

# **Traveler Self-Help Guide**

# Sign Up and Start Saving Today!

This guide will assist you registering your profile, walk you through the booking process and help you get started with Onriva!

## **Super Streamlined Booking**

- Easier and faster direct bookings with Onriva.
- Keep your reward points! Access all travel loyalty programs on one platform.
- Your travel arrangements are at your fingertips with our all-in-one, easy-to-use mobile app.

#### Savings Guaranteed

- Direct to Supplier content deals.
- No surprise or hidden Fees.
- Personal Travel access to plan your next family vacation!

### **Get 24/7 Live Agent Awesomeness**

Hit a travel glitch? You need to talk to a live human and can't wait? Hang up long hold times with Onriva!

• Connect with us via Chat, Phone or Email, found on all pages of your Marketplace!

For more information, please contact Onriva Support

+1 (866) 317-1302 / support@onriva.com















#### **Requesting a Profile**

To request a profile in the Onriva Marketplace, please send an email to <u>bclark1@kvcc.edu</u>. Please include your legal first and last name, phone number, and work email address.

Brittany will create your profile which will generate a welcome email for you to complete your registration and set up your password.

To access the platform from your computer, use the link below, or download our mobile app – Onriva for Business – in the Google Play or App Store.





#### **Setting Up Your Profile**

1

By clicking on your name in the top right corner, you can access your Profile

#### 2 Enter your Personal Information:

- Full name as it appears on your government issued identification document
- Gender, Passport Number, Date of Birth and Known Traveler Number
- Emergency contact name, phone number and email address.
- Home Address, Phone number and Home Airport Preference
- Preferred Domestic and International Class of Service
- Preferred Airline, Hotel Chain and Rental Car Company Including your airline frequent Flyer Program and hotel and car loyalty numbers

	DELEGAT	TE ACCESS	ADD PROF
My Account		Flight Preferences	
Email	ONRIVADEMO@IMPLEMENTA	Home Airport	ENTER
	CHANGE PASSWORD	Frequent Flyer Program	SELECT
Deveenel Infe		Preferred Class Domestic	ECONOMY
Personal Info		Preferred Class International	ECONOMY
Name	SAM SMITH	Exclude Basic Economy	NO
Gender	SELECT	Exclude No Perk ①	DEFAULT
Email Address	ADD	Seat Preference	SELECT
Business	EMAIL@YOURCOMPANY.COM	Meal Preference	SELECT
Phone Number	ADD		
Work	+1 866 317 1302	Hotel Preferences	
Passport	ENTER	Hotel Loyalty Program	SELECT
Home Address	ENTER		
Date of Birth	ENTER	Car Preferences	
Known Traveler Number	ENTER	Car Rental Loyalty Program	SELECT
Redress Number 🛈	ENTER		
Emergency Contact	ENTER	Payment Methods	
		Credit or Debit card	ADD



#### **Granting Delegate Access**

Granting delegate access will allow another user within your organization to book on your behalf.

1 On the profile page, click the gray box labeled 'Delegate Access'.	Sam Smith 🗸 🕅 Reference	ONRIVADEMO@IMPLEMENTA CHANGE PASSWORD	TE ACCESS Flight Preferer Home Airport Frequent Flyer Progra Preferred Class Dome
Manage access to your account         The delegates will be able to access your account, make change profile and book a flight, hotel or car on your behalf.         ADD NEW DELEGATE         Enter name or email address         SEND EMAIL TO GRANT ACCESS	es in your 3	Enter the name or em of the individual to wh are granting permission Click on the link 'Send Email to Grant A	eail address hom you on.
<ul> <li>4 The delegate will be notified via email that they are authorized to make bookings on your behalf.</li> <li>5 To remove a delegate, simply click 'delete' next to their name.</li> </ul>	5 Y	SEND EMAIL TO GRANT AC	CCESS



#### **Flight Search**

1 You can search for a 'One Way', 'Multi-City' or 'Round Trip'. Enter the origin and destination airports, your travel dates, number of passengers, and class of service.

#### Sam, where can we help you go?

Roundtrip	One Way	Multi-City
Q Pittsburgh (PIT)	Q To	
💾 Depart	💾 Retur	n
久 1 Adult	Second	omy
Personal Trip		
	SEARCH	

Use the 'ONRIVA FARE FILTERS' to refine your search and find flights that best meet your travel needs.
 'SORT BY' option helps organizing your search results by Best For You/Recommended, Price, Duration, Departure, and Arrival times for

easier comparison.

