



American Express Online Booking System Client Frequently Asked Questions

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[General Information](#)

Q. I have been given access to the American Express online booking system, how do I use it?

A. Unless your user ID was created for you, you will need to choose a unique user ID. Access the American Express portal to be directed to the booking site. Once there, click Create New Account tab, enter Site ID you were given and the password key. Type user ID of your choosing, type your password, and type it again. Finally, press the Login key to complete the process.

Q. I just created my user ID, what do I do now?

A. The first thing to do, after creating your unique user ID is to complete the Password Recovery feature, then complete your user profile. Both are identified by “**Attention:**” links on the home page, the first time you access the site, and until you complete them.

Q. How much server space do we need to run the American Express booking system?

A. The booking system does not need space on the client’s server as it is located on GetThere’s server.

Q. What equipment do I need to use the system?

A. A computer with access to the Internet and a browser. Versions 5.x, or greater, of either Internet Explorer or Netscape Navigator is suggested.

Q. What is the difference between Novice and Expert modes?

A. Novice mode will show the word "Coach or First Class" when either coach or first class schedules are displayed. Expert will show all the different buckets of inventory for each level of fares available. This is helpful for those who are interested in booking specific classes of coach fares in order to obtain upgrades.

Q. What is the difference between Flight Status and Flight Alerts?

A. Flight status allows you to check the status of a particular flight for the previous day, same day, or next day while logged-in. Flight Alerts allows you to set up a scheduled notification for a specific flight based on several parameters of your choosing. This notification will be sent to the e-mail address input by the user and does not require the site to be accessed to receive it.





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Fees

Q. Will my company or I incur an additional fee if I call to cancel a ticketed reservation?

A. No, a charge only applies if a ticket needs to be reissued.

Q. If no e-ticket can be issued, is there an additional charge to deliver the paper ticket?

A. There is no charge if the airline does not allow e-ticketing.

Q. Is there a fee if I call for assistance?

A. No, there are no fees for calling the 24-hour Customer support center.

Forms of Payment

Q. Can a client use Direct Bill method for payment for airline tickets?

A. No, American Express accepts the following forms of payment: Major Credit Cards (as accepted by carrier), American Express BTA accounts, TP cards (UATP) and ABA (Airline Billing Account).

Q. My company uses a BTA/TP card for airline purchases. How are hotel and cars guaranteed?

A. Travelers will need to enter a personal or corporate card in the credit card section of your user profile.

Q. Can I change my credit card information?

A. Yes, using the **My Account** link, you can update or change the credit card information in your profile when needed.

Reservations

Q. What types of travel reservations can be made online?

A. All combinations of travel itineraries can be booked online, including one-way, open jaws, circle trips along with car and/or hotel for domestic and international reservations.

Q. Can reservations on Southwest Airlines be confirmed?

A. Yes, American Express uses the SABRE Central Reservation System which supports Southwest Airlines bookings.

Q. Can the Southwest Airlines Frequent Traveler number be entered into the American Express online booking system?

A. No, Southwest Airlines requires that the traveler provide this at the departure gate.

Q. How does the system show sold-out flights?

A. Sold out flights are not displayed in the American Express online booking system.

Q. Does the system advise me when there are schedule changes on my itinerary?

A. No, travelers will be contacted by an interactive agent of schedule changes.



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Q. Can I view reservations I made earlier?

A. As long as the reservations were booked through the American Express online booking system, you can view them from the My Trips link.

Q. How long will my reservations be accessible from Previous On-line Bookings?

A. Reservations remain in “My Trips” for 90 days from the last date of travel.

Q. Can I book a car from a non-airport rental location?

A. At this time, the American Express online booking system accesses airport rental counters only. City/suburban rental location access is being considered for a possible enhancement in a future upgrade.

Q. Can I book a non-smoking car?

A. Non-smoking cars cannot be confirmed, only requested. My Account offers you the ability to specify your Rental Car Preferences.

