



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.

Content

1	Getting started	4
	Step 1: Search.....	4
	Offered Services	4
	Quick Search.....	5
	Advanced Search	6
	Step 2: Select	7
	Visualisation of the results.....	7
	Selection	10
	Step 3: Your Selection.....	11
	Step 4: Reserve / Buy.....	12
	Step 5: Your Trips.....	13
	Step 6: Your Profile	14
2	Top FAQs	15
3	Search	16
	Search Tools.....	16
	Quick Search.....	16
	Advanced Search	17
	Modifying Search Criteria from the Result Page	18
	Round-trip Flight Search	19
	1-Click Search.....	19
	Flight-by-flight Search.....	19
	Results.....	19
	Visualisation of the results.....	19
	Selection	23
	Multi-destination Flights.....	24
	Travelling with Colleagues.....	25
	Q&A.....	26
4	Reserve	28
5	Cancellation and Modification	31

6	Travel Request Approval (Travel Authorisation)	32
7	Your Profile	33
8	Your Trips.....	34

1 Getting started

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

Discover Travedoo 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 Travedoo Enterprise web application interface. At the top, the logo 'travedoo enterprise' is visible on the left, and a user profile 'Julian Smith' with a close button is on the right. Below the header is a navigation bar with tabs: '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 sidebar titled 'PLAN A TRIP' with icons and labels for 'Flights Or Trains', 'Flights', 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. The 'Flights' option is highlighted with a green circle and the number 2. The main content area is titled 'Search for Car Hire' and contains several input fields: 'Pick-up location' (set to 'Airport'), 'Drop-off location' (set to 'Airport'), 'Pick-up date' (set to '26/09/2013' at '10:00'), and 'Drop-off date' (set to '27/09/2013' at '10:00'). Below these fields are 'Search options' including 'Car Type' (set to 'Company preferences') and 'Car rental company' (with a dropdown menu showing 'No preference', 'Avis', 'Budget', and 'Enterprise'). A 'Search' button is located at the bottom right of the search 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 header with the logo, user profile (Julian Smith), and navigation tabs: Home, Plan a Trip, My Trips, My selection, My Profile, and Approvals. The main content area is divided into a left sidebar and a central search section. The sidebar contains a 'Focus' section with a welcome message and contact information. The central search section features a 'Quick Search' area with icons for Flights/trains, Flights, Trains, Hotels, Cars, Itineraries, and Favorites. Below these icons are input fields for 'From' (London), 'To', 'Departure' (12/09/2013), and 'Return' (12/09/2013). A 'Search options' dropdown is highlighted with a green circle and the number 2. A 'Search' button is located at the bottom right of the search section. Below the search section is a 'Profile Information' section with a note about passport expiration. At the bottom, there is a 'My travel plans' section listing two trips: Paris, France (24/10/2013-25/10/2013) and Amsterdam, Netherlands (25/09/2013-26/09/2013). The Paris trip is marked 'No reserved' and the Amsterdam trip is marked 'Reserved'. A deadline for approval is noted as 30/08/2013 18:30.

traveledoo enterprise Julian Smith

Home Plan a Trip My Trips My selection My Profile Approvals

Focus
Welcome Julian Smith

Traveledoo Enterprise Test site will provide you with a flavour of online reservation services you and your colleagues could benefit from. Traveledoo Enterprise allows corporate travellers and arrangers to book flights, trains, hotels, and hire cars simply and quickly

Please note that travel policy rules, supplier preferences and test negotiated fares may apply for some destinations.

To contact Traveledoo Customer Support, please call at + 33 (0) 1 55 46 95 30 or send an email at demo.support@traveledoo.com.

Enjoy your test drive of Traveledoo Enterprise!

Traveledoo Customer Support.

Select travellers + Julian Smith

Quick Search

Flights/trains Flights Trains Hotels Cars Itineraries Favorites

Round-trip One-way

From London To

Departure 12/09/2013 no prefer Return 12/09/2013 no prefer

Search options

Search

Profile Information

Please note that your passport (UNITED KINGDOM, T23XX456) will expire on 31/10/2013.

