

The Egencia experts reveal useful tips on booking airline tickets and hotels.



Frequently Asked Questions About Booking Air Travel

Q: Which flight information should I monitor, Egencia's flight alerts or the airport monitors?

A: The **Egencia On The Go Flight Alerts** are intended to be an additional tool to help travelers be aware of changes to their flights no matter where they are: in a taxi on the way to the airport, sitting in a restaurant, etc. However, when airlines make changes to flight schedules the changes will first appear on airport monitors so it's recommend for travelers to use both tools as resources to keep up-to-date on their travel details. With the

frequency of flight changes, canceled flights may not update to your flight alerts right away.

Q: What is the most effective way to get lower air fares?

A: Here are a few tips:

1. One of the best ways to find lower fares is to **book as early as possible**.
2. Take advantage of Egencia's **flight search filters** to quickly identify the cheapest time of day to fly. This is displayed in the overview grid at the top of your flight search results.
3. Remain open to alternative airports if it makes sense with your city pairs. You can quickly see this information on the left hand

side of your flight search results. For more information on leveraging flight search filters, **check out this four minute video**.

Q: When should I call an agent instead of booking a trip online?

A: We've built the Egencia site to help you manage most of your needs online, however there are times when you need to talk to a Travel Consultant:

- When prompted by the Egencia site.
- For help navigating the Egencia site.
- For complex domestic travel.
- For more than simple roundtrip international trips or travel to Asia, Africa or the Middle East.

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Q: Any time saving tips for paying for my trip?

A: Yes, **include the last four digits** when you name your credit cards in your Egencia profile. For example, name your credit card **Visa 8523**. That way you will have the last four digits handy to complete your bookings on Egencia, without having to dig out your wallet.

Q: Is it possible to search by arrival time?

A: Not yet but this request has been submitted to our **Product Development Team** for future enhancements. Please note that you can look at results in order of arrival time by clicking on the column header “arrives”.

Q: I know there is a Delta flight between X city and Y city. What is the fastest way to find it on Egencia?

A: **Target your search from the beginning.** Enter not only your departure, destination and date but also your airline. This will help find the flight you are looking for much faster. **Spend a quick four minutes to watch this video** on flight search best practices.

Q: Is there a quick way to book multiple travelers on the same itinerary?

A: Yes, Travelers can easily collaborate on a group trip by inviting colleagues to their trip by **clicking “invite others”** from the Traveler Tools box. Trip Collaboration will allow you to view each others itinerary details, share notes (such as where to go for dinner or conference details), email the group or copy travel items or entire trips. If your **Travel Manager** has designated you as a Travel Arranger on your Egencia site, you can simply select multiple travelers before beginning the booking process.

Q: Why do I sometimes see lower air fares on other websites?

A: The shopping algorithms of websites are set to favor different preferences such as price vs. total travel time. Since Egencia is focused on the needs of corporate travel, we put more emphasis on flight options conducive for the time sensitive business travelers and eliminate for example itineraries with multiple connections or extreme layovers. Some of these preferences are also decided by your company’s specific travel policy. If you should

find a better price online for the exact same flight within 24 hours of booking, **Egencia agents will book the cheaper flight for you** – and **waive the transaction fee** to make the change, or if we are unable to find that flight, **we will give you a credit for the difference.**

To take advantage of this, contact our customer service team at **1-866-397-2677** (no service fee will be charged).

Q: I often travel between the same two cities. Is there a quick way to book this trip without having to do a new search every time I travel?

A: Indeed there is. You can use the copy a trip function by clicking “My Trips”, navigating to the trip you would like to replicate and clicking “copy”.

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Q: How can I avoid getting stuck in the middle seat?

A: Egencia offers several tools to help you land the perfect seat:

1. Make sure you **complete your seating preferences** in your Egencia profile.
2. Take advantage of our **'Better Seat Search'** feature and let us find you a better seat.
3. Airlines tightly manage seat availability. Generally 24-48 hours prior to departure, airlines will widen seat availability. An insider tip – **use Seat Pinpointer™ within 24-48 hours of departure!**
4. If your frequent flyer status entitles you to preferred seating, make sure you **specify the correct frequent flyer tier in the Travel Preferences section of your Egencia profile.** For example, select Delta Gold Medallion rather than Delta SkyMiles from the drop down menu. Otherwise the preferred seating options will not be shown as available to you.
5. You can also **leverage SeatGuru™** content in the seat map view to see review of that particular seat from fellow travelers.

Q: I selected my seat using the Seat Pinpointer on Egencia but didn't receive the seat I selected. What happened?

A: When you select your seats with the Seat Pinpointer, **Egencia requests the seat** from the airline. While seat availability is up to date, someone else may have selected the seat simultaneously. Please review your final seat assignment with your confirmation email.

Q: If I'm at the airport and my flight is canceled, what should I do? Call Egencia, stand in line, get online or call the airline?

