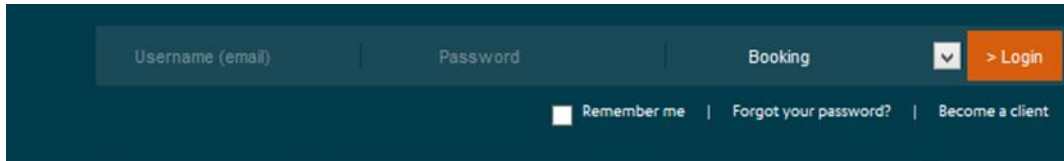# Orbit Online Booking Tool
User Guide 2016

Login at: www.orbit.co.nz

LOGIN

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

| Username (email) | Password | Booking | ▼ | > Login |

☐ Remember me | Forgot your password? | Become a client

Enter your username and password, then click on LOGIN again.
*Orbit recommend that you <u>don't</u> 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 <u>before</u> 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 <u>must</u> be in the Orbit <u>Online</u> Traveller <u>Profile</u>:
-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: Examples: +64-21-1234567 or +64-3-1234567
There must be '+' at the beginning and '-' in-between country code and area code only.

1. Select which Passport is to be used 1, 2 or both**.**
2. Enter Citizen name exactly as shown in passport, in this format:
   Surname/Firstname middlename middlename Title
3. Enter Passport Number.
4. Use drop down box to enter dates, and enter year XXXX

* *See over page to enter Frequent Flyer numbers and preferences*

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

-Select seat preference, (optional),
-Select meal preference (optional),
-Enter Frequent Flyer details- click on magnifying glass to search airline code, enter number in adjacent field.
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**.

Flight Search

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

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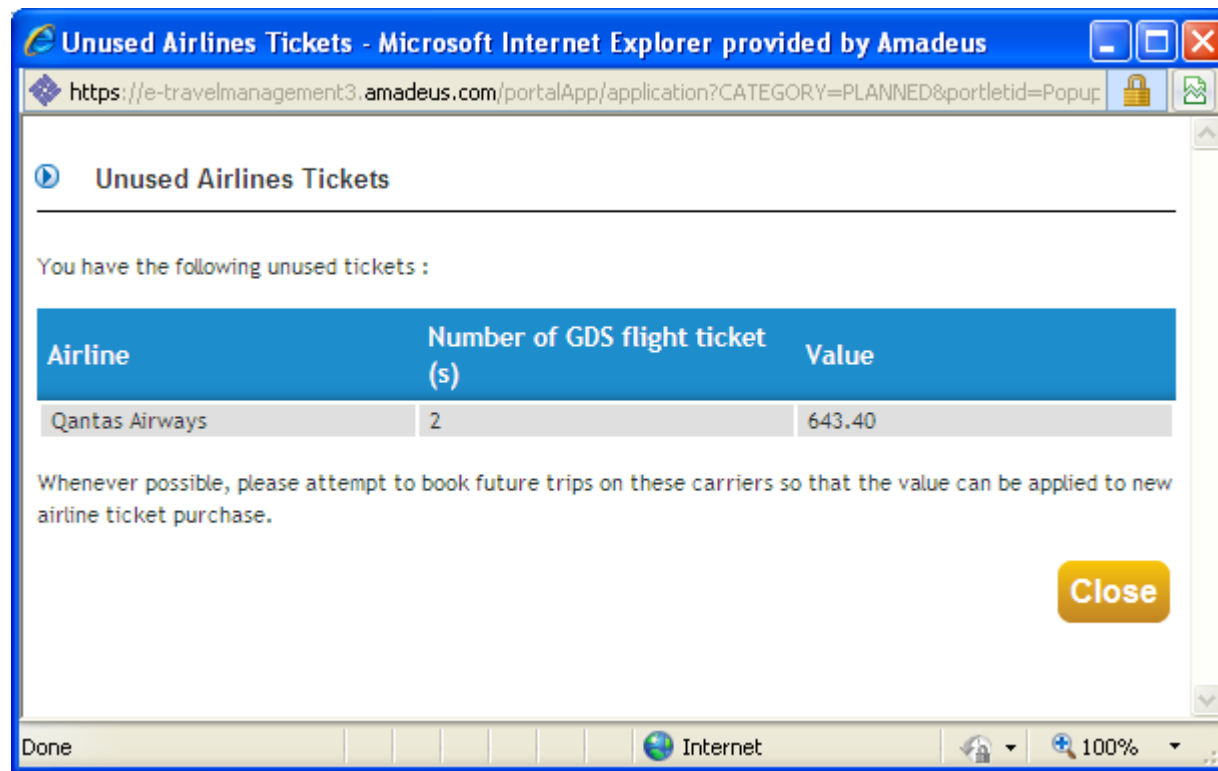
Click CLOSE, to return to flight availability & selection screen. To use a Ticket Credit, you will be asked for method of payment on your final confirmation screen via a drop down box – see next page for example:

Ticket Credits *continued-example of drop down box at confirmation screen…*

*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?