My travel plans
To view or change a trip, please click on the trip name.

Paris, France (24/10/2013-25/10/2013)

Amsterdam, Netherlands (25/09/2013-26/09/2013)

Deadline for approval 30/08/2013 18:30

Contact / Support
If you need assistance, please visit our online help site.
You can also contact Traveledoo T&E by email at demo@traveledoo.com or by telephone at +33 1 55 46 95 30

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 'traveldoo enterprise' web interface. At the top, there's a navigation bar with 'Home', 'Plan a Trip' (annotated with a green circle 1), 'My Trips', 'My selection', 'My Profile', and 'Approvals'. Below this is a 'PLAN A TRIP' section (annotated with a green circle 2) containing a sidebar with icons for 'Flights Or Trains', 'Flights' (annotated with a green circle 3), 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. The main area is titled 'Search for Flights' and includes a 'Select travellers' dropdown with 'Julian Smith'. It has tabs for 'Round-trip', 'One-way', and 'Multiple destinations'. The 'From' field is set to 'London'. The 'Departure' date is '26/09/2013' and the 'Return' date is '27/09/2013'. Under 'Search options' (annotated with a green circle 4), there are dropdowns for 'Itinerary' (set to 'no preference'), 'Cabin class' (set to 'Select >'), and 'Preferred carriers' (set to 'Select >'). A checkbox 'use my company's preferences' is checked. At the bottom right, there are 'Search' and 'Flight-by-flight search' buttons.

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	Air France	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.

Julian Smith

[Home](#)
[Plan a Trip](#)
[My Trips](#)
[My selection](#)
[My Profile](#)
[Approvals](#)

[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](#)

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

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

EUR 91.52

Add to my selection

Select and reserve

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

EUR 177.05

Add to my selection

Select and reserve

Economy(W) | [details](#)

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

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

EUR 205.48

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

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

Add to my selection

Select and reserve

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

EUR 553.48

Add to my selection

Select and reserve

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

Chapter Erreur ! Source du renvoi introuvable. / Getting started

8

Julian Smith

[Home](#)
[Plan a Trip](#)
[My Trips](#)
[My selection](#)
[My Profile](#)
[Approvals](#)

[Previous](#)

Available Flights and Trains for Paris, France

MODIFY
 from :
 to :
 depart :

 return :

 cabin class :
 class :

☒ 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

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

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

EUR 199.33

Thu 24 Oct 8:05 LONDON CITY (LCY) Flight #: 5019
 10:45 ORLY (ORY) Fokker 50
 flight operated by : Cityjet terminal : W CO₂ 102kg
 journey time: 1h40

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

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' website interface. The top navigation bar includes links for Home, Plan a Trip, My Trips, My selection (active), My Profile, and Approvals. The user is logged in as Julian Smith.

The main section is titled 'Available Flights and Trains for Paris, France'. On the left, a 'MODIFY' sidebar allows users to adjust search criteria: from (London), to (Paris), depart (24/10/2013, 7:00), return (25/10/2013, 18:00), cabin class, and class. A 'Search' button and 'Search Options' are also present.

The main content area shows a 'Summary of lowest fares' table with columns for 'All results', 'Eurostar', 'British Airways', 'Air France', and 'Easyjet'. Below this, a 'Group the results by:' section offers options for SCHEDULE and FARE, with a 'Sort by:' dropdown set to 'policy compliance'.

The search results list several flight options, including Eurostar 9004 and Eurostar 9051. Each result shows the departure date, time, origin, destination, journey time, and fare. Two specific fare options are highlighted with callouts:

- EUR 254.50**: A 'STANDARD PREMIER NON FLEXI' fare. It includes a callout '1' pointing to the 'Add to my selection' button and a callout '2' pointing to the 'Select and reserve' button.
- EUR 360.00**: A 'STANDARD PREMIER SEMI FLEXI' fare.
- EUR 612.00**: A 'BUSINESS PREMIER FLEXI' fare.

