

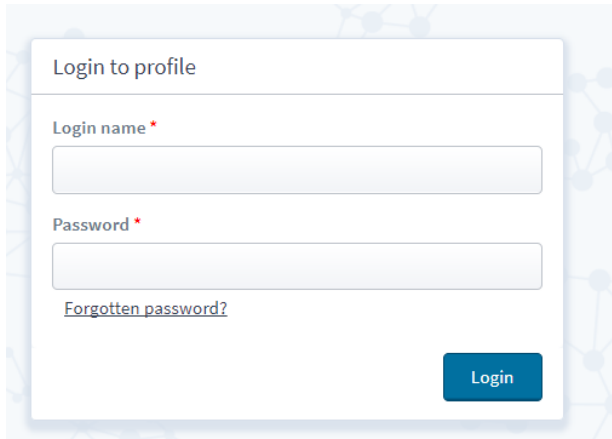
## User guide of Symphony.Corporate

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## 1. General login & individual profile administration

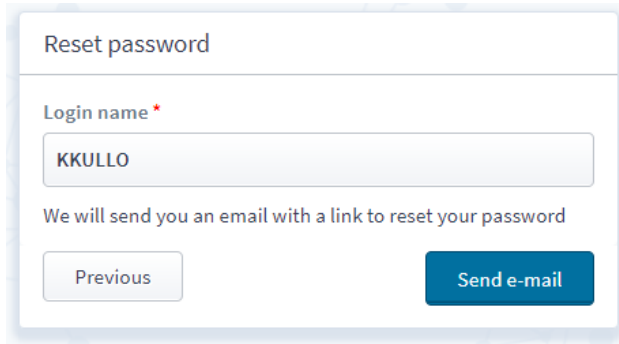
### 1.1 Login

You can login to online booking tool at: <https://estravel-s2.symphony.cz/>



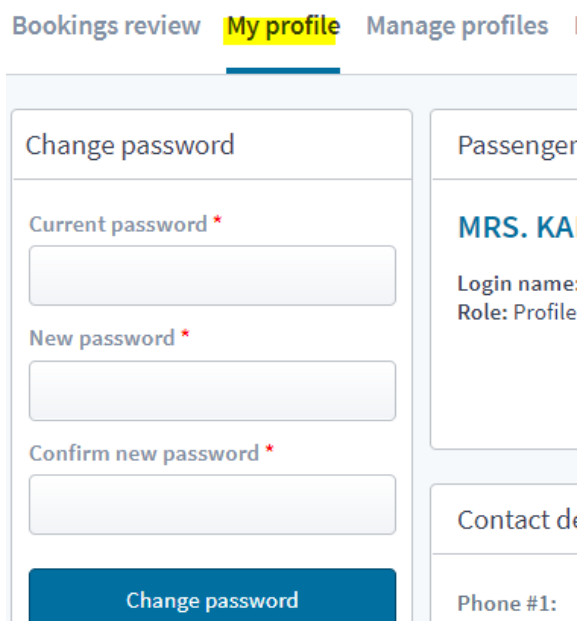
The screenshot shows a login form titled "Login to profile". It contains two input fields: "Login name \*" and "Password \*". Below the password field is a link for "Forgotten password?". A blue "Login" button is positioned at the bottom right of the form.

Password can be updated on the first page "Forgotten password?":



The screenshot shows a "Reset password" form. It has a "Login name \*" field with the value "KKULLO". Below the field is the text "We will send you an email with a link to reset your password". At the bottom, there are two buttons: "Previous" and "Send e-mail".

Or after logging in to your profile under "My profile":



The screenshot shows the "My profile" page. At the top, there are navigation links: "Bookings review", "My profile" (highlighted), and "Manage profiles". The main content area is split into two columns. The left column is titled "Change password" and contains three input fields: "Current password \*", "New password \*", and "Confirm new password \*". A blue "Change password" button is at the bottom of this column. The right column is titled "Passenger" and displays "MRS. KA" in large blue text. Below this, it shows "Login name:" and "Role: Profile". Further down, there are sections for "Contact de" and "Phone #1:".

New users obtain his login details from a travel arranger or travel manager. User needs to enter both, login name and password to enter the profile.

User receives a prompt (a link by e-mail) to set his password.

After setting the password user needs to enter both, the login name and reset password to enter the profile.

## 1.2 Checking/editing the user profile details

The user should make sure that all the details (e.g. birth date, phone, e-mail) used in his/her profile are fully up to date as those will be actively used during the overall booking process. If needed, the respective part of an user account can be edited either by the user himself, or by a travel/profile manager.

Administration of all the user details is available in the „my profile“ section.

### 1.2.1 Personal details

The personal details part includes setting for both, the primary passenger and companion(s).

- Primary passenger is the user holder. Name of the primary passenger will automatically appear in the passengers field of the search entry page.
- Companion is a passenger associated to the primary user/passenger. Companion is sharing the travel policy and approval settings of the primary passenger, name of the companion will not appear in the ,passengers‘ field of the search entry page automatically and this needs to be updated manually.

Some of the destinations and/or airlines need the traveller’s passport details and date of birth. You also may add your frequent flyer card numbers.

All the additional information can be added and saved under “My profile”:

#### Passengers

**MRS. KAIRI KULLO**

Login name: KKULLO  
Role: Profile manager

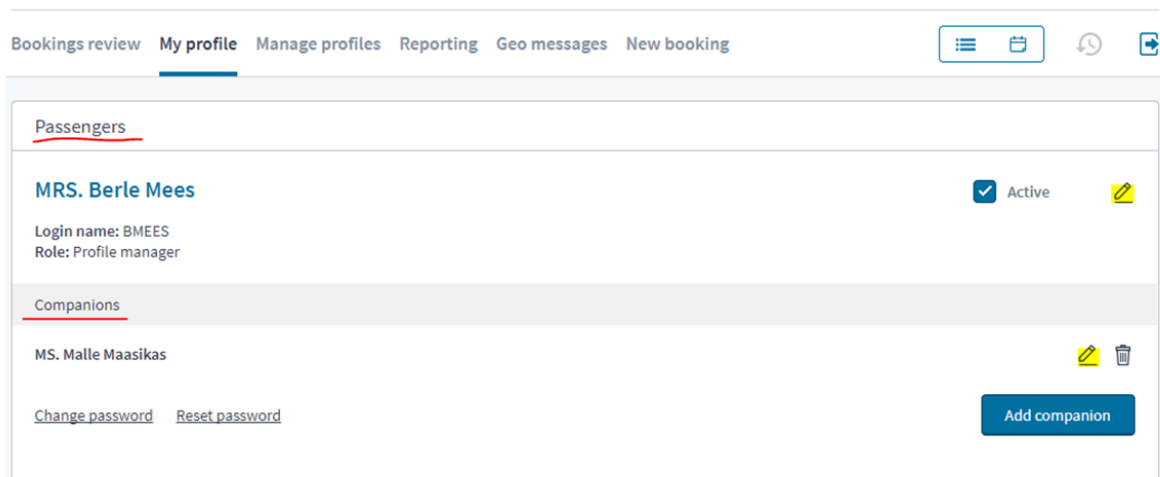
Active



Add companion

## 1.2.2 Primary passenger and companions

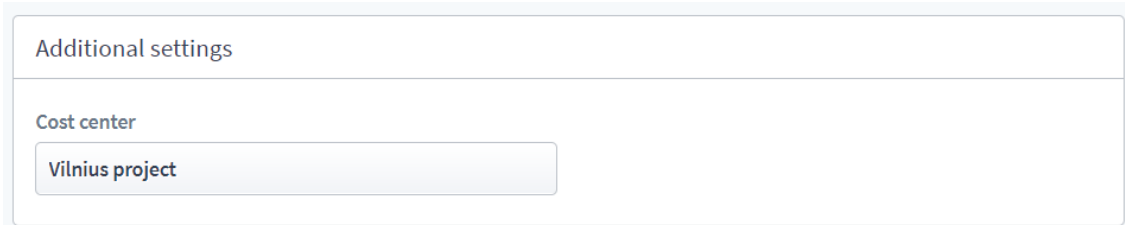
- The name of the primary passenger and companions has to match the name in the passport or other travel documents (machine-readable strip).
- Once the companion's details are saved, user will see the name(s) of his companion(s) underneath the name of the primary passenger. The user is able to update any of the companion's details, to remove any companion or to add additional companion(s).



The screenshot shows a user interface with a navigation bar at the top containing links: Bookings review, My profile (highlighted), Manage profiles, Reporting, Geo messages, and New booking. On the right of the navigation bar are icons for a menu, calendar, refresh, and share. Below the navigation bar is a section titled 'Passengers' with a red underline. It displays 'MRS. Berle Mees' with a status 'Active' (checked) and an edit icon. Below this, it shows 'Login name: BMEES' and 'Role: Profile manager'. A section titled 'Companions' with a red underline follows, displaying 'MS. Malle Maasikas' with edit and delete icons. At the bottom of the companions section are links for 'Change password' and 'Reset password', and a blue 'Add companion' button.

## 1.2.3 Cost centre

The cost centre is entered by default on the global company profile. User can update this manually (or enter it, if not defined, on the global level). The cost centre will then be automatically used when completing the booking, with the option for the user to change it on ad-hoc basis.



The screenshot shows a form titled 'Additional settings'. Inside the form, there is a section labeled 'Cost center' with a text input field containing the value 'Vilnius project'.

## 1.2.4 Out of office message

Available only for role of travel/ profile manager, this feature allows the user **to set-up date(s) out of office**. This is then reflected in the approval process:

- in case of manual approver selection the user is notified about absence of the particular person by a dedicated message next to his/ her name.

Out of office

---

From To

*Out of office mode will automatically expire when final date is reached.*

## 2. HOW TO BOOK

### 2.1 Flight search

You can choose if you want to book a round-trip, one way or multi destination. The default origin destination is Tallinn, Estonia (TLL). The destination city is left blank, so you can add the whole name of the destination city or the 3-digit city code (e.g. VNO = Vilnius, STO = Stockholm).

Flights
Hotels
Other requests

Flight search

RoundTrip
  OneWay
  MultiCity

From To

Departure Return

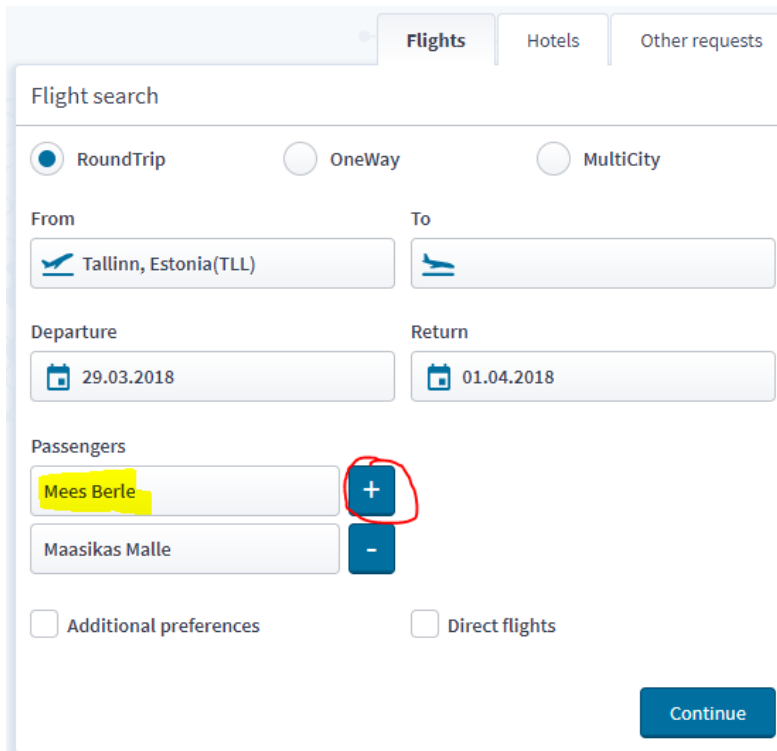
Passengers

Additional preferences
  Direct flights

If you need to fly to one city and back from the other one, you can use the MultiCity option (e.g. Tallinn-Vilnius-Riga-Tallinn).

