

BUSINESS TRAVEL

Flyer



Fall 2003

E-Ticket Interlining Taking Off Convenient for Rebookings and Multi-carrier Itineraries

In the past, the major US airlines couldn't access each other's e-ticket databases, which meant that an e-ticket sold by one airline couldn't be recognized by another carrier's computer system. As a result, customers had to use a separate e-ticket for each carrier or obtain a paper ticket if they wanted to switch flights to another carrier.

Interline e-ticketing—whereby travelers use a single e-ticket for itineraries with multiple carriers—allows access to the stored e-ticket information of the different airline reservation systems. Thus one carrier can retrieve and change the flight segment of another carrier's e-ticket.

With e-ticket interlining, travelers can rebook from one carrier to another in the event of flight delays or cancellations without having to obtain a paper ticket first. Passengers simply present their e-ticket confirmation and

a photo ID at the airline ticket counter to be rebooked.

Technological Challenges

The biggest challenge has been integrating the reservation and revenue account systems of the various airlines. In the late 1990s, carriers concentrated their efforts on fixing the Y2K bug. Then various industry groups tried to develop an interline solution to link all carriers, but none were acceptable to all parties involved.

Instead, the major U.S. carriers concentrated on creating bilateral interline agreements, negotiated pair by pair, with adjustments made for each airline's computer programs. Most agreements began with alliance and codeshare partners and, today, most of the major US carriers now are linked to one another, as seen in the chart below.

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AMERICAN	CONTINENTAL	DELTA	NORTHWEST	UNITED	US AIRWAYS
America West	American	American	American	American	American
Continental	America West	Continental	Continental	Continental	Continental
Delta	Delta	Northwest	Delta	Delta	Northwest
Northwest	Northwest	United	United	Northwest	United
United	United		US Airways	US Airways	
US Airways	US Airways				
International: Finnair			International: KLM	International: Air Canada	
Lan Chile					

Source: Airlines Web Sites as of 9/30/03



American Express Club Floors

Exclusive Accommodations, Services and Amenities

The American Express Club Floor Program is an exceptional value for business travelers, providing exclusive Club level accommodations and amenities at the standard American Express Select Hotel rate.

American Express Club Floors are located in specially-chosen prestigious properties in prime business centers. Travelers have access to a dedicated lounge area and receive a number of special services and in-room amenities that can include:*

- Complimentary fax, photocopying and concierge service
- Two-line speaker phones with high-speed Internet access
- Upgraded in-room amenities such as bathrobes, toiletries and mineral water
- Exclusive VIP lobby registration area
- Free continental breakfast and evening hors d'oeuvres in the Club Floor lounge
- Welcome Gift upon arrival
- 24-hour room service
- Late check-out (4pm)
- Mini business center in the Club Floor Lounge with high-speed Internet connectivity
- Complimentary international and local newspapers and American Express travel magazines (*Travel & Leisure, Food & Wine*)



In addition, various Club Floor hotels offer property-specific amenities such as express ironing and shoeshine service**, complimentary use of an Executive Boardroom for meetings and a 24-hour phone “hotlink” button to a local American Express travel office.

American Express Club Floors are located at well-known, reputable international hotel chains including Hilton, Crowne Plaza, Inter-Continental, Sheraton, Pan Pacific and Camino Real.

Eight American Express Club Floors are at Sol Melia properties including 5-star Gran Melia hotels in Caracas and Sao Paulo and 4-star Sol Melia properties in Guatemala City, Lima, Panama City, Santo Domingo and two properties in San Jose, Costa Rica. Sol Melia is the leading hotel company in Spain, Latin America and the Caribbean and the third largest hotel company in Europe.

For more information on the Club Floor properties, refer to the American Express Worldwide Select Hotel Guide, available through your American Express representative. 🌐

* All amenities not available at all locations.

** Maximum two pieces for express ironing and one shoeshine item per stay.

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E-TICKET INTERLINING, cont.

The internal development of interlined systems is an extensive process. A carrier must write programs to recognize tickets issued by another carrier, hand over control of the tickets issued, train employees to ensure that check-in procedures and ticket transfers are handled appropriately, and that all IATA standards are met.

Including International Carriers

Bilateral e-ticket interlining is taking place between US and foreign carriers, as well.

Canadian Airlines (which was purchased by Air Canada) and Star Alliance partner United Airlines introduced the industry's first inter-airline e-ticketing service in June, 1999.

In May, 2002, KLM and alliance partner Northwest Airlines introduced trans-Atlantic interline e-ticketing, which lets travelers on both carriers use a single e-ticket issued by either airline for travel throughout most of their global networks. Previously, customers were required to obtain a separate e-ticket for each carrier.

