their managed travel program – into master itineraries that can be accessed online at www.tripit.com and on mobile devices, imported to desktop calendars, integrated with networking sites and hundreds of other apps, and easily shared with colleagues, friends, and family.

Triplt Pro is a premium service that includes all the benefits of Triplt *plus* a suite of additional features geared to the frequent traveler and is like giving your employees a personal travel assistant.

Learn more at www.tripit.com.

2. How does Triplt work?

Travelers can authorize their corporate travel agent to automatically place business itineraries into their Triplt account and keep them synchronized or simply forward booking confirmation emails to plans@tripit.com to automatically create a master itinerary for a trip. Triplt will then enrich itineraries with maps and directions, airline seating advice, links to online check-in, and more.

With Triplt, a traveler can:

- **Customize** itineraries with additional plans, notes, and even photos.
- **Share** travel plans with family, colleagues, and friends on Triplt and on network sites like LinkedIn, Facebook, and Twitter.
- **Collaborate** on trips with travel planners and other travelers.
- **Connect** with other travelers using "Who's Close" updates and Triplt Groups.
- **Integrate** with helpful third-party apps like Yapta, Cubetree, and Taxi Magic.
- **Go mobile** with the free Triplt app for iPhone/iPad/iPod touch, Android, BlackBerry, and Windows.

3. What is Triplt Pro?

Triplt Pro is a premium (paid) service that is layered on top of Triplt's core functionality. It proactively monitors travel plans and reaches out to travelers with important travel alerts.

Triplt Pro includes:

- **Itinerary Monitoring and Mobile Alerts:** Receive SMS and/or email alerts about flight delays, cancellations, and gate changes and more regardless of where the flight was booked.
- **Alternate Flight Options:** Access re-booking options when flights are delayed or cancelled – including available seats – on all available airlines.
- **Point Tracker:** Keep track of frequent travel and loyalty program accounts, with point balances, expiration dates, and account status – all in one place.
- **Inner Circle:** Automatically share your trip information with people who need to know your travel details, like an administrative assistant or spouse.
- **Fewer Ads:** Fewer advertisements on the Triplt website – no ads in Triplt's mobile app for iPhone/iPad/iPod touch, Android, BlackBerry, and Windows.
- **Integration:** Integration to Concur's Expense solution if purchased as a corporate subscription from Concur.

4. What's the difference between Triplt and Triplt Pro?

Triplt's core functionality is free and offers comprehensive trip management services, enabling a traveler to manage all travel plans in one place and providing tools to leverage that trip information – making the traveler's life on the road easier and more efficient.

Triplt Pro is an upgraded or premium level of service that layers advanced features on top of the free Triplt service.

5. How can I share trip information on Triplt?

There are several ways to share trips with Triplt – all of which are optional and must be chosen by the user:

- Email trip-share invitations to your contacts
- Generate a public URL that links to an itinerary and send it to people or post it online
- Join a company group and automatically share trips with colleagues
- Use Triplt to post your basic travel plans (destination and dates) on social networking sites like LinkedIn, Facebook, and Twitter

6. Where do users go for Triplt or Triplt Pro support?

Travelers in need of Triplt support should always go directly to Triplt. Triplt provides assistance in two ways:

- The Triplt Help Center displays common questions and answers (access www.tripit.com then click **Help Center** at the bottom of the page).
- Contact support at www.tripit.com/uhp/feedback.

Mobile Deployment and Installation

1. How is Triplt's mobile app useful?

Triplt's mobile app enables travelers to access valuable travel information while on the road. All of the travel information is stored locally on the traveler's mobile device so it can be accessed without being connected to the Internet.

2. Does the Triplt mobile app offer the same functionality as Triplt's full-featured, web-based service?

Triplt's mobile app offers travelers the ability to fully manage a trip and obtain useful information while on the road. The mobile app does not include all of the functionality found on the website, specifically much of the setup functionality, like setting up calendar feeds and – for Triplt Pro users – setting up point tracking, etc.

3. Does Triplt have a boarding pass option automatically loaded onto mobile device applications?

No. The traveler is directed to the carrier's direct site.

4. Why would a traveler need to organize their travel plans using their smartphone?

Using a smartphone gives a traveler instant and easy access to his/her most up-to-date travel plans – eliminating the need to carry around paper confirmations. It can also enable travelers to remain connected with colleagues, friends, and family.

