**Travel and Transport Managed Travel Program**

**Vs. the Internet**

Business travelers searching for lower fares on the internet spend a lot of time doing exactly that – searching. Although “lower” internet fares are tempting, price doesn’t always signify value or overall savings for their employer. In fact, the necessary structures for consistently reducing travel spend and consistently improving travel efficiency can only be attained through a centrally managed travel program. Travel and Transport provides business solutions that will improve the management and control of a company’s travel program by enabling organizations to reach higher performance standards without sacrificing service, support and peace of mind for its travelers.

| **Traveler\* and Company \*\* Requirements:** | **Airline, Hotel, and Car Rental Web Sites Offer** | **Online Providers and Public Search Sites Offer** | **Travel and Transport’s Managed Travel Offer** |
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| **\*Easy to Navigate site with one-stop shopping** | Directed selling to only the vendor’s inventory. Traveler must check each site separately to compare pricing, schedule and date/time availability. No training and a price tag to call and ask questions. | Comparison shopping between vendors with “cached” availability. Caution on these sites: When you click on book or purchase the option may not be available (the displays are cached and not real-time), No training and limited live help. | Online booking tool solutions that include training and guides that are easy to understand. The tools (as selected by the traveler’s employer) can be programmed to compare all vendors including air, hotel, car, and even certain limo and rail services. All on one customizable site with one search. |
| **\*Lowest Fares** | Lowest published fares and distressed inventory fares. Corporate discounts will not show and if the vendor offers a discount, it must be manually applied to each reservation by adding a code. | Lowest “cached” fares that may or may not be available when you click on purchase. No corporate discounts can be applied to airlines. Some leisure discounts can be applied to hotel bookings but limited. | Lowest published fares that are available in real-time. Corporate discounts will show on the screen and will be applied prior to purchase automatically. Additional discounts for government employees and leisure memberships can also be accessed. |
| **\*Membership points and personal preferences**  | Traveler needs to enter ID number to each individual site. Some preferences can be associated to the membership numbers if the traveler has one for each individual site. | Traveler can sometimes enter a frequent traveler ID. Most sites are leisure and often times will not allow special preference requests, forcing the traveler to then contact the airline/hotel etc. directly. | Traveler’s numbers are stored in their personal profile and automatically added to each reservation for all applicable vendors and all from just one online tool. |
| **\*Peace-of-mind Assistance if something goes wrong either with the booking process or during travel** | Help is available through each vendor’s call center numbers with a price tag attached for technical assistance. If help is needed during travel, the traveler must contact the vendor directly for assistance. | Most public sites can only be reached via email for technical website assistance only. If help is needed during travel, the traveler must contact the air, car or hotel vendor directly for assistance.  | One call does it all. When a traveler needs help with either a technical site question or a travel concern, he or she calls T&T and speaks to an employee-owner travel counselor that can assist will all aspects of the concern; never an off-shore customer service assistant. |
| **\*\*Security, knowing where employees are and safety assistance in times of crisis.** | No traveler tracking tools available. Crisis assistance is available through the vendor call centers (many of which are off-shore) at first-come, first-served basis. They have limited governance over the information of their clients. | No traveler tracking tools available. Little to no crisis assistance offered. These sites are designed for booking only. They have limited governance over the information of their clients. | Complete and multiple traveler tracking tools available with 24/7 assistance. Company and traveler information is held strictly confidential with high level security and encrypting processes. |

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| **\*\*Control spending** | No control, spending is at employee’s discretion | No control, spending is at employee’s discretion | Customizable control tools that allow the company to set and manage policies, promote preferred suppliers, pre-approve and track purchasing activities.  |
| **\*\*Reporting** | Limited canned reporting available from some of the vendors. | Reporting not offered. | Broad spectrum of customizable pre and post-trip data reporting tools for both high level overview and drillable functionality to the individual traveler details. Reports can be transmitted automatically via email push technology for regularly needed reports. |
| **\*\*Benchmark savings opportunities to negotiate with vendors** | No benchmarking offered. Negotiations for contract savings must be approached with each individual supplier. | No benchmarking offered. No assistance for negotiations since vendor contracts cannot be used with these types of sites. | Benchmarking tool to gauge against internal and external data sources. Especially helpful in negotiating with suppliers for the “right” contract savings that fit the needs of the company and its travelers. |
| **\*\*Quality Checks** | Very limited, some checks available for frequent travelers that have entered a valid ID number. | Not offered | Comprehensive 24/7 quality assurance systems that look for preferred seating, preferred flights and lower fares both before and after ticketing. Pre-trip approval and policy checks also available. |
| **\*\*Meetings Management** | Very limited  | Not offered | Customizable group, incentive and meetings management services from small to large attendee numbers. Preferred pricing with strategic advantages due to T&T’s relationships with airlines, hotels and ground operators. Meeting/Group online bookings also integrate with corporate data reporting. |
| **\*\*Account Management, Business Relationship and Corporate Peace-of-Mind.** | If the company has enough volume, a sales manager may be assigned by each supplier directly whose focus may be on what is best for the supplier and not necessarily what is best for the consumer. | Not offered. | Travel Professionals working with the company’s best interests as priority. Proven history of consultative approach to match each component of the travel management experience to the best goal achieving solution. |