

# GLOBAL MANAGEMENT



**We are committed to identifying your international needs and designing an individualized program that works best for you.**

Headquartered in Boston, Massachusetts, we operate 25 offices throughout the country. Our Canadian headquarters is located in Toronto, and our European headquarters is located in Edinburgh, Scotland.

In addition, with GlobalStar, our long-term equity partnership of leading travel management companies in over 50 countries throughout the world, Colpitts offers global travel management services to multinational companies.

This alliance combines local service expertise and experience, cultural sensitivity, \$17 billion in buying power and true global reach.

Through this partnership, Colpitts is well positioned to design an individualized international program that will best suit our client's travel management needs.

A full range of specialized quality services is available for the benefit of our client's global travel management program, including consolidated reporting, international tariff consultation, discounted airfare content from foreign destination markets and travel assistance in foreign countries.

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*"As an industry leader, their 24/7/365 full service and willingness to innovate, makes a huge difference for us. They have set a new standard for defining a fully integrated travel and expense management real time solution, which has produced tremendous savings for our travel spending. GlobalStar partners have provided an opportunity for a global solution, which ensures cost savings through a worldwide network." – T Larock*

**The Utmost  
in Worldwide  
Account  
Management**

# GLOBAL MANAGEMENT

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## Partners on Every Continent

An experienced board of directors manages each region: North America, Latin America, EMEA and Asia/Pacific.

## Globalization in Travel Management

We work together offering you global information consolidation and reporting, a Virtual Global Service Network and assistance in global management.

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*“We have been using GlobalStar throughout Europe for full travel management services since May 2005. The scope of the service provides full travel support for all our European staff based out of 12 countries. The methods of control required within our company require full approval of all travel including taxi, airline and hotel accommodation before confirmation of booking. They have assisted in producing a complete booking approval process to ensure a full audit trail. They also provide appropriate monthly reporting metrics and are flexible to change as required. I have constantly found them to be flexible in their approach to our requirements and pro-active to recommendations for cost saving initiatives. To date we have not encountered any issues regarding pan European or cultural differences from our various office locations considering we have approx 500 regular travelers.” – A Harman*

*“Establishing a globally consolidated travel program through GlobalStar has proven to be a successful solution for our need to control travel costs. Since we rolled out your program in eight countries in November 2005, our management feels we have a better understanding of our global travel purchases, supplier’s usage and savings opportunities. GlobalStar has helped us better understand the service requirements for travelers doing business in distinct different cultures. Having you as our central account manager and coordinator of our managed travel program has been the key to the program’s success. I have been involved with corporate travel with other companies I worked for over the years and can say without hesitation that GlobalStar is the best. Thank you and your staff for helping us be a better company.” –J Harrington*



# OVER 118 YEARS OF TRAVEL INNOVATION



**Founded in 1890, Colpitts has been a leader in the travel industry for over 118 years.**

Headquartered in Boston, Massachusetts, Colpitts is a multi-national corporation providing global travel management services. We are committed to superior customer service and cost savings; we have the resources, experience, and skills to provide you with the best travel services in the industry today.

**Our performance standard is to exceed our customers' expectations.**

#### **President's Statement:**

Colpitts World Travel's commitment to delivering unsurpassed service excellence is built on a strong foundation of multi-faceted, talented people and the latest in innovative technology. We remain extremely committed to exceeding our clients' goals and objectives, as illustrated by our strong work ethic and the fresh, new ideas we bring to our positions every day.

By listening carefully to our clients and anticipating their needs and expectations, we continually take a proactive, hands-on approach to delivering outstanding customer service. We are passionate about the integrity and quality of the travel management services we provide to our clients. Our team of IT professionals work in tandem with our staff to provide seamless solutions to your travel management needs by utilizing the latest in IT trends and technology. We are revolutionizing the way to effectively manage our clients' travel needs, enabling our customers to benefit from the latest advances in the industry.

