Quick Reference Guide

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’

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

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

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

**Use Search Filters to Find the Right Flight**

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

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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

<table>
<thead>
<tr>
<th>Rate Description</th>
<th>Company-Negotiated Rates</th>
<th>Egencia Preferred Rate (EPR)</th>
<th>Expedia Special Rate (ESR)</th>
<th>Published/Rack Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate Description</td>
<td>Rates negotiated by your company directly with the hotel</td>
<td>Designed to meet the needs of the business traveler</td>
<td>Great option for last-minute booking</td>
<td>Standard hotel rates</td>
</tr>
<tr>
<td>Hotel Receipt</td>
<td>Room, tax and incidental receipt provided by the hotel</td>
<td>Room, tax receipt available via Egencia - receipt from hotel only for incidentals</td>
<td>Room, tax receipt available via Egencia - receipt from hotel only for incidentals</td>
<td>Room, tax and incidental receipt provided by hotel</td>
</tr>
<tr>
<td>Payment Options</td>
<td>Card presented at the hotel charged at checkout</td>
<td>Credit card used to guarantee reservation charged the morning of check-in</td>
<td>Credit card used to guarantee reservation charged the morning of check-in</td>
<td>Credit card charged at check-out</td>
</tr>
<tr>
<td>Hotel Cancellation Window to Avoid Charge</td>
<td>Usually 24 hours prior to check-in; varies by hotel</td>
<td>90% allow cancellation until check-in 10% require 24 hours</td>
<td>24-72 hours prior to check-in</td>
<td>Usually 24 hours prior to check-in</td>
</tr>
<tr>
<td>Loyalty Points Eligible</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cancellation Charge Before Check-in Within Hotel Cancellation Window</td>
<td>Varies by hotel</td>
<td>No greater than one night's stay and tax</td>
<td>In some cases full balance</td>
<td>Varies by hotel</td>
</tr>
<tr>
<td>Negotiated Amenities</td>
<td>Sometimes included with rate - confirm with hotel at check-in</td>
<td>More (complimentary Internet, parking and breakfast)</td>
<td>Less</td>
<td>No</td>
</tr>
</tbody>
</table>

Download the Egencia App for iPhone or Android

Egencia TripNavigator is designed to help make you the smartest person in the airport, and for that matter throughout every business trip. The app is now available for free download from the Apple Appstore or from Google Play and offers:

- View and share your itinerary
- Look up directions to the hotel or airport – plus, access airport terminal maps
- Make a hotel reservation: get last minute mobile-only deals
- Exchange or cancel a flight
- Receive flight and destination alerts – including flight delays and cancellations
- Get help from a Travel Consultant with Egencia® AssistMe
- Flight booking coming in 2015

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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