



American Express Agency Services Desk (ASD) On-line Job Aide

American Express has automated the process for Agencies to obtain booking instructions and tracking numbers for the **International Airlines Program (IAP), Cruise Privileges Program (CPP) and Platinum/Centurion Destination Vacations (PDV/CDV)**, through a secure website, beginning August 9, 2010. FH&R reservations will continue to be handled via the phone with the Agency Services Desk. This training job aide will help to familiarize you with the registration process and how to navigate through obtaining tracking numbers and booking instructions.

Benefits of ASD On-line:

- ✓ Obtain booking instructions and tracking numbers for IAP, CPP and PDV/CDV for your customers 24x7.
- ✓ Manage your own profile and agency profile on-line.
- ✓ Search and view past bookings captured by your agency and edit them within stipulated time.
- ✓ The system will automatically validate cardmember eligibility for the benefits being requested and require the same booking information currently given to the agents over the phone.
- ✓ If booking an IAP reservation, the agency credit card will automatically be charged the \$39 per ticket transaction fee.

How to obtain access to ASD On-line:

- ✓ Access the new website at: www.americanexpress.com/asdonline (as of August 16, 2010).
- ✓ Create an SSO user ID/password (we have migrated current Agency information, IATA, name, address, from our old system into the new system).
- ✓ **YOUR** Agency registration code will be **required** to create an agent profile under your IATA number. Each **Agent** that currently uses the ASD Desk will need to register on the **new** system for the first time using this code (keep this code for your reference). **Your main office contact will need to distribute this code to all agents within your IATA location.**
- ✓ **All** agents need to register by using their MAIN office IATA and your registration number will be given to you by your main office contact (Owner or Manager).

Upon initial sign in to the ASD On-Line system, when launching www.americanexpress.com/asdonline, you will be directed to the Amex SSO page, where you will need to either create or log in with your SSO (single sign on) user ID and password. You will then be directed to the ASD welcome screen.

The screenshot shows a Windows Internet Explorer browser window displaying the American Express SSO login page. The address bar shows the URL: https://ssoq.americanexpress.com/SSO/request?request_type=un_login&ssolang=en_US&ssobrand=%20ASD&TYPE=33554432&REALMID=06-d4990517-4b5e-1002-9t. The page features the American Express logo and a navigation menu with links: HOME, PERSONAL CARDS, TRAVEL, SMALL BUSINESS, CORPORATIONS, and MERCHANTS. A search bar is located in the top right corner.

The main content area is titled "Do you already have a User ID and Password?". It contains two options:

- Yes** (I have a User ID and Password): This option leads to a login form. The form includes a "User ID" field with the text "mw*****", a "Remember Me" checkbox (checked), a "Password" field, and a "Go" button. There are also links for "What's this?", "Forgot your Password?", and "I'm registering for a new service and want a separate ID and Password". A "<< Back" button and a "NEED HELP?" link are at the bottom of the form.
- No** (I need to create a User ID and Password): This option leads to a registration page. It includes a link "I am a new user" and a "Go" button.

The footer of the page contains several sections:

- More Products & Services:** Gift Cards, Membership Rewards® Program, Travel Protection, Savings Accounts and CDs.
- Get an American Express Card:** Airlines Credit Cards, Small Business Credit Cards, Credit Card Rewards, No Annual Fee Credit Cards.
- Important Links:** Order a Replacement Card, Resources for Cardmembers, Credit Basics, Fraud Protection Center.
- Company Information:** About American Express, Careers, Affiliate Program, Contact Us.

The Windows taskbar at the bottom shows the Start button, several open applications (including "Re: Fw: ASD Job Aid/...", "Sean M Reddan [star...", "ATC", "ASDTeamOnlinePG [C...", and "American Express - ..."), and the system clock showing 8:58 AM on 7/1/2010.

How to obtain a Registration Code for ASD On-line (for Agency Owner/Manager only):

The website address to obtain a registration code is: www.americanexpress.com/asdaddagency

NEW Agencies to ASD will need to submit a request to obtain a Registration Code for your Agency as a one time activity.

