

# WestJet BIZ

## User Manual

Here is a step-by-step guide to help your team navigate the WestJet Biz website. Please note that your company will require an administrator to create the travel arranger profiles.

The administrator will have the highest level of security, but will not have the ability to book flights. The account administrator must register as a travel arranger to book flights.

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### WestJet Biz profile categories

#### **Administrators can:**

- create and update travel arranger/super user profiles
- view all employees within the company
- upgrade travel arranger to super user status
- update company profile
- view company reporting
- access travel bank transactions

#### **Travel Arrangers can:**

- make corporate bookings for employees within the organization
- view reservations made through the travel arranger profile
- use corporate travel bank as a form of payment if the account administrator has granted access

#### **Super Users can:**

- have the same access as travel arrangers and can search for and display any reservation in the company regardless of who made the booking

#### **Business Travellers can:**

- make bookings
- view their reservations
- use corporate travel bank as a form of payment if the account administrator has granted access
- collect WestJet Rewards

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

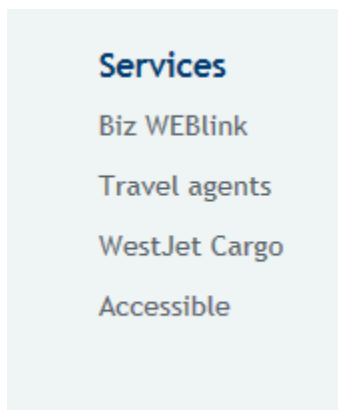
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### Sign into WestJet Biz

Once you have received your administrator's sign-in information from WestJet, you are ready to sign in and proceed to the next steps.

1. From westjet.com, scroll to the bottom of the page, and select Biz WEblink.



2. Enter the given WestJet ID and password.

### WestJet Biz sign in

[Forgot password?](#)

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### Create travel arrangers

1. Fill in all of the required fields for the employee(s) who will act as the company's travel arranger(s) and click "submit." The administrator can create as many travel arrangers as required. Enter the employee's email address in one of the email fields.

## Corporate profile

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

Corporate code: 16408977 Company name: Testing

### Create travel arranger

* Title:	<input type="text" value="Select One..."/>		
* First name:	<input type="text"/>	* Email 1:	<input type="text"/>
* Last name:	<input type="text"/>	Email 2:	<input type="text"/>
* Username:	<input type="text" value="Jackie55"/>	Daytime phone	<input type="text"/> - <input type="text"/> *
* Password:	<input type="text"/>	number:	
* Verify password:	<input type="text"/>	Cell:	<input type="text"/> - <input type="text"/> *

\* Please type digits only, no special characters including dashes

Enter the employee's email address

**CREATE TRAVEL ARRANGER**

### *Helpful tip:*

The new travel arranger will receive a confirmation email with their password. Be sure to put the new travel arranger's email address in the email field. If you enter the administrator's email address instead, the administrator will receive the travel arranger's activation information.



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### Grant super user status

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

**A:** 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.

Profile ID	Last Name	First Name	Phone Number	Enable Super User	Enable Travel Bank	Update Profile
450527862	Super User	WestJet		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Update</a>
376716760	Travel Arranger	WestJet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Update</a>

### Enable employee access to the travel bank

1. Log into the administrator's account. Select "search all travel arrangers" to view the company 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 need the ability to pay for business flights using the corporate travel bank.

Profile ID	Last Name	First Name	Phone Number	Enable Super User	Enable Travel Bank	Update Profile
450527862	Super User	WestJet		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Update</a>
376716760	Travel Arranger	WestJet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Update</a>

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### How to disable employee access to your business account

1. Log into the administrator's account. Select "search all travellers" to view the business traveller(s). By unselecting "shop for business travel," you will disable the user's ability to book within your company account.

#### Traveler Search Results

Profile ID	Last Name	First Name	Phone Number	Enable Travel Display Shop for Business Bank	
475142172	Traveller	Westjetter	( 403) 4444444	<input type="checkbox"/>	<input type="checkbox"/>
322101485	Traveller	Westjet	( 403) 3333333	<input type="checkbox"/>	<input checked="" type="checkbox"/>

UPDATE

MODIFY SEARCH

### Update the corporate profile

1. Log into the administrator's account. Select "update profile" and make the necessary changes to your account information and select "submit."

To update a travel arranger's 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 change.

### Use the view reports function

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

**A:** When logged into the administrator's account, click on the link to view reports in the top right corner. This feature allows you to view travel bank transactions as well as the overall detailed spending.

