STARS HANDBOOK

Samvardana Motherson **T**ravel **A**pp**R**oval **S**ystem

English

English		Documentation
Version 2 Author: Ulrike Ganz (MATA Europe)	**MATA**	Documentation for applying and booking business trips

Table of Content

1   Overview

Motherson Air Travel Agency GmbH (MATA Europe) is the in-house travel agency of the Samvardhana Motherson Group who is in charge of all travel bookings for business purposes and will carry them out in line with the travel guidelines.

All travel bookings will be settled directly by your company and you will not have to advance these costs, with the exception of specific hotels which do not accept cost coverage. All hotel reservations for group companies located outside of Germany have to be paid by the traveller as cost coverage is not possible.

The request for your business trip should be made through the STARS platform, modified for MATA Europe (https://stars.mindeservices.com). Please only use Internet Explorer for this application.
If you don't have access to this platform, please contact your IT administrator.

As STARS is your travel request and has the be approved for all business trips, please also include or raise STARS for travel parts, where MATA Europe is not involved. This will be e.g. travelling with pool or company cars or if you will take part at a conference, where accommodation is centrally organized.

When you request a trip through STARS, MATA Europe will automatically receive a copy of your STARS request after approval. All flight, train, hotel and rental car reservations are made by MATA Europe once your STARS request is approved. Regarding flights, we will first make you an offer, which will be sent to you by email. We kindly ask you to confirm this offer by email. Then your booking confirmations will be emailed to you.

For the time being, we are making car reservations with Enterprise or Sixt. For hotel reservations, MATA Europe uses primarily a hotel portal but is also booking with the reservation system Amadeus.

Our contact data:

Email: travel@mata-europe.com
Telephone: +49 6181 36972 300
MATA is available from: **8:00 am to 5:00 pm (CET) (Monday to Friday, except on holidays)**
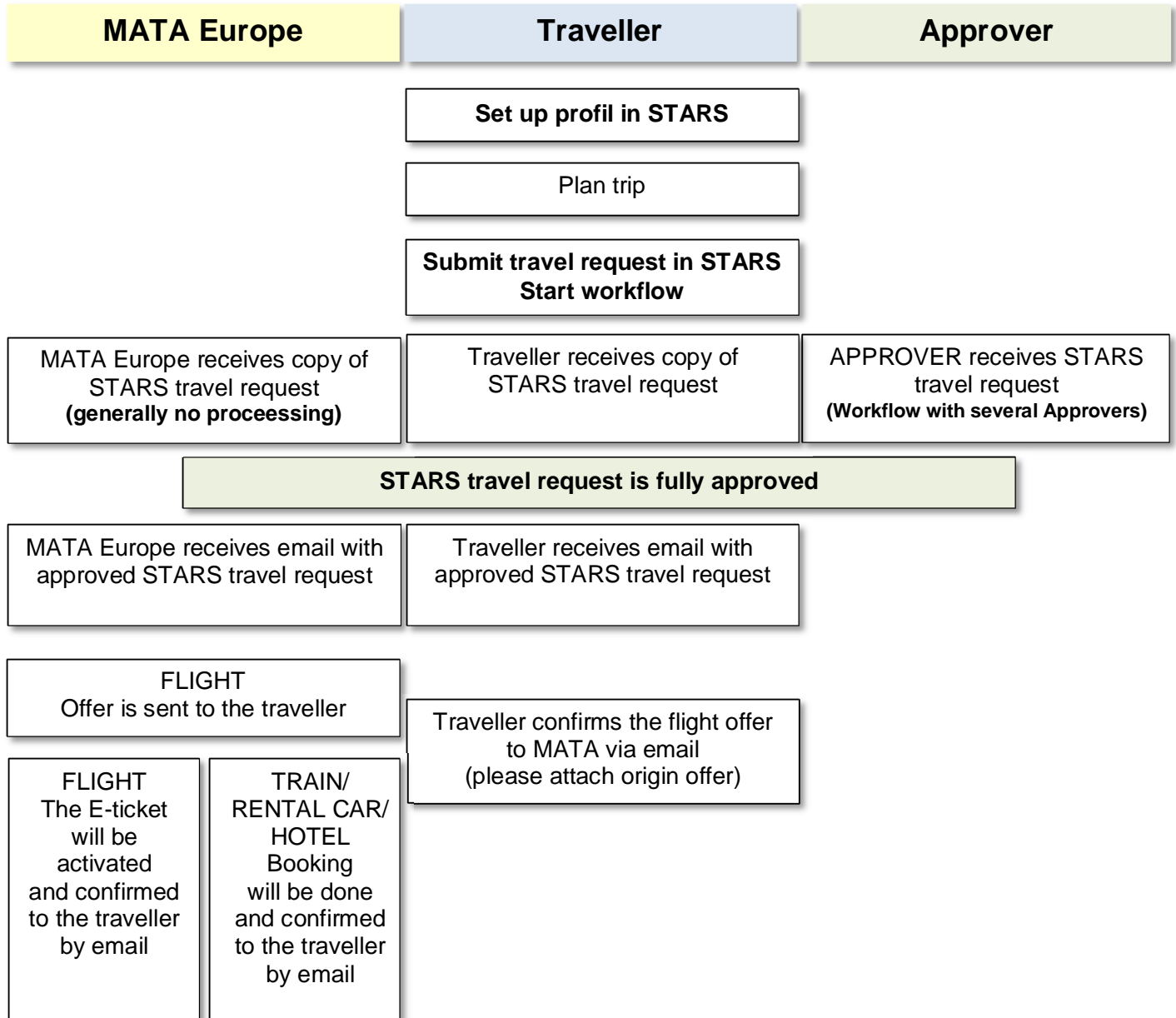
A 24-hour emergency hotline

for urgent support, regarding bookings outside our opening hours is available under:

Telephone: +49 30 4790 76491 (there is a charge of " 48,00 for each call)

Workflow (pattern)

MATA Europe	**Traveller**	**Approver**
	Set up profil in STARS	
	Plan trip	
	Submit travel request in STARS **Start workflow**	
MATA Europe receives copy of STARS travel request **(generally no proceessing)**	Traveller receives copy of STARS travel request	APPROVER receives STARS travel request **(Workflow with several Approvers)**

STARS travel request is fully approved

MATA Europe	Traveller
MATA Europe receives email with approved STARS travel request	Traveller receives email with approved STARS travel request
FLIGHT Offer is sent to the traveller	Traveller confirms the flight offer to MATA via email (please attach origin offer)

FLIGHT The E-ticket will be activated and confirmed to the traveller by email	TRAIN/ RENTAL CAR/ HOTEL Booking will be done and confirmed to the traveller by email

We wish you a pleasant and successful business trip

We are happy to assist you to fill out a STARS request.
For technical requests please contact: support@mind-infotech.com or your local administrator

