

Travel US

User Guide for Guest Pass Fliers

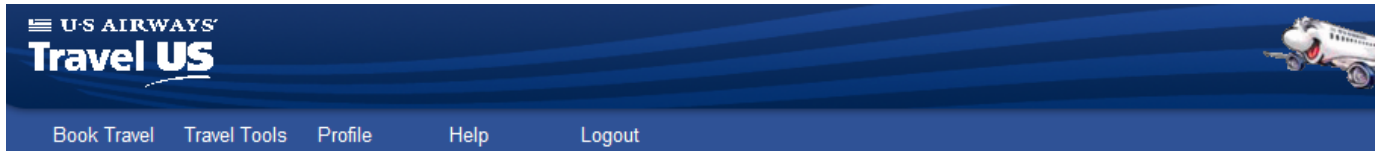
 **U·S AIRWAYS**

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Guest Pass User Guide

Upon logging in for the first time, you will be asked to accept the usage terms:

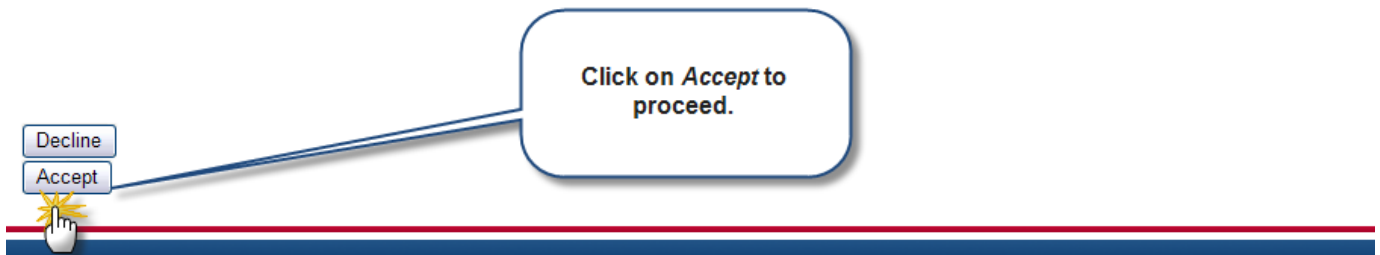


Please read through the following information. You must accept these terms to continue using Travel US, the US Airways Employee Travel Web Site.


Fee-waived passes and reduced rate tickets may not be sold, bartered or used for any purpose that results in personal or business gain. Each employee is responsible for providing pass travel information and guidelines to all persons using his/her travel privileges.

Misuse or abuse of travel privileges is strictly prohibited. Any unauthorized or inappropriate use of travel privileges may result in corrective action up to and including termination of employment.

Clicking **Accept** confirms your acceptance and understanding of the Terms and Conditions above, and confirms you have read and understand the current version of the Employee Travel Guide.



Once logged in, you will be automatically taken to the *Book Travel* page.

Any time you see , it is an indication that you can close out or remove something from the area you are working in.

Booking a New Flight

Booking a new flight is very similar to booking a flight on our regular website.

Step 1) Enter the Necessary Flight Information

- The features on this screen allow you to select if you are booking a one-way, round-trip, or multi-trip flight. The number of passes you use depends on what you select here, as these passes are issued as one-way, not round-trip.
- Check non-stop only if you are only looking for a non-stop flight. Most of our non-stop flights will be arriving or departing out of a hub (Phoenix, Charlotte, or Philadelphia).

Step 2) Select your Flights and View PBTs

After clicking on **Search**, the *Flight* screen will appear. This is where you will actually select the flights you want.

1 Choose → **2 Passengers** → **3 Payment** → **4 Confirmation**

From: [] To: Las Vegas, NV (LAS) Depart: 04/15/11 [] Anytime []
Return: 04/18/11 [] Anytime []

Search [] [] []

Each city pair you requested will be displayed separately.

