

Ground Network



Traveler Guide

Document Edition 2.0 (May 2016)

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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 <i>GetThere</i> rates show for every market except in a market in which there are client rates and <i>GetThere</i> 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.

The screenshot displays the GetThere University website's travel booking interface. At the top, the GetThere University logo is on the left, and 'Site: test' and 'English' are on the right. A red header bar is at the top. On the left, a sidebar contains links: 'Book travel', 'Manage trips 0', 'Templates', 'Unused tickets 0', 'Profile', and 'More tools'. The main content area features a search form. At the top of the form, there are checkboxes for 'Flight' (checked), 'Train' (unchecked), 'Hotel' (checked), and 'Car' (checked). Below these are three tabs: 'Round-trip' (selected), 'One-way', and 'Multi-destination'. The search criteria section includes radio buttons for 'Shop by schedule' (selected) and 'Shop by price' (unchecked). It has fields for '* From' and '* To', each with a text input box. Below these are fields for '* Depart' and '* Return', each with a date input (mm/dd/yy), a 'Leaves' dropdown, and a time dropdown (Morning (7:00 am)). A link for 'Advanced search options' is present. Below the search criteria, it says 'Coach/Coach, Lowest Available'. A 'Search' button is at the bottom right of the search form. Below the search form, there is a section titled 'Other booking options' with a link 'Taxis, Limos & Executive Sedans'. A note '* = required' is located above the 'Search' button.

GetThere UNIVERSITY

Site: test English

Book travel

Manage trips 0

Templates

Unused tickets 0

Profile

More tools

☒ Flight or ☐ Train ☒ Hotel ☒ Car

Round-trip One-way Multi-destination

☒ Shop by schedule ☐ Shop by price

* From * To

* Depart * Return

mm/dd/yy Leaves Morning (7:00 am)

mm/dd/yy Leaves Morning (7:00 am)

Advanced search options

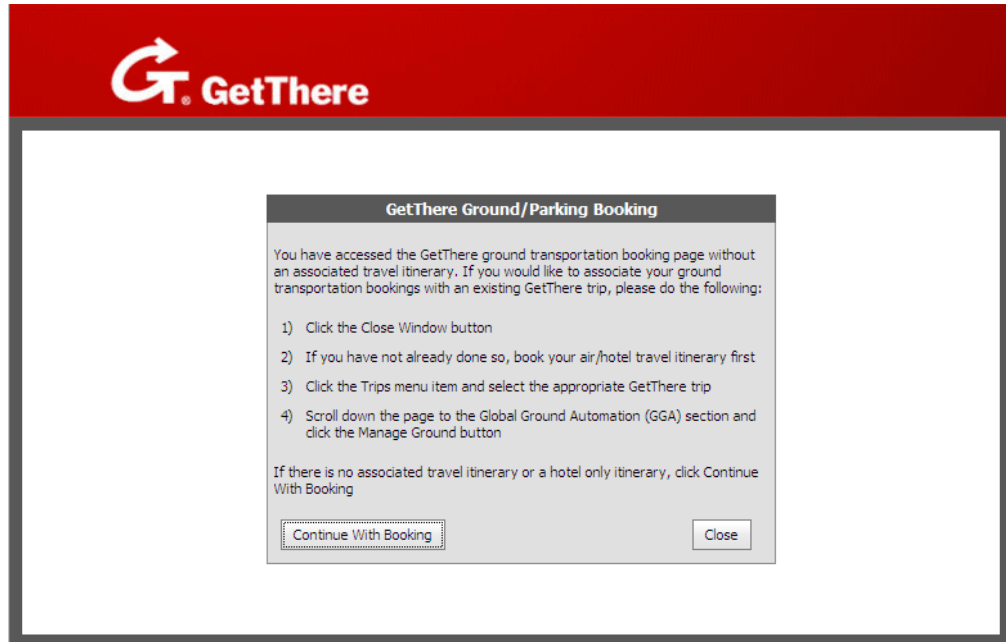
Coach/Coach, Lowest Available

* = required Search

Other booking options

Taxis, Limos & Executive Sedans

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.

[Home](#)

Reservation complete

Please Note:NONREF/IVALUAFTDPT/CHANGEFEE
Fares not guaranteed until ticketed.
Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.
Your travel selections include non-refundable fares. If your ticket is not used on or by the travel date(s) specified on your tickets, the unused portion may have no value after that date and/or after the flight has departed.

Legend: ★★ Company Preferred ✓✓✓✓ Agency Preferred [Print this page](#)

Confirmation Information

Record Locator (PNR): KJTCBS

Airline Confirmation: United Airlines: CMX53M


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

Traveler Information


Name: Vernon Bear
Meal preference: standard

Flight Details Roundtrip [Save as template](#)

DFW to ORD - Non-stop

Mon, Sep 19	5:50 AM - 8:05 AM	Dallas/Ft Worth, TX (DFW) to Chicago, IL (ORD) Fare Rules	 ✓✓✓✓ Flight 1662 Seat 12D Class: Coach
-------------	-------------------	--	--

ORD to DFW - Non-stop

Thu, Sep 22	3:50 PM - 6:25 PM	Chicago, IL (ORD) to Dallas/Ft Worth, TX (DFW) Fare Rules	 ✓✓✓✓ Flight 1737 Seat 24D Class: Coach
-------------	-------------------	--	--

Base Airfare: \$213.96
Taxes and Fees: \$44.24
Flight Total: \$258.20

Estimated Trip Cost Breakdown

Flight Total: ‡ \$258.20
Agency Service Fee ‡ \$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](#)


Trip Synchronization


From the Trips Page


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


 Book travel

 Manage trips 1


 Templates

 Unused tickets 1

 Profile

 More tools

Trips View all trips

Location	Date	Trip type	Record #	Status
Chicago	09/19/16 – 09/22/16		CMX53M	Active

Up to 5 upcoming trips are shown. To view the complete list of trips, click [view all trips](#).

