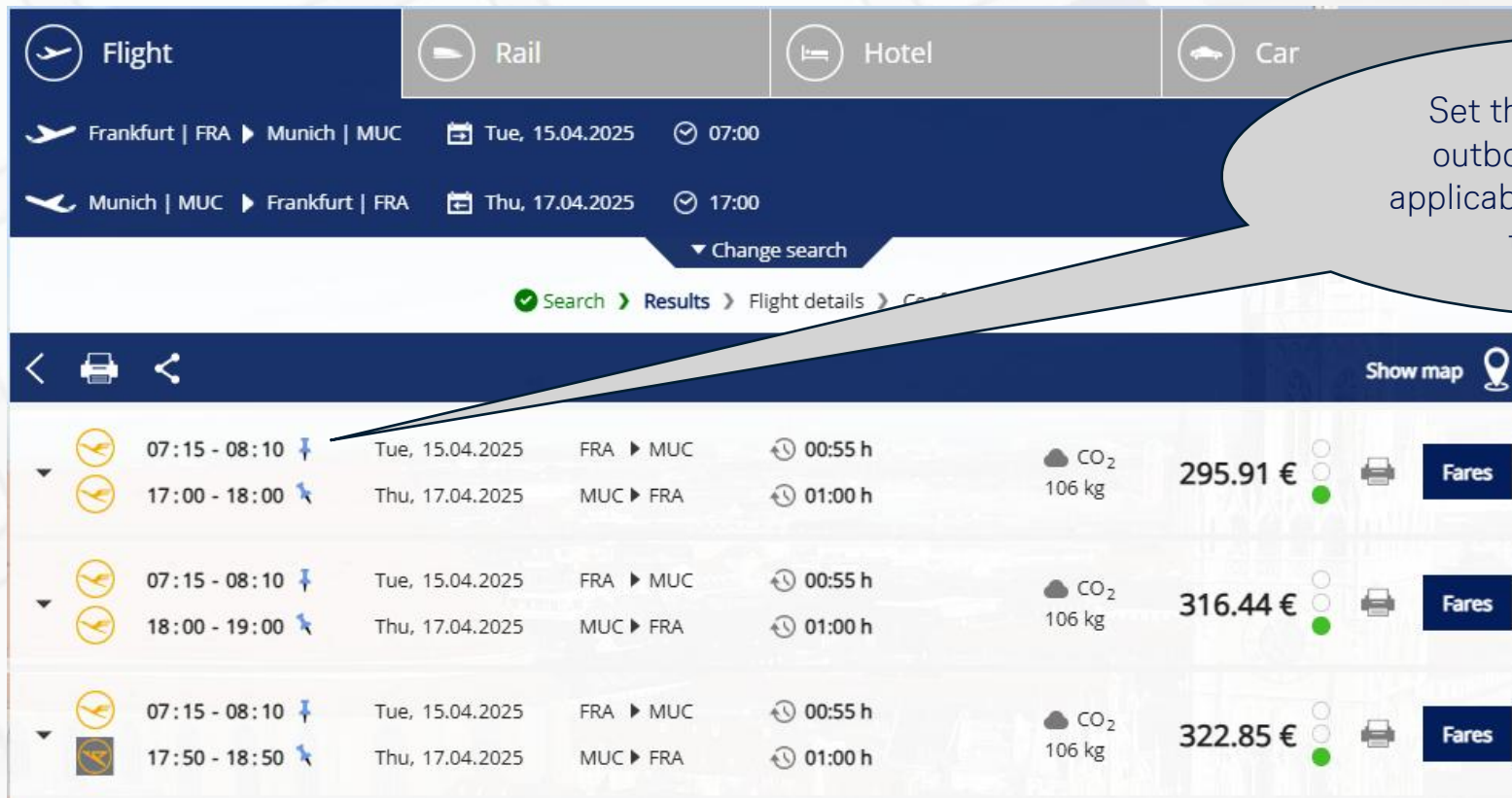




Tips & tricks

Pin needle function

Are you looking for combination options for a preferred flight?



