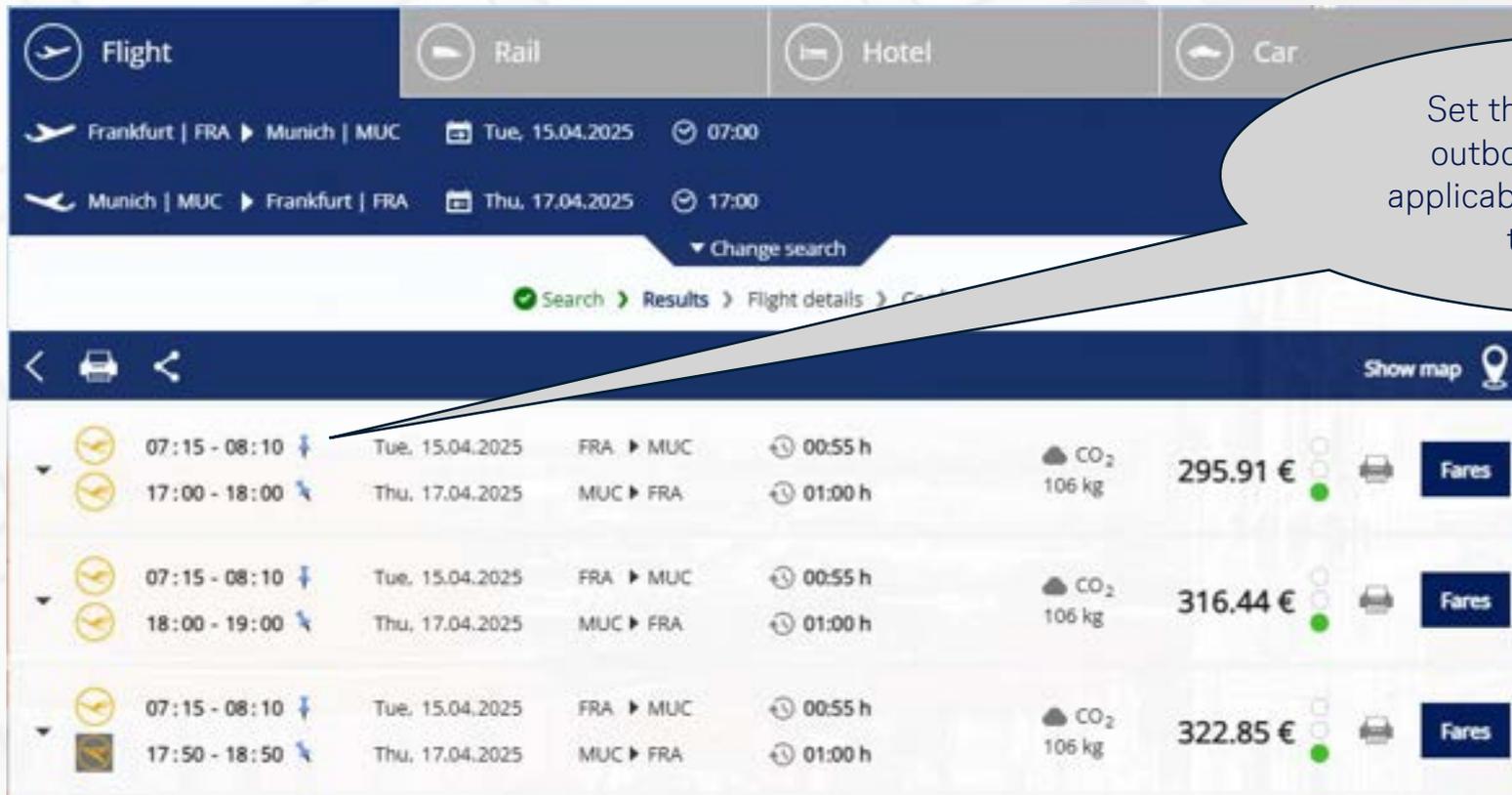




Tips & tricks

Pin needle function

Are you looking for combination options for a preferred flight?



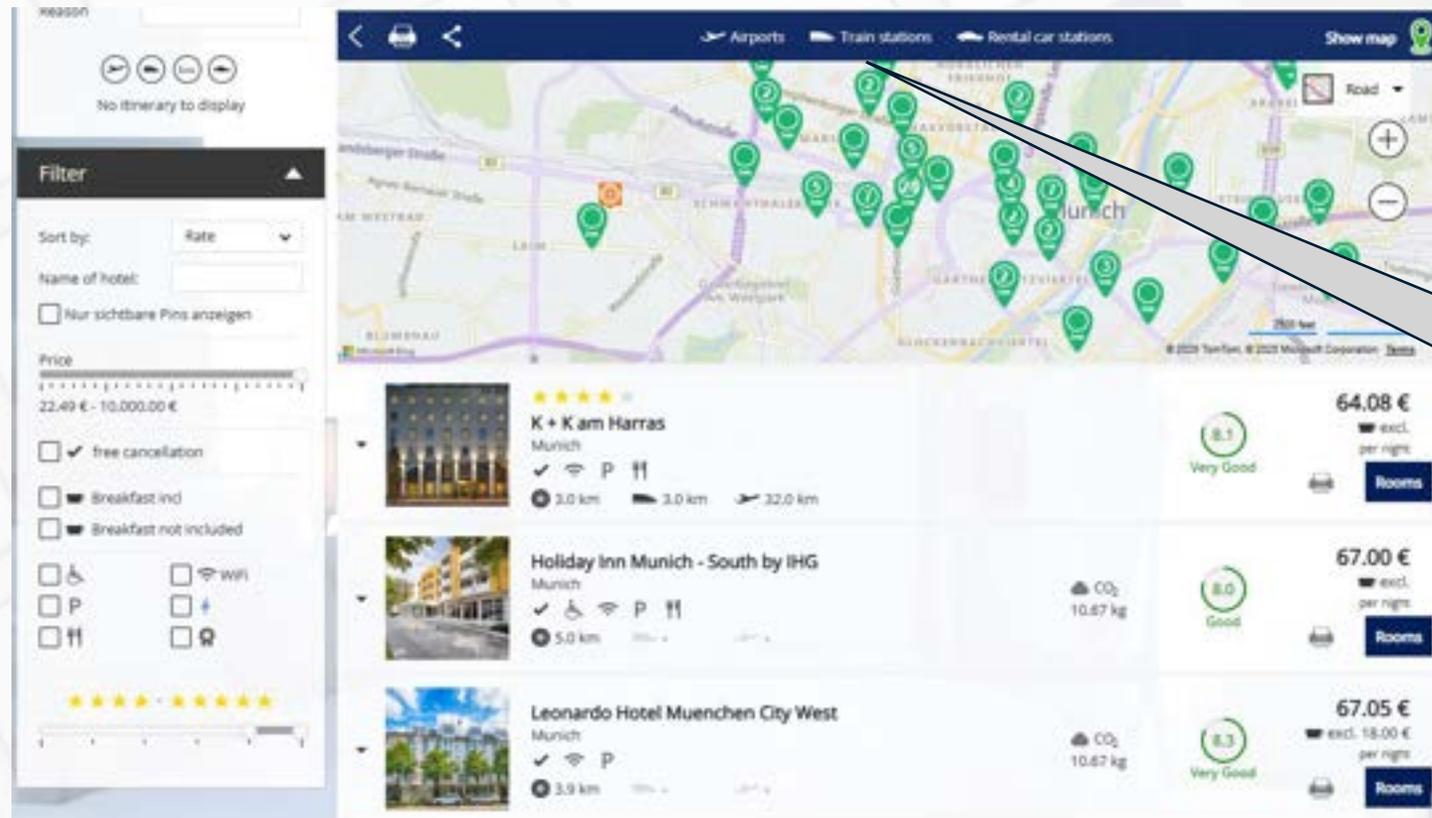
The screenshot shows a flight search interface with a top navigation bar containing 'Flight', 'Rail', 'Hotel', and 'Car' options. Below the navigation bar, the search criteria are displayed: Frankfurt | FRA to Munich | MUC on Tue, 15.04.2025 at 07:00, and Munich | MUC to Frankfurt | FRA on Thu, 17.04.2025 at 17:00. A 'Change search' button is visible. The main content area shows a list of flight combinations with columns for time, date, route, duration, CO2 emissions, price, and a 'Fares' button. A callout bubble points to the first row of results.

