



User's Guide

Online train ticket reservations

Carlson Wagonlit Travel

Online Helpdesk

Tel. +358 (0)205 615 531

E-mail: e-servicecenter@carlsonwagonlit.fi

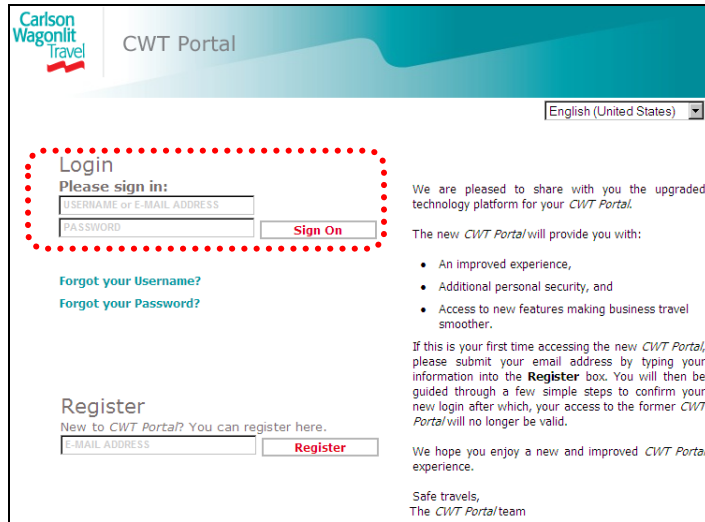




TABLE OF CONTENTS

1	Login through the CWT Portal	3
2	Online train ticket reservations	4
	2.1 Domestic train tickets	5
	2.2 Multi-ticket and open single ticket	9
	2.3 Reservations for the St. Petersburg-bound Allegro train	11
3	Confirmed bookings.....	14
4	Cancellation of online reservations	15
5	Travel arranger's booking report	17

