We're excited to introduce **Atmos™ for Business**, the modern business travel platform that will replace the current Hawaiian Airlines Corporate Portal and Program.

This launch is part of our broader transition to **Atmos™ Rewards**—a unified loyalty program that brings together the best of Alaska Airlines and Hawaiian Airlines.

With **Atmos™ for Business**, you'll gain access to enhanced features and greater flexibility, designed to deliver more value to your organization.

Phased Rollout & Key Highlights:

- **Now Live: Enrollment is Open** Atmos for Business is ready for company registration! As the primary contact for your organization, please click link to register your company today.
    - A Hawai'i Sales Team member will be in touch to schedule meetings and webinars to walk you through the new platform.
    - If you provided your information to set up your account you do not have to do anything.
- **Migration Complete** Mahalo to those who have already submitted their setup forms!
    - New Accounts have been created and the Hawai'i Sales Team will be in touch to schedule meetings and webinars to walk you through the new platform.
    - Keep an eye on your inbox for communication from the Hawai'i Sales Team to guide you through the set up phase.
- **Get Acquainted** We're here to support you. The Hawai'i Sales Team will assist with account setup and demonstrate how to use the portal's administrative and booking tools.
- **Booking Opens Mid-September** Flight bookings through **Atmos™ for Business** will become available in mid-September.
- **Transition Period** You'll have time to transition to the new system. The current Hawaiian Airlines Corporate Portal will remain accessible for bookings until late September 2025**.**
- **Live Demo's & Ongoing Support** We'll be hosting platform demos and setup sessions soon to help you get started and make the most of Atmos™ for Business.

Let's Get Started
Be on the lookout for upcoming emails with next steps. If you have any questions, feel free to reach out to the Hawai'i Sales Team at **US.Sales@HawaiianAir.com** or call us
at **1-808-838-6740**.

Mahalo for your continued partnership—we're excited for you to experience all the benefits of Atmos™ for Business!

The Hawai'i Sales Team

HAWAIIAN AIRLINES®

Corporate Website Training Guide

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HAWAIIAN AIRLINES

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Corporate Website Booking Rules and Procedures

The Hawaiian Airlines Corporate Program is an Internet Booking Program.

You will need to manage the Corporate HawaiianMiles number (9-digit HawaiianMiles number beginning with "191…") and the password you create with other authorized users from your organization who will have access to Corporate reservations. Please ensure you establish in-house security measures to protect your Corporate Web account information.

Your company's reservations are made via your Corporate Portal by signing into the Hawaiian Airlines' Corporate Website with your unique HawaiianMiles Corporate account number and password. You may also call the Corporate Desk at 1-800-578-5722 daily from 5:00 am to 6:00 pm (HST) for reservations assistance.

Authorized Callers

You may delegate up to fifty (50) Authorized Users/Callers or make these updates via self-servicing on HawaiianAirlines.com (you must be logged into your corporate account). This list is added to your corporate account profile. Requests to charge airfare or taxes/fees to the credit card account stored in your account will only be accepted from the other authorized callers on your list. Any individual with access to your Corporate Account log in will be able to redeem Corporate miles.

The Corporate Desk

Days/Hours of Operation: Daily from 5:00 am to 6:00pm (HST)

Telephone Number: 1 (800) 578-5722 (toll free)

The Corporate Desk is part of Hawaiian Airlines' Reservations Department and consists of a group of agents trained specifically to handle our Corporate Accounts' special needs. Please call Corporate Desk if you are having Internet or website problems and need to make a reservation, have questions about an existing reservation, need to make changes to an existing reservation or need to make a reservation for an eligible unused ticket.

When calling the Corporate Desk for assistance, you must provide the agent with your company's corporate account number (nine-digit HawaiianMiles number beginning with "191").

Only Primary Contact, Authorized Callers and Credit Card holders listed in your company's profile will be allowed to make charges to the credit card account embedded in your account.

With the exception of the special Corporate Neighbor Island anytime fare (Y Class), reservations made via the Corporate Desk will be priced at the lowest available published fare and not priced using web fares. Web fares are only applicable for reservations made via the Website.

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After Corporate Desk hours, Corporate accounts may call Hawaiian Airlines General Reservations for assistance with immediate (in the next 24 hours) travel issues. *Changes made at the Hawaiian Airlines Airport Ticket Counters are subject to all fare rules and any fees. Any fees and additional fare must be paid for by the passenger.*

General Reservations:

Days/Hours of Operation: 24 hours, 7 days a week

Telephone Number: 1 (800) 367-5320 (toll free)

Updates to Corporate Account information

Effective April 19, 2023, Corporate accounts will now be able to update basic company info, including primary & authorized contact info, and designate form of payment for the account using self-servicing tools on the Corporate Portal.

Updates to the credit card information must be made online when logged into your Corporate account.

Changes to your company's information may be completed when logged into your Corporate Account profile on HawaiianAirlines.com. If you need further assistance, you may contact the U.S. Sales team.

- Email to: us.sales@HawaiianAir.com
- Phone at 808-838-6740 x3

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HAWAIIAN AIRLINES

Corporate Fares

Corporate Special	Corporate Standard	Corporate Flexible	Corporate First Class
• Main Cabin fare*	• Main Cabin fixed rate for ease of budgeting and predictability**	• Main Cabin fixed rate for ease of budgeting and predictability** • Access to special last seat fares for Neighbor Island flights.	• First Class fare
• Complimentary first 2 checked bags • HawaiianMiles members earn one mile for every mile flown PLUS Bonus HawaiianMiles for your company • No fee for flight or name changes (fare difference may apply) • No fee for same-day standby for Neighbor Island and North America flights • Advanced priority seat selection • Complimentary preferred seating • Access to corporate website and dedicated reservations line • NI ticket refundable if cancelled 72+ hours prior to flight time	• Complimentary first 2 checked bags • HawaiianMiles members earn one mile for every mile flown PLUS Bonus HawaiianMiles for your company • No fee for flight or name changes (fare difference may apply) • No fee for same-day standby for Neighbor Island and North America flights • Advanced priority seat selection • Complimentary preferred seating • Access to corporate website and dedicated reservations line • NI ticket refundable if cancelled 72+ hours prior to flight time	• Complimentary first 2 checked bags • HawaiianMiles members earn one mile for every mile flown PLUS Bonus HawaiianMiles for your company • No fee for flight or name changes (fare difference may apply) • No fee for same-day standby for Neighbor Island and North America flights • Advanced priority seat selection • Complimentary preferred seating • Access to corporate website and dedicated reservations line • NI ticket refundable if cancelled 72+ hours prior to flight time	• Complimentary first 2 checked bags • HawaiianMiles members earn one mile for every mile flown PLUS Bonus HawaiianMiles for your company • No fee for flight or name changes (fare difference may apply) • No fee for same-day standby for Neighbor Island and North America flights • Advanced priority seat selection • Complimentary preferred seating • Access to corporate website and dedicated reservations line • NI ticket refundable if cancelled 72+ hours prior to flight time

**Organizations with a contracted special rate will see the unique fare as Corporate Special.*
***Available on Neighbor Island flights only.*

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Special Corporate Change Rules

Neighbor Island and North America flight, date and route changes are permitted. Corporate Website accounts are also allowed to make name changes to Neighbor Island and North America reservations via the Corporate Website request form or by contacting Corporate Desk.

Neighbor Island and North America change fees are waived for flight, date, route, and name changes. Any applicable difference in fare, including additional taxes and fees will be collected should change result in a higher fare difference. If the flight you want to change to is only available in first class, the flight may be booked in first class and only the difference in fare will be collected. No change fee will be charged.

Date, flight, and route changes for all passengers currently booked on the same confirmation code can be made online via the online flight change option up to 90 minutes prior to the departure of the first flight ticketed or new flight's scheduled departure time whichever is sooner. For changes that require other services please contact the Corporate Desk for assistance. Seat changes may also be made online.

Changes may also be made via the Change Request form when changes are made at least four hours or more prior to the first ticketed flight or new flight's scheduled departure time, whichever is sooner. Changes made within four (4) hours and at least 90 minutes prior to the ticketed or new flight's scheduled departure time, whichever is sooner, should be called in to the Corporate Desk. Changes made inside of 90 minutes prior to the ticketed or new flight's scheduled departure time, whichever is sooner, should be handled at the airport upon check-in and is subject to all fare rules and fees.

Should a change called in to the Corporate Desk result in an additional collection of fare, tax and/or fees, only an authorized caller listed in your account may consent to charge the additional collection to the credit card stored in your account. If the passenger calls in to make the change and is not an authorized caller and one is not able to take over the call, the passenger must use his/her own personal credit card to pay the additional collection at the time of the change is made.

Changes made at the Hawaiian Airlines Airport Ticket Counters are subject to all fare rules and any fees. Any fees and additional fare must be paid for by the passenger.

Seat Upgrades to Preferred or Extra Comfort Seats

Extra Comfort seat upgrades can be purchased at time of booking via your Corporate website portal. You may also upgrade your seat after your booking is completed by accessing your trip through the My Trips section of our website or the Manage Flights tab and then clicking the **Change Seat** link. This will take you to a seat selector page where you can select the upgraded seat and pay the upgrade fee with a separate credit/debit card.

Preferred Seats for North American and International flights are complimentary to Corporate travelers and may be selected during booking on HawaiianAir.com or via Corporate Desk. You may also upgrade your seat after your booking is completed by accessing your trip through the My

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Trips section of our website or the Manage Flights tab and then clicking the **Change Seat** link. Corporate travelers may reserve preferred seats for neighbor island flights via Corporate Desk.

Neighbor Island and North America Standby

Same day standby listing for earlier flights with the same routing is allowed without fee for corporate passengers. Passengers who would like to standby for an earlier flight must not have checked baggage and must list with the Hawaiian Airlines agent at the service desk in the Airport lobby or at the podium in the boarding area. Those requesting to standby for an earlier flight must be listed no less than 45 minutes prior to Neighbor Island and 90 minutes prior to North American desired flights. There is a boarding priority for Standby passengers by elite status and by Corporate Tier.

Neighbor Island Refunds

The Neighbor Island no refund rule and fee are waived for Corporate Neighbor Island tickets that are cancelled and a refund is requested at least 72 hours prior to the departure time of the earliest flight on the ticket. If a cancelation is made inside of 72 hours prior to the departure time of the earliest flight on the ticket, the ticket must be used within one year from the date of issue. The change fee is waived, and any difference of fare will be collected. The name change waiver applies to wholly unused Neighbor Island tickets at no additional fee.

North America and International Travel

All fare rules and fees apply to Corporate North America and International Travel. With the exception of Refundable fares, most North America and International fare rules do not allow refunds and require a fee for change and cancelation. All tickets are non-transferable and are valid for 1 year from the date of issue.

Code Share Flights

Code share flights are tagged with the Hawaiian Airlines code (HA) but operated by other carriers. Code share flights are noted as such under its flight number in the price grid on HawaiianAirlines.com. Special Corporate rates, rules, and exceptions (including baggage waiver) do not apply to these flights.

Redeeming Corporate Miles

Corporate Bonus miles may not be transferred to another HawaiianMiles account. Corporate HawaiianMiles may be redeemed by those designated by your company to have administrative access to your corporate account (Log in, password, authorized callers). Corporate miles may be redeemed online once logged into your corporate account, or by calling the Corporate Desk toll free at 1-(800)-578-5722. Miles may only be

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redeemed for awards on Hawaiian Airlines (i.e. Hawaiian Airlines scheduled flights including, Premier Club Membership, HA First Class upgrades).