Time	Date	Route	Duration	CO2	Price	Fares
07:15 - 08:10	Tue, 15.04.2025	FRA to MUC	00:55 h	106 kg	295.91 €	Fares
17:00 - 18:00	Thu, 17.04.2025	MUC to FRA	01:00 h	106 kg	295.91 €	Fares
07:15 - 08:10	Tue, 15.04.2025	FRA to MUC	00:55 h	106 kg	316.44 €	Fares
18:00 - 19:00	Thu, 17.04.2025	MUC to FRA	01:00 h	106 kg	316.44 €	Fares
07:15 - 08:10	Tue, 15.04.2025	FRA to MUC	00:55 h	106 kg	322.85 €	Fares
17:50 - 18:50	Thu, 17.04.2025	MUC to FRA	01:00 h	106 kg	322.85 €	Fares

Set the pin on your preferred outbound or return flight. All applicable flight combinations will then be displayed.

Hotel map function

Are you looking for a hotel in a specific location?

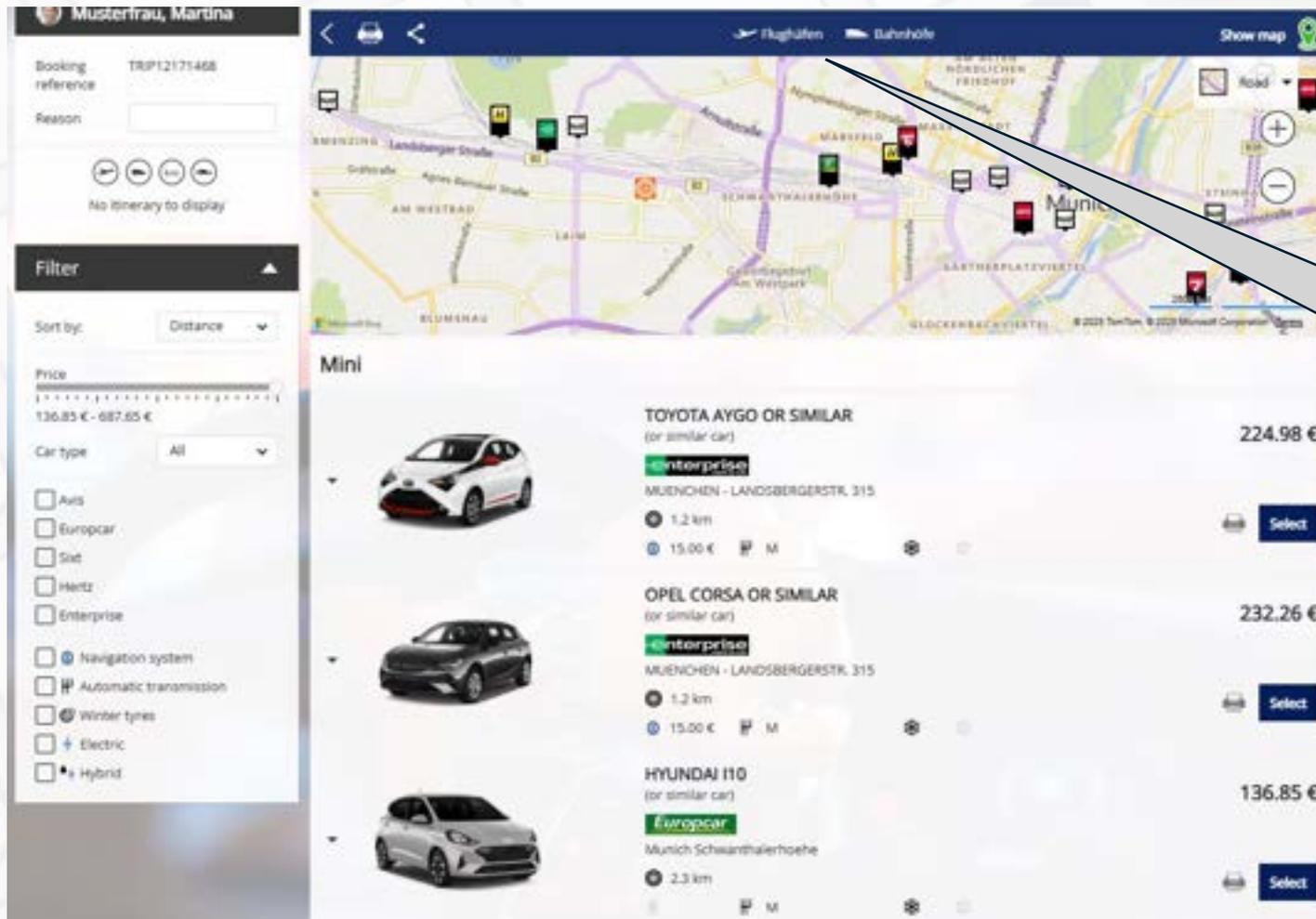


Click "Show map" to display the hotels on a map.

Airports, train stations and rental car stations can be displayed/hidden.

Rental car map function

Are you looking for a rental car in a specific location?



The screenshot shows a user interface for searching rental cars. On the left, there is a sidebar with a user profile 'Musterfrau, Martina', booking reference 'TRP12171468', and a filter section. The filter section includes 'Sort by: Distance', a price range of '136.85 € - 687.65 €', 'Car type: All', and various checkboxes for features like 'Navigation system', 'Automatic transmission', 'Winter tyres', 'Electric', and 'Hybrid'. The main area displays a map of Munich with several rental car stations marked with icons. Below the map, a list of car options is shown, including 'TOYOTA AYGO OR SIMILAR' (224.98 €), 'OPEL CORSA OR SIMILAR' (232.26 €), and 'HYUNDAI I10' (136.85 €). Each listing includes a car image, the rental company logo (Enterprise or Europcar), the location (Munich - Landsbergerstr. 315), distance, price, and a 'Select' button.

Click "Show map" to display the rental car stations on a map.

Airports and train stations can be displayed/hidden.

Load mobile ticket into DB app

Would you like to load the mobile ticket in the DB app?

- To transfer the ticket data to the DB Navigator, please enter your last name and booking number.



