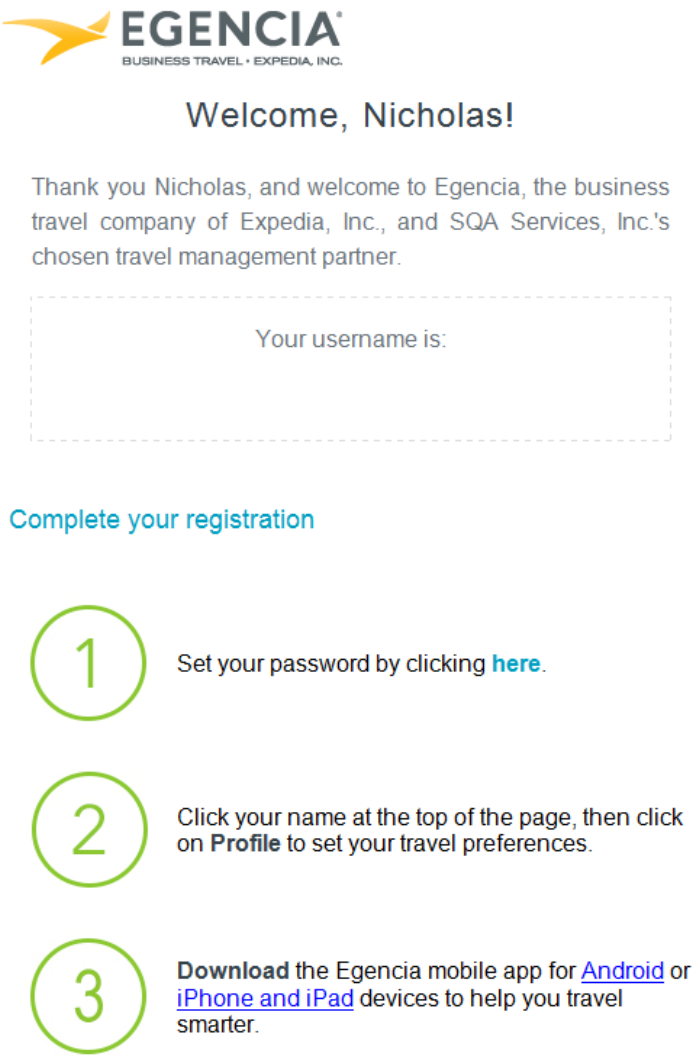
Booking Travel with Egencia Tutorial + Helpful Tips

SQA Services, Inc.

ACTIVATING YOUR ACCOUNT

- SQA's Travel Manager will activate your account upon request.
- Email Carla Huguet at chuguet@sqaservices.com.
- You will receive a **Welcome to Egencia!** email coming from corptravel@egencia-email.com within the next 24 hours.
- Follow the steps to complete your registration.



EGENCIA
BUSINESS TRAVEL • EXPEDIA, INC.

Welcome, Nicholas!

Thank you Nicholas, and welcome to Egencia, the business travel company of Expedia, Inc., and SQA Services, Inc.'s chosen travel management partner.

Your username is:

Complete your registration

1 Set your password by clicking here.

2 Click your name at the top of the page, then click on **Profile** to set your travel preferences.

3 **Download** the Egencia mobile app for Android or iPhone and iPad devices to help you travel smarter.

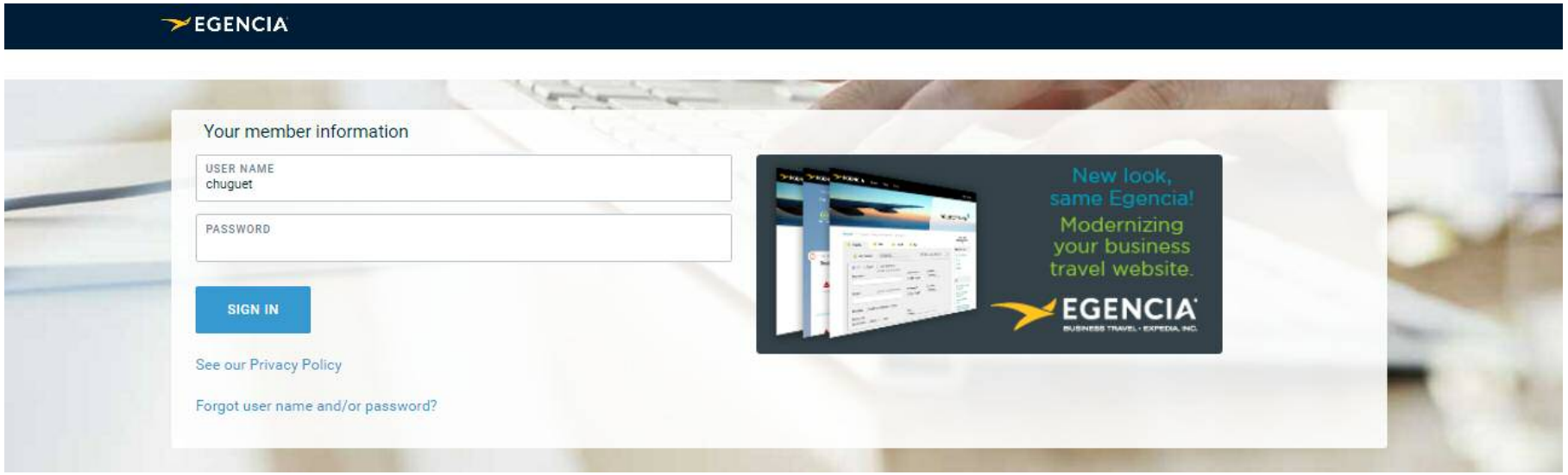
LOGING IN

Go to https://www.egencia.com and look for the LOGIN link on the upper right corner of the page.



LOGING IN

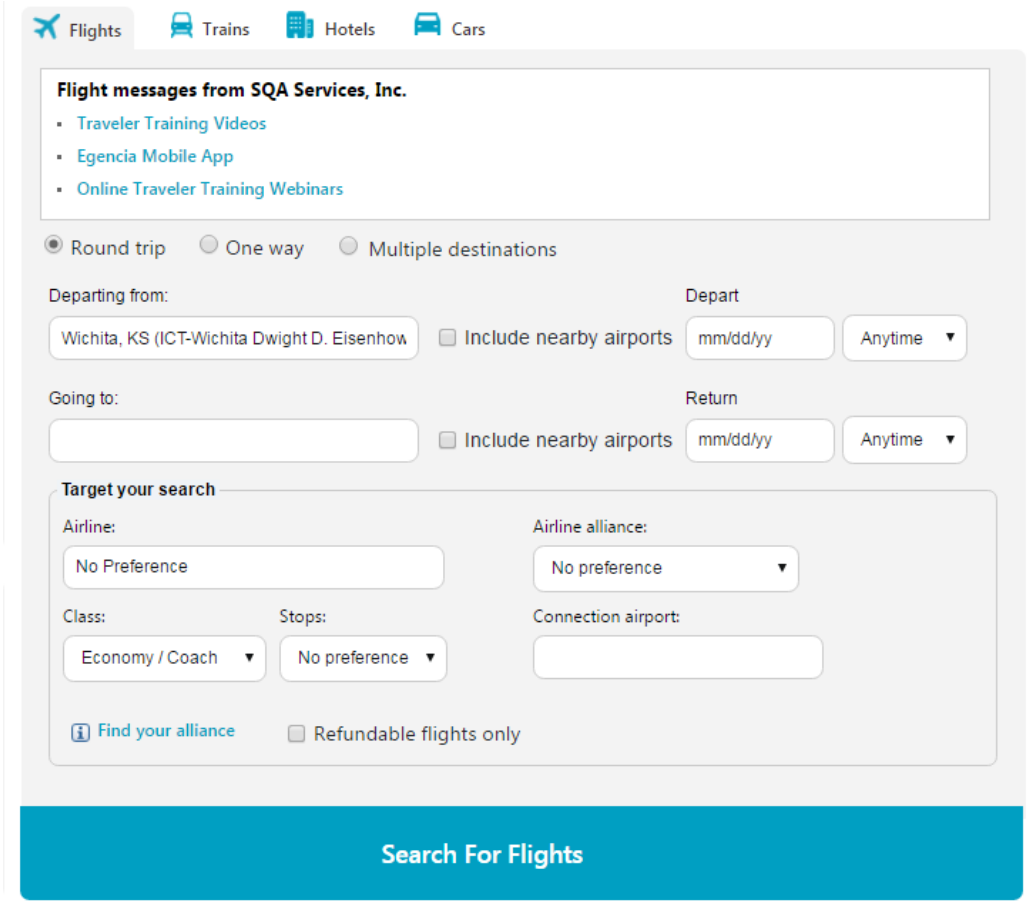
Type the User Name you have been assigned and your selected Password and click SIGN IN in order to get into the site.



BOOKING FLIGHTS

Scroll to the bottom of the page and look for the Travel Booking dashboard. You will be on the Flights tab by default.

Type your detailed search parameters and click on SEARCH FOR FLIGHTS.

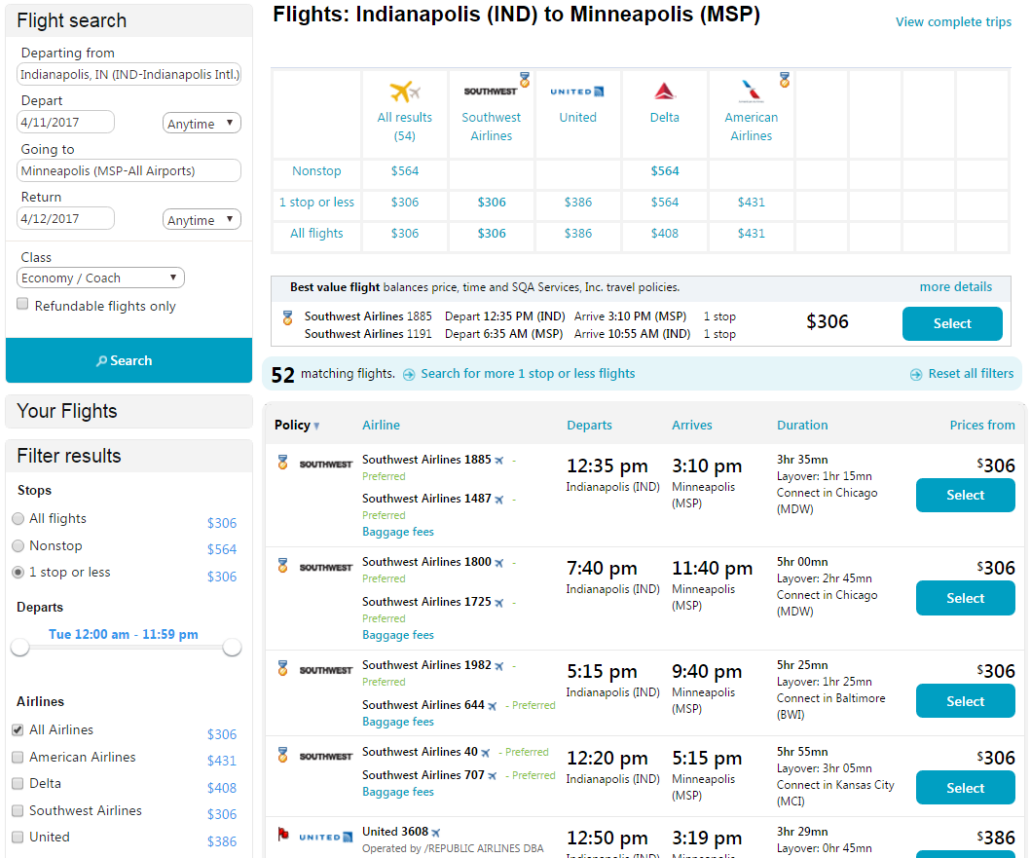


BOOKING FLIGHTS

Review the available options and SELECT the Best Value flight that meets your travel needs.

Egencia will have flight suggestions for you.

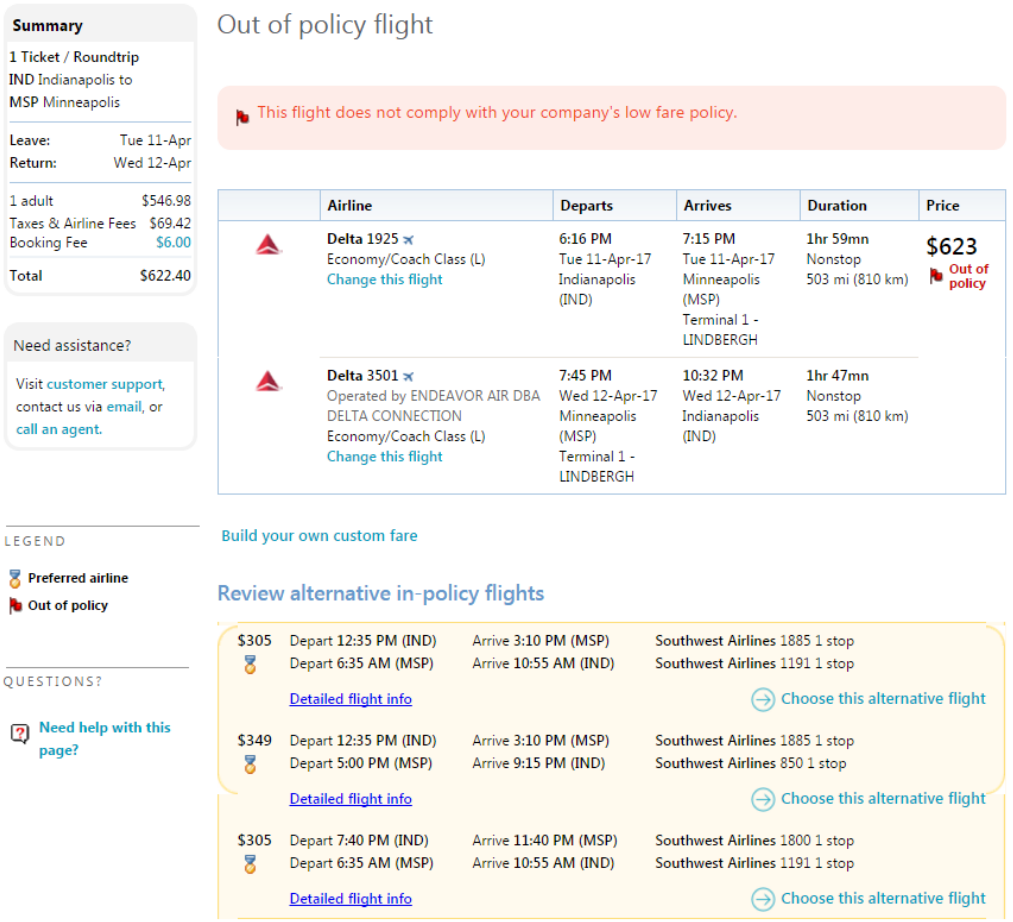
SQA's preferred airlines show with a medal icon on the side.



BOOKING FLIGHTS

Your flight selection might be out of policy for one or more reasons. **Egencia** will explain why and suggest options for compliance that may or *may not* be a good fit for you.

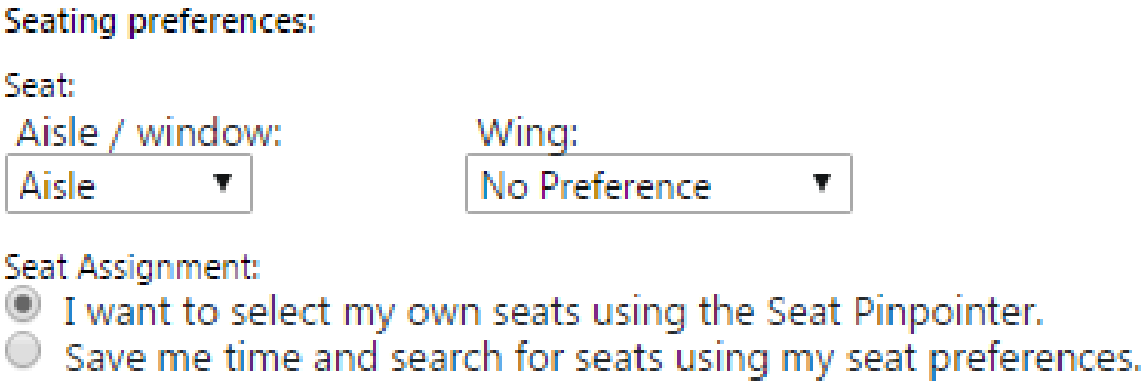
You can take any OR move forward with your original choice.



BOOKING FLIGHTS

Make sure to either select or have Egencia select your SEATS.

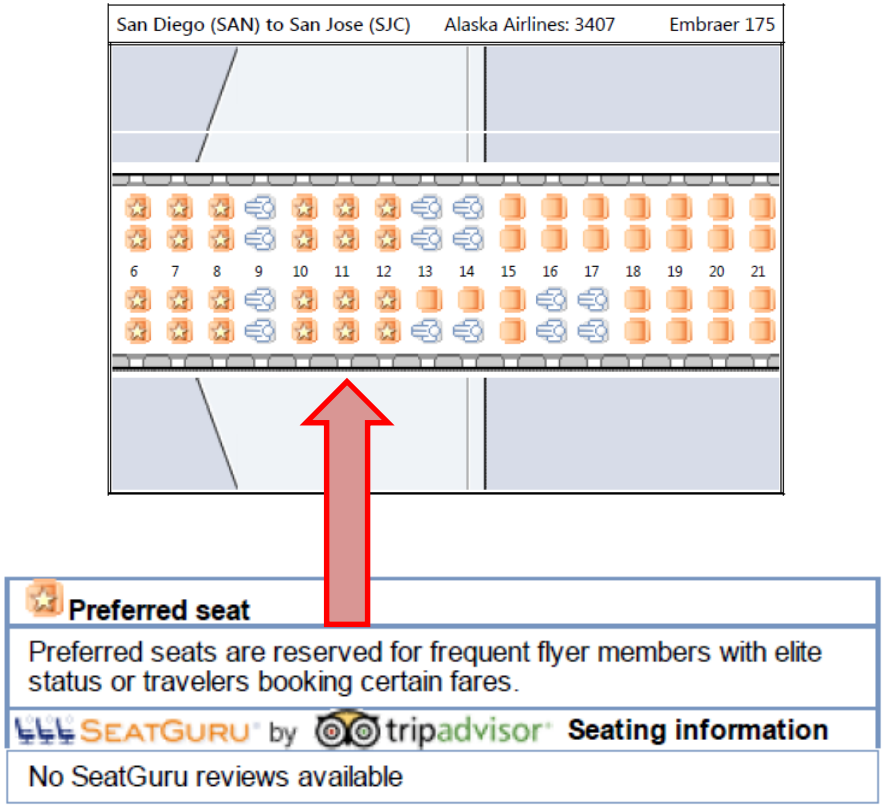
- If **selecting your own** seats, you will be prompted to the Seat Pinpointer.
- If **Egencia selecting** your seats, it will perform an *automated selection* based on your preferences.



BOOKING FLIGHTS

MUST READ:

When using the SEAT PINPOINTER, seats marked with the **white star icon** are *preferred* seats and will only be saved in your reservation **if** your frequent flyer status *allows* you to get them free of charge. (i.e. if you are *AAdvantage Platinum*).



BOOKING **FLIGHTS**

MUST READ:

Always make sure to SELECT A SEAT for your trip.

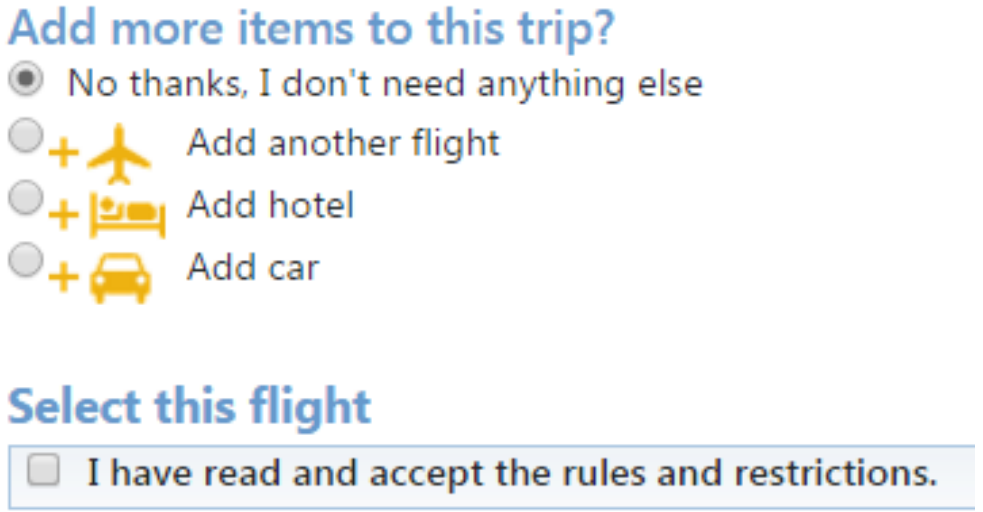
If you fail to select a seat or fail to let Egencia select it for you, the airline will revoke your online check-in privileges and:

- You will have to *arrive earlier* to the airport so you can complete your check-in at the counter.
- You put yourself at *risk of being kicked-off the flight* if the airline oversells seats as you will not have a boarding pass issued.

