

## AXIOM

As part of an effort to optimize our business travel processes, we have entered into an agreement with American Express Business Travel to utilize their online booking tool offered through aXiom.

The benefits of this program are as follows:

- Less out of pocket cost for travelers - MSMC will pay for all business related Air travel – Traveler will continue to pay for Hotel and Car Rentals and then get reimbursed via the Travel Request/Travel Voucher process.
- Enhanced ability to obtain lowest costs - Low and best rate guarantee for air/hotel/car rentals.
- Significantly lower booking fees - First year of online travel bookings at no charge - \$9 thereafter (Compared to \$50 per booking charged by BCD Travel).
- Leverage total spend through the program to negotiate better rates with Hotels and Airlines.
- Travel Arranger option – Can book travel for multiple travelers.
- 24/7 Navigation support and assistance with online reservations.
- International rate desk to assist with complex and multi city foreign travel (Additional Fee).
- Ability to book Amtrak through the tool.

**All business travel must be booked through aXiom. We will be monitoring compliance with this policy.**

**As always, a Travel Request must be initiated and approved before the travel start date. All expense receipts meals (\$65 max per day)/hotel/flight/taxi... are needed for reimbursement.**

**Neuroscience per diem is as follows:**

**Neuroscience Department Policy Per Diem:**

**Trainees/non-faculty - \$50**

**Instructors - \$50**

**Research Faculty - \$70**

**Faculty - \$70**

All MSMC Travelers and Travel Arrangers,

The Mount Sinai Medical Center has launched American Express Business Travel, along with aXiom®, an innovative online booking tool, for all domestic, trans-border and single destination international travel reservations originating in the U.S.

Effective today you will begin booking your travel reservations online. Both travelers and travel arrangers will need to register for aXiom® and update your personal profile in advance of booking travel reservations. This profile will be used for both online and offline travel reservations, and ensures your personal preferences are notated whenever possible throughout the travel booking process.

### Security Code

The first time you access aXiom®, you will be asked to enter a **Security Code**. This information will be sent to you shortly in a separate communication.

Please see the instructions below to begin your aXiom® registration process and to access answers to questions you may have regarding American Express and the aXiom® tool.

### Access Your Account Today!

To begin using aXiom®, you need to register on the site by following these easy steps:

1. Enter this URL into your Web browser: **<https://mountsinaitravel.axo20.com>**
2. Click on "**[Create a new account](#)**". Follow the prompts which will instruct you to enter your name, email address and **Security Code** (to be sent to you shortly in a separate communication). You will then be asked to create a user name and password that you will use to initially access the site.
3. After supplying this information, you will receive an email from American Express Business Travel **within 24 hours** that will include instructions on how to complete your registration.

### Complete Your Registration and Add Your Profile Information!

To ensure aXiom® is tailored to your personal needs, all profile information must be entered prior to the booking services. To update or edit profile information:

1. Open the email from **American Express Business Travel** (notated above) and press the "**[Get Started Now](#)**" button.
2. Follow the prompts and enter your profile information including contacts, preferences, etc. By entering your profile information you will save time on each booking. Note: You will be asked to supply a 6-10 digit numeric **profile pin** that will act as a unique identifier. We recommend using a home or mobile telephone number that is easy to remember and is unique to you.
3. Click "**[Continue](#)**" to complete the registration process.
4. You will then be taken to the Travel Preferences screen. Please review and update each section.
5. Upon completion of your travel preferences, you will be redirected to the aXiom® Home Page. Click on the "**[Profile](#)**" link on the upper right corner of the navigation bar. Click on each link to complete your profile.
6. Press "**[Save](#)**" to store your information.

### Training Options

To help acquaint you with our new tool, a self-paced on-demand tutorial that lasts 30-40 minutes, can be accessed at your convenience [www.axiomtoolkit.com/tutorial123456/](http://www.axiomtoolkit.com/tutorial123456/).

## **Additional Support**

**FAQs** (Frequently Asked Questions) is attached.

Navigation support and assistance with online reservations is available 24/7, please call 1-800-238-9049.

### **Travel Invoices:**

Immediately after booking a reservation online, an automated travel itinerary will be generated to the traveler and arranger if applicable. The travel invoice will be automatically emailed to the traveler after American Express issues the airline ticket.

Your support of the travel program with American Express is critical to our continuing success in managing travel costs and providing optimal service. If you have any questions regarding our travel program, please contact Glenda Sandoval at (212) 731 3544.

Regards,  
Rishi Parikh  
Director, Finance  
The Mount Sinai Medical Center  
Tel: (212) 731 3470  
Fax: (212) 731 3041

All MSMC Travelers and Travel Arrangers,

The **Security Code** you will need to access your aXiom® account is: **342621**

Reminder: In order to activate your account, you will need to:

1. Enter the URL you received in your Welcome Letter into the Web browser.
2. Enter your name, email address and the above listed **security code** and then create a user name and password to access the site.
3. After supplying this information, you will receive an email from American Express Business Travel within 24 hours with instructions on how to complete your registration.

# AXIOM<sup>®</sup> Frequently Asked Questions



AMERICAN EXPRESS<sup>®</sup> **BUSINESS TRAVEL**



EXPERIENCE MATTERS | ONLINE | OFFLINE | ALL AROUND THE WORLD | EXPERIENCE MATTERS | ONLINE | OFFLINE | ALL AROUND THE WORLD | EXPERIENCE MATTERS<sup>™</sup>



# AXIOM® Frequently Asked Questions

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# AXIOM® General and Travel FAQ's

## Basic System and Technical Information

### 1. What Web browsers does AXIOM support?

AXIOM is a Web-based application that employees will access over the Internet using one of the following supported Web browsers:

- Windows: Microsoft Internet Explorer 6.X or later
- Windows: Firefox Browser 2.0 or later
- Mac: Firefox Browser 2.0 or later
- Mac: Safari 3.X

The following Operating Systems are supported:

- Windows XP
- Windows 2000
- Windows Vista
- Mac OS X 10.4+

Cookies and Javascript must be enabled in the employee's browser

The following Web browsers are **not** officially supported by AXIOM. No testing of any new features and functionality is performed on these browsers. Users accessing the site via one of these browsers may experience issues or may not be able to take full advantage of all of AXIOM's features or may not even be able to access AXIOM at all.

- Internet Explorer 5.5
- Firefox 1.7
- Netscape 4.X; 7.X
- Opera

### 2. Can I access AXIOM via Safari?

Not at this time. Mac users today can access AXIOM using Firefox. Safari support is in development.

### 3. Can I use AXIOM for personal use?

AXIOM is currently intended for corporate use only.

### 4. Can AXIOM be used by both travelers and travel arrangers?

Yes. Both travelers and designated travel arrangers can make reservations in AXIOM. Delegate access can be granted or established from within the Profile section.

## The AXIOM Home Page

### 5. What do the navigation tabs do?

The navigation tabs are the menu labels listed in the blue bar near the top of the screen. Depending on your company's configuration, you'll see as many as six navigation tabs:

- Home
- Travel
- Dining
- Entertainment
- Shipping
- Conferencing

You can click each tab to access the main page for that service. You can also mouse over each menu label to display a list of more specific services; click one of the listings to access the page for that specific service. There are no mouseover listings from the Home menu.

Here's what you can do from each navigation tab:

**Home** – displays your home page. Click **Home** at any time to return to your home page and start over.

**Travel**– displays all your options for booking travel. You'll see links to your main **Trip Planner** page, plus links for as many as seven services, depending again upon which services your company has activated: Flight, Hotel, Rental Car, Car Service, Airport Parking, Unused Tickets, and Travel Preferences. Select **Trip Planner** to display the main travel page, from which you can immediately book a flight and then use other services. Select one of the other menu items to access the functions or display pages specific to that service. The **Trip Planner** page includes a more comprehensive set of options for making travel arrangements than the **Travel** "quick start" tab.

**Dining** – displays all your options for making a dining reservation. Mouse over the **Dining** tab and select **Dining Reservations** to display the main **Dining** page, from which you can search for restaurants, check availability, and make a reservation. The **Dining** page includes a more comprehensive set of options for making a dining reservation than are available from the home page via the **Dining** "quick start" tab.

**Entertainment** – displays all your options for purchasing tickets to a concert, sports, or theater event. Click either the **Entertainment** tab or the **Event Tickets** menu item beneath it to display the main **Event Tickets** page, from which you can search for events, check ticket availability, and purchase tickets.

**Shipping** – displays all your options for shipping a package: **Ship a Package**, **Track a Package**, **Schedule a Pickup**, and **Shipping Preferences**. Click either the **Shipping** tab or the **Ship a Package** menu item beneath it to display the main **Ship a Package** page, from which you can immediately arrange a package shipment. Click

one of the other options to display a page specific to that service. The **Ship a Package** page includes a more comprehensive set of options for making package shipping arrangements than the **Shipping** "quick start" tab

**Conferencing** – displays all your options for setting up a Web or Audio conference: **Schedule a Conference**, and **Instant Conference**. Click either the **Conferencing** tab or the **Schedule a Conference** menu item beneath it to display the main **Conferencing** page, from which you can schedule a future Web or Audio Conference. Click **Instant Conference** to create a web conference that will begin immediately. The **Conferencing** page includes a more comprehensive set of options for scheduling conferences than the **Conferencing** "quick start" tab

## 6. What do the "quick start" tabs do?

These tabs enable you to access specific services directly from the home page, so you don't have to navigate to the pages specific to those services. They provide access directly from AXIOM home page to a subset of the functionality available on the main service pages.

Depending on the services your company has activated, you'll see as many as four "quick start" tabs:

**Travel** – click this "quick start" tab to display the functions that will enable you to begin making arrangements to book airline tickets, hotel rooms, and rental cars without leaving the home page.

Click **More search options** to leave the home page and display the **Trip Planner** page. This is the same as clicking the top **Travel** tab.

**Dining** – click this "quick start" tab to display the functions that will enable you to begin finding a restaurant and making a reservation, again without leaving the home page.

Click **More search options** to leave the home page and display the main **Dining** page. This is the same as clicking the top **Dining** tab.

**Conferencing** – click this "quick start" tab to display the functions that will enable you to begin scheduling a Web or Audio Conference, again without leaving the home page.

Click **All conferencing options** to leave the home page and display the main **Conferencing** page. This is the same as clicking the top **Conferencing** tab.

