Traveler Quick Start Reference Guide

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Contacting Support

Traveler Support and Technical Support
To view Orbitz for Business contact information, click the Customer Support tab on the home page. On this tab you can search Frequently Asked Questions (FAQs) by keyword or phrase or submit new questions.

Signing In

Before you begin using Orbitz for Business to make travel arrangements and manage your Traveler profile, you must first sign in or, if your company has enabled the Single Sign-on feature, sign in directly to your company’s intranet.

To sign in:
1. Connect to the Internet, open a Web browser, and navigate to http://www.orbitzforbusiness.net
2. Sign in with your member ID (e-mail address) and password.

Searching For and Purchasing Flights

Specifying Your Flight Search Criteria:
1. On the home page, click the Flights tab.
2. Specify how you would like to search for a flight by clicking: Round-trip, One-way, or Multi-city.
3. Enter Date, From (departure), To (destination) and number of Travelers, if allowed to change.
4. Review the Additional search options and select your preferences.
5. Click Find to display flight search results.

Note: If you don’t find a flight that meets your requirements, enter new search criteria in the Change Search area to the left of the flight search results.

Purchasing Flights:
1. On the flight search results page, locate the flight that meets your requirements:
   - Click an airline at the top of the matrix to view only that airline’s flights.
   - Click Non-stop, 1 stop, or 2+ stops to the left of the matrix to view only flights meeting those criteria.
   - Select the Lowest price, Departure time, or Shortest flight tab to sort flights accordingly.

Note: Policy indicators (in text, graphic, or text with graphic formats) may appear in your flight, hotel, or car search results pages if your search meets company policy criteria.
2. Click Select on your chosen flight and refer to “Purchasing Itineraries” on the back of this guide for more information on completing the purchase process.

Searching for and Reserving Hotel Rooms

Specifying Your Hotel Search Criteria:
1. On the home page, click the Hotels tab.
2. Indicate whether you would like to search for a hotel by City, point of interest, airport or Search by address.
3. Enter Where, Check-in/Check-out, or number of Guests, and any additional search options.
4. Click Find.

Note: If you don’t find a hotel that meets your requirements, enter new search criteria in the Change Search area to the left of the search results.

Reserving Hotel Rooms:
1. On the hotel search results page, locate a hotel that meets your requirements.
   - Select the tab for Best values (most deeply discounted), Lowest price or Distance to sort hotels by one of these criteria.
   - Click Map these hotels to view a map with hotels from your search (plotted by an assigned number). When you roll over each number, you can click a link for each property to send it to the top of the search return list.
   - Click Check for rates and availability for your chosen property to view average nightly rate and room descriptions.
   - Select any tab for Overview, Map & area info, Features or Photos or Room Rates, or click Previous hotel or Next hotel to obtain more information.
   - You can click Select or Continue booking to choose the property or click Edit dates, guests or numbers of room to alter your search.
Note: Refer to “Purchasing Itineraries” for more information on completing the purchase process.

Searching for and Reserving Rental Cars

1. On the home page, click the Cars tab.
2. Indicate how you would like to search for a car by selecting Airport, City/Company Location, or Address in the Pick-up and Drop-off fields.
   - To search by Airport, enter either an airport name or an airport code.
   - To search by City/Company Location, enter the partial or full name of that city or click Company Location to select your desired location.
   - To search by Address, enter the address or intersection, city, state, and zip/postal code.
3. Enter the pick-up and drop-off information (including date and time) and any additional search options and click Find.
   - To start a new car search, click Start over.

Reserving Rental Cars:

1. The Choose rental (pick-up or drop-off) locations page appears only for Address or City-based searches. You can:
   - Choose the distance (in miles) from the rental location from a list.
   - Select the pick-up or drop-off time from a list.
   - Select a specified number of locations you can compare in the car search results page.
2. On the car search results page, you can locate a car that meets your requirements.
   - Click a car company at the top of the matrix to view only that company’s rental car options.
   - Click a car type to the left of the matrix to view only car rental options for that specific car type.
   - Click Select for your chosen rental car. Refer to “Purchasing Itineraries” for more information on completing the purchase process.

Note: If you don’t find a rental car that meets your requirements, update your search criteria:
- Use the Change Search area to the left of the car search results to change your search criteria.
- To start a new car search, click Start over.

Purchasing Itineraries

After you’ve selected a flight, hotel room, rental car, or car service, you can purchase your itinerary. (Note: Page titles and button names identified below differ slightly from one type of booking to the next.)

1. On the Flight or Hotel and Room or Car Rental information or Car service information page, double-check all itinerary details for accuracy, enter all required and any desired optional information and then click Continue or Agree and continue.
2. On the Traveler Information or Guest preferences or Driver preferences or Passenger preferences page, double-check all itinerary details for accuracy, enter all required and any desired optional information and then click Continue or Agree and continue.
3. On the Review and purchase or Review and complete reservation page, double-check all itinerary details for accuracy and then click Purchase or Agree and reserve.

Canceling Trips

If you no longer need to take a trip, you can delete the itinerary and cancel your trip in Orbitz for Business.

1. From the home page, click the My Trips tab.
2. Find the itinerary you want to cancel.
3. Click Cancel reservation.
4. (Flights) Select the I understand cancellation will occur immediately and apply to all travelers box.
5. Click Cancel my tickets or reservation.

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