



## 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 [www.westjet.com](http://www.westjet.com), select BIZ Travel.



2. Click on "flight purchases less than \$100k per year."

### Sign In

**Returning Corporate Sign In**

WestJet ID:

Password:

[sign in](#) [Forgot your password?](#)

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> [Not registered? Create your personal profile now.](#)

> [BIZ WEblink user manual](#)

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**Register Your Corporation**

First time BIZ WEblink users,  
[Flight purchases less than \\$100K per year?](#)

First time BIZ WEblink users,  
[Flight purchases greater than \\$100K per year?](#)

3. Fill in the required fields and click "continue."

## Small Business Enrollment

### Company Information

* Company name:	<input type="text"/>	* Title:	<input type="text" value="Select One..."/>
		* First Name:	<input type="text"/>
Nature of business:	<input type="text" value="Select One..."/>	* Last Name:	<input type="text"/>
		Street Address:	<input type="text"/>
			<input type="text"/>
		* City:	<input type="text"/>
		* State/Province:	<input type="text" value="Select One..."/>
* Fax:	<input type="text"/> - <input type="text"/>	* Zip/Postal Code:	<input type="text"/>
* Email Address:	<input type="text"/>	* Country:	<input type="text" value="Select One..."/>
		* Phone:	<input type="text"/> - <input type="text"/>

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 [www.westjet.com](http://www.westjet.com), select BIZ Travel.



2. Enter the given WestJet ID + admin01 and the password.

### Sign In

WestJet ID:

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 the following fields and elements:

- Title:** A dropdown menu with "Miss" selected.
- First Name:** Text input field containing "Jennifer".
- Last Name:** Text input field containing "Boeing".
- Username:** Text input field containing "jboeing123".
- Password:** Password input field with 8 dots.
- Verify Password:** Password input field with 8 dots.
- e-mail 1:** Text input field containing "abc@xyz.com".
- e-mail 2:** Empty text input field.
- Daytime Phone:** Text input field containing "403 - 3333333".
- Cell:** Text input field containing "403 - 3333333".
- Subscribe to JetMail for seat sales:** A checked checkbox.
- Create Travel Arranger:** A yellow button.

Callouts in the image:

- A box on the left says "Subscribe the travel arranger to JetMail." with an arrow pointing to the checkbox.
- A box on the right says "Enter the employee's email address." with an arrow pointing to the "e-mail 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 your 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, Company Name: WESTJET TESTING ACCOUNT  
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.

Date	Transaction Date	Ticket No	Type	Agent Identifier	Pax Name	PNR:	Corporate ID:	Base Fare:	Taxes:	Fees:	Taxes/Fee's Credits:	ALTFOPS_COLUMN	Fare	
1 - 15 Nov 09														
04-Nov-2009	02-Nov-2009	<a href="#">2161285386</a>	TKT	YSMSSW	LANG/R Mr.	LPRPZM	ITWS3000	129.00 CAD	-46.00 CAD	0.00 CAD	-46.00 CAD	0.00 CAD	-175.00 CAD	175.00 CAD
<b>Total Due 15 Nov 09</b>													<b>175.00 CAD</b>	
16 - 30 Nov 09														
20-Nov-2009	18-Nov-2009	<a href="#">2161646125</a>	TKT	YSMSSW	TEST/B Miss	MIOWLW	ITWS3000	188.00 CAD	124.07 CAD	0.00 CAD	-124.07 CAD	0.00 CAD	-312.07 CAD	312.07 CAD
<b>Total Due 30 Nov 09</b>													<b>312.07 CAD</b>	

Total spent

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

- Security Tax
- Airport Tax
- 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:

**Search**

Or by...

**Search by Name**

\* Last Name:

First Name:

\* \* Number of days:

Search my PNRs only

\* Note: When searching by Name, **Last Name** is a required field..

\* \* Note: Number of days allows a search 1-331 days from today's date in the future.

**Search**

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

### Corporate travel bank

Balance: \*

**Shop for business travel**

Click here to begin booking.

## Manipulate 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:

The screenshot shows a flight booking details page. Annotations include:

- A yellow circle around the reservation code **NDWIXN** with an arrow pointing to a box that says "Use this to track the booking."
- A yellow circle around the Sabre logo and the text "Sabre Virtually There" with an arrow pointing to a box that says "Click here to view all details."
- A yellow circle around the passenger name **TEST/J GOVERNOR** with an arrow pointing to a box that says "The individual(s) travelling".