Website URLs:

Corporate Site: https://www.hawaiianairlines.com/corporate

Sign in with your Corporate HawaiianMiles number and the password.

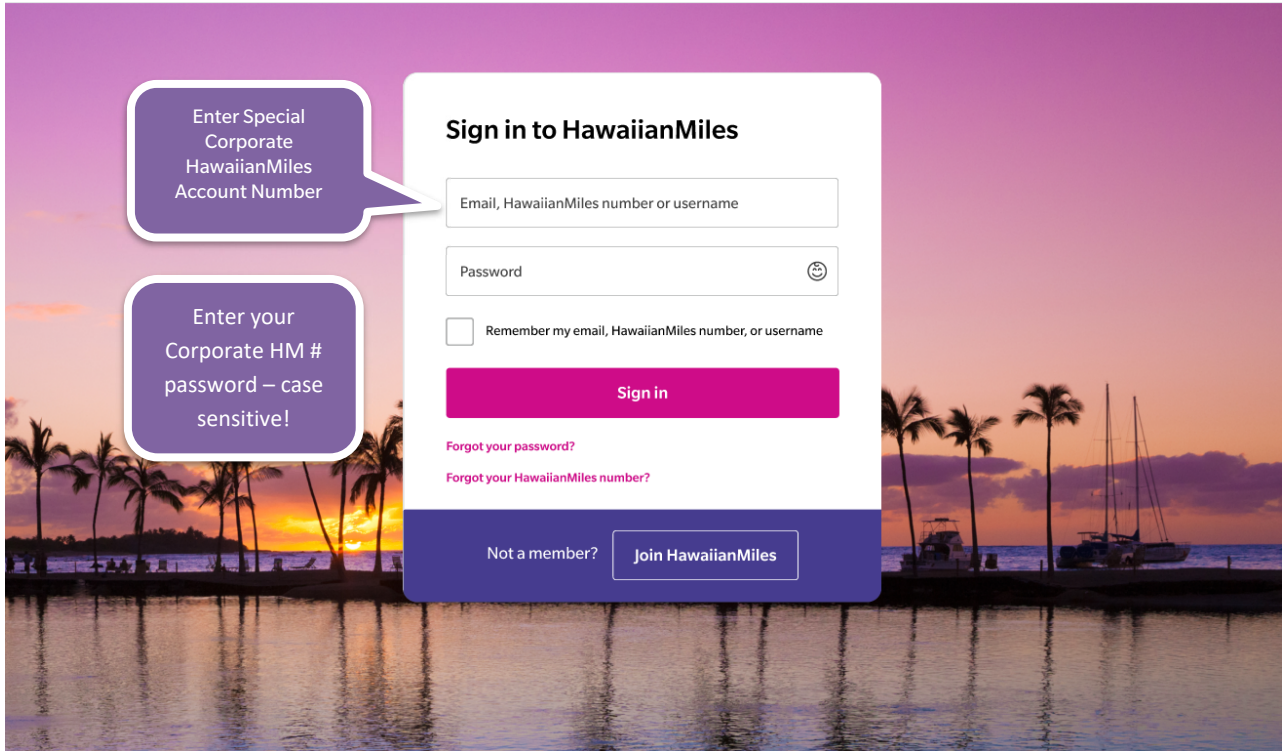
General Site: https://www.hawaiianairlines.com

Signing in with a Corporate HawaiianMiles number and the password will take you to your Corporate website portal. However, you may miss information or news that sometimes appears on the Corporate website sign-in page.

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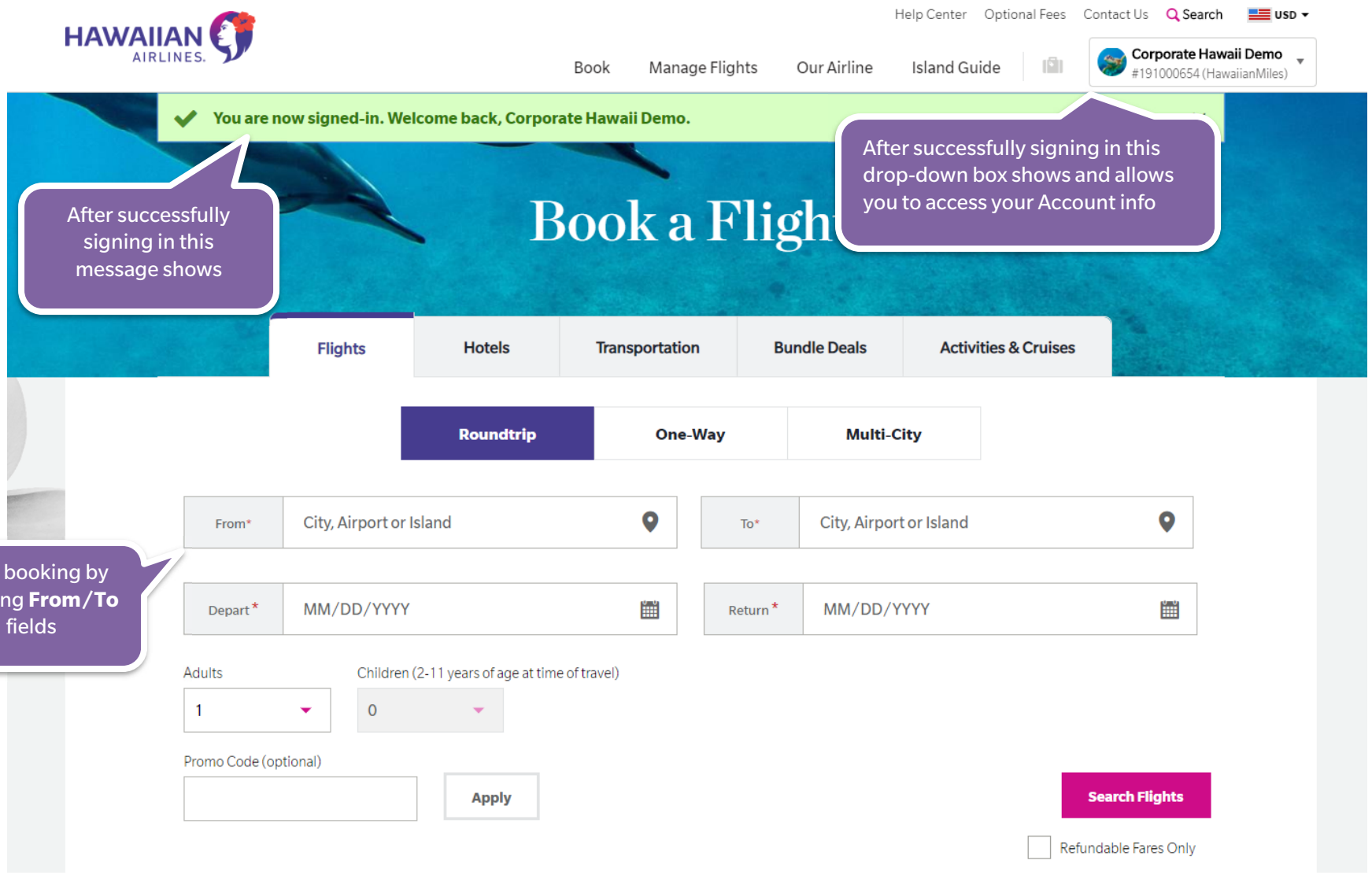
Corporate Booking

Corporate & Personal HawaiianMiles Login



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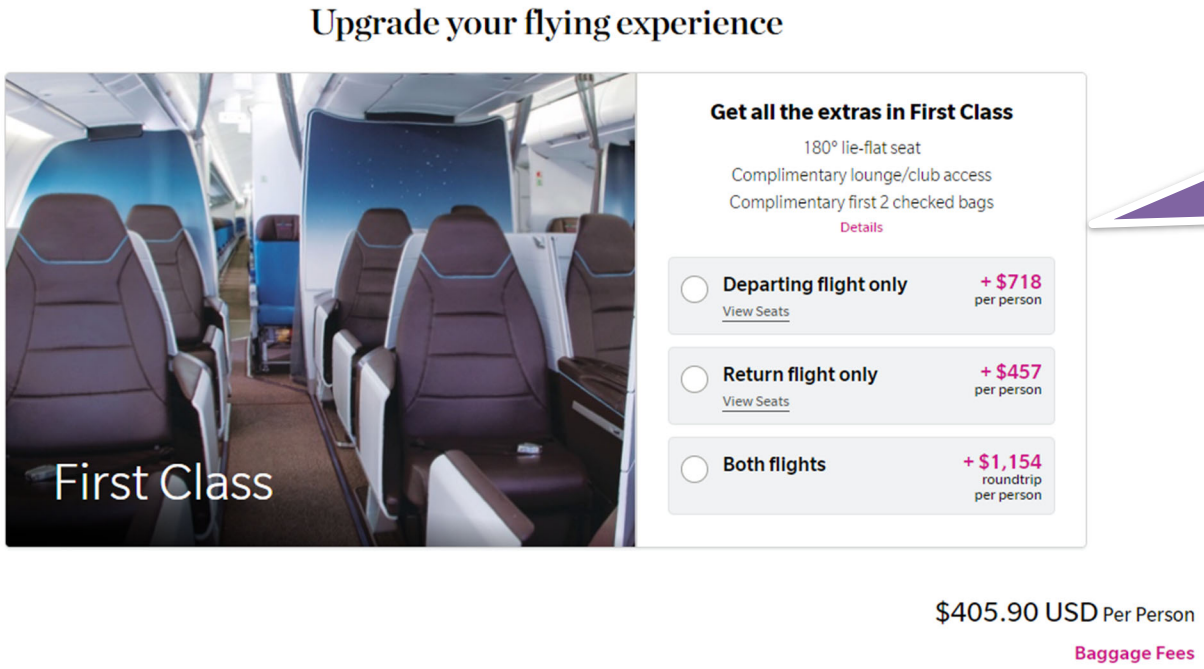
Booking Widget (Flight Search Form)



