Ground Network

GetThere UNIVERSITY

Traveler Guide

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Revision History

Date	Changes to Document
5/29/2013	Updated the GetThere Ground Transportation Booking screen shot.
8/1/2013	Updated Home page screen shot and removed taxi information.
5/11/2015	Removed information regarding booking parking.
5/3/2016	Updated screen shots and page names.
8/30/2016	Added information that *GetThere* rates show for every market except in a market in which there are client rates and *GetThere* rates. In this case, only the client rates appear.

Objectives

Upon completion of this course, you will be able to:

- Create a ground transportation booking
- Modify a ground transportation booking
- View all ground bookings
- Enter profile information

Overview

Reserving ground transportation has been made simpler through GetThere's Ground Network. From your company's travel booking tool you can now reserve an Executive sedan, Limo, or Shuttle easily and quickly.

This guide takes you through the process of making a ground transportation booking, and also how to view all of your ground reservations and modify a reservation when needed.

Accessing Ground Transportation

From the Home Page

To book ground transportation from the *GetThere* Home page, click the **Taxis, Limos & Executive Sedans** link in the **Other Booking Options** section.

If you access ground transportation from the *GetThere* Home page, a new window displays with a message. The message advises that you have accessed the *GetThere* ground transportation booking page without an associated travel itinerary. If you would like to associate your ground transportation booking with an existing *GetThere* trip, it is best to make a booking from the Reservation complete page or Trip details page. If you click the **Continue with Booking** button, a ground transportation only itinerary is created.
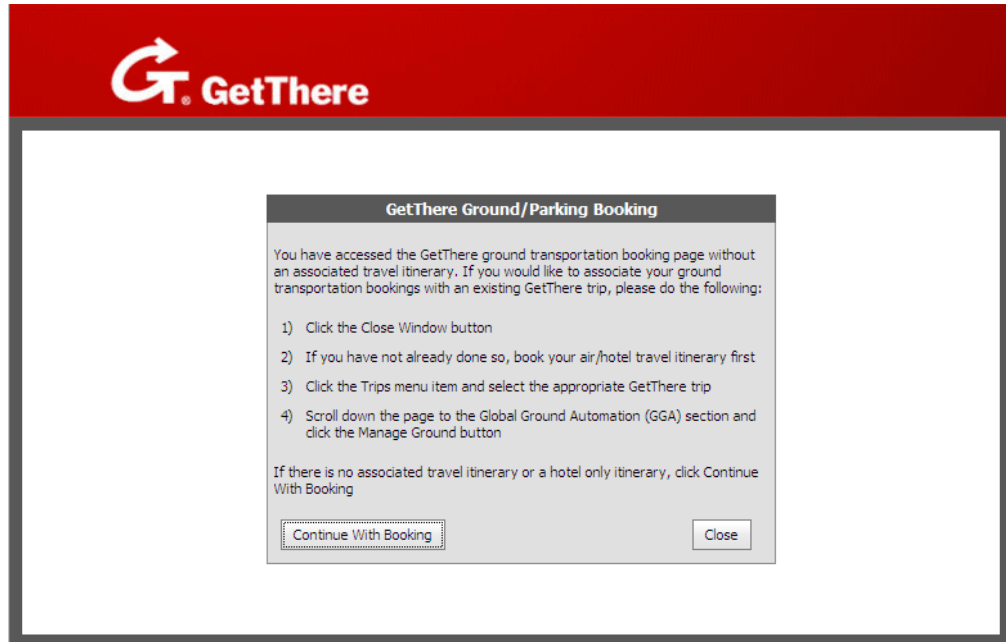
From the Reservation Complete Page

After you complete a booking, on the Reservation complete page, click the **Manage Ground** button in the **Ground Transportation Service** section.

From the Trips Page

Select the trip for which you wish to add ground transportation by clicking the row.

The Trip details page appears. Click the **Manage Ground** button in the **Ground Transportation Service** section.

