



## EasyBiz Administrator – Getting Started with EasyBiz

We are pleased Washington State University has chosen the Alaska Airlines and Horizon Air online corporate Website, EasyBiz, as an option for booking travel. The contract fare agreement is available through EasyBiz exclusively.

Benefits to using EasyBiz:

- Your department/state agency saves money by booking online. (EasyBiz is free to use, so you avoid third-party booking fees.)
- Your department/state agency earns Alaska Airlines Mileage Plan miles (Don't worry, the actual traveler still continues to accumulate their own individual frequent flyer mileage.)
- Online travel management reports make tracking travel data a snap.

How to Get Started:

If you are currently using WSU's EasyBiz corporate website **Contact Patricia Collins [pattie@wsu.edu](mailto:pattie@wsu.edu) to remove you as an EasyBiz user. (This will allow you to use your existing "My account" user ID and sign in).**

The EasyBiz Website is <http://easybiz.alaskaair.com> or you can go to [www.alaskaair.com](http://www.alaskaair.com), click on More and select EasyBiz. Please add the EasyBiz sign-in page to your Favorites! This is the Website you will use when booking travel on Alaska Airlines and Horizon Air.

- To enroll your WSU department:
- On the main sign-in page for EasyBiz, click "Enroll Your Company Now" on the right-hand side. Fill in the information required.
- Please begin your Company Name with SOW-WSU then your department name and ORG number (example **SOW-WSU Controller's Office 1650**).
- The WSU Federal Tax ID number is **91 6001108**, (*you may get a message that "federal tax ID number is already being used" just click Continue*). It is OK for tax id numbers to have multiple EasyBiz accounts.
- Please select Education for your Industry Type, and Airline Sales Representative as how you heard about EasyBiz.
- Now, you will need to set up your My Account profile. This is your profile, which will enable you to sign into EasyBiz. If you have a My Account profile (formerly called MyAlaskaAir) set up through our public website, you can use that same sign-in for EasyBiz. If you do not have a My Account profile, you will be asked to set one up now. It only takes a few minutes, just follow the prompts.
- Now that your department is enrolled as an EasyBiz company, Email [candice.payne@horizonair.com](mailto:candice.payne@horizonair.com) with your EasyBiz company name so that we can add the WSU contract fares to your EasyBiz website. Questions call 800-523-1223 ext 214 Candice Payne. (**You must contact Candice before the WSU contract fares and State of WA fares will show in the EasyBiz account**).
- If you have not done so already, please add the EasyBiz Website to your Favorites. The Website is <http://easybiz.alaskaair.com> or you can go to [www.alaskaair.com](http://www.alaskaair.com), click on More and select EasyBiz. When you get to the EasyBiz sign in page, click Favorites, then Add.

**Special note: You must enroll your department in EasyBiz before July 12, 2007 to have the WSU contract fares/State of WA fares added to your EasyBiz account; otherwise, they will not appear until August 20, 2007.**

## Welcome to EasyBiz!

- I You must be signed into the EasyBiz Website to access contract fares and for purchases to be recorded to your department. EasyBiz travel reports and Mileage Plan account. **Your EasyBiz company name will show in the upper right-hand corner when you're signed-in correctly.**
- II Add customized features, such as custom fields.
  1. Once you're signed into EasyBiz, click on the "MyEasyBiz" tab, then click "Show All", then Customize Features". Click on "Add a Custom Field".
  2. Custom fields are used to add supplemental or reference information when purchasing a ticket. This information appears within the EasyBiz ticket report. Define these fields yourself based on your department/WSU needs. Examples of custom fields include: travel authorization code, department code, budget code, purchase order number, or travel reason.
  3. **This is mandatory.** Now you are ready to name your custom field. **WSU ORG #**  
**\*\*\* All WSU departments booking the WSU Contact fares via EasyBiz must have a custom field named WSU ORG Number. Please add this custom field as soon as you have created your EasyBiz site. The maximum length can be set to 4 digits, and it is required for all WSU reservations.** You can require the field to be a minimum or maximum number of characters.
- III As our main contact at your department/state agency, you are what we call the EasyBiz Administrator. You will want to invite an Alternate EasyBiz Administrator. This person has all the same functions and access as you (great as a back-up for when you're out on vacation!). Only the EasyBiz Administrator & Alternate Administrator can update department information, invite and delete users, see all ticket reports (unless you choose otherwise), access your department Mileage Plan information, and redeem a Mileage Plan award ticket.