BOOKING FLIGHTS

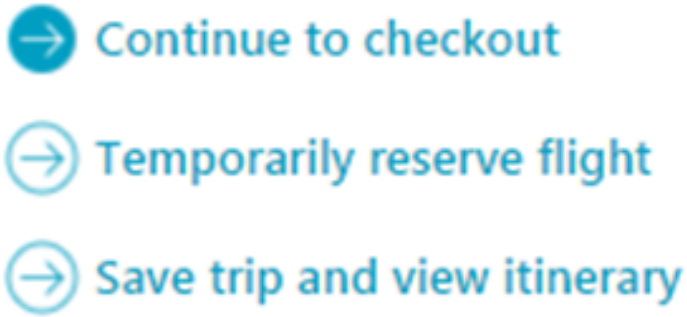
Once done with the seats, you will be asked if you'd like to add items to the trip. Select an answer.

Continue by clicking on the CHECK BOX for *acceptance* of flight rules and restrictions.



BOOKING FLIGHTS

- CONTINUE TO CHECK OUT to submit flight for approval.
- TEMPORARILY RESERVE if needed **but** remember to go back and finish your booking as you only have until 11:59pm of the following day to complete your purchase.
- SAVE AND VIEW for extra time to plan your travel.

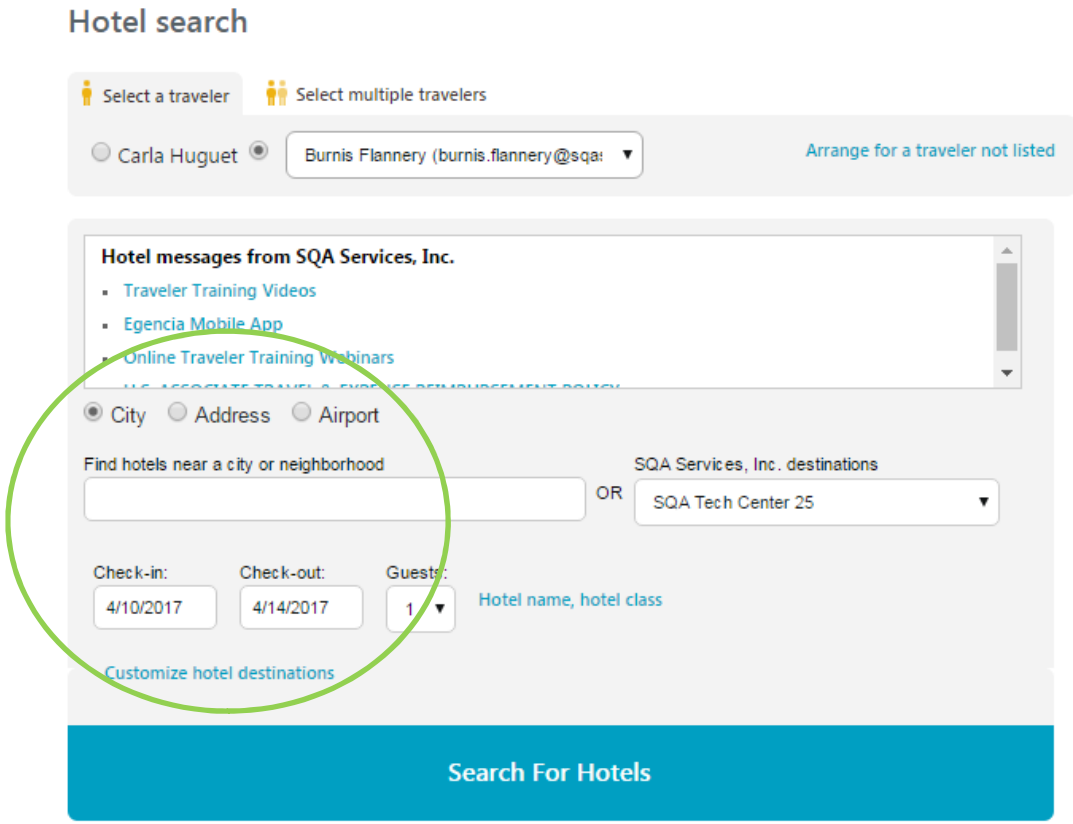


BOOKING HOTELS

For booking hotels, type your detailed search parameters and click on SEARCH FOR HOTELS.

You can search by:

- City
- Specific address
- Airport

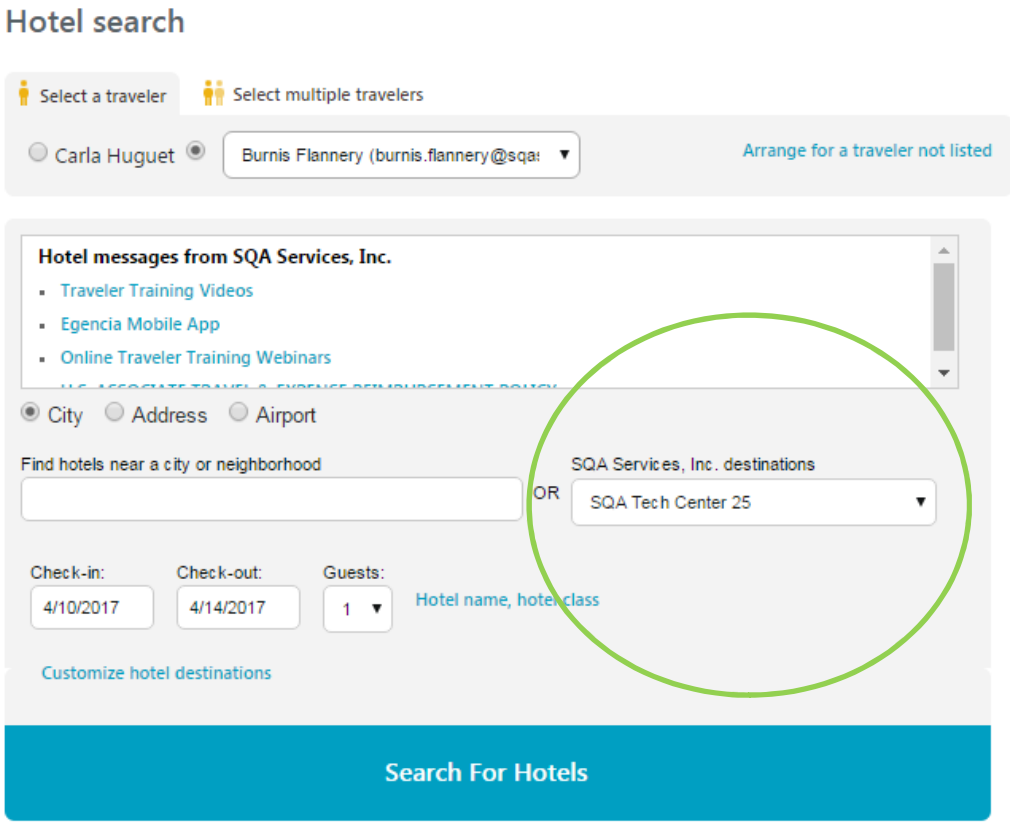


BOOKING HOTELS

<u>If coming to visit</u> SQA, you can select from the drop-down list one of our two locations:

- Headquarters
- Tech Center 25

Nearby properties along with properties offering **SQA negotiated rates** will be displayed.

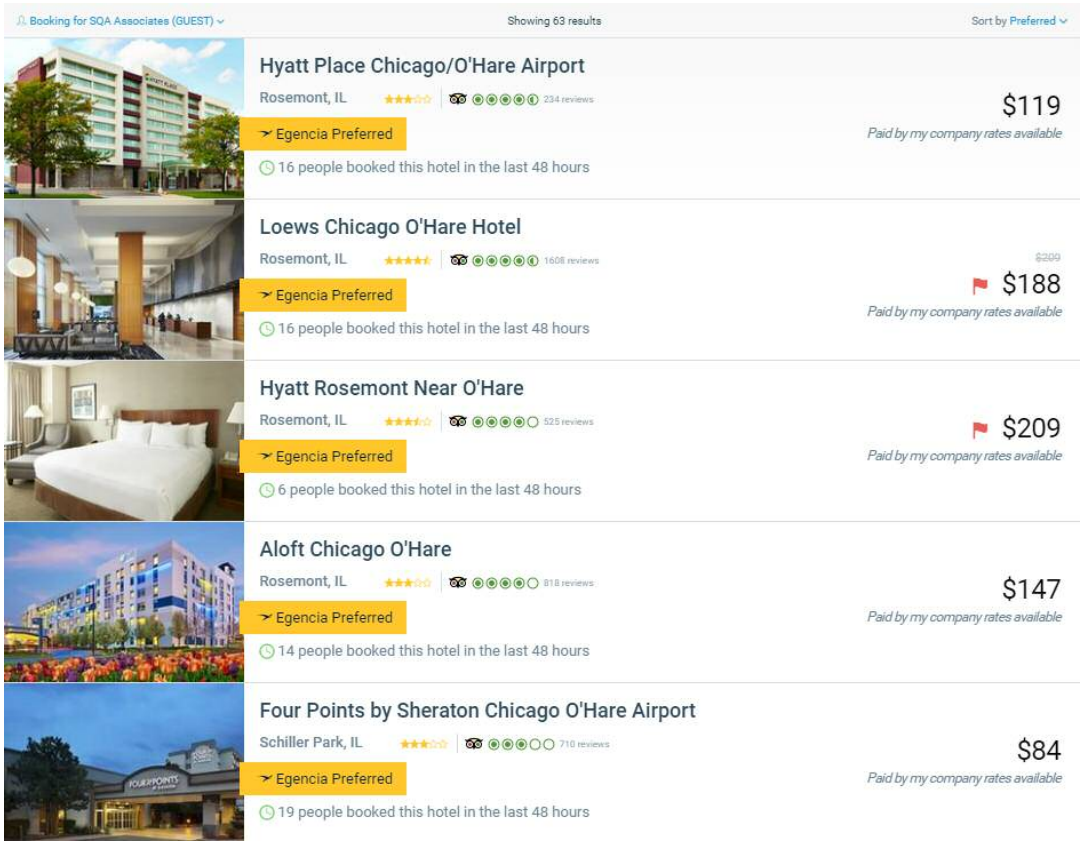


BOOKING HOTELS

Your search will provide multiple results.

Click on the property you are **interested** in.

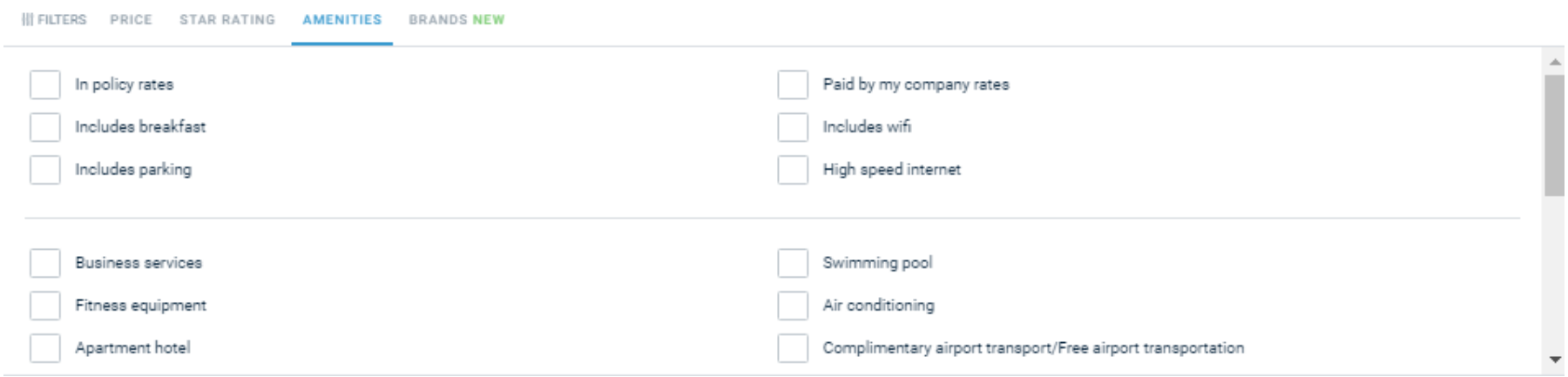
If *unsure* of what you are looking for or looking for *something specific*, you can always **customize** your search.



BOOKING HOTELS

You can conduct a property search filtering by AMENITIES like:

- Complimentary breakfast, WiFi or parking
- In-Policy rates or Paid by My Company rates*

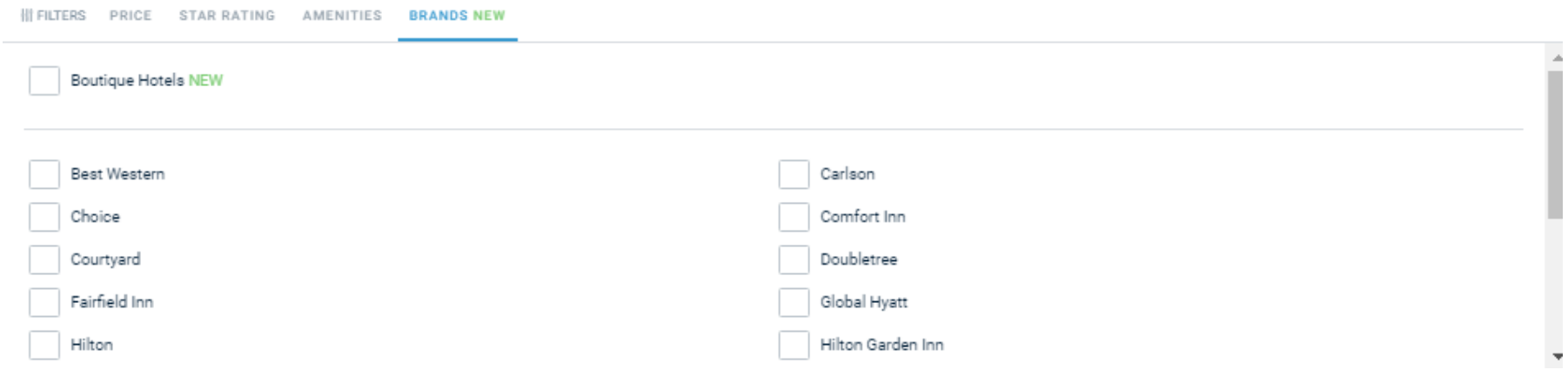


* Ask Travel Manager offline if you would like to know more about this feature.

BOOKING HOTELS

You can also conduct a property search filtering by BRAND if you have a special preference for i.e., Fairfield Inn Marriotts, Hilton Garden Inns, Holiday Inns, and/or any others.

- SQA has no preference for specific hotels outside L.A. and will approve any in-policy option you submit.



BOOKING HOTELS

You can also conduct a property search filtering by:

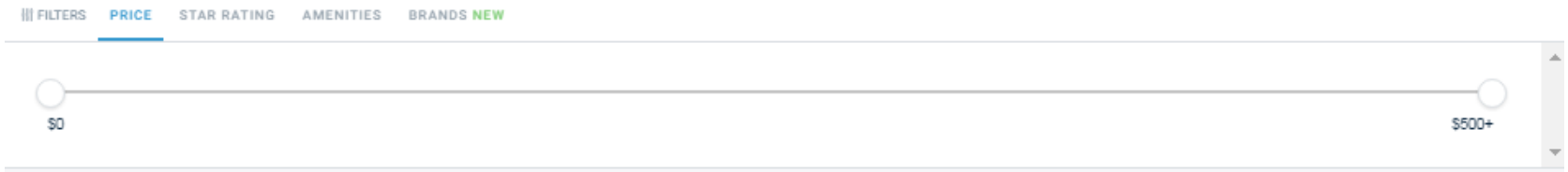
STAR RATING

- A 3-star property is SQA's in-policy hotel choice.



PRICE

- $125/nt + tax is SQA's in-policy hotel nightly rate.



BOOKING HOTELS

Property Details

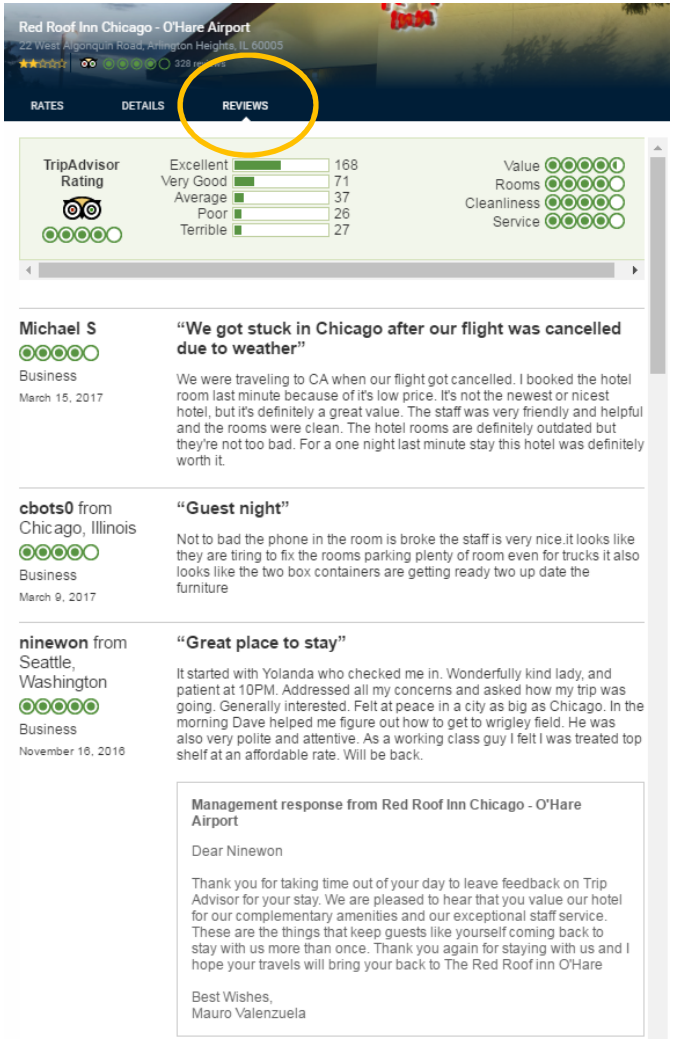
Travelers can check PROPERTY DETAILS such associated fees and room amenities, to make a more informed decision about their lodging.



BOOKING HOTELS

Trip Advisor reviews

Travelers can also check the latest TRIP ADVISOR REVIEWS to get recent feedback about their potential hotel pick and make sure no *negative comments* have been posted recently.

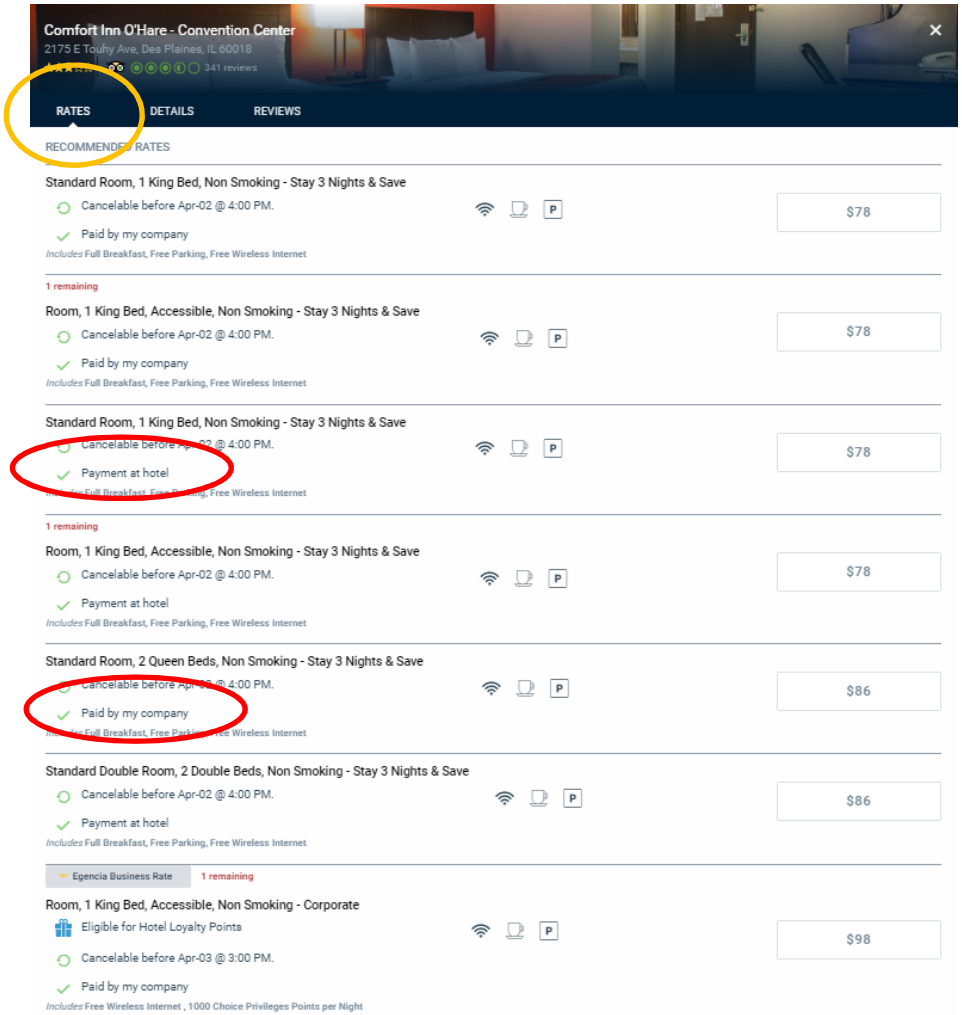


BOOKING HOTELS

Rates

You are able to have **SQA pay** for the hotel **on your behalf** by selecting a Paid By My Company rate.

