



THE UNIVERSITY OF WINNIPEG

UW CORPORATE VISA AND OUT'N ABOUT TRAVEL

Trips that are booked through Out'n About Travel Agency are normally done with our master corporate Visa or with an individual's Corporate Visa Card.

This provides a number of protections and services that would not normally be covered for University business-related travel if someone were to book the trip on their own and pay for it themselves for later reimbursement.

The University of Winnipeg has our One Card product, which means the cardholders are covered for all the insurance outlined here:

<https://www.usbankcanada.com/en/cardholder-benefits.html>

Out'n About Travel will provide the following:

- Regular business hours are **9:00 AM to 5:00 PM, Monday to Friday**. In addition, they offer **24/7 service support** (24 hours a day, seven days a week) via our toll-free phone line, email, or contact form on their website for Travel expertise and advice
- Low-fare search and guarantee
- Hotel booking
- Car rental booking
- Travel and medical insurance options
- Management of U of W's travel policy
- Detailed itineraries and invoices

The "view trip" link is available for all bookings and is emailed to all travellers. Using Galileo's View Trip, Out'n About Travel clients can create a 'View Trip' on their own mobile devices/browsers, which enables them to access their itinerary details any time. It eliminates the need to create and carry paper itineraries. Travellers can also share their itineraries with others so colleagues and loved ones have the details of their accommodation — and can save these details into their calendars.

Coverage Offered When Using UW Corporate Visa for Travel

PRE-TRIP INFORMATION: You are invited to call The Travel Assistance Centre for information which may be of assistance in planning a trip. Available information for most countries includes:

- health precautions as specified by the World Health Organization
- weather reports for major cities
- currency rates of exchange
- immunization & Visa requirements
- information regarding the availability of specialized medical equipment, facilities, and supplies

There is no charge to call The Travel Assistance Centre. You may telephone The Travel Assistance Centre at:

In Canada and the U.S.: 1-800-847-2911

All other locations (Collect): (303) 967-1096

Who do I call for assistance or to report a claim?

For 24/7 assistance or to report a claim, contact the following groups:

Benefit	Within Canada	Outside of Canada
<ul style="list-style-type: none">• Lost/stolen Card Reporting• Emergency Card Replacement• Emergency Cash Disbursement• Lost luggage	U.S. Bank Customer Service 800-588-8065	U.S. Bank Customer Service Collect 416-306-3630
Coverage inquiries or claims <ul style="list-style-type: none">• Auto rental collision damage waiver (Policy 9908-8655)• Emergency purchases (Policy 9908-8657)• Hotel/motel burglary (Policy 9908-8657)• Flight delay (Policy 9908-8657)• Common carrier travel accident (Policy 9428092)	Crawford & Company 416-649-6444 Questions: AIG Insurance 416-596-3000 Claims: Global Excel Management 819-566-8833	Crawford & Company Call us international toll-free at 877-757-7971 Questions: AIG Insurance Call us toll-free at 800-387-4481 Claims: Global Excel Management 888-566-8028
Emergency Travel Assistance	Travel Assistance Centre 800-849-2911	Travel Assistance Centre Call Collect at 303-967-1096

INSURANCE CLAIMS ASSISTANCE: The following insurance plans are included with your program.

- Emergency purchases insurance
- Auto rental collision/loss damage insurance
- Common carrier travel accident insurance
- Hotel & motel burglary insurance
- Missed Connection, denied boarding, & flight departure delay insurance

Benefit	Benefit Coverage Details
Cardholder Benefits Overview	Cardholder benefits overview
Travel Accident Coverage (Corporate Card, U.S Dollar Corporate Card, One Card and Central Travel Account programs only)	Travel Accident - Description of Coverage Travel Accident – Fact Sheet and Product Summary (for Quebec residents only)
Auto Rental Collision/Loss Damage Coverage Flight Delay Emergency Purchase Hotel/Motel Burglary (Corporate Card, U.S Dollar Corporate Card, One Card and Central Travel Account programs only)	Auto Rental Collision/Loss Damage Insurance - Certificate Flight Delay Insurance - Certificate Emergency Purchases Insurance - Certificate Hotel Motel Burglary Insurance - Certificate

Lost Luggage (Corporate Card, U.S Dollar Corporate Card, One Card and Central Travel Account programs only)	Lost Luggage – Description of Coverage
Travel Assistance (Corporate Card, U.S Dollar Corporate Card, One Card and Central Travel Account programs only)	Travel Assistance Overview
Lost/Stolen Card Reporting Emergency Card Replacement	Call U.S. Bank Customer Service 800 588 8065

Q & A: U.S. Bank Visa Corporate Card/One Card Travel Assistance Centre

1. What is The Travel Assistance Centre?

The Travel Assistance Centre is a central source for assistance and information.

2. Who can use The Travel Assistance Centre?

You, as a Corporate Card/One Card Cardholder, have full privileges to take advantage of the services offered by The Travel Assistance Centre.

3. What does The Travel Assistance Centre do?

The Centre provides assistance and information to Corporate Card/One Card Cardholders by:

- operating 24 hours, every day of the year
- accepting your telephone calls toll-free via 1-800-847-2911 and/or accepting Collect Calls (303) 967-1096 from virtually anywhere in the world (see list of access exclusions)
- providing multilingual, trained representatives to answer your call and take appropriate action
- provide reference(s) of local attorneys and travel authorities to the cardholder while travelling
- using the worldwide network of Visa member financial institutions to help provide prompt assistance when needed
- providing assistance to Corporate Cardholders in making claims with certain of the insurance companies who provide coverage under the U.S. Bank Visa Corporate Card/One Card Program

4. Do I have to pay for service provided by The Travel Assistance Centre?

Not in most cases. The basic services (such as 24-hour toll-free lines answered by multilingual representatives) are provided at no extra cost to you. In some cases where particular expenses are incurred on your behalf, you will be expected to pay these costs. Such circumstances are described in more detail in the certificate above. They include items such as courier costs for forgotten valuable documents, the cost of replacing prescriptions, and costs for legal counsel or bail.

