

Simplifying
government travel

Connecting
to unlock possibilities

Moving forward
together

CWTSatoTravel Online Booking Tool

User Guide for Sabre-Connected Agencies
May 2019

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1 Introduction

This document provides instructions for the user to make reservations using the GetThere online booking tool in the new user interface (NUI).

Travelers and travel arrangers can perform the following tasks using GetThere:

- Update profile information
- Select flights
- Select seat assignments
- Add and book hotels
- Add rental cars
- Provide out-of-policy justifications

2 Log In

Complete the following steps on the Login page to access the online booking tool.

1. Enter your user ID in the **User ID** field.
2. Enter your password in the **Password** field.

TIP: Both the user ID and password are case-sensitive.

3. Click the **Log in** button.

Announcements (posted 03/23/2016)

Both the User ID and Password are case sensitive. Your individual agency may have specific password requirements. If you don't meet the requirements in your first attempt at creating your password, you will be prompted for your specific agencies requirements.

Please log in

For navigational help and Password reset with GetThere, please call the CWTSatoTravel EC Help Desk at **877-905-9647** or email them at govechelp@cwtsatotravel.com.

This system contains information protected under the provisions of the Privacy Act Notice of 1974 (Public Law 93-597). [Read the Privacy Act Statement](#) below for full details.

* User ID

* Password

* = required [Forgot password](#)

Announcements (posted 09/19/2017)

Privacy Act Statement

This system contains information protected under the provisions of the Privacy Act of 1974. The information requested is collected pursuant to Executive Order 9397 and Chapter 57, Title 5 United States Code for the purpose of recording travel information provided by the user to create travel itineraries, reserve any method or mode of travel accommodations, and claim entitlements and allowances prescribed in applicable Federal travel regulations. Information requested is voluntary, however, failure to provide the information may nullify the ability to book online travel reservations.

Routine uses which may be made of the collected information and other financial account information in the system(s) of record entitled "Contracted Travel Services Program GSA/GOVT-4" are as follows: (1) transfers to a Federal, state, local, or

Figure 1: Online Booking Tool — Login page

3 GetThere Profile Information

Travel information and preferences can be stored in the online booking tool's Profile page.

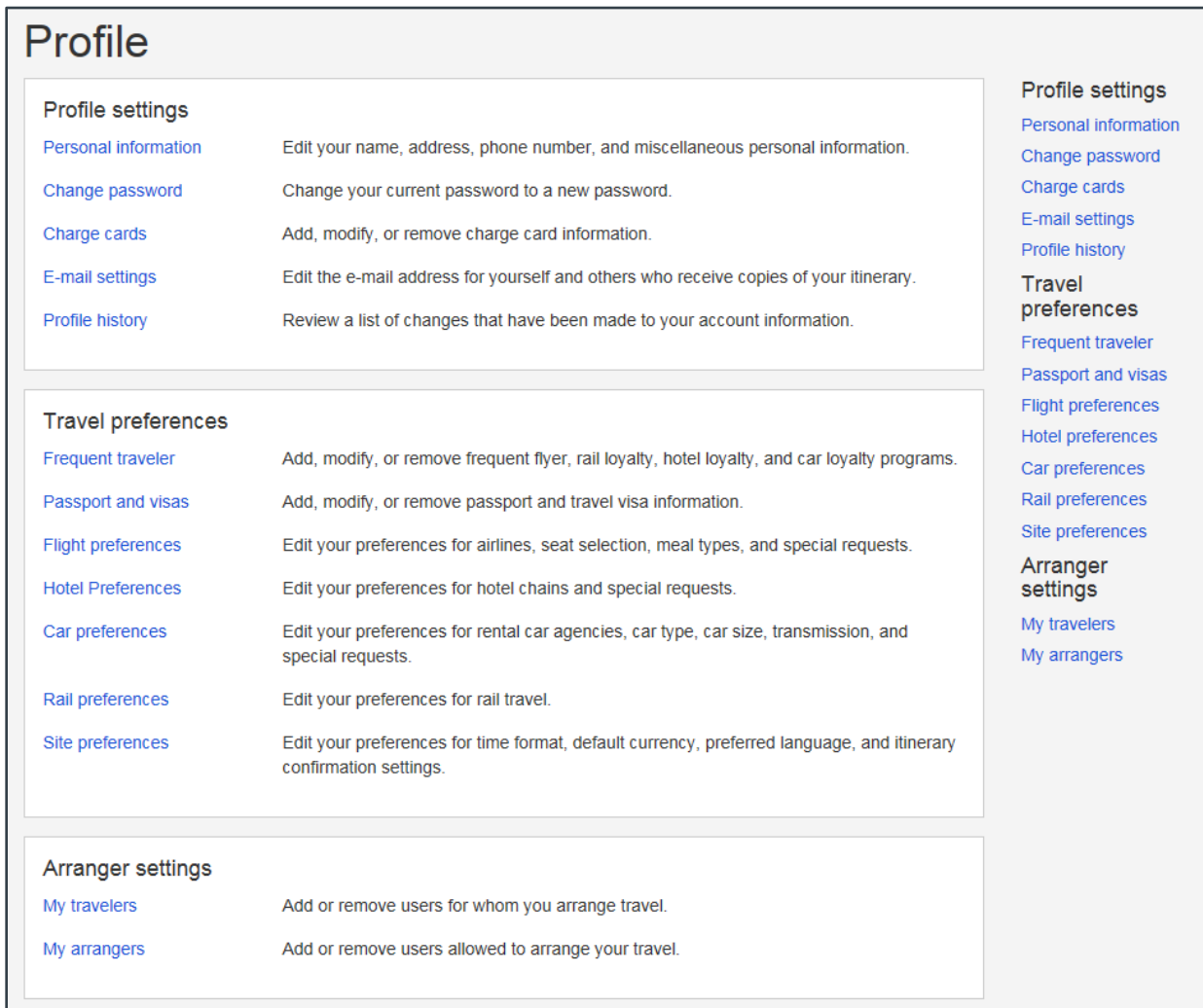


Figure 2: Online Booking Tool — Profile page

3.1 Profile Settings

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

3.1.1 Personal Information

Click the **Personal information** link to display the Personal Information page, which allows you to review your name, title, address, and contact information, as well as provide travel detail requested by TSA (e.g., gender, date of birth, known traveler number, etc.).

Enter the necessary information in the available fields (required fields are indicated by an asterisk), and then click **Save** to save your entries.

Personal information

Name, address, and phone number
For your security, information stored in your profile may be masked.

* First name Middle name * Last name

* E-mail address

Leave this field blank

Leave this field blank

Do not use any Function.

* Country
 Select one

* Address

Address 2

* City * State or province * Postal code

* Work phone Home phone Fax phone

Gender
 Select one

(Requested by TSA)

Date of birth
(Requested by TSA)

Month Day Year

Redress number
(Requested by TSA)

Expiration date reminders
 on
 off

CRS profile name CRS location code (if applicable)

Profile settings

[Personal information](#)

[Change password](#)

[Change cards](#)

[E-mail settings](#)

[Profile history](#)

Travel preferences

[Frequent traveler](#)

[Passport and visas](#)

[Flight preferences](#)

[Hotel preferences](#)

[Car preferences](#)

[Rail preferences](#)

[Site preferences](#)

Arranger settings

[My travelers](#)

[My arrangers](#)

Known Traveler Number
Please enter between 9 and 11 characters. No spaces or special characters.

Known Traveler Number

Additional Information

Cell Phone

Employee ID (6-11 Numeric) *
 123456

Region (2 Numeric) *
 12

Division (2 Numeric) *
 12

Location Code/Dept. ID (4 Numeric) *
 4444

Duty Post (4 Numeric) *
 5555

Travel Arranger Information

Travel Arranger Name

Phone

Email Address

Emergency contact information
Please enter the name and contact information of a person who can be reached in the event of an emergency.

First name Last name

Phone
 123-456-7890

Country
 Select one

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

* = required

Figure 3: Online Booking Tool — Profile, Personal Information

3.1.2 Charge Cards

Click the **Charge Cards** link to display the Charge Cards page, which allows you to enter the charge cards you want to use for reservations, as well as indicate which cards to use for airfare charges and hotel guarantees.

Charge cards

Please enter the charge cards you will use for your reservations. By entering the information in your account, you will not have to enter the information when you book a trip.

My charge cards

Your government individually billed GTCC must be used to purchase all transportation tickets. "Before making any reservations, ensure your profile information is complete and current to include your government travel charge card information."

You have not entered any charge card information in this section.

Add a charge card

Add charge card

Payment settings

You can select which charge cards to automatically use for airfare charges and hotel guarantees. After you make your selection, click the Save button.

Airfare charge card: Select one

Hotel guarantee charge card: Select one

Rail charge card: Select one

* = required

Save

Figure 4: Online Booking Tool — Profile, Charge Cards

3.1.2.1 Add Charge Card

Click the **Add charge card** button to display the "Add a charge card" section on the Charge Cards page.

Charge cards

Add a charge card

Card nickname

* Charge card type * Charge card number

* Expiration date

Name on card

Billing country

Billing address

Address 2

City State or province Zip/postal code

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

* = required Save

Figure 5: Online Booking Tool — Charge Cards, Add a Charge Card section

Enter the following information for each charge card you want to add to your profile (required fields are indicated by an asterisk), and then click **Save**.

- **Card nickname** – Enter a name to identify the charge card.
- **Charge card type** – Select the type of card you are adding from the drop-down list.
- **Charge card number** – Enter the card's number.
- **Expiration date** – Select the month and year of the card's expiration date from the drop-down lists.
- **Name on card** – Enter the name of the cardholder.
- **Billing country** – Select the country from the cardholder's billing address from the drop-down list.
- **Billing address** – Enter the street address from the cardholder's billing address.
- **Address 2** – Enter the second address line from the cardholder's billing address.
- **City** – Enter the city from the cardholder's billing address.

- **State or province** – Enter the state or province from the cardholder's billing address.
- **Zip/postal code** – Enter the zip or postal code from the cardholder's billing address.

3.1.2.2 **Payment Settings**

The "Payment settings" section on the Charge Cards page allows you to select the charge card to automatically use for airfare, rail, and hotel guarantees. Select the card to use for each type of charge in the corresponding drop-down list, and then click **Save** to save your selections.

3.1.3 **Email Settings**

Click the **E-mail settings** link to display the E-mail Settings page, which allows you to add and maintain the email address associated with your profile. In addition to your primary email address, you may enter up to three alternate email addresses in your profile. Itineraries will be sent to all email addresses listed.

Enter addresses in the available fields, and then click **Save** to save your entries.

Figure 6: Online Booking Tool — Profile, E-mail Settings

3.2 **Travel Preferences**

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

3.2.1 **Frequent Traveler**

Click the **Frequent traveler** link to display the Frequent Traveler page, which allows you to add or maintain your frequent flyer numbers, as well as any rental car or hotel loyalty programs to which you belong.

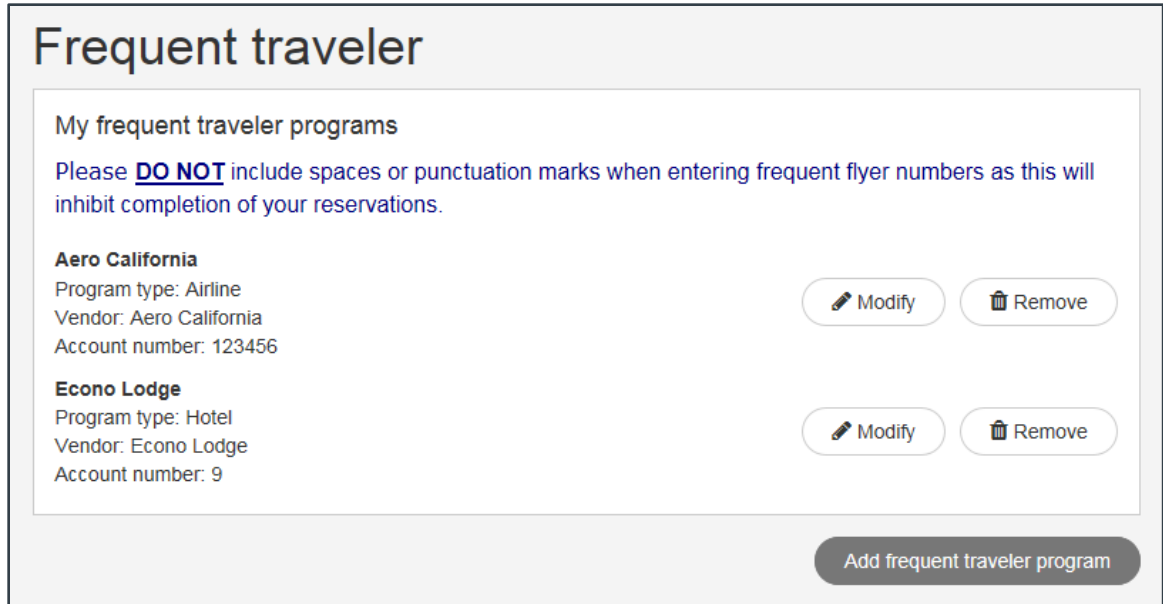


Figure 7: Online Booking Tool — Profile, Frequent Traveler

3.2.1.1 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.

