
Online Booking Tool (OBT)

User Guide

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1. Introduction and Context

Kuoni Business Travel (DERTOUR Suisse AG), selected through a tender process, is EPFL's central travel agency. It is located at the Maison de la Mobilité on the Écublens campus (BI A0 432). To optimize travel bookings, the entire EPFL community has access to the Online Booking Tool (OBT), which allows for simple online bookings for flights, hotel stays, or rental cars.

The entire EPFL community **with a validated travel number** can book a trip with the Online Booking Tool. The configuration of this platform has been developed in accordance with the directives on travel and expense reimbursement (LEX 5.6.1, 5.6.2 and 5.6.3).

You can make bookings via the OBT at any time, according to your needs and schedule. The system, available in English and French, allows users to consult and book business trips online without going through Kuoni Business Travel's team. For trips requiring exceptions to EPFL's regulations, or multi-leg/multi-stop flights, please contact the travel agency directly. **Booking flights for persons external to EPFL with OBT is not possible.**



The online booking tool enables you to view and book trips, but any modifications or cancellations must be handled by Kuoni Business Travel. Indeed, the agency's staff can optimize changes or cancellations according to applicable conditions.

Ultimately, the person booking a trip is responsible for ensuring it complies with EPFL's travel guidelines.

1.1. Some Key points of the EPFL Travel Policy

(LEX [5.6.1](#) and LEX [5.6.2](#))

Here are some rules to follow when booking a flight:

- ⇒ Booking flights through the EPFL Travel Agency or the OBT is mandatory.
- ⇒ Economy or Economy+ class is required for flights under 6 hours.
- ⇒ Flights between Swiss cities are not permitted, including connecting flights (e.g., GVA-ZRH-DESTINATION).
- ⇒ Flights cannot be booked for trips that can be completed in less than 6 hours by train (see the list of destinations in LEX 5.6.2 Annexe).
- ⇒ For travel to high-risk regions (Level 4 and 5), prior approval from the EPFL Travel Commission is required.

1.2. General Remark

The default language of the OBT is English. To change this, refer to Section 2.4 "Completing Your User Profile."

2. Before Making a Reservation

2.1. Creating a Travel Request

Before booking any trip involving a flight or an overnight stay, you must create a travel request and expense report via the expense tool. This request must then be validated by your supervisor (or self-validated). The steps are as follows:

1. Log into Sesame: <https://sesame.epfl.ch>
2. Select "My Travel Requests" in the "Expense Reports" section.
3. Click the "+" sign at the bottom of the left column.
4. Fill in all the necessary information.
5. Estimate the travel costs (even if only approximate).
6. Select the approver.
7. Submit the request.
8. As soon as the travel request has been validated, the Travel Request number (DD) will be sent to the OBT and can be used for booking travel.
9. This Travel Request number is mandatory to book travel.

At the first login (and subsequently as needed), you can update your profile.

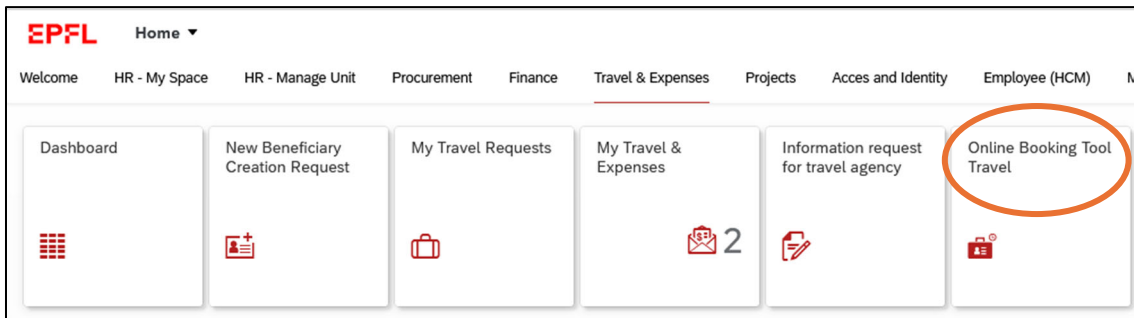
2.2. Logging into the OBT

Login is done via SSO (Gaspard account). Access to the tool is possible only if:

