



Office of Travel Services

User Guide for:

**ACCESS
REGISTRATION
CARE ALERTS
CENTRALIZED BILLING
MISCELLANEOUS**

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Traveler Functions

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Introduction – Program Overview & Resources

Welcome to the Orbitz for Business travel program for the University of Connecticut. This User Guide is designed to assist UConn employees in obtaining access to the system and understanding their roles on Orbitz for Business (OFB).

Orbitz versus Orbitz for Business

Resources

WWW.ORBITZFORBUSINESS.COM - This specific Internet address ensures that you receive access to your company's negotiated agreements with preferred suppliers and the policies of your travel department are highlighted accordingly.

877-ORBITZ1 / (877) 672-4891 – Priority toll free number provides quick access to the Orbitz Customer Service Center, staffed by professional corporate travel consultants. The Orbitz for Business customer service center is staffed 24/7/365.

Roles & Responsibilities

An employee may play one of three possible roles in supporting the Orbitz for Business travel program:

Traveler(s) – Individual employees who are authorized to book their own business travel on the Orbitz for Business Web site.

Travel Arranger(s) -Responsible for making the business travel arrangements for a specifically assigned individual or group of individuals.

Travel Administrator(s) (Gail Devereux) – Responsible for the overall management of the program. Travel Administrators add and remove employees from the program and determine what employees are designated with travel arranger privileges. They also establish and maintain your company's travel policies within the Orbitz for Business program.

Access/Registration

One of the toughest hurdles to overcome is just getting access to the system so that you can book your travel on the Universities centralized billing card.

ACCESS - given by the Travel Office Administrators (Gail Devereux)

REGISTRATION - Orbitz for Business registration in order to book or query flights, hotels, and rental cars.

ACCESS

In order to be given access, you must be:
University Faculty or Staff
Valid email address (preferably a UConn address)

We need to know how to set you up – Are you going to **arrange** travel, for yourself and others, or are you only going to be a **traveler**?

2 ways to request access:

The screenshot shows a webpage with the following content:

- Header: Agency fees \$5.00 per ticket- email us today to enroll! (with an envelope icon)
- Section: Helpful Information
- Text: UConn has a new online travel agency. Want more information? [Click here](#)
- Text: Need access? [Click here](#) for access request (netid needed) or simply email us at: travel@uconn.edu travel@uconn.edu
- Text: If you are interested in Orbitz training, please [click here](#).

Annotations in the image:

- An arrow labeled "Access request" points to the "Need access?" line.
- An arrow labeled "email" points to the "email us today to enroll!" header and the email addresses.

- Access is requested on the UConn travel website at:
<http://web.uconn.edu/travel/ofbaccess.html>

You must have a valid UConn NETID. If you don't know what that is, the web address above will guide you through finding your NETID and NETID Password.

- Access requested via email

Once given access, you will be sent an email confirmation.

REGISTRATION

Do you need to register or are you already registered? This can be a little confusing also.

If you requested **ACCESS** using the website link we provided on the previous page

-and-

If you **have not** used Orbitz.com before:

- We give you **ACCESS** to the system and instruct you to register with Orbitz

If you **have** used Orbitz before and we give you access to the UConn dedicated site, the password will be same on the UConn OFB site as it was for leisure your leisure travel on Orbitz.com. When you login with your email address and password, you will see University of Connecticut in the top right corner of the screen to let you know you're in the UConn site. Choose the **Business travel** side of the screen

If you don't remember what that password was, use the "forgot my password" link and OFB will send you instructions for resetting your password.

Getting Started – Sign In/Registration

Go to: www.orbitzforbusiness.com A sign-in page displays and prompts the user to sign into Orbitz for Business.

ORBITZ FOR BUSINESS A STEP AHEAD™

Welcome to Orbitz. [Site feedback](#)

Flights Hotels Cars

My Trips MY STUFF My Account Customer Service TLC

Are you an Orbitz member?

Already registered? Sign in.
Use your e-mail address to sign in.

- View, print or change your itinerary
- Simplified booking

*Orbitz member ID (e-mail address)

*Password

Remember my e-mail address when I return.
[Forgot or don't have a password?](#)

Not registered? Sign up.
Registration is fast and free!

Orbitz members get:

Hundreds of Options
Hundreds of airlines • Over 80,000 hotels • 13 car rental companies

Extra Savings
Fare sale alerts • coupons • exclusive offers

Superior Care
Free trip updates by phone • 24/7 support

Privacy Protected
We do not sell your personal information

Registered Users

Users who have previously registered with Orbitz or Orbitz for Business should sign in with their email address and password.

