



UG22: Making Reservations

Shopping for the Right Trip
Release 24.1 | January 2024

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1 Introduction

This document contains information regarding the trip reservation process for E2 Solutions users utilizing both Federal Travel Regulations (FTR) and Joint Travel Regulations (JTR). Features and options specific to JTR functionality will be indicated when possible. Additionally, many FTR and JTR features and functionality may be subject to your agency's configurations.

2 Before You Begin

Your ability to make reservations online is controlled by your agency's travel policy. Even if your travel policy supports making online reservations with E2 Solutions (E2), though, missing information in your user profile may prevent you from doing so.

Click the User Options menu (i.e., your name) on the task bar, and then select *Profile* from the drop-down list, to display the User Profile page. Verify the following profile information is complete and correct:

- Reservation name (in the Personal Profile section)
- Default home site
- Address and email information

TIP: *Before you can take any actions in E2, your profile must include address and email information.*

- Credit card information; airline, rail, and hotel charge card defaults
- TMC profile ID

NOTE: *Refer to UG15 – Initial Logon and Profile Updates for more information, or contact your travel policy manager for assistance with your profile settings.*

3 Getting Started

Finding the right flight or train, hotel, and rental car to meet your travel requirements is an important part of your travel planning. E2 lets you shop for these items and purchase travel before you create and submit your authorization for approval, or during the actual authorization process. You are free to choose the method that works best for you.

TIP: *If you purchase travel prior to creating an authorization, the reservation is held until you associate it with an authorization. It is your responsibility, however, to manage your held reservations, and cancel reservations, when necessary, to avoid penalty fees or other charges. Your agency may also allow E2 to automate cancellation of air reservations that have reached the last date to ticket or 24 hours prior to departure but are not yet associated with an approved authorization. If there are rail, hotel, or rental car bookings on the same air reservation selected for cancellation, those reservations will also be cancelled.*

3.1 Access

Select one of the following ways to access the online booking tool (OBT) and start the reservation process:

- Select *Make Reservations* from the **Start a Travel Document** drop-down list on the My E2 **At a Glance** tab, and then click **Go**.
- Click **Make Reservations** on the My E2 **Trips** tab.
- Click the **Make New Reservation** link on the Reservation step of an authorization.
- Click **Create Reservation** in the Reservations section of the Trip Dashboard (available if your travel policy allows reservations to be made after an authorization is approved).

3.2 Search

When the E2 OBT displays, use the fields on the home page to establish the search criteria for your trip.

NOTE: *Your agency's travel policy controls the trip components available for selection. For example, if the **Train** check box is not available, you cannot book rail online.*

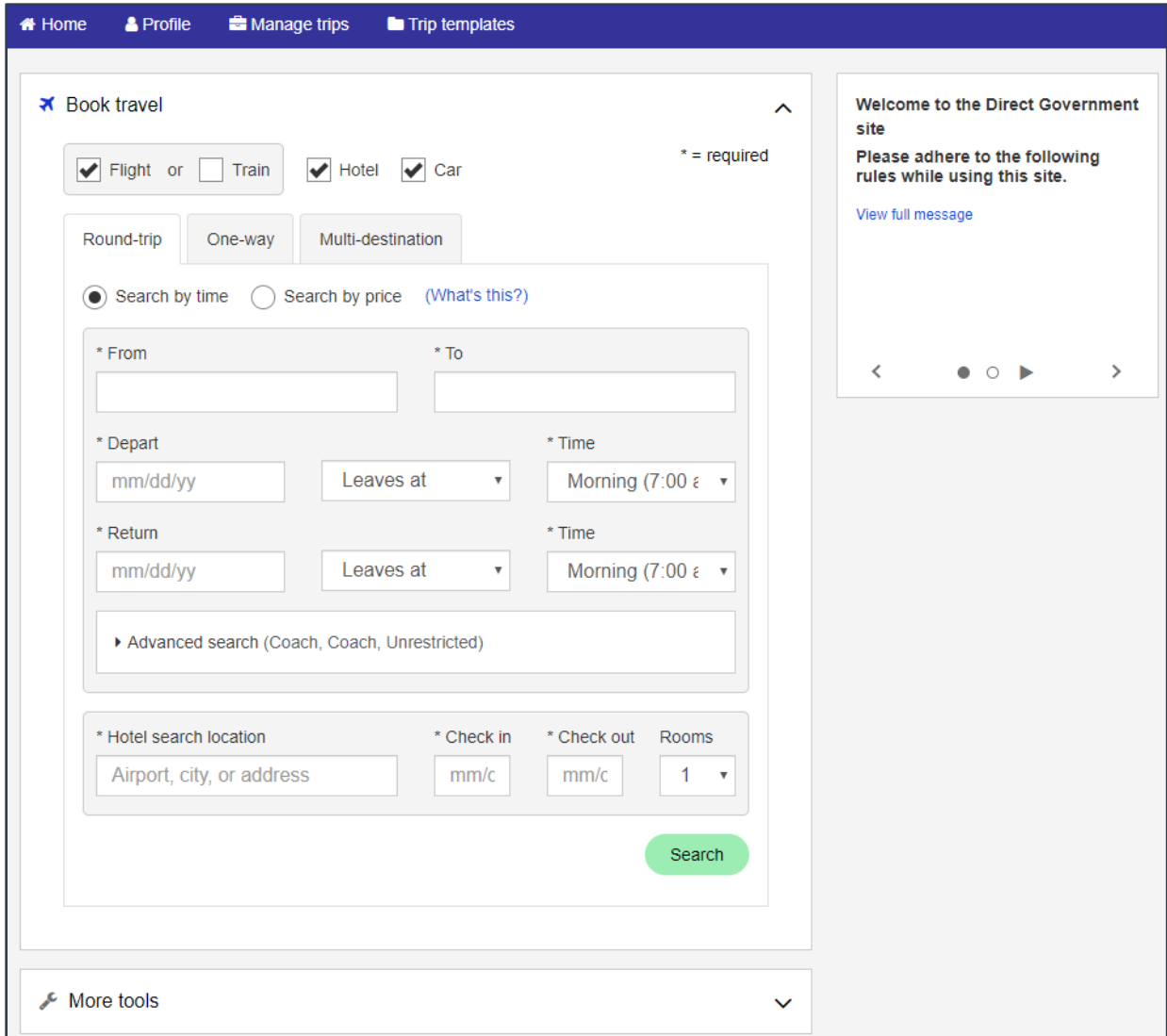


Figure 1: E2 Online Booking Tool — Home Page

Complete the following steps.

1. Identify the necessary components of your trip. Select the **Flight**, **Train**, **Hotel**, and **Car** check boxes as needed.

TIP: You cannot book both flight and rail transportation segments at the same time. If you require both flights and rail for a trip, shop for your flight and purchase it. After you return to E2, you can start another shopping session to locate and purchase your rail segment. Hotel and rental cars can be combined with either flights or rail segments.

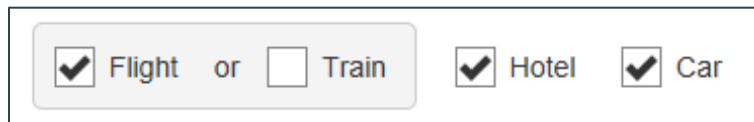


Figure 2: E2 Online Booking Tool — Trip Components

2. Select the **Round-trip**, **One-way**, or **Multi-destination** tab to indicate the type of trip you are taking.

NOTE: The **Multi-destination** tab is not available if the **Train** check box is checked.



Figure 3: E2 Online Booking Tool — Trip Type tabs

3. Select one of the following radio buttons to indicate the type of search you would like to perform.

TIP: After an initial search, you will be able to switch search types by clicking the **Edit search** hyperlink on the results page. For example, if you initially search by time, but did not find what you need, or simply want to look at other options, you can edit your search criteria to search by price.

- **Search by time** – Select this radio button to find flights that most closely match your departure requirements.
- **Search by price** – If you have flexibility in your travel plans, select this radio button to search for flights within a range of your preferred travel dates or look at alternate airports to find the best prices. The following radio buttons display when the **Search by price** radio button is selected:
 - **Exact dates** – Select this radio button to search by price using the exact dates entered in the **Depart** and (if available) **Return** fields.
 - **+/- 1 to 3 days** – Select this radio button to search by price for flights that depart and/or return up to three days before or after the departure and return dates.

NOTE: The **Search by price** radio button is not available for multi-destination searches. Both radio buttons are unavailable when the **Train** check box is checked.

4. Complete the details of your trip.
 - a. Set your departure and arrival locations using the **From** and **To** fields. In each field, enter the appropriate airport or train station code, or enter a few characters of the city name, pause, and then select the code from the list.

NOTE: When entering multi-destination search criteria (i.e., the **Multi-destination** trip tab is selected), three destinations display on the home page. As you populate the **From** and **To** fields for the first destination, the "to" information automatically displays in the **From** field for the second destination, and so on. Click the **Add another destination** hyperlink, if necessary, to add fields for another destination to the page.

WARNING: You cannot book a reservation to an embargoed location (e.g., Cuba, Iran, North Korea, Syria, etc.) via the online booking tool. You must contact your TMC directly to make the reservation. Refer to [15 CFR 740.2\(a\)\(6\)](#) for a list of destinations currently sanctioned by the U.S. government, and answer 4733 (Troubleshooting: Booking Travel to Embargoed Locations) in the online help for more information on successfully creating a trip in this scenario.

- b. Establish your departure criteria using the **Depart** fields.
 - **Date** – Enter the date you depart for your trip, or select the date from the drop-down calendar.
 - **Time** – Select your preferred time (i.e., *Morning (7:00 am)*, *Afternoon (12:00 pm)*, *Evening (6:00 pm)*, or a specific hour) of departure from the drop-down list.

NOTE: The **Time** field does not display, and is replaced by the **+/- day** field, when the **Search by price** and **+/- 1 to 3 days** radio buttons are selected.

- **+/- day** – If you selected the **Search by price** and **+/- 1 to 3 days** radio buttons, select one of the following options from the drop-down list:
 - **+/- 1 day** – Select this option to include flights that depart one day before or after the selected departure date in the search.
 - **+/- 2 days** – Select this option to include flights that depart up to two days before or after the selected departure date in the search.
 - **+/- 3 days** – Select this option to include flights that depart up to three days before or after the selected departure date in the search.
 - **Exact dates** – Select this option to only search for flights that depart on the selected departure date.
 - c. Establish your return criteria using the **Return** fields.
 - **Date** – Enter the date you will return from your trip, or select the date from the drop-down calendar.
 - **Time** – Select the time (i.e., *Morning (7:00 am)*, *Afternoon (12:00 pm)*, *Evening (6:00 pm)*, or a specific hour) you would prefer your return flight to leave from the drop-down list.

NOTE: The **Time** field does not display, and is replaced by the **+/- day** field, when the **Search by price** and **+/- 1 to 3 days** radio buttons are selected.
 - **+/- day** – If you selected the **Search by price** and **+/- 1 to 3 days** radio buttons, select one of the following options from the drop-down list:
 - **+/- 1 day** – Select this option to include flights that depart one day before or after the selected return date in the search.
 - **+/- 2 days** – Select this option to include flights that depart up to two days before or after the selected return date in the search.
 - **+/- 3 days** – Select this option to include flights that depart up to three days before or after the selected return date in the search.
 - **Exact dates** – Select this option to only search for flights that depart on the selected return date.
5. Click the **Advanced search options** link to expand that section and enter additional search criteria.

TIP: Click the **Advanced search options** link again to hide those fields. Available options are controlled by your agency's travel policy.

- a. Select your preferred class of service from the **Class of service** drop-down list.
 - b. If you are searching for flights, select your preferred fare type from the **Fare type preference** drop-down list.
6. If necessary, specify a more relevant location for your travel plans at which to search for your hotel.

NOTE: The following fields are not available on the **Multi-destination** tab.

- a. Enter a street address (including city and state information), city name, or airport code in the **Hotel search location** field.
 - b. If your anticipated hotel check-in date is different from your trip's departure date, enter a new date in the **Check in** field, or select a date from the drop-down calendar.
 - c. If your anticipated hotel check-out date is different from your trip's return date, enter a new date in the **Check out** field, or select a date from the drop-down calendar.
 - d. Select the number of rooms (1–3) required for your stay from the **Rooms** drop-down list.
7. Click **Search**. A *Please wait for search results* message may display as the search is being executed.

3.2.1 Home Page Examples

The following figures show examples of the E2 OBT home page with different trip and search types selected.

3.2.1.1 Round-trip

Flight or Train
 Hotel Car

* = required

Round-trip
One-way
Multi-destination

Search by time
 Search by price
 [\(What's this?\)](#)

* From

* To

* Depart

Leaves at

* Time

* Return

Leaves at

* Time

▶ Advanced search (Coach, Coach, Unrestricted)

* Hotel search location

* Check in

* Check out

Rooms

Figure 4: E2 Online Booking Tool — Round-trip, Search by Time

Flight or Train Hotel Car * = required

Round-trip One-way Multi-destination

Search by time Search by price [\(What's this?\)](#)

* From * To

Exact dates +/- 1 to 3 days

* Depart Leaves at * Time

* Return Leaves at * Time

▶ Advanced search (Coach, Coach, Unrestricted)

* Hotel search location * Check in * Check out Rooms

Figure 5: E2 Online Booking Tool — Round-trip, Search by Price, Exact Dates

Flight or Train Hotel Car * = required

Round-trip One-way Multi-destination

Search by time Search by price [\(What's this?\)](#)

* From * To

Exact dates +/- 1 to 3 days

* Depart +/- 1 days
+/- 1 days
+/- 2 days
+/- 3 days
Exact dates

* Return

▶ Advanced search (Coach, Coach, Unrestricted)

* Hotel search location * Check in * Check out Rooms

Figure 6: E2 Online Booking Tool — Round-trip, Search by Price, +/- 1 to 3 Days

3.2.1.2 One-way

Flight or Train Hotel Car * = required

Round-trip **One-way** Multi-destination

Search by time Search by price [\(What's this?\)](#)

* From * To

* Depart Leaves at * Time

▶ Advanced search (Coach, Unrestricted)

* Hotel search location * Check in * Check out Rooms

Figure 7: E2 Online Booking Tool — One-way, Search by Time

Flight or Train Hotel Car * = required

Round-trip | **One-way** | Multi-destination

Search by time Search by price [\(What's this?\)](#)

* From * To

Exact dates +/- 1 to 3 days

* Depart Leaves at * Time

▶ Advanced search (Coach, Unrestricted)

* Hotel search location * Check in * Check out Rooms

Figure 8: E2 Online Booking Tool — One-way, Search by Price, Exact Dates

3.2.1.3 Multi-destination

Flight or Train
 Hotel Car

Round-trip One-way **Multi-destination**

* From: BWI * To: ABQ
 * Depart: 03/01/18 Leaves at: Morning (7:00 am)

* From: ABQ * To: LAX
 * Depart: 03/05/18 Leaves at: Afternoon (12:00 pm)

* From: LAX * To: BWI
 * Depart: 03/07/18 Leaves at: 8:00 pm

[+ Add another destination](#)

[▶ Advanced search \(Coach, Lowest Available\)](#)

* = required Search

Figure 9: E2 Online Booking Tool — Multi-destination

3.3 Transaction Workflow

After you click **Search** on the home page, the E2 OBT returns an initial set of search results for transportation to your first destination. The complete transaction workflow through the OBT is as follows:

1. Review and select [flight](#) or [rail options](#) for each destination. The initial list provides options to your first destination. After you make a selection, the OBT searches for options to your next destination or for your return trip.
2. Review lower cost options and [confirm your selections](#), or choose a suggested alternative. The OBT compares your selected options with the lowest cost alternatives, giving you an opportunity to change your selections. If your selection is outside of your group's travel policy, you are prompted to explain your flight or rail choice.

3. [Select seats](#) for all flights.

TIP: This step only displays if the flight allows the selection of seats online. You have the option to skip this step.

4. Perform a [hotel search and selection](#) for your first destination. If your hotel or room selection violates your group's travel policy, you are prompted to explain your choice.
5. Perform a [rental car search and selection](#) for your first destination. If your rental car choice violates your group's travel policy, you are prompted to explain your choice.
6. [Review your trip details and check out](#). For multi-destination trips, you have the opportunity to perform additional hotel and rental car searches for each destination before completing your purchase.
7. [Return to E2](#).

TIP: You can cancel your activities and return to E2 at any point in this process by clicking the **Return to E2** link in the E2 OBT.

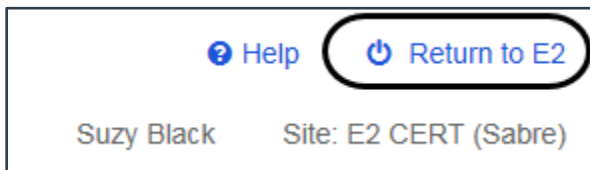


Figure 10: E2 Online Booking Tool — "Return to E2" link

4 Flight Selection

If you are booking airfare for your trip (i.e., you selected the **Flight** check box on the home page), the E2 OBT first has you select the flight to your first travel destination.

4.1 Search Results

The search results for flights matching your search criteria may look slightly different, depending on the kind of search you performed. Each page, however, contains certain standard elements.

4.1.1 Search by Time

If you selected the **Search by time** radio button on the home page, the search results show all available flights for your selected departure date and time. After selecting a flight on this page, a second results list displays to allow you to select your return flight.

Select departing flight

Wed, Nov 8, 2023 Chicago, Illinois (ORD) to Boston, Massachusetts (BOS) [Edit search](#)

Sort by

Select one ▾

Filters **198** of 198 flights

[Reset filters](#)

Flight time

Departure

Wed, Nov 8 5:00 AM — Wed, Nov 8 3:00 PM

Arrival

Wed, Nov 8 9:00 AM — Thu, Nov 9 1:00 AM

Price

0.00 USD — 766.20 USD

Stops

Non-stop (10)

1 stop (182)

2+ stops (6)

Airports

Layover

ATL (10)

Contract carrier

American Airlines

AA 3703 (Operated by ENVOY AIR AS AMERICAN EAGLE) **\$59.90**

CO2 emissions: 7072kg 2 more fares available

7:04 AM → 10:23 AM (2h 19m)

----- (ORD) ----- (BOS) -----

▾

Contract carrier

American Airlines

AA 3425 (Operated by ENVOY AIR AS AMERICAN EAGLE) **\$59.90**

CO2 emissions: 7072kg 2 more fares available

8:30 AM → 11:51 AM (2h 21m)

----- (ORD) ----- (BOS) -----

▾

Contract carrier

American Airlines

AA 407 **\$59.90**

CO2 emissions: 15744kg 2 more fares available

1:43 PM → 4:57 PM (2h 14m)

----- (ORD) ----- (BOS) -----

▾

Contract carrier

American Airlines

AA 1784, AA 1924 **\$67.70**

CO2 emissions: 15744kg 2 more fares available

----- (ORD) ----- (BOS) -----

▾

Figure 11: E2 Online Booking Tool — Search by Time, Select Departing Flight page

CWTSatoTravel

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4.1.2 Search by Price

If you selected the **Search by price** radio button on the home page, a pricing matrix displays at the top of the Select Departing Flight page. This matrix shows the available carriers, lowest total fares for each carrier, and the number of available option for each flight type (e.g., non-stop, 1 stop, etc.). Clicking a link in the matrix refreshes the search results to display only the corresponding flights.

Unlike the "Search by time" results, which show the price for each individual flight, the fares shown on the flight cards in the "Search by price" search results are indicative of the total price for that departure flight and the lowest possible return flight. After a departing flight is selected, the flight cards on the Select Returning Flight page are similarly formatted. The amount shown on a flight card indicates the total price of the trip, based on the selected departure flight and that particular return flight.

Select departing flight

Mon, Dec 10, 2018 Washington, DC (DCA) to Minneapolis, MN (MSP) [Edit search](#) [Icon legend](#) [Reset](#)

Lowest priced options

	Non-stops	1 stop	2+ stops
DELTA	3 from \$336	26 from \$370	--
jetBlue	--	3 from \$216	--
American Airlines	\$336	14 from \$344	--
UNITED	--	11 from \$349	--
Southwest	--	4 from \$404	--

Sort by

Price (estimate) ▼

Filters 58 flights

[Reset filters](#)

Flight time

Departure

Mon, Dec 10 5:00 AM Mon, Dec 10 1:00 PM

Arrival

Mon, Dec 10 7:00 AM Mon, Dec 10 8:00 PM

Contract carrier

DELTA
DL 1368 **\$336.41**

Mon, Dec 10, 6:05 AM → 7:54 AM (2h 49m)

DCA — MSP

▼

Contract carrier

DELTA
DL 2063 **\$336.41**

Mon, Dec 10, 8:25 AM → 10:21 AM (2h 56m)

DCA — MSP

▼

Your trip so far ▲

Figure 12: E2 Online Booking Tool— Search by Price, Select Departing Flight page

4.2 Flight Cards and Drawers

Flight options on the "Select a flight" page are represented by individual cards. Each card lists the carrier, whether the airline is a [contract carrier](#) or [out of policy](#), flight numbers, total CO₂ emissions for all segments of the flight, illustrated and numeric representations of the flight times (i.e., arrival, departure, and duration, with references to the corresponding airports), [fare type](#), and the lowest price available for that flight.

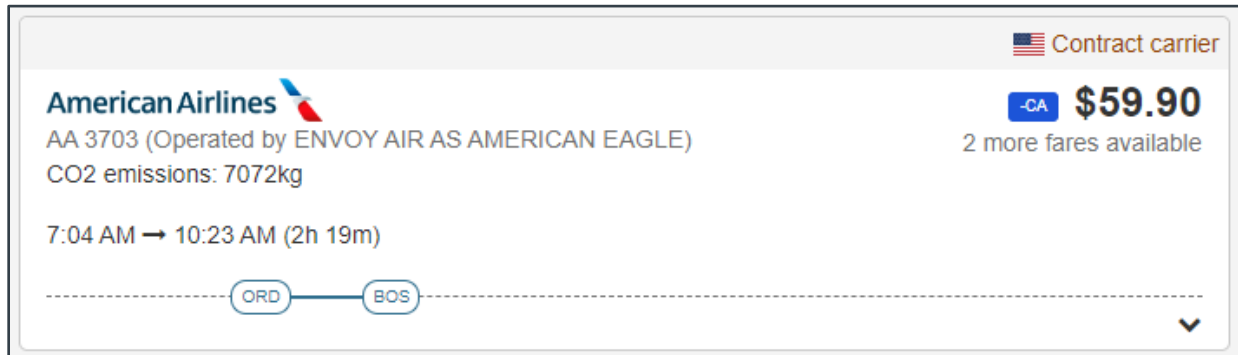


Figure 13: E2 Online Booking Tool — Flight card

4.2.1 Flight Line


The lines and bubbles on a flight card (i.e., the *flight line*) provide a graphical representation of the flight's highlights, including the locations involved and the flight's duration.


- The dotted line on which the bubbles sit is a linear representation of the "day" on which the flight occurs. Where a bubble is positioned on the line gives a general indication of the time the corresponding flight departs or arrives. (The actual departure and arrival times are listed directly above this line.)
- The first bubble displays the airport code for the departure airport, while the final bubble displays the airport code for the arrival airport.
- Any bubbles displayed between the departure and arrival icons represent connecting flights (i.e., stops). The size of this bubble indicates the duration of the layover.
- The length of the line between two bubbles represents the distance traveled on that flight.


