GETTING HELP

Corporate Travel Agents

You may contact your custom agent or a corporate travel agent for help with the site, booking assistance or general support at any time by calling toll-free the number provided for your company — this is displayed in the lower left corner of the homepage under Need Assistance. Our agents provide an extensive array of services, including booking travel items that are not available directly through the site.

Online

You may also e-mail customer support for assistance through the feedback form in the Customer Support area of the site. We cannot complete bookings via e-mail, but will respond to other issues within 4 hours.

Online customer support is also available via clicking Customer Support in the top yellow bar.

Within online customer support, you will find customer support contact information, a link to e-mail our corporate travel agents and online help.

The online help section includes information regarding accounts and e-mail, booking flights, booking hotels, booking rental cars, maps, security and privacy, cancellation assistance and general trip assistance.

Service Fees

(Effective August 2003)

This outlines Expedia® Corporate Travel's basic services for online-based transactions and agent-assisted transactions.

<table>
<thead>
<tr>
<th>Online Transactions</th>
<th>Agent-Assisted Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air transaction* (fee will apply)</td>
<td>Air travel reservation*:</td>
</tr>
<tr>
<td>Negotiated air transaction* (fee will apply)</td>
<td>Domestic (fee will apply)</td>
</tr>
<tr>
<td>Paper ticket distribution (fee will apply)</td>
<td>International (fee will apply)</td>
</tr>
<tr>
<td>Hotel-only transaction</td>
<td>Paper ticket distribution (fee will apply)</td>
</tr>
<tr>
<td>Car-only transaction</td>
<td>Car and/or Hotel only reservation (fee will apply)</td>
</tr>
<tr>
<td>Online air ticket exchange**</td>
<td>Refunds/cancellations/exchanges, not including any additional supplier charges:</td>
</tr>
<tr>
<td>Online cancellation</td>
<td>Domestic air (fee will apply)</td>
</tr>
<tr>
<td></td>
<td>International air (fee will apply)</td>
</tr>
<tr>
<td></td>
<td>Special Request items***:</td>
</tr>
<tr>
<td></td>
<td>Domestic (fee will apply)</td>
</tr>
<tr>
<td></td>
<td>International (fee will apply)</td>
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<tr>
<td></td>
<td>Voids (if available)</td>
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<tr>
<td></td>
<td>Upgrades (fee may apply)</td>
</tr>
<tr>
<td></td>
<td>After-hours emergency service calls</td>
</tr>
<tr>
<td></td>
<td>General call center calls (no transaction occurs)</td>
</tr>
</tbody>
</table>

* May include hotel and car if booked within same itinerary and/or call.

** May not be available on all airlines. Currently these are UA, AA, DL, NW, US, CO, HP.

*** Item not available through the site, such as Southwest (domestic) or British Rail (international).
LOG IN TO EXPEDIA® CORPORATE TRAVEL

NOTE: These instructions assume you already have a user name and password for the site. If you do not, request an invitation e-mail from your Travel Manager.


Simply click Sign in to get to the proper sign-in screen. After your initial visit, you will be taken directly to the Expedia® Corporate Travel sign in page.

Enter your user name and password.

You're in!

Forgot your user name or password?

Click Forgot your password? On this page you may enter your e-mail address and have this information e-mailed to you.

What is an invitation e-mail?

Travel Managers for your company can either add you to the company's account automatically or allow self-registration, with or without approval (from a department head, for example). Your invitation e-mail might read "You have been invited by your company to sign up for a user account with Expedia® Corporate Travel" and include a link for setting up your account. Once you have created an account and that account has been approved, you can complete your personal profile (preferences, frequent flyer accounts, etc).

Booking personal or leisure travel?

If you would like to book vacation travel, we encourage you to visit Expedia.com® at http://expedia.com.
CREATE OR CHANGE YOUR PROFILE

Click My Profile (appearing at the top of every page) to enter your personal profile.

You may add to or modify the following profile settings:

**E-mail settings** — Change your e-mail address at any time, select HTML or text formatting for e-mail, indicate if you would like to receive promotional communications from Expedia® Corporate Travel.

