



## Small business Biz WEBLink guide

Here is a step-by-step guide to help your team to navigate the Biz WEBLink website. Please note that your company will require an administrator to register the company and create the travel arranger profiles. The administrator will have the highest level of security, but does not have the ability to make bookings. If they wish to do so, your administrator can register themselves as a travel arranger to book flights.

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**Contact WestJet**

To contact WestJet regarding a booking you have made, please call our Sales Super Centre at **1-888-WESTJET** (1-888-937-8538).

## Biz WEBLink profile categories

Administrators can:

- register a company
- create each travel arranger profile for the company
- view all employees within the company
- enable travel arranger profiles to be upgraded to a super user role
- remove employee profiles from the company
- update the company profile and travel arranger/super user profiles

Travel arrangers can:

- make bookings
- view reservations they made

Super users can do everything travel arrangers can with the following additions:

- search for and display any reservation in the company regardless of who made the booking.
  - search by PNR
  - search by first/last name

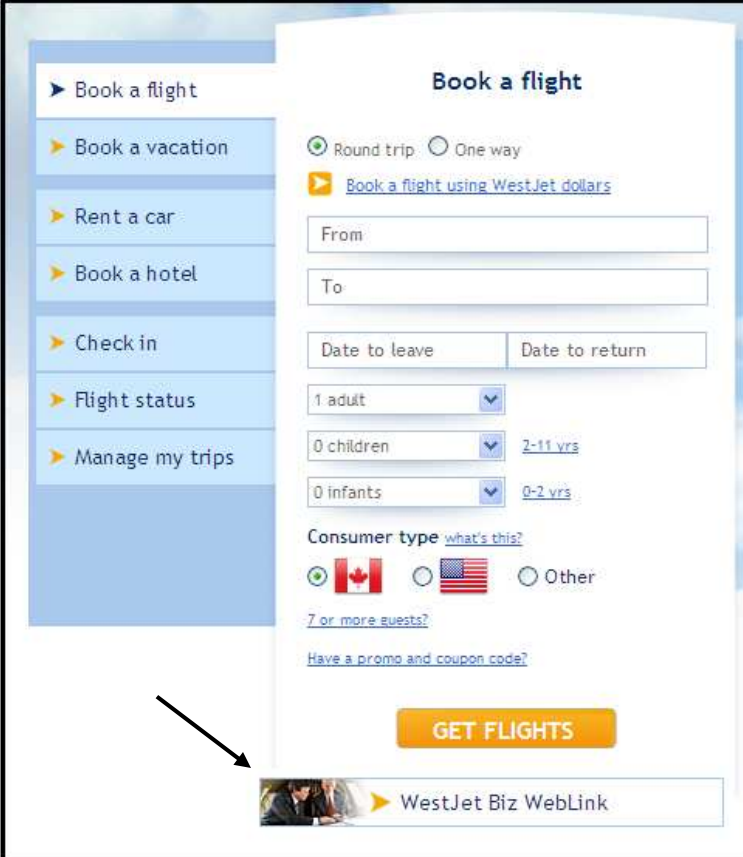
Business travellers can:

- make a booking
- view reservations they made

	Administrator	Super user	Travel arranger	Business traveller
Shop for business travel		✓	✓	✓
View my bookings		✓	✓	✓
View all company bookings		✓		
Edit my profile				✓
Create/edit travel arranger profiles	✓			
Enable travel bank/super user access	✓			
Update corporate profile	✓			
Add/remove employees to the account	✓			