Alan M. Krensky  
President & CEO

***"To Be Indispensable  
to Our Customers"***

***Our six-word mission statement  
concisely summarizes our  
commitment to extraordinary  
customer service that has  
enabled Colpitts World Travel to  
succeed for over a century.***

# OVER 118 YEARS OF TRAVEL INNOVATION

## Exceeding Expectations One Traveler at a Time...

We are aggressively focused on developing and delivering value to our customers with experienced Travel Experts, proactive Account Managers, proprietary discounts, extended business hours, 24/7 service and technology solutions for securing the lowest fares and extensive expenditure reporting.

As a shareholder and director of GlobalStar travel management network, with over \$17 billion in purchasing power, Colpitts has the ability to deliver a consolidated, global travel management program. In addition, we are members of several national and international travel consortia, which enable us to bring value to our clients in the form of reduced fares and rates.

Colpitts deeply values our affiliation with a number of charities. Our staunch support of such valuable organizations and programs contributes to the model of good corporate citizenry that we work towards in all of our endeavors.

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*“What do you look for when choosing a travel agency that is going to handle your company’s business travel? To me, it would be customer service, and that’s what Colpitts World Travel provides that is a cut above the rest. Colpitts has serviced NFPA’s account for over 14 years, and I still get raves on the professionalism of the agents and their excellent service not to mention the best fares.” – A.T - NFPA*



# COST SAVINGS



**Colpitts has instituted a number of procedures to ensure that your travelers always receive the lowest airfares, hotel and car rates.**

- Colpitts' Corporate Travel Experts' performance is measured on the offering of the lowest possible fares and rates.
- Unused e-tickets are tracked and aggressively reused.
- Low fare options resulting from alternate airports, airlines, times, routings and connections are offered.
- Focus on utilizing our clients' vendor discount agreements to ensure volume/market share commitments are met, and discount savings are maximized.
- Use clout as one of the largest travel management companies to negotiate numerous proprietary discount fares/rates, waivers, favors and fare matching to further reduce our clients' costs.
- Colpitts' "New Horizons" program is a network of reputable wholesalers and consolidators who provide substantial airfare cost-savings to our clients.
- Colpitts' state-of-the-art quality control program searches for lower fare options on every itinerary and continually searches for lower fares until flight departure.
- Colpitts' internet aggregating software compares the lowest published airfares with internet airfares.

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*"Colpitts World Travel has always been exceptionally professional, courteous and prompt when booking our travel. They take all the necessary steps to ensure all our travelers' needs are met. No matter how short the notice, Colpitts has always been there for us." – J.R. - Crabtree & Evelyn, LTD*

## **Corporate Travel Experts**

**Colpitts' Corporate Travel Experts succeed at delivering a full complement of travel management services with the highest level of personalized attention and top quality service.**

## **COST SAVINGS**

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Each client has specific Corporate Travel Experts assigned to them. Not only will our Corporate Travel Experts secure the lowest possible airfares, hotel and car rates using multiple distribution channels, but they are also always available to assist with that “unavailable” seat, hotel room or rental car. Colpitts’ Corporate Travel Experts are always eager to go the extra mile for your travelers.

### **80% Of All New Business Comes from Customer Referrals**

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*“Several years ago and after all of the changes occurring in the travel industry after September 11, 2001, our group representing Rossignol, Dynastar and Cleveland Golf, went out to bid to search for an agency that truly represented the current travel needs of our organizations. We had worked with an extremely large agency for quite a number of years and felt that this agency was too large for the size of our companies. We put quite a bit of time into realigning our travel programs and after careful consideration, chose Colpitts World Travel. During the three years that we have worked with Colpitts, they have delivered on everything that they promised to us during the proposal period and with certainty, our organization firmly believes that we made the right choice with Colpitts. Their size and attention to our needs makes us believe they are the right choice for us.” – C.P. - Rossignol*



# DEDICATED ACCOUNT MANAGEMENT



**We go the extra mile to bring our clients proactive and resourceful account management.**

Innovative client relationship management is an integral aspect of a successful business travel program. Your dedicated Account Manager is responsible for the overall travel management program and provides services including:

- A single point of contact at Colpitts for all travel management services.
- Negotiates and secures significant up-front savings on your travel-related expenditures.
- Learns client's business and facilitates travel management goal and objective setting.
- Presents new technology options and program enhancements.
- Directs ongoing operations with focus on process improvements.
- Analyzing, benchmarking and consulting on travel expenditures.
- Travel policy development, implementation and enforcement.
- Monthly and quarterly reviews to gauge progress towards travel management goals.

