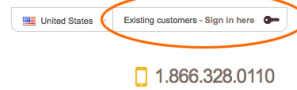


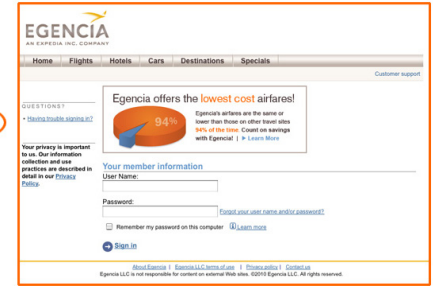
## Logging On

To access Egencia online, from your computer or mobile device, go to <http://www.egencia.com>

- Enter your *User Name* and *Password*
- Click '*Sign In*'



From the Egencia home page, click the arrow beneath **Sign In to Your Account**



## Setting Up Your Profile

- Personal Information:** Enter your **contact information**, emergency contact and **TSA Secure Flight** data
- Payment Options:** Store your **corporate credit card** and billing address
- Travel Preferences:** Specify your flight, hotel and car preferences - including **frequent flyer** information and home airport
- Egencia On the Go:** Sign up to **receive alerts** about flight status, gate changes and delays via e-mail, voice phone or text or enable calendar synch to stay on top of your latest travel information right from your calendar
- Travel Arranging & Approval:** Allow colleagues to book travel on your behalf

Click the **My Profile** link at the top right of any page to access your profile information

<b>Personal Information</b> Contact, sign-in & company settings	<b>Contact information</b> Name, address, phone numbers E-mail and notification preferences	<b>Travel documents</b> TSA Secure Flight Passports	<b>Company settings</b> Department, traveler group, etc.
<b>Payment options</b> Cards, coupons & unused tickets	<b>Credit Cards</b> Personal credit cards	<b>Coupons</b> View coupons	<b>Unused tickets</b> View unused tickets
<b>Travel Preferences</b> Preferences for the frequent traveler	<b>Travel preferences</b> Flight, hotel, car preferences	<b>Accounts</b> Frequent traveler accounts	<b>Other preferences</b> Home airport
<b>Egencia On The GO™</b> Receive updates while traveling	<b>Alerts</b> Flight alerts	<b>Calendar</b> Calendar sync settings	
<b>Travel Arranging &amp; Approval</b> Who can arrange & approve travel	<b>Travel arranging</b> My travelers My arrangers	<b>TripController™</b> My approvers	

## Booking Cars

- Begin by selecting the *Cars Tab*
- Select *Rental car* or *Towncar/Limo* (if applicable)
- Specify your *pick-up* and *drop-off* locations and dates
- You can target your search by *car class* or *car rental company*
- Click the show **special equipment link** to show options such as navigational systems

Rental car  Towncar/Limo

**Pick-up location**  
At an airport

**Drop-off Location**  
Same as pick-up

Airport or city name (e.g. DEN, or Denver):  
Seattle, WA

**Dates and times**  
Pick-up date: 10/12/2010 Pick-up time: 11:00 AM Drop-off date: 10/13/2010 Drop-off time: 5:30 PM

**Additional Options**  
Car Class: Standard Car Rental Company: No preference [Show special equipment](#)

## Booking Flights

### Begin Your Search

- Begin by selecting the *Flights Tab*
- Select *Round Trip*, *One Way* or *Multiple destinations*
- Enter your *departure* and *destination* locations and dates
- You can **target your search** by airline, airline alliance, class of service, number of stops, connection airport or refundable flights

**Target your search**

Airline: No Preference Airline alliance: No preference [Find your alliance](#)

Class: Economy / Coach Stops: 1 or nonstop Connection airport:   Refundable flights only

### Use Search Filters to Find the Right Flight

- Filters are displayed next to flight results:
  - Airlines
  - Departure time
  - Stops
  - Nearby airports
  - Connection cities