**Shipping** – click this "quick start" tab to display the functions that will enable you to begin arranging to ship a package, again without leaving the home page.

Click **More search options** to leave the home page and display the main **Ship a Package** page. This is the same as clicking the top **Shipping** tab. Click **View shipping policies** to look at the standard shipping policies for your organization.

## 7. What do the text links at the very top of each page do?

There are four links at the top of each page:

**Who you're supporting** – Click this link to see a list of individuals for whom you are a delegate (i.e. for whom you can book services).

**Your Profile** – Click this link to display your Profile, where you can enter and store information unique to you and your role in the organization so you can save time while booking services

**Help** – the online help for AXIOM, which provides background and information to help you get the most out of the tool.

Sign out

## Message and Alert Sections

### 8. What is the upcoming reservations box?

The **Upcoming Reservations** box, towards the bottom of the home page, lists details about all of your upcoming business service activity. This includes all travel arrangements that have been confirmed, those that have been submitted for confirmation or modification, and those that have been cancelled or completed within the prior twenty-four hours.

You can sort this list by date, by type of service (e.g. airline tickets, restaurant reservations, etc.), or by delegate, if you have one. A delegate is anyone else in your organization who can book travel and other services on your behalf, or on whose behalf you can book services. You will always see your own bookings first, then delegate bookings.

You can click on the link of any of your services to display a summary of reservation information, plus a link to more detailed information and links to other services.

Click **View Archive** to see a list of your past services.

### 9. What is the Alerts box?

The **Alerts** box is at the top of the right side of the home page. You can also receive alerts in the secondary navigation bar when you're not on AXIOM home page. AXIOM uses the Alerts box to send you important advisories, such as the approaching expiration of any of your documents (credit cards, passport, visa, etc.) or flight delays.

### 10. What is the Profile box?

The **Profile** box is immediately below the **Alerts** box. The **Profile** box contains reminders and tips regarding the information you can store in your personal profile.

### 11. What is the rotating message box?

The **rotating message box** is immediately below the Profile box. The rotating message box is a promotional messaging area that may display tips and suggestions for specific services and items you can buy using AXIOM.

## 12. What is the Company News box?

The **Company News box** is immediately below the rotating message box. Your organization may use the **Company News box** to post announcements and other information.

## 13. What is the Company Resources box?

The **Company Resources Box** is immediately below the **Company News box**, at the bottom of the right column of your home page. Your organization uses this box to provide a list of links to external internet resources.

## Profiles Overview

### 14. Why is my Profile information important?

AXIOM automatically fills in many fields when you're booking a service, from address information to credit card and passport information to preferred airplane seating and rental car size. This significantly reduces the time it can take you to arrange for these services, because you don't have to enter them each time you order a service. For instance, each time you book an airplane flight or a hotel room, or arrange to ship a package, the billing information that appears in your Profile will automatically populate the relevant fields when you order that service, so you can spend less time making travel or dinner or conferencing arrangements and more time on your job.

### 15. What type of information goes into my Profile?

The information captured in AXIOM Profile is grouped into the following categories:

- Personal and employee information (name, date of birth, job title, department, etc.)
- Addresses and phone numbers (business and home)
- Emergency contact information
- Credit card information
- Password information (including the option to change your password)
- Address book entries (including the ability to modify and import and export entries)
- Travel preferences (including airport, airline, hotel, and rental car preferences)
- Shipping preferences (including addresses and shipping providers and methods)
- Notifications, including modes of communication (email, phone, etc.) for travel itinerary reminders and updates.
- Delegates (who can book a service on your behalf, and people on whose behalf you can book a service)
- Display settings (including date and clock formats, units of measure, and currency)

## Setting / Changing your Profile and Display Setting

### 16. How do I access my Profile?

You can access your Profile in either of two ways:

From the home page, click **Profile** to expand the **Profile** box.

Click Go to your Profile.

-- OR --

From anywhere in the application, click the **Profile** link at the top of the screen (the link will appear with your name in it).

**Note** Once you're in your **Profile** section and are entering information, there'll be a **Profile** navigation box on the left side of the screen. You can use the links in this box also to access any portion of your Profile.

## Service Preferences

### 17. What are Service Preferences?

Service preferences refer to any of a number of choices for the travel and shipping services that AXIOM will treat as default information and will make searching for and booking services easier. Examples of service preferences include airline meal preference (travel) or sender address (shipping). Creating these preferences in advance can ensure a satisfactory travel or package shipping experience, and also save you time when you're actually booking the service. The travel preferences section in particular may take 10 or 15 minutes to complete, but you'll find that, over time, this will save you much more time.

### 18. How do I set up or modify my travel preferences?

From the Profile page, in the Preferences section, click Travel preferences.

The Travel Preferences page displays.

There are six sections to complete:

- Flight
- Hotel
- Rental Car
- Airport Parking
- Car Service (where you can choose either your real name or an alias for the limousine driver to use when picking you up)
- Travel Documents (includes passport, visa, and national ID card information)

When you're finished entering your information, click Save to return to the main Profiles page.

**Note:** You can partially fill out your travel preferences, then save them and return to this page later to complete the rest of the information.

## 19. How do I set up or modify my shipping preferences?

From the Profile page, in the Preferences section, click Shipping preferences.

The Shipping Preferences page displays.

Enter the desired information in the Packaging and Sender Address sections. These will be the default values AXIOM uses each time you ship a package.

In the Shipping Accounts section, click Add account to add a shipping account, and select a shipping carrier from the drop-down menu box.

The Add Individual Carrier Account page displays.

Enter the desired information, and click Save to return to the shipping preferences page.

Click Save to return to the main Profile page.

## Notifications

### 20. What are Notifications?

AXIOM will send you an email Confirmation each time you book a service or one is booked on your behalf.

### 21. How do I set up or modify my Notifications?

Modifying your Notifications:

1. From your Profile page, next to the Notifications heading, click Edit.

The Notifications page displays.

2. Scroll down to the Notifications section.

- a. If Notifications are set up for any of your services, click Edit to modify them, or click Delete to delete them.

*Important: You won't be prompted to click Delete a second time. When you click the Delete link, the Notification will be deleted immediately.*

3. When you click Edit, a dialog box displays. Enter your information in the dialog box and click Save.
4. Enter your information and click Save.

Adding Notifications

1. To add a Notification, click the Notification you wish to receive. This displays a dialog box.
2. Enter your desired information and click Save.

You can also set "quiet times" during which you will not be notified by voice or text message.

If you wish to modify or add multiple Notifications, you can save time by selecting each service notification you wish to modify or add in the Select a Notification drop-down menu on the left of the dialog box that displays whenever you click Edit or Add.

You can save time by selecting each service Notification you wish to modify or add in the Select a Notification drop-down menu on the left of the dialog box that displays whenever you click Edit or Add.

1. Click Edit to add modify your voice message or text message phone number.
  - a. If either of these is unavailable, click Add to add an entry.
2. A dialog box displays. Enter your desired information and click Save to return to the Confirmations and Notifications page.
3. Select the check box next to the service for which you wish to receive a confirmation.
4. When you're finished, scroll down to the bottom of the Notifications page and click Save.

## Delegates

### 22. What is a delegate?

A delegate is an individual who is authorized to book services on behalf of someone else. You can have your own delegates (that is, one or more individuals who can book services on your behalf), and you can act as a delegate for more than one person (that is, you can book services on their behalf).

### 23. Who assigns my delegate?

You can assign your own delegates at any time. You may or may not be able to assign yourself as someone else's delegate, depending on your company's configuration.

You can assign your delegates (or assign yourself as a delegate, if this capability is available) via the Delegates section of your Profile. Notifications that a service or event has been booked will be sent to the service consumer, as well as the person who booked the service. No one can assign a delegate to a third party. Only you can choose your own delegates or, if available, assign yourself as someone else's delegate. Also, for security purposes, AXIOM will issue an email Notification to you whenever someone assigns themselves as a delegate of yours.

### 24. Can I become a delegate for someone else?

Yes, if the option is available. You can assign yourself as someone else's delegate via the Delegates section of your Profile.

### 25. How do I assign or become a delegate?

From your Profile page, in the Personal Information section, click the Add button next to the Delegates section. Click Become a Delegate (to book services on behalf of someone else) or Add a Delegate (to assign someone else to book services on your behalf).

Enter the name of your desired delegate in the search box, and click Search.

Select the person(s) for whom you wish to assign or become a delegate.

### 26. How do I know who my delegates are, or for whom I am a delegate?

This information is displayed in the Personal Information section of the main Profile page, under the Delegates heading.

### 27. Can my delegate see all my personal information?

Credit card information is masked; your delegate will only be able to see enough data to be able to book services (i.e. the last four digits of your credit cards to be certain he or she is using the correct card). Nothing else is masked; delegates have full access to the Profile, so they can add in missing information that may be required to complete a booking as well as maintain this information on your behalf.

### 28. How do I know when my delegate has booked a service for me?

AXIOM will automatically notify you according to the preferences you've set up in your Profile (i.e. by email, phone, or text message) each time a delegate has booked a service on your behalf.

## Display Settings

### 29. What are display settings?

Display settings control how some aspects of your system will present some of your choices. They also enable you to set default values for your time zone (important for book time-sensitive services), units of measure (metric vs. U.S./Imperial--important for package shipping) and currency (important for purchases).

### 30. Why are display settings important?

Many of your service bookings are time sensitive. For instance, if you schedule a conference for 2:00 pm, AXIOM needs to know in what time zone. Also, some reservations expire if not confirmed by a certain time, in which case any misalignment of hour settings is critical. There are similar issues with currency. So it's important you complete the Display Settings portion of your Profile.

### 31. How do I set up or modify these settings?

From the Profile page, look for the Display Settings box, on the lower-right side of the screen, and click Edit.

The Display Settings page displays. Enter your information, and click Save.

## Booking a Flight

### 32. How do I book a flight?

There are two ways to book a flight:

1. From the home page, click the Travel "quick start" tab on the left side of the screen.
2. From the Flight section of the Trip Planner page, mouse over the Travel tab and select Flight. You can access the Travel tab from anywhere in AXIOM.

Booking a flight from the Travel "quick start" tab on the home page:

First, select your departure and arrival airports and the dates and times of your departure. Select the Search nearby airports check box if you wish also to search for flights into and out of another airport near the airport you selected.