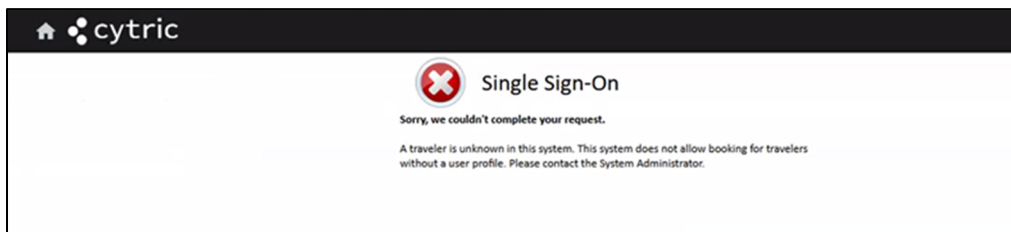


1. You have a validated travel request (DD).
2. You are a designated "travel organizer."

You can access the OBT via Sesame using the dedicated tile in the "Travel & Expense" menu.



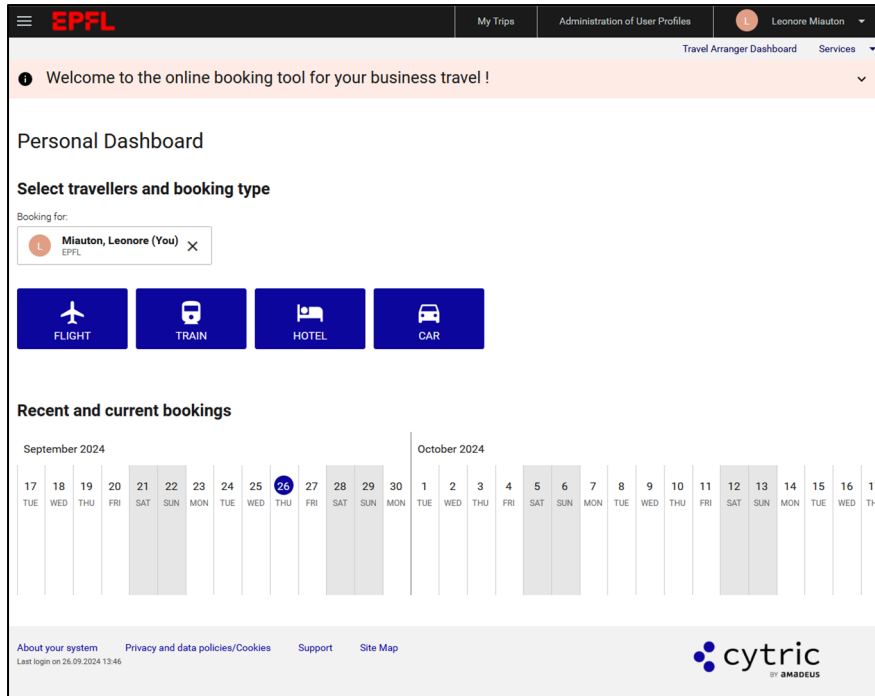
If you are not a travel arranger and/or you do not have a validated travel request, this means that you do not have a traveller profile in OBT and you will receive the following message:



2.3. Main Dashboard

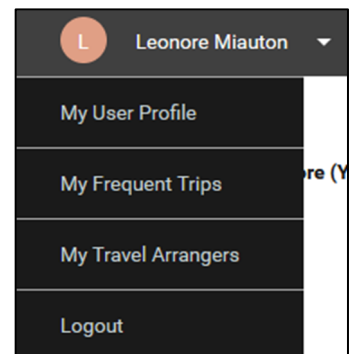
Once logged in, you will land on the main page, which consists of:

- ⇒ A black menu
- ⇒ A gray menu
- ⇒ A red banner with information
- ⇒ Four tiles (Flight/Train/Hotel/Car)
- ⇒ A calendar
- ⇒ A footer with a link to Support



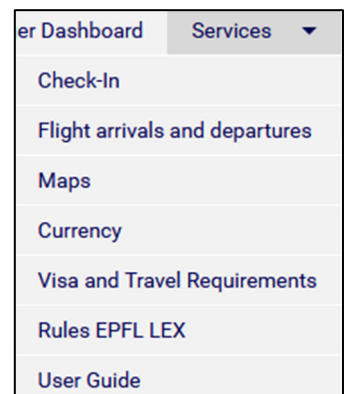
2.3.1. Black Menu Bar

- ⇒ The EPFL logo allows you to return to the Home Page at any time.
- ⇒ "My Trips" gives you an overview of all active, ongoing, or completed reservations.
- ⇒ The account name you're logged in and a menu:
 - My User Profile (see Section 2.4)
 - My Frequent Trips
 - My Travel Arrangers
 - Logout



