



# Business Travel FAQ

For L'Oréal

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# myCWT Log-in

## **Q1: Why myCWT PC version does not respond after clicking the login button?**

A: It is recommended to use Google Chrome and Microsoft Edge browsers to view myCWT to avoid compatibility issues that may prevent the myCWT webpage from loading.

## **Q2: What should I do if the homepage goes blank after logging in?**

A: Chrome or Edge is the recommended browser. If it's still no response after you try to refresh the browser, please close other tabs of the browser and open a new window or clear the browser cache and retry it. If there is still a problem, it may be a company firewall setting problem, it is suggested to check with your IT help desk for solutions.

## **Q3: Why do I get an email with no account after clicking activate?**

A: Please confirm whether the email address is correct. If it's correct, please contact your service team. The service team will help to deal with the issue.

## **Q4: How long will the system log out automatically? What if I can't log in again?**

A: The system will log out automatically if there is no further action for 5 minutes. So that the information you searched is up to date at the time of booking.

Please use this link to log-in again: <https://travel.mycwt.com/login>



# myCWT Log-in

## Q5: Why my CWT's OBT or APP is unable to log-in?

A: If the login path is correct, please contact the CWT service group immediately for feedback and we will verify the situation and help you solve the problem as soon as possible.

Log-in Link: <https://travel.mycwt.com/login>

APP download QR code:



iOS下载



Android下载

If you have any question, please contact L'Oreal service team:

Hotline: 400 678 6893 (within China) /8621 23211041 (call from abroad)

E-mail address [lorealom.cn@contactcwt.com](mailto:lorealom.cn@contactcwt.com) (Domestic Travel)

[lorealint.cn@contactcwt.com](mailto:lorealint.cn@contactcwt.com) (International Travel)



# Air Reservation

**Q6: I can't save my Airline's Frequent Flier Card number on myCWT.**

A: Please enter the full card number including the airline code in the name of the airline, such as CAXXXXXXX, MUXXXXXX

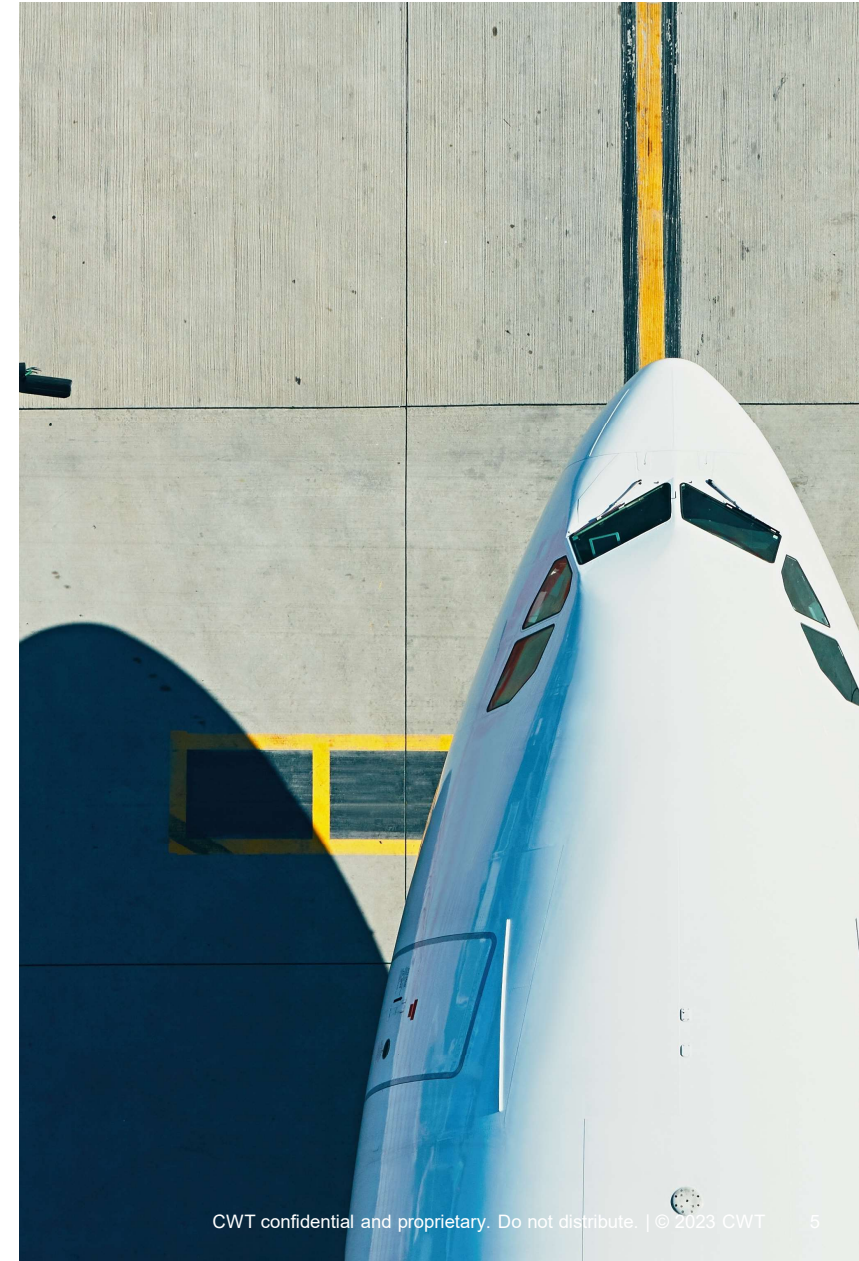
**Q7: How do I change the cost center to settle the tickets?**

