



CWT Trip Order

A user guide for Customers
March, 2021

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What is CWT Trip Order?

CWT Trip Order simplifies the travel booking process by providing a standardized, web-hosted form that is easy for bookers to complete. The form has been designed to capture essential information required to make a booking with CWT, minimizing the need for time-consuming, follow-up emails.

Why use CWT Trip Order?

CWT Trip Order combines the convenience of an online application with the knowledge and support of CWT's travel consultants. The booking form is easy-to-use, includes user-automated processes and is available 24/7. Once submitted, a CWT consultant presents the booker with the best available options for the travel request

How can you access CWT Trip Order?

CWT Trip Order is a web based application designed to simplify and standardize the travel requests you place with CWT. Your specific URL or web link can be placed either on your company intranet, or your myCWT site. Clicking the link will direct you to the main landing page of *CWT Trip Order* directly. Please note that we have standalone link to *CWT Trip Order* (limited version) and full link (via myCWT).

1. **Via myCWT** – CWT Trip Order link is placed in myCWT – that will provide lots of benefits:

- a. Profile data being prefilled already for the Travel Arranger
- b. Access to the list of Travelers via “Travelers” button
- c. View, modify or cancel (if activated) under Manage Trip Tab
- d. Manage templates under Manage Trip Tab
- e. Approval process available within the application

2. **Via Standalone link** placed on Client's intranet – limited functionality

A simple three-step process

Enter data Review & submit Trip Order

myCWT Your Logo Here English Help

Request Logout CWT Trip Order

CTO Subunit Five

CWT encourages you to use CWT Trip Order for every new offline travel requests. CWT Agents will process your request during CWT business hours and agreed service levels.

1 Enter Data 2 Review & Submit 3 Confirmation

Arranger & Traveler

Other Travelers & Guests

Flight

Hotel

Rail

Car

Trip Data

1 Enter Data 2 Review & Submit 3 Confirmation Cancel Next

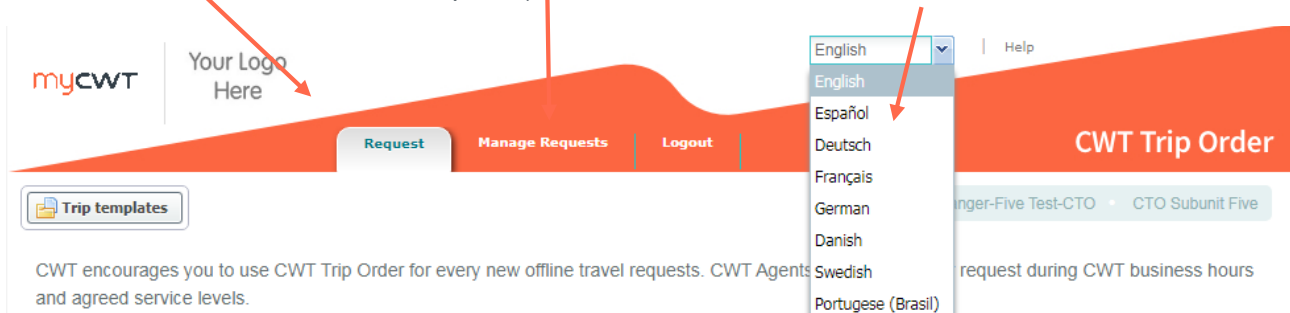
Picture 1: Landing page on CWT Trip Order

Enter Data – Top of the Request page

Create a new request (selected by default)

Manage your Request (view, modify, delete submitted booking requests, create templates or display past requests)

Define your language in CWT Portrait or update it in CWT Trip Order directly



Picture 2: Navigation panel

Enter Data – Traveler / Travel Arranger /Guest Traveler details

If access to CWT Trip Order is via myCWT, the Traveler's /Arranger's data will be already filled in the section Arranger & Traveler (Picture 3).

