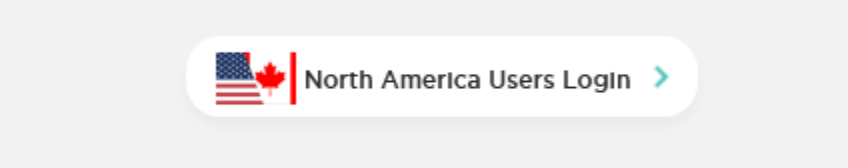
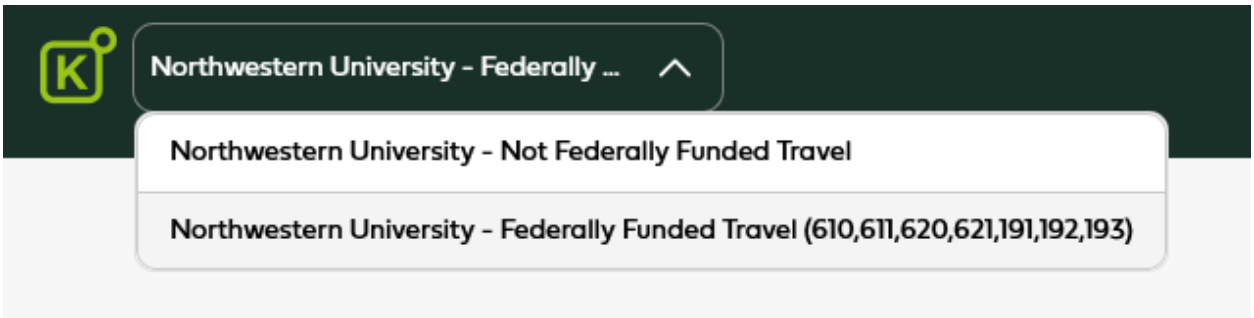
Key Travel Booking Tips and FAQs

Tip: **During log-in, be sure to select the log-in for North American Users:**



Q - Which department should we select at log-in?
A – Based on the trip you're about to make, please select whether the trip will be Federally Funded or not. Federally funded travel typically will involve fund codes as listed (610, 611, 620, 620, 621 ,191, 192, 193). The Federally Funded Travel department shows you Fly America compliant flights. Soon, there will also be a department for guests and non-paid students to use as well.

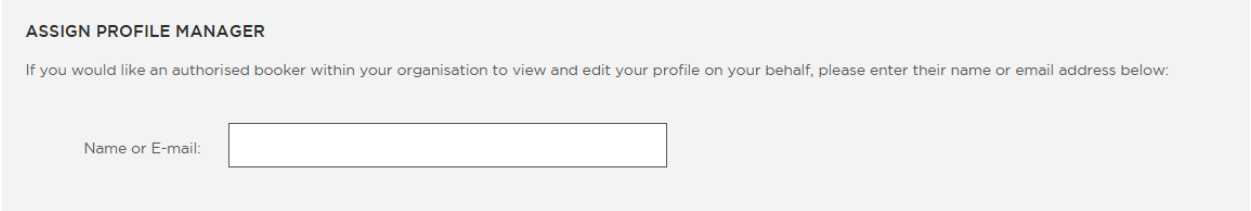
Tip: If you accidentally select the wrong department when logging in, you change departments as you're booking travel. Click the drop down in the Upper lefthand corner of the page.



Q – What if I need to book for someone who does not have a log in with Key Travel currently, e.g. a guest or a student?
A - You can make the booking on their behalf online right away, without the need to manage a profile for them – just add their passport name into the booking process when prompted for the traveller details. Be sure to include the traveller's email so they can receive the booking confirmation and travel alerts as they arise (your email will already be in the file as the booker). If your guest will be a frequent visitor, it would be a good idea to create a profile for them. However, if you wish to enable access for a student or a guest to self-book online, then we will need to create access for you. Please contact travel@northwestern.edu to request overnight access for the user.

Tip: Paid graduate students, post docs, and fellows will automatically be able to access Key Travel. All other students, undergraduate and Masters, will not. You may book travel on their behalf or request access for them as mentioned above.

Q – What if I wish to have other people manage my traveller profile and make bookings for me on my behalf?
A – You can delegate profile manager access to someone on your organization by adding their email address in the profile manager section Online – see the head and shoulders icon on the top toolbar when you're on the flight search screen. This gives permission for someone else to access your profile.