5. Which platforms does Triplt's mobile app support?

Triplt has a mobile app for iPhone/iPad/iPod touch, Android, BlackBerry, and Windows Phone 7 platforms. In addition, Triplt offers a mobile website at m.tripit.com, which is device-neutral and can be accessed from any mobile device with Internet access.

6. Why isn't Triplt offered for Palm or Symbian mobile applications?

Triplt offers mobile applications for the most widely utilized mobile platforms today and is constantly evaluating adding additional mobile platforms as demand grows.

7. How does a user install Triplt's mobile app?

iPhone/iPad/iPod touch: On the device, users can go to the App Store and search for Triplt.

Android: Users can go to the Android Market and search for Triplt.

BlackBerry: Users can access the app in these ways:

- **Get it at BlackBerry App World** badge on the **Mobile Registration** (Profile > Mobile Registration) page in Concur Travel or Concur Expense, then search for Triplt.
- Companies using BlackBerry Enterprise Servers can also *push* it to its users.

Windows Phone 7: Users can go to the Windows Marketplace and search for Triplt.

8. Can Triplt be deployed via a BlackBerry Enterprise Server (BES)?

Yes. Triplt can provide the installation files directly to the client, who can then provide them to its users. The client can install these files on the BlackBerry Enterprise Server and automatically *push* the application to all user BlackBerries.

Clients using the *push* installation method must also manage the upgrade of new releases of the app. These upgrades may occur 2-4 times each year. Clients will download a new set of files from Concur Client Central and push the new files to their users. There is a grace period before users are required to upgrade.

9. How is Triplt's mobile app activated?

Triplt's mobile app is activated by the user once it is installed.

10. Do clients need a project team to deploy the app?

No. Triplt's mobile app is activated by each user and does not require additional resources from the client's side.

11. How does a user sign up for Triplt and log in to the application?

A user can sign up for Triplt in the following places:

- On the Triplt website by simply entering an email address and creating a password.
- On the Concur home page by clicking a **Triplt** link.
- On a Concur Travel itinerary by clicking **View in Triplt**.

12. What is the average time to get up and running on the Triplt mobile app?

A user can complete the sign-up process and access the app in about five minutes.

13.As TriptIt enhances the app, how will users receive software updates?

The method for receiving software updates depends on the device and how the application was first installed.

iPhone/iPad/iPod touch, Android, and Windows: Users who downloaded the application from the Apple App Store, Android Market, or Windows Marketplace (whichever applies) will automatically be notified by the store/market/marketplace when an update is available. Users should download updates promptly.

BlackBerry:

- Users who downloaded the application from BlackBerry App World will automatically be notified by App World when an update is available. Users should download updates promptly.
- BlackBerry users who work for companies that deploy applications using the BlackBerry Enterprise Server (BES) will either have the updated application *pushed* to their BlackBerries or receive other instructions from their administrator.

14.What should a user do in case of a lost device with TriptIt's mobile app installed?

The user should immediately change his/her password using the web version of TriptIt.

To do so, the user should log in to TriptIt and go to the **Change Password** section of **Account Settings** at www.tripit.com/account/edit/section/change_password

15.In which countries is TriptIt's mobile app supported?

TriptIt's mobile app can be used around the world. One exception is SMS alerts are not available to users with mobile service based in specific countries, such as Canada and Mexico. Alternatively, these users can set up email alerts.

If you set up mobile alerts on the TriptIt website and if you enter a cell phone number based in a country that is not served, TriptIt will immediately advise you and suggest an email alert workaround.

Learn more at www.help.tripit.com/entries/89095.

16.Must the mobile user have access to the Internet?

A user does not need to have access to the Internet unless the user wants to refresh TriptIt itineraries.

17.If a mobile user has a smartphone but not a data plan, can he/she use the mobile app?

Yes. Users can connect over Wi-Fi.

18.Can one person use multiple devices for Triplt's mobile app?

Yes. The same user name and password can be used on multiple devices.

19.Can one mobile device be used for multiple people?

Yes. Each user logs in with his/her unique Triplt user name and password.

20.Is there a fee for the Triplt mobile app?

Triplt offers a free mobile app for iPhone/iPad/iPod touch, Android, BlackBerry, and Windows devices. There is an additional app charge for users who wish to upgrade to Triplt Pro but they will use the same free Triplt mobile app.