The image displays three sequential screenshots of the American Express ASD On-line registration process, with red arrows and numbers indicating key steps:

- 1. Main Agency IATA**: The first screenshot shows the "Enter agency details to get registered" form with the "Agency IATA#" field populated with "85424562" and a "Continue" button.
- 2. Agency details (the request for a Registration Code should be done by the Agency Owner or Manager)**: The second screenshot shows the same form with additional fields: "Agency Name*" (Ciel Travels), "Agency Telephone*" (859-985-9854), "Address Line1*" (12-21-34/B), "Address Line2" (Street 1), "City*" (Chicago), "State*" (Illinois), "Zip Code*" (60015), "Contact Email*" (abc@abc.com), and "Agency Owner/Manager Name*" (David). It also includes a question "Is this an American Express Business Travel Office?" with "Yes" selected, and "Submit" and "Reset" buttons.
- 3. Registration code will be emailed to your Agency**: The third screenshot shows a confirmation message: "Your Request has been submitted. You will be receiving an email from us shortly with the updates." and a "Close Window" link.

How to navigate ASD On-line:

Once you have received your Agency's Registration Code, complete the following steps for the registration process:

The image shows two screenshots of the American Express World Service registration interface. The top screenshot is the 'Register Agent' form, which asks for the Agency IATA# (24511524) and a Registration Code (represented by asterisks), with a 'Continue' button. The bottom screenshot is the 'Add Agent' form, which asks for Agency IATA#, Agency Name, Agent First Name, Agent Last Name, Agent Telephone, and Agent Email, with 'Submit' and 'Reset' buttons.

1. Main Agency IATA & Registration

2. Validate your Agency details and add agent details to complete registration

The image shows a 'Review Agent Details' form with the following information: Agency IATA#: 24511524, Agency Name: Independent Agency for Sit June, Agent First Name: Samuel, Agent Last Name: Alfredson, Agent Telephone: 541-895-4560, and Agent Email: sam@abc.com. There are 'Back' and 'Register' buttons at the bottom.

3. Review and submit registration

4. Registration completed

The image shows a confirmation message: 'Registration Complete. Thank you' with a link to 'Continue to ASD'.

Update Profile as needed:



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Update Profile
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Welcome to Agency Service Desk

On this site you will gain access to booking instructions needed for IAP, CPP and Platinum Destination reservations for eligible Platinum and Centurion card members. You will also have the ability to generate tracking number for these programs.

The instructions are easy to follow and it takes a few minutes to complete this process.

1. From the Home page, select **Update Profile**.
2. Profile options to update **Agency** or individual **Agent** – Each agent will need to create their profile under the Main Agency IATA the first time they log in to ASD.
Note: Agency address and phone should reflect the MAIN IATA office.



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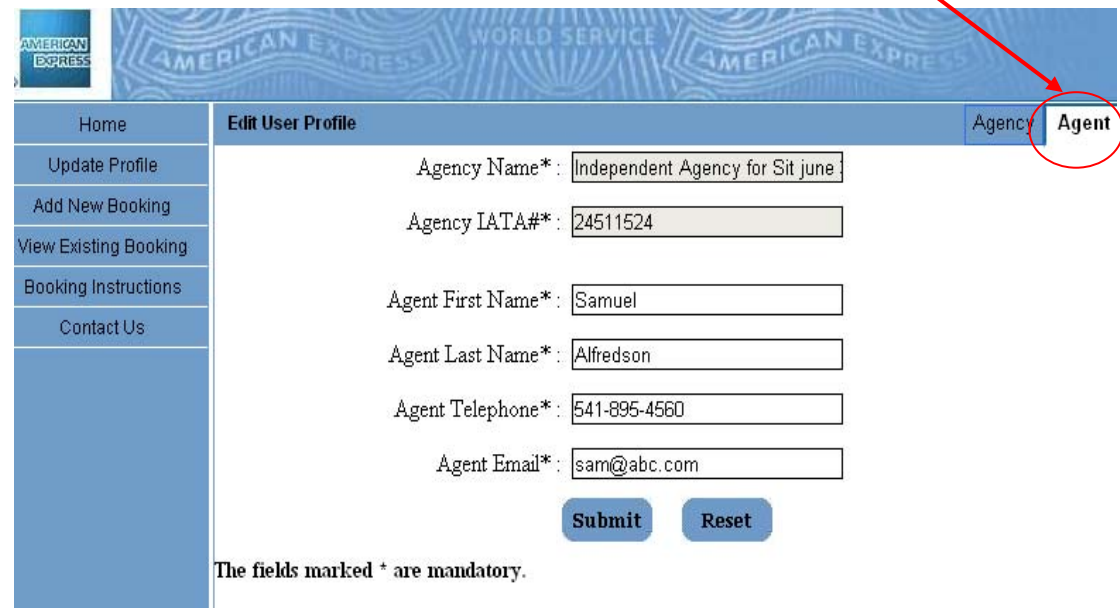
Edit User Profile

