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THE compass

A business travel newsletter provided by Travel and Transport, Inc.

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TRAVEL AND TRANSPORT

A 100% employee-owned company headquartered in Omaha, Nebraska, Travel and Transport was founded in 1946 and has become one of the nation's most experienced and well-respected travel management companies.

Travel and Transport has innovative and responsive approaches to satisfying your unique needs. As the travel industry evolves, so do our services.

Travel and Transport's operating divisions include:

- Business Travel Management
- Travel and Transport - Global
- Travel and Transport Vacations
- Meeting Trends
- Loyalty Innovations

FREQUENT FLIERS GIVE TIPS FOR TRAVELING UNDER NEW SECURITY MEASURES

Lines at airport security checkpoints have long been a headache for even the most seasoned travelers. Frequent fliers, savvy in the ways of air travel, have devised their own strategies for dealing with the new complications of air travel.

Michael Boyd, an aviation consultant, and Carol Margolis, the CEO of Smart Women Travelers, recently shared their thoughts about the changes on "Good Morning America", giving tips for making the air travel experience less stressful. Boyd and Margolis both flew more than 100,000 miles in 2009.

Boyd recommended making sure to follow each of the TSA's requirements properly; displaying laptops and packing liquids in a clear plastic bag at the top of the carry-on bag, for example.

While travelers can't avoid security lines, Margolis said, they can help themselves move along faster by looking "for the shortest line or the line with the most business travelers in it."

Margolis also urged travelers to become familiar with the travel rules, such as the restriction on liquids in carry-on luggage. People need to have access to the rules well in advance of their arrival at the airport.

Boyd's Tips:

Carry-on bags: Don't carry liquids in your hand luggage. Buy what you need in travel sizes after you arrive at your destination.

Put as much as you can in your jacket. Put your cell phone in your jacket and then put your jacket in the bin at the security checkpoint.

Checked luggage: Instead of paying to check your bags, send them ahead by express delivery to your destination.

Check-in time: It's usually busiest at airports between 6:00 a.m. and 8:30 a.m. Plan your flight to leave after that time, or get to the airport well before your flight departs to ensure that you won't have to wait in a long line.

Margolis' Tips for Female Travelers:
Use lemons at your hotel as an astringent.

Don't wear clothes with large buttons, or metallic ones, or big necklaces or earrings on your flight.

Wear jackets that can be easily removed when you're passing through security. Collarless ones are easier to fix once you put them back on.

Tea bags in your hotel room work well to relax puffy eyes.

This information gathered from ABCNews.com: <http://abcnews.go.com/GMA/frequent-flyer-tips-traveling-security-measures/story?id=9444951>

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Business Travel Leads to Business Growth

Business travel volume is expected to increase 2.5% in 2010, and corporations will begin sending more travelers on the road again due to a growing need for face-to-face meetings. A recent study by Oxford Economics is available from U.S. Travel Association, and confirms that there is a link between business travel and business growth. "This study shows that not all spending cuts are smart cuts," said Adam Sacks, managing director of Oxford Economics.

- **Impact on profits:** The average business in the U.S. would forfeit 17% of its profits in the first year of eliminating business travel, and it would take more than three years for profits to recover.
- **Customer retention:** It is estimated that 28% of current business would be lost without in-person meetings.
- **Significant ROI:** For every dollar invested in business travel a company would realize an average of \$12.50 in increased revenue and \$3.80 in new profits.
- **New sales:** Roughly 40% of prospective customers are converted to new customers as a result of in-person meetings compared to 16% without such meetings.
- **Incentive travel rewards:** In order to achieve the same effect of incentive travel, an employee's total base compensation would need to be increased by 8.5%.

It seems a business cannot afford *not* to travel. Let Travel and Transport help manage your travel efficiently and cost-effectively. Contact your Travel and Transport Account Manager to learn more.

Information gathered from Meetings Mean Business:
http://meetingsmeanbusiness.com/sites/default/files/09-10-09_Oxford%20Economics.pdf

HAPPY NEW YEAR!



On January 7, 2010 our region's top bank regulator said he is optimistic about 2010, expecting more than a 3% growth in the economy, improvements in consumers' attitudes and gains, even in manufacturing. Wow, what a difference a year makes!

