



GetThere Frequently Asked Questions

Accessing GetThere

Q. Should I use GetThere to book all my business trips?

A. You can book the majority of your business trips online using GetThere. You may want to contact Travel Guard Business Travel Services if you are using a travel voucher, or need travel advice, or are booking a complex international trip with multiple destinations.

Q. How do I access GetThere?

A. GetThere can be accessed by pointing your Web browser to <http://wcp.getthere.net/marathoncorporate>.

Q. How do I login to GetThere?

A. If you have already created an account, enter your username and password in the areas provided. If you need to create an account, click "create account" below the login button, enter your company's Site ID and Password Key and fill in the necessary information.

Q. Will my GetThere password ever expire?

A. Your password will never expire, however if you were given a temporary password, please click on the change password link in your profile to create your own secure password.

Q. I forgot my GetThere password. What do I do?

A. Simply click Forgot My Password on the Login page and your password will be emailed to you. If you have never logged into the site, contact 1-800-826-2978.

Q. What if I forget my password and the Forget My Password link on the login page isn't working?

A. Contact 1-800-826-2978 or corporatetravelservices@marathontravel.com

Q. What if I need help navigating or booking on GetThere?

A. You can access a tutorial on the Home page under Travel Tools→Tutorial→Making a Reservation or you can access Help on the top toolbar. Travel Guard Business Travel Services can also assist you with your online booking questions.

Q. How do I update my User Profile?

A. Update your personal information and travel preferences under Profile in the upper right corner of the home page. Just select the appropriate link to view/modify your user profile and/or personal information.

Q. Do I have to contact Travel Guard Business Travel Services when I update my Profile online?

A. No, all changes made online to your user Profile will automatically synchronize with the profiles used by Travel Guard Business Travel Services.

Booking on GetThere

Q. When is my booking made on GetThere actually ticketed?

A. After you book online, Travel Guard Business Travel Services reviews the booking and issues the ticket. You will receive a confirmation email from Travel Guard Business Travel Services once the ticket is issued.

Q. How do I know Travel Guard Business Travel Services has received my online booking?

A. Your Trips page and email confirmation will indicate that your booking has been made. That information includes a Record Locator that you can provide to the travel agent in the event that you should need to follow-up with them at any point.

Q. Are the fares and rates shown online guaranteed?

A. While your airfare is not guaranteed, the rates you see on GetThere are typically the same rates that Travel Guard Business Travel Services will see. However, no fare is guaranteed until actually ticketed.

Q. If an agent at Travel Guard Business Travel Services books a trip for me, will I be able to see it online in GetThere?

A. As long as your email address is entered into the personal information area of your profile, where requested in red, you will have the ability to see all of your reservations online. To view your reservations, click on Trips in the upper right corner of the home page.

Q. How do I cancel or change an online booking?

A. For all changes and cancellations please call Travel Guard Business Travel Services at 1-800-826-2978 or corporatetravelservices@marathontravel.com.

Q. How do I access airplane seat maps to choose my seats?

A. Once your flight choices have been made, you will automatically be taken to Seat Selection for all the flights in your itinerary. There's a key for the types of seats available. Premium seats are only available for qualified travelers.

Q. Will GetThere automatically upgrade me or my travelers based on their Frequent Flyer status?

A. With United, you can now request upgrades online. Since that option is not available for other airlines, you will need to contact Travel Guard Business Travel Services or the airline directly.

Q. How do I easily find a hotel at my destination?

A. Searching hotels is easy on GetThere. You can search by Hotel Address, Zip Code, Name, Chain, Reference Points, Preferred Properties and Airport or Downtown locations. Reference points allow you to search for hotels close to company locations, convention centers or airports. You can also search for hotels based on the proximity of hotels to a specific location as well as those closest to selected airports.

Q. How do I know if a hotel is sold out?

A. The hotel will display with the indication that the property is sold out. You can either choose another hotel or enter your preferred hotel under Notes and Special Requests on the Review Itinerary page. Travel Guard Business Travel Services will check availability directly with the hotel and contact you.

Q. Where do I find the hotel confirmation number?

A. Upon completion of an online booking, most hotels will provide a confirmation number that will appear on the Trips page. If the hotel does not provide a confirmation number, then Travel Guard Business Travel Services will confirm the reservation with the hotel directly and contact you.