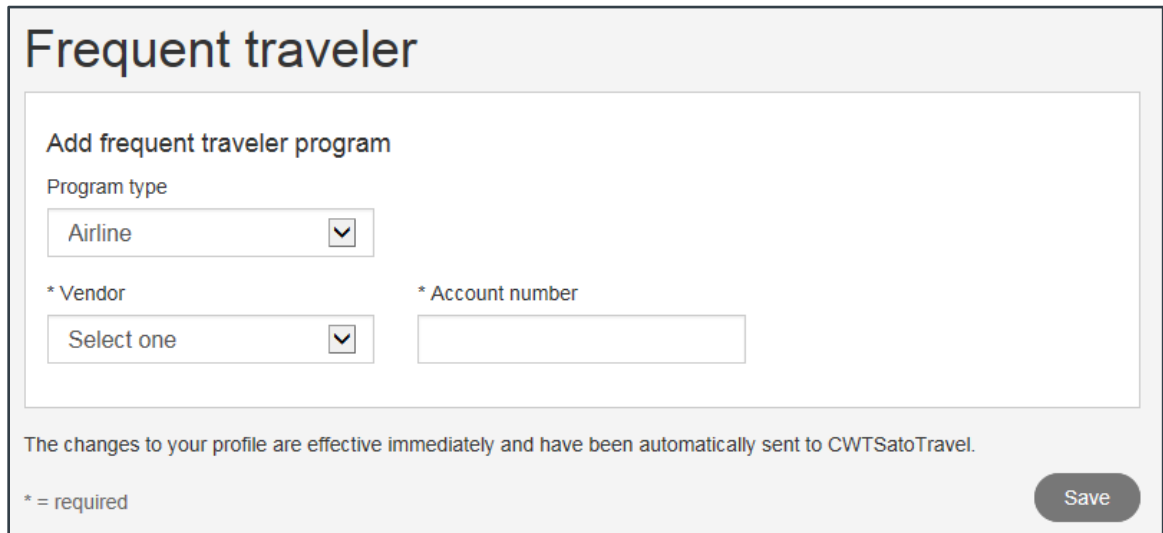


Figure 8: Online Booking Tool — Frequent Traveler, Add Frequent Traveler Program

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.

3.2.1.2 **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 9: Online Booking Tool — 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.

3.2.1.3 **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.

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

[Add a travel document](#)

Figure 10: Online Booking Tool — Profile, Passport and Visas

3.2.2.1 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 11: Online Booking Tool — 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.

3.2.2.2 **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 12: Online Booking Tool — 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.

3.2.2.3 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.

3.2.3 Flight Preferences

Flight preferences, including your home airport and meal or seat preferences, can be included in your profile. Click the **Flight preferences** link 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 CWTSatoTravel.

* = required

Save

Figure 13: Online Booking Tool — Profile, Flight Preferences

Complete the following steps to update your flight preferences.

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.
3. Select the **Show detailed seat availability information** to indicate the OBT should display premium seats if they are available. The proper frequent flyer status is required to confirm these seats.
4. 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).
5. Use the **Preferred airlines** drop-down lists to select your preferred airlines.

NOTE: The selection of preferred carriers will not override the display of contract carriers if they exist in the requested market.

6. 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 incur additional fees.

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

3.2.4 Hotel Preferences

Hotel preferences, such as preferred chains and special requests or instructions, can be included in your profile. Click the **Hotel preferences** link to access the Hotel Preferences page.

Hotel preferences

Preferred chains

<input style="width: 95%;" type="text" value="1st selection"/>	<input style="width: 95%;" type="text" value="2nd selection"/>	<input style="width: 95%;" type="text" value="3rd selection"/>
Clear selection	Clear selection	Clear selection

Special requests

<input style="width: 95%;" type="text" value="1st selection"/>	<input style="width: 95%;" type="text" value="2nd selection"/>	<input style="width: 95%;" type="text" value="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 CWTSatoTravel.

* = required

Figure 14: Online Booking Tool — Profile, Hotel Preferences

Complete the following steps to update your hotel preferences.

1. Use the **Preferred chains** drop-down lists to select your preferred hotel chains.
2. 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.
3. Use the **Special instructions** field to enter any other special instructions for your hotel reservations.

WARNING: Entering any information in the field will result in agent intervention, which will incur additional fees.

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

3.2.5 Car Preferences

Rental car preferences, including car type, transmission, and special requests, can be included in your profile. Click the **Car preferences** link to access the Car Preferences page.

Car preferences

Regulations state that the lowest cost rental service that meets the mission requirements must be selected when selecting commercially rented vehicles.

Car type

Compact unspecified automatic

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 CWTSatoTravel.

* = required Save

Figure 15: Online Booking Tool — Profile, Car Preferences

Complete the following steps to update your rental car preferences.

1. Select your preferred car size from the first **Car type** drop-down list.
2. Select your preferred number of doors (i.e., *unspecified*, *2 door*, *4 door*) from the second **Car type** drop-down list.
3. Select your preferred transmission type (i.e., *automatic* or *manual*) from the third **Car type** drop-down list.
4. Select up to three special requests to be included with your reservation from the **Special requests** drop-down lists.
5. 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 incur additional fees.

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

3.2.6 Rail Preferences

Rail preferences, such as your home station, can be included in your profile. Click the **Rail preferences** link to access the Rail Preferences page.

Figure 16: Online Booking Tool — Profile, Rail Preferences

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.

3.2.7 Site Preferences

Click the **Site preferences** link to access the Site Preferences page, which allows you to establish some preferences that affect the functioning of the OBT.

Figure 17: Online Booking Tool — Profile, Site Preferences

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 e-mail 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.

4 Enter Your Search Criteria

You can book round-trip, one-way, and multi-destination itineraries using the GetThere online booking tool (OBT). Information defined in the traveler's GetThere user profile is retrieved and will be populated in any applicable fields (e.g., frequent flyer numbers). If the GetThere user profile has not been entered, or is incorrect, the user can add or modify this information in the Passenger Information section when completing the reservation.

Use the fields on the home page to establish the search criteria for your trip.

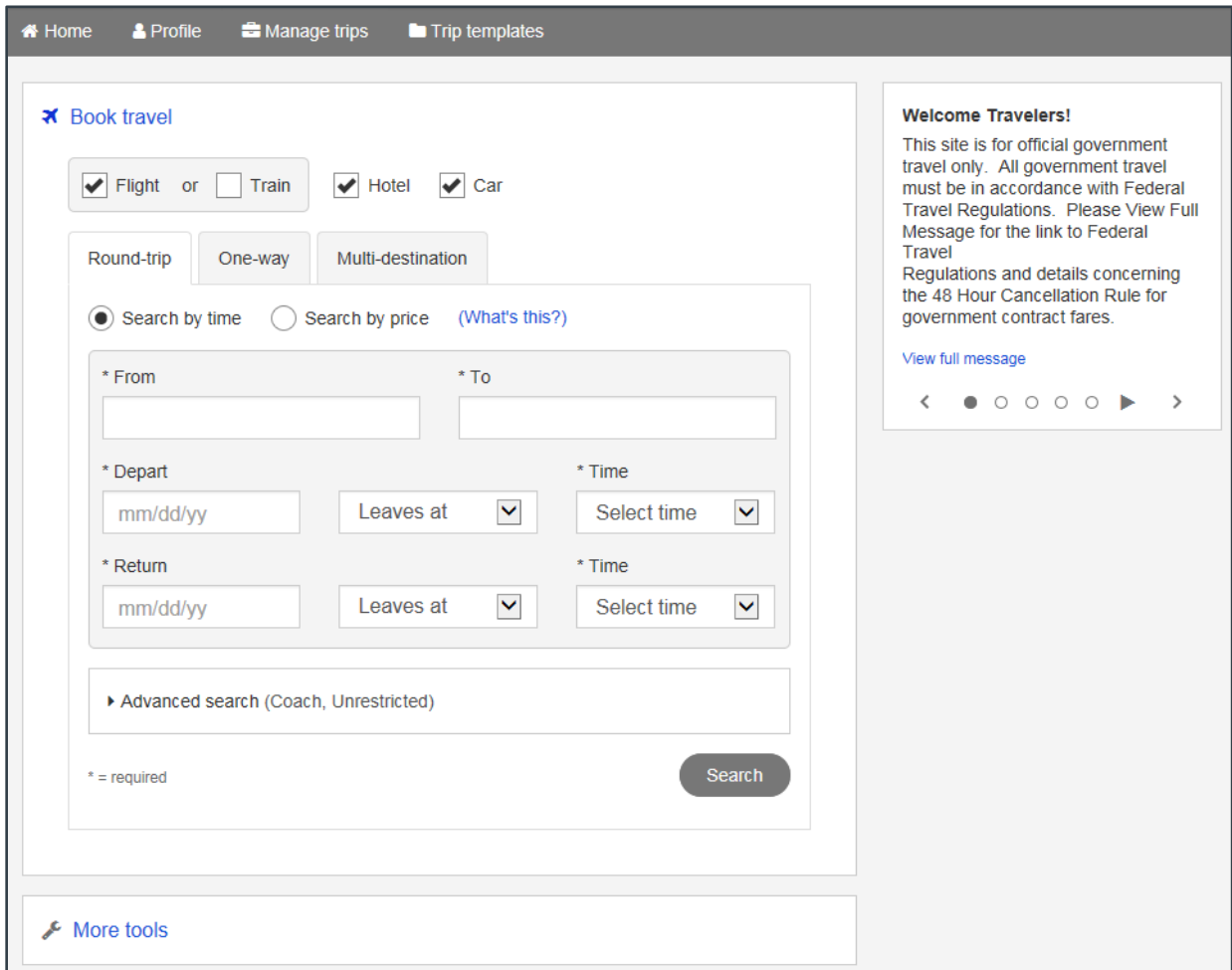


Figure 18: Online Booking Tool — Home Page

Complete the following steps.

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

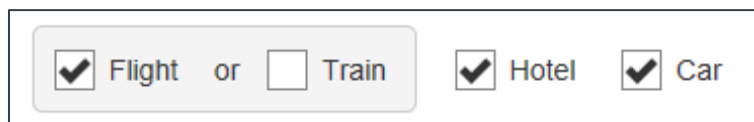


Figure 19: Online Booking Tool — Trip Components

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 20: 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.

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.

- 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.
 - 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.
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 flight service from the **Class of service preference** drop-down list. If you are searching for rail, select your preferred class of service from the **Cabin class** drop-down list.

***NOTE:** Cabin class is the only available field when the **Train** check box is checked.*
 - b. Select your preferred fare type from the **Fare type preference** drop-down list.
 - c. Select your preferred airlines from the **1st Airline Preference**, **2nd Airline Preference**, and **3rd Airline Preference** drop-down lists.
6. Click **Search**. A *Please wait for search results* message may display as the search is being executed.

4.1 Transaction Workflow

After you click **Search** on the home page, the 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.

5 Flight Selection

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

5.1 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.

5.1.1 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

Thu, Mar 1, 2018 Baltimore, MD (BWI) to Albuquerque, NM (ABQ) [Edit search](#)

Sort by
Select one

Filters 7 of 31 flights [Reset filters](#)

Flight time
 Departure: Thu, Mar 1 6:00 AM to Thu, Mar 1 10:00 AM
 Arrival: Thu, Mar 1 11:00 AM to Thu, Mar 1 2:00 PM
 Price: 0.00 USD to 339.00 USD

Stops
 Non-stop
 1 stop (7)
 2+ stops

Airlines
 Select all Clear
 American Airlines
 Delta Air Lines
 Southwest Airlines (3)
 United Airlines (4)
 Multiple airlines

Carrier	Flight Numbers	Price	Stops	Departure	Arrival	Duration
Southwest	WN 4478, WN 1399	\$192.99	1 stop (HOU)	7:00 AM	1:45 PM	8h 45m
Southwest	WN 468, WN 687	\$192.99	1 stop (PHX)	7:05 AM	1:40 PM	8h 35m
Southwest	WN 446, WN 681	\$192.99	1 stop (DAL)	6:25 AM	12:45 PM	8h 20m
United	UA 635, UA 5520 (Operated by Skywest Dbа United Express)	\$195.01	1 stop (ORD)	7:30 AM	12:37 PM	7h 7m
United	UA 2092, UA 3681 (Operated by Republic Airlines Dbа United Express)	\$195.01	1 stop (ORD)	6:00 AM	11:13 AM	7h 13m

Figure 21: Online Booking Tool — Search by Time, Select Departing Flight page

5.1.2 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.

The screenshot displays the 'Select departing flight' interface. At the top, it shows the search criteria: 'Mon, Dec 10, 2018 Washington, DC (DCA) to Minneapolis, MN (MSP)'. Below this is a table with columns for 'Non-stops', '1 stop', and '2+ stops'. The table lists carriers and their lowest priced options. Below the table are filters for 'Sort by' (Price (estimate)) and 'Filters' (58 flights). There are also 'Flight time' sliders for departure and arrival. Two flight cards are shown, both for Delta flights (DL 1368 and DL 2063) with a price of \$336.41. The flight cards show the flight number, date, time, and duration, along with a route map from DCA to MSP.