Payment at Hotel rates are **also** available and the traveler's personal card will need to be used for this purpose.

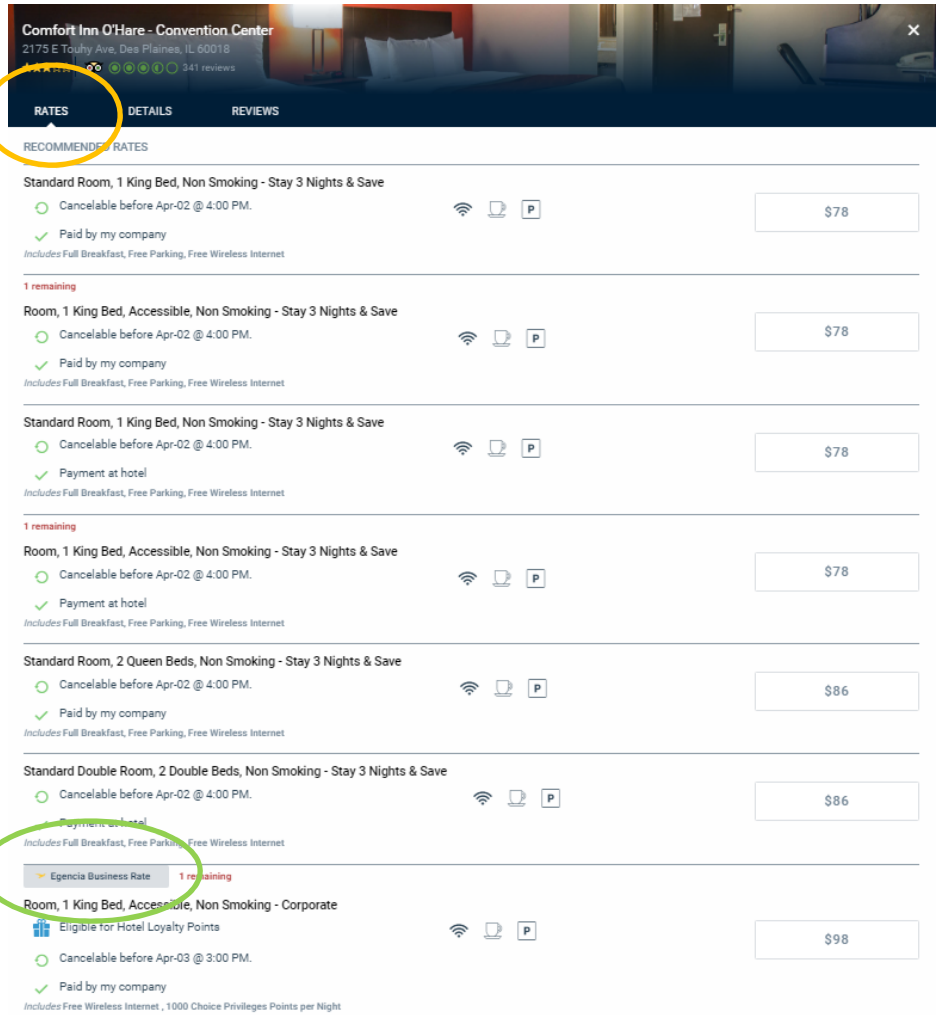


BOOKING HOTELS

Rates

Select the LOWEST LOGICAL RATE from the options displayed (i.e., government rates when/if on government contract assignment or specific membership rates, such as Marriott Rewards, AAA, Hilton Honors, etc.).

If none of these are a good fit, travelers must always look for the *Egencia Business Rate (Egencia Preferred)*.



BOOKING HOTELS

Egencia Business Rates

SQA **strongly** recommends to look for this rate type when booking hotels, since it offers:

- Price discounts
- Same day cancellation
- Complimentary breakfast/WiFi
- Eligibility for loyalty points



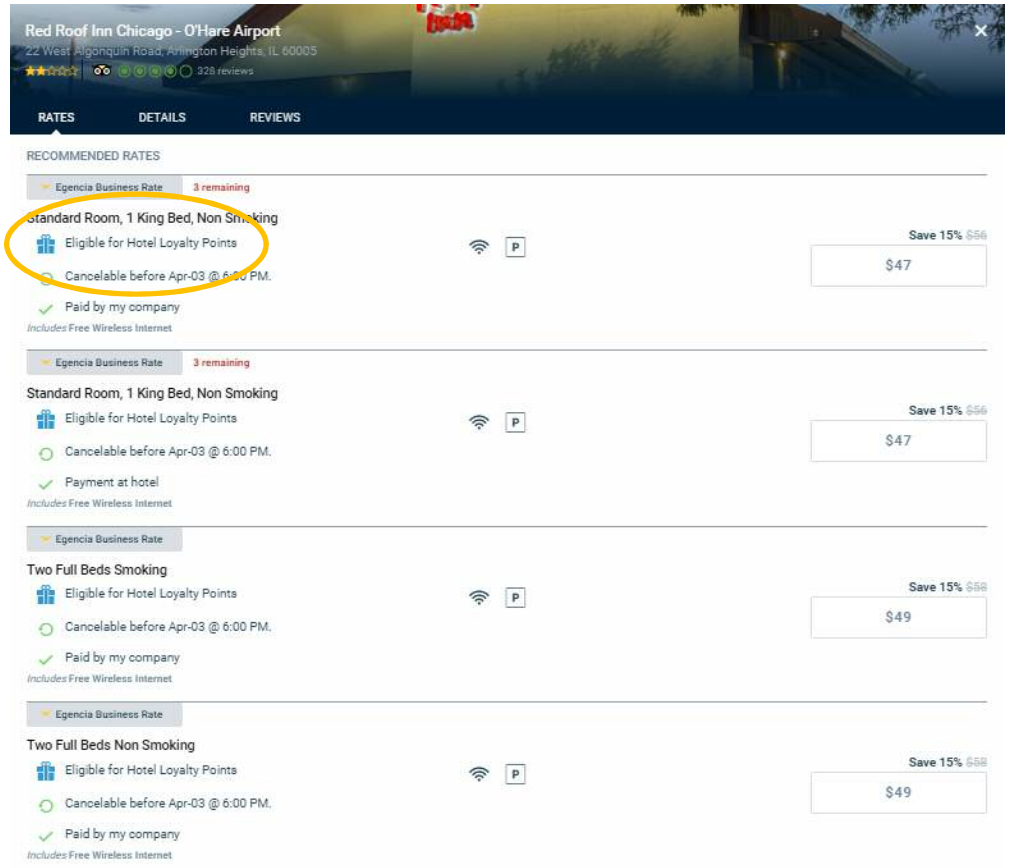
BOOKING HOTELS

Hotel Loyalty Points Eligibility

Travelers can accrue HOTEL LOYALTY POINTS* when booking through Egencia.

Just look for the *Eligible for Loyalty Points icon* on the hotel rate description.

* Not available at every property.

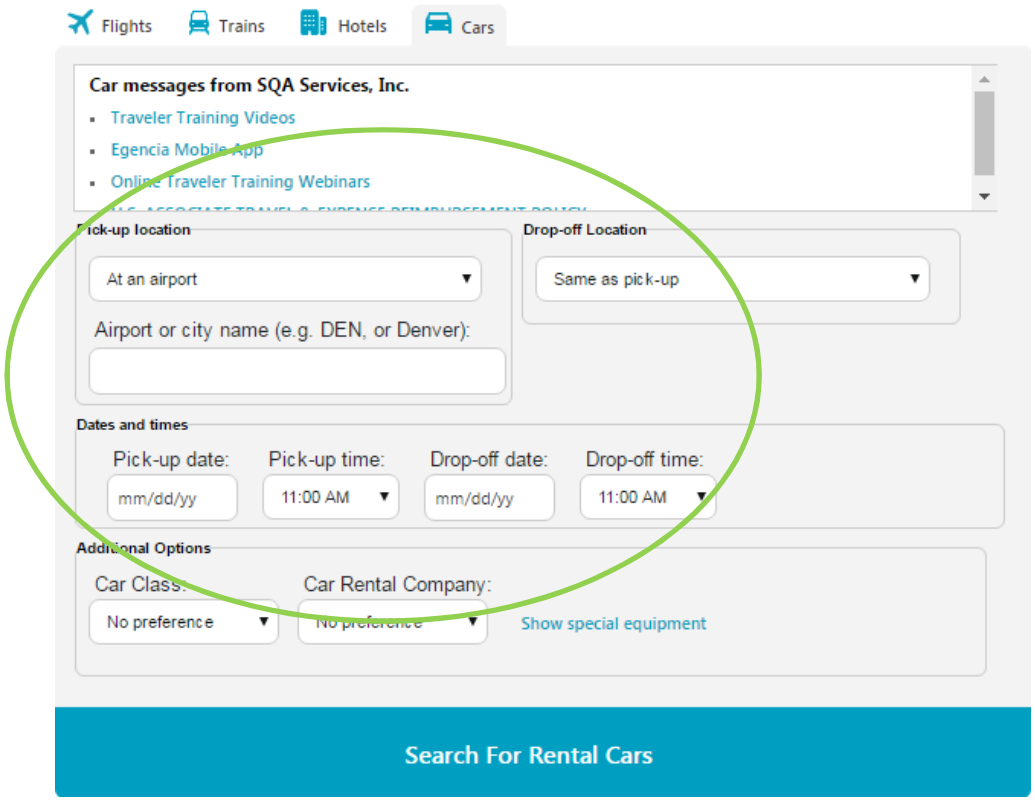


BOOKING RENTAL CARS

For booking rental cars, type your detailed search parameters and click on SEARCH FOR RENTAL CARS.

You can search for a pick up location :

- At an Airport
- Near a Place
- Near a US Address

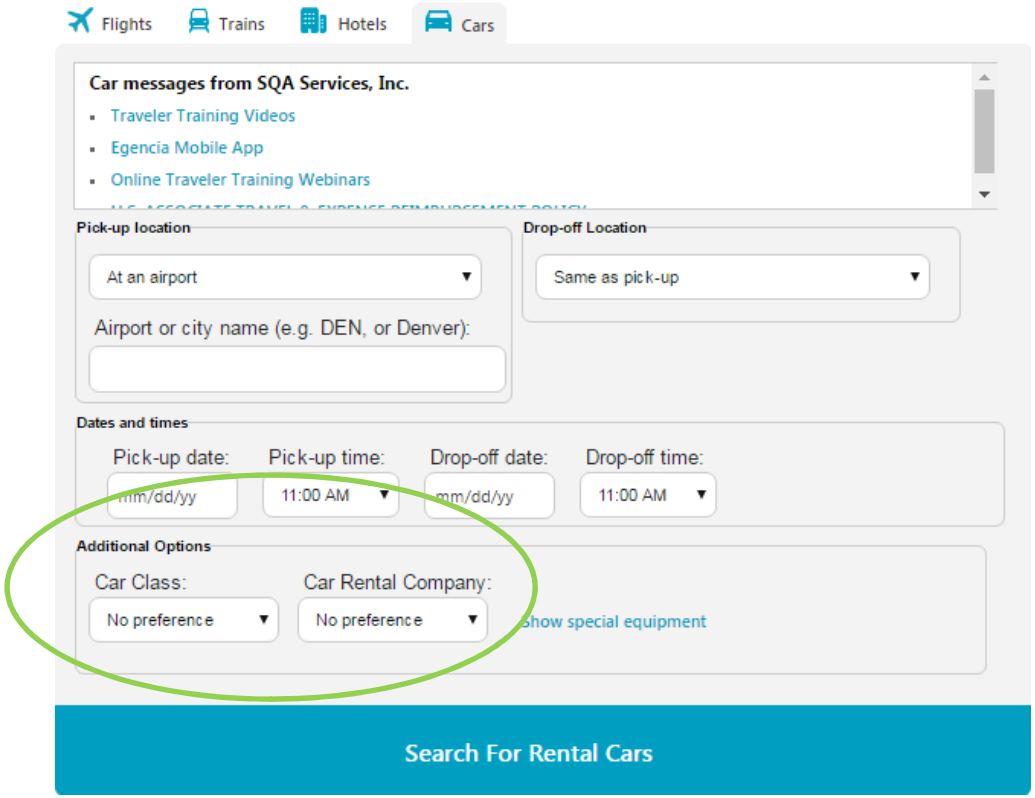


BOOKING RENTAL CARS

Your next screen will be displayed based on the **additional options** of your SEARCH PARAMETERS.

You can either get a list:

- By *vendor*, listing all car classes.
- By *car class*, listing all vendors.



BOOKING **RENTAL CARS**

List by VENDOR, listing all *car classes*.

National Car Rental — Negotiated rate

Your company has negotiated special rates with this vendor. Prices quoted below may change.

Show car image, make/model, and capacity for each car.



Full Size SUV shown

Car class	Mileage	Location	Weekly rate	Total price*	
Economy Car	Unlimited		$240.00	$468.34	Select
Compact Car	Unlimited		$240.00	$468.34	Select
Midsize Car	Unlimited		$246.00	$481.95	Select
Standard Car	Unlimited		$264.00	$515.66	Select
Full Size Car	Unlimited		$268.75	$501.81	Select
Premium Car	Unlimited		$342.00	$666.60	Select
Luxury Car	Limited		$432.00	$840.69	Select
Standard SUV	Limited		$480.00	$925.12	Select
Midsize SUV	Limited		$480.00	$922.31	Select
Full Size SUV	Limited		$690.00	$1,324.01	Select

BOOKING RENTAL CARS

List by CAR CLASS, listing all *vendors*.

Midsize Car



Show car image, make/model, and capacity for each car.

Midsize Car shown

Vendor	Mileage	Location	Daily rate	Total price*	
Payless	Unlimited	✈	$32.14	$88.09	Select
Dollar	Unlimited	✈	🤝 $37.29	$83.86	Select
Thrifty	Unlimited	✈	🤝 $37.29	$83.86	Select
National	Unlimited	✈	🤝 $51.00	$136.69	Select
Avis	Unlimited	✈	🤝 $52.00	$152.37	Select
Budget	Unlimited	✈	🤝 $58.00	$167.67	Select
Enterprise	Unlimited	✈	🤝 $62.83	$131.55	Select
Hertz	Unlimited	✈	🤝 $66.35	$162.27	Select
Alamo	Unlimited	🚌	$68.90	$142.38	Select
Ace	Unlimited	🚌	$69.00	$129.66	Select

BOOKING RENTAL CARS

When booking rental cars, take into consideration the following factors:

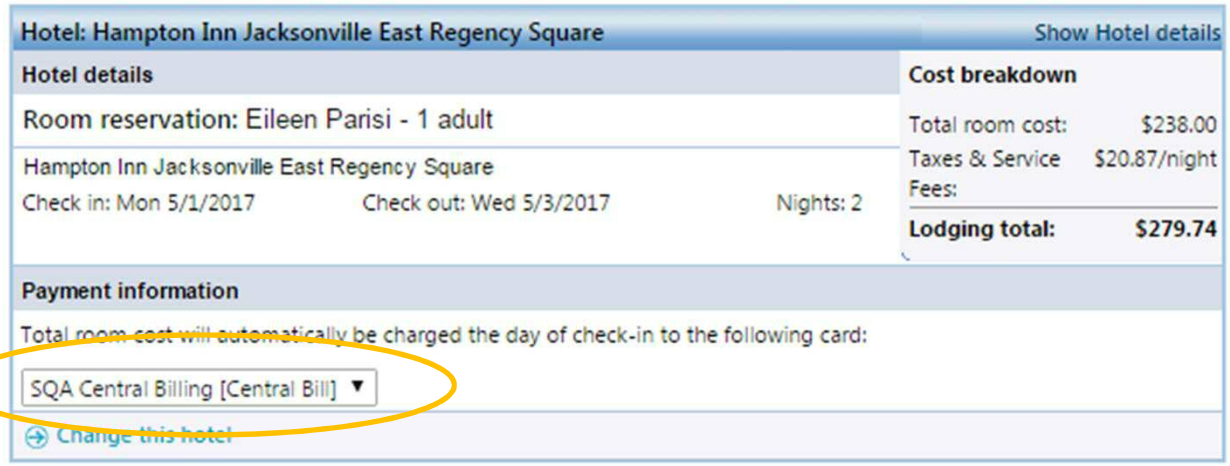
- **Mileage.** Unlimited is best.
- **Location.** In-airport locations will be identified with a *plane icon*; off-airport locations identified with a *bus/shuttle* icon.
- **Rates.** Negotiated rates will show with a *handshake* icon. Direct billing to SQA only offered through National, Enterprise, Avis and Budget.

Mileage	Location	Weekly rate
Unlimited	bus	$168.48
Unlimited	bus	$170.60
Unlimited	bus	$190.38
Unlimited	plane	$219.28
Unlimited	plane	$219.28
Unlimited	bus	$234.93
Unlimited	bus	$246.00
Unlimited	bus	$248.00
Unlimited	plane	$259.87
Unlimited	bus	$305.33
Unlimited	bus	$319.99
Unlimited	bus	$330.00
Unlimited	bus	$360.00

SELECTING PAYMENT METHOD

During check-out, one PAYMENT METHOD must be selected per travel piece.

You will see a **drop-down list** with as many cards as you have *added to your profile* for you to choose from.



SENDING TRIP FOR APPROVAL

MUST READ:

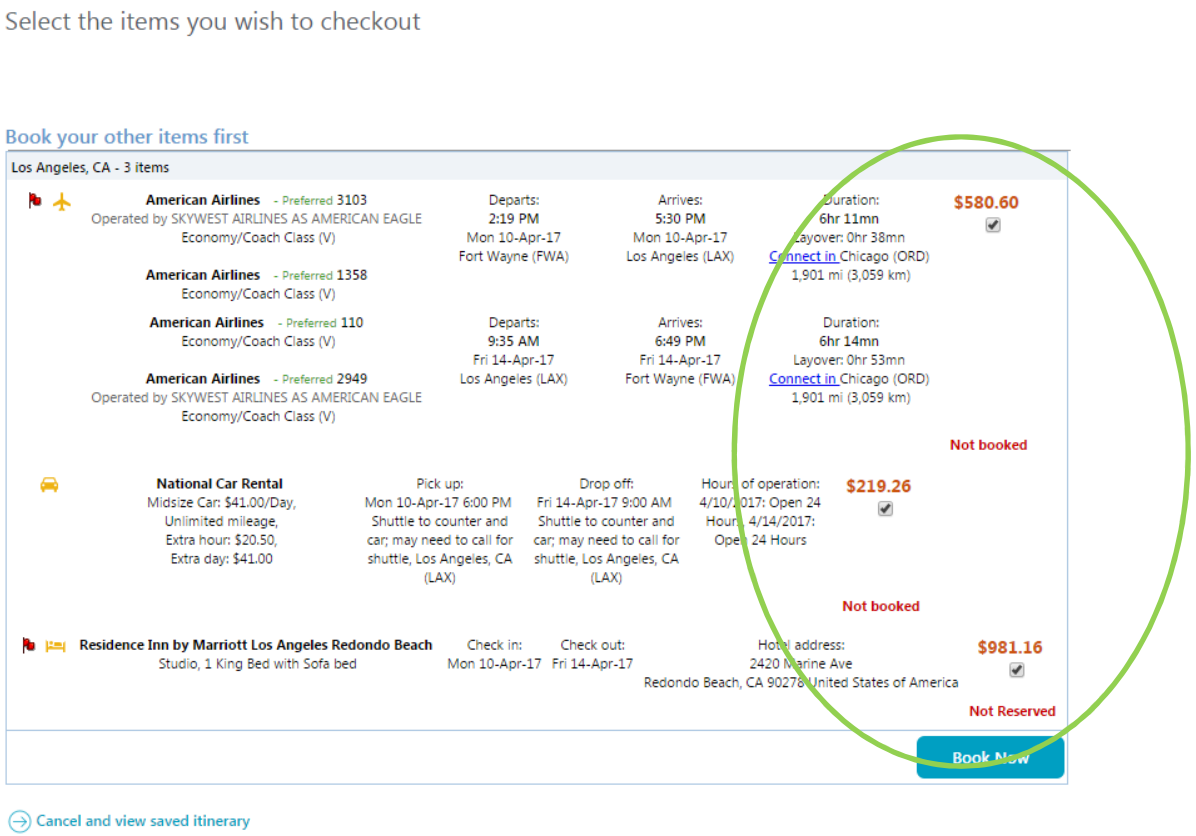
When preparing your travel itinerary for approval, make sure to **book flights, hotel(s) and rental car AT ONCE**, in order for these to be submitted *simultaneously* to the PM in a single request.

