ARRIVON - USER GUIDE



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How to login

1. Go to your dedicated site

https://www.arrivonbyfcm.be/[Company]

The correct link will be provided upon the moment of deliverance.

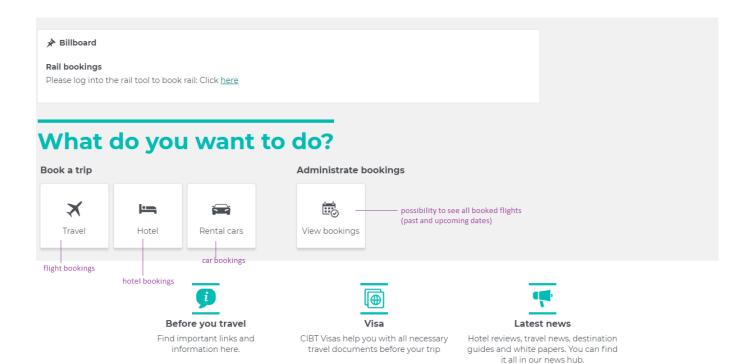
2. Log in with your user name & password

Welcome

Username		
<u>•</u>		
Password		
Did you forget your username or password? »		
Log in to your account		

When you log in for the first time, you can click on "Did you forget your username or password" to request a password reset

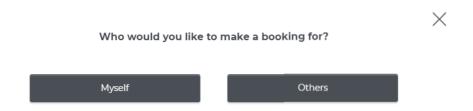
Homepage



Flight bookings

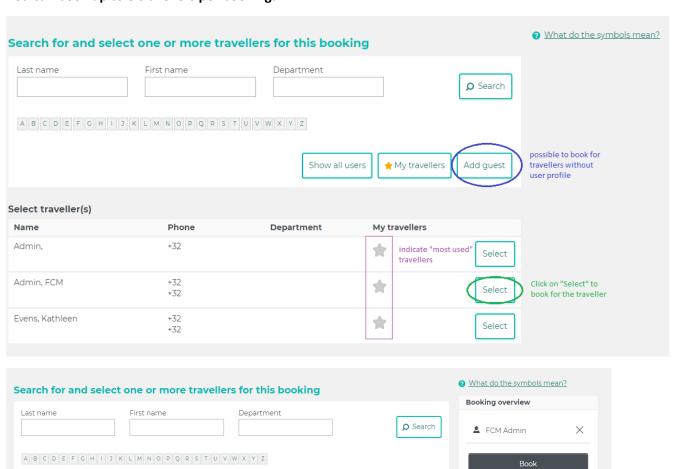


If you are a travel arranger, you will get the following message:



Myself = booking made in your name Others = you will be able to select your traveller(s)

You can book up to 6 travellers per booking!

