



TRAVELDOO ENTERPRISE USER GUIDE

July 2014

AHSS additional notes:

If you need to look at Eurostar please search under Flights.

We have registered on KLM's BlueBiz frequent flyer program so that any short-haul flights will include hold baggage as standard.

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1 Getting started

Welcome on Traveledoo Enterprise! Traveledoo Enterprise provides online business travel reservation services: flights, trains, hotel rooms and car rentals.

Discover Traveledoo Enterprise in 6 clicks!

Step 1: Search

Offered Services

You need to book flights, a train journey, a hotel room or a car hire: click on *Plan a Trip* in the top navigation bar (1) and select *flights, trains, hotels* or *cars* on the top left-hand side of the page (2). You can also do comparison shopping between flights and trains.

The screenshot displays the Traveledoo Enterprise user interface. At the top, the logo 'traveledoo enterprise' is visible on the left, and a user profile 'Julian Smith' is on the right. Below the logo, a navigation bar contains the following items: 'Home', 'Plan a Trip' (highlighted with a green circle and the number '1'), 'My Trips', 'My selection', 'My Profile', and 'Approvals'. On the left side of the main content area, there is a vertical menu titled 'PLAN A TRIP' with icons and labels for 'Flights Or Trains', 'Flights', 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. A green circle with the number '2' is placed next to the 'Flights Or Trains' icon. The main content area is titled 'Search for Car Hire' and contains a form with the following fields: 'Select travellers' (with a plus sign and 'Julian Smith'), 'Pick-up location' (dropdown menu set to 'Airport'), 'Drop-off location' (dropdown menu set to 'Airport'), 'Pick-up date' (calendar icon, date '26/09/2013', time '10:00'), and 'Drop-off date' (calendar icon, date '27/09/2013', time '10:00'). Below these fields is a 'Search options' section with a dropdown arrow, containing 'Car Type' (with a 'Company preferences' dropdown) and 'Car rental company (maximum 3)' (with a list box containing 'No preference', 'Avis', 'Budget', and 'Enterprise'). A blue 'Search' button is located at the bottom right of the form.

Quick Search

Search for the service (1) of your choice right from the home page with the *Quick Search*, or select the advanced search options by clicking on *Search options* (2).

Then you can use the Modify form on the top left-hand side of the result page to amend your search criteria.

The screenshot displays the Traveledoo Enterprise web application interface. At the top, there is a navigation bar with the logo and user name 'Julian Smith'. Below this is a menu with options: Home, Plan a Trip, My Trips, My selection, My Profile, and Approvals. The main content area is divided into two columns. The left column, titled 'Focus', contains a welcome message and information about the test site, including contact details for customer support. The right column features a 'Quick Search' section with a 'Select travellers' dropdown set to 'Julian Smith'. Below this are icons for various services: Flights/trains (marked with a green circle '1'), Flights, Trains, Hotels, Cars, Itineraries, and Favorites. The search form includes fields for 'From' (London), 'To', 'Departure' (12/09/2013), and 'Return' (12/09/2013), with options for 'Round-trip' and 'One-way'. A 'Search options' dropdown (marked with a green circle '2') and a 'Search' button are also present. Below the search section is a 'Profile Information' section with a warning about passport expiration, a 'My travel plans' section listing two trips (Paris, France and Amsterdam, Netherlands), and a 'Contact / Support' section with contact information.

Advanced Search

You wish to narrow your search to direct flights or trains, to get availability and prices from a specific supplier or to localise hotels on a map, click on *Plan a Trip* (1); then select a category of service (flights, trains, hotels, cars) (2), fill in the form (3) and use advanced search options (4).

The screenshot shows the 'Plan a Trip' interface on the TravelDoo Enterprise website. The user is logged in as Julian Smith. The interface includes a navigation bar with 'Plan a Trip' highlighted. A sidebar on the left lists service categories: Flights Or Trains, Flights, Trains, Hotels, Cars, Itineraries, and Favorites. The main content area is titled 'Search for Flights' and includes a 'Select travellers' dropdown with 'Julian Smith' selected. Below this are tabs for 'Round-trip', 'One-way', and 'Multiple destinations'. The search form contains fields for 'From' (London), 'To', 'Departure' (26/09/2013), and 'Return' (27/09/2013). A 'Search options' section includes dropdowns for 'Itinerary' (no preference), 'Cabin class' (Select >), and 'Preferred carriers' (Select >), along with a checked checkbox for 'use my company's preferences'. A 'Search' button and a 'Flight-by-flight search' button are located at the bottom right.

1 Plan a Trip

2 PLAN A TRIP

3 Search for Flights

4 Search options

Step 2: Select

Service options are presented in a concise manner on the result pages. Links give you access to more detailed information – fare restrictions, hotel property information, car rental agency...

A set of colours and icons help you select the option that best fits your needs, while complying with your company's travel policy.

Visualisation of the results

Summary of the lowest fares

With Traveldoo Summary of Lowest Fares you can have an at-a-glance view of cheapest fares by carrier (air and rail) and by number of connections (1). It allows identification of reference fares, negotiated fares and out-of-policy fares.

When rolling your mouse over a fare, you can see the schedule best matching your time requirements, be informed about fare restrictions and click on a link to move down to the related offer (2). You can also filter search result display by carrier and by number of connections.

Summary of lowest fares

All results	Eurostar	BRITISH AIRWAYS British Airways	AIRFRANCE Air France	easyJet.com Easyjet
1 Direct	EUR 254	EUR 211	EUR 199	EUR 91

Click here to display only Eurostar trains (12)

web fare Fare with restrictions
Schedule best matching your requirements
LTN>CDG / dep. 6:00 - arr. 8:20 / duration 1h20
CDG>LTN / dep. 18:15 - arr. 18:25 / duration 1h10
[details](#)

Two methods for the visualisation of search results

Results of a flight and train search can be viewed according to two different methods:

- The **grouping by schedule** shows, for each itinerary, the available fares or combination of fares (outbound and inbound) found (please refer to the screen shot below).
- The **grouping by fare** shows, for each available fare, the corresponding schedule or combination of schedules (date and time). A message located under the closest proposition displayed indicates you if other schedules have been found. You can view them easily by clicking on the link Display (please refer to the screen shot below).

Results are of course depending on the search criteria you specified and by your company's travel policy.

