

UNC Travel Agent Training

Purpose: Travel Agents use the UNC WebTravel application to gather information for booking or cancelling airfare.

Note: For security reasons, as of January 2018 UNC WebTravel is only accessible from UNC IP addresses. UNC Travel Agents will now be required to access UNC WebTravel via the Citrix Receiver application, which is available at no cost on the Citrix website.

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

Prerequisites: None.

For Password Changes/Resets:

Visit: <https://improv.itsapps.unc.edu/#UserChangePwdPlace:changePwd>

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

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Installing the Citrix Receiver

Overview

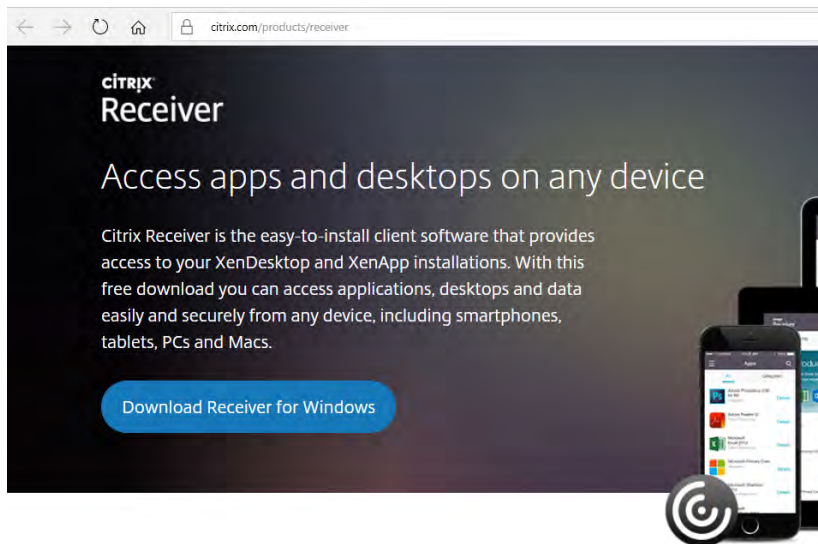
The instructions below explain how to install the Citrix Receiver on your computer. After the installation is complete, you can set up UNCWebTravel in Citrix by adding the WebTravel application to your Citrix Receiver desktop.

If you currently use Citrix to access another application, you can skip the installation, but you will still need to add the “**uncapps.its.unc.edu**” account and place the WebTravel application on your Citrix Receiver desktop.

Note: The current version of the Citrix Receiver is v4.9 for Windows and v12.7 for MAC (as of 11/7/17). If you have a previous version and want to update it, just follow the instructions below to install the new version. Citrix will automatically replace the previous version. If it is necessary to uninstall the previous version, Citrix will prompt you to do so during the installation process.

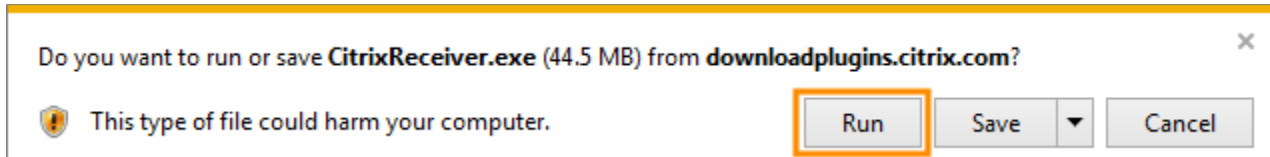
Steps – Installing the Citrix Receiver

1. Point your browser to: <http://www.citrix.com/go/receiver.html>
2. Click on the **Download Receiver for Windows** button.



Result: Citrix displays a message asking whether to run or save the file.

3. Click on the **Run** button.



Important: Click on the Yes button if you receive the following message: “Do you want to allow the following program to make changes to the computer?”