**Your reservation code is:** NDWIXN

View your itinerary at /  
[Sabre Virtually There](#)

**FLIGHT(S)** 16.18 CAD

1 Adult: 249.00 + Taxes and fees: 67.18 = 316.18 CAD

**WestJet**  
Depart: **Friday, 11 June** 12:45 AM Calgary , AB , CA (YYC) Non-Stop / WS 0558  
Arrive: **Friday, 11 June** 06:07 AM London , ON , CA (YXU) [flight info](#)  
Seat(s): seat on request

**TOTAL** Total Air Fare & Taxes: 316.18 CAD  
**Total:** 316.18 CAD

**Guest information**

1. TEST/J GOVERNOR Adult

## 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.”

### Select your seats

search   select   review   guests   **seat selection**   payment   itinerary

**Calgary (YYC) to Edmonton-International (YEG)**  
**Flight: WS 456 / Boeing 737-700**  
To request your seat, please click on the seat you would like on the map.

Guest	Selected seat	Seat Fee
▶ test/jenn	No seats selected	

**Continue**

#### Seat map

Available   Emergency Exit  
Unavailable  
Limited recline/legroom  
Lavatory

	A	B	C	D	E	F
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

## 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
TEST/J	2164681323	316.18

### Your Itinerary - Select Flights to Change

<input type="checkbox"/>	<b>Depart:</b> Friday, 11 June 12:45 AM	Calgary , AB , CA (YYC) London , ON , CA (YXU)	WestJet WS 558
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### Flight Exchange Search

Round Trip  One-Way:

\* From:

\* Depart Date:

\* To:

\* Return Date:

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.

**Review your request**

**Your Current Itinerary**

Tickets		
Name	Ticket Number	Price
TEST/J	2164681323	316.18

**Flights**

<b>Depart:</b> 12:45 AM	<b>Friday, 11 June</b> Calgary , AB , CA (YYC) London , ON , CA (YXU)	WestJet WS 558
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Total Air Fare & Taxes: 316.18 CAD  
Cancellation fee: 0.00 CAD  
**Total Refund: 316.18 CAD**

**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:  
**\$3,424.68 CAD**

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

Maximum Amount you can apply for this Itinerary: \$316.18 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.

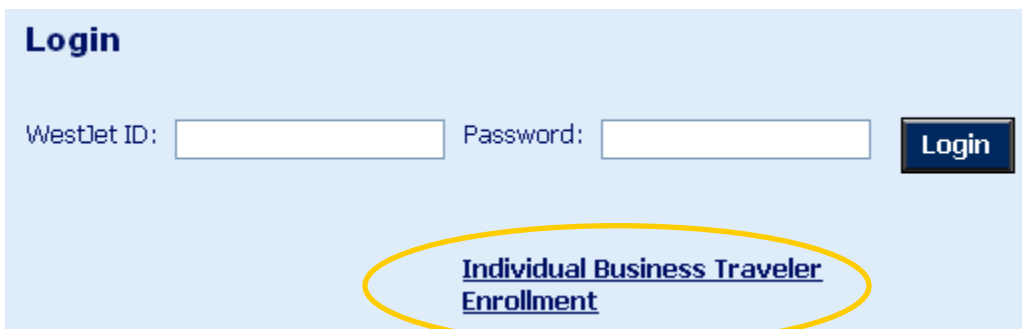
## Information for the business traveller

### Create a profile

1. On [www.westjet.com](http://www.westjet.com), select BIZ Travel.



2. Select "individual business traveller" enrolment.

A screenshot of the WestJet login page. The page has a light blue background. At the top left, the word "Login" is written in bold. Below it, there are two input fields: "WestJet ID:" and "Password:". To the right of these fields is a dark blue "Login" button. Below the input fields and button, the text "Individual Business Traveler Enrollment" is displayed in blue, underlined, and circled in yellow.

Fill in all \*required fields and click "create profile" at the bottom of the page.

### New WestJet guest profile

\* Title:

\* First Name:

Home Country:

\* Last Name:

\* Language:

Home Airport Code:

Corporate Code:

\* Password:

\* Verify Password:

**Subscribe to JetMail for seat sales, news and deals by email**

Be sure to click the JetMail subscription box.

Obtain this information from your company 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.

**Shop for other great fares and destinations**

**Book a personal flight**

**Shop for business travel**

# 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 BIZ Travel. From here, click on “create personal profile now.” 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 “travel offers” menu, “Frequent Guest Program,” and, finally, “enrol now.”
- 4) Fill out the enrolment form, and click “enrol.”
- 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.

**Online redemption is coming soon!**