- 3 Click 'FARE RULES' to review individual offers and their benefits/limitations. Choose your outbound offer and click on 'SELECT FLIGHT' to continue with Return Flight selection.
- 4 Select your Return fare and click 'BOOK'

**Onriva Tip**: Your Preferred Airlines will be labeled with the **PREFERRED** icon.





## **Traveler Self-Help Guide**

## **Flight Booking**

 Review your flight and the fare rules to confirm refundability, and other fare details.

ORD ≓	BNA	21 Jul - 23 Ju
	UNITED AIRLINES UA 5715 ECONOMY Operated by Skywest Dba United Express ORD 07:27 AM 1h 44m Terminal 2	BNA 09:11 AM
	UNITED AIRLINES UA 1775 ECONOMY BNA 06:00 AM 1h 55m	ORD 07:55 AM Terminal 1
	FARE RULES	
Ficket p	per passenger	\$269.80
Total		\$269.80

Passenger 1 (Adu	lt)		
i) Name must match the	e passenger's governm	ent-issued ID	
💿 male 🛛 fema	ale		
FIRST NAME	MIDDLE NAME	LAST NAME	
Sam	Middle Nar	me Smith	
09/06/1994			
09/06/1994	~	FREQUENT FLYER NUMBER	
09/06/1994	~	FREQUENT FLYER NUMBER 125155 KNOWN TRAVELER NUMBER	
09/06/1994 United Airlines United States	~	FREQUENT FLYER NUMBER 125155 KNOWN TRAVELER NUMBER 88880000006666666	
09/06/1994	~	FREQUENT FLYER NUMBER 125155 KNOWN TRAVELER NUMBER 88880000006666666 REDRESS	

3

Complete/confirm your billing information, and click BOOK NOW

# 2 Complete the required traveler information and select your

seats.

Select seats	
ORD-BNA	
Sam Smith	21B
BNA-ORD	
Sam Smith	32C

#### Billing

 $\left( j \right)$  Your card won't be charged - we only need your card details to guarantee your booking

CREDIT CARD NUMBER				
Credit Card Number				
EXPIRES (MM/YY)		cvv		
05/02/2025		***		
FIRST NAME		LAST NAME		
Sam		Smith		
ADDRESS		СІТҮ		
1 Main Street Brooklyn, NY		San Francisco		
STATE	ZIP CODE		COUNTRY	
California ~ 90210			United States 🗸 🗸	
Save this card to pro	ofile			



#### **Hotel Search**

Sam, need a place to stay?

Enter your preferred location – you can search for a hotel close to a city, address, airport, or a particular point of interest. Select dates of stay, number of guests and rooms.

Tue, 23 Jul	
SEARCH	
	Tue, 23 Jul

SELECT HOTEL

\$219 0

h HotelBeds

2 Use the 'ONRIVA RATE FILTERS' to refine your search and find hotels that best meet your travel needs.

'SORT BY' option helps organizing your search results by Best for You, Price, and proximity to the location.

**Onriva Tip**: Rates that offer loyalty points will be highlighted with labels as



D%®Y

\$243 · FTS

Partner

\$213 0

**D** Priceline

3 miles

5+ miles

Accor Hotels

D----

Chains

66

231

\$198 .

Partner



## **Selecting Hotel Rate**

- 1 Use the 'ONRIVA RATE FILTERS' to filter offers by
  - Payment Type: Pre-Paid and Pay At Hotel
  - o Cancellation Policy: Free Cancellation and Refundable, and
  - Rate Types: Special rate types like AARP, Senior rates or AAA Rates. NOTE: Special rate types require proof of eligibility at check-in.

