

# Egencia Migration Traveler FAQ



## 1. What Orbitz for Business information will be transferred to Egencia?

**A:** Nearly all profile information will be transferred. The only exceptions are: credit card, passport, and traveler alert information.

## 2. What steps do I need to take to set up my Egencia profile after I receive my welcome email?

- **Personal Information:** You will need to enter your passport number for international travel, as well as a TSA Redress or Known Traveler Number if applicable.
- **Payment Options:** Please enter your personal and/or central bill card and billing address. For security purposes, the billing address must match your credit card statement exactly or the site will not allow you to store the card.
- **Egencia on the Go™:** Add your contact information to turn on flight departure, arrival, cancellation, and connection alerts (email, text, or voice) for yourself as well as for family, friends, and colleagues. Also enable calendar sync emails to your own address and additional addresses.

## 3. Will my loyalty numbers transfer over to Egencia?

**A:** Yes, your loyalty numbers will transfer to your Egencia profile. We also recommend that you add your status level, if applicable, for air vendors.

## 4. How long will I have access to my Orbitz for Business site after migration?

**A:** You will have limited access to the Orbitz for Business site for approximately 60 days post migration. During this time, you will be able to view and cancel existing bookings. However, you will not be able to book any new reservations or make changes using the Orbitz for Business site.

If you need to make changes to travel (air, hotel, or car) booked on Orbitz for Business after the migration, please contact an Orbitz for Business agent for further instructions.

## 5. When can I start booking travel for October and beyond?

**A:** You may start booking travel for October 2016 and beyond once you migrate to the Egencia platform. You will still be able to book your trip three to six months in advance depending on your planned migration date.

## 6. How can I sign up for Egencia training?

**A:** Training is available every week. Visit <http://info.egencia.com/OFBTravelerMigrationTraining.html> to sign up for a date and time that works best for you.

## 7. Can I customize the name of my trip as I'm booking my trip?

**A:** While you cannot customize the name of the trip when making your booking, you can update the trip name after the booking is complete.

- Click on the Trips tab and open the trip you would like to rename.
- Your destination will appear at the top of the screen with a "Rename" link in blue to the right.
- Simply click on the link, rename your trip to make changes.

## 8. Can I book personal travel on Egencia?

**A:** It depends on your company's policy. Please contact your travel manager to learn more.

## 9. Will the company's preferred and negotiated hotel rates show on the Egencia site?

**A:** Yes.

## 10. Why can't I find a flight that I saw on another website?

**A:** If you search for a broad flight match (Example: A flight from Chicago to Seattle in the morning), you may need to filter further to find the results you are looking for. There are two ways to do this. At the start of your search, you can enter more specific parameters such as adding in a specific airline or time.

Another option is to narrow your results by airline. Once your initial search results populate, click on your preferred airline in the left navigation panel. You can view more flight options for the airline by clicking on the "Search for more flights" copy that appears above the search results.

## 11. Why do I sometimes see lower air fares on other websites?

**A:** The shopping algorithms of websites are set to favor different preferences such as price vs. total travel time. Since Egencia is focused on the needs of corporate travel, we put more emphasis on flight options conducive for the time sensitive business travelers and eliminate for example itineraries with multiple connections or extreme layovers. Some of these preferences are also decided by your company's specific travel policy.

If you should find a better price online for the exact same flight within 24 hours of booking, Egencia agents will book the cheaper flight for you – and waive the transaction fee to make the change, or if we are unable to find that flight, we will give you a credit for the difference. To take advantage of this, contact our customer service team at 1-866-397-2677 (no service fee will be charged).

## 12. Why do some flights say "Price Unavailable"?

**A:** We want to make sure you can access all flight options available to you. However, some flights will not be attractive options because they are expensive, have long flight times (multiple connections, long layovers, etc), or are out of policy. In those cases, we do not display prices because there are better options available.

## 13. Can I make Southwest Exchanges online through Egencia?

**A:** Yes, you can book Southwest flights and make changes online as long as travel has not begun. Once en route, you must contact an agent if you want to cancel and/or change a Southwest ticket. You may incur an offline fee when calling an agent.

## 14. Will I be able to view my Southwest unused ticket credits on Egencia?

**A:** Yes, but you will need to call an Egencia agent to apply the credit and complete the exchange.

## 15. Can I make air changes on the Egencia® TripNavigator mobile app?

**A:** Yes, you can make changes to air reservations booked through Egencia.

## 16. Can I view and use my Unused Ticket Credit on the Egencia® TripNavigator mobile app?

**A:** Yes, you can view your unused ticket credits on the mobile app, and apply them as a credit to a new booking on the mobile app.

## 17. Can I share my trip with other co-workers?

**A:** Yes, you can invite others to view your trip.