Triplt offers paid Triplt iPhone and iPad apps which are ad-free; however, Triplt Pro users see no ads in mobile so it is unnecessary to pay for the ad-free Triplt app if the user is a Triplt Pro member.

Concur Travel and Triplt Integration

1. What is the integration between Triplt and Concur Travel?

Concur Travel users can authorize Concur to automatically send Travel itinerary information to Triplt and keep the itineraries synchronized with any changes or updates – so users don't have to forward any emails.

2. What is the benefit of itinerary imports from Concur Travel into Triplt?

The Triplt and Concur Travel integration enables a traveler to have his/her Concur Travel itineraries *automatically* delivered to Triplt – eliminating the need for the traveler to manually forward Concur email confirmations to Triplt.

By using Triplt, a traveler can manage all aspects of his/her travel itinerary – from air, car, and hotel booked with Concur to dining reservations, activities, and more booked elsewhere. All of a traveler's reservations can be managed in a single master itinerary, making travel much easier.

3. How are itineraries booked in Concur Travel or booked by an agent pushed into Triplt?

Concur Travel itineraries are *automatically* delivered to Triplt if the user authorizes the integration to Triplt. Any offline bookings that appear in Concur Travel will also be sent to Triplt.

4. If I'm not using Concur Travel - how are those itineraries pushed into Triplt?

For clients who are not using Concur Travel, travelers can forward their email confirmations to plans@tripit.com.

5. What happens when changes are made to travel plans? Is the change automatically reflected in the TripIt account?

Changes to plans can be updated in three main ways:

- If the traveler's Concur Travel and TripIt accounts are integrated, changes occur automatically.
- If the trip information is booked outside of Concur Travel **and** the traveler has set up auto-import in his/her Gmail account, Gmail will automatically update the travel plans. Please view additional details here: <http://help.tripit.com/entries/231585-how-to-get-started-with-auto-import>.
- If the trip information is booked outside of Concur Travel **and** the traveler does **not** have a Gmail account, the traveler must forward the updated confirmation email to plans@tripit.com for updates to be reflected.

6. If an administrative assistant books travel for several people, can the assistant forward the email confirmation to plans@tripit.com? Will the trip information be applied to the correct traveler?

That depends.

- For travel plans made in Concur Travel, there is no need to forward the email confirmation to plans@tripit.com; Concur automatically delivers travel plans to TripIt once the traveler has connected his/her Concur Travel and TripIt accounts.
- For any travel plans booked outside of Concur Travel, like dining reservations or hotel reservations booked into a conference block, the email confirmations must be forwarded to plans@tripit.com. However, since TripIt automatically adds emailed plans to the email **sender's** account, the assistant cannot forward these types of travel plans. Regardless of who made the reservation, the traveler must forward the email confirmation to plans@tripit.com for it to be added to the traveler's TripIt account.

7. How do Concur Travel users utilize this integration?

When users log in to Concur Travel, they will find a link to TripIt in places like:

- On the home page
- On the purchase confirmation page (the page that says "Finished")
- At the top and bottom of itinerary confirmation emails received from Concur
- In Profile > Connected Apps (in the **Other Settings** section of the left menu)

After clicking the link, the user will be prompted to link their TripIt and Concur accounts, which allows Concur to automatically deliver itinerary information to TripIt.

NOTE: Users will be prompted to connect to TripIt to complete this step. If your company has purchased TripIt Pro, users will be prompted to Activate their subscription.

After this one-time authorization, the user's active trips will automatically synch with Triplt – making travel itinerary management seamless.

8. Will the links continue to appear on the itinerary review pages even after a user has accepted and account is established?

The links will still appear but the text will change, to "this trip and updates are available on Triplt" and "View in Triplt".

9. Will links to Triplt appear for all Concur Travel users?

Links to Triplt will appear for users of Concur's Travel service who have listed their primary language in their Concur profile as English (US) or English (UK).

10. What about travel arrangers and guest bookings?

The Triplt links do not appear for arranger or guest bookings – the only person who can link a Concur account to a Triplt account is the traveler him/herself.

Bookings made by an arranger will be sent to the user's Triplt account if the user has signed up for Triplt and connected his/her Concur Travel account to Triplt.

