OBT Troubleshooting: Rail charge card information is missing

An enhancement with the GetThere 19.09 release allows travelers to provide payment information when booking a rail reservation. Unfortunately, a known issue in the online booking tool is currently requiring users to have a billing address associated with their travel charge card – data we don't typically store. If you make a rail reservation and select *Travel Charge Card* from the **Bill to** drop-down list on the Trip Review and Checkout page (Billing Information/Rail Billing Information), when you click **Complete Reservation**, the following error message may display at the top of the page.

Figure 1: Online Booking Tool — Rail Charge Card Error Message

What We're Doing

To prevent users from encountering this error and allow for a seamless reservation process, E2 Solutions technical teams are working behind the scenes to copy your personal address information from your TMC travel profile into the required billing address fields associated with your travel charge card.

The GetThere team is working to remove this strict validation and make it so travel charge card billing address information is not required for rail bookings (similar to the current functionality for air travel). That team is projecting a fix to this issue in the first quarter of 2020.

What You Can Do

While we will try our best to update this information for every user that might make a rail reservation, there is always the possibility that a user profile may slip through the cracks.

If you receive the error message displayed above, complete the following steps to update your TMC travel profile with the required address information.

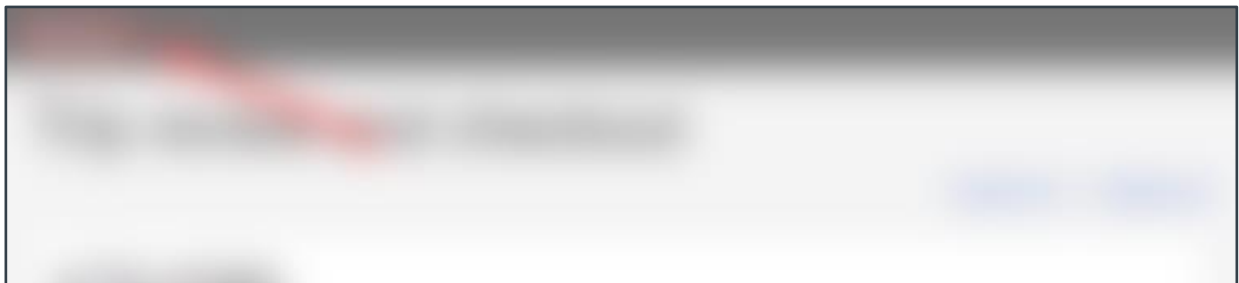1. Click the **Home** icon at the top of the page to return to the OBT home page.

Figure 2: Online Booking Tool — Trip Review and Checkout, Home icon

2. Click **OK** when the *Do you want to return to the home page? Itineraries that have not been completed or purchased will be lost* message window displays. This returns you to the home page.
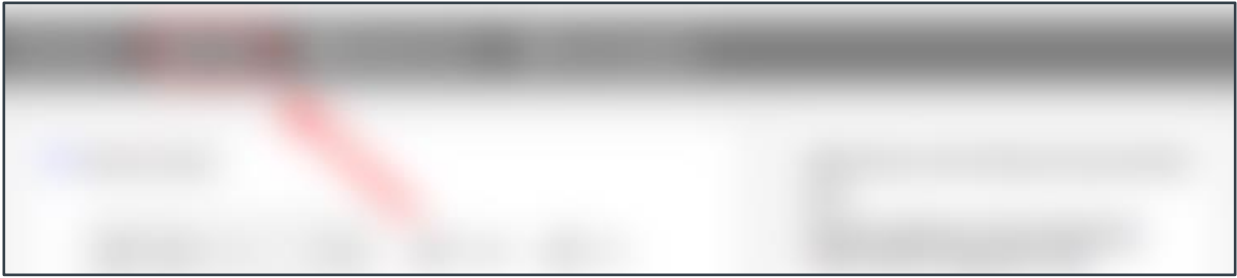3. Click the **Profile** icon at the top of the page. This displays the OBT's Profile page.