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)	<div> UNITED Flight 1662 Seat 12D Class: Coach</div> <div> Online Check-in is available 24 hours before the scheduled departure time.</div>
-------------	-------------------	--	--

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)	<div> UNITED Flight 1737 Seat 24D Class: Coach</div> <div> Online Check-in is available 24 hours before the scheduled departure time.</div>
-------------	-------------------	--	--

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

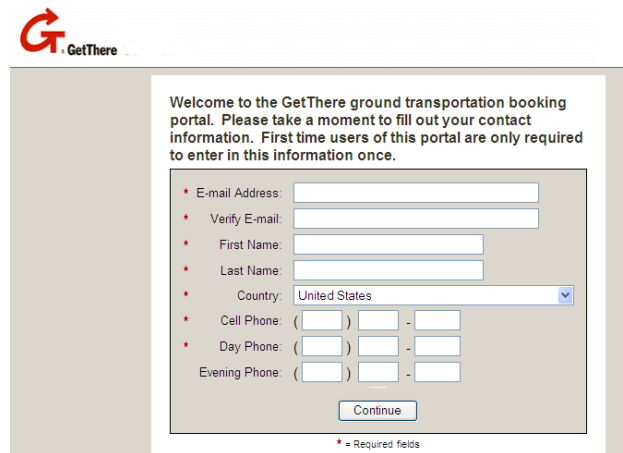
Add, modify, view or cancel Ground Transportation.

[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.



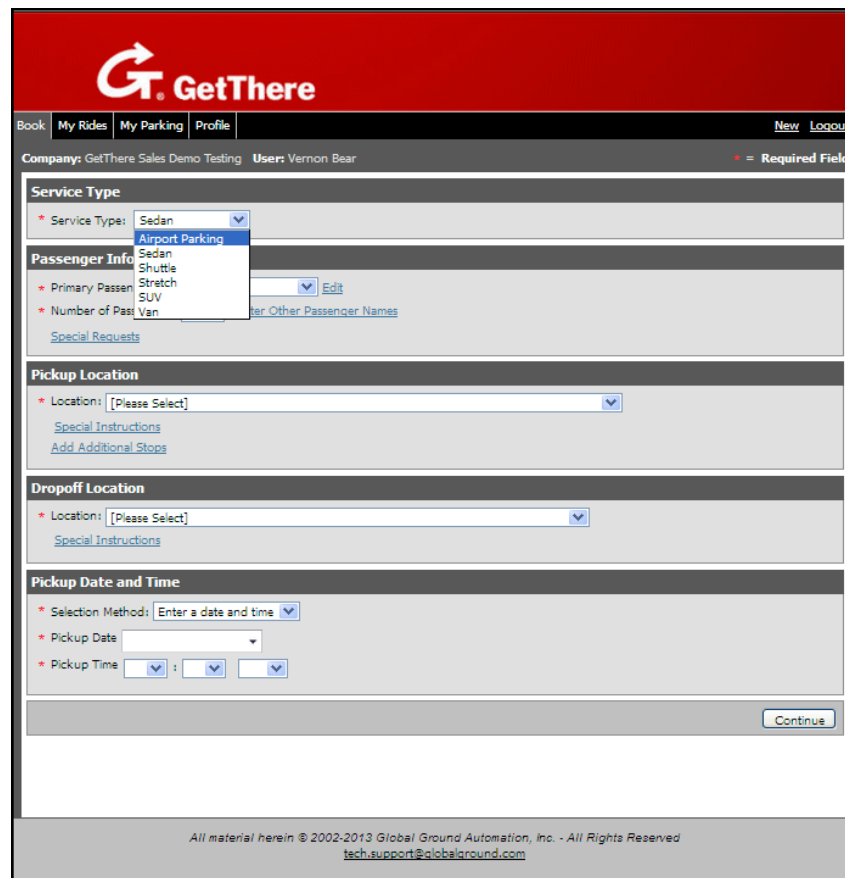
The screenshot shows the GetThere logo at the top left. The main heading reads: "Welcome to the GetThere ground transportation booking portal. Please take a moment to fill out your contact information. First time users of this portal are only required to enter in this information once." Below this is a form with the following fields, all marked with a red asterisk to indicate they are required:

- E-mail Address: [text input]
- Verify E-mail: [text input]
- First Name: [text input]
- Last Name: [text input]
- Country: [dropdown menu showing "United States"]
- Cell Phone: ([]) [] - []
- Day Phone: ([]) [] - []
- Evening Phone: ([]) [] - []

A "Continue" button is located at the bottom right of the form. A legend at the bottom center states: "* = Required fields".

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

Note Required fields are indicated with a star.



The screenshot shows the GetThere booking interface. At the top is a red header with the GetThere logo. Below the header is a navigation bar with links: "Book", "My Rides", "My Parking", "Profile", "New", and "Logout". The user's company is "GetThere Sales Demo Testing" and the user is "Vernon Bear". A legend indicates "* = Required Field".

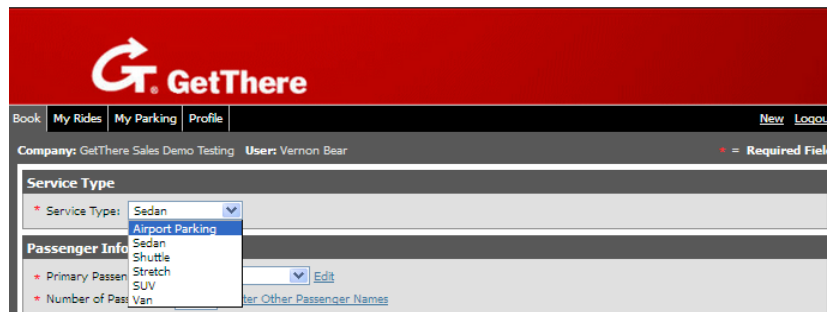
The main form is divided into several sections:

- Service Type:** A dropdown menu with "Sedan" selected. Other options include "Airport Parking", "Sedan", "Shuttle", "Stretch", "SUV", and "Van".
- Passenger Info:** Fields for "Primary Passenger" (with an "Edit" button) and "Number of Passengers". A link "Enter Other Passenger Names" is also present.
- Pickup Location:** A dropdown menu with "[Please Select]" selected. Links for "Special Instructions" and "Add Additional Stops" are provided.
- Dropoff Location:** A dropdown menu with "[Please Select]" selected. A link for "Special Instructions" is provided.
- Pickup Date and Time:** Fields for "Selection Method" (with "Enter a date and time" selected), "Pickup Date", and "Pickup Time" (with hour, minute, and second dropdowns).

A "Continue" button is located at the bottom right of the form. At the very bottom, a footer contains the text: "All material herein © 2002-2013 Global Ground Automation, Inc. - All Rights Reserved" and the email "tech.support@globalground.com".

