## Contents

<table>
<thead>
<tr>
<th>SECTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Your New User Account ................................................................</td>
<td>3</td>
</tr>
<tr>
<td>New User Form</td>
<td>4</td>
</tr>
<tr>
<td>Your Travel Profile</td>
<td>5</td>
</tr>
<tr>
<td>Assign Travel Arrangers</td>
<td>6</td>
</tr>
<tr>
<td>Call your Travel Consultants</td>
<td>7</td>
</tr>
<tr>
<td>Book Online with Short’s Travel Online</td>
<td>8</td>
</tr>
<tr>
<td>Searching for Flights Online</td>
<td>10</td>
</tr>
<tr>
<td>Search Multiple Destination Flights Online</td>
<td>11</td>
</tr>
<tr>
<td>Search By Price</td>
<td>12</td>
</tr>
<tr>
<td>Search by Schedule</td>
<td>13</td>
</tr>
<tr>
<td>FindIt – Chepest Days to Fly SCHEDULING TOOL</td>
<td>15</td>
</tr>
<tr>
<td>Search Hotels Online</td>
<td>16</td>
</tr>
<tr>
<td>Search hotels near an airport</td>
<td>16</td>
</tr>
<tr>
<td>Search hotels near a specific city or suburb</td>
<td>17</td>
</tr>
<tr>
<td>Search within a zip code</td>
<td>18</td>
</tr>
<tr>
<td>Search hotels near a landmark</td>
<td>19</td>
</tr>
<tr>
<td>Search hotels near your company’s corporate offices</td>
<td>20</td>
</tr>
<tr>
<td>Hotel Search Results</td>
<td>21</td>
</tr>
<tr>
<td>Hotel Rates in Real-Time</td>
<td>22</td>
</tr>
<tr>
<td>View Photos &amp; other hotel details</td>
<td>23</td>
</tr>
<tr>
<td>Hotel Rooms</td>
<td>24</td>
</tr>
<tr>
<td>Car Search Results</td>
<td>26</td>
</tr>
<tr>
<td>Profiled Traveler Information</td>
<td>27</td>
</tr>
<tr>
<td>Online Reservations – Traveler Information</td>
<td>27</td>
</tr>
<tr>
<td>Guest Traveler Information</td>
<td>28</td>
</tr>
<tr>
<td>Online Reservations – Payment Information</td>
<td>29</td>
</tr>
<tr>
<td>Online Reservations - Confirmation</td>
<td>29</td>
</tr>
<tr>
<td>Online Reservations – Clone a Trip</td>
<td>29</td>
</tr>
<tr>
<td>Mobile Itineraries &amp; Alerts – with WorldMate</td>
<td>29</td>
</tr>
</tbody>
</table>

Short’s Travel Management Online User Guide
All Contents are Property of Short’s Travel Management
Last updated 02/03/2011
Welcome to Short’s Travel Management!

You will begin by signing up for 24/7 access to your company’s online travel portal website
- Book your reservations online – it’s easy and saves you money vs. calling your travel agent
- Instant access to all of your unused ticket values, travel expense reports, travel trends, etc.

What You Need
- Your company’s unique Short’s Travel web address (e.g. www.shortstravel.com/yourcompanyname)
- The New User’s:
  - Full Name (as displayed on their government issued photo I.D.), birth date, and gender
  - Email address
  - Desired username and password
  - Cell, business, and/or home phone numbers

Creating a new account

1. Log into your company’s unique Short’s Travel web address
   e.g. www.shortstravel.com/yourcompanyname
   Your company’s travel administrator will provide the web address to you

2. Click on the New User link

   Note, if you do not see a New User link, your travel administrator has not allowed “self-registration”. Please contact your Travel administrator to create your Account.
NEW USER FORM

SHORT’S TRAVEL ONLINE - BETA NEW USER FORM

- denotes required fields

Basic Information
- Prefix
- First name
- Middle Name
- Last name
- Suffix
- Job title
- Birth Date (m/d/yyyy)
- Gender
- Email address

Login Information
- Username
- Password
- Confirm password

Password Requirements

SHORT’S TRAVEL ONLINE - BETA INFORMATION
- Company Name

Contact Information
- Country
- Business Phone Number
- Home Phone Number
- Wireless Phone Number

United States
(example: 555-555-5555)

Once you are logged in, don’t forget to update your profile with preferences, frequent program numbers, etc.