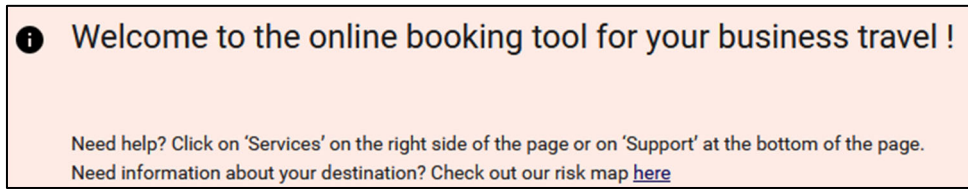
2.3.2. Gray Menu Bar

- ⇒ If applicable: "Travel Arranger Dashboard."
- ⇒ Services:
 - Check-in: Link to airline boarding sites
 - Flight Arrivals and Departures: Link to flight information for a given airport
 - Maps: Airport access maps
 - Currency: Currency converter
 - Visa and Travel Conditions: Visa requirement information
 - EPFL Travel Rules (LEX): Link to travel policies
 - User Guide: URL to the user guide



2.3.3. Red Banner with Information

This banner contains general information and a link to the map of high-risk countries for academic travel.



2.3.4. Tiles with Travel options

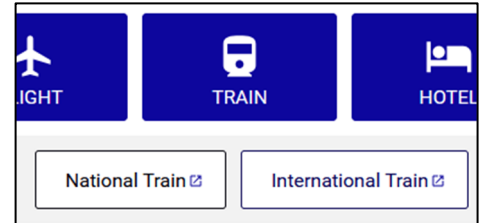
Four tiles provide access to book your choice of flight, train, hotels, or car.



The "Train" tile gives access to URLs that redirect you to the relevant sites (national train: SBB Webshop, international train: Trainline).



Neither the travel agency nor the OBT handles train ticket booking (refer to the [EPFL Travel Directives and Travel Commission](#)).



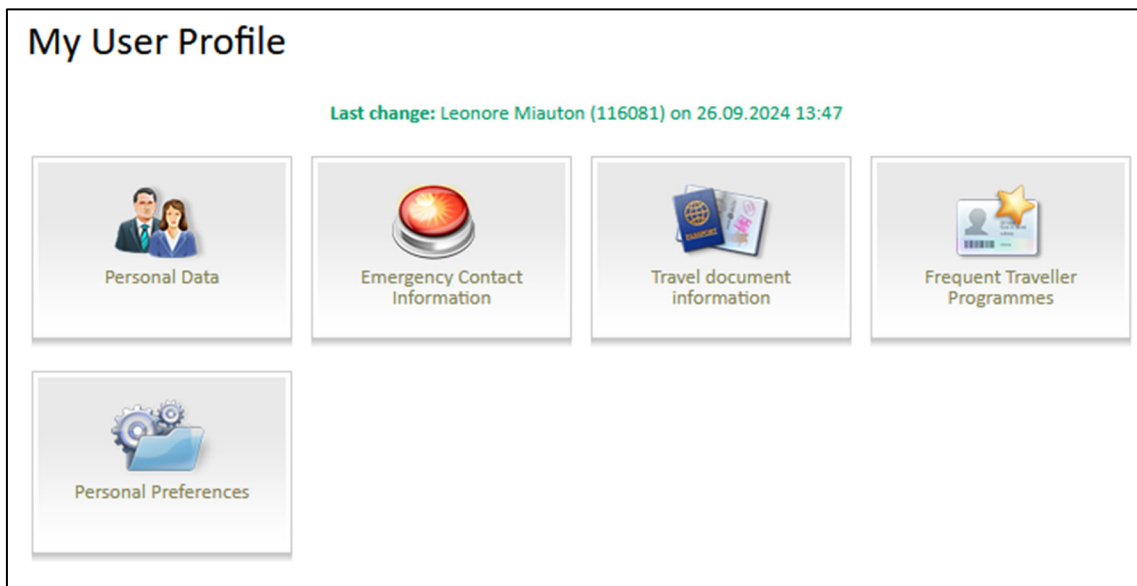
2.3.5. Footer: Link to Support

In the footer, you'll find the link to obtain assistance, whether you need technical support or emergency numbers in case of a travel issue.