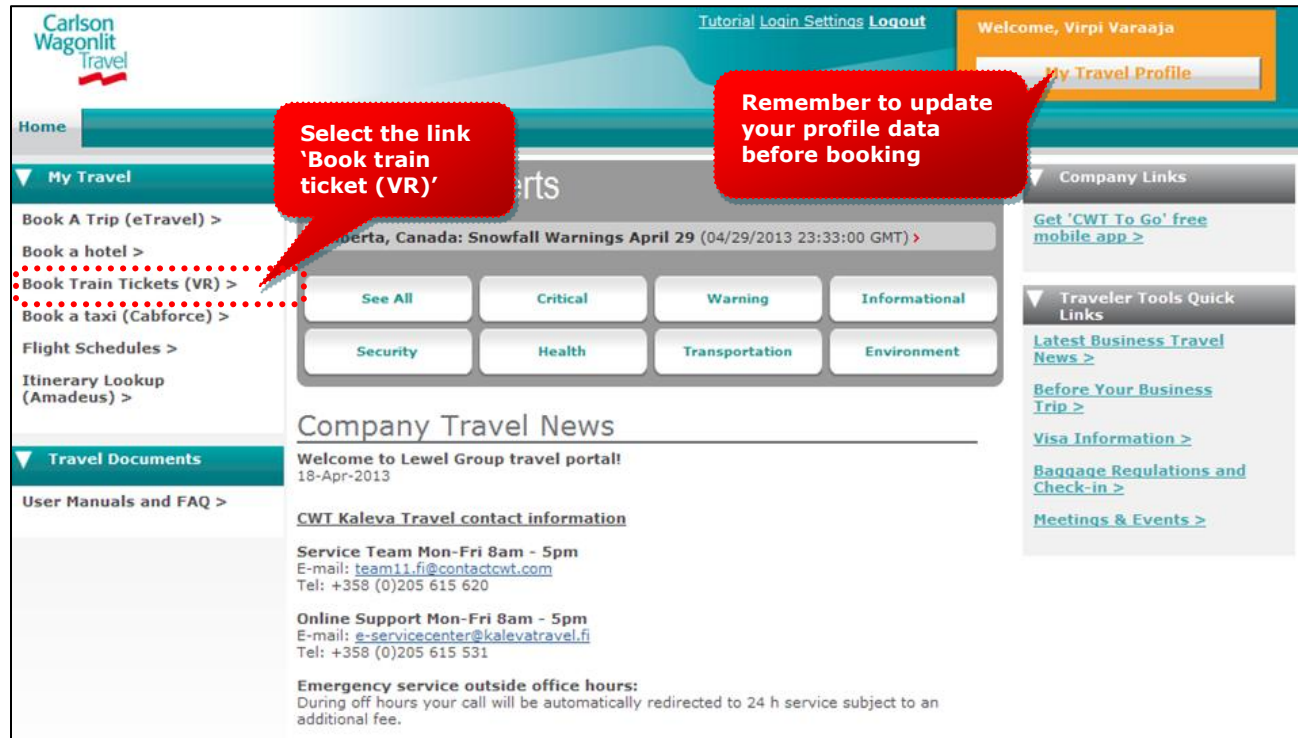
1 Login through the CWT Portal



To login to the train ticket booking system, go to the CWT Portal at <http://portal.carlsonwagonlit.com>

You can use the same user ID and password that you used when you registered in the Portal.

The CWT Portal is an electronic desktop for travel affairs that provides you with access to all essential travel-related information and tools conveniently, with a single login. Select the link '**Book train ticket (VR)**' to open the booking system.



2 Online train ticket reservations

- CWT Train Online allows you to book
 - tickets for **domestic** train routes (ticket types: advance ticket, basic ticket, flexible ticket, and any possible special campaign tickets offered by VR)
 - **multi-tickets and open single tickets**
 - tickets to the **Allegro** train bound for **St. Petersburg**
- Any one online reservation allows for a maximum of **10 persons**. A single reservation may contain several traveler types (e.g. adult, student).
- Reservations can be made up to 60 days in advance.
- Travel arrangers may also make reservations for guests. The customer number to be billed is selected during the final stages of the booking.
- Online train ticket reservations **are billed in accordance with your standard travel agency agreement**. The purchases are reported in connection with other travel agency purchases and transferred automatically to your company's travel management application.
- **E-tickets** are delivered to one or more e-mail address and/or mobile phone number. To open a mobile ticket, the traveler needs a mobile or cell phone with internet access.
- Online reservations take into account the agreed VR **corporate discount**, provided that your company has informed CWT of the relevant agreement code.
- The train ticket reservations are saved in the **Confirmed bookings** list.
- Reservations may be **canceled** in accordance with user rights up until 15 minutes prior to the departure in question.
 - VR's cancellation fees are EUR 10/ticket/person
 - **N.B.** Advance tickets, multi-tickets, open single tickets, and special offer tickets cannot be canceled
- Changes and partial cancellations to confirmed bookings can be implemented by your own CWT service team **before the train in question departs**.
 - VR's charges are EUR 5/change/person and EUR 10/cancellation/person
 - Changes and cancellations implemented by CWT's service team are subject to the standard train service fee

2.1 Domestic train tickets

- Enter the route, dates, and times (departure time or arrival time).
- Check and, if necessary, change **the number of travelers**.
- Use the drop-down menu to select **the discount price and traveler types**.
- To include more than one type of traveler in a single booking, select **'Add new passenger'** (e.g. student).
- **Search** for timetables and prices.

Prices
Timetables are valid until 26 October 2013.

Helsinki — Tampere
Outbound journey Wednesday 15.05.2013

Departure	Arrival	Transfer	Travel time	Advance Eco Class	Basic Eco Class	Flexible Extra Class	Offer
07:30	09:05	-	01:35	51,78 €	64,72 €	87,38 €	No available
07:30	09:05	-	01:35	51,78 €	64,72 €	87,38 €	24,00 €
08:06	09:52	-	01:46	51,78 €	64,72 €	87,38 €	No available
09:06	10:52	-	01:46	51,78 €	64,72 €	87,38 €	24,00 €
09:19	11:22	-	02:03	40,44 €	50,56 €	No available	No available
09:30	11:00	-	01:30	61,00 €	76,24 €	102,92 €	No available

