

A Training & Familiarization Guide for:

U.S. Government Official Travel

<https://www.worldtravel.resassist.com>

ResAssist®

[Lost Password](#) / [Tutorial](#) / [Privacy Statement](#)

Company:

User Name:

Password:

Enter your login information.
Select a starting point.

**Revised Training Manual
20 September 2002**

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City Guide

**World Clock
Travel Books
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Travel Advice**

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ResAssist Overview

ResAssist is a web-based, travel policy compliant, self-service reservation system. Travelers and Travel Planners can shop for flights and confirm air, car, and hotel reservations via any laptop or desktop with Internet access. The primary purpose of this product is to expedite the process of booking official travel and to provide travelers more control over their travel decisions while making it more **cost effective** for the Government.

The Government's air, car and hotel discounts are loaded in **ResAssist**. Reservations are automatically sent to the TMC for quality control processing and ticketing.

ResAssist Tips

When to use ResAssist:

- Reservations for official travel only.**
- Reservations can be placed 24 hours a day, 7 days a week. Tickets are issued Monday – Friday from 0800 to 1800 Eastern Time.
- Government employees only.** Reservations for consultants and / or visitors should go through the normal agency procedures.

When not to use ResAssist:

- Vacation travel.
- Complex domestic or international trips.
- Travel within 24 hours.
- Reservations requiring ticketing during non-business hours call the TMC.
- Reservations that have already **been ticketed by the TMC.**

Getting Started

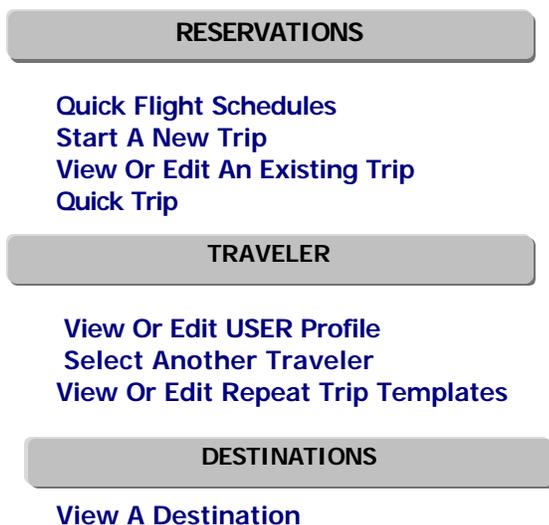
- You must have Internet access via dial-up or company Intranet.
- Browser – recommended **Microsoft Internet Explorer or Netscape Navigator (4.0 or higher)**
- Access the system via Government Intranet (insert keyword or area). URL address, <https://www.resassist.com> (bookmark or add to favorites).
- PLEASE NOTE: On** the opening screen complete the three (3) required entries to gain access to the program.
- COMPANY:** Assigned to you by the TMC.
- LOGIN ID:** Your travel coordinator will assign you your Login ID.
- PASSWORD:** First time users, **DO NOT** enter a password. Complete "**Company**", enter the "**User ID**" assigned you, and then enter. The program will ask you to create and verify a password at this time.

MENU BAR

The menu bar will appear at the top of each screen. The same entries also appear at the bottom of each screen but in a different format.

- HELP:** Select this button to access the help section for whatever screens you are in. Selecting "Help" in the "Start A New Trip" section will display help items for that section and so on.
- FEEDBACK:** We need to know if there is a problem. Should you encounter a "glitch" with the system, have a technical question or just a comment, use this button. The e-mail is sent directly to the system administrator who will respond within 24 hours.
- POLICY:** This button will take you to the Federal Travel Regulations.
- MAIN MENU:** This button will take you to the main menu where you can book flights, cars and hotels, check on pending reservations and so on.
- E-MAIL THE AGENT:** Select this button to send an e-mail to the Reservation Agents. It does not go to the System Administrator. Use this to have the Reservation Agents update you reservation, add your Travel Authorization number or request a vehicle such as a Van or SUV. **This e-mail is used only for information regarding a reservation.**
- LOG OUT:** Use this button to exit the program.

When you select "Main Menu", the following screen will appear:



You cannot proceed with the program until you have selected "[View or Edit USER Profile](#)" and complete all required entries for all sections. You can not "[Submit For Purchase](#)" until this has been completed.

NOTE: Travel Planners (Document Preparers) who do not travel do not have to complete a **ResAssist** profile other than the "Personal Information" section.

Select "[View or Edit USER Profile](#)". The following screen will appear.

Current User: (Your Name)

- Personal Information** ←
- Credit Card Information**
- Air Preferences**
- Car Preferences**
- Hotel Preferences**
- Travel Settings**
- Change Password**

Select "**Personal Information**", the following screen will appear.

Current User: (Your Name)

First Name: John (Required)
Last Name: Smith (Required)
Member ID: jsmith (Required)

Completed By TMC

Personal E-Mail: (Required)

Telephone Numbers

Home Phone:	<input type="text" value=""/>	<input type="text" value="A/C"/>	<input type="text" value="Phone Number"/>	<input type="text" value="Ext."/>	(Required)
Work Phone:	<input type="text" value=""/>	<input type="text" value="A/C"/>	<input type="text" value="Phone Number"/>	<input type="text" value="Ext."/>	(Required)
Cell Phone:	<input type="text" value=""/>	<input type="text" value="A/C"/>	<input type="text" value="Phone Number"/>	<input type="text" value="Ext."/>	(Required)
FAX Number:	<input type="text" value=""/>	<input type="text" value="A/C"/>	<input type="text" value="Phone Number"/>	<input type="text" value="Ext."/>	(Required)

DO NOT complete the section for "**Country Code**".
(In some profiles you may see an area for work and home address, this is not required and some profiles have had them removed. We have this information in our system.)

PASSPORT 1

Issuing Country:

Expiration Date :

Passport Number:

Given Name:

Family Name:

NOTE: A 2nd area for another passport can be provided if required.

EMERGENCY CONTACT INFORMATION
(Person not traveling with passenger)

Contact's Name:

Contact's Telephone Number:

Contact Information Refused:

- Select "[Save Changes](#)" to store the information. You may return to this area and make changes at anytime by selecting "[View Or Edit Traveler Profile](#)" from the main menu. Only the name and Login ID cannot be changed. Call the Administrator to make changes in that area.
- Once you have selected "[Save Changes](#)", you will be returned to the profile menu, select the next item to complete.

Credit Card Information: Select this next and the following screen will appear.

For security purposes, the system requires a "[name](#)" for each credit card. After the initial credit card set up the number **will no longer be displayed**. Throughout the program all credit cards will be displayed as "[name](#)" i.e. "INDV" for individual government credit card and / or "GOVT" for the Centrally Billed Account (CBA)

GOVERNMENT AIRFARES MUST BE PAID FOR WITH A GOVERNMENT CREDIT CARD. USE OF ANY OTHER CREDIT CARD WILL INVALIDATE THE GOVERNMENT AIRFARE.

You are in a Secure Mode; all credit card transactions will be encrypted.

- Click on "[Enter New Credit Card](#)" to highlight and then click on continue.
- To Delete a credit card, highlight the credit card to be deleted, check the box by "[Delete the selected Credit Card](#)" then select "[Continue](#)".

Delete the selected Credit Card



(Continued On Next Page)

The following screen will appear:

Current User: (Your Name)

Name of Credit Card:	<input type="text" value="INDV or GOVT ONLY!"/>	(Required)
Type:	<input type="text" value="Drop Down Box"/>	(Required)
Number:	<input type="text" value="Card Number No Spaces / Dashes"/>	(Required)
Expiration Date:	<input type="text" value="MM/YY"/>	(Required)

←

- Name of Credit Card can **ONLY** be "**INDV**" or "**GOVT**".
- Select either Visa or MasterCard from the drop down box opposite "**Type**".
- Enter the card number without spaces or dashes.
- Enter the expiration date as shown month and year.

NOTE: Some profiles ask for names and the billing address. If your profile has these areas please ignore them and move to the bottom of the page. **DO NOT** complete any of these areas.

- Select "**Add Credit Card**" and you will be taken back to the Profile Menu.

Air Preferences: [Select](#) this next and the following screen will appear.

