

Indulge Today's Travellers With Instant Online Itineraries Travelport ViewTrip™



Do you need ways to boost customer service – without spending money?

Today's travel agents are working harder than ever to boost customer service with far fewer resources, yet still raise traveller satisfaction and loyalty. Are you doing more with less, too, and do your productivity and service levels sometimes suffer because of it? For example, do you spend too much valuable time handling typical pre-departure enquiries from your customers? If you do, you're experiencing a roadblock to higher productivity and service.

Did you know that through Travelport, you have access to a cost-free, Web-based tool that eliminates time-consuming pre-departure tasks? It's true, and you can start using it today.

Let Travelport ViewTrip support and enhance your service delivery

As a Travelport-connected agency, you and your customers can use the innovative Travelport ViewTrip itinerary Web site free of charge. ViewTrip is the flexible online itinerary resource that provides itineraries to your customers, along with travel documents, online check-in capabilities and more, once you book trips in your global distribution system (GDS).

At the ViewTrip Web site, your customers can instantly access, view, print and e-mail their itineraries, and also obtain e-tickets and electronic expense receipts – at any time, no matter where they are in the world. Plus, itinerary changes are immediately reflected online, ensuring your customers stay up to date.

For Galileo™ and Apollo™ subscribers and your travellers: www.ViewTrip.com
For Worldspan™ subscribers and your travellers: www.MyTripAndMore.com

WHAT ARE THE BENEFITS FOR YOUR AGENCY?

- > Expand your services with leading technology at no additional cost to your agency
- > Reduce costs, increase service and satisfy travellers in today's Web-based world
- > Save time and money by eliminating the need to manually issue travel documents, including revised itineraries, by letting ViewTrip automatically do it for you
- > Simplify and enhance your customers' experiences by giving them access to itineraries via the Internet 24 hours a day, from any location worldwide
- > Use your valuable time to generate new sales and handle more complex itineraries
- > Dramatically reduce pre-departure telephone enquiries to your agency by letting ViewTrip give your customers all of the details they need – and much more



Deliver exceptional travel experiences to your customers

Travel planning and management become easier and more cost-effective for you with Travelport ViewTrip at your side. It helps you in your quest to save time and money through advanced automation, and helps you deliver the best experiences to your travellers.

ViewTrip is in use by thousands of Travelport-connected agencies around the globe, and is a popular resource for today's Web-connected travellers young and old. Essential pre-departure content displayed on itinerary pages ensures travellers have all the information and tools they need at their fingertips before they ever board a train, plane or automobile:

- Detailed itineraries with all trip segment information (air, hotel, car rental and more)
- Automatic, instant updates when traveller itineraries change
- The ability to retrieve, review, print and e-mail itineraries
- Printable e-ticket receipts
- Online check-in capabilities
- Flight status
- Links to hotel property images
- Electronic expense receipts (also printable)
- Customised destination resources
- Maps and driving directions
- Passport and visa information
- Travel and health advice
- Weather conditions
- Currency converter
- Events calendar
- Instant access 24 hours a day via any Internet-enabled device
- Multiple language capabilities

All trip segments booked through Worldspan, Galileo and Apollo (including third-party content booked via Galileo Leisure™) are included in itineraries.

Online check-in with participating airlines

Travelport ViewTrip gives your customers a convenient, fully integrated tool to check-in online with a constantly growing number of participating airlines, currently including BMI, British Airways, Delta Air Lines, Flybe, Frontier Airlines, Midwest Airlines, SWISS, United Airlines, Virgin America, Virgin Atlantic and Ukraine International.

Keep customers happy with the latest Web-based technology

Travelport ViewTrip extends around-the-clock service to your customers with no additional staff to dramatically increase your service levels and build customer confidence. It's a friendly face to greet your customers 24 hours a day and is accessible through any Internet-enabled device, using any leading Web browser.

ViewTrip has an easy, intuitive look and feel, and is so simple to navigate that no training is required for travellers to log-in and access itineraries. Travellers can also customise displays with personal preferences.

Since it's all Web-based, no software or hardware requirements are necessary, and neither you nor your customers need to worry about compatibility. The site is also secure. Travellers simply enter their last names and reservation numbers at log-in.



Agency

Take a step closer to today's Web-connected travellers

For more information about Travelport ViewTrip and our other customer service-building tools that are helping travel agencies prosper in today's competitive environment, contact your Travelport representative or visit us on the Web at: www.travelport.com