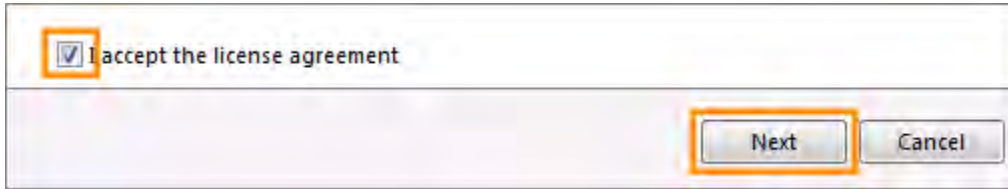
Result: When the download is finished, Citrix displays the Welcome to Citrix Receiver box.

4. Click on the **Start** button.



Result: Citrix displays the License Agreement box.

5. Mark the **I accept the license agreement** checkbox and click on **Next**.

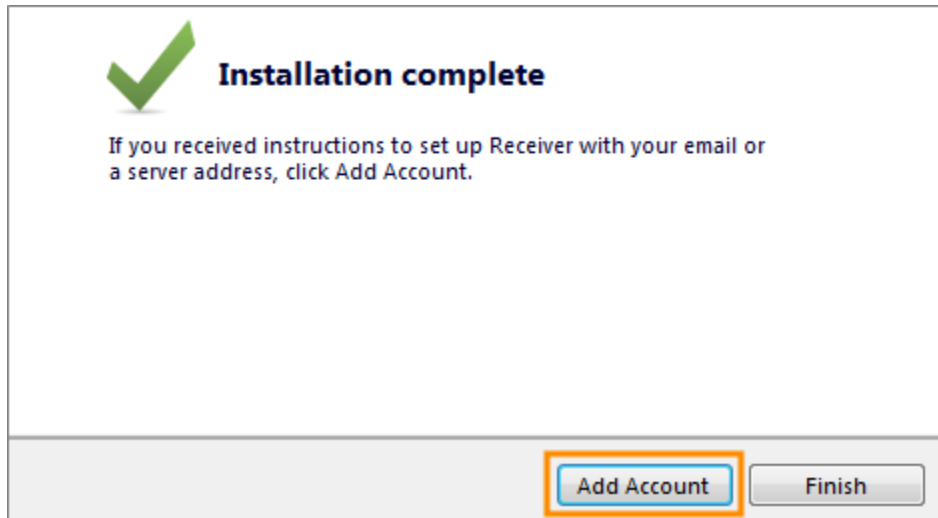



I accept the license agreement

Next Cancel

Result: Citrix displays the Enable Single Sign-on box.

6. Click on the **Add Account** button.



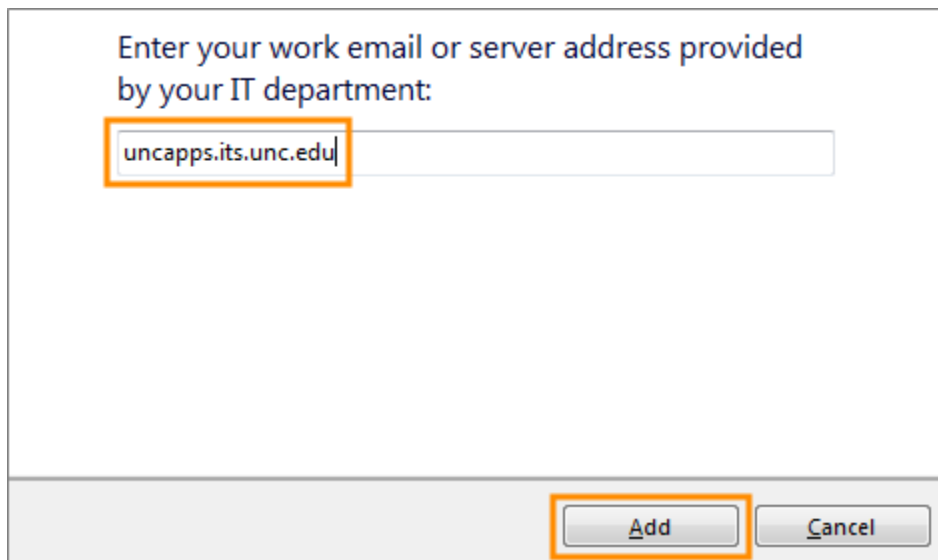
 **Installation complete**

If you received instructions to set up Receiver with your email or a server address, click Add Account.

