

USER GUIDE



Business travel made simple and rewarding.

AIR CANADA
Corporate Rewards 

TABLE OF CONTENTS

1. GETTING STARTED	3
PROGRAM USERS	3
ENROLLING YOUR COMPANY	5
SIGNING IN	5
TOOL OVERVIEW	6
2. THE PROGRAM ADMINISTRATOR'S GUIDE	7
ADMINISTRATION OVERVIEW	7
USER MANAGEMENT	8
> Adding employees	8
> Granting employees access to the site	9
> Editing user information	9
> Editing Profile/Requesting Access	10
> Disabling a user	13
> Creating a <i>Travel Arranger</i> profile	13
ACCOUNT INFORMATION	14
RUNNING REPORTS	15
3. BOOKING	16
TRAVEL ARRANGER – Booking on behalf of others	16
TRAVELLER – Booking a flight for yourself	17
RESERVING A CAR	19
VIEWING AND MODIFYING BOOKINGS	20
4. INDIVIDUAL SETTINGS	24
CREATING A PROFILE	24
CHANGING YOUR PASSWORD	24
CUSTOMIZING LOCATIONS	25
5. ADDITIONAL INFORMATION	26

1. GETTING STARTED

The Air Canada Corporate Rewards User Guide is designed to help you and your company book and track your business travel. Follow the easy step-by-step instructions to get the most out of our practical online tool.

PROGRAM USERS

Your company may assign any one of the roles below to its employees in relation to its Corporate Rewards account.

PROGRAM ADMINISTRATOR

The **Program Administrator** is responsible for the day-to-day management of your company's Corporate Rewards account and receives all important information and updates related to the account. The **Program Administrator** can:

- > Add employees/Edit employee information
- > Edit employee travel profile*
- > Assign employees the role of **Traveller**, **Travel Arranger**** or **Administrator**
- > Send employees their login information
- > Reset passwords
- > Update corporate information
- > Download reports

*Employee's travel profile can be edited once access is requested and accepted by traveller.

The **Program Administrator can also take on the role of **Travel Arranger** and make bookings on behalf of others.

TRAVEL ARRANGER

The **Travel Arranger** is authorized to log in to your company's Corporate Rewards account and make travel arrangements for themselves or on behalf of other employees. **Travel Arrangers** may edit an employee's travel profile once access is requested and granted.

TRAVELLER

Travellers are company employees who are authorized to log in to your company's Corporate Rewards account and make travel arrangements for themselves. **Travellers** can create profiles for themselves or grant access to corporate account travel managers to update their profiles. Travellers must already be registered by the **Program Administrator**.

FUNCTIONS	ROLE		
	PROGRAM ADMINISTRATOR	TRAVEL ARRANGER	TRAVELLER
Add/Edit Travellers in the program	✓		
Assign Program Administrator role	✓		
Create Travel Arranger profile	✓		
Edit profile on behalf of Traveller	✓**	✓**	
Book individual travels	✓	✓	✓
Book travels for others	✓*	✓	
Create/Edit your individual profile	✓	✓	✓
Edit user information	✓		
Run reports	✓		
View/Edit account information	✓		

PLEASE NOTE

*The **Program Administrator** must also be a **Travel Arranger** in order to book travel for others.

Edit profile can be done by authorized travel managers (Program Administrator, Corporate Officer/Travel Agency** and **Travel Arranger**) solely for the purpose of arranging travel for Corporate Rewards travellers.

ENROLLING YOUR COMPANY

To enroll your company in the Air Canada **Corporate Rewards** program, visit aircanada.com, click on the **Business Travel** tab, then complete the enrollment form which can be found by clicking the **Learn More** link in the **Corporate Rewards** section.

You'll need to provide the following information:

- > Company name and street address
- > Company government tax ID* number or Federal Tax ID number* (for companies based in the U.S.)
- > Basic information on the people who will be designated as your company's **Corporate Officer** and **Program Administrator**.

*A company government tax ID number or Federal Tax ID number is mandatory for online enrollment.

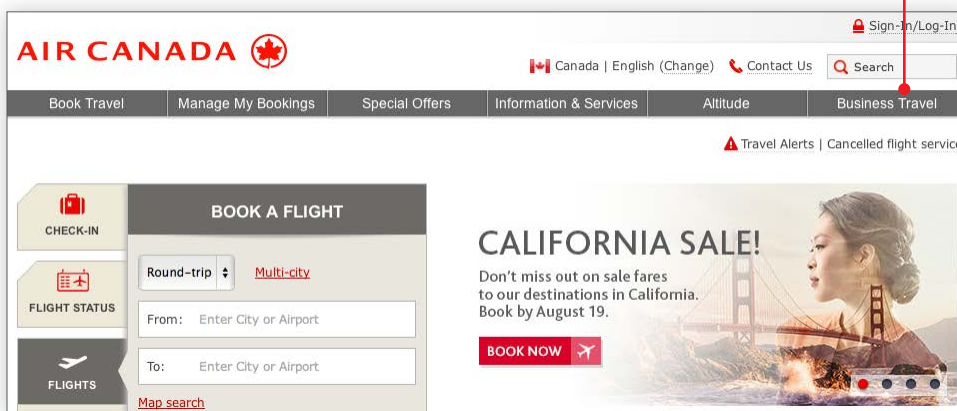
PLEASE NOTE

A **Program Administrator** and the **Corporate Officer** will automatically receive an email confirmation with your company **Account Number**.

SIGNING IN

Once your company is enrolled, follow these steps to access the Air Canada Corporate Rewards online tool:

- > Go to aircanada.com
- > Click on the **Business Travel** tab at the top of the homepage

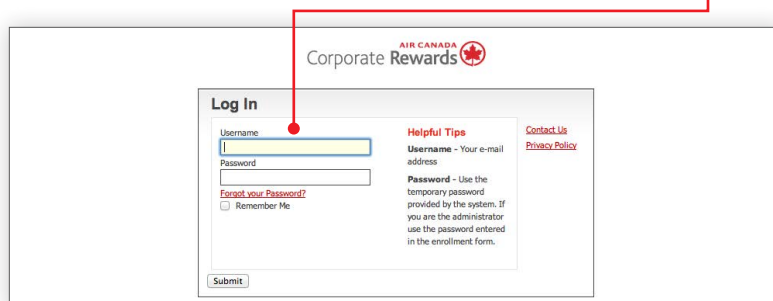


HELPFUL TIP

- You may also bookmark this link for direct access:

<https://corporaterewards.aircanada.com>

- > Click on **Log in** found on the lower left side of the page in the Corporate Rewards section
- > Enter your username (i.e. your email address) and password
- > Click on the **Submit** button to sign in



TOOL OVERVIEW

As **Program Administrator**, you will be working with this online tool the most. This section is designed to introduce you to the key functions you will be using most frequently.

