

Welcome to CompanyBlue by JetBlue.

First we'd like to thank you for considering CompanyBlue for your business travel needs. You've recognized what a great fit JetBlue is for business travelers. JetBlue provides the award-winning service business travelers deserve and the low cost fares Travel Managers and Travel Management Companies seek.

The following is a step by step guide to CompanyBlue, JetBlue's corporate booking tool.. It includes information on how different users within your travel program can navigate the CompanyBlue website and take advantage of its benefits. From travelers managing their bookings to account administrators accessing their business" reporting – we've covered it all. Whether you are an existing CompanyBlue user or new to this product, you will refer to this user guide for quick access to step by step information.

Please read on to learn more.

If this user guide does not answer all of your questions, please contact JetBlue's Corporate Support Desk at 1-888-JETBLUE (538-2583), option 3. We operate Monday through Friday 8am to 4:30pm ET.

**Table of Contents**

Click on the subject to jump to section. Thank you for reading.

<b>1</b>	<b>Welcome Message</b>
<b>2</b>	<b>Table of Contents</b>
<b>3</b>	<b>CompanyBlue Changes</b>
<b>4</b>	<b>CompanyBlue User Profiles</b>
<b>5</b>	<b>User Profile matrix</b>
<b>6-9</b>	<b>Information for the Traveler</b>
	Create a profile
	Signing in to CompanyBlue
	Making a booking
	Update profile
	Manage Bookings
	Exchange a different itinerary
<b>10-13</b>	<b>Information for the Travel Arranger</b>
	Signing in to CompanyBlue
	Make a booking
	Search for Travelers in Booking Flow
	Manage a booking
	Exchange a different itinerary
	Refund a Booking
<b>14-18</b>	<b>Information for the CompanyBlue account Admin</b>
	Register your company with CompanyBlue
	Signing in to CompanyBlue
	Create Travel Arrangers
	Granting Super User status
	Disable employee access to your CompanyBlue account
	Update the Corporate Profile
	Update a Travel Arranger profile
	Reporting
<b>19-23</b>	<b>Travel Bank</b>
	Description
	Travel Bank Access
	Viewing Travel Bank balance
	Using Travel Bank as a form of payment
	Refunds with Travel Bank
	Travel Bank Reporting

## CompanyBlue Changes – Effective January 30, 2010

CompanyBlue has undergone enhancements which include some changes. Here's a look at some of the most important changes.

### Individual profiles

Universal usernames and passwords have been disabled. Each CompanyBlue user now has their own individual profile with a username and password to access their bookings and profile information. Learn more about profiles and how to enroll individual traveler profiles in the [CompanyBlue user profile section](#).

### Stored Credit Card information

An additional enhancement that comes with individual profiles is the ability to add and save credit card information. Learn more in the [register CompanyBlue account section](#).

### Travel Bank

Company credits can now be pooled and accessed by a select group of users chosen by the account Admin.

### Additional reporting

CompanyBlue remains a great resource for reporting. We've updated our reports to improve tracking of your travel CompanyBlue account bookings and spend.

### Change and cancel bookings in CompanyBlue

Users can now manage their CompanyBlue bookings, including changes and cancels, in the CompanyBlue portal without having to go to jetblue.com

Other relevant changes are addressed throughout this user guide. Please read on.

## CompanyBlue User Profiles

Each CompanyBlue user has the ability to access CompanyBlue through their individual profile. Profiles contain one username and one password to access bookings and profile information.

### User Types

CompanyBlue now provides access through separate user types, including individual travelers and travel arrangers.

#### Traveler

Travelers register themselves by enrolling a profile via the CompanyBlue homepage. Travelers have the ability to do the following:

- Make a booking for themselves
- Ability to view reservations they have made

#### Travel Arranger

Travel Arrangers are created by the CompanyBlue account Admin. Travel Arrangers have the ability to do the following:

- Make a booking.
- View reservations they have made
  - o Search by PNR
  - o Search by first/last name

#### Super User

Super Users have the ability to do everything a Travel Arranger can with the following additions:

- Search for and display any reservation in the Company regardless of who originally made the booking.

#### Admin

Each CompanyBlue account requires an account administrator ("Admin") to register the company and create Travel Arrangers. The Admin has the highest level of security, but does not have the ability to make bookings. In order to make bookings, an Admin must register as a Travel Arranger.

