

Cain Travel - How to Get Help!

Cain Travel Portal for UCAR - www.caintravel.com/UCAR

Cain Travel Contact: 800-966-4834 or 303-938-2755 ucar@caintravel.com

During our normal business hours (7A – 6P Mountain Time, Monday-Friday) you will always have the option to hit 0 (zero) out of any voice mail to receive a live receptionist for immediate attention.

Monday – Friday -- 7a.m. – 6 p.m. Mountain Time

Cain Agents Available 24/7/365 – same number
 a \$15 call fee applies to afterhours

Online Support – support@caintravel.com – 800-346-4747 or 303-938-2761
 During normal business hours

To verify your profile activation – www.caintravel.com/activate

Dedicated Agent Team - You may reach the UCAR dedicated agent team through the links on the Cain Travel portal Support Area, or via the following direct access.

Reach the Cain Agent Team at UCAR@caintravel.com

| | | |
|-------------------------|---|---------------------|
| Dave Kaylor | davidk@caintravel.com | 303-938-2743 |
| Nadine Alexander | nadinea@caintravel.com | 303-248-2625 |
| Lori SoRelle | loris@caintravel.com | 303-938-2736 |
| Kathy Sommers | kathys@caintravel.com | 303-938-2746 |
| Liz Skalak | lizs@caintravel.com | 303-938-2758 |

Account Manager – The Cain Account Manager is available as a non-reservation support contact available to intervene with any vendor issues or accountability, process concerns and quality control.

Ann Judd **annj@caintravel.com** **303-938-2731**

Your Travel Profile

- To verify if you have an activated profile – www.caintravel.com/activate - enter your email address and you will be logged in to activate/verify your travel profile, or directed to create a profile.

We received a copy of profiles from Boulder Travel as of August 27, 2012.

- If you emailed your legal name to the Cain UCAR email address, as requested September 19, 2012, your profile was uploaded into the Cain Travel systems, inclusive of the data that was in the Boulder Travel profile, with the exception to credit card and passport details. **Please ensure to verify all personal data including legal name, spelling, and date of birth to ensure the information provided to us was accurate. You will need to enter your Hotel Guarantee credit card.**
- If your profile was not found, you will need to create a profile with the Cain Travel system.
- You may generate a password reset via the “**forgot password**” link on the login page

To login subsequent to initial profile activation, or to create your travel profile – www.caintravel.com/ucar

To complete your profile, please follow these simple steps once the link above is opened – this process takes only a couple of minutes:

- | | |
|-------------------------------------|--|
| 1. Go to New User Section | 4. Click ‘create user’ (personal profile will open*) |
| 2. Enter your Company email address | 5. Complete profile |
| 3. Enter password of your choice | |

**The name entered in your profile should match the name on your gov’t issued ID used for travel in an attempt to avoid any delay through the TSA checkpoints.*

Once you have completed your traveler profile, it will be automatically entered into our system under the Company Corporate Profile. Your profile will be password protected to you and your specific travel information will transfer into each reservation electronically.

If you will be entering a profile for multiple travelers, you will want to register your profile first and then select yourself as a delegate within their profile.

Delegate Access/Travel Arrangers:

A traveler can assign a delegate to their profile or a travel coordinator may delegate themselves within their own profile. This allows that delegate to book on the traveler’s behalf at any time. The only requirement is for the delegate to have a completed profile in order to be listed as an option to select. You will need to complete your profile prior to any travelers for whom you may book, as each user will need a unique profile. You would then be able to select yourself as a delegate for your designated travelers. Travelers and delegates both receive messaging confirming any addition or deletion of a delegate, and all personal information (credit card, and date of birth) is encrypted at the database level, and is not visible in its entirety to the delegate.

Unused Tickets

Unused tickets/credits with an airline on a ticket booked with your previous agency or through the airline directly, should be facilitated through the Cain Agent Team and will be ticketed direct with the airlines, for the financial benefit of that ticket on behalf of UCAR, so please ensure you provide that detail to the Cain Agent, when you wish to apply such tickets. Original Travel Authorization and Account Key information will be accessible and provided to the UCAR Travel Dept. when any exchange is processed.

Unused tickets issued through Cain will automatically be uploaded to the traveler’s profile to be applied as designated. These details are viewable through the Unused Ticket listing of the Rearden booking tool Travel menu, or during the online booking process, and are automatically viewable to the Cain Agent Team.