Note If you're also booking a hotel room, select the Add a Hotel check box to display additional fields that enable you to identify an airport or address near which you would like the hotel to be located. Select the Match my dates with my travel dates above check box to instruct AXIOM to search for hotels with room availability within the travel timeframe specified in your flight booking request. Clear this check box to enter hotel check-in and checkout dates independent from your flight arrangements.

If you're simultaneously booking a rental car, select the Add a rental car check box to display additional fields that enable you to identify a preferred car type (such as size). Clear this check box to enter car type and pick-up and drop-off information independent from your flight arrangements. Select the Match my rental car search with my flight times and destination check box to instruct AXIOM to search for rental cars at the airport within the travel time frame specified in your flight booking request. Clear this check box to enter car type, airport, and pick-up and drop-off information independent from your flight arrangements.

Next, click Search to display the Select your departure flight page.

From this point forward, selecting a flight follows the same path as booking a flight from the Trip Planner page.

Booking a flight from the Trip Planner page

1. From anywhere in AXIOM application, mouse over the Travel tab and select Flight.
  - The Trip Planner page displays, with the Round Trip tab selected. If you wish to add a flight or hotel, select the respective check boxes.

Note If you wish to book travel for a multi-part trip, click the Multi-city Trip tab.

2. Select your airport and travel date information and, if you wish, select additional desired airport and flight information in the Flight operations section.
3. Click Search to display the Select your departure flight page
  - On this page you can view your flights by segment or by round trip. Your search results will automatically be sorted by company policy, but you can also manually sort your search results by price, shortest flight, and departure time.
4. Click Select next to your desired departure flight.
  - The Select Your Return Flight page displays. This page offers the same viewing and sorting options as the Select Your Departure Flight page.
5. Click Select next to the departure flight of your choice.
  - The Review Your Flights page displays.
6. From the Review Your Flights page you can click View seating for each flight to display the Seat Selection page. You can select your desired seat by clicking the seat on the seating chart that displays, then clicking the Request seats button to return to the Review your flights page.

Note: If you do not select a seat, or if the seat you selected is not available, then AXIOM will request the seat preference (window or aisle) you specified in the Travel Preferences section of your Profile. If you haven't selected a preference, AXIOM will first search for aisle seats located in the front of the plane and continue to check for seats at the back of the aircraft; if none of these are available, AXIOM will search for all window seats, also beginning in the front of the plane and moving towards the back of the aircraft.

From the Review Your Flights page you can also click Fare Rules to display a printable dialog box containing detailed information about your flight, including fare rules, advance ticketing requirements, blackout dates and other travel restrictions, penalties, discounts, and a range of other information.

7. Click Continue to display the Review your trip page.
  - This page displays your complete travel itinerary, including hotel and rental car information, if you've booked any. From this page you have four options:
    - Click Start over.
    - Click Change this trip to return to the Select Your Departure Flight page
    - Click Hold this trip to hold this booking for a finite period of time, depending on fare rules.
    - Click Continue to display the Purchase Trip page and continue with your flight purchase.
8. To continue moving forward and complete your booking, click Continue to display the Purchase Trip page.
9. Review the information on the Purchase Trip page, and add or modify the information as desired, such as basic traveler information, special rental car requests, Confirmations and Notifications, etc. For more information on arranging confirmations and notifications, please see the Profiles help page.
10. Click Purchase to purchase the reservation and display the printable Trip Confirmation page.

11. Click Done to return to AXIOM home page.

### 33. Can I book a flight with more than one destination?

Yes. When you click the multi-city tab, only three segments will be displayed initially. You can add or remove segments by clicking the Add another segment or Remove segment buttons located near the bottom of the search form. You can enter up to eight origin and destination pairs for a single trip.

Note: For multi-city trips, you cannot specify the connection city, but you can specify the preferred fare type for all or portions of the entire trip, depending on your company travel policy.

### 34. How are the flight search results prioritized on the Select Your Flight pages?

By default, the Select Your Flight pages prioritize your flight search results using the following five criteria:

- Price, with the lowest priced options displayed first
- Flights that are within the guidelines of your company's travel policy
- Flights with airlines that are preferred by your company
- Length of flight time
- Departure time

### 35. Why should I name my trip?

If you use AXIOM to book services with any regularity, it's good practice to name each trip, or each service instance. If every service instance has a unique name, it will be easier to locate that service on your home page, in the Upcoming Reservations section, to open that reservation so you can review or change details or cancel the service.

### 36. What is the "Match my rental car search with my flight times and destination" check box?

If you select this check box, AXIOM will automatically align the dates of your car rental reservations with your flight times.

If you select the Find flights from nearby airports check box, then AXIOM will automatically include any departure airports within a pre-designated radius of your selected departure airport, as defined by your company.

If you're uncertain about the airport code to enter, click the "Airport Code" link to look up the appropriate airport name.

Note: Your Company may have stipulated that AXIOM display lower-priced flight results from alternate airports in addition to or instead of flights from the airport you selected.

## Holding Reservations

### 37. Can I hold a reservation? For how long?

AXIOM enables you to hold your travel reservation based on rules defined by your company and the airline, hotel, or rental car company you are using. You will need to complete the purchase of your trip by the time specified when you first place the trip on hold, or else your reservation will be cancelled automatically and you'll need to start over again.

*Important: If by the auto-cancellation deadline you do not complete the purchase of a held trip that contains a flight, then AXIOM will cancel the entire trip automatically.*

### 38. What other considerations are there when holding a trip?

Flight tickets will not be issued and you will not be charged for the price of your flight itinerary until the trip is purchased.

Flight prices are not guaranteed and a new price will be applied when the trip is purchased. This new price will be displayed on the trip purchase page. If you do not want to use this fare, you will have the option of creating a new trip.

If you are making a tentative booking for a hotel or rental car and do not cancel the trip within the guidelines specified by those vendors, then you will be responsible for any applicable cancellation fees.

### 39. How is the auto-cancellation deadline determined?

The auto-cancellation deadline for your tentative trip is determined by rules specified by your company and by the airline, hotel, or rental car company with whom you're trying to book the trip.

If you have a flight in your trip, then the deadline is determined by cancellation rules for the airline and by cancellation rules configured by your company, whichever is more restrictive. For example, if you have a restricted airfare, you won't be allowed to hold this trip for more than 24 hours, as that is a restriction from the airline. Your company may also have configured your site such that you must purchase a ticket at least six hours before departure time, or else your trip will be cancelled automatically.

If you do NOT have a flight in your trip (that is, if you have reserved only a hotel and/or rental car), then the trip will be not be auto-cancelled. You'll have the option of purchasing or canceling this trip right up until the time the trip starts. The trip start time is determined by the hotel check-in or rental car pick-up date. If you fail to cancel this trip, you are responsible for any applicable cancellation fees from the hotel or rental car agency.

## Travel Preferences and Policies

### 40. What are travel preferences?

If you select the preference option, then individual flight search results will be displayed by how well they match your preferences from the search form. Any frequent flier numbers will be applied automatically on the flight purchase page.

### 41. Do I need to create any travel preferences?

It's not required that you complete the Travel preferences section of your Profile. However, as AXIOM auto-completes much of your trip request based on information you provide in your profile (such as home airport or frequent flier program), booking services through AXIOM will be more efficient if you complete your travel preferences.

### 42. What does the orange "P" icon mean?

The "P" icon indicates this particular vendor is a preferred vendor, which means your organization or agency has negotiated a special discount for using the product or service this vendor provides.

### 43. What does it mean if a flight option is "out of policy?"

Your organization may have established certain policies, such as encouraging employees to use travel service vendors with whom it has negotiated discounted rates, to help control expenses. Such vendors are considered preferred vendors. A flight option may be considered out of policy for any of several reasons, such as a higher-than-allotted rate or a non-preferred vendor. Such choices will be listed as "out of policy" in your search results. Depending upon additional company policies, you may still be able to book this service, but you may be prompted to provide a reason why you would choose this service over an "in-policy" option.

### 44. What if I have any unused airline tickets?

If the unused tickets function is enabled on your system, an "unused" graphic will display whenever you have an unused ticket available for use on a particular airline. You can apply the value of this unused ticket to your new trip. If you have more than one unused ticket on a particular airline, AXIOM will use the ticket that is either closest to its expiration date or closest to the dollar value of your new ticket, according to the rules of your company's travel policy.

## Making a Hotel Reservation

### 45. How do I reserve a hotel room?

There are two ways to reserve a hotel room:

1. From the home page, use the Travel "quick start" tab on the left side of the screen.
2. From the Hotel section of the Trip Planner page, mouse over the Travel tab and selecting Hotel. You can access the Travel tab from anywhere in AXIOM application.

Reserving a hotel room from the Travel "quick start" tab on the home page:

1. Search for a hotel near an airport or near a particular address
  - a. If you select the Address radio button, AXIOM will display address fields for you to complete
2. Enter a particular hotel name or chain to search for, if you wish, and then enter your check-in and checkout dates and click Search.

The Select a Hotel page displays with your search results.

Note: If you search by address, you need only enter the name of a city; you do not need an actual street address

From this point forward, reserving a hotel room follows the same path as reserving a hotel room from the Trip Planner page.

Reserving a hotel room from the Trip Planner page:

1. From anywhere in AXIOM application, mouse over the Travel tab and select Hotel to display the Trip Planner page.
2. Search for a hotel near an airport or near a particular address
  - a. If you select the Address radio button, AXIOM will display address fields for you to complete

Note You can only search for hotels by address if the hotels are located in the United States.

3. Enter a particular hotel name or chain to search for, if you wish, and then enter your check-in and checkout dates and click Search to display the Select a hotel page displays.

By default, AXIOM will prioritize and display your search results based on the search criteria you've entered (e.g. address, airport, etc.) and on any relevant criteria you've set up in the Travel Preferences portion of your user profile (such as hotel amenities, e.g. health club, business center, etc). You can re-sort the search results in any of the following additional ways:

- a. by preferred hotels (i.e. that have negotiated a special discount with your company)
- b. by company policy (i.e. that offer rates that do not exceed any company-mandated ceiling)
- c. by distance from your airport or address
- d. by price

e. by star rating

Note: If you do not enter a street address, then AXIOM will present its search results based on proximity to the city center.