A: If the cost center is incorrect, please contact L'Oreal HR to update the information before booking.

**Q8: How many travelers can be included in a single booking if I using assistant booking function?**

A: If you can book for other employees, bookings can be made for up to 9 employees in a single order(according to airline regulations).

If you need to make a booking for more than 10 travellers, please contact the service team to communicate the process.





# Air Reservation

**Q9: Is it possible to cancel or rebook travelers separately in one booking order?**

A: Yes, myCWT supports such request. You can select the traveler who need to rebook or cancel the ticket on the Change or Refund page and submit your request.

**Q10: If the approver's account is not activated, or if the approver is not in China, will they still receive the approval email?**

A: Yes, the approval e-mail can be received in such scenario.

**Q11: Will the traveller himself receive an itinerary if the booking was made by someone else?**

A: Yes, the system settings ensure that both the booker and the traveler receive the itinerary. If either of them does not receive it, please contact the service team for assistance.



# Air Reservation

## **Q12: How do I select seats and check in online on myCWT?**

A: It is recommended to use the airline's official APP to select seats and check-in.

## **Q13: Why does myCWT always show return flights with the same airline as the outbound journey for international round-trip bookings?**

A: Generally, booking round-trip flights with the same airline offers discounted prices. If you must book return flights with different airlines, please contact the service team to check for any available discounts before making the reservation. Please note that booking flights this way may result in higher costs.

## **Q14: Is it possible to cancel the booking which is already in the approval procedure on myCWT?**

A: Such booking is unable to cancel on myCWT. Please contact the service team for offline assistance.



# Air Reservation- Online Refunds and Changes

## Q15 Is flight rescheduling(change or refund) only possible offline?

A: Changes and refunds for domestic flights can be done through myCWT.

(On the right are the instructions for making changes on the PC version, and below are the instructions for making changes on the myCWT app.)

The screenshot shows the myCWT website interface. At the top, there are navigation links: Home, Domestic Flights, International Flights, China Hotels, and International Hotels. A red arrow points to the 'Order Management' link in the top right corner. The main content area is titled 'Welcome to myCWT Travel Booking & Management'. It features a search form with fields for Purpose (Business), Trip Type (One Way), Round Trip, Departure City (Beijing(PEK)), Arrival City (ShangHai(SHA)), Departure Date (2024-10-31), and Return Date (yyyy-mm-dd). Below the search form, there is a table with columns: Order Management, Order Number, Traveller, Routes, Domestic / International, Purpose, Price, Booking Date, Order Status, and Operation. The table contains two rows of data. The first row is circled in red, and the second row is also circled in red. Below the table, there is a section titled 'Order Management' with a sub-section 'My Bookings' containing the same two rows of data. Below that, there is a section titled 'Personal' with a sub-section 'Essential Information' containing the same two rows of data. At the bottom, there is a section titled 'You can do the following for this order' with two buttons: 'Apply For Refund' and 'Apply For Exchange', both circled in red.

Order Management	Order Number	Traveller	Routes	Domestic / International	Purpose	Price	Booking Date	Order Status	Operation
My Bookings	10510144421327313	李满	Beijing - Chaoyang CA1617 2021-07-28 06:40	Domestic	Business	510.25	2021-05-10 14:44	Issued	Apply For Refund
Personal	10509212785330926	李满	Beijing - Dalian CZ6124 2021-05-17 06:55	Domestic	Business	381.31	2021-05-09 21:27	Waiting For Payment	Delete

Order Number: 10510144421327313    Order Status: Issued    service charge ¥9    Payment Method: Personal Payment    Payment amount: ¥510.25    Purpose: Business    PNR: KZG1TM