Previous

Available Flights and Trains for Paris, France

MODIFY

from : London

to : Paris

depart : 24/10/2013

7:00

return : 25/10/2013

18:00

cabin class : Select >

class : Select >

Search

Search Options

- Negotiated fare
- Public fare
- Fare with restrictions
- In-policy
- Out-of-policy
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Online ticket printing available
- Seat reservation not guaranteed

Summary of lowest fares

All results	EasyJet	AIRFRANCE Air France ★★★★	BRITISH AIRWAYS British Airways ★★★★	Eurostar ★★★★	KLM
Direct	EUR 91	EUR 199	EUR 211	EUR 254	
1 connection		EUR 319			EUR 327

More carriers

Group the results by: SCHEDULE FARE

Sort by: policy compliance | price | departure time | shortest outward journey time

easyJet.com	Thu 24 Oct	6:00 LONDON LUTON (LTN) 8:20 CHARLES DE GAULLE (CDG) journey time:1h20	Flight #: 2431 CO ₂ 111kg
easyJet.com	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG) 18:25 LONDON LUTON (LTN) journey time:1h10	Flight #: 2440 CO ₂ 111kg

EUR 91.52

web fare | P

[Add to my selection](#)

[Select and reserve](#)

Fare with restrictions | Economy(Y) | [details](#)

EUR 177.05

web fare | P

[Add to my selection](#)

[Select and reserve](#)

Economy(W) | [details](#)

AIRFRANCE ★★★★	Thu 24 Oct	6:40 LONDON HEATHROW (LHR) terminal : 4 9:00 CHARLES DE GAULLE (CDG) terminal : 2E journey time:1h20	Flight #: 1381 Airbus A321 CO ₂ 101kg
AIRFRANCE ★★★★	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG) terminal : 2E 18:30 LONDON HEATHROW (LHR) terminal : 4 journey time:1h15	Flight #: 1080 Airbus A321 CO ₂ 101kg

EUR 205.48 | 17/09/13 |

P |

[Add to my selection](#)

[Select and reserve](#)

Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

EUR 366.48 | 22/10/13 |

P |

[Add to my selection](#)

[Select and reserve](#)

Economy(B) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

EUR 550.83 | 22/10/13 |

P |

[Add to my selection](#)

[Select and reserve](#)

Premium Economy(A) | [details](#)

EUR 553.48 | 22/10/13 |

corp. fare | P

[Add to my selection](#)

[Select and reserve](#)

Premium Economy(S) | [details](#)

Previous

Available Flights and Trains for Paris, France

MODIFY

from : London

to : Paris

depart : 24/10/2013
7:00

return : 25/10/2013
18:00

cabin class : Select >

class : Select >

Search

Search Options

- Negotiated fare
- Public fare
- Fare with restrictions
- In-policy
- Out-of-policy
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Online ticket printing available
- Seat reservation not guaranteed

Summary of lowest fares

All results	Easyjet	Air France ☆☆☆	British Airways ☆☆☆	Eurostar ☆☆☆	KLM
Direct	EUR 91	EUR 199	EUR 211	EUR 254	
1 connection		EUR 319			EUR 327

More carriers

Group the results by: SCHEDULE FARE

Sort by: policy compliance price departure time shortest outward journey time

EUR 91.52

Fare with restrictions | Economy(Y) | [details](#)

	Thu 24 Oct	6:00 LONDON LUTON (LTN)	Flight #: 2431
		8:20 CHARLES DE GAULLE (CDG)	CO ₂ 111kg
journey time:1h20			
	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG)	Flight #: 2440
		18:25 LONDON LUTON (LTN)	CO ₂ 111kg
journey time:1h10			

[Add to my selection](#)

[Select and reserve](#)

EUR 199.33

Economy(X) | Changes before departure charge GBP 60.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

	Thu 24 Oct	8:05 LONDON CITY (LCY)	Flight #: 5019
		10:45 ORLY (ORY)	Fokker 50
flight operated by : Cityjet		terminal : W	CO ₂ 102kg
journey time:1h40			
	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG)	Flight #: 1080
		terminal : 2E	Airbus A321
		18:30 LONDON HEATHROW (LHR)	CO ₂ 101kg
		terminal : 4	
journey time:1h15			

[Add to my selection](#)

[Select and reserve](#)

2 more available schedule(s) found | [View](#)

Selection

To book a service:

- Click on the *Add to my selection* button (1) to continue shopping until your selection contains all the services you need to book.
- Click on the *Select and reserve* (2) if you don't need any additional services and if you are ready to book. In this case you skip the Step 3 of the booking process and go directly to the last step of the process, [Step 4 Reserve / Buy](#).

The screenshot displays the TravelDoo Enterprise interface for searching flights and trains to Paris, France. The user is logged in as Julian Smith. The search parameters are: from London, to Paris, departing on 24/10/2013 at 7:00, and returning on 25/10/2013 at 18:00. The search results are filtered by 'policy compliance'. The 'Summary of lowest fares' section shows options from Eurostar, British Airways, Air France, and Easyjet. The Eurostar options are highlighted. A tooltip for the Eurostar 9004 train provides details: 'web fare' with restrictions, schedule LTN>CDG / dep. 6:00 - arr. 8:20 / duration 1h20, and CDG>LTN / dep. 18:15 - arr. 18:25 / duration 1h10. The train options list includes Eurostar 9004 (London St Pancras to Paris Gare Du Nord) and Eurostar 9051 (Paris Gare Du Nord to London St Pancras). The fare options are: EUR 254.50 (Standard Premier Non Flexi), EUR 360.00 (Standard Premier Semi Flexi), and EUR 612.00 (Business Premier Flexi). Red circles 1 and 2 highlight the 'Add to my selection' and 'Select and reserve' buttons respectively.

Step 3: Your Selection

Add all the services you need for your trip in your selection and book them all at once. You can access the content of your current selection at any time by clicking on the *My Selection* (1) link in the top navigation bar.