Current User: (Your Name)

Default Class Of Service:	Coach / Economy	(Can not be changed)						
Time Window:	<input type="text" value="2:00"/>	(Can be edited)						
Accept Penalty Fares:	<input type="checkbox"/>	(NEVER check this box)						
Accept Connections:	<input type="checkbox"/>	(ALWAYS select this box)						
Meal Preference:	<input type="text" value="Salt Free"/>	(Select special meal from drop down)						
Preferred Passenger Type:	<input type="text" value="Government"/>							
Seat Preference:	<table border="1"><tr><td>Aisle</td><td>Forward of Wing</td><td>Smoking</td></tr><tr><td>Window</td><td>Rear of Wing</td><td>Non-Smoking</td></tr></table>	Aisle	Forward of Wing	Smoking	Window	Rear of Wing	Non-Smoking	(Select seating)
Aisle	Forward of Wing	Smoking						
Window	Rear of Wing	Non-Smoking						
On Seat Maps Hide Me From Other Travelers: (Select if you do not want to show on other Travelers seat maps)	<input type="checkbox"/>							
Preferred Method of Payment:	<input type="text" value="INDV"/>	(This box must show either <u>INDV</u> or <u>GOVT</u>)						

Membership Numbers:

Airline	Frequent Flyer Number
United Airlines	(Enter Frequent Flyer #)

Select airline and enter number:

Save Changes ←

- Use the drop down and select the airline where you are enrolled. Enter the number to the right of the airline name in the box provided.
- If you fill all the boxes and require more space, leave this section and come back in and more boxes will be provided.
- The TMC will request the "[upgrade](#)" for you. This can be done only 24 hours before departure. The fare that you have is, for upgrading only, considered restricted.
- Should you call the airline after you have submitted for purchase in [ResAssist](#) and upgrade yourself it will prohibit us from being able to issue a ticket without rebooking your reservation. This will eliminate your seating and possibly your flight. **DO NOT CALL THE AIRLINE TO UPGRADE WITHOUT CALLING THE TMC FIRST!**
- Select "[Save Changes](#)" to save your work and you will be returned to the profile menu.

Car Preferences: Select this next and the following screen will appear:

Current User: (Your Name)

Preferred Car Type: (Use "drop down" to change car size)

Special Request to Car Company:

Preferred Credit Card: (Must be INDV or GOVT)

Membership Numbers:

Car Company	Personal ID	Delete
Avis		<input type="checkbox"/>

- Select the "[Car Company](#)" from the "drop down" box.
- Enter your personal membership number in the box to the right.
- To "[Delete](#)" a number, select the box next to the company to delete and mark it.
- You are allowed to belong to Rental Car Company membership clubs, it does not cost the Government and may give upgrades and the ability to by-pass the check in counter.
- Select "[Save Changes](#)" and you will be returned to the profile menu.

Save Changes ←

Hotel Preferences: Select this next and the following screen will appear.

Current User: (Your Name)

Non-Smoking Room: (Select for a non-smoking room request)

Special Request to Hotel:

(Enter frequent flyer #)

Preferred Credit Card (Used to Guarantee for Late Arrival):

"INDV" must be selected.

Preferred Room Type: Use "drop down" to select room type.

- ❑ Failure to select "[Preferred Credit Card](#)" will prohibit you from reserving a hotel room at "[Submit for Purchase](#)". You would be required to go back and enter a credit card or make a selection in this section of the profile
- ❑ Some profiles may request more information, i.e., "[Preferred Hotel Chains](#)", "[Always Search for Preferred Chains](#)" and so on. **DO NOT COMPLETE ANY OF THESE SECTIONS. COMPLETE ONLY THOSE AREAS INDICATED ABOVE. IN THE FUTURE, THEY WILL BE REMOVED FROM YOUR PERSONAL PROFILE.**

- Select "[Save Changes](#)" and you will be returned to the profile menu.

Travel Settings: Select this next and the following screen will appear.

Current User: (Your Name)

Ticket Type:

Use "[drop down](#)" to select a paper ticket. **This is not Recommended.** (There now is a charge for "[Paper Tickets](#)" by some airlines. Check "[Destinations](#)" on the Main Menu for more information).

Default Origin:

Default Airports:

Display Pages In

More Detail:

 Do Not Select!

Date Format:

Select date format.

Time Format:

Select time format.

Travel Planners:

Jwiggins
bwilliam

Add Travel Planners:

kilroy

- THIS IS VERY IMPORTANT!** The box opposite "[Travel Planners](#)" contains the Login Ids of two Travel Planners that you have been given authority to book travel for you and to have access to your profile to make changes / updates. The Travel Planners will go into their own ResAssist and from the Main Menu click on "[Select Another Traveler](#)". A box will appear with a list of names of those who have given them the authority to book travel and edit their profiles. Remember that you must give them that authority by entering their Login Ids in the "[Add Travel Planners](#)" box. They cannot see your credit card number, only the last four (4) digits and the expiration date. So enter the Login ID and select "[Save Changes](#)". Log out and log back in for the change to take effect.
- To **remove** a Travel Planner from your profile. Highlight the Login Id you wish to remove and then just select "[Save Changes](#)". You must log out and log in for the change to take effect.

Select "[Save Changes](#)" and you will be returned to the profile menu.

Change Password: Select this next and the following screen will appear.

Current User: (Your Name)

To change the password: 1. Type the current password in the *Current Password* field. 2. Choose a unique character (**min 4 – max 15**) **alpha / numeric** combination. No special characters. 3. Retype the password in the *Verify New Password* field. Select "[Save Changes](#)".

Current Password:

Steelers

New Password:

Verify New Password:

- ResAssist does not require that you change your password on a regular basis. However your agency may. Please check with your Travel Coordinator.

- ❑ **NOTE:** If you attempt to enter your password five times without success, then your system will be locked. Please call the Administrator to unlock your system and reset your password. We will never be able to see your password and can only reset it. You may then use the same password again.
- ❑ When you select "[Save Changes](#)" you will be returned to the profile menu.

QUICK FLIGHT SCHEDULES

RESERVATIONS
[QUICK FLIGHT SCHEDULES](#) 
[START A NEW TRIP](#)
[VIEW OR EDIT AN EXISTING TRIP](#)

- ❑ Select "[Quick Flight Schedules](#)" and the following screen will appear.

	<u>Travel Date</u>	<u>Time</u>	<u>Arrival?</u>	<u>Departure City</u>	<u>Arrival City</u>
Calendar	8/8 or Aug 8	7a or 7p 	<input type="checkbox"/>	Pittsburgh	Seattle

The calendar box, if you click on it, will display a "pop up" calendar for the present month. There is a "drop down arrow" next to the month which allows you to select a different month. The ">" next to the month displayed will move you one (1) month in the direction selected. Selecting a date within the calendar will insert the date selected in the "[Travel Date](#)" box. You can also type in the date in the format displayed .

	<u>Travel Date</u>	<u>Time</u>	<u>Arrival?</u>	<u>Departure City</u>	<u>Arrival City</u>
Calendar	8/9 or Aug 9	7a or 7p 	<input type="checkbox"/>	Leave Blank	Leave Blank

"[Time](#)". This box also contains a "[drop down](#)". You can use it or type in the time as 7A or 7P etc.

"[Arrival?](#)", **This is important!** Place a check mark in this box and the time you have entered will become the **arrival** time at the **destination city**. This is useful when you are looking for flights that will place your traveler at his / her destination by a requested time. It also saves you time by narrowing your search.

NOTE: On a round trip, leaving and returning to the same city, you do not have to enter the return city pair, the computer will do that for you.

Please complete the required information requested below. This will appear right below the section you just completed.

Air Availability Options		Preferred Airline
Accept Connections: <input type="checkbox"/>	Time Window: <input type="text" value="2:00"/>	<input type="text"/>
Accept Penalty Fares: <input checked="" type="checkbox"/>	Class Of Service: <input type="text" value="Coach / Economy"/>	<input type="text"/>
Use Preferred Airline: <input type="checkbox"/>	Passenger Type: <input type="text" value="Government"/>	<input type="text"/>

- Always** select "[Accept Connections](#)".
- Never** select "[Accept Penalty Fares](#)".
- "[Time Window](#)" can be changed to widen your search. The computer will now look two hours before the time you selected and two hours after that time.
- "[Class of Service](#)" **cannot be changed**.
- "[Passenger Type](#)" can be changed from the drop down to a senior citizens fare.



Select "[Continue](#)" and the following screen will appear.

- This part of the screen is to allow you to verify what you requested in the previous screen.
- Check the "[Travel Date](#)", "[Time](#)" you wish to depart from Pittsburgh International Airport.
- "[Arrival](#)" states **NO** meaning that the time you entered is a "[departure](#)" time from your origin city, **NOT** the time you want to arrive at your "destination" city. Had you checked the "[Arrival?](#)" box in the previous screen **YES** would appear and the time would be the time you wished to arrive at your destination.
- Check the "[Cities](#)"; make sure the airports are the correct destination. Note the "**drop down**" option to correct any error in the arrival / departure airports.
- Please note the second part of the display.

Travel Date	Time	Arrival?	Cities
Mon m/d/yyyy	7:00 AM	NO	Depart: Pittsburgh Int'l Airport, PA – PIT (USA) 
			Arrive: Washington Ronald Regan National Airport – DCA (USA) 

Air Availability Options	
Accept Connections: YES	Time Window: 2:00
Accept Penalty Fares: NO	Class Of Service: Coach / Economy
Use Preferred Airline: NO	Passenger Type: GOVERNMENT

- ❑ This again is only a confirmation that you made in the previous "[Air Availability Options](#)" screen. Please make sure all entries are correct.
- ❑ If you have made an error, use the "[back button](#)" on your browser to return to the previous screen to correct the error.
- ❑ Make sure that "[Accept Penalty Fares](#)" is marked **NO**.

