

# **Orbit Online Booking Tool** User Guide 2016



#### Login at: www.orbit.co.nz

#### LOGIN

Click on 'LOGIN' at the top right of the <u>www.orbit.co.nz</u> site to display username & password fields.



#### Enter your username and password, then click on LOGIN again.

\*Orbit recommend that you don't tick 'Remember Me' If you are on Internet Explorer or Firefox.

\*The drop down box always defaults to 'Booking'.

\*Your Procurement Team have Reporting & Information access.

# Travel Arranger Screen-Updating Online Traveller Profile Information: & Information required to use Orbit APP:

To update Traveller Profile Preferences, click on the travellers name before selecting traveller to arrange a trip.

I.e. <u>before</u> clicking on \_\_\_\_\_

You can enter the following information into the online passenger profile: **Mobile Number, Email, Date of Birth, Passport Details (for Tasman trips), Window or Aisle seat request, Special Meal request** (N/A domestic, & only when a Tasman carrier offers this as part of their in-flight service), **Frequent Flyer Number, Hotel, Car loyalty numbers.** 

\*Please note for travellers to use the Orbit APP – the following information must be in the Orbit Online Traveller Profile:

- -Traveller email address
- -Traveller mobile phone
- -Traveller Date of Birth

Click SAVE, Click CLOSE. Once changes are saved, this information remains in the online traveller profile regardless of who books their travel through the Online Booking Tool. \* See next 2 slides for further instructions.

#### \*The Orbit APP is available for download.

To download in the APP Store: Search 'Orbit' and the APP will display. To download in the Google Play/Android APP store: Search 'Orbit Travel' and the APP will display. Tip: take a note of your APP registration password, in case you need to unlock your APP (Orbit do not hold these passwords).

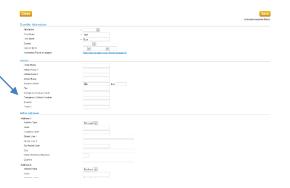


#### Traveller Profile Maintenance fields & Passport fields

#### Example of Traveller Profile maintenance screen:

Enter Traveller Mobile Phone number, so that airline can contact passenger in the event of a disrupt/schedule change.

Phone Number Format must be as follows to flow into the Airline Reservation: <u>Examples</u>: +64-21-1234567 or +64-3-1234567 There must be '+' at the beginning and '-' in-between country code and area code only.



		Passport Needed	Use None	
1.	Select which Passport is to be used 1, 2 or both.	Passport 1 Citizen Name		
2.		Number Expiration		
3.	Surname/Firstname middlename middlename Title Enter Passport Number.	Country of Citizenship	_ <i>p</i>	
-	Use drop down box to enter dates, and enter year XXXX	Passport 2 Citizen Name		
		Number		
*	See over page to enter Frequent Flyer numbers and preferences	Expiration Country of Citizenship	₽	<b>Y</b>

Passports

#### Seat preference, Meal preference, Frequent Flyer details, Hotel, Car loyalty programmes

	Air Travel Preferences	
-Select seat preference, (optional),	Departure Location	DUD Please note that this departure location will appear every time y
-Select meal preference (optional),	Seat Preference	No preference 🗸
-Enter Frequent Flyer details- click on magnifying glass to	Meal Preference	No special meal
search airline code, enter number in adjacent field.	Frequent Flyer	Airtine Code and Loyalty Number
Do the same to enter any hotel loyalty programme details		
or car loyalty programme details.		

#### Once information is entered, click SAVE, click CLOSE.

You will be returned to the Arranger screen.

#### **Travel Arranger Screen**

1. Once logged in you will be transferred to the Travel Arranger Screen below.

- 2. Search for Traveller, then click on icon beside Traveller like this one:
- 3. Click on Arrange Trip.

		home	review	arranger	profile	admin		🛿 Help	Z Service Tools
				nge new trips	Q view/search trips				
() Warning: The number	of results exceeds 100.	Please refine	your search c	riteria. (15514)			My se	lection	
Arrange trips for travelle	ers							ed traveller(s) ase select a trav	eller
Traveller	Community	4					Templa	ite template selecte	d.
Guest	Otago					2			rrange trip
Search travellers									
Community:	Y								
First name:		L	ogin Name::						
Last name::		E	-mail::						
You may use the wildcard	(*) in these fields to exp	pand your sea	rch criteria.			Search			
Traveller	Log In	Community	E-mail:				^		

### **Flight Search**

- 4. Check the 'From' location, and the 'To' location by using drop down arrows.
- 5. Enter Outbound and Inbound dates by clicking on the calendar icon.
- 6. Option to change time window if required.
- 7. Click on Search.

	home	book	review arrang	er profile	admin		🛛 Help	Service Tool
	air	hotel	car	more servi	ces	trip summary		
ni Itinerary 🛛 🔲	You are curren a guest travelle	tly planning trav er (Otago)	vel for:		<u>Click</u>	k here to return t	to the Trave	el Arranging view.
Air in progress	Search > Availabilit	y 🗦 Summary	> Finish > Confirm					
			are direct flights betw ke ALL day availability e				ne Direct flig	ght box to 🗧
	• Round-trip	🔵 One-Way	🔵 Multi-Destinatio	n				Mandatory fields
	From Dunedin, Interna Outbound Tue, Jan 12, 2		7:00 AM	To Auckland, Aucklan Inbound 13. Jan	nd internal 👻	6:00 PM		
	Time window ( 4 Selected travel Ms Guest Guest			Direct and/ Trip reason * Business	or non-stop	itineraries only	0	
	More options	s (class, prefer	rred airline,)					search

### **Ticket Credits**

If a ticket credit is available for this traveller's booking – you will see a hyperlink like the example in the red box below:



## **Ticket Credits** *continued*...

To view the ticket credit information, click on the hyperlink, and a box like the one below will open showing ticket credit information:

🖉 Unused Airlines Ti	ckets - Microsoft Interne	t Explorer provided by Amad	leus 📃 🗆 🔀
🚸 https://e-travelmanage	ment3. <b>amadeus.com</b> /portalApp	o/application?CATEGORY=PLANNED8	xportletid=Popup 🔒 🔯
Unused Airlines	Tickets		
You have the following un	used tickets :		
Airline	Number of GD (s)	DS flight ticket Value	
Qantas Airways	2	643.40	
Whenever possible, please airline ticket purchase.	e attempt to book future trips	on these carriers so that the value	e can be applied to new
			~
Done		😜 Internet	🖓 🔹 🔍 100% 🔹 💡

