



# USCG UG22: Making Reservations

Shopping for the Right Trip  
Release 21.4 | November 2021



## Table of Contents

<b>1</b>	<b>INTRODUCTION</b> .....	<b>4</b>
<b>2</b>	<b>BEFORE YOU BEGIN</b> .....	<b>5</b>
<b>3</b>	<b>GETTING STARTED</b> .....	<b>6</b>
3.1	Access .....	6
3.2	Search .....	6
3.3	Transaction Workflow .....	14
<b>4</b>	<b>FLIGHT SELECTION</b> .....	<b>16</b>
4.1	Search Results .....	16
4.2	Flight Cards and Drawers .....	18
4.3	Additional Maintenance Options .....	21
4.4	Booking Your Flights .....	25
4.5	Confirming Your Selections .....	25
4.6	Out of Policy Flights .....	26
4.7	Selecting Seats .....	27
<b>5</b>	<b>RAIL SELECTION</b> .....	<b>29</b>
5.1	Options .....	29
5.2	Booking Your Trains .....	30
5.3	Out of Policy Rail .....	30
<b>6</b>	<b>FIND A HOTEL</b> .....	<b>32</b>
6.1	Search Results .....	32
6.2	Hotel Cards and Drawers .....	33
6.3	Additional Maintenance Options .....	37
6.4	Booking Your Hotel .....	42
6.5	Out of Policy Room or Hotel .....	42
<b>7</b>	<b>CHOOSE A RENTAL CAR</b> .....	<b>44</b>
7.1	Search for Cars .....	44
7.2	Select a Car .....	49
7.3	Additional Maintenance Options .....	52
7.4	Booking Your Rental Car .....	52
7.5	Out of Policy Rental Car .....	52
<b>8</b>	<b>REVIEW TRIP DETAILS AND CHECKOUT</b> .....	<b>54</b>
8.1	Review Trip Details .....	55
8.2	Review Policy Compliance .....	56
8.3	Review Traveler Details .....	56
8.4	Review Billing Information .....	58
8.5	Review Delivery Information .....	59
8.6	Review Additional Information .....	59
8.7	Complete Your Reservation .....	60
8.8	Booking Confirmation .....	61
<b>9</b>	<b>RETURNING TO E2</b> .....	<b>63</b>
9.1	Authorization .....	63
9.2	Make Reservations .....	64
<b>10</b>	<b>ATTACHING INVOICE PDFS</b> .....	<b>66</b>
10.1	Processing Service .....	66
10.2	Accessing the Trip Invoice .....	66
<b>11</b>	<b>MANAGING HELD RESERVATIONS IN E2</b> .....	<b>68</b>
<b>12</b>	<b>MAKING PROFILE CHANGES</b> .....	<b>70</b>
12.1	Profile Settings .....	71
12.2	Travel Preferences .....	75
<b>13</b>	<b>REVISION HISTORY</b> .....	<b>86</b>

**14 TRADEMARK AND COPYRIGHT ..... 86**

# 1 Introduction

This document contains information regarding the trip reservation process for E2 Solutions users utilizing both Federal Travel Regulations (FTR) and Joint Travel Regulations (JTR).

## 2 Before You Begin

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

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

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

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

**NOTE:** *Refer to UG15 – Initial Logon and Profile Updates for more information.*

## 3 Getting Started

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

**TIP:** If you book travel prior to creating an authorization, the reservation is held until you associate it with an authorization. It is your responsibility, however, to manage your held reservations, and cancel reservations, when necessary, to avoid penalty fees or other charges.

### 3.1 Access

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

- Select *Make Reservations* from the **Start a Travel Document** drop-down list on the My E2 **At a Glance** tab, and then click **Go**.
- Click **Make Reservations** on the My E2 **Trips** tab.
- Click the **Make New Reservation** link on the Reservation step of an authorization.

### 3.2 Search

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

Figure 1: E2 Online Booking Tool — Home Page

Complete the following steps.

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

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

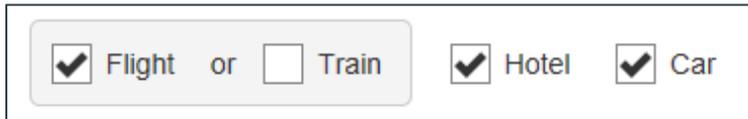


Figure 2: E2 Online Booking Tool — Trip Components

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

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



Figure 3: E2 Online Booking Tool — Trip Type tabs

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

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

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

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

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

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

field for the second destination, and so on. Click the **Add another destination** hyperlink, if necessary, to add fields for another destination to the page.

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

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

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

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

- **+/- day** – If you selected the **Search by price** and **+/- 1 to 3 days** radio buttons, select one of the following options from the drop-down list:
    - **+/- 1 day** – Select this option to include flights that depart one day before or after the selected return date in the search.
    - **+/- 2 days** – Select this option to include flights that depart up to two days before or after the selected return date in the search.
    - **+/- 3 days** – Select this option to include flights that depart up to three days before or after the selected return date in the search.
  - **Exact dates** – Select this option to only search for flights that depart on the selected return date.
5. The “Advanced search” section displays *Coach*, *Unrestricted*, which will be the class of service and type of fares available to select. These fares include contract city pair, government, and other unrestricted (i.e., no penalty, refundable) fares.
6. If necessary, specify a more relevant location for your travel plans at which to search for your hotel.

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

- a. Enter a street address (including city and state information), city name, or airport code in the **Hotel search location** field.
- b. If your anticipated hotel check-in date is different from your trip’s departure date, enter a new date in the **Check in** field, or select a date from the drop-down calendar.

- c. If your anticipated hotel check-out date is different from your trip’s return date, enter a new date in the **Check out** field, or select a date from the drop-down calendar.
  - d. Select the number of rooms (1–3) required for your stay from the **Rooms** drop-down list.
7. Click **Search**. A *Please wait for search results* message may display as the search is being executed.

### 3.2.1 Home Page Examples

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

#### 3.2.1.1 Round-trip

The screenshot shows the E2 Online Booking Tool interface. At the top, there are checkboxes for  Flight or  Train,  Hotel, and  Car. A note on the right says "\* = required". Below this are three buttons: Round-trip (selected), One-way, and Multi-destination. Underneath are two radio buttons:  Search by time and  Search by price, with a link [\(What's this?\)](#). The main search area contains:
 

- \* From: [text input]
- \* To: [text input]
- \* Depart: [mm/dd/yy text input], Leaves at: [dropdown menu], \* Time: [Morning (7:00 am) dropdown menu]
- \* Return: [mm/dd/yy text input], Leaves at: [dropdown menu], \* Time: [Morning (7:00 am) dropdown menu]
- Advanced search (Coach, Coach, Unrestricted) [dropdown menu]
- \* Hotel search location: [Airport, city, or address text input]
- \* Check in: [mm/dd/yy text input]
- \* Check out: [mm/dd/yy text input]
- Rooms: [1 dropdown menu]

 A green Search button is located at the bottom right of the form.

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

Flight or  Train  Hotel  Car \* = required

Round-trip  One-way  Multi-destination

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

\* From  \* To

Exact dates  +/- 1 to 3 days

\* Depart  Leaves at  \* Time

\* Return  Leaves at  \* Time

▶ Advanced search (Coach, Coach, Unrestricted)

\* Hotel search location  \* Check in  \* Check out  Rooms

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

Flight or  Train     Hotel     Car    \* = required

Round-trip    One-way    Multi-destination

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

\* From     \* To

Exact dates     +/- 1 to 3 days

\* Depart

\* Return

▶ Advanced search (Coach, Coach, Unrestricted)

\* Hotel search location     \* Check in     \* Check out     Rooms

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

3.2.1.2 **One-way**

Flight or  Train  Hotel  Car \* = required

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

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

\* From  \* To

\* Depart  Leaves at  \* Time

▶ Advanced search (Coach, Unrestricted)

\* Hotel search location  \* Check in  \* Check out  Rooms

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

Flight or  Train  Hotel  Car \* = required

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

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

\* From  \* To

Exact dates  +/- 1 to 3 days

\* Depart  Leaves at  \* Time

▶ Advanced search (Coach, Unrestricted)

\* Hotel search location  \* Check in  \* Check out  Rooms

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

### 3.2.1.3 Multi-destination

Flight or  Train
  Hotel  Car

Round-trip One-way Multi-destination

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

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

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

[+ Add another destination](#)

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

\* = required Search

Figure 9: E2 Online Booking Tool — Multi-destination

## 3.3 Transaction Workflow

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

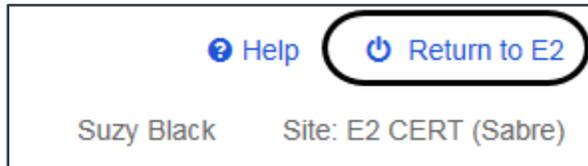
1. Review and select [flight](#) or [rail options](#) for each destination. The initial list provides options to your first destination. After you make a selection, the OBT searches for options to your next destination or for your return trip.
2. Review lower cost options and [confirm your selections](#),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

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

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

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

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



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

## 4 Flight Selection

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

### 4.1 Search Results

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

#### 4.1.1 Search by Time

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

**Select departing flight**

Thu, Mar 1, 2016 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

Airline	Flight Number	Departure	Arrival	Duration	Price	Availability
Southwest	WN 4478, WN 1399	7:00 AM	1:45 PM	8h 45m	\$192.99	3 more fares available
Southwest	WN 460, WN 657	7:05 AM	1:40 PM	8h 35m	\$192.99	3 more fares available
Southwest	WN 446, WN 651	6:25 AM	12:45 PM	8h 20m	\$192.99	3 more fares available
UNITED	UA 635, UA 5520 (Operated by Skywest Dba United Express)	7:30 AM	12:37 PM	7h 7m	\$195.01	1 more fare available
UNITED	UA 2052, UA 3681 (Operated by Republic Airlines Dba United Express)	6:00 AM	11:13 AM	7h 13m	\$195.01	1 more fare available

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

### 4.1.2 Search by Price

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

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

The screenshot shows the 'Select departing flight' interface. At the top, it displays the search criteria: 'Mon, Dec 10, 2018 Washington, DC (DCA) to Minneapolis, MN (MSP)'. Below this is a table of 'Lowest priced options' categorized by flight type: Non-stops, 1 stop, and 2+ stops. The table lists carriers and their respective flight options and prices. Below the table are filters for 'Sort by' (Price (estimate)) and 'Flight time' (Departure and Arrival). On the right, two flight cards are shown for Delta, both priced at \$336.41. The first card is for Delta DL 1368, departing at 6:05 AM and arriving at 7:54 AM (2h 49m). The second card is for Delta DL 2063, departing at 8:25 AM and arriving at 10:21 AM (2h 56m).

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

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

## 4.2 Flight Cards and Drawers

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



Figure 13: E2 Online Booking Tool — Flight card

### 4.2.1 Flight Line

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

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

### 4.2.2 Drawers

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

- Airport cities and distance traveled
- Any layover location and duration
- Cabin class and equipment used
- Additional fare options
- **Select** button

🇺🇸 Contract carrier

**Southwest**  
WN 6036, WN 1295

**\$199.60**  
3 more fares available

6:45 AM → 1:20 PM (8h 35m)

STL — LAX — PHX

---

**Southwest** ✕  
🇺🇸 Contract carrier

Tue, Jul 14	WN 6036
St Louis, MO (STL), 6:45 AM	Coach <b>Unrestricted</b>
↪ Los Angeles, CA (LAX), 8:35 AM	73W
1591 miles	

⌚ **Layover (3h 25m)**  
Los Angeles, CA (LAX)

---

**Southwest**  
🇺🇸 Contract carrier

Tue, Jul 14	WN 1295
Los Angeles, CA (LAX), 12:00 PM	Coach <b>Unrestricted</b>
↪ Phoenix, AZ (PHX), 1:20 PM	73W
369 miles	

