



AMERICAN EXPRESS® **BUSINESS TRAVEL**



AXIOM—Frequently Asked Questions



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Note to Travel Managers: *This document contains answers to frequently asked questions your employees may have regarding AXIOM. The questions and answers here can be customized as necessary to reflect your specific policy and site configuration.*

General Questions

What do the status icons mean on the main page?

The following tables illustrate the different status icons and describe what the icons mean:

Requesting a Service	
	Request Submitted: Your request has been submitted and is in the process of being fulfilled.
	Pending with Provider: Your request is waiting on a response from the provider.
	Request Confirmed: Your request has been successfully booked.
	Request Unsuccessful: Your request has not been fulfilled, probably because of a lack of availability with the provider.
	Request Completed: Your service has been successfully completed. This request will move from "Active Requests" to "Past Requests" after 24 hours. You can view Past Requests by clicking the "View All" link on the service category page.
Modifying a Service Request	
	Modification Pending: Your modification request has been submitted, and is in the process of being fulfilled.
	Pending with Provider: Your modification request is waiting on a response from the provider.
Note: The details page for this request and the notifications you receive will alert you of the successful modification of your request. Once the request is confirmed, it will return to a Request Confirmed state	
Canceling a Service Request	
	Cancellation Pending: Your cancellation request has been submitted, and is in the process of being cancelled.
	Pending with Provider: Your cancellation request is waiting on a response from the provider.



Request Cancelled: Your service has successfully been cancelled. Any cancellation fees or penalties will be noted in your notifications and the details page.

Are changes I make to my AXIOM profile available to American Express travel counselors if I make a reservation over the telephone?

Yes. If your company has enabled profile synchronization, any changes you make in your AXIOM profile will automatically be available to American Express counselors.

How do I notify others about my requested service?

You can notify others about your requested service by entering their email address at the **Settings** tab > **Notifications** link > **Email** field. At the **Email** field, you can enter additional email addresses separated by a comma or semicolon.

For travel requests, you are also able to enter additional email address at the **Purchase Trip** page > **Email copy of itinerary to** field. Emails that you enter in this field will receive notifications about your trip.

I get a message when logging in that “cookies are not enabled on your browser.” What should I do?

Cookies must be enabled on your browser before you can continue.

If you are using **Internet Explorer**, perform the following steps to enable cookies:

1. Go to **Tools** > **Internet Options**. The **Internet Options** dialog box appears.
2. Click the **Privacy** tab, and then click **Advanced**.
3. Under **First-party Cookies**, select **Accept**.
4. Click **OK**.
5. Click **Apply** to apply your new setting, and then click **OK** to close the dialog box.
6. Return to AXIOM log in page and try to log in again. If you continue to experience problems, send an email to your technical support team.

If you are using **Firefox**, perform the following steps to enable cookies:

1. Go to **Tools** > **Options**. The **Options** dialog box appears.
2. Click the **Privacy** tab, and then click the **Cookies** tab.
3. Select the **Allow sites to set Cookies** check box.
4. Click **OK**.
5. Return to AXIOM log in page and try to log in again. If you continue to experience problems, send an email to your technical support team.

Does AXIOM support browsers on the Apple computer?

You can access AXIOM on an Apple computer. However, you would need to use Firefox version 1.5 along with the following extension:

<https://addons.mozilla.org/firefox/59/>



What browser versions are supported?

Rearden supports the following browser versions:

- Mozilla Suite 1.7.5 or later
- Firefox Browser 1.5 or later
- Netscape Navigator 7.01 or later
- Microsoft Internet Explorer 5.5 or later

Can I use AXIOM for personal use?

AXIOM is currently intended for corporate use only.

Notifications FAQs

How do I setup notifications (e.g., phone or email)?

You can setup notifications so you are kept up to date with changes to your service requests. There are four methods that you can select: email, fax, text messaging on your mobile phone, and voice notifications.

To setup notifications, perform the following steps:

1. Log in to AXIOM.
2. Click the **Settings** tab.
3. Under **System Settings** on the left, click **Notifications**. The **Notification** page appears.
4. Enter the contact information for each device types that you want to be notified by (e.g., email, phone, and etc.)

