Creating PNR for Call-In Service

REMEMBER – this procedure trigger a full service TMC fee -- $27.75 for domestic trips and $36.25 for international trips.

- The traveler/travel arranger will create the itinerary for the trip.

- At the bottom of the itinerary page in Section D, select the radial button for "Air Travel." Next select "Save and Proceed."

- Enter the traveler's departing and arriving location, and select "Search Flights"

- Once flights have returned, scroll to the bottom of the page, and select "Request Assistance In Booking Flight" as pictured below:
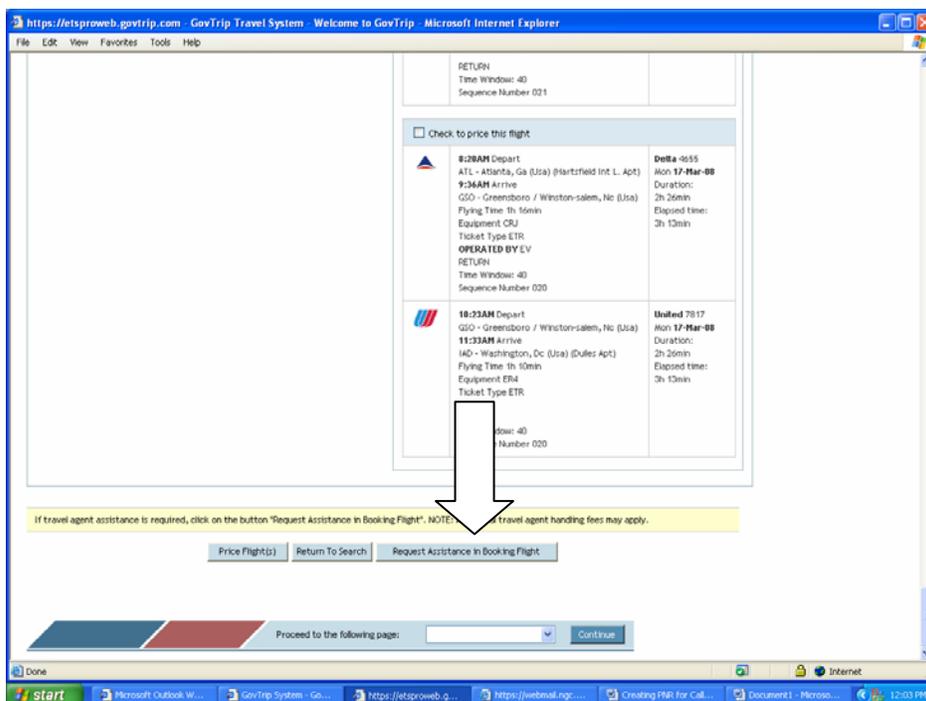
- The next page will take you to the Air Travel Screen. The "Message to the Agent" will auto-fill based on your previous search criteria. The traveler/traveler arranger will be able to add more text or change the information in this box if necessary.

- From this screen the traveler/traveler arranger has the opportunity to select the CBA as the method of reimbursement if necessary. The CBA information will then be sent to Sato via the PNR.

- When complete select "Save Comments" as shown below:

- Complete the document with miscellaneous expenses, changes to per diem if needed, and select accounting.

- Go to "Pre-audit" and sign the document. The document will route to CTO Submit. At this point, the travel arranger can view the PNR number and the TMC will also receive the same PNR number.

- Call the Sato reservation center (866-569-5334) and provide the PNR. The agent can then provide assistance and at the same time access the traveler's GovTrip document to place the needed information into it.

- After the agent books the reservations, the document will be stamped CTO Booked and will then route to the approving official.