Service Type Section

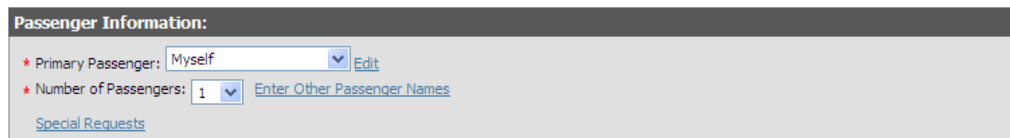
1. Select Service Type from the drop down menu.
 - Sedan
 - Share
 - Shuttle
 - Stretch
 - SUV
 - Van



The screenshot shows the GetThere web application interface. At the top is a red header with the GetThere logo. Below the header is a navigation bar with links: Book, My Rides, My Parking, Profile, New, and Logout. The main content area shows a form for booking a ride. The 'Service Type' dropdown menu is open, displaying options: Sedan, Airport Parking, Sedan, Shuttle, Stretch, SUV, and Van. The 'Primary Passenger' dropdown menu is also open, showing options: Myself, Enter a new passenger, and Enter Other Passenger Names. A red asterisk indicates required fields.

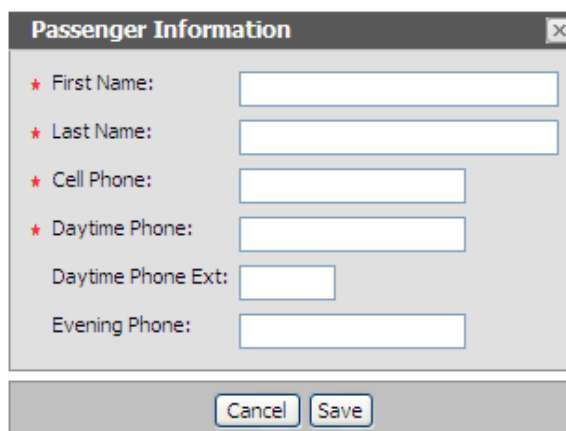
Passenger Information Section

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



The screenshot shows the 'Passenger Information' section of the GetThere web application. It includes a dropdown menu for 'Primary Passenger' with 'Myself' selected, and a dropdown menu for 'Number of Passengers' with '1' selected. There are links for 'Edit', 'Enter Other Passenger Names', and 'Special Requests'. A red asterisk indicates required fields.

3. If you select **Enter a new passenger** a pop-up displays.

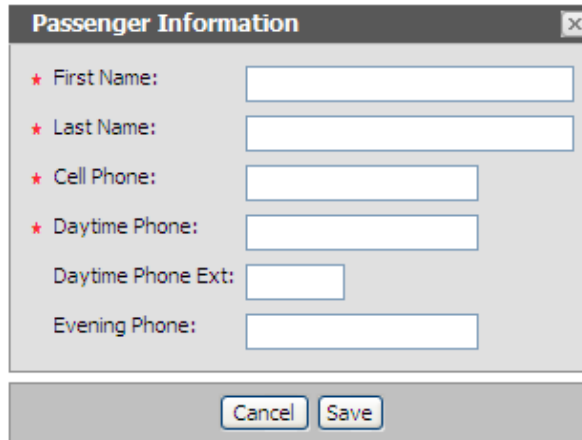


The screenshot shows a 'Passenger Information' pop-up form. It includes input fields for: First Name, Last Name, Cell Phone, Daytime Phone, Daytime Phone Ext, and Evening Phone. There are 'Cancel' and 'Save' buttons at the bottom. A red asterisk indicates required fields.

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.



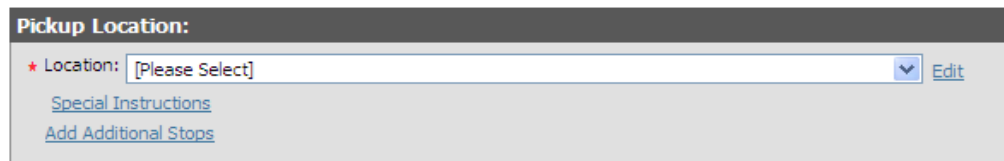
A form titled "Passenger Information" with a close button (X) in the top right corner. It contains several input fields, each preceded by a red asterisk: "First Name:", "Last Name:", "Cell Phone:", "Daytime Phone:", "Daytime Phone Ext:", and "Evening Phone:". At the bottom of the form are two buttons: "Cancel" and "Save".

Pickup Location Section

Complete the pickup location information. There are three ways to add a pickup location.

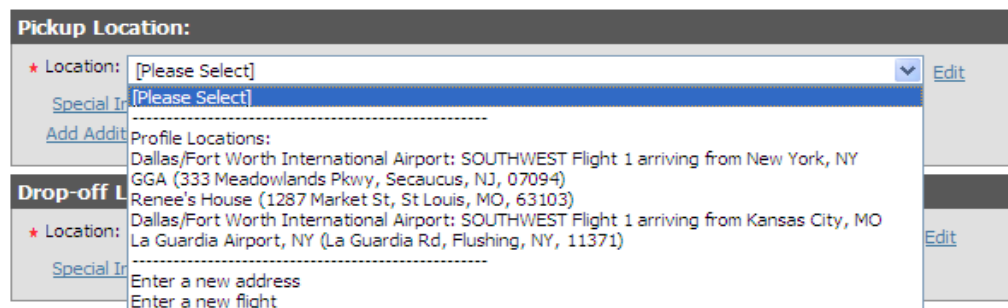
- Profile Location
- Address
- Flight

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



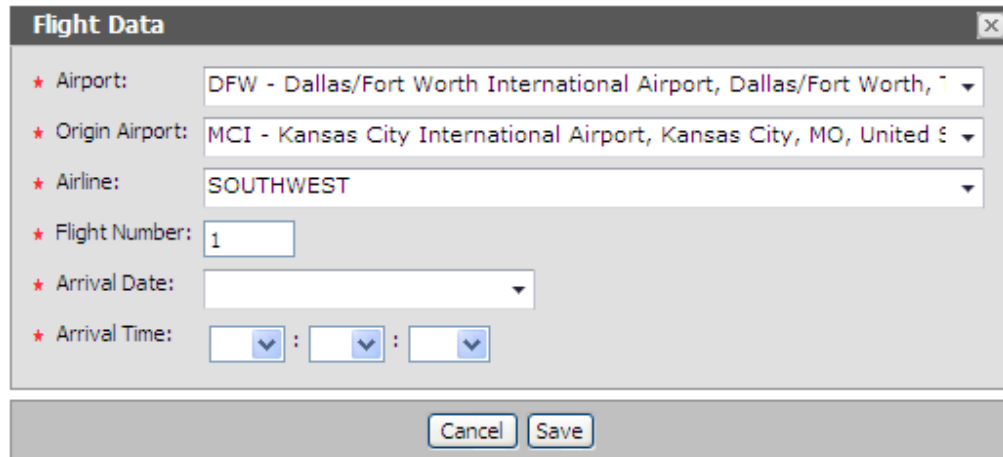
A form titled "Pickup Location:". It features a dropdown menu labeled "Location:" with the text "[Please Select]" and a blue arrow icon. To the right of the dropdown is an "Edit" link. Below the dropdown are two links: "Special Instructions" and "Add Additional Stops".