Alternatively, if you're a booker for other travellers, you can create a traveller profile on their behalf to manage (they will be notified) or request they fill one out for themselves for you to manage. **But anybody can book for anyone. You do not need special permission to book travel for others.**

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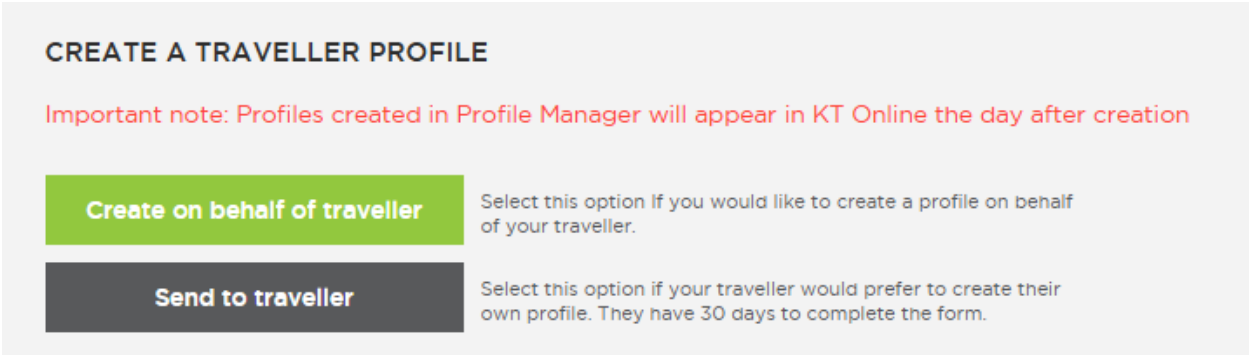


Q – After I complete my profile, can I book travel right away?
A – You will be able to book travel right away, but your profile information will not be synched up until the next day. So, if you would like that information to auto populate, then you will have to wait a day to book. Any changes you make in the system will take overnight to synch-up.

Q – Can I book personal travel through Key Travel?
A – You may not use Key Travel to book personal leisure travel.

Tip: If you are traveling on university business and you would like to bring your spouse, you can do this by calling Key's agent assist people. You will be able to charge your travel to a chart string and your spouse's travel to a personal credit card.

Tip: Be sure to use your filters when booking flights and hotels (found along the lefthand side of the screen). Aside from specifying brands and price points, you can filter for refundable or non-refundable options.

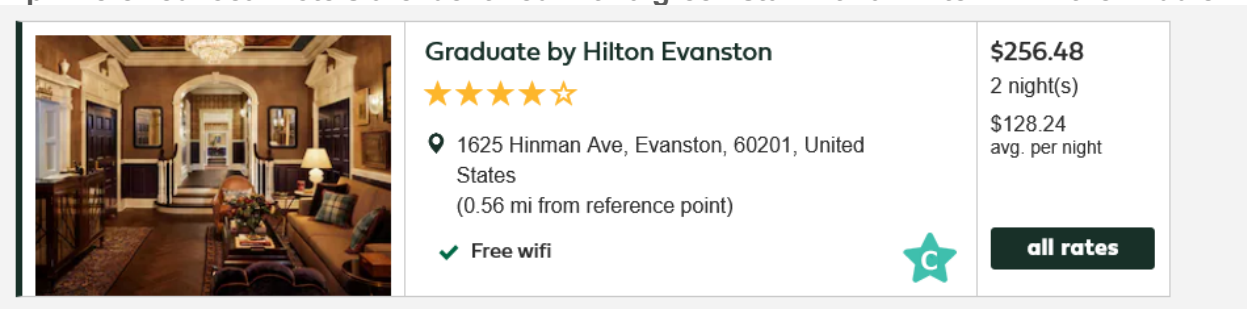
Q – How do I book rail reservations?
A – For now, you can book rail reservations through a customer service agent through Key Travel, northwestern@keytravel.com or 646-289-6820. You will be able to book rail through the booking tool in the near future.

Tip: You have found a flight but you are not ready to book it (for whatever reason). Click the "Hold" option vs the "Book" option, which will hold your reservation and your fare for 24 hours.

Q – What if I have a more complex booking with multiple stops, or I need to speak to someone to help me with the options available?
A – Key Travel's offline reservation team will be happy to help with your inquiry, you can contact them via phone or E mail (we recommend phone for more urgent requests).

