BTU Business Travel Unlimited

USER MANUAL cytric

Vienna, March 2025

Content

INTRODUCTION

cytric is an internet booking platform for business travelers and the perfect addition to the proven BTU service team. As a travel assistant or traveler, you can profit from the many advantages *cytric* has to offer:

- Booking worldwide 24/7 - fast and easy via the internet
- Immediate feedback regarding price and availability
- Minimized travel costs by automated search for the best available fare
- Consideration of your internal travel policy
- Storing personal preferences, memberships and often booked destinations
- Extensive hotel and car rental selection via several interfaces and providers
- Company specific layout and booking options
- and a lot of additional useful information about traveling

BTU will configure *cytric* individually according to your company specifications. In addition, you can make personal settings and preferences in your profile.
If you need assistance with your booking via *cytric* or if you have general questions about *cytric*, please do not hesitate to contact the BTU online support team.

BTU Online Support
Tel.: +43 (1) 516 51 **DW 40**
E-Mail: onlinesupport@btu.at

MO – FR – 9h – 17h
(Workdays)

With *cytric*, you have access to all the content and connections available in the BTU reservation systems (Amadeus / Travelport) and can have a large selection of additional interfaces (e.g. Travelfusion, Eurowings, HRS, Low-Cost Carriers) activated.
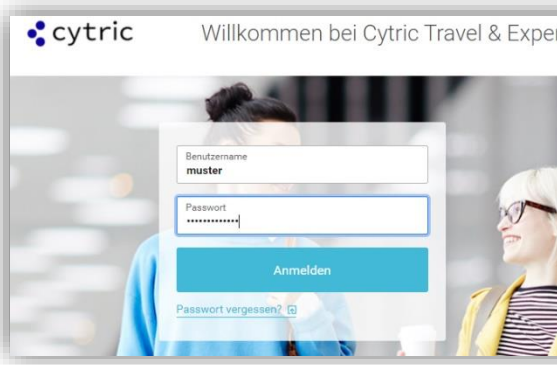
Important:
The basis for using the tool is the Service Level Agreement of cytric (General information about cytric). It is available for download at: https://www.btu.at/betreuung-unlimited/online-tool

BTU Business Travel Unlimited Reisebüroges.m.b.H
Stella-Klein-Löw-Weg 13 / OG 3 | 1020 Wien
T: +43 1 51 6 51 - 0 | F: +43 1 51 6 51 - 98
UID: ATU 15478409
office@btu.at | www.btu.at
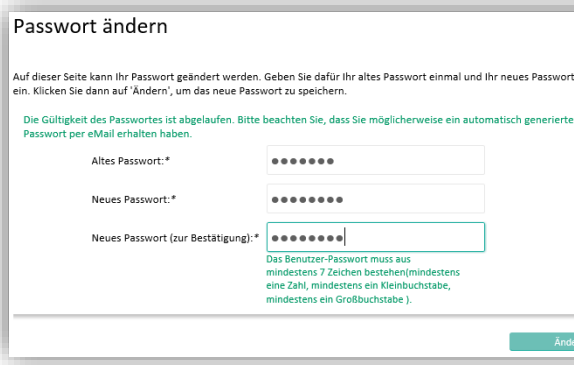
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REGISTRATION & LOGIN

To log into the *cytric* booking portal, you need the company's access link, a username and password.

For the initial registration we generated a password for you. Once you have entered this data for the first time **1)** *cytric* asks you to change the password to a personal password after clicking on "Login" **2)**.
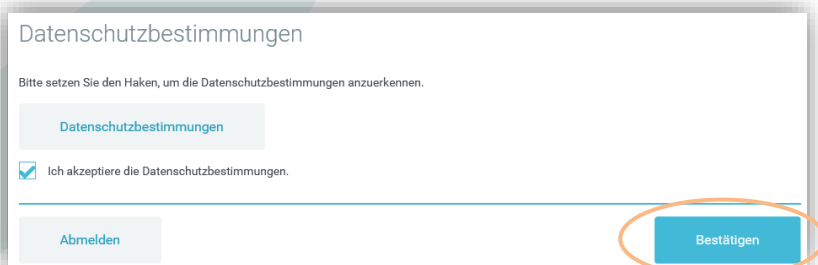
1)   **2)**

When you log in for the first time, *cytric* will require you to accept the privacy policy and the service level agreement (SLA). After confirming, you will be directed to the Personal Portal – *cytric's* Homepage.
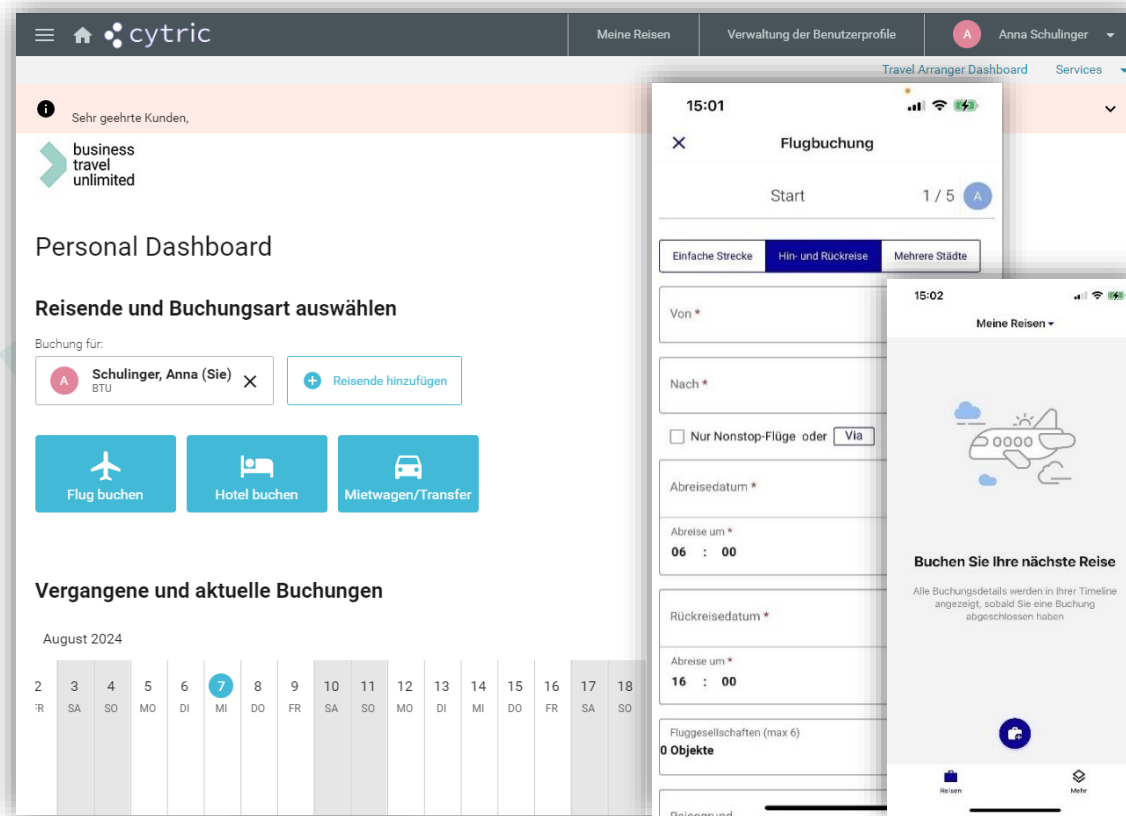

If you would like to see the Privacy Policy and the BTU - SLA, please click on "Privacy Statement".
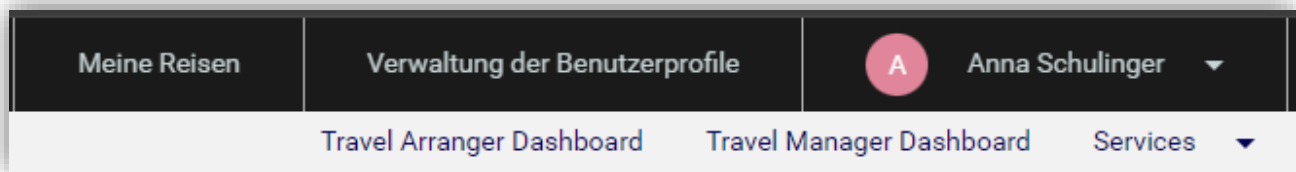
These steps are only required during initial registration. When you log in to *cytric* in the future, use your username and your personal password to get directly to the Personal Portal.

PERSONAL PORTAL – SET UP & NAVIGATION

The new Personal Portal in *cytric* has a responsive design and adapts itself individually to your device. Navigation and Menu are located on the top right of the page or in the menu selection.

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office@btu.at | www.btu.at

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The navigation bar or menu selection lead you to the following areas:

Meine Reisen	Verwaltung der Benutzerprofile	(A) Anna Schulinger ▼
	Travel Arranger Dashboard	Travel Manager Dashboard	Services ▼

- ❯ In the section "My Trips" you will find all the trips you have booked for yourself or as a travel arranger for a different traveler.
- ❯ Clicking on "Administration of User Profiles" will take you as the Travel Arranger to the user profile management". And depending on your authorization, you can customize your travelers' data, create new users and manage access rights here.
- ❯ By clicking on your own name, you can access your personal user profile.

Under "Services" you will find further links and such that can be individually customized for you. Via these links you can reach e.g. the homepage of the ÖBB or the check-in services of the airlines.

(A) Anna Schulinger
Mein Benutzerprofil
Meine Frequent Trips
Meine Travel Arranger
Abmelden
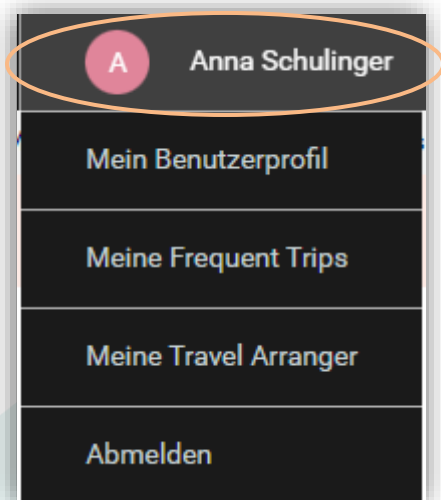
Tip: Click on the name to open your personal user profile. From here you can access your user profile data, manage your frequent trips and travelers have the possibility to manage their arrangers here.

Hint: Per click on the button "Travel Arranger Dashboard", Travel Arrangers can switch to this area.