Just a quick visit?
Seat is for you

Taking some luggage?
Seat + bag is for you

Might need to change
the time of your flight
on the day of travel?
Better take flexitime

Are you looking for
complete flexibility? Better
take flexiplus

Search Results - Outbound

8. <u>Sort by</u> **Departure Time, Arrival Time, Provider, or Duration** <u>by clicking on the drop down arrows.</u>

9. **Select Outbound flight** <u>by clicking on desired available fare</u>.

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'*

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

Search Results - Inbound

11. **Sort by Departure Time, Arrival Time, Provider, or Duration** by clicking on the drop down arrows.

12. **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 click on the fare hyperlink:

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 |

Air NZ Carry on Baggage – 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: - Air New Zealand are enforcing the linear dimensions more strictly now- see allowances below:

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

-**Business Class, Premium Economy & connecting Business Class customers, Air New Zealand Elite, Gold and Star Alliance Gold** customers 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, please use your Status name bag tag on your heavier cabin baggage item

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 |

To view JetStar baggage guidelines 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),* **select your checked-in baggage allowance from the drop down box in Orbit Online Booking Tool**:

Booking Information

Bags to be checked-in
DUD - AKL

Method of Payment

Security Code

1 bag - 20Kg - 0.0 NZD
1 bag - 25Kg - 6.0 NZD
1 bag - 30Kg - 7.0 NZD
1 bag - 35Kg - 10.0 NZD
1 bag - 40Kg - 11.0 NZD

General Preferences
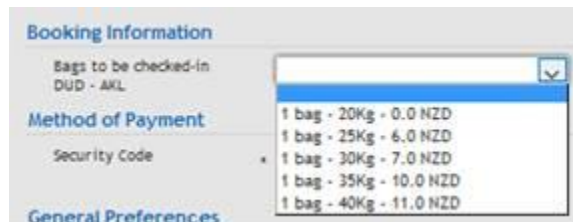
Important!

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, <u>or to change your selection</u> – 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.

Search Results

Search results will display available accommodation options.

Expanding Search Results

18. To further expand search results, including '*out of policy*' hotels, **click on 'Other Alternatives'** at the bottom of the screen

Other Alternatives

Back to search

Request proposal from a travel agent
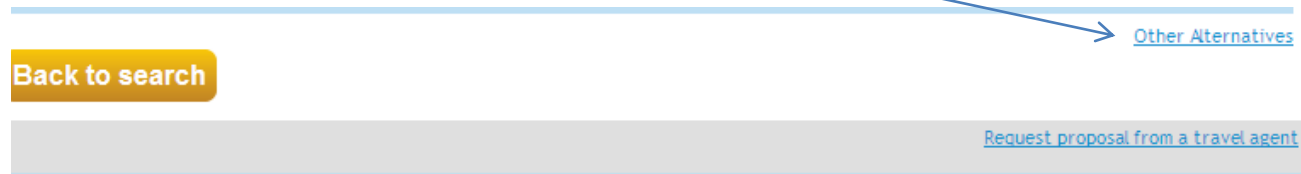
Select Hotel

19. **Click on Select Hotel.**

Hotel Rate Type Guide:

Hotel cancellation policy: *'Deposit'*

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

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. <u>To add a car</u>, **click on the 'ADD CAR' icon at the top of the screen.**

Add Car

If you don't require a rental car, <u>finalise the booking request</u> **by ticking the *terms & conditions* boxes, then click FINALISE TRIP**

Rental Car Search

Add Hotel   Add Car
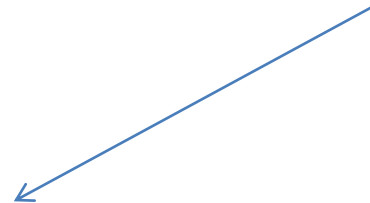
Rental Car Search Fields

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'

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.

