







1. What is the scope of your travel management program?

		Response Percent	Response Count
global		76.3%	29
national US		23.7%	9
	Other (please specify)		1
		answered question	38
		skipped question	1



2. What degree of support do you receive from your travel management company in negotiating for air travel?

		Response Percent	Response Count
a very high degree of support		19.4%	7
some support provided		36.1%	13
very little support		25.0%	9
none		19.4%	7
		Other (please specify)	4
		answered question	36
		skipped question	3

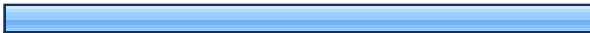



3. Who negotiates the airline contracts for the company?

		Response Percent	Response Count
the travel manager and/or travel staff		64.9%	24
the travel agency		2.7%	1
combination of the travel staff and travel agency		10.8%	4
strategic sourcing		21.6%	8
	Other (please specify)		5
		answered question	37
		skipped question	2

4. How would you describe your travel management program?

		Response Percent	Response Count
centralized management (one global or national travel manager)		77.8%	28
decentralized (multiple travel managers or a travel committee)		22.2%	8
	Other (please specify)		6
		answered question	36
		skipped question	3

5. What is the range of 2011 global air spending for your company?

		Response Percent	Response Count
less than \$50 million		51.3%	20
between \$50 million and \$100 million		10.3%	4
between \$100 million to \$150 million		12.8%	5
Over \$150 million		25.6%	10
		answered question	39
		skipped question	0



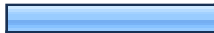


6. What is the percentage of international travel spending for the company?

		Response Percent	Response Count
Below 10%		7.7%	3
Between 11% and 20%		15.4%	6
Between 21% and 30%		20.5%	8
Between 31% and 40%		15.4%	6
Over 40%		41.0%	16
answered question			39
skipped question			0





7. Approximately how many business travelers do you have company wide?

		Response Percent	Response Count
Under 1,000		7.7%	3
1,001 to 5,000		38.5%	15
5,001 to 10,000		15.4%	6
over 10,000		38.5%	15
answered question			39
skipped question			0

8. What is the primary configuration for travel agency services for US locations?

		Response Percent	Response Count
reservation call center		28.2%	11
on-site operation		20.5%	8
dedicated agency branch or office		17.9%	7
in-house or CTD		10.3%	4
a combination of the above		23.1%	9
		Other (please specify)	5
answered question			39
skipped question			0

9. Do you utilize an online booking system?

		Response Percent	Response Count
yes, in the US only (write the name of the tool(s) used in the comment box)		38.5%	15
yes, in the US and Europe		25.6%	10
yes, in the US, Europe, and Asia		28.2%	11
no, skip to question 13		7.7%	3
		Other (please specify)	19
		answered question	39
		skipped question	0

10. What is the current range of adoption for online booking in the following regions?

Percentage of Adoption

	less than 10%	10% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81 to 90%	over 90%
United States	2.8% (1)	0.0% (0)	2.8% (1)	2.8% (1)	5.6% (2)	13.9% (5)	16.7% (6)	13.9% (5)	13.9% (5)	27.8% (11)
Europe	8.7% (2)	4.3% (1)	13.0% (3)	21.7% (5)	13.0% (3)	21.7% (5)	0.0% (0)	13.0% (3)	4.3% (1)	0.0% (0)
Asia	50.0% (8)	6.3% (1)	25.0% (4)	0.0% (0)	6.3% (1)	0.0% (0)	6.3% (1)	6.3% (1)	0.0% (0)	0.0% (0)
answered question										
skipped question										





11. What is the method of calculating online adoption in the US, Europe, and Asia?

	Response Count
	31
answered question	31
skipped question	8




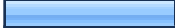
12. Is there some type of mandate to support use of the online system?

		Response Percent	Response Count
yes, in the US only		33.3%	12
yes, in the US and Europe		25.0%	9
no		41.7%	15
	Other (please specify)		3
answered question			36
skipped question			3



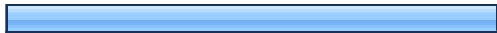
13. Which of the following describes how your travel policy supports use of preferred airlines?

		Response Percent	Response Count
mandates the use of preferred airlines		11.8%	4
strongly directs travelers to use the preferred airlines		38.2%	13
suggests that travelers use the preferred airlines whenever possible		29.4%	10
allows travelers to choose the most appropriate airline based on the lowest fare		20.6%	7
does not provide direction on the use of airlines		0.0%	0
		Other (please specify)	3
		answered question	34
		skipped question	5


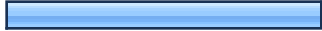
14. Which of the following describes how your travel policy drives use of the lowest fare?

