

## UConn Travel - Frequently Asked Questions



<b>Why should I use Orbitz for Business?</b>	- Through Orbitz for Business, you can book your tickets online, on our centralized billing card, with very low agency fees.
<b>What agency fees apply for reservations through Orbitz for Business?</b>	- Air reservations made online \$5.00 - Air reservations by contacting Orbitz by phone \$15.00 - Hotel and car reservations, no agency fees
<b>Can I use Orbitz for Business for personal/leisure reservations?</b>	- When you log into the Orbitz for Business site it will ask you if your reservation is for business or leisure. Click on “leisure” if you’re planning a trip for yourself or your family that’s not on UConn Business.
<b>Can I access Orbitz for Business from anywhere?</b>	- Yes. Orbitz for Business can be accessed anywhere the Internet is available. Simply access the Internet directly from the airport, hotels, home or office. Go to: <a href="http://www.orbitzforbusiness.com">www.orbitzforbusiness.com</a>
<b>What information do I need to have on hand to sign in to Orbitz for Business?</b>	- Your UConn email address and a temporary password: see your department travel preparer for more information.
<b>What steps do I need to complete prior to booking my business travel on Orbitz for Business?</b>	- Sign-in to Orbitz for Business and review/complete your travel profile. Click on <i>My Account&gt;My Profile</i> section located on the left hand side of the screen. - Name of home airport – Bradley (BDL) is the default airport for this field.
<b>Can I customize my Orbitz for Business travel profile to reflect my travel preferences?</b>	- Yes. Once you have signed on for the first time, you can add/edit frequent flier numbers, credit card information and other preferences by updating the <i>My Account&gt;My Profile</i> information. - Enter your frequent traveler numbers using the Preference links located on the right hand side of the screen. Don’t forget to “save” at the bottom of each preference screen. - My Travel Arrangers – use this link to add an authorized travel arranger(s) to make reservations on your behalf.
<b>How can I allow someone else to make reservations for me?</b>	- Go to: My Account>My Travel Arrangers, select travel arranger’s name and save - E-mail <a href="mailto:lauren.leblanc@uconn.edu">lauren.leblanc@uconn.edu</a> if your travel arranger’s name does not appear on the list.
<b>How much does it cost to make a reservation on Orbitz?</b>	- The service fee for online airline reservation is \$5, and \$15 for agent assisted. - No fees for car and/or hotel only reservations. - Fees are non refundable and will be charged to the appropriate charge card at the point of sale. - No fee for navigational support, i.e. assistance with system sign-in, profiles, etc.
<b>What are Care Alerts?</b>	Orbitz will update you on flight status, delays, gate changes, or simply to notify you that your flight is online. Be sure you have signed up for Care Alerts under MyProfile.

<p><b>Who do I call if I have problems making a reservation or need assistance after my reservation is completed?</b></p>	<p>- Call the Orbitz for Business customer service center at 1 877-ORBITZ1 (877-672-4891). The center is open 24/7/365. Customer Service can provide technical and navigational support, changes to existing reservations, emergency assistance enroute, or book new reservations via telephone. You will be prompted to provide the telephone number that appears in your travel profile.</p>
<p><b>How do I set up the credit card to be used for my business travel?</b></p>	<p>- Sign in to Orbitz and click on the Billing Information option in your My Account section.  - Add your personal charge card for all hotel, rental car, companion air travel or leisure travel.  - Click the radio button to designate it as a business form of payment.  - Be sure to enter exactly the correct billing address and phone number that is associated with card.</p>
<p><b>I forgot my password, what do I do?</b></p>	<p>- If you have forgotten your password, click "<i>Forgot password?</i>" located on the sign-in page. Enter your e-mail address and a temporary password will be sent to that address.  - After logging in, you will create a new password for your account.  - Once you create your new password, re-enter your billing information as this is deleted for your security.</p>
<p><b>How do I receive my Airline or Hotel Purchase Confirmation?</b></p>	<p><b>Airline Ticket:</b> -Airline Purchase Confirmations (E-Invoice) will be delivered to the traveler/ arranger via e-mail immediately after the reservation is ticketed. The Air Purchase Confirmation will include the trip ticket number, itinerary, seat assignments, total airfare and billing information to include cardholder's name, credit card type card number, displaying the last four (4) digits only and expiration date. A copy of the Airline Purchase Confirmation will be retained in "<i>My Account &gt;Past Trips</i>".</p> <p><b>Hotels:</b> Two (2) forms of Hotel Purchase Confirmations will be delivered depending on the rate type selected during the reservation process. All Hotel Purchase Confirmations contain a reference line to review the cancellation policy, rate/ room details. The OrbitzSaver Hotel Confirmation is your receipt for reimbursement since the entire stay is charged to your credit card when you hit the purchase button. A non-OrbitzSaver Hotel Confirmation is documentation that your room has been reserved. The hotel folio for non-OrbitzSaver hotels is required for reimbursement.</p>

<p><b>What are OrbitzSaver hotel rates?</b></p>	<ul style="list-style-type: none"> <li>- OrbitzSavers are discounted hotel rates that Orbitz negotiates directly with hotels. <b>BE SURE TO READ ALL RESTRICTIONS PRIOR TO PURCHASE AS RESTRICTIONS AND PENALTIES MAY VARY BY HOTEL PROPERTY.</b> When booking OrbitzSaver hotel rates, please be aware of the following restrictions:</li> <li>- Prepayment by credit card is required. The total cost for the entire stay is charged to your credit card as soon as you hit the purchase button. The charges include the hotel room costs for the entire stay and applicable taxes.</li> <li>- The OrbitzSaver Confirmation is your receipt for expense reimbursement.</li> <li>- Call Orbitz for Business directly at 1 877-ORBITZ 1 (1 877-672-4891) to change or cancel hotel reservations. <b>Do not call the hotel directly for changes or cancellations.</b> The full-service travel agency fee <u>does not apply</u>.</li> <li>- When you check into the hotel, you will be asked for a credit card number to cover incidentals. The hotel will give you a receipt at check out for these expenses. However, actual room charges and taxes will not be shown on the hotel receipt because you have already prepaid for your stay through Orbitz for Business.</li> </ul>
<p><b>How do I apply an unused non-refundable air ticket, issued through Orbitz for Business, to future travel?</b></p>	<ul style="list-style-type: none"> <li>- Orbitz for Business contains an “E-Ticket Tracking feature that enables travelers to track qualified unused non-refundable tickets and apply toward future qualifying air travel.</li> <li>- Travelers who do not elect to utilize the E-Ticket Tracking feature, must contact the Orbitz for Business customer service center at 1 877-ORBITZ1 (877-672-4891) to process the exchange.</li> <li>- The \$15.00 full service travel agency fee and the \$5.00 online transaction fee will apply.</li> </ul>
<p><b>How do I cancel or change air tickets?</b></p>	<ul style="list-style-type: none"> <li>- The “Courtesy Cancel” will allow you to cancel airline reservations online within 24 hours following the purchase without any penalty. After 24 hours the ticket can be changed online or by contacting Orbitz for Business. The outbound and return segments of an airline reservation can be changed prior to the trip. The airlines impose change or cancel fees will apply and display when changing the trip. The Orbitz for Business full service travel agency fee of \$15 or \$5 online for the initial reservation is not refundable.</li> </ul>
<p><b>Can I book the low cost carriers, i.e., Southwest, Jet Blue through Orbitz for Business?</b></p>	<ul style="list-style-type: none"> <li>- Links to Southwest and Jet Blue websites are available on the Orbitz site but tickets can not be charged to the University centralized billing card as this reservation is being made outside of Orbitz.</li> </ul>