

Q&A overview

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TPEnet

Question	Answer
How do I edit my profile information at TPEnet?	When you are logged on to TPEnet you can edit your profile information. This is done by clicking edit my profile which you can find below your name at the top of TPEnet's front page. Here you can edit your personal details, contact information as well as travel preferences and loyalty programs etc. Notice that the editable details relates to whether your company uses both travel- and expense management via TPE.
How do I change my password at TPEnet?	When you are logged on to TPEnet you can change your password. This is done by clicking change password which you can find below your name at the top of TPEnet's front page.
What do I do if I have forgotten my password for TPEnet?	If you have lost or cannot remember your password you may click on <i>Forgot your Password</i> on TPEnet's login page. Fill out the field with your username. Your password will then be sent to your email address.
What do I do if I have forgotten my username for TPEnet?	If you have lost or cannot remember your username you can click <i>Forgot your username</i> on TPEnet's login page. Fill out the field with your email address. Your username will then be sent to your email.
What do I do if I am having problems logging on to TPEnet?	If you encounter difficulties in the login process, please contact our online support via online@tpe.org .

TPE – Travel Management General:

Question	Answer
During which time period can I contact the Travel department?	Opening hours vary depending on your situated country, please find information on each local travel department via TPEorg .
How should I book my travels? online or by phone or e-mail?	<p>It is easy and fast to book car, hotel and flights online, but in cases with more complicated flight journeys, we recommend that you contact the Travel department by phone. This applies for example to round trips, trips which need to take several parameters into account, or trips where you have a very flexible itinerary.</p> <p>Online Train booking is only available for certain countries which are Germany, United Kingdom, France and Sweden. For all other countries, bookings must be done offline via phone or E-mail.</p> <p>You will have access to online train booking via the online tool, if it has been agreed with your company management.</p> <p>Booking group travel should always be done via email to avoid misunderstandings, but it is of course always possible to call and ask for advice.</p>
What level of service can I expect from the Travel department?	TPE always strive to provide its members with the best service. This service is based on the service level agreement which has been agreed by all local Travel department and your company.
Can I be sure that the offered travel option is the cheapest?	The Travel department searches all booking sources when presented with a travel request, including prices on the internet. The Travel department has access to all published prices as well as discount deals with many airlines and routes. In case you should be able to find your trip cheaper elsewhere, please contact TPE immediately.

Question	Answer
<p>Can I get any training in how to use the online booking tool?</p>	<p>The last Monday of every month TPE online support offers a web seminar for everyone in need of improving their skills and knowledge with the online booking tool. The only thing you need to participate is a computer and internet connection.</p> <p>A week before each seminar we send out invitations to all travel bookers who have booked travel online within the last month.</p> <p>If you are interested in participating in a web seminar, please feel free to write an email to info@tpe.org</p>
<p>Where will corporate agreements be held in the system?</p>	<p>All negotiated corporate rates will be available in the online booking tool as well as bookable via mail or phone if you contact your local travel department.</p> <p>Using the online tool, corporate rates will be identified with specific logos. For more information regarding corporate agreements via TPE, please contact sourcing@tpe.org</p>

Booking:

Question	Answer
Who do I contact if I need assistance with my online booking?	Please contact Online support who will be available Monday to Friday during office hours. Office hours can be found here .
How long response time can I expect when making an online booking?	An online booking is confirmed when finished, and a confirmation is sent immediately to your email. However, all tickets are issued as close to departure as possible to ensure the possibility of making changes or cancellation without additional costs. Preliminary bookings (On Hold) you should confirm yourself to ensure issuing of ticket.
How long does it take from time of booking until ticket is issued?	<p>All tickets are issued as close to departure as possible to ensure the possibility of making changes or cancellation without additional costs.</p> <p>Preliminary bookings (On Hold) you should confirm yourself to ensure issuing of ticket.</p> <p>If you want your ticket issued faster, you should therefore inform the Travel department of this when you book.</p>
How do I get the cheapest price on complex trips with multiple combination options?	<p>Complex trips often have many combination options and the price can vary greatly in relation to parameters/criteria such as travel time and ticket flexibility.</p> <p>In most cases you will get the best price by calling or emailing the Travel department when you need to book trips with several combination options.</p> <p>When dealing with many combination options it is easier to provide you with the best counselling over the phone, since this makes it easier for us to consider your requests and requirements with relation to price and travel time.</p>
Can we be sure we get the best prices via TPE? Compared to other booking sites?	<p>TPE always attempts to find the best prices for our members and we are always actively working to improve the clarity and transparency of these.</p> <p>To ensure access to the best prices in the market, we collect prices via several sources such as search engines like HRS and booking.com and direct connect setups with several suppliers in addition to what is available in the global reservations system Amadeus.</p>

