

What's New with 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 AIR SEARCHES BY CITY CODE

When travelers searched for Southwest Airlines flights by entering city codes in the "From" and "To" fields without selecting the incl. nearby airports checkbox, flights for the cities specified did not always appear first in the search results. Instead, search results for other cities often appeared first.

For example, if a traveler entered a search for LAS to OAK, air search results for LAS to SJC appeared first, then LAS to SFO. Travelers often had to scroll down a long list of flight options before finding LAS to OAK. Now, city code searches are working as expected. The city codes used in the search now return Southwest Airlines flight options for those cities first.

The screenshot shows the Orbitz flight search interface. On the left, the search form includes fields for "From" (SNA), "To" (SJC), and "Leave" (10/29/08). The "incl. nearby airports" checkbox is unchecked. On the right, the search results are displayed for Southwest Airlines non-stop flights. The first result is for Southwest Airlines 2155, with flight details for Ontario, CA (DNT) and Oakland, CA (OAK). Red boxes and arrows highlight the city codes DNT and OAK, with a note stating "highest search options do not match search criteria." The second result is for Southwest Airlines 1794, with flight details for Oakland, CA (OAK) and Ontario, CA (ONT). Red boxes and arrows highlight the city codes OAK and ONT.

Sort flights by:	Lowest price	Departure time	Shortest flight																																						
Showing Southwest Airlines non-stop flights (205 flights out of 246 total) for Mr. J																																									
<table border="1"> <tr> <td>Select</td> <td>\$248</td> <td colspan="2">+ \$26 taxes & fees = \$274 per person</td> </tr> <tr> <td colspan="4">In Policy</td> </tr> <tr> <td>Leave</td> <td>Wed, Oct 29</td> <td colspan="2">Southwest Airlines 2155</td> </tr> <tr> <td>Depart:</td> <td>6:40am</td> <td>Ontario, CA (DNT)</td> <td rowspan="2">highest search options do not match search criteria.</td> </tr> <tr> <td>Arrive:</td> <td>7:50am</td> <td>Oakland, CA (OAK)</td> </tr> <tr> <td colspan="4">Non-stop Economy Thr 10min Boeing 737</td> </tr> <tr> <td>Return</td> <td>Wed, Oct 29</td> <td colspan="2">Southwest Airlines 1794</td> </tr> <tr> <td>Depart:</td> <td>7:30pm</td> <td>Oakland, CA (OAK)</td> <td rowspan="2"></td> </tr> <tr> <td>Arrive:</td> <td>8:45pm</td> <td>Ontario, CA (ONT)</td> </tr> <tr> <td colspan="4">Non-stop Economy Thr 15min Boeing 737</td> </tr> </table>				Select	\$248	+ \$26 taxes & fees = \$274 per person		In Policy				Leave	Wed, Oct 29	Southwest Airlines 2155		Depart:	6:40am	Ontario, CA (DNT)	highest search options do not match search criteria.	Arrive:	7:50am	Oakland, CA (OAK)	Non-stop Economy Thr 10min Boeing 737				Return	Wed, Oct 29	Southwest Airlines 1794		Depart:	7:30pm	Oakland, CA (OAK)		Arrive:	8:45pm	Ontario, CA (ONT)	Non-stop Economy Thr 15min Boeing 737			
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SEAT ASSIGNMENT NOTIFICATION

New Messaging

New messaging gives travelers more information regarding the status of their seat assignment requests. This messaging informs travelers about the actions they can take. Messaging appears in the My Trips' *Trip Summary* page, the *Purchase confirmation* page and itinerary change e-mails.

Before, travelers were notified of the status of their seat request only when their seat was confirmed. Many travelers assumed their seat was confirmed when it wasn't because they did not receive any messaging.

Now, new messaging notifies travelers if their seat request is confirmed or unconfirmed by the airlines.

One of the following messages appears for each flight that a seat request was made for. This updates travelers on the status of their request(s):

- > "Your flight is confirmed. Seat is confirmed. You may [review seats](#)."
- > "Seats are unassigned or not assigned as requested on one or more of your flights. Please [view full trip details](#)."

Los Angeles 02/08/06

This trip includes a **Flight + Hotel + Car package** and **attractions and services**.

 **Seats are unassigned or not assigned as requested on one or more of your flights.**

Please [view full trip details](#).

