



INTRODUCTION
TO
TRAVEL LEADERS



REVOLUTIONIZING THE WAY
BUSINESS TRAVELS

TRAVEL  LEADERS®

The logo for Travel Leaders, featuring a stylized orange and red arrow pointing upwards and to the right.

Our mission at Travel Leaders is to support our clients in ***managing the unmanageable and foreseeing the unforeseeable*** through a unified travel management platform.



ABOUT TRAVEL LEADERS



- Celebrating our 47TH Year in 2023
- WBENC Certified Women Owned
- Member of Travel Leaders Group
- Advocate for our Customers
- Corporate Travel Policy Management
- Leader in Technology Innovation



VALUES YOU CAN COUNT ON

Travel Leaders stands by these **core values**, which guide us to take care of your needs with **great efficiency and expertise**.



TRUST

We value the bond we have with you, our client, and will work tirelessly to strengthen it.



EXCELLENCE

We never stop analyzing your travel needs to adapt our services and increase efficiencies.



SECURITY

We protect your most important assets, from data security to the safety of individual travelers.



PASSION

We put our hearts and souls into every travel experience, always aiming to exceed your expectations.



A MANAGED TRAVEL PROGRAM REDUCES TIME & MONEY

Safety

Know at anytime where all your employees are in case of emergency

Data Capture

Delivering consolidated data to improve budget planning and goal achievement.

Preferred Suppliers

Consolidated managed program improves vendor negotiations for deeper discounts.

Corporate Travel Policy

Identify those areas that can be improved to reduce costs and grow profits.

INCREASE SAVINGS



TRAVEL LEADERS SERVICES

MEETINGS & EVENTS

Scalable solutions enhance any or every facet of your meeting.

TRAVEL POLICY COMPLIANCE

Incentivize employees to successfully follow company travel guidelines.

TRAVEL DISCOUNTS

Our considerable buying power generates advantageous discounts.

ONLINE BOOKING TOOLS

Empowers travelers to book and manage their itineraries online.

VIRTUAL PAYMENTS

Mobile solution protects online payments and reduces fraud.

THOUGHT LEADERSHIP

Recognized as experts in the corporate travel field.

TRAVELER SAFETY

Powerful duty of care solution combines risk management and crisis communications.

DATA ANALYSIS

Evaluate your company's travel spend, trends and traveler behavior.

GLOBAL TRAVEL FULFILLMENT

End-to-end travel planning, including ground transportation, air and hotels.





JSU'S DEDICATED TRAVEL TEAM

- Highly Skilled Professionals
- Telephone, Email Access and VIP Desk
- Individual Customer Relationship
- Flexible Service Configurations

**Phones Answered before the Third Ring-Emails Returned
within 15 Minutes**



AMBER GREGORY - CO-LEAD/INTL
agregory@travelleaders.com
901-507-8463



VICKI CAPSHAW - CO-LEAD/INTL
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- (800) 568-1228
- 5:30PM to 8:00AM M-F
- Holidays & Weekends
- VIP Line Upon Request
- **NOT** a call-center



AFTER-HOURS (24x7) SERVICES



BOOKING PROCEDURES

1. Contact Travel Leaders to Obtain Quotes for Airfare, Lodging and Ground Transportation
2. Use These Quotes on the Travel Request Form – Listing All in the *JSU Credit Card* Column
3. An email including the traveler and Travel Leaders will be sent by the Travel Office to Direct the Purchase as soon as the approved travel request is received
4. Traveler needs to monitor this email to approve any additional funds if quoted fare has increased
5. Travel Leaders completes bookings and conveys confirmation and receipt to traveler and Travel Office
6. Travel Office finalizes travel request and sends to traveler and any support staff email listed on the Travel Request Form



NOTE: Payments Made for Travel Related Registrations will be Administered by JSU Travel Office
Check the JSU Travel Page for Instructions



WHAT TO DO?