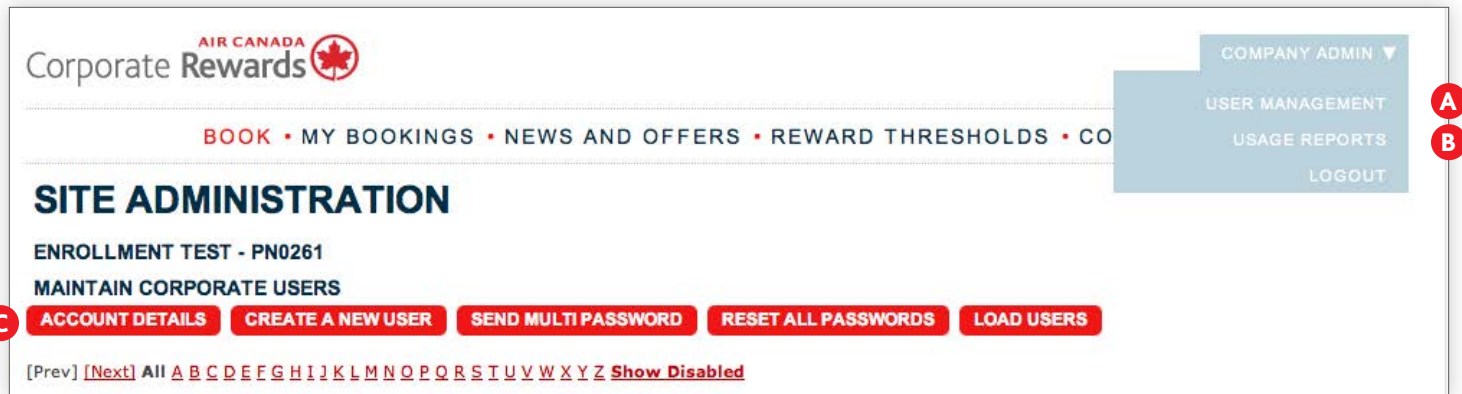
Here is a quick glance at the 6 links to look for on the homepage:

- A Admin:** Access administrative functionalities [P.7]
- B Manage My Travellers:** This link will only be displayed if you are also a **Travel Arranger** so you can manage travel for the users. As the **Program Administrator** you can assign yourself and others the **Travel Arranger** function. [P.16]
- C Custom Locations:** Create and modify your preferred locations [P.25]
- D My Profile:** Update your personal profile information or grant authorization to the travel managers to edit your profile to facilitate your booking management [P.24]
- E Change Password** [P.24]
- F My Bookings:** View and modify all your current Corporate Rewards bookings made using the Corporate Rewards booking application, a supported external online booking tool, or the Corporate Rewards dedicated support line [P.20]

The screenshot shows the Air Canada Corporate Rewards homepage. The header includes the Air Canada logo and 'Corporate Rewards' text. A navigation bar at the top contains links: ADMIN (A), MANAGE MY TRAVELERS (B), CUSTOM LOCATIONS (C), and JANE DOE (D). Below this is a secondary navigation bar with links: BOOK (F), MY BOOKINGS, NEWS AND OFFERS, REWARD THRESHOLDS, and CO. The main content area is divided into two sections: FLIGHTS and CARS. The FLIGHTS section has tabs for TRAVEL, ROUND-TRIP, ONE-WAY, and MULTI-CITY. It includes fields for Leaving from, Going to, Departure date (27/08/2015), Return date (28/08/2015), Adults (12+) (1), Children?, Country of residence (Canada), and Promotional Code (optional). There are checkboxes for 'View fares eligible for upgrade' and 'USE MY FLIGHT PASS', and a red SEARCH button. The CARS section is currently inactive. On the right side, there is a 'MY BOOKINGS' section (F) with a button for 'CHECK-IN', 'FLIGHT STATUS', and 'TRAVEL ADVISORIES'. A dropdown menu is open next to JANE DOE, showing options: MY PROFILE (D), CHANGE PASSWORD (E), and LOGOUT.

2. THE PROGRAM ADMINISTRATOR'S GUIDE

ADMINISTRATION OVERVIEW



A User Management

The **Admin** tab or **User Management** link from the dropdown tab will bring you to the **Site Administration** section, which allows the **Program Administrator** to:

- > **Create a New User** [P.8]
- > **Edit User Information** [P.9]
- > **Grant Administrator role** [P.9]
- > **Edit Profile / Request Access** [P.10]
- > **Send Password:** Send a password to a single user [P.9]
- > **Send Multi Password:** Send passwords to multiple users in one quick and easy step [P.9]
- > **Reset All Passwords:** Reset all passwords for security reasons [P.9]
- > **Disable User Accounts** [P.13]
- > **Create Travel Arranger** [P.13]
- > **Load Users:** Create multiple users by importing the information from a .csv file [P.8]

B Usage Reports

This section allows you to run detailed reports for all of the flight and car bookings your company makes using the Corporate Rewards online tool. [P.15]

C Account Details

This section allows you to update [P.14]:

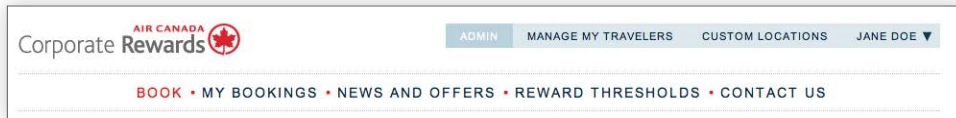
- > Company information
- > **Program Administrator** information
- > **Corporate Officer** information
- > Additional corporate information

USER MANAGEMENT

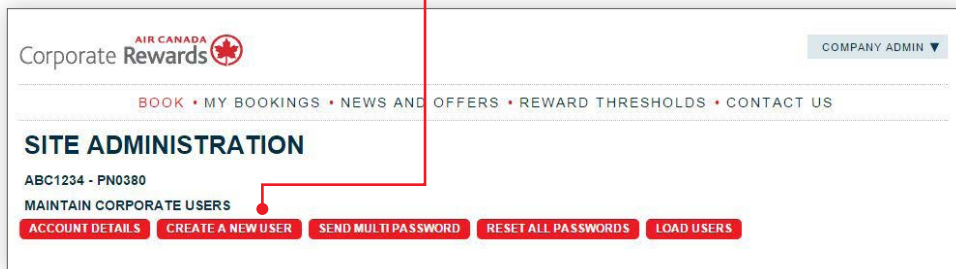
ADDING EMPLOYEES

As **Program Administrator** you are responsible for adding all employees for whom flights can be booked. Here's how:

> **Click** on the **Admin** tab at the top of the homepage to access the **Admin** section



> **Click** on **Create a New User**



> **Complete** the 'User Information' form and **Save**.

