

PRAHEALTHSCIENCES



PRA Health Sciences  
Travel Information  
US & Canada

## *Table of Contents*

WELCOME TO PRA HS TRAVEL – AGENCY & CONTACT INFORMATION .....	3
CREATING A CONCUR TRAVEL PROFILE .....	4
PREFERRED AIRLINES .....	5
PREFERRED HOTELS .....	7
ADDITIONAL MARRIOTT REWARDS AND UNITED MILEAGEPLUS BENEFITS .....	9
PREFERRED RENTAL CAR COMPANY .....	10
AIRPORT PARKING .....	11
PERSONAL TRAVEL BENEFITS.....	12
TRAVEL GUIDANCE .....	13
PRA HS GLOBAL TRAVEL ASSISTANCE PROGRAM.....	<b>Error! Bookmark not defined.</b>

Dear PRA Health Sciences Traveler,

Welcome to the PRA HS travel program!

Since you may be traveling in your role, we want to ensure you are aware of the PRA HS travel program including the policy, PRA HS preferred suppliers and the travel benefits with those suppliers. The Travel Management Team has gone through extensive negotiations with our partners to not only ensure you receive great pricing, but great benefits as well.

Below outlines useful information that will assist you in navigating the travel program.

- The Travel Management Company (TMC) in the US and Canada is World Travel, Inc. (WTI).
  - ✓ The PRA dedicated agent team is available Monday through Friday from 8am – 8pm EST.
    - 24/7 support is available after “normal” business hours.
  - ✓ Phone: 919-786-8900 or VNET 103.8900
  - ✓ Toll Free (for travelers calling from outside the US): 866-866-4450
  - ✓ Email: [PRATravel@PRAHS.com](mailto:PRATravel@PRAHS.com)
- In order to book travel through World Travel, Inc., you will need to set up a travel profile in Concur (see page 4 for registration instructions).
  - ✓ Concur is the online booking tool where travelers make all travel reservations for air, train, hotel and car rental.
- The PRA HS Global Travel site on InsidePRA can be considered a hub of PRA HS travel information and can be found under the Corporate tab on InsidePRA. Here you can find up-to-date global travel information and your country specific travel portal under the Locations tab which includes a link to Concur.
- The Travel Policy, Rate Exception Card (POL 020 R 44) and country specific guidelines are in the PRA HS Quality Management System (QMS).
- For any feedback or questions on the PRA HS travel program and/or PRA HS vendors, please contact the distribution list: [VendorMgmtTravelFleet@PRAHS.com](mailto:VendorMgmtTravelFleet@PRAHS.com).

If you have any questions when setting up your Concur profile or booking travel, please be sure to contact Kim Nye, [knye@worldtravelinc.com](mailto:knye@worldtravelinc.com) or Lisa Shea, [shealisa@PRAHS.com](mailto:shealisa@PRAHS.com).

Safe Travels!

Thank you,  
PRA HS Travel Team



## CREATING A CONCUR TRAVEL PROFILE

Please click on the link below to create your travel profile:

[https://www.concursolutions.com/registration/register\\_form.asp?regcode=PRAHEALTH](https://www.concursolutions.com/registration/register_form.asp?regcode=PRAHEALTH)

**Your Concur user name is either your PRA HS or Symphony Health email address. You can choose either the @prahs.com or @symphonyhealth.com email domain from the drop-down box to create your new account.**

Be sure to complete the **required** fields when filling out your profile.

Below are areas that must be filled out before making your first reservation, however it is always best to fill out your profile in its entirety.

- **Name as it appears on your photo ID used for airport security**
- **Contact Information** - including mobile phone and email information.
- **Preferred Departure Airport**
- **Frequent-Traveler Programs**
  - If you belong to any travel programs, take the time to enter your frequent traveler numbers. This will automatically populate with each reservation, ensuring you receive your rewards points while expediting the reservation process.
  - When adding your frequent traveler numbers in your Concur profile, be sure to select the carrier/provider highlighted **pink** in the drop-down menu. This allows for your membership number to be applied to any hotel within that brand, not just a specific hotel.
- **TSA Information**
- **Emergency Contact Information**
- **Credit Card information** – The billing address for your PRA HS corporate credit card is your home or mailing address.