4.2.2 Drawers

Review all options returned in the search results, and then click anywhere within a flight "card" to expand the drawer for that option. The drawer provides further detail, including:

- Airport cities and distance traveled
- CO₂ emissions for each flight segment
- Any layover location and duration
- Cabin class and equipment used
- Additional fare options
- **Select** button



 **American Airlines**
AA 1784, AA 1924
CO2 emissions: 24705kg

 Contract carrier

 **\$67.70**
2 more fares available



7:00 AM → 1:48 PM (5h 48m)

----- (ORD) --- (CLT) --- (BOS) -----


 **American Airlines** ✕
 Contract carrier


Wed, Nov 8 Chicago, Illinois (ORD), 7:00 AM ↳ Charlotte, North Carolina (CLT), 9:57 AM 600 miles	AA 1784 Coach Unrestricted Boeing 737-800 CO2 emissions: 11284kg Preview seat map
---	--

🕒 **Layover (1h 40m)**
Charlotte, North Carolina (CLT)

 **American Airlines**
 Contract carrier

Wed, Nov 8 Charlotte, North Carolina (CLT), 11:37 AM ↳ Boston, Massachusetts (BOS), 1:48 PM 728 miles	AA 1924 Coach Unrestricted Boeing 737-800 CO2 emissions: 13421kg Preview seat map
--	--

\$67.70
 Govt contract fare limited availability


\$172.69
 Govt contract fare

Coach
Unrestricted

[Select](#)

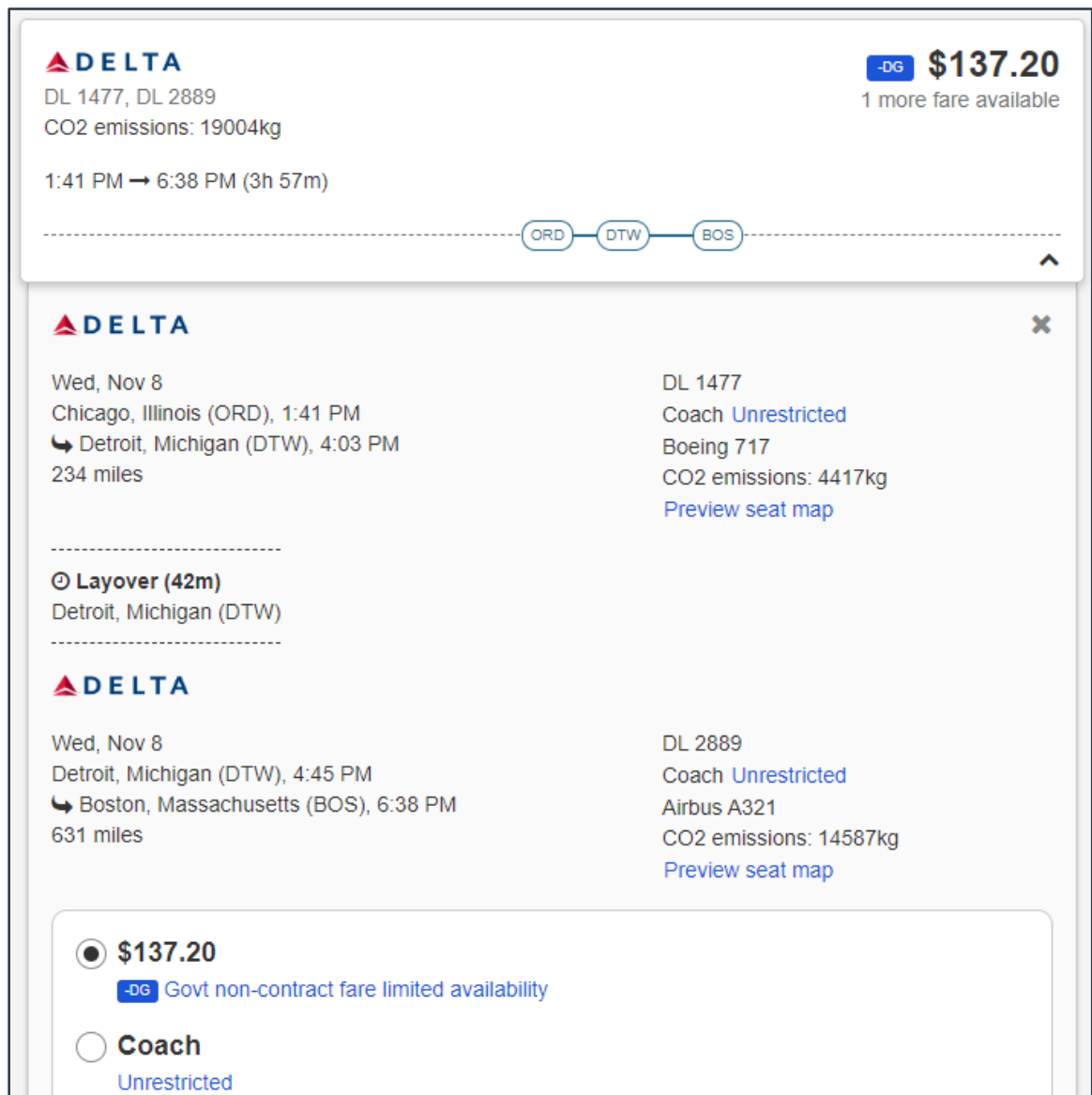
Figure 14: E2 Online Booking Tool — Flight card with an expanded drawer

4.2.3 Contract Carriers

The U.S. flag symbol ( **Contract carrier**) displays in the upper right corner of a flight card if the airline is the contract carrier for the city pair. Clicking the card to expand the drawer displays the contract fares for that flight, as shown in Figure 14: E2 Online Booking Tool — Flight card with an expanded drawer.

4.2.3.1 Non-contract Carriers

Non-contract carriers do not show the U.S. flag icon and do not show contract fares. In the following figure, Delta is not a contract carrier. The flag icon does not display at the top of the card, and no contract fares are available when the card's drawer is expanded. The -DG fare (*Govt non-contract fare limited availability*) also identifies the airline as a non-contract carrier for the city pair.



DELTA -DG **\$137.20**
1 more fare available

DL 1477, DL 2889
CO2 emissions: 19004kg

1:41 PM → 6:38 PM (3h 57m)

----- ORD — DTW — BOS -----

DELTA ✕

Wed, Nov 8 DL 1477
Chicago, Illinois (ORD), 1:41 PM Coach **Unrestricted**
↳ Detroit, Michigan (DTW), 4:03 PM Boeing 717
234 miles CO2 emissions: 4417kg
[Preview seat map](#)

🕒 **Layover (42m)**
Detroit, Michigan (DTW)

DELTA

Wed, Nov 8 DL 2889
Detroit, Michigan (DTW), 4:45 PM Coach **Unrestricted**
↳ Boston, Massachusetts (BOS), 6:38 PM Airbus A321
631 miles CO2 emissions: 14587kg
[Preview seat map](#)

\$137.20
-DG Govt non-contract fare limited availability

Coach
Unrestricted

Figure 15: E2 Online Booking Tool — Non-contract Carrier information

4.2.4 Fare Types

Fare types are displayed in the expanded drawer for each flight card listed in the search results. Both the fare type acronym and a text description display, making it easy to identify "in policy" fare options. –CA and YCA are the government contract fares offered to travelers, while –DG fares are offered to government travelers by non-contract carriers. The radio buttons selected by default in the drawer will match the fare displayed on the card.

4.2.5 Out of Policy Options

An out-of-policy option is clearly identified by the "Out of policy" indicator in the upper right corner of the flight card. Click the **Why is this out of policy?** link in the flight's drawer to expand that section and see why this particular option is considered out of policy.

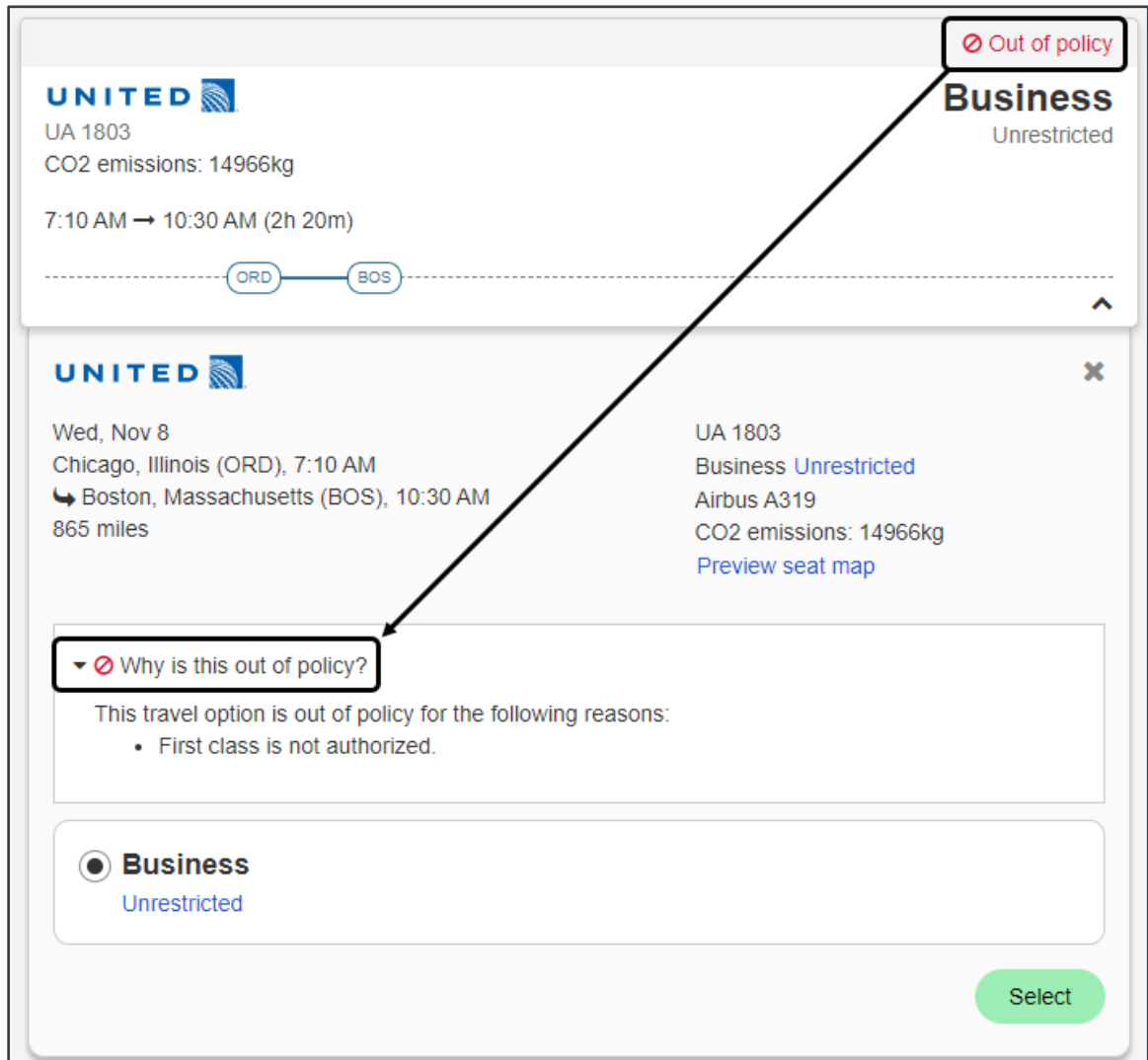


Figure 16: E2 Online Booking Tool — Flight Out of Policy information

4.3 Additional Maintenance Options

Additional maintenance tasks can be performed on the "Select a flight" page to ensure you are viewing the appropriate flights for your trip and help you make the correct selection.

4.3.1 View Trip Details

Click the **Your trip so far** dock bar (at the bottom of the page) at any time to see the selections you have made for the trip. This is especially helpful if you have multiple destinations, hotels, or rental cars. Click the dock bar again to collapse the section.

TIP: If available, use the scroll bar at the bottom of the page to scroll through the dock bar and see the other components of your trip, which may not have been booked yet.

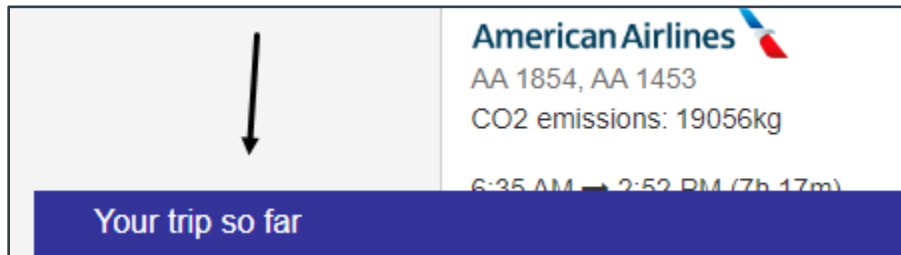


Figure 17: E2 Online Booking Tool — Your Trip So Far dock bar

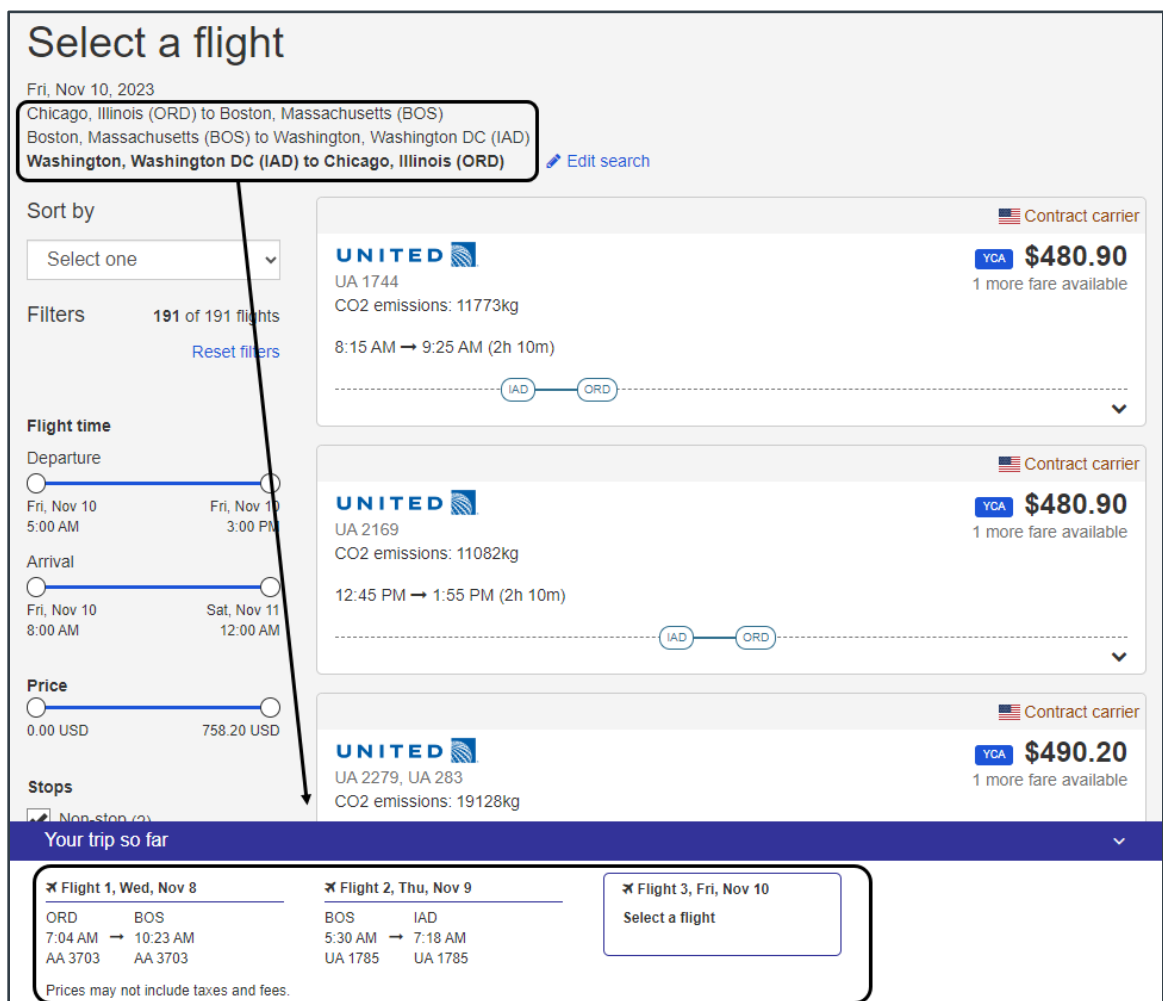


Figure 18: E2 Online Booking Tool — Expanded "Your Trip So Far" section

4.3.2 Modify the Current Search

Click the **Edit search** link and complete the following steps to change your current search criteria.

1. Click **Edit search** to display the Edit Search window.

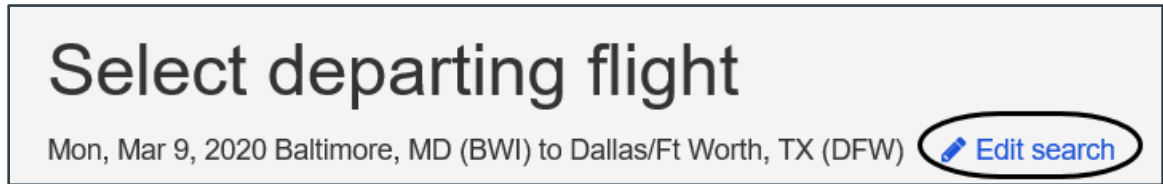


Figure 19: E2 Online Booking Tool — Edit Search link

2. Make your changes, and then click **Search**.

NOTE: If making changes to your search criteria would result in the loss of existing itinerary selections, you are always prompted to confirm your actions first.

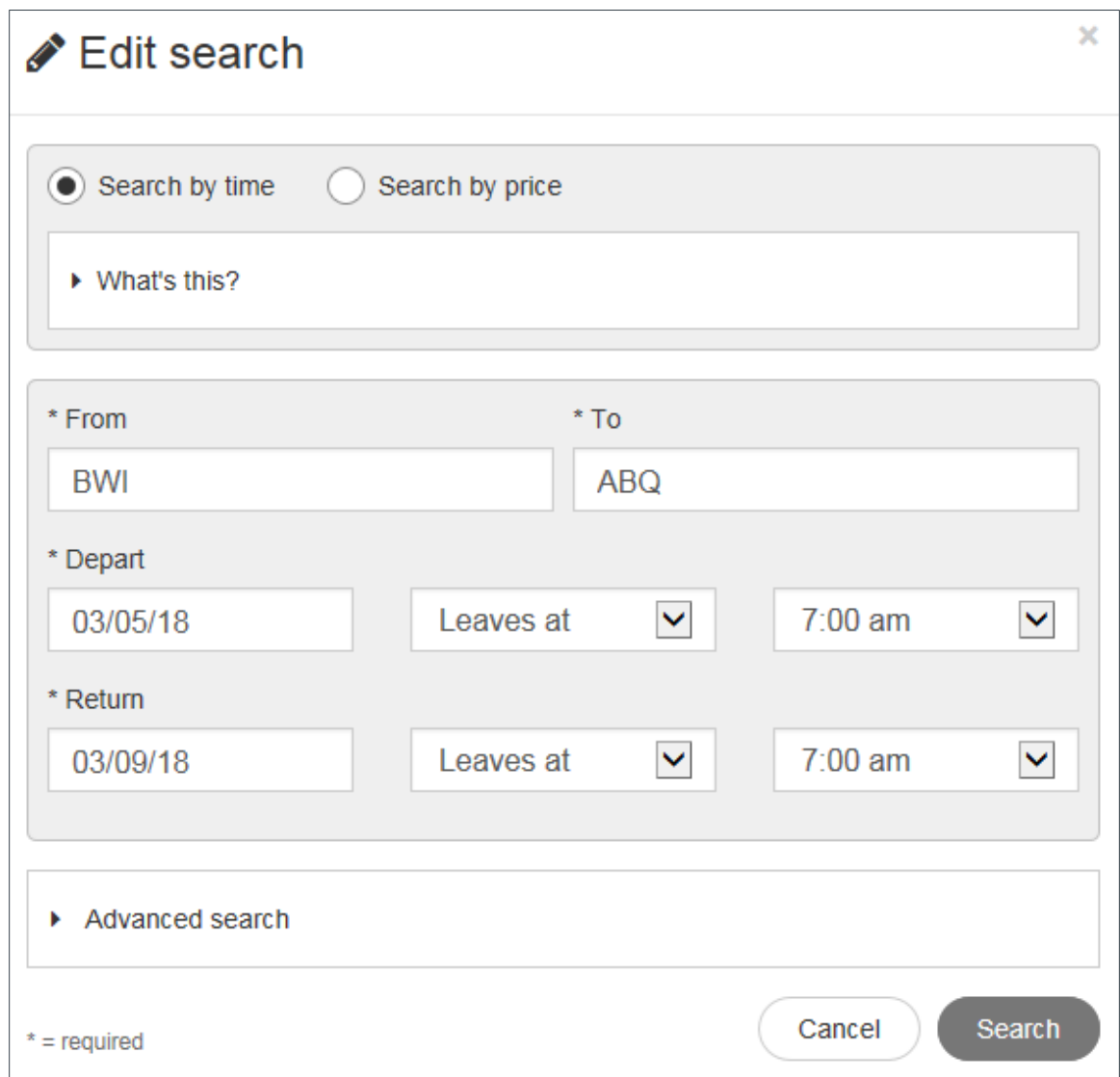


Figure 20: E2 Online Booking Tool — Edit Search window

4.3.3 Sort the List

By default, results are sorted with preference to contract carriers. You can change the sort order by selecting the sort criteria from the **Sort by** drop-down list.

NOTE: Available sorting options are controlled by travel policy.

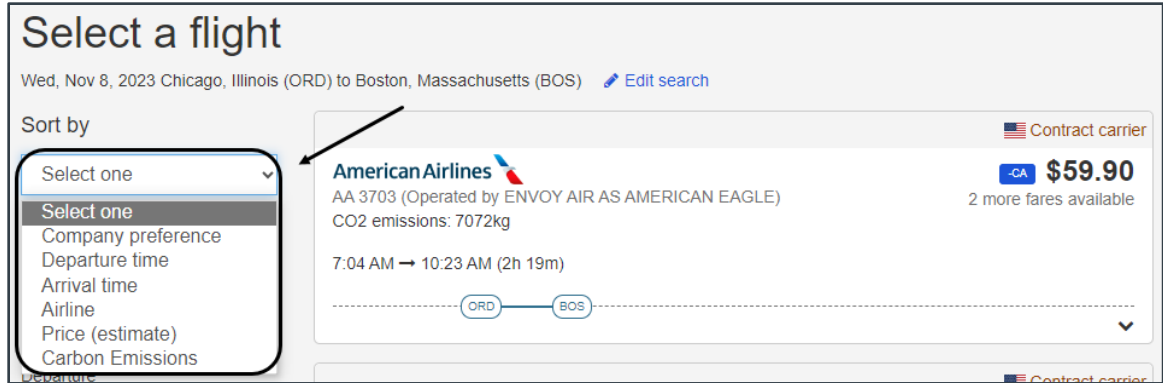
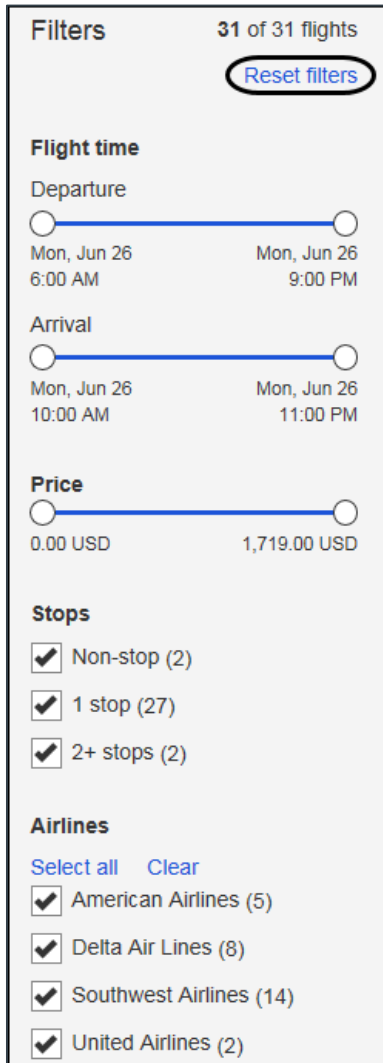


Figure 21: E2 Online Booking Tool — Flight Sort By list



4.3.4 Filter the List

You can filter the results list by using the selections on the left side of the page. Filtering is available for:

- Flight times
- Flight cost
- Stops
- Airports (when alternates exist)
- Airlines

To filter the list, move the slider, select options, or clear options. Click the **Reset filters** link to clear all filters and return to the original results list.

Figure 22: E2 Online Booking Tool — Flight Filters

4.4 Booking Your Flights

With a flight card displayed, complete the following steps to book a flight for your trip.

1. Review all fares listed in the flight card's [drawer](#).
2. Click the radio button of the fare you want to select.

TIP: Click the description next to any fare to see additional information. You should select contract carrier—CA airfares, when possible, to comply with regulations. Review your travel policy to understand the impact of other selections.

3. Click the **Select** button in the drawer to make your selection and continue to the next segment of your trip.

NOTE: If you searched by price, each card and drawer include transportation for all segments of your trip (i.e., departing and returning).

4. Repeat steps 1–3 until you have selected flights for all segments.

4.5 Confirming Your Selections

After you have selected the last flight segment for your trip, the OBT prices your itinerary and may generate a list of lower cost options for your review. If there are lower cost options, your current trip options display at the top of the page in the "Your selected itinerary" section. Lower cost options are listed in the "Low fare options" section, and may include alternative airports or travel dates and non-governmental (-DG) fares.


- To select your existing itinerary, click the **Select** button in the drawer opened in the "Your selected itinerary" section.
- To select a less expensive option, click on the flight card for that option in the "Low fare options" section, and then click the **Select** button in the expanded drawer.

TIP: You may also sort the lower fare flights by selecting an option from the **Sort by** list, adjust the filters to manage the flights displayed, or click the **Edit search** hyperlink to change your search criteria.