Non-Registered Users

1. Click the Register button.
2. Complete the registration form.
3. Setup appropriate email address and password.

(see previous page for more information on Access and Registration)

Need help, contact Gail Devereux at gail.devereux@uconn.edu

Traveler Profile – My Stuff

Travelers' profiles are housed in the Orbitz for Business database. It is the responsibility of the user to maintain the accuracy of his/her own travel profile. **Travel arrangers may also update the travel profiles for those employees assigned to them.**

The profile will house information on corporate email addresses, credit card information, frequent flyer numbers, seat preferences, and telephone numbers.

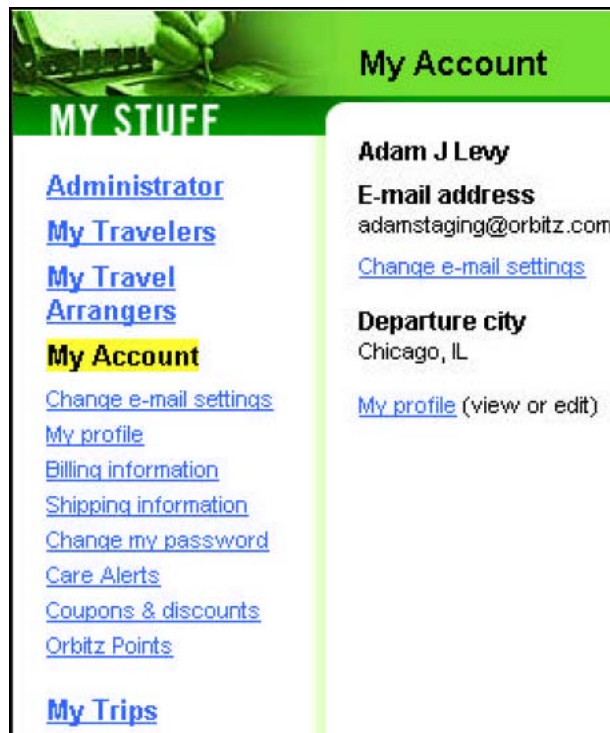
Each user should review their personal preferences prior to making their initial travel reservation on Orbitz for Business. **Pay particular attention to the accuracy of the name, home and business phone numbers and addresses for yourself and your travelers.**

Update Traveler Profile

1. Click on My Account from within My Stuff area



2. Click on My Profile to update name and address information.
3. Click on **Care Alerts** to enter your preferred contact methods. Care Alerts is a notification system of gate assignments, flight delays/cancellations and other flight-specific information on your day of travel. (see page 9)
4. Click on Billing Information to update appropriate credit card information.
5. Set up Flight, Car, Hotel Programs
6. Set up Seat Preferences
7. Click on Change My Password to update your login preferences.



IMPORTANT: Please be sure to check the blue save button  to save your changes on any of the profile screens

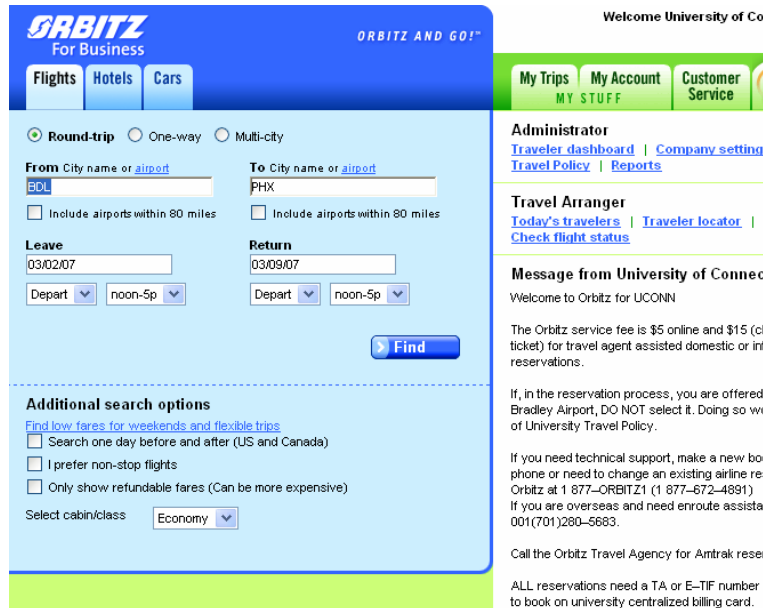
NOTE: It is critical that the traveler's name be entered in their Orbitz for Business profile exactly as it appears on the traveler's passport or driver's license.

Managing Travel Itineraries

Home Page

Upon signing in to Orbitz for Business, a user's most current itinerary displays in the center panel of the home page for easy review.

