Quick Start 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 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**

• The first At a Glance results provide an overview of the airlines that fly in the market, the non-stop vs. connections and the various airfares
• Click Times filter to view the flights options by departure time
• Click the Filters tab to further target your search by airline, departure time, number of stops and connection cities

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

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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

<table>
<thead>
<tr>
<th>Rate Description</th>
<th>Egencia Preferred Rate (EPR)</th>
<th>Expedia Special Rate (ESR)</th>
<th>Published/Rack Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room, tax receipt available via Egencia</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>Room, tax and incidental receipt provided by 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>Credit card charged at check-out</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>90% allow cancellation until check-in</td>
<td>24-72 hours prior to check-in</td>
<td>Usually 24 hours prior to check-in</td>
<td></td>
</tr>
<tr>
<td>No greater than one night's stay and tax</td>
<td>In some cases full balance</td>
<td>Varies by hotel</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>Less</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>(complimentary Internet, parking and breakfast)</td>
<td>More</td>
<td>Less</td>
<td></td>
</tr>
</tbody>
</table>

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

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

The Egencia Flight Price Guarantee

If you should find a better price online for the exact same flight within 24 hours of booking, Egencia agents will book the cheaper flight for you – and waive the transaction fee to make the change, or if we are unable to find that flight, we will give you a credit for the difference.

To take advantage of this, contact our customer service team at 1-866-397-2677 (no service fee will be charged).

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

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