United Mileage Memberships

Since the merger with Continental Airlines, United’s Mileage Plus frequent flier numbers were updated from their original 11 numeric digit numbers, to an 8 digit alpha-numeric number. Profiles uploaded to the Cain system did not include invalid numbers. **Please verify your United Mileage number in your Cain Travel profile and ensure your correct membership is loaded.**

Online Travel Request Form

For those that choose to utilize a Travel Request Form, Cain Travel has implemented an electronic request that can be accessed through the Cain Travel Portal, the UCAR Travel Website or via - <https://www.signup4.net/Public/ap.aspx?EID=UCAR10E>

Other information available on the Cain Travel Portal

You will have access to a variety of information by logging in to the Cain Travel Portal home page:

- Preferred Vendor information
- Individual Traveler historical purchases/travel reporting
- UCAR Travel Website
- Travel Request Form
- Individual enrollment for travel vendor programs
- Visa/Passport information
- Global Entry Program
- Seat Guru
- Cain Travel News Blog sign-up
- And much, much more....

Cain Meetings & Incentives (CMI):

Whether you have a small meeting or a large production program, Cain Travel's CMI division can facilitate your meeting needs from sourcing destinations and/or facilities, through full logistical planning and administration. Please contact our CMI Department or your Account Manager to discuss any opportunities for us to assist you with your meetings or events or for more information! **800-346-4747**

Leisure/Personal Travel - Cain Holidays:

Cain Holidays has an experienced team of leisure consultants for all your personal travel needs. To speak with a Cain Holidays agent, please call **800-346-4747** or **303-443-0096**. You can also check for specials on their website at www.cainholidays.com.

Rearden Personal Assistant – online booking tool ([CLICK HERE for Booking Tips/FAQ](#))

The Rearden system affords an efficient and streamlined process for booking multiple services, including airline tickets, Amtrak reservations, and hotel & car reservations. All UCAR negotiated discounts/preferred pricing programs have been loaded into the Rearden system. To help ensure compliance to the Fly America Act, international reservation searches through Rearden will only return US Flag Airlines. If you wish to consider airlines other than US Flag carriers, please call the UCAR agent team at 303.938.2755 or 800.966.4834 or email at ucar@caintravel.com.

Additional Online Training/Information

- To view an on-line demo of the Rearden booking tool – [CLICK HERE](#)
- This information is also within the Helpful Links section of the Cain portal home page

Southwest Web Fares ([CLICK HERE FOR MORE DETAILS ON BOOKING SOUTHWEST](#))

Please note that through the Cain Rearden system, **you will see and access** Southwest's web fares along with all other Southwest fares. You are able to book and confirm those web fares directly through the system! Information about this function is further detailed through a link on the lower right hand corner of the Rearden homepage, as well as on page 6 of this guide.

Online booking for non-profiled/guest travelers

A guest traveler profile has been created for each division of UCAR. Travel Coordinators booking on behalf of non-profiled/UCAR visitors can self-delegate to utilize the Guest Traveler profile for their division. This profile allows you to enter the traveler's name, date of birth and gender required for ticket issuance and TSA security on the final trip confirmation page within the Rearden booking tool. This information is not stored within the profile and is refreshed each booking. You will need to verify the cc for each booking used on this profile for hotel guarantee, if it may change per traveler.

Making Changes through the Rearden Personal Assistant ([CLICK HERE FOR MORE DETAILS](#))

You do have the ability to make some changes to bookings made through the Rearden booking tool. You are not able to change bookings made through an agent via the Rearden tool. The system will provide you with a recommendation to contact the agency on such changes that cannot be made online.

Automatic Calendar Integration – ([CLICK HERE FOR DETAILS ON HOW TO SET UP](#))

The Consumer Calendar Integration through the Rearden Personal Assistant provides automatic updates to the traveler's calendar with details of any booking, change or cancellation. This entry comes through a meeting created with full details of the reservation, shortly after the booking is purchased. This integration is available with Google, Yahoo, MS Outlook, and the Apple iCal programs.

Cain Travel Booking Fees

There is no pricing differential between domestic and international tickets

- Air or rail ticket booked through Cain Agent Team - \$29 (can include car/hotel for no additional fee)
- Car/hotel only booked through Cain Agent Team - \$10
- Online booking - \$8 (this can be air only, car/hotel only or all-inclusive of air, car & hotel – same booking, only one fee)
- Ticket exchanges - \$29 (Southwest booked through online tool can be exchanged direct through system for online fee)
- No fee for voiding or refunding