## Register your small business

1. From westjet.com, select WestJet BIZ WEblink.

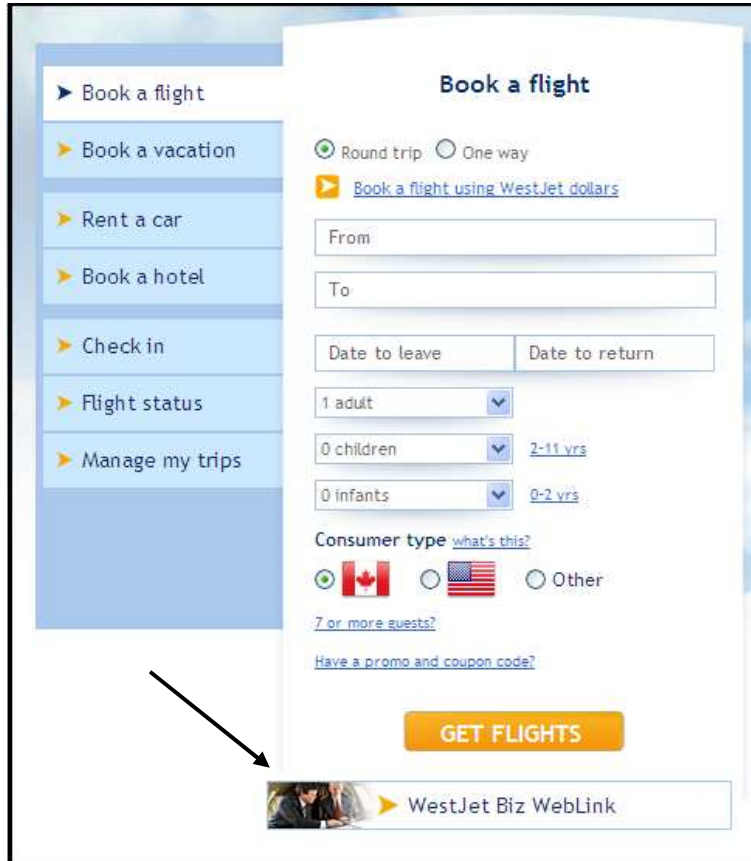


The screenshot shows the WestJet website's flight booking interface. On the left is a vertical navigation menu with blue buttons and yellow arrows. The main content area is titled 'Book a flight' and contains several sections: a radio button selection for 'Round trip' (selected) and 'One way'; a yellow button with a right-pointing arrow labeled 'Book a flight using WestJet dollars'; input fields for 'From' and 'To'; two input fields for 'Date to leave' and 'Date to return'; dropdown menus for '1 adult', '0 children', and '0 infants', with '2-11 yrs' and '0-2 yrs' shown next to the children and infants options; a 'Consumer type' section with radio buttons for Canada (selected), USA, and Other; a link for '7 or more guests?'; and a link for 'Have a promo and coupon code?'. At the bottom of the main content area is a yellow 'GET FLIGHTS' button. Below the main content area, an arrow points to a 'WestJet Biz WebLink' link, which includes a small image of a person.

2. Click on “less than \$300,000 a year on flights.”
3. Fill in the required fields and click “continue.”
4. An enrolment confirmation email will be sent to the email address entered in the small business enrolment form (above). This email will include a WestJet ID and password; **please ensure that your company administrator has this information as they will need it to sign into the account.**
5. Congratulations - your company is officially registered with WestJet.
6. Sign in using the administrator’s WestJet ID and password in order to register travel arranger(s) to make bookings on behalf of your company.

## Sign into Biz WEblink

1. From westjet.com, select WestJet BIZ WEblink.



The screenshot shows the 'Book a flight' page on WestJet.com. On the left is a navigation menu with options: Book a flight, Book a vacation, Rent a car, Book a hotel, Check in, Flight status, and Manage my trips. The main content area is titled 'Book a flight' and includes options for Round trip (selected) and One way, a link to 'Book a flight using WestJet dollars', and input fields for 'From', 'To', 'Date to leave', and 'Date to return'. It also has dropdown menus for '1 adult', '0 children', and '0 infants'. Below these are 'Consumer type' options for Canada, USA, and Other. At the bottom of the main content area is an orange 'GET FLIGHTS' button. In the footer, there is a link for 'WestJet Biz WebLink' with a small image of a person, which is highlighted by a black arrow.