Add Account Finish

Result: Citrix displays the Add Account box.

7. Type **uncapps.its.unc.edu** in the text box and click on the **Add** button.



Enter your work email or server address provided by your IT department:

uncapps.its.unc.edu

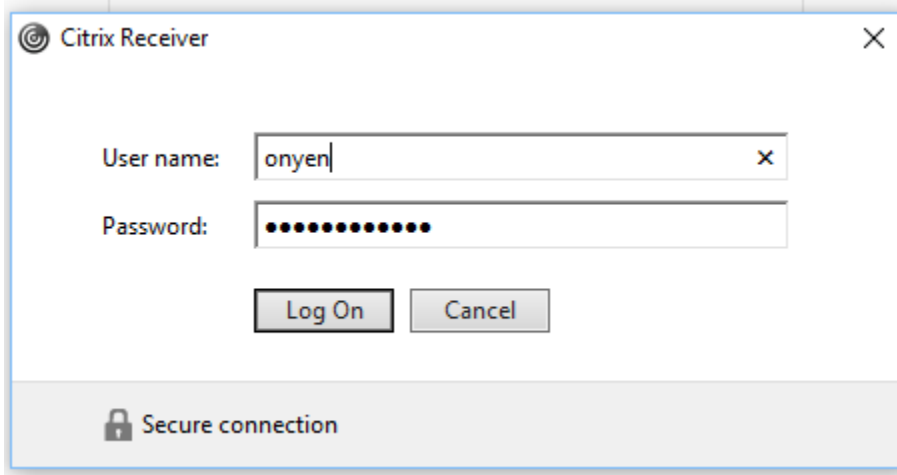
Add Cancel

Result: Citrix displays the Citrix Receiver Log On box.

Disbursement Services
Web Travel

8. Log on to Citrix Receiver by following these steps:
 - a. Type your Onyen in the User name field.
 - b. Type your Onyen password in the Password field.
 - c. Click on the Log On button.

NOTE: This is the same user name/password that you use to login to WebTravel.



Result: Citrix displays the Citrix Receiver desktop.

Adding the WebTravel Application to your Citrix Receiver Desktop

Overview

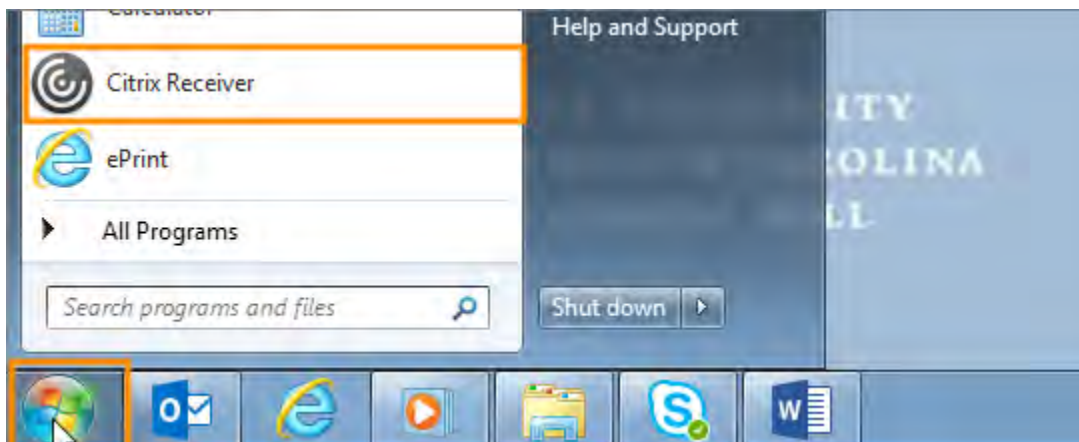
The instructions below explain how to add WebTravel to your Citrix Receiver desktop.