Request Flight Options



Select "[Request Flight Options](#)" and the following screen will appear.

- ❑ This is the response to your "[Flight Availability](#)" request. To price an itinerary, select one flight for each leg of travel and select "[Price Option](#)".

[More Detail](#)

[Modify Air Request](#)

Flights Available for Leg #1

Select	Flight	Depart-Arrive	Depart	Arrive	Stops	Seat Map
<input type="checkbox"/>	US-112	PIT-DCA	M/D/YYYY 7:45am	8:45am	0	<input type="checkbox"/>
<input type="checkbox"/>	US-4010*	PIT-DCA	M/D/YYYY 9:20am	10:35am	0	<input type="checkbox"/>
<input type="checkbox"/>	US-1821	PIT-DCA	M/D/YYYY 11:35am	12:35pm	0	

- ❑ "[More Detail](#)" select and all the codes, i.e. PIT, becomes Pittsburgh International Airport. **YOU DO NOT NEED TO KNOW THE CITY CODES! RESASSIST WILL DECODE THEM FOR YOU.**
- ❑ "[Modify Air Request](#)" select this and you will be returned to the original request screen to make any necessary changes or correct any mistakes.

- ❑ "[Flights Available For Leg #1](#)" these are flights that come closest to the time you requested. Please note that you have the airline code "US" and flight number. Date and time of departure from Origin City and arrival time at destination. How many stops the flight makes and the option to look at the seat map for that flight. **AGAIN, IF YOU DO NOT UNDERSTAND THE CODES, SELECT "[MORE DETAIL](#)"** at the top of the display.
- ❑ Please note the "*" behind the one US flight. This is to alert you to the fact that this is a "[code share](#)" flight. The usual explanation is that it is a commuter flight operated under the U S Airways name.
- ❑ Please note that one of the seat maps has the sign. This means no seat selection for this flight.
- ❑ Click on the "[Select](#)" button next to the flight that best meets your needs.
- ❑ Click on the "[Price Option](#)" button and the following screen will appear.

Price Option



This is the response to your flight availability request. To reserve one of these options, click on the corresponding "[Reserve](#)" button. If none of the priced options is satisfactory, you can create custom options by selecting flights from the table of flight options below. If you select one of these

flights, you must then select "[Price Option](#)". This will create an additional set of priced options for you to review and consider.

More Detail Modify Air Request

Reserve	Fare	Penalty	Flight	Depart- Arrive	Depart	Arrive	Class	Seat Stops	Map
	usd 184.72	No/See Rules	UA-803	CLE ORD	M/D/YYYY	7:07AM 6:40AM	Coach- Economy	0	<input type="checkbox"/>
	G1		UA-244	ORD-CLE	M/D/YYYY	3:39 PM 1:20PM	Coach- Economy	0	<input type="checkbox"/>

Select to reserve these flights. (points to the first flight row)

Contract Fare Indicator (points to the **G1** fare indicator)

Select for seat map. (points to the Map checkbox in the second flight row)

- Click on "[More Detail](#)" to translate all the codes in the display.
 - Select "[Modify Air Request](#)" to go back and change your original requests or correct errors.
 - Please note the "**G1**" in the display. This indicates that the fare is a **Government Contract Fare**, which makes the airline the **contract carrier** for the selected city pairs.
 - Please note the **G1X** in the display. This is a lower **Government Contract Fare** but is capacity controlled and not always available. If you see a **G1** and a **G1X** with the same flights and times **ALWAYS** select the **G1X**.
 - IMPORTANT!** There will be times when you will see two (2) **G1** indicators with the same flights, times and dates. One of the **G1** flights will have a "**clock**" icon. You **MUST** always select the option with the "**clock**" icon. If you have a **G1** and a **G1X**, again same flights and times and dates, you **MUST** select the option with the "**clock**" icon. **NO EXCEPTION.**
-
- Under "[Penalty](#)" if you see **NO**, then the fare is unrestricted. The notation "[See Rules](#)" indicates that you can select this and view the rules / regulations for this fare.
 - "[Flight](#)" indicates the airline and the flight number.
 - "[Depart-Arrive](#)" indicates the city pair, Cleveland to Chicago and return.
 - "[Depart](#)" indicates the day, month, year, and time of the flight departure, "[Arrive](#)" the arrival time at the Destination City.
 - "[Class](#)" indicates that you are flying in the coach section of the aircraft and that your fare is based on this seating.
 - "[Stops](#)" indicates by the "**0**" that the flight is non-stop between CLE and ORD. A number would indicate the number of stops between origin and destination. You do not change planes.
 - "[Seat Map](#)" button. By clicking on this, you will be able to view the "**live**" seat map for this flight. Will help you made a decision on selecting this particular flight. If all seats are taken the airline will still allow reservations and count on "no shows" to allow you to obtain a seat. Not always the one you want and not always a good idea.
 - The graphics used in these displays are always displayed at the bottom of the screen.
 - CLOCK:** Indicates this flight is closest to the time you selected in your original selection.
 - PENCIL:** Indicates that you selected flights listed below this display and "built" your own selection.

- ❑ **G1**: Indicates that the fare is a Government Contract Fare on the contract carrier. No restrictions. (**YCA**)
- ❑ **G1X**: Indicates that the fare is a Government Contract Fare but capacity controlled and lower than the **G1** fare. This fare is also not restricted but only so many seats are set aside to reserve. Not all city pairs have this fare. (**_CA**) A letter will appear in front of the "**CA**", i.e. **BCA**. The clue to a contract fare is the "CA"
- ❑ **G2**: Indicates a "**match fare**" or sometimes called a "**me too**" fare. This is a fare offered by an airline that did not receive the contract award and has opted to "match" the YCA fare. The designator for this fare is **_DG** with a letter appearing before the "**DG**". (DG stands for discount government). These fares can be lower than the **YCA** fare, however, **THEY ARE NOT CONTRACT FARES. THEY CAN CHANGE OR DISAPPEAR AT ANYTIME AND WITHOUT NOTICE. THEY ARE NOT GUARENTEED UNTIL THE TICKET IS PURCHASED.** The **YCA / _CA** or contract fare is guaranteed for the life of contract. The contract may allow one increase during the contract and this may occur around June or July.
- ❑ The selection of a **G2** fare over a **G1** or **G1X** must be approved / justified.

Flights Available for Leg #1

Select	Flight	Depart-Arrive	Depart	Arrive	Stops	Seat Map
<input type="checkbox"/>	UA-803	CLE-ORD	m/d/yyyy 6:40am	7:07am	0	

Flights Available for Leg #2

Select	Flight	Depart-Arrive	Depart	Arrive	Stops	Seat Map
<input type="checkbox"/>	UA-805	ORD-CLE	m/d/yyyy5:40Pm	9:07Pm	0	

- ❑ Following each display where you have the option to "**reserve**" a flight you will see alternate flights listed below. One set for Leg #1 and one for Leg# 2. If you want to change to a flight in these displays select it by clicking on the "**Select**" button.
- ❑ You should then go to the next display and **select the flight you want to keep**, leg #1 or leg#2.
- ❑ You would then select the "**Price Option**" button to continue.

- On occasion you will see flight numbers followed by a “*”. This indicates that the flight is a “**Code Share**” flight operating under that airline name.
- Continental Airlines flight 3718 is operated by another airline using the CO name.
- NW 3631 is operated by Mesaba Aviation using the NW name and so on.
- Most of these flights are commuter flights, may be jet or “prop”.
- In your reservation display request [More Detail](#) to see the type of aircraft for each flight selected.

Codeshare Flights (Denoted By *)

CO-3718 Operated by Alternate Carrier
 NW-3631 Operated by Mesaba Aviation
 NH-7403 Operated by United Airlines

Air Availability Options

You got here by selecting “[Quick Flight Schedules](#)” in the [Main Menu](#). From here, you would go on to reserve a flight, then a car, and a hotel and then submit for purchase. Before we go there, please go back to the [Main Menu](#) and we will go through how you get to this spot by another, and quicker means.

RESERVATIONS

- [Quick Flight Schedules](#)
- [Start A New Trip](#) 
- [View or Edit an Existing Trip](#)
- [Quick Trip](#)

- Select “[Start A New Trip](#)” to go to the next screen

Traveler Name: (Your Name)

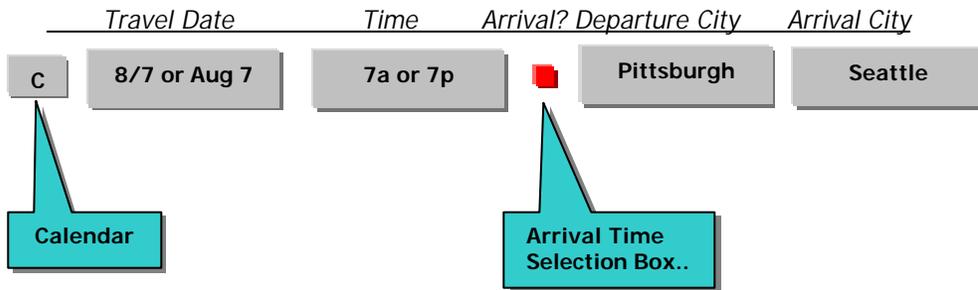
Trip Name: Chicago Conference [Change Trip Name](#)

Add Air

Add Car

Add Hotel

- Select “[Add Air](#)” to move to the next screen.