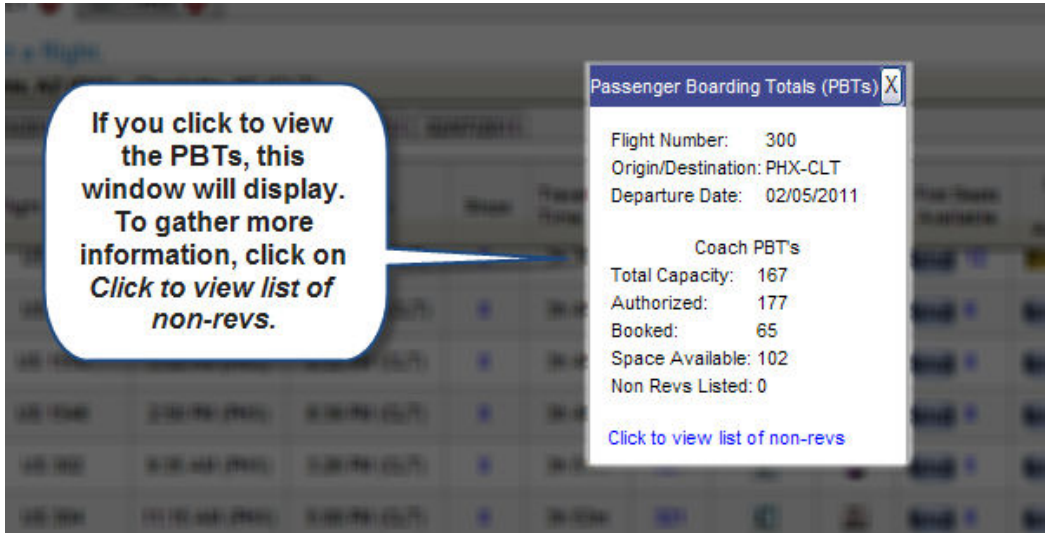
When a city pair is selected, the original date you requested will display, along with the flight information for two days prior and two days following the originally requested date. This makes searching for an available flight that much easier!

Click on *Select* to select a flight.

Click on the number next to *Select* to view the PBTs for that flight.

Flight Number	Depart	Arrive	Stops	Time	Type	Compare	Track	Available	Available
US 27	10:10 AM (PHX)	11:39 AM (LAX)	1	2h 33m	321	C	T	Select 16	Select 163
US 49	12:40 PM (LAX)	1:44 PM (LAS)			319			Select 12	Select 95
US 29	1:50 PM (PHX)	3:15 PM (LAX)	1	2h 29m	320	C	T	Select 11	Select 136
US 397	5:30 PM (LAX)	6:34 PM (LAS)			733			Select 8	Select 114
US 407	1:55 PM (PHX)	4:00 PM (SFO)	1	3h 30m	320	C	T	Select 12	Select 135
US 2973	4:50 PM (SFO)	6:15 PM (LAS)			CR9			N/A	Select 81
US 2715	4:50 PM (PHX)	6:31 PM (FAT)	1	2h 49m	CR9			N/A	Select 81
US 2817	7:30 PM (FAT)	8:38 PM (LAS)							Select 60

Step 2a) Viewing PBTs from the Booking Page



When you click on **Select** to select a flight, you will activate the window to the immediate right of the selection area. The PBT window gives you the following information:

- *Flight Number*: identifies the flight on a particular day and time
- *Origin/Destination*: the departure and arrival cities
- *Departure Date*: the date the flight is set to depart in the time zone of the city it is departing from
- *Total capacity*: the actual number of seats on the aircraft
- *Authorized*: the number of seats the airline is selling for this particular flight
- *Booked*: the actual number of seats that have been purchased
- *Space Available*: the actual number of seats that are open (not counting authorized numbers)
- *Non Revs Listed*: the number of standby passengers listed for this flight

Once you have viewed the PBTs and are ready to select your flights, click on **Continue**. You will be taken to the *Passenger* screen.

