

AirPlus

INTERNATIONAL

AirPlus Virtual Cards AirPlus Portal Step-by-Step Guide

March 2021



Virtual Cards

> Agenda

- 1 Use Case I - Migrate user**
I have access to the former portal and have to migrate to the new AirPlus Portal

- 2 Use Case II - Migrated profile already has a role (Merge)**
I am already registered as a user in the AirPlus Portal (e.g. I registered during the AirPlus Corporate Cards migration) and now I have to migrate my existing Virtual Cards role

- 3 Use Case III - Migrated profile has a new role (Merge)**
I am already registered as a user in the AirPlus Portal (e.g. I registered during the AirPlus Corporate Cards migration) and now have a new role during or after the migration

- 4 Use Case IV – New User**
I am a brand new user of the new AirPlus Portal

A large teal rounded triangle graphic pointing to the right, containing the text for Use Case I.

Use Case I:

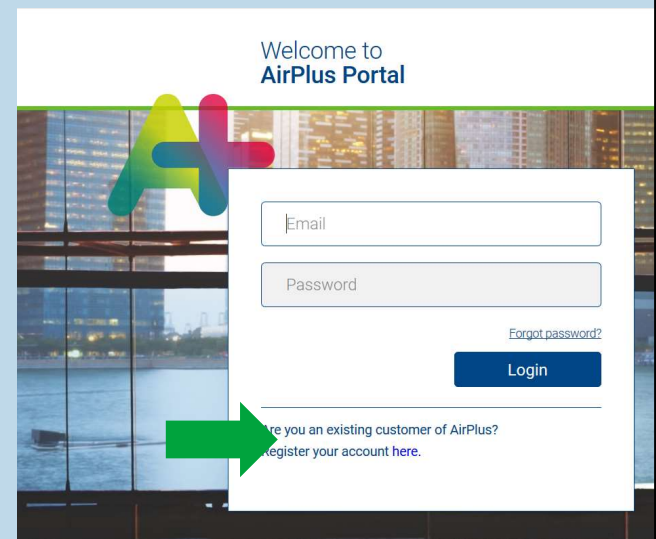
I have access to the former portal and have to migrate to the new AirPlus Portal

> You need to register in the new AirPlus Portal before your first card generation session (applies to all roles)

- All users of the previous AirPlus Business Travel Portal* need to **complete a one-time registration process** for the new AirPlus Portal to kick off the migration process. You have the following two options:

Option 1:

- Please use the “New AirPlus Virtual Cards” service in the tab “Credit Card Management” on the former AirPlus Business Travel Portal or click the link “here” at <https://businesstravelportal.airplus.com>
- To register as an existing customer to the new AirPlus Portal, please click the link “here” below the login button



**which still gives you access to your AirPlus Company Account, AirPlus Debit Account, AirPlus Travel Agency Account, AirPlus Meeting Card, AirPlus Information Manager, and your historical A.I.D.A. transactions*

> Step-by-step registration: Invitation to self-register on April 12

Option II:

- Any current portal users who have rights that will be migrated, will receive an invite to self-register on April 12
- Please click on “Portal registration” on this email to follow the registration steps in the new AirPlus Portal
- This email will be sent in your local language, of course
- If you don't receive this email, please contact your Account Manager

The screenshot shows an email from AirPlus International with the subject "Product relevant information: AirPlus Virtual Cards". The email content includes:

- A header: "Your new AirPlus Virtual Cards and the new AirPlus Portal are live".
- A graphic with a cloud and an upward arrow, labeled "Virtual Cards".
- Text: "The wait is over: Your new AirPlus Virtual Cards and the new AirPlus Portal are live as of today!"
- Text: "Effective immediately, your virtual cards previously known as A.I.D.A. have their own separate account numbers and statements, independent of the Company Account or Travel Agency Account. All services related to the new AirPlus Virtual Cards, including card generation, transaction overviews and statements, will be located on the new AirPlus Portal with its own login."
- A link: "Please register for the new AirPlus Portal right away".
- Text: "To use your new AirPlus Virtual Cards, please register for the new AirPlus Portal using the link below. To register, you will need your previous login information (company ID, username and password):"
- A button: "Portal registration" (highlighted with a red arrow).
- Text: "If you registered previously in the new AirPlus Portal during an earlier product migration, you will now register your additional authorizations. Please click through the brief registration process once more. Afterward, you will be able to use the 'merge' function to merge your access rights. It's easy! Are you your company's Program Manager for the new AirPlus Portal? If so, you don't need to register again. All of your company's authorizations are automatically assigned to you."
- A "Key points at a glance" section with two items:
 - "Please register immediately for the new AirPlus Portal"
 - "Portal registration"
- Text: "Share your new account numbers with your travel service providers"
- Text: "From now on you will receive separate statements and"

