

# e-res User Guide

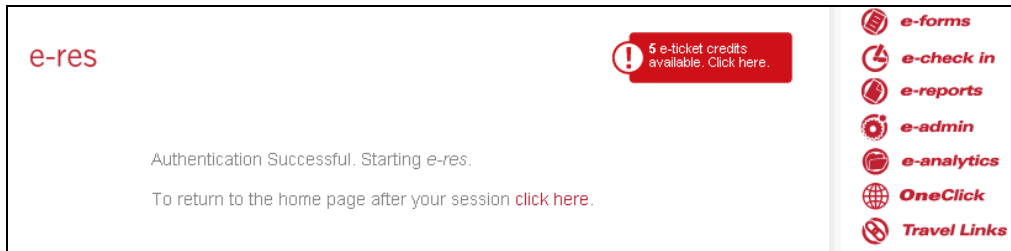
## 2 Creating an e-res Booking (Online Domestic)

### 2.1 Access e-res

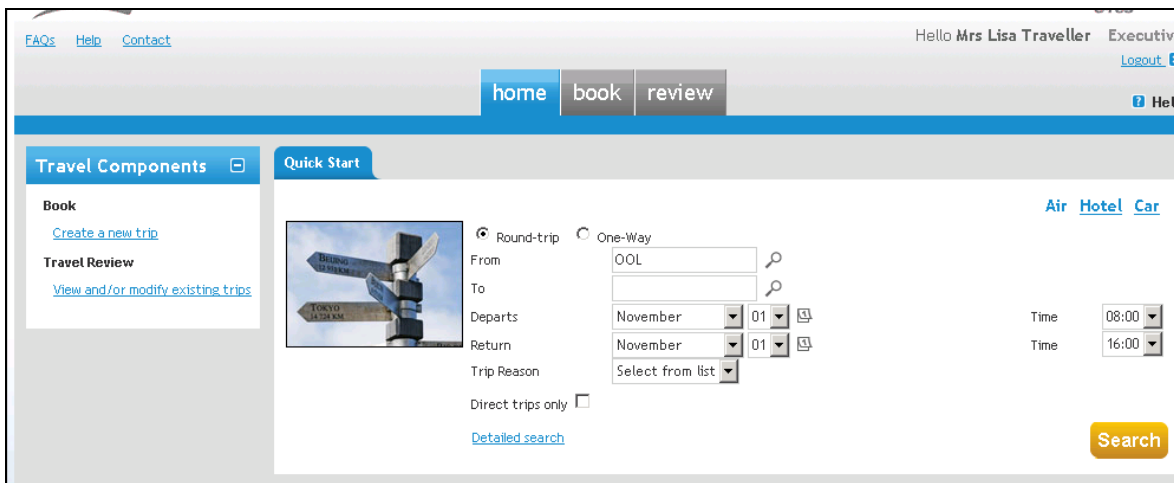
click the **e-res** icon from the home page