2. Enter the given 8-digit WestJet ID + admin01 and the password. Example:



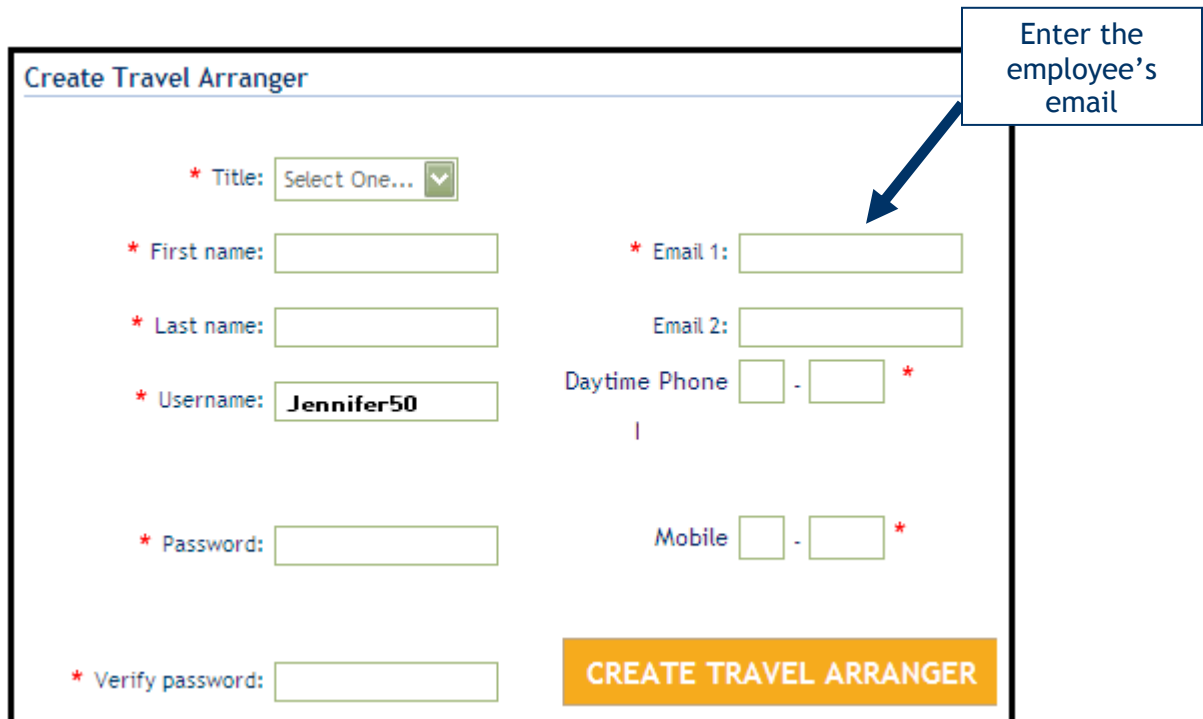
The screenshot shows the 'Biz WEblink member sign in' form. It features a title 'Biz WEblink member sign in' at the top. Below the title is a text input field containing the ID '200258963admin01' and a password field represented by a series of dots. Below the input fields is an orange 'SIGN IN' button. At the bottom of the form is a link for 'Forgot password?'.

## Create travel arrangers

**Q: Why does the administrator need to create travel arrangers?**

**A:** Since the administrator is not able to make bookings, travel arrangers make bookings for travellers on behalf of the company. If the administrator intends to make bookings, they should proceed to create a travel arranger profile.

1. Fill in all required fields for the employee(s) who will act as the company travel arranger(s) and click “submit.” The administrator can create as many travel arrangers as needed.



The screenshot shows a web form titled "Create Travel Arranger". The form contains several input fields, some with red asterisks indicating they are required. The fields are: Title (dropdown menu with "Select One..." and a downward arrow), First name, Last name, Username (pre-filled with "Jennifer50"), Password, and Verify password. On the right side, there are fields for Email 1, Email 2, Daytime Phone (with two separate input boxes and a hyphen), and Mobile (with two separate input boxes and a hyphen). A blue arrow points from a callout box containing the text "Enter the employee's email" to the Email 1 field.

### ***Some helpful tips:***

- A travel arranger confirmation email will be sent to the employee directly along with their password.
- Please be sure to put the employee's email address in the email field. If you put the administrator's email address instead, the administrator will receive the arranger's activation details.
- Be sure to select the “subscribe to JetMail” box for the employee.

## Grant super user status

### **Q: Why does my company need a super user?**

Not only can the super user book for anyone, but they also have the capability to view every booking made within the company regardless of who made it.

