

Express Travel Mastec Industrial Online Portal Frequently Asked Questions

Q: How do I access Express Travel Online Booking Tool Portal?

A: The Express Travel Mastec Online Booking Tool portal can be accessed by using the below URL:
<https://wcp.getthere.net/expresstvl>

Q: Who do I contact if I am not registered to access Express Travel Booking Tool Portal?

A: For assistance with access and issues to Express Travel Online Booking Tool Portal please email:
mictravel@mastec.com

Q: Do I need to update my profile on the Express Travel On-line Booking Tool before booking travel?

A: Yes, upon the first time accessing the online portal, you will need to access the “Profile” link on the home page banner. You must add your company credit card to your profile for booking travel.

Q: What if my name is incorrect out on the On-line booking portal (name does not match my legal name referenced on my ID and/or Passports)?

A: You will not be able to update your name on the On-line booking portal. Please send an email to
techsupport@expresstravelus.com

Q: What if I have an admin that books the travel for me?

A: Everyone needs to be registered to book travel via the Express Travel Online Portal. In the event that you historically did not book your own travel or need to assign a proxy to assist and perform these tasks on your behalf, please email mictravel@mastec.com

Q: Who do I call if my log in credentials does not allow me to book travel for others?

A: The Express Travel Online Booking Portal will allow you to search for other profiled employees if you have been assigned this permission. mictravel@mastec.com

Q: Can I search flight options and prices on the travel portal?

A: Yes, you can search for flight options for one-way, round trip and multi destination travel. There are two air search options:

- 1) **Search by Time (default):** Allows you to select specific flights and times on the outbound and return to build the trip for an estimated cost.
- 2) **Search by Price:** Allows you to display a matrix of roundtrip flight results – both departing and returning – on the same page and sorted according to the lowest price. Matrix allows you to click on the available airlines, price, or the number of stops for each flight. In this type of roundtrip search only the lowest available options will display so you might not see alternate flights pricing at a higher airfare.

✈ Book travel

☒ Flight ☒ Hotel ☐ Car

Round-trip One-way Multi-destination

☒ Search by time ☐ Search by price [\(What's this?\)](#)

Q: Can I still book travel with an agent?

A: *Express Travel Online Booking Portal is the preferred method for travel reservations.* The online booking is the most cost-effective method for Mastec. Directly contacting Express Travel should be limited to complex itineraries or exchanging tickets once your travel begins.

Making a Reservation:

Q: Where are the Mastec travel policies located to read?

A: Zavanta [Business Travel Policy](#)

Q: How do I get help making a reservation using the online travel portal?

A: Throughout the booking process, you can click on the “Help” link, which appears in the upper right at the top of the home page.

A tutorial on how to book a reservation is located on the travel portal. To access the tutorial from the home page, scroll to bottom of page and select “More Tools” tab and select Tutorial. Refer to the two print screens below:

✎ More tools

Announcements (posted 10/15/2021)

Standard Office Hours: Monday -Friday 9:00am -6:00pm EST
 Email reservation requests to: reservationrequest@expresstravelus.com
 Or call (305) 341-1200 / (800) 544-1222 dial agent extension

Online Booking Navigational Support:
 Email: techsupport@expresstravelus.com
 Emergency After Hours and Weekend Service call: 800-544-1222 dial 1
Please note: A fee applies when contacting emergency after hours service for assistance.

Travel Tools

[City Information](#)

[Currency](#)

[Driving Directions](#)

[Frequent Flyer Info](#)

[Health Passport](#)

[Languages](#)

[Maps](#)

[Weather](#)

[World Clock](#)

[World News](#)

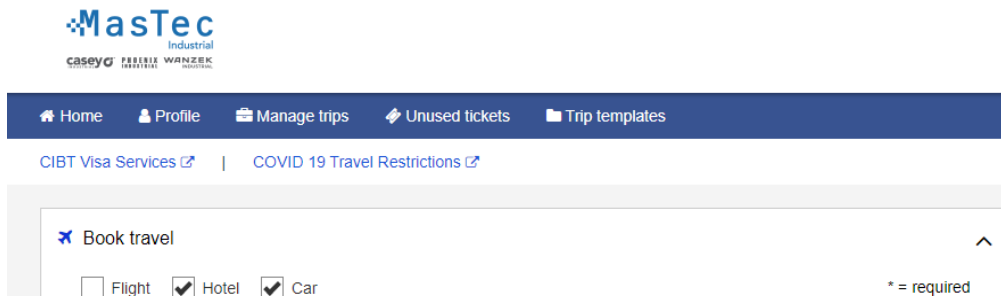
[Tutorial](#)

Q: Why should I use Express Travel Online Booking Travel portal instead of calling an agent directly?

A: This is the preferred method of booking travel for Mastec. Using the Online Booking Travel portal allows you to make plans after viewing travel options yourself and is more cost effective than calling to speak with an agent.

Q: Should I use the Express Travel Online Booking portal for hotel and/or car only reservations?

A: Yes. If you want to reserve a car or hotel without making air travel reservations, on the home page un-click “Air” before entering your city search criteria to book your hotel and/or car.



The screenshot shows the Mastec Industrial Booking portal. At the top is the Mastec logo with 'Industrial' underneath. Below the logo are four navigation links: Home, Profile, Manage trips, and Unused tickets. Further down are two links: CIBT Visa Services and COVID 19 Travel Restrictions. The main section is titled 'Book travel' and contains three checkboxes: Flight, Hotel, and Car. The Hotel and Car checkboxes are checked. A note at the bottom right of this section states '* = required'.

