Egencia on the Go Mobile Portal
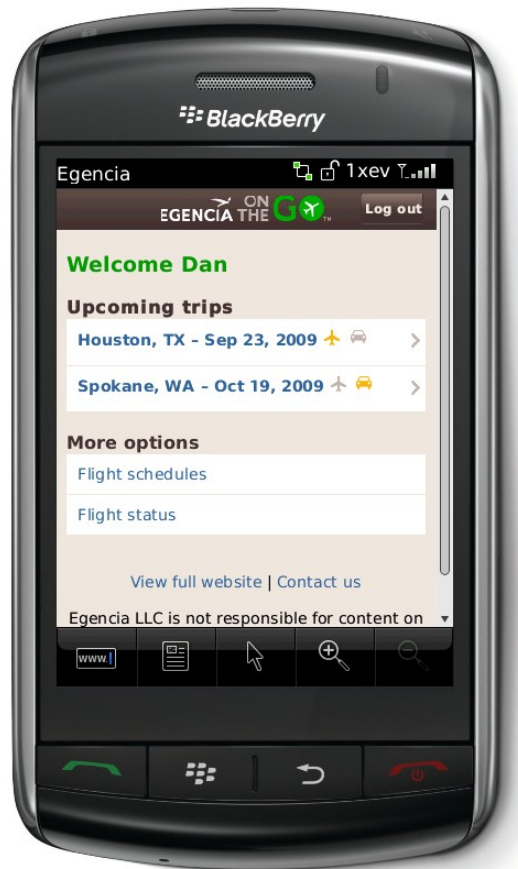
Summer 2009 Release
Slated for late August

EGENCIA™
AN EXPEDIA, INC. COMPANY

What's in the Summer Release?

- Egencia on the Go Mobile Portal

- Improved hotel rules and restrictions

The Mobile Portal

Introducing: Egencia on the Go Mobile Portal

In late August 2009, Egencia will be releasing a new feature named Egencia on the Go Mobile Portal. This feature will allow travelers to access core Egencia features from their mobile device including:

- *View your itinerary (Including important messages)*
- *Check in for your flights*
- *Check flight schedules*
- *Check flight status*
- *Email itinerary*
- *Take advantage of Google map support for addresses included in itinerary*
- *Click to call an agent for assistance*

Note: *This feature is **available to all** Egencia customers.*

How will the Egencia on the Go Mobile Portal Benefit Your Travel Program?

- Easy access to important itinerary messages ensures **travelers stay informed of company travel program policies**.

- Convenient access to egencia.com **drives program compliance** at the company level. Mobile device auto detection means **no need to remember a different address** to access travel information.

- **Click- to-call agent assistance tied to traveler service level** phone number means no more looking for the right phone number or having to write your travel information down.

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How will the Egencia on the Go Mobile Portal Benefit Your Travelers?

- Travelers on the go have information literally at their finger tips, available to them via any mobile device they choose with internet access 24/7/365. The efficient tools **enable travelers to be more productive while on the road**.

- Up-to-date flight status on itineraries are available 24 hours prior to departure so **travelers always know the status of their flight**.

- Travelers can **check in for flights** (on flights where this option is available), **via their mobile device** reducing the amount of time spent in lines at the airport.

- With address and directions to your destinations, right at your finger tips, via the link to Google maps on the itinerary means **no more getting lost**.

Egencia on the Go, Alerts & Mobile Portal

With the release of the **Egencia on the Go Mobile Portal,** it is important to understand the difference between Egencia on the Go, Egencia on the Go Trip Alerts and the Egencia on the Go Mobile Portal.

Egencia on the Go: This is a portal that features can be built upon and accessed via mobile data devices.

Egencia on the Go Trip Alerts: What had been commonly referred to as "Egencia on the Go" is actually our Trip Alerts feature or Egencia on the Go Trip Alerts. This feature is available for Professional & Enterprise tier customers and gives travelers the ability to set up automatically generated, proactive messages, to alert them of travel changes / updates.

Egencia on the Go Mobile Portal: This feature is provided to clients at no additional cost.
Unlike the trip alerts that are automatic and proactive in nature, the Egencia Mobile Portal is a place where travelers can view trip related information. It is traveler initiated, as the traveler must login to the Egencia Mobile Portal to access the information.

The Mobile Portal Features

Accessing the Mobile Portal

Egencia customers can access the mobile portal from <u>most</u> hand-held devices that have internet browser capabilities activated. This is because Egencia has taken an agnostic approach when building the mobile feature; meaning that it can accommodate a wide variety devices, platforms, and browsers.

