



## Corporate Travel Management



Visit us online at:  
[www.travelresources.net](http://www.travelresources.net)

**Business Travel Made Easy**  
Travel with over 25 years of experience



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# INTRODUCTION TO TRAVEL RESOURCES

## AGENCY INFORMATION



Travel Resources Ltd. has been servicing the business travel market in North America for over 25 years. As a wholly Canadian-owned business established in 1983, our understanding of what travel managers, travel bookers and business travelers themselves are looking for is unique. So too are many of our solutions.

Travel Resources realizes the pressures those buying travel now face. We understand how consolidating multi-office travel arrangements with a single travel management company can dramatically enhance a company's overall Travel Program. We deliver exceptional service, high-value solutions and measurable cost compression. Best rates of the day, unprecedented control of travel spend, on-line efficiencies, and 24/7 emergency assistance are just the beginning.

Travel Resources is a superior international force in strategic corporate travel and expense management. Whether your business is large or small, local or international, we bring the world to your doorstep and unlock the full potential of your travel investment.

We work hard to proactively provide our clients with solid cost savings opportunities, while maintaining the highest standards of service to travelers and administration staff.

## AGENCY LOCATIONS



Travel Resources has locations throughout North America, including:

- Canadian Head Office in Markham, Ontario
  - 5 Canadian Branch Offices
- American Head Office in Roanoke, Virginia
  - 1 American Branch Office

## AGENCY CULTURE



### **Boutique Agency**

Travel Resources is a “Boutique Agency”. This means that unlike the “Mega-Agencies”, we are uniquely positioned in the Corporate Travel Industry to service accounts of any size with a custom-designed Service Methodology with programs to fill a client's needs.

Travel Resources offers the best of both worlds. We are large enough to offer your company a high level of negotiating and management skills, and yet small enough to provide the personal service and care that your company surely deserves!



### **Long-Term Commitment**

Travel Resources represents a long-term commitment for our staff, and for our clients. We are very proud that many of our clients have been with us for many years, including:

- ◆ Suzuki Canada Inc.
- ◆ Bausch & Lomb Canada
- ◆ Toshiba Canada
- ◆ IKEA (North American Program)
- ◆ ATC Leasing (North American Program)

## BUSINESS TRAVEL PLAN

Our Business Travel Plan encompasses three distinct areas:

- ✓ Business Travel **S**ervices
- ✓ Business Travel **S**ystems
- ✓ Business Travel **S**avings

## MISSION STATEMENT

*“Our mission is to offer an uncomplicated, yet sophisticated approach to Business Travel Management; to manage your travel in a way that saves you time, trouble and money. Our goal is to attain the maximum level of cost savings for our clients by taking advantage of all Industry opportunities, while maintaining the highest standards of service.”*

# TRAVEL SERVICES

## TRAVEL RESOURCES' "IDEAS" SERVICE SEQUENCE



Travel Resources provides our clients with a proactive approach to travel and expense management that is comprehensive and complete. We are a customer-focused company providing unique services designed to meet your needs through cost reduction and control, combined with effectively managed business travel. We work within a value-adding sequence of "IDEAS" to ensure an ongoing understanding of your objectives and the delivery of savings.