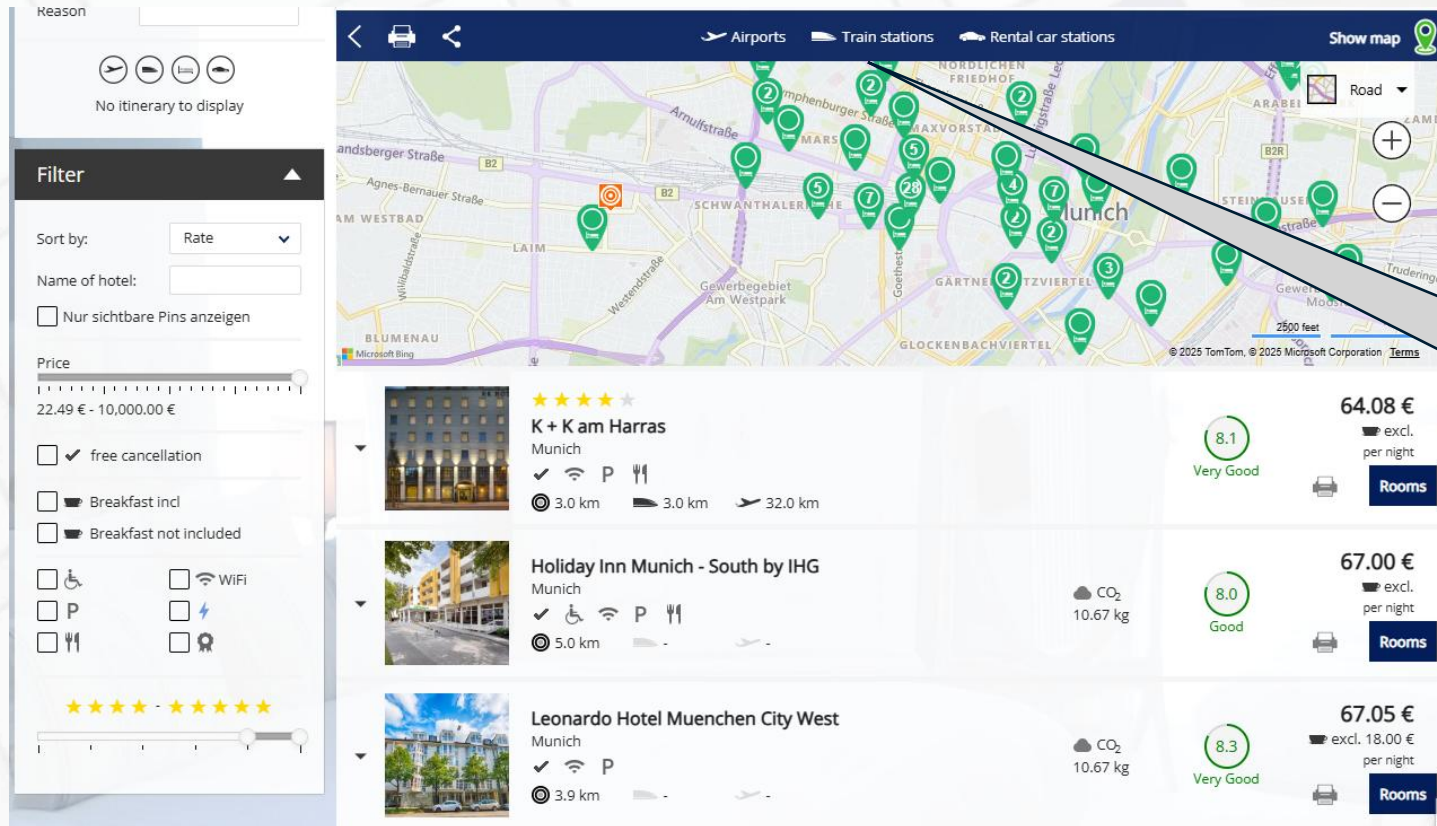
The screenshot shows the Lufthansa City Center search interface. At the top, there are tabs for Flight, Rail, Hotel, and Car. Below the tabs, the search criteria are displayed: Frankfurt | FRA to Munich | MUC on Tue, 15.04.2025 at 07:00, and Munich | MUC to Frankfurt | FRA on Thu, 17.04.2025 at 17:00. A 'Change search' button is visible. Below the search criteria, there is a navigation bar with 'Search', 'Results', 'Flight details', and 'Car'. The main content area displays a list of flight results. Each result includes a 'Pin' icon, flight times, dates, routes, durations, CO2 emissions, prices, and a 'Fares' button. A callout bubble points to the 'Pin' icon on the first flight result.

Pin	Outbound	Return	Date	Route	Dur.	CO ₂	Price	Fares
	07:15 - 08:10	17:00 - 18:00	Tue, 15.04.2025 Thu, 17.04.2025	FRA ▶ MUC MUC ▶ FRA	00:55 h 01:00 h	106 kg	295.91 €	  Fares
	07:15 - 08:10	18:00 - 19:00	Tue, 15.04.2025 Thu, 17.04.2025	FRA ▶ MUC MUC ▶ FRA	00:55 h 01:00 h	106 kg	316.44 €	  Fares
	07:15 - 08:10	17:50 - 18:50	Tue, 15.04.2025 Thu, 17.04.2025	FRA ▶ MUC MUC ▶ FRA	00:55 h 01:00 h	106 kg	322.85 €	  Fares

Set the pin on your preferred outbound or return flight. All applicable flight combinations will then be displayed.

Hotel map function

Are you looking for a hotel in a specific location?



The screenshot displays the hotel search interface. On the left is a filter sidebar with options for sorting by rate, name, and price, and checkboxes for amenities like free cancellation, breakfast, and WiFi. The main area features a map of Munich with green location pins for hotels. Below the map, a list of hotels is shown, including K + K am Harras, Holiday Inn Munich - South by IHG, and Leonardo Hotel Muenchen City West. Each hotel entry includes a star rating, location, distance from the city center, and a 'Rooms' button.

Click “Show map” to display the hotels on a map.

Airports, train stations and rental car stations can be displayed/hidden.

Rental car map function

Are you looking for a rental car in a specific location?

 **Musterrfrau, Martina**

Booking reference: TRIP12171468

Reason:



No itinerary to display

Filter

Sort by: Distance

Price: 136.85 € - 687.65 €

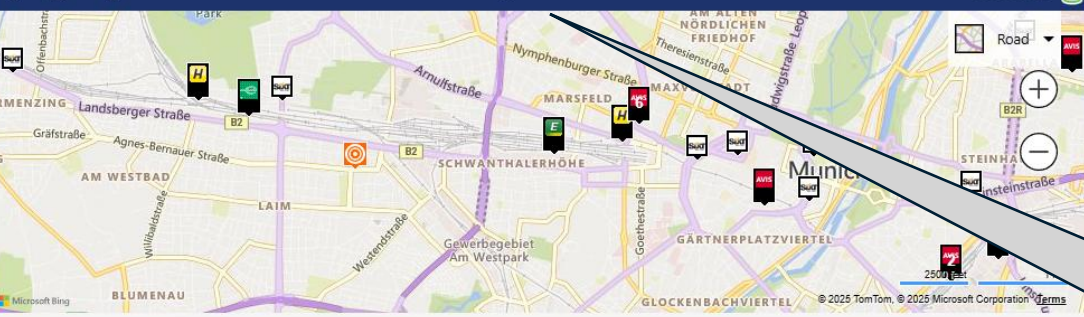
Car type: All

☐ Avis
☐ Europcar
☐ Sixt
☐ Hertz
☐ Enterprise
☐ Navigation system
☐ Automatic transmission
☐ Winter tyres
☐ Electric
☐ Hybrid