Each fare entry includes a 'details' link and a 'View' link at the bottom. A 'web fare' warning is visible on the right side of the page.

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

My selection

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

N° : TVLD84685
Status : Not reserved
P 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) Flight #: 0332
terminal : 5 Airbus A319
9:05 ORLY (ORY) terminal : W CO₂ 106kg
Economy(O)
non refundable tickets
total trip time: 1h15

BRITISH AIRWAYS Fri 25 Oct 17:55 CHARLES DE GAULLE (CDG) Flight #: 0323
terminal : 2A Airbus A320
18:05 LONDON HEATHROW (LHR) terminal : 5 CO₂ 101kg
Economy(L)
non refundable tickets
total trip time: 1h10

Remove Reserve

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

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) 1 flight LHR - ORY

Please note this travel plan must be approved before 10/09/2013 18:30

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.

traveldoo enterprise

Julian Smith

Home Plan a Trip **My Trips** My selection My Profile Approvals

My Trips: Plans (4) In progress History Favourites

List of Travel Plans

Display Criteria The trips I planned Smith Julian All status View

Sort by: Departure Date Traveller Destination Deadline for approval

TUESDAY, 24 SEP 13

ROTTERDAM, NETHERLANDS (24/09/2013)

Traveller(s): Mr Julian Smith

Request ID: TVLD84622 | Not reserved

24 Sep / 7:35 - London City (LCY) > 9:35 - Rotterdam (RTM) | KL 2470

Create an expense report Delete this trip

WEDNESDAY, 25 SEP 13

AMSTERDAM, NETHERLANDS (25/09/2013-26/09/2013)

Deadline for approval: 30/08/2013 18:30

Traveller(s): Mr Julian Smith

Request ID: TVLD84620 | Reference number (Agency): 2RARZY | Created on: 30/08/2013

25 Sep / 7:55 - London Gatwick (LGW/N) > 10:10 - Schiphol (AMS) | BA 2758
26 Sep / 18:55 - Schiphol (AMS) > 19:05 - London Gatwick (LGW/N) | BA 2763
reservation number: 2RARZY

Create an expense report Delete this trip

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 travelgoo enterprise system. The top navigation bar includes links for Home, Plan a Trip, My Trips, My selection, My Profile (active), and Approvals. The user is logged in as Julian Smith. The profile page is titled 'Profile - Julian Smith' and shows the traveller as 'Smith Julian'. The page is organized into several sections: FAVOURITE LINKS (Address Book, Credit Cards, Telephones And Email, Change Password, Loyalty Programs, Travel Arrangement, Expense Delegation), 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), and PAYMENT AND DELIVERY (credit cards, address book, bank Coordinates).

travelgoo enterprise

Julian Smith

Home Plan a Trip My Trips My selection **My Profile** Approvals

FAVOURITE LINKS

- Address Book
- Credit Cards
- Telephones And Email
- Change Password
- Loyalty Programs
- Travel Arrangement
- Expense Delegation

Profile - Julian Smith

Traveller : Smith Julian

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](#)

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 your 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).

The screenshot shows the Traveldoo Enterprise web application interface. At the top, there is a header with the logo, user profile (Julian Smith), and navigation tabs: Home, Plan a Trip, My Trips, My selection, My Profile, and Approvals. Below the header, the main content area is divided into two columns. The left column, titled 'Focus', contains a welcome message, a description of the service, and contact information for customer support. The right column, titled 'Quick Search', features a search form. The form includes a 'Select travellers' dropdown with 'Julian Smith' selected, a 'Quick Search' section with icons for Flights/trains, Flights, Trains, Hotels, Cars, Itineraries, and Favorites, and a search type selector (Round-trip, One-way). The search criteria are: From: London, To: PARIS, FRANCE (all airports), Departure: 26/09/2013 at 07:00, and Return: 27/09/2013 at 18:00. A 'Search options' dropdown is highlighted with a green circle and the number 1. A 'Search' button is located at the bottom right of the form.