Figure 3: Online Booking Tool — Home Page, Profile icon

4. Click the **Charge cards** link. This displays the Charge Cards page.
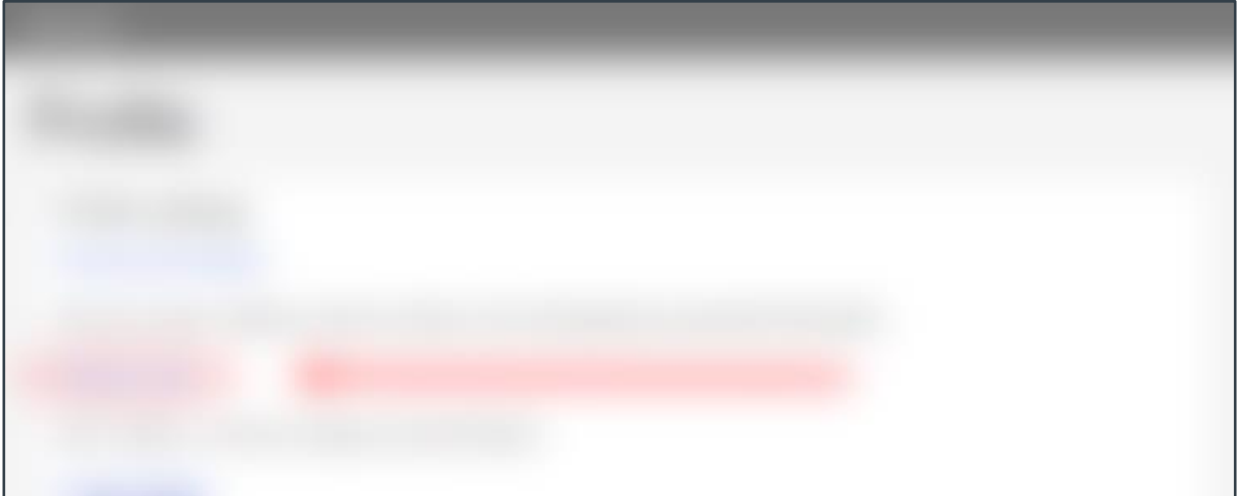

Figure 4: Online Booking Tool — Profile, Charge Cards link

5. Click the **Modify** button for your travel charge card in the "My charge cards" section. This displays the "Modify charge card" section of the Charge Cards page.
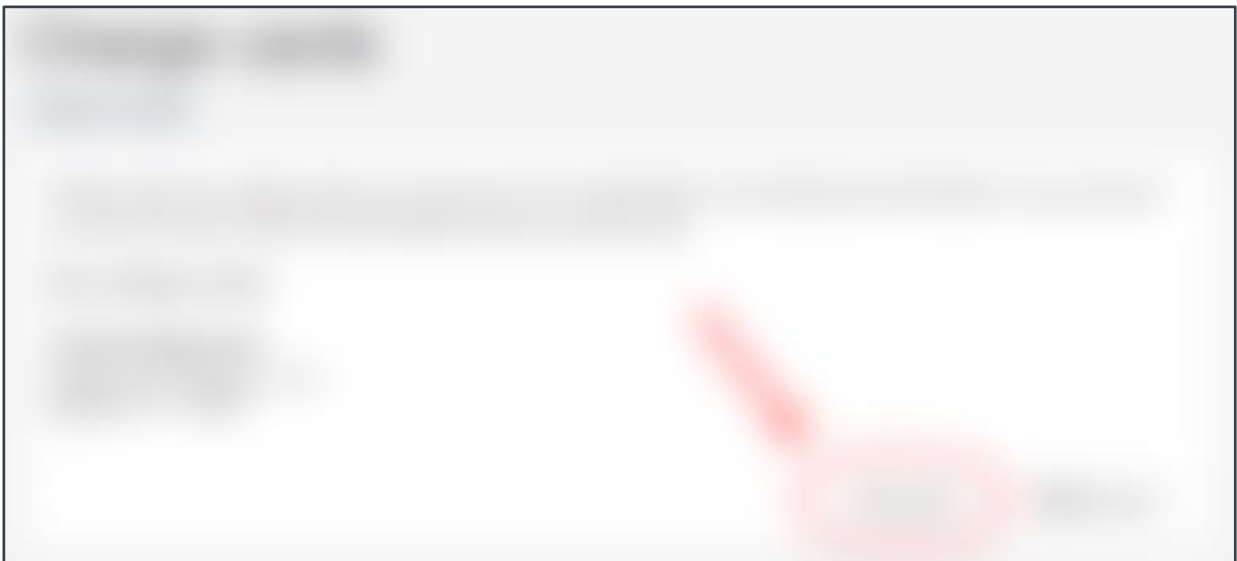

Figure 5: Online Booking Tool — Charge Cards, Modify button

6. Enter the billing address information in the available fields.

Figure 6: Online Booking Tool — Charge Cards, Billing Address fields

7. Click **Save**. This returns you to the "My charge cards" section on the Charge Cards page. The address information will now be displayed with your travel charge card.
8. Click the **Home** icon to return to the OBT home page, and then re-plan your itinerary.