THE TRAVEL ARRANGER DASHBOARD

On the Travel Arranger Dashboard you can start a new booking as a travel arranger and see bookings already made for your travelers. To start a new booking, search for the traveler using the search window or the displayed list of travelers. By ticking the + checkbox you select the traveler, then click Continue
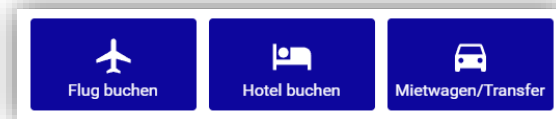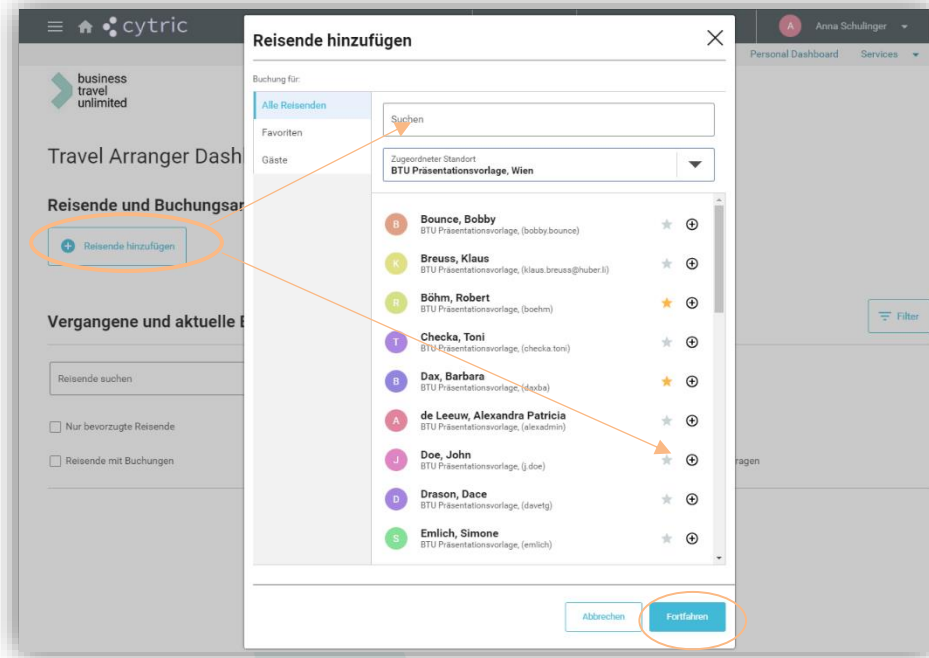
By clicking on one of the blue boxes for flight, hotel or car hire, you can start the appropriate booking.

FLIGHTBOOKING

After clicking on the icon for flight booking, you will be directed to the following view:

Whether you need a One Way or Multi-city flight can be selected here.

Options such as 'Non-stop only' or the flight times are adaptable.

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Enter the departure airport and the destination of the flight. You can either type the name of the city or the 3-letter code, if known (e.g., VIE for Vienna). Select a date and enter the approximate time of arrival and departure. It is also possible to display only direct connections or to predefine a specific routing by entering a stopover. Once all relevant entries have been made, click on the Search.

In the next step the tool displays offers that match your input for the outbound flight. By clicking on the arrow you select the flight and the tool moves on to offers for the inbound flights. The total price which the user sees here shows the cheapest fare available.
cytric has several filters and an interactive fare summary, which allow the user to further refine the flight offers:

If you don't want to select the inbound flight in a separate step, you can see all available inbound flights by clicking on the arrow next to the price and selecting it from here:

After flight selection is complete, you'll be directed to the Perfect Fare Configurator.

The Perfect Fare Configurator allows you to choose the best fare for the selected flight options. Depending on your settings, various filter options are available:

Preis auswählen
Hin- und Rückreise **Wien** ⟳ **Paris**

| | Austrian - 411 | MAI 13 | VIE Wien, AT 07:00 | Nonstop Gesamtzeit: 2h 00m | CDG Paris, FR 09:00 |
| | Austrian - 410 | MAI 16 | CDG Paris, FR 17:55 | Nonstop Gesamtzeit: 1h 55m | VIE Wien, AT 19:50 |

Mehr Preise anzeigen ⚙ Misch...

Service Class

Empfohlener Preis

| Serviceklasse Economy | Änderung Nicht änderbar | Stornierung +0.00 € / −343.26 € | Gepäck 🚫 | Sofortkauf | Economy Light | Gesamtpreis 343.26 € → |

Anzahl der Tickets: 1

Baggage Info & Fare Conditions

Andere Preise

| Serviceklasse Economy (V, W) | Änderung 60.00 € | Stornierung +77.26 € / −367.00 € | Gepäck 1 x 💼 | Classic | Gesamtpreis 444.26 € → |

Anzahl der Tickets: 1

Classic ✕

| MAI 13 | Wien, AT VIE | → | Paris, FR CDG | Austrian - 411 |
| MAI 16 | Paris, FR CDG | → | Wien, AT VIE | Austrian - 410 |

| | Änderung | 60.00 € |
| | Stornierung | +77.26 € / −367.00 € |
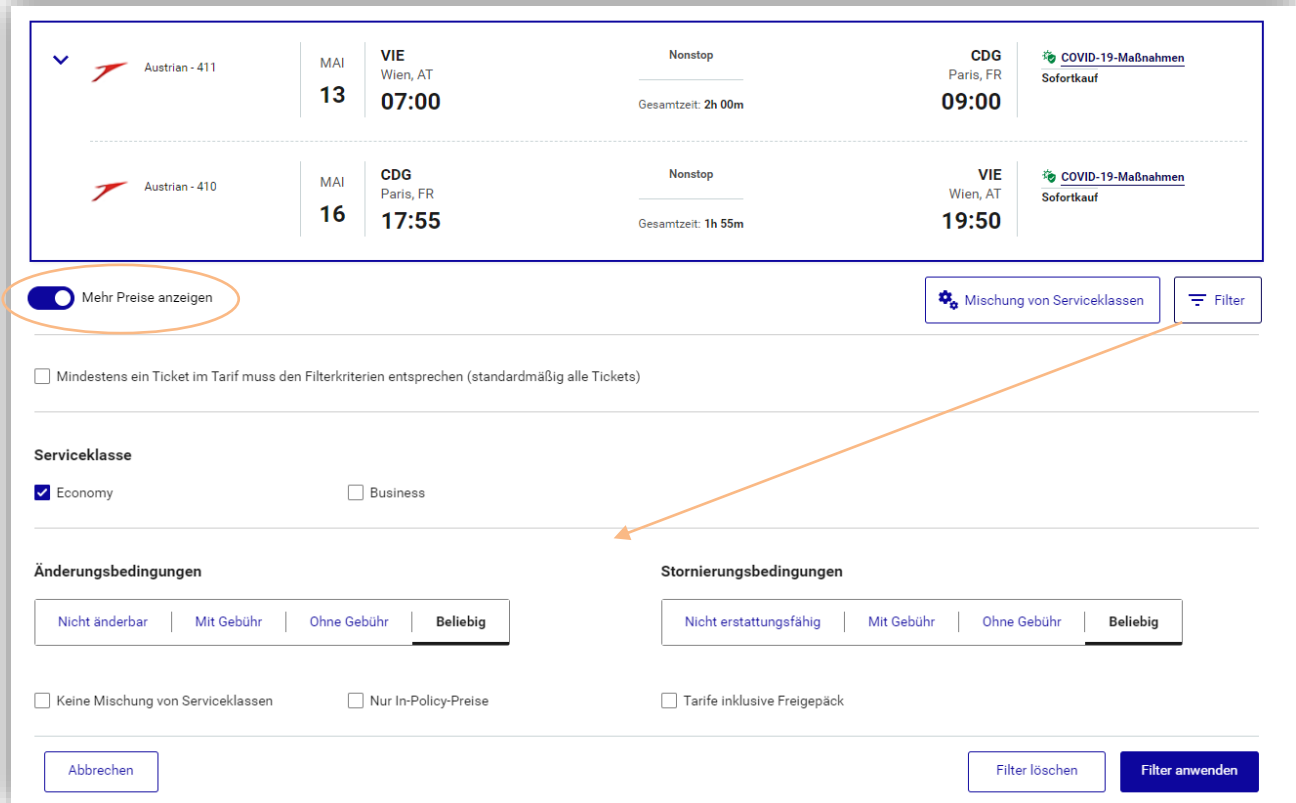
Sitzplatzauswahl
Extra Legroom Seat Reservation	Gebührenpflichtig
Reservierung für einen Sitz mit extra Fussraum	Gebührenpflichtig
Standard Sitzplatzbuchung	Inbegriffen

Gepäck
| 1 Cabin Bag up to 8 kg | Inbegriffen | 1x8 kg |
| 1 aufgegebenes Gepäckstück | Inbegriffen | 1x23 kg |

Zusatzleistungen
| Mileage Accrual | Inbegriffen |
| Upgrade Eligibility | Gebührenpflichtig |

Detaillierte Tarifinformationen

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Using the Perfect Fare Configurator, you have more options to sort the presented offers:

By using the slide control option the tool will show you more fares, you can mix certain service classes or select offers via "Filter" with regard to: "Corporate Fares" or "Fares including baggage".

For an optimal comparison of available fares, the tool also displays offers from direct connects, which are labelled as "Instant purchase" fares. Roundtrip fares (1 ticket per trip) or combinations of One-way fares (2 Tickets per Trip). Additionally, important information is displayed here with regard to changeability and cancellation policies.

To select a fare, click the button in the appropriate checkbox. Unless otherwise stated, the cheapest available fare is always pre-assigned:

| | Serviceklasse Economy (V, W) | Änderung 60.00 € | Stornierung +77.26 € / −367.00 € | Gepäck 1 x 🧳 | Classic | Gesamtpreis 444.26 € | → |

Anzahl der Tickets: 1

- ❯ **Service Class:** The Service class in which the displayed fare is available.
- ❯ **Change:** Here is easy to see if a fare is not changeable (X), or for a fee (amount, in the image example 60.00 €) or free of charge (Changeable).
- ❯ **Refund:** Below reimbursement, green indicates the amount that you will be refunded in case of cancellation. In red is the amount, which will not be refunded.
- ❯ **Baggage:** Here, the system will show if the fare includes baggage (gray suitcase icon with a numeral next to it) or not (no suitcase icon is displayed; marked with X).
- ❯ **Fare:** Here you can view the fare conditions defined in the GDS for the displayed fare.
- ❯ **Price:** Click on the price to get an exact breakdown of how and what taxes and additional fees the price is composed of.

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Depending on your settings, after fare selection the tool presents "Alternative Options" to the selected flight where available. These options are occasionally more convenient than the selected fare. Please note: The tool creates these offers independently of the selected fare type and search window. The saving is marked in green:

To confirm the selected fare click on the arrow to be directed to the following booking step.

On the next page you will receive a summary of the chosen fare and, depending on your travel policy, you can select additional services (seat selection / baggage). Displayed are: who made the booking and for which traveler.
In addition, the traveler's details are displayed, and you can select whether information such as mobile phone number and / or E-Mail Address should be forwarded to the provider.

Also displayed are payment information and, if applicable, any additional data fields such as cost center or project number.

