

TABLE OF CONTENTS

1.	GETTING STARTED	. 3
	1.1 PROGRAM BENEFITS	
	1.2 PROGRAM USER ROLES	
	1.3 PROGRAM SUPPORT5	
	1.4 LET'S GET STARTED5	
2.	ACCOUNT SETTINGS & MANAGEMENT	. 6
	2.1 YOUR ACCOUNT & SETTING YOUR DIVISIONS	
	- Account Details6	
	- Divisions5	
	2.2 MANAGEMENT SETTINGS5	
	- Travel Management Settings 5	
	- Tracking Identifiers 5	
	- Payment Information 5	
	2.3 MANAGING YOUR TRAVELLER5	
	- Add Travellers 5	
	- Assign Travellers to a Division5	
	- Edit Traveller Information 5	
	- Requesting Profile Access 5	
	- Enable/Disable Traveller Access 5	
	- Delete Traveller 5	
3.	RUNNING REPORTS	16
4.	BOOKING	
	4.1 TRAVEL ARRANGER16	
	4.2 TRAVELLER17	
	4.3 BOOKING A CAR	

1. GETTING STARTED

WELCOME to the Air Canada Corporate Rewards Program!

This **Beta User Manual** is designed to assist you and your company to get to know the new platform better. Follow the easy step-by-step instructions to get the most out of our practical online tool.

1.1 PROGRAM BENEFITS

Air Canada Corporate Rewards is a comprehensive program designed to help your company manage their travel and expenses while enjoying great savings and rewards.

What do you get?

- ✓ Discounts on Air Canada and partner airlines flights*;
- ✓ Complimentary and discounted services on Preferred seat selection and Air Canada Maple Leaf[™] Lounge access;
- ✓ Complimentary eUpgrade Credits;
- ✓ Exclusive promotional offers from day one;
- ✓ Car rental Corporate rates in partnership with Avis® and Budget®;
- ✓ Exclusive online tool to book and manage business travel expenses;
- ✓ Dedicated support via email and phone line.

Visit the **Rewards** section online to view the full details on how to earn and track your benefits as your company gets started on the program.

* Partner airlines include: Lufthansa, Austrian Airlines, Brussels Airlines and SWISS, United Airlines®, United Express®, All Nippon Airways®, Air New Zealand® and Avianca® and Avianca Brazil. Conditions may apply. Please see full reward terms and conditions for eligible flights and routes.

1.2 PROGRAM USER ROLES

The registered Corporate Rewards program's *Travellers* may have any of the following roles:

1.2.1 PROGRAM ADMINISTRATOR

The **Program Administrator** is a company employee designated to manage the overall Corporate Rewards **Account**. The **Program Administrator** included in the enrollment form is by default the designated **Primary Contact**.

The **Program Administrator** has the highest authority and can perform all administrative functions and configuration for the entire Corporate **Account** and respective **Divisions**.

1.2.2 DIVISION ADMINISTRATOR

The **Division Administrator** is assigned by the **Program Administrator(s)** and has the same role functions as the **Program Administrator** for their managed **Divisions**.

1.2.3 TRAVEL ARRANGER

The *Travel Arranger* role is assigned by a *Program or Division Administrator* and is authorized to book travel for other registered *Travellers*, within multiple *Divisions*.

1.2.4 TRAVELLER

Program or Division Administrator are responsible for registering all **Travellers**. Once added, they automatically have the **Traveller** role. **Travellers** will have access to the Corporate Rewards site only once the **Program** or **Division Administrator** grants them access.

A **Traveller** can book their travel as well as manage their travel profile. They may also grant profile access to the **Account**'s applicable **Administrators** and **Traveller Arrangers** to facilitate their travel arrangements.

1.2.5 TRAVEL AGENCY

You may invite your **Travel Agency** to manage your Corporate **Account** by adding the agency information in the **Settings** tab. A **Travel Agency** may be added at the **Account** or **Division** level and will have the associated administrative functions.

The **Travel Agency** will have administrative function at the **Account** level, only when it is associated to all **Account Divisions**.