### Corporate profile

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

Corporate code: 347698820 Company name: Testing2013

View reports ←

Update profile

Log out

Click here

### Create travel arranger



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

### Links

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

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

#### Account Transaction History

Account Number: **8838002227991491**

Next History Date Range: from:

to:

Show  entries

Date	Transaction	Ticket Number	Guest Name	Service Credit Code	Service Credit Long Name	Service Credit Expiry Date	Amount
04/05/16	Refund	<a href="#">8382115195373</a>	TRAVELLER MR BENHAM	* RFND	Refund	04/05/17	78.75
04/05/16	Refund	<a href="#">8382115195310</a>	MICHAEL MR PRODTEST	* RFND	Refund	04/05/17	78.75

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

**Sales reports:** This option allows you to view reporting including expenditure, total sales and detailed monthly reports.

Month	Total tickets	Balance	Base fare	Net fare	Taxes	Total ticket price
Summary per 2016						
January						
February	0.00	0.00	-178.00	0.00	-123.86	-451.86
March						
April						

View individual months.

A negative amount indicates dollars spent.

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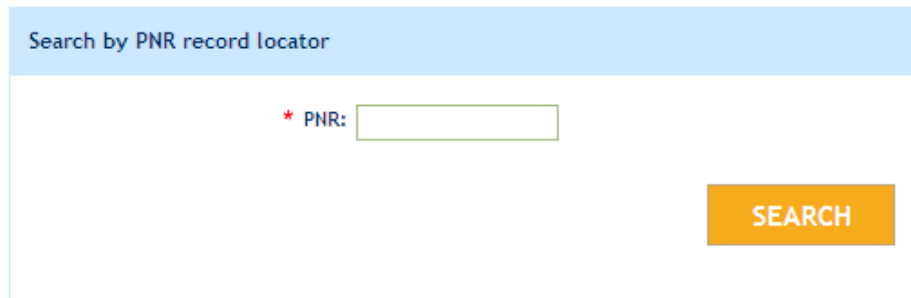
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### Information for the Travel Arranger and Super User

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

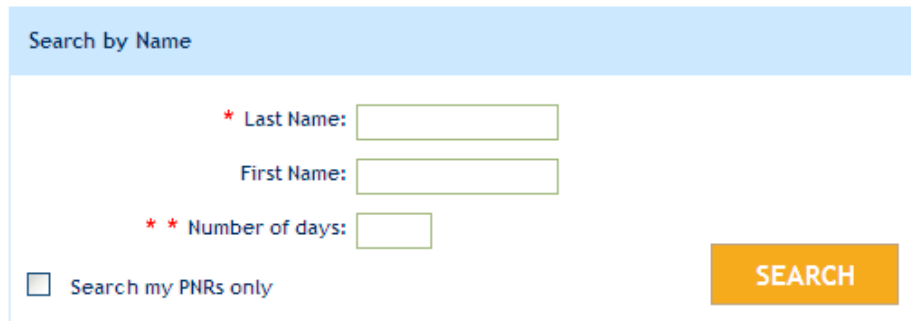
- To start booking, select “shop for business travel.”
- To search for a particular booking, search by PNR, last name/first name.
- To view all bookings, simply leave these fields blank and click “search.”

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



The screenshot shows a form titled "Search by PNR record locator". It features a single text input field labeled "\* PNR:" and an orange "SEARCH" button to its right.

Or by...



The screenshot shows a form titled "Search by Name". It contains three text input fields: "\* Last Name:", "First Name:", and "\*\* Number of days:". Below these fields is a checkbox labeled "Search my PNRs only" and an orange "SEARCH" button to the right.

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

### Modify a booking

Log into your WestJet Biz profile and search for the booking that you wish to modify by entering the specific PNR number in the PNR field, 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 option to show details, continue with seat selection, change ticket(s) and request a refund will be available.




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Here is an example of the **Show Details** screen:

**Total price** **579.76 CAD** 

1 Adult: 435.00 + Taxes and fees: 144.76 = 579.76 CAD


 **Departure Information**


 **Depart:** **Tuesday, 27 September** WestJet

12:35 AM Calgary , AB , CA (YYC) Non-Stop / WS 0652

**Arrive:** **Tuesday, 27 September** [flight info](#)

06:18 AM Toronto , ON , CA (YYZ)

 **Return Information**


 **Depart:** **Thursday, 29 September** WestJet

06:45 PM Toronto , ON , CA (YYZ) Non-Stop / WS 0669

**Arrive:** **Thursday, 29 September** [flight info](#)

08:58 PM Calgary , AB , CA (YYC)

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<b>TOTAL</b>	Total Air Fare & Taxes:	<b>579.76 CAD</b> 
	<b>Total:</b>	<b>579.76 CAD</b>

**Guest information**

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1. BENHAM/TRAVELLER MR      Adult

**PRINT PAGE****CREATE NEW RESERVATION/MANAGE CORPORATE TRAVEL**

**CHANGE TICKET(S)****REFUND**

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### Change a booking

The following is an 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.

