Welcome to AXIOM—your online personal assistant

AXIOM is an innovative online procurement tool from American Express Business Travel that allows you to make your travel reservations, ship a package, set up a Web or phone conference and more, all from the same site. It’s fast and easy to use, allowing you to spend less time making reservations and more time doing the things you need to do. Some of the user-friendly features include:

- **Easy access to personal information:** Your profile information along with the details of the services you’ve booked using AXIOM are clearly accessible from the Home page.
- **Seamless calendar integration:** Details of all bookings made and services requested are integrated to your calendar to save time and give you easy access to the information you need.
- **Notification of schedule changes:** AXIOM’s notification feature can send up to the minute status on the flights you have booked, packages you have shipped and other services you have reserved.

**Getting Connected and Logging In**

1. Connect to the Internet and enter the URL provided by your company.
2. Save this address as a “Favorite” or “Bookmark” in your browser. Click **Create an Account** and then enter all requested information—including any Security Code provided by your company. You will also need to specify a Username and Password to use for future access.
3. You will then receive an e-mail from American Express Business Travel with instructions on how to complete the registration process.

**Profile**

1. Click the **Profile** link at the top of the page to update your personal information. Make sure the information stored in AXIOM is up to date to avoid potential issues or delays in processing your reservations.
2. From here you can update your **Addresses, Emergency Contact** and **Charge Card** information. You can also adjust the **Display Settings** and other settings to allow you to customize the site to your preferences.
3. Be sure to click **Save** at the bottom of each screen to save your information.

**Notifications**

1. Setting up your **Notifications** allows you to receive updates via email or text message on the status of your flights, packages shipped and other services booked using AXIOM. You can specify the frequency and timing of notifications. You can also specify **Quiet Times** when you don’t want to receive notifications.

**Delegates**

1. Click the **Delegate** link if you book travel or arrange services on behalf of others—or want to grant access to others to book services on your behalf. From there you can see **People Who I Can Book For** and **People Who Can Book For Me**. Click **Become a Delegate** or **Add a Delegate** to allow others to become your delegate or to become a delegate for another.

**Service Preferences**

1. The **Services Preferences** section allows you to specify **Travel** and **Shipping** preferences that will be pre-populated when you request those services. You can specify vendor preferences for air, car and hotel, seat preferences, departure airport, default sender address when shipping a package, default packaging type and more.
AXIOM is the easy way to make your business travel reservations

Using AXIOM to make your business travel reservations is easy and provides you convenience, comfort and control:

- Offers convenience of making reservations 24x7, in the office or on the road using a single log in and password
- Supplies you comfort with access to airline seat maps, hotel amenity information, destination information, restaurant ratings and more
- Allows you more control by offering you access to your company’s negotiated rates for a full range of business services

**Booking a Trip From the Trip Planner Page**

1. From anywhere in the application, mouse over the Travel tab and select Trip Planner. If you wish to add a flight or hotel, select the respective check boxes.
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. You can choose to search for a hotel near an airport or near a particular address. If you select the Address radio you only need to enter the name of a city; you do not need an actual street address. You can also enter a particular hotel name or chain to search for.
4. To add a rental car at the same time as you’re reserving a flight, the Match my rental car search with my flight times and destination check box is selected. Clear this check box to enter car type, airport, and pick-up and drop-off information independent from your flight arrangements.
5. Click Search to display available flight options. You can view your flights by segment or by round trip. Your search results will automatically be sorted by company policy, but can also be manually sorted by price, shortest flight, and departure time. Click Select next to your desired departure flight to view and select available return flights.
6. 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. If you do not select a seat, or if the seat you selected is not available, AXIOM will request the seat preference (window or aisle) specified in your Profile.
7. Click Continue to display the Review your flights page. To move forward, click Continue to view available Hotel choices.
8. By default, AXIOM will prioritize and display your search results based on the search criteria entered and on any relevant criteria you’ve set up in the Travel Preferences portion of your user profile.
9. 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.
10. 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 see the services and other amenities the hotel offers.
11. 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. Click Select to review the Hotel details page and to continue with your reservation.
12. From the Choose a car page click Select beneath the desired rental car option. 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.
13. From the Review your trip page you can click Start Over to return to the home page; Change This Trip to return to the Trip Planner page and begin a new search; Hold This Trip to place a hold on your reservation; Continue to continue to purchase this trip.
14. Review the information on the Purchase Trip page, and add or modify the information as desired. Click Purchase to display the Trip Confirmation page. Click Done to return to the home page.
Use AXIOM to reserve your car service

AXIOM makes it fast and easy to reserve car service. With AXIOM you can:

- Book ground transportation with the rest of your trip
- Have your calendar automatically updated with the reservation details
- Access your company’s negotiated rates and preferred vendors

NOTE: Car Service reservations cannot be made using AXIOM if your requested pick-up time is within 24 hours.

