

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**.



Traveler Quick Start Reference Guide

Release Date: 1/22/09

Contacting Support

Traveler Support and Technical Support

To view contact information for your Orbitz for Business travel service provider, click the **Customer Service** tab on the home page. On this tab you can search Frequently Asked Questions (FAQs) by keyword or phrase or submit new questions there.

Signing In

Sign in directly from your intranet.

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** information.
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:** "Company Preferred" or "Out of Policy" indicators (in text, graphic, or text with graphic formats) 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**, **Company Location** 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" on the back of this guide 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.

Note: If you select "Address" or "City" for the pick-up or the drop-off, you must select "Airport" criteria for the other field.

- 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**.

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**.

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 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.