Their contact details are available on the Online landing page, or within your Northwestern Travel Pages.

Tip: Preferred local hotels are identified with a green star with a white "C" in the middle.



Tip: Preferred hotels say that the room will be paid on departure. This is means that the room will be paid with a single use virtual card, like they were with Egencia. When you book a local preferred hotel, you will get a message, similar to the voucher sheet through Egencia, that tells you how to troubleshoot should something go wrong with the virtual card. It is recommended that you download the Conferma app while you are travelling. Conferma is the company that issues the virtual cards.

All other hotel reservations are prepaid so you would not have to download the Conferma app.

KEY TRAVEL

Key Travel - Important payment information about your booking to Roomzzz Manchester City, Mr Daniel Morris,

Booking Confirmed, it's waiting for you in the Conferma App!

Great news, your booking to **Roomzzz Manchester City** on **7 May 2025** for **1 night(s)** has been confirmed and is ready for you in the Conferma App!

Register now

Information about your hotel booking

Key Travel has arranged payment for your hotel booking using a virtual credit card ending ***8666** with an expiry date of **02/28**. The hotel has been authorized to charge for the services below.

Payment Details

Hotel:	**Roomzzz Manchester City**, 36 Princess Street, , Manchester, M14JY, GB
Check-in Date:	7 May 2025 for 1 night(s)
Guest Name(s):	Mr Daniel Morris,
Authorized Charges:	
Hotel Reservation Number:	8913SE006123
Booked Amount:	170.99 USD

What if the hotel tells me they haven't received the payment details? Don't panic, simply register and resend payment details to the hotel via the Conferma App.

For any queries, Roomzzz Manchester City can contact Key Travel directly on (646) 218-2100.

Why register for the Conferma App?

The Conferma App allows you to access your Virtual Card Number (VCN) which has been used to pay for your hotel booking.

- Easily resend the payment details directly to your hotel if they don't have them during check-in
- Access your hotel bookings or flights that were booked using virtual cards
- At check-out, you can take a picture of your hotel invoice for your company to review

- Contact Key Travel via email or telephone

Register now

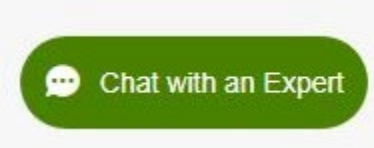
This email was generated for Conferma Deployment ID 155560735.

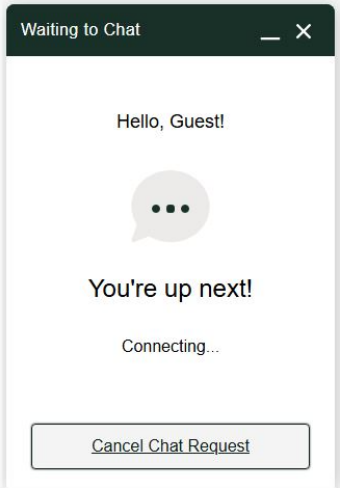
Kind Regards,

Conferma Online WebPay Support Team

Tip: When searching for flights through the Key Travel booking tool, put prospective flights on HOLD so that you are holding that specific rate as well. Airline prices are so volatile that unless you hold it, the fare is likely to change. Once you select your flight you can release the other flights you have on hold.

Tip: If you get stuck when booking through the booking tool, you can ask for agent assistance in real time by clicking on the green "Agent Offline" button in the lower righthand corner of your screen. You will not pay an agent assist fee for this service.





Q – What if my chart string is not coming up when I search for this while making a booking?

A – A daily file of valid chart strings is sent to Key Travel so that only valid chart string combinations can be selected. If you feel something is missing, please check there is funding still available on your chart string.

Tip: When entering your chart string at check-out, if your Fund Code is less than 160, even though these chart strings do not require a Project ID or Activity Code, these fields must be filled. Each of these fields has a drop down with a dash as the only option. Choose this.