Q: How do I pay for my reservations?

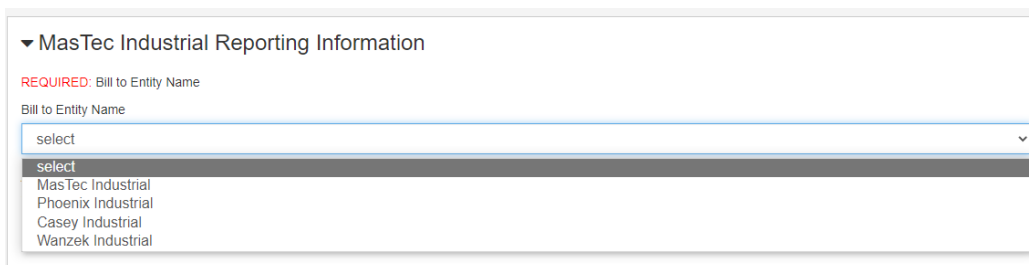
A: Air and Hotel reservations will require a credit card at time of booking. Please store your company credit card into your profile to book travel.

Car rentals booked by Express Travel, do not require a credit card at time of booking.

Mastec Industrial Sector Group has direct bill set up with National and Enterprise. Whenever coding costs that go to a Casey Project/Job Number, and the number looks like “xxxxx.xx” or “xxxxx.xxx”, then you leave off the “.”. You will **not** need to present your credit card for payment.

Q: How do I document in my reservation to internally bill a different Entity?

A: On the checkout page of the reservation, you will be given an option to select the Entity where you need your travel to be billed to. This selection and documentation is Only for the trip being booked. Future bookings will be defaulted back to the original setting.



The screenshot shows a dropdown menu titled 'MasTec Industrial Reporting Information'. Below the title is a red label 'REQUIRED: Bill to Entity Name'. Underneath is a text input field with the placeholder 'Bill to Entity Name'. Below the input field is a dropdown menu with a 'select' button. The dropdown menu is open, showing a list of options: 'select', 'MasTec Industrial', 'Phoenix Industrial', 'Casey Industrial', and 'Wanzek Industrial'.

Q: How can I see flights I have already purchased?

A: On the home page go to “Manage Trips” and within this area you can view past and future trips. **Note:** Trips booked prior to launch of the online portal with Express Travel will not be visible, please contact an agent.

Q: How do I change my reservation once it has been booked?

A: Business travel reservations made prior to the launch of Express Travel Online Booking portal will require you to contact the previous booking party for changes. To change a reservation booked after launch go to home page and select “Manage Trips”. Within this area you can view active trips

- **Things to consider before making a change online** are changes must be prior to travel begins, and you are booked on one airline roundtrip. If you require changes to a multi-destination, multi-carrier, or complex international destination you will need to contact Express Travel.
- You may make changes to your seat assignment or add a hotel or car reservation using the portal by clicking on your existing itinerary (located on home page under Manage Trips).

Q: How do I book multi-leg flights?

A: On the home page of the portal, you can choose whether you want to book a one-way, round trip or multi-segment flight.

Q: How do I book international flights?

A: Simple roundtrip international flights can be booked using Express Travel Online portal. For complex or multi-international destinations, you will need to call Express Travel directly.

Q: How will I receive my itinerary?

A: Your itinerary will be immediately emailed to you after you confirm your trip from the travel portal. Express Travel will also send the invoice once the reservation has been ticketed. In addition, you can view your itinerary from the Manage Trips link found on your home page banner.

Q: How do I upload my itinerary to TripCase?

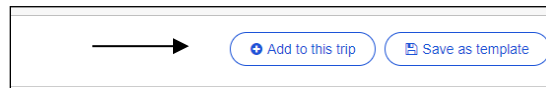
A: When downloading and registering TripCase, you must use your business email address. Once registered with your business email address your trips will automatically synch to TripCase. **Note:** TripCase is an optional personal traveler App and is not required to be used. If used, this personal App is not supported or associated with Express Travel. Download TripCase via Google or Apple.

Q: How do I log into Express Travel Booking portal from my iPhone or Android?

A: Access to Express Travel online booking portal download TripCase for your device, Android or Apple.

Q: What if I want to add a car or hotel after I booked my air?

A: You can add a hotel or car booking at the end of booking your reservation on the Trip Review and Check out Page. To the right of the Trip Details section are the links to “Add to this Trip”. If you want to add a car or hotel after your reservation has been completed, go to your Manage Trips link, select the reservation to be modified.



Q: How do I use my unused tickets?

A: Unused tickets will be visible on the home page under “Unused Tickets” as well as during the process of booking your air reservation. Upon completion of your reservation, you will have an opportunity to select an unused airline ticket on file for an agent to evaluate and apply, if applicable to the new air reservation ticketing rules.

Your unused tickets

If you book the carrier with which you have an unused ticket, your travel agency may credit the value of that unused ticket.

SANDS/JERRY LEE American Airlines	Ticketed itinerary Sun, Jun 13, 2021 Ticket # 0017555802860 Issued Fri, May 7, 2021 Expires Sat, May 7, 2022 This information is valid as of Wed, Jul 21, 2021	Estimated value 462.30 USD Original fare 462.30 USD
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Q: What if I have a pre-existing reservation before the portal was launched?

A: If you have a pre-existing reservation booked by an agent before the go live (11/14/2022) of the Online Booking Portal those trips will need to be called into the agency for any changes or assistance.

For further assistance, please contact: mictravel@mastec.com