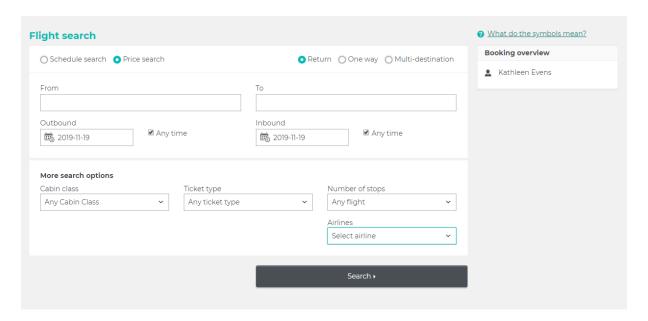


Show all users

★ My travellers

Add guest

Creating a flight booking

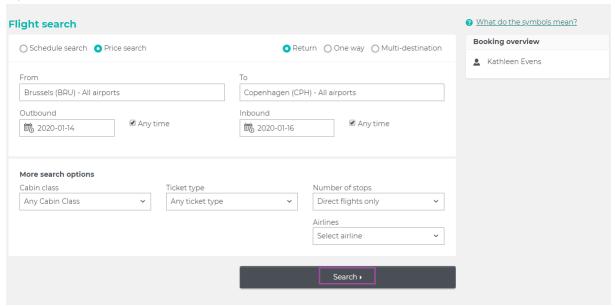


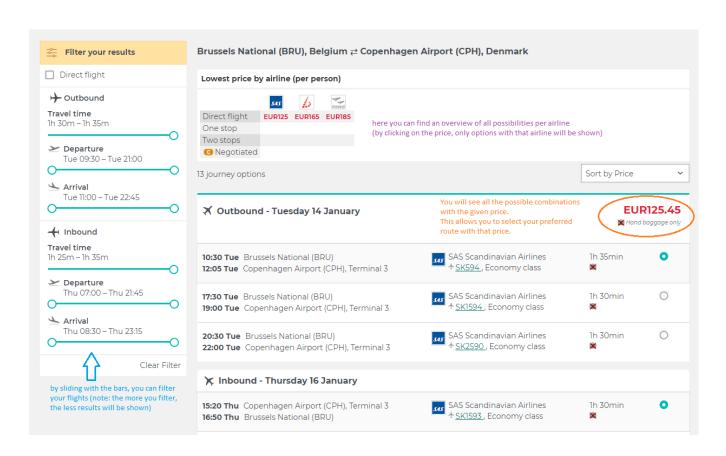
- On the right hand side, you can always see the name of the traveller you are booking for
- Different search possibilities
 - Schedule search => price will be calculated after flight selection... Different fares will be shown
 - Price Search => only cheapest price will be given (no other options will be shown)
- Possible to search
 - o Return
 - o One way
 - o Multi destination: we recommend this only with 1 or 2 different airports.
 - i.e. Brussels Barcelona -> Madrid BrusselsBrussels New York Washington Brussels

For more than 3 stops, we would advise you to contact your offline team.

You can filter on direct flights, penalties, etc via "More Search options"

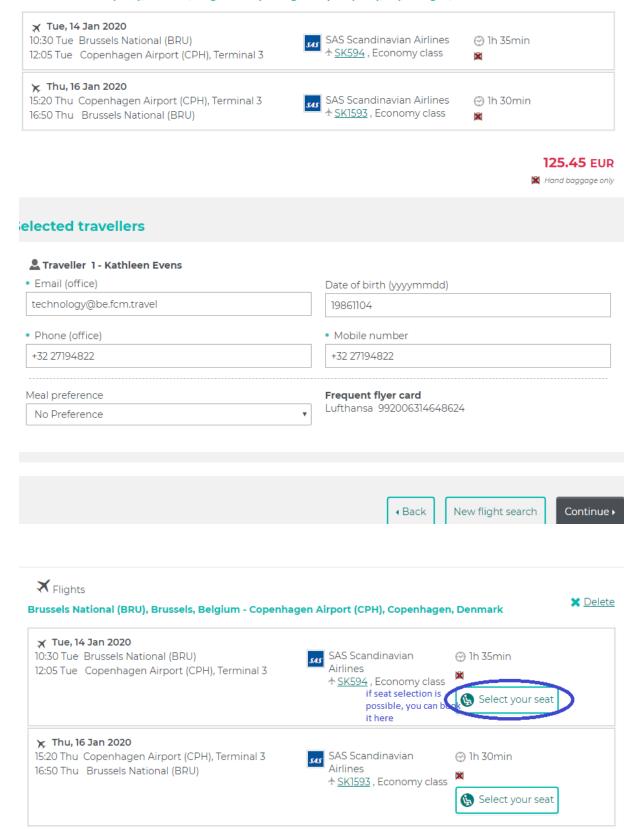
Option 1: Price search







Brussels National (BRU), Brussels, Belgium - Copenhagen Airport (CPH), Copenhagen, Denmark



