



Frequently Asked Questions

GETTING ASSISTANCE

Online Help and Tutorial

- To access Online Help, click Help on the Compass navigation bar on any page

Online Travel Information

- See Travel Tools for Activities, Maps, Directions, Weather, City Guides, World Clock, etc.
- Enter flight information in the Arrival & Departure section to receive the latest flight status

Other Travel Assistance

- Email Internet Support at internet.support@towertravel.com with questions or suggestions.

USER PROFILES

Q. How do I update my user profile?

- A. Click Profile at the top of any page. Access the individual links, update your information and click Save.

Q. Do I have to call the travel agency and provide them with the same user profile information?

- A. No, once you click on "Save", the changes that you made to your online user profile will automatically update the profile that Tower maintains for you.



ONLINE BOOKINGS

Q. I requested our preferred airline but it is not displayed as an option?

- A. Travel policy is to accept the lowest available airfare and sometimes this will not be your preferred airline. You can modify your request and more Flights Per Leg may be shown. However, it's possible that the preferred airline will still not appear if it does not offer a low enough fare.

Q. How do I access the airplane seat maps to choose my seats?

- A. Once your flight choices have been made, you will automatically be presented with a seat map. There's a key for the types of seats available. Note that not all seats will be available, and Travelers may have to request a particular seat at the airport.

Q. Will Compass automatically upgrade me or my Travelers using the Frequent Flyer status?

- A. No, you will need to contact a Travel Counselor to handle upgrades and upgrade coupons.

Q. I am unable to find the hotel that I want at my destination.

- A. It's possible that the hotel you want may be sold out. You can either choose another hotel or contact a Travel Counselor and they will check availability directly with the hotel and contact you.

Q. The hotel reservation I made online does not show a confirmation number. What do I do?

- A. Upon completion of an online booking, most hotels will provide a confirmation number immediately. If not, Tower Travel will confirm the reservation with the hotel directly and contact you. Be sure to check your email confirmation for all confirmation numbers.

Q. I would like to display a booking that I have already made on Compass?

- A. Click on "Trips" on the navigation bar at the top of any page. It lists all of your previous reservations booked online for a 25 month period.

Q. I frequently travel to the same destination, stay in the same hotel and rent the same car. Is there an easy way to book this trip?

- A. Yes, you can create a Trip Template for any trip on the Itinerary Plan, Confirmation or Previous Booking pages. From the navigation bar access "Trips". Select the desired trip from the Trip Templates menu. Simply enter your new dates of travel and confirm the trip.

AGENCY TICKETING

Q. When is my booking made on Compass actually ticketed?

- A. After you book online, Tower reviews the booking and authorizes the ticket. This typically occurs within one hour and is typically an e-ticket.

Q. How do I know our travel agency has received my Compass booking?

- A. Your Reservation Complete page and notification email will indicate that your booking has been made. That information includes a Record Locator that you can provide in the event that you should need to follow up at any point.

Q. Is my airfare guaranteed after booking online?

- A. While your airfare is not guaranteed until ticketed, the rates you see on Compass are typically the same rates that the travel counselor will be able to ticket. Fares will be presented with Northwestern University's discounts applied.

Q. If I make a reservation over the phone will I be able to see it on Compass?

- A. You will only be able to view previous bookings that you have made directly through Compass. These bookings can be viewed by clicking on "Trips".

Q. What if I need to make changes to my itinerary?

- A. If your booking has not yet been ticketed, you may make a change(s) to your itinerary by clicking on "Trips". If your reservation has been ticketed, you will need to contact a Travel Counselor to make any changes.

Q. How do I handle refunds?

- A. Return any unused airline tickets to Tower. If you have an e-ticket, it's important that you notify the agency so they can obtain the refund. Non-refundable e-tickets will remain on file for future use. It is important to cancel non-refundable tickets prior to travel date.

Q. How do I contact Tower Travel Management?

- A. Tower Travel can be reached at 866.NU2.TRVL (866.682.8785). They will have access to all bookings made on Compass.

Q. Who do I contact for Compass technical support?

- A. Compass technical support is provided by Tower. Email internet.support@towertravel.com