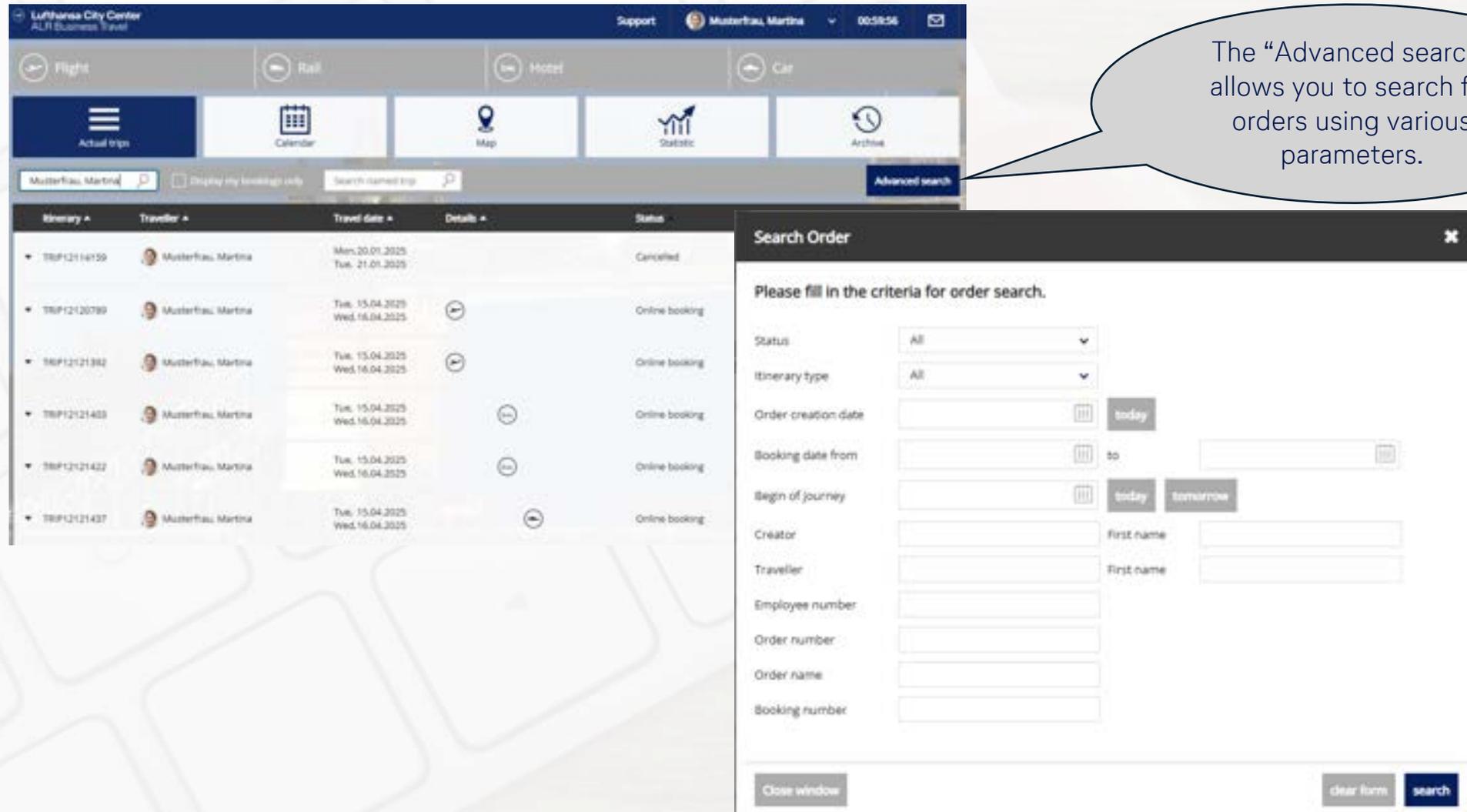
The screenshot displays a mobile ticket reservation interface. At the top, it shows the reservation number 123456789 and the total price of 192.10 €. The journey is split into two days: Sunday, 16.03.2025, and Wednesday, 19.03.2025. The itinerary includes stops at Stuttgart Hbf, München-Pasing, and Ebersberg(Oberbay). The train types are ICE and S-Bahn, both in 2nd class. The interface also shows carriage and seat information for the ICE segments and links to download the invoice and mobile ticket PDFs.

Date	Time	Station	Platform	Train Type	Class	Carriage/Seat
Sun, 16.03.2025	16:27	Stuttgart Hbf	15	ICE	2nd class	Carriage: 1, Seat: 88 1 Fenster, Großraum, Handy
	18:17	München-Pasing	9	ICE 519 (DB Fern...)		
	18:36	München-Pasing	5	S	2nd class	
Wed, 19.03.2025	19:38	Ebersberg(Oberbay)	1	S 6 (DB Regio AG...)		
	16:22	Ebersberg(Oberbay)	1	S	2nd class	
	17:19	München-Pasing	7	S 6 (DB Regio AG...)		
	17:36	München-Pasing	10	ICE	2nd class	Carriage: 4, Seat: 88 1 Fenster, Großraum, Handy
	19:45	Stuttgart Hbf	9	ICE 512 (DB Fern...)		

Invoice: 1234567890123.pdf Handy-Ticket: 1234567890123.pdf

Search for bookings

Are you looking for your previously made bookings?



The screenshot displays the Lufthansa City Center ALR Business Travel interface. At the top, there are navigation tabs for Flight, Rail, Hotel, and Car. Below these are icons for Actual trips, Calendar, Map, Statistic, and Archive. A search bar contains the name 'Musterfrau, Martina' and a search icon. To the right of the search bar is an 'Advanced search' button, which is highlighted by a callout bubble. The callout bubble contains the text: 'The "Advanced search" allows you to search for orders using various parameters.'

The main area shows a table of bookings with columns for Itinerary, Traveller, Travel date, Details, and Status. The table contains six rows of booking data.

Itinerary	Traveller	Travel date	Details	Status
TRIP1214159	Musterfrau, Martina	Mon, 20.01.2025 Tue, 21.01.2025		Cancelled
TRIP12120789	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121882	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121403	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121422	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121437	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking

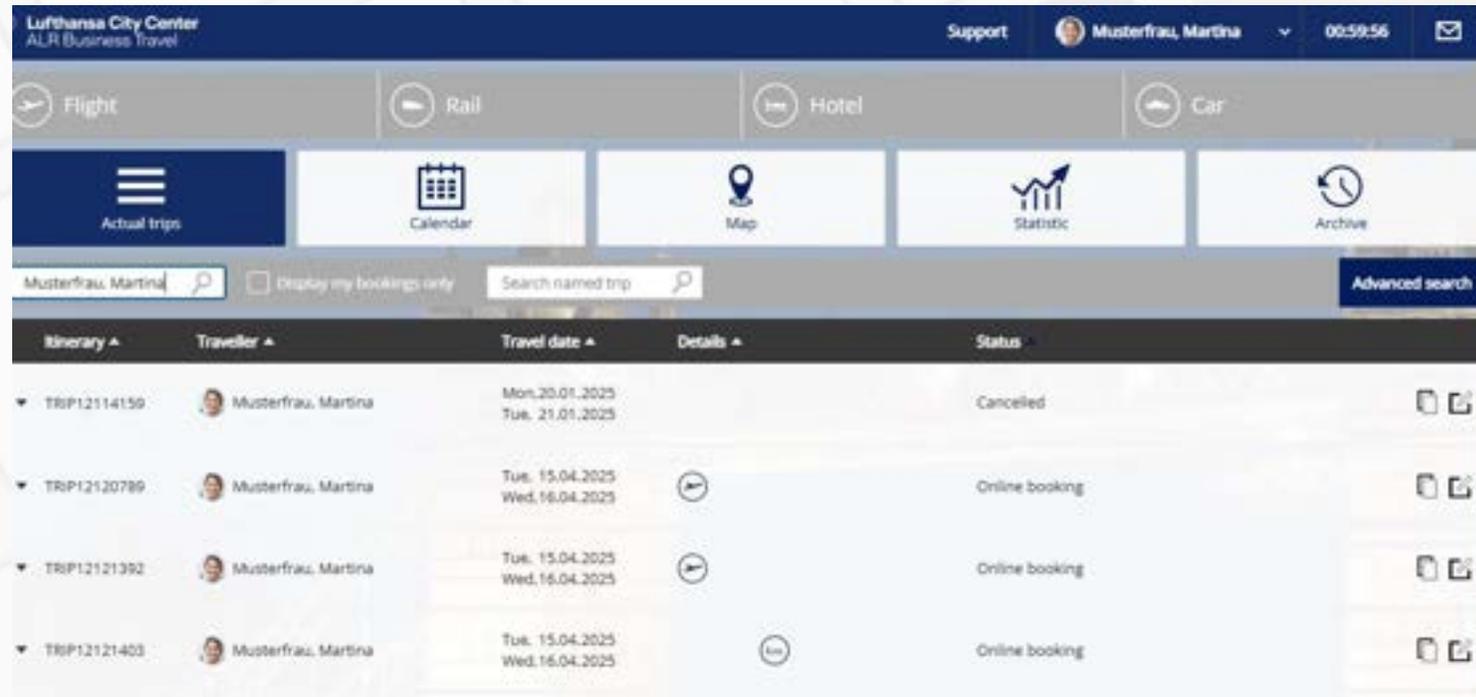
The 'Advanced search' dialog box is open, titled 'Search Order'. It contains the following fields and options:

- Status: All (dropdown)
- Itinerary type: All (dropdown)
- Order creation date: [calendar icon] today
- Booking date from: [calendar icon] to [calendar icon]
- Begin of journey: [calendar icon] today tomorrow
- Creator: [text input] first name [text input]
- Traveller: [text input] first name [text input]
- Employee number: [text input]
- Order number: [text input]
- Order name: [text input]
- Booking number: [text input]

At the bottom of the dialog box, there are buttons for 'Close window', 'clear form', and 'search'.