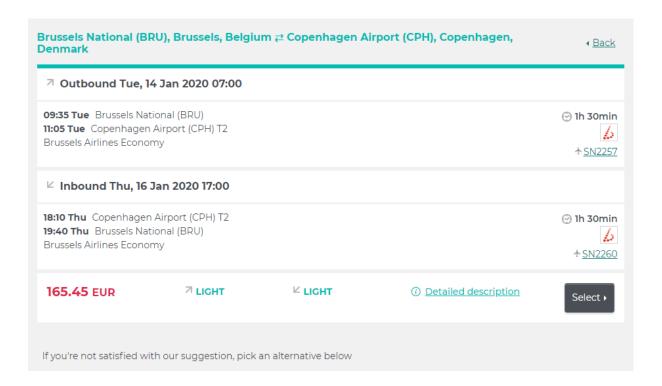
Option 2: Schedule search

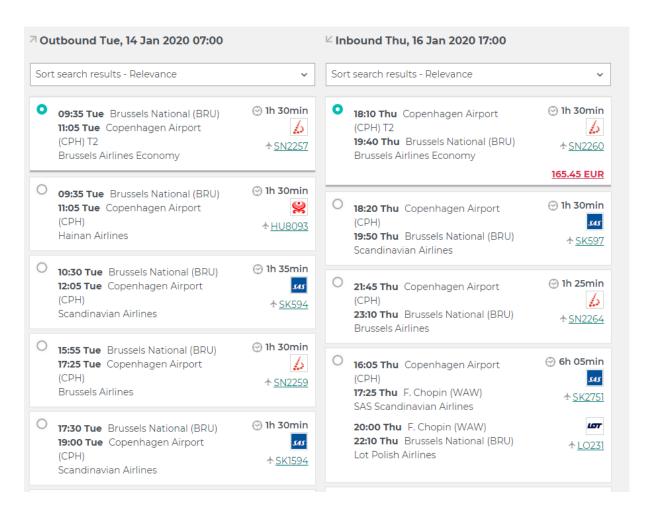
Schedule search Price search	 Return One way Multi-destination
From	То
Brussels (BRU) - All airports	Copenhagen (CPH) - All airports
Outbound	Inbound
i 2020-01-14 07:00 ▽	2020-01-16 17:00
More search options	
Availability	Airlines
Show only flights with available seats	✓ Select airline .

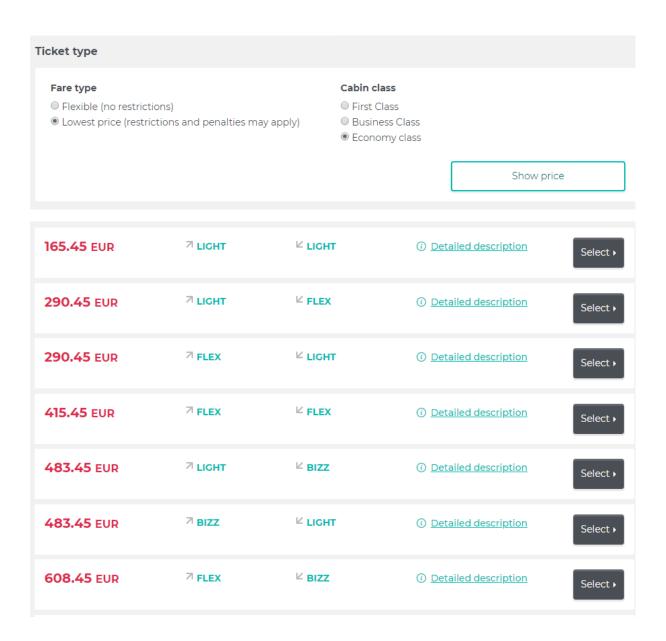
The tool will always show the cheapest connection on top. Alternative flights are shown beneath this, where you can combine flights.

