User Guide to Booking Travel with EGENCIA
Updated: November 2011

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Getting Started with Egencia

**Attend a Training Session**
Check your inbox or NYU Traveler for announcements of upcoming traveler orientation settings given onsite at NYU Washington Square. You can also view brief, recorded demos to help you set up your profile, make flight, car and hotel bookings and leverage the additional business tools available to you. [http://www.expediacorporate.com/daily/service/traveler_training.asp](http://www.expediacorporate.com/daily/service/traveler_training.asp)

**Set Up Your Profile with Egencia**
Your profile information has been moved into Egencia. For security purposes, you will need to update your credit card information. You will also need to enter information for compliance to the TSA Secure Flight Program.

Please review your complete profile to ensure information and preferences are up to date by clicking My Profile (appearing at the top of every page).

### Personal Information
- Enter your contact information, emergency contact and TSA Secure Flight data. Change your e-mail address at any time, select HTML or text formatting, indicate if you would like to receive news from Egencia.

### Payment Options
- Store corporate credit cards 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.

### Travel Preferences
- Specify your flight, hotel and car preferences - including frequent flyer information and home airport

### Egencia On the Go:
- Sign up to receive alerts about flight status, gate changes and delays via e-mail, voice phone or text or enable calendar synch to stay on top of your latest travel information right from your calendar.

### Travel Arranging & Approval:
- Allow colleagues to book travel on your behalf

<table>
<thead>
<tr>
<th><strong>Personal Information</strong></th>
<th><strong>Contact Information</strong></th>
<th><strong>Travel Documents</strong></th>
<th><strong>Company Settings</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact, sign-in &amp; company settings</td>
<td>Name, address, phone numbers</td>
<td>TSA Secure Flight Passports</td>
<td>Department, traveler group, etc.</td>
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<tr>
<td>Sign-in settings</td>
<td>E-mail and notification preferences</td>
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<tr>
<td>Change password</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th><strong>Payment Options</strong></th>
<th><strong>Credit Cards</strong></th>
<th><strong>Coupons</strong></th>
<th><strong>Unused Tickets</strong></th>
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<tr>
<td>Cards, corporate &amp; expense tickets</td>
<td>Personal credit cards</td>
<td>View coupons</td>
<td>View unused tickets</td>
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<tr>
<th><strong>Travel Preferences</strong></th>
<th><strong>Travel Preferences</strong></th>
<th><strong>Accounts</strong></th>
<th><strong>Other Preferences</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferences for the frequent traveler</td>
<td>Flight, hotel, car preferences</td>
<td>Frequent traveler accounts</td>
<td>Home airport</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Egencia On The GO™</strong></th>
<th><strong>Receive updates while travelling</strong></th>
</tr>
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<tr>
<td>Alerts</td>
<td>Flight alerts</td>
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<tr>
<th><strong>Travel Arranging &amp; Approval</strong></th>
<th><strong>Travel arranging</strong></th>
<th><strong>TripController™</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Who can arrange &amp; approve travel</td>
<td>My travelers</td>
<td>My approvers</td>
</tr>
</tbody>
</table>
Using Mobile Trip Alerts

How to Setup Your Trip Alerts
1. On the Profile overview page locate Egencia on the GO™ and click on Flight alerts. From here you will want to click on Add Contact.

Flight alert settings
Customize where to send flight related alerts via e-mail, voice phone or mobile text messages. You may specify up to 8 contacts, with maximum 2 voice contacts.

The settings below apply to all trips where alerts will be sent. You can enable flight alerts for your trip by visiting the Egencia on the GO™ section of your itinerary or the Trip Preferences page during checkout.

2. Type in the name of the contact and then select the preferred delivery method. Options include e-mail, voice mail or mobile text message. You can create up to eight contacts and a communication preference for each. There is a maximum of two voice contacts.

Egencia On The Go™ trip alert settings
Set up a trip alert contact by providing the information below.

