

WHO ONLINE BOOKING PLATFORM SIMPLIFIED STEP BY STEP



STEP 1: FIND PO AND TR NUMBER ON THE APPROVED TRAVEL AUTHORIZATION (TA)

⚠ ON THE WHO TRAVEL AUTHORIZATION, YOU WILL FIND THE TR/PO NUMBER, THEY WILL BE REQUESTED TO MAKE THE BOOKING.

TRAVEL AUTHORIZATION		Printed On 17-Sep-2018		Page 1 of 1									
		World Health Organization and Other Entities											
Travel Request Details													
TR No / Version	TR1415175	Payee Name	TOUYERE,MS PASCALE	Payee PO No	202067728								
Capacity	Staff	Staff No	[REDACTED]										
Travellers													
Traveller Name	Gender	DOB	Unit	Traveler's Address	Not Applicable, .								
TOUYERE, Ms Pascale	Female		HQ/OSS Operational Support and Services	Ph:									
				E Mail:									
Remarks test													
Transport Cost													
Line No	PO No	Supplier Name and Address	Estimated Local Cost (Currency of PO)	Estimated Cost(USD)									
Hotel Cost													
Line No	PO No	Supplier Name and Address	Estimated Local Cost (Currency of PO)	Estimated Cost(USD)									
	1202067730	SWISSCARD AECS GMBH, Hcorpo, www.hcorpo.com, . . . HCORPO, Switzerland	1000 CHF	1006									
Perdiem & Other Costs													
Amount in USD													
Line No	Travel Type	Transport Mode	Arrival City, Country	Departure City, Country	Arrival Date/ Departure Date	%	Nights	Perdiem Type	Perdiem Rate	Total Perdiem	Danger Pay	Travel Allowance	Estimated Cost
0	Duty Travel		Geneve (fr),Switzerland	Geneve (fr),Switzerland	01-Feb-2019	100	0	Standard	0	0	0	0	0
1	Duty Travel	Air Economy	Geneve (Geneve (fr)),Switzerland/All Areas	Geneve (Geneve (fr)),Switzerland/All Areas	01-Feb-2019 / 08-Feb-2019	100	5	WHO Pays Hotel - WHO Pref. Hotel Prog	150	751	0	0	751
999	Duty Travel	Air Economy	Geneve (Geneve (fr)),Switzerland		08-Feb-2019	100	0	Standard	0	0	0	0	0
Total										751	0	0	751
Funding Sources													
Line No	Funding Source	Amount											
1	HQOSS1814173-1.1.1-86427-518-Travel-HQ/OSS Operational Support and Services	751											
Additional Perdiem													
Excess Baggage Cost													
Lump Sum Option													
Other Costs													
Estimated Total Cost (USD)													
751													



STEP 2: LOGIN TO HCORPO WEBSITE

TO CREATE YOUR ACCOUNT:

Go to the website:

<https://www.hcorpo.com/who/user>

- Please click on the SIGN UP button
- Fill out the form with the required information
- You will receive an email notification asking you to authenticate yourself
- You will now be able to connect to the HCorpo platform

TO CONNECT ONCE YOU HAVE CREATED YOUR ACCOUNT:

Go to the website:

<https://www.hcorpo.com/who/user>

- Please click on the LOGIN button
- Enter your email address and password



STEP 3: DO YOUR HOTEL SEARCH

Type-in the name of the desired destination (e.g. Geneva). You can also choose as destination the WHO Country Office or Regional Office in a given city.

Choose your check-in and your check-out dates and Click on "Search".

 **ONLY OFFICIAL DUTY TRAVEL DATES MUST BE SELECTED – NO PRIVATE STAY CAN BE INCLUDED.**



STEP 4: SELECT THE HOTEL

Only hotels below “Hotel City Cap” are displayed and can be booked.

Target = WHO country/regional offices if selected as destination.

WHO preferred hotels are tagged with WHO logo:



You are encouraged to choose one of the WHO preferred hotels.

⚠ IF THERE ARE NO AVAILABLE ROOM/RATES BELOW THE CITY CAP, YOU CAN TICK THE “OUTSIDE THE TRAVEL POLICY” CHECK BOX AND ACCESS ADDITIONAL OFFERS (A JUSTIFICATION WILL BE REQUIRED).

⚠ IF YOU TRAVEL TO GENEVA AND YOU WANT TO INCLUDE HOTELS IN NEIGHBORING FRANCE, (FERNEY VOLTAIRE) SELECT AS DESTINATION: GENEVA WHO HEADQUARTERS.



