

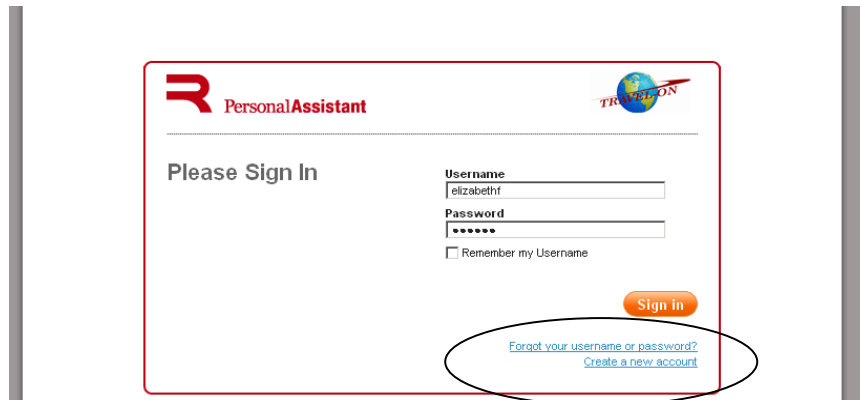
Rearden Commerce Personal Assistant Frequently Asked Questions

The following questions account for more than 90% of all user issues.

- 1. What is my user name and/or password?**
- 2. How do I book for someone else?**
- 3. How do I change/cancel a reservation?**
- 4. How do I add a car/hotel to an existing itinerary?**
- 5. How do I set up notifications OR How do I enroll in FlightStats?**
- 6. How do I see refundable fares?**
- 7. I know there are direct flights – why don't I see them?**
- 8. Why don't I see information I previously added to my profile?**
- 9. Can I book Southwest and other airlines in one reservation?**
- 10. How much advance notice must I have to book online?**
- 11. How do I repeat a trip I've taken previously or book the same trip for another person?**
- 12. How can I see past reservations?**
- 13. How can I see offline (agent-booked) reservations online?**
- 14. Can I make changes via my Blackberry?**
- 15. Why does the fare or in/out of policy status change sometimes after I select my flights?**
- 16. If I hold a reservation and don't want it, must I cancel it or will that be done automatically?**

1. What is my **user name** and/or **password**?

Please use the “forgot your user name or password” link on the sign-in page. It will ask you to enter either your user name, if you know it, or your corporate email address. An email containing your user name and a link to the password reset page will be sent to you instantly. By clicking the link within the email you will be able to reset your password as you wish.



PersonalAssistant

TRAVEL-ON

Please Sign In

Username
elizabethf

Password

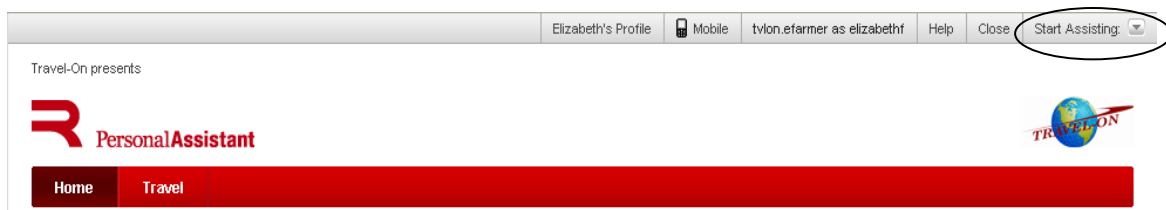
Remember my Username

Sign in

[Forgot your username or password?](#)
[Create a new account](#)

2. How do I **book for someone else**?

- Log in as yourself (all arrangers must have their own profile)
- Look on the top right of the screen for a place that says “Start Assisting”. Use the arrow to the right of this box to get a drop-down menu of all the people you are able to book for and select the name you want.