The screenshot shows a flight selection window for the route Las Vegas, NV (LAS) - Phoenix, AZ (PHX). The window includes a date selector, a table of flight options, and a 'Continue' button. Two callout boxes provide instructions: one pointing to a 'Cancel' button in the flight table, and another pointing to the 'Continue' button at the bottom right.

Callout 1: The flight you selected can be removed from the window by clicking on *Cancel*.

Callout 2: Once you've selected all of your flight legs, click on *Continue*.

Flight Number	Depart	Arrive	Stops	Time	Class	First Seats Available	Coach Seats Available
US 460	6:40 AM (LAS)	7:52 AM (PHX)	0	1h 12m	C	Select 12	Select 120
US 600	8:05 AM (LAS)	9:15 AM (PHX)	0	1h 10m	C	Select 12	Select 112
US 51	9:50 AM (LAS)	11:01 AM (PHX)	0	1h 11m	C	Select 12	Cancel 106
US 356	9:55 AM (LAS)	11:06 AM (PHX)	0	1h 11m	C	Select 12	Select 106
US 601	11:55 AM (LAS)	1:04 PM (PHX)	0	1h 9m	C	Select 10	Select 131
US 1194	12:40 PM (LAS)	1:50 PM (PHX)	0	1h 10m	C	Select 0	Select 0
US 644	2:40 PM (LAS)	3:47 PM (PHX)	0	1h 7m	C	Select 0	Select 0

Buttons at the bottom: Save And Complete Later, **Continue**

Step 3) Complete the *Passenger* Screen

Here is where you will select the flier(s). The employee has set this up for you; if the person you are trying to book a flight for is not on the list, you will need to contact the employee. They will have to add them for you.

U.S. AIRWAYS' Travel US

Book Travel | Travel Tools | Profile | Help | Logout

1 Choose → 2 **Passengers** → 3 Payment → 4 Confirmation

Select Passengers To List
You have 2 pass(es) available.

Phone Number: Home Work

John Denver

Itinerary Details
Fri, Apr 15, 2011
US Flight 602 Coach
Depart 7:40 AM PHX
Arrive 8:47 AM LAS
Mon, Apr 18, 2011
US Flight 600 Coach
Depart 8:05 AM LAS
Arrive 9:15 AM PHX

Passenger Information
Selected Passengers
John Denver
2 guest pass(es) used.

Callout Box 1: Select the passengers that will be making this flight. In this example, John Denver is selected. Enter the flier's address and telephone number. Click on *Price It* to view the total that will be due.

Callout Box 2: The number of one-way guest passes you are using will display. You will need to click on *Need SF ID* and enter your Secure Flight Info: your full name, DOB, gender, and Redress number (if you have one). Click on *Continue*.

Once the *Passenger* screen is complete and you've clicked on **Continue**, you will be taken to the *Payment* screen.

Total Price for All Passengers

Base Fare: \$100.00 Taxes: \$12.40 Taxes: \$7.50 Total: \$119.90

Falsifying or manipulating travel records, boarding priorities, selling guest passes or registered guest pass privileges for profit or using more guest passes than allotted is strictly prohibited. Any misconduct in connection with employee travel privileges may result in suspension or revocation of your travel privileges and may be subject to disciplinary action up to and including termination.

Pay Online

Billing Address

International Address?

Address 1

Address 2

City State Zip

Credit Card Information

Name as it appears on credit card

Credit Card Type Number

Expiration Date CID Number

Itinerary Details

Fri, Apr 15, 2011

US Flight 248 Coach

Depart 9:59 AM PHX

Arrive 11:05 AM LAS

Mon, Apr 18, 2011

Coach

AS

PHX

TS

[Modify](#)

[Modify](#)

[Save And Complete Later](#) [Complete Listing](#)

Enter the billing address and your credit card information. Click on *Complete Listing*.

