

Orbitz for Business

Orbitz for Business is pleased to inform you of the latest product, feature and service enhancements contained in this release.

AIR ENHANCEMENTS

SOUTHWEST AIRLINES

6-Hour Booking Window

Travelers and Travel Arrangers can now book Southwest flights on Orbitz for Business up to 6 hours before the time of departure. Previously, there was a 24-hour booking window. To book flights that depart in less than 6 hours, travelers still need to call the Orbitz for Business Contact Center.

Please contact airline to buy **\$692 + \$19 taxes & fees = \$711 per person** [Low fare promise: Buy with confidence!](#)
6 hour or less booking window

★★★ Company Preferred Reason required [Info](#)

Leave **Wed, Aug 6** **Southwest Airlines 3496**
Depart: **5:45pm** Chicago, IL (MDW)
Arrive: **8:30pm** Houston, TX (HOU)
Non-stop Economy | 2hr 45min | Boeing 737

[Select](#) **\$692 + \$23 taxes & fees = \$715 per person** [Low fare promise: Buy with confidence!](#)
7 hour booking window view

★★★ Company Preferred In Policy

Leave **Wed, Aug 6** **Southwest Airlines 1810**
Depart: **9:05pm** Chicago, IL (MDW)
Arrive: **11:35pm** Houston, TX (HOU)
Non-stop Economy | 2hr 30min | Boeing 737

Return **Fri, Aug 8** **Southwest Airlines 3070**
Depart: **4:25pm** Houston, TX (HOU)
Arrive: **8:05pm** Chicago, IL (MDW)
1 stop Economy | 3hr 40min | Boeing 737

PROFILE SEAT PREFERENCES

When some travelers, who had seat preferences stored to their profile, booked air travel and selected or did not change the default option of “Any,” then this selection in the booking path overrode the seat preferences stored in that traveler’s profile. Travelers were assigned to a random seat. Essentially, information from the booking path overrode preferences set in a traveler’s profile.

Now, seat preferences stored in a profile override the default option in the booking path. If a traveler has a stored preference such as an aisle or window seat, then this request will be sent to the airline instead of the “any” option that is either selected or defaults in the booking path. If a seat preference is selected in the booking path other than “Any,” then this will override any preferences stored in that traveler’s profile.

Travelers can also select specific seats, which override either general preference.

Flight special requests: Jane Jones

Orbitz for Business will pass on this information to the airline when you make a reservation for Jane Jones.

Meals may not be served on your flights. Meal requests cannot be guaranteed.

Flight Preferences for online booking

Seat **Meal request (if applicable)**

Any Low Calorie

Aisle Request

Window

4 Optional: Request flight preferences

Preferences for Jane Jones

Save traveler's preferences in My Account

Frequent flier number: Northwest Airlines WorldPerks

Enter a frequent flier number for each carrier on which you want to upgrade.

Requests for disabled travelers

Select Special Request

Seat

Any

Aisle

Window

Meal request (if applicable)

Low Calorie

5 Optional: Request seating preferences

Let me select seats on the next page.

Flight special requests

[Car special requests](#)

[Car service preferences](#)

[Hotel special requests](#)

ORBITZ TLC ALERT ENHANCEMENTS

OPT IN OR OUT OF ORBITZ TLC ALERTS

Coming in early September, travelers and arrangers will be able to opt in or opt out of receiving Orbitz TLC alerts in the booking path.

HOTEL ENHANCEMENTS

HOTELS/FREQUENT GUEST PROGRAM PAGE

The *Hotel: frequent-guest program* page has been redesigned to make it even easier for travelers to update reward program information. If a reward program name changes or is obsolete, delete the old name and enter the new one.

NOTE: Travelers can enter new frequent guest number(s) in either the booking path or on their *My Profiles* page. Travelers and their Arrangers can make any changes to their reward program information saved to their profile from their *My Profile* page.

Hotel: frequent-guest programs for Jane Jones

Orbitz for Business will pass on this information to the hotel when you make a reservation for Jane Jones.