Egencia customers can access the Egencia on the Go Mobile Portal from a mobile device by entering www.egencia.com into the mobile address bar (The address is localized for each point of sale), and then logging to their Egencia account.

When a user comes to egencia.com on their mobile device from the US, CA, AU and IN points of sales, Egencia will automatically present the mobile version of the site. Our intuitive technology looks for the following browsers and device platforms:

- **Browsers**: *Opera Mini, Opera Mobile, Mobile Internet Explorer, Mobile safari, Skyfire and Android*
- **Devices Platforms**: *RIM/Blackberry, Apple/iPhone, Windows Mobile, Symbian/Nokia, Palm, Android*

If it is unclear whether the user is on a mobile device, Egencia will send the regular, non mobile version, of egencia.com to the user.

Note: Because mobile devices, browsers and platforms vary, the user experience may vary too.

Let's take a look at what the Egencia Mobile pages will look like.

Login Page

- The login page works the same as on the non-mobile site.

    - The same username and password that the traveler uses on the website, will need to be provided on the mobile portal.

- Single Sign On (SSO) users will also have the same experience as they have today:

    - If users are cookied, Egencia will redirect them to their company portal.

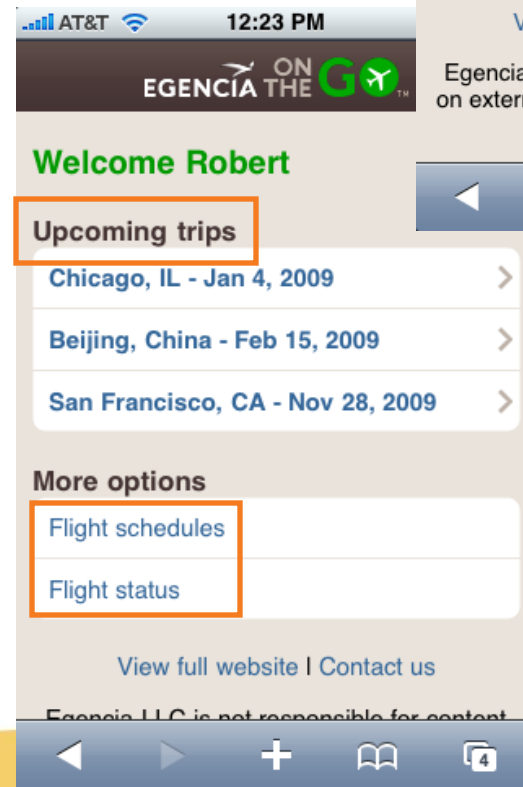   - If users are not cookied, Egencia will not know who they are and they will not be able to login since they do not have a login or password.
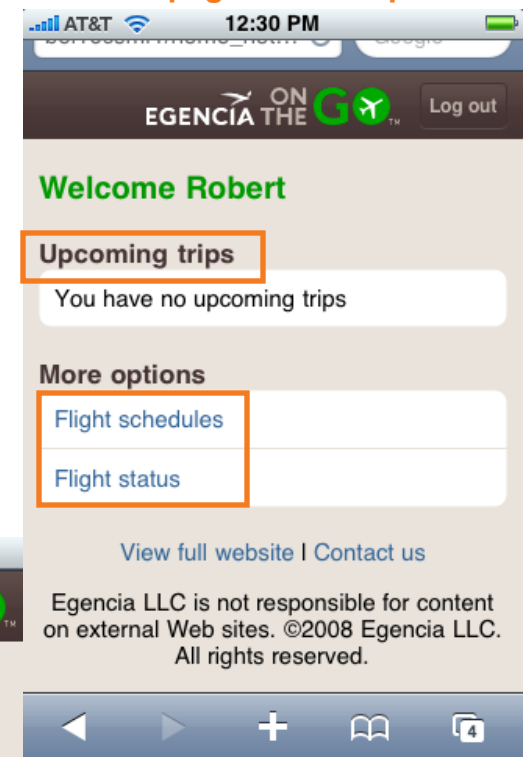
Mobile Homepage

The mobile homepage will display:

- **Upcoming trips** (if there are any).
  - *All of the traveler's upcoming trips will be listed as clickable links that will take the user to the summary level view of the itinerary*

