



The University of New Mexico Purchasing Department and our Travel Agent Rio Grande Travel have partnered with Deem to provide a convenient travel booking tool called ETTA (Easy To Travel Anywhere) that benefits those traveling on behalf of the University. The new travel booking tool will provide time and cost savings as airline, hotel and car reservations can all be made at the same time and place!

The benefits will extend to both the employee that books travel and to the traveler. Once the traveler creates a profile that includes their personal information (**all personal information is masked**), travel preferences, and corporate membership numbers (frequent flyer, hotel loyalty programs, TSA, etc.), the traveler will continue to accumulate rewards and points. Once the traveler's profile is created, administrative staff can book travel on their behalf. The employee who books travel will save time by setting up their own profile with their UNM PCard information allowing them to book travel for multiple travelers as a delegate.

Both the traveler and delegate will receive detailed itinerary information including all information needed for travel and/or reimbursement.

The new tool will also provide "Duty of Care" or "SABRE SafePoint" for the traveler. Information regarding general safety levels, COVID related protocols, maintenance records, etc. is provided for global air travel, rental vehicles, and hotels in one convenient location. "SafePoint" or "Duty of Care" is a tool that helps to monitor global security events and provides timely alerts in the event of a natural disaster or act of war. SafePoint will determine if a traveler may be impacted by any of these events and automatically sends notifications to the traveler and to the UNM Travel email account.

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## ETTA TRAVEL BOOKING TOOL SOP

In order to start using the booking tool, you must create your account and set up your profile. Please refer to the ETTA Profile Setup/Log in on the UNM Travel Website, under the ETTA Information tab.

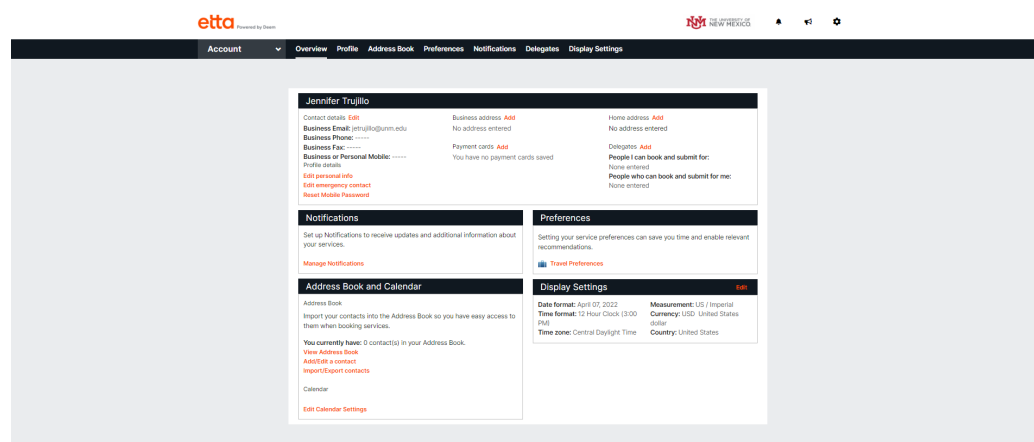
<https://travel.unm.edu/index.html>

**To begin this process, enter your email address:**

Main campus: [lobolouie@unm.edu](mailto:lobolouie@unm.edu)

HSC: [lobolouie@salud.unm.edu](mailto:lobolouie@salud.unm.edu) or [lobolouie@health.unm.edu](mailto:lobolouie@health.unm.edu)

This is an overview of an account. The tabs on the top of this Account screen will be populated as you set up your account.



There are several sections to be completed to set up your profile.

## Personal & Employee Info:

## Profile Addresses and Phone Numbers

## Emergency Contact Information

Profile | Emergency Contact

< Profile Main Page Cancel Save

Profile  
Personal and Employee Info  
Addresses and Phone Numbers  
Emergency Contact  
Payment Cards  
Reset Mobile Password  
Address Book and Calendar  
View address book  
Add/Edit a contact  
Import/Export contacts  
Edit Calendar Settings  
Service Preferences  
Travel Preferences  
Notifications  
Delegate Access  
Display Settings

**Emergency Contact Info** \*Required

Full Name

Relationship

Email

Country

Street address

Apartment / Suite

Mailstop

City

State

ZIP code

Primary Phone Number  
Country code Number   Ext.

US/CA/PR/UM

Secondary Phone Number  
Country code Number  Ext.

## Payment Information: PCard information

If you are a UNM PCard holder enter your PCard information here.

**\*\*Do NOT enter personal credit card information into the system. \*\***

Profile | Payment Cards

< Profile Main Page Cancel Save

Profile  
Personal and Employee Info  
Addresses and Phone Numbers  
Emergency Contact  
Payment Cards  
Reset Mobile Password  
Address Book and Calendar  
View address book  
Add/Edit a contact  
Import/Export contacts  
Edit Calendar Settings  
Service Preferences  
Travel Preferences  
Notifications  
Delegate Access  
Display Settings

**Payment Cards**

Name	Card type	Card number	Expiration
+ Add payment card			
Default payment cards			
Airline payment card	No payment cards for this user.		
Hotel payment card	No payment cards for this user.		
Car Service payment card	No payment cards for this user.		
Car Rental payment card	No payment cards for this user.		
Train payment card	No payment cards for this user.		

## Reset Password

### Profile | Reset Mobile Password

< Profile Main Page Cancel Save

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

**Reset Mobile Password**

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

#### Create New Password

Password requirements \* Required

- Must be at least 6 characters in length.
- Must not be identical to any of the past 3 passwords.
- Must not contain your name or Username.
- Must not include accented characters or other non-ascii symbols.

New password\*

Confirm new password\*

## View Address Book

### Profile | View address book

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

**View address book**

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Established Contacts are shown here

Choose a contact list and enter a name, then click "Search".

Contact list: Personal | Name or email address:  | Search

You have 1 contact(s) in your personal Address Book.

Name	Email	Address / Phone	
Marcos Roybal	marcosroybal@unm.edu	170 Lomas Blvd SE 2600 Albuquerque, NM 87106 505-930-1809	<span style="background-color: #f4a460; padding: 2px 5px;">Edit</span> <span style="background-color: #f4a460; padding: 2px 5px;">Delete</span>

Enter OR Add contact here

## ADD or EDIT contacts

Profile | Add/Edit a contact

[Cancel](#) [Save](#)

[< Profile Main Page](#)

Profile

- Personal and Employee Info
- Addresses and Phone Numbers
- Emergency Contact
- Payment Cards
- Reset Mobile Password
- Address Book and Calendar
  - View address book
  - Add/Edit a contact**
  - Import/Export contacts
  - Edit Calendar Settings
- Service Preferences
  - Travel Preferences
- Notifications
  - Delegate Access
  - Display Settings

**Name**

First name  Initial

Last name

**Business**

Address  Email

Company name  Business email address

Country

Street address  Work phone

Apartment / Suite  Phone number

City

## Import/ Export Contacts

Profile | Import/Export contacts

[< Profile Main Page](#)

Profile

- Personal and Employee Info
- Addresses and Phone Numbers
- Emergency Contact
- Payment Cards
- Reset Mobile Password
- Address Book and Calendar
  - View address book
  - Add/Edit a contact
  - Import/Export contacts**
  - Edit Calendar Settings
- Service Preferences
  - Travel Preferences
- Notifications
  - Delegate Access
  - Display Settings

**Import Contacts**

Import contacts into your personal Address Book  
You can import contacts into your personal Address Book from a properly structured CSV file. After importing, you will be able to review the contacts before permanently saving them to your Address Book.

Suggested import formats: FedEx | DHL | UPS | Default  
[Download default file format](#)

Import file name:  
 No file chosen

For all contacts in the import file that are duplicates (same first and last name) of contacts already in your Address Book:

Validate mailing addresses during import

[Cancel](#) [Import](#)

**Export Contacts**

Export contacts from your personal Address Book  
To export contacts from your personal Address Book, click the button below. A CSV file will download to your computer. Then, follow the instructions to "Import Contacts" in the program you use to manage your contacts.

[Export contacts](#)

## Edit Calendar Settings

Profile | Edit Calendar Settings

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

**Edit Calendar Settings**

Service Preferences

Travel Preferences

Notifications

Delegate Access

Display Settings

Calendar Settings

Allow services and reservations to be automatically added to my calendar

Cancel Save

## Travel Preferences

Profile | Travel Preferences

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

**Travel Preferences**

Notifications

Delegate Access

Display Settings

Flight

Service preferences

Home Airport

Albuquerque, NM, US (ABQ) Airport codes

Seat Preference

Window

Aisle

Meal Preferences

None

Air Special Requests

Choose up to 3 items

Visually impaired traveler

Deaf/Hard of Hearing

Wheelchair - can ascend and descend stairs

Wheelchair - cannot ascend

Air Memberships

Airline	Number
---------	--------

To add it to your profile, click save.

Save



To select a specific airport: Search airport code, select the bubble and **SAVE**

**Find Airport Codes**

Enter a city name:  **Search**

Include nearby airports

Your search for [albuquerque] produced 1 results.

City name	Airport name	Code
<input type="radio"/> Albuquerque, NM	Albuquerque International Airport	ABQ

**Cancel** **Select**

In addition to selecting a Home Airport, you can build in certain preferences if desired:

- **Seat preference**
- **Meal preference**
- **Special disability requests**
- **Airline and frequent traveler numbers can be added**

Enter and select **SAVE**

# Profile | Travel Preferences

< Profile Main PageCancelSave

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

**Travel Preferences**

Notifications

Delegate Access

Display Settings

### Flight

Service preferences

**Home Airport**  
Albuquerque, NM, US (ABQ) Airport codes

**Seat Preference**  
 Window  
 Aisle

**Meal Preferences**  
Vegetarian lacto-ovo

Air Special Requests

Choose up to 3 items

- Visually impaired traveler
- Hearing impaired traveler
- Wheelchair - can ascend and descend stairs
- Wheelchair - cannot ascend

Air Memberships

Airline	Number	
Southwest Airlines	123456789	<span style="color: red;">Add</span>

To add it to your profile, click save.

Preferences Cont.

## Hotel Preference

# Profile | Travel Preferences

< Profile Main PageCancelSave

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

**Travel Preferences**

Notifications

Southwest Airlines | 123456789 Add

---

### Hotel

Hotel Amenities

Select up to 3 amenities

- A-V Equipment Rental
- Accessible to Wheelchairs
- Air Conditioning (In Room)
- Airport Shuttle
- ATM/Bank

Hotel Special Requests

Choose up to 3 items

- Away from elevator
- Away from ice machine
- Disabled accessible
- Dorm bed
- Double bed

Hotel Memberships

Hotel	Number	
Marriott Bonvoy	123456789	<span style="color: red;">Add</span>

To add it to your profile, click save.