Edit bookings

Would you like to edit an order?

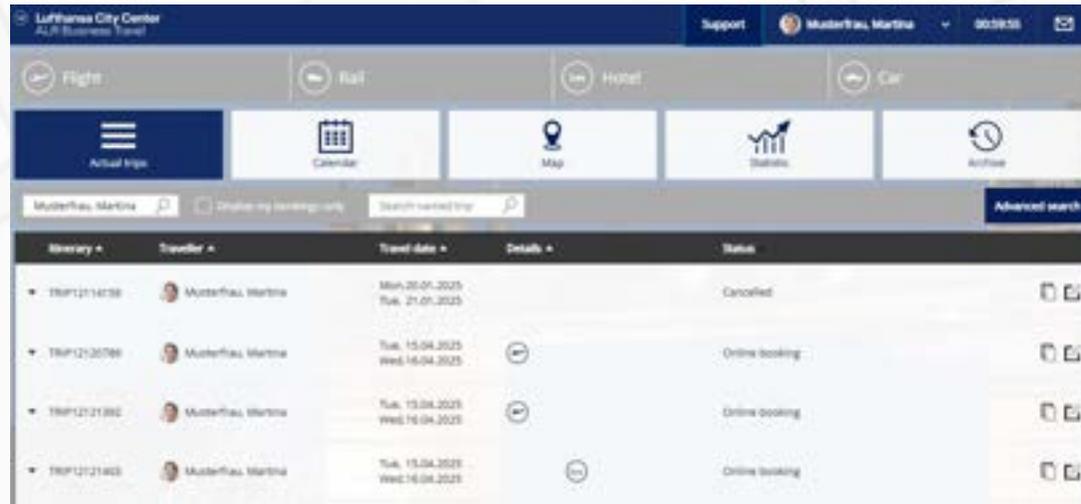


The screenshot shows the Lufthansa City Center ALR Business Travel interface. At the top, there is a navigation bar with 'Support', the user name 'Musterfrau, Martina', and the time '00:59:56'. Below this is a menu with 'Flight', 'Rail', 'Hotel', and 'Car'. A secondary menu contains 'Actual trips', 'Calendar', 'Map', 'Statistic', and 'Archive'. A search bar contains the name 'Musterfrau, Martina' and a search icon. Below the search bar is a table of bookings with columns for 'Inventory', 'Traveller', 'Travel date', 'Details', and 'Status'. The table contains four rows of booking information. The first row is 'Cancelled', and the other three are 'Online booking'. Each row has a circular icon with a right-pointing arrow in the 'Details' column, which is highlighted by a speech bubble.

Inventory	Traveller	Travel date	Details	Status
TRIP12114150	Musterfrau, Martina	Mon, 20.01.2025 Tue, 21.01.2025		Cancelled
TRIP12120789	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121392	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121403	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking

Using this symbol you can change/add to or cancel an existing booking.

Add travel means to existing reservation

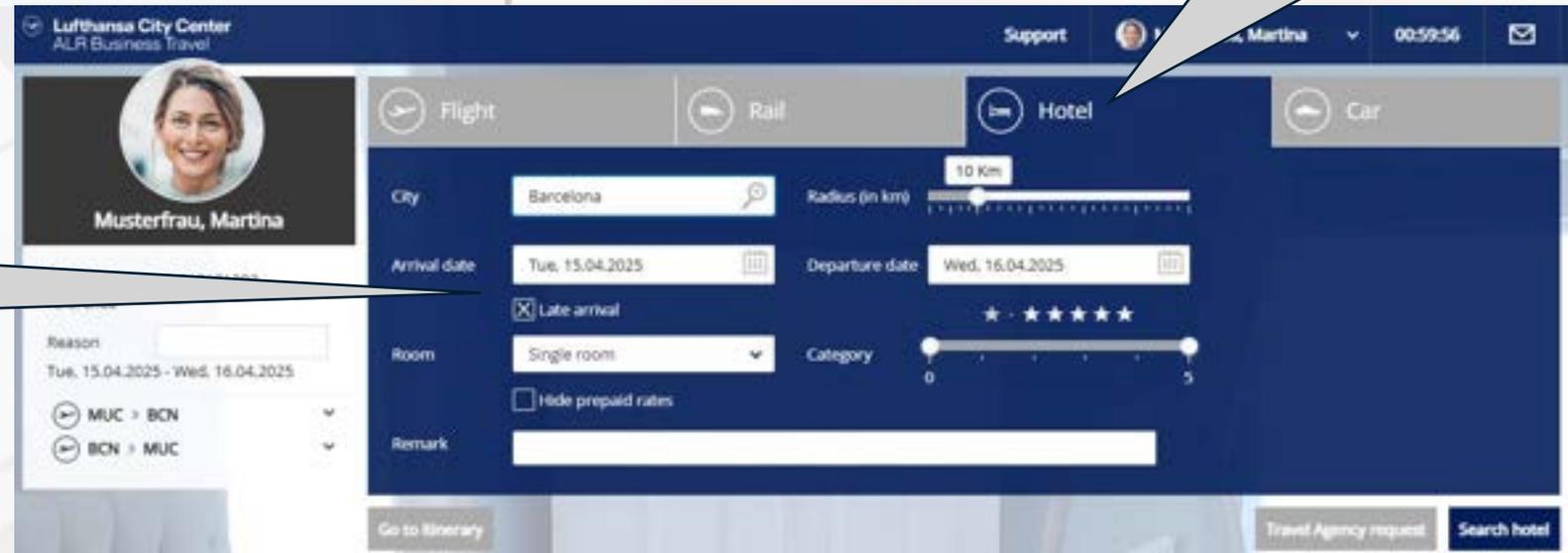


Itinerary	Traveler	Travel date	Details	Status
TRIP1211458	Musterfrau, Martina	Mon, 20.01.2025 Tue, 21.01.2025		Cancelled
TRIP1212078	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP1212188	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP1212148	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking

Open the order using this icon.

Then select the means of travel you want to add.

onesto automatically fills the search mask with the data from the existing reservation.



Lufthansa City Center
ALR Business Travel

Support | Musterfrau, Martina | 00:59:56

Musterfrau, Martina

City: Radius (in km):

Arrival date: Departure date:

Late arrival

Room: Category:

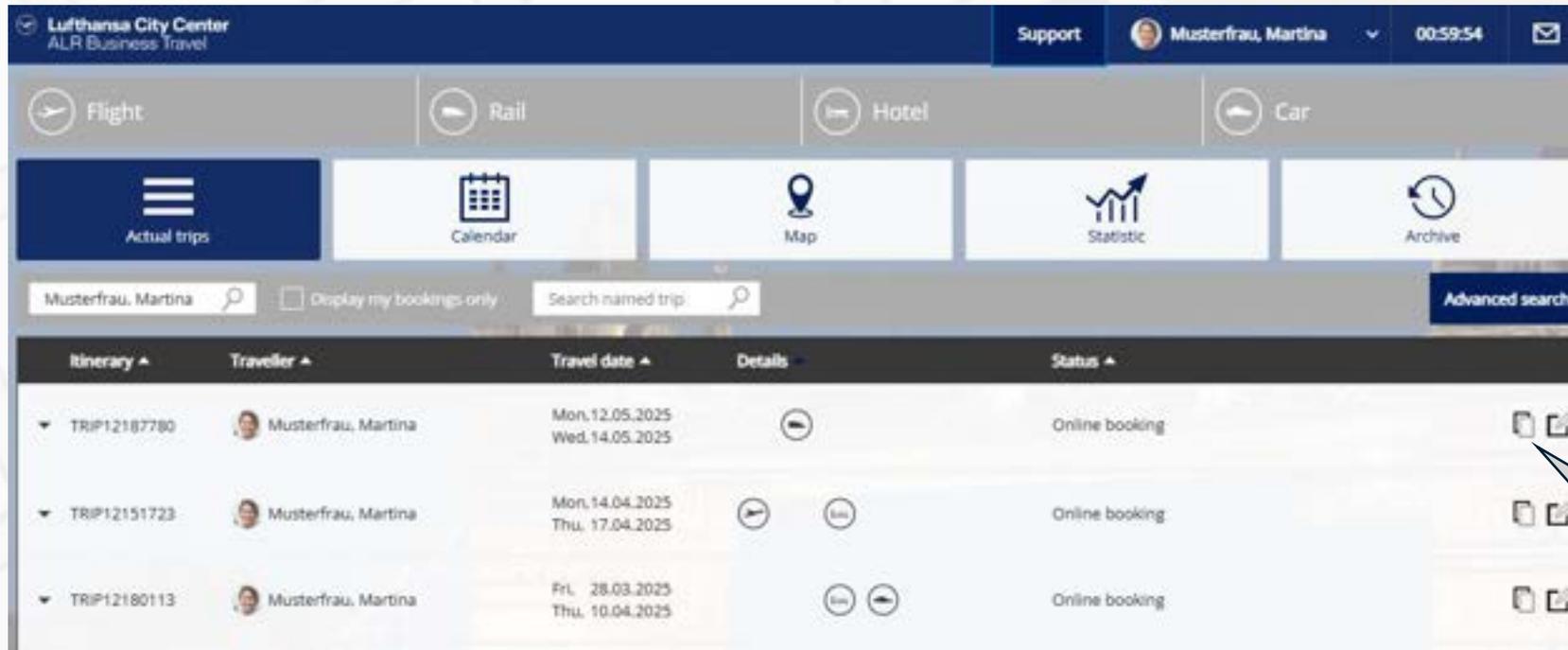
Hide prepaid rates

Remark:

Reason: Tue, 15.04.2025 - Wed, 16.04.2025

Copy reservations

Would you like to book a trip for another traveler?



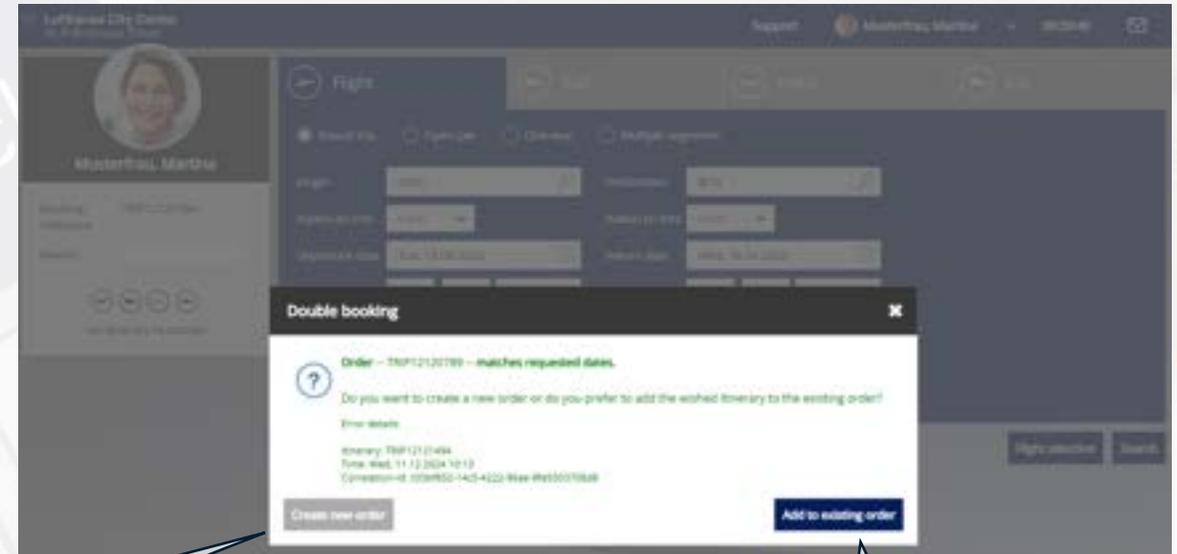
The screenshot shows the Lufthansa City Center ALR Business Travel interface. At the top, there is a navigation bar with 'Support', a user profile for 'Musterfrau, Martina', and the time '00:59:54'. Below this is a menu with 'Flight', 'Rail', 'Hotel', and 'Car'. A secondary menu includes 'Actual trips', 'Calendar', 'Map', 'Statistic', and 'Archive'. A search bar contains 'Musterfrau, Martina' and a 'Display my bookings only' checkbox. Below the search bar is a table of reservations with columns for Itinerary, Traveller, Travel date, Details, and Status. Each row has a copy icon (two overlapping document icons) on the right side.

Itinerary	Traveller	Travel date	Details	Status
TRIP12187780	Musterfrau, Martina	Mon, 12.05.2025 Wed, 14.05.2025		Online booking
TRIP12151723	Musterfrau, Martina	Mon, 14.04.2025 Thu, 17.04.2025		Online booking
TRIP12180113	Musterfrau, Martina	Fri, 28.03.2025 Thu, 10.04.2025		Online booking

Click here if you want to create a new trip using these travel details.

Double booking check

- At the beginning of a new reservation, one should check if a booking already exists for the selected traveller on the specified date.
- If a reservation already exists, a message appears.

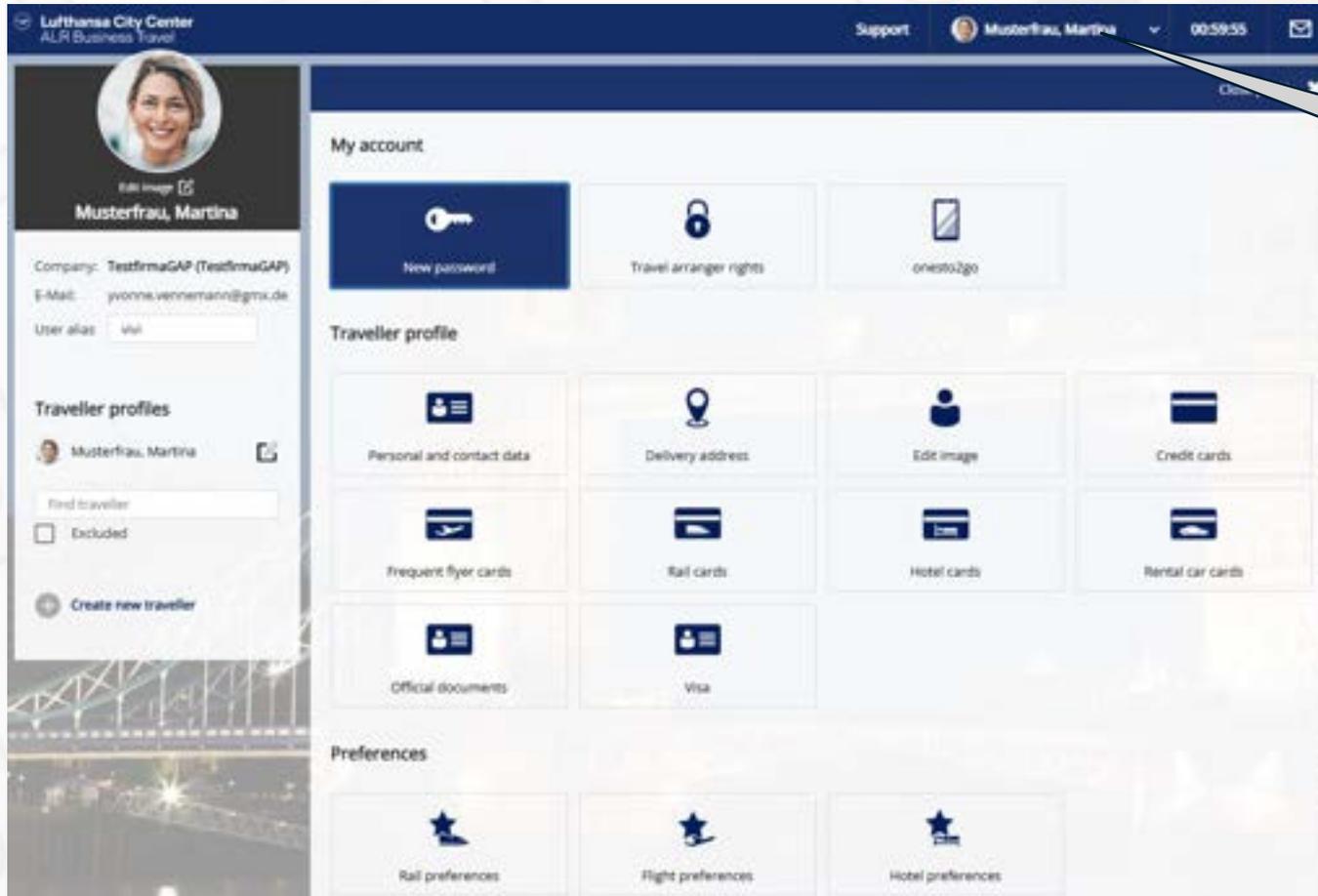


Click here if you want to create a new, independent order for the requested trip.