**\$199.60**  
-CA Govt contract fare limited availability

**\$322.60**  
YCA Govt contract fare

**\$522.60**  
-DG Govt non-contract fare limited availability

**Coach**  
Unrestricted

**Select**

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

### 4.2.3 Contract Carriers

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

#### 4.2.3.1 Non-contract Carriers

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

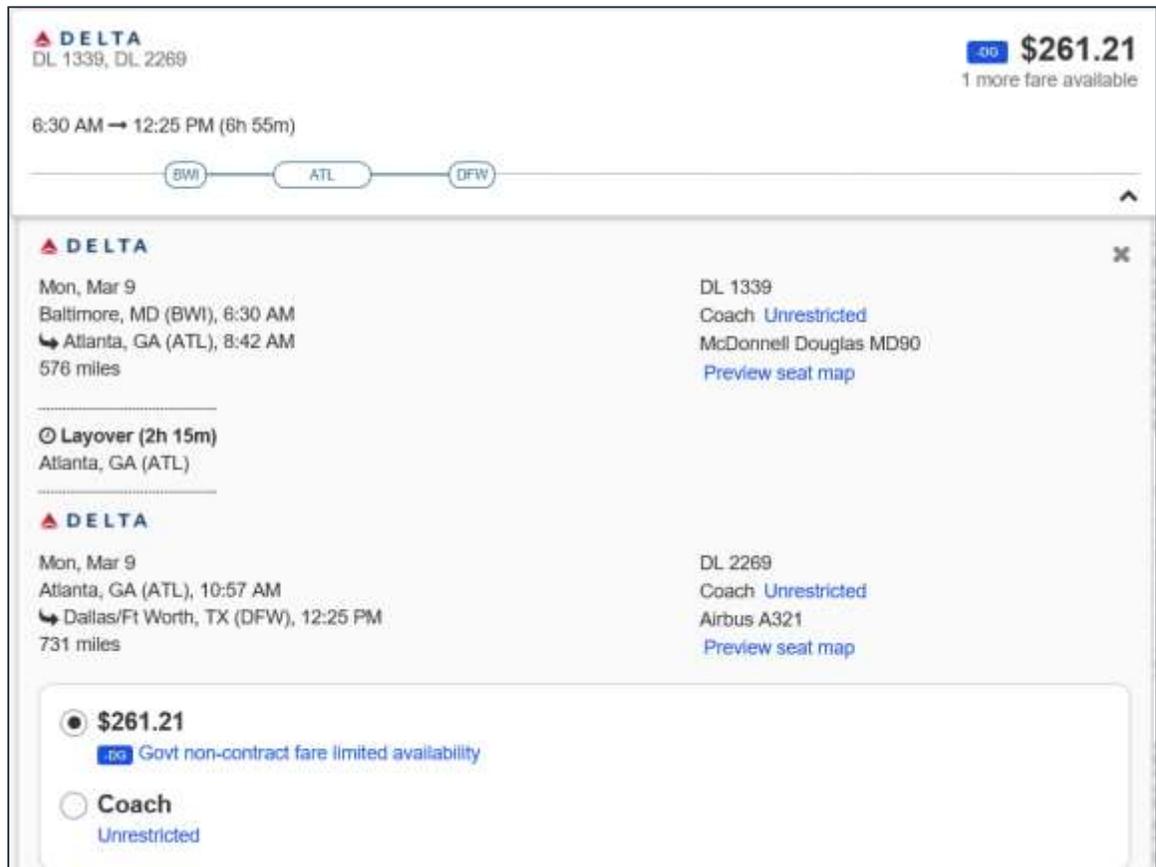


Figure 15: E2 Online Booking Tool — Non-contract Carrier information

### 4.2.4 Fare Types

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

### 4.2.5 Out of Policy Options

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



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

## 4.3 Additional Maintenance Options

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

### 4.3.1 View Trip Details

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

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



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

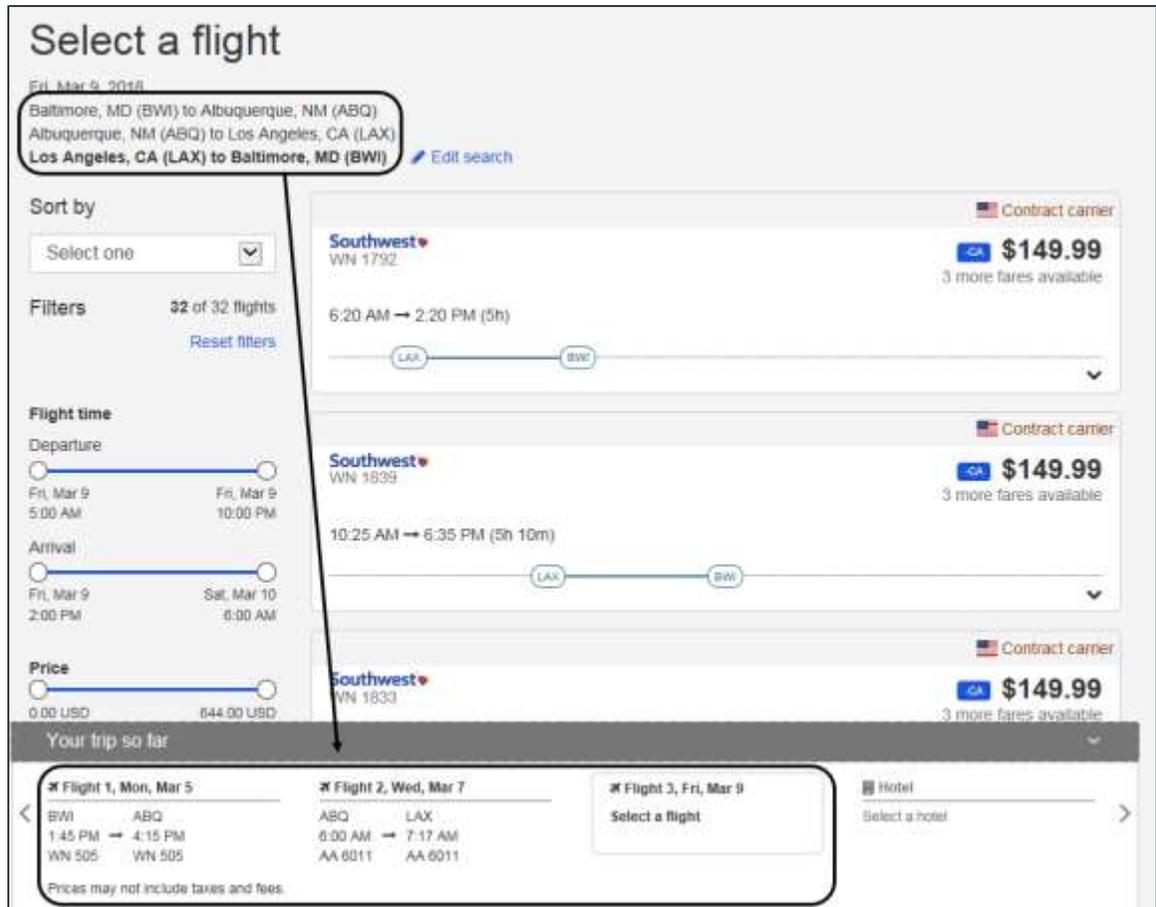


Figure 18: E2 Online Booking Tool — Expanded "Your Trip So Far" section

### 4.3.2 Modify the Current Search

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

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



Figure 19: E2 Online Booking Tool — Edit Search link

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

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

Edit search
✕

Search by time   
  Search by price

[▶ What's this?](#)

* From	* To
BWI	ABQ

* Depart	Leaves at ▼	7:00 am ▼
03/05/18		

* Return	Leaves at ▼	7:00 am ▼
03/09/18		

[▶ Advanced search](#)

\* = required

Cancel
Search

Figure 20: E2 Online Booking Tool — Edit Search window

### 4.3.3 Sort the List

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

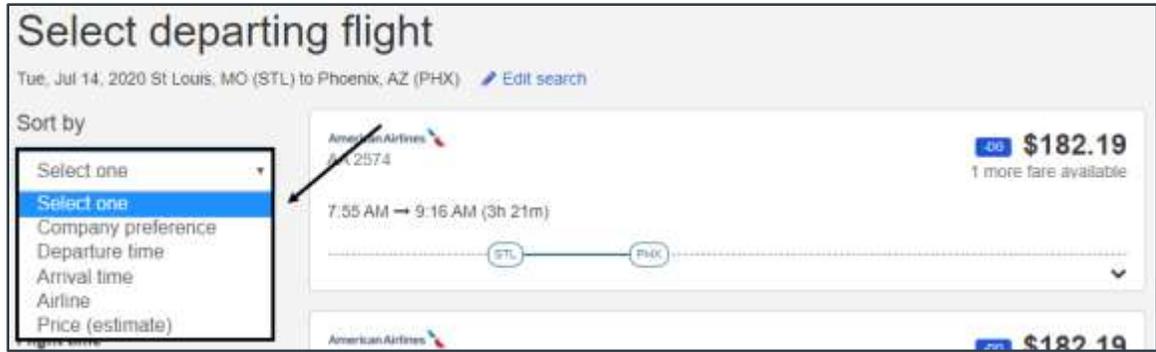
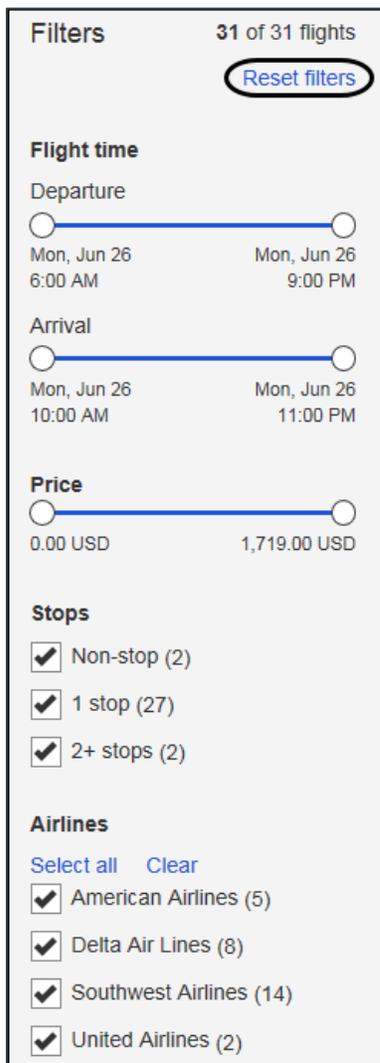


Figure 21: E2 Online Booking Tool — Flight Sort By list

### 4.3.4 Filter the List



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

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

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

Figure 22: E2 Online Booking Tool — Flight Filters

## 4.4 Booking Your Flights

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

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

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

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

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

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

## 4.5 Confirming Your Selections

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

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

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

## Review low fare options

Tue, Jul 14, 2020 Chicago, IL (ORD) to Newark, NJ (EWR) [Edit search](#)

### Your selected itinerary

Contract carrier

**YCA \$171.96**

UA 1842

Tue, Jul 14, 2:01 PM → 5:30 PM (2h 29m)

ORD ————— EWR

---

Contract carrier
✕

**YCA Govt contract fare**

Tue, Jul 14 Chicago, IL (ORD), 2:01 PM Newark, NJ (EWR), 5:30 PM 717 miles	UA 1842 Coach <a href="#">Fare rules</a> Boeing 737-900 <a href="#">Preview seat map</a>
---	--

Select

Sort by

Price (estimate) ▾

Filters 89 flights

Reset filters

Flight time

Departure

Tue, Jul 14 6:00 AM
Tue, Jul 14 10:00 PM

Arrival

Tue, Jul 14 10:00 AM
Wed, Jul 15 1:00 AM

Price

Contract carrier

**-CA \$141.26**

UA 1195

Tue, Jul 14, 7:46 AM → 11:00 AM (2h 14m)

ORD ————— EWR

---

Contract carrier
✕

**-CA Govt contract fare limited availability**

Tue, Jul 14 Chicago, IL (ORD), 7:46 AM Newark, NJ (EWR), 11:00 AM 717 miles	UA 1195 Coach <a href="#">Fare rules</a> Boeing 737-900 <a href="#">Preview seat map</a>
--	--

Select

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

## 4.6 Out of Policy Flights

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

1. Review the information on the page.

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

## Out of policy

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

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

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

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

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

\* = required

Start over
Continue

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

## 4.7 Selecting Seats

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

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

3. Repeat steps 1–2 for each flight.

**TIP:** You can skip further seat selection at any time by clicking **Skip seat selections**. Any selected seats that have not been saved will be lost. If you skip seat selection, the system automatically assign seats for all flights using your flight preference settings (window or aisle) from your TMC profile.

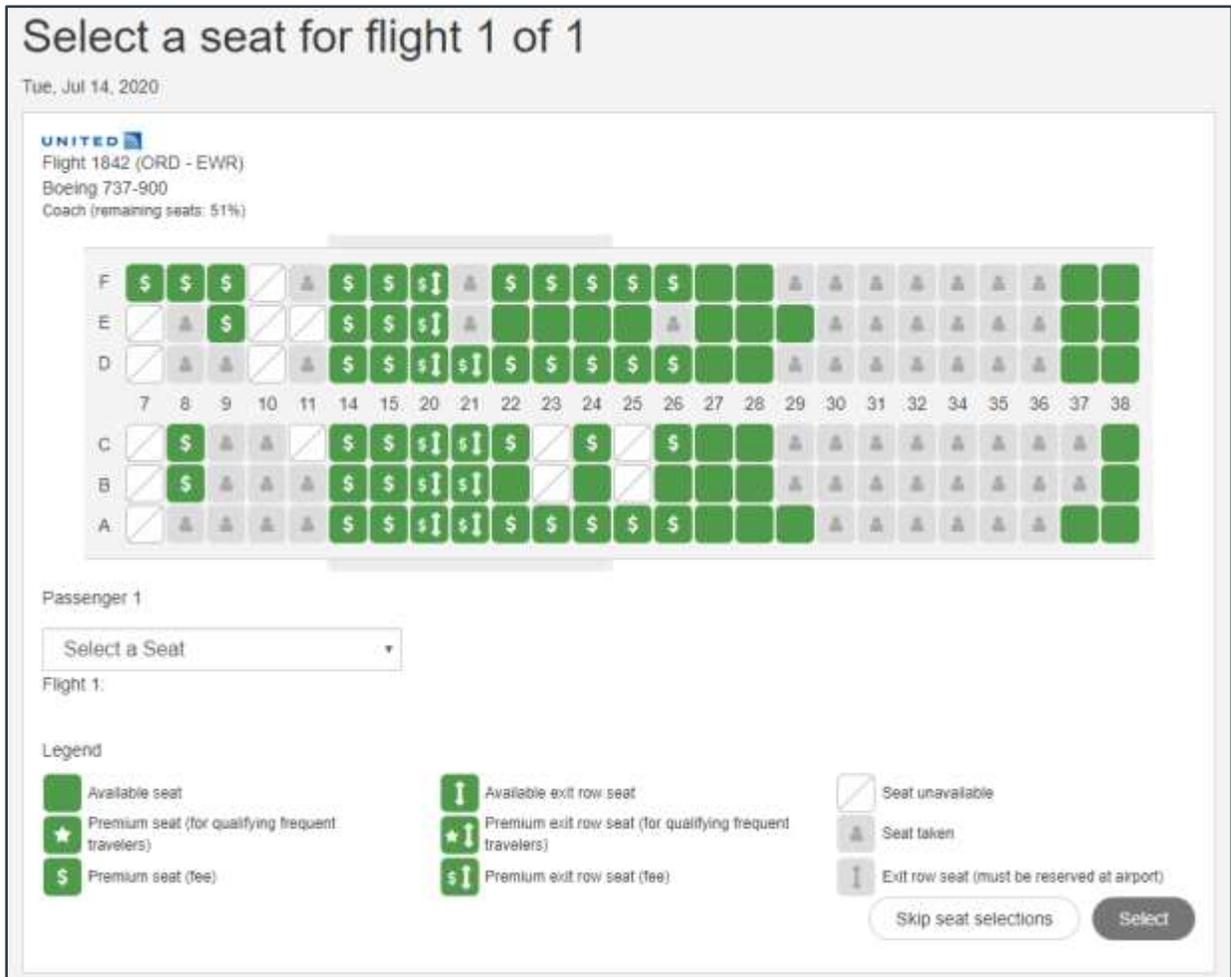


Figure 25: E2 Online Booking Tool — Select a Seat page

## 5 Rail Selection

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

The screenshot shows a 'Select a train' interface. At the top, there is a search bar with a 'Modify search' link and a 'Sort by' dropdown menu set to 'Departure - earliest first'. Below this, two train options are listed:

- Option 1:**
  - 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:** Train 54, VERMONTNER, Total journey time 3:15
  - Fare Options:**
    - \$88.00 (Negotiated) Lowfareclass (Reserved Coach Class Seat)
    - \$136.00 (Negotiated) Upgradeclass (Business Class Seat)
  - [Amenities | Fare rules](#)
  - [Select](#)
- Option 2:**
  - 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:** Train 152, NORTHEAST REGIONAL, Total journey time 3:37
  - Fare Options:**
    - \$69.00 Lowfareclass (Reserved Coach Class Seat)
    - \$117.00 Upgradeclass (Business Class Seat)
  - [Amenities | Fare rules](#)
  - [Select](#)

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

### 5.1 Options

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

This is a close-up view of the second train option from Figure 26. It displays the following 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:** Train 152, NORTHEAST REGIONAL, Total journey time 3:37
- Fare Options:**
  - \$69.00 Lowfareclass (Reserved Coach Class Seat)
  - \$117.00 Upgradeclass (Business Class Seat)
- [Amenities | Fare rules](#)
- [Select](#)