		Response Percent	Response Count
mandates the selection of the lowest fare on approved suppliers		14.7%	5
mandates the selection of the lowest fare on approved and non-approved suppliers		17.6%	6
strongly directs travelers to use the lowest fare		52.9%	18
suggests that travelers use the lowest fare whenever possible		14.7%	5
allows travelers to choose the most appropriate fare		0.0%	0
does not provide direction on the selection of airfare		0.0%	0
		Other (please specify)	2
		answered question	34
		skipped question	5






15. How would you describe the policy parameters of the lowest airfare?

		Response Percent	Response Count
lowest fare without stopovers or connections		34.3%	12
the lowest fare with a maximum of one stop or one connection		22.9%	8
the lowest fare within 1 to 2 hours of requested departure / arrival time		42.9%	15
		Other (please specify)	1
		answered question	35
		skipped question	4

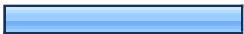


16. How do you support the use of low cost, non-contracted airlines?

		Response Percent	Response Count
travelers may use any airline if the fare is lower than a contract rate		72.7%	24
we allow use of non-contracted airlines for specific routes that are not serviced by contracted airlines		27.3%	9
we do not authorize use of non-contract airlines		0.0%	0
we do not recommend use of non-contract airlines		0.0%	0
	Other (please specify)		3
		answered question	33
		skipped question	6



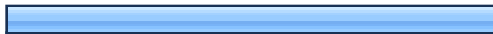

17. What is the percentage of compliance for using contract fares?

		Response Percent	Response Count
10% to 20%		2.9%	1
21% to 50%		5.9%	2
51% to 75%		44.1%	15
76% to 90%		38.2%	13
over 91%		8.8%	3
		answered question	34
		skipped question	5



18. How extensive is the use of non-contract airlines in terms of percentage of transactions?

		Response Percent	Response Count
less than 10% of transactions		20.6%	7
11% to 20%		38.2%	13
21% to 40%		41.2%	14
41% to 60%		0.0%	0
over 60%		0.0%	0
not applicable		0.0%	0
		answered question	34
		skipped question	5

19. What percentage of nonrefundable tickets does your company utilize?

		Response Percent	Response Count
under 10%		0.0%	0
11% to 20%		9.1%	3
21% to 50%		21.2%	7
51% to 75%		42.4%	14
over 75%		27.3%	9
		answered question	33
		skipped question	6

20. Please provide the following regarding your domestic airfares:

		Response Percent	Response Count
a) average domestic ticket price (per segment) YTD 2011		100.0%	31
b) average % increase (+) or % decrease (-) from year 2010		93.5%	29
		answered question	31
		skipped question	8

Page 1, Q1. What is the scope of your travel management program?

1	North America	Oct 19, 2011 11:04 AM
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Page 1, Q2. What degree of support do you receive from your travel management company in negotiating for air travel?

1	Relationship is too new - will negotiate this in 1Q12	Oct 19, 2011 3:20 PM
2	TMS provides travel spend and O&D data.	Oct 18, 2011 9:41 AM
3	We are a CTD	Oct 7, 2011 11:21 AM
4	We use the TMC's consulting branch, not the TMC itself	Oct 7, 2011 10:44 AM

Page 1, Q3. Who negotiates the airline contracts for the company?

1	strategic sourcing and travel manager	Oct 24, 2011 1:29 PM
2	Strategic Sourcing is involved	Oct 20, 2011 1:12 PM
3	Procurement, Travel Manager and Global Agency Manager	Oct 19, 2011 3:20 PM
4	Procurement	Oct 18, 2011 5:53 PM
5	Assistance from consulting are of agency	Oct 14, 2011 8:19 AM

Page 1, Q4. How would you describe your travel management program?

1	Moving toward a centralized program now	Oct 24, 2011 1:13 PM
2	Regional Travel managers reporting up to Global	Oct 20, 2011 1:12 PM
3	with regional accountability to Global Travel Manager	Oct 19, 2011 3:20 PM
4	One global travel manager, with regional travel managers, travel contact or committee in regions	Oct 19, 2011 12:29 PM
5	There are regional travel managers but they all report into one person.	Oct 19, 2011 11:41 AM
6	currently globalizing	Oct 19, 2011 11:17 AM

Page 1, Q8. What is the primary configuration for travel agency services for US locations?

1	CTD and reservation call center	Oct 20, 2011 1:12 PM
2	Executive on-site, BTC for all others	Oct 19, 2011 12:29 PM
3	call center, virtual agents	Oct 19, 2011 11:17 AM
4	Moving to a combination by mid-2012	Oct 18, 2011 9:41 AM
5	we are located in a res center with dedicated agents; 60% of our agents are virtual and 40% in the res office	Oct 7, 2011 10:44 AM

Page 1, Q9. Do you utilize an online booking system?