## PREFERRED AIRLINES

### PRA HS's Domestic Preferred Airlines:

- **United**
- **Southwest**
- **American**
- **Air Canada**

### PRA HS's International Preferred Airlines:

- **United**
- **Air Canada**
- **ANA**
- **Brussels Airlines**
- **Lufthansa**
- **Swiss Airlines**
- **Avianca**
- **AeroMexico**

When making your air reservations, PRA HS's preferred airlines should be selected unless they do not offer fares/flight times that are reasonable. In situations where our preferred airlines are not available, the least expensive logical route should be used, provided it is efficient and does not excessively inconvenience the traveler. Travelers should book coach/economy class. Please use good judgment when booking your flight, taking into consideration both ticket price and travel time. Preferred airlines and routes will be designated as "Most Preferred" in Concur. "Most Preferred" Airlines should be chosen first whenever routing, flight times and price allow. For additional guidance in booking travel, please refer to the "travel guidance" section at the end of this document.

### **PRA HS's Air Travel Benefits:**

Be sure to sign up for our preferred providers' rewards programs and enter your information in your Concur profile. If you do not have status with one of our preferred airlines that you know you will be utilizing often, please reach out to Kim Nye about possible air travel benefits, status challenge programs and status grants.

**United Status Match/Challenge Program:**

As a benefit to our corporate relationship, United offers the opportunity for a premier status match from another airline. You will not lose your points or status from your current preferred airline; this is simply a status match/challenge program. **The United status match form can be found on the home page of the World Travel portal and on the Inside PRA Global Travel site > Locations > US/Canada.**

**American Airlines Challenge Program:**

American Airlines is offering PRA HS travelers in the US & Canada the opportunity to enroll in an “AA Challenge Program”. You do not need to have status on any other airline to participate in this program. You do, however, need to have a current AAdvantage account and meet the following criteria to keep your upgraded status active through January 2019. If you do not maintain the status criteria for the challenge level you selected after the initial 3 month qualifying challenge period, your status will revert to the level you’ve earned. Please reach out to Kim Nye to register for the AA Challenge program.

- **Gold Challenge:** You must earn **7,000 Elite Qualifying Points** in 3 months from activation to retain Gold status.
- **Platinum Challenge:** You must earn **12,500 Elite Qualifying Points** in 3 months from activation to retain Platinum status.
- **Executive Platinum Challenge:** PRA HS has been selected to also offer an Executive Platinum Challenge for our travelers who have Elite status on other airlines. For the Executive Platinum Challenge, you must earn **25,000 Elite Qualifying Points** in 3 months from activation to retain Executive Platinum Status.
  - **Note:** You must provide proof of Elite status with another airline to be considered for this challenge (e.g. Delta Sky Miles Diamond; United Premier 1K).



## PREFERRED HOTELS

PRA HS's primary hotel partners are Marriott / Starwood for travel in the US and Canada and Accor Hotels for travel outside the US and Canada. Hotel rates are evaluated and negotiated on an individual market basis at the local level and while Marriott / Starwood and Accor are preferred partners, there are specific preferred hotels identified in each market. In select markets, we have a few preferred properties where there is not a Marriott, Starwood or Accor option. When traveling, we ask that our travelers stay at the specific preferred hotels selected for several reasons including; hotel distance to destinations, safety, service, etc., provided it does not exceed travel policy limits.

Employees are expected to choose hotels with daily rates equivalent to or less than the travel policy limit of USD \$180. Please note, the travel policy limits are the maximum that should be spent per day, and do not represent a daily allowance. For example, if a preferred Marriott / Starwood has a PRA rate of \$129 available, it is not appropriate to book a Renaissance nearby for \$179 just because it is within travel policy limits. Along the same lines, if the preferred Marriott / Starwood only has premium rooms available for \$299, and another non-preferred Marriott / Starwood property has rooms for \$169, the non-preferred Marriott / Starwood hotel should be booked instead of the preferred Marriott / Starwood. Selected locations will be reimbursed at higher daily rates (refer to QMS, the rate exception card and the destination country's specific guidelines.)

Preferred hotels will be designated as *"Most Preferred"* in Concur. *"Most Preferred"* hotels should be chosen first when location and price allow. There may be locations where we have not identified a specific preferred hotel in a market. In those cases, you should make reservations at a Marriott/ Starwood or Accor branded hotel within travel policy limits, designated as *"Preferred Hotel Chain"* in Concur. If a Marriott / Starwood or Accor hotel is not available, please use good judgment when making your hotel reservations and follow the "travel guidance" at the end of this document.

### **Marriott / Starwood Loyalty Program Information:**

Remember to link your Marriott Rewards and Starwood SPG accounts for status matching and reciprocal benefits between the brands until the loyalty programs are fully merged. Please visit:

<http://members.marriott.com/link-accounts/>.

While the Marriott Rewards and Starwood SPG loyalty programs are still separate, travelers will continue to earn Marriott points at Marriott Hotels and SPG points at Starwood hotels – you will NOT earn Marriott points at Starwood properties until the loyalty programs are completely merged. Once the programs are merged, points will be combined into 1 account for both brands. Marriott will make that announcement at a later date.