Here you can also add a frequent traveler number, if not already saved in the traveler's profile. To complete the booking, please click on the button "Complete Booking".

On the confirmation page you will see a summary of the booking. Displayed are the booked fares, if the fare can be changed and general information about payment.

business travel unlimited

Reise nach **Paris** — Bestätigt

23.09.2024 — 26.09.2024

Gesamtpreis der Reise: **332.28 €**
Preisübersicht anzeigen

Sonstige Informationsdetails

+ Zur Reise hinzufügen

+ Zur Reise hinzufügen ∧ | Reise stornieren

✈ Flug Hinzufügen
🛏 Hotel Hinzufügen
🚗 Fahrzeug Hinzufügen

✈ Flug Hinzufügen
🛏 Hotel Hinzufügen
🚗 Fahrzeug Hinzufügen

Gesamtpreis der Reise: **399.26 €**
Preisdetails anzeigen

Buchung kopieren

Buchungen

BESTÄTIGT | 23.09.2024

07:00 - 09:00
Austrian - 411

VIE → CDG
2h 00m

Keine Stopps

🍃 114kg CO₂

Buchungscode
8M5NPK
Referenz der Fluggesellschaft

⚠ Beachten Sie, dass es Änderung

Sitzplatz ändern | Gepäck ändern

BESTÄTIGT | 16.05.2024

17:55 - 19:50
Austrian - 410

CDG → VIE
1h 55m

Keine Stopps

Buchungscode
6H8Y5M
Referenz der Fluggesellschaft
SMV7D7

⚠ Beachten Sie, dass es Änderungen in der Buchung gab

Sitzplatz ändern | Gepäck ändern | Zusatzleistungen ändern | Check-In

Ändern | Stornieren

Ausgewählter Tarif: Classic • Economy Siehe mehr Details

Gesamter Reisepreis pro Reisenden: **399.26 €**
Preisdetails anzeigen

💡 **Tip:**
On the confirmation page, you can quickly and easily copy the trip for another traveler.

You can add a hotel or rental car or go to Check-In

...rmationen

Anna Schulinger, E-Mail: a.deleeuw@btu.at

Sonstige Informationen: Buchung: OS 415, OS 410, 13.05.2024
👤 Anna Schulinger
Stornoversicherung: Nein

Wir danken Ihnen für diese Buchung.

Wichtig: Die hier enthaltenen Informationen können sich ohne vorherige Ankündigung ändern. Alle Zeiten sind Ortszeiten. Bitte beachten Sie die Visa- und Einreisebestimmungen Ihres Ziel- und/oder Transitlandes sowie die Informationen zu Gesundheits- und Impfbestimmungen. Nur Sie sind für die Einhaltung verantwortlich. Sollten sich Ihre Reisepläne ändern, stornieren Sie bitte nicht mehr benötigte Buchungen so früh wie möglich. Alle hier angegebenen Vergleichspreise können sich aufgrund von Währungsschwankungen ändern.
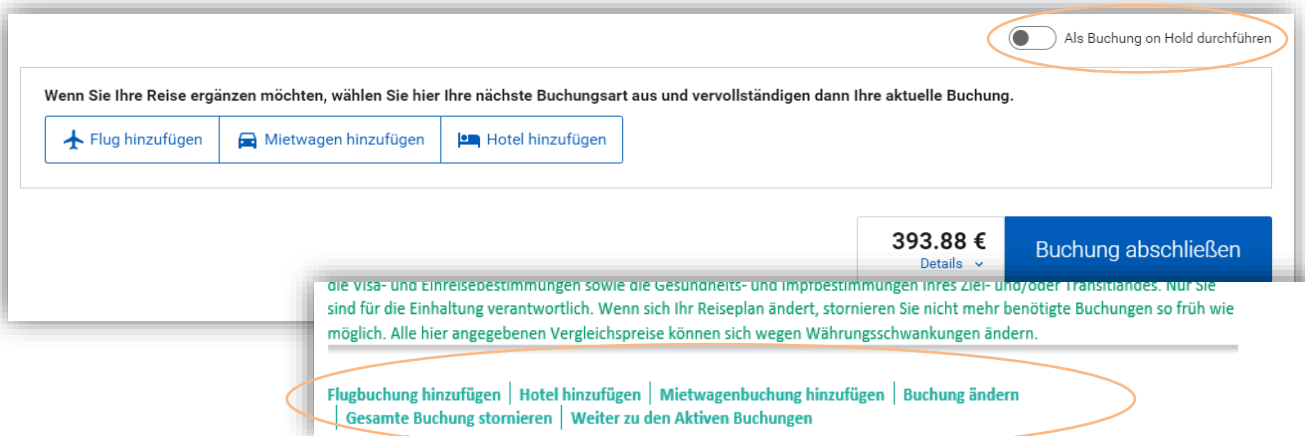
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If you would like to add a hotel or a rental car booking to the flight booking, you will find, depending on your settings, the appropriate selection at the bottom of this page. The system automatically takes over destination and time inputs such as date and time of the flight in the hotel or rental car request.

If the function "On-Hold" has been activated, this will also be displayed on the Complete Booking page.

Hint: You will also find the option to cancel parts of a booking or the entire booking. Please note that a flight booking can only be canceled in the booking system until a ticket has been issued. Further Infos. regarding flight and cancellations can be found under- Allgemeines zur Flugbuchung.

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HOTELBOOKING

After clicking on the hotel booking icon, you will be directed to the following page.

Unless you were redirected to this page from a different booking section (flight / rental car). Enter the desired city, select the travel period and whether you would like to book a single or a double room. Then click on the arrow and the system with start the search.

When adding the city you can decide, whether the desired hotel should be in the city, at the airport or near the train station. The icons for the airport, the city center and the train station will help you with this choice.
Additionally, you can search for a hotel via the address details.
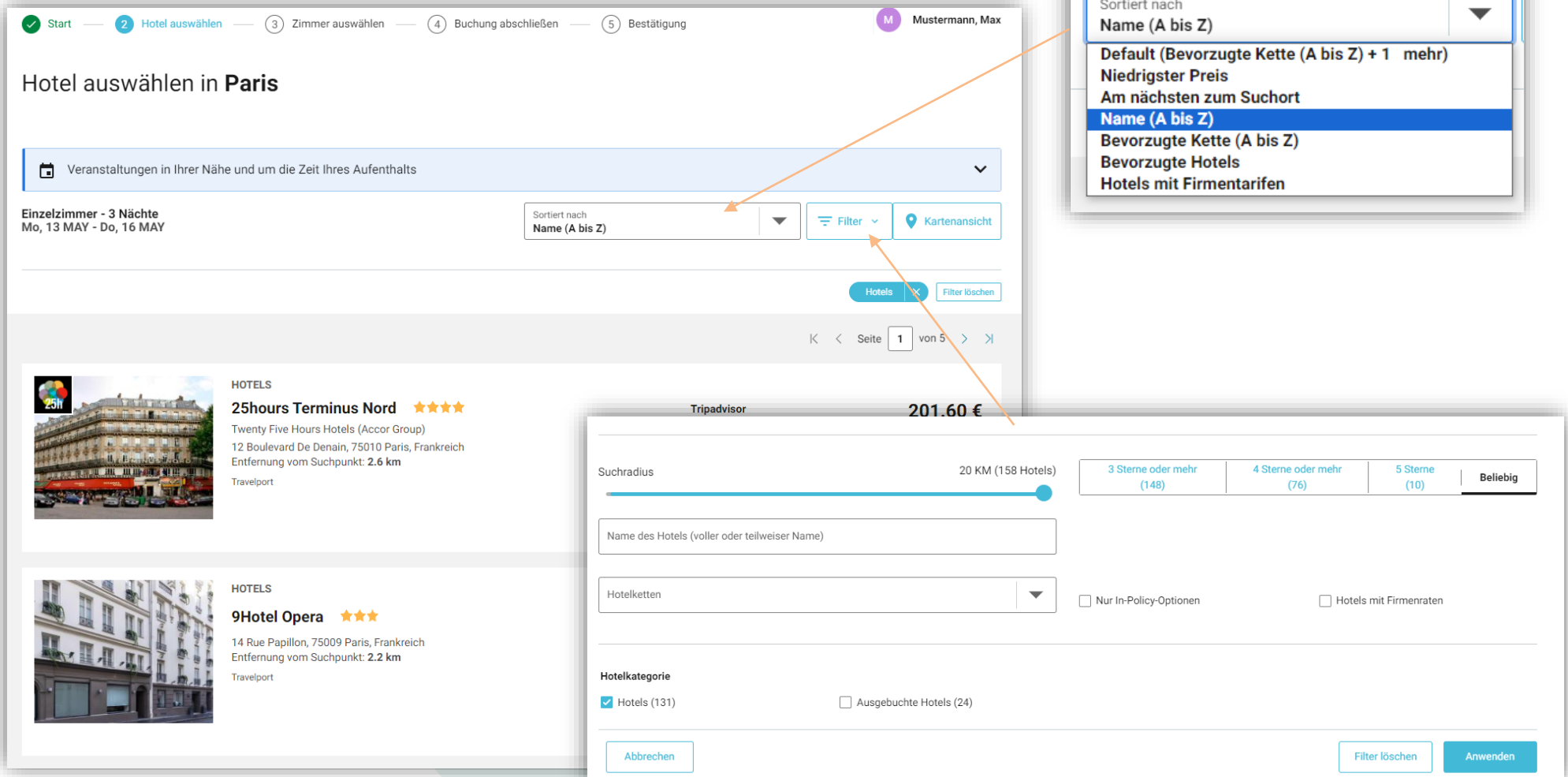
If you have booked hotels in the past via *cytric*, they will be displayed below the request details. By clicking on the hotel, the tool will add this hotel to the destination selection.

The following page displays all available hotels for your booking period. Preset sort order in the *cytric* hotel area, can be customized individually. It is also possible to view hotels that are already fully booked. This can be helpful information if a desired hotel is not found immediately. It is also possible to change the sorting order by price, hotel category etc. via a filter.

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The buttons on the top left give you the opportunity to view available hotels on a map. The rates can also be booked via this display.

To select a hotel, click on the offer and go to the hotel's detailed information. In the detailed information you can see photos of the hotel, the different room types and an overview of the facilities offered at the hotel, as well as a map with the hotel's location and special sights that are in the immediate vicinity of the hotel.

HOTELS
TRIBE Paris Batignolles ★★★★
Accor Hotels (Accor Group)
176 Rue Cardinet, 75017 Paris, Frankreich
Entfernung vom Suchpunkt: **4.5 km**

Travelport

Tripadvisor

219.00 €
Niedrigste Rate für diese Daten
Frühstück siehe Preisinformation

Hotel auswählen

Mehr Angebote anzeigen

To display more rates, click on "Show more options" and, depending on your settings, the presentation changes as follows:
To select the desired price offer, click on "Select room".