The CompanyBlue account Admin has the ability to do the following:

- Register the company.
- Create each Travel Arranger profile for the company.
- View all employees within the company
- Enable Travel Arranger profiles to a Super User role.
- Remove Travel Arranger profiles from the company.
- Disable Traveler shop for business privileges
- Update the company profile and travel arranger/super user profiles.
- Give permission to use company's Travel Bank account

User Profile Matrix	Admin	Super User	Travel Arranger	Traveler
Shop for business travel		X	X	X
View My Bookings		X	X	X
View all company bookings		X		
Edit Profile	X			X
Create and edit Travel Arranger profiles	X			
Enable Travel Bank/Super User access	X			
Update corporate profile	X			
Add employees to CompanyBlue account	X			

Previous CompanyBlue roles and how they work in CompanyBlue as of February 2010:

Self Booking

For a user to book their own business trips, they must create a personal profile with a personal username and password. This can be done by clicking on the Traveler Profile Enrollment link on the main page to create and register your profile. Once this is completed, the user will be ready to make bookings.

Booking on behalf of others

For users who book for others in your company or who book for customers, they must have a "Travel Arranger" profile. Travel Arranger profiles are created by the Admin.

Travel agents

If you are a travel agent that previously booked on jetblue.com/travelagents, you will need to create a "Travel Arranger" profile. This must be done by your CompanyBlue account Administrator.

**Information for the Traveler**

Create a profile

1. From CompanyBlue homepage select “Traveler Profile Enrollment”



**CompanyBlue Login**

Username:

Password:

[CompanyBlue Login](#) [Password reminder](#)

Welcome to the new CompanyBlue by JetBlue. To learn about how CompanyBlue has changed, please click on the User Guide in the top banner. To speak with our support desk, please contact 888-JETBLUE (538-2583), option 3. To register a new profile, please click the link below.

[Traveler Profile Enrollment](#)

2. Fill in all required fields marked with an asterisk
3. Create your own unique ID and password
4. Enter your Company ID
  1. This is your existing CompanyBlue number
  2. This number associates your profile to a CompanyBlue account
  3. For all accounts active before December 1, 2009, your CompanyBlue number is formatted as: CB123456.
  4. If you do not have this number or encounter difficulty inputting your Corporate ID, please contact your account Admin
5. Enter your TrueBlue number to accrue reward points on your flights
6. Enter your Credit Card information to be stored for flight purchases with your profile.
7. Click “Create Member Profile” at the bottom of the page.

You are now ready to log into your Business Traveler account using your CompanyBlue ID and password. Two enrollment confirmation emails will be sent to the email address entered in the enrollment form. The first email will contain a CompanyBlue ID. The second email will contain a password.

Some helpful tips:

- We suggest using something memorable as your username
- Ensure to put your own email address in the email field. This is where you will receive your information of profile activation.

### Signing in to CompanyBlue

1. Go to companyblue.jetblue.com
2. Enter your assigned username and password
3. Click "CompanyBlue Login"

### Making a booking

1. Log in with your username and password.
2. Click on the Find Flights button from the homepage.



### Find Section

3. Select Round Trip or One-Way
4. Select your origin and destination from the drop-down boxes
5. Select number of travelers
6. Select Non-Stop or Non-Stop and Connecting
7. Click the Search button
8. When search results are returned, select your desired flight for the departure and, if applicable, the return.

### Review Section

9. Review your itinerary
10. If all details are correct, click the Purchase button

### Payment/Passenger Information Section

11. Check or enter the appropriate Passenger and Contact information
12. To select seats, click Select Seats button
13. To continue without selecting seats, click Continue button

### Seat Map Section

14. Select the seat for your departure
15. Click Continue
16. Select the seat for your return, if applicable
17. Click Continue