Click CLOSE, to return to flight availability & selection screen. To use a Ticket Credit, you will be asked for method of payment on your final confirmation screen via a drop down box – 9 see next page for example:

# Ticket Credits continued-example of drop down box at confirmation screen...

	home	book	review	arranger	profile	admin		8 Help	Service Tools
~		â		2	*				
air		hotel	(	- 100 U	nore services		trip summary		
	are currently nt Traveller (D						Click here to ret	urn to the Tra	vel Arranging view.
Search	> Availabilit	y > Summ	nary > Finis	h > Confirm					
								* Indica	tes required field(s)
Trip Nar	ne								
Trip Rea	son			Australi	a Domestic				
Trip Rea	son (detailed d	sescription)							
-	ent Trave								
A	irline Ticket Pa	yment	Charge Tr	avel		_			
U	nused Ticket(s	) Bank	No Ticke	rt		~			
			No Ticke	t					
Mitt	hod of Delive	ну		irways 521.20 , E					
	ir Details	~~~	Qantas A	irways 122.20 , E	xpires on Jan 3	10			
	elect Method of elivery	¢	, Dectronic	Ticketing		_			
F	requent Flyer		Airline Cod	le and Loyalty Nur	iber				

\*Continue with selecting flights and building trip itinerary until you get to the final screen (like the one above).

#### What is the best seat for you?



### **Search Results - Outbound**

- 8. Sort by Departure Time, Arrival Time, Provider, or Duration by clicking on the drop down arrows.
- 9. Select Outbound flight by clicking on desired available fare.
- 10. The Inbound flight (return flight) options will then show.

**TIP:** View Fare Rules by clicking on the hyperlinks 'Seat Only', 'Seat'+ Bag, 'SemiFlexi', 'Flexi'

From								
Dunedin, International (DUI 🖌	Back							
Ĩo	Choose your de	parture and return flight	s, then select Continue.					
Auckland, Auckland Internat 👻	All times are loca	l times. Prices in the matrix	are calculations. The actua	l price is show	wn in the shop	ping basket, a	fter selection.	
Outbound						View	v all details / h	ide all det
Tue, Jan 12, 2016	Outbound	Dunedin (DUD - Internati Tuesday, 12 January 2016	ionai) / Auckland (AKL - Au	ckland Interr	national)		y results ? App howing 4 out (	
7.00 AM	Departure Time	Arrival Time		Duration	Seat ONLY	Seat + Bag	Semi Flexi	Flexi
Wed, Jan 13, 2016	Dunedin (DUD) International	Auckland (AKL) Auckland Interna	e S	2h50m	97.00 NZD	106.82 NZD	126.42 NZD	146.02 NZD
6:00 PM. 👻	6:50 AM	9:40 AM	Air New Zealand 412	Direct	<b>O</b> 🟦	<b>e</b>	<b>O</b> 🏦	<b>9</b> 🟦
Direct and/or non-stop only	Dunedin (DUD)	Auckland (AKL) Auckland Interna	C)	1b45m	97.00 NZD	106.82 NZD	126.42 NZD	146.02 NZD
ime window (hours)	9:50 AM	11:35 AM	Air New Zealand 672	Direct	<b>1</b>	1	♥ ≘	0 🗈
More options	Dunedin (DUD)	Auckland (AKL) Auckland Interna	¢	2h55m	116.61 NZD	126.42 NZD	146.02 NZD	165.61 NZD
Search	8:20 AM	11:15 AM	Air New Zealand 5016 Air New Zealand 514	1 stop	1	1	1	1
	View details							
	Dunedin (DUD) International	Auckland (AKL) Auckland Interna	Air New Zealand 5052	2h45m	116.61 NZD	126.42 NZD	146.02 NZD	165.61 NZD
	10:25 AM	1:10 PM	Air New Zealand 5052	СНС	<b>v</b> 🗈	<b>v</b>	2	۲
	View details							

**TIP:** Email page: 1) select outbound flight, 2) click on 'view all results', 3) click on 'email this page'.

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#### **Search Results - Inbound**

## Sort by Departure Time, Arrival Time, Provider, or Duration by clicking on the drop down arrows. Select Inbound flight by clicking on desired available fare.

Note: \*The W represents a Web Based Airline.

\*To book a web-based airfare you must enter numbers **0000** in the Security Code field on the final booking page.

\*To view JetStar checked baggage & fare rules <u>click on the fare hyperlink:</u>

