



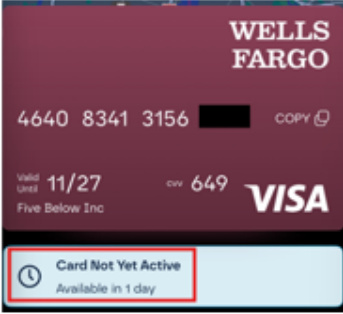
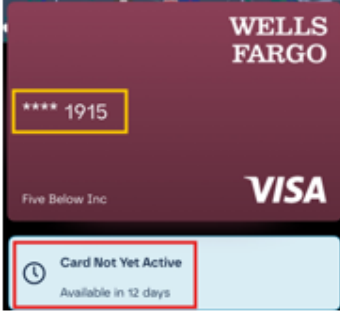
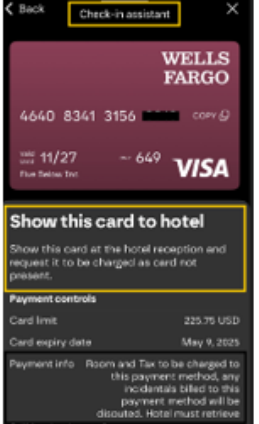
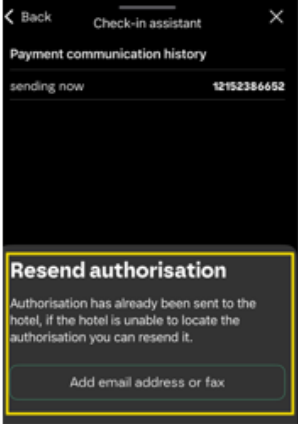
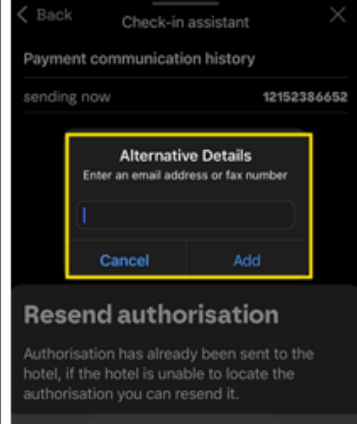
<p><b>What is Conferma?</b></p>	<ul style="list-style-type: none"> <li>• Hotel direct bill program housed in Concur.</li> <li>• Deploys a single-use virtual credit card (cc) when booking your hotel in Concur.</li> <li>• Pays for <i>room, tax, and resort fees</i> – traveler covers the incidental fee if required by the hotel.</li> <li>• Administered and supported by World Travel (WTI) 24/7/365.</li> </ul>
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**Traveler Actions**

<p><b>Prior to booking,</b> log into your Concur profile and complete your Travel profile.</p>	<ul style="list-style-type: none"> <li>• All fields marked <b>Required</b> must be complete. You cannot book travel until you complete this step.</li> <li>• Your name must match what shows on your State or Federally issued ID. If not, you may have problems when traveling.</li> <li>• Use the 2-letter abbreviation for states, do not spell them out.</li> <li>• Enter any air, car, train, hotel membership numbers to capture all rewards when booking.</li> </ul>
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<p>Book the full trip in Concur, including the hotel room</p>	<ul style="list-style-type: none"> <li>• On the Review and Book page, “Virtual Payment” should show as your form of payment.</li> <li>• If you don’t see Virtual Payment, Conferma is not enabled.</li> <li>• You can either pay for your hotel room and submit for reimbursement <b>OR</b> open a Travel and Expense Zendesk ticket to have Conferma enabled.</li> </ul>
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<p>Download the Conferma app <i>prior to travel</i> so you can:</p>	<ul style="list-style-type: none"> <li>• View the <b>full</b> cc info – 16-digit card number, security code, expiration date (24 hours prior to check-in date).</li> </ul>
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	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>24 hours to check-in Full card info shows</p>  </div> <div style="text-align: center;"> <p>More than 24 hours to check-in Partial card info shows</p>  </div> </div> <ul style="list-style-type: none"> <li>• Show the full cc info to the front desk, and resend the reservation and cc to the hotel (if needed) – Scroll down to “Check-in Assistant”.</li> </ul> <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div>
<p><u>Check in at the front desk</u> (<i>not on the hotel app</i>)</p>	<ul style="list-style-type: none"> <li>• Show the reservation &amp; cc to the hotel on the Conferma app (see above).</li> <li>• Resend the reservation &amp; cc to the hotel if needed, just ask them for their email (see above).</li> <li>• Present a personal credit/debit card at check-in for incidentals (if required by the hotel).</li> </ul>
<p><u>Check out at the front desk</u> (<i>not on the hotel app</i>)</p>	<ul style="list-style-type: none"> <li>• Remind the hotel to use the <u>Conferma</u> card <b>only for room &amp; tax</b> and your <u>personal</u> card <b>only for incidentals</b>.</li> <li>• If the hotel runs your card for room, tax, and resort fees <u>ask them to refund your card for these charges while you are at the desk</u>, and charge the Conferma card.</li> </ul>
<h3>Conferma Actions</h3>	
<p>Generate a one-time-use cc when you book your hotel in Concur</p>	<ul style="list-style-type: none"> <li>• See “Traveler Actions – Book the full trip in Concur, including the hotel room”.</li> </ul>
<p>Send information to the hotel</p>	<ul style="list-style-type: none"> <li>• Full reservation and credit card information.</li> </ul>