Passenger name is automatically fed-in from the user profile. Should the user want to book a flight for his companion(s) as well, this is done by clicking the „plus“-icon (again, the companion details need to be defined in the users profile). Should the user want to book a

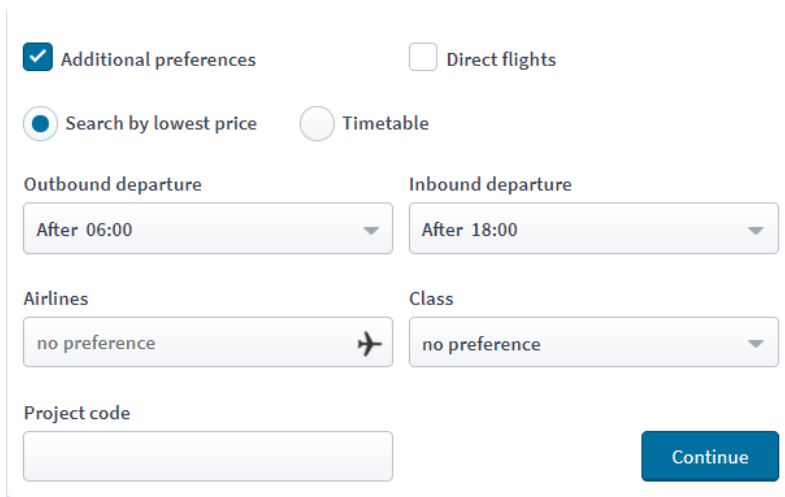
flight for the companion only, this is done by clicking on the name of the primary passenger and then choosing the respective companion.



The screenshot shows a flight search interface with the following elements:

- Navigation tabs: Flights (selected), Hotels, Other requests
- Flight search section:
  - RoundTrip (selected), OneWay, MultiCity
  - From: Tallinn, Estonia(TLL)
  - To: (empty)
  - Departure: 29.03.2018
  - Return: 01.04.2018
- Passengers section:
  - Mees Berle (highlighted in yellow, with a red circle around the '+' button)
  - Maasikas Malle (with a '-' button)
- Additional preferences and Direct flights (both unchecked)
- Continue button

Under the Additional preferences user can set preferred time of departure (on and after a specific hour), time of arrival and also set a preference for direct flights only.



The screenshot shows the 'Additional preferences' section with the following elements:

- Additional preferences (checked), Direct flights (unchecked)
- Search by lowest price (selected), Timetable (unchecked)
- Outbound departure: After 06:00
- Inbound departure: After 18:00
- Airlines: no preference
- Class: no preference
- Project code: (empty field)
- Continue button

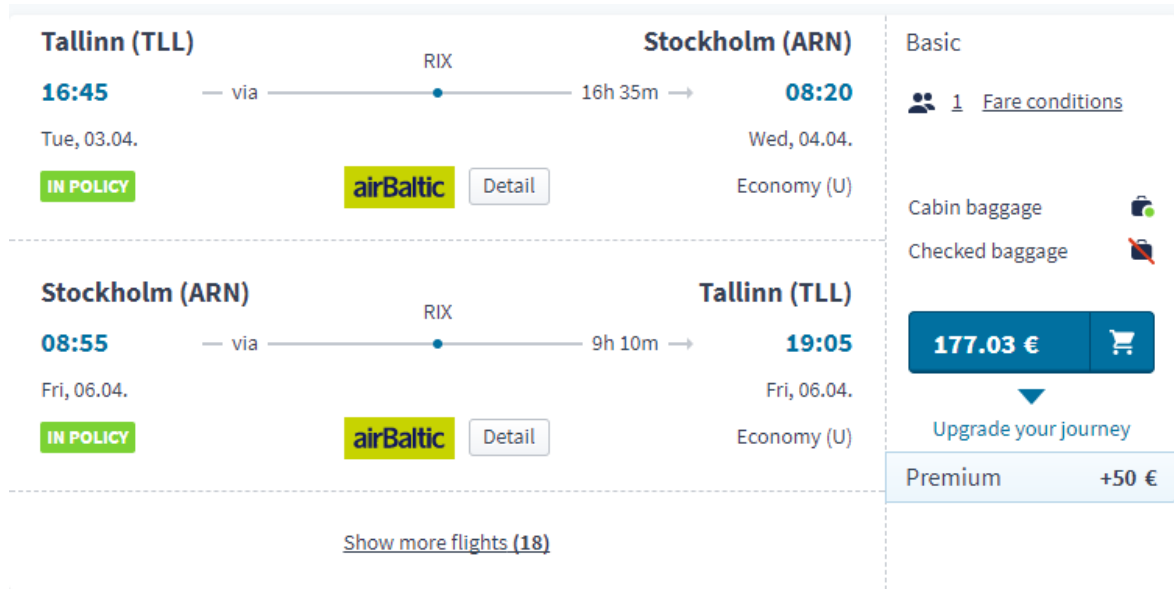
**Important!** Based on these search criteria user will be offered only filtered results and those not meeting the criteria will not be offered at all. User can be also offered more results meeting the preferences set than when using the standard search.

Click "Continue" to find the available flights.

## 2.1.1 Flight fares

According to your corporate travel policy the travellers should choose the lowest fare option when travelling.

The system gives a flight offer reflecting booking details from entry page:



The screenshot displays two flight options from Tallinn (TLL) to Stockholm (ARN) via RIX, and a return option from Stockholm (ARN) to Tallinn (TLL) via RIX. The first flight is on Tue, 03.04. at 16:45, departing Tallinn and arriving Stockholm at 08:20 on Wed, 04.04. The second flight is on Fri, 06.04. at 08:55, departing Stockholm and arriving Tallinn at 19:05 on Fri, 06.04. Both flights are operated by airBaltic in Economy (U) class. The total price for the round trip is 177.03 €. An upgrade to Premium is available for +50 €.

- Total price for flight ticket(s) – this includes price for all passengers
- Total journey time - „16h 35 min“
- Via – transfer city (RIX = Riga)
- **Fare conditions** - conditions and restriction of offered fare (e.g. cancellations, changes etc). The paragraph about penalties (conditions of cancellation and changes) is displayed as a default. Other fare rules chapters can be found and opened by clicking on the respective button at the bottom of the fare rules pop-up window. NB! Please note this feature is not available for low-cost carriers.
- **Cabin and seats available** – following cabin options are available: economy, premium economy, business and first. The seat icon with number next to the cabin description shows number of available seats for this price. Holding a cursor over the cabin description opens a pop-up window, describing the booking class.
- **Baggage allowance** – each flight offer (except of lowcost offers) shows information about standard baggage allowance included in the ticket price. The allowance is always per each passenger (except infants, where applicable).
- Offer shows if checked baggage is included or not (in this case 0 piece of checked baggage is included and 1 peice cabin baggage is included).
- **Corporate bonus** displayed when the particular offer is based on a dedicated negotiated corporate fare available for use of the company employees only.
- **Corporate fares** – displayed when the particular offer allows the company to collect points on its airline corporate loyalty account.