TABLE 1.1 USER ROLE FUNCTIONS

	ROLE			
FUNCTIONS	PROGRAM ADMINISTRATOR	DIVISION ADMINISTRATOR	TRAVEL ARRANGER	TRAVELLER
Edit Account details	٧			
Add/Edit Travellers	٧	٧		
Add Divisions	٧			
Define Division Settings	٧	٧		
Add Corporate Payment	٧	٧		
Manage Tracking codes	٧	٧		
Assign Program Administrator role	٧			
Create Travel Arranger role	٧	٧		
Edit Traveller's Profile	٧*	√*	٧*	
Book individual travels	٧	٧	٧	٧
Book travel for others	٧	٧	√	
Create/Edit your individual profile	٧	٧	٧	٧
Run reports	٧	٧		

^{*} **Administrators** and **Travel Arrangers** can only have access to the **Traveller**'s profile once the Profile request access is received and accepted by the **Traveller**.

1.3 PROGRAM SUPPORT

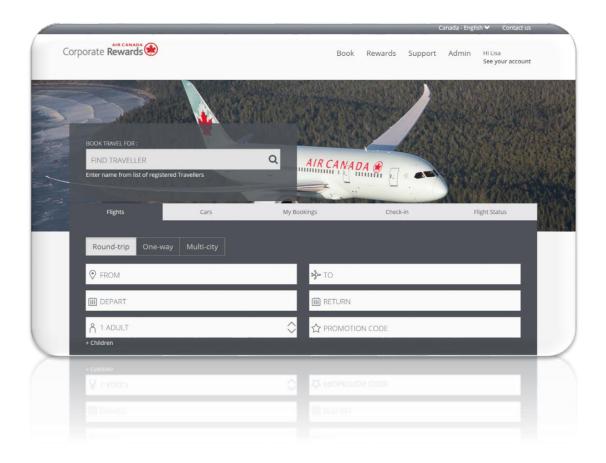
Our dedicated support line will be happy to assist with any online or program related queries.

Call our dedicated line at 1-888-335-4189 from 6 a.m. to 2 a.m., 7 days a week or send us an email to **corporaterewards@aircanada.ca**

1.4 LET'S GET STARTED

Welcome to the Corporate Rewards Beta site!

You may now create **Divisions**, Add **Travellers**, assign roles, manage **Account** settings and preferences as well as run booking reports.



2. ACCOUNT SETTINGS & MANAGEMENT

As a **Program/ Division Administrator** or **Travel Agent**, use the **Admin** tab located in the main menu to manage the Corporate settings at the **Account** and/or **Division** level.

This section will cover all settings related to the **Account** and **Division**.

SECTION OVERVIEW

2.1 SETTING YOUR ACCOUNT AND DIVISIONS

This section allows you to manage and update your **Account** details and Primary Corporate Contact. It also offers you the ability to add multiple **Divisions** to set custom configuration by subsidiary, departments or office locations as needed.

Account [P.7]Divisions [P.8]

2.2 MANAGEMENT SETTINGS

Set specific configuration at the **Account** or **Division** level, including travel management settings, expense tracking codes and Corporate payment information.

- > Travel Management Settings [P.8]
- > Tracking Identifiers [P.9]
- > Payment Information [P.10]

2.3 CREATING & MANAGING YOUR TRAVELLER PROFILES

Set up *Travellers* that will be doing business travel using this program, by adding them to the Corporate *Account* or invite employees to add their information to the Corporate *Account*. [P.14]:

- > Add Travellers [P.12]
- > Send Invitations [P.12]
- > Move Travellers to New Division [P.13]
- > Assign/Modify Role [P.13]
- > Edit Traveller Details [P.12]
- > Requesting Profile Access [P.14]
- > Enable/Disable Traveller [P.14]
- > Delete Traveller [P.15]

2.1 SETTING YOUR **ACCOUNT** & **DIVISIONS**

2.1.1 ACCOUNT

The **Account** section allows you to view, edit and add key information for the Corporate **Account**. This includes the company's profile, setting the travel management with the option to add a **Travel Agency**, create expense tracking codes for the **Account** as well as update the **Primary Contact** information which will receive all important notifications pertaining to the program.

Click on the Admin tab and then Click on Account in the drop down menu to manage the Account information and configuration.

In the **Manage This Account** submenu, you can **Manage** and **Update** the following:

- Details section includes the company's address, contact information, Corporate identification number and program memberships for car rental;
- Settings section will allow you to manage your own bookings or invite an agency to manage your Account;
- Tracking Codes section allows you to create and assign expense tracking codes for all your business travel to easily manage expenses;
- Corporate Contact section includes the company's primary Program Administrator's contact information. It also identifies you will receive all notifications pertaining to the program.