1	Cliqbook	Oct 24, 2011 1:29 PM
2	Concur Travel where available in these regions	Oct 24, 2011 1:13 PM
3	Orbitz for Business International	Oct 24, 2011 8:18 AM
4	Cliqbook	Oct 20, 2011 1:12 PM
5	GetThere	Oct 20, 2011 9:22 AM
6	Concur, Etravel, Serko	Oct 19, 2011 4:11 PM
7	Rearden/US; Cliqbook/UK-Ireland only	Oct 19, 2011 3:20 PM
8	GetThere	Oct 19, 2011 1:33 PM
9	Cliabook	Oct 19, 2011 1:16 PM
10	Cliqbook in the U.S.; both Cliqbook and E-Travel in Europe	Oct 19, 2011 12:29 PM
11	CB	Oct 19, 2011 11:17 AM
12	Cliqbook	Oct 19, 2011 11:04 AM
13	Concur	Oct 19, 2011 10:44 AM
14	AXIOM	Oct 19, 2011 10:16 AM
15	GetThere	Oct 12, 2011 7:25 AM
16	US & Canada - Egencia	Oct 10, 2011 3:05 PM
17	Egencia	Oct 7, 2011 5:14 PM
18	Cliqbook	Oct 7, 2011 10:44 AM
19	Concur Cliqbook	Oct 6, 2011 2:28 PM

Page 2, Q11. What is the method of calculating online adoption in the US, Europe, and Asia?

1	OLBT trips compared against all domestic trips	Oct 24, 2011 1:29 PM
2	online vs total transactions	Oct 24, 2011 1:22 PM
3	Number of eligible books/number of rserations on the tool. Elgiible = simple domestic trips.	Oct 24, 2011 1:13 PM
4	Overall transactions divided by online transactions (all)	Oct 24, 2011 12:10 PM
5	US domestic only some international, Europe less than a year old simple RT and Asia brand new	Oct 20, 2011 1:14 PM
6	Usage	Oct 20, 2011 9:22 AM
7	% of eligible bookings	Oct 20, 2011 1:43 AM
8	% of eligible bookings- DOmestic and simple round trip	Oct 19, 2011 4:12 PM
9	Eligible transactions	Oct 19, 2011 3:20 PM
10	TMC calculates it	Oct 19, 2011 2:24 PM
11	Online bookings versus agency bookings	Oct 19, 2011 1:34 PM
12	Number of reservations	Oct 19, 2011 1:17 PM
13	On-line is tracked on a different DK and we are able to run reports	Oct 19, 2011 12:32 PM
14	Adoption is the percent of eligible tickets booked online.	Oct 19, 2011 11:42 AM
15	in the US, we calculate on eligible transactions	Oct 19, 2011 11:17 AM
16	% of all trips booked	Oct 19, 2011 11:04 AM
17	Administrative reporting tool	Oct 19, 2011 10:45 AM
18	All qualified bookings compared against how many are booked online	Oct 19, 2011 10:45 AM
19	Does not apply	Oct 19, 2011 10:20 AM

Page 2, Q11. What is the method of calculating online adoption in the US, Europe, and Asia?

20	online / tickets issued	Oct 19, 2011 10:19 AM
21	Back Office Source Codes	Oct 18, 2011 5:54 PM
22	We devide online transactions by (total transactions less extensive international tickets)	Oct 18, 2011 8:31 AM
23	online bookings / total transactions	Oct 18, 2011 7:56 AM
24	online trans divided by total transactions	Oct 17, 2011 1:32 PM
25	eligible transactions, not including international	Oct 14, 2011 8:20 AM
26	US Eligible online reservations/eligibile reservations Europe and Asia online reservation/all reservation	Oct 12, 2011 7:27 AM
27	travel agency	Oct 10, 2011 3:05 PM
28	Agency report	Oct 7, 2011 5:15 PM
29	based on eligible transactions	Oct 7, 2011 10:45 AM
30	N/A	Oct 7, 2011 7:39 AM
31	total number of transaction versus online transactions	Oct 6, 2011 2:28 PM

Page 2, Q12. Is there some type of mandate to support use of the online system?

1	Not a mandate but it is highly recomended & reminders are sent out often.	Oct 24, 2011 1:13 PM
2	All domestic or point to point International (within same continent) must be booked using the tool	Oct 19, 2011 12:32 PM
3	strongly encouraged	Oct 7, 2011 5:15 PM

Page 3, Q13. Which of the following describes how your travel policy supports use of preferred airlines?

- | | | |
|---|--|-----------------------|
| 1 | An | Oct 20, 2011 1:27 PM |
| 2 | Allowed to travel in EP seating "only" on preferred airlines | Oct 19, 2011 12:37 PM |
| 3 | Most direct & Lowest logical airfare applied. | Oct 18, 2011 10:56 AM |

Page 3, Q14. Which of the following describes how your travel policy drives use of the lowest fare?

