Web Traveler Quick Reference Guide

Note: This guide is in a new window. To go back to eTravel Web Traveler, close this window or click the Web Traveler window that is located behind this window.

Log In

You must log into Web Traveler before you can use the eTravel system.

1. Obtain your login information from your Travel Manager or System Administrator.
2. Type your User Name, ID Number, and Password in the appropriate fields.
3. Click **OK**.

The first page that you see after logging in is the Message of the Day.

Note: When you log in, if you use a URL that begins with "https:", you are using a Secure Sockets Layer (SSL) version of Web Traveler. How you use Web Traveler will differ slightly from the instructions here. For more information about SSL and security, see Understand Security.

Back to the Table of Contents

Enter Personal Preferences

1. Click the **Preferences** link.
   Some of the information on the Preferences page has already been entered by your travel agency.
2. In the Traveler Information area, type all of the information.
   Note: Names can only contain letters. Phone numbers must be in the form 555-555-5555. Do not enter any punctuation.
3. From the **Default Office** menu, choose the office to which you want to have your tickets delivered most often.
4. From the **Supervisor** menu, choose your supervisor. This person will have the responsibility of reviewing your trips for approval. If you do not have a supervisor, or if your company does not use this feature, choose **Supervisor**.
5. In the Personal Delivery Address area, type the address to which you want your tickets delivered if not to the Default Office.
   After you have submitted your trip, you can choose to have your tickets delivered to your Personal Delivery Address.
6. If your company has chosen to use the Email feature, you will see the Traveler E-mail Preferences area. If you want to have your itinerary sent to you via email, click one or both of the check boxes in this area. In the 'Email Address' field, type your email address.
   Note: If your company has not chosen to use the Email feature, these preferences will not be available to you.
7. In the Traveler Preferences area, select your Seating Preferences.
8. If you want to request a special meal, from the **Special Meal Request** menu, choose a meal type.

9. From the **Preferred Car Type** list, select the type of car that you want to book most often.
10. From the **Special Car Requests** list, select any amenities that you need on a regular basis.
    To select more than one item, press the Ctrl or Command key when you click each item.
11. From the **Room Preferences** list, select from one to three room preferences.
    WARNING! If you select more than three room preferences, you may be unable to book a hotel room.
    To select more than one item, press the Ctrl or Command key when you click each item.
12. In the Credit Cards area, enter your credit card information. You must enter business credit card information or you will not be able to book a business trip.
    a. In the Business Card area, from the **Issuer** menu, choose the company that issued your business credit card, and then type in the number and expiration date.
       If you do not have a business credit card, enter your personal credit card information in the Business Card area.
    b. If you want to use Web Traveler to plan personal trips, in the Personal Credit Card area, enter your personal credit card information.
       Note: Do not use spaces or dashes as separators in your credit card numbers.
13. Click the **Save** link.
14. To go back to the Pending Trips page, click the **Back** link.

For More Information

Add Frequent Traveler Information

1. On the Preferences page, scroll down to the Frequent Traveler Memberships area.
2. Click the **Air** icon.
3. On the Add Frequent Flyer Entry page, from the **Airline** menu, choose one airline with which you have a frequent flyer membership.
4. Type in your Name and Membership Number *exactly* as they appear on your card.
   Exception: Do not enter spaces or dashes in the 'Membership Number' field.
5. Click **OK**.
6. Repeat steps 1-5 for other Air, Car, and Hotel memberships, as necessary.

Add a Travel Arranger

A travel arranger is a person, such as an assistant, who arranges your trips for you. Travel arrangers cannot change the Traveler's password, nor can they see credit card information.

1. On the Preferences page, scroll down to the Travel Arrangers area.
2. Click the **Edit** icon.
3. On the Travel Arrangers page, in the 'Select Arrangers' field, type the name or a portion of the name of your Travel Arranger.
4. Click the **Search** button.
   The search results are displayed under the 'Select Arrangers' field.
5. Click the check box next to one or more of the resulting names.
6. Click the **Add** button.
7. Click **OK**.

Delete a Travel Arranger

1. On the Preferences page, scroll down to the Travel Arrangers area.

2. Click the **Edit** icon.
3. On the Travel Arrangers page, in the Current Arrangers area, clear the check box next to the name of the Travel Arranger who you want to remove.
   The check box appears empty.
4. Click the **Remove** button.
5. Click **OK**.