New messaging

Trip tools

- [Print itinerary](#)
- [E-mail itinerary](#)
- [Airport/airline/city guide](#)
- [Currency converter](#)

New Seat Request Options

New OFB seat request logic helps travelers get an assigned seat even if their specific seat request is denied. If a traveler requests a specific seat, i.e. seat 10A window, and is denied for any reason, OFB checks to see if the traveler has any seat type preferences saved in their profile. If there are no preferences, then a generic seat request is made for the same seat type as the specific request. For example, for a specific request for seat 10A window, the generic request would be for "any window." If a traveler has a preference of "any" stored in their profile, then OFB makes a generic seat request from the airline on their behalf. "Any aisle seat" is the default generic seat criteria. If a traveler has saved a preference for an "aisle" or "window" seat, then a generic request is made for that seat type. Again, if no seat type preference is saved in a traveler's profile, the default generic request is sent.

NOTE: Even if a seat is assigned by the airlines, travelers can still click the **review seats** link to review their seat.

HOTEL ENHANCEMENTS

DIRECT BILL

Companies that have a direct bill arrangement with a particular hotel can now allow their travelers to request direct bill for this hotel in OFB. Direct bill appears to travelers based on the information supplied by company Travel Administrators. This direct bill information is then loaded into OFB by the ADM or Implementation Manager.

Travelers request direct bill from the *Review and purchase* page when they make their hotel reservation.

NOTE: If a Travel Arranger is booking a direct bill hotel on behalf of a registered Traveler, then the permission setting of the Traveler applies.

Review and purchase

1 Review room cost

1 guest - 1 night: Mar 19 - Mar 20

Hotel room cost	\$125.00
Total	\$125.00

2 Check hotel details

★★★ Company Preferred ■ Out of policy Info

4 Provide Billing Information

Request direct bill for this room

Select...

NOTE: If you select the direct bill option, you still need to provide a credit card to secure the reservation.

4 Provide Billing Information

Request direct bill for this room

← Checkbox only display

NOTE: If you select the direct bill option, you still need to provide a credit card to secure the reservation.

The hotel requires a charge card to guarantee this reservation.

4 Provide Billing Information

Request direct bill for this room

↖ Single direct bill option.

NOTE: If you select the direct bill option, you still need to provide a credit card to secure the reservation.

The hotel requires a charge card to guarantee this reservation.
Some types of debit cards cannot be verified. If this occurs, enter another card to complete your reservation.

Request Direct Bill

To request direct bill:

1. On the *Review and purchase* page, select the **Request direct bill for this room** option.
2. Depending on the information supplied by their company's Travel Administrator, Travelers may select the **Request direct bill for this room** checkbox only, select a single option such as request to bill "room plus tax" or select from one of the options in the *Select* dropdown menu appearing next to the **Request direct bill for this room** checkbox.
3. After selecting direct bill, a message appears informing travelers that their company has established direct billing with the hotel and that their request will be sent but is not guaranteed. Travelers are asked to confirm direct billing with the front desk at check-in and are reminded they can contact their Travel Administrator for further details.

LOW PRICE GUARANTEE BOOKINGS

Hotel Expense Instructions

A new expense reporting message appears to alert travelers that they need to submit both the Orbitz itinerary and any incidental charges incurred by the hotel for reimbursement.

The new expense reporting message appears in cost summary and billing information areas found in:

- > Confirmation page that appears right after a booking
- > Confirmation e-mails
- > Printed itineraries
- > E-mailed itineraries
- > My Trips View Full Trip Details page

Cost summary and billing information

Hotel cost summary (1 guest - 1 night)	
Room rate Thu	\$219
Apr 2	
Hotel room cost	\$219.02
Hotel taxes and fees	\$34.30
Total charges	253.32 USD

Billing information

Card holder's Name:
Deepa

Card type:
MasterCard

Card number:
XXXXXXXXXXXX4379

Expense reporting: This itinerary shows the room charges. The hotel receipt provided at checkout will only include incidental charges. You need to submit both the itinerary and the hotel receipt in expense reports.

New message

Amount charged to your credit card: \$253.32 USD

CAR ENHANCEMENTS

ACE RENTAL CAR LOYALTY PROGRAM

OFB now prompts travelers to enter their ACE "Rental Genius" loyalty program number on the Driver Preferences page in the booking path. Before, OFB did not accept Rental Genius numbers.