1 Specify contact information
Name your contact and specify delivery information.

- **Name your contact:** My work
- **Select delivery method:** Mobile text message

Wireless carrier:
T-Mobile

Requirements:
Text messaging-enabled device with a text messaging plan. Standard text message rates and other charges may apply for messages received. Contact your wireless service provider for questions regarding your specific device and text message plan.
3. You can then **select which of the seven alerts** you would like for each contact to receive.

### Select trip alerts for this contact

Pick the trip alerts for this contact by checking the appropriate boxes.

<table>
<thead>
<tr>
<th>Flight Departure</th>
<th>Flight Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢 Send delay alerts</td>
<td>🟢 Send delay alerts</td>
</tr>
<tr>
<td>🟢 Send departure information</td>
<td>🟢 Send arrival information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Flight Connection</th>
<th>Flight Cancellation</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢 Send missed connection alerts</td>
<td>🟢 Send flight cancellation alerts</td>
</tr>
</tbody>
</table>

---

4. **Save the contact** and you are ready to hit the road.

### Setting Up Your Credit Card Information

**Easy access to your stored credit card**

When adding your credit card to your profile, add the last 4 digits of your credit card to the card description.

The next time you use your credit card for a travel purchase, you will only need to provide the last four digits of your card which will be easily accessible!

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**Payment information**

Purchase flight with the following card:

- **Corporate Card Amex 7768 [Amex]**

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### 1 Credit card information

- **Card type:** American Express
- **Card number:** 12345678910107768
- **Expiration date:** 12/2011
- **Cardholder name:** John Smith
- **Card description:** Corporate Card Amex 7768

Note: All forms of payment are verified by our system.

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### Designating Travel Arrangers

Here is a screen shot of the feature found in your traveler profile:
To add an arranger, type the first few letters of the first and last name. A similar name list will appear with email address as a unique identifier.

### My arrangers

The following users are authorized to view your travel profile and make travel arrangements on your behalf but cannot view your personal credit card numbers.

Arranger:

| ca | van | Add |

### Requesting Permission to Arrange Travel for Others

To request permission to book travel for others, go to **my travelers** from the Travel Arranging and Approving section of your Egencia profile.

Type in the first and last name of the traveler and click add.

### My travelers

There are no travelers in your traveler list. If necessary, an e-mail request for authorization will be sent to added users.

Traveler:

| cate | vanasse | Add |

Once completed, you will receive confirmation that your request has been sent to the traveler.

**Request sent**

We have sent your request to Cate Vanasse at cvanasse@egencia.com

You will be notified via e-mail when Cate accepts or declines your request.

Nicole Garcia has requested permission to arrange travel on your behalf. Travel arrangers may book your travel and edit your profile information.
Booking Air Travel with Egencia

**NYU Preferred Air Program**
NYU preferred air carriers are marked with a medal icon and the word Preferred in green.

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### Exchanging Your Tickets Online

Online Exchange **Step 1:**
Traveler decides to change a portion of the flight.

1. **Do you want to change your departing flight?**
   - No, keep this flight the same.
   - Yes, change this flight.

   **Departure flight:** Seattle - Washington DC
   - Date: 12/19/2003
   - Time: 12:00 noon
   - Departing From: Seattle, WA (SEA-Sea)
   - Going To: Washington, DC (IAD)

2. **Do you want to change your returning flight?**
   - No, keep this flight the same.
   - Yes, change this flight.

   **Return flight:** Washington DC - Seattle
   - Date: 12/29/2003
   - Time: 12:00 noon
   - Departing From: Washington, DC (IAD)
   - Going To: Seattle, WA (SEA-Sea)
Online Exchange Step 2:
Flight options and alternatives are returned in the search.

Online Exchange Step 3:
Traveler selects flight(s).

Online Exchange Step 4:
After making flight selection:
When a credit is due, you will be directed to call a consultant to complete the transaction.