**Traveler contact information and preferences** —
Enter basic information (your name, phone numbers, passport information, emergency contacts), flight preferences (seating, meal preferences, special assistance, frequent flyer account information), hotel preferences (frequent guest plan information), car preferences (frequent rental program information) and rail preferences. The settings in this section determine some of your preferences during trip booking — filling these out once will help ensure your comfort and save you from having to enter this information multiple times in the future.

**Password and sign-in settings** — Change your password at any time.

**Purchase and billing information** — Store personal credit cards that you would like associated with this account, store billing address information.

**View coupons** — View this area to see any promotional coupons that are issued to you and stored in your account.

**Update home airport** — Update the starting airport that your searches default to.

When making each change, be sure to click Accept these changes at the bottom of each page to complete the changes — or click the Go to Profile Overview without making changes if you do not want to save your changes.

Under E-mail settings you may also store e-mail address of contacts that should receive copies of your itineraries at the time reservations are made:

**Who should be notified when you make a purchase?**

Enter the e-mail addresses of those who should be notified of your travel purchases. Itineraries will be sent at time of purchase.

E-mail address(es): separate multiple addresses with a comma

NOTE: Travel Managers can create, view and edit profiles for all users.
BOOK A NEW TRIP

All trips are planned as whole trips, or itineraries. To start a trip, in most cases you'll click the Flights button first and then complete the rest of your trip from that section.

After booking a flight (or other trip component), you will be able to add others immediately (or at a later time).

3 Add another item to Joe Traveler's trip?

☐ No thanks, I don't need anything else
☐ 🛋️ Add a hotel
☐ 🚗 Add a car

When you are done selecting your trip components, you will be able to purchase all of them in a single purchase.
If you have a travel arranger making your bookings, his or her name will appear on your itinerary.

You can view your complete itinerary at any time — and make changes to it if needed — from the homepage under Trip Central:

To see current and past trips at any time, look under My Trips.

For travel options not available on the site — such as train travel or alternative ground transportation — please call your custom agent number, or a corporate travel agent at the toll-free number provided for your company. This is displayed in the lower left corner of the homepage under Need Assistance.
**Flights**

Book your flight either online or via an Expedia® Corporate Travel Agent at the toll-free number provided for your company — this is displayed in the lower left corner of the homepage under Need Assistance. Fees apply for agent-booked travel, which may need to be authorized by your company’s Travel Manager.

Airlines not available directly through the site may be booked via our corporate travel agents.

The results you receive while searching for flights may be marked in a number of ways:

- PREFERRED IN-POLICY FLIGHT
- OUT-OF-POLICY FLIGHT
- UNREASONABLE FLIGHT
- WEB FARE

**Flight Tools**

**Timetable Search** allows you to search for all scheduled flights, regardless of seat availability, by entering your desired origin and destination; you may also narrow by airline.

**Flight Status** allows you to check the current status of your flight online.

**Airline Fare List** shows when the lowest roundtrip fares published by the airlines are available.

Clicking **Compare airlines** will generate a comparison table breaking out the cheapest flights by airline for easy comparison.

The **Top Picks** button will show you Expedia® Corporate Travel’s recommendations for low cost combinations of departing and returning flights. You may also click one of the airline specific buttons shown above to see all flights for a specific airline.

Modify your search at any point during the process via the **Change your search** module on the upper left hand side of the page. This module allows you to change airports and flight times, to narrow your search by airline and to restrict results to nonstop flights only.
Flight Booking Tips

If you are searching for fully refundable fares, we encourage you to select Avoid flights with change penalties and No advance purchase restrictions. This will generate a larger number of fully refundable and/or less restrictive fares.

If you have an unused ticket associated with the requested flight, you will see it highlighted on the left side of the page. For more information, please see the Unused tickets section in this guide.

For international trips you are shown complete itineraries — you do not choose both a departure and return flight.

