

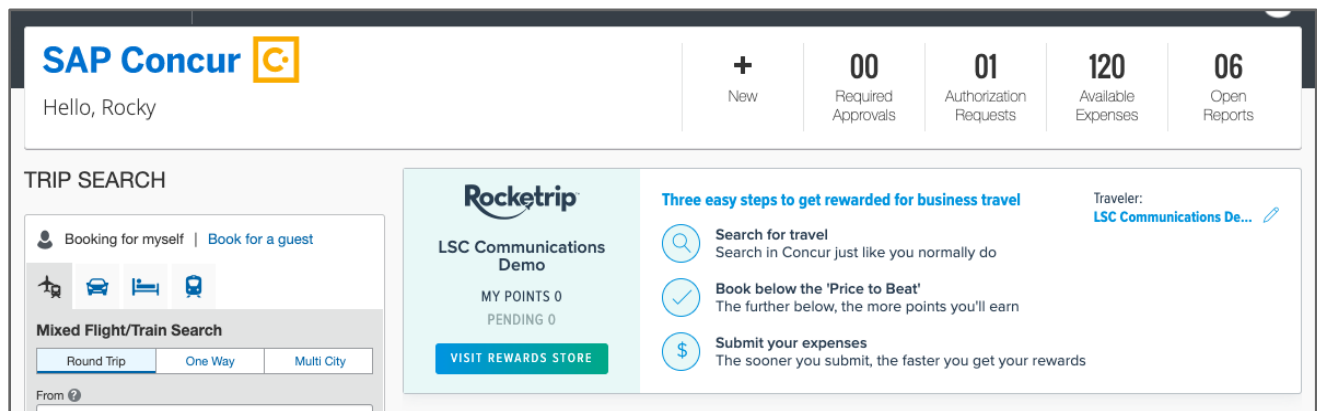


Rocketrip is a benefit program that allows you to earn rewards when you save money on business travel. We provide you with a real-time “Price to Beat” before you book a trip. If you can beat this price, the savings you generate will be split 50/50 between you and LSC Communications. It’s a win-win for LSC and our valued employees. Before using Rocketrip for your next business trip, read through these important FAQs.

HOW DO I GET A ROCKETRIP PRICE TO BEAT?

1. You will receive an activation email from Rocketrip. This email will come from: support@rocketrip.com
2. Log into your Rocketrip account using your LSC single-sign-on (SSO) credentials and complete the account setup process.
3. Once your account is activated, you can generate a Price to Beat within your Concur account using the Rocketrip plug-in. This plug-in will already be installed on your computer. Then start using Rocketrip by searching for your travel options in Concur. If you do not see the Rocketrip banner within Concur, please click the links below and ensure Rocketrip’s extension is installed on your browser.

Click to install on [Chrome](#) and [Internet Explorer](#).



HOW IS A ROCKETRIP’S PRICE TO BEAT CALCULATED?

1. Your travel detail: Trip costs vary depending on where and when you’re traveling. Your Price to Beat will reflect prices and availability at the time of booking.
2. LSC Communications’ travel policy: Your Price to Beat is tailored to the specific travel behavior allowed in our company’s policy.

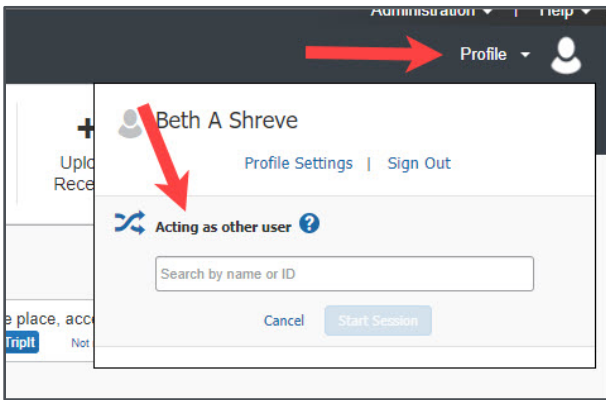
WHAT IF I BOOK TRAVEL ON SOMEONE ELSE’S BEHALF?

A Rocketrip Copilot is an employee who has been designated as a travel arranger for other employees within Concur. The Copilot program rewards travel arrangers for saving money when booking under the “Price to Beat”. When travel arrangers book trips on behalf of other employees, they’ll earn 10% of the savings and the traveler will earn 40%.



Rocketrip does not apply for a travel arranger booking travel for non-employees, such as customers or candidates for interviews, or for employees who do not have a Concur account.

To earn rewards when booking for others, travel arrangers should use the “Acting as other user” option under Profile in Concur:



ARE THE TRIPS THAT I’VE ALREADY BOOKED ELIGIBLE FOR REWARDS?

Trips you’ve booked prior to Rocketrip’s launch are not eligible for rewards.