Accept Connections: <input type="checkbox"/>	Time Window: 2:00	Preferred Airline
Accept Penalty Fares: <input checked="" type="checkbox"/>	Class of Service: COACH / ECONOMY	<input type="text"/>
Use Preferred Airlines: <input type="checkbox"/>	Passenger Type: Government ↓	<input type="text"/>

- Select date, time, and departure & Arrival City. Remember, if you click on "[Arrival?](#)" the time you selected will now become the arrival time at your destination city.
- Remember that you do not have to enter the return city pairs if this is a roundtrip to and from the same destination.
- Select "[Accept Connections](#)." **NEVER** select "[Accept Penalty Fares](#)" if that option is available to you.
- Set the "[Time Window](#)" to the number of hours you want to search before and after you departure / arrival time. **Class of service cannot be changed**. Make sure Passenger type reads "[Government](#)".
- Using the drop downs on the right hand side, you may select a preferred airline. **This is not recommended if you do not know the contract carrier**. If you do, it can be a time saver for you.
 - If you select a preferred airline, be sure to check the "[Use Preferred Airline](#)" box.
 - Select "[Continue](#)" to go to the next screen.



The next screen that you will see is the reconfirmation of your request for flight schedules based on the time, date, and city pairs. **Please see Page 15 for a diagram.** The main thing to verify on this page is that you have entered the correct boxes and given the computer the correct information. **Enter the correct information with the information you need to proceed.**

AIR AVAILABILITY OPTIONS

Accept Connections: YES	Time Window: 2:00
Calendar	"Arrival Time" Selection Box

Accept Penalty Fares: **NO**

Class Of Service: **Coach / Economy**

Use Preferred Airline: **NO**

Passenger Type: **Government**

[Submit This Request](#)



- [Accept Connections](#): Should **always** be checked.
- [Accept Penalty Fares](#): Should **NEVER** be checked.
- [Use Preferred Airline](#): Check **ONLY** if you selected an airline from the drop down boxes on the right of the box.
- [Time Window](#): Make sure you have a time of no less than 2:00 hours and no more than 10:00 hours. [Class of Service](#): This cannot be changed.
- [Passenger Type](#): You have two options, [Government](#) or [Senior Citizens Fare](#).
- [Preferred Airline](#): You can use the drop downs to select a preferred airline. Great to use if you know the contract carrier. This is the only time it should be used. If you do select an airline, be sure you check the box to tell the computer to use the preferred airline during the search phase.
- Select "[Submit This Request](#)" to go the next screen.

This is the response to your flight availability request. To reserve one of these options, click on the corresponding **Reserve** button. If none of the priced options is satisfactory, you can create custom options by selecting flights from the table(s) of flight options below, then click **Price Option**. This will create an additional set of priced options for you to review and consider.

REMEMBER!

G1 = Government Contract Fare. (**YCA**)

G1X = Capacity controlled Government Contract Fare. (**_CA**)

In the case of a duplicate **G1** flights, **ALWAYS** reserve the one with the "clock" icon.

In the case of **G1X** and **G1** selection where flights are the same, **ALWAYS** select the **G1X** with the "clock" icon.

G2 = "[Match Fare](#)" by another airline that was not awarded the Government Contract but elected to "[Match](#)" the **YCA** or **_CA** fare. These fares are not under any contract and can change or be removed at anytime without warning. These fares **are not** guaranteed until the ticket has been issued. These fares are an "**exception**" and must have approval from management to use.

[More Detail](#)

[Modify Air Request](#)

Depart –

Seat

Reserve	Fare	Penalty	Flight	Arrive	Depart	Arrive	Class	Stops	Map
Reserve	usd 184.72	No/See Rules	UA-803	CLE-ORD	m/d/yyyy 6:40am	7:07am	Coach/Economy	0	
			UA-244	ORD-CLE	m/d/yyyy 1:20pm	3:39pm	Coach/Economy	0	

G1

Flights Available for Leg #1

Select	Flight	Depart-Arrive	Depart	Arrive	Stops	Seat Map
<input type="checkbox"/>	UA-803	CLE-ORD	m/d/yyyy 6:40am	7:07am	0	
<input type="checkbox"/>	CO-473	CLE-ORD	m/d/yyyy 7:00am	7:22am	0	

- There will always be "**Flights Available for Leg #**". If the flights to reserve do not meet your requirements, you can select a flight from this section for leg #1 or leg #2 or both. You must then select "[Price This Option](#)" button to price your selected flights.
- ResAssist will **always** look for the lowest fare. You will see flights with a **G2** indicator listed before the Government Contract fare.
- The Government requires that you always book the Contract Carrier. There are, however, exceptions to any rule. Just remember that a "**Match**" fare is not guaranteed until the ticket has been issued.
- Click on [More Detail](#) to translate all the codes.
- Click on [Modify Air Request](#) to go back and correct any mistakes or change dates / times.

- Note the notation under "**Penalty**". If you see "YES" then that fare carries a penalty such as non-refundable or advance booking. Click on [Rules](#) for an explanation of the penalty attached to this fare.
- Under "**Flights**" is the airline and flight number. Under "**Depart-Arrive**" are the city pairs, "**Depart**" is the time of departure from your origin airport. "**Arrive**" is the arrival time at your destination airport. "**Class**" is the compartment of the aircraft you are booked in. "**Stops**" number of stops the aircraft makes between your selected origin and destination. If there is a number in that slot, "**1**" then your flight will stop once but you **DO NOT** change aircraft.
- "**Seat Map**", click on this and the seat map for your flight will be displayed. **Remember**, you cannot reserve a seat that is "**grayed**" out, or has a **gold star** or has been **blocked by the airline**, i.e. emergency exits and undesirable seats. [The "Gold Star" seats are for the frequent flyers ONLY!](#)
- On the seat map you may see an icon that blinks, this indicates that someone from your agency is on the same flight. At the bottom of the seat chart, you will see his / her name and the seat number where they are sitting. If you wish, you can click on the seat next to the person, if available, and move your seat. Open seats are all "**white**".
- There is not a copy / picture of a seat map in this manual. Please click on the "**Seat Map**" icon and familiarize yourself with all of the icons displayed on the **right hand side** of the

at map chart.
 Reserve Select "[Reserve](#)" when you have the flights that meet your travel requirements to go to the next screen.

Add
Air

Add
Car

Add
Hotel

Modif
y Trip

Submit
For
Purchase

Ticketing Information

This itinerary is awaiting your authorization to ticket. Ticket must be purchased by (date of trip). Fare may be

Traveler's Name: (Your Name)

Trip Name: Conference Chicago [Change Trip Name](#)

Fare: usd 125.50 No Penalty / See [Rules](#)

Trip Locator: 2V8GIV – WSP

[More Detail](#) [Update Reservations](#) [Printable Itinerary Screen](#) [Save as a Repeat Trip](#)

Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
UA- 1205	5A	CLE- ORD	Mon m/d/yyyy 6:39am	Mon m/d/yyyy 6:42am	Coach / Economy	0	1:27	757	<u>None</u>

Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
1205		UA- CLE	Fri m/d/yyyy 1:31pm	Fri m/d/yyyy 3:49pm	Coach / Economy	0	1:18	72S	

- Change Trip Name:** The name “**Conference Chicago**” has been entered. Putting a name to each trip you book will make it easy to select the correct trip when you are in the “**View Edit Existing Trip**” section, otherwise they are all entered as the date you reserved them.

- Update Reservations:** Select this option to update your reservation in case a change has been made.
- Printable Itinerary Screen:** Select this option to print your itinerary.
- Save as a Repeat Trip:** Discussed later in this manual.
- Flight INFO:** Select this option to see your flight information in plain language. From this screen, you may also select the option to see “**live**” flight information if the trip has started. You can see the time away from the gate, off the ground, on the ground at the destination and at the gate at the destination. You will also see gate information and any delays. This information comes direct from the airline computer system.
- The rest of the display is self-explanatory.** Airline, flight number, time and date of departure, arrival time, stops, length of the flight, type aircraft equipment and any meal service.
- Seats:** If a seat number does not appear then you will see **NA** or **Not Assigned**. Please click on these to go to the seat map and select a seat. If there is a seat number you may still go to the seat map and change your seat or see who is on the flight with you from your agency.



Select “**Add Car**” to go to the next screen.