Ground Transport-Taxis, Shuttles

Click on More Services to pre book a taxi or shuttle:
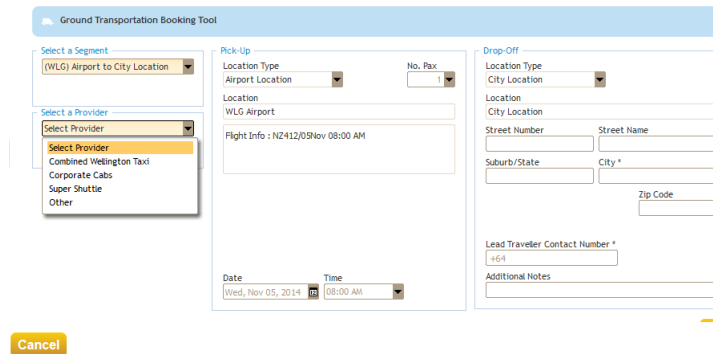
The following icon will appear. Click on the icon to add Ground Transportation requirements.
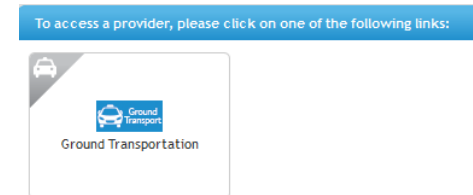
A screen like the one below will display:

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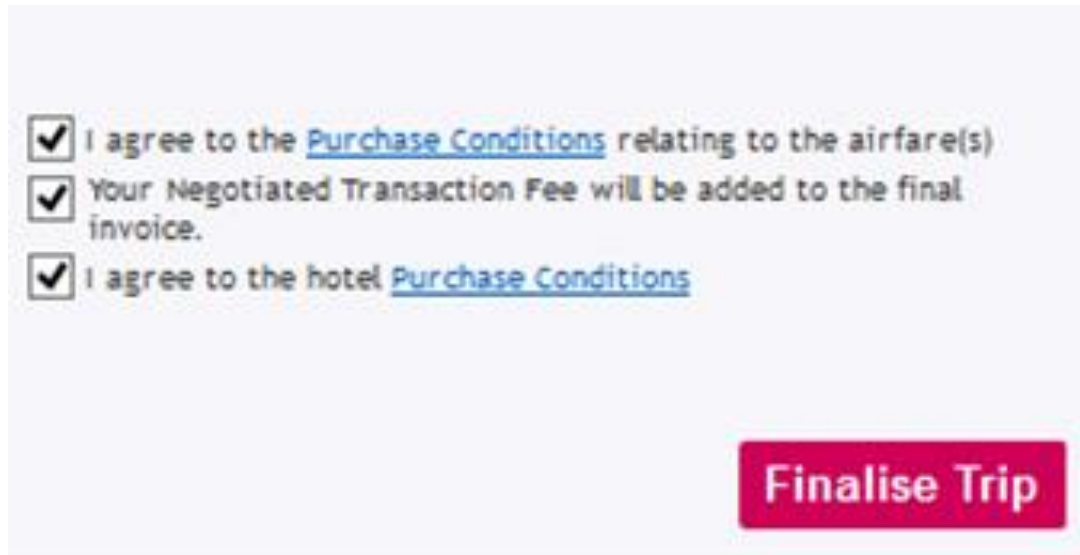
-Once you have finished adding Ground Transport Requirements, click on 'Confirm':

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

To Finalise Selections

26. To finalise Flights, Hotel & Car selections, **tick *terms & conditions* boxes, then click 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.*

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

*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.

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

-Enter Security code 0000

Note: the Frequent Flyer fields only display for the Guest Traveller option.

*For named travellers, 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.

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 Offline Bookings__ (through an Orbit Consultant) the new PO Number format is: 10-AA-12345 **and is mandatory.**
i.e. Numeric, Numeric, Alpha, Alpha, Numeric, 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:
mcaughey@orbit.co.nz
DDI: 03 467 7457

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

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, select **Tools**,
  Delete Browsing History and tick
  Temporary Internet files, click on DELETE.

- If you are on *Internet Explorer or Firefox,* **do not** **tick 'remember me'**
  when logging in (this may effect your login access).