2.4. Completing Your User Profile

Once your travel request (DD) is validated, your traveller profile will be transmitted to the OBT).

Later, you can select your user profile by clicking on "My User Profile" under your name in the top right when logged into the OBT.



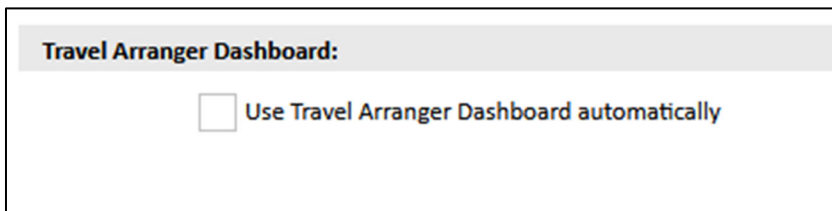
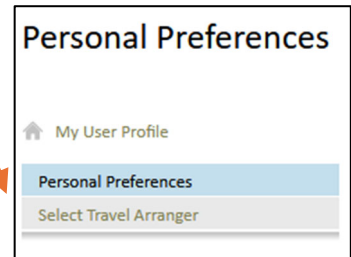
Complete or update your user profile with the following details:

- Tile: Personal Data
 - Fill in at least: First Name/Last Name/EPFL Email/Mobile Phone.
 - ⚠ The First and Last names must match your passport and EPFL HR records. If not, contact : rh@epfl.ch.
- Tile: Emergency Contact Information
- Tile: Travel Document Information
 - Passport or ID card details
 - Trusted Traveller Program data (required for US travel)
- Tile: Frequent Traveller Programmes
 - You can add "Frequent Traveller" cards for airlines, hotels, or car hire vendors.
 - ⚠ The Swiss Miles & More card should be registered under Lufthansa.

- Tile: Personal Preferences

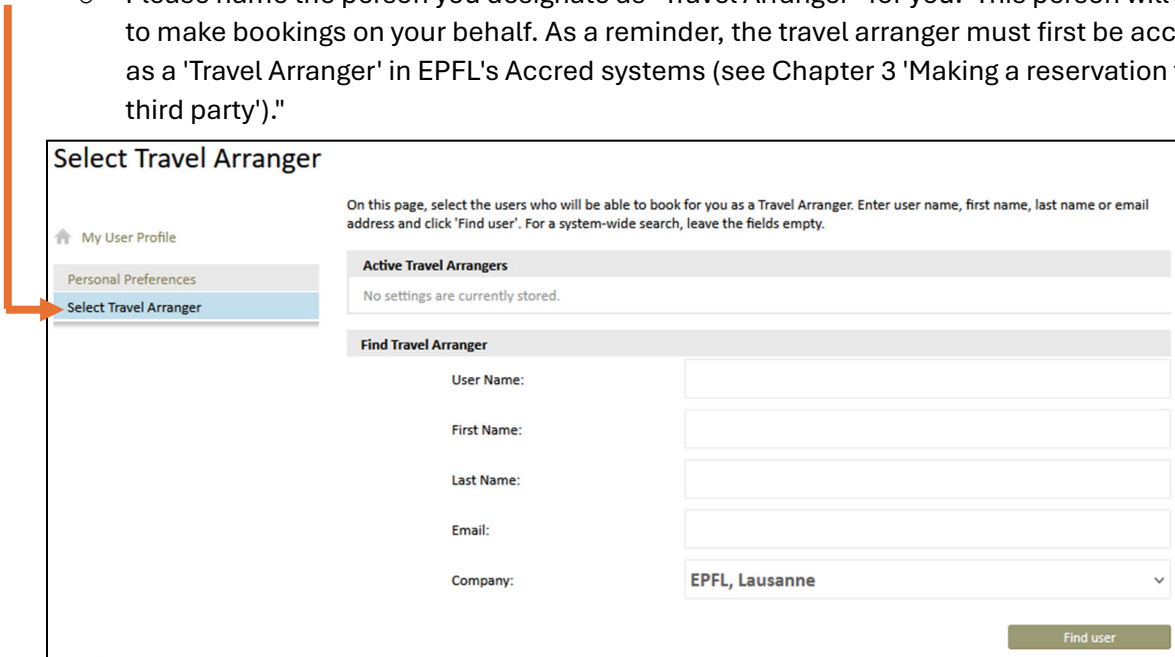
⇒ Menu: Personal Preferences

- Select your preferred language (FR/EN)
- Save any relevant travel preferences
- When logging in, the 'Personal Dashboard' is displayed by default. Depending on your needs, you can set the 'Travel Arranger Dashboard' as the default by selecting the option located at the bottom of the page:



⇒ Menu: Select Travel Arranger

- Please name the person you designate as “Travel Arranger” for you. This person will be able to make bookings on your behalf. As a reminder, the travel arranger must first be accredited as a 'Travel Arranger' in EPFL's Accred systems (see Chapter 3 'Making a reservation for a third party')."



3. Making a Reservation for a Third Party

3.1. Travel Arranger



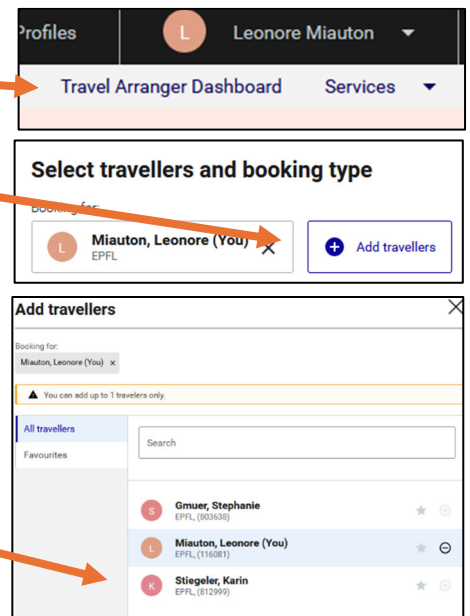
In order to make a reservation for another person, you must first be accredited with the "Expense Note - Organize Travel" in EPFL's ACCRED system.

This ACCRED right allows you to act on behalf of a third party to book travel via the OBT. In case of modifications or cancellations, you must contact the travel agency directly. Feel free to check your permission in EPFL's accreditation system via your Sesame account in the "Access and Identity" menu. Certain roles (such as "Unit Manager") automatically have this right.

You must also be designated as the "travel arranger" in the traveller's user profile. If this has not yet been done, please refer to Chapter 2.4 "Completing Your User Profile".

3.2. Making a Reservation as a Travel Arranger

- Log in to your own account
- Select the "Travel Arranger Dashboard" from the gray menu banner at the top right of the screen
- Click on "Add Travelers"
- In the window that opens
 - Remove your own name
 - Select the person for whom you need to book the trip. If this person has designated you as their "travel arranger," you should see their name in the list
- You can then proceed with making the reservation



If you want your profile to automatically open on the "Travel Arranger Dashboard," you can configure this in your user profile settings (see Chapter 2.4 "Completing Your User Profile").

3.3. Modifying or cancelling a reservation

OBT does not allow these operations. In fact, the conditions for cancellations or changes can be optimized by the agency's staff.

You must therefore contact the travel agency directly.

4. Booking a Flight

For yourself or for a third party



4.1. Selecting the Dashboard

4.1.1. To book for yourself

- Stay on the "Personal Dashboard"

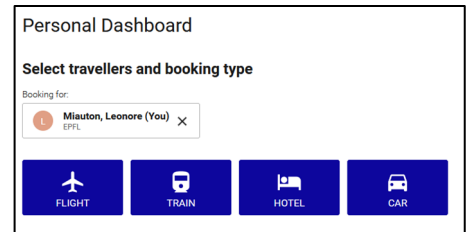
4.1.2. To book for a third party

- Select the "Travel Arranger Dashboard" from the gray banner at the top right
- Click on "Add Travelers"
- You can then proceed with making a reservation

For more details, refer to Chapter 3 "Making a Reservation for a Third Party."

