

CWT Policy Messenger & CWT Agency+Card Reporting Integrated for Greater Compliance and Savings

PARIS, May 12, 2010 — Carlson Wagonlit Travel (CWT), a global leader specializing in business travel management, has integrated two of its proprietary solutions to boost travel policy compliance and drive savings. *CWT Policy Messenger*, an award-winning communications tool that automatically sends targeted, trip-specific messages to business travelers now receives *CWT Agency+Card Reporting* data, which matches and compares CWT bookings for air, hotel and ground transportation with actual credit card expenditures to underscore non-compliant traveler behavior. By bringing these two solutions together, CWT enables companies who are using each to automatically inform and educate travelers booking outside of preferred channels or using non-preferred payment methods for business travel.

Travel managers can now program three types of automated messages as a result of the integration of *CWT Policy Messenger* with *CWT Agency+Card Reporting*:

- **Compliance with preferred booking channels:** travelers are reminded that all bookings must be made through CWT or their company's corporate online booking tool
- **Compliance with corporate card:** mandatory use of the company's preferred corporate credit card is reiterated
- **Expenditures:** charges to the corporate credit card that do not comply with the travel policy can be highlighted

Andrew Winterton, CWT president suppliers, products & technology, points out that each of these messaging options can be used for compliant traveler behavior as well: "There is so much emphasis on stemming non-compliance that we sometimes overlook the importance of reinforcing positive behavior. *CWT Policy Messenger* enables travel managers to program messages that target compliant travelers, and encourage and instill behavior that supports the company's travel program and overall business objectives."

The multilingual *CWT Policy Messenger* received a 2009 Business Travel Innovation Award at the London Business Travel Show last year. In addition to automated messages on a variety of topics from compliance to security that can be sent to targeted business travelers, their supervisors and travel arrangers as well, *CWT Policy Messenger* offers travel managers statistical reports and graphs indicating the number of emails sent, the individual recipients and their business unit, and the type of travel policy violation.

CWT Agency+Card Reporting was also designed with flexibility in mind. CWT can process data feeds from all major credit card providers, enabling clients to use the corporate card that best meets their company's needs. Furthermore, several metrics, interactive dashboards and reports, available in multiple languages and currencies, provide both high-level and in-depth information to better manage agency and credit card compliance.

"At CWT, we believe business travelers play an essential role in effective travel management. That's why we work closely with travel managers to help bring them in the loop. When travelers understand they too are responsible for savings, service and security, they inevitably play a greater part in the process. The latest integration of *CWT*

Policy Messenger and *CWT Agency+Card Reporting* demonstrates our commitment to bringing all parties together in this effort," Mr. Winterton said.

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specializing in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organizations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel program in terms of savings, service, security and sustainability. The company is also committed to providing best-in-class service and assistance to travelers. CWT services and solutions comprise four lines of business: Traveler & Transaction Services, Program Optimization, Safety & Security, and Meetings & Events. In 2009, sales volume for wholly owned operations and joint ventures totaled US\$21.4 billion. For more information, please visit our website at www.carlsonwagonlit.ch.

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