Our steadfast commitment to your company will be apparent from the onset of our new partnership. Our "can do" attitude and our dedicated hands-on account management will enable you to exceed your travel management program goals and objectives.

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*"Island Oasis is a long time client of Colpitts World Travel. Colpitts has consistently met or exceeded our travel needs & is a trusted business partner! We look forward to doing business with Colpitts for many years to come!" – J.K. - Island Oasis*

## Consulting Services

**More extensive in-depth consulting services are offered to Colpitts' clients by Colpitts' Consulting Group**

# ***DEDICATED ACCOUNT MANAGEMENT***

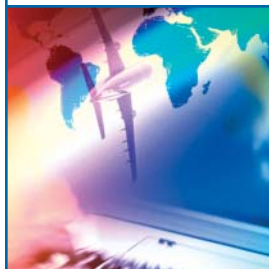
## **Consulting Services**

As part of Colpitts' Account Management services, we complete a thorough review and analysis of our client's current travel program, which includes average fares/rates paid, benchmarking those fares/rates against similar companies and auditing vendor discount programs, staffing configurations and productivity. Monthly and quarterly meetings are conducted to update client on the results of Colpitts' analysis.

More extensive in-depth consulting services are offered to Colpitts' clients by Colpitts' Consulting Group, a team of highly skilled industry professionals dedicated to research analysis and making recommendations to our clients on corporate and meeting travel management. Colpitts has successfully delivered numerous consulting projects which have addressed, for example, expense reimbursement solutions, strategic planning and management of air charter services and on many different technology hardware and software solutions.

### **The consulting process would include:**

- A discovery meeting to identify the scope of the project, goals and objectives.
- A launch meeting where scope, goals and objectives are reviewed and project milestones are set.
- A mid-project meeting to review analysis to date and reevaluate goals and objectives.
- The final deliverable, a meeting to discuss the analysis, recommendations and strategies.



# INNOVATIVE TECHNOLOGY



**Colpitts' technology platform includes an incredibly diverse and constantly evolving set of computer systems, telecommunication systems, and Internet & software applications.**

We strongly believe that it is crucial to be a technology leader in our industry. By investing in the latest technology, we offer the most efficient and effective solutions to our clients, while providing our Corporate Travel Experts with the tools to deliver the best customer service available and the lowest rates and fares.

Colpitts' technology platform includes state-of-the-art systems for efficiently searching multiple fare/rate distribution channels, comprehensive quality control, e-ticket tracking and reuse, on-demand travel expenditure reporting and extensive traveler security.

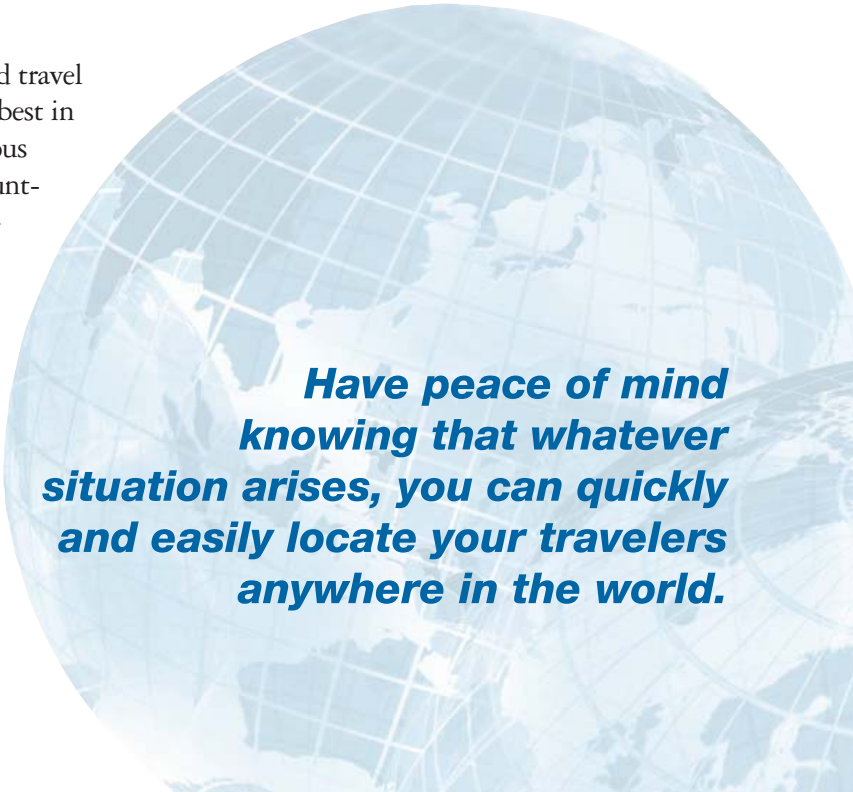
## **Locate your worldwide travelers 24/7**

