

Q&A

Q: I entered my login information correctly, why can't I login?

A: RESX is a secured site because it holds personal information such as credit cards. Therefore, when logging in, be sure to have <https://> at the beginning of the Web site address. The correct address is: <https://www.resx.com> (The s after http puts the page in the secure mode.)

Q: Can multiple airlines be reserved in one reservation?

A: Yes. Sometimes RESX will display an itinerary for you with different airlines for the one trip, but you can also put the trip together yourself using the Flight Schedules tab at the top of the right window pane.

Q: I have two (or more) travelers taking a trip on the exact dates and flights. Can I clone the first traveler's reservation for the second traveler?

A: We are very happy to say cloning a reservation will be part of RESX in the coming months. For now, please make a reservation for the first traveler then call the RESX help desk at 888-959-9265 to have the reservation cloned by us.

Q: Can I request seats on the plane?

A: Yes. At any time, click on the Seat Map link to the right of each airline segment. Click Save.

Q: Can I book AirTran and Southwest?

A: To see what Southwest Airlines has to offer click the Southwest Airlines link at the top of the air results page. Once you have decided on an itinerary, please call Travel Leaders to have a corporate agent reserve the space for you for the RESX ticketing fee of \$9.00. You can make a reservation on RESX for AirTran.

Q: Penalty UNKNOWN. What does that mean?

A: It means the airline itinerary is NONREFUNDABLE.

Q: Can I cancel car and/or hotel?

A: Yes. View the traveler's itinerary to see a CANCEL button next to the car and/or hotel. Click on it. (Hotel cancel fees may apply.)

Q: Will I receive confirmation after I confirm a trip on RESX?

A: Yes. After the ticket is issued—and it will be issued within minutes of going through the purchasing

steps—you will receive a confirmation from RESMAIL. **Hint: When you open the email, scroll to the bottom and double click on the PDF file to view the itinerary in a different format. This confirmation includes the itinerary as well as the price, airline ticket number and confirmation number for car and/or hotel.**

Q: If I book an airline ticket, can I go to the reservation later and add a car and/or hotel?

A: Yes. Sign in and go to the traveler's Trip List. Click View to the right of the trip. On the left-hand side, you will see links to add a car and/or add a hotel.

Q: If I add a car and/or hotel to an existing airline reservation, will I get an updated itinerary automatically?

A: An email confirmation after adding a car and/or hotel to an existing airline reservation is not automatic. Please call or email the RESX help desk, and we will gladly send it to you.

Q: Can I book only a car and/or hotel?

A: Yes. After signing in click the appropriate tab at the top of the left window pane.

Q: Can I book international travel on RESX?

A: It is highly recommended you contact our experienced international consultants to book the trip for you. Call 888-434-6500 and ask for an international consultant.

<https://www.resx.com>

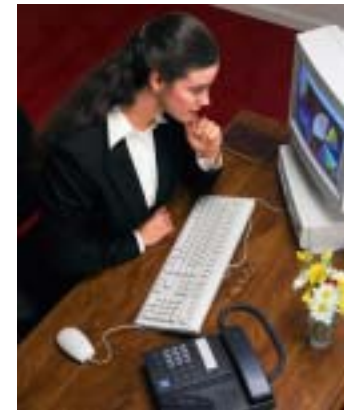
Need Help?

260-434-6580 or
888-959-9265

TRAVEL  LEADERS®

RESX

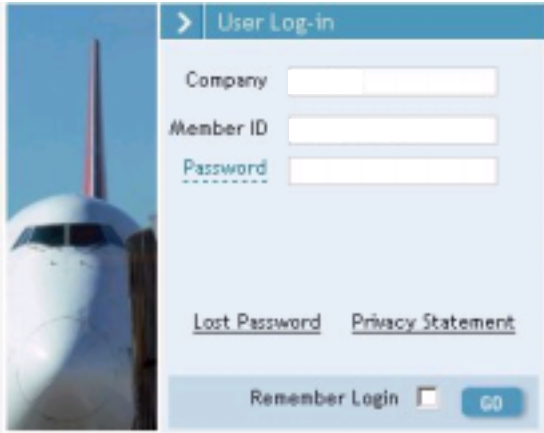
QUICK REFERENCE



How to Register

Website: <https://www.resx.com>*

*https must be included



- 1.Fill in first two boxes. Enter your company. For Member ID enter "(your company) new user." (If you need help with your company name and member ID for registration, please contact your company's Travel Planner or Travel Leaders' RESX help desk.)
- 2.Click **GO** (do not enter password).
- 3.You will be taken to a screen that asks you for your first and last name (be sure to use the name that matches your driver's license).
- 4.Once complete, click **SAVE**.
- 5.Create password.
- 6.Click **SAVE** again.
- 7.Welcome screen, click **Continue**.
- 8.Click on Profile tab. Fill in pages to profile. Be sure to click **SAVE** on each page.

