

## Why TBiz?

Travelocity Business® is a full-service corporate travel agency that helps companies manage their travel programs globally. As one of the top 10 travel agencies in North America, Travelocity Business builds on the number one GDS, Sabre, and the leading online technologies, GetThere and Concur. Travelocity Business offers cost-savings through unique solutions that solve business travel challenges with the level of customer service and guidance your program demands.

## Program Support

Travelocity Business takes a 360-degree approach to helping you manage your travel program. Each customer is supported by a strategic account manager, who acts as a single point of contact and is responsible for driving the overall direction and success of your program. Account Managers provide our customers with a tailor-made business plan along with data and analytics they use to monitor your program's ongoing performance.

Your business plan is based on the booking, credit card and hierarchical data generated by our comprehensive reporting suite. You can access this data in a detailed dashboard view that allows you to easily action items and make key determinations regarding your program's bottom line.

For your consulting and sourcing needs, Travelocity Business Consulting Solutions provides end-to-end airline, hotel and car procurement and sourcing services. The consulting team helps clients optimize their program performance via contract optimization tools available exclusively through Travelocity Business.

When travelers go offline to make travel plans, they can rely on the service provided by a Travelocity Business agent. Our agents average 10 years of corporate travel experience. The agent team is available 24/7-365 and is armed with the tools to assist all your travelers, including executives, VIPs and international travelers.

## The World's Leading Travel Tools and Services

Travelocity Business is the only full-service corporate travel agency that has built and owns all of its own end-to-end ticketing and fulfillment technologies, meaning our time to market for new fulfillment features is unrivaled.

*The real magic behind Travelocity Business resides in our powerful Automated Intelligence Center. Automated Intelligence Center* leverages all of the intelligence of our talented agent team and automates the processing of 92% of all transactions. Intelligent rules, filters and validation ensure your company's program compliance. Program Integration, Smart Ticketing and Business Intelligence are utilized, saving time with touchless transactions that enable the TBiz agent team to focus on offering the personalized service our customers depend on. Another component of the Automated Intelligence Center is **IntelliTask** which identifies, delivers and tracks prioritized bookings that need additional service to awaiting agents via Agency Smart Access. By offering tools that cut out manual processes, with TBiz you can reduce your overall costs and increase traveler satisfaction and employee efficiency.



## Travelocity Business By the Numbers

Overall Client Satisfaction Rating . . . . .	93%
Online Adoption . . . . .	91%
Touchless Transactions . . . . .	92%
Unused Ticket Utilization . . . . .	84%
Overall Program Savings. . . . .	30%



*The Traveler and Arranger Experience all begin with Travelocity Business Smart Access.* With Travelocity Business **Smart Access** the traveler has a user-friendly interface that provides direct access to information regarding travel bookings, expense tools and meeting registration. In addition, Smart Access features Travelocity Business **Compliance IQ**, a dynamic graphic that looks similar to a car's gas gauge that easily demonstrates the traveler's policy compliance over various periods of time. For Compliance IQ the Travel Manager sets their company's compliance standards and have all reservations scored against that standard, and the traveler can see exactly where they stand and if they need to improve. The traveler can also access unused ticket information, a travel calendar that highlights upcoming trips and connect to the customer service resolution desk to check the status of any requests. Think of Smart Access as home base where they could find information and tools to make them smarter, savvier business travelers.

### **Additional Tools For Your Company's Success**

**Online Ticket Exchange** – Travelers tend to exchange, refund or cancel a ticket via offline means, and these transactions happen on as much as 50 percent of all tickets. Enhanced Online Exchanges provides a touchless, cost-efficient experience for travelers seeking to void, refund or exchange a ticket without calling an agent.

**Unused Ticket Tracking** – An automated service that alerts travelers that an unused air ticket is available via a message on the travel site homepage and throughout the booking path. The TBiz Automated Intelligence Center ensures that the appropriate Unused Ticket is utilized providing a touchless, cost efficient experience.

**Virtual Agent** – Trip messaging that is specific to a travelers' origin, destination, date of travel and your preferred vendors, helping them along their journey and giving you greater influence over their buying decisions. Virtual Agent messaging goes far beyond simple policy settings and offers travelers timely and beneficial advice as they shop online to book a trip.

**Demand Management** – A Purpose of Trip box requires users to record their travel reason and offers alternatives such as teleconferencing and video conferencing when the internal meeting option is selected. Pre-Trip Notification ensures that a traveler's upper level management is aware of the trip, their reason for travel and exception information before the trip occurs.

**Applicant Travel** – An automated process that enables the creation of temporary profiles that job applicants and non-profiled travelers can use to book online. Offering savings, efficiency and security, the process opens up your preferred suppliers and negotiated rates to these travelers and gets new-hires quickly accustomed to the booking tool.

**Roaming Travel Alerts** – Timely email notifications that influence traveler behavior and notify them of critical requirements regarding their trip, such as visa/passport information, local developments and trip continuity alerts.

**Mobile** – Your travelers can enjoy a smooth experience on the road and comply with corporate policy by using our mobile tools. Sabre® VirtuallyThere® allows users to plan, track change and share their itinerary from their smart phone, while TripCase™ is a beneficial day-of-travel app that allows travelers to check in, see their flight and gate status in real-time and interact with traveling colleagues.

**Expense Management** – Travelocity Business offers you the freedom to select the expense solution that best fits your needs. While we offer turnkey solutions with Certify, Concur, IBM and SAP, we will integrate with the provider of your choice. No matter whom you select, you can expect policy compliance and your online and offline booking data, credit card and any other data from partner sources to be combined and pre-populated in the expense tool.

**Strategic Meetings Management** – Through our partnerships with Meetings & Incentives (M&I), Travelocity Business has created an integrated meeting and event planning experience that allows meetings professionals to enjoy a seamless booking experience. Our integrated meetings solutions will also boost user efficiency and add cost-savings to your Strategic Meetings Management Program (SMMP).

**Green Travel** – As we work to measure and reduce our environmental footprint, we offer services that help promote sustainable travel programs. Leverage your company's green preferred suppliers within the booking path, monitor CO2 emissions by market and segment and receive data on carbon reduction and offset options.