Payment & Rate Types Pre-Paid Pre-Paid Pay At Hotel Rate Type AAA AARP / Senior	STANDARD KING FLEXIBLE RATE, HO W/ SOFA BED, STU RATE) Breakfast. Sofa bed, extr POLICIES    Earn Ho * No prepayment neede	C STUDIO WITH EX OT BREAKFAST DAIL JDIO, 1 KING, SOFA B a adult charge, cribs. tel Loyalty Points d – pay at the property	XTRA BED .Y, STUDIO KING ED (REGULAR	\$254 per ni \$595 total incl. taxe NIGHTLY PRICE SELEC	ight as + fees Partner CES ⑦
Cancellation Policy <ul> <li>Free cancellation</li> <li>Refundable</li> </ul> RESET FILTERS	\$254 • TTS \$595 total Partner	\$254 \$595 total Booking.com	\$254 \$595 total Booking.com DETAILS ~	\$25 \$607 f Ø Part	59 • TTS total
<ul> <li>Click on the Decompare availated offers for the second type.</li> <li>Non-Refundable types are always below the room description: Non description: Non description: Non description for the second description for the secon</li></ul>	tails to ble elected e rate /s labeled n n-refundable	STANDARD KING S REPAY NON-REFUND BREAKFAST DAILY, PH SOFA BED, STUDIO, 1 CHNC; Non-refundable Breakfast. Sofa bed, seating: SHOW MORE POLICIES  ← Earn Hotel LO * Deposit required * Deposit required \$201	TUDIO WITH EXTRA DABLE NON-CHANGE, REPAY IN FULL, STUDI KING, SOFA (PREPAY I area with sofa/chair, extra add oyalty Points \$506 total © Partner Studio, 1 King Bed With Sofa Bed - 1 King Bed With Sofa Bed - 1 King Bed And 1 Double Sofa Bed • Non-refundable • Pre-paid rate • Non-refundable rate if you continue with your non- refundable booking and choose to change or cancel this booking you will not be refunded any of the payment. If you cancel your reservation, you will not get a refund or credit to use for a future stay.	ABED ABLE, HOT OKING W/ NONREF NO ULT charge.	<ul> <li>Per night</li> <li>Linct. taxes + fees Partner</li> <li>Per NICES O</li> <li>PERCES O</li> <li>SELECT ROOM</li> <li>SELECT ROOM</li> <li>State total</li> <li>Partner</li> <li>Studio, 1 King Bed With Sofa Bed - 1 King Bed And 1 Double Sofa Bed</li> <li>Non-refundable rate if you continue with your non-refundable rate if you continue with your non-refundable booking and hoose to change or cancel this or infune with your non-refundable booking and hoose to change or cancel this or infune with your non-refundable booking you will not be refunded any of the payment if you cancel your reservation, you will not get a refund or credit to use for a future stay.</li> </ul>



#### **Car Search**

3

4

#### Sam, need a car?

 Specify Pick up and Drop off locations, dates and times. Confirm/enter an age of the Primary Driver.

**Onriva Tip**: Align your pick-up and dropoff times as closely to your flights as possible for the best experience.

Q Nashville International	Q Nashville International	
🛱 Sun, 21 Jul	💾 Tue, 23 Jul	
() 12:00 pm	() 12:00 pm	
R 25+		
Personal Trip		
SEARCH		

2 Use the 'ONRIVA CARS FILTERS' to refine your search and find a car rental that best suits your needs. Filter rental offers by: Specific pick-up locations, Car Category, Type or Rental Company.

Click 'SHOW DETAILS' to view policy information like allotted mileage.



#### Here are best available cars offers

Click 'BOOK' on the car of your choice to proceed to the Checkout page and complete your reservation.



#### **Onriva Tips**

- Loyalty Programs: It's important that your loyalty program name matches your government-issued ID and booking details to successfully transfer your information to the vendor.
- Loyalty Points: To identify hotels rates where you can earn loyalty points, search for the 'Earn Hotel Loyalty Points' label: Earn Hotel Loyalty Points
- Preferred Vendors: Negotiated discounts will always be labeled for you and brought to the top of your search results: PREFERRED
- Rate Types: As a marketplace, we offer different rate types including nonrefundable rates, that are labeled with this icon: Non-refundable
- Need help? Use our Live Chat Feature in the bottom right-hand corner. This
  is the fastest way to contact a live agent!
- Traveling with a family member? You can add a Secondary Profile to store their traveler information for seamless checkout! Navigate to your Profile and select "Add Profile" in the top right-hand corner. You can add multiple profiles for your whole family! ADD PROFILE
- Policy: Onriva uses a traffic light system to enforce your company travel policy.
  - A green check indicates the booking complies with company policy.
  - A yellow exclamation point indicates a warning where notification will be sent to your manager or travel team. You will be able to complete this booking and provide a reason code for your selection.
  - 😵 Red X indicates a block and will not allow you to complete the booking.

#### **Travel easy with Onriva Customer Support**

- 24/7/365 Online chat (available on the bottom right of all screens)
  - +1 (866) 317-1302 or +1 (650) 449-6452
  - support@onriva.com