Outbound	Tuesday, 12 January 2016	ionai) / Auckland (ANL - Au )	ckano interr	are on an		howing 1 out	
Departure Time	Arrival Time	Provider	Duration	Seat ONLY	Seat + Bag	<u>Semi Flexi</u>	<u>Flexi</u>
Dunedin (DUD) International	Auckland (ARL) Auckland interna	¢	2h50m	97.00 NZD	106.82 NZD	126.42 NZD	146.02 NZD
6:50 AM	9:40 AM	Air New Zealand 412	Direct		•		•
View details				•	• *	•	• #
		▼View all i	esults		4		
						v all details /	
Inbound	Auckland (AKL - Aucklan Wednesday, 13 January 2	d International) / Dunedin	(DUD - Interr	ational)		y results ? App howing 6 out	
Departure Time	Arrival Time	Provider	Duration	Seat ONLY	Stat + Bag	Semi Flexi	riexi V
Auckland (AKL) Auckland Interna	Dunedin (DUD) International	¢	1h50m	116.61 NZD	126.42 NZD	146.02 NZD	165.61 NZD
3:35 PM	5:25 PM	Air New Zealand 673	Direct				-
View details				0 1	0 🟦	01	0 1
Auckland (AKL) Auckland Interna	Dunedin (DUD) International	Jet <del>×</del>	1h50m	89.00 NZD		115.00 NZD	239.00 NZD
5:50 PM	7:40 PM	JetStar 0285 🛠	Direct	Ø		<b>0</b> •	
View details				0		0	0.
Auckland (AKL) Auckland Interna	Dunedin (DUD) International	C	2h55m	116.61 NZD	126.42 NZD	146.02 NZD	165.61 NZD
5:55 PM	8:50 PM	Air New Zealand 463	Direct				0 1
View details				-			
Auckland (AKL) Auckland Interna	Dunedin (DUD) International	Air New Zealand 521	3h10m	236.76 NZD	248.63 NZD	267.82 NZD	287.04 NZD
2:00 PM	5:10 PM	Air New Zealand 8099	CHC	<b>1</b>	<b>S</b>	•	<b>S</b>
View details							
Auckland (AKL) Auckland interna	Dunedin (DUD) International	Air New Zealand 539	3h20m	185.21 N2D	195.02 NZD	214.61 NZD	234.21 NZD
3:25 PM	6:45 PM	Air New Zealand 5023	CHC	0 😭	0 🖈	0	0
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<u>Seat (</u>	ONLY Seat + Bag	mi Flexi ∽	Flexi V
) 81	Too many results? Apply fil Showing 12 out of 12	ters 🖶 results	
n Seat On	Seat ONLY	Flavi	-
144.5	Seat ONLY		
NZD	Domestic - Seat Only Fares (Seat Travel Class: Economy	ONLY)	
0 1	Air New Zealand: Seat Fare		
• 1	Destination Changes : Permitte	ed	
	Date and Time Changes : Perm		
212.4	departure only. A change fee plus		
NZD	to rebook is applicable. Upgradin		or FlexiPlus is
	not permitted after original issu Cancellations : Non Refundable.		hald in
	credit.	Pare can not be	e nevo in
<b>U</b> 2	Baggage: Carry on Baggage - 1	bag up to 7kg p	er person, One
	carry on bag weighing up to 7kg		
163.5	Checked Baggage is NOT included		100
NZD	Frequent Flyer: Airpoint Dollar	s and Status Poi	ints accrual
INLU.	permitted	2. 2. 12. 12.	2
	Seating: Pre-seating is not pern	hitted with this	fare type
0 1	JetStar: Starter Fare		
	Destination Changes : Not perr	mitted	
	Date and Time Changes : Perm		
163.5	flight departure. A change fee pli		e fare
NZD	difference to rebook is applicable		
	Cancellations : Non Refundable. Baggage: Carry on Baggage - 1		
	Checked Baggage allowance may		
<b>V</b> 1	for 20kgs if prepaid at time of b		
	departure for NZD70.00 via Airp		
163.5	Frequent Flyer: Points and Stat	us Credits are	NOT earned
NZD			

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## Air NZ Domestic Baggage

# To view baggage allowances, please click on the hyperlink in the flight search results screen, like the example below:

Seat ONLY Seat + Bag Semi Flexi Flexi

<u>Air NZ Carry on Baggage</u> – One bag 7kg + one other small personal item (e.g. laptop bag, duty free or handbag which must be able to fit under the seat in front of you)

**Notes:** - <u>Air New Zealand are enforcing the linear dimensions more strictly now- see allowances below:</u>

-As a safety precaution, all cabin baggage must be able to fit in the overhead lockers or under the seat in front of you. <u>Each</u> <u>item should therefore not exceed total linear dimensions</u> (length + width + height) of 118cm (46.5").

-Business Class, Premium Economy & connecting Business Class customers, Air New Zealand Elite, Gold and Star Alliance Gold <u>customers</u> are permitted to carry two pieces weighing a maximum combined total of 14kgs (30lbs), with one of those items weighing up to 10kgs To help Air NZ staff recognise your higher cabin baggage allowance, <u>please use your Status name bag tag on your heavier cabin baggage item</u>

To utilise the Air NZ/Otago free of charge Excess Baggage allowance, request via your Consultant (in the 'Notes to Agent Field' in the Orbit Online Confirmation Screen). Please note this request must be received by Orbit with a minimum of 5 business days notice prior to departure to allow Air NZ adequate time for the necessary documentation to be produced). To access the free excess baggage, requests must be made via Orbit (not Air NZ). \*Free excess baggage for Otago, is permitted only on Air NZ flights operated by Air NZ aircraft.

### **JetStar Domestic Baggage Rules:**

Seat ONLY Seat + Bag Semi Flexi Flexi

<u>To view JetStar baggage guidelines</u> click on the Orbit Online fare Hyperlink, or see the website link to JetStar baggage guidelines below:

http://www.jetstar.com/nz/en/planning-and-booking/baggage/checked-baggage

#### JetStar Baggage Guidelines:

• For baggage inclusive airfares (*Starter Plus/Semi-Flexi*, *Starter Max/Flexi*), <u>select your checked-in baggage</u> <u>allowance from the drop down box in Orbit Online Booking Tool</u>:



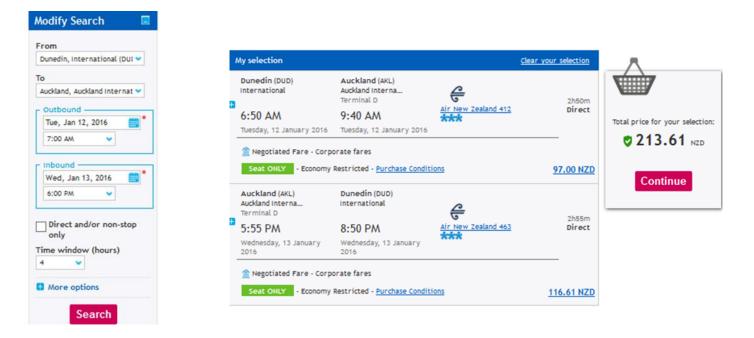
Important!

If you don't select your checked-in baggage from the drop-down box, JetStar will assume you have elected not to utilise your checked-baggage allowance option.

\*The above-mentioned does not replace JetStar's fare rules, terms or conditions, of which may be subject to change at Airline discretion

#### **Mini Itinerary shows selection**

#### 13. Click Continue, or to change your selection – enter details in 'Modify Search fields' and click on 'Search'



#### Seat Selection Request – Air NZ Domestic Fares -Orbit Online, & Offline bookings via Orbit-

The <u>new</u> Air NZ domestic fare structure seat *request* will only allow HVC travellers (Koru, Gold, Elite) to request a seat *prior* to ticketing.

