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1. Introduction

Some parts of this user guide, written in Italic font, may be unavailable to you. The features available to you are defined by your employer as well as the country in which you are based.

Important information is written in a red box with white text!

2. Further help

By clicking one of the icons with the question mark (?) in the tool you will be able to access online help in English language:

3. General information about HRG Nordic online

HRG Nordic online is normally available 24 hours per day 7 days per week.

The first time you log in to HRG Nordic online you will be prompted to change your password. A forgotten password can be retrieved from the login page. You will receive your password by e-mail. If you have forgotten your company name or your username please contact HRG Nordic e-Centre. Contact details can be found on the login page.

For security reasons you will automatically be logged out after 20 minutes of inactivity!
4. Profile Information

Your user details in HRG Nordic online are held in your personal profile. Your profile forms the base for travel bookings made through HRG. Please note that this profile is used when using the online booking tool, but also when making a phone or e-mail booking through HRG. If a profile is not correct when making a booking this could result in incorrect invoicing, travel preferences not being taken into account, problems with immigration and airport security e t c.

Some fields in your profile are mandatory. These fields are marked with an orange star:

When you fill out the profile please follow the guide in the next section which explains the recommended formats for each field.

The first time you visit HRG Nordic online and review you profile all fields will be displayed on one page. If you later decide to visit your profile it will be split into different pages:

Your profile will not be available for e-mail or phone bookings until you have reviewed it in the online booking tool and the HRG Privacy statement has been accepted.
5. Description of Profile fields

5.1 Personal

5.1.1 Salutation

Select Mr or Ms. Used by most airlines to determine gender.

5.1.2 First Name

Fill out your first/given name(s).

Used by Airlines, Hotels, Rail and Car rental companies to identify who the booking is for. Also used by immigration authorities.

5.1.3 Last Name

Fill out your family/last name(s).

Used by Airlines, Hotels, Rail and Car rental companies to identify who the booking is for. Also used by immigration authorities.

5.1.4 Middle Name

Fill out your middle name(s).

Used by Airlines, Hotels, Rail and Car rental companies to identify who the booking is for. Also used by immigration authorities.
If you are a passport holder from one of the Nordic countries you will normally not fill out this field.

5.1.5 Gender
Select your gender.

This is needed by the immigration authorities when travelling to certain countries.

5.1.6 Date of birth
Enter your date of birth.

This is needed by the immigration authorities when travelling to certain countries. It is also needed by some rail companies for certain types of tickets.

In addition it is also used when booking youth fares.

5.1.7 Passenger Type 1
If you are a Youth (under 26 years old) and want to book youth fares please select Youth as passenger type in this field.

Remember to also fill out your Date of birth in the field above.

5.1.8 Out of office
If you are a Travel Arranger or Travel Approver you can make yourself unavailable by ticking this box.
Your selection is not passed on to any suppliers; it is only used within HRG Nordic online.

5.1.9 Nominated Travel Arranger

If you want to allow someone else to make your bookings please search and add them using the link in this field.

Please note that the users you nominate as travel arrangers will be able to see your profile details.

5.1.10 Home phone

Add your home phone number if you want HRG and our suppliers to contact you on this phone number.

Please use the international phone format +46850885000.

5.1.11 Mobile Phone 1

Add your mobile phone number using the international phone format +46700000000/+4520000000/+47900000000/+358400000000.
5.1.12 Business Phone

Add your business phone number in this field using the international phone format +46850885000.

This phone number will be passed on to our suppliers that will e.g. use it to notify you of schedule changes. In addition it will be used by HRG, HRG Traveller Assist and HRG e-Centre when we need to contact you.

5.1.13 Emergency Contact Name and Emergency Contact Number

Please add an emergency contact number with the international phone format +46850885000.

Please make sure to fill out a valid mobile phone number so HRG and suppliers can notify you about schedule changes.
5.1.14 E-mail address

Add your primary business e-mail address in this field. An e-mail will be sent for all travel reservations; new bookings and re-bookings.

Use E-mail 2 and 3 if you always want to send a copy of your itinerary to additional email addresses.

5.1.15 Address

Address 1 is your business mailing address. This address is mandatory and might already be filled out with your business invoice mailing address.

Please note that HRG will not use this address to deliver any ticket or itinerary information.

Address 2 can be used to add your home address.