Flughäfen  Bahnhöfe 

Show map 



**Mini**



TOYOTA AYGO OR SIMILAR
(or similar car)
enterprise
MUENCHEN - LANDSBERGERSTR. 315
1.2 km
15.00 € M

224.98 €
 **Select**



OPEL CORSA OR SIMILAR
(or similar car)
enterprise
MUENCHEN - LANDSBERGERSTR. 315
1.2 km
15.00 € M

232.26 €
 **Select**



HYUNDAI i10
(or similar car)
Europcar
Munich Schwanthalerhoehe
2.3 km
M

136.85 €
 **Select**

Click "Show map" to display the rental car stations on a map.

Airports and train stations can be displayed/hidden.

4

Load mobile ticket into DB app

Would you like to load the mobile ticket in the DB app?

- To transfer the ticket data to the DB Navigator, please enter your last name and booking number.

 Reservation number: 123456789

192.10 €

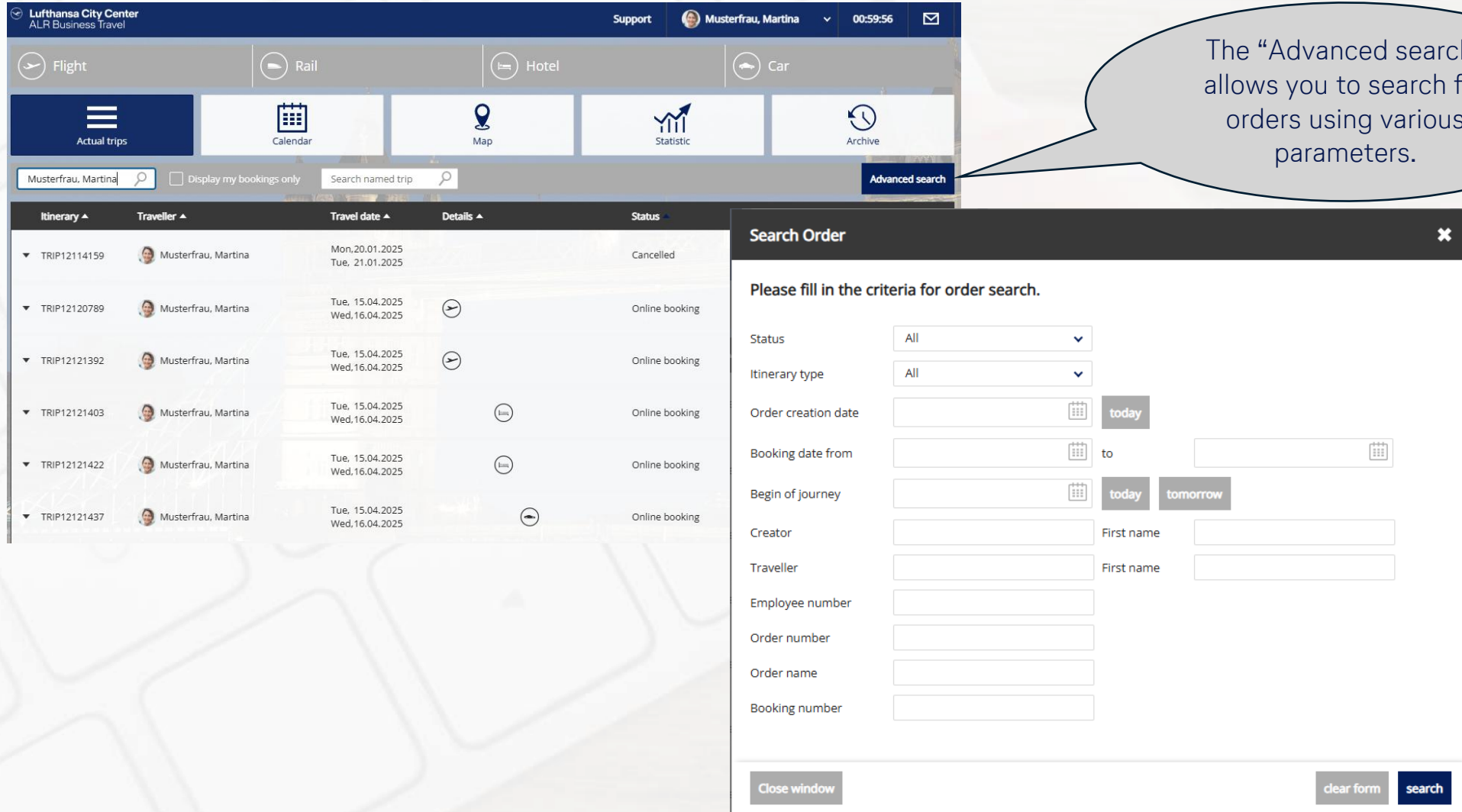


Sun, 16.03.2025	16:27	Stuttgart Hbf Platform:15	 2nd class	 Carriage: 1, Seat: 88 1 Fenster, Großraum, Handy
	18:17	München-Pasing Platform:9	ICE 519 (DB Fern...	
	18:36	München-Pasing Platform:5	 2nd class	
	19:38	Ebersberg(Oberbay) Platform:1	S 6 (DB Regio AG...	
Wed, 19.03.2025	16:22	Ebersberg(Oberbay) Platform:1	 2nd class	
	17:19	München-Pasing Platform:7	S 6 (DB Regio AG...	
	17:36	München-Pasing Platform:10	 2nd class	 Carriage: 4, Seat: 88 1 Fenster, Großraum, Handy
	19:45	Stuttgart Hbf Platform:9	ICE 512 (DB Fern...	