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



A screenshot of the "Pickup Location:" form with the dropdown menu open. The dropdown menu shows a list of locations under the heading "Profile Locations:". The locations listed are: "Dallas/Fort Worth International Airport: SOUTHWEST Flight 1 arriving from New York, NY", "GGA (333 Meadowlands Pkwy, Secaucus, NJ, 07094)", "Renee's House (1287 Market St, St Louis, MO, 63103)", "Dallas/Fort Worth International Airport: SOUTHWEST Flight 1 arriving from Kansas City, MO", and "La Guardia Airport, NY (La Guardia Rd, Flushing, NY, 11371)". Below the list are three options: "Enter a new address", "Enter a new flight", and "Special Instructions". To the right of the dropdown menu is an "Edit" link.

If Profile Location is selected

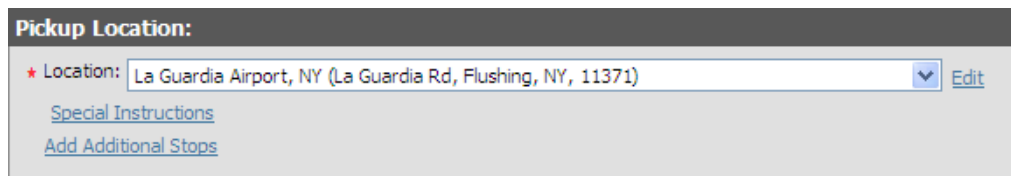


The Flight Data form contains the following fields:

- ★ Airport: DFW - Dallas/Fort Worth International Airport, Dallas/Fort Worth, TX
- ★ Origin Airport: MCI - Kansas City International Airport, Kansas City, MO, United States
- ★ Airline: SOUTHWEST
- ★ Flight Number: 1
- ★ Arrival Date: (empty dropdown)
- ★ Arrival Time: (empty time selector)

Buttons: Cancel, Save

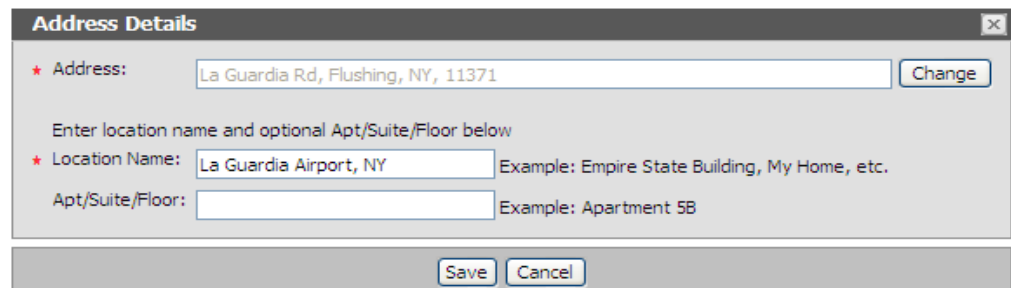
1. The flight data displays if a profiled flight is selected
 - a. Verify the flight information
 - b. Add arrival information
2. Verify the pick-up location information if a profiled location is selected



The Pickup Location form contains the following fields:

- ★ Location: La Guardia Airport, NY (La Guardia Rd, Flushing, NY, 11371) [Edit]
- [Special Instructions](#)
- [Add Additional Stops](#)

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

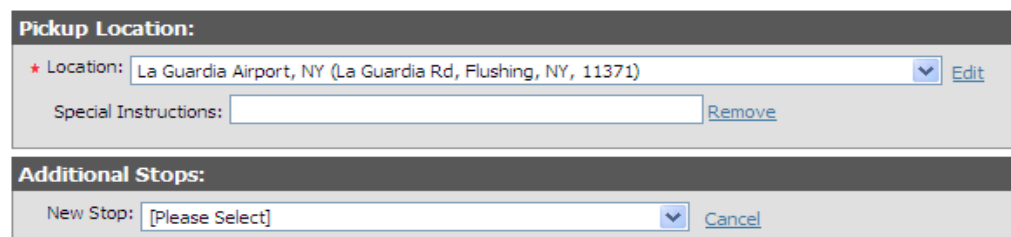


The Address Details form contains the following fields:

- ★ Address: La Guardia Rd, Flushing, NY, 11371 [Change]
- Enter location name and optional Apt/Suite/Floor below
- ★ Location Name: La Guardia Airport, NY Example: Empire State Building, My Home, etc.
- Apt/Suite/Floor: (empty) Example: Apartment 5B

Buttons: Save, Cancel

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



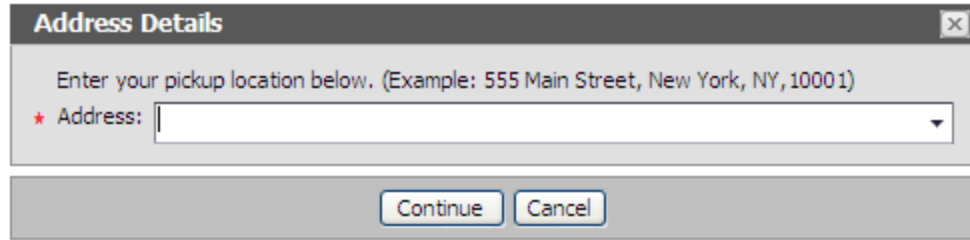
The Pickup Location form contains the following fields:

- ★ Location: La Guardia Airport, NY (La Guardia Rd, Flushing, NY, 11371) [Edit]
- Special Instructions: (empty) [Remove]

The Additional Stops form contains the following fields:

- New Stop: [Please Select] [Cancel]