5.1.16 Passport information

Passport information can be saved in your profile by filling out this form.
5.2 Payment

5.2.1 Method of Payment

Method of Payment defines how your airline ticket will be paid for.

5.2.2 Airline Ticket Payment

As per agreement/Travel Account means that HRG will charge your company. If you are required to use your credit card as payment, please fill out all fields for credit card shown below.

5.2.3 Web Booking Method of Payment

Reservations made for web airlines e.g. Ryan Air always require a credit card as payment at the time when you confirm the reservation. You will also be required to add the card security code (i.e. CVV - Card Verification Value code, CSC – Card Security Code). The credit card information can be saved in your profile or added at the end of each reservation. Please note that the card security code can never be saved in the profile.

5.2.4 Credit card

Car and hotel reservations require a credit card number as guarantee of your arrival, this information can be saved in your profile or added at the end of each reservation.
Always make sure to add the credit card number without spaces.

Address is defaulted to **Use address 1** which is your business mailing address. Please note that HRG will not send any credit card related information to this address.

### 5.3 Delivery

#### 5.3.1 Method of Delivery

Method of Delivery determines how you will receive your travel documents.

#### 5.3.1.1 Air Details

**Electronic Ticketing** (e-ticket) is used by almost all airlines and set as standard.

You will identify yourself at check-in by adding information in the fields for **Form of Identification** and **Identification document reference**.

As form of identification you can choose **Credit Card**, **Frequent Flyer** or **Passport**. Credit card is the form of identification accepted by most airlines.
5.3.1.2 Rail Details

**Form of Identification** rail (for Swedish users only) can be set to **Ticketless** or **Pick up at ticket machine**.

You can choose to receive the Ticketless document via SMS to a mobile phone or to be sent to an email address.

- **Ticketless Mobile phone**

![Ticketless Mobile phone interface](image)

Add your mobile phone number in **Identification document reference**. Please note to add your mobile phone number with country code 46 or 45, without the initial 0 and no spaces 46XXXXXXXX/45XXXXXXXX.

Also make sure to fill out date of birth in the profile section.

- **Ticketless Email**

![Ticketless Email interface](image)

Add your email address in the field for **Identification document reference**.

- **Pick up at ticket machine**

Please note that ticket machines might not be available at all railway stations. If you are unsure, please contact HRG.

5.4 Preferences

Add your personal preferences to be used in your reservations.
Please use Lookup icon 📚 to find correct codes.

5.4.1 General Preferences

Here you can choose your preferences regarding language and your local currency.

5.4.2 Air Travel Preferences

If you add your preferred departure airport in the field for Home airport the airport information will automatically be pre-filled whenever you make a reservation.

SAS Travel Pass Corporate should be added with 9 digits.

To add SAS Travel Pass Individual/Multiple, please contact Online Support.

Add your airline frequent flyer numbers with correct Airline Code and Loyalty Number.

To add frequent flyer number for Scandinavian Airlines (SAS) make sure to use airline code SK, do not use airline code SAS Norway – BU. Start the number with proper letter combination EBB, EBS or EBG (must be updated in your profile whenever card level changes).

At the end of the reservation you can choose which frequent flyer number, already saved in the profile, that you want to use for each trip.
5.4.3 Rail Travel Preferences

Add rail preferences for Swedish Rail, e.g. SJ Prio card number. (For Swedish users only!)

**Preferred Departure Rail Station** can be used to fill out your departure station so it will be pre-filled whenever you make a reservation.

- If you can not find correct **Hotel Chain** code in the list, please contact HRG for help.
- Airlines might share loyalty programs with hotel chains, if so you can add the airline frequent flyer number here.
- If your hotel Loyalty card has several numbers, please contact HRG or check your statement for correct number to use.

5.4.4 Hotel Travel Preferences

Add Frequent Hotel Guest programs.
5.4.5 Car Travel Preferences

Add Frequent Renter Memberships.

5.5 Login info

5.5.1 Login Information

*Login Information*

- Login Name
- Old Password
- New Password

If applicable, use this section to change passwords. A requirement regarding valid passwords might be set by the administrator e.g. minimum, maximum characters, previous used passwords, your first name etc.