11. Do users need to provide authorization for each trip they book in Concur Travel?

No. Only a one-time authorization is required. Once a user has completed the steps above, then – moving forward – all trips booked in Concur Travel will automatically feed into Triplt.

12. Do users need to have their company email address listed in their Triplt account?

New Triplt users should sign up for Triplt with the same email address as is in their Concur profile to ensure the Triplt connection works. If a user has an existing Triplt account registered with a different email address, the user simply needs to add the email address that is in the Concur profile to his/her Triplt account settings (in the **About You** section at www.tripit.com/account/edit/section/about_you).

There is no limit to the number of email addresses a traveler can include in the Triplt account.

13. When Triplt consumes a Concur Travel itinerary, what personal information is passed to Triplt and stored (for example: First Name, Last Name, Frequent Flyer, Business Phone Number, Credit Card)?

We store only the relevant travel information contained in the PNR including traveler/passenger name, supplier confirmation number, supplier name, etc. We do not store payment (credit card) information.

14. Will Concur send offline bookings queued to the reporting queue and allow these to integrate into Triplt?

Yes. All trips that are visible in Concur Travel are sent to Triplt.

15. What happens to PNRs that are still awaiting approval in Concur Travel?

Concur Travel currently sends all trips to Triplt - including those waiting for approval.

16. What happens if the trip has been sent to Triplt and the reservation is later rejected by the approver? Is the itinerary still in Triplt?

If the approver rejects the trip, it will still be visible in Triplt – until it is cancelled. All cancelled trips are removed from Triplt.

17. Can my users sign up for Triplt if they're based outside of the U.S.?

Yes. Regardless of your geographic location, your users can use Triplt or Triplt Pro.

NOTE: The Triplt web and mobile applications are only available in English (US) today.

18. When is additional language support planned?

Localization is on the roadmap but no specific languages or timing has been confirmed.

19. Is there additional information available?

Yes. In Concur Travel, click **Help > Travel Help** in the upper right corner of the page. Then, click the **Triplt Integration with Travel** link at the bottom of the left menu of the Help window.

20. Where should we direct our questions or issues?

If administrators encounter questions or issues on the integration, open a support ticket in Concur Client Central. Enhancement ideas for the integration can be submitted as a Solution Suggestion.

Travelers in need of Triplt support should always go directly to Triplt. Triplt provides assistance in two ways:

- The Triplt Help Center displays common questions and answers. (Access www.tripit.com then click **Help Center** at the bottom of the page).
- Contact Triplt support at www.tripit.com/uhp/feedback.

21. Do users have the opportunity via Concur to disable the link that is established between Concur and TripIt – to stop sharing information?

Yes. Users have the ability to remove the connection in Profile > Connected Apps (in the **Other Settings** section of the left menu) in Concur.

22. Can a company automatically route non-Concur Travel bookings to TripIt?

Some companies have suggested they could utilize rules within Microsoft Outlook to automatically forward particular emails to plans@tripit.com. However, we have not tested this so it is something the client would have to try on their own.

G-mail does have an integration with TripIt in which you can automatically send the emails to TripIt. The only issue with this method is if you receive a notification for your spouse's travel plans in your G-mail account, those would also be sent to your TripIt account.

TripIt Features

1. How do you create a master itinerary with TripIt?

To create a master itinerary, users:

- Forward their booking confirmation emails to plans@tripit.com.
- Manually add trip information including notes, documents, or photos via www.tripit.com or the traveler's mobile device.
- Utilize Concur Travel integration with TripIt to allow Concur to automatically send trips booked within Concur Travel to TripIt and keep them synchronized with any changes. This requires a one-time authorization by the user.

These three options can be used separately or together. TripIt enriches master itineraries with maps and directions, airline seating advice, and more.

2. How do I sync my TripIt itineraries with my calendar?

You can set up an iCal feed to sync your trip plans with your calendar. iCal feeds are available for Outlook 2007 and 2010, Lotus Notes 8.5, iCal, and Google Apps. For older email systems such as Outlook 2003 and earlier versions of Lotus Notes, you can download ICS calendar entries and import them to your calendar.

Find the setup steps at www.tripit.com/uhp/calendarInfo.

3. How do I automatically populate my itinerary information in Microsoft Outlook's calendar?

You can find details on setting up TripIt's live calendar integration on the TripIt website at www.tripit.com/uhp/calendarInfo.