	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

Flight time: Departure (5:00 AM - 1:00 PM), Arrival (7:00 AM - 8:00 PM)

Flight Card 1: **DELTA** DL 1368, Mon, Dec 10, 6:05 AM → 7:54 AM (2h 49m), \$336.41

Flight Card 2: **DELTA** DL 2063, Mon, Dec 10, 8:25 AM → 10:21 AM (2h 56m), \$336.41

Figure 22: Online Booking Tool— Search by Price, Select Departing Flight page

5.2 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, 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.

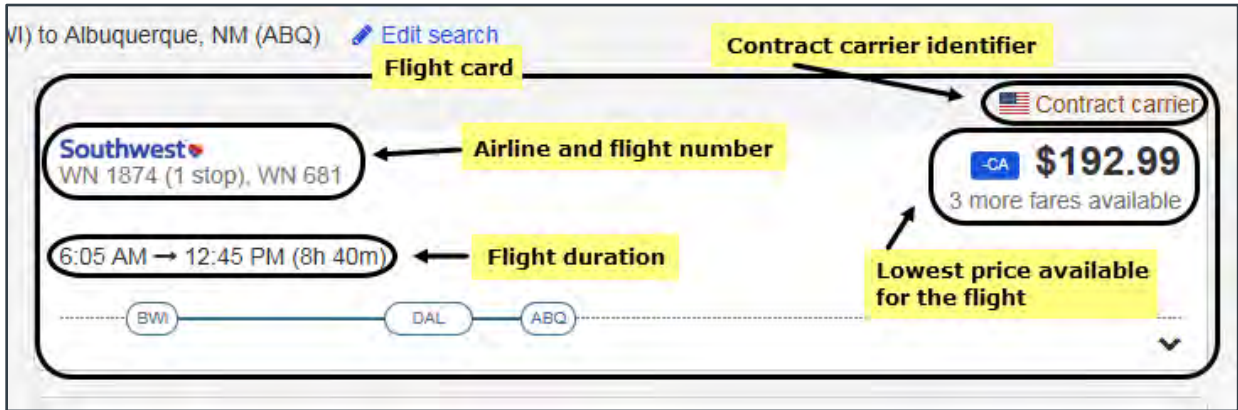


Figure 23: Online Booking Tool — Flight card

5.2.1 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.

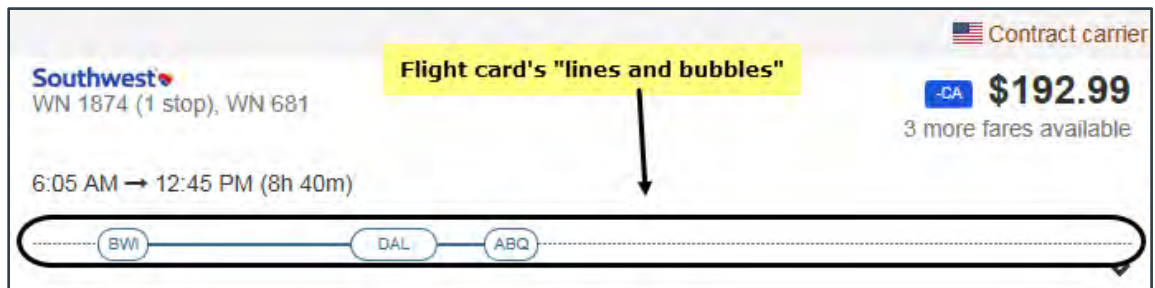


Figure 24: Online Booking Tool — Flight Card's "Lines and Bubbles"

- 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.

5.2.2 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 the cities

associated with the airports displayed on the card, type of equipment used, distance traveled, additional fare options, and the **Select** button.

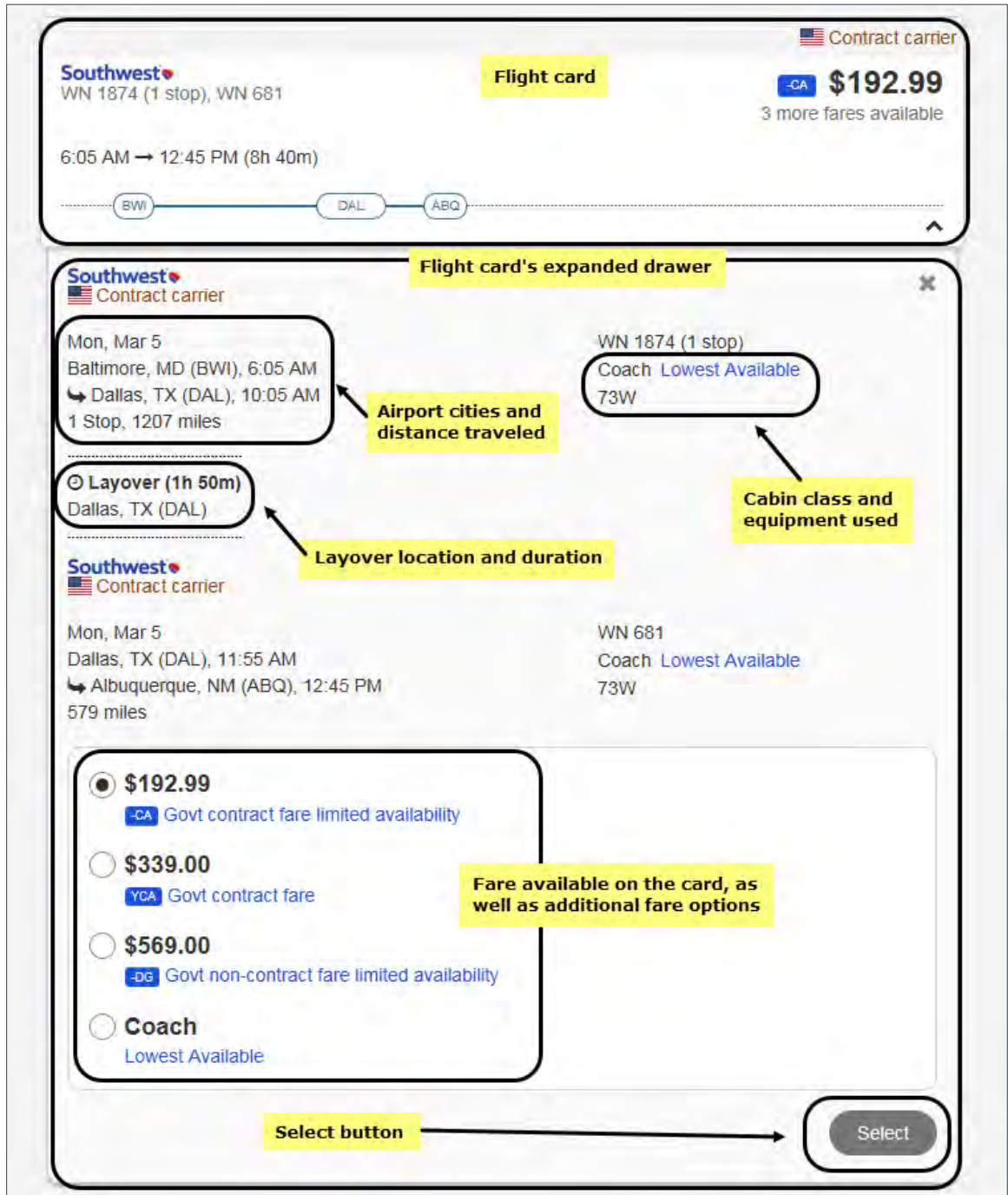



Figure 25: Online Booking Tool — Flight card with an expanded drawer

5.2.3 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.

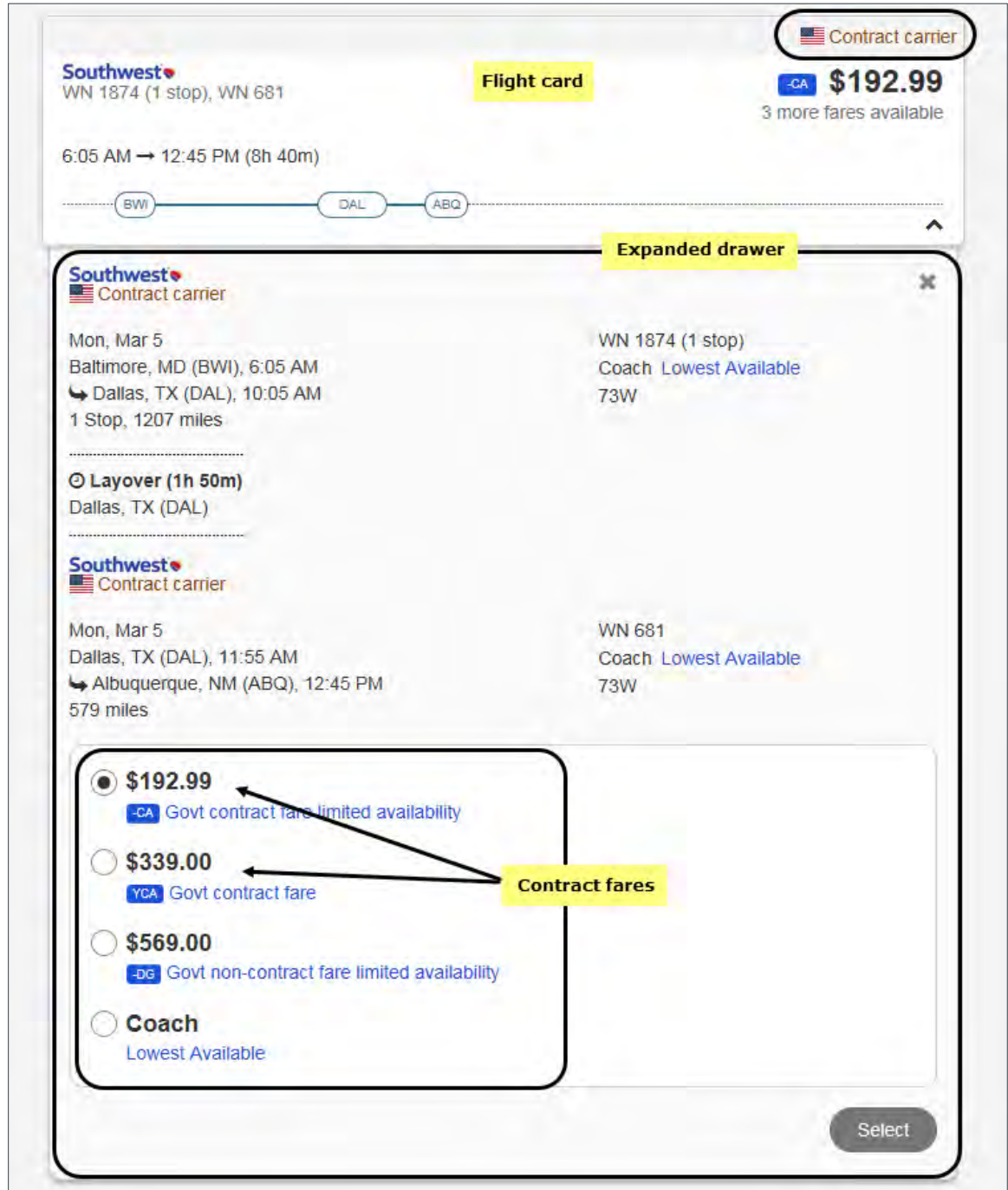


Figure 26: Online Booking Tool — Contract Carrier information

5.2.3.1 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.

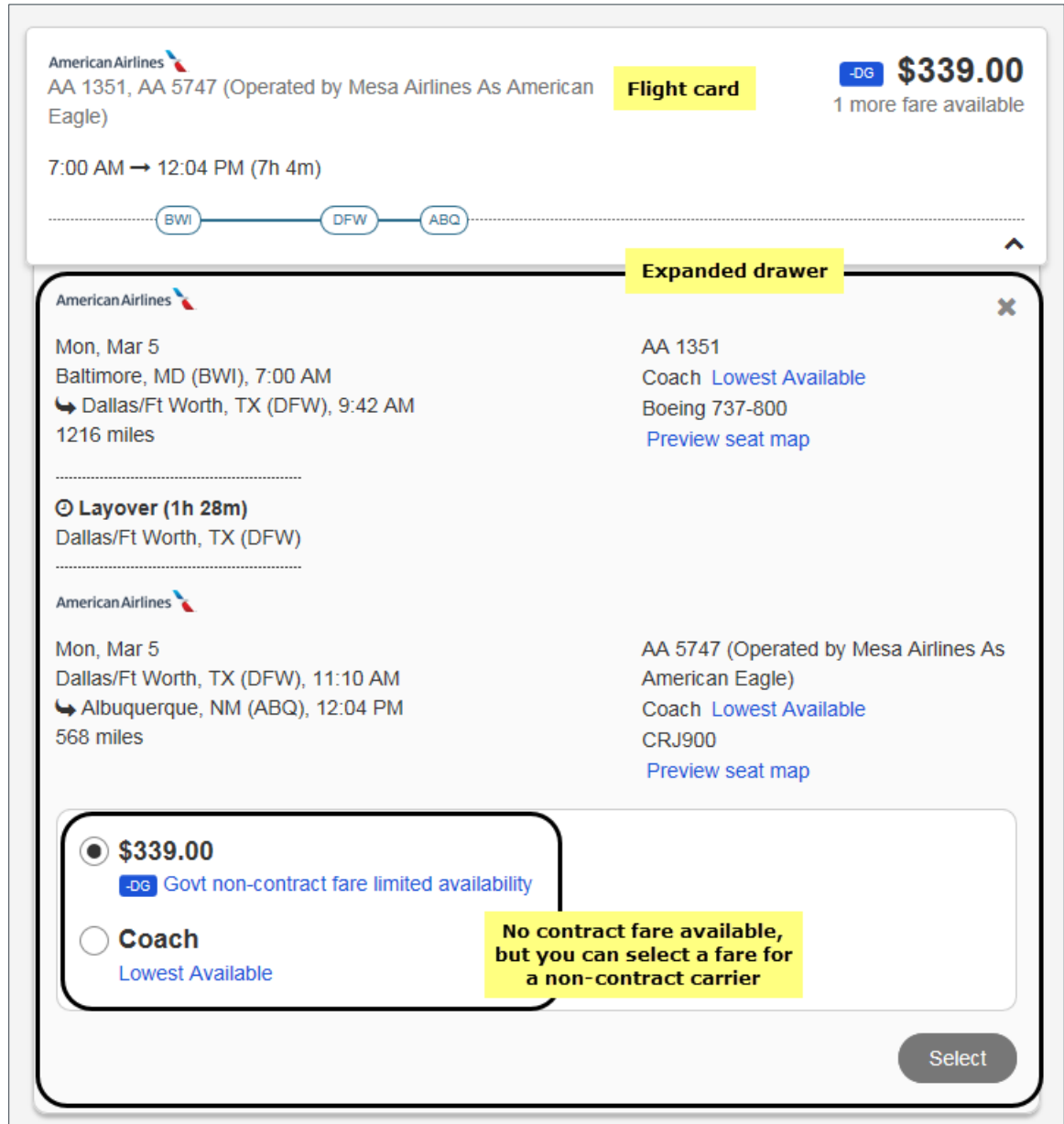


Figure 27: Online Booking Tool — Non-contract Carrier information

5.2.4 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.

