ORBITZ FOR BUSINESS

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 othercriteria 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**.