

What's New with Orbitz for Business?

Orbitz for Business is pleased to inform you of the latest product, feature and service enhancements contained in this release.

GREEN ITINERARIES

GREEN ITINERARIES PHASE 2

Last October, OFB introduced green itineraries to make e-mail easier to read and to use substantially less paper, if printed.

Now, HTML and text versions of unified and pre-trip authorization e-mails are now available in the same shorter format that *My Trips* and itinerary e-mails have, so all OFB e-mails are in this easy-to-use format.

UNIFIED E-MAILS

Travelers receive unified e-mails from *My Trips* or from the booking path when they get a confirmation e-mail after booking multiple travel components for a trip.

The new, green format is available for both HTML and text versions. The HTML and text versions of unified e-mails are based on the shorter print receipt view in *My Trips*. Any itineraries printed from *My Trips* now print, on average, in 1 page versus 4–5 pages.

PRE-TRIP APPROVAL E-MAILS

Pre-trip approval policy (PTA) e-mails, available in both HTML and text formats, are also shorter.



SAMPLE GREEN E-MAIL

This message has been sent from Orbitzforbusiness.net
 Test e-mail

South Portland 2/20/09

This trip includes hotel.
 Reservation Made: 01/20/09

Hotel reservation

Orbitz Record Locator: MG2XR5
 Hotel Confirmation number: 88973980
 Reservation made for:
 Total charges : 357.00 USD (taxes not included)

⊗ Out of Policy

The hotel you selected is not preferred so it is out of policy. You need to supply a reason why you selected that hotel.

Portland Marriott at Sable Oaks	200 Sable Oaks Drive South Portland, ME 04106	Phone: 1 207 871-8000 Fax: 1 207 871-7971
Check-in:	Fri, Feb 20, 2009	4:00 PM
Check-out:	Mon, Feb 23, 2009	12:00 PM

Room description: Escape family time package, see rate rules guest room, 1 king or 2 double
 Deluxe room, 1 king or 2 double, 300sqft 27sqm-350sqft 32sqm, wireless internet, complimentary, coffee tea maker max occupancy- 5 guests

Cost summary and billing information

Hotel cost summary

Room rate	Fri	Sat	Sun
Feb 20-Feb 22	\$119	\$119	\$119

Applicable taxes: TAXES: 24.99 USD (not included)

Total room cost: \$357.00

Total charges*
\$357.00

Amount payable at hotel: \$357.00 (taxes not included)

Amount charged to your credit card: \$0.00 USD

**Taxes not included. TAXES: 24.99 USD

*Note: Hotel cost displayed above does not include hotel taxes and fees.

Trip reference field information

Company name: Widget Enterprises, Inc.
 Department Name: Executive
 Project ID: test1

To contact Orbitz for Business Team immediately please call 1-877-672-4891, or 1-312-469-1956 from outside of the US. Our Customer Service Center is open 24 hours a day, 7 days a week.



CONTACT CENTER ENHANCEMENTS

IVR REDESIGN

OFB's IVR (Interactive Voice Response) system is completely redesigned to better serve OFB travelers.

Redesign benefits for your travelers:

- › Ability to enter information verbally or using the telephone keypad
- › Consolidated call flow
- › Rewording of menus and responses
- › Simplified identification process
- › Streamlined customer experience

We are not making any other messaging changes to our contact center. All of your company's current phone numbers, settings and messages are unaffected by the redesign.

IMPROVED INFORMATION CAPTURE

When travelers call the contact center, they are prompted to provide their phone number and, if necessary, their name. Previously, the old IVR misunderstood some verbal responses.

We have redesigned our voice capture system to better understand verbal responses. In addition, we have also added the option for travelers to enter their information using their telephone keypad.

REDUCED HOLD TIME

After travelers enter their information, their membership details and travel information are passed directly to the agent along with their call. As previously done, the IVR send this information to the agent via a "screen pop" on the agent's desktop, allowing an agent to service the call quickly and efficiently.

Our agents are specialized to handle certain call types. Our IVR selections are streamlined to ensure travelers are asked only the minimal questions required to get them to the agent that can best assist them.

CLARIFIED MENU OPTIONS

The new IVR includes simplified menu options. Previously, the old IVR had 2 different menus, each with 9 options. Now, the new options are simply *travel reservation assistance* or *meetings and events*.