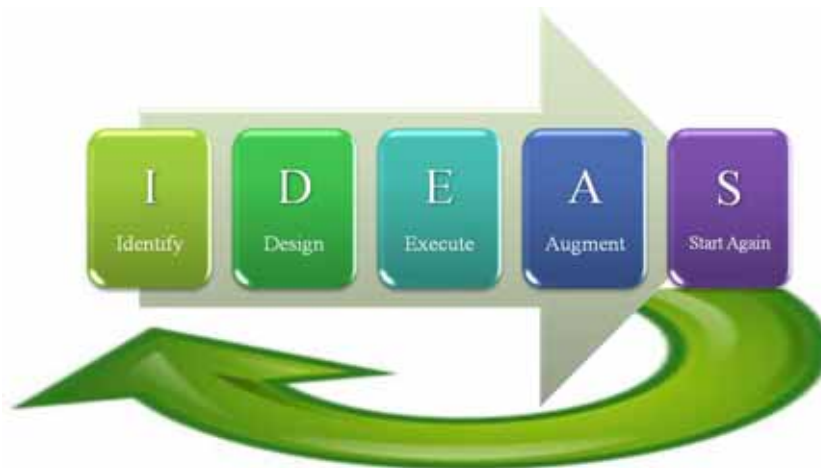
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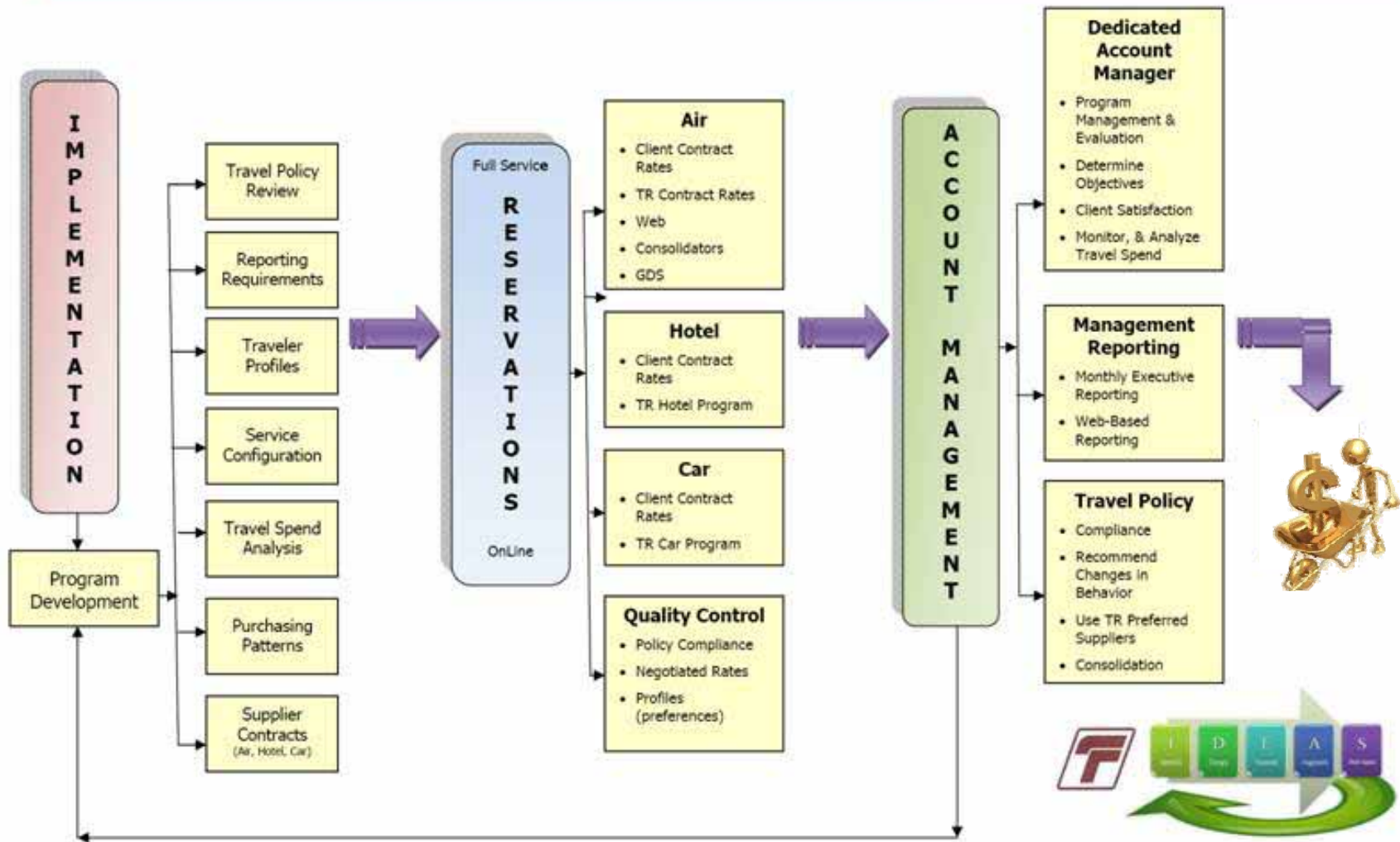
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We believe our "IDEAS" sequence is the key to creating the highest service standards, and a lifelong partnership with you — a partnership in which our solutions will always match your company culture, your travel priorities, and your focus for the future.