HELPFUL TIP

- At this step, you can also **click** on **Load Users**. This link allows you to create multiple users by importing the information from a .csv file.

For more details about this option, **click** on **Load Users**, then **click** on the **helpfile** link.

HELPFUL TIPS

- A unique email address must be entered for every employee. This email address will become their username for the website login.
- Your company may have multiple **Administrators**. To grant the **Administrator** profile to a user, **check** the **Administrator** box in the **User Settings** section.

NOTE

- Once you've completed this step, you will need to grant your employees access to the online tool. The next section explains how. [P.9]

IMPORTANT

Upon user creation, the employee will receive a notification email stating that he/she has been registered in the Corporate Rewards Program by the corporation.

This will not provide the employee with their username and password, nor will it provide them with access to the booking tool.

GRANTING EMPLOYEES ACCESS TO THE WEBSITE

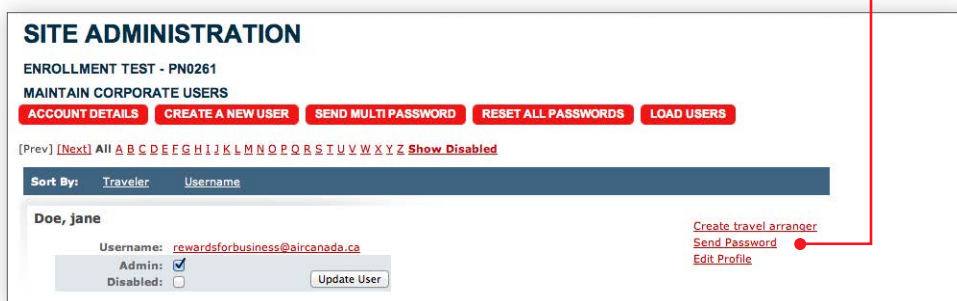
As **Program Administrator**, you are responsible for granting **Traveller** status to your employees by sending them their password. They can then use it to access the Corporate Rewards online tool and arrange and manage their own travel.

Follow these steps to grant your employees access:

> Click on the **Admin** tab



> Click on the **Send Password** link next to the appropriate user



NOTE

- It is not mandatory to grant all employees access to the booking tool. Travel can be managed by the company's **Travel Arranger** or associated Travel Agency.

HELPFUL TIPS

- The **Send Multiple Password** button allows you to send passwords to multiple users in one step.
- Program Administrators** can reset all passwords for security reasons by clicking on **Reset All Passwords**.

The **Traveller** will then receive an email with a temporary password and a link to access the site, and can change his/her password after logging in.

EDITING USER INFORMATION

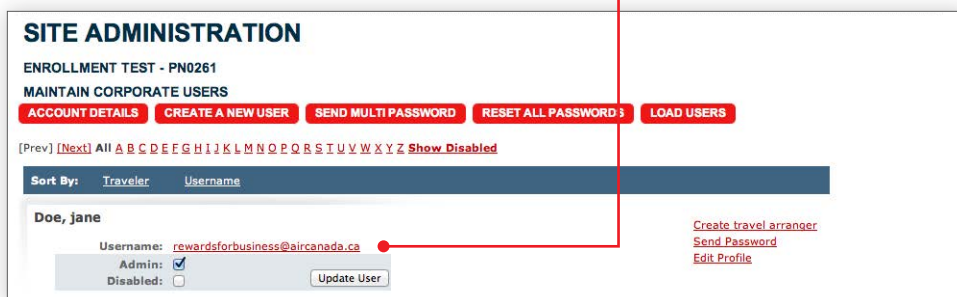
At any time, you can modify user information:

> Click on the **Admin** tab

> Click on the username of the appropriate user

> Enter the correct information

> Click on **Update User**



EDITING PROFILE / REQUESTING ACCESS

The **Program Administrator** and **Travel Arrangers** have the ability to view/edit the employee's profile information in order to better manage their travel arrangements. In order to view/edit the employee's profile, access must be requested. If access is granted, authorized travel managers for the corporation may view and edit the employee profile.

REQUESTING ACCESS

In order to request access to the employee's profile:

- > **Click** on the **Admin** tab
- > **Click** on the **Request Access** link next to the appropriate user

AIR CANADA
Corporate Rewards

COMPANY ADMIN ▼

BOOK • MY BOOKINGS • NEWS AND OFFERS • REWARD THRESHOLDS • CONTACT US

SITE ADMINISTRATION

ENROLLMENT TEST - PN0261
MAINTAIN CORPORATE USERS

ACCOUNT DETAILS CREATE A NEW USER SEND MULTI PASSWORD RESET ALL PASSWORDS LOAD USERS

[Prev] [Next] All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show Disabled

Sort By: Traveler Username

Doe, jane

Username: rewardsforbusiness@aircanada.ca

Admin: ☒ Disabled: ☐ Update User

Create travel arranger
Send Password
Edit Profile - request access

- > **Confirm** whether a request email should be sent.

REQUEST ACCESS TO USER PROFILE

The recipient will be informed that you are asking them to grant your company's administrators and travel arrangers (including managing agencies) access to their profile information exclusively for the purposes of performing administrative functions and facilitating travel arrangements on their behalf.

In turn, you will be advised via email of the recipient's response to your request.

From: jane Doe
To: Linda Smith

Cancel SEND EMAIL

Note: This will generate an email requesting access to the employee’s profile exclusively for the purposes of performing administrative functions to facilitate travel arrangements on their behalf. The employee will be able to accept or decline the request by clicking on a link within the email they will receive.
Privacy settings will automatically be updated based on the employee’s selection.

Once the employee grants access to their profile, the **Administrator, Travel Arranger** and Travel Agency managing the travel for the corporation will have access to the employee’s profile, in order to facilitate travel management.

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

EDIT PROFILE

The **Edit Profile** option beside the employee’s name will be enabled only if the corporate employee grants access to his/her profile. In order to update the **Traveller’s** profile:

- > Click on the **Admin** tab
- > Click on the active **Edit Profile** link next to the corporate **Traveller**.