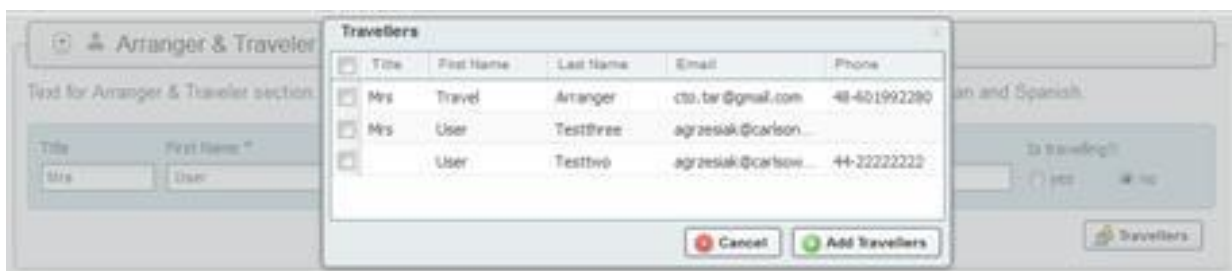
By default, the user is treated as Travel Arranger. In case the user wants to fill in the CWT Trip Order for themselves, the option "Is traveling?" should be changed into Yes (Picture 3).

Are you traveling or is that a request for one of your Travelers? Please define it by selecting Yes or No.

The screenshot shows the 'Arranger & Traveler' section of the CWT Trip Order form. It includes a text area for 'Text for the Traveler/Arranger section. This text can have as much as 1000 characters.' Below this is a form with fields for 'Title' (Mr), 'First Name *' (Arranger-Five), 'Last Name *' (Test-CTO), 'Email *' (Mgiemza@mycwt.com), 'Phone' (672-123456), and 'Is travelling?:' with radio buttons for 'yes' and 'no' (selected). A 'Travellers' button with a person icon is located at the bottom right.

Picture 3: Arranger & Traveler section on CWT Trip Order

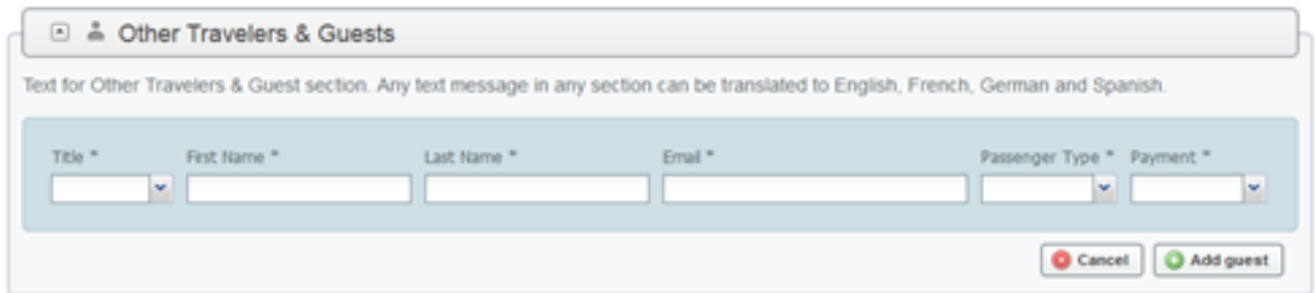
If you want to book for someone else and you are configured as Travel Arranger in CWT Portrait please click on Travellers button to access Travelers' list.



Picture 4: Travelers' list

Certain data for Travelers is already pre-filled and will be moved automatically into CWT Trip Order. The Traveler button will only be visible for the users who use CWT Trip Order via myCWT. Choose Traveler and click “Add Travellers”.

If you intend to book for a Guest Traveler, please fill in the following section:

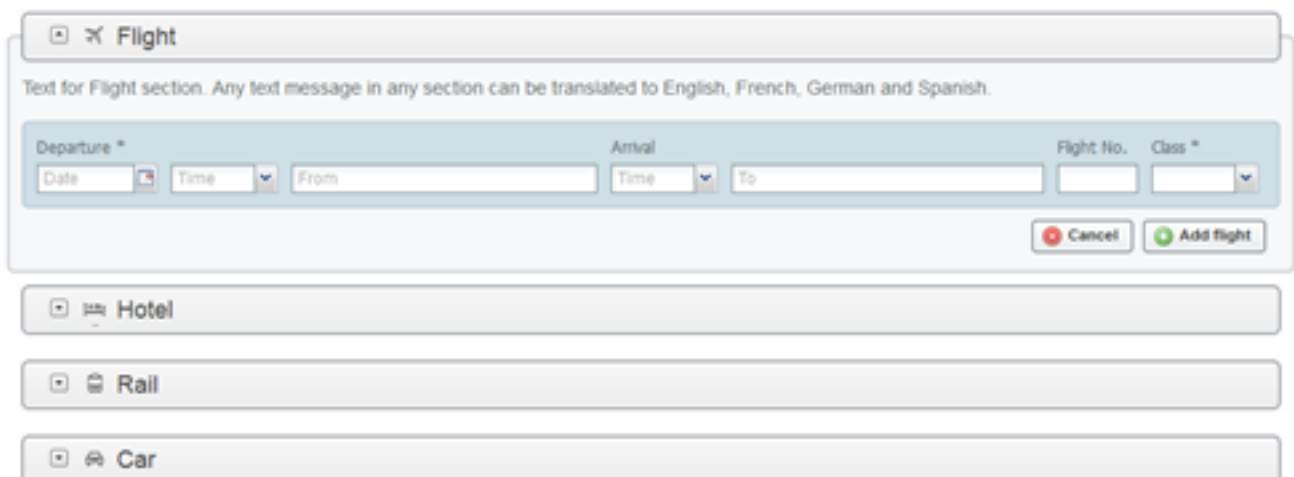


Picture 5: Guests section on CWT Trip Order

Please note: All data in this section must be added manually Fill in the data of the Guest Traveler and click on “Add Guest”.

Enter Data – Main Travel sections – Flight, Hotel, Rail and Car

Using the relevant sections, the Traveler / Travel Arranger can move through the booking form, adding the relevant travel data (Picture 6). In every section, once all relevant fields have been completed, the booker can then use the “Add” button to include the section data in the booking request.



Picture 6: Main Travel section on CWT Trip Order

Enter Data – Flight section in details

Define fields in respective section. While providing the departure and destination location you will find suggestions on a drop down list.

Flight

Text for Flight section. Any text message in any section can be translated to English, French, German and Spanish.

Departure * Arrival Flight No. Class *

06/26/2014 7:00 Rome Fiumicino (FCO), Italy Time London Heathrow (LHR), United Kingdom 654 Economy

Enter all information and click "Add flight" to add the flight segment. Cancel Add flight

Picture 7: Flight section on CWT Trip Order

Rome

- Rome (REO), United States
- Rome (RME), United States
- Rome (RMG), United States
- Rome All, Italy
- Rome Campino (CSA), Italy
- Rome Fiumicino (FCO), Italy

Verbiage hints reminding the Traveler / Travel Arranger to hit on Add Flight and Add Return Flight – feature activated per Company

Do not forget to click on "Add flight" to save all information

Upon adding the travel details, it will be then displayed below (Picture 8). Every travel segment can be modified or deleted. You may also add return flight. You will see additional / advanced options if those are activated for your Company and comments can be added at this point as Remarks. Not completing the mandatory fields will result in an application error message flashing up when the Traveler / Travel Arranger attempts to submit the travel request.

Modify Add Return Flight Delete

	Departure Date	Departure Time	From Airport	Arrival Time	To Airport	Flight No	Flight Class
<input checked="" type="checkbox"/>	06/26/2014	7:00	Rome		London Heathrow (LHR), United ...	654	Economy

Ticket Restrictions [Dropdown]

Advanced Options

☐ Only Direct Flights ☐ Exact Times if possible Preferred Airlines [Text Box]

Remarks

[Text Area]

Picture 8: Section related data & advanced options on CWT Trip Order

Same rules apply to other main section - Hotel, Rail and Car.

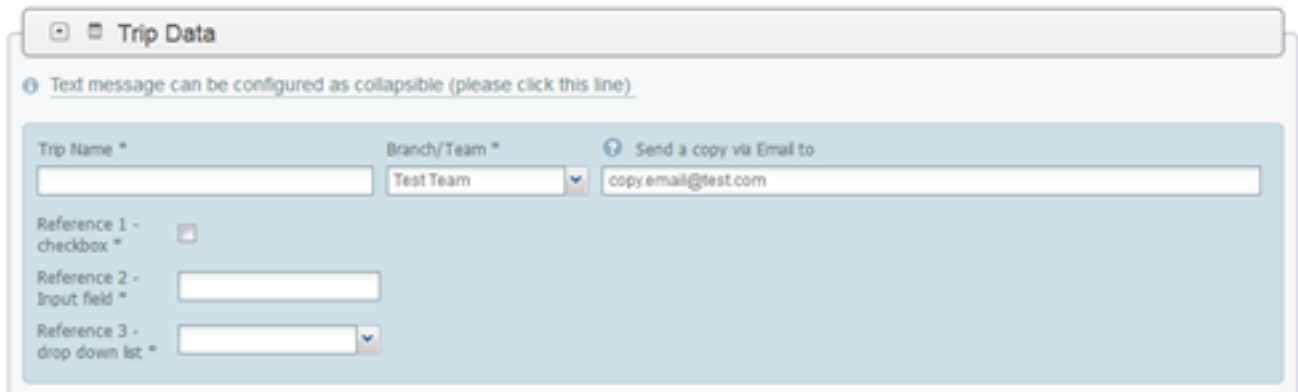
You may find additional dynamic sections (Picture 9) – that varies per Client.

