CERTIFY© ONLINE RESERVATION GUIDE
1) Click on the following link to access the portal.

2) Portal Page:
   a) Click on the **Certify Login** to access the User Login page.

3) Login To Booking Tool:
   a) **Company Name:** field use Oregon.
   b) **Member ID & Password:** Use the **member ID** and **password** created during Self Registration process.
   c) Click on **Login**

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http://osu.ciazumano.com
4) **Home Page:**
Includes the **Travel Wizard** for travel searches, **My Trips** for upcoming trips detail and **My Messages** for information and resources.

a) **Travel Tab:**
1) Click on the **Travel link** to return to the Home Page.
2) Click on the **Profile link** to change/update your profile.
3) Click on the **Help link** to return to the Home Page.

b) **Travel Wizard:**
Allows you to search for Flights, Hotel and Rental Car by clicking all that apply for your trip. You will fill in the departure city, arrival city, departure dates and times.

c) **My Trips:**
Listing of all trips with start or end dates in the future.

d) **My Messages:**
Click on the “**Company Notes**” tab to find links to pertinent travel resources and information.
5) Book a Flight:
   You can modify preferences for the current trip you are booking.

   a) Flight Options: Fill in all flight information such as departure city, departure date, departure time, arrival city, return date, and time.

   b) Location: If you don’t know the 3 letter code for the airport you are flying to, you can type the name of the city and a drop down list will appear.

   c) Time: The drop down on the time window will allow you choose by an hour range. Your results will look between 2 hours of the time you have chosen.

   d) Add a Car or Hotel:

   e) Sort: Display results by price or schedule.

   f) Itinerary Preference: Leave set to “Custom Built Itinerary.”

   g) Search: Click to search for flights matching the preferences entered.
6) **Flight Preferences:** Update your travel preferences.

   a) **Airline Preferences:** Select company preferred or excluded airlines.

   b) **Time Search:** Change or adjust 2 hour time range.

   c) **Seat Selection:** Pick your seat for both your outbound and return flight.
7) **Air Matrix Results:**
View a matrix with available airlines and prices. Click on any underlined area to narrow your search information lower in the page.

a) **Itinerary View:** Search by round-trip, one-way or view all itineraries at the same time.

b) **Modify Flights:** Adjust your search criteria.

c) **Cancel Trip:** Click Cancel to start over.

d) **Airline Options:** View itinerary by specific Airline.

e) **Connections:** View results by number of connecting flights.
8) Itinerary Selection:
Choose your seat and outbound & return flight.

a) Seat Selection: Choose your seat for both your outbound and return flight.

b) Fare Selection: When looking at the itinerary choices, those that have the State of Oregon Icon note that fare is a Oregon State Government contracted fare.

c) Rules: Baggage fees and/or restrictions.

d) Selecting a Flight: Once outbound and return flight selections are made, click Add to Cart.
9) **Purchase Summary:**
   Review and/or change the itemized selections.

   a) **Trip Name:** Assign a custom name to your itinerary.

   b) **Fare Rules:** Click **View Rules** to review the airfare rule details.

   c) **Fare:** The breakdown of total trip cost:

   d) **Reserve:** The time limit for holding airline space is 24 hours. If you choose to reserve, you need to finalize the purchase before this time or the reservation will be cancelled.

   e) **Purchase Trip:** Click **Purchase**

   f) **Cancel Trip:** Click **Cancel** to start over.

   g) **Options:** Add/Remove car or hotels for this itinerary.

   h) **Air Details:** Review and/or change itinerary.

   i) **Car Details:** Review pick-up and drop off.

   j) **Hotel Details:** Review location.
9) Purchase Summary: Con’t

k) Fare Rule Acknowledgement:
Approve that you have read the rules of the fare you have booked.