Safety and security of travelers is extremely important in today's travel environment. With our traveler security and data suite, you can easily find out where your travelers are and respond quickly in the event of an emergency. With this innovative tool, you will now be able to search up-to-date reservation data online and immediately view a list of travelers whose reservations were booked through Colpitts. The interactive, easy-to-use web application is available 24 hours a day, seven days a week. Once you log in, you will immediately see a map of where your travelers are located. You can drill down to traveler counts by specific locale and request either a summary or detailed report. You also have the option to view your traveler's itinerary. We can even alert you when the number of travelers or executives exceeds the corporate flight threshold policy.

## **Indispensable Reporting Tool for Strategic Management**

Colpitts World Travel utilizes iBank, a web-based travel data consolidation and reporting tool, one of the best in the industry. iBank gathers travel data from various sources, including the GDS and back-office accounting systems, to provide up-to-the-minute reporting. With iBank, you gain significant insight into your travel expenditures, allowing you to objectively measure and improve performance, and communicate critical information.

Managing travel programs is a complex process that includes everything from ensuring a pleasant and safe experience for the traveler to managing one of the largest items on your financial statement, including unique travel policies for many international travelers.



***Have peace of mind knowing that whatever situation arises, you can quickly and easily locate your travelers anywhere in the world.***

## INNOVATIVE TECHNOLOGY

Colpitts World Travel provides you with a global view of travel spending and brings together all of the information from the trips your travelers have taken, or plan to take, throughout the world. After obtaining this information, we rearrange and store it in a consistent format and in a single location. This information is available for on-demand reporting and may be exported for use in other applications (e.g., expense reporting and business intelligence). By capturing, consolidating and storing travel information, we can help you manage your travel budgets by monitoring policy and contracts, reconciling travel spending and analyzing results.

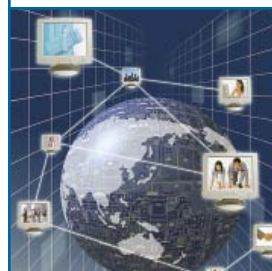
### Essential Dashboard Tool for Reporting and Analyzing Strategic Objectives



iBank Analytics combines the power of iBank reporting with an intuitive analytics engine. This easy-to-use tool transforms data into insight for busy travel managers who need answers, not complexity. iBank Analytics enables you to make insightful decisions and draw meaningful conclusions about your travel needs through a comprehensive, multi-dimensional graphic view of their travel program. With simple point-and-click navigation, you'll quickly collect the information you need to support strategic objectives.

Successfully managing a travel program requires the ability to oversee multiple tasks simultaneously - from managing and enforcing corporate policy, tracking supplier spending and complying with governmental regulations. For companies that monitor unique performance indicators for several cost centers, iBank Analytics can help quickly uncover specific patterns within a vast sea of travel data. These trends are presented with enough supporting detail to quickly indicate whether further investigation is required.