- A link to **Flight Schedules**
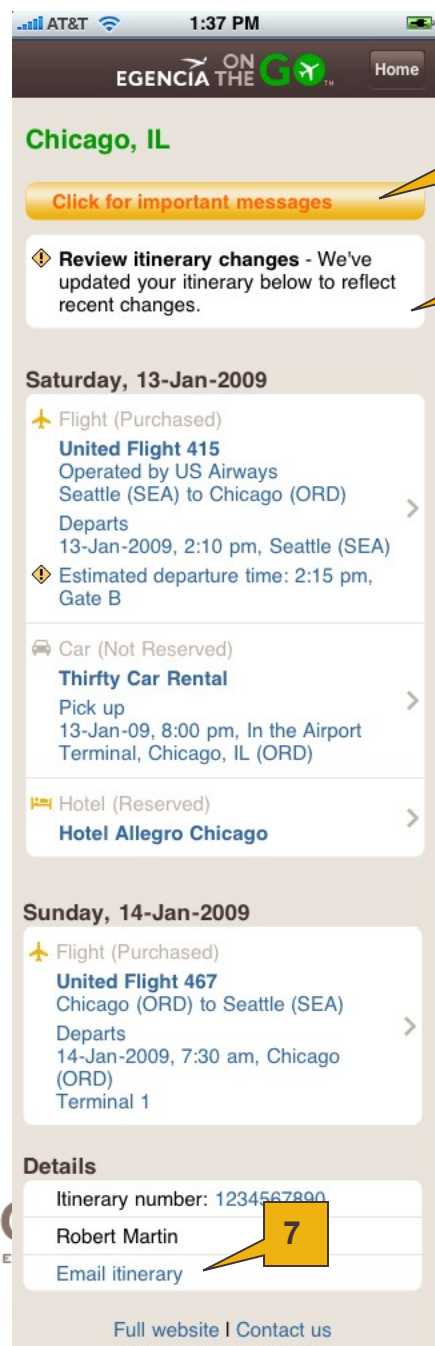
- A link to **Flight Status**

Itinerary – Summary view & Detail view

The itinerary will be available in a **summary** (all items on one screen) and **detail** version (drill down into each item) for flight, hotel and car.
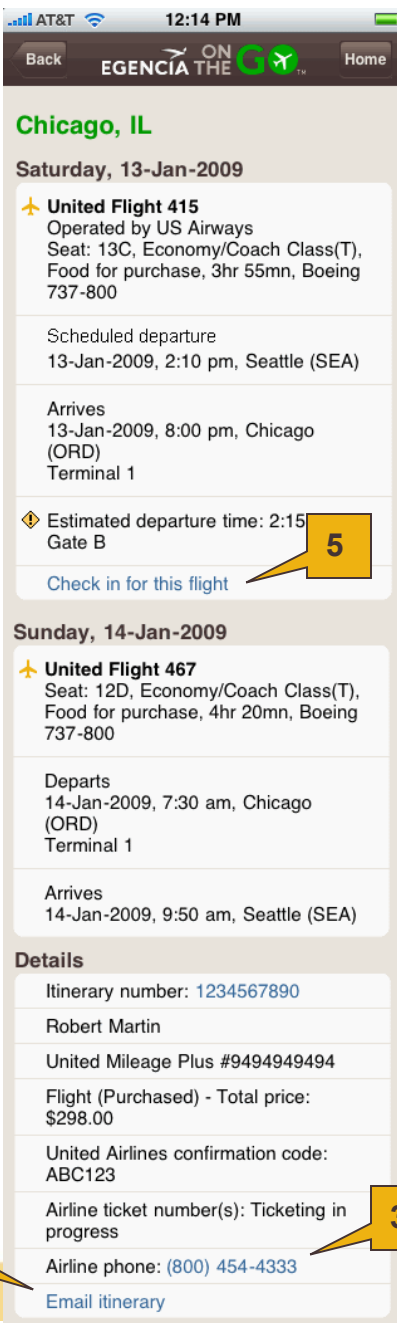
The numbers and information, below, correlate to the images on the next page.

- A link to view important messages, if there are any.

- A message displays at the top of the itinerary, to let the traveler know if his or her trip/itinerary has changed.

- All phone numbers displayed are available as click to call (e.g. airline, hotel, car vendor).

  - *Note – hotel phone numbers will only be shown if the hotel is in a reserved state.*

8. The detail view displays hotel cancellation and change policies via the hotel "More Details" link.

9. The detail view displays a web check in link for the airlines (as available), linking to the airlines mobile version (again as available).

10. Airports and any addresses are set up as Google address links and open a Google map showing the location and directions when clicked.