## Car Preference

# Profile | Travel Preferences

Cancel

Save

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

Travel Preferences

Notifications

Delegate Access

Display Settings

### Car Rental

Options

Default Car Size

Standard

Car Special Requests

Choose up to 3 items

- Hand controls-right
- Hatchback
- Child Seat/Infant
- Luggage Rack
- Navigational system
- No smoking car

Car Memberships

Car Rental company

Enterprise

Number

975312468

To add it to your profile, click save.

Save

Add

\*\*\*Once you have created your profile, **this is what you will see when you log in:**

The Tool Bar on the Top shows **three tabs**

1. **Trip Planner**- is the Home Screen
2. **Reservations** -if you have any booked or on HOLD, they will display here
3. **Unused Tickets**- IF you have any from previous trips

**TRIP** Planner screen is shown below:

etna

Powered by Delta

NEW MEXICO

Travel

Trip Planner

Reservations

Unused Tickets

Non-US Travelers coming to the US

Require additional review by UNM Taxation Department. To facilitate this review, please complete and submit the UNM Form in its entirety. The person completing the UNM Form should include their UNM email address on the form under the Picked Holder email field. The person who submits the UNM Form will receive additional instructions and information related to travel for Non-US Persons. See an email from UNM Taxation. [UNM Form](#)

**UNM Policy 4030**

The University of faculty, staff, and students are reimbursed in accordance with UNM Policy 4030 for reasonable and allowable costs incurred when traveling on official University business. [UNM Policy 4030](#)

Traveler Check List

[Check List](#)

All travel related expenses:  
PCard reconciliations and/or reimbursements are required to be processed in Chrome River.

Single Destination

Multi-Destination

### Flight

Round Trip

One-way

Search by:  Price  Schedule

Albuquerque, NM, US (ABQ)

To

Nearby Airports

4/19/22

Depart: Morning

4/20/22

Depart: Evening

More Search Options

# CO2

+ Add Train

+ Add Hotel

### Search Summary

Flight

- + Add Train
- + Add Hotel
- + Add Car Rental

Search

NOTE: Displayed messages on initial log in screen. UNM Policy 4030 is included here!

The Reservations Tab – any upcoming OR archived (already occurred) reservations will be listed here

Upcoming reservations for you or any of your delegates will show up here

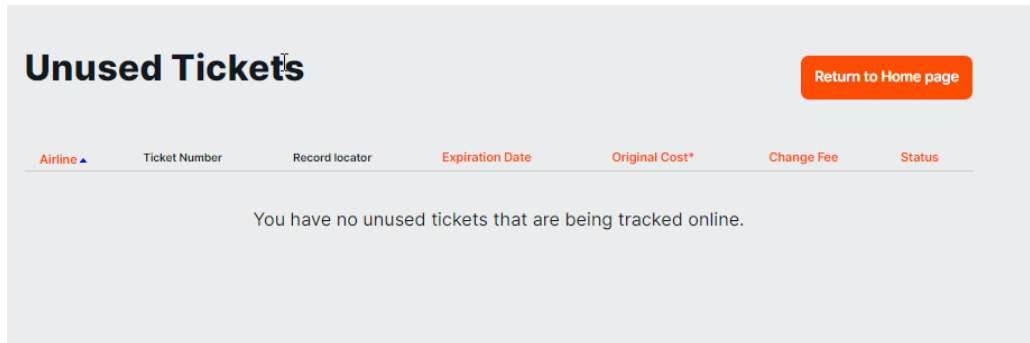
## Reservations

	<b>Upcoming</b>	Archive	Search	Ascending	All Types
Sun, February 26, 2023	✕ Marcos Roybal-NAEP District VI (Anaheim, CA) Sit...	MARCOS ROYBAL	Confirmed	▼	
Fri, April 28, 2023	✕ Marcos Roybal-NAEP Annual Meeting (Orlando, FL)	Marcos Roybal	Confirmed	▼	
Wed, May 3, 2023	✕ Marcos Roybal-NAEP Annual Meeting (Orlando, FL...	Marcos Roybal	Confirmed	▼	
Wed, July 12, 2023	✕ Marcos Roybal-UPCoP Conference (SLC)	MARCOS ROYBAL	Confirmed	▼	

### Archived Reservations tab

	<b>Upcoming</b>	<b>Archive</b>	Search	Descending	All Types
Fri, November 4, 2022	✕ Marcos Roybal-Test Travel (American Airlines)	Marcos Roybal	Cancelled	▼	
Wed, September 14, 20...	✕ Marcos Roybal-Test Travel (DEEM)	MARCOS ROYBAL	Cancelled	▼	
Mon, September 12, 20...	📅 Marcos Roybal-Test Travel II (DEEM)	MARCOS ROYBAL	Cancelled	▼	
Sat, August 13, 2022	✕ Trip to Savannah, GA	JENNIFER TRUJILLO	Cancelled	▼	
Wed, July 13, 2022	✕ Marcos Roybal-UPCoP Conference (Seattle)	MARCOS ROYBAL	Completed	▼	
Wed, July 13, 2022	✕ Veronica Trujillo-UPCoP Seattle Conference	VERONICA TRUJIL...	Completed	▼	
Sun, June 5, 2022	✕ Marcos Roybal-NAEP Annual Meeting (Dallas)	Marcos Roybal	Completed	▼	
Sun, June 5, 2022	✕ Veronica Trujillo NAEP Annual Conference (Dallas)	Veronica Trujillo	Completed	▼	

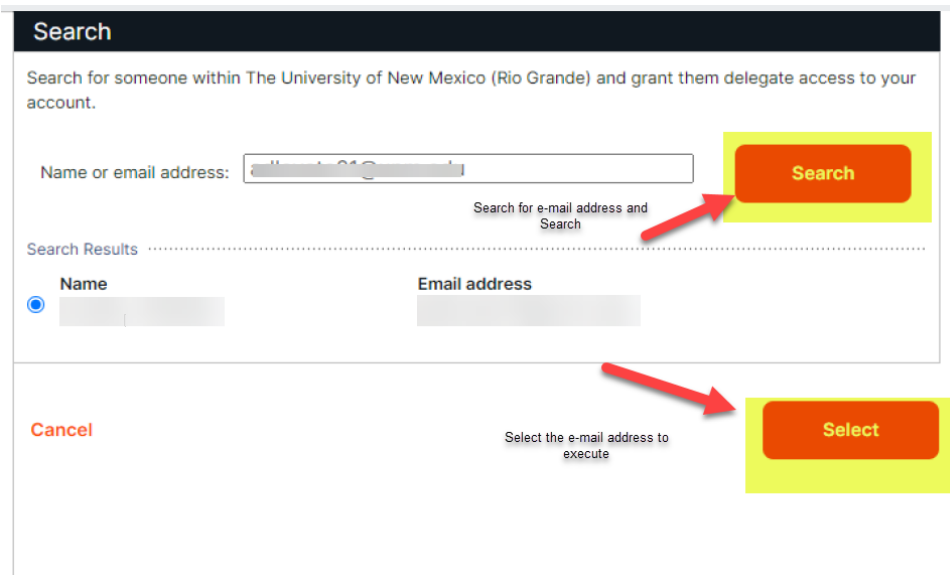
**Unused Tickets**- if flights you made, have been cancelled, the information will display here



### Setting up delegates

If you will be booking travel for another employee, they can give you access as a delegate.

OR you can add yourself as a delegate for another employee if you will be booking their travel.



# Profile | Delegate Access

Access to someone's account and can view trips and expense reports on behalf of that person. This involves booking services or

< Profile Main Page

Profile

Personal and Employee Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Reset Mobile Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

Travel Preferences

Notifications

Delegate Access

approving on behalf of other employees.

### People I Can Book And Submit For

You have access to these people's account:

Name	Email address	
Trujillo, Veronica	vtrujil5@unm.edu	Delete

+ Become a delegate

### People Who Can Book And Submit For Me

These people have access to your account:

Name	Email address	
Lovato, Andrew	adlovato21@unm.edu	Delete

+ Add a delegate

A confirmation email will be sent to the traveler when you request to be delegate for them, but the email does not currently contain the link to set up their profile.

Please share the location of this link with the traveler so that they can set up their profile.


Reply Reply All Forward IM

DP Deem Personal Assistant <notifier@us.deem.com>  
A Delegate Has Been Added to Your Account

To Jennifer Trujillo

This is the most recent version, but you made changes to another copy. Click here to see the other versions.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

[EXTERNAL]



### Delegate Added Notification

Andrew Lovato has been added as a delegate to your Deem Personal Assistant account. As a delegate, Andrew Lovato can now find, book, and manage services for you.

If you do not want Andrew Lovato to have access to your account, you can edit or remove access on the Delegate Access page in Deem Personal Assistant by performing the following steps:

- 1) Sign in to the Deem Personal Assistant.
- 2) Go to your Profile.
- 3) Click on "Edit" in the Delegates section of your Profile home page.
- 4) Click on "Delete" to remove Andrew Lovato as a delegate to your account.

Responses to this email should be directed to [online.support@frosh.com](mailto:online.support@frosh.com). Do not directly respond to the sender of this email.

An email notification is sent when another employee adds you as a delegate.

DP Deem Personal Assistant <notifier@us.deem.com>  
Confirmation: Delegate Access

To Andrew Lovato

[EXTERNAL]

**etta** Powered by Deem

### Delegate Access Confirmation

You now have delegate access to Jennifer Trujillo's Deem Personal Assistant account.

As a delegate, you can find, book, and manage services for Jennifer Trujillo by signing in to your account and selecting Jennifer Trujillo from the drop-down menu on the top of the home page.

Responses to this email should be directed to [online.support@frosh.com](mailto:online.support@frosh.com). Do not directly respond to the sender of this email.