3 Optional: Request reservation preferences

Rental Genius number: New

Request special equipment

You can make up to three special equipment requests. These are only requests and are not guaranteed. Contact your rental company to confirm availability. Additional fees may apply.

<input type="checkbox"/> Bicycle rack	<input type="checkbox"/> Luggage rack	<input type="checkbox"/> Left-hand control	<input type="checkbox"/> Right-hand control
<input type="checkbox"/> Infant car seat	<input type="checkbox"/> Toddler car seat	<input type="checkbox"/> Ski rack	
<input type="checkbox"/> Trailer hitch	<input type="checkbox"/> Mobile phone	<input type="checkbox"/> Snow chains	

MISC. ENHANCEMENTS

NEW ORBITZ LAUNCHER FOR BLACKBERRY®

OFB travelers with BlackBerry® smart phones can now download a free OFB launcher. This provides faster and easier one touch access to the OFB mobile site.

To download the launcher:

1. Enter the <http://ofbmobile.net> link on your BlackBerry Web browser.
2. On the OFB Mobile home page that appears, click the **Get the Orbitz for Business Launcher** link.

A BlackBerry Launcher page appears asking you to “Click this link to begin” the download.

Once the download is finished, an OFB icon will appear on your BlackBerry home screen.

You can access the OFB mobile site by selecting the OFB icon from either the home screen or your BlackBerry Applications folder.

NOTE: Contact your internal IT department to find out if they can enable the new OFB launcher available automatically for all Blackberries in your company.



BlackBerry® Launcher

Get 1-click access to Orbitz from your BlackBerry® by putting an Orbitz icon on your BlackBerry® home screen.

1. [Click this link to begin](#)
2. Click the "Download" button.
3. Click the "OK" or "Run" button once the download is complete.

If your download was successful, you're ready to go. To find the icon, look on your home screen or in your Applications folder. Note: Some BlackBerry® models do not place new applications on your desktop. You may need to move the application from your Applications folder. Check your instruction manual for details.



PRE-TRIP APPROVAL E-MAILS MISSING LOWER FARE DETAILS

Pre-trip approval e-mails were often not including the low fare options that appeared to travelers in the booking path. This has now been fixed. Now if a traveler chooses an out-of-policy travel option in the booking path, the pre-trip approval e-mail now displays both the selected out-of-policy option and a low fare option.

Pre-Trip Notification

Hello,

SunithaAdmin orbitztest has booked the out of policy international itinerary below that requires your approval. If you do not ask SunithaAdmin to cancel this itinerary by 01:48 AM November 29, 2008, it will be considered approved. Changes to the itinerary after that point may incur change fees.

The Travel Policy Indicators below were presented to the traveler:

out of policy

■ **Out of policy**

The traveler indicated "Exception 003344" as their reason for selecting this flight.

Thank you for your prompt attention to this email, we appreciate your business. **Lower available fare option was missing.**

Ticket Information

Passenger(s): SUNITHAADMIN ORBITZTEST
Trip Name: 28NOV_AIR_OOP_SS_TPTEST 7/19/09
Trf1: Test
Trf2: booking
Trf3: test booking
Orbitz for Business record locator: AF270601LK0WJ8S0
United Airlines record locator: LK0WJ8
Ticket type requested: electronic (e-ticket)
Airfare cost: \$1,825.49USD (including taxes)

Orbitz for Business fees
Online transaction fee: \$1.00USD

Total: \$1,826.49 USD

Unless otherwise specified, all costs are provided in US dollars.

Please note that your fare may carry restrictions. Changes to your itinerary may result in additional fees. Review the fare rules in "[My Trips](#)" to learn more.

Important notice related to ticket [terms and conditions](#).

November 28, 2008

Passenger(s)
SUNITHAADMIN ORBITZTEST

Billing Information
Credit card holder's name: Sunitha Saldanha
Credit card type: MasterCard
Credit card number: xxxxxxxxxxxx7328

Address:
500 WEST MADISON
CHICAGO, IL 60661
United States

E-mail: testofb_sunitha@yahoo.com

Your reservations are always available online and ready to print in "[My Trips](#)".

Lower available fare:
\$1,513.49USD

Save your organization:
□ ()

Low fare cost summary:

Total airfare	\$1,513.49USD
Total trip cost	\$1,513.49USD

Lower available fare details:

setProperty
emailMB.details:alternateJourney:slices

Great rates
Click for car and hotel rates in Shanghai

←
Add a car
GO