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SNAPSHOT

Booking Business Travel via the Internet: TMCs Continue to Offer Lowest Fares

Average airfares booked through agencies vs. fares booked via public Websites

	Agency fare equal or lower (%)	Agency fare higher (%)	Average agency fare (US\$)	Average Internet fare (US\$)	Difference (US\$)
2001	93.26	6.74	458	629	171
2002	91.13	8.87	594	748	154
2003	91.02	8.98	503	572	69
2004	93.57	6.43	478	558	80
2005	93.29	6.71	427	483	56
2006	94.03	5.97	508	583	75
2007	94.85	5.15	442	498	56

Breakdown by size of travel spend

2007	Agency fare lower (%)	Agency fare equal (%)	Agency fare higher (%)	Average agency fare (US\$)	Average Internet fare (US\$)	Difference (US\$)
Less than \$20 M	79.06	15.50	5.44	428	474	46
\$20 M to \$599 M	82.54	11.11	6.35	426	490	64
\$100 M and greater	84.77	11.24	3.99	484	562	78

Source: Topaz International, 2008

Travel management companies continue to offer airfares that are usually lower or the same as those found on public booking sites according to the latest research by Topaz International, a world leader in airfare and hotel rate auditing.

For the last seven years, the American consulting company has compared fares booked through travel management companies with those available on public booking sites such as Orbitz, Expedia, Travelocity and airlines’ own Websites. The results of the 2007 study are consistent with those of previous years: 95 percent of agency-booked fares are cheaper or the same as those booked through the other channels, compared to 91-94 percent in 2001-6.

The average savings per ticket were highest for large corporations: US\$78 for companies spending at least US\$100 million, compared with US\$64 for companies spending US\$20-99 million and US\$46 for companies spending less than US\$20 million.