



# New Travel Agent for Headquarters

CWT & AFDS

March 2008



CWT

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Introducing:

Carlson Wagonlit Travel

Roberta Caramadre

# What will change?



- No administrative changes or new procedures
- Enhanced contact channels:
  - Office open **continuously** 9.00am to 5.00pm
  - Dedicated telephone answer service
  - Dedicated email response service
- Pre-defined response times for each service



# Worldwide Presence

CWT is present in nearly 150 countries



- Wholly Owned/Joint Ventures (39)
- Partners (110)

\$20.5  
billion in  
global  
traffic

22,200  
people  
employed  
worldwide

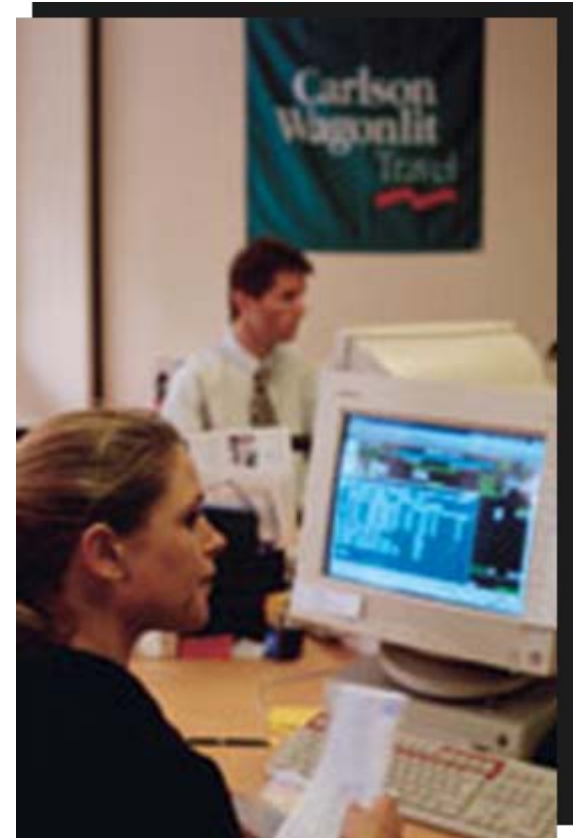
148  
countries

# CWT Staff



Lezza Rossana  
Marcuzzo Luisella  
Addamiano Nina  
Caceres Esther  
De Vincentis Desiree  
Granieri Barbara  
Legros Michelle  
Zotti Claudia  
Ilva Procaccia  
Mocellin Mireille  
Santori Alessandra  
Arcari Simona

Branch Manager  
Supervisor  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Travel Consultant  
Administration



- **1 Branch Manager**
- **1 Supervisor**
- **3 Travel Counsellors Email requests**
- **2 Travel Counsellors Atlas requests**
- **4 Travel Counsellors Front office**

▣ **Roberta Caramadre: CWT Key Account Manager**

# 24 Hour Emergency Services



- CWT offers a proven & cost-effective solution to address all emergency requirements (24/7)
- Our 24 Hour Emergency Centres are dedicated to providing the following:
  - traveller assistance
  - new bookings
  - change of bookings



24 HOURS INTERNATIONAL EMERGENCY ASSISTANCE UNIT

Contacts:

Telephone number from Italy is 800 – 871932, from all other countries + 44 208 7579000 (UK)

# Leisure for FAO Travellers



- CWT Italy has recently signed a partnership with Welcome Travel Group (WTG), a network of 500 travel Agencies belonging to Alpitour Group. By this partnership, called Global Distribution Alliance (GDA), CWT can propose to FAO travellers, advantageous conditions for Leisure travels.
- **By this partnership FAO will enjoy the following conditions:**
  - dedicated access to the WTG website to see in real time the special offers of Welcome Travel Group;
  - discount up to 30% on the special offers Welcome Travel;
  - discount of 5% on the travel packages.