Click here if you want to add the requested trip to the existing order.

Profile management

Would you like to edit personal data/preferences?



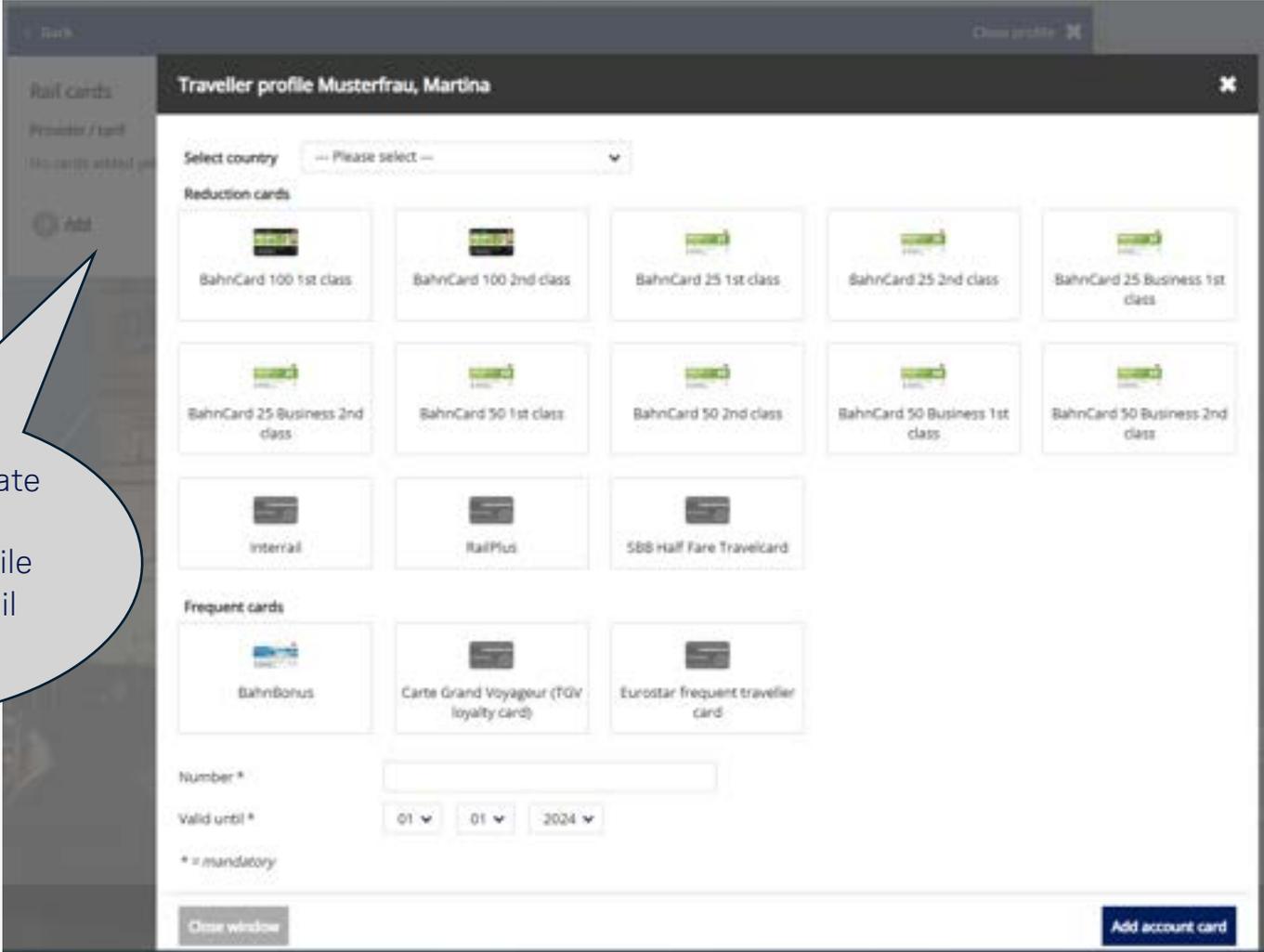
Access to profile management

! Please complete any changes to your profile by clicking the save button.

Add/update BahnCard

Would you like to add a BahnCard/BonusCard?

You can add or update your BahnCard / BonusCard via Profile Management – Rail cards.



Traveller profile Musterfrau, Martina

Select country

Reduction cards

- BahnCard 100 1st class
- BahnCard 100 2nd class
- BahnCard 25 1st class
- BahnCard 25 2nd class
- BahnCard 25 Business 1st class
- BahnCard 25 Business 2nd class
- BahnCard 50 1st class
- BahnCard 50 2nd class
- BahnCard 50 Business 1st class
- BahnCard 50 Business 2nd class

InterRail

RailPlus

SBS Half Fare TravelCard

Frequent cards

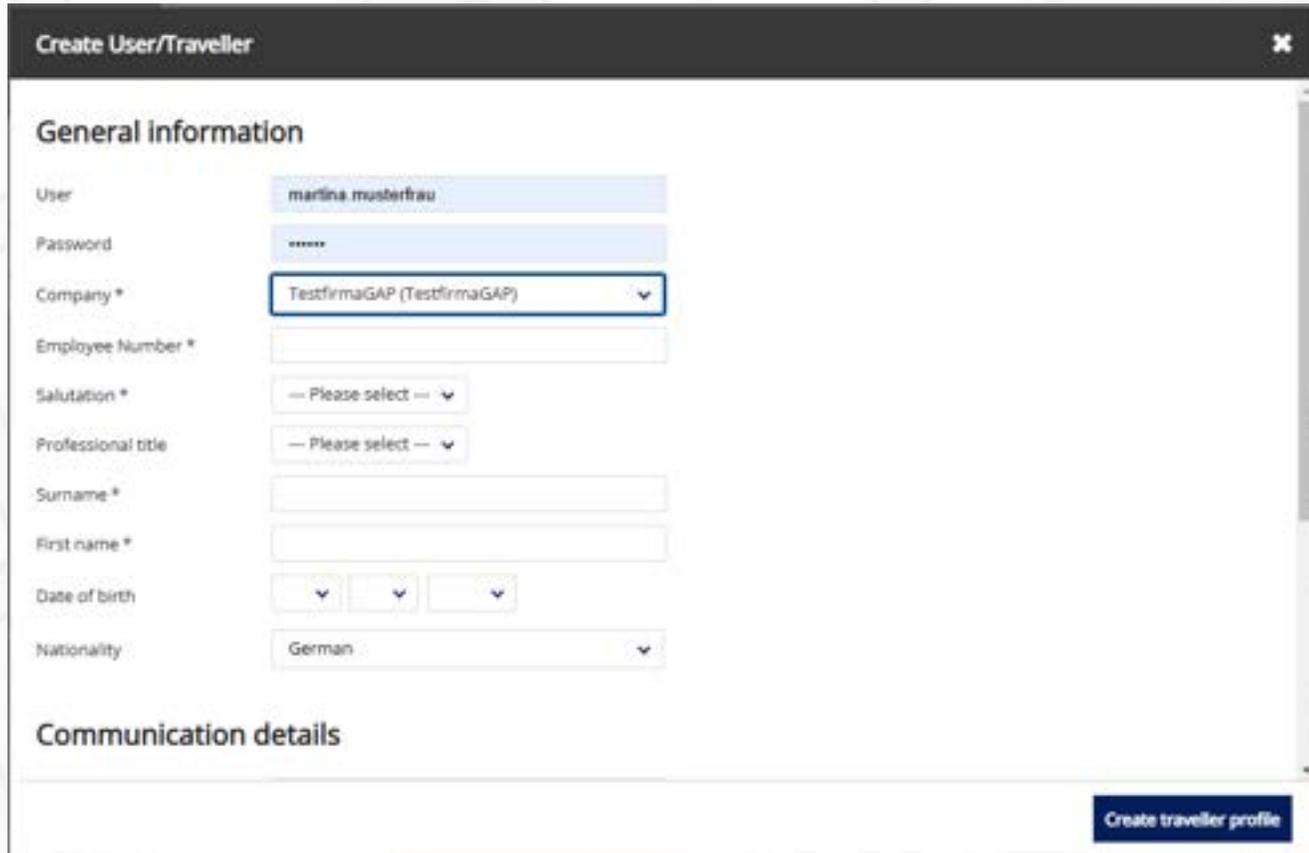
- BahnBonus
- Carte Grand Voyageur (TGV loyalty card)
- Eurostar frequent traveller card