Home

Trip details

Mon, Sep 19, 2016 - Thu, Sep 22, 2016

Legend: ★★★ Company Preferred ✔✔✔✔ Agency Preferred

Confirmation information

Record locator (PNR)   KJTCBS

Airline confirmation   United Airlines: CMX53M

Deliver to   Vernon Bear
1 East Kirkwood Blvd
Southlake, TX 76092
USA

View booking log

Please note: Booking logs are available 30 minutes after booking. Logs only display activity that occurred within the last 90 days.

[View booking log]

Traveler information

Name: Vernon Bear
Meal preference   standard

Flight details Roundtrip

[Save as template]

DFW to ORD - Non-stop

[Change this flight] [Remove this flight]

Mon, Sep 19   5:50 AM - 8:05 AM   Dallas/Ft Worth, TX (DFW) to Chicago, IL (ORD)

UNITED
Flight 1662
Seat 12D
Class: Coach

Online Check-in is available 24 hours before the scheduled departure time.

ORD to DFW - Non-stop

[Change this flight] [Remove this flight]

Thu, Sep 22   3:50 PM - 6:25 PM   Chicago, IL (ORD) to Dallas/Ft Worth, TX (DFW)

UNITED
Flight 1737
Seat 24D
Class: Coach

Online Check-in is available 24 hours before the scheduled departure time.

Base airfare $213.96
Taxes and fees $44.24
Flight total $258.20

Estimated trip cost breakdown

Flight Total: ‡ $258.20
Service Fees: ‡ $50.00
Trip Total: ‡   **$308.20**

‡ Please note that this total is based on available information. The estimated cost may not include taxes and fees.

Ground Transportation Service

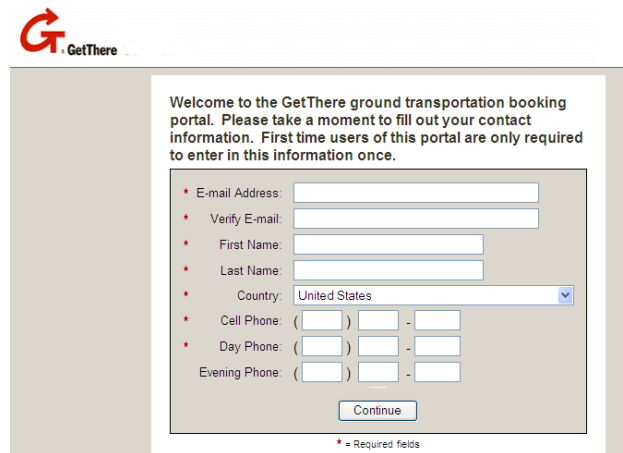Add, modify, view or cancel Ground Transportation.

[Manage Ground]

