

## Self Booking Tool e-travel FAQ's

### FREQUENTLY ASKED QUESTIONS (FAQ'S)

- How do I get a user login?
  - Visit the self booking website to create a profile and generate a User ID and password.
- I forgot my password.
  - Enter your User ID and click on the Retrieve password link from the login in screen. Your password will be emailed to you.
- Why does the system seem slower than when I use other online sites?
  - The self booking tool applies our company policy to each search which required additional processing time.
  - Sometimes the company firewall and security settings impact the information coming through, but we continue to work with IT to make sure the system operates efficiently.
  - As XYZ Travel' migrates to newer computers, this will speed up the processing time too.
- What is the difference between **Search by Fare** and **Search by Schedule**?
  - **Search by Fare** will always search by the lowest fares based on your request (time, dates, etc...) and will apply company policy. The results will show various airlines and departure times matched up to give the lowest fare. It will also search web sites for lower fares and show you a grid by airline and connections with the applicable airfares.
  - **Search by Schedule** allows you to select the specific flights you want to travel on before it prices. They system will then price, give you alternate flights that are less expensive, search the web and show a grid by airline and connections with the applicable airfares.
- Why is there a lower airfare on the airline direct website?
  - Most of the time it is how the website displays the price. Airline websites display fares without tax and fuel surcharges, where our system displays an all inclusive fare with tax and surcharges (this can amount to a significant price difference).
  - Inventory can also be the issue. There are only so many seats at the lower airfares and if multiple sites are being searched, the inventory for that fare may no longer be available. Even if you have not confirmed the seat and go to another site, the seat is still being held; sometimes until you close your internet browser and/or clear your cache.
  - Since inventory is live, it is recommended to book in our tool first and to use the **Search by Fare** option to ensure the lowest fare options are displayed.
  - If you notice a difference, always call the support line at 1-800-700-0839 first before booking on another site.
- Where do we have airline discounts and where do I see the discount?
  - XYZ Travel has negotiated discounts based on availability and certain cities with American Airlines, United Airlines and Northwest Airlines. These are denoted by checkmarks in the system.
  - The discount is automatically shown when your flights are priced in the system.

Online booking assistance is available by contacting 1-800-700-0839  
Powered by: *etc group, inc.*

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- Can I book Southwest Airlines and how?
  - Yes, you can book Southwest Airlines
  - To narrow your search, it is best to go to the Travel Planner tab and select "Southwest Airlines" or Airline Code "WN" for specific airline.
  - Also, be careful that you are selecting the appropriate airport. Since Southwest is a low cost carrier, they do not fly into some major airports and only fly into secondary airports. i.e they fly into Dallas Love Field (DAL) versus Dallas/Ft. Worth International Airport (DFW)
- Does the tool search other websites for other web fares?
  - **etc group** has negotiated with the major airlines to show all fares, including web only fares. If a lower fare is found on another website and is less expensive than the fare with tax, it will be shown under the web fares tab when you price your flights.
  - See above on lower fares based on inventory, taxes, fees, etc...
- The system is giving me an error or I cannot get it to show me what I need.
  - If you receive an error, you may have timed out of the system or lost connection to the internet (especially if you are on a wireless network). Always use the back arrow on the booking site located on the bottom of the page. If this doesn't work, contact the online help desk at 1-800-700-0839.
- I cannot find the hotel where I want to stay.
  - There are additional options under the Travel Planner tab to narrow down by Hotel Name, Hotel Chain, near and address or near a landmark.
- Do we have discounts at hotels?
  - Yes, and they are loaded into the system. In addition, **etc group** has negotiated rates at over 14,000 hotels globally and these rates are shown as well.
- I saw a web only hotel rate on the hotels web site. Why is it not shown here?
  - Some hotels will offer "Pre-Paid" web only rates. Once you click to hold the room, the room has been pre-paid and cannot be changed.
  - Be very careful since they cannot be refunded or changed and if your schedule changes you will need to make another hotel reservation and will forfeit your initial payment.
- What is the difference between **Hold** and **Purchase**?
  - **Hold** will place your itinerary on hold, but doesn't guarantee or confirm your airfare. Also, it will hold your hotel and car reservation. Airfare is subject to change until ticketed
  - Be careful that if you choose not to purchase the airline ticket that you go into the system and cancel the hotel and car to ensure you do not get charged for a no-show on the hotel.
  - **Purchase** sends your itinerary for ticketing and you will receive confirmation once your airline ticket is issued.
- Do we have discounts with Car Companies?
  - Yes – XYZ Travel's preferred car supplier is National Car Rental (your first choice) and a Secondary agreement with Avis. Utilization of these companies ensures lowest rates and insurance coverage.

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- When can I use the booking system?
  - 24 hours a day/7 days a week. If it is outside of normal business hours and a rush within 24 hours for a ticket to be issued, utilize the agency services at 1-877-505-8747 and you will be directed to the after-hours emergency service.
- Why do I have to change and start using this tool?
  - There are many benefits and significant savings to XYZ Travel through this consolidation. It is very important that all of your reservations go through this system to ensure we can continue to negotiate national contracts and track our spend on airlines, hotels and car companies.