Travel Arranger Quick Start Reference Guide

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Contacting Support

Traveler Support and Technical Support
To view contact information for Orbitz for Business, click the Customer Support tab on the home page. On this tab you can search Frequently Asked Questions (FAQs) by keyword or phrase or submit new questions.

Signing In
Before you can begin using OFB to make travel arrangements and manage your profile, you must first sign in directly from the NU Travel Services page: http://www.northwestern.edu/uservices/travel/
If you are not connected to the NU network:
1. Connect to the Internet, open a Web browser, and navigate to http://www.orbitzforbusiness.net
2. Sign in with your OFB member ID (e-mail address) and password. If you don’t have a password, use the Request link and the system will send you a PW.

Booking Travel for Registered Travelers
As a Travel Arranger, you can make travel arrangements for other Travelers assigned to you in OFB.
1. Click Change Traveler above the flight search area.
2. For the traveler you will book for, you can select their name from your traveler list or enter their name in the freeform entry field.
3. On the Review and book page, under Provide Billing Information, select a credit card for this transaction.

Note: By default, any credit cards the selected traveler has identified as ‘corporate’ (as well as your reservations) are visible. To see your own credit cards, click View Travel Arranger’s credit cards.
4. Follow the same steps that you would normally take when completing the reservation process for a flight, hotel room or rental car for yourself.

Checking Flight Status
You can use the News & Guides page to check the status of any flight on the day it flies, and one day before and after.
1. On the home page, click Check flight status.
2. The Flight status area appears at the top of the page.
3. Select the airline and travel date.
4. Enter your flight number.
5. Click Go.

Locating Travelers
You can use the Traveler locator feature to locate current and future Traveler itineraries based on one or more types of search criteria.
1. On the home page, click Traveler locator.
2. Specify any location, flight, date range, travelers or other criteria to narrow your search, and then click Display trips.

Note: By default, you can only view itineraries for travelers in your My Travelers list.
3. On the Traveler Locator Results page:
   a. Click the column heading that you want to sort Traveler locator search results by.
   b. Click a trip name or traveler name to view the corresponding itinerary on the Traveler’s My Trips page.
   c. Click Add in the Air, Car Rental, Car Service or Hotel column to add a new reservation to a Traveler’s existing itinerary.
   d. Select the box in front of the travelers and click E-mail Traveler to send an e-mail to those travelers.
   e. Click Download results in .csv format to save these search results in a comma separated values (CSV) file on your computer.

Modifying Profiles for Travelers
In addition to booking travel on behalf of Travelers, as a Travel Arranger, you can also make changes to certain areas of a Traveler’s profile.
1. On the home page, click Traveler list.
2. On the My Travelers: Traveler list page, click the name of the Traveler whose profile you want to edit.

Note: If you have been granted the necessary permissions by your Travel Administrator, you will see
the Edit my traveler list option. You can use this option to modify your Traveler list.

3. On the selected Traveler’s My Account page, you can click the following links to modify specific parts of the Traveler’s profile:
   - **Change e-mail settings**: change e-mail address and e-mail format preferences.
   - **My Profile**: you can view and edit:
     - Name and contact information
     - Secure Flight information
     - Departure city
     - Frequent flier and other loyalty program information
     - Preferred seating and special preferences
   - **Business Information**: Add or edit administrative assistant and emergency contact details.
   - **Billing information**: Add new credit cards and update billing details.
   - **Shipping information**: Add new addresses and update shipping details.
   - **Alerts**: Set up alerts that can be sent to you, the traveler, and the Traveler’s family, friends, and co-workers.

4. After updating details in any of these sections, click Save or Update at the bottom of the page.

### Managing Your Traveler List

Your travelers should log in to their own account and navigate to My Travel Arrangers. They can select you from the list, and then you will have access to their information.

### Booking Travel for Non-registered Travelers

If you have been granted the necessary Travel Arranger permissions, you can book on behalf of non-registered Travelers.

1. Click Change Traveler above the flight search area.
2. Choose Type in the name.
3. Enter the full name of the traveler you will be booking for.
4. Click Change.
5. Follow the same steps that you would normally take when searching and booking a flight, hotel room or rental car for yourself.
6. On the Flight Information page, confirm that you have booked travel for the right traveler in the Who’s Traveling area.
7. On the Complete booking page, under Provide billing information, select a credit card for this transaction.

   **Note**: By default, your own credit cards (as well as the University’s recharge cards for flights) will be visible.

8. Follow the same steps that you would normally take when completing the reservation process for a flight, hotel room, or rental car for yourself.

### Inviting Guests

If you have been granted the necessary Travel Arranger permissions, you can invite guest travelers to book on Orbitz for Business.

1. On the home page, click Guest Traveler.
2. On the My Travelers: Guest Traveler page, click Invite new guest traveler(s).
3. On the Invite guest traveler page, enter the guest’s information:
   - First and last name
   - E-mail address
   - Group
   - Travel products they can book
   - Expiration date for site access
4. Click Invite.