

The Fundamentals of Travel Cost Savings

Is your company:

- Consolidating 100% of its travel spend?
- Providing travelers with maximum access to inventory?
- Empowering travelers with powerful search & filtering tools?
- Leveraging comprehensive policy controls and communication tools to drive in-policy purchases?
- Achieving 100% spend visibility to monitor savings and identify new opportunities?

Egencia Special Report: How Leading Companies Leverage Egencia Technology to Drive Cost Savings

Even in these difficult economic times, recent advances in travel technology have significantly improved the ability for companies to drive cost savings.

This special savings report outlines how companies are applying Egencia's industry leading travel technology to improve their ability to:

1. Consolidate all of their travel spend for greater control and visibility
2. Provide travelers with access to the broadest available inventory
3. Help travelers find the best low-cost, in-policy travel option
4. Direct spend with comprehensive policy controls and communication tools
5. Gain 100% visibility of their travel program to minimize lost savings and identify new saving opportunities.

Consolidation – Make it Easy and Worthwhile for Travelers

Consolidating all spend with a single travel management company (TMC) such as Egencia is the only way for companies to fully monitor spend and maximize cost savings. Spend consolidation ensures all travel purchases are subject to a company's travel policy requirements. Companies can maximize the application of unused tickets with automatic reminders and minimize the risk of expense fraud by tracking all ticket exchanges and cancellations automatically. Strategic cost savings decisions are made with a full and actionable view of spend, policy compliance, online adoption and preferred supplier usage data. The consolidation of both corporate travel and meeting spend, now possible with Egencia's recent enhancements, allows for even better control over a company's entire travel program.

However, achieving 100 percent consolidation can be challenging. It requires the cooperation of all traveling employees. Companies must either mandate the use of their agency or convince travelers that they have no reason to book elsewhere. Egencia customers find the availability of convenient traveler-focused features helps to persuade travelers that it is easy and worthwhile to make all travel purchases through their Egencia account.

These features minimize the time required to find and purchase travel, ensure travelers receive loyalty program points, and minimize the impact of in-trip events such as flight delays and cancellations.

Contact a Sales
Consultant today
1-866-328-0110



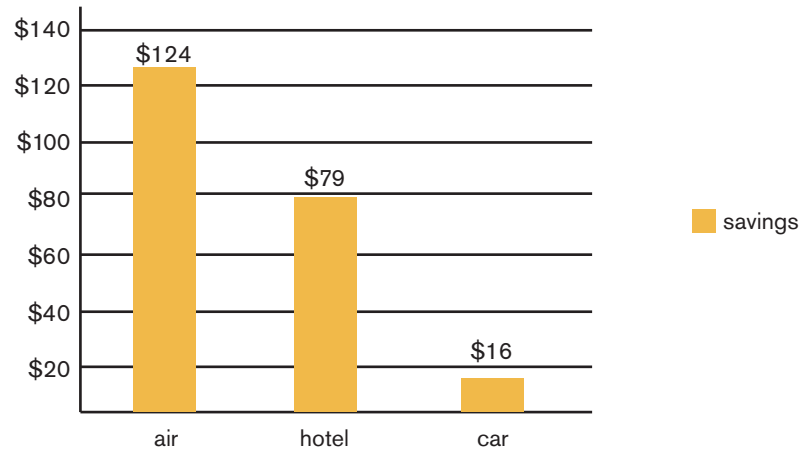
Convenient Traveler-Focused Features that Encourage Consolidation with Egencia

24/7 access to online booking technology

- Single sign-on from company intranet eliminates need to remember username & password
- Complete air, hotel & car option information simplifies decision making process
- Seat Guru integration improves airline seat selection
- Traveler profile stores all contact, credit card and loyalty program info for fast checkout
- Copy a trip functionality simplifies repeat trips
- Group travel booking simplifies coordination of multiple travelers
- Egencia on the Go™ pre-trip e-mails, traveler alerts and itinerary/calendar synchronization simplify the travel process and minimize impact of delays
- Online receipts and expense management system integration speed reimbursement
- A TripCentral provides single page view of all reserved, purchased, saved and past itineraries

Savings In Policy vs. Out of Policy

Average transaction savings



As a result, travelers are willing to commit to consolidation voluntarily and are more likely to abide by a company mandate, if imposed.