Change Personal Preferences

1. Click the **Preferences** link.
2. Change any of the information that you want to change.
3. Click the **Save** link.
4. To go back to the Pending Trips page, click the **Back** link.

Note: If your company has chosen to use the email feature, your changed preferences are sent via email to your Travel Agency. However, if your company has not chosen to use the email feature, your changed preferences are not sent to your travel agency. In the latter case, please call your travel agent to update your preferences with the agency. Credit card information is never sent via email.

Change Your Password

1. Click the **Password** link.
2. In the 'Enter current password' field, type your current password.
3. In the 'Enter new password' field, type your new password.
4. In the 'Confirm new password' field, re-type your new password.
   Note: For best results, your password should be longer than four characters. Choose something that you will be able to remember without writing it down.
5. Click **OK** to change your password.
   or
   Click **Cancel** to go back to the Pending Trips page without changing your password.

Plan a New Trip

To begin planning a new trip, click the **Business Trip** link. It is recommended that you book, price, and accept your Air reservations first. Your flight information will then appear on the Car and Hotel reservation pages, making it easier for you to book those reservations. You can book any combination of Air, Hotel, and Car reservations.

After you have made *all* of your reservations, you must submit your trip by clicking the **Submit Trip** button.

Note: You must enter your credit card information on the Preferences page before booking a trip. To learn how to enter credit card information, go to Enter Personal Preferences.

For More Information

Book a Round Trip Flight
Book a Flight
Choose a Seat
Book a Hotel Room
Book a Rental Car
Send a Note to an Agent

Book a Round Trip Flight

1. Click the **Business Trip** link.
   If you are a Travel Arranger, on the Itinerary page, choose the Traveler for whom you are booking this flight, and then click the **Air** link.
2. Click the 'Easy Round Trip' check box.
3. In the 'Origin' and 'Destination' fields, type the departure and destination city names or airport codes.
   For example, if you were leaving from Boston, you could type `Boston` or `BOS`.
4. In the 'Depart Date' field, type the date of your departure.
5. From the **Time** menu, choose the approximate time at which you want to depart.
6. From the **Class** menu, choose the appropriate class of air travel based on your company's travel policy.
7. Repeat steps 4 and 5 using your Return information.
8. Click the **Schedules** button.
   If you have entered city names, you may be taken to the Specify Origin or Destination Airports page. Click the name of the airport that you want, and then click the **Schedules** button again.
9. On the Pricing page, you will see one to five flight options from which to choose. To check the restrictions for these flights, click the **Check Restrictions** link. The restrictions for each flight are displayed next to the flight.
10. To book a flight, click the **Book** icon.
    Note: If you have not chosen the lowest fare, or have booked a flight outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a flight if it is outside of your company's travel policy.
11. Continue booking or submit the trip.

Book a Flight

1. Click the **Business Trip** link.
   If you are a Travel Arranger, on the Itinerary page, choose the Traveler for whom you are booking this flight, and then click the **Air** link.
2. Choose whether to search for flights by time of departure or arrival.
3. In the 'Origin' and 'Destination' fields, type the departure and destination city names or airport codes.
   For example, if you were leaving from Boston, you would type `Boston` or `BOS`.
4. In the 'Depart Date' field, type the date of your departure.
5. From the **Time** menu, choose the approximate time at which you want to depart or arrive.
6. From the **Class** menu, choose the appropriate class of air travel based on your company's travel policy.
7. Click the **Schedules** button.
   If you have entered city names, you may be taken to the Specify Origin or Destination Airports page. Click the name of the airport that you want, and then click the **Schedules** button again.
8. Choose the flight that you want to take.
   If you have chosen a class of air travel that is outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a flight if it is outside of your company's travel policy.
   If you want more information about a flight, click the **Info** button.
   If you do not see a satisfactory flight, click the **All Vendors** button to see flights from different carriers. The **All Vendors** button may not be available if all flights are already displayed.
9. Once you have chosen a flight, click the **Add to Itinerary** button.
10. Repeat steps 2-9 for each leg of your trip.
11. After adding all flights to your itinerary, click the **Air Fares** button.
12. On the Pricing page, you will see one to five flight options from which to choose. To check the restrictions for these flights, click the **Check Restrictions** link. The restrictions for each flight are displayed next to the flight.
13. To book a flight, click the **Book** icon.
    Note: If you have not chosen the lowest fare, or have booked a flight outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a flight if it is outside of your company's travel policy.
14. Continue booking or submit the trip.