4. To see the location of your hotel, click Show map on the left side of the screen. This will display a map pinpointing your search's top ten hotels.
5. To see more details about the hotel, click the hotel name to display the Hotel Details page. You can click Photos to see photos of the facility, and you can mouse over Amenities to display a dialog box listing the services and other amenities the hotel offers.
6. To reserve a room at the hotel of your choice, click Choose room to the lower left of the hotel you wish to choose. The display now expands to show different rooms available at the hotel you just chose. Click Select to review the Hotel details page and to continue with your reservation.

Note: You can also access room information and book rooms from the Hotel Details page.

7. Click Select next to the room you wish to reserve to display the Review Hotel Details page.
8. Click Continue to display the Review Your Trip page. From this page you can:
  - o click Start Over
  - o click Change This Trip to return to the main Trip Planner page
  - o click Hold This Trip to hold your room reservation for 24 hours
  - o click Continue to continue with the reservation.
9. Click Continue to display the Purchase Trip page.
10. Review the information on the Purchase Trip page, and add or modify the information as desired, such as basic traveler information, special hotel requests, Confirmations and Notifications, etc.
11. Click Purchase to display the Trip Confirmation page.
12. Click Done to return to AXIOM home page.

**46. Do I assume that all the rooms listed for a particular property in the Select a Hotel page are available?**

Generally speaking, yes. While some fluctuation does occur, if a room appears beneath a given property in one of your hotel search results lists, then that room should be available for you to reserve.

**47. Why should I name my trip?**

If you use AXIOM to reserve services with any regularity, it's good practice to name each trip, or each service instance. If every service instance has a unique name, it will be easier to locate that service on your home page, in the Upcoming Reservations section, to open that reservation so you can review or change details or cancel the service.

#### 48. What is the "Match my dates with my travel dates above" check box?

When you select this check box, AXIOM automatically aligns the dates of your hotel reservation with your flight times.

#### 49. Who provides AXIOM's star ratings for hotels, and how do I interpret them?

AXIOM uses hotel star ratings provided by Northstar Travel Media. They are a privately owned news media company that is the world's largest business-to-business publisher of travel-oriented information. Northstar provides ratings of more than 40,000 properties around the world. To interpret these ratings, click View the Star Ratings Key on the Select a hotel page to display a dialog box with a breakdown of the 0-5 star rating system.

#### 50. How do I close the Star Ratings Key dialog box once I've opened it?

Click the small rectangle in the upper right hand corner of the dialog box.

## Making a Rental Car Reservation

#### 51. How do I reserve a rental car?

There are two ways to reserve a rental car:

1. From the home page, click the Travel "quick start" tab on the left side of the screen.
2. From the Rental Car section of the Trip Planner page, mouse over the Travel tab and select Rental Car. You can access the Travel tab from anywhere in AXIOM application.

Reserving a rental car from the Travel "quick start" tab on the home page:

1. Select the Add a Rental Car check box.
2. Select your desired car type, airport, and pick-up and drop-off information. AXIOM will default to the car type and airport information you've specified in the Travel preferences section of your Profile. If you specify no car type, AXIOM will default to an intermediate car type.

Note If you're simultaneously reserving a flight, AXIOM displays the Match my rental car search with my flight times and destination check box. Clear this check box to enter car type, airport, and pick-up and drop-off information independent from your flight arrangements.

3. Click Search to display the Choose a car page.

From this point forward, selecting a rental car follows the same path as reserving a rental car from the Trip Planner page.

Reserving a rental car from the Trip Planner page:

1. From anywhere in AXIOM application, mouse over the Travel tab and select Rental Car.

The Trip Planner page displays, with the Rental Car section expanded. If you wish to add a flight or hotel reservation, select the respective checkboxes.

Note If you wish to reserve rental cars for a multi-part trip, click the Multi-part Trip tab.

2. Select your desired car type, airport, and pick-up and drop-off information. AXIOM will default to the car type and airport information you've specified in the Travel preferences section of your profile.
3. Click Search to display the Choose a car page.
4. Click Select beneath the desired rental car option to display the Review your car details page.
  - If you wish to see more information prior to making your selection, mouse over Mileage and rates to display a dialog box showing more information, or click Car Rental Details/Rules to display a printable page containing details about this service option, including service provider hours and contact information, requirements and restrictions, payment options, insurance information, tax and fee information, etc.
5. Click Continue to display the Review your trip page. From this page you can:
  1. Click Start Over to return to AXIOM home page
  2. Click Change This Trip to return to the Trip Planner page and begin a new rental car search
  3. Click Hold This Trip to place a hold on your reservation
  4. Click Continue to continue to purchase this trip.
6. Review the information on the Purchase Trip page, and add or modify the information as desired, such as basic traveler information, special rental car requests, Confirmations and Notifications, etc. For more information on arranging Confirmations and Notifications, please see the Profiles help page.
7. Click Purchase to display the Trip Confirmation page.
8. Click Done to return to AXIOM home page.

## 52. What if I want to reserve a car from a location other than an airport?

1. From anywhere in AXIOM application, mouse over the Travel tab and select Rental Car.

The Trip Planner page displays, with the Rental Car section expanded. If you wish to add a flight or hotel reservation, select the respective checkboxes.

2. Select the all locations radio button.
3. Select your desired car type, airport, and pick-up and drop-off information. AXIOM will default to the car type and airport information you've specified in the Travel preferences section of your profile.
4. Click Search to display the Choose a pickup location page.
5. Click Select beneath the desired rental car option to display the Review your car details page.

## 6. Proceed with your reservation

Note: The ability to search for a car at a non-airport location is not available from the Plan a Trip "quick start" tab on the home page.

### 53. What is the "Match my rental car search with my flight times and destination" check box?

If you select this check box, AXIOM will automatically align the dates of your car rental reservations with your flight times.

### 54. How are the rental car search results prioritized on the Choose a car page?

This page displays one rental car option for each rental car company. The specific rental car option displayed is based both on the search criteria you specified on the trip search page and on your company's rental car preferences. If your desired car type is unavailable, AXIOM will search for the next smallest car type, and then the next smallest car type, etc., until it finds an available car. In this case, AXIOM will display a note at the top of the page, indicating the car type you originally requested is not available.

## AXIOM Airport Parking FAQ's

### 55. Why should we make off-airport parking available to our employees through AXIOM?

Your company can realize cost savings up to 50% versus on-airport parking while providing your employees the opportunity to eliminate the stress and hassle of finding parking at the airport. Guaranteed reservations ensure your travelers have a space even during busy peak travel periods. Travelers experience the extra convenience of door-to-door shuttle service, luggage assistance, valet and covered parking options and more.

### 56. Can Airport Parking policies be created and implemented in AXIOM?

Policies can be created and implemented based on the airport parking suppliers and cost of the reservation.

### 57. What is your source for Airport Parking locations and content?

We work with Park 'N Fly Network, an aggregator of off airport parking lots, which provides us access to content for Park 'N Fly facilities as well as other trusted off airport parking suppliers including FastTrack (formerly PCA), Park 'N Go, Avistar, Park Ride Fly, Preflight, Airport Fast Park, and many others.

### 58. What does it mean if I cannot find a city in the drop-down list?

Currently, the airport parking service is not available at all airports. We are working to support airport parking at additional U.S. and international airports. There are currently no off-airport parking facilities in existence at either of the Washington DC airports (IAD or DCA), Charlotte (CLT) or Boise (BOI). We are actively working to offer off airport facilities at all other major airports in the US.

### 59. How many airport parking facilities do you offer?

Currently we offer over 100 airport parking facilities at 57 airports in the US.

### 60. Why do I have to bring a printed copy of my reservation?

Your printed copy of your reservation is used in two ways. When you arrive at the facility it can be used to guarantee you a parking space. When you exit the facility, the cashier will attach it to your ticket as proof of payment. Your confirmation number is not proof of purchase. Without your proof of purchase you must pay the cashier the full amount when exiting the facility. Facility staff is unable to access your online booking and cannot verify your purchase without your printed reservation.

### 61. I lost my payment confirmation voucher, how do I get another copy?

To reprint a copy of your voucher, you can do one of the following:

1. Print the confirmation email voucher that you received
2. Log in to AXIOM to access your reservation details. At the Airport Parking Payment Voucher page, click Print Voucher

### 62. The parking attendant will not accept my parking voucher, what do I do?

The parking cashier is looking for the **Confirmation Number** and **PNF Code** found in the Airport Parking Payment Voucher. This information is located in the **Request Summary** section. Locate the **Confirmation Number** and **PNF Code** on the voucher and show it to the parking cashier. They should be able to accept the voucher.

### 63. Do I need to contact the parking facility to confirm my booking?

No, you do not need to contact the parking facility because your booking is confirmed at the time of purchase.

### 64. When will I receive my Airport Parking confirmation?

At the end of the booking process, a confirmation screen will appear showing your booking details. You will also receive an email confirmation immediately after the booking is complete.

### 65. When is my credit card billed?

Airport parking reservations are pre paid through the system, so your credit card is charged in full at the time that you make your purchase.

**66. Are the rates the same as what can be booked directly with the off-airport location?**

The rates available through AXIOM are generally 5-20% lower than the rate you would be charged if you drove up to the facility without a reservation, and are identical to those rates offered through pnf.com. Additionally the \$3 online booking fee is waived for AXIOM users.

**67. What is the maximum number of days that parking can be reserved?**

You can purchase up to 21 days at a time. If you need to book beyond 21 days, you may do one of the following:

- 1. Make multiple reservations to cover your stay
- 2. Pay for any additional days when you exit the facility

**68. I forgot to bring my confirmation with me. When I exited the parking facility the cashier charged me. How do I get a refund for what I already paid?**

You will need to contact the vendor directly.

**69. I made a reservation but will not be parking as long as I had originally anticipated. Will I receive a refund for these unused days?**

No, a refund will not be issued for the unused days. You may choose to modify your booking 12 hours prior to the drop-off date and time without a change fee.

**70. I made a reservation and I have to extend my trip. My reservation does not reflect those additional days. How do I pay for the additional days?**

When you exit the parking facility, the cashier will charge you for any additional hours or days that you did not pay at the time of booking.