Review low fare options

Wed, Nov 8, 2023 Chicago, Illinois (ORD) to Boston, Massachusetts (BOS) [Edit search](#)

Your selected itinerary



Contract carrier

YCA \$164.89

AA 3703 (Operated by ENVOY AIR AS AMERICAN EAGLE)
CO2 emissions: 7072kg

Wed, Nov 8, 7:04 AM → 10:23 AM (2h 19m)

ORD — BOS


Contract carrier

YCA Govt contract fare

Wed, Nov 8
Chicago, Illinois (ORD), 7:04 AM
Boston, Massachusetts (BOS), 10:23 AM
865 miles

AA 3703 (Operated by ENVOY AIR AS AMERICAN EAGLE)
CO2 emissions: 7072kg
Coach
[Fare rules](#)
E75
[Preview seat map](#)

Select

Low fare options

The following itineraries, including nearby airports, may also fit your schedule and budget.

Sort by

Price (estimate) ▾

Filters 84 flights


[Reset filters](#)

Flight time

Departure

Wed, Nov 8 5:00 AM — Wed, Nov 8 3:00 PM

Arrival



Contract carrier

-CA \$59.90

AA 3703 (Operated by ENVOY AIR AS AMERICAN EAGLE)
CO2 emissions: 7072kg

Wed, Nov 8, 7:04 AM → 10:23 AM (2h 19m)

ORD — BOS


Contract carrier

-CA \$59.90

AA 3425 (Operated by ENVOY AIR AS AMERICAN EAGLE)
CO2 emissions: 7072kg

Figure 23: E2 Online Booking Tool — Review Low Fare Options page

4.6 Out of Policy Flights

The Out of Policy page displays (after each flight selection) when your travel choices do not comply with your group's travel policy. This page tells you why your choices are designated as "out of policy" and prompts you to choose an explanation for your selection. Complete the following steps.

1. Review the information on the page.
2. Select the radio button for the explanation that best indicates why you made an out-of-policy selection.
3. Click **Continue**.

Out of policy

⚠ This itinerary does not include certain elements. Please review your options and submit the information below.

Some of your choices were designated Out of Policy for the following reason(s):

- A government contract fare is available for another flight option.

* Please designate why you did not choose an in-policy option.

- Government Fare did not meet mission requirements (C1)
- Traveler used Rail because Available and Cost effective (C10)
- Contract Carrier flights outside working hours against policy (C2)
- NonContract carrier offered lower published fare than contract carrier (C3)
- Contract Carrier sold out (C4)
- Contract Carrier used for portion, but not entire trip (C5)
- Non-Contract govt fare used, cheaper than contract fare (C6)
- Contract carrier refused because of airport specified (C7A)
- Contract carrier refused because of carrier specified (C7B)
- Contract carrier refused because of routing specified (C7C)
- Contract carrier refused because of time specified (C7D)
- Contract carrier refused because of personal reasons (C7E)
- Traveler used no-cost ticket -Freq Flyer (C8)
- Foreign Military Sales (C9)
- Smoking is permitted on Contract Flights (C11)
- No Contract Carrier in Market (C12)
- Booked Business Class/First Class on contract carrier (C13)
- Unknown Justification - Agent Assist (X)
- Government Fare did not meet mission requirements (C)
- Contract Carrier Used (G)

* = required

Start over
Continue

Figure 24: E2 Online Booking Tool — Air Out of Policy page

4.7 Selecting Seats

The Select a Seat page allows you to make seat selections for your flight when the airline you selected allows online seat requests. Complete the following steps.

1. Select your desired seat from the **Passenger** drop-down list, or click an available seat in the image.
2. Click **Select** to save your selection. The seat information for the flight displays below the selection list.
3. Repeat steps 1–2 for each flight.

TIP: You can skip further seat selection at any time by clicking **Skip seat selections**. Any selected seats that have not been saved will be lost. If you skip seat selection, the system

5 Rail Selection

If you selected the **Train** check box on the home page, the search results return available options for your departure date and time. After selecting this train, a second results list displays to allow you to choose your return train.

Select a train

► Modify search

Sort by Departure - earliest first ▼



DEPART 7:30 AM Mon, Jan 15 Washington, DC - Union Station (WAS)	ARRIVE 10:45 AM Mon, Jan 15 New York, NY - New York Penn Station (NYP)	 Train 54 VERMONT Total journey time 3:15	<input checked="" type="radio"/> \$88.00 Negotiated Lowfareclass (Reserved Coach Class Seat) <hr/> <input type="radio"/> \$136.00 Negotiated Upgradeclass (Business Class Seat) Amenities Fare rules
Select			
DEPART 8:22 AM Mon, Jan 15 Washington, DC - Union Station (WAS)	ARRIVE 11:59 AM Mon, Jan 15 New York, NY - New York Penn Station (NYP)	 Train 152 NORTHEAST REGIONAL Total journey time 3:37	<input checked="" type="radio"/> \$69.00 Lowfareclass (Reserved Coach Class Seat) <hr/> <input type="radio"/> \$117.00 Upgradeclass (Business Class Seat) Amenities Fare rules
Select			

Figure 26: E2 Online Booking Tool — Select a Train page

5.1 Options

Each search results list shows numbered options. Each option includes vendor details (train number, type of equipment, travel time, and other details), departure and arrival information, and fare details.

Figure 27: E2 Online Booking Tool — Rail Option Details

5.1.1 Government Fares


The government fare indicator ( Negotiated) lets you know that the fare is considered to be refundable based on Amtrak's cancellation policies. This is a helpful indicator that may appear for both coach and upgraded cabin classes. You should, however, always review the fare rules (including the cancellation policy) and cabin class to be certain the fare meets your agency's travel policy and the mission requirements.

Figure 28: E2 Online Booking Tool — Government Rail Fare Indicator

5.1.2 Fare Rules

Always review the class information for each option and click the **Fare rules** link to see the complete details about the fare, including whether the fare is refundable. The low fare (*Coach* class) returned by Amtrak is typically a non-refundable fare.

5.2 Booking Your Trains

Complete the following steps to book rail travel for your trip.

1. Review all options listed in the search results, verifying the classes of service and fare rules.
2. Click the radio button of the fare you want to select.

TIP: ALWAYS review the class information and fare rules before selecting a train and fare.

3. Click the **Select** button to make your selection and continue to the next segment of your trip.

NOTE: If you searched by price, each option includes transportation for all segments of your trip (i.e., departing and returning).

4. Repeat steps 1–3 until you have selected options for all segments.

5.3 Out of Policy Rail

The Out of Policy page displays (after each train selection) when your travel choices do not comply with your group's travel policy. This page tells you why your choices are designated as "out of policy" and prompts you to choose an explanation for your selection. Complete the following steps.

1. Review the information on the page.
2. Select the radio button for the explanation that best indicates why you made an out-of-policy selection.
3. Click **Continue**.

Out of policy

⚠ This itinerary does not include certain elements. Please review your options and submit the information below.

Some of your choices were designated Out of Policy for the following reason(s):

- Business class is not authorized on this train type. - SPI - CHI
- Business class is not authorized on this train type. - CHI - SPI

* Please designate why you did not choose an in-policy option.

Coach class accommodations not available. (T1)

Traveler has disability or special need. (T2)

Exceptional security circumstances exist. (T3)

Foreign rail coach class inadequate for health. (T4)

Required because of agency mission. (T5)

Acela/Extra Fare Train: Federal agency determined fare is advantageous to the government. (T6)

Acela/Extra Fare Train: Exceptional security circumstances exist. (T7)

* = required

Start over
Continue

Figure 29: E2 Online Booking Tool — Rail Out of Policy page

6 Find a Hotel

If your trip requires hotel accommodations, a list of available hotel properties for the first destination, with negotiated rates, displays when you are finished with your transportation selections.

TIP: You can click **Skip hotel search** (at the bottom of the list) at any time to skip hotel selection. Any unsaved room choices, however, will be lost.

Select a hotel

All hotels are approved by the U.S. government as fire-safe properties.

* Airport, city, or address
Chicago, IL

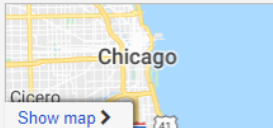
* Check in
06/10/21

* Check out
06/12/21

Rooms
1

* = required

[Current location](#)



Chicago
Cicero
[Show map >](#)

Property Filters

[Reset Property Filters](#)

Hide sold out

Hide out of policy

Distance from: Chicago, IL
within 50 miles

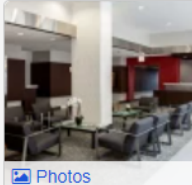
Hotel name
Name or chain

Amenities

ADA accessible (331)

Airport shuttle (62)

500 of 500 hotels Sort by Preferred hotels



BEST WESTERN GRANT PARK FedRooms Property

1100 S. Michigan Ave. Chicago IL 60605 USA


0.4 miles S | [Map](#) | [Amenities](#)

[Photos](#)

Note - FedRooms Rate Includes: *4pm Cancel**Internet*

135 USD

per diem \$216



HAMPTON INN MAJESTIC CHICAGO THEATRE D FedRooms Property

22 W MONROE Chicago IL 60603 USA


0.4 miles NW | [Map](#) | [Amenities](#)

[Photos](#)

Green hotel Note - FedRooms Rate Includes: *4pm Cancel**Internet**Continental Breakfast*

186 USD

per diem \$216



HYATT CENTRIC THE LOOP CHICAGO FedRooms Property

100 West Monroe Street Chicago IL 60603 USA

0.5 miles NW | [Map](#) | [Amenities](#)

194 USD

per diem \$216

Figure 30: E2 Online Booking Tool — Select a Hotel page

6.1 Search Results

The first ten results displays on the Select a Hotel page. Scroll to the bottom of the page and click **Show more hotels** to view more results. The next ten results display below the first ten hotels.

NOTE: The **Show more hotels** link is no longer available when all properties are displayed.

6.1.1 Map View

You can also view properties on a map, so you can see their proximity to your final destinations. Click **Show map** to switch from the list to the map view.

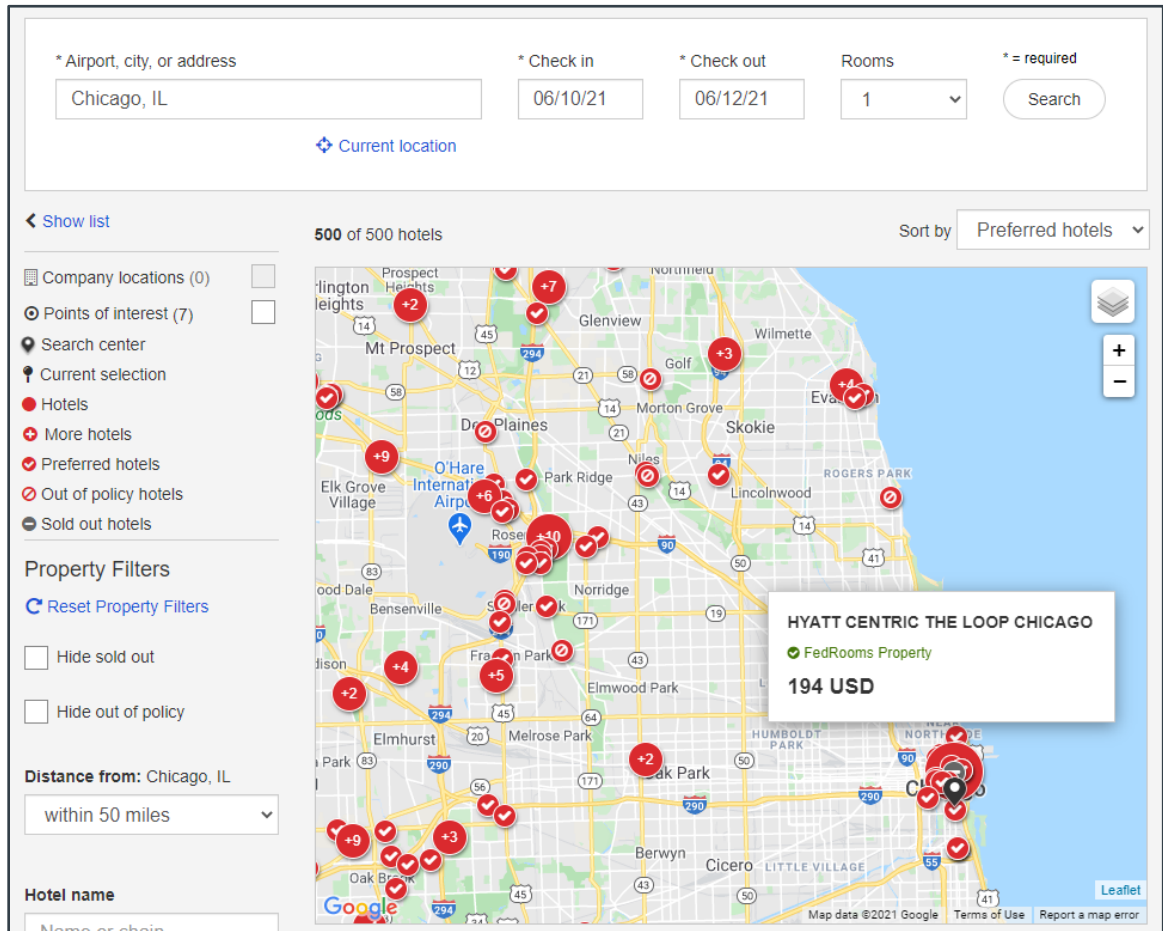




Figure 31: E2 Online Booking Tool — Hotel Map View

- Hover over any circle to see that property's details.
- Zoom in or out using the **Zoom** icons ().
- Change to a satellite or hybrid view by hovering over the selection icon (), and then choosing one of the following radio buttons:
 - **Map** (default) – Select this radio button to see a standard map view of the various hotel locations.
 - **Satellite** – Select this radio button to see a satellite view of the map.
 - **Hybrid** – Select this radio button to display the hotel locations map as a combination of the standard map and satellite views.

6.2 Hotel Cards and Drawers

Hotel options on the "Select a hotel" page are represented by individual cards. Each card lists the hotel's name and address, whether the hotel is a FedRooms property, the distance from the airport or your search destination, the lowest negotiated rate and your per diem rate for the city, and any pertinent notes.

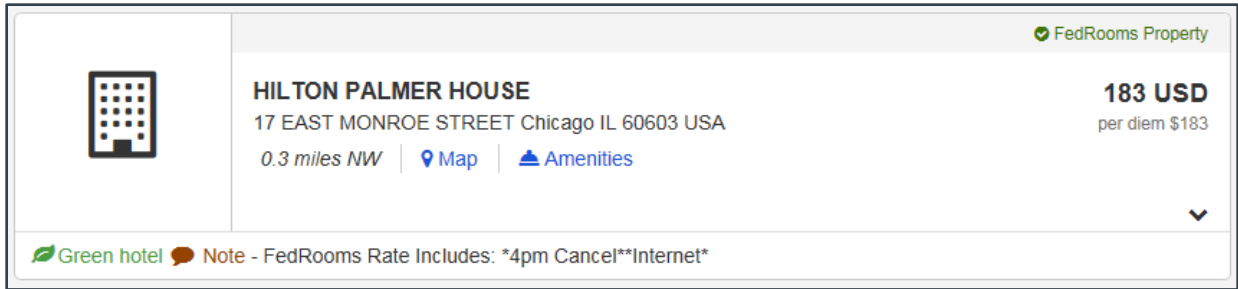


Figure 32: E2 Online Booking Tool — Hotel card

6.2.1 Drawers

Review all options returned in the search results, and then click anywhere within a hotel "card" to expand the drawer for that option. The drawer provides further detail, including the different types of rooms available and their rates, the hotel details, amenities, and a map.

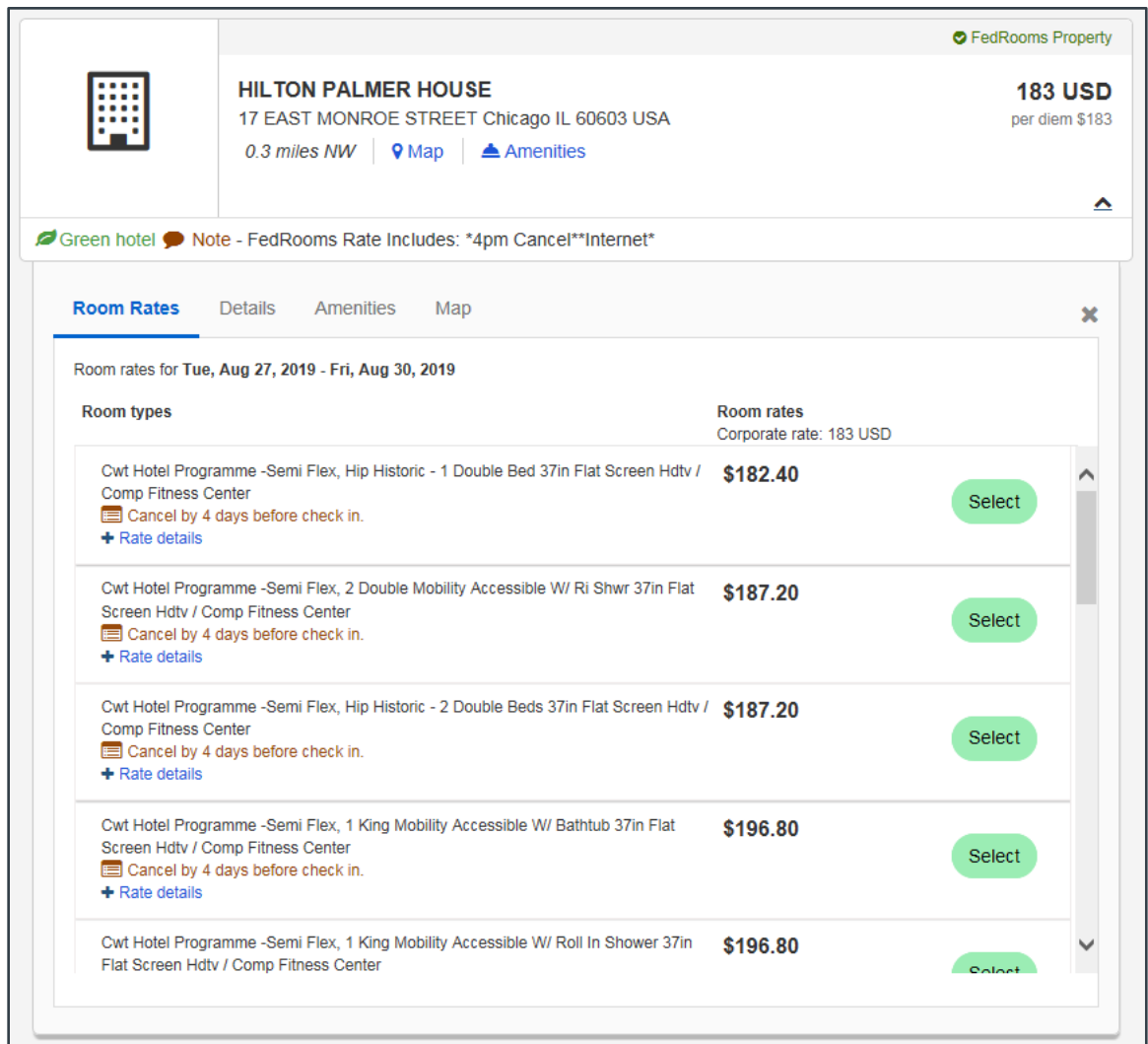


Figure 33: E2 Online Booking Tool — Hotel drawer, Room Rates tab

6.2.2 Room Rates

The hotel drawer defaults to the **Room Rates** tab, which allows you to review the rooms and rates available during your travel period. Clicking the **Select** button for a particular room selects that room for your trip.

Pay attention to the rate displayed for each option on the tab when you are selecting a room.

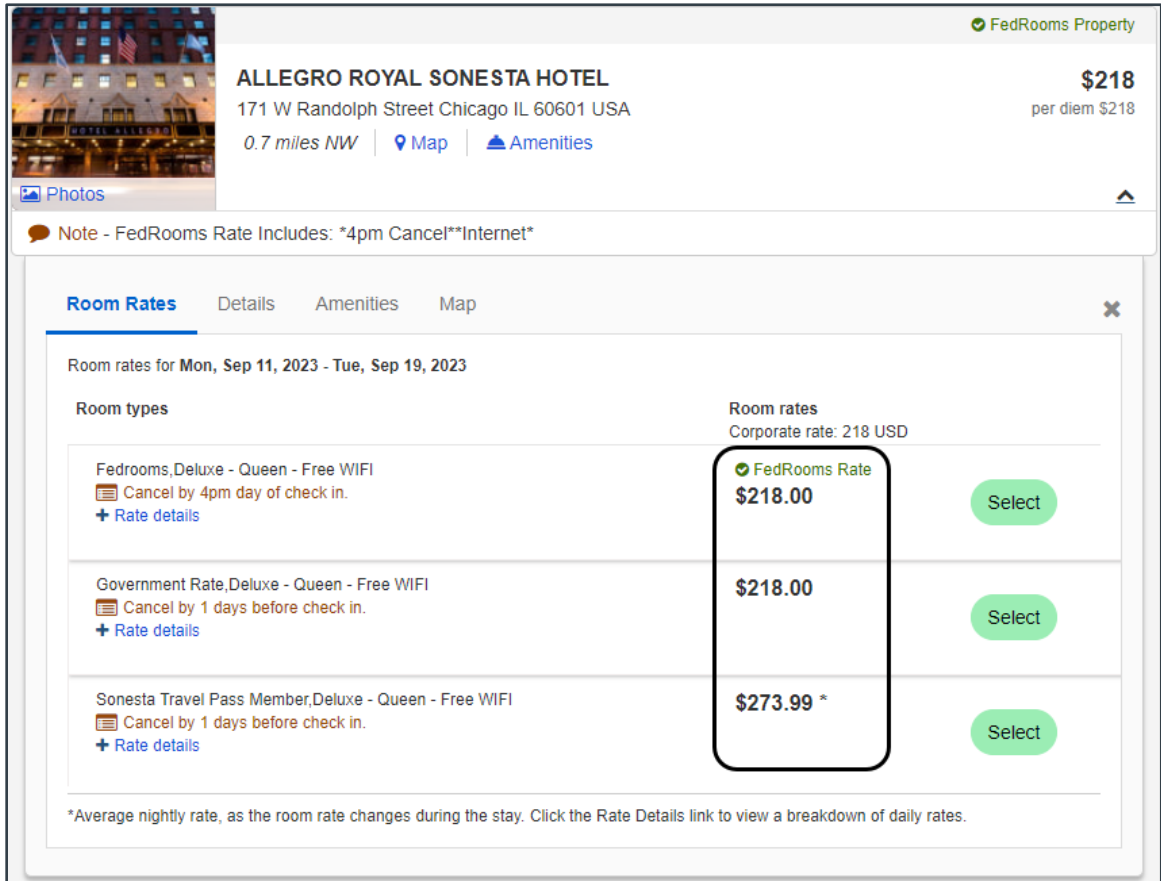


Figure 34: E2 Online Booking Tool — Hotel drawer, Rate types

6.2.2.1 FedRooms Rates

FedRooms-negotiated rates include the “FedRooms Rate” label and check mark icon directly above the rate amount. As the government’s preferred hotel program, FedRooms properties and rates should always be the first choice when making hotel reservations. FedRooms offers:

- Competitive rates at or below per diem
- Cancellation policy of 4:00 p.m. or later on the day of arrival for U.S. locations and 24 hours or less for international locations
- No additional fees
- FEMA-certified and ADA-compliant properties within the U.S. and U.S. territories

6.2.2.2 Other Negotiated Rates

If a FedRooms property and/or rate is unavailable or does not meet the traveler’s needs, look for other CWTSato-negotiated rates or rates published by the property specifically for government travelers. These rates do not have the FedRooms identifier above them, but they also do not

have an asterisk to the right of the amount, indicating you can be sure of the displayed rate for the duration of the traveler’s stay.

6.2.2.3 Non-Negotiated Starred (*) Rates

Starred rates (i.e., those rates that display with an asterisk (*) to the right of the amount) are non-negotiated and, as indicated by the explanation at the bottom of the **Room Rates** tab, subject to change during the traveler’s stay. (The rate displayed on the **Room Rates** tab is only an average nightly rate, based on the changing rates.)

Click the **+ Rate details** link below the room description to display the “Rate details and cancellation policy” window, which provides a full breakdown of the different rates the traveler will be charged for each night.