Beste Wahl einer restriktiven Rate

MRATE AVAIL SAVER-RO/ROOM ONLY TRIBE ESSENTIAL WITH 1 SINGLE BED ON GARDEN SID E WITH BALCONY...

🚫 👤1

Nicht erstattungsfähig

⊕ **663.39 €**
R3O | **Vorauszahlung/Einzahlung erforderlich**
Durchschnittspreis pro Nacht: 221.13 €

Zimmer auswählen

Informationen zum Hotel

Zimmer:
79

Hotel:
Anzahl der Etagen 7
Erbaut 1991
Renoviert 2020

In allen Zimmern:
Bad
Haartrockner im Zimmer
Safe im Zimmer

Spezielle Zimmer:
Nichtraucherzimmer

Essen und Trinken:
Restaurant
Bar

Services und Einrichtungen:
Behindertengerecht
Aufzug
Parkmöglichkeit
Parkgarage

Sport und Freizeit:
Fitnessraum

Bezahlung:
American Express Karte
Mastercard
Visa Karte

Sicherheit:
Plan der Notausgänge
Notfallinformationen in allen Zimmern
Feueralarm

Geschäftlich:
Einrichtungen für Meetings
Kapazität des größten Besprechungsraums 30
Anzahl der Besprechungsräume 1

Empfang:
Check-In Zeit 14:00:00
Check-Out-Zeit 12:00:00
Express Check-In/Out
Express Check In
Express Check-Out
Empfang 24 Stunden besetzt

Kommunikation:
Internetzugang gegen Entgelt 0 EUR per day
WLAN
WLAN im öffentlichen Bereich
WLAN im Zimmer

⊕ **693.39 €**
R3O | **Vorauszahlung/Einzahlung erforderlich**
Durchschnittspreis pro Nacht: 231.13 €

Zimmer auswählen

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If you have clicked on "Select room", the system, similar to the flight booking, summarizes the selected rate:

Preisinformation

...e Steuern und Entgelte:	697.00 €
	24.39 €
...nklusive aller Steuern und Gebühren	721.39 €
...eis pro Tag einschließlich Steuern und	240.46 €

✓ Start — ✓ Hotel auswählen — ✓ Zimmer auswählen — ④ Buchung abschließen — ⑤ Bestätigung   Ⓓ Warner, Dave

Hotelbuchung abschließen

Einzelzimmer - 3 Nächte
Mo, 13 MAY - Do, 16 MAY

TRIBE Paris Batignolles ★★★★   Tripadvisor ●●●●◐

Accor Hotels (Accor Group)
176 Rue Cardinet, 75017 Paris, Frankreich

MRATE AVAIL FLEXIBLE RATE-RO/ROOM ONLY TRIBE ESSENTIAL WITH 1 SINGLE BED ON GARDEN SID E WITH BALCONY...   **721.39 €**
🚫 | 👤 1   R%
Durchschnittspreis pro Nacht: **240.46 €**

Kostenlose Stornierung möglich bis 12.05.2024 23:59

Rate Amount Total:	721.39 EUR APPROX TOTAL INCL ALL KNOWN TAXES/FEES
Room Rate Data:	MEAL PLAN - ROOM ONLY BREAKFAST PER PAX- PER NIGHT - 24.00 EUR ACCOMMODATION AND BREAKFAST ARE FREE FOR 2 CHILDREN UNDER THE AGE OF 4 SHARING THEIR PARENTS ROOM. FROM 4 TO 11 YEARS OLD INCLUDED: FREE ACCOMMODATION 50 DISCOUNT ON BREAKFAST. TAXES - STATE/PROV TX - 0.25 EUR P/NIGHT P/PERSON COUNTY TX - 0.38 EUR P/NIGHT P/PERSON VAT/GOODS/SVC TX - 0.00 INCLUDED COUNTY TX - 5.00 EUR P/NIGHT P/PERSON CITY TX - 2.50 EUR P/NIGHT P/PERSON MAXIMUM OCCUPANCY - 1 PERSON PER ROOM ACCOMMODATION AND BREAKFAST ARE FREE FOR 1 CHILD UNDER 4 YEARS SHARING PARENTSA ROOM.
Guarantee Policy:	ALL RESERVATIONS MUST BE GUARANTEED WITH A CREDIT CARD VALID AT THE DATE OF THE RESERVATION AND THE START OF YOUR STAY UNLESS OTHERWISE SPECIFIED. CC ACCEPTED AX CA VI
Kostenfreie Stornierung:	Stornierung möglich bis 12.05.2024 23:59 (Ortszeit)
Cancellation Policy:	CXL: NO CANCELLATION CHARGE APPLIES UP TO 1 DAY PRIOR TO ARRIVAL. BEYOND THAT TIME THE FIRST NIGHT WILL BE CHARGED.
Check-in/Check-out:	THE ROOM IS AVAILABLE FROM 14:00. THE ROOM MUST BE VACATED BY 12:00 AT THE LATEST.
Room Description:	HIGH-SPEED WIFI OPTICAL FIBER WIFI IN THE COMMUNAL AREAS WIFI IN YOUR ROOM 220/240 V AC ADJUSTABLE DESK LAMP BLACKOUT CURTAINS EXPRESS CHECK IN EXPRESS CHECK OUT HAIR DRYER IN BEDROOM IRON IN ROOM SAFE DEPOSIT BOX IN ROOM VACUUM CLEANER BLACKOUT FACILITIES DOUBLE-GLAZING OPENING WINDOWS SOUNDPROOF SOUNDPROOF DOORS WORK DESK IN ALL ROOMS BATHROBE

If you would like more information about a rate, click on the small, gray symbol. *cytric* opens detailed room and price information, where you can see at a glance how the price is composed and if a rate can be canceled and when.

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Below that, you can see who has booked and for whom and can adjust data accordingly when you click on the parentheses. Mandatory fields are highlighted in colour:

Warner, Dave

📄	Daten des Reisenden	Herr Dave Warner, d.warner@btu.at, 00436648394916, Österreich
💳	Zahlung/Garantie	Andere Kreditkarte verwenden, 4444333322221111, Visa (VI), 2/2028
📄	Weitere Informationen	**Projektnummer:** Projekt RUMBA
💼	Vielreisende-Nummer	**Hotelkette,** Keine Karte hinterlegt
		Programm der Fluggesellschaft, Keine Karte hinterlegt
💬	Anmerkungen	Sie können weitere Anmerkungen an den Empfänger der Buchung weitergeben

☐ Diese Informationen dem Profil des Reisenden hinzufügen

📇	Gebucht von	Ⓐ Alexandra Patricia de Leeuw, a.deleeuw@btu.at, 004315165127

Stornierungsbedingungen: Vor 12.05.2024 23:59 (Lokale Zeit) kann ohne Kosten storniert werden

721.39 €
Gesamtpreis

Buchung abschließen

(Zahlungspflichtig)

If you are unsure about the cancellation conditions, you will find them summarized on the page below.

.
Click on "Complete booking (liable for payment)" to confirm the booking. As with the flight booking you will receive a booking confirmation from *cytric* as an email, which can also be seen on your screen, and in certain cases, documents sent directly from your Hotel programme partner.

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The confirmation page will once again display the usual features (such as copy booking or add rental car). Direct Content providers such as HRS or E-Hotel will display links for cost coverage.

Hint: Don't forget that you can cancel your hotel booking yourself in the system, by clicking on "Cancel Trip".

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CAR RENTAL BOOKING

After clicking on the symbol for the rental car booking, you will be directed to the following page: If you start the car rental booking from a hotel or flight booking, *cytric* will take over the input data. Otherwise, all fields need to be filled in. Then click on the arrow and *cytric* will search for offers from existing providers and display them on a map and additionally in a list.

You have the option of refining the results with the help of a filter option (as with flight or hotel) and can thus sort by provider, vehicle category and special equipment.

Hint: If you choose the airport as the rental station, the map view will be canceled.

To select one or more offers, click on the various providers in the map or in the list and then go to the bottom right on "Offers".

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![business travel unlimited logo]

Please click on "Select car hire" to select an offer. The system displays the selected rental car, the price and the pickup station for collection and return.

Anmietung:	Rückgabe:	Ab Kategorie	Sortiert nach	
Wien	Gleich wie Anmietung	Alle ▼	Niedrigster Preis ▼	☰ Filter
13 Mai 2024 um 08:00	14 Mai 2024 um 08:00			

SIXT
Economy 2-/4-Türer
(ECMR)

Travelport

✓ 142.97 € ⌄
Gesamtpreis

Kilometer inbegriffen: **Unlimited**

Fahrzeug auswählen

Europcar
Kompakt 4-/5-Türer
(CDMR)

Travelport

✓ 149.20 € ⌄
Gesamtpreis

Kilometer inbegriffen: **Unlimited**

Fahrzeug auswählen

AVIS
Mittelklasse-SUV
(IFAR)

Travelport

✓ 150.39 € ⌄
Gesamtpreis

Kilometer inbegriffen: **Unlimited**

Fahrzeug auswählen

Europcar
Kompakt-Limousine
(CLMR)

Travelport

✓ 157.58 € ⌄
Gesamtpreis

Kilometer inbegriffen: **Unlimited**

Fahrzeug auswählen

SIXT
Economy 2-/4-Türer
(ECAR)

✓ 158.67 € ⌄
Gesamtpreis

The system displays the selected rental car, the price and the pickup station for collection and return. Below you have the option to select optional extras by clicking.

Please note that this could lead to an error, if for example a navigation device cannot be confirmed by the provider or the station.
Then click on the arrow in the lower right corner to go to the next step.

Here is a list of symbols and their meaning.

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L ike the flight or hotel booking, you will also receive a summary of your choice here. You can see who has booked and for whom and can review the data by clicking on the parenthesis. Click on "Complete Booking" to continue to the Confirmation page.

Mietwagenbuchung abschließen

Abholung:	Rückgabe:
Wien	**Wien**
13 Mai 2024 um 10:00	**14 Mai 2024 um 10:00**
VIENNA KAGRAN	Wie bei Abholung

SiXT
RENT A CAR

Economy 2-/4-Türer
(ECMR)

✓ **142.97 €**
Gesamtpreis

Sixt

Kilometer inbegriffen: **Unlimited**

Bezeichnung der Reise

	Ankunftsinformation	Geben Sie den Code der Fluggesellschaft und die Flugnummer im Format XY1234 hier ein, um den Mietwagenanbieter zu benachrichtigen:	⌄

D   Warner, Dave

	Daten des Reisenden	Herr Dave Warner, d.warner@btu.at, 00436648394916, Österreich, BTU Präsentation Genehmigungsprozess, Mustergasse 2, Wien, 1010, Österreich	⌄
	Zahlung/Garantie	TA AP TESTKARTE D DSCHULZ (TP) XXXXXXXXXX5884, 2/2029	⌄
	Weitere Informationen	**Projektnummer:** Projekt RUMBA	⌄
	Vielreisende-Nummer	**Sixt,** Bitte geben Sie Informationen an	⌄
	Anmerkungen		

	Gebucht von	**A** Alexandra Patricia de Leeuw, a.deleeuw@btu.at, 004315165127	⌄

142.97 €
Gesamtpreis

Buchung abschließen

(Zahlungspflichtig)

On this page you can add additional elements to your reservation, copy the booking or cancel it.