11. At the bottom of both the Summary and Detail versions of the itinerary is a link to email the itinerary making it easy for travelers on the road to send this information to others.
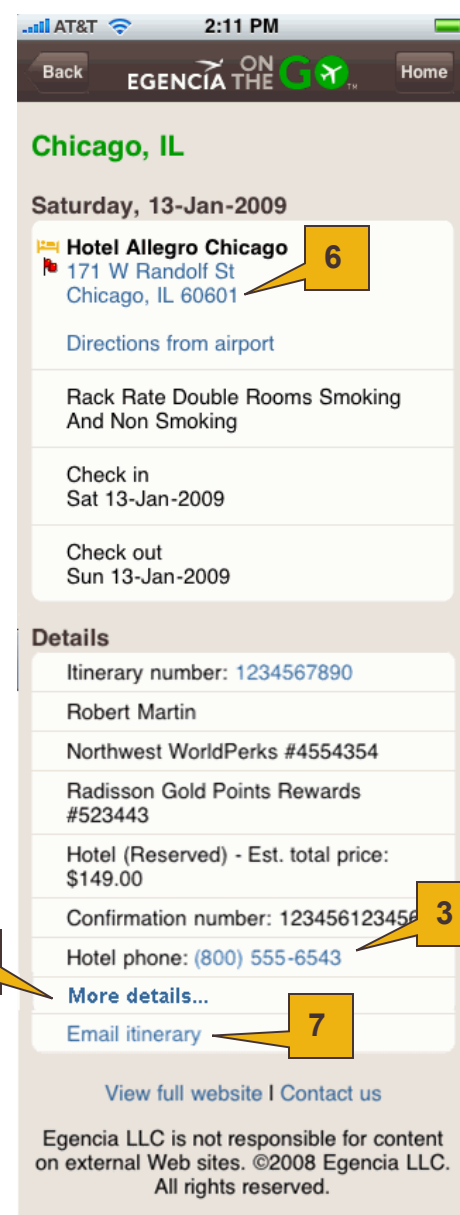
Summary View | Flight Detail View | Hotel Detail View

Summary View

··ıll AT&T 1:37 PM

EGENCIA THE **ON GO**™ Home

Chicago, IL

Click for important messages   `1`

◈ **Review itinerary changes** - We've updated your itinerary below to reflect recent changes.   `2`

Saturday, 13-Jan-2009

✈ Flight (Purchased)
United Flight 415
Operated by US Airways
Seattle (SEA) to Chicago (ORD)
Departs
13-Jan-2009, 2:10 pm, Seattle (SEA)
◈ Estimated departure time: 2:15 pm, Gate B

🚗 Car (Not Reserved)
Thirfty Car Rental
Pick up
13-Jan-09, 8:00 pm, In the Airport Terminal, Chicago, IL (ORD)

🛏 Hotel (Reserved)
Hotel Allegro Chicago

Sunday, 14-Jan-2009

✈ Flight (Purchased)
United Flight 467
Chicago (ORD) to Seattle (SEA)
Departs
14-Jan-2009, 7:30 am, Chicago (ORD)
Terminal 1

Details

Itinerary number: 1234567890
Robert Martin
Email itinerary   `7`

Full website I Contact us

Flight Detail View

··ıll AT&T 12:14 PM

Back EGENCIA THE **ON GO**™ Home

Chicago, IL

Saturday, 13-Jan-2009

✈ **United Flight 415**
Operated by US Airways
Seat: 13C, Economy/Coach Class(T),
Food for purchase, 3hr 55mn, Boeing 737-800

Scheduled departure
13-Jan-2009, 2:10 pm, Seattle (SEA)

Arrives
13-Jan-2009, 8:00 pm, Chicago (ORD)
Terminal 1

◈ Estimated departure time: 2:15 Gate B   `5`

Check in for this flight

Sunday, 14-Jan-2009

✈ **United Flight 467**
Seat: 12D, Economy/Coach Class(T),
Food for purchase, 4hr 20mn, Boeing 737-800

Departs
14-Jan-2009, 7:30 am, Chicago (ORD)
Terminal 1

Arrives
14-Jan-2009, 9:50 am, Seattle (SEA)

Details

Itinerary number: 1234567890
Robert Martin
United Mileage Plus #9494949494
Flight (Purchased) - Total price: $298.00
United Airlines confirmation code: ABC123
Airline ticket number(s): Ticketing in progress   `3`
Airline phone: (800) 454-4333
Email itinerary   `7`