- Passport & Visa
- Insurance
- Taxi
- Ferry
- Limousine Service

Picture 9: Additional sections on CWT Trip Order

Enter Data – Trip Data section

The Trip Data section can be used by Travelers / Travel Arrangers to insert trip-related references – Trip Name, select CWT team the booking request will be sent to (if your Company's travel requests are handled by more than one CWT team). You can also insert additional email address for booking confirmation (that field can be editable, based on Company's requirements).

The screenshot shows a web form titled "Trip Data". At the top, there is a message: "Text message can be configured as collapsible (please click this line)". Below this, the form contains several fields: "Trip Name *" with a text input field, "Branch/Team *" with a dropdown menu showing "Test Team", and "Send a copy via Email to" with a text input field containing "copy_email@test.com". Below these are three reference fields: "Reference 1 - checkbox *" with a checkbox, "Reference 2 - Input field *" with a text input field, and "Reference 3 - drop down list *" with a dropdown menu.

Picture 10: Trip Data section on CWT Trip Order

Additionally, you may need to provide some references, specifically designed for your Company. The references can have three different kinds – check box, free text input field or drop down list with different options.

Once all travel data has been entered, the Travel Arranger can select the "NEXT" button to review the travel request (Picture 7). If any mandatory fields have not been (correctly) added, CWT Trip Order will identify them at this stage and all those missing elements will be in red. Travel Arranger will have to fill them in prior submitting the booking request.

If you would like to finalize your trip another time, select the "SAVE" button in the bottom right of the page. Your CWT Trip Order will be saved so you can revisit and submit it at another time.

The screenshot shows a horizontal navigation bar with three steps: "1 Enter Data" (highlighted in green), "2 Review & Submit", and "3 Confirmation". To the right of these steps are three buttons: "Save" (with a floppy disk icon), "Cancel" (with a red circle and X icon), and "Next" (with a blue arrow icon).

Picture 11: Finalizing the CWT Trip Order

The Traveler/ Travel Arranger can abandon the travel request using the "CANCEL" button at any time.

Review & submit

Once the Traveler/ Travel Arranger has reviewed the travel request and is ready to send it to a CWT travel consultant, they simply need to press "SUBMIT REQUEST" (Picture 11). To start a new trip order, the booker can click the web link again, or use the "REQUEST" button at the top of the page (Picture 12).