Choose a Seat

1. Once you have priced and booked your flight, a seat is chosen for you, based on the information in your Preferences. If you want to choose a specific seat, on the Itinerary page, click the seat number link or the **Choose** link for the first flight.
2. On the Seat Map page, click the seat that you want.
3. Click the **Request Seat** button.
4. Repeat steps 1-3 for all flight segments.

Seats marked with a "P" are premium seats and may only be available to certain travelers, such as frequent flyers or airline club members.

Note: Some airlines do not provide seat maps. Shuttle flights do not have assigned seats. You do not have to select a seat; if you do not select a seat, a seat request based on the information in your Preferences will be sent to the airline. For more information, see Enter Personal Preferences.

Back to the Table of Contents

Book a Hotel Room

Note: You must enter your credit card information on the Preferences page before booking a hotel room. To learn how to enter credit card information, go to Enter Personal Preferences.

If you have not booked a flight, please do this first. If you do not intend to book a flight, first, click the **Business Trip** link.

WARNING! If you have entered more than three room preferences on the preferences page, you may be unable to book a hotel room. To learn how to enter hotel room preferences, go to Enter Personal Preferences.

1. Click the **Hotel** link.
2. If you have booked a flight, the 'Location', 'Check-in', and 'Check Out' fields are filled in with information based on the flight. If this information is correct, go to step 3.
   or
   If this information does not apply, or if you have not booked a flight, type in the necessary information, using the airport code of the city nearest to the city in which you want to stay.
3. Select the number of people who will be staying in the same room at this hotel.
4. Click the **Hotels** button.
   You are taken to the Preferred Hotels page, which lists your company's preferred hotels.
5. Select a hotel.
   If you want more information about a hotel, click the **Info** button.
   If you want to see additional hotels, click the **All Vendors** button to see your company's global preferred hotels. If the **All Vendors** button is not displayed, all of the hotels that apply to your company's travel policy are already displayed.
6. Once you have selected a hotel, click the **Book Hotel** button.
   Note: If you receive an error message when trying to book a hotel room, click the **Hotel** link and choose a different hotel. If this situation persists, please send an Agent Note to book a hotel room. For more information, go to Send a Note to an Agent.
   Note: If you have booked a hotel outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a hotel if it is outside of your company's travel policy.
7. On the Hotel Reservation page, read the hotel's cancellation policy.
8. If you want to guarantee this hotel reservation with your credit card, click the **Yes** button.
   or
   If you want to cnacel this hotel reservation, click the **No** button.
9. Continue booking or submit the trip.

Back to the Table of Contents

Book a Rental Car

If you have not booked a flight, please do this first. If you do not intend to book a flight, first, click the **Business Trip** link.

1. Click the **Car** link.
2. If you have booked a flight, the 'Pick-up Location', 'Drop-off Location', and 'Date/Time' fields are filled in with information based on the flight. If this information is correct, go to step 3.
   or

If this information does not apply, or if you have not booked a flight, type in the necessary information. You may have to maximize your browser window to see all of the fields.

3. Click the **Car Types** button.
4. From the **Preferred Vendors** list, select a car vendor.
5. From the **Type of Car** list, select a car type.
   The car type that you selected on the Preferences page is highlighted.
6. From the **Car Requests** list, select any extras that you require.
   The car requests that you selected on the Preferences page are highlighted. To select more than one item, press the Ctrl or Command key.
7. Click the **Book Car** button.
   Note: If you have booked a car outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a car if it is outside of your company's travel policy.
8. Continue booking or submit the trip.

Back to the Table of Contents

Send a Note to an Agent

1. Once you have completed your trip information, click the **Agent Note** link.
2. Type your note in the text box. The note could include any extra requirements or plans that are not communicated in the itinerary.
3. If you are traveling with one or more people, click the **Other Travelers** button.
4. In the Group Booking Form dialog box, type the name of the person with whom you are traveling. If there are any reservations that this person will not need, click the appropriate check box.
5. Click the **Add** button.
6. Repeat steps 4 and 5 for all of the people with whom you are traveling.
7. When you are done entering information, click the **Exit** button.
8. On the Note to Travel Agent page, click **OK**.

The note is not sent until you have submitted your trip.

Back to the Table of Contents

Submit a Trip

When you have finished making all of your reservations, you must submit the trip. If you do not submit the trip, you may not have any reservations and your preparations may be deleted.