Note: If you do not enter a value for a device type, you will not be able to select the notification type at the **Service Notifications** section.

5. At the **Contact Times** section, select the contact times. You can have the system notify you at any time or between a specific time window.
6. At the **Service Notifications** section, select how you want to be notified. If you did not enter a value for a device type, the option will not be available in this section.
7. Click **Save**.

How do I manage phone and email notifications?

You can manage your notifications through the **Settings** tab > **Notifications** link.

Password FAQs

How do I reset my password?

If you forgot your password and need to have it reset, click the **Trouble signing in? Get Your Password** link on the sign in page. At the following page, enter one of the following information, and then click **Email Me**:

- User Name
- Corporate Email
- Employee ID

You will receive an email notification with your temporary password. Once you log in to the system, you can change your password through the **Settings** tab.



How do I change my password?

You may change your password at any time. To change your password, perform the following steps:

1. Log in to AXIOM.
2. Click the **Settings** tab.
3. Under **Security** on the left, click **Change Password**. The **Change Password** page appears.
4. In the **Current Password** field, enter your current password.
5. In the **New Password** field, enter your new password. Your new password must follow the security guidelines established by your company. The following examples represent standard password guidelines for most companies. (Your company's actual password rules may be more or less restrictive):
 - Must be at least eight characters in length.
 - May not be identical to any of the past three passwords.
 - May not contain your name or user name.
 - Must contain at least one letter and one number.
6. Reconfirm your new password by entering it again in the **Confirm New Password** field.
7. Click **Save**. You have updated your password.

Delegate Functionality

How does a delegate use AXIOM to arrange travel and book services on behalf of someone else?

When you log in to AXIOM (with your own user name and password), there is a **Working on behalf of** drop-down list on the initial home page as well as on the main page of the service(s) your company has configured. This field allows you to select the person you would like to make reservations for. To act on behalf of the user, select the name from the drop-down list.

When you select a name from the list, you will be able see almost all of the information in the account just as the user would. You can then proceed to "act" like this individual and arrange requests.

How do I request delegate access to another user's account?

If your company has enabled this option, then you may request delegate access to another user's account so that you may create service arrangements on their behalf. You will be able see almost all of the information in their account just as the user would.

Note: Delegate users cannot see another user's credit card number because only the last few numbers are visible. Delegate users cannot assign other users to another user's account. Our system automatically maintains an audit history of changes made by users and delegate users for security purposes.

To request delegate access to another user's account, perform the following steps:

1. Log in to AXIOM.
2. Click the **Settings** tab.
3. Under **System Settings** on the left, click **Delegate Access**. The **Delegate Access** page appears.
4. Click **Allow me to book services for someone else**. The **Authorizers List** page appears.



5. Click **Request Delegate Access**. The **Request Delegate Access** search page appears.

Note: If you do not see the **Request Delegate Access** link, it means your company does not have this option configured. If this option is not displayed, then the user will have to give you delegate access from their account.

6. Enter the first and/or last name of the user you want to be a delegate for, and then click **Search**. A list of user(s) appears.
7. Locate the user in the list, and then click **Select**. The **Delegate Access Details** page appears.
8. Select one of the following options:
 - Grant access to all services
 - Grant access to selected services
9. If you selected the **Grant access to selected services** option, then select the services that you would like this user to have delegate access to.
10. Click **Save**. The **Authorizers List** page reappears.
11. Click **Done**. The **Delegate Access** page reappears.

When you request access, the system will send the user an email message and grant you access immediately. If the user does not want you to have access to their account, they may remove your delegate access. Anytime you create a reservation, both you (the delegate) and the user will receive confirmation messages.

As a delegate, you cannot see the user's credit card number because only the last few numbers are visible. Also as a delegate, you cannot assign other delegate users to another user's account.

How do I remove a delegate?

