

Telephone Reservations

For New Reservations:

- Call 1-800-269-0408
Mon - Fri 8:00 - 5:30 EST
- Or fax your request to: 1-877-897-8108
Provide Agent with:

- ✓ Passenger Name
- ✓ Work & Home Phone Number
- ✓ Email Address & Fax Number
- ✓ Individual Credit Card Number*
- ✓ Routing Symbol
- ✓ Preferred Itinerary (Air, Car, Hotel)

**If you don't have an agency issued charge card, you must be approved for the use of the centrally billed agency card. Before ticket can be issued, you must provide an approved travel authorization no later than 48 hours prior to travel.*

- Advise Agent of preference for Electronic Ticket or Paper Ticket and date you want the ticket issued and charged to the credit card.
- Agent will give you a 6 letter confirmation code
- You can view your reservation using www.virtuallythere.com
Type in 6 letter confirmation code and passenger's last name
- Ticket and invoice receipt will be printed on the date you requested. Paper ticket and Electronic Ticket invoice may be picked up from your respective Travel Management Center.
- Changes to reservations can be made at no cost prior to ticketing. Changes made after ticket issuance will result in an additional service fee for the re-issuance of the ticket.

Changes to Reservations

NOTE: It is important to let the agent know that you are making changes to an existing reservation.

- Provide Agent with:
- 6 letter confirmation number
- Air, Car, Hotel change
- Reconfirm ticket preference (E-Ticket or Paper) and date ticket will be printed

For Valuable Information Visit:

- www.cwgovernment.com/doi (with other links, i.e. Leisure travel, customer service)
- www.virtuallythere.com
- www.policyworks.gov (for per diem, contract airlines, and fire safety hotels)

Call:
1-800-269-0408

Fax:
1-877-897-8108

Emergency After Hours:
1-800-383-6723

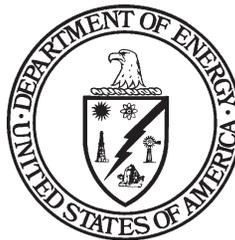
**For emergency use
while traveling only**

**Note Please be advised if you use this number in non-emergency situations, you will be directed to call your regular office during business hours for assistance.*

Visit:
www.cwgovernment.com/doi

for

- Reservations
- State Department Travel Info
- GSA Contract Fares
- Many other helpful links



**Department of Energy
TRAVELERS
TIME SAVING TIPS**



Carlson Wagonlit Travel

CTSelfbook Reservations ***To Create a New Reservation***

- Select service – air, car, and/or hotel.
- Indicate desired type of trip – round trip, one way, or multiple destinations.
- Type your departure and arrival cities, travel dates, and desired flight departure times.
- Click the Search button.

Air _____

- Select contract carrier, or flights that best meet your needs.
NOTE: The contract carrier is represented by the hand-shake symbol.

Car _____

- Enter city, dates, and times if not pre-filled.
- Search all available vendors by selecting Search for Cars.

Hotel _____

- Enter city, dates, and times if not pre-filled.
- Select additional hotel search qualifiers if desired.
- Click Search for Hotels.
- If necessary, map properties to identify their locations in the selected city.
- Select desired property and government rate/room type.

Finish/Seat Maps _____

- Review itinerary. Add/modify segments necessary.
- Select Finish Itinerary when reservation complete.
- Enter reason for traveling in Purpose of Trip section.
- Add necessary notes and select desired seats with Seat map tool.
- Click “Finish” and you will receive your confirmation number.
- Write down reservation number and click “OK”.
- Close out window.
- System defaults to Etickets, which will be issued two business days prior to travel.

**Note: If you don't have an individual government credit card a copy of your travel authorization needs to be faxed to our office prior to ticket issuance.*

My ID _____ My Password _____

My URL www.cwgovernment.com/does

Help Desk: 817-264-6410 M-F 7am-7pm CST/CDT

Create Your Profile Online _____

- Go to the website www.cwgovernment.com/does
- Choose your region from the scroll down list.
- Find “Create new BTS Traveler Login” and click the “proceed” button.
- Fill out the online form, following the instructions, and making sure to fill in fields marked with an asterisk.
- When the form is completed click the “Submit Form!” button to have your profile added to the system

Traveler Information

Travelers Name: _____

Home Phone #: _____ Cell Phone #: _____

Fax #: _____ Business Phone #: _____

Email Address: _____

Itinerary Information

Fill in while talking to agent						
From:	Preferred Departure Time	Date	Airline	Flight#	Scheduled Departure Time	Scheduled Arrival Time
To:						
To:						
To:						
To:						
To:						
Agent Name:		Total Airfare: \$			Confirmation #:	

Car Rental Information

Company Name	Pick up Date	Return Date	Car Size	Daily/Weekly Rate	Confirmation Number

Hotel Information

Hotel Name	City	Arrival Date	Departure Date	Smoking/Non	Rate	Confirmation Number

Credit Card for Guarantee: _____ # _____