Travel Agent Training

**Purpose:** To book airfare for the University.

**Security Access Requirement:** Agent must have an ONYEN and password that has Web Travel access.

**Prerequisites:** None.

**For Password Changes/ Resets:**
Visit: [https://itsapps.unc.edu/improv/#UserChangePwdPlace:changePwd](https://itsapps.unc.edu/improv/#UserChangePwdPlace:changePwd)

**Find Help:** Call Travel Services at (919) 962-0213 or email travel_team@unc.edu
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Signing In

Follow these steps to sign in:

1. Use your ONYEN and password to log in to the Travel Agent sign on page at:  https://itsapps.unc.edu/frs2

NOTE: If the following error message is received when attempting to sign in, please visit https://itsapps.unc.edu/improv/#UserChangePwdPlace:changePwd to reset your password.

Username and/or password incorrect. Please try again.

RESULT: The system displays the Document Search page.
Entering Airfare Details

1. If you aren’t signed in to the system yet, view the Signing In instructions.
2. In the Document ID field, enter the C# given to you by the department preparer and click the Search button.

RESULT: The system displays the Travel Information section for the C#.

NOTE: The following error messages will be generated if a C# is either invalid, not in Approved status or has already been ticketed. Agent should advise department preparer and request a valid C# for the travel. **Agent must not book the ticket without a valid and approved C#**.

3. Verify the Travel Information is correct. Once verified, agent may go ahead and book the ticket using their appropriate airfare booking system.
NOTE: To ensure proper transaction matching with the University's system, travel agents MUST:

1. Only book tickets for C#s in **Approved** status; **AND**
2. Include the **C#** and the **6-digit Department #** in the airfare reservation using the agency’s airfare booking system; **AND**
3. Update the Web Travel system with the appropriate ticketing and/or cancelling information.

4. After booking the ticket, agent must update the University's Web Travel system by providing the following information:

   a. **Ticket Number** (required field) – Enter the ticket number.
   b. **Actual Air Fare** fields (required fields) – Enter the actual airfare amount twice. Amounts in both fields must match.
   c. **Service Fee** (if applicable) – If there is a service fee, enter the service fee amount twice. Amounts in both fields must match.

RESULT: The system displays a successful confirmation message.
NOTE: Actual airfare cost must be within 15% of estimated airfare. If the below error message is received. Agent must reject the C# back to the preparer for modification. Agent must not book the ticket without a valid and approved C#.

Rejecting an Airfare/ CABS Document:

1. If you aren’t signed in to the system yet, view the Signing In instructions.

2. In the Document ID field, enter the C# given to you by the department preparer and click the Search button.
3. Using the **Travel Information** section, verify the transaction is the correct one. Once verified, click the **Reject** button to enter a justification for rejecting the document.

![Image of Justification for Reject]

**NOTE**: A justification is required to be entered when rejecting an Airfare document.

4. Click **Save**.

**RESULT**: The system displays a successful confirmation message.

![Image of Successful Confirmation]

**NOTE**: Entering a C# that has been previously rejected will generate the below message.
Cancelling a Booked Ticket:

1. If you aren’t signed in to the system yet, view the Signing In instructions.

2. In the Document ID field, enter the C# given to you by the department preparer and click the Search button.

3. Using the Travel Information section, verify the transaction is the correct one. Once verified, agent may go ahead and cancel the ticket using their appropriate airfare booking system.

   **NOTE:** Only a C# in “Ticketed” status can be cancelled.

4. After cancelling the ticket, agent must update the University’s Web Travel system by providing the following information, as applicable:
   a. Checking the **Airline is issuing a voucher to the Traveler** checkbox, if no refund is due the University and a travel voucher will be issued to the traveler. Leave the box unchecked to indicate that the University is receiving a refund of the airfare.
   b. **Cancellation Fee**
   c. **Cancellation Service Fee**

5. Click the **Cancel Ticket** button.

   Are yo sure you want to cancel the ticket?
6. Click **OK** to verify ticket cancellation.

**RESULT**: The system displays a successful confirmation message.

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**Diners Club Data File Requirements:**

<table>
<thead>
<tr>
<th>FILE TYPE:</th>
<th>Comma-delimited .CSV</th>
</tr>
</thead>
<tbody>
<tr>
<td>FILE NAME:</td>
<td>MUST NOT contain spaces, commas, colons, etc.</td>
</tr>
<tr>
<td>DATA FILES DUE:</td>
<td>WEEKLY - by close on business TUESDAY</td>
</tr>
<tr>
<td>SUBMIT TO:</td>
<td><a href="mailto:TER_Functional@bmo.com">TER_Functional@bmo.com</a> (via Secure Message)</td>
</tr>
</tbody>
</table>

To ensure successful matching of Airfare transactions with Diners Club’s T&E Reconciler system and the University’s system, the data file **MUST** meet the following file layout guidelines:

<table>
<thead>
<tr>
<th>COLUMN ORDER</th>
<th>NAME</th>
<th>TYPE</th>
<th>REQUIRED?</th>
<th>FORMAT &amp; MAX WIDTH</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Card Account Number</td>
<td>Alphanumeric</td>
<td>Yes</td>
<td>16 Characters</td>
<td>5528350012345678</td>
</tr>
<tr>
<td>2</td>
<td>Passenger Name</td>
<td>Alpha (UPPER CASE ONLY)</td>
<td>Yes</td>
<td>Up to 35 Characters</td>
<td>ROSENBURG/ SUE ELLEN</td>
</tr>
<tr>
<td>3</td>
<td>Transaction Date</td>
<td>Numeric</td>
<td>Yes</td>
<td>All Numeric</td>
<td>04/15/2014 20140415</td>
</tr>
<tr>
<td>4</td>
<td>Transaction Amount</td>
<td>Numeric, Double Decimal</td>
<td>Yes</td>
<td></td>
<td>391.80 (Airfare) 25.00 (Agency Fee)</td>
</tr>
</tbody>
</table>
RESULT: Based on the above sample data, the booking transaction lines in the data file should show:

5528350012345678,ROSENBURG/SUE ELLEN,04/15/2014,391.80,0067364083000,C203842,300100
5528350012345678,ROSENBURG/SUE ELLEN,20140415,25.00, 8900615647793,C203842,300100

NOTES: The following are the most common issues for data mismatch:

- Missing commas (,) separating the fields;
- Quotation marks (" ") surrounding the fields;
- Passenger Name in lowercase – must be in ALL CAPS
- Airline Code and Ticket Number in two (2) separate fields;
- Incorrect Airline Code with Ticket Number;
- Incorrect Ticket Number;

In alignment with the University’s efforts to increase data match rate for Airfare/CABS transactions, the agency’s T&E Reconciler registered user and Manager are required to look over the data after file conversion to verify:

- The data complies with Diners Club’s data file requirements;
- All transaction lines are complete with the appropriate C# and Dept#; AND
- All C#s have been appropriately updated in the Web Travel system.