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 displays the TravelDoo Enterprise web application interface. At the top, the logo 'traveldoo enterprise' is on the left, and a user profile 'Julian Smith' with a close button is on the right. Below the header is a navigation bar with links: Home, Plan a Trip (highlighted), My Trips, My selection (with a notification icon), My Profile, and Approvals (with a help icon). The main content area is titled 'PLAN A TRIP' and features a vertical sidebar on the left with icons and labels for 'Flights Or Trains', 'Flights', 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. The central part of the page is for 'Search for Hotel Rooms'. It includes a 'Select travellers' dropdown with a plus icon and 'Julian Smith'. Below this, the search criteria are: 'Destination' (PARIS, FRANCE), 'Check-in' (26/09/2013), and 'Check-out' (27/09/2013). There is a 'Search options' dropdown 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.

traveldoo enterprise Julian Smith

Home Plan a Trip My Trips My selection My Profile Approvals

Previous Available Flights and Trains for Paris, France

1 MODIFY

from : London

to : Paris

depart : 26/09/2013 7:00

return : 27/09/2013 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

The reference price on this route is EUR 236.36 offered by British Airways. To be compliant with your travel policy, the price can not exceed the reference price by more than EUR 200.00

Summary of lowest fares

	easyJet.com	Reference price	BRITISH AIRWAYS	AIRFRANCE	Eurostar	swiss
All results	Easyjet	British Airways	Air France	Eurostar	Swiss	
Direct	EUR 102	EUR 236	EUR 257	EUR 298		
1 connection			EUR 396			EUR 392

More carriers

Group the results by: SCHEDULE FARE

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

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

Fare with restrictions | Economy(Y) | details

EUR 204.83 web fare | P | Add to my selection
Select and reserve

Economy(W) | details

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) Flight #: 0337
terminal : W 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

non refundable tickets | Eco(O) - Eco(V) | details

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	AIR FRANCE Air France	easyJet.com Easyjet
1 Direct	EUR 254	EUR 211	EUR 199	EUR 91

Click here to display only Eurostar trains (12)

2 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.

Julian Smith

[Home](#)
[Plan a Trip](#)
[My Trips](#)
[My selection](#)
[My Profile](#)
[Approvals](#)

[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](#)

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

EUR 91.52

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

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

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

EUR 177.05

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

[Economy\(W\)](#) | [details](#)

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

EUR 205.48

[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](#)

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

EUR 366.48

[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](#)

22/10/13
22:10/13
Flight #:
CO₂
journey time:

EUR 550.83

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

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

22/10/13
22:10/13
Flight #:
CO₂
journey time:

EUR 553.48

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

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

Julian Smith

[Home](#)
[Plan a Trip](#)
[My Trips](#)
[My selection](#)
[My Profile](#)
[Approvals](#)

[Previous](#)

Available Flights and Trains for Paris, France

MODIFY

from :

to :

depart :

return :

cabin class :

class :

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

Thu 24 Oct 6:00 LONDON LUTON (LTN)
 8:20 CHARLES DE GAULLE (CDG)
 journey time:1h20

Flight #: 2431
 CO₂ 111kg

Fri 25 Oct 18:15 CHARLES DE GAULLE (CDG)
 18:25 LONDON LUTON (LTN)
 journey time:1h10

Flight #: 2440
 CO₂ 111kg

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

EUR 199.33

13/09/13

Thu 24 Oct 8:05 LONDON CITY (LCY)
 10:45 ORLY (ORY)
 flight operated by : Cityjet
 terminal : W
 journey time:1h40

Flight #: 5019
 Fokker 50
 CO₂ 102kg

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
 CO₂ 101kg

[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.

