



Travelport for Business Traveler FAQ's

If you choose to book your travel on-line, the following FAQs will be of assistance:

How do I get started?

First you will need to access the site utilizing the following URL.

<http://be.travelport.net?affiliate=MzAwMDAwNDExOQ==>

After accessing the URL you will be asked a series of questions which will allow you to set up your profile. Once you complete your registration you will be able to access the site using your email and password that you created during the registration process.

- Update your personal information in your "My Account" this would include your preferences and frequent travel program information
- Select other Stanford users that you would like to grant access to your profile and have the ability to make reservations on your behalf. Under "My Travel Arrangers" you will find a list of fellow Stanford employees to select from. If you do not see the individual it is due to the fact that they have yet completed the registration process.

Do I have to choose the lowest airfare?

No. The lowest fair is listed first, as *Travelport for Business* is trying to provide STANFORD with the best possible rates. However, employees are encouraged to use their best judgment in choosing the appropriate fare.

- Please make sure you check the restrictions before you choose your flight.
- *Travelport for Business* is designed to publish as many fares as flight options as a traveler would like to see. However, a user can easily narrow the search in a number of different ways, including the ability to search by a specific departure/return time and for non-stop flights only. If a traveler is having a difficult time navigating the tool then please contact the *Travelport for Business* customer service center at [800-320-2158](tel:800-320-2158) for assistance.
- Jetblue and Southwest are NOT listed in Travelport for Business' fare results. To access these airlines, you should use the link on the right-side of the Travelport For Business home page

Should I choose refundable airline tickets?

Non-refundable fares should be used when practical. In most cases, they offer a substantial discount over fully refundable fares. Refundable tickets sometimes cost as much as 3 times more than the non-refundable tickets. Employees are expected to exercise sound business judgment when evaluating this decision. The *Travelport for Business* site will track all airlines credits, which are stored in the "Redeem Ticket Value" portion of "My Trips".

Travelport for Business offers a "Courtesy Cancel" for both refundable and non-refundable tickets. This allows you to cancel airline reservations online within **24 hours** following purchase without any penalty and without the need to contact a travel counselor. The Travelport booking fee is not refundable.

- Select booking you want to cancel
- Click the "cancel/change reservation button" on the right side of the screen

Can Travelport for Business maintain my travel preferences?

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 "My Account" profile information.

Whom do I call if I have problems making a reservation or need assistance after my reservation is completed?

Call the *Travelport for Business* customer service center at [800-320-2158](tel:800-320-2158). The center is open 24/7 and the professional travel counselors can provide technical and navigational support, and changes to existing reservations, and emergency assistance enroute. (The \$15.00 service fee only applies when booking or changing an airline reservation; inquiries are free of charge).

Will I have access to STANFORD's negotiated rates for hotels and rental cars on *Travelport for Business*?

Yes. STANFORD's negotiated rates are integrated into the search results; preferred suppliers are highlighted as such in the matrix. STANFORD's negotiated rates are identified with a "preferred" rate tag in the hotel and car rental displays.

How do I set up my credit card to be used for corporate travel?

- Sign in to Travelport for Business and click on the Billing Information option in your "My Account" section.
- Add the credit card in the Billing Information section.
- Click the radial button to designate it as a corporate form of payment.
- Be sure to enter the correct address to which the credit card statement is sent.

What if I have a need to re-familiarize myself on how the *Travelport for Business* on-line booking tool functions?

The reference materials used in the training sessions are available in pre-recorded sessions on STANFORD's home page on the *Travelport for Business* site.

What is an "Account Change Notification: email"?

You will receive an Account Change Notification email to confirm changes made to your Travelport for Business password or email address. This is sent for your own protection. If any of the details in the Account Change Notification are incorrect, please contact *Travelport for Business* at 800-320-2158.

When will I be charged for my hotel reservation?

This policy varies by hotels.

- Hotels on Travelport for Business are only reserved online; you will still be required to show a form of payment upon check in, and our credit or debit card is typically charged at check-out.
- Deposit information is outlined after you select "Book It" on the "Hotel Rates Information" page, under the sub-topic "Review Hotel Policies".

Can I change my ticket to a different airline?

No. When you purchase a ticket, the airline owns that ticket, not Travelport for Business. Therefore, you must exchange your tickets for another flight with the same airline.

Where can I go to find detailed information about my destination?

The "News & Guides" Tab. After every flight you book on Travelport for Business, you'll be able to access a customized Travel Brief on News & Guides that offers:

- Flight status and airport delays.
- Weather in departure, stopover and destination cities.
- Links to driving directions and traffic reports.
- Public transportation shuttles and taxis.
- Parking.
- Rental car locations.
- Links to terminal maps.

Why don't I see Southwest and JetBlue airfares on Travelport for Business?

Currently, low cost carriers do not display or sell their airline tickets through Travelport for Business. Special direct links to SWABIZ.com and JetBlue.com for STANFORD are provided on the Travelport for Business home page.

Why didn't I get any results from my flights search?

There may be no flights that match all your search criteria. In this case, select "Change Search":

- Click "Start Over" to explore nearby airports, different dates, or different departure/arrival times.
- Click "Include Nearby Airports" to conduct a wider search for airports near your origin and/or destination.
- Click "Flexible Dates" to expand your search to include Weekends, Bonus Days, and Flexible Stays.
- Select "Anytime" to find the widest selection of low-fare flights.

How can I make a reservation for a non-employee?

- Unless you are a Travel Arranger, all employees start out with a profile that only allows them to book for themselves and a guest.
- The option to book for another employee and/or to type in a name of a guest is available to designated Travel Arrangers only.
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What does "Please Contact Airline to Buy" mean?