Agency Agent

Agency Name*: Independent Agency for Sit June
Agency IATA#: 24511524
Agency Telephone*: 520-123-9632
Address Line1*: 123 main street
Address Line2: Square one
City*: Ohio
State*: New York
Zip Code*: 12345-7890
Contact Email: ind@abc.com
Agency Owner/Manager Name: Jack

Submit **Reset**

The fields marked * are mandatory.



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Edit User Profile

Agency **Agent**

Agency Name*: Independent Agency for Sit June
Agency IATA#: 24511524
Agent First Name*: Samuel
Agent Last Name*: Alfredson
Agent Telephone*: 541-895-4560
Agent Email*: sam@abc.com

Submit **Reset**

The fields marked * are mandatory.

Add New Booking - Obtain Tracking Number (Air "IAP" example):

Booking Instructions can be viewed here

1. Select Add New Booking and Enter traveler's Amex Card number – automatic eligibility verification, if cardmember is not eligible, system will indicate and you cannot proceed.

Flight #	Class	Date	Origin	Destination
3245	a	6/18/2010	yrp	reg
3456	a	6/19/2010	asc	asd
3445	a	6/21/2010	fdg	tyj

2. Select from options "IAP", Cruise "CPP" or Tour "PDV", complete all booking details and **acknowledge** that you have reviewed the **Booking Instructions**.

Note: Use 3 digit airport code for Origin and Destination.

AMERICAN EXPRESS

Home | **Agency Details**

Please Enter Agency Card Details to continue this Transaction.

Card Type*: American Express

Card Number*: 123456789012345

Name on the Card*: David

Expiration Date*: 6/30/2010

Agency Delivery Address*: 21-21-32/B street 2

Contact Email*: abc@abc.com

Agency Telephone*: 520-123-9632

☒ I acknowledge and agree that I will be charged a non-refundable fee of \$39 per transaction (ticket issued).

Continue

If you are adding a new IAP booking, you will be prompted to enter Agency Card details for the non-refundable fee of \$39 per transaction (ticket issued) PRIOR to the tracking number being issued.

Review IAP Booking Details

Agency Name	: Independent Agency for St June 3	Travel Agent Name	: Samuel
Agency Phone	: 520-123-9632	Travel Agent E-mail	: sam@abc.com
Issue Date & Time	: 06/17/2010 14:42:08	Airline	: AMERICAN AIRLINES
First Name	: Sam	Card Member Fare Basis	: uad
Last Name	: Alfred	Card Member Fare	: 234
Companion Name	: David John	Companion Fare Basis	: uad
Program Card	: XXXXXXXXXXXXX2345	Companion Tax	: 234
Total			

Flight Info	Flight #	Class	Date	Orig	Yrt	as	kg
	3245	a	6/18/2010				
	3456	a	6/19/2010				
	3445	a	6/21/2010				

☒ I have read the Booking Instructions and understand.

Back **Confirm**

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Air details saved successfully. Please use this tracking number to complete the IAP reservation. Thank you for using American Express Agency Services Desk.

