

FAQ - General Information for using Horizon, the self-booking tool for Carlson Wagonlit Travel (CWT)

When should I use *Horizon*?

- *Horizon* should be used whenever possible to book domestic travel and “simple” international round trip travel. .
- Do not use *Horizon* to book emergency or same day travel because of associated ticketing restrictions. Call a travel counselor available 24 hours a day 7 days a week.
- Do not use *Horizon* to book personal travel. *Horizon* is for corporate travel only.

I was interrupted while booking my trip and I log back in and cannot find it. What happened to my trip?

- Your *Horizon* web session will time out after approximately 30 minutes of inactivity. If you had not selected Hold or Purchase, the trip is cancelled and you will need to start over booking your trip.
- If you close your browser and you had not reserved your trip by clicking Hold or Purchase, the trip is cancelled and you will need to start over booking your trip.

What is the most important thing I should do to assure my trip is booked?

- When you book a trip using *Horizon*, you **must** click **Purchase** in order to properly process the reservation so it can be ticketed. Clicking Purchase also confirms any car and/or hotel reservation.
- If you do not click **Hold** or **Purchase**, your trip will be cancelled when you log out or if the web session times out due to inactivity. You will need to start over and rebook your trip.
- If you are adding a car and/or hotel to a ticketed/invoiced order, you **must** click **Purchase** in order to properly process the car/hotel only additions.
- This *does not apply* to trips that appear in the list when a travel counselor books the trip for you.

If I book a reservation leaving tomorrow, is there anything special I must do?

- If you book a reservation outside normal business hours or over the weekend for next day departure, you **must** call a travel counselor for assistance to guarantee the fare and to issue the ticket immediately.

If a travel counselor books my trip, can I see it in *Horizon* and change it?

- If a travel counselor books a trip for you, it will appear on the **Home** page under **Current Trips**.
- If the trip is for air only, you may add a car and/or hotel to this trip. You can also cancel these components. **Note:** if you are adding car and/or hotel after your ticket has been issued you may incur a higher service fee.

When can I use Request Assistance?

- You may Request Assistance at any time while you are booking your trip.

Note: Depending on your company's policy, a request for assistance may result in a higher service fee.

When should I contact a travel counselor?

- In general, you should call the counselor for travel order related questions or issues, such as:
 - Questions on your reservation, (e.g. ticket status, seats, upgrade status, etc.)
 - Adding or modifying a reservation or component on the reservation
 - When instructed to do so from *Horizon* via an error message
 - Billing inquires
- For technical issues such as when you receive a system generated error message, which does not direct you to a travel counselor, click **Technical Assistance** at the bottom of any *Horizon* page.

How many characters can I enter in the 'Your Question' box on the Technical Assistance page?

- You may enter up to 500 characters in the 'Your Question' box on the Technical Assistance page.

How long are past trips available?

- 13 months

What is "trip status"?

- The trip status shows where the trip is in the booking process and changes as the trip changes status.

For example a trip that has been submitted for ticketing but has not yet been ticketed is shown as "Submitted for ticketing".

A trip that is placed on Hold and is not Purchased is shown as Hold/not submitted for ticketing".

A trip pending approval is shown as "Pending authorization".

A ticketed and/or invoiced trip will display as "Ticketed/invoiced".

Any processing done in the GDS is not updated in *Horizon*, so if a trip was ticketed via the GDS the trip status will remain as "Confirmed/submitted for ticketing" even though it has been ticketed.

If you click Home, the trip you were currently working on prior to selecting Hold or Purchase displays as "Pending". (Note, if you do not select Hold or Purchase for the pending trip, it will be cancelled when you log out or the web session times out.)

FAQ - Updating Your Profile

- For more information on a specific status, see the glossary tab of this help file.

Can I book travel for my spouse using *Horizon*?

- Do not book spouse travel on *Horizon*. You need to call the local CWT office and book through a travel agent.

How do I hold my reservation?

- You can hold your reservation for 24 hours using the "hold" button. After 24 hours your flight will be cancelled if you do not book the flight.

Why do I sometimes have to add a reason code?

- Depending on your company's travel policy, you may need to select a **Reason**. Reason codes are used in reporting and indicate why all or a portion of your booked trip falls outside of your company's policy. Some examples for being outside policy are connections, preferred vendors, and excluded vendors.

FAQ - Updating Your Profile

Why should I update my profile?

- *Horizon* is designed to add your membership numbers and preferences to the reservation and send them to the air, car, and hotel vendors. These numbers are stored in and come from your travel Profile. Examples: your frequent flyer number is sent with your reservation; your car membership number and air frequent flyer number is sent to the car vendor.

When and how do I update my Profile?

- You may update your travel Profile at anytime, however, you must review and/or update your profile and check that **Profile information is up to date** and click **Submit** before you make your first reservation.
- Updating your **Profile** does not affect any prior trips you submitted.
- To update your personal travel profile and preferences, click Profile. Your profile information is split into 8 sections: **General, Communications, Air, Car, Hotel, Rail, Credit Card, and Other**.

What fields are required to be completed in my profile?

- Name, Emergency Contact, Travel Arrangers, Phone numbers (Voice and Fax), Address, E-mail Address, Credit Cards, and Reporting Information (if applicable). See Updating Your Profile for more information. Be sure to indicate on the Communications page the e-mail address where you want your itineraries sent.

If I change my profile, will these changes apply to existing reservations I have made?

- No.
- Changes made to your profile are not applied to existing reservations/trips. To have the changes applied to existing trips, on the **Home** page, select each trip from **Current Trips**, then on the **Trip Summary** page select **Request Assistance** and ask the travel counselor to update that reservation with the new information (this action may incur a higher service fee). Include the specific information that you want added. For example: Please add my Northwest frequent flyer number to this trip.

FAQ - Booking Air

- Search Flights: specific airport, price and schedule search, booking same day/ city travel, advance booking
- Select Flights and Select Fares: fare options, types, rules, and reason codes; how they display; booking multiple classes; instant purchase carriers; change displayed currency
- Select Seats: selecting a seat, preferred seating, seat maps, manual and automated seat requests
- Purchase Information: missing purchase button, unused ticket exchanges
- After Booking: ticketing, pre-trip authorization/approval, miles, flight changes

- Itineraries and Invoices: differences, reviewing

Search Flights

How do I search for a specific airport?

- Type only the name of the city you are searching for and make sure the city name is spelled correctly. It is not necessary to include the state.