Elizabeth's Profile Mobile tvlon.efarmer as elizabethf Help Close Start Assisting: ▼

Travel-On presents

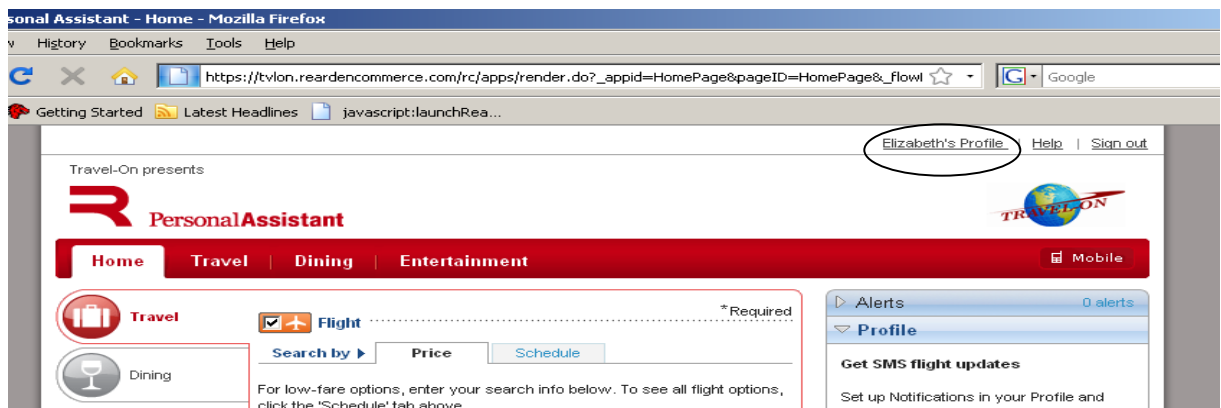
PersonalAssistant

TRAVEL-ON

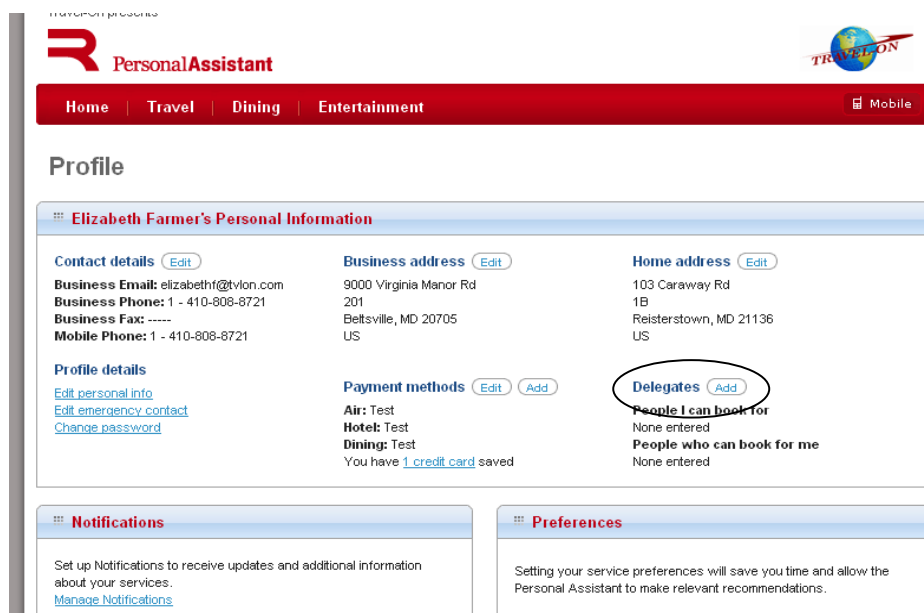
Home Travel

If the name is not listed or there is no box that says “Start Assisting” the delegate relationship has not been established. To set it up do the following:

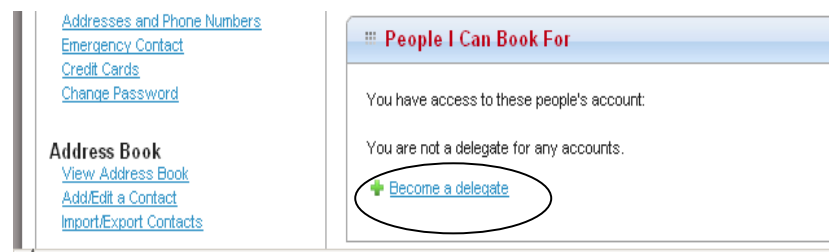
- Click the link in the top right corner that says “_____’s profile” (i.e. John’s profile, Mary’s profile)



d. Find the “Delegates” heading towards the top right of the screen, and click the “Add” or “Edit” button next to it.



e. Under the People I Can Book For section, click “Become A Delegate”.



f. Type the name (first or last) of the person for whom you want to be able to book in the Search box and click the “Search” button.