myCWT

Your Logo Here

Help

Request

Manage Requests

Logout

CWT Trip Order

Arranger-Five Test-CTO

CTO Subunit Five

1 Enter Data

2 Review & Submit

3 Confirmation

Arranger & Traveler

Title Mr

First name Arranger-Five

Last name Test-CTO

Phone 672-123456

Email Mgiemza@mycwt.com

Is travelling Yes

✈ Flight

Flight options

Only direct flights No

Exact times No

Preferred airlines

Ticket restrictions

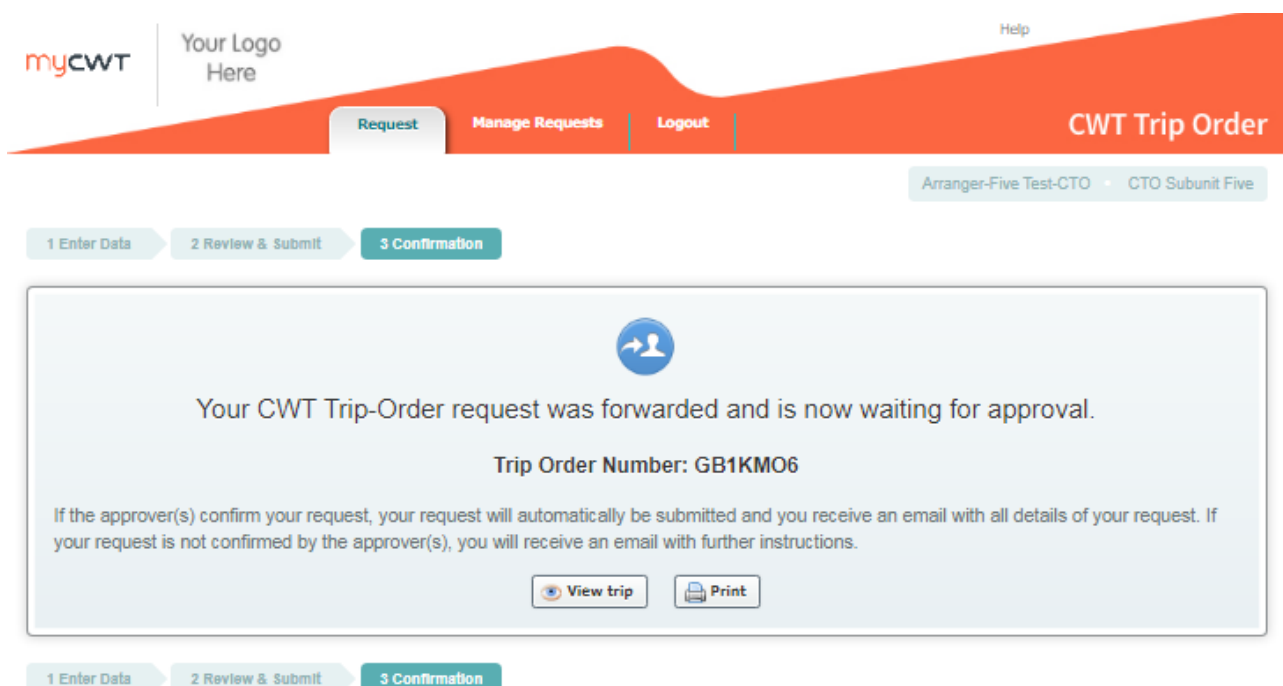
Remarks

Departure date	Departure	From	Arrival	To	Flight No.	Class
16.06.2021	Any time this day	Amsterdam, Schiphol (AMS), Netherlands	Any time this day	Munich International Airport (MUC), Germany		Economy

Approval

Approval	Language
demo@test.com	English

Picture 11: Review & Submit page on CWT Trip Order



Picture 12: Confirmation Page on CWT Trip Order

Once submitted, the Traveler/ Travel Arranger can view / print the travel request (Picture 13).

Arranger & Traveler

Title Mr
 First name Arranger-Five
 Last name Test-CTO
 Phone 672-123456
 Email Mgiemza@mycwt.com
 Is travelling Yes

✕ Flight

Flight options
 Only direct flights No
 Exact times No
 Preferred airlines
 Ticket restrictions
 Remarks

Departure date	Departure	From	Arrival	To	Flight No.	Class
16.06.2021	Any time this day	Amsterdam, Schiphol (AMS), Netherlands	Any time this day	Munich International Airport (MUC), Germany		Economy

✕ Approval

Approval demo@test.com	Language English
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Close

Picture 13: View Trip (print view) on CWT Trip Order, Confirmation page

Confirmation of booking

CWT Trip Order may generate the following emails:

1. To the Travel Arranger & Traveler (Picture 14)
2. To the Guest Traveler
3. To the email that was submitted in the field (Send copy to in Trip Data section)
4. To the CWT Travel Consultant

5. To the Approver (if that was activated for your Company)

Additional, automated-benefits can be generated through the standard email confirmation through using other products in CWT's range. Talk to your CWT representative for more information.

Once the booking has been completed by the CWT Travel Consultant, the Travel Arranger / Traveler will also receive a CWT Itinerary confirmation and/or ticket notification.

Subject: Trip-order for <TESTONE/USERMRS+1> Departing <25/JUN2014 D+29>

Your CWT Trip-order Reference: NLA382F

Dear Mrs Testone

We have successfully received your CWT Trip-order request and will start working on your Itinerary.
Below please find a summary of your trip-order request.
Your order will be handled within CWT Business hours and agreed service level.