Name	Ticket number	Original value
BENHAM/TRAVELLER MR	2118871514	148.18

### Your itinerary - select flights to change

<input type="checkbox"/>	<b>Depart:</b>	Monday, 31 October	WestJet
	06:00 AM	Abbotsford , BC , CA (YXX)	WS 450
		Calgary , AB , CA (YYC)	

Total Air Fare & Taxes: 148.18 CAD

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**Amount Paid:** 148.18 CAD

**Note:** if you are making a **change** to a reservation within 24 hours of booking for travel on or outside 8 days, please contact our Travel Support Team at 1.877.664.3205. An agent will ensure that you are not charged a change fee (24 hour rule applies). If travel is within 7 days, regular change and cancellation guidelines apply.



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### 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 cancellation fee may be incurred for a refund depending on the fare class booked

Tickets		
Name	Ticket number	Price
BENHAM/TRAVELLER MR	2118871514	148.18

### Flights

#### Departure Information

Depart:	Monday, 31 October	WestJet
06:00 AM	Abbotsford , BC , CA (YXX)	WS 450
	Calgary , AB , CA (YYC)	

Total Air Fare & Taxes: 148.18 CAD

Cancellation fee: 0.00 CAD

---

**Total Refund: 148.18 CAD**

Refund To

Credit Card

**CONFIRM REFUND**

### Travel Bank

Cancellations made within 24 hours of booking for travel on or outside 8 days will be refunded to the original form of payment.

Cancellations made within 24 hours of booking for travel within 7 days, and cancellations made outside 24 hours of booking, will be refunded to the corporate travel bank. Cancellation penalties apply.

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### 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 the corporate travel bank funds, the following **pay by travel bank** screen will appear:

#### **Pay by travel bank**

---

Travel bank balance

845.96 CAD

#### **meridia.TravelBank.displayTravelBankTextArea**

Description	Limits
- Full	\$0.00 CAD
- Fare	\$0.00 CAD
- Full+Misc	\$845.96 CAD
- Fare+Misc	\$0.00 CAD

#### **meridia.TravelBank.displayMaxAppTextArea**

**Maximum Travelbank funds you can apply towards your base airfare/taxes for this itinerary: \$ 165.83 CAD**

**Maximum Travelbank funds you can apply towards your seats and special services for this itinerary: \$ 0.00 CAD**

**Total maximum Travelbank funds you can apply for this itinerary: \$ 165.83 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.

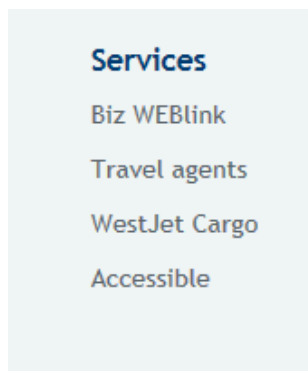
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### Information for the business traveller

#### Create a profile

1. On westjet.com, select Biz WEblink.



Select the link 'Click here to register for a WestJet ID'



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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:

\* First name:

\* Last name:

Home country:

\* Language:

Corporate code:

Home airport code:

\* Password:

\* Verify password:

Obtain this from your company's administrator.

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

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### [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.

Welcome, Ms Business Traveller

### Credit Summary

WestJet ID	406200900
WestJet dollars	0.00 CAD
Companion Vouchers	0
Service Vouchers	0
Personal Travel Bank	0.00 CAD

[VIEW TRIP HISTORY](#)

### My Reservations

No Reservations found

[MANAGE A DIFFERENT ITINERARY](#)

Under U.S. regulations, U.S. consumers on flights originating from, travelling to, or connecting within the U.S. must be quoted their fare with all taxes and fees included. Please visit [westjet.com](http://westjet.com) and select the US consumer type to view your fare quote and then return to the Biz WEblink site to sign in and complete your booking.

[SHOP FOR BUSINESS TRAVEL](#)

### Contact WestJet

To contact WestJet regarding a booking you have made, please call our Travel Support Team 1.877.664.3205 and an agent will be happy to assist you.