2 STARS Profile

2.1 How to create a new profile

Depending on the company, the profile will either be created directly by the traveler or by an administrator. Kindly contact your local STARS administrator to clarify the same.
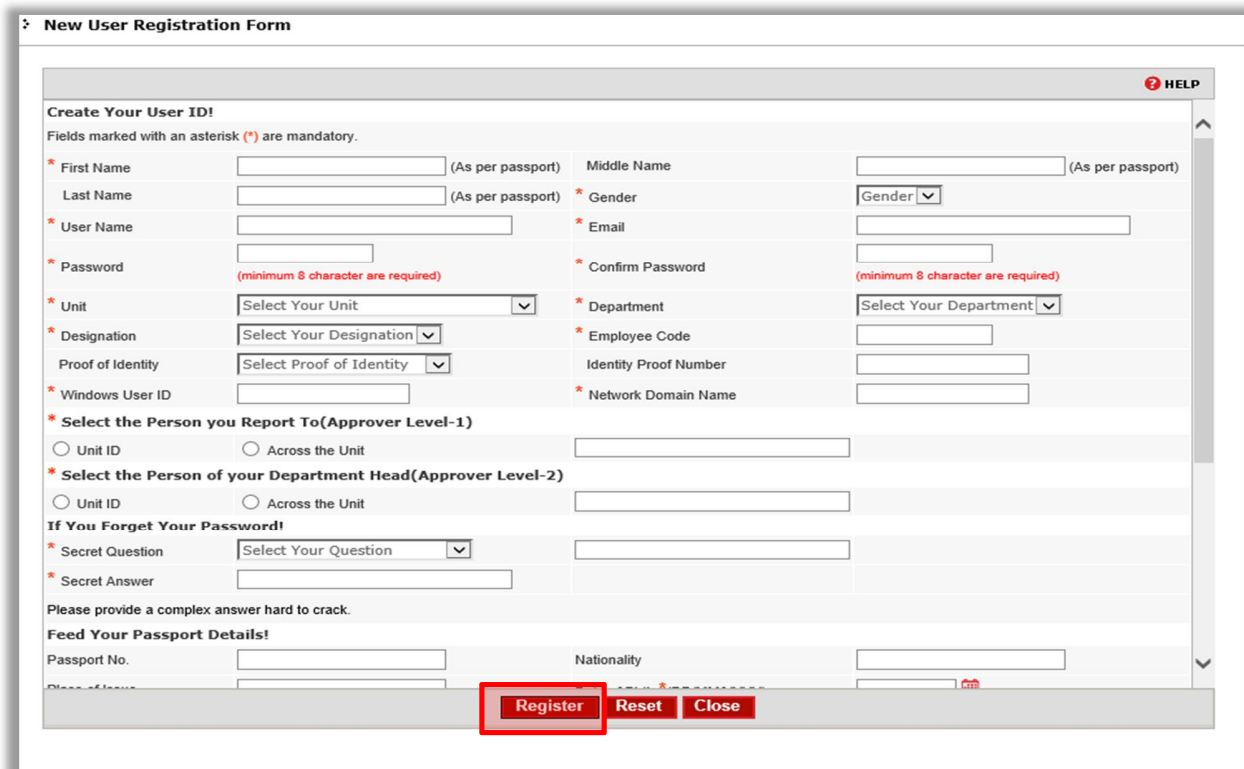
Please open the STARS website (https://stars.mindeservices.com), using the Internet Explorer for this application and click on the "New Registration" button.
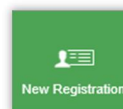
A new window will appear where you are asked to fill out the red marked (*) mandatory fields. Once the mandatory fields are filled in, they will be automatically saved to your profile. **Please note that the name fields should be as seen on passport, with all first and last names.**

All data from your profile will be automatically taken over into the travel request mask. Therefore, no data, such as cost centre, can be changed in the request.

Once all mandatory fields are filled out, please click the "Register" button at the end of the page. After the administrator has approved your profile you will receive an automatic email with your login details.

2.2   How to create a new profile for employees without their own email (Dummy)

The administrator can create a profile for <u>any employee who doesnt have their own email</u> address by using a %ummy email account+: <u>FirstnameLastname-Personnelnumber@dummy.com.</u>

This profile will then be activated by the administrator. Afterwards either the administrator or travel coordinator will be able to raise STARS requests for them. All emails from the STARS system will only be send to the travel coordinator and MATA Europe.

2.3   If you have forgotten your login details

If you have forgotten your login details, please go to the STARS homepage click on the %elpdesk+ button and ask for the login details by e-mail. They will be send to you by email.

2.4   How to update your current profile

If you would like to update your STARS profile due to any required changes for example your cost centre, please follow the link on the homepage for entering the individual profile.

Please click on %My Links+
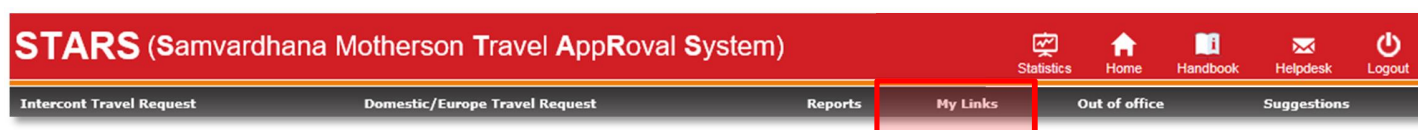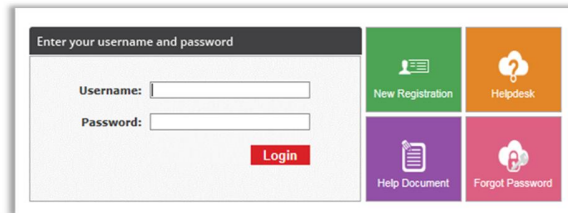

Then click on %Update Profile+

All changes have to be confirmed by the local administrator. Till then the profil will be inactive.

3   STARS Homepage

First of all, go to the STARS website (https://stars.mindeservices.com). Please only use the Internet Explorer for this application.
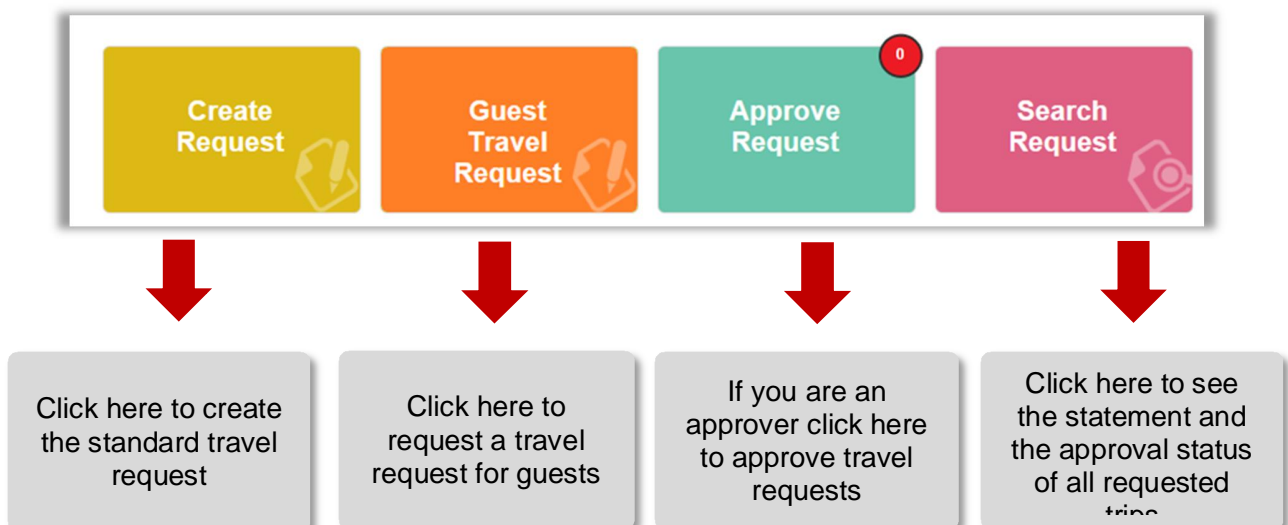

If you already have your login details, kindly enter them and login. If you dond have any login details, please see section 2.1 %How to create a new profile+. If you forgot your details, please see section 2.3 %If you have forgotten your login details+.