How do I find the closest airport to my destination city?

- To find airports closest to smaller cities without airports, enter the name of the city followed by the state/province code or country, e.g. Salem, MA or Asti, Italy. The system will display the 8 closest commercial airports to the city. You must include the comma after the city name.

Can I enter the airport name such as Dulles in the From or To fields when booking a trip?

- Yes. When entering **From** or **To** information, type either the city name, city code, the airport code, or the airport name. To locate a city or airport, you need to enter at least the first 4-characters of the name. If you enter 3-characters, the search is for an airport code.

What is the difference between schedule search and price search?

- When using the Schedule search option, the system presents a list of outbound flight options followed by a list of return flight options. You need to choose a flight from both sections. After the flights are chosen the system launches the low fare search to check for lower fare flight combinations and presents them for you. This option should be used when you are looking for a specific flight or near by airport or are leaving and returning on the same day. The Schedule search option is selected by default.
- When using the Price search option, the system looks for and recommends the lowest fare option found for the city/date/time criteria entered and displays it immediately. This option should be used whenever you can be flexible in your travel plans.

What is the Travel window and can I change it?

- The hours entered for the **Travel window** tells the system how far before and after your entered search time to look for alternative flight options.

For example, if the travel search window is one hour and you enter 9AM, the system brings back available alternative flights between 8AM and 10AM.

- When booking a trip, the Travel window defaults to the number specified by your company's travel policy. You cannot reduce this number but you can increase it.

For instance, if the displayed number is 3, you cannot change it to 1 or 2; however, you can change it to 4 or 7.

- If you are having trouble finding a flight that you believe is operating, you can expand the search window up to 9 hours.

Can I search for alternate airports in a city such as Chicago?

- Yes. Click Select nearby airport to widen your search for flights. You may or may not see an option as this may not be part of your company's policy.

Can I book a trip flying into and out of the same city on the same day?

- Occasionally, you may wish to book a brief stopover in a city before continuing onto another destination or returning to your original destination on the same day. For example, leaving from Minneapolis/St. Paul at 8am with a short stopover in Chicago, then continuing on from Chicago to Denver at 1pm the same day. A stopover is a trip that both arrives in and departs from the same city on the same day with a layover of no more than 4 hours. Booking this type of trip requires special handling to manipulate the low fare search around the layover regulations.

- Please call a travel counselor to book this type of trip. Within North America, a stopover of less than 4 hours is considered a connection.

Are there any rules for booking a Multiple Destination trip?

- Do not use **Multiple Destinations** to book a trip if you plan to visit a city twice in the same trip; instead, you must book 2 round trips.

For example: if your trip is from CHI to MSP to DEN to MSP to CHI, you will need to book a round trip from CHI to MSP and a second round trip from MSP to DEN.

- Do not use **Multiple Destinations** to book international trips.

How far in advance can I book air?

- You can only book 330 days out from the current day.

Select Flights and Select Fares

How many flight options are returned?

- If you select Price search, up to 9 low fare options are displayed based upon availability.

What air vendors cannot be booked through *Horizon*?

- Generally, commuter or charter airlines do not list their schedules with the GDS. Because these airlines do not participate in the industry standard computer systems, they only allow direct processing.

- When you need to request information or make a reservation on one of these airlines, you must call CWT and speak directly with a travel counselor. You may be able to view schedules and prices on *Horizon*, but you cannot finalize reservations and you will receive an error message.

Why can't I see some airlines in the list of flights?

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- A smaller airline may not appear in the list of flights because it has a code share with a larger airline. The larger airline lists the smaller airline's flights as its own. The operating or actual airline is determined when the flight is reserved.

What is the order and criteria used to display fare choices?

- Depending on the underlying GDS chosen by your company, flights are displayed by either:
 - non-stop flights closest to the time you entered, followed by other non-stop flights, then connections
 - non-stop flights and connections closest to the time.

- Click on a column heading to sort the displayed information. **Note:** If you select a flight, then sort the destination listing, you will need to re-select the flight.

Why does a fare option show as being available, but when I try to reserve, it says not available?

- *Horizon* is linked to a GDS in which airlines post their flight schedules, but it is not a direct link to the airline's inventory. When *Horizon* performs a low fare search, we display the schedules provided by the GDS. When you choose to reserve a flight, *Horizon* sends a command to the GDS to reserve it; the GDS in turn, sends a command to the airlines. It is then possible for the airline to return a message that the flight is not available. This message is then displayed to you.

How can I book a refundable fare when I only see non-refundable fares?

- *Horizon* defaults to display and search for the lowest available fare for the selected itinerary and provides alternate Low Fare options.
- If the lowest available fare for the selected itinerary is non-refundable and you need a refundable fare, you must either: select Request Assistance and explain that you want a refundable fare, or, call a travel counselor to request a refundable fare. Depending on your company's policy, a request for assistance may result in a higher service fee.
- In either case, if the booking started on *Horizon*, it becomes agent assisted and may result in a higher service fee depending on your company's policy.
- If your company uses Enhanced Shopping, use **Modify Search** and check items under **Do not include**.

When should I check fare rules?

- With the recent policy changes by the major carriers for non-refundable fares, it is more important than ever to check fare rules when booking a flight.
- To view, click **Fare Rules** on the **Trip Summary** page after flights are reserved. If your company uses Enhanced Shopping, click **Show details** on the **Select Fare** page.
- Check the fare and look for the words: non-refundable, black-out dates, restrictions, penalty - these indicate that strict guidelines must be followed for certain fare types, and may affect your ability to exchange an unused ticket for future travel. Use your browser's Edit, Find function (Ctrl+F) to search for specific text such as refund or black-out.
- The fare class you select should match the flexibility of your travel plans.
- All non-refundable tickets no longer hold value beyond the original outbound travel date on the major airlines, so check fare rules before selecting Purchase on the Trip Summary page.

What happens if a lower fare becomes available for my trip?

- All trips booked through *Horizon* or a travel counselor are rechecked for the lowest fare once every 24 hours from the time of booking to the time of departure. If a lower fare is available, you will be contacted by a travel counselor.

How do I book a trip containing flights with multiple classes?

- To book business class (international) on one leg of a trip and coach on another (domestic) you will need to call a travel counselor as they can manipulate the system to book in multiple classes for you.

Why do I sometimes have to select a reason code for the fare I selected?

