# Rural Air Request Online

Rural carriers do not have full access to a Global Distribution System (GDS) and therefore cannot be booked in E-Travel Online along with mainline carriers. A rural air online request tool is available for users that need to research or purchase travel not available in E-Travel Online.

Links to the rural air online request tool are located at the top of the page and on the bottom left of the Traveler/Travel Arranger home page (under More Tools).
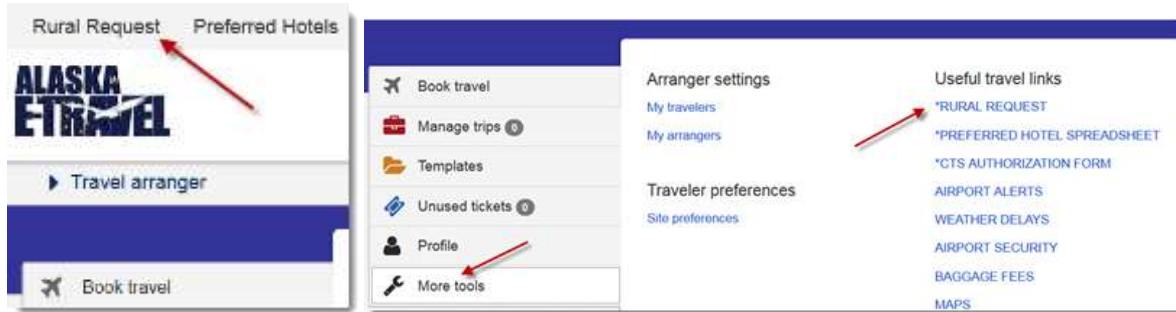
Accessing a Traveler or Generic profile:
The system will need to know if travel will be booked using a Travelers profile or a Generic profile. All fields with an asterisk * are required. **Select Yes or No**.

* If the Traveler has a travel profile select, **Yes** from the drop-down menu.
* If using a Generic profile select, **No** from the drop-down menu.

If Yes, Enter the Traveler Profile Information to Log in.

1. **Department** – Select your department from the drop-down list.
2. **Traveler Profile Name -** LAST/FIRST or if the traveler has a middle name or initial LAST/FIRST**(MI)** EX: SMITH/JOHN or SMITH/JOHN**X**. See the Personal information in E-Travel Profile to verify middle name or initial is present.
3. **Employee ID -** Traveler's employee number.
4. **Travel Arranger Information –** Enter the traveler arranger's full name and phone number.
5. **Log In**

If No, Enter the Generic Profile Information and travelers name to log in.

1. **Department** – Select your department from the drop-down list.
2. **Generic Profile Name –** This is the name of the generic profile with no spaces. The profile information is found in E-Travel Online under My travelers. If you have more than 50 travelers, enter the division code in the last name field.

<p align="center">Example in E-Travel Online</p>
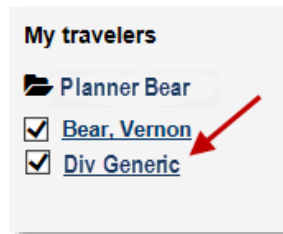
3. **Enter the Legal Name of the traveler –** Enter the traveler's last name and first name.
4. **Travel Arranger Information –** Enter the traveler arranger's full name and phone number.
5. **Log in** to access the rural air search function.

Rural Home Page:

The Rural Home page is where you begin booking rural travel (Search Flights). This page also includes access to Trip Lists (past and pending trips) and the CTS Authorization Form.
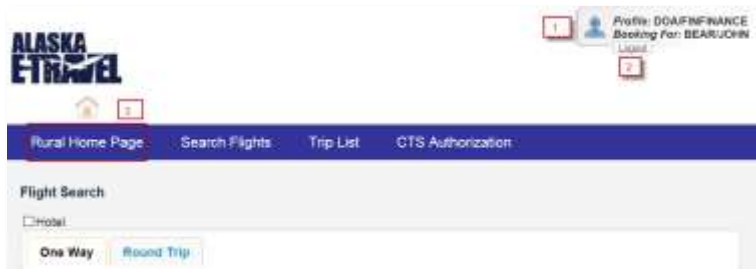
1. Travel profile information used for this booking. Profile information will include the correct payment and email addresses upon final.
2. Log out will close the current profile and will take you back to the original log in page.
3. To return to the Rural Home page at any time, click the Rural Home Page link in the blue bar.