TIP: We are working on adding descriptors for chart string Departments, Project IDs and Account Codes. In the meantime, here are the most common Account Codes:

- **76765 Domestic Transportation**
- **76766 Domestic Lodging**
- **76770 Foreign Transportation**
- **76771 Foreign Lodging**

TIP: For those of you new to the University or new booking travel, you will need to enter your chart string to complete your booking. The chart string identifies to which department the travel should be billed and from which account or grant the money will be deducted. The chart string is typically composed of these components:

Typical chart string: 450-1234567-12345678-01 76765

Fund Code (3 digits): 450	**This code indicates the source of the funds being used.**
Department ID (7 digits): 1234567	**Identifies the financial entity, or *management unit*, that is responsible for the travel or other activity/expense.**
Project ID (8 digits): 12345678	**Only used for Fund codes over 160. The Project ID is used to identify financial activity for a distinct unrestricted or restricted purpose.**
Activity Code (2 digits): 01	**Is typically "01" and is mandatory when Fund is over 160**
Account Code (5 digits): 76765	**Describes in general terms the type of booking ex Domestic Transportation**

Q – I'm an administrator who needs to have access to travel invoices and itineraries, how can I get these?

A – If you have made the booking yourself on behalf of a traveller, you will receive these documents via email as will the traveler, as long as you have included the traveler's email in the system (if you are booking for a guest without a profile). If you have travellers who book their

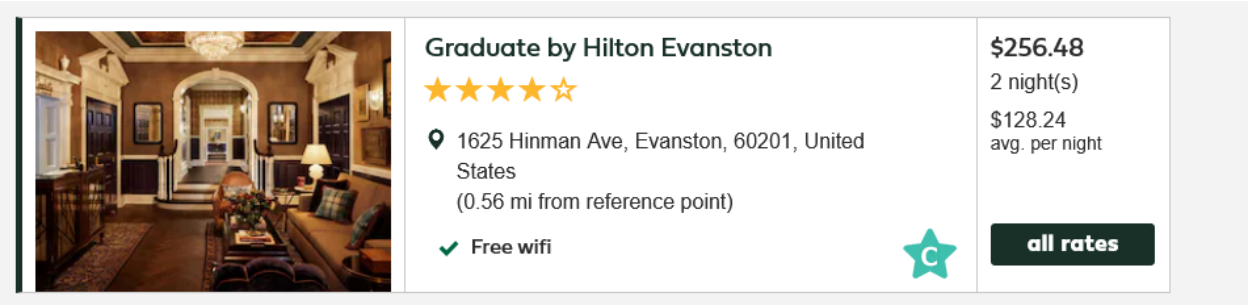
own trips, please remind them to share these trips with you. There is a “share” icon for each trip in the traveler’s “My Trips” file.

If you are missing any copies of itineraries, these are held centrally by NU, please contact travel@northwestern.edu.

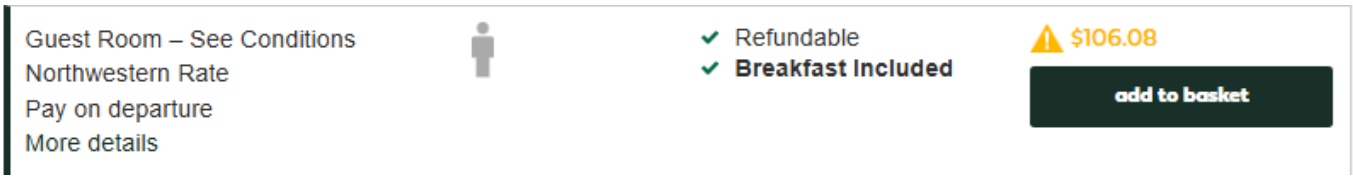
Q – I’m an administrator and would like to have reporting permissions for my department. Is this possible?
A – Yes. Please contact travel@northwestern.edu.

Q – How will flight and hotel cancellations work with Key Travel?
A – Travel cancellations will work the same way that they did with Egencia. If you book a refundable flight and have to cancel, your chart string will be refunded. If you book a non-refundable flight and have to cancel, the flight will be left open in the system to use at another time (fare rules permitting). To use your credit for another flight, you must work with an offline agent: 646-289-6820. For hotels, if your reservation allows cancellation and you cancel by their cancellation date, your chart string will be refunded.