New York, NY area to Los Angeles, CA area

<table>
<thead>
<tr>
<th>COMPARE AIRLINES</th>
<th>COMPARE AIRPORTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA Results</td>
<td>Data</td>
</tr>
<tr>
<td>Direct / non stop</td>
<td>from $381</td>
</tr>
<tr>
<td>1 stop</td>
<td>from $378</td>
</tr>
<tr>
<td>2+ stops</td>
<td>...</td>
</tr>
</tbody>
</table>

After you choose a flight and continue to more options, you will be taken to Trip Preferences. Please take time to ensure that your preferences are correct and that correct frequent flyer program information is displayed.

Under Seat Pinpointer you may select your flight seating via a graphical map. (This is not available for all airlines and flights.) Choose a seat and click Request seats and continue. (You can choose have the system continue to search for your best possible seat after you log off.)

If you have purchased out-of-policy travel, you may need to select a Reason Code from a pull-down menu on this page.

<table>
<thead>
<tr>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA - I have authorization to book this flight</td>
</tr>
<tr>
<td>AC - Selected this flight due to carrier or type of aircraft</td>
</tr>
<tr>
<td>AD - Had to book flight on this day and time</td>
</tr>
<tr>
<td>AO - Other</td>
</tr>
</tbody>
</table>

After your first booking, the option Repeat a Trip will appear in My Trips, as a template for travel to the same destination.
Unused Ticket Redemption

The **Unused Ticket** window on the left side of your screen displays any available tickets (paper, e-ticket, MCO) that may be used for new trips.

When searching for a new trips, you will see specific tickets applicable to the current trip in the flight booking path.

Travel bookers may process their own unused ticket exchanges online for all major carriers supported by the exchange tool.

- Expedia Corporate Travel sends an e-mail receipt for all online exchanges.
- During checkout, bookers will see a cost breakdown including the total ticket cost, unused ticket credit, the remaining balance (if any) and fees.
- When an unused ticket redemption cannot be performed online, the booker will be directed to phone an agent.

Eligibility requirements and restrictions: Must be a wholly unused e-ticket. The plating carrier of the new flight must be one of the eligible airlines above. May only redeemed for a flight on the same airline. New flight must be an e-ticket. The passenger name on the unused ticket must match the name from the Trip Preferences page. For American Airlines and Northwest Airlines, a non-refundable unused e-ticket may not be applied to a refundable flight. Exchange cannot result in a remainder credit of greater than $25; travelers must call an agent in this case.


Paper Ticket Delivery

**Express delivery for paper tickets** is now available for $24.99 — this increases the amount of time you have before a flight to make your booking. (Standard $19.99 delivery is still available.) And you can choose to require a signature at delivery ($2.00). Enjoy greater flexibility and shorten your planning time.

Need those tickets delivered to you on the road? No problem — take advantage of **international paper ticket delivery**, too. (Canada Express for $24.99 and $36.99 for all other countries.)
Automated Seat Search & Upgrades

TRAVELERS can enter frequent flyer information in their profiles. From homepage: My Profile —> Flight (under “Traveler Contact Information and Preferences”) —> Frequent Flyer Information

TRAVELERS can stop automated searches from online itineraries. From homepage: My Trips —> [itinerary to change]

TRAVELERS can activate automated searches while choosing and booking their air travel.

To enable searching for preferred seats* within coach class, travelers are asked to specify whether or not their frequent flyer program status qualifies them for preferred seating.

If a traveler activates the seat search during the booking process, this information will then be used to locate seats for them.

Travelers can cancel a previously-activated request to search for better seats or withdraw a class of service request made via the site from links within the itinerary.

Preferred seating for any given traveler is determined by their selections in My Profile —> Flight (under “Traveler Contact Information and Preferences”) —> Seating (including Aisle/Window, Row, Wing, Left or Right Side, etc.)
Hotels

You may book a hotel online or via a corporate travel agent over the phone. Fees apply for agent-booked travel, which may need to be authorized by your company’s Travel Manager.

Hotel properties not available directly through the site may be booked via our corporate travel agents.

