Business Travel
FAQ

For L'Oréal

Content

myCWT Log-in

Q: Why it's no response when I click on the myCWT page?

A: It is recommended to use Google Chrome and Microsoft Edge browsers to view myCWT to avoid some functional incompatibility.

Q: What should I do if the white screen is displayed after login?

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.

Q: Why do I receive an email indicating that I have no account when I click 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.

Q: 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
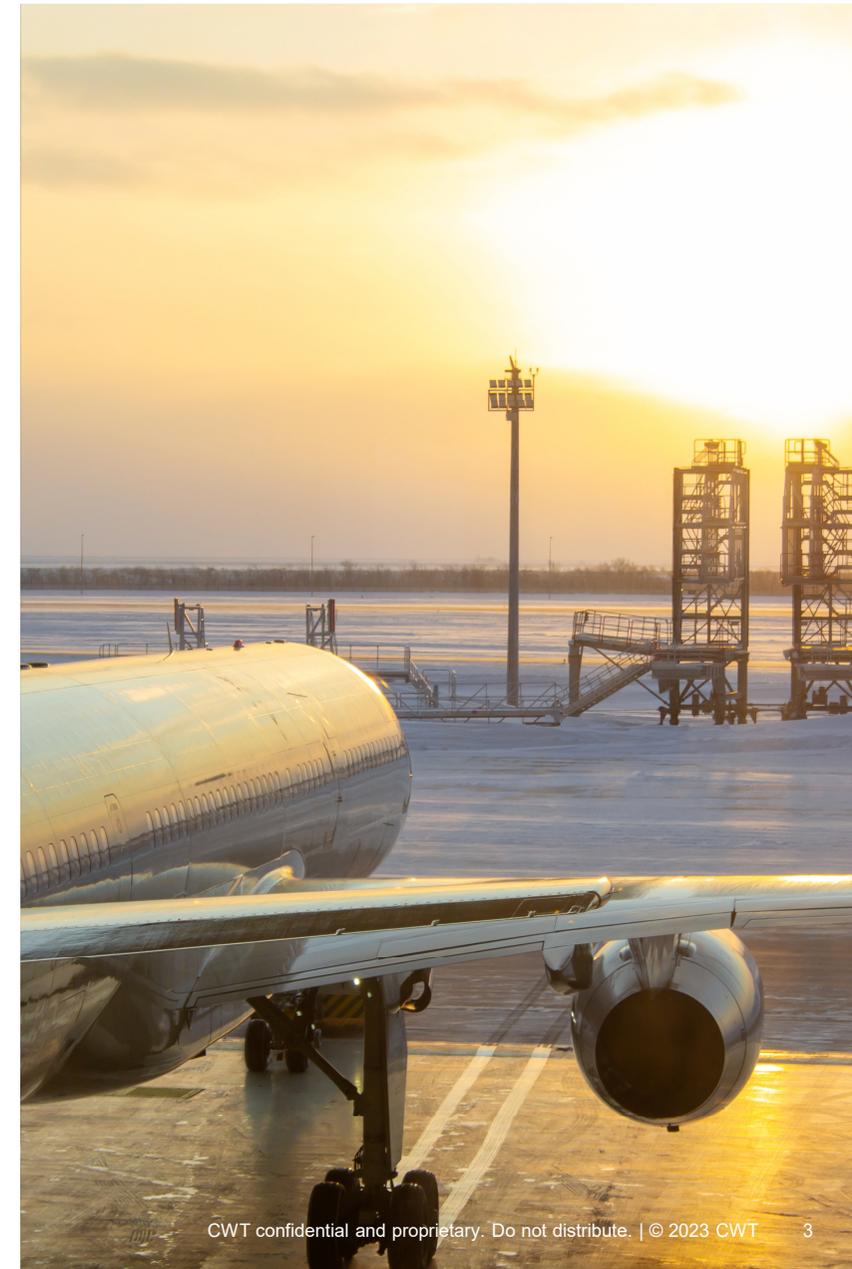
myCWT Log-in

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

A: Please make sure you are using myCWT now. From 10th Apr 2023, we have upgraded our OBT and App to the new platform called myCWT(both PC and App). Your profile will be moved to myCWT automatically. However, you still need to activate your account on myCWT.

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 lorealdom.cn@contactcwt.com （Domestic Travel）

lorealint.cn@contactcwt.com （International Travel）

Air Reservation

Q: Why can't I change my flight online?

A: 1) If your tickets booked before 10th Apr, on previous OBT, myCWT cannot handle such bookings. You need to change you booking with service team offline.

   2) myCWT supports One-time ticket changes for the same airline on the same route.   If you need to change again, please contact the service team for handling offline.

   3) If the ticket has already been checked in online, it cannot be changed.

**Q: 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

Q: How can I change the cost center to settle the ticket?

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

Q: How many travelers can be included in a single booking if using assistant booking function book for others?