- **Upgrade your journey** - user can easily upgrade his trip by clicking on particular package, where applicable. What each package includes can be seen by clicking on fare conditions.

x

Packages

Basic	Premium
<b>177.03 €</b>	<b>+50 €</b>
✓ 1 cabin bag up to 8kg	✓ Priority checkin and bag drop
✓ 1 pin earned per eur	✓ Checkin fee
€ Priority checkin and bag drop	✓ 1 checked bag up to 20kg
€ Meal and beverage	✓ 1 cabin bag up to 8kg
€ Checkin fee	✓ Seat reservation
€ Checked baggage	✓ 2 pins earned per eur
€ Sporting equipment	€ Meal and beverage
€ Fast track at rix airport	€ Sporting equipment
€ Seat reservation	€ Fast track at rix airport
✗ Name change	€ Name change
✗ Change before departure	€ Change before departure
✗ Change after departure	€ Refund before departure
✗ Refund before departure	€ Refund after departure
✗ Refund after departure	✗ Change after departure

**Detail** – more detailed information about selected flight.

**Tallinn (TLL)** via RIX **Stockholm (ARN)**

**16:45** — via — **16h 35m** → **08:20**

Tue, 03.04. Wed, 04.04.

**IN POLICY** **airBaltic** [Detail](#)

**16:45** Tallinn (TLL) - Tallinn Lennart Meri  
50m **airBaltic** [BT 0316](#) Fare type: BASIC, Economy, U

**17:35** Riga (RIX) - International

Transfer duration: 14h 30m

**08:05** Riga (RIX) - International  
1h 15m **airBaltic** [BT 0101](#) Fare type: BASIC, Economy, U

**08:20** Stockholm (ARN) - Arlanda

Wed, 04.04.

Basic

1 [Fare conditions](#)

Cabin baggage

Checked baggage

**177.03 €**

Upgrade your journey

Premium +50 €

- Flight duration – Tallinn-Riga „50 min“, Riga-Tallinn „1 h 15 min“.
- Airport information.
- Transfer duration in Riga „14h 30 min“.



- Fare type – selected fare type and booking class.
- Arrival on next day – Wed,04.04.

**Email & print offers** - at the bottom of the flight offer list travel arranger finds buttons to either send or print the listed offers:



Either the completed list of offers can be sent, or travel arranger can choose only specific offers. The travel arranger’s email (sender) is being fed-in automatically from the user profile whilst the recipient email needs to be entered manually.

x

Tallinn (TLL) - Vilnius (VNO)

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Print     Send to E-mail

Select all / Cancel all     Show detail

<input checked="" type="checkbox"/> <b>105.28 €</b> Airticket 10 € Fees 95.28 € Fare type BASIC	<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><b>Tallinn (TLL)</b></td> <td style="width: 33%;"></td> <td style="width: 33%; text-align: right;"><b>Vilnius (VNO)</b></td> </tr> <tr> <td><b>08:55</b></td> <td style="text-align: center;">1h 20m →</td> <td style="text-align: right;"><b>10:15</b></td> </tr> <tr> <td>Tue, 03.04.</td> <td></td> <td style="text-align: right;">Tue, 03.04.</td> </tr> <tr> <td style="background-color: #90ee90; padding: 2px;">IN POLICY</td> <td style="text-align: center; background-color: #ffff00; padding: 2px;"><b>airBaltic</b> BT 0332</td> <td style="text-align: right;">Economy (L)</td> </tr> </table> <hr/> <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><b>Vilnius (VNO)</b></td> <td style="width: 33%;"></td> <td style="width: 33%; text-align: right;"><b>Tallinn (TLL)</b></td> </tr> <tr> <td><b>08:55</b></td> <td style="text-align: center;">1h 20m →</td> <td style="text-align: right;"><b>10:15</b></td> </tr> <tr> <td>Fri, 06.04.</td> <td></td> <td style="text-align: right;">Fri, 06.04.</td> </tr> <tr> <td style="background-color: #90ee90; padding: 2px;">IN POLICY</td> <td style="text-align: center; background-color: #ffff00; padding: 2px;"><b>airBaltic</b> BT 0331</td> <td style="text-align: right;">Economy (L)</td> </tr> </table>	<b>Tallinn (TLL)</b>		<b>Vilnius (VNO)</b>	<b>08:55</b>	1h 20m →	<b>10:15</b>	Tue, 03.04.		Tue, 03.04.	IN POLICY	<b>airBaltic</b> BT 0332	Economy (L)	<b>Vilnius (VNO)</b>		<b>Tallinn (TLL)</b>	<b>08:55</b>	1h 20m →	<b>10:15</b>	Fri, 06.04.		Fri, 06.04.	IN POLICY	<b>airBaltic</b> BT 0331	Economy (L)
<b>Tallinn (TLL)</b>		<b>Vilnius (VNO)</b>																							
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<b>08:55</b>	1h 20m →	<b>10:15</b>																							
Fri, 06.04.		Fri, 06.04.																							
IN POLICY	<b>airBaltic</b> BT 0331	Economy (L)																							

Selected offers: 20 / 20
Print

## 2.1.2 Shopping cart

### Flights in shopping cart

In the shopping cart user can see the details of the product offer chosen. In addition to the flight details user can see here the ticketing deadline (set by the carrier and respective fare rules), baggage restrictions, fare rules, passenger prices, ticket detail and terms and conditions.

✈ Ticket

Departure

From	To	Date	Connection
Tallinn (TLL) Estonia	Vilnius (VNO) Lithuania	16 October 2017 Departure at 08:55	<a href="#">BT 0332</a> <b>airBaltic</b>

Return

From	To	Date	Connection
Vilnius (VNO) Lithuania	Tallinn (TLL) Estonia	19 October 2017 Departure at 19:35	<a href="#">BT 0335</a> <b>airBaltic</b>

Free baggage allowance

Flight segment	Tallinn - Vilnius
By carrier	<a href="#">BT</a>
Adult	0 pcs

Flight segment	Vilnius - Tallinn
By carrier	<a href="#">BT</a>
Adult	0 pcs

Price

Passengers count	Taxes and fees	Price
1 person Price is valid for 1 person	Included Price including taxes and fees	161.66 €

**Ticketing deadline: 23/09/2017**

[Baggage restrictions](#) [Fare rules](#) [Passengers prices](#) [Ticket detail](#)

**Please note!** Ticketing deadline is the deadline set by the airline and fare chosen, however it might not be equal to the approval deadline given at the end of the booking process!

**Hotel in shopping cart**

In case the user books a flight for a specific date and needs to book a hotel as well, this can be made within one order/ booking. This is done by clicking the „book hotel“ button at the bottom of shopping cart. By using this the user will be redirected to the hotel search index form with data being pre-populated reflecting the flight details previously used.


Agree with terms

I accept Itinerary, Airfare & Fare rules, Hotel Rate & Rate rules and Legal Notices for this booking.