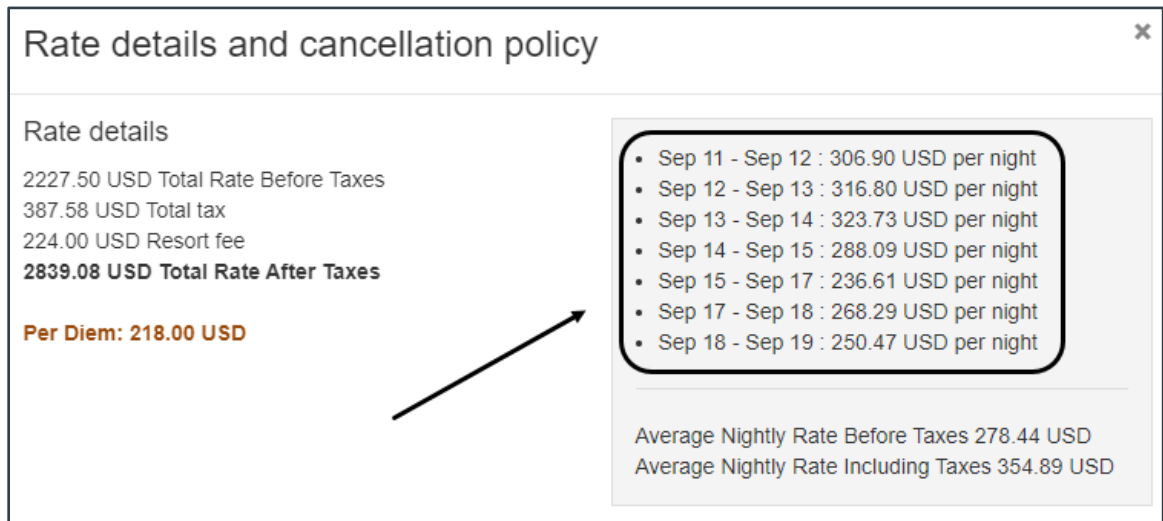



Figure 35: E2 Online Booking Tool — Rate breakdown

WARNING! When you select a room with this rate type (i.e., a rate with an asterisk), the changing room rate is not accurately reflected in the Lodging Expenses window in E2 Solutions. Instead, E2 applies one of the rates from the booking to all days of the trip, which results in inaccurate lodging expenses that do not match the reservation.

If you must select a hotel room that includes an asterisk (*) in order to meet the traveler’s needs, click the **+ Rate details** link and make note of the full rate breakdown for the trip in the “Rate details and cancellation policy” window (e.g., write it down, take a screen shot, etc.). You can then continue with the reservation. When you return to E2 and the reservation is associated with a trip, you can use the rate breakdown to enter the different rates in the Lodging Expenses window.

6.2.3 Details

Click the **Details** tab in the hotel drawer to review the full hotel description.



HILTON PALMER HOUSE
 17 EAST MONROE STREET Chicago IL 60603 USA
 0.3 miles NW | [Map](#) | [Amenities](#)

✔ FedRooms Property

183 USD
per diem \$183

✔ Green hotel 🗨 Note - FedRooms Rate Includes: *4pm Cancel**Internet*

Room Rates | Details | Amenities | Map

Our pool and whirlpool is currently closed for renovation and scheduled to reopen with a splash in Summer 2019. This hotel is 100 pct non-smoking. The Palmer House Hilton - The Chicago Hotel The World Knows Best Welcome to The Palmer House a Hilton Hotel - an iconic world-class downtown Chicago hotel and gateway to Chicago's rejuvenated Loop scene. A modern Chicago grand hotel the Palmer House is a lively destination within walking distance of the best attractions the city of Chicago has to offer like Millennium Park Grant Park Lake Michigan the Art Institute of Chicago the theater district and the Magnificent Mile. Representing a locale close to the best of the city's offerings shopping on the famed State Street and Jewelers Row on Wabash Avenue. The Palmer House Hilton Destination Jay Pritzker Pavilion at Millennium Park The School of the Art Institute of Chicago Macy's on State Street Shopping on the "Mag Mile" Sears Tower Bank of America Theatre Chicago Theatre Oriental Theatre Goodman Theatre Chicago Symphony Orchestra Lyric Opera Chicago Architecture Foundation Shedd Aquarium Field Museum Adler Planetarium Spertus Institute of Jewish Studies Navy Pier John Hancock Observatory McCormick Place Convention Center Chicago Water Tower. The Palmer House Hilton Hotel Location Museum of Science and Industry Lincoln Park Zoo Peggy Notebaert Nature Museum Brookfield Zoo Chicago Botanic Garden. The Palmer House Hilton hotel is also a short train or bus ride from U.S. Cellular Field home of the Chicago White Sox Wrigley Field home of the Chicago Cubs Soldier Field home of the Chicago Bears and the United Center home of the Chicago Bulls and Chicago Blackhawks. As the longest continuously operating hotel in North America The Palmer House Hilton hotel in Chicago Illinois has been

Per Diem
\$183.00

Facilities
 Accessible registration desk Accessible concierge desk Accessible transportation with advance notice Accessible hotel restaurant Accessible exercise facility Accessible swimming pool Accessible business center Express Mail Meeting Facilities Multi Lingual Staff Notary Public Restaurant Children's Menu Cribs High Chair Baggage Storage Elevators Florist Lounge Luggage Hold Fax Rental Room Service 1 Lounge(s) 1 Restaurant(s) Air Conditioning Cash Machine ATM OnSite Executive Floor Gift Shop Handicap Parking Hotel Safe Deposit Box Year Built 1873 Building Meets Local, State and Country Building Codes Year Public Areas Refurbished Last 1925

Recreation options
 Driving Range Nearby - 1 mi Putting Green - 0.5 mi Bowling Nearby - 1.5 mi Beach - 1.5 mi Walking Track - 0.5 mi Bicycling - 0.1 mi Windsurfing - 0.5 mi Sailing Nearby - 0.5 mi Bicycle Rental - 0.8 mi Recreations On Site Child Activities Indoor Pool Jacuzzi Limited Health Club Massage Whirlpool Recreations Off Site Fishing Golf Jogging Track Racquetball Court Sports Court

Deposit requirements
 NO DEPOSIT REQUIRED AT THIS TIME. PLEASE SEE GUARANTEE POLICY.

Figure 36: E2 Online Booking Tool — Hotel drawer, Details tab

6.2.4 Amenities

Click the **Amenities** tab in the hotel drawer to review a complete list of the amenities offered by the hotel.

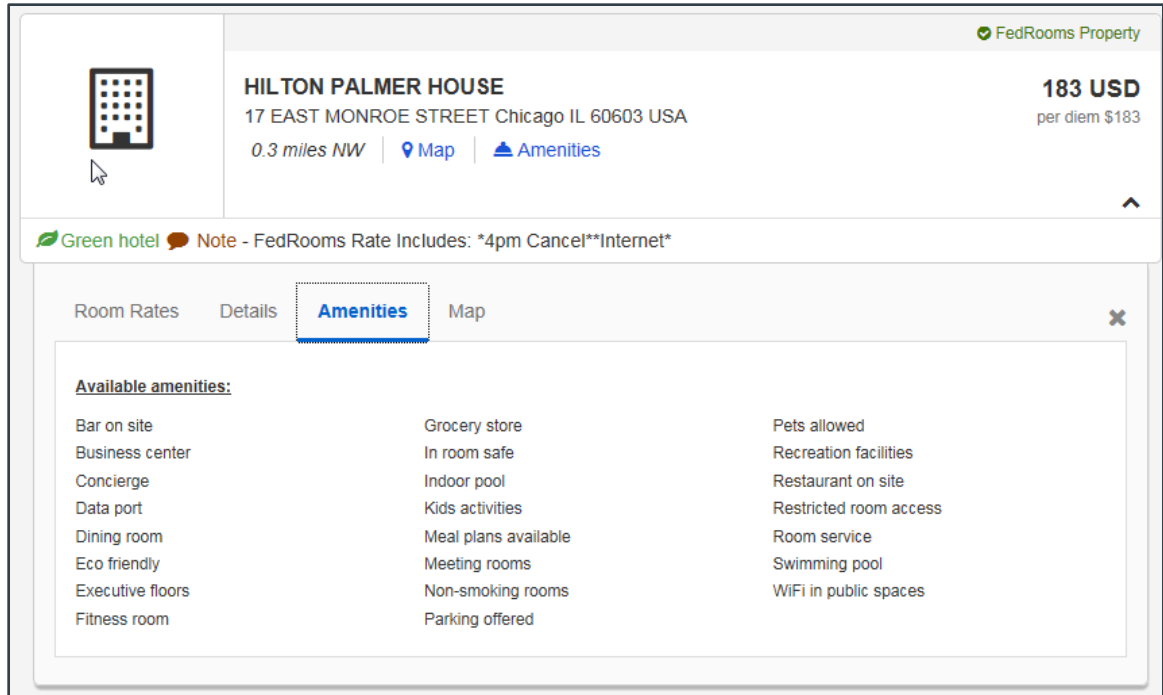


Figure 37: E2 Online Booking Tool — Hotel drawer, Amenities tab

Clicking the **Amenities** link in the hotel's card displays a partial list of the hotel's amenities in a pop-up list. You can click the **View all amenities** link at the bottom of the list to expand the drawer with the **Amenities** tab displayed.

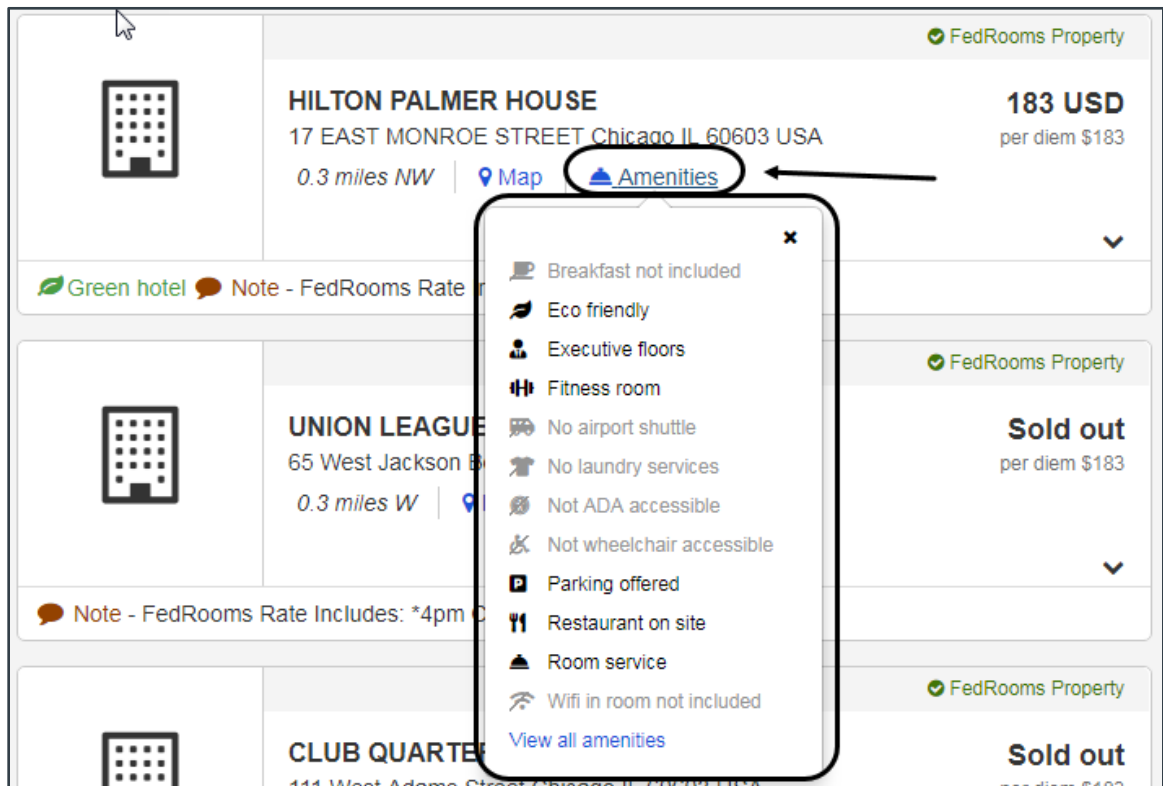


Figure 38: E2 Online Booking Tool — Hotel card, Amenities link and list

6.2.5 Map

Click the **Map** tab in the hotel drawer to view the hotel's location on a map. You can also click the **Map** link in the hotel's card to expand the drawer with the **Map** tab displayed.

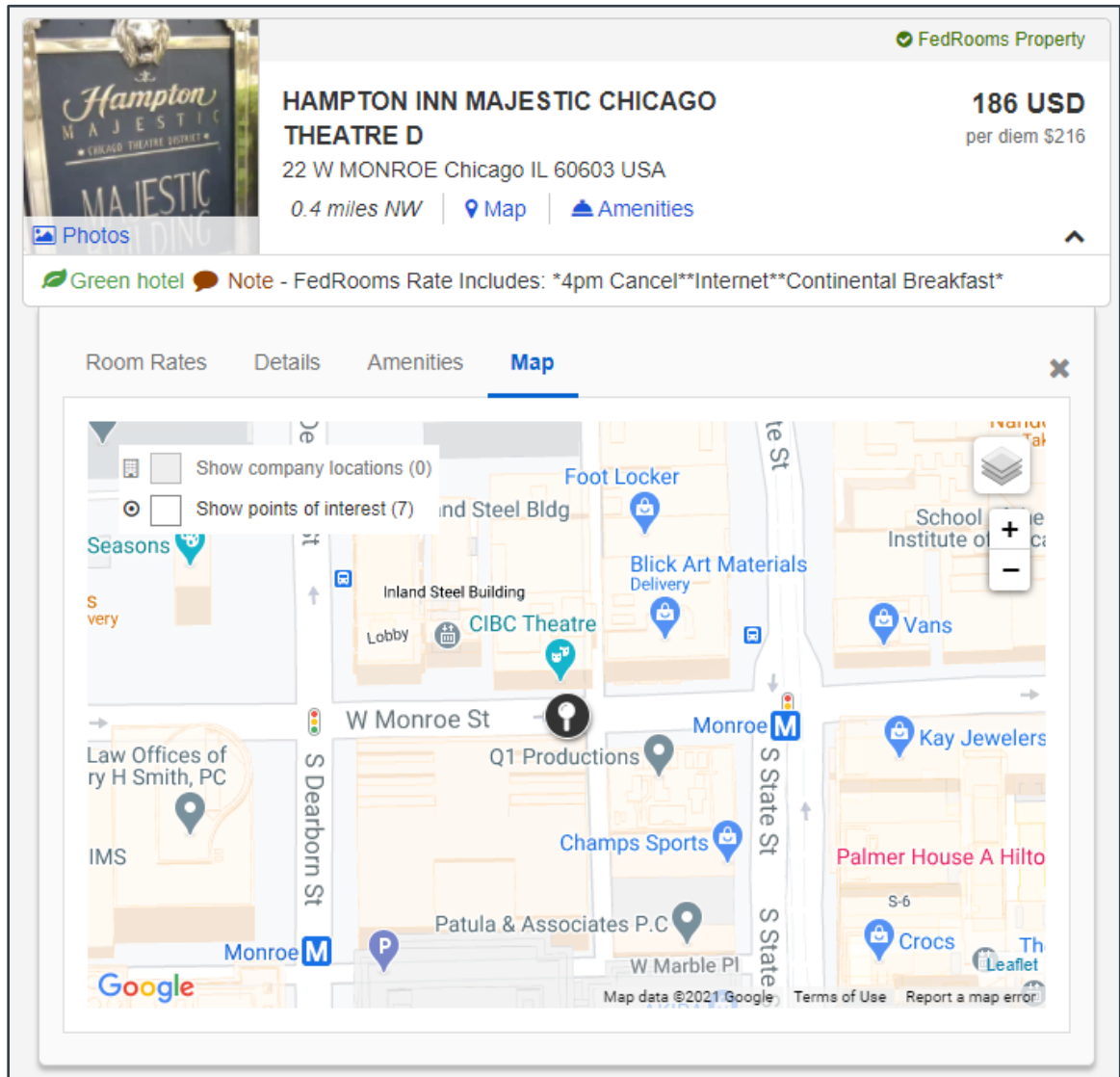


Figure 39: E2 Online Booking Tool — Hotel drawer, Map tab

6.3 Additional Maintenance Options

Additional maintenance tasks can be performed on the Select a Hotel page to ensure you are viewing the appropriate properties for your trip and help you make the correct selection.

6.3.1 View Trip Details

Click the **Your trip so far** dock bar (at the bottom of the page) at any time to see the selections you have made for the trip. Click the dock bar again to collapse the section.

TIP: If available, use the scroll bar at the bottom of the page to scroll through the dock bar and see the other components of your trip, which may not have been booked yet.

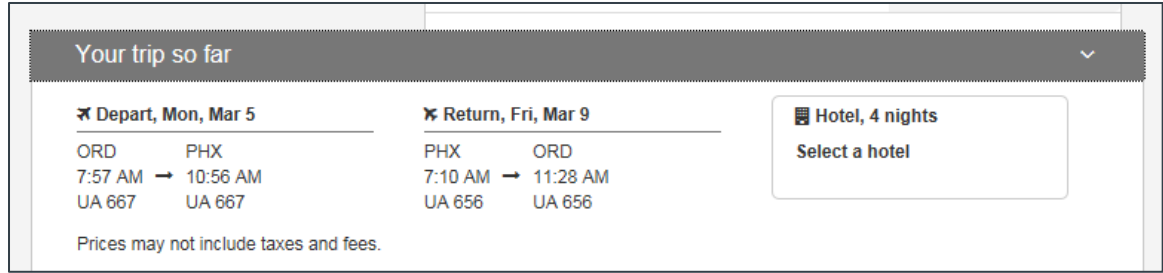


Figure 40: E2 Online Booking Tool — Select a Hotel page, Your Trip So Far expanded dock bar

6.3.2 Modify the Current Search

If you want to look for hotels in a different location or change your dates, enter or select new search criteria in the panel at the top of the list. This section allows you to:

- Search for a hotel near an airport, specific city, or location
- Change your check-in or check-out date
- Change the number of rooms to book

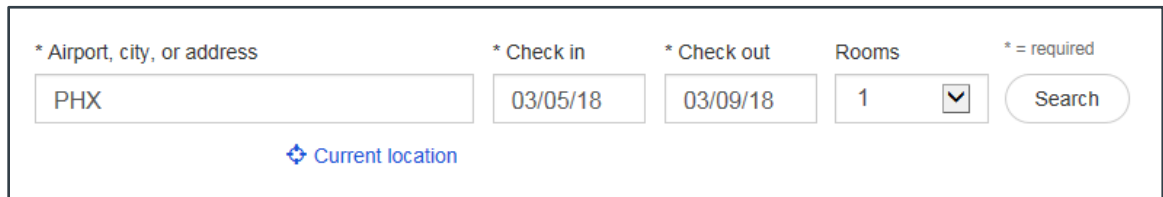


Figure 41: E2 Online Booking Tool — Select a Hotel search panel

Complete the following steps to change your search criteria.

1. Enter a new street address (including city and state information), city name, or airport code in the **Airport, city, or address** field.
*TIP: If you are using a device with location services, click the **Current location** link below the field to use your current location for the search.*
2. Enter a new date in the **Check in** field or select a date from the drop-down calendar.
3. Enter a new date in the **Check out** field or select a date from the drop-down calendar.
4. Select the number of rooms (1–3) required for your stay from the **Rooms** drop-down list.
5. Click **Search** to generate a new list of results matching your updated search criteria.

TIP: If you filtered your initial list of results, you will need to reselect those filter options after changing your search criteria.

6.3.3 Sort the List

By default, results are sorted based on company preference; FedRooms properties are listed first and sorted in distance order (closest first). You can change the sort order by selecting the sort criteria from the **Sort by** drop-down list.

NOTE: If you select Distance or Price from the **Sort by** list and your results include non-preferred properties, the list is reordered to show all results in distance or price order.

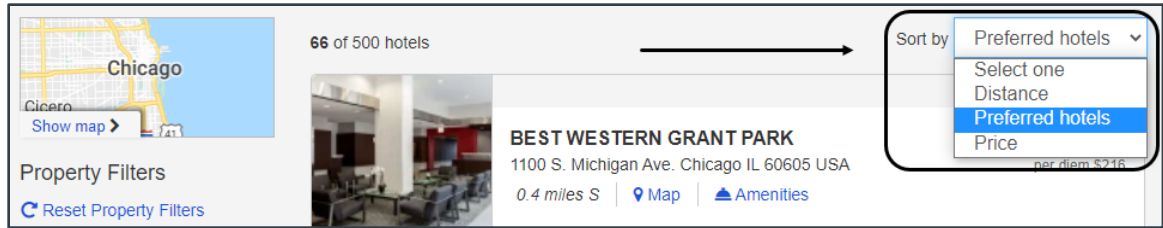


Figure 42: E2 Online Booking Tool — Hotel Sort By list

6.3.4 Filter the List

You can filter the results list by using the selections on the left side of the page. Filters apply to all current results, regardless of the number of properties displayed, and the same filtering is available for both the list and map views.

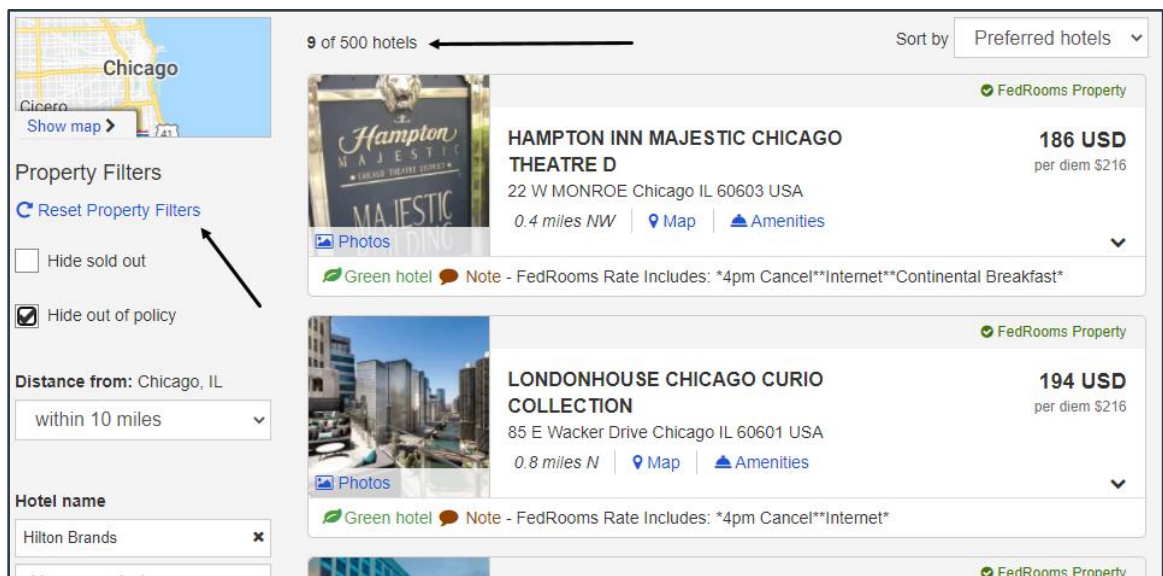


Figure 43: E2 Online Booking Tool — Hotel Filters & Filtered List

A filtered list shows the number of properties that meet the filtering criteria out of the total number of results. The results are updated after each filter selection. After the first filter is applied, subsequent choices further filter the results. You can also individually change or clear a filter from the list, or click the **Reset Property Filters** link to return to the original results list with no filters.

6.3.4.1 "Hide" Filters

By default, the Select a Hotel page lists all properties for your selected location. Use the **Hide sold out** and **Hide out of policy** check boxes to quickly remove undesirable hotels from the search results. After one or both of the check boxes are checked, the page refreshes to show only those properties that are not sold out and/or not flagged as "out of policy."

NOTE: The **Hide out of policy** filter removes out-of-policy hotels from the hotel availability page. It will not, however, remove any out-of-policy rooms from the hotel details/rate page of an otherwise in-policy hotel.

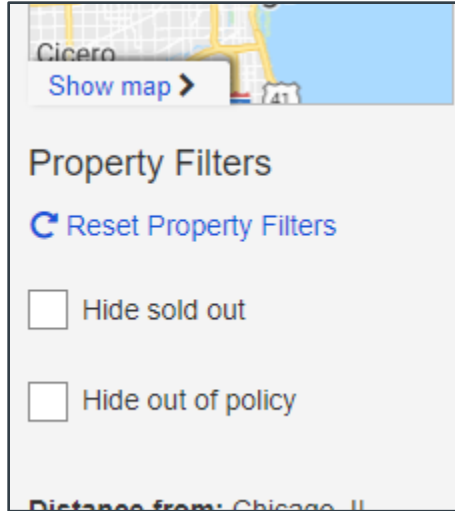


Figure 44: E2 Online Booking Tool — "Hide" filters

6.3.4.2 Distance Filter

By default, a hotel search returns a list of properties within the optional distance of your destination (typically, 25 miles), as defined by your group's travel policies. Use the **Distance** filter to return properties that are closer (the minimum option for the list is *within 1 mile*) or farther away.