Search

Search for someone within sint-tvlon and become a delegate for them.

Name or email address

Search

Cancel Select

g. When the list of names appears, click the radio button next the correct name and click the “Select” button”.

Search Results

Name	Email address
<input type="radio"/> Ladson, Carole	carolel@tvlon.com
<input checked="" type="radio"/> Pico, Carol	carolp@tvlon.com (Already granted access)

Cancel Select

h. Follow steps “a” and “b” above to access the traveler's profile and begin making reservations.

3. How do I **change/cancel** a reservation?

- Login to your site using your own user name and password.
- On the homepage, scroll to the bottom and find the trip you want to change in the Upcoming Reservations section. [Arrangers will see trips for all their travelers identified by name.] Click on the trip you want to change.

Upcoming Reservations Sort By: [Date](#) | [Type](#) | [Delegate](#)

Mon	7/21/08	Test - Ramada and Hertz	Myself	On Hold
Thu	7/24/08	Test 7/24 hotel and car	Myself	On Hold
Thu	7/31/08	Test UA on Jul 14 BWI-SFO	Myself	On Hold
Thu	7/31/08	Test Jul 14 hotel and car	Myself	On Hold

[View archive](#) All Types page 1 of 1

c. Select “View Details”

Thu	7/24/08	Test 7/24 hotel and car	Myself	On Hold
Tue	8/5/08	Test BWI-SFO UA	Myself	On Hold
Tue	8/5/08	UA 297 BWI to SFO (7:45AM / 10:30AM)		
Fri	8/8/08	UA 2085 SFO to CLT (10:55AM / 6:57PM)		

Travel tools

- View details
- (Purchase, Cancel)
- Print Itinerary

d. To cancel the entire trip click “Cancel This Trip”, or to change/cancel a portion of it click

“Modify or Purchase”. [Note: Rearden does not currently support canceling or changing only the return portion of an airline ticket, due to the complexity of re-calculating the fare.]

Test BWI-SFO UA
on Tuesday, August 5, 2008

Status: On Hold
Traveler: Elizabeth Farmer
Record locator: VQTFS0
Trip ID: 185631215806801145
Date Booked: Friday, July 11, 2008
Agency: Travel-On
Message: If you're unable change or cancel your reservations online, please contact Travel-On directly.

[Cancel this trip](#) [Return to Trip List](#) [Modify or Purchase](#)

Flight from: Baltimore, MD (BWI)

e. Continue following the on-screen prompts to complete the change or cancellation.

4. How do I add a car/hotel to an existing itinerary?

- Login to your site using your own user name and password.
- On the homepage, scroll to the bottom and find the trip you want to change in the Upcoming Reservations section. [Arrangers will see trips for all their travelers identified by name.] Click on the trip to which you want to add the car or hotel.

Upcoming Reservations Sort By: [Date](#) | [Type](#) | [Delegate](#)

▶ Mon 7/21/08	🏠	Test - Ramada and Hertz	Myself	On Hold
▶ Thu 7/24/08	🏠	Test 7/24 hotel and car	Myself	On Hold
▶ Thu 7/31/08	✈️	Test UA on Jul 14 BWI-SFO	Myself	On Hold
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[View archive](#) All Types page 1 of 1

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Travel tools
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[Cancel this trip](#) [Return to Trip List](#) [Modify or Purchase](#)

e. Scroll to the bottom of the next page and click “Change This Trip”.

	Estimated Cost	Taxes & Fees	Subtotal
Air	USD \$599.03	USD \$74.93	USD \$673.96
Estimated total cost for this traveler:			USD \$673.96

[Cancel this trip](#) [Change this trip](#) [Continue](#)

f. On the next screen, click the radio button to “Add” to the trip and then indicate via the check boxes whether you are adding a car, hotel, or both, and click “Continue”.

Travel | Change Trip Assistant

What would you like to do to this trip?

Change
 Add

What would you like to add?