### Return to Payment Section

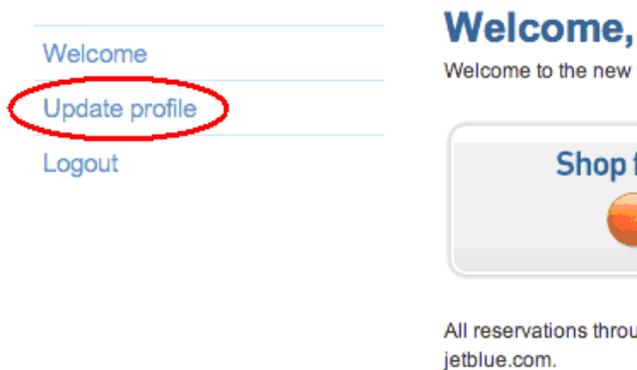
18. If not stored in your profile, enter your payment information
19. Review all information and click Purchase

### View Itinerary Section

20. View your completed itinerary
21. An email confirmation will be mailed to the email address on file for your profile.

Update profile

1. Log in with your username and password
2. In the left hand navigation, click on "Update profile"



3. Edit all relevant information
4. When finished, click "Update member profile"

Manage Bookings

Upon logging in to your account, you will see a section labeled My Reservations.

## My Reservations [View Trip History](#)

---

**January, Wednesday 27**

BUFFALO , NY, US (BUF) to BOSTON , MA, US (BOS) 2 psgrs PJPEGR Unticketed

[Show Details](#)

---

**January, Wednesday 27**

BOSTON , MA, US (BOS) to BUFFALO , NY, US (BUF) 2 psgrs NUVECE Purchased

[Show Details](#) [Pay For Seats](#) [Change](#) [Cancel](#)

---

**January, Saturday 30**

BOSTON , MA, US (BOS) to CHICAGO-O'HARE , IL, US (ORD) 1 psgr MTPAFX Purchased

[Show Details](#) [Pay For Seats](#) [Change](#) [Cancel](#)

In this section, you have various options for managing your bookings:

- [Show Details](#) – Review your itinerary details
- [Seats\\*](#) – Select a seat and pay for Even More Legroom seats
- [Change\\*\\*](#) – Change portions of your existing itinerary
- [Cancel](#) – Cancel your existing itinerary

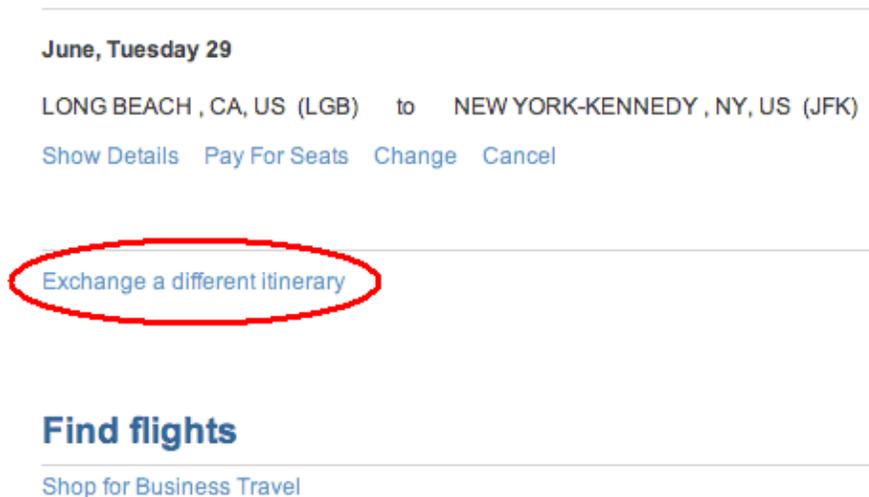
\*Please note that the Travel Bank is not accepted as a form of payment for a seat(s), however a Credit Card can be used.

\*\*Please refer to jetblue.com for our current change fees and policies.

Click on the appropriate option to manage your existing bookings.

[Exchange a different itinerary](#)

If the itinerary to be changed is not displayed on the main page, scroll down to the “Exchange a different itinerary” field.



Click the hyperlink. This will take the Traveler to a page where they are prompted to enter required information to locate their itinerary. Follow all necessary steps.

[Travel Bank](#)

Travel Bank is a form of payment that utilizes credits from qualified cancellations and changes. Travelers must be approved by the account admin in order to access funds in Travel Bank for bookings. To find out about this and more information on Travel Bank go to the [Travel Bank section](#).

## Information for the Travel Arranger

### Signing in to CompanyBlue

Travel Arrangers are registered by their CompanyBlue account Admin. Upon registration your username and password will be emailed to you.