Tampere — Helsinki
Inbound journey Wednesday 15.05.2013

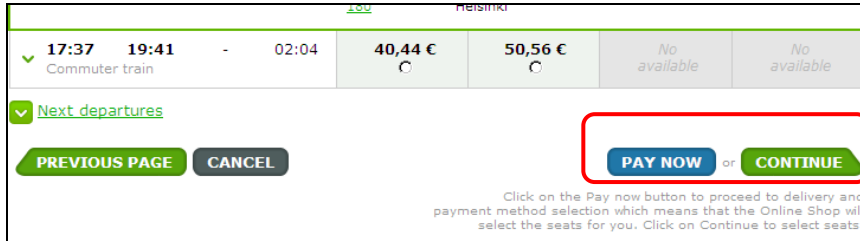
Departure	Arrival	Transfer	Travel time	Advance Eco Class	Basic Eco Class	Flexible Extra Class	Offer
16:07	17:52	-	01:45	51,78 €	64,72 €	87,38 €	No available

My selections
15.05.2013
07:30 Helsinki
09:05 Tampere
PASSENGERS: 2
SEAT TYPE: Seat
15.05.2013
16:07 Tampere
17:52 Helsinki
PASSENGERS: 2
SEAT TYPE: Seat
Total: 174,76 €

Information on your ticket
With the Flexible ticket you travel in Extra Class on the chosen service. Change of departure time and train ticket cancellation free of charge before the train's departure or up to 24 h after the departure. The difference is not refunded when changing to a less expensive train type. The cancellation charge is €10.

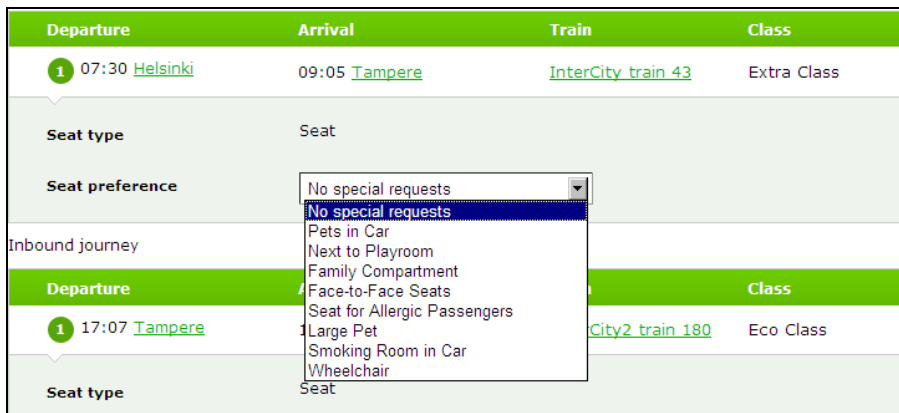
Information on your inbound ticket
With the Flexible ticket you travel in Extra Class on the chosen service. Change of departure time and train ticket cancellation free of charge before the train's departure or up to 24 h after the departure. The difference is not refunded when changing to a less expensive train type. The cancellation charge is €10.

- The timetables and prices for the journey to the destination and the return journey are displayed on the same page.
N.B. Your company's possible contractual discount is accounted for in the prices, provided that you have informed CWT of the relevant agreement code.
- Select the most convenient train and the price type.
- The **'My selections'** shopping cart visible in the right-hand corner is updated according to the selections you make.
- In a reservation that includes more than one person, the system displays, at this point, the journey's **total price**.



- You can continue the booking without additional selections by clicking on **'Pay now'**, in which case VR's system selects the best seat available and seats the people in the same booking next/close to one another.

- Select **'Continue'** to move to the seat preferences page.



- The Seats and Services page allows you to enter **seat preferences**.

- The drop-down menu displays the options available in the relevant train type (e.g. working car or opposite seat).

- If your booking concerns a night train, you can select a sleeping car compartment or a single sleeping car ticket.

Travelers and ticket delivery

31 min 17 s

Outbound Wednesday 15.05.2013

1 07:30 - 09:05 Helsinki - Tampere
InterCity train 43 (Flexible) :
- Car 1 Seat Upper deck aisle seat 88 Adult
- Car 1 Seat Upper deck window seat 87 Adult

Inbound Wednesday 15.05.2013

17:07 - 18:52 Tampere - Helsinki
InterCity2 train 180 (Basic) :
- Car 3 Seat Lower deck window seat 37 Adult
- Car 3 Seat Lower deck aisle seat 38 Adult

Total: 152,10 €

2 Delivery
 To Travellers and Travel Arranger
 To Travel Arranger
 To Travellers
 Arranger Email Arranger Mobile

Fields marked with (*) are mandatory

3 Guest Traveller* Organisation* Email Address*

4 Guest Last name First name* Organisation*

5 I have read the terms and conditions and accept them.

Confirm Cancel

Reference data
Any possible billing reference data employed by your company (such as personnel ID number and cost center) **is displayed on the basis of information saved in the CWT Portrait Master profile.**

Please update such information in the Master profile prior to any bookings.