The Seat Selection function in Orbit Online has been turned off while Orbit & Air NZ work on an updated Seat Selection solution for the booking tool. If you require a particular seat – please contact your Orbit Consultant. \*Please note there may be an additional charge for this.

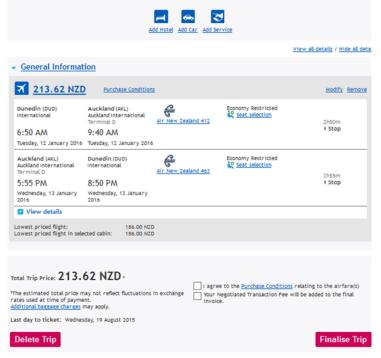
If your traveller has already loaded their *window* or *aisle* seat preference in their Orbit Online Booking Tool Profile, this request will automatically flow through to the Airline reservation.

## Finalise Trip, or add hotel

**14.** <u>Seat Selection</u> is currently turned off – *Orbit will update you when this functionality has been updated.* 

**15.** If no accommodation and no rental car are required, **tick** <u>terms & conditions boxes</u>.

**Click** <u>Finalise Trip</u>. (Or; to add accommodation, see next page)



\*if booking JetStar, you will be prompted to enter a security code, enter: 0000 (numeric)

### **Search Accommodation**

16. To search accommodation options - click on 'Add Hotel'.



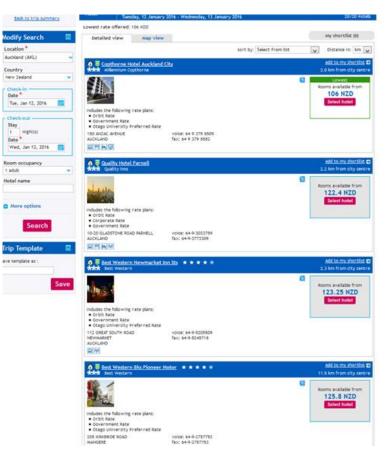
### **Search Fields**

\*Destination and dates automatically pre populate into hotel search fields **17. Click on 'Search' to continue.** 

	home	book review	arranger	profile	admin	🕑 Help	Service Tools
	<b>₹</b> air	<b>H</b> hotel	ear car	The service more service		الله من المن المن المن المن المن المن المن ا	
Mini Itinerary	You are currently a guest traveller	y planning travel for: (Otago)			Click here to	o return to the Trave	el Arranging view.
DUD to AKL Departs: 12. Jan - 6:50 AM Arrives: 12. Jan - 9:40 AM	Search > Availability	⇒ Summary ⇒ Finish ⇒	Confirm				
AKL to DUD Departs: 13. Jan - 5:55 PM Arrives: 13. Jan - 8:50 PM	Location						*Mandatory fields
Hotel in progress	Location * Auckland (AKL)			iountry New Zealand	~	Radius 25 V km V	
Back to trip summary	Check-in Date * Tue, Jan 12, 20	16 💼		Stay 1 night(s)	Date * Wed, Jan 13, 20	016	
Save template as :	Room occupancy 1 adult Hotel name			<b>rip reason *</b> Business		•	
	More options						
							Search
						Request proposal f	rom a travel agent
		© 2015 Amadeus IT ( <u>Travel Policy Prin</u>	Group S.A. All Right vacy Statement Ser				

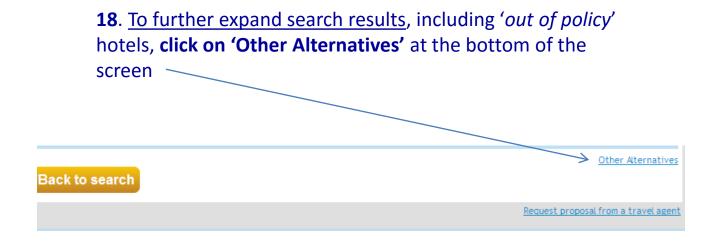
#### **Search Results**

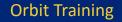
\*Search results will display available accommodation options.





### **Expanding Search Results**





## **Select Hotel**

#### **19**. Click on Select Hotel.

Orginal Copthorne Hotel Auch           Copthorne Hotel Auch           Millennium Copthorne	<u>kland City</u>	Add to my shortlist 2.0 km from city centr
Includes the following rate plans Orbit Rate Government Rate Otago University Preferred		E Lowest Rooms available from 106 NZD Select hotel
150 ANZAC AVENUE AUCKLAND	voice: 64 9 379 8509 fax: 64 9 379 8582	

## **Hotel Rate Type Guide:**

#### Hotel cancellation policy: 'Deposit'

• Full deposit is <u>not refundable</u> even if the booking is cancelled or modified.

#### Hotel cancellation policy: 'Hold'

• No cancellation charge applies if the booking is cancelled before the date shown

#### Hotel cancellation policy: 'Guarantee'

• No cancellation charge applies prior to the date & time shown. <u>Please note</u> that hotels still may have a <u>one night charge</u> in place upon cancellation.

<u>TIP</u>: click on the 'Conditions' hyperlink to view hotel rate rules.

128.5 NZD Conditions

#### **Book Hotel**

**20.** Click on Book, to select *room type* & *room rate*.





#### Finalise Trip – or, continue & add Rental Car

\*Selected Hotel is now added to the Travellers itinerary.