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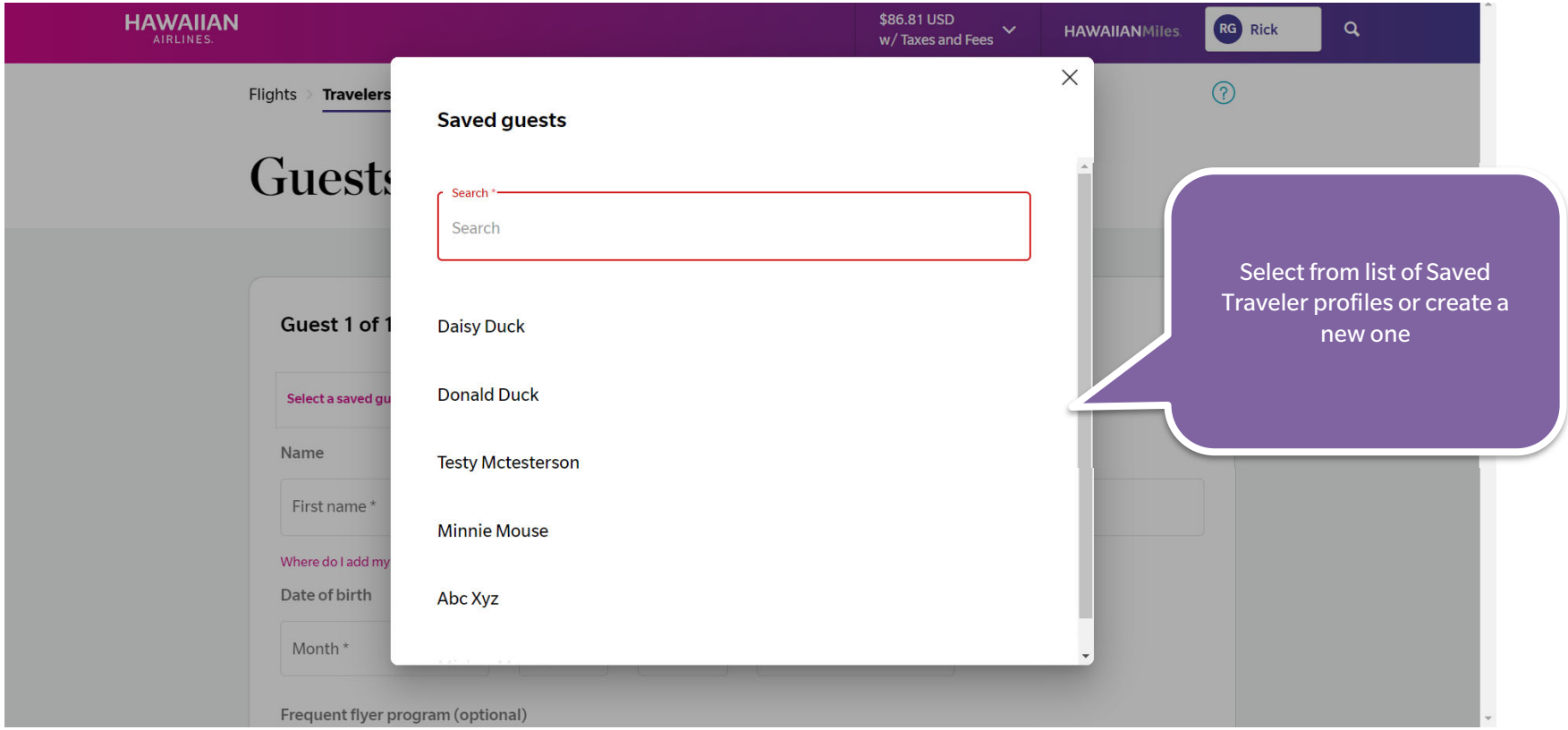
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Flight Search Results – Upgrades

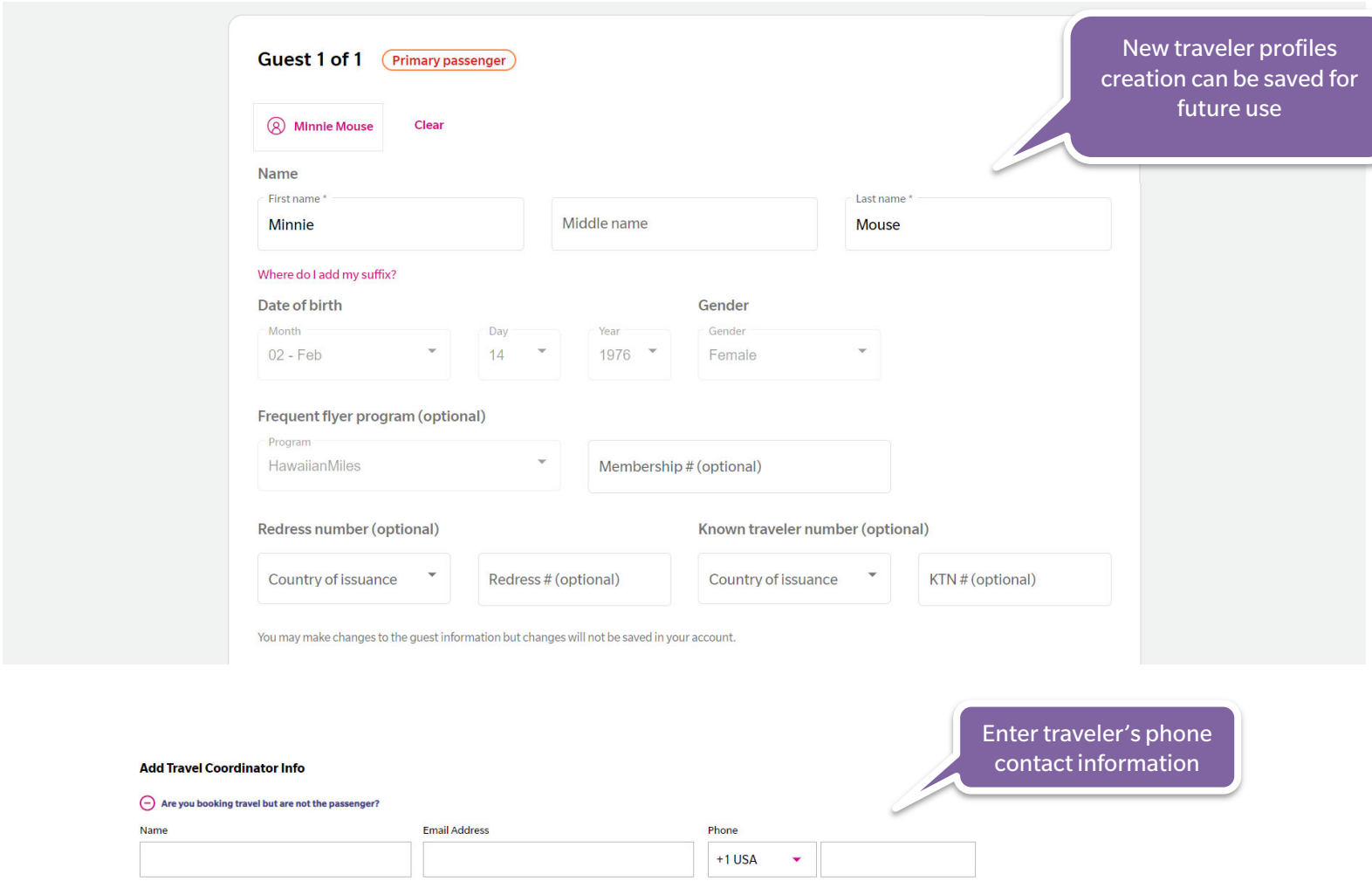


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Select Travelers

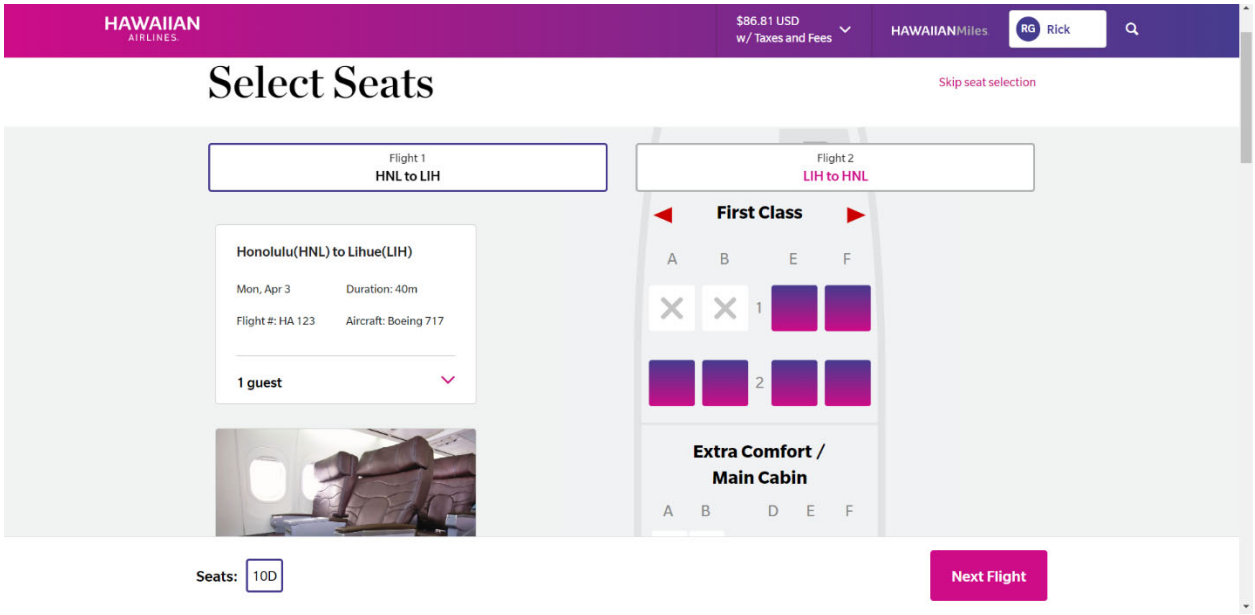


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Select Seats

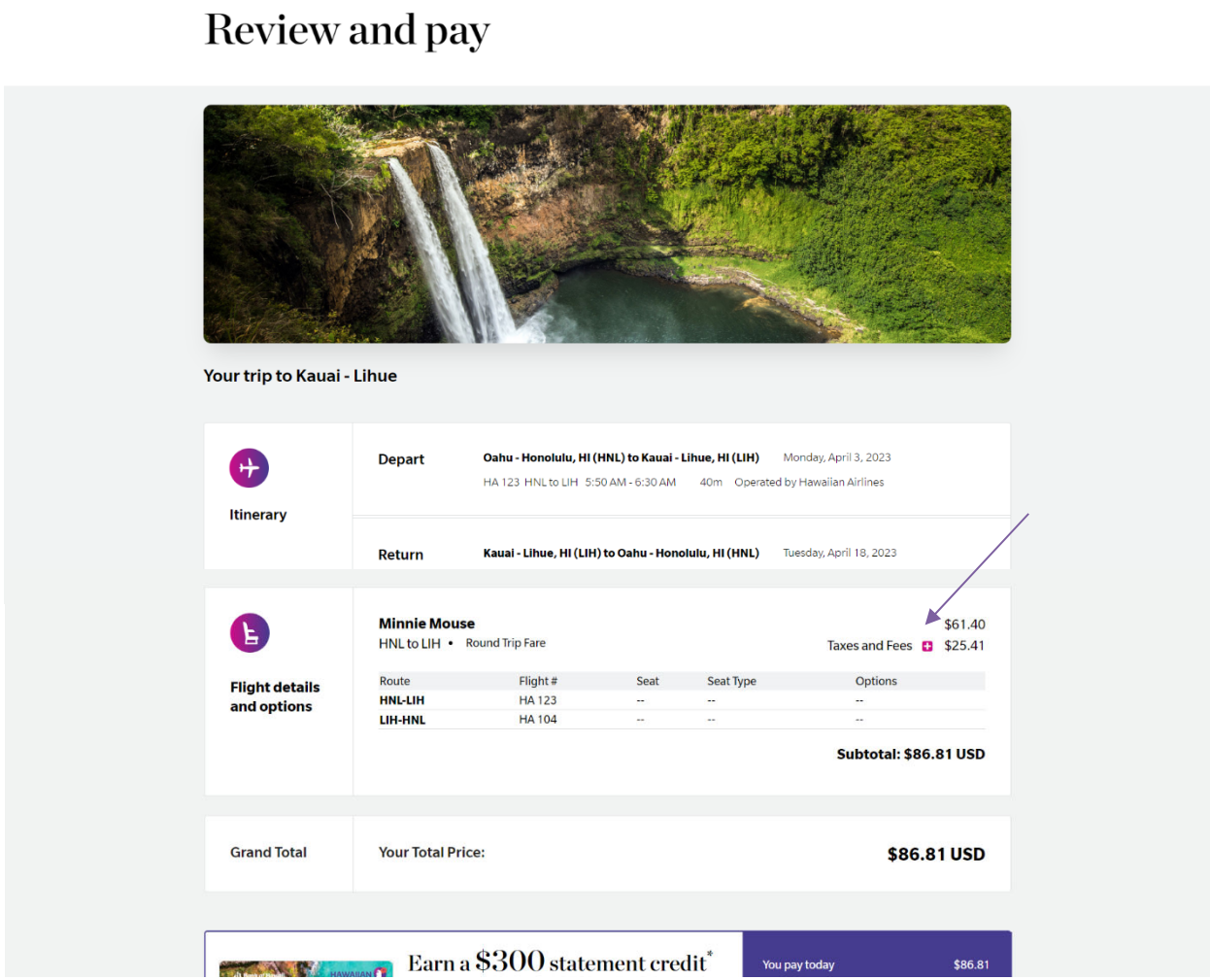


Select desired seat by segment (route).
Preferred Seats are complimentary for Corporate travelers

