Georgia State University has two great ways for GSU faculty and staff to book discounted airfare, hotel, and car rental for Georgia State University official business. You can call Travel, Inc. at 1 (877) 548-2996 or online at travel.gsu.edu.

- State negotiated significantly discounted airfare, hotel, and car rental
- GSU card up front billing option on booking airfares
- Earn frequent flyer points on your frequent flyer program when making travel arrangements
- Have another GSU employee arrange your travel plans
- Use GSU’s Campus ID and Password to log into the system
- A pre-filled travel profile makes travel purchases quick and easy
- Website interface is similar to other popular travel engine sites
- Receive support or make reservations over the phone with Travel, Inc., the new official GSU travel agency
Section 1: Log on to Travel

Log on to Georgia State University Travel Services following the log on instructions at travel.gsu.edu, and enter your Campus ID and password.

Your password is case sensitive.

If you are not sure how to log on, check with the help desk by emailing help@gsu.edu or call 404-413-4357

Section 2: Update Your Travel Profile

Before you use Travel for the first time, you must update your profile.

Step 1: Update Your Personal Information

1. On the Home page, click Profile on the menu at the top of the page.
2. On the Profile sub-menu, click Personal Information.
   The sub-menu is listed horizontally under the Profile tab. You can also hover over the Profile tab to view a drop-down version of the sub-menu.
3. On the My Profile page, update the appropriate information, and then click Save.
   Complete these sections of your travel profile:
   - Verify first and last name fields, match ID used at airport
   - Contact Information
   - Emergency Contact
   - Travel Preferences
   - Credit Cards (personal credit card required only for holding hotel
   You must complete all fields marked Required (in orange) to save your profile. If you cannot edit these fields, call 404-413-HELP.

Section 3: Make a Travel Reservation

Step 1: Make a Flight Reservation

1. Before making travel arrangements, you will need to fill out a travel authorization form located within PantherMart. You will need to provide an estimated amount of money required for your travel purchase on the form. This can be obtained by calling Travel, Inc. at 1 (877) 548-2996 or online at travel.gsu.edu. Once you receive an approval and a P.O. number, please proceed to travel.gsu.edu to make your arrangements.
2. After logging in, on the My Travel page, click the Flight tab at the left side of the page. If you have a car, hotel, to book without airfare, use the corresponding tabs.
3. Select one of the following types of flight options:
   - Round Trip
   - One Way
   - Multi Segment
4. In the Departure City and Arrival City fields, enter the cities for your travel.
   When you type in a city, airport name, or code, travel will automatically search for a match.
5. Click in the Departure and Return date fields, and then select the appropriate dates from the calendar.
   You can also select the appropriate Departure and Return times and time range. Travel searches before and after the time you select.
6. If you need a car, select the Pick-up/Drop-off car at Airport check box.
   You can automatically select a car, allowing you to bypass viewing the car results. After you select a vendor and car type, a car is automatically added to your reservation.
   If you need an off-airport car or have other special requests, you can make these requests on the Car Results page or you can skip this step and add a car from the Itinerary page.
7. If you need a hotel, select the Find a Hotel check box.
   You can choose to search for the hotel by:
   - Airport
   - Address
   - Company Location
   - Reference Point / Zip Code (a city or neighborhood)
   If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel from the Itinerary page.
8. To search only fully refundable fares, select the Refundable Only check box. This is highly recommended for non-employees.
   Select Search Flights by Price or Schedule.
   To filter the results, select a column, row, or cell in the airline grid at the top of the results screen or use the sliding scales on the right.
   You can easily switch between the Shop by Fares tab and the Shop by Schedule tab by clicking the tab.
   You can also click the More Like This link, and then select either Outbound Flight or Return Flight to view more options for the second flight.
9. Click Search.
10. Review the search results on the Shop by Fares tab, and then click Show Details.
    To expand flight information, to view fare rules and, if needed, to add or choose a different frequent flyer program. Travel automatically selects the corresponding frequent flyer program from the profile, if available.
    To select a seat, click the View Seat Map icon next to the flight. A code for seats appears at the bottom of the page, showing which seats are available, occupied, or considered preferential.
11. Select any green (unoccupied) seat and position the mouse over a seat to see the seat number.
    Select preferential seats (highlighted in yellow) if you have preferred status on the selected airline. Your frequent flyer number must be in your Travel profile. If you select a preferential seat and this information is not in Travel, your seat request might not be honored.
    Some seats are marked handicapped and can only be selected by a travel agent. If you require a handicapped seat, make sure your travel agent is aware of your situation.
12. Click the appropriate seat to select it, and then click Select Seat.
    To change your seat, click the seat you prefer. Point to a seat to view the seat number.
    After you select your seat for a flight, you can either click Change Seat or select the next flight in your reservation. Travel will prompt you to save your new seat selection.
13. Once you have made your seat selection, click Close. Repeat for all flights.
14. From the Shop by Fares tab, click Reserve to select your airfare.
Policy information appears next to the Reserve button. The Reserve buttons are color coded as:

- A green Reserve button indicates the fare is within policy.
- A yellow Reserve button indicates the fare is outside of policy. If you select this fare, you must enter additional information, and your manager will be notified.
- A red Reserve button indicates the fare is outside of policy. If you select this fare, you must enter additional information and wait or manager approval. The trip will not be ticketed until it is approved by a manager. Please see travel.gsu.edu/info for more information on travel policy.