Once you are done filling out all these sections, from the **Account** page, you have direct access to the other important pages of the site, more specifically **Divisions**, **Payment** and **Travellers**, which you will learn how to master throughout this guide.

PRIMARY CONTACT

The person who enrolled the company has by default the **Program Administrator** role and is the **Primary Contact** of the **Account**. The **Primary Contact** is the person who will receive all communication regarding the program and pertinent updates.

You may **Change** the contact at any time under the **Account** tab:

- > Click on Corporate Contact tab *in* Manage This Account submenu;
- > Complete the information in the form and Click Save Changes.

NOTE: The **Primary Contact** can only be updated by a **Program Administrator** and the replacement contact must be a registered **Program Administrator**.

2.1.2 DIVISIONS

The **Division** section offers the ability to create a logical grouping of your business travel by subsidiaries, specific departments or by office location. This feature will allow Corporations to create **Divisions** with unique configurations and a select group of **Travellers**.

NOTE: When enrolling your company, a default *Division* is created in the company name. The company profile can have up to 12 *Divisions*.

To Add a Division:

- > Click on the Add a Division link located on the Manage Divisions page;
- > Complete the required information and Click Save.

To **Edit** a **Division**:

- > Click on the name of the *Division* listed in the table located on the **Manage Divisions** page;
- > Click on the **Details** tab from the **Manage this Division** submenu to update the **Division** Information.

Tip: Use **Manage this Division** submenu tabs to customize your **Division**'s configurations.

To **Delete** a **Division**:

- > **Select** the applicable **Division** by clicking the check box next to the **Division** name in the table;
- > Select the **Delete Division** option in the **Select an Action** drop-down menu and **Click Go**.

2.2 **ACCOUNT MANAGEMENT**

2.2.1 TRAVEL MANAGEMENT SETTINGS

ACCOUNT LEVEL

This section is only applicable to the **Program** and **Division Administrators** for **Account** travel management set up.

A Corporation can select the option to manage its own travel or invite a **Travel Agency**. When there is more than one travel agency for the **Account**, The **Program** or **Division Administrator** must apply the **Travel Management Settings** at the **Division** level.

To Set the Travel Management Settings:

- Click on the Admin tab and then Click on Account in the drop down menu;
- > Select the Settings tab in the Manage This Account submenu;
- > Select the applicable option from the Travel Managed By page and Click Save.

Check the **Travel agency** option and fill in the information accordingly to send an invitation to the **Travel Agency** inviting them to manage your travel. This setting can be done at an **Account** or **Division** level. When completed at the **Division** level, the **Agency** will only have access to this respective **Division**.

DIVISION LEVEL

- Select the Admin tab in the main menu at the top of the website;
- > Select the *Division* link in the drop-down menu;
- Click on the *Division* name in the table to assign **Travel** Management Settings;
- > Select from the Travel Managed By options and Save the Travel Management Settings for the selected *Division*.

2.2.2 TRACKING IDENTIFIERS

Adding a **Tracking Identifier** to track the company's booking expenses by entering a project name, a department ID or other internal tracking number or code.

To Add a Tracking Identifier:

ACCOUNT LEVEL

- Click on the Admin tab in the main menu at the top of the website;
- > Click on Tracking Codes in the drop-down menu;
- Click on Add an Internal Tracking Code located under the page title;
- > Enter a Tracking Identifier;
- > Click Submit.

DIVISION LEVEL

- Select the Admin tab in the main menu at the top of the website;
- > Select the *Divisions* in the dropdown menu;
- Click on the *Division* name in the table where the **Tracking** Code should be added;
- > Select the Tracking Code tab in the sub-menu;
- Click on the Add an Internal Tracking Code link located under the page title;
- > Enter a Tracking Identifier;
- > Click Submit.

To **Delete** a **Tracking Identifier**:

- > **Select** the applicable **Tracking Identifier** by clicking the check box next to the tracking code in the table;
- Select the Delete tab in the Select drop-down menu and Click GO.

2.2.3 PAYMENT INFORMATION

The **Payment Management** section will allow you to add, delete or edit Corporate credit card **Payment Options** at the **Account** and **Division** level.

To **Access** the **Payment** section:

- > Click on the Admin tab in the main menu at the top of the website;
- > Click on Payment Options in the dropdown menu.

