Book a Trip from Request

If you are using the booking tool, book from the approved Request. Do not stop in the middle of the booking. If you do, the link between Request and Travel is broken which generates a new Request. If booking is interrupted, go back to the Request to re-start the booking process.

**Note:** If booking from Request is unknowingly interrupted before completion (e.g. the user clicks on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. See “Book a Trip from Travel” for instructions on what to do if this happens.

Airfare reservations are paid on the agency card held by CTM. Hotel reservations are held with a UA corporate card (e.g. travel card or ProCard) or by indicating CTM use the agency card to book and pay for lodging. The option to use the agency card for car rentals is not available.

1. In the Request module, open the associated Request from “Active Requests”

   ![Create New Request](image1)

2. Click “Book Travel”

   ![Book Travel](image2)
3. Your Itinerary
   a. Information entered in Expected Expenses is plugged into the booking tool
   b. Dates, times, and locations for each segment are adjustable after this screen
   c. If car rental is included, user must assign rental station locations on the “Choose a rental station” screen; choose any available at any location if intending to skip car rental booking
4. Segment Search and Select
   a. Select desired airfare, lodging, car rental, and/or train (See Travel: [Travel Components](#))
   b. Open the “Change Search” field to adjust dates, times, and locations
   c. For airfare, change departure times to “Anytime” to search for all available flights
   
   ![Change Search](image)

   d. Use the matrix, filter, search, and sort options to find the desired booking
   e. Car rental and lodging are skippable bookings; scroll down to the bottom of the page to find the skip option
   f. Trip Summary provides booking progress and Total Estimated Cost after each segment

   ![Trip Summary](image)

   ![Total Estimated Cost](image)
5. Review and Reserve [Segment]
   a. Review, reserve, and add travel preferences after each segment
   b. Airfare – Seat selection is available at this point; however, travelers can manage their seat preferences, including upgrades, directly through the carrier’s website or app once flight is ticketed
c. Hotel
   i. A UA corporate card is required to book through the booking tool; card entered in the user’s profile auto fills
   ii. If user needs CTM to reserve and pay for the hotel, “Skip Hotel” and enter lodging information on Trip Booking Information screen
   iii. Review the hotel’s cancellation policy before confirming
6. **Travel Details**
   a. Overview of full trip itinerary
   b. Cancel or change airfare, lodging, and car rental before booking completes
   c. View total estimated costs

### Travel Details

#### Trip Overview

<table>
<thead>
<tr>
<th>Destination Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Name</td>
<td>Trip from Fairbanks to Seattle (DW)</td>
</tr>
<tr>
<td>Start Date</td>
<td>October 20, 2020</td>
</tr>
<tr>
<td>End Date</td>
<td>October 25, 2020</td>
</tr>
<tr>
<td>Created Date</td>
<td>July 13, 2020, TravelerOne Test (Modified: July 13, 2020)</td>
</tr>
<tr>
<td>Description</td>
<td>No Description Available</td>
</tr>
<tr>
<td>Traveling with Federal Funds</td>
<td>Y/N: No</td>
</tr>
<tr>
<td>Agency Record Location</td>
<td>YLAKXU</td>
</tr>
<tr>
<td>Passengers</td>
<td>Travelerone Test</td>
</tr>
<tr>
<td>Total Estimated Cost</td>
<td>$349.95 USD (Details)</td>
</tr>
</tbody>
</table>

- **Airfare must be ticketed by:** 07/14/2020 9:30 PM Alaskan

#### Reservations

**Tuesday, October 20, 2020**

**Flight**

- **Fairbanks, AK (FAI)** to **Seattle, WA (SEA)**
- **Alaska Airlines 0166**
- **Operated by:** Alaska Airlines
- **Departure:** 01:30 AM
- **Fairbanks Intl Airport (FAI)**
- **Arrival:** 02:30 PM
- **Seattle-Tacoma INTL (SEA)**
- **Duration:** 3 hours, 41 minutes
- **Nonstop**

**Confirmation:** WEZBXXWY
- **Seat:** No seat

### Total Estimated Cost

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare quoted amount</td>
<td>$286.00 USD</td>
</tr>
<tr>
<td>Taxes and fees</td>
<td>$29.00 USD</td>
</tr>
<tr>
<td>Air Total Price</td>
<td>$315.00 USD</td>
</tr>
<tr>
<td><strong>Hotel</strong></td>
<td>$382.50 USD</td>
</tr>
<tr>
<td><strong>Car</strong></td>
<td>$261.25 USD</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td>$3543.95 USD</td>
</tr>
</tbody>
</table>

#### Remarks

For "emergency" after hours service within the US or Canada, call 518-502-4292 and give calling code 9-1-6-9. After hours fees may apply.

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

**Next >>**  **Cancel Trip**
7. **Trip Booking Information**
   a. “Comments for the Travel Agent” box
      i. If requesting CTM book a portion of air travel on a rural carrier, enter that airfare information here
      ii. If requesting CTM book and pay for hotel, enter the full lodging information here
      iii. Enter any other special requests or accommodations including directions to apply an unused ticket credit
      iv. A comment of any kind (including “none”) incurs a $10 partial touch fee
   b. If comments to agent are added, booking is not complete until a **UA CTM agent** acts
      i. After-hours agents do not act on these
      ii. If booking outside normal business hours, do not use this option unless booking can wait until next business day
8. Trip Confirmation – Final step to complete booking

### Trip Confirmation

- **Trip Name:** Stev, J 10/29-11/05 SEA
- **Start Date:** October 20, 2020
- **End Date:** October 25, 2020
- **Created:** July 10, 2020, Traveler/Opt (Modified: July 10, 2020)
- **Description:** Concor Fusion 2020
- **Are you using Federal Funds?** No
- **Do you want CTM to send payment for hotel?** No
- **Agency Record Locator:** HR3FOE

Your reservation is complete, but not yet issued. A final itinerary will be sent in a separate email.

**Passengers:** Traveler(s)

**Total Estimated Cost:** $427.70 USD

**Important Note:**
- *Airfare must be ticketed by: 07/11/2020 5:30 PM Alaska*
- *Advise Trip to see your plans and stay one step ahead while traveling.*
- *Agency Name: CTM NA (University of Alaska - FAO)*

### Total Estimated Cost

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare quoted amount</td>
<td>$400.00 USD</td>
</tr>
<tr>
<td>Taxes and fees</td>
<td>$27.70 USD</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td><strong>$427.70 USD</strong></td>
</tr>
</tbody>
</table>

**Restrictions:**
- *Non-refundable nonchangeable by FLT TIME or BOS/HWM/LHD R/P*

**Ticket Not Yet Issued. Airfare quoted in Itinerary is not guaranteed until tickets are issued.**

### Remarks

- FOR "EMERGENCY" AFTER HOURS SERVICE WITHIN THE US OR CANADA CALL 844-777-4484 AND GIVE CALLING CODE 5-1677. AFTER HOURS FEES MAY APPLY.

Almost done... Please confirm this itinerary.
9. “Finished!” – Final booked itinerary with option to Print or Email

10. Depending on the user’s email notification settings, the traveler and delegate receive an email of the ticketed itinerary – this is the flight itinerary receipt required for the Report