- Reasons are used to explain why a fare and/or preferred carrier was chosen or declined.
- The reasons are captured with the flight information and is used for reporting in *CWT Discovery*.
- When you do not book the lowest fare option returned and/or you do not choose a preferred carrier, you must choose a reason.
- The travel policy items that can affect when a reason is required are connections, preferred air vendors, and excluded air vendors.
 1. If the lowest fare you pass up is from a carrier your company has chosen to exclude, no reason is required.
 2. If the lowest fare you pass up contains connections and your company does not require you to take a flight with connections, then no reason is required.
 3. If you choose the preferred carrier then no reason is required.

What is an Instant Purchase Carrier and how does it work?

- Some airlines require payment at the time you make your reservation. These are known as instant purchase carriers. Instant purchase carriers are displayed in **red** text on the **Select Flight** page.
- If you selected a flight with an airline that requires an instant payment, you will not be able to put the trip on **Hold** even though you may see the Hold button. You will be instructed to click Purchase.
- Once you click **Purchase** you will see an **Instant Payment Notification** page and your options are to either select a **Credit Card** and **Accept**, or choose **I do not Accept**.
 - If you accept, your credit card is charged immediately for the flight.
 - For some airlines, you may be directed to contact a travel counselor or Request Assistance.
 - If you choose I do not Accept, you are returned to the Trip Summary page where you can either cancel the trip, or cancel the flights and add different flights to this trip.

When booking a trip leaving and returning on the same day, why do strange destination cities appear on the Select Fare page?

- Airlines assume that if you stay in a city 4 hours or less, you are connecting through that city and this is not a stopover. As a result, the low fare search may return alternative airports for the flights you selected. However, it is possible that these undesired alternatives have a lower price than the flights you have selected; if this is the case, you will be prompted to select a reason. Do not select Price search for this type of flight search, as the system generally will not present you with viable options due to this airline limitation. Select Schedule search instead.

What is the Wright Amendment ?

- Southwest increased its itineraries at Dallas' Love Field from 18 destinations to 43 on **Oct. 19, 2006** just days after many of the federal restrictions on service from the airport were lifted.

Under the previous, long-standing Wright Amendment restrictions, Southwest and any other airline operating from Love Field with aircraft configured for more than 56 seats could offer nonstop service only within Texas, to its four adjacent states (Arkansas, Louisiana, New Mexico and Oklahoma) and to Alabama, Kansas, Mississippi and Missouri. Airlines also could not sell or market connecting service or through-ticketing to points beyond those states either.

Under the new law signed by President Bush Oct. 13, the nonstop restrictions will remain in place for eight more years, but airlines now can sell connecting and through service.

That's what Southwest has immediately begun to do, with simultaneous reductions in fares for service that previously required customers to buy two separate tickets.

Beginning Oct. 19, with new options and fares loaded into the reservations system in phases, Southwest itineraries from Love Field will have increased from 18 destinations to 43.

How do I change it so I can see fares in Canadian dollars instead of US dollars?

- You can select your preferred language via your profile. The language is tied to how the date, time, and currency format is displayed. If you live in Canada and speak English, you will need to change your language preference to English (Canada) to see Canadian dollars on the *Horizon* screens.

Select Seats

How do I select a seat for a flight?

- When you select your fare on the **Select Fare** page, your preferred seat based on your Profile is chosen for you by default; if you do not have a preference, a non-smoking aisle seat will be requested.

Note: not all carriers allow pre-assigned seating. When a flight is reserved on one of these carriers, the system will systemically add an itinerary remark advising Seats are assigned at check in.

- You can change or choose a seat on the Trip Summary page using the following procedure.
 1. To make a seat selection, click **Seat** in the flight section on the **Trip Summary** page. If a **Seat Map** is available for that flight, it displays.
 2. Click your desired seat in the map to select it.
- If a seat map is not available, you can choose a seat type; otherwise, the default from your Profile is used.
- In available seat maps, preferred seating is displayed. If you do not have preferred/elite status with that particular airline, your seat request cannot be completed. This is a function of the airline's ability to hold preferred seats for their preferred frequent flyers (travelers with 25,000 miles or more traveled on that airline per year). Additionally, airlines will oversell a given flight. If you receive a seat map that displays no open seats or a seat map does not display, this generally means the flight is airport check-in only for seat assignments.
- A * is returned after selecting a seat when the carrier cannot confirm the seat assignment. For instance, you may have chosen a preferred seat assignment and the carrier cannot confirm you have the appropriate status to reserve this type of seat. You will need to verify your preferred status and/or confirm your seat at check-in.

Why can't I book preferred seating allowed by my frequent flyer program?

- In most cases the problem is that the name in your Profile (which should match the name on your government issued ID) does not match the name on the frequent flyer program.

- You need to contact the frequent flyer program you belong to and have them change the name in their records to match the name on your government issued ID.

Why does a * appear on the seat map when I select a seat?

- A * is returned after selecting a seat when the carrier cannot confirm the seat assignment. For instance, you may have chosen a preferred seat assignment and the carrier cannot confirm you have the appropriate status to reserve this type of seat.
- You will need to verify your preferred status and/or confirm your seat at check-in.

Why doesn't a seat map display for Frontier Air?

- Frontier uses non-standard seat codes so we are unable to display a seat map. This is a limitation with the data provided to us by the GDS.
- To request a seat, you will need to contact the airline.

Why can't I see a graphical seat map?

- Graphical seats maps are only displayed for AA, AC, HP, CO, DL, NW, UA, and US; plus BA, LH to/from the US. For all other carriers you will see a generic seat request window.

What is the automated seat request and how does it work?

- For carriers that allow pre-assigned seating, the system attempts to always ensure you have a seat on each flight booked. By default, a seat request is made based on your profile setting.
- If for some reason a seat is not assigned after ticketing or, if the seat request remains unconfirmed for 4 or more hours, the system automatically resends a seat request to the carrier. This request is made with the carrier every 24 hours until a seat is confirmed or up to 5 days prior to the first flight departure time.
- When the system finds seat assignments for all flights, the system will either send an email notification to the traveler (and travel arrangers set up to receive e-invoices) with the flight numbers and seat assignments, or a counselor will notify the traveler based on policy.
- If some but not all seats on the trip are confirmed *and* it is 5 days prior to first departure time, then the system will inform the traveler using the same mechanisms described above with the flights that have confirmed seats.

