



Northwestern Travel Arranger Overview

June, 2016

Objective for today

- To give an overview of Egencia functionality and comparisons to OFB



Egencia at a Glance



3,000 employees



1,800

agents

(local service per country)



550

sales and
marketing

(includes implementation and
account management)



300

technology team
members

Over \$5 Billion

in gross bookings,
growing 14% annually

\$400 Million

in revenue, growing
10%+ annually

End-to-end

holistic application allowing
customers to manage, book and
report within a single platform
solution.

Agenda

- Migration Details
- Benefits and Key Differences between OFB and Egencia
- Arranger Functionality
 - Booking on Behalf of Others
 - Booking Air/Car/Hotel – (Differences from OFB)
 - Collaboration Travel
 - Guest Travel
 - Profile Maintenance
 - Receipts
 - Traveler Alerts and Calendar Syncing
- Additional Support Available
- Q/A

Migration Details

- Migration Day – **July 25 last day in OFB/July 26 first day in Egencia**
- Egencia Log In Details will be sent via Email the evening of migration
 - OFB site placed in Semi-Read Only Status for approximately 60 days
 - Users can:
 - View Profile
 - View Active and Past Dated Trips
 - View Unused Ticket Credits
 - Cancel Reservations
 - Users cannot:
 - Make new bookings on OFB
 - Make any changes on OFB – Changes must be made over the phone with an OFB agent
 - OFB Unused Ticket Credits will be transferred over to Egencia and viewable in your Egencia profile w/in 7 days post migration
 - Reach out to an Egencia Agent to redeem credit
 - OFB Live Active Trips (Air Only) will be transferred over to Egencia but only viewable to Egencia Agents. Travelers will not be able to view these trips w/in their profile
 - Car/Hotel/Train reservations will not be transferred over to Egencia
 - OFB site deactivated: Approximately 60 days after Migration

Benefits and Key Differences for OFB Customers

Southwest Airlines—

- Online with Egencia
 - Book Southwest reservations
 - Make changes to existing reservations before travel begins
 - View Unused Ticket Credits within Traveler's profile
 - Rapid Rewards Number sent to Southwest
- Offline with an Egencia Agent
 - Cancel or Void Southwest Reservations
 - Changes en route – once travel begins
 - Redeem Unused Ticket Credits

Benefits and Key differences for OFB Customers

- Collaborative Travel – Search for up to 6 people at one time on the same itinerary, get seats, and manage the groups travel
- Shopping Cart Functionality – Checkout for all Components at the End of the Booking Path
- TripAdvisor Hotel Reviews
- TripAdvisor Seat Guru – Seat Review/Mileage seats
- Flexible pre-paid hotels which include discounts, loyalty points in most cases, room charged day of check in and value added perks

Travel arranger permissions / access

Travel Arranging & Approval

Who can arrange & approve travel

Travel Arranging
My travelers
My arrangers

TripController™
My approvers

My travelers

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

Traveler:

Add

Back To Profile

OR

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:

Add

There are no arrangers assigned to your account.

Back To Profile

From within My Profile:

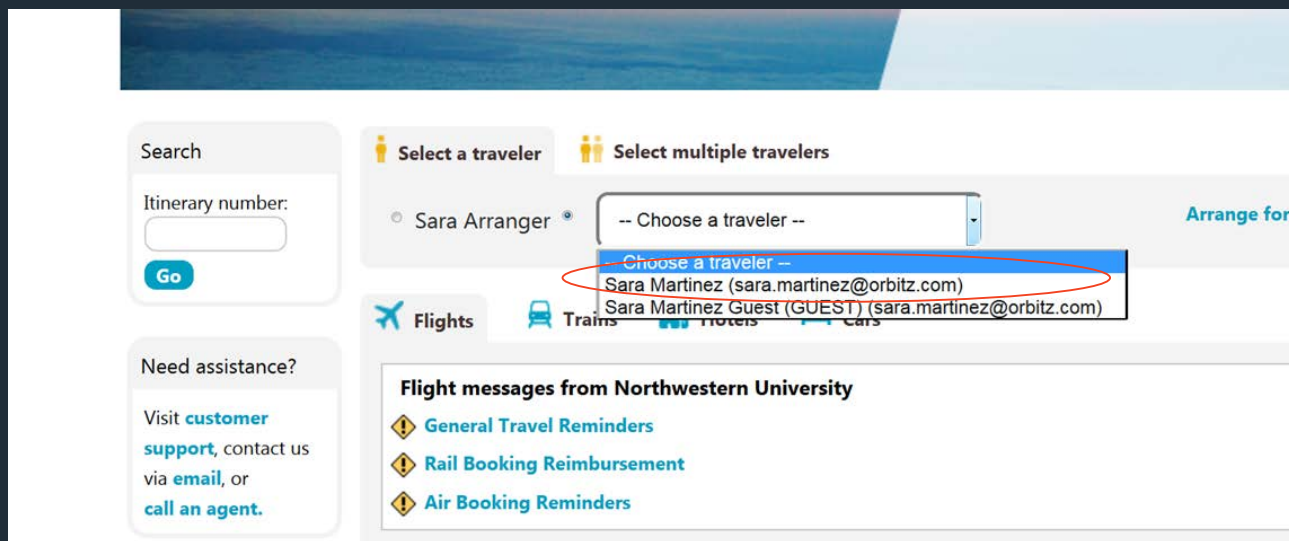
Arrangers click My travelers and fill in the name