(Adult 76,05 €)
(Adult 76,05 €)

1. Journey itinerary

- Includes information on the selected train routes and ticket types, and the seats reserved by the system
- The page displays the journey's total price and, where applicable, also the price per person

2. Ticket delivery: select the person to whom the tickets will be delivered (*this option is available only for users with a travel arranger role*)

- The travellers and travel arranger
- Only to the travel arranger
- Only to the traveller(s)

If necessary, you can change the e-mail addresses and/or mobile phone numbers

3. Selection of travelers (*this option is available only for users with a travel arranger role*)

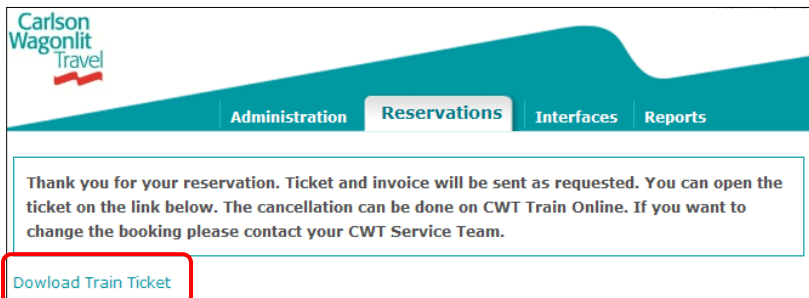
- Enter the traveler's name in the field to prompt the system to suggest, automatically, alternatives that match your search
- You can also open a menu that displays your company's travelers in accordance with your user rights

4. Guest reservations (*this option is available only for users with the travel arranger role*)

- Tick the box 'Guest'
- Enter the guest's family name and given name and select the organisation from the list according to your user rights
- Continue by entering all other required information, marked with an asterisk (*)

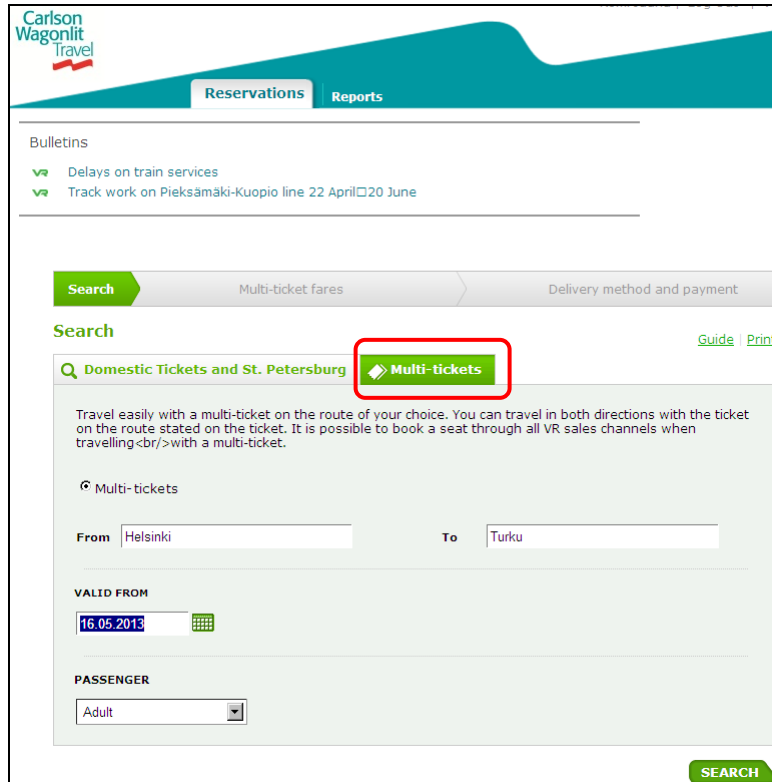
5. After you have entered all the required information, **accept the terms and confirm the booking.**

If necessary, you can also interrupt the booking.



- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link '**Download Train Ticket**'.
- The system sends e-tickets via e-mail and/or to mobile phones. **N.B.** E-mails arrive per ticket/rail journey. Mobile tickets require mobile phones with internet access.

2.2 Multi-ticket and open single ticket



- Select the tab '**Multi-tickets**'.
- Enter the route for which you are reserving tickets. The tickets can be used for both directions.
- You can change the start date for the period of validity. Multi-tickets are valid for six months, an open single ticket for three months.



- The table displays the various options: an open single ticket or multi-tickets for 10 or 30 journeys.
- The price is determined according to the train type and the travel class.
- Select the most convenient alternative and click '**Continue**'.

- The travel itinerary displays the selection you have made and the total price of the tickets.
- The travel arranger role allows you to select the person to whom the tickets are delivered.
N.B. Multi-tickets and open single tickets are delivered only via e-mail, they are not available as mobile tickets.
- The travel arranger role also allows you to choose the traveler to whom the billing of the multi-tickets is to be allocated.
- Accept VR's terms for the transaction and confirm the reservation.

- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link '**Download Train Ticket**'.
- The system sends e-tickets via e-mail.

To make seat reservations for multi-tickets

- call VR's customer service, tel. 0307 20 990 (the number is also shown on the ticket)
- contact the station's ticket sales
- go to VR's online shop
- contact CWT's service team

To make the seat reservation, you will need the booking code shown on the ticket.

2.3 Reservations for the St. Petersburg-bound Allegro train

The screenshot shows the search interface for train tickets. The page has a navigation bar with 'Search', 'Timetable and fares', 'Seats and services', and 'Passengers and Ticket De'. Below the navigation bar, there is a search bar with 'Domestic Tickets and St. Petersburg' and 'Multi-tickets' options. The search criteria are: From Helsinki, To St. Petersburg (Finljandski). The journey type is 'Return'. The outbound journey date is 22.05.2013 and the inbound journey date is 24.05.2013. The passenger selection section shows 'Adult FIN-RUS' with a quantity of 1, highlighted by a red box. There is also an 'Add new passenger' button. At the bottom, there are sections for 'TRAIN TRANSFER' and 'ON-TRAIN SERVICES', and a 'SEARCH' button highlighted by a red box.

- Enter the route, dates, and times (departure time or arrival time).
- Check and, if necessary, change the **number of travelers**.
- **Search** for timetables and prices.

Helsinki — St. Petersburg (Finljandski)
Outbound journey Wednesday 22.05.2013

[Previous day](#) [Next day](#)

[Previous departures](#)

Departure	Arrival	Transfers	Travel time	Allegro 1st Class	Allegro 2nd Class
10:00 Allegro	14:36	-	03:36	149,17 €	94,72 €
10:00 Helsinki	14:36 St. Petersburg (Finljandski)			Train Allegro 35	Destination station St. Petersburg (Finljandski)
15:00 Allegro	19:36	-	03:36	165,17 €	106,08 €
19:00 Allegro	23:36	-	03:36	149,17 €	94,72 €

[Next departures](#)

St. Petersburg (Finljandski) → Helsinki
Inbound journey Friday 24.05.2013

[Previous day](#) [Next day](#)

[Previous departures](#)

Departure	Arrival	Transfers	Travel time	Allegro 1st Class	Allegro 2nd Class
06:40 Allegro	09:16	-	03:36	74,34 €	42,91 €

10:00 Helsinki
14:36 St. Petersburg (Finljandski)

PASSENGERS
1

SEAT TYPE
Seat

24.05.2013

06:40 St. Petersburg (Finljandski)
09:16 Helsinki

PASSENGERS
1

SEAT TYPE
Seat

Total **223,51 €**

Information on your ticket
With the Allegro ticket you travel in 1st Class on the chosen service. Train tickets may be changed or cancelled up to 6 hours before the train's departure from its departure/terminal station (changes and cancellations €10).

Information on your inbound ticket
With the Allegro ticket you travel in 1st Class on the chosen service.