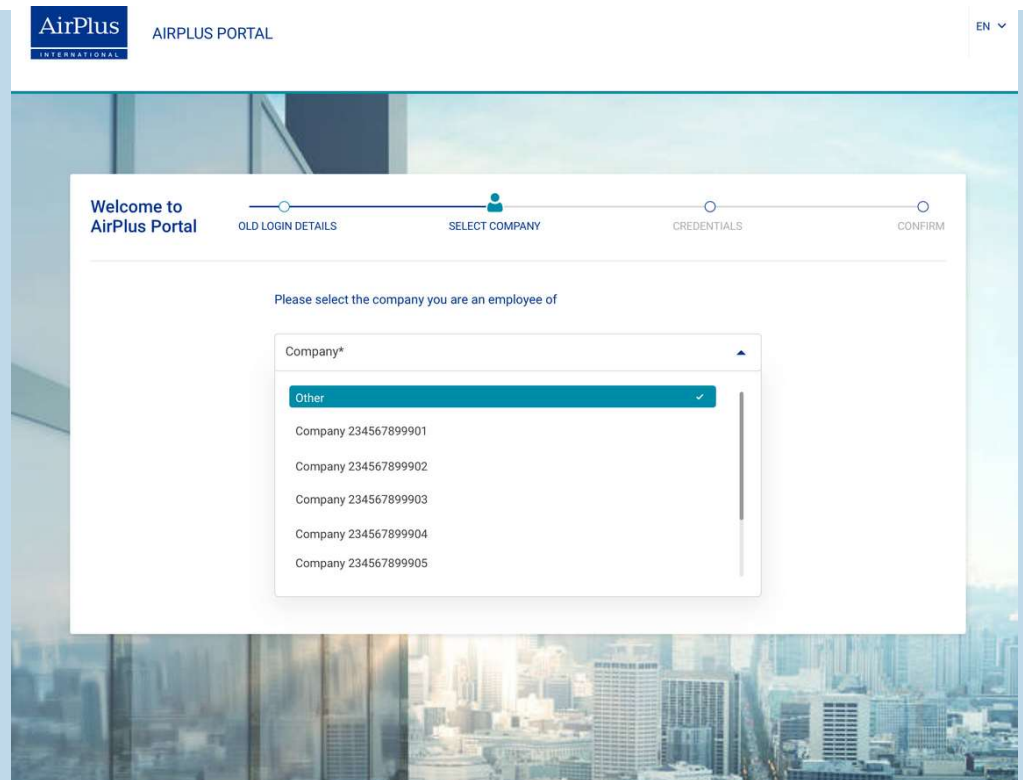
> Step-by-step registration: Entering your previous login data

- In order to authenticate yourself, you are required to **enter your login details to the former AirPlus Business Travel Portal** (company ID, username, password)

The image displays two identical screenshots of the AirPlus Business Travel Portal registration process. The top screenshot shows the 'OLD LOGIN DETAILS' step, which is the first of four steps in the process (SELECT COMPANY, CREDENTIALS, CONFIRM). The page features the AirPlus International logo and the text 'Business Travel Portal' and 'EN'. The main content area is titled 'Welcome to AirPlus Portal' and contains a progress bar with four steps. Below the progress bar, the text 'Enter your old login details' is followed by three input fields: 'Company ID*', 'Username*', and 'Password*'. A 'Forgot Your Password' link is located to the right of the password field. A blue 'Next' button is positioned at the bottom center of the form.

> Company selection

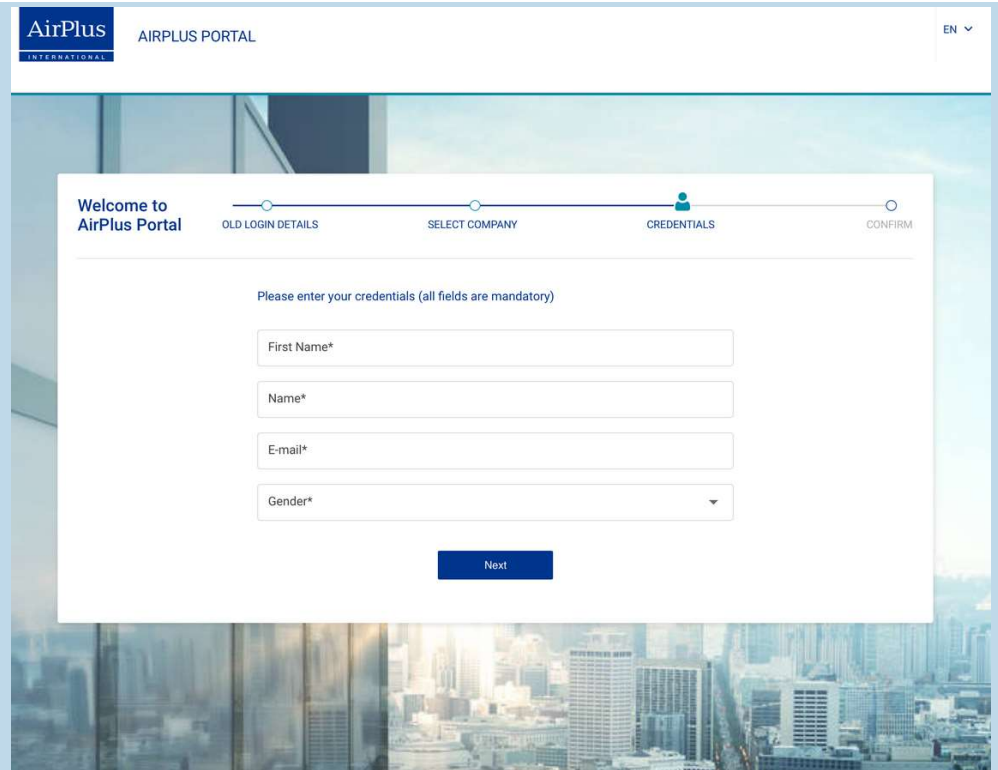
- You will now be asked to **choose the company** you are employed at from the drop-down menu
- If your company is not listed, please choose “Other” and type the name of the company into the free text field
- If you had access to the accounts of multiple companies in the former AirPlus Business Travel Portal, you will see a selection list where you will be asked to choose one company



The screenshot displays the AirPlus Portal login interface. At the top left is the AirPlus International logo, and to its right is the text 'AIRPLUS PORTAL'. In the top right corner, there is a language dropdown menu set to 'EN'. The main content area features a progress bar with four steps: 'OLD LOGIN DETAILS', 'SELECT COMPANY' (which is currently active), 'CREDENTIALS', and 'CONFIRM'. Below the progress bar, the user is prompted to 'Please select the company you are an employee of'. A dropdown menu is open, showing a list of company options. The 'Other' option is selected and highlighted in blue. Below it, five other company entries are listed, each with a unique ID: 'Company 234567899901', 'Company 234567899902', 'Company 234567899903', 'Company 234567899904', and 'Company 234567899905'. The background of the page shows a cityscape at dusk.