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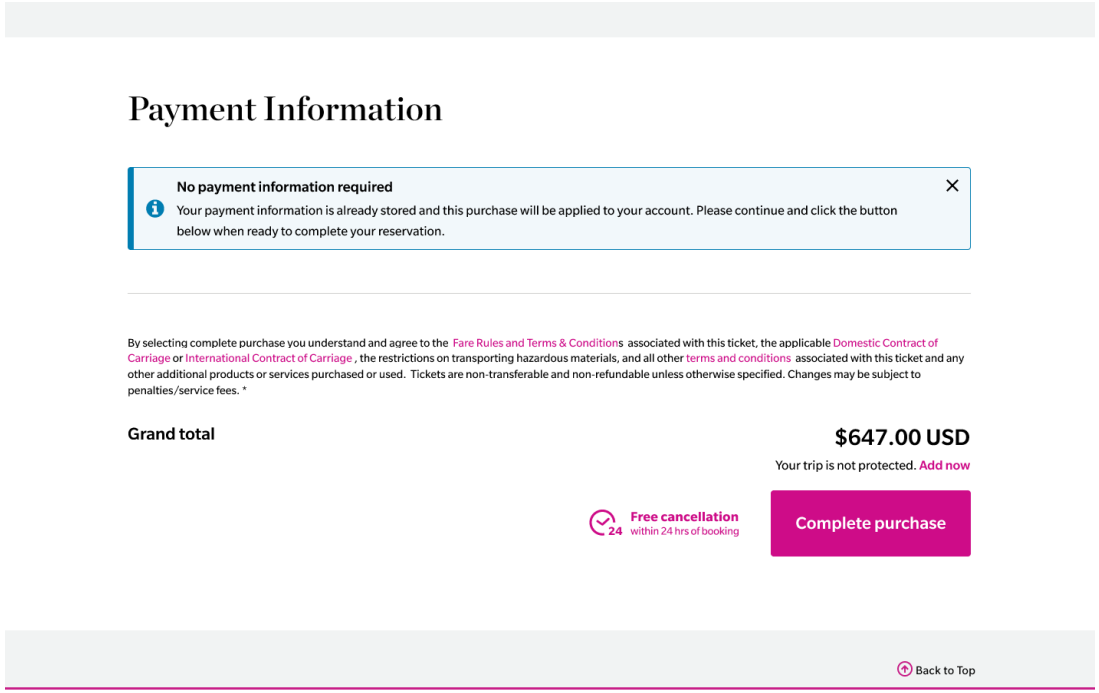
View Your Itinerary Details

NOTE: simply review your itinerary by clicking the dropdown button next to your total fare.



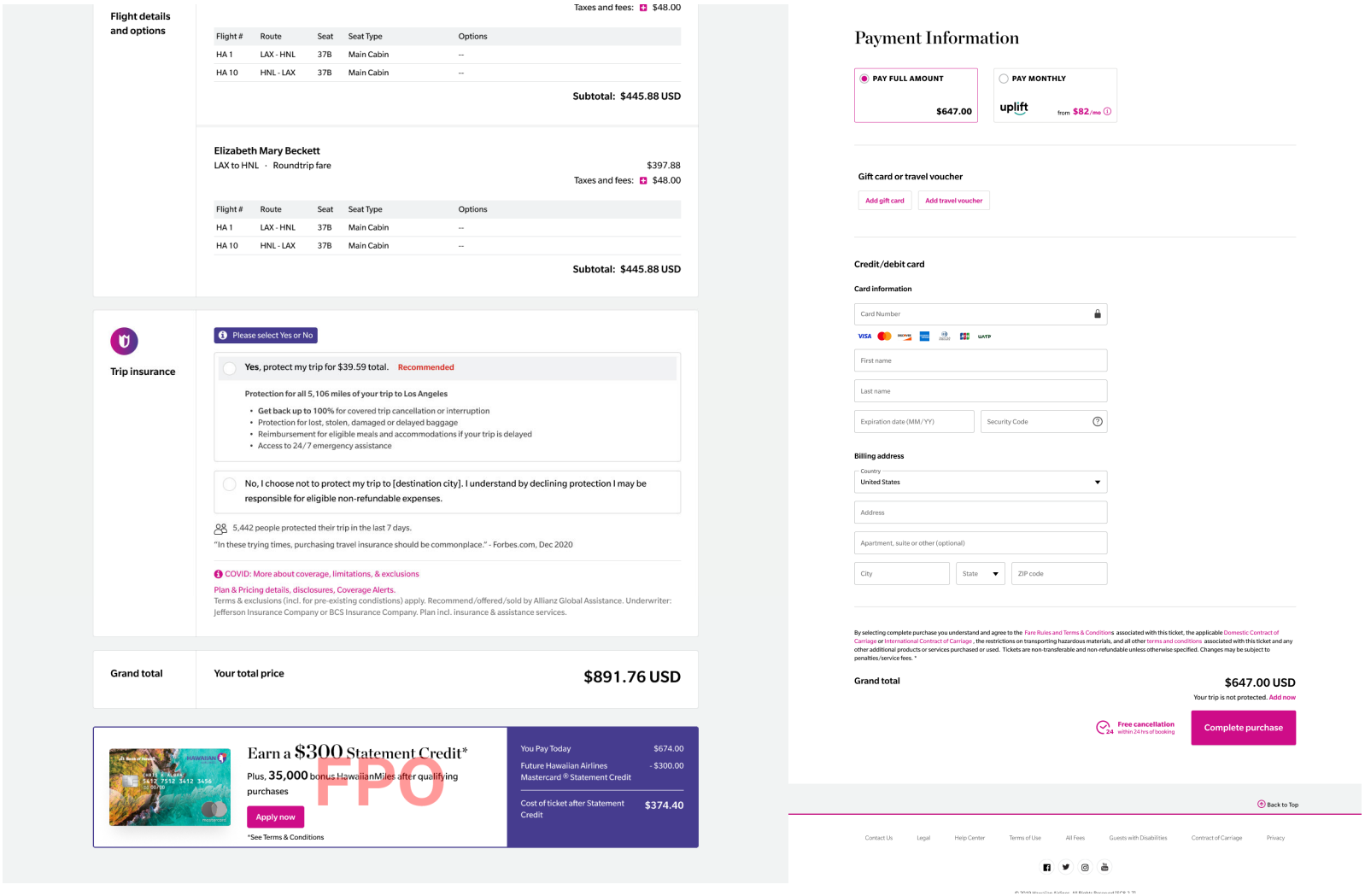
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Review and Pay – No Payment



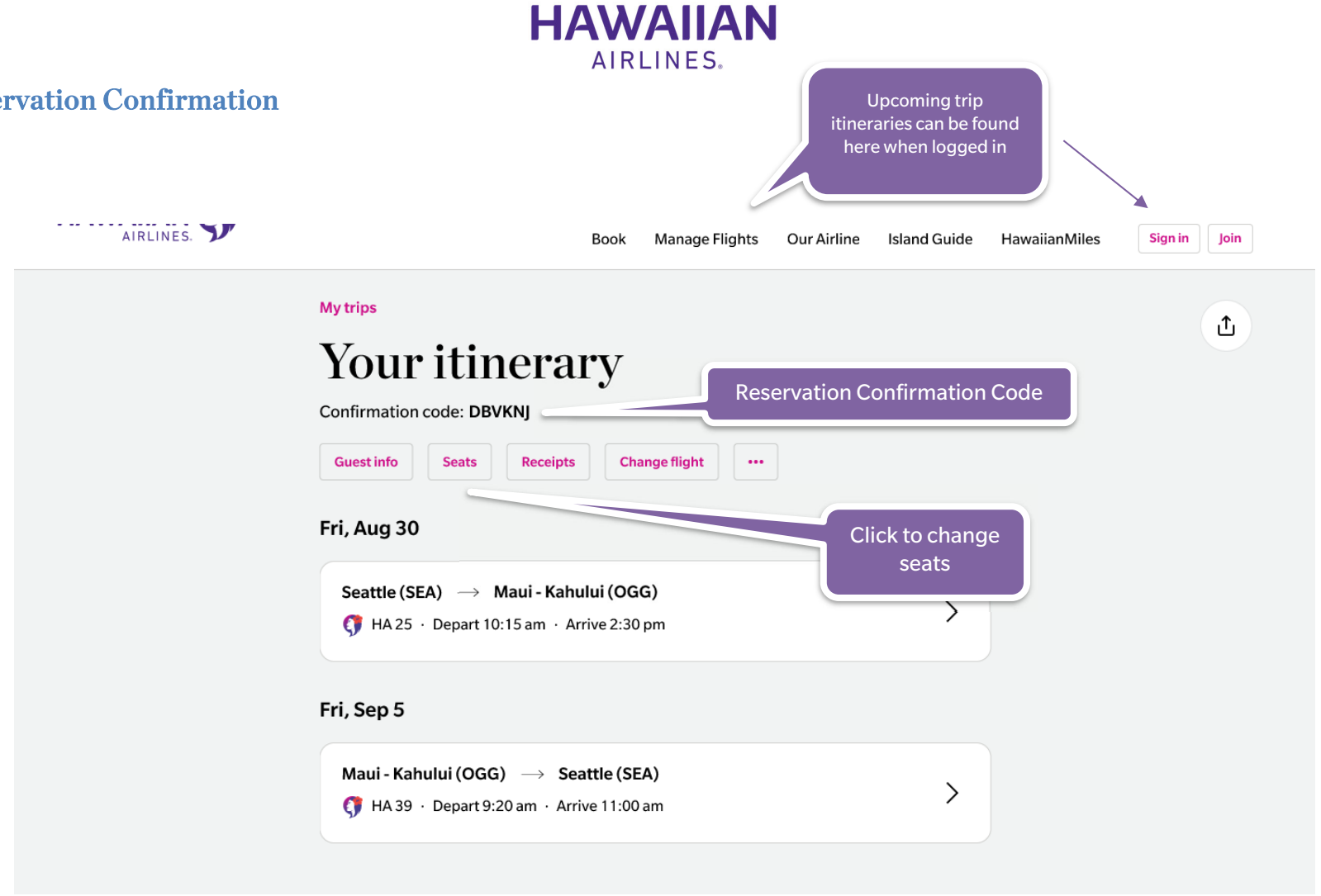
No payment information needed if your corporate account is set to HA Billing