The results you receive while searching for hotels may be marked in a few ways:

- **IN-POLICY HOTEL**
- **OUT-OF-POLICY HOTEL**
- **NEGOTIATED HOTEL RATE FOR YOUR COMPANY**

Expedia® Special Rates & Expedia® Corporate Rates

Expedia® Special Rate and Expedia® Corporate Rate hotels offer discounted prices up to 50%.

**Expedia® Special Rate hotels** must be pre-paid in advance for the length of the stay, with associated stays typically not eligible for frequent guest program points collection. Please also note that there may be a processing fee for cancellations or changes made outside of 24-72 hours (depending on the property) prior to noon PST the day of arrival. Changes and cancellations made within that time may also be subject to a fee equal to one night + tax.

**Expedia® Corporate Rates** hotels combine the cost savings of standard Expedia® Special Rate hotels with amenities important to business travelers such as broadband Internet, same-day cancellation and more. They also typically have more flexible cancellation policies than standard ESRs and may or may not allow the collection of loyalty points.

*Deferred payment options at select properties allows you to defer payment until the morning of your check-in — book now, pay later.*

Detailed information about the booking (such as whether it requires advance payment, or what special amenities it has) is available in your search listing.

The Expedia® Corporate Rate is highlighted in this example:

<table>
<thead>
<tr>
<th>Room type</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
<th>(per night)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard room-Incl. Continental Breakfast, Broadband Internet, Same day cancel</td>
<td>$80</td>
<td>$80</td>
<td>$80</td>
<td>$80</td>
<td>$80</td>
<td>$79.99 Book it</td>
</tr>
<tr>
<td>Standard room, Advance payment required</td>
<td>$76</td>
<td>$88</td>
<td>$88</td>
<td>$76</td>
<td>$76</td>
<td>$64.64 Book it</td>
</tr>
</tbody>
</table>
Hotel Booking Tips

Hotels may be booked online up until 6:00pm local time at your destination.

For Expedia® Special Rates, immediate payment is required. For all other hotels, we require a credit card to guarantee the reservation. You may choose to make a deposit upon reservation, or wait until arrival at the property.

Modify your search results at any time using the Change Your Search module. You may change your check-in or check-out dates, search based on words contained in the hotel name (such as "Hilton"), filter by hotel star class, or sort according to various options (such Expedia® Special Rate properties only, name, city, hotel class or price).

Click Show on a map to see all search results positioned on a map. On this page, you may zoom in or out of the map, remove properties from the map or click on specific property links to see more info about the property.

Click the Area info at the top of the page to see an area map illustrating different neighborhoods. Clicking on specific neighborhoods gives you more detailed information on that area. You may click to Show Properties in this area in the search results.

Click More lodging info in each search result to find more detailed property information, including room amenities and photos. Search results also contain star class ratings (upper left hand corner of the search result) and pricing by individual room type, with information broken out by night.
Rental Car & Ground Transportation

Car rental companies and group transportation options (such as train service, bus service, black car service or shuttles) not available directly through the site may be booked via our corporate travel agents at the toll-free number provided for your company. This is displayed in the lower left corner of the homepage under Need Assistance.

The results you receive while searching for car rentals may be marked in a number of ways:

- PREFERRED VENDOR
- OUT-OF-POLICY RENTAL
- NEGOTIATED CAR RENTAL RATE FOR YOUR COMPANY

Car Booking Tip

If you need any special equipment for your car, click Need any special equipment?

This will open up a selection box:

Do you need any special equipment? (optional)

Special equipment options may not be available on all cars or at all rental locations. Your selections will be sent to the car vendor as a request, thus your selections are not guaranteed. Before you depart, be sure to confirm with the car vendor that your equipment will be available. Please note that the car vendor may apply additional charges for the options you select.

- Infant car seat
- Toddler car seat
- Left hand control
- Right hand control
- Ski rack
- Snow chains
- Navigational system
VIEW YOUR ITINERARIES & REPEAT TRIPS

To view any saved or reserved itineraries online, check out Trip Central on the homepage (or click My Trips in the top navigation bar).