I am also optimistic about 2010, especially as it relates to Travel and Transport! After surviving one of the most challenging economic downturns in our history, we are stronger and better positioned. We are prepared and ready to help our customers navigate through the ever changing winds created by our various suppliers; the airlines, hotels, car rentals, cruise lines, and vacation tour operators.

The travel industry is slowly recovering and overall predictions show increases in most areas of the travel sector. We can expect that ancillary fees will continue to increase costs for travelers and provide revenue for airlines. Occupancy levels in hotels will slowly rebound. 2010 is a buyer's market for hotel rates as they are projected to drop 28% for domestic bookings. For the car sector, rates are expected to remain relatively flat or vary a few percentage points either way based on local market conditions. Travelers will continue to see less car selection due to fleet reduction.

To ensure you are receiving the most updated and accurate information on these particular industry sectors, our Partner Solutions Group is here to assist. This department manages our total company relationships with airline, car, and hotel

vendors. Travel and Transport's Partner Solutions Group can also review data and target specific air, car, and hotel programs that will improve your contracts and increase your savings.

We believe the need for our professional services are greater now than ever before. Our experienced travel counselors, operations managers, Partner Solutions Group and account managers are ready, willing and able to help you with any of your travel or travel management needs.

From offering you the very lowest fares, to providing you with 24/7 service 365 days a year by our own employees, to security tracking of all your travelers, to data management, vendor negotiations, meeting planning, loyalty incentive programs, and client management services, we are here to help you!

Financially we have weathered the economic downturn. We are very strong financially with no debt, and remain bullish on travel management services, and what we can provide to our clients.

Each and every one of our employee-owners are available to assist you, and to help make 2010 a very good year for you and your employer. Just give us a call.

Happy New Year and may you have safe and wonderful travel experiences in 2010!

Sincerely,



William H. Tech, CTIE, CTC
 President and CEO

WATCHING THE BOTTOM LINE

The employee-owners at Travel and Transport are dedicated to providing outstanding customer service, while keeping our clients' costs in line.

Topaz International and Travel and Transport provide the following average ticket prices:

	Topaz International		Travel and Transport	
	Domestic	International	Domestic	International
1 st QTR 09	\$438	\$4,359	\$375	\$1,536
2 nd QTR 09	\$485	\$3,380	\$381	\$1,519
3 rd QTR 09	\$506	\$2,459	\$385	\$1,661
4 th QTR 09	\$473	\$3,087	\$389	\$1,834

The information provided in this newsletter is the most accurate information supplied to Travel and Transport as of January 27, 2010.

GOVERNMENT IMPOSED 3-HOUR TARMAC LIMIT

For an update on the Government imposed 3-hour tarmac limit rule, please visit:
http://www.usatoday.com/travel/flights/2009-12-22-tarmac-stranding-ap_N.htm

TIPS ON AVOIDING BAGGAGE THEFT

Baggage theft is on the rise. Airlines say baggage theft is rare among the millions of passengers who fly each year, but law-enforcement officials say it has been growing significantly. Authorities attribute the escalation to the poor economy and to tighter security around cargo, which historically has been a target for thieves. As a result, passenger baggage is now an easier target for thieves. In addition, cost-cutting at airlines and police departments has reduced patrols and enforcement, officials say. Both airline workers and TSA screeners have access to checked luggage, and it's often impossible to tell who is responsible unless a thief is caught red-handed.

Baggage theft hits many travelers. Here's how to protect yourself:

- Never put anything of value in checked luggage. Airlines don't cover it. Small, easily pocketed items are most at risk, from jewelry and electronics down to battery chargers and golf balls.
- If you can't carry valuables onboard, ship them separately. With shipping companies, you can insure your valuables and get tracking information.
- Don't rely on luggage locks. They are easily broken or bypassed.
- If you do find something stolen, report it immediately to the airline, to the TSA and to local airport police.
- Mark your bag with colorful ribbon or straps (that won't get caught in conveyor belts) so it can be spotted easily on a crowded carousel. This lessens the chances someone else will walk off with your bag, intentionally or by accident.