Make Powerful Decisions, travel managers need the ability to make smart decisions at the first sign of a downturn in performance - not after the damage has already been done. iBank Analytics makes it easy to see the big picture and the smallest detail—plus predictive modeling to reduce business uncertainty.



# TECHNOLOGY FOR TRAVELERS



Colpitts delivers high quality, personalized customer service. Our extraordinary staff, innovative technology, and hard work have created a standard second to none.

## INFOTRIEVER

The Infotriever Add to Calendar service enables executives and mobile professionals to stay organized and save time by automatically integrating and updating their travel plans into their desktop and PDA calendars, such as Microsoft Outlook and Lotus Notes.

Infotriever enables Colpitts World Travel's travelers to seamlessly add their travel itineraries from their confirmation emails into their calendars with one easy click and automatically updates the itineraries in the calendar when they change. In addition Infotriever ExecAssist is an additional feature available at no charge that enables Executive Assistants and Travel Arrangers to automatically add their executives' itineraries into their calendars and automatically update them when they change.

### Business Travelers

- Stay organized by maintaining all of the most updated travel information in the calendar
- Save time by automatically inserting all travel itineraries and updates into the calendar
- Provide peace of mind by ensuring that all of the information is readily available

## Sabre virtually there

Virtually There enables you the ability to have real-time, valuable travel information 24 hours a day, seven days a week.

### Instant Access

Access online graphical itineraries and other travel information from the instant you book your trip at [www.virtuallythere.com](http://www.virtuallythere.com) and access it by typing in the reservation code and last name.

### Real-Time Data

Itinerary details, gate assignments, flight departure and arrival times can be checked anytime, anywhere to get the latest, most accurate information.

### Anytime, Anywhere

Access itineraries 24/7, from the Internet or wireless devices.

### Instant Notification

With Flight Notification, travelers can be notified of events, such as flight or gate changes, via email, voice, pagers, wireless phones and handheld devices from 1 to 72 hours in advance of the flight.



**These tools are  
Complimentary for all  
travelers to help you...**

**Travel Faster  
Travel Smarter**

# TECHNOLOGY FOR TRAVELERS

## Sample Itinerary



875 Providence Highway  
Dedham, MA 02026  
800-972-7777 Fax: 781-326-2921

Monday, 2JUN 2008 01:43 PM (EST) Agency Record Locator: BBCCDD  
Passengers: JOHN SMITH Date Booked: 02JUN08

Have a safe and pleasant trip. Summary of Charges:

Passenger Name: JOHN SMITH  
Ticket Number: AA7350395524 Electronic Tkt: Yes  
Invoice Nbr: 0364985  
Base Fare: 566.00  
Tax: 415.30  
Total: 981.30  
Charged to: AX\*\*\*\*\*2019

AIR Monday, 30JUN 2008

American Airlines  
From: Boston MA, USA  
To: London Heathrow EN, UK  
Stops: 0  
Seats: 23G  
Equipment: Boeing 777 Jet  
DEPARTS BOS TERMINAL B - ARRIVES LHR TERMINAL 3  
American Airlines Confirmation number is CCDDDEE

Flight Number: 0156 Class: N-Coach  
Depart: 09:00 AM  
Arrive: 08:30 PM  
Duration: 6 hour(s) 30 minute(s)  
Status: CONFIRMED Miles: 3267  
Meal: BREAKFAST - SNACK

AIR Sunday, 6JUL 2008

American Airlines  
From: London Heathrow EN, UK  
To: Boston MA, USA  
Stops: 0  
Seats: 22G  
Equipment: Boeing 777 Jet  
DEPARTS LHR TERMINAL 3 - ARRIVES BOS TERMINAL E  
American Airlines Confirmation number is CCDDDEE

Flight Number: 0155 Class: N-Coach  
Depart: 06:05 PM  
Arrive: 08:20 PM  
Duration: 7 hour(s) 15 minute(s)  
Status: CONFIRMED Miles: 3267  
Meal: DINNER - SNACK

Click here to get advance boarding passes on these carriers: American

Checked Baggage Policies vary by airline, frequent flyer status, booking class, bag size and weight. Fees may apply if (1) you plan to check a bag or (2) you plan to carry sports equipment or an odd shaped item or (3) your bag exceeds airline weight limits.

