



Quick Reference Guide



Accessing the site

To access GetThere visit

<http://wcp.getthere.net/nationaltravel>

Enter your User Name and Password



Please log in

* User name

* Password [Forgot password](#)

** required [Log in](#)

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Updating your profile

Before you make your first reservation, click the **Profile** tab on the left menu bar, then:

- Set up your travel and arranger preferences.
- Set up password recovery so you can log in if you forget your password (if applicable).

Profile settings

Personal information Edit your name, address, phone number, and miscellaneous personal information.

Charge cards Add, modify, or remove charge card information.

E-mail settings Edit the e-mail address for yourself and others who receive copies of your itinerary.

Traveler preferences

Frequent traveler Add, modify, or remove frequent flyer, rail loyalty, hotel loyalty, and car loyalty programs.

Passport and visas Add, modify, or remove passport and travel visa information.

Flight preferences Edit your preferences for airlines, seat selection, meal types, and special requests.

Hotel preferences Edit your preferences for hotel chains and special requests.

Car preferences Edit your preferences for rental car agencies, car type, car size, transmission, and special requests.

Site preferences Edit your preferences for time format, default currency, preferred language and Itinerary Confirmation Settings.

Arranger settings

My travelers Add or remove users for whom you arrange travel.

My arrangers Add or remove users allowed to arrange your travel.

Creating arranger settings

For Travelers

- In your **Profile**, click **My arrangers** under **Arranger settings**.
- Complete the **Travel arranger permissions** section to allow/deny others to designate themselves as your arranger or make changes to your account.
- Click **Add a travel arranger**, enter the arranger's first and last name, and click **Search**.
- Click **Add** next to desired arranger name.

For Travel Arrangers

- In your **Profile**, click **My travelers** under **Arranger settings**.
- Complete the E-mail settings section to determine who receives confirmation e-mails.
- Click **Add a traveler**, enter the traveler's first and last name, and click **Search**.
- Click **Add** next to desired traveler name. The name appears in the **Travel arranger** menu on the Home page.

Accessing previous bookings

- Click **Manage trips** on the left menu bar .
- Click on the booking you want to view, change, or cancel.
 - Click **Cancel trip** to cancel a reservation. Be sure to review messages to determine if your ticket is eligible for void, refund, or use toward a future ticket.
 - If a trip is on **Hold**, click **Purchase trip** to complete the booking.
 - Click **Change** or **Remove** to modify items in your itinerary.
 - Use the **Add to this trip** section to make additional reservations.

Location	Date	Trip type	Record #	Status
San Antonio	01/27/16 - 01/28/16		0XAV	On hold
Houston	02/09/16 - 02/11/16		0GFR	Active

Using trip templates

- To quickly book repeat trips with air/rail, hotels, and/or car options, create a trip template. From the Trip review and checkout page click the **Save as template** link, enter a template name and click **Save Template**. From the Reservation complete or Trip details page enter a template name in the Trip Templates box and click **Save Template**.
- To use a template, click the **Templates** tab on the Home page, click on **View all templates** then click on the name of the template you want to use; or click **Templates** in the menu bar then click **Select** next to the template you want to use. Enter new dates and click **Price itinerary**.

Booking trips

- Dates, locations, and times are based on what you enter on the Home page.
- To make only an air, train, hotel, or car booking, select only that box on the Home page.
- Company preferred providers are indicated by: or .
- Sort options by using the Sort by drop down list.
- If you want to check your current itinerary, click the **View details** link.
- If you want to change your flight search criteria during the booking process, click the **Modify search** link near the top of the page.

From the Book travel page:

- Check the appropriate boxes for **Flight**, **Hotel**, and/or **Car**.
- Select **Round-trip**, **One-way**, or **Multi-destination**, then enter your cities, dates, and times. You can also select Advanced search options
- Click **Search**.



Book travel

Flight Hotel Car

Round-trip One-way Multi-destination

Shop by schedule Shop by price

* From * To

* Depart * Return

mm/DD/YY Leaves * mm/DD/YY Leaves *

Morning (7:00 am) * Morning (7:00 am) *

Advanced search options

Coach, Lowest Available

** required [Search](#)

Air

- Choose your departing and then returning flight options using the **Select** button.
- To narrow your choices use the Traveler Filtering function on the left side of the page. (if applicable for site).
- Filter the shopping options by Flight times, Stops, and Airlines by unchecking what you don't wish to see and moving the arrows along the slider bars.