MY FREQUENT GUEST PROGRAMS

Jane Jones's Travel Preferences

- [Flight: frequent-flier programs](#)
- [Car: frequent-renter programs](#)
- Hotel: frequent-guest programs

- [Flight special requests](#)
- [Car special requests](#)
- [Car service preferences](#)
- [Hotel special requests](#)

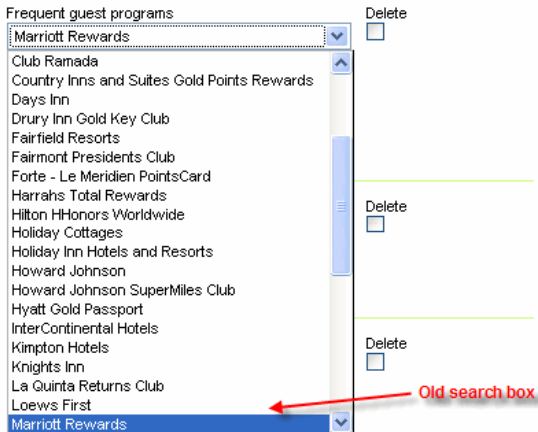
Add **Save**

Program name	Program number	Delete
Please replace Ramada with Wyndham Rewards		
Ramada	<input type="text" value="RF4548756"/>	<input type="checkbox"/>

Add **Save**

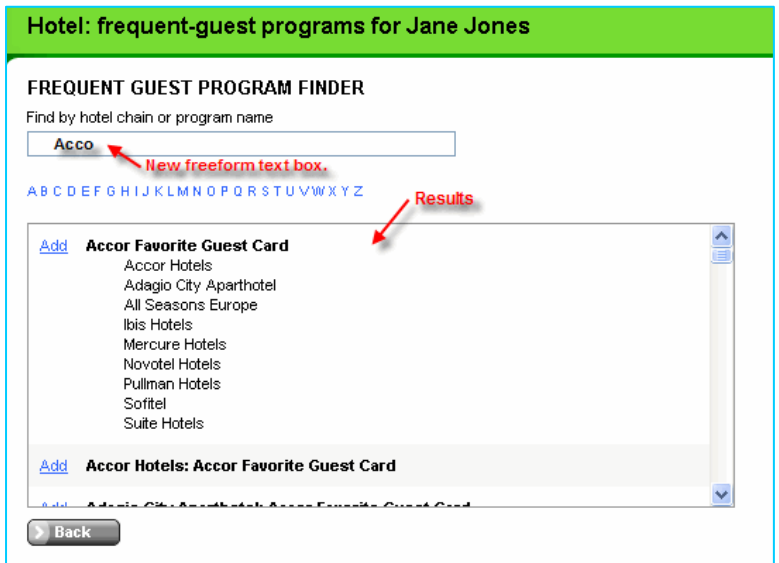
Hotel: frequent-guest programs for John Hartigan

Orbitz for Business will pass on this information to the hotel when you make a reservation for John Hartigan.



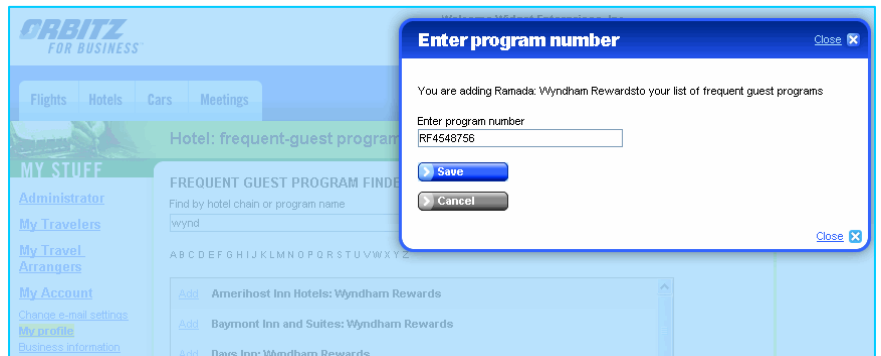
My Profile

Travelers and Arrangers previously had to scroll through a long list of frequent guest program names to find the name to associate with their program number. Now, Travelers and Arrangers can enter the first few letters of a program name in the new search box to choose the appropriate program name from an easy to read display of options.



