

## Benefits of Using Cary Travel Express (CTE) vs. Booking Directly Through Internet

- Experienced corporate travel agents who are familiar with your special requirements, travel patterns, discounts, etc.
- **CTE** maintains traveler profiles which include personal preferences on seats, meals, cars, hotel rooms, corporate discounts and frequent flyer memberships.
- No personalized customer service.
- Travelers and travel arrangers lose productivity by spending valuable time searching internet sites.
- Traveler is responsible to provide appropriate membership numbers for each booking.

### IN THE EVENT OF AN EMERGENCY

- 24-hour personal travel assistance.
- Assistance in locating and rebooking stranded passengers.
- Provide options to stranded passengers.
- Detailed travel activity reports.
- Air, hotel and car reservations booked with one e-mail, fax or phone call.
- Unbiased fare shopping and comparisons.
- Able to hold reservations for 24 hours.
- Within same ticketing week, ticket may be "voided" without airlines penalty.
- **CTE** automatically tracks unused electronic tickets and issues a refund or will hold unused non-refundable tickets and apply toward future reservation.
- No personal travel assistance available.
- Traveler is responsible.
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- No reports available.
- Minimum of three separate transactions.
- Must shop all carriers to obtain lowest fare.
- Immediate purchase required.
- Penalties applicable immediately.
- Some unused non-refundable tickets purchased on internet cannot be used again towards the purchase of a new ticket.
- Traveler has to work with airline and website for any refunds.

### NOTE

- **Approximately 33% of all business trip bookings are changed at least once prior to departure.**
- **Approximately 12% of all business trip bookings are returned to agency for refund.**
- **Approximately 5% of non-refundable tickets are used in exchange for a new trip.**
- **Approximately 5-10% of business trip bookings are cancelled before ticket is issued.**

- **CTE** quality controls every reservation for accuracy travel policy compliance and lower fare availability.
- **CTE** notifies travelers of fare wars resulting in lower ticket prices.
- **CTE** notifies travelers of schedule changes.
- **CTE** has influence in resolving traveler disputes and will assist in final resolution.
- **CTE** will assist corporation in travel policy development and compliance.
- **CTE** negotiates and implements corporate discounts for air, car and hotel.
- Capture required date to maintain corporate discount agreements.
- Dedicated account management for assistance with service issues and air, hotel and contract negotiations.
- No quality control prior to purchasing ticket.
- No date continuity for car pick-up and hotel stay.
- Traveler would not be notified.
- Traveler is responsible.
- No control over travel policy compliance.
- Corporate discounts do not apply.
- Web fares are not credited against corporate discount programs, which could result in the termination of such programs.
- No personalized service.