Set up of the option page:

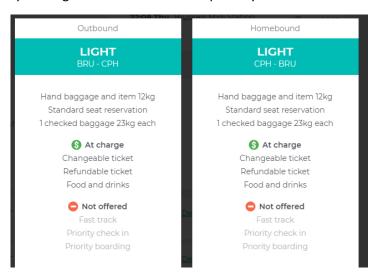




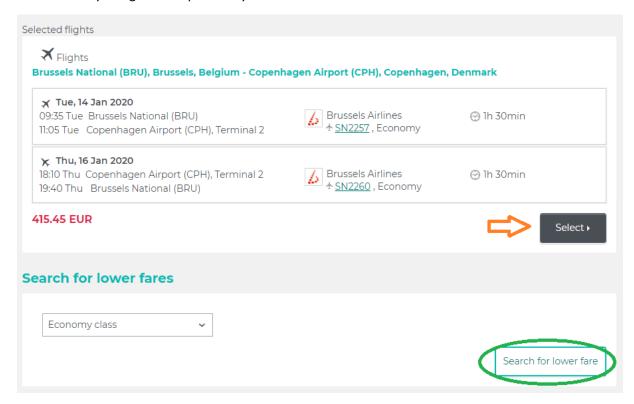


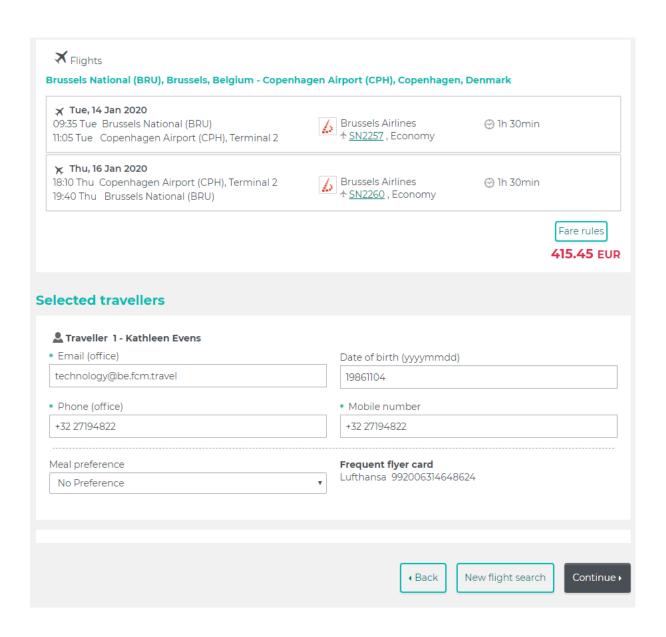


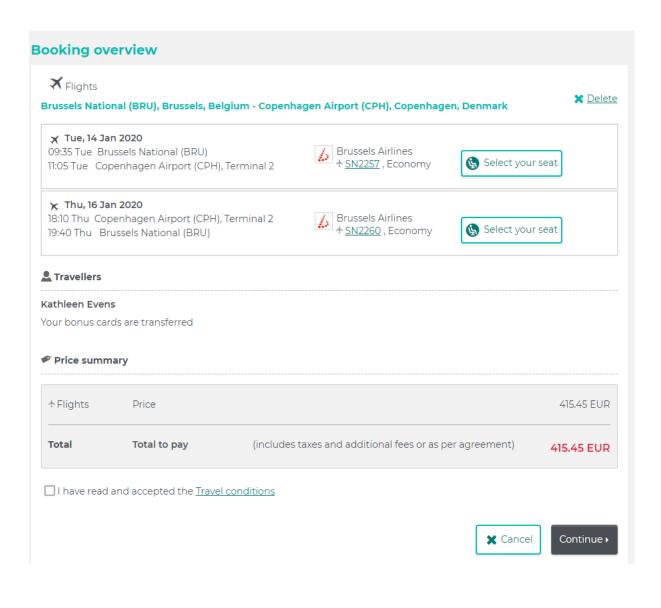
By clicking on the "Detailed description" you can see what is included in this price:



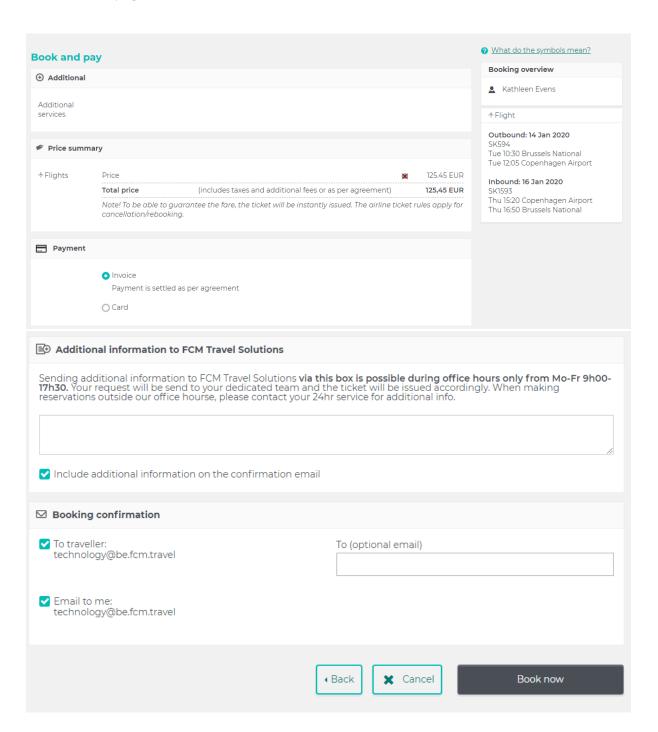
Once you have selected your flights, you will get the overview. You will always be given the possibility to check lower fares.







Confirmation page

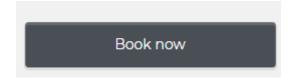


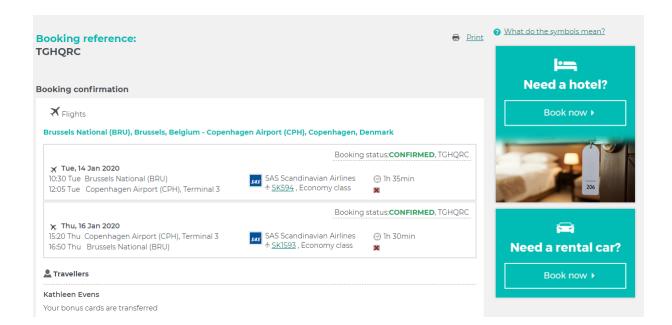
- Additional: if additional services were booked (i.e. luggage / seating /...) they will be shown here
- Price Summary:
- Payment: if your company has invoicing enabled, by default it will be charged to the

If a credit card is needed, you will be able to fill in the credit card. If a predefined credit card has been set up, this will be taken by default.

 Additional information: you can send your travel agent a message relating to your booking (i.e please provide a wheelchair)

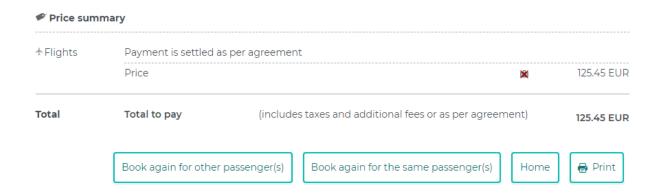
- Booking Confirmation: You can decide to whom you send the confirmation mail.
 - o To traveller: if enabled, email address from the profile will be taken
 - o Email to me: if enabled, email will be send to the booker (can be the same as traveller)
 - To: you can copy in another email address if needed



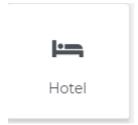


You will get the overview of the booking.