Submit

© 2006 - 2010 Short’s Travel Management
What You Need

- Business address and phone number
- Home address and phone number
- Mobile phone number
- Emergency contact name and phone (to be provided to the airline if supplied)
- Traveler’s Preferences
  - Home airport
  - Aisle/Window seating preference
  - Dietary or any other special needs
  - Car type preference
  - Hotel room type preference
  - Hotel, Air, and Car frequent traveler numbers
- Credit card form of payment (saved on file for travel reservations)
- Email address to be CC’d on travel itineraries and invoices for this traveler

Complete your travel profile

1. Click “My Profile” from the top of the home page
2. Complete the information for each of the links on the left hand side of the page
3. Remember to click the “Save” button on each page
Assign travel arranger(s) to book travel on your behalf using your saved travel profile information.

What You Need

- The travel arranger must first create an account before you can give them access to book on your behalf

Assigning travel arranger(s)

1. From the homepage click “My Profile”;
2. Click “Travel Arrangers” (On left side of the page)
3. Click “Add Travel Arranger”
4. Enter your travel arranger’s last name and click “Search”
5. Select the travel arranger’s name
6. If you would like your travel arranger to be copied on all of your confirmations, check the “Add CC to all Virtual Invoices” box
7. Click Save, and the travel arranger will now have access to edit your travel profile, and book travel on your behalf
8. Note: If you did not find your travel arranger in your name search, this means the travel arranger has not yet created an account
**Call Your Travel Consultants**

That’s right we said it! We’d LOVE to hear from you - Give us a call!!

Your Travel Consultants are always here for you when you need to book or change your trip, have a general travel question, or have a specific question about your company’s travel policy.

Your company’s personal travel consultants:

- Understand your company’s travel policy
- Are there for you in an emergency (flight cancellations, last minute trip changes, etc)
- Assist you with cancelling or changing your reservation.
- Assist with planning and booking your International trips.
- Always provide professional and friendly Customer Service

You can find your travel consultants’ contact information on your company’s travel portal website, under the “Contact us” link:
Booking Online is quick and easy!

All of your profile information is saved and used for every trip, for yourself, other profiled travelers (if they have given you travel arranger access), or for a guest

What You Need

- Your company’s unique Short’s Travel web address (e.g. www.shortstravel.com/yourcompanyname)
- Search and book online using the “Plan a Trip” dashboard at the top of your homepage
- All required information for the reservation is pulled from the information saved in traveler profiles.
- If you are booking for a guest, you will need
  - Specific travel dates and flight schedules – we’ll show you cheaper dates and available flight schedules if the traveler is flexible.
  - The traveler’s preferred airlines, hotel, and car companies (if these are not dictated by the company travel policy)
  - Frequent flyer numbers, hotel or car loyalty numbers
  - The traveler’s full name as shows on their government issued I.D.
  - Phone number, email address, birth date, and gender
  - Payment cards for air and hotel (credit cards are not required for car rentals)
  - If your company has multiple travel policies, you will need to know which department’s travel policy the guest will need to adhere to
  - Your company may also have additional required fields, like employee number or a travel authorization code
Book for yourself

Leave this checkbox unchecked to book a reservation using your profile information.

Book for another traveler
(if they have approved you as a travel arranger)

Check this checkbox and select the traveler’s name. You will only see names for profiles that have set you up with travel arranger access.

Book for a guest traveler
(when they don’t have a profile)

If you are booking for someone who does not have a travel profile, check this box and select “Guest Traveler”.

If your company has multiple travel policies, you will need to select which Department’s travel policy should be applied.
Searching for Flights Online

Round Trip

One-Way
Multiple Destinations - For trips with Multiple city destinations

Multiple Destinations - For trips going in one airport or city and out another (a.k.a. Open Jaws)
Search for the lowest fare online. We make it Easy...on purpose.

