American Express Online powered by Concur Travel
Frequently Asked Questions

What is American Express Online?
American Express Online (aXo) is a Web-based self-service travel management application that enables you to plan and purchase business travel quickly and easily. American Express Online is different from the consumer Web sites that you may be familiar with from booking personal travel as it automatically integrates your company's preferred suppliers and travel policy to maximize cost savings opportunities. Additionally, by booking your business travel through American Express Online, you are helping your corporation capture valuable data on travel activity that is used to negotiate lower rates with your company's preferred travel suppliers.

Why would someone use American Express Online instead of calling a travel counselor?
There are many reasons: convenience, ease of use, added value, etc. American Express Online is designed for business travelers who prefer to use their PCs to obtain travel information. Some of the benefits of American Express Online include:

- **Convenience** — the services will be available 24 hours a day for the traveler. The services can be accessed from the home, office, or on the road.
- **Ease of Use** — the service provides travelers with point and click screens. American Express Online is highly intelligent and integrates our corporate travel policies, negotiated rates, and traveler preferences into its inventory (air, car, and hotel) displays.
- **Added Value** — the services will offer seat maps for seating selection, city maps to assist in selecting hotels, destination information, currency conversions, a world clock, and many other features travelers should find of value in planning and making their business travel reservations.

How much training is necessary for travelers and travel arrangers to use American Express Online?
American Express Online’s user-friendly screens and intuitive interface allow users to get started making their travel reservations online with minimal training. An online tutorial and Quick Reference Guide are available to help users navigate through American Express Online.

How do I access American Express Online?

You can access the application at the following link:

Input the login name and password provided to you. You don’t have to be on the corporate network to access American Express Online; all you need is an Internet connection. Save the American Express Online URL as a "Favorite" in your Web browser.

What do I do if I am having difficulty accessing the Internet?
Please contact your company’s IT Department or Help Desk if you are having difficulty accessing the Internet.
Who can help me if I’m experiencing problems with the application and cannot complete my reservation?
The Help section available within the site offers detailed information and answers to commonly asked questions. If you cannot find answers to your questions there, support is available from an American Express representative 24 hours a day, 7 days a week by calling the phone number posted on the website.

Does American Express Online have limited hours of operation?
No, since this is an online product it is available 24 hours a day, seven days a week. However, if you are trying to make an online reservation less than four hours prior to your departure, American Express Online will advise you to contact your designated travel office.

Can I use American Express Online even if I have to travel at the last minute?
Yes. Provided you have at least 4 hours before the departure of your first flight segment, you can use American Express Online to book your travel.

What do I need to do before I start booking my first trip?
Once you login to the site for the first time you will need to set up and review the information stored in your profile. To do so, simply click on the Profile link. First thing you should do is review your personal information, travel preferences, frequent flyer numbers, billing information, etc., It is recommended that you click "Save" to acknowledge review of profile. You are also able to add and make changes at this time, once any changes are made click "Save" to ensure your additions are saved to the database. You will not be able to make reservations if certain information is missing from your profile.

How secure is my personal information?
American Express Online requires a unique login name and a password to access the application. All personal and sensitive data, such as member ID, password, credit card and travel profile information, is protected with the highest level of 128-bit encryption. All pages displayed and information transmitted on American Express Online utilizes https, a secure, encrypted form of http that is used to move sensitive information between a Web browser and a Web server.

Does American Express Online store my personal preferences for airlines, hotels and car rentals?
Yes. Your personal preferences are stored in your American Express Online user Profile, which you can update at any time. That way you do not need to input your frequent flyer numbers, meal preferences, etc. each time you use the system.

Do I receive frequent flyer and other member program reward points for reservations made using American Express Online?
Yes, frequent flyer information listed in your traveler profile is automatically included in your travel reservation. You can include airline frequent flyer numbers, hotel frequent guest numbers and car rental frequent renter numbers. Please ensure that your profile has accurate and complete information on your memberships.

