



trip source™

• fulfillment

Continuously Improve Your Program for Better Compliance, Savings and Service

With a radical departure from traditional transaction processing, TripSource: Fulfillment includes automated quality control, ticketing, fulfillment and “exception management.”

TRIPSOURCE™

TripSource™ is BCD Travel’s overarching technology and service platform that streamlines and simplifies travel planning, booking and fulfillment, while providing consistent support throughout the traveler’s journey.

TripSource: Fulfillment was developed to increase controls prior to ticketing and apply business logic throughout the quality control and ticketing process. BCD Travel fulfills both online and traditional reservations (with limited human intervention) and provides unprecedented control of your travel program.

Redefine the Potential of “Fulfillment”

Our fulfillment systems give you a clear measure of service levels while supporting continuous improvement initiatives throughout the entire process. We have the proven ability to:

- Shorten time to ticketing
- Reduce unnecessary exceptions
- Manage traveler behavior prior to ticketing
- Leverage non-refundable ticket inventory
- Automatically apply program requirements with a high level of quality and consistency

The Fulfillment Console

The Fulfillment Console is a unique monitoring tool that provides a highly-detailed and real-time view of process and performance. The Fulfillment Console drives compliance using easily created business rules that interact with the fulfillment technology to identify, count, monitor or pre-approve identified transactions. The console gathers and incorporates data, providing the proactive intelligence necessary to adjust traveler behavior and meet performance targets. Additionally, the console can:

- Create business rules to support vendor contracts and policies
- Stop the fulfillment process to minimize voids, refunds and out of policy activity
- Review standard data, such as total number of transactions, counselor assistance, or contact ratio for your online bookings
- Provide alerts and messages about online bookings and e-fulfillment operations
- Create specific approval requirements for a travel program based on exception analysis

With detail on issues that cause transactions to “fall out of automation,” TripSource: Fulfillment provides unique data to continuously enhance the travel program.

Streamlined Fulfillment

Once a traveler books a trip on the phone or online, our systems automatically send the transaction through a common quality control and fulfillment process that collects actionable data at every step. Reservations that require handling due to an automation exception are identified, prioritized and distributed to specialists by a unique data management system.

The BCD Travel Advantage

- Specialized Service – our support teams provide training and navigational support for online bookings, increasing usage and subsequent benefits of your online booking tool
- Streamlined Processes – our processes operate independent of any distribution system and work with every major booking engine on the market today
- Savings Opportunities – scaleable technology and enriched data provides clear, proactive intelligence to uncover savings opportunities and continually improve program performance

Simplify and Streamline

It has never been this easy to serve your travelers while optimizing organizational goals. TripSource: Fulfillment by BCD Travel helps you take care of business – and the business traveler.

To learn more about TripSource: Fulfillment and the Fulfillment Console please contact your sales representative or account manager, or visit www.bcdtravel.com.



www.bcdtravel.com

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