### 2.1.3 Ancillary services

If supported by the respective carrier, in addition to the flight ticket it's possible to purchase ancillary products like bags, seats or meals. This is done in the shopping basket by clicking on the respective product icons listed underneath the flight ticket details.

User then specifies how many pieces of extra baggage should be added for each of the flight segments and, where applicable, whether such a piece should be of a standard or an excess weight. Clicking add baggage will place the items to the shopping cart.

 Your baggage
✕

Departure		Tallinn - Vilnius BT 0332		
Passenger	Baggage type	Weight	Overweight	Price
Miss Kairi Kullo	Checked Baggage	Checked baggage	✕	35 €
				<input type="button" value="Remove"/> <input type="button" value="+ Add"/>
<b>Price for baggage: 35 €</b>				

Return		Vilnius - Tallinn BT 0335		
Passenger	Baggage type	Weight	Overweight	Price
Miss Kairi Kullo				
				<input type="button" value="Remove"/> <input style="background-color: yellow;" type="button" value="+ Add"/>

Baggage price for your flight

Departure				
Quantity	Baggage type	Weight	Overweight	Price
1x	Checked baggage			35 €

Return				
Quantity	Baggage type	Weight	Overweight	Price

**Total price for all baggage: 35 €**

If supported by the respective carrier, user can choose from a booked preferred seats for some or all flights in the itinerary. This is done by clicking on the interactive seat-map, which displays types of seats available and applicable prices.

In case of choosing an emergency exit seat a warning message about eligible customer types to seated there is chosen.

Departure Tallinn - Vilnius

Tallinn - Vilnius BT 0332  
16/10/2017 08:55 - 16/10/2017 10:15

Passenger	Selected seat	Price
Miss Kairi Kullo	14F <a href="#">Change seat</a> <a href="#">Cancel seat</a>	11.99 €

[Close seatmap](#)

✖ Sold Out     Seat 11.99 €     Seat 15.99 €

Price for seats: 11.99 €

If the frequent flyer card number is saved in the passenger's profile, the seat map does reflect the ffp status level and offers seats at discounted prices, where applicable.

### Additional Baggage

Increase your free checked baggage allowance. [Change baggage](#)

	Tallinn - Vilnius	1x baggage (Checked baggage)		35 €
	Vilnius - Tallinn	1x baggage (Checked baggage)		35 €
<span style="color: red; font-weight: bold;">✖</span>	<a href="#">Remove all bags</a>			Price for baggage: 70 €

### Choose your favourite seat

Choose your favourite seat on board in advance. [Change seats](#)

	Tallinn - Vilnius	1x Seat		8.99 €
	Vilnius - Tallinn	1x Seat		13.99 €
<span style="color: red; font-weight: bold;">✖</span>	<a href="#">Remove all seats</a>			Price for seats: 22.98 €

## 2.1.4 Passenger details

On this summary page user has to review (and perhaps edit or add) the customer details. The box on the left summarizes all products booked within the order whilst the main box on the right lists the respective customer details:

<p><b>Reservation details</b></p> <p>Departure - BT 0332</p> <p><b>Tallinn (TLL)</b> - 16.10.2017 08:55  <b>Vilnius (VNO)</b> - 16.10.2017 10:15</p> <p><b>airBaltic</b></p> <p>1hr 20min 0 stops</p> <p>Return - BT 0335</p> <p><b>Vilnius (VNO)</b> - 19.10.2017 19:35  <b>Tallinn (TLL)</b> - 19.10.2017 20:55</p> <p><b>airBaltic</b></p> <p>1hr 20min 0 stops</p> <p>Ticket price: 161.66 €</p> <hr/> <p><b>Additional services</b></p> <p><b>Baggage</b></p> <p>1x extra baggage 35 €</p> <p>Price for services: 35 €</p> <hr/> <p>Total price: 196.66 €</p> <hr/> <p><a href="#">Currency convertor</a></p>	<p><b>Passengers</b></p> <p>Adult #1</p> <p>Title * <input type="text" value="Miss"/> Frequent flyer program <input type="text"/></p> <p>First name * <input type="text" value="Kairi"/> Card number <input type="text" value=""/>  <input type="checkbox"/> more cards</p> <p>Surname * <input type="text" value="Kullo"/></p> <p>Date of birth (dd.mm.yyyy) <input type="text"/></p> <hr/> <p><b>Additional services</b></p> <p>Tallinn - Vilnius 1x baggage (Checked baggage) <a href="#">Change</a></p> <hr/> <p><b>Contact details</b></p> <p>Phone No. #1 * <input type="text" value="+372 123456"/> Phone No. #2 <input type="text" value="+372"/></p> <p>E-mail * <input type="text" value="kairi@estravel.ee"/> Fax <input type="text" value="+372"/></p>
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The passenger details are pre-filled if the user profile has all the information. Before confirming the reservation the approver has to be selected.

According to the rules of the corporation, each business trip has to be approved by the employee's direct manager. If the manager is „out of office“, another approver can be selected.

**Manual approval requirement** – user needs to choose particular approver(s) whom the booking will be send for further action. When more approvers are being chosen one of those per each level needs to action the request in order to finalize its status. Should any of the defined approvers have the out-of-office feature enabled this will be shown to the user:

Reservation approvers

---

1. level

Kairi Kullo

Berle Mees

I do not want to notify approvers yet. I may select them later.

Previous
Start over
Confirm

**I do not want to notify the approver yet** – this feature can be used in a case when the user wants to create the booking but the approval process should not be started yet. Booking is created as per the standard process with all the requirements in place (e.g. to meet the latest approval deadline etc.), it's placed into the bookings review list of both, the user and all applicable approvers, however no notification is being proactively sent to the approvers. Whenever the user wants to start the standard approver process he needs to open the booking details in the bookings review tab and change the order status by choosing the particular approver(s).

After clicking „Confirm“ the reservation is created.

### 2.1.5 Booking confirmation

Once the booking has been created user is being redirected onto a confirmation summary page and informed about some key important facts:

**i** This reservation needs to be approved until 21.09.2017, 16:50, or will be autocancelled.

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Locator

---

Your booking code is  
**P9ZENM**

Thank you very much for using our services. We hope that you will be satisfied with them.

Your booking is registered under the unique „Booking code“.  
You can find your Booking code at the top of your booking.