AA14320110

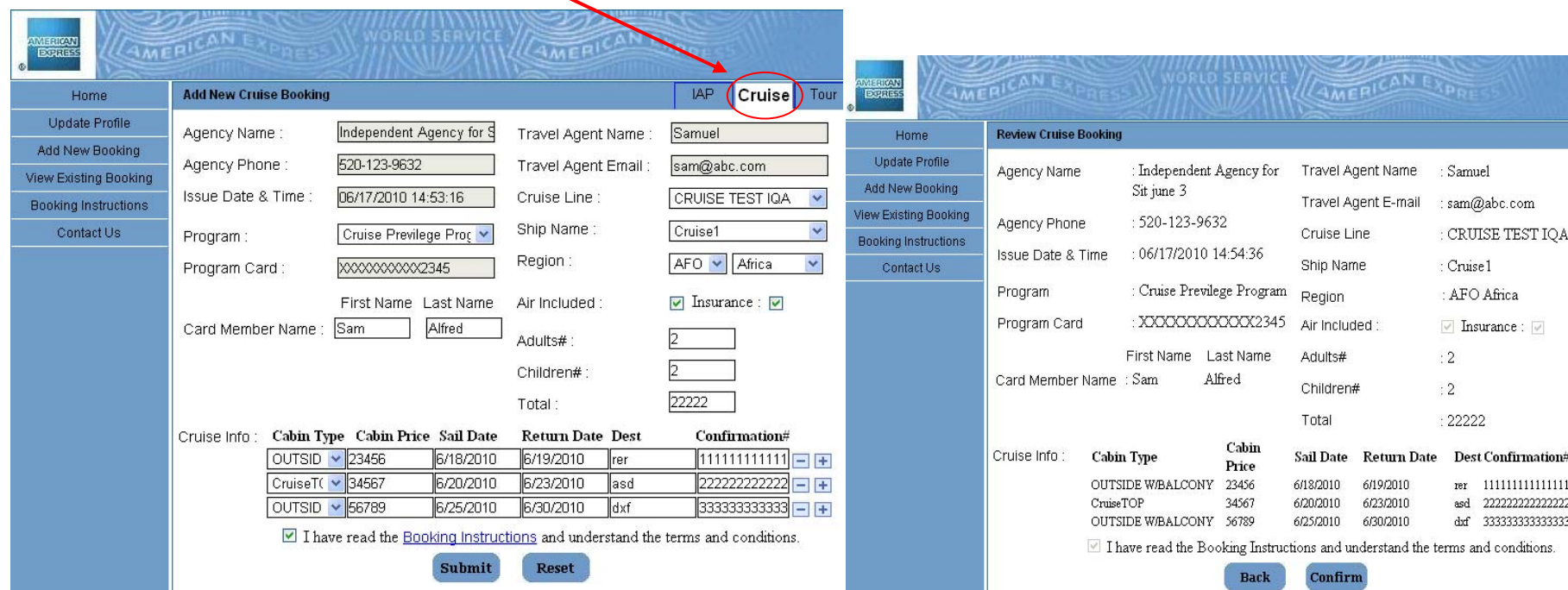
Add New Booking

Confirm accuracy of booking details and a Tracking Number will be supplied

Tip: Write down the Tracking Number once complete as there is not a print option.

Important note: For Centurion “CPP” bookings, add a "C" at the end of the tracking number when giving to the cruise lines. However, when searching for an existing cruise booking on the ASD On-line tool, use the original tracking number (without the C).

Cruise “CPP” example -



Home | **Add New Cruise Booking** | IAP | **Cruise** | Tour

Agency Name : Independent Agency for S | Travel Agent Name : Samuel
 Agency Phone : 520-123-9632 | Travel Agent Email : sam@abc.com
 Issue Date & Time : 06/17/2010 14:53:16 | Cruise Line : CRUISE TEST IQA
 Program : Cruise Privilege Prog | Ship Name : Cruise1
 Program Card : XXXXXXXXXXXX2345 | Region : AFO | Africa
 Card Member Name : Sam | Alfred
 Air Included : ☒ | Insurance : ☒
 Adults# : 2
 Children# : 2
 Total : 22222

Cruise Info :

Cabin Type	Cabin Price	Sail Date	Return Date	Dest	Confirmation#
OUTSID	23456	6/18/2010	6/19/2010	rer	111111111111
CruiseT	34567	6/20/2010	6/23/2010	asd	222222222222
OUTSID	56789	6/25/2010	6/30/2010	dx	333333333333

☒ I have read the [Booking Instructions](#) and understand the terms and conditions.