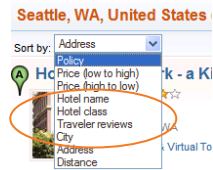
Filter results	Policy	Airline	Departs	Arrives	Duration	Prices from
<ul style="list-style-type: none"> <li>Stops</li> <li>All flights \$299</li> <li>Nonstop \$299</li> <li>1 stop or less \$299</li> </ul>		UNITED 337 X - Preferred Seat availability, UNITED amenities Baggage fees	2:00 pm San Francisco (SFO)	10:35 pm New York (JFK)	5hr 35mn Nonstop	\$299 SELECT
		UNITED 314 X - Preferred Seat availability, UNITED amenities Baggage fees	4:07 pm San Francisco (SFO)	12:44 am New York (JFK) (1) + 1 day	5hr 37mn Nonstop	\$299 SELECT
		Continental 337 X - Preferred Seat availability Baggage fees	2:00 pm San Francisco (SFO)	10:35 pm New York (JFK)	5hr 35mn Nonstop	\$299 SELECT
		Continental 314 X - Preferred Operated by UNITED Seat availability Baggage fees	4:07 pm San Francisco (SFO)	12:44 am New York (JFK) (1) + 1 day	5hr 37mn Nonstop	\$299 SELECT
		jetBlue Airways 648 X Seat availability Baggage fees	11:20 pm San Francisco (SFO)	7:51 am New York (JFK) (1) + 1 day	5hr 31mn Nonstop	\$300 SELECT
		Delta 2040 X Seat availability Baggage fees	4:00 pm San Francisco (SFO)	12:28 am New York (JFK) (1) + 1 day	5hr 28mn Nonstop	\$308 SELECT
		Delta 30 X Seat availability Baggage fees	6:30 am San Francisco (SFO)	3:04 pm New York (JFK)	5hr 34mn Nonstop	\$308 SELECT

## Booking Hotels

### Begin Your Search

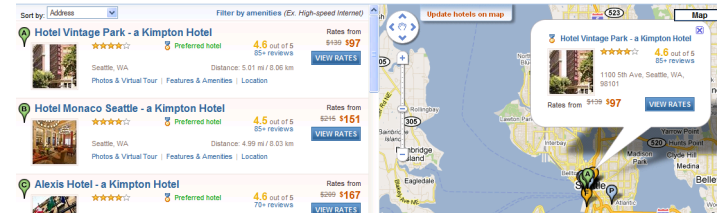
- Begin by selecting the *Hotels Tab*
- Search for a hotel near a *city, address, airport* or company-specific *destination* (if applicable)
- You can also target your search by a *hotel name* or *class*

### Filter Your Results to Find the Right Hotel



- You can further filter your results using the drop down menu at the top left; your search results will be reordered based on your new search criteria

### Using the Hotel Map View



- The lettered hotel pins within the map reveal the name of the hotel, address, star rating and traveler reviews of the property - from this pop-up, you can also link to more hotel information and hotel rates
- You can sort results by hotel amenities like high speed internet or fitness center

	Egencia Preferred Rate (EPR)	Expedia Special Rate (ESR)	Published/Rack Rate
<b>Rate Description</b>	Designed to meet the needs of the business traveler	Great option for last-minute booking	Standard hotel rates
<b>Hotel Receipt</b>	Room, tax receipt available via Egencia - receipt from hotel only for incidentals	Room, tax receipt available via Egencia - receipt from hotel only for incidentals	Room, tax and incidental receipt provided by hotel
<b>Payment Options</b>	Credit card used to guarantee reservation charged the morning of check-in	Credit card used to guarantee reservation charged the morning of check-in	Credit card charged at check-out
<b>Hotel cancellation window to avoid charge</b>	90% allow cancellation until check-in 10% require 24 hours	24-72 hours prior to check-in	Usually 24 hours prior to check-in
<b>Loyalty points eligible</b>	Yes	No	Yes
<b>Cancellation charge before check-in within hotel cancellation window</b>	No greater than one night's stay and tax	In some cases full balance	Varies by hotel
<b>Negotiated amenities</b>	More (complimentary Internet, parking and breakfast)	Less	No

## Arranging Travel for Others

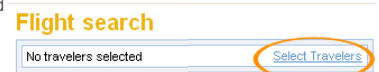
### Requesting Permission to Arrange Travel for Others

- Go to the Travel Arranging & Approval section of your profile
- Select My Travelers
- Type in the first and last name of the traveler and click add
- Once completed, you will receive confirmation that your request has been e-mailed to the traveler



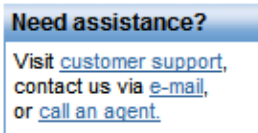
### How to Book Travel for Others

- Log in as yourself when booking travel for others; you will see a drop-down box with the travelers for whom you arrange travel
- Select the appropriate traveler and proceed; the reservation will be made in that traveler's name
- E-mail confirmations for travel will be sent to both you and the traveler



## Getting Assistance

- To locate your company's dedicated Egencia phone number, click the call an agent link within the *Need assistance* box
- For post-trip inquiries, you can also e-mail the Egencia Travel Consultant Team



### When to Call an Agent

- For help navigating the Egencia Site
- For more complex international travel containing 5 or more destinations
- For domestic or international trips including multiple airlines or with additional services such as car service or special requests