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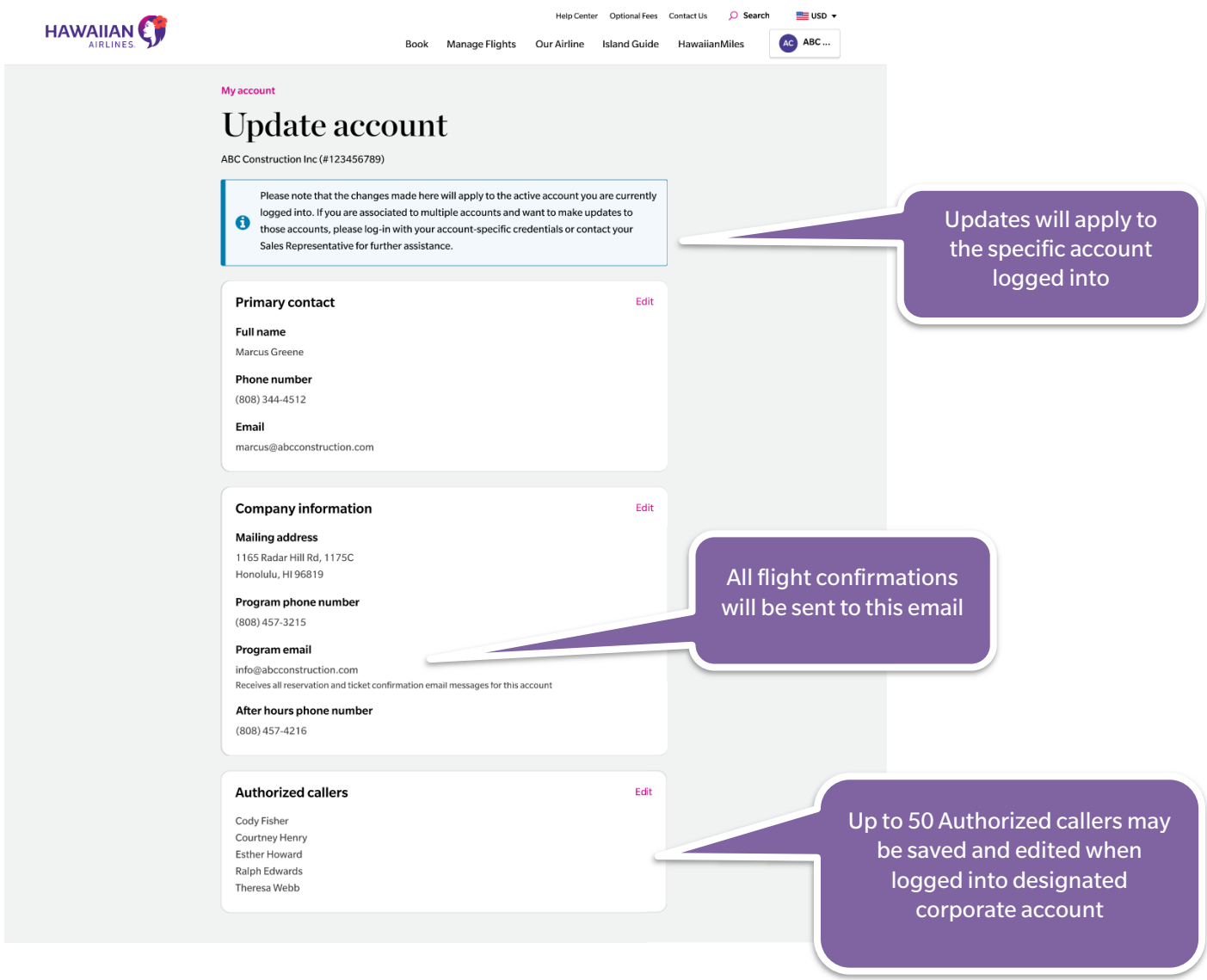
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Reservation Confirmation



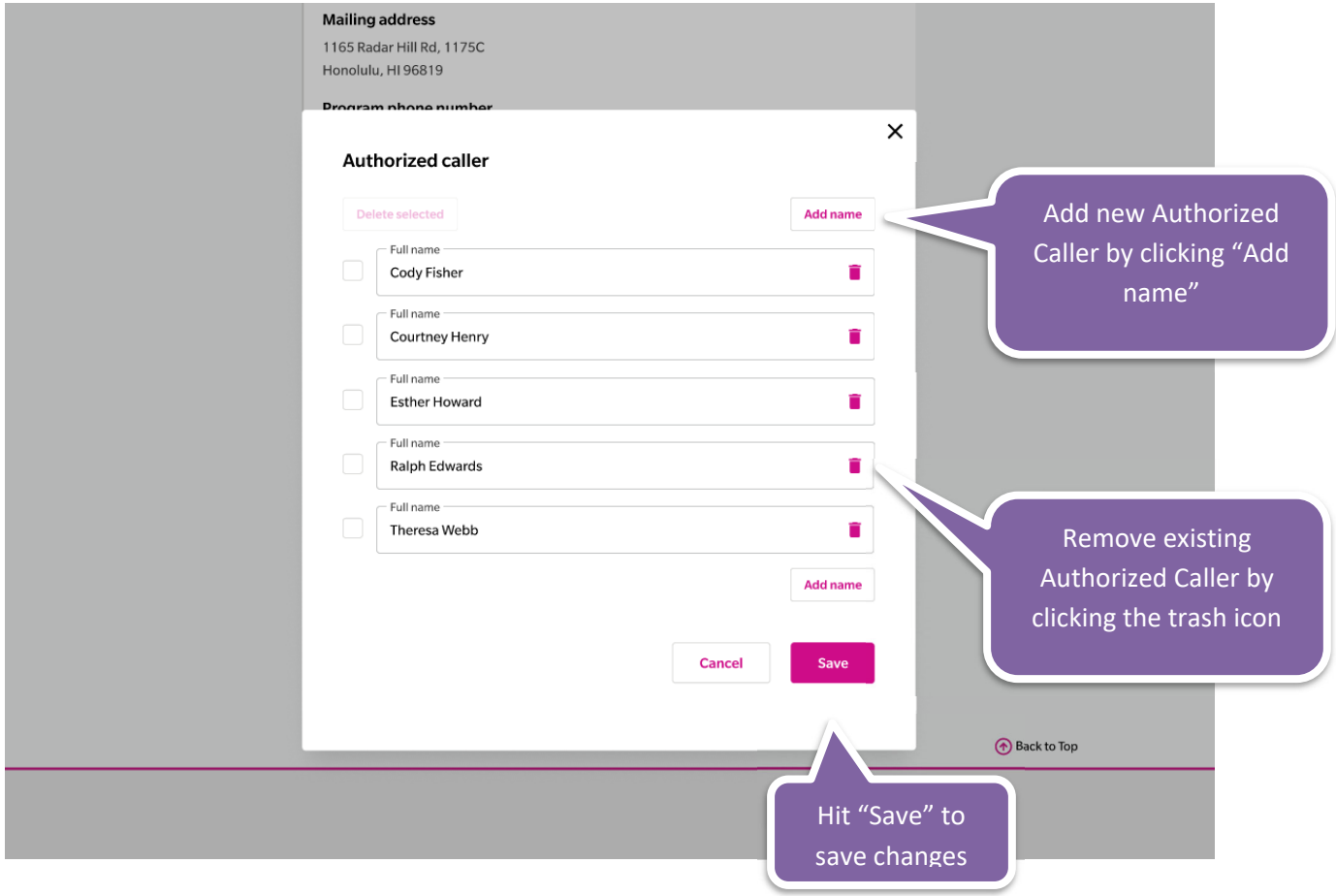
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Update Account



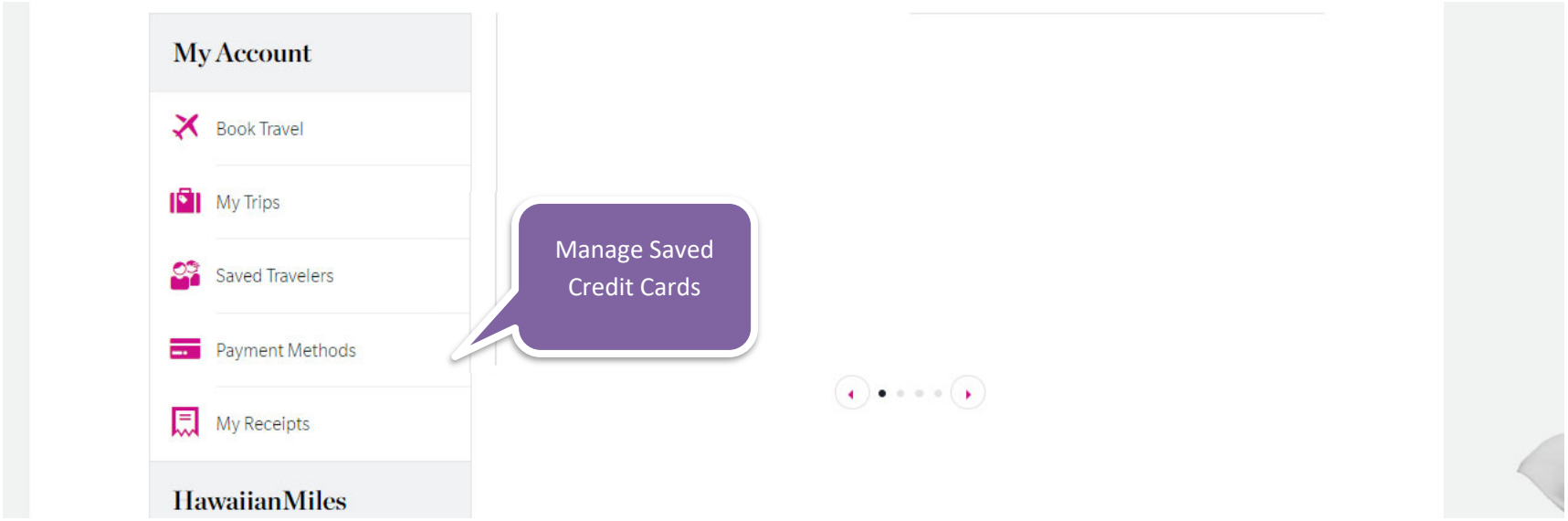
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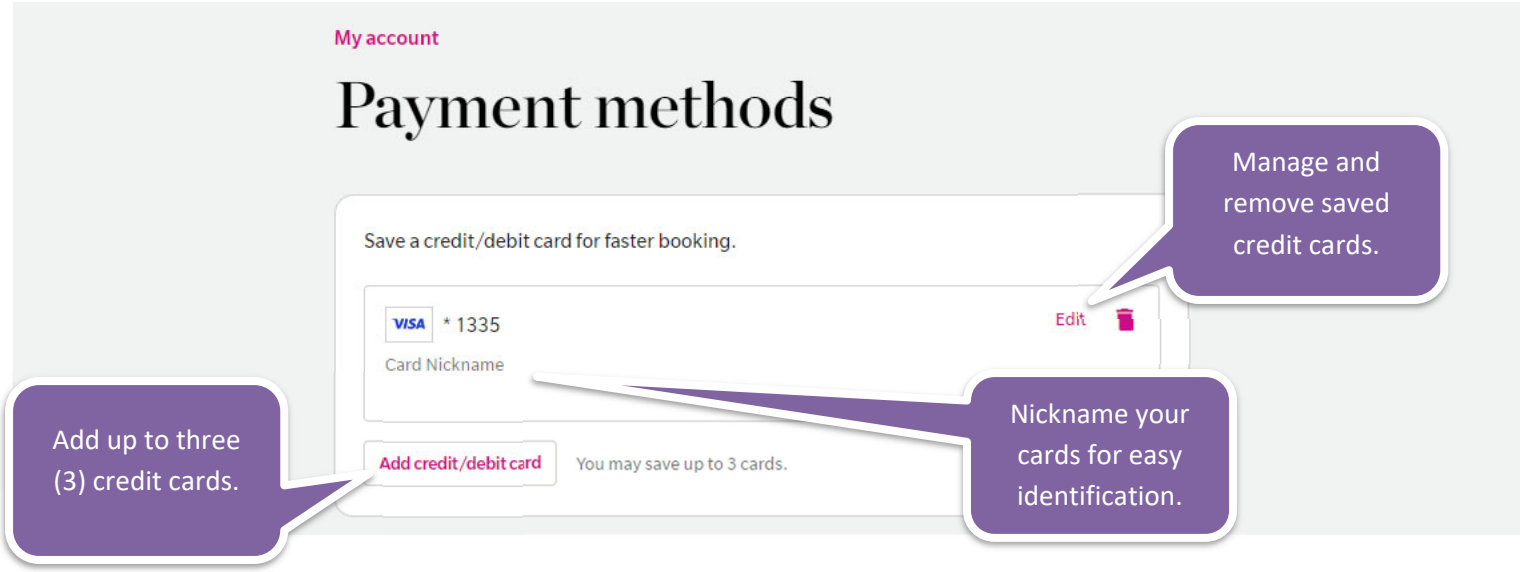
Authorized Callers