Tab Login will not be displayed if you are automatically signed in.
5.6 Custom

5.6.1 Custom Fields

Some Custom Fields are set up according to your company’s agreement with HRG Nordic, requested for statistic or invoice purposes. You may find that some information is mandatory for you to fill out and that some information might already be saved in your profile.

Custom fields can also be used to add preferences regarding seating and meal requests (air only). Please note that requests are not available for all airlines and/or destinations.

6. Home

6.1 Quick Start

Quick Start allows you to make a reservation for Flight, Train, Train/Combined Search, Hotel, Car or More Services from one place.

To receive a drop down list of available airports add the first letters of the city/airport name of your origin and destination in the fields From/To.
Departure/Return times are defaulted to 08:00 and 17:00, the search window is set to +/- 2 hours.

Direct trips only must be ticked if you want to exclude results that include connection flights.

7. Travel Planner

For more search options choose tab Travel Planner from the menu or click the link Detailed search.

7.1 Air

7.1.1 Flight Search Results

In this section you will be presented with the available flights and fare options. The search results will be sorted by departure time and price.

For the exact fare, always check the Shopping Basket at the bottom of the page.
Fares shown in each column are calculations based on one way fares and/or half of the lowest possible round-trip combination. Amounts are subject to change and are recalculated depending on your flight selection(s).

7.1.2 Legend

Preferred Vendors are set according to your company’s travel policy where the most preferred vendor is 1.

Web Search indicates low-cost carriers/fares available on other websites. A credit card with card security code is required as payment for these fares and the card will be charged when you confirm the reservation.

Out of policy shows if a flight do not comply with your company travel policy. If you proceed with an out of policy booking you might be required to add justification code.

Corporate fares indicate flights with corporate air agreements.

To reduce the search results. Expand link Too many results? Apply filters to access filter options. Please note that you also need to filter the inbound journey.

7.1.3 Book a Trip

Please start by choosing your preferred outbound flight and fare group. Based on chosen outbound flight the inbound fare options might be recalculated.

Click the links in the column headers (Lowest, Flexible, Corporate and Business) to get more information about the fares shown in each column.

Use the link See other fares to see other available fares for selected flights.
7.2 **Swedish Rail**

*Swedish Rail is only available to users based in Sweden. Make sure you have updated your Date of Birth in the Profile section.*

7.2.1 **Search for Trains**

To receive a drop-down list with available train stations add the first letters in the city name in the field for **From/To**.

7.2.1.1 **Train Search Results**

The fare columns will show available fares for each departure. Click the links in the column headers (**2cl Lowest**, **1cl Lowest**, **2cl Flex**, **1cl Flex** and **1cl Meal**) to get more information about the fares shown in each column.
7.2.2 Compare Flights and Trains

You can get search results for both flights and trains in one search.

To search for both Trains and Flights through the Quick Start click on the link **Combined search** then fill out the search criteria.

If you are on the Travel Planner tab click on the link **Compare Flights and Trains** and then fill out your search criteria.

Cities available for the combined search Train and Flights will have this icon 🗺.

7.2.2.1 Search Results

The result will show available trains and flights together with the different fares that are available on each departure.
The shopping basket at the bottom of the page will display the exact fare for the itinerary.

Click the column headers (Lowest, Flexible, Corporate and Business) to get more information about the fares showed in each column.

To see all available rail rates use the search for Rail only.

You will be able to combine outbound travel on a flight with return travel on a train or vice versa.
7.3 Hotel

Some hotels require a credit card number as guarantee of your arrival. The credit card number can be saved in the traveller profile or entered in each reservation. The credit card will only be charged if the reservation is not cancelled within the time limit (no show).

7.3.1 Search for Hotels

Search available hotels via **City or Airport, Address or Landmark** or **Business location** if applicable.

Click **Show advanced search criteria** to request a specific hotel chain or hotel facilities.

7.3.2 Detailed view:

The five first hotels will display the most relevant rooms/rates on the availability list. From this list you can easily click the **Book** button and continue straight to the Summary Page.
The icons \(1\) \(2\) \(3\) determine preferred hotels according to your company’s travel policy where the most preferred hotel is \(1\).

The lowest price is clearly indicated in a separate box for all hotels.

Click the link **See Prices Details** (or the hotel name) to display all applicable rooms/rates, get access to more information or pictures for a specific hotel.

