

News Release



CWT Itinerary & E-Ticket Sets New Industry Standard

Enhanced design spells productivity and convenience before and during business trips.

PARIS, July 29, 2009 — Carlson Wagonlit Travel (CWT), a global leader specializing in business travel management, has launched *CWT Itinerary & E-Ticket* in Europe to enable travelers and travel arrangers to manage reservations more easily and efficiently before and during a business trip. The itinerary and electronic ticket are combined into a concise, easy-to-read document that clearly identifies the status of the traveler's booking and any actions to be taken. Global implementation is planned for 2010.

CWT Itinerary & E-Ticket offers significant improvement over standard documents. A new design clearly organizes important information regarding air, hotel, rail and rental car bookings according to their relevance for the traveler. Primary messages and calls for action are highlighted, and updates or changes are emphasized when a new document is issued. Furthermore, new texts and color-coded icons better explain the booking process. Eight languages are currently available: Danish, Dutch, English, French, German, Italian, Spanish and Swedish.

For greater flexibility and traveler productivity, *CWT Itinerary & E-Ticket* can be viewed on a computer screen as well as mobile devices and PDAs (personal digital assistants). CWT uses multipart email technology, which formats and displays the text for various devices and optimizes visibility. Used for on- and offline bookings, *CWT Itinerary & E-Ticket* is compatible with bookings made through all reservation systems, including those of low-cost airlines, rail providers and independent hotels.

According to Mani Ratnam, vice president, Traveler & Transaction Services, who led development of the product at CWT, itineraries and electronic tickets are critical documents for travelers and travel arrangers: "Productivity and convenience are enhanced when information is easily accessible and instructions are clear. Like *CWT Portal*, our gateway to all Web-based traveler services, and *CWT Portrait*, our profile management tool, *CWT Itinerary & E-Ticket* demonstrates our commitment to providing best-in-class products and services that benefit our clients and enhance the satisfaction of their travelers."

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. CWT had more than 21,000 employees worldwide on March 31, 2009. In 2008, sales volume for wholly owned operations and joint ventures totaled US\$27.8 billion. For more information, please visit www.carlsonwagonlit.com.

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