Step 4: Review

Clicking on **Complete Listing** will take you to the *Confirmation* page.

- 1 Choose → 2 Passengers → 3 Payment → 4 Confirmation

Details for Confirmation Number GTBKDB [Email](#) [Print](#)

Itinerary Information
Booking Type: Space Available

Flight #	Departure	From	To	Departure Time	Arrival Time	Bin
248	Fri, Apr 15, 2011	PHX	LAS	9:59 AM	11:05 AM	Coach
356	Mon, Apr 18, 2011	LAS	PHX	9:55 AM	11:06 AM	Coach

Passenger Information
Seniority Date: 02/26/07
Boarding Priority: SA7P

Name	Relationship	Ticket #
John Denver	GUEST	03724155815494

Fare and Payment Information
Payment Type: Paid Online
Paid By: XXXXXXXXXXXX4403

Base Fare (USD)	Taxes (USD)	Taxes (USD)	Total Fare (USD)
\$100.00	\$12.40	\$7.50	\$119.90

Your confirmation information will display. You may print or email this information from this screen.

Viewing a Flight

To view the details of a flight you've booked for yourself:

Your flight details will display:

Details for Confirmation Number GTBKDB

Itinerary Information
Booking Type: Space Available

Flight #	Departure	From	To	Departure Time	Arrival Time	Cabin
248	Fri, Apr 15, 2011	PHX	LAS	9:54 AM	11:01 AM	Coach
358	Mon, Apr 18, 2011	LAS	PHX	9:55 AM	11:07 AM	

Passenger Information
Seniority Date: 12/31/00
Boarding Priority: SA7P

Name	Relationship	Ticket #
JOHN DENVER	GUEST	03724155815494

Fare and Taxes

Base Fare (USD)	Taxes (USD)	Taxes (USD)	Total Fare (USD)
\$100.00	\$12.40	\$7.50	\$119.90

From this screen, you can click on *Cancel This Pass* to cancel the listing, *Cancel and Refund This Pass* to cancel the listing and request a refund, or *Modify Pass* to make changes to the flight.

Done
Cancel This Pass
Cancel and Refund This Pass
Modify Pass

Modifying Flights When Money is Involved

From the *My Profile* page, pull up the flight you wish to change.

Itinerary Information
Booking Type: Space Available

Flight #	Departure	From	To	Departure Time	Arrival Time	Cabin
180	Fri, Apr 15, 2011	PHX	SAN	7:45 AM	8:57 AM	Coach
220	Mon, Apr 18, 2011	SAN	PHX	6:25 AM	7:50 AM	Coach

Passenger Information
Seniority Date: 12/31/00
Boarding Priority: SA7P

Name	Relationship	Ticket #
JERRY MOUSE	GUEST	03724155756436

Fare and Taxes

Base Fare (USD)	Taxes (USD)	Taxes (USD)	Total Fare (USD)
\$100.00	\$12.40	\$7.50	\$119.90

Click on *Modify Pass*.

Done Cancel This Pass Cancel and Refund This Pass **Modify Pass**

Make your modifications as normal (see **Modifying a Flight**). You will be taken back to the *Confirmation* page.

Itinerary Details

- ✕ Fri, Apr 15, 2011
 - ✕ Flight 180 Coach
 - Depart 7:45 AM PHX
 - Arrive 8:57 AM SAN
- ✕ Mon, Apr 18, 2011
 - US Flight 220 Coach
 - Depart 6:25 AM SAN
 - Arrive 7:50 AM PHX


Remove the unwanted flight segments.


Enter the cities and dates you want to change and click on **Search**. Proceed as normal.

Modify Itinerary

Booking Type: One-way Round-trip Multi-city Non-Stop Only


From: To: Depart:
 Return:





Enter the desired flights as normal.

Once you have selected your flights, you will be taken back to the *Modify Confirmation Number* page.