Booker Testone/User Mrs agatesat@carson-eggnit.com

TRAVELER (2):

TYPE	NAME	DOB	TYPE	PAYMENT	EMAIL	GENDER	Passport No.	Nationality	National ID	PHONE
Traveler	Testone/User Mrs		Adult	No	Yes	agatesat@carson-eggnit.com				44-1111111111
Traveler	Testone/User Mrs		Adult	Yes	No	agatesat@carson-eggnit.com				

AIR (2):

DATE	FROM	TO	DEP TIME	AIR TIME	FLIGHT	Class
25 Jun 2014	Warsaw - Frederic Chopin Airport (WAW), Poland	London Heathrow (LHR), United Kingdom	First Morning Flight		3532	Economy
27 Jun 2014	London Heathrow (LHR), United Kingdom	Warsaw - Frederic Chopin Airport (WAW), Poland	Latest Evening Flight		789	Economy

Only direct flights Yes
Exact times No
Preferred airlines BA
Ticket restrictions No refund, no changes

Picture 14: Example of a confirmation email generated from CWT Trip Order

Manage Requests orders

Within the „Manage Requests“ section you will find the SUBMITTED REQUESTS tab, which provides an overview of the requests that were previously submitted to the CWT Travel Consultant. Various search options are available to find trip orders submitted over the last 12 months.

Privacy settings can be adjusted to allow or deny Travel Arranger visibility of any submitted request.

myCWT | Your Logo Here | English | Help

Request | **Manage Requests** | Logout | CWT Trip Order

Arranger-Five Test-CTO • CTO Subunit Five

Submitted Requests | Saved Requests | Other Requests | Trip Templates | Waiting for approval | Merge Request

View | Make Template | Print | Modify Privacy | History | Modify Request | Cancel Request

Order Number	Creation Date	Trip Name	Status	Departure	Nr. Travellers	Privacy
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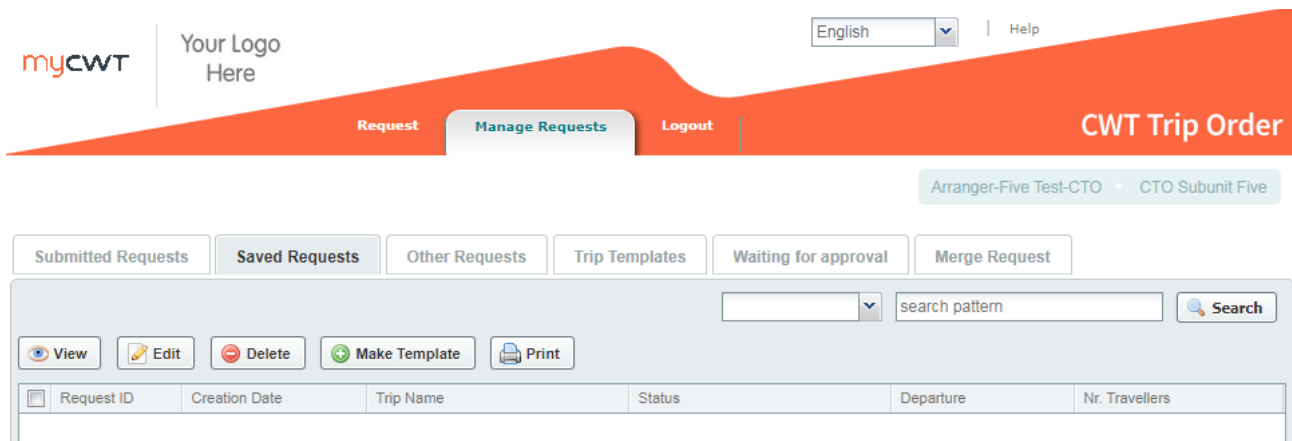
Picture 15: Manage Trips tab on CWT Trip Order, Submitted Requests section

You can use any previously submitted request to create a new CWT Trip Order template, which is useful for frequently booked trips. Only the departure dates will need to be changed



Picture 16: Load Template with new departure date

You may modify or cancel requests, providing that option is activated for your Company. Next to the SUBMITTED REQUESTS tab is the SAVED REQUESTS tab. SAVED REQUESTS tab enables you to finalise and submit the previously saved trips. Also, those trips that were rejected by Approver will be moved here. More on Approval process you will find in the further chapters.