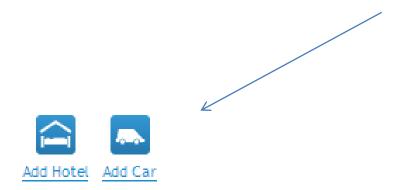
21. To add a car, click on the 'ADD CAR' icon at the top of the screen. Add Car

\*If you don't require a rental car, finalise the booking request by ticking the terms & conditions

boxes, then click FINALISE TRIP

	Add H	lotel Add Car Add S	S ervice	
				View all details / Hide all det
General Informat	tion			
★ 213.62 NZI	<u>Purchase Conditions</u>			Modify Remove
Dunedin (DUD) international	Auckland (AKL) Auckland international Terminal D	C New Zealand 412	Economy Restricted	2h50m
6:50 AM	9:40 AM			1 Stop
Tuesday, 12 January 2016	Tuesday, 12 January 2016			
Auckland (AKL) Auckland International Terminal D	Dunedin (DUD) International	New Zealand 463	Economy Restricted	
5:55 PM	8:50 PM			2h55m 1 Stop
Wednesday, 13 January 2016	Wednesday, 13 January 2016			
Auckland - Copthorne Ho			<u>ad</u>	Remove Id another room at this location
Check-In Tuesday, 12 January 2016	Check-Out	Millennium Copthorn		
View details				
owest nightly rate offere	rd: 106.00 NZD			
ntal Trip Price: <b>319.</b> he estimated total price re- tes used at time of paymin ditional bargare charger st day to ticket: Wedne <b>Delete Trip</b>	nay not reflect fluctuations in e ent. may apply.	ochange Vour invoi	Negotiated Transaction Fe	ong relating to the airfare(s) e will be added to the final anditions Finalise Trip
				the monoce map

### **Rental Car Search**



### **Rental Car Search Fields**

\*search criteria flows through from the original search details you entered at the beginning/air search...

22. To change search criteria, click on drop down boxes.

23. Otherwise click on Search to continue.

\*Please note that that car companies are generally closed from 2am – 6am, depending on the airport.

\*Most city depots close at 5pm or earlier, - the car needs to be picked up or dropped off before closing time. To request a later time, please enter in the Notes to Agent field (final confirmation screen) and Orbit will put a request through to the car company.

To change the drop off/ pick-up times, use the drop down boxes under 'Date and Time'

Pick-up Location * Auckland, New Zealand		Location *	
AKL	Q	Same as pick-up location	۹ 📃
Location Type		Location Type	
Airport Locations	~	Same as pick-up type	~
Date and Time		Date and Time	
Tue, Jan 12, 2016 📑 10:00 A	M 💌	Wed, Jan 13, 2016 🛗 4:00 PM	×
		Trip reason *	
More options			

### **Rental Car Insurance**

http://www.otago.ac.nz/administration/policies/otago003226.html

#### 'Rental Vehicle Insurance'

'In all instances where a vehicle is hired outside New Zealand, it is essential the traveller purchases comprehensive vehicle insurance from the vehicle hirer. As not all hire contracts are structured the same, the employee must ask the hire company to confirm that the insurance cover includes vehicle damage, third party, and public liability cover.

It is often possible to pay an increased premium in order to reduce the excess applying to rental vehicle insurance. The University has insurance to cover such excesses up to \$5,000 (NZ dollars), so there is no advantage in paying extra to secure an excess below this amount.

University procedures advise that there is no need to purchase rental vehicle insurance in New Zealand as the University's Motor Vehicle Policy provides comprehensive cover.

### Search Results, Selecting Vehicle

**24.** <u>Select required vehicle option, or you can expand selection</u> **by clicking on Other Alternatives**, at bottom of screen.

25. To select vehicle, <u>Click</u> ADD TO TRIP PLAN.

	Legend: 🌟 Preferred option 🦁 In policy 🏮 Out of policy							
	Option	Car Company	Information	Daily Car Rate	Estimated Total Price	Free Km	Extra per Km	Location
۲	0	Thrifty Thrifty ***	Economy, 2-4 Door, Automatic transmission, Air Conditioning	37.00 NZD * University Preferred Rate	<u>111.32 NZD *</u>	Unlimited	-	Terminal
0	•	Thrifty <b>XXX</b>	Compact, 2-4 Door, Automatic transmission, Air Conditioning	47.00 NZD * University Preferred Rate	<u>141.79 NZD *</u>	Unlimited	-	Terminal
0	0	Thrifty ***	Intermediate, 2-4 Door, Automatic transmission, Air Conditioning	54.00 NZD * University Preferred Rate	<u>165.23 NZD *</u>	Unlimited	-	Terminal
0	0	Thrifty <b>***</b>	Fullsize, 2-4 Door, Automatic transmission, Air Conditioning	60.00 NZD * University Preferred Rate	<u>182.80 NZD *</u>	Unlimited		Terminal
0	0	Hertz. Hertz <b>**</b>	Economy, 4-5 Door, Manual transmission, Air Conditioning	40.60 NZD * University Preferred Rate	<u>117.53 NZD *</u>	Unlimited		Terminal
0	0	Hertz. Hertz <b>**</b>	Compact, 4-5 Door, Automatic transmission, Air Conditioning	44.70 NZD * University Preferred Rate	<u>129.26 NZD *</u>	Unlimited		Terminal
0	•	Hertz. Hertz **	Compact, 4-5 Door, Manual transmission, Air Conditioning	44.70 NZD * University Preferred Rate	129.26 NZD *	Unlimited		Terminal
0	0	Hertz. Hertz **	Intermediate, 4-5 Door, Automatic transmission, Air Conditioning	53.80 NZD * University Preferred Rate	<u>154.79 NZD *</u>	Unlimited		Terminal
0	•	Hertz. Hertz **	Fullsize, 4-5 Door, Automatic transmission, Air Conditioning	59.90 NZD * University Preferred Rate	<u>172.27 NZD *</u>	Unlimited		Terminal
0	0	Hertz. Hertz <b>**</b>	Intermediate, Sport Utility Vehicle, Automatic transmission, Air Conditioning	60.90 NZD * University Preferred Rate	<u>175.72 NZD *</u>	Unlimited		Terminal
0	0	Hertz. Hertz ***	Premium, Wagon/ Estate, Automatic transmission, Air Conditioning	68.00 NZD * University Preferred Rate	<u>195.50 NZD *</u>	Unlimited	-	Terminal
0	0	Hertz. Hertz <b>**</b>	<u>Standard Van, Passenger Van,</u> <u>Automatic transmission, Air</u> <u>Conditioning</u>	83.20 NZD * University Preferred Rate	239.66 NZD *	Unlimited		Terminal
		Hortz	Premium, Sport Utility Vehicle,	91.40 NZD *				

Other Alternatives

Add to trip plan

## **Ground Transport-Taxis, Shuttles**

Click on More Services to pre book a taxi or shuttle:



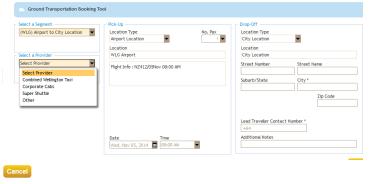
The following icon will appear. Click on the icon to add Ground Transportation requirements.