 [Invoice | 1234567890123.pdf](#)  [Handy-Ticket | 1234567890123.pdf](#)

Search for bookings

Are you looking for your previously made bookings?



The screenshot displays the Lufthansa City Center ALR Business Travel interface. The top navigation bar includes the company logo, user profile (Musterfrau, Martina), and a support link. Below this, there are tabs for Flight, Rail, Hotel, and Car. A secondary navigation bar features icons for Actual trips, Calendar, Map, Statistic, and Archive. A search bar at the top right contains the text 'Musterfrau, Martina' and a search icon. A checkbox labeled 'Display my bookings only' is also present. The main content area shows a table of bookings with columns for Itinerary, Traveller, Travel date, Details, and Status. The table lists several bookings for 'Musterfrau, Martina' with various travel dates and statuses (Cancelled, Online booking). An 'Advanced search' button is located in the top right corner of the main content area. A speech bubble points to this button with the text: 'The "Advanced search" allows you to search for orders using various parameters.'

Advanced search modal:

Please fill in the criteria for order search.

Status:

Itinerary type:

Order creation date: today

Booking date from: to:

Begin of journey: today tomorrow

Creator: First name:

Traveller: First name:

Employee number:

Order number:

Order name:

Booking number:

Close window clear form search

Edit bookings

Would you like to edit an order?

Lufthansa City Center
ALR Business Travel

Support

Musterfrau, Martina

00:59:56

Flight

Rail

Hotel

Car

Actual trips

Calendar

Map

Statistic

Archive

Musterfrau, Martina

Display my bookings only

Search named trip

Advanced search

Itinerary	Traveller	Travel date	Details	Status
▼ TRIP12114159	Musterfrau, Martina	Mon, 20.01.2025 Tue, 21.01.2025		Cancelled
▼ TRIP12120789	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
▼ TRIP12121392	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
▼ TRIP12121403	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking

Using this symbol you can change/add to or cancel an existing booking.

Add travel means to existing reservation

Lufthansa City Center
ALR Business Travel

Support | Musterfrau, Martina | 00:59:55

Flight | Rail | Hotel | Car

Actual trips | Calendar | Map | Statistic | Archive

Musterfrau, Martina | ☐ Display my bookings only | Search named trip | Advanced search

Itinerary	Traveller	Travel date	Details	Status
TRIP12114159	Musterfrau, Martina	Mon, 20.01.2025 Tue, 21.01.2025		Cancelled
TRIP12120789	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121392	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking
TRIP12121403	Musterfrau, Martina	Tue, 15.04.2025 Wed, 16.04.2025		Online booking

Open the order using this icon.

Then select the means of travel you want to add.

onesto automatically fills the search mask with the data from the existing reservation.

Lufthansa City Center
ALR Business Travel

Support | Musterfrau, Martina | 00:59:56

Flight | Rail | Hotel | Car


Musterfrau, Martina

City: Barcelona | Radius (in km): 10 Km

Arrival date: Tue, 15.04.2025 | Departure date: Wed, 16.04.2025

☒ Late arrival

Room: Single room | Category: ★ - ★★★★★

☐ Hide prepaid rates

Remark:

Reason: Tue, 15.04.2025 - Wed, 16.04.2025

 MUC > BCN

 BCN > MUC

Go to itinerary | Travel Agency request | Search hotel

Copy reservations

Would you like to book a trip for another traveler?


Lufthansa City Center
ALR Business Travel

Support


Musterfrau, Martina

00:59:54



 Flight

 Rail

 Hotel

 Car



Actual trips



Calendar



Map



Statistic



Archive

☐ Display my bookings only

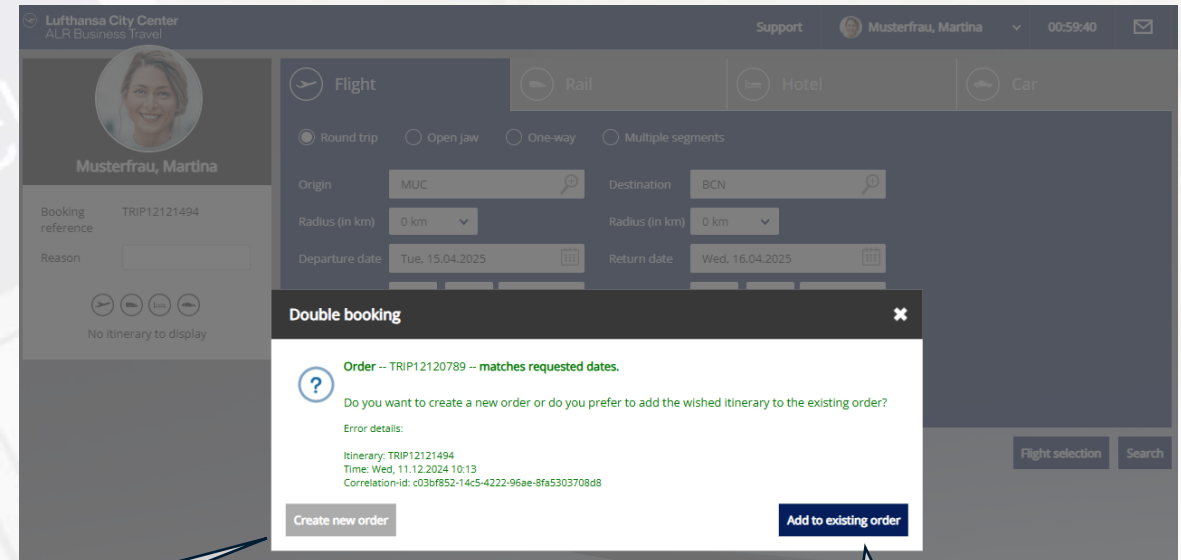
Advanced search

Itinerary ▲	Traveller ▲	Travel date ▲	Details ▲	Status ▲	
▼ TRIP12187780	 Musterfrau, Martina	Mon, 12.05.2025 Wed, 14.05.2025		Online booking	 
▼ TRIP12151723	 Musterfrau, Martina	Mon, 14.04.2025 Thu, 17.04.2025	 	Online booking	 
▼ TRIP12180113	 Musterfrau, Martina	Fri, 28.03.2025 Thu, 10.04.2025	 	Online booking	 

Click here if you want to create a new trip using these travel details.