Add to your trip

The Booking Process

If this is the first time booking ground transportation service, you are asked to confirm your contact details. Once complete, this screen does not display again.
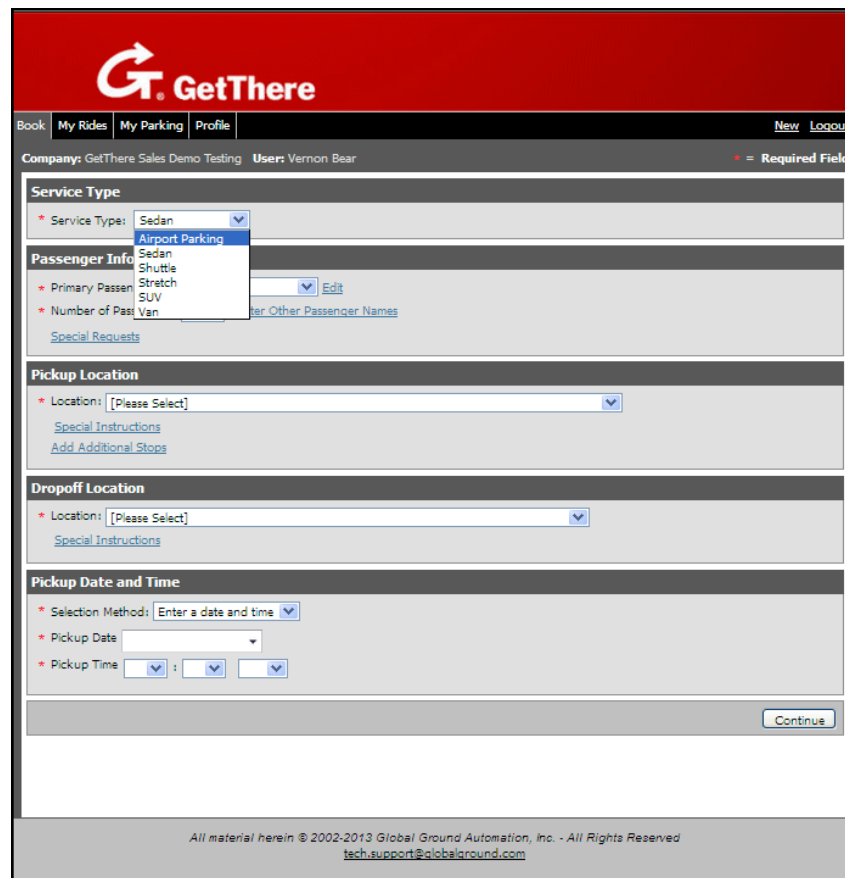

The booking page displays. (Details of each section follow in this guide.)

Note   Required fields are indicated with a star.

Service Type Section

1. Select Service Type from the drop down menu.
   - Sedan
   - Share
   - Shuttle
   - Stretch
   - SUV
   - Van

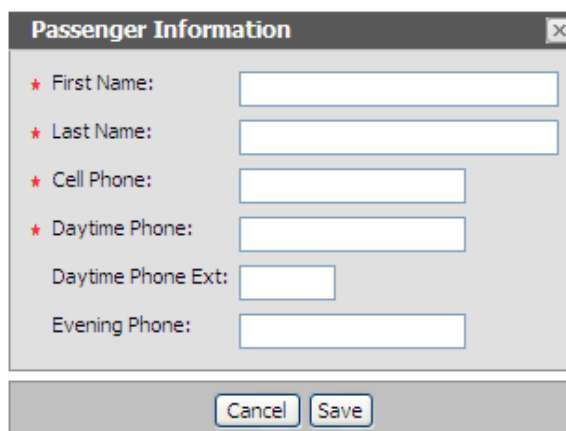## Passenger Information Section

2. In the **Primary Passenger** list, click **Myself** or **Enter a new passenger**.

3. If you select **Enter a new passenger** a pop-up displays.
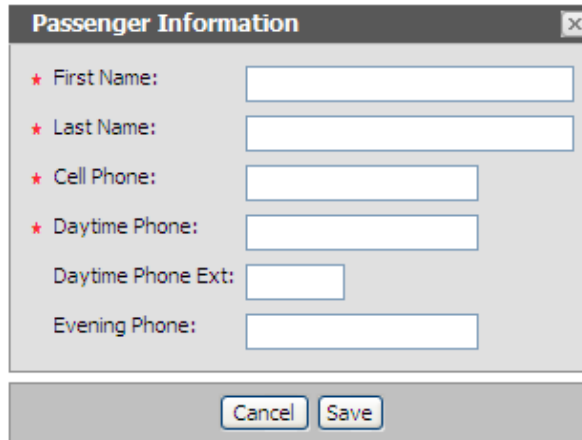
4. Confirm total number of passengers.

5. Click the **Special Requests** link to enter any special request. This **Special Requests** link is used for information regarding the entire trip. If you change your mind you can delete the request by clicking the **Remove** hyperlink.