SITE ADMINISTRATION

ENROLLMENT TEST - PN0261

MAINTAIN CORPORATE USERS

ACCOUNT DETAILSCREATE A NEW USERSEND MULTIPASSWORDRESET ALL PASSWORDSLOAD USERS

[Prev] [Next] All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show Disabled

Sort By: TravelerUsername

Doe, jane

Username: rewardsforbusiness@aircanada.ca

Admin: ☒

Disabled: ☐

Update User

Create travel arrangerSend PasswordEdit Profile

NOTE

- Requesting access to the employee’s profile will not provide a username and password to the employee nor will it provide them with access to the booking tool. See Granting Employee Access to the site [P.9].

NOTE

- Edit Profile** link will be enabled only if the employee has granted access to his/her profile.
- Edit Profile** link will be inactive if the employee does not grant access to his/her profile.

> Click on **Save Profile**

12

DISABLING A USER

Here are the steps to disable a user's access to the Air Canada Corporate Rewards website if they no longer need it:

- > Click on the **Admin** tab
- > Check the **Disabled** box located next to the appropriate user
- > Click on **Update User** to save the changes

SITE ADMINISTRATION
ENROLLMENT TEST - PN0261
MAINTAIN CORPORATE USERS
ACCOUNT DETAILS CREATE A NEW USER SEND MULTI PASSWORD RESET ALL PASSWORDS LOAD USERS

[Prev] [Next] All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show Disabled

Sort By: Traveler Username

Doe, jane

Username: rewardsforbusiness@aircanada.ca Create travel arranger
Admin: ☒ Send Password
Disabled: ☐ Edit Profile

Update User

You can always grant the employee access again at a later date by unchecking the **Disabled** box.

CREATING A TRAVEL ARRANGER PROFILE

The **Travel Arranger** can book flights and cars on behalf of other **Travellers**. Only the **Program Administrator** can assign the role of **Travel Arranger**. Here's how:

- > Click on the **Admin** tab
- > Click on **Create travel arranger**, next to the appropriate user

SITE ADMINISTRATION
ENROLLMENT TEST - PN0261
MAINTAIN CORPORATE USERS
ACCOUNT DETAILS CREATE A NEW USER SEND MULTI PASSWORD RESET ALL PASSWORDS LOAD USERS

[Prev] [Next] All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show Disabled

Sort By: Traveler Username

Doe, jane

Username: rewardsforbusiness@aircanada.ca Create travel arranger
Admin: ☒ Send Password
Disabled: ☐ Edit Profile

Update User

HELPFUL TIP

- As **Program Administrator**, you can assign yourself the role of **Travel Arranger**. This will allow you to book on behalf of others. Refer to [P.16] for more details.

- > Check the **Select All** box to enable the **Travel Arranger** to arrange bookings for all employees listed, or check individual names for which bookings can be made.

[Back to User Management](#)
AGENT ADMINISTRATION
DOE, JANE

☒ Select All

Name	E-Mail/Username
<input type="checkbox"/> doe, jane	rewardsforbusiness@aircanada.ca
<input type="checkbox"/> Superelite, Canadian	superelite100k@gmail.com
<input type="checkbox"/> terstry, new	testing@cr.ca
<input type="checkbox"/> two, test two	testing2@cr.ca
<input type="checkbox"/> Dupont, bobby	test123@test.com
<input type="checkbox"/> Boubou, Baba	babou@test123.com

Save

HELPFUL TIP

- When you check the **Select All** box, all newly added users will be assigned to the **Travel Arranger** by default.

ACCOUNT INFORMATION

Here’s how you can view and edit your corporate account information:

- > Click on the **Admin** tab
- > Click on **Account Details**

SITE ADMINISTRATION

ENROLLMENT TEST - PN0261

MAINTAIN CORPORATE USERS

ACCOUNT DETAILS

CREATE A NEW USER

SEND MULTI PASSWORD

RESET ALL PASSWORDS

LOAD USERS

JOIN NOW

ACCOUNT INFORMATION

AIR CANADA CORPORATE REWARDS ACCOUNT NUMBER: PN0380

GOVERNMENT TAX ID: 12345-1234-RT1412

ENROLLMENT FORM

COMPANY INFORMATION

Business Name: *

abc1234

Address 1: *

A76 NOIDA SEC 60

Address 2:

JWAHSD

City: *

micxndm

Province: *

Select A Province

State: *

Mississippi

Country: *

United States

Zip/Postal Code: *

110070

Phone Number: *

26137617

Business Type: *

Transportation

Number of Employees: *

1-10

Traveling Employees: *

1-10

Mailing Address

Please indicate the company's mailing address that can be used for any communication delivery. A Post Office Box (P.O. Box) cannot be used for delivery.

HELPFUL TIPS

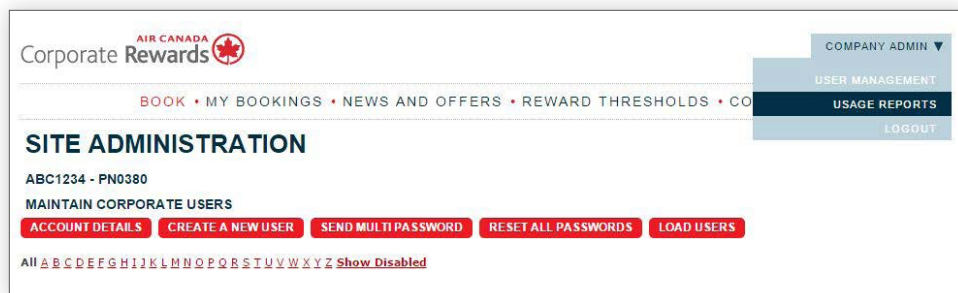
- Your Air Canada Corporate Rewards account number is stored under your account information.
- Only the **Program Administrator** can view this information.

RUNNING REPORTS

As **Program Administrator**, you can run reports for all flight and car rental bookings. Reports are available in both Excel and PDF formats.

