

QUICK REFERENCE GUIDE

Attn: Travel Arrangers/Delegates –

To designate yourself to another user's account as a Delegate, their account **MUST** already be activated prior to being able to book travel for them. Please encourage all users to activate their accounts.

HOW TO LOG IN TO REARDEN COMMERCE

- 1 The online booking tool can be accessed via the CSM Travel Portal:
<https://client.frosch.com>
- 2 After logging into the Travel Portal, click the link on the left hand side, "**Click here to Book Online**".
- 3 Update your profile before making a reservation to set your travel preferences.

HOW TO UPDATE YOUR TRAVEL PROFILE

- 1 Click **Your Profile** in top right corner of the home page.
- 2 Under Profiles, you will find links to various account information that you can view & edit.
- 3 Save all changes.

HOW TO CHANGE YOUR TIME ZONE, DATE FORMAT, OR LANGUAGE

- 1 Click **Your Profile** in top right corner of the home page.
- 2 Click Edit on the **Display Settings Tab**.
- 3 Update as applicable.
- 4 **Save** your Changes.

HOW TO MAKE A TRAVEL RESERVATION

- 1 Login to **the Online Booking Tool**.
- 2 Click the **Travel tab** to book flight, hotel, rental car, and airport parking reservations.
- 3 Check **Flight** to book air segments
- 4 Select round trip, one-way, or multi-city destinations, then enter the cities, dates and times you wish to depart and return.
- 5 Check **Hotel** to make a hotel reservation.
- 6 Your search criteria will pre-populate from your flight information, but you may make changes if necessary. Select the **Address or City** tab to find a hotel closer to a specific point of interest.
- 7 Check **Rental Car** to book a rental car.
- 8 If you do not wish to "Match your rental car dates with your flight times and destination", uncheck the box presented.
- 9 Click **Search**. The page will refresh with your Search Results including flight, hotel and car options depending on your selections from the previous page.
- 10 Select your desired flights from the options presented.
- 11 If your flight selections are outside of the corporate travel policy, you will be asked to select a reason that closest explains why you are out of policy.
- 12 Any hotel options that offer a CSM negotiated rate will be highlighted. Click **Choose Room** next to the hotel that you would like to book.
- 13 Click **Select** next to the room type that you want to book.
- 14 Review the hotel and click **Continue**.
- 15 When rental car options are presented, review the mileage and rates information.

HOW TO MAKE A TRAVEL RESERVATION (CONTINUED)

- 18 Review your trip, as well as the rules and restrictions. You may select your seats by clicking **View Seating** under your flight selection.
- 19 You may put your trip on **Hold**, **Change** your trip, **Start Over**, or click **Continue** to purchase your trip.
- 20 Give your trip a nickname for your reference.
- 21 Verify your personal information.
- 22 Click **Purchase**, then **OK** on the pop-up window.
- 23 Your **Trip Summary** will contain your record locator. This page will also give you the option to make Airport Parking Arrangements or Restaurant Reservations. If you do not wish to make these arrangements now, scroll to the bottom and select **Done**.
- 24 You will receive a confirmation email from Rearden Personal Assistant immediately after you book, confirming your reservation was received and is being sent to FROSCH to process. Your final itinerary will be sent once the reservation has been ticketed, and will contain your ticket number and all supplier confirmation codes.

HOW TO GET ASSISTANCE

Select **Help** on the main menu at the top of any page to access the **Help Center**.

Or you can call the Online Support Team at 877-686-3374 or email them at: onlinesupport@FROSCH.com Online Support is available Mon-Fri, 8:30am – 5:30pm CST.

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HOW TO MAKE DINING RESERVATIONS

- 1 Click the **Dining** tab.
- 2 Enter your search criteria, date, time, and number of people in your party, and click **Search**.
- 3 Click **Quick Look** to find out more about that restaurant and get more details on Zagat or Gayot restaurant rating.
- 4 Select the available time that works best for you and click **Make Reservation**. If that restaurant doesn't accept online reservations, it will display a phone number for you to call to make the reservation.
- 5 Give the reservation a nickname, review your personal information, and send special instructions to restaurant if desired.
- 6 Send an invitation to other people in your party by entering their email address (i.e. "yourguest@company.com"), and personalize a message from you to send along with it.
- 7 Click **Reserve Now**.
- 8 If you need to cancel this reservation, this is your responsibility. This will not be cancelled along with existing reservations. Select the reservation you wish to cancel from your active dining reservations list.

HOW TO CLONE A TRIP FOR YOURSELF OR ANOTHER EMPLOYEE

- 1 Click on trip from Upcoming or Archived Reservations.
- 2 Click **Book Again**.
- 3 Choose the person you want to book for.
- 4 Book exact itinerary or make modification to existing reservation.
- 5 Continue through reservation to purchase.

HOW TO GIVE SOMEONE DELEGATE ACCESS TO MY ACCOUNT

- 1 Log in to **Rearden Commerce**.
- 2 Click **Your Profile** in top right corner of the home page.
- 3 Under your **Personal Information**, click **Add** next to **Delegates**.
- 4 Click **Add a Delegate**.
- 5 Enter the name or email address of the user you would like to search for, and then click **Search**. A list of users appears.
- 6 Locate the user you would like to grant delegate access to your account, then click **Select**.
- 7 The delegate appears in your list of **People Who Can Book For Me**.

NOTE: Once you have granted a user delegate access to your account, they will receive an email message informing them. When delegates log into the application they will have the option to arrange services on your behalf. Anytime a delegate creates a reservation, both you and the delegate will receive confirmation messages.

HOW TO REMOVE A DELEGATE

- 1 Click **Your Profile** in top right corner of the home page.
- 2 Click **Edit** next to Delegates.
- 3 Locate the Delegate under **People Who Can Book For Me**.
- 4 Click **Delete**. A pop-up window appears asking you to confirm that you want to remove the delegate.
- 5 Click **OK**. The user will be removed as a delegate. The Delegates List page reappears. If you need to remove more delegates, repeat this process.

HOW TO REQUEST DELEGATE ACCESS TO ANOTHER USER'S ACCOUNT

- 1 Log in to **Rearden Commerce**.
- 2 Click **Your Profile** in top right corner of the home page.
- 3 Under your **Personal Information**, click **Add** next to **Delegates**.
- 4 Click **Become a Delegate**.
- 5 Enter name or email address of the user you want to be a delegate for, and then click **Search**. A list of users appears.
- 6 Locate the user in the list, then click **Select**.
- 7 The traveler will be in the list of people **I Can Book For**.

NOTE: When you request access, the system will send the user an email message and grant you access immediately. If the user does not want you to have access to their account, they may remove your delegate access. Anytime you create a reservation, both the delegate and the user will receive confirmation messages.

HOW TO SET UP NOTIFICATIONS

- 1 Click **Your Profile** in top right corner of the home page.
- 2 Click **Manage Confirmations and Notifications**.
- 3 Click **Edit** to enter the contact information for each device type that you want to be notified by (e.g., email, phone, fax, etc.)
- 4 In the **Quiet Times** section, indicate when you do not want to be disturbed by notifications, or you can have the system notify you at any time.
- 5 Click a **Notification Type** to add email, voicemail, and/or mobile text notification.
- 6 Click **Save**.

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