4.2. Booking a Flight

1. Click on the FLIGHT tile

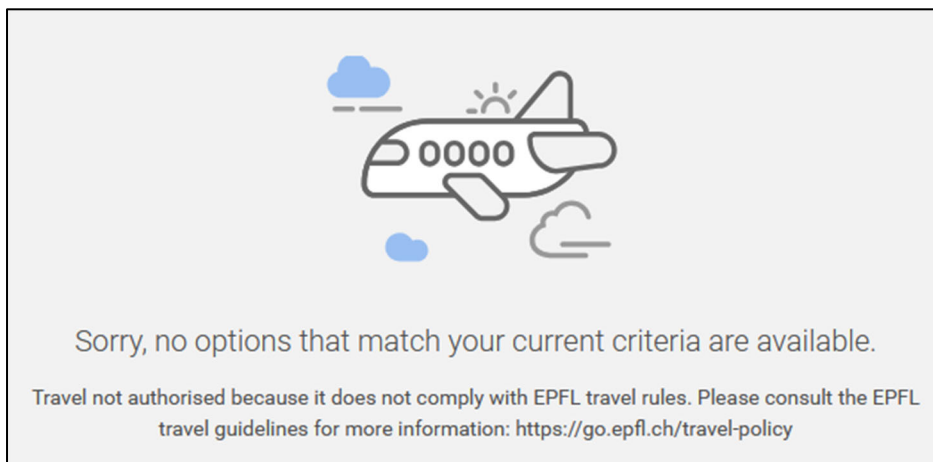


2. On the "Start Flight Reservation" page, enter the travel details:

- Select: One-way/Return/Advanced (for multi-leg flights)
- Select the departure location/date/time and the destination location/date/time
 - ⚠ Departure and arrival time estimates are important because, for low-cost flights, only flights within +/- 4 hours of the requested time will be shown.
- If necessary, select a preferred airline
- Click on "Search"

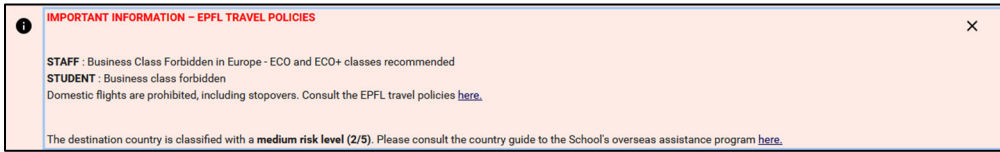


If you select a flight that does not comply with the travel LEX, you will receive the following message:

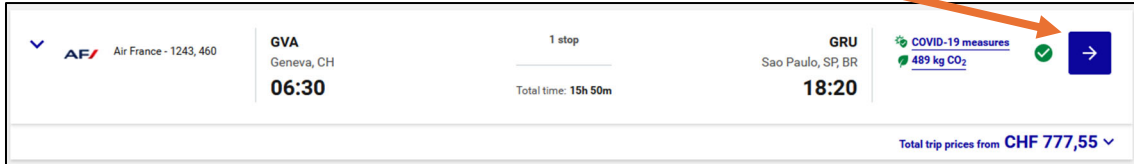


3. On the "Select Flights" page:

- A red banner will appear, reminding you of important travel rules.

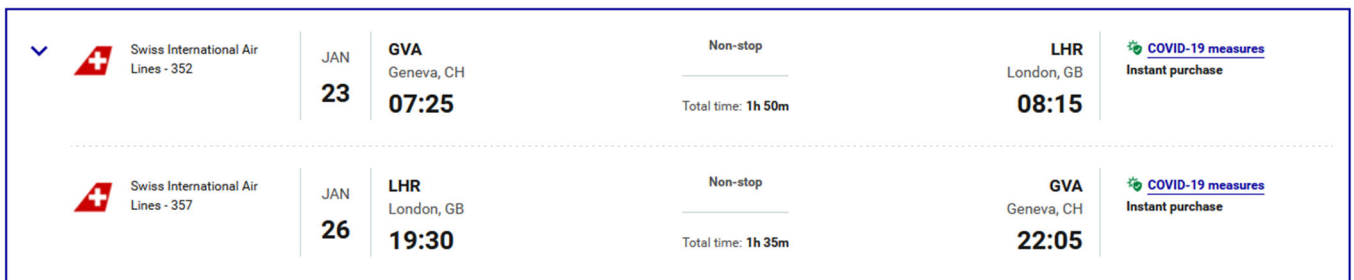


- The search will return travel suggestions
- Select the desired flights by clicking on the blue arrow