Selected items are saved to let you book them later. To access a past selection or a trip you have not booked yet, click on *My Trips* in the top navigation bar. Then click on *Plans* section. However, as availability and prices tend to change quickly over time, we recommend you to book a selection as soon as possible.

traveldoo enterprise Julian Smith

Home Plan a Trip **My Trips** **My selection** (1) My Profile Approvals

Previous
Print The Itinerary
Email My Itinerary
Add To Favourites
Add To My Calendar
Create An Expense Report

ADD

- Trains
- Hotels
- Cars

Negotiated fare
Public fare
Fare with restrictions
In-policy
Out-of-policy
Preference level
Date limit to issue tickets
Ticketless
E-ticket available
Online ticket printing available
Seat reservation not guaranteed

My selection

GENERAL INFORMATION – PARIS, FRANCE (24/10/2013–25/10/2013)

N° : TVLD84685
Status : Not reserved
in-policy

TRAVELLERS Julian Smith

TOTAL COST ESTIMATES: EUR 274.44

Flights

EUR 274.44 | 10/09/13 | details

BRITISH AIRWAYS	Thu 24 Oct	6:50	LONDON HEATHROW (LHR) terminal : 5	Flight #: 0332 Airbus A319 CO ₂ 106kg
		9:05	ORLY (ORY) terminal : W	
Economy(O) non refundable tickets total trip time: 1h15				
BRITISH AIRWAYS	Fri 25 Oct	17:55	CHARLES DE GAULLE (CDG) terminal : 2A	Flight #: 0323 Airbus A320 CO ₂ 101kg
		18:05	LONDON HEATHROW (LHR) terminal : 5	
Economy(L) non refundable tickets total trip time: 1h10				

Remove
Reserve

ADD
Trains Hotels Cars

Step 4: Reserve / Buy

It is the last step of the booking process. On the *Reserve* page, you provide or confirm information required by the suppliers at the booking time. The page is pre-populated with information stored in your traveller profile such as: loyalty cards, credit cards and delivery address. Accordingly to your company's procedures, you may be required to select additional information like a cost centre. When supported by the carrier, you can request a seat number.

To complete the reservation, click on *Complete this reservation (1)* button. The confirmation of your reservation will be shown on the next page and you will receive an e-mail with itinerary details.

traveldoo enterprise Julian Smith

Home Plan a Trip My Trips My selection My Profile Approvals

Previous **Reserve**

my selection (1) Please note this travel plan must be approved before 10/09/2013 18:30
1 flight LHR - ORY

To book your selection, please check and provide information below .

TRAVELLER INFORMATION
MR. JULIAN SMITH
Email: julian.smith@traveldoo.com
Business phone: 0044-123456789 (Ex. for France: 0033-612345678 or 0033-1-45465678)

APPROVERS
Your travel request will be submitted to following persons for approval:
Luzi Vivienne (Level 1)
Smith Julian (Level 1)

LOYALTY PROGRAMS
British Airways: British Airways - 123456789

TICKETING AND DELIVERY INFORMATION
Tickets will be issued and delivered only after the approval of your request by your approver.
Flight tickets
 E-ticket
Date for receiving e-ticket via email: 10/09/2013

PAYMENT AND GUARANTEE INFORMATION
Airline ticket payment: Directly invoiced to your company

ADDITIONAL INFORMATION
Project Number: MKT123
Cost Centre: Marketing (CC001)

NOTIFICATIONS
To my approver
Message:

1 Complete this reservation
Cancel and go back

Step 5: Your Trips

Click on *My Trips* to check the status of your reservations, read, print and email your itineraries, view your trip history. You can also manage your favourite trips which are used as templates to book frequent travel patterns. If your company has set up an approval process, you will be able to check if your requests have been approved.

This page is designed around the following elements:

- The trip menu (plans, in progress, history, favourites) is horizontal and has been moved from the top left hand side to the top of the page, freeing space to show richer trip overviews.
- Combinable criteria allow users to display on a single page the trips of all the travellers for whom they have hold booking rights, all the trips they have planned and booked, upcoming trips of a particular traveller, the trips pending for approval only or approved.
- Then, the trips displayed can be sorted and grouped by departure date, traveller, destination or deadline for approval.
- A new detailed trip overview features the approval status, traveller name(s), request ID, booking reference(s) and a concise description of travel services (air, rail, hotel and car) through mini itinerary views. Users can print an itinerary, send it by email and add it to their calendar right on the *My Trips* page. They can start planning a trip from an existing one by clicking on the *Book the same trip* link. Cancelling a trip from the *My Trips* page and getting a detailed trip view by clicking on the trip's name remain.

The screenshot displays the 'My Trips' interface in the TravelDoo Enterprise system. At the top, the user is identified as Julian Smith. The navigation menu includes 'Home', 'Plan a Trip', 'My Trips', 'My selection', 'My Profile', and 'Approvals'. The 'My Trips' section is active, showing a horizontal menu with 'Plans (4)', 'In progress', 'History', and 'Favourites'. Below this, the 'List of Travel Plans' section allows filtering by 'Display Criteria' (The trips I planned, Smith Julian, All status) and sorting by 'Departure Date', 'Traveller', 'Destination', or 'Deadline for approval'. The page is organized by date, showing two sections: 'TUESDAY, 24 SEP 13' and 'WEDNESDAY, 25 SEP 13'. The first section details a trip to Rotterdam on 24/09/2013, including the traveller's name, request ID, and flight details. The second section details a trip to Amsterdam from 25/09/2013 to 26/09/2013, featuring a red warning icon for an approval deadline and detailed flight information for two days.

Step 6: Your Profile

Information stored in your profile facilitates the use of search tools (e.g. home city) and saves you time at the booking time. Loyalty programs, payment and guarantee information, delivery address for paper ticket or ID for e-tickets are automatically pre-selected.

The screenshot shows the 'My Profile' page in the TravelDoo Enterprise system. The page is titled 'Profile - Julian Smith' and features a navigation bar with options: Home, Plan a Trip, My Trips, My selection, My Profile (active), and Approvals. A user profile box at the top right shows 'Julian Smith' with a close button. On the left, a 'FAVOURITE LINKS' sidebar lists: Address Book, Credit Cards, Telephones And Email, Change Password, Loyalty Programs, Travel Arrangement, and Expense Delegation. The main content area is organized into several sections:

- PERSONAL DETAILS**: [personal details](#), [telephone numbers](#), [email](#), [passport](#), [ID card](#), [driving licence](#), [travel document](#), [personal vehicle](#)
- LOYALTY PROGRAMS**
- TRAVEL PASSES**: [loyalty programs](#), [travel passes](#)
- PERSONALISATION**: [language](#), [date and time format](#), [currency](#), [layout](#)
- SECURITY AND RIGHTS**: [password](#), [travel Arrangement](#), [expense delegation](#), [approvers](#), [out of office assistant](#), [mobile registration](#)
- TRAVEL PREFERENCES**: [default itinerary](#), [flights](#), [trains](#), [hotels](#), [cars](#)
- PAYMENT AND DELIVERY**: [credit cards](#), [address book](#), [bank Coordinates](#)

A 'Traveller' dropdown menu is set to 'Smith Julian'.

