

## Frequently Asked Questions

### How do I create an account so that I can redeem my On-the-Go Travel Reward Card (OTGTRC)?

1. You must create an account on this website in order to redeem your OTGTRC and to make reservations using the value of the OTGTRC. You can register your account by clicking on the **“Register”** link in the account login box on the home page.
2. After clicking the **“Register”** link you will be asked for login information so that accurate reservations can be made on your behalf.
3. After you have completed the information click on the **“Register”** link at the bottom of the page to complete your registration and create your account.

### How do I redeem my On-the-Go Travel Reward Card?

It's easy to redeem your OTGTRC. You must first register an account (*see how to register an account above*) and then redeem the value of your OTGTRC to use in your reservations.

1. After you've registered your account you are logged in. If you're returning to the website please login.
2. After you've logged in you can redeem your OTGTRC by simply clicking on the **“Redeem Your Rewards Card”** link.
4. The next page will ask you to enter the **“Reward Card Number”** which you will find on the front of your OTGTRC. Enter the letters and numbers that appear without any spaces or dashes.
5. You will also be asked to enter the **“Pin Number”** which you will find on the back of the OTGTRC.
6. You will also be presented with a **“Captcha”** which helps to prove that you are entering the information and not an automated program. If you need help with the **“Captcha”** phrase simply click on the question mark icon in the **“Captcha”** box:  
A small red square icon with a white question mark inside.
7. The value of the OTGTRC that you just redeemed will be noted in the **“Current Credit Balance”** field displayed in the upper right corner of the screen. You can redeem more than one OTGTRC to increase your account balance. Your account balance is the value that is applied to your travel reservations. As you make travel reservations your account balance is reduced by the amount applied to your reservations.
8. If you have redeemed your OTGTRC by adding the value of the Card to your account you may discard the Card. You cannot reload or use the Card further since the full value of the Card has been added to your account already.
9. You are now ready to make reservations with the value of your OTGTRC!

### Can I redeem more than one On-the-Go Travel Reward Card at once?

Yes, you can redeem an unlimited number of OTGTRC to add to your **“Current Credit Balance”** displayed in the upper left corner.

### Is there an expiration date on the On-the-Go Travel Reward Card?

No, there is no expiration date to redeeming the OTGTRC. You can choose to redeem your OTGTRC(s) or add value to your **“Current Credit Balance”** whenever you would like. Your **“Current Credit Balance”** does not expire either.

## How do I make travel reservations?

1. Please register your account (*see above*) and then redeem the value of any OTGTRC cards (*see above*) that you would like to use for your travel reservations first.
2. When you are ready to make your travel arrangements login to your account.
3. After you've logged into your account, simply click on the **"I'm ready to book my travel"** link on the homepage.
4. Your **"Current Credit Balance"** will appear on the next screen (*you can also view it in the top right corner from any screen on the website*).
5. You will be asked to confirm your understanding of the Terms and Conditions of using the site by clicking on a button at the beginning of the text. After clicking on this button the button on the lower right of the text called **"Book Travel"** will fully display (i.e. will not be grayed out).
6. Click on the **"Book Travel"** link and you will be connected to the reservation site where you can research and book hotel, airline, and rental car reservations. Simply follow the instructions provided on the website to complete your reservations.
7. If your travel reservations exceed your **"Current Credit Balance"** you will be prompted on the reservation site to enter a credit card to cover the overage charges.
8. Your travel reservations will be confirmed to the email address that you registered to your account.
9. Please note that prepaid reservations made through the [www.OTGtravelGC.com](http://www.OTGtravelGC.com) website are non-refundable.

## What types of reservations can I make?

You can make hotel, airline ticket, and rental car reservations with the OTGTRC. You can make additional reservations using your OTG Credit balance and you can now choose to select how much of the OTG Credit Balance you use for each reservation. You can purchase additional reservations beyond the OTG Credit Balance by simply providing a credit card for any overage amount. You will be presented the option to pay for your reservation(s) with your OTG Credit Balance or a credit card of your choosing at the end of the reservation process.

## How will my reservation be confirmed?

All reservations that you make on the website are confirmed to the email address you registered.

## Why is a credit card required to book a travel reservation beyond my OTG Credit Balance?

You have the option to use your own credit card to pay for any overage costs not covered by your **"Current Credit Balance"**. For example, if your **"Current Credit Balance"** is \$300 and you make a reservation that costs \$350, the difference (or overage) of \$50 will be charged to your personal credit card at the end of the reservation process.

## Can I continue to book travel reservations if my account balance is zero?

Yes, you can use your [www.RedemORC.com](http://www.RedemORC.com) account to book travel even if your **"Current Credit Balance"** is zero. Any charges for your reservations would simply be placed on the personal credit card that you use at the end of the reservation process.

## How can I change my account password?

If you need to change your account password or update your account information please contact us at [Support@RedemORC.com](mailto:Support@RedemORC.com) or call us (toll-free) at **1-888-995-1281**. This procedure is used to protect your account information from unauthorized use by others.

## Who can I contact if I need help with redeeming my On-the-Go Travel Reward Card?

We're here to help! We're available to answer your questions, to assist you in redeeming your On-the-Go Travel Reward Card, to setting up your account, and to help you to use the RedeemORC.com website.



Email us at [Support@RedeemORC.com](mailto:Support@RedeemORC.com)



Call us (toll-free) at **1-888-995-1281**

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Please review the [www.OTGtravelGC.com](http://www.OTGtravelGC.com) website Terms and Conditions that govern the use of the website. The Terms and Conditions, these Frequently Asked Questions, and the functionality of the website are subject to change without prior notice, so please review these documents in the future.