Number *

Valid until *

* = mandatory

Create new user



Create User/Traveller

General information

User: martina.musterfrau

Password: *****

Company*: TestfirmaGAP (TestfirmaGAP)

Employee Number *

Salutation * -- Please select --

Professional title -- Please select --

Surname *

First name *

Date of birth

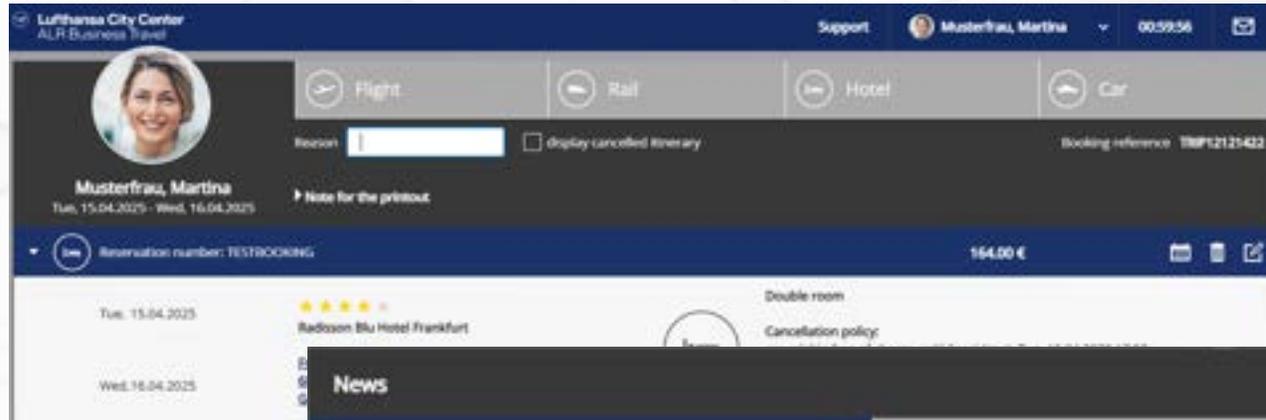
Nationality: German

Communication details

Create traveller profile

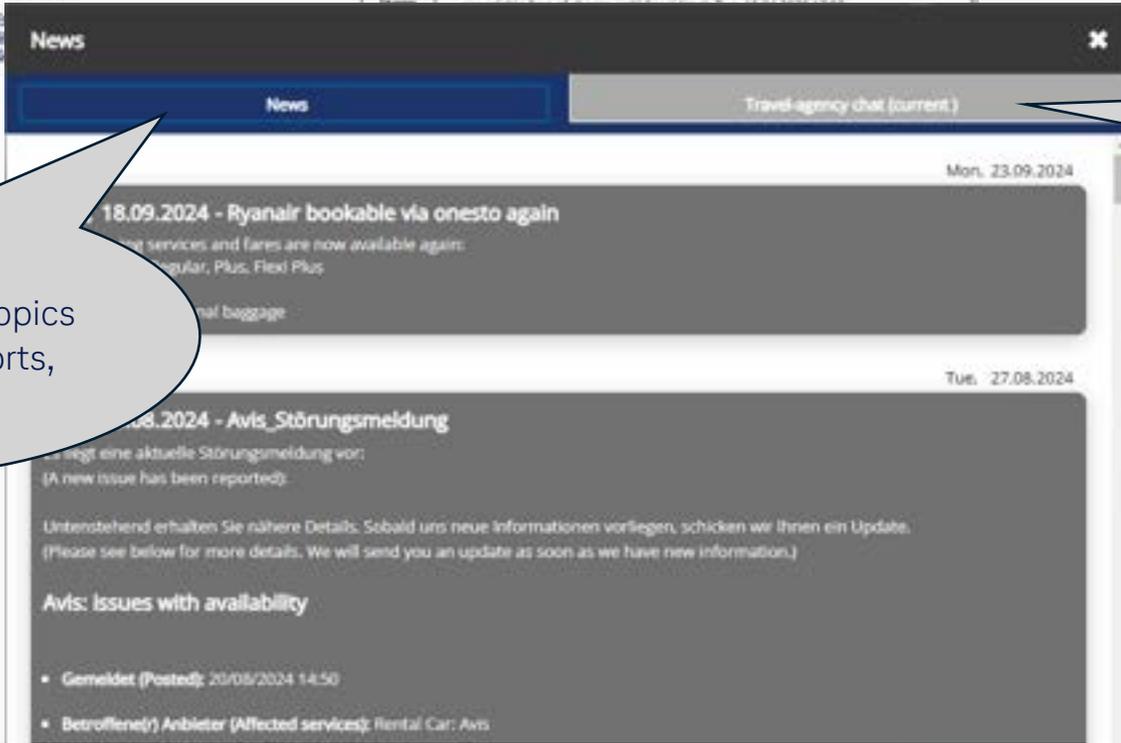
- Depending on the browser settings, the "User" and "Password" fields are automatically filled with your own data when you create a profile. These must be deleted.
- You can then either leave the fields empty - then the new user's email address will automatically be selected as their username and onesto will generate a password.
- Alternatively, you can enter the username and initial password you prefer.

Messaging function



Click on the envelope to start a chat with your Business Travel Team regarding the current trip or to view current news.