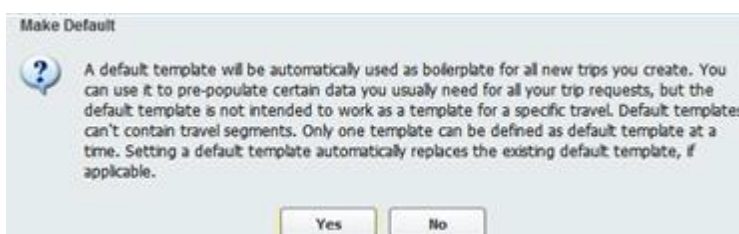


Picture 17: Manage Trips tab on CWT Trip Order, Saved Requests section

All templates can be found under TRIP TEMPLATES - both regular ones – with travel segments for frequent trips and the Default one (without any travel content).

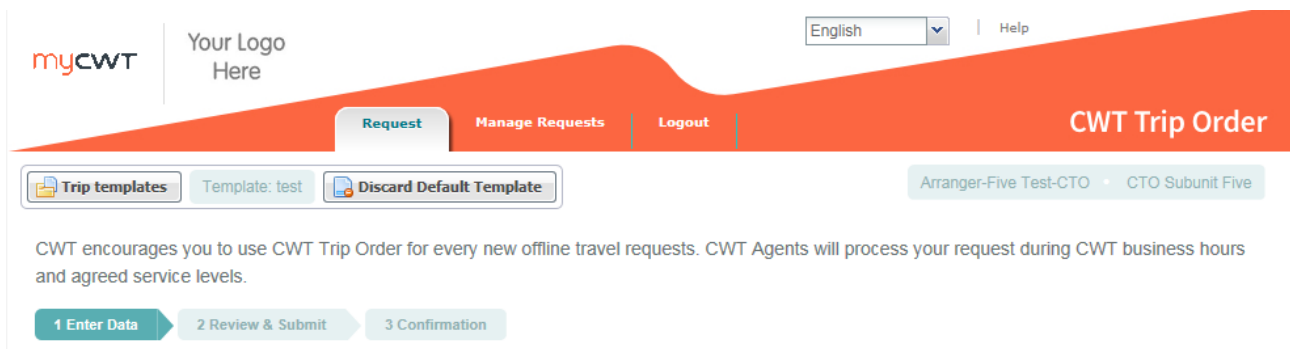
Regular templates – any trip can be chosen as Template and used every time in the future. Default templates – content without the travel segments - Traveller's information, Approver information, Name of the booking form, CWT Team, email that should receive a copy of the booking request, all references.

Default template can only be one and if chosen, will be uploaded every time you access CWT Trip Order. You may indicate the default template under TRIP TEMPLATES tab. In order to do that, you need to mark the respective line and click on "Make Default".



Picture 18: Manage Trips tab on CWT Trip Order, Trip Templates section

If you choose default template, it will be uploaded every time when you access CWT Trip Order. You will still be able to Discard Default Template or access Trip Templates.



Picture 19: Manage Trips tab on CWT Trip Order, Trip Templates section

MAP TRIP tab gives you the option of entering the six-digit CWT Trip Order reference number you received on previously submitted trip orders that were created through the standalone version of the product (not entered via myCWT). Using this reference number will enable you to have a complete overview of all previously submitted requests in CWT Trip Order.