Figure 27: E2 Online Booking Tool — Rail Option Details

### 5.1.1 Government Fares

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

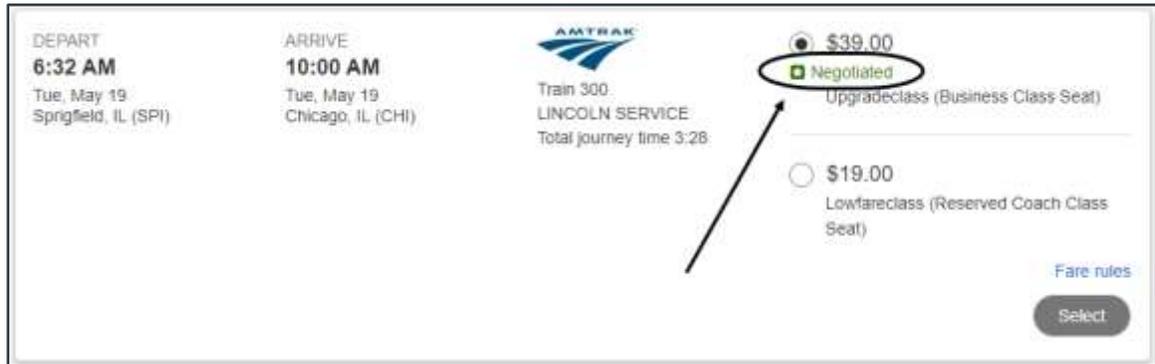


Figure 28: E2 Online Booking Tool — Government Rail Fare Indicator

### 5.1.2 Fare Rules

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

## 5.2 Booking Your Trains

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

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

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

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

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

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

## 5.3 Out of Policy Rail

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

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

## Out of policy

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

## 6 Find a Hotel

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

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

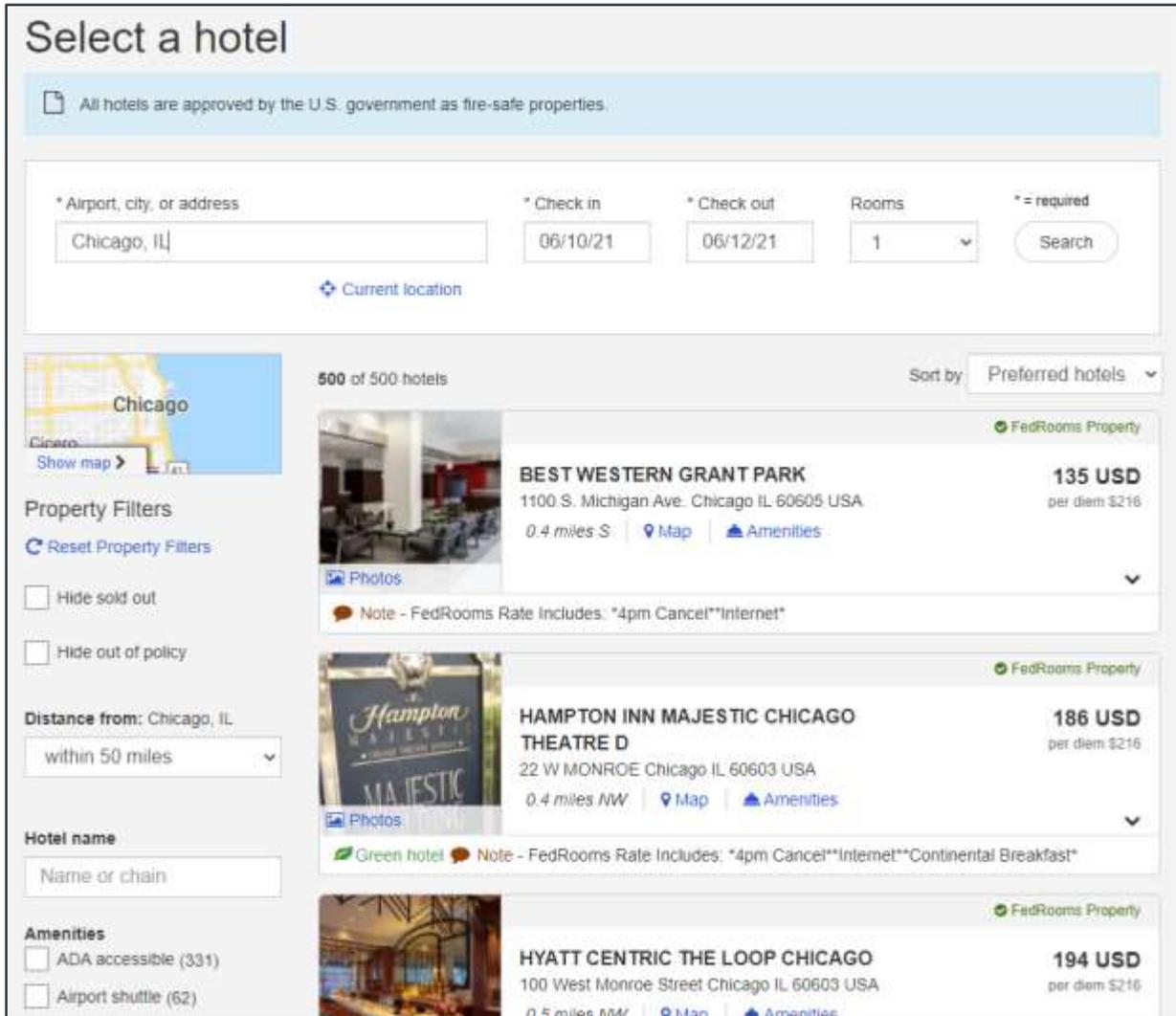


Figure 30: E2 Online Booking Tool — Select a Hotel page

### 6.1 Search Results

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

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

### 6.1.1 Map View

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

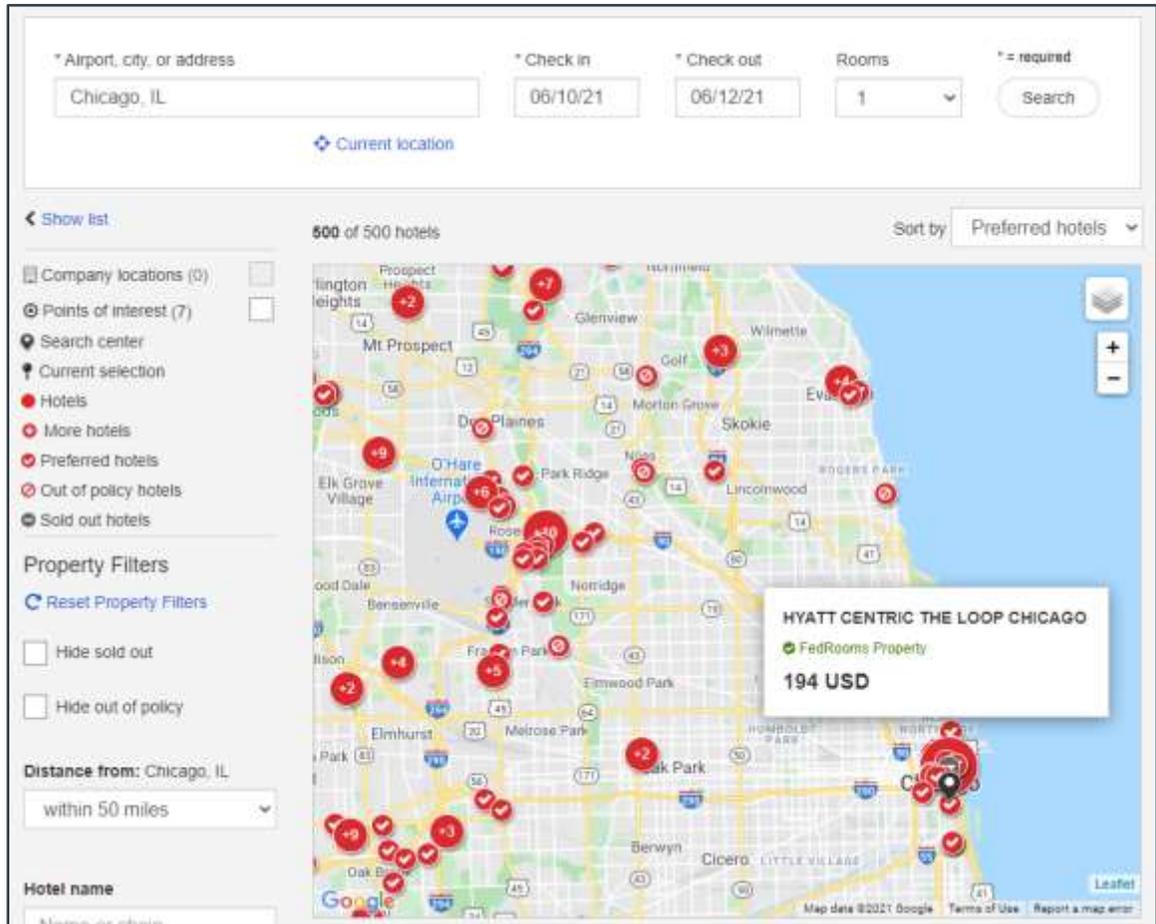


Figure 31: E2 Online Booking Tool — Hotel Map View

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

## 6.2 Hotel Cards and Drawers

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

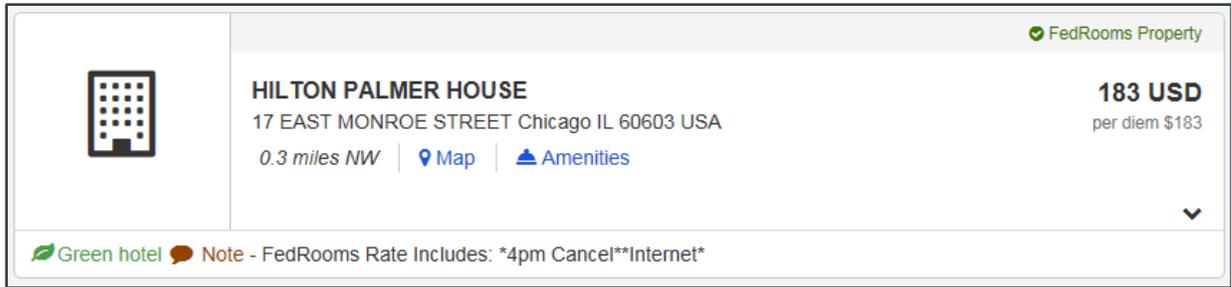


Figure 32: E2 Online Booking Tool — Hotel card

### 6.2.1 Drawers

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

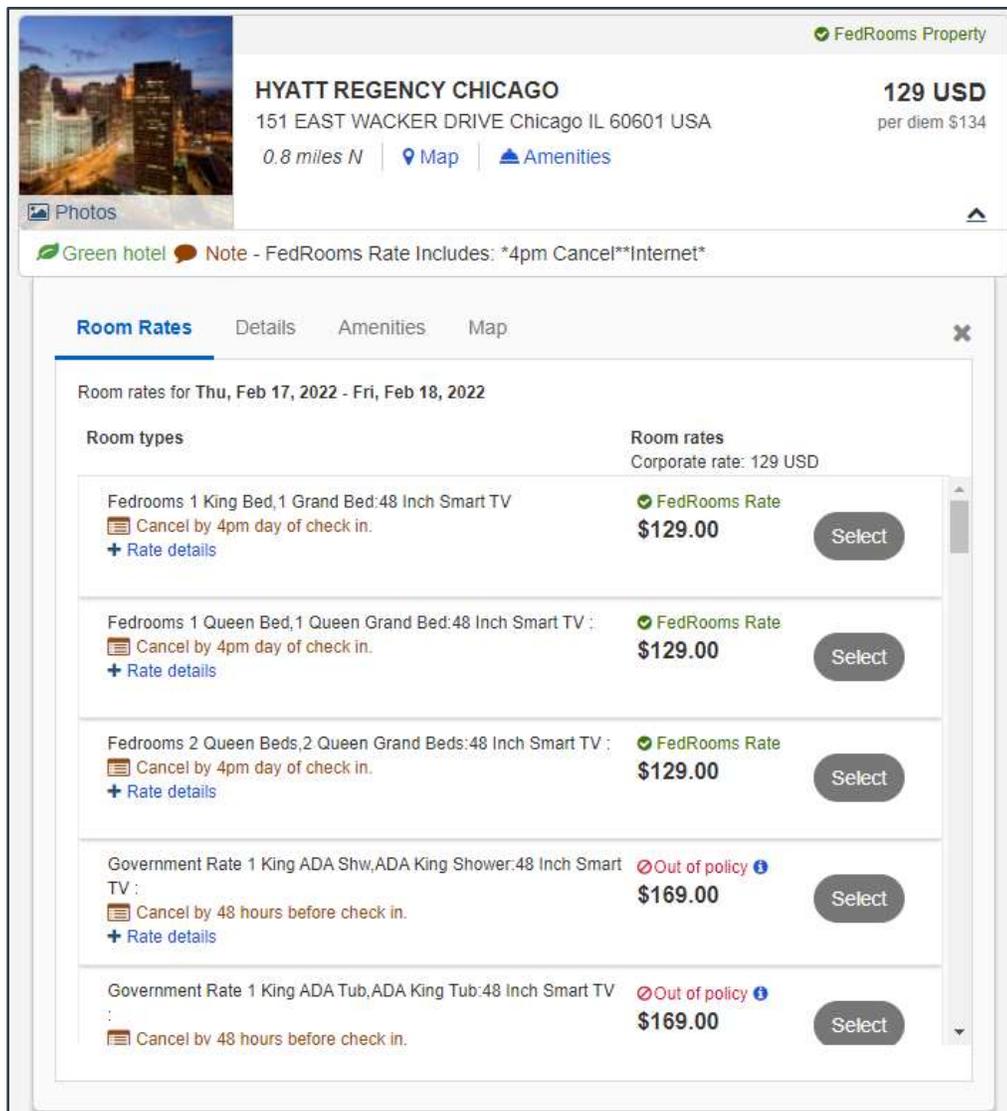


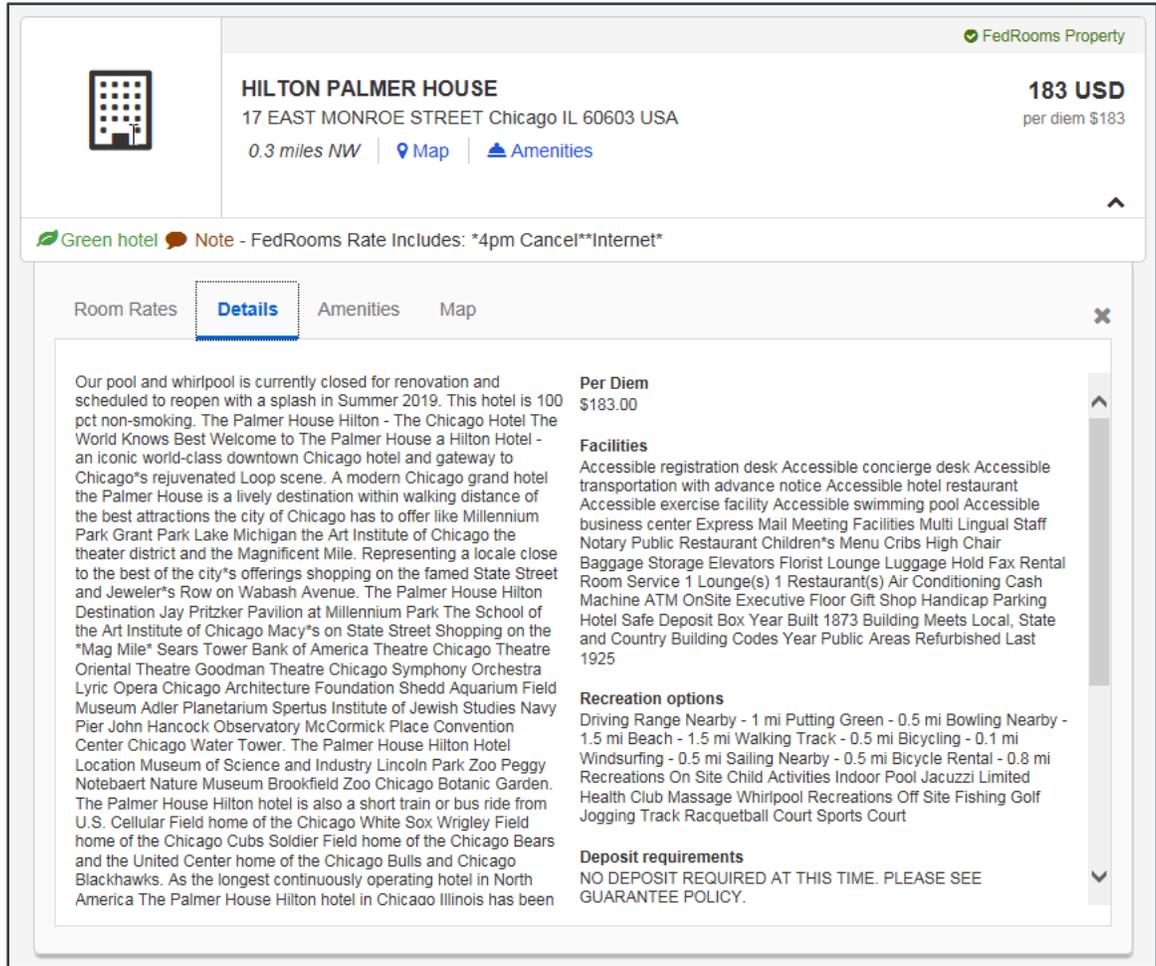
Figure 33: E2 Online Booking Tool — Hotel drawer, Room Rates tab

