ONLINE BOOKING TOOL – USER GUIDE
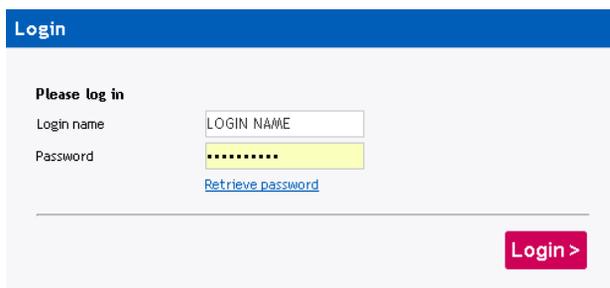
CONTENTS

LOG IN

Upon first log in you will be asked to enter your LOGIN NAME and PASSWORD as provided to you by Stewart Travel Management.

If you have not received log in credentials or are a new employee – please see "creating a new traveller profile" on page …. of this document.

Login

Please log in

Login name	LOGIN NAME
Password	··········
	Retrieve password

Login >

Privacy Statement : At first login only, you are required to read & accept the privacy statement outlining how we protect, manage and use all traveller data. If you do not wish to accept the privacy statement or have any further questions regarding this please contact us at :
online@stewarttravelmanagement.com

Profile : At first login, once the privacy statement has been accepted, you will be shown your shell profile which has been created for you. It is important that you check the details provided are correct and add any additional details you would like included in your bookings automatically.
All fields marked with a * are mandatory entries

You can view and amend your profile at anytime by clicking on the "PROFILE" tab at the top of the online tool once you are logged in.

Each icon below the heading tab when selected will show you your profile details within each of these categories. This is where you can view, add and change any details provided.

Personal – Name, Contact Details, Work & Personal Address, Passport Details
Payment – Preset by your company
Delivery – Preset by your company
Preferences – Language, Currency, Seat & Meal preferences,
     Frequent Flyer Cards, Hotel & Car membership numbers
Login Info – Change your password for login
**More Details** – View / Change your default cost centre

Please Note :

It is extremely important that the details within your profile are correct and up to date. Your name should be listed as per your passport details. No shortened or "known as" names should be used. Incorrect details could cause penalties and further charges should these have to be amended on your travel booking.
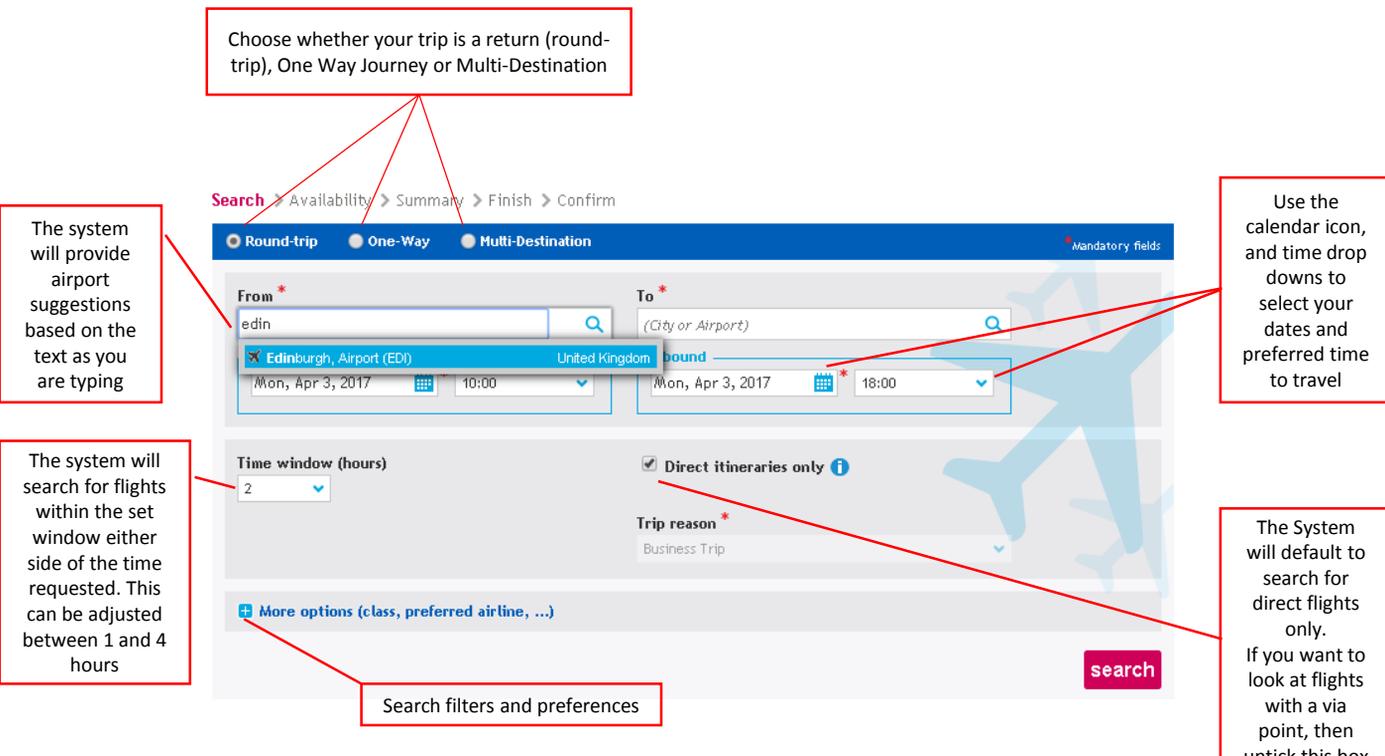
AIR BOOKING