Customers who mandate consolidation use Egencia's technology to support and enforce their mandate in a variety of ways, including:

- Using detailed online reports to reconcile employee travel expense reports. Reimbursement for any purchase made outside of Egencia is either delayed, reduced or prohibited
- Providing travelers with access to centrally billed cards that must be used for all air and/or hotel purchases only through the company's Egencia account
- Defining the TripController™ pre-trip approval module as the only method for approving travel purchases
- Employing Egencia's new integrated meetings functionality to consolidate both meeting and corporate travel spend

Consolidation has always been a challenge for companies, but the cost savings can be significant. "Our air spend is close to the minimum the airlines require for a negotiated agreement," says Jaclyn Sobel of Six Flags. "If we hadn't consolidated nearly all of our travel with Egencia, we wouldn't have had the data to prove we qualified for a discount." Egencia customers are taking advantage of multiple technology features to provide travelers with both the incentives and the enforcement mechanisms required to achieve their consolidation goals.

Increasing the Savings Opportunities with a Broad Base of Travel Options

Every company knows that cost savings must always be balanced with the business travel needs of the employee. Companies using Egencia have found that vast network of travel inventory it sources helps ensure that travelers can find a low-cost, in-policy trip that meets their needs. Included in a

single set of relevant search results are published fares from multiple sources, Egencia-exclusive fares, and company-specific negotiated rates. Egencia's Best Fare Search air booking technology returns up to 2,500 itineraries and, according to an independent research firm, meets or beats fares available elsewhere online well over 90 percent of the time. Plus, by setting their company's air search parameters to include alternate airports in specific situations, travel managers are ensuring that travelers are present with even more opportunities to save on their air expenses. In addition, Egencia conducts a final price check with each flight booking, ensuring that the traveler receives the absolutely lowest fare possible among corporate negotiated, published and web fare options.

For hotels, companies guide travelers to select Egencia Preferred Rates which deliver savings of up to 25 percent off best available rates at over 4,100 business-friendly hotels. These rates are used by customers to augment, and in some cases, replace their company-negotiated rates. "We decided to eliminate all negotiated rates and commit to using Egencia rates instead," says Anne Murray of Linden Labs. "Our contracted rates for individual properties were \$25-\$35 more per night

than Egencia's rates, and our chain-wide negotiated rates were 15-30 percent more. It just didn't make sense to keep our contracted agreements anymore."

In addition to air, car and hotel inventory, customers are taking advantage of Egencia's new Limo/Towncar booking technology to help reduce ground transportation costs.

If you are already an Egencia customer, are you guiding your travelers to take advantage of all the potential cost-saving travel options, such as the Egencia Preferred Rates, that are available to them to maximize savings? Have you configured your air search settings to include lower-cost alternative airports, where appropriate?

Empowering Travelers and Travel Managers with Better Decision-Making Tools

Effective search and filtering tools are required to help travelers find the best in-policy itinerary from all travel options available. In 2008, travelers using Egencia's online technology consistently chose lower priced air, car and hotel options when compared to calling an agent (see chart below).

Average Savings Online vs. Via Agent*

Travel Product	Domestic Savings		International Savings	
	% Savings	% Savings	% Savings	% Savings
Economy Airfare	5.5%	\$26 per ticket	3.3%	\$30 per ticket
Hotel Nightly Rates	5.1%	\$21 per stay	2.2%	\$10 per stay
Car Daily Rates	6.2%	\$9 per rental	6.3%	\$9 per rental

Because of its familiar and intuitive booking technology, travelers using Egencia make nearly 90 percent of all transactions online.

How do travelers achieve these savings? By making the best use of the many intuitive filters and sort options available to them (see table below).

Seven Egencia Policy Controls to Drive Travel Savings

If you want to....