Can someone else book trips for me through American Express Online?
American Express Online allows you to book travel for yourself or to assign others as your designated travel arrangers. Travel arrangers are employees who are authorized to use their own login information and password to plan and book travel on behalf of another employee. To designate someone as your arranger, click on the Assistants/Arrangers link on the Profile page.
Select the Add an Assistant link to locate your desired arranger and then follow the prompts to complete the process.

I am a travel arranger. How do I book a trip on someone else’s behalf?
First make sure that the traveler has designated you their travel arranger in their profile; or your site may be configured to allow you to assign yourself as an arranger for a traveler. If you are not currently assigned as a Travel Arranger, in your online profile click on I’m Assisting link to locate your traveler and then follow the prompts to complete the process. Note: Each time you designate yourself as a Travel Arranger for a traveler, an email notification will be sent to the traveler advising of your action. To book a trip on behalf of another, simply login to American Express Online using your own login information and then select the Arranger link. On the first screen there will be a drop-down box that says “Choose a Traveler.” That drop-down will contain all of the travelers that you are authorized to arrange travel for. Simply select the desired traveler’s name from the list and continue to book the trip.

Can I make a change to the profile of someone that I arrange travel for?
Yes, if you have been assigned as a Travel Arranger (either by the traveler or by designating yourself as a Travel Arranger), you can access and make changes to the profiles of those travelers you are allowed to book travel for. To access the profile of someone you arrange travel for, simply log in to the system using your own login information. Click on the Profile link and you will see a drop-down box at the top that lists all the travelers that you are allowed to arrange travel for. Simple select the appropriate name and you will then be able to view and make changes to their profile. Note: Each time you modify a traveler’s profile, an email notification will be sent to the traveler advising of your action.

How will I know if the selections I am making are within my company’s travel policy?
American Express Online uses a simple color-coding scheme to allow you to quickly and easily determine if your travel selections are within your company’s travel policy. Any options that are outside of your company’s travel policy will be highlighted with either a red or yellow tab. Options that are within company policy are highlighted with a green tab. When you choose an option that is outside company policy American Express Online may prompt you to enter an explanation as to why you chose a fare that did not comply with your company’s policy.

How do I book multi-leg flights?
On the Travel Center flight tab, choose multi-segment

Can I book international trips on American Express Online?
Yes, simple international trips can be booked through American Express Online. Please refer to your company’s travel policy for specific guidance on which trips are to be booked through American Express Online. A simple international trip is defined as travel originating in the U.S. to one international destination on the same airline roundtrip.

What if I just want to reserve a car or a hotel?
If you want to reserve a car or hotel without making air travel reservations click on the car or hotel tab on the Travel Center page. You can then choose a city and search for a car or hotel.

Can I add air to a previously booked travel car and / or hotel itinerary?
Yes, you can add an air reservation to an existing car or hotel itinerary by accessing the reservation from the “Upcoming Trips” tab and then select Change Trip. You can then click on the “Add Air” link at the bottom of the screen. Note: There are some limitations to consider. Air cannot be added to an existing itinerary with more than one hotel booked on the trip or if there are any
other air, rail or limo segments already booked on the trip itinerary. This feature is not applicable if 
you are booking a multi-city destination itinerary.

**I frequently travel to the same city. Do I have to create a new itinerary each time I book a 
trip?**

Trip templates can be used to allow you to quickly recreate a previous trip you’ve taken. There 
are two ways to create a trip template. You can do so from selecting an existing trip from the 
Upcoming Trips section or from the Trips list and selecting the Create Template link. You will be 
prompted to specify a unique name for the template and make any necessary changes to it. The 
other way to create a trip template is from the Templates link. There you can create a template 
from scratch or use the record locator number of an existing trip or use an existing template to 
create your new template.

**Can I select a specific seat as part of my flight reservation?**

Yes. As you make your flight selections, American Express Online will use the seat preferences 
to select a seat for you. However, you will be able to view an interactive seat map with real-time 
availability to select or change your desired seat.

**Can I review past trips that I have booked through American Express Online?**

Yes. Information on past trips that you have booked can be found in the Upcoming Trips section 
or the Trips list section of the home page.