Hotel Detail View

··ıll AT&T 2:11 PM

Back EGENCIA THE **ON GO**™ Home

Chicago, IL

Saturday, 13-Jan-2009

🛏 **Hotel Allegro Chicago**
171 W Randolf St
Chicago, IL 60601   `6`

Directions from airport

Rack Rate Double Rooms Smoking And Non Smoking

Check in
Sat 13-Jan-2009

Check out
Sun 13-Jan-2009

Details

Itinerary number: 1234567890
Robert Martin
Northwest WorldPerks #4554354
Radisson Gold Points Rewards #523443
Hotel (Reserved) - Est. total price: $149.00
Confirmation number: 12345612345   `3`
Hotel phone: (800) 555-6543
More details...   `4`
Email itinerary   `7`

View full website I Contact us

Flight Status

The traveler's flight status can be checked within the itinerary or via the link on the mobile portal homepage.

Itinerary - Flight without status

**Itinerary - Flight with status**

Flight Status

Travelers can check flight status for themselves instead of going to their itinerary, or they can check on someone else's flight (e.g. they have to pick up a colleague).

- When using this option, the traveler enters the Airline, Date and Flight number.

- The images on the right, show the what the flight status results look like if flight information is or is not available.
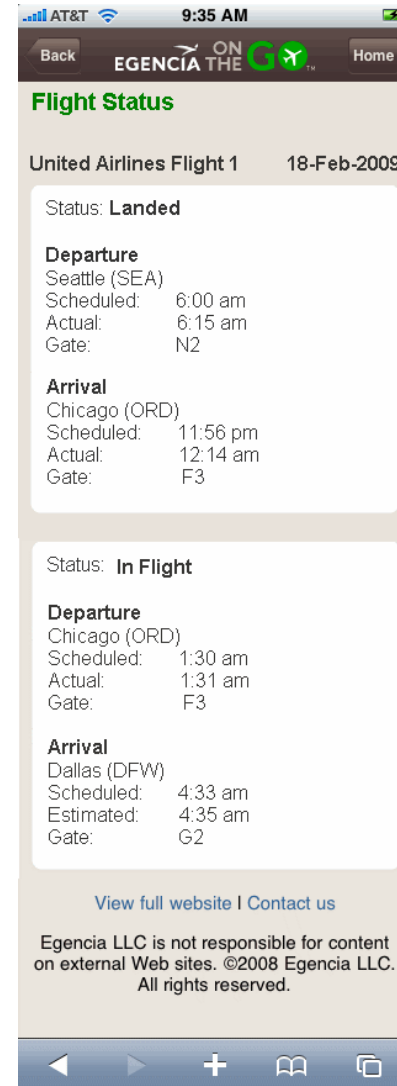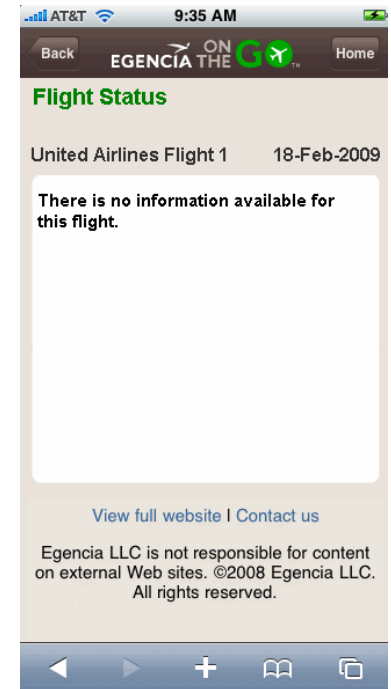
Flight Schedules

The **Flight Schedules** link, on the home page, gives travelers the ability to check on available flight options between cities so a traveler can quickly determine what flights are available prior to canceling/changing a flight.

- For example, if a meeting is finishing early or late, and the traveler anticipates their plans will need to be changed, a search of flight schedules will let the traveler quickly determine what is possible before attempting to make changes.

Flight Schedules

In the footer section of each mobile page are two links: view full website and contact us.

- **View full website** – This link takes the user to the full, non-mobile version of the website.
  - *It is only recommended for users who have the browsing capabilities equivalent to iPhone's.*

- **Contact Us** – This link provides contact information customized to the traveler's service level. The information in the contact us section provide a click to call link to an Egencia travel consultant.

