

Accent Travel vs. Airline & Internet Web Sites

Do you allow your employees to book themselves on the World Wide Web - Orbitz, /Expedia/Airline Web Sites? Can you imagine any other company purchase where you allow the employee to buy whatever they want and just send in the bill?

We provide an independent view of the travel world. Our **“Quality Plus Program”** gives you the best fare available, Corporate discount hotel & car programs, 24/7 emergency services, convenience, and personal attention... services not available from any airline or the Internet Online Travel Sites.

| Travel Program Scope of Service | Accent Travel <i>booking with agent or our online booking platform</i> | Airline <i>When you book directly with the airline.</i> | Internet <i>When you use Web Booking Sites – Expedia/Orbitz</i> |
|---|--|---|--|
| Ability to find the lowest fare with one call – our software programs not only search our GDS but additional software “BookingBuilder” assists to finds the lowest fare available | YES | NO, You have to contact each airline individually | Questionable |
| Access to all airline schedules and fares, Including low cost carriers using web software Full airfare content for all airlines inventory | YES | NO, You have to call each airline individually. | Questionable <u>American Airlines & Southwest</u> <u>NOT in Expedia or Orbitz...</u> |
| Personalized service from agents who know your company policy and culture | YES | NO | NO |
| Email/Phone calls answered or returned promptly | YES | NO, You wait for next available agent | You get the World Wide Wait |
| Emergency & Crisis Procedures – Know where your employees are in times of crisis. Air Schedule, Hotel accommodations can be accessed in seconds. | YES | NO | NO |
| Around the clock, automated search for lower fares on all airlines after ticketing. Prompt notification if your airfare decreases – ticket rebooked at lower fare = SAVINGS | YES | NO | NO |
| Prompt email notification of schedule changes | YES | YES | Varies |
| Void airline tickets within 24 Hours – Saving airline penalty charges of \$150.00 | YES | NO | NO |
| Comparison shopping for the best hotel and car rates | YES | NO | Depends on Provider |
| Worldwide American Express discount hotel program offers 10% off best available rate and car discount program offering up to 20% off daily rate | YES | NO | NO |
| Best use of your employee’s time – Time is money! | YES, Our experts are fast & efficient | NO | NO |
| Monitoring all travel purchases for corporate travel policy compliance | YES | NO | Depends on Provider |
| Detailed monthly travel management reports | YES | NO | NO |
| Tracking of unused funds from cancelled airline tickets with “E-TRACK” recovered Money | YES | NO | NO |
| Detailed invoicing that includes air, car, and hotel | YES | NO | Depends on Provider |
| 24-hour 7 days a week emergency assistance | YES | Yes, if they are not busy | Yes, if they are not busy |
| Email a complete matrix of departure and arrival of all flight options, with cost, on-time record, and highlighted least cost alternatives. | YES | NO | NO |