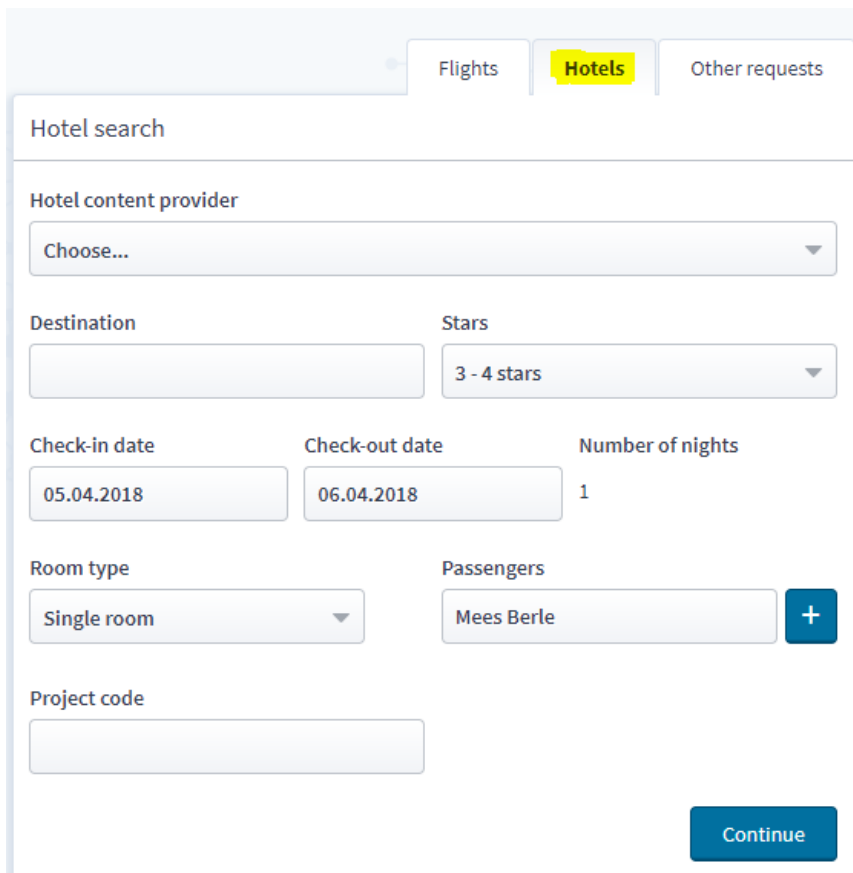
Please, use your Booking code while check-in at the airport or in the hotel.

We would like to recommend you to print the current summary page for eventual identification at the airport or in the hotel in case of need.

- Approval deadline for the order (where applicable). The value of the deadline is calculated using multiple factors (e.g. deadline given by the airline or fare chosen, deadline given by the hotel, time required to process the payment & ticket delivery, internal approval deadline set by the company travel policy).
- There is also the 6-digit booking code of your reservation.

## 2.2 Hotel search

To book a hotel separately from a flight ticket user needs to click the „new booking“ tab in the upper main menu and then the „hotels“ tab on top of the search entry page:



The screenshot shows the 'Hotel search' form with the following fields and options:

- Navigation tabs: Flights, **Hotels**, Other requests
- Hotel search title
- Hotel content provider: Choose... (dropdown)
- Destination: (text input)
- Stars: 3 - 4 stars (dropdown)
- Check-in date: 05.04.2018 (text input)
- Check-out date: 06.04.2018 (text input)
- Number of nights: 1 (text input)
- Room type: Single room (dropdown)
- Passengers: Mees Berle (text input) with a blue '+' button
- Project code: (text input)
- Continue button (blue)

There is two hotel content providers to choose from. Under „**published & corporate rates**“ are offered your company corporate rates. Under „**published rates only**“ are public rates. Both providers are with invoice payment. If under one provider there isn't available rooms, you can also check the other, because availability is different for different providers.

Choose the destination and stars from drop-down menu. System only shows hotels with selected stars. If you want to change stars, you have to use „previous“ button.


Click „Continue“ to see search results.

In order to see the complete list of available offer for the respective hotel the travel arranger needs to click the respective line in the overall hotel listings. Likewise the user can see complete information about the hotel.



By clicking the icon „show on map“ in the hotel details view the user will be shown the exact location of the hotel within the town.

<p><b>Phone and fax</b></p> <p>Phone: 0037052726272</p> <p>Fax: 0037052726270</p>	<p><b>Address</b></p> <p>20 KONSTITUCIJOS PR., VILNIUS, LT</p> <p>Vilnius</p>	<p>Map</p>  <p><a href="#">Show on map</a></p>
---	---	---

If you click under the hotel description on **H** you find the hotels cancellation policy:

Room selection	Price (total)
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"><input type="radio"/></div> <div> <p>1x Single room, Room only</p>  </div> </div>	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p><b>Cancellation policy</b> <span style="float: right;">✕</span></p> <p>You can cancel your reservation without penalty until 23/11/2017</p> </div>
<input type="button" value="Close"/>	

When placed to the shopping cart travel arranger can again check the details of chosen offer:

 Hotel


Vilnius (LT), Radisson Blu Hotel Lietuva

Number of rooms	Number of nights	Check in	Check out	
<u>1</u>	1	19 October 2017	20 October 2017	<div style="display: flex; align-items: center;"> <span style="color: green; font-weight: bold; margin-right: 5px;">✓</span> <p>Price 191 €</p> </div>