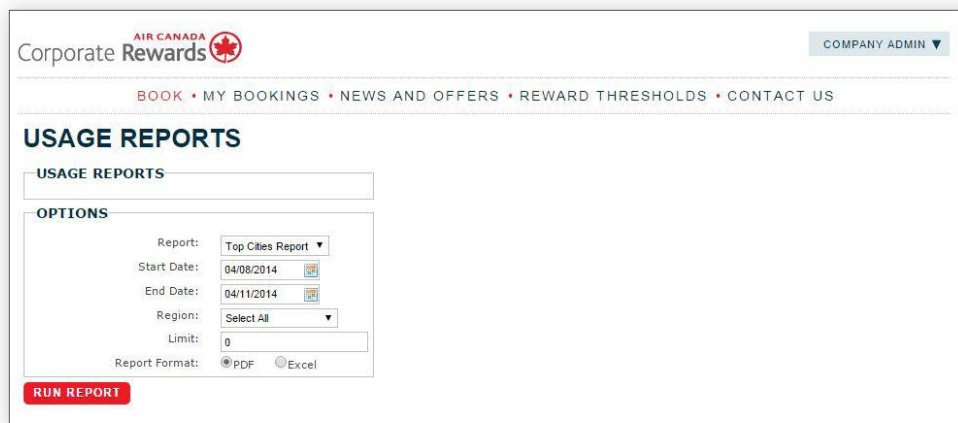
Here's how to run a report:

- > **Click** on the **Admin** tab.
- > **Access Usage Reports**



The screenshot shows the 'Corporate Rewards' admin interface. At the top, there's a navigation bar with 'BOOK', 'MY BOOKINGS', 'NEWS AND OFFERS', 'REWARD THRESHOLDS', and 'CONTACT US'. A sidebar on the right contains 'COMPANY ADMIN', 'USER MANAGEMENT', 'USAGE REPORTS' (highlighted), and 'LOGOUT'. The main content area is titled 'SITE ADMINISTRATION' and includes the account ID 'ABC1234 - PN0380'. Below this, it says 'MAINTAIN CORPORATE USERS' and provides buttons for 'ACCOUNT DETAILS', 'CREATE A NEW USER', 'SEND MULTI PASSWORD', 'RESET ALL PASSWORDS', and 'LOAD USERS'. At the bottom, there's a list of all users (A-Z) and a 'Show Disabled' link.

- > **Select** the type of reports you want to view or download
- > **Click** on **Run Report**



The screenshot shows the 'Usage Reports' section of the 'Corporate Rewards' admin interface. The navigation bar is the same as the previous screenshot. The sidebar on the right is the same, but 'USAGE REPORTS' is now the active section. The main content area is titled 'USAGE REPORTS' and contains a sub-section 'OPTIONS'. This section has several input fields: 'Report' (a dropdown menu set to 'Top Cities Report'), 'Start Date' (a date picker set to '04/08/2014'), 'End Date' (a date picker set to '04/11/2014'), 'Region' (a dropdown menu set to 'Select All'), and 'Limit' (a text input set to '0'). Below these fields, there's a 'Report Format' section with radio buttons for 'PDF' (selected) and 'Excel'. At the bottom left of the form, there's a red 'RUN REPORT' button.

3. BOOKING

TRAVEL ARRANGER – Booking on behalf of others

As **Travel Arranger** you are authorized to log in to your company's Corporate Rewards account and make travel arrangements for yourself or on behalf of other employees.

> Click on the **Manage My Travellers** tab, located at the top of the homepage

The screenshot shows the Air Canada Corporate Rewards homepage. The top navigation bar includes 'ADMIN', 'MANAGE MY TRAVELLERS' (selected), 'CUSTOM LOCATIONS', and 'JANE DOE'. Below the navigation bar is a menu with 'BOOK', 'MY BOOKINGS', 'NEWS AND OFFERS', 'REWARD THRESHOLDS', and 'CONTACT US'. The main content area is divided into 'FLIGHTS' and 'CARS' sections. The 'FLIGHTS' section has tabs for 'ROUND-TRIP', 'ONE-WAY', and 'MULTI-CITY'. Below these tabs are input fields for 'Leaving from', 'Going to', 'Departure date' (27/08/2015), and 'Return date' (28/08/2015). The 'CARS' section is currently empty. The 'MY BOOKINGS' section on the right has a dropdown menu with 'No Itineraries' selected and buttons for 'CHECK-IN', 'FLIGHT STATUS', and 'TRAVEL ADVISORIES'.

HELPFUL TIP

- You must be a **Travel Arranger** to book on behalf of other employees. Refer to [P.13] to see how to assign the role of **Travel Arranger**.

> Click on the **Login** link located next to the name of the employee for whom travel needs to be arranged

The screenshot shows the 'Manage My Travelers' page. It has a search bar with 'Booking reference' and an 'Advanced Search' link, and a 'SEARCH' button. There is also an 'Import external booking' section with 'Booking reference' and 'Last Name' fields, and an 'IMPORT' button. Below these is a table titled 'My Travelers' with columns for 'Last Name', 'First Name', and 'Email Address'. The table lists two employees: 'Doe, jane' with email 'rewardsforbusiness@aircanada.ca' and 'Smith, Linda' with email 'abc@abc.ca'. Each employee has a 'Login' link and an 'Edit Profile' link. The 'Login' link for 'Smith, Linda' is highlighted with a red box.

> **Start** booking. Refer to [P.17] for details

> Click on **Logout** to quit the user set-up and return to your own profile

The screenshot shows the Air Canada Corporate Rewards homepage. The top navigation bar includes 'ADMIN', 'CUSTOM LOCATIONS', and 'ARRANGING TRAVEL FOR: JANE DOE'. Below the navigation bar is a menu with 'BOOK', 'MY BOOKINGS', 'NEWS AND OFFERS', 'REWARD THRESHOLDS', and 'CONTACT US'. The main content area is divided into 'FLIGHTS' and 'CARS' sections. The 'FLIGHTS' section has tabs for 'ROUND-TRIP', 'ONE-WAY', and 'MULTI-CITY'. Below these tabs are input fields for 'Leaving from', 'Going to', 'Departure date' (27/08/2015), and 'Return date' (28/08/2015). The 'CARS' section is currently empty. The 'MY BOOKINGS' section on the right has a dropdown menu with 'No Itineraries' selected and buttons for 'CHECK-IN', 'FLIGHT STATUS', and 'TRAVEL ADVISORIES'. A red box highlights the 'Logout' link in the top right corner of the page.

HELPFUL TIP

- When you are booking on behalf of others, the upper right corner of the page changes to indicate on behalf of which person you are booking for.