 **Modify Confirmation Number GR50ER**

Itinerary Information

Booking Type: Space Available


Flight #	Departure	From	To	Departure Time	Arrival Time	Cabin
254	Fri, Apr 15, 2011	PHX	PHL	7:00 AM	2:29 PM	Coach
1195	Mon, Apr 18, 2011	PHL	PHX	10:15 AM	12:35 PM	Coach

Passenger Information

Seniority Date: 12/31/00
Boarding Priority: SA7P

Name	Relationship
JERRY MOUSE	GUEST

Click on **Submit Modifications** once you have made all of your changes.



Once you have clicked on **Submit Modifications**, you will receive fare instructions.

If the modifications you have made result in a higher fare than what was originally paid (because you changed the flight segments, etc.), you will see the fare difference; enter your credit card information to pay the difference.

Add/Collect

Modification Fare Increase

These modifications will cause a fare increase of \$64.50. If you would like to continue with these changes please enter the necessary credit card information below and click Submit. If you do not want to proceed with these changes, click Cancel.

Total: \$64.50

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Billing Address

International Address?

Address 1

Address 2

City State Zip

Credit Card Information

Name as it appears on credit card

Credit Card Type Number

Expiration Date CID Number

Enter the required address and credit card information and click on Submit.

If the modifications you have made are less than what was originally paid, you will be issued a refund. The funds will automatically be credited to the credit card you used to initially pay for the flight.

Mailing Address for Refund Request

Modification Refund Request

These modifications will cause a fare decrease of \$64.50. If you would like to continue with these changes please enter the necessary information below and click Submit. If you do not want to proceed with these changes, click Cancel.

Name

Address 1

Address 2

City State Zip

Enter the information requested and click on Submit.

Canceling and Refunding a Pass

Pull up the flight by entering the **Confirmation #** in the Lookup area of the *Profile* page or by clicking on the **Confirmation #** under Recent Listings. To cancel the pass, click on **Cancel This Pass**. To cancel and obtain a refund, click on **Cancel and Refund This Pass**.

Details for Confirmation Number GR50ER

Itinerary Information
Booking Type: Space Available

Flight #	Departure	From	To	Departure Time	Arrival Time
180	Fri, Apr 15, 2011	PHX	SAN	7:45 AM	8:57 AM
220	Mon, Apr 18, 2011	SAN	PHX	6:25 AM	7:50 AM

Passenger Information
Seniority Date: 12/31/00
Boarding Priority: SA7P

Name	Relationship	Ticket #
JERRY MOUSE	GUEST	03724155756650

Fare and Taxes

Base Fare (USD)	Taxes (USD)	Taxes (USD)	Total Fare (USD)
\$100.00	\$12.40	\$7.50	\$119.90

[Done](#) [Cancel This Pass](#) [Cancel and Refund This Pass](#) [Modify Pass](#)

*You will only see **Cancel and Refund This Pass** if there is money involved. You can click on **Cancel This Pass** instead; however, you will need to call the Employee Travel Line with the confirmation number to rebook the pass.*

*Click on **Cancel and Refund This Pass**.*

The *Refund* window will appear; enter the billing address of the card used to pay for the flight.