WHAT IS REQUIRED FOR MY TRIP TO BE ELIGIBLE FOR REWARDS?

Your total trip cost including any change fees must be lower than your total Price to Beat

1. Price to Beat must match the itinerary exactly
2. Price to Beat should be created before a trip is booked
3. Trips must be booked within 24 hours of Price to Beat being generated
4. Itineraries can’t be out of policy

WHAT DO I RECEIVE FOR BOOKING LESS THAN MY PRICE TO BEAT?

You will be rewarded in Rocketrip points, which can be redeemed for cash cards, gift cards, and travel perks. For every \$1 in rewards earned, you will be granted 10 Rocketrip points.

ARE TAXES, INSURANCE, AND FEES INCLUDED IN MY PRICE TO BEAT?

Yes. Taxes on flights, hotels, and rental cars are automatically included in your Rocketrip Price to Beat. Ancillary fees such as bag check fees, hotel room service, and insurance are generally not accounted for in your Rocketrip Price to Beat. Any change fees will lower the trip savings. This means your rewards are calculated after deducting those expenses from your trip savings.

ARE WE STILL ABLE TO USE OUR FREQUENT FLYER PROGRAMS?

Yes, you are able to use frequent flyer programs.



WHAT HAPPENS IF I GO OVER MY PRICE TO BEAT?

In order to beat your Price to Beat, you may need to travel in ways you haven't traveled before, such as fly coach instead of business, choose an early morning flight, or book 14+ days in advance. We understand you won't always beat your Price to Beat, and Rocketrip won't penalize you for going over your Price to Beat.

HOW DO I EDIT OR UPDATE MY TRIP DETAILS?

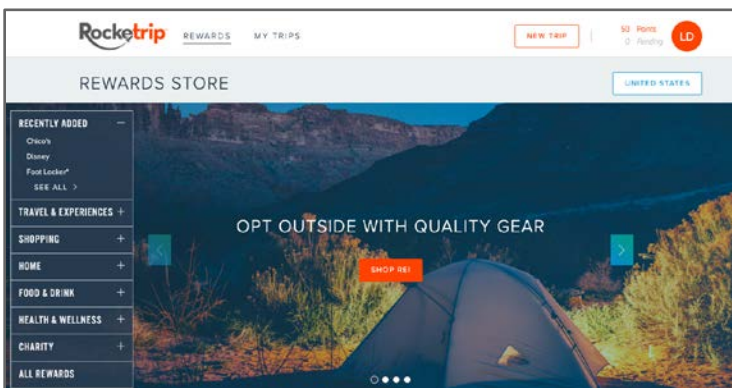
If you need to change flight, hotel, or car rental details for a trip, make those changes in Concur. Rocketrip receives real-time updates from Concur, so the Price to Beat will adjust to reflect those changes. If a traveler needs to make additional changes to their Rocketrip itinerary (e.g., adjusting stay with family and friends details or reviewing past trip information), use the Rocketrip dashboard (lsccommunications.rocketrip.com). Locate your Price to Beat Trip Card, select 'Edit Trip', and make the necessary changes. The Rocketrip Support team (support@rocketrip.com) is also available to help you.

ARE ROCKETRIP POINTS CONSIDERED TAXABLE COMPENSATION?

Yes. Rocketrip points are considered to be non-cash compensation and thus taxable upon redemption. This compensation will be accounted for either bi-weekly or monthly on the employee's pay statement as a separate line item.

HOW DO I REDEEM ROCKETRIP POINTS?

You can redeem your points for gift cards, a cash card, or (if you're feeling generous) transfer them to a coworker or donate them to charity. To redeem your rewards, click on the "Redeem Rewards" button on your employee dashboard.



WHAT ARE PENDING POINTS AND WHEN CAN I REDEEM?

After your trip has ended and any relevant expenses have been submitted, approved and paid out in Concur, your Rocketrip Points will move from Pending to Approved. The whole process usually takes 2 to 3 weeks after your expense report is submitted and approved. You will receive an email from Rocketrip once your points are available to be redeemed.



CAN I GIFT POINTS?

Yes! You can find the link to gift points to a colleague by scrolling down to the bottom of the Rewards Store. Please note that gifted points are only taxed to the recipients upon redemption.

DO POINTS EXPIRE?

No, you will be able to redeem your points as long as you are an eligible LSC Communications employee. Upon leaving LSC Communications, you will forfeit any remaining points in your account.

HAVE QUESTIONS OR TROUBLE WITH THE ROCKETRIP APP?

For any other questions or issues, contact Rocketrip's support team at support@rocketrip.com or use the online chat at support.rocketrip.com. Rocketrip has a help desk number @ 646-880-5006, but travelers are encouraged to chat or email for a faster response.