

Logging On

The Website Address is:

<https://www.intravel.com.au/elumina>

Enter your user name & Password, these are case sensitive.

User Name: _____




Password: _____

Tips



- Mandatory fields to be completed are marked by a *
- If you make a mistake or e3 has encountered a problem with your booking, the page will reappear and an alert message will appear in a box at the top of the screen advising what to do before continuing with the booking.
- The name of the traveller/s you are making the booking for appears in the drop down box 'You are managing'.
- Make sure you check the arrangements you have booked before you confirm the travel.
- You can log in to e3, bring up the name of your traveller and look at all their travel bookings via the "Existing Bookings" tab.
- E3 does not have the facility to waitlist flights as it will only show available flights. If you would like to waitlist a flight please add this into the comments box on the booking screen.

If you have any problems or queries please contact our e3 Helpdesk on 1300 361 636 for assistance.


Reviewing, Changing & Cancelling Bookings

- Enter the Travellers surname in the **Search for Surname** field
- Click the  search arrows
- Use the drop down arrow to browse listing of travellers and highlight the traveller name.
- Click the  arrow and the name will appear in the 'You are managing' field
- Use the drop down menu to select 'what you want to do' – **Edit bookings**
- Click the  search arrow.
- Click the **Review** link next to the booking you want to action.

Make a Booking

1. Enter the travellers surname in the '**Search for Surname**' field and click the  search arrow
2. Use the drop down arrow to browse listing of travellers, highlight the traveller name and click the  search arrow. If the traveller is not listed try 'all travellers' this will display all travellers in your company. If the profile is not found, you will need to create a profile. This is explained later
3. The name will appear at the top of the page in the '**You are Managing**' field.

For Multiple travellers repeat steps 1 to 4

4. Use the drop down menu to select '**what you want to do**' Select **Make a booking** and click the  search arrow
5. Enter from/to cities, dates and preferred flight times. Flights displayed will be two hours either side of the nominated time, also Indicate if hotel and car hire are required and click **Next**
6. For flights select the best airline, time and fare options to suit your needs by checking the appropriate radio button. Additional fares can be viewed by clicking **Other Fares**
7. Select your hotel and car rates also using the radio button. Additional rates can be viewed by clicking **Other Rates**
8. Select return flight by clicking the radio button and click **Next**
9. Hotel cancellation penalties must be agreed to
10. From the 3.Itinerary screen, you can (at the top of the screen) **Add Flight**, **Add Hotel** or **Add Car**. Alternatively you can remove unwanted segments in your booking by clicking the **Delete** box.
11. Once you have checked the itinerary, click **Next**
12. Ensure at least one contact number is provided for each traveller
13. Ensure your cost centre details are correct for this booking. Amend the **Cost Centre** if required by clicking on the cost centre magnifying glass icon
14. Complete **Company Authorisations** (if applicable)
15. Add any **Comments** for your consultant to read, additional fees may apply
16. Add or remove any **Email Addresses** you would/wouldn't like to send the booking details to.
17. Click **Submit** or **Confirm**
18. You will be given a booking number for your reference. Your confirmed booking will now appear in Existing Bookings.

Other Functions

Traveller Profile Tab

Review, amend and add your traveller profile details.

- To add a traveller select **Add Traveller Profile**. Complete the 5-step wizard by filling in the gaps marked with an * & clicking **Next** then **Finish**.

Personal	General Information (eg. Name, DOB, Title). Important – Due to airline security regulations your name must be as per your passport. Hyphenated names - remove the hyphen and run the names together
Contacts	List of your telephone, mobile and general contact details.
Email	List of your email addresses
Location	List of your location details
Travel Preference	Details of your special means and seating preferences
Credit Card	Credit Card details, these are masked for security purposes
Memberships	List of your club memberships for Air, Hotel and Car
Passport	Passport details
Visa	Visa's held
Login details	Login and password details. You may change the password in here.

Company Profile Tab

This area holds information about your company that you are able to view

News	Travel News
Agency Contacts	A List of your FCm contacts and email addresses
Offices	A list of your Company Offices and contact details
Cost Centres	A list of your Company Cost Centres
Signatories	If required to authorise travel prior to confirmation
Assistant	Current list of travel co-ordinator details
Preferences	Your company's preferred suppliers
Policy	Your company policy on booking air, hotels & rental cars
Credit Cards	The cards used by your company to pay for travel.
Reasons	A list of the codes used for fare saving reporting
My Login details	Edit your own log-in details

Booking Tab

New Booking	Easy Book, Flight, Car and Hotel only options
Travel Templates	Create and use a travel template for regular itineraries
Existing Bookings	Current and existing bookings

E3 Tracker

Tickets on Hold	A list of your tickets on hold
Tickets Refund	A list of pending refunds from airlines
Web Bookings	Outstanding bookings