The system will authenticate your access status and launch e-res

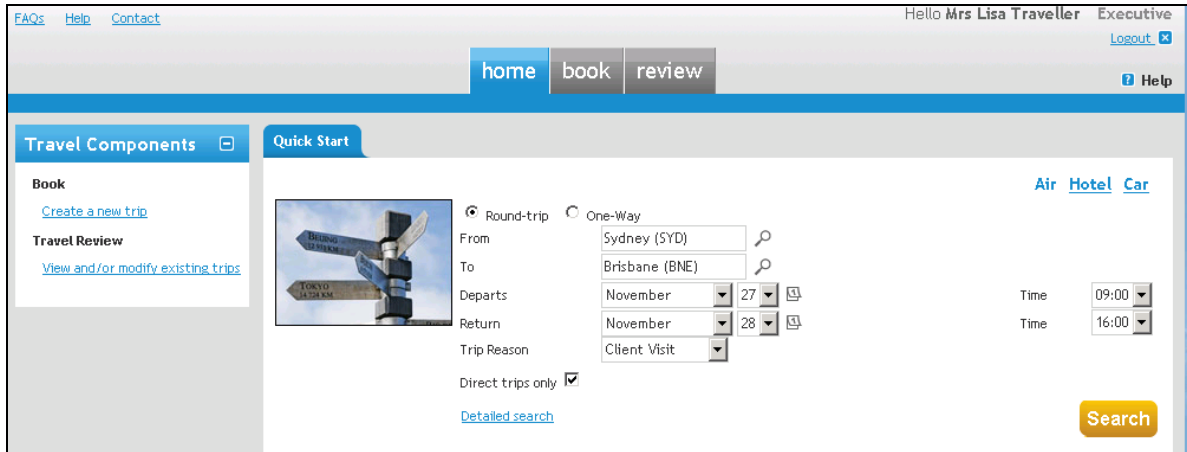


e-res Home Page



## 2.2 Flight Search

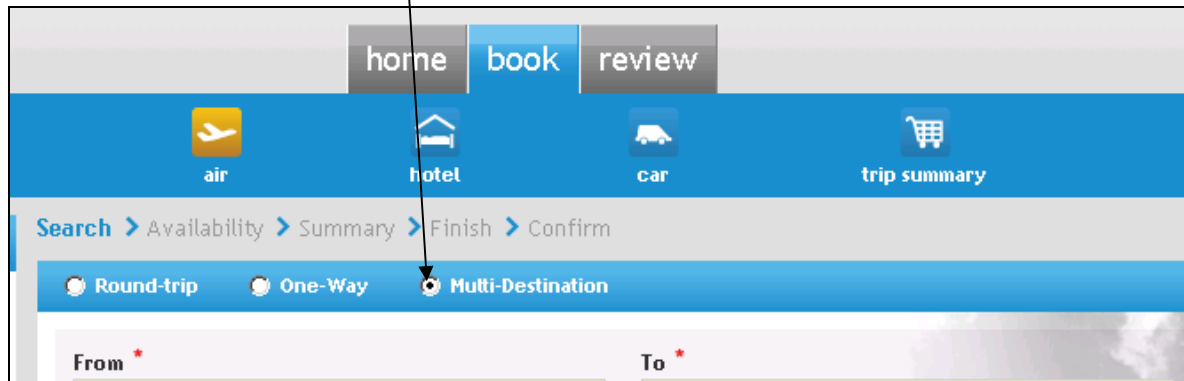
From Quick Start on the Home page, enter your origin/destination, dates/times, select Return or one way travel, a Trip Reason and hit Search.



The screenshot shows the 'Quick Start' search form on a travel website. The user is logged in as 'Mrs Lisa Traveller'. The form includes fields for 'From' (Sydney (SYD)), 'To' (Brisbane (BNE)), 'Departs' (November 27), and 'Return' (November 28). The 'Trip Reason' is set to 'Client Visit'. There are radio buttons for 'Round-trip' (selected) and 'One-Way'. A 'Direct trips only' checkbox is checked. Time dropdowns are set to 09:00 for departure and 16:00 for arrival. A 'Search' button is at the bottom right. A 'Detailed search' link is also present.

**Note:** The departure/arrival time is particularly important for flights. The system searches for flights around the time you enter, but if there are none at the time, you may not get a result. Select a time from the drop-down list box.

If your trip involves several flights click either the **Detailed Search** hyperlink in the quick start box to open up the **Multi-destination** option. From here you can book up to six flight sectors in one trip.



This screenshot shows the 'Multi-Destination' search options. It features a breadcrumb trail: 'Search > Availability > Summary > Finish > Confirm'. Below this, there are radio buttons for 'Round-trip', 'One-Way', and 'Multi-Destination' (which is selected). The 'From' and 'To' fields are visible at the bottom.

## 2.4 Flight Availability

Available flights and fares will display for the search parameters entered. Company In-Policy fares are indicated with a **green tick** and Out-of-Policy fares with a **red exclamation mark**.

**Note:** When Out-of-Policy fare selected the system will prompt for entry of a 'Justification' reason.

**Modify Search**

**From** SYD  
**To** BNE  
**Outbound** Mon, Nov 26, 2012 11:00  
**Inbound** Tue, Nov 27, 2012 16:00  
 Direct and/or non-stop only  
Time window (hours) 2  
[More options](#)  
**Search**

**Legend:** W Web Fare, P Preferred Vendor, G In policy, R Out of policy, C Corporate fares, E Electronic Ticketing Candidate

**Outbound Sydney (SYD) to Brisbane (BNE) - 26 Nov**

Showing 10 of 10 results

Time	Origin	Destination	Airline	Class	Price	Policy	Price	Policy
09:00 - 09:30	Sydney, Sydney Kingsford Smith	Brisbane, Brisbane International	DJ 0925 E	0	AUD 125.00	Out of policy	-	AUD 213.15
09:05 - 09:35	Sydney, Sydney Kingsford Smith	Brisbane, Brisbane International	QF 512 E	0	AUD 166.69	In policy	AUD 260.32	AUD 505.41
10:00 - 10:30	Sydney, Sydney Kingsford Smith	Brisbane, Brisbane International	DJ 0931 E	0	AUD 79.00	In policy	-	AUD 213.15
10:05 - 10:35	Sydney, Sydney Kingsford Smith	Brisbane, Brisbane International	QF 516 E	0	AUD 206.70	Out of policy	AUD 260.32	AUD 505.41
10:55 - 11:25	Sydney, Sydney Kingsford Smith	Brisbane, Brisbane International	Jetstar JQ 0814 E	0	AUD 109.00	Out of policy	AUD 126.00	AUD 239.00

To select a fare on the required flight, simply click the radio button next to the desired fare. Scroll down and repeat if booking a return trip.