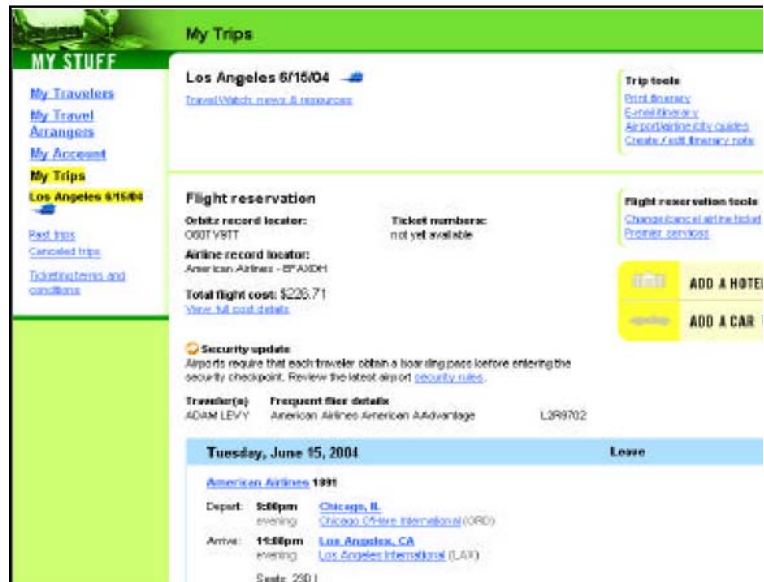
The home page message center displays to the right. Please review these messages as they may be important. (see Bradley Parking page 13)



My Trips

Select the green My Trips tab to access current, past and canceled itineraries:

- o Update care alert options on a trip-by-trip basis
- o Cancel air, car and hotel reservations
- o Add an itinerary note to a reservation
- o Forward an itinerary to others
- o Access past date trips and print copies of the itinerary details




CARE ALERTS

CARE ALERTS



- o Travelers, or their arrangers, should edit their Care Alerts section to be sure important notifications are received such as flight delays, cancellations or gate changes. You should use cell phones or PDA's.

Add an OrbitzTLCSM contact

[Learn more about OrbitzTLC Alerts.](#)
1 Enter contact information
*First/given name M.I. *Last name/surnameSuffix
 --
This contact is for

2 Select alert messages
Notify this contact of: Departure Updates Arrival Delays Both
Departure updates include flight status (on time, delayed or canceled), gate changes, and baggage claim.
Arrival delays include all delays that occur after a flight has left the airport gate.
3 Select contact method
Tell us where and when to send your alerts.
Send to Number or address
[number and address format exam](#)
Start Time (departure updates) Retype number or address

CARE ALERTS (CONTINUED)

Forward care alerts to others or cancel them for a specific itinerary

- Users can edit their care alerts on a trip-by-trip basis. The care alerts section displays toward the bottom of each airline itinerary in My Stuff.

- Update traveler's contact numbers and devices (cell phone, email, PDA etc.)

Change notification time

2 How can you be contacted?

emma LeBlanc

* Home phone number

 - -

The airline requires a home phone number.

[\(Phone outside US?\)](#)

3 Recommended: OrbitzTLC Alerts

 OrbitzTLCSM Alerts are for flights only



Trip updates are set to go to **mobile phone: 860-421-4424**.

Sign up friends, family or co-workers to receive alerts after purchase. [Learn more](#)

Contact name	Devices	Time
Adam Levy	Mobile phone - voice (773-447-8022)	3 hours before departure Change

[Send Care Alerts to others](#)
[Cancel all alerts for this trip](#)


After completing your booking, go to My Account to customize your alerts:

- Tell us when and how you want to receive OrbitzTLC Alerts.

CENTRALIZED BILLING PROCESS

Centralized billing is the preferred method for booking **air travel**. The charge goes on a credit card referred to as a “ghost card”. It is maintained and reconciled in the UConn Travel Office. We receive an email copy of all reservations made to our ghost card. Included in the reservation process is a required field for the reference number (TA or ETIF) and FRS account number used to “hold” that booking. The accounts are verified and charged off to the department based on the information provided on the TA or ETIF.

DOMESTIC TRAVEL

1. When booking a domestic ticket, you should either go to etif.xls on the forms page on the travel website to have a number generated for this trip or assign your own 6-digit ETIF number.
2. Once you have the number, go on the OFB website and select your flights, confirm that the name and itinerary are correct, press  and go to the Review and Purchase page.

3. Select “Centralized Billing Card”


3 Provide Billing Information

If any information associated with the reservation is incorrect, the reservation is subject to cancellation.
Some types of debit cards cannot be verified. If this occurs, enter another card to complete your purchase.

Emma LeBlanc's credit cards

[View Travel Arranger's credit cards](#)

[Add a new card to Emma LeBlanc's profile](#)

 Card name: Corporation Travel Card (Global Card)

4. Name the Trip – we prefer the travelers last name and destination

4 Optional: Name this trip

Giving your reservation a unique name (ex. Boston Meeting or Annual Smith Event) can help you easily distinguish it from other itineraries under My Trips.

