



Frequently Asked Questions – Online Booking

Q: How do I start booking travel online?

A: To book online you will need a **Travel Profile**, **Employee ID** and **Profile Password**. The Login page is accessed at <https://direct.interpublic.com>

Q: If I do not have a travel profile, how do I request one?

A: You can request a new profile online through ePay. There is a shortcut on the IPG Intranet (inside.interpublic.com) under **Employee Tools> Travel> Travel Profile> [Click Here to Request a NEW Profile](#)**.

Profiles normally take 1 business day to process. You will receive a link and instructions on obtaining a password by return email.

Q: How do I obtain a Profile Password?

A: If you have a travel profile but have not obtained a password, go to <https://direct.interpublic.com>, go to [Click Here For New Profile Password](#) in the center of the Login page and follow the on screen instructions.

Q: What if my Profile is 'Locked'?

A: Contact the Central Services Support Desk at 1.888.474.8778 (Option 3) if you need to unlock your profile.

Q: Can I still call Amex to book travel?


A: There are some situations where it may be appropriate to book by phone, for example Multi-Stop International Travel like New York-London-Frankfurt-New York. As a rule, all Domestic and simple round-trip International travel should be booked online (SP&P113).

Q: Can I call Amex for HELP with an online booking?

A: American Express maintains a dedicated Support Desk to help with online reservations. This service is available 24-hours a day/7 days a week at 1.888.256.0868 (Option 1) and can provide assistance with:

- Navigating through the online booking site
- Changes and Cancellations
- Ticketing issues (including reissues, elite frequent flyer upgrades, etc.)
- Emergency assistance enroute

Q: If I book Online Do I still get Interpublic Corporate Rates and Discounts?

A: Yes. All Interpublic contracted airfares as well as preferred hotel and car rental rates are programmed into the online booking tool. Vendors that offer discount or contract rates are identified by a yellow diamond  symbol.

Q: Is Travel Policy reflected in Online Booking?

A: Yes. TravelSource Direct is programmed to apply the travel policies outlined in Interpublic SP&P 113, or as required by a specific Business Unit.

- Airline, Hotel and car reservations within policy are identified by green **Reserve** buttons.
- Out of Policy options are marked with yellow **Reserve** buttons. Out of policy options require a 'reason' and are automatically forwarded to a designated BU approver for review and approval prior to ticketing.

Q: Can I book travel online for someone else?

A: Yes. Once a traveler has designated an administrator or assistant as a 'Travel Arranger' in their online profile, the designation is passed through to TravelSource Direct and you may select a traveler by name from a drop-down list to book on their behalf. If you need assistance, email Travel Applications at tashelp@interpublic.com.

Q: Can I alter my trip online?

A: All airline reservations can be changed online up to the point where a ticket is issued. After Tickets have been issued all changes must be processed by contacting Amex Online support 888.256.0868 (Option 1).

Q: Who can I call for help?

A: For any questions regarding access or connectivity, please contact the Travel Application Support Desk 212.951.5079 (tashelp@interpublic.com). For reservation or navigation assistance call Amex Online Support at 888.256.0868 (Option 1).