Dear colleagues,

In the future we will be booking and managing all business trips via Lanes & Planes ([www.lanes-planes.com](http://www.lanes-planes.com/)), an all-in-one business travel solution!

What does that mean for me?

If you have not yet received an invitation to register at Lanes & Planes, you will shortly be receiving one. Upon registration, you will be able to log in to the Lanes & Planes website at <https://app.lanes-planes.com/#/auth/login> and complete your personal profile.

**Registration:**

Username: your e-mail address

Password: you can create your password during the registration process

**Please note the following:**

- trips may only be booked after you have completed your registration

- before booking a flight, please ensure that you have updated your profile with your ID or passport number

- loyalty cards such as Miles & More and BahnCard must be saved to your profile **prior to booking** in order that they may be taken into account in your booking

How to book a trip

In the future you can research your business trips and easily make bookings door-to-door using the Lanes & Planes tool.

Payment of trips booked is managed through our accounting system. Even hotel payments are directly taken care of, so you won’t be required to make prepayments. It is therefore not necessary to add a debit or credit card, either private or corporate,

You have a complete overview of all trips on one page and you can cancel and change your bookings within the tool.

How do I procede with bookings not made via Lanes & Planes?

Not all travel services can be booked at Lanes & Planes. Some business trips may involve using your personal vehicle and cannot therefore be booked on a travel reservations system. In such cases, Lanes & Planes gives you have the possibility to create an external booking und submit this expense to accounting.

How do I receive my travel documents?

Your travel documents (tickets & vouchers) will automatically be sent to you by email. You can additionally download them from your booking overview screen (<https://app.lanes-planes.com/#/admin/user/user_booking>).

We would also recommend downloading the Lanes & Planes mobile app (available for iOS and Android) – your travel companion on all your business trips! The app also contains all your tickets. You have a complete overview of all your bookings, and you can use your mobile phone to take a picture of expense receipts and upload them directly to your booking.

How to submit travel expense receipts

You can add receipts to your trip at any time using the Lanes & Planes mobile app; and after your trip has ended, you can submit them with just one click to send to your supervisor for approval. You can also manage your receipts online.

Support

Should you have any questions regarding your profile, bookings, accounting, rebooking or cancellation, you will find many answers to these questions and more in the Lanes & Planes user guide: <https://tripclickpro.zendesk.com/hc/en-us>

You can additionally contact the Lanes & Planes service team via email, chat or phone:

E-Mail: [service@lanes-planes.com](mailto:service@lanes-planes.com)

Phone: +49 89 2154 071-20

Links:

Lanes & Planes Homepage: [https://www.lanes-planes.com](https://www.lanes-planes.com/)

Lanes & Planes Guide: <https://support.lanes-planes.com/>

Lanes & Planes tool: [h](https://app.tripclick.pro/#/auth/login)<https://app.lanes-planes.com/#/auth/login>

Lanes & Planes Mobile App: <https://www.lanes-planes.com/app/>