Itinerary Context

User- No Itinerary

Unidentified User
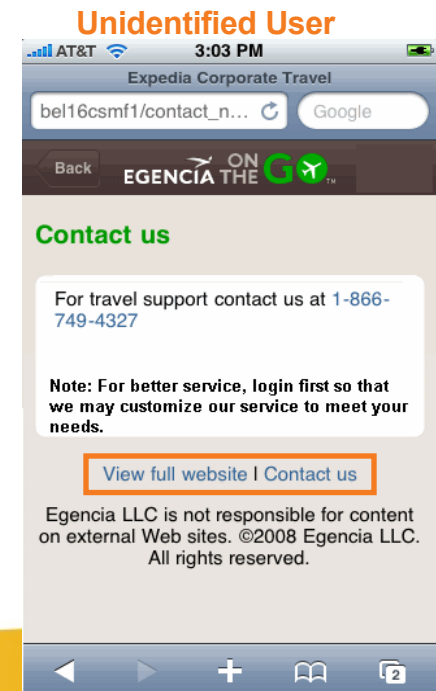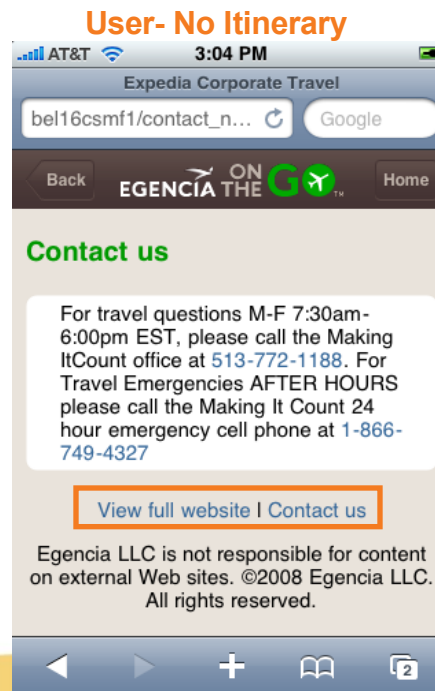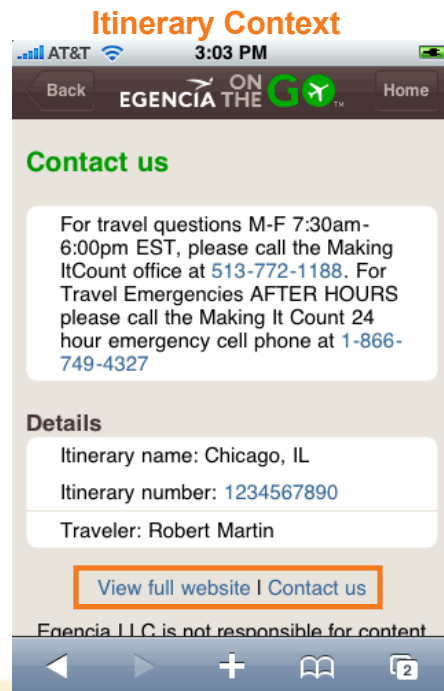
The Mobile Portal
Frequently Asked Questions

Frequently Asked Questions (FAQs)

1. What is the URL or address for wireless access to Egencia?
The web address is www.egencia.com (localize for each point of sale).

2. How can I access Egencia on the Go mobile portal from my mobile phone?
Enter www.egencia.com (localize for POS) into your mobile address bar and then login to your Egencia account.

3. What type of devices can access the Egencia on the Go mobile portal?
You can view the mobile site from most hand-held devices that have an internet browser and internet capabilities. The Egencia mobile platform supports the following platforms and browsers:
- <u>Platforms</u>: RIM/Blackberry, Apple/iPhone, Windows Mobile, Symbian/Nokia, Palm
- <u>Browsers</u>: Opera Mini, Opera Mobile, Mobile Internet Explorer, Mobile safari and Android

4. I've bookmarked the URL but do not have my Egencia log-in and password, How do I retrieve my log-in information from Egencia?
Click on the **Forget your user name and/or password** link to access the Password reminder help page, just like on the regular Egencia website. You will be prompted to provide an email address to which we will e-mail you your user name and instructions for resetting your password. For your security, any credit card information stored with your account will be cleared.

FAQs, continued

5. What is meant by the "View full Website" link located at the bottom of each page of the Egencia mobile portal?

This link will take you to the full HTML version of Egencia.com.

Note: The new mobile version of egencia.com is an optimized version designed for greater ease and quicker access to key features while you are on the go. However, if you prefer to view the full HTML version of Egencia.com, you may do so by selecting this link.