### **PRA HS's Hotel Benefits:**

Be sure to sign up for the Marriott Rewards program and enter your information in your Concur profile. If you do not have status with Marriott and you travel often in your role, please reach out to Kim Nye about the Marriott Taste of Elite Challenge Program details.

**PRA HS's Hotel Benefits with Marriott Rewards:**

As a benefit to PRA HS, Marriott has designed a custom program specifically intended for PRA HS travelers: **Taste of Elite**. This custom designed program is intended to enable travelers that have achieved status with competing hotel brands to immediately enjoy the benefits of elite status with Marriott without having to “start over.” A full list of benefits can be found using the link below:

<http://www.marriott.com/rewards/member-benefits.mi>

**Marriott Program Summary:**

The **Taste of Elite** program is designed to allow travelers to immediately enjoy their status benefits while also providing an opportunity to earn long term Elite status on an accelerated basis.

- **Taste of Elite Gold**: By staying 12 nights (rather than the standard 50 nights) at any hotel participating in Marriott Rewards for three months from the day of sign up, travelers will retain their Gold status through January 2019.

Note: Travelers will have three months to achieve status by staying the required room night threshold. Those who do not meet the room night threshold will have their status reverted to their original Marriott Rewards level after the three months have expired. *\*\*Please be sure to sign up for the challenge during a time that you feel you can meet the goal as you only have **one** opportunity for this challenge. Marriott will not make an exception to allow more than one challenge opportunity.\*\**

**Please follow these simple instructions to enroll:**

1. Sign up for Marriott Rewards <http://www.marriott.com/rewards/rewards-program.mi> (If you already have a Marriott Rewards number, skip to #2)
2. Add your Marriott Rewards number to your Concur profile (be sure you select the Marriott Code highlighted in pink from the drop down, code: EM)
3. Contact Kim Nye and ask to enroll you in the **Taste of Elite** program, provide your Marriott Rewards number and month you would like to start the challenge in.
  - Please note that Taste of Elite challenge programs start at the beginning of the month. If you request a challenge mid-month, it will not begin until the start of the following month.





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## ADDITIONAL MARRIOTT REWARDS AND UNITED MILEAGEPLUS BENEFITS

Marriott Rewards® has teamed up with United MileagePlus® to offer you RewardsPlus, an exclusive program to help you enhance your travel and maximize your rewards.

**Marriott Rewards Platinum Elite members** (or above) can receive complimentary **MileagePlus Premier® Silver** status with Premier Upgrades, bonus award miles and other exceptional perks. As a Marriott Rewards member, when you register for this promotion, you'll receive:

- Discounts when converting your Marriott Rewards points to MileagePlus award miles.
- Receive more MileagePlus miles when you redeem your points for a Marriott Rewards travel package.
- MileagePlus Premier Members can convert MileagePlus miles to Marriott Rewards points at a 1:1 ratio - up to 50,000 miles yearly.

Interested in this program? Enrolling is easy at <http://www.mrrewardsplus.com/>

*See RewardsPlus website for more details.*

**United MileagePlus Premier Gold, Platinum, and 1K** members can further enhance their travel with complimentary **Marriott Rewards® Gold Elite** status.\* Enjoy exclusive perks, including:

- Lounge access/Breakfast
- Free Internet
- Guaranteed room type
- Priority late checkout
- 25% bonus Marriott Rewards Points
- *\*Available only to MileagePlus members who are Premier® Gold, Premier Platinum, Premier 1K® or Global Services™ who are also Marriott Rewards members.*

Interested in this program? Enrolling is easy at:

[https://secure.unitedmileageplus.com/reg/rewards\\_plus/index.html?lang=en](https://secure.unitedmileageplus.com/reg/rewards_plus/index.html?lang=en)

*See United MileagePlus website for more details.*



## PREFERRED RENTAL CAR COMPANY

PRA HS's preferred rental car provider is **National/Enterprise** and must be selected unless they do not have available cars or do not service the destination city. This is particularly important in the US and Canada where rental car insurance has been negotiated into the PRA HS rates. Intermediate size or smaller cars should be reserved unless three or more travelers are sharing a car. With your Emerald Club Executive status, you will automatically be upgraded to the next size car, based on availability. NOTE – If National/Enterprise is not available, a PRA agent will reach out to the location to try to secure one for you.

To receive the upgrade and the refueling benefits provided by National, National should be selected wherever available. Enterprise is also a preferred vendor however; the upgrade and refueling benefits are not available through Enterprise.