## PERSONALIZED SERVICE



In a recent industry survey of corporate travel, it was found that, although efficient systems and innovative travel saving programs played a major role in a company choosing the right travel agency, **personalized service was still perceived by most companies to be the number one priority.**

At Travel Resources, we custom-build a team of dedicated travel consultants around your company's needs while offering our clients a wide variety of services including:

- **Air Travel Bookings**
  - ✓ **Live Answer Telephone Service**
  - ✓ Direct e-mail address to your consultant
  - ✓ Online Booking
  - ✓ Automated Personal / Corporate Profiles
  - ✓ Agency Contract Rates
  - ✓ Contract (negotiated fares)
  - ✓ "Autoshop" — (shops for lowest web fares)
  - ✓ Support for International Travelers
- **Hotel Reservations**
  - ✓ Agency Contract Rates
  - ✓ Contract (negotiated rates)
  - ✓ Travel Resources WorldWide Hotel Program
- **Car Rental Reservations**
  - ✓ Agency Contract Rates
  - ✓ Contract (negotiated rates)
- **Supplier Negotiations**
- **Groups/Meeting Travel Services**
- **Worldwide 24-Hour Emergency Travel Services**
- **Comprehensive Management Reporting**
- **Complete Account Management Services**
  - ✓ With dedicated Service Representative
- **Corporate Travel Policy Review & Compliance**
- **Leisure Travel**
- **Quality Assurance Program**
- **Custom-Designed Service Methodology**
  - ✓ *In-Plant*
  - ✓ *Full Service*
  - ✓ *Online (with or without Intervention)*
  - ✓ *Private Label*

## TRAVEL SYSTEMS

### TRAVEL RESOURCES SYSTEMS



At Travel Resources we have the expertise, knowledge and sophisticated systems to make all your travel arrangements quickly, efficiently and with the personal attention that your travelers require.

It is our commitment to you, our corporate client, to continue to provide access to the latest in computer enhancements and participate in new systems as they are developed. Systems such as:

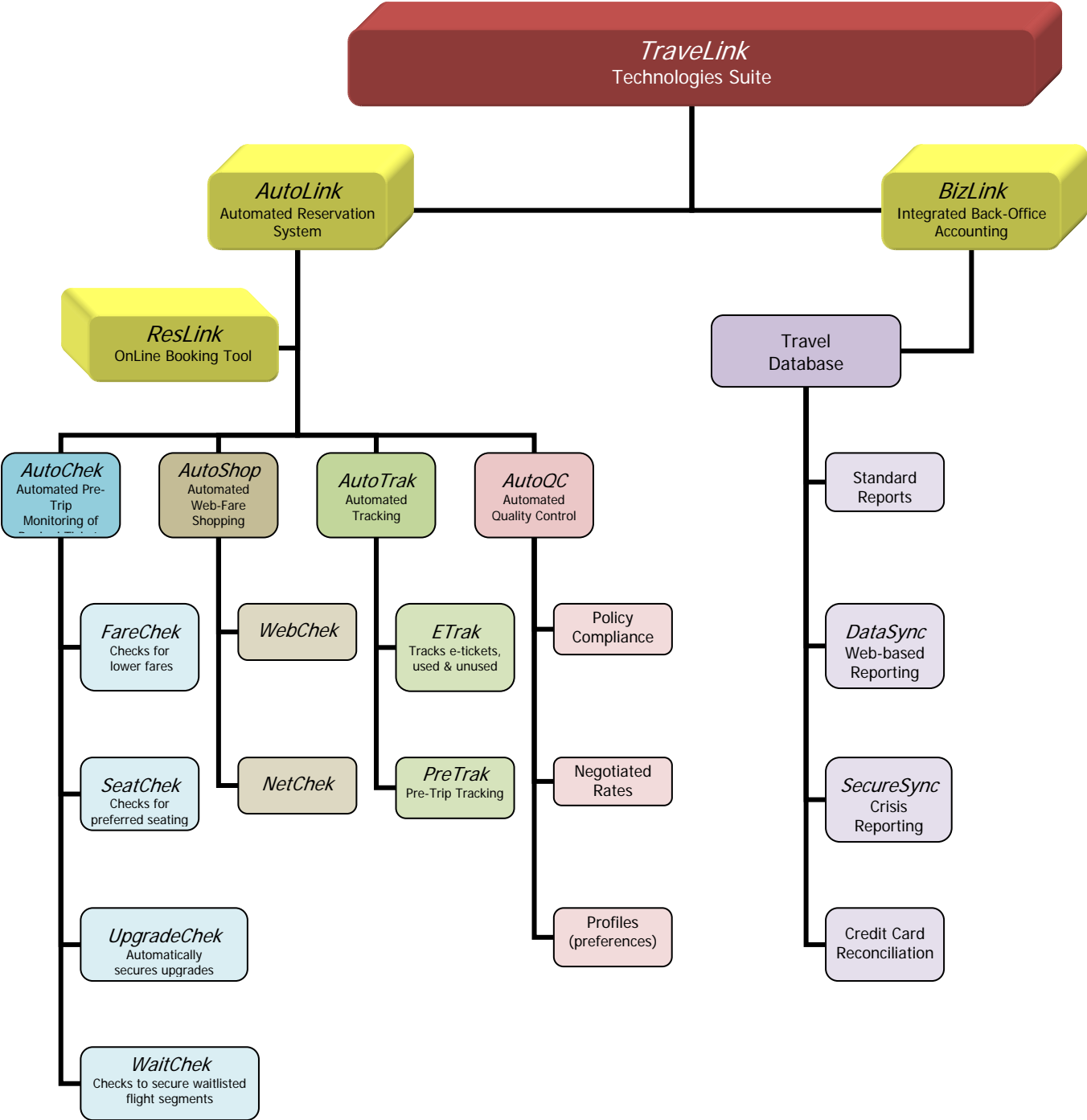
- Multiple Reservation Systems
- Online Booking System
- Credit Billing System
- Scheduled Management Evaluations
- Travel Policy Development
- Travel Coordinator Workshops
- Real-Time Web-Based Reporting
- Unused Ticket Tracking
  - ✓ **Stop losing money.** We ensure unused tickets are not wasted.
- Monthly Management Reporting
- Key Metric Reporting with Detailed Analysis

# TRAVEL SYSTEMS

## TRAVELINK TECHNOLOGIES SUITE

Travel Resources offers our clients state-of-the-art technology with our *TravelLink Technologies Suite* of software, and we also use that technology internally to ensure the excellence of the service we deliver. Our investment in technology means that the service you get and the information we provide as part of that service enhances your Travel Program.

It is our goal to offer our clients the latest technology and innovative processes to ensure optimum cost savings and seamless customer service.