Send information to the traveler via email and Conferma app

- Email notification will include the reservation information. For security reasons, only the last four digits of the credit card number will show in the email.



Information about your hotel booking

Booking Confirmed, it's waiting for you in the Conferma App!

Great news, your booking to Philadelphia Marriott Old City on 8 May 2025 for 1 night(s) has been confirmed and is ready for you in the Conferma App!

World Travel Inc has arranged payment for your hotel booking using a virtual credit card ending \*3918 with an expiry date of 11/27. The hotel has been authorised to charge for the services below.

Payment Details

Hotel: Philadelphia Marriott Old City, 1 Dock St., Philadelphia, 19108, US  
 Check-in Date: 8 May 2025 for 1 night(s)  
 Guest Name(s): [REDACTED]  
 Authorised Charges: Room and Tax to be charged to this payment method, any incidentals billed to this payment method will be disputed. Hotel must retrieve additional payment method from traveler for incidentals.  
 Hotel Reservation Number: 97087473  
 Booked Amount: 225.75 USD

What if the hotel tells me they haven't received the payment details? Don't panic, open the Conferma app and resend payment details to the hotel.

For any queries, Philadelphia Marriott Old City can contact World Travel Inc directly on 855-224-9702.

Your booking is now available in Conferma

As a registered user of Conferma, your booking is now available in the Conferma App.

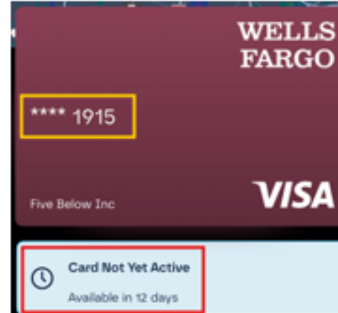
At check-out, remember to take a picture of your hotel invoice for your company to review.

- Conferma app notification will include the reservation and full credit card information.

24 hours to check-in  
Full card info shows



More than 24 hours to check-in  
Partial card info shows



## Important Things to Remember

- **Book all travel through Concur!**
- Check in and out at the front desk to minimize card mistakes.
- **Remind** the front desk to run the Conferma card only for *room, tax, resort fees*.
- The card will fail if the hotel tries to run it for incidentals or other charges (that's what it is supposed to do!)
- **Review your receipt while you're still at the hotel!**
- If the hotel runs your card for room, tax, and resort fees ask them to refund your card for these charges while you are at the desk and charge the Conferma card.
- Contact World Travel **via the number in the reservation email** for support (hotel can also call) or to extend your stay (your manager can also call).
- Hotel reservations **cannot be switched to Conferma after they are booked**, you will need to pay for the hotel out of pocket and submit an expense report.