Note: The system will not perform the recurring seat check on orders that depart less than 5 days from the current date, or for flights on carriers which do not allow pre-assigned seating.

What does it mean when I try and select a seat and I receive the message "Manual processing required for seat request"?

- The airlines allow only a certain number of seats to be pre-assigned. Once that allotment has been reached, they restrict further assignments to airport check-in or airport control.

Purchase Information

At what point have I created a reservation?

- Once you click **Purchase** or **Hold**, a trip is created.

- If you place your reservation on **Hold**, the price estimates are not guaranteed. **The entire reservation may be cancelled and removed from *Horizon* if the ticketing deadline is reached and you have not Purchased the trip.** If the fare is no longer valid, you will not see a Purchase button and you must rebook your trip, or contact a travel counselor. If the hotel is guaranteed for

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late arrival, you must cancel or use the reservation to avoid no-show charges to your credit card. **You will be sent an unticketed e-mail notification.**

What happens if I do not Purchase or Hold a trip? Is air, hotel, car canceled?

- When you create a trip but do not select **Purchase** or **Hold**, the entire trip is cancelled when you log out. You will need to start over and rebook your trip.
- If your web session times out due to inactivity, the entire trip is cancelled. You will need to start over and rebook your trip.

What happens if I select Hold for a trip?

- If you place your reservation on **Hold**, the price estimates are not guaranteed.
- The entire **reservation may be cancelled and removed** from *Horizon* if the ticketing deadline is reached and you have not Purchased the trip.
- If the fare is no longer valid, you will not see a Purchase button and you must rebook your trip, or contact a travel counselor.
- If you do **NOT Purchase** the ticket within **24 hours**, the airline may cancel your reservation and any seat requests. You will not see a Purchase button, and you will need to rebook your trip.
- Before you Purchase the trip, you will need to re-select any Unused Tickets, if available. Unused tickets are not associated to a reservation until you select Purchase.
- A reservation placed on Hold has a trip status of Confirmed/Not submitted for ticketing.
- If you reserve a hotel, it is your responsibility to cancel the reservation by the required time of the individual hotel if you are not going to use it or you will be liable for any no show charges. The same applies to any car or limousine reservation.
- You will be sent an unticketed e-mail notification.

Why is the Purchase button is missing?

- In many cases the **Purchase** button will not be available if you go back into a reservation at a later date due to a number of possibilities. This applies to both purchased trips and trips you have placed on hold.
- The air fare may have increased.
- The airline may have cancelled your space due to a lack of ticketing within the allotted time designated by the airline (usually 24 hours).
- If you access a trip and a second person (such as a travel counselor or your Travel Arranger) accesses the same trip, the second person does not see the Purchase, Cancel, or Add buttons.
- The trip may have been created by a travel counselor and not through *Horizon*.

How can I tell if the fare I have selected is refundable or non-refundable?

- Look on the **Trip Summary** page under **Purchase Information** to see this information.

How do I indicate that I want to exchange an unused ticket?

- Unused Tickets are automatically displayed in *Horizon*. Click any unused ticket on the **Home** page to view *all* of your Unused tickets. Unused tickets should be applied to a new trip when possible.
- Click the link for **Unused Tickets** in the **Purchase Information** section on the **Trip Summary** page. If you do not have any unused tickets, you will not see this link.
- Unused Tickets must be selected *before* you select **Purchase**.
- **Note:** Non-refundable tickets cannot be accepted for exchange unless the ticket was canceled prior to the first date of travel.
- If seeking travel counselor assistance, please request the counselor apply the unused ticket to your new travel order and provide the ticket number.
- If you are holding an unused paper ticket and wish to exchange it for a new travel order, contact a travel counselor to see if it is still usable. Remember, no fare is guaranteed until the ticket is issued, so a delay in returning unused paper tickets can result in a higher fare on the new ticket.

Why did the Unused Ticket I selected for my trip disappear from the Trip summary after I placed the trip on Hold?

- An unused ticket can only be applied to a travel order that is being Purchased.

What is the default Delivery Method (E-mail) used for?

- The default **Delivery Method (E-mail)** lists all the people you designated to receive e-invoices and/or itineraries. These e-mail addresses receive all updated messages for this trip. To de-select any of the e-mail addresses, on the Trip Summary page click **Change Delivery**. From this page, highlight only the e-mail addresses you need. To choose more than one e-mail address, use Ctrl and click to select. To make this change apply to future trips you book, modify your Profile under the Communication, E-mail Addresses section and General section for Travel Arrangers. Select each address and check or uncheck the receive e-invoice and/or itinerary option.

I received an error message about missing Reporting Information. Now what do I do?

- You received this error because you are missing your company's required **Reporting Information** in your Profile. Click **Profile**, **Other** and add the proper information. Then return to the **Trip Summary** page and click **Purchase** again. Required fields must be entered in your Profile before you can **Purchase** a trip.

How long does it take to ticket my reservation?

- Ticketing for domestic flights could take up to 4 hours to complete, possibly longer if the itinerary contains more than one airline. International ticketing normally takes longer than 4 hours, due to special rules, regulations and documentation advisement prior to ticketing. In some cases, special fare ticket restrictions may apply and changes could result in a higher fare.
- If you have special ticketing or delivery needs, select Request Assistance to advise the travel counselor the date and destination of your trip and when you need the ticket. Depending on your company's policy, a request for assistance may result in a higher service fee.

How can I tell if a reservation I completed and submitted for ticketing has been ticketed?

- CWT completes ticketing for domestic trips usually within 4 hours. When a reservation is ticketed, the trip status changes to "Ticketed/invoiced" on the **Home** page.

- **Exception:** when an itinerary changes as the result of a schedule change or upgrade processed by an airline, the trip status on the **Home** page may change from Ticketed/invoiced to another status because of the messages sent by the airline to our system. You can identify the status of your ticket by reviewing the CWT itinerary sent at the time of ticketing, or select Itinerary Copy to send yourself an itinerary for the trip in question. In either case, you will need to review the remarks at the bottom of the itinerary:

- If a schedule change was processed, the itinerary will state: "A schedule change has occurred in your itinerary affecting one or more flights. This trip's status on the **Home** page may NOT appear as Ticketed/Invoiced, however, no action is required on your part."

- If an upgrade or other modification has occurred, the itinerary will state: "This has been ticketed, but may not be reflected in the trip status on the **Home** page."

