



TravelPerk Rollout FAQ Toolkit

Purpose TravelPerk

This FAQ is designed to help managers support their teams during the rollout of TravelPerk, TRAFFIX's new company-wide business travel platform. It provides clear, consistent answers to common questions about how and why we're using TravelPerk—and what employees need to know to book confidently and stay compliant.

Managers are encouraged to share this information in team meetings and use it to reinforce a smooth transition to the new system.

Manager & Traveler FAQ

Q: Why are we switching to TravelPerk for business travel?

A: TravelPerk offers a modern, self-service platform with improved visibility, faster booking, and simplified approval workflows. It helps TRAFFIX save on fees while giving employees more flexibility and control. Key benefits include:

- 24/7 self-booking and trip modification
- Live support from TravelPerk agents
- Admin booking/modification access for managers
- Streamlined approval flows tailored by department
- Real-time travel and expense reporting
- Lower fees (3% capped at \$40 CAD/trip)
- Single fee covers multi-traveler bookings
- Employees keep loyalty points from flights, hotels, and rentals

Q: What are the current limitations of TravelPerk?

A: While TravelPerk offers 24/7 support, travelers are not assigned a dedicated agent. Loyalty point redemptions are not supported, and last-minute changes may require travelers to act quickly through live chat or phone.

Q: TravelPerk had issues in the past. Why should we trust it now?

A: Initial challenges during onboarding were quickly addressed, and the platform has improved significantly. Our admins now report faster bookings and fewer issues. TravelPerk has since invested in expanded service staff and automation to enhance reliability. We're confident in its ability to support our teams moving forward.



Q: How can travelers change or cancel trips?

A:

- **More than 72 hours before travel:** Use the TravelPerk app or website, or email: agent@travelperk.com
- **Within 72 hours of travel:** Use the live chat in the app or desktop, or call:
 - U.S.: +1 630 333 4807
 - Canada: +1 604 265 9216

For additional support, travelers can contact their TRAFFIX travel administrator.

Q: How should trips be named in TravelPerk?

A: Use the format: **[First Initial Last Name] – Reason for Travel – Location**

Example: **J.Smith – Client Meeting – Toronto**

Q: What are travel “labels,” and how are they used?

A: Labels allocate trip costs to the correct department or project. Travelers select a label during booking. If a required label is missing, contact your TRAFFIX travel administrator.

Q: What should travelers do if a flight is canceled at the airport?

A:

1. First, visit the airline counter to request assistance.
2. If unresolved, contact TravelPerk via chat or phone.
3. For urgent escalation, contact your TRAFFIX travel administrator.

For all other travel-related questions, please reach out to your designated travel captain in your branch/department.