**6.2.1.1 Room Rates**

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

**6.2.1.2 Details**

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



**Figure 34: E2 Online Booking Tool — Hotel drawer, Details tab**

**6.2.1.3 Amenities**

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

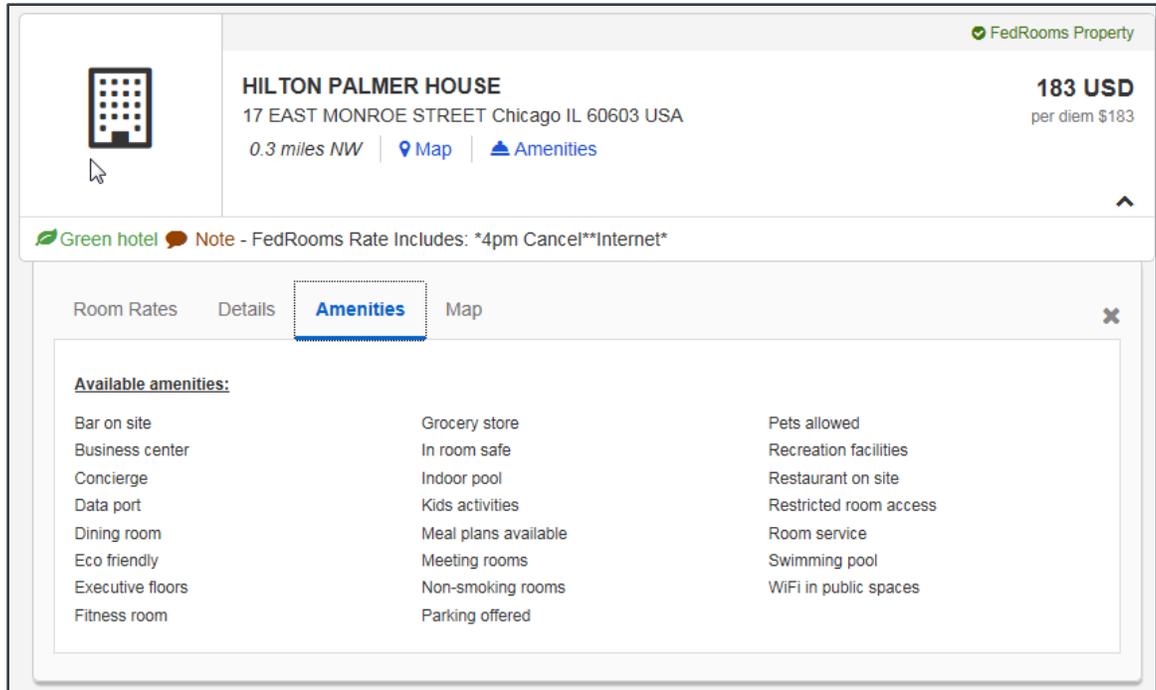


Figure 35: E2 Online Booking Tool — Hotel drawer, Amenities tab

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

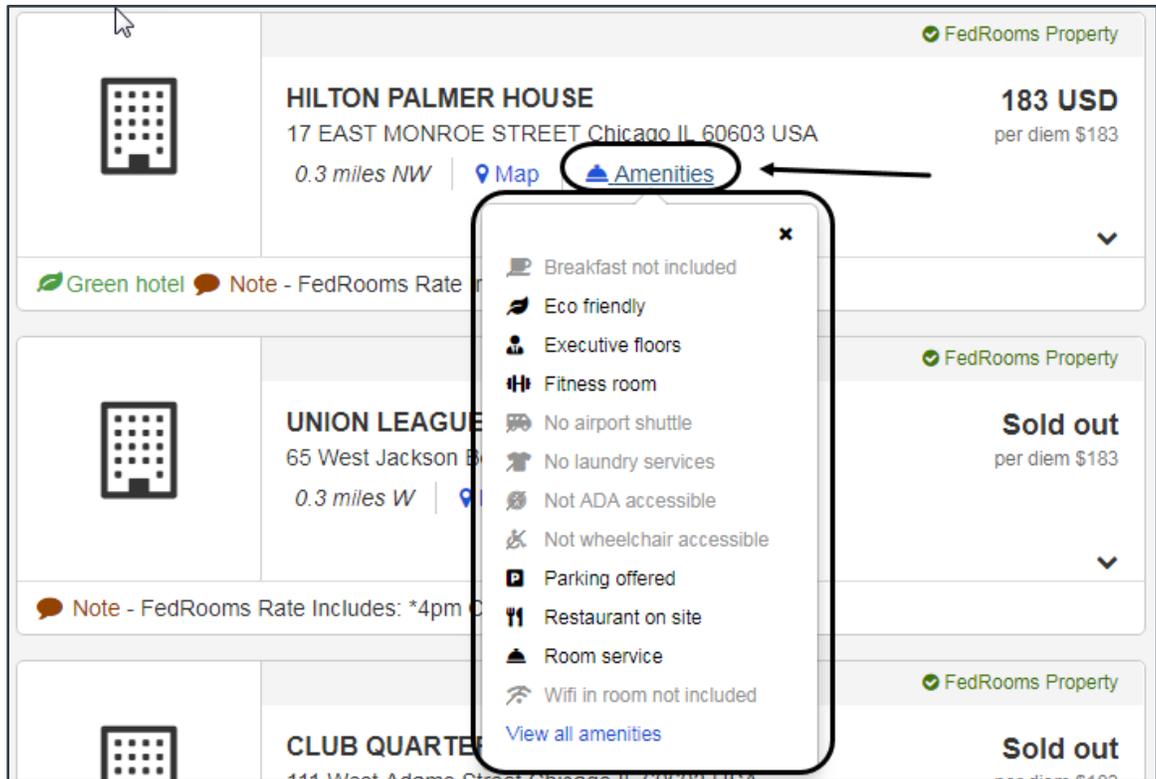


Figure 36: E2 Online Booking Tool — Hotel card, Amenities link and list

### 6.2.1.4 Map

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

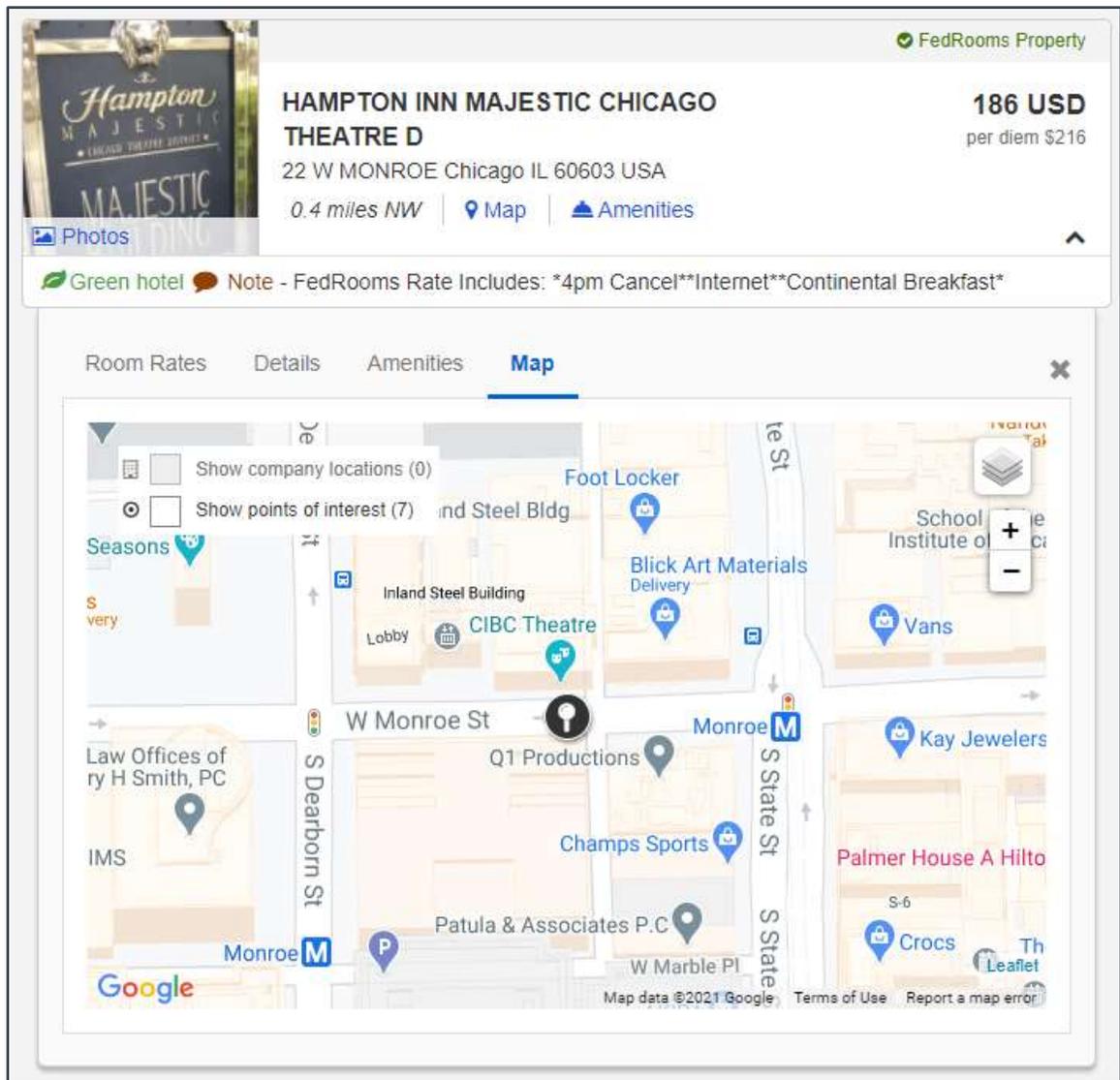


Figure 37: E2 Online Booking Tool — Hotel drawer, Map tab

## 6.3 Additional Maintenance Options

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

### 6.3.1 View Trip Details

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

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

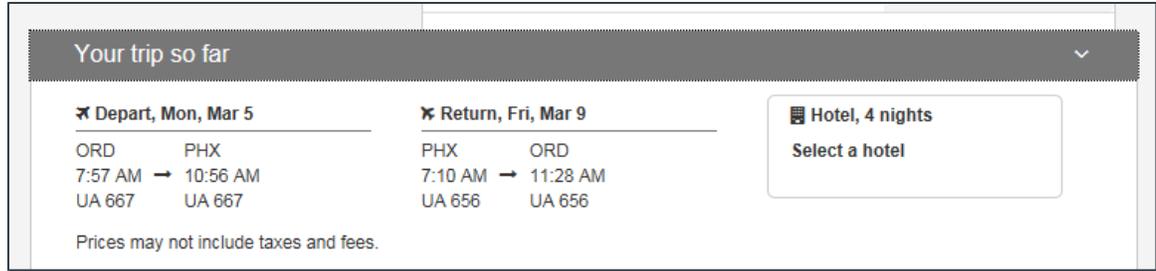


Figure 38: E2 Online Booking Tool — Select a Hotel page, Your Trip So Far expanded dock bar

### 6.3.2 Modify the Current Search

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

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

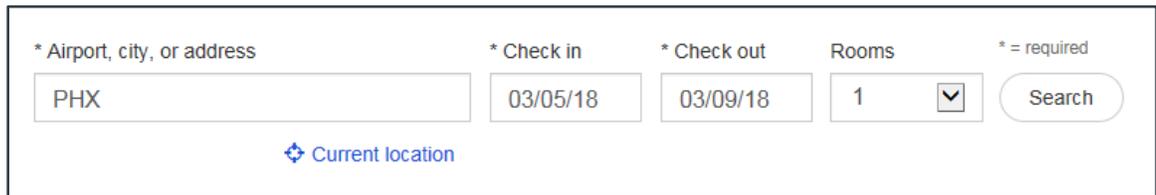


Figure 39: E2 Online Booking Tool — Select a Hotel search panel

Complete the following steps to change your search criteria.