> Personal data

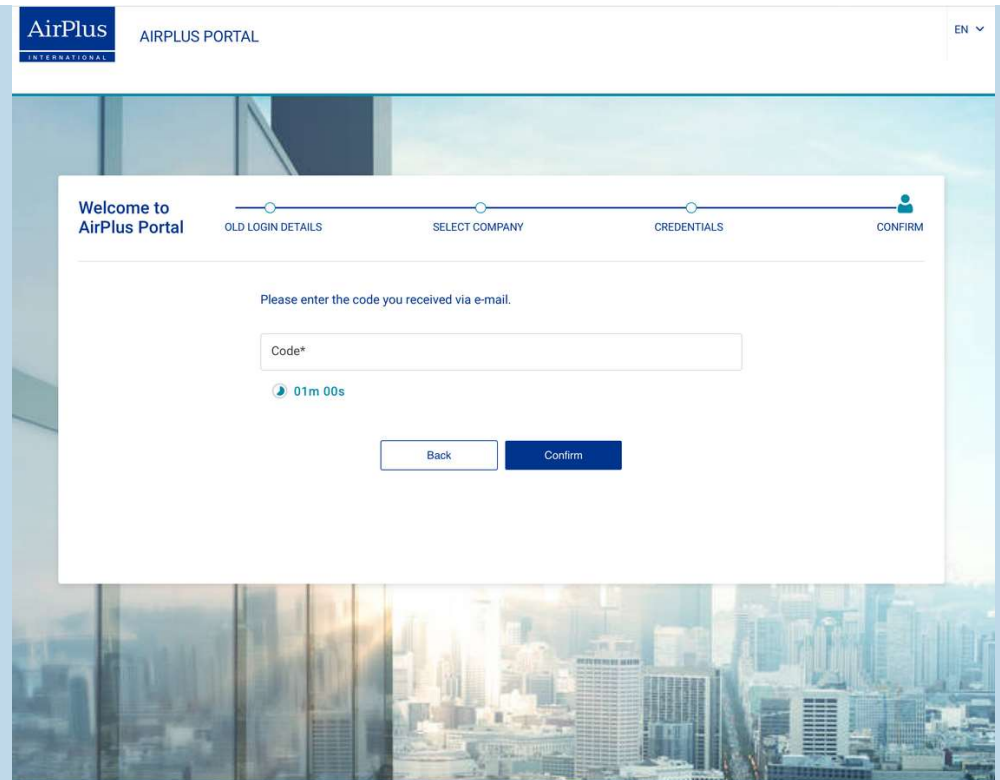
- Personal data entry as shown here is required for legal reasons
- After filling out all boxes and clicking “Next,” you will receive an email with a one-time password (TAN)



The screenshot displays the AirPlus Portal login interface. At the top, the logo for AirPlus International is visible on the left, and 'AIRPLUS PORTAL' is centered. A language dropdown menu is set to 'EN'. Below the header, a progress bar indicates the current step: 'CREDENTIALS'. The main content area contains a form titled 'Please enter your credentials (all fields are mandatory)'. The form includes four input fields: 'First Name*', 'Name*', 'Email*', and 'Gender*'. A blue 'Next' button is positioned at the bottom of the form. The background of the page features a cityscape image.

> Entering the code

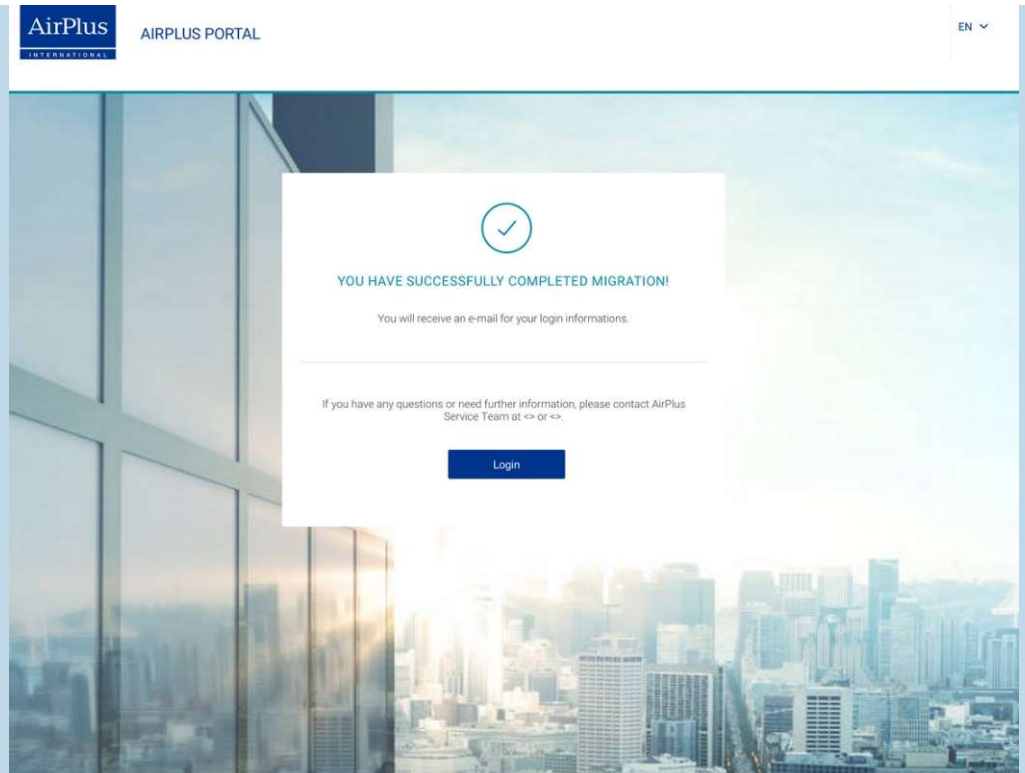
- Please enter this one-time password (TAN)