This manual can also be found directly at the website. Please click on the icon %Handbook+on the top right hand side. You will then be able to select between English and German. With a click on the language icon the pdf file will open and you are able to view, print or download the file.
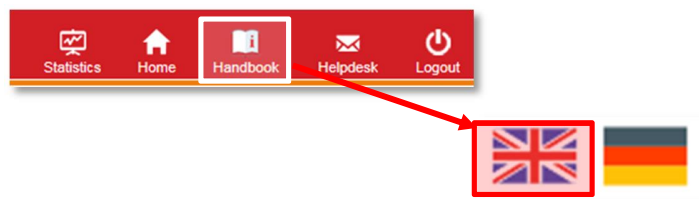
On the homepage you will automatically be brought to the following page to find the below options:


| Click here to create the standard travel request	Click here to request a travel request for guests	If you are an approver click here to approve travel requests	Click here to see the statement and the approval status of all requested trips

4   STARS Request

As soon as the business trip has been planned, please start the process for your travel request, especially if a flight is involved to ensure the best possible price.
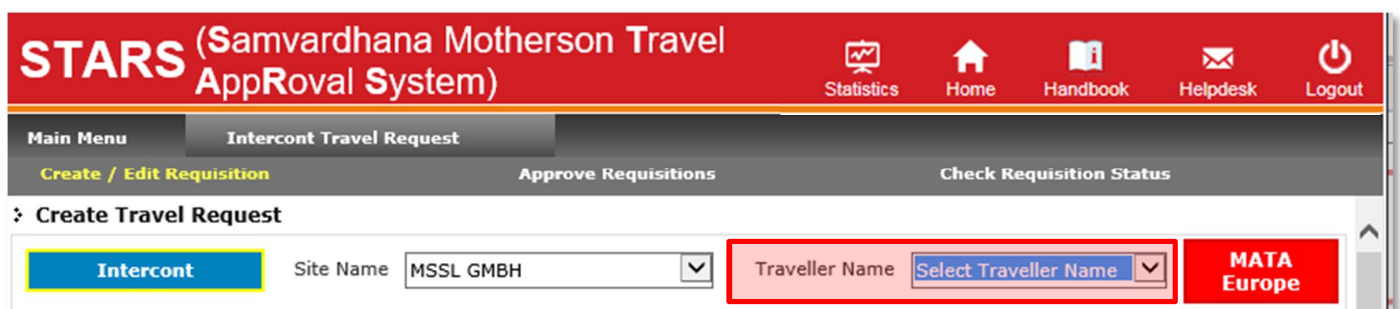
Please click on the "Create Request" button, then the "Select Travel Request Type" tab will open:
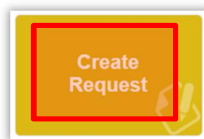
Please choose between **"Domestic" (trips within the same country)** /**"Europe" (trips within Europe)** or **"Intercont" (trips between two continents)**, for example, to Dubai, Peking or Mexico.
For US colleagues traveling to Mexico is "Domestic" and traveling to South America is "Intercont".
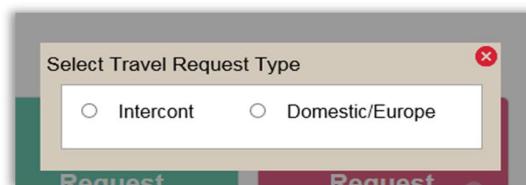
There will be designated people **(travel coordinators)** raising STARS, who have an additional field in the first line for selecting the traveler for whom they request the trip.
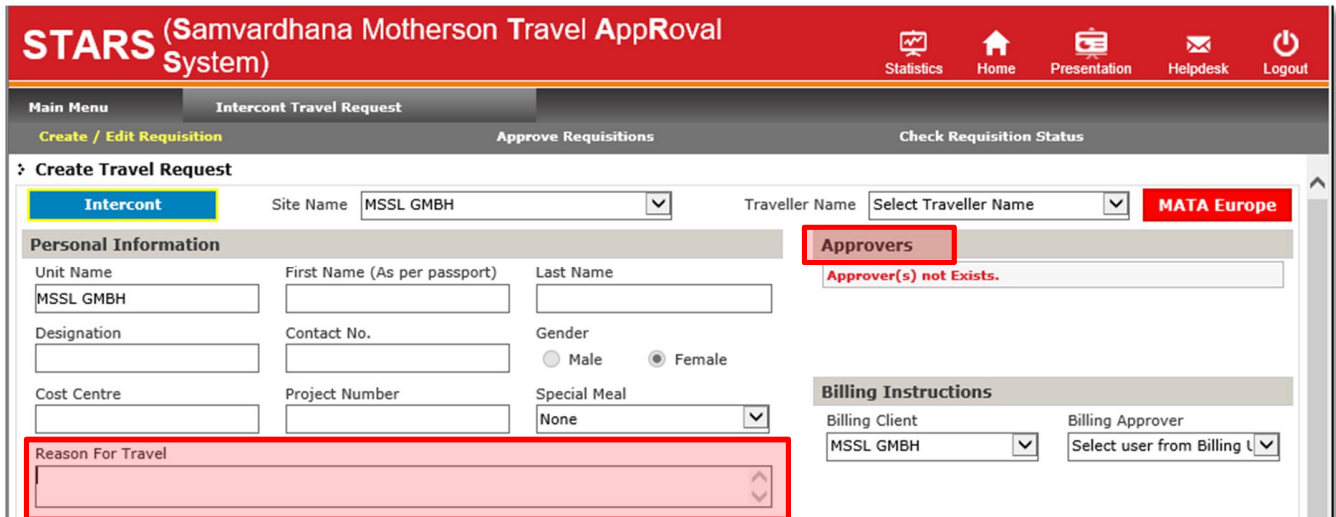

Please always use the same request for all components of your trip!

For example, if you plan a trip to Milan with flight, rental car and hotel accommodation, please fill out the part of "Flight Details", "Car Reservation", and "Accommodation" in the same STARS request.

In the first field you will find the **"Personal Information"**. Most fields will automatically be filled from your profile. You may add a project number, for example if you have a PSP number or if you travel for a certain project. "Reason for Travel" is a **mandatory field**, where you enter the purpose of your trip.

On the top right side, you can see the **"Approvers",** who are automatically transferred from your profile and from your company details. Depending on your type of travel (with or without flight) the approval workflow will be adjusted by the STARS system.

In case of "Intercont" travel requests you may choose "Special Meals" for your long-distance flights, for example, a vegetarian meal, if you like.

4.1   How to add reward card details

The **"Reward Card Details"** allow you to enter the Frequent Flyer Numbers of airlines (i.e. Miles & More), hotel reward cards or rental car cards. **These details will automatically be saved**. We also import your details into the traveller profile in our reservation system Amadeus. In case of any changes, we request that you change here and inform us by email.
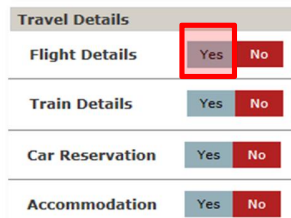

Please do not insert any flight numbers in these fields

4.2   How to enter the travel details

The different travel types are indicated here, for which a STARS request may be created.
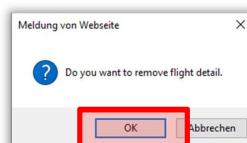
Click %Yes+ and the input fields will open and you can add the respective details of the required travel types.