1. After planning your trip and completing all of your reservations, click the **Submit Trip** button.
   If your trip includes an air reservation, you are taken to the Specify Air Ticket Delivery page.
   From the **Delivery Location** menu, choose a method of delivery for your airline tickets.
   or
   If your trip does not include an air reservation, you are taken to the Itinerary Delivery page.
2. Verify all of the pre-entered information. This information must be completed for your reservation to be finished properly.
3. In the 'Trip Purpose' field, type the reason for your trip. This is important for your company's records.
4. Type in any other necessary information.
5. Click **OK**.

Note: You should only click the **Submit Trip** button after you are done making all of your reservations or changes.

Back to the Table of Contents

Repeat a Trip

After you have finished planning a trip, you can repeat a trip, changing information as necessary.

1. Click the **Repeat Trip** link.
2. Type in the new departure date.
   If you need to change information, go to Change Part of an Itinerary.

3. Click the **Repeat** icon next to the trip that you want to repeat.
   You are taken to the Itinerary page.
4. If your trip includes a flight, click the **Air Fares** button. To book a flight, click the **Book** icon.
   or
   If your trip does not include an air segment, click the **Send Itinerary to Agent for Processing** button.
5. When you are finished making your reservations, click the **Submit Trip** button.

Note: If the entire trip cannot be repeated, you will receive a message stating that certain segments need to be re-booked. Click **OK** on the message page. Examine your itinerary to see what was and was not repeated. Then, book the segments that could not be automatically repeated. After you are finished booking *all* of the segments, click the **Submit Trip** button.

Note: If you have not chosen the lowest fare, or have booked a flight outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a flight if it is outside of your company's travel policy.

For More Information

Change Part of an Itinerary

Back to the Table of Contents

Change Part of an Itinerary

When repeating a trip, you have the option of changing part of the itinerary. For example, you may be staying an extra day, or changing your hotel room booking. If you want to change a trip that you have not yet taken, go to Change a Pending Trip.

1. Click the **Repeat Trip** link.
2. Type in the new departure date.
3. Click the 'Edit Trip Length, Dates, or Details' check box.
4. Click the **Repeat** icon next to the trip that you want to repeat.
5. On the Repeat Trip Details page, en the Air, Car, and Hotel areas, change any information that you need to change.
6. Click the **Book Trip** link.
7. If your trip includes a flight, click the **Air Fares** button. To book a flight, click the **Book** icon.
   or
   If your trip does not include an air segment, click the **Send Itinerary to Agent for Processing** button.
8. When you are finished making your reservations, click the **Submit Trip** button.

Note: If the entire trip cannot be repeated, you will receive a message stating that certain segments need to be re-booked. Click **OK** on the message page. Examine your itinerary to see what was and was not repeated. Then, book the segments that could not be automatically repeated. After you are finished booking *all* of the segments, click the **Submit Trip** button.

Note: If you have not chosen the lowest fare, or have booked a flight outside of your company's travel policy, you will be asked to justify your selection. You may also be prevented from booking a flight if it is outside of your company's travel policy.

Back to the Table of Contents

View Previous Trips

Previous trips are trips that occurred before the current date. All of your previous trips are saved so you can see them later. To view previous trips, click the **Previous** link. You can also Repeat a Trip.

Back to the Table of Contents

View Pending Trips

Pending trips are trips that you have not yet taken. To view your pending trips, click the **Pending** link. To open a pending trip, click the **Trip** icon next to the trip that you want to open.

For More Information

[Change a Pending Trip](#)

[Back to the Table of Contents](#)

Change a Pending Trip

To change the hotel and car segments of a pending trip, you must cancel and re-book the hotel and car segments that you need to change. After you have changed your trip, you must click the **Submit Trip** button. For more information see, [Submit a Trip](#).

If you need to change flight dates or times, you must cancel the affected flight and rebook. After you have made *all* of the changes to your trip, you must click the **Submit Trip** button. For more information see, [Submit a Trip](#).

Note: If your trip has already been ticketed, you may incur penalty or no-show fees. Please contact your travel agent for assistance.

You can change the ticket delivery information of an air segment of a pending trip without cancelling and rebooking the flight or flights affected. You can also reprice a flight to see if you can obtain a lower price.