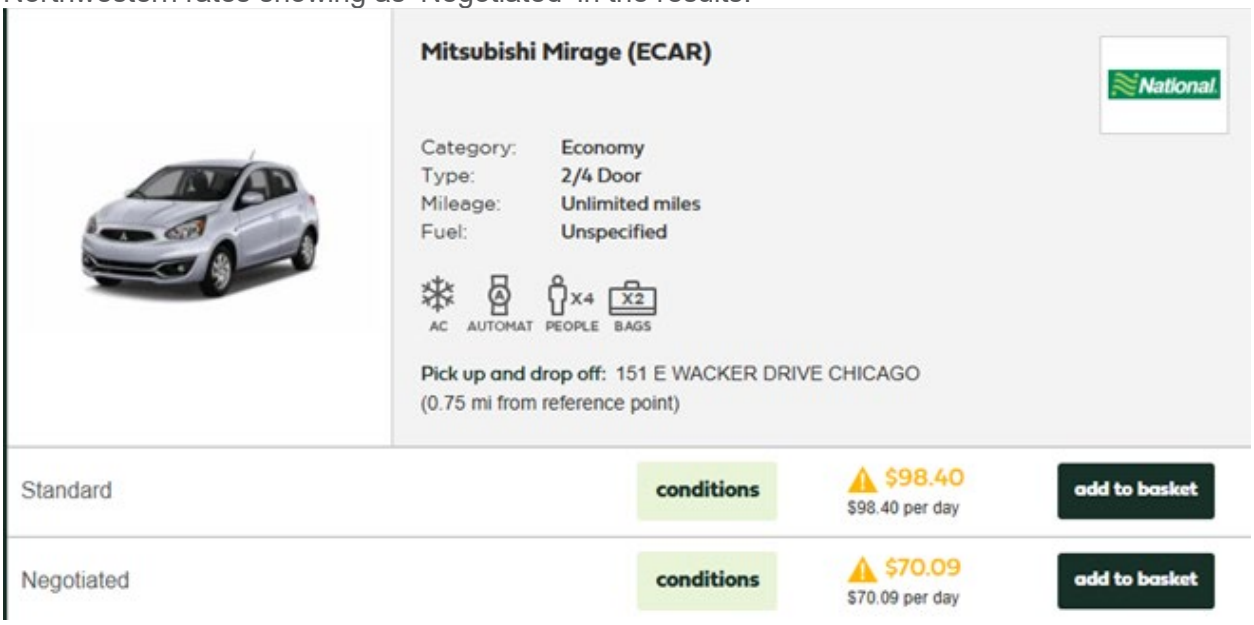
Q – How do I identify Northwestern preferred rates in the online booking tool?
A – For hotels, you can easily identify preferred properties as they’ll appear at the top of the results display where available, and show a Star with a C.



When you click on the ‘all rates button’ you can then see the Northwestern Rates available.



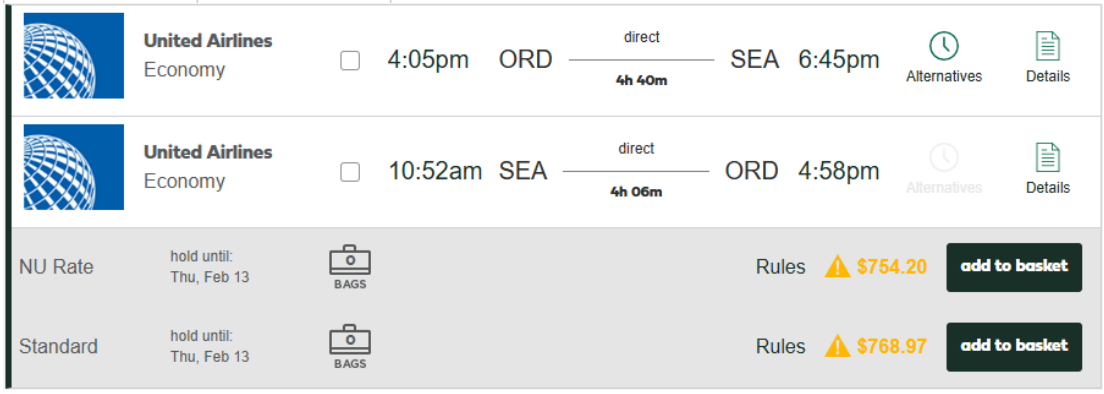
To see car hire rates, you will only see availability with Enterprise and National, who have Northwestern rates showing as 'Negotiated' in the results.