Information gathered from *The Wall Street Journal*:

http://online.wsj.com/article_email/SB10001424052748703581204574599953475913542-1MyQjAxMDA5MDEwNzExNDcyWj.html

TRAVEL AND TRANSPORT WELCOMES NEW PARTNERSHIPS

New Partnerships

Balance Innovations (Lenexa, KS)
Black Coral Capital (Montreal, Canada)
Examintetics, Inc. (Overland Park, KS)
Iowa Farm Bureau Federation (West Des Moines, IA)
Mannatech (Coppell, TX)
McLane Advanced Technologies (Temple, TX)
Meridiam Infrastructure (New York, NY)
Quality Technical Services (Overland Park, KS)
Results for Development Institute (Washington, D.C.)
Schweitzer Engineering (Pullman, WA)
SLAM Collaborative (Glastonbury, CT)
Stoel Rives, LLP (Portland, OR)
Structural Group (Baltimore, MD)
Urban Outfitters (Philadelphia, PA)

Partnership Renewals

Applied Measurement Professionals (Olathe, KS)
– Client since 2006
CHEP (Orlando, FL)
– Client since 2006
Giesecke & Devrient (Twinsburg, OH)
– Client since 2005
ICM, Inc. (Colwich, KS)
– Client since 2006
Itron (Liberty Lake, WA)
– Client since 2007
MetLife (New York, NY)
– Client since 1998
Morrison & Foerster, LLP (San Francisco, CA)
– Client since 2007
Perceptive Software, Inc. (Shawnee Mission, KS)
– Client since 2007
Sig Sauer, Inc. (Exeter, NH)
– Client since 2005
TeleTech (Englewood, CO)
– Client since 2006
The Sanborn Map Company (Colorado Springs, CO)
– Client since 2003



RADIUS announced plans to realign its executive leadership in order to direct focus on the company's regional Member Agencies, corporate clients and global suppliers. The restructuring is part of an integrated growth strategy for driving global sales and responding to industry interest in the RADIUS network business model.

RADIUS named new leadership for its three international regions: Europe, Middle East & Africa (EMEA), Asia Pacific (APAC) and the Americas.

- Alan Liu will lead the APAC region as Vice President, Asia Pacific.
- J. Gregory Land was recently named Senior Vice President, Americas.
- Kieran Hartwell has been named Senior Vice President, EMEA.

These executives will manage the RADIUS agency network in their respective regional market while supporting all sales efforts, account management, supplier agreements, targeted marketing activities and other strategic corporate relationships.

Information gathered from:

<http://www.radiustravel.com/Files/PressReleases/pr10%202002%20January%2013,%202010%20-%20RADIUS%20Realigns%20Leadership%20Teams%20for%20Continued%20Growth.pdf>



CONTACT INFORMATION:

Travel and Transport

1-800-228-2545
www.tandt.com

TRAVEL AND TRANSPORT VACATIONS' FRIENDS AND FAMILY PROGRAM

Travel and Transport Vacations is pleased to announce the release of our Friends and Family Program. This program was designed for friends and family members of Travel and Transport Vacations to have the advantage of booking domestic airline tickets at a special ticketing rate of just **\$5 per airline ticket**.

For our valued clients, tickets will be manually issued Monday through Saturday, 8:00 a.m. – 8:00 p.m. Central Standard Time (excluding holidays). If the fare changes from the time you submit your request online to the time we issue your ticket(s), we will contact you to discuss the available options. (Please note that Travel and Transport Vacations is currently developing an automated ticketing process that will be implemented very soon.)

It is important to point out that this special \$5 per ticket fee is intended for leisure travel only. Corporate travel cannot be booked through this site.

We are very excited about launching our Friends and Family Program and plan on expanding the program to allow travelers to make car and hotel reservations. Simply visit our Friends and Family web site at, <https://friends.tandtvacations.com> to make your booking today!

Rules and Restrictions do apply:

- A seven day advance booking notice is required when making reservations via the Friends and Family site.
- Travelers will be required to provide a phone number that they can be reached at should the fare change prior to ticketing or for any other post-ticketing issue that may arise (schedule changes etc.)
- If after ticketing the traveler requires a change, the traveler would be required to call Travel and Transport Vacations to make the change. A \$20 change fee per ticket plus any other requirements per the airline rules would be incurred.
- Travel and Transport reserves the right to limit the amount of tickets that may be purchased by any individual on this site.

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