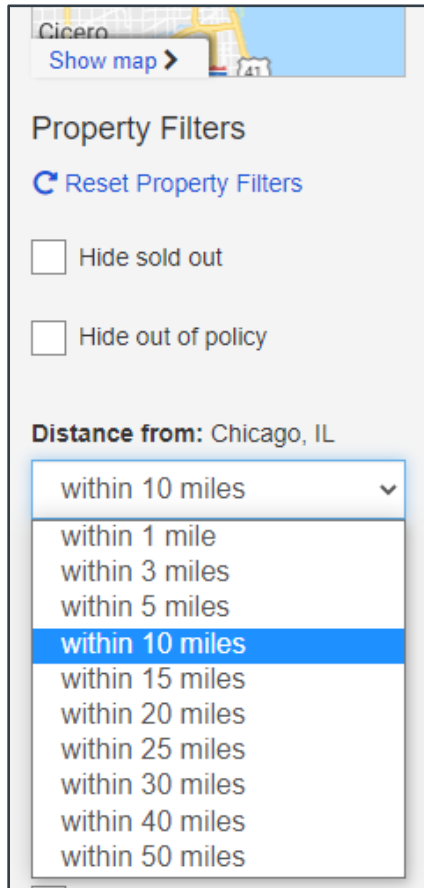


Figure 45: E2 Online Booking Tool — Hotel Distance filter

6.3.4.3 Hotel Name Filter

Use the **Hotel name** filter to quickly find a specific property or limit the list to a chain of properties. Enter all or part of the hotel or chain's name in the field, and then select the matching property/chain from the list. You can add multiple filters with this field.

TIP: Selected filters display below the **Hotel name** field. Click the **x** next to a filter to remove it.

Figure 46: E2 Online Booking Tool — Hotel Name filter

6.3.4.4 Amenities Filters

The top 20 amenities are listed in the "Amenities" section of the filter panel. Select the check box for an amenity to restrict the list to only those properties that offer the amenity. Selecting additional amenities further filters the remaining properties.

TIP: The number of properties in the search results that offer an amenity is shown in parentheses (e.g., Airport shuttle (56)). If an amenity is not available at any property in the list, that amenity is disabled and shows zero (0).

Figure 47: E2 Online Booking Tool — Hotel Amenities filter

6.4 Booking Your Hotel

With a hotel card displayed, complete the following steps to book a hotel room for your trip.

1. Review all rooms and rates listed on the **Room Rates** tab in the hotel card's drawer.
2. Click the **Select** button for your preferred room. This displays the “Rate details and cancellation policy” window, which lists the details of the selected rate, guarantee or deposit requirements, and the hotel's cancellation policy.

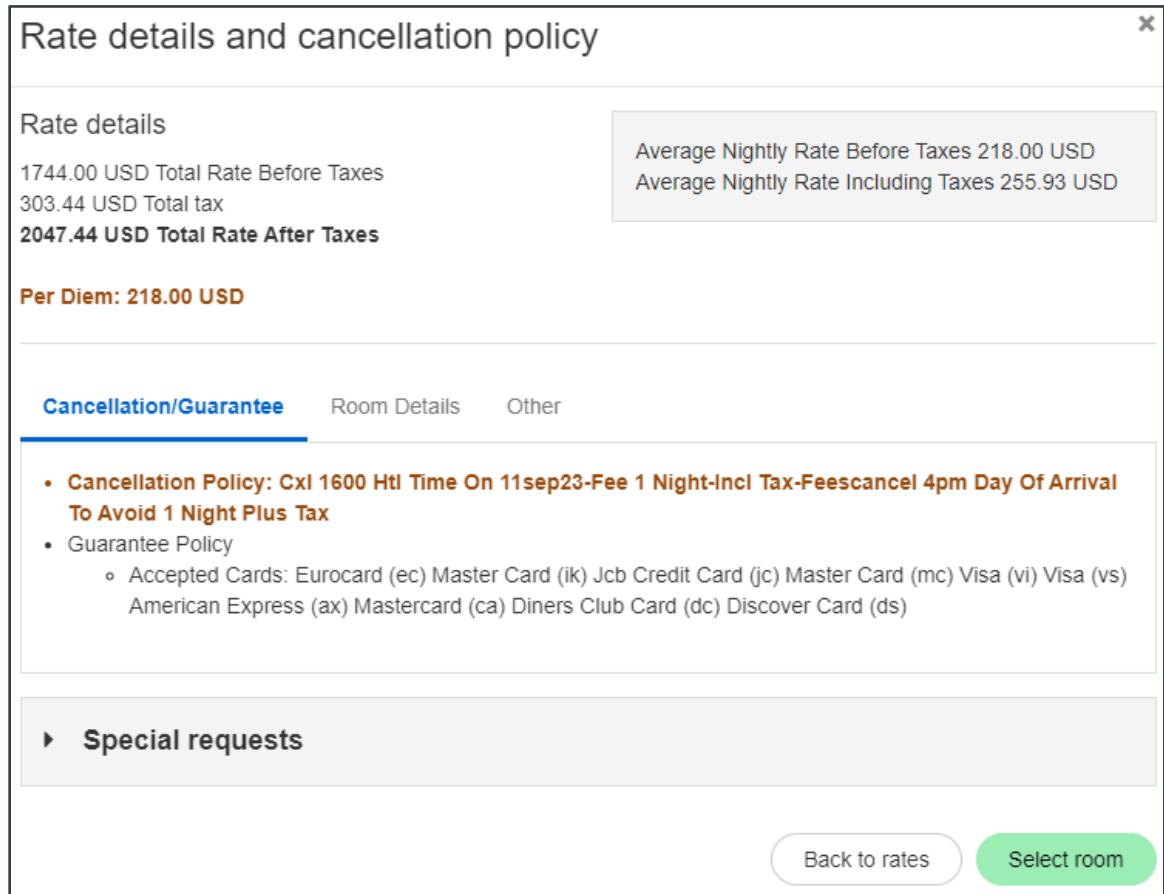


Figure 48: E2 Online Booking Tool — Rate Details and Cancellation Policy window

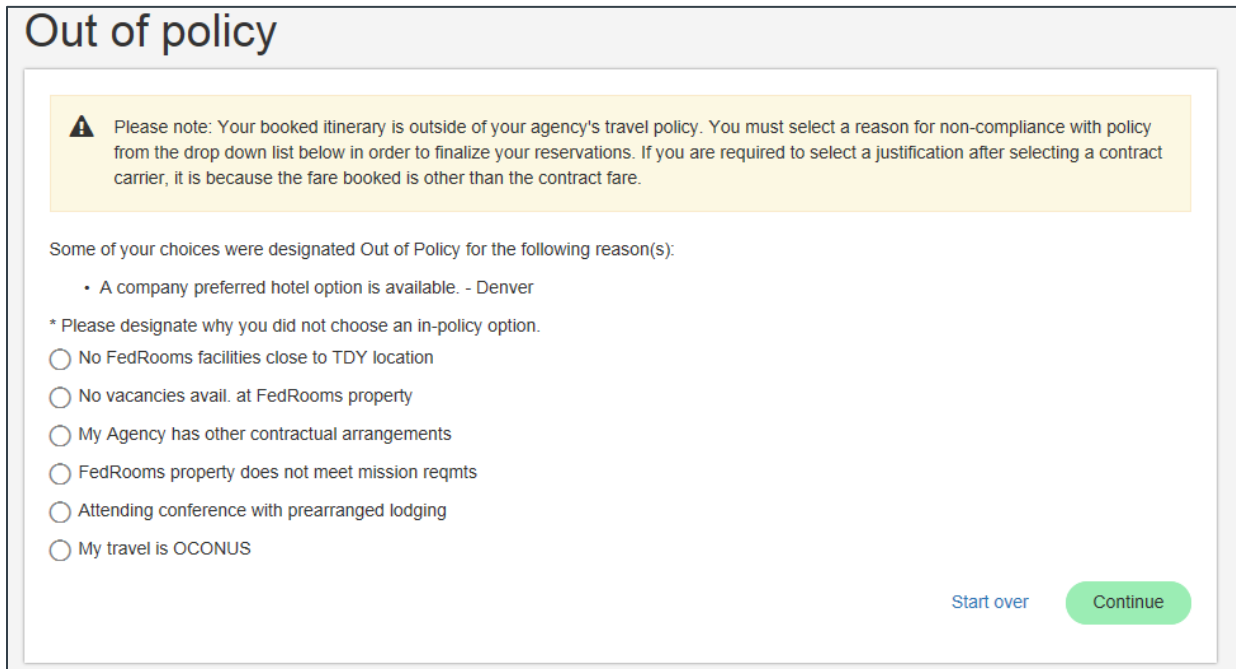
TIP: If you selected a room with a non-negotiated rate that included an asterisk (*) to the right of the amount, make note of the full rate breakdown for the trip displayed in the “Rate details and cancellation policy” window (e.g., write it down, take a screen shot, etc.). You will need this information to accurately record the changing room rates in E2 Solutions. Refer to [section 6.2.2.3 \(Non-Negotiated Starred \(*\) Rates\)](#) for more information on these rates and an example of the “Rate details and cancellation policy” window when the rate changes.

3. If available, select up to three check boxes in the Special Requests section.
4. Click the **Select room** button to add the room to your trip.

6.5 Out of Policy Room or Hotel

If you select a room or hotel that is outside of your group's travel policy, the Out of Policy page displays after you click **Select room**. Complete the following steps.

1. Review the information on the page.
2. Select the radio button for the explanation that best indicates why you made an out-of-policy selection.
3. Click **Continue**.



Out of policy

⚠ Please note: Your booked itinerary is outside of your agency's travel policy. You must select a reason for non-compliance with policy from the drop down list below in order to finalize your reservations. If you are required to select a justification after selecting a contract carrier, it is because the fare booked is other than the contract fare.

Some of your choices were designated Out of Policy for the following reason(s):

- A company preferred hotel option is available. - Denver

* Please designate why you did not choose an in-policy option.

No FedRooms facilities close to TDY location

No vacancies avail. at FedRooms property

My Agency has other contractual arrangements

FedRooms property does not meet mission reqmts

Attending conference with prearranged lodging

My travel is OCONUS

[Start over](#) [Continue](#)

Figure 49: E2 Online Booking Tool — Hotel Out of Policy page

7 Choose a Rental Car

If you selected the **Car** check box on the home page as part of your trip components, the Search Cars page displays in the OBT's transaction workflow.

TIP: You can click **Skip car search** (at the bottom of the page) at any time to skip the rental car search and selection. Any unsaved car choices, however, will be lost.

Search cars

Pick-up location

Airport

Address

* Pick-up

Drop off at a different location

Dates

* Pick-up date

* Pick-up time

* Drop-off date

* Drop-off time

Car type (select up to five)

Cars

- Mini
- Economy
- Compact
- Intermediate
- Standard
- Full size
- Premium
- Luxury

Vans and wagons

- Mini van
- Full sized van

Car features

Transmission

Automatic
 Manual

* = required

[Skip car search](#)

Figure 50: E2 Online Booking Tool — Search Cars page

7.1 Search for Cars

Proceed through the following sections on the Search Cars page to establish your rental car search criteria.

7.1.1 Pick-up Location

By default, the **Pick-up** field in the "Pick-up location" section reflects the airport or rail station for your first destination. If necessary, use the tabs and fields in this section to search for cars at a different location.

7.1.1.1 Airport

Click the **Airport** tab, and then enter an airport code in the **Pick-up** field to pick up the rental car from that specific airport.

The screenshot shows a form titled "Pick-up location". At the top, there are three tabs: "Airport", "Hotel", and "Address". The "Airport" tab is selected and highlighted. Below the tabs is a large text input field labeled "* Pick-up" containing the text "ORD". At the bottom of the form, there is a checkbox labeled "Drop off at a different location" which is currently unchecked.

Figure 51: E2 Online Booking Tool — Rental Car Pickup Location, Airport tab

7.1.1.2 Rail Station

Select an option from the **Distance from station** drop-down list to indicate your preferred distance between the train station and the pick-up location.

The screenshot shows a form titled "Pick-up location". At the top, there are three tabs: "Airport", "Address", and "Rail station". The "Rail station" tab is selected and highlighted. Below the tabs, the location is displayed as "Chicago" with the address "225 South Canal Street" and "Chicago". Below the address is a dropdown menu labeled "Distance from station" with the selected option "Within 10mi/16km". At the bottom of the form, there is a checkbox labeled "Drop off at a different location" which is currently unchecked.

Figure 52: E2 Online Booking Tool — Rental Car Pickup Location, Rail Station tab

NOTE: The default pickup location is the airport or rail station of your first destination. If you have selected a hotel, a **Hotel** tab also displays, and the **Address** tab allows you to enter a specific address to pick up the car.

7.1.1.3 Hotel

If your trip includes a hotel at the first destination, a **Hotel** tab is included in the "Pick-up location" section. Click this tab to use the hotel as a pick-up/drop-off location in your search criteria. You can then select an option from the **Distance from hotel** drop-down list to indicate your preferred distance between the hotel and the pick-up location.

Pick-up location

Airport Hotel Address

HOLIDAY INN OAKBROOK
 17W350 22nd Street
 Oakbrook Terrace, IL 60181 4452
 Phone 1-630-833-3600
 Fax 1-630-833-7037

Distance from hotel
 Within 10mi/16km ▼

Drop off at a different location

Figure 53: E2 Online Booking Tool — Rental Car Pickup Location, Hotel tab

7.1.1.4 Address

Select the **Address** tab in the "Pick-up location" section to search for rental car locations near a specific address.

Pick-up location

Address

* City

State/province

▼

Zip/postal code

Country

▼

Distance from address

▼

Drop off at a different location

Figure 54: E2 Online Booking Tool — Rental Car Pickup Location, Address tab

Enter the address in the following fields. After you establish your other search criteria on the Search Cars page and click **Search** (at the bottom of the page), a list of rental car locations close to your address displays.

- **Address** – Enter the street address from the address.
- **City** – Enter the city from the address.
- **State/province** – Use the drop-down list to select the state or province from the address.
- **Zip/postal code** – Enter the zip or postal code from the address.
- **Country** – If necessary, use the drop-down list to select the country from the address.
- **Distance from address** – Select an option from the drop-down list to indicate your preferred distance between the entered address and the pick-up location.

7.1.1.5 Drop-off Location

If you prefer to drop off the rental car at a location other than the pick-up location, select the **Drop off at a different location** check box in the "Pick-up location" section. A "Drop-off location" section is added to the right of the "Pick-up location" fields.

Pick-up location

LA QUINTA INN STE CHICAGO DOWNTOWN
 One South Franklin
 Chicago, IL 60606
 Phone 1-312-558-1020
 Fax 1-312-558-1014
 Distance from hotel
 Within 10mi/16km

Drop off at a different location

Drop-off location

Chicago
 225 South Canal Street
 Chicago
 Distance from station
 Within 10mi/16km

Figure 55: E2 Online Booking Tool — Rental Car Drop-off Location

- To drop the car off at an airport, click the **Airport** tab, and then enter the airport code in the **Drop-off** field.
- To drop the car off near your hotel, click the **Hotel** tab, and then select your preferred distance between the hotel and the drop-off location from the **Distance from hotel** drop-down list.
- To drop the car off near a specific address, click the [Address tab](#), and then enter or select the address and preferred distance information.
- To drop the car off near the train station, click the **Rail station** tab, and then select your preferred distance between the train station and the drop-off location from the **Distance from station** drop-down list.

7.1.2 Dates

The fields in the "Dates" section default to your travel dates. If necessary, use the fields to select new pick-up and drop-off dates and times.

Dates

* Pick-up date: 03/18/20
 * Pick-up time: 4:00 pm
 * Drop-off date: 03/21/20
 * Drop-off time: 2:00 pm

Figure 56: E2 Online Booking Tool — Search Cars, Dates

7.1.2.1 Pick-up Date

Enter a new pick-up date in the field or select the date from the drop-down calendar. Select your preferred pick-up time from the **Pick-up time** drop-down list.

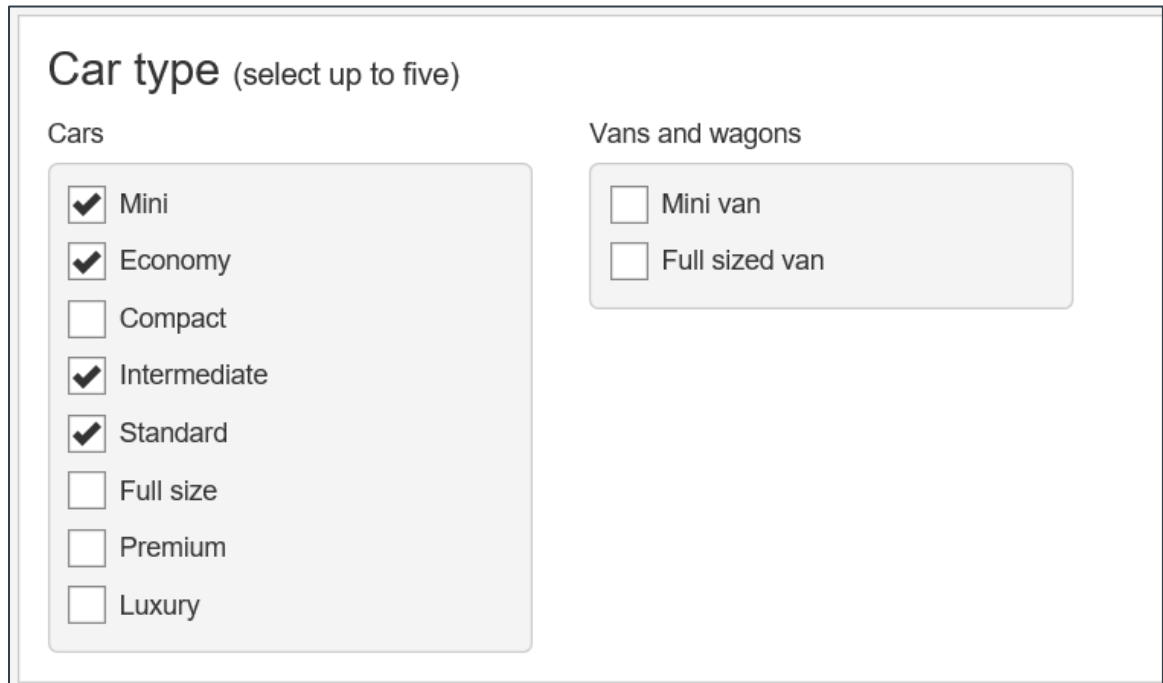
7.1.2.2 Drop-off Date

Enter a new drop-off date in the field or select the date from the drop-down calendar. Select your preferred drop-off time from the **Drop-off time** drop-down list.

7.1.3 Car Type

The "Car type" section allows you to indicate the type of rental car for which you are searching. Check boxes are checked by default based on your site's configuration, but the fields remain

enabled. Click on a check box to insert or remove a check mark; you can search for up to five different car types.



Car type (select up to five)

Cars

- Mini
- Economy
- Compact
- Intermediate
- Standard
- Full size
- Premium
- Luxury

Vans and wagons

- Mini van
- Full sized van

Figure 57: E2 Online Booking Tool — Search Cars, Car Type

NOTE: When five types of cars are selected, all other options will be disabled.

7.1.4 Car Features

The "Car features" section allows you to indicate the type of transmission for which you are searching, as well as other features, based on your site's configuration.

7.1.5 Special Equipment

Based on your site's configuration, the "Special equipment" section allows you to select up to three equipment needs to be included with the car for which you are searching.

7.2 Select a Car

Click **Search** on the Search Cars page to display the Select a Car page, which returns a list of rental car companies with cars that match your search criteria. By default, results are sorted from lowest to highest price, but you can use the **Sort by** drop-down list to change how the results display.

Click **Edit Search** at the top of the page to change your search options.

Select a car

Search recap [Edit search](#)

Pick-up Chicago, IL (ORD)
 Drop-off Chicago, IL (ORD)
 Wed, Mar 18, 2020 - Wed, Mar 25, 2020

Sort by Select one

 Schiller Park, IL (ORD) 3901 Mannheim Rd 847-671-4000	Economy	Compact	Intermediate	Standard
	Total price \$209.61	Total price \$209.61	Total price \$211.51	Total price \$213.42
			Out of policy	Out of policy
	Details	Details	Details	Details
	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
 Chicago, IL (ORD) 10000 Bessie Coleman Drive 773-686-7272	Economy	Compact	Intermediate	Standard
	Total price \$296.46	Total price \$296.46	Total price \$303.19	Total price \$309.91
	Out of policy	Out of policy	Out of policy	Out of policy
	Details	Details	Details	Details
	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>

Figure 58: E2 Online Booking Tool — Select a Car page

7.2.1 Select a Car Options

The results list shows general information for each rental car company, including address and phone number, as well as the total price for each car type. Use the links associated with each option to review additional information that may help you in making your selection. Click **Select** below each car to select that particular car.

7.2.1.1 Car Details

Click the **Car details** link for an option to review the car type rate details and other features for that particular rental car type and company.

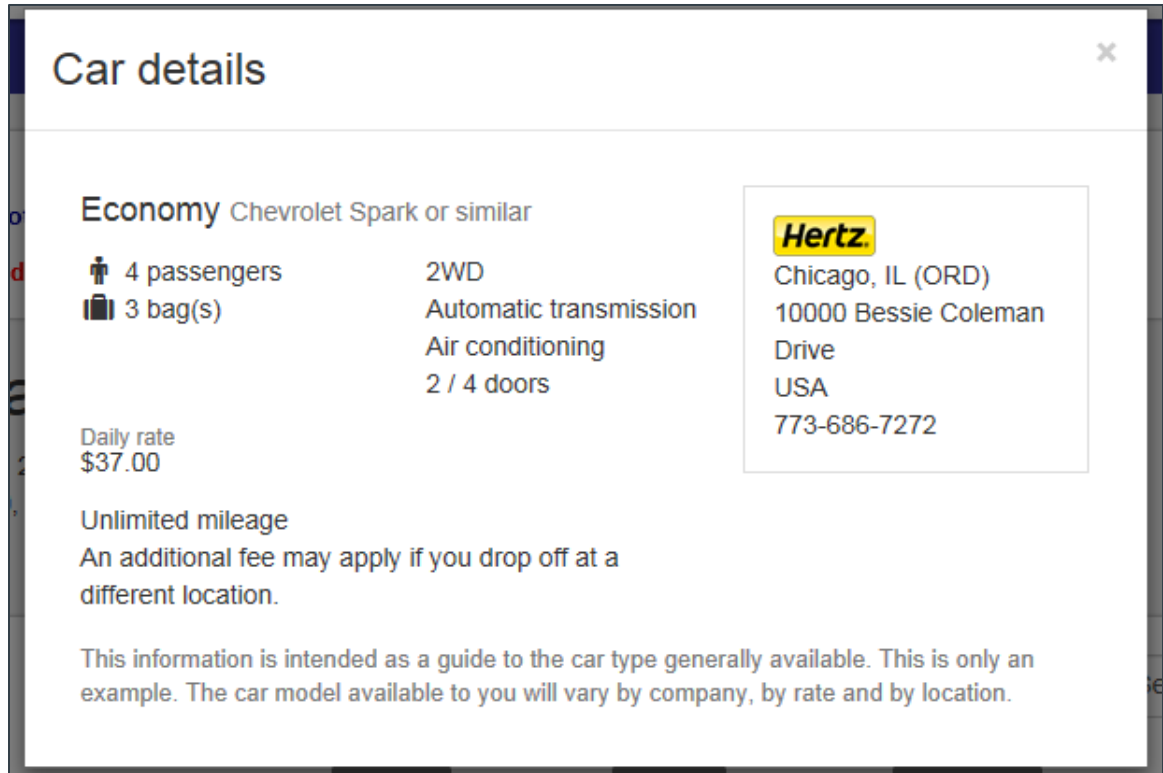


Figure 59: E2 Online Booking Tool — Rental Car Details

7.2.1.2 Out of Policy

If an **Out of policy** link displays with a car option, click that link to see an explanation of why the car is considered outside of your group's travel policy.

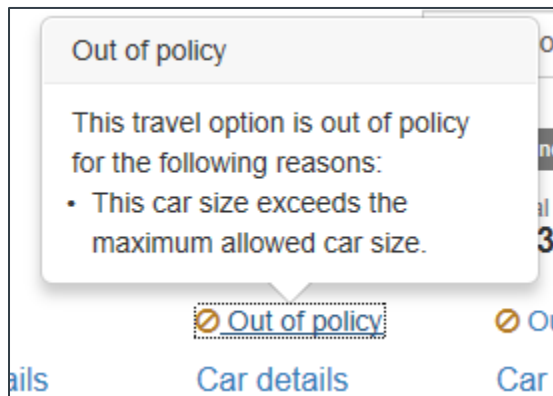


Figure 60: E2 Online Booking Tool — "Out of Policy" Rental Car

7.2.1.3 Transmission Type

If a car's transmission type does not match the transmission type selected on the Search Cars page, the actual transmission type is listed, along with an alert symbol, below the option's price.