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

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

### 6.3.3 Sort the List

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

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

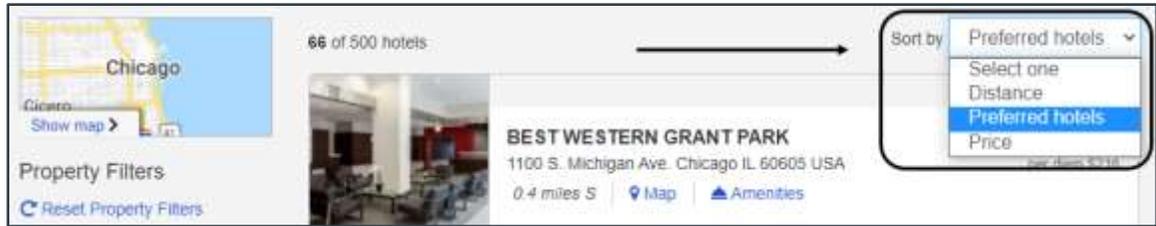


Figure 40: E2 Online Booking Tool — Hotel Sort By list

### 6.3.4 Filter the List

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

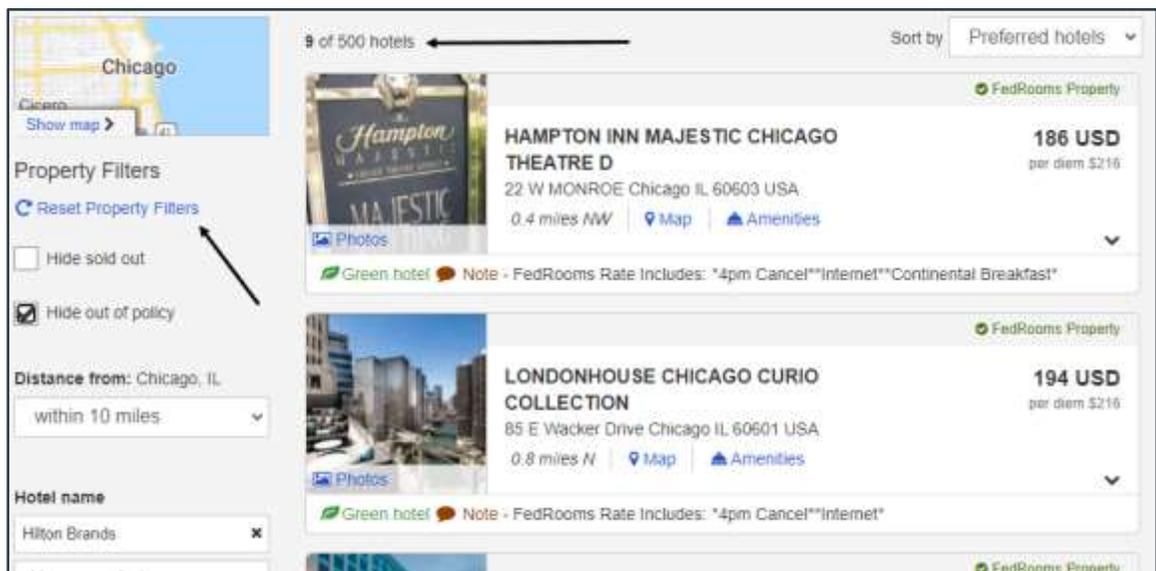


Figure 41: E2 Online Booking Tool — Hotel Filters & Filtered List

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

#### 6.3.4.1 "Hide" Filters

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

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

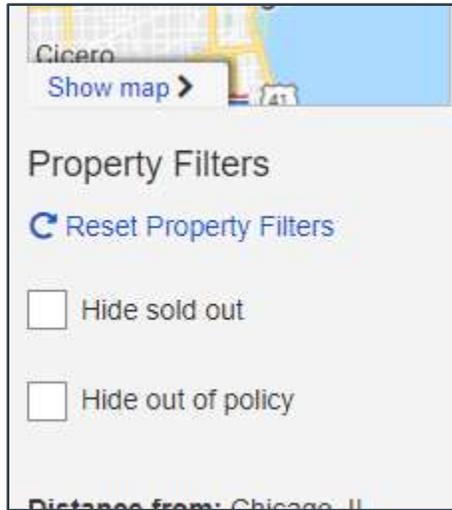


Figure 42: E2 Online Booking Tool — "Hide" filters

**6.3.4.2 Distance Filter**

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

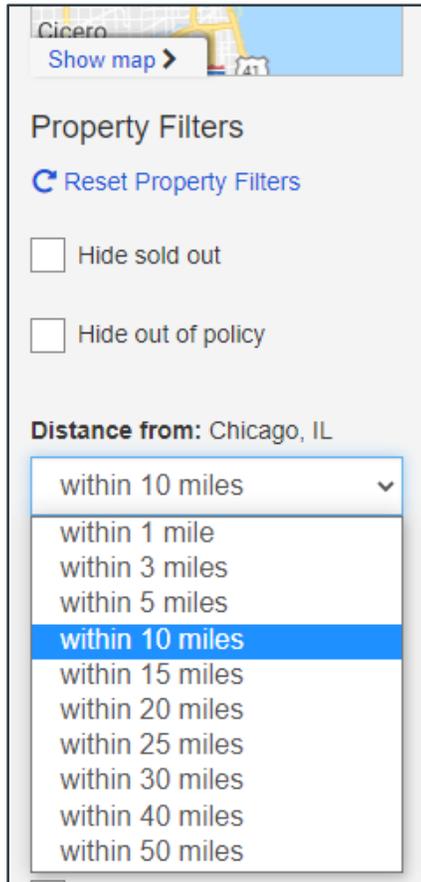
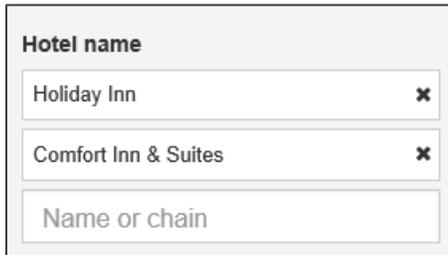


Figure 43: E2 Online Booking Tool — Hotel Distance filter

**6.3.4.3 Hotel Name Filter**

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

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

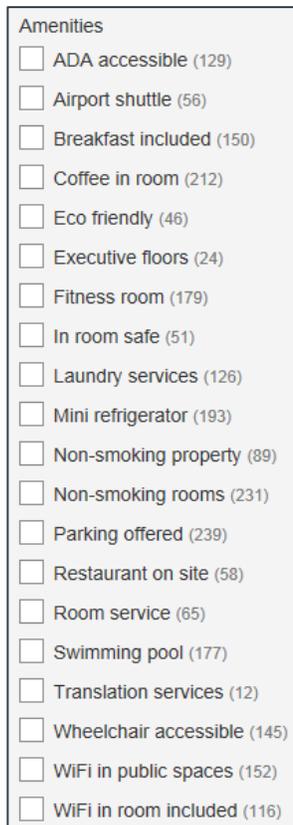


**Figure 44: E2 Online Booking Tool — Hotel Name filter**

**6.3.4.4 Amenities Filters**

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

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



**Figure 45: E2 Online Booking Tool — Hotel Amenities filter**

## 6.4 Booking Your Hotel

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

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

**Rate details and cancellation policy** ✕

**Rate details**

382.08 USD Total Rate Before Taxes  
**448.56 USD Total Rate After Taxes**

**Per Diem: 216.00 USD**

- Jun 10 - Jun 11 : 193.03 USD per night
- Jun 11 - Jun 12 : 189.05 USD per night

Average Nightly Rate Before Taxes 191.04 USD  
 Average Nightly Rate Including Taxes 224.28 USD

**Cancellation/Guarantee**   Room Details   Other

- **Cancellation Policy: 24 Hr Cancel Required**
- Guarantee Policy
  - Accepted Cards: American Express (ax) Diners Club Card (dc) Discover Card (ds) Master Card (mc) Optima (op) Visa (vi) Visa (vs) Mastercard (ca) Master Card (ik)

*Figure 46: E2 Online Booking Tool — Rate Details and Cancellation Policy window*

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

## 6.5 Out of Policy Room or Hotel

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

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

## Out of policy

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

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

- A company preferred hotel option is available. - Denver

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

- No FedRooms facilities close to TDY location
- No vacancies avail. at FedRooms property
- My Agency has other contractual arrangements
- FedRooms property does not meet mission reqmts
- Attending conference with prearranged lodging
- My travel is OCONUS

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

Figure 47: E2 Online Booking Tool — Hotel Out of Policy page

## 7 Choose a Rental Car

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

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

Figure 48: E2 Online Booking Tool — Search Cars page

### 7.1 Search for Cars

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

### 7.1.1 Pick-up Location

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

#### 7.1.1.1 Airport

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

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

Figure 49: E2 Online Booking Tool — Rental Car Pickup Location, Airport tab

#### 7.1.1.2 Rail Station

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

The screenshot shows the same "Pick-up location" form, but with the "Rail station" tab selected. The address field is populated with "Chicago", "225 South Canal Street", and "Chicago". Below the address field is a "Distance from station" label and a dropdown menu currently showing "Within 10mi/16km". The "Drop off at a different location" checkbox remains unchecked.

Figure 50: E2 Online Booking Tool — Rental Car Pickup Location, Rail Station tab

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

**7.1.1.3 Hotel**

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

**Pick-up location**

Airport Hotel Address

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

Distance from hotel

Within 10mi/16km ▼

Drop off at a different location

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

**7.1.1.4 Address**

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

### Pick-up location

Address

\* City

State/province

▼

Zip/postal code

Country

▼

Distance from address

▼

Drop off at a different location

**Figure 52: E2 Online Booking Tool — Rental Car Pickup Location, Address tab**

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

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

#### 7.1.1.5 Drop-off Location

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

The screenshot shows two location selection panels. The 'Pick-up location' panel has tabs for 'Airport', 'Hotel', 'Address', and 'Rail station'. The 'Hotel' tab is selected, showing 'LA QUINTA INN STE CHICAGO DOWNTOWN' with address 'One South Franklin, Chicago, IL 60608', phone '1-312-558-1020', fax '1-312-556-1014', and a 'Distance from hotel' dropdown set to 'Within 10mi/16km'. The 'Drop-off location' panel has the same tabs. The 'Address' tab is selected, showing 'Chicago, 225 South Canal Street, Chicago' and a 'Distance from station' dropdown set to 'Within 10mi/16km'. A double-headed arrow connects the two panels. A checkbox 'Drop off at a different location' is checked at the bottom left.

Figure 53: E2 Online Booking Tool — Rental Car Drop-off Location

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

## 7.1.2 Dates

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

The 'Dates' section contains four input fields arranged in a row. Each field has a label with an asterisk: '\* Pick-up date', '\* Pick-up time', '\* Drop-off date', and '\* Drop-off time'. The values entered are '03/18/20', '4:00 pm' (with a dropdown arrow), '03/21/20', and '2:00 pm' (with a dropdown arrow).

Figure 54: E2 Online Booking Tool — Search Cars, Dates

### 7.1.2.1 Pick-up Date

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

### 7.1.2.2 Drop-off Date

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

### 7.1.3 Car Type

The "Car type" section allows you to indicate the type of rental car for which you are searching. Click on a check box to insert or remove a check mark; you can search for up to five different car types.

**Car type** (select up to five)

Cars	SUV and trucks
<input checked="" type="checkbox"/> Economy <input checked="" type="checkbox"/> Compact <input checked="" type="checkbox"/> Intermediate <input checked="" type="checkbox"/> Standard <input checked="" type="checkbox"/> Full size	<input type="checkbox"/> Compact SUV <input type="checkbox"/> Intermediate SUV <input type="checkbox"/> Standard SUV <input type="checkbox"/> Full sized SUV <input type="checkbox"/> Premium SUV <input type="checkbox"/> Luxury SUV <input type="checkbox"/> All terrain <input type="checkbox"/> Compact truck <input type="checkbox"/> Intermediate truck <input type="checkbox"/> Standard truck <input type="checkbox"/> Full sized truck <input type="checkbox"/> Premium truck

*Figure 55: E2 Online Booking Tool — Search Cars, Car Type*

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

### 7.1.4 Car Features

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

## 7.2 Select a Car

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

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

## Select a car

**Search recap** [Edit search](#)

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

Sort by Select one ▾

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

Figure 56: E2 Online Booking Tool — Select a Car page

## 7.2.1 Select a Car Options

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

### 7.2.1.1 Car Details

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

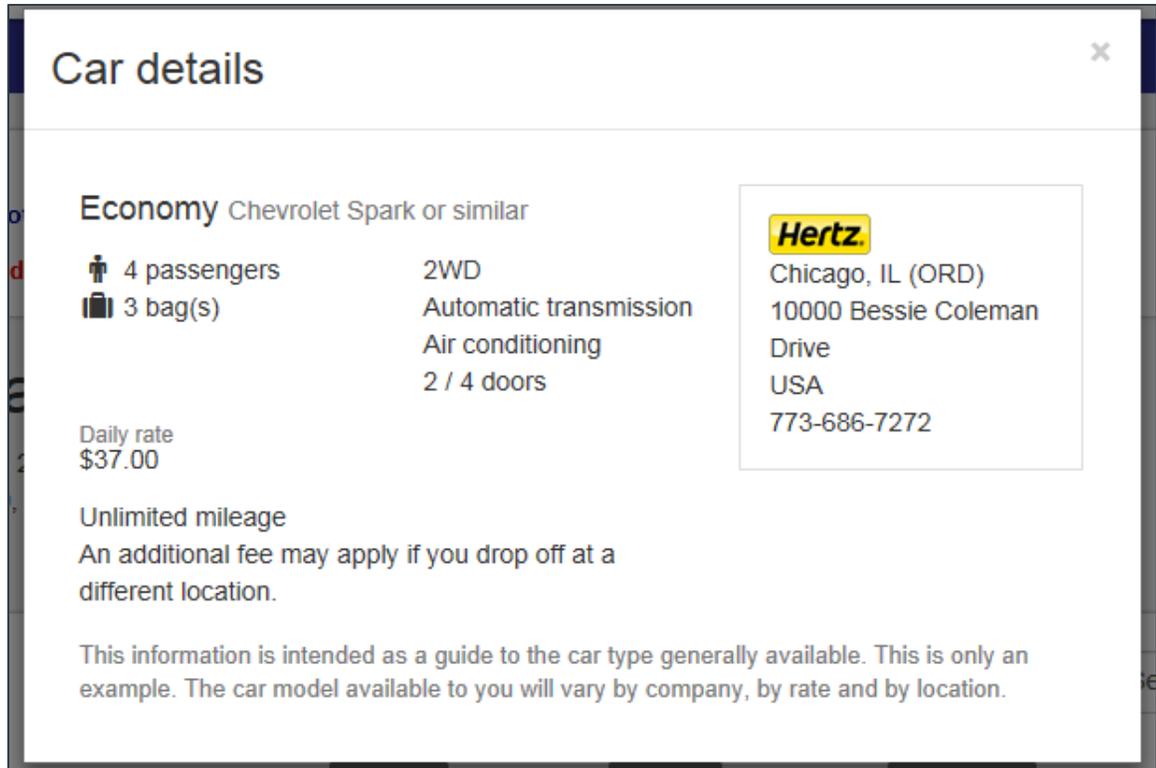


Figure 57: E2 Online Booking Tool — Rental Car Details

**7.2.1.2 Out of Policy**

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

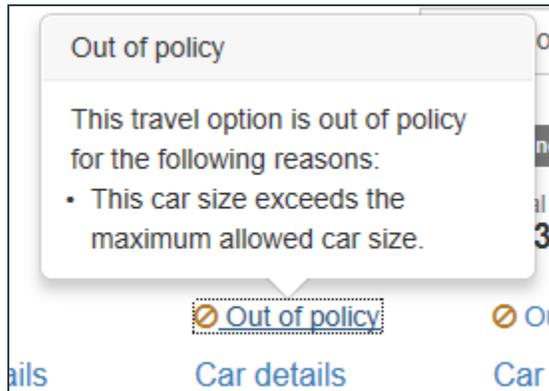


Figure 58: E2 Online Booking Tool — "Out of Policy" Rental Car

**7.2.1.3 Transmission Type**

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



Figure 59: E2 Online Booking Tool — Transmission Type Alert

### 7.3 Additional Maintenance Options

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

#### 7.3.1 View Trip Details

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

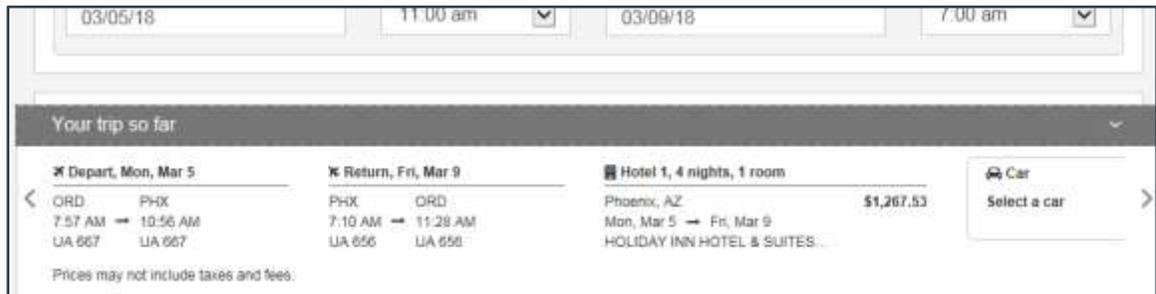


Figure 60: E2 Online Booking Tool — Search Cars page, Your Trip So Far expanded dock bar

