



BUSINESS TRAVEL GUIDE

TRAVEL TIME AGENT CONTACT INFORMATION

Business Hours of Operation:

- Monday – Friday
8:00AM – 5:00PM ET

Business Travel Arrangements:

- Primary Agent: Kim Bair
717-855-2133
kim@trvltime.com
- Secondary Consultant: Holly Smith
717-855-2122
holly@trvltime.com

Group Travel Arrangements:

- Primary Agent: Michele Fries
717-945-5030
michele@trvltime.com
- Secondary Agent: Cheryl Tobin
717-945-5031
cheryl@trvltime.com

Meeting Planning:

- Meeting Coordinator: Hillary Dodds
717-945-5029
hillary@trvltime.com

For Problem Resolution and Other Comments:

- Account Administration: Courtney Bailey
717-945-5039
courtney@trvltime.com

Concur Issues:

- Jan Zerphey
717-945-5037
jan@trvltime.com

After-Hours Emergency Service:

- 717-299-6600
Please note: A fee is applied for calls outside of business hours

CONCUR TRAVEL – ONLINE BOOKING TOOL

Employees and Staff that will travel for business or book travel for others must first be registered as a new user.

Please contact Brenda Bachman to be set up as a new user: bkb204@lehigh.edu or 83266.

- To log in the site for the first time go to: <https://concursolutions.com> and enter the Username and Password provided by Brenda Bachman.
- Prior to making the first reservation, go to the Profile link on the top left side of the page and review ALL areas of the profile. Enter and update all personal profile information including your frequent traveler programs. Ensure your OneCard information is entered correctly. If you do not have a OneCard, please contact your Travel Site Administrator, Brenda Bachman, at bkb204@lehigh.edu or 83266. SAVE once if new information is added to multiple profile sections.
- Save the link: <http://concursolutions.com> as a favorite for easy access later. Create a unique password from the link under Profile on the concur home page.
- Contact Travel Time for all navigational and technical assistance with online booking.