Mailing Address for Refund Request

Name

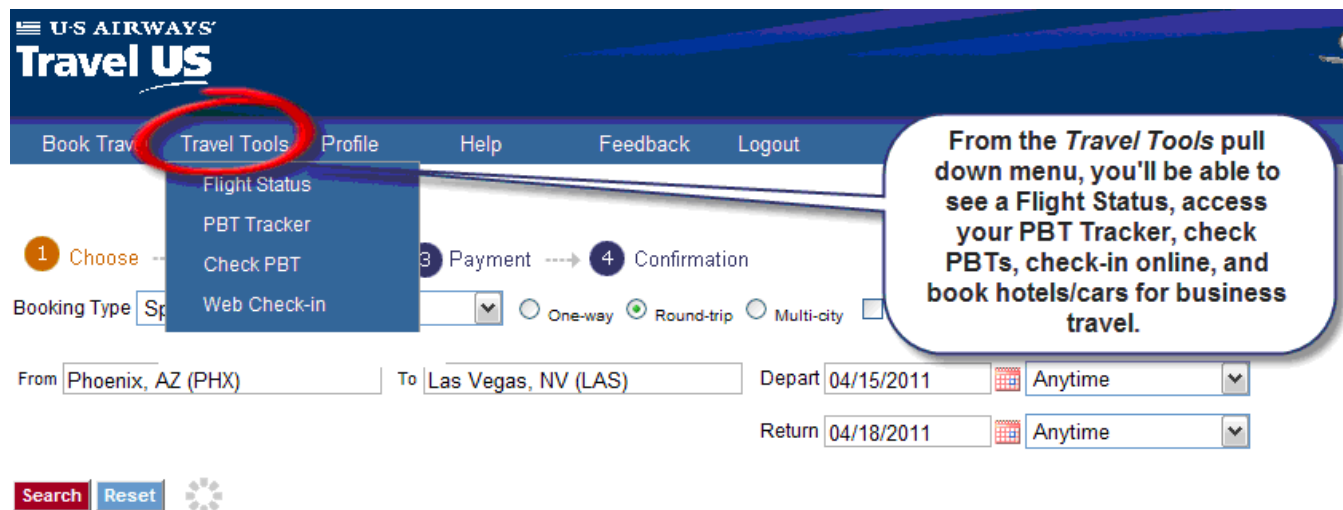
Address 1

Address 2

City State Zip

The refund will automatically be credited back to the credit card initially used to book the flight. The passes will automatically be redistributed back into your account.

Travel Tools



Flight Status: utilize to check the status of a flight; you will need the flight number and the departure date

PBT Tracker: will allow you keep an eye on certain flights. See page 15 for more information.

Check PBT: will allow you to check the PBTs of a certain flight

Web Check-in: Click here to check in for the flight you booked

Comparing Flights

You now are able to compare flights that you are interested in booking. Enter your desired city routes and dates and click on **Search**. The flights available will display:

The screenshot shows a flight search interface for Phoenix, AZ (PHX) - Charlotte, NC (CLT). A callout box points to the 'Compare' button (a blue circle with a white 'C') in the 'Compare' column of the flight table. The callout text reads: "To compare flights, click on the C next to the flight(s) you want to compare with each other. Once you've chosen the flights you want to compare, click on View Compare Flights."

Flight Number	Depart	Arrive	Stops	Travel Time	Equip Type	Compare	Track	First Seats Available	Coach Seats Available
US 680	5:30 AM (PHX)	12:22 PM (CLT)	0	3h 52m	320			Select 12	Select 6
US 302	8:30 AM (PHX)	3:24 PM (CLT)	0	3h 54m	321			Select 13	Select 13
US 304	10:10 AM (PHX)	5:10 PM (CLT)	0	4h	321			Select 16	Select 16
US 1921	12:10 PM (PHX)	7:13 PM (CLT)	0	4h 3m	321			Select 0	Select 0
US 1538	1:45 PM (PHX)	8:44 PM (CLT)	0	3h 59m	321			Select 0	Select 0
US 1550	2:45 PM (PHX)	9:35 PM (CLT)	0	3h 50m	321			Select 16	Select 158
US 1558	11:40 PM (PHX)	6:31 AM (CLT)	0	3h 51m	321			Select 0	Select 0

The flights you want to compare will display.

The screenshot shows the 'Compare Flights' window. A callout box points to the 'Coach Seats Available' column of the flight table. The callout text reads: "You can select your flight from the Compare screen if you choose."

