

## Dear Eastern Michigan University Traveler,

We have recently selected Christopherson Business Travel as our new travel management company.

Through this new partnership we want to share some valuable information with you.



### INFORMATION MANAGEMENT

Having your travel program managed through a single agency allows for more complete client data services and reporting. Our new data management tools available through Christopherson deliver a comprehensive picture of your travel program. This information is essential for identifying travel trends, out-of-policy travelers, increasing leverage in negotiations, and more.



### CONTROLLED SPEND

All of Christopherson's booking options are customized to integrate your preferred suppliers so that they are offered to travelers first. By ensuring the use of your preferred travel partners, we are able to move more volume to these suppliers and bring more leverage to the negotiation table.



### SECURITY

When travel coordinators book reservations through Christopherson, whether online or with our dedicated travel advisor team, the reservation information immediately enters our data and risk management tools on Christopherson's technology platform, AirPortal. Our access to this platform, with a customizable dashboard for travel coordinators, allows us to locate and communicate with our travelers at a moment's notice in an emergency.



### COST SAVING PARTNERSHIPS AND NEGOTIATED CONTRACTS

Christopherson has established relationships in the industry which bring further cost savings to our travel program. Their hotel program alone makes discounts available at more than 40,000 properties around the world. Further, Christopherson has negotiated rates with car rental suppliers, other ground transportation companies, consumer purchasing suppliers, and more. Centralizing these relationships makes the process easier for our business travelers and allows you to realize further cost savings.



### AFTER-HOURS EMERGENCY SERVICE

When our travelers need to make a new booking or change an existing reservation after business hours, we can use our online booking tool or call our after-hours service. The after-hours advisors are able to provide the same services with access to the same traveler profiles, company travel policies, and negotiated rates.

**SAP Concur** 

**ONLINE BOOKING TOOL:**

- Login to SAP Concur [here](#).
- Watch the login demo [here](#).
- Watch how to update your travel profile [here](#).
- Please complete all required fields in your profile and save prior to booking travel.
- Watch how to make a travel reservation in SAP Concur [here](#).



## BUSINESS TRAVELER APP:

- While logged into SAP Concur, follow the link to set up Triplt Pro. The Triplt Pro travel app is a way to stay organized and informed when on the road.
- For training & resources on Triplt Pro, [click here](#).

## QUESTIONS?

Please contact our Eastern Michigan University Travel Manager or Christopherson Business Travel.



### Our Online Support (Online booking tool):

- Online Support  
(888)535-0179  
[Online.support@cbtravel.com](mailto:Online.support@cbtravel.com)

### Our Travel Advisors Team (Full-Service Travel Arrangements):

- University Team  
800-285-3603  
[University.travel@cbtravel.com](mailto:University.travel@cbtravel.com)
- University Group Team  
866-371-3580  
[Universitygroups@cbtravel.com](mailto:Universitygroups@cbtravel.com)

### Our Account Manager:

- Lisa Roybal  
(801) 327-7605  
[lisa.roybal@cbtravel.com](mailto:lisa.roybal@cbtravel.com)

We look forward to working with Christopherson Business Travel to enhance our travel program and provide enhanced services for our travelers. Thank you in advance for your participation in making this a success!