1. Go to [companyblue.jetblue.com](http://companyblue.jetblue.com)
2. Enter your username and password
3. Click "CompanyBlue Login"

Once logged in as a Travel Arranger or Super User, you will have the ability to do the following:

- Make a booking
- Search for existing bookings by PNR, Traveler Last Name/First Name.
  - o To view all bookings simply leave these fields blank, and click "search"
  - o Super Users can view all company bookings, whereas Travel Arrangers can only view their own bookings.

### Make a booking

Upon logging in, follow these steps to make a booking:

1. Click on the "Find flights" button at the bottom of the page



### Find Section

2. Select Round Trip or One-Way
3. Select your origin and destination from the drop-down boxes
5. Select number of travelers
6. Select Non-Stop or Non-Stop and Connecting
7. Click the Search button
8. When search results are returned, select your desired flight for the departure and, if applicable, the return.

### Review Section

9. Review your itinerary
10. If all details are correct, click the Purchase button

### Search for Travelers in booking flow

Travel Arrangers have the ability to make reservations for existing Travelers registered with CompanyBlue under the same Company ID as the Travel Arranger.

## Search for Travelers

### Refine Your Search

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>

**Search**

Types of Corporate Reservations Allowed

Allow Guest with any type of Corporate Reservation

**Complete Reservation**

11. Enter Traveler information to begin search and add to booking, then click "Search"

- Choose Traveler and click "Continue"

Or

12. Click "Complete Reservation" to continue with a Guest booking or for a Traveler who is not registered with CompanyBlue

#### Payment/Passenger Information Section

13. Check or enter the appropriate Passenger and Contact information

14. To select seats, click Select Seats button

15. To continue without selecting seats, click Continue button

#### Seat Map Section

16. Select the seat for your departure

17. Click Continue

18. Select the seat for your return, if applicable

19. Click Continue

#### Return to Payment Section

20. If not stored in your profile, enter your payment information

21. Review all information and click Purchase

#### View Itinerary Section

22. View your completed itinerary

23. An email confirmation will be mailed to the email address on file for your profile.

Manage a booking

1. Log into your CompanyBlue profile.
2. To search for the booking that you wish to modify:
  - a. Enter the specific PNR number in the “PNR” field
  - b. Enter the First/Last Name of the person traveling
  - c. Or leave all fields blank and clicking “search”
3. The bookings that you are entitled to view according to your profile permissions will appear.
4. In this section, you will see the following options for managing your bookings:

Show Details – Review your itinerary details

Seats – Select a seat or pay for Even More Legroom seats

Change – Change portions of your existing itinerary

Cancel – Cancel your existing itinerary

\*Please note that the Travel Bank is not accepted as a form of payment for a seat(s), however a Credit Card can be used.

\*\*Please refer to jetblue.com for our current change fees and policies.

Exchange a different itinerary

If the itinerary to be changed is not displayed on the main search results page, scroll down to the “Exchange a different itinerary” field.

---

**June, Tuesday 29**

LONG BEACH , CA, US (LGB) to NEW YORK-KENNEDY , NY, US (JFK)

[Show Details](#) [Pay For Seats](#) [Change](#) [Cancel](#)

---

[Exchange a different itinerary](#)

---

**Find flights**

---

[Shop for Business Travel](#)

Click the hyperlink. This will take the Travel Arranger to a page where they are prompted to enter required information to locate their itinerary. Follow all necessary steps.

Refund a Booking

From the main Travel Arranger page, search by PNR or Traveler name. An initial refund screen will appear with the flight details.

**Traveler(s)**

NAME	TICKET NUMBER	PRICE
KOKALA/KALYAN MR	2152293743	<b>123.20</b>
KOKALAVENKATESH MR	2152293744	<b>123.20</b>

**Flights**

Departs:	<b>Thursday, February 18</b>	Jetblue Airways
01:45 PM	Charlotte, NC (CLT) Ft Lauderdale, FL (FLL)	B6 1123

TOTAL AIR FARE & TAXES:  
**246.40 USD**

AMOUNT PAID:  
**246.40 USD**

SEAT FEES AND TAXES PAID:  
**50.00 USD**

**Refund**

To continue, select "Refund." The new screen will allow you to "Confirm Refund"

Refundable fares have the option for the amount refunded to be applied to either Travel Bank or the original form of payment. Please select according to your account's policies.