To remove a delegate from your account, perform the following steps:

1. Go to **Settings** tab > **Delegate Access** link > **Delegate Access** page.
2. Click **Assign someone to book services for me**. The **Delegates List** page appears.
3. Locate the user under the **Delegates to your account** section.
4. Click the **Remove** link. A pop-up window appears asking you to confirm that you want to remove the delegate.
5. Click **OK**. The user will be removed as a delegate. The **Delegates List** page reappears. If you need to remove more delegates, repeat this process.

How do I give somebody delegate access to my account?

You can assign delegate access to other users in the system so that they can make service arrangements on your behalf. These users will be able see almost all of the information in your account just as you would.

Note: Delegate users cannot see your credit card number because only the last few numbers are visible. Delegate users cannot assign other users with delegate access to your account. Our system automatically maintains an audit history of changes made by users and delegate users for security purposes.



To grant delegate access to your account, perform the following steps:

1. Log in to AXIOM.
2. Click the **Settings** tab.
3. Under **System Settings** on the left, click **Delegate Access**. The **Delegate Access** page appears.
4. Click **Assign someone to book services for me**. The **Delegates List** page appears.
5. Click **Add a Delegate**. The **Add a Delegate** search page appears.
6. Enter the first name and/or last name of the user you would like to search for, and then click **Search**. A list of user(s) appears.
7. Locate the user you would like to grant delegate access to your account, and then click **Select**. The **Delegate Access Details** page appears.
8. Select one of the following options:
 - Grant access to all services.
 - Grant access to selected services
9. If you selected the **Grant access to selected services** option, select the service(s) that you would like this user to have delegate access to.
10. Click **Save**. The **Delegate List** page reappears.
11. Click **Done**. The **Delegate Access** page reappears.

Once you have granted a user delegate access to your account, they will receive an email message informing them. When delegates log into the application they will have the option to arrange services on your behalf. Anytime a delegate creates a reservation, both you and the delegate will receive confirmation messages.

To **remove** a delegate, perform the following steps:

1. Go to **Settings** tab > **Delegate Access** link > **Delegate Access** page.
2. Click **Assign someone to book services for me**. The **Delegates List** page appears.
3. Locate the user under the **Delegates to your account** section.
4. Click the **Remove** link. A pop-up window appears asking you to confirm that you want to remove the delegate.
5. Click **OK**. The user will be removed as a delegate. The **Delegates List** page reappears. If you need to remove more delegates, repeat this process.

Can I stop delegate emails from being sent to me?

No, you cannot stop receiving delegate email notifications.

Is there a limit to the number of delegates? If not, how are they displayed if I have over 50 delegates?

There is no limit. The delegates assigned to your account are displayed in a drop-down list. When you log in to AXIOM (with your own user name and password), there is a **Working on behalf of** drop-down list on the initial home page as well as on the main page of the service(s) your company has configured.



How do notifications work for delegates?

Delegates will automatically receive an email confirmation for transactions they booked online.

Travel Questions

Flight FAQs

How do I search for flights that are refundable?

If you want to look for refundable flights, click the **More Search Options** link on the initial **Travel Planner** page. You will see a field called **Fare Type**. In the drop-down list, select the type of fare you would like to search for.

You can also change your default search option in your profile. You can update your travel preferences by performing the following steps:

1. Click the **Settings** tab > **Travel** link.
2. Under the **Air Transportation Defaults** section on the **Travel Preferences** page, select the preferred fare you want to use as your default at the **Preferred Fare Type** drop-down field.
3. Save your changes.

What happens to my airline ticket when I cancel my reservation?

If it is refundable, your travel agency will refund it. If it is a non-refundable ticket, it will be placed in your unused ticket bank. When you shop for your next trip, an unused ticket icon will be displayed. This serves as a reminder that you have an unused ticket available to apply towards the purchase of your new ticket.

If I forget or choose not to select a seat, will the system assign one?

Yes, the system will assign you a seat. If you do not select a seat, the system will apply the seat preference that you have listed in your profile. This setting is found at the **Settings** tab > **Travel** link.

Can we default the air search results matrix to show all flights?

No, currently this is not a feature.

Do you have suggestions for using Southwest Airlines in AXIOM?