4. How do Triplt Groups work?

Triplt Groups is a free opt-in service that gives companies a private environment for sharing employee travel information. Groups use the company's email domain (e.g. @tripit.com) to verify whether a traveler is eligible to join. Groups show basic trip information, including destinations and travel dates, for all members.

5. How do I set up a Triplt Group for my company?

First, check to see if one has already been set up for your company by going to www.tripit.com/uhp/groups. Enter your email domain and click **Find My Group**.

Then:

- If your company has a Triplt Group, you will be prompted to join the group.
- If your company does not have an existing Triplt Group, you will be prompted to request a group. Triplt Support will complete your request and confirm when your Triplt Group has been set up.

6. Which third-party apps are available for integration with Triplt?

Triplt has an open API allowing third-party developers to create apps that integrate with Triplt. This includes helpful third-party apps like Planely, FlightCaster, Tripline, and ArrivedOK. Find a complete list of apps at www.tripit.com/uhp/tools.

7. Which ads will travelers see on Triplt? Can ads be suppressed?

In order for us to provide our service at a low cost, advertising is present on Triplt. We work to ensure ads are relevant and not offensive.

Triplt Pro users receive a reduced ad experience on the Triplt website and see no ads in mobile.

8. What types of ads appear on Triplt?

We primarily deliver four types of ads: travel suppliers, financial institutions, luxury brands, and local deals.

9. What should I do if I can't see trips on my phone?

- **Get the mobile app:** The app can be downloaded on the phone directly from the App Store, Android Market, BlackBerry App World, and Windows Marketplace. Download information and links are also available on the Triplt Apps page (www.tripit.com/uhp/mobile).
- **Authorization:** Prior to trips displaying on the Triplt app, the user must grant access to mobile app.
- **Past trips:** Past trips are deleted from the app 48 hours after the conclusion of the final trip item (flight, hotel, etc.). If they are not automatically removed, manually refresh the app to clear the old trips.

NOTE: All past travel can be accessed in the user's account on the web version of TripIt (www.tripit.com) at any time.

10. Can I contact TripIt for support on third-party apps?

There are numerous third-party vendors (FlightTrack Pro, TripDeck, Flight Update Pro, and more) with apps that allow access to user TripIt accounts. As these are not TripIt products, the user must contact the vendor of that particular app for support issues.

11. How do I add an email address to my TripIt account?

Simply go to www.tripit.com/account/edit/section/about_you, which is the **About You** page within **Account Settings**.

12. How do I merge two separate TripIt accounts?

Go to www.tripit.com/account/merge to merge an account into another TripIt account.

TripIt Pro Features

1. How does a user turn on TripIt Pro?

There are two ways:

- Users can purchase an individual annual subscription for TripIt Pro on www.tripit.com/pro. Once the user enters payment information, the TripIt Pro service will be active.
- Users for whom their company purchases a corporate subscription of TripIt Pro are activated after the user matches the Concur account to the TripIt account and authorizes Concur Travel to access their TripIt account.

No matter how a membership is purchased, users can confirm if their account is TripIt Pro by seeing the word "Pro" in a blue box next to the user's name on the TripIt home page or on the TripIt website on the billing page (go to Settings > Billing Info).

2. Can I customize my TripIt Pro account?

Each TripIt Pro user can customize their TripIt settings, for example, choose to receive alerts via email or text, choose which alerts to receive, and opt in/out of marketing communication. These cannot be set globally by the company.

3. How does airfare monitoring work?

For Triplt Pro users, Triplt monitors the fare paid versus the current economy class, non-refundable fare for U.S. flights from 13 carriers. If Triplt detects the airfare has gone down – minus the applicable change fee for the airline – Triplt will alert the traveler that he/she may be eligible for a refund or credit and provide instructions on how to pursue the refund/credit with the ticket issuer or airline.

4. What is the minimum amount of savings that will trigger an airfare alert?

The savings must be a minimum of \$10, calculated after the airline change fee. If any agency reissue fees apply, they are not factored into the calculation.

5. When a Triplt Pro user receives a refund alert, where will the alert direct the user?

If the air reservation was sent to Triplt by the traveler who forwarded an email confirmation to plans@tripit.com, the alert messaging will direct the traveler to the ticket issuer or TMC, if provided in the email confirmation. If not, the traveler will be directed to contact the airline directly.