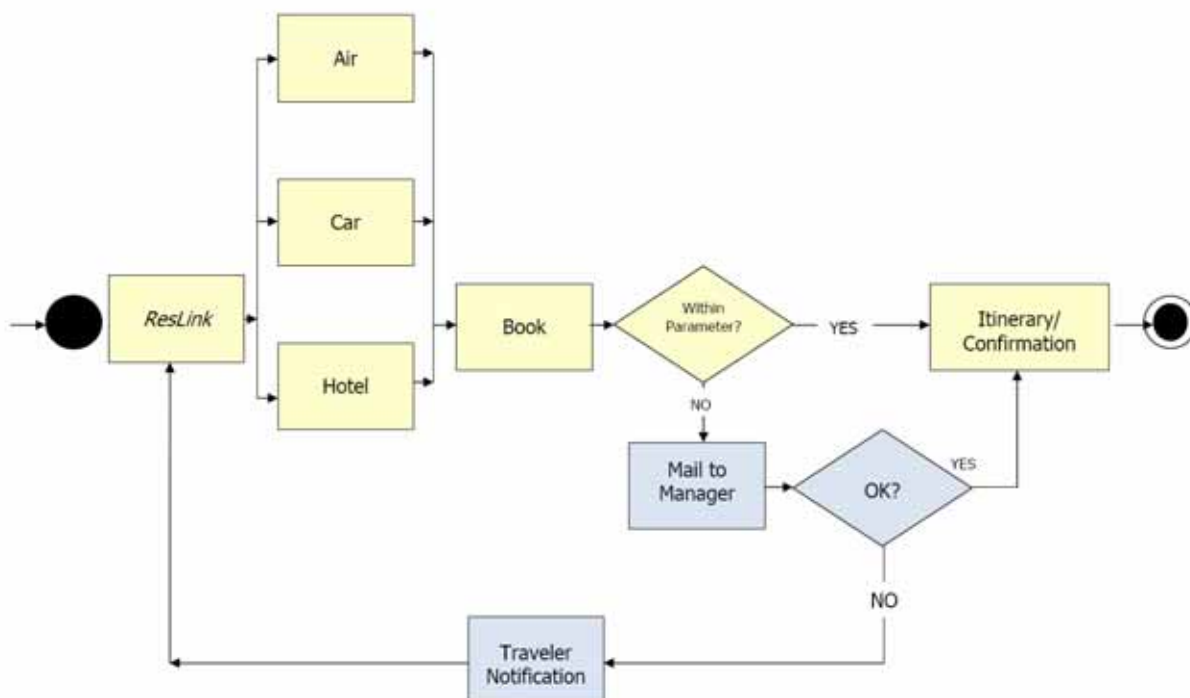


## ONLINE BOOKING SYSTEM

The Travel Resources Online Booking System is a web-based travel management tool that gives travelers easy access to travel information, twenty-four hours a day, seven days a week. The system integrates with the travel agency for quality control, ticketing and other functions, while providing policy control and management reporting. **"ResLink"** has all of these abilities and more!

The *ResLink* system is an additional tool to your company in the travel planning and reservation process, empowering travelers and travel arrangers while providing **in policy** information and booking process.

- Web-based
- 24 / 7 Access
- Custom-Designed & Programmed for each Client
- All Bookings Within Company Policy
- Simplified Booking Process
- Personal Profile Access & Maintenance
- Additional Destination Information Available
- Fully Integrated with Agency Systems for:
  - Quality Control
  - Ticketing
  - Policy Control
  - Management Reporting
  - Lowest Fares



# TRAVEL SAVINGS

## BEST IN CLA\$\$ SAVINGS



Travel Resources will drive your savings with its unique combination of **Best in Cla\$\$** Technology coupled with the best Travel Agents in the Industry.

Our people are professionals, trained to save you money by using our advanced technology tools and innovative cost savings methods.

We want to ensure that you are a **Best in Cla\$\$** company because we know that:



- ✓ Best-in-class companies have 18% higher rates of compliance to corporate T&E policies than their competitors.
- ✓ Employees in best-in-class companies are able to complete expense reports in 14% less time than those in all other companies.
- ✓ Best-in-class companies realize costs to process expense reports that are 63% lower than their peers.

*Our goal is to save you money,  
and help to make your business more profitable.*

## COST REDUCTION PROGRAM

Through our on-going Travel Policy monitoring, innovative systems, lowest airfare guarantee, travel supplier negotiations, and the most competitive service fee structure in the Industry, we offer our corporate clients the most for their travel dollar.

The goal of our Cost Reduction Program is to attain a maximum level of cost savings for our clients, and to take advantage of all Industry opportunities through the following methods:

### Lower Cost Transaction Fees

Because of our infrastructure, **Travel Resources is the low cost competitor regarding transaction fees.**

### Strategic Contract Negotiations

Travel Resources will evaluate all of your air, car and hotel contracts each quarter to ensure we are maximizing service and savings. By leveraging consolidated travel data, creative contract negotiations (soft dollar programs vs. point of sale agreements) and Travel Resources relationships with our North American vendors, **we will negotiate on your behalf to provide the deepest discounts possible.**



### Leverage All Fares

Utilizing all fares including contractual, wholesale, proprietary and web fares, Travel Resources will drive cost initiatives for your travel program.