Add new hotel
 Add new car

[Keep original trip](#) [Continue](#)

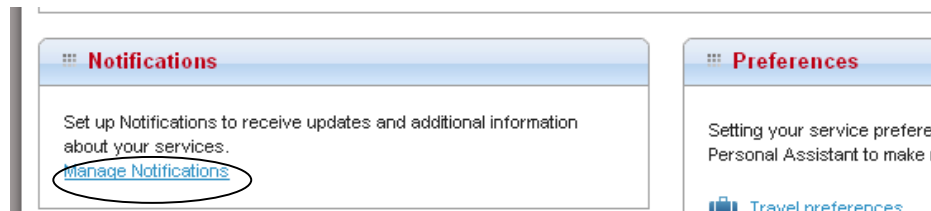
g. Continue to follow the on-screen prompt to add the services you desire.

5. How do I set up **notifications** OR How do I enroll in **FlightStats**?

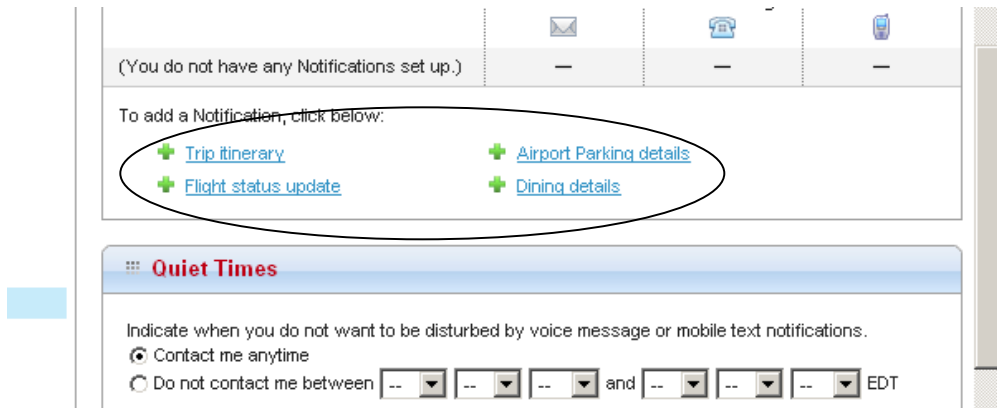
a. In the top right corner of any screen click the link to go to your profile (“_____’s Profile”)

The screenshot shows a web browser window with the URL https://tvlion.reardencommerce.com/rc/apps/render.do?_appid=HomePage&pageID=HomePage_flow. The page title is "PersonalAssistant" and the user is logged in as "Elizabeth's Profile". The navigation menu includes "Home", "Travel", "Dining", and "Entertainment". The "Travel" section is active, showing a "Flight" search form with a "Search by" dropdown and "Price" and "Schedule" tabs. The "Alerts" section shows "0 alerts" and a "Profile" link. The "Profile" section has a "Get SMS flight updates" option and a "Set up Notifications in your Profile and" link.

b. In the Notifications section click on “Manage Notifications”



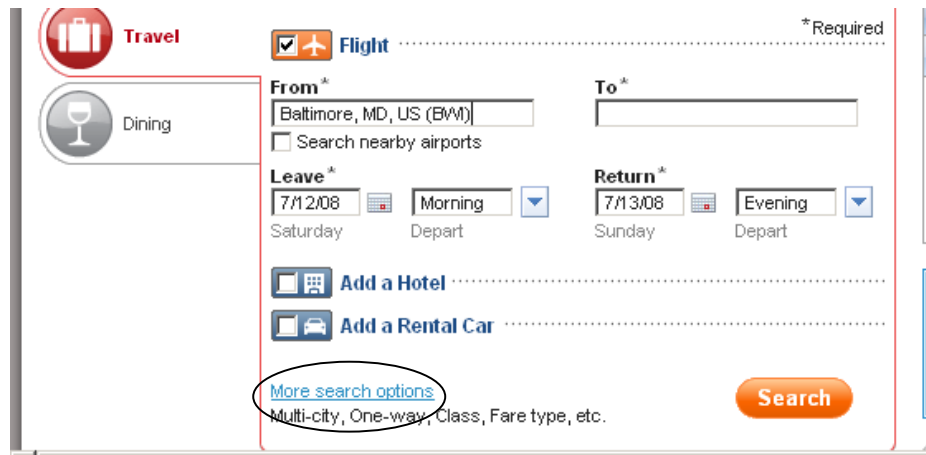
- c. Click the link for the type of notifications you want to set up (“Trip Itinerary” to send copies of all itineraries to a spouse or admin, or “Flight Status Update” to receive alerts of flight delays or cancellations).