Flight Search:

1. To add a hotel to the itinerary, check the Hotel box. The system will prompt for the check-out date for a one-way trip or a return date for a round-trip.
   a. **Note:** Request a car on the purchase page.
2. Select your trip type (Round-trip or One-way).
   a. **Note:** Multiple Destination trips can be created by using the one-way search function and selecting the **Add to this Trip** button in the Trip Details page.
3. Select city names from the drop-down list in the *From* and *To* Fields.
4. Enter/Select the dates and time preferences for travel.
5. Select *Search.*

Itinerary Selection:

The departure options will display.

To modify the search options, use the Modify Search function. This will redisplay a flight search box on the Rural Home Page for changes.

1. Select the desired flight option.

2. If you have selected to book a hotel, the Hotel menu will appear below your selected flight. Select a hotel from the drop-down list. If a hotel is not listed, enter the requested hotel information in the Property Name field.

   ➢ Enter the Property Name (require field),
   ➢ Enter the Address and Phone Information (optional fields).

3. Click on the Return tab to view return flight options.

4. Select the desired flight.

   ➢ Select **Make Request** to continue to the Trip Details page.

Trip Details:

Review the Trip Details prior to submitting your request.

> ➢ Add trip elements via the **Add to this trip** button. (Note: Multi-destination)
> ➢ **Cancel Current Request** takes you back to the Flight Search page. No trip is submitted or saved.
> ➢ To remove trip elements, select the **Remove this** button.
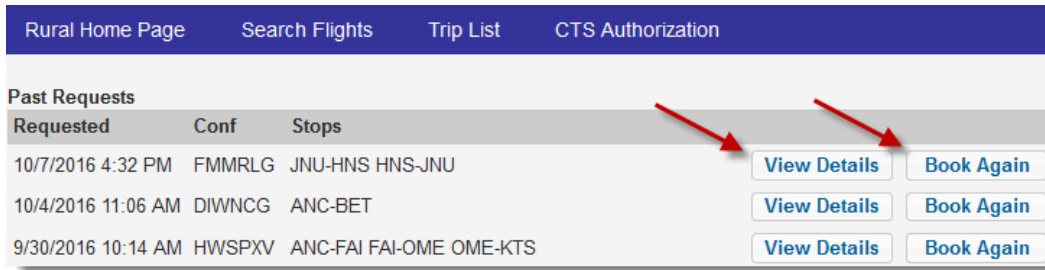
Trip Questions:

1. **This trip will include non-rural segments** – Selecting this option prompts a box for a *Record Locator*. If you are combining your rural request with a trip booked online, insert the record locator.
2. **Finalize trip** – If the trip has been approved, provide the approvers name and a final itinerary will be sent. If no approver's name is provided, a preliminary itinerary will be sent.
3. **Apply credit on file** - To apply an unused ticket on file, insert the unused ticket number or confirmation number and estimated value of the ticket.
4. **Purchase fully refundable ticket** – Select this option for a refundable ticket.
5. **Traveler is allowed to make changes** – By default traveler is not allowed to make changes, selecting this confirms traveler is allowed to make changes.
6. **Rural car needed if available** – Insert car vendor information in the special instruction box below, if you have a preference. If no preference is entered, the agent will confirm an intermediate size at the lowest rate available at the time of booking.
7. **Special Instructions** – Enter hotel, car, ferry, or special information needing to be associated with the rural request in the box. *Example:* Enter car information for ferries or hotel/car vendors.
8. Select the **Submit Request** button. You will be directed to a confirmation page.
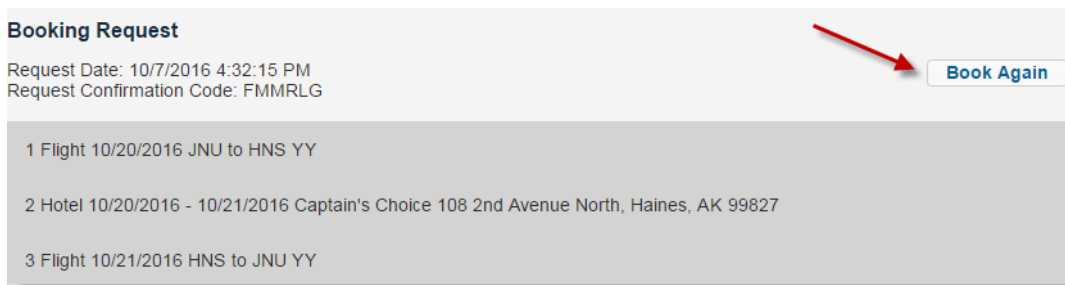
Trip List:

➤ To view current and past trips, select **Trip List** from the top menu.

➤ You can View Details of a trip or book your trip again.

Book Again:

➤ Select your **Dates, Times** and Click **Make Request**.

This will take to you to the Trip Details page, where you can submit your new trip.