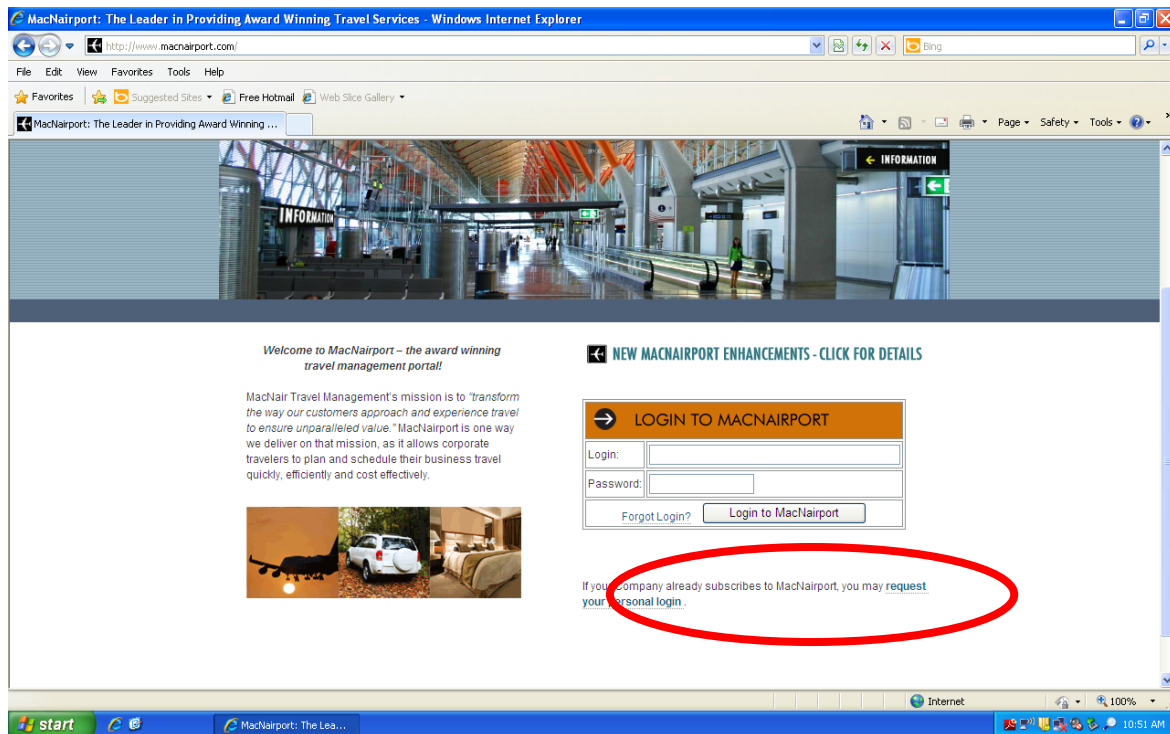




On behalf of MacNair Travel Management, I am pleased to welcome you to the travel program designed specifically for the Drug Information Association (DIA). We have been notified that your travel for an upcoming DIA event will be supported by the association, and that you will be contacting us shortly to book your reservation. However, to ensure a flawless reservation, we ask that you take a few minutes to create your online traveler profile. Please create your profile at least two business days before contacting MacNair to book your travel, and be as specific as possible when filling out this form. The more specific you are, the better we can meet your needs, as well as utilize any frequent flyer or loyalty programs for which you may be enrolled. The information entered into your profile is secure and password protected.

To create a new user profile:

- Access the MacNairport website: www.macnairport.com
- Click on “Request your personal login” link