This guide will show you how to build yourself the most suitable flight itinerary by combining different types of fares including scheduled and low cost carriers (web fares) in a unique display.

To begin from the "BOOK" tab, select the sub icon for "AIR"
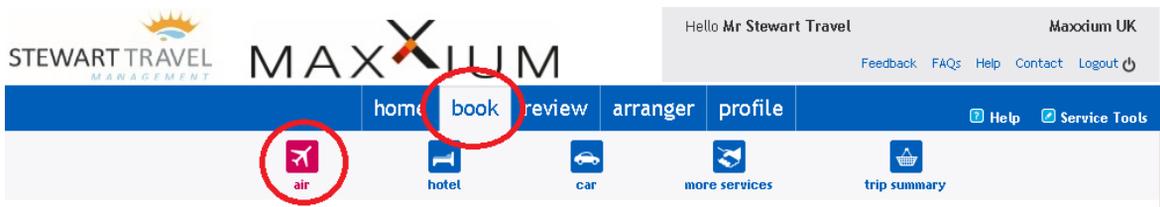
AIR SEARCH PAGE

Choose whether your trip is a return (round-trip), One Way Journey or Multi-Destination

The system will provide airport suggestions based on the text as you are typing

Use the calendar icon, and time drop downs to select your dates and preferred time to travel

The system will search for flights within the set window either side of the time requested. This can be adjusted between 1 and 4 hours

The System will default to search for direct flights only.
If you want to look at flights with a via point, then untick this box

Search filters and preferences

AIR SEARCH RESULTS

Results filter – expand to narrow down the results offered

Modify Search Panel. This allows you to change your initial search criteria directly from the results page

Use the view details icon to expand the full flight details. Showing more information, such as airport terminals and aircraft type

Fare Type Groups
Each column is a group of fares which follow the same rules / conditions or qualities as set by the airlines. Hover or click on the names to see a description of the fares in each group

Company policy and baggage indicators

Modify Search

From *
EDI

To *
LON

Outbound
Tue, May 30, 2017
09:00

Inbound
Wed, May 31, 2017
18:00

☑ Direct and/or non-stop only

Time window (hours)
2

➕ More options

Search

Amadeus e-Travel

View all details / Hide all details

Outbound | Edinburgh (EDI - All airports) / London (LON - All airports)
Tuesday 30 May 2017

Too many results ? Apply filters ➕
Showing 15 out of 15 results

Departure Time	Arrival Time	Provider	Duration	HBO	LOW ECON	FLEX ECON	LOW BUSNS	FLEX BUSNS
Edinburgh (EDI) Airport 09:00	London (LHR) Heathrow 10:35	BRITISH AIRWAYS British Airways 1439	1h35m Direct	46 GBP	51 GBP	166 GBP	Lowest 114 GBP	189 GBP
Edinburgh (EDI) Airport 08:45	London (LCY) London City Airport 10:15	BRITISH AIRWAYS British Airways 8703	1h30m Direct	54 GBP	59 GBP	164 GBP	134 GBP	Lowest 173 GBP
Edinburgh (EDI) Airport 08:35	London (LHR) Heathrow 10:35	flybe. Flybe 2103	2h00m Direct	31 GBP	43 GBP	-	-	-
Edinburgh (EDI) Airport 09:30	London (LGW) Gatwick 11:05	BRITISH AIRWAYS British Airways 2937	1h35m Direct	27 GBP	Lowest 34 GBP	Lowest 111 GBP	173 GBP	192 GBP