[Hotel detail](#)
[Passengers: 1](#)
Cancellation policy

---

Agree with terms

---

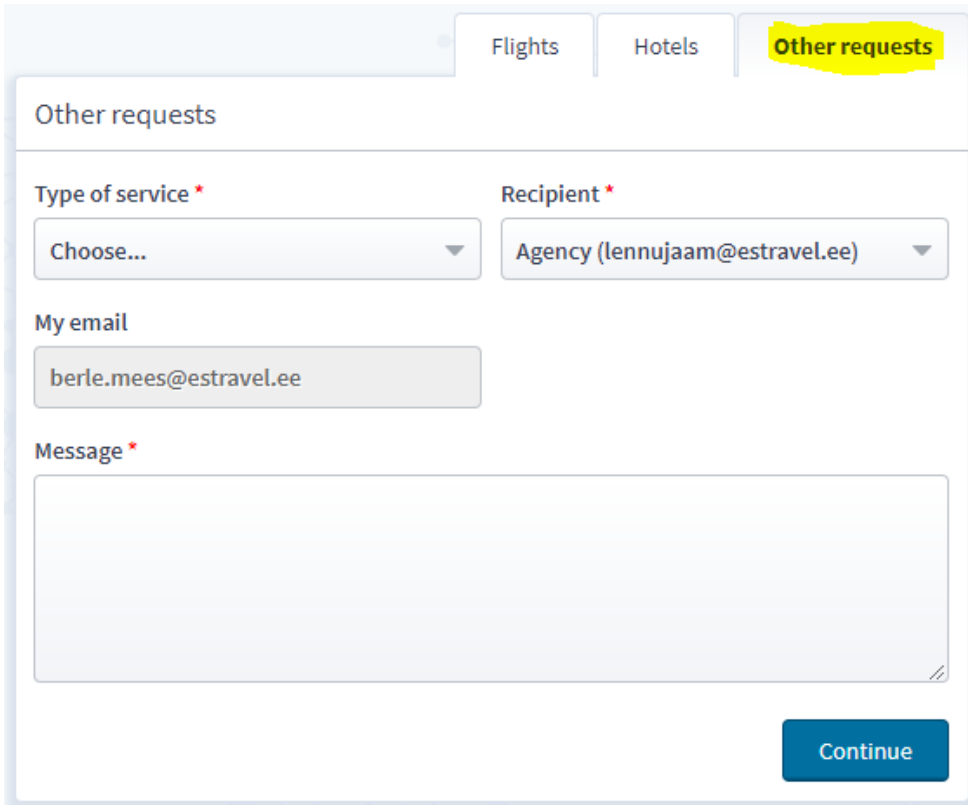
I accept Itinerary, Airfare & Fare rules, Hotel Rate & Rate rules and Legal Notices for this booking.

This includes the description of hotel details and accommodated passengers. However the most important part is the tab check cancellation policy!



## 2.3. Other requests

To request other services from travel consultant, user needs to click the „new booking“ tab in the upper main menu and then the „other requests“ tab on top of the search entry page:



User has to choose service type from drop-down menu. The service type is also an e-mail title. Recipient e-mail is by default your travel consultant e-mail. You can change it manually. In the message box you need to write details about your request:

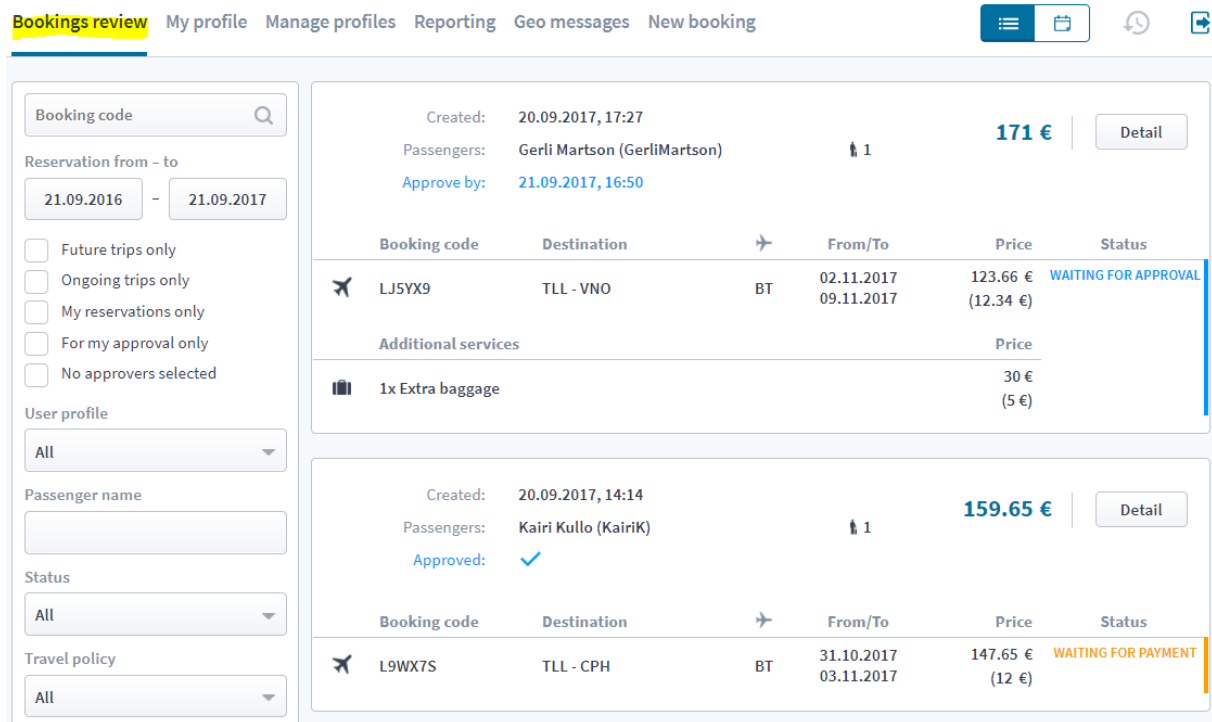
- 1) Your company name
- 2) Departure point and arrival point (if requesting a bus ticket, please specify bus stop)
- 3) Dates and preferred times
- 4) Passengers
- 5) Bonus cards, lounge in bus if allowed by company
- 6) Your approver e-mail
- 7) Cost center if needed

NB! The other request is a request for an offer to travel consultant via e-mail. The details will not be saved in Symphony.Corporate. It is regular e-mail and you can find it in your mailbox.

### 3. Bookings review

This tab in the upper main navigation menu allows the user to see all of the applicable bookings (e.g. bookings of the user and companions included in the user profile).

There is a list of all booking created by the user with key details displayed:



The screenshot shows the 'Bookings review' page with a navigation bar at the top containing 'Bookings review', 'My profile', 'Manage profiles', 'Reporting', 'Geo messages', and 'New booking'. On the right side of the navigation bar are icons for a menu, a calendar, a refresh, and a share.

On the left side, there is a filter panel with the following sections:

- Booking code:** A search input field with a magnifying glass icon.
- Reservation from - to:** Two date pickers showing '21.09.2016' and '21.09.2017'.
- Filters:** A list of checkboxes:
  - Future trips only
  - Ongoing trips only
  - My reservations only
  - For my approval only
  - No approvers selected
- User profile:** A dropdown menu currently set to 'All'.
- Passenger name:** An empty text input field.
- Status:** A dropdown menu currently set to 'All'.
- Travel policy:** A dropdown menu currently set to 'All'.