Double booking check

- At the beginning of a new reservation, one checks if a booking already exists for the selected traveller on the specified date.
- If a reservation already exists, a message appears.



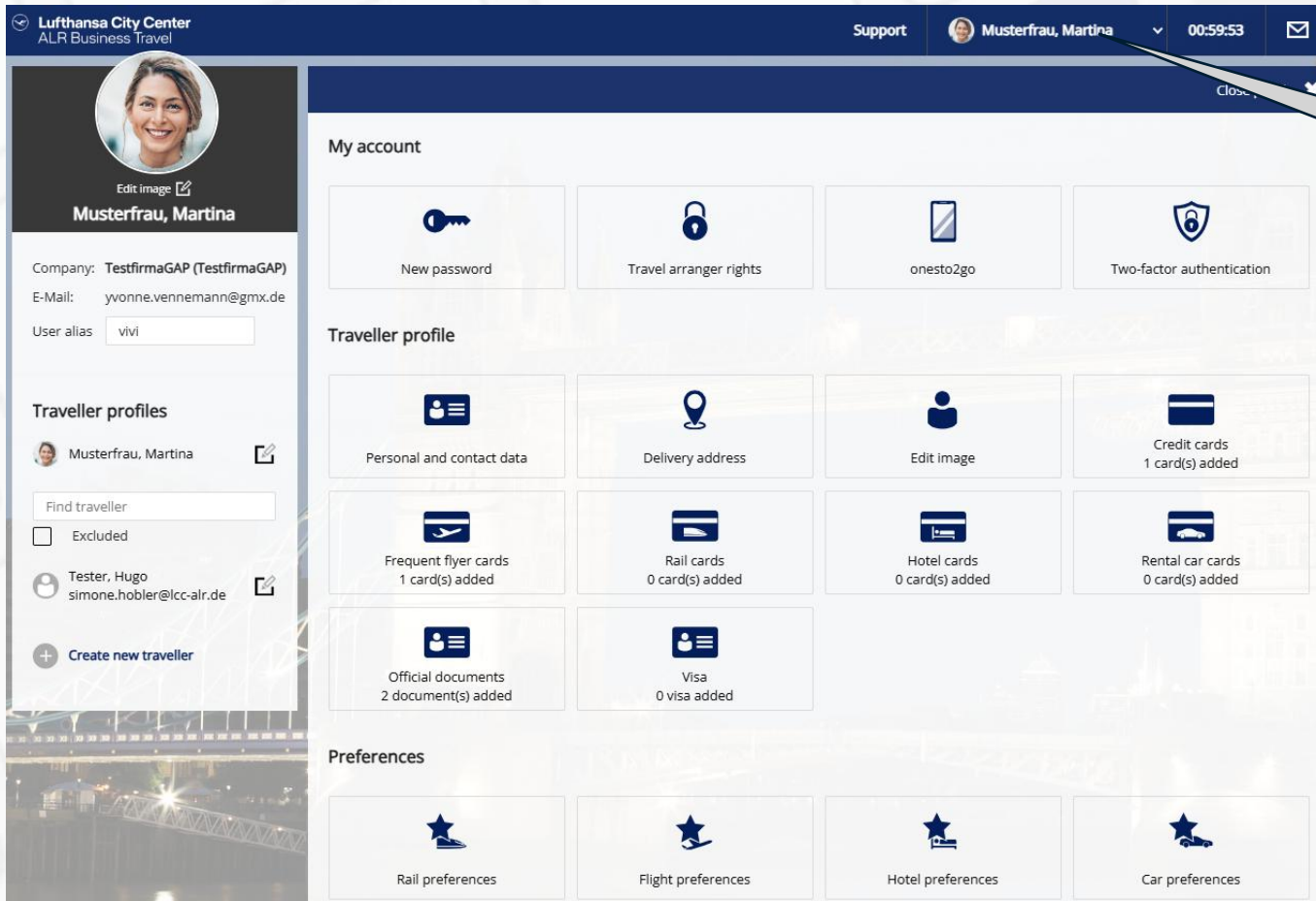
The screenshot shows the Lufthansa City Center booking interface. On the left, a user profile for 'Musterfrau, Martina' is visible with booking reference 'TRIP12121494'. The main area shows flight search criteria: Origin 'MUC', Destination 'BCN', Departure date 'Tue, 15.04.2025', and Return date 'Wed, 16.04.2025'. A 'Double booking' warning dialog is displayed in the center, asking if the user wants to create a new order or add the requested trip to an existing order. The dialog includes error details: 'Order -- TRIP12120789 -- matches requested dates.', 'Do you want to create a new order or do you prefer to add the wished Itinerary to the existing order?', 'Error details:', 'Itinerary: TRIP12121494', 'Time: Wed, 11.12.2024 10:13', and 'Correlation-id: c036f852-14c5-4222-96ae-8fa5303708d8'. Two buttons are at the bottom: 'Create new order' and 'Add to existing order'.

Click here if you want to create a new, independent order for the requested trip.

Click here if you want to add the requested trip to the existing order.

Profile management

Would you like to edit personal data/preferences?