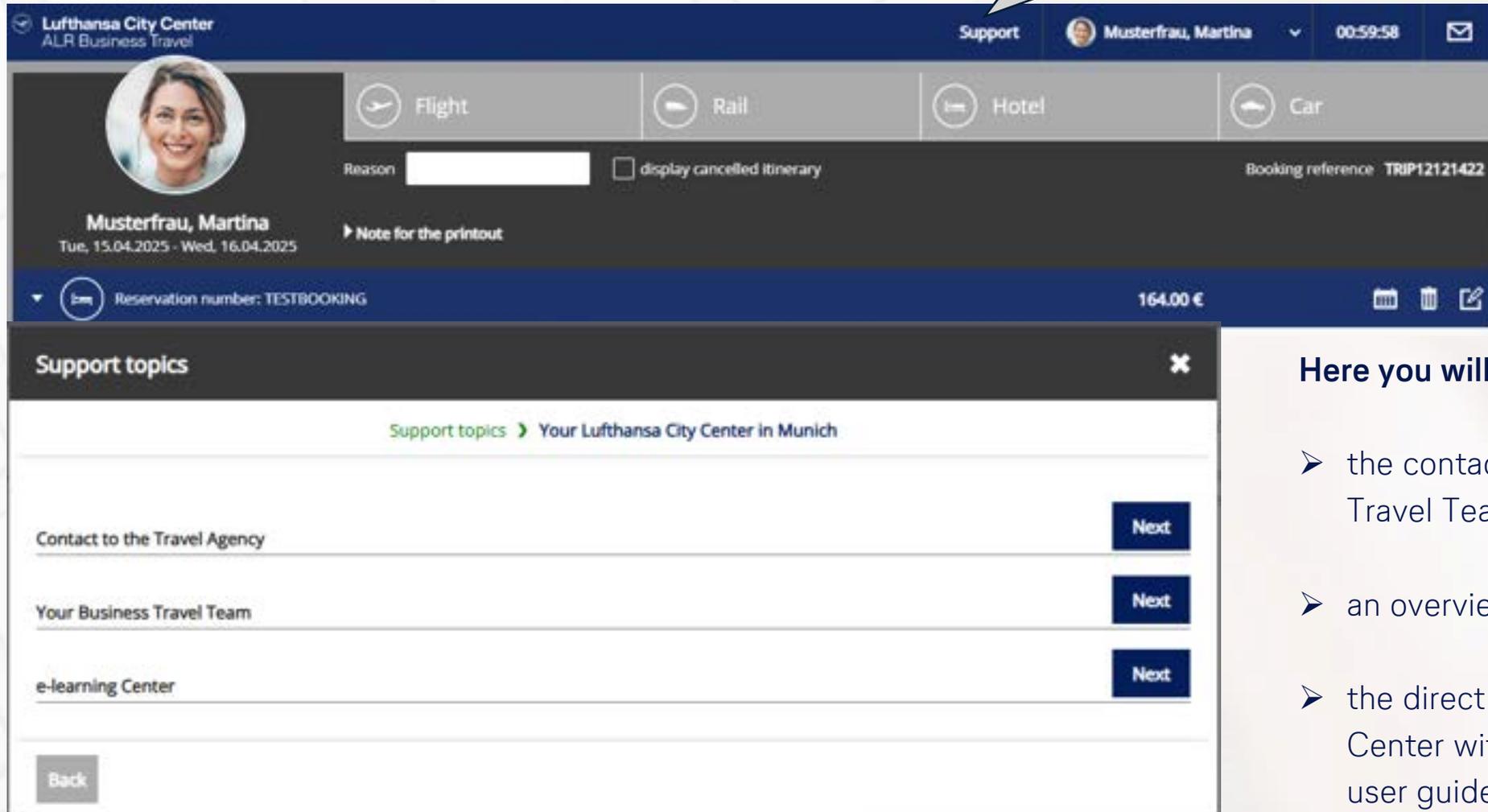
Here you will find information on current topics such as disruption reports, strikes, etc.



Here you can chat with your Business Travel Team about the current trip.

Support area

Here you can access our support area.



The screenshot shows the Lufthansa City Center support area. At the top, there is a navigation bar with the Lufthansa City Center logo, the text 'ALR Business Travel', and a 'Support' button. To the right of the 'Support' button, there is a user profile for 'Musterfrau, Martina' and a clock showing '00:59:58'. Below the navigation bar, there is a header section with a circular profile picture of Martina, her name 'Musterfrau, Martina', and travel dates 'Tue, 15.04.2025 - Wed, 16.04.2025'. There are also buttons for 'Flight', 'Rail', 'Hotel', and 'Car'. A 'Reason' field and a checkbox for 'display cancelled itinerary' are visible. The booking reference 'TRIP12121422' is shown on the right. Below the header, there is a reservation summary for 'Reservation number: TESTBOOKING' with a price of '164.00 €'. The main content area is titled 'Support topics' and contains a list of links: 'Support topics > Your Lufthansa City Center in Munich', 'Contact to the Travel Agency' (with a 'Next' button), 'Your Business Travel Team' (with a 'Next' button), and 'e-learning Center' (with a 'Next' button). A 'Back' button is located at the bottom left of the support topics section.

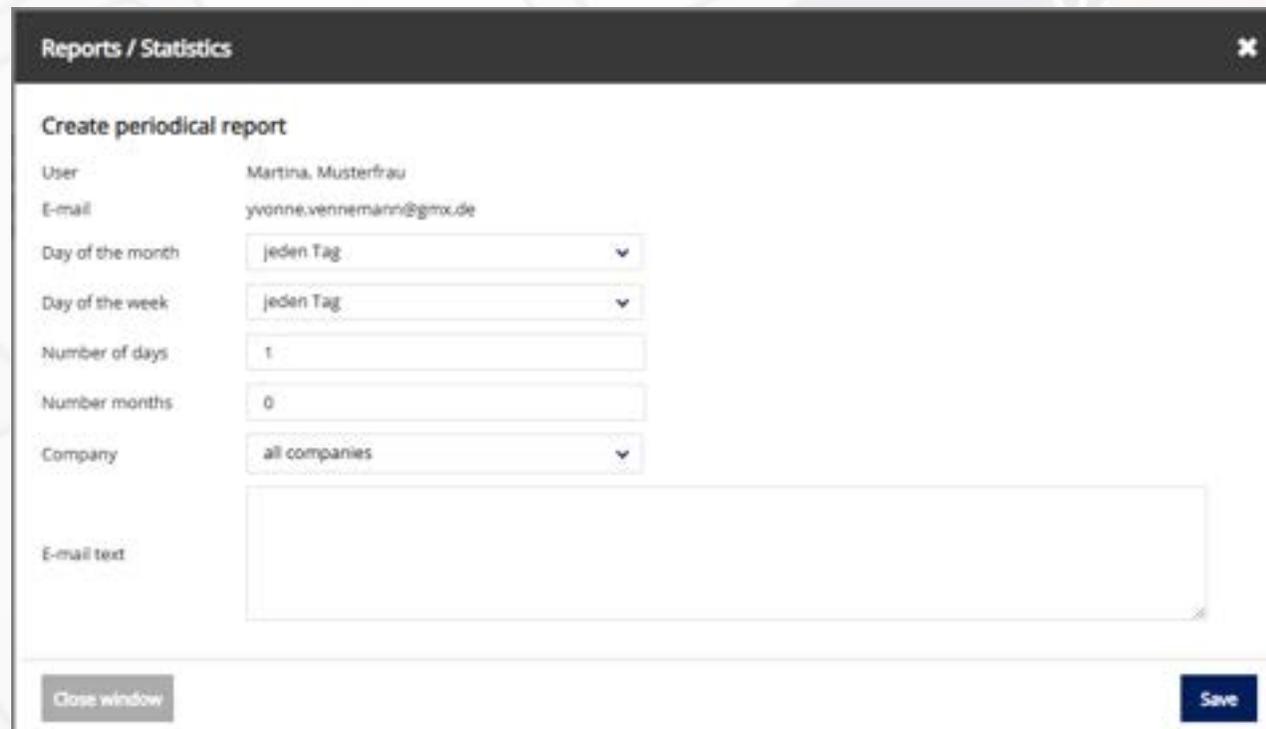
Here you will find:

- the contact details of your Business Travel Team and OBE Support
- an overview of your contact persons
- the direct link to our E-Learning Center with helpful tips and tricks, user guide, video tutorials and current release notes.

Reporting: regular statistics

Would you like to receive a specific report automatically on a regular basis?

- Open your desired report in the company administration area and select “Send periodically”.



The screenshot shows a web interface window titled "Reports / Statistics" with a close button (X) in the top right corner. The main heading is "Create periodical report". The form contains the following fields:

- User: Martina, Musterfrau
- E-mail: yvonne.vennemann@gmx.de
- Day of the month: jeden Tag (dropdown menu)
- Day of the week: jeden Tag (dropdown menu)
- Number of days: 1 (text input)
- Number months: 0 (text input)
- Company: all companies (dropdown menu)
- E-mail text: (empty text area)

At the bottom of the form, there are two buttons: "Close window" on the left and "Save" on the right.

General tips & tricks

- Before you start booking, check that all relevant data is correctly saved in your profile.
- During the booking process, check that the travel dates are correct and change them if necessary.
- Check all the data again before completing the booking to avoid change or cancellation fees.
- Check the booking confirmation for accuracy immediately after receiving it and contact your Business Travel Team as soon as possible if this is not the case.
- Make sure that the traveller (if you did not book for yourself) has also received the booking confirmation.



Contact

**Do you have any questions or suggestions
regarding onesto?**

The Online Solutions Team is happy to assist you.

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✉ onlinesolutions@lcc-alr.de

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