

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 specialising in business travel management, has launched *CWT Itinerary & E-Ticket* in Europe to enable travellers 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 traveller'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 organises important information regarding air, hotel, rail and rental car bookings according to their relevance for the traveller. Primary messages and calls for action are highlighted, and updates or changes are emphasised when a new document is issued. Furthermore, new texts and colour-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 traveller 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 optimises 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, Traveller & Transaction Services, who led development of the product at CWT, itineraries and electronic tickets are critical documents for travellers 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 traveller 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 travellers."

About Carlson Wagonlit Travel

Carlson Wagonlit Travel (CWT) is a global leader specialising in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organisations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel programme in terms of savings, service, security and sustainability. The company is also committed to providing best-in-class service and assistance to travellers. CWT services and solutions comprise four lines of business: Traveller & Transaction Services, Programme Optimisation, 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 totalled US\$27.8 billion. For more information, please visit www.carlsonwagonlit.com.

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