2

Top FAQs

Q: How to update my default delivery address?

A: Click on *My Profile* in the top navigation bar. In the *Payment and Delivery* section, click on the *Address book* button. Create or update an address and choose the option *set this address as my default delivery address* and click on the *Save* button.

Q: How to add a loyalty program into my profile?

A: Click on *My Profile* in the top navigation bar. Click on the *Loyalty Programs* button and on the *Add* button in the appropriate category of loyalty program - frequent flyer, rail frequent traveller, frequent guest or frequent renter. Fill in the form and click on the *Save* button.

Q: How to change my password?

A: Click on *My Profile* in the top navigation bar. In the *Security and Rights* section, click on the *Password* button. You must first enter your old password for security reasons, then enter your new password twice to avoid mistakes and click on the *Save* button.

Q: Can I book on behalf of a colleague?

A: Yes, if your colleague or the administrator of your company has granted the rights to you.

Q: What is a fare with restrictions?

A: It means that some conditions apply in terms of travel dates (e.g. minimum stay), reservation dates, (e.g. reservation is required at least 7 days before departure), ticket issuing or ticket purchase (e.g. ticketing must be completed within 48 hours after reservations are made), modification, cancellation / refund (e.g. changes before departure are charged € 80.00, after departure changes are not permitted, tickets are non-refundable).

Usually, the cheaper is a fare, the more restrictions there are. The cheapest tickets must generally be reserved quite in advance and purchased or issued very quickly after the reservation. Most of the time, they are not refundable and when changes are permitted, some fees apply.

Q: How to change a reservation

A: Click on *My Trips* in the top navigation bar. Click on the trip name you want to modify and follow the instructions.

Please be aware that it may happen that the fare conditions applicable to your flights do not permit ticket modification or the airline charge you a fee for change. If tickets have been issued, online modification may not be available, especially for paper tickets. In this case, please contact you internal support or your travel agent at [Reservation Desk Phone Number].

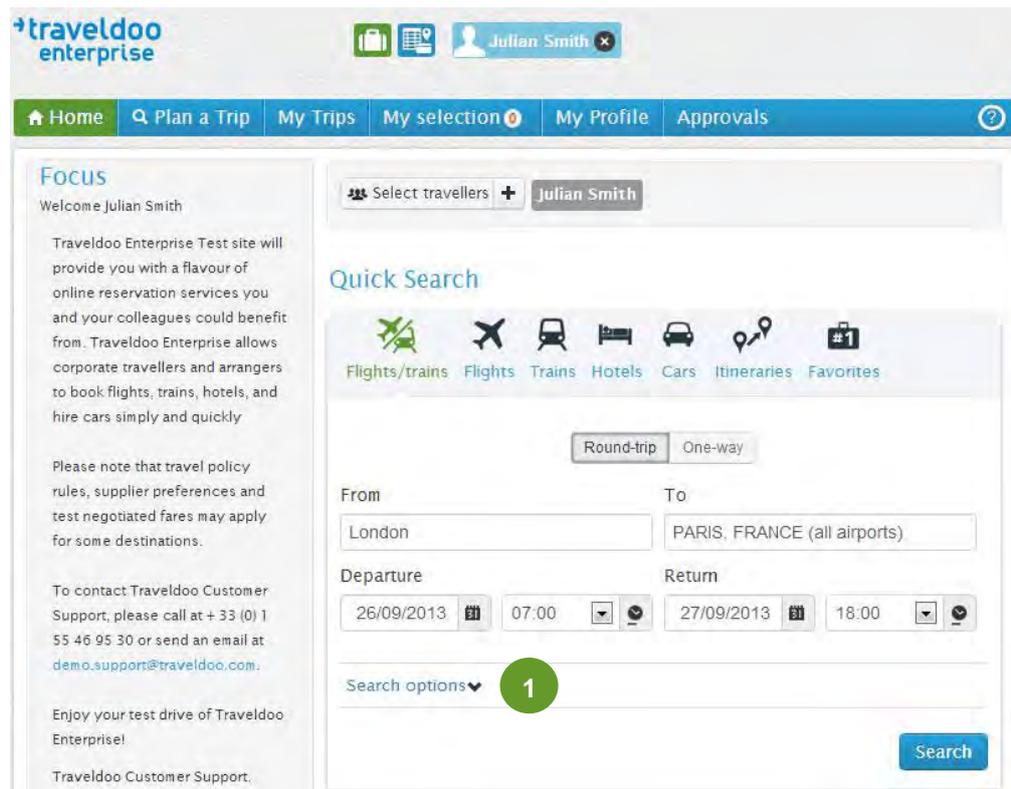
3 Search

Search Tools

Traveldoo Enterprise proposes 3 search tools.

Quick Search

The *Quick Search* forms let you search for flights, trains, hotels and car hires right from the homepage. For more search options, please click on *Search options* (1).



Advanced Search

The advanced search forms give you access to a set of criteria that allow you to narrow or broaden your search.

The screenshot shows the 'traveldoo enterprise' web application interface. At the top, there is a navigation bar with the following items: Home, Plan a Trip (highlighted), My Trips, My selection (with a notification icon), My Profile, and Approvals. A user profile for 'Julian Smith' is visible in the top right corner. Below the navigation bar is a 'PLAN A TRIP' sidebar with icons for: Flights Or Trains, Flights, Trains, Hotels, Cars, Itineraries, and Favorites. The main content area is titled 'Search for Hotel Rooms' and includes a 'Select travellers' dropdown menu with 'Julian Smith' selected. Below this are input fields for 'Destination' (PARIS, FRANCE), 'Check-in' (26/09/2013), and 'Check-out' (27/09/2013). There is also a 'Search options' dropdown menu and a 'Hotel name' input field. A blue 'Search' button is located at the bottom right of the search form.

Modifying Search Criteria from the Result Page

You can use the *Modify* form on the top left-hand side of the result page to amend your search criteria and launch a new search.

The screenshot displays the TravelDoo Enterprise interface for searching flights to Paris, France. A red circle with the number '1' highlights the 'MODIFY' form on the left side of the page.

