A quick guide to booking flights online
Browser compatibility

This user guide has been written to assist in the use of the flights tool, your online portal for booking flights.

Screen-shots are for illustration purposes and based on an Internet Explorer browser. Other supporting browsers may alter the appearance of their layout.

Please note: Internet Explorer 6 is not supported. For optimum experience, please upgrade to Internet Explorer 8 and above or an alternative browser.
Welcome

The flight tool is the online booking tool containing everything you need to book a flight, simply and quickly.

The flight tool offers a number of key features and benefits:

• Simple and user-friendly, providing an intuitive user experience

• Easy to save money - Every ticket price is displayed for you to compare, and our built-in travel policy compliance helps to keep your booking within the guidance of your company travel policy.

Getting started

To get started, login to your online travel portal and navigate to your flights booking section.

Click on the link or icon (depending on your company setup), this will then direct you to the first step of the online booking process - booking a flight, the basics.

How long will a booking take me?

This can vary depending on the complexity of your booking. Like all new things, they can take a while to get used to, but once you’ve got the hang of it and with the help from this guide, you should be able to complete a booking in no time at all.
The basics

The flight tool will open in a new window and will default to the ‘home’ screen, which will look like the below.

This page contains all the necessary elements to make your flight booking, and if you are setup for online car hire, you can do this here too.

Explaining the top menu

Home: Quite simple, it takes you to the home page

Book: This is another route to make your booking.

Review: Shows any pending trips and allows you to forward to a colleague, repeat or display trip details.

Admin: Will only appear if you are setup as an administrator.

Travel Arrangers

If you have been set up as a travel arranger, you will see a section in the middle of the page called Travel Arranger - this is where you can advise the system that you are booking on behalf of someone else.

If you require Travel Arranger status please contact the support team.
Service Tools

These can come in handy, on the right you will see a small menu that contains links to other services such as; Maps, Directions, Weather, Airport Information, Aircraft Information and much more.

So if you want to see what aircraft you will be flying on, how fast it can go, all the cool aircraft stuff, or if you simply want to view the weather at your final destination then this can be accessed from here.

Please note:
All information provided in ‘Service Tools’ is provided by third parties. We do not monitor, evaluate, or assume responsibility for its content. Charges associated with some of these services are your personal responsibility and may not be reimbursed by your company, unless your employer has stated otherwise. Capita Travel and Events has no access to, or responsibility for information created on any third party sites.

Booking flights for someone else

If you are arranging travel for someone else remember to select your traveller under the Travel Arranger section, once you have chosen your traveller you will move to the detailed search page, if you don’t do this you will be booking a flight for yourself.
Step 1: Planning your journey

Search

To start your search for flights, complete all the required details on the home page or through the ‘book’ tab. Completing all the fields will provide more accurate search results.

You can use a more detailed search function if required, just click on ‘Detailed Search’.

Once you are happy with your requirements, hit the ‘Search’ button.
Step 2: Search results

Your search results will display in what is called 'single view', displaying the available flights, but as a one-way fares for both your outbound and inbound journey, remember to select both.

Travel policy

Your company travel policy will have been setup in the system to ensure in/out of policy flights are highlighted, this is often indicated by green, red or orange markers next to the fares. If your travel policy is set to show out of policy flights and you chose one of these, then you will be asked to select a reason before continuing.

What are the coloured tabs?

These are called Fare Group Columns and what you will see depends on your companies travel policy. By clicking on the tabs you will see a description of the particular Fare Group.

Choose your flights

Once you have chosen you inbound and outbound flight, your flight selection will display at the bottom.

At this stage you can view the purchase conditions of the flight by clicking on Purchase Conditions, once happy click continue.
Step 3: Choosing your seats

Depending on the type of your ticket you may be able to request a specific seat on the aircraft. Please click the ‘Seat(s)’ button, this will take you to a seat map for the aircraft you are travelling on. Simply select an unoccupied seat that takes your fancy and select ‘save’.

Unfortunately, not all airlines or routes offer this service via the online booking tool.
Step 4: Confirming your booking

You can view more detailed information about your journey such as; airport location, airport terminal, aircraft type and more by clicking the view details link.

Before you can complete your booking you will need to agree to the terms and conditions.

If your company setup allows you to book car hire through this tool, you can do this at this stage in the process. More information about booking car hire is available in the car hire section of this guide.

Once you are satisfied with the itinerary click 'Finalise Trip'.
Step 5: Journey summary

In this next step you will be asked for some important information about this particular journey such as; Trip name, Trip reason and some further information about who is travelling.

**Trip name**

You can name this trip so next time you want to book a similar trip you will be able to reference back to one you have previously booked.

**Trip reason**

Depending on your company setup, you may be asked to provide a short or detailed reason for the trip.

**Booking information**

Enter all information required for the person travelling.

**Custom fields**

What you see will depend on your Company Travel Policy, please complete as requested, any fields marked with an * are mandatory and must be completed.

**Send for approval**

You will only see send for approval if your travel policy requires you to obtain approval, select an approver from the drop down list provided.
View, modify or cancel a journey

From time to time you may need to view, modify or cancel a journey. This can be done by selecting the ‘Review’ tab from the main menu.

View and/or modify a journey

Select which journey you wish to view or modify then select ‘Display’. Details about that particular journey will show along with the options available, such as modify.

Cancelling a journey

Accessed the same way as view/modify, select which journey you wish to cancel/delete then select ‘Display’. Details about that particular journey will show along with the options available, such as cancel/delete.

If you are sure you want to cancel the chosen trip, select ‘Delete trip’, you will be asked to confirm this, but after that, your trip is cancelled.

Please note: Journeys can only be modified or cancelled prior to the tickets being issued.
Car hire

If your company is setup to allow car hire through this system, you will see access to car hire search on the home page.

Search for a car

To start your car hire booking, click on ‘car’ on the home page (within the main booking section), this will change the fields specific to what is needed to search for car hire.

Complete all the required fields and click search. If you require a more detailed search, click ‘detailed search’.

If you are booking a car in conjunction with a flight, clicking ‘add car’ during your flight booking will pre-populate the search fields based on your flight, saving you time.

Search results

You will receive a list of results matching your request, the car hire companies shown will depend on your travel policy.

To view more information about the types of cars available given your search, or view terms and conditions, click on the relevant links.

Select the radio button on the line you wish to book then select ‘Add to trip plan’ and confirm in the next step.
Support

Whilst there are online help points throughout the flight tool, we understand that it’s often easier to speak to us.

You can call our online support team using the details below, or drop them an email.

0871 224 6403

capitatravelsupport@capita.co.uk