

GROUP 79005 – AWARD 23211
Travel Management Services (Statewide)
Frequently Asked Questions - Knight Holdings LLC

Background

Effective April 21, 2021, The Office of General Services Procurement Services (OGS) replaced its incumbent travel agency, Child Travel New York Inc., dba Direct Travel Inc. (DT), with its new contracted travel agency, **Knight Holdings, LLC**

This FAQ is intended as a resource to help you find answers to the questions most often asked about the transition to Knight Holdings, LLC

Concur Travel

Hours of operation and contact information is located on the main Concur landing page at: www.concursolutions.com You may contact online support between 9:00AM and 5:00PM Monday-Friday at 800-543-8616 option 1 or via email: onlinehelp@stovrofftaylortravel.com

Phone Support

Toll Free: 800-543-8616 (press 1 for NYS Travel)
Local: 716-631-4022 (press 1 for NYS Travel)

Standard Business Hours: 9:00AM– 5:00PM (ET) Monday-Friday (excluding NYS and Federal Holidays)
After hours, weekend, holiday, and emergency support*: 5:00PM-9:00AM (ET) * Fees Apply

Domestic and international agent team: reservations@stovrofftaylortravel.com

TRAVEL Program Information

Q: What is changing, what is not changing?

A: Changing: OGS changed its centralized contracted travel agency from Child Travel New York, Inc., dba Direct Travel to Knight Holdings, LLC. Agencies traveling for official business must book their reservations with Knight Holdings, LLC or online using the Concur Online Travel Reservation System at: www.concursolutions.com

Not changing: The Concur Online Travel Reservation System and Concur travel profiles.

State Agencies, these all remain intact; no action is needed.

Authorized Users that previously signed the Child Travel Inc., Direct Travel consent form, please follow the instructions that were received with your data transfer.

All other Authorized Users must establish a new account and set-up profiles with Knight Holdings, LLC the procedures are available at:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211AgencyProcedure_TMS.pdf

None of the other OGS contracted travel suppliers are changing.

Q: How was Knight Holdings, LLC selected as the OGS contracted Travel Management Services (Statewide) company?

A: Knight Holdings, LLC was selected as the OGS contracted travel agency through a competitive RFP process. OGS will begin a multi-year contract with this travel management services company, effective April 21, 2021. The agreement is at:
https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211Agreement_TMS.pdf

Q: Overview: Who are Knight Holdings, LLC?

A: Knight Holdings, LLC is a travel management company with over 32 years of experience located in Buffalo, New York serving government, university, not for profit, corporate and leisure travel customers.

Q: When should I stop using DT and begin using Knight Holdings, LLC?

A: Beginning April 21, 2021 all reservations must be made with Knight Holdings, LLC. *Note: The Concur booking tool will not be accessible on April 20, 2020 for Knight Holdings, LLC to transition ownership of any existing reservations.*

Q. What if I need to make a change or cancel a trip previously booked with Direct Travel for travel dates beyond 4/21/2021?

A. The traveler **must call** Knights Holdings, LLC directly for any changes or cancellation to air, rail, hotel, or car rental reservation booked with Direct Travel for travel dates beyond 4/22/2021. Please have your confirmation number(s). Only traveler profiles were migrated during the conversion process.

Q: What services will Knight Holdings, LLC provide?

A: Some of the major services **Knight Holdings, LLC** will provide:

- Concur online travel reservation system and navigational support (preferred method for making simple air, Amtrak, car, hotel reservations) available 24/7;
- agent assisted telephone reservations services Monday-Friday, 9:00AM-5:00PM (ET) recommended for changes to existing reservations and for new complex international and multi-leg journeys call Knight Holdings, LLC;
- recycling of unused non-refundable airline tickets, less airline-imposed fees and fare differential;
- emergency after hours reservations support including weekends and holidays; a supplemental fee applies;
- group airline reservations;
- customer related service-related issue resolution with airlines, Amtrak, hotel, and car rental reservations booked through Knight Holdings, LLC.

Q. Why should I use Knight Holdings, LLC rather than go online and book whatever I need whenever I want?

A. Reservations directed to Knight Holdings, LLC will qualify for the OGS contracted airline, Amtrak, hotel and car rental discounts and **waivers of some restrictions not available elsewhere**. Knight Holdings, LLC will assist in the event of an emergency, **offering potentially life-saving support not offered elsewhere**. Finally, Knight Holdings, LLC will also provide support for resolving customer service issues, **accountability not readily offered at online travel websites**.

Q. How do I reach someone to help me on the weekends, holidays and after normal business hours?

A. Knight Holdings, LLC provides emergency services, after hours, weekends, holidays 24/7. Call the phone support number listed above and you will be automatically transferred to the emergency after-hours service. **Please note a \$20 service fee per call after hours applies. This fee is not applicable for calls during normal business hours.** Since a supplemental fee applies, this after-hours service is intended for urgent or emergency needs. This service is not intended for Concur technical support.

Standard Business Hours: 9:00AM– 5:00PM (ET) Monday-Friday (excluding NYS and Federal Holidays)
After hours, weekend, holiday, and emergency support*: 5:00PM-9:00AM (ET) * Fees Apply

Q. Can I book via airline sites (examples include Southwest.com, United.com, Delta.com, etc.) or any of the online travel sites to obtain the same discounts offered through Knight Holdings, LLC?

A. No. You will pay full retail market prices if you book at any website or travel agency other than Knight Holdings, LLC. You can also reserve car and hotel accommodations at the same time, avoiding checking multiple sites or booking tools.

Q. If I book with Knight Holdings, LLC, do I lose my airline frequent flier miles, Amtrak, hotel or rental car rewards and privileges?

A. No, those rewards are yours to keep and enjoy. In fact, Knight Holdings, LLC technology will assist you in accruing benefits. Just enter your reward membership numbers into your Concur profile, and Knight Holdings, LLC will automatically communicate your membership to each eligible supplier on every reservation you make with them so that you can accrue benefits.

Q. Sometimes all I need is a hotel or car reservation. Should I use Knight Holdings, LLC?

A. OGS recommends that you book car rentals and hotel accommodations through Knight Holdings, LLC as you will receive the OGS discounts with preferred suppliers. **There are no transaction fees for the following services:**

- **Online Car Rental Only Transactions.**
- **Online Hotel Only Transactions.**
- **Online Hotel and Car Rental Transactions.**
- **Agent-Assisted Hotel and Car Rental Only Transactions.**

Please note a transaction fee applies for Agent-Assisted Car Only Transactions and Agent-Assisted Hotel Only Transactions.

Q. I have heard that the travel agency charges a service fee for every call I make. Is that true?

A. No, we do not pay a fee per call weekdays between 9:00AM–5:00PM (ET).

Knight Holdings, LLC transaction fees are at:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211PL_TMS.pdf

Q. How do I pay for travel? Will Knight Holdings, LLC accept my personal credit card?

A. All travel must be purchased using the contracted State Travel Card or Non-Employee Travel Card (NET) <https://online.ogs.ny.gov/purchase/snt/awardnotes/7900822712can.HTM> through the contracted travel agency, Knight Holdings LLC. **Personal credit cards are not allowed.**

Q. Sometimes I can find a lower price outside of the OGS preferred airlines. Why is this? Should I just book the lower price whenever I find one?

A. The price of airline, rail fares, and hotel accommodations “float” in the marketplace and are constantly adjusted upward or downward by sophisticated programs which monitor supply and demand. Contact Knight Holdings, LLC, they should be able to match fares found online.