



The Mount Sinai Hospital



Mount Sinai School of Medicine

**The Mount Sinai Medical Center**

**Travel Management Program**

**American Express Business Travel**

**Axiom Frequently Asked Questions**

## General and Travel FAQ's

**For help booking online and/or questions please contact:**

Glenda Sandoval  
212-731-3544  
[glenda.sandoval@mountsinai.org](mailto:glenda.sandoval@mountsinai.org)

### **Travel Link Assistance**

There are many instances where an agent might be more helpful:

**1-800-344-8212**

Prompt #1 - Online booking/Navigation Assistance  
Prompt #2 - Agent Assistance  
Prompt #3 - Complex International

***\*When booking with an agent, please remember to always provide:***

- ***Department #***
- ***Fund#/Cost Center***

## General FAQ's

### **1. What is my security code?**

The security code can be provided by your department administrator or by contacting Glenda at [glenda.sandoval@mountsinai.org](mailto:glenda.sandoval@mountsinai.org)

### **2. What is my department code, where do I locate my cost center?**

This information can be provided by your department administrator.

### **3. I have a pre-negotiated price for the hotel, can Axiom match the price?**

No, you can book directly with the hotel.

### **4. I have multiple fund #'s/cost center and my profile is set-up for only one, do I have to book all my trips to the specified fund #/cost center?**

No, your profile should be set-up with your department fund #/cost center, but you can always change the account prior to booking your trip.

### **5. I finished the first part of registering my profile, but I never received my email notification, what do I do?**

Please contact Glenda Sandoval via email or phone (Glenda.sandoval@mountsinai.org or 212-731-3544).

#### **6. How do I book a flight for a family member traveling with me on a business trip?**

After signing into Axiom and booking your reservation, you will select the Home tab. On the bottom right hand corner under Company Resources there is a link "Vacation Travel". You can also call 800-851-8233 and an agent can assist you in booking a flight for the family member all they will need is your flight information.

#### **7. I booked my trip, how do I print out my tickets/boarding pass?**

You can go on directly to the airline site and enter your flight information, you will be able to print out your boarding pass and avoid the lines at the airport.

#### **8. How early can I book my trip?**

Your trips can be booked as early as 9 month in advance.

#### **9. How close to the date can I book my trip?**

You can book your ticket as close to 12 hours prior to the trip desired or book with an agent assisted up to 2 hours prior to the flight.

#### **10. I booked my trip but now I need to make a change, who can I contact?**

Any changes for trips booked should be called in to our agent assistance # 800-344-8212, prompt # 2

#### **11. I have an international trip, do I still book online?**

You can book a one destination international trip online. For complex international trips, please call 800-344-8212 and select prompt # 3 for Executive booking, an agent who is familiar with our account will be able to assist you in booking your trip.

#### **12. Can I book a flight with more than one destination?**

Yes, when you click the multi-city link located on the bottom screen, only three segments will be displayed initially. You can add or remove segments by clicking the Add another segment or Remove segment buttons located near the bottom of the search form. You can enter up to eight origin and destination pairs for a single trip.

#### **13. What type of information goes into my Profile?**

The information captured in AXIOM Profile is grouped into the following categories:

- Personal and employee information (name, date of birth, job title, department)
- Addresses and phone numbers (business and home)
- Emergency contact information
- Credit card information (For Hotel/Amtrak/Car Rental)
- Password information (including the option to change your password)

- Travel preferences (including airport, airline, hotel, and rental car preferences)
- Notifications, including modes of communication (email, phone) for travel itinerary reminders and updates.
- Delegates (who can book a service on your behalf and people on whose behalf you can book a service)

## Delegates

### **14. What is a delegate and who assigns my delegate?**

A delegate is an individual who is authorized to book services on behalf of someone else. You can assign your delegates via the Delegates section of your Profile. In order to assign a delegate or assign yourself as a delegate, both parties must have a completed Axiom profile set up. AXIOM will issue an email Notification to you whenever someone assigns themselves as a delegate of yours as well as the person who booked the service.