**Tracking Your Unused Tickets with Egencia**

In addition to appearing in the purchase path, travelers can view any unused tickets in the unused ticket panel on their Egencia home page.
Redeeming Your Unused Tickets with Your Incumbent Travel Management Company

If you have unused tickets with a Travel Management Company you have been using, you will need to contact that agency to explore options for redeeming your tickets.

Redeeming Your Unused Tickets with Egencia

We won't let you forget about existing ticket credit. The automated process detects and shows the traveler unused e-tickets eligible toward redemption on the new fare. Any time an applicable credit exists, the traveler will be asked, "Would you like to redeem an unused ticket?" as seen below. Unused ticket details will be accessible by link and the amount to be credited will also be shown to the traveler.

Seat Selection Tips and Tricks

Seasoned business travelers know that the right seat selection can make the difference between four hours of productivity or four hours of aviation agony in a non-reclining middle seat. Here are a few tips to find the best seat on your next flight:

Designate Your Status in Your Profile to View Preferred Seating

It’s important to specify your status tier in addition to your frequent flyer number within your Egencia profile. For example if you are a Delta Gold Medallion member, select this option from the drop down rather than Delta SkyMiles. Otherwise the preferred seating options will not be confirmed. It is also important to check the box indicating that you have access to preferred seating.
Leverage SeatGuru to Find the Best Seat

To access SeatGuru content within the Egencia site, click the "seat availability" link under each flight search result (as shown below).

In the seat map view, look for symbols indicating where reviews are available and if the seat has been reviewed with a good, poor or mixed rating. When you mouse over the seat, a pop-up window will provide seat specific information such as power source availability, video configuration and seat reviews from fellow travelers.

Using Filters to Find the Right Flight Faster

Egencia uses the same intuitive and familiar booking experience as sister company, Expedia, as well as tools designed specifically for the business traveler.

A few different ways to filter down your results if you choose:

- You can filter by airlines that returned in the search results
- You can adjust the departure window with this slider function and the number of matching flights below will adjust automatically.
- You can also filter again by stops and connection cities.
- You can also review alternate airports in the nearby airports tab.
The flight search experience will help you travel smarter, better and faster by leveraging flight search filters and quickly identify:

- An overview of carriers and available prices
- If a direct flight is an option
- The cheapest time of day to fly
- If an alternate airport makes sense
- When only a few tickets are available at a specific price

Filtering Options are displayed next to results:

- Airlines
- Departure time
- Stops
- Nearby airports
- Connection cities
For more information about booking travel on Egencia, watch these short videos:  
http://www.expediacorporate.com/daily/service/traveler_training.asp

**Booking a Hotel with Egencia**

**NYU Preferred Hotel Program**

The medal denotes a NYU preferred hotel.

**Egencia Hotel Options**

When booking a hotel with Egencia, you can choose from four different types of hotels.

<table>
<thead>
<tr>
<th>Rate Description</th>
<th>NYU Negotiated Rates</th>
<th>Egencia Preferred Rates (EPRs)</th>
<th>Expedia Special Rates (ESRs)</th>
<th>Published/Rack Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYU has secured these rates directly with hotel</td>
<td>Designed to meet the needs of the business traveler</td>
<td>Great option for last minute booking</td>
<td>Standard hotel rates</td>
<td></td>
</tr>
<tr>
<td>Hotel Receipt</td>
<td>Room, tax and incidental receipt provided by Hotel</td>
<td>Room and tax receipt available on your Egencia site – receipt from hotel only for incidentals</td>
<td>Room and tax receipt available on your Egencia site – receipt from hotel only for incidentals</td>
<td>Room, tax and incidental receipt provided by Hotel</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Payment Options</td>
<td>Credit card charged at check-out</td>
<td>Credit card used to guarantee reservation charged the morning of check-in</td>
<td>Credit card used to guarantee reservation charged the morning of check-in</td>
<td>Credit card charged at check-out</td>
</tr>
<tr>
<td>Hotel cancellation window to avoid charge</td>
<td>Usually 24 hours prior to check-in *</td>
<td>90% allow cancellation until check-in, 10% require 24 hours</td>
<td>24-72 hours prior to check-in</td>
<td>Varies by hotel *</td>
</tr>
<tr>
<td>Loyalty points eligible</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cancellation charge before check-in within hotel cancellation window</td>
<td>Varies by hotel *</td>
<td>No greater than one night's stay and tax</td>
<td>In some cases full balance</td>
<td>Varies by hotel*</td>
</tr>
<tr>
<td>Negotiated amenities and perks</td>
<td>Yes check with hotel at check-in</td>
<td>Yes (i.e. complimentary parking, internet, breakfast)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Purchase restrictions (length of stay, day of arrival)</td>
<td>No</td>
<td>No</td>
<td>Sometimes</td>
<td>No</td>
</tr>
<tr>
<td>Icon /map marker in Egencia search results</td>
<td><img src="image1" alt="Icon" /></td>
<td><img src="image2" alt="Icon" /></td>
<td><img src="image3" alt="Icon" /></td>
<td><img src="image4" alt="Icon" /></td>
</tr>
</tbody>
</table>