Search Criteria (MODIFY form):

- from: London
- to: Paris
- depart: 26/09/2013, 7:00
- return: 27/09/2013, 18:00
- cabin class: Select >
- class: Select >

Available Flights and Trains for Paris, France

The page shows a summary of lowest fares and a list of flight options. The reference price is EUR 236.36 offered by British Airways.

All results	easyJet.com	Reference price	BRITISH AIRWAYS	AIRFRANCE	Eurostar	swiss
Direct	EUR 102	EUR 236	British Airways ★★★★	EUR 257	EUR 298	EUR 392
T connection				EUR 396		EUR 392

Group the results by: SCHEDULE | FARE

Sort by: policy compliance | price | departure time | shortest outward journey time

Flight Options:

- easyJet.com** Thu 26 Sep 6:00 LONDON LUTON (LTN) Flight #: 2431
8:20 CHARLES DE GAULLE (CDG) CO₂ 111kg
journey time: 1h20
- easyJet.com** Fri 27 Sep 18:15 CHARLES DE GAULLE (CDG) Flight #: 2440
18:25 LONDON LUTON (LTN) CO₂ 111kg
journey time: 1h10
- EUR 102.18** web fare | P | Add to my selection | Select and reserve
- EUR 204.83** web fare | P | Add to my selection | Select and reserve
- BRITISH AIRWAYS** Thu 26 Sep 6:50 LONDON HEATHROW (LHR) Flight #: 0332
terminal: 5 Airbus A319
9:05 ORLY (ORY) terminal: W CO₂ 106kg
journey time: 1h15
- BRITISH AIRWAYS** Fri 27 Sep 19:40 ORLY (ORY) terminal: W Flight #: 0337
Airbus A320
19:50 LONDON HEATHROW (LHR) terminal: 5 CO₂ 106kg
journey time: 1h10
- EUR 236.36** 10/09/13 | P | Add to my selection | Select and reserve

Other available fares: View

Round-trip Flight Search

Traveldoo Enterprise proposes two methods to search for round-trip flights.

1-Click Search

With single click, you get the available fares for round-trip flight combinations matching your search criteria and complying with the travel policy of your company.

Flight-by-flight Search

The Flight-by-flight search gives you the flexibility to build your own combination of flights and classes. When pricing your choice, Traveldoo Enterprise also searches for alternate options with a lower fare so you can make the best decision.

Results

Service options are presented in a concise manner on the result pages. Links give you access to more detailed information – fare restrictions, hotel property information, car rental agency...

A set of colours and icons help you select the option that best fits your needs, while complying with your company's travel policy.

Visualisation of the results

Summary of the lowest fares

With Traveldoo Summary of Lowest Fares you can have an at-a-glance view of cheapest fares by carrier (air and rail) and by number of connections (1). It allows identification of reference fares, negotiated fares and out-of-policy fares.

When rolling your mouse over a fare, you can see the schedule best matching your time requirements, be informed about fare restrictions and click on a link to move down to the related offer (2). You can also filter search result display by carrier and by number of connections.

Summary of lowest fares

All results	Eurostar	BRITISH AIRWAYS British Airways	AIRFRANCE Air France	easyJet.com Easyjet
1 Direct	EUR 254	EUR 211	EUR 199	EUR 91

Click here to display only Eurostar trains (12)

web fare Fare with restrictions
Schedule best matching your requirements
LTN>CDG / dep. 6:00 - arr. 8:20 / duration 1h20
CDG>LTN / dep. 18:15 - arr. 18:25 / duration 1h10
[details](#)

Two methods for the visualisation of search results

Results of a flight and train search can be viewed according to two different methods:

- The *grouping by schedule* shows, for each itinerary, the available fares or combination of fares (outbound and inbound) found (please refer to the screen shot below).
- The *grouping by fare* shows, for each available fare, the corresponding schedule or combination of schedules (date and time). A message located under the closest proposition displayed indicates you if other schedules have been found. You can view them easily by clicking on the link *Display* (please refer to the screen shot below).

Results are of course depending on the search criteria you specified and by your company's travel policy.

Available Flights and Trains for Paris, France

MODIFY

from : London

to : Paris

depart : 24/10/2013 7:00

return : 25/10/2013 18:00

cabin class : Select >

class : Select >

Search Search Options

- Negotiated fare
- Public fare
- Fare with restrictions
- In-policy
- Out-of-policy
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Online ticket printing available
- Seat reservation not guaranteed

Summary of lowest fares

All results	Easyjet	AIRFRANCE Air France	BRITISH AIRWAYS British Airways	Eurostar	KLM
Direct	EUR 91	EUR 199	EUR 211	EUR 254	
1 connection		EUR 319			EUR 327

Group the results by: SCHEDULE FARE

Sort by: policy compliance price departure time shortest outward journey time

easyJet.com Thu 24 Oct 6:00 LONDON LUTON (LTN) Flight #: 2431
 8:20 CHARLES DE GAULLE (CDG) CO₂ 111kg
 journey time:1h20

easyJet.com Fri 25 Oct 18:15 CHARLES DE GAULLE (CDG) Flight #: 2440
 18:25 LONDON LUTON (LTN) CO₂ 111kg
 journey time:1h10

EUR 91.52 **web fare** | **P**

[Add to my selection](#)
[Select and reserve](#)

Fare with restrictions | Economy(Y) | [details](#)

EUR 177.05 **web fare** | **P**

[Add to my selection](#)
[Select and reserve](#)

Economy(W) | [details](#)

AIRFRANCE Thu 24 Oct 6:40 LONDON HEATHROW (LHR) Flight #: 1381
 terminal : 4 Airbus A321
 9:00 CHARLES DE GAULLE (CDG) CO₂ 101kg
 terminal : 2E
 journey time:1h20

AIRFRANCE Fri 25 Oct 18:15 CHARLES DE GAULLE (CDG) Flight #: 1080
 terminal : 2E Airbus A321
 18:30 LONDON HEATHROW (LHR) CO₂ 101kg
 terminal : 4
 journey time:1h15

EUR 205.48 17/09/13 | **P**

[Add to my selection](#)
[Select and reserve](#)

Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

EUR 366.48 22/10/13 | **P**

[Add to my selection](#)
[Select and reserve](#)

Economy(B) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

EUR 550.83 22/10/13 | **P**

[Add to my selection](#)
[Select and reserve](#)

Premium Economy(A) | [details](#)