CWT Staff will be available from 12.00 to 15.00 to receive your calls and personally



# CWT Portal – a one-stop gateway to travel tools and communication

**YOUR LOGO**  
HERE

**CWT Portal**

Home Book Travel Destinations Traveler Tools **My Travel Profile**

Welcome Candy Portal  
Wednesday, August 29, 2007

**Alerts**

Will strikes or turbulent weather disrupt your trip? Have warnings been issued by your Travel Advisory? Want a status on outbreaks of the avian influenza? Click here to check the latest traveler alerts.

**Travel Documents**

My Bookmarks Properties >  
Thread doc for flight column >  
sample test document >

**Company Travel News**

**Have you updated your Corporate Card details?**

Following the issue of new Bank ABA Corporate Credit Cards, we ask that you update your travel profile, see "My Travel Profile", with your new card number and expiry. If you have not yet received a Corporate Credit Card for travel, you can seek one by downloading the "Approval for AMC Company Corporate Credit Card" form, under "Policies" and submitting it to your HR Department.

**Learn More...**

Last Modified On Aug 28, 2007

**New Security Regulations for All Flights Departing EU**

New security regulations apply effective November 6, 2006, for carry-on baggage on flights departing EU airports - regardless of the destination. The new regulations restrict the amount of liquids that you can take through security checkpoints and maximum size of carry-on baggage...

Further detailed information from the EU Commission can also be found here...

Last Modified On Aug 27, 2007

**My Travel** EDIT

Book A Trip (Online Booking) >  
Book A Trip >  
Book A Trip (Aerogo) >  
Book A Trip (Amadeus) >  
Book A Trip (Cliqbook) >  
Book A Trip (GetThere) >  
Book A Trip (KDS Corporate) >  
Book A Trip (KDS Portal) >  
Flight Schedules >  
Itinerary Lookup (Amadeus) >  
Itinerary Lookup (Galileo) >  
Itinerary Lookup (Sabre) >  
Itinerary Lookup (Worldspan) >

**Program Management**

CWT Discovery/Program Management Center >

**Reports** EDIT

CWT ExploreView - Global >  
CWT ExploreView - Local >

**Company Links** EDIT

CNN news >  
Testing Portal 2.5 on Friday - Override >

**Traveler Tools** EDIT

CO2 Calculator >  
Invoice Lookup >  
Metric Converter >  
Money Converter >  
World Clock >

**My Bookmarks** EDIT

cnn  
google

[Technical Assistance Logout](#)

## Key features

- Web-based, accessible 24/7
- Information on pre-trip services
- Access to traveller's profile (Portrait)
- Customizable e.g. Company news, travel policy

## Benefits

- ✓ Convenience, one-stop web portal
- ✓ Centralized travel communication



# *Galileo View Trip – Travel Itinerary*



## **Key features**

- **A document which summarizes all travel services booked for the passenger**
- **E-ticket number is also shown once ticket has been issued**

## **CWT**

- **Proposals will be sent to you by email or Atlas**
- **Confirmation and E-Ticket Receipt will be sent through Galileo View Trip**

# CWT *Publications*



**CWT GoAlert24** – News in real time on global events that can affect business travellers all over the world. It can be accessed through CWT Connect and PMC also.



**CWT newsletter:** Traveller, Update, Hotnews, Vision – Real time update on trend and news related to the travel market, special events and other information.



# The Transition



## Official Travel

- For current transactions:
  - Divisions to raise and approve TAs before 28<sup>th</sup> March
  - Divisions to request Summertime to issue tickets on or before 28<sup>th</sup> March
  
- For new bookings:
  - Follow the above or, if possible,
  - Initiate the transaction with CWT after 28<sup>th</sup> March



# The Transition

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## Personal Travel

- For any current transactions:
  - Conclude before 28<sup>th</sup> March, or
  - Continue to deal with Summertime Head Office, Rome

# Contact and Support



- CWT Office – New Single Number:
  - tel. 55970
  - [faotravel@cwtbook.it](mailto:faotravel@cwtbook.it)
  
- For further information:
  - Preethi Braganza,  
Travel Group OiC ext. 54583