Please be sure that your National Emerald Club number is included in your Concur profile as this is the only way to ensure that you receive PRA HS's negotiated corporate rate and traveler benefits. If you do not have an Emerald Club number, please sign up via the link on the travel portal home page: <https://www.nationalcar.com/offer/PRAHS>

- **If you already have an Emerald Club number:** Please email Gwen Foellmer ([Gwen.m.Foellmer@ehi.com](mailto:Gwen.m.Foellmer@ehi.com)) and ask that your existing account be linked to PRA HS **and that you would like to be upgraded to Executive status**. This will guarantee that your status is upgraded and will also notify National/Enterprise that you are covered under PRAHS's insurance.
- **If you have status with Hertz or Avis:** National will offer a status match. Please email Gwen Foellmer ([Gwen.m.Foellmer@ehi.com](mailto:Gwen.m.Foellmer@ehi.com)) and request a status match.

### PRA HS's Car Rental Benefits:

As a benefit to our travelers, all PRA HS associates are upgraded to Emerald Club Executive status. A full list of Executive benefits can be found [HERE](#)

Additional PRA HS benefits with National/Enterprise include:

- PRA HS rates and benefits (but not insurance) apply to personal rentals
- No need to refuel before returning the rental! PRA HS's contract includes a refueling option at National airport drop off locations (does not apply to any Enterprise location)
  - Drivers are charged for fuel if the car is not refueled before returning the rental. This "refueling option" comes with a small 50¢ per gallon surcharge which is built into the cost of fuel on the receipt.
  - This not only saves time, but also provides for traveler safety when travelling early, late or in unfamiliar areas.
- Flat rate on one-way charge with National for all non-Premium cars (no mileage charge)

**Obtaining an Auto Insurance Card:** The auto insurance card can be found on InsidePRA under Human Resources and your specific country (this insurance covers non-Enterprise/National rental cars & is secondary insurance for National/Enterprise rentals only):

*Corporate > Human Resources > My Country > Americas > United States or Canada > Auto Insurance Card*



## AIRPORT PARKING

PRA HS has an agreement with **The Parking Spot** to provide discounted airport parking for all employees. PRA HS's associates now receive discounted parking at **The Parking Spot** for both business and leisure travel through our Spot Club Exec Program. To receive your discount, give the cashier your Spot Club Exec Card or show your PRA HS ID badge, business card or the PRA HS corporate credit card.

In addition to the discount, Spot Club Exec members receive:

- Spot Club Exec program enrollment to earn free parking points and online account management
- 39 convenient locations at 21 airports ([Click here for locations](#)), all open 24 hours/7 days/365 days a year
- Continuous shuttle service (every 5-7 minutes)
- Free *USA Today* at check-in
- Complimentary bottled water at check-out
- Different parking options (Covered, Open-Air and Valet parking\*)
- Prompt and courteous staff
- Pick-up at your car and drop-off at the front door of the airport
- Complimentary luggage assistance
- Safe, well-lit, and fully-fenced facility
- Optional linkage of your Spot Club Exec card to a credit card
- Jump start, tire change, locksmith, and towing service at no charge

To request a Spot Club Exec Card, find more information on the program or directions to the facility, please follow the link below:

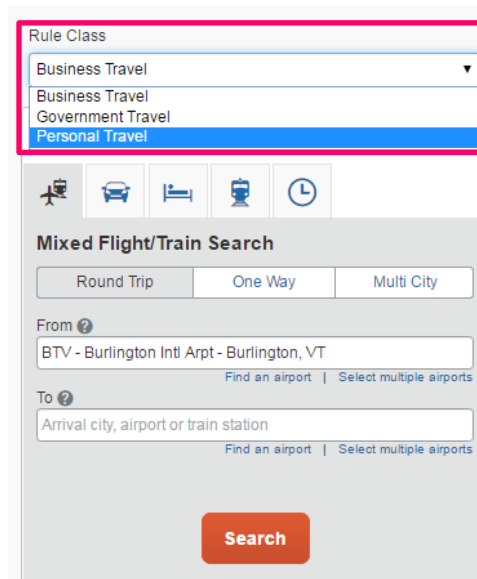
(<https://www.theparkingspot.com/promotions/corporatehome.aspx?CCode=PRAI1434>)

If you have a regular Spot Club card (that does not say PRA International or PRA Health Sciences on it) and need it merged to a new PRA HS Spot Club Exec Card, e-mail your card number to Valerie Lage at [vlage@theparkingspot.com](mailto:vlage@theparkingspot.com)

## PERSONAL TRAVEL BENEFITS

Whether it’s a quick flight or a family vacation, PRA HS associates can book personal travel through World Travel, Inc., at no additional cost. For more information, please visit the WTI travel portal.