15. A drop-down menu will display an option for GSU credit card or personal credit card. The GSU credit card option is for airline purchase only. GSU card will make the payment for the flight in advance of the trip. For a personal credit card, the trip will be reimbursed after the travel expense statement is submitted.

Step 2: Select a Car
1. Select the car rental agency. If you do not select a preferred vendor (indicated by yellow diamonds) you will be required to select a reason and your manager will be notified.
2. If you selected Pick Up/Drop off Car at Airport on the Flight tab, you will see the results for the car search. If you selected Automatically Reserve This Car, the system will add your car and then display your hotel results.
3. Select the appropriate rental car, and then click Reserve. You can sort the car results to help find your selection.

Step 3: Select a Hotel
1. If you selected the Find a Hotel option on the Flight tab, the hotel results appear after you choose your rental car.
   You can sort the list of hotels by Preference, Price, Rating, Distance, and Policy. Please note that for conference rates, the hotel should be booked through the conference.
2. To filter by hotel chain, enter the chain name in the With Names Containing box next to the Sorted By box.
3. Use the filter options to narrow your search by Amenity or Chain.
4. To filter by neighborhood, select the desired neighborhoods in the Neighborhood box on the right.
5. Click the More Info link for a specific hotel to find more detailed information for the hotel.
6. Click Choose Room to view room rates. Please review the per diem rate at http://www.gsa.gov/portal/category/100120
7. When you are ready to reserve your hotel room, click the radio button next to the desired room type, and then click Reserve.
8. Review the information on the Rate Details/Cancellation Policy pop-up window, click to agree, and then click Continue.

Step 4: Complete the Reservation
1. Review the details of the reservation, and then click Next. From here, you can add or make changes to the car, hotel as well as change the dates of the flight.
2. On the Trip Booking Information page, enter your trip information in the Trip Name and Trip Description fields. The trip name and description data are for you record keeping. If you have any special requests for the travel agent, please enter them into the agent comments section. Some requests may result in higher fees.
3. Select type of trip (domestic or international).
4. A new box will appear asking for a reason for travel.
5. Select reason for travel.
6. Click Next. You will see the name and itinerary, along with the quoted airfare amount.
7. Click Purchase Ticket to finalize your trip.

Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation

At the top of the Home page, click Travel.

1. On the Upcoming Trips tab, click the name of the trip you want to change. Directly contact your travel agency, the appropriate website, or vendor if you did not book your trip using Georgia State University Travel Services.
2. From the Trip Actions menu, click Change Trip.
3. On the Itinerary page, select the portion of the trip you want to change. From the Itinerary page, you can:
   • Email your itinerary
   • Change seat(s)
   • Change the flight day or time for travel (you cannot change the airline)
   • Add, change, or cancel a car rental
   • Add, change, or cancel a hotel
4. To cancel your entire trip, click the Upcoming Trips tab. When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that you can apply to future trips. Additional fees may apply.
5. From the Trip Actions menu, click Cancel Trip, and then click OK.

If you have issues with canceling your flight, please call Travel, Inc. at 1 (877) 548-2996.

Section 6: Action Buttons and Icons

<table>
<thead>
<tr>
<th>Button/Icon Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Airfare" /> Airfare: Click to view your airfare booking information.</td>
</tr>
<tr>
<td><img src="image" alt="Car Rental" /> Car Rental: Click to view booking information for your car rental.</td>
</tr>
<tr>
<td><img src="image" alt="Lodging" /> Lodging: Click to view your lodging booking information.</td>
</tr>
<tr>
<td><img src="image" alt="Multiplier" /> Multiplier: Reverses the exchange rate when working with foreign out of pocket transactions.</td>
</tr>
<tr>
<td><img src="image" alt="Rail" /> Rail: Click to view your rail booking information.</td>
</tr>
<tr>
<td><img src="image" alt="Reserve" /> Reserve: Reserve the selected trip details.</td>
</tr>
<tr>
<td><img src="image" alt="Seat Map" /> Seat Map: Click to view the flight seat map.</td>
</tr>
<tr>
<td><img src="image" alt="Yellow Diamond" /> Yellow Diamond: Indicates a company preferred vendor.</td>
</tr>
</tbody>
</table>

For a complete tutorial or help, please visit travel.gsu.edu/info, email at sao_travel@sao.ga.gov, or call 1-888-896-7771 (option 9)