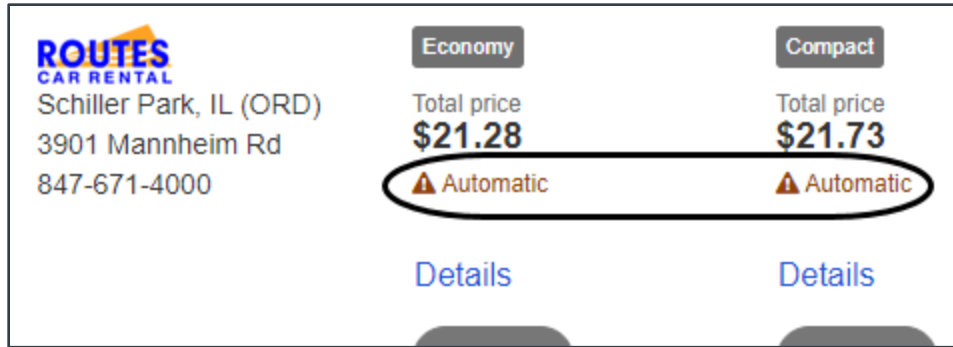


Figure 61: E2 Online Booking Tool — Transmission Type Alert

7.3 Additional Maintenance Options

Additional maintenance tasks can be performed on the Select a Car page to ensure you are viewing the appropriate rental cars for your trip and help you make the correct selection.

7.3.1 View Trip Details

As with [flights](#) and [hotels](#), click the **Your trip so far** dock bar at any time to see the selections you have made for the trip.

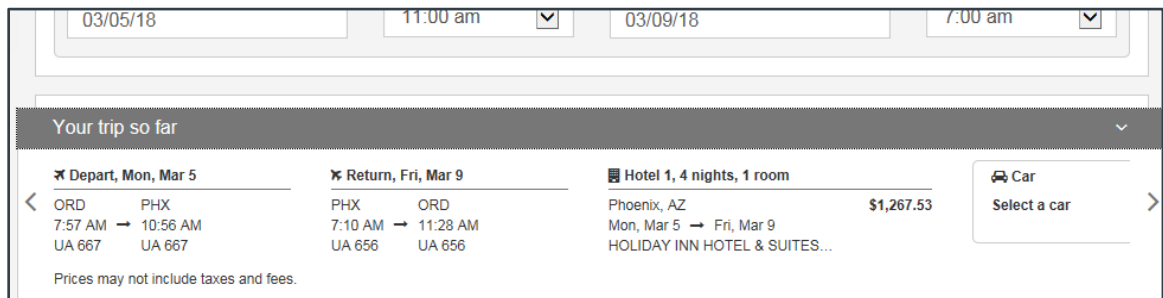


Figure 62: E2 Online Booking Tool — Search Cars page, Your Trip So Far expanded dock bar

7.3.2 Modify the Current Search

Click the **Edit search** link to return to the Search Cars page and modify your rental car search criteria.

7.3.3 Sort the List

By default, results are sorted based on price. You can change the sort order by selecting the sort criteria from the **Sort by** drop-down list.

7.4 Booking Your Rental Car

With the Select a Car page displayed, find the car you want to book and click **Select**. If the car is within policy, you are taken to the [Trip Review and Checkout page](#).

7.5 Out of Policy Rental Car

If you select a car that is outside of your group's travel policy, the Out of Policy page displays after you click **Select**. Complete the following steps.

1. Review the information on the page.
2. Select the radio button for the explanation that best indicates why you made an out-of-policy selection.
3. Click **Continue**.

Out of policy

⚠ Please note: Your booked itinerary is outside of your agency's travel policy. You must select a reason for non-compliance with policy from the drop down list below in order to finalize your reservations. If you are required to select a justification after selecting a contract carrier, it is because the fare booked is other than the contract fare.

Some of your choices were designated Out of Policy for the following reason(s):

- This car size exceeds the maximum allowed car size. - Denver

* Please designate why you did not choose an in-policy option.

Medical disability or other special need (CE1)

Agency mission (CE2)

Cost is less than or equal to in policy car (CE3)

Multiple employees (CE4)

Large amounts of Government material (CE5)

Safety - severe weather, rough terrain (CE6)

No compact car available (CE7)

[Start over](#) [Continue](#)

Figure 63: E2 Online Booking Tool — Rental Car Out of Policy page

8 Review Trip Details and Checkout

Trip review and checkout functions are available from a single page. The "Trip Details" and "Estimated Trip Cost" sections of the page are expanded by default and recap your current selections, including details for selected flights, rail, hotel rooms, and rental cars, and a summary of the estimated trip cost.

TIP: If another section is expanded by default, that section requires additional information.

Trip review and checkout

▲ Flight segments must be ticketed by close of business on **March 18**.

Please Note: REFUNDABLE
Fares not guaranteed until ticketed.
Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.

[Expand all](#) | [Collapse all](#)

▼ Trip details

Legend

[Add to this trip](#) [Save as template](#)

▼ Flight details (Roundtrip) (Government Fare Selected for Entire Trip)

MSP to ORD - Non-stop Change this flight Remove this flight

<small>UNited Contract carrier Govt contract fare Flight 764 Seat 22E Class: Coach Fare Rules</small>	<small>Depart Minneapolis, MN (MSP) 6:15 AM Wed, Mar 18, 2020</small>	<small>Arrive Chicago, IL (ORD) 7:46 AM Wed, Mar 18, 2020</small>
---	---	---

ORD to MSP - Non-stop Change this flight Remove this flight

<small>UNited Contract carrier Govt contract fare Flight 1683 Seat 24B Class: Coach Fare Rules</small>	<small>Depart Chicago, IL (ORD) 7:45 AM Wed, Mar 25, 2020</small>	<small>Arrive Minneapolis, MN (MSP) 9:12 AM Wed, Mar 25, 2020</small>
--	---	---

Base airfare \$195.34

Taxes and fees \$43.45

Flight total **\$238.79**

Seat assignment

Add or modify your seat assignments.

Select/change seats

▼ Hotel details

Chicago, IL Change this hotel Remove this hotel

7 nights - 1 rooms

<small>HILTON CHICAGO OHARE AIRPORT OHARE INTL ARPT., Chicago, IL 60666 USA Green hotel Telephone: 1-773-696-4000 Fax: 1-773-601-2873 FedRooms Property</small>	<small>Check-in 3:00 PM Wed, Mar 18, 2020</small>	<small>Check-out 12:00 PM Wed, Mar 25, 2020</small>
---	---	---

Special Note: FedRooms Rate Includes: "4pm Cancel"/"Internet"/"Airport Shuttle"

Fedrooms -Fedrooms-Us Governme, 1 King Bed Quiet No Fly Zone-42in TV-12 Hd Channels

Cancellation rules
04pm 18mar20

Guarantee rules
credit card guarantee

Deposit rules
during certain times of the year a deposit for partial or full stay may be required at the time of booking. if deposit is required see rate rules to avoid forfeiture of deposit.

Estimated average nightly rate:
Before taxes and fees: \$125.00
Including taxes and fees: \$146.75

Estimated sum of nightly rates \$875.00
Estimated taxes and fees \$152.25
Estimated hotel total **\$1,027.25**

▼ Car details

Schiller Park, IL Change this car Remove this car

<small>ROUTES Schiller Park, IL (ORD) 3901 Mannheim Rd USA 847-671-4000</small>	<small>Pick-up 8:00 AM Wed, Mar 18, 2020 Schiller Park, IL (ORD)</small>	<small>Drop-off 7:00 AM Wed, Mar 25, 2020 Schiller Park, IL (ORD)</small>
---	--	---

Economy
Nissan Sentra or similar
2 or 4 door
air conditioning
automatic transmission

Weekly car rate \$152.15
Extra day \$18.70
Unlimited mileage

Estimated car total **\$209.61**

Figure 64: E2 Online Booking Tool — Trip Review and Checkout page (Trip Details section)

▶ Traveler details

▶ Billing information

▶ Delivery information

▶ Additional information

▼ Estimated trip cost breakdown

Flight total ‡	\$196.60
Trip total ‡	\$196.60

‡ Please note that this total is based on available information. The estimated cost may not include taxes and fees.

Once approval has been received, unless otherwise requested, your ticket will be issued approximately 3 business days prior to departure.

For safety reasons, the transportation of hazardous materials in carry-on and checked baggage is prohibited. Examples of hazardous materials include explosives, aerosols, and flammable liquids. For a full list of prohibited items, check your carrier's website.

By purchasing, I agree to the hazardous materials restrictions.

* = required
Start Over
Complete Reservation

Figure 65: E2 Online Booking Tool — Trip Review and Checkout page (remaining sections)

8.1 Review Trip Details

As you review the components of your trip, you can modify or delete your current selections. Click the **Change this...** button for any item in the "Trip Details" section to make a change. For example, click **Change this flight** to adjust your search criteria and look for another flight, click **Remove this hotel** to delete the room selection from your trip, or click **Select/Modify Seats** to add or modify your flight seat assignments.

NOTE: Changing a hotel or rental car selection deletes the existing selection from your trip. You are prompted to confirm your actions before continuing.

TIP: If you make frequent trips to the same location, click *Save as template* to save the trip as a template you can use for future trips.

8.1.1 Multiple Destinations

If your trip includes multiple destinations, you may need to make hotel and rental car selections for those additional sites. Click **Add to this trip** to add an additional item, such as another hotel room or rental car, to your trip.

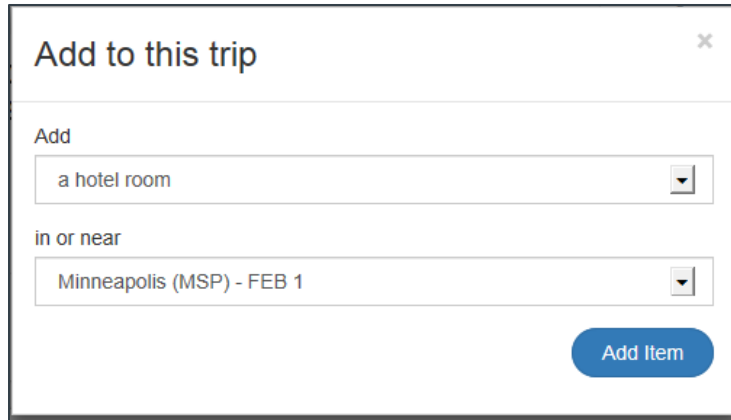


Figure 66: E2 Online Booking Tool — Add to This Trip window

Complete the following steps.

1. Select the item to be added from the **Add** drop-down list.
2. If other fields are available in the window, make other selections as needed.
3. Click **Add item**, which takes you to the default search results list (e.g., Select a Hotel page) or search page (e.g., Search Cars page) for the selected item.
4. Enter your search criteria and make your selection as you do when following the standard transaction workflow. You are automatically returned to the Trip Review and Checkout page after an item has been selected.
5. Repeat steps 1–4 as needed to add additional items to your trip.

8.2 Review Policy Compliance

A "Policy compliance" section appears on the Trip Review and Checkout page if you booked air or train travel, but you did not book a hotel or a rental car, and your travel policy requires hotel and car reservations. Review the information in the section and select the radio button(s) that best explains your out-of-policy itinerary.

▼ Policy compliance

Missing Trip Elements

This itinerary does not include certain elements. Please review your options and submit the information below.

* This itinerary does not include a hotel. Please designate a reason why:

No hotel booking - hotel not required (HC1)

Hotel booked directly or via other means (HC2)

* This itinerary does not include a car. Please designate a reason why:

No car booking - car not required (CC1)

No car booking - sold out (CC2)

Car booked directly or via other means (CC3)

Figure 67: E2 Online Booking Tool — Trip Review and Checkout, Policy Compliance

8.3 Review Traveler Details

The "Traveler details" section allows you to review and complete required personal information, enter frequent traveler numbers, and add any special requests.

NOTE: *The information in this section varies, based on the type of travel being booked. At a minimum, you must provide gender and date of birth information in compliance with the Secure Flight program which was developed by the Department of Homeland Security (DHS). This program is a risk-based passenger prescreening program that enhances security by identifying low and high-risk passengers before they arrive at the airport by matching their names against trusted traveler lists and watchlists.*

Complete the following steps.

1. Review or add required information (any items with an asterisk (*) next to them).

TIP: *Your name information must match the name on the government ID you use when traveling (e.g., passport, driver's license).*

2. Specify any special needs or meal requests.

8.3.1 Secure Flight

If you are booking a flight, you must provide your gender and date of birth to comply with the Secure Flight program. You cannot purchase tickets without providing this information.

Secure Flight information, including TSA Pre✓® information, can be stored in your TMC profile. To assure profile synchronization, add this information when you return to E2; access your E2 profile, and click the **Edit Travel Preferences** link. Refer to *UG15 – First Logon and Profile Updates* for more information.

8.3.2 Special Needs

A **Special needs** drop-down list displays in the "Traveler details" section when you are booking a flight to allow you to indicate whether you have any special needs (e.g., disability, wheelchair, etc.) or require additional accommodation when you travel. Select from the following options:

- Bassinet
- Bicycle
- Blind passenger
- Deaf passenger
- Meet and assist
- Wheelchair w/dry battery
- Wheelchair w/wet battery
- Wheelchair, manual
- Wheelchair, must be carried
- Wheelchair, can ascend steps
- Wheelchair, can walk to seat

▼ Traveler details

* First name Middle name * Last name

Required Traveler Details [?](#) / TSA Secure Flight Information [?](#)

* Date of birth

* Gender

Redress number [?](#)

Special requests

Special needs Meal requests (when possible)

Loyalty programs [?](#)

[Read the loyalty programs disclaimer](#)

Traveling on United

Airline loyalty program Frequent flyer number

Hotel loyalty program Hotel frequent traveler number

Dollar Frequent traveler number

Figure 68: E2 Online Booking Tool — Trip Review and Checkout, Traveler Details

8.4 Review Billing Information

Billing information is based on applicable travel policy and the default charge card selections made in your E2 profile. Billing information is provided for each component of your trip (i.e., flights, rail, hotels, cars) and controlled by travel policy and profile information.

▼ **Billing information**

Enter Credit Card Only for Hotel Guarantee.

Flight billing information

* Bill to

Charge card type: Mastercard
 Charge card number: On file Address line 1: On file State/province: On file
 Expiration date: On file Address line 2: On file Postal code: On file
 Name on card: On file City: On file Country: On file

Hotel billing information

* Bill to

Charge card type: MasterCard
 Charge card number: XXXXXXXXXXXX1111 Address line 1: 1060 W. Addison State/province: IL
 Expiration date: 1/2020 Address line 2: Postal code: 60613
 Name on card: Iris Lincoln City: Chicago Country: USA

Car billing information

No credit card is required at this time.

Figure 69: E2 Online Booking Tool — Trip Review and Checkout, Billing Information

8.5 Review Delivery Information

This section indicates how you will receive the tickets for your reservations. Address and email delivery information comes from your E2 profile.

TIP: If you use the fields in this section to change the default information, you are making a change for this trip only. If you need to make permanent changes to this information, access your profile, when you return to E2, and update your address and email information.

▼ Delivery information

* Recipient

Ticket type

Delivery instructions

E-mail address

* Address line 1

Address 2

* City * State/Province * Postal code

* Country

* Telephone #

Figure 70: E2 Online Booking Tool — Trip Review and Checkout, Delivery Information

8.6 Review Additional Information

If you need copies of your reservations for this trip sent to additional people, or if you have a special need or request, enter that information in this section. For example, an agency travel administrator may always receive a copy of reservations for all travelers in your group.

NOTE: If you use the fields in this section to change the default information, you are making a change for this trip only. When you return to E2, you can [make changes that apply to all trips](#).

▼ **Additional information**

Send a copy of your reservation to the following e-mail address(es).

Additional e-mail address 1

Additional e-mail address 2

Additional e-mail address 3

Please be advised, typing any text in the box below will result in agent intervention which will increase the transaction fee from the online booking fee to an agent assist transaction fee. Instructions should not be more than 100 characters long and should not include special characters such as dash (-), apostrophe (') or hash (#).

General Needs or Special Requests

TEST BOOKING DO NOT TICKET

364 characters remaining

Figure 71: E2 Online Booking Tool — Trip Review and Checkout, Additional Information

- Email addresses that are entered here by default come from the alternate email addresses stored in your TMC profile.
- Default information that appears in the **General Needs or Special Requests** field also comes from your TMC profile.

TIP: If you enter information in the **General Needs or Special Requests** field, or if information displays there by default, the Travel Management Center (TMC) transaction fee for the purchase changes from an online booking fee to an agent assist transaction fee.

8.7 Complete Your Reservation

Click **Complete Reservation**, at the bottom of the Trip Review and Checkout page, to complete the transaction and purchase all of your selected trip components.

Once approval has been received, unless otherwise requested, your ticket will be issued approximately 3 business days prior to departure.

For safety reasons, the transportation of hazardous materials in carry-on and checked baggage is prohibited. Examples of hazardous materials include explosives, aerosols, and flammable liquids. For a full list of prohibited items, check your carrier's website.

By purchasing, I agree to the hazardous materials restrictions.

* = required

Start Over **Complete Reservation**

Figure 72: E2 Online Booking Tool — Trip Review and Checkout, Complete Reservation

8.7.1 Rail Terms and Conditions

For rail reservations, you must review and accept the terms and conditions that apply to your selected itinerary before you can complete the purchase. Click the **I accept the terms and conditions required for this itinerary** check box to enable the **Complete Reservation** button.

Review Terms and Conditions

Please read the [Terms and Conditions/Conditions of Carriage](#) and fare rules. To complete this reservation, you must accept these terms and conditions by selecting the check box.

* I accept the terms and conditions required for this itinerary. ←

Figure 73: E2 Online Booking Tool — Trip Review and Checkout, Rail Terms and Conditions

9 Returning to E2

After your trip purchase is complete, you are automatically returned to E2.

9.1 Authorization

If you started the reservation process from within an authorization, the reservation is automatically associated with that authorization, and the itinerary information displays on the authorization's Reservation page.

Step 2 : Reservation

Traveler Name: IRIS LINCOLN Trip ID: 1215691 Authorization Status: Reservations Booked

Your last date to ticket this reservation is 05-Nov-2022.

Confirmation Number: IKPJEI

Air

Departure Date	From	To	Fare Type	Cabin Class	Flight #	Vendor	Last Update	Vendor Confirmation	Change Existing Reservation
Tuesday, November 08, 2022 07:55am	O'Hare International (ORD)	Los Angeles International Airport (LAX)	REF	ECONOMY	2105	United Airlines	Wednesday, July 13, 2022	CLEKZH	Change Existing Reservation
Thursday, November 10, 2022 02:16pm	Los Angeles International Airport (LAX)	O'Hare International (ORD)	REF	ECONOMY	1897	United Airlines	Wednesday, July 13, 2022	CLEKZH	Change Existing Reservation

Fare Type: | YCA: Govt contract fare | -CA: Govt contract fare limited availability | -CP: Govt contract fare premium economy | -CB: Govt contract fare business class | -DG: Govt non-contract fare limited availability | REF: Refundable fare | NRF: Non-refundable fare

Car

Pick-up	Pick-up Location	Drop-off	Drop-off Location	Vendor	Vendor Confirmation	Change Existing Reservation
Tuesday, November 08, 2022 11:00am	Los Angeles International Airport (LAX)	Thursday, November 10, 2022 02:00pm	Los Angeles International Airport (LAX)	Hertz Rent-A-Car	K1871869889	Change Existing Reservation

Hotel

Checkin Date	Checkout Date	Address	Vendor	Vendor Confirmation	Change Existing Reservation
Tuesday, November 08, 2022	Thursday, November 10, 2022	701 WEST OCEAN BOULEVARD LONG BEACH CA 90831 US	Hilton	3280530469	Change Existing Reservation

Ticket Data

No ticket data available.

[Make New Reservation](#)

[Manage Trip Reservations](#)

[Refresh Reservation Details](#)

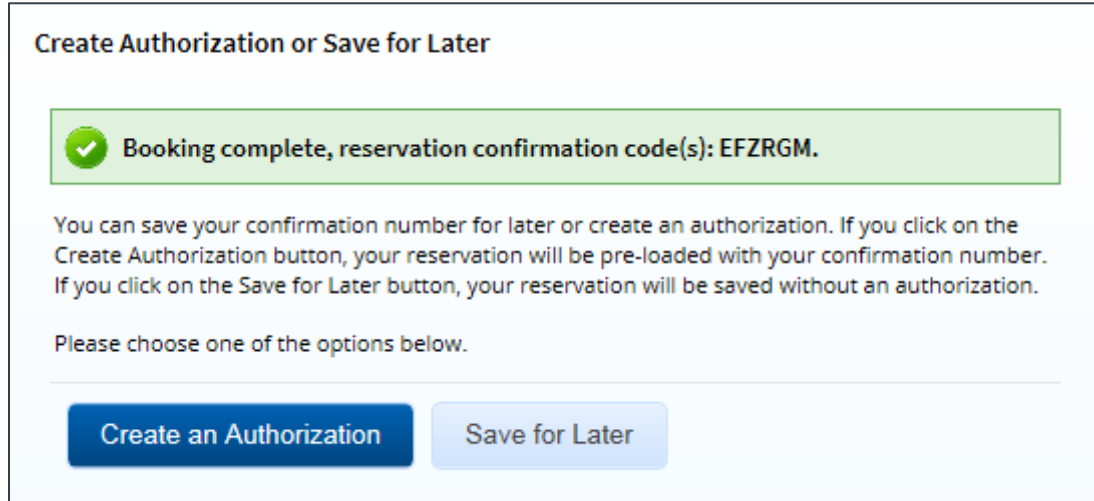
Next Step

[Back to Step 1: Basic Information](#)

Figure 74: Authorization Reservation — Itinerary Information

9.2 Make Reservations

If you started the reservation process by selecting *Make Reservations* from the **Start a Travel Document** list, or by clicking the **Make Reservations** button on the My E2 **Trips** tab, you can choose to immediately create an authorization using the new reservation, or you can save the reservation for later use.



Create Authorization or Save for Later

✓ Booking complete, reservation confirmation code(s): EFZRGM.

You can save your confirmation number for later or create an authorization. If you click on the Create Authorization button, your reservation will be pre-loaded with your confirmation number. If you click on the Save for Later button, your reservation will be saved without an authorization.

Please choose one of the options below.

Create an Authorization Save for Later

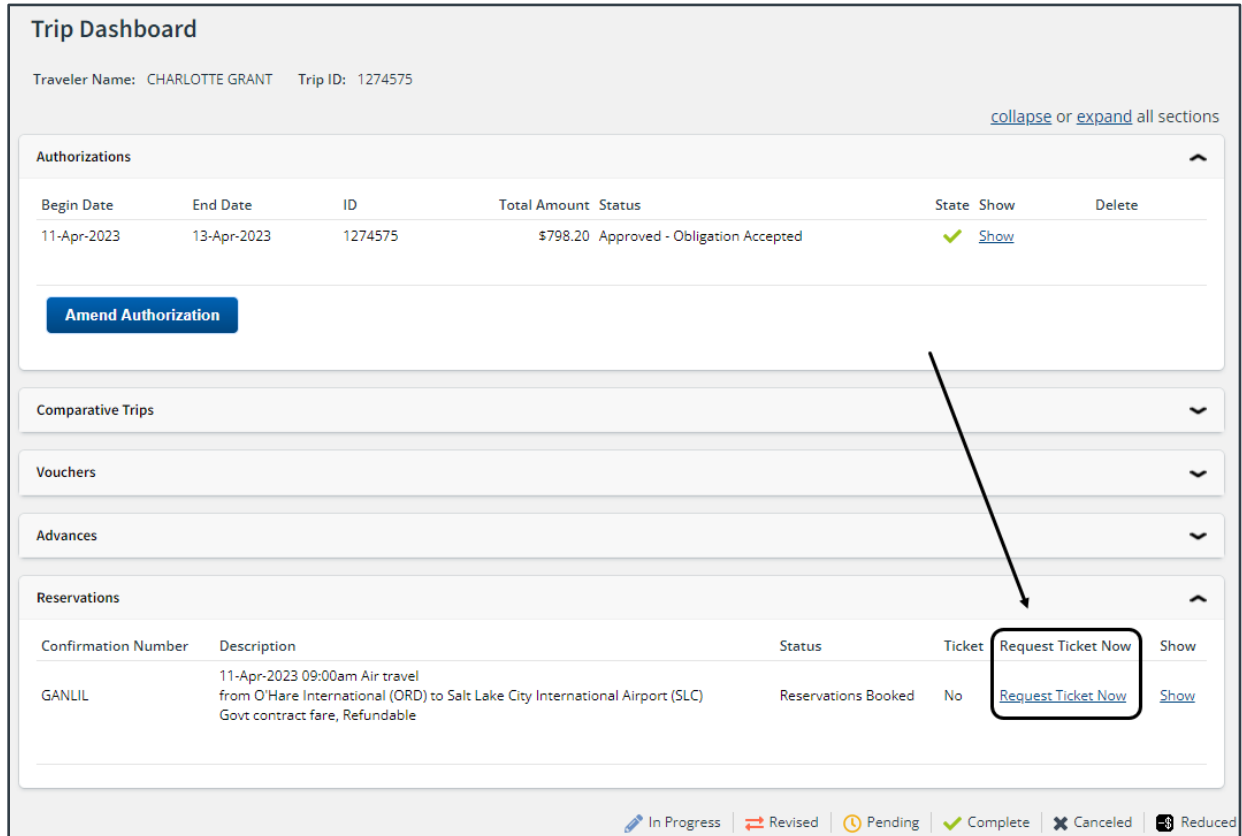
Figure 75: My E2 — Create Authorization or Save for Later window

- Click **Create Authorization** to begin the authorization workflow. The authorization's Reservation step automatically loads your new reservation information.
- Click **Save for Later** to hold your new reservation. You can use it to create a new authorization, or associate it with an existing authorization, at a later time.