(Under My Trips you will see all itineraries for your account, grouped by Active (containing reserved or purchased items; dates not yet passed), Non-active (no reserved or purchased items) or Completed (dates passed) itineraries.)

**Saved itineraries**

Select links below to review, update, or confirm status of your trip itinerary. Learn how to estimate the cost of making a change to an active trip.

Repeat a trip by clicking the Repeat trip icon to the right of the specific itinerary that you would like to duplicate. (On the new page you can rename the itinerary, make any needed adjustments and check for availability.)

On the selected itinerary page, perform several actions via a menu at the top:
Use Traveler Tools

Find these on the left side of the homepage, including:

* Flight Status — Get automated status and gate information for a specified flight online.

* Airport Information — View guides for a wide range of airports worldwide, including information on facilities and services. Look up the 3-letter airport code for an extensive list of domestic and international airports.

* Currency Converter — Convert from denomination to denomination, choosing from an exhaustive list.

* Driving Directions – Get detailed point-to-point driving directions, including maps. You can save maps and routes to your account as needed.

* Weather — Get current weather conditions and forecasts for a broad list of cities worldwide, provided by AccuWeather.

* Passport Information — Get passport assistance, provided online by Express Visa Service.
CANCEL OR CHANGE A TRIP

Cancellations for air, hotel and car rental can be made either through a corporate travel agent or online (check specific airline for eligibility).

Online

Change or cancel a domestic flight. Go to Trip Central or My Trips and open the itinerary that contains the flight you wish to change or cancel.

Travelers and travel arrangers may conduct courtesy flight voids, when requested within the void window — or flight cancellations, when beyond this window, directly online via the itinerary.

Change or cancel an international flight. Go to Trip Central or My Trips and open the itinerary that contains the flight you wish to change or cancel. Travelers can now exchange international flights on several major airlines online for Delta Air Lines, US Airways, KLM, Northwest Airlines, United Airlines, Hawaiian Airlines and Alaska Airlines. These tickets must have been purchased as e-tickets.

Exchange a flight — e-tickets only. Only some e-tickets may be exchanged online.

GENERAL ELIGIBILITY:
— Published fares and Web fares
— Even exchanges (no additional charges to customer)
— New charges in excess of original fare
— Small refunds ($25 or less refund after penalty/fare cost difference)
— Same airline only

NOT ELIGIBLE:
— En-route changes, changes after trip has started
— Past-date/unused ticket exchanges
— Exchanges that result in a refund greater than $25

Hotels. Go to Trip Central or My Trips and open the itinerary that includes the lodging you wish to change or cancel. Click Cancel this reservation and review the refund and penalty details. Lodging can be changed or cancelled according to each property's rules and restrictions. Some properties impose penalties (such as charge one night's stay) if you cancel your reservation close to your scheduled check-in date (typically 24-72 hours prior to noon, day of check-in). Other properties, such as Expedia® Special Rate lodging, charge a small penalty for changes made any time after a room is booked. The Expedia® Corporate Rate hotels are not subject to this same penalty.

Cars. Go to Trip Central or My Trips and open the itinerary that contains the rental car reservation you wish to change or cancel. Click Cancel this car reservation and verify the cancellation on the following page. Rental car reservations can be canceled or changed at any time. Cancelling a reservation will not result in penalties.
By Agent

Contact your agent at the toll-free number provided for your company — this is displayed in the lower left corner of the homepage under Need Assistance.

Transactions that must go through a corporate travel agent include: processing refunds and requesting certain exchanges (if you want to replace the booking with a new booking).

**Flights.** Most fares in Economy/Coach class have an airline-imposed penalty fee of $100 or more per passenger for changes and cancellations, plus any applicable increase in the fare. Some tickets are non-refundable, but can be applied (for a limited time) toward future travel, less any applicable penalties — though most airlines are moving towards a "use it or lose it" policy. Some tickets do not allow changes. (These are estimates, agents will calculate final charges.)
YOUR COMPANY POLICY & HOW IT AFFECTS YOU

NOTE: Not all companies have travel policies.