Submit **Reset**

Home | **Update Profile** | **Add New Booking** | **View Existing Booking** | **Booking Instructions** | **Contact Us**

Review Cruise Booking

Agency Name : Independent Agency for Sit June 3 | Travel Agent Name : Samuel
 Agency Phone : 520-123-9632 | Travel Agent E-mail : sam@abc.com
 Issue Date & Time : 06/17/2010 14:54:36 | Cruise Line : CRUISE TEST IQA
 Program : Cruise Privilege Program | Ship Name : Cruise1
 Program Card : XXXXXXXXXXXX2345 | Region : AFO Africa
 Card Member Name : Sam | Alfred
 Air Included : ☒ | Insurance : ☒
 Adults# : 2
 Children# : 2
 Total : 22222

Cruise Info :

Cabin Type	Cabin Price	Sail Date	Return Date	Dest	Confirmation#
OUTSIDE WBALCONY	23456	6/18/2010	6/19/2010	rer	111111111111111
CruiseTOP	34567	6/20/2010	6/23/2010	asd	222222222222222
OUTSIDE WBALCONY	56789	6/25/2010	6/30/2010	dx	333333333333333

☒ I have read the [Booking Instructions](#) and understand the terms and conditions.

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Home | **Update Profile** | **Add New Booking** | **View Existing Booking** | **Booking Instructions** | **Contact Us**

Cruise details saved successfully. You must provide the tracking number specified amenities, and for Centurion card members please append the
 Thank you for using American Express Agency Service
CRUSupp16592102
[Add New Booking](#)

Confirm accuracy of the CPP booking details and a Tracking Number will be supplied

Tour "PDV/CDV" example -

Home | Update Profile | Add New Booking | View Existing Booking | Booking Instructions | Contact Us

Add New Tour Booking | IAP | Cruise | **Tour**

Agency Name : Independent Agency for S | Travel Agent Name : Samuel
 Agency Phone : 520-123-9632 | Travel Agent Email : sam@abc.com
 Issue Date & Time : 06/17/2010 14:55:12 | Tour Vendor : AMERICAN EXPRES
 Program : Centurion Vacations | Region : AFO | Africa
 Program Card : XXXXXXXXXXXX2345 | Air Included : ☒ Insurance : ☒
 Card Member Name : Sam | Alfred | Adults# : 2 | Children# : 2 | Total : 22222

Tour Info :

Segment	Dept Date	Return Date	Destination	Confirmation#
Segment 1	6/18/2010	6/19/2010	erf	1111111111111
Segment 2	6/20/2010	6/22/2010	asd	2222222222222
Segment 3	6/24/2010	6/26/2010	trt	3333333333333

☒ I have read the [Booking Instructions](#) and understand the terms and conditions.

Submit **Reset**

Home | Update Profile | Add New Booking | View Existing Booking | Booking Instructions | Contact Us

Review Tour Booking

Agency Name : Independent Agency for Sit June 3 | Travel Agent Name : Samuel
 Agency Phone : 520-123-9632 | Travel Agent E-mail : sam@abc.com
 Issue Date & Time : 06/17/2010 14:56:18 | Tour Vendor : AMERICAN EXPRESS
 Program : Centurion Vacations | Region : AFO Africa
 Program Card : XXXXXXXXXXXX2345 | Air Included : ☒ Insurance : ☒
 Card Member Name : Sam | Alfred | Adults# : 2 | Children# : 2 | Total : 22222

Tour Info :

Segment	Dept Date	Return Date	Destination	Confirmation#
Segment 1	6/18/2010	6/19/2010	erf	1111111111111
Segment 2	6/20/2010	6/22/2010	asd	2222222222222
Segment 3	6/24/2010	6/26/2010	trt	3333333333333

☒ I have read the Booking Instructions and understand the terms and conditions.