Please note that each segment has a **"Remarks"** field, where you can enter comments which you think are important for us.
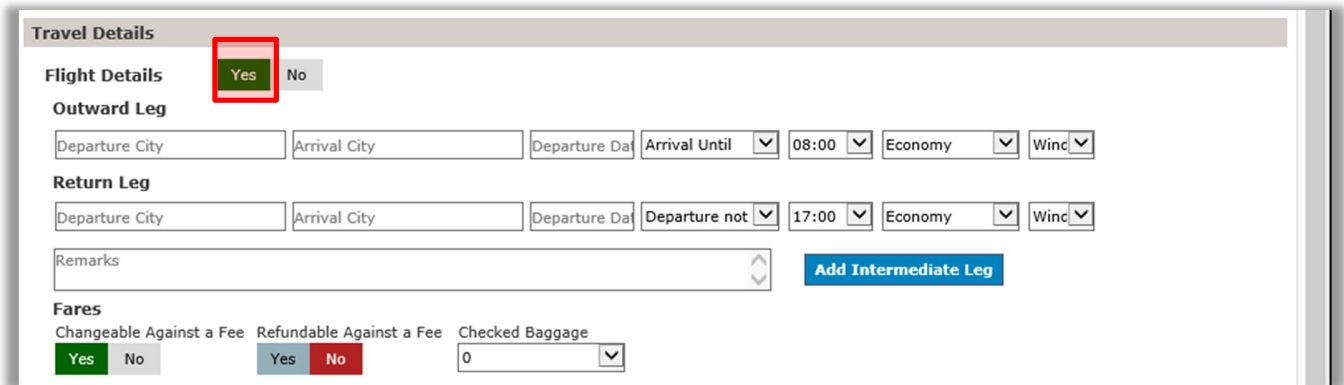

If you want to delete wrongly entered travel details in one travel segment (flight, train, car reservation or accommodation) please click on the %No+ button. An attention tab will pop open to reconfirm if you want to delete the details. Please confirm with "OK":
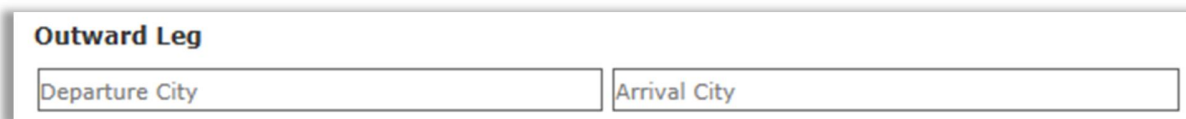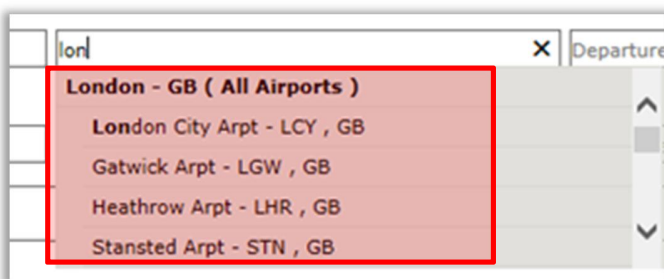
5   Flight Details

If your business trip requires a flight, please press "Yes" to Flight Details and the following tabs will open.

The first line concerns the outward trip **"Outward Leg"**. In the field "Departure City" enter the departure airport and in "Arrival City" the arrival airport.

All airports are stored here. They appear after 3 letters, you may also use the 3-letter codes for airports. Depending on the network it may sometimes take a moment until the airport selection appears
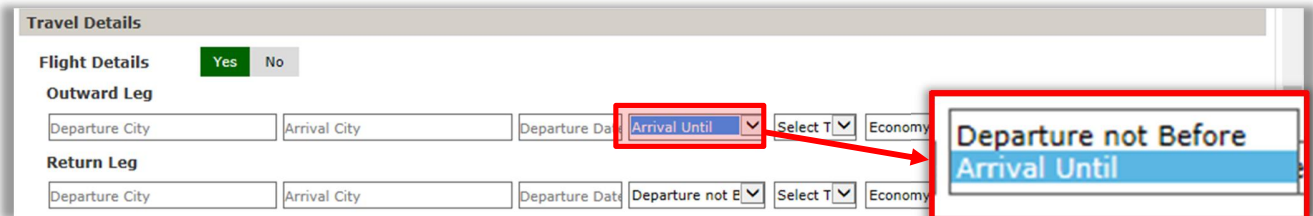

If there is more than one airport, as in the case of London, you should only select a specific one, if you are sure that suitable flights exist. Otherwise please select "All Airports" and leave it to MATA Europe to choose the best flight and airport for you.

If you enter a city that is not in the airport list, please give us more details under "Remarks", e.g. in which country or for the USA in which state the city is situated or at which distance the airport may be.

Please select under **"Departure Date"** your preferred **departure date** (please not the arrival date). Then you have the possibility to enter until which time you would like to arrive "Arrival until" or when is your earliest departure time "Departure not before".
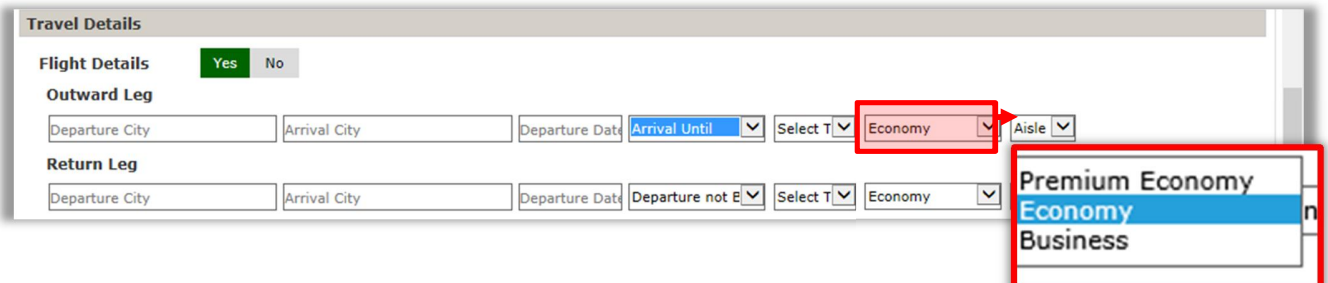

Please don't enter specific flight times, only the time frame for your trip to ensure that we can offer all suitable alternatives also in the case that some flights are booked-out.
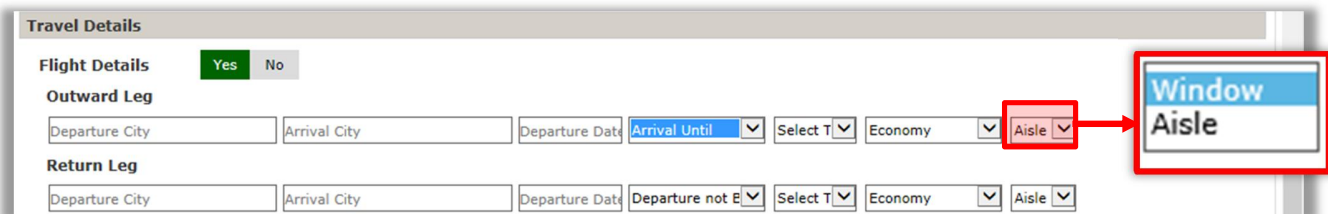
Regarding flights to Asia or from the USA it might be that a date is overlapping (you fly out on one day and arrive the next). You may write under "Remarks" for example: arrival the next day at 10:00am but please keep the departure date.

On the right hand side, you can find the booking class, which is preselected with Economy. **Depending on your applicable travel guideline** you can select another booking class.

The last field in this line is for your seat selection. If possible, we always reserve an aisle seat for you but you may choose to have a window seat.