### **How to assign a super user**

1. Log into the administrator's account. Select "search all travel arrangers" to view these individuals; there will be two options: travel bank and super user.
2. Select the super user check box for the employee(s) who will require the ability to view every booking made within the company.

## Enable employee access to the travel bank

1. Log into the administrator's account. Select "search all travel arrangers" to view the company's travel arranger(s). There will be two options: travel bank and super user.
2. Only select the travel bank check box for the employee(s) who will require the access to pay for business flights using the corporate travel bank.

## How to disable employee access to your business account

1. Log into the administrator's account. Select "search all travellers" to view the business travellers(s); there will be a check box that allows you to unselect "shop for business travel." Unselecting that option will disable the user's ability to book within your company account.

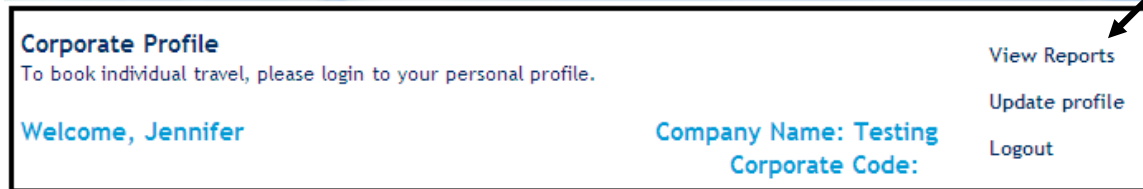
## Update the corporate profile

1. Log into the administrator's account. Select "update profile," make the necessary changes to your account information and then select "submit."
- To update a travel arranger profile, log into the administrator's account. In the "search for all travel arrangers" section, select "list all." Select "update" beside the name that you wish to make changes to. **\*Important:** Any changes made to a travel arranger's profile (i.e. changes to a name, phone number, etc.) will result in the "enable travel bank" option being cleared. To correct this, log back into your administrator's account and enable the travel bank for the user.

## View reports function

### Q: What is the view reports function?

When logged into the administrator's account, look for the link to "view reports" in the top right corner. This feature allows you to view travel bank transactions as well as overall detailed spending.



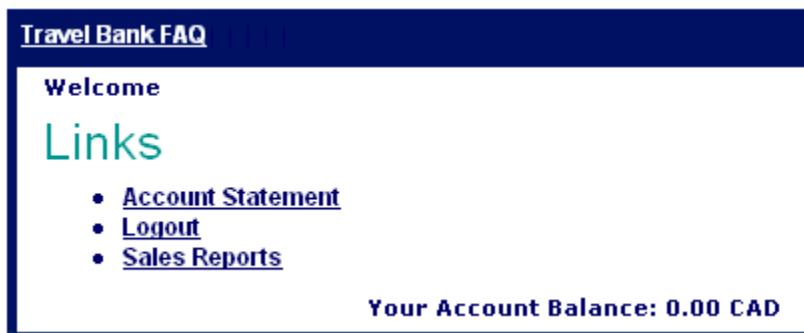
**Corporate Profile**  
To book individual travel, please login to your personal profile.

Welcome, Jennifer

Company Name: Testing  
Corporate Code:

View Reports  
Update profile  
Logout

Once you've clicked on "view reports," you will find the following options:



**Travel Bank FAQ**

Welcome

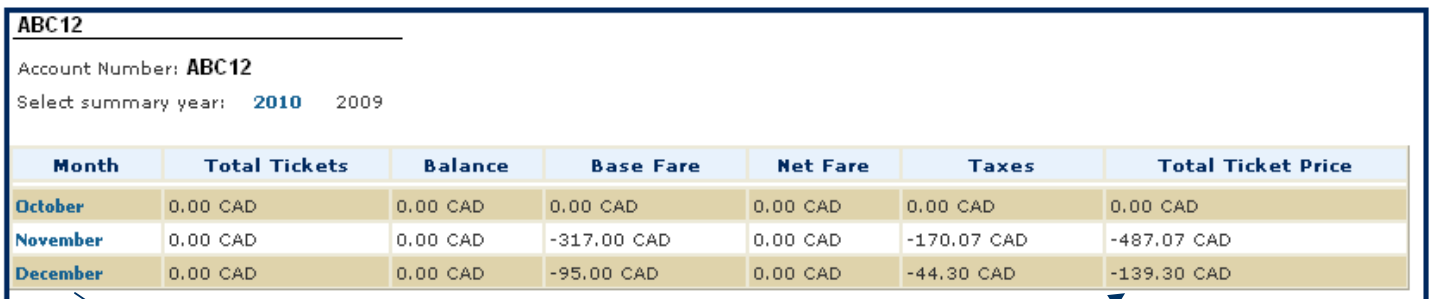
## Links

- [Account Statement](#)
- [Logout](#)
- [Sales Reports](#)

