



One
travel company
for all your
business
travel needs



American Express One[®]
Business Travel Services

One travel company that's with you every step of the way.



Finding the lowest airfare is only the first step in controlling business travel expenses. To reduce travel costs, companies need to look at all areas of travel management—from policy development and trip planning to expense processing and spending analysis. And they need effective solutions that are customized to their specific needs, not a one-size-fits-all travel program.

American Express One specializes in serving growing companies, so we understand your business travel needs.

We offer a complete range of travel management services to help you minimize your travel costs while ensuring quality service for your travelers. Our responsiveness and service-driven philosophy reflect the entrepreneurial spirit of the growing businesses we serve and provide benefits that growth-oriented companies can appreciate, including:



- Fast, responsive decision-making
- Professional, knowledgeable travel counselors
- Proactive account managers
- Around-the-clock emergency travel assistance
- An extensive range of travel services
- Informative consulting tools and publications
- Innovative technology to help reduce travel costs
- Cost-saving and value-added programs
- Worldwide office network
- Global buying power
- Streamlined billing and expense management products

Look inside to find out how you can stay ONE step ahead in managing your business travel costs.

1 Planning & Policy Making

American Express One has the resources to develop an effective, customized travel program and the flexibility to respond to your specific travel requirements, no matter how they may change as your company grows.

A Travel Program Tailored to Your Company
Understanding your travel needs is the first step for a successful travel program. Our proactive account managers analyze your current spending, travel patterns and supplier programs and recommend effective solutions to lower costs and enhance service. Regular account reviews help you monitor performance and identify further savings opportunities.

Consulting Services and Publications
Your account manager can recommend American Express travel management tools to aid in expense forecasting, planning and budgeting:

- **Travel Policy Handbook:** Includes sample policy language and recommendations to develop or enhance a company's travel policy.
- **Survey of Business Travel Management:** Lists industry and peer group best practices, based on a survey of over 600 companies.
- **Trends & Forecasts:** An in-depth analysis of T&E pricing forecasts for air, hotel, car and telecommunications costs.
- **Issues in Business Travel Management:** A series of reports on recent industry developments and how they can impact travel costs.



For clients who want a more in-depth analysis, our **Consulting Services Division** is an independent team of experienced management consultants and analysts who provide effective solutions to reduce the costs of travel planning, purchasing and operations.

2 Booking & Ticketing

We combine advanced automation technology with the skills of our travel counselors to find the best travel options within your policy and budget.



- Our knowledgeable counselors advise travelers of savings opportunities at the time of reservation.
- Corporate and personal profiles ensure bookings comply with your travel policy and travelers' preferences.

Using Innovative Technology to Lower Travel Costs
We apply advanced travel technology to make the travel process faster, easier and more cost-effective for our customers.

- **Automated faring and quality control systems** ensure best pricing and data accuracy.
- **Interactive travel booking Web sites** let companies book their reservations online. Features include Speedy Air Search, alternate low fare options, Trip Templates and helpful travel planning tools, with optional policy compliance and faring controls.
- **Ticket TRAXSM** proprietary product finds and refunds unused electronic tickets for added savings.

3 Traveler Support & Services

American Express One is there to help—before, during and after your trip. Day or night, at home or abroad, your travelers will have access to a complete range of travel services to make their trips easy, comfortable and hassle-free.

- **Local assistance** from over 1,700 Travel Service locations worldwide.*
- **Toll-free emergency assistance**, available 24 hours a day, 7 days a week.
- **Complete meeting management**, special event planning and incentive travel services.
- **Currency exchange**, passport & visa services and American Express[®] Travelers Cheques in U.S. dollars and popular foreign denominations.



* Comprises Travel and Foreign Exchange Services locations of American Express. Not all services available at all locations and are subject to local laws and cash availability.

Value-Added Programs and Amenities

- Our **Worldwide Select Hotel Program** offers savings up to 60% below corporate rates.
- Many **Select Hotels** also provide free amenities such as upgrades, breakfast and late checkout.
- Our **corporate rental car program** offers competitive rates, upgrades, unlimited free mileage and free club memberships.
- **Quality vacation packages** and private **Corporate Vacations** Web site available exclusively for employees of American Express One clients.

4 Payment & Expense Reporting

Our billing and expense processing products provide clients valuable time and money-savings opportunities that help reduce your overall travel costs.



- The **American Express[®] Corporate Card** and our centralized "cardless" billing programs streamline T&E payment and expense reconciliation.
- **Concur ExpenseTM** automates expense report processing by integrating Corporate Card and travel data into pre-formatted online expense reports.
- **American Express[®] Fee Allocator** and **Travel Automated Billing** products match agency transaction fees to the ticket number, routing and passenger name on Card billing statements, to aid in expense reconciliation.

5 Review & Analysis

Our Portfolio of management information products helps companies understand their travel spending and spot opportunities to increase savings.

- **Pre-trip reports** identify policy exceptions that can be corrected before company funds are spent.
- Our innovative **report-generating products** let companies create their own reports from a PC, or download travel data from our secure Web site.
- Our **standard management reports and graphs** are sent directly to clients via email for detailed analysis of travel spending.

It's Easy
To Get Started...

- 1 Just call us. Our number is listed on the enclosed business card.
- 2 We'll show how you can benefit from our extensive travel services. These include our global office network, negotiated rate programs, innovative technology, knowledgeable travel counselors and 24-hour emergency assistance.
- 3 We'll develop a travel program customized to YOUR needs. Your account manager will set up your program, monitor performance and conduct regular reviews of service, savings and customer satisfaction levels.

Stay ONE step ahead
in managing your
business travel.

To get started, call your local
American Express One representative
or 1-888-83-AMEX 1

Or visit our web site at
www.americanexpress.com/americanexpressone



**Corporate
Services**