

The new AirPlus Portal

The centerpiece of our new IT structure is the innovative AirPlus Portal, which offers you both **improved features** and **brand-new functionalities**.

Important:

When the process of migrating our products to the new system starts, there will **temporarily be two portal accesses**.

All services relating to the new AirPlus Corporate Cards as well as your new **AirPlus Virtual Cards**, including card generation, transaction overviews and statements, will be located **on the new AirPlus Portal following the migration**.

All other products and services (including statements and electronic billing files for your AirPlus Company Account, your AirPlus Debit Account, your AirPlus Meeting Card, your AirPlus Travel Agency Account, Amadeus B2B Wallet Pay Later by AirPlus, your historical AirPlus A.I.D.A. Virtual Cards transactions and the AirPlus Information Manager) will continue to be available **on the previous AirPlus Business Travel Portal**.

You can access both portals via our website at www.airplus.com. The login button that is already familiar to you will now lead to an interim page that offers access to both portals.

1. Overview of key changes in the new AirPlus Portal

- **Simplified login:** To access the new AirPlus Portal, you have fill in only two entry fields (e-mail address and password).
- **New look & feel:** user-friendly, modern and intuitive.
- **Optimized user guidance, with the most important functions featured on the welcome page:** The entry page contains an overview that offers you quick access to various services, among other options. This page provides an overview of your account numbers, latest transactions and approvals. Special action icons offer direct access to a number of functionalities.
- **Online ordering of new AirPlus products:** New AirPlus accounts can now be requested simply and easily via the new AirPlus Portal.
- **Online definition of statement layout.**
- **Increased security** through TAN-based process confirmation.
- **Innovative role and rights concept, including simplified user creation:** The new concept makes it possible to create new portal users quickly, among other things.
- **Online disputes** for transactions.
- **Approval functionality.**
- **Online card application for new AirPlus Corporate Cards.**
- **Online PIN** and further online functionality for Corporate Cards.

2. Added security thanks to additional authentication

To meet the increasingly stringent requirements that apply to security, an authentication step has been added to a number of important security-related processes in the new AirPlus Portal.

From now on, a one-time password (TANs) will be sent out by text message or e-mail when you perform actions such as **creating new users**, **modifying user data** and **generating new AirPlus Virtual Cards** in order to authenticate the respective user.

To this end, current **e-mail addresses** and **cell phone numbers** for all users will be required in the course of registering for the portal.

The authentication process only needs to be performed once per portal session/process.

3. Initial registration for the new AirPlus Portal

All users of the previous AirPlus Business Travel Portal are asked to complete the **one-time registration process** for the new AirPlus Portal.

In this regards, please use the **“New AirPlus Virtual Cards” service** on the previous AirPlus Business Travel Portal or the **registration link** on the login page at <https://businesstravelportal.airplus.com>.

After entering your existing login data (company ID, username, password), you need to be associated with a company (via a selection or free text field). Then, you will be asked to store some personal master data that are required for legal reasons and to confirm the standard business terms for the new AirPlus Portal. Afterwards, we kindly ask you to create a new password for the new AirPlus Portal. Your username is your e-mail address.

4. The new role and rights concept

The new AirPlus Portal features pre-defined user roles, including the associated rights. The extent of your personal authorizations depends on the role that has been assigned to you.

Roles are assigned to existing customers automatically, according to the current user roles in the previous AirPlus Business Travel Portal.

The roles for new users are assigned by the Program Manager or Portal Administrator.

Each role is assigned rights relating to certain cards and/or account numbers.

The possible roles are:

- Program Manager
- Portal Administrator
- Card Administrator
- Card User (user of an AirPlus Corporate Card)
- Electronic Billing User
- Accountant
- Travel Agency Program Manager
- Travel Agency Portal Administrator
- Travel Agency Card Administrator

Multiple roles can also be assigned to a single user. After selecting the relevant contract, users can shift between their assigned roles with the “Switch Role” function in the profile menu on the new AirPlus Portal.

5. Time-out

For security reasons, you will automatically be logged out of the new AirPlus Portal after 15 minutes of inactivity.