1. Click the **Pending** link.
2. On the Pending Trips page, click the **Trip** icon next to the trip that contains the flight that you want to change.
3. On the Itinerary page, click the **Air** link.
4. If you only want to change ticket delivery location information, click the **Submit Trip** button. Change the necessary information and click **OK**.
   or
   On the Air page, click the **Shop Again for Prices and Alternatives** button.
5. On the Pricing page, click the **Book** icon next to the flight that you want to book.
6. [Submit the trip](#).

For More Information

[Cancel a Trip](#)
[Plan a New Trip](#)
[Book a Round Trip Flight](#)
[Book a Flight](#)
[Choose a Seat](#)
[Book a Hotel Room](#)
[Book a Rental Car](#)
[Submit a Trip](#)

[Back to the Table of Contents](#)

Cancel a Trip

1. Click the **Pending** link.
2. Click the **Trip** icon next to the trip that you want to cancel.
3. To cancel the entire trip, click the **Cancel** icon next to the trip information.
   or
   To cancel part of a trip, click the **Cancel** icon next to the trip segment that you want to cancel.
4. In the Delete Itinerary dialog box, click **OK**.

Note: If your trip has already been ticketed, you may incur penalty or no-show fees. Please contact your travel agent for assistance.

For More Information

Cancel a Trip or Segment While Booking

1. Begin booking a trip, as described in [Plan a New Trip](#).
2. If you are unsatisfied with one of the trip segments, on the Itinerary page, click the **Cancel** icon next to the trip segment that you want to cancel.
   or
   If you want to delete the entire trip, on the Itinerary page, click the **Cancel** icon next to the trip information.
3. In the Delete Itinerary dialog box, click **OK**.

Review Corporate Travel Policy

To review your company's corporate travel policy, click the **Policy** link.

Approve or Disapprove a Trip

If you have been designated as a supervisor for one or more Travelers, you have the responsibility to approve and disapprove trips for these Travelers.

1. Click the **Supervisor** link.
   If any trips require your approval, they appear on the Supervisor page.
2. Click the **Trip** icon next to the trip that you want to review.
3. On the Itinerary page, if a Traveler has overstepped travel policy, you can click the **Show Justifications** link.
4. In the Justifications dialog box, read the justifications and click **OK**.
5. Read the itinerary.
6. To approve the trip, click the **Approve** button.
   The trip will be sent to the agency and marked "Approved OK to Ticket." The trip will appear as approved on the Traveler's Pending Trips page.
   or
   To disapprove the trip, click the **Disapprove** button.
   The trip will be sent to the agency and marked "Disapproved Do Not Ticket." The trip will be cancelled, and will appear as disapproved on the Traveler's Pending Trips page.
   or
   To decide later, click the **Decide Later** button.
7. If you disapprove a trip, you are prompted to give a reason for your disapproval.
   On the Trip Disapproval page, enter a disapproval reason and click **OK**.
   or
   Click the **Reconsider** button to reconsider disapproving the trip.

Understand Security

When you log in, if you use a URL that begins with "https:", you are using a Secure Sockets Layer (SSL) version of Web Traveler. SSL technology enables personal information to be sent securely over the Internet, while helping to ensure private, authenticated, and encrypted communication.

eTravel Web Traveler with SSL uses a certificate to authenticate data. A certificate is a file that identifies the company that is responsible for the Web site that you are about to enter.

The following tasks use the SSL protocol:

- Logging in
- Changing your password
- Entering, changing, or viewing your preference information

Netscape Navigator® and Microsoft® Internet Explorer support SSL connections. Microsoft Internet Explorer 3.0*x* does not meet the Web Traveler requirements for use with SSL. You may need to change your browser's security settings to enable SSL. How you set up your browser depends on the browser that you use. For more information about your browser's security settings, consult the Help system that is available with your browser.

For more information, read eTravel Web Traveler and Security.

Use and Print This Guide

When you click the **Help** link, the *Web Traveler Quick Reference Guide* opens in a new browser window. To go back to Web Traveler, close this window or click the Web Traveler window that is located behind this window.

To move between topics, click your browser's **Back** button. At the end of each topic, there is a **Back to the Table of Contents** link. This link takes you back to the top of the *Web Traveler Quick Reference Guide*.

To print this guide, click your browser's **Print** button, or, from the **File** menu, choose **Print**.

Back to the Table of Contents

Find More Help

If you encounter problems that are not included in this *Web Traveler Quick Reference Guide*, please call your Travel Manager or Help Desk.

Back to the Table of Contents