



# What's New?

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

## AIR ENHANCEMENTS

### FREQUENT FLIER MILES ON PARTNER AIRLINES

When a traveler books a flight on an airline with a partner marketing or code share agreement, the traveler can now submit the frequent-flier number for either the operating or partner airline. That number is added to the itinerary. The traveler receives credit for those miles in the frequent-flier program from the selected airline. This process is also known as frequent flyer cross-accrual.

For example, when a traveler books a flight on Lufthansa, the traveler can enter a United Airlines frequent-flier number because United Airlines is a partner airline. This number is attached to the itinerary and the miles are credited to the United Airlines frequent-flier account.

Trip cloning and trip template bookings also show the frequent-flier programs for an airline with a partner marketing or code share agreements.

### Booking Path Changes

In the booking path, the frequent-flier programs for partner airlines can be selected from the drop-down list. After a partner airline is selected, the frequent-flier number for that airline is automatically filled in if the traveler has entered it in the traveler's profile.

**4 Optional: Request flight preferences** Meals may not be served on your flights. Meal requests cannot be guaranteed.

Preferences for Mr. George TEST ORBITZTEST

Save traveler's preferences in My Account

Airlines	Frequent Flier Airline Program <sup>i</sup>	Frequent Flier Number
British Air	<div style="border: 1px solid black; padding: 2px;"><span>British Airways Executive Club</span> ▼ American Airlines American AAdvantage British Airways Executive Club Cathay Pacific The Marco Polo Club Finnair Plus Iberia Plus Japan Airlines Mileage Bank Lan Chile SA LANPASS Qantas Airlines Frequent Flyer</div>	<input type="text"/>

Enter a frequent flier number to upgrade.

Requests for disabled travelers Select Special Request

Meal request (if applicable)  
No Preference ▼

After the booking is completed and the partner airline frequent-flier number has been verified by the airline, that number is displayed on the *My Trips* page.

Previously, this cross-accrual required an additional, manual step after the online booking was completed.

## SECURE FLIGHT ENHANCEMENTS

OFB is working to make a smooth transition to Secure Flight for you and your travelers. With this release, there are enhancements to protect traveler's personal information and to display the traveler's full name in the air booking path.

Previously, OFB has enhanced the *My Profile* page to support all Secure Flight information:

- › Full name
- › Gender
- › Date of birth
- › Redress number (if applicable)
- › Known traveler number (if applicable)

OFB is ready to send this information to the airlines when the airlines are ready to accept Secure Flight information from travel agencies. The airlines will then send this information to the Transportation Security Administration (TSA).

There should be no impact to your travel because of the Secure Flight program in the short term. According to the TSA:

“Since secure flight is being implemented in phases, not all airlines will begin asking for this additional information right away. Passengers should not worry if they are not prompted by an airline to provide this information, as it should not impact their travel.” ([http://www.tsa.gov/assets/txt/sf\\_transcript.txt](http://www.tsa.gov/assets/txt/sf_transcript.txt))

For more information, check the TSA's Secure Flight web site:  
[http://www.tsa.gov/what\\_we\\_do/layers/secureflight/index.shtm](http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm)

## HIDE PERSONALLY IDENTIFIABLE INFORMATION

All personally identifiable Secure Flight information is hidden or masked to everyone except the traveler on the *My Profile* page. This information is:

- › Gender
- › Date of birth
- › Redress number (if applicable)
- › Known traveler number (if applicable)

When a Travel Administrator, Travel Arranger or OFB customer service representative views a traveler's *My Profile* page, this information is shown as asterisks (\*\*). When the traveler views this page, the information is shown as it was entered.

Prior to this enhancement, this information was masked for everyone, including the traveler. With this release, travelers are able to view their own information.



### Traveler's view

This screen capture shows what a traveler sees when viewing his own information. Note that the *Gender* and *Date of birth* boxes are readable.

### My Profile

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**Name**

Title	*First/given name	Middle	*Last name/surname	Suffix
Mr	George	TEST	ORBITZTEST	--

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[Transportation Security Administration \(TSA\) Information](#)

Gender	Date of birth
Male	05/26/1970

I have [a Redress Number and/or Known Traveler Number](#)

### Travel Arranger's view

This screen capture shows what a traveler arranger sees when viewing one of her traveler's information. Note that the *Gender* and *Date of birth* boxes are masked with asterisks.

### My Profile

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Travel Arranger: Zhao Ming  
Accessing profile for: George ORBITZTEST (testofb\_georgej@yahoo.com)  
- Sales

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**Name**

Title	*First/given name	Middle	*Last name/surname	Suffix
Mr	George	TEST	ORBITZTEST	--

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[Transportation Security Administration \(TSA\) Information](#)

Gender	Date of birth
**	**/**/****

I have [a Redress Number and/or Known Traveler Number](#)

← Traveler info masked



If there is no information, there is a dash in the *Gender* box and “mm/dd/yyyy” in the *Date of birth* box.

**Transportation Security Administration (TSA) Information**

Gender	Date of birth
--	mm/dd/yyyy

← No traveler info entered

Travel arrangers can change or override a traveler’s information. This information is visible when the travel arranger enters it.

**Transportation Security Administration (TSA) Information**

Gender	Date of birth
Male	03/25/1970

← Enter new info

**Travel Arranger: Zhao Ming**  
Accessing profile for: George ORBITZTEST (testofb\_georgej@yahoo.com)  
- Sales

🔔 The changes to your profile have been made successfully.