- Airline schedule changes have been at record levels in the past year; however, are expected to decrease in the near future, thus minimizing the number of instances where *Horizon* would not display the correct trip status.

Will I receive a confirmation number for my air reservation?

- Hotel and Car confirmation numbers display on the **Trip Summary** page.

- Airline confirmation numbers appear on your itinerary.

What if my trip requires separate tickets?

- A travel counselor will review your reservation and determine if the tickets need to be issued separately based on your company's contracts and for e-tickets.

- Separate ticketing is indicated by Red text on the **Select Flights** page.

- Separate ticketing will result in multiple service fees.

I have a boarding pass, but now I need to change my flight. Who do I contact?

- Once you have a boarding pass (whether you printed it from the internet or checked in at the counter or a kiosk), you need to contact the airline directly to make changes to your flights.

Why don't some of my frequent flyer miles get credited such as Southwest and AirTran?

- Southwest and AirTran are not participating carriers of ARC (Airline Reporting Corporation) so frequent flyer information is not acknowledged.

- To receive frequent flyer miles for your trips, you must show your Frequent Flyer card/number at check in or contact the airline directly. This also applies to hotel and car vendors when you want to apply your airline frequent flyer number.

How can I add my frequency and loyalty numbers to a booked trip?

- Present your number when you check-in with the air, hotel, or car vendor.

- On the **Trip Summary** page, select Request Assistance and ask a travel counselor to add the numbers to your reservation. Depending on your company's policy, a request for assistance may result in a higher service fee.
- To prevent having this problem in the future, be sure to add the numbers to your Profile.

How can I make sure I receive credit for my frequent flyer miles?

- *Horizon* provides the airlines with the frequent flyer numbers listed in your travel profile. However, it is strongly suggested that you also **present your membership card upon airport check-in** to ensure the carrier will credit your mileage account correctly. Don't forget to do the same when picking up your rental car or checking in to a hotel that has a mileage partnership with the air carrier.
- The name on the frequent flyer card must be exactly the same as the name within the Profile. If it isn't then the miles won't be credited to your account.
- Some carriers have partnership programs which will allow you to earn miles on the frequent flyer program of your choice you follow all necessary program rules and restrictions. Since *CWT Symphonie* travelers have a profile that allows for storage of multiple frequent flyer numbers in the system, these airlines will not know for sure which number/program you want to use. If you only have one frequent flyer number stored in your profile, the carriers will not automatically assume you want credit on another carriers program, therefore, you will need to advise them at the airport to ensure mileage credit to the correct mileage program. For example, if you want your Delta mileage to be credited to United's Mileage Plus program, you must provide Delta, upon airport check-in, your United Mileage Plus card. You may also request a counselor to do this for you via Request Assistance. Depending on your company's policy, a request for assistance may result in a higher service fee.

Itineraries and Invoices

What is the difference between an itinerary and an invoice?

- The difference between an itinerary and an invoice is often misunderstood, since they essentially look the same and contain the same information. Only an **invoice contains the ticket number** and that ticket number must be present before you can assume the ticket has been issued. You need to be aware of the difference between the two documents to avoid missed ticketing dates and/or cancelled reservations.
- An itinerary is a reference document that shows the air, car, and/or hotel reservations a traveler has booked, but does not contain a ticket number because the traveler has not requested ticketing. This applies to reservations made through a travel counselor or through *Horizon*.
- Travel arrangements can be booked and placed on hold in the reservation system (generally referred to as a courtesy reservation), and an itinerary can be e-mailed for the travelers reference. This document is considered an itinerary because it includes confirmed reservations that have not yet been ticketed. The itinerary shows the air segment status as confirmed, which leads many travelers to believe a ticket has been issued. This is an incorrect assumption.

Itinerary Example:

FAQ - Booking Air

| | | | |
|--------------------------|------------------------|--------------------------|----------------------|
| Air | Departure 0700a | United Airlines, Inc. | Confirmation: M6G27E |
| Minneapolis/St Paul Intl | Flight: 1004, Non-Stop | Seat: 12A | |
| Minneapolis, MN | Equip: 733 | Status: Confirmed | |

Arrival 0815a Cabin: Coach (Q)
O'Hare International
Chicago, IL

- An invoice is only generated after a ticket has been issued and looks the same as the itinerary, but will contain a ticket number confirming ticket issuance. A ticket number must be present in order for the traveler to be assured they have a ticketed reservation. The segment status on the invoice will show as **invoiced** and will contain a ticket number within the body of the invoice in the Details portion of the invoice.

Invoice Example:

| | | | |
|--------------------------|------------------------|-------------------------|----------------------|
| Air | Departure 0700a | United Airlines, Inc. | Confirmation: M6G27E |
| Minneapolis/St Paul Intl | Flight: 1004, Non-Stop | Seat: 12A | |
| Minneapolis, MN | Equip: 733 | Status: Invoiced | |
| Arrival 0815a | | Cabin: Coach (Q) | |
| O'Hare International | | | |
| Chicago, IL | | | |

What are the important items I should check on my itinerary prior to my trip?

- The type of itinerary is important to note:
 - **Pre-Ticketing Itinerary** this indicates the order has not been ticketed (for air components) or invoiced (non-air components) or the counselor had to issue the ticket outside Harmony/Horizon
 - **Itinerary Invoice** this indicates the order has been ticketed or invoiced
 - **Itinerary Copy** this indicates it is a copy of the original Itinerary Invoice
- Verify the dates of travel and destinations.
- If your order contains Air components, the terminal information (if available) will assist you with where to check-in. For your flight, you may also see two different Air carriers listed, the **operated by** carrier is typically the airline you should check-in with.
- If you need to contact the airline directly you will need the **Carrier Locator** number.
- Verify your order contains your membership loyalty numbers; if missing or incorrect add/update numbers via *Horizon* then be sure to verify at check-in. You may also contact the carrier directly or call a travel counselor.
- If your order contains Hotel components, check the Hotel Remarks section for the cancellation policy. If you need to cancel or change your reservation, it must be done *prior* to the cancellation time to avoid a fee.
- If you need to contact a hotel or car vendor directly, you will need the number associated to the Confirmation Status.

- Be sure to read the remarks in the **Details** section. These remarks may include:
 - The phone number to call 24 x 7 for assistance with your order
 - The length of time needed for check-in
 - What you need to present to board the plane
 - Any travel advisories for your destination
 - Air Refundability and penalties for changes
 - Client specific remarks

Do I need to review my e-mail itinerary when I get it?