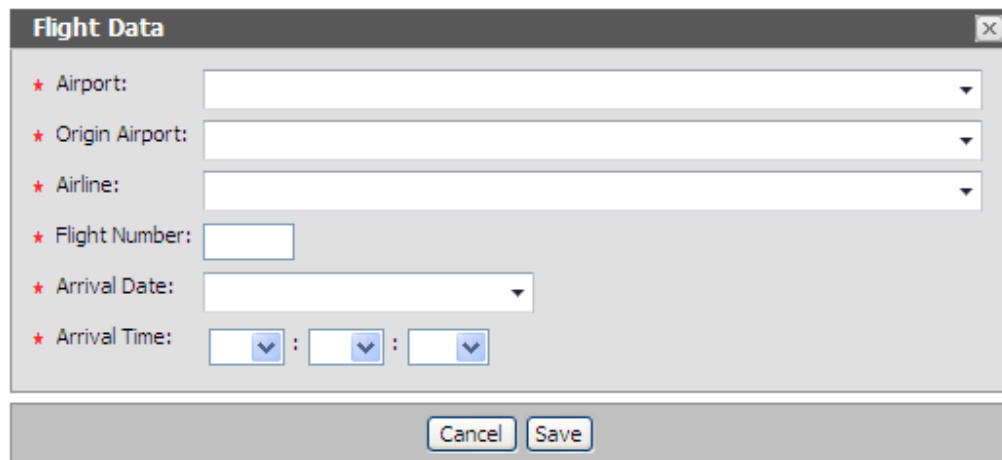
If Enter a new address is selected



The 'Address Details' dialog box has a title bar with a close button. Inside, it says 'Enter your pickup location below. (Example: 555 Main Street, New York, NY, 10001)'. Below this is a red star icon followed by the label 'Address:' and a text input field. At the bottom, there are two buttons: 'Continue' and '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



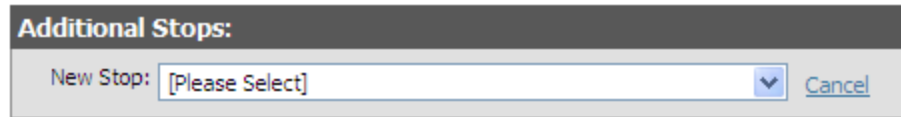
The 'Flight Data' dialog box has a title bar with a close button. It contains several fields, each preceded by a red star icon: 'Airport:' (dropdown), 'Origin Airport:' (dropdown), 'Airline:' (dropdown), 'Flight Number:' (text input), 'Arrival Date:' (dropdown), and 'Arrival Time:' (three dropdowns for hour, minute, and second). At the bottom, there are two buttons: 'Cancel' and 'Save'.

1. Enter the arrival and departure airports
2. Enter the Flight information
3. Enter the arrival date and time

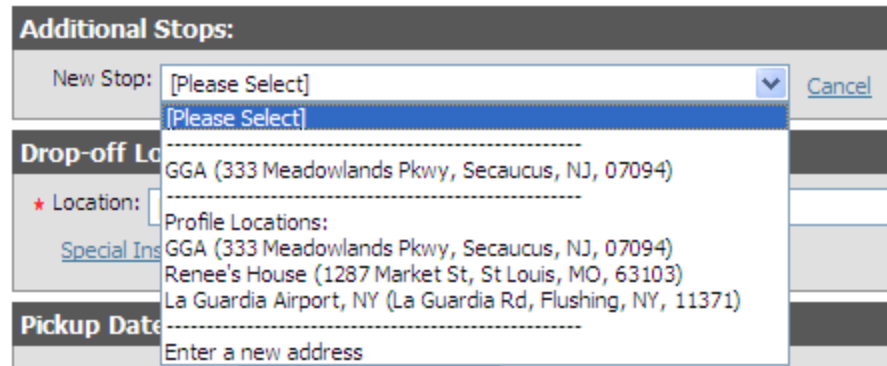
Additional Stops Section

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.



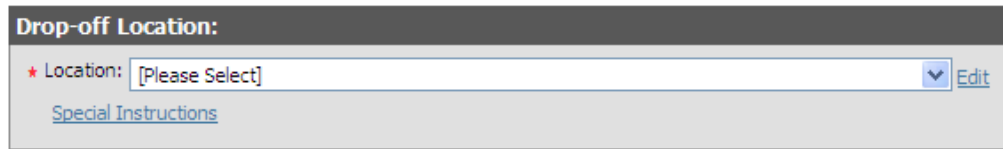
2. Select a **Profile Location** or **Enter a new address**.



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.)



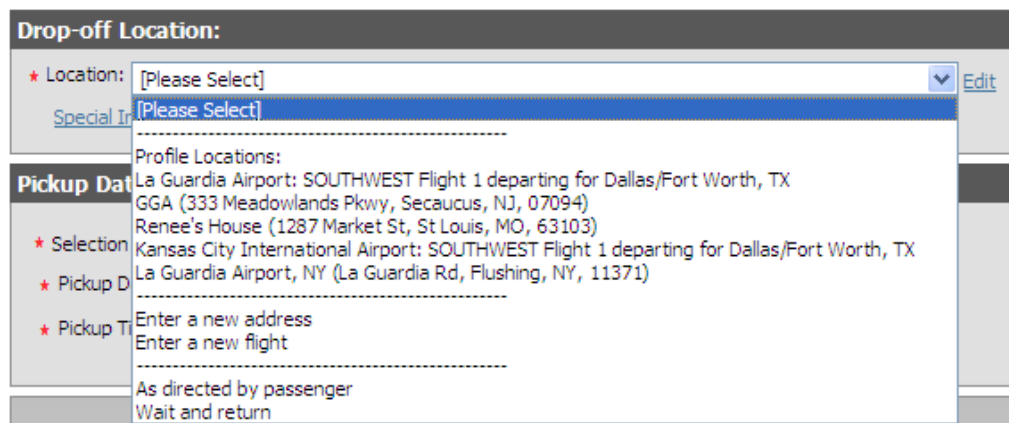
Drop-off Location:

★ Location: [Please Select] Edit

[Special Instructions](#)

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.



Drop-off Location:

★ Location: [Please Select] Edit

[Special Instructions](#)

Pickup Data

★ Selection: [Please Select]

★ Pickup Date: [Please Select]

★ Pickup Time: [Please Select]

Profile Locations:

- La Guardia Airport: SOUTHWEST Flight 1 departing for Dallas/Fort Worth, TX
- GGA (333 Meadowlands Pkwy, Secaucus, NJ, 07094)
- Renee's House (1287 Market St, St Louis, MO, 63103)
- Kansas City International Airport: SOUTHWEST Flight 1 departing for Dallas/Fort Worth, TX
- La Guardia Airport, NY (La Guardia Rd, Flushing, NY, 11371)

Enter a new address

Enter a new flight

As directed by passenger

Wait and return

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.