**Name**

Title	*First/given name	Middle	*Last name/surname	Suffix
Mr	George	TEST	ORBITZTEST	--

**Transportation Security Administration (TSA) Information**

Gender	Date of birth
**	**/**/****

← Info is masked after save

After the travel arranger saves it, this information is again masked.

### FULL NAMES IN AIR BOOKINGS

The air booking path now supports full traveler names, including the middle names or initials. The full name is included in ticketing.

On the OFB web site, your first and last names are required. Your title, middle initial or name and your suffix, like Jr., are optional. However, you should enter your name in your profile so that it exactly matches the valid, government-issued photo ID you will use when traveling to avoid unnecessary delays at the airport.



### Traveler Bookings

Your full name, as stored on the *My Profile* page, is now included in the *Who's Traveling* section on the *Flight details* page.

### 3 Who's traveling?

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.

Traveler	
Adult	Ms. Jane Jenn Jones

### Travel Arranger Bookings

Travel arrangers, who have the ability to book travel for a traveler who does not have an Orbitz for Business profile (a free-form traveler), can now enter the traveler's full name in the *Change Traveler* area.

[Change Traveler](#)

Multi-city

City name or [airport](#)

SP

Include airports with

Return

11/17/09

Depart Anytime

[View all trips](#)

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 myself as traveler  
 Select from my traveler list  
 Select from the company directory  
 **Type in the name**

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

**Traveler**

*First/given name	Middle	*Last name	Suffix
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	-- <span style="font-size: small;">v</span>

Change
Cancel

Travel arrangers should enter the traveler's name so it matches the valid, government-issued photo ID used when traveling, if that name is available.

This name appears on the *Flight details* page after the travel arranger has selected a flight. The travel arranger also has the ability to change the name on this page, if necessary.

### 3 Who's traveling?

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.

Traveler					
Adult	Title	*First/given name	Middle	*Last name/surname	Suffix
	-- <span style="font-size: small;">v</span>	John	Q	Public	Jr <span style="font-size: small;">v</span>



## CONTACT CENTER ENHANCEMENT

### IVR REDESIGN PART 2

Earlier this year, OFB's IVR (Interactive Voice Response) system was redesigned to better serve OFB travelers by simplifying menu options and providing better voice and keypad recognition. In this final phase, new self-service features have been added to provide additional help to travelers. This phase also quickens call transfers, particularly from executive and premier travelers, to agents best qualified to meet their needs.

Redesign benefits for your travelers:

- › Improved self-service
- › Password reset
- › Find reservations
- › Expedited VIP and self-managed routing

OFB is not making any other messaging changes to our contact center. All of your company's current phone numbers, settings and messages are unaffected by the redesign.

#### Improved Self-Service Options

When travelers call the contact center, they are prompted to provide their phone number and, if necessary, their name. After they are successfully identified, travelers have new self-service options. These options save travelers time because they don't need to wait for a customer service representative to complete these simple tasks.

#### Password Reset

Password reset has new, clarified wording for its prompts. With this option, a traveler can get a temporary password sent to their e-mail account. The traveler follows the steps in the e-mail to log into OFB and create a new password. When the traveler selects this option, their billing information is deleted for additional privacy protection.

#### Find Reservations

After the traveler is identified, the IVR looks up the number of current reservations. There are different options depending on the number of reservations a traveler currently has.

Each air, car and hotel reservation is considered as separate even if under the same trip name. If a trip has an air reservation, two rental car reservations and two hotel reservation, the traveler has five reservations for determining what self-service options are available.

#### 0 Reservations

When a traveler has zero reservations, the IVR presents three choices:

- › Reservation assistance—book a new trip (same as before the redesign)
- › Meetings and events—attend a meeting (same as before the redesign)
- › Password reset

#### 1–6 Reservations

When a traveler has one to six reservations, the traveler now can act on each individual reservation. The IVR reads a list of reservations. The IVR identifies each reservation by the travel type, city, state, day of the week, month and date. For example, the IVR may say "Are you calling about your flight to Los Angeles, California on Wednesday, Sept 5th?"

The traveler selects the reservation to work with. For the selected reservation, the traveler can:

- › Hear the itinerary—hear the details of this reservation spoken by the IVR
- › E-mail the itinerary—have the details of this reservation sent to the traveler's e-mail address
- › Cancel the reservation—cancel this specific reservation
- › Request customer service—transfer to a customer service representative

When a traveler selected to cancel a reservation, the traveler must enter the credit card number used to make the reservation as a second form of identification. If this credit card information is not available, the traveler is transferred to customer service. OFB fees may apply. If there is more than one reservation in a trip, the traveler has to cancel each one separately to cancel the entire trip.

For air cancellations, if it qualifies for a courtesy cancel, the traveler receives a refund of the air fare. If not, airline exchange fees apply to the refund.

A traveler can also select:

- › Reservation assistance—book a new trip (same as before the redesign)
- › Meetings and events—attend a meeting (same as before the redesign)
- › Password reset

With improved caller identification, this call is transferred to the right agent for assistance.

#### **7+ Reservations**

When a traveler has seven or more reservations, the traveler is transferred to customer assistance immediately.

#### **Executive and Premier Travelers**

After executive and premier travelers are identified, they are transferred to the next customer service representative.

#### **Travel Arrangers**

The new self-service features only identify reservations that are booked by the traveler, not those booked by the travel arranger. Travel arrangers should select to transfer to customer assistance when calling about trips they have booked on behalf of others.

#### **No Identification**

If the traveler is not identified, the call is transferred to the next customer service representative. This behavior is the same as it was prior to this enhancement.