Steps – Adding the WebTravel application to your Citrix Receiver Desktop

Follow these steps to add WebTravel to your Citrix Receiver desktop:

Note: Skip the navigation and log on steps if you're already logged on to the Citrix Receiver.

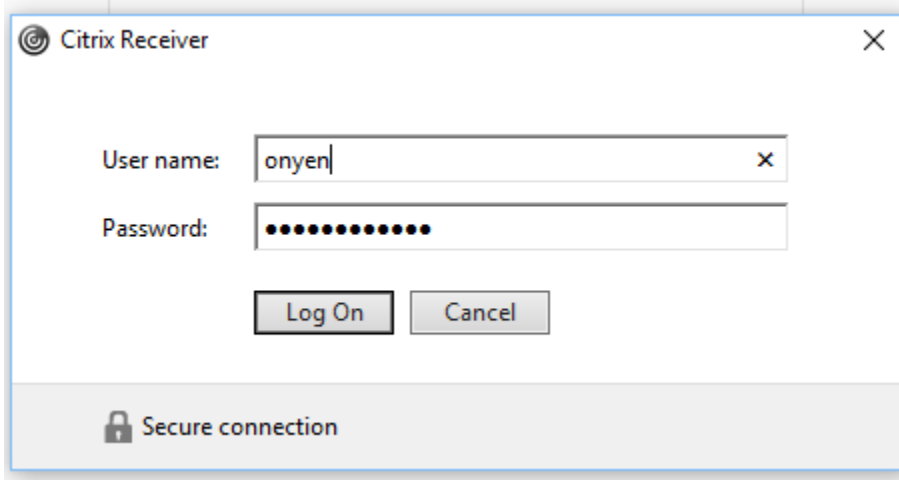
1. Click the **Start** button in the lower left corner of your desktop.
2. Click on the **Citrix Receiver** icon.



Result: Citrix displays the Citrix Receiver Log On box.

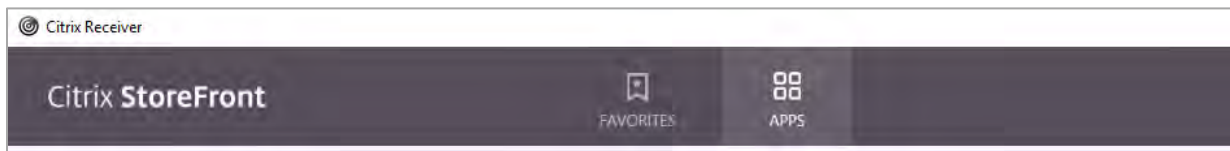
Disbursement Services
Web Travel

3. Log on to the Citrix Receiver by following these steps:
 - a. Type your Onyen in the User name field.
 - b. Type your Onyen password in the Password field.
 - c. Click on the **Log On** button.



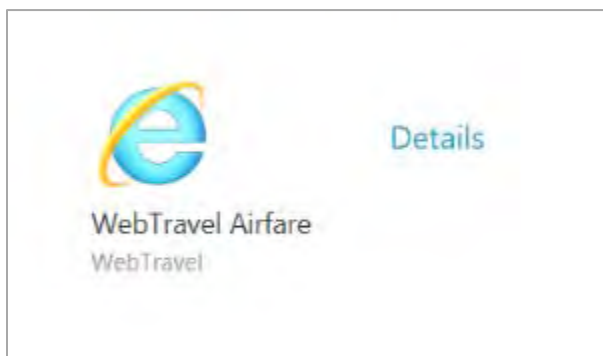
Result: Citrix displays the Citrix Receiver desktop.