*Please reference specific rules and restrictions when booking.*

**Hotel Search Options**

**Search near a NYU office**

To locate a hotel near a NYU destination, simply select it from the drop down on the right.
## Search Near an Address or Airport

It is possible to search for hotels based on their proximity to a U.S. address or airport. Under the hotel search, click the radio button for **Airport or Address** and fill in the appropriate information:

<table>
<thead>
<tr>
<th>City</th>
<th>Address</th>
<th>Airport</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional options:
- **Check-in:**
- **Check-out:**
- **Guests:**

This will return hotel results near the address or airport you selected, with the first result being the closest hotel. The map on the right will show each hotel in relation to your address or airport.

### Using the Hotel Map View

The lettered hotel pins within the map to reveal the name of the hotel, address, star rating and traveler reviews of the property. From this pop-up, you can also link to more hotel information and hotel rates.
Please note that the pin colors on the hotel map view reflect the hotel rate type.

<table>
<thead>
<tr>
<th>Hotel Map Marker Color</th>
<th>Hotel Rate Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NYU Preferred Rate –</td>
</tr>
<tr>
<td></td>
<td>should be selected whenever available</td>
</tr>
<tr>
<td>Egencia Preferred Rate – Designed to meet the needs of the business traveler</td>
<td></td>
</tr>
<tr>
<td>Expedia Special Rate – Great option for last minute booking</td>
<td></td>
</tr>
<tr>
<td>Published/Rack Rate - Standard hotel rates</td>
<td></td>
</tr>
</tbody>
</table>

**Hotel Search Filters**
You can further filter your results using the drop down menu at the top left. Your search results will be reordered based on your new search criteria.

**Filtering Hotel Search Results by Amenities**
You can also quickly identify hotel options to meet your needs by leveraging the amenities filter.
Select the amenities you require (such as high-speed internet or business services) and click apply. Your search results will be refreshed to only show the properties that offer the desired amenities.

Leveraging TripAdvisor to Find the Right Hotel

A “destinations” tab is available in the navigation bar where you can read city guides for the United States, Canada and Australia.
You can also see traveler opinions from TripAdvisor integrated into your hotel search.

Clicking the reviews link opens a new window with an overall hotel ranking, traveler reviews and links to further information about the hotel.
Booking a Rental Car with Egencia

NYU Preferred Car Suppliers
Preferred car suppliers will be marked with the gold medal. Negotiated rates are identified with the handshake symbol.
Booking Special Equipment

To locate special rental car equipment options, such as navigational equipment, click the *show special equipment* link. Please note that requests for navigational equipment do not guarantee that the car rental provider will have it available.