STEP 5: BOOK YOUR ROOM

⚠ WHEN A HOTEL OFFERS MULTIPLE RATES, YOU ARE ALWAYS ENCOURAGED TO CHOOSE THE LOWEST ONE. HOWEVER, PLEASE READ CAREFULLY THE CANCELLATION POLICY BEFORE CONFIRMING (SOME RATES MAY BE NONREFUNDABLE).

Click on **“book”** once the hotel is selected.



STEP 6: ADD TO BASKET

Enter your name

Please enter the name of the traveller Clear traveller's names

 Room 1 → Last name* First name* Phone Email

Click on “Add to basket”



STEP 7: COMPLETE THE BOOKING

Enter the TR number and the hotel PO number and validate.

To complete your booking, please enter the following information :

Information needed to complete your booking 1

PO number (Purchase Order) - E.g. : 123456789 : *

TR number (Travel Request) - E.g. : TR1234567 : *

➤ THE CONFIRMATION AND THE VOUCHER WILL BE SENT TO YOU BY E-MAIL.



STEP 8: DURING AND AFTER TRAVEL

- Voucher needs to be presented to the hotel at check-in
- The hotel room rate is paid by HCorpo on behalf of WHO. Any extra private expenses will need to be paid by the traveller at check-out
- Additional nights for private stay must be booked directly with the hotel (and never through HCorpo platform)
- Local city taxes (if applicable and not included in room rate) may be requested to be paid by the traveler (covered by the “incidentals portion of the perdiem”)

CHANGES ON THE BOOKING

I want to cancel my booking



In “My Bookings / Reservation Details”,
click on “Cancel”

I want to modify my dates



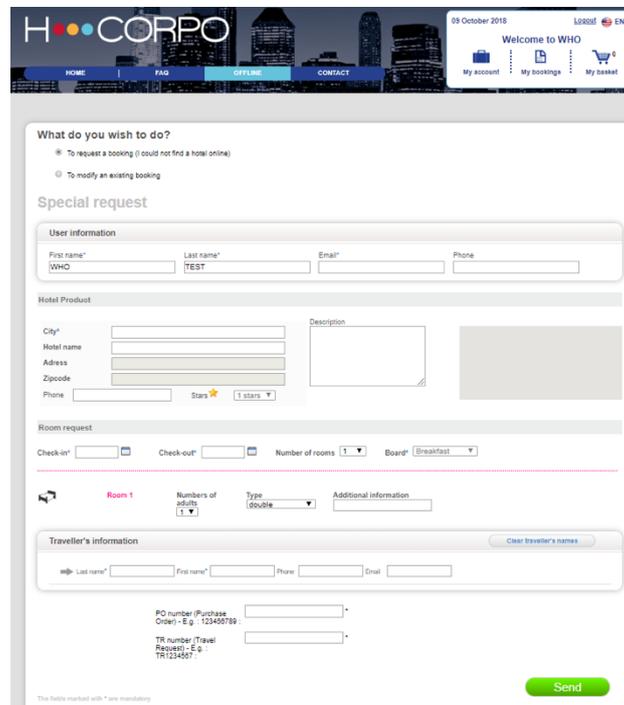
Make a new booking for the new dates,
add your booking to the basket,
cancel the previous reservation
and then validate the new booking

I want to shorten my stay
(I'm already at the hotel)



Send an email to HCorpo offline team:
info.who@hcorpo.com
or call: **+ 1 34 74 34 98 36**

- IF YOU ARE NOT ABLE TO CANCEL/MODIFY THE BOOKING OR COULD NOT FIND/BOOK A HOTEL ONLINE, PLEASE FILL IN THE OFFLINE FORM.



CONTACTS

ON-LINE ASSISTANCE 24/7

Booking, modification, cancellation:

+ 1 34 74 34 98 36

Info.who@hcorpo.com

International phone number: + 134 74 34 98 36

Switzerland number : + 41 22 518 76 49

Denmark number: +45 35158627

Italy number: +39 0559979096

UK number: + 44 20 38 07 58 30

Sweden number: + 46 8 12 42 09 66

US (Atlanta) number: + 1 47 05 58 96 77

US (Washington) number: + 1 30 19 09 40 18

US (New York) number: + 1 34 74 34 98 36

Canada number: + 1 43 82 38 01 48

Australia number: + 61 2 90 98 43 45

New Zealand number: + 64 99 51 58 25

Brazil number: + 55 21 40 42 01 17

Kenya number: +254203893737

EMERGENCY ASSISTANCE 24/7

During the trip, last minute requirements

+33 (0)1 77 68 17 34

(E.g: Problem at check-in)

FOR LOG IN ISSUE

Support.am@hcorpo.com