Overview:
- AXO/Concur Travel’s Post Ticket Change feature offers travelers the ability to change a live ticketed future date reservation online.
- This feature gives travelers greater control over their travel plans by allowing them to change certain reservations themselves, without needing to speak with a travel counselor.
- Travelers are presented with all relevant cost information about their new itinerary, taking into account any fees charged by the carrier, before they have to commit to the change.
- This feature is only available in the U.S. for tickets issued in the U.S.

Key Considerations:
- **Post Ticket Change is applicable to:**
  - Geography: United States issued tickets
  - Live future ticketed reservations to be modified
  - All itinerary segments must be live and future
  - Single carrier reservations, same carrier
  - Electronic tickets (e-tickets)
  - The following carriers only:
    - Aero Mexico
    - Alaska Airlines
    - Air France
    - American Airlines (Not available on International itinerary)
    - British Airways
    - Delta Air Lines
    - Emirates
    - Frontier
    - Hawaiian Airlines
    - Iberia
    - KLM (Not available on Domestic itinerary)
    - Mexicana
    - Midwest Airlines (Not available on International itinerary)
    - United Airlines
    - US Airways

- **Post Ticket Change is not applicable to:**
  - Reservations with multiple tickets
  - Reservations with multiple carriers
  - Paper Tickets
  - Reservations already exchanged
  - Free tickets
  - *Changes cannot be made online if any of these conditions apply*

Tutorial:
A Web-based tutorial can be accessed here:
**How it Works**

Users simply click “Change Trip” on the Travel Center page in AXO/Concur Travel to begin the process and the current travel itinerary will be displayed.

The itinerary is then displayed. The user can then choose which leg of the trip to alter by clicking the “Change this leg” link. They will then be prompted to fill in their new itinerary options.

Users can also choose to have other bookings related to the flight (car, hotel) adjusted accordingly. After clicking “Search” they will be presented with their new flight options and can choose their flights in the usual manner.
- After they have made their flight selection, the price breakdown is displayed, showing how much the user must pay or how much will be refunded if they proceed with the change.

<table>
<thead>
<tr>
<th>Current Flights:</th>
<th>Flight Number</th>
<th>Fnm</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>09C2</td>
<td>JFK</td>
<td></td>
<td>Apr 17 2:20 PM</td>
<td>Apr 17 5:16 PM</td>
<td>S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Flights:</th>
<th>Flight Number</th>
<th>Fnm</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
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<td>692</td>
<td>BAR</td>
<td></td>
<td>Apr 17 12:55 PM</td>
<td>Apr 17 3:55 PM</td>
<td>S</td>
</tr>
</tbody>
</table>

- Click on the “Purchase New Flights” button and then specify a credit card (unless a default credit card has been previously designated for air bookings) and click “Next.”

- An updated itinerary is displayed once the transaction is completed.
Frequently Asked Questions

**How many times can a user change a ticket?**
Once a ticket has been changed, it cannot be changed again.

**Will Post Ticket Change work for international fights booked in AXO/Concur Travel?**
Post Ticket Change currently handles all itineraries both domestic and international as long as the original and repriced itineraries were issued in the U.S. in USD.

**Which airlines are supported by Post Ticket Change?**
Carriers currently participating:

- Aero Mexico
- Alaska Airlines
- Air France
- American Airlines (Not available on International itinerary)
- British Airways
- Continental Airlines
- Delta Air Lines
- Emirates
- Frontier
- Hawaiian Airlines
- Iberia
- KLM (Not available on Domestic itinerary)
- Mexicana
- Midwest Airlines (Not available on International itinerary)
- United Airlines
- US Airways

**Where will a user see the fare difference?**
After choosing new flight(s) AXO/Concur Travel will calculate and displays the fare difference before the user agrees to the change.

**If my trip does not qualify for Post Ticket Change, how do I change my reservation?**
Reservation assistance is available 24x7. The American Express agents will be happy to assist.

**Can users also adjust their car and/or hotel when changing airline reservations?**
Yes, users will be prompted during the change process to adjust the date for car and/or hotel when changing airline reservations.

**Can users apply their old unused ticket from a cancelled reservation when changing a live ticketed reservation?**
No, unused tickets from previous cancelled trips are used against new reservations. Post Ticket Change applies to live ticketed future reservations.
Can users change carriers when changing their ticket online?
No, the Post Ticket Change feature allows for changes to 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 phone with a travel counselor.

Are routing changes permitted?
Yes, routing changes can be completed online when the specific ticket rules and restrictions permit the change.
Sample E-Mail to Travelers

This is a sample e-mail that can be used to communicate this information to travelers. It can be customized as necessary.

Dear Traveler:

We are pleased to announce the introduction of a new enhancement to American Express Online that will make it even easier to meet your travel needs. Going forward, you will no longer need to call an American Express travel counselor to make changes to air reservations previously booked in AXO. You will now be able to change or cancel air reservations online using AXO. We are confident that you will benefit from the additional convenience and greater control over your travel plans that this enhancement offers.

To begin, simply access your trip from the Travel Center page and click “Change Trip.” You will then be presented with your current itinerary and will then need to choose the specific segment to change. AXO will walk you through the process of selecting and purchasing your new flights. The price breakdown will be clearly displayed to showing the cost of the new flight as well as any penalties or change fees that may be applied.

Please note that this functionality is not applicable for tickets that meet the following criteria:

- Reservations with multiple tickets
- Reservations with multiple carriers
- Paper Tickets
- Reservations already exchanged
- Electronic Tickets printed to paper
- Exchange that results in a refund, or partial refund
- Carriers such as Southwest, AirTran, and JetBlue
- Reservations that have been partially traveled
- Unused tickets from cancelled past trips

If any of the above criteria apply, you will not be able to change the trip online. As always, American Express counselors are available to assist you with any questions you may have.

Thank you.