Q. How do I know what restrictions, if any, apply to my reservation?

A. You can access complete and detailed fare rules for your reservation prior to actually purchasing your trip. On the Review Trip page click on the link marked Fare Rules to access the rules and restrictions for your flights.

Q. Personal Vs Business travel: my company does not allow me to make personal reservations through our Corporate booking system. Is there a site I can use for my personal reservations?

A. The following URL: <http://travel.americanexpress.com/travel/td> will take you to the American Express Interactive Travel home page. Clicking on the Leisure Travel Booking link at the top right will take you to a site where you can book personal travel.

TICKETING

Q. Can I “hold” a reservation?

A. No, tickets are issued when the customer completes the online transaction by clicking on the “Purchase Trip” button.

Q. Does Interactive Travel void tickets within the same ARC week?

A. By calling the toll-free Agent Assist/Online support number and speaking to an online support agent, tickets can be voided at the cost of \$20. The call must be received within 24 hours of booking the original reservation.

Q. If I want to have a paper ticket issued, can I request a paper ticket?

A. No, the American Express online booking system does not deliver paper tickets. The system defaults to an e-ticket.

Q. If no e-ticket can be issued, is there an additional charge to overnight the paper ticket?

A. There is no charge if the airline does not allow e-ticketing.



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[Feedback](#)

Q. How do I report difficulties with the system or errors?

A. At the bottom of every page there is a Feedback link. You can report problems or make suggestions and the information will be e-mailed to American Express. You may also call the Support Desk at 888-762-8728.

[Travel Policy](#)

Q. Can I view my company's travel policy on-line?

A. No, but depending on the behavior selected, the American Express online booking system can advise that the selected travel is out of policy at the time of booking.

[Support/Maintenance](#)

Q. What happens when I am on the road and don't have a computer with me? Is there a number I can call for assistance?

A. American Express traveler support is available 24 hours a day, 7 days a week for questions, changes or cancellations on reservations booked. The toll-free number is 888-762-8728.

Q. Do I still call the Emergency Travel Service after hours number to make changes?

A. No. For support 24 hours a day, 7 days a week, the toll-free number is 888-762-8728.

Q. How do I get help to use the system?

A. At the top of each page is a **Help** link. Clicking this link will bring you page specific help, as well as access to the entire Help database. If you still need assistance, you can call the support desk at 888-762-8728

[Travel Arrangers](#)

Q. How do I authorize a travel arranger to book travel on my behalf?

A. First the travel arranger must have a user ID on the American Express online booking system. Then click on My Account to access the Travel Arranger Settings. Click on the People Allowed to Arrange My Travel link. There you can either add the travel arranger yourself or you can allow others to designate themselves as your travel arranger.

Q. Is there is limit on the number of traveler profiles to which a travel arranger has access?

A. No, the system does not limit the number of travelers that a traveler arranger can access.

Q. How many travel arrangers can be assigned to a traveler?

A. There is no limit.



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Q. *What privileges are granted when a travel arranger is authorized?*

A. Travel arrangers can book, change and cancel reservations for air, cars and hotels. Travel arrangers can also view all previous trips for the traveler regardless of whether the trips were booked directly by the traveler or another arranger. Travel arrangers can also make changes to the information stored in My Account for the traveler. The traveler has the option to determine whether or not travel arrangers will be able to change their account settings.

Q. *Can a travel arranger book more than one person on the same flight?*

A. An authorized travel arranger can duplicate a reservation at the end of setting up the first reservation. At the bottom of the Reservation Complete there is an option to duplicate the itinerary for another traveler. To do so, access the drop down menu of your travelers, select the next traveler name, and click the Duplicate Trip button.

Q. *How do I make reservations for someone else?*

A. A drop-down box on the top left of the home page shows a list of all the travelers that you are allowed to arrange travel for. Simply select the traveler name from the drop-down box and make the reservation as you normally would.