Note You can also click the **Edit** link next to the drop down when **Myself** is selected to edit your information.
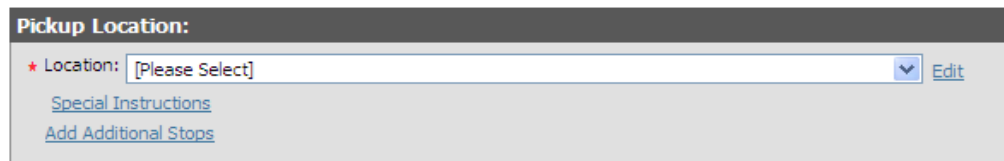

Pickup Location Section

Complete the pickup location information. There are three ways to add a pickup location.
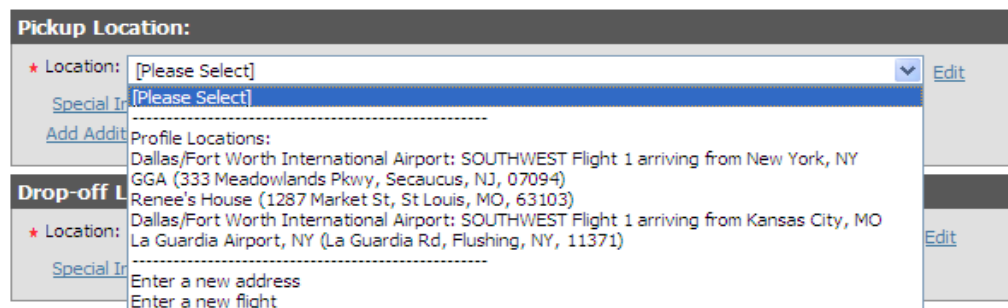
- Profile Location
- Address
- Flight

Note If an associated travel itinerary is available, hotel and air reservations are offered as booking options in the dro p down list.
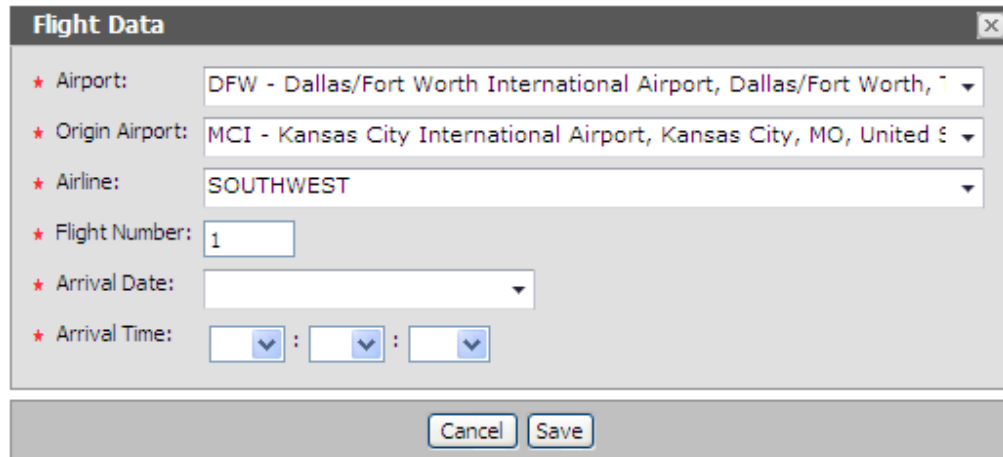

