

Egencia on the Go iCalendar Synchronization



Overview of Egencia on the Go



Suite of features aimed to proactively provide travelers with all necessary travel data while they are on their trip

On The Go Alerts

- Email, SMS, or voice alerts of gate information, flight delays, cancelations, etc.

Pre-Trip Email

- Proactively provides travelers with the most recently view of their trip, 3 days prior to travel

Mobile Portal

- Easy access to your itinerary, booking details, and all relevant contact numbers from any web enabled mobile device

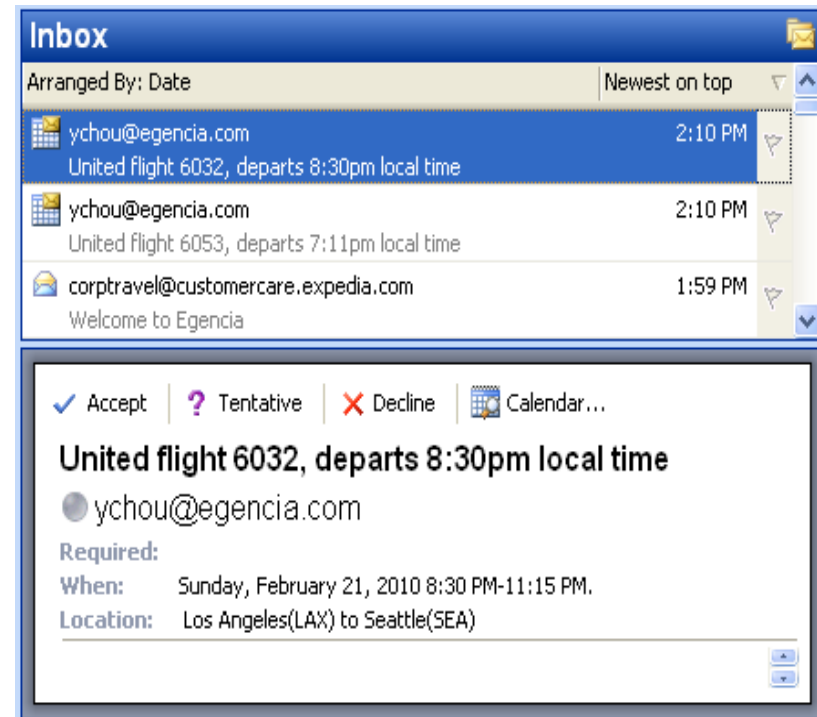
Calendar Synchronization

- Integrating itinerary elements into travelers' calendars so they can easily plan their travel alongside all other business obligations

iCalendar Enhancements

Effective tool to help Travelers and Arrangers keep on top of travel plans and their business schedules

- Itinerary items are pushed to travelers as calendar appointments **supported by Outlook and Lotus Notes**
- **Calendar synchronization** pushes an updated meeting invite when a change occurs to travel plans
- **Separate meeting invite for each item** and segment accurately displays free / busy times while on a trip
- Proactive service with an **online check-in reminder** 24 hours prior to travel



iCalendar Sync Opt-in

The screenshot shows the checkout process for a trip to Seattle, WA. The 'Trip Preferences' section is active, and the 'Calendar sync' option is selected. The callout box highlights this option and explains its availability.

Checkout **Collecting Information** **Final Review** **Itinerary**

Traveler: Advik Eswaran [Traveler's Trips](#) [Traveler's Profile](#) [Stop arranging](#)

"Seattle, WA" itinerary - checking out 1 item [Cancel checkout](#)

Trip Preferences

Review the traveler information, travel preferences and company settings for this trip.

QUESTIONS?
[Is it safe to buy online?](#)
[Need help with this page?](#)

EGENCIA ON THE GO

Trip alerts keep you informed of any flight changes on the day of travel.
 Send alerts for this flight [Learn more](#)

Calendar sync keeps your calendar coordinated with your travel schedule. [Sync & time zone tips](#)
 Send calendar sync emails to Joe Wilson (joew@acme.com)

Flight information: Dallas (Dallas-Fort Worth) Seattle (SEA)

Booking options

Purchase now
 Reserve until 11:59 PM tomorrow

Make sure the name matches the name on your passport and driver's license.
Traveler information for Advik Eswaran

Phone numbers:
Home: (333) 333.3333 Work: (444) 444.4444 Mobile: (425) 67

The iCalendar Sync Opt-In is also available and displayed in *Egencia On The Go*, during the Check-Out path in Trip Preferences.

iCalendar Sync Option

New Calendar Sync Option located in the *Egencia On The Go* Tool

Traveler Tools

- Add Travelers
- Copy trip
- E-mail
- Print
- Receipt
- Transaction history
- Maps and directions
- City guides
- Save to calendar**
- Delete

Need assistance?