4. Click on the "APPS" icon on the top of the Citrix Receiver desktop.



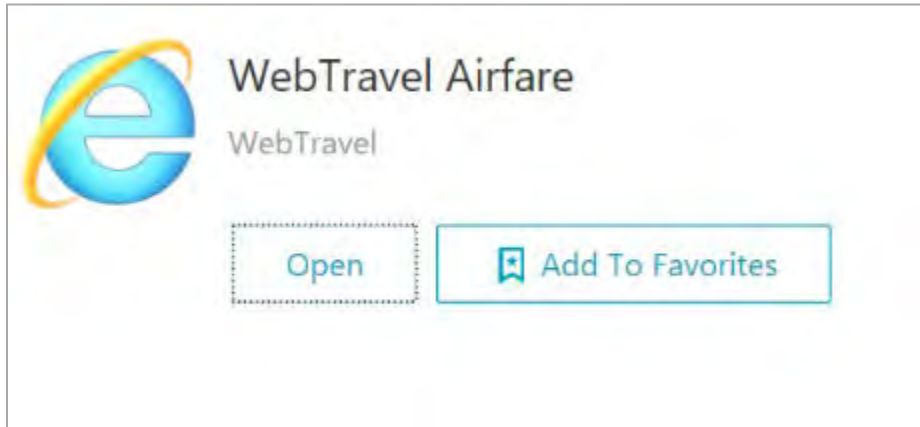
Result: Citrix displays a list of available applications.

5. Find the "WebTravel Airfare" icon and click on the "Details" link beside the WebTravel Airfare application icon.



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6. Click "Add to Favorites"



Result: Citrix adds the WebTravel application to your Citrix Receiver desktop.

Accessing the WebTravel Application in Citrix

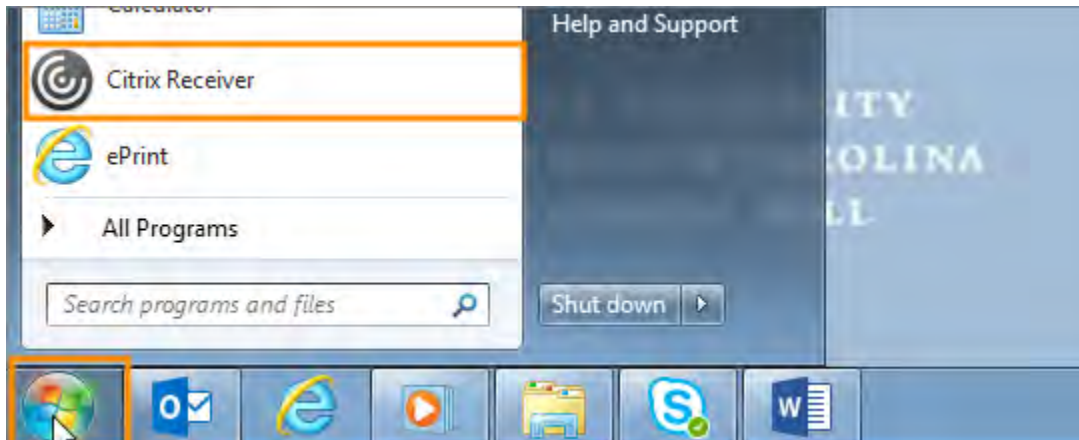
Overview

After you install the Citrix Receiver and set up WebTravel in Citrix, you can use WebTravel from Citrix.

Steps—Accessing the WebTravel Application in Citrix

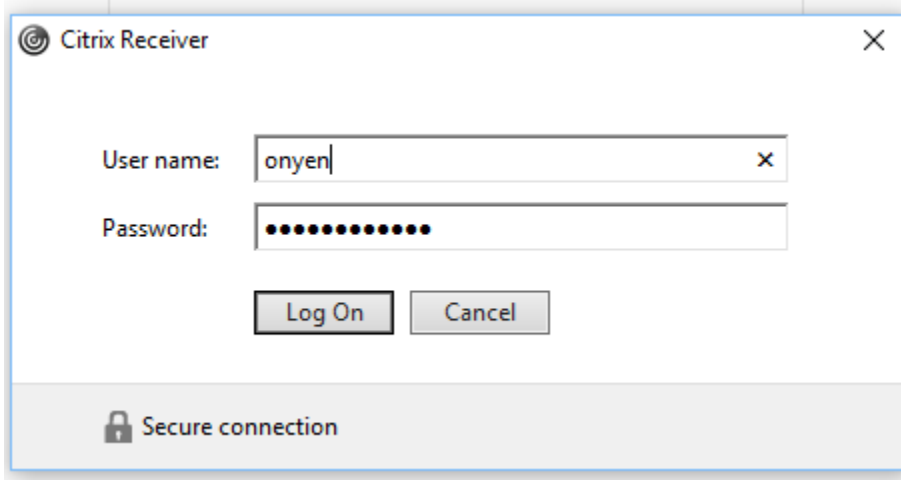
Follow these steps to access the WebTravel application in Citrix:

1. Click the **Start** button in the lower left corner of your desktop.
2. Click on the **Citrix Receiver** icon.



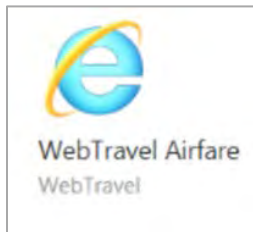
Result: Citrix display the Citrix Receiver Log On box.

3. Log on to Citrix by following these steps:
 - a. Type your Onyen in the User name field.
 - b. Type your Onyen password in the Password field.
 - c. Click on the **Log On** button.



Result: Citrix displays the Citrix Receiver desktop.

4. Click on the WebTravel icon on your Citrix Receiver desktop.



Result: Citrix displays the Single Sign on (SSO) login box

5. Login to Single Sign-On with your Onyen and Onyen password.

Single Sign-On

A screenshot of the Single Sign-On login page. It has a light grey background. At the top, there is a label 'Onyen -or- UNC Guest ID' above a text input field. Below that is a label 'Password' above another text input field. A prominent blue button with the text 'Sign in' is centered below the fields. Underneath the button, there is a link: 'Reset password for [Onyen](#) | [UNC Guest ID](#) or get [help](#).' At the bottom, there is an 'Important' notice in a red box: 'Important To protect your personal information, you must close every instance of this browser that is open on your computer when you log out.'

Result: The WebTravel application is available.

UAT Web Travel Signed in yelamanc Sign-out

Travel Documents THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL Sign-out

Document Search:

Document ID:

Search

Travel Information:

Document ID:

Department:

Depart Date:

Return Date:

*Ticket Number:

Traveler Name:

Depart City/St/country:

Return City/St/country:

Air Type:

NOTE: If the following error message is received when attempting to sign in:

Username and/or password incorrect. Please try again.

Go to <https://improv.itsapps.unc.edu/#UserChangePwdPlace:changePwd> to reset your password.

Entering Airfare Details

1. 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#.

UAT Signed in yelamanc Sign-out

Travel Documents THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL Sign-out

Document Search:

Document ID: C200147

Search

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#.**

Document Search: Sign-out

Error: No CABS Document was found with this ID

Document ID: C200148

Search

Document Search: Sign-out

Error: This Document is either un-approved or has completed Travel Agent Processing. Do Not Issue Ticket!!

Document ID: C200193

Search

2. Verify the **Travel Information** is correct. Once verified, agent may go ahead and book the ticket using their appropriate airfare booking system.

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NOTE: To ensure proper transaction matching with the University's system, travel agents **MUST:**

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

3. 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.

Travel Information:

Document ID:	<input type="text" value="C200147"/>	Traveler Name:	<input type="text" value="John Noto"/>		
Department:	<input type="text" value="245300"/>	Depart City/St/country:	<input type="text" value="Raleigh"/>	<input type="text" value="NC"/>	<input type="text" value="US"/>
Depart Date:	<input type="text" value="2014-08-01 00:00:00.0"/>	Return City/St/country:	<input type="text" value="Charlotte"/>	<input type="text" value="NC"/>	<input type="text" value="US"/>
Return Date:	<input type="text" value="2014-08-03 00:00:00.0"/>	Air Type:	<input type="text" value="Roundtrip"/>		
*Ticket Number:	<input type="text" value="0161831836131132"/>				
*Actual Air Fare: \$	<input type="text" value="330"/>	<input type="text" value="330"/>	Est Air Fare: \$	<input type="text" value="300.0"/>	
Service Fee: \$	<input type="text" value="25"/>	<input type="text" value="25"/>	Travel Agent ID:	<input type="text" value="3"/>	

2. Click the **Submit** button.

Result: The system displays a successful confirmation message.