If not done this way, you will have to go back and *submit each piece individually* which will unnecessarily trigger multiple approval requests. Travel must be approved in a **single submission**.

If you are unsure of your whole itinerary, **save your choices and return at a later time**. DO NOT submit single pieces for approval.

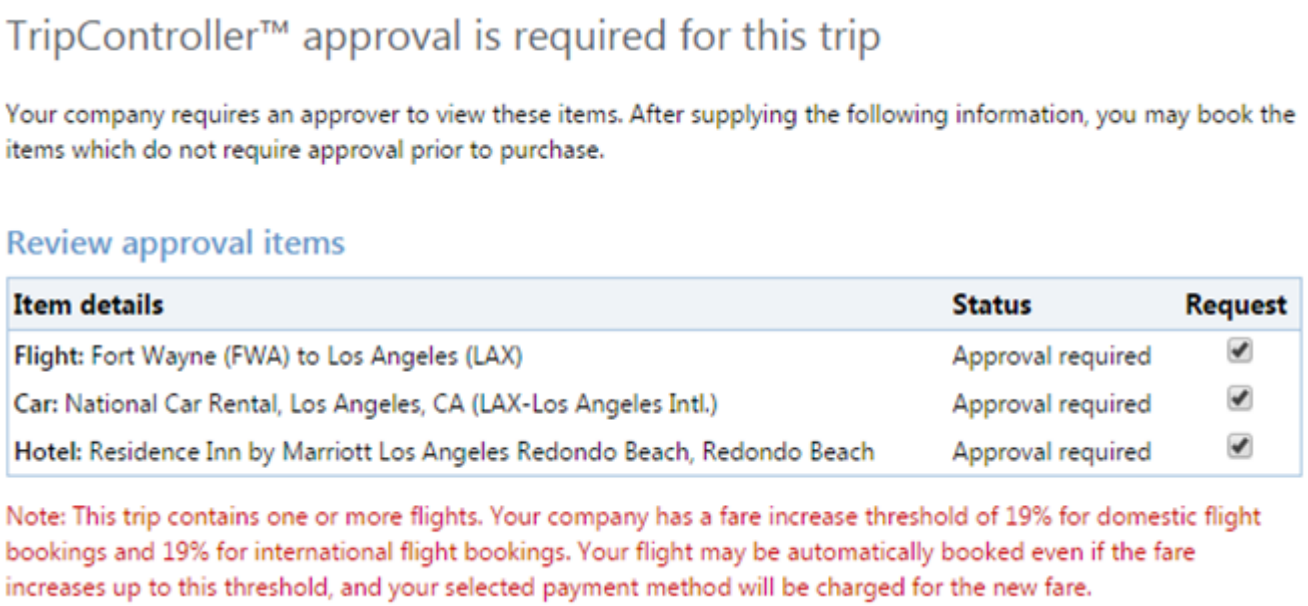
SENDING TRIP FOR APPROVAL

After completing your selection, make sure all THREE boxes are checked **before** submitting to the PM for approval.



SENDING TRIP FOR APPROVAL

One final look, making sure all three boxes are checked...



TripController™ approval is required for this trip

Your company requires an approver to view these items. After supplying the following information, you may book the items which do not require approval prior to purchase.

Review approval items

Item details	Status	Request
Flight: Fort Wayne (FWA) to Los Angeles (LAX)	Approval required	☑
Car: National Car Rental, Los Angeles, CA (LAX-Los Angeles Intl.)	Approval required	☑
Hotel: Residence Inn by Marriott Los Angeles Redondo Beach, Redondo Beach	Approval required	☑

Note: This trip contains one or more flights. Your company has a fare increase threshold of 19% for domestic flight bookings and 19% for international flight bookings. Your flight may be automatically booked even if the fare increases up to this threshold, and your selected payment method will be charged for the new fare.

SENDING TRIP FOR APPROVAL

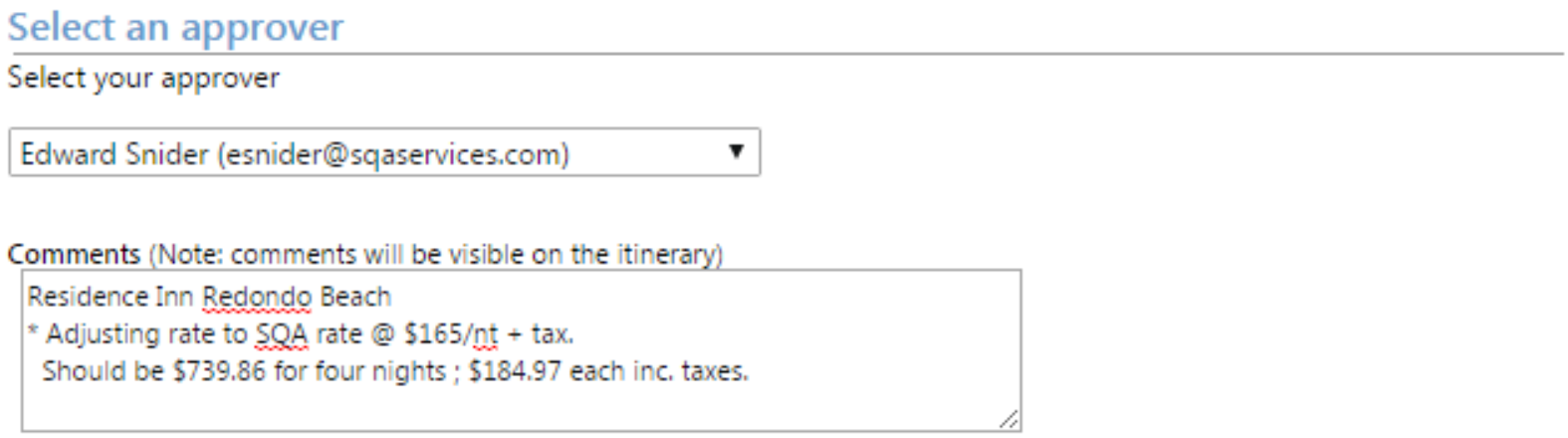
Select an approver from the DROPDOWN list.

- *If you are unsure about who your approver is*, refer to the STEPQ event and look for the Program Manager's name.



SENDING TRIP FOR APPROVAL

You also have the ability to add COMMENTS for your approver as a way to support your choices and/or update the PM on the event details, especially if submitting travel pieces that are Out-of-Policy.

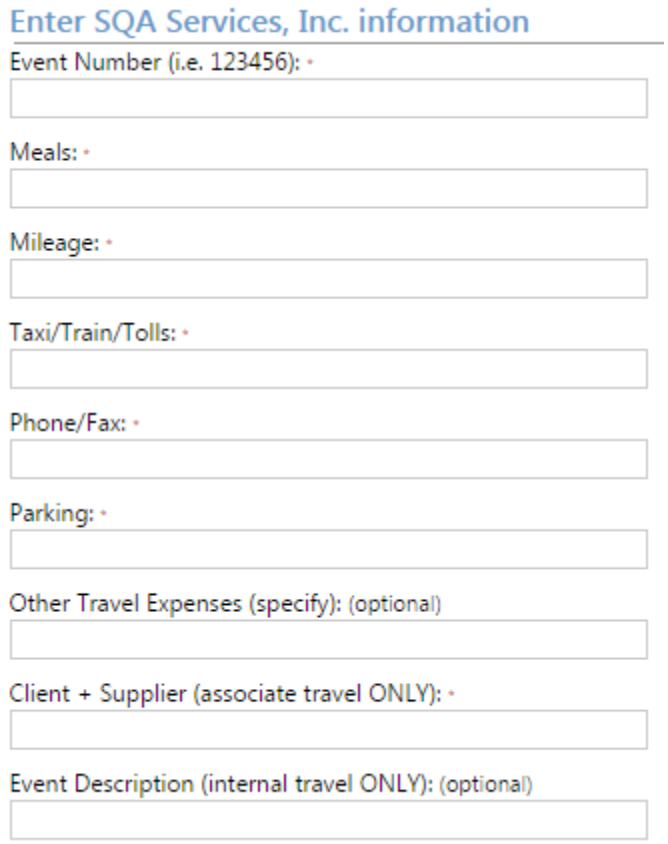


SENDING TRIP FOR APPROVAL

Populate the fields with the EVENT information. Items marked with a red asterisk *cannot* be left blank.

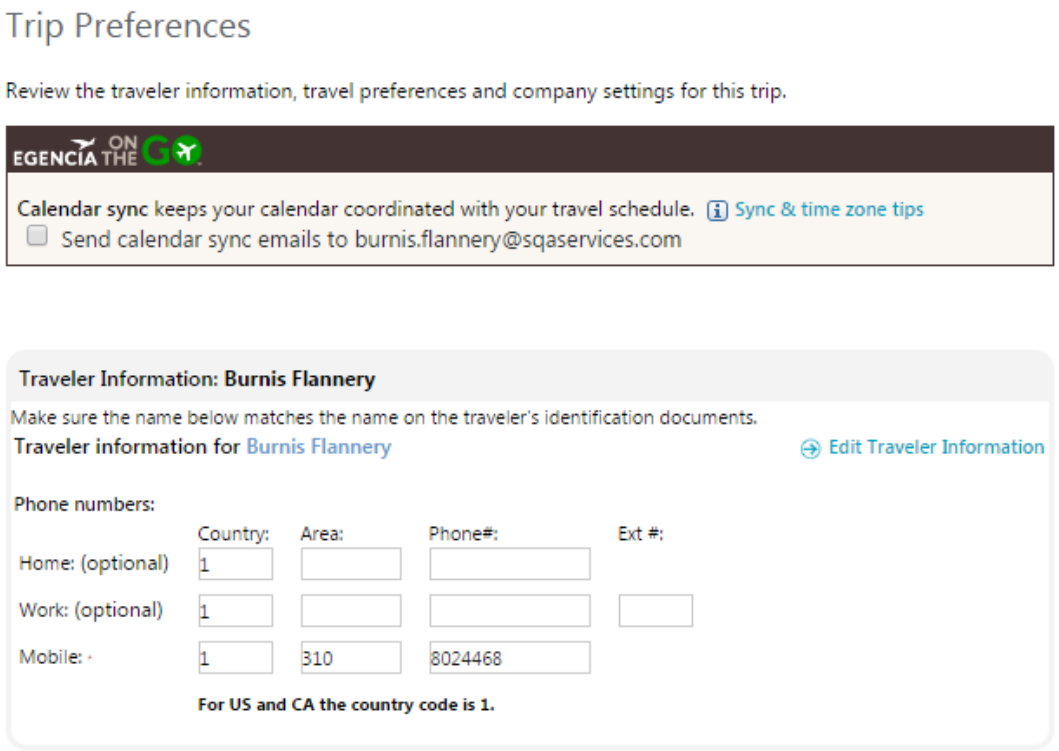
This portion of the process will **replace** the Travel Request Form (TRF) and will serve as a reference to the PM for the overall travel costs of the event. Please, be accurate.

Click on REQUEST APPROVAL when done to submit your request.



SENDING TRIP FOR APPROVAL

You may chose to send out the confirmations straight to your **Outlook calendar**, and update/add **contact information**.

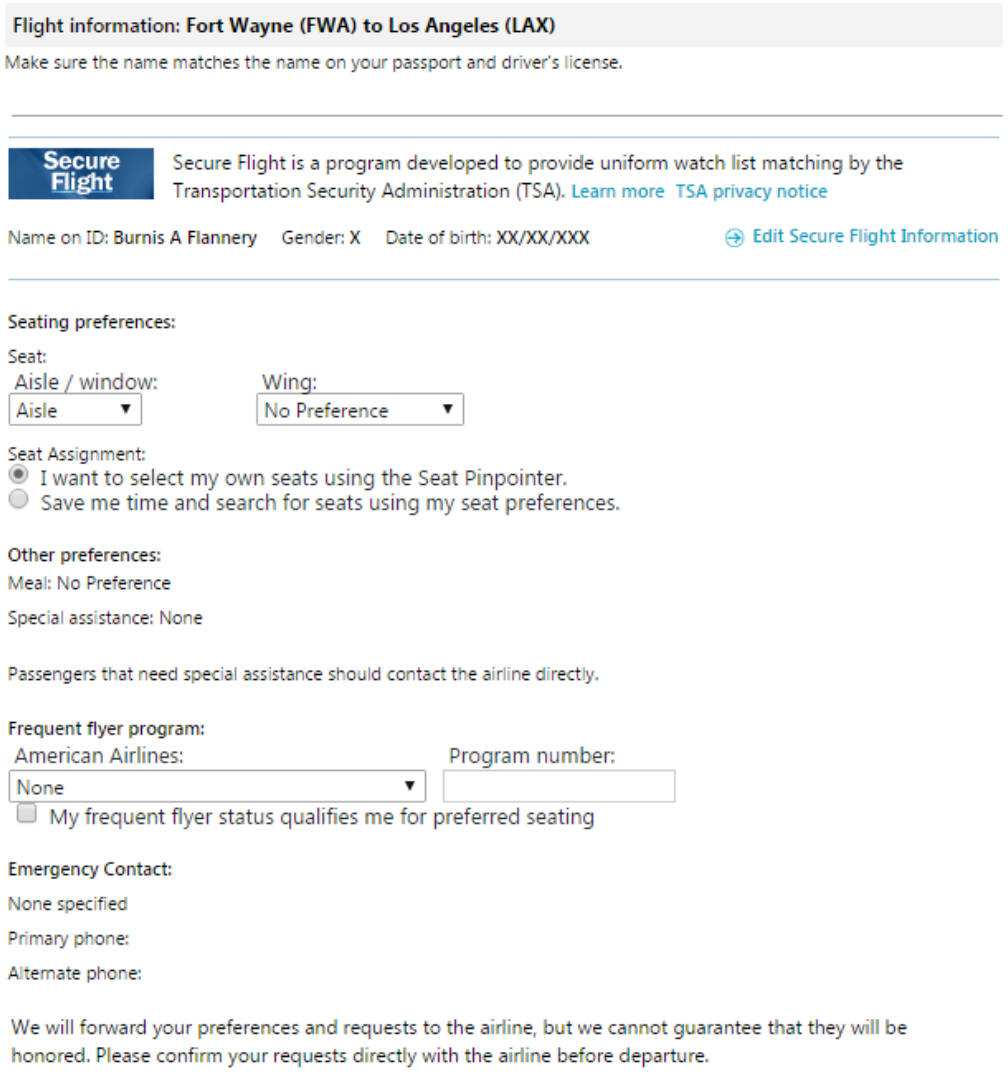


SENDING TRIP FOR APPROVAL

Flight preferences

Will be populated with the information you added to your profile.

If there's no information in your profile, you can update it here for this particular trip ONLY.



Flight information: Fort Wayne (FWA) to Los Angeles (LAX)

Make sure the name matches the name on your passport and driver's license.

Secure Flight

Secure Flight is a program developed to provide uniform watch list matching by the Transportation Security Administration (TSA). Learn more TSA privacy notice

Name on ID: **Burnis A Flannery** Gender: **X** Date of birth: **XX/XX/XXX** Edit Secure Flight Information

Seating preferences:

Seat:

Aisle / window: Aisle

Wing: No Preference

Seat Assignment:

- I want to select my own seats using the Seat Pinpointer.
- Save me time and search for seats using my seat preferences.

Other preferences:

Meal: No Preference

Special assistance: None

Passengers that need special assistance should contact the airline directly.

Frequent flyer program:

American Airlines: None

Program number:

My frequent flyer status qualifies me for preferred seating

Emergency Contact:

None specified

Primary phone:

Alternate phone:

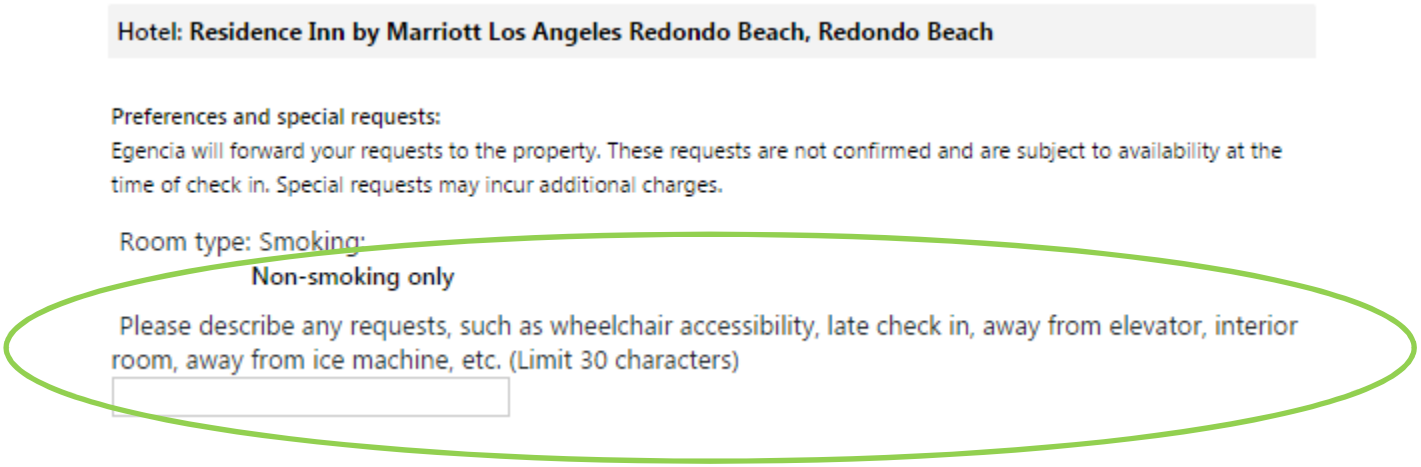
We will forward your preferences and requests to the airline, but we cannot guarantee that they will be honored. Please confirm your requests directly with the airline before departure.

SENDING TRIP FOR APPROVAL

Hotel preferences

Will be populated with the information you added to your profile.

If there's no information in your profile, you can update it here for this particular trip ONLY. *Notes to the property* are welcome.

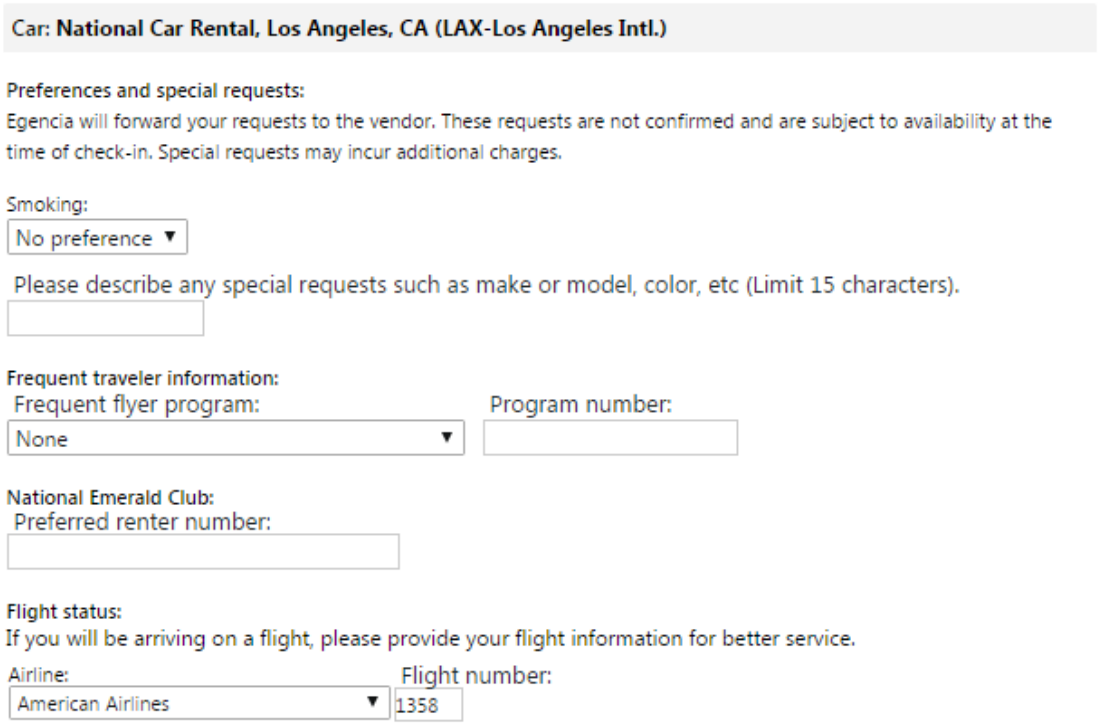


SENDING TRIP FOR APPROVAL

Car preferences

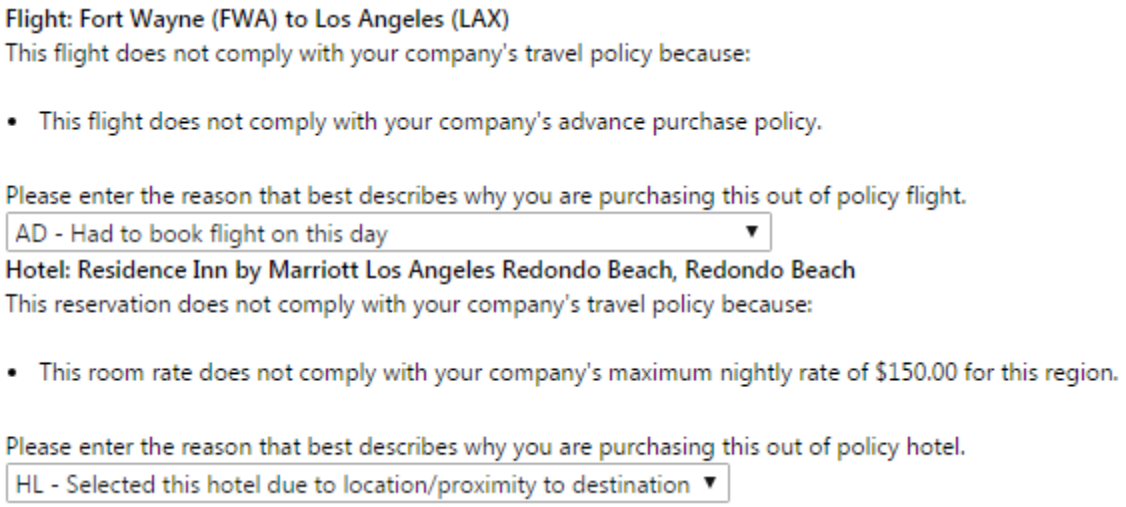
Will be populated with the information you added to your profile.