TRAVELLER – Booking a flight for yourself

> Enter your search parameters on the homepage (**Book** link) to start shopping

AIR CANADA Corporate Rewards

ADMIN | MANAGE MY TRAVELERS | CUSTOM LOCATIONS | JANE DOE ▼

BOOK • MY BOOKINGS • NEWS AND OFFERS • REWARD THRESHOLDS • CONTACT US

FLIGHTS | CARS | MY BOOKINGS

TRAVEL: **ROUND-TRIP** | ONE-WAY | MULTI-CITY

Leaving from:

Going to:

Departure date: 27/08/2015

Return date: 28/08/2015

Adults (12+): 1 | Children?:

Country of residence: Canada

Promotional Code (optional):

☐ View fares eligible for upgrade

☐ **USE MY FLIGHT PASS**

SEARCH

HELPFUL TIPS

If you have a Flight Pass, **check** the **Use My Flight Pass** box to display Flight Pass options. You will be required to enter your Aeroplan® number and password to proceed.

You can also shop using a **Promotion Code** when applicable.

Any applicable product offered under the Air Canada Corporate Rewards program will display automatically when shopping.

- You can also shop using a **View fares eligible for upgrade** when applicable.

> Select your flights

Compare Fare Types

SELECT DEPARTING FLIGHT

Fri 14-Nov \$2309

From: Pierre Elliott Trudeau International Airport (YUL)
To: Schwechat (VIE)

Op	Flights	Depart	Arrive	Aircraft	Connections	Tango	Flex	Latitude	Business Class (lowest)	Business Class (flexible)
1	AC413 YYZ 13:00 AC878 YYZ 16:30 (14-Nov) AC6774 ZRH 07:15 (15-Nov)	YYZ 14:24 ZRH 06:25 + 1 day VIE 08:40	319 763 320	Toronto (YYZ) Zurich (ZRH)		-	-	\$2,342	\$3,739	\$4,976
▶ Preview Seat Availability: AC413, AC878 ▶ AC6774: operated by Swiss										
2	AC413 YYZ 13:00 AC872 YYZ 16:55 (14-Nov) AC6162 FRA 07:50 (15-Nov)	YYZ 14:24 FRA 06:30 + 1 day VIE 09:20	319 77W 321	Toronto (YYZ) Frankfurt (FRA)		-	-	\$2,349	\$4,365	\$4,983
3	AC415 YYZ 14:00 AC878 YYZ 16:30 (14-Nov) AC6774 ZRH 07:15 (15-Nov)	YYZ 15:24 ZRH 06:25 + 1 day VIE 08:40	333 763 320	Toronto (YYZ) Zurich (ZRH)		-	-	\$2,342	\$3,739	\$4,976

HELPFUL TIPS

- Fares displayed include all applicable discounts. In addition to Air Canada, Air Canada rouge and Air Canada Express, your company will have the option to book travel on select markets with:
 - Air Canada's codeshare and other airline partners
 - Lufthansa and Lufthansa Regional
 - Austrian Airlines
 - Brussels Airlines
 - SWISS

See additional information on [P.26].

- If your company received a fare discount as part of its threshold reward package, the fares displayed on the shopping page will automatically include any applicable discount.
- You will be able to view available seating before you complete your booking.

> Select your travel options

SELECT TRAVEL OPTIONS FOR THIS FLIGHT

DEPARTING FLIGHT

From: Montreal, Pierre Elliott Trudeau International Airport, QC (YUL)
To: Calgary, Calgary International Airport, AB (YYC)

Tango



On My Way

Add \$35.00 per person

Get extra protection in case of flight delays or disruptions that are beyond the airline's responsibility or control.

- Rebook the first available flight on Air Canada or another airline
- Provide complimentary hotel accommodations, car rental, ground transportation and meals
- Receive automatic flight information updates by email and/or SMS
- Full details on how to use On My Way will appear on the Itinerary/Receipt

SELECT

HELPFUL TIP

- Any applicable product offered under the Air Canada Corporate Rewards program will display automatically when shopping.

- If your company received complimentary or discounted travel options, they will appear as selectable travel options.

Note: **Complimentary Preferred seat** are selectable on **Flex fare** flights within **North America** that are marketed by Air Canada and operated by Air Canada, Air Canada Express and Air Canada rouge.

> Complete all of the required fields

WHO IS TRAVELLING?

SPECIFY PASSENGERS AND TRIP PREFERENCES
YOUR BOOKING IS FOR 1 PASSENGERS (1 ADULTS).

***INDICATES REQUIRED FIELDS**

Itinerary Name:

Passenger names in this booking must match the name on the identification that the passenger will be required to provide at airport check-in to travel.

Passenger1 - Adult (age 12 and over)

Title: * First Name: *

Middle Name:

Last Name: *

Frequent Flyer Number Program:

Number:

☐ I require special assistance

Frequent flyer numbers (i.e. Aeroplan) may be added after your booking is confirmed by retrieving your booking on aircanada.com

Special Needs: Air Canada offers a number of services for [people with disabilities](#).

HELPFUL TIP

In the **Itinerary Name** field, name your trip to differentiate it from other bookings.

PLEASE NOTE

Add the email addresses of people who will need to receive the itinerary and notifications of the trip.

> Make your seat selection

SEAT SELECTION MAP:

SELECT YOUR SEATS

[Go to itinerary](#) [Back to Seat Selection](#) **NEXT FLIGHT**

Montreal (YUL) to Toronto (YYZ) Flight: **AC437**

1. MRS JANE DOE : No Seat Selected

[Clear selected seats](#)

To request a seat, select a passenger name, then click on the desired seat on the seat map below.

Aircraft type: 320 - [View exact configuration](#)

	A	B	C	D	E	F	
12	★	★	★	★	★	★	12
13	★	★	★	★	★	★	13
14	★	★	★	★	★	★	14
15	★	★	★	★	★	★	15
16	★	★	★	★	★	★	16
17	★	★	★	★	★	★	17
18	★	★	★	★	★	★	18
19	★	★	★	★	★	★	19
20	★	★	★	★	★	★	20

AC 437, YUL - YYZ

AC 846, YYZ - MUC [Select](#)

AC 9220, MUC - VIE [Select](#)

Preferred Seat
Complimentary
Preferred seats offer extra legroom when you travel in Economy class, giving you more space to relax and stretch out or work in comfort. [Learn more](#) | [Terms and Conditions](#)

Standard
Complimentary
[Learn more](#) | [Terms and Conditions](#)

Occupied

HELPFUL TIP

- Preferred seat selection** is available on flights marketed by Air Canada that are operated by Air Canada, Air Canada Express and Air Canada rouge.

RESERVING A CAR

You can make car bookings by **selecting** the **Cars** tab from the **homepage**.