The screenshot shows a flight search results page. On the left, there are filter sections for 'Flight times' (Departure and Arrival), 'Stops' (Non-stop, 1 stop, 2+ stops), and 'Airlines' (Aer Lingus, American Airlines, British Airways, Brussels Airlines, Delta Air Lines, Finnair, Iberia, KLM Royal Dutch). The main area displays '50 flights' with three options for Delta flights from LHR to JFK on Tuesday, May 10. Option 1 is a direct flight (Delta 4378) at 9:05 AM. Option 2 is a flight with one stop (Delta 1 - Boeing 767) at 10:10 AM. Option 3 is another direct flight (Delta 4355) at 11:30 AM. Each option includes 'Economy View seats', 'Non-stop' or 'Non-stop', flight time, and a 'Select' button.

- If applicable, you can select alternate, low-price options.
- Select your seats for each flight segment.

Hotel

- You can search for hotels by: airport, city, address or company location. If provided your company's negotiated properties will show first, but you can change the sort to distance or filter the options further using the menu on the left.
- Choose the hotel by selecting **View all rates** from the Select a hotel page.
- You can also view hotels on a map as well as in a list.

The screenshot shows a hotel search results page. On the left, there are filter sections for 'Company locations', 'Points of interest', 'Search center', 'Current selection', 'Hotels', 'More hotels', 'Preferred hotels', 'Out of policy hotels', and 'Sold out hotels'. Below these are 'Filters' for 'Distance from Raleigh, NC' (within 15 miles) and 'Hotel name' (Name or chain). There are also checkboxes for 'Amenities' like 'ADA accessible', 'Airport shuttle', and 'Breakfast included'. The main area shows a map of Raleigh, NC, with a highlighted hotel 'Holiday Inn Downtown Capital' for 111 USD.

Rental car

- You can search for cars at an airport, train station, city location, or near a booked hotel.
- You can click **Express booking** to automatically select your company's preferred car rental company.
- Choose a car by clicking on the **Select** button.

Checkout and trip review

- Change or Remove** any itinerary options if necessary.
- Sections expand if any required information is missing, complete that information.
- Verify information on the page.
- Click **Purchase trip** to complete the process. Print your itinerary.
- You will also receive a confirmation e-mail.

Trip review and checkout

The screenshot shows the trip review and checkout page. At the top, there is a warning message: 'Sorry, but you cannot hold this trip with this hotel reservation. This hotel immediately bills your credit card and this reservation cannot be canceled. Please remove the hotel reservation before placing this trip on hold.' Below this is a legend for 'Company Preferred' (indicated by three stars). The page is divided into sections: 'Trip Details' (with 'Add to this trip' and 'Save as template' buttons), 'Traveler Information', 'Billing Information', 'Delivery Information', 'Additional Information', and 'Estimated Trip Cost'. At the bottom, there are 'Start Over' and 'Purchase Trip' buttons.

GetThere on smartphone

- Type the same URL into your mobile browser that you use to access your booking tool via the desktop, or type [m.getthere.net/\[sitename\]](http://m.getthere.net/[sitename]) into your browser.
- Enter your User Name and Password.

The screenshot shows the GetThere mobile app login screen. At the top is the GetThere logo. Below it is an 'Announcement (06/25/13)' section. The main heading is 'Account Log In'. There are input fields for 'User Name:' and 'Password:'. A green 'Log In' button is at the bottom. There is also a 'View Full Site' link and a copyright notice: '© 1995-2013 GetThere L.P. - All rights reserved.'

- The Home page displays, with company announcements at the top.

The screenshot shows the GetThere mobile app home page. At the top is a dark header. Below it are four main navigation items: 'Book Travel' (with a plane icon), 'Manage Trips' (with a suitcase icon), 'My Agency' (with a speech bubble icon), and 'Privacy Policy' and 'Support' links. At the bottom is a copyright notice: '© 1995-2015 GetThere L.P. - All rights reserved.'

- Based on the setup of your site you can book air, hotel or car through your mobile device by selecting **Book Travel**.
- View active and held trips by selecting **Manage Trips**.
- View agency name, office hours, and phone numbers by clicking on **My Agency**.
- Exit the site by clicking the **Log Out** button at the top of the page.