

Yale University Frequently Asked Questions

<p>Why should I use Orbitz for Business?</p>	<p>- Through Orbitz for Business, you can access the Yale University business discounts, all published fares, airline web fares and OrbitzSaver hotel rates. Your utilization of these rates will strengthen our negotiating power in the future, as well as reduce monies spent on travel within your department.</p>
<p>Can I use Orbitz for Business for personal/leisure reservations?</p>	<p>- No. Yale’s airline contracts are limited to business travel only. Yale is absorbing the service fees associated with Orbitz for Business bookings. If you are planning a trip for yourself or your family that is not business related, please log into www.orbitz.com. You may log in using a different email address and password, and then choose “leisure” when prompted.</p>
<p>Can I access Orbitz for Business from anywhere?</p>	<p>- Yes. Orbitz for Business can be accessed anywhere the Internet is available. Simply access the Internet directly from the airport, hotels, home or office. Go to: www.orbitzforbusiness.com</p>
<p>What information do I need to have on hand to sign in to Orbitz for Business?</p>	<p>- Your Yale email address and the temporary password “travel”</p>
<p>What steps do I need to complete prior to booking my business travel on Orbitz for Business?</p>	<p>- Sign-in to Orbitz for Business and review/complete your travel profile. Click on <i>My Account>My Profile</i> section located on the left hand side of the screen. - Name of home airport – Bradley (BDL) is the default airport for this field.</p>
<p>Can I customize my Orbitz for Business travel profile to reflect my travel preferences?</p>	<p>- Yes. Once you have signed on for the first time, you can add/edit frequent flier numbers, credit card information and other preferences by updating the <i>My Account>My Profile</i> information. - Enter your frequent traveler numbers using the Preference links located on the right hand side of the screen. Don’t forget to “save” at the bottom of each preference screen. - My Travel Arrangers – use this link to add an authorized travel arranger(s) to make reservations on your behalf.</p>
<p>How can I allow someone else to make reservations for me?</p>	<p>- Go to: My Account>My Travel Arrangers, select travel arranger’s name and save. - E-mail Orbitz@yale.edu if your travel arranger’s name does not appear on the list.</p>
<p>How much does it cost to make a reservation on Orbitz?</p>	<p>- The normal service fee for airline reservations made online is \$7, with an additional \$15 fee for agent assistance. - Yale University is currently absorbing these fees for business travel.</p>
<p>Can I buy a ticket that originates outside of the United States?</p>	<p>- Yes. Orbitz can provide tickets for flights originating in the following countries:</p> <ul style="list-style-type: none"> • United States, Puerto Rico, the U.S. Virgin Islands Canada, Mexico, Australia, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Hong Kong, India, Ireland, Israel, Italy, Japan, The Netherlands, New Zealand, Norway, Philippines, Poland, Portugal, Spain, Sweden, Switzerland, Thailand, Turkey, United Kingdom <p>- Travel originating in other countries must currently be booked with an Orbitz for Business agent. -Future enhancements will broaden the scope of originating countries in the near future.</p>
<p>Who do I call if I have problems making a reservation or need assistance after my reservation is completed?</p>	<p>- Call the Orbitz for Business customer service center at 1 877-ORBITZ1 (877-672-4891). The center is open 24/7/365. Customer Service can provide technical and navigational support, changes to existing reservations, emergency assistance enroute, or book new reservations via telephone. You will be prompted to provide the telephone number that appears in your travel profile. You may also contact Marcia Kaplan (432-9011, or Robin Sarno (432-9962) at the Yale Travel Department</p>
<p>Will I have access to the Yale negotiated rates for airlines, hotels and rental cars?</p>	<p>- Yes. Yale negotiated rates are integrated into the search results; preferred suppliers are highlighted as such in the matrix. - Yale negotiated rates are identified with a “preferred” rate tag in the flight, hotel and car rental displays. Please book our preferred vendors when possible.</p>

<p>How do I set up the credit card to be used for my business travel?</p>	<ul style="list-style-type: none"> - Sign in to Orbitz and click on the Billing Information option in your My Account section. - Add your Yale Purchasing Card or personal charge card in the Billing Information section. (If you wish a travel arranger to have access to your personal credit card information, you must designate it as “business” in your profile, as “personal” in Orbitz means for your eyes only. Your arranger will not have access to your “personal” information) - Click the radio button to designate it as a business form of payment. - Be sure to enter <u>exact</u> billing address and phone number that is associated with card. If you have questions or don’t know the address see your Yale Business Manager (BUG701a contains Pcard billing address) or the Yale Purchasing card department at 432-3227.
