

## TWIN THE POWER OF GLOBAL TRAVEL MANAGEMENT

### **American Marketing Group and TWIN Deliver**

Cost containment and risk management are probably the most important goals you have in mind when choosing for a travel management program.

With American Marketing Group and its vast network of travel professionals as your partners, your organization can meet these goals and thrive through these challenging economic times.

With 40 years of staying power in a volatile industry, we put all of our resources and the power of global consolidated travel management in your back pocket.

We understand that your mission, every day, is to expertly manage travel, the second largest expense for many corporations today. It's your responsibility to control and reduce this line item, while providing efficiency and safety to your corporation's employees as they traverse the globe to conduct business. That's where we come in.

### **TWIN offers the following benefits to your company:**

- Worldwide network of travel management companies
- Multinational account management through local, in-country contacts
- 24-hour global emergency travel assistance
- Global preferred rate hotel program
- Policy-compliant corporate booking engine
- Travel data consolidation
- Preferred supplier leisure programs

## **GLOBAL HOTEL PROGRAM**

Our Global Preferred Rate Hotel Program features over 20,000 negotiated hotel rates around the world. In addition, you have access to BAR (Best Available Rate)—a flexible rate structure that gives you a better value with rates adjusted downward based on market conditions. This program includes a cross-section of over 120 leading hotel chains and hundreds of independent properties from budget to ultra-luxury. For over 20 years, our agencies have booked our global hotel program with the utmost confidence. You can be assured that your travelers are receiving one of the industry's highly regarded hotel programs.

### **The benefits of our Global Preferred Rate Hotel Program include:**

- Negotiated, BAR (Best Available Rate) and promotional global rates.
- Last room availability.
- Block space program with access to thousands of sold-out properties.
- Amenities-rich program with room upgrades based on availability, complimentary breakfast, long-distance calls free of access charges, business center privileges, early check-in and late check-out.
- Outstanding meetings facilities and amenities.

## **GLOBAL EMERGENCY TRAVEL SERVICE**

Corporate travelers demand a high level of service. They want, need and request access to their travel planners 24-hours-a-day, 7-days-a-week. With TRAVEL HELPLINE, business travelers are never alone when journeying across town or across continents.

Our 24-hour global emergency assistance service offers on-the-spot assistance from our experienced professionals, who have the knowledge, skill and flexibility to respond to your employees unique travel needs.

### **One toll-free phone call to TRAVEL HELPLINE provides:**

- Personalized, attentive service that will satisfy all of a business traveler's needs.
- Up-to-the-minute information on flight delays, flight cancellations and airport conditions.
- Assistance with new or existing reservations for air, car and hotel.
- Ticket fulfillment for online booking tools.
- Toll-free international calling — from more than 90 countries.

TRAVEL HELPLINE is the industry leader in satisfaction and call response time. We operate two full-service call centers — in Shannon, Ireland and Oyster Bay, New York. A state of the art telecommunications system and software ensures that a reservation agent is always standing by for calls from your traveling employees.

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### TECHNOLOGY SOLUTIONS

Our platform of advanced technology provides end-to-end business solutions for corporations with multinational travel needs:

- **Corporate Booking Tool** — CorpXpress our online corporate booking tool reduces a company's cost per booking. It offers the flexibility to enforce your travel policy, or to be as lenient as needed to accommodate travelers. It also ensures long-term technological growth and innovation without large capital expenditures.
- **Quality Control and Reservation Finishing** — A tool to automate PNR operations and customer communication.
- **Web-Based Management Reporting** — provides consolidated data of your company's worldwide travel spending. This comprehensive tool supports you in your goal of controlling and reducing overall travel expenditures.
- **Meeting Planning** — Attendee management services and software for meeting planning. An online registration tool also provides budgeting and reporting.
- **Multiple Booking Engines** — Hotel and Air Consolidator. Booking Engines are available to streamline the booking and selling travel processes.

### CONSULTING & COMMUNICATIONS

Our team of experts offer business consulting assistance and the essential information to help you better manage your company's travel spend:

- **Meetings & Incentives** — Our Acclaim Meetings Program provides information on specials, last minute meeting space, discounted room blocks, destinations, and meeting properties, among other benefits to make your meeting a successful event.
- **Consulting** — Comprehensive evaluation of your company's travel expenditures and assistance with preferred supplier negotiations and corporate travel policy creation and assessment.
- **TWIN Extranet** — Dynamic resource site for TWIN travel management companies
- **Business & Technology Electronic Newsletters** — Monthly electronic newsletter.
- **International Educational & Cultural Media** — Cross cultural training for business travelers and executives.