Travel Information:

CABS Document has been successfully updated

Document ID:	C200147	Traveler Name:	John Noto		
Department:	245300	Depart City/St/country:	Raleigh	NC	US
Depart Date:	2014-08-01 00:00:00.0	Return City/St/country:	Charlotte	NC	US
Return Date:	2014-08-03 00:00:00.0	Air Type:	Roundtrip		
*Ticket Number:	0161831836131132				
*Actual Air Fare: \$	330	Est Air Fare: \$	300.0		
Service Fee: \$	25.0	Travel Agent:	Travel Leaders		

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#.**

Travel Information:

Error: Ticketed Fare cannot exceed 15% over the Estimate Fare

Document ID:	C200147	Traveler Name:	John Noto		
Department:	245300	Depart City/St/country:	Raleigh	NC	US
Depart Date:	2014-08-01 00:00:00.0	Return City/St/country:	Charlotte	NC	US
Return Date:	2014-08-03 00:00:00.0	Air Type:	Roundtrip		
*Ticket Number:	0161831836131132				
*Actual Air Fare: \$	350	Est Air Fare: \$	300.0		
Service Fee: \$	25.0	Travel Agent ID:	3		

Submit

Rejecting an Airfare/CABS Document:

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

The screenshot shows the 'Document Search' section of the web travel system. At the top, it says 'Travel Documents' and 'THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL'. Below that, there is a 'Document Search:' label. A text input field labeled 'Document ID:' contains the value 'C549583'. Below the input field is a blue 'Search' button. The entire search area is highlighted with an orange border.

The screenshot shows the 'Travel Information' section. It contains several fields: 'Document ID: C549583', 'Department: 245300', 'Depart Date: 2015-05-01 00:00:00.0', 'Return Date: 2015-05-03 00:00:00.0', '*Ticket Number: [empty]', '*Actual Air Fare: \$ 100.0 100.0', 'Service Fee: \$ 0.0 0.0', 'Traveler Name: Martha Pendergrass', 'Depart City/State/Country: NEW YORK NY US', 'Return City/State/Country: RDU NC US', 'Air Type: Roundtrip', 'Est Air Fare: \$ 100.0', and 'Travel Agent ID: 2'. At the bottom, there are two buttons: 'Submit' and 'Reject'. The 'Reject' button is highlighted with an orange border.

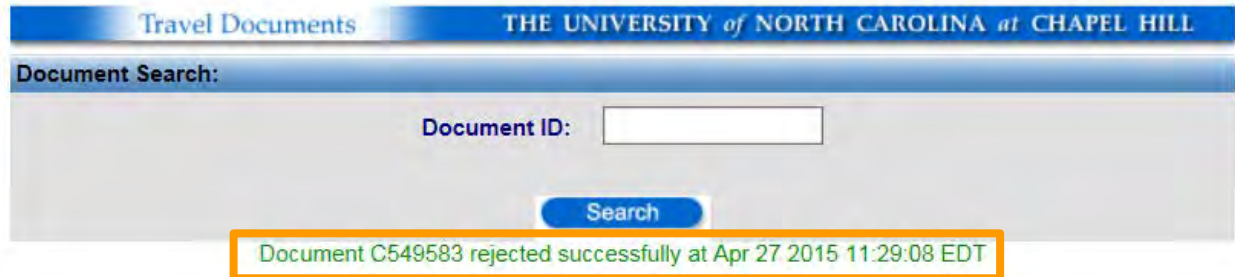
2. Using the **Travel Information** section, verify the transaction is the correct one. Once verified, click the **Reject** button to enter a justification for rejecting the document.

The screenshot shows a dialog box titled 'Justification for Reject'. At the top, there are two buttons: 'Submit' and 'Reject'. Below the buttons, the text reads: 'Please enter reason for rejecting document, and click Save. Your entry will go into the Notepad.' Below this text is a text area labeled 'Reject Note:'. The text area contains the text: 'This notepad is not optional. You must enter a justification in the notepad.' and 'Justification for C549583:'. Below the text area is a text input field containing the text: 'Reject per preparer. Corrections required.'. Below the input field are three buttons: 'Save', 'Reset', and 'Cancel'. The 'Save' button is highlighted with an orange border.