When both outbound and return flights have been selected, a summary of your selection will be displayed at the bottom of the screen.

**Your selection:** [Clear your selection](#) [View all details](#)

**27 Nov**  
09:05 Sydney, Sydney Kingsford Smith  
09:35 Brisbane, Brisbane International  
Restricted - Economy Restricted [Purchase Conditions](#)

**28 Nov**  
16:25 Brisbane, Brisbane International  
19:00 Sydney, Sydney Kingsford Smith  
Restricted - Economy Restricted [Purchase Conditions](#)

**AUD 409.39**

[See other fares](#)

**Back to search** **Add to trip plan**

Once happy with your flight selection click **'Add to trip plan'** to move forward.

If one or more Out-of-Policy flights were selected the system will prompt you to enter a **Justification** reason. Select from the drop down list and click **Continue**.

Indicates required field(s)

Your selection is not compliant with the travel policy.

Please provide an explanation. \*



Please provide an explanation. \*

- FLEXIBLE FARE REQUIRED ON RETURN
- FLEXIBILITY REQUIRED
- FREQUENCY OF LOWEST PRICED CARRIER UNSUITABLE
- LOWER FARE TAKEN
- LOWEST FARE TIME UNSUITABLE
- PREFERRED AIRLINE UNAVAILABLE
- PREFERRED AIRLINE SCHEDULE UNSUITABLE

the trip summary.

[Back](#) [Continue](#)


At this point, if no Car Hire or Accommodation is required simply **tick** the **Purchase Conditions** and **Accept e-res Booking Fee** boxes, then click **Finalise Trip**.



 [Add Hotel](#)
 [Add Car](#)

[View all details](#) +

▼ [Robert Approval](#)

**Total Flight Price: 401.70 AUD** [Modify](#) [Delete](#)

 **401.70 AUD** [Purchase Conditions](#)

 <a href="#">Qantas Airways 512 E</a>	27 Nov	<b>Sydney</b> (SYD - Kingsford Smith) <b>Brisbane</b> (BNE - Brisbane)	Economy Restricted <a href="#">Seat(s)</a>	09:05 - 09:35
 <a href="#">Qantas Airways 545 E</a>	28 Nov	<b>Brisbane</b> (BNE - Brisbane) <b>Sydney</b> (SYD - Kingsford Smith)	Economy Restricted <a href="#">Seat(s)</a>	16:25 - 19:00

[View details](#) +

Lowest priced flight: 138.00 AUD

**Total Trip Price: 401.70 AUD\***

\*The estimated total price may not reflect fluctuations in exchange rates used at time of payment.

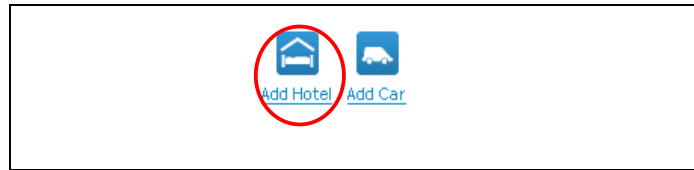
I agree to the [Purchase Conditions](#) relating to the airfare(s)

[Additional baggage charges](#) may apply.

[Delete Trip](#)
[Finalise Trip](#)

