



## **American Express Online Frequently Asked Questions**

### **What is American Express Online?**

American Express Online is a Web-based self-service travel management application that enables you to plan and purchase business travel quickly and easily. American Express Online is different from the consumer Web sites that you may be familiar with from booking personal travel as it automatically integrates your company's preferred suppliers to maximize cost savings opportunities.

### **Why would someone use American Express Online instead of calling a travel counselor?**

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

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

### **How much training is necessary for travelers and travel arrangers to use American Express Online?**

American Express Online's user-friendly screens and intuitive interface allow users to get started making their travel reservations online with minimal training. An online tutorial and Quick Reference Guide are available to help users navigate through American Express Online.

### **How do I access American Express Online?**

Go to NYU Traveler <http://nyu.edu/nyutraveler> and click on the word "BOOK."

### **What do I do if I am having difficulty accessing the Internet or American Express Online?**

Contact the NYU ITS Service Desk at 212-998-3333, or e-mail [AskITS@nyu.edu](mailto:AskITS@nyu.edu) for assistance. Or contact an American Express agent to book your travel by calling 888-471-0451.

### **Who can help me if I'm experiencing problems with the application and cannot complete my reservation?**

The Help section available within the site offers detailed information and answers to commonly asked questions. If you cannot find answers to your questions there, support is available from an American Express representative 24 hours a day, 7 days a week by calling 888-471-0451 and press prompt #1.

### **Does American Express Online have limited hours of operation?**

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



**Can I use American Express Online even if I have to travel at the last minute?**

Yes. Provided you have at least 4 hours before the departure of your first flight segment, you can use American Express Online to book your travel.

**What do I need to do before I start booking my first trip?**

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

**How secure is my personal information?**

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

**Does American Express Online store my personal preferences for airlines, hotels and car rentals?**

Yes. Your personal preferences are stored in your American Express Online user **Profile**, which you can update at any time. That way you do not need to input your frequent flyer numbers, meal preferences, etc. each time you use the system.

**Do I receive frequent flyer and other member program reward points for reservations made using American Express Online?**

Yes, frequent flyer information listed in your traveler profile is automatically included in your travel reservation. You can include airline frequent flyer numbers, hotel frequent guest numbers and car rental frequent renter numbers. Please ensure that your profile has accurate and complete information on your memberships.

**Can someone else book trips for me through American Express Online?**

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

**I am a travel arranger. How do I book a trip on someone else's behalf?**

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



the travelers that you are authorized to arrange travel for. Simply select the desired traveler's name from the list and continue to book the trip.

**Can I make a change to the profile of someone that I arrange travel for?**

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

**How do I book multi-leg flights?**

On the Travel Center flight tab, choose multi- segment

**Can I book international trips on American Express Online?**

Yes, simple international trips can be booked through American Express Online. A simple international trip is defined as travel originating in the U.S. to one international destination on the same airline roundtrip. If you have a complex international trip to book, please feel free to contact an American Express agent to assist you at 888-471-0451.

**What if I just want to reserve a car or a hotel?**

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

**Can I add air to a previously booked travel car and / or hotel itinerary?**

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

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

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

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

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



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

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

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

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

All itinerary segments must be for future travel on a single airline only, and an electronic ticket must have been issued. Currently changes to ticketed reservations can only be made if travel is booked on the following airlines:

Alaska Airlines  
American Airlines  
Continental Airlines  
Delta Airlines  
Hawaiian Airlines  
KLM  
Midwest Express Airlines  
Northwest Airlines  
United Airlines  
US Airways

Note online changes are **not** applicable to reservations with multiple tickets and/or multiple airline carriers, paper tickets, reservations that have previously been exchanged or instant purchase carriers such as Southwest, AirTran and JetBlue. To change or cancel a ticketed reservation that does not meet the parameters above or once travel has commenced, you will need to contact an American Express travel counselor by calling 888-471-0451 and press prompt #1.

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

Yes, after choosing new flights, the air fare will be calculated and the fare difference will display before you agree to the change.

**Can I change airline carriers when changing my ticket online?**

No, this feature allows for changes on the same carrier only. The original carrier booked and ticketed will be used for the new trip details. Changes to alternate carriers can be completed by calling an American Express counselor 888-471-0451 and press prompt #1.