- The timetables and prices of the journey to the destination and the return journey are displayed on the same page.
N.B. Your company's possible contractual discount is accounted for in the prices, provided that CWT has been informed of the relevant agreement code.
- Select the most convenient train and the price type. The price types available for the Allegro differ from the price types available for domestic train routes.
- The **'My selections'** shopping cart visible in the right-hand corner is updated according to the selections you make.
- In a reservation that includes more than one person, the system displays, at this point, the journey's **total price**.

Seats and services [Guide](#) [Print](#)

Select a seat. For services between Finland and Russia you can select a seat from the drop down menu or by clicking on the "Select seats" button. When travelling from Russia to Finland you can only select "Face-to-face seats". Please note! You must book a compartment for Tolsto.

Select seats. If you select berth as seat type you can select individual berths in separate compartments. By selecting sleeping compartment(s) you can select entire compartments.

Departure	Arrival	Train	Class
10:00 Helsinki	14:36 St. Petersburg (Finljandski)	Allegro 35	1st Class

Seat type: Seat

Seat preference: No special requests

Inbound journey

Departure	Arrival	Train	Class

My selections

22.05.2013

10:00 Helsinki
14:36 St. Petersburg (Finljandski)

PASSENGERS
1 Adult FIN-RUS
Allegro 1st cl FIN-RUS 149,17

SEAT TYPE
Seat

24.05.2013

06:40 St. Petersburg (Finljandski)
09:16 Helsinki

- The Seats and Services page allows you to enter **seat preferences**.
- The drop-down menu displays the options available in the relevant train type.
- You can also continue the booking without special preferences or options.

Travelers and ticket delivery

Carlson Wagonlit Travel

Reservations Reports

33 min 52 s

Outbound Wednesday 22.05.2013 10:00 - 14:36 Helsinki - St. Petersburg (Finljandski) Allegro 35 (Allegro 1. cl) : - 1 Adult FIN-RUS	Inbound Friday 24.05.2013 06:40 - 09:16 St. Petersburg (Finljandski) - Helsinki Allegro 151 (Allegro 1. cl) : - 1 Adult FIN-RUS
---	--

Total: 223,51 €

Ticket Delivery

To Travellers and Travel Arranger

To Travel Arranger

To Travellers

Arranger Email Arranger Mobile

Fields marked with (*) are mandatory

<input type="checkbox"/> Guest Traveller* Varaja Virpi	Organisation* FI-CWT Train SSO	Address* virpi.varaja@yritys.com	Arranger Mobile* +358409876543
Cost Center * 7000 EX1 123			
Passport Number* 987654321	Citizenship* Finland	Date of Birth (dd.mm.yyyy)* 24.12.1970	Gender* <input type="radio"/> Male <input checked="" type="radio"/> Female

Train tickets will be charged based on your contract with CWT. Price includes company VR discount if applicable.

I have read the terms and conditions and accept them.

Reference data
 Any possible billing reference data employed by your company (such as personnel ID number and cost center) is displayed on the basis of information saved in the **CWT Portrait Master profile**.
 Please update such information in the Master profile prior to any bookings.

Passport, nationality, date of birth, gender
 This information is required for St. Petersburg bookings and will be imported from the Master profile, provided that it contains the information in question. If necessary, enter any missing data.

Journey itinerary

- Includes information on the selected train routes and ticket types, and the seats reserved by the system
- The page displays the journey's total price and, where applicable, also the price per person

Ticket delivery: select the person to whom the tickets will be delivered (*this option is available only for users with a travel arranger role*)

If necessary, you can change the e-mail addresses and/or mobile phone numbers

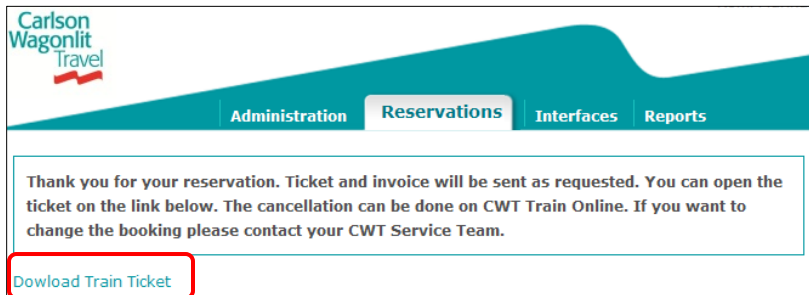
Selection of travelers (*this option is available only for users with a travel arranger role*)

- Enter the traveler's name in the field to prompt the system to suggest, automatically, alternatives that match your search
- You can also open a menu that displays your company's travellers in accordance with your user rights

Guest reservations (*this option is available only for users with the travel arranger role*)

- Tick the box 'Guest'
- Enter the guest's family name and given name and select the organisation from the list according to your user rights
- Continue by entering all other required information, marked with an asterisk (*)
- After you have entered all the required information, **accept the terms and confirm the booking.**

If necessary, you can also interrupt the booking.

