Book a Trip from Request

If 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. clicking on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. See the “Book a Trip from Travel” handout for instructions on what to do if this happens.

1. In the Request module, click “Book” in the Action column of the associated Request.

2. Your Itinerary
   a. Information entered in Segments is plugged into the booking tool
   b. Dates, times, and locations for each segment are changeable after this screen

![Booking Tool Interface](image)
c. If car rental is included, you must assign rental station locations on this screen (choose any available at any location if intending to skip car rental booking)

3. Run Template – Indicate whether federal funds are used (for reporting purposes only)
4. Segment Search and Select
   a. Select desired airfare, lodging, car rental, and/or train
   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
d. Use the matrix, filter, search, and sort options to find the desired booking (See the “Look but Don’t Book” handout for tips on using the search features)

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

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, you can manage your 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; the card entered in your profile auto fills
   ii. If you need CTM to reserve and pay for the hotel, “Skip Hotel” and enter lodging information on the Trip Booking Information screen
   iii. Review the hotel’s cancellation policy before confirming

![Hotel Booking Screen](image)

6. Trip Booking Information
   a. “Comments for the Travel Agent” box
      i. If requesting CTM book and pay for the hotel, enter the full lodging information here
      ii. Enter any other special requests or accommodations including directions to apply an unused ticket credit
      iii. A comment of any kind (including “none”) incurs the $10 partial touch fee
   b. If comments to agent are added, booking is not complete until 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
7. Once booked, the final itinerary is provided with the option to Print or Email
8. Depending on your email notification settings, you receive an email of the ticketed itinerary – this is the flight itinerary receipt required for your [expense] Report