➕ View details
BA CityFlyer operates flight BA 8703.
➕ View details
➕ View details

AIR RESULT FILTERS

Outbound | Edinburgh (EDI - All airports) / London (LON - All airports)
Tuesday 30 May 2017

Too many results ? Apply filters
Showing 15 out of 15 results

✈ **Provider**
☑ British Airways   ☑ Flybe   ☑ Ryanair
☑ EasyJet
(Select all)

🕐 **Departure time**
07:00 - 10:40
(Anytime)

🛫 **Departure airport**
☑ Edinburgh - Airport

➡ **Connection**
☑ Direct

💰 **Price**
16 GBP - 193 GBP
(All prices)

🛬 **Arrival airport**
☑ London - Heathrow
☑ London City Airport
☑ London - Gatwick
☑ London - Stansted
☑ London - Luton
(Select all)

Narrow down the options by :
• **Airlines**
• **Airports**
• **Times**
• **Price**

The air results below will refresh as you tick to select or unselct options

SELECT YOUR FLIGHTS

Select the fare group and flight for your outbound trip

Select the fare group and flight for your return trip

View the fare rules on the trip selected. Including change and cancellation fees

Click "BOOK" to continue with your selection

BOOKING SUMMARY

Where an airline allows, a pop up box will appear for you to select your seat
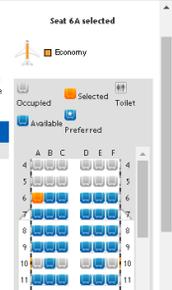
Click "FINALISE TRIP" to confirm your boking

WEBFARES / LOW COST CARRIERS

If your flight shows any of the below icons then you know you are booking a "web fare"

 w   **w** Web Fare

This means the system has gone behind the scenes to the airlines site and brought seat availability and prices back directly from them to your search results.

There are a couple of slight differences after booking a web fare you should be aware of.
Namely adding baggage and credit card fees. Credit card fees are charged by the airline and shown at the end of your booking. These fares are instant purchase – meaning they are non-refundable.

ADDING BAGGAGE / PAYMENT DETAILS - WEB FARE BOOKING

Once you have selected to "BOOK" your web fare
You will be taken to the Maxxium Company Details Page

You will find at the top under "Booking Information" a drop down box corresponding to each web fare you have booked – which allows you to add baggage for this flight.

Booking Information

Bags to be checked-in EDI - LON	▼
Bags to be checked-in LON - EDI	▼

▼
1 bag - 15Kg - 11.0 GBP
1 bag - 20Kg - 15.0 GBP
2 bags - 15Kg+15Kg - 22.0 GBP
2 bags - 15Kg+20Kg - 26.0 GBP
2 bags - 20Kg+20Kg - 30.0 GBP
3 bags - 15Kg+15Kg+15Kg - 33.0 GBP
3 bags - 20Kg+20Kg+20Kg - 45.0 GBP

Below the baggage option you will find "Method of Payment"
You will be asked when booking any webfare to enter a credit card security code.

Please Note : This is not your company card details rather a card stored by Stewart Travel to pay on your behalf. **The security code will always be listed just above the box to enter it.**

Method of Payment

Web Booking Method of Payment

Web Booking Method of Payment	*	Stewart Card - 016
Security Code	*	[ ] What is the Security Code?

Stewart Card – 016
This means the security code in this instance is 016

Type the 3 digit code into the empty box named "Security Code"

If you leave the box blank by accident the system will return a reminder to let you know.

COMPLETING YOUR WEB FARE BOOKING

After finalisation of the booking you will be shown a summary of any baggage and credit card fees as charged by the airline. Until you tick the box to confirm you agree to the additional charges your reservation is not confirmed.

Tick the box to agree and hit "CONTINUE" to finalise your low cost booking

Flight Pricing Details

Ryanair 8884 - EDI / STN	22.99 GBP	Purchase Conditions	**38.75 GBP**
Credit Card fee	0.76 GBP		
Baggage fee	15.00 GBP		

	To be paid:	**38.75 GBP**

I agree to the Purchase Conditions relating to the airfare(s) ☐

Back Cancel   Confirm

HOTEL BOOKING

To begin from the "BOOK" tab, select the sub icon for "HOTEL"