6. Select your pick up location from the drop down menu.

If Profile Location is selected

1. The flight data displays if a profiled flight is selected

    a. Verify the flight information

    b. Add arrival information

2. Verify the pick-up location information if a profiled location is selected

3. Click the **Edit** link to make changes

4. Click the **Special Instructions** or **Add Additional Stops** links if necessary.

If Enter a new address is selected

Address Details
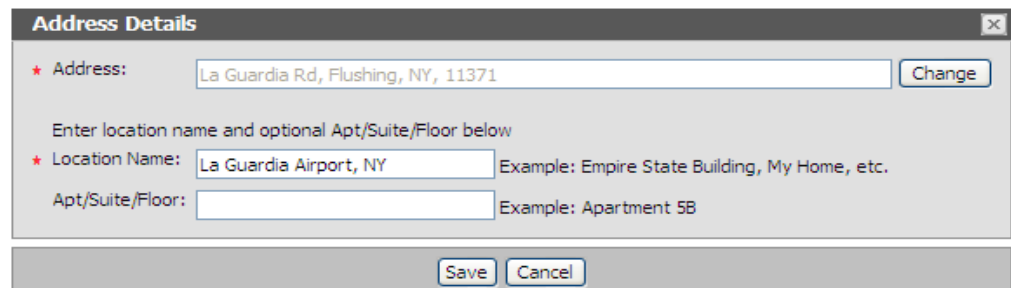
Enter your pickup location below. (Example: 555 Main Street, New York, NY, 10001)

★ Address: [▼]

[Continue] [Cancel]

Enter the new location name and address. New Pickup and Drop-Off Addresses are saved for future bookings. If you enter the address incorrectly, you are given a list of addresses most closely matching what was entered.

If Enter a new flight is selected
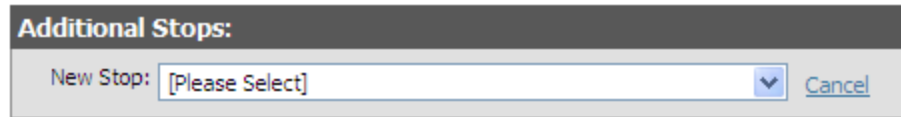
Flight Data

★ Airport: [▼]

★ Origin Airport: [▼]

★ Airline: [▼]

★ Flight Number: [   ]

★ Arrival Date: [▼]

★ Arrival Time: [▼] : [▼] : [▼]

[Cancel] [Save]

1. Enter the arrival and departure airports

2. Enter the Flight information

3. Enter the arrival date and time

Additional Stops Section

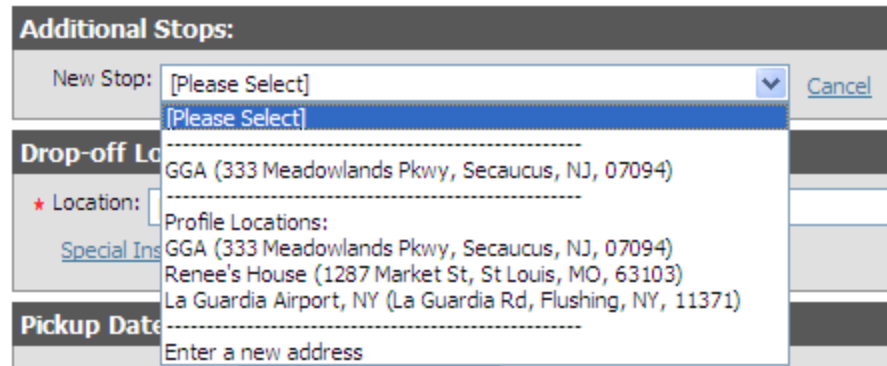You can add up to five additional stops prior to the final dropoff location. For example you can book a car for transfer from point to point or wait & return, which charges hourly.
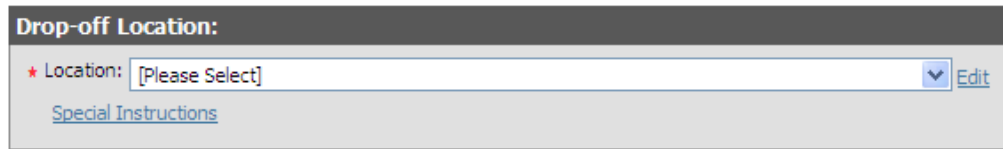
1. Click the **Add Additional Stops** link.