## AXIOM Car Service FAQ's

**71. Why should we make car service available to our employees through AXIOM?**

Your company can replace current inefficient and costly processes for managing car service spend by guiding users toward preferred vendors and negotiated discounts while they are booking the rest of their travel. You can also build and enforce policy through the application and save money by supplementing your negotiated

discounts with preferred provider discounts negotiated and available through AXIOM. Chauffeured car service is a safer, more comfortable and dependable alternative to taxis, rental cars and shuttles allowing travelers to make productive use of travel time with professional, dependable service.

#### **72. What is your source for car service providers and content?**

We work with GT3, a car service aggregator, which provides us access to hundreds of vendors across the US and the car service content that is displayed in AXIOM.

#### **73. What vendors are preferred in AXIOM?**

American Express has negotiated discounts with both national and local providers offering content in every major market in the US. Your company can access rates that are discounted 5-18% and vendors who provide top notch service and reliability. Each provider is recommended by the National Limousine Association, adheres to at least the minimum insurance coverage in their state and enforces background checks, random drug tests and driving record perfection to ensure your passengers are in good hands.

#### **74. Can I get my preferred car service vendor's rates loaded into AXIOM?**

We can load your preferred vendors and negotiated rates in to the system if the vendors meet the following criteria: they are affiliated with GT3 and they have the technology to support an online reservation tool that requires a rate query response time of 7 seconds and a reservation confirmation response time of 20 seconds.

#### **75. Can I see both my vendors and American Express' preferred vendors?**

Yes, we can display both your preferred vendors and American Express preferred vendors side by side.

#### **76. How close to my trip can I book reservations online?**

You can book, change or cancel a reservation online up until 24 hours before the requested time of pick up.

#### **77. When will I receive my car service confirmation?**

Upon completion of the booking, you will receive an email from AXIOM confirming your reservation, and all details of the reservation will be automatically inserted in to your calendar. If the provider has any special instructions specific to your ride you may receive an additional confirmation and details directly from the provider.

#### **78. When is my credit card billed?**

Your credit card will be billed after your ride is complete.

### 79. What is included in the rate that is displayed in AXIOM?

Rates displayed in AXIOM include gratuity, all taxes, and any surcharges related to airport pick-up or drop off, fuel, etc. The only additional costs that may be added to our rates are related to tolls, waiting time, or other similar out-of-pocket expenses.

### 80. What is the cancellation policy for car service reservations?

Reservations may be cancelled online up to 24 hours before the time of pick up without any penalty. Most vendors accept cancellations via their call centers up to 2 hours before the time of pick up without penalty. Cancellation policies and details are provided before booking and in your confirmation email.

## AXIOM Dining FAQ's

### 81. How many restaurants can be accessed in AXIOM?

Content and dining event management is available for 37,000 restaurants in the U.S., Canada and U.K.

### 82. How is AXIOM able to provide content and the ability to book dining reservations for 37,000 restaurants?

Partnerships with Open Table, Rewards Network, and Gayot enable AXIOM to deliver a top notch booking experience with: 1) rich content that includes table availability, location, cuisine, cost, and restaurant reviews and ratings, 2) access to preferred restaurants, and 3) complete dining event management.

### 83. What's the difference between booking directly on Open Table and using AXIOM?

Any restaurant that can be booked on Open Table is available through AXIOM. Two primary differences are: 1) employees have open access to restaurant reviews and ratings from Gayot and 2) there is the added convenience of dining event management with our invite and RSVP functionality that allows a dining host to invite guests and manage responses online. Further, AXIOM provides content on another 30,000 restaurants which are not available through Open Table and the opportunity to earn rebates whenever employees dine in any one of 8,000+ Rewards Network restaurants.

### 84. Is it possible to invite anyone to a dining event or only others who use AXIOM?

Employees can invite guests for a dining event at any of our 37,000 restaurants, view responses, add or remove guests, allow guests to update replies, and invite anyone by accessing personal or corporate address books.

### 85. How do I find a restaurant?

There are three ways to find and book a table at a restaurant using AXIOM:

From the home page, click the Dining "quick start" tab on the left side of the screen.

From the Dining page, mouse over the Dining tab and select Dining Reservations. You can access the Dining tab from anywhere in AXIOM.

From the Trip Confirmation page when you make an airline reservation (by clicking the Add Dining button) or a hotel reservation (by clicking links in the Restaurants near this hotel box).

Note If you've made a hotel reservation, the Restaurants near this hotel box will list three restaurants in close proximity to the location of your hotel. If you wish to see more restaurants, you can click the Show all restaurants link. If you have not reserved a hotel, you can click the Add Dining button from the Trip Confirmation page to find a restaurant.

To find a restaurant from the Dining "quick start" tab on the home page:

From AXIOM home page, click Book a Table.

Enter your search parameters

Note Restaurant location--in a city, or near an address--is the only required field.

Click Search to display the Select a Restaurant page.

From this point, making a dining reservation is the same process as it is from the main Dining page.

To find a restaurant from the Dining page:

Mouse over the Dining tab from anywhere in AXIOM application, and select Dining Reservations. The main Dining page displays.

Enter your restaurant search parameters. You can search for a restaurant by any combination of:

- location (by city, or by proximity to a specific address)
- cuisine
- When you click Choose Cuisine, a drop-down menu will display containing an extensive list of cuisines. Select any number of cuisines by selecting the checkbox next to your desired cuisine.
- neighborhood (not available from the Home | Quick Start panel)
- price (not available from the Home | Quick Start panel)
- If you're searching by price, you can select multiple price ranges.
- availability (for your specified time and party size)

Click Search to display the Select a Restaurant page.

The Select a Restaurant page lists all of the restaurants that match at least one of the criteria you've specified. It also locates the top ten matches on a Google map.

Sort your search results via four or five different criteria:

- Best bets
- Price
- Rating
- Name
- Distance (this sort option displays if you've elected to search restaurants by proximity to a specific address)

If you wish, you can refine your search in any combination of six ways to narrow the number of restaurants your search returned:

- Whether the restaurant is Preferred, if your company is participating in the Rewards Network program
- Whether the restaurant is in policy, if your company has established a dining policy
- Whether the restaurant can be booked online (or offline)
- By neighborhood
- By cuisine
- By price

To display more information about a particular restaurant, click Quick look beneath each restaurant's listing. You can see more details on location, a cuisine description, and the first several lines of a review. For the full review, click the restaurant name to access the Restaurant Details page.

When you see the restaurant you want, click Reserve Online to display the Restaurant Details page.

This page provides comprehensive details about this restaurant, such as hours, parking, dress code information, a review (if available), and a Google map.

If you haven't already specified a reservation time, enter a date and time and click Search.

Click Make reservation to display the Make reservation page.

Enter the desired information on the Make reservation page, including setting up any Confirmations or Notifications.

To invite guests from this page, in the Invitation emails box enter the email addresses of your guests, and in the message box enter any message you wish to send them.

You can also click Address Book if you wish to use email addresses from your corporate or personal Address Book.

Click Reserve Now to display the Confirmation page.

If you have not already done so, you may invite guests from this page by clicking Invite guests to display the Add Guests text box

Click Done to return to AXIOM home page.

### **86. How can I find a specific restaurant if I know its name?**

Start with a geographic search (search by city, or near an address). When the Select a Restaurant page displays, there will be links under the map that allow you to sort restaurants by Best Bets, Price, Rating, and Name. If you click Name you'll see an alphabet across the top of the search results list. Click the first letter of the name of the restaurant you're seeking, and search the list that displays.

### **87. I found too many restaurants. How do I narrow my restaurant search?**

You can use any of the following criteria to focus your search and reduce the number of search results:

- In Policy (if your company has used AXIOM to establish a dining policy)
- Bookable Online
- Neighborhood
- Cuisine
- Price
- Preferred (if your company participates in the Rewards Network program)
- Show results within (when you've selected the Near an Address radio button)

You can apply these criteria from the Search Results page, under Refine Results.

Note: Narrowing your search results by seeking only restaurants that are "in policy" means you're searching for restaurants that meet specifications spelled out by your organization in a dining "policy," usually a specified price range.

### **88. My search didn't turn up any restaurants. What do I do?**

If your search did not turn up any restaurants, consider changing your search parameters to expand your search, such as adding cuisines, expanding your geographical search radius, or changing your desired reservation time.

### **89. Why can't I find my favorite restaurant?**

If you cannot find your restaurant, it may not be in the system. The system has a database of more than 37,000 restaurants and frequently adds new ones.

### **90. How do I book a reservation online?**

From the Search Results page, click the name of the restaurant of your choice to display the Restaurant Details page.

In the Check Availability section on the Restaurant Details page, enter the desired date, time, and party size.

Click Search to display table availability.

Select the desired time and click Make reservation to display the Make Reservation page.

You can also enter a date for your desired reservation when you search for restaurants. When your search results display, each restaurant listed will also include available reservation times, and you can click Make reservation to display the Make Reservation page. Then, from the Make reservation page, enter the desired information and click Reserve now to display the Confirmation page. At the top of the page, a message will display that reads, "Your dining reservation has been confirmed." There should be a Confirmation number below that message.

### 91. Why can't I book some restaurants online?

Not all restaurants accept online reservations. Currently you can use AXIOM to search through more than 8,000 restaurants that do accept online reservations. We provide a phone number for other restaurants so you can contact the establishment directly.

Regardless of whether you reserve a table online or via phone, you can still use AXIOM to invite others to join you and manage their RSVPs online.

### 92. Can I get a quick overview of a restaurant before I make a reservation there?

Yes. From the Search Results page, click the Quick look tab that appears below each restaurant listed. This provides basic information, such as hours, prices, and payment methods. For the majority of restaurants available to you via AXIOM, you will also see a restaurant rating and the first few lines of a review. To read the entire review click the restaurant name to go to the Restaurant Details page.

### 93. Why are some restaurants out of policy?

Your company may have established a dining policy to help manage costs and/or direct you to preferred restaurants.

### 94. What do I do if I get a "Supplier Processor Error?"

In very rare instances the restaurant's own computer system may not be online at the time you've attempted to book a reservation. In this instance, please try reserving your table again.

### 95. How do I invite others to join me for dinner and add my reservation to my calendar?

For restaurants that do not take online reservations:

From either the Search Results page or the Restaurant Details page, click Invite Guests.

In the Invite Guests | Invitation emails box, enter the email addresses of the people you wish to invite. Separate multiple emails by semicolons.

