

Routespring Traveler Guide

2024 Company Offsite | February 6 – 9, 2024

Welcome to Routespring!

We are excited to launch our new partnership with Routespring, a travel tool that will be used exclusively for both 2024 Company Offsites.

The platform is extremely user-friendly and makes booking and tracking all travel details as efficient as possible.

ALL flights booked for the offsite **MUST** be booked through Routespring. Please note - any flights that are booked outside of Routespring will **NOT** be reimbursed.

General Overview:

- We are currently only using this platform for the 2024 Company Offsites. Please do not use this for any other bookings until the platform has been widely adopted by the company and you hear the full policies from HR.
- We are currently only using it to book airfare to/from the offsite. Please disregard the hotel and car options.
- Each attendee has been allotted a maximum budget to cover **economy** airfare costs based on departure city.
- All flight costs will be billed directly to LG Ad Solutions. Attendees will not need to use personal or corporate cards as a method of payment.

Carefully follow the steps below to set up your account and travel profile in order to search and book your flights.

If you are experiencing any difficulties or limitations with booking your flights, please contact events@lgads.tv for assistance.

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1. Accept your account & setup your password

You will receive an email from Routespring entitled, “Welcome to Routespring [Action Required]”. Follow the instructions to set a password and login to your account.

2. Set up your travel profile

Complete your travel profile so that your preferences are set for best search results and you do not need to type in your information each time you book your travel with Routespring.

2.1. Access travel profile

To access your profile:

- Go to <https://book.routespring.com/profile>
- On the mobile app ([iOS](#)/[Android](#)): click on the profile icon
- On the web app: click on your name in the top right corner and go to “Profile”

2.2. Information on the profile

This includes all the personal information that is required for making any travel bookings. Some mandatory fields are:

- Name as on your ID that you will be using while checking in at the airport
- Date of birth
- Gender
- Phone number

In addition to that, you can save your home and work addresses so that Routespring knows your locations in case you have to reach out to the support team for assistance.

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The other optional fields include:

- **Known Traveler Number (KTN):** If the KTN is saved to your profile, it will be automatically attached to your flight reservations and you'll get the TSA Precheck. A Known Traveler Number is specific to TSA Precheck. If you do not have TSA Precheck, you do not have a Known Traveler Number.
- **Passport information:** If you are making international trips you can save your passport information to your profile, which will be attached to all your international flight reservations.
- **Emergency contact:** We recommend you save your emergency contact information so that Routespring can easily make contact in case of an emergency during your travel.

3. Add your loyalty memberships

You will not miss earning any loyalty points and benefits when you book travel with Routespring.

We recommend that you save all your loyalty numbers with your favorite airlines, hotel and car rental brands in your profile so that you do not need to type them each time you book travel.

As we are currently only using the platform for airfare, you can disregard the hotel and car sections for now.

Your booked flights will immediately show up in your personal airline accounts and apps. You will also receive emails and/or app notifications from your airline directly leading up to your travel day.

If you do not have any loyalty memberships, you can access your flight details by going to the airline website and entering your confirmation number (found in your Trip Details section of Routespring) along with your last name. You can then sign up for notifications from the airline to receive updates on your flight leading up to your travel day.

4. Set your travel preferences

Routespring makes it easy for travelers to find their preferred options right away while exploring various travel options. To take advantage of Routespring's proprietary travel recommendation

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algorithm, we recommend you save your preferences under your profile including preferred airline, class, seat and home airport.

You can disregard your preferred hotel and car for now.

5. Account + payment methods

There is currently no need to set up a payment method whether you have a company card or not. All travel related to the 2024 Company Offsites will be billed directly to LG Ad Solutions and you will not need to enter a payment method to check out or book your flight.

6. Book your flight

Booking Notes: (read carefully before you continue with the steps below to book your flight)

- Should you wish to upgrade your ticket or seat, it will be at your own expense and you can do so afterwards in your personal airline accounts and apps or through the airline website directly.
- When searching for flights, the return flight will only show the options with the airline that was selected in the outbound. To take advantage of more options that best fit your schedule we suggest searching and booking one way tickets.
- You are welcome to book multi-city trips as long as they fit within your travel policy.

To book your flight, go to the tab in the right-hand corner which says your name. There is a drop-down menu that includes the option ['Book Travel'](#).

- Select yourself as the traveler.
- Select your ticket type (roundtrip, oneway, multicity).
- Enter your origin, destination and travel dates then search for flights. The airport codes specific to our offsite are MIA (Miami International Airport) and FLL (Fort Lauderdale-Hollywood International Airport). Additional details here:
 - The closest airport with the most frequent flights in the Miami International Airport (MIA). The airport is ~25 min away depending on traffic.