**Refund method**

- Travel Bank
- Credit Card

**Confirm Refund**

If the itinerary is non-refundable, refunds are automatically issued to Travel Bank after a cancel fee is applied. Seat selection and fees associated to seats will not carry over with the refund.

### Information for the CompanyBlue account Admin

#### Register your company with CompanyBlue

1. Go to [https://companyblue.jetblue.com/meridia?posid=B3PE&page=ssw\\_CorporateProfileMessage&action=displayPage&actionType=create](https://companyblue.jetblue.com/meridia?posid=B3PE&page=ssw_CorporateProfileMessage&action=displayPage&actionType=create)
2. Or Go to <http://www.jetblue.com/corptravel> and click on Register my Small Business
3. Enter your company's information
  - a. This information will be stored under your CompanyBlue account
  - b. All Traveler and Travel Arranger profiles will be associated with this information
4. Click submit

Your Company is officially registered with CompanyBlue.

Two enrollment confirmation emails will be sent to the email address entered in the CompanyBlue enrollment form. The first email will contain a CompanyBlue ID. The second email will contain a password. Please ensure that your company Admin has this information as they will need it to sign into the account.

Sign in using the Admin CompanyBlue ID and password in order to register travel arranger(s) so that they can make bookings on behalf of your company.

#### Signing in to CompanyBlue

1. From [companyblue.jetblue.com](http://companyblue.jetblue.com)
2. Enter the CompanyBlue username and password provided upon registration
3. Click "CompanyBlue Login"

#### Create Travel Arrangers

Q: Why does the Admin need to create Travel Arrangers?

A: Since the Admin is not able to make bookings, Travel Arrangers make bookings for travelers on behalf of the company. If the Admin intends to make bookings, they should proceed to create a Travel Arranger profile for themselves.

Steps to create a Travel Arranger

1. After logging in as your CompanyBlue account Admin, go to the create Travel Arranger section
2. Fill in all required fields for the employee(s) who will act as the company travel arranger(s).
3. Under Types of Corporate Reservations, the radio button is optional.

### Types Of Corporate Reservations

Allow Guest with any type of Corporate Reservation

**Submit**

All Travel Arrangers can make reservations for both CompanyBlue users and guests.

- A guest is a traveler that is not associated with the company; for example, a customer of a Travel Agency who uses CompanyBlue.
  - This is the default functionality
4. Click either the “Create Travel Arranger” or the “Submit” button
- Both buttons have the same functionality

You will see a message that reads “Profile Updated” at the top of the page. A Travel Arranger confirmation email will be sent directly to the employee whose information was entered along with their password. The Admin can create as many Travel Arrangers as needed.

#### Granting 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 Admin account.
2. Select “search all Travel Arrangers”
3. A list of all Travel Arrangers will populate; sort appropriately to find the intended Travel Arranger
  - There will be two options: Travel Bank and Super User.
4. Select the Super User check box for the employee(s) who will require the ability to view every booking made within the company.

#### Disable employee access to your CompanyBlue account

1. Log into the Admin account.
2. Select “Search all travelers” to view the Business Travelers(s); there will be a check-box where you can un-select “shop for business travel”.
3. Selecting this will disable the user to book within your company account.

#### Update the Corporate Profile

1. Log into the Admin account.
2. Select “Update Profile” link from the left navigation and proceed to make the necessary changes to your account information and select “Submit”.

Update a Travel Arranger profile

1. Log into the Admin account.
2. In the “search for all Travel Arrangers” section, select “List All”.
3. Select “update” beside the name that you wish to make changes to.

Any changes made to a Travel Arranger profile (ex: changes to a name, phone number) will result in the “enable travel bank” option to be cleared. To correct this, log back into your Admin account and enable the travel bank for the user.

Travel Bank

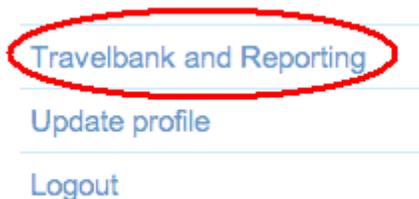
Travel Bank is a consolidated credit bank for your CompanyBlue account. To learn more, go to the Travel Bank section.

