

## **Frequently Asked Questions about Egencia an Expedia Inc Company**

### **What is the number I should call to get help with booking a trip ?**

Call toll free at 1-877-814-5057 for help booking a trip or for help using the on-line booking tool. This is a dedicated team for Tufts.

### **What is the web address for Egencia Corporate Travel?**

It is <https://www.egencia.com/>

### **Do I have to use Egencia Corporate Travel?**

No, if you prefer to continue using one of our other preferred travel agencies; Carlson Wagonlit Travel or The Travel Collaborative, you may continue to do so.

### **Can I use the on-line system to make travel arrangements for another Tufts employee?**

Yes. Please contact Paul Page at [paul.page@tufts.edu](mailto:paul.page@tufts.edu) or Susan Gibson [susan.gibson@tufts.edu](mailto:susan.gibson@tufts.edu) for information on becoming a travel arranger.

### **Can I use the on-line system to make travel arrangements for travelers who are not Tufts employees?**

Yes. Please contact Susan Gibson [susan.gibson@tufts.edu](mailto:susan.gibson@tufts.edu) or Paul Page at [paul.page@tufts.edu](mailto:paul.page@tufts.edu) for information on arranging travel for non-Tufts personnel traveling on Tufts business.

### **Can I use the on-line system to make travel arrangements for a spouse, family member, significant other, etc.?**

No. Due to our contract arrangements with the airlines, the Egencia Corporate Travel web site may only be used for business related travel. Personal travel arrangements may be made either by calling Egencia Corporate Travel at 1-877-814-5057 or going to Egencia's leisure travel site ([www.Egencia.com](http://www.Egencia.com)).

### **How do I obtain travel assistance if I have made an on-line reservation?**

Egencia Corporate Travel maintains 24/7 coverage to assist travelers who have made on-line reservations and find that the reservation needs to be changed or the flight has been rescheduled/cancelled. The telephone number is 1-877-814-5057.

**How are reservations confirmed?**

Every purchase (airline, auto rental, hotel) generates a separate e-mail confirmation.

**How are travelers notified of schedule changes?**

All schedule changes are advised via e-mail. It is still advisable to check with the airline in case of any last-minute changes.

**Can I use the on-line booking tool for changing my itinerary and canceling a reservation?**

Yes. The system has this capability. Go to My Trips and open the itinerary that contains the flight you wish to change or cancel. Click Estimate Cost to Change or Cancel this Flight at the bottom of the page and follow the instructions provided. Similar tools are provided for canceling hotel and auto rental reservations.

**Can coupons from airlines, auto rental agencies, and hotel companies be used on the Egencia Corporate Travel site?**

No, not at this time. The traveler will need to contact the vendor directly to use coupons.

**Can I make auto rental and hotel reservations on-line?**

Yes. Egencia offers Egencia Special Rates (ESRs) for hotels; but please note restrictions before booking (i.e. some reservations are non-refundable). Auto reservations can be made with any of the car rental agencies that we have a contract with – Hertz, Enterprise, Budget, or Avis. Other car rental agencies are displayed and can be selected but the traveler will not receive a Tufts' negotiated rate.

**How are refunds processed for tickets purchased on-line?**

The traveler must contact a corporate travel specialist at Egencia Corporate Travel to complete the refund process.

**Are there transaction fees and how much are they?**

Egencia Corporate Travel's fee for on-line airline reservations is \$7.00 (no charge for auto rental or hotel). The \$7.00 fee will be incorporated in the quoted airfare. If agent assistance is required, the fees are \$30.00 for domestic and \$40.00 for international flights.

**Which web browser should I use when accessing Egencia Corporate Travel?**

Internet Explorer is the recommended browser to achieve the best results. While other browsers are officially supported, certain versions do not display the web page layout in a pleasing fashion.