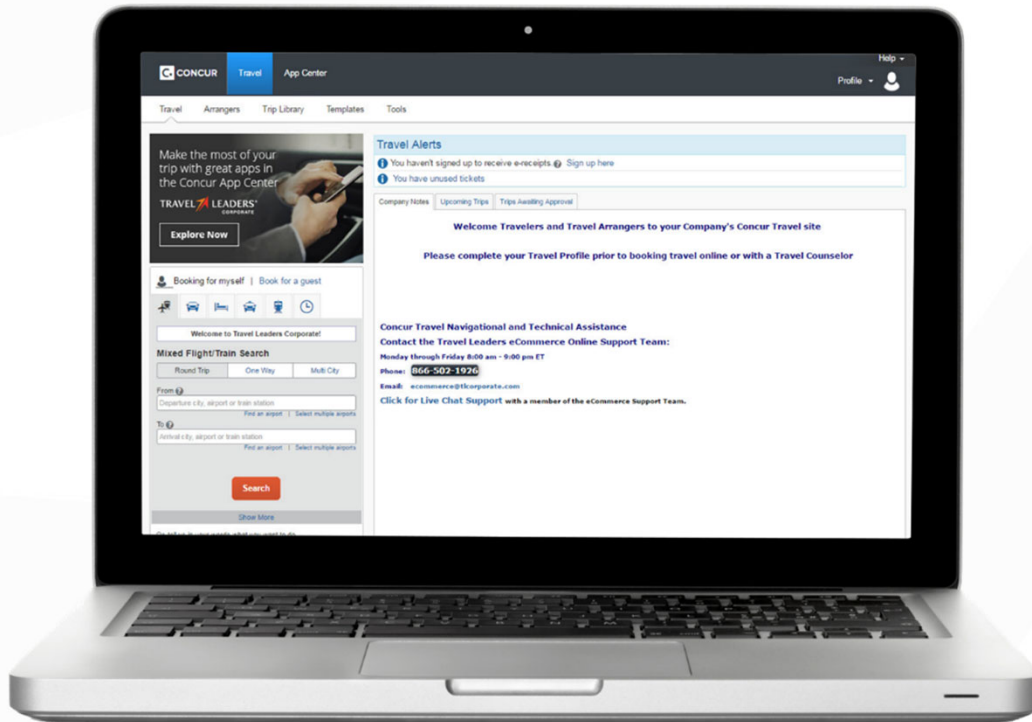
• Best Booking Practices

- What to do if I need to change my flight? **CONTACT TRAVEL LEADERS (TL) TO MAKE A CHANGE**
- What to do if I need to cancel my flight? **PLEASE CONTACT TL SO WE CAN TRACK FOR FUTURE CREDIT AND REFUND IF POSSIBLE**
- Options for Trains, Cars, Shuttles? **CONTACT TL**





SPECIAL SERVICES



- Group Bookings inclusive of transport, lodging, food and other needs
- International Travel
- Hotel Contract Negotiation & Fulfillment
- Low-cost carrier inclusion
- User friendly interface with simple and intuitive navigation with Concur
- Integrated smart phone mobile application with Concur
- Concur Travel training at a later date



QUALITY CONTROL



- Quality Checker - Checks for lowest airfares, unapplied airline discounts, frequent flier numbers, seat assignments, corporate cost center/department numbers and much more
- Seat Checker - Secures preferred seating using live seat maps
- Waitlist Checker - Continually searches for cancellations, open waitlists, or the release of inventory by the carrier
- Routing Checker - Audits reservations for substitute routings and carriers that yield savings



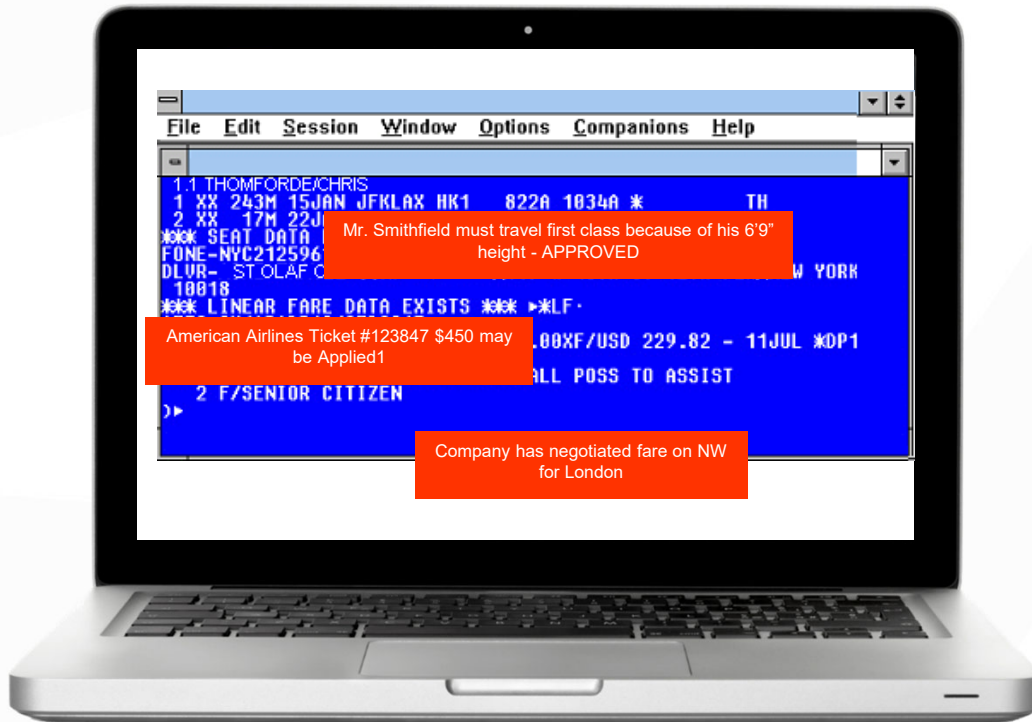
UNUSED TICKET MANAGEMENT

- Flight Cancellations & Voided Tickets (within next business day)
- All are tracked and recorded to unused ticket spreadsheet for future use
- Notifications sent to the traveler at 120, 90, 60 and 30 days prior to expiration
- Residual funds/tickets/credits are applied to the next trip that applies
- Tickets are turned for names changes, NLE colleagues, and cancellations that are outside of the void window





POLICY COMPLIANCE



- Our quality control technology ensures corporate travel policy compliance and traveler preferences at the point of sale
- Our product works in concert with Unused Ticket Manager software to track unused airline tickets that can be applied toward future travel

A photograph of a business meeting. In the foreground, a person's hands are seen writing in a red notebook with a white pen. On the table, there are several documents with charts and graphs, including a bar chart and a pie chart. A tablet computer is also visible, displaying a similar data visualization. In the background, other people are partially visible, suggesting a collaborative work environment. A large red diagonal shape is overlaid on the left side of the image, containing the text.

TRAVEL REPORTING

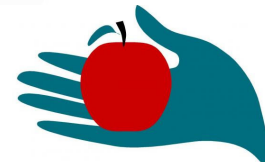
CAPTURE | ANALYZE | EMPOWER

We extract the true value from data to empower our clients with a dynamic platform for proactive decision-making. This delivers tangible savings, enhanced leveraging of supplier deals and improved risk management.



WE BELIEVE IN GIVING BACK

In addition to our contributions to **St. Jude Children's Hospital/ALSAC**, Travel Leaders give back to the following organizations in Memphis



NEXT STEP:

*Complete the
Traveler Profile and
Email to Travel
Leaders and JSU
Travel*

THANK YOU