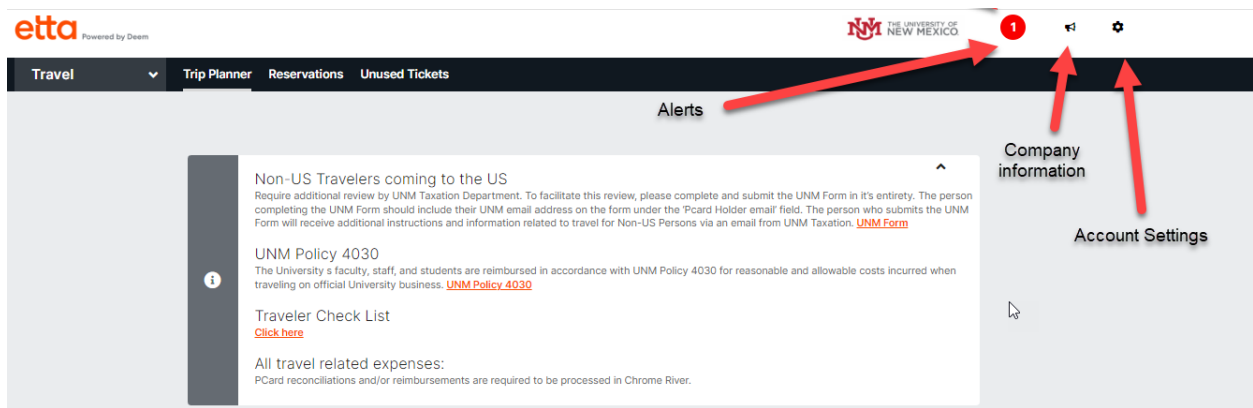
**\*\* Please note that the date of birth, frequent traveler number, passport and corporate or reward membership numbers for the traveler are “masked” and will not show completely when a delegate is making reservations for them. Only partial information is visible for privacy sake and \*\* will show for part of the masked information.**

**Tool Bar** on the upper right section:

**Alerts**-information for trips, notices on flights etc.

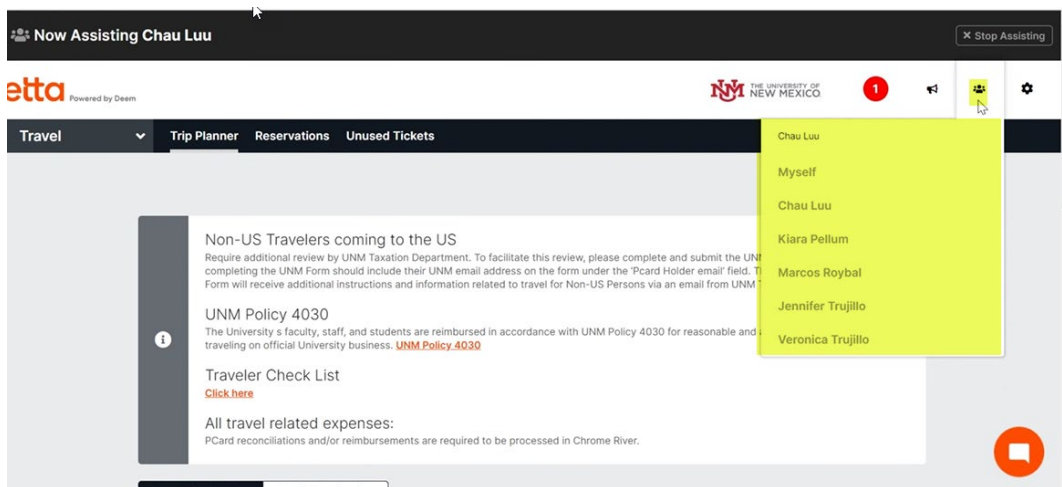
**Company Information:** links to external websites for travel related services

**Account Settings**- Link to your personal information, help functions and sign out



If you have been added as a delegate for other employees, you will have an additional icon.

**The People Icon:** will show a list of who they have the ability of book travel for



The home screen has links to UNM policy and travel information

## UNM Policy #4030

**UNM POLICY OFFICE**

Home Regents' Policies **University Administrative Policies** Under Review Frequently Asked Questions About Contact News

UNM > Home > University Administrative Policies > Section 4000: Procurement > 4030: Travel

### Administrative Policies and Procedures Manual - Policy 4030: Travel

Date Originally Issued: 03-01-1989  
 Revised: 02-25-1991, 09-25-1992, 04-01-1994, 05-19-1995, 02-05-1996, 09-19-1997, 08-23-1999, 08-28-2000, 09-25-2002, 07-01-2003, 08-12-2003, 07-01-2004, 05-22-2006, 01-01-2008, 06-19-2009, 07-01-2010, 01-01-2012, 02-10-2014, 05-16-2015, 12-01-2016, 03-21-2017, 08-14-2018, 02-20-2019

Authorized by [RPM 7.7 \("Travel Reimbursement and Per Diem"\)](#)

Process Owners: University Controller and HSC Senior Executive Officer for Finance and Administration

#### 1. General

The University's faculty, staff, and students are reimbursed in accordance with this policy for reasonable and allowable costs incurred when traveling on official University business. Travelers whose expenses are reimbursed by outside sources may be subject to more restrictive reimbursement regulations than found in this policy. In such cases, a traveler's unit may use unrestricted funds to reimburse the traveler for the difference between a more restrictive regulation and this policy. In no case, however, shall reimbursements for travel expenses exceed the limits of this policy, regardless of the source of funds. Units may establish reasonable reimbursement policies that define lower limits than the maximum levels defined in this policy. In all instances, travelers are urged to exercise good judgment when incurring travel expenses.

For guidance on travel time that is considered paid time for nonexempt employees, refer to Sections 7 and 10 of [UAP 3300 \("Paid Time"\)](#).

Students traveling on behalf of a UNM student organization are reimbursed according to the applicable student organization's policies and procedures, but at no time will they be reimbursed in excess of the limits of this policy, regardless of the source of funds.

The Internal Revenue Service (IRS) has specific requirements for reimbursing foreign nationals, which are described in Section 5.1 of [UAP 2180 \("Foreign Nationals"\)](#).

The Board of Regents and other non-salaried public officers of the University may elect reimbursement under this policy or under the regulations of the New Mexico Department of Finance and Administration.

#### 2. Accountable Plan

Under the IRS's regulations, reimbursements and payments for ordinary and necessary business-related expenses that are not lavish or extravagant are excluded from taxable compensation when made under an "accountable plan" policy. Otherwise, the reimbursements or payments that travelers receive for allowable expenditures may be considered part of their taxable compensation. Ordinary is defined as "common in [a] field of trade, business or profession" and necessary as "helpful and appropriate for [a] business." To qualify as business expenses, expenditures must be directly related to or associated with the University's mission. In addition, in order to qualify as an accountable plan, travel reimbursement and payment requests must be



## Checklist for Travelers

# Unrestricted Accounting, Main

[Home](#) [Account Codes](#) [Forms](#) [Internal Service Center](#) [NSAR](#) [Petty Cash](#) [Travel](#) [FAQs](#) [Contact Us](#)

[UNM](#) / [Home](#) / [Travel](#) / [Checklist for Travelers](#)

## Checklist for Travelers

Receiving a prompt travel reimbursement is dependent on the traveler providing complete, accurate documentation of the trip, in a timely fashion. The following checklist will assist the traveler in knowing what information to collect and provide.

Receipts for all allowable expenditures being claimed for reimbursement must be provided. Receipts may be emailed directly into the traveler's Chrome River account, or scanned and uploaded.

- Airline ticket receipt and itinerary (printout of on-line receipt is allowable if form of payment is indicated).
  - It is preferable that airline tickets are paid for via PCard.
  - Premium seating, early boarding and other similar charges are not generally allowable.
    - Use care to ensure these options are not selected, unless specifically allowed by policy for the specific situation.
  - If not flying direct to business destination, provide 3 lowest quotes for business travel dates from a site such as Expedia or Travelocity to document what the cost of a direct flight would have been.
    - Allowable amount is lower of actual flight, or lowest quote.
- Itemized hotel receipt, indicating payment in full has been made. Include explanations for any other occupants of the room.
  - It is preferable that hotel charges are paid for via PCard.
  - Reimbursement allowed for Room and Tax charges ONLY.
  - Unallowable item examples:
    - Room service (claim via per diem)
    - In-room movies

**\*\*It is important to note that UNM travel policy has not changed. Etta is just a new method for making travel reservations.**

## To book a flight:

Flight Selection, Select One Way OR Round Trip

The screenshot shows a flight selection interface. On the left, there are two text annotations with red arrows pointing to the interface:

- "Round Trip is default You can change to One-Way trip if desired" points to the "Round Trip" and "One-way" radio buttons.
- "Select: Search by \*Price OR Schedule \*Airport Location \*Travel Dates \*Departure Times" points to the search options and input fields.

The interface includes a "Flight" section with the following elements:

- Radio buttons for "Round Trip" (selected) and "One-way".
- Search by:  Price  Schedule
- From: Albuquerque, NM, US (ABQ) To: [input field]
- Nearby Airports
- Depart: 4/19/22 Depart: Morning... 4/20/22 Depart: Evening...
- More Search Options
- Buttons: + Add Train, + Add Hotel, + Add Car Rental

On the right, there is a "Search Summary" panel with the following elements:

- Flight [x]
- + Add Train
- + Add Hotel
- + Add Car Rental
- Search

Enter the criteria for airport search

Single Destination Multi-Destination

## Flight

Round Trip **One-way**

Search by:  Price  Schedule

Albuquerque, NM, US (ABQ) Dallas

Nearby Airports

6/5/22 Depart: Anytime

[More Search Options](#)

CO<sub>2</sub>

### Search Summary

Flight

[+ Add Train](#)

[+ Add Hotel](#)

[+ Add Car Rental](#)

[Search](#)

After you select Departure and Arrival Airport And travel dates, you can refine your search further:

**Note: Departure Times default to ANYTIME -you can specify morning, evening, or a specific time.**

MORE Search Options

**CLASS:**

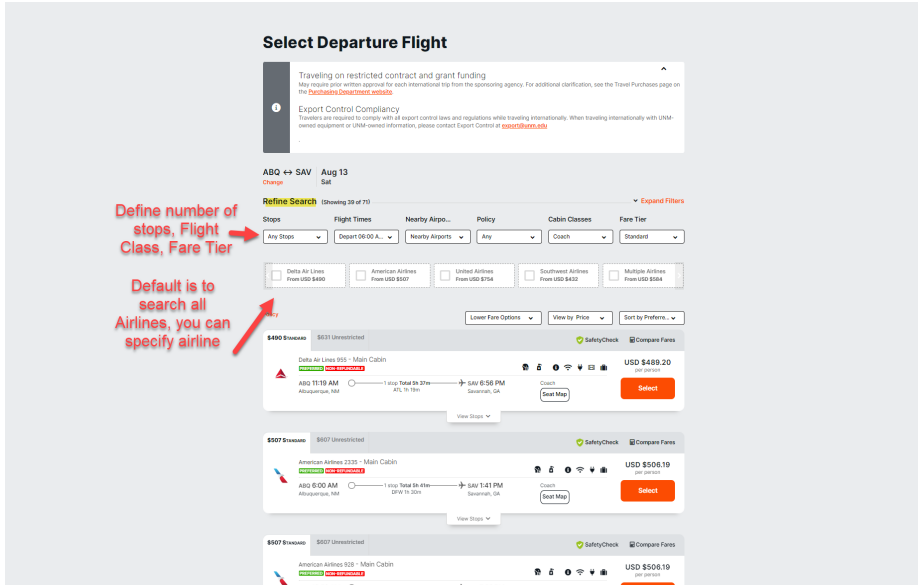
- **Coach**
- **Premium Coach**
- **Business Class**
- **First Class**

You can save these criteria by checking the box "Same for all flights"