Reporting

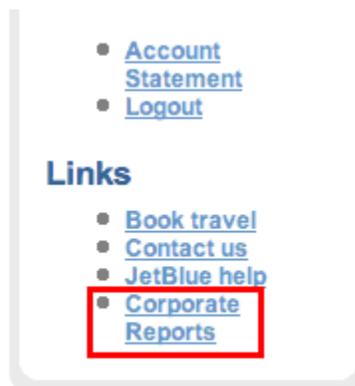
One of the key features of CompanyBlue is Reporting. Admins have access to six unique reports which analyze their company’s overall spend, travel patterns, and booking behavior. Please note that all reports are based on flown data.

To access reports, please follow these steps.

1. From the left hand navigation, click “Travelbank and Reporting.” Selecting this will activate the Travel Bank tool; from here all Travel Bank transactions made within your company will display.



2. To continue to Reporting that includes monthly travel spend and other reports, click the Corporate Reports button.



Each report is run in HTML, and can be exported to Excel. Please use the drop menus to choose the “Report Type” as well as “Start Date” and “End Date” to review your desired data. Explanations for each report are detailed below.

Report Types:

- Monthly Travel Spend
- Flown Details
- Top Markets
- Advance Purchase Details
- No Show Details
- Booking Class Details

Monthly Travel Spend

This report illustrates the company’s total flown revenue by month, and compares each month to the same month in the previous year to calculate the variance as a percentage. This way a company can measure if they are spending more or less revenue on a year-over-year basis. Year-to-date revenue will be totaled on the right-hand side of the report

Flown Details

This report illustrates the booking details for each flight. The default sorting is by flight date. Categories detailed in this report.

- Booking Date, Flight Date, Last Name, First Name, Ticket Number, PNR, Origin, Destination, Booking Class, Base Fare, Taxes and Fees, EML Fees, Change/Cancellation/Other Fees, Total (\$), Form of Payment, Credit Card Number, Itinerary recipient, and Advance Purchase (in days)

You can sort by each column by clicking on the column header. All columns are totaled at the bottom of the report.

Top Markets

This report illustrates the top market pairs flown by your company. The default ranking by each market pair will be by “Total One Way Trips”. See below for other categories detailed in the report.

- % Total One Way Trips, Total Base Fare (\$), % Base Fare, Average Base Fare (\$), Mileage, and Average Cost Per Mile (\$)

You can sort by each column by clicking on the column header. All columns are totaled at the bottom of the report.

Advance Purchase Details

This report illustrates the advance purchase behavior of your customers. This report is useful for Admins as it details how far in advance their travelers are booking. Traditionally, the further in advance your travelers book, the lower the fare. See below for specific “day ranges”.

- 0-2, 3-6, 7-13, 14-20, 21+

Each “Day Range” will be measured by a “Number of Segments”, and “Percentage of Total Segments”. Both columns will be totaled at the bottom of the report.

No Show Details

This report analyzes which customers did not board their scheduled flight. Not boarding your scheduled flight without making a prior change or cancellation is called a “No Show”. When a Customer “No Shows”, the JetBlue forfeits the money spent on the flight. This report allows Admins to closely monitor which employees have “No Showed”, and how much money has been lost for the company. See below for categories in this report.

- Scheduled Flight Date, Booking Date, Last Name, First Name, Ticket Number, Record Locator, Origin, Destination, Booking Class, Base Fare, Taxes and Fees, EML Fees, Change/Cancellation/Other Fees, Total (\$), Form of Payment, Credit Card Number, Itinerary recipient, and Advance Purchase (in days)

The default setting will be to sort by “Scheduled Flight Date”. You can sort by each column by clicking on the column header. All columns are totaled at the bottom of the report.

Booking Class Details

This report illustrates the number of segments booked in each market pair by fare bucket. This report allows Admins to analyze which fare buckets their Travelers or Travel Arrangers have made bookings. See below for a list of fare buckets in order of lowest to highest fare.

- M, R, V, L, B, Q, H, K, E, Y

All fare buckets will be totaled at the bottom of the report.