EUR 553.48 22/10/13 | **corp. fare** | **P**

[Add to my selection](#)
[Select and reserve](#)

Premium Economy(S) | [details](#)

Previous

Available Flights and Trains for Paris, France

MODIFY

from : London

to : Paris

depart : 24/10/2013
7:00

return : 25/10/2013
18:00

cabin class : Select >

class : Select >

Search

Search Options

- Negotiated fare
- Public fare
- Fare with restrictions
- In-policy
- Out-of-policy
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Online ticket printing available
- Seat reservation not guaranteed

Summary of lowest fares

All results	Easyjet	AIRFRANCE Air France	BRITISH AIRWAYS British Airways	Eurostar	KLM
Direct	EUR 91	EUR 199	EUR 211	EUR 254	
1 connection		EUR 319			EUR 327

More carriers

Group the results by: SCHEDULE FARE

Sort by: policy compliance | price | departure time | shortest outward journey time

EUR 91.52 web fare | P | X

! Fare with restrictions | Economy(Y) | [details](#)

easyJet.com	Thu 24 Oct	6:00 LONDON LUTON (LTN)	Flight #: 2431
		8:20 CHARLES DE GAULLE (CDG)	CO ₂ 111kg
		journey time:1h20	
easyJet.com	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG)	Flight #: 2440
		18:25 LONDON LUTON (LTN)	CO ₂ 111kg
		journey time:1h10	

[Add to my selection](#)

[Select and reserve](#)

EUR 199.33 P | 13/09/13 | E

! Economy(X) | Changes before departure charge GBP 60.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

! Economy(T) | Changes before departure charge EUR 70.00 (plus fare difference). Any time ticket is non-refundable. | [details](#)

AIRFRANCE	Thu 24 Oct	8:05 LONDON CITY (LCY)	Flight #: 5019
flight operated by : Cityjet		10:45 ORLY (ORY)	Fokker 50
		terminal : W	CO ₂ 102kg
		journey time:1h40	
AIRFRANCE	Fri 25 Oct	18:15 CHARLES DE GAULLE (CDG)	Flight #: 1080
		terminal : 2E	Airbus A321
		18:30 LONDON HEATHROW (LHR)	CO ₂ 101kg
		terminal : 4	
		journey time:1h15	

[Add to my selection](#)

[Select and reserve](#)

2 more available schedule(s) found | [View](#)

Selection

To book a service:

- Click on the *Add to my selection* button (1) to continue shopping until your selection contains all the services you need to book.
- Click on the *Select and reserve* (2) if you don't need any additional services and if you are ready to book.

The screenshot displays the TravelDoo Enterprise interface for searching flights and trains to Paris, France. The user is logged in as Julian Smith. The search criteria are: from London, to Paris, departing on 24/10/2013 at 7:00, and returning on 25/10/2013 at 18:00. The search results are grouped by 'SCHEDULE' and 'FARE', sorted by 'policy compliance'. The summary of lowest fares shows options from Eurostar (EUR 254), British Airways (EUR 211), Air France (EUR 199), and Easyjet (EUR 91). The main results list includes Eurostar 9004 (London St Pancras to Paris Gare Du Nord) and Eurostar 9051 (Paris Gare Du Nord to London St Pancras). The first Eurostar result has a price of EUR 254.50 and is marked with a '1' in a green circle, with an 'Add to my selection' button. The second Eurostar result has a price of EUR 360.00 and is marked with a '2' in a green circle, with a 'Select and reserve' button. A tooltip for the 'Web fare' indicates it has restrictions: 'Schedule best matching your requirements LTN>CDG / dep. 6:00 - arr. 8:20 / duration 1h20 CDG>LTN / dep. 18:15 - arr. 18:25 / duration 1h10'. The interface also shows various fare conditions like 'STANDARD PREMIER NON FLEXI' and 'STANDARD PREMIER SEMI FLEXI'.

Multi-destination Flights

Traveldoo Enterprise allows you to book multiple-destination flights, combining up to 5 segments or destinations.

1. Click on *Plan a Trip* in the top navigation bar
2. Choose *Multiple destinations*

The screenshot shows the 'Plan a Trip' interface in Traveldoo Enterprise. At the top, there is a navigation bar with 'Plan a Trip' highlighted. A user profile for 'Julian Smith' is visible in the top right. The main content area is titled 'PLAN A TRIP' and features a sidebar with icons for 'Flights Or Trains', 'Flights', 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. The 'Flights Or Trains' section is active. The search form is titled 'Search for Flights' and includes a 'Select travellers' dropdown with 'Julian Smith' selected. Below this, there are radio buttons for 'Round-trip', 'One-way', and 'Multiple destinations', with 'Multiple destinations' selected. The form contains two flight segments: 'FLIGHT 1' (London to Paris, 26/09/2013, 07:00) and 'FLIGHT 2' (Paris to New York, 27/09/2013, 14:00). A 'Remove the flight 2' button is present next to the second flight. At the bottom, there are '+ Add a flight' and 'Search' buttons.

3. Fill in the search form. You may specify for each flight search criteria in the *Search options* section below the form
4. Click on the *Search* button
5. Choose a flight for each destination
6. When pricing your choice, Traveldoo Enterprise also searches for alternate options with a lower fare so you can make the best decision.

Travelling with Colleagues

Traveldoo Enterprise allows you to book trips for multiple travellers at the same time. Start by selecting the travellers travelling with you (1 & 2), and then the planning process is the same as if you were travelling alone. Please note that you must have the right to book on behalf of these colleagues.

The screenshot displays the Traveldoo Enterprise user interface. At the top, the user is identified as Julian Smith. The navigation menu includes Home, Plan a Trip, My Trips, My selection, My Profile, and Approvals. The main content area is titled 'Focus' and contains a welcome message for Julian Smith. A 'Quick Search' section offers options for Flights/trains, Flights, Trains, Hotels, Cars, Itineraries, and Favorites. A 'Select travellers' dialog box is open, showing a list of available travellers (Guest, Vivienne Luzi, Tania Schmidt) and a 'Selected traveller(s)' list containing Julian Smith. The dialog box has buttons for 'add to the selection', 'remove from the selection', 'cancel and close the window', and 'save my selection'. A 'My travel plans' section at the bottom shows a trip to Paris, France, with a 'No reserved' status. Red dashed boxes and numbered circles (1 and 2) highlight the 'Select travellers' button and the 'save my selection' button, respectively.