	Pick Up Date	Pick Up Time	Pick Up Location
Calendar	d/m/yyyy	7:07 am	Chicago O'Hare Airport

Pick Up Date Pick Up Time Pick Up Location

Calendar d/m/yyyy 1:20 pm Chicago O'Hara Airport

Car Type: Intermediate

Special Request to Car Company: Cell telephone, 2 door only.

An approved credit card may be required to guarantee a rental car. Some car rental companies have very restrictive cancellation policies. To avoid any unnecessary charges we strongly recommend reviewing the car rental company's cancellation policy by clicking [Rules](#) before reserving any cars. Use credit card for guarantee, if required:

- A calendar appears at the start of each matrix. The dates and times are entered for you if flight reservations have been made. If this were a car only booking you would be required to enter the **Pick Up / Drop Off** Dates and Time and so on.
- "[Car Type](#)" click on the drop down to change car size. (You selected the size vehicle you are allowed to use when you completed your profile).
- "[Special Request to Car Company](#)" enter any special request you may have in this area. Baby seats, car phone, color etc.

Continue Select "[Continue](#)" to go to the next screen.

This is the response to your car availability request. To reserve one of these options, click the "[Reserve](#)" button to the left of the desired option. Rates **DO NOT** include taxes, insurance, fuel charges, additional driver's etc.

In the absence of the **G1** icon, please check "[Rules](#)" to determine if rate is a Government contracted rate. If there is no indication that it is then **insurance is not included.**

[Modify Car Request](#)

Reserve	Car Company	Car Type	A/C	Transmission	Location	Rate	Rules
Reserve	Budget	Economy	Yes	Automatic	Chicago, IL AP	The Daily rate is: usd 31.00. Rate guaranteed unlimited miles.	G1 Rules

Reserve

Sears Economy Yes Standard Chicago, IL The Daily rate is: usd 28.00 [Rules](#)
rate guaranteed unlimited miles

- [Modify Car Request](#): Select this option if you wish to go back and change your original request or correct a mistake.
- G1**: Indicates that this is a Government rate and the insurance is included under the MTMC contract with Budget Rent A Car. Absence of the icon does not mean it is not under contract, check [Rules](#).
- Before you select "[Reserve](#)", be sure you verify car type, location of the Car Company, i.e. on airport or off.
- Select "[Reserve](#)" to move to the next screen.

Traveler's Name: (Your Name)

Trip Name: Conference Chicago [Change Trip Name](#)

Fare: usd 125.50 No Penalty / See [Rules](#)

Trip Locator: **2V8GIV** – WSP

[More Detail](#) [Update Reservations](#) [Printable Itinerary Screen](#) [Save as a Repeat Trip](#)

Flight Info

Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
UA- 1205	5A	CLE- ORD	Mon m/d/yyyy 6:39am	Mon m/d/yyyy 6:42am	Coach / Economy	0	1:27	757	<u>None</u>

Car Info

Company	City	Pick Up Time	Drop Off Time	Type	Rate
Budget	ORD	Mon m/d/yyyy 6:39 am	Fri m/d/yyyy 1:39pm	Economy	Rate is usd 31.00
Confirmation 38710097US6 Extra Day Fee: usd 29.00 Extra Hour Fee: usd 10.34 Unlimited Miles					

Flight Info

Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
UA- 1205	10E	ORD- CLE	Fri m/d/yyyy 1:31pm	Fri m/d/yyyy 3:49pm	Coach / Economy	0	1:18	72S	<u>Snack</u>

- "[Car Info](#)": Click on this box and you will see all the information regarding Budget Rent A Car in the Chicago, IL area.
- Click on "[Type](#)" and you will see the type(s) of vehicle you are renting.

- ❑ "[Modify Trip](#)": Select this option to go back and change your car request or correct an error.
- ❑ Take a minute to verify that flight dates and times correspond to rental car dates and times as well as location. You do not want your car reserved at Midway when you are arriving at O'Hara International Airport.

- You have reserved both outbound and return flights and your rental car. **You need a hotel room.**

Ticketing Information
 This itinerary is awaiting your authorization to ticket. Ticket must be purchased by (date of trip). Some fares are subject to change until ticket is issued. Government Contract Fares are not. **Some airlines charge an additional fee for paper tickets.**

Traveler's Name: (Your Name)

Trip Name: Chicago 3/5 Trip [Change Trip Name](#)

Fare: USD 225.50 No Penalty/[See Rules](#)

Trip Locator: 2V8GIV – ~~WSP~~ Trip Locator is always 6 alpha / numeric characters. **IGNOR WSP**

[More Detail](#)
[Update Reservations](#)
[Printable Itinerary Screen](#)
[Save As A Repeat Trip](#)

FLIGHT	SEATS	CITIES	DEPART	ARRIVE	CLASS	STOPS	DURATION	A/C
UA-1205	15B	CLE ORD	MON M/D/YY 6:39 AM	MON M/D/YY 6:55 AM	COACH/ ECONOMY	0	1:27	757
<i>Company</i>	<i>City</i>	<i>Pick Up Time</i>	<i>Drop Off Time</i>	<i>Type</i>	<i>Rate</i>			

Car Info
 Budget ORD MON M/D/YY 6:55 AM FRI M/D/YY 1:31 PM ECONOMY RATE IS USD 31.00
 Confirmation: 387107US6 Extra Day Fee: USD 29.00 Extra Hour Fee USD 10.34 Unlimited

FLIGHT	SEATS	CITIES	DEPART	ARRIVE	CLASS	STOPS	DURATION	A/C
UA-244	16E	ORD CLE	FRI M/D/YY 1:31 PM	FRI M/D/YY 3:40 PM	COACH/ ECONOMY	0	1:18	72S

- Both outbound and return flights are confirmed. Budget rental car is confirmed at Chicago O'Hare International Airport. (ORD).

Select "Add Hotel"

- Select "[Add Hotel](#)" to go to the next screen.

(Continued Next Page)

The Following Screen Will Be Displayed

[Click here to view Per Diem and Property \(FEMA\) Lists:](#)

- Enter the Check-in, Checkout and city (**do not enter a "state"**) for hotel reservations. This is not required if flights are reserved.
- The Check-in and Check-out dates can be in various formats (m/d/yyyy, Dec 1, etc.) City names may be used (Chicago, Los Angeles, Pittsburgh) or enter as a city code (ORD, LAX, PIT). **REMEMBER, NO STATE!**
- If you are checking in earlier than the standard hotel check-in time. If you wish to check-in immediately, you may need to guarantee your hotel room for check-in on the previous day. If so, you will want to modify the check-in date.

<u>Check-in Date</u>	<u>Check-out Date</u>	<u>City</u>
Calendar M/d/yy	Calendar M/d/yy	Chicago O'Hare Int'l

Reservation Options

An approved Government credit card is required to guarantee rooms for a late arrival when making a reservation. If the hotel requires a credit card deposit, your credit card will be **charged immediately** when you click "**Reserve**". Before reserving, a room review the cancellation policy by clicking on "**Hotel Rules**". Once you have reserved a room, you may not qualify for a refund should you cancel a reservation. **CHECK THE RULES FOR EACH HOTEL YOU BOOK!**

Preferred Credit Card:	INDV ↓	Individual Gvmt Credit Card.
Non-Smoking Room:	<input type="checkbox"/>	
Special Request To Hotel:	Not by ice machine, not above 2 nd floor.	

(Continued next page)

Optional Search Criteria

Reference Point Choice List: 

Distance from Reference Point: or, free form text:

Distance Expressed In: 

Zip Code: (U.S. or Japan ONLY)

Search by Hotel Name:

- When booking a hotel in "[City Center](#)" never reduce mileage to zero.
- Select the search criteria best suited to your needs. **DO NOT** select them all.
- When searching for a hotel in a small town it might be necessary to select the nearest city of size and increase the mileage to include the area you are searching.
- Not all hotels have the "**G1**" designator. This does not mean that they are not within Per Diem. It is incumbent upon the Travel Planner to know the Per Diem for the area being visited, not the hotel location. Go to the [First Gov's](#) web site to check Per Diem or, <http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/travel.shtml>
- When you select "[Continue](#)", a screen will appear showing all of the selection you made in the matrix above. This screen is only to confirm the entries you made and to give you the opportunity to modify your selection(s) if necessary.
- If you are satisfied the select "[Continue](#)" to move to the next screen to reserve a hotel room.

Modify Hotel Request

General Hotel Availability

- Use the map icon to display the hotel location.
- Click [Rates](#) to see room type and rates available for a particular hotel. The presence of a **G1** does not necessarily mean that the room rate is within Per Diem.
- Click hotel name to see the hotel's full name, chain, location and amenities. General hotel availability rates are returned in random order. If you have difficulty finding a particular hotel, return to the "[Hotel Search Criteria](#)" screen and use the hotel name, chain or zip code utility to help narrow your request.
- Hotel selections now indicate if they are FEMA approved. It is not necessary to go to the FEMA web site.