Implement this policy parameter

Maximize use of company-negotiated air rates

Flag all non-preferred airlines as out-of-policy entirely, or specify an allowable dollar or percent threshold

Track the reasons for out-of-policy bookings

Require travelers to provide a Reason Code for whenever they book out-of-policy

Eliminate unauthorized out-of-policy bookings

Leverage TripController[™] pre-trip approval for all out-of-policy purchases

Control excessive hotel Spending

Set default and city-specific hotel per diem spending limits above which all hotels are out-of-policy

Minimize last-minute airfare purchases

Define a minimum number of days prior to departure that air purchases are considered in policy

Ensure travelers consider alternate airports

Require alternate airports to be included in flight searches that include specific airports, such as New York's LaGuardia

Eliminate unnecessary first and business class bookings

Set minimum durations for domestic and internal flights below which all flights are out-of-policy

With Egencia's multiple traveler booking support and collaboration tools, travelers can easily coordinate their travel plans online to reduce costs related to parking, car rentals, and ground transportation. Unique policy and pre-trip approval requirements for each traveler are applied, and each traveler has a unique passenger record to facilitate changes in their travel plans, when changes arise.

Leading Egencia customers ensure their travelers are trained to take advantage of these powerful tools at program launch. They provide travelers with additional tips and reminders via emails, webinars, corporate intranets, newsletters and wikis.

Examples include:

- Use the Airport Grid to compare search results for nearby airports
- Use the Times Grid to identify when it is cheapest to fly
- In winter, leverage the connection cities filter to minimize the chance of delays

New traveling employees are guided to the online training videos available within the Customer Support area that demonstrate the air, hotel and search features, including the most recent enhancements.

Are all of your travelers trained to use Egencia's technology to maximize savings?

Egencia's Air & Hotel Booking Features:

Do Your Travelers Take Advantage of Them?

Air Booking

Search Features.

- Book multiple travelers
- Include nearby airports
- Specify class, airline or alliance

Search Results:

- Best value flight highlighted
- Preferred airlines marked
- Out-of-policy options flagged
- Aircraft type
- Departure, arrival information
- Flight duration, connection cities and layover time

Search Sorting & Filters

- Sort by policy, airline, departure or arrival time, duration and price
- Filter by stops, departure time, airline, connection city

Hotel Booking

Hotels Search features:

- Search near airport, address, or even pre-defined company locations
- Specify hotel name or class

Results:

- Full, up-to-date access to available rooms and rates for each night of proposed stay
- Out-of-policy options flagged
- Sort by price, location, city, class, or traveler ratings

Search Sorting & Filters

- Sort by policy, price, name, city, class, or traveler ratings
- Access a map view of hotel results
 - Filter by areas of a specific city

Individual Hotel information

- Full, up-to-date access to available rooms and rates,
- Pictures, virtual tours
- Amenities, location information
- Full traveler reviews

Maximize Travel Program Visibility

Are you leveraging your reporting and monitoring functionality to:

1. Track whether travel spend is increasing or decreasing?
2. Track and analyze missed air savings?
3. Catch expiring unused tickets?
4. Compare travel spend across departments?
5. Quantify advance air purchase savings?
6. Identify travelers who are booking via agents vs. online?
7. Find travelers with trips in progress?
8. Identify where a city-specific hotel per diem is required?
9. Find new negotiated air opportunities?
10. Identify new negotiated hotel rate opportunities?

Egencia's new Top 10 'How To' Reporting Guide can show you how.

Comprehensive Policy Controls and Communication Tools

Technology itself cannot compensate for a poor travel policy, but it can increase awareness and enforcement so that a good policy delivers maximum value to a company. Leading Egencia customers use the many policy controls available to enforce their policy rules at the point of travel purchase, regardless of whether the traveler is booking online or via an agent.

Perhaps the most impactful air policy parameter in terms of managing cost is the low airfare policy. Companies use this policy parameter to flag all flights that are more than a specific dollar value or percentage above the lowest logical fare as out-of-policy. When booking, travelers have multiple in-policy options to choose from while still ensuring the unreasonably expensive fares are out-of-policy.

Many companies also use Egencia to customize their policy limits for different traveler groups, such as VIP travelers, which minimizes the number of instances where travelers must break policy without having to relax the policy controls for the majority of travel purchases.

When booking, travelers are guided toward in-policy options with intuitive features such as out-of-policy flags and the policy rationale. If they select an out-of-policy option, they are automatically recommended alternative in-policy options that are closer to their search parameters.

Flagging out-of-policy options at the point of purchase

To further minimize missed savings, 43 percent of customers have adopted Egencia's TripController[™] to require pre-trip approval of all travel transactions or of a specific set of transactions, such as out-of-policy flight purchases or purchases above a specific price threshold. Travelers are informed immediately that approval is required before their purchase can be completed, and the itinerary is routed to their assigned approver via email for review and approval.

