

Frequently Asked Questions

THE EDGE ACCESS

- Q. How do I access The Edge?**
A. The Edge can be accessed by entering the following in your Web browser address window: <https://www.itn.net/northrop>. Please note that you can also access The Edge by clicking on the Travel link on the company intranet home/travel page.
- Q. What is my login name and password?**
A. Your UserId is your six digit employee number followed by your first and last name initials (e.g. 123456rc) and your temporary password is **travel**.
- Q. I tried to logon, but it tells me “This account not found”?**
A. Click on the new user link within the login page and e-mail your sector or contact Rene Cruz with any questions or problems at 310-201-3461 or rene.cruz@ngc.com
- Q. Are all Northrop Grumman employees automatically on The Edge?**
A. No, we do receive data loads from your sectors HR department to load in new employees, but not all employees are set-up. We set up those employees who are traveling or who set up travel for someone.
- Q. How do I change my temporary password?**
A. For security purposes, you must change your password when you initially log in. Click on “Profile”, and select “Change Password”. Be sure to set up your password recovery at this time as well.
- Q. Will my password ever expire?**
A. Yes, after your initial logon. Your temporary password of “travel” will expire after 90 days.
- Q. I forgot my password. What do I do?**
A. Click on the “Forgot My Password” link on the login page and your password will be e-mailed to the e-mail address you have in your profile.

THE EDGE ACCESS (continued)

- Q. What if I forgot my password and the “Forgot My Password” link on the login page isn’t working?**
A. Call American Express at 1-877-742-9413 and they will reset your password for you.
- Q. Is E-Concur part of The Edge?**
A. E-Concur is not part of The Edge.
- Q. What is Airweb?**
A. Airweb is a web site set up by American Express to view past or present itineraries. It will hold your itineraries up to 90 days. Your password is not the same as The Edge and if you get locked out please contact: carol.a.baumgartner@aexp.com to unlock it.
- Q. Can my spouse or family member also book on The Edge?**
A. No, only Northrop Grumman employees on business travel can use The Edge.

USER PROFILES

- Q. How do I update my profile?**
A. At the top of the begin search page there is a navigation bar with a “Profile” link. Click on this button and just select the appropriate link to view/modify your user profile and/or personal information.
- Q. Do I have to fill in all the fields?**
A. No, only those fields that are in Red and have an * next to it are mandatory, all others are optional. If one of the fields in Red and have an * next to it are not filled out you will receive an error message.
- Q. What is “Mail Stop”?**
A. Mail stop refers to your departments mail stop within your group. If you are inputting your home address or don’t know your mail stop please place a “0” in that field.
- Q. Can I add in my personal membership numbers for Air, Hotel, and Rental Cars reward programs?**
A. Yes, you can. The key thing to remember is that all membership names have to match the name on your American Express Card, otherwise the agency will not be able to view your profile.

USER PROFILES (continued)

- Q. Where do I load in the membership numbers?**
A. On the “Profile” link select the “Frequent Traveler Programs” link. Select your option of Airline, Hotel, or Rental car. Select the vendor and type in your number and hit the save button.
- Q. Can I book my travel through other websites?**
A. No, the only travel website approved for Northrop Grumman business travel is The Edge. This will insure all negotiated fares and preferred vendors are used.
- Q. Do I need to fill out a profile even though I don’t have a credit card?**
A. Yes, you must have a profile to book travel.
- Q. Can I use my Mastercard or Visa?**
A. No, you can only use the company issued American Express card to make any purchases on the EDGE.
- Q. How do I input my credit card information?**
A. On the “Profile” link select the “Charge Card Settings”. Select the “Add Charge Card” button and fill in all the fields. The site will ask you to nickname your card (e.g. My Amex or Corp Card) and hit the save button. On the confirmation page, select the two drop down arrows on the charge card selections. You will now need to select your credit card nickname (e.g. My Amex) then hit the save button.
- Q. Do I have to call the travel agency and provide them with the same user profile information?**
A. No, once you click on “Save”, the changes that you made to your online user profile will automatically update the profile that the agency maintains for you.