If there's no information in your profile, you can update it here for this particular trip ONLY.



SENDING TRIP FOR APPROVAL

If submitting travel pieces that are Out-of-Policy, you **will be asked** to SELECT A REASON from the drop-down list to support your choice, for *every travel piece* you are booking that is out-of-policy.



SENDING TRIP FOR APPROVAL

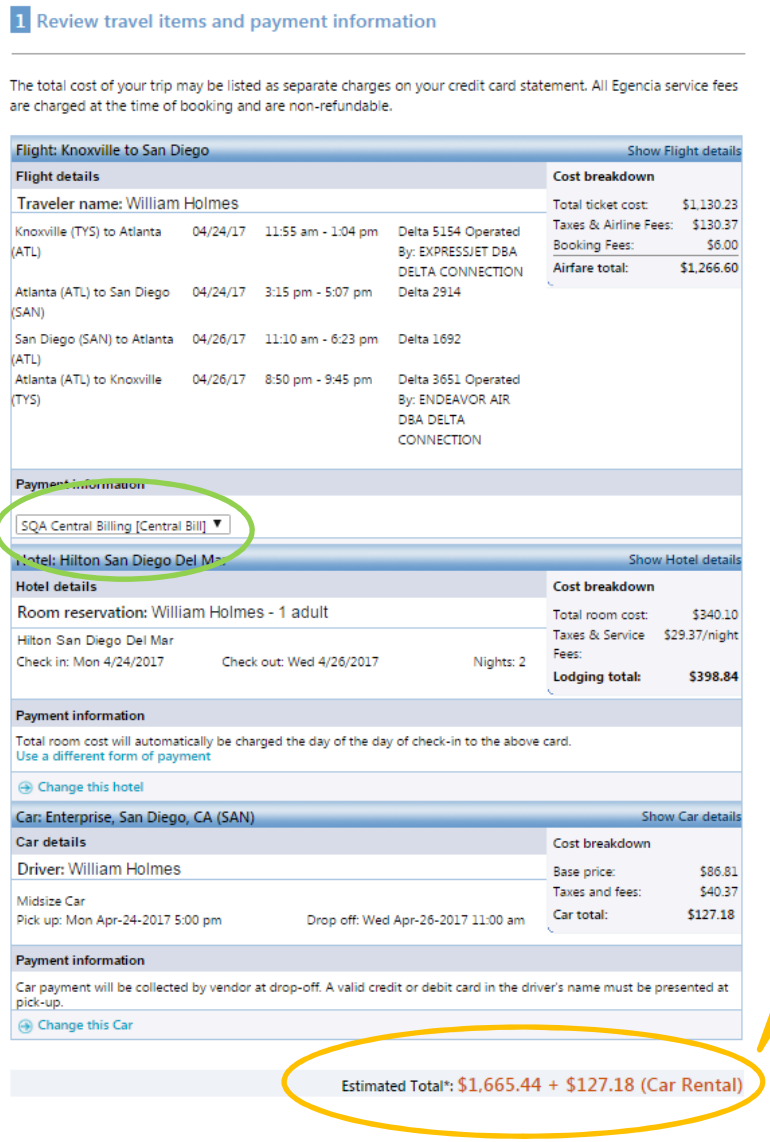
SQA's corporate card will appear by default listed as **SQA Central Billing**.

If using your PERSONAL CARD, *click on the drop down list and select it*.

For *your* card to be listed, it needs to be previously saved in your profile.

If using SQA's corporate card:

- Notify TRAVEL MANAGER **immediately**, so she knows to expect those transactions in our card activity and is able to add your expenses to the roster.
- **Do not** list those expenses in your T&E, as they will be SQA-paid and you will not incur any charges.

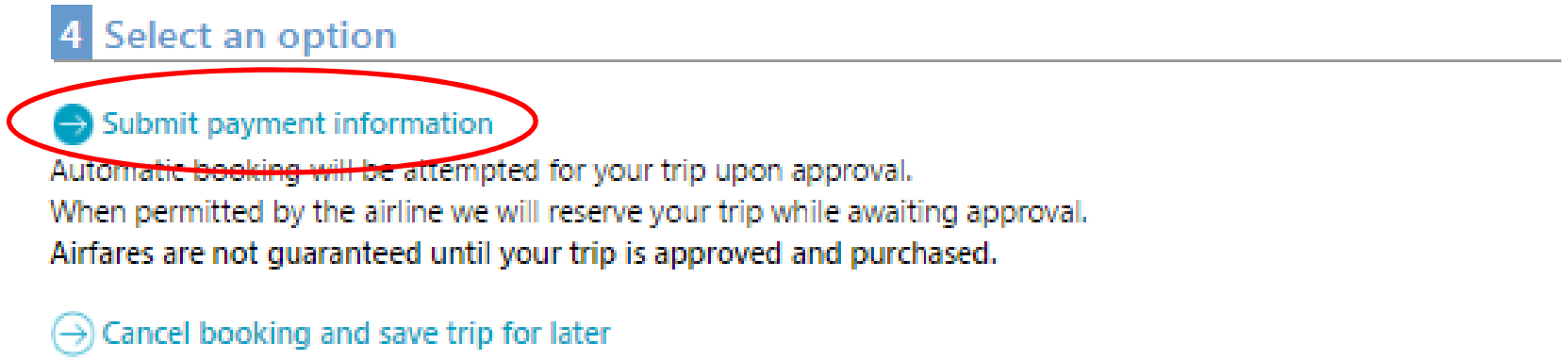


Estimated total cost of the trip will show up at the bottom of the page.

This amount will be *added to the rest of the expenses* you reported and PM's will assess the OVERALL cost in order to determine whether to approve travel or not, same as with the former TRF (Travel Request Form).

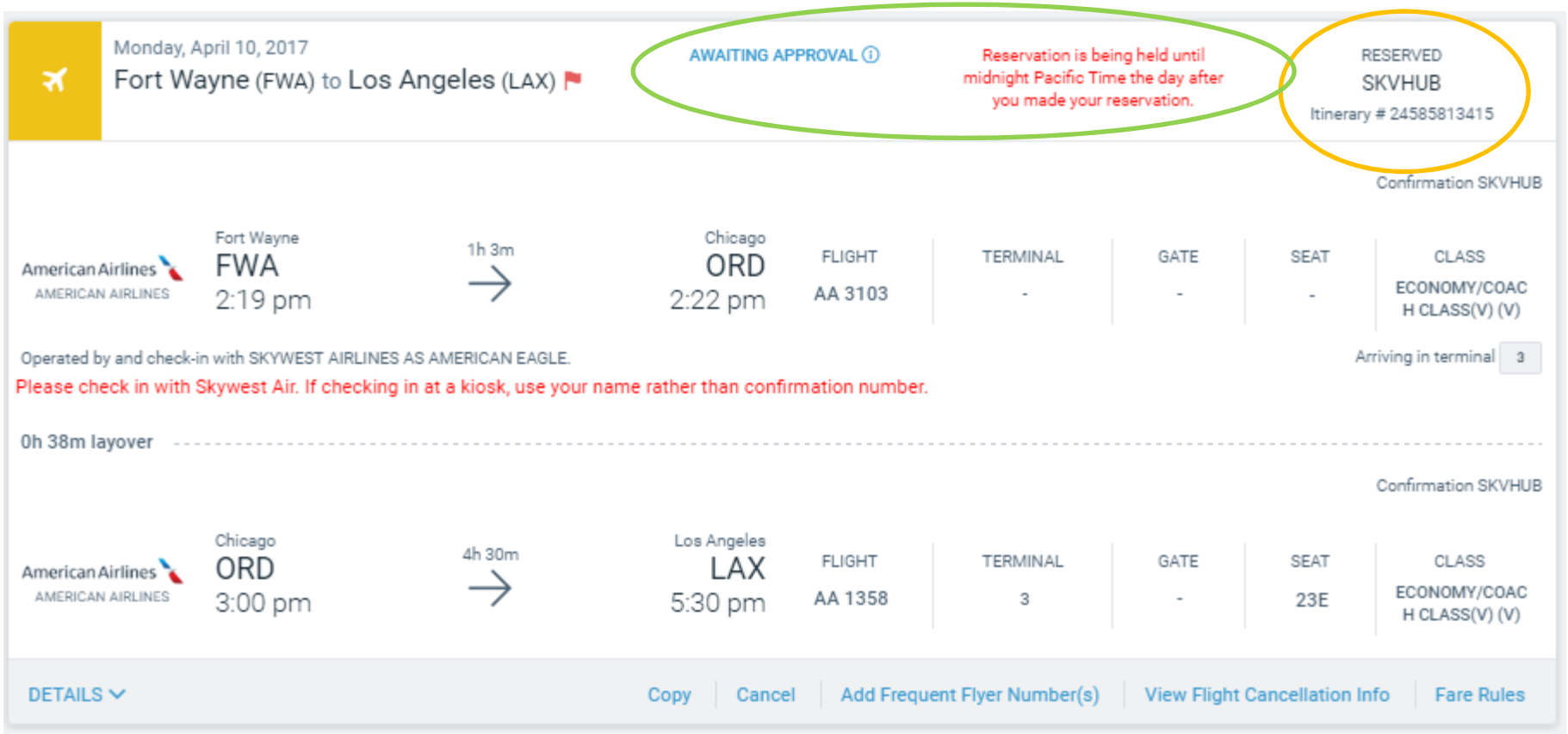
SENDING TRIP FOR APPROVAL

Click on SUBMIT PAYMENT INFORMATION to send request to Program Manager for approval. Flights will be **held** and automatically booked once approval is granted.



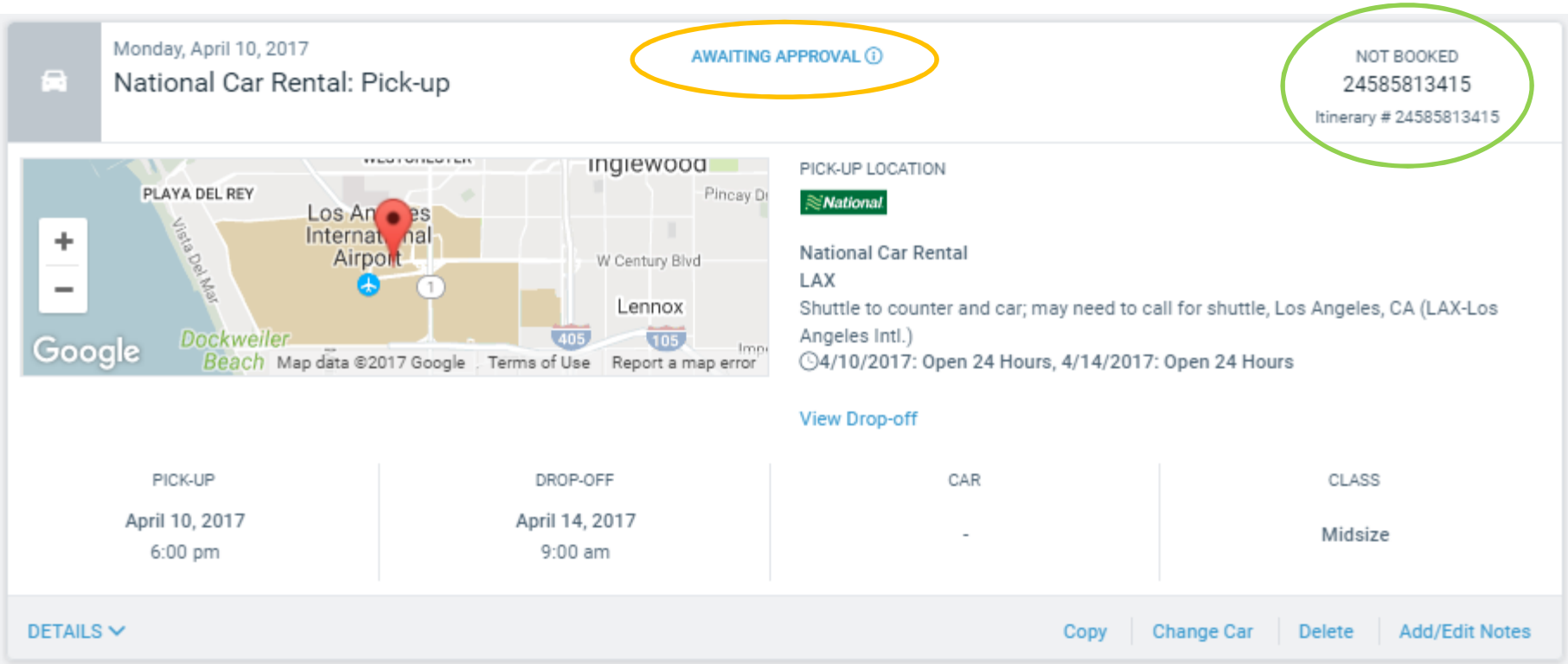
CHECKING YOUR TRAVEL

FLIGHTS in your Trips Tab when correctly submitted for approval



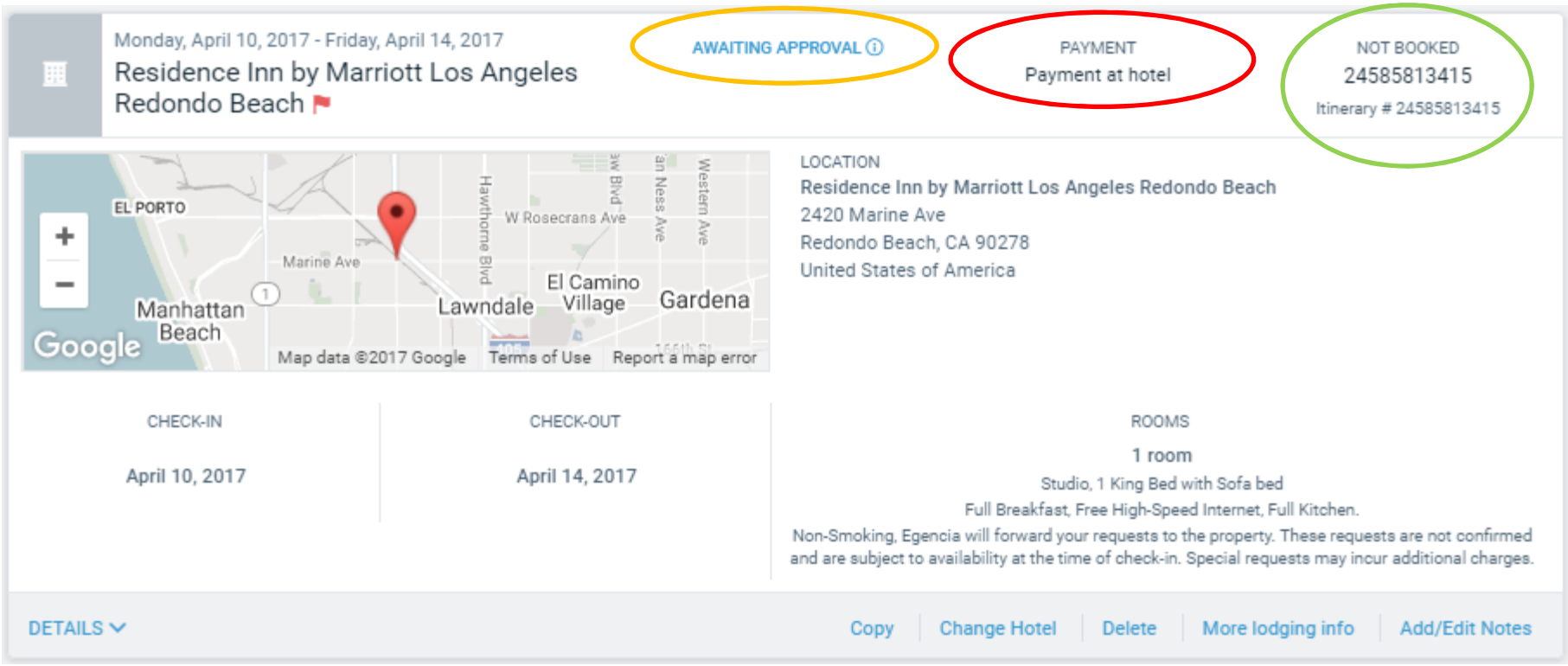
CHECKING YOUR TRAVEL

RENTAL CAR in your Trips Tab when correctly submitted for approval



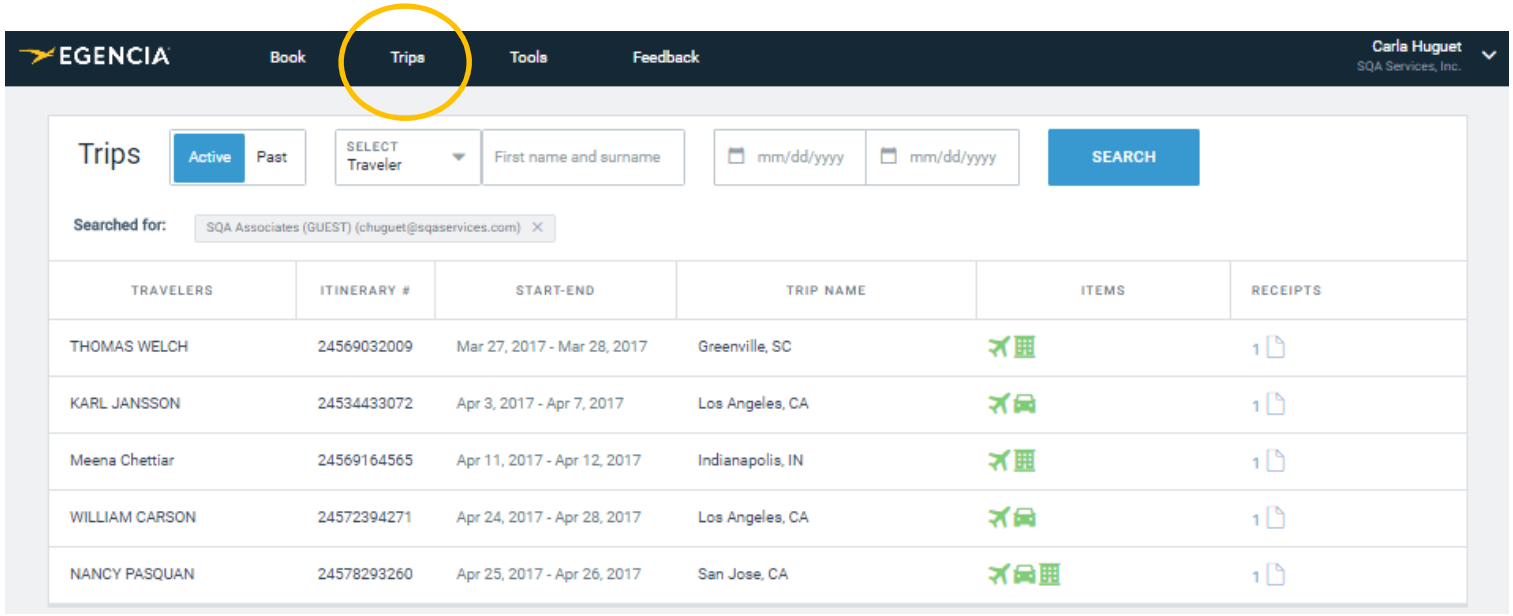
CHECKING YOUR TRAVEL

HOTEL in your Trips Tab when correctly submitted for approval



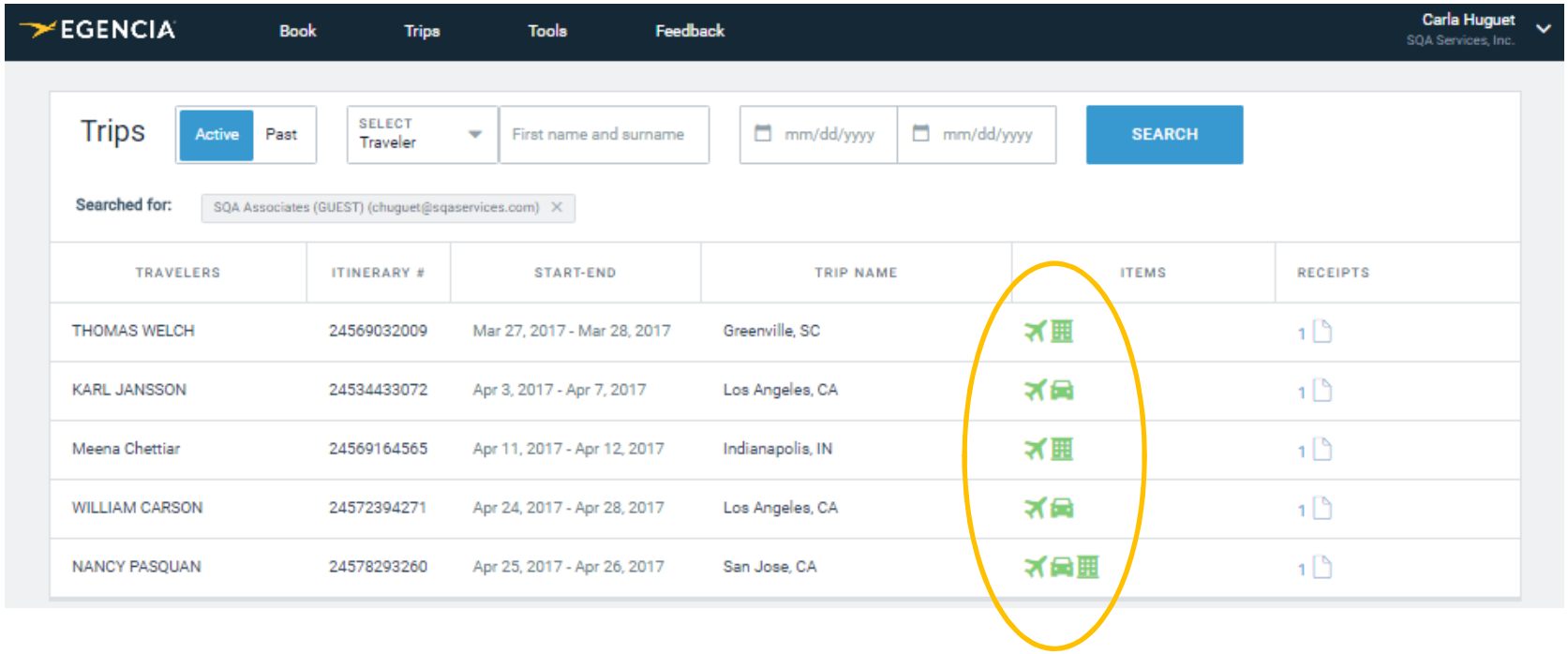
CHECKING YOUR TRAVEL

To make sure your travel reflects appropriately in your account, go to the TRIPS tab, located at the **upper left** of the screen.



