**EGENCIA FAQ’S**

**Accessing Egencia**

Q. How do I access our Egencia site?
A. You should access Egencia via the NYU Traveler site [http://www.nyu.edu/nyutraveler/](http://www.nyu.edu/nyutraveler/). We recommend bookmarking this link for easy reference.

Q. What if I need to speak to an Egencia travel consultant?
A. Egencia Travel Consultants are available to assist you 24 hours a day, 7 days a week. To find the correct number, click on the **Contact Us** link located at the bottom of each page on the Egencia site.

**Egencia Traveler Support**

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<th>1 (877) 613-4284</th>
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<td>If calling from outside the US:</td>
<td>1 (417) 520-1850</td>
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Q. Who at our University can use this tool?
A. This online booking tool is currently only available for US Travelers.

**NYU Travel Policy on Booking Outside of Egencia**

Q: If I find a lower fare on an airline Website, may I book directly with the airline or vendor?
A: You may, but you will need to register your travel with Worldcue via the NYU Traveler website.

**The Egencia Flight Price Guarantee**

We want you to be able to focus on your business, not your business travel. You should feel confident that you’re getting the best rate for your company at Egencia. Since actions do speak louder than words, Egencia has created the **Flight Price Guarantee**. If you find a lower fare for flights booked through Egencia, we will cancel the flight you booked and rebook you on the less expensive flight for no charge. If there’s no availability on the cheaper flight, we will refund the difference. Learn more about Egencia’s Flight Price Guarantee [here](http://www.nyu.edu/nyutraveler/).
General Questions About Booking Travel on Egencia

Q: What type of travel can be booked on Egencia?
A: This system should only be used for University related travel (air, car, rail and hotel).

Q: Are our preferred airlines, car rental companies and hotels loaded into the Egencia system?
A: Yes, the system displays any rates that the University has negotiated with preferred vendors. Preferred suppliers will be marked with the gold medal. Negotiated rates are identified with the handshake symbol.

Q: Will I be able to book international travel online?
A: Egencia Online is able to make both domestic and international reservations. For more complex international travel containing five or more destinations, or travel to Asia, Africa or the Middle East, contact an Egencia Travel Consultant for assistance.

Q: How do I locate a booking that I made previously?
A: Select “My Trips” from the Home page.

Contacting An Egencia Travel Consultant

Q: What happens if I need to call an Egencia Travel Consultant?
A: The travel consultant will have access to the same information that you view online.

Q: How do I reach an Egencia Travel Consultant from outside the United States?
A: Dial 1 (417) 520-1850

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Q: Who do I notify if I have trouble using the online system?
A: Call an Egencia Travel Consultant. There is no charge for this service.

Q: What happens if I need to cancel a trip?
A: If you cancel the trip within 24 hours of booking, there is no airline cancellation fee. To cancel a trip, select the cancel option within My Trips or contact an Egencia Travel Consultant.

Arranging Travel for Others

Q: How do I allow someone else to make reservations for me?
A: To learn more about designating a travel arranger, please refer to the Egencia User Guide which details the steps to do this.

Q: How do I make reservations for one of my travelers?
A: When you sign in, you will see a drop-down box with the travelers that have selected you. Select the appropriate traveler and proceed. The reservation will be made in that traveler's name.

Q: As a travel arranger, will I automatically receive an email confirmation of the traveler's trip?
A: Yes, as long as the traveler has designated you as an arranger. The traveler will also receive the itinerary.

Q: How do I request permission to arrange travel for others?
A: To request permission to book travel for others, go to my travelers from the Travel Arranging and Approving section of your Egencia profile.

<table>
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<th>Travel Arranging &amp; Approval</th>
<th>Travel arranging</th>
<th>TripController™</th>
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<tbody>
<tr>
<td>Who can arrange &amp; approve travel</td>
<td>My travelers</td>
<td>My approvers</td>
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<td>My arrangers</td>
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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:

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<th>cate</th>
<th>Vanasse</th>
<th>Add</th>
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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 on Egencia**

Q: When is my reservation ticketed if I book online?
A: Reservations are electronically processed by Egencia immediately. Once you have completed and ended your reservation, you will receive a confirmation number. A ticket number is assigned to your reservation by the airline within 24 hours. You can review your updated reservation at any time by choosing, MY TRIPS, in Egencia. Please review any penalty restrictions that may apply to your ticket.