You can type in the location you are looking for by city/town name, airport, landmark or postcode.
There is also the option to select the drop down and choose a set Maxxium location from the list
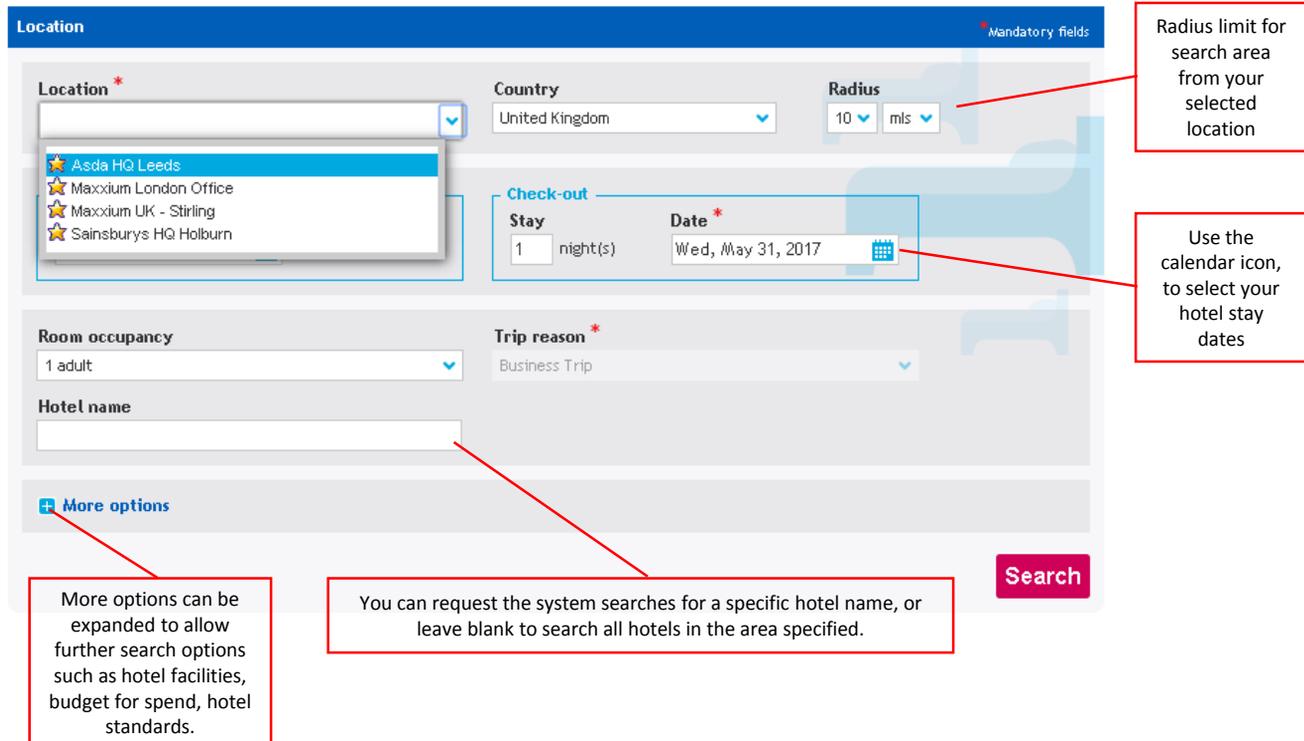
Radius limit for search area from your selected location

Use the calendar icon, to select your hotel stay dates

More options can be expanded to allow further search options such as hotel facilities, budget for spend, hotel standards.

You can request the system searches for a specific hotel name, or leave blank to search all hotels in the area specified.

