

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

**PARIS, May 12, 2010** — Carlson Wagonlit Travel (CWT), a global leader specialising 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 travellers 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 traveller behaviour. By bringing these two solutions together, CWT enables companies who are using each to automatically inform and educate travellers booking outside of preferred channels or using non-preferred payment methods for business travel.

Travel managers can now programme 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:** travellers 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 traveller behaviour as well: "There is so much emphasis on stemming non-compliance that we sometimes overlook the importance of reinforcing positive behaviour. *CWT Policy Messenger* enables travel managers to programme messages that target compliant travellers, and encourage and instil behaviour that supports the company's travel programme 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 travellers, 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 travellers 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 travellers 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 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. In 2009, sales volume for wholly owned operations and joint ventures totalled US\$21.4 billion. For more information, please visit [www.carlsonwagonlit.co.uk](http://www.carlsonwagonlit.co.uk)

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**Note to Media Going to the ACTE Global Educational Conference in Chicago  
May 16-18, 2010**

CWT will demonstrate how the integration of *CWT Policy Messenger* and *CWT Agency+Card Reporting* drives savings in a game called "Lost Wheel of Fortune" to be featured at the CWT booth at TransACTE. Please stop by and see us.

