

Egencia Booking Tool

MUST KNOW REFERENCE GUIDE

BOOKING AIRFARE

HOW FARES ARE DISPLAYED IN BOOKING TOOL:

If your Egencia flight search is for a round-trip ticket, then the price will display as a round-trip fare. Some airline websites (such as JetBlue, Southwest) will display their rates as one-way fares regardless of one-way/round-trip flight search.

CANCELLING REFUNDABLE TICKETS:

If you cancel your reservation through the booking tool, please contact Egencia customer service at 800-401-2932 so they can process the refund, otherwise the refund won't be processed. There is an agency fee for processing refunds.

CANCELLING SOUTHWEST TICKETS:

Southwest tickets cannot be cancelled through the booking tool. Please contact an Egencia agent to cancel your booking. There will be no fee for this service.

TOLERANCES & SEARCH CRITERIA:

Tolerances are built into the booking tool. For more information regarding tolerances and search tips, please visit the Travel Program Online Travel Booking webpage.

MIXING AIRLINES INTO ONE RESERVATION:

Do you ever see the words 'cannot be booked online' on a search result? Some airlines do not allow the combining other airlines within their reservation. If you want to fly one airline out and another back, and the tool isn't allowing you to book the two in one record, you have to book two separate one-way reservations. You will see this with Southwest Airlines and some of our contracted carriers.

ADDING YOUR FREQUENT FLYER NUMBER

If you are adding a frequent flyer number to your profile after a reservation has been made, you need to add it to the current reservation in order to get the credit. The number can be added by pulling up the reservation in the booking tool. Look for the link 'Add Frequent Flyer Number' about a quarter of the way down in the reservation. Don't forget to put your frequent flyer accounts into your travel profile!

HOTELS & CAR RESERVATIONS

HOTEL & CAR MODIFICATIONS:

To make changes to your hotel or car reservation either:

- Make a new reservation for desired dates, then cancel your original booking. Agency booking fees do not apply to hotel/car reservations booked on line. (Note: check hotel cancellation policy for current reservation before making a new one).
- Call Egencia Customer Service at 800-401-2932 and have them make the change. This is a fee based service.

HOTEL RATES:

There are four types of hotel rates offered through the booking tool:

Company Negotiated Rates – MHC and Boston Consortium negotiated rates. Credit card charged by hotel upon check-out. Receipt provided by hotel.

Egencia Preferred & Expedia Special Rates - Egencia/Expedia negotiates directly with travel providers to deliver a wide range of unique rates, offering special discounts and amenities exclusively to Egencia travelers. Egencia is the merchant of record, therefore Egencia will charge credit card on morning of check-in. Receipts provided by Egencia via booking tool. Receipts are not available directly from hotel.

Published/Rack Rates – publicly available rates. Credit card charged by hotel upon check-out. Receipt provided by hotel.

For more information about Egencia's hotel program, please visit the Online Booking page of the travel program website, and look for the 'Understanding Hotel Rates' section.

RECEIPTS

Airline receipts are available within the booking tool 24 hours after the reservation has been made.

RAIL:

Amtrak - receipts are only available through the Amtrak kiosk at the train station. If a receipt is needed prior to travel, use a copy of the itinerary which contains the price.

Agency booking fee receipts for Amtrak are available through the booking tool.

HOTEL:

Receipts will be given upon check-out by the hotel with the exception of reservations that are confirmed with Egencia Preferred or Expedia Special rates. Those receipts are generated by Egencia and is available within the booking tool. A valid credit card is required upon check in.

CAR:

A valid driver's license and credit card are required to rent a car. Car rentals are not pre-paid. A receipt will be given upon return of car by Rental Company.

GUEST ACCOUNTS

Are you booking travel for a University guest, or is a spouse accompanying an employee on a trip? In order to book a reservation for non-University travelers within the tool, you need to request a Guest Account. Please reach out to your campus Travel Administrator to request an account.

Assigning of Guest Accounts – a single guest account should not be shared among travel arrangers. A single guest account can be used to book several trips, but only by one travel arranger.

NEED HELP?

Egencia offers on-line training [Getting Started](#)

[How to Arrange Travel](#)

In addition to the training offered, if you need assistance please contact Egencia Customer Service at 800-401-2932.