(Continued next page)

Rates	Reference Rate	Map	Hotel Name	Hotel Chain	Location
Rates	USD 55.00- USD 63.00	Map	RED ROOF INN PIT	RED ROOF INNS	CRANBERRY TWP PENNSYLVANIA

G1

- ❑ Click on "[Hotel Name](#)" to view complete description of the hotel and amenities, transportation, facilities, credit card acceptance, additional charges etc.
- ❑ Pay attention to the rules for guaranteeing room for late arrival, deposit required, charges for early check-in or check-out and ID required to obtain Government rate.
- ❑ Select "[Rates](#)" to move to the next screen.

Click "[Reserve](#)" to confirm your reservation. **Rates do not include taxes and surcharges.**

Return To Hotel Response

FEMA COMPLIANT HOTEL

Westin Pittsburgh
Pittsburgh, PA US 15222

<i>Reserve</i>	<i>Rate</i>	<i>Rules</i>	<i>Type of Room and Bed</i>
usd 70.00	RULES		1k bed Government Rate, ID required traditional room desk and data port, internet access for a fee.

G1

More Hotels

- ❑ Click on "[Reserve](#)" to confirm the room. **Rates Do NOT include Taxes and Surcharges.**
- ❑ Select "[Return To Hotel Response](#)" to select another property.
- ❑ **FEMA COMPLIANT HOTEL** will appear with each hotel that has been FEMA approved.
- ❑ By selecting "[Reserve](#)", you will move to the next screen.

(Continued next page)

[Add Air](#)
[Add Car](#)
[Add Hotel](#)
[Modify Trip](#)
[Submit For Purchase](#)

Traveler's Name: (Your Name)

Trip Name: Chicago 3/5 Trip [Change Trip Name](#)

Fare: USD 225.50 No Penalty/See Rules

Trip Locator: 2V8GIV – 

Ticketing Information

This itinerary is awaiting your authorization to ticket. Ticket must be purchased by (date of flight). Some fares are subject to change until the ticket is issued. Does not apply to Government Contract fares. **NOTE: Some airlines charge an additional service fee for paper tickets.**

[More Detail](#)
[Update Reservations](#)
[Printable Itinerary Screen](#)
[Save As A Repeat Trip](#)

	FLIGHT	SEATS	CITIES	DEPART	ARRIVE	CLASS	STOPS	DURATION	A/C
Air Info	UA-1205	15B	CLE ORD	MON M/D/YY 6:39 AM	MON M/D/YY 6:55 AM	COACH/ ECONOMY	0	1:27	757

Company City Pick Up Time Drop Off Time Type Rate

Car Info
Miles

Budget ORD MON M/D/YY 6:55 AM FRI M/D/YY 1:31 PM ECONOMY RATE IS USD 31.00
Confirmation: 387107US6 Extra Day Fee: USD 29.00 Extra Hour Fee USD 10.34 Unlimited

	Chain	Hotel Name	Address City	Check In Date	# Nights	Nightly Rate
Hotel Info	WI	Westin Chicago	100 Westin Pl Chicago, IL 22334	Mon M/D/YY	4	usd 79.00

	FLIGHT	SEATS	CITIES	DEPART	ARRIVE	CLASS	STOPS	DURATION	A/C
Air Info	UA-244	16E	ORD CLE	FRI M/D/YY 1:31 PM	FRI M/D/YY 3:40 PM	COACH/ ECONOMY	0	1:18	72S

- The car and hotel rates shown above **will not** show taxes, fees, insurance, fuel charges, additional drivers, extra persons, extra beds, phone charges, late fees, etc.
- Please go to the top of the page and select "**Main Menu**".

This Screen Will Appear

RESERVATIONS

[Quick Flight Schedules](#)

[Start A New Trip](#)

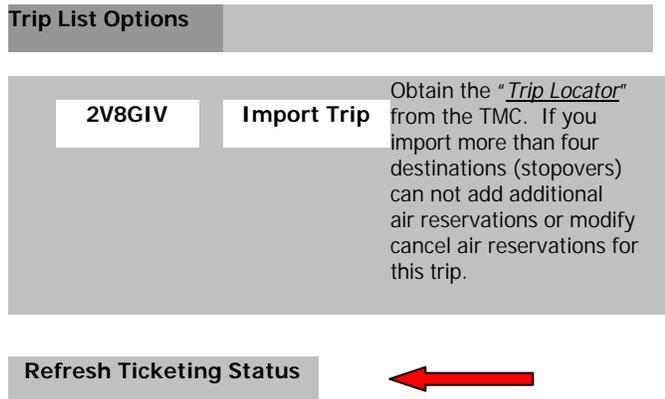
[View Or Edit An Existing Trip](#)



[Quick Trip](#)

(Continued Next Page)

- ❑ Select "[View or Edit an Existing Trip](#)" to move to the next screen.



- ❑ To check on the ticket status of all trips previously "[Submitted for Purchase](#)" Click "[Refresh Ticketing Status](#)".
- ❑ **It is mandatory that you select "[Refresh Ticketing Status](#)" EVERYTIME you enter this area!** Failure to do this will result in your reservation(s) not being up dated.

<u>Trip Name</u>	<u>Contains</u>	<u>Travel Dates</u>	<u>Ticketing Status</u>	<u>Delete</u>
Trip to Chicago	(Air, Car, or Hotel Icons)	Mon m/d/yyyy Fri m/d/yyyy	Submitted for Purchase	<input type="checkbox"/>

- ❑ **IMPORT TRIP:** A reservation called into the TMC can be imported into ResAssist. Obtain the six alpha / numeric trip locator from the Reservation Agent, enter it into the box and select "[Import Trip](#)". The reservation, once imported, if it has not been ticketed, can be modified and changed.
- ❑ **REFRESH TICKETING STATUS:** See above.
- ❑ **TRIP NAME:** If you selected "[Change Trip Name](#)" when you booked your reservation the name you gave the trip will appear here. If you did not change the trip name then the date you booked the reservation will appear.
- ❑ **CONTAINS:** The air, car, hotel, icons will appear depending on what you reserved. If just air reservation the "[air icon](#)" only will appear.
- ❑ **TRAVEL DATES:** The day and date of departure and return will appear here, or the dates for pick-up and drop-off for a car rental reservation and so on.
- ❑ **TICKETING STATUS:** Here you will be advised of the status of your reservation. "[Ready to Submit for Purchase](#)" or "[Ticketed](#)" or "[Submitted for Purchase](#)" or "[Canceled](#)" and so on.
- ❑ **DELETE:** This area is your "[Memo Pad](#)". It should be kept clean of all old or canceled trips / reservations. Check the box by each "old" trip and then select "[Delete Selected Trips](#)" to delete old reservations or reservations that were never completed. Everything you do in ResAssist is recorded here. **YOU CAN NOT DELETE A "LIVE" RESERVATION FROM THIS AREA!** Please see "[Change or Modify a trip](#)".

(Continued next page)

CHANGE OR MODIFY A TRIP

Add
Air

Add
Car

Add
Hotel

Modify
Trip

Submit
For
Purchase

Ticketing Information

This itinerary is awaiting your authorization to ticket. Ticket must be purchased by (day of flight). Some fares are subject to change until ticket is issued. Does not apply to Government Contract fares.

Traveler's Name: **(Your Name)**

Trip Name: **Chicago 3/5 Trip** [Change Trip Name](#)

Fare: **USD 225.50** No Penalty/[See Rules](#)

Trip Locator: **2V8GIV – WSP**

[More Detail](#)
 [Update Reservations](#)
 [Printable Itinerary Screen](#)
 [Save As A Repeat Trip](#)

	<i>FLIGHT</i>	<i>SEATS</i>	<i>CITIES</i>	<i>DEPART</i>	<i>ARRIVE</i>	<i>CLASS</i>	<i>STOPS</i>	<i>DURATION</i>	<i>A/C</i>
Air Info	UA- 1205	15B	CLE ORD	MON M/D/YY 6:39 AM	MON M/D/YY 6:55 AM	COACH/ ECONOMY	0	1:27	757
	<i>Company</i>	<i>City</i>	<i>Pick Up Time</i>	<i>Drop Off Time</i>	<i>Type</i>	<i>Rate</i>			
Car Info	Budget	ORD	MON M/D/YY	6:55 AM	FRI M/D/YY	1:31 PM	ECONOMY	RATE IS USD 31.00	
	Confirmation: 387107US6 Extra Day Fee: USD 29.00 Extra Hour Fee USD 10.34 Unlimited Miles								

- Click on "[Modify Trip](#)" and the following screen will appear:
 - [Cancel Entire Trip](#)
 - [Modify or Cancel Air Reservations](#)
 - [Cancel All Air Reservations](#)
 - [Modify or Cancel Car Reservations](#)
 - [Cancel All Car Reservations](#)
 - [Modify or Cancel Hotel Reservations](#)
 - [Cancel All Hotel Reservations](#)

- Select the item you wish to use.
- Should you select "[Modify or Cancel Hotel Reservations](#)" the following screen will appear;

(Continued Next Page)

You have chosen to cancel or modify these reservations. **Select Keep, Cancel or Modify** for each segment, and click "[Continue](#)" or click your browser's *Back* button to return to "[Modify Trip](#)".