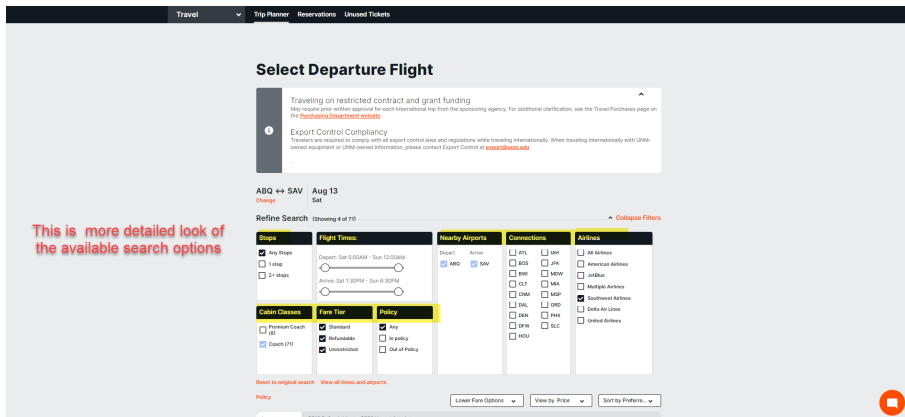
ALSO NOTE: **FARE TYPE OPTIONS:**

- **Lowest Fare Available-**
- **Fares with No restrictions**
- **Fares that allow refunds**

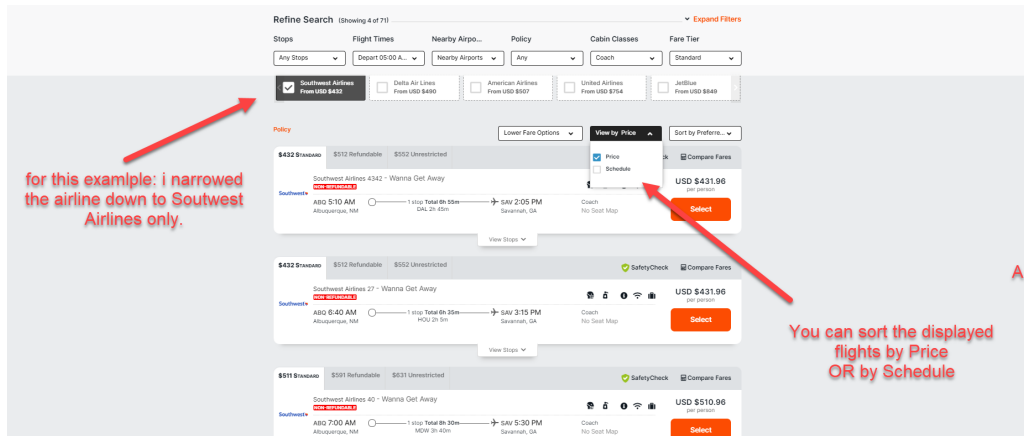
# Search for a flight



# Flight Selection



# Select SEARCH:

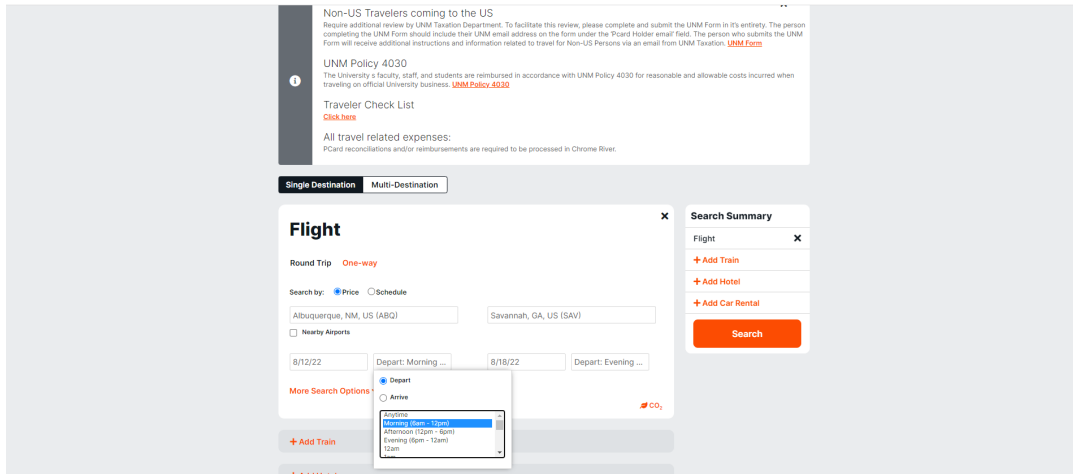


**\*\* Southwest Airlines in the preferred airline for UNM and will show as “preferred**

### Select Departure Flight

Note that in addition to flight times and Cost of Fare, the **total flight time** including layovers is displayed for each option. **The Fare that is displayed is for Round Trip.**

If you select “expand” you can see more detail. “Collapse” will take you back to less detail view.



**\*\* When searching for flights be aware of “sister city airports” or cities that have multiple airports. Make sure you are selecting the intended airport. The most commonly confused sister airports are:**

**WASHINGTON DC (these airports are about 25 minutes apart)**

IAD – DULLES INTERNATIONAL AIRPORT

DCA – RONALD REAGAN WASHINGTON NATIONAL AIRPORT

**NEW YORK CITY**

LGA – LAGUARDIA

JFK – JOHN F. KENNEDY

EWR - NEWARK

## Select Return Flight

Traveling on restricted contract and grant funding  
May require prior written approval for each international trip from the sponsoring agency. For additional clarification, see the Travel Purchases page on the [Procurement/Operations website](#).

Export Control Compliance  
Travelers are required to comply with all export control laws and regulations while traveling internationally. When traveling internationally with UNM-owned equipment or UNM-owned information, please contact Export Control at [export@unm.edu](mailto:export@unm.edu).

SAV ↔ ABQ Aug 18  
Thu

Refine Search (Showing 5 of 5) Collapse Filters

**Stops**

Any stops

1 stop

2+ stops

**Flight Times**

Depart: Thu 5:30AM - Thu 6:30PM

Arrive: Thu 10:05AM - Fri 12:30AM

**Nearby Airports**

Depart:  SAV  ABQ

Arrive:  MSA  HOU

DAL  MDW

**Connections**

All Airlines

Southwest Airlines

**Cabin Classes**

Coach (3)

**Fare Tier**

Standard

Refundable

Unrestricted

**Policy**

Any

In policy

Out of Policy

Reset to original search [View all times and airports](#)

Policy Lower Fare Options View by Price Sort by Preference

Your Selected Flights Select Different Flights

Aug 13 Southwest Airlines ABQ 5:10 AM → SAV 2:05 PM

**\$432 Basefare** \$512 Refundable \$502 Unrestricted SafetyCheck Compare Fares

Southwest Airlines 2218 - Wanna Get Away

SAV 6:40 PM → 1 stop, Total 6h 30m → ABQ 11:10 PM

Southwest Airlines 140 - Wanna Get Away

SAV 10:25 AM → 1 stop, Total 8h 0m → ABQ 4:35 PM

USD \$431.96 per person

[Share Trip](#) [Select](#)

**\$474 Basefare** \$554 Refundable \$504 Unrestricted SafetyCheck Compare Fares

Southwest Airlines 140 - Wanna Get Away

SAV 10:25 AM → 1 stop, Total 8h 0m → ABQ 4:35 PM

USD \$473.96 per person

[Share Trip](#) [Select](#)

## Flight Summary for this round-trip flight

Travel Trip Planner Reservations Unused Tickets

Change trip

REVIEW YOUR TRIP → SAT, AUG 13 → THU, AUG 18

**ABQ ↔ SAV**

Note Hold Trip Notice  
Note: If you are placing a reservation on HOLD and a hotel is included. The hotel is NOT on HOLD it is Guaranteed for late arrival, and if you...

SAT, AUG 13

**Flight to Savannah** \$431.96 per person

Southwest Airlines

5:10 AM ABQ → 6 hrs 55 min, 1 stop at DAL → SAV 2:05 PM

Fare Rules Search results Change

THU, AUG 18

**Flight to Albuquerque** Price shown above

Southwest Airlines

6:40 PM SAV → 8 hrs 30 min, 1 stop at HOU → ABQ 11:10 PM

**Trip Cost Summary**

AVAILABLE NOW

Flight \$431.96

Subtotal \$431.96

Est. Total \$431.96

PayMe now \$431.96

[Continue](#)

Hold this trip

Details of each flight are displayed

Cost Summary is listed

Are you ready to purchase Flight?

Change trip

REVIEW YOUR TRIP • SAT, AUG 13 → THU, AUG 18

# ABQ ↔ SAV

SAT, AUG 13

**\$389.46** per person

**Flight to Savannah**

Southwest Airlines  
WN-4020 - Coach

10:30 AM ABQ → 5 hrs 10 min SAV 5:40 PM  
Sat, Aug 13 2022

Fare Rules Search results Change

THU, AUG 18

**Flight to Albuquerque**

Southwest Airlines  
WN-1597 - Coach, WN-1963 - Coach

6:30 PM SAV → 5 hrs 50 min, 1 stop at HOU ABQ 10:20 PM  
Thu, Aug 18 2022

Expand

Fare Rules Search results Change

### Trip Cost Summary

PAYABLE NOW

Flight	\$389.46
Subtotal	\$389.46
Est. Total	\$389.46
Payable now	\$389.46

Continue

Select Continue to purchase flight

Example of Traveler Acknowledgement for a PURCHASED flight

### Traveler Acknowledgement

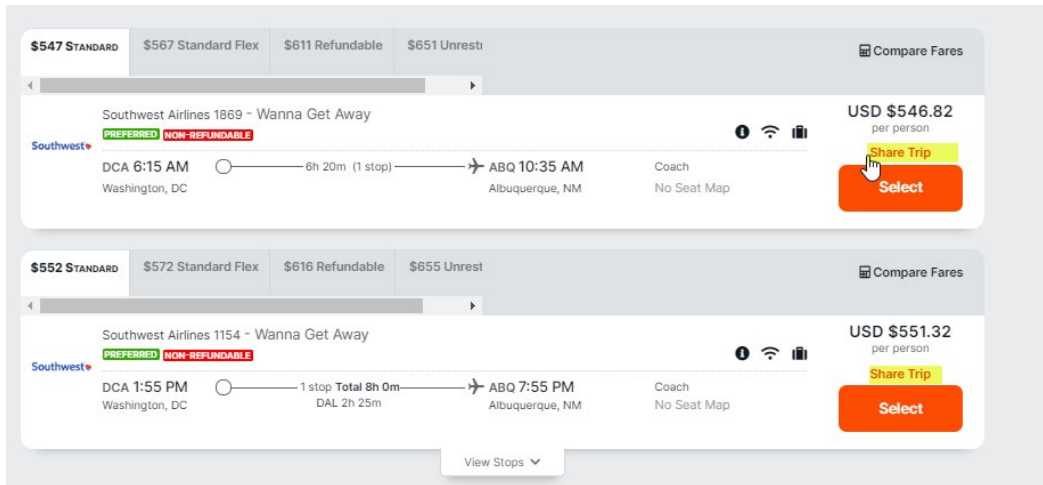
Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals.