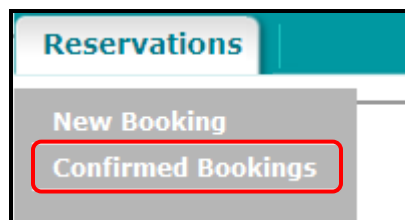


- The system confirms that your booking was successful.
- You can open the ticket and view it on your screen by clicking on the link '**Download Train Ticket**'.
- The system sends e-tickets via e-mail and/or to mobile phones. **N.B.** E-mails arrive per ticket/rail journey. Mobile tickets require mobile phones with internet access.

3 Confirmed bookings

Train ticket reservations made in the online system are saved in the Confirmed bookings list.

You can access the list by selecting '**Confirmed bookings**', under the top menu '**Reservations**'.



- **Travellers** can view any reservations they have made for themselves as well as any reservations made in the same system by a travel arranger or a travel agency which concern the traveler in question.

- **Travel arrangers** can view any reservations they have made themselves as well as any reservations made by others which the travel arranger in question has access to on the basis of his/her organisation rights.

Confirmed Bookings

Own Bookings

Traveller Name: Booking Number: Date Range:

Page 1 / 1, total 15 rows.

Booking Number	Departure Date	Destination	Price	Status	Booking Date
1439017432083	07.06.2013	Pietari (Finljandski)	148.68	Valid	30.04.2013 klo 08.18
1472017128153	31.05.2013	Pietari (Finljandski)	314.34	Valid	19.04.2013 klo 12.41
1447017072241	30.05.2013	Pietari (Finljandski)	378.88	Valid	17.04.2013 klo 15.09
1491017423645	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 17.34
1463017407246	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 09.43
1416017431904	27.05.2013	Tampere	43.69	Valid	30.04.2013 klo 08.08
1468017098080	25.05.2013	Hämeenlinna	25.18	Valid	18.04.2013 klo 13.53
1401017444822	23.05.2013	Hämeenlinna	29.51	Valid	30.04.2013 klo 14.49

Outbound 23.05.2013 14:06-15:09
Helsinki-Hämeenlinna
InterCity2 train 173

[Ticket \(PDF\)](#)

Travellers
Reissaaja Reijo

- All reservations concerning a particular user (reservations made by the user in question or reservations in which the user is included as a traveler) are shown by default.
- Reservations can be searched for by travelers' names, booking codes, and/or the time of the journey.
- The reservations are shown in an order that follows the date of departure.
- To view the details of a particular reservation, click on the relevant line.

4 Cancellation of online reservations

A train ticket reservation made in the online system may be canceled in the system up until **15 minutes prior to the departure time of the journey in question.**

- Cancellations always apply to the entire booking.
- Partial cancellations and changes cannot be implemented through the system; in such cases, please contact your CWT service team.
- VR's cancellation fees are EUR 10/ticket/person.
- Travel arrangers may cancel reservations made by them as well as reservations made by other users.
- Travelers may only cancel reservations they have made themselves.
- Ticket types that do not allow cancellation:
 - Advance ticket
 - Campaign/special offer ticket
 - Open single ticket
 - Multi-ticket

Confirmed Bookings

Own Bookings

Traveller Name: Booking Number: Date Range:

Page 1 / 1, total 15 rows.