For restaurants that do take online reservations:

From the Make Reservation page, in the Invite Guests | Invitation emails box, enter the email addresses of the people you wish to invite. Separate multiple e-mails by semi-colons.

Note: You'll also be able to invite guests when your reservation is confirmed, from the Dining Confirmation page.

If your company has fully integrated your calendar function, then calendar events will automatically show up in your calendar. You may also receive calendar attachments in a Confirmation email. If you do not see these events in your calendar, or do not receive calendar attachments, please contact your system administrator and ask to turn on calendar integration.

### 96. How do I manage my invitations?

From the home page, in the Upcoming Reservations area, click the name of the reservation for which you wish to manage invitations.

The Dining tools box displays.

Click View details to display the Reservation Summary page, view how many have confirmed, how many have declined, and how many have not yet responded. You can also click Invite guests to add more guests.

### 97. How do I change my reservation?

You can change your reservation by canceling it and re-booking online via AXIOM, or by calling the restaurant directly. To do this you'll need to know the name that was used to make the reservation.

### 98. How do I add people to my invite list?

To add guests to your party:

From the home page, in the Upcoming Reservations list, click the details link of the reservation you wish to alter. This displays details of your reservation, along with the Dining tools dialog box.

In the Dining tools dialog box, click Invite additional guests to display the Reservation Summary page

Click Invite guests.

*Important: Please remember that changing the number of guests in an invite after you have scheduled an online reservation will not update the reservation details with the restaurant. You'll need to contact the restaurant directly to alert the restaurant to the revised number of people in your party.*

### 99. What does the orange "P" next to certain restaurants mean?

If your company participates in the Rewards Network program, the orange P will appear next to participating restaurants to indicate that your company has a preferred relationship with that restaurant.

**100. Why can't I find the neighborhood for which I'm searching?**

Sometimes neighborhoods have multiple names – for instance, in Manhattan the Lower East Side is also known as the East Village. If you can't find the neighborhood you're looking for, try looking for an alternate name.

**101. How does AXIOM define its price ratings?**

AXIOM uses the following pricing levels. Prices are based on the average dinner cost for one person:

- \$ = \$20 & under
- \$\$ = \$21-35
- \$\$\$ = \$36-\$50
- \$\$\$\$ = \$50+

**102. How does AXIOM come up with "Best Bets"?**

- AXIOM displays restaurant listings based on a combination of factors. These could include:
- Whether the restaurant accepts reservations online
- Whether the restaurant has been reviewed and rated by our suppliers
- Your company policy

## AXIOM Conferencing FAQ's

### Audio Conferencing

**103. What providers does the platform support?**

The platform currently supports the reservation-less conferencing products from the following vendors:

- AT&T
- Premiere Global Service
- Verizon
- Global Crossing

In the future, we plan to create a flexible platform that will support the domestic conferencing products of all major audio conferencing providers. Companies that will be supported include: all of the above, Genesys, Intercall, and most any other providers.

**104. Why did American Express partner with Premiere Global in audio conferencing?**

Premiere Global is a leader in the audio conferencing space. The company is publicly traded (PGI) with 2006 revenue of \$496M. It has a global footprint with local presence in 19 countries. It is also an innovator in the audio conferencing space; it is the first vendor to offer the now ubiquitous reservation-less conferencing. Over 50% of the Fortune 500 companies rely on Premiere Global Services for their communication needs. Premiere Global boasts a customer base of 60,000 companies worldwide. 68 million people meet on Premiere each year. Premiere advantages include:

- Unmatched reliability: Fully redundant system with 99.9% uptime.
- Security: Provides moderators with extensive features to control their meeting experience.
- Award winning customer service: Local representatives who are dedicated to your needs. Premiere was awarded SAS 70 Compliance for internal control and security metrics of service delivery.

**105. How do I record an audio conference?**

Press \*22 during the conference call to record the session. An email will be sent after the conference with instructions on how to access the playback.

## Web Conferencing

**106. What providers does AXIOM support?**

AXIOM supports the WebEx MeetingCenter product and the Microsoft Live Meeting product. These two are the most dominant products in the Web Conferencing market today, with greater than 80% of the market share. We currently do not support any other web conferencing providers.

**107. Why did American Express partner with WebEx?**

WebEx is a publicly traded company (WBX) that is by far the dominant player in the fast-growing Web Conferencing Services market. It has 64% market share of Web Conferencing. WebEx has 2,300 employees worldwide, offering services in over 70 countries. It boasts 27,000+ customers worldwide. 81% of the Fortune 100 companies use WebEx, along with 24 of the top 25 US Financial Services firms. Every day, 60,000 WebEx sessions are held around the world.

**108. Can international participants join a WebEx web conference call?**

Yes. Anyone who has internet access can join a WebEx meeting.

**109. Can WebEx record a web conference session?**

Yes. WebEx has a technology called Network Based Recording (NBR) that can be used to record a WebEx session. By default, 1 GB of storage is included with the customer service. This equates to 30-35 meetings per customer across all users. When the customer needs more than 1GB, they can work with their WebEx customer service manager to purchase additional storage space.

## AXIOM Package Shipping FAQ's

**110. What shipping services are available through AXIOM?**

Rearden Commerce has partnered with leading shipping carriers, namely FedEx, DHL, UPS and USPS (United States Postal Service), to provide a variety of shipment services for packages originating from the US and UK to most global locations. AXIOM lets organizations take advantage of their existing carrier negotiated rates and communicate shipping policies to employees as they ship packages. Employees can create shipping labels from their own desktop while ensuring significant cost savings through on demand rate comparisons.

**111. Are the shipping services offered through AXIOM the same as what's available on shipping Web sites?**

The shipping services available through AXIOM are the same as those provided by individual carriers. With AXIOM, employees are able to view a comparative rate matrix and choose the best possible rates matching their shipping requirements. Other web sites (including direct carrier sites) do not provide consolidated views of multiple shipping carriers and rates. Shipping with AXIOM is convenient and fast once employees set their shipping preferences and import their address books.

**112. How do the rates compare to other shipping websites?**

With AXIOM users can take advantage of their company's negotiated rates or carrier-provided standard rates, all at the same time. Shipping is available as part of the total Rearden Commerce platform experience, so customers do not have to pay extra to access shipping services. Other shipping web sites typically require a subscription or usage fee to use their label generation services.

**113. How can I use contacts from my own address book in the system?**

The system allows you to import contacts into your local address book. The information is then stored in our system so you can access your contact information easily.

To import contacts into the system, perform the following steps:

Note: Before you can import a list of contacts, you must download the template to create the file. You can download the template from the Import Contacts page.

Log in to AXIOM.

Click Your Profile link (top right corner of home page).

Under Address Book on the left, click Import Contacts. The Import/Export Contacts page appears. You will need to download the file format that you must use when importing contacts.

Click Download CSV format to download the template to your desktop. Follow the steps listed in the template and save the file. Once you have created the .csv file, you can import the file.

At the Import Contacts page, click Browse to locate the file on your desktop.

If you want the system to validate the address, then select the Validate Mailing Addresses During Import check box.

Select how you want the system to handle duplicate contacts.

Click Import, and then click Save.

#### **114. What if I do not have the recipient's name?**

You can enter the department name instead. For the most accurate delivery, you should use the recipient's name.

#### **115. What if I do not have the recipient's phone number?**

The carrier systems require that we provide them with a valid phone number to contact in case there is a problem with the shipment. If you do not have a valid recipient phone number, then you should enter your own phone number as a point of contact. If there is a problem with the shipment, a carrier representative may contact you to ask for instructions.

#### **116. What if I do not know how much my package weighs?**

If your shipment is an envelope, you do not need to enter a weight. If you are using flat rate packaging from carriers, the system will automatically enter a weight of 1 pound (or request a flat rate based on the carrier's rules.)

For other package types, a best guess is allowed. If you enter too low or too high of a weight, the carrier will correct it for you. The carrier will charge the appropriate amount based on the actual weight. If there is too much of a difference between the weight you entered and the actual weight (e.g., 1 pound instead of 20 pounds), the carrier may return the package to you.

**117. How do I make sure the entire address display's on the shipping label?**

Carriers allow a set number of characters for each address line. The maximum limit for Street Address, Apartment/Suite, Mailstop, First Name, Last Name and Company Name is 35 characters. The City field limit is 30 characters.

**118. If I print a label page but never ship the package, is there a charge?**

FedEx and UPS will charge you unless you cancel the order.

**119. What is the cutoff time for creating a shipping label?**

If you would like to create a shipping label with a ship date of today, then your cutoff time is 6:00 p.m. based on the local time zone in your account settings. You can create a shipping label after 6:00 p.m.; but the system will display a ship date of the next business day.

**120. Do I need to schedule a pickup?**

If you are working from an office location that has regular pickup service with a carrier, then no, you do not typically need to schedule a pickup. If you are shipping from a home or remote office location that does not have regular pickup service, then yes, you should schedule a pickup.

**121. What is the cutoff time for scheduling a pickup?**

Within the United States, you must schedule a pickup prior to 4:00 p.m. based on the time zone associated with the pickup location's address. Outside of the United States, the pickup cutoff time is 4:00 p.m. based on the local time zone in your account settings. If you need to schedule a pickup after that time, you will need to contact the carrier directly.

**122. What is the difference between Schedule a Pickup and Ship a Package?**

Schedule a Pickup assumes you already have a label and just need to schedule the pickup. Ship a Package allows you to schedule the pickup, set notifications, choose delivery option and rates, and print a label.

**123. Why is the tracking number required when using the Schedule a Pickup option?**

Some carriers require that you enter a tracking number to be sure they pick up the correct package. Again, this option is only used if you already have a label printed.

**124. How do I insure a package?**

At the Ship a Package page, enter a numeric value in the Declared Insurance Value field. For example, if the package you are sending has an approximate value of \$100, then enter "100" in the Declared Insurance Value field. (Note that the shipping cost will increase based on the insurance value you enter.)

Note: If you do not see this option on your site, it may be because your company has elected to self insure packages or there is another arrangement with the shipping carriers to provide insurance.

#### 125. How do I complete a commercial invoice?

You must complete a commercial invoice if you are sending non-documents internationally. To complete a commercial invoice, perform the following steps:

At the Package Shipping home page, click Ship a Package. The Ship a Package page appears.

Complete the required fields.

At the Package Information section, make sure the Package Type is not a Provider Envelope.