## 2.5 Add Hotel

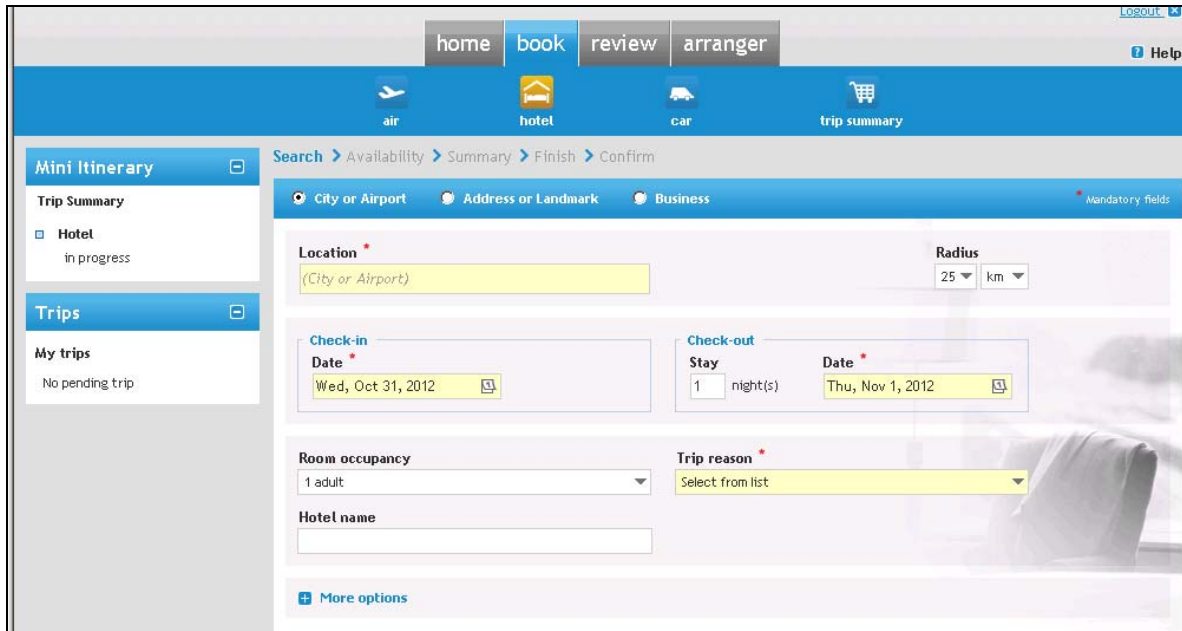
Click **Add Hotel**, to display the Hotel Search page.



The search display will be pre-populated with the travel dates and destination in line with selected flights. The search criteria can be altered if necessary.

There are three different ways to search – by City or Airport (system default), Address or Landmark or Business. Click the most suitable button.

When satisfied with the search data, **click Search**.

A screenshot of a web application interface for hotel booking. The top navigation bar includes 'home', 'book', 'review', and 'arranger'. Below this is a secondary bar with icons for 'air', 'hotel', 'car', and 'trip summary'. The main content area is titled 'Search' and includes a breadcrumb trail: 'Search > Availability > Summary > Finish > Confirm'. There are three radio buttons for search criteria: 'City or Airport' (selected), 'Address or Landmark', and 'Business'. A 'Mandatory fields' indicator is present. The search form includes: a 'Location' field with a placeholder '(City or Airport)', a 'Radius' dropdown set to '25 km'; a 'Check-in' section with a 'Date' field set to 'Wed, Oct 31, 2012'; a 'Check-out' section with a 'Stay' dropdown set to '1 night(s)' and a 'Date' field set to 'Thu, Nov 1, 2012'; a 'Room occupancy' dropdown set to '1 adult'; and a 'Trip reason' dropdown set to 'Select from list'. A 'Hotel name' text input field is at the bottom. A '+ More options' link is located at the bottom left of the search area. On the left side, there is a 'Mini Itinerary' sidebar with 'Trip Summary' (showing 'Hotel in progress') and 'Trips' (showing 'No pending trip').

A list of available hotels will be displayed. If your company has preferred hotels they will be listed first and indicated with a **green tick** for in policy.

**Legend:** \* Level of preference, Dislike, In policy, Out of policy, B Best available rate guaranteed for this hotel

Results: 50/50 Hotels  
Lowest rate offered: 136 AUD  
Too many results? Apply filters +

Detailed view | Map view

sort by: Select from list | Distance in: km

**The Sebel Suites Brisbane** (In policy) Myfidelio.net 0.4 km from city centre  
This superb deluxe hotel, offers a combination of personal, friendly service and the freedom of your own beautifully appointed rooms and suites.  
Rooms available from **236.55 AUD**  
See Prices Details  
CNR CHARLOTTE AND ALBERT BRISBANE  
fax: (+61) 7-32110299 voice: (+61) 7-32243500

**Stamford Plaza Brisbane** (Best available rate) Worldhotels 0.5 km from city centre  
The Stamford Plaza Brisbane is one of the top luxury hotels in Brisbane, one of the city's landmarks in its own right. 5 restaurants provide plenty of eating options, while the hotel boasts a wide range of fitness facilities. The 252 luxury rooms offer Wi-Fi access, cable TV, and modern amenities.  
Rooms available from **284 AUD**  
See Prices Details  
CNR EDWARD AND MARGARET STS fax: 61-7-32216895

Selected: No hotel has been selected. Use the icon to add a hotel to the comparison panel.