5.2.5 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.

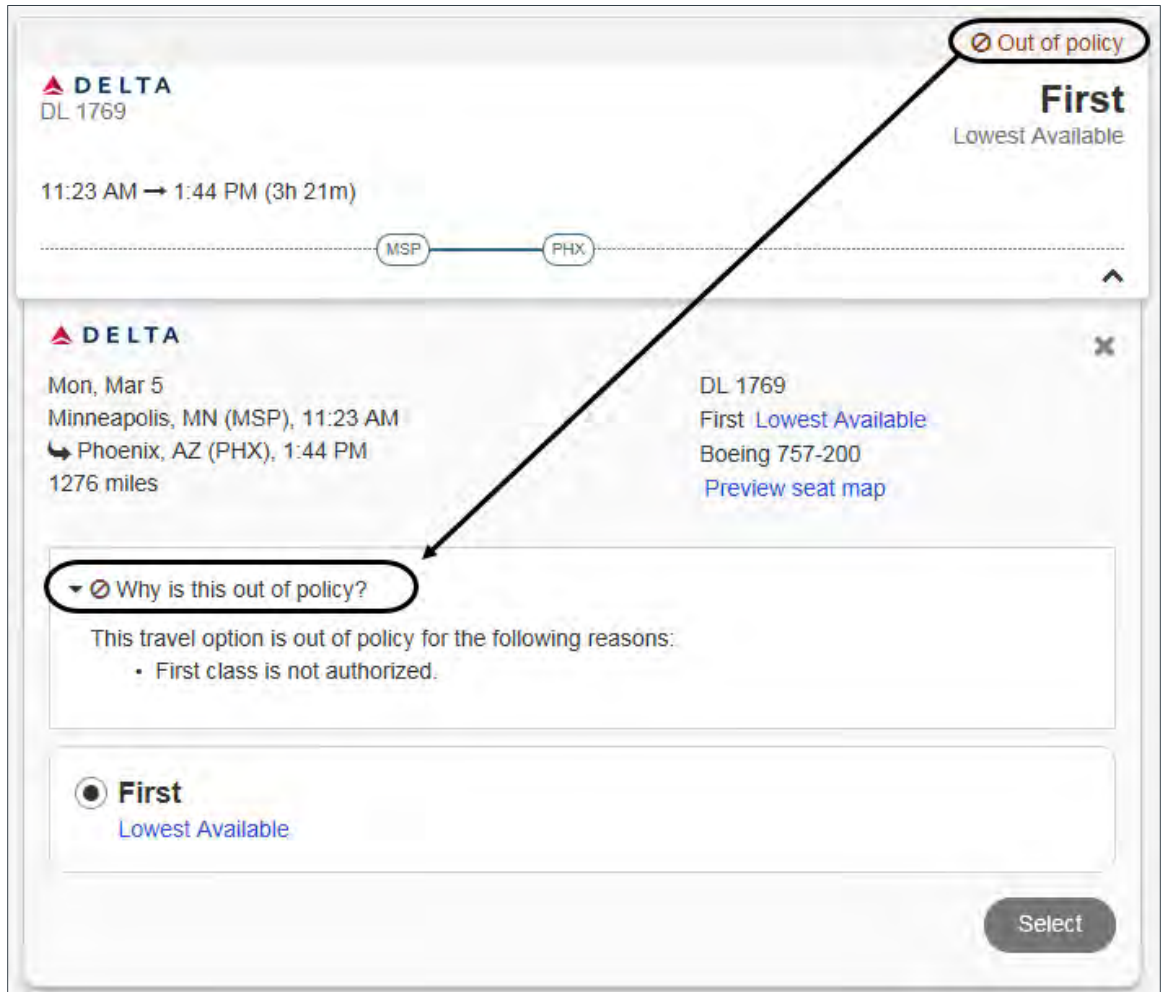


Figure 28: Online Booking Tool — Out of Policy information

5.3 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.

5.3.1 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.

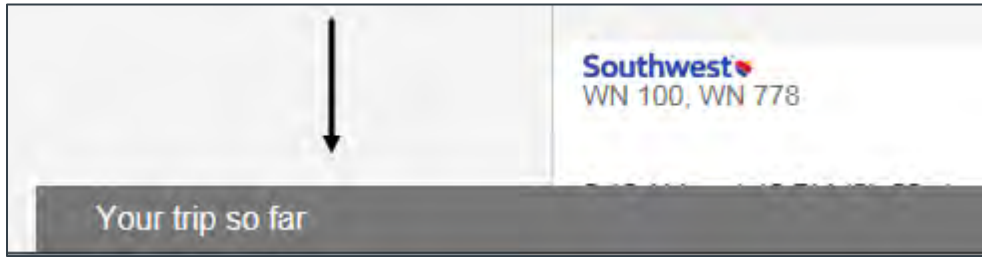


Figure 29: Online Booking Tool — Your Trip So Far dock bar

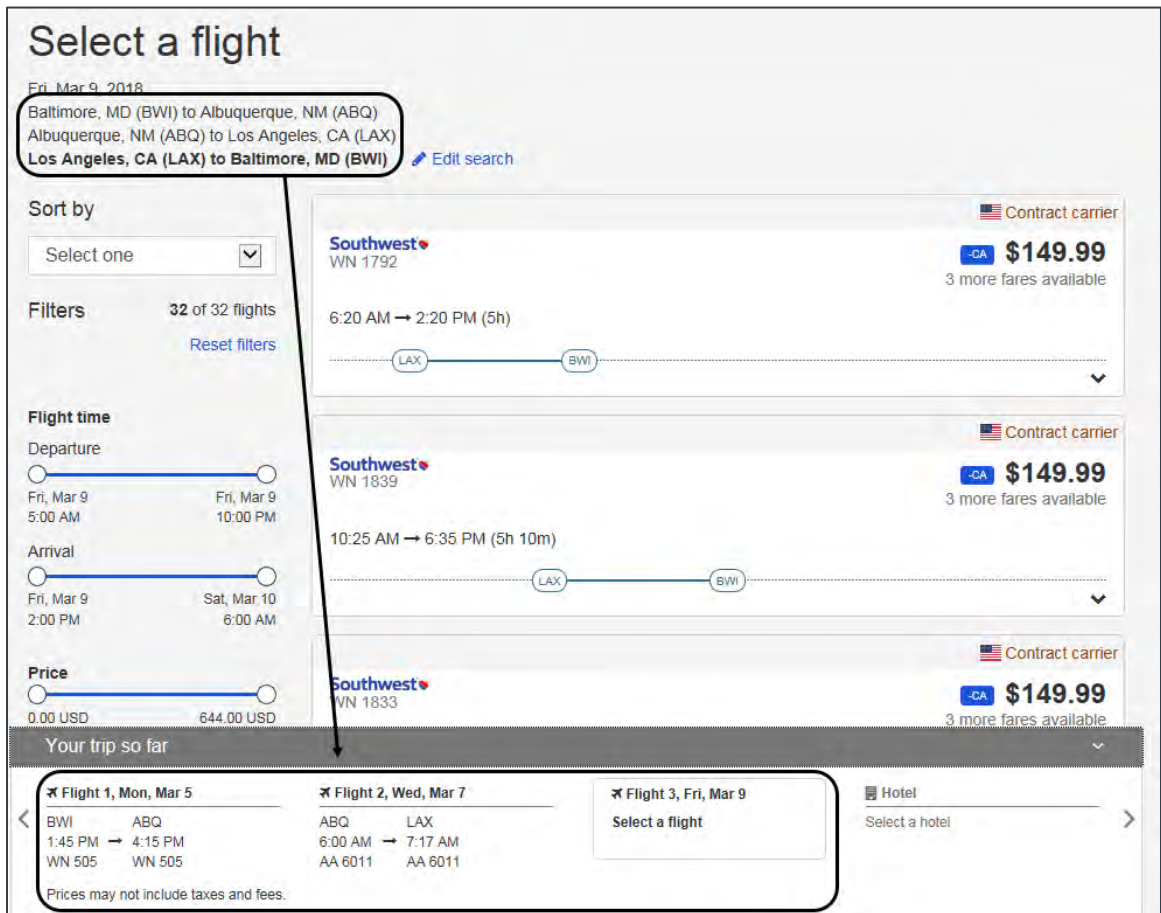


Figure 30: Online Booking Tool — Expanded "Your Trip So Far" section

5.3.2 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.

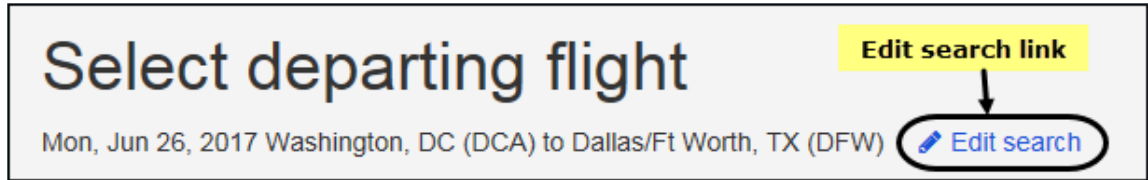


Figure 31: Online Booking Tool — Edit Search link

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.

The 'Edit search' window contains the following elements:

- Header: Edit search (with a close button 'x')
- Search by time (selected) / Search by price
- Link: What's this?
- * From: BWI
- * To: ABQ
- * Depart: 03/05/18, Leaves at (dropdown), 7:00 am (dropdown)
- * Return: 03/09/18, Leaves at (dropdown), 7:00 am (dropdown)
- Link: Advanced search
- Footer: * = required, Cancel button, Search button

Figure 32: Online Booking Tool — Edit Search window

5.3.3 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.

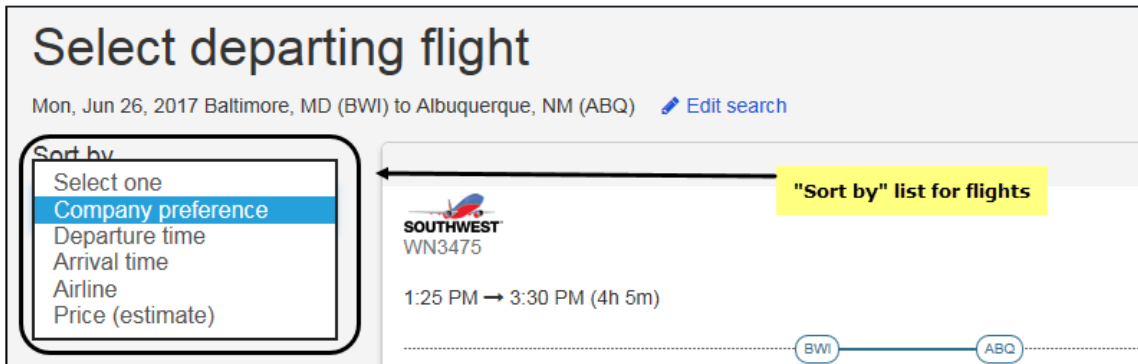


Figure 33: Online Booking Tool — Flight Sort By list

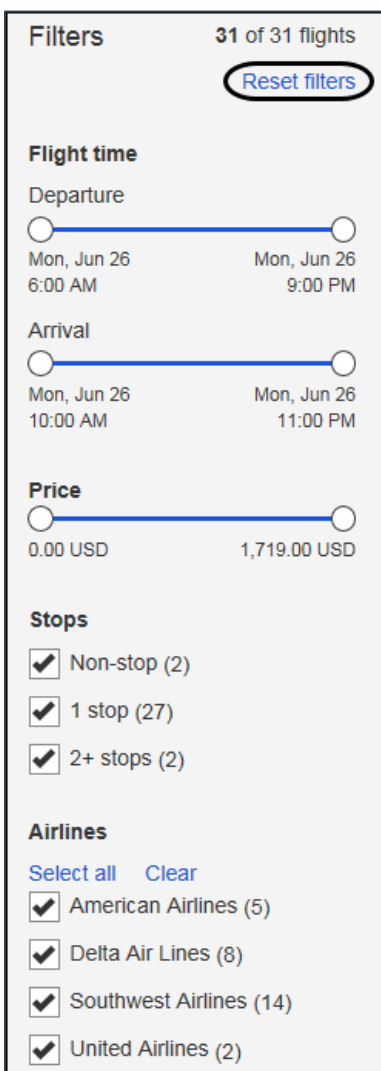


Figure 34: Online Booking Tool — Flight Filters

5.3.4 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.