7.3.3 Map view

In addition to the list view you will also be able to use map view were all available hotels are displayed, in reference to your search location, and were you easily can see the lowest rates.
In the Summary page the Purchase Conditions have to be confirmed before you can finalise the hotel reservation.

7.4 Car

Some rental car suppliers require a credit card number as guarantee of your arrival. The credit card number can be saved in the traveller profile or entered in each reservation. The credit card will only be charged if the reservation is not cancelled within the time limit (no show).

7.4.1 Search for Cars

You can search available cars via airports or off-airport locations e.g. city offices, train stations etc.

Use Advanced Search Features to request a specific car company or vehicle type.
7.4.2 Car Search Results

Here you can view available car types, daily car rate and estimated total price.

<table>
<thead>
<tr>
<th>Option</th>
<th>Car Company</th>
<th>Information</th>
<th>Daily Car Rate</th>
<th>Estimated Total Price</th>
<th>Free Km</th>
<th>Extra per Km</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hertz</td>
<td>WSN 3 Door, Manual AC</td>
<td>398.92 SEK</td>
<td>1507.31 SEK</td>
<td>Unlimited</td>
<td>-</td>
<td>Terminal</td>
</tr>
<tr>
<td>2</td>
<td>Hertz</td>
<td>WSN 3 Door, Manual AC</td>
<td>409.02 SEK</td>
<td>1508.02 SEK</td>
<td>Unlimited</td>
<td>-</td>
<td>Terminal</td>
</tr>
<tr>
<td>3</td>
<td>Hertz</td>
<td>WSN 4 Door, Manual AC</td>
<td>423.02 SEK</td>
<td>1542.30 SEK</td>
<td>Unlimited</td>
<td>-</td>
<td>Terminal</td>
</tr>
<tr>
<td>4</td>
<td>Avis</td>
<td>WSN 5 Door, Manual AC</td>
<td>510.92 SEK</td>
<td>1591.02 SEK</td>
<td>Unlimited</td>
<td>-</td>
<td>Terminal</td>
</tr>
<tr>
<td>5</td>
<td>Hertz</td>
<td>WSN 6 Door, Manual AC</td>
<td>598.01 SEK</td>
<td>1639.01 SEK</td>
<td>Unlimited</td>
<td>-</td>
<td>Terminal</td>
</tr>
</tbody>
</table>

The icons 1 2 3 determine preferred rental car supplier according to your company’s travel policy where the most preferred vendor is 1.

7.5 More Services

7.5.1 Search for external providers

After you had made your flight/rail reservation you might be able to add More Services depending on the market which you are based and your company’s agreements.

7.6 Trip Summary

7.6.1 Summary

The trip summary page will show your itinerary where you easily can add more products.
The summary will display the ticket fare including taxes.

From this section you will be able to select a seat for selected flight(s), provided that the airline offers this service. Use the **Seat(s)** link to choose your preferred seat.

You will always have to accept the conditions to finalise your reservation, click the link **Purchase Conditions** to get information about ticket rules.

To continue click the **Finalise Trip** button.

### 7.6.2 Finish Trip

The **Finish Trip** page will show Method of payment, method of delivery and _custom fields if applicable._
If you have saved frequent flyer numbers in the traveller profile you can choose here which one you want to use for each trip.

To complete your reservation, click **Confirm**.

### 7.6.3  Trip Confirmed:

You will now be presented with the details of the reservation including the **Trip reservation number**.

After the HRG automated quality check, the reservation will be confirmed by e-mail to the e-mail address(es) added in the traveller profile.
8. Travel Review

Travel Review allows you to view Planned, Past and Received trips.

8.1 Planned Trip

Planned Trip displays all pending reservations. You can choose to print or e-mail the itinerary as well as modify, delete or repeat the reservation.

Modify and Delete can be used in HRG Nordic online until the ticket is issued. After the ticket is issued, please contact your local HRG Nordic sales team for changes to the reservation.

Management options can be used to forward a reservation to a colleague, to remove or rename a received trip template.

Repeat can be used to copy your own reservations or received trips.
8.2  **Past Trip**

*Past Trip displays past online reservations.*

8.3  **Received Trip**

*Received Trip displays templates of reservations forwarded to you by other HRG Nordic online users.*

9. **Online Support**

For contact information and opening hours please go to [https://bookonline.hrgworldwide.com](https://bookonline.hrgworldwide.com) and click Contact Us.