

For: FSA National Offices

**National Office Travel Management Center (TMC)
Update of the OnLine Reservations System**

Approved by: Deputy Administrator, Management



1 Overview

A Background/Information

Effective December 8, 2003, the National Office TMC (Carlson Wagonlit) will update the OnLine Reservations System.

B Purpose

This notice provides information on the update of the TMC OnLine Reservations System at Carlson Wagonlit.

C Labor Management Obligations

Where exclusive representation exists, bargaining may be requested to the extent allowed by applicable statutes. Where contract language already addresses these policies and procedures for bargaining unit employees, contract language prevails.

D Contact

If there are questions about this notice, contact the TMC, Carlson Wagonlit directly at 1-877-832-6579, or FMD, ATPS at 703-305-1408.

Disposal Date	Distribution
December 1, 2005	FSA National Offices

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2 Action

A Instructions

For all future travel reservations, either over the telephone or OnLine, it is important that **each traveler** update his or her User Profile at www.cwgovernment.com/usdahq

To update a User Profile, the traveler must follow these instructions.

Step	Action
1	Click on “make a new reservation” and login using User ID (case sensitive) and new Password USDAHQNEW (case sensitive).
2	Click on User Profile near the upper left corner of the screen.
3	Be sure to click on the Save Changes button after the information has been updated.

All future travel reservations, booked over the telephone or OnLine, will be created using the information that was updated in the traveler’s User Profile.

B Highlights of the Updated OnLine Reservations System at Carlson Wagonlit

Following are the highlights of the updated OnLine Reservations System at Carlson Wagonlit.

Highlights	Explanation
Password	Created when profile is built giving the user immediate access to the booking system.
User Login	Instant registration. Assigned immediately during profile building process.
Travel Arranger Profiles	Ability to select travelers by name only. Eliminates the need of obtaining the travelers User ID to link profiles with an arranger.
Training	Training movie located on the website and is accessible 24/7. Walks the user through the booking process step by step. Eliminates the need for training seminars and organized OnLine training classes.
Availability Display	Displays both outbound and return flights on same screen which allows user to book both flights in 1 entry.
Bulletins	Multiple fields available to add text to all screens. Can be customized by individual client.

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2 Action (Continued)

**B Highlights of the Updated OnLine Reservations System at Carlson Wagonlit
(Continued)**

Highlights	Explanation
Car/Hotel Search	After booking the airline flight segments, the option to add a car or hotel appears under the itinerary. Clients have tabs on the first booking screen to select air, car, or hotel. No need to de-select car or hotel if not needed.
Car Rates	Displays car availability and prices before selecting rental company. Allows the user to select the car based on price and car company simultaneously.
Contract Carrier	Airline name highlighted in red and labeled with the American flag. Additional wording at the top of the page advising travelers how to identify contract carrier.
Fare Rules	Displays detailed rules explaining the restrictions for each fare selected based upon each flight segment.
Flight Search	Able to search for flights and prices without booking. Offers the client the ability to pre-plan for a trip without confirming an itinerary.
Hotel Prices	Lists a variety of hotel prices plus the per diem next to rate quotes. GSA's Federal Premier Lodging Program properties to be stored in second quarter.
Hotel Search	Hotel search can also be customized by adding reference points, such as location of Field Offices or similar.
Pricing Options	Different types of fares can be shown based upon client, division, or individual user. Can select to see different pricing options based on individual trips.
Profile	Comprehensive profile affords room for all information on a single page/screen.
Seat Assignments	Allows user to select seats after completing flight segments and before selecting the car or hotel option.
Seat Maps	Provides a detailed legend explaining which seats are set assigned for premier members and which are open for all travelers. If selecting seats designated for a member with premier status, the system automatically checks the profile for the frequent flyer number and will assign the seat if the traveler is qualified.
Website and Links	Managed by Carlson Wagonlit in which additions and deletions can be done within a minute's notice.