4. On the "Select Fare" page:

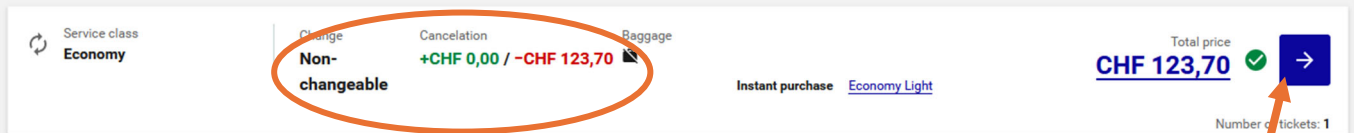
- The recommended options will have an icon next to the displayed price, indicating that the flight price falls within an acceptable range compared to the lowest price found.
- If not, an icon will appear. However, options followed by this icon can still be booked with a justification (on the next page).
- Choose the desired outbound and return flights



Show more fares

Filter

Suggested fare



- The conditions to "Change" or to "Cancel" are displayed in this window. Under "Change," you will find the terms: modifiable, non-modifiable, or a price. Under "Cancellation", you will find:
 - > The amount in green corresponds to the refunded sum in case of cancellation
 - > The amount in red corresponds to your loss relative to the total ticket price
- Change or confirm your selection by clicking on the arrow corresponding to your desired flight

5. On the "Complete Flight Booking" page:

- Select the desired seat or add baggage if necessary
- Policy: if you have chosen a flight that does not comply with EPFL regulations, please describe the reason for your choice

- Booking information: please answer the following question: “I confirm to select the correct travel request number in the “More Information” section related to this trip”

- “Traveller Data” section: fill in the traveller’s information
- “Payment or Guarantee” section:
The AirPlus EPFL credit card is set by default. Transport and accommodation costs will be transferred to the expense report system associated with the travel request number, which should be selected in the “Additional Information” section below.

- "Additional Information" section:
If you have multiple validated travel requests, all the numbers (8 digits) will appear in this window. Keep only the number that corresponds to this trip by deleting the other travel request numbers

Review your booking details, including the traveller's first and last names. If everything seems correct, you can: **“COMPLETE BOOKING”**




CHF 4.251,40 <small>Details ▾</small>	Complete booking
<small>(Liable for payment)</small>	



No modifications in the OBT will be possible after finalizing the reservation. Contact the travel agency if you need to make changes to the flight.

If you wish to add a hotel reservation or rent a car, you can access the dedicated pages directly by clicking on the button of your choice. However, this will finalize the chosen flight, meaning no further changes will be possible.

If you want to add to your trip, select your next booking type here, then complete your current booking.

 Add flight	 Add hire car	 Add hotel
--	--	---

5. Booking a hotel

For yourself or for a third party



5.1. Selecting the Dashboard

5.1.1. To book for yourself

- Stay on the "Personal Dashboard"

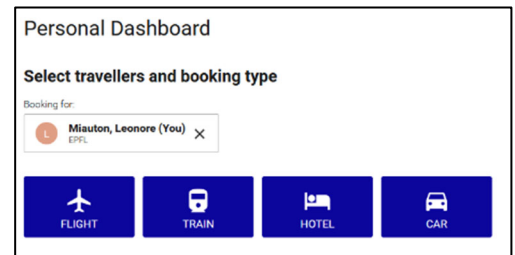
5.1.2. To book for a third party

- Select the "Travel Arranger Dashboard" from the gray banner at the top right
- Click on "Add Travelers"
- You can then proceed with making a reservation

For more details, refer to Chapter 3 "Making a Reservation for a Third Party."

5.2. Booking a Hotel

1. Click on the HOTEL tile
2. On the "Start Hotel Booking" page, enter the travel details:
 - Destination and requested dates
 - Single occupancy
 - Click on "Search"



3. Select hotel in "Destination"
 - A list of hotels will appear
 - Refine the search using the options: "Filters," "Map," or "Sorted by"
 - Select a suitable hotel

