

## **American Express Online (Cliqbook) - Frequently Asked Questions**

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

American Express Online is an Internet-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. American Express Online automatically integrates your company's preferred suppliers and travel policy to maximize cost savings opportunities. Additionally, by booking your business travel through American Express Online, you are helping your corporation capture valuable data on travel activity that is used to negotiate lower rates with your company's preferred travel suppliers.

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

The first step is to contact your travel administrator (college/division) to obtain access to the self registration link. You will need to create a user ID, password and create your profile.

You can access American Express Online (AXO) on the following link:

<https://app2.outtask.com/default.asp?localize=1&host=www.americanexpress.com>

You don't have to be on your corporate intranet to access American Express Online; all you need is an Internet connection. Save the American Express Online URL as a "Favourite" in your Web browser.

### **What do I need to be aware of when creating my profile?**

1. Telephone numbers must only contain digits and spaces and no other characters (e.g. brackets, hyphens).

### **Can I make reservations at any time of day or night?**

Yes, American Express Online (AXO) is available 24 hours a day, 7 days a week.

### **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 applicable Additional Tools link to the right of the Home Page.

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

To change or cancel a reservation made through AXO you will need to contact the American Express Interactive Travel Centre (ITC) by calling 1300 364 716.

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

Currently only Trans Tasman (between Australia and New Zealand) bookings can be made through AXO. Please refer to your company's travel policy for specific guidance on which trips are to be booked through American Express Online.

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

The Online Help Center accessed from within the site offers detailed information and answers to commonly asked questions. If you cannot find answers to your questions there, support is available through the American Express Interactive Travel Centre (ITC) on 1300 364 716 during business hours.

### **What do I do if I am having difficulty accessing the Internet?**

Please contact your company's IT Department or Help Desk if you are having difficulty accessing the Internet.

**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 on the blue bar at the top of the page. Review your personal information, travel preferences, frequent flyer numbers, credit card 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.

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

AXO 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 Add an Assistant link within 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 traveller has designated you as their travel arranger in their profile. To book a trip on behalf of another employee, simply login to AXO using your own login information. Select from the "Administer Travel For" drop down list on the right hand side of the page. The drop down menu will contain all of the travellers that you are authorized to arrange travel for. Simply select the desired traveller'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, travel arrangers can access and make changes to the profiles of those travellers they are allowed to book travel for. To access the profile of someone you arrange travel for, simply login to AXO 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 travellers 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.

**How will I know if the selections I am making are within my company's travel policy?**

AXO uses a simple colour-coding scheme to allow you to quickly and easily determine if your travel selections are within your company's travel policy. Any options that are outside of your company's travel policy will be highlighted with either a red or yellow tab. When you choose an option that is outside company policy AXO will prompt you to select a reason and enter an explanation as to why you chose a fare that did not comply with your company's policy.

**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 traveller 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.

**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 book multi-leg flights?**

On the Travel Centre flight tab, choose multi-segment

**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 Centre page. You can then choose a city and search for a car or hotel.

**Can I access Web fares from within American Express Online?**

Web Fares are not currently available through AXO – eg, Mid Week Mini fares on Virgin Blue or special “internet only” fares.

**I've stored my frequent flyer numbers and credit card information in my AXO profile. Will this information be passed to the vendor that I am purchasing a fare from?**

Yes. The information stored in your profile that is necessary to complete a booking, including frequent flyer and payment information, will be passed from your AXO profile to the vendor.

**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 AXO profile every time you make a reservation using AXO. If you wish, you can print out a hard copy of your itinerary for reference.

**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 Trips section 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 Travel Templates link. There you can create a template from new or use the record locator number of an existing trip or use an existing template to create your new template.

**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 Trips section.

**How secure is my personal information?**

AXO 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 AXO utilizes https, a secure, encrypted form of http that is used to move sensitive information between a Web browser and a Web server.