- It is important to review your itinerary as soon as you receive it via e-mail.
- Check dates, flight times, ticket number and price, and confirmation numbers for car and hotel reservations.
- Report discrepancies within 24 hours of receipt of the e-invoice so discrepancies can be addressed immediately to avoid inconveniences during your trip.
- Also, if you requested an itinerary prior to ticketing, be sure to review all of these items on your final itinerary after the ticket is issued.
- The itineraries can also be used as invoices for expense reporting purposes.
- Your itinerary also contains the phone number to use to contact a travel counselor directly.

Bottom of Form

FAQ - Booking Hotel

Hotel Questions

How do I search for a specific hotel or a hotel in an international location?

- Click the **Show More Hotel Search Options** link for advanced search options such as: address, postal code, distance, chain, property name.
- **Hotel near office** is only available in the US and Canada.
- Select **Hotel near airport** and select the **Country** if the hotel is not in the US or Canada
- Use the **Modify Search** on the left side of the window to customize your search if needed.
- If you want to choose a specific hotel, select **Chain** or **Property name**.
- To search for specialized hotels such as a Disney hotel or Vegas casino, enter the property name or postal code.
- If you want to choose a specific hotel near an address, select **Hotel near city** and enter the **Address** and/or **Postal code** of the hotel, or select **Distance** from the hotel.
- Based on your company's hotel policy, you may need to clear the show only contracted hotels option.

- Use the **Modify Search** on the left side of the page to customize your search if needed when the hotel list is displayed.

- If no hotels appear on the Select a Hotel page, click **Show All Hotels** if available. If hotels still do not display, click Request Assistance and ask a travel counselor to reserve a hotel for you; or, call a travel counselor and ask them to reference the air reservations you made through *Horizon*. Depending on your company's policy, a request for assistance may result in a higher service fee.

How do I make a hotel reservation to a hotel not listed in *Horizon*?

- When searching hotels in a city where there are a large number of hotels, such as New York City, only a subset of hotels is displayed for you to choose from; thus, it is possible the hotel you want may not appear in the displayed list. To avoid this, enter either an address, a postal code, property name, or select up to 3 hotel chains to narrow the search.

- If you cannot locate the specific hotel in *Horizon*, it may be because the hotel does not participate in the GDS. To book this hotel, either contact a Travel Counselor to make this reservation for you, or contact the hotel yourself.

- If you want a specific hotel, click **Show More Hotel Search Options** and enter the hotel search options, or use the **Modify Search** on the left side of the page to customize your search.

How do I find hotels in small cities or cities without airports?

- Select **Hotels near city**, click the **Show More Hotel Search Options** link and enter the city or the postal code and choose a wider distance. Note, not all hotels post their availability in the airline reservation systems.

- You can search for hotels near an address, near the airport, or near an office (if available). This allows you to find a hotel in a city that does not contain an airport. If you are searching near an address, only the **City** or **Postal code** are required. You can enter an actual **Address** to narrow the search. If you enter a **City** by itself, all cities with that name display and you must pick the one you need. By default, the search is for the US. If you are seeking an international hotel, select the **Country**.

- If you enter a specific address for a hotel, the search is within the distance in number of miles/kilometers specified (10M/16K is the default). If you only enter the city, *Horizon* plots the center of the city and displays hotels within a radius of the city center using the selected distance. If you only include a postal code, *Horizon* plots the center of the postal code and displays hotels within a radius of the postal code center using the specified distance.

Why can't I change the distance when I select Hotel near airport?

- The default is to search for **Hotel near airport** is within 99 miles. This allows the system to include hotels that are tied to airports. For instance, your company may have requested certain hotels to be tied to certain airports so they come up in an airport search; for example, hotels in Brookings, SD will show up under Sioux Falls.

Why can't I see any office locations?

- If your company has chosen not to enter any office locations, you will not be able to use this function or see any office locations.

How do I find a hotel centrally located between two or more office locations?

- Select **Hotel near office** and select an office location if more than one office is located in that city. If you want to stay between two or more offices, choose only one office to start the search and later you will be

allowed to add additional locations by mapping the office locations and hotels. The **Hotel near office** option is only available in the US and Canada.

Why are the closest and cheapest hotels not listed first on the Select a Hotel page?

- Depending on your company's policy, your company's contracted hotels may display with availability (either company contracts, or CWT contracts, or both). In addition, hotel properties you selected previously may appear first for easy selection for your trip. Thus, the closest and cheapest hotels may not appear first in the list.
 - Click a column header (Cost, Rank, Property, Distance) to sort the displayed list.
 - Hotels may be displayed based your company's ranking, if available, then by CWT's ranking, then distance and/or rate;
 - Based on your company's policy, the hotel list displays the hotel properties and vendors you previously reserved first.
-
- If your company has the policy of display contract hotels first (without ranking), the default sort order is contracted hotels within a 10/16 mile/kilometer radius of the city or airport depending on the type of search method selected, i.e., Hotel near city, Hotel near airport or. Hotel near office.

Why does the hotel I frequently reserve through my travel counselor not display in Horizon as previously reserved?

- Currently, only hotels reserved via *Horizon* will be shown on the Select a Hotel page as previously reserved.

Why don't I see any hotels listed on the Select a Hotel page?

- Your search for a hotel may be too narrow. Use the **Modify Search** on the left side of the window to customize your search if needed or to remove some of your previously selected search criteria.
 - If no hotels appear on the Select a Hotel page, click **Show All Hotels**, if available.
 - If you need to reserve a hotel other than your company's preferred or negotiated, click **Show All Hotels**, if available.
-
- If **Show All Hotels** does not display any hotels, click Request Assistance and ask a travel counselor to reserve a hotel for you; or, call a travel counselor and ask them to reference the trip you booked through *Horizon*. Depending on your company's policy, a request for assistance may result in a higher service fee.

FAQ - Booking Hotel

Why are there different rates or no rates listed for a hotel?

- Many hotel properties practice yield management resulting in many rate types for different lengths of stay. You will see rate options that are available based on your length of stay and arrival date.
-
- In some cases, the rates are not available through *Horizon* and a message beneath the hotel may direct you to **Request Assistance** or call a travel counselor to reserve a room in that hotel. Depending on your company's policy, a request for assistance may result in a higher service fee.