<p>How do I set up the credit card to be used for TRIP AUTHORIZATION?</p>	<ul style="list-style-type: none"> - Sign in to Orbitz and click on the Billing Information option in your My Account section. - Add your Yale Purchasing Card or personal charge card in the Billing Information section. - Click the radio button to designate it as TRIP AUTHORIZATION card. - You must be designated as an “authorizer” in Orbitz to have access to this field <p>- Be sure to enter the exact billing address and phone number that is associated with card. If you have questions or don’t know the address see your Yale Business Manager or the Yale Purchasing card department at 432-3227.</p>
<p>I forgot my password, what do I do?</p>	<ul style="list-style-type: none"> - If you have forgotten your password, click “<i>Forgot password?</i>” located on the sign-in page. Enter your e-mail address and a temporary password will be sent to that address. - After logging in, you will create a new password for your account. - Once you create your new password, re-enter your billing information as this is deleted for your security.
<p>How do I receive my Airline or Hotel Purchase Confirmation?</p>	<p>Airline Ticket: -Airline Purchase Confirmations (E-Invoice) will be delivered to the traveler/ arranger via e-mail immediately after the reservation is ticketed. The Air Purchase Confirmation will include the trip ticket number, itinerary, seat assignments, total airfare and billing information to include cardholder’s name, credit card type card number, displaying the last four (4) digits only and expiration date. A copy of the Airline Purchase Confirmation will be retained in “<i>My Account >Past Trips</i>”.</p> <p>Hotels: Two (2) forms of Hotel Purchase Confirmations will be delivered depending on the rate type selected during the reservation process. All Hotel Purchase Confirmations contain a reference line to review the cancellation policy, rate/ room details. The OrbitzSaver Hotel Confirmation is your receipt for reimbursement since the entire stay is charged to your credit card when you hit the purchase button. A non-OrbitzSaver Hotel Confirmation is documentation that your room has been reserved. The hotel folio for non-OrbitzSaver hotels is required for reimbursement.</p>
<p>What are OrbitzSaver hotel rates?</p>	<ul style="list-style-type: none"> - OrbitzSavers are discounted hotel rates that Orbitz negotiates directly with hotels. <p>BE SURE TO READ ALL RESTRICTIONS PRIOR TO PURCHASE AS RESTRICTIONS AND PENALTIES MAY VARY BY HOTEL PROPERTY.</p> <p>When booking OrbitzSaver hotel rates, please be aware of the following restrictions:</p> <ul style="list-style-type: none"> - Prepayment by credit card is required. The total cost for the entire stay is charged to your credit card as soon as you hit the purchase button. The charges include the hotel room costs for the entire stay and applicable taxes. <p>Immediately upon purchase OrbitzSaver hotel reservations carry cancellation penalties ranging from \$25 to full forfeiture of the entire prepaid amount. OrbitzSaver reservations are considered a “package”, and any change to the reservation would require canceling and rebooking the hotel, based upon current availability. Please be sure that you read, understand and agree to the specific conditions and penalties for cancellation prior to purchasing an OrbitzSaver reservation. Because of the cancellation penalties, we suggest that you purchase OrbitzSaver hotel reservations close to departure and/or solely in those instances</p>

<p>What are OrbitzSaver hotel rates ?(continued)</p>	<p>when your trip is unlikely to change or to be cancelled</p> <ul style="list-style-type: none"> - The OrbitzSaver Confirmation is your receipt for expense reimbursement. - Call Orbitz for Business directly at 1 877-ORBITZ 1 (1 877-672-4891) to change or cancel hotel reservations. Do not call the hotel directly for changes or cancellations. The full-service travel agency fee <u>does not apply</u>. - When you check into the hotel, you will be asked for a credit card number to cover incidentals. The hotel will give you a receipt at check out for these expenses. However, actual room charges and taxes will not be shown on the hotel receipt because you have already prepaid for your stay through Orbitz for Business