Question	Answer
<p>What confirmation details will I receive?</p>	<p>You will receive a confirmation showing all booked flights, hotels, car rental including prices, calendar sync. links, seat maps, online check-in links etc. Date of issue is to be found under ticket information on the confirmation.</p>
<p>What is the timeframe if I wish to cancel my booking?</p>	<p>Cancelation rules will vary within travel category and vendor as well as the different type of fares, room categories etc. Airline Low cost carriers cannot be cancelled. Most Economy class fares have a 24-hour deadline. Premium and Business can usually be held until day of departure.</p> <p>For categories such as hotel and car rental, you can find information of exact conditions when booking online.</p> <p>If you book offline, we recommend you ask your travel consultant for advice.</p>
<p>Can I book travel for several people at once?</p>	<p>Contacting the travel department, you may book a trip for up to nine people in one booking. If you need to book larger groups (9+) you should contact the group travel department.</p> <p>The online system allows you to book for 4 people in the same booking.</p>
<p>If you book travel for people from different business units, how will this report against invoice?</p>	<p>If booking for company employees: The invoice will be send to the business unit on each traveller's profile. If booking for a guest: The invoice will be send to the business unit of the travel requester.</p>
<p>Where in the online booking tool can I see what I have booked?</p>	<p>Click on 'Travel Manager' on TPEnet and then on 'My Trips' on the Personal Portal.</p>

Flight:

Question	Answer
Does the Travel department prefer particular airlines?	The Travel department always attempts to find you the cheapest solution and does not have preferences when it comes to airlines.
Am I always guaranteed an aisle or window seat?	<p>If you add a seat preference to your profile this will be taken into account when making your bookings. However, the Travel department cannot guarantee that it is always possible to get the seat of your choice, as it depends on ticket price and airline.</p> <p>In case your seat request is not possible to fulfil, this will be stated in the confirmation email you receive from the Travel department.</p>
If I book lowcost airlines and want to add luggage, how do I do this?	You will be forced to enter the number of checked luggage before you can complete the booking.
How are the mileage points I acquire on my flight bookings distributed?	This depends on the travel policy of your company.
How can I identify an airport that is near a location I do not know?	You may use tools such as this travel calculator: http://www.travelmath.com/nearest-airport/

Train:

Question	Answer
How do I book train?	<p>Online Train booking is only available for certain countries; Germany, United Kingdom, France and Sweden. For all other countries, bookings must be done offline via phone or E-mail.</p> <p>Find contact details for the travel department here.</p> <p>You will have access to online train booking via the online tool, if it has been agreed with your company management.</p>

Hotel:

Question	Answer
How do I know which hotels are corporate hotels?	In the online booking tool, hotels where a company agreement rate is available will be clearly marked with a specific logo.
Why can I get several different rates on a given hotel on the same date?	Be aware that the online system collects rates from several booking sources to ensure travellers the best daily rate possible thus it is important to read the payment and cancellation conditions stated before choosing a specific rate.

Group travels, Meetings and Events:

Question	Answer
Who do I contact if I need to book group travels, meetings and events?	<p>In cases where 10 or more people are travelling together, or you need help with meetings or events, please contact the group or conference department.</p> <p>You can find the contact details here:</p> <p>group@tpe.org or conference@tpe.org</p>