To add a reward program from a My Profile page:

1. Select the **Hotel: Frequent-guest programs** link from the Travel Preferences menu (on the right side of the page).
2. On the *Hotel: Frequent-guest program* page, click the **Add** button to access the new Frequent Guest Program Finder area. Here you can enter the first few letters of a name in the search box to view a list of relevant hotel programs and the chains associated with them.
3. Click the **Add** link next to the program you want to select.
4. Enter the program number in the *Enter program number* popup that appears.
5. Click **Save** to save this information to your profile.
6. To delete reward programs, check the **Delete** box next to the program you want to remove and click **Save**.



NEW HOTEL POLICY LINK

A new **Review payment and cancellation details** link appears in the search results for hotels with the Low Price Guarantee. Travelers have the option to see more information regarding the hotel policy of these properties. Information may include cancellation information, charges and pre-payment requirements.

The screenshot shows a search result for Scandinavian Lodge. The header includes the price 'From \$179.55', the hotel name 'Scandinavian Lodge', and a 4-star rating. Below this is the address '264 Highway 57, Sister Bay, WI 54234' and a map link. A description follows: '12.4 Miles Northeast of Egg Harbor (City Center). Embracing the rich heritage and famous hospitality of the Scandinavian countries, Sister Bay's Scandinavian Lodge is proud to continue the traditions of Door... More'. Amenities listed include Pool, Fitness room, and a photos link.

Average nightly rate	Room description	Sep 19 - Sep 22 Fri Sat Sun
Out of policy \$179.55 LOW PRICE GUARANTEE	Studio - 1 king bed Review pre-payment and cancellation details.	
Out of policy \$201.71 LOW PRICE GUARANTEE	Condominium 1BR - 1 king bed and 1 sleeper sofa bed Review pre-payment and cancellation details.	
Out of policy \$223.88 LOW PRICE GUARANTEE	Condominium 2BR - 1 king bed and 1 queen bed and 1 Review pre-payment and cancellation details.	
Out of policy \$303.68 LOW PRICE GUARANTEE	Condominium 3BR - 1 king bed and 2 twin bed and 1 Review pre-payment and cancellation details.	

A red arrow points to the 'Review pre-payment and cancellation details' link in the first row, with the text 'New link and popup' next to it. A popup window titled 'Payment and cancellation details' is open, showing the following information:

Payment and cancellation details
Close X

Pre-payment:
Prepayment by credit card required

Cancellation:
Cancellations or changes made more than 14 days prior to 12:01 AM local hotel time on the day of arrival are subject to a \$25.00 charge. Cancellations or changes made within 14 days prior to 12:01 AM local hotel time on the day of arrival are subject to a \$248.32 charge. Cancellations or changes made after 12:01 AM local hotel time on the day of arrival are subject to a 100% charge. We are sorry but refunds are not available for early check-out. The hotel is not authorized to make an exception to this policy.

Call Orbitz for Business at 1-800-320-2158 to change or cancel hotel reservations. If calling outside the United States, call 1-312-596-1472. Please do not call the hotel directly.

FEE ENHANCEMENTS

COMPANY FEES

New Display for the Format of Company Fees

The way that fees are displayed and charged in OFB has been simplified in the booking path, My Trips and on credit card statements for OFB travelers. These enhancements help to make the travel purchase process more straightforward and to help travelers more easily track fees.

Key changes include:

- › Updated naming conventions for fees
- › Enhanced display of cost summaries in the booking path and My Trips
- › Single charge of one fee for offline transactions (currently, two fees are charged for offline transactions—one service fee and one offline booking fee)

NOTE: The total amount of fees charged is not impacted.