If booking personal travel via Concur, simply select the “Personal Travel” rule class in the dropdown on the Concur homepage. The dropdown does default to Business Travel.



The screenshot shows a travel booking interface. At the top, there is a dropdown menu labeled "Rule Class" with a red border. The menu is open, showing three options: "Business Travel" (selected), "Government Travel", and "Personal Travel" (highlighted in blue). Below the dropdown are icons for different modes of transport: airplane, car, train, and clock. Underneath is a section titled "Mixed Flight/Train Search" with three buttons: "Round Trip", "One Way", and "Multi City". Below that are two input fields: "From" with the value "BTV - Burlington Intl Arpt - Burlington, VT" and "To" with the placeholder "Arrival city, airport or train station". Both fields have links for "Find an airport" and "Select multiple airports". At the bottom is a red "Search" button.

By selecting “Personal Travel” from the dropdown menu, you can book travel via Concur and bypass any PRA HS travel policies or approvals. Your personal travel will still appear in PRA HS reporting however you will not be subjected to any agency fees (only PRA HS’ great rates and benefits!). Although you are free to book with any travel provider when booking personal travel, it’s still a good idea to book through PRA HS’s preferred providers so that you can take advantage of PRA HS’s discounted rates and benefits.

If you need to book personal travel for a guest or family member, please contact an agent directly at [PRATravel@PRAHS.com](mailto:PRATravel@PRAHS.com) or 919-786-8900. The travel consultants will need TSA information for the guest travelers as non-employees will not have a Concur profile therefore you will be unable to book personal travel via Concur for non-employees.

## TRAVEL GUIDANCE

### Airline Booking Guidance

Please follow the below guidance when selecting the appropriate preferred vendor for your airline travel.

Intra-Continental / Domestic Travel	Inter-Continental Travel
1. Most Preferred airline, non-stop flight	1. Most Preferred airline, non-stop flight
2. Non-Preferred airline, non-stop flight	2. Most Preferred airline, connecting flight
3. Most Preferred airline, connecting flight	3. Non-Preferred airline, non-stop flight
4. Non-Preferred airline, connecting flight	4. Non-Preferred airline, connecting flight

- **Southwest Business Select vs. Wanna Get Away/Anytime fares:**
  - Travelers may choose Southwest Business Select fares when costs are comparable to the Wanna Get Away or Anytime fares.
    - It is not appropriate to book Business Select when the fare far exceeds the cost of the other available fares.
  - Lower fares will be offered to travelers who book Business Select at an excessive cost.

### Hotel Booking Guidance

Please follow the below guidance when selecting the appropriate preferred property.

1. **Specific Preferred Hotel** – as identified in Concur and by World Travel, Inc. Please click [HERE](#) and go to the Resource Cabinet for a link to the Global Preferred Hotel List
  - In cities where we have identified more than one preferred hotel, follow the booking sequence below:
    1. *Most Preferred*
    2. *Preferred / Less Preferred*
2. **Preferred Chain** – if a specific Most Preferred property is not available, book a Marriott / Starwood or Accor hotel that is not more than travel policy limits. These hotels are designated as *Preferred Hotel Chains*.
3. If neither of the above are available, book any business quality hotel that is in a reasonable location with a reasonable rate

### Booking Non-Preferred Providers: Rental Car

1. **Availability.** If there is not a National/Enterprise location accessible, or if a preferred location is sold out, and you have contacted an agent to secure a reservation and they have advised that there is no availability, another rental car agency may be secured.



## PRA HS GLOBAL TRAVEL RISK PROGRAM

The health, safety and wellbeing of our employees is the highest priority to PRA HS – and never is this more important than when people are travelling.

All active or prospective PRA HS employees travelling outside of their home country are covered by the Business Travel Accident and Global Medical travel insurance provided via InternationalSOS, helping you to prepare and protect yourself as you travel around the world.

It is extremely important that all staff take the time to familiarize themselves with benefits available from InternationalSOS so you know the steps to take in the unfortunate event of needing their services.

Please click [here](#) to visit the **Global Benefits Website** on Inside PRA and go to the *Global Health and Safety Services* tab to see the full range of PRA HS's Global Health and Safety Services.

Please ensure that you all take the time read this information and download the InternationalSOS Membership ID card and InternationalSOS Assistance App.

It is critically important that all our staff are safe when travelling, and the Global Travel Risk Program is available to you all when travelling – click the link, read the information and download the content so you have the necessary information at your fingertips as, when, and if you need it. Hopefully this will be “never” – but it is important everyone is prepared for even the most unlikely event when travelling!