The screenshot shows the 'My account' page of the Lufthansa City Center ALR Business Travel portal. The top navigation bar includes the Lufthansa City Center logo, 'Support', the user's name 'Musterfrau, Martina', and the time '00:59:53'. The main content area is divided into three sections: 'My account', 'Traveller profile', and 'Preferences'. The 'My account' section contains links for 'New password', 'Travel arranger rights', 'onesto2go', and 'Two-factor authentication'. The 'Traveller profile' section contains links for 'Personal and contact data', 'Delivery address', 'Edit image', 'Credit cards' (1 card(s) added), 'Frequent flyer cards' (1 card(s) added), 'Rail cards' (0 card(s) added), 'Hotel cards' (0 card(s) added), 'Rental car cards' (0 card(s) added), 'Official documents' (2 document(s) added), and 'Visa' (0 visa added). The 'Preferences' section contains links for 'Rail preferences', 'Flight preferences', 'Hotel preferences', and 'Car preferences'. On the left side, there is a sidebar with the user's profile picture, name 'Musterfrau, Martina', company 'TestfirmaGAP (TestfirmaGAP)', email 'yvonne.vennemann@gmx.de', and user alias 'vivi'. Below this, there is a 'Traveller profiles' section with a search bar, a list of users (Musterfrau, Martina, Tester, Hugo), and a 'Create new traveller' button.

Access to profile
management

! Please complete any changes to your profile by clicking the save button.

Add/update BahnCard

Would you like to add a BahnCard/BahnBonus DB-account number?

< Back Close profile ✕

Traveller profile Musterfrau, Martina ✕

Rail cards
Provider / tarif
No cards added yet

 Add

Select country

Reduction cards

 BahnCard 100 1st class	 BahnCard 100 2nd class	 BahnCard 25 1st class	 BahnCard 25 2nd class	 BahnCard 50 1st class
 BahnCard 50 2nd class	 BahnCard Business 25 1st class	 BahnCard Business 25 2nd class	 BahnCard Business 50 1st class	 BahnCard Business 50 2nd class
 Interrail	 RailPlus	 SBB Half Fare Travelcard		

Frequent cards

 Carte Grand Voyageur (TGV loyalty card)	 Deutsche Bahn account number	 Eurostar frequent traveller card		
--	---	---	--	--

Close window Add account card

You can add or update your BahnCard / BahnBonus DB-account number via Profile Management – Rail cards.

Create new user

Create User/Traveller

General information

User

martina.musterfrau

Password

Company *

TestfirmaGAP (TestfirmaGAP)