To contact American Airlines in the United States, 800-433-7300 · [Pre-Book Airport Parking and Save](#) · [Currency Converter](#) · [Travel Insurance](#)

This ticket is non-refundable. Changes must be made before scheduled departure to retain value of the ticket. Service fees are not refundable.

US Citizens must carry a passport valid for at least 6 months beyond your dates of travel. Non US Citizens should check documents and visa requirements prior to travel. For information on visa requirements and assistance click here

International flights, passports are required. Click here for other important documentation International Reservations. 24/7 reservation assistance is available by calling 1-800-358-1489, use code B7W0; please provide this number to the representative when calling. A minimum fee will be charged for all calls made to the 24/7 reservation assistance hotline. While traveling internationally, please call 1-303-876-4190L. From United Kingdom call 08-0089-1745.

Thank you for the opportunity to assist you with your travel arrangements. Visit [www.colpittsworldtravel.com](http://www.colpittsworldtravel.com) or call 781-326-7800 x404 for your next vacation.

## Sample Reminder



From: Colpitts World Travel  
To: The Traveler  
Subject: Flight Reminder for upcoming trip for JOHN SMITH

Colpitts World Travel has the following reservations confirmed for you tomorrow.

The link below provides you a quick and simple way to check in for your scheduled flights departing within the next twenty-four hours. Save time at the airport and check in for the airlines listed in your itinerary below using Online Check-In.

Have a safe and pleasant trip.

American Airlines #0156  
5/30/08 09:00 AM  
Boston MA to London Heathrow EN, UK  
Check in Online and reference locator CCDDDEE: <http://checkin.continental.com/travel/checkin/start>  
Current Weather Information for London, England [www.wunderground.com/cgi-bin/findweather](http://www.wunderground.com/cgi-bin/findweather)

American Airlines #0155  
5/06/08 06:05 PM  
London Heathrow EN, UK to Boston MA

To contact American Airlines in the United States, 800-433-7300

This ticket is non-refundable. Changes must be made before scheduled departure to retain value of the ticket. Service fees are not refundable.

Due to federal regulations a government issued photo ID is required for all domestic flights at check in. Access through security checkpoints will be for customers with tickets or e-ticket receipts. Some airlines may require boarding passes, please obtain by checking in online, at kiosk or airline ticket counter. You must check in a minimum of 2 hours prior to departure.

US Citizens must carry a passport valid for at least 6 months beyond your dates of travel. Non US Citizens should check documents and visa requirements prior to travel. For information on visa requirements and assistance [www.us.cib.com/home.aspx](http://www.us.cib.com/home.aspx). International flights, passports are required. Click here for other important documentation <http://travel.state.gov>

24/7 reservation assistance is available by calling 1-800-358-1489, use code B7W0; please provide this number to the representative when calling. A minimum fee will be charged for all calls made to the 24/7 reservation assistance hotline.

Thank you for the opportunity to assist you with your travel arrangements.

Visit [www.colpittsworldtravel.com](http://www.colpittsworldtravel.com) or call 781-326-7800 x404 for your next vacation

Sincerely,  
Colpitts World Travel





**GetThere is one of the leading corporate travel on-line booking tools in the world.**

Designed to empower travel managers and travelers of small and medium-sized corporations, GetThere Direct MidMarket™ offers an affordable, yet sophisticated technology platform with proven customer success. Currently, there are over 3,000 corporations who rely on it to streamline processes, improve supplier and contract management and achieve ongoing and sustainable reductions in travel and meeting spending.