A screen like the one below will display:

-Select segment you require Ground Transport booked for.

-Select cab or shuttle or other.

-Complete remaining fields (number of passengers, drop off address, Traveller Contact Number, and any additional notes/requirements).



-Once you have finished adding Ground Transport Requirements, click on 'Confirm':

Confirm

To access a provider, please click on one of the following links:

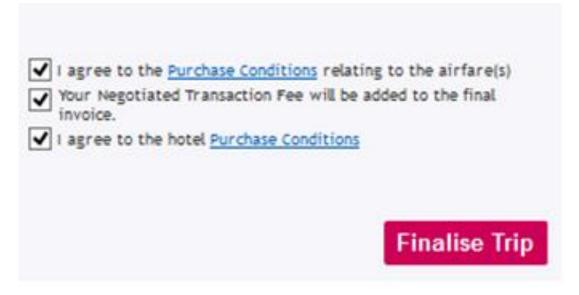
Ground Transportation

\*Alternatively you can enter your taxi or shuttle request in the Agent Notes section in the final confirmation screen.

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### **To Finalise Selections**

**26.** <u>To finalise Flights, Hotel & Car selections</u>, **tick** *terms & conditions* **boxes, then <u>click</u> <b>FINALISE TRIP.** 



## **Confirm Booking**

27. Enter your approval codes. (e.g. mandatory GL or PL number, and optional Purchase Order Number)-see next slide for format examples.

**28.** If you haven't used the Ground Transport option, you can still request a Shuttle or Taxi by entering your requirements in the **Note to Agent** fields. \**Agent intervention attracts the Consultant Assistance Transaction Fee.* 

Note to Agent

Note to Hotel 1

Note to the Car company Full Charge to Orbit DUD

Room and Meal Charge Back to

Note 1:

Note 2:

Note 3:

29. FINAL STEP: To confirm your booking – click CONFIRM. Your booking is now made.

Trip Name

Trip Reason

description)

Trip Reason (detailed

Guest Guest

**General Preferences** 

Air Travel Preferences Frequent Flyer

\*You will receive an email confirming your booking has been made.

\*A PDF Itinerary will be emailed to the Travel Arranger once the flights have been E-ticketed.

Business

-If booking a JetStar checked
baggage fare, please select
your checked bag requirements
from the drop-down box

#### -Enter Security code 0000

Booking Information			process. Once saved into their named profile, the frequent flyer
Bags to be checked-in DUD - AKL	×		then flows into all bookings.
Method of Payment	1 bag - 20Kg - 0.0 NZD 1 bag - 25Kg - 6.0 NZD	a	
Security Code	t bag - 30Kg - 7.0 NZD		Traveller
General Preferences	1 bag - 35Kg - 10.0 NZD 1 bag - 40Kg - 11.0 NZD	Custom Fields	Katrina Testing
Method of Payment		GL Code PL Code	Rene Testing
Security Code	• •••• what is the Security Code?	Purchase Order	
		In order to complete your booking, please dick Confirm to send for final processing. Back	Confirm

Airline Code and Loyalty Number

Q



Note: the Frequent Flyer fields only display for the <u>Guest Traveller</u> option.

\*<u>For named travellers</u>, frequent flyer number can be entered and saved into their Orbit Online Profile by clicking on their name hyperlink at the beginning of the booking process. Once saved into their named profile, the frequent flyer then flows into all bookings.

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# **Cost Codes Format Examples:**

GL Code Format: GL10XXC01335100

PL Code Format: PL10161505PBP335100

\* A GL or PL Number is mandatory.

\*For Orbit Online Bookings a Purchase Order Number is optional, and is free text (no set format for Orbit Online).

\*For <u>Offline Bookings</u> (through an Orbit Consultant) the new PO Number format is: 10-AA-12345 and is mandatory. i.e. Numeric, Numeric, Numeric, Alpha, Alpha, Numeric, Numeric, Numeric, Numeric.

## **Confirmation, Ticketing Timeframes, Itinerary**

Once booking has been confirmed in Orbit Online, you will receive an email detailing booking information and airfare ticketing timeframes.

Once airfare has been e-ticketed, a PDF Itinerary including e-tickets will be emailed to you.

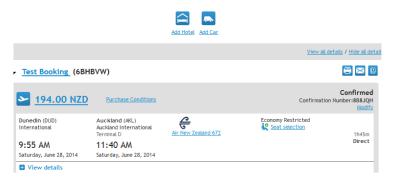
If you have any questions, please contact your Consultant Megan Caughey: <u>mcaughey@orbit.co.nz</u> DDI: 03 467 7457

#### To view planned & past trips in your Orbit Online Calendar: Adding accommodation or rental car, ground transport to existing booking:

Click on 'view/search trips' under the 'Arranger' menu tab to display planned or past trips under your login:

Calendar View III Table View					
		Depart	ts Status / Reference		
Test	Booking	Test booking1 Dunedin to Auckland	28. Jur 9:55 A		Ø

To add accommodation, rental car, ground transport, or modify trip, click on Magnifying Glass icon to open itinerary. If airfare has already been ticketed, for airfare changes, contact your consultant to arrange (fare rules apply).



Message as below will display in Orbit Online, as well as receiving a trip confirmation email.

Your trip has been sent to an agent for processing. Please print or make a note of the trip reservation number.

# **Trouble Shooting**

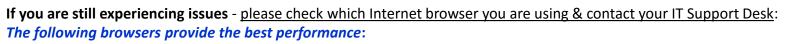
#### Should you be having any difficulties using the Orbit Online Booking Tool:

- Please clear the cache on your PC: This will not affect a users favourites or browser history. In your internet browser toolbar, <u>select</u> Tools, Delete Browsing History and tick Temporary Internet files, click on DELETE.
- If you are on *Internet Explorer or Firefox*, <u>do not tick 'remember me'</u> when logging in (this may effect your login access).
- <u>MAC Users</u>: If a white box appears in flight search/results screen, click on CLEAR SELECTION & continue from there.

