

FAQ: Why should we consolidate travel through El Sol Travel vs. booking on public / airline websites?



- **Employers whose employees travel, are increasingly aware of the need for Travel Risk Management.**
 - ⇒ Duty of Care to protect the health and safety of traveling employees
 - ⇒ Possible legal and financial liability
 - ⇒ Recruitment and retention of key employees

For travel booked through El Sol Travel, in case of emergency, your authorized managers will be able to search one website— 24/7, to find your travelers fast and take appropriate steps to assist. If they are booked through disparate sources, where would you search?
- **Unused ticket management is included through El Sol Travel**

According to industry experts, typically 2.5% to 5% of all tickets go at least partially unused without unused ticket management. Unused ticket management is one of the primary motivations for organizations to consolidate their travel in a managed program vs. allowing travelers to book on airline or public websites. Online or offline, your travelers are reminded during the booking process, of unused tickets. Our travel counselors automatically review your unused tickets for application to new online bookings without a telephone or e-mail request.
- **Meaningful data can be analyzed and presented to air, car, and hotel suppliers to justify your own volume based, custom negotiated discounts or perks.**

Vendors will not give your organization discounts, if you cannot prove support. Consolidation allows you to maximize your purchasing power. With a volume-based negotiated discount on a major carrier, you could save 2-3 times the cost of the service fee on your airline ticket alone. While certain carriers are not very flexible; our success rate on both hotel no-show waivers and non-refundable ticket waivers is over 50%.
- **Travel policy compliance features/reporting are in force both through El Sol's Concur Travel self-booking tool and through El Sol travel counselors.**

There are no policy, spending controls in place with independent websites.

- **Consolidating travel through El Sol ensures that sufficient due diligence has been performed with each booking to capture low air, car, hotel rates.**

How do you know when you have searched enough independent sites to have determined the lowest rates? How long does that take? What is the cost of that loss of productivity? El Sol Travel's Online Booking Tool of choice, Concur Travel, and El Sol's Travel Counselors draw live inventory from the Sabre Global Distribution System, reflecting comprehensive inventory and actual available rates in one search. Many public websites provide a prompt low fare quote from misleading, cached fare inventory. Only when the traveler actually books the flights, do they realize that the first fare quote is sold out.
- **Your Custom negotiated rates and El Sol Travel's negotiated rates are consistently offered to the traveler/travel arranger.**

Public internet sites will not reflect your customized negotiated rates or perks.
- **International Rate Desk included by El Sol Travel**

El Sol Travel Counselors average over 20 years' travel industry experience. Performing our own international fare calculations frequently saves \$500 or more per itinerary.
- **Parking discounts**

Travelers can easily add airport parking to their Concur Travel itinerary. The Park 'N Fly Network is integrated into the Concur Travel Wizard, saving travelers up to 50% versus on-airport rates at 54 premier parking locations across the US. Travelers are able to pre-purchase and guarantee parking to streamline travel.
- **Mobile Device Access**

Your travelers may review current or past itineraries, (helps in completing expense reports on the road). Saves time and money. View city guides, where to eat, local entertainment, weather, book air, car rentals and hotels, etc. Travelers may setup a request to be notified of any flight changes on their mobile.
- **Two For One**

When you purchase travel through El Sol Travel, online using Concur Travel or offline through El Sol Counselors, you are supporting a Service Disabled Veteran Owned Small Business and a Minority Business Enterprise.

El Sol
Travel



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Arizona's largest independently owned travel management company
www.elsoltravel.net



TRAVEL

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- **Cornerstone Automated Quality Control**
El Sol Travel's Quality Assurance technology continually checks for lower fare alternatives and waitlisted segments for additional savings.
- **Destination Reports**
Detailed reports (often 20 – 40 pages) on domestic US, and overseas cities can provide helpful information to your travelers. Over 38,000 hotel profiles, airport guides, 24/7 news coverage of events affecting travel, restaurant listings, destination and security information on every country and over 8,000 cities.
- **American Express Preferred Car Rental Program**
Corporate discounts with Hertz, Avis, National, Alamo, Enterprise and Budget. Amenities such as upgrades and free SIRIUS Satellite Radio.
- **Leisure Travel**
Save on select tours, cruises, hotels, resorts and car rental. www.elsolvacations.net

In addition to the above savings/benefits—sample employee productivity/cost considerations: 66% savings is typical—calculations available on request

El Sol Travel offers the following services at no additional charge to the per ticket transaction fee

- Remove or disable traveler profile from system
- Void (as airline rules permit)
- Account management services, including customized strategy of negotiated air, car rental, hotel discounts
- Comprehensive pre and post trip management reports via scheduled e-mail broadcast, or password protected 24/7 online access, includes departure/arrival manifests, custom ad hoc reports
- Waiver attempts / extensions for old tickets
- Cancel car and/or hotel reservations
- Courtesy calls to hotels for special requests - traveling companions
- No-show fee waiver attempts, cancellation waivers on lodging
- Book, change or cancel airport parking; or dining reservations through Concur Travel
- Ability to work with favorite El Sol travel counselor
- Load negotiated air, car, hotel rates into the system
- Request name changes to tickets
- Advice on hotels, dining
- Assist with passwords on Concur Travel
- Frequent flyer program info
- Waiver requests for high level mileage clients
- AA upgrade requests through Sabre
- Researching car/driver requests
- Navigational support for Concur Travel



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