There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. Further traveler information is available at [TSA's prohibited items](#)

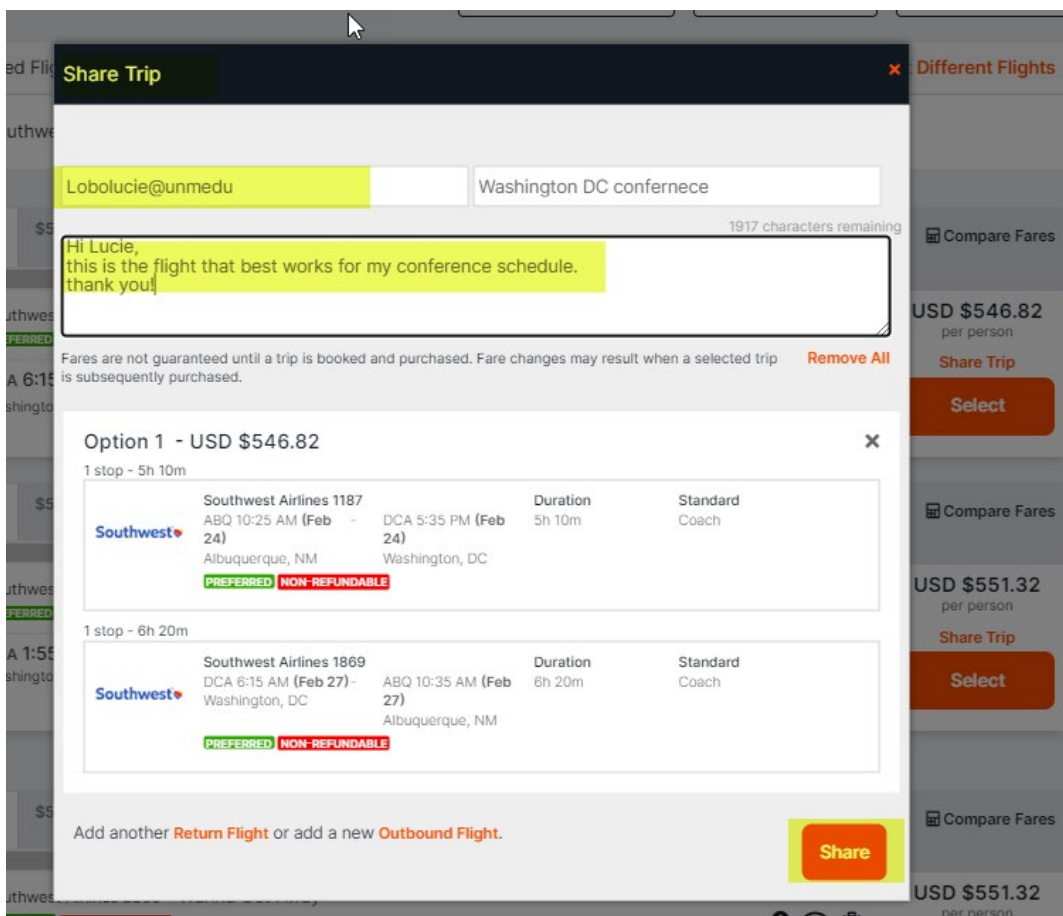
Cancel Continue

Important Details related to flight searches:

\*\* If a traveler is searching for a flight but not booking the flight, they can search and "SHARE TRIP".



A summary of the desired flight can be sent to the travel Booker or to the traveler to verify before it is booked.



\*\* This area will search to “Single Destination” but you can also search “Multi-Destination” for airline reservations that require multiple flights/segments

The screenshot shows a flight search interface with two segments. At the top, there are tabs for "Single Destination" and "Multi-Destination". The "Multi-Destination" tab is selected. Below the tabs, there are two "Flight" search boxes. The first, "Segment 1", has origin "Albuquerque, NM, US (ABQ)" and destination "Los Angeles, CA, US (LAX)" with a departure date of "4/8/23". The second, "Segment 2", has origin "Los Angeles, CA, US (LAX)" and destination "Mexico City, MX (MEX)" with a departure date of "4/9/23". To the right, a "Search Summary" panel lists the segments and includes a "+ Add Segment" button and a "Search" button. Below the flight search boxes, there are buttons for "+ Add Hotel" and "+ Add Car Rental".

Select Continue to book Airfare:

OR ADD Hotel OR ADD Car Rental

When booking a flight on an airline that has assigned seats, **SELECT** seat map

The screenshot shows a "Flight Seat Request" interface for American Airlines flight 5899. It displays flight details: "American Airlines: 5899 | Coach | Canadair Regional Jet 900", "Seat 11F", and "September 22, 2022 at 05:18 AM | 1h 37m". Below the details is a "Seat Legend" with icons for Available Seat, Paid Seat, Premium Seat, Call to Book, Unavailable, and Selected Seat. To the right is an "Airplane Legend" with an icon for Exit Row. The main part of the interface is a seat map showing rows F, D, C, and A with seats numbered 4 to 20. A red arrow points to a "Pin Seat" button at the bottom right, with a red text label "click on desired seat and Pin seat" above it.



Seat selected will show here after you “Pin Seat”

Flight Sun, Jun 05 MDT USD \$343.20 per person

American Airlines 1421  
PREFERRED NON-REFUNDABLE

ABQ 8:00 AM — 1h 49m Non-stop — DFW 10:49 AM Restricted Coach  
Albuquerque, NM Dallas, TX

Seat Map  
26A Seat assigned

Reservation number: BLIXYH [Fare Rules](#) [Change Flight](#) **Seat 26A has been selected for this flight**

Flight Wed, Jun 08 CDT See price above

American Airlines 941  
PREFERRED NON-REFUNDABLE

**Trip Cost Summary**

Purchases

Flight	USD \$343.20
--------	--------------

Due Today USD \$343.20

Cost USD \$343.20

[Book Again](#)

[Done](#)

If you do not select a seat as part of booking, you will see this message.

**Trip Details**

**Seat Request Advisory**  
Your seat has not been assigned. Contact your agency or airline to discuss seat options.

If you do not select your seat at the time of booking, you will have to go to the airlines website, search for the reservation and select a seat through their website

Veronica Trujillo NAEP... **Jun 05 → Jun 08**  
Sun Wed

[Change](#) | [Cancel Trip](#)

**Trip Information**

Veronica Trujillo

Record locator	Trip ID	eTicket Receipt
Date Booked	Status	Status Message
Friday, April 22, 2022	Confirmed	Ticketed

**Trip Cost Summary**

Purchases

Flight	USD \$343.20
--------	--------------

Due Today USD \$343.20

Cost USD \$343.20

As part of the booking process, you can **name your trip** in the highlighted area  
This will be helpful for your record keeping.

**Purchase Trip**

**Note Hold trip Notice**  
Note: If you are placing a reservation on HOLD and a hotel is included The hotel is NOT on HOLD it is Guaranteed for late arrive, and if you do not take the trip and/or the hotel is not cancelled within the cancellation policy of the hotel you will be charged the cancellation penalty of the hotel.

**Non-US Travelers coming to the US**  
Require additional review by UNM Taxation Department. To facilitate this review, please complete and submit the UNM Form in it's entirety. The person completing the UNM Form should include their UNM email address on the form under the 'Pcard Holder email' field. The person who submits the UNM Form will receive additional instructions and information related to travel for Non-US Persons via an email from UNM Taxation. [UNM Form](#)

ABQ ↔ DFW **Jun 05 → Jun 08**  
Sun Wed **Name your trip in this field**

Marcos Roybal-NAEP Annual Meeting (Dallas)

**Traveler**

Marcos Roybal

**Trip Cost Summary**

Purchases

Flight	USD \$343.20
--------	--------------

Due Today USD \$343.20

You can share the reservation by entering email address and note.

### Manage Notifications

Notification Type: Trip itinerary

Information: Trip itinerary  
Contains your trip itinerary.

Delivery Method: Email

Email address: adlovato21@unm.edu

Email note (optional): Marcos Roybal-Flight  
4000 characters remaining

Save this Notification to my Profile

Cancel Save

Enter the email address of anyone you want to share this reservation with

Enter your department INDEX information here. You can enter up to three index numbers.

Answer the questions related to Grant and Federal funds.

Additional Information

Input Dept Banner Index # (Ex: 123456)\*

Input Dept Banner Index # (Ex: 123456)

Input Dept Banner Index # (Ex: 123456)

Are Grant Funds being used for this travel?\*

Are Federal Funds being used for this travel?\*

**Trip Cost Summary**

Purchases	
Flight	USD \$389.46
Due Today	USD \$389.46
Est. Cost	USD \$389.46

Purchase

Enter the index for planned reconciliation, the 1st is mandatory, the 2nd & 3rd are optional.

Please select YES or NO if Grant or Federal Funds are being used,

You can set up notifications for this flight by selecting which type and entering an email address.

**Notifications**

Notifications contain information and updates about your Travel Reservations. You can have them sent to you by email or mobile text. You can also have them sent to friends, family, and colleagues.

	Email	Mobile text
Trip Itinerary	jetrujillo@u...	—

To add a Notification, click below:

- Trip itinerary
- Southwest Check-in
- Flight status update

**Ticketing and Delivery Information**

You can select what specific type of notifications you can receive.

Deliver by

Electronic Ticket

**Manage Notifications**

**Notification Type**

Trip itinerary

**Delivery Method**

Email

**Email address**

jetrujillo@unm.edu

**Email note (optional)**

4000 characters remaining

Save this Notification to my Profile

**Information**

Trip itinerary  
Contains your trip itinerary.

**This is what it looks like when a notification is set up.**

Cancel Save

Example of flight confirmation email:

---

### Marcos Roybal-NAEP Annual Meeting (Dallas)

Status: Reserved

Traveler: Marcos Roybal

Use this when contacting the travel agency

Record locator: [REDACTED]

Trip ID: 0823143650576266430

Date Booked: Thursday, April 21, 2022

Agency: Rio Grande Travel

Message: Dedicated Corporate Travel Team: 505-768-7999 (8A-530P) email: corporate@rgtravel.com /  
Emergency Afterhours 800-310-6714 After Hours ID-S A2ZA - FEE APPLIES

---



### Flight from: Albuquerque, NM (ABQ)

American Airlines 1421 **PREFERRED**

Preferred Status

The University of New Mexico (Rio Grande) Most Preferred airline.

Choose preferred airlines whenever the flight is in Policy.