The screenshot shows the Air Canada Corporate Rewards website. At the top, there is a navigation bar with the Air Canada logo and the text 'Corporate Rewards'. Below this, there are links for 'ADMIN', 'MANAGE MY TRAVELERS', 'CUSTOM LOCATIONS', and 'JANE DOE'. A red line points from the 'CARS' tab in the 'BOOK' section to the 'HELPFUL TIP' box. The 'BOOK' section also includes 'MY BOOKINGS', 'NEWS AND OFFERS', 'REWARD THRESHOLDS', and 'CONTACT US'. The 'CARS' tab is highlighted with a red dot. Below the tabs, there are input fields for 'Pick-up Airport', 'Drop-off Airport', 'Pick-up Date & Time' (27/08/2015), 'Drop-off Date & Time' (28/08/2015), and 'Country of residence' (Canada). A red 'SEARCH' button is at the bottom right. To the right of the input fields, there is a 'MY BOOKINGS' section with a link to 'View the current itinerary or choose one from the list below.' and a button labeled 'No Itineraries'. Below this, there are buttons for 'CHECK-IN', 'FLIGHT STATUS', and 'TRAVEL ADVISORIES'.

HELPFUL TIP

You can also add a car booking to your purchase once you have completed your flight booking. Refer to [\[P.21\]](#) for more details.

VIEWING AND MODIFYING BOOKINGS

This section will outline how to view and modify Corporate Rewards bookings made using the Corporate Rewards booking tool, the call center or an online travel management company that supports Corporate Rewards bookings.

TRAVELLER – Viewing and modifying Corporate Rewards bookings

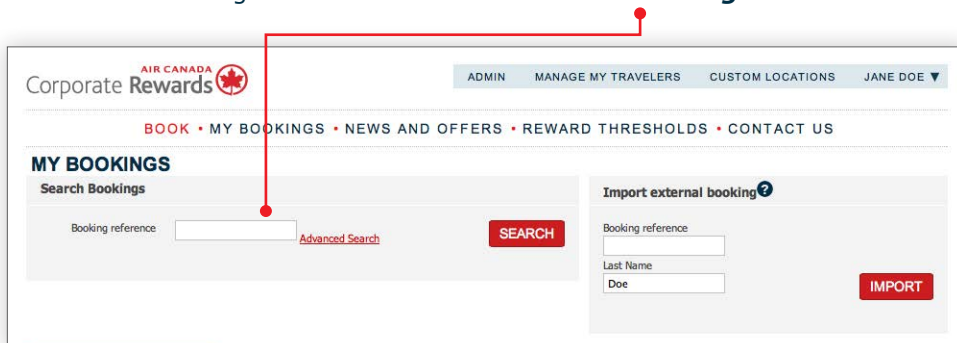
You may view/modify any of your Corporate Rewards bookings by following the outlined steps below:

> **Click** on **My Bookings** on the main navigation bar



To view/modify a booking made using the Corporate Rewards online booking tool:

> **Enter** the booking reference number in the **Search Bookings** section on the left



> **Click** on **Search**

To view/modify a Corporate Rewards booking made via the call center or an online travel management company that supports Corporate Rewards bookings:

- > Enter the booking reference number in the **Import external booking** section on the right
- > Click on **Import**
- > Choose the itinerary you wish to review

NOTE

- Upon sign-in, all current active bookings you made with the Corporate Rewards booking tool will be listed on the home page under **My Bookings**.

NOTE

- Only Corporate Rewards bookings with the account ID made using the Air Canada Call center or on online booking tool such as Concur, Travelport Agencia or Maritime can be retrieved using the Corporate Rewards booking tool. Bookings made through a Travel Agency's Global Distribution System (GDS) are not applicable.

Note: If a booking is found and the import is successful, the external booking information will be added to the **My Bookings** list, in chronological order of departure date.

Once the requested booking is displayed, you will be able to complete any of the following functions:

- > Select your seat
- > Add or change a flight
- > Update your *Frequent Flyer* information
- > Purchase travel options such as: Maple Leaf Lounge access, Air Canada Café vouchers and On My Way service
- > Cancel your reservation
- > Request an upgrade
- > Name/rename your itinerary
- > Print/Email your itinerary
- > Export your itinerary to your calendar (Outlook)

HELPFUL TIP

- To add a car reservation to your booking, click on **Add a Car**.

TRAVEL ARRANGER –Viewing and modifying Corporate Rewards bookings

As a **Travel Arranger**, you may view/modify Corporate Rewards bookings made for any of the employees you manage by following the outlined steps below:

- > **Click** on the **Manage My Travellers** tab



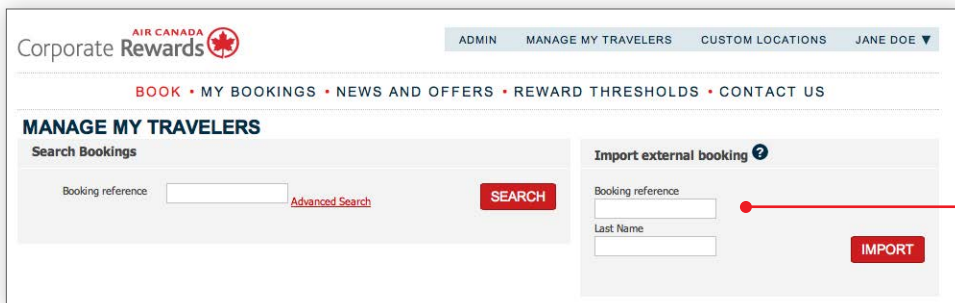
To view/modify a booking made **using the Corporate Rewards booking tool**:

- > **Enter** the booking reference number in the **Search Bookings** section on the left or **Select** the **Advanced Search** link for additional ways to search for a booking
- > **Click** on **Search**

Or

To view/modify a Corporate Rewards bookings made **via the call center or an online travel management company** that support Corporate Rewards bookings:

- > **Enter** the booking reference number in the **Import external booking** section on the right.
- > **Click** on **Import**



> Click on **View Booking** next to the booking needed

The screenshot shows the 'MANAGE MY TRAVELERS' section of the Air Canada Corporate Rewards portal. It includes search and import forms, a table of bookings, and filter buttons.

MANAGE MY TRAVELERS

Search Bookings

Booking reference: [Advanced Search](#) **SEARCH**

Import external booking [?]