Before planning any travel independently, check with your company’s Travel Manager to see which traveler group or department you are part of (if any), and if there are any restrictions you should be aware of.

What is a policy?

The travel policies for your company include things like preferred airline carriers, limits on car rental car type, and preferred hotel properties. If there is policy applied to your whole company or a your traveler group within it, then those preferences are taken into account in search results for flights, hotels and cars. For example, your company may have designated one or more preferred air carriers, and those will be the flights sorted to the top of flight results when you do a search.

How do I know what is in-policy or out-of-policy?

When you search for a flight, hotel or car, your search results are marked with company preferences and policy tags. (See the next page of this guide for examples.)

What is a Travel Manager?

A Travel Manager oversees travel planning for your entire company and has the capabilities of planning and booking travel for anyone, managing user profiles, and administrating and controlling your company’s travel policy.

An Arranger can only plan travel for travelers that are assigned to them by the Travel Manager.

A Traveler can only plan his or her own individual travel.

Can I book "out-of-policy" travel?

Yes, but you may have to select a reason code for the exception which is subject to review by your Travel Manager. The Travel Manager or other contact may receive an automatic e-mail notification.
How policy is marked in search results

When you search for flights, hotels or car rentals, the listings you see will be marked with the following icons:

- 🎨 If your company has a policy set regarding **PREFERRED AIRLINES, HOTELS OR RENTAL CAR COMPANIES**, you will see a medallion icon next to the recommended in-policy options.

- 🚧 If you see an **OUT-OF-POLICY** red flag icon, it means the option falls outside the recommendations set by your company's Travel Manager. (Mousing over the flag will reveal which specific policy or policies were broken.) A reason code may need to be provided for the policy exception.

- 🟡 A yellow flag icon indicates an **UNREASONABLE FLIGHT**, defined as a flight not meeting your company's existing Reasonable Flights definition.

- 🤝 If your company has special **NEGOTIATED RATES**, these will be marked by a handshake icon and a gold header bar.

For example, the results of an air search (where mousing over the red flag displays the specific out-of-policy violation for that listing):

1. **Review alternative in-policy flights**

   The following flights are the closest in-policy matches to your acceptable alternatives, you may continue with your choice for:

   1. **Review alternative in-policy flights**
      - Depart 8:20 AM (SFO)  
      - Arrive 10:10 AM (CDG)

   If you select an out-of-policy option, an alternative option may be presented to you before you can make a reservation or purchase.
FOR ALL ARRANGERS: MANAGING TRAVELERS

If you have been designated with the role of Arranger by your company, you have the ability to book travel on behalf of travelers within your company's account. **Your name will appear on the traveler's itinerary.**

An Arranger can only plan travel for travelers that are assigned to them by the Travel Manager.

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**For Arrangers: Managing your traveler list**

**Adding travelers.** Arrangers can generally only be assigned travelers by the Travel Manager — they cannot add users to their own lists.* If you are an Arranger and would like to add travelers to your list, please see your site administrator.

**Managing user profiles.** Arrangers may only plan itineraries and may not make changes to user profiles.

* Some companies allow travelers to designate their own arrangers. For more information, see the section **Selecting Your Own Arranger.**
Booking travel for others

To book for yourself or regular travelers, simply select the traveler's name from the drop-down box on the homepage or any of the relevant flight, hotel or car pages.

To book for guest travelers (one-time travelers — such as interviewees, interns, contractors, spouses, etc), choose the guest category instead of a name.

When starting a booking, choose the guest type from the traveler menu. After flights, hotels, or cars are selected, the purchase (or reservation) screen will allow you to enter an individual traveler's name and information. These itineraries will then appear in [Guest Type]'s Trips in the top yellow toolbar, as would any other traveler profile.

Viewing itineraries

To view the itineraries of travelers on your Traveler List. To do this, click My Trips — you will come to a page listing your own itineraries and those of your list members. You may also search for Active, Non-active and Completed Trips for all the travelers on your list.