	<u>Flights</u>	<u>Cities</u>	<u>Depart</u>	<u>Arrive</u>	<u>Class</u>	<u>Stops</u>
<input type="checkbox"/> Keep						
<input type="checkbox"/> Cancel	UA-	CLE-	Mon m/d/yyyy	Mon m/d/yyyy	Coach /	0
<input type="checkbox"/> Modify	1205	ORD	6:39 am	6:55 am	Economy	

- This display will appear for air, car, and hotel segments that you have reserved. You now have the option to either "[Cancel](#)", "[Modify](#)", or "[Keep](#)" any segment.
- If you select:
 - Keep:** No changes will be made to the reservation.
 - Cancel:** The segment, air, car, or hotel will be canceled.
 - Modify:** You will be given the option to change dates, flights, rental cars and hotels. Before you cancel a hotel reservation to book a new hotel, **YOU MUST BOOK THE NEW HOTEL FIRST, THEN CANCEL THE OLD HOTEL.**
- Should you elect to cancel the hotel without rebooking another first your reservation will appear with air and car reservations only.
- Should you just modify the dates then the hotel will remain in the reservation with the adjusted Check In and Check Out dates. **BE SURE YOUR FLIGHT / CAR DATES MATCH THE HOTEL DATES, IT IS VERY IMPORTANT TO CHECK THE DATES BEFORE YOU SUBMIT FOR PURCHASE.** (A "mismatch" in dates will result in a e-mail from your TMC asking for clarification)
- Should you elect to "[Cancel This Trip](#)" the following screen will appear.

WARNING

You have chosen to cancel this trip! This will **PERMANENTLY** cancel all related flight, hotel, and car reservations. Click "[Cancel This Trip](#)" to continue. Click you browser's *Back Button* to return to the previous screen. **NOTE:** Some hotels and rental car companies may charge a fee when you cancel a reservation. To check the hotel's / car rental's cancellation policy, go to the itinerary screen, click "[Hotel Info](#)" then select "[Rules](#)".



Select "[Cancel This Trip](#)" to go to the next screen. (Remember: You **can not** cancel / modify a reservation that has been ticketed).

(Continued on next page)

Traveler's Name: **(Your Name)**

Trip Name: **Trip to Chicago MM/DD/YY** [Change Trip Name](#)

Fare: **usd 161.00 No Penalty**, See [Rules](#)

Trip Locator: **OEN7XD-WSP**

This Trip Has Been Canceled.

IT IS STRONGLY RECOMMENDED THAT YOU PRINT THIS PAGE AND PUT IT WITH YOUR TRAVEL DOCUMENTS. FAX TO THE TMC IF YOU RECEIVE A "NO SHOW" BILL FROM THE HOTEL OR RENTAL CAR COMPANY.

Should the fault be with [ResAssist](#) or a hotel error, the TMC will contact the hotel or rental Car Company and obtain a refund for your traveler. In the case of a [ResAssist](#), error WorldTravel BTI will stand good for the charge.

Please select "[Main Menu](#)" at either the top menu bar or at the bottom of the screen.

Current User: **(Your Name)**

TRAVELER

[View or Edit Traveler Profile](#)

[Select Another Traveler](#) 

[View or Edit Repeat Trip Templates](#)

- Move down in the screen to "**Traveler**" and click on "[Select Another Traveler](#)".
- This will take you to the following screen.

Select a User from the list below, then click "[Continue](#)".

(Current User) (You) jdobbs – Dobbs, John train2 – Does, Jon

[Continue](#) 

- Highlight, by clicking on it, the name of the person you wish to book travel for.
- Select "[Continue](#)" to move to the next screen (Main Menu).

(Continued next page)

Current User: **(Your Name)**

Reserving Travel For: **Jon Does** 

Traveler



[View or Edit Traveler Profile](#)

[Select Another Traveler](#)



[Edit Settings / Restrictions For Selected User](#)

[View or Edit Repeat Trip Templates](#)

- ❑ **NOTE:** The change that has occurred at the top of the page. You are still the "*Current User*" but are **NOW** booking travel for **Jon Does**. Everything you do will be done for Jon Does.
- ❑ **NOTE:** The [blue View or Edit Traveler Profile](#) is for you only. The [red Edit Settings / Restrictions For Selected User](#) is to update / change / book reservations for the person you have selected from your list. When you are booking travel for another **DO NOT** use the "**blue**" [View or Edit Traveler Profile](#).
- ❑ In this mode you can not only book travel for Jon Does, but you can edit his profiles. **ResAssist** is programmed this way so that the Travel Planner never has to leave his / her own area to reserve travel for another person. The "other" person must have given the Travel Planner authority to book travel for him / her. This was covered in the "**Profile**" section.

Quick Trip / Clone A Trip

- ❑ A "[Quick or Cloned Trip](#)" is used when you have more than one person traveling together to the same destination and staying in the same hotel. You can reserve or "**build**" one reservation then "**clone**" it for the rest of the "**Travelers**" without having to book a reservation for each one.
- ❑ Please be aware, that the name you give the "[Quick Trip](#)" will appear on the **Main Menu** under "[Quick Trip](#)" and can be seen by more than just you. Therefore, when you have completed the reservations for the group it is imperative to delete the template for the "[Quick Trip](#)" to remove it from the "**Main Menu**".
- ❑ Please adhere to the following steps to "**Clone**" a trip.

(Continued on next page)

- ❑ Complete a reservation, air, car, and hotel, for either yourself or the people you are reserving travel.
- ❑ Do not "[Submit For Purchase](#)" at this time until you are sure you can obtain reservations for your entire party on the same flights, same hotel.
- ❑ Once you have fully completed your reservation, select "[Save As A Repeat Trip](#)".

[Add Air](#)
[Add Car](#)
[Add Hotel](#)
[Modify Trip](#)
[Submit For Purchase](#)

Ticketing Information
 This itinerary is awaiting your authorization to ticket. Ticket must be purchased by (date of trip). Some fares are subject to change until ticket is issued. Government contract fares are not. (Paper ticket Warning)

Traveler's Name: **(Your Name)**

Trip Name: **Chicago 3/5 Trip** [Change Trip Name](#)

Fare: **USD 225.50** No Penalty/[See Rules](#)

Trip Locator: **2V8GIV – WSP**

[More Detail](#)
[Update Reservations](#)
[Printable Itinerary Screen](#)
[Save As A Repeat Trip](#)


	<i>FLIGHT</i>	<i>SEATS</i>	<i>CITIES</i>	<i>DEPART</i>	<i>ARRIVE</i>	<i>CLASS</i>	<i>STOPS</i>	<i>DURATION</i>	<i>A/C</i>
Flight Info	UA-1205	15B	CLE ORD	MON M/D/YY 6:39 AM	MON M/D/YY 6:55 AM	COACH/ ECONOMY	0	1:27	757
	<i>Company</i>	<i>City</i>	<i>Pick Up Time</i>	<i>Drop Off Time</i>	<i>Type</i>	<i>Rate</i>			
Car Info	Budget	ORD	MON M/D/YY 6:55 AM	FRI M/D/YY 1:31 PM	ECONOMY	RATE IS USD 31.00			
	Confirmation: 387107US6 Extra Day Fee: USD 29.00 Extra Hour Fee USD 10.34 Unlimited								
	Miles								
Hotel Info	<i>Chain</i>	<i>Hotel Name</i>	<i>Address</i>	<i>City</i>	<i>Check In Date</i>	<i># Nights</i>	<i>Nightly Rate</i>		
	WI	Westin Chicago	100 Westin Pl Chicago, IL 22334		Mon M/D/YY	4	usd 79.00		

When you select "[Save As A Repeat Trip](#)" the following screen will appear:

(Continued next page)

Template Name

Chicago Trip m/d/yyyy

Specify a unique name for trip (e.g. Atlanta, Meeting with GWB, etc.)

Template Options

Show This Template on the Main Menu: Personal Template

Allow a maximum airfare of usd: Company Template:

Look for Low Fares During template Processing:

Passenger Type:

Restrict this template to the following user(s):

Enter in the Login ID of the user(s) you wish to grant access to this template. Multiple Ids may be specified by pressing ENTER between each item.

you may also restrict this template to travelers by selecting from your Travel Planners list to the right. Multiple travelers can be selected by using your keyboards Control or Shift key in conjunction with your mouse control.

Enter the Login Ids of the other Travelers in this box and follow instructions to the left.

Asmith
Bjones
(Existing Travel Planners).