Flight Data

★ Airport: [teb]

★ Destination Airport: TEB - Teterboro Airport, Teterboro, NJ, United States

★ Airline: EBB - Kampala (Entebbe), Uganda

★ Flight Number: EUO - Paratebuena, Colombia

★ Departure Date: GOT - Landvetter, Göteborg (Gothenburg), Sweden

★ Departure Time: GSE - Save, Göteborg, Sweden

★ Departure Time: SET - San Esteban, Honduras

★ Departure Time: TDB - Tetebedi, Papua New Guinea

Cancel Save

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.

Pickup Date and Time:

★ Selection Method: Enter a date and time ▼

★ Pickup Date: ▼

★ Pickup Time: ▼ : ▼ : ▼

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

Vehicle and Rate Page

Trip Summary	Provider Search Results
Passenger Info Bob Hayes Number of Passengers: 1	Service Type: Sedan ▼
Pickup Location Home 333 Meadowlands Pkwy Secaucus, NJ 07094	\$80.00 Flat <input type="button" value="Select"/> BostonCoach Vehicle: Sedan Seats: 3 Passengers
Additional Stops	\$85.00 Flat <input type="button" value="Select"/> Empire International Vehicle: Sedan Seats: 3 Passengers
Dropoff Location EWR - Newark Liberty Airport Flight AA1015 Departs 5/30/2012 1:00 PM For DFW	\$92.00 Flat <input type="button" value="Select"/> Music Express Vehicle: Sedan Seats: 3 Passengers
Pickup Date/Time Thursday, May 24, 2012 1:00 PM	\$95.00 Flat <input type="button" value="Select"/> Carey International Vehicle: Sedan Seats: 3 Passengers
Provider/Vehicle/Rate	
Billing Info	

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

GetThere

Book My Rides My Parking Profile Administration New Log Out

Company: Ajax Inc. User: Bob Hayes * = Required Field

Trip Summary

Passenger Info
Bob Hayes
Number of Passengers: 1

Pickup Location
Home
333 Meadowlands Pkwy
Secaucus, NJ 07094

Additional Stops

Dropoff Location
EWR - Newark Liberty Airport
Flight AA1015
Departs 5/30/2012 1:00 PM
For DFW

Pickup Date/Time
Thursday, May 24, 2012 1:00 PM

Provider/Vehicle/Rate
Empire International
Sedan: \$85.00 Flat

Billing Info

Accounting Information

* Account Code: ajaxeast
Authorization
BudgetCode
* CostCenter: AA11
* Trip Reason: Company Meeting

Billing Information

* Billing Method: <Select>

Confirmation/Alerts Recipients

Confirmation e-mails will be sent to the following recipients:
bhays@yahoo.com

Trip status updates will be sent to the following recipients:

Final Review

Please review your trip summary to the left. If everything is correct, click the "Book Reservation" button.

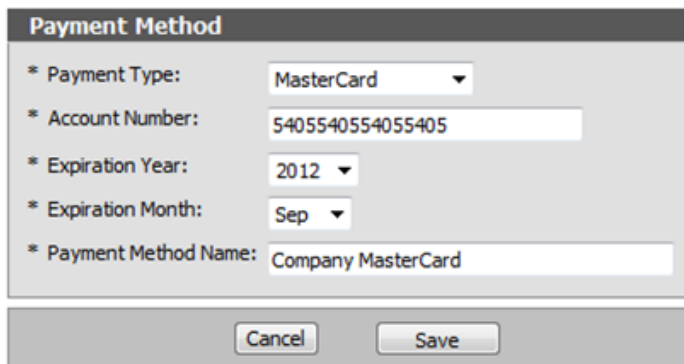
Back Book Reservation

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



The image shows a 'Payment Method' form with a dark header. It contains five fields, each with an asterisk indicating it is required. The first field is 'Payment Type' with a dropdown menu showing 'MasterCard'. The second is 'Account Number' with a text box containing '5405540554055405'. The third is 'Expiration Year' with a dropdown menu showing '2012'. The fourth is 'Expiration Month' with a dropdown menu showing 'Sep'. The fifth is 'Payment Method Name' with a text box containing 'Company MasterCard'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

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


The screenshot shows the GetThere web application interface. At the top is a red header with the GetThere logo. Below the header is a navigation bar with links: Book, My Rides, My Parking, Profile, Administration, New, and Log Out. The user is logged in as Bob Hayes, associated with Ajax Inc. A red asterisk indicates a required field. The main content area is divided into two panels. The left panel, titled 'Trip Summary', contains 'Passenger Info' (Bob Hayes, 1 passenger) and 'Pickup Location' (Home, 333 Meadowlands Pkwy, Secaucus, NJ 07094). The right panel, titled 'Confirmation Status', displays the message: 'Your reservation has been confirmed by Music Express. You will receive an e-mail acknowledgement shortly.' Below this message are two buttons: 'Book Round-Trip' and 'New Reservation'.

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

This screenshot shows the same GetThere interface as the previous one, but with a different confirmation status. The 'Confirmation Status' panel now displays: 'Your reservation request is currently being reviewed by Empire International. The provider will send an acknowledgement shortly. You have the following options:'. It lists three options: 1) 'Wait for the confirmation. The system will notify you once the acknowledgement has been sent by Empire International.' with an 'Update Status' button; 2) 'Rebook with another service provider' with a 'ReBook' button; and 3) 'Contact the service provider directly. Empire International can be reached at 201-784-1200.' Below these options are the 'Book Round-Trip' and 'New Reservation' buttons. The 'Trip Summary' panel on the left is identical to the first screenshot, but it also includes a 'Dropoff Location' section: 'EWR - Newark Liberty Airport, Flight AA1015, Departs 5/30/2012 1:00 PM, For DFW'.

Confirmation Page

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



The screenshot shows the GetThere website's confirmation page. At the top is a red header with the GetThere logo. Below the header is a navigation bar with links: Book, My Rides, My Parking, Profile, and Administration. On the right of the navigation bar are links for New and Log Out. Below the navigation bar, the user's company (Ajax Inc.) and name (User: Bob Hayes) are displayed. A legend indicates that a red asterisk (*) denotes a required field. The main content area is titled "My Trip Details: Wednesday, June 13, 10:39 AM". It contains the following information: Status: Reservation Accepted; Confirmation #: 5010832A; Provider: Music Express; Phone: 201-498-0330; Vehicle Type: Sedan; Passenger: 3; Pickup Location: 333 Meadowlands Pkwy, Secaucus, NJ, 07094; Drop-off Location: Newark Liberty Airport, American Airlines, 1015, Departing Wednesday, June 13, 1:00 PM; Price: \$92.00, with a link to View Charges Breakdown; Rules and Restriction: Disclaimer. To the right of this information is a "Reservation Tools" box with links for Print Reservation, Make Changes, and Cancel Ride. Below the trip details is a section titled "Payment and Contact Information" which includes: Primary Passenger Name: Bob Hayes; Email: bhays@yahoo.com; Day Phone: 201-555-3432; Evening Phone: (blank); Mobile Phone: 201-555-0392; Booker Name: Bob Hayes 201-555-3432; Booker Phone: 201-555-3432; Request Date: (blank); Payment Type: My Visa (ending in 4111)xxxxxxxxxxxx1111; Confirmation Notification: bhays@yahoo.com; Trip Status Notification: (blank). At the bottom of the page is a "Back" button.

