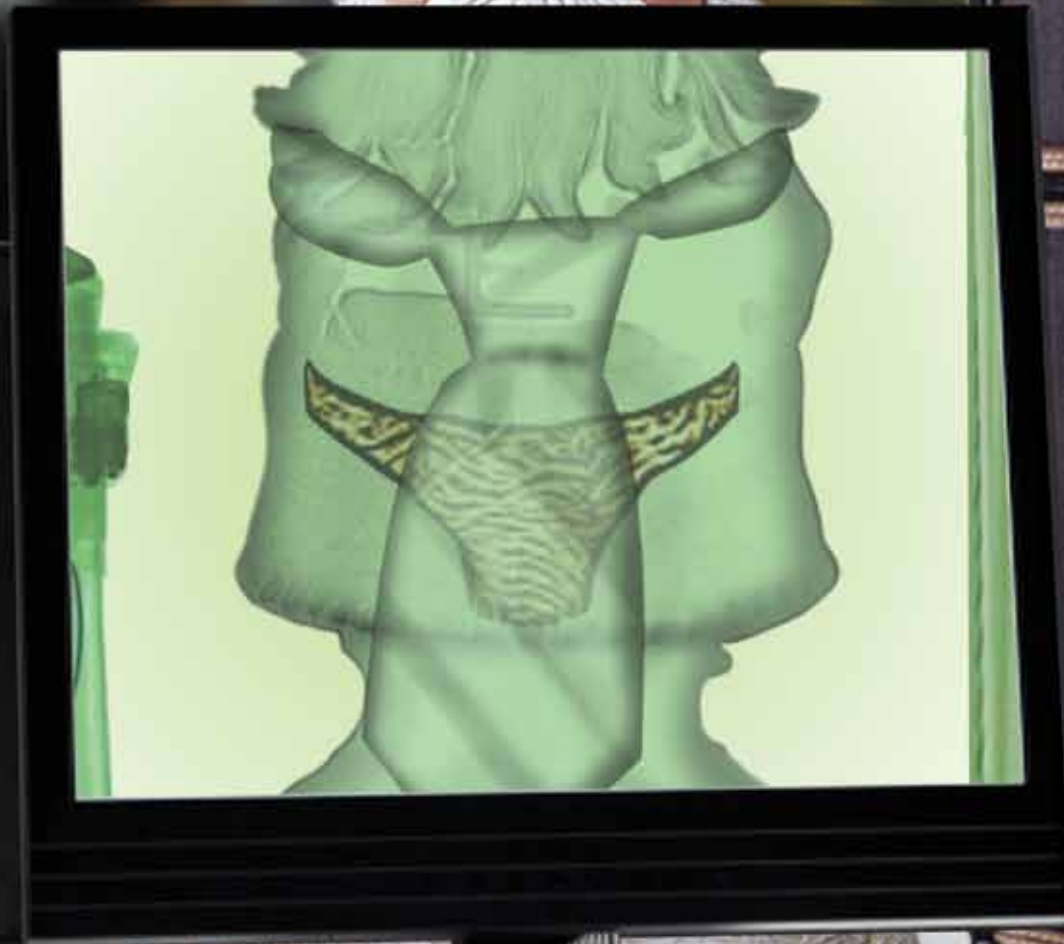


Oh, My Stars!



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A deeper look into your corporate travel needs can be very revealing.

On the surface all your corporate travelers may look the same, but a deeper look often reveals individual preferences. When you take a close look at **Travelocity Business**, not only will you find industry-leading service and technology, but also a proven approach to maximizing policy compliance and cost-savings. Call us today for a free benchmark evaluation of your travel program and expose yourself to a better brand of travel management.

Call **1.866.GET.TBIZ** (438.8249) or visit www.travelocitybusiness.com/xray



Bloomberg Businessweek

November 22 – November 28, 2010 | businessweek.com

CAUTION, Fees May Have Shifted During Flight

Ever-changing airline fees are part of business travel these days. Now tracking them can be too.