Q&A

Q: How can I know if I can change my tickets or if they are refundable?

A: Click on the link *see details* in the upper right part of a flight combination and then read the fare information. This information is provided by airlines through their reservation system or the distribution system in which bookings on Traveldoo Enterprise are made.

Q: What is a fare with restrictions?

A: It means that some conditions apply in terms of travel dates (e.g. minimum stay), reservation dates, (e.g. reservation is required at least 7 days before departure), ticket issuing or ticket purchase (e.g. ticketing must be completed within 48 hours after reservations are made), modification, cancellation / refund (e.g. changes before departure are charged € 80.00, after departure changes are not permitted, tickets are non-refundable).

Usually, the cheaper is a fare, the more restrictions there are. The cheapest tickets must generally be reserved quite in advance and purchased or issued very quickly after the reservation. Most of the time, they are not refundable and when changes are permitted, some fees apply.

Q: What is a 'flexible fare'?

A: A flexible fare is a fare without any specific constraints in terms of travel dates, ticket issuing or purchasing date, modification and cancellation. Tickets can be issued or purchased just before departure. They are fully refundable and can be changed without incurring penalty fees.

Q: What is a 'public fare'?

A: A public fare is a fare offered to the market by a supplier (airline, railways, hotel and car rental company), contrary to a fare negotiated by a company or a distributor.

Q: What is a 'negotiated fare' or a 'corporate fare'?

A: A corporate fare is a fare negotiated by your company with a supplier (airline, railways, hotel and Car Rental Company). Only company's employees can benefit from such fares, contrary to public fares.

Q: What are Internet special fares / Web fares?

A: Internet special fares or Web fares are air fares exclusively sold over the Internet and more particularly on carriers' Web sites. These fares are offered by low-cost carriers and a few traditional airlines, for example Aer Lingus, whose business is seriously threatened by the competition of low-cost carriers.

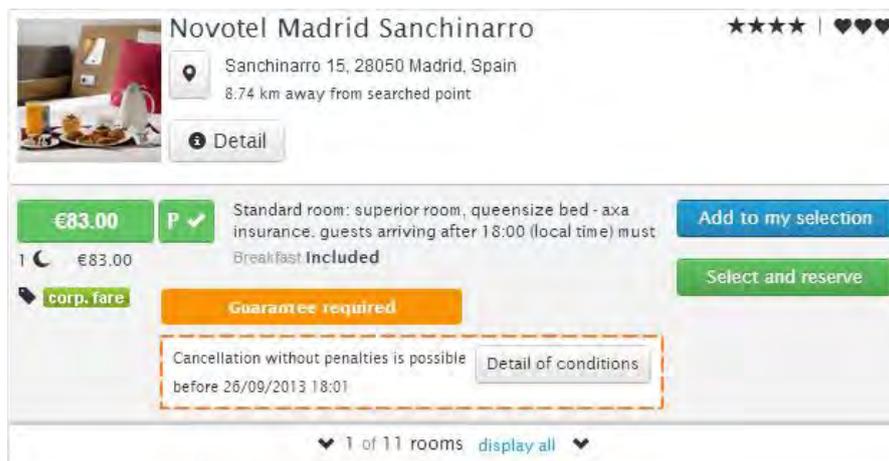
Internet special fares / Web fares are generally low fares neither permitting refund nor changes and not available in the reservation systems traditionally used by travel agencies.

Q: How can I know about a hotel room’s cancellation policy?

R: Right from the results page, you can check the cancellation policy associated with the room rate.

You can read rate conditions with one single click before making a decision.

The cancellation policy is reminded with the booking confirmation and can also be consulted in the detailed description of the trip (*My Trips* section).



Q: Can I book a one-way flight?

A: Yes. Click on *Plan a Trip* in the top navigation bar and then choose *Flights > One-way*.

Q: Can I book a trip with mixed cabin classes?

A: Yes. Choose *Flights > Multiple-destination*. Then, in the *Search options* select the cabin class of your choice.

Q: What is a favourite trip?

A: Favourite trips are templates you can use to book frequent trips faster. To access to the list of your favourite trips, click on *My Trips* in the top navigation bar and then click on *Favourites* in the left hand-side menu.

Q: How to create a favourite trip?

A: Open an existing trip plan or a past trip and then click on the *add to favourites* link in the tool box on the top left-hand side of the page. Name the favourite and click on the *Save* button.

For your next booking, you will just have to select this favourite and indicate your travel dates to book the whole trip in 3 clicks.

Q: Is it possible to be seated next to my colleagues for a rail trip?

R: Yes. When you book your train tickets, you are automatically seated next to your colleagues who booked their tickets at the same time.

You can also request to be seated next to a colleague who has already booked his/her tickets by simply providing the coach number and the seat number of his/her colleague.

4

Reserve

Q: How to know if my reservation has been confirmed?

A: When you complete a booking, Traveledoo Enterprise displays a confirmation page with information that summarizes your itinerary and provides a booking reference number for each element of your trip. You also receive an email with detailed information on your reservation.

Air and rail bookings are instantly confirmed by the suppliers. For hotels and car companies, it may happen that the reservation is not confirmed right away. In this case, a message on the confirmation page tells you that the reservation is upon request and once it has been confirmed by the supplier, trip information is updated.

Q: How to book a trip from a favourite trip?

A:

1. Click on *My Trip* in the top navigation bar
2. Click on *Favourites* section
3. Choose a trip from the list and click on *Book the same itinerary*
4. Click on the *Reserve a new trip from this favourite* button
5. Enter your travel dates and click on the *update the dates below* link to apply these dates to all services

The screenshot shows the Traveledoo Enterprise interface. At the top, there's a navigation bar with 'Home', 'Plan a Trip', 'My Trips', 'My selection', 'My Profile', and 'Approvals'. The user is logged in as 'Julian Smith'. The main content area is titled 'Paris, France (24/10/2013-25/10/2013) - Check Availability and Prices'. Below this, there's a section for 'Update the dates below' with input fields for 'Departing on: 19/11/2013' and 'Returning on: 20/11/2013', and a link to 'update the dates below'. The page lists two flights:

Flight Type	Airline	Date	Time	Origin	Destination	Flight #	Class
Outbound flight	BRITISH AIRWAYS	19/11/2013	6:50	LONDON HEATHROW (LHR)	ORLY (ORY)	0332	Economy(O)
			9:05				
Inbound flight	BRITISH AIRWAYS	20/11/2013	17:55	CHARLES DE GAULLE (CDG)	LONDON HEATHROW (LHR)	0323	Economy(L)
			18:05				

At the bottom right, there is a blue button labeled 'Check Availability and Prices'.