Booking reference:
Last Name: **IMPORT**

CLEAR SEARCH RESULTS

Booking Reference(s) **ACTIVE** **INACTIVE** **ALL**

Items found	Booking Ref	Departure Date	Name	Company Name	
1	NJYCT5	2015-07-09	Smith, Linda	enrollment test	View booking

Once the requested booking is displayed, you will be able to complete any of the following functions:

- > Select your seat
- > Add or change a flight
- > Update your Frequent Flyer number
- > Purchase optional options such as: Maple Leaf Lounge access, Air Canada Café vouchers and On My Way service.
- > Cancel your reservation
- > Request an upgrade
- > Name/rename your itinerary
- > Print/email your itinerary
- > Export your itinerary to your calendar (Outlook)

4. INDIVIDUAL SETTINGS

CREATING A PROFILE

As a user, you can create your individual profile to store your personal information and travel preferences.

- > Click on **My Profile** from the main menu bar
- > Enter all of the required information
- > Click on **Save Profile**

Corporate Rewards

ADMIN MANAGE MY TRAVELERS CUSTOM LOCATIONS JANE DOE ▼

BOOK • MY BOOKINGS • NEWS AND OFFERS • REWARD THRESHOLDS • CO

MY PROFILE
CHANGE PASSWORD
LOGOUT

PROFILE

Personal Data Address(es) Credit Card Information Flight Options Hotel Options Car Options

* Denotes a required field.

USER INFO

First Name: * Jane
Middle Name:
Last Name: * Doe

CONTACT INFORMATION

Work Phone:
Home Phone:
Mobile Phone:
Fax:
ie: 555-555-5555
ie: 555-555-5555
ie: 555-555-5555
ie: 555-555-5555

PASSPORT INFORMATION

Passport Number:
Nationality: Select a Country
Expiration Date: Select one
Issue Date: Select one
Place of Issue: Select a Country
Remove Passport

TSA REQUIRED IDENTITY FIELDS

Date of Birth: Aug 26 1971
Gender: FEMALE
Redress Number:
Known Traveler Number:

PRIVACY

☒ Allow authorized people to view and edit my profile information
Grant administrators and travel arrangers (including managing agency) access to my profile information exclusively for the purposes of performing administrative functions and facilitating travel arrangements on my behalf.

SAVE PROFILE

HELPFUL TIP

Minimize the risk of misidentification when travelling by adding your Redress Number or Known Traveler Number to the personal data tab of your profile.

By Checking the **Privacy** Option: “**Allow authorized people to view and edit my profile information**”, you will grant the corporation’s travel managers (**Program Administrator, Corporate Officer/Travel Agency** and **Travel Arranger**) access to view/edit your travel profile in order to better manage all your corporate travel arrangements.

CHANGING YOUR PASSWORD

You can change your password at any time by **selecting Change Password** at the top right of the homepage.

Corporate Rewards

ADMIN MANAGE MY TRAVELERS CUSTOM LOCATIONS JANE DOE ▼

BOOK • MY BOOKINGS • NEWS AND OFFERS • REWARD THRESHOLDS • CO

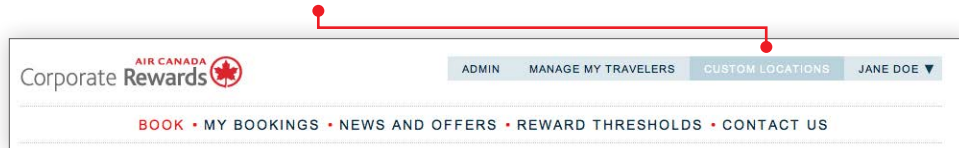
MY PROFILE
CHANGE PASSWORD
LOGOUT

PROFILE

CUSTOMIZING LOCATIONS

This feature allows you to customize the locations of your departure and arrival cities.

> Click on **Custom Locations** from the main menu bar



> Click on **Add New** to add a new **Point of Interest**

> Add the location name, address and airport code

> Click on **Save All** to save your changes

The screenshot shows the 'SITE ADMINISTRATION' page. Under the 'POINTS OF INTEREST (CORPORATE)' section, there are two buttons: 'ADD NEW' (highlighted with a red line and dot) and 'SAVE ALL'. Below this is the 'POINTS OF INTEREST (PERSONAL)' section, which contains a form with fields for Location Name, Address, City, Province (dropdown), State (dropdown), Zip/Postal Code, Country (dropdown), and Airport Code. There is also a 'REMOVE' button. At the bottom of the form, there are 'ADD NEW' and 'SAVE ALL' buttons.

The screenshot shows the 'FLIGHTS' section of the Corporate Rewards portal. It includes tabs for 'FLIGHTS' and 'CARS'. Under 'FLIGHTS', there are sub-tabs for 'ROUND-TRIP', 'ONE-WAY', and 'MULTI-CITY'. The 'Leaving from' field is highlighted with a red line and a red dot. Other fields include 'Going to', 'Departure date', 'Return date', 'Adults (12+)', 'Children?', 'Country of residence', and 'Promotional Code (optional)'. There are also checkboxes for 'View fares eligible for upgrade' and 'USE MY FLIGHT PASS'. A 'SEARCH' button is at the bottom right.

HELPFUL TIPS

From the homepage, click on the **star** icon next to the field of **Leaving from** or **Going to** to select your custom location when making a booking.


5. ADDITIONAL INFORMATION

- > In addition to Air Canada, Air Canada rouge and Air Canada Express, your company will have the option to book travel on select markets with:
 - Air Canada Codeshare (AC flights operated by Other Airlines)
 - Lufthansa Group:
 - Lufthansa and Lufthansa Regional (operated by Air Dolomiti, Eurowings and Germanwings)
 - Austrian Airlines (including Tyrolean airways when marketed by Austrian)
 - Brussels Airlines
 - SWISS
- > NOTE: Discounts on flights to and from India, Europe, the Middle East and Africa are available only to Canadian corporations or US corporations managed by a Canadian travel agency. Discounts do not apply to Tango fares or equivalent Lufthansa Group fares.
- > Flight Passes purchased AFTER enrollment in the program are eligible for revenue tracking. To associate the Flight Pass with your company's account for tracking, add the Air Canada Corporate Rewards account number in the client identifier field on the purchase page.
- > NOTE: Flight Passes that were purchased PRIOR to enrollment are not eligible for revenue tracking. You can still access your Flight Pass through the Air Canada Corporate Rewards online tool and make a booking using your credits.

TECHNICAL SUPPORT

Our technical support team will be happy to assist with any issues you may encounter while using our online tool. Call our dedicated line at **1-888-335-4189** from **6 a.m. to 2 a.m., 7 days a week** or send an email to corporaterewards@aircanada.ca.

AIR CANADA
Corporate Rewards



COMPANY ADMIN ▼

BOOK • MY BOOKINGS • NEWS AND OFFERS • REWARD THRESHOLDS • CONTACT US