GetThere

Book | My Rides | My Parking | Profile | Administration | [New](#) | [Log Out](#)

Company: Ajax Inc. User: Bob Hayes * = Required Field

My Trip Details: Wednesday, June 13, 10:39 AM

Status: Reservation Accepted
Confirmation #: 5010832A
Provider: Music Express
Phone: 201-498-0330
Vehicle Type: Sedan
Passenger: 3
Pickup Location:
333 Meadowlands Pkwy
Secaucus, NJ, 07094
Drop-off Location:
Newark Liberty Airport
American Airlines, 1015
Departs Wednesday, June 13, 1:00 PM
Price: \$92.00 [View Charges Breakdown](#)
Rules and Restriction [Disclaimer](#)

Reservation Tools
[Print Reservation](#)
[Make Changes](#)
[Cancel Ride](#)

Payment and Contact Information
Primary Passenger Name: Bob Hayes
Email: bhays@yahoo.com
Day Phone: 201-555-3432
Evening Phone:
Mobile Phone: 201-555-0392
Booker Name: Bob Hayes 201-555-3432
Booker Phone: 201-555-3432
Request Date
Payment Type: My Visa (ending in 4111)xxxxxxxxxxxx1111
Confirmation Notification: bhays@yahoo.com
Trip Status Notification:

[Back](#)

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**.

The screenshot shows the GetThere web application interface. At the top is a red header with the GetThere logo. Below the header is a navigation bar with tabs: Book, My Rides, MyParking, Profile, and Administration. The 'My Rides' tab is selected. To the right of the tabs are links for 'New' and 'Log Out'. Below the navigation bar, the company name 'GetThere Hodges Testing' and the user name 'User: Renee Hodges' are displayed. A legend indicates that a red asterisk (*) denotes a 'Required Field'. The main content area is divided into two sections. On the left is a 'Select Date Range' form with 'From' and 'To' date pickers (set to 4/1/2012 and 10/31/2012 respectively), a 'Passenger' dropdown menu (set to 'Myself'), and a 'View Rides' button. On the right is a 'Historical Ride' table. The table has two rows. The first row is for a ride on 6/29/2012 at 9:24:00 AM, labeled 'Sedan for Hodges, Renee'. It shows a 'Reservation Declined' status with a red 'X' icon. The pickup location is 'Renee's House' (1287 Market St, St Louis, MO, 63103, United States) and the drop-off location is 'Kansas City International Airport' (Kansas City, MO, United States). The second row is for a ride on 6/29/2012 at 12:24:00 PM, also labeled 'Sedan for Hodges, Renee'. It shows a 'Cancellation Accepted' status with a red 'X' icon. The pickup location is 'La Guardia Airport, NY' (La Guardia Rd, Flushing, NY, 11371, United States) and the drop-off location is 'La Guardia Airport' (New York, NY, United States). Both rows have a 'View Details' link.

Reservation details page after clicking the view details link.

The screenshot shows the 'My Trip Details' page for a reservation. The title is 'My Trip Details: Friday, June 29, 12:24 PM'. The page is divided into several sections. The first section is 'Status', which shows 'Cancellation Accepted', 'Confirmation # 12345678', 'Cancel Confirmation # 87654321', 'Provider Empire International', 'Phone 1-800-000-0000', 'Vehicle Type Sedan', and 'Number of Passenger(s): 1'. The second section is 'Pickup Location', which shows 'La Guardia Rd', 'Flushing, NY, 11371'. The third section is 'Drop-off Location', which shows 'La Guardia Airport', 'SOUTHWEST, 1', and 'Departs Friday, June 29, 2:26 PM'. The fourth section is 'Price', which shows '\$167.30' and a link to 'View Charges Breakdown'. The fifth section is 'Rules and Restriction', which shows a link to 'Disclaimer'. The sixth section is 'Payment and Contact Information', which shows 'Primary Passenger Name Renee Hodges', 'Email: renee.hodges@getthere.com', 'Day Phone: 201-555-3333', 'Evening Phone: 201-555-4444', 'Mobile Phone: 201-555-2222', 'Booker Name: Renee Hodges', 'Booker Phone: 201-555-3333', 'Request Date', and 'Payment Type: Test Visa'. On the right side of the page, there is a 'Reservation Tools' section with a 'Print Reservation' 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

Select Date Range From: 7/9/2012 To: 8/9/2012 Passenger: Myself Continue	Upcoming Rides from July 9, 2012 to August 9, 2012 <table border="1"><tr><td>Monday, July 23, 5:00 AM</td><td>Reserved for Renee Hodges</td></tr><tr><td>Reservation Declined Park 'N Fly Confirm # Airport The William B. Hartsfield Atlanta International Ai Type Self-Parking Uncovered Days 2</td><td>Facility PARK & GO 3151 Camp Creek Parkway, East Point, GA, 30344 View Details Make Changes Cancel Ride</td></tr></table>	Monday, July 23, 5:00 AM	Reserved for Renee Hodges	Reservation Declined Park 'N Fly Confirm # Airport The William B. Hartsfield Atlanta International Ai Type Self-Parking Uncovered Days 2	Facility PARK & GO 3151 Camp Creek Parkway, East Point, GA, 30344 View Details Make Changes Cancel Ride
Monday, July 23, 5:00 AM	Reserved for Renee Hodges				
Reservation Declined Park 'N Fly Confirm # Airport The William B. Hartsfield Atlanta International Ai Type Self-Parking Uncovered Days 2	Facility PARK & GO 3151 Camp Creek Parkway, East Point, GA, 30344 View Details Make Changes Cancel Ride				

The Book screen displays.