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Manage Saved Credit Cards

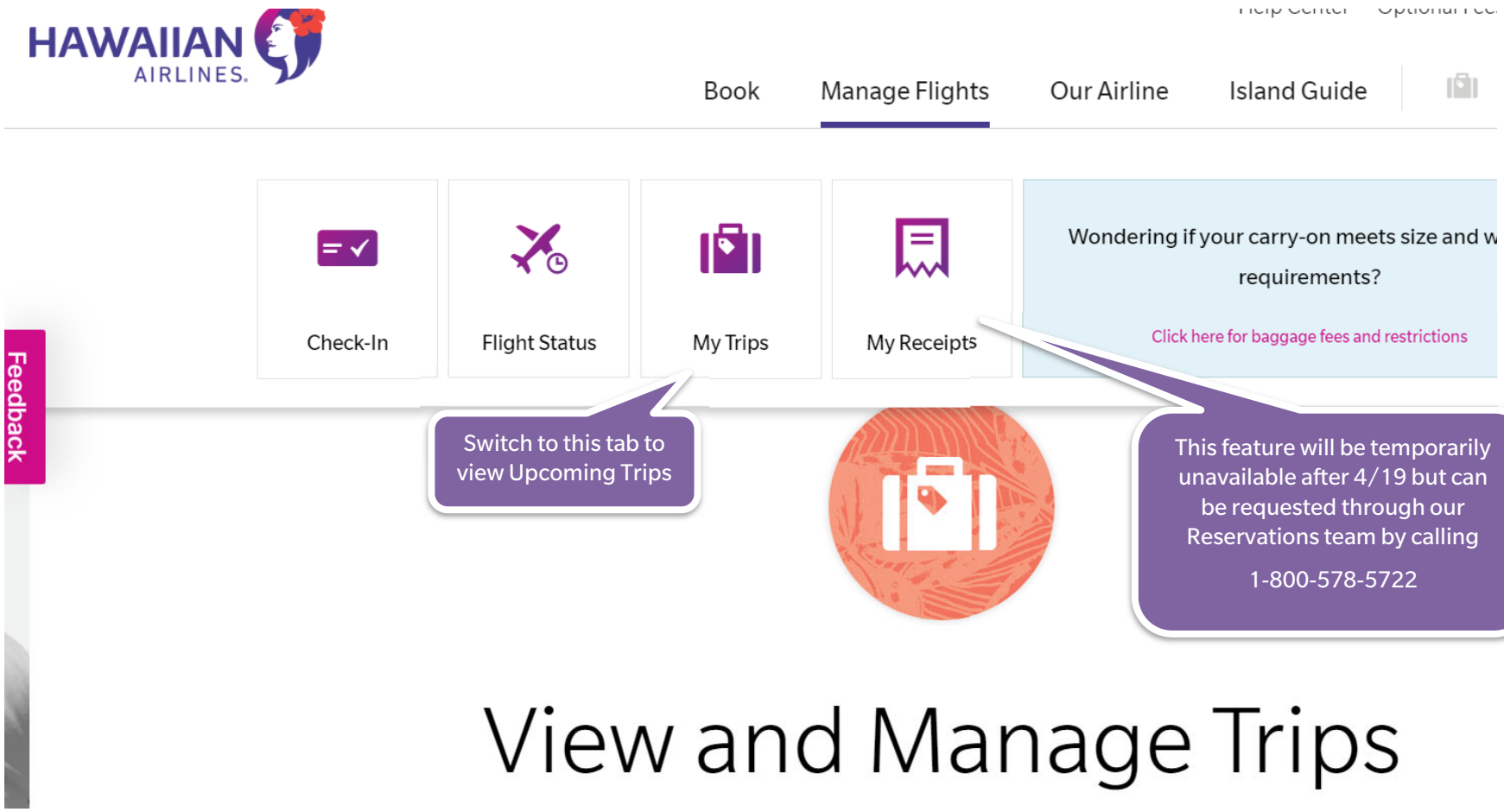




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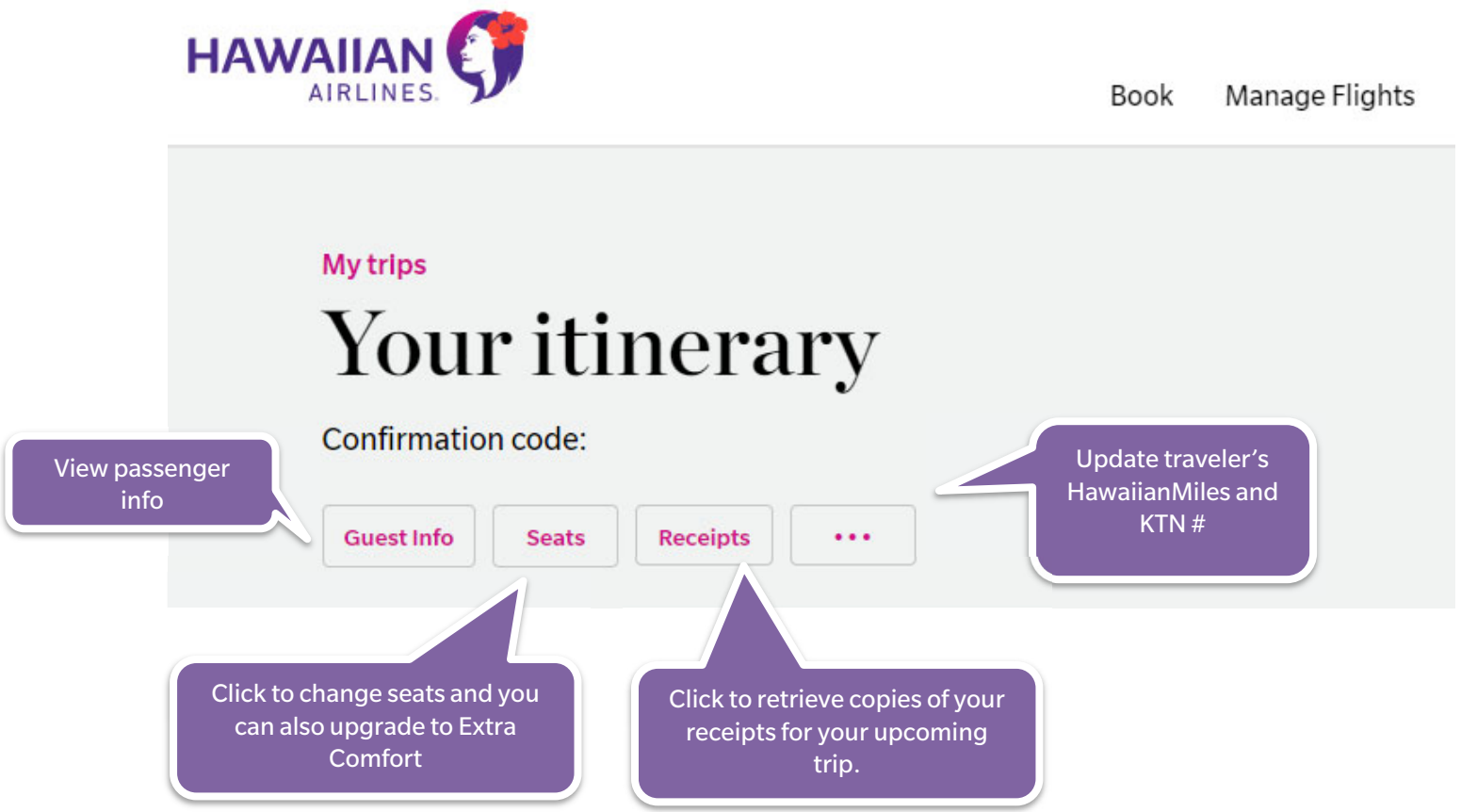
My Trips Services: View Itinerary & Print Receipts