ACCOUNT LEVEL

ADD ACCOUNT PAYMENT OPTIONS

The **Payment Options** at the **Account** level allows the **Program Administrator** to create and assign a Corporate credit card as **Payment Option** for all or select **Divisions** of the **Account**. Any modifications will apply to all linked **Divisions** and **Travellers**.

To Add an Account Payment Option:

- Click on the Add link located right below the Manage Payment Options title;
- > Complete the required information;
- > Check the corresponding boxes in the Assign Credit Card section to assign the Payment Option.

NOTE: You can assign Payment to a select group of *Traveller* at the *Division* level.

DELETE ACCOUNT PAYMENT DETAILS

To **Delete** an **Account Payment Option**:

- Select the Payment Option requiring deletion from the table of Payment Options at the bottom of the page by Checking the box located in the far left column of the table;
- > Select the Delete option in the Select drop-down menu and Click Go.

EDIT ACCOUNT PAYMENT DETAILS

To Edit an Account Payment's details:

- Select the Payment Option requiring editing from the table of Payment Options at the bottom of the page by Clicking on the card name indicated in red in Card Name column;
- > Edit the Account Payment details and Click Save.

The **Edit** function is to update expiry date and credit card name. If you need to change the credit card on file, you will need to delete the existing one and add a new credit card **Payment Option**.

DIVISION LEVEL

- > Select the Admin tab in the main menu at the top of the website;
- Select the Divisions tab under the Manage section of the dropdown menu;
- Select the *Division* you would like to add a **Payment option** to and **Click** on the *Division* name link;
- > Select the Payment tab in the submenu;
- > Click on the Add link under the page title;
- > Fill in the credit card information and Click Save.

ASSIGN PAYMENT OPTION TO SELECT TRAVELLERS

Once the **Payment Option** added, you can assign the credit card **Payment** to all or select **Travellers** at the **Division** level.

From the Manage Payment Option's page

- Select the Travellers you would like to assign the Payment Option to by Checking the corresponding boxes found in the Assign To column;
- Check the box next to Assign to All option placed at the top left of the page above the *Travellers* table;
- > Check the corresponding box under the Assign to Column in the *Travellers* table to assign Payment for selected *Travellers*;
- > Click Save Changes.

DELETE ACCOUNT PAYMENT DETAILS

To **Delete** an **Account Payment Option**:

- Select the Payment Option requiring deletion from the table of Payment Options at the bottom of the page by Checking the box located in the far left column of the table;
- > Select the Delete option in the Select dropdown menu and Click Go.

EDIT ACCOUNT PAYMENT DETAILS

To Edit an Account Payment's details:

- Select the Payment Option requiring editing from the table of Payment Options at the bottom of the page by Clicking on the card name indicated in red in Card Name column;
- > Edit the Account Payment details and Click Save.

NOTE: The *Division Administrator*(s) can only edit and delete credit card **Payment Options** that they created. The card name will be showing in red in the table.

2.3 CREATING & MANAGING YOUR TRAVELLERS

As a **Program / Division Administrator** or **Travel Agent** you are responsible for adding the employees that will be travelling using the program booking tool. When employees are added, they will by default have the **Traveller** role. The below listed actions can then be performed on the **Manage Travellers** page:

- Add Travellers;
- Send Password;
- Invite Travellers;
- Move Travellers to New Division;
- Assign/Edit Administrator Roles;
- Create/Edit Travel Arranger;
- Request Access to Traveller Profile;
- Enable/Disable Access;
- Delete Access.

To Access the Manage Travellers page:

- Click on Admin tab in the main menu at the top of the website;
- > Click on *Travellers* in the drop down menu.

ADD TRAVELLERS

You can add one *Traveller* at a time, or in groups of 2 or more. You can also invite *Travellers* to access the site and create their own profile.

To **Add** a *Traveller* yourself and grant **Access** to the *Account*:

- Click on the Admin tab then on the Travellers link in the dropdown menu;
- Click on the Add 1 Traveller and fill out his/her basic Traveller information;
- > Check the Send Password box to provide the *Traveller* with a username and password;
- > Click Save.

To **Add** multiple *Travellers* at the same time:

- > Click on the Add 2+Travellers;
- > Upload your Document* (list of all employees);
- Select All Divisions or a specific Division from the Division menu;
- > Check the **Send Password** box to provide all the **Travellers** with a username and password.