Employee Number *

Salutation *

--- Please select ---

Professional title

--- Please select ---

Surname *

First name *

Date of birth

Nationality

German

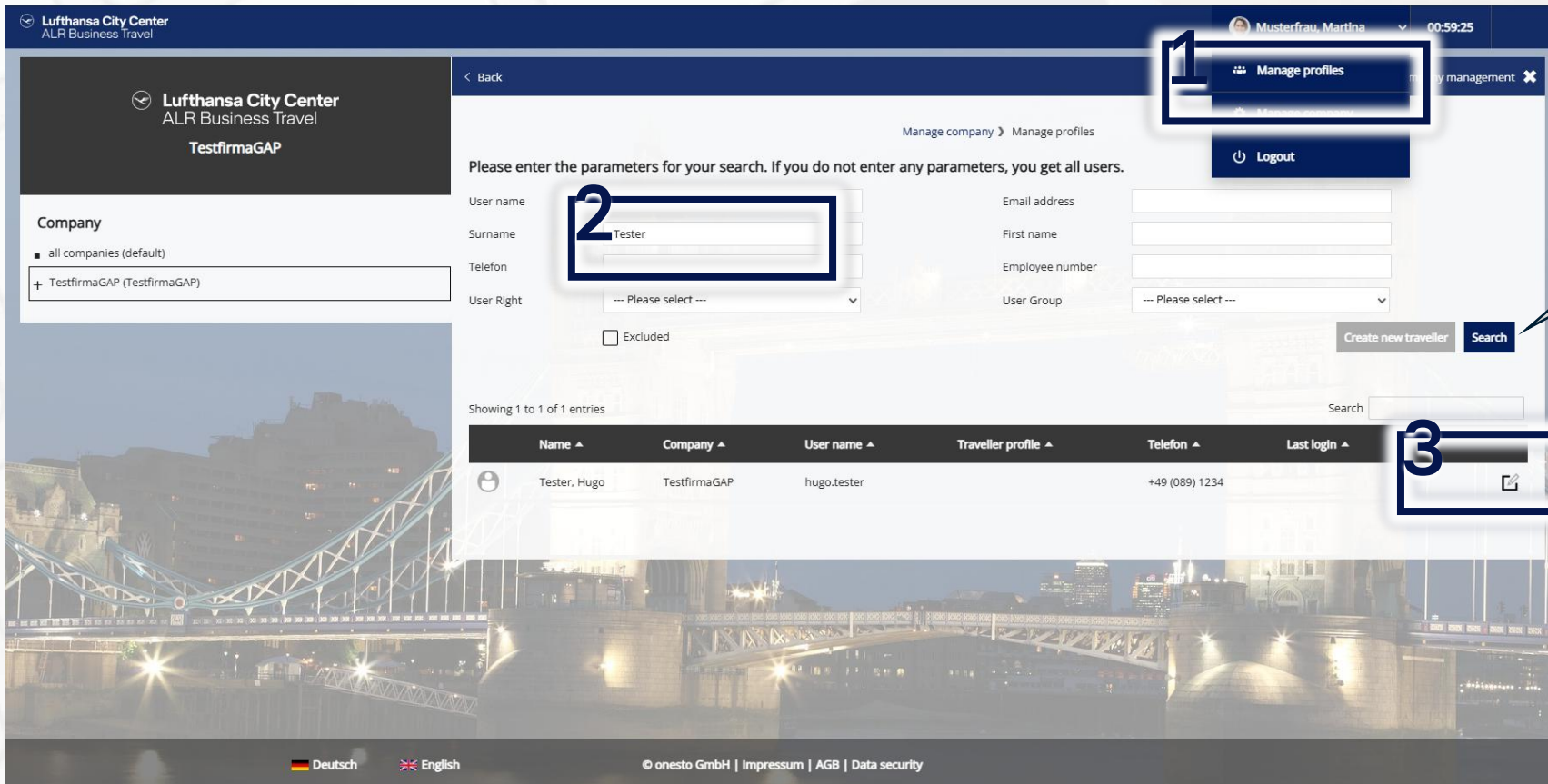
Communication details

Create traveller profile

- Depending on the browser settings, the "User" and "Password" fields are automatically filled with your own data when you create a profile. These must be deleted.
- You can then either leave the fields empty - then the new user's email address will automatically be selected as their username and onesto will generate a password.
- Alternatively, you can enter the username and initial password you prefer.

Travel arranger administration (1/4)

Would you like to assign a person as a travel arranger for another user?*



Lufthansa City Center
ALR Business Travel

Musterfrau, Martina 00:59:25

Manage profiles

Logout

Please enter the parameters for your search. If you do not enter any parameters, you get all users.

User name:

Surname:

Telefon:

User Right:

☐ Excluded

Search

Showing 1 to 1 of 1 entries

Name	Company	User name	Traveller profile	Telefon	Last login
 Tester, Hugo	TestfirmaGAP	hugo.teste	 	+49 (089) 1234	

Deutsch English

© onesto GmbH | Impressum | AGB | Data security

Search for travelers via the profile management and click on edit profile.

Travel arranger administration (2/4)



Tester, Hugo

Company: **TestfirmaGAP (TestfirmaGAP)**
E-Mail: **simone.hobler@lcc-alr.de**

Traveller profiles

Musterfrau, Martina

Find traveller

☐ Excluded

Tester, Hugo
simone.hobler@lcc-alr.de

+ Create new traveller

Traveller profile

Personal and contact data

Delivery address

Edit

Frequent flyer cards
0 card(s) added

Rail cards
0 card(s) added

Hotel cards
0 card(s) added

Official documents
0 document(s) added

Visa
0 visa added

Preferences

Rail preferences

Flight preferences

Hotel preferences

Administration

Travel arranger rights

Administration

New pas

Open the "Travel arranger rights" tile in the "Administration" area.

Select user for the travel arranger assignment.

Travel arranger management Tester, Hugo

Edit travel arranger

Here you can see the deputies and the rights.

Showing 1 to 1 of 1 entries

Name	user name	Company	Create	Edit	View	Cancel
 Musterfrau, Martina +49 89 777 779	martina.musterfrau	TestfirmaGAP (TestfirmaGAP)	✓	✓	✓	

Please click on the Button 'select' to select a travel arranger.

Back

Select

Travel arranger administration (3/4)

Travel arranger management

[Edit travel arranger](#)
[Select travel arranger](#)

1 Please enter the parameters of your search.

User name

Surname

First name

Mustermann

2 Search

Showing 1 to 5 of 5 entries

Search

	Surname, First name ▲	user name ▲	Company ▲	Phone number ▲	
	Mustermann, Max	max.mustermann@lcc-alr.de	TestfirmaGAP_neues Layout (TESTFIRMAGAPNEUESLAYOUT)	+49 89 123456	Select
	Mustermann, Max Dr.	max.mustermann@testfirma.at	TestfirmaGAP (TestfirmaGAP)	+43 1 234567	3 Select
	Mustermann, Max	xx@xx.de	TestfirmaGAP (TestfirmaGAP)	1	Select
	Mustermann, Maxi	maxi.mustermann	TestfirmaGAP (TestfirmaGAP)	+49 89 123456	Select
	Mustermann, Maximilian	habich@nicht.de	TestfirmaGAP (TestfirmaGAP)	00464564545456456	Select

Back

Select the new travel arranger.

Travel arranger administration (4/4)

Travel arranger management Tester, Hugo

Edit travel arranger

Please indicate the rights of the deputy.
Travel arranger: Mustermann, Max Dr.

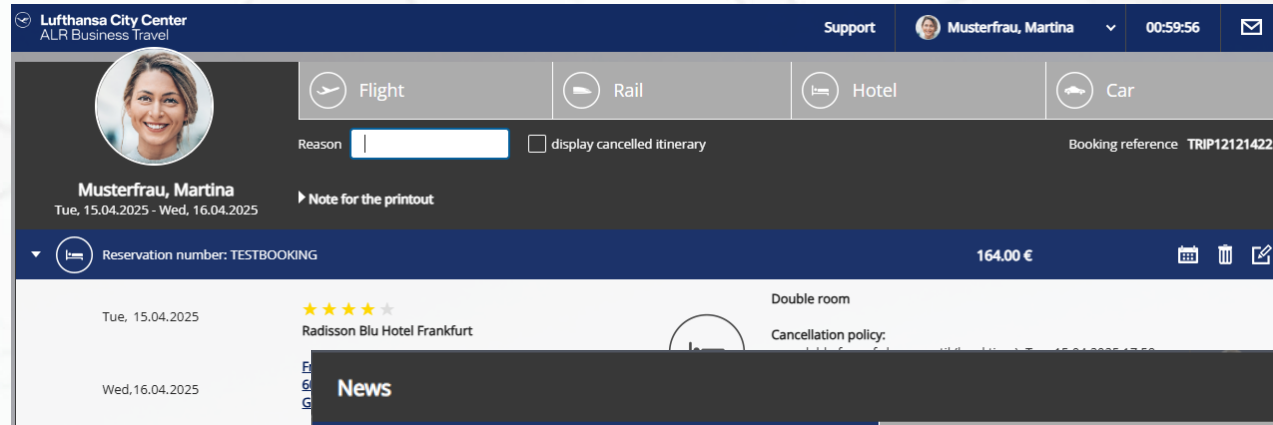
- ☒ All Rights (Check all listed items.)
- ☒ Create (With this authorization, your deputy receives the rights to create your procedures and to book your travels.)
- ☒ Edit (With this authorization your deputy receives the rights to edit your existing procedures.)
- ☒ View (With this authorization, your deputy receives the rights to see your existing procedures; no changes are possible.)
- ☒ Cancel (With this authorization, your deputy receives the rights to cancel your existing procedures.)