Booking Car Service

1. From anywhere in the application, mouse over the Travel tab and select Car Service to display the Car Service page.

2. Enter pickup and drop-off locations. If there are more than two stops, click Add a Stop. For multiple rides, click Add a ride.

Note: Each “ride” is a one-way trip. For a round trip (for instance, to go from a hotel to an office in the morning, and then from the office back to the hotel in the afternoon) you need to reserve two rides.

3. Click Continue to display the Enter Details page. Enter date, time, and address information, and number of passengers, and click Continue.

4. The Select a Car page displays, listing your search results. You can sort this list by rate, provider, vehicle capacity, or preferred provider.

5. Click Select to choose your desired car service provider.

6. Review the reservation summary information in the Reserve page, as well as ride details and service confirmation details.

7. Click Reserve now to proceed with this car service.

8. When the Confirmation page displays, click Done to return to the home page, or click Request another ride to return to the Car Service page.
Making your restaurant reservations using AXIOM is a breeze

AXIOM allows you to automatically search for and reserve a restaurant, invite guests from both inside and outside the company while having the reservation details automatically populated in both your calendar and your guest’s calendars.

With Axiom you can:

- Quickly evaluate your dining options by location, cuisine type, price and Gayot ratings
- Instantly book a table at one of thousands of restaurants
- Send invitations directly to your guests
- Have your calendar automatically updated with all the reservation details

**Making a Restaurant Reservation**

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

- 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.
- 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).

To find a restaurant from the Dining page:

1. Mouse over the Dining tab, and select Dining Reservations. 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; neighborhood; price; availability.
2. Click Search. 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.
3. To display more information about a 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.
4. When you see the restaurant you want, click Reserve Online to display the Restaurant Details page. If you haven’t already specified a reservation time, enter a date and time and click Search.
5. Click Make reservation and then enter the desired information, including setting up any Notifications.
6. 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 to use email addresses from your corporate or personal Address Book.
7. 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.
Save time and beat airport hassles by using AXIOM’s Airport Parking Feature

Parking at an off-airport location is an easy way to reduce the headaches involved in finding parking at crowded airport parking lots.

AXIOM’s Airport Parking feature offers:

- An easy way to save time and money
- Gated and well-lit parking lots that provide safety and security
- Quick and convenient shuttles that take you right from your car to the terminal
- Access to parking options at a number of locations in the US through the Park-N-Fly network.

Reserving your Airport Parking

1. From anywhere in the application, mouse over the Travel tab and select Airport Parking.

2. From the Airport Parking page, select your desired airport from the drop-down menu, then your drop-off and pickup dates and times, and click Search. The Select Parking Lot page displays, listing your search results. Click the Map tab if you wish to view the locations of the parking lots on a Google map.

3. You can sort your search results by facility name, by parking type (covered or uncovered), or by cost. Click the name of the desired parking lot to display the Parking Lot Details page.

4. Click Return to Search Results to select another parking facility, or click Select to reserve a space at this lot and display the Purchase Parking page.

5. From the Purchase Parking page, enter the required information. This includes the name and number of the traveler, notifications, and billing information (i.e. a credit card), plus a total cost.

6. Click Purchase to display the Payment Voucher page. Click Print Voucher.

Note: You must print out your parking voucher and bring it with you when you travel, or else you will have to pay for your parking again, in person, when you return home from your trip.
Shipping a package has never been easier

AXIOM offers you a full range of user-friendly features designed to save both time and money when shipping a package. With AXIOM you can:

- Compare package shipping prices across multiple vendors and delivery options
- Schedule a pick up for your package
- Print shipping labels directly from your own printer
- Track all your packages with the same user name and password you use to book your other services
- Receive notifications when your package is picked up and signed for by the recipient
- Populate addresses directly from your address book

Shipping a Package

Shipping a package using the shipping "quick start" tab on the home page:

1. From the Shipping "quick start" tab, enter the recipient address, package type, and billing reference. Click Search to display the Ship a Package page. Review the page, complete any missing information, and click Next.

2. The Shipment Rates page displays. From this page you can easily view your shipping options. Select your desired shipping option by clicking it once to highlight it. Click Select to display the Print Label page. After printing your label, click Done to return to the home page.

Shipping a package from the Ship a Package page:

1. Mouse over the Shipping tab and select Ship a Package. Enter the required information, including the sender, recipient, and package information.

2. Click Next to display the Shipment Rates page. From this page you can easily view your shipping options (e.g. arrival dates, shipping companies, and cost).

