



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, users 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.

: If booking from Request 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.),





- 4. The Request has an approval time limit that corresponds with the amount of time the airline will hold the flight
 - a. Notated at the top of the Request under the trip name and total



b.

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C.

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- 5. If the Request is approved in time
 - a. The flight is ticketed and no further action to book is needed
 - receive an email of the ticketed itinerary this is the flight itinerary receipt required for the Report
- 6. If the Request is not approved in time, the hold cancels and the Request expires
 - a. User can copy and submit new Request for approval
 - b. User must book from new Request
 - c. Back office cannot re-engage the Request once it expires

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. The 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 = Erroneous // Request = Original