The return flight **"Return Leg"** should be entered in the same way as the outward flight. In the case you only require a one-way flight, you leave this line blank.
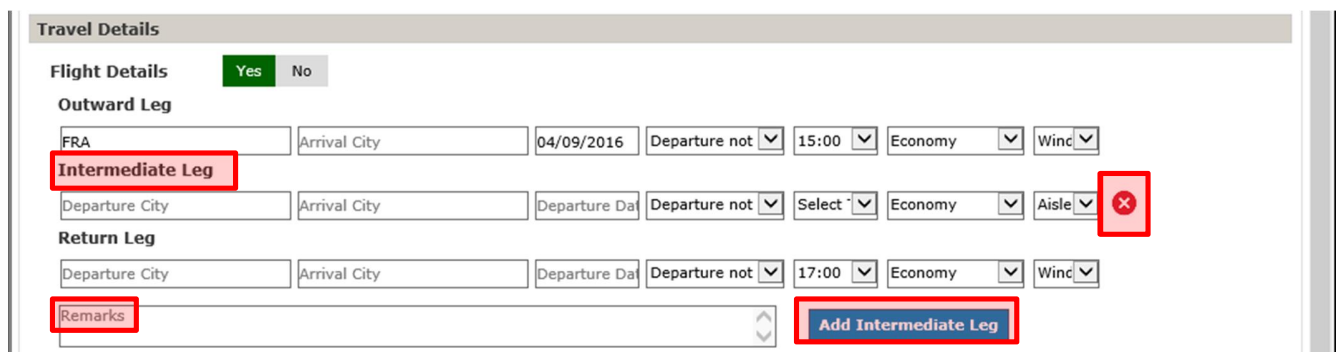
If you need a **Rail & Fly Ticket,** please tell us in the "Remarks". You will not need to fill out an additional train request.

Under **"Remarks"** you may also indicate a preferred airline, which we will try to respect according to the travel guidelines. You may also highlight if you are traveling with a colleague to ensure you are booked on the same flights.

If you need additional flights, please select **"Intermediate Leg"**. Those are flights added between the outward and return flights. You may also add several lines, if required. The setup of the fields to be filled out is the same as for the outward and return leg.

You do not need to add intermediate flights if it is a flight connection. For example: Frankfurt to Ningbo via Peking. In this case one line for the outward flight stating Frankfurt . Ningbo is sufficient. We will look for the best possible connection.

In the case you have selected too many lines, you may remove them by clicking on the "x" at the end of the line.

The field **"Fares"** deals with the fare category.

In general, we book fares with the possibility to rebook the flights against a fee. Therefore "Yes" is our default setting. If you want to book a fare which cannot be changed, please select

Most flights are not refundable except for a few intercontinental flights or company fares, where tickets may be refunded against a fee. Therefore, you should only select "Yes" for "Refundable against a fee", if there is a high risk that the flight may be cancelled. Please be aware that the default setting is "No".

Many airlines offer different fares for traveling with or without checked baggage. Therefore, please indicate how many **bags you would like to check in**. The carry-on baggage doesn't need to be included.

Please note that most airlines have a free baggage allowance of only 1 bag. If you need more, you will have to pay at the airport or at the web check in and get it reimbursed through the travel expenses.

Checked Baggage
| 1 | ∨ |

5.1   How to rebook a flight

If you want to rebook your flight after the activation of the E-ticket, please call us on **+49 (0)6181 36972 300**. Then we can directly discuss your options and charges involved. Please note that a rebooking has to be made before the dates of the original booked flight. In case of rebooking you will not receive an email offer because we will have to directly book the flight. Also you do not need to raise a new STARS.

If you do not have possibility to call us, it is important to attach the original flight booking to your email and to tell us your requirements clearly.

5.2   Important Booking information for flights

E-tickets are only issued after the approval of STARS.

After having received your STARS approval we send you an offer by email. At the bottom of the PDF you will always find the fare and related conditions. Also in this PDF you are given a date by which this ticket has to be issued. This date is imposed by the airline and the flights are automatically cancelled on that day.

Therefore, we kindly ask you to email us a confirmation for the flights before this date. Please include the PDF of the offer in this email.
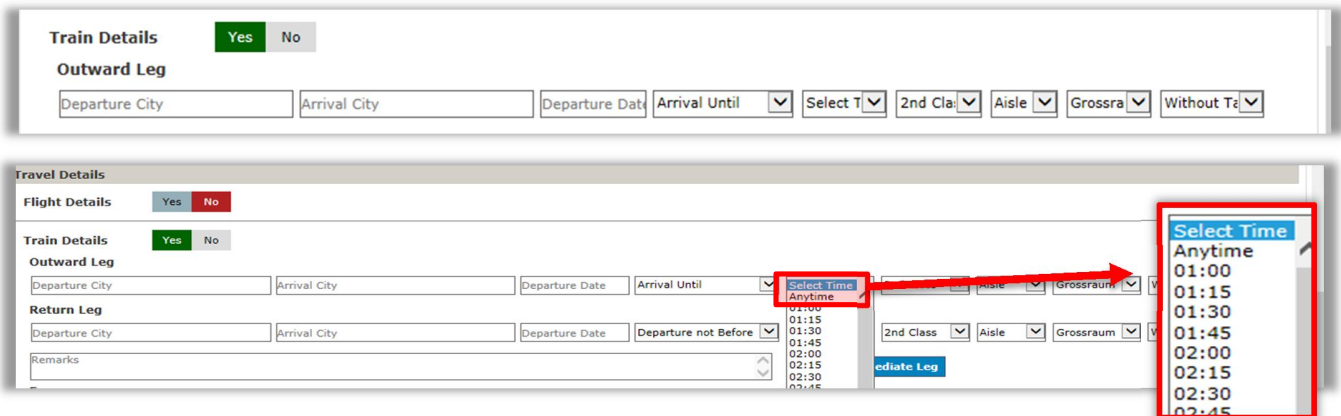
6 Train Details (Train Reservation)

SMP Bötzingen and Neustadt cannot yet book trains through MATA Europe.

If you need a Rail & Fly Ticket, please tell us in the "Remarks" of the flight request. You do not need to fill out a train request.

The train setup is similar to the one for flights. The outward trip should be entered into the first line **"Outward Leg"**. Your departure and arrival stations should be entered under "Departure and Arrival City". If you want to start at a "S-Bahn" station, you can also state that.
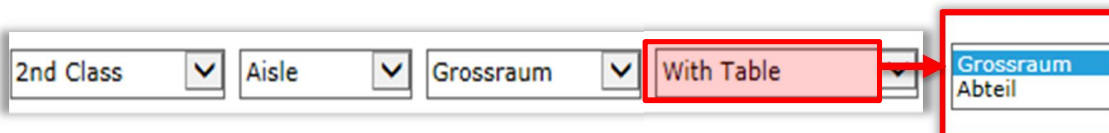
Here you can also inform us when you want to arrive ("Arrival until") or when you want to leave ("Departure not before"). The more exactly you indicate your time frame, the better we can make the train reservation.

If you want a train ticket without any specific time, please choose anytime. A specific time will be mentioned on the confirmation for technical reasons only. You can use the ticket whenever you like but you will not have any seat reservation.

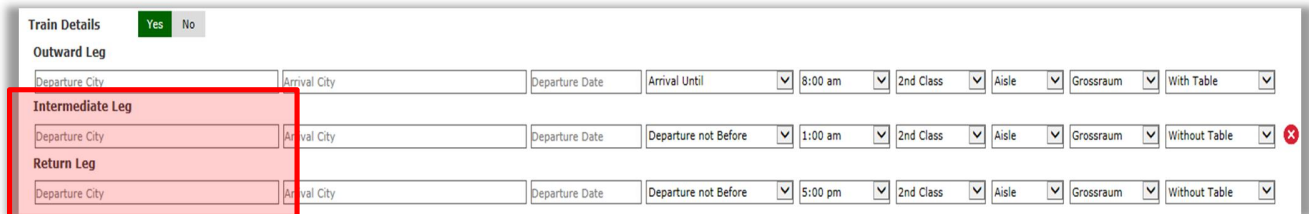According to the travel guidelines we will generally issue second class train tickets.

Additionally, you can select your seat requests for the booked train. They will be stored for the next request as well.