### How to Invite an Alternate Administrator:

1. Once you're signed into EasyBiz, click on the "MyEasyBiz" tab, then click "Invite & Delete Users".
2. Click on "Invite an Alternate Administrator".
3. Enter the person's first name, last name, and email address. Click "Invite". This will send an email to the person you have invited. The email contains directions and a link for them to respond to.

### IV. Invite users as needed.

#### How to Invite New Users:

1. Once you're signed into EasyBiz, click on the "MyEasyBiz" tab, then click "Invite & Delete Users".
2. Click on "Invite EasyBiz Users".
3. Enter the person's first name, last name, and email address. Click on the box below the email address only if you want the user to have Ticket Report Access for All Users. This means the User will be able to see tickets made by every User within your department/state agency. If you do not want to give this access, then do not check the box. Click "Invite". This will send an email to the person you have invited. The email contains directions and a link for them to respond to.

The Alternate Administrator and Users will need to have a My Account to begin using EasyBiz, just as you needed one to enroll your department/state agency in EasyBiz. When the invited user clicks on the link in the invitation email that is sent to them, they will be prompted to input their My Account User ID and password or to create an account if needed.

Once the invited users have filled out the My Account information, the Administrator will receive an email indicating that there are new EasyBiz Users pending approval for EasyBiz access.

The Administrator signs into the EasyBiz Website. Click "MyEasyBiz" tab. Click "Invite & Delete Users". Click "Approve Users". Check the "Approve" box next to the person's name. Click "Save". The User is then sent an email saying that they may begin using EasyBiz.

## V. Update credit card and billing addresses.

1. If desired, your department can store frequently used credit card(s) & billing information. All saved credit card information automatically appears at the time of ticket purchases for any of your users to select. You do not have to store any credit cards. If you do, only the last four digits of the card number (if entered), billing address, and phone number will be visible to the user. At the time of purchase, users can select to either purchase using a card stored on EasyBiz or input another card for payment.
2. Once you're signed into EasyBiz, click on the "MyEasyBiz" tab, then click "Credit Cards & Billing Addresses".
3. Click on "Add a Credit Card".

## Other Important Things to Know About EasyBiz:

### Mileage Plan

The Administrator and the Alternate are the only people authorized to redeem a Mileage Plan award. An award may be redeemed in anyone's name. The department/state agency's miles are redeemed similarly to a personal Mileage Plan account. Miles may be redeemed for travel on Alaska and Horizon, as well as partner carriers.

You, as the Administrator or Alternate Administrator, may check your mileage level and redeem awards online through your EasyBiz Website. Simply refer to the "MyEasyBiz" tab on your EasyBiz site. The site will only let you redeem an award if you have enough miles to do so.

### Reports

You can view a ticket purchase report online, or download the report as an Excel document and sort the data by various fields. EasyBiz Users view a record of their ticket purchase history, while other users' purchases remain confidential. Administrators access ticket purchase information for all users. Administrators may grant select EasyBiz Users special access to All User Ticket Reports, if desired.

The Ticket Report contains the following information:

- Ticket number
- Confirmation code
- Passenger first/last name
- Issue date
- Fare
- Tax
- Change fee
- Total
- Ticket status
- EasyBiz User who made purchase
- Form of payment code
- Form of payment
- Itinerary
- Custom fields input

It is important to remember that the online EasyBiz reports can only track tickets purchased, changed, or refunded through the EasyBiz website. The reports do not capture information on changes or refunds made through our Reservations department.

### Help

Help is just a phone call away. Just click on the Help tab on the EasyBiz site, then select Help Desk.

Questions about forgotten User ID and Passwords should be directed to the Web Help Center at 1-877-502-5357.

### Let Us Know

You, as the EasyBiz Administrator, are our main contact at your department. Should you change job responsibilities or leave the department/WSU, please notify the Web Help Desk so that we may establish a new Administrator.

On behalf of all of us at Alaska Airlines and Horizon Air, thank you for your business!