5. How do I decide whether to call my Card Centre or The Travel Assistance Centre?

Your Card Centre is the place to call for information on your card account and for general information about the overall program. As the issuer of your card, your Card Centre's special Lost/Stolen Card number is also your first choice to call if you lose your card. The Card Centre can take the fastest action to protect your account against fraudulent use and to issue a new card. (If you cannot call this special number for any reason, you can call The Travel Assistance Centre to report your card as Lost or Stolen.

The Travel Assistance Centre is the place to telephone for emergency assistance, while away from home, involving medical, legal, or travel problems, delayed or lost luggage, emergency cash, travel ticket replacement, and forgotten prescriptions or documents. The Travel Assistance Centre is also your primary contact for claims assistance, when you need to claim on certain of the insurance policies under the U.S. Bank Visa Corporate Card/One Card Program.

The use of Out'n About Travel also provides services such as:

Index of TRES Trams BackOffice Client Reports:

- **Client Activity Detail (CL_AD)**
For each Client, the Issue Date, Invoice Number, Confirmation, Agent Id, Total Fare, are listed by Client. Total Fare is subtotaled for each Client.
- **Client Activity by Salesagent (CL_AG_AS)**
This report is helpful in determining which clients talk to which agents. For each Client, the Number of Bookings, Total Fare are summarized by Agent. A total of the Number of Bookings, the Total Fare is given for all Clients.
- **Client Activity Summary (CL_AS)**
For each Client, the Number of Bookings, Total Fare, are summarized. A total of the Number of Bookings, Total Fare is given for all Clients.
- **Client Car Sales Report (CL_CARSA)**
A detailed report showing the car rentals for all clients or for an individual client. Selection criteria includes vendor, passenger, city, pick-up and drop-off date, confirmation # and total fare.

- **Client Car Sales Summary Report (CL_CARSU)**
Car sales activity summary sorted by Car Vendor, Total Number of Bookings, and Gross Fares.
- **Client Activity by Departure Date (CL_DD_AS)**
For each Client, the Number of Bookings, Total Fare, are summarized by Departure Date. A total of the Number of Bookings, the Total Fare is given for all Clients.
- **Client Activity by Departure Point (CL_DP_AS)**
For each Client, the Number of Bookings, the Total Fare, are summarized by Departure Point. A total of the Number of Bookings, the Total Fare is given for all Clients.
- **Frequent Flyer Reconciliation for Specified Travelers (CL_FREQF)**
This report gives Issue Date, Ticket Number, Depart Date, Arrival Date, Itinerary, and Total Fare. It sorts by each airline and gives a subtotal and a grand total. Run this report for keeping track of clients frequent flyer mileage.
- **Client Hotel Sales Report (CL_HOTSA)**
The Hotel Sales Report prints the name of the Vendor, Traveler's Name, Invoice Number, City of Destination, Confirmation Number, Check-In, Check-Out Dates, Nightly Rate, and Total Rate/Fare.
- **Client Hotel Summary Sales Report (CL_HOTSU)**
This report summarizes the hotel sales by showing the Vendor, # of bookings and Total Fare.
- **Project Number Report (CL_PROJ)**
Use this report when a project number has been entered into one of the UDID fields. Invoice number, Passenger, Itinerary, and Fare by project are displayed.
- **Routing and Fare Comparison (CL_ROUTEF)**
For each passenger Issue Date, Invoice Number, Depart Date, Airline Code, and Fare Paid. This report shows Routing and Total Fare.
- **Client Activity by Vendor (CL_VN_AS)**
For each Client, the Number of Bookings, Total Fare, are summarized by Vendor. A total of the Number of Bookings, the Total Fare is given for all Clients.
- **Client Department Activity Summary (CLDPT_AS)**
For each Client, the Number of Bookings, Total Fare, are listed by Department. A total of the Number of Bookings, the Total Fare is given for all Clients.
- **Car Usage for Client by Invoice (CR_CLI_U)**
Use this report when negotiating with one particular car vendor, to tell which car vendor may work best with for the client needs. For each car, and the selected client, this report lists the Invoice Number, Passenger, Departure Point, Departure Date, Confirmation, Car Type, and the Total Fare. To run this report, set Travel Type to Car.

- **Car Usage for Client by Passenger (CR_CLP_U)**
For each car, and the selected client, this report lists the Passenger, Departure Point, Departure Date, Confirmation, Car Type, and the Total Fare. To run this report, set Travel Type to Car.
- **Travel Detail by Department (DEP_TRVL)**
If the agency's commercial accounts are departmentalized, this report is useful in showing travel activity within the departments. The Passenger, Invoice #, Issue Date, Ticket or Confirmation number, Airline and Vendor are listed.
- **Credit Card Reconciliation Report (Customized)**
If the agency's commercial accounts are departmentalized, this report is useful in showing travel activity within the departments. The Passenger, Invoice #, Issue Date, Ticket or Confirmation number, Airline, Vendor Total Fare and Total GST are listed