- Lowest Logical Airfare  
These savings are achieved by simply searching the computer for the best fare available that suits the itinerary request (within the reservation and ticketing rules set by the airlines).
- Web & Internet Fares  
To ensure the lowest fares are offered combining effectiveness, quality control and data integrity, Travel Resources has invested in the latest version of Turbo Sabre to power *AutoLink*, our CRS. *AutoLink's* advanced technology drives the *AutoShop* Module that houses our web-based search engines. *AutoShop* allows us to provide our customers with a customized search approach featuring instant and at-source information quickly, and at the best price.

*AutoShop* enables our consultants to quickly search multiple Internet websites (including Charter and Consolidator sites) with ease. The *AutoShop* solution offers more than 670 global web supplier sites — including Expedia, Travelocity, and Orbitz. *AutoShop* guarantees that the lowest fare — whether a Legacy Carrier, Discount Carrier, Charter or Package Tour — will be offered to our clients.

- Charters / Consolidators / Package Fares

Travel Resources has been proactive in establishing partnerships with alternative airlines in order to achieve a high level of cost savings for our clients. In addition, charters, travel consolidators and wholesalers are creating business package tours combining air, hotel and car rentals which, when packaged together, are priced at 50 - 60% below the cost of the airline ticket alone.

- Agency Contract Rates

The agency achieves special rates with suppliers based on volume requirements, which we are then able to offer to our clients. Markets include North American and International destinations.

- Contract (Negotiated) Fares

Travel Resources is able to act as a facilitator or negotiator on behalf of our clients to negotiate better fares on frequently traveled city pairs and particular destinations.



### Travel Policy Compliance and Enforcement

The Travel Policy is the backbone of a successful travel program. Travel Resources will work with you to analyze your current policy, rewrite initiative and determine the most appropriate procedures to enforce the Travel Policy, thereby maximizing cost avoidance.

## IMPLEMENTATION



As an experienced service provider in consolidation opportunity, Travel Resources understands the need to centralize agreements, plan for seamless implementations, and streamline technology solutions. These rollout initiatives require customized communication plans and a united, seamless interface for the traveler.

We consider an Implementation Plan to be of prime importance. Travel Resources believes that the transition and start-up period sets the tone for our relationship with a new business partner. Therefore, we have spent a great deal of time developing a solid Implementation Plan and implementation strategies that address all the basics, such as orientation and training of dedicated staff, technical readiness & testing, and communication with travel managers, travelers, and travel arrangers.

Whether we are implementing a Full Service Program or an In-Plant Travel Office, we follow this basic Implementation Plan to ensure a smooth transition and forestall any interruption of service:

- An **Implementation Team** from Travel Resources will meet with your personnel to ensure an efficient organized implementation process.
- Travel Resources will then **review your existing Travel Policy**.
- We will **communicate** to your staff in all locations, the **working of our proposed system**.
- Travel Resources will schedule **Travel Co-coordinator Workshops / Training Seminars**.
- All pertinent, **Corporate and Personal Profile information** will be compiled and entered into our computer system.
- Assignment of **dedicated Travel Team**.
- Meet with your accounting and administrative departments.
- Where applicable initiate a **Preferred Supplier Program** and undertake negotiations to develop new cost saving programs.
- Implementation Team to do **final verification**.
- **Final update and sign off** to your management to ensure complete satisfaction on new travel system.

## CONCLUSION

In conclusion, Travel Resources wants to be **YOUR** travel agency.

We pride ourselves on being corporate travel specialists known for our innovative concepts in an ever-changing travel environment.

We are committed to working with you in providing an extensive range of services, the most comprehensive management reporting information, the most innovative cost saving programs, — and most importantly — the type of personalized service your company requires and your travelers deserve!