Yes, you have policies that must be followed, but it shouldn’t take a complex online booking system to just book your flight, right? We think so. We have purposefully designed Short’s Travel Online to keep it simple. The experience will be familiar to the other online websites you use when booking your personal travel, but we also give you all the tips and tools you need to book within your company policies.

And, we continue to add unique features you aren’t going to find anywhere else.

Finding Your Flights

Our Airfare compare matrix makes it easy to quickly see which airlines are are offering the best price.

- Click on the airline name to see options just for that airline
- Click on a price to see options for just that price
- Click “2+ stops” to get options within multiple layovers

Your Company’s Air Travel Policy is always at your fingertips – it’s clearly listed at the top of the page – and, each itinerary will show “All Policies Met” OR “Outside Policy” and the reason for why.

Airline Baggage Fees are displayed with each itinerary based on current airline baggage fees. You can click the “I” information icon to see more details about the airlines specific fees.

Sort results by Lowest Fare, Airline, Departure Time, Arrival Time, or Total Travel Time. You can choose to sort the lowest fare without bags, or sort by the lowest total price including checked baggage fees!

Filter your results to display only itineraries that are in policy, nonrefundable or refundable fares, nonstop, specific departure or arrival times for outbound and return flights, or specific airlines. After making your selections, click the “Filter Results” button at the bottom of the gray box.

Frequently Asked Questions

Why am I not seeing all Multiple Carrier itinerary options?
By default, we will display all itinerary options using the same airline carrier outbound and return. However, you can “filter your search results” to see options with multiple carriers. Please note that you may be charged an exchange fee for each airline in your itinerary if you need to make a change later.

How do I find itineraries that require multiple connections?
If you are searching for cities that require multiple connections, you must click “2+ Stops” on the Matrix, or “Find More” for Connections in the left hand Search Results Filters.
Search for the best flight schedules online for your business trip.

Use the “Search by Schedule” button when you want to select specific flight numbers or flight times separately for your outbound and return flights.

Finding Your Flights

Your Company’s Air Travel Policy is always at your fingertips – it’s clearly listed at the top of the page – and, each itinerary will show “All Policies Met” OR “Outside Policy” and the reason for why.

Sort results by Lowest Fare, Airline, Departure Time, Arrival Time, or Total Travel Time.

Filter your results to display only itineraries that are in policy, nonrefundable or refundable fares, nonstop, specific departure or arrival times for outbound and return flights, or specific airlines. After making your selections, click the “Filter Results” button at the bottom of the gray box.

You will first Reserve your outbound flight, before searching for your return flight. Once you have chosen all flights, we will price your itinerary and show other lowest fare options around your flight times.

Frequently Asked Questions

Why am I not seeing all Multiple Carrier itinerary options?
By default, we will display all flight options using the same airline carrier. However, you can “filter your search results” to see options with multiple carriers. Please note that you may be charged an exchange fee for each airline in your itinerary if you need to make a change later.
Once you have selected your outbound and return flights, we will price and compare your selected itinerary to other available fares around your flight times. Compare your selected itinerary to other available fares in the market. You will be required to enter a "reason code" if you are reserving an itinerary outside of your company’s policy.

**Review your selected Itinerary and it's price**

We will display your selected flight itinerary at the top of the results page, and will advise if it "All Policies are Met" or if it is "Outside of Policy. We will also display other lowest fare options around your flight times.

**Your Company's Air Travel Policy is always at your fingertips**

It’s clearly listed at the top of the page – and, each itinerary will show “All Policies Met” OR “Outside Policy” and the reason for why.

**Sort results** by Airline, Departure Time, Arrival Time, or Shortest Travel Time.

**Filter your search results**

You can filter your results to show only itineraries that are in policy, nonrefundable or refundable fares, nonstop, specific departure or arrival times, or specific airlines. After making your selections, click “Filter Results” at the bottom.