5.4 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.

5.5 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 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

Mon, Mar 5, 2018 Los Angeles, CA (LAX) to San Francisco, CA (SFO) [Edit search](#)

Your selected itinerary

American Airlines **Contract carrier**
AA 6016 (Operated by Compass Airlines As American Eagle) **YCA \$105.30**

Mon, Mar 5, 8:00 AM → 9:40 AM (1h 40m)

LAX — SFO

Flight card and expanded drawer from your existing itinerary. Click Select to continue with this option.

Mon, Mar 5
Los Angeles, CA (LAX), 8:00 AM
San Francisco, CA (SFO), 9:40 AM
338 miles

AA 6016 (Operated by Compass Airlines As American Eagle)
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: 33 flights [Reset filters](#)

Flight time

Departure: Mon, Mar 5 6:00 AM — Mon, Mar 5 4:00 PM

Arrival: Mon, Mar 5 7:00 AM — Mon, Mar 5 6:00 PM

Price: 58.30 USD — 105.30 USD

American Airlines **Contract carrier**
AA 6042 (Operated by COMPASS AIRLINES AS AMERICAN EAGLE) **-CA \$66.30**

Mon, Mar 5

Flight card and expanded drawer of a lower cost option. Click this Select button to select the lower cost flight.

Mon, Mar 5
Los Angeles, CA (LAX), 6:30 AM
San Francisco, CA (SFO), 8:05 AM
338 miles

AA 6042 (Operated by COMPASS AIRLINES AS AMERICAN EAGLE)
Coach
Fare rules
E75
Preview seat map

Select

Figure 35: Online Booking Tool — Review Low Fare Options page

5.6 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.

Contract fare used or no contract fare exists

Contract fare will not meet mission

Use of contract fare incurs unnecessary lodging

CP schedule conflicts with agency policies

Non contract carrier offers lower public fare

Cost effective rail service is available

Smoking permitted on CP nonsmoking section not acceptable

* = required

Start over
Continue

Figure 36: Online Booking Tool — Air Out of Policy page

5.7 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 automatically assign seats for all flights using your flight preference settings (window or aisle) from your profile.

Select a seat for flight 1 of 2

Mon, Mar 5, 2018

UNITED
 Flight 667 (ORD - PHX)
 Airbus A320
 Coach (remaining seats: 43%)

Passenger 1

Flight 1:
 Flight 2:

Legend

- Available seat
- Premium seat (for qualifying frequent travelers)
- Premium seat (fee)
- Available exit row seat
- Premium exit row seat (for qualifying frequent travelers)
- Premium exit row seat (fee)
- Seat unavailable
- Seat taken
- Exit row seat (must be reserved at airport)

Skip seat selections **Select**

Select a seat from the list, or click an available seat in the image.

Figure 37: Online Booking Tool — Select a Seat page


6 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)
Amenities Fare rules			
<input type="radio"/> \$136.00 Negotiated Upgradeclass (Business Class Seat)			
<input type="button" value="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)
Amenities Fare rules			
<input type="radio"/> \$117.00 Upgradeclass (Business Class Seat)			
<input type="button" value="Select"/>			

Figure 38: Online Booking Tool — Select a Train page

6.1 Options

Each option includes vendor details (train number, type of equipment, travel time, and other details), departure and arrival information, and fare details.



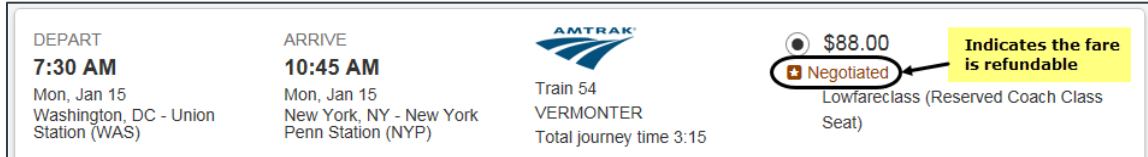
DEPART 8:22 AM Mon, Jan 15 Washington, DC - Union Station (WAS)	ARRIVE 11:59 AM Mon, Jan 15 New York, NY - New York Penn Station (NYP)	 Train 152 NORTHEAST REGIONAL Total journey time 3:37	<input checked="" type="radio"/> \$69.00 Lowfareclass (Reserved Coach Class Seat)
Amenities Fare rules			
<input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

Figure 39: Online Booking Tool — Rail Option Details

6.1.1 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.




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 <input checked="" type="checkbox"/> Negotiated Lowfareclass (Reserved Coach Class Seat)	Indicates the fare is refundable
---	--	---	---	--

Figure 40: Online Booking Tool — Government Fare Indicator

6.1.2 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.

6.2 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.

6.3 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

⚠ 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):

- First class is not authorized. - NYP - PHL

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

Coach class accommodations not available. (T1)

Traveler has disability or special need. (T2)

Exception security circumstances. (T3)

Foreign rail coach class inadequate for health. (T4)

Consistent with agency mission. (T5)

* = required

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

Figure 41: Online Booking Tool — Rail Out of Policy page

7 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: * Check in: * Check out: * = required

[Current location](#)

Chicago

370 of 370 hotels

HOLIDAY INN CHICAGO MART PLAZA **131 USD**
per diem \$131

FedRooms Property
350 West Mart Center Dr
Chicago IL 60654 USA
0.4 miles NW (Map)
[Photos](#)
[Amenities](#)
Note - FedRooms Rate Includes: *4pm Cancel**Internet*

HAMPTON INN CHICAGO DNTW N LOOP **131 USD**
per diem \$131

FedRooms Property
68 E Wacker Place
Chicago IL 60601 USA
0.4 miles NE (Map)
[Photos](#)
[Amenities](#)
Green hotel Note - FedRooms Rate Includes: *4pm Cancel**Internet**Breakfast*

HILTON CHICAGO **131 USD**
per diem \$131
FedRooms Property
720 S MICHIGAN AVE

Filters
[Reset filters](#)

Hide sold out
 Hide out of policy

Distance from: Chicago, IL

Hotel name

Amenities

- ADA accessible (96)
- Airport shuttle (68)
- Breakfast included (115)
- Coffee in room (237)
- Eco friendly (45)
- Executive floors (30)

Figure 42: Online Booking Tool — Select a Hotel page

7.1 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.

7.1.1 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.

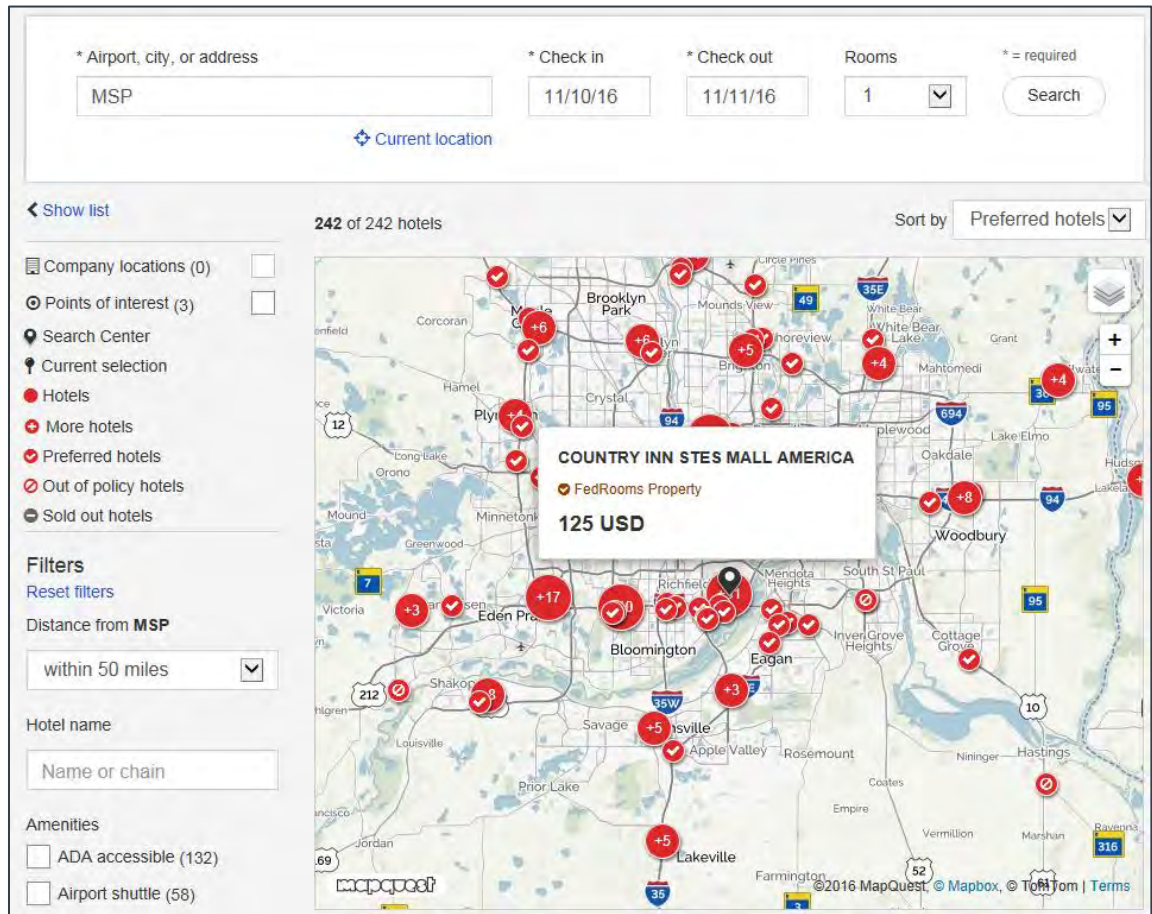




Figure 43: Online Booking Tool — Hotel Map View

- 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.

7.2 Option Details

Each option in the search results list displays the following information for its hotel property:

- Name and address

- Distance from the airport or other search destination
- Special notes
- Lowest negotiated rate (in U.S. dollars or the local currency)
- Per diem rate for that location

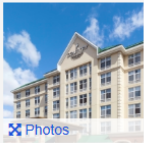
Use the links included with the option to review additional information that may help you in making your selection.

7.2.1 Property Name

Click the property name to go to the Hotel Details page for that property, which allows you to review a description of the hotel and see photos.

Hotel details

[← Back to search results](#)



COUNTRY INN STES MALL AMERICA
2221 Killebrew Drive
Bloomington MN 55425 USA

[1-952-8545555](tel:1-952-8545555)

[Photos](#) [Amenities](#)

Note Green Hotel - FedRooms Rate Offers: *Cancel up to 4pm**Free Breakfast**Free Internet*

Description

2015 TripAdvisor Hall of Fame-Certificate of Excellence for 5 years. Warm country decor featuring lobby fireplace and complimentary continental breakfast and weekday USA Today. TGIFridays and 24 hour IHOP on site, both providing room service. Two pools, two whirlpools. Exercise room. Closest hotel to the Mall of America. Recipient of the 2015 Presidents Award

Telephone
1-952-8545555

Fax number
1-952-8545564

Check-in time
1500

Check-out time
1200

Per Diem
\$140.00

Location
Conveniently located south of Mall of America and accessible via skyway.

Facilities
All guests receive complimentary hot breakfast served daily. Complimentary 24-hour airport shuttle. Outdoor fireside lounge available. 1 Lounge (s) 2 Restaurant(s) Air Conditioning Cash Machine ATM OnSite Elevator Front Desk Hours 0000-2359 Guest Laundry Facility Handicap Parking Hotel Safe Deposit Box Housekeeping Room Air Filtration Smoke Free Property Storage Space Available Year Built 1994 Building Meets Local, State and Country Building Codes Meets Americans with Disabilities Act of 1990 Specs Parking Fee Managed by the hotel Physically Challenged Public Areas Water Purification System in Use Year Public Areas Refurbished Last 2015

Recreation options
Mall of America is accessible via skyway featuring over 400 stores, restaurants and amusement park. Recreations On Site Cardio Vascular Equipment Indoor Pool Limited Health Club Weight Lifting Equipment Whirlpool Recreations Off Site Jogging Track

Deposit requirements
The deposit policy may vary by rate. Please see the individual rate details when making a reservation for the policy that applies to the rate being confirmed. Deposit must be received by the date indicated in the rate details display for the rate being booked. If the deposit is not received by the date required the reservation will be cancelled by the hotel directly. If the deposit is not received by date required and reservation is cancelled by hotel directly, this will NOT be reflected in your PNR

Credit policies
Accepted credit cards: American Express * Diners Club * Discover Card * MasterCard * Visa

Transportation
Minneapolis-St. Paul Intl Airport Car Rental Shuttle Taxi One Way 11.00 St. Paul Downtown Holman Field Car Rental Taxi St. Cloud Municipal Airport Car Rental Taxi

Services
Two pools, two whirlpools, fitness center. Airport 1 Shuttle AV Equipment Breakfast Buffet Business Center Services Cocktail Coffee Computer Copy Service Credit Card Access Day Rate Dry Cleaning Same Day Dry Cleaning Early CheckIn Express CheckIn Express CheckOut Fax Incoming Fax Outgoing Late CheckOut Laundry Valet Local Calls Local Faxes Long Distance Access Newspaper Parking - Handicap Parking Lot Parking Room Upgrade Confirmed Room Upgrade on Availability Shuttle to Local Attraction Shuttle to Local Business Wake Up Call Welcome Gift

Figure 44: Online Booking Tool — Hotel Details page

7.2.2 Map

Click the **Map** link to view the hotel's location on a map, without leaving the search results list view.