If clearing Temporary Internet files doesn't improve performance, <u>please</u> see the next page for instructions on how to send a copy of your Session ID to Orbit.

#### Alternatively please contact:

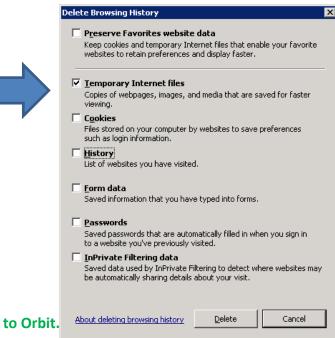
Katrina Russell E: <u>katrinar@orbit.co.nz</u> Megan Caughey E: mcaughey@orbit.co.nz Rene' Bakker E: reneb@orbit.co.nz



\*Internet Explorer version 8 to 9,

\*Mozilla Firefox version 3.x or higher,

\*Google Chrome.



## **Booking Tool not working?**

Click on the Session ID *hyperlink* at the bottom of your screen, send a screen copy of the Session Information page to Orbit E: <u>mcaughey@orbit.co.nz</u> or katrinar@orbit.co.nz

1	her	ne book review arr	ranser nmfile admin	7 Help	Service Tools
~		Session Inf	ormation		W
		rowser information to helpful in diagnosin a submit to customer service.	ng problems. So, please include this text (C	OPY + PKITE) Into	rip Hammary
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	Display size	1280 x 884px			
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	Compatibility mode	Strict mode			Search
	Document mode	N/A			
				Chose diamon	red from a travel

Travel Policy Privacy Statement Section 1059

### **Email Flight Search Results Guide:**

#### -Select Outbound flight. -Click on 'VIEW ALL RESULTS'

#### Email this page

Back A

Choose your departure and return flights, then select Continue. All times are local times. Prices in the matrix are calculations. The actual price is shown in the shopping basket, after selection.

View all details / Hide all details

Outbound		unedin (DUD - International) / Auckland (AKL - Auckland International) <u>Too many results ? Apply filters</u> hursday, September 11, 2014 Showing 1 out of 5 result					
Departure Time	Arrival Time	Provider	Duration	Seat ONLY	<u>Seat + Bag</u>	<u>Semi Flexi</u>	<u>Flexi</u>
Dunedin (DUD) International	Auckland (AKL) Auckland Internat	<del>C</del>	2h45m	189.00 NZD	<b>199.00</b> NZD	219.00 NZD	239.00 NZD
6:50 AM	9:35 AM	Air New Zealand 412	Direct	۲	•	۲	۲
• View details							
_		▼View all	results	_	_	_	

## Email Flight Search Results Guide, continued...

#### -Click on 'EMAIL THIS PAGE'

#### Email this page



Choose your departure and return flights, then select Continue.

All times are local times. Prices in the matrix are calculations. The actual price is shown in the shopping basket, after selection.

View all details / Hide all details

Outbound	Dunedin (DUD - Internati Thursday, September 11,	(DUD - International) / Auckland (AKL - Auckland International) , September 11, 2014 <u>Too many results? Apply filters</u> Showing 1 out of 5 result					
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Dunedin (DUD) International	Auckland (AKL) Auckland Internat	<del>C</del>	2h45m	189.00 NZD	<b>199.00</b> NZD	219.00 NZD	239.00 NZD
6:50 AM	9:35 AM	Air New Zealand 412	Direct	۲	<b>V</b>	<b>V</b>	<b>v</b>
View details							
_		▼View all	results	_	_	_	

## Email Flight Search Results Guide, continued...

-Enter recipient email address

-Enter any covering notes you wish to accompany the email

-Click 'CONTINUE' to send email, or click 'CLOSE' to cancel email

ailabi	Email addresses (separate with ;)	
hat you		
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sear	close continue	ue. actual price i
	selection.	_pecuat price i

## Email Flight Search Results Guide, continued...

-Recipient receives email with attachment FlightOptions.htm (54 KB) -Click on attachment, this will open the copied internet page (flight options). Note: this is a screen copy & not a live internet page

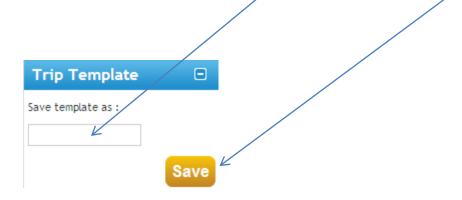
## Trip Templates - Guide:

-To set up & save a *Trip Template*, once you have selected the flights, a 'Trip Template' box will appear on the left side of the screen.



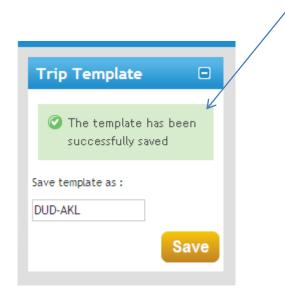
### Trip Templates – Guide, continued...

#### -Enter the name of your Trip Template, and click SAVE.



#### Trip Templates – Guide, continued...

#### -Message confirms template saved



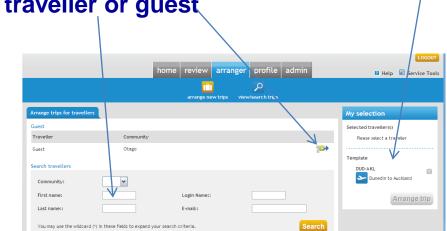
## **Using Trip Templates –** Guide:

-Trip template will now show in the first ARRANGER screen when you log on.

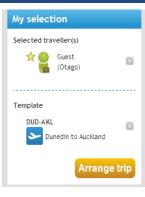
-Click on the 🍽 to use this template to book a trip

	$\checkmark$
x	6)

-Selected Trip Template will appear in 'My Selection' box. -Search/select traveller or guest



## **Using Trip Templates –** Guide, continued...



#### -Click on 'ARRANGE TRIP'

-Update dates, times as required, click

Traveller : Guest Guest

Repeat Trip: Provide new departure dates. Please deselect any segments you do not wish to repeat.