**Frequently Asked Questions**

How do I find itineraries that require multiple connections?

If you are searching for cities that require multiple connections, you must click “2+ Stops” on the Matrix, or “Find More” for Connections in the left hand Search Results Filters.
TO START: From your Travel Portal homepage, enter your preferred cities and travel dates the “Plan a Trip” dashboard. Click “Search by Price” or “Search by Schedule” to find your preferred flight. When you have found your preferred itinerary, click “Find It!” and we will search 7 days before and 7 days after your selected travel date for lower fares for the exact same itinerary.

- 84% of the time “FindIt” finds lower fares than the traveler’s original requested date
- Over 50% of the time a savings of $125 or greater is found

Instead of waiting to search for fares after you have confirmed your meetings with your clients, use Short’s Travel Online to search for fares WHILE you are on the phone with your client scheduling your meeting. We will search 7 days before and 7 days after your selected travel date for the same itinerary with the click of a button. You can quickly see which days are the cheapest to fly around your preferred meeting dates. You and your client can schedule your meeting date together around the cheapest days to fly.

You will charged a $1.99 usage fee when (and ONLY when) $100 or more in savings is found.

TO START: From your Travel Portal homepage, enter your preferred cities and travel dates the “Plan a Trip” dashboard. Click “Search by Price” or “Search by Schedule” to find your preferred flight. When you have found your preferred itinerary, click “Find It!” and we will search 7 days before and 7 days after your selected travel date for lower fares for the same exact itinerary.

Cheaper dates for the same itinerary are displayed in a grid and on a calendar, quickly showing you the cheapest dates available. Your originally selected date is shown in “orange”. Cheaper dates are displayed in “green”.

Use Findit as a scheduling tool before confirming your meetings – we’ll find the best day to fly around your preferred scheduled, And YOU WILL SAVE OVER $100 (on average)
You can search online for hotels near an airport, city, a public landmark, near a specific address or zip code, or, by your company offices (if your site administrator has loaded those offices to the system).

**SEARCH HOTELS NEAR AN AIRPORT**

Start by typing the airport name. Select your airport from the dropdown list.
SEARCH HOTELS NEAR A SPECIFIC CITY OR SUBURB

Start by selecting “an address, city or zip” from the dropdown

You can enter neighborhood names in the “street address” field to get more specific
SEARCH WITHIN A ZIP CODE

To get started, select “an address, city or zip” from the dropdown.
You don’t need to know your specific address, you can just type in the zip code to find hotels within that area.
SEARCH HOTELS NEAR A LANDMARK

Start by selecting “a landmark” from the dropdown.

Start by typing your landmark’s name. We will display a list of landmarks that we can search – select your landmark and click search.

You must select a landmark from the dropdown list to proceed. If you do not see your landmark in the dropdown – try choosing “a ann, city or zip” from the dropdown.
SEARCH HOTELS NEAR YOUR COMPANY’S CORPORATE OFFICES

Start by selecting “a corporate office” from the dropdown.

You can select from the locations your site administrator has loaded to your company’s Travel Portal. Click search and we’ll show you the hotels closest to that office.
Short’s Travel Online is the easiest way to book hotels. Period. Try it, you’ll see...

*Change the location of your hotel just by moving the map with your mouse!*

Change your Hotel Location within 1-30 miles of any airport, city center, specific address or your company office.

Quickly find the perfect hotel - filter results to show only hotels within your price range or offering your preferred amenities.

---

**Change the location of your hotel search by moving the map with your mouse** - when you find your exact location click on the map to update your hotel results, and we’ll show the closest hotels to your new location. ...one more way Short’s Travel Management is finding clever ways to make it easier to book business travel online! **You won’t find this feature anywhere else!**

**Your Company’s Hotel Travel Policy is always at your fingertips** – they’re clearly listed at the top of the page (if any hotel policies required).

**Your Company’s Negotiated Rates are displayed in your results** – Your company may have negotiated rates with specific hotel chains. Those rates will be displayed online. When you click “See Rooms” you would say a blue “Our Rate” icon next to your company’s unique rates.

