

# BusinessWeek

## REMODELING YOUR CORPORATE TRAVEL PROGRAM

Travelocity Business has  
the right tools for the job



# WHY DO-IT-YOURSELF?

## Travelocity Business does the work for you.

Your travelers have a lot on their plate, even before they worry about their itineraries. At Travelocity Business, we feel that the best approach is rather than overtax them with meeting your travel policies, you should make compliance a breeze. By leveraging a best-in-class booking tool – based on the Travelocity leisure site they'll already be familiar with – and progressive mid-office technology, TBiz delivers the tools that effortlessly get travelers where they need to go when they need to get there. And all the while, you can rest assured you have maintained the integrity and effectiveness of your managed corporate travel program.

### **Applicant Travel**

Not all traveler profiles are created equal. So says Travelocity Business, which this year engineered an industry-leading solution to bring previously offline reservations into the online realm.

On occasion, you will encounter making reservations for a traveler who does not possess a profile with your online booking tool or travel agency – often times for an applicant, or perhaps for a consultant, or an employee who rarely travels or doesn't carry a corporate card. While historically the norm, booking travel for these groups offline is much more expensive, and not to mention, time-consuming.

With a little creativity, TBiz was able to design an automated process that eliminates agent inefficiencies and the influx of phone calls made by travelers, arrangers and authorizers in advance of a trip.

The online non-profile process begins with a registration form that is submitted to an approval department for review. This form allows the requestor to indicate his or her purpose for the trip, i.e. applicant travel. Once approved, the traveler automatically receives an email with a one-time use login link embedded in the message. A temporary profile is immediately built in the GetThere booking tool using Single Sign On as the traveler accesses the link.

The traveler can then book a trip online and will even receive a Sabre Virtually There itinerary confirmation via email. The Travel Approver will also receive a copy. Once complete, the traveler's temporary profile is deleted, ensuring security. A temporary profile will also be deleted if it is not used within a defined period of time.

Additionally, TBiz allows customers to define up to 30 reporting fields and customize each email template. The automation also eliminates costly agent processes, while increasing efficiency across the board.

Moreover, getting applicants familiar with the booking tool is an ingenious way to get a new employee ramped up on your travel policies and procedures should they be hired.

By automating a host of formerly manual tasks like applicant travel, TBiz saves clients thousands of dollars in annual fees.

*"It's more than just providing technology. We consistently work with our customers to deliver the right solutions that will help them run efficient, cost-conscious travel programs."*

*— TBiz President Lesley Harris*



Call 1.866.GET.TBIZ (438.8249) or visit [www.travelocitybusiness.com](http://www.travelocitybusiness.com)

## **TBiz Tool Box**

Our solution for applicant travel addresses a need that has drawn a lot of attention in the industry. But it is far from the only innovation offered by Travelocity Business.

Our flexible mid-office automation and the GetThere booking tool have enabled us to offer a cutting-edge suite of self-service tools. We ensure that these online tools have robust, customizable mid-office processes that cut out the manual work, reducing your costs and at the same time increasing traveler and agent efficiency.

### **The TBiz Lounge**

A one-stop shop for relevant travel information affecting your travelers while they're on the road. We serve aggregated content such as airport delays, passport information and more to make it fast and easy for travelers to stay abreast of important developments in real time. Visit the lounge at:

[www.TBizLounge.com](http://www.TBizLounge.com)

### **Sabre Virtually There®**

Recently enhanced, Sabre Virtually There® offers mobile access to view your itinerary, receive flight notifications and weather information.

### **Travel Arranger Portal**

Easily facilitating every key travel arranger function and increasing productivity, the portal gives these arrangers an organized, user-friendly interface from which to operate. With a single click, arrangers can book new travel for anyone, update profiles and email travelers and add or remove travelers from their list. They can also manage a self-built list of their top road warriors with advanced options.

### **Online Unused Ticket Tracking**

We display an unused ticket bank based on our proprietary database during the booking process. The mid-office determines which unused ticket is the best fit for the trip and automatically completes the reissue.

### **Demand Management**

While the demand for business travel is steady and its cost continues to rise, we help you identify when a trip is the best course of action. Our "Purpose of Trip" box offers alternative to travel such as video or teleconferencing when the internal meeting options 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.



### **Green Travel**

As we work to measure and reduce our environmental footprint, we offer products and 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.

### **Dynamic Messaging**

Travelers are offered guidance on trip selections that go far beyond simple travel policy settings. Messaging can be specific to origin, destination and your preferred vendors, helping to ensure you meet contract requirements.

### **Email Notification Suite**

With our mid-office and reporting tools, we can offer your travelers timely email alerts to influence their behavior and notify them of other key steps needed for their trip. Our extensive suite includes Traveler Statements, Missed Hotel Booking, Refund Notification, Unused Ticket Notification, Trip Continuity, Offline Booking Compliance and International Travel Requirements.

### **Data Integration**

We offer integration with several popular expense management and Pre-Trip Approval tools. We take a collaborative approach with our customers and their vendors to ensure success for their travel program. With Risk Management also being top of mind, we ensure that your security team has the data they need.

### **Air Canada Flight Pass**

TBiz is the only agency that allows travelers to compare the cost of using flight credits against other Low Cost Carriers and Air Canada's own low fares during the booking process.



## The future of business travel is in the stars.

It's hard to predict the many challenges of business travel without first consulting the stars – the Stars of Travelocity Business. At Travelocity Business, we leverage the expertise of our people to provide a personal, consultative approach to customer service and apply the world's leading travel technologies to deliver proven savings to your corporate travel program.

*Let Travelocity Business help you navigate the world of corporate travel. Let the stars be your guide.™*



Let the stars be your guide.™

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