Booking Number	Departure Date	Destination	Price	Status	Booking Date
1439017432083	07.06.2013	Pietari (Finljandski)	148.68	Valid	30.04.2013 klo 08.18
1472017128153	31.05.2013	Pietari (Finljandski)	314.34	Valid	19.04.2013 klo 12.41
1447017072241	30.05.2013	Pietari (Finljandski)	378.88	Valid	17.04.2013 klo 15.09
1491017423645	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 17.34
1463017407246	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 09.43
1416017431904	27.05.2013	Tampere	43.69	Valid	30.04.2013 klo 08.08
1468017098080	25.05.2013	Hämeenlinna	25.18	Valid	18.04.2013 klo 13.53
1401017444822	23.05.2013	Hämeenlinna	29.51	Valid	30.04.2013 klo 14.49

Outbound 23.05.2013 14:06-15:09
Helsinki-Hämeenlinna
InterCity2 train 173

Travellers
Reissaaja Reijo

[Ticket \(PDF\)](#)

- To cancel your reservation, go to the **Confirmed bookings** page.
- Open the reservation by clicking on the relevant line.
- If the reservation can be cancelled, the **'Cancel'** button will appear on the screen.

Confirmed Bookings

Own Bookings

Traveller Name: Booking Number: Date Range:

Page 1

Booking Number	Departure Date	Destination	Price	Status	Booking Date
1439017432083	07.06.2013	Pietari (Finljandski)	148.68	Valid	30.04.2013 klo 08.18
1472017128153	31.05.2013	Pietari (Finljandski)	314.34	Valid	19.04.2013 klo 12.41
1447017072241	30.05.2013	Pietari (Finljandski)	378.88	Valid	17.04.2013 klo 15.09
1491017423645	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 17.34
1463017407246	27.05.2013	Tampere	43.69	Valid	29.04.2013 klo 09.43
1416017431904	27.05.2013	Tampere	43.69	Valid	30.04.2013 klo 08.08
1468017098080	25.05.2013	Hämeenlinna	25.18	Valid	18.04.2013 klo 13.53
1401017444822	23.05.2013	Hämeenlinna	29.51	Valid	30.04.2013 klo 14.49

Outbound 23.05.2013 14:06-15:09
Helsinki-Hämeenlinna

Travellers
Reissaaja Reijo

- Select **'Cancel'**; the system will then ask you to confirm the cancellation.

Reservation cancelled successfully.

- The system will display the confirmation once the reservation has been canceled.

1401017444822	23.05.2013	Hämeenlinna	29.51	Cancelled	30.04.2013 klo 14.49
---------------	------------	-------------	-------	-----------	----------------------

Outbound 23.05.2013 14:06-15:09
Helsinki-Hämeenlinna
InterCity2 train 173

Travellers
Reissaaja Reijo

[Ticket \(PDF\)](#) **Cancelled**

- The reservation's status will change into **'Cancelled'**.

5 Travel arranger's booking report

Train ticket bookings made in the online system are saved and easily accessible through the reservation listing.



Select **'Reports' → 'Booking Report'** from the top menu.



Booking Report

Search Criteria

Time Period: (Not Selected)

Only Own Reservations

Destination: Jyväskylä

Selected Destinations: Tampere, Jyväskylä

Reports

Page 1 / 1, total 1 rows.

Ran by	Run Time	Ready	Status	Result
Romi Jaana	30.04.2013 15:14:27	30.04.2013 15:14:27	Completed (ok)	<input type="button" value="Open"/>

Use the delimitations to your advantage

- travel date or time period
- booking date or time period
- bookings made by you or all the bookings you have the right to view
- one or more destinations; to include more than one destination in your search, click **'Insert'**

Create the report by clicking on **'Run'**. Once the report is finished, it can be opened through the list.

Booking Report										
Ran by	A2311CFA Sihteeri Siiri									
Customer	1AGMPROD CWT Portal Integrations									
Run Date	30.4.2013									
Booking										
Booking Date	Time	Travel Arranger	Booking Number	Total Price	Travel Date	Destination	Traveller Name	Organisation	Price per Traveller	Depart Time
19.4.2013	13:47	Sihteeri Siiri	1448017131408	219.64	19.4.2013	Hämeenlinna	Kyllönen Jonna	FI-CWT Train SSO	109.82	14:17
19.4.2013	13:47	Sihteeri Siiri	1448017131408	219.64	19.4.2013	Hämeenlinna	Varaaja Virpi	FI-CWT Train SSO	109.82	14:17
18.4.2013	16:33	Sihteeri Siiri	1463017105207	25.18	3.5.2013	Tampere	Kyllönen Jonna	FI-CWT Train SSO	25.18	16:11