If the air reservation was sent to Triplt from Concur Travel, the alert messaging will direct the user back to the ticket issuer or TMC.

6. Can airfare monitoring be configured by the client, like turning the feature on or off?

No. Airfare monitoring cannot be configured by client.

7. Can the TMC be notified to do an auto exchange?

Not at this time.

8. If a user imports a trip with passive segments, are we still able to provide trip alerts from Triplt?

As long as the passive segment is imported to Triplt and, therefore, present in the Triplt Pro member's account as an active air reservation, it will be monitored and alerts will be provided.

9. How often is airfare monitored and how is it done?

Triplt performs a fare check once a day. When a fare savings is detected, Triplt calculates the net savings after the airline change fee. If the net savings is more than \$10, we send an alert to the Triplt Pro user.

10. Are airfare monitoring alerts sent from the GDS?

The fare information is monitored via the GDS. If the itinerary was sent to TripIt via an agency, the traveler will be directed back to the ticket issuer to pursue a refund or credit.

11. If we have international clients travelling domestically in the U.S., will they also get airfare monitoring notifications? Is there a way to disable those notifications?

TripIt Pro monitors flights on 13 U.S. carriers on flights originating and departing in the U.S. only. If a traveler is not interested in receiving airfare alerts, he/she can opt out of these alert messages. If a client builds a direct connect to TripIt, this feature can be customized and/or disabled.

12. Are the TripIt Pro benefits of Hertz and Regus memberships free for one year or are they lifetime benefits?

They are free for one year only.

13. Where can I get more information about Regus? Is there a list of the 1,100 Regus lounges?

Click the **Regus** link on the **TripIt Pro** tab in your TripIt account (www.tripit.com/account/listProAlerts). It will bring you to the Regus site (<http://www.regus.com/tripitpro>) where you can get more information and activate the one-year membership.

14. What happens when a TripIt Pro user is no longer employed by the company that purchased the corporate membership?

The traveler owns their TripIt account so if their employment changes, their TripIt account and all trip information will remain intact. However, be aware that the company's travel department can suspend their integration with the traveler's TripIt account and their company-purchased TripIt Pro service. The user can then choose to renew his/her TripIt Pro subscription using the user's own personal credit card.

Privacy and Security

1. Who can see my travel plans on Triplt?

By default, all travel information in a Triplt user's account is private. Trip sharing and social features are opt-in only and require explicit permission from the user. Even with sharing and social features activated, a traveler can make any Triplt itinerary private. (Private itineraries are not visible to anyone but the primary traveler on the trip.)

Sharing options on Triplt include:

- Adding other Triplt users to your Triplt Network so they can see when you're close
- Emailing trip-share invitations to your contacts
- Generating a public URL that links to an itinerary
- Joining a company group and automatically sharing trips with colleagues
- Using Triplt to post your travel plans on LinkedIn, Facebook, and Twitter

All of these sharing options are user-controlled and can be changed at any time.

2. How safe is it to share travel information via Triplt?

Sharing itineraries on Triplt is safe and secure. Travelers share trip information only with individuals or networks they have specifically authorized.

Triplt also lets travelers designate how others can interact with a shared trip. A designated *viewer* can view the trip but will **not** see confirmation numbers and other sensitive data. A designated *collaborator* can modify the itinerary and see all trip details.

The trip owner can rescind trip access to anyone at any time. The trip owner also has visibility into who has viewed an itinerary and when.

3. Can I limit how my employees share information with Triplt?

The ability to share trip information is up to each individual Triplt user. There is no way to limit sharing across all of your employees.

4. How does the Triplt My Travel app on LinkedIn work?

A traveler can install the Triplt My Travel app on their LinkedIn profile to share trip plans with their professional network. Once the app is set up, only upcoming trip dates and locations will be visible. Sensitive trip details like hotels, confirmation numbers, or flight numbers will **never** be visible on LinkedIn.

Additionally, a traveler can always make any trip private so that no information about that trip will be shared on LinkedIn or any other social network.

5. Does the traveler have the ability to create a trip within Triplt and *not* share it to their coworkers? Is there a trip-by-trip sharing control?