The following are some helpful hints for using Southwest Airlines in AXIOM:

- Southwest Airlines only offers Coach class.
- Southwest Airlines does not allow pre-reserved seat assignments.
- Search for the specific airports which Southwest Airlines serves (e.g., Houston Hobby HOU, Dallas Love Field DAL, San Jose SJC).
- Search for a specific time (e.g., 4 p.m.) closest to the Southwest Airlines flight you would like to book. Try to avoid using Anytime or a wide time window.
- If you cannot find the return flight you want, try searching for two, one-way flights instead of a round trip flight.
- Southwest Airlines cannot be combined in the same reservation with a different carrier. If your itinerary requires this, book Southwest Airlines in a separate reservation from the other carrier(s).
- Check the fare type you requested in your search. If you have selected **Lowest Available**, then you may not see more expensive options from Southwest such as unrestricted fares.



Unused Airline Tickets FAQs

How do I know if I have unused tickets that are available to use?

Any unused tickets will be displayed on the flight availability screens. In addition, there is a link on the main Travel page that will allow you to view any unused tickets you may have.

Does the system recognize when unused tickets expire?

No. While the expiration date is stored, the system does not action unused tickets by expiration date.

Can the system calculate the value of my unused ticket?

Yes, the value of the unused ticket is displayed to you on the trip review page. The value of the unused ticket is subtracted from the cost of the new trip and the difference that will be charged to your charge card is also noted.

If I have multiple unused tickets on the same carrier which will be used first?

The unused ticket with the nearest expiration date will generally be used first. The final decision will be made by the system at the time of processing, which may result in a slightly different amount charged to the traveler.

Will the unused tickets only include those booked online?

Yes, initially only those booked online will be included. However, development is underway to be able to include unused tickets booked via a counselor.

Holding a Trip

How does "hold a trip" work?

Hold a trip allows you to book a reservation but purchase it at a later time. Airline ticket(s) are not issued and your credit card is not charged because the system is tentatively holding your reservation. Tickets are issued and your credit card is charged only when you purchase the reservation. When you hold a trip, the initial quoted price is not guaranteed. A new price may be applied when you purchase the held trip.

If you do not purchase the reservation, the system will behave based on the following guidelines:

Note: The system will prompt you with cancellation rules when you hold the trip.

- If you have a flight(s), rental car, and hotel in your reservation, the system will automatically cancel your reservation based on the fare rules of the flight(s). The rental car will be automatically cancelled. The hotel reservation will also be automatically cancelled, but this may occur after the hotel's cancellation deadline. Make sure you check the hotel cancellation policy.
- If you only have a rental car and hotel in your reservation, the system will **not** automatically cancel your reservation. You must return to AXIOM and cancel your reservation. Make sure you cancel your reservation before the hotel's cancellation deadline.
- If you only have a rental car in your reservation, the system will **not** automatically cancel the car. You must return to AXIOM and cancel your reservation.
- If you only have a hotel in your reservation, the system will **not** automatically cancel the hotel. You must return to AXIOM and cancel your reservation **before** the cancellation deadline. You can also contact the hotel directly. If you fail to cancel your hotel reservation, your credit card will be charged based on the hotel's cancellation policy.

If you need to hold a trip, create your itinerary and then at the **Review your Trip** page, click **Hold This Trip**. The reservation is held and it is listed as **On Hold** in the status table. You also receive an email notification about your reservation.

You can purchase the held trip in one of the following ways:



- Click the **Purchase trip** link within the email notification.
- Log in to the system and locate the held trip in the status table and click the link. At the **Tentative Trip Summary** page, click **Purchase This Trip**.

If you decide not to purchase the reservation, you should return to the system and cancel it at the **Tentative Trip Summary** page.

What happens if I need to change my itinerary after the trip is held?

If you want to make changes to your held trip, perform the following steps:

Note: When you make modifications to your held trip, you do not have the option of holding the reservation again. You can either continue to purchase the revised reservation or keep the original reservation. If you keep the original reservation, it will remain in "hold" status.