Shipping company phone 95583

You can do the following for this order

Apply For Refund    Apply For Exchange

The screenshot shows the myCWT mobile app interface. It features a navigation bar at the top with '返回', '预订行程', and '完成'. Below the navigation bar, there is a section titled 'myCWT-UAT-嘉信差旅'. The main content area is titled '预订行程' and shows a flight booking confirmation for a flight from Shanghai to Chengdu. The flight details include: 出发时间: 2022-10-13 16:14:33, 出发地: 上海, 目的地: 成都, 时间: 2022-12-12 07:35, and 航班号: CA8541. Below the flight details, there is a section titled '申请改签' (Apply for Change) with a dropdown menu for '选择改签原因' (Select Change Reason). The dropdown menu includes options: '因工作变动, 行程调整' (Due to work change, itinerary adjustment), '因个人原因需要改变' (Due to personal reasons need change), and '其它原因' (Other reasons). Below the dropdown menu, there is a section titled '选择新行程日期' (Select New Itinerary Date) with a dropdown menu for '选择改签原因' (Select Change Reason). The dropdown menu includes options: '航班取消, 延误或因病改变' (Flight cancelled, delayed or changed due to illness) and '取消' (Cancel). Below the dropdown menu, there is a section titled '申请退票' (Apply for Refund) and '申请改签' (Apply for Change). Below that, there is a section titled '查询新行程' (Query New Itinerary).



# Air Reservation - Online Refunds and Changes

## **Q16: Why can't I change my flight online?**

A: 1) myCWT only supports the first change on the same airline and the same route online. For any subsequent changes, please contact the CWT service team.

2) If you have already checked in online, your ticket is in a boarding-ready state, so you cannot directly modify the flight. You will need to cancel the online check-in before you can make changes to your flight.

## **Q17: Can online refunds and changes be submitted after working hours ?**

A: For domestic flight refunds and changes, submissions can be made through myCWT during both working hours and non-working hours. There will be staff in the background to follow up on your requests. For refunds that cannot be processed directly, the service team will contact you offline.

(In case of involuntary rescheduling, please submit your request through myCWT. Staff will verify the situation and process the changes accordingly.)



# About Hotels

## Q18: Why can't I find information or prices for certain hotels on the myCWT?

A: 1) Different Booking Conditions - Hotels set various restrictions for different price levels. For instance, the hotels listed on myCWT are typically payable at the front desk upon arrival. Therefore, if a hotel primarily offers prepaid options, it may not appear in the search results on myCWT.

2) Lack of Partnership - Some hotels have limited distribution channels, and if they have not yet established a partnership with CWT, their details will not be shown on myCWT.

3) Special Circumstances - Some hotels offer preferential rates to regular customers, but these rates are not publicly listed. To book these rates, you would need to contact specific sales representatives to arrange them.

\*If you encounter any issues during the booking process, please contact the CWT service team. Currently, CWT's partner hotels cover 95% of customer booking needs and we are continuously expanding our hotel resources. CWT will work according to customer demands to help L'Oréal employees resolve any hotel accommodation issues.



# About Hotels

## **Q19: Why is there sometimes a difference in hotel prices on CWT compared to other platforms?**

A: On myCWT, L'Oréal's contracted rates and market discount rates (both hotel direct sales and platform-discounted rates) are displayed.

1) Difference Between Company Contracted Rates and Market Discount Rates - L'Oréal's contracted rates are often fixed throughout the year. In contrast, hotels sometimes adjust their promotional rates based on sales conditions, which leads to greater fluctuations in market discount rates

2) Differences Among Market Discount Rates: Various room rates come with different restrictions. The primary reason for price differences on the platform relates to these restrictions. For example, myCWT does not offer prepaid or non-refundable room rates, which have lower flexibility and are less convenient to modify. Some platforms have their own promotional activities that are not reflected in myCWT.

\*If you encounter such situations, please contact the CWT service team for assistance.





# About Hotels

## **Q20: Why are some hotels' corporate rates unavailable on certain dates?**

A: 1) Agreement Terms - Some hotels have specific dates where the contracted rate is not applicable, as noted in the customer agreement. The contracted rate is also invalid beyond the agreed-upon period.

2) Hotel Room Availability - If a specific room type is sold out, the contracted rate cannot be applied.

## **Q21: How do I cancel a few nights in the middle of a hotel stay?**

A: The system only allows for the cancellation of the entire order, requiring a rebooking. In this situation, please contact the service team offline, and they will assist in negotiating with the hotel.