#### 7.3.2 Modify the Current Search

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

#### 7.3.3 Sort the List

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

### 7.4 Booking Your Rental Car

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

### 7.5 Out of Policy Rental Car

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

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

## Out of policy

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

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

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

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

Medical disability or other special need (CE1)

Agency mission (CE2)

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

Multiple employees (CE4)

Large amounts of Government material (CE5)

Safety - severe weather, rough terrain (CE6)

No compact car available (CE7)

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

Figure 61: E2 Online Booking Tool — Rental Car Out of Policy page

## 8 Review Trip Details and Checkout

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

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

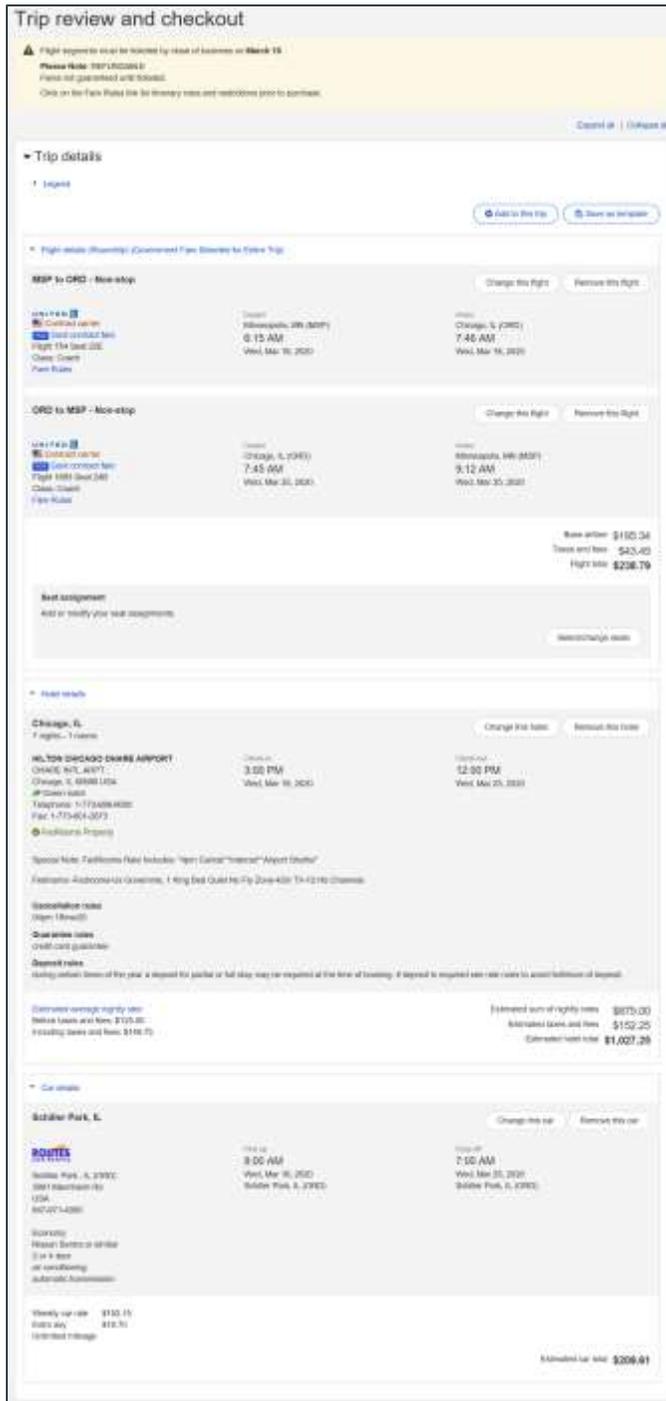


Figure 62: E2 Online Booking Tool — Trip Review and Checkout page (Trip Details section)

▶ Traveler details

▶ Billing information

▶ Delivery information

▶ Additional information

▼ Estimated trip cost breakdown
 

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

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

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

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

**By purchasing, I agree to the hazardous materials restrictions.**

\* = required

Start Over
Complete Reservation

Figure 63: E2 Online Booking Tool — Trip Review and Checkout page (remaining sections)

## 8.1 Review Trip Details

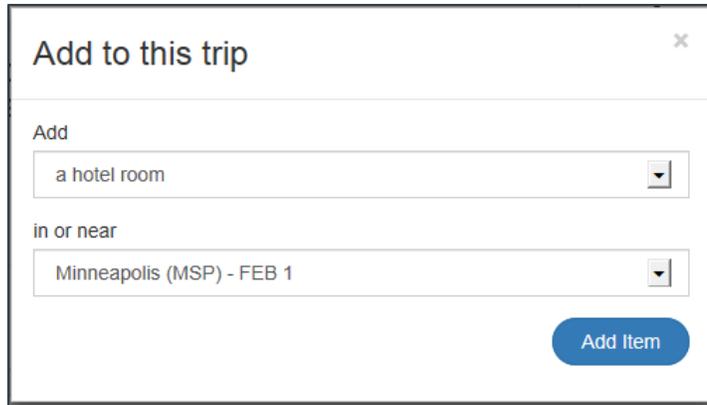
As you review the components of your trip, you can modify or delete your current selections. Click the **Change this...** button for any item in the "Trip Details" section to make a change. For example, click **Change this flight** to adjust your search criteria and look for another flight, click **Remove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

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

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

### 8.1.1 Multiple Destinations

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



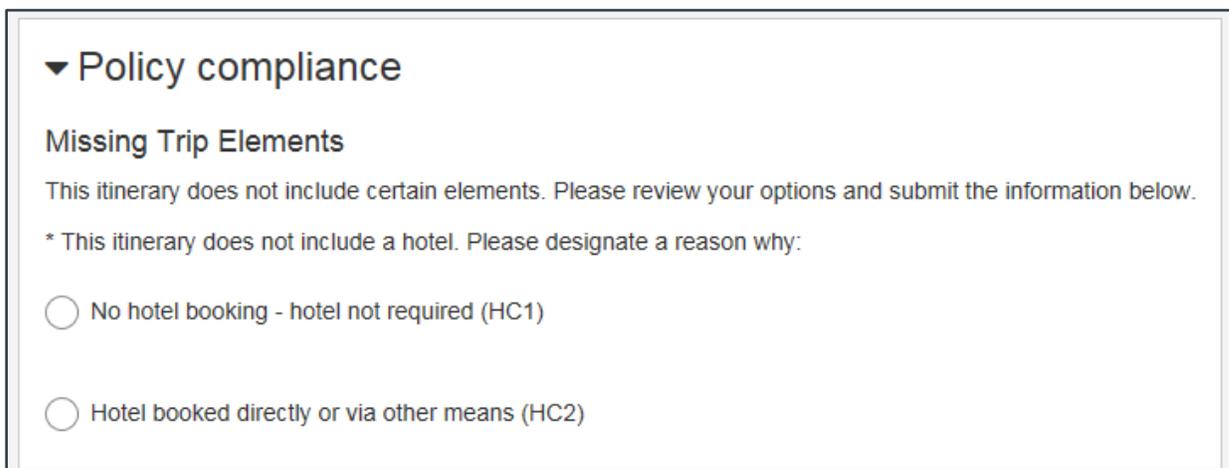
**Figure 64: E2 Online Booking Tool — Add to This Trip window**

Complete the following steps.

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

## 8.2 Review Policy Compliance

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



**Figure 65: E2 Online Booking Tool — Trip Review and Checkout, Policy Compliance**

## 8.3 Review Traveler Details

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

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

**▼ Traveler details**

\* First name  Middle name  \* Last name

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

\* Date of birth

\* Gender

Redress number [?](#)

Special requests

Special needs  Meal requests (when possible)

Loyalty programs [?](#)

[Read the loyalty programs disclaimer](#)

Traveling on United

Airline loyalty program  Frequent flyer number

Hotel loyalty program  Hotel frequent traveler number

Dollar Frequent traveler number

**Figure 66: E2 Online Booking Tool — Trip Review and Checkout, Traveler Details**

Complete the following steps.

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

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

2. Specify any special needs or meal requests.

### 8.3.1 Secure Flight

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

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

## 8.4 Review Billing Information

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

▼ Billing information

Enter Credit Card Only for Hotel Guarantee.

**Flight billing information**

\* Bill to

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

---

**Hotel billing information**

\* Bill to

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

---

**Car billing information**

No credit card is required at this time.

Figure 67: E2 Online Booking Tool — Trip Review and Checkout, Billing Information

## 8.5 Review Delivery Information

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

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

▼ Delivery information

\* Recipient

Ticket type

Delivery instructions

E-mail address

\* Address line 1

Address 2

\* City                      \* State/Province                      \* Postal code  
                                           

\* Country

\* Telephone #

Figure 68: E2 Online Booking Tool — Trip Review and Checkout, Delivery Information

## 8.6 Review Additional Information

If you need copies of your reservations for this trip sent to additional people, or if you have a special need or request, enter that information in this section.

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

▼ **Additional information**

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

Additional e-mail address 1

Additional e-mail address 2

Additional e-mail address 3

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

General Needs or Special Requests

TEST BOOKING DO NOT TICKET

364 characters remaining

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

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

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

## 8.7 Complete Your Reservation

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

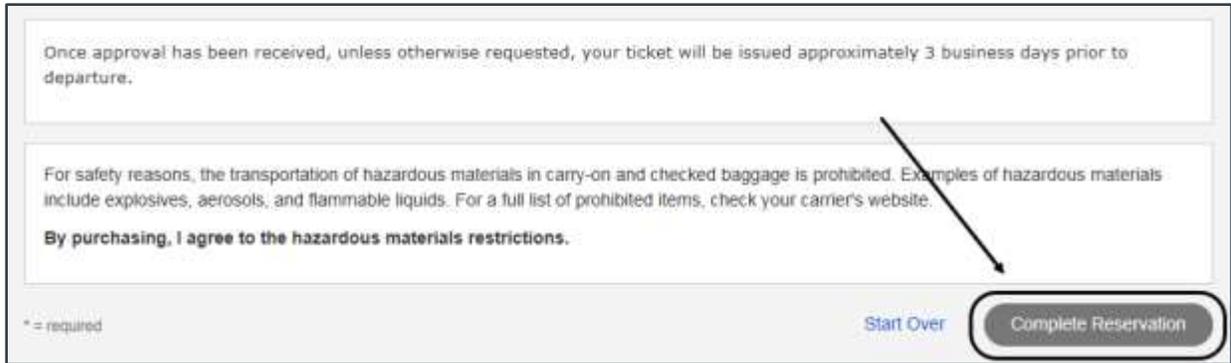


Figure 70: E2 Online Booking Tool — Trip Review and Checkout, Complete Reservation

### 8.7.1 Rail Terms and Conditions

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

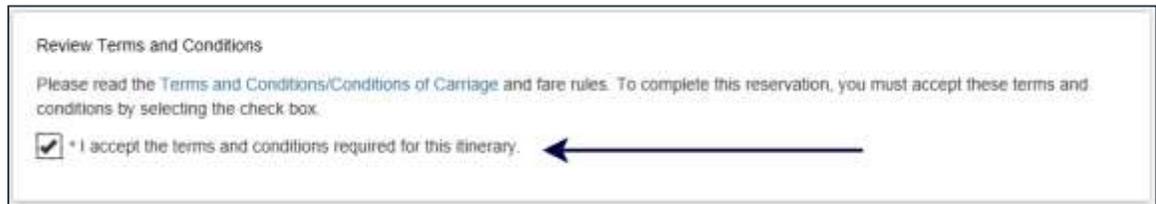


Figure 71: E2 Online Booking Tool — Trip Review and Checkout, Rail Terms and Conditions

## 8.8 Booking Confirmation

A *Booking Confirmation* email is sent to you, when the purchase is complete, with the details of your reservation.

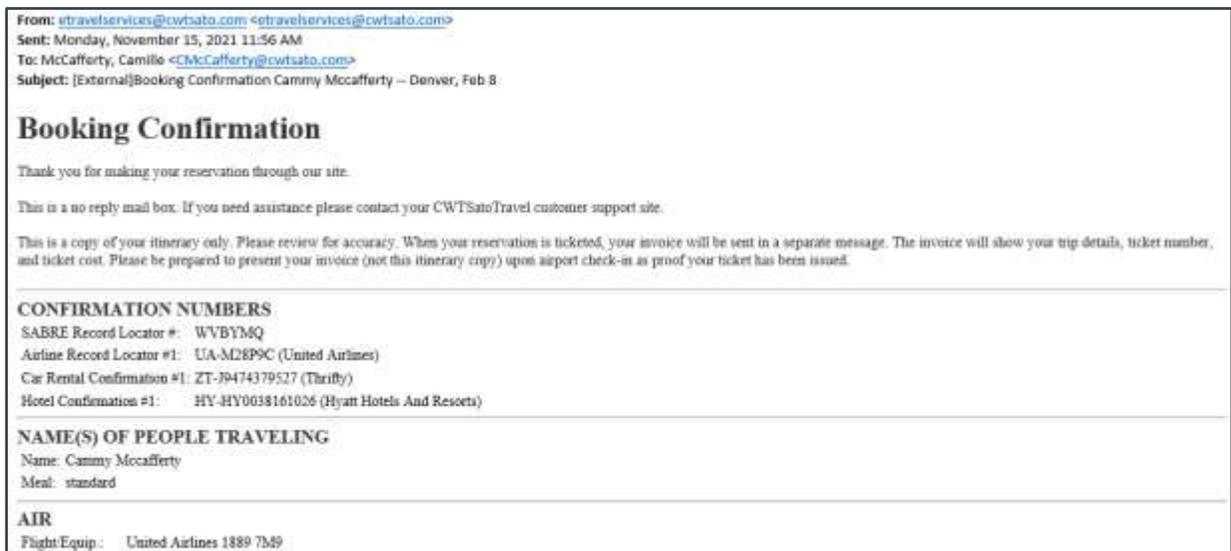


Figure 72: Sample Booking Confirmation Email — Part 1

**AIR**  
 Flight Equip.: United Airlines 1689 739  
 Depart: Tuesday, Feb 8 06:46 Washington (LAD)  
 Arrive: Tuesday, Feb 8 08:45 Denver (DEN)  
 Stops: non-stop  
 Class: Coach  
 Status: Confirmed  
 Seats Requested:

**CAR**  
 Vendor: Thrifty  
 Pick-up: Tuesday, Feb 8 09:00 Denver  
 Address: [23588 East 78th Avenue In Terminal Denver Intl Airport](#)  
 Tel.: 877 283-0898  
 Drop-Off: Wednesday, Feb 9 07:00 Denver  
 Address: [23588 East 78th Avenue In Terminal Denver Intl Airport](#)  
 Tel.: 877 283-0898  
 Car size: Intermediate  
 Confirmation #: 09474379527  
 Rate: \$1.00 USD/daily Unlimited Mileage; Extra Day: 61.00; Extra Hour: 21.00  
 Total Car Cost: \$7.86 USD  
 Special Requests:

**HOTEL**  
 Name: HYATT HOUSE DENVER AIRPORT  
 Location: Denver, CO  
 Address: 18741 East 71st Street, Denver, CO 80249 USA  
 Check-in: Tuesday, Feb 8 15:00  
 Check-out: Wednesday, Feb 9 12:00  
 Hotel Confirmation #: HY8038161026  
 Number of Rooms: 1  
 Phone: 1-303-628-7777  
 Fax: 1-303-628-7778  
 Average Rate before taxes and fees: 125.00 USD (per night/room)  
 Average Rate including taxes and fees: 144.81 USD (per night/room)  
 Special Note: Fee/Room Rate Includes: \*4pm Cancel\*\*Internet\*\*Breakfast\*\*Parking\*\*Airport Transportation\*

**AIR**  
 Flight Equip.: United Airlines 1840 Boeing 737-900  
 Depart: Wednesday, Feb 9 07:30 Denver (DEN)  
 Arrive: Wednesday, Feb 9 12:44 Washington (LAD)  
 Stops: non-stop  
 Class: Coach  
 Status: Confirmed  
 Seats Requested:

**FARE INFORMATION**  
 Base Airfare (per person): 939.54 USD  
 Total Taxes and/or Applicable fees (per person): 99.27 USD  
 Total Flight (per person) excluding Air Extras: 1038.81 USD  
 Flight segments must be ticketed by close of business on Tuesday, Feb 8, 2022

Fare Details: WAS UA DEN469.77UA WAS469.77USD939.54END ZPIADDEN XFIAD4.5 DEN4.5  
 Penalty: REFUNDABLE

**AGENCY INFORMATION**  
 Agency: CWT Sato  
 San Antonio, TN, US

**DELIVERY INFORMATION**  
 Deliver To:  
 Name: Canny McCafferty  
 Address: 77 K St NE 1000  
 Washington DC 20002  
 Phone: 202-555-8523  
 Email: [cmccafferty@cwtusato.com](mailto:cmccafferty@cwtusato.com)  
 Shipper: E-Tel

**PAYMENT INFORMATION**  
 Visa Card Number: 1118

**SPECIAL REQUESTS**  
 General Requests or Special Needs: TEST BOOKING DO NOT TICKET

**TRAVEL ARRANGEMENTS**  
 Travel Arranged By: Canny McCafferty  
 Travel Arranged For: Canny McCafferty

**HAVE A GREAT TRIP**  
 May Contain CLU

This e-mail and any attachments may contain confidential and/or proprietary information. If you received this e-mail in error, please notify the sender immediately by reply e-mail and delete the e-mail and any attachments, any further use of such e-mail or attachments is strictly prohibited.

Figure 73: Sample Booking Confirmation Email — Part 2

## 9 Returning to E2

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

### 9.1 Authorization

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

#### Step 2 : Reservation

Traveler Name: IRIS LINCOLN   Trip ID: 287723   Authorization Status: Reservations Booked

Your last date to ticket this reservation is 21-Jun-2018.

Confirmation Number: EFZRGM

**Air**

Departure Date	From	To	Fare Type	Cabin Class	Flight #	Vendor	Last Update	Vendor Confirmation	Change Existing Reservation
Sunday, June 24, 2018 06:20pm	IAD/Dulles International (IAD)	LHR/Heathrow (LHR)	-DG	ECONOMY	918	United Airlines	Thursday, January 25, 2018	NSC0YW	<a href="#">Change Existing Reservation</a>
Saturday, June 30, 2018 07:30am	LHR/Heathrow (LHR)	IAD/Dulles International (IAD)	-DG	ECONOMY	123	United Airlines	Thursday, January 25, 2018	NSC0YW	<a href="#">Change Existing Reservation</a>

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

**Car**

Pick-up	Pick-up Location	Drop-off	Drop-off Location	Vendor	Vendor Confirmation	Change Existing Reservation
Monday, June 25, 2018 07:00am	LHR London Heathrow (LHR)	Saturday, June 30, 2018 07:00am	LHR London Heathrow (LHR)	Hertz	H5572406829 (ZE)	<a href="#">Change Existing Reservation</a>

**Hotel**

Checkin Date	Checkout Date	Address	Vendor	Vendor Confirmation	Change Existing Reservation
Monday, June 25, 2018 02:00pm	Saturday, June 30, 2018 11:00am	Holiday Inn Exp Leeds	Holiday Inn	61713463	<a href="#">Change Existing Reservation</a>

**Ticket Data**

No ticket data available.

[Make New Reservation](#)  
[Manage Trip Reservations](#)  
[Refresh Reservation Details](#)

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

Figure 74: Authorization Reservation — Itinerary Information

Your travel destinations are automatically added to the fields on the Site Details page, and the Expenses page is automatically updated with any expenses relevant to the reservation, such as an Airfare or Rail expense (depending on the type of transportation booked), a Rental Car expense (if a rental car was booked with the reservations), and/or the TMC Fee expense.

### Step 4 : Expenses

Traveler Name: CARLOS GARCIA    Trip ID: 329323    Authorization Status: Reservations Booked

**Expense Information**

Travel Charge Card:	458.20	Traveler:	694.50
Unassigned:	0.00	Amount:	1152.70

[Filter Options](#)

Order by: Date    Sort Ascending    Sort Descending

Date	Type	Amount	Description	Pay To	Alerts	Modify Copy Delete
08-Mar-2022	Airfare	432.80	Commercial Plane expense generated from Confirmation Number: VHQTKH	Travel Charge Card		<a href="#">Modify</a> <a href="#">Copy</a> <a href="#">Delete</a>
08-Mar-2022	Lodging	453.00	Lodging expense in Phoenix, AZ, United States including lodging taxes	Traveler		<a href="#">Modify</a>
08-Mar-2022	Meals and Incidentals	241.50	M&IE expense in Phoenix, AZ, United States	Traveler		<a href="#">Modify</a>
08-Mar-2022	TMC Fee (Online with Air or Rail)	9.35	Estimated TMC Fee expense generated from Confirmation Number: VHQTKH	Travel Charge Card		<a href="#">Modify</a> <a href="#">Copy</a> <a href="#">Delete</a>
11-Mar-2022	Voucher Transaction Fee	16.05	Voucher Transaction Fee	Travel Charge Card		

Showing 1 - 5 of 5

[Remark](#) [Reduced](#)

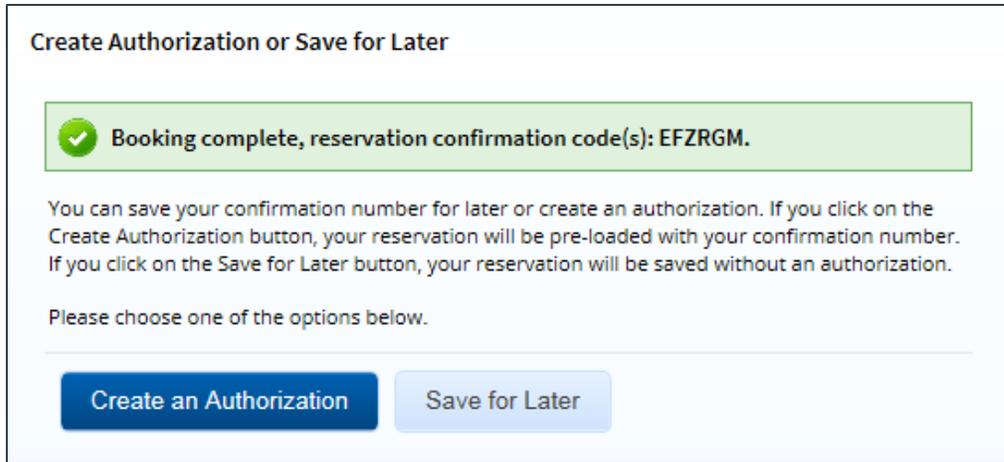
[Add New Expense](#)

Next Step    [Back to Step 3: Site Details](#)

Figure 75: Authorization Expenses — Reservation-Related Expenses

## 9.2 Make Reservations

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



*Figure 76: My E2 — Create Authorization or Save for Later window*

- Click **Create Authorization** to begin the authorization workflow. The authorization's Reservation step automatically loads your new reservation information, the Site Details step populates with your travel destinations, and the Expenses step updates with any reservation-related expenses.
- Click **Save for Later** to hold your new reservation. You can use it to create a new authorization, or associate it with an existing authorization, at a later time.

## 10 Attaching Invoice PDFs

Itinerary receipts provided by the CWT TMC will be automatically attached to the traveler’s document without the need for manual intervention, which will reduce the steps required to complete the trip.

### 10.1 Processing Service

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

### 10.2 Accessing the Trip Invoice

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

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

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

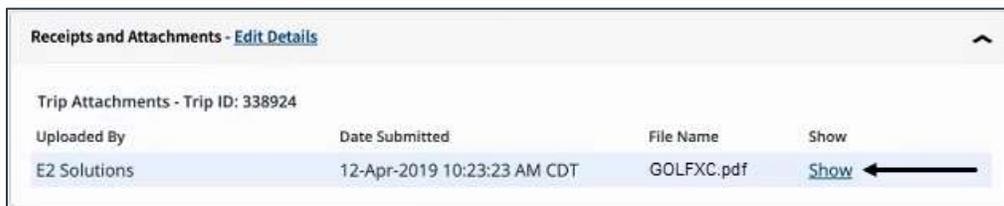


Figure 77: Authorization Summary — Receipts and Attachments, Attached Invoice

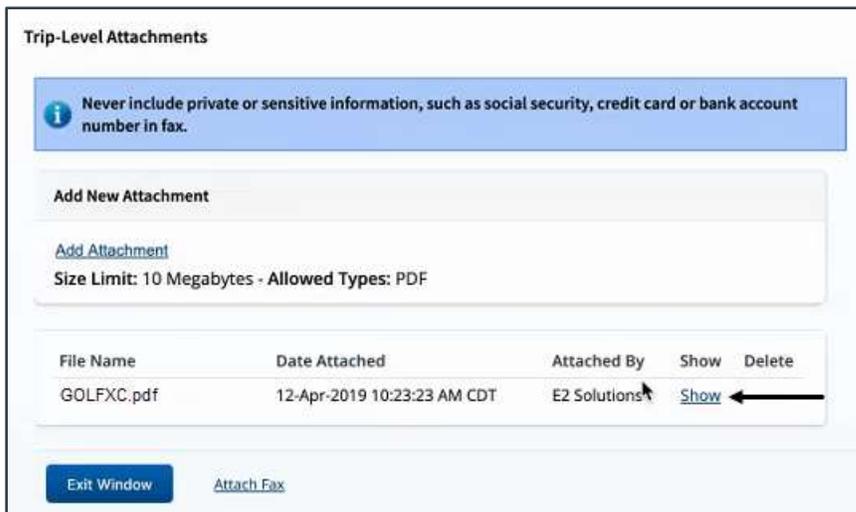


Figure 78: Trip-Level Attachments — Attached Invoice

**CWT SatoTravel** | **Your Itinerary**

---

**Trip on Nov 01, 2021** Locator: [REDACTED] Date: Oct 29, 2021

---

Traveler [REDACTED]

THIS IS YOUR OFFICIAL RECEIPT FOR TRAVEL  
PLEASE RETAIN FOR VOUCHERING OR  
REIMBURSEMENT PURPOSES.

Customer Number [REDACTED]

Agent SD

---

FEEES TOTALING 9.35PP CHARGED IN ADDITION TO TKT PRICE  
FEE-USD9.35PP-AIR DOMESTIC ONLINE

---

**Monday, November 01, 2021** Confirmation [REDACTED]

---

 **Flight UNITED AIRLINES 3849**

DEPARTURE <b>SPRINGFIELD,IL</b> <b>6:10 AM, Nov 01, 2021</b>	ARRIVAL <b>CHICAGO/OHARE</b> <b>7:25 AM, Nov 01, 2021</b>
--	---

Status	Confirmed
Class	Coach Class - V
Duration	01:15 (Non-stop)
Equipment	CRJ-Canadair Regional Jet
Meal Service	No Meal Service
Reserved Seats	9C
Notes	ARR-TERMINAL 2 *SPI-ORD OPERATED BY /AIR WISCONSIN DBA UNITED EXPRESS CABIN-ECONOMY

---

**Monday, November 01, 2021** Confirmation [REDACTED]

Figure 79: Sample attached invoice

## 11 Managing Held Reservations in E2

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

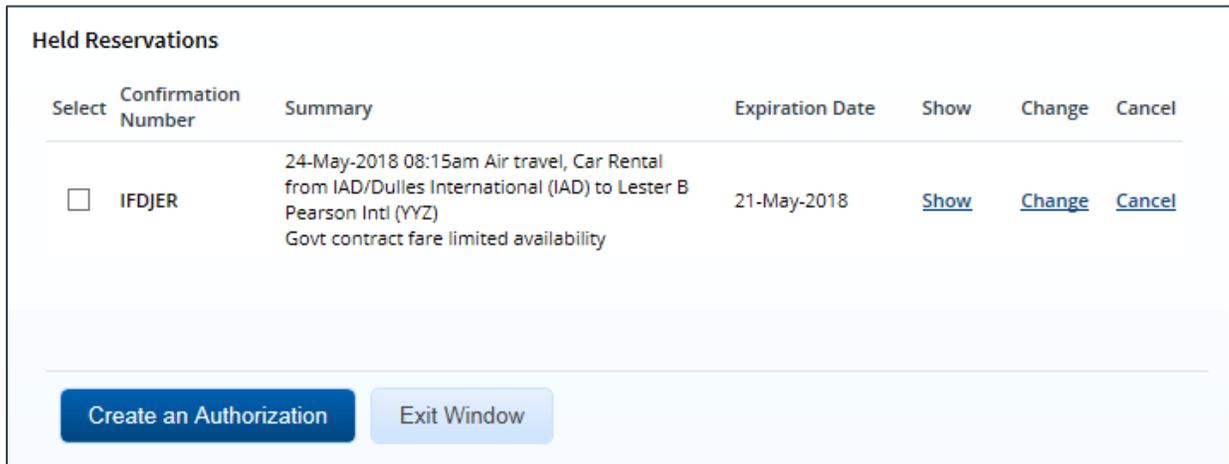


Figure 80: Held Reservations window

You can take the following actions:

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

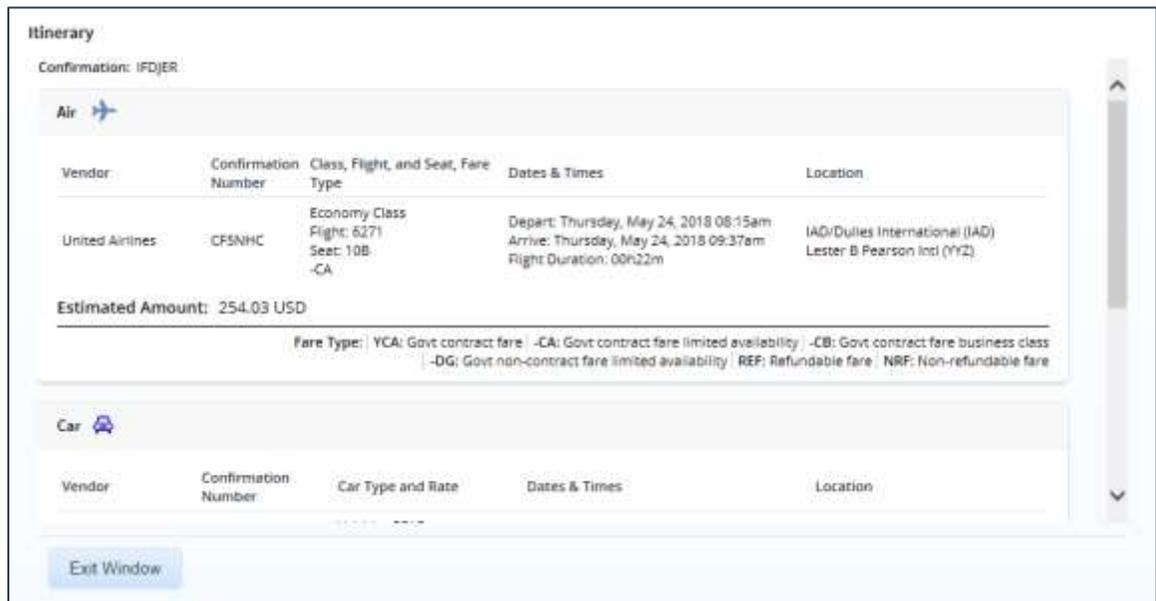


Figure 81: Itinerary window

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

***TIP:** You cannot make changes to rail reservations made online. Click the **Travel Agent Assistance** link, or contact the TMC by phone, to request changes.*

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

## 12 Making Profile Changes

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

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

**NOTE:** If the **Edit Travel Preferences** link is not available in your E2 profile, you may be missing required profile information (such as address or credit card information).