Also in 2002, Finnair established an e-ticket interline agreement with oneworld alliance member American Airlines that enables travelers to rebook flights on the two carriers without having to first print out a paper copy of the ticket. Plans are to extend e-ticket interlining by 2004 to other oneworld alliance members—Aer Lingus, British Airways, Cathay Pacific, Iberia and Qantas.

Access to Travel Agents

So far, e-ticket interlining applies only to e-tickets purchased from airline reservation centers, ticket offices and airport locations. Several carriers are working to expand access by year-end to travel agents via global distribution systems. 🌐

Tips on Domestic Tipping

How Gratuities Can Enhance Your Next Business Trip

A “tip” is an amount of money given voluntarily for services performed or anticipated as an incentive for special treatment. And tipping properly can contribute immensely to your business travel experience.

But tipping can be confusing for the business traveler. Many questions often come to mind when it's time to compensate others for services rendered. Whom should you tip? How much? Do you even need to tip at all?

The information below provides some basic guidelines to help take the guesswork out of tipping in several common domestic business travel situations:

- **Porter/Skycap** The standard tip is \$1 per bag—tip more if your luggage is very heavy.
- **Hotel Doorman** Tip \$1 for hailing you a taxi; tip more for carrying your bags.
- **Taxi or Limo Drivers** Tip 15 % of the total fare.
- **Shuttle Van or Bus Drivers** Tip \$2 per person.
- **Valet Parking Attendants** Give a \$1 to \$2 tip.
- **Bellman** The going rate is \$1 to \$2 per bag. Tip when shown to your room and again for assistance upon checkout. Tip more for any additional service.
- **Concierge** Tips can range from \$5 to \$10 depending on the task(s) requested.
- **Room Service** The usual tip is 15% of the bill. Make sure gratuities are not already included in the total. Also, tip \$1 for deliveries to your room, such as an iron.
- **Housekeeping** A \$1 to \$2 tip each day is appreciated. Place the tip on the pillow, in an envelope if possible, to ensure the housekeeper knows it's not money mistakenly left behind by the guest.
- **Restaurant Staff** When dining out, tip at least 15 % of the total bill. At high-end restaurants, it is appropriate to tip the maitre d' between \$5 and \$10 for securing your table. Tip \$1 for coat check and \$.50 to \$1 for restroom attendants.

Great service deserves an extraordinary tip, so use your best judgment when compensating for outstanding service. You will find a minimal investment often pays off in extra special attention that can enhance your business travel experience. 🌐

Earn a Free Night with Choice Hotels®

With the Choice Privileges® rewards program, stay just two separate times at participating Comfort Inn®, Comfort Suites®, Quality®, Sleep Inn®, Clarion® and MainStay Suites® in the U.S. through 12/31/03 and earn enough points for a free hotel night. Choice Privileges is free to join—and the more you stay, the more you can earn. Free night is based on a 6,000 point Choice Privileges award. Certain hotels may require more than 6,000 points. For program details and rules, visit choicehotels.com. 🌐

Morning Matters™ at Holiday Inn® Hotels

Book the Holiday Inn *Best Breaks*™ rate and get a coupon for a free hot breakfast at the hotel restaurant (a \$20 maximum value per room per day). Selections range from bacon and

eggs, to Cinnamon Supreme French Toast™ and Skillet Inspirations™. Ask your American Express counselor for the Holiday Inn *Best Breaks* rate, or visit www.holiday-inn.com. 🌐

SAS Offers Low Business Budget Fares to Europe

Fly SAS business class round-trip from Newark, Chicago or Washington, DC to over 30 European destinations for one low Business Budget Fare of \$2,999. Fly from other U.S. cities including Boston and Philadelphia for \$200 more round-trip, or from Atlanta, Miami or Raleigh for an extra \$400 round-trip. Offer excludes Scandinavia. Tickets must be purchased by 3/31/04 for travel completed by 4/30/04. 🌐

Gran Melia Mexico Reforma Offers Upgrades, Discounts

The five-star Gran Melia Mexico Reforma, a Leading Hotel of the

World, is offering American Express One travelers a 10% discount on spa treatments and Business Center services, plus a room upgrade. The property also offers a Convention Center and “personal touch” amenities. Offer is valid through 12/31/03, is subject to availability and doesn’t apply to group bookings. For reservations, call your American Express counselor. 🌐

Ramada’s Hotel “Options” Offer Comfort and Value

Ramada® offers business travelers three distinct “options” within its family of 900+ hotels. Ramada Plaza Hotels are high-quality properties with fine dining, fitness, meeting and banquet facilities. Ramada Inn amenities include restaurants, meeting rooms, data ports, and swimming pools.* For the cost-conscious, Ramada Limited offers a relaxed atmosphere and free continental breakfast. 🌐

* Not all locations have swimming pools.

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