Additional Stops:

New Stop: [Please Select] ▼   Cancel

2. Select a **Profile Location** or **Enter a new address**.

Additional Stops:

New Stop: [Please Select] ▼   Cancel

[Please Select]

GGA (333 Meadowlands Pkwy, Secaucus, NJ, 07094)

Profile Locations:
GGA (333 Meadowlands Pkwy, Secaucus, NJ, 07094)
Renee's House (1287 Market St, St Louis, MO, 63103)
La Guardia Airport, NY (La Guardia Rd, Flushing, NY, 11371)

Enter a new address

Drop-off Lo

★ Location: [

Special Ins

Pickup Date

3. Verify the information if a profile locations selected
4. Click the **Add Stop** link to add another stop.

Drop-off Location Section

Complete the **Drop-off Location** information. (Similar to completing the **Pickup Location** section.)
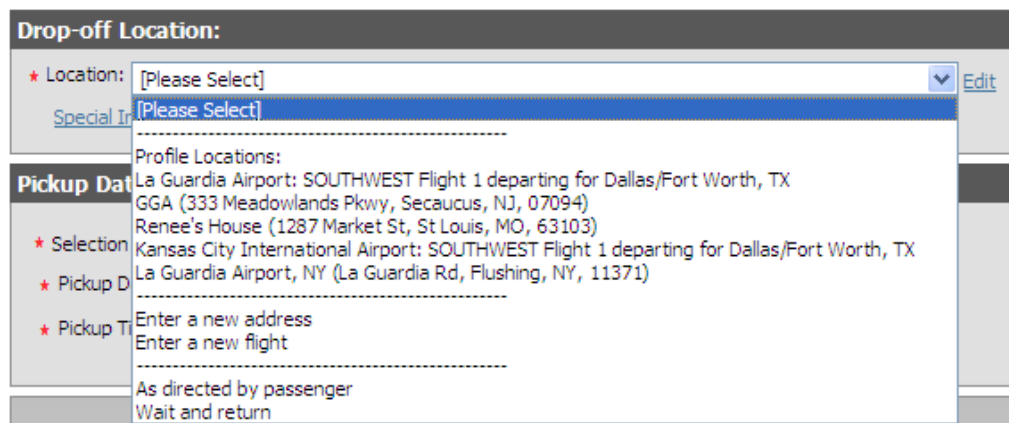

1. Select your pick up location from the drop down menu.

   a. Profile Location

   b. Enter a new address

   c. Enter a new flight

   d. As directed by passenger

   e. Wait and Return

   Note   If an associated travel itinerary is available, hotel and air reservations are offered as booking options in the drop-down list.

2. Enter the location name and address if **Enter a new address** is selected.

3. Enter the flight information if **Enter a new flight** is selected. Type the city name or airport code and a list of closely matching locations populate. As with addresses, airports that you choose are saved for future use.

4. Enter any necessary special instructions by clicking the **Special Instructions** link.

Pickup Date/Time Section

You can manually enter the date and time. If drop-off is an airport, the system can calculate the pickup time. If pickup is an airport, the system can use the arrival flight/date/time as the pickup time.

Once all sections have been completed, click the **Continue** button.

Vehicle and Rate Page

Preferred vendors display. *GetThere* rates show for every market in which we have rates. The only exception is a market in which there are client rates and *GetThere* rates. In this case, only the client rates appear.

Choose a **Service Type** from the drop down list, and select a service provider.

Rates are displayed low to high. Less precise rates such as hourly and rate upon confirmation are displayed after flat rates

Note Note the **Trip Summary** column on the left with the information previously entered. You can modify this information if necessary. Click on the name of the section pertaining to the portion of the reservation you want to modify. Unselected portions of the ride remain intact.
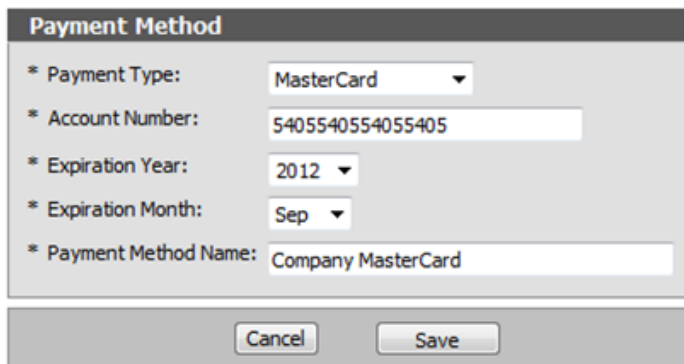
Accounting and Billing Page

1. Enter any company required accounting information.

   Note Up to four accounting fields are available under **Accounting Information**. These fields can be made mandatory or optional by a travel administrator.