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



[Book](#) [My Rides](#) [My Parking](#) [Profile](#) [Administration](#) [New](#) [Log Out](#)

Company: GetThere Hodges Testing User: Renee Hodges Changing Park 'N Fly reservation * = Required Field

Trip Summary Passenger Info Renee Hodges Number of Passengers: 1 Pickup Location Additional Stops Dropoff Location Pickup Date/Time Monday, January 01, 1900 12:00 AM Provider/Vehicle/Rate Billing Info Test Visa	Service Type: * Service Type: Sedan Passenger Information: * Primary Passenger: Myself Edit * Number of Passengers: 1 Enter Other Passenger Names Special Requests Pickup Location: * Location: [Please Select] Edit Special Instructions Add Additional Stops Drop-off Location: * Location: [Please Select] Edit Special Instructions Pickup Date and Time:
--	---

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

Select Date Range		Upcoming Rides from July 9, 2012 to August 9, 2012	
From:	7/9/2012	Monday, July 23, 5:00 AM Reserved for Renee Hodges	
To:	8/9/2012	(X) Reservation Declined	
Passenger:	Myself	Park 'N Fly	Facility PARK & GO
Continue		Confirm #	3151 Camp Creek Parkway, East Point, GA, 30344
		Airport The William B. Hartsfield Atlanta International Ai	View Details
		Type Self-Parking Uncovered	Make Changes
		Days 2	Cancel Ride

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

Cancel Ride

 Are you sure you want to cancel the ride for 7/25/2012 7:00:00 PM?

[Cancel Ride](#) [Do Not Cancel](#)

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.)

Wednesday, July 18, 4:28 PM		Reserved for Renee Hodges	
(X) Cancellation Accepted		Facility PARK 'N FLY Plus	
Park 'N Fly		2525 Camp Creek Parkway, College Park, GA, 30337	
Confirm # U0135925		View Details	
Airport The William B. Hartsfield Atlanta International Ai		Make Changes	
Type Self-Parking Uncovered			
Days 6			

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

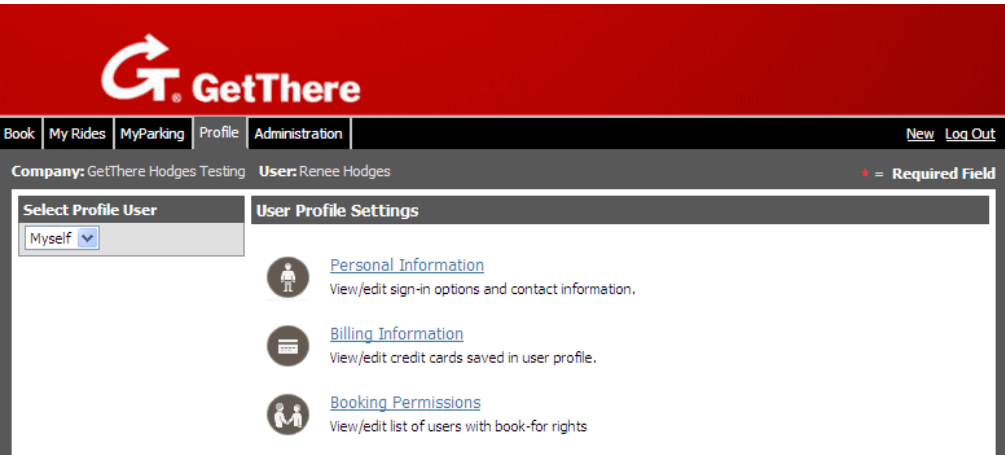
Warning Until the service provider returns a cancellation number the reservation is not canceled.

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.

Select	Card Details	Details
<input type="checkbox"/>	Test Visa	Edit

[Close](#) [Delete](#) [Add Payment](#)

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

Payment Details

Card Type:

Account Number:

Expiration Date:

Method Name:

Billing Address

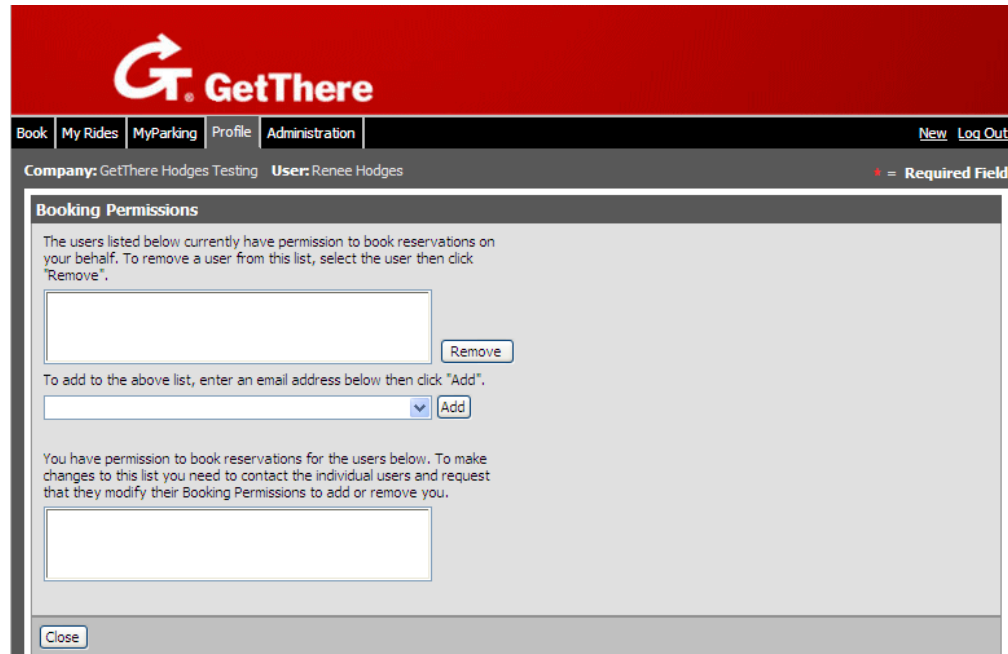
☒ 111 Main Street, 4100 NE 83rd St, Kansas City, MO, 64119

[Save](#) [Cancel](#)

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.



GetThere

Book My Rides MyParking Profile Administration New Log Out

Company: GetThere Hodges Testing User: Renee Hodges * = Required Field

Booking Permissions

The users listed below currently have permission to book reservations on your behalf. To remove a user from this list, select the user then click "Remove".

Remove

To add to the above list, enter an email address below then click "Add".

Add

You have permission to book reservations for the users below. To make changes to this list you need to contact the individual users and request that they modify their Booking Permissions to add or remove you.

Close