travel.doo enterprise Julian Smith

Home Plan a Trip My Trips My selection My Profile Approvals

Available Flights and Trains for Paris, France

Summary of lowest fares

All results	Eurostar	British Airways	Air France	Easyjet
Direct	EUR 254	EUR 211	EUR 199	EUR 91

Click here to display only Eurostar trains (12)

Group the results by: SCHEDULE FARE

Sort by: policy compliance price departure time shortest outward journey

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](#)

Eurostar 9004
Thu 24 Oct 7:01 London St Pancras
10:29 Paris Gare Du Nord
journey time:2h28
CO₂ 15kg

Eurostar 9051
Fri 25 Oct 18:03 Paris Gare Du Nord
19:39 London St Pancras
journey time:2h36
CO₂ 15kg

EUR 254.50 17/09/13 | [details](#)

1 Add to my selection

2 Select and reserve

STANDARD PREMIER NON FLEXI | First | Ticket may not be changed nor refunded.
[details](#)

STANDARD PREMIER NON FLEXI | First | Ticket may not be changed nor refunded.
[details](#)

EUR 360.00 17/09/13 | [details](#)

Add to my selection

Select and reserve

STANDARD PREMIER SEMI FLEXI | First | Ticket exchangeable and refundable before and after departure. A charge of € 40 per traveller per journey will apply and the difference between the price of the original ticket and the new ticket is also payable.
[details](#)

EUR 612.00 17/09/13 | [details](#)

Add to my selection

Select and reserve

BUSINESS PREMIER FLEXI | First | Ticket may be changed and refunded without charge.
[details](#)

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

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

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. The top navigation bar includes 'Home', 'Plan a Trip' (highlighted with a green circle and the number 1), 'My Trips', 'My selection', 'My Profile', and 'Approvals'. The user is logged in as 'Julian Smith'. On the left, a sidebar lists travel options: 'Flights Or Trains', 'Flights' (highlighted with a green circle and the number 2), 'Trains', 'Hotels', 'Cars', 'Itineraries', and 'Favorites'. The main area is titled 'Search for Flights' and features a 'Multiple destinations' tab. Below this, there are two flight segments. 'FLIGHT 1' has a 'From' field set to 'London' and a 'To' field set to 'Paris', with a departure date of '26/09/2013' and time '07:00'. 'FLIGHT 2' has a 'From' field set to 'Paris' and a 'To' field set to 'New York', with a departure date of '27/09/2013' and time '14:00'. A red button labeled 'Remove the flight 2' is next to the second flight. At the bottom, there are buttons for '+ Add a flight' and 'Search'.

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 web application interface. At the top, the header includes the logo, navigation tabs (Home, Plan a Trip, My Trips, My selection, My Profile, Approvals), and a user profile for Julian Smith. A 'Focus' sidebar on the left contains a welcome message and contact information. The main content area features a 'Quick Search' section with icons 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 includes 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 status of 'No reserved'.

1

2

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, Traveldoo 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 Traveldoo Enterprise web interface. At the top, there's a navigation bar with links: 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 "update the dates below". The "Outbound flight" section shows a British Airways flight from LONDON HEATHROW (LHR) to ORLY (ORY) on 19/11/2013, departing at 6:50 and arriving at 9:05. The "Inbound flight" section shows a British Airways flight from CHARLES DE GAULLE (CDG) to LONDON HEATHROW (LHR) on 20/11/2013, departing at 17:55 and arriving at 18:05. Both flights are Economy class. A "Check Availability and Prices" button is at the bottom right.

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 Traveldoo 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.

Traveldoo SAS

79-83, rue Baudin
92300 Levallois-Perret, France

Tel.: +33 (0)1 55 46 95 30

Fax: +33 (0)1 55 46 95 31

info@traveldoo.com

Copyright © 2014 Traveldoo SAS. All Rights Reserved. Traveldoo, Traveldoo logo, Traveldoo Enterprise and Traveldoo Portal are trademarks of Traveldoo SAS. Other trademarks are the property of their respective owners.