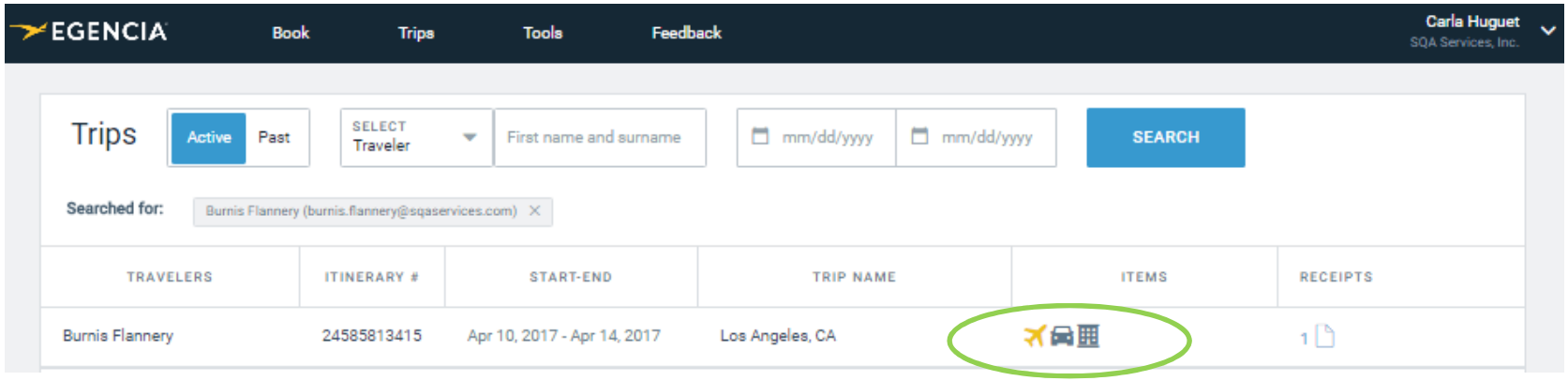
CHECKING YOUR TRAVEL

- Items in **Green** represent travel that has been successfully approved and purchased.



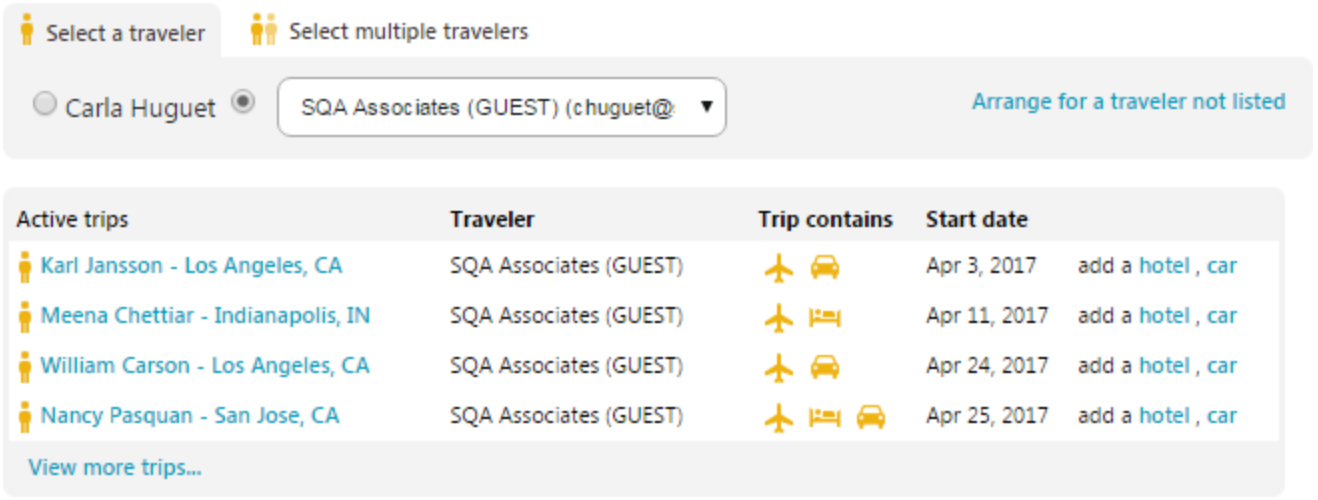
CHECKING YOUR TRAVEL

- Items in **Yellow** are items that are being temporarily held by the traveler OR awaiting approval (applies to flights *only*).
- Items in **Gray** are items that remain unfinished and you can continue with at any time OR items that are awaiting approval.



CHECKING YOUR TRAVEL

Active trips will be displayed in your DASHBOARD, appearing in the order travel will be made. Here, icons will always appear **yellow**, if travel arrangements are *complete*, or **gray** if they are *incomplete*.

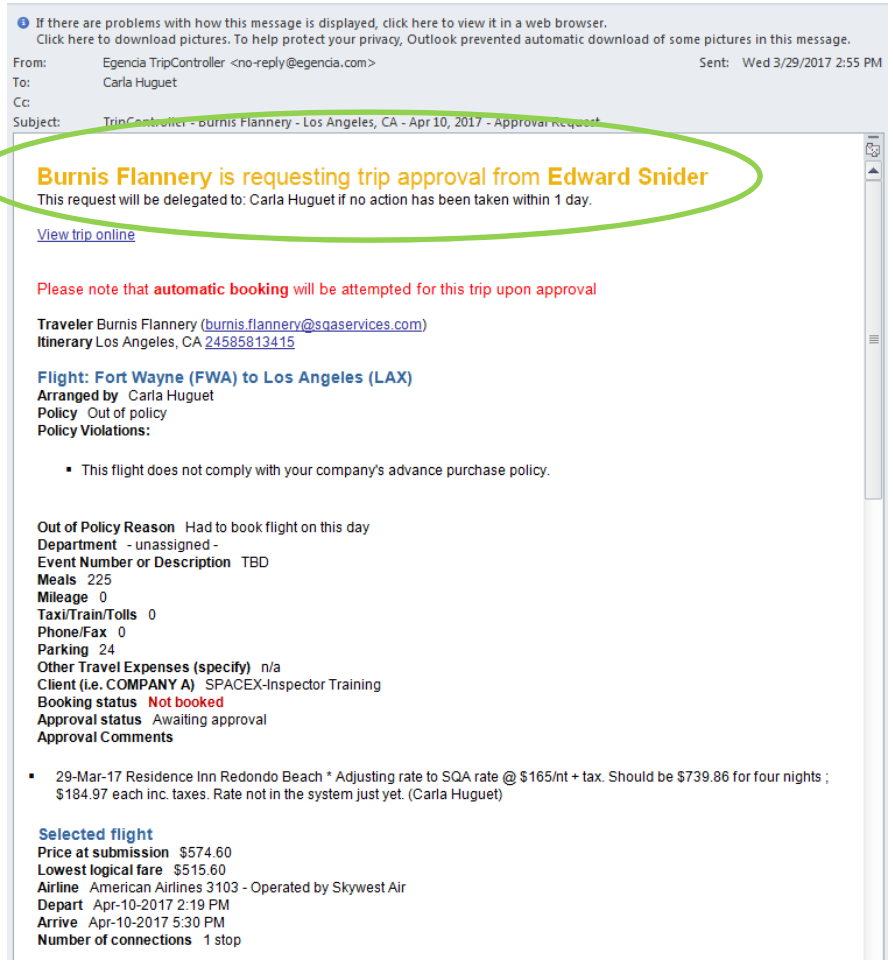


EMAIL NOTIFICATIONS

Approval request email

When your travel is SUBMITTED FOR APPROVAL, you will receive an email from *Egencia TripController*.

The body of the email will start with **"[Associate's name] is requesting trip approval from [Program Manager's name]"**.



If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From: Egencia TripController <no-reply@egencia.com> Sent: Wed 3/29/2017 2:55 PM
To: Carla Huguet
Cc:
Subject: TripController - Burnis Flannery - Los Angeles, CA - Apr 10, 2017 - Approval Request

Burnis Flannery is requesting trip approval from **Edward Snider**
This request will be delegated to: Carla Huguet if no action has been taken within 1 day.

View trip online

Please note that **automatic booking** will be attempted for this trip upon approval

Traveler Burnis Flannery (burnis.flannery@sqaservices.com)
Itinerary Los Angeles, CA 24585813415

Flight: Fort Wayne (FWA) to Los Angeles (LAX)
Arranged by Carla Huguet
Policy Out of policy
Policy Violations:

- This flight does not comply with your company's advance purchase policy.

Out of Policy Reason Had to book flight on this day
Department - unassigned -
Event Number or Description TBD
Meals 225
Mileage 0
Taxi/Train/Tolls 0
Phone/Fax 0
Parking 24
Other Travel Expenses (specify) n/a
Client (i.e. COMPANY A) SPACEX-Inspector Training
Booking status Not booked
Approval status Awaiting approval
Approval Comments

- 29-Mar-17 Residence Inn Redondo Beach * Adjusting rate to SQA rate @ $165/nt + tax. Should be $739.86 for four nights ; $184.97 each inc. taxes. Rate not in the system just yet. (Carla Huguet)

Selected flight
Price at submission $574.60
Lowest logical fare $515.60
Airline American Airlines 3103 - Operated by Skywest Air
Depart Apr-10-2017 2:19 PM
Arrive Apr-10-2017 5:30 PM
Number of connections 1 stop

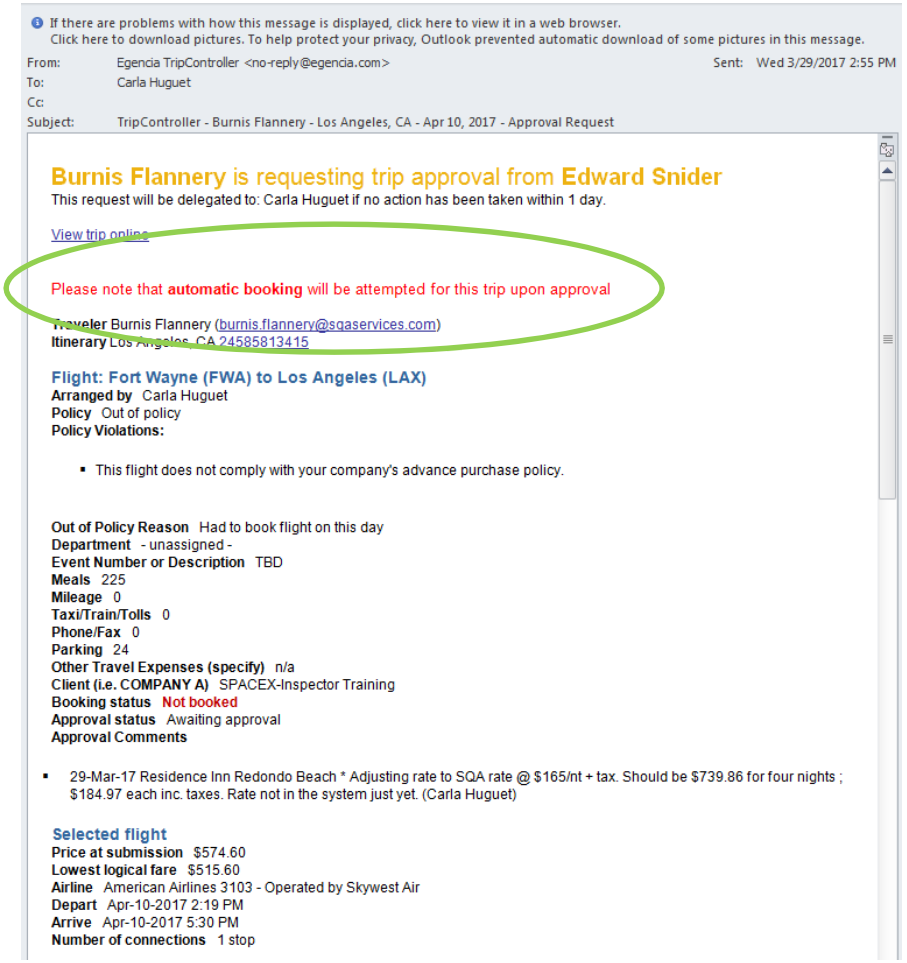
EMAIL NOTIFICATIONS

Approval request email

Egencia has *saved* your selection of flight/hotel/rental car and will attempt to perform an automatic booking upon PM's approval.

Automatic bookings *will go through* even with **up to a 20% increase** in pricing.

PM's have 24 hours to approve *or* deny the request.



If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

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Burnis Flannery is requesting trip approval from **Edward Snider**
This request will be delegated to: Carla Huguet if no action has been taken within 1 day.

View trip online

Please note that **automatic booking** will be attempted for this trip upon approval

Traveler Burnis Flannery (burnis.flannery@sqaservices.com)
Itinerary Los Angeles, CA 24585813415

Flight: Fort Wayne (FWA) to Los Angeles (LAX)
Arranged by Carla Huguet
Policy Out of policy
Policy Violations:

- This flight does not comply with your company's advance purchase policy.

Out of Policy Reason Had to book flight on this day
Department - unassigned -
Event Number or Description TBD
Meals 225
Mileage 0
Taxi/Train/Tolls 0
Phone/Fax 0
Parking 24
Other Travel Expenses (specify) n/a
Client (i.e. COMPANY A) SPACEX-Inspector Training
Booking status Not booked
Approval status Awaiting approval
Approval Comments

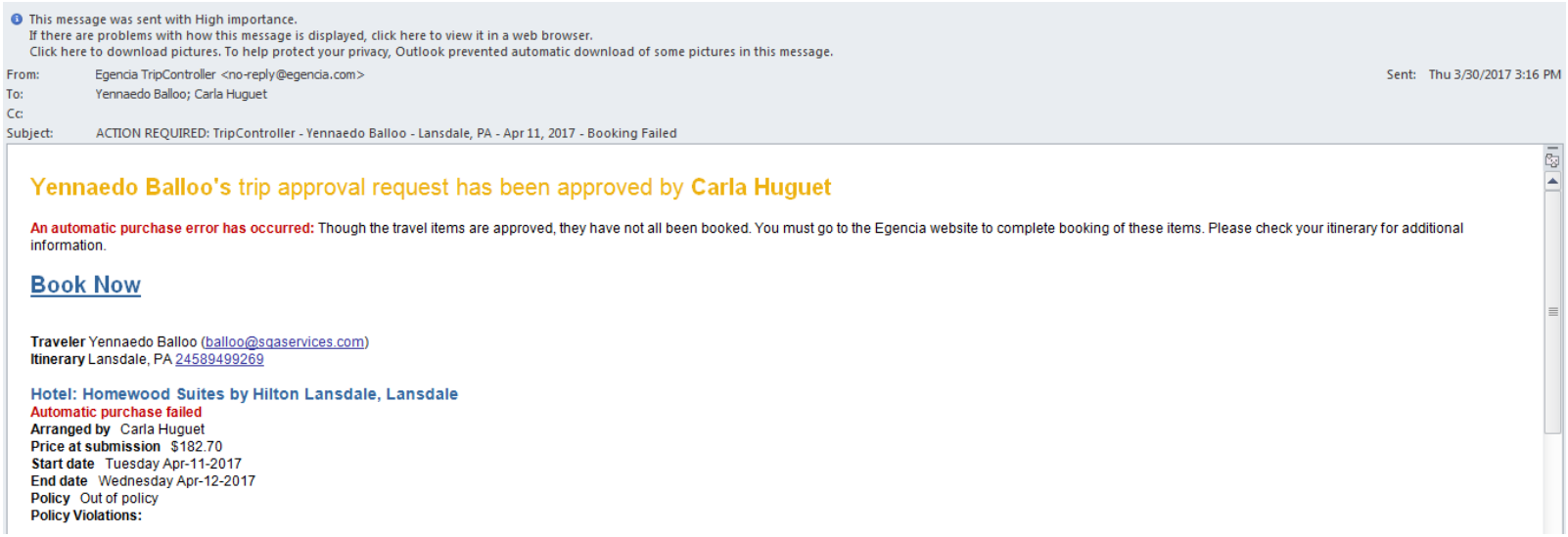
- 29-Mar-17 Residence Inn Redondo Beach * Adjusting rate to SQA rate @ $165/nt + tax. Should be $739.86 for four nights ; $184.97 each inc. taxes. Rate not in the system just yet. (Carla Huguet)

Selected flight
Price at submission $574.60
Lowest logical fare $515.60
Airline American Airlines 3103 - Operated by Skywest Air
Depart Apr-10-2017 2:19 PM
Arrive Apr-10-2017 5:30 PM
Number of connections 1 stop

SENDING TRIP FOR APPROVAL

Action required email

If your travel has been approved BUT something went wrong with the completion of the purchase, you will also receive an email from *Egencia TripController* asking you to act on the issue.



This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From: Egencia TripController <no-reply@egencia.com> Sent: Thu 3/30/2017 3:16 PM
To: Yennaedo Balloo; Carla Huguet
Cc:
Subject: ACTION REQUIRED: TripController - Yennaedo Balloo - Lansdale, PA - Apr 11, 2017 - Booking Failed

Yennaedo Balloo's trip approval request has been approved by **Carla Huguet**

An automatic purchase error has occurred: Though the travel items are approved, they have not all been booked. You must go to the Egencia website to complete booking of these items. Please check your itinerary for additional information.