Call this reservation: 3/2/07

5. Enter the ETIF number and FRS accounts used to hold the reservation. We will not charge the ticket until we receive the submitted ETIF because FRS accounts can change or may need to be split over several accounts. That information comes in the ETIF.

5 Enter reference information

This information helps your company track trip expenses.

* ETIF or TA number (Be sure to ALWAYS submit etif at http://web.uconn.edu/travel/tif/tif_form.html)

* FRS account (acct and subcode)

FRSaccount 2 & \$\$\$

FRSaccount 3 & \$\$\$

Notes

Reference Number

6. If you know the FRS account that will be charged, please submit the ETIF immediately after you make the reservation. If you are waiting on Research Foundation or other awards, I will probably send you an email requesting the ETIF but you can just reply that you are waiting on funding and I will flag it for follow-up.

INTERNATIONAL TRAVEL

The process is the same other than the need to do a TA rather than an ETIF.

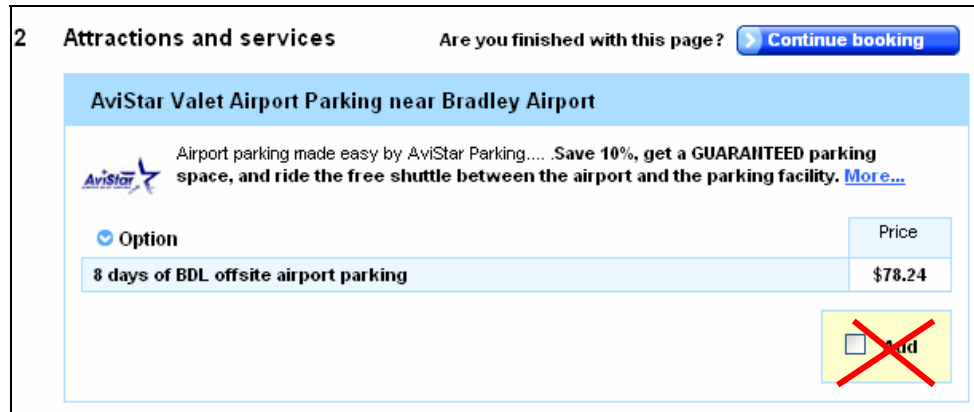
RECONCILIATION and CHARGING FRS

1. Your FRS accounts, based on ETIF or TA, will be charged through an online JV done in the Travel Office by Gail Devereux. I try to charge them off as quickly as possible; usually 2 weeks or less.
2. If you need an adjustment made after the account(s) have been charged, please email gail.devereux@uconn.edu with the particulars.
3. Posted in FRS (view of screen 27):
 - a. Dept FRS account and subcode (Account No)
 - b. *yymdd* of trip last name/first name (DESC) or agfee/last name/first name
 - c. ETIF or TA number preceded by an A (REF1)
 - d. ORBTIZ (Ref2)
 - e. Orbitz Record Locator number ID)

443317-2620	060	05/03	070521		514.81-	
	05/03/2007	TR1031	A42014Q	ORBITZ		-2621 2XNE8S8J
443317-2620	060	05/03	AGFEE/		5.00-	
	05/03/2007	TR1031	A42014Q	ORBITZ		-2621 2XNE8S8J

Bradley Parking offer

Included in the reservation process is an offer to park at AviStar Valet Parking at Bradley Airport. We have not been able to delete this from our site. DO NOT add Bradley Parking to your reservation because it is against university policy to do so.



2 Attractions and services Are you finished with this page? [Continue booking](#)

AviStar Valet Airport Parking near Bradley Airport

AviStar Airport parking made easy by AviStar Parking.... Save 10%, get a **GUARANTEED** parking space, and ride the free shuttle between the airport and the parking facility. [More...](#)

Option Price

8 days of BDL offsite airport parking	\$78.24
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Add

Booking Travel for Non Profiled Travelers

As a travel arranger, you have the capability to book tickets for guests, students, candidates or University employees who aren't currently in our database. Type the travelers name in this field but be VERY CAREFUL to spell it correctly. If you don't see this field, contact Travel and we will change your access.

Each traveler's name must match the name on his/her government-issued photo ID. Airlines **do not** allow passengers to transfer tickets or to change names on tickets.

Select traveler
From my traveler list

Choose traveler...

LeBlanc, Lauren S

Select from the company list
Show all names that begin with

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Enter traveler's email address
E-mail address

If you are booking travel for someone who is not a member of your company, please enter their name below.

Traveler

Adult *First/given name MI *Last name/surname Suffix