**How do I change or cancel a ticketed reservation made in American Express Online?**

Prior to the trip departure date, you may change or cancel a ticketed reservation online if your 
reservation meets the following parameters:

- All itinerary segments must be for future travel on a single airline only, and an electronic ticket 
  must have been issued. Currently changes to ticketed reservations can only be made if travel is 
  booked on the following airlines:
  - Alaska Airlines
  - American Airlines
  - Continental Airlines
  - Delta Airlines
  - Hawaiian Airlines
  - KLM
  - Midwest Express Airlines
  - Northwest Airlines
  - United Airlines
  - US Airways

Note online changes are **not** applicable to reservations with multiple tickets and/or multiple airline 
carriers, paper tickets, reservations that have previously been exchanged or instant purchase 
carriers such as Southwest, AirTran and JetBlue. To change or cancel a ticketed reservation that 
does not meet the parameters above or once travel has commenced, you will need to contact an 
American Express travel counselor by calling the phone number posted on the website.

**Will I see the air fare difference when I change my reservation online?**

Yes, after choosing new flights, the air fare will be calculated and the fare difference will display 
before you agree to the change.
Can I change airline carriers when changing my ticket online?
No, this feature allows for changes on the same carrier only. The original carrier booked and ticketed will be used for the new trip details. Changes to alternate carriers can be completed by calling an American Express counselor at the phone number posted on the website.

Can I change my car and/or hotel when changing airline reservations?
Yes, you will be prompted during the change process to adjust the date for car and/or hotel when changing airline reservations.

How do I know if my reservation has been successfully sent to American Express?
An email is sent to the email address stored within your American Express Online profile every time you make a reservation using American Express Online. If you wish, you can print out a hard copy of your itinerary for reference.

Where can I find destination information, such as driving directions or city guides?
You can access links to this type of information after you login by clicking on the Tools link at the top of the page.

What if I don’t see a city on the map page of the Travel Wizard?
Select a state and a list of all airports in that state appears. If you still don’t see your airport, click text-based to search for the city or airport.
How do I reserve airport parking?
Parking options are displayed to users automatically on the Travel Details page. Travelers will be automatically prompted with the option to reserve parking when they are flying from any airport supported by the Park 'N Fly Network. Reservation times are automatically included in the search, even taking check-in requirements for international travel into account. Travelers can choose different airport parking check-in or check-out times if desired, and then search again for availability.

Is this feature available at all airports?
No. This feature is available at the airports serviced by the Park 'N Fly network. Park 'N Fly is continually adding support for new airport locations, as well as additional options at existing locations.

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What do I need to present at the parking location as proof of payment?
Travelers must print out the Park ‘N Fly voucher that is emailed to them with their Cliqbook itinerary. This voucher must be presented to the Park ‘N Fly attendant upon exiting the parking facility as it provides proof of payment. The voucher can also be presented if the traveler arrives at the lot and see a sign that says the lot is full. Showing the voucher will guarantee that the traveler can enter the parking facility.

What happens if I need to change or cancel a reservation?
Changes and/or cancellations can be done directly on the Cliqbook site. However, travelers must cancel parking reservations **4 hours** prior to the date of departure to avoid paying the parking rate.

**How do I change a parking reservation?**
You may change parking reservations by selecting the Trip under the “Upcoming Trips” tab on the Travel Center home page. Click on the “Change Trip” link and the parking segment will be cancelled. Click on “Add Parking” link for a new parking reservation and follow the prompts to return to the Travel Center home page. **Note: changes must be made 4 hours prior to the original date and time of departure.**

**How do I cancel a parking reservation?**
You may cancel parking reservations by selecting the Trip under the “Upcoming Trips” tab on the Travel Center home page. Click on the “Change Trip” link and then “Cancel this parking space” link.

**Can I book Park ‘N Fly on a one way segment?**
No, Park ‘N Fly is not available on a one-way itinerary.

**Does the online tool document the record with a Park N Fly segment or remark?**
The reservation is confirmed in the online tool and displays the integrated segments in the online tool.