HOTEL RESULTS PAGE

Choose whether to view the hotel options in a detailed list (as shown below) or you can choose to view the hotel options on a map by selecting "MAP VIEW"
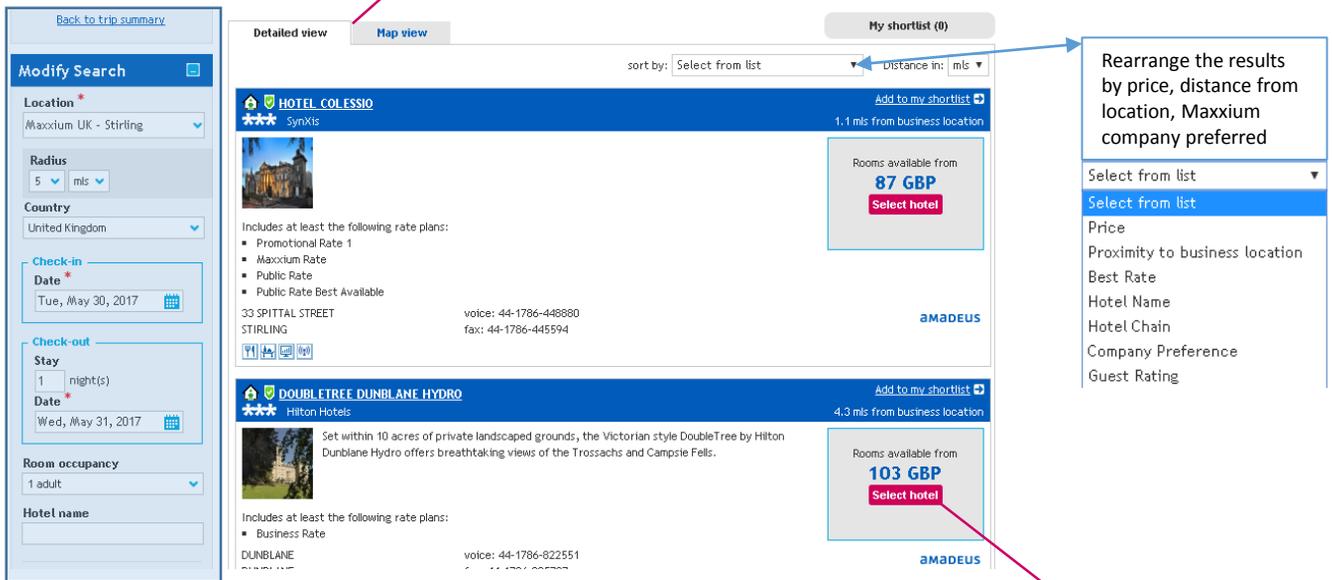
Rearrange the results by price, distance from location, Maxxium company preferred

You can use the Modify Search panel to adjust your initial search whilst on the hotel results page

Click "SELECT HOTEL" to view the room types and rates available

The hotel results will be displayed in order of :

- Company Preference
- Price
- Distance

HOTEL ROOMS, RATES & DETAILS

Use the tabs to view Hotel Details, Customer Reviews, Hotel Photo Gallery, Map view of the hotel and the available rates to book

TRAVELODGE LONDON KINGS CROSS ROYAL SCOT
Travelodge UK
0.5 mls from business location

100 KINGS CROSS ROAD
LONDON, WC1X 9DT
GB

fax: 0207 8332321
voice: 0871 984 6272

Hotel description from **amadeus**

"CONDITIONS" link when clicked will show you the rules attached to the rate booked with regards to changes/cancellation.
Also more indepth details regarding whats included in the rate

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

Results: 3/3 Rooms

View filters ➕

Hover over the breakfast indicator to see if your rate includes breakfast

Option	Rate Category	Description	Price /night	Estimated Price	Hotel Source	
✅ **	Public Rate Best Available	**Best Available Rate** ℹ️ Bar Flexible Rate NON SMOKING DOUBLE EN SUITE MAX OCCUPANCY 2 ADULTS	89 GBP	**89 GBP** Conditions	**amadeus**	**Book** Guarantee
✅ **	Public Rate Best Available	**Best Available Rate** ℹ️ Bar Flexible Rate NON SMOKING SINGLE EN SUITE MAX OCCUPANCY 1 ADULT	89 GBP	**89 GBP** Conditions	**amadeus**	**Book** Guarantee
✅ **	Public Rate Best Available	**Best Available Rate** ℹ️ Bar Flexible Rate NON SMOKING TWIN EN SUITE MAX OCCUPANCY 2 ADULTS	89 GBP	**89 GBP** Conditions	**amadeus**	**Book** Guarantee

Click "BOOK" to choose the rate you want to book

Hotel Payment: Stewart Travel Management as agreed with Maxxium will arrange full pre-payment of all hotel bookings on your behalf. This will cover room only or room & breakfast depending on the rate booked. Any additional charges incurred at the hotel will not be covered by this pre-payment.

If you are booking on behalf of a guest or contractor and do not wish us to make payment on the Maxxium account please let us know using the "pay on departure" cost centre.