Q. How do I add a hotel or rental car to an online reservation?

A. It's best to book your air, hotel and rental car before you confirm and purchase your itinerary online. However, you can always contact Travel Guard Business Travel Services to make any changes or additions to your reservation.

Q. How do I access and display a booking that I have already made online?

A. Click on Trips in the upper right corner of the Home Page. It lists all your previous reservations booked online, including past, present and cancelled trips.

Q. Can I hold a trip without ticketing?

A. You can turn your trip into a template on the Review Trip or Billing information screen by assigning a template name in the box in the upper right corner of the screen. When you are ready to proceed with booking the trip, it can be found under Templates on the home page. After selecting the appropriate template, select the dates of travel and GetThere will display the current pricing for this itinerary. At this point you may proceed with the purchase of the trip.

Q. I frequently travel to the same destination, stay in the same hotel and rent the same car. Is there an easy way to book this trip?

A. Yes, you can create a Trip Template from any current or previous booking. You can create your Trip Templates from Trips→then select a trip to make into a Template→create a Template name→Save Template. You can access your Trip Templates from Home→ Trip Templates and simply enter your new dates of travel and then confirm the final itinerary.

Q. What if I travel into one city and return from another city? Can I book that online using GetThere?

A. Yes, simply select Multiple Destination under Trip Type on the Begin Search page. Check the search boxes to indicate whether you need airfare, cars or hotels for the various cities required for your trip.

Q. Can I book leisure travel on GetThere?

A. GetThere is geared towards business travel. Travel Guard Business Travel Services also has an online booking tool geared towards leisure travel. To access the leisure online booking tool, point your web browser to <http://book.marathontravel.com>.

GetThere Support and Assistance

Q. Who do I contact with travel-related questions, changes or cancellations?

A. Contact our corporate travel agency at 1-800-826-2978 or corporatetravelservices@marathontravel.com

Q. Who do I contact to provide feedback about GetThere?

A. Contact our corporate travel department at 1-800-826-2978 or corporatetravelservices@marathontravel.com

Q. What documentation will get me through the security checkpoints?

A. In addition to a valid photo ID, you will need to have a boarding pass issued at the ticket counter or 24 hours in advance on the airline's website to get through security. Check with Travel Guard Business Travel Services if you have any questions about the procedures or documentation needed especially if you are traveling internationally.

Travel Arrangers

Q. How can an Arranger update a profile for a Traveler?

A. Typically, you can update the traveler profile under Profile for the user you are signed-in as. Or if you have been granted Arranger permission to make profile updates, you can sign in using your own username, and select the traveler's name from the Travel Arranger menu at the top of the home page and then click Profile to access the profile information. A traveler must select "Me and my travel arranger" under the "Who can change my account settings?" option under Profile →My Arrangers→Travel Arranger Permissions giving authorization to the arranger.

Q. How can an Arranger book a trip for a Traveler?

A. Make sure you are established as an Arranger for that Traveler, login as yourself, select the Traveler's name from the Travel Arranger/My Travelers at the top of the Home page and book their trip.

Q. How do Travelers assign Arrangers to book their travel?

A. A Traveler can login and authorize their specific Arranger(s). These assignments can be made via Profile→My Arrangers→Travel Arranger Permissions. When that Arranger logs in, he/she will see a Travel Arranger menu on the top of the Home page that lists the Travelers who have authorized them as Arrangers.

Q. How do Arrangers designate Travelers to book travel for?

A. An Arranger can login and select their Travelers. These assignments can be made via Profile→My Travelers→Add a Traveler. When the Arranger logs in, they will see Travel Arranger on the Home page that lists Travelers they have selected. Note that an email will be automatically sent to the Traveler alerting them of the new Arranger designation.

Q. How do I book travel for a Guest or non-employee?

A. Log in with your user name and password. Select the desired flights, trains, hotels and cars. After the Review Trip screen, on the Traveler Information screen, replace your name with the legal name of the person traveling. Also, replace your birth date and frequent traveler numbers with those of the guest. On the Billing Page, enter the appropriate billing information for the traveler.

Q. I am changing departments or leaving the company. How does an Arranger or Traveler undo an association?

A. These assignments can be changed by Travelers via Profile→My Arrangers, or by Arrangers via Profile→My Travelers.

If you have any questions regarding GetThere you may contact Travel Guard Business Travel Services at **800.826.2978, prompt #2** or via email at corporatetravelservices@marathontravel.com