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Tour details saved successfully. Please use this tracking number to complete Platinum/Centurion Destination reservation. Thank you for using American Express Agency Services Desk.

AX24621814

[Add New Booking](#)

Confirm accuracy of the PDV/CDV booking details and a **Tracking Number** will be supplied

View Existing Booking:

AMERICAN EXPRESS WORLD SERVICE AMERICAN EXPRESS

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View Existing Booking

Agency IATA# : 24511524

☒ Search by Booking type and Date range
Booking Type* : ☒ IAP ☒ Cruise ☒ Tour
Travel Date from* : 6/18/2010 to* : 6/30/2010

☐ Search by Tracking Number
☐ Search by Card Number

Search

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View Existing Booking

Agency IATA# : 24511524

☒ Search by Booking type and Date range
Booking Type* : ☒ IAP ☒ Cruise ☒ Tour
Travel Date from* : 6/18/2010 to* : 6/30/2010

☐ Search by Tracking Number
☐ Search by Card Number

Search

The fields marked * are mandatory.

Booking Search Results

Type	CM Name	Tracking No	Vendor Name	Issued Date
PDE	David	PL74128491	PLEASANT ASIA HOLIDAY	2010-06-17 12:09:02
IAP	Sam	IND4714022179	INDIAN AIRLINES	2010-06-17 12:03:30
CPP	Sam	PC37227204	PRINCESS CRUISES	2010-06-17 12:07:08
IAP	Sam	AA14320110	AMERICAN AIRLINES	2010-06-17 14:44:28

To access and view an existing booking, search by the **Booking Type & Date Range** OR by the **Tracking Number** OR by the **Card number**.

NOTE: When searching by Tracking Number, letters must be in upper case.

Edit Booking Options:



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Edit IAP Booking Details

Tracking Number :

Agency Name : Travel Agent Name :

Agency Phone : Travel Agent Email :

Issue Date & Time : Airline :

First Name Last Name Card Member Fare Basis :

Card Member Name : Card Member Fare :

Companion Name : Companion Fare Basis :

Program Card : Companion Tax :

Total :

Flight Info:

Flight #	Class	Date	Origin
2343	a	06/18/2010	asd
2143	a	06/19/2010	jhg
4354	b	06/21/2010	ggt

☐ I have read the [Booking Instructions](#) and understand th

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Edit Cruise Booking Details

Tracking Number :

Agency Name : Travel Agent Name :

Agency Phone : Travel Agent Email :

Issue Date & Time : Cruise Line :

Program : Ship Name :

Program Card : Region :

First Name Last Name Air Included : ☒ Insurance : ☒

Card Member Name : Adults# :

Children# :

Total :

Cruise Info :

Cabin Type	Cabin Price	Sail Date	Return Date	Dest	Confirmation#
OUTSIDE W/	23454.0	06/18/2010	06/19/2010	fgd	111111111111
MINI SUITE	45678.0	06/20/2010	06/25/2010	sfd	222222222222
OUTSIDE W/	56577.0	06/26/2010	06/28/2010	trr	333333333333
CruiseTOP	43534.0	06/29/2010	07/01/2010	sef	444444444444

☐ I have read the [Booking Instructions](#) and understand the terms and conditions.

Reminder: The following editing rules will still apply for Existing Bookings:

- ✓ IAP – **ONLY** the date of travel, flight number or class of service can be edited on completed, and must be done within 24 hours of receiving the tracking number. If anything else must be changed, or past 24 hours, a new tracking number must be created and a \$78 fee must be charged (nonrefundable).
- ✓ Cruise/Tour - **ONLY** the date of travel, total cost or confirmation # can be edited, and must be done within 72 hours of receiving the tracking number. If anything else must be changed, or past 72 hours, a new tracking number must be created.
- ✓ NO changes can be made on or after travel start date.

ASD Support:

We are excited about this upgrade to our system and the benefits for you and our cardmembers.

Should you have questions or issues navigating the system, the ASD support team is available via email at **ASDONLINE@aexp.com**, or via phone at 800-428-0250, M-F, 9am-8pm EST.