How can I determine if the hotel will charge me different rates per night for a single stay?

- Anytime there is a hotel with multiple nights stay there is a risk that the rate shown is not the rate for each night. If you want to know for sure, you will need to either call a travel counselor or call the hotel directly.

Why can't I see multiple rates if the rate changes during the course of my stay?

- Multiple rate are not returned to *Horizon* by the GDS when the reservation is confirmed; therefore, they can't be displayed.

How can I get a hotel back into the previously reserved list after I accidentally clicked Remove next to the hotel?

- The only way to get a hotel on the previously reserved list is to reserve that hotel enough times to make it into your top 3 reserved hotels for that destination.

How do I reserve a hotel without guaranteeing it for late arrival?

- Choose **-Select-** in the **Guarantee card** field. The Guarantee card is taken from the **Credit Card** page in your Profile if you chose a card to be preferred for hotel reservations. Some hotels require a guarantee credit card to reserve a room. If this is the case for the hotel you selected, you may need to select Add Hotel on the Trip Summary page.

At what point do I have a hotel reservation?

- Once you click **Hold** or **Purchase** on the **Trip Summary** page, you have a confirmed hotel reservation *unless* you receive a message that the hotel requires a deposit to guarantee a room. If you receive this message, the hotel is not confirmed.
 - If you do not click **Hold** or **Purchase**, your trip will be cancelled when you log out or if the web session times out due to inactivity. You will need to start over and rebook your trip.
 - If you reserve a hotel, it is your responsibility to cancel the booking by the required time of the individual hotel if you are not going to use it or you will be liable for any no show charges.
 - If you select **Hold**, you will be sent an unticketed e-mail notification. You must return to the trip and select **Purchase** so it can be invoiced or the hotel will be canceled if the trip is not purchased within 72 hours prior to the check-in date.
 - If you no longer require the hotel reservation, please click **Cancel Trip** on the **Trip Summary** page and cancel your hotel reservation.
- **Note:** If you reserve a hotel, it is your responsibility to cancel the booking by the required time of the individual hotel if you are not going to use it or you will be liable for any no show charges, cancellation fees, and penalties.

What should I do if I am having trouble booking a hotel?

- If you are having trouble booking a hotel, click **Home**, then click the trip you were working on to view the Trip Summary.
- If a hotel is not reserved, select **Add Hotel**. If the trip contained a flight, the flight dates will populate to the Hotel dates. If the trip is a Multiple Destination, select the destination city and the dates will populate with the appropriate dates. Complete the Hotel section, then **Continue**.
- If a hotel is reserved on the Trip Summary, you can select **Cancel Trip** and cancel the hotel component.
- If you need to change the check-in or check-out dates and times, select **Modify Trip**.
- If you are trying to reserve an international hotel, select **Hotel near airport**. (Hotel near city is only available for US and Canada.)

- Check the top of the page to see if there is a reference to "meeting". If this trip is for a meeting, you may be allowed to book a hotel. If your trip is not for a meeting and you see a reference to "meeting", you must cancel the trip and start over. This "meeting" reference appears if you view the Meeting Details page, decide not to book the meeting trip, then return to the Home page and book a new trip. You must click **Reset All** on the Home page to remove the meeting ID **before** booking a new trip.
- If you cannot find the hotel in *Horizon*, click Request Assistance. Depending on your company's policy, a request for assistance may result in a higher service fee.

Note: If you do not have a flight or car booked on this trip, you can click Request Assistance; however, if your travel is imminent, contact a traveler counselor or the hotel directly in the advent of limited availability. Depending on your company's policy, a request for assistance may result in a higher service fee.

How do I cancel a hotel reservation?

- From the **Trip Summary** page, click **Cancel**, check the box under hotel, and click **Continue**.
If my plane arrives after midnight and I plan to check out the next morning, how can I book my hotel?
 - If you need to book a hotel for an overnight stay when arriving after midnight on an outbound flight and leaving the hotel the next morning, you will have to first book the flights and then add the hotel. For example, if your outbound flight on 18 April doesn't arrive until 12:07am on 19 April and you plan to check out of the hotel on 19 April, book the flights first and then add the hotel for the dates of 18 April to 19 April.
 - If you try to book the hotel with the air components the system will return an error message: "Check in date must be earlier than check out date".
- Contact a Travel Counselor directly or via Request Assistance for help with this. Depending on your company's policy, a request for assistance may result in a higher service fee.

Can I receive credit for my frequent flyer program?

- To receive credit toward your frequent flyer program, you must have the program added to your Profile before you can select it.
- Southwest and AirTran are not participating carriers of ARC (Airline Reporting Corporation) so frequent flyer information is not acknowledged. To receive frequent flyer miles for your trips, you must show your Frequent Flyer card/number at check in.

How does hotel mapping work?

- Hotels can be shown on a map from the **Select a Hotel** page.
- To view a hotel on the map, click the **Show on Map** check box next to the hotel, then click **Show Map**. You may choose up to 10 hotels to map at one time from multiple pages. If you wish to print the map, use your browser's print function.
- If your company has added office locations, you can also view them on the map. When the map displays, choose up to 10 custom office locations by indicating the number of miles (1-99) within the area to include locations. Click **Find** to list the office locations. Click the check box next to each office location to map and click **Update Map**.

FAQ - Booking Hotel

- If an office location has the same address as a hotel, the location is added to the map as a client location rather than a hotel.

- *Horizon* searches for all locations by determining those that are within a square region surrounding the center point. The NW and SE corners of the square are computed using the latitudes that is X miles north and south of the center point. The same calculation is performed for the longitudes east and west of the center point. These NW and SE corners are 1.41 times greater than the specified distance. At 99 miles, the corners are 140 miles away.

Why doesn't my hotel appear on the map?

- Several reasons could cause a hotel to not appear on the map:
 - 1) This is a new hotel that hasn't been geocoded. Geocoding is a process MapQuest uses to establish the latitude and longitude of locations on their maps.
 - 2) The address cannot be mapped - perhaps it's on a new street that hasn't been added to MapQuest.
 - 3) The address in the database was entered incorrectly, or the wrong city code was assigned to the hotel. For instance, instead of Portland OR, it was assigned to Portland ME.
 - 4) The hotel is too far away from the displayed map to appear, which happens quite often if you aren't really looking at the address information of the hotel. Hotels can choose to be associated to multiple city codes. Thus, if you are looking for a hotel in Chicago, the result of your search will probably include Milwaukee hotels too. If you pick a Milwaukee hotel by mistake when displaying a map of Chicago, it will not appear on the map.
- Maps are available for US, Canada, and major international locations. Airports are included automatically on the map if applicable.