CAR HIRE BOOKING

To begin from the "BOOK" tab, select the sub icon for "CAR"

| home | book | review | arranger | profile | | ❓ Help | ✏️ Service Tools |

| ✈️ air | 🛏️ hotel | 🚗 car | ✈️ more services | 🧺 trip summary |

Select your pick up and drop off loactions for your car hire. You can select Airport and also downtown/city locations

Search ❯ Availability ❯ Summary ❯ Finish ❯ Confirm
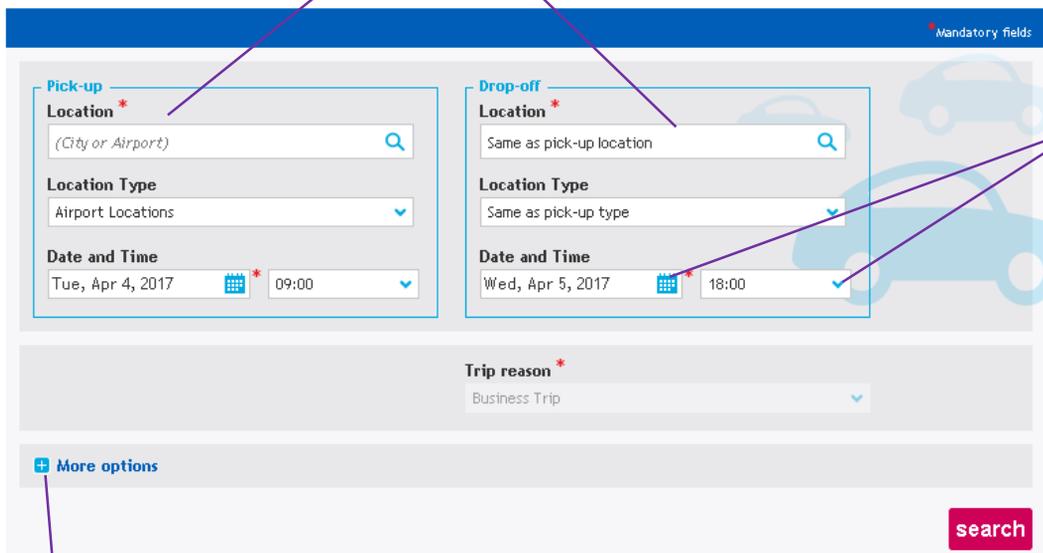
*Mandatory fields

Select the date and time you wish to collect your car and the date and time you wish to drop it off.

Pick-up

Location *

(City or Airport) 🔍

Location Type

Airport Locations ▾

Date and Time

Tue, Apr 4, 2017 📅 * 09:00 ▾

Drop-off

Location *

Same as pick-up location 🔍

Location Type

Same as pick-up type ▾

Date and Time

Wed, Apr 5, 2017 📅 * 18:00 ▾

Trip reason *

Business Trip ▾

➕ More options

search

"More Options" allows you to filter your search to narrow down particular car sizes, features and providers

STEWART TRAVEL
MANAGEMENT

MAXXIUM

SELECTING YOUR CAR HIRE

Select the car type to view an example of the car make and model that could be used as wel as further details relating to the car type

Option	Car Company	Information	Daily Car Rate	Estimated Total Price	Free miles	Extra per mile	Location
⦿ ✅	enterprise Enterprise ★★★	Economy, 2-3 Door, Manual transmission, Air Conditioning	21.48 GBP * Maxxium Rate	30.29 GBP *	Unlimited	-	Terminal
○ ✅	enterprise Enterprise ★★★	Economy, 4-5 Door, Manual transmission, Air Conditioning	22.69 GBP * Maxxium Rate	31.99 GBP *	Unlimited	-	Terminal
○ ✅	enterprise Enterprise ★★★	Economy, 2-3 Door, Manual transmission, Air Conditioning	29.73 GBP * Stewart Travel All Inclusive	35.68 GBP *	Unlimited	-	Terminal
○ ✅	enterprise Enterprise ★★★	Economy, 4-5 Door, Manual transmission, Air Conditioning	30.94 GBP * Stewart Travel All Inclusive	37.13 GBP *	Unlimited	-	Terminal
○ ✅	enterprise Enterprise ★★★	Compact, 4-5 Door, Manual transmission, Air Conditioning	32.15 GBP * Stewart Travel All Inclusive	38.58 GBP *	Unlimited	-	Terminal
○ ✅	Hertz Hertz ✱	Economy, 2-4 Door, Manual transmission, Air Conditioning	35.81 GBP * Stewart Travel Rate	44.53 GBP *	Unlimited	-	Terminal
○ ✅	Europcar	Compact, Special Offer Car,	52.80 GBP EP All	52.99 GBP	Unlimited		Terminal

The rate name will show you whether you are booking a Maxxium Rate (Company Own Insurance) THIS IS YOUR COMPANY PREFERENCE. Alternative Stewart Travel Rates also available to book when Maxxium rates are not available

Car Rates: Where available it is requested that you book the Maxxium Company Rate as indicated in your search. These rates make use of your company own insurance and therefore no additional insurances are required to be taken. When Maxxium Rates are not available you will see Stewart Travel Rates which also offer an "all Inclusive" package where additional insurance is already included.