Book Now

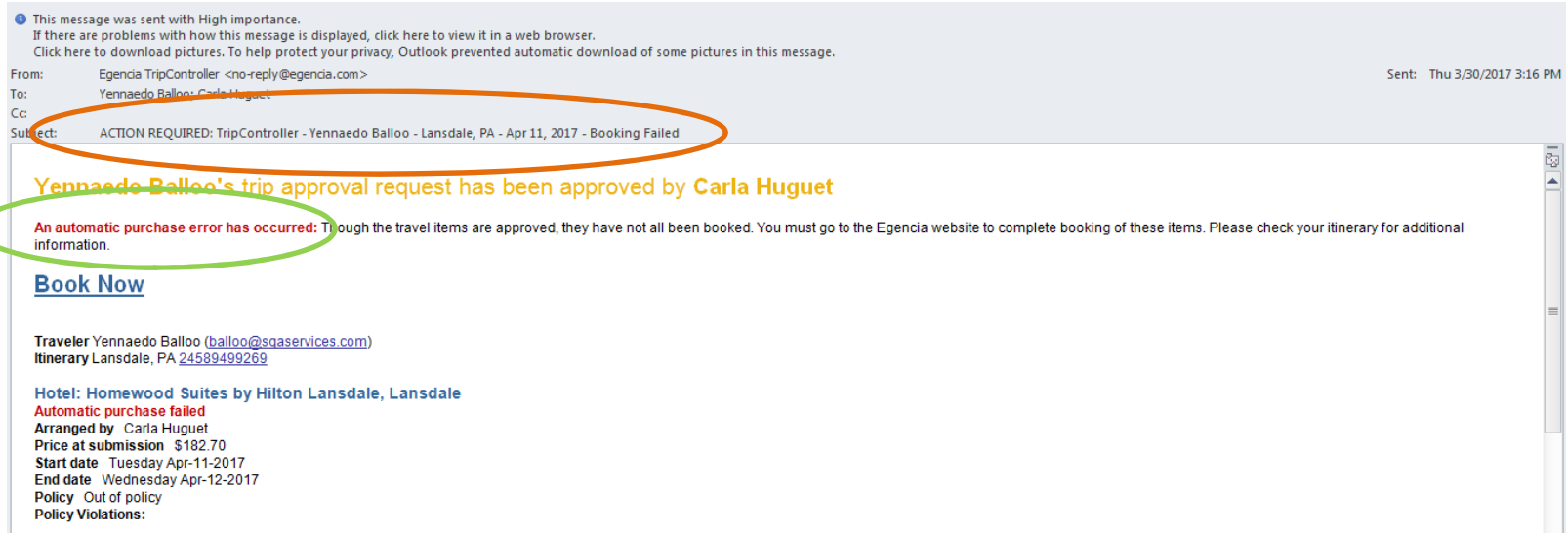
Traveler Yennaedo Balloo (balloo@sqaservices.com)
Itinerary Lansdale, PA 24589499269

Hotel: Homewood Suites by Hilton Lansdale, Lansdale
Automatic purchase failed
Arranged by Carla Huguet
Price at submission $182.70
Start date Tuesday Apr-11-2017
End date Wednesday Apr-12-2017
Policy Out of policy
Policy Violations:

SENDING TRIP FOR APPROVAL

Action required email

The subject of the email will start with **ACTION REQUIRED: TripController** and will finish with **Booking Failed**. Log into your account for further details of what went wrong.



This message was sent with High importance.
If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

From: Egencia TripController <no-reply@egencia.com>
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Subject: ACTION REQUIRED: TripController - Yennaedo Balloo - Lansdale, PA - Apr 11, 2017 - Booking Failed

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Book Now

Traveler Yennaedo Balloo (balloo@sqaservices.com)
Itinerary Lansdale, PA 24589499269

Hotel: Homewood Suites by Hilton Lansdale, Lansdale
Automatic purchase failed
Arranged by Carla Huguet
Price at submission $182.70
Start date Tuesday Apr-11-2017
End date Wednesday Apr-12-2017
Policy Out of policy
Policy Violations:

SENDING TRIP FOR APPROVAL

Action required email

Reasons* for approved travel to BOUNCE:

- Airfare increase of over 20%
- Unavailability of selected hotel rate
- Unavailability of selected room type
- Errors in payment method
  - Not enough credit limit/unavailable funds
  - Incomplete or inaccurate card info in the profile

* Reasons may include but are not limited to the above.

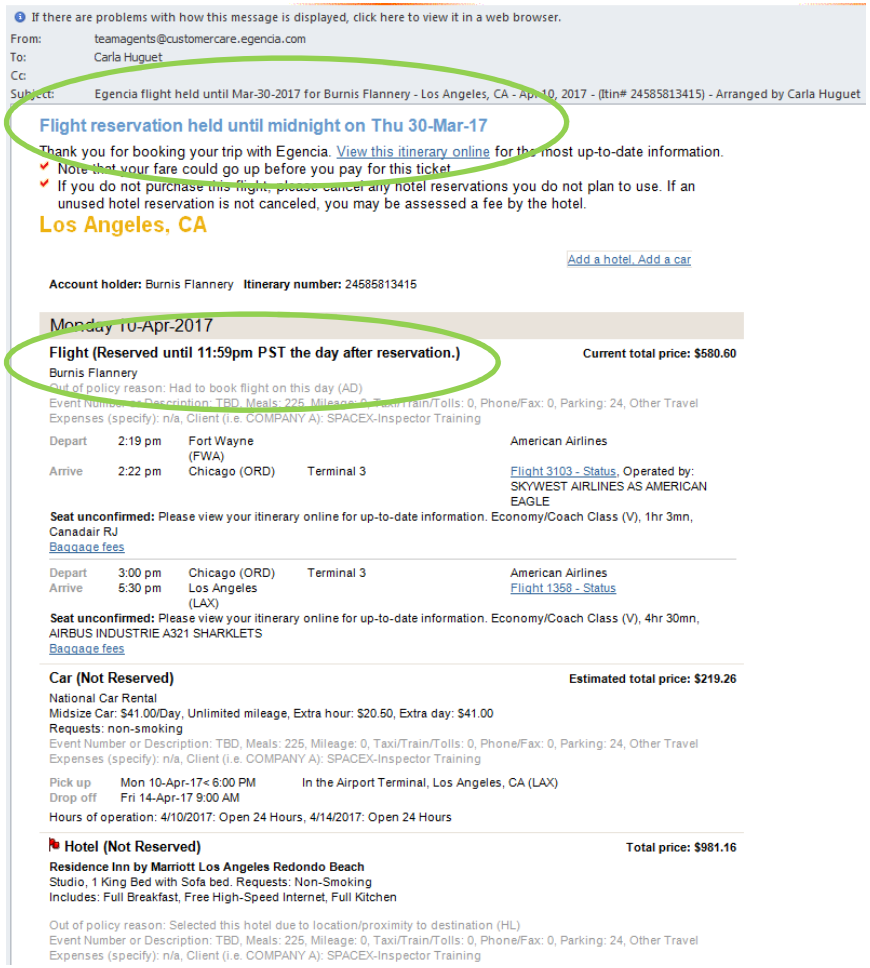
EMAIL NOTIFICATIONS

Flight on hold email

If booking flights, you will also receive an email from *Egencia Customer Care*.

The body of the email will start with **Flight reservation held until midnight on [day after the travel request]”**.

Egencia is *confirming* a seat is being held for you in the flight you selected.



If there are problems with how this message is displayed, click here to view it in a web browser.

From: teamagents@customercare.egencia.com
To: Carla Huguet
Cc:
Subject: Egencia flight held until Mar-30-2017 for Burnis Flannery - Los Angeles, CA - Apr 10, 2017 - (Itin# 24585813415) - Arranged by Carla Huguet

Flight reservation held until midnight on Thu 30-Mar-17

Thank you for booking your trip with Egencia. View this itinerary online for the most up-to-date information.
- Note that your fare could go up before you pay for this ticket.
- If you do not purchase this flight, please cancel any hotel reservations you do not plan to use. If an unused hotel reservation is not canceled, you may be assessed a fee by the hotel.

Los Angeles, CA

Add a hotel, Add a car

Account holder: Burnis Flannery **Itinerary number:** 24585813415

Monday 10-Apr-2017

Flight (Reserved until 11:59pm PST the day after reservation.) **Current total price: $580.60**

Burnis Flannery
Out of policy reason: Had to book flight on this day (AD)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Depart	2:19 pm	Fort Wayne (FWA)		American Airlines
Arrive	2:22 pm	Chicago (ORD)	Terminal 3	Flight 3103 - Status, Operated by: SKYWEST AIRLINES AS AMERICAN EAGLE

Seat unconfirmed: Please view your itinerary online for up-to-date information. Economy/Coach Class (V), 1hr 3mn, Canadair RJ
Baggage fees

Depart	3:00 pm	Chicago (ORD)	Terminal 3	American Airlines
Arrive	5:30 pm	Los Angeles (LAX)		Flight 1358 - Status

Seat unconfirmed: Please view your itinerary online for up-to-date information. Economy/Coach Class (V), 4hr 30mn, AIRBUS INDUSTRIE A321 SHARKLETS
Baggage fees

Car (Not Reserved) **Estimated total price: $219.26**

National Car Rental
Midsize Car: $41.00/Day, Unlimited mileage, Extra hour: $20.50, Extra day: $41.00
Requests: non-smoking
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel
Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Pick up	Mon 10-Apr-17< 6:00 PM	In the Airport Terminal, Los Angeles, CA (LAX)
Drop off	Fri 14-Apr-17 9:00 AM	

Hours of operation: 4/10/2017: Open 24 Hours, 4/14/2017: Open 24 Hours

Hotel (Not Reserved) **Total price: $981.16**

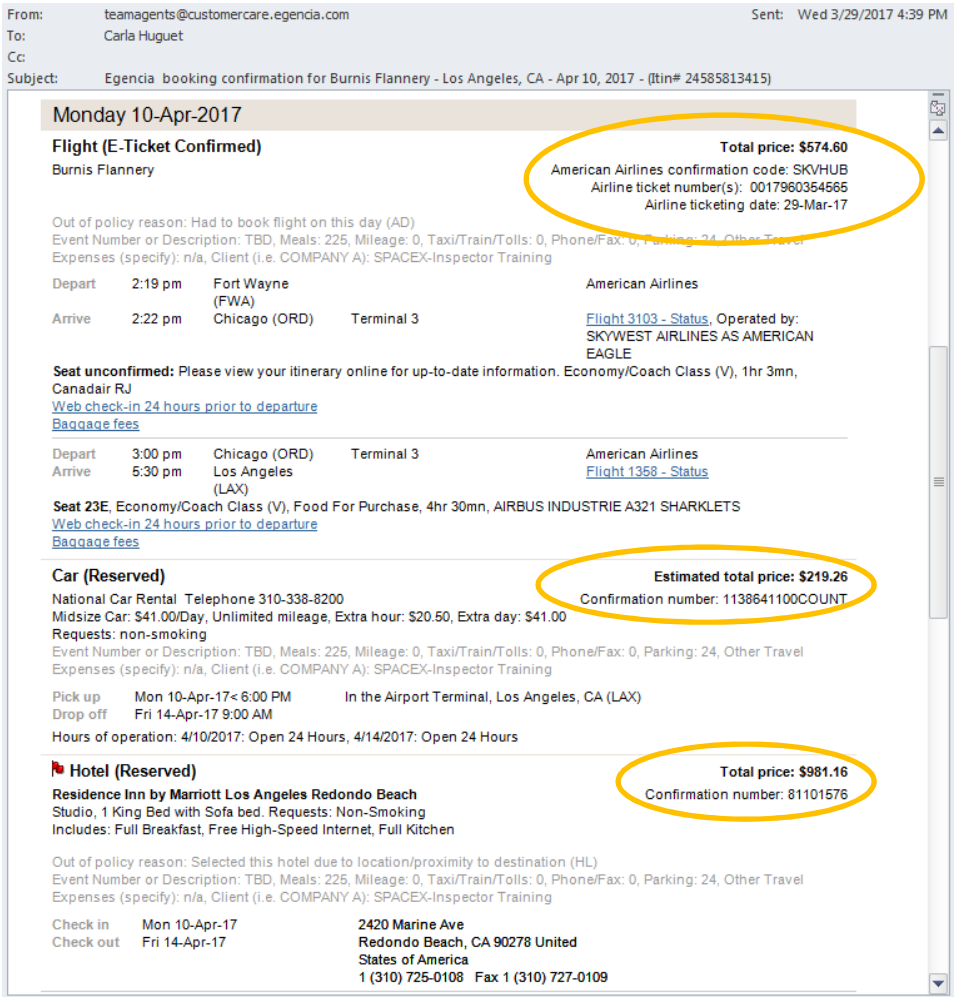
Residence Inn by Marriott Los Angeles Redondo Beach
Studio, 1 King Bed with Sofa bed. Requests: Non-Smoking
Includes: Full Breakfast, Free High-Speed Internet, Full Kitchen

Out of policy reason: Selected this hotel due to location/proximity to destination (HL)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

EMAIL NOTIFICATIONS

Confirmation email

When travel has been approved, you will ultimately receive an email from *Egencia Customer Care*, stating your **confirmation numbers** for each one of the travel pieces that were booked, along with the final price.



From: teamagents@customercare.egencia.com Sent: Wed 3/29/2017 4:39 PM
To: Carla Huguet
Cc:
Subject: Egencia booking confirmation for Burnis Flannery - Los Angeles, CA - Apr 10, 2017 - (Itin# 24585813415)

Monday 10-Apr-2017

Flight (E-Ticket Confirmed) **Total price: $574.60**
Burnis Flannery
American Airlines confirmation code: SKVHUB
Airline ticket number(s): 0017960354565
Airline ticketing date: 29-Mar-17

Out of policy reason: Had to book flight on this day (AD)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel
Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Depart	2:19 pm	Fort Wayne (FWA)		American Airlines
Arrive	2:22 pm	Chicago (ORD)	Terminal 3	Flight 3103 - Status, Operated by: SKYWEST AIRLINES AS AMERICAN EAGLE

Seat unconfirmed: Please view your itinerary online for up-to-date information. Economy/Coach Class (V), 1hr 3mn, Canadair RJ
Web check-in 24 hours prior to departure
Baggage fees

Depart	3:00 pm	Chicago (ORD)	Terminal 3	American Airlines
Arrive	5:30 pm	Los Angeles (LAX)		Flight 1358 - Status

Seat 23E, Economy/Coach Class (V), Food For Purchase, 4hr 30mn, AIRBUS INDUSTRIE A321 SHARKLETS
Web check-in 24 hours prior to departure
Baggage fees

Car (Reserved) **Estimated total price: $219.26**
National Car Rental Telephone 310-338-8200 Confirmation number: 1138641100COUNT
Midsize Car: $41.00/Day, Unlimited mileage, Extra hour: $20.50, Extra day: $41.00
Requests: non-smoking
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel
Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Pick up	Mon 10-Apr-17< 6:00 PM	In the Airport Terminal, Los Angeles, CA (LAX)
Drop off	Fri 14-Apr-17 9:00 AM	

Hours of operation: 4/10/2017: Open 24 Hours, 4/14/2017: Open 24 Hours

Hotel (Reserved) **Total price: $981.16**
Residence Inn by Marriott Los Angeles Redondo Beach Confirmation number: 81101576
Studio, 1 King Bed with Sofa bed. Requests: Non-Smoking
Includes: Full Breakfast, Free High-Speed Internet, Full Kitchen

Out of policy reason: Selected this hotel due to location/proximity to destination (HL)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel
Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

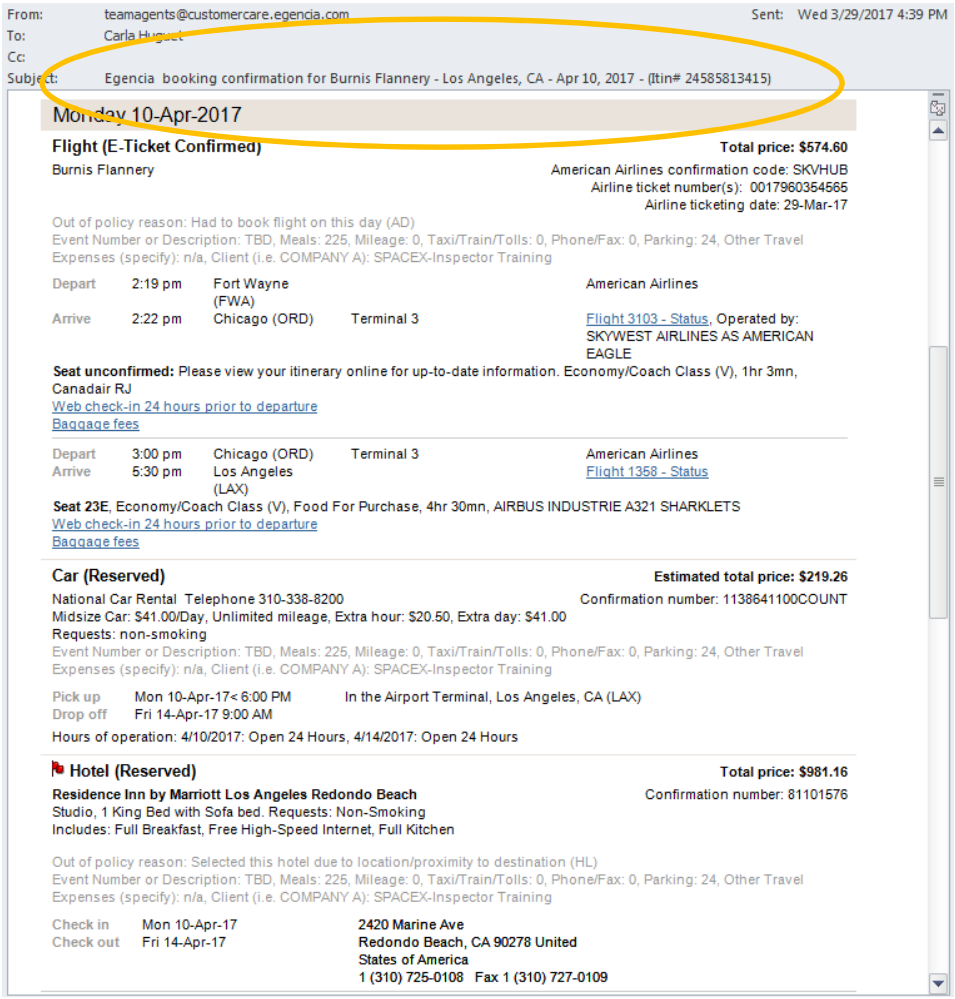
Check in	Mon 10-Apr-17	2420 Marine Ave
Check out	Fri 14-Apr-17	Redondo Beach, CA 90278 United States of America
		1 (310) 725-0108 Fax 1 (310) 727-0109

EMAIL NOTIFICATIONS

Confirmation email

The subject of the email will read:

“Egencia booking confirmation for [Associate Name] - [City, State] - [MMM DD, YYYY - (Itin# itinerarynumber)”.



From: teamagents@customercare.egencia.com Sent: Wed 3/29/2017 4:39 PM
To: Carla Huguet
Cc:
Subject: Egencia booking confirmation for Burnis Flannery - Los Angeles, CA - Apr 10, 2017 - (Itin# 24585813415)

Monday 10-Apr-2017

Flight (E-Ticket Confirmed) **Total price: $574.60**

Burnis Flannery
American Airlines confirmation code: SKVHUB
Airline ticket number(s): 0017960354565
Airline ticketing date: 29-Mar-17

Out of policy reason: Had to book flight on this day (AD)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Depart	2:19 pm	Fort Wayne (FWA)		American Airlines
Arrive	2:22 pm	Chicago (ORD)	Terminal 3	Flight 3103 - Status, Operated by: SKYWEST AIRLINES AS AMERICAN EAGLE

Seat unconfirmed: Please view your itinerary online for up-to-date information. Economy/Coach Class (V), 1hr 3mn, Canadair RJ
Web check-in 24 hours prior to departure
Baggage fees

Depart	3:00 pm	Chicago (ORD)	Terminal 3	American Airlines
Arrive	5:30 pm	Los Angeles (LAX)		Flight 1358 - Status

Seat 23E, Economy/Coach Class (V), Food For Purchase, 4hr 30mn, AIRBUS INDUSTRIE A321 SHARKLETS
Web check-in 24 hours prior to departure
Baggage fees

Car (Reserved) **Estimated total price: $219.26**

National Car Rental Telephone 310-338-8200 Confirmation number: 1138641100COUNT
Midsize Car: $41.00/Day, Unlimited mileage, Extra hour: $20.50, Extra day: $41.00
Requests: non-smoking
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Pick up Mon 10-Apr-17< 6:00 PM In the Airport Terminal, Los Angeles, CA (LAX)
Drop off Fri 14-Apr-17 9:00 AM

Hours of operation: 4/10/2017: Open 24 Hours, 4/14/2017: Open 24 Hours

Hotel (Reserved) **Total price: $981.16**

Residence Inn by Marriott Los Angeles Redondo Beach Confirmation number: 81101576
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Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Check in Mon 10-Apr-17
Check out Fri 14-Apr-17

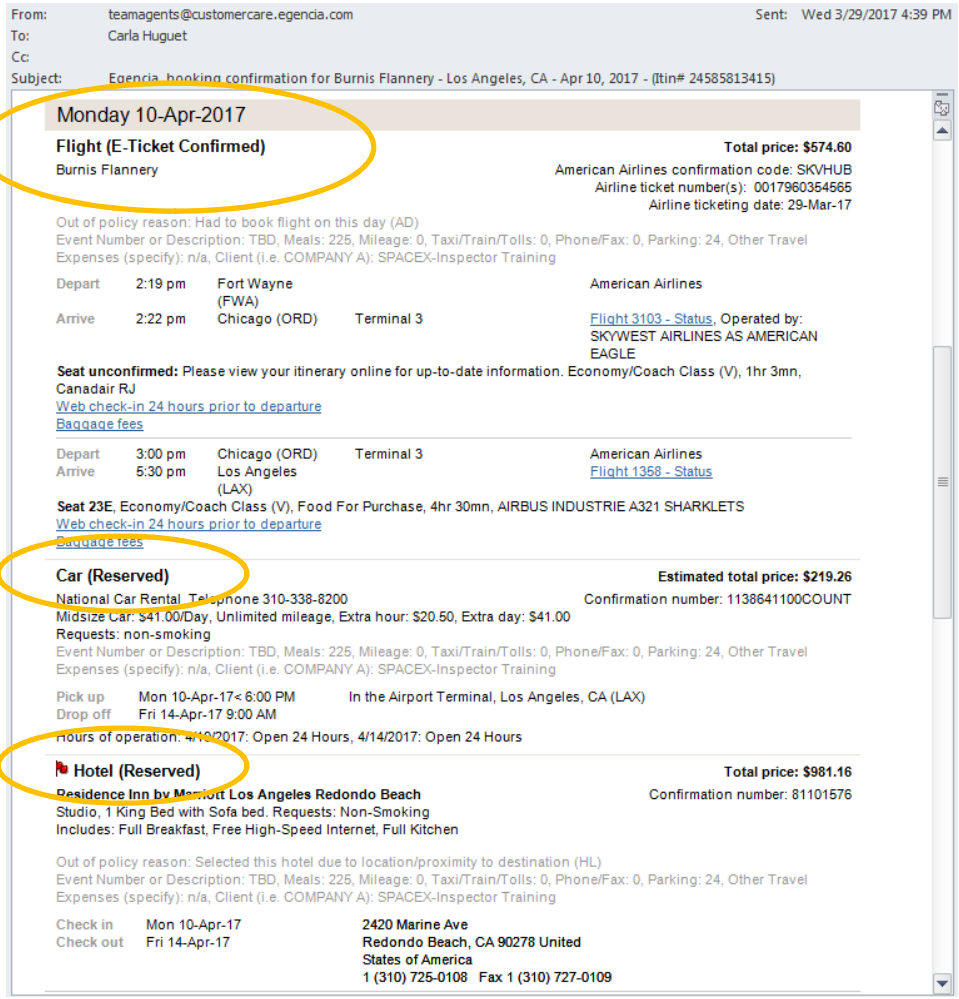
2420 Marine Ave
Redondo Beach, CA 90278 United States of America
1 (310) 725-0108 Fax 1 (310) 727-0109

EMAIL NOTIFICATIONS

Confirmation email

Status of each travel piece will have also **changed** to *E-Ticket Confirmed* for flights and *Reserved* for hotels and rental cars.