Consider reviewing your travel policy to see if your company is taking advantage of all of the policy controls available to them. For a complete description of all policy settings visit our Travel Manager Resource Center.

To increase employee awareness of any changes to their travel policy, companies are reaching travelers with targeted policy-related messages using Egencia's Broadcast Message feature. Recent enhancements empower travel managers to send targeted messages to travelers at the point of purchase for flights, hotels and cars, based on specific flight routes, city selections and other parameters, in order to provide the most powerful policy and program reinforcement possible as well as other important information.

Finding the ideal travel policy for your company can be a challenge. The good news is that customers consistently find that Egencia has the tools and expertise required to find the right balance for their organizations and achieve the substantial savings noted above.

Did You Know?

You can use DataMinder[™] to be notified when minimum and maximum thresholds are met, related to:

1. Online adoption
2. Total travel spend
3. Total air spend
4. Market share by city pair and carrier
5. Number of flights or segments share by carrier
6. Average ticket price – Domestic and International
7. Cost per mile for flights
8. Average cost by city pair for flights
9. Total hotel spend
10. Average nightly room rate by city
11. Contract goals for hotel properties
12. Total car spend
13. Average daily rate by city

Gain 100% Visibility of Travel Spend and Purchase Behavior

Companies need to track spending in a multitude of ways in order to monitor compliance to policy, ensure negotiated agreement commitments are met, track savings and uncover new savings opportunities.

Egencia customers leverage robust online reports to access the information they need and features such as Schedule Reports and DataMinder[™] to receive automatic updates regarding the status of their program. This also helps them monitor specific targets as well as share summary information with executives.

Companies that add custom data fields to their traveler profiles or the purchase process are able to augment the analytical value of their travel data and separate information into groups that are most relevant to their organizations.

Customizing out-of-policy reason codes also allows them to clarify the main causes of out-of-policy purchases. Frequently used codes may indicate a need to proactively relax or tighten specific policies.

The unused ticket reports can be used to ensure your company recoups as much of the value of unused tickets as possible by identifying unused tickets that are about to expire.

To tighten expense reimbursement control and reconciliation, some companies mandate the use of a central billing card for all air purchases. Egencia has recently further expanded the value of its reporting features by offering integration with a number of leading expense management providers including IBM Global Expense Reporting Solution, Data Basics, ExpenseWire, Runzheimer International, ExpenseWatch, and SutiSoft.

Reducing Trip-in-Progress Expenses

Customers continue to use Egencia technology after the trip is booked to further minimize costs. Features like **Egencia on The Go[™]** flight alerts automatically inform travelers of delays, cancellations and the likelihood of a missed connection. Travelers can rebook and make their way to their final destination, and prevent unplanned overnight stays, which can result in a real cost savings to the corporation.

Summary

“Deliver the same results or better but at a lower cost” is becoming a mantra for businesses these days as they struggle to maintain their competitiveness during this downturn. This challenge is especially true for their travel programs. Egencia customers are taking advantage of the many advances in travel technology to ensure the fundamentals of their travel program are sound and their travel cost savings are maximized.

Persuading travelers to make all of their travel plans with one TMC is much easier with the wealth of convenient traveler-focused features. The broad base of travel inventory combined with powerful search and filtering tools helps travelers to find a low-cost in-policy trip, including

average savings of \$124 per airline ticket. Comprehensive policy controls and communication tools are increasing traveler awareness of policy rules and optimizing policy enforcement, while reporting tools and automated reminders ensure companies have 100 percent spend visibility to track spending and uncover new savings opportunities.

Getting Started

If you are already an Egencia customer and are not taking advantage of all of these cost savings opportunities, please contact your account manager for assistance. If you are considering a change to your travel program and would like to know more about Egencia, please contact us at **1-866-328-0110**.

About Egencia

Egencia is the fifth largest travel management company in the world. As part of Expedia, Inc., (NASDAQ: EXPE), the world's largest travel marketplace, Egencia helps business get ahead by offering the only truly integrated corporate travel service. Egencia's industry expertise and the partnerships the company has built help drive results that matter, delivering meaningful advancements that have a real impact. By combining a powerful offline and online service, Egencia delivers a complete corporate travel offering supported by global market expertise and a best-in-class technology platform.