Car Payment: Stewart Travel Management as agreed with Maxxium will arrange full pre-payment of all car bookings on your behalf. This will cover the final car hire bill including all extras and charges. You must ensure that when returning a car hire that you refuel as per the car providers policy. Car Hire Providers will charge a supplements and higher rates to refuel the car on your behalf.

RAIL BOOKING & MORE SERVICES

Starting at the "BOOK" tab. Select "More Services" sub icon
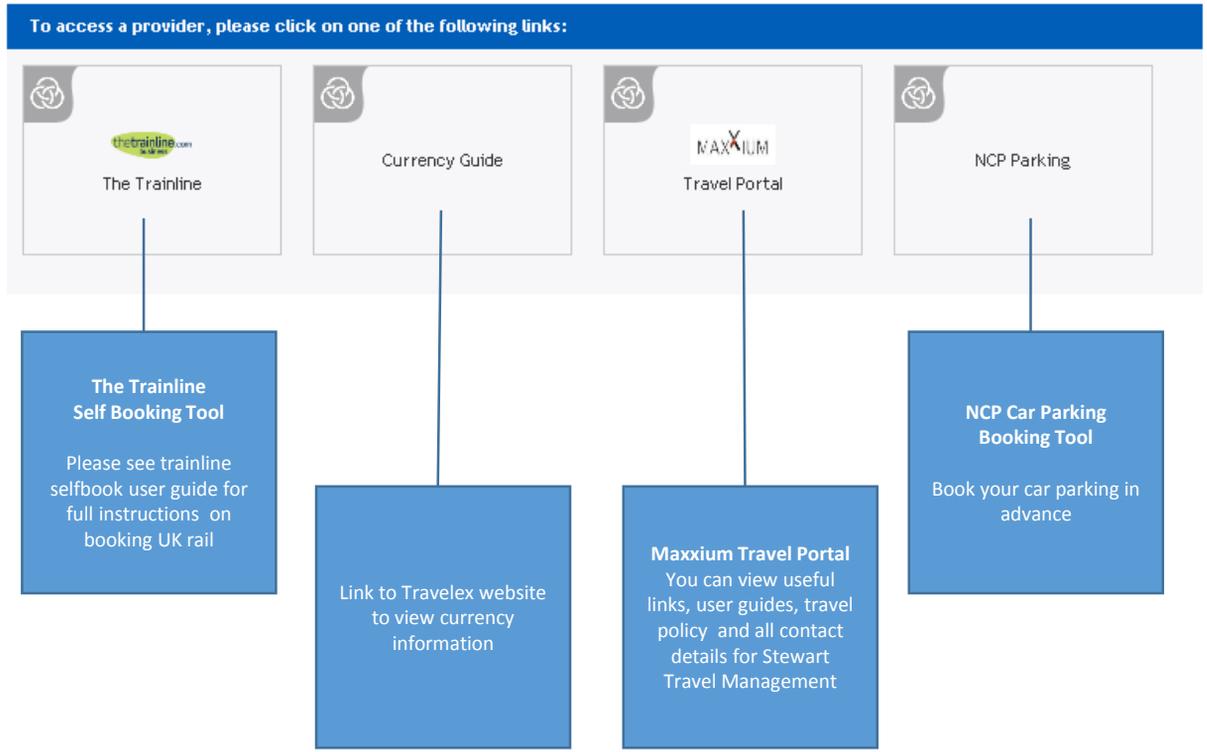
Trainline Self Booking Tool / NCP Car Parking Booking Tool
You do not need to enter any payment details on these tools as all charges are billed to the Maxxium account the same as flights, hotels & cars.

Look out for this icon on the home page :

Select the operating system you want to use for the app
Enter your email address
Then click "Get Assignment Tag"

You will receive an email containing a link to download the AETM travel app and an assignment tag to link this to your online travel booking account. Login credentials are the same as your normal booking tool login & password. Once logged in you can make and view your bookings in the app.