The main content area displays two booking cards:

**Booking Card 1:**

- Created: 20.09.2017, 17:27
- Passengers: Gerli Martson (GerliMartson) 1
- Approve by: 21.09.2017, 16:50
- Total Price: 171 €
- Detail button

Booking code	Destination	✈	From/To	Price	Status
LJ5YX9	TLL - VNO	BT	02.11.2017 09.11.2017	123.66 € (12.34 €)	WAITING FOR APPROVAL

**Additional services:**

Additional services	Price
1x Extra baggage	30 € (5 €)

**Booking Card 2:**

- Created: 20.09.2017, 14:14
- Passengers: Kairi Kullo (KairiK) 1
- Approved: ✓
- Total Price: 159.65 €
- Detail button

Booking code	Destination	✈	From/To	Price	Status
L9WX7S	TLL - CPH	BT	31.10.2017 03.11.2017	147.65 € (12 €)	WAITING FOR PAYMENT

User can narrow the number of displayed orders by using the filters on left side of the screen.

By clicking on the DETAIL button user can see details of the particular order.

In case the order is still awaiting approval the user can change its status by clicking on the „Choose an action for the above selected orders“ button in the ordered products/approval status section.

Choose an action for the above selected orders

Approve

Submit

Travel user can choose from the following options:

Choose an action for products with status "In progress"

Reject and cancel ▾

Reject and cancel

Change booking

Change approvers

- **Reject and cancel** – will cancel both, the order and the complete booking;
- **Change booking** - will cancel the booking and redirect you to searching mask to create a new.
- **Change approvers** – user is able to change the previously chosen approver or assign an approver if using previously choosing the hold booking option.

User can email the detailed order view by clicking the email button at the bottom right corner. The following pop-up menu will then appear.

E-mail regarding the reservation ✕

---

Sender E-mail \*

Recipient \*

Custom e-mail ▾

Recipient E-mail \*

Text \*

Send

### 3.1 Calendar view

In the addition to display the bookings in the standard top level view the travel/profile manager has the option to choose a calendar view, too. This is done by clicking the calendar icon in the top right corner of the upper main menu. The travel/profile manager can then choose from either a weekly timeline display (default) or a monthly one:

Bookings review
My profile
Manage profiles
Reporting
Geo messages
New booking
☰ 📅 🔄 📄

---

User group

All ▾

Passenger (sur)name

Destination

Search

---

02.11.2017

◀
▶

Today

Week

Month

Mon 30.10.	Tue 31.10.	Wed 01.11.	Thu 02.11.	Fri 03.11.	Sat 04.11.	Sun 05.11.
	<div style="background-color: #ffcc99; padding: 5px; border: 1px solid #ccc; display: inline-block;"> <span>✕</span> Kairi Kullo L9WX7S Tallinn - Copenhagen <span style="float: right;">airBaltic</span> </div>			<div style="background-color: #99ccff; padding: 5px; border: 1px solid #ccc; display: inline-block;"> <span>✕</span> Gerli Martson LJ5YX9 Tallinn - Vilnius <span style="float: right;">airBaltic</span> </div>		

## 4. Additional information

### 4.1. User roles

The system supports 5 different user roles:

#### **USER**

- profile used for the holder (primary passenger) and companions;
- each passenger can store personal details incl. travel docs, frequent flier cards, cost centre etc.

#### **GUEST (GUEST USER)**

- guest is a passive role with the lowest level of rights;
- does not have access to his account, which is managed only by the Travel Arranger;
- bookings can only be created by the Travel Arranger on his behalf.

#### **ARRANGER (TRAVEL ARRANGER)**

- travel arranger is an active user role with a limited access to the profiles of other users and ability to create bookings on their behalf. This role allows access to review both, his own bookings and bookings created on behalf of the other users;
- travel policy and approval process of the user chosen applies.

#### **APPROVER (TRAVEL MANAGER)**

- can book for the other users;
- can access, edit and create user profiles for assigned community;
- approves trips for assigned community, if included in the approval process.

#### **MANAGER (PROFILE MANAGER)**

- can book for other users;
- can access, edit and create user profiles for all communities/users;
- approves trips for all communities/users, if included in the approval process.

## 4.2 Processes

### **BOOKING**

- Choose the products (flight, hotel, ancillaries, etc.) and passengers;
- System applies the company travel policy and notifies the user whether the offered product is in- or outside of the policy;
- Passenger details are being used automatically from the user profile, reflecting e.g. frequent flier membership status when booking ancillary products;
- Before submitting the order, user can only change the cost centre, all other items are locked for editing;

- User has to choose the approver manually;
- Automated email notification is being sent to confirm that a booking has been made.

#### **APPROVAL**

- Approval process is set in the company travel policy and manual approval is needed for all bookings:
  - Hold booking to create the booking without requesting the approval from a specific approver yet;
  - Reminder notifications are being sent before reaching approval deadline and with every state change within the approval process.

#### **PAYMENT**

- Payment options available are defined by the company travel policy.

#### **ISSUE/DELIVERY**

- After the booking is approved, the travel documents (e-ticket, ancillary services, hotel voucher) are issued according to the airline fare rules (ticketing time limit) and will be sent to the user.

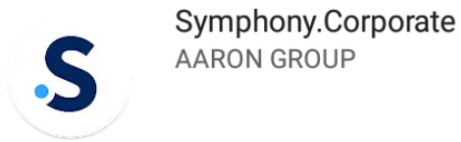
### **4.3 Order statuses**

According to the respective stage of the process flow each booking has different statuses and their colour changes:

- Waiting for approval – **BLUE**
- Approved – **ORANGE**
- Processing ticketing – **ORANGE**
- Waiting for ticketing – **ORANGE**
- Devolved on agent – **ORANGE**
- Waiting for payment – **ORANGE**
- Delivered – **GREEN**
- Externally changed – **RED**
- Expired – **RED**
- Unexpected error – **RED**
- Rejected – **RED**
- Cancelled – **RED**

## 5. Mobile App

To use Symphony.Corporate mobile application you need to download it in Google Play store first. The name of the app is **Symphony.Corporate**:



App will automatically be in the same language which is your mobilephone. If you log in you can change the language from the settings according to your wishes.

For logging in you need to enter the following information:

- **Company code:** 21
- **Username:** Same as you use to log in in the computer.
- **Password:** Same as you use to log in in the computer.

In order to receive pop-up notifications you have to stay logged in into the app. The notifications have to be allowed under settings.

Travel approver can approve or reject bookings through the app.

## 6. Symphony.Corporate support

**For questions concerning your online bookings:**

Estravel - E-commerce team  
Phone: +372 626 6308  
E-mail: [online@estravel.ee](mailto:online@estravel.ee)

Opening Hours: Mon-Thu 08:00-20:00, Fri 08:00-17:30

Outside these hours urgent ticketing will be handled by Estravel customer care in Tartu (same phone and e-mail as per above).