View and Manage Trips – Top



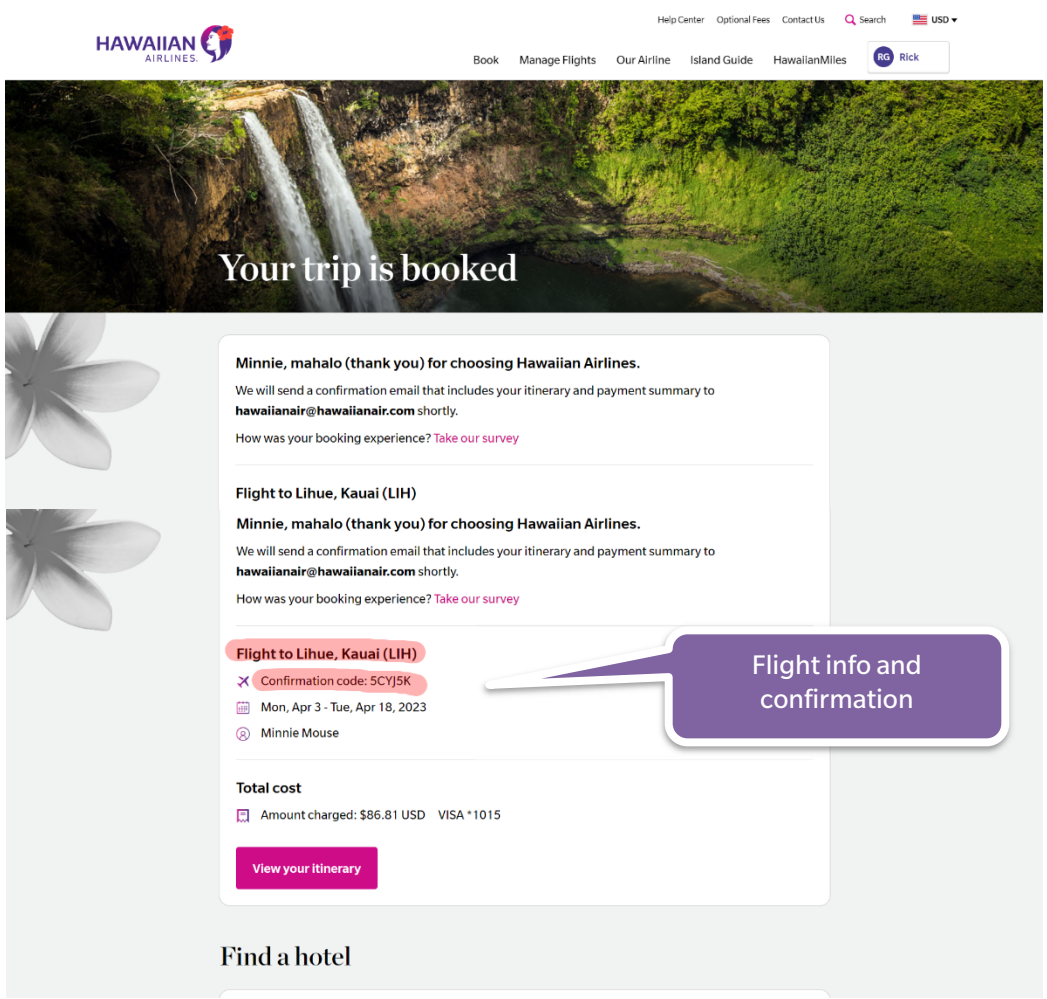
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My Trips: Itinerary – Top



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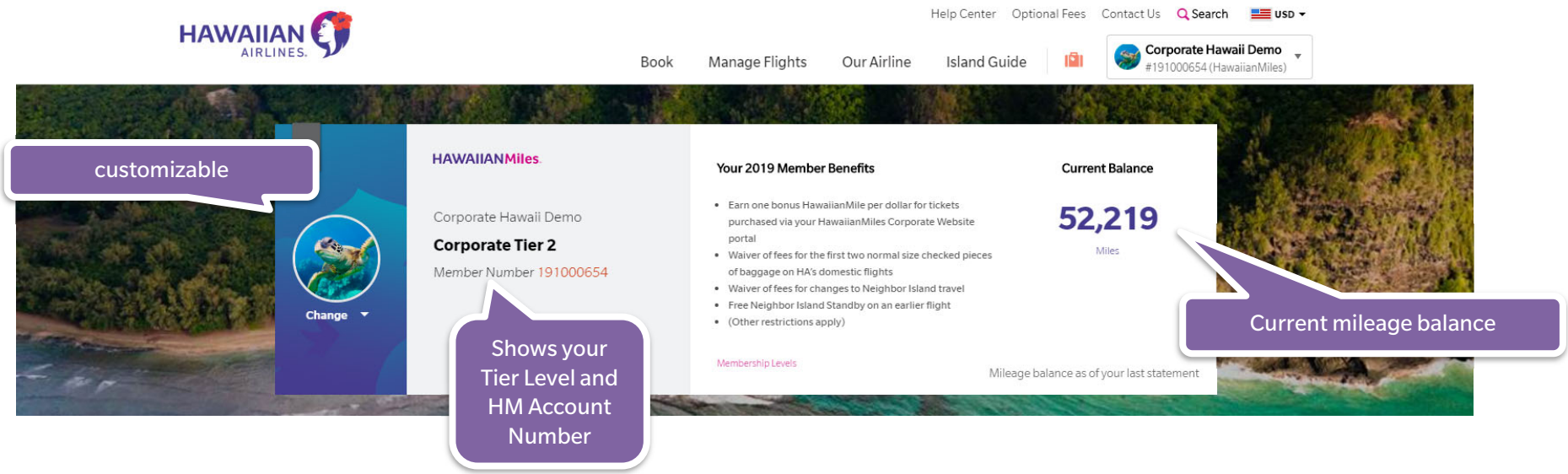
Review Your Itinerary



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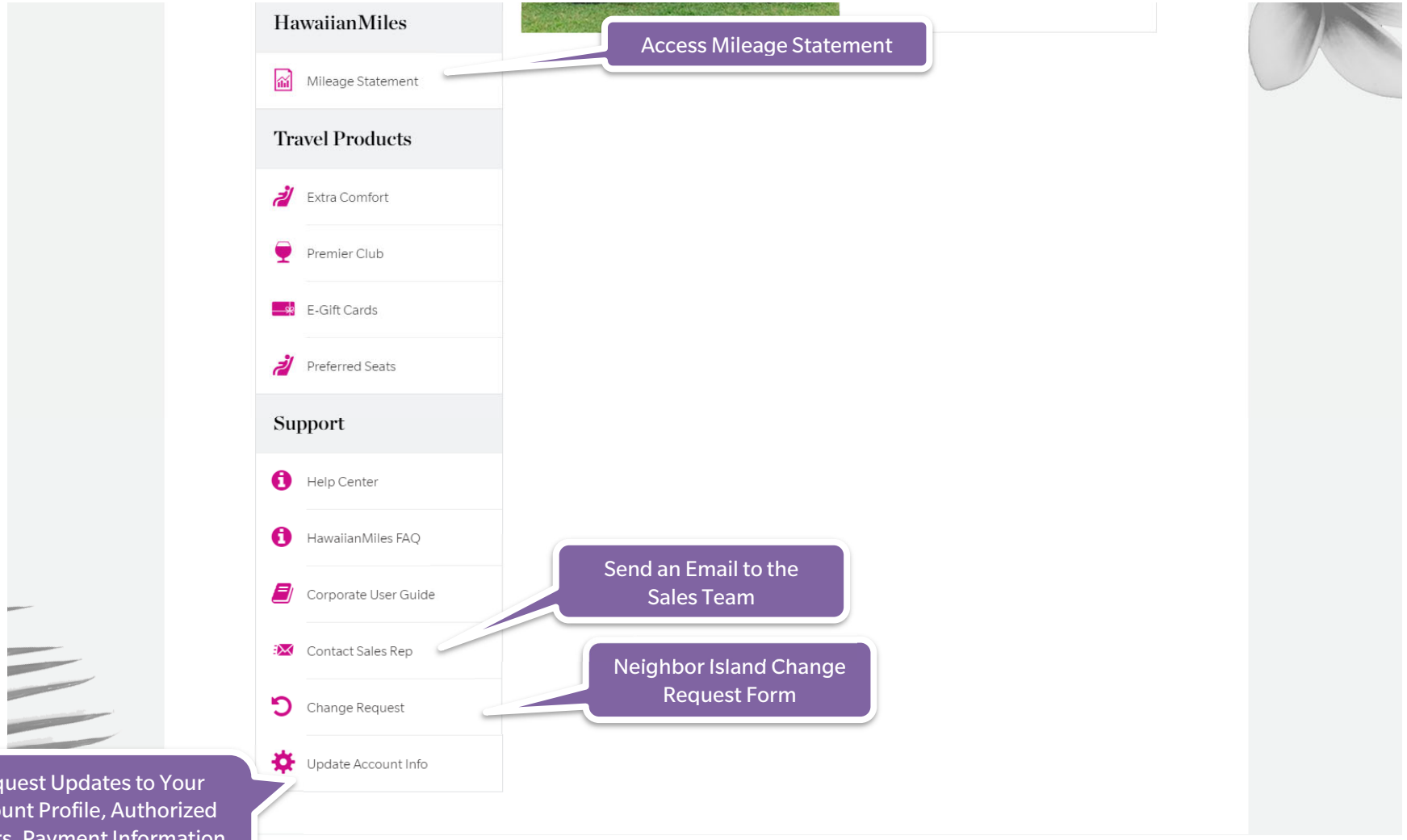
HawaiianMiles Corporate Account Dashboard & Portal

Corporate Account Portal – Top

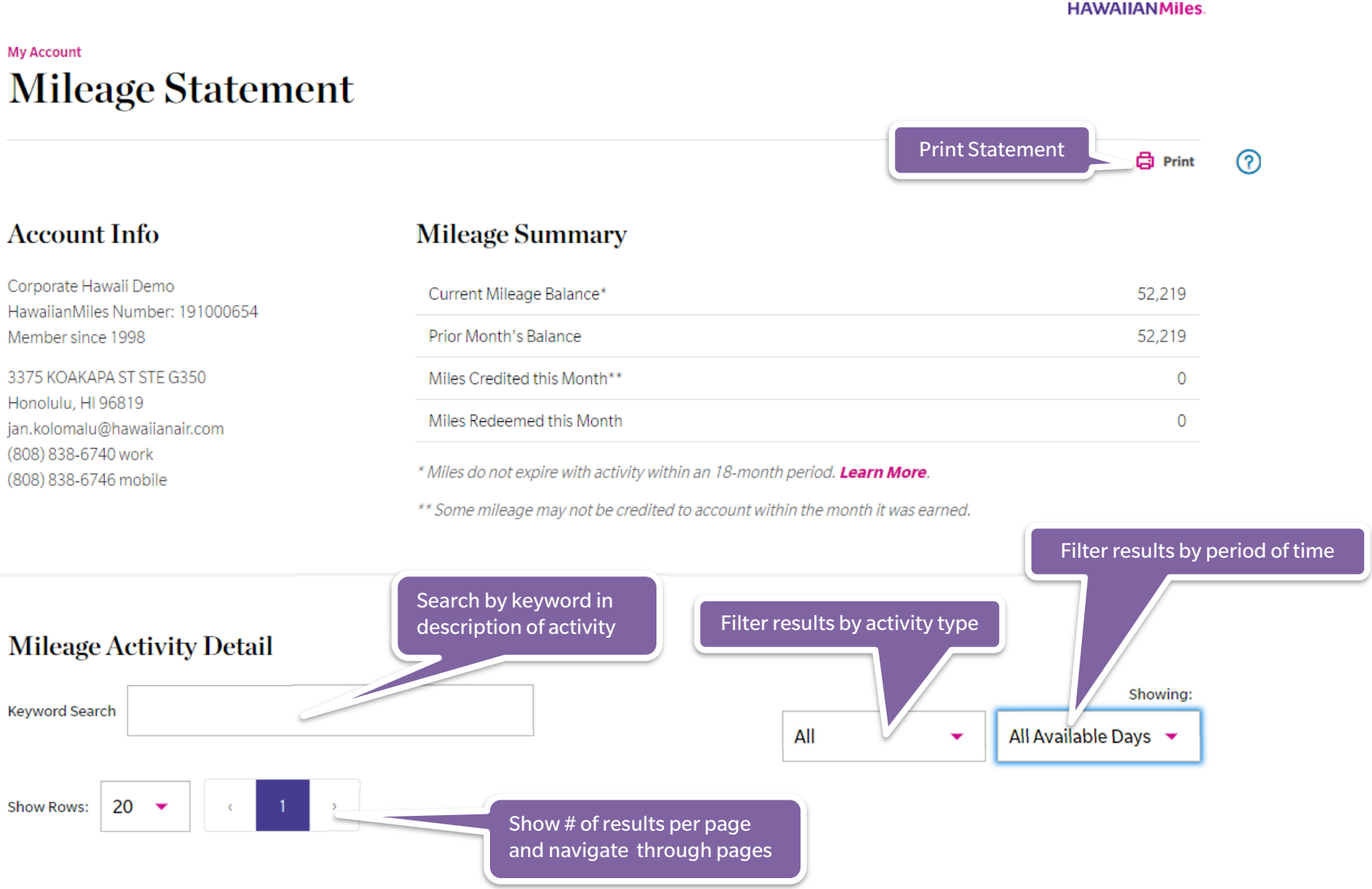


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Corporate Account Portal – Bottom

