



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 you deal with the problem.

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

A: Generally, the system will automatically log out after 5 minutes of inactivity to ensure that the information is up-to-date when making reservations.

Please log back in from the login URL: <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 lorealcn@contactcwt.com (Domestic Travel)

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

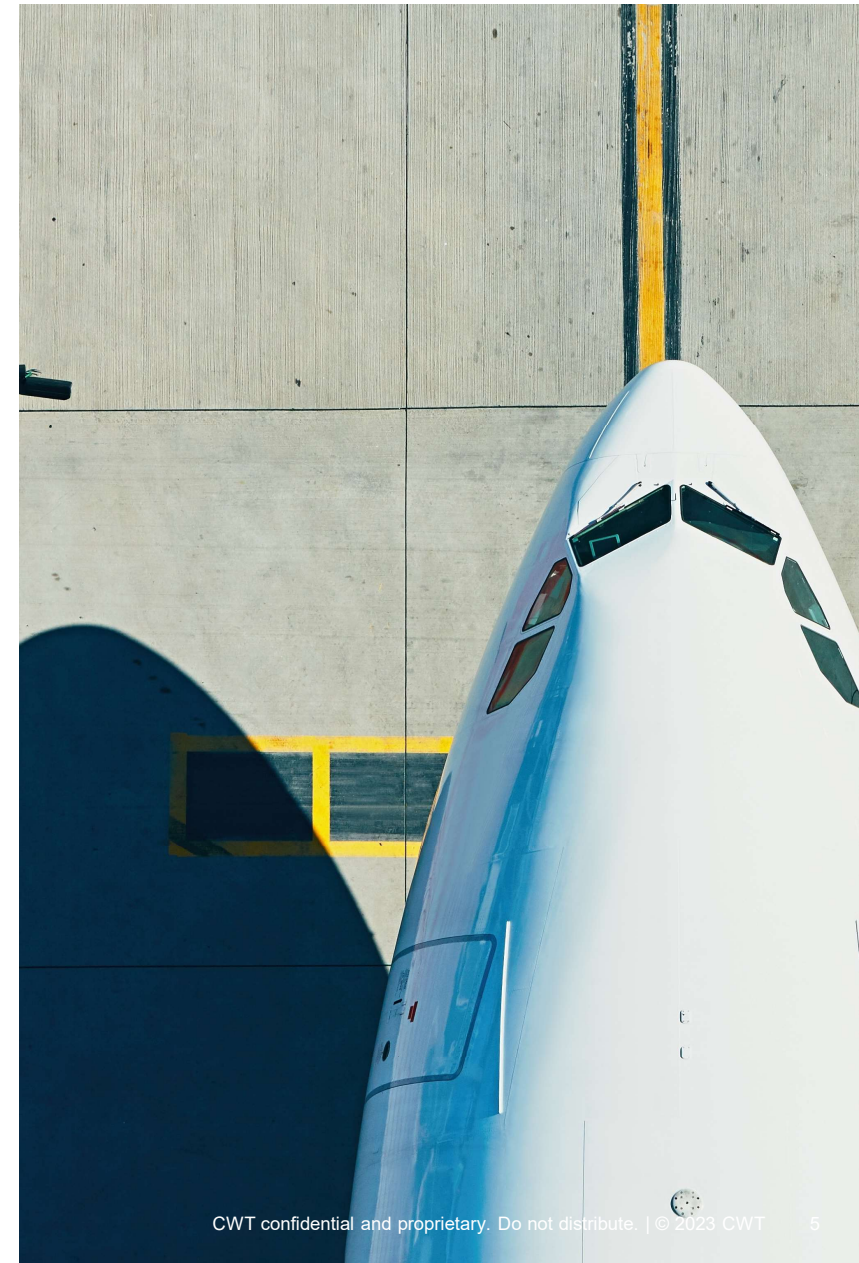
Q7: How do I change the cost center to settle the tickets?

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 travelers who need to rebook or cancel the tickets on the Change or Refund page and submit the 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.