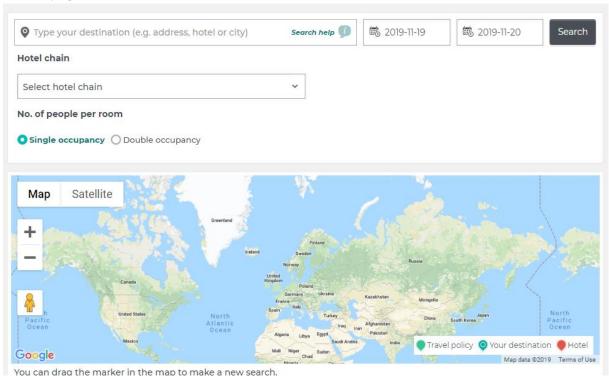
On the right hand side, you can add a hotel or rental car. The system will take over the dates (see section "Hotel Bookings" and "Car Bookings" on how to book hotel or car)



Hotel search



Search page

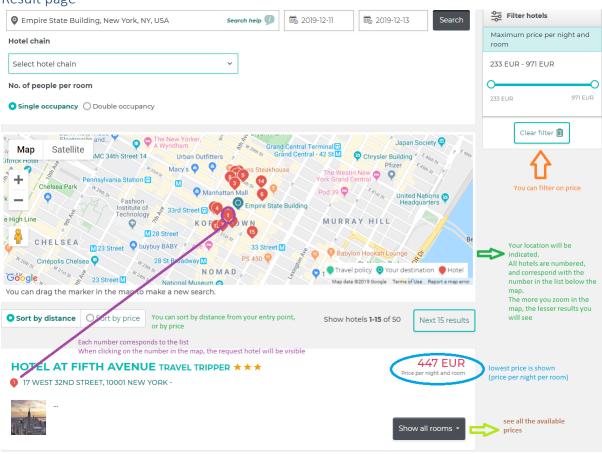


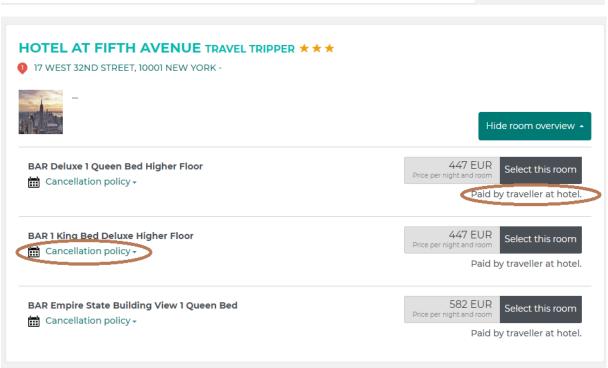
You can check for your hotel by entering:

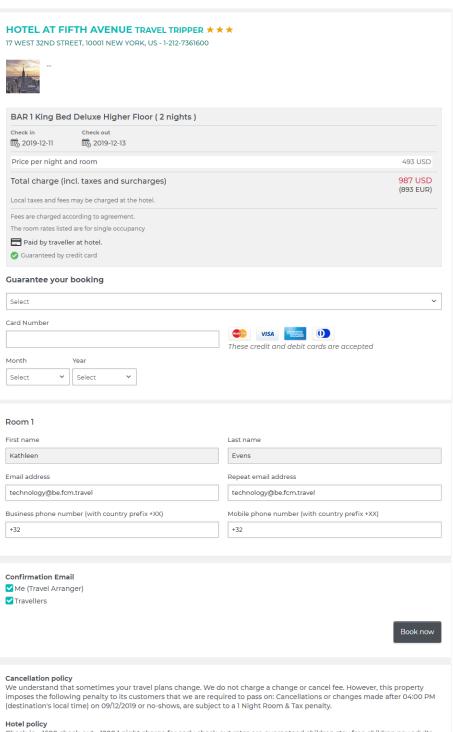
- City
- Hotel Name
- Address
- Attraction (i.e. Eiffel Tower, Empire State Building, ...)