Improvements to Display and Charge of Company Fees

Improvements in fee reporting include:

- › Better Naming Conventions: Fee names displayed on the online booking tool and in reporting are now clearer and simpler. These changes impact the specific wording used to refer to a fee. The actual total amount charged is not impacted.
- › Simpler Charge and Display: The display of Orbitz for Business fees in the booking path and My Trips is simplified. This enhancement makes it even easier for travelers to understand the true booking cost. In particular, the My Trips cost summary more clearly identifies the initial booking cost, any post-booking charges (such as agent assistance) and the overall total cost-to-date for the booking.

Impact to Bookings Completed After Enhancement Launch

Changes to the presentation and charge of Orbitz for Business fees for bookings completed after enhancement launch impact three booking scenarios:

- › Online Transaction: Traveler or travel arranger completes a booking through the Orbitz for Business website.
- › Offline Transaction: Traveler or travel arranger calls the Orbitz for Business contact center and requests that an agent completes a booking on their behalf.
- › Post-Booking Agent Assistance: An Orbitz for Business agent assists with a booking after the original purchase is completed.

For each scenario, the table below compares the name of the fee(s) currently charged and the name of the fee to be charged for bookings completed *after* the launch of fee enhancements.

Scenario	Currently Charge	Future Charge
Online Transaction	Service Fee	Online Transaction Fee
Offline Transaction	Service Fee + Offline Booking Fee	Offline Transaction Fee
Post-Booking Agent Assistance	Counselor-Assisted Fee	Agent Assisted Fee

As shown in the above table, two fees are currently charged at the time of an offline booking. To better assist OFB travelers with charge reconciliation and tracking, these two fees are now combined into a single

charge. This combination does not affect the total charge. For bookings completed after the launch of fee enhancements, travelers will be charged only one fee at the time of an offline transaction in lieu of a combination of two fees (service fee and offline booking fee). The total amount charged is not impacted.

For example, if a traveler was previously charged a \$10 Service Fee and a \$30 Offline Booking Fee, they are now charged a \$40 Offline Transaction Fee instead.

NOTE: The booking path and My Trips reflect the new fee structure. The display of this charge on credit card statements for OFB travelers is not impacted. These charges continue to appear with the Orbitz Record Locator.

Impact to Bookings Completed Before Enhancements Launch

For bookings completed before the launch of fee enhancements, travelers will notice that cost summaries and e-mails have been updated with new fee names.

For offline transactions charged with both a Service Fee and an Offline Booking Fee before the launch of fee enhancements, the two separate charges will continue to display, but the charges have been renamed to better fit the new naming conventions.

Service Fee charges incurred before the launch of fee enhancements now displays as “Online Transaction Fees”. Offline Booking Fees charged before the launch of fee enhancements now display as “Offline Transaction Fees”. The table below illustrates the new fee references that travelers can expect to see in My Trips for bookings made *before* the launch of the fee enhancements.

Existing Fee Display	New Fee Display
Service Fee	Online Transaction Fee
Offline Booking Fee	Offline Transaction Fee
Counselor-Assisted Fee	Agent Assisted Fee

Impact to All Bookings

Cost summaries displayed in My Trips for all bookings have improved so that information is presented in a simpler, more accessible format. Travelers and travel arrangers can clearly identify the original itinerary booking cost, any post-booking charges (such as agent assistance) and the total itinerary cost-to-date.

Flight cost summary

Flight cost - 10/01/08

Airfare cost, ASTRO JETSON (Adult)	\$175.00
Orbitz for Business fees	
✖ Online transaction fee	\$10.00
Total	
\$185.00 USD	
Post-booking charges	
✖ Agent assisted fee (10/08/08, OMP#123456)	\$30.00
Total	
\$30.00 USD	
Grand total itinerary cost to date	
\$215.00 USD	
Note: Airfare cost displayed above includes airfare taxes and fees.	