Reise mit dem Auto — Bestätigt

13.05.2024 — 14.05.2024

Gesamtpreis der Reise: **142.97 €**

Preisdetails anzeigen

+ Zur Reise hinzufügen ⌄   Reise stornieren

D Warner, Dave

Buchungen

BESTÄTIGT   13.05.2024 — 14.05.2024

10:00
Wien
VIENNA KAGRAN

10:00
Gleich wie Anmietung

1 Tag

Buchungscode
706V0P

Anbieter-Referenz
9709099353

⚠ Bea...

Ausgewähltes Fa...

Fr. 16.02.2024 16:01
DB DEMO BTU GmbH <support@btu.at>
Buchungs-Bestätigung - Dave Warner - 13.05.2024 - VIENNA KAGRAN - 706V0P
An De Leeuw, Alexandra

Cytric_iCalendar1.ics
2 KB

Proof_of_Booking.pdf
12 KB

Alexandra Patricia de Leeuw   16.02.2024

Bestätigung für Dave Warner

Segment #	Art	Reisedatum	Ziel	Zeiten	Angefragter Service	Status	Gesamt
1	🚗	13.05.2024	Wien, Österreich - Wien, Österreich	13.05.2024 - 14.05.2024	Sixt (ECMR)	Bestätigt	142.97
						Gesamtbetrag der gesamten Reise in EUR:	142.97

Reiseplan

🚗 **Montag, 13 Mai 2024, Österreich**

Dave Warner
Sixt, Bestätigungsnummer Mietwagenanbieter 9709099353
10:00 Österreich
       VIENNA KAGRAN
10:00 Dienstag, 14 Mai 2024, Österreich
       VIENNA KAGRAN
Mietwagen-Typ: Economy 2-/4-Türer, z. B. , Pkw (2- oder 4-türig), Handschaltung, mit Klimaanlage (ECMR), ⚠Keine km/Meilen eingeschlossen
Bestellt: Manuelle Gangschaltung (eingeschlossen), Klimaanlage (eingeschlossen).
Preisinformation

Gesamtbetrag in EUR   142.97

Garantie mit Firmenkreditkarte Airplus UATP 1220 XXXXXXXXX5884, 2/2029

Buchungscode: 706V0P, Buchungsdatum: 16.02.2024
ACHTUNG: Dies ist eine Buchungsbestätigung und noch kein Ticket. Falls Sie innerhalb von 15 Minuten kein Ticket von BTU per E-Mail erhalten, wenden Sie sich bitte umgehend an Ihr BTU Serviceteam. Ausgenommen davon sind Buchungen, die Sie mittels der Sofortkauffunktion (Einkaufswagen) getätigt haben. Hier erhalten Sie das Ticket direkt seitens der Airline. Bitte kontrollieren Sie Ihre gebuchten Reisedokumente umgehend nach Erhalt. Bei etwaigen Fragen oder Unstimmigkeiten, kontaktieren Sie ebenfalls Ihr BTU Serviceteam.

Mietwagenbuchung ändern Mietwagenbuchung stornieren

Zahlungsinformation

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To cancel your trip, simply click the button "Cancel Trip" and confirm your selection. After successfully cancelling your trip. The booking will be marked cancelled in the booking system and you will receive a notification via E-Mail.

Mietwagenbuchung stornieren in **Wien**

⚠ Die Buchung wurde storniert.
Beachten Sie, dass Stornierungs- oder Servicegebühren anfallen können.

Gebucht für Ⓓ **Warner, Dave**

Anmietung: **13.05.2024**   Rückgabe: **14.05.2024**

✓ Storniert

Economy 2-/4-Türer
(ECMR)

Buchungscode:
706V0P

Verfügbare Stationen: Anmietung: Rückgabe:
Wien   **Wien**
VIENNA KAGRAN   VIENNA KAGRAN

← Zurück

Fr. 16.02.2024 16:03
DEMO BTU GmbH <support@btu.at>
Stornierung - Dave Warner - 13.05.2024 - VIENNA KAGRAN - 706V0P
An De Leeuw, Alexandra

Alexandra Patricia de Leeuw   16.02.2024

Stornierung der Reise am 13.05.2024

Die Buchung wurde storniert. Dies ist der Stand am 16.02.2024 16:03 (MEZ).

Beachten Sie, dass Stornierungs- oder Servicegebühren anfallen können.

Reiseplan

Montag, 13 Mai 2024, Österreich
Dave Warner
Sixt, Bestätigungsnummer Mietwagenanbieter 9709099353
10:00   Österreich
VIENNA KAGRAN
10:00   Dienstag, 14 Mai 2024, Österreich
VIENNA KAGRAN
Mietwagen-Typ: Economy 2-/4-Türer, z. B. , Pkw (2- oder 4-türig), Handschaltung, mit Klimaanlage (ECMR), Keine km/Meilen eingeschlossen
Bestellt: Manuelle Gangschaltung (eingeschlossen), Klimaanlage (eingeschlossen).
Preisinformation

Gesamtbetrag in EUR   142.97

Garantie mit Firmenkreditkarte Airplus UATP 1220 XXXXXXXXXXX5884, 2/2029

Buchungscode: 706V0P, Buchungsdatum: 16.02.2024
Stornierungs-Datum: 16.02.2024

Allgemeine Informationen
Andere Information:
Sixt, VIENNA KAGRAN, 13.05.2024
Projektnummer: Projekt RUMBA
Bestellt von:
Alexandra Patricia de Leeuw, Telefon: 004315165127, E-Mail: a.deleeuw@btu.at

cytric
BY AMADEUS

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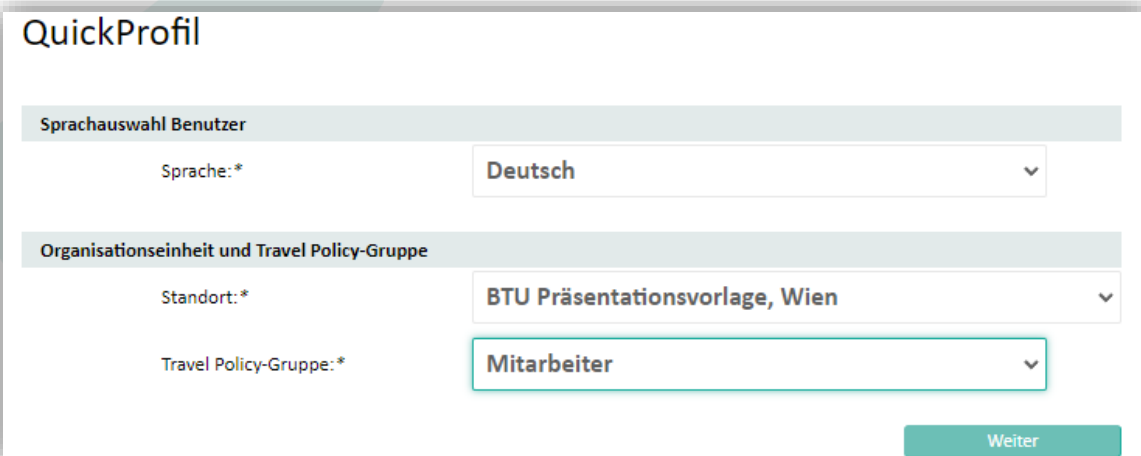
PROFIL MANAGEMENT

In *cytric* you can create and manage new users yourself. To access user profile management, click on "Administration of User Profiles" at the top of the navigation bar and you willö be directed to the following page:

In this area you can create a new user and edit user data.
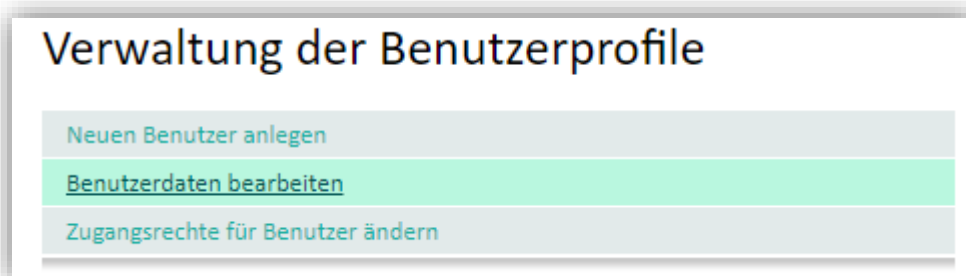
If you want to create a new profile, click on the button „Quick Profile.

Select the user's language, location, and travel policy group. If your system does not have a policy, then use the default "Employee" here.

If you click on "Continue" you will receive the following form for the profile creation. Here you assign a user name and a new password for the new user, enter personal data and, if applicable, additional data such as cost center or project number and save the data.

QuickProfil

Sprachauswahl Benutzer

Sprache:* **Deutsch**

Organisationseinheit und Travel Policy Gruppe

Standort: **BTU Präsentationsvorlage, Wien**

Travel Policy Gruppe: **Mitarbeiter**

Bitte geben Sie die Daten für den neuen Benutzer ein.

Login Information

Benutzername:* **muster**

Der Benutzername muss zumindest fünf Zeichen enthalten.

Benutzer-Passwort* ●●●●●●●

Das Benutzer-Passwort muss aus mindestens 7 Zeichen bestehen (mindestens eine Zahl, mindestens ein Kleinbuchstabe, mindestens ein Großbuchstabe).

Benutzer-Passwort (zur Bestätigung):* ●●●●●●●

Einstellungen für das Benutzerprofil und das QuickProfil

Anrede: ● Herr ○ Frau

Vorname:* **Max**

Nachname:* **Muster**

Titel: ☐ Prof. ☐ Dr. ☐ Mag.

Identifizierung:

Weitere Information

Kostenstelle:* **1234**

Projektnummer:* **Projekt MAMBO** ▼

Personalnummer: **56789** ✕

Hint: Passwords that you assign must consist of seven characters and contain a capital letter and a number.

By clicking on "Create user profile and save data", the new user is created in the online booking system. The system automatically assigns each new user the access rights of "traveler". Therefore, trips can immediately be booked for the new user or the traveler can access the system and book a trip for themselves.

In the management of user profiles, you can also edit an existing user's data.
To do so, click on "Edit user data" in the "User profile management" - section.

You can either find the user by entering the surname or by selecting and editing the user you are looking for from a list.

In the selected user profile you will see different areas in which you can enter and edit the traveler's personal data.

Enter a personalized credit card to guarantee a hotel or rental car booking in the system.

Benutzerprofil von Max Muster (mu...

Letzte Änderungen: Anna Schulinger (schulinger) am 22.03.2017 12:57

Diese/r Reisende/r hat die Datenschutzerklärung nicht akzeptiert.