Please note that "Abteil" is a compartment with generally 6 seats and í Grossraum+ is a not divided passenger compartment.
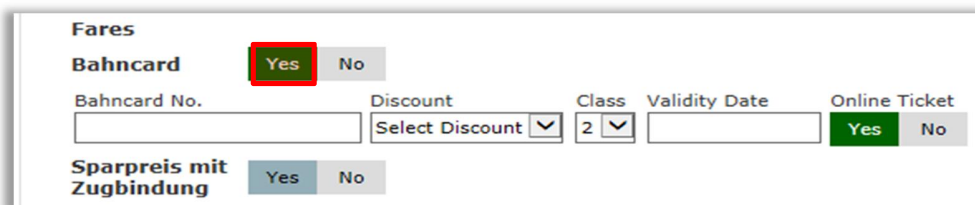
The return trip details should be filled out under the **"Return Leg"** fields. You may also include further destinations in the **" Intermediate Leg"**

You will also find a "Remarks" field, where you may add comments. For example, the name of the colleague of whom you will be traveling with, so that we can reserve the seats together.
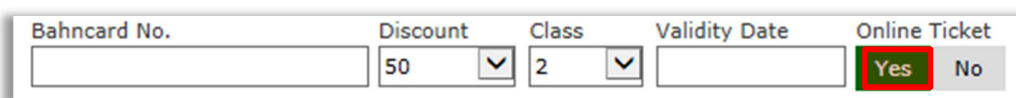

Under **"Fares"** we would like to know if you have a "Bahncard or Bahnbonuscard" (a train discount/bonus card). If you have one of both cards please press the "Yes" button.

Please enter the number of your "Bahncard" or "Bahnbonuscard". Under "Discount", select the bonus amount (25%, 50% or 100%), enter the class of the "Bahncard" and its validity date.
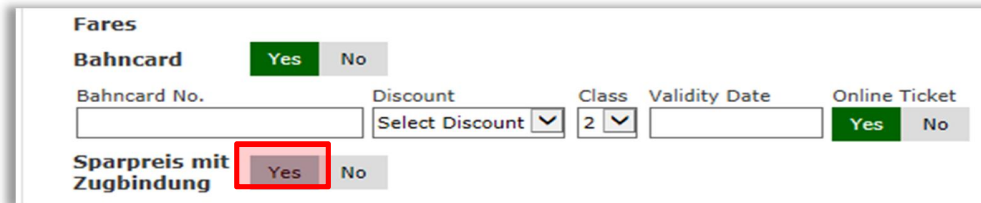
Your card details will automatically be stored in your STARS profile for future bookings. Therefore, if you get a new card, please remember to update the required fields and give MATA Europe the same information by email.

On the right hand side, you can select "Yes" if you want to receive an online ticket.

Please select ‰es‰, if you want to use a fare saver **("Sparpreis")**. Kindly note that this fare is bound to the reserved train time. However, it is often about 50% cheaper than a normal fare.

In case of changes on behalf of the train company (Deutsche Bahn), you may, of course, take any other train with this ticket. If you missed the train, please contact the train conductor for paying the additional amount.

6.1 How to request Bahncards and Bahnbonuscards

According to the current travel guidelines the request of a Bahncard requires the approval of your superiors. For making such a request please send an email to MATA Europe including the following details:

- The approval of the superior
- The date when the Bahncard shall start
- Which discount shall be taken (depending on estimated travel volume)
- Which class (default is 2nd class)
- Your date of birth
- Your private address

We always issue a Bahncard Business which expires automatically after one year.

The temporary Bahncard can only be printed at the ticket machine at the station. As soon as you get the plastic Bahncard, we kindly ask you to give us a copy of it so we can save it under your profile in our reservation system.

If you need information for requesting a "Bahnbonuscard", please contact MATA Europe. We will be pleased to send you the necessary information.

6.2 Important booking information for trains

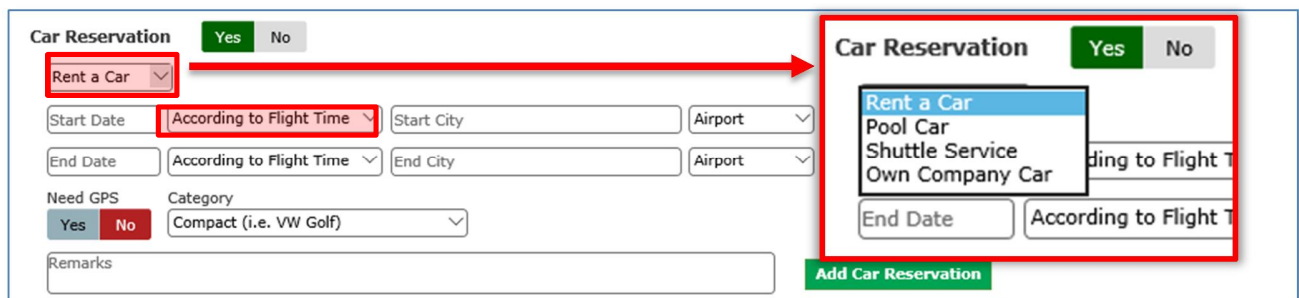**Train tickets are only issued after the approval of STARS.**

Regarding <u>Online Tickets</u>, you must identify yourself to the conductor in the train; therefore, we can only issue online tickets to those with a "Bahncard" or "Bahnbonuscard". It is not possible to issue an online ticket with a private credit card or identification card due to data protection reasons.

If we don't have Bahncard or Bahnbonuscard we issue a "Bahntix". The confirmation includes an order number. With this number you can get the ticket any time at the ticket machines ("red/white DB Ticketautomat") in nearly each station (**not in Boetzingen**). Please remember to print out all tickets and also the seat reservations.

7 Car reservation
(reservation for rental / pool / company car or shuttle service)

In the first field you can choose if you would like to make a reservation for a "Rent a Car", "Pool Car", "Shuttle Service" or "Own Company Car".
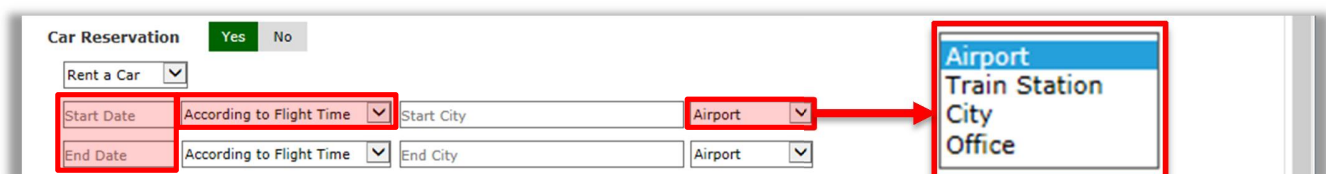
Please clarify in advance with the fleet management, if a pool car is available if you can consider this option. Shuttle Service will be booked by the assistants.

In Enter the pick-up date in the second line (Start Date) and the drop-off date in the third line (End Date).
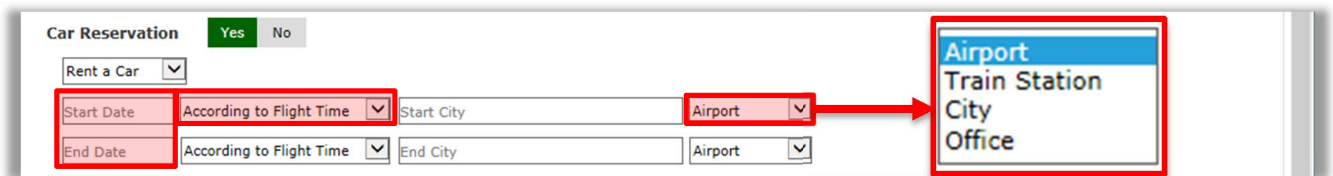
If your STARS request includes a flight and you want to have the car reservation on your arrival at the airport, please enter "According to Flight Time" and we will book it in accordance. Same applies for the departure. Otherwise, please select the suitable time.