6. What features are available via my mobile device?

- View Itinerary (Including important messages)
- Flight Check-in
- Flight Schedules
- Flight Status
- Email Itinerary
- Google map support for addresses included in the itinerary
- Click to call an agent for assistance

7. What if I'm using single sign on (SSO)? – or - What if I've never had to enter a username/login and password?

SSO users coming to the login page should have the exact same experience that they have today.

If they are cookied, we will redirect them to their company portal. If they are not cookied, we will not know who they are, and they will not be able to login since they do not have login or password.

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Improved Hotel Rules and Restrictions

Improved Hotel Rules & Restrictions

Goal: To Increase Traveler Satisfaction

- By clarifying merchant hotel restrictions, travelers and agents will be more informed when making merchant hotel purchase decisions.

Feature highlights:

- Reorganization of the rules and restrictions section for Egencia Preferred Hotels into four main categories:
    1. Payment
    2. Receipt
    3. Cancellation and Changes
    4. General policies
- Display GDS cancellation rules on Itinerary Emails

Improved Hotel Rules & Restrictions

Streamline and clarify hotel rules and restrictions

New

3 Review the rules and restrictions

Payment
- Your credit card will be charged the day of check-in for the entire cost of stay. Prices and room availability are guaranteed at the time of booking.

Receipt
- Egencia will send an e-mail detailing the room cost will be sent to you when your card is charged the morning of check-in. The hotel will provide a receipt for any additional fees and incidentals charged during your stay. Egencia is the merchant of record for the room cost only.

Changes and Cancellations
- We understand that sometimes plans fall through. We do not charge a cancel or change fee. However, <Hotel Name> has cancellation and change fees that we are required to pass on.
  - There is no penalty for cancellations and changes made before 11:00 PM local hotel time on 1/12/2009.
  - Cancellations or changes made after 11:00 PM local hotel time on 1/12/2009 are subject to a hotel fee equal to 1 Night Room & Tax.
  - Cancellations or changes made after check-in on 1/13/2009 are subject to a hotel fee equal to 100% Cost of Stay.
  - No refunds for early check-out.
  - Cancellations can be made online. From your itinerary, click the How to cancel this hotel reservation link and follow the instructions.
  - To make changes, please call <Service_Level_Contact_Info>.

General policies
- Total maximum number of guests per room/unit is 2.
- Maximum number of adults per room/unit is 2.
- Maximum number of children per room/unit is 1.
- Maximum number of infants per room/unit is 1.
- This property considers guests aged 17 and under, at time of travel, to be children.
- Availability of accommodation in the same property for extra guests is not guaranteed.
- Some hotels request that we wait to submit guest names until 7 days prior to check in. In such a case, your hotel room is reserved, but your name is not yet on file with the hotel.
- If you wish to book multiple rooms, you must use a different name for each room or the duplicate reservation MAY be cancelled by the hotel

Existing

3 Review the rules and restrictions

Property policies
- You must be at least 21 to check in to this hotel.
- Base rate is for 2 guests.
  - **Guest charges and room capacity**
    - Total maximum number of guests per room/unit is 4.
    - Maximum number of adults per room/unit is 4.
    - Maximum number of children per room/unit is 3.
    - Maximum number of infants per room/unit is 3.
    - This property considers guests aged 17 and under, at time of travel, to be children.
    - Availability of accommodation in the same property for extra guests is not guaranteed.
    - The fee for extra adults is $10.00 per person.
- Your credit card will be charged the day of check-in for the entire cost of stay. Prices and room availability are guaranteed at the time of booking.
  - **Pricing and payment**
    - Some hotels request that we wait to submit guest names until 7 days prior to check in. In such a case, your hotel room is reserved, but your name is not yet on file with the hotel.
    - Rooms are provided by Expedia Travel, under an agency agreement with Egencia.
- Any changes to or cancellation of your reservation may result in fees up to the full cost of your stay.
  - **Cancellations and changes**
    - There is no penalty for cancellations and changes made before 11:59 PM local hotel time 5/9/2009.
    - Cancellations or changes made after 11:59 PM local hotel time 5/9/2009 are subject to a 1 Night Room & Tax penalty.
    - Cancellations or changes made after check-in on 5/11/2009 are subject to a 100% penalty.
    - **Canceling your stay:** Cancellations can be made online. From your itinerary, click the **How to cancel this hotel reservation** link and follow the instructions.
    - **Changing your stay:** To make changes, please call +1 (866) 397-2677 or +1 (702) 939-2530, and specify the type of rate you booked.
    - All refund requests must occur within 60 days of hotel check-out. At the sole discretion of Egencia refunds may be given due to extenuating circumstances.
    - If you wish to book multiple rooms, you must use a different name for each room or the duplicate reservation MAY be cancelled by the hotel.
- An e-mail receipt detailing the room cost will be sent to you when your card is charged the morning of check-in. The hotel will provide a receipt for any additional fees and incidentals charged during your stay. Egencia is the merchant of record for the room cost only.