Persönliche Daten bearbeiten und speichern

Ausweis- und Visumdaten

Kreditkarten und Bezahlkarten-Information

Vielreisende-Programme

Discount Karten

Persönliche Präferenzen

Here you can add frequent travelers' programs for flight / hotel / rental car.

Attention! For flight, always enter the airline alliance as well, so that the card is also drawn by all partners of the airline.

Adjust the system language in the "Personal Preferences" section or set a seat preference.

Hint: As a Travel Arranger, you have the option of placing a check at the bottom so that the Travel Arranger Dashboard is automatically loaded when you log in.

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If you enter a Miles & More card in the system, you must ALWAYS enter Lufthansa as the airline in the Airline / Train Provider field. Regardless of which airline issued the M & M card.

Use the dropdown menu to select the appropriate frequent flyer program. Enter the card number and add "Star Alliance" as airline alliance. This ensures that the card information is also available to other providers, such as Austrian Airlines or Swiss, and is included in the booking.

The Miles & More card programs are distinguished by the first digits of the card number
999 = Miles & More Card
992 = Miles & More Frequent Traveler Card
222 = Miles & More Senator Card
33 = Miles & More HON Circle Card (HONorary Circle)

After successfully adding the card, click on "Add" and the card is stored in the system:

User profile management can also delete users from the system. To do this, click on "Edit user data" and search for the user to be deleted via the surname or via the list of all users.
Select the user and click „Remove". The window "Delete user profile" will open. Click on "Continue" to confirm the process and the user profile will be deleted.

Benutzer finden

Geben Sie den Namen des Benutzers ein, den Sie finden möchten. Lassen Sie alle Felder leer und klicken Sie auf 'Finden', um eine Liste aller Benutzer zu erhalten.

Benutzername:

Vorname:

Nachname: **muster**

eMail:

Standort:

Liste sortieren nach:

Nachnar ● Nachnar

Liste der Benutzer

Klicken Sie auf 'Bearbeiten', um die Daten eines Benutzers zu bearbeiten. Klicken Sie auf 'Entfernen' um einen Benutzer zu entfernen oder wählen Sie mehrere Benutzer und klicken dann auf 'Markierte Benutzer entfernen' um mehrere Benutzer zu entfernen. Hinweis: Sie müssen die Berechtigung zugewiesen haben. Die ausgewählten Benutzer und ihre Daten werden komplett aus diesem System entfernt und können im Anschluss nicht mehr genutzt oder wiederhergestellt werden.

	Max Muster	Bearbeiten | Entfernen

Benutzername: **muster**
Telefon:
eMail: onlinesu
Letztes LogIn:
Letzte Änderung: Anna Schu
Benutzerrechte: cytric Ben
Buchend

Benutzerprofil löschen

Hinweis: Die nachfolgend aufgeführten Benutzerprofil(e) werden aus dem System gelöscht. Alle Daten, die für diese Benutzer gespeichert sind, werden gelöscht.

Klicken Sie auf 'Weiter' um die nachfolgenden Benutzerprofile zu löschen:

Benutzername:	Name:
muster	Max Muster
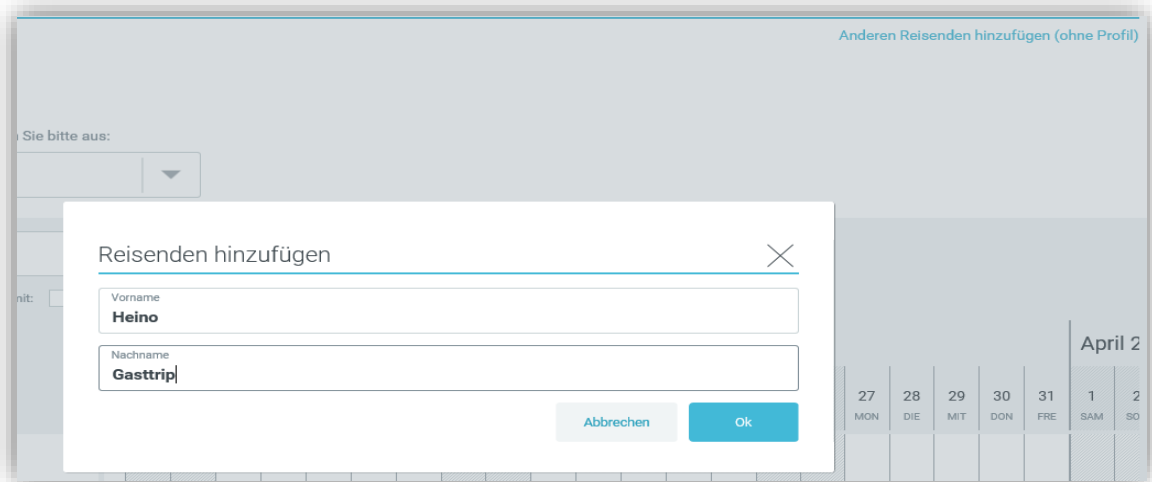
Weiter

Hint: A user can only be deleted from the system if there are no open bookings in the system for the user going back up to 6 months.

TIPS & TRICKS

HELP IN CYTRIC

cytric offers an integrated "help page" explaining the icons. You can reach this page by clicking on the menu navigation on the top left and then on "Icons Help".

Hilfe Symbole

Was bedeuten die Farben?

Navigationsfarbe: BLAU
(Standard Farbschema)

Informationsfarbe: GRÜN
(Standard Farbschema)

Hinweis- oder Fehlerfarbe: ROT
(Standard Farbschema)

Hilfe Symbole

✈	Flugsegment		Persönliche Präferenz
🛎	Hotelsegment	ℹ️	Weitere Information
🚄	Bahnsegment		Karte darstellen
🚗	Mietwagensegment	📅	Interaktiver Kalender
🧳	Anderes Reisesegment	❗	Weist auf Buchungsänderung hin
		*	Pflichtfeld

GUEST TRAVELER BOOKINGS

In *cytric* it is possible to conduct bookings for guest travelers. Guest travelers are e.g. external consultants, who are allowed to travel at the expense of the company but are not to be added to the company's master data.
To book for such a guest, click on "Add other travelers (without profile)" - button on the home page. The following pop-up will open:

Enter the first and last name of your guest and confirm the entry with "Ok". The traveler can now be booked. In the further course of the booking you have the possibility to supplement the data with an E-Mail address or a telephone number.

Hint: Travel for guest travelers can only be seen by the respective booker and exclusively under "My travels". Guest travelers are not displayed to everyone on the Travel Arranger Dashboard.

TRAVELERES BECOME FAVORITES

In the Travel Arranger Dashboard, you have the option of tagging travelers for whom you make the most bookings, as favorites, and then filter the travelers selection accordingly. To favor a traveler, click in the Travel Arranger Dashboard in the name field of the respective traveler on the small gray star. The color changes to yellow and the traveler is now marked as favorite.
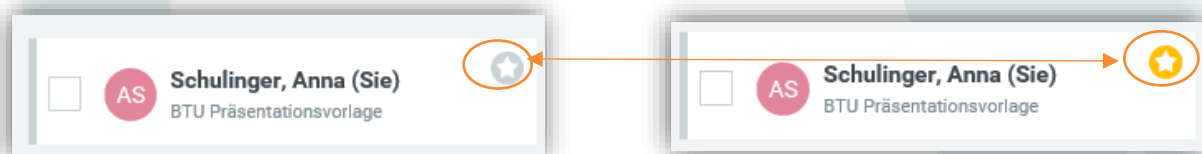
Once travelers are favored, you have the option of displaying only the favorites:
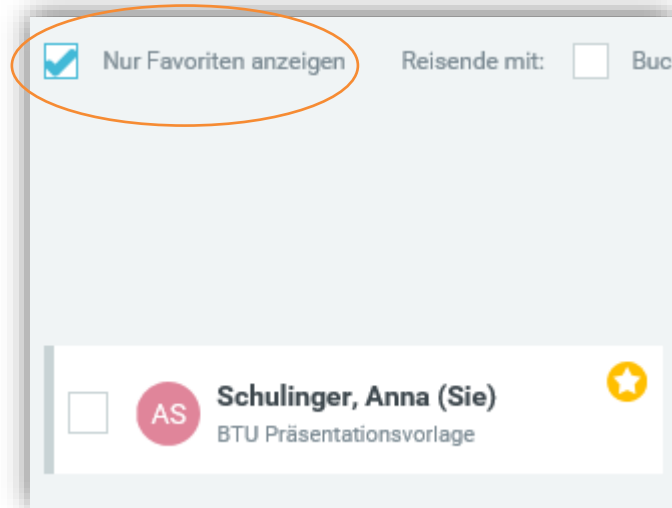
BOOKING FOR ANOTHER LOCATION
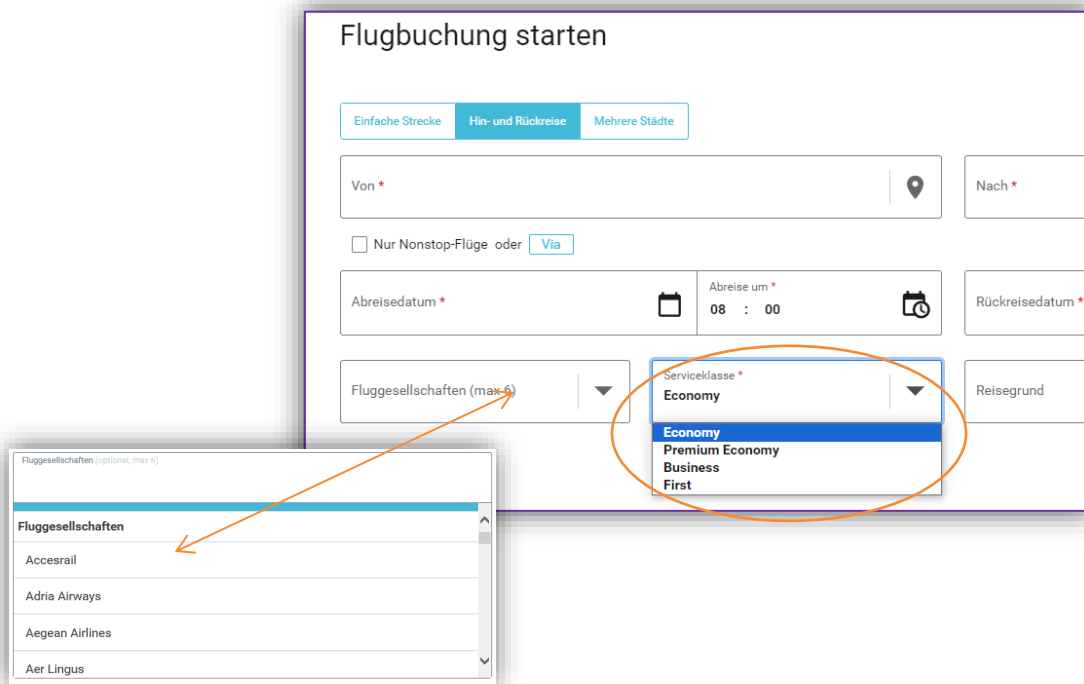
If a booking is to be billed to a location other than the stored location of a traveler, you can change this in the Travel Arranger Dashboard. Below your selected trip, you will find a drop-down menu where you can customize the location for that one trip:
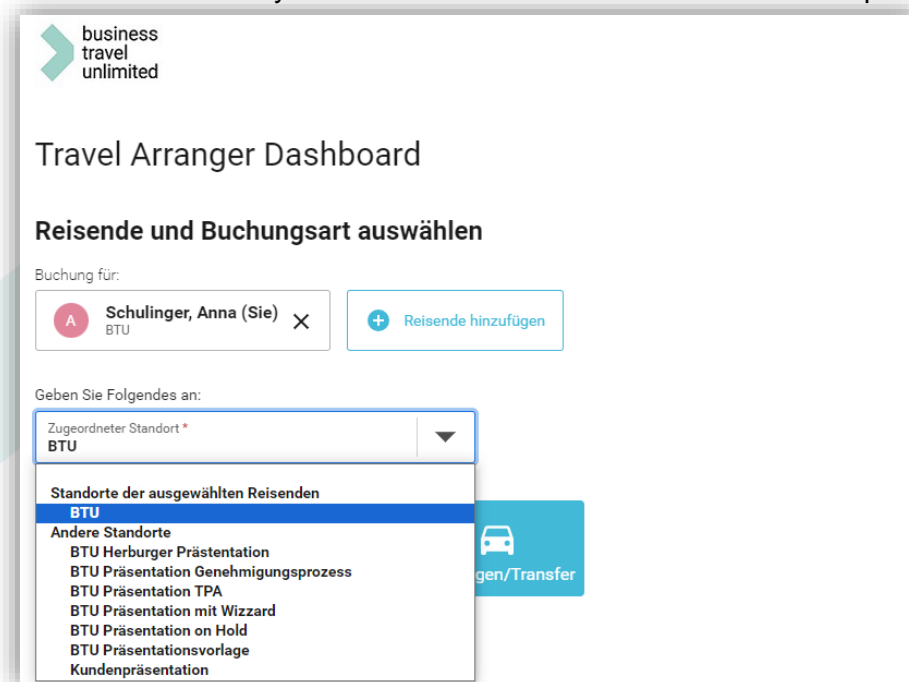
Hint: You only have this option with a special rights assignment.