**Travel Bank**

Description

Travel Bank is new functionality for CompanyBlue as of January 30, 2010. Travel Bank is your CompanyBlue account's credit resource. All credits from qualified changes and cancellations are consolidated into one Travel Bank account, accessed by approved users.

Travel Bank Access

Any user approved to use of Travel Bank will have access to these consolidated funds for bookings. The Admin has the ability to grant access to Travel Bank for those employees who are qualified to use company credits.

All Traveler profiles are created without Travel Bank access. Travel Bank must be enabled for Travelers approved to use Travel Bank.

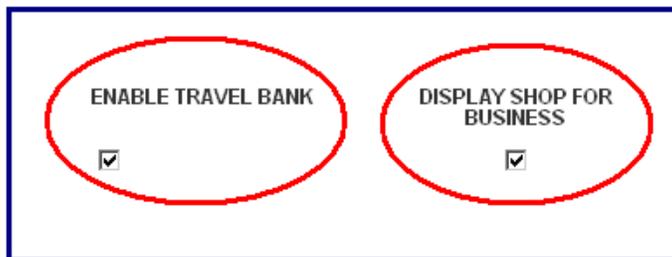
All Travel Arranger profiles are created with Travel Bank access. Travel Bank must be disabled in order to remove access for a Travel Arranger. Only the account Admin has the ability to grant Travel Bank access to Travel Arrangers and Travelers.

To provide Travel Bank access for Travel Arrangers:

1. Log into the Admin account.
2. Select "Search all travel arrangers" to view the company Travel Arranger(s)
3. There will be two options: Travel Bank and Super User.
4. Select the check box for Travel Bank check box only for the employee(s) who will require the access to pay for business flights using the company's Travel Bank.
5. Click the Update button

To provide Travel Bank access for Travelers:

1. Log into the Admin account.
2. Select "Search for Travelers" to view your account's Travelers
3. There will be two options: "Enable Travel Bank" and "Display Shop for business"



4. Select the check box for Travel Bank only for the employee(s) who requires access to pay for business flights using the company's Travel Bank.
5. Click the Update button.

To disable Travel Bank access

1. Repeat appropriate steps above to search for Travel Arranger or Traveler.
2. Uncheck the Enable Travel Bank check box.
3. Click the Update button.

Viewing Travel Bank balance

For all users with access to Travel Bank, the Travel Bank balance is available at the bottom of the page.

### Travel Bank

Personal  
Account Number:XXXXXXXXXXXX9343  
Balance: 74.49 USD\* [View Details](#)

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

Corporate Travel Bank  
Balance: 1201.10 USD\*

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

Admins have the ability to access more detailed information for Travel Bank by clicking on the Travel Bank link in the left navigation.

Using Travel Bank as a form of payment

Travel Arrangers, Super Users, and Travelers have the ability to access and use the Corporate Travel Bank funds as a form of payment provided that their profile has been enabled by the Admin. If your profile has been enabled for use of the Corporate Travel Bank funds, the following Pay by Travel Bank screen will appear:

### Pay By Travel Bank

Travel Bank Balance: **\$3,028.00 USD**  
**Existing balance may be applied to the base airfare, taxes, and fees as applicable**

Maximum Amount you can apply for this Itinerary: **\$383.08 USD**

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.

Refunds with Travel Bank

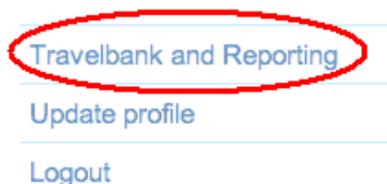
Refunds on non-refundable bookings are automatically issued to company's Travel Bank account after a change or cancel fee is applied. Seat selection and fees associated to seats will not carry over with the refund.

Refunds on refundable bookings have the option of either sending back the refund to the original form of payment or to Travel Bank.

Please refer to jetblue.com for our current change fees and policies.

Travel Bank Reporting

In order to access Travel Bank, users must be logged in as a Corporate Admin. On the left side navigation, click "Travelbank and Reporting" to go to the main Travel Bank page:



To access your Travel Bank statement where you will see all transactions associated to your Travel Bank account, click "Your Account Statement."