1. Locate the reservation in the status table, and then click the link. The **Trip Details** page appears.
2. At the **Trip Summary** section, click **Purchase This Trip**. The **Review your trip** page appears.
3. At the bottom of the page, click **Change This Trip**. The **Change Trip Assistant** page appears.
4. At the **What would you like to do to this trip** field, select one of the following options:
 - Change
 - Add
 - Cancel part of the trip
5. Select additional option(s) that applies to you when prompted.
6. Click **Continue**. Follow the prompts to modify your reservation.

What if I don't purchase my held trip?

If you do not purchase the reservation, the system will behave based on the following guidelines:

Note: The system will prompt you with cancellation rules when you hold the trip.

- If you have a flight(s), rental car, and hotel in your reservation, the system will automatically cancel your reservation based on the fare rules of the flight(s). The rental car will be automatically cancelled. The hotel reservation will also be automatically cancelled, but this may occur after the hotel's cancellation deadline. Make sure you check the hotel cancellation policy.
- If you only have a rental car and hotel in your reservation, the system will **not** automatically cancel your reservation. You must return to AXIOM and cancel your reservation. Make sure you cancel your reservation before the hotel's cancellation deadline.
- If you only have a rental car in your reservation, the system will **not** automatically cancel the car. You must return to AXIOM and cancel your reservation.
- If you only have a hotel in your reservation, the system will **not** automatically cancel the hotel. You must return to AXIOM and cancel your reservation **before** the cancellation deadline. You can also contact the hotel directly. If you fail to cancel your hotel reservation, your credit card will be charged based on the hotel's cancellation policy.

If you decide not to purchase the reservation, you should return to the system and cancel it at the **Tentative Trip Summary** page.



Hotel FAQs

How do I search for hotels with a specific amenity such as a fitness center or non-smoking floors?

When you search for hotels, you have the ability to select the **More Search Options** link and select up to three amenities to narrow your search. Note that this will limit your results so you will want to use this sparingly.

At the hotel search results, how do I know what is preferred?

Preferred properties are highlighted with a green or blue preferred arrow icon.

How do I book multiple hotels in one destination?

You should select the **multi-city destinations** option at the initial **Travel Planner** page to create this type of reservation.

What do I do with the restaurants that are recommended to me?

If you would like to make a dining reservation, simply click the link. The restaurants are just recommendations near your hotel. Creating a dining reservation is optional. You can proceed to submit your travel request without creating a dining reservation.

Change/Cancel a Travel Booking

Can I change my flights online after they have been ticketed?

Changes are only allowed for certain domestic single-carrier itineraries. There may be instances when restrictions apply that we cannot guarantee. In these cases, we will not allow a change to the reservation and recommend you contact your travel agency directly to make your requested change. Please note that instant purchase carriers such as Southwest do not allow for changes to be made online.

Can I cancel my flights online after they have been ticketed?

Yes. Cancellations can be done online. Please note that instant purchase carriers such as Southwest do not allow for changes to be made online.

Can I change or cancel my car or hotel booking online?

Yes. You can cancel your car or hotel bookings online, provided that they were booked online.

What if I want to add a car or hotel after I have already booked my flights?

To add a hotel and/or car to your itinerary, perform the following steps:

1. Locate the itinerary in the status table, and then click the link. The **Trip Details** page appears.
2. At the **Trip Summary** section, click **Change This Trip**. The **Change Trip Assistant** page appears.
3. At the **What would you like to do to this trip** field, select **Add**. An additional field appears asking if you would like to add a hotel and/or car.
4. Select the option(s) that applies to you.
5. Click **Continue**. Follow the prompts to add a hotel and/or car to your itinerary.

Out-of-Policy FAQs

Why would something be marked as preferred and out-of-policy?

If possible, you should select an option that is compliant with your company's policies. However, if that is not possible, we want to make sure you know who your company's preferred vendors are and to direct you to select alternate options with a preferred vendor.

How do I know what out-of-policy reason to select?

You should select the reason that best describes your situation.



Why would something be out-of-policy?

If your trip includes one or more travel options that are considered out-of policy by your company, then your entire trip will be flagged as non-compliant and you will be required to select a reason why and enter the purpose of your trip.

If you remove the non-compliant options from your itinerary, then your trip will be considered compliant. Each non-compliant travel option provides you with a link that allows you to determine why that option is out-of-policy if you select that link.