Your Account Balance: 0.00 CAD

**Account statement:** This section allows you to view your travel bank activities.

**Sales reports:** This section allows you to view reporting items, including expenditure, total sales and detailed monthly reports. (*Screen images are found on the next page.*)



**ABC12**

Account Number: **ABC12**

Select summary year: **2010** 2009

Month	Total Tickets	Balance	Base Fare	Net Fare	Taxes	Total Ticket Price
October	0.00 CAD	0.00 CAD	0.00 CAD	0.00 CAD	0.00 CAD	0.00 CAD
November	0.00 CAD	0.00 CAD	-317.00 CAD	0.00 CAD	-170.07 CAD	-487.07 CAD
December	0.00 CAD	0.00 CAD	-95.00 CAD	0.00 CAD	-44.30 CAD	-139.30 CAD

View individual months.

A negative amount indicates dollars spent.

Export bookings to a spreadsheet.

BACK		PRINT		EXPORT							
Date	Transaction date	Ticket number	Transaction type	Guest name	PNR	Corporate ID	Base fare	Taxes	Fees	Credits	Total fare
02-Feb-2010	31-Jan-2010	<a href="#">2163248371</a>	TKT	J tester	AXDIER	20035648	-177.99 CAD	-109.12 CAD	0.00 CAD	0.00 CAD	-287.11 CAD
02-Feb-2010	31-Jan-2010	<a href="#">2163244169</a>	TKT	J tester	FDGIUY	20035648	-302.10 CAD	-121.50 CAD	0.00 CAD	0.00 CAD	-423.60 CAD
02-Feb-2010	31-Jan-2010	<a href="#">2163254763</a>	TKT	J tester	LKJGFD	20035648	-136.80 CAD	-41.14 CAD	0.00 CAD	0.00 CAD	-177.94 CAD

Click on the ticket number for more detail, including a tax breakdown.

A negative amount indicates dollars spent.

Commissionable Amount: -188.00 CAD	
<b>Taxes:</b>	Total: -124.07 CAD
CA	-9.33 CAD
SQ	-45.00 CAD
XG	-13.92 CAD
XQ	-19.82 CAD
YQ	-36.00 CAD
<b>Fees:</b>	Total: 0.00 CAD
<b>Form Of Payment:</b>	Total: -312.07 CAD
<b>Credits:</b>	0.00 CAD
ALTFOP: CCAX	ALTFOP Number: *****1007
	-312.07 CAD

Security  
 Airport  
 GST  
 QST  
 NAV/INS  
 Surcharge

## Information for the travel arranger and super user

Once logged in as a travel arranger or super user, the following screen will appear:

- To start booking, select “shop for business travel.”
- To search for a particular booking, search by PNR, last name/first name.
- To view bookings, simply leave these fields blank and click “search.”

The super user can view all company bookings, whereas the travel arranger can only view their own bookings.

Search by PNR record locator

\* PNR:

Or by...

Search by Name

\* Last Name:

First Name:

\* \* Number of days:

Search my PNRs only

To view all of your bookings, leave the search fields blank and select “search.”

## Modify a booking

Log into your Biz WEBLink profile and search for the booking that you wish to modify by entering the specific PNR number in the PNR field, by entering the first/last name of the person travelling or by leaving all fields blank and clicking “search.”

- The bookings that you are entitled to view according to your profile permissions will appear.

In this screen, the options to show details, continue with seat selection, change ticket(s) and refund tickets will be available.