Click on **See Prices Details** to view room types and rates, as well as hotel details. All available room types and rates will display in price order.

Click on **Conditions** to check the hotel cancellation policy and **Book** to add this room to your itinerary.

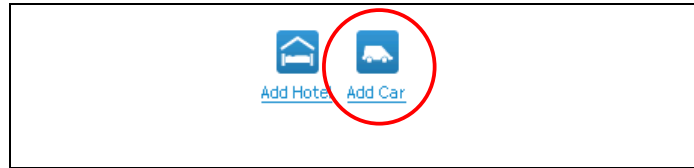
Summary | Hotel details | Photos | Location and Map | **Rooms and Rates**

Results: 6/6 Rooms  
Too many results? Apply filters +

Option	Rate Category	Description	Price/night	Estimated Price	
	World Travel Corp Rate	American express negotiated studio-kng or twin-refurbished-spacious-modern cbd location-lcd tv-foxtel-minibar-bathrobes	236.55 AUD	236.55 AUD <a href="#">Conditions</a>	<a href="#">Book</a> <a href="#">Guarantee</a>
	World Travel Corp Rate	American express negotiated 1bedroomapartment-sep lounge-dining-fullkitchen -spacious-balcony -kng or que-laundry-2 lcd tvs-	255.55 AUD	255.55 AUD <a href="#">Conditions</a>	<a href="#">Book</a> <a href="#">Guarantee</a>
	World Travel Corp Rate	American express negotiated apartment-gtd high fir-1que-ipod dock-balcony incl-bkfst-internet-welcome mineral water	307.8 AUD	307.8 AUD <a href="#">Conditions</a>	<a href="#">Book</a> <a href="#">Guarantee</a>
	Full Published Rate	Studio-kng or twn-refurbished-spacious-modern cbd location-lcd tv-foxtel-minibar-bathrobes	545 AUD	545 AUD <a href="#">Conditions</a>	<a href="#">Book</a> <a href="#">Guarantee</a>

## 2.6 Add Car Hire

Click **Add Car**, to display the Car Hire Search page.



The search display will be pre-populated with the pick up/drop off dates and destination in line with selected flights. The search criteria can be altered if necessary.

The screenshot shows the 'Search' page with the following details:

- Navigation:** Search > Availability > Summary > Finish > Confirm
- Pick-up:**
  - Location: Brisbane, Australia (BNE)
  - Location Type: Airport Locations
  - Date and Time: Tue, Nov 27, 2012 at 10:00
- Drop-off:**
  - Location: Same as pick-up location
  - Location Type: Same as pick-up type
  - Date and Time: Wed, Nov 28, 2012 at 15:00
- Trip reason:** Normal Operations

Click **Search**, to view available cars.

Available car sizes are displayed in price order. Select the required vehicle size and click **Add to Trip Plan** in the bottom right hand corner.

The screenshot shows the 'Car' search results page. On the left is a 'Trip Summary' sidebar. The main content area displays a table of car options sorted by price.

**Trip Summary:**

- Air:** SYD to BNE (Departs: 27 Nov 09:05, Arrives: 27 Nov 09:35); BNE to SYD (Departs: 28 Nov 16:25, Arrives: 28 Nov 19:00)
- Hotel:** Brisbane, null (Check-in: 27 Nov, Check-out: 28 Nov)
- Car:** in progress

**Car Hire Search Details:**

- Pick-up:** Brisbane (BNE), Brisbane, Australia on Tuesday, November 27, 2012 at 10:00
- Drop-off:** Brisbane (BNE), Brisbane, Australia on Wednesday, November 28, 2012 at 15:00
- Lowest rate offered:** 75.09 AUD
- Legend:** \* Preferred option, ✓ In policy, ✗ Out of policy