Rental Car

How do I search for a rental car?

To include a rental car in your reservation, you need to create a search. At the initial **Travel Planner** page, select the **Rental Car** check box and enter your search criteria.

Why won't the system return the type of car I want?

The type of car that the system returns is based on what you have in your profile and your company's preferences. You can update this information by going to: **Settings** tab > **Travel** link. At the **Travel Preferences** page, update the **Rental Car Defaults** section and then click **Save**. The next time you reserve a car, the system will return car types based on what you have in your profile. Some information, such as what available car sizes are returned, is determined by your company's travel policy.

On occasion, car availability is not returned for certain dates/location. Why?

The system is behaving as designed. If there are no cars available, we will try an alternate size for the vendors your company has configured. If there are no vendors configured or if they are sold out, we will not return a car.

For rental cars, how does off-airport location work?

Off-airport rental car locations are rental facilities that are located away from the airport. For example, some off-airport rental car locations can be at a nearby hotel that is down the street from the airport.

Airport Parking

How do I modify or cancel my airport parking?

You can modify or cancel your reservation 24-hours prior to your drop-off date without any change or cancellation fee.

To **modify** your airport parking reservation, perform the following steps:

1. Log in to AXIOM.
2. At the **Services** home page, click **Travel**. The **Travel** home page appears.
3. At the **Travel** home page, locate your request that is listed in the status table.
4. Click the request name. The **Airport Parking** page appears.
5. At the **Request Summary** section, click the **Change This Request** link. The **Change Reservation** page appears.
6. Go through the flow to update your reservation. When you have completed your changes, the **Travel** home page reappears. The status of your request is be updated to reflect your change. You will receive an email notification regarding your request.

To **cancel** your airport parking reservation, perform the following steps:

1. Log in to AXIOM.



2. At the **Services** home page, click **Travel**. The **Travel** home page appears.
3. At the **Travel** home page, locate your request that is listed in the status table.
4. Click the request name. The **Airport Parking** page appears.
5. At the **Request Summary** section, click the **Cancel This Request** link. The **Cancel Reservation** page appears.
6. Click **Confirm Cancellation**. The **Airport Parking** page reappears with a message indicating that your request has been cancelled.
7. Click **Done**. The **Travel** home page reappears. The status of your request should be updated to reflect your cancellation request. You will receive an email notification regarding your request.

I cannot find a city in the list when I am trying to make an airport parking reservation. What do I do?

Currently, the airport parking service is not available at all airports. We are working to support airport parking at additional U.S. and international airports.

Why do I have to bring a printed copy of my reservation?

Your printed copy of your reservation is used two ways. When you arrive at the facility it can be used to guarantee you a parking space. When you exit the facility, the cashier will attach it to your ticket as proof of payment. Your confirmation number is not proof of purchase. Without your proof of purchase you must pay the cashier the full amount when exiting the facility. Facility staff are unable to access your online booking and cannot verify your purchase without your printed reservation.

I lost my payment confirmation voucher. How do I get another copy?

To reprint a copy of your voucher, you can do one of the following:

- Print the confirmation email voucher that you received
- Log in to the system, and then locate and click on the reservation. At the Airport Parking Payment Voucher page, click Print Voucher

The parking attendant will not accept my parking voucher. What do I do?

The parking cashier is looking for the **Confirmation Number** and **PNF Code** found in the Airport Parking Payment Voucher. This information is located in the **Request Summary** section. Locate the **Confirmation Number** and **PNF Code** on the voucher and show it to the parking clerk. They should be able to accept the voucher.

Do I need to contact the parking facility to confirm my booking?

No, you do not need to contact the parking facility because your booking is confirmed at the time of purchase.

When will I receive my airport parking confirmation?

At the end of the booking process, a confirmation screen will appear showing your booking details. You will also receive an email confirmation immediately after the booking is complete.

When is my credit card billed?

Your credit card is charged in full at the time that you make your purchase.

How many days can I make my booking for?