A: All of the above. Use all of the resources available to you. Go to the airline service desk to get rebooked on a new flight and call Egencia while you wait in line, they may be able to tell you what availability other airlines have. Go online to Egencia and you may be able to rebook yourself.

Q: What happens if I miss my flight? Will I get reimbursed automatically?

A: If you missed your flight, follow the steps above to get on the next available flight. If the airline service desk or gate agent is able

to book you on another flight they will simply process an exchange and do not typically charge you as long as you missed the flight because of airline delays.

If you end up booking a flight on another airline, the missed flight will remain in the system as a no show. You should call an Egencia agent who will ask the airline to process a voucher. **If the airline allows it**, the voucher can be used towards another trip on the same airline within a year off issue (check the rules as they vary among airlines).

If the missed flight was on a refundable fare, the agent will process a refund. If you know you are going to miss your flight, **you can also change your travel online up to two hours before your departure.** This will help you avoid having to request a voucher. For more information about changing your flight online and a list of airlines that support this option, view this one page overview.

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Q: How can I void my ticket online?

A: You can now void your ticket (for most airlines) **online up to two hours before departure**. Simply log into Egencia, navigate to “My Trips” and click cancel next to the trip you would like to void. **Watch this short video for step by step instructions**. Please note that there are times when the void cannot be completed online and you will be prompted to call a Travel Agent. This can occur when:

- There are multiple carriers on the ticket.
- A refund is due back to you or there is an additional charge for the booking.

Q: Where does the change fee come from when I switch my flight?

A: Change fees are **charged by the airlines** and are not an Egencia fee. However if the traveler contacts an agent to change the flight, a Travel Agent assistance fee will be charged. If flights are changed online with Egencia, no additional fee from Egencia is charged.

Q: I hear flights may be canceled due to weather issues, what should I do?

A: If you hear that flights **may be canceled** due to weather or other issues, check the

airline website as it should be the most up to date resource. You may consider booking another flight for a later time or the next day to make sure you are “protected” in case your flight is canceled at the last minute. If you do so and your flight is not canceled, you can usually cancel the backup reservation within 24 hours and prior to departure without incurring a penalty. This is considered a void. It is best to contact an agent either directly or by email to make sure the cancelation is processed in time to avoid any cancelation penalties. Again, be sure to check the rules for every flight you book. If you decide to push out your existing flight, you can do so **online** up to two hours before departure time.

Q: My passport is expired and I’m flying internationally in a few days. What should I do?

A: There are **regional passport centers** that can renew your passport for you onsite for an **expedited fee of \$60**. There is also an option to renew your passport through overnight delivery. **CIBT** also offers visa and passport services.

Due to the unique situation of each traveler, such as citizenship, Egencia Travel Agents

are not able to advise on the passport or visa requirements for each traveler and destination. We encourage travelers to familiarize themselves with the regulations on the **CIBT site**.

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Frequently Asked Questions About Booking Hotels

Q: What are the advantages to booking my hotel through Egencia versus with the hotel directly?

A: When you book on Egencia, **we can help locate you in case of emergency** during your business travels such as natural disasters, airport closures, plane crashes, terrorist attacks or strikes. By leveraging travel data, Egencia can determine if you are impacted by a travel incident and notify your company of your whereabouts based on your travel itinerary. This is an important first step in bringing you home safely and keeping your loved ones informed.

Please be aware that they are only able to help find you for travel booked on Egencia. **Booking your hotel on Egencia can also help your company's bottom line.** Egencia clients enjoy **hotel savings of 10-40% off of standard hotel rates.** Your Travel Manager can also easily track **your company's full spend** at a particular hotel or hotel chain and leverage this data to secure better rates and additional amenities.

Q: What are the different types of hotel rates on Egencia?

A: There are four types of rates available to you:

- **Company Negotiated Rates** that your company has secured with a hotel directly.
- **Egencia Preferred Rates** that Egencia has secured with hotels are designed to meet the needs of business travelers.
- **Expedia Special Rates** that Expedia has secured for vacation travelers but can also offer great last minute availability to business travelers.
- **Standard Rates** that are publicly available from the hotel directly, also called published or rack rates. To learn more about these rate types, [check out this one page overview.](#)

Frequently Asked Questions After The Trip

Q: Where can I find my travel receipts?

A: There are three ways to find your receipts:

- **Egencia emails your receipts** 24 hours after the trip is complete for all travel expenses when Egencia is the merchant of record, including air tickets, transaction fees and many hotels on Egencia. [Learn more about receipt emails from Egencia in this one page overview.](#)
- Receipts **can also be found on your Egencia site under "My Trips"**.
- You can also see your receipts by clicking "receipt" from the trip tools box on your Egencia site. Please note that the **receipt will have the full trip cost** including any Agent assisted fees you may have. The itinerary will only show your travel items.

Have another travel tip you'd like to see covered? [Contact us.](#)