NOTE: When adding *Travellers*, you can include their *Aeroplan* number, specify their *Division*, as well as assign their user role.

SEND PASSWORD

You can send a password to the added the **Travellers** at any time to provide them access to the site:

- > Click on the Admin tab then on the *Travellers* link in the dropdown menu;
- > Select the check box next to the *Travellers* name;
- > Select the Send Password in the Select an Option dropdown menu and Click GO.

NOTE: The *Traveller* will receive an automated email with a username and temporary password;

INVITE TRAVELLERS

Send an Invitation to *Travellers* to access the site and arrange their own travel:

- > Click on the Admin tab then on the Travellers link in the dropdown menu;
- > Click on the Invite Traveller(s);
- > Complete the required information* and Click Send.

You have three options to **Send Invitations:**

- Invite *Traveller*: Add *Traveller's* name, email address, *Division* and user role and send invitation.
- **Upload** *Travellers*: Use provided sample file to upload multiple *Travellers* and send invitations.
- **Copy/Paste list of** *Travellers*: Enter multiple email addresses, select the common user role and a *Division* and send invitations.

^{*}Check the sample file to ensure a successful format of your document.

MOVE TRAVELLER TO NEW DIVISION

- > Click on the Admin tab then on the Travellers link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- > Select the Move to New Division in the Select an Option dropdown menu and Click GO;
- > Select the new *Division* you would like to move your *Traveller* to and Click OK.

ASSIGN/ EDIT ADMINISTRATOR ROLE

Add or Update a Traveller with a Program or Division Administrator role:

- > Click on the Admin tab then on the Travellers link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- Select the Assign/Edit Administrator Role in the Select an Option dropdown menu and Click GO;
- Scroll Down to the last section on the page to Select the Program or Division Administrator role;
- > Click Save.

NOTE: You can remove the Administrative roles at any time by selecting the **No Administrator** role at the bottom of the page.

CREATE/EDIT TRAVEL ARRANGER

A *Travel Arranger* can book travel for all or select *Travellers* from one or multiple *Divisions*:

- Click on the Admin tab then on the Travellers link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- > Select the Create/Edit Travel Arranger in the Select an Option dropdown menu and click GO;
- > Check the All Travellers box to select all *Travellers* from all *Divisions*.

or

- > **Select** the **Traveller** link next to the applicable **Division** to access the **Traveller** list.
- Check the box next to each *Traveller*'s name to select specific *Travellers*.

NOTE: To remove all *Traveller* simply uncheck the *All Travellers* box or uncheck the selected *Traveller*.

EDIT TRAVELLER DETAILS

The *Traveller's* basic information can be updated at any time, here is how:

- > Click on the Admin tab then on the *Travellers* link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- > Select the Edit Traveller Details in the Select an Option dropdown menu and Click GO;
- > Edit information and Save.

REQUEST ACCESS TO TRAVELLER PROFILE

As a **Program / Division Administrator, Travel Arranger** or **Travel Agent** you can request access to the **Traveller**'s profile information to facilitate the booking process, here is how:

- > Click on the Admin tab then on the Travellers link in the dropdown menu;
- > Click on the Request Profile Access link next to the applicable Traveller;
- > Read Request Access to Traveller Profile notice;
- > Click on OK to send request or Cancel.

NOTE: Clicking **OK** will generate an email to the *Traveller* requesting access to his/her profile exclusively for the purposes of performing administrative functions and facilitating travel arrangements on their behalf. The employee will have the flexibility to accept or decline the request by clicking the appropriate link the received email.

Privacy settings is automatically updated based on the employee's selection.

If the *Traveller* grants access, the *Program/ Division Administrator, Travel Arranger* and/or **Travel Agent** managing the *Traveller* will have access to the profile information to facilitate the *Travellers* bookings.

A reply notification email will be returned to the requestor advising of the choice made.

ENABLE/DISABLE TRAVELLER ACCESS

You can grant or suspend access to the site and booking privileges for a *Traveller* by **Enabling/Disabling** their profile, here's how:

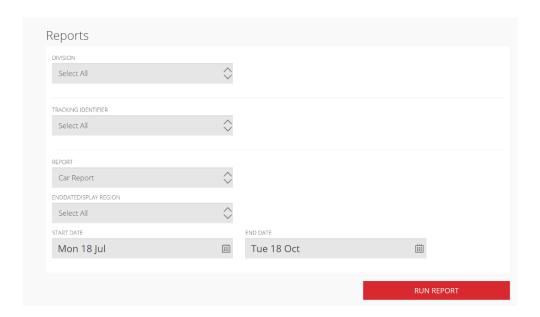
- > Click on the Admin tab then on the Travellers link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- > Select the Enable or Disable Details in the Select an Option dropdown menu and Click GO.