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- If for some reason you cannot find flights to/from MIA, you can also fly into the Fort Lauderdale-Hollywood International Airport (FLL). This airport is ~1.15 hours away.
- The flights that appear will be automatically sorted by **'Recommended'** based on your travel preferences. You can edit this via the dropdown and search by price, duration, arrival, and departure time. You can also sort further by airline, airports, stops, time and travel policy using the top navigation.
- Select your desired flights.
 - Flights outside of your travel policy will have a warning on them, **'Not in Policy'**. This means that the flight cost is more than what has been allotted per your departure location.
 - You can continue to select flights outside of your travel policy and upon checkout you will be prompted to submit an approval form. Your flight will not be booked until the administrator approves your out of travel policy flight.
 - If you do not see a warning, the flight is within your policy and you can proceed with the booking all the way through until confirmation. **No approvals are necessary for flights within your travel policy.**
- Review your itinerary. If you added an airline loyalty number in your profile with the airline selected, you will see that appear underneath your itinerary. You will also see that the Payment Method is preselected as **'Bill to company'**.
- Review your passenger details and confirm all looks correct. If you do not have a KTN, you will need to check the box **'Not Available'** before proceeding.
- If all is correct, click **'Proceed to Pay'** and **'Book'**.
- If your flight was within policy, you will see a pop up confirmation and you will receive a confirmation email.
- If your flight was outside of policy, you will see a pop up prompting you to submit a request for approval. Please include an explanation why you are requesting a flight outside of policy and any documentation to support.
 - Click **'send approval request'** and a member of the LG Ad Solutions leadership team will get back to you with confirmation if your request has been approved or not.
 - You can always click **'Select different options'** which will direct you back to the flight search page to select other options within your policy.

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6. Accessing upcoming and past trips

If you need to check what bookings have been made or canceled, click **'My Trips'** in the tab on the upper right corner.

The page will land on **'Upcoming Trips'** and you can see the status marked as **'Booked'** to the left of the **'View Details'** button.

Canceled and past travel will be moved to **'Past and Canceled Trips'**.

If you would like additional information about a specific trip, find the travel that you are looking for and click on the button that says **'View Detail'**. This will take you to a new window with a summary of the travel, options to add to a calendar, download an invoice, request changes, and request cancellation.

If you see a booking that shows under review, it is either waiting on approval or we are still working on the booking - feel free to reach out to check on the status of this booking.

7. Making cancellations & requesting changes

7.1. Making cancellations

If you need to cancel your flight outside of the 24 hour window, please email events@lgads.tv with your explanation for the cancellation before you proceed with the steps below.

In the section of **'My Trips'**, find the travel that you are looking for and click on the button that says "View Detail". This will take you to a new window with a summary of the travel, options to add to a calendar, download an invoice, request changes, and request cancellation.


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LAX - Los Angeles Int'l Airport
MIA - Miami Int'l


Confirmation
MKDFND


Feb 4 Sun 10:42 AM Total Duration: **4h 47m**


 **B62885** 4h 47m
BLUE, operated by Jetblue


- 10:42 AM
Los Angeles Int'l Airport(LAX)
- 6:29 PM
Miami Int'l(MIA)


 No checked bags

 [Add to Calendar](#)

 [Add to Tript](#)

 [DOWNLOAD INVOICE](#)

 [REBOOK AND CANCEL](#)

 [CANCEL RESERVATION](#)

If you need to cancel, click '[Cancel Reservation](#)'. If there are any notes around cancellation rules and fees, the system will ask you to acknowledge them and proceed to cancel.

Please be advised that general cancellation policies are as follows:

- Flights, outside of low-cost airlines, are generally refundable for the first 24 hours after being booked
- Flights in [economy class or higher](#) are eligible for credit after 24 hours - our system will automatically select credits to be used when making a new reservation as it will attach to the profile. Use of the credit is subject to any restrictions or fees applied by the airline.
- Flights booked in [basic economy](#) will have no credit.
- Low-cost airlines will have their own cancellation penalties. Please allow us some time to reach out to them to find out how the booking will be impacted.

7.2. Requesting changes

If you need to change your flight outside of the 24 hour window, please contact Routespring support (detailed below) and a member of their team will recommend flights that are within your travel policy and they will work with the LG Ad Solutions team for approval to confirm the change.

Please ensure to include your name, the date of travel, and what change needs to be made. Routespring trip support will then advise you regarding the change.

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DO NOT use the 'Rebook and cancel' option in the detail view of your flight as shown above.

8. Travel Support

If you are having difficulties with bookings and require additional assistance, you can always reach out to Routespring Trip Support.

You can call or text at +1571-310-1294. You can also send an email to trip@routespring.com. An agent will assist you with your request through any of these venues.

9. Good to Knows

You can download their mobile app to book travel:

- [Android Play store](#)
- [iPhone App store](#)

Routespring is capable of handling any requests related to your travel. For example:

- *My flight is delayed. Can you let my manager and team know?*
- *I need to change my flight. Will there be any extra cost?*
- *I can't find my airline confirmation number, where is it?*