Q. *When a travel arranger books for a traveler, how does the arranger view the travelers' profiles? Is it a drop down menu with all the names listed?*

A. A drop down box shows the names of the travelers that the arranger can choose. Once they choose a traveler, clicking on the My Account link will grant them access to the profile information for that traveler.

Q. *Can a travel arranger update the traveler's account information stored in My Account?*

A. Yes. A travel arranger can update the information stored in My Account for those that they arrange travel for as long as the traveler has allowed it. After clicking on the link for **People Allowed To Arrange My Travel**, the traveler will need to specify who is allowed to change their account settings.

Q. *Sometimes I receive email confirmations with the reservation Record Locator and sometimes I do not. Why does this happen?*

A. The primary email address on the profile receives the confirmation which includes the Record Locators. The "Additional email confirmations" addresses receive the itinerary without the Record Locators. This is a confidentiality feature. If you need to receive the copy with Record Locators, place your email address in the primary email box and add the original address to the "additional email confirmations" box.



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Security

Q. Does my actual credit card number appear on the traveler arranger's desktop?

A. After you enter your number and save your profile, the card number box shows "on file".

Q. When setting up the password recovery feature there appears to be no way to save my initial hint. How do I do this?

A. After selecting your hint and providing your answer, click on the "change hint" button to save your information.

Q. I forgot my password, how do I get it?

A. When you first accessed the site you had a prompt that advised you to fill out your password recovery information. If you did this, you need only click on the "password?" link. Answer the question you originally chose and you can change your password.

Q. What if I forget my hint?

A. You will need to call the support desk for assistance.

Q. Can I change my password?

A. Yes, in My Account, click on the Change Password link and follow the instructions provided. .

User Profiles

Q. Can I change my profile information?

A. You can access and change your personal account information by clicking on the My Account link from any page. . After making any changes in My Account you must be sure to move to the bottom of the screen and click on the Save link to ensure your changes are saved.

Q. How do I enter my credit card number?

B. Click on the My Account and select the Charge Card Settings option. There you can add, modify, or remove charge cards as needed. After making any changes in My Account you must be sure to move to the bottom of the screen and click on the Save link to ensure your changes are saved.

Q. Can I use punctuation characters in the online booking system?

A. The only fields in which you can use punctuation characters are the telephone/facsimile number fields and the / in the expiry date of the form of payment field. Do not use dashes or spaces in a credit card number or frequent flyer number.

Q. How do I enter my frequent flyer numbers?

A. In My Account select the Frequent Traveler Programs link to enter information related to any loyalty programs to which you belong. Clicking on the Add Frequent Traveler Program link will allow you to enter information on any airline, hotel, or car rental programs to which you belong. Be sure to enter any account numbers without spaces or dashes. After making any changes in My Account you must be sure to move to the bottom of the screen and click on the Save link to ensure your changes are saved.



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Q. *The last time I made a booking I filled out my information. Why isn't it appearing in the information entered in My Account?*

A. If you filled out the information only at the end of making a reservation your information was not permanently saved. You need to click the My Profile link and, after entering your information, click the Save button at the bottom of the page.

Q. *Will I be notified when my passport and/or visas expire?*

A. No, the American Express online booking system does not currently have this functionality.

[Trip Templates](#)

Q. *What are Trip Templates?*

A. Trip Templates are a useful way to store and re-use travel itinerary information for your frequently traveled destinations.

Q. *How do I create a Trip Template?*

A. Trip Templates can be created either before or after an itinerary has been purchased. At the bottom of the Review Trip page there is an option to save the trip as a trip template. Simply enter a unique name for the Trip Template and it will be saved for later use.

Q. *How do I use a Trip Template?*

A. Once a Trip Template has been created, it can be accessed from the My Trips link. After clicking on My Trips, select the Trip Templates link. You will then see all of the Trip Templates that are available to you. Simply select the Trip Template you wish to use and follow the instructions provided.