Here is an example of the **show details** screen:

Flight(s) 205.93 CAD

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1 Adult: 149.00 + Taxes and fees: 56.93 = 205.93 CAD

### Departure Information

	Depart: Wednesday, 29 December	WestJet
	06:00 AM Calgary, AB, CA (YYC)	Non-Stop / WS 0157
	Arrive: Wednesday, 29 December	<a href="#">flight info</a>
	07:18 AM Ft McMurray, AB, CA (YMM)	Seat(s): seat on request

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TOTAL	Total Air Fare & Taxes:	205.93 CAD
	Total:	205.93 CAD

### Guest information

1. GUEST/WESTJET MRS. Adult

PRINT PAGECREATE NEW RESERVATION/MANAGE CORPORATE TRAVELCHANGE TICKET (5)

## Select seats

Below is an example of the 'continue with seat selection' screen:

- Click on the desired seat located on the seat map.
- The chosen seat will appear in the selected seat column along with the appropriate seat fee.
- Use the seat map legend to determine availability.
- Once you have chosen your seat(s), select “continue.”

**Seat Selection**

Aisle, window or favourite seat? For an added low fee, secure the seat you want right now.

Calgary (YYC) to Ft McMurray (YMM)

Guest	Selected seat	Seat fee
▶	No seats selected	

**CONTINUE**

**SKIP SEAT SELECTION**

**Seat map legend:**

- Available
- Unavailable
- Limited recline/legroom
- Lavatory
- Emergency exit

**Seat map grid:**

	A	B	C	D	E	F
1						
2						
3						
4						
5						
6						
7						
8						
9						

## Change a booking

Please check out the following example of the **change ticket(s)** screen:

- Once the changes have been made, select “search” to view new flight options.
- Seat selection and fees associated with the selections will not carry over with the refund.

**Your current itinerary**

Name	Ticket number	Original value
REYNOLDS, MR	2168553975	205.93

**Your itinerary - select flights to change**

<input type="checkbox"/>	Depart: Wednesday, 29 December	WestJet
	06:00 AM Calgary, AB, CA (YYC)	WS 157
	Ft McMurray, AB, CA (YMM)	

Total Air Fare & Taxes: 205.93 CAD

Amount Paid: \_\_\_\_\_

205.93 CAD

**Flight exchange search**

Please select your new flight itinerary. Website changes are charged a change fee. Changes made within 24 hours can be made without a fee by calling 1-888-WESTJET (937-8538).

Round trip  One way:  \* Indicates required fields

\* From: Calgary (YYC)

\* Departure date: 29  Dec

\* To: Ft McMurray (YMM)

\* Return date: 29  Dec

Select the flight(s) to be changed.

Select the new date(s) and/or destination(s).

## Refund a booking

The screen shot below is an example of the **refund** screen:

- An initial refund screen will appear with the flight details. To continue, select “refund.”
- The new screen will allow you to “confirm refund.”
- Please note that a \$50 cancellation fee will be incurred for a refund made after 24 hours of booking.

**Your current itinerary**

Tickets		
Name	Ticket number	Price
	2168553975	205.93

**Flights**

**Departure Information**

Depart:	Wednesday, 29 December	WestJet
06:00 AM	Calgary , AB , CA (YYC)	WS 157
	Ft McMurray , AB , CA (YMM)	

Total Air Fare & Taxes:	205.93 CAD
Cancellation fee:	50.00 CAD
Fee Tax:	2.50 CAD
<b>Total Refund:</b>	<b>153.43 CAD</b>

**Refund To**  
Travel Bank

**CONFIRM REFUND**

After 24 hours of making the original booking, the funds will automatically be refunded back to the corporate travel bank.

Refunds requested within 24 hours of making the original booking will result in the funds being refunded back to the credit card.

### Using the corporate travel bank

- The travel arranger/super user and business traveller have the ability to access and use the corporate travel bank funds as a form of payment (as long as their profile has been enabled to do so by the administrator).

- If your profile has been enabled to use corporate travel bank funds, the following **pay by travel bank** screen will appear:

#### Pay by travel bank

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Travel Bank Balance:  
\$9,685.00 CAD

**Existing balance may be applied to the base airfare, taxes and fees as applicable.**

Maximum amount you can apply for this itinerary: \$410.68 CAD

Amount from travel bank to   
apply:

- In the “amount from travel bank to apply” box, enter the amount that you wish to deduct.