Visit customer support, contact us via e-mail, or call an agent at:

+1 (866) 397-2677 or +1 (702) 939-2530

Itinerary number: 2834696469

Old Save To Calendar Option

NY Sales Meeting [Rename](#) | [Edit notes](#)

Important Messages

Notes for Dan - Enjoy your sales meeting. Let me know if you have any [notes](#)

Trip Summary	Status
Flight: Seattle -- Newark	Booked
Towncar/Limo: Newark, NJ (EWR-Liberty Intl.) -- Concord Limousine Inc	Not Reserved
Hotel: New York -- The Marmara Manhattan	Confirmed
Car: Newark -- Budget	Confirmed
Towncar/Limo: The Marmara Manhattan -- Concord Limousine Inc	Not Reserved

Fee summary

+ Add flight + Add hotel + Add car

Flight: Seattle to Newark

[Purchase and billing history](#)

[Itinerary History](#)

Traveler Tools

Add Travelers

Copy trip

E-mail

Print

Receipt

Transaction history

Maps and directions

City guides



Flight alerts are ON

[View alert settings](#)

[Disable flight alerts](#)

Calendar sync is ON

[Disable calendar sync](#)

[Mobile Itinerary FAQ](#)

iCalendar Sync Invitations

Travelers can share their travel schedule with others, using the **Broadcast iCalendar Invitations** option.

2 E-mail options

Format:

- HTML - Offers text, colors, images and links. Only compatible with HTML capable e-mail software.
- Plain Text - Compatible with all e-mail software. Best choice for PDAs and smart phones.

Include	Item	Description
<input type="checkbox"/>	Extended details	Includes all the rules, regulations, fees and pricing details shown on the online version of the itinerary. Will lengthen your itinerary.
<input checked="" type="checkbox"/>	Personal information	Includes address, telephone number and purchase cost.
<input checked="" type="checkbox"/>	Broadcast calendar invitations	Share your travel schedule with others by sending a calendar invitation e-mail for each currently booked travel item. If your travel plans change, you will need to resend new invitations. How do I automatically sync my calendar with my itinerary?

[E-mail this itinerary](#)

✓ Accept | ? Tentative | ✗ Decline | ⚡ Propose New Time | 📅 Calend

Hertz, pick up Saturday, 14-Nov-2009 4:00 PM local time, Premium Car

Egencia Calendar Sync [no-reply@corporate.expedia.com]

Accepted on 10/13/2009 12:45 PM.

Required: Dan Boerner
When: Saturday, November 14, 2009 4:00 PM-4:30 PM.
Location: Pick up: In the Airport Terminal, Portland, OR (PDX)

Description:

Rental Car (Reserved)
Hertz
Premium Car: \$87.49/Day (Weekend Rate), Unlimited mileage, Extra hour: \$65.62, Extra day: \$87.49

Pick up
Saturday, 14-Nov-2009 4:00 PM
Portland, OR (PDX)

Drop off
Sunday, 15-Nov-2009 7:00 PM

Hours of Operation
14-Nov-2009: 5:00 am - 2:00 am
15-Nov-2009: 5:00 am - 2:00 am

Details
Itinerary number: 2000913181
Traveler: Dan Boerner
Arranger: Egencia Agent
Hertz confirmation number: E53142877D9
Vendor phone: 503.528.7900

Assistance
To make changes or view more information about your trip, refer to your online itinerary:
http://www.expediacorporate.com/pub/agent.dll?qs=open&itid=9131&gpid=11178&emcid=EML_Calendar.RentalCar.R38

If you need to speak to a travel consultant, call +1 (866) 397-2677

The content of the **Broadcast Invitation** are the same as the *Egencia On The Go* mobile itinerary view.

iCalendar FAQ:

Q. What versions of Lotus Notes does this support?

A. 6.5 or above.

Q. Why is there a 4 minute delay in sending out the invites?

A. Sometimes there is a delay in us receiving the confirmation numbers back from a booking. The delay is optimized for providing the most complete booking information in the calendar invitation.

Q. When will I receive an updated invite?

A. Whenever we perform a traveler initiated itinerary reconstruct, we will compare it to the last known version of the itinerary stored in our system. If the information does not match, we will send an updated meeting request with this new information.

Q. If only one item changes, will I receive the whole set of calendar invites?

A. No, we only send updates for the actual items that changes. For example, if you cancel your car booking, we will send you a meeting cancelation for the car booking but nothing new for your air or hotel.

Q. How should I manage time zones for Calendar sync when I travel?

A. For best results, we recommend you update the time zone setting on your computer or mobile device as you travel to different locations. This will ensure that travel times are properly adjusted for each location's time zone.

Egencia on the Go iCalendar Demos

To see a demonstration of this feature, click on the link below:

- **Outlook** iCalendar Synchronization Demo Link
http://media.expedia.com/media/content/expcorp/flash/demos/r38_ical_outlook/default.htm
- **Lotus Notes** iCalendar Synchronization Demo Link
http://media.expedia.com/media/content/expcorp/flash/demos/r38_ical_lotusnotes/default.htm