Flight Number	Departure Date	Depart	Arrive	Stops	Travel Time	Equip Type	Compare	Track	First Seats Available	Coach Seats Available
US 254	04/15/2011	7:00 AM (PHX)	2:29 PM (PHL)	0	4h 29m	320			Select 10	Select 101
US 250	04/15/2011	8:55 AM (PHX)	4:42 PM (PHL)	0	4h 47m	321			Select 14	Select 130
US 702	04/15/2011	10:55 AM (PHX)	6:25 PM (PHL)	0	4h 30m	752			Select 10	Select 157

The PBT (Passenger Boarding Totals) Tracker

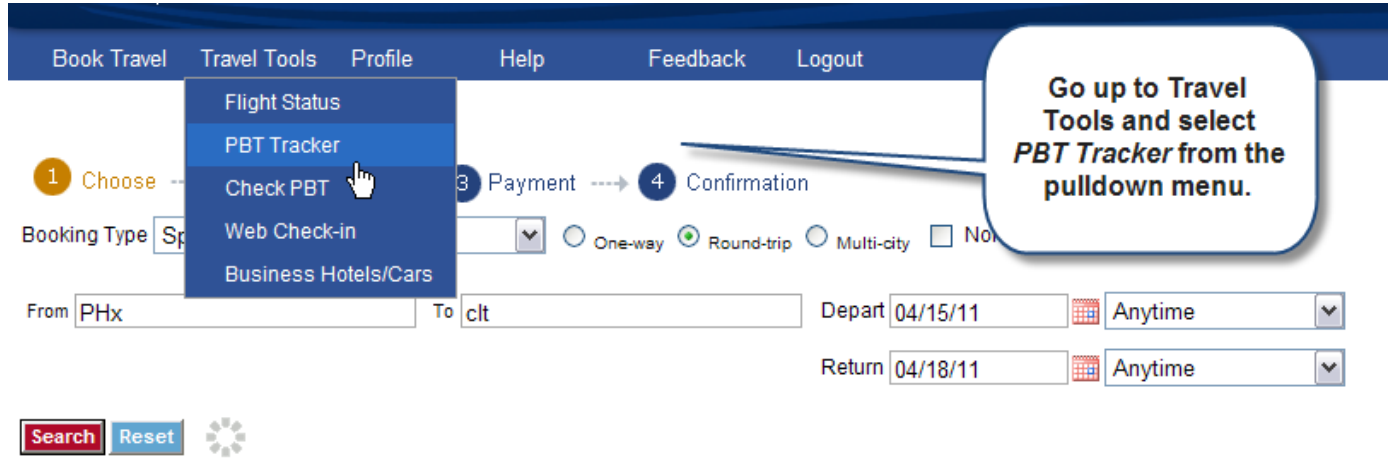
The PBT Tracker allows you select certain flights that you want to watch without having to re-enter all of the flight information again.

To utilize the PBT Tracker, enter your desired city routes and dates on the *Book Travel* page and click on **Search**. The flights available will display:

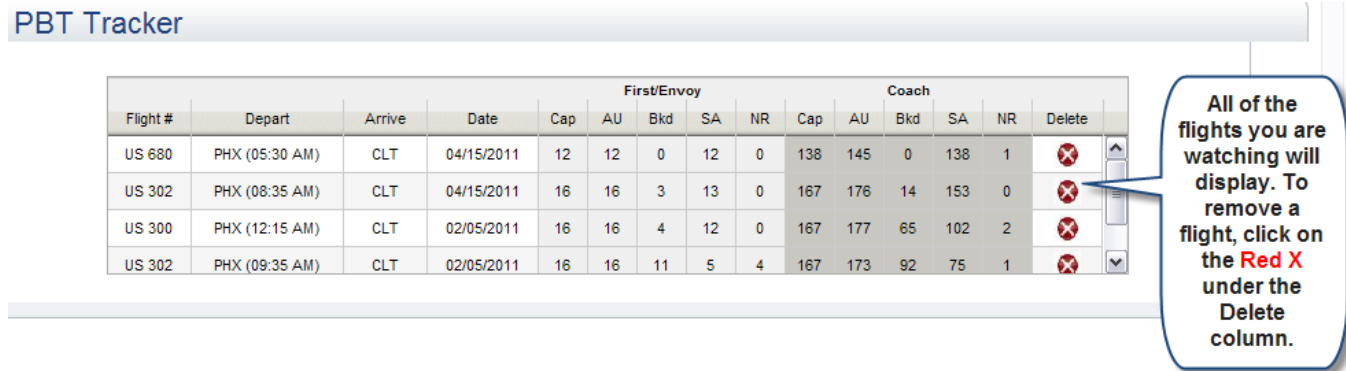
The screenshot shows the PBT Tracker interface. At the top, there are tabs for 'PHX - CLT' and 'CLT - PHX'. Below that, it says 'Select a flight.' and 'Phoenix, AZ (PHX) - Charlotte, NC (CLT)'. There is a 'test Dallas' button and date filters for 04/13/2011, 04/14/2011, 04/15/2011, 04/16/2011, and 04/17/2011. A table of flights is displayed with columns: Flight Number, Depart, Arrive, Stops, Travel Time, Equip Type, Compare, Track, First Seats Available, and Coach Seats Available. A callout box points to the 'Track' column with the text: 'Click on the T next to the flight(s) you want to watch.'

Flight Number	Depart	Arrive	Stops	Travel Time	Equip Type	Compare	Track	First Seats Available	Coach Seats Available
US 680	5:30 AM (PHX)	12:22 PM (CLT)	0	3h 52m	320	C	T	Select 12	Select 138
US 302	8:30 AM (PHX)	3:24 PM (CLT)	0	3h 54m	321	C	T	Select 13	Select 153
US 304	10:10 AM (PHX)	5:10 PM (CLT)	0	4h	321	C	T	Select 16	Select 187
US 1921	12:10 PM (PHX)	7:13 PM (CLT)	0	4h 3m	321	C	T	Select 0	Select 0
US 1538	1:45 PM (PHX)	8:44 PM (CLT)	0	3h 59m	321	C	T	Select 0	Select 0
US 1550	2:45 PM (PHX)	9:35 PM (CLT)	0	3h 50m	321	C	T	Select 16	Select 158
US 1558	11:40 PM (PHX)	6:31 AM (CLT)	0	3h 51m	321	C	T	Select 0	Select 0

Once you have added a flight to the *PBT Tracker*, you will need to go to a different page to view it.

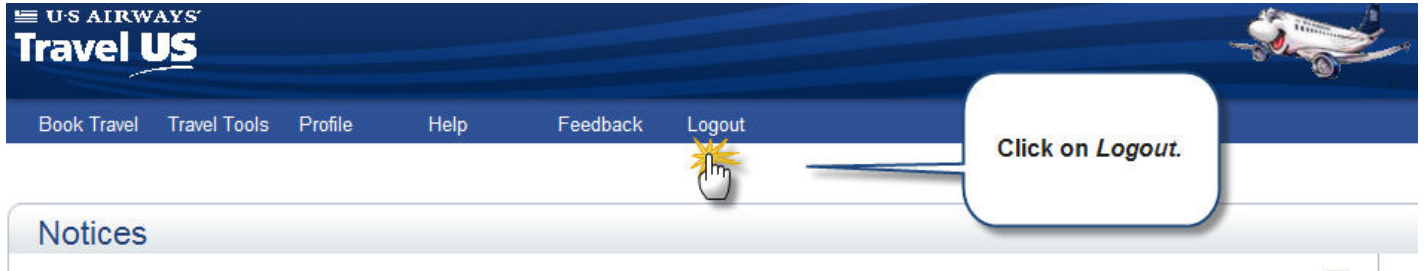


The PBT Tracker will open.



Logging Out

It's very important to remember to always log out of your session once you are done.



You will be taken back to the Wings homepage.