Note: For future log-ons you will use your full email address for the member ID and the password you created.

For the Travel Planner

Adding Traveler When You're the Planner (Travel Arranger)

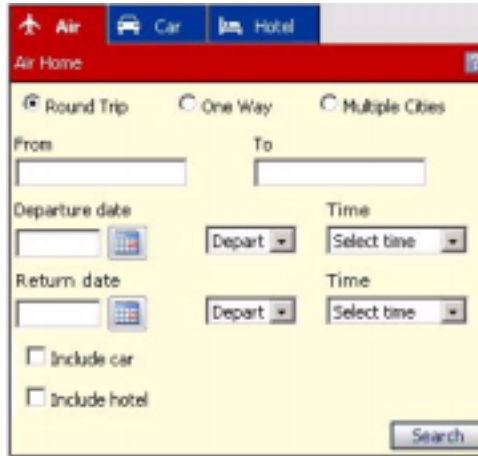
- 1.Follow step one above.
- 2.Click **GO** (do not enter password).
- 3.Create password for the person you're adding.
- 4.Click **SAVE**.
- 5.There is a page in the Profile called Travel Planners. **Add New Travel Planner**. Enter *your* member ID. This gives you, the Travel Planner, authority to see the traveler's profile and to make travel arrangements.
- 6.Fill in the rest of travel information for this person, and click **SAVE** button on every page.

Making Reservations for Travelers

- Log-in as yourself.
- Hover over your name in upper right hand corner.
- Select Traveler.
- Follow instructions under "Booking Your Flights."

✈ Booking Your Flights

- Log-in.
- Fill in city pairs and dates in left window pane. If you need to book a car and/or hotel also, be sure to check the boxes before clicking Search.



- Choose flights in right window pane by clicking **SELECT**. If you checked Car and Hotel boxes, those screens will appear for you.
- Click **PURCHASE** when ready.
- Fare Rules Acknowledgment page - accept to move on or decline to go back to air page and start again.
- If there are any Reporting information questions they will appear and require an answer at the end of purchase.
- Purchase Confirmation screen that says Purchased Itinerary Not Yet ticketed.
- Your reservation is complete.
- Logout.

*Any changes or cancellations
to your air reservation
need to be made directly
with Travel Leaders.*

🚗 Booking a Car

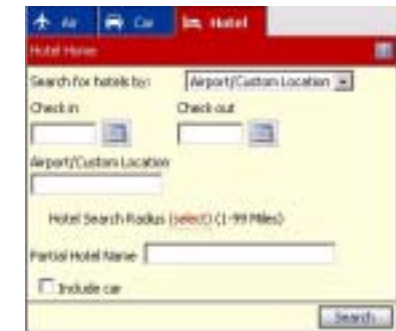
- If booking from an existing reservation, make sure reservation is displayed by clicking **VIEW** on correct trip from Trip List.
- In left window pane, click **ADD CAR**.
- Car Availability screen is shown below.
- Fill in boxes and click **SEARCH**.



- Cars will appear in right window pane, click **SELECT** on the car you want, then **RESERVE** in the left window pane to reserve car.
- If trying to book unlimited mileage make sure "unlimited mileage" is displayed on screen.

🏨 Booking a Hotel

- If booking from an existing reservation, make sure reservation is displayed by clicking **VIEW** on correct trip from Trip List.
- In left window pane, click **ADD HOTEL**.
- Hotel Availability Screen is shown below.
- Fill in boxes and click **SEARCH**.



- Hotels will appear in right window pane, click **DISPLAY ROOM RATES** in right window pane to see rates for that hotel.
- Click **SELECT** on the hotel rate you want, then click **RESERVE** in the left window pane to reserve hotel.