Q: If the agency creates a reservation for me, will I be able to see it online?
A: Yes, if you made a reservation over the phone, you can modify it online.

Q: What if I need to change my reservation after I've completed it?
A: You may change it online. If necessary, the system will inform you to call the agency to make any changes.
Q: Will frequent flyer numbers be entered into my reservations?
A: Yes, if the traveler’s frequent flyer numbers are stored in the User Profile. You can update the frequent flyer numbers at any time through My Profile.

Q: Why I am unable to select preferred seating available to me through my frequent flier program?
A: 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 show as not available to you. It is also important to check the box indicating that you have access to preferred seating.

Q: What if there are no seats available to assign?
A: The airline holds back a certain percentage of seats for airport check-in. You may still hold a reservation on the flight, but you will have to request your seat assignment at the airport. Please note that Egencia will continuously monitor seat availability for you up to your departure.

Q. How do I book Southwest Airlines on Egencia?
A. Southwest Airline flights are displayed within the search results on Egencia.

Understanding Pricing Changes to Your Ticket
Q: Why can the price of my flight reservation change before ending my reservation?
A: Pricing is not guaranteed with the airlines until you complete the transaction. Another traveler may have booked the last discounted seat prior to your ending the reservation and therefore you will receive the next available fare level for your flight. To learn more about how airline pricing works, visit this link.

Q: When I change my flight reservations after a ticket has been issued, why are the changes not reflected on the site itinerary?
A: When a ticketed reservation has been changed, the changes are only reflected when the new airline ticket has been issued. This process can take up to 24 hours.

Understanding the Non-Refundable Flight Fee
Q: Why am I charged a fee every time I make a change on a nonrefundable flight?
A: Airlines charge a fee for all changes made to a nonrefundable ticket, in addition to any increase/decrease in the airfare.

Redeeming Unused Tickets with your current Travel Management Company
Q. How do I redeem unused tickets with my current Travel Management company?
A: You will need to call that agency to redeem any unused tickets with them. Egencia is unable to process unused tickets from other Travel Management Companies and vice versa.

Booking Multiple Destinations
Q: How do I book flights to multiple destinations online?
A: On the Flight tab you will see three radio buttons directly above where you type in your departing city. The default is set to round trip though you can also select one way or multiple destinations. To book multiple destinations, click on the multiple destinations radio button and proceed with the booking.

Booking One Way Flights
Q: Am I able to book one way travel on Egencia?
A: Yes, select the one way radio button at the top of the flight search box.

Holding a Reservation
Q: Is there a way to hold a reservation online?
A: Yes, a reservation may be held until midnight (PT) the day after your reservation is completed. Please note that pricing may fluctuate until the ticket is purchased.

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<th>Flight information: Cincinnati (Cincinnati - Northern Kentucky Intl.) to Seattle (SEA)</th>
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<tr>
<td><strong>Booking options</strong></td>
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<tr>
<td>☐ Purchase now</td>
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<td>☐ Reserve until 11:59 PM tomorrow</td>
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<td>Reserve for a longer period</td>
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Q: Why is my itinerary deleted from My Trips when I cancel a reservation?
A: If you cancel an itinerary, it will no longer appear in My Trips. Please remember to print your receipt prior to canceling a trip. If you did not print the receipt prior to canceling the reservation, you will need to contact a Travel Consultant to email the receipt to you.

General Hotel Information

Q: What if I find lower hotel rates at hotel websites than on Egencia?
A: The rates that Egencia offers for hotels are one of four types:

1. NYU negotiated rates
2. Published rates that are published by the hotels themselves
3. EPRs - Egencia Preferred Rates
4. ESR – Expedia Special Rates

Hotels, like airlines may sometimes offer last minute discounted rates available only through their website. Please remember that Egencia Preferred Rates often include amenities negotiated into the rate, such as free parking and internet access.

Q: How do I specify my hotel room preferences? Is there something that I need to do to ensure the hotel receives my information?
A: If your hotel preferences are set in your profile or during the booking process, your room preferences will be forwarded to the hotel instantly when you book on Egencia. The confirmation of your preferences can only be guaranteed by the hotel property. If you have a special request that is not included in your room preferences, please ask the hotel clerk upon check in.