On-Line Booking

- Q. How do I start booking a trip?**
A. On the begin search page, select your “Trip Requirements”, select your “ Trip Type”, and enter in your “Trip Details”. Once you have made your trip selections click on the “Begin Search” button

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ONLINE BOOKING (Airline)

- Q. How will I know which Airlines are contracted with Northrop Grumman?**
- A. On the Airline search pages, all contracted airlines will be indicated with a group of stars.
- Q. How do I access the airplane seat maps to choose my seats?**
- A. Once your flight choices have been made, you will automatically be taken to Seat Selection for all the flights in your itinerary. Select your seat and hit the next "seat selection" button or the "reserve the seat" button.
- Q. If I skip the seat selection, can I select them later?**
- A. Yes, on the purchase page you will see a seat selection icon.
- Q. I have made my airline selections, but I now get a lower fare option window. Do I have to make this selection?**
- A. Northrop Grumman travel policy requires you to take the lowest airfare or preferred airlines. If you are unable to do so, the EDGE will prompt you to enter in a reason why & this information is reported to your sectors travel manager.
- Q. I have selected either an arrival or departing time, and need to modify the time. Should I just select the back button?**
- A. No, to modify your departing or arrival time on the airline search screen you will see a window with date and time changes. Make the changes and select the "Search Again" button. You can also modify the airline choice on the "Review Trip Page".
- Q. Will EDGE automatically upgrade me or my Travelers using their Frequent Flyer status?**
- A. Some airlines will automatically upgrade you based on your frequent flyer status, and others require you to call. We recommend you check directly with the airlines. After you have been ticketed.
- Q. Are the fares and rates shown online guaranteed?**
- A. Airfares are not guaranteed until ticketed, ticketing occurs quite quickly so there is rarely an issue.
- Q. Are the rates and fares in the EDGE the same as the American Express travel office?**
- A. Yes, the travel office uses the same "back-end" system to access air, car, and hotel rates.

ONLINE BOOKINGS (Hotel and Rental cars)

- Q. How can I search for a hotel?**
- A. Once you open the hotel search page, hotels are first listed by Northrop Grumman preferred properties. You can also modify your search by Airport Location, Reference Point, Address, or Preferred Properties.
- Q. I am unable to find the hotel that I want at my destination?**
- A. It's possible that the hotel you want may be sold out. You can either choose another hotel or modify your search by selecting the "Search by Hotel" button. Keep in mind that even though you have selected a different search criteria or entered a specific chain, the preferred hotels will show up first and then the chain you have requested will show up.
- Q. I'm going to a conference and the hotel is not showing up on the EDGE?**
- A. Northrop Grumman does not have contracted rates with every hotel. If you are attending a conference and have a special rate, contact the coordinator of the event or call the hotel directly to see if the rate is available.
- Q. The hotel reservation I made online does not show a confirmation number on the Confirmation page. What do I do?**
- A. Upon completion of an online booking, most hotels will provide a confirmation number immediately. If not, our travel agency will confirm the reservation with the hotel directly and contact you.
- Q. I would like to display a booking that I have already made on EDGE?**
- A. Click on "My Trips" from the top toolbar from anywhere in the site. Here you will find all reservations made on the EDGE.
- Q. I frequently travel to the same destination, stay in the same hotel and rent the same car. Is there an easy way to book this trip?**
- A. Yes, you can create a Trip Template for any trip on the Itinerary Plan, Confirmation or Previous Booking pages. From the home page you will be able to access your Trip Templates. Select the desired trip from the Trip Templates menu and click on the "Display" button. Simply enter your new dates of travel and book the trip.

ONLINE BOOKINGS (Rental cars)

- Q. I am trying to book a rental car at an off airport location?**
- A. On the rental car search page, select the drop down arrow on the "search for rental car" toggle, select "at a non-airport location", add in your city and time, select the agency, hit the search button, and select your choice.
- Q. What is the "Review Trip Page"?**
- A. Once you have completed your booking, you are given a chance to modify your trip. You can add a hotel, remove a car rental, or change flight information. Please keep in mind that you can easily remove/add a car or hotel without changing your itinerary, but if you need to reselect your flights the whole process will have to start over. The reason behind this is you are now arriving/leaving at a different time.

AGENCY TICKETING

- Q. When is my booking made on EDGE actually ticketed?**
- A. Once you purchased your reservation, it will go through an automated quality control process and be ticketed. If you add notes to the Special request box, this will delay the process as an agent will need to review the reservation prior to ticketing.
- Q. How do I know our travel agency has received my EDGE booking?**
- A. Your Confirmation page and e-mail confirmation will indicate that your booking has been made. That information includes a Record Locator that you can provide to the travel agency in the event that you should need to follow up with them at any point.
- Q. What if I need to make changes to my itinerary?**
- A. Please call 1-877-742-9413
- Q. How do I handle refunds?**
- A. If you have a refundable e-ticket, it's important that you notify the agency so they can obtain the refund. If the ticket is non-refundable, American Express will keep it on file for future use.
- Q. Who do I contact for EDGE technical support?**
- A. Most support such as navigational assistance & password reset can be handled by American Express at 1-877-742-9413. If your issue or question can not be resolved by American Express, Please contact rene.cruz@ngc.com for additional support.