TI	rip Re	ason: Business					
1	_ح	Flight		K			
	•	Dunedin (DUD) to Wellington (WLG) Wellington (WLG) to Auckland (AKL)	August	<b>v</b> 09 <b>v</b>	6:00 AM 🔽	Air New Zealand Air New Zealand	Economy Restricted Economy Restricted
l	<u>م</u>	Flight					
	•	Auckland (AKL) to Christchurch (CHC) Christchurch (CHC) to Dunedin (DUD)	August	<b>v</b> 09 <b>v</b> 🖾	5:00 PM 🔽	Air New Zealand Air New Zealand	Economy Restricted Economy Restricted

If you choose a direct booking your flight departure time will reflect that of the original flight number.  $\square$  Search by fare  $\square$  Direct

### **Using Trip Templates –** Guide:

Riter down your results by selecting a row, column or cell below. Or, scroll down to see all results.         Duration (Total)	STANDARD	Web Search	All Results				
1. Filter matrix         Titler down your results by selecting a row, column or cell below. Or, scroll down to see all results.         Duration (Total)       3 + Hours       4 + Hours       5 + Hours       6 + Hours       7 - Hours         Airfines       3 + Hours       4 + Hours       5 - Hours       6 + Hours       7 - Hours         Air New Zealand       3 + 4.5       2 + 3.2       2 + 4.4       2 + 2.2       2 + 2.2       2 + 2.2         Air New Zealand       3 + 4.5       2 + 3.4       2 + 4.6,42 +       2 + 2.7       2 + 2.3       2 + 3.0 + 2.5         Select a trip       elect one of the trips below or use the Filter matrix to narrow down your results.       View all details       Page 1/2 - 2         Itineraries       • Dunedin (DUD - International) / Auckland (AKL - Auckland)       Showing 2.8 out of 2.8 results         Monday, September 10, 2013       Ouration       Class       Policy       Proce         Duredin (DUD)       Auckland (AKL)       Auckland 6.72       **** IS       Inform       3 + 4.85       Nzc         Show options with this flight       Auckland (AKL)       Auckland 6.72       **** IS       Inform       3 + 4.85       Nzc         Show options with this flight       Auckland (AKL)       Auckland 6.72       **** IS       Inform       2 + 2.5.65	28 Result(s)	0 Result(s)	28 Result(s)				
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Duration (Total)       Image: Second se	Filter down your resul	ts by selecting a row, o	olumn or cell below, O	r, scroll down to s	ee all results.		
Duration (Total)       3+ Hours       4+ Hours       5+ Hours       6+ Hours       7+ Hours         Air New Zealand       3+ 4.85       281.43+       246.42+       227.23+       213.00+         At New Zealand       3+ 4.85       281.43+       246.42+       227.23+       213.00+         elect one of the trips below or use the Filter matrix to narrow down your results.       View all details       Page 1/2       1         elect one of the trips below or use the Filter matrix to narrow down your results.       View all details       Page 1/2       1         timeraries <ul> <li>Dunedin (DUD) - International) / Auckland (AKL - Auckland)</li> <li>Monday, September 10, 2013</li> <li>Departure Time</li> <li>Arrival Time</li> <li>Provider</li> <li>Duration</li> <li>Class</li> <li>Police UD</li> <li>Showing 28 out of 28 results</li> <li>Showing 28 out of 28 result</li></ul>	,,	,		,			
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View all details     Page 1/2       Itineraries        • Dunedin (DUD - International) / Auckland (AkL - Auckland) Monday, September 9, 2013 • Auckland (AkL - Auckland) / Dunedin (DUD - International) Tuesday, September 10, 2013         Showing 28 out of 28 results        Departure Time     Arrival Time     Provider     Duration     Class     Policy     Price       Dunedin (DUD)     Auckland (AkL)     Auckland (AKL)     International)     International     International       9:55 AM     11:40 AM     Arr New Zealand 672     ****     International     International       2:30 PM     4:25 PM     Arr New Zealand 673     ****     International     International       2:30 PM     4:25 PM     Arr New Zealand 673     ****     International     International       2:30 PM     4:25 PM     Arr New Zealand 673     ****     International     International       9:55 AM     11:40 AM     Arr New Zealand 673     ****     International     International       9:55 AM     11:40 AM     Arr New Zealand 673     ****     International     International       9:55 AM     11:40 AM     Arr New Zealand 673     ****     International     International       9:55 AM     11:40 AM     Arr New Zealand 673     ****     International     International	2. Select a trip						
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#### -Use the filter matrix for sorting search results -Select flight

### **Using Trip Templates –** Guide:

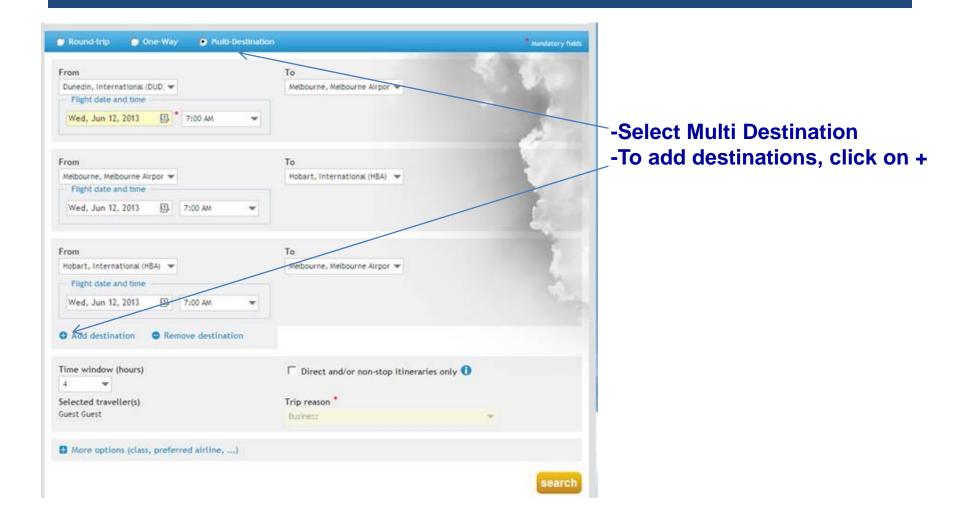
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# Flight selection shows. Tick boxes, and FINALISE TRIP

Delete Trip

**Finalise Trip** 

#### *Multi Destination – Guide:*



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