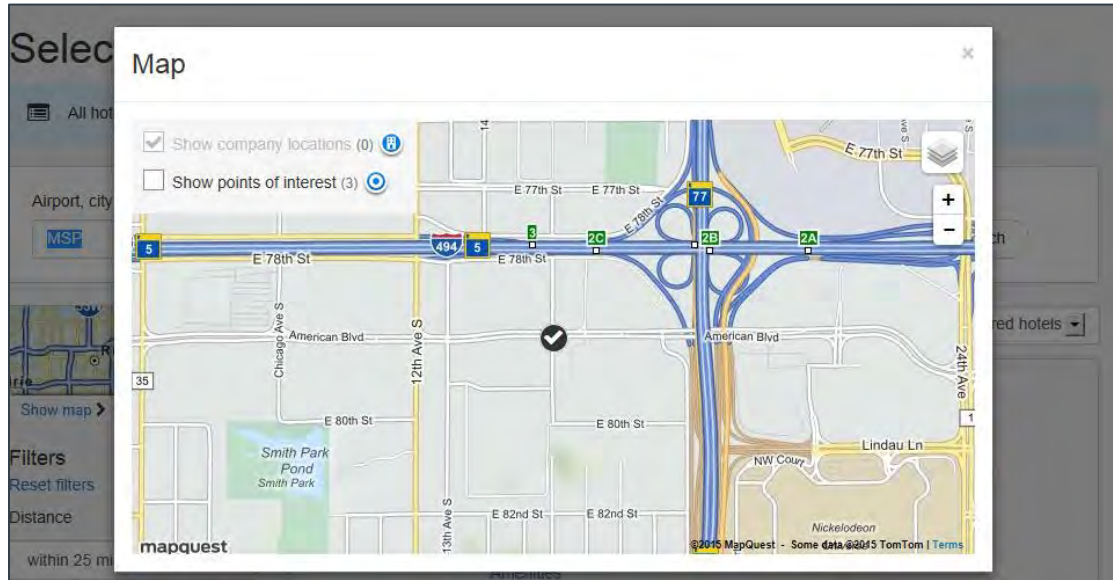


Figure 45: Online Booking Tool — Hotel Property Map

7.2.3 Amenities

Click the **Amenities** link to view all amenities offered by the property.



Figure 46: Online Booking Tool — Hotel Amenities

7.2.4 Out of Policy

If an **Out of policy** link displays above the **View rates** button, click that link to see an explanation of why the property is considered outside of your group's travel policy.

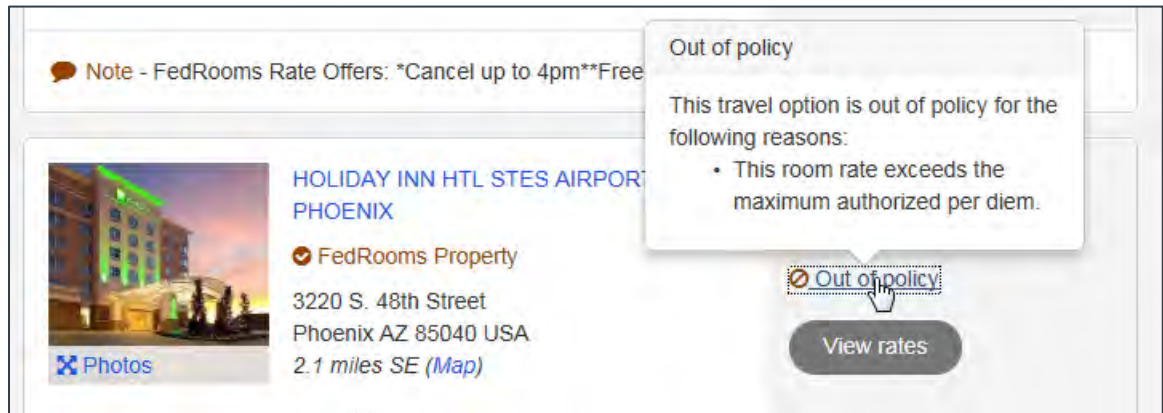


Figure 47: Online Booking Tool — "Out of Policy" Property

7.3 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.

7.3.1 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.

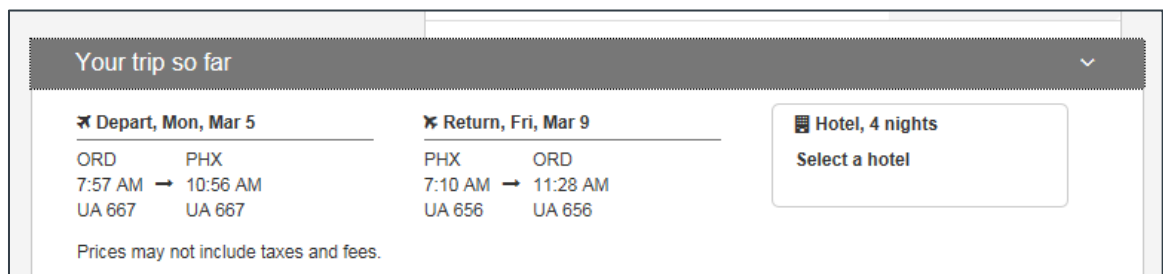


Figure 48: Online Booking Tool — Select a Hotel page, Your Trip So Far expanded dock bar

7.3.2 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 49: 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.

7.3.3 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 50: Online Booking Tool — Hotel Sort By list

7.3.4 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.

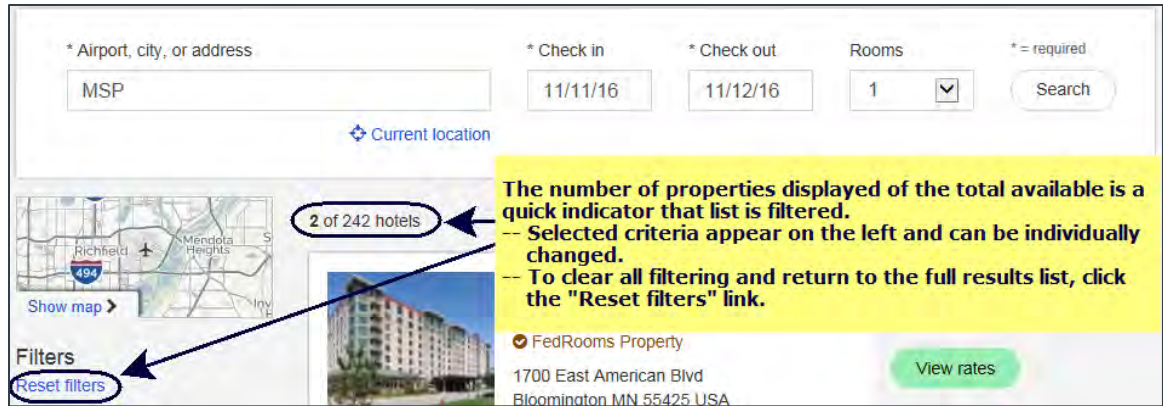


Figure 51: Online Booking Tool — Hotel Filters & Filtered List

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 **Reset filters** to return to the original results list with no filters.

7.3.4.1 "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.

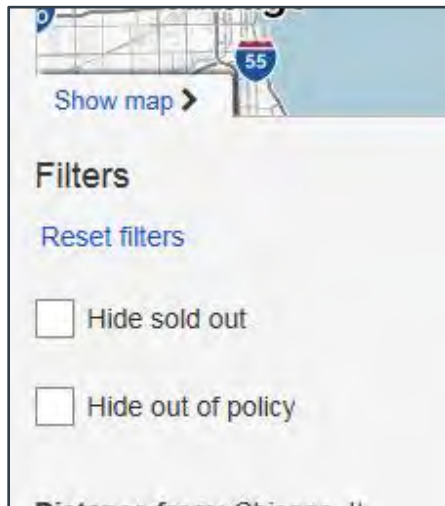


Figure 52: Online Booking Tool — "Hide" filters

7.3.4.2 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.

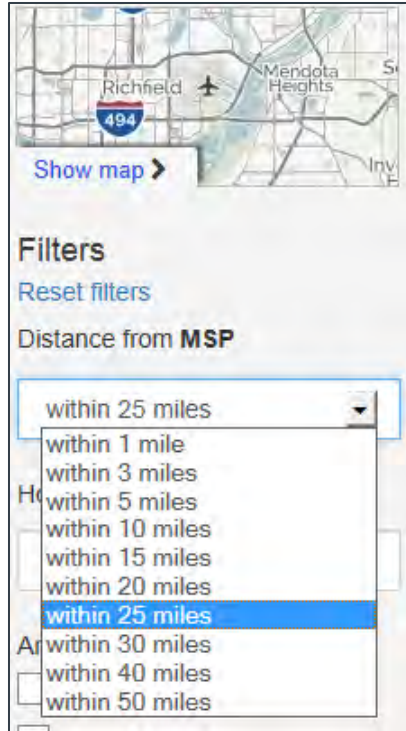


Figure 53: Online Booking Tool — Hotel Distance filter

7.3.4.3 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 just above the **Hotel name** field. Click the **x** next to a filter to remove it.

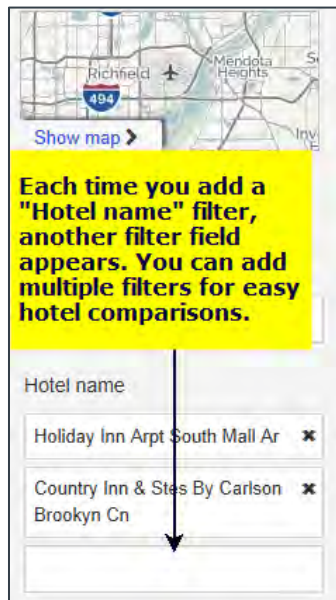


Figure 54: Online Booking Tool — Hotel Name filter

7.3.4.4 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).

Amenities

- ADA accessible (129)
- Airport shuttle (56)
- Breakfast included (150)
- Coffee in room (212)
- Eco friendly (46)
- Executive floors (24)
- Fitness room (179)
- In room safe (51)
- Laundry services (126)
- Mini refrigerator (193)
- Non-smoking property (89)
- Non-smoking rooms (231)
- Parking offered (239)
- Restaurant on site (58)
- Room service (65)
- Swimming pool (177)
- Translation services (12)
- Wheelchair accessible (145)
- WiFi in public spaces (152)
- WiFi in room included (116)

Figure 55: Online Booking Tool — Hotel Amenities filter

7.4 Booking Your Hotel

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


NOTE: A government-issued travel charge card (IBA) or a personal credit card (PCC) is required to book a hotel using the OBT. A centrally billed account (CBA) may NOT be used for hotel reservations.

1. Filter the list, review the provided information, and identify the property you want to book.

2. Click the name of the hotel or the **View Rates** button to display the [Hotel Details page](#) for that property.
3. Locate a room to book in the "Room rates" section of the Hotel Details page.

Hotel details

[« Back to search results](#)



HOLIDAY INN HOTEL & SUITES PHOENIX APT N
1515 North 44th Street
Phoenix AZ 85008 USA

[1-602-244-8800](tel:1-602-244-8800)

[Photos](#) [Amenities](#)

Green Hotel Note - FedRooms Rate Offers: *Cancel up to 4pm**Free Breakfast**Free Internet*

[Description](#)

[Directions](#)

* Room rate changes during stay. Click the [More rate details](#) link to view a breakdown of daily rates.

	Room types	Rate rules	Room rates
			per diem: \$174.00 Corporate rate: 153 USD
1	Fedrooms All 2 Room Suites, With Fridge And Microwave. Less Than 2mi From 1 Bedroom 1 King Bed Extended Stay Suite Suite With Sofa Sleeper Fully Equi	Cancel by 6pm day of check in. More rate details	✔ FedRooms Rate \$153.00 Select
2	Fedrooms All 2 Room Suites, With Fridge And Microwave. Less Than 2mi From 1 Bedroom 2 Queen Bd Extended Stay Suite Suite With Sofa Sleeper Fully Equi	Cancel by 6pm day of check in. More rate details	✔ FedRooms Rate \$153.00 Select
3	Fedrooms All 2 Room Suites, With Fridge And Microwave. Less Than 2mi From 1 King Bed Suite Nonsmoking Relax In Our Spacious 2 Room Suite And Enjoy Yo	Cancel by 6pm day of check in. More rate details	✔ FedRooms Rate \$153.00 Select

Figure 56: Online Booking Tool — Hotel Details, Room Rates

4. 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.