- | | | |
|---|---|----------------------|
| 1 | Asked to chose lowest fare if preferred does not work. | Oct 24, 2011 1:13 PM |
| 2 | Strongly directs travelers to use preferred unless the non preferred is \$150 domestic and \$300 intl lower | Oct 7, 2011 10:49 AM |

Page 3, Q15. How would you describe the policy parameters of the lowest airfare?

- | | | |
|---|--|-----------------------|
| 1 | combines window with maximum 1 connection. | Oct 19, 2011 11:08 AM |
|---|--|-----------------------|

Page 3, Q16. How do you support the use of low cost, non-contracted airlines?

- | | | |
|---|--|-----------------------|
| 1 | May use any airline if fare saves\$100 or more over contract rate | Oct 19, 2011 3:25 PM |
| 2 | Allowed, but not encouraged due to our requirements for Duty of Care | Oct 19, 2011 12:37 PM |
| 3 | If the LCC is available in the GDS we use them. | Oct 18, 2011 10:56 AM |

Page 3, Q20. Please provide the following regarding your domestic airfares:

a) average domestic ticket price (per segment) YTD 2011

1	\$260	Oct 24, 2011 1:33 PM
2	n/a	Oct 24, 2011 1:29 PM
3	266	Oct 24, 2011 1:23 PM
4	479	Oct 24, 2011 1:13 PM
5	455	Oct 24, 2011 8:29 AM
6	\$280 including all taxes	Oct 20, 2011 1:27 PM
7	280	Oct 20, 2011 9:30 AM
8	\$125	Oct 20, 2011 1:46 AM
9	454	Oct 19, 2011 4:25 PM
10	\$578 Domestic	Oct 19, 2011 3:25 PM
11	561	Oct 19, 2011 1:22 PM
12	350	Oct 19, 2011 12:37 PM
13	238.23	Oct 19, 2011 11:56 AM
14	322.00	Oct 19, 2011 11:24 AM
15	500	Oct 19, 2011 11:19 AM
16	473	Oct 19, 2011 11:08 AM
17	\$432.00	Oct 18, 2011 5:56 PM
18	173	Oct 18, 2011 10:56 AM

Page 3, Q20. Please provide the following regarding your domestic airfares:

19	261	Oct 18, 2011 8:34 AM
20	268	Oct 18, 2011 8:23 AM
21	249	Oct 18, 2011 7:59 AM
22	256	Oct 17, 2011 1:34 PM
23	247	Oct 14, 2011 8:22 AM
24	685.00	Oct 13, 2011 2:18 PM
25	240	Oct 12, 2011 7:30 AM
26	\$520	Oct 11, 2011 8:54 AM
27	\$500.00	Oct 10, 2011 3:13 PM
28	\$485	Oct 7, 2011 11:24 AM
29	\$300	Oct 7, 2011 10:49 AM
30	408.02	Oct 7, 2011 7:46 AM
31	217	Oct 6, 2011 2:30 PM
b) average % increase (+) or % decrease (-) from year 2010		
1	+1.5%	Oct 24, 2011 1:33 PM
2	n/a	Oct 24, 2011 1:29 PM
3	+2%	Oct 24, 2011 1:23 PM
4	+5%	Oct 24, 2011 1:13 PM
6	-2%	Oct 20, 2011 1:27 PM

Page 3, Q20. Please provide the following regarding your domestic airfares:

7	+6	Oct 20, 2011 9:30 AM
8	+6%	Oct 20, 2011 1:46 AM
9	10%	Oct 19, 2011 4:25 PM
10	+10%	Oct 19, 2011 3:25 PM
11	+10	Oct 19, 2011 1:22 PM
12	+ 1 to 4%	Oct 19, 2011 12:37 PM
13	+7%	Oct 19, 2011 11:56 AM
14	-9%	Oct 19, 2011 11:24 AM
15	4	Oct 19, 2011 11:19 AM
16	+7%	Oct 19, 2011 11:08 AM
17	4% Increase	Oct 18, 2011 5:56 PM
18	(-) 2%	Oct 18, 2011 10:56 AM
19	+4%	Oct 18, 2011 8:34 AM
20	+3.5%	Oct 18, 2011 8:23 AM
21	+2%	Oct 18, 2011 7:59 AM
22	+4.5%	Oct 17, 2011 1:34 PM
23	+3%	Oct 14, 2011 8:22 AM
24	+20%	Oct 13, 2011 2:18 PM
25	+1.25%	Oct 12, 2011 7:30 AM

Page 3, Q20. Please provide the following regarding your domestic airfares:

27	+5%	Oct 10, 2011 3:13 PM
28	+2%	Oct 7, 2011 11:24 AM
29	+90	Oct 7, 2011 10:49 AM
30	+20%	Oct 7, 2011 7:46 AM
31	+4	Oct 6, 2011 2:30 PM