10 Request Ticket Now

NOTE: This feature is configurable and only accessible for those agencies who wish to have it enabled. Contact your CWTsatoTravel account or implementation manager for more information.

The Request Ticket Now feature allows users to request their tickets be issued earlier than three business days prior to departure. If this feature is enabled for your office or workgroup, a “Request Ticket Now” column is added to the Reservations section on the Trip Dashboard. Once your authorization is approved, a **Request Ticket Now** link displays in the column, provided the reservation is not already ticketed.



The screenshot shows the Trip Dashboard for a traveler named CHARLOTTE GRANT with Trip ID 1274575. The dashboard includes sections for Authorizations, Comparative Trips, Vouchers, Advances, and Reservations. In the Reservations section, a reservation for GANLIL is shown with a status of 'Reservations Booked' and a 'Ticket' status of 'No'. A 'Request Ticket Now' link is visible in the 'Ticket' column, highlighted with a red box and an arrow pointing to it from the right. Below the Reservations section, there is a legend for reservation statuses: In Progress (blue pencil), Revised (red double-headed arrow), Pending (yellow clock), Complete (green checkmark), Canceled (red X), and Reduced (black minus sign).

Figure 76: Trip Dashboard — Request Ticket Now link

Clicking the **Request Ticket Now** link displays a Confirm Action window with the following warning message: *If you request your ticket now, you will need to contact your TMC for any future updates that may be needed.* Click the **Yes** button in the window to proceed with the ticket request, or click the **No** button to cancel the request and return to the Trip Dashboard. (This action does not incur any additional fees, it only requests ticketing is performed sooner.)

When you click **Yes**, the reservation will be updated to request it be ticketed as soon as possible. The following also occurs:

- A success message (*Your reservation has been updated. Your ticket has been requested to be issued.*) displays on the Trip Dashboard.
- The **Request Ticket Now** link is removed from the Reservations section.
- An entry is added to the trip history indicating the ticket was requested and by whom.

11 Attaching Invoice PDFs

Itinerary receipts provided by the CWT TMC will be automatically attached to the traveler’s document without the need for manual intervention, which will reduce the steps required to complete the trip. Without the invoice being attached, the trip may be rejected by the agency due to missing documentation. Document attachments will be listed on the Summary page for easy access and will be available for display via the **Attachments** link.

11.1 Processing Service

The invoicing process service identifies and matches passenger name records (PNRs) with invoices to attach the correct invoice to the correct PNR in E2. The processor will run during specified intervals and will retry a specified number of times, if a match is not successful. If the PNR has not been booked or retrieved within E2 (attached to a trip or in held reservations), this process will not automatically attach the invoice. If another invoice is processed for the same PNR, a new attachment for the PNR will be created.

11.2 Accessing the Trip Invoice

The invoice appears as a trip-level attachment on the Summary page, displaying the file name, date attached, attached by, and a link to display the full PDF. The invoice will only display as an attachment as long as there is a reservation with an invoice attached to a trip.

NOTE: *If the reservation with an invoice is no longer attached to a trip, the invoice will no longer show in the section if the PNR is removed from the trip. Otherwise, you cannot delete an invoice that is attached to the trip.*

There are two ways to display the actual attachment – either through the Receipts and Attachments section on the Summary page or via the Trip-Level Attachments window. Clicking the **Show** link in either screen displays the actual attachment.

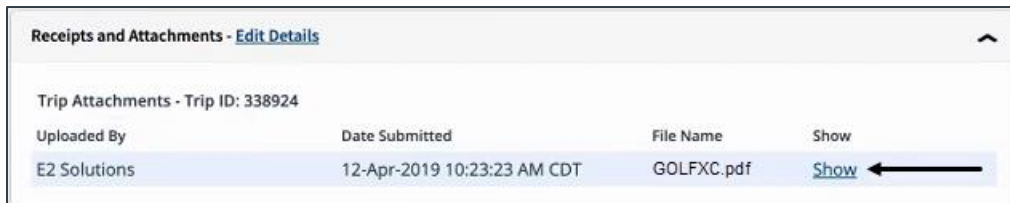


Figure 77: Authorization Summary — Receipts and Attachments, Attached Invoice

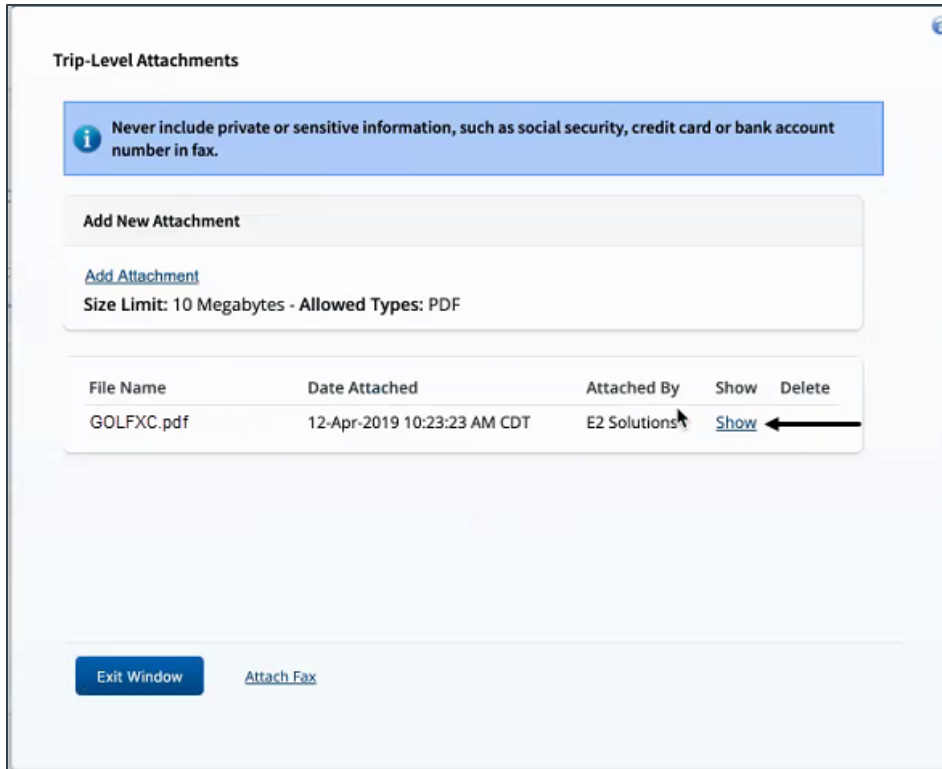


Figure 78: Trip-Level Attachments — Attached Invoice

12 Managing Held Reservations in E2

Click **Show Held Reservations** on the My E2 Trips tab, or select *Show Held Reservations* from the **Start a Travel Document** list on the **At a Glance** tab, to manage those reservations not associated with an authorization.

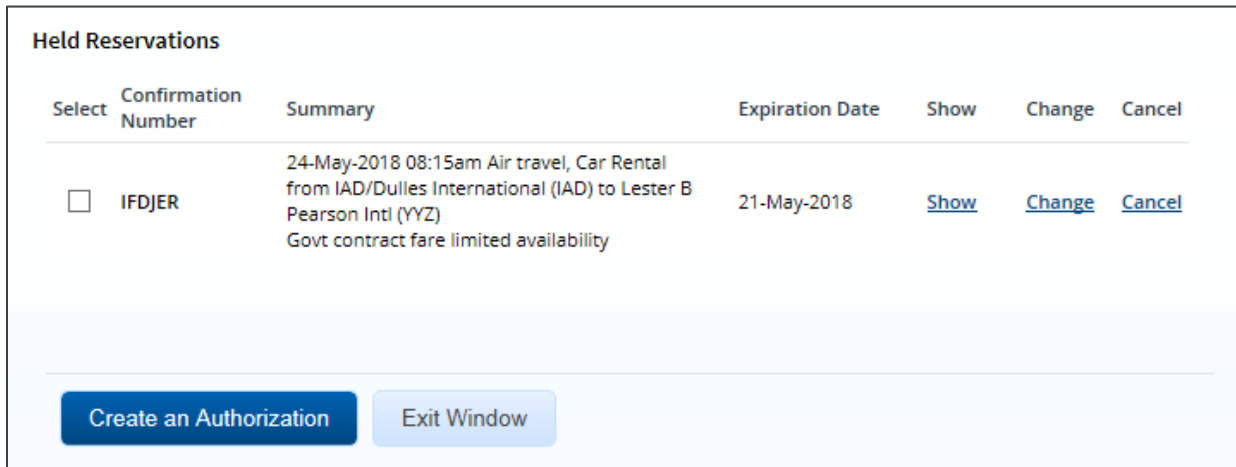


Figure 79: Held Reservations window

You can take the following actions:

- Create a new authorization. Check the **Select** check box for the reservation(s) you want to use for the authorization, and then click **Create Authorization**. The selected reservations will be associated with the authorization.
- Click a **Show** link to display the Itinerary window, which allows you to review the itinerary details of the corresponding reservation.

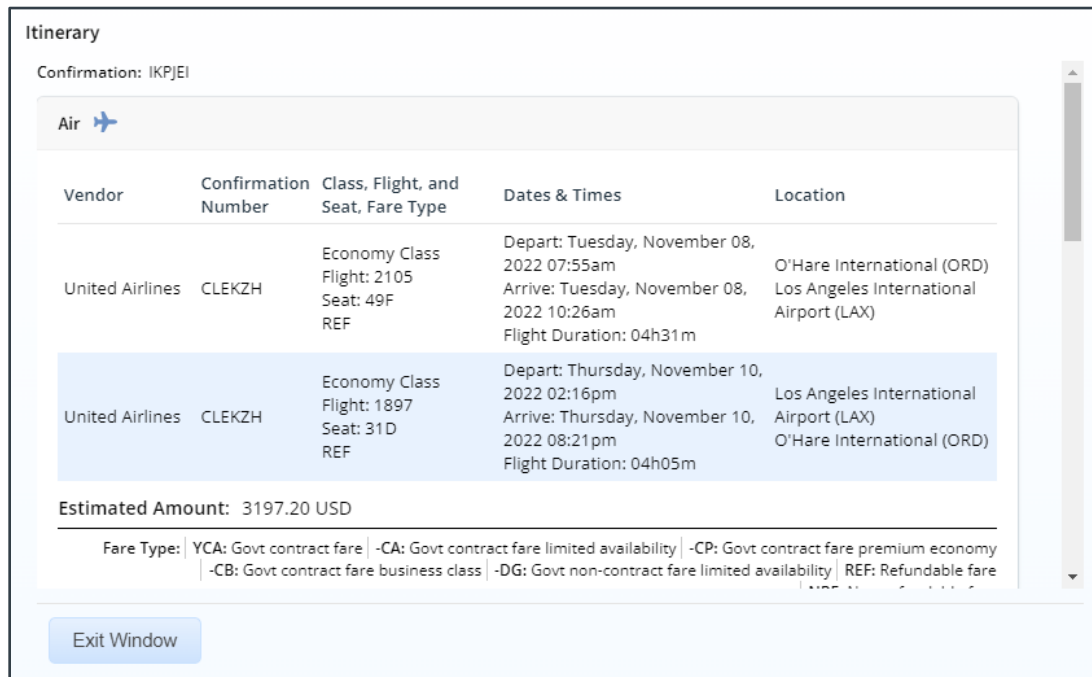


Figure 80: Itinerary window

- Click a **Change** link, if allowed, to make changes to the corresponding reservation. This action takes you to the online booking tool, where you can make changes to the reservation, such as add a component, modify a seat selection, or change a flight segment.

***TIP:** You cannot make changes to rail reservations made online. Click the **Travel Agent Assistance** link to request changes.*

- Click a **Cancel** link, if allowed, to completely cancel the corresponding reservation.

13 Making Profile Changes

Travel information and preferences not stored in E2 can be added to your TMC travel profile via the E2 online booking tool's Profile page.

1. Access E2.
2. Click the User Options menu in the task bar (i.e., your name), and then select *Profile* from the drop-down list. This displays the User Profile page.
3. Click the **Edit Travel Preferences** link to access the OBT's Profile page in a new browser window or tab.

NOTE: If the **Edit Travel Preferences** link is not available in your E2 profile, you may be missing required profile information (such as address or credit card information), or your group's travel policy does not allow online booking. Contact your internal agency help desk or E2 travel policy manager/administrator for further assistance.

Profile

Profile settings	
Personal information	Edit your name, address, phone number, and miscellaneous personal information.
Charge cards	Add, modify, or remove charge card information.
E-mail settings	Edit the e-mail address for yourself and others who receive copies of your itinerary.
Profile history	Review a list of changes that have been made to your account information.

Travel preferences	
Frequent traveler	Add, modify, or remove frequent flyer, rail loyalty, hotel loyalty, and car loyalty programs.
Passport and visas	Add, modify, or remove passport and travel visa information.
Flight preferences	Edit your preferences for airlines, seat selection, meal types, and special requests.
Hotel Preferences	Edit your preferences for hotel chains and special requests.
Car preferences	Edit your preferences for rental car agencies, car type, car size, transmission, and special requests.
Rail preferences	Edit your preferences for rail travel.
Site preferences	Edit your preferences for time format, default currency, preferred language, and itinerary confirmation settings.

[Back](#)

Figure 81: TMC Travel Profile — Profile page

4. Click any of the links in the Profile Settings and Travel Preferences sections to review and/or update your travel profile information.

TIP: Be sure to click **Save** if you make changes.

5. When you are finished, close the browser window, or click the **CLICK HERE...** link in the Company Announcements section to close the browser window.

13.1 Profile Settings

The Profile Settings section contains the required and optional elements a traveler needs to complete a reservation.

WARNING: While you have the ability to update shared information (i.e., addresses, credit cards, email settings) in your TMC profile, CWTSatoTravel strongly recommends that you only update those settings within your E2 profile. Updates to shared information made in your TMC profile are not transferred back to E2. Making the updates in E2 ensures that both profiles have the correct and most current information. Having this information out of sync can cause difficulties when you try to book travel.

The following pages can be accessed via the Profile Settings section.

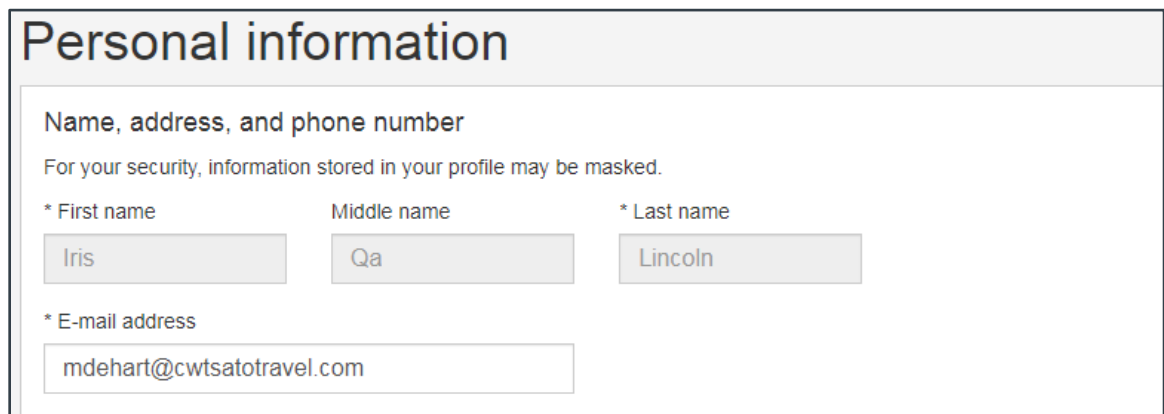
13.1.1 Personal Information

Click the **Personal information** link to display the Personal Information page. This page allows you to review the name, title, address, and contact information in your TMC profile, as well as provide those travel details requested by TSA (e.g., gender, date of birth, Known Traveler Number, etc.).

13.1.1.1 Name and Email Address

The first section under the *Name, address, and phone number* header on the Personal Information page displays the first, middle, and last names used in your reservation name, as well as the primary email address associated with your E2 and TMC profiles.

NOTE: If the **First**, **Middle**, or **Last Name** field is incorrect, or you need to change your primary email address, update these values in your E2 user profile. Refer to UG15: First Logon and Profile Updates, or answers 1790 and 2329 in the online help, for more information.



The screenshot shows a web form titled "Personal information". Below the title is a section header "Name, address, and phone number" followed by a security notice: "For your security, information stored in your profile may be masked." There are three input fields for names: "* First name" with the value "Iris", "Middle name" with the value "Qa", and "* Last name" with the value "Lincoln". Below these is an "E-mail address" field with the value "mdehart@cwtsatotravel.com".

Figure 82: TMC Travel Profile, Personal Information — Name and Email Address

13.1.1.2 Job Information

Use the **Job title** and **Company** fields, in the second section under the *Name, address, and phone number* header on the Personal Information page, to enter your job title and company information, respectively, if you would like to include those details in your TMC profile.

All other fields in this section can be ignored.

13.1.1.3 Address Information

The third section under the *Name, address, and phone number* header on the Personal Information page displays your mailing address and telephone contact information, as entered in your E2 profile.

NOTE: *If any of the details in this section need to be corrected or updated, refer to UG15: First Logon and Profile Updates, or answer 1633 in the online help, for more information.*

* Country		
USA ▼		
* Address		
1060 W. Addison		
Address 2		
<input type="text"/>		
* City	* State or province	* Postal code
Chicago	IL	60613
* Work phone	Home phone	Mobile/Cell Phone
2175551111	2175552222	<input type="text"/>

Figure 83: TMC Travel Profile, Personal Information — Address Information

13.1.1.4 TSA-Requested Details

The fourth section under the *Name, address, and phone number* header on the Personal Information page allows you to enter the personal details required by TSA in compliance with the Secure Flight program. When booking a flight, this information must be entered in the "Traveler Information" section on the Trip Review and Checkout page before you complete your reservation. To save time and effort, you can enter those details here in your TMC profile. The OBT will then automatically add this information to future reservations when you reach the Trip Review and Checkout page.

Gender	
<input type="text" value="Select one"/>	
(Requested by TSA)	
Date of birth	
<input type="text" value="Month"/>	<input type="text" value="Day"/>
<input type="text" value="Year"/>	
(Requested by TSA)	
Redress number	
<input type="text"/>	
(Requested by TSA)	
Expiration date reminders	
<input checked="" type="radio"/> on <input type="radio"/> off	
CRS profile name	CRS location code (if applicable)
<input type="text" value="LINC01234"/>	<input type="text"/>

Figure 84: TMC Travel Profile, Personal Information — TSA-Requested Details

Enter or select the following information.

- **Gender** – Select your gender (i.e., *Male* or *Female*) from the drop-down list.
- **Date of birth** – Select the month, day, and year of your birth date from the corresponding drop-down lists.
- **Redress number** – If you were previously misidentified as a potential match to the watchlist and applied for redress through the DHS Traveler Redress Inquiry Program (TRIP), enter up to 13 alpha-numeric characters for your redress number in the field.

NOTE: Due to varied GDS support constraints, the redress number is available for profile capture only; if provided, the redress number is not currently included with the reservation. Travelers with a redress number should contact the airline directly to include this information on their air travel itinerary.

TIP: The selections and entries made for the **Gender**, **Date of birth**, and **Redress number** fields will be masked for security purposes when you save the page.

- **Expiration date reminders** – If allowed by your site configuration, the online booking tool can remind you when certain records entered in or associated with your TMC profile (e.g., passport, travel visa, credit card) are about to expire. A message will display above the search fields on the OBT home page when an expiration date nears. Select the **on** radio button to enable this feature, or select **off** to disable reminders.
- **CRS profile name** and **CRS location code** – These fields are maintained by the online booking tool and can be ignored.

13.1.1.5 Additional Information

The fifth section under the *Name, address, and phone number* header on the Personal Information page allows you to add additional information to your TMC profile that may be relevant to your travels or trip management.

Known Traveler Number

Please enter between 8 and 11 characters. No spaces or special characters.

Known Traveler Number or TWIC number

Additional Information

Home E-mail Address (max 30 characters)

Travel Arranger Information

Travel Arranger Name

This person will receive copies of your itineraries and invoices from your TMC.

Travel Arranger E-mail (max. 30 characters)

Travel Arranger Phone

Figure 85: TMC Travel Profile, Personal Information — Additional Information

Based on your site configuration, one or more of the following fields may display.

- **Known Traveler Number or TWIC Number** – If you are a member of a Trusted Traveler program (e.g., TSA PreCheck®, Global Entry, NEXUS, SENTRI, etc.), enter your nine-digit Known Traveler Number or PASSID in this field.

If you have an active Transportation Worker Identification Credential (TWIC®) card and you meet the eligibility requirements for the TSA PreCheck program, you can use the Credential Identification Number (CIN) on the back of your TWIC card as your Known Traveler Number. Enter that eight-digit number in the field. (Refer to answer 4712 (*TMC Travel Profile | Glossary: TWIC Number*) in the online help for more information about this program.)

If you are active duty military or a Department of Defense (DoD) civilian, you can use your DoD ID number as your Known Traveler Number. Enter that number in the **Known Traveler Number or TWIC number** field.

NOTE: If the **Known Traveler Number or TWIC number** field is unavailable, your site is not yet configured to include this information. Until the field is available, you should continue to confirm these details with the airline at least four days prior to any departure, or as soon as possible if your reservations were made at a date closer to departure.

- **Home E-mail Address** – Enter up to 30 characters for your personal home email address.
- **Travel Arranger Information** – If you would like your travel arranger to receive copies of your itineraries and invoices, enter the travel arranger's name, email address, and phone

number in the **Travel Arranger Name**, **Travel Arranger E-mail**, and **Travel Arranger Phone** fields, respectively.

13.1.1.6 General Requests or Special Needs

Use the field in this section to enter any other information that should be included in your travel reservation. Enter up to 100 alpha-numeric characters and do not include special characters.

WARNING: *Entering any information in the field will result in agent intervention, which will increase the transaction fee from the Online Booking fee to an Agent Assist transaction fee. Contact your travel policy manager or TMC for more information.*

General requests or special needs

Please be advised, typing any text in the box below will result in agent intervention which will increase the transaction fee from the online booking fee to an agent assist transaction fee. Instructions should not be more than 100 characters long and should not include special characters such as dash (-), apostrophe (') or hash (#).

(390 characters maximum)

Figure 86: TMC Travel Profile, Personal Information — General Requests or Special Needs

13.1.2 Charge Cards

Click the **Charge cards** link to review payment information associated with your TMC travel profile.

NOTE: *Any changes to your credit card information should be made in E2. Refer to UG15: First Logon and Profile Updates, or answer 2804 in online help, for more information.*

13.1.3 E-mail Settings

Click the **E-mail settings** link to review the email addresses associated with your TMC travel profile.

NOTE: *Any changes to these email addresses should be made in E2. Refer to UG15: First Logon and Profile Updates, or answer 2329 in online help, for more information.*

13.2 Travel Preferences

The Travel Preferences section contains the optional elements that can be configured to enhance a traveler's experience.

13.2.1 Frequent Traveler

Frequent flyer and other "frequent traveler" program numbers can be added to your TMC profile. Click the **Frequent traveler** link on the online booking tool's Profile page to access the Frequent Traveler page with the "My frequent traveler programs" section displayed. This page allows you to add, update, and review the loyalty program numbers associated with your TMC profile.