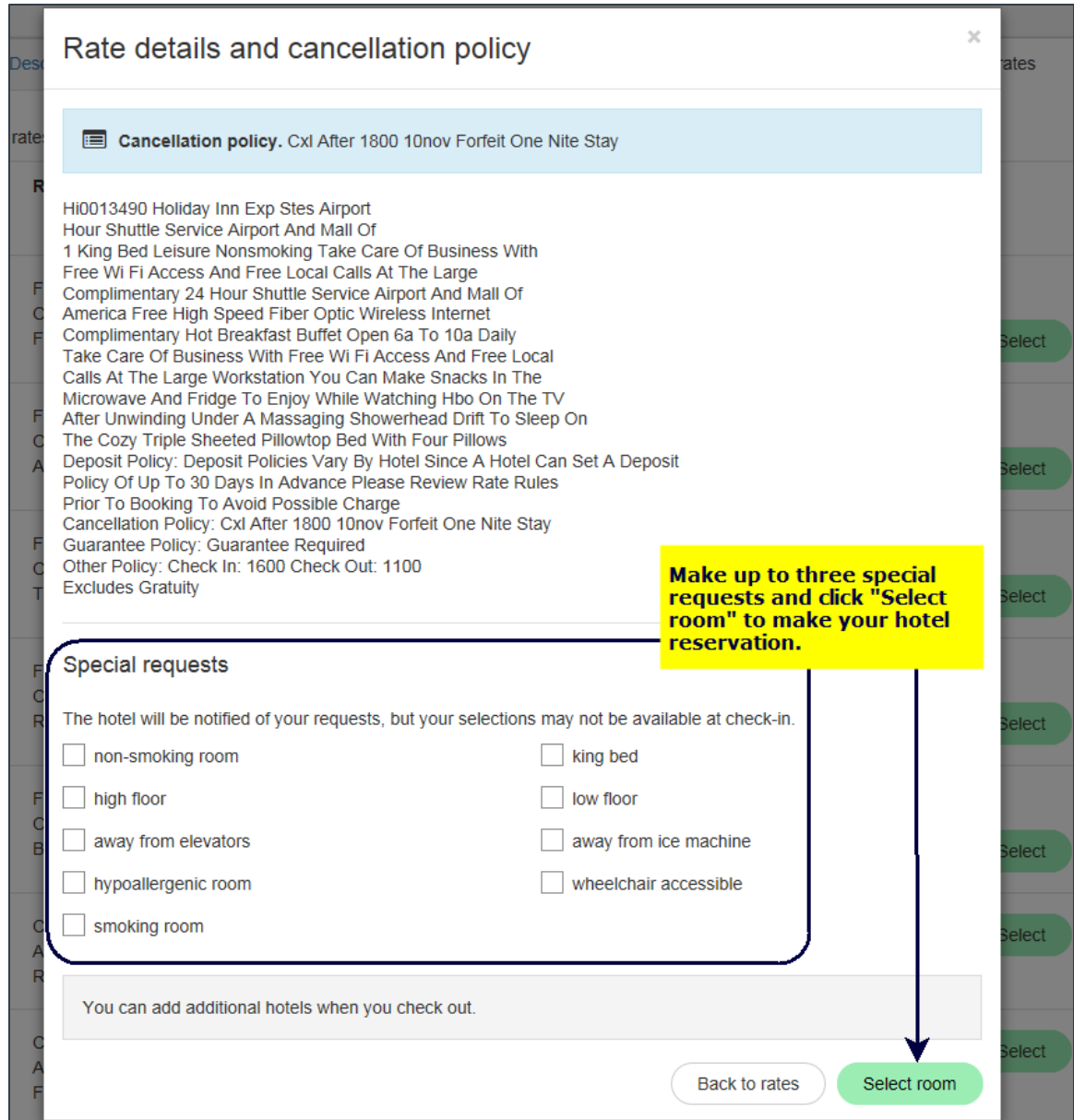


Figure 57: Online Booking Tool — Hotel Rate Details and Cancellation Policy window

5. Click **Select room** to add the room to your trip.

TIP: If you are booking hotels at multiple sites, the hotel search will display automatically for the first destination only. You must use the **Add to this trip** button on the Trip Review & Checkout page to add hotels in additional cities.

7.5 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 58: Online Booking Tool — Hotel Out of Policy page

8 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
Hotel
Address

Pick-up location defaults to your arrival airport or rail station.

* Pick-up

Drop off at a different location

Dates

* Pick-up date

09/22/15
11:00 am

* Drop-off date

09/25/15
7:00 pm

Dates default to your travel arrival and departure dates.

Car type (choose five or fewer)

Cars

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

Vans and wagons

- Mini van
- Full sized van

You can search for up to five car types. The default types selected reflect configuration options selected by your agency.

Car features

Transmission

Automatic

Manual

If you have specific needs, select car features and special equipment.

Special equipment (choose three or fewer)

<input type="checkbox"/> non-smoking car	<input type="checkbox"/> cellular phone	<input type="checkbox"/> luggage rack	<input type="checkbox"/> ski equipment rack
<input type="checkbox"/> automatic locks	<input type="checkbox"/> 1 infant child seat	<input type="checkbox"/> 2 infant child seats	<input type="checkbox"/> 1 child toddler seat
<input type="checkbox"/> 2 child toddler seats	<input type="checkbox"/> snow chains	<input type="checkbox"/> hand controls-right	<input type="checkbox"/> hand controls-left
<input type="checkbox"/> navigational system	<input type="checkbox"/> 2 door	<input type="checkbox"/> 4 door	<input type="checkbox"/> hatchback
<input type="checkbox"/> smoking car			

Click Search.

Skip car search

Figure 59: Online Booking Tool — Search Cars page

8.1 Search for Cars

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

8.1.1 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.

8.1.1.1 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 'Pick-up location' section with three tabs: 'Airport', 'Hotel', and 'Address'. The 'Airport' tab is active. Below the tabs is a text input field labeled '* Pick-up' containing the text 'ORD'. At the bottom of the section is a checkbox labeled 'Drop off at a different location' which is currently unchecked.

Figure 60: Online Booking Tool — Rental Car Pickup Location, Airport tab

8.1.1.2 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 the 'Pick-up location' section with 'Rail station' selected. The location is 'Philadelphia 30th St' with address '2955 Market St. Philadelphia'. The 'Distance from station' dropdown is set to 'Within 10mi/16km'. A yellow callout box on the right states: 'The default pick-up location is the airport or rail station of your first destination. If you have selected a hotel, a Hotel tab appears. The Address tab allows you to enter a specific address for pick-up location.' The 'Drop off at a different location' checkbox is unchecked.

Figure 61: Online Booking Tool — Rental Car Pickup Location, Rail Station tab

8.1.1.3 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 62: Online Booking Tool — Rental Car Pickup Location, Hotel tab

8.1.1.4 Address

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

Pick-up location

Airport Hotel **Address**

Address

* City
 Golden Valley

State/province Zip/postal code
 Minnesota

Country
 USA

Distance from address
 Within 25mi/40km

Drop off at a different location

Required fields are marked with an asterisk.

Complete required information and any other search criteria and then click "Search" (at the bottom of the page) to choose a rental car location within the specified distance.

Figure 63: 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**, 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.

8.1.1.5 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.

The screenshot shows two main sections: "Pick-up location" and "Drop-off location".

Pick-up location: Includes tabs for "Airport", "Hotel", and "Address". Below these is the address for "HOLIDAY INN OAKBROOK" (17W350 22nd Street, Oakbrook Terrace, IL 60181 4452) and contact information. A "Distance from hotel" dropdown menu is set to "Within 10mi/16km". At the bottom, there is a checked checkbox labeled "Drop off at a different location".

Drop-off location: Includes tabs for "Airport", "Hotel", and "Address". Below these is a "* Drop-off" field containing the code "ORD".

Callout: A yellow box with the text "Select 'Drop off at a different location' to show drop-off location options." has arrows pointing to the checkbox in the "Pick-up location" section and the "Drop-off location" section.

Figure 64: 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.

8.1.2 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.

The screenshot shows the "Dates" section with two main fields: "* Pick-up date" and "* Drop-off date".

*** Pick-up date:** A date field showing "09/28/15" and a time dropdown menu showing "7:00 am".

*** Drop-off date:** A date field showing "09/30/15" and a time dropdown menu showing "7:00 pm".

Callout: A yellow box with the text "Click in a date field to choose a different date from the calendar." has arrows pointing to the date fields in both the pick-up and drop-off sections.

Figure 65: Online Booking Tool — Search Cars, Dates

8.1.2.1 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 drop-down list.

8.1.2.2 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-down list.

8.1.3 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 (choose five or fewer)

<p>Cars</p> <p><input checked="" type="checkbox"/> Mini</p> <p><input checked="" type="checkbox"/> Economy</p> <p><input type="checkbox"/> Compact</p> <p><input checked="" type="checkbox"/> Intermediate</p> <p><input type="checkbox"/> Standard</p> <p><input type="checkbox"/> Full size</p> <p><input type="checkbox"/> Premium</p> <p><input type="checkbox"/> Luxury</p>	<p>Vans and wagons</p> <p><input checked="" type="checkbox"/> Mini van</p> <p><input type="checkbox"/> Full sized van</p>
--	---

When five types are selected, the other options are disabled. Unselect at least one option to enable selections again.

Figure 66: Online Booking Tool — Search Cars, Car Type

8.1.4 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.

8.1.5 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.

8.2 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.

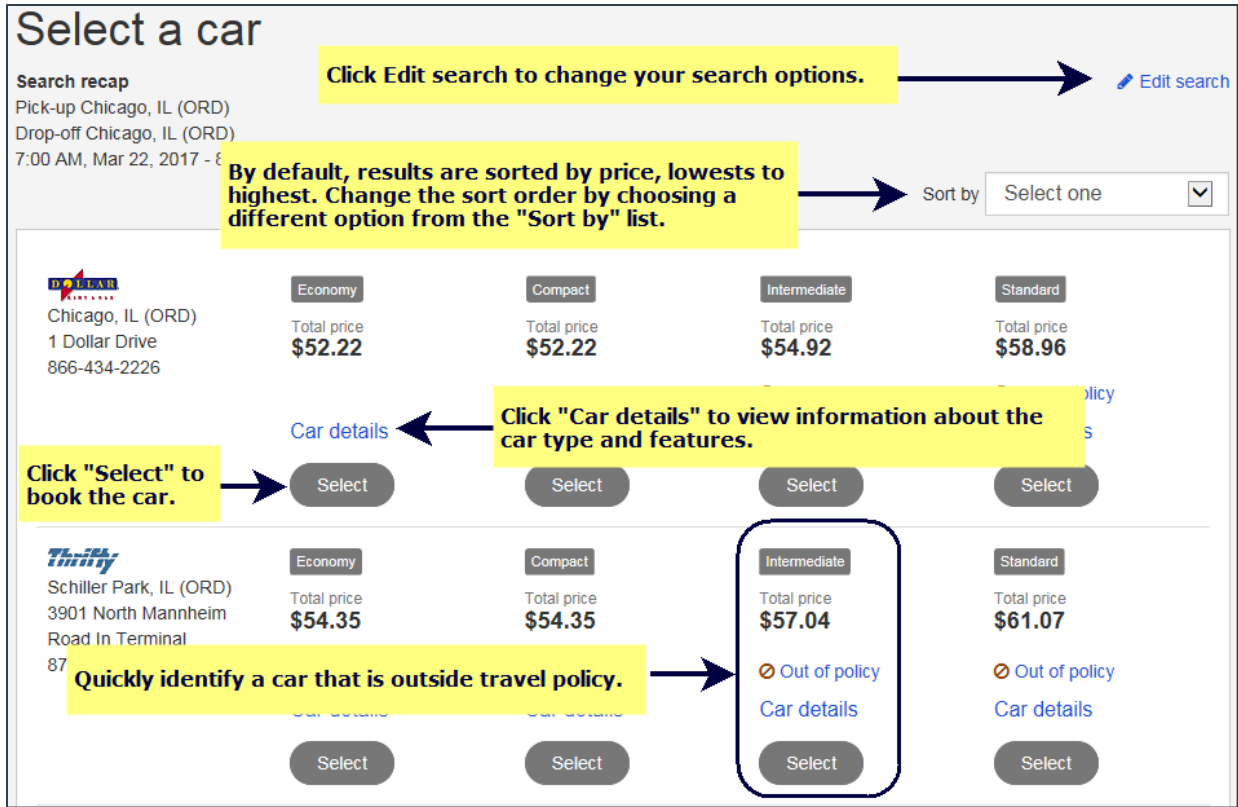


Figure 67: Online Booking Tool — Select a Car page

8.2.1 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.

8.2.1.1 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.

