



# Advantages of El Sol Travel's Business Travel Solution for UA



Powered by: **Concur**

**A Consolidated Business Travel Management Program, increases services to UA travelers/travel arrangers and savings to UA.**

In business since 1986, El Sol Travel, Inc. is an AZ based, woman owned business serving UA since March of 2014. El Sol has excellent university, corporate and government references.

Safety, savings and service benefits, which are outlined below.

## Traveler and Travel Arranger Advantages

- ✓ Manage your profile and frequent flyer cards online directly through Concur Travel.
- ✓ Do you have airline status? Concur Travel provides direct access to real time inventory available to travelers with special status.
- ✓ Save frequently traveled trips with the click of your mouse.
- ✓ Traveling with others? Save your booking and others can duplicate your flights and hotel information.
- ✓ Supports guest/one-time traveler bookings
- ✓ Fewer clicks - Book air, car, and hotel reservations from one screen
- ✓ Easily book to/from major *and regional* airports
- ✓ Use Concur Travel to find the closest airport
- ✓ Includes Southwest Airlines' inventory including "Wanna Get Away fares."
- ✓ Seat map available on Flight Schedule Page - allows travelers to move on to other flight options early in the process if the desired seat type is not available
- ✓ Fares by carrier are clearly displayed with lowest fare available
- ✓ Search for hotels based upon keyed address, airport, other company/organization location – provided map graphically illustrates location of hotels to desired address
- ✓ Sort hotel results by distance, price, chain, rating, or preference
- ✓ Easily book on or off airport car rentals
- ✓ Sort cars by policy, price, or vendor
- ✓ View cars/capacity – how many people, golf clubs, luggage, etc. will fit
- ✓ View unused tickets throughout the process
- ✓ Driving directions/maps are automatically provided with e-mailed itineraries from online bookings
- ✓ Automatically download e-mailed itinerary information into MS Outlook Calendar or Lotus Notes
- ✓ Online check-in
- ✓ Easily cancel trip; add car/hotel; create trip template; send itinerary with e-mail message
- ✓ Online ticket exchange (terms and conditions apply)
- ✓ Reserve airport parking in Concur Travel
- ✓ Check flight status from home or office or mobile device using Concur Travel
- ✓ El Sol negotiates international upgrades, which have yielded savings of over \$3,000/ticket from Coach to Business.
- ✓ Reservations calls are answered by Senior Travel Counselors, not recordings. Technology is working behind the scenes to ensure optimal service. 85% of El Sol Travel calls are answered within 30 seconds.
- ✓ Detailed destination reports (often 20 – 40 pages) on domestic US, and overseas cities can provide helpful information to travelers including currency, security, dining, hotels, cultural facts, etc.
- ✓ Save on select guided vacations, cruises, hotels, resorts and car rental. [www.elsolvacations.net](http://www.elsolvacations.net)

**IF YOU TRAVEL, OR BOOK TRAVEL FOR OTHERS, AND WOULD LIKE TO ATTEND ON CAMPUS / IN PERSON, OR WEBINAR TRAINING, PLEASE CONTACT KRISTII REID, [kreid@elsoltravel.net](mailto:kreid@elsoltravel.net); 480-894-6536 or 480-693-0217.**

## Mobile Device Capabilities

### Sample Capabilities through El Sol Travel using *TripCase™Connect*

- Easily click to add your itinerary to your Calendar from your confirmation email
- Instantly access eTicket, eInvoice documents, and print itinerary PDF
- Automatically receive **free** flight status notifications
- Add other trip elements, such as meetings, driving directions, etc. into TripCase – manually, or by forwarding email confirmations to [trips@tripcase.com](mailto:trips@tripcase.com)
- Share itineraries
- Easy access to weather forecasts, directions, seat maps and flight check-in messages
- View current and past trip itineraries



View your trip by *Itinerary* or *Action View*. Itinerary View on the left conveniently displays air, car, hotel and activity information by date and time. The **Action View** includes more detail on each trip component, along with alerts and messages.

### Standard TripCase messaging



#### Flight notifications

- Gate changes
- Flight time change of +/- 15 minutes
- Cancellations

#### Baggage claim info

#### Airline check-in reminders

#### Missing loyalty program ID

#### Hotel shuttle availability

... and many more

Sabre Proprietary and Confidential

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Sabre Travel Network

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## Anticipates travelers' information needs



## UA advantages

- ✓ Consolidating travel allows UA and El Sol Travel to more easily assist business travelers in the event of a natural or terrorist related event - Domestically and Internationally.
  - **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, UA will be able to search one website— 24/7, to find travelers fast and take appropriate steps to assist.
- ✓ **Unused ticket management** is included through El Sol Travel  
 Unused ticket management is one of the primary motivations for organizations to consolidate their travel in a managed program vs. booking on airline or public websites. Online or offline, UA travelers will be reminded during the booking process, of unused tickets.  
**El Sol Travel now provides automatic 90 day, 60 day and 30 day advance notifications of expiring tickets via email to individual travelers, at no additional cost.**
- ✓ Hotels, like airlines, make adjustments to rates based on outstanding inventory. In addition to using your custom negotiated discounts and El Sol's global negotiated discounts, our **Hotel Rate Checker** technology will **recheck inventory** for new lower rates at the same hotel, same room type, to provide increased savings.  
**Additional Savings per occurrence have ranged from 4% to 27%. Average Savings per Stay: \$46.75!** In one instance, a rate went down three times before departure. **And there is no additional service fee to make the rebooking at the lower rate!**
- ✓ With consolidated travel, meaningful data can be analyzed and presented to air, car, and hotel suppliers to justify UA volume based, custom negotiated discounts or perks.
- ✓ El Sol tracks waivers and favors on behalf of their clients, such as obtaining forgiveness on no-show hotel bills; or name changes on airline tickets. These benefits are achieved due to excellent vendor relationships. Average savings per instance in Air: \$378! Average savings per instance on Hotels: \$301!
- ✓ 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.
- ✓ **UA's custom negotiated rates and El Sol Travel's negotiated rates will be consistently offered to the traveler/travel arranger whether booking online, or through travel counselors. Public internet sites will not reflect UA negotiated rates or perks.**

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- ✓ International Rate Desk service is included by El Sol Travel. El Sol Travel Counselors average over 25 years' travel industry experience.
- ✓ 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 premier parking locations across the US. Travelers are able to pre-purchase and guarantee parking to streamline travel.

Through El Sol Travel and Concur Travel online booking, the goal is to improve travelers' experience, while dramatically lowering UA's travel expense. If you are new to working with El Sol Travel and the online booking tool, Concur Travel, you may find the following training videos convenient and helpful.

**Links to Additional Resources: videos are at the bottom of the list of links at [www.elsoltravel.net](http://www.elsoltravel.net)** Or access them here: [Exploring The Concur Home Page](#) [How To Update your Profile](#) [How To Book a Flight](#) [How To Book a Hotel](#) [How To Book a Car](#) [Set up Concur Mobile](#) [Concur Mobile / Android](#) [Concur Mobile / iPhone](#)