2. Select a trip reason from the drop-down list.

3. Choose the billing method.

   a. Credit card from your profile

   b. A new credit card

Payment Method

* Payment Type:	MasterCard ▼
* Account Number:	5405540554055405
* Expiration Year:	2012 ▼
* Expiration Month:	Sep ▼
* Payment Method Name:	Company MasterCard

Cancel   Save

Note   If a new credit card was entered, it is added to your profile.

4. Verify or enter e-mail contact information.

5. Review the booking information.

6. Click the **Book Reservation** button.

Confirmation Status Page

The booking is being processed. You may now:

- Book a round trip

- Create a new reservation

You see this page if the service provider has not responded immediately with a confirmation.

Confirmation Page

The Confirmation information displays. A confirmation is also sent via e-mail.

View Reservations

To view all your past, current, and future bookings:

1. Click the **My Rides** tab on the menu bar.

2. Select the **Date Range** and the **Passenger**.

3. Click **View Rides**.

You can **View Details**, **Make Changes**, and **Cancel Ride**.

Reservation details page after clicking the view details link.

Click the **Back** button to return to the My Rides results page.

Modify a Reservation

To modify an upcoming reservation:

1. Click the **My Rides** tab on the red menu bar.

2. Select the **Date Range** and the **Passenger**.

3. Click **View Rides**.

4. Click the **Make Changes** link

The Book screen displays.

5. Make your changes and continue with the booking process as explained earlier in this guide.

You can view the changed reservation by going back to the **My Rides** tab.

Cancel a Reservation

To cancel an upcoming reservation:

1. Click the **My Rides** tab on the menu bar.

2. Select the **Date Range** and the **Booker** / **Passenger**.

3. Click **View Rides**.

4. Click the **Cancel Ride** link

5. The Cancel Ride confirmation pop-up displays. Ensure you have the correct reservation, and then click the **Cancel Ride** button.

6. Click **Continue** to view the canceled booking on the **My Rides** tab. (You can view the canceled booking at any time from the **My Rides** tab.)

An e-mail is sent to you when the provider confirms the cancellation.

Warning   Until the service provider returns a cancellation number the reservation is not canceled.

Note   If there is a ground segment attached to an air or hotel booking, and you access the trip from the GetThere Trips page, canceling the entire trip cancels the ground booking as well.

Profile Management

From the **Profile** tab you can add or modify your **Personal Information**, **Billing Information**, and **Booking Permissions**.

Click on the appropriate link to update your information.
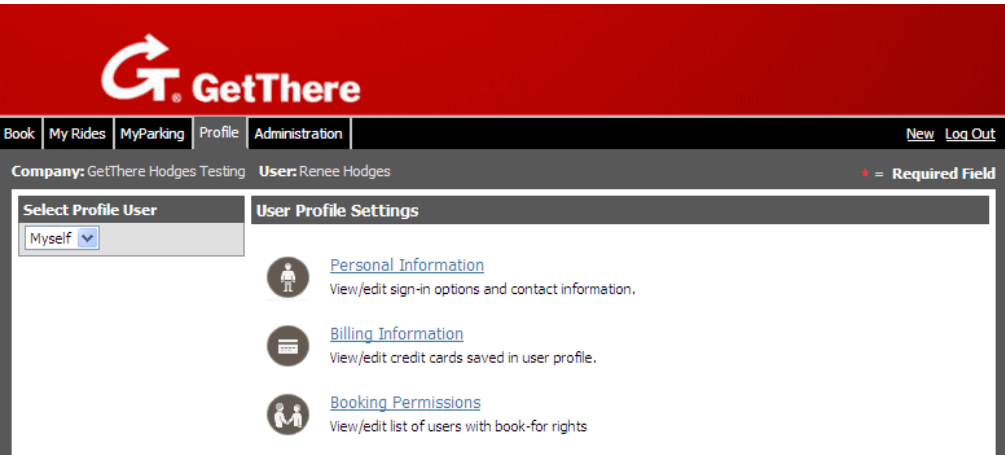
Personal Information Page