DELETE TRAVELLER ACCESS

You can permanently remove a Traveller from the Account, here is how:

- > Click on the Admin tab then on the *Travellers* link in the dropdown menu;
- > **Select** the check box next to the applicable **Traveller**;
- > Select Delete in the Select an Option dropdown menu and Click GO.

3 RUNNING REPORTS



As **Program/ Division Administrator or Travel Agency**, you can run reports for all flight and car rental bookings made through the Corporate Rewards site. Reports are available in both Excel and PDF formats.

NOTE: *Division Administrators* can only run reports for their managed *Division*s.

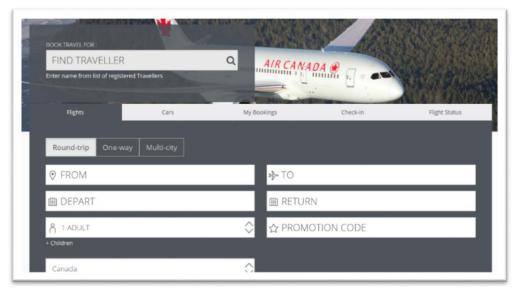
Personalize the criteria for the **Report** inquiry, here is how:

- > Click on the Admin tab then on the Reports link in the dropdown menu;
- > Select the Division;
- > Select a specific Tracking Identifier;
- > Select the type of Report you would like to run;
- > Select the Region of Travel you would like to analyze;
- > Specify the period of your Report by entering a Start and End date;
- > Run Report.

4.1 TRAVEL ARRANGER

BOOKING FLIGHTS ON BEHALF OF OTHERS

As *Travel Arranger* you may book travel for other *Travellers*.



- > From the Home Page, Enter the Traveller's name in the Book Travel For box;
- > Enter required flight search criteria;

NOTE: You may select the **Include Car** option to book a car at the same time as you flight reservation, or **View fares eligible for upgrade** as well select **Use Flight Pass** if applicable;

- > Select according to flight/price preferences;
- > **Review** your itinerary and Fare Summary and **Click** on **Continue** button to complete booking process.

MANAGE BOOKINGS

View/Modify Corporate Rewards bookings made for any of the *Travellers* you manage by following the outlined steps below:

- > Click on the **Book** tab then on the **Manage Bookings** link in the dropdown menu;
- > Select the Search Bookings tab;
- > Enter the Booking Reference # and Click Find

or

- > Import external bookings by Selecting the Select the Import External Bookings;
- > Enter the Booking Reference # and Travellers Last Name and Click Find.

You can then **View** and **Manage** your Corporate Rewards bookings made on other sites that support the Corporate Rewards program.

4.2 TRAVELLER

BOOKING A FLIGHT FOR YOURSELF

> From the Home Page, Enter required flight search criteria;

NOTE: You may select the **Include Car** option to book a car at the same time as you flight reservation, or **View fares eligible for upgrade** as well select **Use Flight Pass** if applicable;

- > Select according to flight/price preferences;
- > **Review** your itinerary and Fare Summary and **Click** on **Continue** button to complete booking process.

MANAGE BOOKINGS

View or modify any of your Corporate Rewards bookings, here is how:

- > Click on the **Book** tab then on the **Manage Bookings** link in the dropdown menu;
- > Select the Search Bookings tab;
- > Enter the Booking Reference # and Click Find.

Or

- > Import External Bookings by Selecting the Select the Import External Bookings;
- > Enter the Booking Reference # and your Last Name click Find

You can then **View** and **Manage** your Corporate Rewards bookings made on other sites that support the Corporate Rewards program.

4.3 BOOKING A CAR

You may reserve a car as you are booking your flight (see *Booking a Flight for Yourself* section above) or book one separately, here is how:

- > Click on the Book tab in the main menu then on Book Car tab in the dropdown menu;
- > Enter required Car Rental search criteria and Click Find;
- > Select according to Car Booking preferences;
- > Review car booking details and Click on I accept to finalize booking.