

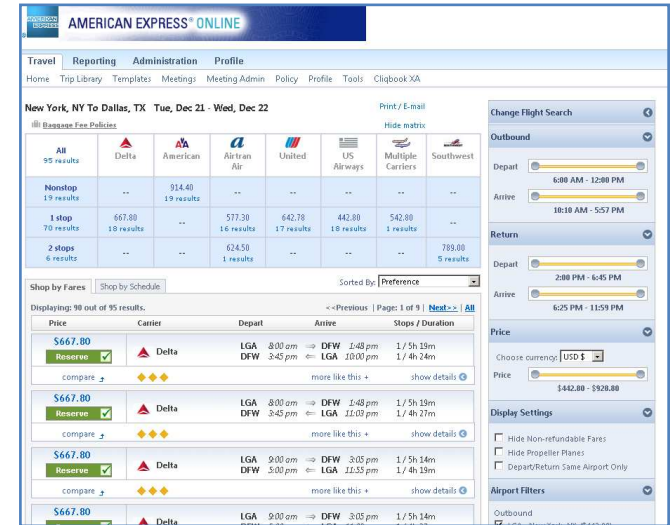


Welcome to American Express® Online—your business travel reservation system

American Express® Online is an innovative interactive travel booking tool from American Express (powered by Concur Travel). The system lets you make your own air, hotel, and rental car reservations from your personal computer. And it's fast and easy to use, allowing you to spend less time booking reservations.

Using American Express® Online for your business travel reservations is easy and provides you *convenience, comfort* and *control*. American Express® Online...

- Offers **convenience** of making reservations 24x7, in the office or on the road
- Supplies you **comfort** with access to airline seat maps, destination information and more
- Allows you more **control** by choosing flights based on your company's policies and preferred vendors



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American Express® Online

Quick Reference Guide

Getting Connected, Login and Password

1. Connect to the Internet and enter the URL provided
2. Save this address as a "Favorite" or "Bookmark" in your browser.
3. Enter your **User Name** and **Password** into the appropriate field and click **Login** to login.

Please Note! Your sign in information is listed in your activation letter or e-mail. Contact your travel administrator if you have not received this information.

Change your Time Zone and Date Format

1. Click **Profile** from the menu at the top left of the site and select **System Settings**
2. Update your time zone, date format and language preference and Click the **Save** button to save your changes.

Changing Your Password/Password Hint

1. Click on **Profile** from the menu bar at the top left of the site.
 2. Click on **Change Password**.
 3. Enter your old password, then enter the new password and re-enter it again.
 4. Click **Submit** to make the change.
- Important tip! Be sure to set up a password hint that will allow the system to prompt you should you forget your password.

Update Profile Information

1. Click on **Profile** from the menu bar at the top left of the site.
2. Select **Personal Information**.
3. Update/Enter your personal information.
4. Select **Travel Preferences** to set a preferred departure airport, enter your frequent traveler programs, and enter other default preferences.
5. Select **Credit Cards** to add a charge card to your profile. Specify which card will be your default card.
6. Click **Save** to save the changes.

Important! Be sure your profile and payment information is up to date before making a reservation.

Set Up a Travel Arranger or Assistant

1. Click on **Profile** from the menu bar at the top left of the site.
2. Select **Setup Travel Assistants** to give someone the ability to book travel on your behalf.
3. Click the link to **Add an Assistant** and enter the arranger's last name, email address, or login.
4. Once you have found your arranger, click on the box that will allow them to book travel on your behalf.
5. Click **Save** to save your changes.

Creating and Using Travel Templates

1. Click on the **Templates** link from the menu bar at the top left of the screen.
2. From here you can access and create your own personal travel templates as well as company-wide templates.

3. Click the **Add New Template** link to create a template.
4. Enter the **Template Name** and **Description**
5. Next select *start from an empty template, Record Locator, or Existing Trip Template*.
6. Click the **Next** button to continue building the template. Be sure to click the **Save** button to save your template.
7. To make a booking using a template click the **Book** link next to the template you want to use.
8. Enter new dates and click **Next** to view flight options and complete booking.

Business Travel Just Got Easier!

American Express® Online has innovative features that allow for a faster and easier booking process. The intuitive user interface will help you build your travel itinerary with just a few simple easy clicks. Some of the user-friendly features include:

- **Easy access to personal information:** Your user profile and previous booking information are organized and displayed in a way to make it easy to find and navigate.
- **Company-preferred options** are clearly identified in the booking display to help you make your selection.
- **Trip Templates** allow you to store travel preferences for fast and easy retrieval when booking trips to frequently traveled destinations.
- **Travel Tools** offers you links to a wide range of helpful travel-related information



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Making a Reservation

1. First specify whether the trip is Round Trip, One Way, or Multi-Segment.
2. Enter **Departure** and **Arrival** cities
Helpful tip! Click on the **Cliqbook Map** tab in the center of the page to view and select cities directly from an interactive map. If you don't see the city name for your travel, click in the state or region and a list of airports will appear.
3. Enter Departure and Arrival dates and desired flight times.
4. Click **Pick-up/Drop-off car at airport** to include a car rental with this reservation.
5. Click **Find a Hotel** to include a hotel
6. Specify how you want to search for the hotel. Select **Company Location** to view hotels nearest to your company's main travel destinations.

Important tip! Expanding the search radius will increase the number of hotel options presented to you.

7. Click **Search** to see available flight options.
8. Select your flight itinerary by clicking the **Reserve** button for your selections and then click on the **Next** button.

Important tip! Your company's preferred vendors are indicated by a gold diamond icon

9. Clicking on a fare from within the matrix will allow you to see all fare options available on the specified carrier at a given price. Use the sort option to view available flight options by compliance to your company's travel policy, by price, by carrier, by departure time, or by flight duration. You can also change your search criteria using the sliders to adjust the results and/or filter results by airport

Important tips! Click **Compare** to easily compare one selection to other selected flights. Click **more like this** to see similar flights

10. Select your flight itinerary by clicking **Reserve**. Options outside your company's policy will have a yellow or red Reserve button.

11. Now select your car. You can view available choices by vendor, by price, or by car size. You can also change your search criteria, select other options, and use or add a mileage program.

12. Click **Reserve** next to your desired car choice to add it to your itinerary.
13. Available hotels will then be displayed. Sort hotels by Company Preference, Price, Chain, Hotel Rating, or by Distance.

Helpful tip! You can change your search criteria or use the price sliders or amenity filters to narrow your selections.

15. Select your desired hotel and room type by clicking **choose room** and then the **Reserve** button for your room choice

16. Review your *Itinerary* on the Travel Detail page and click **Next**

Important tips! Be sure your loyalty program information is provided. The **Change Seat** link allows you to make a new seat selection.

17. Assign your trip a name and enter a trip description if desired on the **Trip Booking Information** page

18. Enter an additional email address to receive a copy of the confirmation (can also be added in your Profile).
19. Specify whether you want directions and maps to hotels included in your email confirmation.

20. Click **Next** to continue. Click **Hold** to hold your itinerary for a set amount of time. Held itineraries will automatically be cancelled if no action is taken.

21. Confirm your final itinerary on the **Trip Confirmation** page and click **Purchase Ticket**. You will then receive a confirmation via email.