Date: Sun, Jun 05 MDT

Depart: 8:00 AM | Albuquerque, NM (ABQ)

Arrive: 10:49 AM | Dallas, TX (DFW)

Class: Restricted Coach | **Main Cabin** | On time: 80% on time

Plane type: Boeing 737-800

Arrival terminal: 0

Distance: 567 mi

Flight time: 1h 49m Non-stop

Seat:

Marcos Roybal: 25F

Fare: **Fare Rules**

Membership: Marcos Roybal: American Airlines - [REDACTED]

Use this when contacting the airline:

Reservation number: [REDACTED]

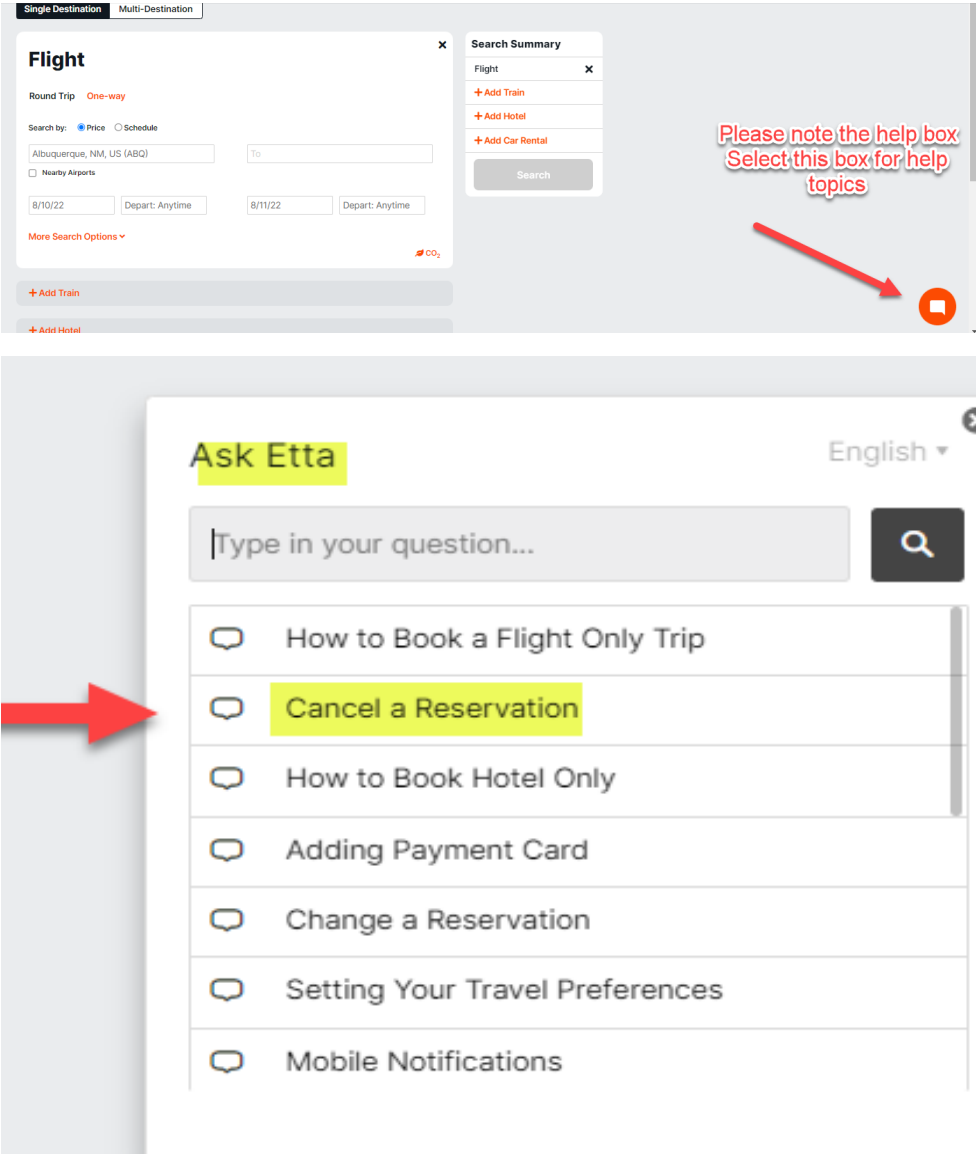
Status: Confirmed

**\*\*If you must CANCEL a flight that you booked through the booking tool, it is important that you cancel in in the tool and not directly with the carrier.**

To Change, Modify, or Cancel a Trip Click the Reservations tab, to display your upcoming trips.

- 1 Click the upcoming trip, to expand the trip information.
- 2 Click the View Details link on the bottom right side of the section.
- 3 When changing part of the trip, select the Change link below the trip element (Flight, Hotel, or Rental Car). Alternatively, select +Add Flights, +Add Hotel or +Add Rental Car to add a new itinerary element to your trip.
- 4 The system guides you through the change. After adding or changing a segment, review the reservation, and click the Purchase button.
- 5 To cancel an entire trip, click the Cancel Trip link. This will cancel all elements (Flight, Hotel, and/or Rental Car). The cancelation cost will display, before you make the final decision.

“Ask ETTA” Box is available for **cancelling or modifying reservations** made in ETTA.



\*\* it is important to note that when making a change to an existing flight, the “Multi-Destination” flight search is currently unavailable. If you need to make changes to a flight that will include a multi-destination flight, you will need to contact Rio Grande Travel for assistance. Charges will be applied for this help.

Select specific trip:

## Reservations

Upcoming Archive Click the reservation that you would like to cancel Ascending All Types

Select the Reservation you need to change or cancel.

Tue, October 4, 2022	✘ Bruce Cherrin-REV 2022	BRUCE CHERRIN	On Request
Thu, October 13, 2022	✘ Marcos Roybal-NAEP District VI (Bend, OR)	Marcos Roybal	Confirmed
Sun, October 16, 2022	✘ Trip to Redmond, OR	Jennifer Trujillo	Confirmed
Tue, November 1, 2022	✘ Marcos Roybal-Test Travel (Southwest Airlines)	MARCOS ROYBAL	Confirmed
Sun, November 6, 2022	✘ Trip to Valparaiso, FL	Bruce Cherrin	Confirmed
Thu, November 10, 2022	✘ Trip to Albuquerque, NM	BRUCE CHERRIN	Confirmed

Your available options for the selected trip are displayed after you select a trip.

Sun, October 16, 2022	✘ Trip to Redmond, OR	Jennifer Trujillo	Confirmed
Tue, November 1, 2022	✘ Marcos Roybal-Test Travel (Southwest Airlines)	MARCOS ROYBAL	Confirmed
Tue, November 1, 2022	Southwest Airlines 1263 ABQ 6:15 PM → PHX 6:35 PM	Reservation Number 2L7HSU	
Thu, November 3, 2022	Southwest Airlines 1624 PHX 7:45 AM → ABQ 9:55 AM	Reservation Number 2L7HSU	
<a href="#">Change Trip</a> <a href="#">Cancel Trip</a> <a href="#">Book Again</a> <a href="#">Print Itinerary</a> <a href="#">Add Service</a> <a href="#">View Details</a>			
Sun, N	✘ Trip to Valparaiso, FL	Bruce Cherrin	Confirmed

Example of flight cancellation email

Deem Personal Assistant <notifier@us.deem.com>  
 Trip Cancelled - <Trip to Savannah, GA>  
 Jennifer Trujillo

You will receive an email from DEEM with cancellation details.

[EXTERNAL]



**Cancelled travel itinerary**

The following trip has been completely cancelled for JENNIFER TRUJILLO.

Trip name: Trip to Savannah, GA on Saturday, August 13, 2022  
 Traveler: JENNIFER TRUJILLO  
 Use this when contacting the travel agency  
 Record locator: JNXZHK  
 Trip ID: 316341650308967254  
 Cancelled by: JENNIFER TRUJILLO  
 Agency: Rio Grande Travel  
 Message: Dedicated Corporate Travel Team: 505-768-7999 (8A-530P) email: [corporate@rgrtravel.com](mailto:corporate@rgrtravel.com) / Emergency Afterhours 800-310-6714 After Hours ID-S A2ZA - FEE

**\*\*\* Booking tips- specific to flight reservations:**

- **Baggage Fees:** generally paid for at the counter. If the traveler wished to pre-pay, they can pay on the airline website directly, 24 hours in advance to pay for checked bags online.
- **Large Groups** (more than 10 travelers) – you should contact Rio Grande Travel for flight availability and group rates/discounts that may exist. The Booking tool will not show how many seats are available on a specific flight and will not reflect discount.
  - \*\*Please note that there are fees for travel agent assisted bookings.  
\$40.00 domestic and \$75.00 international per transaction.
  - Southwest Airlines also has a Large Group Reservation Desk and does not charge a fee for group reservations made through their reservation desk but a non-refundable deposit of \$50 per ticket is required at the time of reservation.
  - Groups of 10 or more may qualify for a discount
  - You can reach the SWA group travel desk at 1-800-433-5368 or <https://www.southwest.com/help/booking/group-travel>.
  - Please make sure you include the name **University of New Mexico** or UNM's CID **99373875** within the group name.
- **Fly America Act** - under the Fly America Act, transportation paid by a federal contract or grant must use American carriers whenever possible. There are exceptions please refer to link. It is best if they reach out to their appropriate contract/grant accounting office with specific policy questions.

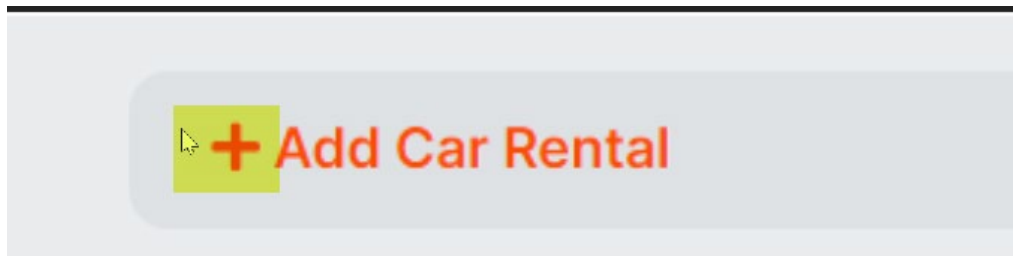
In addition to flight, you can reserve a Hotel and /or Car Rental. **You can also book Hotel or car rental without a flight.** To accomplish this, close out the unwanted sections by selecting the “X” on the right side of the screen for the category.

---

## Flight



You can select the desired travel reservation option by selecting the “+” icon on the left side of the screen.