The screenshot displays the AirPlus Portal login interface. At the top, the logo for AirPlus International is visible on the left, and 'AIRPLUS PORTAL' is centered. A language dropdown menu is set to 'EN' on the right. Below the header is a progress bar with four steps: 'OLD LOGIN DETAILS', 'SELECT COMPANY', 'CREDENTIALS', and 'CONFIRM'. The 'CONFIRM' step is currently active, indicated by a blue circle. The main content area contains the text 'Welcome to AirPlus Portal' and a prompt: 'Please enter the code you received via e-mail.' Below this is a text input field labeled 'Code*'. A timer icon shows '01m 00s' remaining. At the bottom of the form are two buttons: 'Back' and 'Confirm'.

> Confirmation

- Once you have successfully entered the code, you have **completed the first part of the registration**
- You will now receive an **email with a link to set a password** for the new AirPlus Portal – this link will be valid for 48 hours
- The username for the new AirPlus Portal is your email address



Use Case II:

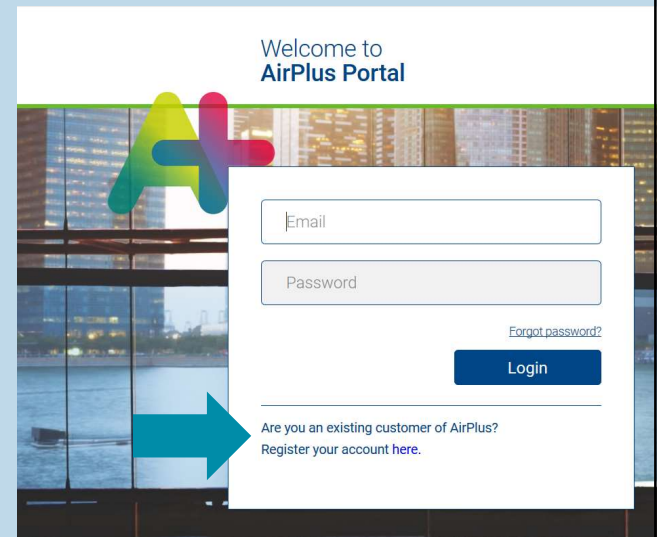
I am already registered as a user in the AirPlus Portal (e.g. I registered during the AirPlus Corporate Cards migration) and now I have to migrate my existing Virtual Cards role

> You need to register in the new AirPlus Portal before your first card generation session (applies to all roles)

- All users of the previous AirPlus Business Travel Portal* need to **complete a one-time registration process** for the new AirPlus Portal to kick-off the migration process – **even if you already did this when migrating your AirPlus Corporate Card**

Option I:

- Please use the “New AirPlus Virtual Cards” service in the tab “Credit Card Management” on the former AirPlus Business Travel Portal or click the link “here” on <https://businesstravelportal.airplus.com>
- To register as an existing customer to the new AirPlus Portal, please click the link “here” below the login button



> Step-by-step registration: Invitation to self-register on April 12

Option II:

- Any current portal users who have rights that will be migrated, will receive an invite to self-register on April 12
- Please click on “Portal registration” on this email to follow the registration steps in the new AirPlus Portal
- This email will be sent in your local language, of course
- If you don't receive this email, please contact your Account Manager

The screenshot shows an email from AirPlus International with the subject "Product relevant information: AirPlus Virtual Cards". The email content includes:

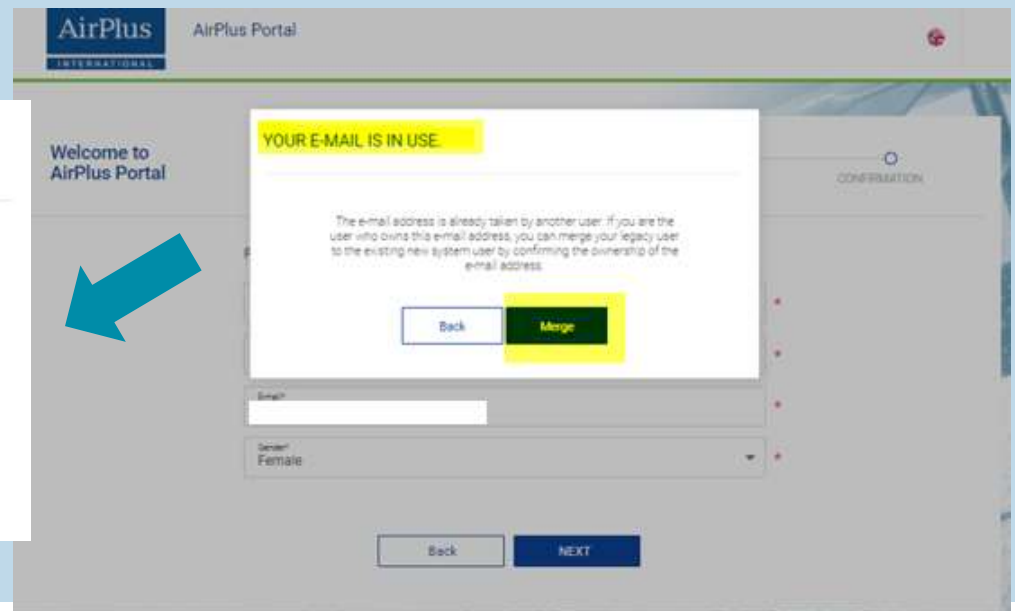
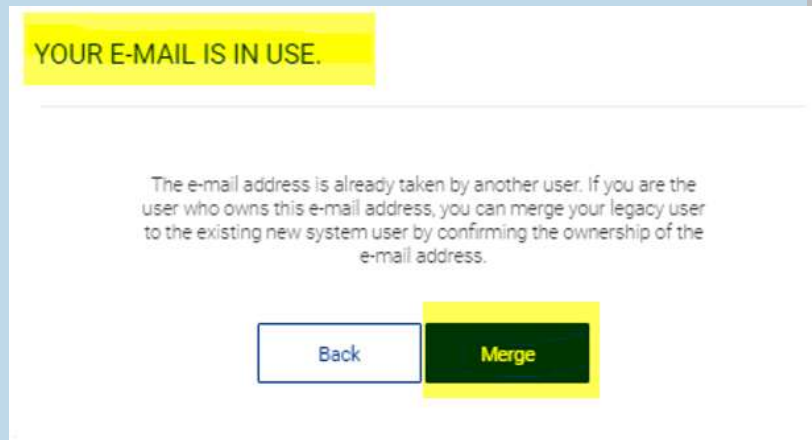
- A header: "Your new AirPlus Virtual Cards and the new AirPlus Portal are live".
- A main message: "The wait is over: Your new AirPlus Virtual Cards and the new AirPlus Portal are live as of today!"
- Key information: "Effective immediately, your virtual cards previously known as A.I.D.A. have their own separate account numbers and statements, independent of the Company Account or Travel Agency Account. All services related to the new AirPlus Virtual Cards, including card generation, transaction overviews and statements, will be located on the new AirPlus Portal with its own login."
- A call to action: "Please register for the new AirPlus Portal right away" with a blue button labeled "Portal registration".
- Additional instructions: "To use your new AirPlus Virtual Cards, please register for the new AirPlus Portal using the link below. To register, you will need your previous login information (company ID, username and password):"
- A secondary call to action: "If you registered previously in the new AirPlus Portal during an earlier product migration, you will now register your additional authorizations. Please click through the brief registration process once more. Afterward, you will be able to use the 'merge' function to merge your access rights. It's easy! Are you your company's Program Manager for the new AirPlus Portal? If so, you don't need to register again. All of your company's authorizations are automatically assigned to you."
- A "Virtual Cards" graphic on the right side of the email.
- A "Key points at a glance" section on the right side of the email, which includes: "Please register immediately for the new AirPlus Portal", "Portal registration", "Share your new account numbers with your travel service providers", and "From now on you will receive separate statements and".

> Step-by-step registration: Follow the upcoming process

- In order to authenticate yourself, you are required to **enter your login details to the former AirPlus Business Travel Portal** (company ID, username, password)
- Choose your company, fill in your personal data, enter the one-time password to identify yourself and finally set your new password
- **Important:** if you want the roles **to be merged** with the other Portal roles (e.g., card user), you need to enter **the same email address** during the activation process (under “Credentials”).

> Step-by-step registration: Merge your roles

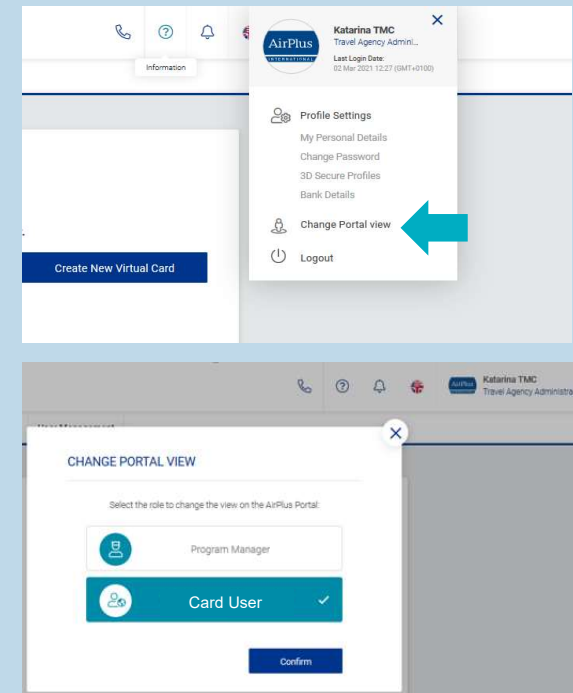
- You have entered the same email address during the activation process to merge your roles
- Confirm by clicking **“Merge”**



> You will need only one portal access but can act in both roles

Switch between different roles:

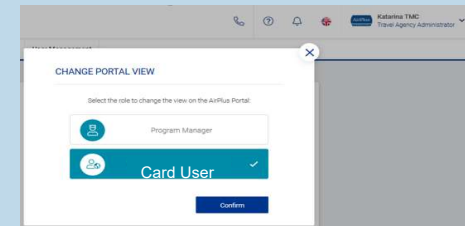
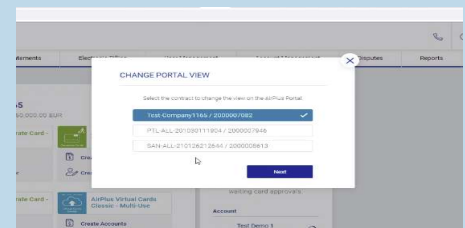
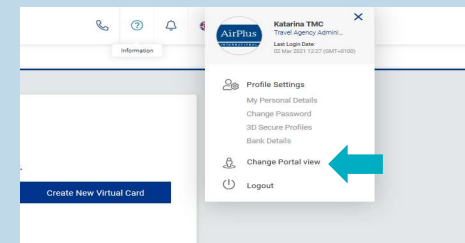
- If you log in to the portal again with your login data you can switch roles under “Profile Settings” / “Change Portal view”
- Now you can choose in which role you want to continue using the new AirPlus Portal
- The same login covers both roles



> You will need only one portal access but can act in both roles

Responsible for different accounts:

- If you log in to the portal again with your login data you can switch roles under “Profile Settings” / “Change Portal view”
- Are you responsible for different accounts? Then choose first the account you want to work with
- Then choose the role you want to continue with in the new AirPlus Portal
- The same login covers different roles



The following process applies also to:

- I am already migrated as a Corporate Cards user and now during migration I will receive an additional role in the new AirPlus Portal for Virtual Cards
- I am responsible for two or more different accounts and probably have different roles

Use Case III:

I am already registered as a user in the AirPlus Portal (e.g. I registered during the AirPlus Corporate Cards migration) and now have a new role during or after the migration

> Merge your two roles and need only one portal access

- You are already migrated with your Corporate Card and have an **additional portal role during** the AirPlus Virtual Card migration **on April 12** (e.g. Program Manager)
- You will receive the activation email
- Follow the activation process and enter the login date for the former AirPlus Business Travel Portal
- **Please note:** If you want the Program Manager role **to be merged** with the other portal roles (card user), you need to enter **the same email address** during the activation process (under “Credentials”)

AirPlus Portal

AirPlus International <no-reply@airplus.com>
To: Notification Service FRE

Dear Sir or Madam,

Welcome to AirPlus! You are designated from your company as Portal Administrator for the AirPlus Portal.

Please click on the following link to finalize your registration for the AirPlus Portal:
[verification link](#)

Please note: If the link does not work, please copy and paste the full link into the address field of your browser. This link expires after 48 hours.

If you have any questions or need more information, please contact the AirPlus Service Team.

Best regards,
AirPlus International Inc.
Your AirPlus Service Team

AirPlus Customer Service
T: +1 705 337 3109 40
usa@airplus.com
www.airplus.com

LOGIN SELECT COMPANY CREDENTIALS CONFIRMATION

Enter your AirPlus Business Travel Portal login details.

Company ID* *

Username* *

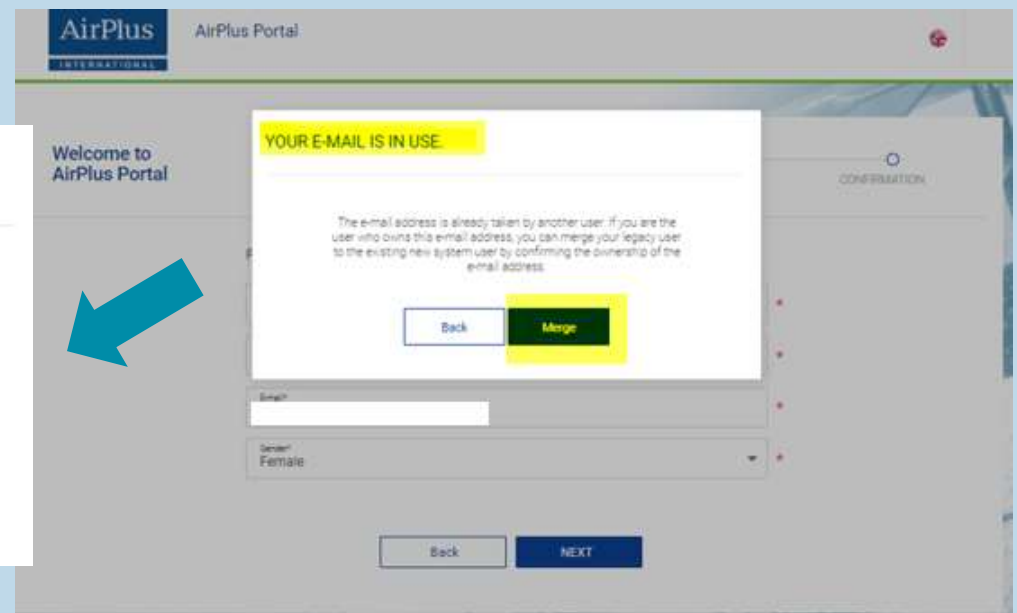
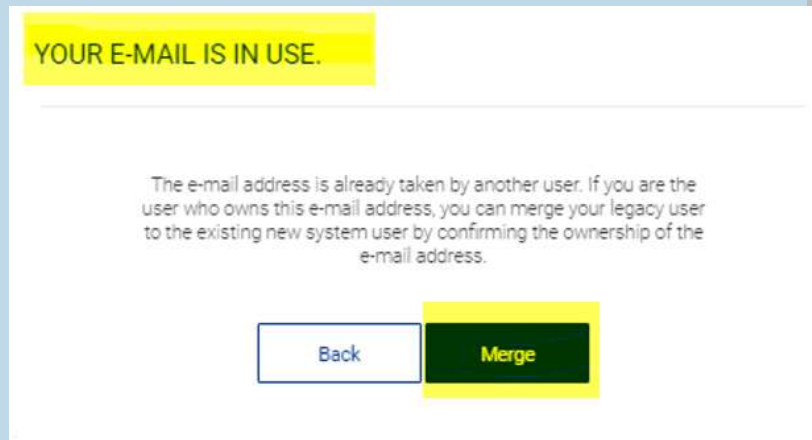
Password* *