The search is powered by "Google Maps"

Result page

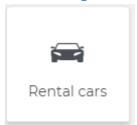




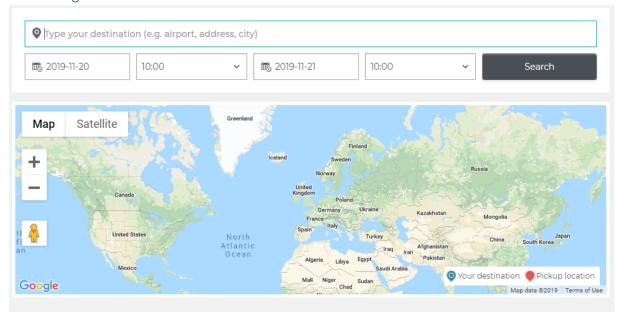


Check-in - 1600 check-out - 1200 1 night charge for early check-out rates are guaranteed children stay free children pay adults rates - pets allowed on property - pets allowed extended stay option available - subject to hotel approval of extended stay. Corporate id required for corporate bookings - government id required for government pookings government rate subject to change without notice group policy description -hotel can accommodate group. Contat sales department for more information over sold policy property will arrange accommodations at a comparable hotel property will pay for one night room and tax at a comparable hotel traveler will be provided with free transportation to new hotel traveler will be reimbursed for at least one phone call to home or office accepted forms of payment credit card credit cards accepted as payment american express - diners club - discover card - jcb international - master card - visa

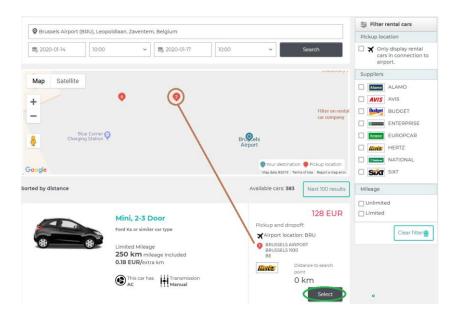
Car bookings

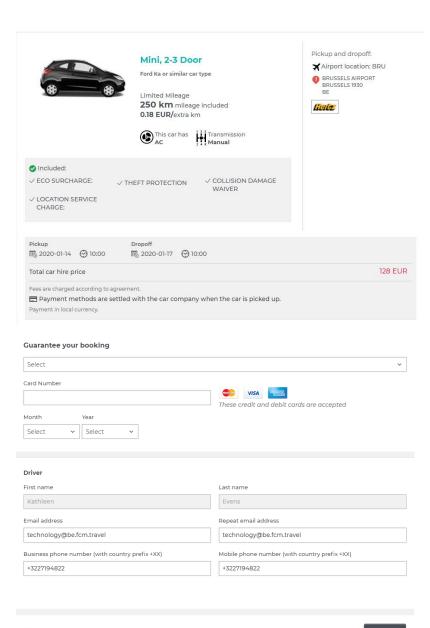


Search Page



Result page



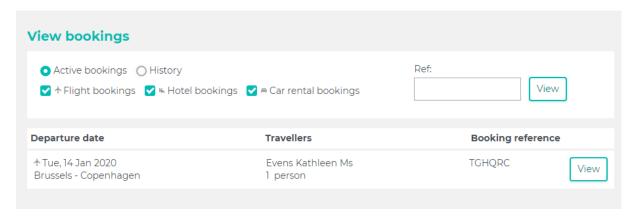


 \square I have read and accepted <u>the rental car company terms and conditions.</u>

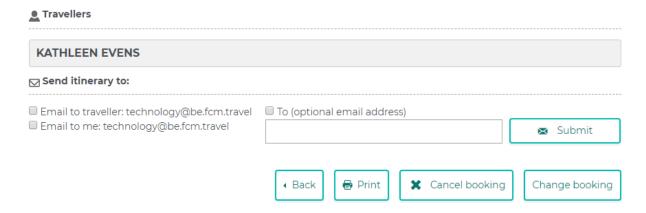
Book now

View your bookings

All bookings made on Arrivon can be found under the section "View Your bookings"



To see the booking, click on "View"



You can:

- Resend the booking
- Cancel the booking
- Change the booking: please note that for changes, you will need to contact the offline agent!!