Regarding "Start and End City" please choose the desired destination, where a rental station is located. It is mandatory to enter the location, where you want to take over the rental car. You can choose between the airport, the train station, a city station or at the office.
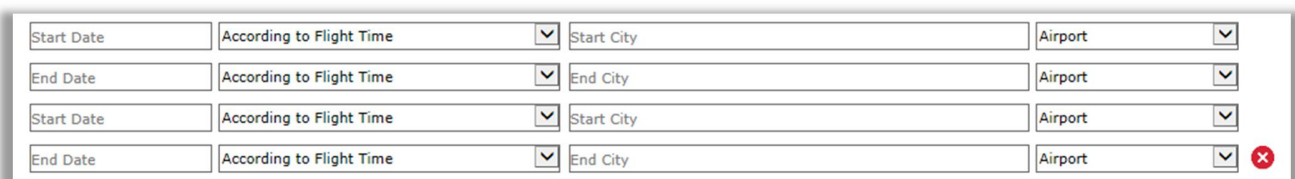

If you choose "office", the rental car will be delivered to the address of the office in your profile. If you need the rental car delivered to another SMG office, please enter the address in "Remarks". It is mandatory to enter your mobile phone number as the rental company has to be able to contact you.

If you want to rent the car at a city station, you can indicate a street so that we can search for a rental station nearby.
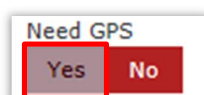
A delivery to a private address is not possible. The Car has to be picked up at the closest rental car station. Kindly check in advance the opening hours.

It is also possible to make additional rental car reservations. So if you need a rental car to drive from the airport to the plant and from the airport to the plant you should make a separate reservation for your drive back, also if you need a car during your stay.
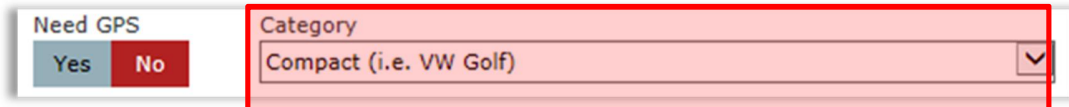

If we should reserve a navigation system ("GPS"), please just click "Yes".

7.1 How to choose the rental car category

The default setting is ‰ompact (i.e. VW Golf) but if you need a higher category than the travel guideline, please include the reason in the remarks. For example, loading of huge material or travelling with 4 people.

Need GPS	Category
Yes No	Compact (i.e. VW Golf) ▾

7.2 Important booking information for car reservations

Rental car reservations are made after the STARS request is fully approved.

We are generally working with Enterprise or Sixt.

The car will normally be charged to the company credit card. In countries, where this is not possible the reservation will include the remark "Full Credit Voucher". This means that MATA will receive an invoice for this rental. In the case, that the rental car office asks you for a credit card as guarantee, please advise them of the Full Credit Voucher. If you provide your credit card for guarantee, it will not be charged. Although in some countries the e-toll service has to be paid directly by the traveller and can be claimed in your travel expenses.

The car insurances include comprehensive cover with excess so that you should not conclude any additional insurance or the exclusion of the excess at pick-up.

Please remember that according to the travel guideline you must return the car with a full fuel tank and please **do not accept any fuel options**, because it is very expensive if the rental car company refuels the car.

8 Accommodations / Hotel Reservation

SMP Bötzingen and Neustadt cannot yet book trains through MATA Europe.

In order to reserve a suitable hotel for you, we need the **place (address and country) of where you have your workshop, appointment, meeting or visit.**
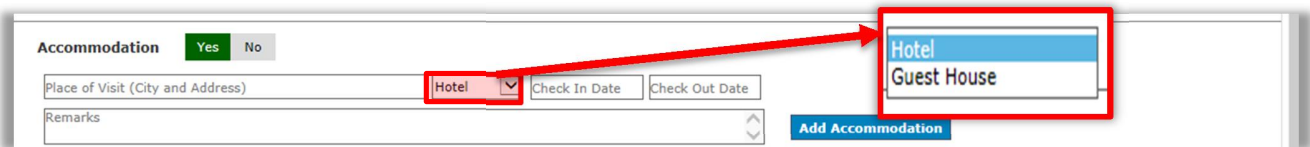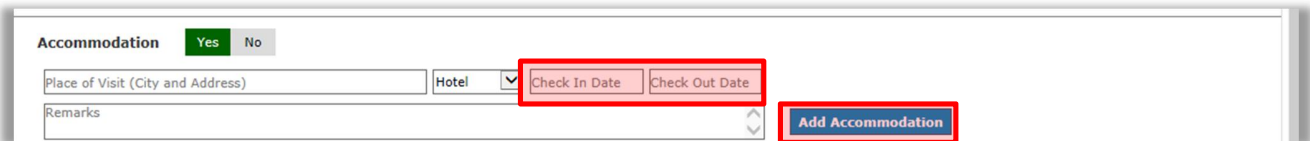
Please enter it under **"Place of visit"**.

Please **do not** enter a hotel address, because in case your preferred hotel is booked out, we don't know where to look for an alternative.

Samvardhana Motherson Group has Guesthouses in India, Germany (Bruchköbel) and Spain (Barcelona). If the guesthouse is available, it is mandatory to make the reservation there.

The last entry concerns the Check In and Check Out dates. In case you need more than one hotel at different locations, please select an additional line.

Under "Remarks" you can indicate your preferred hotel. We will try to consider it. However, we have contracted company rates, which will be primarily booked if permitted by the distance. If you are not having a car, this is important to know for us, as you may not be flexible.

Please also indicate the name of the colleague with whom you will be traveling with for accommodating you in the same hotel.

8.1   Important booking information for accommodation

A hotel reservation is only made after the STARS approval.

The booking confirmation shows you, if breakfast is included in the price. If not, it will still be paid by the company. The company pays the invoice for accommodation, taxes, breakfast and parking for you.

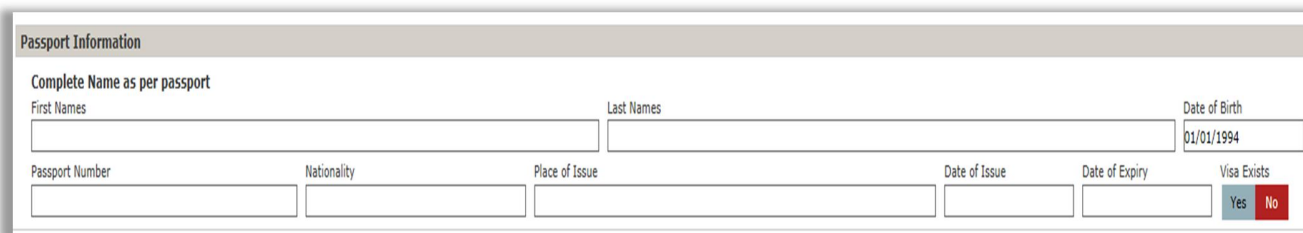Please also observe the respective cancellation policies.

If you are travelling overnight and do not need a hotel to be booked by MATA Europe, (e.g. if you are a participent of a meeting where accomodation is organized centrally) please still include the accomodation in STARS since it is your travel request. Please add a comment into the remark field for the reason why it is booked otherwise. We check the STARS requests concerning plausibility and then we know hotel was not forgotten and dont need to bother you with questions to clarify.

9   Passport information and Visa

Due to the need of some airlines, we kindly ask you to add the details of your passport in case you go on an intercontinental trip. Your details will be saved for future requests.

If you entered your passport information when creating your STARS profile, they will be automatically uploaded here.

It is **absolutely necessary** that you enter your full names (first, second, ... and last names) as they are seen on your passport. Your birth date, your passport details and country of where your passport was issued are also required.

If you have a visa for the country where you want to go, please select "Yes" under "Visa exists".

If you don't have a visa and you need one, we will inform you or the person requesting the trip for you about the regulations.

10   Starting the Workflow / Submitting request

To submit your request please click %Submit To Workflow+ at the bottom of that page. You and your approvers will receive your request. MATA Europe will receive your STARS request once it is approved.