- **MAC Users: 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, please
see the next page for instructions on how to send a copy of your Session ID to Orbit.
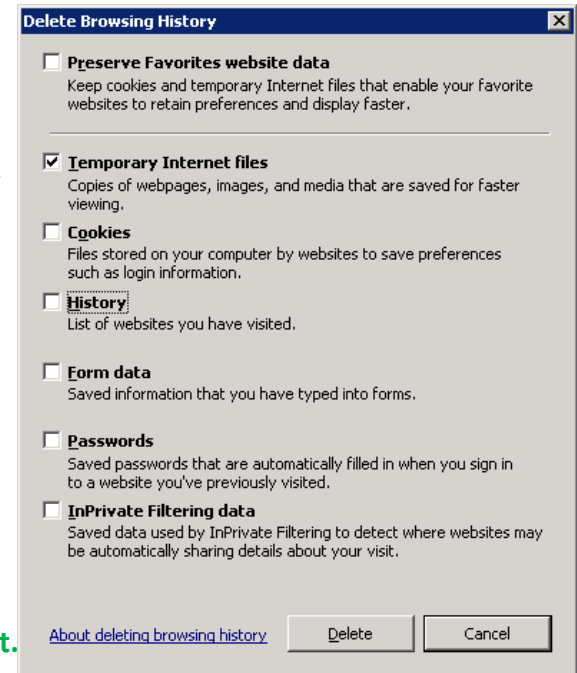
Alternatively please contact:
Katrina Russell E: katrinar@orbit.co.nz
Megan Caughey E: mcaughey@orbit.co.nz
Rene' Bakker E: reneb@orbit.co.nz

If you are still experiencing issues - please check which Internet browser you are using & contact your IT Support Desk:
The following browsers provide the best performance:
*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: mcaughey@orbit.co.nz or katrinar@orbit.co.nz

Email Flight Search Results Guide:

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

Email this page

Back 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

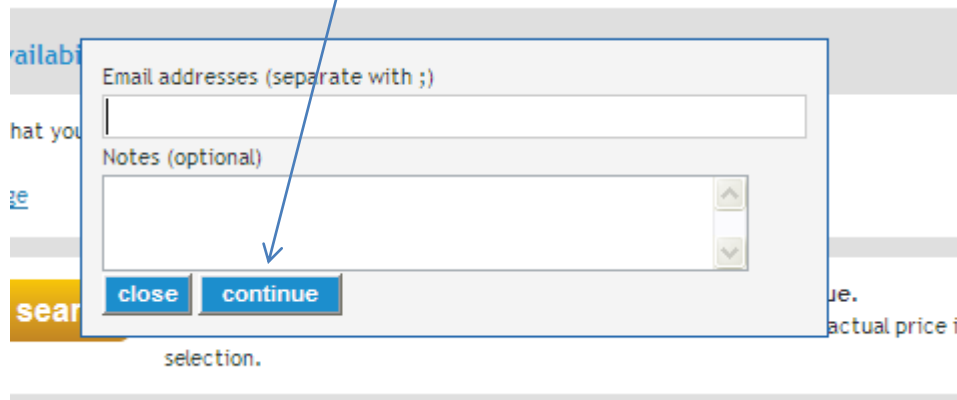| Outbound	Dunedin (DUD - International) / Auckland (AKL - Auckland International) Thursday, September 11, 2014			Too many results ? Apply filters + Showing 1 out of 5 results			
Departure Time	Arrival Time	Provider	Duration	Seat ONLY	Seat + Bag	Semi Flexi	Flexi
Dunedin (DUD) International 6:50 AM	Auckland (AKL) Auckland Internat... 9:35 AM	Air New Zealand 412 ✱✱✱	2h45m Direct	189.00 NZD ✓	199.00 NZD ✓	219.00 NZD ✓	239.00 NZD ✓
⊞ View details							

▼ View all results

Email Flight Search Results Guide, continued…

-**Click on 'EMAIL THIS PAGE'**

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'
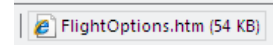to cancel email**
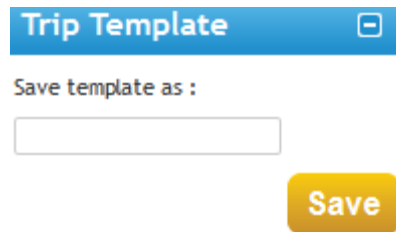
Email Flight Search Results Guide, continued...