- Flights without a "Select" option typically depart in less than six hours. Due to airline requirements, tickets can only be purchased directly from the airline.
- Also, it could be during the time between your flight search and your purchase, the airline inventory at the price you requested may have become sold out. Travelport for Business provides the most up-to-date information on fare availability that is received from the carrier. Each airline reserves the right to change their fares at any time.

What is a change fee?

A change fee is a fee charged by the airline for making a change to an already purchased ticket. The fee is usually \$50-\$100, depending on the date of departure, rules of the fare, the date of the change, and where you are traveling.

Why did I get a paper ticket when I opted for an e-ticket?

E-tickets may not be available for all flight choices. Only a paper ticket may be available when:

- The airline does not have e-ticket capabilities.
- An infant passenger is included in your reservation.
- Names on the reservation are duplicated (John Jones Jr. and John Jones Sr.)
- There are multiple connections on your itinerary.
- Appropriate ticketing agreements are not in place between two or more air carriers.
- Please note that, unless otherwise indicated, Travelport for Business issues e-tickets for all flights for which they are available.

I found a ticket at a certain price, but when I tried to purchase it, the fare has changed. What happened?

- During the time between your light search and purchase, the airline may have changed the fare or the fare may have sold out.

Can I add a passenger to an existing reservation?

Travelport for Business is unable to add a passenger to an existing reservation, so you will need to purchase another ticket online.

- For future reference, you may book up to four travelers per reservation. Please click "Flights" to begin your search to purchase another ticket.
- Please Note: Tickets are non-transferable. Once issued, airlines do not allow passengers to assign tickets to other people or change names on tickets.

When I select e-tickets, is my credit card charged?

Your credit card will always be charged the same day you make the air travel purchase, as soon as the e-ticket is issued. Generally, tickets are issued instantly upon purchase.

What is the difference between a refundable and non-refundable fare?

- Refundable can be returned for a full refund to your credit card or allow you to make changes to your travel plans without penalty. You must call 1-800-320-2158 to request a refund.
- If Travelport for Business has processed a refund for you, it will take, on average, two to three billing cycles to process (about 60 – 90 days)
- Non-refundable tickets cannot be returned for a refund. However, if you cannot use your ticket, you may be able to apply its value toward a future flight. The airlines will deduct their fees for changes made to a non-refundable ticket when you apply the ticket towards a new reservation. You must call 1-800-320-2158 for assistance.
- Make sure you check to see what refund/cancellation fees apply and review the deadline for changes and/or refunds/cancellations.
- Always check the fare rules and restrictions for your ticket so you will know if the ticket is refundable or non-refundable, and what penalty fees may be associated to canceling it.

Can I select a particular seat?

Yes, in most instances, you can reserve a particular seat, as long as it is available.

- If you wish to view or change your seat assignment, at any time, you can go to "My Stuff" to view or change your current seat assignment. Go to "My Trips", located on the left hand side under "My Stuff". Click on "View/Change Seats" for the applicable reservation. Follow the on-screen prompts. To change a seat assignment, click on the seat number, or click on a flight. To get a seat assignment, click on "Choose seats for the flight".
- Premier Seats are for travelers who have the appropriate Frequent Flyer status. If you select one of these seats and you do not qualify, the airline will reassign your seat.
- Not all flights are available for online seat assignment.
- Policies on advanced seating vary by airline. Some airlines assign seats immediately, others may only assign seats 90 days before the flight, and some wait to assign seats until the day of the flight.
- To get special seat assignment, such as handicapped seats or seats reserved for elite/premier frequent flyers you must contact 1-800-320-2158 for assistance.

QUICK TIP: Name the Trip

The Travelport for Business site has been purposefully designed with separate booking paths for airline, hotel and car reservations. If you use the same trip name for separate trip components (e.g. air reservations, car rental and hotel), you can assemble the information into a convenient trip template in you're My Trips area.

QUICK TIP: Air Booking

When accessing air availability, let the search return all available options within your designated parameters. The search results will include STANFORD's preferred airlines. If you click on the radio button that reads: "only show preferred carriers," you will narrow the search solely to those fares on which STANFORD has a discount, and you may miss some lower airfare options.

QUICK TIP: 24-Hour Online Cancellation

Our "Courtesy Cancel" allows you to cancel airline reservations online within 24 hours following purchase without any penalty and without the need to contact a travel counselor. The Travelport for Business booking fee is not refundable.

- From my Trips select the booking you want to cancel
- Click the "cancel/change reservation button" on the right side of the screen

QUICK TIP: E-Ticket Tracking, Refunds and Exchanges

When you cancel an airline reservation online, the airline is notified immediately. Travelport for Business tracks and holds the value of the unused ticket for a future booking. Exchange opportunities are prompted by the system to redeem, including on icon for quick identification.

QUICK TIP: Car and Hotel Cancellation

Cancellation of an airline reservation does not simultaneously cancel your hotel and car reservations. Those must be cancelled separately and you will see links for this in the itinerary.

QUICK TIP: Access Cancelled Itineraries

Cancelled itineraries reside in you're My Trips (and in MyTravelers for travel arrangers). Cancelled itineraries are marked with an icon indicating that there is a value associated with the cancelled ticket(s). This icon enables quick identification of a canceled ticket when you book a new trip.

QUICK TIP: Rental Car Booking

The car rental matrix includes the base rate, total rate (including taxes and fees) and any mileage restrictions. Travelport for Business provides full disclosure and notification of restrictions and rental rules. This information is displayed prominently in the booking path and in the confirmation in your My Trips.