Q: How can I find a hotel address?
A: When reviewing your hotel search results, click the Location link on hotel search result window. This will open a new window with information specific to that hotel. Scroll down to see the address.

Q: Why can I locate my hotel receipt (folio)?
A: When booking a negotiated hotel rate or published rate, you will receive your hotel receipt for room, tax and incidentals upon check-out. When booking an Expedia Special Rate or Egencia Preferred Rate, you will only receive a receipt from the hotel for any incidentals. You can obtain your receipt for room and tax on Egencia, under My Trips.

Q: Am I able to receive frequent guest points when booking hotels?
A: Yes, when booking a negotiated hotel rate or published rate. Points may be earned with an *Egencia Preferred Rate* but not with an *Expedia Special Rate* (ESR). The ESR hotel rates do not qualify for preferred guest points.

**Rental Car Information**

**Q:** Is my credit card ever charged at the time of booking for a car rental reservation?  
**A:** Most of the time you will pay for the car rental and obtain your receipt at the car rental location, when returning your rental car. In some cases, such as low inventory or premium car rentals, car vendors will require a credit card when making a reservation.

**Q:** Are there additional fees when I book a one way car rental?  
**A:** There can be. Please read the rules and restrictions of your reservation very carefully prior to booking.

**Q:** Where can I locate the hours of operation for car rental counters?  
**A:** The Egencia site will state the hours of operation of the car rental counter for the destination which you have made your reservation.

**Q:** Do the rates quoted on the site include taxes and fees?  
**A:** Yes. All rental car rates include *estimated* taxes and fees. Actual car charges are billed at time of rental.

**Q:** Should I purchase rental coverage?  
**A:** No, insurance is included in the negotiated rates with our preferred car rental providers. If renting a car outside of North America please verify insurance terms and conditions with the car carrier.

**Frequently Asked Questions While Traveling**

**Q:** What do I do if I’m delayed and miss my flight?  
**A:** Call Egencia to speak with a Travel Consultant and have your itinerary number ready.

**Q:** Before leaving for the airport, I receive notification that my flight has been canceled. What do I do?  
**A:** Call Egencia to speak with a Travel Consultant and have your itinerary number ready. Egencia will provide assistance in re-booking your flight.

**Q:** I am on my way to the airport and have been notified that my flight will be delayed or canceled due to weather conditions. What should I do next?  
**A:** Contact Egencia for assistance.

**Q:** Upon arrival at the airport, I find out that my flight has been canceled. Who should I talk to?  
**A:** Go directly to the carrier ticket counter and speak with an Airline Representative. If the airline is unable to help you, contact Egencia.

**Q:** What do I do if my flight is rescheduled for the next day, and I need a hotel room?  
**A:** For non weather related incidents, carriers may provide accommodations. If not, please contact Egencia.

**Q:** What do I do if my connecting flight is canceled?  
**A:** Please speak with an Airline Representative to obtain a new flight. If the carrier is unable to assist, please contact Egancia.
Q. What should I do if my luggage is lost by the airline?
A. Report to the Baggage service desk and present your boarding pass with the proper Claim Check and file a report.

Q. How do I request a seat change once at the airport?
A. You can request a new seat at the self-serve kiosk located in the airport. You may also work directly with the Airline Representative.

Q. How can I check the status of my flight?
A. You can check the Egencia Flight Status Web Page.

Finding Your Receipts

Q: Where do I get a receipt document for my expense reimbursement?
A: You can print out a copy of your extended itinerary for expense reimbursement or click on the receipt icon on the Traveler Tools menu.

Q. Where can I locate my hotel receipt?
When booking a negotiated rate or published rate, you will receive your hotel receipt for room, tax and incidentals upon check-out. When booking an Expedia Special Rate or Egencia Preferred Rate, you will only receive a receipt from the hotel for any incidentals. You can obtain your receipt for room and tax on Egencia, by clicking Receipt on the Traveler Tools bar.

Q: How do I obtain the correct expense amounts for exchanged transactions?
A: You are able to see all exchange fees in your Itinerary receipt. Receipt information will appear within 24 hours. For additional information, please reference your Itinerary History by selecting your trip from My Trips and clicking Transaction history from the Traveler Tools section.
Q: How long will my receipts remain in my traveler profile?
A: Historic transactional fee data will remain on the site for twelve months.