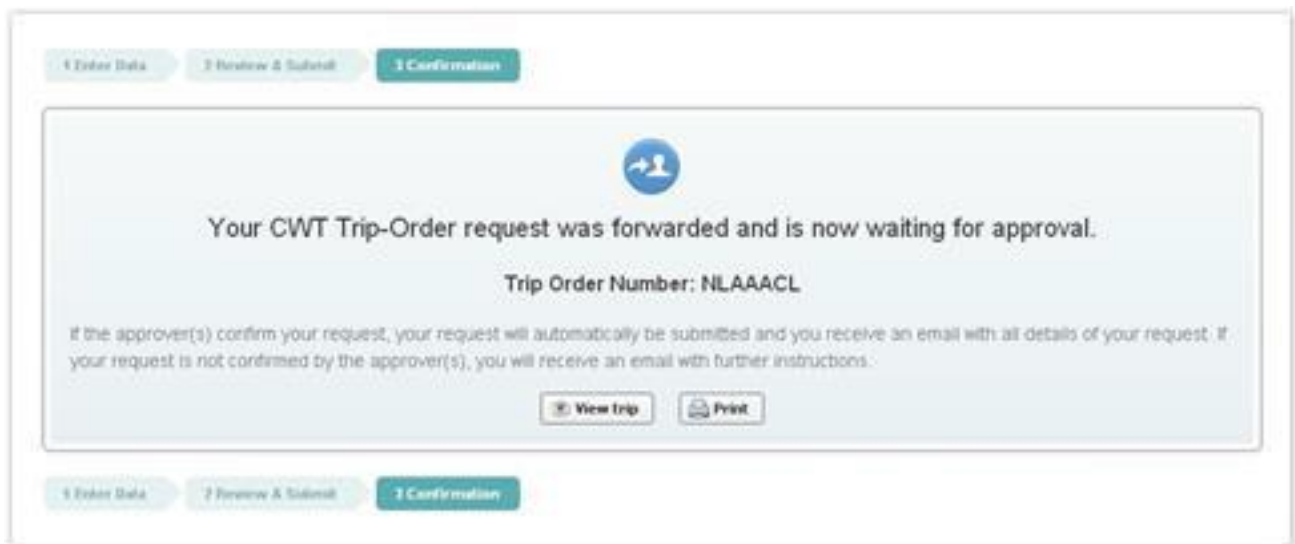
Optional: Pre-Booking Approval Process

If your Company has been setup in CWT Trip Order with an optional or mandatory approval process, the following section will appear in your CWT Trip Order Request page.

The screenshot shows a form titled 'Approval'. Below the title, there is a text area for an approval message. A note states: 'Text for Approval section. Any text message in any section can be translated to English, French, German and Spanish.' Below the text area, there are two input fields: 'Email *' and 'Language'. The 'Language' dropdown menu is set to 'English'. At the bottom right of the form, there are two buttons: 'Cancel' and 'Add approver'.

Picture 20: Optional pre-approval section

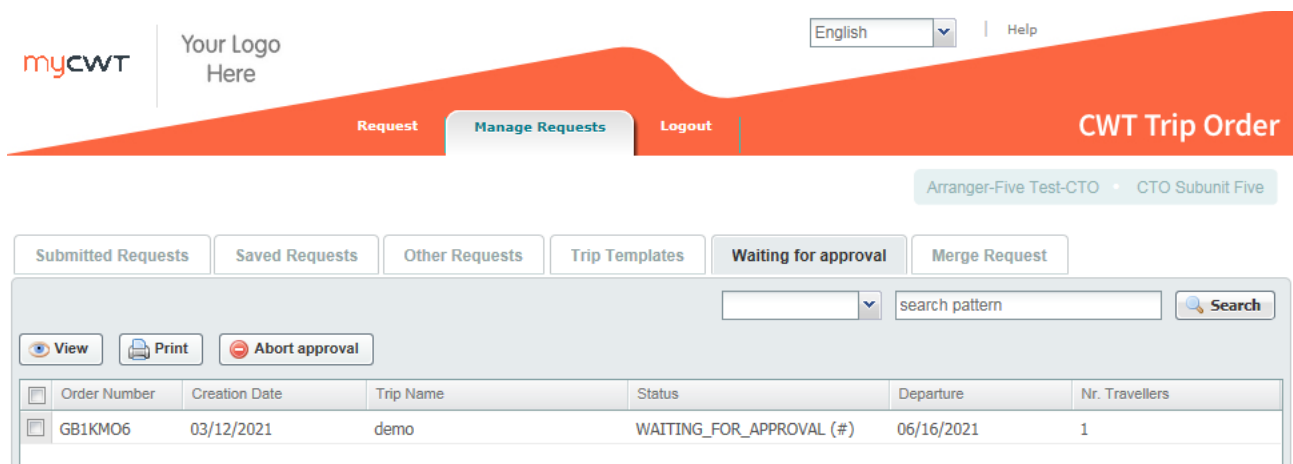
One or more email addresses should be entered. Any of the addresses you will enter will receive the CWT Trip Order authorization email. You may choose the language of your Approver. Only once all of the entered authorizers have approved the trip, the booking requests will be submitted to the CWT Travel Consultants. Instead of the regular confirmation of submitting page you will see a CWT Trip Order message saying that your Trip Request has been forwarded for approval.



Picture 20: Your Trip Order requests is now waiting for approval message

During the approval process, your CWT Trip Order request will be visible in the Manage Trips tab under WAITING FOR APPROVAL tab.

Once approved, the request will be moved to the “SUBMITTED REQUESTS” tab.



Picture 21: Waiting for approval tab in Manage Trips