- Select and mark the box "[Show This Template on the Main Menu](#)"
- Select and mark the box "[Company Profile](#)".
- Select and mark the box "[Allow a Maximum Airfare Of.....](#)" (Same fare as your reservation)
- Never** select "[Look For A Lower Fare During Template Processing](#)".
- Make sure "[Government](#)" is showing in Passenger Type(s) box.
- Select and mark the box "[Restrict This Template to the Following User\(s\)](#)".
- Enter the Login Ids in the box indicated, or, select a name from your Travel Planners box on the far right. (Follow above instructions to select more than one Traveler who does not appear in your Travel Planners Box).
- When you have completed this mask, select 
- The following screen will appear:

(Continued Next Page)

- Selecting "[Continue](#)" will return you to your original reservation, the one you just cloned. If you selected "[Company Profile](#)" the name you gave the "[Cloned](#)" or "[Quick Trip](#)" will appear in the main menu. It will also appear in the main menu of those you selected under "[Template Options](#)".

- The selected travelers can now click on the trip name and book an identical reservation to yours. Alternatively, you can use "[Select Another Traveler](#)" and by selecting the travelers you highlighted in [Template Options](#), you can duplicate your original reservation without having to go through all of the original steps.
- It is important** that you select "[View or Edit Repeat Trip Templates](#)" from the main menu and delete the "[Quick Trip](#)" or "[Cloned](#)" trip when you have completed all of the other reservations. **Do Not** delete the "[Quick Trip](#)" if it was selected as a "[persona](#)" template as you will be the only one who will use it or see it.
- Follow the steps below to clone a trip.
- Go to "[Select Another Traveler](#)" and highlight the person you added / selected when you set the trip up to clone.

Current User: (Your Name)

Reserving Travel For: Jon Does 

RESERVATIONS

[Quick Flight Schedules](#)

[Start A New Trip](#)

[View or Edit an Existing Trip](#)

[Quick Trip](#)

Chicago Conference mm/dd/yyyy 

- Select "[Chicago Conference mm/dd/yyyy](#)" to go to the next screen.

Travel Start Date # Nights

Calendar	Mm/dd	3
----------	-------	---

Continue

- Enter the "[Start Date](#)" of the trip and the "[Number of Nights](#)".
- Select "[Continue](#)" to go to the next screen.

(Continued next page)

- If a particular travel segment is not needed for your trip, click the check box next to "Reserve this..." To skip that item during booking.** Changes to this template can be made by selecting different options, if any, from drop down lists or typing over default information. Some items cannot be modified at the request of the travel administrator. More information about a particular travel segment is displayed by clicking on the icon.
- When complete click "[Continue](#)" to begin Template processing.

Reserve this Air
Departure Date Carrier Departure City Arrival City Time
 MM/DD/YYYY US Airways Chicago O'Hare Celeveland Int'l 6:05am

Reserve this car
Pick Up Date Drop Off Date Company Pick Up City Pick Up Time
 MM/DD/YYYY MM/DD/YYYY Thrifty Cleveland Int'l 8:34am

- Click on box to remove check from box. Only the checked boxes for air, car or hotel will be reserved. **REMEMBER** you may not need a car since you are booking a group. The original reservation may already have a car reserved. **CHECK.**
- Where you see the "**down arrows**" you can select the "**drop down**" to chose other airlines, car rental companies or hotels. Doing so will separate you from the group. Remember to reserve your other hotel before you cancel this one.
- Please **NOTE** the entire display that you see in ResAssist is not depicted here due to space.
- Please note the following;

Accept Penalty Fares: } **Do not select!**
 Perform Low Fare Search: }

Passenger Type:

←

- Select "**Continue**" and complete reservation in normal manner. "**Submit For Purchase**" when complete. The **Travel Planner** can "**clone**" the original reservation for any traveler who has given permission in his / her profile. Since this is a "**Company**" template any other **Travel Planner** can duplicate (clone) this reservation for his / her travelers.

(Continued next page)

- Please go to the top of the screen and select "**Main Menu**".

[Quick Trip](#)

[Start Another Trip](#)

[View or Edit an Existing Trip](#)

Quick Trip
 Chicago Conference mm/dd/yyyy 

Traveler

[View or Edit Traveler Profile](#)

[Select Another Traveler](#)

[View or Edit Repeat Trip Templates](#) 

- ❑ To modify an existing "[Quick Trip](#)" click the "[Name Given The Quick Trip](#)". When the reservation is on the screen, select "[Modify](#)" and continue as usual.
- ❑ To Create a new or modify an existing "[Trip Template](#)" select "[View or Edit Repeat Trip Templates](#)" from the "[Traveler Menu](#)" or you may select "[Save as a Repeat Trip](#)" from your displayed reservation.
- ❑ When the screen below appears select "[New Personal Template](#)" for a trip template only for yourself or for your traveler if booking for another. Select "[New Company Template](#)" if cloning a trip for use by multiple travelers.
- ❑ To delete a "[template](#)" place a check mark in the box at the end under "[Delete](#)" and then click on "[Delete Selected Templates](#)". Unlike deleting reservations from "[View or Edit an Existing Trip](#)", you do not have to display the reservation to delete the template.

Personal Template Company Template

Template Name	Contains	Travel Days	Type	Delete
Chicago Conference mm/dd/yyyy	Air Car	2	Company	<input type="checkbox"/>

(Continued next page)

- ❑ If this was a "[Company Template](#)", you **MUST** delete the template once the reservation(s) are completed. **Remember**, only the [Travel Planner](#) who originated the Template can delete the Template.
- ❑ When you select "[Delete](#)" and click on "[Delete Selected Templates](#)" you will see the **Warning** screen asking if you are sure you wish to delete the template. Select "[Delete](#)" and the name of the company template will be erased from the [Main Menus](#) for all selected travelers. If a "[Persona](#)" template it will be erased from your main menu only.
- ❑ You can "[Build](#)" a Template from "[View or Edit Repeat Trip Templates](#)". However, you will find it much easier to go to "[Start a New Trip](#)", build the reservation and then select "[Save as a Repeat Trip](#)". Be sure that you select the correct Template type, i.e. "[Personal](#)" or "[Company](#)".

Select "Main Menu"

DESTINATIONS

View A Destination 

Select "[View A Destination](#)" The following screen will appear.

Select the destination you wish to view from the list below, then click "continue".

Airline Update	 
Airport Guide	
City Guide	
Currency Exchange	
Domestic Per Diem	
Passport Services	
TMC Telephone Numbers	
Travel Planner Survey	
Traveler Profile	
Traveler Survey	
Weather	
World Clock	

Continue

Airline Update contains information regarding changes within the airline industry that may affect your travel and travel costs. Such as the charge for paper ticket issuance.

There is a selection to enter a profile to be put into our system, a survey for both the traveler and the travel planner. Airport and City guides, per diems and passport services as well as the TMC telephone numbers.

THE LAST WORD

The completed reservation, when you "Submit For Purchase" is sent to a queue in the TMC office. Once received the queue is worked and scanned for all the necessary entries. The Travel Authorization number, sub-object codes, telephone number and the like. The fare is checked again and if a lower government fare is located, you will be advised by e-mail.

Reservation is then set up for ticketing, either two or three business days before departure. Exception is the "book and buy" fare, which is **non-refundable** and must be purchased within twenty-four hours of booking.

You can print your itinerary from ResAssist itself; you will also receive a preliminary itinerary from the TMC, which will not have a ticket number, service fees, or airfare. Once we issue your ticket, you will receive an e-mail with the complete itinerary, ticket number, statement information, and service fees. The ticket number will appear in your record when the ticket is issued. Remember, ResAssist does not show the PFCs or security charges but your Itinerary / Receipt will. Keep this for your expense report.

The reservation, once it has been quality controlled, is placed on a ticketing queue where it will be accessed and a ticket issued on the date selected. **Exception**, book and buy fares (Non Refundable), those tickets are issued within 24 hours of booking. The credit card will not be charged until the ticket is issued.

All tickets issued will be **e-tickets** unless you have selected a paper ticket which now may carry an additional service fee of \$20 - \$25 USD. **This is a fee imposed by the airlines not your TMC** and is non-refundable by the airline even if the ticket is cancelled.

Should you require help with ResAssist you may call **(412) 355-2410** ask for Fred S. Taylor, or by e-mail Fred Taylor direct at Fred.Taylor@worldtravel.com. In my absence please call Ms. Dee Eisel at 412-355-2418 or e-mail at Dee.Eisel@worldtravel.com. Please note, the "E-Mail The Agent" selection on the main menu bar is to be used for changes / additions to your reservations. You would use this to send in your travel authorization number if you did not have it at the time of booking. You would use this feature to request a Van or SUV, which can not be booked through ResAssist. If you require assistance with the program itself, "how to", then either call Fred Taylor or e-mail him. **DO NOT** send updates to your reservation to Fred.Taylor@worldtravel.com or Ms. Dee Eisel.

Do not hesitate to call us for assistance. Do not give up on ResAssist if you have a problem the first time out. This program can save your agency travel dollars. As you become more acquainted with ResAssist you will be able to book air, car and hotel just as quickly as you can by using the telephone.

Remember, our Reservation Agents are available to you 24 hours a day and 7 days a week, please call 1-800-245-1099 should you require "after hours" or "emergency" assistance.