-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*
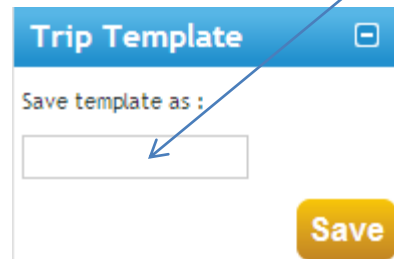
Trip Templates - Guide:

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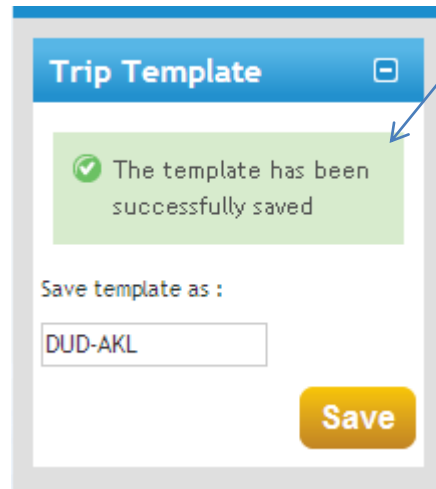
-Enter the name of your Trip Template, and click SAVE.

Trip Template

Save template as :

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**
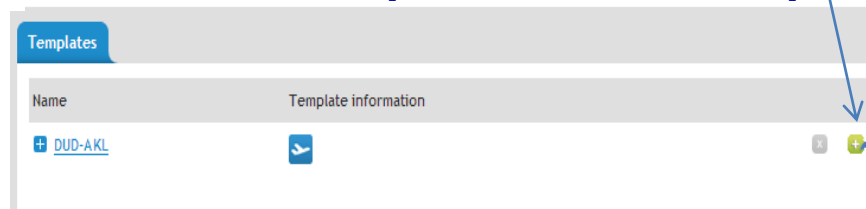
-Selected Trip Template will appear in 'My Selection' box.
-Search/select traveller or guest
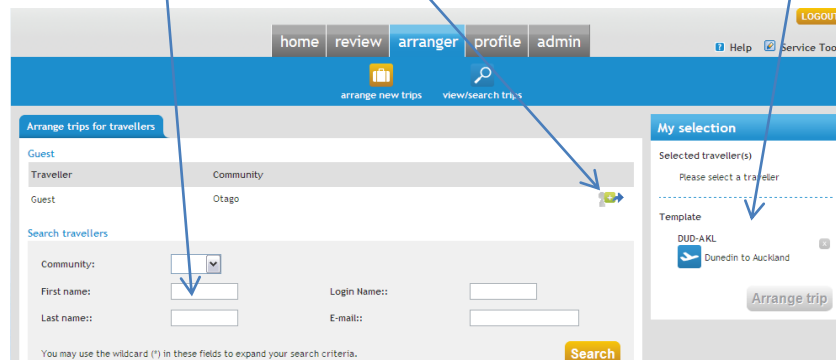
Using Trip Templates – Guide, continued…

-Click on 'ARRANGE TRIP'

-Update dates, times as required, click CONTINUE

Using Trip Templates – Guide:

-Use the filter matrix for sorting search results
-Select flight

Using Trip Templates – Guide:

-**Flight selection shows.**
-**Tick boxes, and FINALISE TRIP**

Multi Destination – Guide:

-Select Multi Destination
-To add destinations, click on +

Questions?

For help using Orbit Online or Orbit Online Bookings, contact:
Megan Caughey – Orbit Online, Domestic & Trans-Tasman Consultant
E: mcaughey@orbit.co.nz
DDI: (3) 467 7457

For new Logins, Training, or disabling Logins, contact:
Katrina Russell – Business Development Manager
E: katrinar@orbit.co.nz
DDI: (3) 471 5464

Or; Phone the Orbit Dunedin Office (3) 471 9456

AFTER HOURS ASSISTANCE SERVICE*:*
   For Urgent assistance while travelling and outside of business hours, please call Orbit Dunedin and our After Hours Consultants will assist you. If your request is not urgent, the After Hours Team will forward the enquiry back to the Orbit office to respond during business hours.
      Ph. within NZ: 0800-322-747 or (3) 471 9456
      Ph. from Overseas: +64 3 471 9456

Orbit Communication options

https://www.orbit.co.nz/NewsletterSubscription.aspx

Out of Orbit – keep up to date with changes in the travel industry.

Orbit Alerts – Stop press keeps you informed of any urgent updates that may affect your travel such as national emergencies or global disasters.

Orbit Holidays – Offers a range of leisure deals and promotions.

Orbit
WORLD TRAVEL

Orbit World Travel
Orbit World Travel Limit

Download at Apple Store: search for 'Orbit'

Download at Android/Google Play store: search for 'Orbit Corporate'

The Smart All-In-One Travel Companion for Android & Apple mobile devices, managing your travel requirements anytime, anywhere, with real-time updates straight to the palm of your hand.