- d. Enter the method of contact (email, voicemail, etc.) and the email address or phone number. Note that Trip Itineraries are available via email only.
- e. You can indicate multiple email addresses or phone numbers by repeating steps “c” and “d” for each.

6. How do I see refundable fares?

- a. From the home page quick start, click “More Search Options” at the bottom of the display.



- b. A Flight Options box appears on the right. Use the Fare Type drop-down menu to select “fares that allow refunds”. [If the user didn't begin from the home page, but clicked Travel from the menu across the top, the Flight Options box will already be visible on the right.

Round Trip [Multi-city](#) | [One-way](#)

Flight *Required

From* City name or [airport](#)

To* City name or [airport](#)

Leave* Saturday

Return* Sunday

Time* Depart: Morning (6am - 12pm)

Time* Depart: Evening (6pm - 12am)

Flight Options

Find flights from nearby airports

Fare Type

Class

Same for all flights

Connect through particular airport

Did you know? An average flight emits approximately 334 pounds of carbon dioxide into the atmosphere. [learn more](#)

7. I know there are direct flights – **why don't I see them?**

Rearden searches strictly according to the search window set up for each company – typically 2 hours before and after the requested time. If you asked for a 1p flight and the direct flights are at 8a and 4p (i.e. outside the search window) they will not be shown. They also will not show if they are sold out. Use the slider on the left side of the results display to increase the search window.

4 of 130 results ([Show All](#))
[Reset to original search](#)
[View all times and airports](#)

Flight Times:
Monday, 8/4/08

Depart: [IAD](#)

Mon 1:00PM - Mon 5:00PM

Arrive: [DAY](#)

Mon 8:15&M - Tue 12:45&M

from **\$315** per person Select

a

AirTran Airways 63 [More Details](#)

[IAD](#) | 1:01 PM (Aug 4) Coach

[ATL](#) | 2:48 PM 1h 47m (Non-stop) | [Seat map](#)

a

AirTran Airways 702 [More Details](#)

[ATL](#) | 5:11 PM (Aug 4) Coach

[DAY](#) | 6:44 PM 1h 33m (Non-stop) | [Seat map](#)

Total journey time: 5h 43m

8. Why don't I see **information I previously added** to my profile?

Each page of the profile, with the exception of Delegates, must be saved. As you make changes to each page, scroll to the bottom and click the “Save” button.

9. Can I book **Southwest** and other airlines in one reservation?

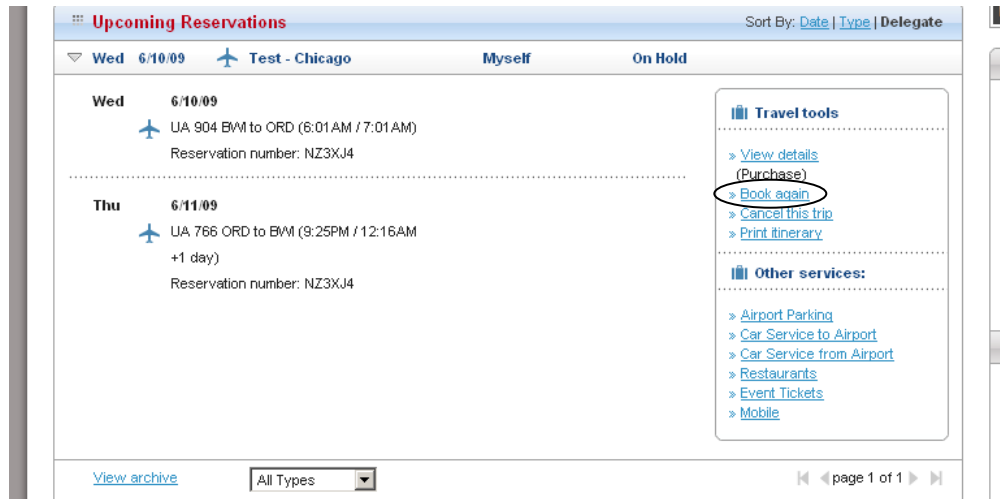
Southwest requires a separate reservation. If you would like to fly Southwest in one direction and a different carrier in the other direction, simply make two separate one-way reservations.