Travelers click My arrangers and fill in the name

Then click Add and confirm on the next page

Guest Travel

- Freeform – arranger books travel for a non-NU person in Egencia. Must have a “Guest” account in your drop down
 - If you need this setting, send a request to travel@northwestern.edu



The screenshot displays the Egencia travel booking interface. On the left, there is a search section with an "Itinerary number:" input field and a "Go" button. Below that is a "Need assistance?" section with links for "customer support", "email", and "call an agent". The main area features a "Select a traveler" section with a radio button for "Sara Arranger" and a dropdown menu. The dropdown menu is open, showing options: "Choose a traveler --", "Sara Martinez (sara.martinez@orbitz.com)", and "Sara Martinez Guest (GUEST) (sara.martinez@orbitz.com)". The "Sara Martinez Guest (GUEST)" option is highlighted with a red oval. Below the traveler selection, there are tabs for "Flights", "Trains", "Hotels", and "Cars". At the bottom, there is a section titled "Flight messages from Northwestern University" with links for "General Travel Reminders", "Rail Booking Reimbursement", and "Air Booking Reminders".

- Allow a traveler to self-book in Egencia, such as students, temps, speakers, etc.
 - Send the user registration form www.northwestern.edu/auxiliary-services/docs/travel/egencia-registration.xlsx to the travel dept.

Pre-paid Hotels in Egencia

- Select a Paid by company rate, or use the filter to find these rates

Omni Chicago Hotel
676 N Michigan Ave, Chicago, IL 60611
★★★★☆ 2730 reviews

RATES DETAILS REVIEWS

RECOMMENDED RATES

Negotiated Rate

Northwestern University 1 Bedroom Suite 1 King Bed 400 square Ft on Michigan Ave \$220

Cancelable before Jul-24.
✓ Paid by my company

Negotiated Rate

Northwestern University Bar Accessible Suite 1 Queen 432 square Ft Full Features Avail by Calling 800 the Omni \$229

Cancelable before Jul-24.
✓ Paid by my company

Negotiated Rate

Northwestern University Bar Accessible Suite 1 Queen Roll in Shower Full Features Avail by Calling 800 the Omni \$229

Cancelable before Jul-24.
✓ Paid by my company

Stars Stripes Savings 10 Pct Accessible Suite 1 Queen 432 square Ft Full Features Avail by Calling 800 the Omni \$242

Cancelable before Jul-24.
✓ Payment at hotel

Stars Stripes Savings 10 Pct Accessible Suite 1 Queen Roll in Shower Full Features Avail by Calling 800 the Omni \$242

Cancelable before Jul-24.
✓ Payment at hotel

Clear Filters APPLY FILTERS

MIN/MAX PRICE \$0 \$500+

MINIMUM STAR RATING ★★★★★

Amenities

In Policy rates Paid by my company rates Includes breakfast

Includes wifi Includes parking High speed Internet

Business services Swimming Pool Fitness equipment

Always verify the hotel T&Cs

DoubleTree by Hilton Chicago - Magnificent Mile
300 E Ohio St, Chicago, IL 60611
★★★★☆ 2231 reviews

RATES DETAILS REVIEWS

RECOMMENDED RATES

Room, 2 Queen Beds, Non Smoking - Promo-Sale Save 20% \$229

Not refundable
✓ Paid by my company
\$183

Room, Accessible, Non Smoking - Promo-Sale Save 20% \$229

Not refundable
✓ Paid by my company
\$183

Agent Assistance

Hours of Operation	7:00am – 8:00pm CT
Toll Free Phone Number	+1 (877) 801-3068 or
Toll Number if traveling outside of the U.S.	+1 (702) 939-2532
Email	teamagents@customercare.egencia.com

Let's review the Egencia Booking Tool!