A: If you can book for other employees, bookings can be made for up to 9 employees in a single order.
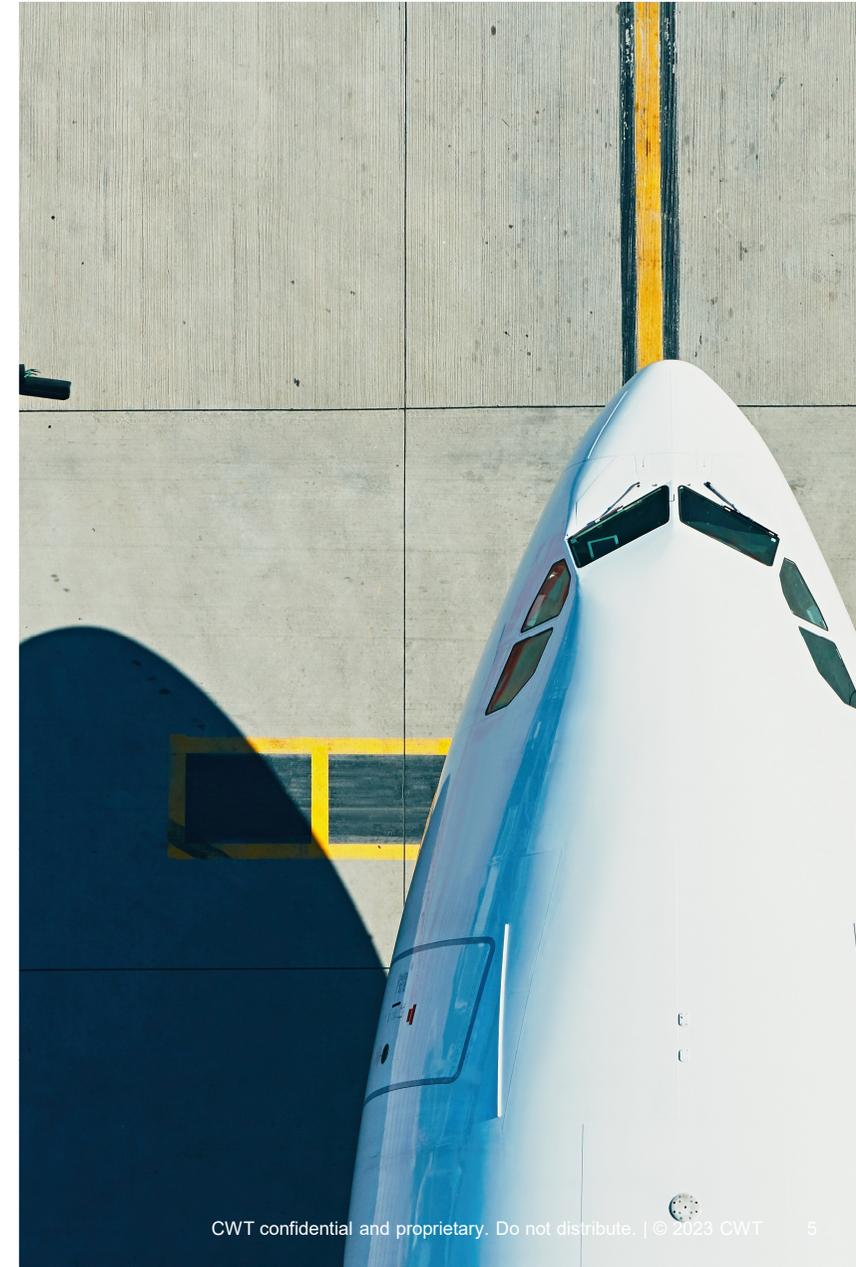
Air Reservation

Q: 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.

Q: If the approver's account has not been activated, can he/she receives the approval email?

A: The approval e-mail can be received in such scenario?

Q: Is there a delegate approval function, where the boss authorizes someone to approve for you?

A: Such online function is not available. Please contact the service team to handle this request.

Q: Why can't the assistant receive the air ticket itinerary which booked by her?

A: The system sets that both the reservation and the traveler can receive the itinerary. Please contact the service team if you cannot receive it timely.

Air Reservation

Q: How to select a seat and check in online?

A: It is recommended to use the airline's official APP for seat selection and check-in.

Q: Why is the international round trip options on myCWT always showing the flights with the same airline as the destination?

A: Discounted rates are generally available for round trips on the same carrier. If you must book a round trip with a different carrier, please contact the service team to check if a discounted rate is available before booking.

Q: 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 to process it offline.

About Travel Documents

Q: 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.