10. How much **advance notice** must I have to book online?

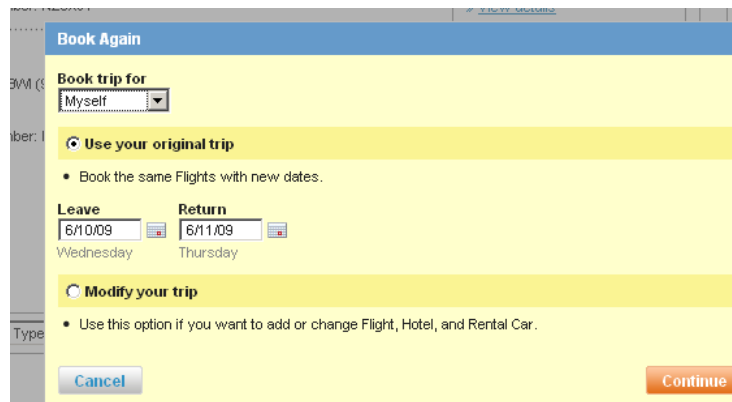
Twenty-four hours. For travel within twenty-four hours please contact an agent.

11. How do I **repeat a trip** I've taken previously or book the same trip for another person?

- Locate the trip you want to copy in the Upcoming Reservations section and click on it
- Click on the Book Again link

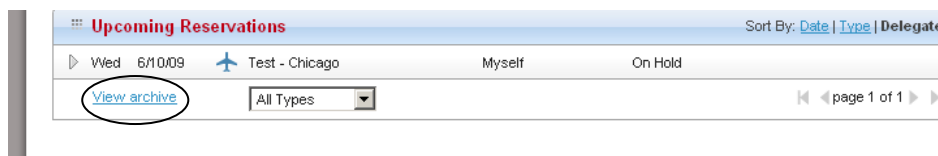


- On the next screen follow the prompts to designate the traveler as yourself or someone else, select the dates, and/or modify the reservation in some way



12. How can I see past reservations?

Rearden stores six months worth of past reservation. To see them go to the Upcoming Reservations section and click on View Archive.



13. How can I see offline (agent-booked) reservations online?

Agent-booked reservations are "acquired" by the online system overnight. The day after the

reservation is made it will appear under Upcoming Reservations.

14. Can I make changes via my mobile device?

The mobile application allows you to see your reservations, check alternate availability, and use the click-to-call button to contract Travel-On to make the change.

15. Why does the **fare or in/out of policy status change** sometimes after I select my flights?

There are several possible reasons, but the most common by far is simply that the final fare and policy status cannot be known until both the outbound and return have been confirmed. The “from \$____” fare and out-of-policy indicator shown next to individual flights is only an estimate. Depending on the exact combination of flights selected and the combinable fares available, the actual fare could be higher or lower, and the initial estimates of whether it would fall in or out of policy could prove to be incorrect.

16. If I hold a reservation and don't want it, **must I cancel it** or will that be done automatically?

Reservations on hold will automatically cancel after twenty-four hours if you do not purchase the ticket. This applies only to online reservations – bookings held with an agent must be canceled by you if your plans change.

17. Why don't I see the specific flight I'm looking for?

There are several reasons why you may not see a specific flight.

- a. The flight is sold out.
- b. The flight is outside of the search window timeframe.
- c. There were too many options in the market to display all of them. The system returns up to 250 flight options with each query. While this sounds like a lot, there are many, many routes that have more than 250 options of flight combinations. In this case the system uses a complex algorithm to determine which options to filter out. Variables include, but are not limited to, price, company policy settings, company preferred airlines, proximity of departure time to the time requested, flight duration, etc. If your company policy requires that you consider flights from all area airports then there will be fewer options returned from each individual airport. If the flight you are looking for has a two and a half hour connection time it may be filtered out if there are numerous options with shorter connection times. Try going back to the home page and repeating your query using the search-by-schedule option. This removes a few of the variables and may allow the flight you want to be shown. (Do not just click between the price and schedule tabs on the search results page as this will only refilter the flights already shown and will not cause the system to grab different flights to display.)