



## Quick Reference Guide

<http://travel.americanexpress.com/travel/axone>

**For immediate assistance with site navigation, online booking or reservation questions, please call American Express Interactive Customer Support**

**800-248-8563**

**Available 24 hrs/day, 7 days/week.**

### LOGGING IN

- Enter the URL address: <http://travel.americanexpress.com/travel/axone>. Save this URL as a favorite (or bookmark) to access the site.
- Click on the "**Air, Car, & Hotel Reservations**" link.
- First time users need to create their User ID. To do this you will need a "Password key" and "Site ID", provided by Colby Hamilton, AHCA's Meeting and Travel Manager. Enter your first and last name in the User ID box; enter a password of at least 5 characters (no spaces or punctuation); enter it again; enter the Site ID; and enter the Password Key; then click the Login button.

**Note: User ID and password are case-sensitive. If you don't have a Password Key or Site ID, please contact Colby Hamilton at 202-898-6335 or [chamilton@ahca.org](mailto:chamilton@ahca.org)**

- Returning users simply enter their User ID and Password and click the Login button.

### UPPER NAVIGATION BAR

#### USER PROFILE

Complete your user profile immediately after your first log-in:

- Access the user profile by clicking on either the button on the upper navigation bar or the link under Travel Tools in the bottom half of the home page. A "junior window" will be opened with Quick Jump Links to the main areas of the user profile: Personal Information, Display Preferences, Air Preferences, Car Rental Preferences, Hotel Preferences.

Additional features are accessible from the user profile window:

- **Travel Arranger Manager** allows you to select a travel arranger from users in the database. You can search for them by name and grant privileges, as well as remove existing travel arrangers. The travel arranger should be your assistant or anyone who would normally make your travel arrangements.
- **Change password** allows you to modify your existing password.
- **Password Recovery** will allow you to determine what hint will be provided in case you forget your password. You may choose from three pre-defined questions or enter your own prompt, and then provide the answer. Your e-mail address will also be required.

### TRAVEL GUIDE

A collection of "external web sites", chosen because they're some of the most popular and exciting travel resources from around the world. These links may take you out of our site.

### FEEDBACK

Use this to tell us what you think of the site, offer suggestions, request assistance, or report any technical problems.

### HELP

When you click on **HELP** a "junior window" will open with page specific information. If no specific information for your location is available you will be able to open the default information and search the system HELP for a solution to your question.

The **Log Out** button terminates your access to the site.

**Tutorial** provides a brief overview of each page.

### BOOKING A FLIGHT

Speedy Air Search (defaults to round trip)

- Enter the "departing from" city, select the month, day, and time of day.
- Enter the "Arriving In:" city, select the month, day, and time of day.
- Click on **Search For Flights**

Advanced Search Options: Round Trip (default), One Way, Multi City

- Enter the city name or airport code in the From and To spaces.
- Select the dates and times from the menu boxes. Dates can also be selected from the calendar on the right.
- The scope of the search can be refined using the class, number of flights, results sort, and carrier list.
- **Search for available flights** returns flight schedules based on the date and time entries you made and your company's policy. Select a flight for each leg of your trip.
- **Search for instant itineraries** returns itinerary options based on the date and time entries you made and your company's policy. Select an itinerary from those presented.
- **Purchase Itinerary** books your selection in the computer reservation system and an e-ticket is automatically issued.

### RESERVING A HOTEL

**\*\*AHCA negotiates a group rate with hotels for all upcoming meetings. Unfortunately, these group rates are not available through American Express One. Members can only benefit from AHCA's group rate by calling the hotel directly to make reservations. While AHCA recommends members to utilize the negotiated group rates at our preferred hotels, it is not mandated. Members do have the option to stay at another hotel of their preference. The following are instructions to reserve a hotel room through American Express One:**

Select **Add Hotel** from your itinerary.

- City and date fields are pre-populated from the air information and the advanced hotel search function is activated.

Select **Hotel Search**: which accesses hotels using a Speedy Hotel Planner or click on **Hotels**, under the Advanced Search Options.

- Speedy Hotel Planner requires only the city where you are searching for a hotel and the check-in and checkout dates. You can search by: Hotel Name, Chain (default), Street Address, or Reference Point.
- Advanced Hotel Search requires the city where you are searching for a hotel, the check-in and checkout dates. It also allows you to set a maximum rate limit; select up to three special requests; sort the search results by price (lowest to highest), hotel name (alphabetically) or by distance from the airport; and determine how many hotels (from 6 to 30) for the search to return. From hotel list you can view a map with each hotel, get driving directions, or a brief hotel description.

## RESERVING A CAR

Select **Add Car** from your itinerary.

- City, date, and time fields are pre-populated from the air reservation the advanced car search function is activated.

Select **Car Search**: access rental cars using Speedy Car Search or click on **Cars** under the Advanced Search Options.

- Speedy Car Search requires pick up location, (use of drop off location is optional unless you are dropping in another location) and the pick-up and drop-off dates and times. Cars designated by your company as preferred will be displayed.
- Advanced Car Search requires the pick up city, a return city if different, dates and times for the rental period. Define your search by type, category, and transmission; select how results are returned from the menu; limit vendors and make special requests.

**Search for available cars** returns a list of rental car options. Select the rental car you prefer.

**Quick Book** confirms a rental car based on your company's preferences.

## FLIGHT STATUS

Select the **Flight Status** tab at the right of the home page. Choose the airline and enter the flight number. Select either the previous day, today, or tomorrow from the last drop down menu. This option is not available on Southwest flights. Click on **Check Flight Status** for information.

## TRIP TEMPLATES

Save frequently traveled itineraries as templates

To create a new reservation using a template:

- Highlight the desired template name from the drop down menu and click **Display Trip**.
- Select the new travel dates from the drop down menus or view a calendar to aid your selection, and click on **Price**.

- A new itinerary for the dates selected will be displayed, based on the template accessed. You will also be presented with options for lower fares if your trip does not price as the lowest.
- Once accepted you may make any changes you need, prior to final acceptance of the new trip. Complete the reservations as any other you would make using RezPort.

## TRAVEL TOOLS:

**Previous Online Bookings** allow you to view, cancel, or edit your previous reservations.

**Flight Notifications** allows you to receive updated flight status for specific flights.

- Choose an airline from the menu box, enter the flight number, set the date and click **ADD**.
- Select the event(s) to be notified of, the timing of each and provide the e-mail address where the information is to be sent.
- Select either long or short message format (examples provided) and submit.

**Travel Arranger**. Choose your travel arranger from a list approved by your company's travel manager.

- To add an arranger, enter the First Name and Last Name of the person you want to designate as your travel arranger. You may define the results returned by number of matches returned (25 to 200), and whether or not an exact match for each field is required.
- From the results returned select your travel arranger and click **Authorize Arranger**. If the desired name is not displayed change your results display or contact your travel manager.
- To remove an arranger, highlight the name of the person to be removed and click **Remove Travel Arranger Privileges** and confirm your selection. When you are done click **Close**.

**World Clock** opens in a junior window and shows the entire globe. Click on the desired location to view the time.