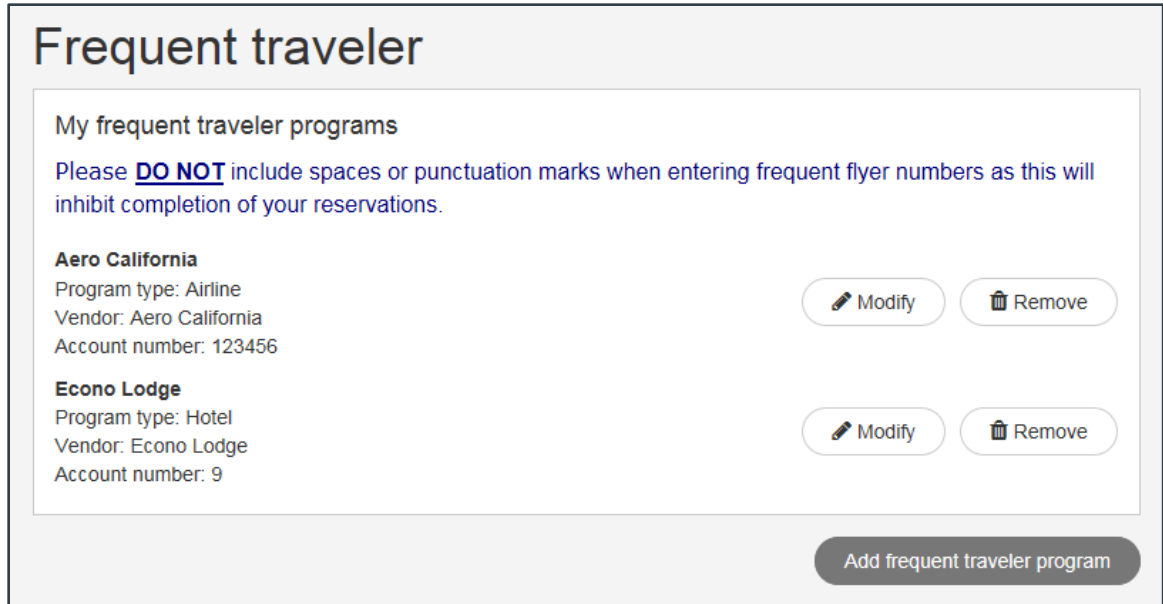


Figure 87: TMC Travel Profile — Frequent Traveler page

13.2.1.1 Add a Frequent Traveler Program

Complete the following steps to add a frequent traveler program to your profile.

1. Click the **Add frequent traveler program** button. This displays the "Add frequent traveler program" section on the Frequent Traveler page.

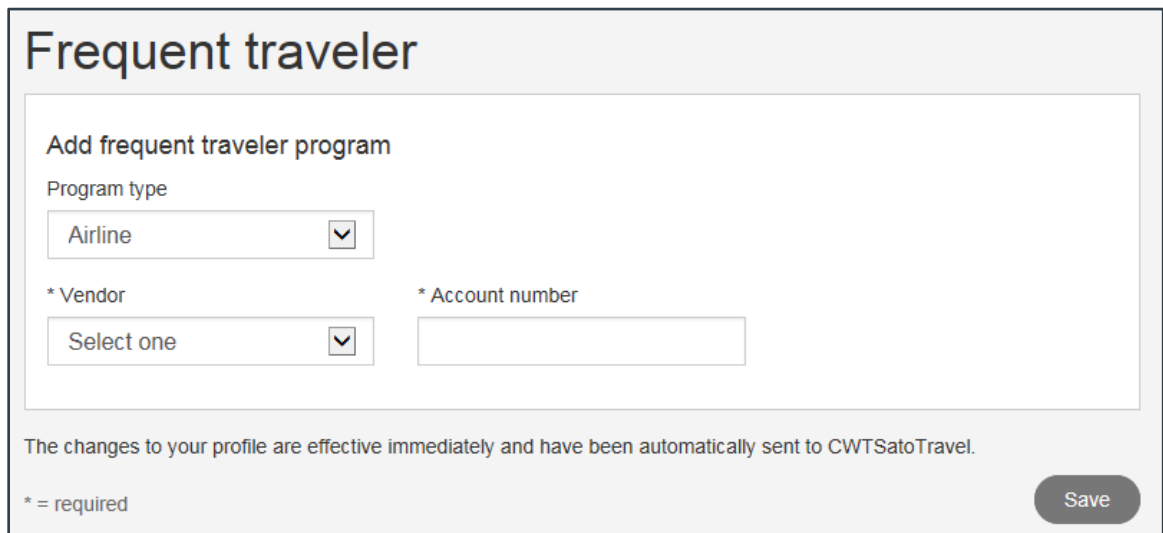


Figure 88: TMC Travel Profile — Frequent Traveler, Add Frequent Traveler Program

2. Select an option (i.e., *Airline, Car, Hotel, or Rail*) from the **Program type** drop-down list to indicate the type of program you are adding.
3. Select the vendor of the travel program from the **Vendor** drop-down list.
4. Enter the loyalty program number in the **Account number** field.
5. Click **Save**. You are returned to the "My frequent traveler programs" page with the new loyalty program information listed.

13.2.1.2 **Modify a Frequent Traveler Program**

The "My frequent traveler programs" section lists all travel programs you have added to your profile. Complete the following steps to modify the details for a program that may have changed or been entered incorrectly.

1. Click the **Modify** button next to the program you want to change. This displays the "Modify frequent traveler program" section on the Frequent Traveler page.

Frequent traveler

Modify frequent traveler program

Program type : Hotel

* Vendor: Econo Lodge

* Account number: 9

The changes to your profile are effective immediately and have been automatically sent to CWTSatoTravel.

* = required

Save

Figure 89: TMC Travel Profile — Frequent Traveler, Modify Frequent Traveler Program

2. If necessary, select the correct vendor of the travel program from the **Vendor** drop-down list.
3. Enter your correct or updated loyalty program number in the **Account number** field.
4. Click **Save**. You are returned to the "My frequent traveler programs" page with the updated information displayed.

13.2.1.3 **Delete a Frequent Traveler Program**


With the "My frequent traveler programs" page displayed, click the **Remove** button next to the frequent traveler program you no longer want associated with your profile. The page automatically refreshes to show the program has been removed.

13.2.2 **Passport and Visas**

Travel document information, including one passport number and up to three travel visas, can be added to your profile. Click the **Passport and visas** link to access the Passport and Visas page with the "My travel documents" section displayed.

The page indicates the number and type of travel documents currently associated with your profile, and allows you to enter information for the remaining available documents. For example, if you have added your passport and a travel visa to your profile, those items are listed on the "My travel documents" page. You may add two additional visas to your profile, but a note above the "My travel documents" header indicates you cannot add another passport.

Passport and visas





 **You can only store 1 passport and 3 visas.**
The limit has been met for:

- Passport

If you need to add another passport you must first remove your passport and then add your new one.

My travel documents

You can add up to three travel visas and one passport. Please click the *Add a travel document* button to add a new passport or travel visa.

Travel Passport - USA			
Document type: Passport	Number: 4444444444		 Remove
Country: USA	Expiration Date: May 29, 2020		 Modify
Travel Visa - Croatia			
Document type: Visa	Number: 456789		 Modify
Country: Croatia	Expiration Date: October 23, 2024		 Remove

[Add a travel document](#)

Figure 90: TMC Travel Profile —Passport and Visas page

13.2.2.1 Add a Travel Document

Complete the following steps to add a travel document to your profile.

1. Click the **Add a travel document** button. This displays the "Add a travel document" section on the Passport and Visas page.

Passport and visas

Add a travel document

Document type

Passport

* Country

Select one

* Number

Expiration date

May - (05) 29 2019

The changes to your profile are effective immediately and have been automatically sent to CWTSatoTravel.

* = required Save

Figure 91: TMC Travel Profile — Passport and Visas, Add a Travel Document

2. Select the type of document you are adding (i.e., *Passport* or *Visa*) from the **Document type** drop-down list.

***NOTE:** If you have already added a passport or reached your limit for allowed travel visas, the **Document type** field defaults to the only available option and cannot be changed.*
3. Select the country that issued your passport or in which the travel visa is valid from the **Country** drop-down list.
4. Enter your passport or travel visa number in the **Number** field.
5. Select the month, day, and year your passport or travel visa expires from the **Expiration date** drop-down lists.
6. Click **Save**. You are returned to the "My travel documents" page with the new travel document listed.

13.2.2.2 **Modify a Travel Document**

You may need to update your passport or travel visa information, especially when the expiration date changes. Complete the following steps to modify the details of a travel document.

1. Click the **Modify** button next to the travel document you want to change. This displays the "Modify travel document" section on the Passport and Visas page.

Passport and visas

Modify travel document

Document type
Visa

* Country

* Number

Expiration date

The changes to your profile are effective immediately and have been automatically sent to CWTSatoTravel.

* = required

Figure 92: TMC Travel Profile — Passport and Visas, Modify Travel Document

2. If necessary, select the country associated with the travel document from the **Country** drop-down list.
3. Enter the passport or travel visa number in the **Number** field.

TIP: The **Number** field is automatically cleared when you access the "Modify travel document" page. You must re-enter the travel document number to save the record.

4. If necessary, select the travel document's expiration date using the **Expiration date** drop-down lists.
5. Click **Save**. You are returned to the "My travel documents" page with the updated information displayed.

13.2.2.3 Remove a Travel Document

With the "My travel documents" page displayed, click the **Remove** button next to the passport or travel visa you no longer want associated with your profile. The page automatically refreshes to show the travel document has been removed.

13.2.3 Flight Preferences

Flight preferences, including your home airport and meal or seat preferences, can be included in your TMC profile. Click the **Flight preferences** link on the online booking tool's Profile page to access the Flight Preferences page.

Flight preferences

Home airport

Seat preference

Select one
▼

Show detailed seat availability information.

Meal preference

standard
▼

Preferred airlines

1st selection
▼

Clear selection

2nd selection
▼

Clear selection

3rd selection
▼

Clear selection

Please be advised, typing any text in the box below will result in agent intervention which will increase the transaction fee from the online booking fee to an agent assist transaction fee. Instructions should not be more than 100 characters long and should not include special characters such as dash (-), apostrophe (') or hash (#).

Special instructions

The changes to your profile are effective immediately and have been automatically sent to CW Government Travel, Inc.

* = required

Save

Figure 93: TMC Travel Profile — Flight Preferences page

Complete the following steps to update your flight preferences.

TIP: You can ignore the **Preferred airlines** drop-down lists. Use of a contracted fare is preferred when booking travel through E2 Solutions, and the online booking tool is configured to return the contract carrier for each market.

1. In the **Home airport** field, enter the airport code of the airport from which you usually depart, or enter the airport's name, pause, and then select the airport from the list. When the **Flight** check box on the home page is checked, the **From** field will default to this airport as you are entering your search criteria.
2. Select an option (i.e., *window* or *aisle*) from the **Seat preference** drop-down list to indicate where you prefer to sit.
3. Select an option from the **Meal preference** drop-down list to indicate the type of meal you would prefer (on those flights offering meal service).

TIP: Select vegetarian or raw vegetarian for *vegan meals*.

4. Use the **Special instructions** field to enter any other special instructions for your flight reservations.

WARNING: Entering any information in the field will result in agent intervention, which will increase the transaction fee from the Online Booking fee to an Agent Assist transaction fee. Contact your travel policy manager or TMC for more information.

5. Click **Save** to save your changes.

13.2.4 Hotel Preferences

Hotel preferences, such as special requests or instructions, can be included in your TMC profile. Click the **Hotel preferences** link on the online booking tool's Profile page to access the Hotel Preferences page.

Hotel preferences

Preferred chains

1st selection ▼	2nd selection ▼	3rd selection ▼
Clear selection	Clear selection	Clear selection

Special requests

1st selection ▼	2nd selection ▼	3rd selection ▼
Clear selection	Clear selection	Clear selection

Please be advised, typing any text in the box below will result in agent intervention which will increase the transaction fee from the online booking fee to an agent assist transaction fee. Instructions should not be more than 100 characters long and should not include special characters such as dash (-), apostrophe (') or hash (#).

Special instructions

The changes to your profile are effective immediately and have been automatically sent to CW Government Travel, Inc.

* = required

Save

Figure 94: TMC Travel Profile — Hotel Preferences page

Complete the following steps to update your hotel preferences.

NOTE: Do NOT add preferred hotels or chains on this page. Any values entered here will not be used when searching for a hotel. Instead, filter the hotel search results list by chain name or special hotels. Refer to the section on [hotel filtering](#) or answer 4050 in the online help for more information on this process.

1. Select up to three special requests (e.g., *high floor*, *wheelchair accessible*, etc.) to be included with your reservation from the **Special requests** drop-down lists.
2. Use the **Special instructions** field to enter any other special instructions for your hotel reservations.

WARNING: Entering any information in this field will result in agent intervention, which will increase the transaction fee from the Online Booking fee to an Agent Assist transaction fee. Contact your travel policy manager or TMC for more information.

3. Click **Save** to save your changes.

13.2.5 Car Preferences

Rental car preferences, including car type, transmission, and special requests, can be included in your TMC profile. Click the **Car preferences** link on the online booking tool's Profile page to access the Car Preferences page.

Car preferences

Car type

Compact ▾

automatic ▾

Special requests

1st selection ▾
[Clear selection](#)

2nd selection ▾
[Clear selection](#)

3rd selection ▾
[Clear selection](#)

Please be advised, typing any text in the box below will result in agent intervention which will increase the transaction fee from the online booking fee to an agent assist transaction fee. Instructions should not be more than 100 characters long and should not include special characters such as dash (-), apostrophe (') or hash (#).

Special instructions

The changes to your profile are effective immediately and have been automatically sent to CW Government Travel, Inc.

* = required

Save

Figure 95: TMC Travel Profile — Car Preferences page

Complete the following steps to update your rental car preferences.

1. Select your preferred car size from the first **Car type** drop-down list. As travel policy typically requires you to select a compact car, the field defaults to *Compact*.
2. Select your preferred transmission type (i.e., *automatic* or *manual*) from the second **Car type** drop-down list.
3. Select up to three special requests to be included with your reservation from the **Special requests** drop-down lists.
4. Use the **Special instructions** field to enter any other special instructions for your rental car reservations.

WARNING: Entering any information in the field will result in agent intervention, which will increase the transaction fee from the Online Booking fee to an Agent Assist transaction fee. Contact your travel policy manager or TMC for more information.

5. Click **Save** to save your changes.

13.2.6 Rail Preferences

Rail preferences, such as your home station, can be included in your TMC profile. Click the **Rail preferences** link on the online booking tool's Profile page to access the Rail Preferences page.

Figure 96: TMC Travel Profile — Rail Preferences page

Complete the following steps to update your rail preferences.

1. In the **Home station** field, enter the station code of the rail station from which you typically depart, or enter the station's name, pause, and then select the station from the list.
2. Select the appropriate age category from the **Passenger age** drop-down list.
3. Click **Save** to save your changes.

13.2.7 Site Preferences

While most of the configuration of the online booking tool is done behind the scenes, you can establish some preferences, such as the time format and how booking confirmations are sent, in your TMC profile. Click the **Site preferences** link on the online booking tool's Profile page to access the Site Preferences page.

Figure 97: TMC Travel Profile — Site Preferences page

Complete the following steps to update your site preferences.

1. Select an option (i.e., *12 Hour Clock* or *24 Hour Clock*) from the **Time format** drop-down list to indicate the format in which time information should be displayed.
2. Select one of the following options from the **Itinerary confirmation settings** drop-down list to indicate whether calendar attachments with your itinerary information are included with the booking confirmation email.
 - **Send Booking Confirmation e-mail only** – Select this option to send only an email with the booking information after a reservation is made.
 - **Send Booking Confirmation email with .ics calendar attachments** – Select this option to include .ics calendar attachments with the booking confirmation email after a reservation is made.
 - **Send Booking Confirmation e-mail and calendar appointments** – Select this option to include calendar invitations (that can be added to Microsoft Outlook) with the booking confirmation email after a reservation is made.
3. Click **Save** to save your changes.

14 Revision History

Date	Description	Release
01/2024	<ul style="list-style-type: none"> • Added a warning on embargoed locations to section 3.2 (Search) • Updated: <ul style="list-style-type: none"> ○ Figure 11 (E2 Online Booking Tool – Search by Time, Select Departing Flight page) ○ Figure 13 (E2 Online Booking Tool – Flight card) ○ Figure 14 (E2 Online Booking Tool – Flight card with an expanded drawer) ○ Figure 15 (E2 Online Booking Tool – Non-contract Carrier information) ○ Figure 16 (E2 Online Booking Tool – Flight Out of Policy information) ○ Figure 17 (E2 Online Booking Tool – Your Trip So Far dock bar) ○ Figure 18 (E2 Online Booking Tool – Expanded “Your Trip So Far” section) ○ Figure 21 (E2 Online Booking Tool – Flight Sort By list) ○ Figure 23 (E2 Online Booking Tool – Review Low Fare Options page) ○ Section 4.2 (Flight Cards and Drawers) ○ Section 4.2.2 (Drawers) ○ Title page graphic and copyright information 	24.1
07/2023	<ul style="list-style-type: none"> • Added a tip to section 6.4 (Booking Your Hotel) • Updated: <ul style="list-style-type: none"> ○ Figure 48 (E2 Online Booking Tool – Rate Details and Cancellation Policy window) ○ Section 6.2.2 (Room Rates) 	23.3
04/2023	<ul style="list-style-type: none"> • Added: <ul style="list-style-type: none"> ○ Section 8.3.2 (Special Needs) ○ Information on using a DoD ID number as Known Traveler Number to section 13.1.1.5 (Profile Settings/Personal Information/Additional Information) • Updated: <ul style="list-style-type: none"> ○ Figure 29 (E2 Online Booking Tool – Rail Out of Policy page) ○ Figure 83 (TMC Travel Profile, Personal Information – Additional Information) ○ Known Traveler Number or TWIC number field in section 13.1.1.5 (Profile Settings/Personal Information/Additional Information) ○ Section 10 (Request Ticket Now) 	23.2
02/2023	Added section 10 (Request Ticket Now)	23.1
08/2022	<ul style="list-style-type: none"> • Updated: <ul style="list-style-type: none"> • Figure 72 (Authorization Reservation – Itinerary Information) 	22.3

Date	Description	Release
	<ul style="list-style-type: none"> • Figure 77 (Itinerary window) 	
07/2021	Updated figure 66 (E2 Online Booking Tool – Trip Review and Checkout, Traveler Details) and section 8.3 (Review Traveler Details) based on enhancements made with GetThere release 21.06	21.2
04/2021	<ul style="list-style-type: none"> • Added section 1 (Introduction) • Updated the following screen shots based on enhancements made with GetThere release 21.03 <ul style="list-style-type: none"> ○ Figure 30 (E2 Online Booking Tool – Select a Hotel page) ○ Figure 31 (E2 Online Booking Tool – Hotel Map View) ○ Figure 37 (E2 Online Booking Tool – Hotel drawer, Map tab) ○ Figure 40 (E2 Online Booking Tool – Hotel Sort By list) ○ Figure 41 (E2 Online Booking Tool – Hotel Filters & Filtered List) ○ Figure 42 (E2 Online Booking Tool – “Hide” filters) ○ Figure 43 (E2 Online Booking Tool – Hotel Distance filter) ○ Figure 46 (E2 Online Booking Tool – Rate Details and Cancellation Policy window) 	21.1
07/2020	<ul style="list-style-type: none"> • Added step 6 to section 2.2 (Search) and updated figures 1 and 4–8 based on enhancements made with GetThere release 20.02 • Updated screen shots throughout the document 	20.2
01/2020	Removed section 7.4.1 (Rail Reservations) based on modifications made with GetThere release 19.09	19.4
10/2019	<ul style="list-style-type: none"> • Updated sections 5.2 (Hotel Cards and Drawers) and 5.4 (Booking Your Hotel) for GetThere 19.07 enhancements • Updated section 11 (Making Profile Changes) • Updated title page graphic and copyright information 	19.3
06/2019	Added Section 9 (Attaching Invoice PDFs)	19.2
03/2019	Updates and additions for GetThere 19.02 enhancements <ul style="list-style-type: none"> • Figure 10 (E2 Online Booking Tool – “Return to E2” link) • Figure 32 (E2 Online Booking Tool – Select a Hotel page) • Figure 64 (E2 Online Booking Tool – Trip Review and Checkout page (remaining sections)) • Section 5.3.4.1 (“Hide” Filters) • Section 7.7 (Complete Your Reservation) 	19.1
12/2018	Updated section 3.1.2 (Search by Price)	18.4

Date	Description	Release
03/2018	<ul style="list-style-type: none"> • Updated sections 1 (Before You Begin) and 10 (Making Profile Changes) with information regarding the User Options menu • Updated sections 2.1 (Access), 8.2 (Make Reservations), and 9 (Managing Held Reservations in E2) for the Start a Travel Document drop-down list and Make Reservations options • Updated images in section 2.2 (Search) for the new OBT home page configuration • Updated images in section 3 (Flight Selection) for the modifications made to the flight card (i.e., a carat was added to the bottom right corner) • Updated images in sections 8 (Returning to E2) and 9 (Managing Held Reservations in E2) 	18.1
01/2018	<ul style="list-style-type: none"> • Document formatting and layout changes • Updated images for GetThere 17.11 and 18.01 enhancements <ul style="list-style-type: none"> ○ Section 3.3.1 (View Trip Details), Figures 19 and 20 ○ Section 4 (Rail Selection) ○ Section 5.3.1 (View Trip Details), Figure 38 ○ Section 6.3.1 (View Trip Details), added Figure 60 	17.4
06/2017	Updated sections 3 (Flight or Rail Selection), 4 (Confirming Your Selection), and 8.2 (Review and Complete Policy Compliance) for GetThere 17.04 and 17.06 UI enhancements	17.2
03/2017	Updated: <ul style="list-style-type: none"> • Sections 3 (Flight or Rail Selection) and 4 (Confirming Your Selection) for GetThere 17.03 UI enhancements for air travel • Section 10 (Managing Held Reservations in E2) with information regarding the new Show Held Reservations option in the Quick Links list 	17.1
01/2017	Updated for UI enhancements: <ul style="list-style-type: none"> • Section 2, Getting Started (log out link) • Section 7, Choose a Rental Car 	16.4
09/2016	<ul style="list-style-type: none"> • Updated for GetThere 16.06 and 16.07 UI enhancements • Updated for Amtrak rail booking enhancements 	16.3
06/2016	Added for "Your trip so far": <ul style="list-style-type: none"> • Section 3.1, View Trip Details • Section 6.1, View Trip Details • Section 7, Choose a Rental Car 	16.2
03/2016	<ul style="list-style-type: none"> • Updated for Create Reservation link name change in E2: <ul style="list-style-type: none"> ○ Section 2, Getting Started ○ Section 9, Returning to E2 	16.1

Date	Description	Release
	<ul style="list-style-type: none"> Updated section 11, Making Profile Changes, to clarify General Requests or Special Needs field impact 	
12/2015	<ul style="list-style-type: none"> Updated for UI changes: <ul style="list-style-type: none"> Section 2, Getting Started (includes update for removal of preferred airline selections) Section 3, Flight or Rail Selection Section 4, Confirming Your Selection Section 5, Selecting Seats Section 6, Find a Hotel Section 7, Choose a Rental Car Section 8, Review Trip Details and Checkout Deleted section 9, Explaining Out of Policy Selections. Material incorporated into selection process for each booking option (air or train, hotel, car) Updated images with fare type information: <ul style="list-style-type: none"> Section 9, Returning to E2 Section 10, Managing Held Reservations in E2 Updated section 11, Making Profile Changes, for removal of preferred airline selections 	15.4
06/2015	<ul style="list-style-type: none"> Updated section 2, Getting Started, to include automated cancellation of reservations and remove combined air/rail search Updated section 5, Selecting Seats, to clarify system actions for Skip Seat Selection Updated section 7, Choose a Rental Car, for new rental car features (including images) Updated first image of authorization reservation step in section 10, Returning to E2 Updated section 12, Making Profile Changes, to clarify step 2 and expand travel preference examples 	15.3
04/2015	Updated section 3.6, Option Details and Selection, for unused ticket information	15.2
12/2014	<ul style="list-style-type: none"> Updated section 2, Getting Started, for new home page details and example of search by price results list Updated section 3.5, Filter the List, to include image of entire filter panel 	ETS2/14.4+
11/2014	Updated section 6, Find a Hotel, to correct search functionality	ETS2/14.4
04/2014	<ul style="list-style-type: none"> Updated section 2 to indicate Train option is controlled by travel policy and may not be available to all users Updated section 6 for new hotel booking features Updated section 8.1 to reflect "Change" replacing "Modify" in links 	ETS2/14.2
01/2013	Copyright updates	ETS2

Date	Description	Release
12/2012	Publication	ETS2

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