**Short’s Travel Negotiated Rates** – Short’s Travel Management also negotiates rates with hotels on behalf of our customers. Those rates are available to all Short’s Travel Management clients, and are displayed in your online search results.

**Change Hotel Location** to find hotels within 1 mile, up to 30 miles, from any airport, specific address, within a zip code, and your company’s office and branch locations (if loaded by your company’s site administrator).

**Sort results** by Lowest Rate, Your Company’s Preferred Hotels, Distance to your requested location, or by Hotel Name

**Filter your results** to display only itineraries that are in policy, nonrefundable or refundable fares, nonstop, specific departure or arrival times for outbound and return flights, or specific airlines. After making your selections, click the “Filter Results” button at the bottom of the gray box.
We will show the first 50 hotels on the first results page and request rates and availability for every hotel in real-time. It may take a few seconds as we are “Checking Rates” for each individual hotel.

Frequently Asked Questions

Why can’t I “SEE ROOMS” when I click the button?

You will need to wait until the all hotels on the page are done “Checking Rates” and are displaying their rates and “SEE ROOMS” button. Then, you can click any “SEE ROOMS” button to view available room types.
To view the hotel descriptions, amenities, photos, and location click on one of the links:

A pop-up window will display with hotel details. You can then click on another link to display details in the same pop-up window.
Once search results are displayed, you must click “See Rooms” to view each room type and then click Reserve.

1. We will first return the closest hotels to your search location. Then, we will check real-time for the lowest available room rates including your company’s negotiated rates. You can begin to search for hotels based on their amenities and their location while we are checking all rates.

2. Once rates have been returned you will see either “Sold Out” or a “See Rooms” button along with that hotel’s lowest available nightly rate.

CONTINUED ON NEXT PAGE...
3. Click the “See Rooms” button to see your company’s negotiated rate and publicly available rates and room types. The “See Rooms” button changes to “Hide Rooms”. Click “Hide Rooms” to collaps that hotel’s room types and continue searching for other hotels. Once you have found your hotel room click “Reserve”.

---

HOTEL ROOMS

...CONTINUED FROM PREVIOUS PAGE
**Unique Short’s Travel Online Features**

Your Company’s Car Travel Policy is always at your fingertips – they’re clearly listed at the top of the page (if any hotel policies required).

Your Company’s Negotiated Rates are displayed in your results – Your company may have negotiated rates with specific car companies. Those rates will be displayed and can be booked online.

Our Car compare matrix makes it easy to quickly see which car rental companies are are offering the best price.

- Click on the car company name to see options just for that company
- Click on a price to see options for just that price
- Click on a car type to see all options for just that type

Sort results by by the Lowest Daily Rate, Car Vendor or Car Type

Filter your results to display only car rentals that are in policy or for a specific car type or vendor.

After making your selections, click “Filter Results”.

**Frequently Asked Questions**

**How do I rent a car outside of an airport location?**
You can only book car rentals at airport locations with Short’s Travel Online. To book your car reservation at a city location please call your Travel Consultant.

**How do I rent a car in one city and drop-off in another?**
You can only book car rentals for pick-up and drop-off at the same airport location with Short’s Travel Online. To book your one-way car reservation please call your Travel Consultant.
PROFILING TRAVELER INFORMATION

If you are booking for yourself, or with another traveler’s saved profile, the traveler’s information from their profile is used for the reservation.

Email your itinerary without booking if you need to obtain approval for travel - or if you need to collaborate with others traveling with your before booking.

All saved profile information is used – all information you have saved to your profile in the “My Profile” section of the Travel Portal will be used for your reservation at check-out. You can also enter additional information not entered to your profile, like any frequent flyer numbers.

Reason for Not Booking Lowest Fare – Your company may allow you to book flights that are not the lowest fare in the market. If you are not booking the lowest fare found, you will be required to enter a reason code for your company’s savings management reports.

Clear price breakdown – Your itinerary’s price is clearly broken out for air, car, and hotel segments; as well as your total price.