<p>How do I apply an unused non-refundable air ticket, issued through Orbitz for Business, to future travel?</p>	<p>- Orbitz for Business contains an “E-Ticket Tracking” feature that enables travelers to track qualified unused non-refundable tickets and apply toward future qualifying flights. Please check under “My Trips”, “Redeem Ticket value” for any credits you may have. If you are booking an airline where you have an existing credit, Orbitz will prompt you in the booking path to apply the funds to this purchase; however if you book a flight on Delta, for example, they will not remind you that you have an unused United ticket, so you should check first. Orbitz is only able to track tickets booked with Orbitz either on line or with an Orbitz agent, any credits with a different agency would have to be redeemed directly with that agency.</p>
<p>How do I cancel or change air tickets?</p>	<p>- The “Courtesy Cancel” applies to electronic tickets only and will allow you to cancel airline reservations online within 24 hours of purchase without penalty. For paper tickets, or cancellations later than 24 hours, the ticket can be changed online or by contacting Orbitz for Business. Normal penalties will apply. All reservations must be cancelled prior to flight time to retain value. The outbound and return segments of an airline reservation can be changed prior to the trip. The airline imposed change or cancel fees will apply and display when changing the trip.</p>
<p>Can I book the low cost carriers, i.e., Southwest, Jet Blue through Orbitz for Business?</p>	<p>-Currently, Southwest and Jet Blue do not display or sell their airline tickets through Orbitz for Business online. You may use the link on the Orbitz screen, under “Message from Yale University” to access those booking engines, or call the Orbitz full service travel agency.</p>
<p>How Do I book for non Yale employees</p>	<p>There are two ways to book for non Yale employees. If you book on line, type in the traveler’s name under Question 2 “Who’s Traveling”. On the “Traveler Information” page, be sure to add the traveler’s contact phone number (for the airlines), and his email address under “Optional E-mail Itinerary”, so that he receives a copy of the itinerary.</p> <p>If you have several non-employees you are booking for, please fill in and fax Orbitz the YALE UNIVERSITY NON-EMPLOYEE / GUEST FORM.</p> <p>You may find it helpful to send your foreign travelers the Travel Request Form. You could fill in the conference name, and have the traveler complete the rest and send to Orbitz via fax or email</p>
<p>My professor does not want to receive emails, how can I stop them?</p>	<p>Orbitz will automatically send an email to the traveler, as well as the travel arranger when tickets are issued. These emails contain the necessary information to clear security at the airport. If for some reason, your traveler wants to receive this information directly from you, a filter should be added to his email account to block the emails from Orbitz.</p>
<p>Where do I find the trips I have booked on behalf of others?</p>	<p>From your own Orbitz log in, Click on “My Account” in the green section top right, click the “My Travelers” link under “My Stuff”. Click the name of the traveler you wish to access profile for, and from there you may update profile, add billing information, view present and past trips, etc.</p>
<p>Can I book Amtrak on Orbitz?</p>	<p>-If you wish to avoid a service fee, you can book Amtrak with an Orbitz agent. Be aware that the process is not seamless. (Amtrak Reservation Process with Orbitz) Until this process is streamlined you may prefer to continue using Worldtek Travel for Amtrak bookings, and paying the \$10 service fee that they impose. Either agency will provide the Yale upgrades and discounts.</p>