



# Egencia Migration Travel Arranger FAQ



## 1. What Orbitz for Business profile 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. Are there steps travelers need to take to set up their Egencia profiles?

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

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

**A:** Yes, traveler's loyalty numbers will transfer to their Egencia profile. We also recommend that the traveler's status level is added, 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 on 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 trips three to six months in advance depending on your planned migration date.

We've chosen this date for multiple reasons. One, travelers will no longer be able to access the Orbitz for Business site after October 1. As a result, Egencia Customer Service or the traveler would need to make any changes directly with the travel provider. This will help eliminate that extra step. Two, travel administrators and arrangers will have a better view of reporting data. After October 1, all reporting will be available through Egencia.

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

**A:** Training is available every week for travelers, arrangers, and travel managers. Visit <http://info.egencia.com/OFBTravelArrangerTraining.html> to sign up for a date and time that works best for

you.

#### 7. How Can I upload a central billing card and map to it?

**A:** Travel Administrators may enter and store as many central billing cards as needed. Visit the [Egencia Resource Center](#) for step-by-step instructions.

#### 8. Can central bill cards be assigned on a user/traveler group level?

**A:** Yes, central bill cards can be assigned on a group level, but they must be loaded by someone who has travel manager permissions on the Egencia site.

#### 9. How can I request permission to arrange travel for others?

**A:** Open your profile by clicking your name in the upper right corner and then clicking Profile. In the Travel Arranging & Approval section at the bottom, click My travelers. Click Add Travelers. In the Find users boxes, enter the traveler's name and click Find. Check the box next to the traveler's name and click Add. Your request is emailed to the traveler for approval. [Learn more](#).

#### 10. Can I book travel for someone who does not have a profile (free form traveler) on the Egencia site?

**A:** Yes, but you must book a non-profiled traveler via a guest account on the Egencia site. Learn how to set up and manage guest accounts: [http://info.egencia.com/Guest-Accounts.html?\\_ga=1.168255783.780882338.1442602783](http://info.egencia.com/Guest-Accounts.html?_ga=1.168255783.780882338.1442602783)

#### 11. Can traveler messaging be created based on user/traveler group?

**A:** No, any messaging that is applied will be a global message viewable by all travelers.

#### 12. Can I customize the name of a trip during the booking process?

**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.

#### 13. Can I book personal travel for employees on Egencia?

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

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

**A:** Yes.

#### 15. 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.

#### 16. 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).

#### **17. 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.

#### **18. Can I make Southwest Exchanges online?**

**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 void a traveler's ticket. You may incur an offline fee when calling an agent.

#### **19. 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 traveler's exchange.

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

**A:** Yes, you can make changes to air reservations via the Egencia® TripNavigator mobile app.

#### **21. 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 credit to a new booking on the mobile app.

#### **22. Can I share trips with other co-workers?**

**A:** Yes, you can invite others to view your trip or you can create a group trip in order to coordinate travel with up to six other travelers.