MAXXIUM COMPANY DETAILS PAGE

When you finalise any booking. Incl Air, Hotel and Car

You will have to complete the following page – you will only see the sections relevant to your booking

* Indicates required field(s)

Trip Name		Note to Agent	
Trip Reason	Business Trip	Note 1:	
Trip Reason (detailed description)		Note 2:	
		Note 3:	
		Note to the Car company	
		Note to Hotel 1 ❓	

You can name your trip to locate it quicker in the future

Send a message to the travel agency

Send a message directly to the car hire provider
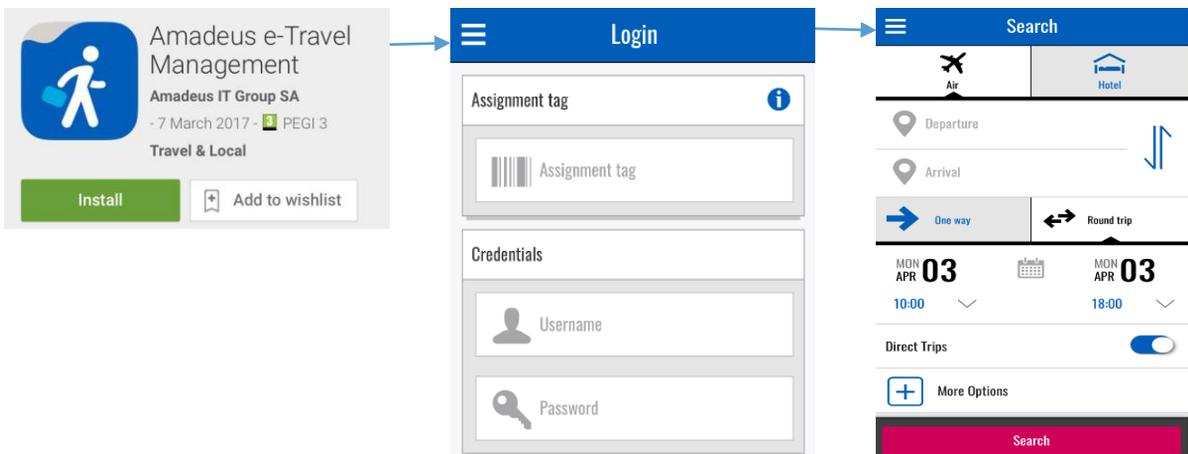
Send a message directly to the hotel company

▼ Stewart Travel

Booking Information

☐ For bookings from/to/via/over US, I confirm personal information is correct. Click here for more information.

Middle Initial or Middle Name

Gender ▼

Date of Birth ▼ ▼

General Preferences

Air Travel Preferences

Seat Preference   No preference ▼

Meal Preference   No special meal ▼

Frequent Flyer   Airline Code and Loyalty Number

🔍
🔍
🔍
🔍
🔍
🔍
🔍
🔍
🔍
🔍

Any personal details , preferences and membership cards stored within your profile will be entered automatically. You can still add a one of preference or card at the final booking stage.
If travelling to the US your date of birth and gender will become mandatory to be entered, otherwise these boxes are optional or will be populated from your profile if the information is stored there.

Custom Fields

Cost Centre *

Campaign Code

Is your trip client facing * Please select a custom field value ▼

Recharge

Maxxium Accounting & Reporting Data

Your default cost centre will be populated from your profile, if you have to change this for your booking just type the cost centre name into the box and cost centre options will appear in a list for you to select. Mandatory fields are marked with a *

In order to complete your booking, please click Confirm to send for final processing.

Back   Confirm

COMPANY POLICY

There are in and out of policy indicators shown throughout the booking process.

IN POLICY -   **OUT OF POLICY -**

If you choose to make a reservation which is out of policy, or make a reservation within 14 days of travel (whether in or out of policy) You will be asked to give a reason to explain why you have chosen an option which is out of policy or why you are booking so close to the travel date.

The justification box will appear as so :

ASSISTANCE & OFFLINE SUPPORT

At all stages throughout the booking process you will see a link at the bottom of the page which reads "Request proposal from travel agent"
When you click this link it will take note of everything you currently have on your screen, even if you havent selected anything as yet, and gives you the option to send any comments or questions regarding your booking to the team offline and they will respond to you directly.

Request assistance from your travel arranger   Request proposal from a travel agent

There is also a second link at the bottom of the page which reads "Request assistance from your travel arranger"
When you click this link it will take note of everything you currently have on your screen, even if you haven't selected anything as yet, and gives you the option to send any comments or questions regarding your booking to one of the designated travel arrangers within Maxxium UK.

ASSISTANCE & OFFLINE SUPPORT

Our offline travel team, and out of hours emergency support are always available to assist.

Contact details for the booking team offline are listed on the Maxxium Portal, alternatively if you click the contact link at the top of the page within the online tool you will also be shown our contact details for assistance.

Maxxium Offline Booking Team : maxxium@stewarttravelmanagement.com
Online Booking Support & Fulfilment : online@stewarttravelmanagement.com
Telephone for Offline or Online Support 24/7 : 0800 091 4273