Option	Car Company	Information	Daily Car Rate	Estimated Total Price	Free Km	Extra per Km	Location
<input checked="" type="radio"/>	<b>AVIS</b> Avis ***	Compact, 2-4 Door, Manual transmission, Air Conditioning	38.65 AUD* WTP Rate	118.62 AUD*	Unlimited	-	Terminal
<input type="radio"/>	<b>Hertz</b> Hertz ***	Compact, 2-4 Door, Manual transmission, Air Conditioning	42.94 AUD* WTP Rate	131.31 AUD*	Unlimited	-	Terminal
<input type="radio"/>	<b>Hertz</b> Hertz ***	Compact, 2-4 Door, Automatic transmission, Air Conditioning	44.00 AUD* WTP Rate	134.16 AUD*	Unlimited	-	Terminal
<input type="radio"/>	<b>Thrifty</b> Thrifty ***	Compact, 2-4 Door, Automatic transmission, Air Conditioning	47.05 AUD* WTP Rate	137.87 AUD*	Unlimited	-	Terminal
<input type="radio"/>	<b>AVIS</b> Avis ***	Compact, 2-4 Door, Automatic transmission, Air Conditioning	46.35 AUD* WTP Rate	139.32 AUD*	Unlimited	-	Terminal

## 2.7 Finish Trip

If all required trip elements have been reserved it is time to complete the booking. Simply **tick** the **Purchase Conditions** and **Accept e-res Booking Fee** boxes and click **Finalise Trip**.

[View all details](#)

▼ **Robert Approval**

**Total Flight Price: 371.70 AUD**
[Modify](#) [Delete](#)

**371.70 AUD** [Purchase Conditions](#)

	26 Nov	<b>Sydney</b> (SYD - Kingsford Smith) <b>Brisbane</b> (BNE - Brisbane)	Economy Restricted <a href="#">Seat(s)</a>	08:35 - 09:05
	27 Nov	<b>Brisbane</b> (BNE - Brisbane) <b>Sydney</b> (SYD - Kingsford Smith)	Economy Restricted <a href="#">Seat(s)</a>	17:55 - 20:30

[View details](#) ⊕

Lowest priced flight: 170.00 AUD

**Total Trip Price: 371.70 AUD\***

\*The estimated total price may not reflect fluctuations in exchange rates used at time of payment.  
[Additional baggage charges](#) may apply.

I agree to the [Purchase Conditions](#) relating to the airfare(s)

Delete Trip

Finalise Trip

From the **Finish Trip** page you can

- Enter a Trip Name
- Add Notes to Agent (World Travel Professionals)
- Note to Car Company e.g. GPS required
- Note to Hotel e.g. High Floor please

**Warning:** Your itinerary includes a web booking. If payment is made by card, this booking will be confirmed and charged immediately, and it will not be possible to cancel or modify the booking later. (131220)

\* Indicates required field(s)

Trip Name	<input type="text" value="Conference"/>	Note to Agent	
Trip Reason	<input type="text" value="Normal Operations"/>	Note 1:	<input type="text"/>
Trip Reason (detailed description)	<input type="text"/>	Note 2:	<input type="text"/>
		Note 3:	<input type="text"/>
		Note to the Car company	<input type="text" value="GPS Required"/>
		Note to Hotel 1 <span style="color: blue; font-size: 0.8em;">?</span>	<input type="text" value="High Floor Please"/>



**Virgin Australia Checked-in Bags** - some Virgin Australia fares require additional payment for checked-in baggage (especially webfares). Select **0** if no bags to be checked-in or **1** if you would like to pay for one piece of checked-in luggage. For additional baggage can be requested via 'Note to Agent' field.

**Method of payment** - will default to your Company Corporate Card.

**Security Code** - Low Cost Carriers such as Virgin Australia (DJ) and Jetstar (JQ) require mandatory entry of the Credit Card Security Code.


**Airline Memberships** - If membership details are listed in your e-traveller profile they automatically appear in e-res. Otherwise they can be entered manually at time of booking.




**Custom Fields** – are used to collect booking information for invoice or reporting purposes.

The system will return a **Trip Confirmation**. From here you have the option of printing a hard copy, emailing it to yourself/someone else or you can download the itinerary to your Outlook Calendar.

Traveller name	Trip reservation number	Ticketing/delivery information	
<a href="#">Robert Approval</a>	6GYIZQ	Electronic Ticketing (Flight)	



**Trip status:** Confirmed **City Destinations:** Brisbane  
**Trip Reason:** Client Visit **Dates:** 26 November to 27 November  
**Note to Agent:** test booking  
**This trip contains at least one segment that is not compliant with the travel policy.**  
**This trip is out of policy.**


[View all details](#) 

▼ [Robert Approval](#) (6GYIZQ)

**Total Flight Price: 301.70 AUD**

✈️	301.70 AUD	Purchase Conditions	Confirmed
 <a href="#">Qantas Airways 502 E</a>	26 Nov	<b>Sydney</b> (SYD - Kingsford Smith) <b>Brisbane</b> (BNE - Brisbane)	Economy Restricted 06:35 - 07:05
 <a href="#">Qantas Airways 541 E</a>	27 Nov	<b>Brisbane</b> (BNE - Brisbane) <b>Sydney</b> (SYD - Kingsford Smith)	Economy Restricted 15:25 - 18:00