Improved Hotel Rules & Restrictions

GDS-based cancellation rules are added when a published or negotiated rate hotel is booked

Tuesday 13

Hotel (Not Reserved)   Total price: $689.40

The Heathman Hotel
Deluxe Queen

Check in   Tue 13-Jan-09   1001 SW Broadway
Check out   Fri 16-Jan-09   Portland, OR 97205 USA

* CANCEL BY 1PM HOTEL TIME 14 DAYS PRIOR TO AVOID 1 NIGHT PENALTY
See online itinerary for applicable change, cancellation and no-show penalties.

Existing

Tuesday 13

Hotel (Not Reserved)   Total price: $689.40

The Heathman Hotel
Deluxe Queen

Check in   Tue 13-Jan-09   1001 SW Broadway
Check out   Fri 16-Jan-09   Portland, OR 97205 USA

New

* Cancel Cancel by 6 PM 1 Days Prior to Avoid 1 Nights Penalty Property Has 760 Rooms on 12 Floors Check in 1500 Check out 1200 Property Location Centrally Located Downtown Convenient to Area Attractions Restaurants and Ga World Congress Ctr Newly Renovated Guest Directions to Property *From East* From 20 West Take 75 85 North to Exit 248 C International Blvd Left Turn on International Blvd Hotel Entrance Is 1 1 2 Blocks on Left *From North* From 75 85 South Exit 249 a Courtland St Continue on Courtland Street Hotel Entrance Is 3 Blocks on Left *From South* From Hartsfield Airport Take 85 North to 75 85 North Exit 248 C International Blvd Left Turn on International Blvd *From West* From 20 East Take 75 85 North Exit 248 C International Blvd Left Turn on International Blvd Hotel Entrance 1 1 2 Blocks on Left 10 Percent Travel Agency
See online itinerary for applicable change, cancellation and no-show penalties.

Looking Ahead:
The Egencia Product Roadmap

Egencia Product Roadmap – 2009, 2010, and Beyond

Below is a snapshot of our 2009 targeted roadmap. The information provided is not all inclusive and is subject to change.

2nd Half 2009

- **Meetings & Incentives V2**
  - Additional capabilities in the Egencia Meetings product to support self booking for one-time use guest accounts and open meetings (where a guest list is not pre-determined)

- ⭐ **Premium Reporting & Business Intelligence Features**
  - Dynamic reporting to support the creation of custom reports from a comprehensive set of data fields, filters and metrics
  - Enables customers to easily answer ad-hoc queries through online reporting

- **Improved iCalendar support**
  - Includes improved support for Lotus Notes users, as well as splitting flight segments into separate iCalendar appointments

- **Trip Controller Enhancements**
  - Enable Trip Controller approvals via email / blackberry
  - Support for approval workflow to automatically route approval requests to a delegate based on time parameters

- **Enhanced UATP and AirPlus support**
  - Full support for UATP cards, including fees where Egencia is the merchant of record
  - Data integration capabilities with AirPlus

2010 and Beyond

This is an initial look at projects in consideration for our Product Roadmap in 2010+. Actual release dates TBD

- ⭐ **Dynamic Data Collection and Reporting**
  - Integrating robust data collection rules for our custom data fields to insure data accuracy and relevance
  - Incorporating custom reporting templates by any custom defined data field

- ⭐ **Project Based Policy Controls**
  - Ability to set up and enforce travel policy by a project or any other purpose of travel, and collecting custom data unique to these projects

- **Egencia On The Go : Mobile Booking**
  - Optimizing the Egencia booking tool for a mobile device, while ensuring travelers can shop, book, and make exchanges and cancellations from a mobile device

- **Online Reporting for the Egencia Global Alliance Network**
  - Providing online self-service consolidated reporting with data from our global alliance partners

- **Amtrak**
  - Online support for Amtrak shopping and booking, including integrated Amtrak reporting and policy controls

- **Other product enhancement considerations include:**
  - Continued investment into Egencia Meetings and Incentives
  - Deeper integration into corporate ERP systems
  - Additional reporting and business intelligence tools
  - Booking tool enhancements aimed at traveler booking efficiency

⭐ Enterprise Technology Tier Feature

Thank You!