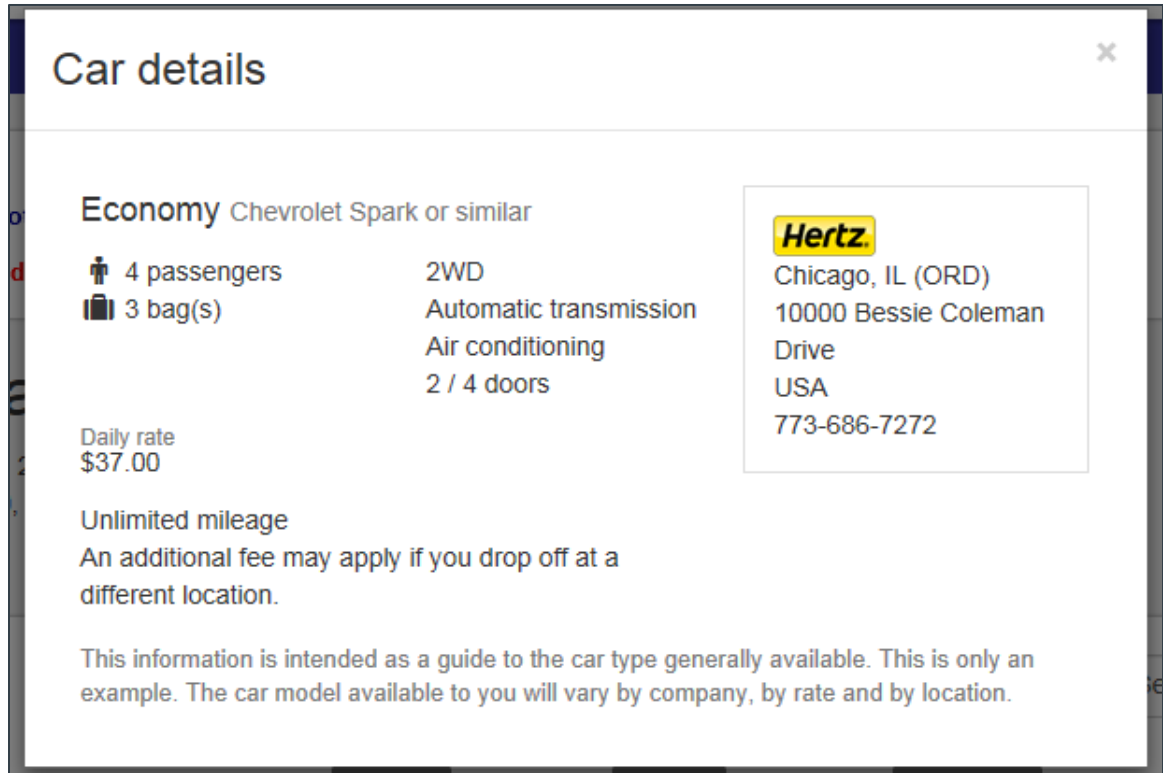


Figure 68: Online Booking Tool — Rental Car Details

8.2.1.2 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.

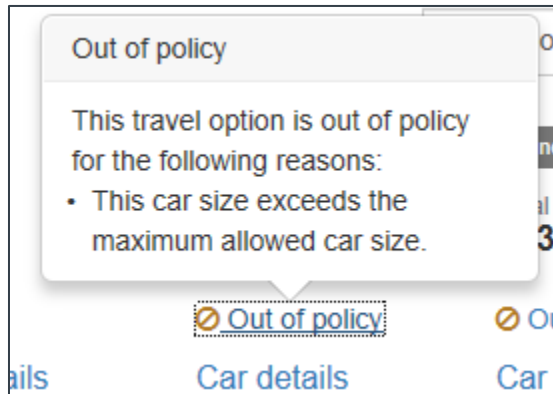


Figure 69: Online Booking Tool — "Out of Policy" Rental Car

8.2.1.3 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.

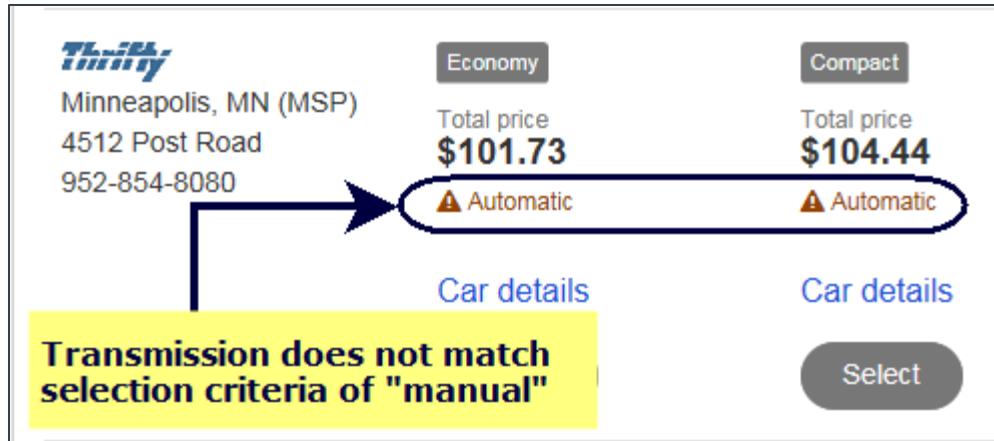


Figure 70: Online Booking Tool — Transmission Type Alert

8.3 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.

8.3.1 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.

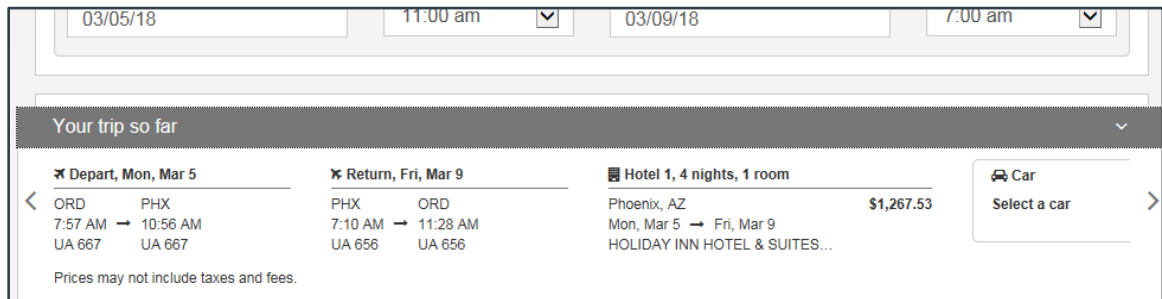


Figure 71: Online Booking Tool — Search Cars page, Your Trip So Far expanded dock bar

8.3.2 Modify the Current Search

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

8.3.3 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.

8.4 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](#).

NOTE: If you are booking cars for multiple sites, the search results automatically display for the first destination only. You must use the **Add to this trip** button on the Trip Review and Checkout page to add rental cars in additional cities.

8.5 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 72: Online Booking Tool — Rental Car Out of Policy page

9 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 all of 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 **December 06**
Please Note: / REFUNDABLE /
 Fares not guaranteed until ticketed.
 Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.

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

Expand All Collapse All

Trip Details Add an item to the trip. Add to this trip Save as template

Flight Details Roundtrip (Government Fare Selected for Entire Trip)

MSP to SFO Click "Change this ..." in any section to make changes to that item. Change this flight Remove this flight

Tue, Dec 06	18:05 - 20:35	Minneapolis/St Paul, MN (MSP) to San Francisco, CA (SFO)	UNITED Contract carrier Govt contract fare limited availability Operated by Skywest Dca United Express Flight 5826 Seat not assigned Class: Coach
-------------	---------------	--	--

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

Thu, Dec 08	16:15 - 21:59	San Francisco, CA (SFO) to Minneapolis/St Paul, MN (MSP)	UNITED Contract carrier Govt contract fare limited availability Operated by Skywest Dca United Express Flight 5315 Seat not assigned Class: Coach
-------------	---------------	--	--

Base Airfare: \$347.90
 Taxes and Fees: \$54.30
Flight Total: \$402.20

Seat Assignment Make seat selections or change a current seat selection. Select/Modify Seats
Add or modify your flight seat assignments.

Hotel Details

San Francisco, CA Click "Remove this ..." in any section to remove that item from the trip. Change this hotel Remove this hotel

Check-in	15:00, Tue, Dec 06	Special Note: FedRooms Rate Offers: "Cancel up to 4pm" Fedrooms Includes WIFI, Standard Room When You Arrive All The Hotel We Will Do Our Best To Meet Your Rim Bed Type And Smoking Preferences. These.	HOLIDAY INN SAN FRANCISCO CIVIC CENTER 50 Eighth Street San Francisco, CA 94103 USA Telephone: 415-626-6103 Fax Phone: 415-552-0184 FedRooms Property
Check-out	12:00, Thu, Dec 08		

Total Hotel Stay: 2 nights
 Number of rooms: 1

Cancellation Rules
cancel after 1800 06dec forfeit first nite stay

Guarantee Rules
guarantee required

Deposit Rules
deposit policies vary by hotel since a hotel can set a deposit policy of up to 30 days in advance please review rate rules prior to booking to avoid possible charge

Average Nightly Rate: \$197.12
 Estimated Sum of Nightly Rates: \$338.00
 Estimated Taxes and Fees: \$56.24
Estimated Hotel Total: \$394.24

Car Details

San Francisco, CA Change this car Remove this car

Pick-up: 21:00, Tue, Dec 06 San Francisco, CA (SFO)	Drop-off: 16:00, Thu, Dec 08 San Francisco, CA (SFO)	Compact Nissan Versa or similar 2 or 4 door air conditioning automatic transmission Hertz Hertz San Francisco, CA (SFO) 750 McInerney Road USA 650-624-6600
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Daily Car Rate: \$20.00
 Unlimited mileage
Estimated Car Total: \$85.23

Figure 73: 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 74: Online Booking Tool — Trip Review and Checkout page (remaining sections)

9.1 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, or click **Remove this hotel** to delete the room selection from your trip.

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

9.1.1 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.

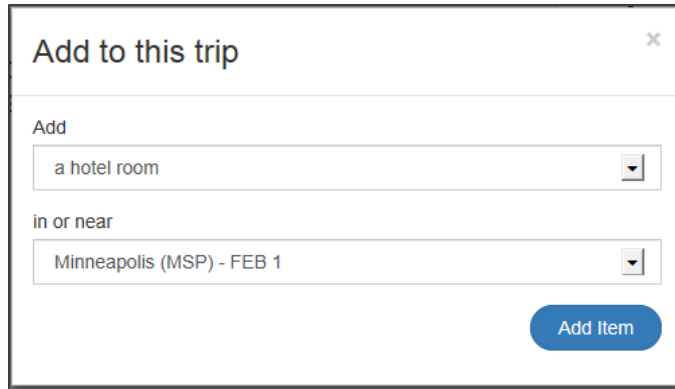


Figure 75: Online Booking Tool — Add to This Trip window

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.

9.2 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 76: Online Booking Tool — Trip Review and Checkout, Policy Compliance

9.3 Review Traveler Information

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.

▼ Traveler details

* First name Middle name * Last name

TSA Secure Flight information ?

* Date of birth
 Month Da Year

* Gender

Redress number ?

Special requests

Special needs Meal requests (when possible)

Loyalty programs ?

Hotel loyalty program Hotel frequent traveler number

Thrifty Frequent traveler number

Figure 77: Online Booking Tool — Trip Review and Checkout, Traveler Details

Complete the following steps.

1. Review or add required information.

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.

9.3.1 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 profile.

9.4 Review Billing Information

Billing information is provided for each component of your trip (i.e., flights, hotels, cars).

▼ Billing Information

Enter Credit Card Only for Hotel Guarantee.

Flight Billing Information

* Bill to:

Will Request CBA ▼

Card Type: Mastercard Address Line 1: On File State/Province: On File
 Card Number: On File Address Line 2: On File Zip Code: On File
 Expiration Date: On File City: On File Country: On File
 Name on card: On File

Hotel Billing Information

* Bill to:

Travel Charge Card ▼

Card Type: MasterCard Address Line 1: State/Province:
 Card Number: XXXXXXXXXXXX1111 Address Line 2: Zip Code:
 Expiration Date: 1/2015 City: Country:
 Name on card:

Car Billing Information

No credit card is required at this time.

Available selections, if any, are controlled by travel policy and profile information.



Figure 78: Online Booking Tool — Trip Review and Checkout, Billing Information

9.5 Review Delivery Information

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

Delivery Information

<p>* Recipient: <input type="text" value="Carol Hamilton"/></p> <p>Ticket Type: <input type="text" value="E-Tkt"/></p> <p>E-mail Address: <input type="text" value="chamilton@myagency.gov"/></p>	<p>* Address Line 1: <input type="text" value="1456 Walker"/></p> <p>Address 2: <input type="text"/></p> <p>* City: <input type="text" value="Dallas"/> * State/Province: <input type="text" value="TX"/></p> <p>* Zip Code: <input type="text" value="75200"/></p> <p>* Country: <input type="text" value="USA"/></p> <p>* Telephone #: <input type="text" value="718-338-8178"/></p>
--	--

Figure 79: Online Booking Tool — Trip Review and Checkout, Delivery Information

9.6 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.

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

9.7 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 80: Online Booking Tool — Trip Review and Checkout, Complete Reservation

9.7.1 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 81: Online Booking Tool — Trip Review and Checkout, Rail Terms and Conditions

10 Trademark and Copyright

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