



Dear Employee:

Welcome to American Express Business Travel! We look forward to assisting you with your travel and business service needs. As a part of your American Express program you can book your business service reservations with a travel counselor or through our new innovative online travel and business services booking tool: The American Express Intelligent Online Marketplace (AXIOM). AXIOM will assist you in finding, purchasing and managing your travel and business service needs, including **air, hotel, car rental, airport parking, car service, dining, event tickets, and automated calendar integration.**

The AXIOM tool is quick and easy to use: the intuitive user interface guides you through the booking process from start to finish with just a few simple clicks. Please see the instructions below to begin your American Express registration process and to access answers to questions you may have regarding American Express and the AXIOM tool:

Access Your Account Today!

To begin using American Express Business Travel, you need to register on the site by following these easy steps:

1. Enter this URL into your Web browser: <https://trimasus.axo20.com>
2. New to AXIOM? Click on new members, CREATE AN ACCOUNT.
3. Follow the prompts to create a user name, enter your corporate email address, and create a password that you will use to initially access the site.
4. After supplying this information, you will receive an email from American Express Business Travel shortly that will include instructions on how to complete your registration.

Complete Your Registration and Add Your Profile Information

To ensure AXIOM is tailored to your personal needs, all profile information must be entered prior to usage. To update or edit profile information:

1. Open the email from American Express (notated above), and press the "Get Started" button.
2. Follow the prompts and enter your profile information including contact(s), preferences, etc.
3. Press "Continue" once you have entered this information. Upon completion, you will have full access to the AXIOM tool.

AXIOM/Booking Questions

For questions regarding the AXIOM tool and/or bookings, please reference the following:

- For 24/7 access to American Express Travel Specialists, please call 1-800-327-2737. For online booking assistance with an existing booking or FREE navigational support, press option 1.
- To speak with a Travel Counselor to make an international booking or a complicated domestic booking, press option 2.
- For Executive travelers that require premium service, or for travelers that need assistance with complicated reservations, please call 1-800-223-6846

- For questions regarding the capabilities and/or functionality of the AXIOM tool you will receive an email from your company with attachments for an **AXIOM FAQ document** and for questions pertaining to booking reservations, establishing tool settings, etc., please refer to the other attachment **AXIOM Quick Reference Guide**.

Training Options:

To assist you in adjusting to and using your new site, the American Express Online Development Team is pleased to offer complimentary AXIOM Product Overview sessions for your travelers and travel arrangers to help promote adoption of your online booking tool.

These general overview sessions are offered every Monday and Wednesday @ 3p ET. They are designed to provide your travelers and arrangers with the knowledge necessary to book their business trips, and other services, online with confidence.

This demo will be provided via Microsoft Live Meeting, an on-line training tool. If at all possible, we ask that you join the training session at least 5 minutes in advance. To do so, simply follow the URL below:

<http://www.livemeeting.com/cc/aexpitg/join?id=axiom&role=attend&pw=travel>

Enter your Name: (enter your name)

Enter the Meeting ID: axiom

and enter the Meeting Password: travel

To call into the conference call, simply dial 1-866-300-9576, and enter the PIN 9254492

PRIOR TO MEETING: Please verify that your settings are optimized for the Web seminar. To do so, please go to:

<http://esd.placeware.com/LM2005test>

If you are unable to attend this live meeting, there is an online tutorial 24/7, you can click on, or cut and paste, on this link to listen and watch:

<https://www118.livemeeting.com/cc/aexpitg/view?id=CHQ224>

We encourage you to take advantage of these complimentary AXIOM training opportunities and ask that you kindly distribute this information to your travelers and travel arrangers.

Thank you for your support on this exciting initiative. We look forward to satisfying your travel and business services needs.

Regards,

Travel Manager