Your confirmation will be emailed to the email address in your profile and to any of your designated Travel Arrangers.

If there are additional email addresses you would like to “CC” for this itinerary, you may enter those as well on this page.
**Guest Traveler Information**

If you are booking for a guest traveler who does not have a saved profile, we will gather required information at time of purchase.

---

**All guest traveler information is gathered upon booking** — including all traveler loyalty and frequent traveler numbers, all required TSA information, and all company required reporting fields and reason codes.

---

**Clear price breakdown** — Your itinerary’s price is clearly broken out for air, car, and hotel segments; as well as your total price.

---

**Email your itinerary without booking** if you need to obtain approval for travel - or if you need to collaborate with others traveling with your before booking.
If you do not have preferences or frequent flyer information saved in your profile, we will gather this information at the time of purchase.

Your company’s travel policy may require you select a reason why you did not book the lowest fare. This information will be used in travel management reports.
Saved Credit Card from traveler's profile OR a central company card has been made available by the administrator:

If a Credit Card is saved to your profile, or your Travel Administrator has uploaded a company credit card for online bookings, you may select that credit card to use for payment. Or, you may enter a different credit card number to use for this reservation. You may use different credit cards for air or hotel reservations. A credit card is not required for car rentals.
If you would like to make the same reservation for another traveler, click "Book Another Traveler"
Review the itinerary and price.

If the itinerary or price is no longer available, you will see a message at the top of the page. You can continue to book the same itinerary at the higher fare.

Choose the profiled traveler, or guest traveler and which department’s company policies should be applied.

You may choose to not include certain components of the trip. Select “Yes” or “No” to include/exclude the first traveler’s air, car, hotel itinerary in the second traveler’s reservation.

Click Continue to complete the traveler information and payment information for this reservation.
Sign-up today to get your Short’s Travel online and offline reservations automatically forwarded to your phone for free using Worldmate’s mobile application in the “My Profile” section of your Travel Portal.

BlackBerry Business Travel Itinerary

WorldMate builds your business travel itinerary and puts it on your BlackBerry. Your entire travel plan is automatically synchronized with your BlackBerry over-the-air. These itineraries include all your travel bookings - flights, hotels, car rentals etc. wherever you’ve booked them, plus all of your meetings. Everything is synchronized with the WorldMate Live online travel planner at www.mobimate.com and with your calendar, making it easy to share this info with your colleagues or assistant. All itinerary items are presented in the destination time-zone, and are clickable for additional information like confirmation numbers, phone numbers, terminals, gates etc. Best of all – it’s up-to-date, and any change made is reflected on your BlackBerry as well as the worldmate.com website, so you always have the correct and up-to-date itinerary with you.

3 Quick and Easy Steps to Sign-up

**Step 1** – On your computer’s internet browser, go to www.worldmate.com/ShortsTravel and sign-up for their mobile services using the same email address that is listed in your Short’s Travel Profile.

**Step 2** - WorldMate will send you a sign-up email. You must click the application download link from their email **USING THE MOBILE DEVICE YOU WILL USE WHILE TRAVELING**. This will download the application to your mobile device.

**Step 3** - Update your Short’s Travel Profile setting to have all online and offline reservations made with Short’s Travel automatically synched to your Worldmate app on your mobile device.

CONTINUED ON NEXT PAGE...
Once you have downloaded the WorldMate application to your phone –
Automatically have all online and offline reservations made with Short’s Travel synched to your Worldmate application on your phone.
Start by clicking on the “Itinerary Notification” link in the “My Profile” section of the Travel Portal.

If you do not already have the WorldMate mobile application downloaded to your phone, you will first need to click on “download the WorldMate application” and sign-up for their service using the same email address that is listed in your Short’s Travel Profile. WorldMate will send you a sign-up email, and you must click the link from their “Welcome” email FROM YOUR MOBILE DEVICE. This will download the application to your phone.

After the application is downloaded to your phone AND you have checked the “Send all itineraries to my phone” in your Short’s Travel Profile, you will automatically have all trips booked online and offline with Short’s Travel synched to your mobile phone.