[View details](#) 

Lowest priced flight: 164.00 AUD

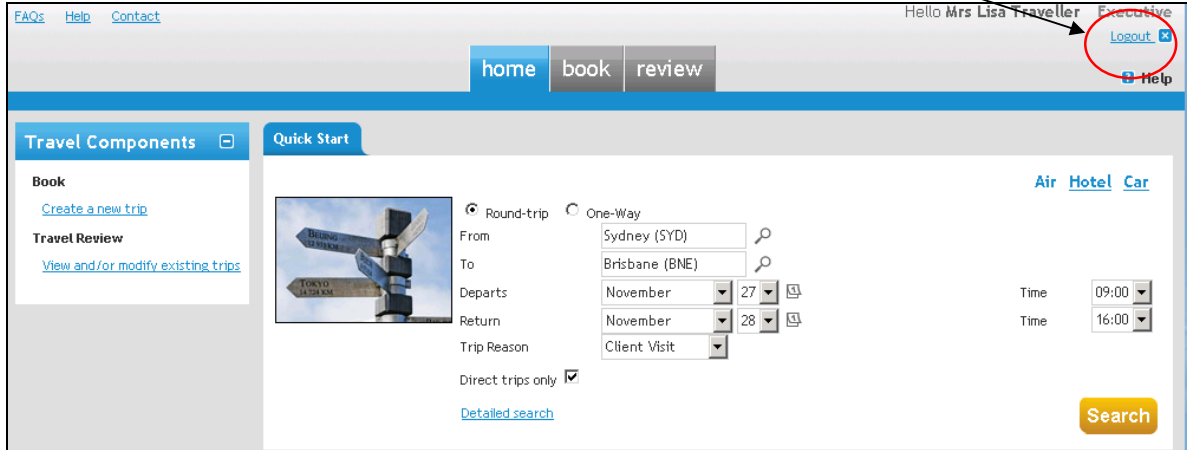
**Total Trip Price: 301.70 AUD\***

\*The estimated total price may not reflect fluctuations in exchange rates used at time of payment.  
[Additional baggage charges](#) may apply.

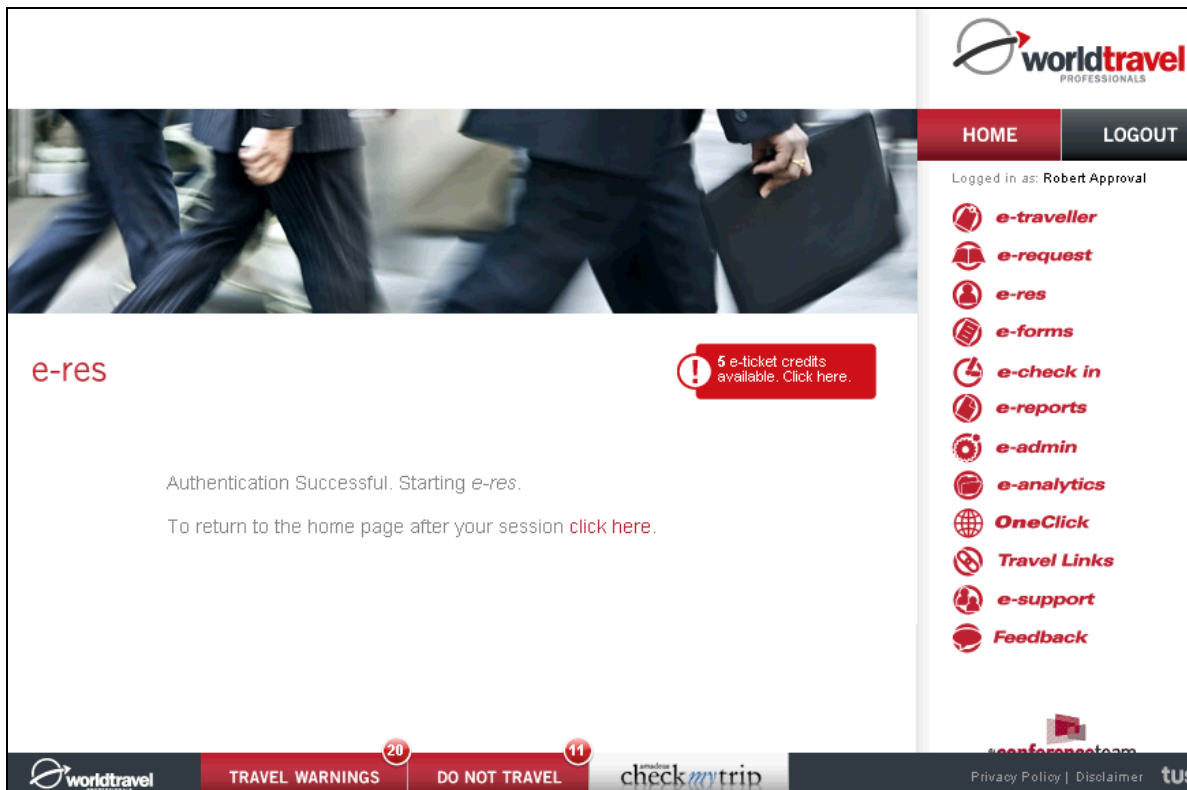
Delete Trip
[Start a new booking](#)