- Fill out all of the required fields and select “purchase” at the bottom.

## Information for the business traveller

### Create a profile

1. On westjet.com, select 'WestJet for business travellers'.

Book a flight

Round trip  One way

[Book a flight using WestJet dollars](#)

From

To

Date to leave Date to return

1 adult

0 children [2-11 yrs](#)

0 infants [0-2 yrs](#)

Consumer type [what's this?](#)

Other

[7 or more guests?](#)

[Have a promo and coupon code?](#)

**GET FLIGHTS**

[WestJet Biz WebLink](#)

Click here

2. Select the link below 'Does your company have a Biz WEBLink account?'

**Biz WEBLink member sign in**

WestJet ID Password

**SIGN IN**

[Forgot password?](#)

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Does your company have a Biz WEBLink account?

[You need your own WestJet ID number to access it](#)

Fill in all \*required fields and click “create profile” at the bottom of the page. Be sure to enter your corporate ID in the corporate code field.

\* Title: Select One

\* First name:

\* Last name:

Corporate code:

\* Password:

\* Verify password:

Home country: Canada

\* Language: English

Home airport code

Obtain this from your company's administrator.

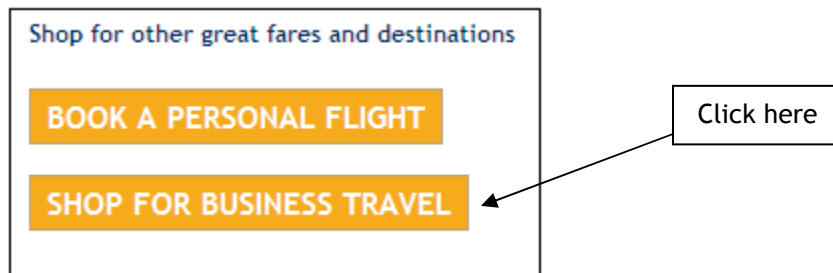
***Some helpful tips:***

- A confirmation email with your password will be sent to you directly. In order to make sure you receive this email, be sure to put your own email address in the email field.
- Be sure to select the “subscribe to JetMail” box to receive great WestJet deals in your inbox.

- Enter your company's corporate ID (you can obtain this information from the administrator) to link yourself to the company profile.

### **Start booking**

You are now ready to log in to your business traveller account using your WestJet ID and password. When booking for business, be sure to select the "shop for business travel" option.



### **The WestJet Frequent Guest Program™**

The more you fly, the more WestJet dollars,™ bonuses and reward experiences you will earn.

- Earn 2.5 per cent of base fare in WestJet dollars.™
- Every WestJet dollar earned can be used like cash towards the purchase of WestJet flights or vacation packages.
- Save your WestJet dollars or use them as you go - the choice is yours.
- There are no blackout periods, seat restrictions or complicated redemption grids.

More information, including FAQs, can be found on Biz WEblink under the Frequent Guest Program menu.

### **To enrol in our Frequent Guest Program, please follow these steps:**

- 1) Do you have a nine-digit WestJet ID? Ex: 200366789

If yes, then proceed to step two.

If no, go to [www.westjet.com](http://www.westjet.com) and select WestJet BIZ WEblink. From here, click on the link that says "You need your own WestJet ID number to access it". Don't forget to enter your company's corporate code in the "corporate code" field. If you don't remember your corporate code, please contact your company's administrator.

- 2) Log into Biz WEblink using your nine-digit WestJet ID and password.
- 3) Click on the "Rewards" tab, "Frequent Guest Program," and, finally, "Join Now."
- 4) Fill out the enrolment form, and click "enrol now."
- 5) Additional information regarding your enrolment will be sent via email.

To book a **WestJet flight** and redeem WestJet dollars, call our Sales Super Centre at **1-888-WESTJET (1-888-937-8538)**. WestJet dollars can be used to pay for all or part of any fare of a scheduled flight anywhere that WestJet flies.

To book a **WestJet Vacations package** and redeem WestJet dollars, call WestJet Vacations at **1-877-737-7001**. WestJet dollars can be used to pay for up to \$500 per person of a WestJet Vacations package.