Note: You cannot create a commercial invoice if your package is a provider envelope. A provider envelope should be used for shipping letters or documents.

At the Shipment Contains field, select Products / Commodities.

At the Printable Documents field, select Create Invoice check box.

Complete remaining fields, and then click Next. The Shipment Rates page appears.

Select a rate, and then click Next. The Invoice page appears.

Create the commercial invoice by completing the required fields on the Invoice page.

Click Next. The Print Label page appears.

Click View Invoice to view and print the commercial invoice.

#### 126. What countries can I ship to and ship from?

Destinations that you can ship to and ship from are based on the configuration your company has set up in the system. If your company does not allow you to ship to a specific country, you will not be able to select the country during your initial ship a package request.

#### 127. How do I ship a package internationally?

To ship a package internationally, keep the following guidelines in mind:

Make sure you know what you are sending: documents or items that are dutiable.

Determine the value of the item(s) for dutiable packages.

Create customs documents (e.g., invoice) through AXIOM. If you have customs documents available, you can create an international shipping label along with the invoice. If you are unsure, check with your shipping department. Most dutiable shipments only require an invoice.

Note: Currently, AXIOM does not allow you to ship an item with a value that is more than \$2,500.

**128. How do I track my package?**

There are a couple of ways that you can check the status or whereabouts of your package:

At the main Shipping home page, click Track a Package. At the Track Shipments page, select the provider from the list. Enter the tracking number(s), and then click Submit.

At the status table on the main Shipping home page, locate your request and then click the link. The Package Shipping Details page appears. Under the Tracking Information section, the tracking information is listed.

**129. Why is the delivery information missing or incomplete?**

This happens when a carrier has not updated their tracking database. This usually occurs for a variety of reasons - e.g., the driver may not have scanned the package when it was delivered or the package was routed incorrectly. Once the information is available in the carrier database, it will be immediately visible on AXIOM.

## AXIOM Event Ticket FAQ's

**130. What kinds of events are available for purchase through AXIOM?**

Through our supplier, Global Sports Access (GSA), AXIOM offers access to millions of professional and college sporting events, concerts, and theatrical performances throughout the US and Canada. GSA is one of the most trusted brands for premium event seating and tickets. GSA provides safe, easy, and convenient ways to purchase tickets. GSA offers customers access to the largest worldwide online database of secondary market tickets (nearly six times more than eBay) for professional and college sporting events, concerts, awards shows, theatrical performances, and stage acts available today.

**131. Are the tickets offered through AXIOM the same as those on other ticket/event Web sites?**

The tickets available through AXIOM are secondary market tickets. This means that they are available through the resale market and not through a primary source such as Ticketmaster or directly from the venue. Therefore, you can often buy tickets through AXIOM that are sold out through primary market channels. In many cases, tickets available through AXIOM are the same or comparable to tickets available through retail secondary market sites such as Stub Hub or RazorGator.

**132. How do the prices compare to other ticket websites?**

Because the tickets are in the secondary market, the prices are determined by market supply and demand. For sold-out events, ticket prices are often higher than the original face value. The prices available through AXIOM are comparable to prices on other secondary market websites.

**133. How do I search for and buy tickets?**

To begin searching for tickets, click the Entertainment tab to display the Event Tickets page.

You can search for tickets in several ways:

By category (sporting event, concert, or theater event)

By specific location or keyword

By specific date or date range

Note You must complete the date field and also provide either a keyword or a location.

When you've entered your search parameters, click Search. Your search results will appear in the Select an Event page. Click the event you want, and a list of available tickets will display in the Event Details page.

You can also browse for tickets by type. In the Browse by Category section, simply click the item of your choice. You can browse by sport (baseball, football, basketball, hockey), and you can browse either concerts or theater events alphabetically. When you make your browse selection, you'll display the Select an Event page. On this page click the sports team (or concert or theater event) you want, and a list of available tickets will display in the Event Details page.

When the Event Details page displays, make your ticket selection. Use the drop-down menu to specify the number of tickets you want, and click Select to display the Review Event page. Click Back if you wish to change your selection, or click Continue to display the Select Billing and Shipping Options page. Complete the billing and shipping information, and click Continue to display the Purchase Tickets page. Review this information page, and if everything is accurate, click Purchase. When the Confirmation page displays, your purchase is complete. Click Done to return to the Rearden Personal Assistant home page. You will then receive a Confirmation email with the details of your purchase.

**134. How do I know that tickets, packages, and experiences listed on are real and available?**

With literally millions of tickets available in GSA's system, misprints, duplicate listings, or a myriad of other scenarios may occur that could affect the offerings listed on the site. GSA goes to great lengths to minimize these issues (currently less than 2%). For example, as part of the world's largest online network, there is a stringent series of screenings that take place before anyone is able to become part of the network or offer tickets on the system. Rest assured that once your order is confirmed and accepted by GSA, it is their guarantee to you that they are responsible for the delivery.

**135. How are Ticket prices set and why do they change?**

Prices for items listed are set and managed by the ticket “owner.” The actual price (which may be above or below the face-value price) for each item will rise and fall based on the market and driven by supply and demand.

**136. Are there any service charges on ticket purchases?**

Yes. A modest service fee is charged for each transaction, similar to the fees charged by other companies in the ticket business. Even with this service fee, the net price users will pay is either at parity or even slightly lower than what users will find shopping at other sites.

**137. How are tickets shipped?**

All tickets are shipped via a positive-signature courier service (all deliveries require a signature). GSA does not allow any re-routes. The courier must deliver your package to the address listed on the bill of lading. They cannot deliver it to any other address. If you have specific delivery requirements, you should make those arrangements during the order process. Tickets are always sent to your credit card billing address unless other arrangements are requested during the order process.

The billing address will be verified with your credit card company so you must use the exact address where your statements are sent. The tickets will be delivered using the best method. If possible GSA will inform you of the courier and when to expect delivery when your order is confirmed.

**138. What shipping charges will I pay?**

The delivery times are from the date GSA ships the order. Some tickets may require 1-2 days for processing. All delivery times are subject to availability in your delivery area. Any other special delivery requirements can be quoted as requested. Specific shipping charges will be quoted during the purchase process.

**139. Is it possible to have the tickets shipped to an alternate address?**

To ship your order to an alternate address, you must fax authorization documents to GSA. In your fax to GSA, you must include the following:

- A legible copy of your driver's license
- The credit card used for the purchase.

Submitting this information is to protect both you and GSA against fraudulent credit card use.

**140. How can I track my order?**

AXIOM will initially inform you as to when you can expect your package during the confirmation process of your order. The confirmation will typically be followed by a second email from GSA with the courier information and package tracking ID number.

## AXIOM Change/Cancel FAQ's

### 141. What Changes Can Be Made Online?

AXIOM® allows you to make the following changes or cancellations online:

- Car and hotel reservations can be changed or cancelled online at any time—subject to the cancellation policies of the specific hotel or car rental provider
- Your ticket must be an e-ticket
- Your ticket must be fully unused and for a future travel date itinerary—once your trip has begun, any changes must be made via telephone with an American Express counselor
- Your ticket must not have been previously voided, refunded or exchanged
- Users can add a hotel or car booking to an existing one-way or round-trip air booking
- Changes can be made on these carriers: American, Aloha, Alaska, Continental, Delta, Frontier, Air Tran, Spirit, Northwest, American Trans Air, United, US Airways, and Midwest Express

### 142. Changes Cannot Be Made Online?

You should be aware that you will still need to call an American Express travel counselor if any of the following conditions apply to your trip:

- Your trip has already begun; en route changes must be made over the telephone with a counselor
- Your flight is scheduled to depart within four hours
- Your ticket has previously been exchanged, refunded or had value applied from previous tickets
- You are booked for travel on Southwest or instant purchase carriers
- You have a split ticket—that is, your plans include travel on more than one airline
- Your trip is for a non-US destination
- Your trip is for multiple destinations

### 143. 164. How do I change a trip online?

To change your travel reservation online, first access the reservation from the Upcoming Reservations section of the Home page. Click the View Details link to access the Trip Details page. From here you will be given the option to either Change this Trip or Cancel this Trip. Selecting Cancel this Trip will allow you to cancel the entire trip. If you only want to cancel a portion of the trip you will need to select the Change this Trip link.

Click Change This Trip to launch the Change Trip Assistant that will walk you step-by-step through the process of changing your trip.

*If the Change This Trip or Cancel This Trip buttons do not appear that means that the trip is not eligible to be changed or cancelled online.*

The Change Trip Assistant will ask you to specify:

- Whether you want to Change the Trip or Cancel Part of the Trip
- Whether the trip will be for the same destination.

NOTE: If you wish to change either the origin or destination cities of your trip, AXIOM will cancel your original reservation and make a new reservation when you purchase your new itinerary.

- The components of the trip you want to change: Flights, Car and/or Hotel

After specifying the components of the trip you would like to change, click Continue. You will then see a confirmation of the components of the trip to be changed.

Click Continue to proceed. You will then be able to input your new search criteria and make your new selections for each component of the trip to be changed. After making your new selections you will see a breakdown of the total cost of the new trip on the Review Your Trip page.

As you review the new options available to you, you will always have the ability to click Keep Original Trip to maintain your original selection.

*Important: No part of your original itinerary will be changed until you have completed the entire reservation process and been given the option to compare the costs between your new selections and your original selections.*

On the Review Your Trip page, clicking Compare Trip Costs will offer a comparison of the costs between your original trip and the new trip you have selected.

After you have reviewed and compared the costs, click Back to return to the Review Your Trip page where you can either Keep Original Trip or click Continue to move forward to the Trip Information page where you can click Purchase to complete the change. You will then receive email confirmation of your new itinerary.

If you have chosen to change your origin or destination, your original ticket will be cancelled and a new ticket issued. You will need to acknowledge that change fees or penalties may apply before continuing.

#### **144. How do I cancel my entire trip online?**

To cancel your entire trip, first access the reservation from the Upcoming Reservations section of the Home page. After selecting the reservation click View Details to access the Trip Details page.

Click Cancel This Trip to launch the Cancel Trip Assistant that will allow you to complete the cancellation process. After clicking Confirm Cancellation, you will then see a screen providing confirmation that the trip has been cancelled.