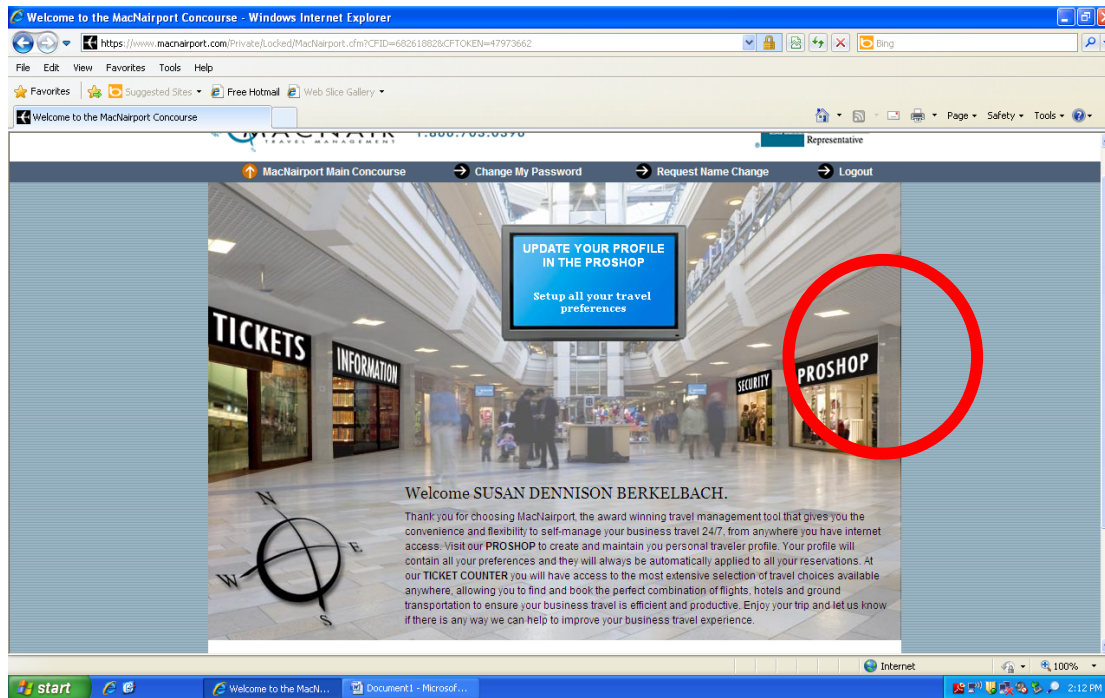


- For Company Name enter: **DIA**
- Leave the Department or Accounting Code information blank
- Enter your first, middle and last name (**exactly as it appears on your government issued ID**)
- Enter your date of birth and gender as **required for TSA** Secure Flight pre clearance
- Enter Login: **Business email address must be used.**
- Email address: This is the email address where your log in credentials and itineraries will be sent.
- Click on Request Login

Your login credentials will be emailed to you when your profile has been activated in the system. Although the acknowledgment screen indicates that you will receive your login credentials in three days, it will most likely be within the same business day. Once confirmed, return to these instructions to add your personal preferences to your profile.

To activate and update your profile information:

- Access the MacNairport website: www.macnairport.com
- Under Login to MacNairport enter the **business email address that was used to request your personal login**
- Your temporary password is **tr@ve2**
- Click on **“PRO SHOP”**



- Click on the “I accept box” on the privacy page and submit. (You will only have to do this once)
- You will immediately be taken to the Profile/Personal Information screen.
- On the left hand side of the screen you will see several links which will walk you through the various areas of your profile that should be updated.
- In your personal information, you must update your home and business phone numbers to activate your profile.
- Fill in the requested information **completely**. The more precise you are, the better your service package will be.
- In the “Secure Flight Requirements” section, please confirm that your full name, date of birth and gender, appear exactly the same as the document you will use as identification at the airport. **** Do not check the boxes “Save profile without Secure Flight Information” or “Secure Flight Information Refused,” as these are requirements of The Transportation Security Administration (TSA) of the U.S. Department of Homeland Security (DHS).
- There is no need to add a credit card into the payment area as your ticket will be charged to DIA.
- **Click Save at the end of each area**
- Once you have updated your profile, logout and you will be redirected to the Concourse area.
- If you wish to create a unique password, click on Change My Password, type in new password and confirm. Click on Change My Password.
- You’re done. At this point you can logout or Click on MacNairport Home to return to the Concourse area.
- Please note that DIA has not yet been set up with access to the online booking tool. Should you click on the “Tickets” window, you will receive an error message.

If you have any questions or need additional assistance in accessing/updating your profile, please contact our MacNairport Technical Support team at 703-836-1970 or 866-703-0396.

When to Start and Whom to Contact. After completing your online traveler profile, you can contact Janice Juskewicz or Debby Mackanick to book your reservation. Their contact information is as follows:

Phone: (866)827-0126 Toll Free or (703)650-5309 Local

Fax: (703)879-7387

Email: jjuskewicz@macnairtravel.com or dmackanick@macnairtravel.com or dia@macnairtravel.com

Hours of Operation. The MacNair Team is available to assist you from 8:30 a.m. until 7:00 p.m., Monday through Friday, Eastern Time. Should you need to contact someone after hours (for emergency and last minute reservations), please call the 24-hour emergency service number at (877) 638-0697, using ID # 1HF0 (One H F Zero). This number is also listed on every invoice. If you are traveling internationally, the toll free numbers for your country of origin and destination will also be listed on your itinerary. Please note that there is an additional fee for after hour calls, so this service should be used as a last resort.

Email Confirmations. Once your reservations have been completed by the MacNair consultant you will receive an email confirmation that contains a link to the Virtually There web site. There you will find a customized itinerary, as well as an E invoice and airline Eticket receipt. Since this is a real time website, if any changes are made to your itinerary, you simply need to click on the link and refresh your screen. The new itinerary information will automatically be updated.

Thank you,
The DIA MacNair Service Team