**Can I change my car and/or hotel when changing airline reservations?**

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

**How do I know if my reservation has been successfully sent to American Express?**

An email is sent to the email address stored within your American Express Online profile every time you make a reservation using American Express Online. If you wish, you can print out a hard copy of your itinerary for reference.

**Where can I find destination information, such as driving directions or city guides?**

You can access links to this type of information after you login by clicking on the Tools link at the top of the page.





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### **What if I don't see a city on the map page of the Travel Wizard?**

Select a state and a list of all airports in that state appears. If you still don't see your airport, click text-based to search for the city or airport.

### **How do I reserve a chauffeured car?**

To book Ground Transportation either select the Limo tab from the Travel Center or you can choose Add Limo on the Trip Details page after making their, air, car, and hotel reservations. AXO will then guide you through the steps necessary to make your reservation.

### **Can I provide specific instructions to the chauffeur?**

Yes. You can pass along special instructions to the driver when making your booking. Arrive-by instructions let the chauffeur know to arrive with enough time to take you to your desired destination, such as an airport with enough time to catch your flight.

### **How do I make a change to or cancel a ground transportation reservation?**

Prior to agency ticketing, simply access the reservation from the Upcoming Trips tab and from there you can simply cancel the reservation and make a new booking if necessary. *Note: cancellation rules vary with different companies; the cancellation rules will be available on your itinerary.*

### **How close to flight departure can I reserve a chauffeured car?**

All limo service providers will behave differently as they have their own policies. It is a good rule of thumb, if the request is within 3 hours of pick up you should not make the limo reservation online or you should call the vendor after making the reservation to re-confirm.

### **What happens if I cancel a ground transportation reservation outside of the cancellation policy?**

Limo service providers will reject a cancellation if it is outside the cancellation policy. It is recommended to call the limo provider directly when you receive a cancel decline online, and in some cases the vendor 'may' be able to accommodate the cancellation without charging a no-show cancellation fee

### **How do I reserve airport parking?**

Parking options are displayed to users automatically on the Travel Details page. Travelers will be automatically prompted with the option to reserve parking when they are flying from any airport supported by the Park 'N Fly Network. Reservation times are automatically included in the search, even taking check-in requirements for international travel into account. Travelers can choose different airport parking check-in or check-out times if desired, and then search again for availability.

### **Is this feature available at all airports?**

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

City	Airport Code	City	Airport Code
Albany, NY	ALB	Anchorage, AK	ANC
Atlanta, GA	ATL	Baltimore, MD	BWI
Boston, MA	BOS	Buffalo, NY	BUF

Chicago, IL	MDW and ORD	Cincinnati, OH	CVG
Cleveland, OH	CLE	Columbus, OH	CMH
Dallas, TX	DAL and DFW	Denver, CO	DEN
Detroit, MI	DTW	Ft. Lauderdale, FL	FLL
Hartford, CT	BDL	Houston, TX	HOU and IAH
Indianapolis, IN	IND	Kansas City, MO	MCI
Las Vegas, NV	LAS	Los Angeles, CA	LAX
Memphis, TN	MEM	Minneapolis, MN	MSP
Nashville, TN	BNA	New Orleans, LA	MSY
New York, NY	JFK and LGA	Newark, NJ	EWR
Oakland, CA	OAK	Oklahoma City, OK	OKC
Ontario, CA	ONT	Orlando, FL	MCO
Philadelphia, PA	PHL	Phoenix, AZ	PHX
Pittsburgh, PA	PIT	Portland, OR	PDX
Providence, RI	PVD	Raleigh, NC	RDU
Salt Lake City, UT	SLC	San Francisco, CA	SFO
San Jose, CA	SJC	Seattle, WA	SEA
Spokane, WA	GEG	St. Louis, MO	STL
Tampa, FL	TPA		

#### What do I need to present at the parking location as proof of payment?

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

#### What happens if I need to change or cancel a reservation?

Changes and/or cancellations can be done directly on the Cliqbook site. **However**, travelers must cancel parking reservations **4 hours** prior to the date of departure to avoid paying the parking rate.

#### How do I change a parking reservation?

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

#### How do I cancel a parking reservation?

You may cancel parking reservations by selecting the Trip under the "Upcoming Trips" tab on the Travel Center home page. Click on the "Change Trip" link and then "Cancel this parking space" link.

#### Can I book Park 'N Fly on a one way segment?

No, Park 'N Fly is not available on a one-way itinerary.

