Employee Self Service
Benefits Enrollment Instructions for Open Enrollment

www.abxair.com

Self Service is the portal to make on-line changes to your benefits and allows you to update your address and emergency contact information.

Steps to log on:

1. Go to the web site **www.myabx.com/benefits**

2. On the left-hand side click on the red bar that says **"Self-Service".** You now will receive a prompt asking you for your User ID and password

> **User ID:** include any leading zeros e.g. **00123**
> **Password:** = first 3 letters of your last name and the last 4 digits of your social security number.

Example: *Employee Fred Penguin   Employee # 00100   SSN= xxx-xx-1234*
User ID = 00100
Password = pen1234

Congratulations! You should now be logged onto **Employee Self Service**.

If your login was unsuccessful, go to the troubleshooting page at the end of this brochure.

Now that I'm logged on, how do I make my change?

You can use Employee Self Service to make any of these changes. Please review each section to learn how to make your changes.

Personal	Benefits	Inbox
 • **Sign-on preferences** • **Personal Info** • **Address Change** • **Emergency Contact**	 • **Dependents** • **My Benefits** • **Open Enrollment** • **Benefits Changes**	• **My Messages**

Personal

- **Sign-on preferences:** Follow the steps to change your password. Your new password must be at least 6 characters long and contain alpha and at least one numeric character.

- **Personal Info:** Use this section to review your current information. The address information located here is what appears on your check and is forwarded to the various insurance companies and our 401(k) provider. **Use Address Change to update your address.**

- **Address Change:** You may submit your address changes to Human Resources on this screen. You may also enter your work or home e-mail address.

- **Emergency Contact:** If desired, please enter emergency contact information. This will update the emergency contact information you provided Human Resources when you were hired.

Benefits

- **Dependents:** Add or change dependents here. In order to enroll your dependents in your benefits you must list your dependents here first.

- **My Benefits:** Use this to review your current benefit elections. Use Open Enrollment to make your changes.

- **Open Enrollment   (Available from Nov. 1 through Nov. 21, 2007 only.)**

  Important: Make sure you've entered any dependents you want to cover before proceeding

  Step 1: After clicking on Open Enrollment, select the benefit plans you want for 2008. If you are electing the Dental/Vision only plan, you must click on "NOT SELECTED" for the medical, dental & vision plans. By doing this, the system will allow you to make a selection under the box labeled "Dental/Vision Only". Your current elections (if any) should be highlighted. Use the CTRL key to select more than one benefit under the Flexible Spending Account/Health Savings Account section. For all other sections, you can only select one benefit. You will not see information about the 401(k) plan or Group Universal Life plan since enrollment/changes are accomplished on different web sites.

  After making your selections, click on **Continue.**

Benefits

- **Open Enrollment (continued)**

   Step 2: Enroll your dependents in each plan by clicking on the check box next to their names. Click on **Continue**.

   Step 3: After you click Continue, if you have selected a Flexible Spending Account or Health Savings Account, the system will ask you to enter the amount you want withheld from your paycheck. Enter an **annual** amount. Click on **Continue**.
   Step 4: Submit your changes. Be sure to **Submit** your elections by Nov 21, 2007. **Your elections will be reviewed by the Benefits Dept. for accuracy and either approved or returned for corrections.** See **In Box** for more information.

   Step 5: After 3 business days, sign back into **Employee Self Service** and check your **In Box** under "**My Messages**". This is where you will be able to see if your form was approved or rejected. See **In Box** for more information.

In Box

- **My Messages**: Be sure to check here for messages. The Benefits Dept. will notify you here if your submission has been approved or rejected. If your submission has been rejected, click on the line that states "**Open Enrollment Form Rejected!**" This will take you to a screen where you can review our "Workflow Comments (telling you what needs corrected). After reading "Workflow Comments" click on Resubmit button at the bottom of the page. You will now be back to the original screen that you completed & submitted before the form was rejected. Please make the necessary corrections here. You will go through all the same screens that you did originally. Once you reach the final page, click on Resubmit at the bottom once again to send your form back to the Benefits Dept. for approval. Again, check back here in 3 business days to make sure your form was approved. Once your submission has been approved by the Benefits Dept. your Open Enrollment election is complete. The Benefits Dept. will mail a paper confirmation to your home in December.

Troubleshooting Employee Self Service

PAGE NOT FOUND

There is an alternate method to log in if your home P.C. is unable to find the login page. This method only works from an ABX Air P.C. or Kiosk. In the browser window, type http://abxnet. Then select "**Employee Connections**" and then "**Benefits Self Service**". This method takes you to the login page via ABX's intranet. This method will not work outside of ABX.

Trouble logging into Employee Self Service

Be sure you are using the correct user ID and password. Review the instructions on page 1. Make sure you are using your employee number as the user name and the first 3 letters of your last name and last four digits of your social security number.

My marital status is wrong.

An incorrect marital status does not affect your benefits election. Please note the correction in the Workflow Comments section. Human Resources will update your record.

I see my ex-spouse or overage child listed in the dependents!

You may see an ex-spouse or overage child listed in the dependent file under "**Dependents** ". However, this does not mean they are enrolled in your benefits. Self Service maintains a history of all dependents in the dependent file. Dependents are enrolled only if they are attached to the benefit election. **DO NOT DELETE THESE FORMER DEPENDENTS**. We need them to remain for historical purposes.

I don't see the 401(k) or Universal Life Insurance Program.

For the 401(k) program use www.401(k).com. For the Universal Life Insurance Program use www.personal-plans.com/abxair

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For technical assistance:
Call the I.S. Help Desk at (800) 736-3973 ext. 62332

For benefits assistance:
Call the Benefits Dept. at (800) 736-3973 ext. 63157 or 63085 between 7AM and 5PM ET.