\*Please note that hotels are increasingly strict with their pricing policies. Some hotels do not allow the cancellation of a few nights within a continuous booking (whether it's an early departure or staying fewer nights in the middle). Such changes may affect the total cost of the entire reservation. CWT will do its best to negotiate with the hotel. If the hotel insists that the booking cannot be changed or that the total cost of the booking must be adjusted, CWT will communicate alternative solutions with you.





# About Hotels

## Q22: Why can't I use UnionPay for domestic or international hotels guarantee? Whether every hotel needs a guarantee?

A: 1) myCWT integrates information from various hotel resources. The guarantee requirements for hotel prices are based on rules confirmed by the hotels or system suppliers. Most hotel prices require a credit card guarantee, such as those from global hotel chains.

2) Different hotels and suppliers have specific requirements for the types of credit cards accepted for guarantees. During booking, you can view the specific guarantee rules on the credit card guarantee page. Some platforms do not accept UnionPay for guarantees. For hotels in China, you can contact CWT to assist in communicating with the hotel regarding the guarantee method. The final confirmation of whether the booking can be successfully made depends on the hotel's approval.

Please review the booking details in below:

Hyatt Regency Shanghai Jiading

Check-In Date: 2024-11-13    Check-Out Date: 2024-11-14    Total Night(s): 1    Number of Room(s): 1    Total Amount: ¥644.21

Room Type: Hyatt Regency Double Room

Room Description: Located on the 27-37(th) floors, Room Size: 40, Free WIFI, Closed Window

Breakfast: No breakfast

Guest Name: [REDACTED]

Guest Mobile: [REDACTED]

Guest Email: [REDACTED]

Support Credit Card:

Guarantee Information

\* Card Type: Select    \* Credit Card: Select

\* Cardholder: Sample: LI Meimei    \* Card Expiration Date: Please Input

USE NEW CARD    CONFIRM BOOKING

总价: ¥8121.3

入住人姓名: [REDACTED]

入住人电话: [REDACTED]

入住人邮箱: [REDACTED]

支持的信用卡:

担保信息

\* 信用卡类型: 请选择    \* 信用卡号: 请选择

\* 持卡人姓名: 英文字母, 如: LI Meimei    \* 有效期: 请输入

\* CVV: 请输入CVV验证码

使用新卡    确认预订

# About Travel Documents

**Q23: How long does it take for a passport to be valid for an international ticket?**

A: The traveler's passport must be valid for at least 6 months from the date of departure when book the International Air ticket. The booking system will also give a reminder on the page where the passport expiry date is entered.

**Q24: Can I buy a ticket to Hong Kong and Taiwan through my passport and then change the document information after the pass comes down?**

A: No, it is a violation. Please confirm the correct identification information before ticketing.



# About Luggage

## Q25: How do I check the baggage information?

A: In the page of ticket reservation, you can see the flight baggage information synchronized by the airline letter. Meanwhile, the flight baggage information will be clearly marked on the quotation and itinerary. If you need more detailed information, you can go to the airline's official website.



## Q26: What if my checked luggage is lost during my trip?

A: The following methods are for your reference,

### 2. Delayed baggage registration number

- You will be given a "delayed baggage check-in Number" whether your luggage is found at this step. Using this number, you can check the status of the case on the airline's website and modify your contact information if necessary.

### 3. Right way to claim your luggage

- If your luggage has been located and can arrive at your airport in a few hours, please wait at the airport.
- If the luggage cannot be located at the moment, or it cannot be delivered on the same day, you can leave your contact information at the airport counter.
- In either case, make sure you get your delayed baggage check-in number before leaving the airport.

\*subject to the policies of specific airlines:

### 1. Go to the baggage counter

- Usually the staff at the baggage counter will first ask you a few questions about the appearance of your luggage such as size, style, color, whether it has a name tag, etc. There are usually templates of various styles, colors and sizes of common luggage prepared at the baggage service counter, so that you can choose the most similar style to your luggage.
- They then use your check-in receipt (the small ticket on the back of your boarding pass) to check your bag's whereabouts through the Global Baggage Check System. Normally, most luggage can be found at this step.
- If the whereabouts of the baggage cannot be found in the Global Baggage Search System, eg, the baggage fell on the way from the plane to the lobby, or it was missed during a baggage check scan, then the appearance of the bag you were asked about before can be used in the search process.

### 4. Get compensation

- If you have not received your lost luggage after a certain period of time (usually 72 hours to 7 days, depends on Airlines policy), you need to prepare for the loss of luggage and enter the compensation process.
- Usually the compensation process begins with a "Lost Luggage Questionnaire". It essentially asks you to list your lost luggage items, when each item was purchased and the price so that compensation can be calculated.



The above information is for reference only. If you need any help, please contact the offline service team.