Note: Your travelers using Orbitz for Meeting can continue to call their dedicated numbers created for those groups for additional support.



HOTEL ENHANCEMENTS

NEW MESSAGING FOR BOOKINGS WITH A REJECTED LOYALTY NUMBER

Occasionally, a traveler's frequent guest program information was not being recognized by the hotel when they want to book a room. This rejection may be because of a difference in the spelling of a name or entering an incorrect program number.

Previously, if this frequent guest information was rejected by the hotel, the traveler received an error message and the booking was not completed.

Now, if a traveler's frequent guest information was rejected by the hotel, OFB resends the reservation request without the frequent guest information. In this case, the reservation is confirmed and a new message appears:

"The frequent guest number was rejected by the hotel. The name associated with the frequent guest number does not match the name on the reservation. Please provide the frequent guest number to the hotel directly. Check that the name associated with the frequent guest program account matches the name stored in My Account."

If a traveler receives this message, they need to present their frequent guest number at check-in to make sure their stay is properly credited. The traveler should also recheck their information on the *Hotel: frequent-guest programs* page (My Account > My Profile > Hotel: frequent-guest programs).

CAR ENHANCEMENTS

DEFAULT MATRIX VIEW NOW SHOWS ALL CAR TYPES

The default matrix view for cars has now been changed to display all car types versus the 5 (or 6 with Mini) car types that appear today. After the initial search results are displayed, a **View fewer car types** link appears below the matrix to allow travelers to view fewer car types, if desired.

Old Matrix view contained less than 5 car options.

Travelers could click the "View more car types" link to expand the Matrix.

Find cars by:	★★★ Company Preferred	★ Recommended
Company	Budget In terminal	AVIS. In terminal
Type	Price	
Economy	\$252/wk total \$319	\$270/wk total \$341
Compact	\$258/wk total \$327	\$270/wk total \$341
Midsize	\$270/wk total \$341	\$282/wk total \$356
Standard	\$278/wk total \$351	\$294/wk total \$371
Full Size	\$278/wk total \$351	\$306/wk total \$386

[View more car types](#) (SUVs, mini-vans, etc.)
Total rental in US dollars includes taxes and fees. [View rental rate guidelines.](#)

More than 5 car options now display, if available, for the new Matrix view.

Travelers can click this link to view fewer car options.

ORBITZ MATRIX™ DISPLAY

My Search

Find cars by:	Budget	AVIS.	Thrifty	Dollar	National	Hertz	Alamo
Company	Budget In terminal	Avis In terminal	Thrifty In terminal	Dollar In terminal	National In terminal	Hertz In terminal	Alamo In terminal
Type	Price						
Economy	\$44/day total \$57	\$49/day total \$69	\$81/day total \$101	\$81/day total \$101	\$118/day total \$145	\$98/day total \$122	\$129/day total \$159
Compact	\$44/day total \$57	\$49/day total \$69	\$84/day total \$104	\$84/day total \$104	\$87/day total \$108	\$101/day total \$126	\$129/day total \$159
Midsize	\$46/day total \$59	\$51/day total \$72	\$87/day total \$108	\$87/day total \$108	\$88/day total \$109	\$104/day total \$129	\$147/day total \$180
Standard	\$48/day total \$61	\$53/day total \$75	\$91/day total \$113		\$93/day total \$115	\$109/day total \$135	\$152/day total \$186
Full Size	\$50/day total \$64	\$55/day total \$77	\$91/day total \$113	\$91/day total \$113	\$93/day total \$115	\$109/day total \$135	\$152/day total \$186
Premium	\$54/day total \$69	\$59/day total \$83	\$92/day total \$114	\$92/day total \$114	\$123/day total \$151	\$135/day total \$166	\$155/day total \$190
Luxury	\$105/day total \$130		\$95/day total \$117	\$95/day total \$117	\$129/day total \$158	\$140/day total \$172	\$156/day total \$191
Convertible			\$132/day total \$162	\$132/day total \$162			
Van	\$79/day total \$99	\$84/day total \$105	\$66/day total \$83	\$66/day total \$83	\$116/day total \$143		\$124/day total \$152
SUV	\$89/day total \$111	\$67/day total \$83	\$75/day total \$94	\$83/day total \$103	\$109/day total \$134	\$110/day total \$136	\$134/day total \$164

[View fewer car types](#)
Total rental in US dollars includes taxes and fees. [View rental rate guidelines.](#)