<table>
<thead>
<tr>
<th>Fare Rule Acknowledgement</th>
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<tbody>
<tr>
<td>These fare rules/restrictions apply to this flight. The most restrictive fare rules/</td>
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<tr>
<td>PDJLX-AS 15JUL14 <em>RULE DISPLAY</em> VCAOR</td>
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<th>MINIMUM STAY</th>
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<td>UNABLE TO DETERMINE</td>
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FOR -CAOR TYPE FARES NOTE - WAITLISTING WILL BE PERMITTED PROVIDED CONFIRMATION OF THE ORIGINAL BOOKING RULE. NOTE - STANDBY NOT PERMITTED. EXCEPTION - GOLD-LEVEL MILEAGE PLAN MEMBERS / CUSTOMERS CONFIRMED SEATTLE AND SPOKANE SHUTTLE MARKETS MAY STANDBY WITHOUT CHARGE AS NOTED BELOW. CUSTOMERS NOT QUA //STANDBY CONDITIONS FOR ELIGIBLE PASSENGERS //. A. PASSENGERS MUST BE HOLDING CONFIRMED RESERVATIONS. FLIGHTS OPERATED ON BEHALF OF ALASKA AIRLINES BETWEEN ANCHORAGE AND DUTCHE HARBOR //. B. STANDBY IS PERM //INCLUDING FLIGHTS OPERATED ON BEHALF OF ALASKA AIRLINES BETWEEN ANCHORAGE AND DUTCH HARBOR. C. PASSE CALENDAR DAY PRIOR //. D. STANDBY AVAILABLE ONLY FOR IDENTICAL ROUTINGS - SAME ORIGIN / DESTINATION / CONNe //REQUESTED VIA WEB CHECK-IN / AIRPORT KIOSK / OR AN AGENT AT THE AIRPORT. NOTE - SAME DAY CONFIRMED FLIGHT SUBJECT TO SEAT AVAILABILITY IN THE TICKETED CABIN AT THE TIME OF THE REQUEST FOR USD/CAD 25.00 // THE CHARG //ALASKA AIRLINES / HORIZON AIR INCLUDING FLIGHTS OPERATED ON BEHALF OF ALASKA AIRLINES BETWEEN ANCHORAGE / ALASKA AIRLINES/HORIZON AIR INCLUDING FLIGHTS OPERATED ON BEHALF OF ALASKA AIRLINES BETWEEN ANCHORAGE/ MAY REQUEST A SAME DAY CONFIRMED CHANGE ONLY ON THE DAY OF DEPARTURE //. D. CUSTOMERS CONFIRMED ON RE CONFIRMED CHANGE BEGINNING AT 4PM THE DAY PRIOR //. FLIGHTS OFFERED ARE THOSE AVAILABLE DURING THE NO
10) Purchase Summary:
Information that must be collected before your ticket can be purchased.

a) Department: Choose the travel department you are flying from. (from the OSU Travel Authorizers list)

b) Index Number: This should be a 6 digit Number (can be alpha or numeric) assigned to you for your travel.

c) Travel Account Code:
Choose your travel type from the drop down list and that will add the correct number to the PNR

d) Activity Code: Enter your optional Activity Code
10) Purchase Summary: con’t

e) Applicable Fare Code:
1. Govt Fare Chosen: If you chose a flight that had an the Oregon Icon on it.

2. Govt Carrier Used:
If you use Alaska Airlines, Jetblue Airlines, United Airlines, or Southwest, these are all Government Carriers. If they didn’t have an icon attached you would choose this option.

3. Published Fare – a list of airline which do not have any contracts or discounts attached.

f) Continue: Click continue to complete reporting information.
11) Purchase Ticket Request:

a) Delivery Information: It is not necessary to list your address in the delivery information.

b) Special Instructions: Take note, any requests or comments left in the “Special Instructions box, will incur a higher service fee from CI Azumano Business Travel.

c) Continue: Click continue to review purchase.
12) Purchase Summary:

a) Review Reservation:
   At this point, you will see your reservation has been completed but not ticketed.

b) Cancel Reservation: The trip still may be canceled
   This is not the finalization of your reservation.
For Travel Approvers Only

a) Approval Request: An email will be sent to your Travel Approver. Once they have selected the Approve travel option, your reservation will be ticketed and you will be sent a final itinerary.

b) Unacknowledged Request: If your Travel Approver has not taken action on your reservation within 4 hours, you will receive this message.

If you receive this message, you will need to call CI Azumano Business Travel and provide them with a secondary Travel Approver name.

Online Support Email: solutions@ciazumano.com

Reservations Phone: (800) 334-2929
Reservations Email: azcorvallis@ciazumano.com

If you APPROVE this reservation, it will automatically be ticketed. If you DENY this request, the entire booking (air, car, and hotel) will be cancelled immediately and pricing and availability may change relative to the original request. Taxes and service fees may not be included in the estimated costs shown below.

Approve Travel

Deny Travel

Itinerary Details

Itinerary Locator: RZV5PU
Reference Number: 123456.55105.
Departure Date: 
Total Airfare Cost: $0.00

TRAVELING FOR COLLEGE OF FORESTRY ADM
INDEX NUM - 123456
ACCOUNT CODE -55105

The Approval Request for Itinerary Locator Number: RZV5PU

Has not been acted upon within FOUR hours.

This Message was sent from APPROVALS@ciazumano.com
CI Azumano Business Travel Approval system