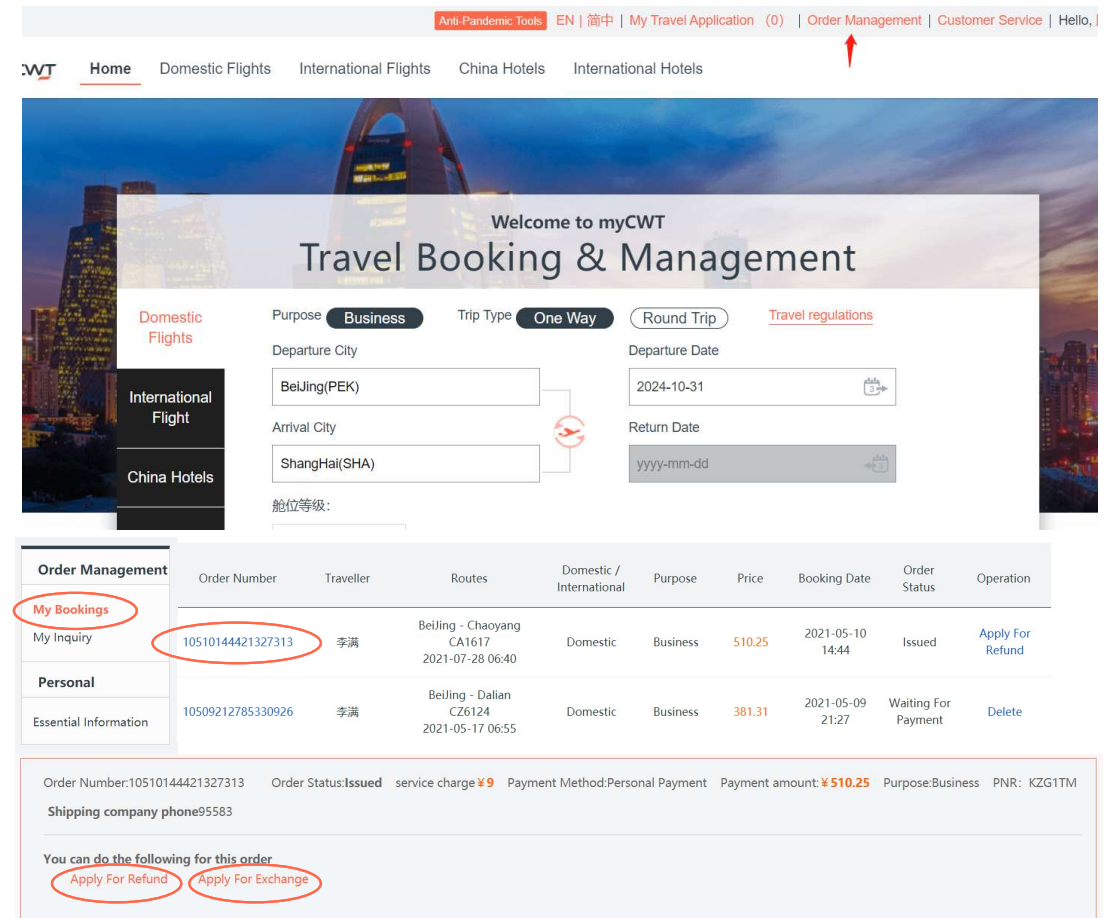
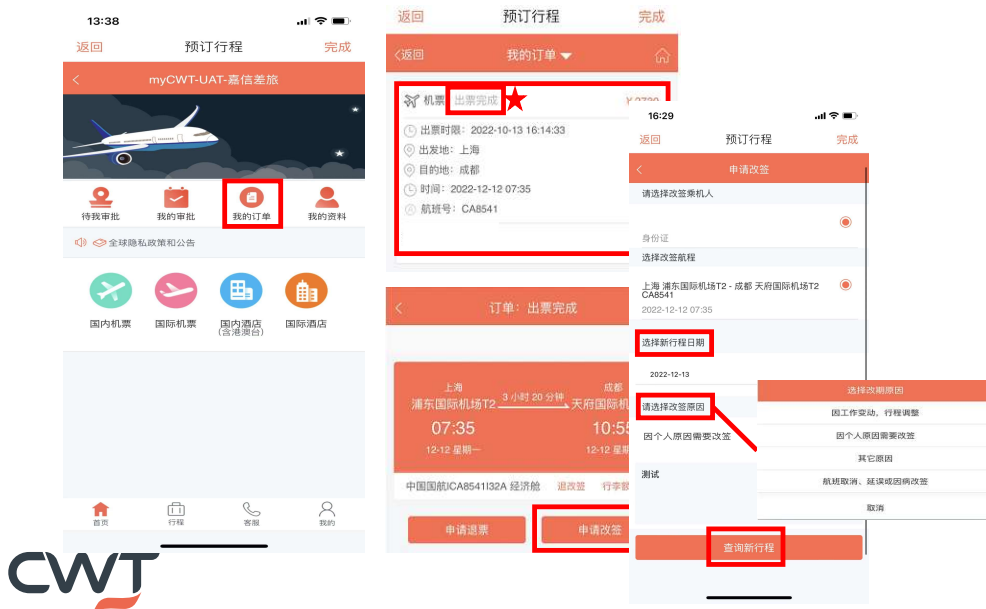


Air Reservation- Online Refunds and Changes

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.)



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 flights refund and change, 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.)

For international flights, any changes or cancellations need to be handled offline by contacting the service team.



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

Travel Documents

Q23: How long should the passport be valid for purchasing an international flight 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.