*If the Change This Trip or Cancel This Trip buttons do not appear to that means that the trip is not eligible to be changed or cancelled online.*

#### **145. How do I cancel only part of my trip online?**

To cancel part of a trip, first access the reservation from the Upcoming Reservations section of the Home page. After selecting the reservation, click View Details to access the Trip Details page. You will need to select Change This Trip to launch the Change Trip Assistant. From there you can specify the specific parts of the trip you would like to cancel. After clicking Continue, you will then be able to see the specific segments that are going to be cancelled. Click Confirm Cancellation to continue and complete the cancellation.

#### **146. How do I change or cancel a trip that has been placed on hold but not yet purchased?**

To change or cancel a trip that you have previously placed on hold, first access the reservation from the Upcoming Reservations section of the Home page. Click View Details to access the Trip Details page. From here select Cancel this Trip to cancel or select the Modify or Purchase button to make a change to the itinerary.

At the bottom of the Review Your Trip screen you will be presented with the option to Change This Trip. Clicking that button will launch the Change Trip Assistant that will allow you to either change the trip or cancel part of the trip. After specifying the components of the trip you would like to change you will then be able to make new selections to add to your itinerary. Once your itinerary is complete you will then be able to Purchase your new trip. You will not be able to place the new itinerary on hold again.

#### **147. How do I change or cancel Airport Parking reservations?**

You can change or cancel your airport parking reservation up to 4 hours prior to your drop-off date without any change or cancellation fee. Please be aware that no refunds will be issued if you return early from your trip and use fewer days than you had originally purchased.

As a reminder, your charge card was charged the full transaction amount at the time you made your airport parking reservation. You must present the actual airport parking voucher that you have printed out to the attendant when arriving at the parking facility

To change your airport parking reservation, access the reservation from the Home page. Then click the Change This Request link. Make any necessary modifications on the Change Reservation page. When you have completed and submitted your changes, the Travel home page will reappear and the status of your request will be updated to reflect your changes. You will also receive an email notification regarding your request.

To cancel your airport parking reservation, access the reservation from the Home page. Then click the Cancel This Request link. Select Confirm Cancellation from the Cancel Reservation page. The Airport Parking page will then be displayed with a message indicating that your request has been cancelled. Click Done to return to the

Home page, where the status of your request will be updated to reflect your cancellation request. You will also receive an email notification regarding your request.

If a user tries to change or cancel their airport parking reservation online within 4 hours of their reservation time they will receive the following error message advising them that the reservation may not be cancelled online:

“This reservation may not be cancelled for the following reason:

To change or cancel your reservation less than 4 hours before your reservation time, please call Park N Fly's customer service department at 1-800-325-4863 ext 8127 between 9am-5pm EST Monday - Friday. You can also send your request to [park@pnf.com](mailto:park@pnf.com). You will be charged \$5 to change or \$10 to cancel your reservation unless special circumstances apply.”

#### 148. How do I change or cancel my dining reservations online?

Dining reservations made using AXIOM *can not* be changed online. Requests to change your reservation should be made directly with the restaurant via telephone. Or you may simply cancel your reservation online and then make a new reservation. *Most*—not all—restaurants allow cancellations to be made online using AXIOM.

While you may not be charged for reservations that are not used, we strongly encourage you to cancel your reservation to minimize any inconvenience to the restaurant.

To cancel your dining reservation, simply access the reservation from the Upcoming Reservations section of the Home page. Then click the View Details link. On the next screen click Cancel. On the Cancel Reservation page click the button that says Cancel this reservation. You will then see confirmation that your reservation has been cancelled. Any guests that you have invited will also receive notice of the cancellation.

#### 149. How do I change or cancel my car service reservations online?

Car service reservations can be changed or cancelled online up to 24 hours before your scheduled pick-up time. Any changes or cancellations necessary within 24 hours need to be made directly with the vendor via telephone.

To change your car service reservation, simply access the reservation from the Upcoming Reservation section of the Home page. Then click the View Details link. On the Reservation Summary screen you are given the option to click Change ride or Cancel ride. Click Change ride to change your reservation. You will then be able to make changes to the pick-up or drop-off location, add additional stops or make any other necessary changes to your reservation and will be able to select from available providers. If you select a different service provider, your original reservation will be cancelled and a new reservation made.

To cancel your car service reservation, click Cancel ride from the Reservation Summary screen. On the Cancellation screen you will be prompted to review the rules and restrictions before clicking the Cancel this Ride button at the bottom of the page. You will then receive confirmation that your reservation has been cancelled.

#### **150. How do I change or cancel my Package Shipping pickup online?**

Please be aware that the shipping vendors may charge you if a scheduled pickup is not canceled and a driver is dispatched to your location.

Scheduled package pickups for FedEx and DHL can be modified or cancelled up to one hour before pickup.

To cancel a scheduled pickup, first access the reservation from the Upcoming Reservations section of the Home page. Then click View Details. From there you will be able to select Cancel this Shipment to complete the cancellation.

#### **151. How do I change or cancel my Package Shipping transaction online?**

Shipping labels cannot be modified once they have been printed or completed. They can only be used or cancelled. Shipping labels from vendors can be cancelled on the day the label was printed. Please be aware that while generally the shipping vendor will not charge for the label if it is not scanned, they do reserve the right to charge for labels that have been created. We encourage all users to cancel any unused shipping labels that have been created and that they do not plan to use.

USPS postage can be refunded if cancelled within four days.

To cancel a package shipment after you have printed or completed the shipping label, first access the reservation from the Home page, then click View Details, from there you will be able to select Cancel this Shipment to complete the cancellation.

#### **152. How do I change or cancel my audio or web conferences online?**

You may change or cancel your audio or Web conference at any time prior to the originally scheduled end time of your reservation. While you will only be billed for the actual number of minutes/connections used, you should try to cancel your reservations if your plans change.

To change or cancel your audio or Web conference first access the reservation from the Upcoming Reservation section of the Home page. Then click View Details to see the details of the conference

Clicking Edit Conference Details will allow you to modify the parameters of your conference. Clicking Cancel conference will allow you to cancel the conference. Your attendees will receive email confirmations of any changes made to the reservation or if it is cancelled.

#### **153. How do I change or cancel my event tickets online?**

*There are no refunds, returns, exchanges or cancellations on any order for event tickets once the order is submitted.*

You are responsible for staying abreast of any changes related to the date or time of the event. Event dates and times listed on the site or printed on the face of the tickets are always subject to change. This is especially true for sporting events that are subject to television scheduling conflicts. It is important that you check with the local media to ensure that you arrive at the correct time and date. Most events are also subject to weather delays and or cancellation.

If an event is postponed, the tickets will typically be honored for the new date(s). However, this cannot be guaranteed. Generally when an event is postponed, new tickets will not need to be issued. The system is not able to offer refunds on postponed events.

When you receive your tickets, keep them in a safe place. Unfortunately, tickets cannot be replaced if they are lost, stolen or damaged. Note that direct sunlight, heat, moisture, cold, abrasion and many other factors can damage some tickets.

## AXIOM American Anywhere

### 154. What is American Express Anywhere?

American Express Anywhere helps you take control of your business travel needs with something you carry all the time - your mobile device. With American Express Anywhere, you can better prepare for the trip and solve problems along the way. American Express Anywhere is a mobile application that can be downloaded and displayed on mobile devices without any additional software or hardware requirements.

### 155. How does American Express Anywhere help me?

American Express Anywhere improves productivity. You can get customized travel-related information delivered to your mobile devices. This frees up the time you would spend looking for itineraries, weather, and travel details, and enables you to focus on business priorities. American Express Anywhere also provides time savings, comfort and convenience: Proactive alerts remove the guesswork and give you a sense of comfort on business trips. Travel information, confirmations, and click-to-call help to speed up the process while minimizing the effort for you.

### 156. What functionality is available on American Express Anywhere?

- American Express itinerary display: view your itinerary and any updated info (flight times, terminal, gates, baggage claim, etc.) on your mobile device
- Flight status: get alerts on flight cancellations and delays
- Manage alerts settings: choose when and how to receive information and reminders (SMS, email, or voice)
- Destination weather: receive up to a 5-day forecast for your destination
- Click-to-call: contact your travel service provider with one click access

**157. What are the requirements to use American Express Anywhere?**

The requirements are: an eligible Blackberry® device (Curve, Pearl, 8800s, 8700s), wireless connectivity and data plan, ability to download mobile applications and a one-time download process of American Express Anywhere. American Express Anywhere will display upcoming reservations for flights, hotels, and car rental booked online within AXIOM.

**158. How can I begin using American Express Anywhere?**

Here are the five simple steps to get started:

1. Either click on the link sent to you via email or log into AXIOM and click on the mobile icon on your desktop
2. Provide your mobile information
  - o Wireless carrier
  - o Mobile device type
  - o Mobile number
  - o PIN (self-selected)
3. Click on the "Download" button
4. Click on the link provided in the SMS message from your mobile device (click yes to confirm download, depending on wireless service, download may take approximately 2-5 minutes)
5. Click on the American Express Blue Box icon on your device (home screen or in the applications folder). Enter your mobile number and PIN to log in.

Then, any itinerary booked through AXIOM and paid for with your American Express® Corporate Card will appear on American Express Anywhere.

**159. How does American Express Anywhere differ from Flightstats.com or airline sites?**

Other services require you to actively enter or search for flight status every time you have an upcoming trip (with key pieces of data such as record locator, flight #s, frequent flyer number, etc.). After a one-time download and setup American Express Anywhere, we will be able to pull your upcoming travel bookings and automatically push relevant alerts based on your preferences. No more searching for information – it automatically appears on your mobile device. American Express partners with best-in-class third party data providers when possible to deliver the latest updates available to you.

**160. Will I be able to access global information?**

Yes, our flight updates cover all flights that are published and integrated with standard travel systems. The destination weather covers all major cities as well.

**161. Can someone access my personal information?**

We have taken several steps to make sure your personal information is completely secure when you use American Express Anywhere:

- o Your mobile number and a self-selected PIN will be verified to initialize American Express Anywhere

- All data will be transferred through secure connections
- Any data stored on the device will be encrypted.
- You can help protect your information by locking your device with a password, which will be required to unlock your device for use

**162. How do I submit ideas and feedback?**

We want to hear from you. Email us at [Anywherefeedback@aexp.com](mailto:Anywherefeedback@aexp.com)