[Forgot Your Password](#)

NEXT

> Step-by-step registration: Merge your roles

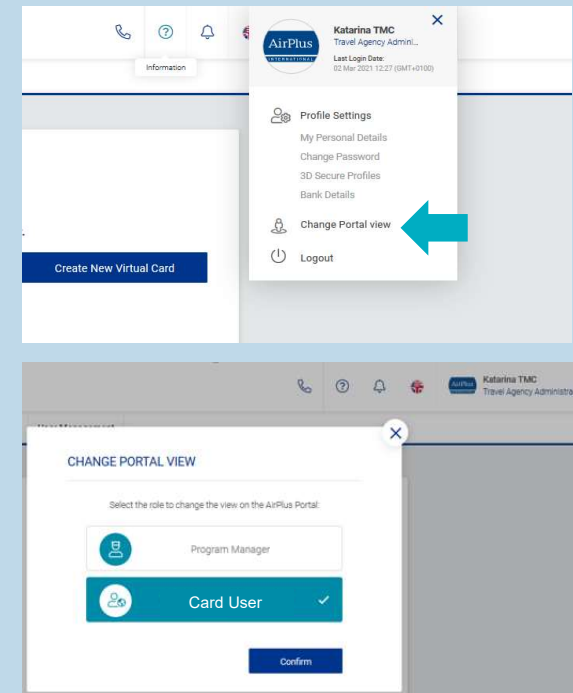
- You have entered the same email address during the activation process to merge your roles
- Confirm by clicking **“Merge”**



> You will need only one portal access but can act in both roles

Switch between different roles:

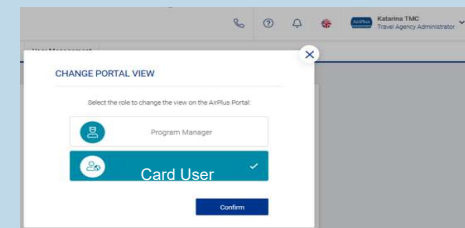
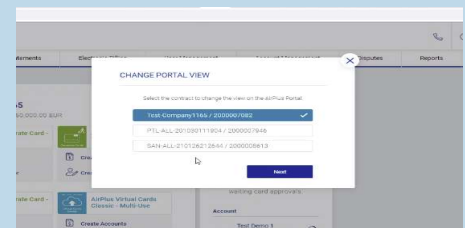
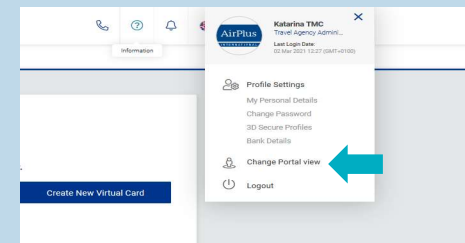
- If you log in to the portal again with your login data you can switch roles under “Profile Settings” / “Change Portal view”
- Now you can choose in which role you want to continue using the new AirPlus Portal
- The same login covers different roles

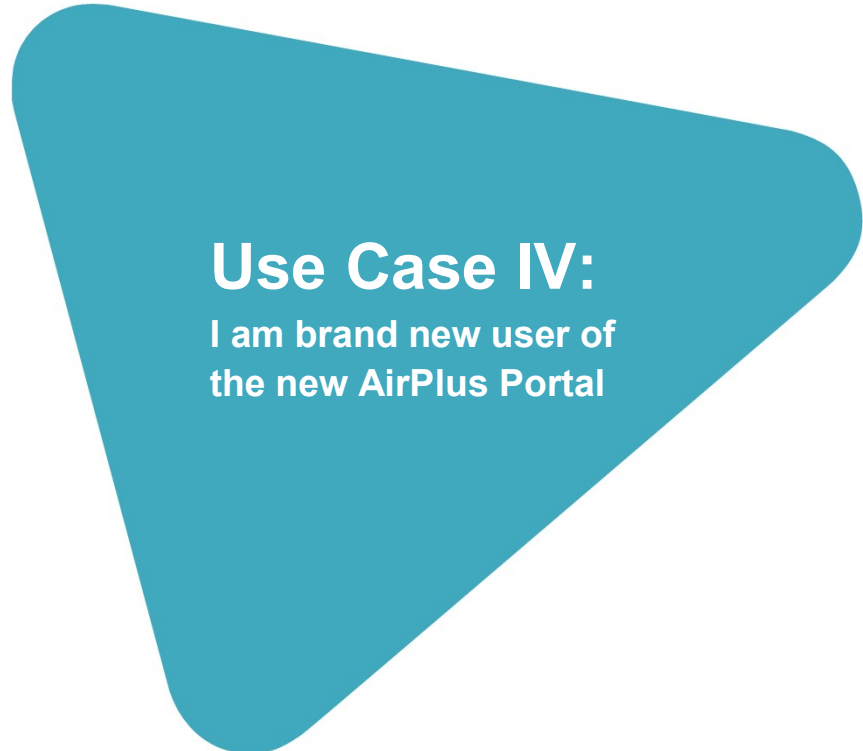


> You will need only one portal access but can act in both roles

Responsible for different Accounts:

- If you log in to the portal again with your login data you can switch roles under “Profile Settings” / “Change Portal view”
- Are you responsible for different accounts? First choose the account you want to work with
- Then choose the role you want to continue with in the new AirPlus Portal
- The same login covers different roles





Use Case IV:

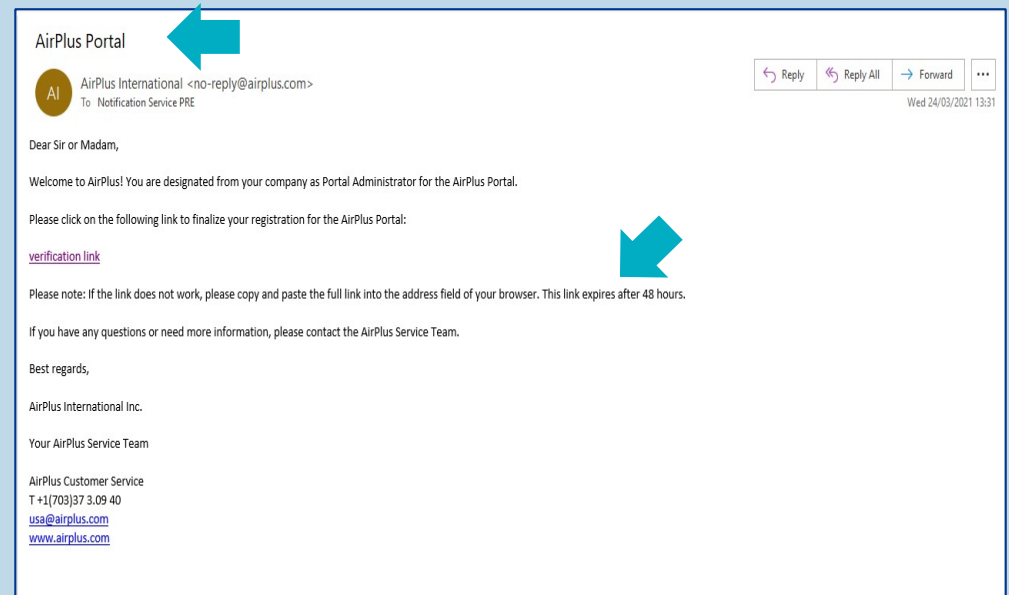
I am brand new user of the new AirPlus Portal

The following process applies also to:

- I have never used the former AirPlus Business Travel Portal, but now I get a new role for the AirPlus Corporate Cards and/or AirPlus Virtual Cards

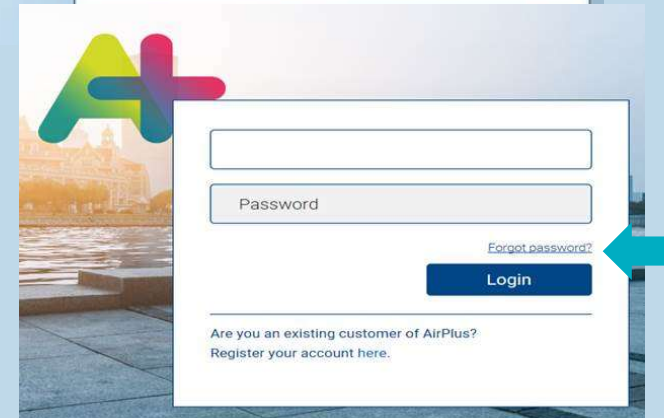
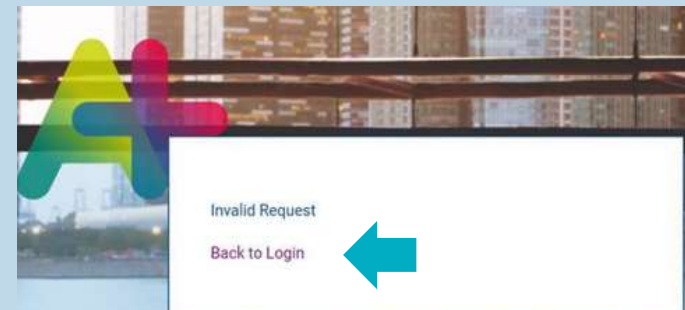
> You will receive an invitation email with the activation link

- The email you will receive from your Program Manager / Portal Administrator has the subject **“AirPlus Portal”**
- It includes the Portal activation link which is **valid for 48 hours**
- Follow the portal registration steps



> What happens if you miss your 48-hour window?

- Did you miss your email? No problem
- If the activation link is no longer valid, the Travel Agency Administrator needs to click on **“Back to Login”**
- Please use the **“Forgot password?”** functionality to set a new password and then login to the new portal



> Set your password to activate your portal access

- Enter your email address and confirm
- You will receive an email requesting to reset your password
- Your portal access is activated as soon as you set a new password

The image displays two sequential screenshots of the AirPlus portal's password reset process. The first screenshot shows a form with an email address input field, a blue 'Submit' button, and a '< Back to Login' link. A teal arrow points from the 'Submit' button to the second screenshot. The second screenshot shows a green confirmation message: 'You should receive an email shortly with further instructions.' Below this is a 'Password' input field, a blue 'Login' button, and a 'Forgot password?' link. At the bottom of the second screenshot, there is a question: 'Are you an existing customer of AirPlus? Register your account here.'