#### Does Cliqbook document the GDS PNR with a Park N Fly segment or PNR remark?



The reservation is confirmed in Cliqbook and displays the integrated segments on Cliqbook; nothing is added to the GDS PNR.

**Can I book rail online?**

Yes, you can book Amtrak service, either one-way, roundtrip or to multiple destinations. Click on the rail tab in the "Travel Center" to begin your Amtrak booking.

**Does this apply to all Amtrak service?**

No, this functionality applies only to Amtrak's Metroliner and Acela service in the Northeast corridor as well as service in the Northwest and Midwest.

**Can I combine an itinerary that includes an air segment and an Amtrak segment?**

No. The Amtrak segment must be booked in a separate itinerary from your air itinerary.

**Can I book a car and hotel at the same time I book Amtrak?**

Yes, after booking your rail segment, you have the option to add a car and/or hotel to your rail reservation.

**How will I receive my Amtrak ticket?**

American Express is not issuing Amtrak tickets. Travelers will need to retrieve their tickets from an Amtrak kiosk or ticket window at the station. They will need to provide either the Amtrak reservation number or a charge card that Amtrak's system can use to match the name on the booking. *Important Note:* the ticket must be purchased NO LATER than the hold limit that appears on your rail itinerary. Failure to do so will result in the booking being automatically cancelled. If the traveler has not paid for the ticket, and did not take the trip, there is no penalty and no payment due.

**Can I cancel my Amtrak reservation?**

Yes, Amtrak reservations can be cancelled through Cliqbook *prior to ticketing*. Once a ticket has been issued, you must contact Amtrak to cancel and process the refund.

**Are rail tickets refundable?**

Acela tickets are refundable and must be processed for a refund directly with Amtrak. For all other fares, Amtrak will need to determine the value of the refund. Passengers have two options on how to receive the refund value: 1) Passengers may receive the full calculated refund value in the form of a non-refundable exchange voucher valid for future purchases, or 2) Passengers may receive the calculated refund value, less a 10% refund service charge against the original form of payment used. The maximum amount imposed by Amtrak on the 10% refund service charge will be \$100 per refund transaction on any single reservation.

**Will I receive credit for my Amtrak membership number when I book rail online?**

Yes, be sure to enter your Amtrak membership number in your profile under the loyalty area for Rail.

**How do I print a duplicate invoice for travel booked through American Express?**

**My Travel Plans** is the standard tool used at American Express. It is a suite of electronic document delivery solutions, providing travelers with itineraries and invoices via fax, email and web.

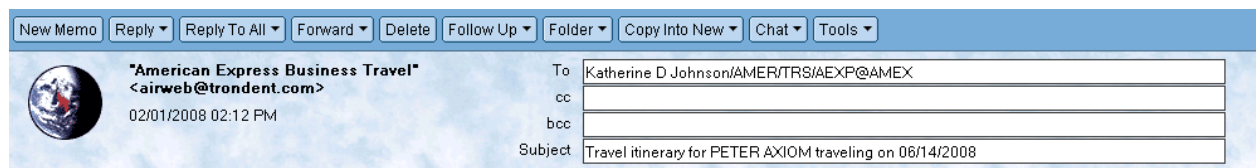


### How will I receive my invoices?

The first time you book a trip with American Express you will receive two emails. The first email (screenshot below) will have your PDF invoice attached and a link to aeAirWeb:

<https://www.aeairweb.com/default.asp?uname=>

The second email will have your temporary password to log into aeAirWeb. Once you follow this step for all future travel you will only receive one email from American Express Business Travel ([airweb@trondent.com](mailto:airweb@trondent.com)). aeAirWeb will provide you 24/7 access to invoice and itinerary data for up to 90 days past the last day of travel.



You are receiving this email notification to advise you that your travel arrangements have been posted to the American Express Business Travel, My Travel Plans website. This website allows you and any other person(s) you have designated to view and print your travel invoice/itinerary 24 hours a day for up to 90 days. Click on the link below to view your trip details:

<http://www.aeairweb.com/default.asp?uname=katherine.d.johnson@aexp.com>

For First Time users, you will receive a SECOND email containing your temporary password. You will be prompted to change this password and answer a secret question when you access the site for the first time.

We are delighted to serve you. Have a pleasant trip.

American Express Business Travel

\*\*\* If you have any questions, please contact your American Express Business Travel office. \*\*\*  
\*\* This is an automatically generated e-mail which cannot receive replies. \*\*



MyTravelPlans.pdf