## For Hotel: Select Add a Hotel

You can match hotel dates to flights as the default:

OR MORE to define different search options:

The screenshot displays a travel search interface. On the left, there is a 'Flight' search panel with fields for origin (Albuquerque, NM, US (ABQ)), destination (Savannah, GA, US (SAV)), departure date (7/13/22), and return date (7/18/22). Below the flight search is a 'Search for a hotel' button. On the right, a 'Search Summary' panel shows 'Flight' and 'Hotel' selected, with options to '+ Add Train', '+ Add Hotel 2', and '+ Add Car Rental', and a 'Search' button. Below the flight search is a 'Hotel' search panel with a location field (Savannah, GA, US), a checked option 'Match my Hotel search with my flight dates', a 'Hide Search Options' link, and a 'Search Within' dropdown set to '5 mi'. Below the hotel search are '+ Add Hotel' and '+ Add Car Rental' buttons.

## Hotel Search

The screenshot shows the etta website interface. The search bar contains 'Savannah, GA, US' and the dates '08/13/2022' to '08/18/2022'. The search results show 72 results found, sorted by 'Preferred'. The results list includes:

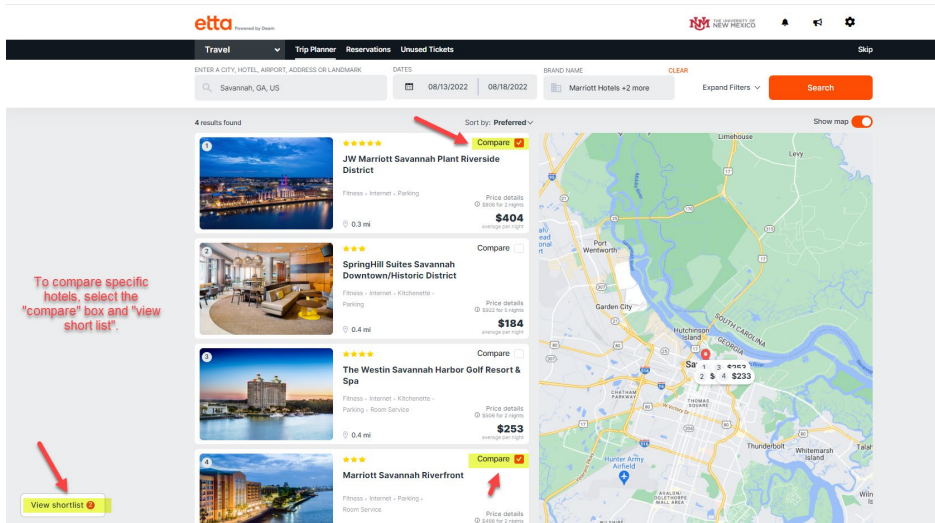
- Hyatt Regency Savannah**: Price details \$258, 0.0 mi.
- The Drayton Hotel**: Price details \$295, 0.1 mi.
- The Bohemian Hotel Savannah Riverfront, Autograph Collection**: Price details \$301, 0.1 mi.
- River Street Inn**: Price details \$301, 0.1 mi.

A map on the right shows the location of Savannah, GA, with a red pin indicating the search area. A 'SOLD OUT' label is visible on the map. A red text overlay on the left side of the results area reads: 'The Trip dates carry over to hotel search. Currently no hotels Brands are selected'.

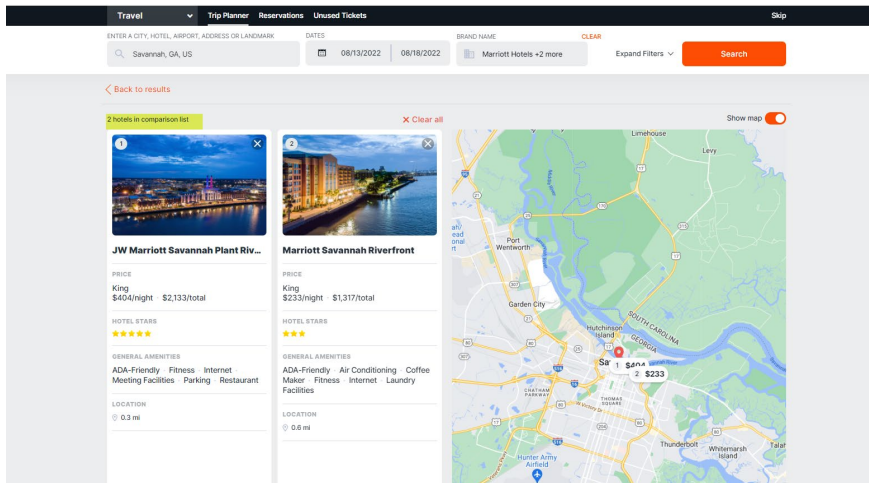
You can be specific in your hotel search by narrowing down a hotel corporation, specific hotel brand within their corporate structure OR a specific hotel address



To compare hotels, select the properties you want to compare  
 Also note **map detailed view**

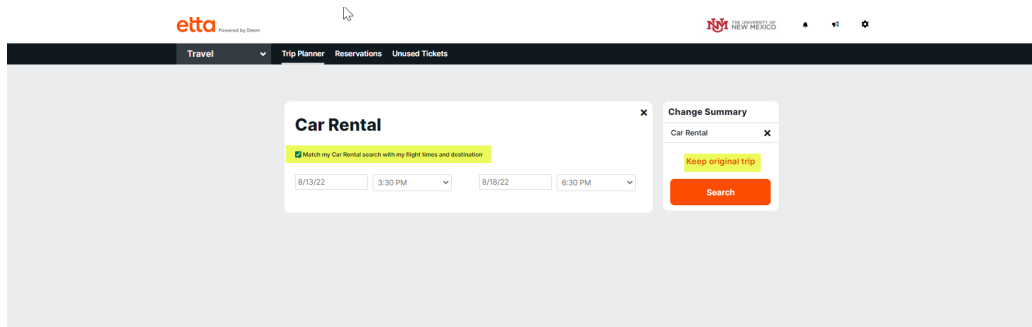


The selected hotels will display side by side



**\*\*When you make a hotel reservation for another employee on your PCard, you must still ensure that a credit card authorization is on file with the hotel. Please contact the hotel directly to submit an authorization and remind the traveler that they will need to provide a personal method of payment for incidentals.**

**Book a car with same trip details-confirm dates by selecting SEARCH**



**Note:** UNM contacts for National and Enterprise are built into DEEM.

- **Vendor Code: ZL - NATIONAL CAR RENTAL**  
**Discount ID: XZ34492**
- **Vendor Code: ET - ENTERPRISE RENT A CAR**  
**Discount ID: XZ34492**

**You still need to set up your PCard to obtain your unique “billing number” that is linked directly to your PCard only! This is a critical step if you are reserving a car for another UNM employee and you will not be present when the car is picked up!**

When you complete a car reservation, **enter your billing number** upon check out to link this reservation to your PCard.

The image shows a screenshot of a form with several input fields and dropdown menus. At the top is an empty text input field. Below it is the label 'Input Dept Banner Index # (Ex: 123456)' followed by another empty text input field. The next section is 'Are Grant Funds being used for this travel?\*' with a dropdown menu showing '(Please Select)'. This is followed by 'Are Federal Funds being used for this travel?\*' with another dropdown menu showing '(Please Select)'. A yellow highlighted box contains the text 'Enterprise Car Rental: Enter your 8-digit Billing number, if applicable.' Below this is an empty text input field. At the bottom of the form, the word 'Notifications' is visible.

Details about establishing a billing number can be found on the Travel website and on the Purchasing website under the Price Agreement section.

# Welcome to Enterprise and National

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for **University of New Mexico** business travelers.

Enter Account Number **XZ34492** on either brand's website to receive all the terms and conditions of your contract.

To have your P-Card attached to the program's billing, please reach out to Business Rental Sales Executive [Britni Williams](#). Her email and phone number are listed at the bottom of the page and she is also available to update expired or replacement card information to avoid declined transactions or in the case of a misplaced billing number.

Please note:

- Each card holder will be assigned a billing number that is directly linked to their P-Card only.
- New billing numbers take about three business days to set up.

For personal travel needs, reference Account Number **XZ34391** when booking on either brand's website. Leisure rentals do not include coverage products and require personal method of payment.

**\*\* Personal car rental reservations can be made using UNM Contract with Enterprise and National. HOWEVER, you must call the rental company directly to reserve with your personal payment method. It is also critical to note that you must select additional insurance options. UNM default insurance benefits to not apply or carry over to personal car reservations!**

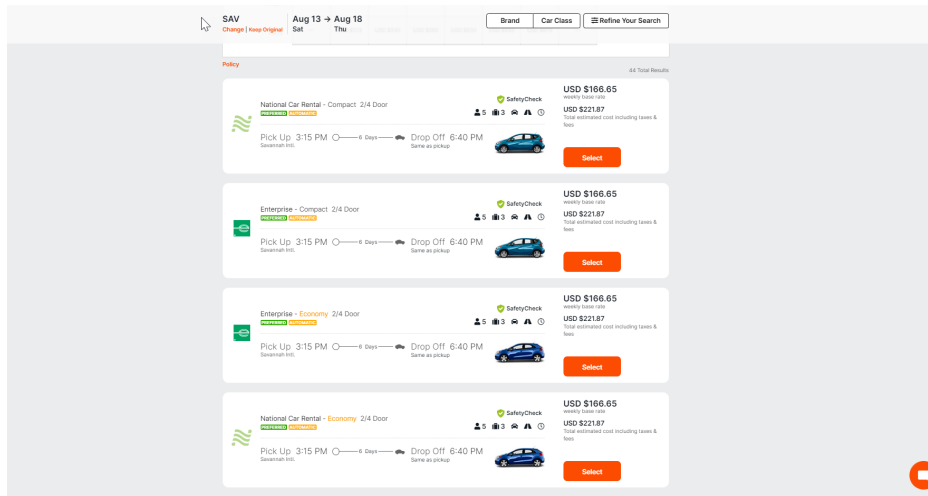
## Select vehicle category

UNM has contracted with Enterprise and National Rental Car Companies. They display first because they are UNM's preferred vendors

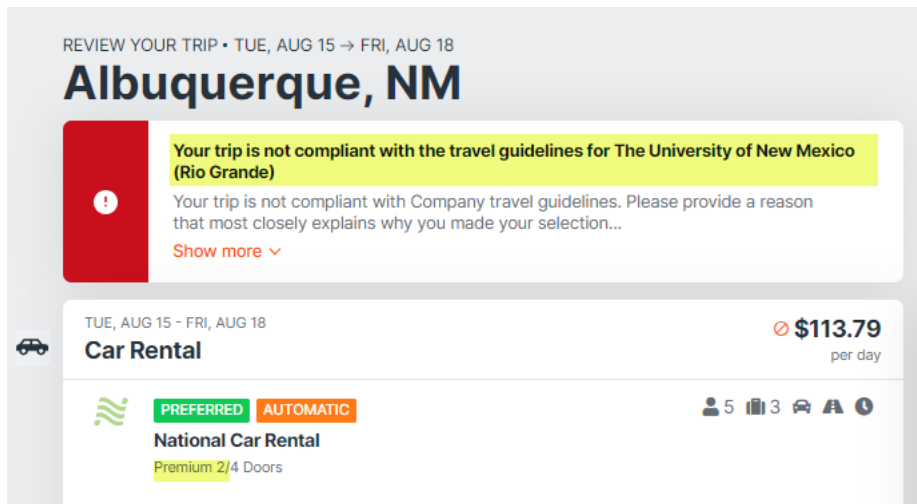
Car	Mini	Economy	Compact	Intermediate	Standard	Full size	Premium	Luxury
Enterprise	---	USD \$167	USD \$167	USD \$176	USD \$176	USD \$190	USD \$415	---
National Car Rental	---	USD \$167	USD \$167	USD \$176	USD \$176	USD \$190	USD \$415	USD \$1194
Aux	---	USD \$145	USD \$143	USD \$175	USD \$166	USD \$168	USD \$734	USD \$194
Budget	---	USD \$124	USD \$129	USD \$187	USD \$132	USD \$132	USD \$177	USD \$737
Hertz	---	USD \$113	USD \$140	USD \$185	USD \$130	USD \$130	USD \$175	---