All of a traveler's trips are private by default – meaning no sharing is turned on until a traveler takes action to do so. If the traveler has set up trip sharing, for example by joining their company group or setting up the LinkedIn connection, the traveler can always mark an individual trip as *private*. **NOTE:** The user must mark the trip as private *within about an hour of creating the trip* so it will not be shared.

6. How can Triplt users protect their privacy?

Travelers have complete control over the information they share. Privacy, communications, and profile settings are completely customizable. Even if a traveler chooses to share his/her information with others as a general rule, any trip can be made private. (Private itineraries are not visible to anyone but the primary traveler on the trip.) You can learn more by reading the Triplt Privacy Policy.

Triplt is a licensee of the TRUSTe Privacy Program. TRUSTe is an independent organization whose mission is to build trust and confidence on the Internet by promoting the use of fair information practices. Because of Triplt's commitment to user privacy, our information practices have been disclosed and our privacy practices reviewed for compliance by TRUSTe.

Triplt also complies with the European Union Safe Harbor framework as set forth by the Department of Commerce regarding the collection, use, and retention of data from the European Union.

U.S. Department of Commerce certification for Triplt can be found here:
<http://www.export.gov/safehrbr/companyinfo.aspx?id=8600>

7. What information does Triplt collect from travelers?

To set up a Triplt account, a traveler must provide an email address and choose a password and screen name. A traveler can choose to add detailed information (like home location and a photo) to their profile and can set preferences for building personalized travel itineraries.

If a traveler upgrades to Triplt Pro, Triplt will request certain personally identifiable information on the order form. This includes contact information (such as name, email, billing address, and mobile phone number) and financial information (such as credit card number and expiration date). This information is used for billing purposes and to fill orders. If Triplt has trouble processing an order, Triplt will use this information to contact the traveler.

Triplt will also store account details for each travel rewards points account, including login username and password.

For all site visitors – not just registered users – Triplt collects information such as IP address, browser type, domain name, access times, duration of visit, referring URL, platform, new and repeat information, time stamp, and exit page information.

If a traveler contacts Triplt member support, information about the nature of the question or problem may be collected to enhance the quality of service.

8. Do you have more information about data security and privacy for Triplt users?

Yes. There is a formal explanation of how data is managed and privacy is ensured on the Triplt web site.

Travelers can adjust their privacy settings manually to select how they want their information shared. Information such as photos, profile data, travel stats, locations, travel dates, activity feed subscriptions, and connections can all be managed from the Profile setting page.

All sensitive information (like credit card numbers) is encrypted using secure-socket layer technology (SSL).

9. Does the Triplt mobile app have all the same security as the Concur mobile app?

Security and data protection is of the utmost concern for Triplt and Concur. Triplt's mobile app employs similar security protocols as Concur. The app has undergone numerous security audits. More information on security of the Triplt solution can be found on Concur Client Central in the Triplt Security Overview.

Concur Expense and Triplt Integration

1. Is Triplt integrated with Concur Expense?

Yes. Concur Expense users can import their Triplt Pro trips into Expense. The user can choose to use that information to automatically create an expense report and use the itinerary segments (airfare, hotel, etc.) to create the expenses.

2. Is the integration available to all Triplt users?

If a Concur Expense client has purchased a corporate subscription to Triplt Pro, its Expense users can then use One-Click or trip import to bring the Triplt Pro itinerary into an expense report – automatically creating the appropriate expenses.

3. Do you also have to be integrated with Concur Travel?

The two integrations are separate. You can integrate with Expense with or without Travel; you can integrate with Travel with or without Expense.

4. How do I know if the integration is available to me?

You will see a Triplt banner on the top of the **My Concur** page. It will ask you to connect to Triplt (or Activate your Subscription if your company has purchased Triplt Pro), much like it does in Travel.

5. Is there additional information available?

Yes. In Concur Expense, click **Help > Expense Help** in the upper right corner of the page. Then, click the **TriplT Integration with Expense** link at the bottom of the left menu of the Help window.

6. What do I have to do to connect Concur Expense with TriplT Pro if I don't get the TriplT banner in Expense?

The TriplT banner (or automated screen) will appear once the TriplT Pro order has been processed and the module has been activated for the client. If it doesn't appear within 2 weeks of processing the order, the account manager should contact Configuration services (for existing clients) or Implementation (for new clients).