11   Guest request

If you want to make a request for a guest, whose **travel expenses will be paid by the company**, then please click on %Guest Request+. Here you can also distinguish between Domestic/Europe and Intercont travel.
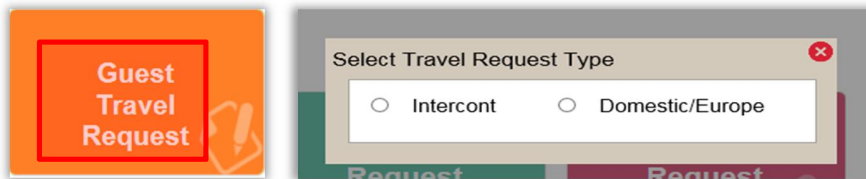
This request will also be used for your family members if you book your annual leave via MATA Europe.

The details of the originator are automatically entered in the first field under "Basic Information of the Originator".
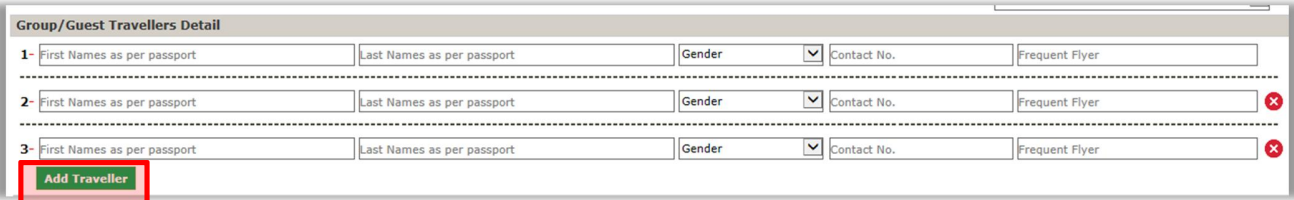

Under **"Guest Travelers Detail"** please enter the complete first and last name as written in the passport and also state the gender.

In addition, you may include a phone number and a Frequent Flyer Card.

You can add several travellers through "Add Traveller". Please note that all these travellers will receive the **same** flight offer. If the guests have different flight times, **please make different requests.**

If you selected ‰Interconti travel, you'll find an additional line for passport and visa details, and you may also select a "Special Meal" for the guest.

For all travel parts (flights, train, car and accommodation) please use the same entries as explained in the chapters above.

To submit your request please click ‰Submit To Workflow+ at the bottom of that page. You and your approvers will receive your request. MATA Europe will receive your STARS request once it is approved.

12 How to cancel a STARS Request

In order to cancel a STARS request, please choose in the top line "Intercont Travel Request+ or "Domestic/Europe Travel Request+:

Intercont Travel Request   **Domestic/Europe Travel Request**

Then select "Create/Edit Requisitions+

Create / Edit Requisitions

Please open "Request in Work flow+at the "+or "-:

	Request (s) In Work Flow **3**
1	MSSL GMBH/DOM/43867

On the right hand side of this line you will see "Workflow Status+and also "Cancel+

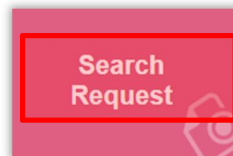| Ulrike Ganz	19/10/2015	Attach | Work Flow Status
		Comments Cancel

Please choose "Cancel+ and confirm the popup in which you have to add a reason for the same in the comment field.

Here you can also see by choosing Í Work Flow StatusÎ the status of your STARS requests. So you have an update on who hasn´t approved the STARS yet.

13   How to Search a STARS Request

Click on "Search Request" to see your STARS requests:

When you select "Go" you will see all requests.
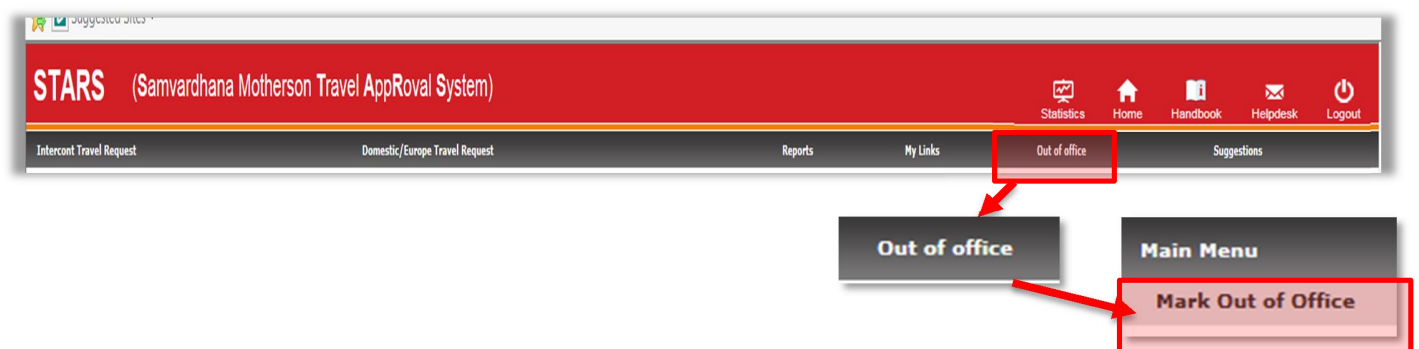

14   Approver Information Ë How to use out of office function

Please use the **out of office function** consequently as this ensures, that in the absence of an approver all STARS requests are approved. To access this function, please click on "Approve Request"
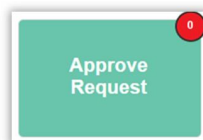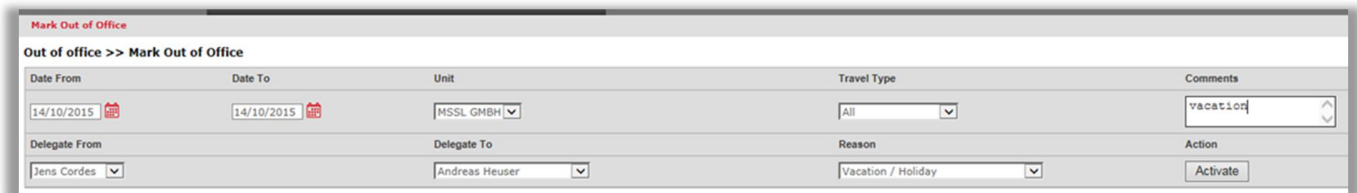

On the top bar you will find "out of office" button. Just click on it and click on "mark out of office".

Please insert the date and reason of absence, choose "all" at "Travel type" and write a comment. In the second line please choose who you will delegate the approvals. Then please click on "activate".

Please communicate with your colleagues, where you like to delegate the approval in advance of your absence.

There will be a pop up asking you if you also would like to delegate any existing request, please approve your open requests first or you have to fill out the "Handover" form if that will automatically pop up. Normally there should be no pending requests.

15 Mobile App for Approvers   **Important information!**

You can approve any request of STARS, RAS, eMPro-EASY, GRSS Approval-SMR very easily with "SMG Connect" mobile application.

The new version of "SMG Connect" application can be downloaded from

> https://appstore.mindeservices.com

for iPhone & Android based devices.

"Installation & Operational Manual" of iPhone and Android can be requested.

The following additional features are available in current release of "SMGConnect":

- ˝ Approver can see intermediate journey detail in STARS Travel Request.
- ˝ Search screen has been enhanced for all systems for effective search.
- ˝ SMG Mantra has been added on login screen.
- ˝ Following security parameters have been added at the time of login:
  - o Three time wrong attempt for PIN will automatically unregister the user's device.
  - o If user changes his/her windows account password, SMG Connect will ask for changed window password at the time of login.

In case you need any technical support please send an e-mail to: support@mind-infotech.com