Q: 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.
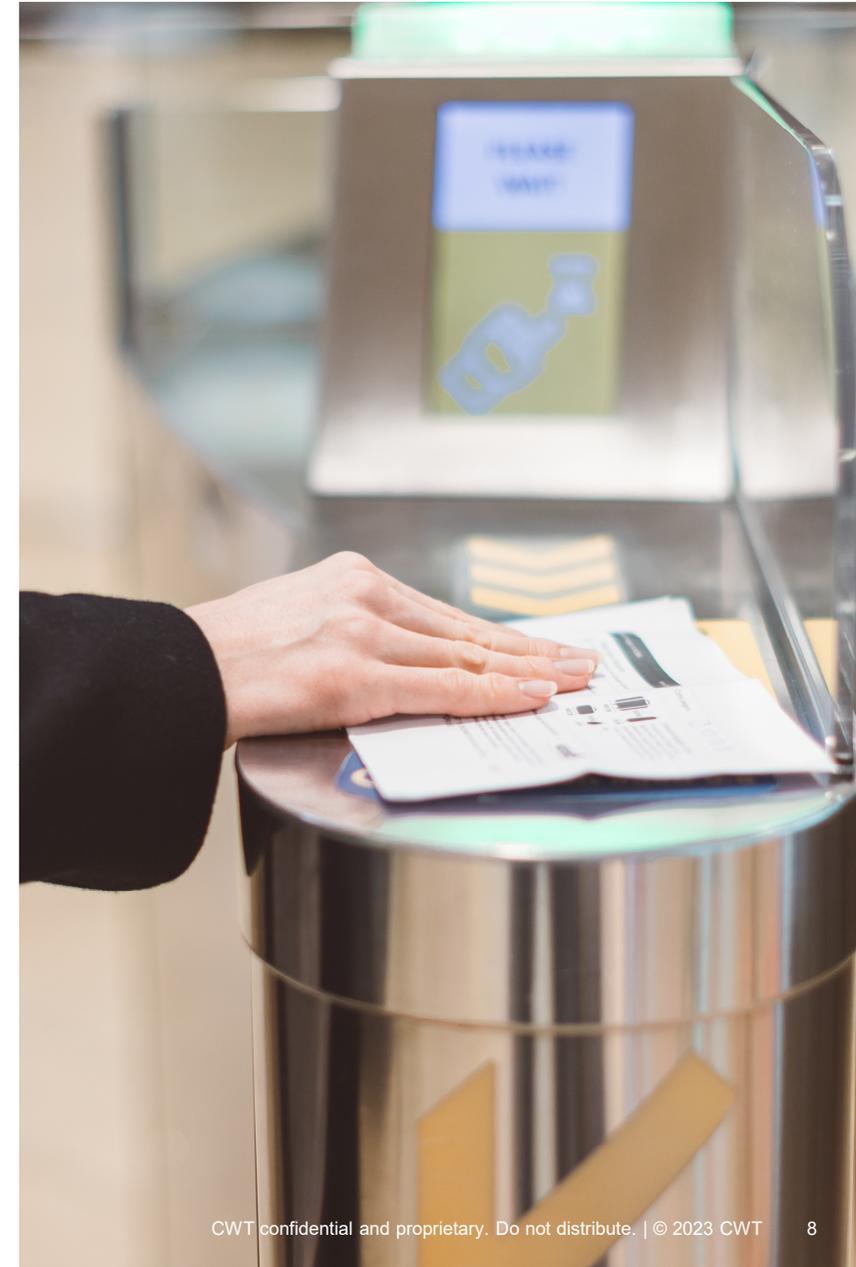
About Hotels

Q: Why is myCWT unable to find certain hotels?

A: 1) Business travel uses mostly cash payment at hotel's receptionist, So probably some prepaid hotels' resource will not appear in the search results.

2) Since L 'Oreal's global hotel RFP has been completed,. We have reached more than 95% coverage of the total number of contract hotels and third-party hotel resources.

Q: Why are corporate rates unavailable for some hotels on certain dates?

A: 1) Contract rates for certain hotels are not available on certain days. The agreements state the dates on which the contract rate will not be available.

2) When the contract rates are sold out, these are also not available for booking

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

A: 1) myCWT is connected to a Global Distribution System(GDS) that accepts VISA, MASTER and other international credit cards, depending on the guarantee requirements set in the system. The GDS does not support offline guarantees for UnionPay cards.

2) The guarantee requirements for different hotels are based on rules confirmed by the hotel and the GDS

About Hotels

Q: Why are hotel prices on CWT higher than on other platforms sometimes?

A: 1) Business travel is more flexible, so CWT's resources are showing cash payment rates. Some platforms offer prepaid rates which are cheaper but hard to change, so CWT has not introduced these rates to our clients.
2) Clients' contract rates are usually fixed rates. Whereas some hotels will offer short term promotions during their low season, occasionally certain promotional rates will be lower than the contract rates.

Q: How do I cancel a number of nights in one single booking?

A: You can only cancel the entire booking on the system and rebook. Please contact the service team for offline processing.

Q: Why is the price displayed on the hotel listing page sometimes different from the price displayed on the hotel details page?

A: Please refer to the prices displayed on the hotel details page as they are cached on the hotel listing page.

About Luggage

Q: 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.

Q: What if my checked luggage is lost during my trip?

A: The following methods are for your reference,

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.

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.

*subject to the policies of specific airlines:

1. Go to the baggage counter immediately

- 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.