If the banner appears but you click "no thanks", you can still link your Concur and TriplT accounts in your Concur profile (Profile > Connected Apps in the **Other Settings** section of the left menu). You can also link in your TriplT Account in the **About You** section (www.triplt.com/account/edit/section/about_you).

Reporting

1. Are there reports available?

The following reports are now available to Concur clients who use Analysis or Intelligence. (They are available in *Analysis - Standard Reports* and *Intelligence - Standard Reports*.)

- **TriplT Expense Authorizations by Employee:** This report allows Expense-only clients to view the employees at their company who have enabled the TriplT integration.

User Last Name	User First Name	User ID	User Email	Authorized Trip Integration with TriplT
10216	10216		User-10216@p0003595c8pi.com	Y
10217	10217		User-10217@p0003595c8pi.com	Y
10218	10218		User-10218@p0003595c8pi.com	Y
10219	10219		User-10219@p0003595c8pi.com	Y
10220	10220		User-10220@p0003595c8pi.com	Y
10221	10221		User-10221@p0003595c8pi.com	Y
10222	10222		User-10222@p0003595c8pi.com	Y
10223	10223		User-10223@p0003595c8pi.com	Y
10224	10224		User-10224@p0003595c8pi.com	Y
10225	10225		User-10225@p0003595c8pi.com	Y
10226	10226		User-10226@p0003595c8pi.com	Y
10639	10639		User-10639@p0003595c8pi.com	Y

- **Triplt Travel Authorizations by Employee:** This report allows Travel & Expense clients to view the employees at their company who have enabled the Triplt integration for Travel.

Triplt Travel Authorizations by Employee				
User Last Name	User First Name	User ID	User Email	Authorized Trip Sharing with Triplt
10216	10216		User-10216@p0003595c8pi.com	Y
10217	10217		User-10217@p0003595c8pi.com	Y
10218	10218		User-10218@p0003595c8pi.com	Y
10219	10219		User-10219@p0003595c8pi.com	Y
10220	10220		User-10220@p0003595c8pi.com	Y
10221	10221		User-10221@p0003595c8pi.com	Y
10222	10222		User-10222@p0003595c8pi.com	Y
10223	10223		User-10223@p0003595c8pi.com	Y
10224	10224		User-10224@p0003595c8pi.com	Y
10225	10225		User-10225@p0003595c8pi.com	Y
10226	10226		User-10226@p0003595c8pi.com	Y
10639	10639		User-10639@p0003595c8pi.com	Y

- **Expenses with Triplt Itineraries:** This report displays transactions with an associated Triplt itinerary – allowing administrators to compare the amounts filed versus the amount provided by Triplt for matched expenses.

Expenses with Triplt Itineraries						
Transaction Date Between Apr 1, 2011 and Jul 14, 2011						
Employee	Transaction Date	Reservation Date	Expense Type	Vendor	Approved Expense Amount	Triplt Amount
Employee Name	Jun 1, 2011		Airfare	United Airlines	691.05	691.05
	Jun 7, 2011		Car Rental	Hertz	100.11	127.34
	Jun 8, 2011		Hotel	Marriott Hotels		
Employee Name	Jun 15, 2011		Airfare	Alaska Airlines	338.40	338.4
Employee Name	Jun 21, 2011		Airfare	Alaska Airlines	355.40	355.4
Employee Name	Jun 15, 2011		Hotel	MERCURE PARIS ROYAL MADELEINE		
	Jun 16, 2011		Hotel	LONDON METROPOLE		
	Jun 19, 2011		Hotel	LONDON METROPOLE		
	Jun 30, 2011		Airfare	Delta Air Lines	7,567.70	7,567.7
Employee Name	Jun 22, 2011		Car Rental	Hertz	150.68	160.5
	Jun 23, 2011		Individual Lunch	HYATT ARLINGTON	11.00	
	Jun 23, 2011		Hotel	Hyatt Hotels		
Employee Name	Jun 15, 2011		Hotel	ARIA RESORT & CASINO		
Employee Name	Jun 23, 2011		Hotel	Marriott Hotels		
Employee Name	Jun 10, 2011		Hotel	Marriott Hotels		
	Jun 21, 2011		Airfare	Southwest Airlines	377.40	377.4
	Jun 28, 2011		Airfare	Southwest Airlines	294.40	294.4
	Jun 30, 2011		Airfare	Southwest Airlines	259.40	259.4