Read through all the confirmation and *make sure* all your travel pieces are **displayed correctly**.



From: teamagents@customercare.egencia.com Sent: Wed 3/29/2017 4:39 PM
To: Carla Huguet
Cc:
Subject: Egencia booking confirmation for Burnis Flannery - Los Angeles, CA - Apr 10, 2017 - (Itin# 24585813415)

Monday 10-Apr-2017

Flight (E-Ticket Confirmed) **Total price: $574.60**
Burnis Flannery
American Airlines confirmation code: SKVHUB
Airline ticket number(s): 0017960354565
Airline ticketing date: 29-Mar-17

Out of policy reason: Had to book flight on this day (AD)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Depart 2:19 pm Fort Wayne (FWA) American Airlines
Arrive 2:22 pm Chicago (ORD) Terminal 3 Flight 3103 - Status, Operated by: SKYWEST AIRLINES AS AMERICAN EAGLE

Seat unconfirmed: Please view your itinerary online for up-to-date information. Economy/Coach Class (V), 1hr 3mn, Canadair RJ
Web check-in 24 hours prior to departure
Baggage fees

Depart 3:00 pm Chicago (ORD) Terminal 3 American Airlines
Arrive 5:30 pm Los Angeles (LAX) Flight 1358 - Status

Seat 23E, Economy/Coach Class (V), Food For Purchase, 4hr 30mn, AIRBUS INDUSTRIE A321 SHARKLETS
Web check-in 24 hours prior to departure
Baggage fees

Car (Reserved) **Estimated total price: $219.26**
National Car Rental Telephone 310-338-8200 Confirmation number: 1138641100COUNT
Midsize Car: $41.00/Day, Unlimited mileage, Extra hour: $20.50, Extra day: $41.00
Requests: non-smoking
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

Pick up Mon 10-Apr-17< 6:00 PM In the Airport Terminal, Los Angeles, CA (LAX)
Drop off Fri 14-Apr-17 9:00 AM
Hours of operation: 4/10/2017: Open 24 Hours, 4/14/2017: Open 24 Hours

Hotel (Reserved) **Total price: $981.16**
Residence Inn by Marriott Los Angeles Redondo Beach Confirmation number: 81101576
Studio, 1 King Bed with Sofa bed. Requests: Non-Smoking
Includes: Full Breakfast, Free High-Speed Internet, Full Kitchen

Out of policy reason: Selected this hotel due to location/proximity to destination (HL)
Event Number or Description: TBD, Meals: 225, Mileage: 0, Taxi/Train/Tolls: 0, Phone/Fax: 0, Parking: 24, Other Travel Expenses (specify): n/a, Client (i.e. COMPANY A): SPACEX-Inspector Training

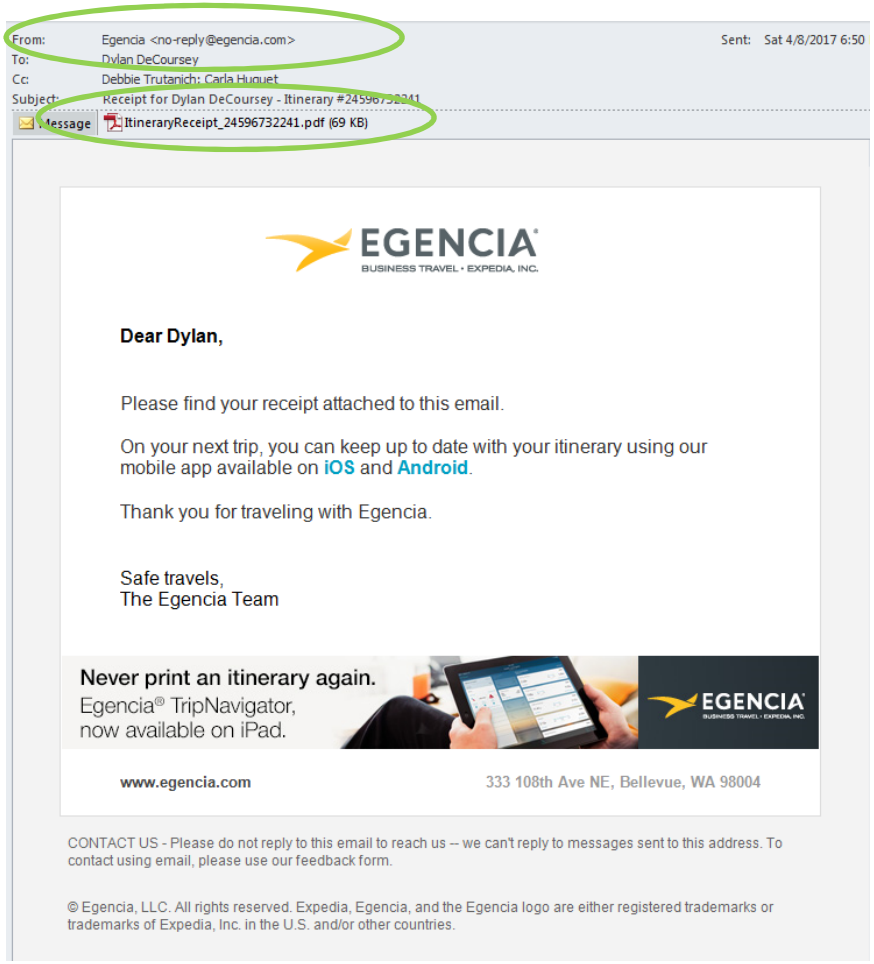
Check in Mon 10-Apr-17
Check out Fri 14-Apr-17
2420 Marine Ave
Redondo Beach, CA 90278 United States of America
1 (310) 725-0108 Fax 1 (310) 727-0109

EMAIL NOTIFICATIONS

Receipt notification email

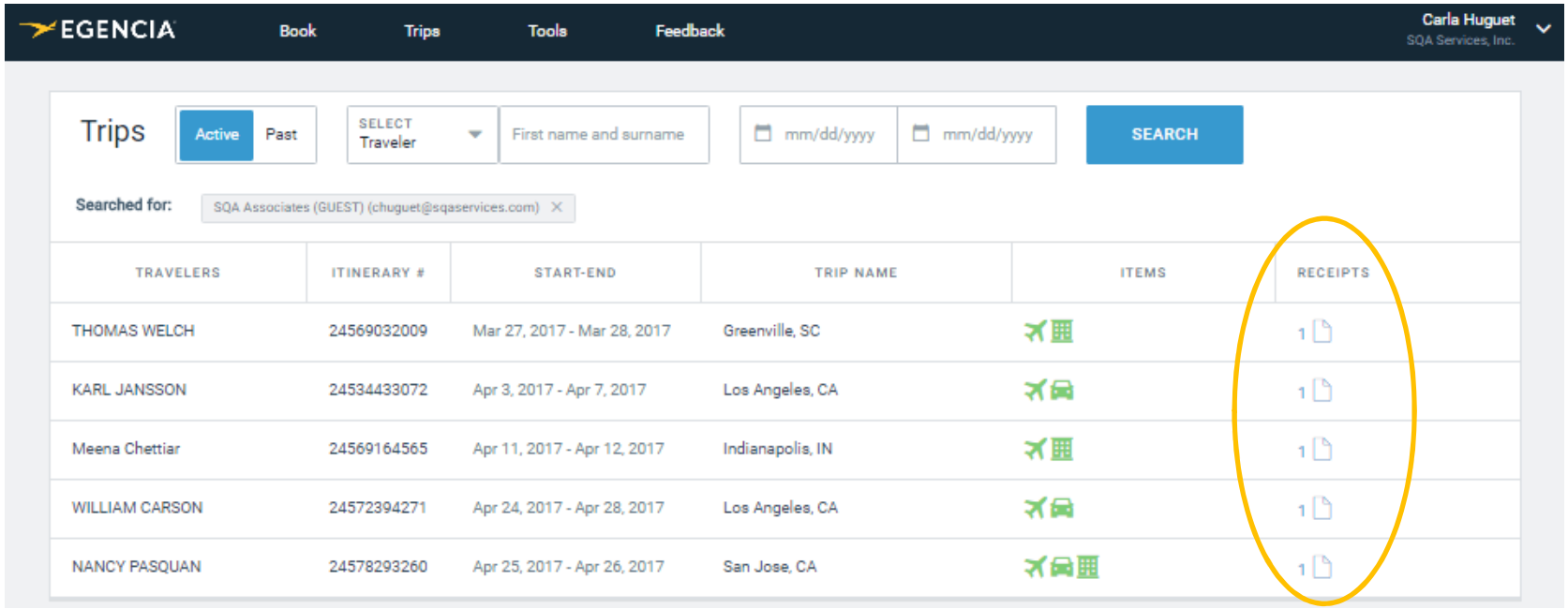
Travelers will receive two emails regarding RECEIPTS:

- Notification of receipt *available* in 24 hours.
- PDF receipt for charges paid **through** Egencia (flights and potentially hotels), upon travel completion.



GETTING RECEIPTS

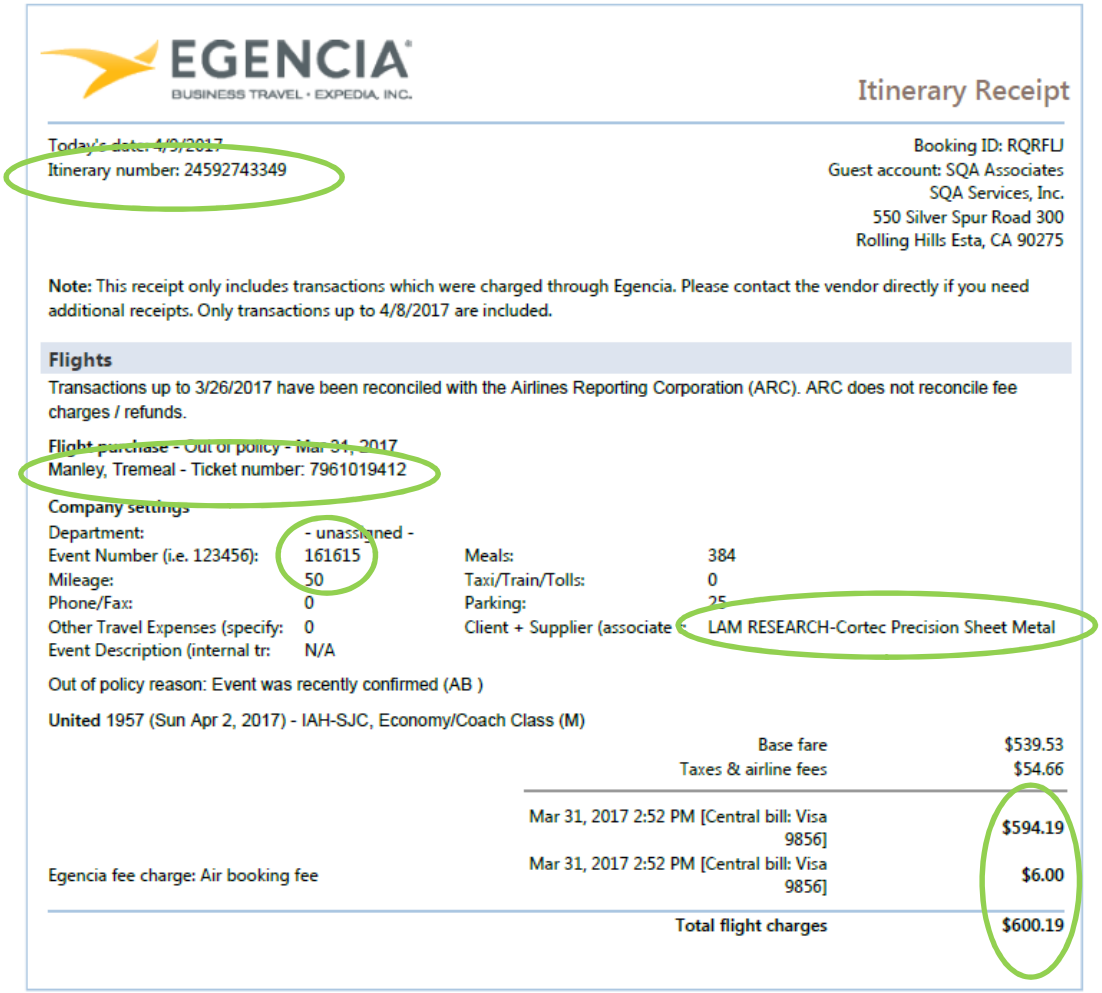
Receipts can also be downloaded directly from My Trips tab by clicking on the PAPER ICON to the far right of the page.



GETTING RECEIPTS

Receipt for Flights

- Itinerary number
- Passenger name
- Ticket number
- Client/Supplier
- Travel expenses info
- Airfare price
- Service fee
- Flights grand total



EGENCIA
BUSINESS TRAVEL · EXPEDIA, INC.

Itinerary Receipt

Today's date: 4/9/2017
Itinerary number: 24592743349

Booking ID: RQRFLJ
Guest account: SQA Associates
SQA Services, Inc.
550 Silver Spur Road 300
Rolling Hills Esta, CA 90275

Note: This receipt only includes transactions which were charged through Egencia. Please contact the vendor directly if you need additional receipts. Only transactions up to 4/8/2017 are included.

Flights

Transactions up to 3/26/2017 have been reconciled with the Airlines Reporting Corporation (ARC). ARC does not reconcile fee charges / refunds.

Flight purchase - Out of policy - Mar 31, 2017
Manley, Tremeal - Ticket number: 7961019412

Company settings

Department:	- unassigned -		
Event Number (i.e. 123456):	161615	Meals:	384
Mileage:	50	Taxi/Train/Tolls:	0
Phone/Fax:	0	Parking:	25
Other Travel Expenses (specify:	0	Client + Supplier (associate -	LAM RESEARCH-Cortec Precision Sheet Metal
Event Description (internal tr:	N/A		

Out of policy reason: Event was recently confirmed (AB)

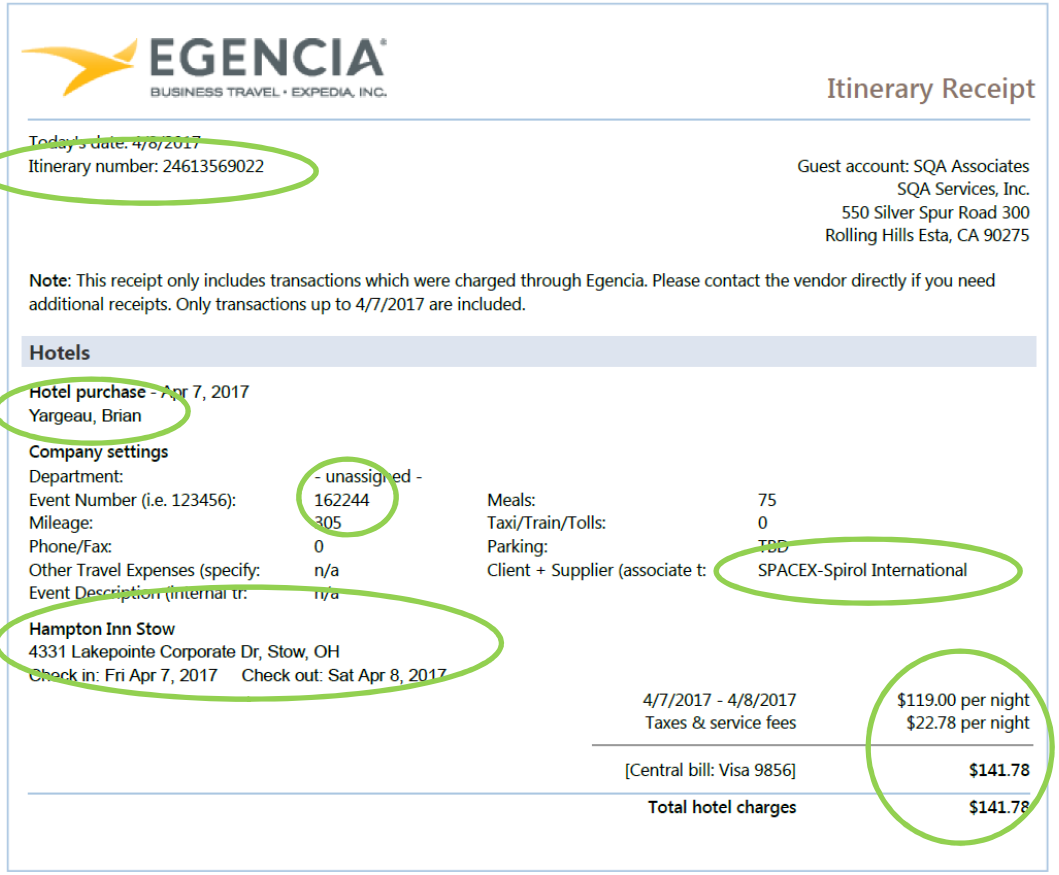
United 1957 (Sun Apr 2, 2017) - IAH-SJC, Economy/Coach Class (M)

	Base fare	$539.53
	Taxes & airline fees	$54.66
	Mar 31, 2017 2:52 PM [Central bill: Visa 9856]	$594.19
Egencia fee charge: Air booking fee	Mar 31, 2017 2:52 PM [Central bill: Visa 9856]	$6.00
	Total flight charges	**$600.19**

GETTING RECEIPTS

Receipt for Hotels

- Itinerary number
- Guest name
- Property details
- Client/Supplier
- Travel expenses info
- Room charges
- Tax charges
- Hotel grand total



EGENCIA
BUSINESS TRAVEL • EXPEDIA, INC.

Itinerary Receipt

Today's date: 4/8/2017
Itinerary number: 24613569022

Guest account: SQA Associates
SQA Services, Inc.
550 Silver Spur Road 300
Rolling Hills Esta, CA 90275

Note: This receipt only includes transactions which were charged through Egencia. Please contact the vendor directly if you need additional receipts. Only transactions up to 4/7/2017 are included.

Hotels

Hotel purchase - Apr 7, 2017
Yargeau, Brian

Company settings

Department:	- unassigned -		
Event Number (i.e. 123456):	162244	Meals:	75
Mileage:	305	Taxi/Train/Tolls:	0
Phone/Fax:	0	Parking:	TBD
Other Travel Expenses (specify:	n/a	Client + Supplier (associate t:	SPACEX-Spirol International
Event Description (internal tr:	n/a		

Hampton Inn Stow
4331 Lakepointe Corporate Dr, Stow, OH
Check in: Fri Apr 7, 2017 Check out: Sat Apr 8, 2017

4/7/2017 - 4/8/2017	$119.00 per night
Taxes & service fees	$22.78 per night
[Central bill: Visa 9856]	**$141.78**
Total hotel charges	**$141.78**

TRAINING SESSIONS

With SQA's Travel Manager

- Every **Tuesday** and **Friday** at **2pm PST**, through Jun-2.
- Minimum attendance to open a date, is 4 people.
- Training sessions will have a duration of 60 minutes.
- Email chuguet@sqaservices.com with your date request.

With Egencia

Traveler Resources

https://productinfo.egencia.com/category/traveler/

Traveler Training

https://www.egencia.com/daily/service/traveler_training.asp

Tips & Tricks Training Sessions for New Egencia Travelers

http://info.egencia.com/TravelerTraining2016.html

Thank you for your attention.

Questions, comments or concerns?

Please email Carla Huguet at
chuguet@sqaservices.com