## 2.10 e-res Logout

If no further **e-res** bookings are to be completed, click **Logout** which is found in the top left-hand corner under your name.



The e-res window will close and you will be returned to the Travel Portal. Simply select **click here**, **home** or **Logout** if you have finished with the Travel Portal.



## e-request User Guide

### 3 Creating an e-request (International Bookings)

**e-request** is an electronic booking request and quote system that can be used by all travellers and travel arrangers for Consultant Assisted booking requests. The electronic booking request is automatically sent to a World Travel Account Manager for action.

From the Travel Portal Home page **click** the **e-request** button to create a new booking request.

The screenshot shows the Travel Portal Home page. At the top right, there are buttons for 'HOME' and 'LOGOUT'. Below these, it says 'Logged in as: Test Traveller'. A vertical menu on the right side contains several options, each with a red icon: 'e-traveller', 'e-res', 'e-request' (which is circled in red), 'e-forms', 'e-check in', 'e-reports', 'e-admin', 'Travel Links', and 'Feedback'. Below the menu are logos for 'conference team', 'smartraveller.gov.au', and 'THE TRAVEL DOCTOR TM+VC'. The main content area is divided into four sections: 'About our Travel Portal', 'Need A Holiday?', 'Travel Industry & World Travel Updates', and 'Travel Management Partnership'. Each section has a brief description and a 'VIEW DETAILS' link. At the bottom, there is a dark red banner with 'TRAVEL WARNINGS' and 'DO NOT TRAVEL' in white text, along with logos for 'worldtravel' and 'checkmytrip'. The footer also includes 'Privacy Policy | Disclaimer | © Copyright 2010'.

### 3.1 General Details

The system will automatically enter your name in the **Traveller** field.

To create an request for another person click **Select Traveller**. Highlight the desired traveller name from the 'available' list on the left-hand side and use the > arrow to move them into the 'selected' list on the right-hand side.

Use the same principle and the < arrow to move unwanted travellers from The right hand side to the left. If you hit either the >> or << arrows this will move all travellers from one side to the other.

Hit **Save Selection** and the selected traveller name will then appear in the traveller field.

**NOTE:** Fields with a red \* are mandatory and must be completed.

**Travel Request**

6 e-ticket credits available. Click here.

HOME LOGOUT

e-traveller  
e-request  
My Requests  
Change Password  
Approvals Waiting  
Approvals Processed  
e-ticket credits

Logged in as:  
Prof Robert Approval  
Chase Business Consulting

Travel Account Managers:  
Chrissi McDiarmid  
Sebastian Jacobson  
Darren Swinton  
Melanie Smith  
Amanda Barratt  
Michael Chase-Smith

Submit Request

General Details

Travellers: Select Travellers »  
Approval, Robert Prof

Travel Type: Domestic

\* Reason for Travel: --Please Select--

Flights  
+ Add Flight

Hotels

**Available Travellers**

Please select the Travellers for your Travel Request.

Available:

- Approval, Robert Mr
- Chapman, Carol Mrs
- Chase-Smith, Amelia Ms
- Chase-Smith, Annabelle Ms
- Chase-Smith, Michael Mr
- Holmes, Maak Mr
- McDiarmid, Chrissi Ms
- McDonald, Michael Mr
- O'Brien, Diane Mrs
- Story, Lisa Ms
- Travel, John Mr
- Traveller, Test Mr
- Traveller, World Mr
- Wilken, Gregory Mr

Selected:

- Barratt, Amanda Miss

Show All Travellers?

Cancel Save Selection