4. Select room at the selected hotel

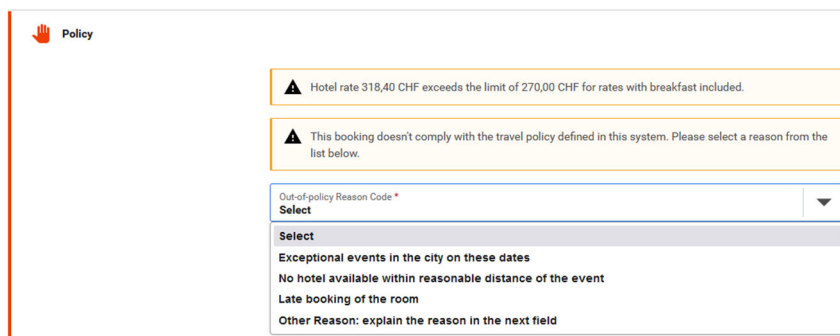


Only mid-range hotels are permitted for booking, as specified in the Travel Expense Reimbursement Directive (LEX 5.6.1). The choice of hotels must adhere to the reference values per country listed in Appendix 2.

If a red icon appears next to the price, it means the room is above the average price +20% allowed. You may still select this option; however, this choice must be duly justified and specified in the "Policy" section on the next page:

5. Complete hotel booking

Policy: If you have chosen a hotel that does not comply with EPFL regulations, please describe the reason for your choice



- Booking Information: Please answer the following question: "I confirm to select the correct travel request number in the "Additional Information" section related to this trip?"

- Traveller Data Section: Enter the traveller's details
- Payment or Guarantee Section: The EPFL AIRPLUS credit card is preset. Transport and accommodation costs will be transferred to the expense report system associated with the travel request, which should be selected in the "Additional Information" section below.

- Additional Information Section: If you have multiple validated travel requests, all the numbers (8 digits) will appear in this window. Keep only the number that corresponds to this trip by deleting the other travel request numbers (DD).

Review your booking details, including the traveller's first and last names. If everything seems correct, you can: **“COMPLETE BOOKING”**

No modifications in the OBT will be possible after finalizing the reservation. Contact the travel agency if you need to make changes to the flight.

If you wish to add a hotel reservation or rent a car, you can access the dedicated pages directly by clicking on the button of your choice. However, this will finalize the chosen flight, meaning no further changes will be possible.

6. Booking a rental car

For yourself or for a third party **Selecting the Dashboard**



6.1.1. To book for yourself

- Stay on the "Personal Dashboard"

6.1.2. To book for a third party

- Select the "Travel Arranger Dashboard" from the gray banner at the top right
- Click on "Add Travelers"
- You can then proceed with making a reservation

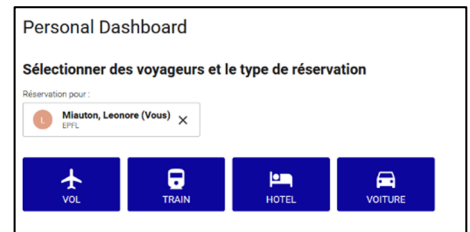
For more details, refer to Chapter 3 "Making a Reservation for a Third Party."

6.2. Booking a Rental Car

1. Click on the CAR tile

2. On the "Start Rental Car Booking" page, enter the travel details:

- Pick-up and drop-off locations and dates
- Click on "Search"



3. Select rental car stations in the "destination location"

- A list of car rental companies and stations will appear
- You can select up to three different providers
- Click on "Show Car options"

4. Select car rental

- Choose the car of your choice

5. Select rental car options

- Make your choice from the available options
- Click on "Continue"

6. Select rental car add-ons :

- Choose add-ons if necessary
- Click on « Continue »

7. Complete Rental Car Booking

- Booking Information: Please answer the following question: "I confirm to select the correct travel request number in the "Additional Information" section related to this trip?"

- Traveller Data Section: Enter the traveller's details

- **Payment or Guarantee Section:**

For Europcar booking, an “electronic voucher” will be issued and must be presented at the Europcar counter.

For other rental companies, a credit card must be inserted, and payment will be made on the spot at the rental company. You will need to make an expense claim to be reimbursed on the travel request number listed in the “more information” section (below).

- **Additional Information Section:**

If you have multiple validated travel requests, all the numbers (8 digits) will appear in this window. Keep only the number that corresponds to this trip by deleting the other travel request numbers (DD).

Review your booking details, including the traveller's first and last names. If everything seems correct, you can: **“COMPLETE BOOKING”**



No modifications in the OBT will be possible after finalizing the reservation. Contact the travel agency if you need to make changes to the flight.

If you wish to add a hotel reservation or rent a car, you can access the dedicated pages directly by clicking on the button of your choice. However, this will finalize the chosen flight, meaning no further changes will be possible.