On the Personal Information page you can update your name, e-mail, phone, and credit card address information.

Click **Save Changes** to go back to the main Profile Settings page.

Personal Information

* Language:	English (United States)
* Username:	
* Verify Username:	
	Cancel Change Username
	Change Password
* First Name:	
* Last Name:	
* Cell Phone:	###-###-####
* Daytime Phone:	###-###-####
Day Phone Ext:	
Evening Phone:	###-###-####
User Preferences:	
* Email Addresses:	Remove
	Add Email Address
SMS Address:	Add SMS Address

Default Credit Card Address

Country:	United States
Street Address:	
Address Line 2:	
City Name:	
State:	<Select>
Postal Code:	
Card First Name:	
Card Last Name:	

Save Changes

Billing Information Page

On the Billing Information page you can add, delete or edit your credit card information. You can securely save more than one credit card.

Click the **Add Payment** button to add a credit card to your profile.
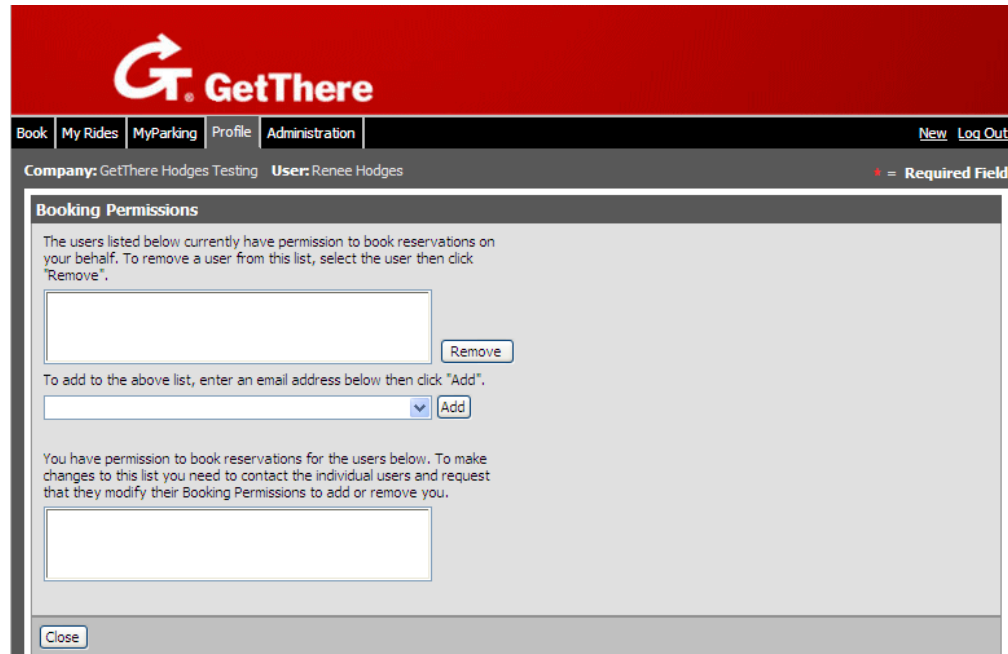
Booking Permissions Page

On the Booking Permissions page you can assign permission to another user to book reservations on your behalf. Enter their email address and click the **Add** button. You can also see those users that you have permission to book for.

Note   Permission can only be assigned to an existing user.

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