Back **Save**

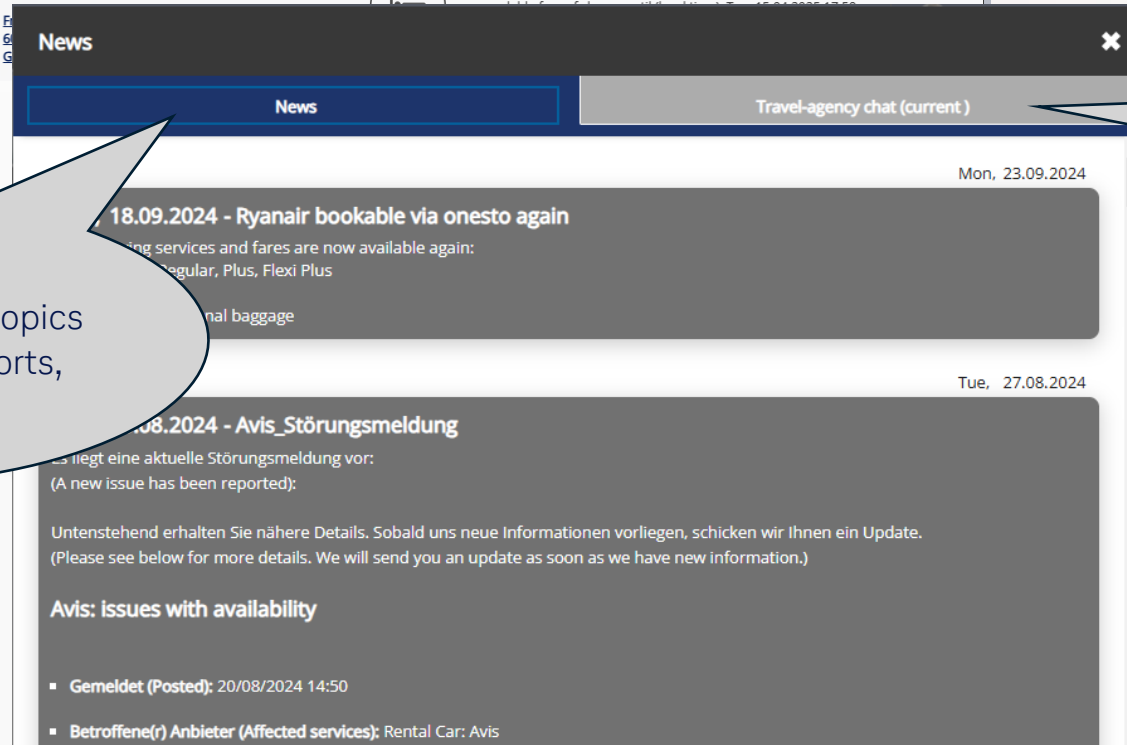
Select and save the desired permissions.

Best Practice Advice:
Select all available rights.

Messaging function



Click on the envelope to start a chat with your Business Travel Team regarding the current trip or to view current news.



Here you will find information on current topics such as disruption reports, strikes, etc.

Here you can chat with your Business Travel Team about the current trip.

Support area

Here you can access our support area.

 **Lufthansa City Center**
ALR Business Travel

Support

 **Musterfrau, Martina** ▼

00:59:58





Musterfrau, Martina
Tue, 15.04.2025 - Wed, 16.04.2025

 Flight

 Rail

 Hotel

 Car

Reason ☐ display cancelled itinerary

Booking reference **TRIP12121422**

▼  Reservation number: TESTBOOKING

164.00 €

Support topics 

[Support topics](#) > [Your Lufthansa City Center in Munich](#)

Contact to the Travel Agency

Next

Your Business Travel Team

Next

e-learning Center

Next

Back

Here you will find:

- the contact details of your Business Travel Team and OBE Support
- an overview of your contact persons
- the direct link to our E-Learning Center with helpful tips and tricks, user guide, video tutorials and current release notes.

Reporting: regular statistics

Would you like to receive a specific report automatically on a regular basis?

- Open your desired report in the company administration area and select “Send periodically”.

Reports / Statistics ✕

Create periodical report

User	Martina, Musterfrau
E-mail	yvonne.vennemann@gmx.de
Day of the month	jeden Tag ▼
Day of the week	jeden Tag ▼
Number of days	1
Number months	0
Company	all companies ▼
E-mail text	

Close window Save

General tips & tricks

- Before you start booking, check that all relevant data is correctly saved in your profile.
- During the booking process, check that the travel dates are correct and change them if necessary.
- Check all the data again before completing the booking to avoid change or cancellation fees.
- Check the booking confirmation for accuracy immediately after receiving it and contact your Business Travel Team as soon as possible if this is not the case.
- Make sure that the traveller (if you did not book for yourself) has also received the booking confirmation.



Contact

**Do you have any questions or suggestions
regarding onesto?**

The Online Solutions Team is happy to assist you.

☎ +49 89 286611 – 600

✉ onlinesolutions@lcc-alr.de

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