USD \$166.65  
USD \$221.87

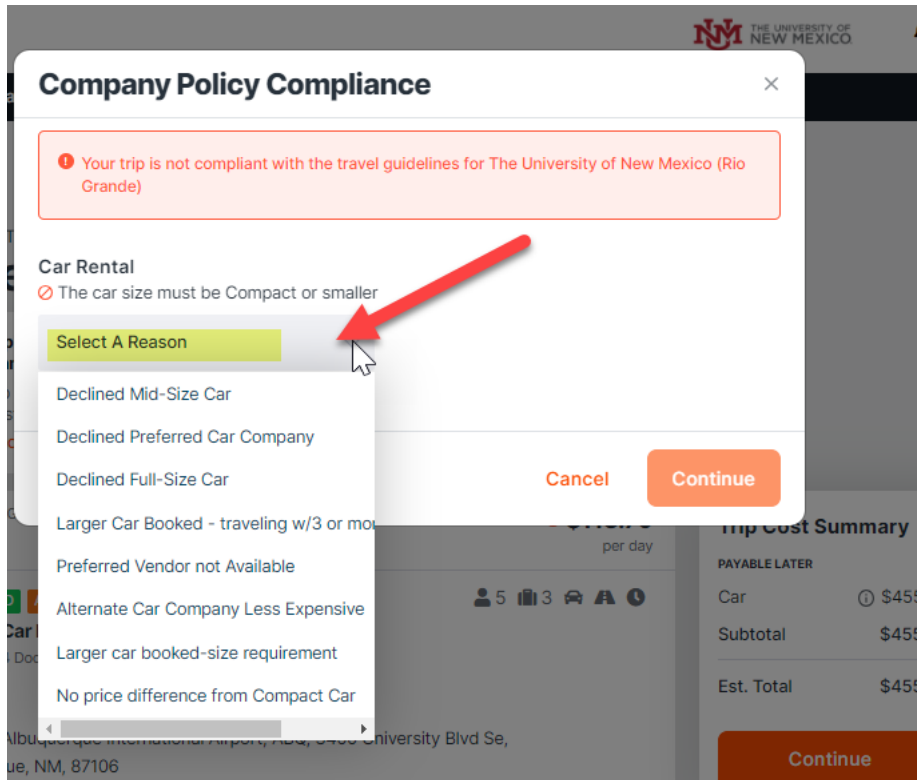
Review price options, vehicle details and select desired vehicle.



If you choose a car classification that is not compliant with UNM Travel Policy, the system will provide a warning to you.



If you proceed to finalize this car reservation, you will be prompted to select the reason you are selecting a car that does not meet UNM Travel Policy



To view reservations that you have made through this booking tool:

Select the **Reservations** tab on the **home screen**

The screenshot shows the 'Reservations' page with a header and navigation options. Below the header, there is a list of reservations. A red arrow points to the 'Print Itinerary' button in the action bar at the bottom of the reservation list.

Date	Reservation	Name	Status
Sun, June 5, 2022	kiara Pellum NAEP (Dallas)	Kiara Pellum	Confirmed
Sun, June 5, 2022	American Airlines 1421 ABQ 8:00 AM → DFW 10:49 AM	Reservation Number EC	
Wed, June 8, 2022	American Airlines 941 DFW 3:28 PM → ABQ 4:11 PM	Reservation Number EC	

Print Itinerary to view itemized receipt

## Print details

If you want to print the itinerary, choose specific reservation:

The screenshot shows the 'Trip Details' page for a reservation. It includes a seat request advisory, trip information, and a cost summary.

**Seat Request Advisory**  
Your seat has been assigned.

**kiara Pellum NAEP (Da...** Jun 05 → Jun 08  
Sun Wed

**Trip Information**

Record locator	Trip ID	eTicket Receipt
EANBHH	040011020051700109	
Date Booked	Status	Status Message
Friday, April 22, 2022	Confirmed	Ticketed

**Trip Cost Summary**

Purchases	
Flight	USD \$343.20
<b>Due Today</b>	<b>USD \$343.20</b>
Cost	USD \$343.20

**Book Again**

## Trip confirmation screen

### Trip Confirmation

**!** Your reservation has been completed.  
Your booking request has been sent to Rio Grande Travel.

**!** Seat Request Advisory  
Your seat has been assigned.

Marcos Roybal-NAEP ... Jun 05 → Jun 08  
Sun Wed

**Trip Information**

Marcos Roybal

Record locator	Trip ID	Date Booked
██████JY	00011000000000109	Thursday, April 21, 2022
Status		
Reserved		

**Agency Information**

**Trip Cost Summary**

Purchases	
Flight	USD \$343.20
Due Today	USD \$343.20
Cost	USD \$343.20

**Done**

Example of email confirmation with a detailed itinerary information will be send to the traveler.

### Marcos Roybal-NAEP Annual Meeting (Dallas)

**Status:** Reserved  
**Traveler:** Marcos Roybal  
*Use this when contacting the travel agency*  
**Record locator:** ████████JY  
**Trip ID:** 00011000000000109  
**Date Booked:** Thursday, April 21, 2022  
**Agency:** Rio Grande Travel  
**Message:** Dedicated Corporate Travel Team: 505-768-7999 (8A-530P) email: corporate@rgtravel.com / Emergency Afterhours 800-310-6714 After Hours ID-S A2ZA - FEE APPLIES



### Flight from: Albuquerque, NM (ABQ)

**American Airlines 1421** **PREFERRED**

**Preferred Status**  
**The University of New Mexico (Rio Grande) Most Preferred airline.**

Choose preferred airlines whenever the flight is in Policy.

**Date:** Sun, Jun 05 MDT  
**Depart:** 8:00 AM | Albuquerque, NM (ABQ)  
**Arrive:** 10:49 AM | Dallas, TX (DFW)

**Class:** Restricted Coach **Main Cabin** | **On time:** 80% on time  
**Plane type:** Boeing 737-900  
**Arrival terminal:** 0  
**Distance:** 567 mi  
**Flight time:** 1h 49m Non-stop  
**Seat:**  
Marcos Roybal: 25F

**Fare:** **Fare Rules**  
**Membership:** Marcos Roybal: American Airlines - ████████

*Use this when contacting the airline:*  
**Reservation number:** ████████  
**Status:** Confirmed

## **ChromeRiver Component**

The PCard charges from Bank of America will feed to PCard holders e-wallet for reconciliation.

You will receive an e-invoice from Rio Grande Travel to use for the reconciliation. Remember that details of reservations that you have made are always available in your reservations TAB if you need to refer to them or make a PDF to attach to your Chrome River reconciliation.

**Follow your normal ChromeRiver procedures.**

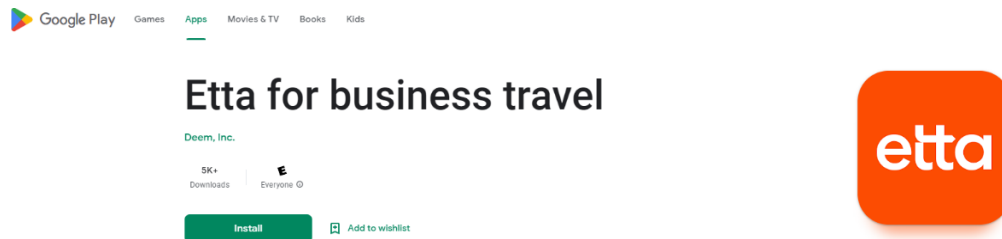
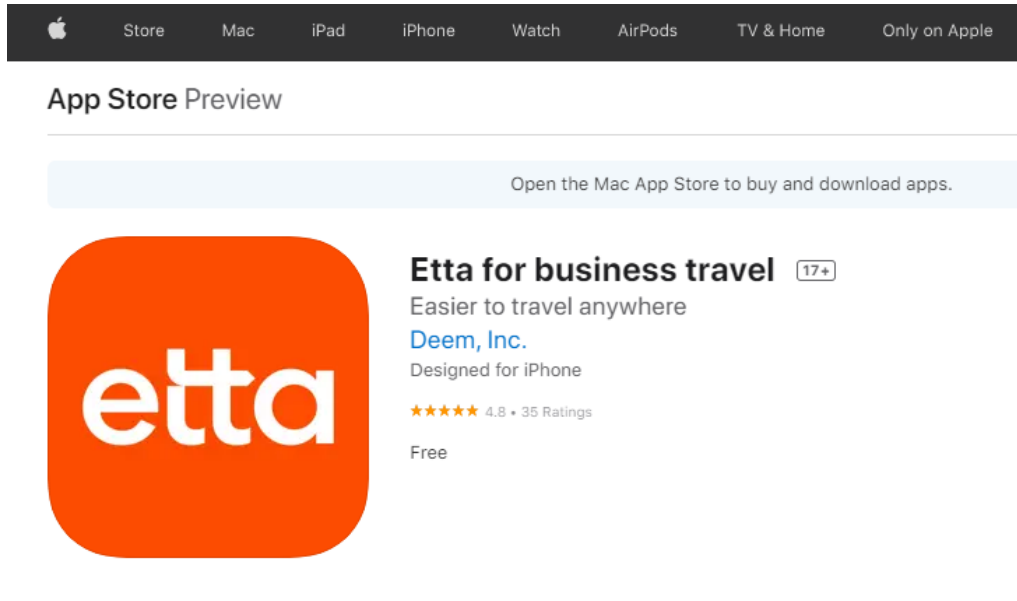
<https://chromeriver.unm.edu/>



## Mobile Applications

You can download the mobile ETTA for Business App for Apple or Android mobile phones. Your username and passwords are the same as what you use for Deem.

The mobile apps provide a convenient way for travelers to access their flight information on their phones.



Once you enter you UNM or Salud email address, the sign on screen and verification prompt is the same as what you enter on your desktop or laptop computer.