<table>
<thead>
<tr>
<th>Car class</th>
<th>Mileage</th>
<th>Location</th>
<th>Daily rate</th>
<th>Total price</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midsize Car</td>
<td>Unlimited</td>
<td>🗺️</td>
<td>$38.53</td>
<td>$50.52</td>
<td></td>
</tr>
</tbody>
</table>

**Pick-up location**
- At an airport
- Airport or city name (e.g. DEN, or Denver):

**Drop-off Location**
- Same as pick-up

**Dates and times**
- Pick-up date: mm/dd/yy
- Pick-up time: 11:00 AM
- Drop-off date: mm/dd/yy
- Drop-off time: 11:30 AM

**Additional Options**
- Car Class: No preference
- Car Rental Company: No preference

[Show special equipment]
Handy Traveler Tools

Integrating Driving Directions
You can easily integrate driving directions into your itinerary. Select maps and directions from the traveler tools box.

If you have both a flight and hotel booked, you will see the driving directions automatically populated.

Driving directions:
From: Cincinnati, OH (CVG-Cincinnati - Northern Kentucky Intl.)
To: The Westin Cincinnati, Cincinnati, OH 45202, United States of America

By clicking on the driving directions, you can choose to print or e-mail the directions.
Coordinating Your Travel with Your Work Calendar

Itinerary/calendar synchronization enables you to stay on top of your latest travel information right from your calendar. Separate meeting invitations will be sent to you for each travel item (air, hotel and car).

To enable calendar synch, select the option from the Egencia on the GO section of your traveler profile. Here you will be able to turn on or off the calendar notification emails for your travel.

Calendar sync settings

To learn more about Egencia on the Go Calendar Synchronization, view the demo for Outlook: http://media.expedia.com/media/content/expcorp/flash/demos/r38_ical_outlook/default.htm

Booking Amtrak on Egencia

Getting Started

• Begin a search from the Trains tab on the Home page, or the Trains launch page. Trains will appear between Flights and Hotels in both the home page booking wizard and the main navigation bar.

• One-way and round-trip travel is supported. Multi-destination trips are not supported.
Searching for Trains on Egencia

Egencia makes shopping for Amtrak routes easy and efficient.

- Search for a train station by city, by train station name, or by 3-character station code (NYP).
- The ‘Train search tips’ information link will include helpful information for popular train station searches.

Easy, Intuitive Search Results

- Egencia’s Trains search results make it easy to view, compare, and select different classes of service.
- Trains can be booked up to 15 minutes in advance of departure. Bookings within 15 minutes of departure time are not supported
Easy-to-Read Summary Details

- Prior to booking, the Trains details page provides a complete summary of the trip, including departure and arrival data, class of service, and cost.

**Trip Preferences**

Review the traveler information, travel preferences and company settings for this trip.

![Screen capture of traveler information and preferences](image)

Includes support for Amtrak Guest Rewards

![Screen capture of Amtrak Guest Rewards](image)

**Final review and booking**

1. **Ticketing**

   Pick up ticket at station from a Quik-Trip self-service kiosk or ticket agent.

2. **Review travel items and payment information**

   All Egencia service fees are charged at the time of booking and are non-refundable.

   ![Detailed breakdown of ticket cost](image)

   **Total**: $80.00

   *This total includes selected items, taxes and service fees. Unless specified otherwise, rates are quoted in USD dollars.*
Your Amtrak Itinerary

The Itinerary/Confirmation page provides full details

- The Itinerary/Confirmation page displays a complete recap and full details of your Trains booking.
- Please call an Egencia travel consultant to make any changes/cancellations to your Amtrak booking.

Select Itinerary Print View with Amtrak Quik-Trak barcode

- The 'print view' of your Trains itinerary features Amtrak’s Quik-Trak barcode. Note
  *this barcode is not included in the standard online view of your itinerary.*
- Travelers can scan this barcode at Amtrak station kiosks for easy ticketing.

Additional information about your ground transportation

- Seating is limited and may not be available on all trains at all times.
- In addition to the diagram restrictions, if any, this office is also authorized to add miscellaneous, shutdown and index rules when they apply on the type of fare purchased.
- Prices, routes and schedules are subject to change without notice.
- Other restrictions may apply.