3. Select your desired shipping option by clicking it once to highlight it. Click Select to display the Print Label page. After printing your label, click Done to return to the home page.

Scheduling a Pickup

1. Mouse over the Shipping tab and select Schedule a pick-up. Enter the requested information, including date and time you wish the package to be picked up, the type of package you’re shipping (e.g. envelope, box, etc.), the shipping provider, and any specific pick-up instructions.

2. Enter information for the pick-up location. Enter your Confirmation and billing information. Click Submit to display the Package pick-up Confirmation page.

Tracking a Package

1. Mouse over the Shipping tab and select Track a Package. Select the name of your shipping provider from the drop-down menu, and enter the tracking number of the package you wish to track.

2. You can get the tracking number from the email Confirmation sent to you immediately after you arranged for the package shipment or from the home page, in the Upcoming Reservations section, by clicking on the link of the shipment you wish to track. Click Submit to display the Tracking Details page. The precise information on this page may vary, depending on your shipping provider.

Note: You can also track your package directly from the home page. To do this, in the Upcoming Reservations section, locate the shipment you wish to track, and click its link to display details about this shipment.
AXIOM is the easy way to set up your Audio and Web Conferencing

AXIOM’s Conferencing functionality allows you to efficiently manage and schedule audio and/or Web conferences while proactively managing the costs of these services. AXIOM allows you to:

- See the estimated costs for your conferences to allow you to make informed decisions
- Conveniently select conference dates, features and attendees
- Automatically send invitations to participants using your corporate or personal address books
- Add meeting details to all participants’ calendars

Scheduling a conference from the Conferencing “quick start” tab on the home page:

1. Select the Schedule Conference radio button.
2. Enter a date, time, and meeting duration for the conference.
3. (optional) Select the Invite guests check box and enter the email addresses of the invitees.
4. Click the orange Schedule Conference button to display the Conferencing Confirmation page.

Note: You can click All conferencing options to access additional features and functions on the main Conferencing page.

Scheduling a conference from the main Conferencing page:

1. Click the Conferencing tab to display the main Conferencing page.
2. Enter the requested information on the Conferencing page:
   a. Enter a date, time, and duration for your meeting, and a conference password for conference participants.
3. Invite your guests
4. (optional) Create a meeting agenda
5. Choose whether to create a Web Conference, an Audio Conference, or a Web + Audio conference. Click the Schedule conference now button to display the Conferencing Confirmation page. Or continue with the following options:
   i. Calculate the cost of this conference by entering the number of access locations and clicking Update cost estimate.
   ii. Calculate your carbon offset by clicking Learn more.
   iii. Review, modify, or add any Notifications you’d like to receive, or send to others, with any important updates or other messages pertaining to the conference you’ve just scheduled.
6. When you’re done with these options, click Schedule conference button. The Conferencing Confirmation page displays.

Note: An Instant Conference is a conference that begins immediately. You can start an Instant Conference, and invite attendees, at any time. Instant Conferences are particularly useful if you are already in the middle of a phone conversation, but want to be able to quickly show the other person the document, application, etc. you may wish to share via the web. As with a scheduled conference, you can set up an instant conference either by clicking the Plan a Meeting “quick start” tab on the left side of the screen, or via the Conferencing page, which you can access from anywhere in the application by clicking the Conferencing tab.
Use AXIOM to purchase tickets to sporting, concert and theater events

Utilizing AXIOM to book Event Tickets allows you to:
- Quickly find tickets for thousands of sporting, concert and theatre events
- Plan a complete event experience including travel, dining, ground transportation and tickets
- Purchase tickets with confidence from our trusted network of providers

Please be aware of the following considerations when purchasing your event tickets using AXIOM:
- There are no refunds, returns, exchanges or cancellations on any order for event tickets once it is submitted.
- You will not be notified in case the date and/or time of your event changes. You are responsible for staying abreast of any changes related to the event you have purchased. 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.
- Tickets cannot be replaced if they are lost, stolen or damaged.

Purchasing Event Tickets

1. To begin searching for tickets, click the Entertainment tab to display the Event Tickets page.
2. You can search for tickets in several ways:
   a. By category (sporting event, concert, or theater event)
   b. By specific location or keyword
   c. By specific date or date range
3. 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.
4. 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.
5. 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.
6. Review this information page, and if everything is accurate, click Purchase. When the Confirmation page displays, your purchase is complete. You will then receive a Confirmation email with the details of your purchase.

IMPORTANT: If you do not have the tickets shipped to the billing address of your charge card you will be required to fax a copy of your charge card and driver’s license before completing the purchase.