#### **User Interface Key Features:**

- Concise and visually-appealing block style layout
- Streamlined functionality for enhanced usability
- Corporate branding and messaging throughout the site
- Prominently displayed pricing and schedules
- Robust compliance tools including single sign-on
- Variety of color style options and themes



#### **Traveler Features**

**Easy-To-Use Interface**  
**GetThere Online Ticket Exchange**  
**User-Selectable Languages**  
**Hold Trips**

#### **Travel Manager Features**

**PNR Acquisition**  
**Pre-Trip Approval**  
**Global Capabilities**

# GetThere

## Traveler Features

### Easy-To-Use Interface

Select virtually any travel option (air, car, hotel) from a single home page

- Select seat and meal preferences

### GetThere Online Ticket Exchange™

Part of a “touchless” fulfillment solution that can help increase savings

- Voids and Refunds – Trips can be cancelled online before a credit card is charged
- Full Exchange – Changes can be made to a ticketed booking that has not been used; the system will reconfigure, with new rules, and provide cost difference prior to re-booking.

### User-Selectable Languages

Travelers can select English, French, French-Canadian, German, Portugese or Spanish at login.

### Hold Trips

The ability for travelers to reserve a trip in the system while they reconfirm dates, times, schedules and/or approvals.

## Travel Manager Features

### PNR Acquisition

The ability to view both online and offline bookings from a single location

### Pre-Trip Approval

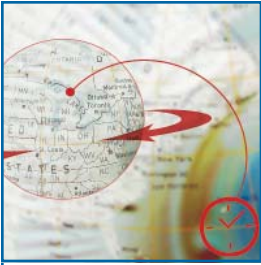
An e-mail is sent to the manager of a traveler notifying them of the trip to grant or reject approval.

### Global Capabilities

A single solution for all of your global online travel needs, in multiple languages, country or GDS.



# CONCUR CLIQBOOK



**The industry's most comprehensive and innovative online corporate travel booking tool, delivering the broadest selection of travel content through an intuitive and easy-to-use online experience.**

Concur Cliqbook Travel™ gives you total control of your corporate travel program by delivering the travel content your business travelers need while providing you with policy enforcement, robust global capabilities and increased visibility through real-time reporting. With the convenience of having the most travel content available in one tool, it's no question why leading companies have chosen Concur Cliqbook Travel™ for their travel booking needs.

## Concur Cliqbook Travel™ offers organizations:

- An intuitive, user-friendly interface
- The most travel content selection of any provider
- Travel policy control and compliance
- Reduced travel booking costs
- Powerful real-time reporting and analytics
- Enhanced visibility
- Constant innovation as a technology leader

***One global  
travel booking  
tool that puts  
you in complete  
control.***

**Concur**™  
Cliqbook Travel

# CONCUR CLIQBOOK

**Organizations that use Concur Cliqbook Travel™ experience a wide range of benefits, including:**

## **Smarter Travel Spending**

Enabling your travelers to make smart travel choices is key to controlling travel costs. Concur Cliqbook employs the most advanced fare search capabilities to deliver the lowest cost possible choices for your travelers using exclusive direct connects, corporate discounted and Internet-only fares and delivers it all in a consumer-centric single view. By delivering the lowest fares and travel choices based on your corporate policy and your business travelers' personal preferences, Concur eliminates the guess work and drives on-line tool adoption.

## **Reduced Travel Booking Fees**

By delivering a positive experience for your travelers, Cliqbook positively reinforces user behavior and increases adoption, reducing program leakage and decreasing the reliance on travel agent-assisted reservations. The result is a significant reduction in travel booking transaction fees. Research suggests that the transaction costs can be reduced by as much as 50%.

## **Increased Corporate Policy Compliance**

Surveys reveal that nearly one in every five T&E expenses is out of policy. Organizations can prevent out-of-policy purchases before they occur while simultaneously communicating corporate policy (including updates) to all travelers. Robust business rules combine with automated pre-trip approval to ensure consistent travel policy enforcement.

## **Rapid Bookings Equal Happier Travelers**

Travelers can simultaneously book air, rental car, hotel, and rail reservations quickly and easily. With minimal effort and an intuitive user interface, travelers can quickly book the most complex of trips with a few clicks. Trip templates, maps, smart reminders, and integration to PDA devices are just a few examples of how Concur Cliqbook Travel™ increases employee productivity by accomplishing the travel booking task faster than any other tool.

## **Increased Visibility**

Managers can access time-sensitive information to conduct spending analyses and forecasts to help drive lower costs and fully leverage their company's negotiated volume discounts.