ANCILLARY INSIGHT

TRAVELOCITY BUSINESS SHEDS LIGHT ON AIRLINE FEES WITH NEW SOLUTION

Did You Know ?

Ancillary fees now comprise 6.5 percent of all airline revenue. The majority of these fees are collected post-booking at the airport or onboard the aircraft, far from the purview of managed corporate travel.

If travelers can agree about one thing, it's that they dislike ancillary fees. It's no secret that travelers have been frustrated by the practice that has become commonplace among airlines. U.S. airlines collected nearly \$8 billion in profits last year from these fees – including \$2.7 billion from baggage fees alone* – meaning ancillary fees are here to stay, whether travelers like them or not.

In reality, the debate about ancillary fees has shifted. It's no longer a question regarding their fairness. It's how they are disclosed to consumers – and that debate has permeated the corporate travel space. Corporate travel managers need to get their arms around these fees, but there are several challenges:

- A general lack of transparency
- Fees vary from carrier to carrier
- Travelers are uncertain about which fees are within travel policy and reimbursed
- Fees are charged at multiple points of sale

Without the ability to delineate and extract the amount paid for ancillary services, corporations cannot determine the impact of these fees on air spend, decreasing their ability to apply policy controls to travelers and to gain leverage with the suppliers in contract negotiations.

That's why Travelocity Business has developed a solution to help corporate customers properly identify and address luggage, seat selection and priority boarding fees. The full-service travel management agency has taken the first step in improving visibility into ancillaries, bringing additional insight to customers in an area of travel expenses that can range from two to 10 percent of a traveler's average ticket price (ATP).

continued on inside back cover...

*Source: U.S. Department of Transportation (DOT)

Travelocity Business Ancillary Fee Solution

- Gain insight with quantifiable, drilled down analytics
- Capture data at every point of sale
- Identify ancillary fee types by carrier
- Streamline travel policy with actionable data
- Bolster travel policy with ancillary fee guidelines
- Gain negotiating power with true total cost of trip data
- Budget correctly for ancillary fees

Travelocity Business is able to break ancillary fees by carrier, then by category. The company will also be able to report the carrier with the highest prices by category. Travelocity Business has developed an algorithm that looks at credit card reports from customers and determines what charges are attributable to ancillary

The disclosure of airline fees has been a hot button issue this year, and the U.S. Department of Transportation (DOT) is expected to issue a ruling in the spring of 2011, according to several travel groups.

When Sabre Holdings CEO Sam Gilliland spoke to business travel buyers at the NBTA Convention this summer, he focused on ancillaries. He said that by unbundling, airlines have given travel managers the opportunity to negotiate these services into their negotiations. He also called for technology standards and for buyers to be clear with suppliers that these services should be available through global distribution systems and travel management companies.

"We need full disclosure of information about airline add-on service fees for travelers and agencies prior to purchase," Gilliland said. "Transparency will safeguard the overriding interest of air travelers and ensure they're not confused or, worse, misled about the price to be paid for air travel.

"We are ready and waiting with the technology to support travelers, corporations, agencies and airlines."

Travelocity Business understands that corporations can't wait to begin gaining insight into a significant travel cost.

fees. With this knowledge, a customer is able to better negotiate with suppliers since they now have a better idea of total cost of ancillary fees. The information will also help the customer set policy regarding these fees.

"While it is clear the industry needs more transparency on fee structures and improved clarity throughout the settlement process, Travelocity Business also understands that corporations can't wait to begin gaining insight into a significant travel cost," explained Yannis Karmis, president of Travelocity Business. "Our new ancillary fee solution begins to give travel and procurement managers visibility into fees by carrier, category and traveler."

For more information on our full suite of services, call 1.866.GET.TBIZ (438.8249) or visit travelocitybusiness.com



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