### **15. How do I assign or become a delegate?**

From your Profile page, in the Personal Information section, click the Add button next to the Delegates section, Click Become a Delegate (to book services on behalf of someone else) or Add a Delegate (to assign someone else to book services on your behalf) Enter the name of your desired delegate in the search box, and click Search. Select the person(s) for whom you wish to assign or become a delegate.

### **16. Can my delegate see all my personal information?**

Only your Credit card information is masked; your delegate will only be able to see enough data to be able to book services (i.e. the last four digits of your credit cards to be certain he or she is using the correct card). Nothing else is masked; delegates have full access to the Profile, so they can add in missing information that may be required to complete a booking as well as maintain this information on your behalf.

## Holding Reservations

### **17. Can I hold a reservation? For how long?**

AXIOM enables you to hold your travel reservation based on rules defined by the airline, hotel, or rental car company you are using. You will need to complete the purchase of your trip by the time specified when you first place the trip on hold, or else your reservation will be cancelled automatically and you'll need to start over again.

### **18. What other considerations are there when holding a trip?**

- Flight tickets will not be issued and you will not be charged for the price of your flight itinerary until the trip is purchased.
- Flight prices are not guaranteed and a new price will be applied when the trip is purchased. This new price will be displayed on the trip purchase page. If you do not want to use this fare, you will have the option of creating a new trip.

- If you are making a tentative booking for a hotel or rental car and do not cancel the trip within the guidelines specified by those vendors, then you will be responsible for any applicable cancellation fees.

### **19. When booking a flight, it indicates I am out of policy due to not booking a hotel, am I doing something wrong?**

There are many reasons why hotels are not necessary for all business trips and in these situations you can select a reason from the drop down menu and continue booking your flight.

### **20. Can the company card on file hold my hotel reservation?**

No, you must enter your personal credit card information in your profile.

### **21. What is the "Match my dates with my travel dates above" check box?**

When you select this check box, AXIOM automatically aligns the dates of your hotel reservation with your flight times.

## **Making a Rental Car Reservation**

### **22. How do I reserve a rental car?**

Reserving a rental car from the Travel "quick start" tab on the home page:

1. Select the Add a Rental Car check box.
2. Select your desired car type, airport, and pick-up and drop-off information. AXIOM will default to the car type and airport information you've specified in the Travel preferences section of your Profile. If you specify no car type, AXIOM will default to an intermediate car type.
3. Click Search to display the Choose a car page.

From this point forward, selecting a rental car follows the same path as reserving a rental car from the Trip Planner page.

### **23. What is the "Match my rental car search with my flight times and destination" check box?**

If you select this check box, AXIOM will automatically align the dates of your car rental reservations with your flight times.

## **Train Booking**

### **24. I compared train prices on Axiom and on my own and the Axiom price is higher, do I still book through Axiom?**

No, you can go ahead and book your train ticket on your own.

## Webfare and Service Level Guarantee

### Service Guarantee

- If the travelers are not completely satisfied with the travel management service they receive from American Express on a given trip, Amex will gladly refund our transaction fee for that trip.

### Webfare Guarantee

- If a traveler finds an available U.S. domestic Web airfare lower than the lowest airfare found by American Express, American Express will match that airfare or pay you the difference between that airfare and the lowest airfare offered by American Express.
- The traveler must provide flight information that will confirm that a lower U.S. domestic Web airfare was available for the same routing (within plus or minus one hour of the departure times on the American Express itinerary) of the lowest airfare offered by Amex. The Web airfare and the Amex fare must be quoted on the same day. Consolidator, soft dollar tickets and auction Web sites such as Priceline and Hotwire are excluded from the guarantee. Client must purchase the airline ticket through Amex to be eligible for the Webfare Guarantee.
- Please forward the information to Glenda Sandoval  
[glenda.sandoval@mountsinai.org](mailto:glenda.sandoval@mountsinai.org)