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

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

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

• 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](http://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

Always verify the hotel T&Cs
## Agent Assistance

<table>
<thead>
<tr>
<th>Hours of Operation</th>
<th>7:00am – 8:00pm CT</th>
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</thead>
<tbody>
<tr>
<td>Toll Free Phone Number</td>
<td>+1 (877) 801-3068 or</td>
</tr>
<tr>
<td>Toll Number if traveling outside of the U.S.</td>
<td>+1 (702) 939-2532</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:teamagents@customercare.egencia.com">teamagents@customercare.egencia.com</a></td>
</tr>
</tbody>
</table>
Let’s review the Egencia Booking Tool!