- Maps are depicted as they have been geocoded. If a hotel is mapped at an address level, then the system will show the actual address location of the hotel.

What are hotel reasons?

- **Reasons** are used to explain why a hotel was chosen.
- The reasons are captured with the hotel information and used for reporting in *CWT Discovery*.
- Based on your company's travel policy, you may or may not be required to select a hotel reason code.

Do I need to select Purchase if I am just making a hotel reservation?

- Yes, you need to select **Purchase** to confirm the reservation and receive an invoice.
- The information you enter on the Trip Summary page is used for delivery and reporting.

How far in advance can I book a hotel?

- You can only book 330 days out from the current day.

How do I add a hotel to an existing trip?

- To add a hotel to an existing trip, on the **Home** page, click the trip to go to the **Trip Summary** page. Click **Add Hotel**.
- If you Add a new component to a trip that is Ticketed/invoiced, you must click **Purchase** to ensure a new invoice is generated.

Do I need a confirmation number?

- Generally, the vendor will send back a confirmation number and this appears on your **Trip Summary**. However, sometimes, the confirmation number is lost between the vendor and the

GDS, or between the GDS and *Horizon*. When this occurs the status may show confirmed but without a confirmation number. If this happens, you can either call the vendor directly or call a travel counselor to determine the confirmation number.

Bottom of Form

FAQ - Booking Car or Limo

- Car Questions
 - Limo Questions

Do I need a confirmation number?

• Generally, the vendor will send back a confirmation number and this appears on your **Trip Summary**. However, sometimes, the confirmation number is lost between the vendor and the GDS, or between the GDS and *Horizon*. When this occurs the status may show confirmed but without a confirmation number. If this happens, you can either call the vendor directly or call a travel counselor to determine the confirmation number.

Car Questions

At what point have do I have a car reserved?

- Once you click **Hold** or **Purchase** on the **Trip Summary** page, you have a confirmed car reservation.
- If you do not click **Hold** or **Purchase**, your trip will be cancelled when you log out or if the web session times out due to inactivity. You will need to start over and rebook your trip.
- If you select **Hold**, you will be sent an unticketed e-mail notification. You must return to the trip and select **Purchase** so it can be invoiced. The car reservation will be canceled if the trip is not purchased within 72 hours prior to the pick-up date.
- If you no longer require the car reservation, please click **Cancel Trip** on the **Trip Summary** page and cancel your car reservation.
 - **Note:** If you reserve a car, it is your responsibility to cancel the booking if you are not going to use it or you will be liable for any cancellation charges associated with the car rental.

What is included in the trip estimate for my car?

- The trip estimate includes the total of all rates, taxes, fees, surcharges, and any applicable drop-off charges that apply, by law or local policy, for the length of rental. The trip estimate price does **not** include optional services such as insurance waivers, special equipment, fuel, mileage charges, underage driver charges, or other fees not disclosed by car rental agency.

Can I receive credit for my frequent flyer or frequent renter program?

- To receive credit toward your frequent flyer program or frequent renter program, you must have the program added to your Profile before you can select it.

- Southwest and AirTran are not participating carriers of ARC (Airline Reporting Corporation) so frequent flyer information is not acknowledged. To receive frequent flyer miles for your trips, you must show your Frequent Flyer card/number at check in.

What should I do if I am having trouble booking a car?

- If you are having trouble booking a car, click **Home**, then click the trip you were working on to view the Trip Summary.
 - If a car was not reserved, select **Add Car**, complete the car section, then **Continue**.
 - If a car is reserved on the Trip Summary, you can select **Cancel Trip** and cancel the car component.
 - Check the top of the page to see if there is a reference to "meeting". If this trip is for a meeting, you may be allowed to book a car. If your trip is not for a meeting and you see a reference to "meeting", you must cancel the trip and start over. This "meeting" reference appears if you view the Meeting Details page, decide not to book the meeting trip, then return to the Home page and book a new trip. You must click **Reset All** on the Home page to remove the meeting ID **before** booking a new trip.
 - If you need to change the pick-up or drop-off dates and times, select **Modify Trip**.
 - If you are trying to book an international car, select **Show More Car Search options** and clear the check boxes for Air conditioning and Automatic transmission. In the US and Canada, cars are available with automatic transmissions. In international destinations, manual transmissions are generally available. These options can be pre-set in your Profile so you will not have to choose them every time.
 - The car rental agency may not have the car Class or Type you selected. Select a different one.
- You may need to specify a different **Class** and/or **Type**. To view/change the Type, click the **Show More Car Search Options** link. Also verify the **Features**.
 - If you are still unable to locate a car to reserve, click Request Assistance and ask a travel counselor to reserve a car for you or call a travel counselor. Depending on your company's policy, a request for assistance may result in a higher service fee.

Why do I get an error message when I try to book an international car?

- Usually this is because the car selections in your **Profile** are set as automatic transmission and air conditioned.
 - Click **Show More Car Search Options** and clear the check boxes for Air conditioning and Automatic transmission.

Why do I get an error message when I try to make a car-only reservation at certain airports?

- If you are trying to book a car-only trip (no flights) and you receive an error message stating: **must resell car segment with both arrival flight and time**, it is because certain car vendors require travelers to fly-in vs. walk-in. As such, the car vendor requires a flight number in the reservation before they will reserve a car. This occurs only in specific cities designated by the car vendor.

If you run into the above error, click **Request Assistance** and a travel counselor will make the reservation for you. Depending on your company's policy, a request for assistance may result in a higher service fee.

- A second option is to book a flight to that city, then select **Add Car**. Clear the Flight and Hotel check boxes. Once you have the car reserved, **Modify Trip** and cancel the flights leaving only the car.

How do I add a car to an existing trip?

- To add a car to an existing trip, on the **Home** page, click the trip to go to the **Trip Summary** page. Click **Add Car**.
 - If you Add a new component to a trip that is Ticketed/invoiced, you must click **Purchase** to ensure a new invoice is generated.

Do I need to select Purchase if I am just making a car reservation?

- Yes, you need to select **Purchase** to confirm the reservation.
 - The information you enter on the Trip Summary page is used for delivery and reporting.