Book travel | Manage your flights | Where we jet | TrueBlue® program | |

Vikram Pandit

- [Account Statement](#)
- [Logout](#)

**Links**

- [Book travel](#)
- [Contact us](#)
- [JetBlue help](#)
- [Corporate Reports](#)

Your Travel Bank Account  
CITI Group

**Your Account Balance: \$1,127.08**

[Your Account Statement](#)

Your statement shows all transactions on this account.

[Contact Us By Email](#)

Allows you to email your questions about the Travel Bank program through to our support team.

This will bring the user to the account statement which details all Travel Bank transactions. Each transaction is classified as a Refund or Ticket Purchased using Travel Bank funds. The associated amount is labeled with a plus or minus symbol. To view additional details for each transaction, click on the hyperlinked Ticket Number.

Vikram Pandit

- [Account Statement](#)
- [Logout](#)

**Links**

- [Book travel](#)
- [Contact us](#)
- [JetBlue help](#)
- [Corporate Reports](#)

Account Transaction History

Date	Description						Amount	
	Transaction	Ticket Number	Passenger Name	Service Credit Code	Service Credit Long Name	Service Credit Expiry Date		
18 Jan 10	Refund	<a href="#">2792152311434</a>	PONY SAKTHIVELU	* RFND	Credit Shell or Refund	18 Jan 11	\$1,779.80	+
18 Jan 10	Refund	<a href="#">2792152311437</a>	MANI KOKALA	* RFND	Credit Shell or Refund	18 Jan 11	\$78.90	+
18 Jan 10	Refund	<a href="#">2792152311438</a>	RAMESH KOKALA	* RFND	Credit Shell or Refund	18 Jan 11	\$78.90	+
18 Jan 10	Ticket Purchased	<a href="#">2792152311386</a>	SATYAM MR KOKALA				\$178.90	-
18 Jan 10	Ticket Purchased	<a href="#">2792152311387</a>	SHOBHA MISS KOKALA				\$178.90	-
18 Jan 10	Ticket Purchased	<a href="#">2792152311457</a>	ARUN MR ARIND				\$319.40	-
18 Jan 10	Ticket Purchased	<a href="#">2792152311508</a>	PRASAD MR KOKALA				\$254.70	-
18 Jan 10	Ticket Purchased	<a href="#">2792152311509</a>	SHRAVANI MISS KOKALA				\$254.70	-
18 Jan 10	Refund	<a href="#">2792152311457</a>	ARUN ARIND	* RFND	Credit Shell or Refund	18 Jan 11	\$219.40	+
18 Jan 10	Ticket Purchased	<a href="#">2792152311547</a>	PRASAD MR KOKALA				\$150.70	-
Available Balance							\$1,127.08	

[1](#) [2](#) [3](#) [4](#) [5](#) [next](#) [last](#)

next history date range:  to:  [search](#)

Here is an example of transaction details for a Refund:

Vikram Pandit

- [Account Statement](#)
- [Logout](#)

**Links**

- [Book travel](#)
- [Contact us](#)
- [JetBlue help](#)
- [Corporate Reports](#)

Refunded Ticket Details.

**Transaction ID:** 4130987

Currency:		
Original Amount:	Rate of Exchange:	Amount: 78.90
Booking Reference:	PZQWCZ	
Original issue date of ticket:	18 Jan 10	
Issued at:	NFV	
Refunded at:	NFV	Refunded by: WE1

At the time of rebooking, all trips must meet the rules applicable to the fares of the new booking. Interline or Joint Fare tickets are not eligible for Travel Bank. Travel Bank credits are valid for 396 days from the date of deposit.

[back](#)

Here is an example of transaction details for a Purchased Ticket:

Vikram Pandit

- [Account Statement](#)
- [Logout](#)

**Links**

- [Book travel](#)
- [Contact us](#)
- [JetBlue help](#)
- [Corporate Reports](#)

Purchased Ticket Details.

**Transaction ID:** 4130990

Currency:		
Original Amount:	Rate of Exchange:	Amount: -178.90
Booking Reference: LAKSVP	Issued At: NFV	Issued by: WE1

**Passenger Details:**  
SHOBHA MISS KOKALA

**Travel Details:**  
The new ticket purchased must follow the rules applicable to the fares of the new booking. Interline or Joint Fare tickets are not eligible for Travel Bank. To view your itinerary, please click "LOG IN to profile" from the links provided on the left navigation menu.

[Back](#)