Book a Trip from Travel

It is possible to initiate a booking directly from Travel. Doing so will generate a new Request to submit for approval. This option is called the “Travel-to-Request Integration” method and is ideal for last-minute or restricted-availability flights.

If using this method, you must remember that an approval time limit is placed on the Request. The booking is cancelled and the Request voided if not approved in time.

**Note:** If booking from Request is interrupted before completion (e.g. booking not completed in one sitting, you click on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. When broken, the “Travel-to-Request Integration” method is initiated. Use the pending approval indicators in step four to recognize when this happens. Contact your travel admin to resolve an accidental break.

1. Enter your booking information in the booking tool of the Travel module

   a. Select “Pick-up/Drop-off car at airport” to add rental car to airfare
   b. Select “Find a Hotel” to add hotel to airfare
2. Proceed with reservations as usual (See “Book a Trip from Request” handout)
   a. Airfare is put on hold
   b. CTM charges the $1.50 PNR fee
   c. Itinerary information clearly indicates tickets are not yet issued

3. A blank Request to fill out & submit is initiated
   a. The Request only auto populates the Segments and Expenses information from your booking
   b. The Request Header and remaining Expenses are filled in by you

4. The Request has an approval time limit that corresponds with the amount of time the airline will hold the flight
   a. Provided in red text at the top of the Request
   b. Provided as “Status” under My Trips>More
   c. “Approval of Request Required” documented in Trip Library
5. If the Request is approved in time
   a. The flight is ticketed and no further action to book is needed
   b. Depending on your email notification settings, you receive an email of the
ticketed itinerary – this is the flight itinerary receipt required for the [expense] Report

6. If the Request is not approved in time, the hold cancels, and the Request expires
   a. You can copy and submit a new Request for approval
   b. You must book from the new Request
   c. The travel office cannot re-engage the Request once it expires

Troubleshoot

Problem: Started from Travel instead of Request, but already have an approved Request.
Solution: Complete the Header and submit the Request generated from the booking, then contact the Processor. The Processor approves the Request which completes the booking. They also move the original Request out of “Pending on-line Booking” status. Close/Inactivate the erroneous Request generated from the booking and use the original Request for the Report.

Problem: Started booking from approved Request, but a new Request is initiated.
Solution: If the booking is interrupted before completion (e.g. booking not completed in one sitting, the user clicks on another browser during booking, the booking process sits idle for too long, etc.), follow the same steps as though the booking was initiated from Travel instead of approved Request.

Request 4343 = Erroneous // Request 4339 = Original

<table>
<thead>
<tr>
<th>Active Requests (63)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Name</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>Trip from Fairbanks to Seattle</td>
</tr>
<tr>
<td>Stake, u 10/09-10/28 SEA</td>
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