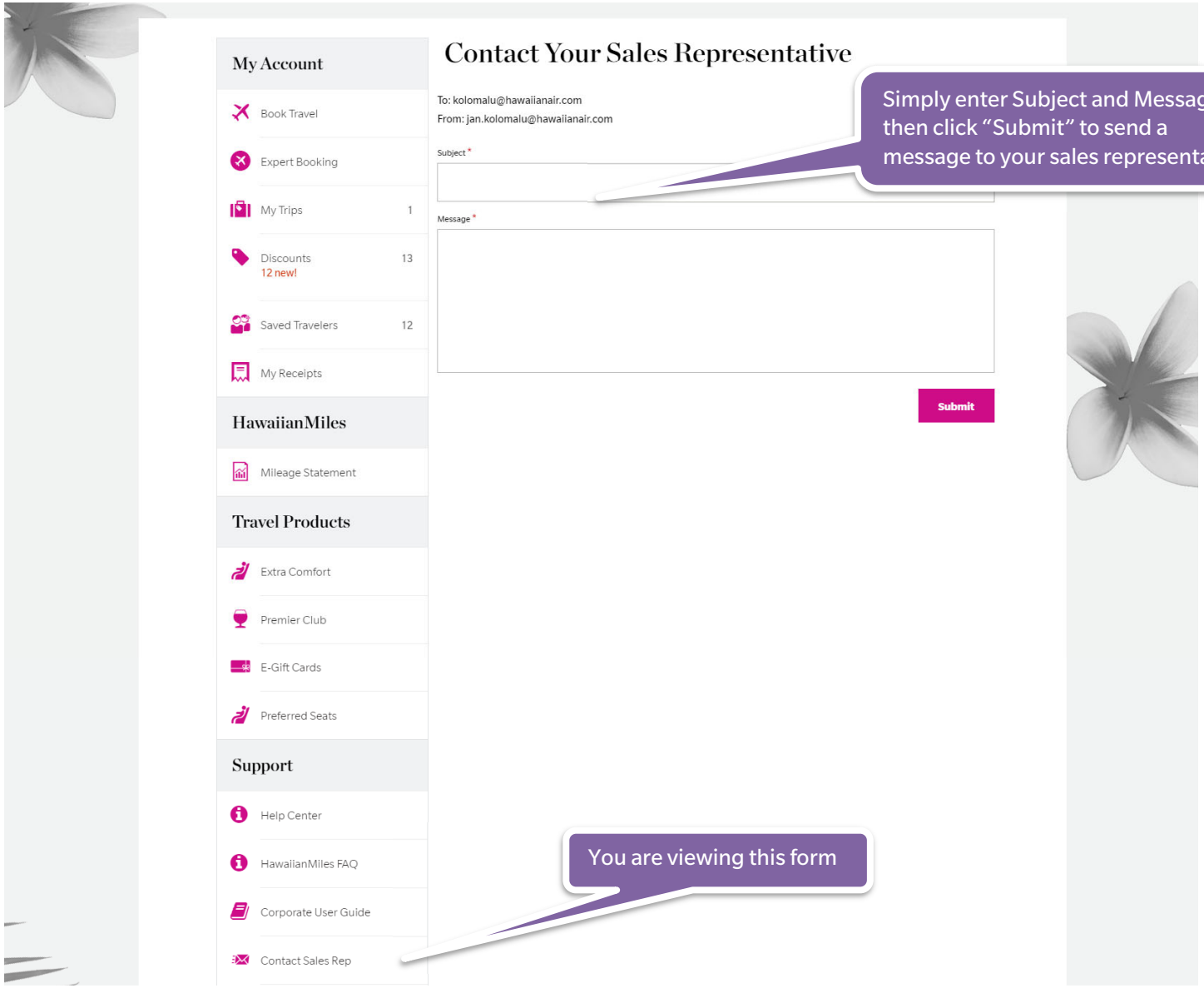


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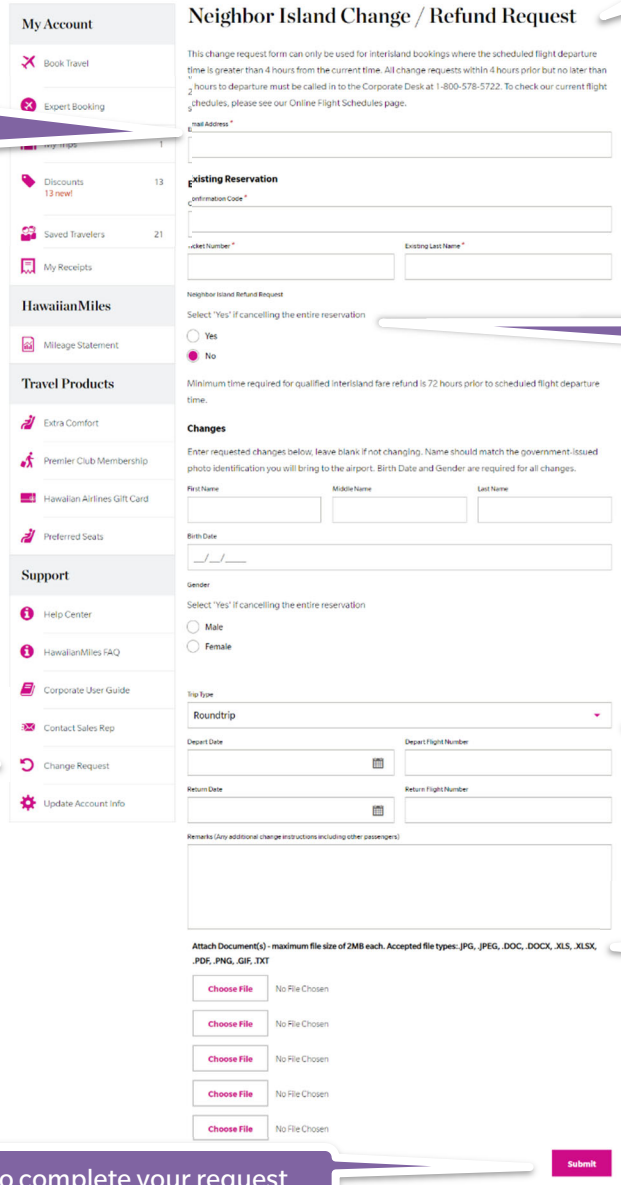
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Contact Sales Representative



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Neighbor Island Change & Refund Requests



Only used for Neighbor Island change and refund requests form – restrictions apply

Enter all required information noted with "*"

Mark "Yes" if requesting refund and "No" if making changes to

Enter current trip information and note the changes you would like in the "Remarks " field

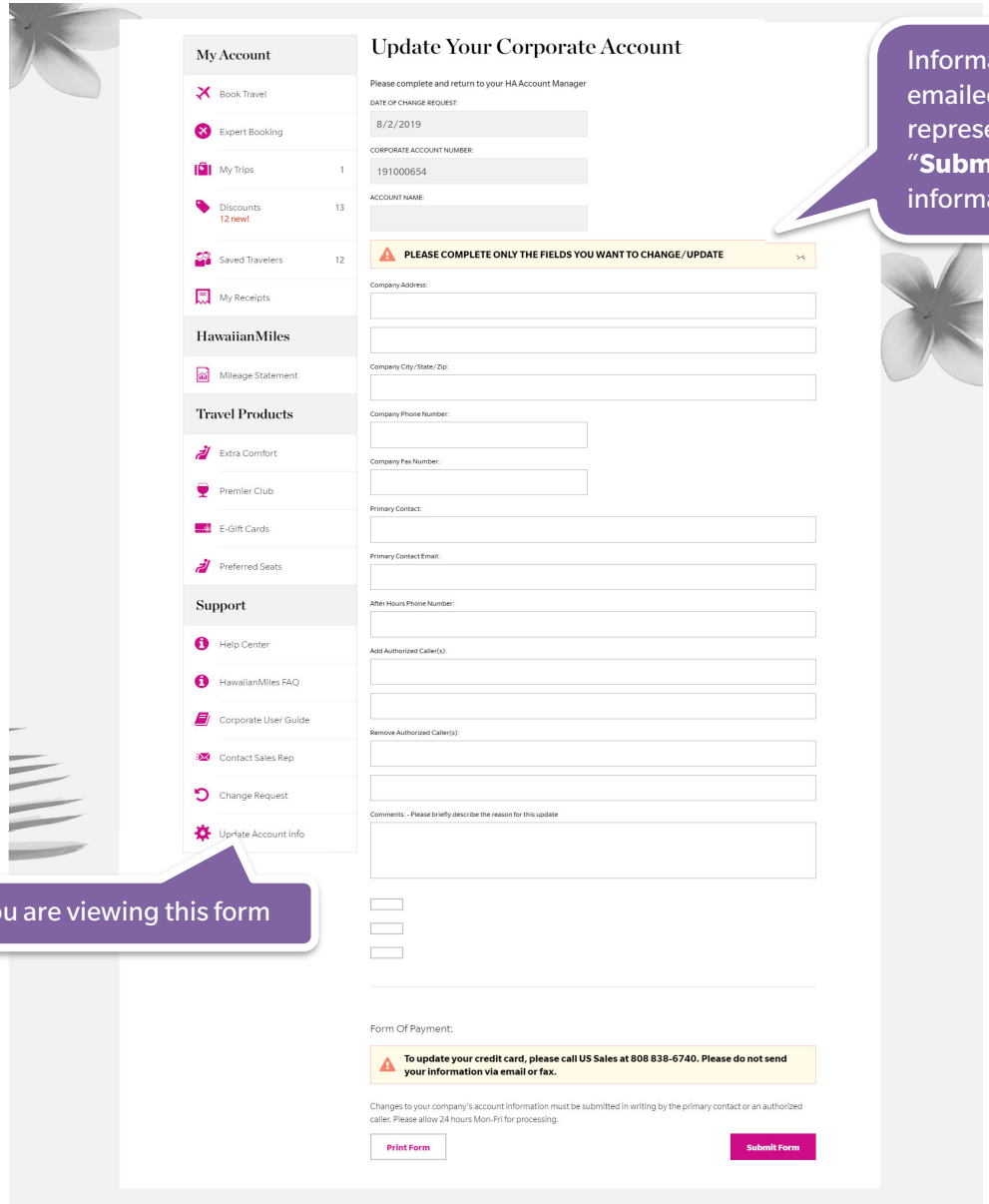
Currently viewing this form

Attach any files with supplemental information (if applicable). See the list of accepted file types and sizes.

Click this when done to complete your request

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Account Update Form



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HAWAIIAN AIRLINES

Mahalo!

If you have any questions,
please contact your
Hawaiian Airlines U.S. Sales Team.

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