

Why Have a Formal Travel Program?



A formal travel program provided by an experienced Travel Management Company (TMC), such as AWA Travel, provides a number of benefits to an organization.

Cost Savings

Lowest Airfare – Because many tools are available to a TMC, lowest available air fares can be quickly located. Topaz International, LTD, a company that provides airfare assessment tools for organizations, performs an annual survey of over 12,000 agency booked itineraries compared with Internet travel sites. The results show that travel management companies save on average over the course of a year between \$75 and \$171 per ticket. Further, a TMC has the same or lower fare than the Internet between 91%-94% of the time.

Airline Discount Programs – Doesn't the Internet have the lowest fare? Not always. A TMC has access to airline discount programs. For example, AWA Travel has discounts with over 20 domestic and international airlines. Further, we have comprehensive fare search capabilities that allow us to search web fares, customer-specific contract fares, and reputable wholesaler fares.

Group Contracts – When 10 or more people are traveling to the same destination for a specific purpose, a TMC can contract a lower-than-published fare with an airline – saving on the total cost of the trip.

Soft Dollar Program – many airlines offer soft dollar programs where the organization earns free travel based on dollars spent with that airline.

Hotel and Auto Programs – A TMC saves money for the organization on hotels and auto rentals through corporate discount programs. A TMC can set up specific discount programs for the organization or use discount programs they have through their affiliations. The following are benefits that AWA Travel offers in this area.

Hotel Discount Programs

- Standard corporate rates with discounts of up to 60% off at 14,000 properties in 4,000 cities worldwide
- Up to 10% discount off lowest unrestricted rates
- Upgrades, complimentary breakfast, free internet, and other perks for travelers
- Access to AAA and AARP rates

Car Rental Discount Programs

- Discounts and free-day certificates with Alamo, Avis, Budget, Hertz, and National
- Fees waived on car rental memberships

Additionally, AWA Travel can negotiate rates for special events and/or meetings

24-Hour Emergency Service

Travel emergencies, need for travel changes, and flight cancellations don't always happen during business hours. A TMC provides access to an agent 24 hours a day, 7 days a week. At AWA Travel, our Very Important Traveler (V.I.T.) program gives travelers access to an agent when our office is closed. You'll never be more than a phone call away from assistance.

Other Services

- Consolidated travel data management reporting
- Unused ticket tracking
- Ability to VOID tickets
- Unused Ticket Tracking
- Policy enforcement
- Assistance with airline, hotel, and auto negotiations
- Management of airline, hotel, and car rental contracts
- Custom Travel Management/Consulting Assistance



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Why not just use the Internet?

Organizations are constantly challenged with the question of “Why not just book on the Internet?” Many third-party studies have been done that continue to show that a well-managed travel program provides better cost containment than booking directly over the Internet.

Volume is leverage at the negotiating table. When travel is booked outside a travel program, volume is lost resulting in higher costs. A TMC can negotiate based on total volume handled by the TMC. AWA Travel is a representative of Carrousel Travel – the sixth largest travel management company in Minnesota – and American Express Travel Services – the largest travel services company in the world. We are able to negotiate from the position of a worldwide TMC for our clients, regardless of their individual volume.

When booking directly on the Internet outside a TMC:

- There is no ability to enforce travel policy
- Loss of up-front corporate discounts and soft dollar program benefits
- Internet fares are instant purchase, as well as non-refundable and non-changeable
- Most Internet sites will not VOID tickets (voids eliminate cancellation penalties)
- No capability to manage unused, non-refundable tickets
- Travelers are unable to apply existing non-refundable ticket credits to Internet tickets
- Most travelers don't have detail knowledge of fare rules and may commit to something they didn't intend
- Limited or no assistance to travelers during emergencies or crises
- Web sites may sell travelers' information

Organizations should also consider the lost productivity of employees searching the Web to make travel arrangements.

Why Partner With AWA Travel

Extraordinary Service – Service is our core product. Through the personal service AWA Travel provides in conjunction with Carrousel Travel and the American Express® Network, we are positioned to meet the varied and intricate needs of your business travelers regardless as to where they are in the world.

Size - A Perfect Match – We are small enough to provide the personal, individual attention your travelers and travel arrangers deserve. Yet we have the resources, travel management solutions and flexibility needed to attain your company's travel management cost containment and service goals.

Savings – Minimizing costs goes hand-in-hand with service as the fundamental benefit of a partnership with AWA Travel.

State-of-the-Art Technology – We continually explore the latest technological advancements in the industry, and opportunities to introduce these new products to our customers. The benefits of these opportunities are significant not only in cost savings measures, but also in our ability to enhance service levels to your travelers.

Our People – The heart of our organization is the highly trained, tenured and motivated professional staff that meets our customers' needs each day. This experienced workforce shares a commitment to total quality.