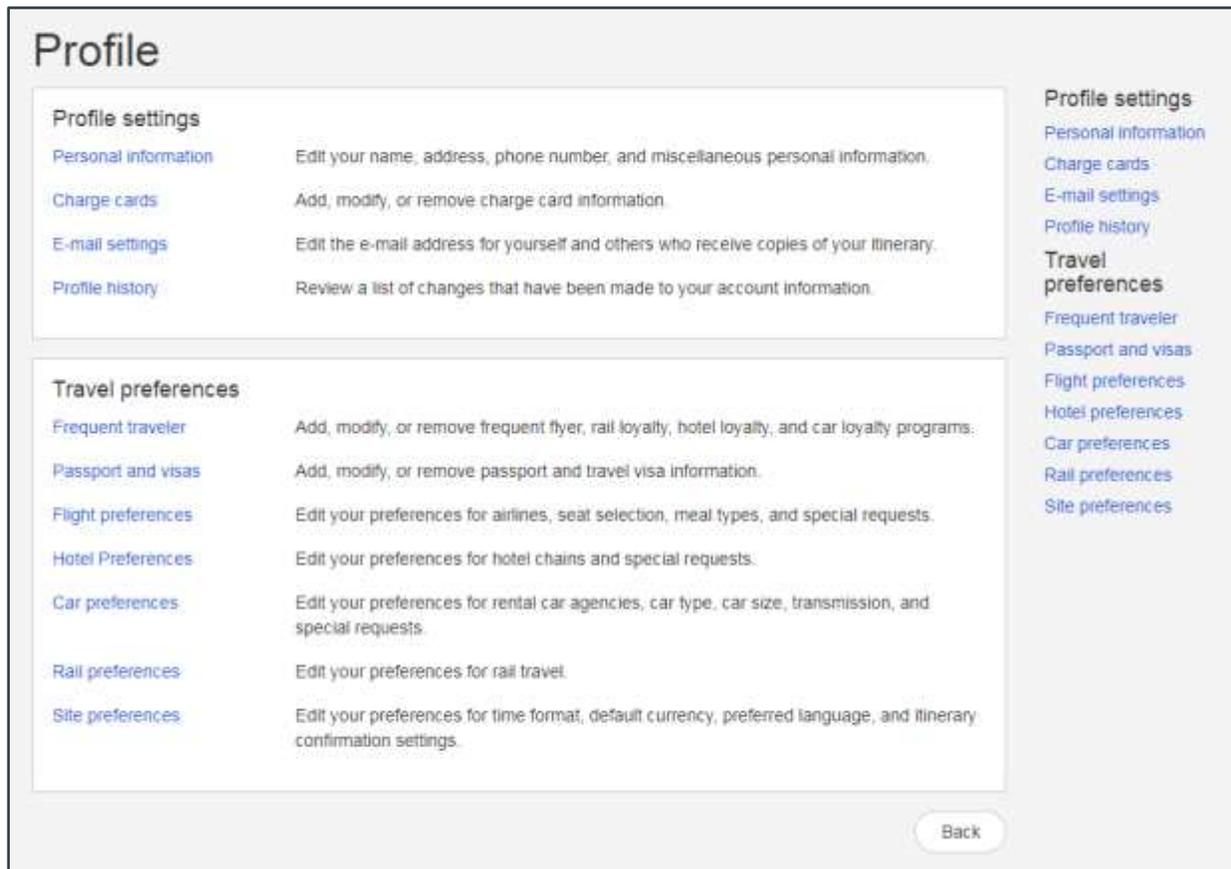


Figure 82: TMC Travel Profile — Profile page

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

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

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

## 12.1 Profile Settings

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

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

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

### 12.1.1 Personal Information

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

#### 12.1.1.1 Name and Email Address

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

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

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

Figure 83: TMC Travel Profile, Personal Information — Name and Email Address

#### 12.1.1.2 Job Information

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

All other fields in this section can be ignored.

**12.1.1.3 Address Information**

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

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

* Country		
USA		
* Address		
1060 W. Addison		
Address 2		
* City	* State or province	* Postal code
Chicago	IL	60613
* Work phone	Home phone	Mobile/Cell Phone
2175551111	2175552222	

**Figure 84: TMC Travel Profile, Personal Information — Address Information**

**12.1.1.4 TSA-Requested Details**

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

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

**Figure 85: TMC Travel Profile, Personal Information — TSA-Requested Details**

Enter or select the following information.

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

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

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

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

#### 12.1.1.5 Additional Information

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

<p><b>Known Traveler Number</b></p> <p>Please enter between 9 and 11 characters. No spaces or special characters.</p> <p>Known Traveler Number</p> <input type="text"/>
<p><b>Additional Information</b></p> <p>Home E-mail Address (max 30 characters)</p> <input type="text"/>
<p><b>Travel Arranger Information</b></p> <p>Travel Arranger Name</p> <input type="text"/> <p>This person will receive copies of your itineraries and invoices</p> <p>Travel Arranger E-mail (max. 30 characters)</p> <input type="text"/> <p>Travel Arranger Phone</p> <input type="text"/>

**Figure 86: TMC Travel Profile, Personal Information — Additional Information**

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

- Known Traveler Number** – If you participate in the TSA Pre <sup>√</sup>® expedited screen program, enter your PASS ID/Known Traveler Number in this field.

***NOTE:** If the **Known Traveler Number** field is unavailable, your site is not yet configured to include this information. Until the field is available, you should continue to confirm these details with the airline at least four days prior to any departure, or as soon as possible if your reservations were made at a date closer to departure.*
- Home E-mail Address** – Enter up to 30 characters for your personal home email address.
- Travel Arranger Information** – If you would like your travel arranger to receive copies of your itineraries and invoices, enter the travel arranger's name, email address, and phone number in the **Travel Arranger Name**, **Travel Arranger E-mail**, and **Travel Arranger Phone** fields, respectively.

**12.1.1.6 General Requests or Special Needs**

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

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

General requests or special needs

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

(390 characters maximum)

**Figure 87: TMC Travel Profile, Personal Information — General Requests or Special Needs**

### 12.1.2 Charge Cards

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

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

### 12.1.3 E-mail Settings

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

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

## 12.2 Travel Preferences

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

### 12.2.1 Frequent Traveler

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

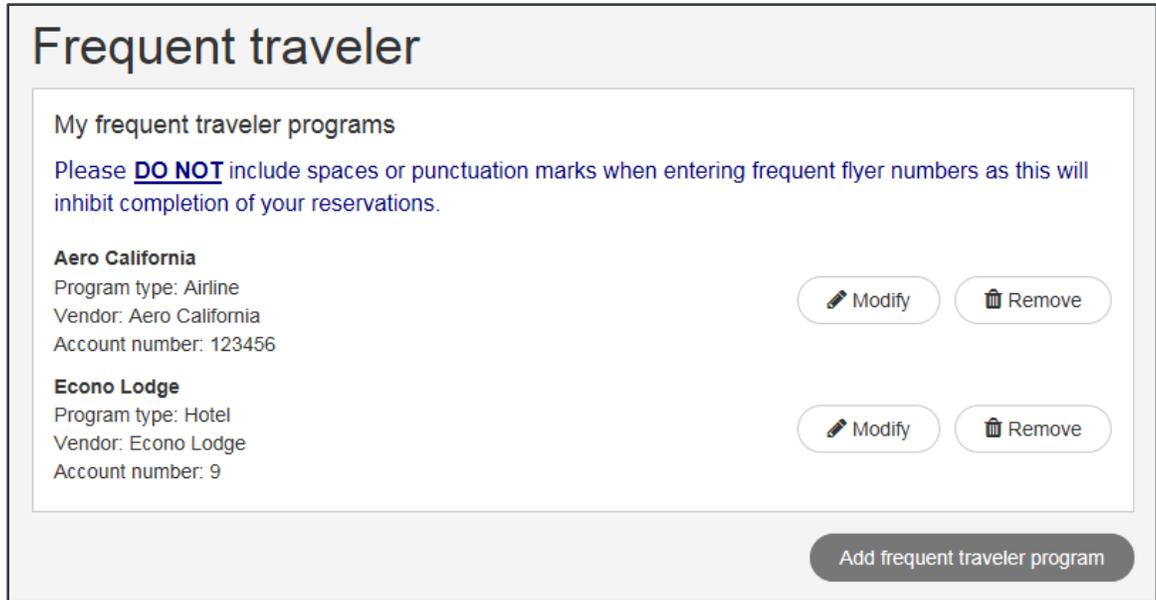


Figure 88: TMC Travel Profile — Frequent Traveler page

12.2.1.1 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.

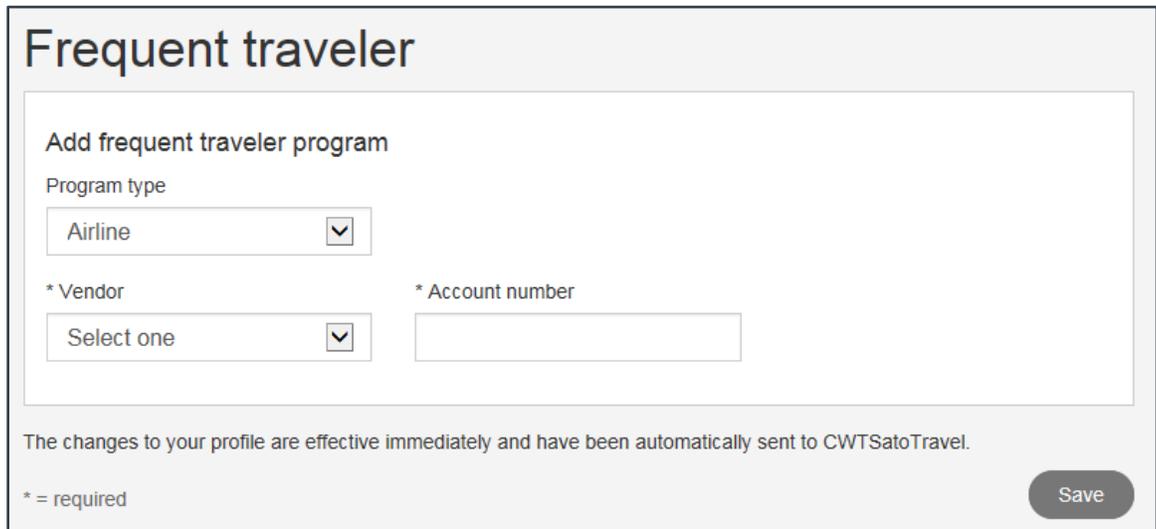


Figure 89: TMC Travel Profile — Frequent Traveler, Add Frequent Traveler Program

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

### 12.2.1.2 **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 90: TMC Travel Profile — Frequent Traveler, Modify Frequent Traveler Program**

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

### 12.2.1.3 **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.

## 12.2.2 **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.

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

Add a travel document

*Figure 91: TMC Travel Profile —Passport and Visas page*

**12.2.2.1 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

\* Country

\* Number

Expiration date

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

\* = required

**Figure 92: TMC Travel Profile — Passport and Visas, 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.

### 12.2.2.2 **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 93: TMC Travel Profile — Passport and Visas, Modify Travel Document**

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

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

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

### 12.2.2.3 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.

### 12.2.3 Flight Preferences

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

## Flight preferences

Home airport

Seat preference

Show detailed seat availability information.

Meal preference

Preferred airlines

1st selection  [Clear selection](#)

2nd selection  [Clear selection](#)

3rd selection  [Clear selection](#)

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

Special instructions

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

\* = required Save

**Figure 94: TMC Travel Profile — Flight Preferences page**

Complete the following steps to update your flight preferences.

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

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

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

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

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

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

## 12.2.4 Hotel Preferences

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

### Hotel preferences

Preferred chains

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

Special requests

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

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

Special instructions

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

\* = required

Save

**Figure 95: TMC Travel Profile — Hotel Preferences page**

Complete the following steps to update your hotel preferences.

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

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

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

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

## 12.2.5 Car Preferences

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

### Car preferences

Car type

Compact ▾

automatic ▾

Special requests

1st selection ▾  
[Clear selection](#)

2nd selection ▾  
[Clear selection](#)

3rd selection ▾  
[Clear selection](#)

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

Special instructions

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

\* = required

Save

**Figure 96: TMC Travel Profile — Car Preferences page**

Complete the following steps to update your rental car preferences.

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

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

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

## 12.2.6 Rail Preferences

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

**Rail preferences**

Home station

Passenger age  
Adult (26-59) ▼

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

\* = required

Save

**Figure 97: TMC Travel Profile — Rail Preferences page**

Complete the following steps to update your rail preferences.

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

## 12.2.7 Site Preferences

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

**Site preferences**

Time format

Select one ▼

Itinerary confirmation settings

Send Booking Confirmation e-mail only ▼

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

\* = required

Save

**Figure 98: TMC Travel Profile — Site Preferences page**

Complete the following steps to update your site preferences.

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

## 13 Revision History

Date	Description	Release
10/2021	Document creation	21.4

## 14 Trademark and Copyright

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