6. Click on the *Check Availability and Prices* button, TravelDoo Enterprise then checks availability and prices in one click of each service and creates automatically a new selection you can book as any other selection.

Q: Can I book on behalf of a colleague?

A: Yes, if your colleague or the administrator of your company has granted the right to you.

Q: How to grant to a colleague the right to book on my behalf?

A: To grant to a colleague the right to book on your behalf, click on *My Profile* in the top navigation bar and then in the *Security and Rights* section, click on the *travel arrangement* button. Click on the *Add an arranger* button and select a traveller name from the list. You can also contact your travel administrator, who will do it for you.

Q: Why using electronic tickets?

A: Electronic tickets or e-tickets allow you to travel without paper record. E-tickets are stored in airlines' computer systems and you don't receive any paper tickets. There is no more risk neither worries of forgetting or losing your tickets.

Q: Are e-tickets always available?

A: No. But main airlines now offer e-tickets on an increasing number of destinations. Please notice that to benefit from e-tickets, you should generally travel with the same airline.

Right from the result page, eligible combinations of flights are highlighted with this pictogram: 

Q: How do I book and check-in with e-tickets?

A: On the reservation page, you will be asked to provide an ID. Forms of identification commonly accepted by airlines include: credit card, passport, driving license and frequent flyer card. TravelDoo Enterprise will detect if your profile contains IDs accepted by the airline and will automatically show them to you for selection.

You will be required to show this ID to the airline's check-in facility to get your boarding pass.

Q: How can I book flights associated with a web fare?

A: You can book on [Name of the site] airlines' Web fares by using our search engine (1-Click search). Web fares are shown on the same page as other fares, without specifying any particular search criteria. However, the set-up of your company's travel site may limit the access to this type of fares. For more information about your company's travel policy, please contact the travel manager.

Web fares have to be paid with a credit card at the booking time. The credit card used for the payment is charged by the airline. Payment information is securely transferred to the airline with SSL encryption (Secure Socket Layer).

After the payment has been accepted, you receive an e-mail from the airline and from [Name of the site] to confirm your booking. Please note that low-cost carriers generally do not issue any tickets (ticketless). The confirmation e-mail can then be compared to the e-ticket you receive by e-mail when flying with a traditional airline.

5

Cancellation and Modification

Q: How to change a reservation online?

A: Click on *My Trips* in the top navigation bar, then click on the name of the travel plan you want to change and let you guide through the process.

Please notice that because of rules governing the fare, change may not be allowed or you may be charged a fee by the airline. If tickets have been issued, you may not be able to modify your itinerary online. In this case, please call your travel agent at [Reservation Desk Phone Number].

Q: How to cancel a reservation online?

A: Click on *My Trips* in the top navigation bar. Select a trip and click on the *Cancel this trip* button.

Please notice that because of rules governing the fare, tickets may not be refundable or you may be charged a fee by the airline. If tickets have been issued, you may not be able to cancel your trip online. In this case, please call your travel agent at [Reservation Desk Phone Number].

Q: How to know if I can change my tickets or if they are refundable?

A: Click on the *see details* link in the upper right part of the flight reservation and then read the fare information. This information is provided by airlines through their reservation system or the distribution system in which bookings on Traveledoo Enterprise are made.

Q: Can I modify or cancel Web-fare booking?

A: Please contact the customer service of the airline you booked on. You will find the contact details in the booking confirmation e-mail the carrier sent you.

Please note that the Web-fare booking are rarely refundable and the change rules are generally very restrictive.

6 Travel Request Approval (Travel Authorisation)

Q: How to know if my travel request has been approved by my management?

A: You are informed by email when your travel request has been accepted or denied by your management. You can check the status of a request by looking at the *Travel Plans* panel on the Home page or by clicking on *My Trips > Plans*. In front of each travel plan a marker indicates the approval status

Q: What if my travel request is not approved on time?

A: Each request owns a deadline for approval that generally depends on the deadline to issue or purchase tickets and integrates the lead time necessary to fulfil the reservations. Before the deadline, email reminders are automatically sent to you and your approver(s). Depending on the procedure implemented by your company, if not approved on time, reservation are either automatically confirmed or cancelled. For further information, please contact your travel manager.

7 Your Profile

Q: How is the information stored in my profile used?

A: Information stored in your profile facilitates the use of search tools (e.g.: home city) and saves you time at the booking time. Loyalty programs, payment and guarantee information, delivery address for paper ticket or ID for e-tickets are automatically pre-selected.

Q: How to update my default delivery address?

A: Click on *My Profile* in the top navigation bar. In the *Payment and Delivery* section, click on the *Address book* button. Create or update an address and choose the option *set this address as my default delivery address* and click on the *Save* button.

Q: How to add a loyalty program into my profile?

A: Click on *My Profile* in the top navigation bar. Click on the *Loyalty Programs* button and on the *Add* button in the appropriate category of loyalty program - frequent flyer, rail frequent traveller, frequent guest or frequent renter. Fill in the form and click on the *Save* button.

Q: How to change my password?

A: Click on *My Profile* in the top navigation bar. In the *Security and Rights* section, click on the *Password* button. You must first enter your old password for security reasons, then enter your new password twice to avoid mistakes and click on the *Save* button.

8

Your Trips

Q: What is a travel plan?

A: A Travel Plan is a booked itinerary not yet travelled or a selection you saved for later booking (*not reserved* status).

The list of your travel plans is displayed on the Home page right below the *Quick Search* form. You can also click on *My Trips > Plans* to view the list.

Q: How to see my trip history?

A: Click on *My Trips* in the top navigation bar, then click on the *History* button in the left menu.

Q: What is a favourite trip?

A: Favourite trips are templates you can use to book frequent trips faster. To access to the list of your favourite trips, click on *My Trips* in the top navigation bar and then click on *Favourites* in the left hand-side menu.

Q: How to create a favourite trip?

A: Open an existing trip plan or a past trip and then click on the *add to favourites* link in the tool box on the top left-hand side of the page. Name the favourite and click on the *Save* button.

For your next booking, you will just have to select this favourite and indicate your travel dates to book the whole trip in 3 clicks.

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