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

3. Click **Save**.

Result: The system displays a successful confirmation message.



The screenshot shows the 'Travel Documents' search interface for THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL. The 'Document Search' section has a 'Document ID' field and a 'Search' button. Below the search area, a green message box states: 'Document C549583 rejected successfully at Apr 27 2015 11:29:08 EDT'.

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



The screenshot shows the 'Travel Documents' search interface for THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL. The 'Document Search' section has a 'Document ID' field containing 'C549583' and a 'Search' button. A red error message is displayed above the search area: 'Error: This CABS document has already been Rejected back to UNC for further modification. DO NOT ISSUE TICKET'.

Cancelling a Booked Ticket:

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

Disbursement Services
Web Travel

3. 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
2. Click the **Cancel Ticket** button.

Travel Information:

Document ID:	C200147	Traveler Name:	John Noto			
Department:	245300	Depart City/St/country:	Raleigh	NC	US	
Depart Date:	2014-08-01 00:00:00.0	Return City/St/country:	Charlotte	NC	US	
Return Date:	2014-08-03 00:00:00.0	Air Type:	Roundtrip			
*Ticket Number:	0161831836131132	*Actual Air Fare: \$	330.0	Est Air Fare: \$	300.0	
		Service Fee: \$	25.0	Travel Agent:	Travel Leaders	
<input type="checkbox"/> The airline is issuing a voucher to the Traveler						
Cancellation Fee: \$			25	Cancellation Service Fee: \$		75
<input type="button" value="Cancel Ticket"/>						

4. Click **OK** to verify ticket cancellation.

Are yo sure you want to cancel the ticket?

Disbursement Services
Web Travel

Result: The system displays a successful confirmation message.

Travel Information:

CABS Document has been successfully Cancelled

Document ID:	C200147	Traveler Name:	John Noto		
Department:	245300	Depart City/St/country:	Raleigh	NC	US
Depart Date:	2014-08-01 00:00:00.0	Return City/St/country:	Charlotte	NC	US
Return Date:	2014-08-03 00:00:00.0	Air Type:	Roundtrip		
*Ticket Number:	0161831836131132	*Actual Air Fare: \$	330.0	Est Air Fare: \$	300.0
		Service Fee: \$	25.0	Travel Agent:	Travel Leaders
		Cancellation Fee: \$	25.0	Cancellation Service Fee: \$	75.0

Diners Club Data File Requirements:

FILE TYPE:	Comma-delimited .CSV
FILE NAME:	MUST NOT contain spaces, commas, colons, etc.
DATA FILES DUE:	WEEKLY – by close on business TUESDAY
SUBMIT TO:	TER_Functional@bmo.com (via Secure Message)

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:

COLUMN ORDER:	NAME	TYPE	REQUIRED ?	FORMAT & MAX WIDTH	EXAMPLE
1	Card Account Number	Alphanumeric	Yes	16 Characters	5528350012345678
2	Passenger Name	Alpha (UPPER CASE ONLY)	Yes	Up to 35 Characters	ROSENBURG/SUE ELLEN
3	Transaction Date	Numeric	Yes	All Numeric	04/15/2014 20140415
4	Transaction Amount	Numeric, Double Decimal	Yes		391.80 (Airfare) 25.00 (Agency Fee)
5	ROC/Ticket Number	Alphanumeric Airline Code (3 characters) + Ticket Number (10 characters) (MUST be combined into ONE field)	Yes	Up to 13 Characters (An incorrect Ticket Number will cause the C_Number and Dept. Number to not populate in UNC's report.)	0067364083000 (example of Airline ticket) 8900615647793 (example of Agency Fee)
6	C_Number	Alphanumeric	Yes	7 Characters	C203842
7	Dept. Number	Numeric	Yes	6 Characters	300100

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.