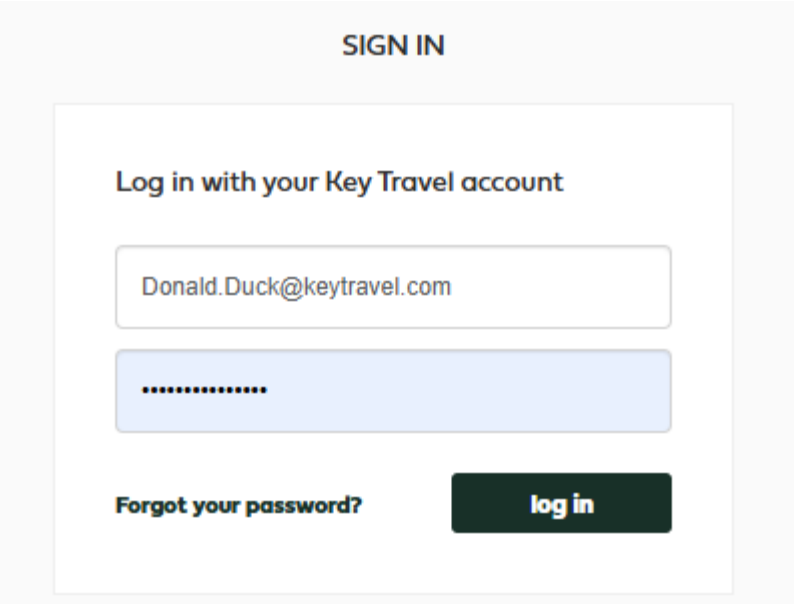
To see Airfares, these will be on United Airlines and show in the top fare grid as Negotiated fares, and show the NU rates down with the fares for specific flight options.

United Airlines

Negot.	Stand.
$754.20	$723.98
$763.90	$812.67

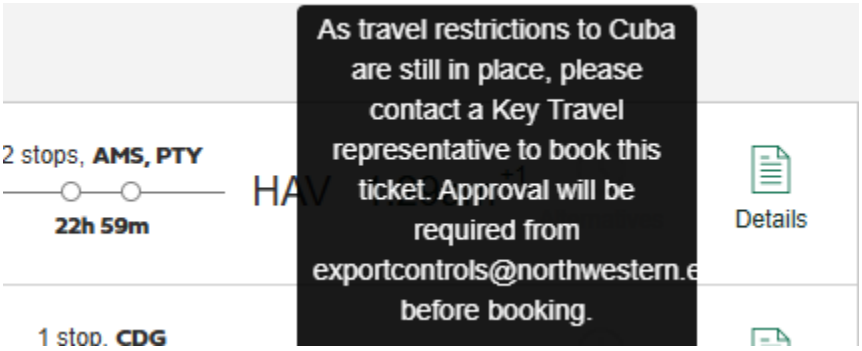


Q – I'm having issues getting access, I keep coming to the Northwestern Travel landing page and then being passed back to a log in screen:



It's likely your booking profile has not been passed to Key Travel for access via the regular HR feed, and you may need to be added manually to the system – please check with travel@northwestern.edu if this happens, and provide a screenshot.

Q – I am unable to book my flights to Cuba online?



Cuba is a destination which the Key Travel reservations team need to make pre booking checks against, and therefore is not bookable online. It is also part of the OFAC list and requires prior approval from the Export Controls team before tickets can be issued.

Q – What are the OFAC Countries which need to be pre-approved before tickets are issued?
A – Cuba, Iran, North Korea, Syria, Ukraine are countries will go through a pre ticketing approval process when booked, which is reviewed by the Export Controls and International Compliance team at NU (ECIC).

Q – I am booking for multiple people, is there any groups support I can request from Key Travel?
A – If you are arranging travel for 10+ people, or planning a conference or event, the Key Travel Specialist Travel Team will be able to assist. Their contact details are on the Northwestern Online landing page – STTGroups.us@keytravel.com

Q – Is the Key Travel Booking tool accessible to people with disabilities using the Web Content Accessibility Guidelines (WCAG)?
A – At the moment the search pages and checkout process is, and we are working on enhanced flight results pages in the coming weeks which will feature this. We are also in the process of adding these considerations into the Northwestern Landing page.

TIP: Once you have booked your travel you will receive two documents…a confirmation and an invoice. Save your invoices should your administrator need them to reconcile your expenses. There is no need to submit the invoice for payment as your travel is paid by the University and your expenses will be posted to your chart strings per usual.