RESTIRCT SEARCH CRITERIA

the flight request in *cytric* you can select in advance certain airlines that you would like to have displayed. To do this, click on the arrow on the right in the bar "Further search criteria". Below the airline selection opens. Click to select the providers you want *cytric* to display:

Hint: The choice of Service class has an affect on all availabilities and is not a filtert hat can be used to show only flights in for example business class.
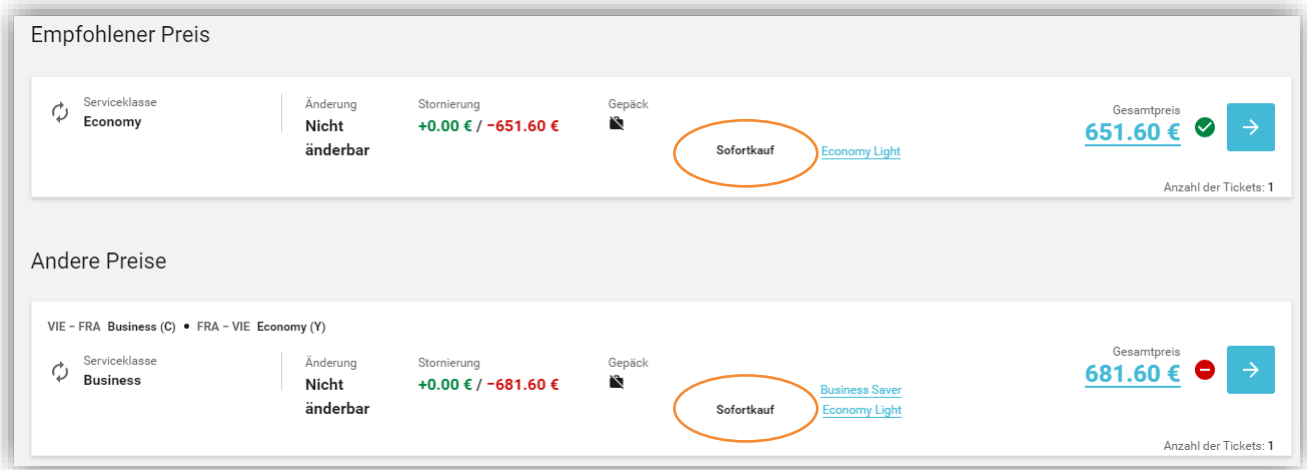
CODESHARE FARES

Use the possibility to directly compare Codeshare Fares, and activate the bar for comparison, where it is available.

INSTANT PURCHASE

In addition to the regular GDS offers, *citric* also offers fares from low-cost carriers via several providers such as Eurowings, Low-cost carriers, HRS or SIXT as well as interfaces such as DynaWeb or VDA. These Instant purchase offers are marked in the Perfect Fare Configurator with as "**Instant purchase"** and are thus easily recognizable.

Hint: Please note that we as your travel agency cannot offer any further service for these bookings once the booking has been completed. Changes, cancellations, invoice requests, etc. of such immediate purchase bookings must be done directly with the airline provider.

NAVIGATING TROUGH CYTRIC

In *cytric* it is best to navigate using the designated buttons.

To avoid error messages and double entries in cytric, please never use the browser buttons. If it does happen, log out and log in again to avoid significant errors.

DELETING BROWSING HISTORY

In order to get the most out of *cytric*, we recommend that you delete your browsing history, especially if there is an unforeseen error message.

Internet Explorer:

Depending on the version of Internet Explorer, you will find the option "Delete Browsing History" under "Tools" in the Menu bar or under the settings icon on the right side of the window:
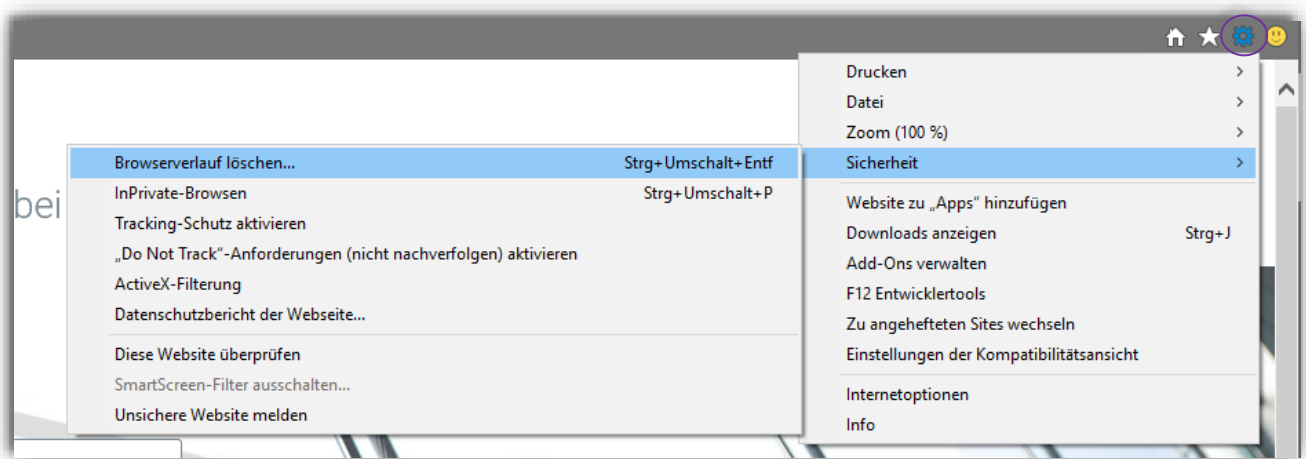
A pop-up opens in which the process can be confirmed in the lower right corner by clicking on "Delete".
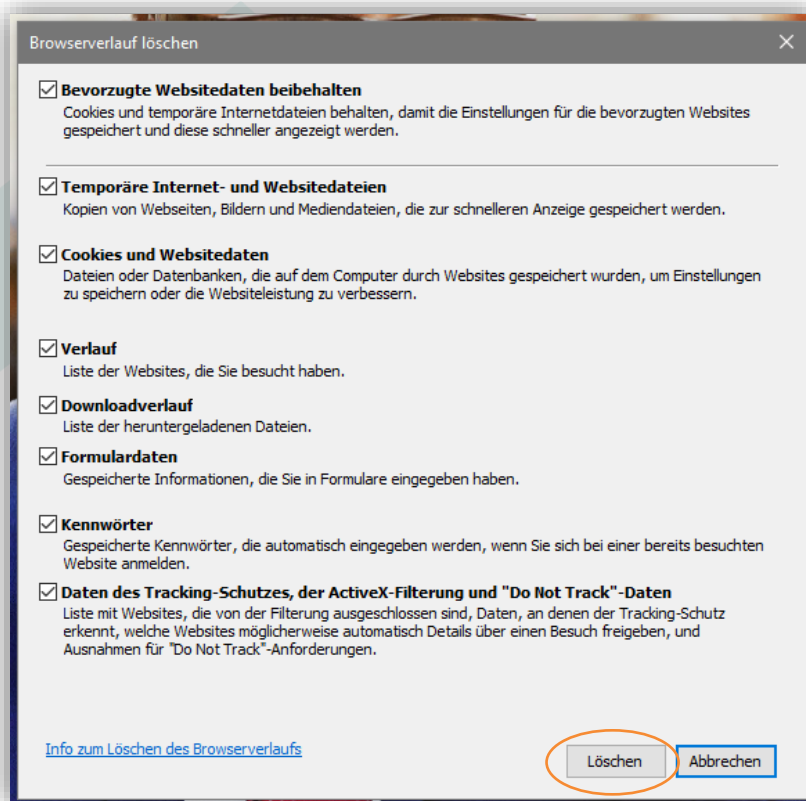
Firefox:

If you want to delete your browser history in Firefox, first click on the menu bar in the top right corner and then on Settings:
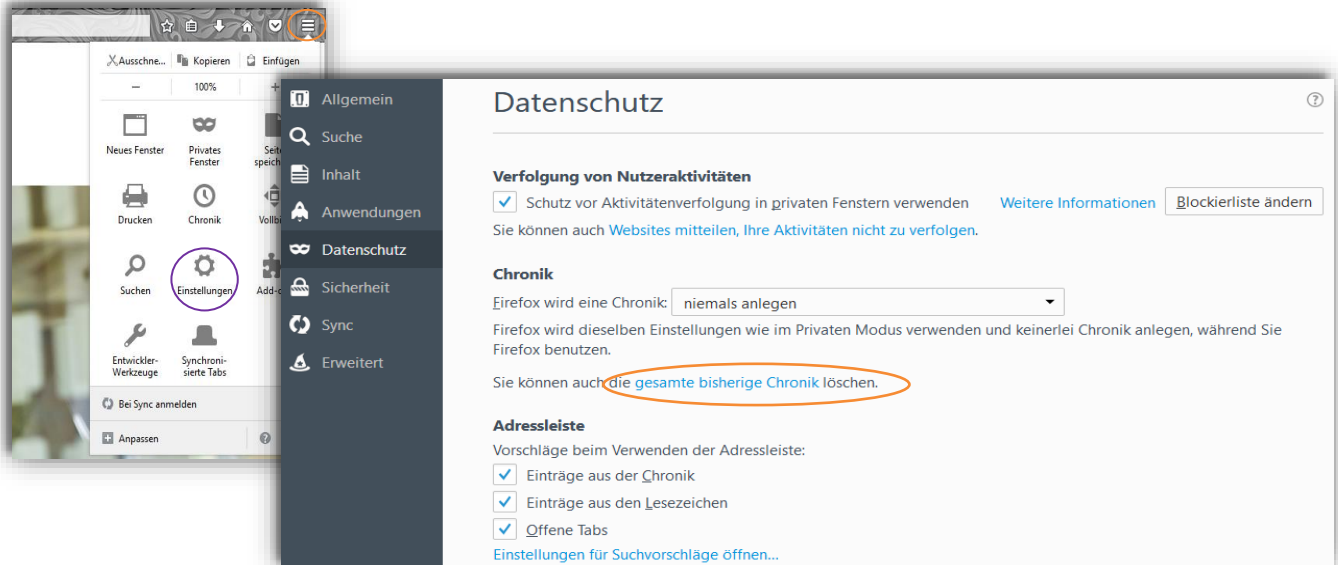
Here you will find the option to delete the history on the left in the selection list in the Privacy area. Depending on the amount of data accumulated, it may take a while for the browser to give you feedback about successfully deleting your history

Google Chrome:

If you want to delete your browser history in Chrome, via Navigation you will find the option "Delete Browsing History" choose the time range to delete and click on "Delete Data"
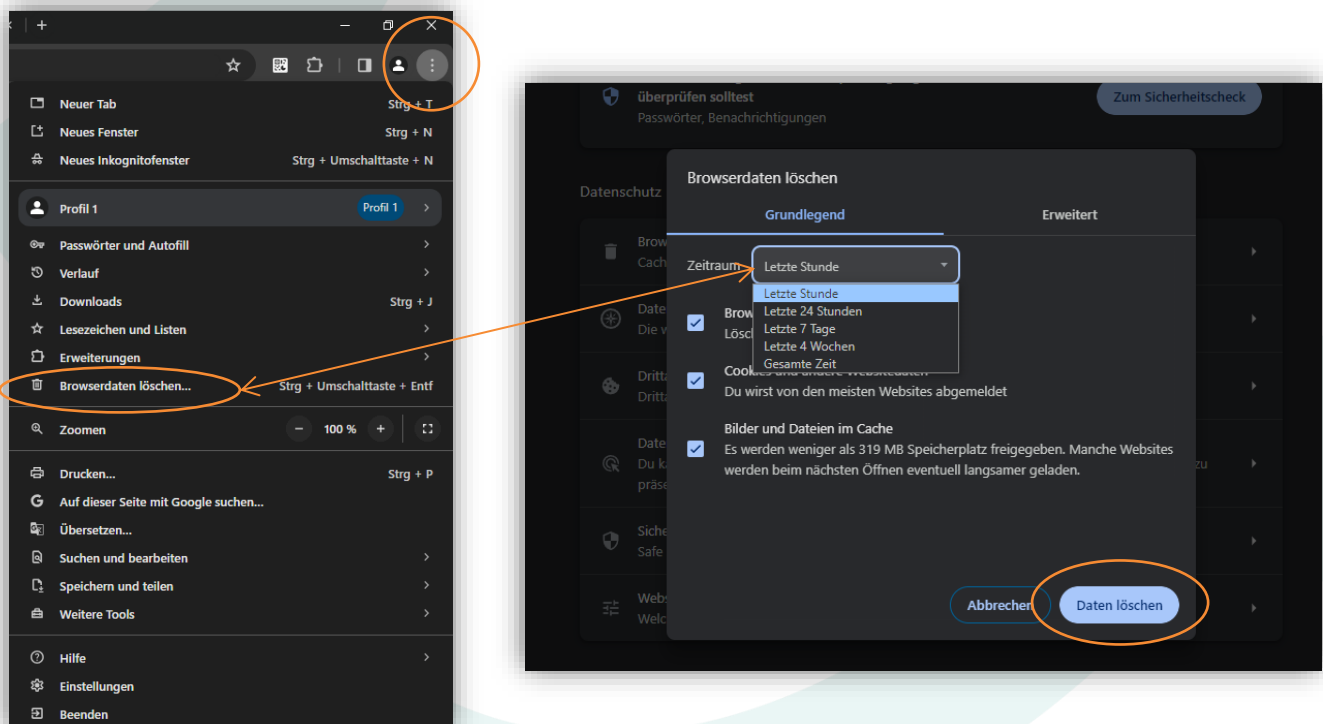
GENERAL INFORMATION ON FLIGHT BOOKINGS

The following points can greatly ease flight search in *cytric*:

- Do not limit your search too much. Often it is worthwhile to run the system for all available airlines search on a route and not just a specific one.
- Do not look specifically for an airport, but for a city. For example, all available airports in London (Luton, Gatwick, London City Airport and Heathrow) are displayed.
- Use the Navigation Bar on the Flight Offer page to refine or extend the proposals.
- In the Perfect Fare Configurator, click on the button "Show alternative codeshare fare offers" to have a direct comparison of the fares of the share partners.
- Comparing vendor websites and *cytric* can cause confusion, as it may be possible that a flight is displayed on the AUA website, but this fare is no longer available in *cytric* because it is currently being retrieved on the AUA website and is therefore blocked.
- Always book combined tickets and multi-trip flights through your BTU service team to draw on BTU team pricing expertise.
- System fees are also applicable to cancellations.
- Cancellation of a regular trip can be done via the BTU service team.
- Instant purchase bookings need to be cancelled directly with the airline provider.
- Changes and cancellations invoke additional fees.

GENERAL INFORMATION ON HOTEL BOOKINGS

The following points will help you with hotel bookings:

- Booking several rooms for several travelers at the same time is not possible. In such cases, you must book the rooms individually.
- A hotel can also be booked for a guest traveler.
- Use the print function in the hotel selection if you do not want to decide immediately, or book for a supervisor / colleague. This allows you to easily display the available hotels for selection in a list.
- Please note, regarding the respective hotel whether the rate can be guaranteed with a credit card and via which sales channel (Travelport / HRS / booking.com) you are booking. If, for example, you book a hotel via booking.com, you will also receive a confirmation from the provider and the room can only be canceled via this provider confirmation.
- Please read hotel offers carefully. Special attention is required regarding so-called "hot deals" or "prepaid" - bookings. These are non-refundable and will not be refunded.

GENERAL INFORMATION ON CAR RENTAL BOOKINGS

Unlike flight bookings, it is advisable to restrict the search as much as possible when renting a car, because the system offers a lot of offers due to the variety of the regions, which can be confusing.

GENERAL CYTRIC TIPS
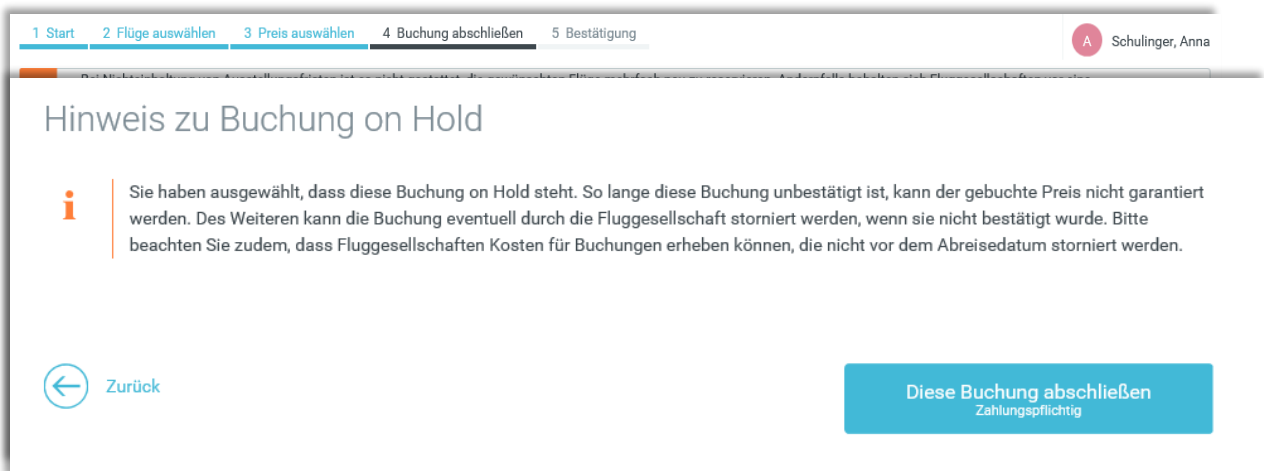
The following tips are related to *cytric* in general:

- Your company rate is marked with a small icon to make it easier to recognize. We will be happy to adapt this symbol to one of your choice.
- If you have activated the function "book several travelers at the same time", you can make flight reservations for several guest travelers at the same time.

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> If you are authorized to book for several locations within your company and want to book a guest in a location other than your stored location, don't forget to select the location for billing before booking the flight.

„ON HOLD " OPTION

If you have activated the On-Hold functionality. In the Perfect Fare Configurator you can slide a bar below the fare offer, to place the booking On-Hold.

Once the booking has been completed and you click on "Complete Booking", the system will advice you that the booking has been placed On-Hold.

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By clicking „Continue" you can confirm the booking as On-Hold and you will receive a booking confirmation on the screen and per E-Mail, with the Remark "Booking On-Hold".

Reservierung (Buchung on Hold) für Anna Schulinger

Sie haben entschieden diese Flugbuchung als 'Buchung on Hold' durchzuführen.

So lange dieser Teil der Buchung unbestätigt ist, kann der gebuchte Preis nicht garantiert werden. Des Weiteren kann die Buchung eventuell durch den Anbieter storniert werden, wenn sie nicht bestätigt wurde.

To further process the reservation, it can be retrieved via the Travel Arranger Dashboard or via My Trips, using the On-Hold Search option. After clicking "Edit" or "Confirm Booking" the reservation re-opens in the Perfect Fare Configurator, where necessary, a new fare is displayed or you can choose a new fare.

Attention! On-Hold bookings will be cancelled automatically at 23:59 on the same day as booking

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