You can purchase up to 21 days at a time. If you need to book beyond 21 days, you may do one of the following:

- Make multiple reservations to cover your stay



- Pay for any additional days when you exit the facility

I made a reservation but will not be parking as long as I had originally anticipated. Will I receive a refund for these unused days?

No, a refund will not be issued for the unused days. You may choose to modify your booking 24 hours prior to the drop-off date and time without a change fee.

I made a reservation and I have to extend my trip. My reservation does not reflect those additional days. How do I pay for the additional days?

When you exit the parking facility, the cashier will charge you for any additional hours or days that you did not pay at the time of booking.

Dining Questions

How do I make a dining reservation?

To create a dining reservation, perform the following steps:

1. Log in to AXIOM.
2. At the **Services** home page, click **Dining**. The **Dining** home page appears.
3. Click **Make a Reservation**. The **Search for Restaurant** page appears.
4. Select one of the following search criteria:
 - In a City
 - Near an Address
 - Near an Airport
 - By Restaurant Name
 - Recent Requests
5. Enter values in the field, and then click **Search**. The **Search Results** page appears.
6. Locate the restaurant in the list, and then click **Select**. The **Make a Reservation** page appears.
7. Enter values in the field, and then click **Reserve**. The **Dining** home page reappears. The status of your request appears in the status table.

What is an online restaurant?

An online restaurant allows you to book your reservation directly in the system. You do not need to call the restaurant directly.

How do I add a restaurant?

If you do not see a restaurant in the list, you can add a restaurant by clicking the **Add a Restaurant** link on the restaurant **Search Results** page. You will need to complete your reservation so that our system can verify the restaurant and add it to your company's restaurant database.

How many restaurants are in the AXIOM database today?

We have over 40,000 restaurants in AXIOM. Approximately 10,000 restaurants are Zagat rated, and about 4,000 restaurants can be reserved online via Open Table.



What if I do not show up for my reservation?

If you are unable to keep your reservation, you should contact the restaurant to let them know. If you secured your reservation with a credit card, you should contact the restaurant regarding any cancellation fees.

How often is dining data refreshed?

Typically, data is refreshed every quarter. With Open Table, a data refresh is conducted two times per month.

Can AXIOM filter out certain restaurants? (e.g., Show only restaurants that accept American Express.)

No, not at this time.

Open Table

What happens if a restaurant is not able to be reserved through Open Table?

When you select a restaurant that does not use Open Table, the system will display the following options at the **Make a Reservation** page:

- I will call the restaurant later to make my reservation. (You can confirm your reservation from the Restaurant Details page at that time.)
- I have called the restaurant and my reservation has been confirmed. (Invitations will now be sent to your invitees.)

If you select the option to call the restaurant later, your request will appear on the main **Services** home page and **Dining** home page with a grey icon until you or your delegate contacts the restaurant to confirm.

Is it possible to be able to sort the restaurant list by those that accept reservations via Open Table?

Yes, this feature is available. Online restaurants usually appear at the top of the list at the **Search Results** page.

System Settings

Address Book FAQs

How do I import contacts into the system?

The system allows you to import contacts into your local address book. The information is then stored in our system so you can access your contact information easily.

To import contacts into the system, perform the following steps:

Note: Before you can import a list of contacts, you must download the template to create the file. You can download the template from the **Import Contacts** page.

1. Log in to AXIOM.
2. Click the **Settings** tab.
3. Under **Address Book** on the left, click **Import Contacts**. The **Import Contacts** page appears. You will need to download the file format that you must use when importing contacts.
4. Click **Download CSV format** to download the template to your desktop. Follow the steps listed in the template and save the file. Once you have created the .csv file, you can import the file.
5. At the **Import Contacts** page, click **Browse** to locate the file on your desktop.
6. If you want the system to validate the address, then select the **Validate Mailing Addresses** check box.
7. Select how you want the system to handle duplicate contacts.



8. Click **Import**, and then click **Save**.

How are contacts lists used in the Settings section?

There are two options for a personal contact list:

- You can have the system "talk" to your Outlook or Lotus Notes address book.
- You can store your contacts in AXIOM. The links at the **Settings** tab > **Address Book** section allows you to manage your contact lists (add, edit, and delete).