



GetThere Itinerary Management

Online Ticket Exchange – Hold Trips - Pre-Trip Approval

Overview

The more your travelers can do online, the more your company's bottom line reaps the benefits. That's why *GetThere*® has developed several *Itinerary Management* products that empower your travelers to handle travel transactions without picking up the phone.

The *Itinerary Management* functionality is part of *GetThere* and is backed by the expertise of *Sabre Holdings*®, a world leader in corporate travel, and *Travelocity*® consumer online travel. Whether it's your role to oversee procurement initiatives or manage your company's travel program, *GetThere* offers many powerful advantages to help you drive value to your travelers and save dollars for your company.

Online Ticket Exchange

Online Ticket Exchange is an intelligent, fully automated online solution that allows corporate travelers to calculate the costs of travel itinerary changes and to process changes online. *Online Ticket Exchange* works with the rules and policies for virtually all airlines, so travelers can easily see the costs of voiding, refunding or exchanging tickets. Travelers can then process changes online without any travel agent intervention:

- > Determine void eligibility
- > Void trips shortly after booking without penalty
- > Calculate refund and exchange amounts
- > Complete the entire exchange process online
- > Process full refunds online

Hold Trips

Business plans – particularly travel plans – can change course on a dime. *GetThere Hold Trips* empowers travelers to plan a trip and hold a seat, room and car without making a purchase.

GetThere data shows that on average, 5 percent of trips booked in the U.S. and 10 percent booked abroad are held and never ticketed. With *Hold Trips*, business travelers can lock in a trip even if they're not sure they'll be traveling, while policy compliance and cost-efficiency can remain intact:

- > Create and lock-in reservations before trip details are finalized
- > Receive notifications via email before a hold is about to expire
- > Hold pre-reserved seats until trip is purchased or cancelled
- > Avoid costly supplier change fees and travel agency touch fees

Pre Trip Approval

Pre-Trip Approval is an automated, web-based pre-trip authorization solution that provides managers with the ability to approve, decline or request changes to various components of a traveler's itinerary prior to ticketing. This convenient, simple and flexible checks-and-balances tool allows managers to ensure their company's travel policies are adhered to and spending is within reason.

With *Pre-Trip Approval*, once an on-line reservation is completed, an e-mail is sent to one or more approvers. If the trip is authorized, it is automatically queued back to the agency for ticketing along with an e-mail notification to the traveler. If rejected, the manager can document the reasons for the decision and the traveler and agency are notified.



Itinerary Management Benefits

For Travelers

- > Flexibility – research costs and exchange tickets online with a few simple clicks
- > Convenience – shop and reserve online even before trip details are finalized
- > Assurance – receive trip approval (or decline) automatically via email

For Travel Managers

- > Simplicity – automate features typically requiring travel agency intervention
- > Compliance – ensure policy compliance with powerful online rules engines
- > Control – set and enforce exchange, hold and approval policies online

For Companies

- > Cost Savings – More cost savings as more transactions are moved online
- > Employee Satisfaction – Travelers are empowered to make or change travel plans as needed



Itinerary Management Features

Online Ticket Exchange

- > Void trips shortly after booking without penalty
- > Calculate refund and exchange amounts
- > Complete the entire exchange process online

Hold Trips

- > Create and lock-in reservations before trip details are finalized
- > Receive notifications via email before a hold is about to expire
- > Hold pre-reserved seats until trip is purchased or cancelled

Pre-Trip Approval

- > Send travel itineraries to managers for approval
- > Queue only approved trips to agency for ticketing
- > Send travelers e-mail notification of trip approval or rejection



**No Boundaries.
Just GetThere.**

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Experience Even More from GetThere

Itinerary Management is just one set innovative feature comprising the complete *GetThere* travel procurement solution. A majority of the FORTUNE 200 and the BTN Corporate Travel 100 rely on *GetThere* to streamline processes, improve supplier and contract management, and achieve ongoing and sustainable savings in corporate travel spend.

Contact your *GetThere* representative by calling 1-800-GetThere or visiting www.getthere.com to learn more.

Traveler Benefits

Today's travelers are accustomed to flexibility. With do-it-yourself travel tools readily available and very much the norm for booking leisure travel, it's understandable employees have come to expect the same when planning business travel. They rely on the ability to do the research, know the options and make informed travel decisions all on their own. And, they appreciate the ability to change plans when the need arises. *GetThere Itinerary Management* brings added flexibility, convenience and assurance to your employees throughout the travel planning process:

- > **Flexibility:** Because travelers can calculate the costs of itinerary changes with *Online Ticket Exchange*, they're empowered to make informed decisions while experiencing the flexibility to change travel plans as they see fit – all without picking up the telephone.
- > **Convenience:** With *Hold Trips*, travelers experience the convenience of shopping and reserving airline seats, hotel rooms and rental cars even before trip details are finalized.
- > **Assurance:** *Pre Trip Approval* is added assurance for travelers that their making the right moves on behalf of the company – all facilitated online and automatically.

Travel Manager Benefits

Tasked with lowering travel costs for their companies, travel and procurement managers benefit tremendously with *GetThere Itinerary Management*. More options online for travelers means improved travel program performance -- the end goal for those who manage the daily complexities of travel procurement. That's why *Itinerary Management* brings increased simplicity, compliance and control to the process, all while increasing online adoption:

- > **Simplicity:** Travelers can research costs and exchange tickets online with a few simple clicks, hold itineraries without driving fees and receive prompt pre-trip approval. This also brings simplicity to travel managers' day-to-day responsibilities by automating features that typically required travel agency intervention.
- > **Compliance:** Because travelers are working within an online system backed by powerful rules engines, multiple checks and balances are automatically in place to ensure policy compliance.
- > **Control:** Travel managers experience more control over program process with the ability to set and enforce policies online when it comes to exchanging, holding and approving travel itineraries.

Company Benefits

Between 15 and 20 percent of all *GetThere* transactions are exchanged, refunded or voided. Imagine the savings attributable to moving these transactions online and avoiding agency touch fees. In addition to increased traveler empowerment and satisfaction, the real benefit for the company when it comes to *Itinerary Management* is costs savings.