



1. ACCEPTING PAYMENT

- Do you have an automated internal system that can collect payment ?
- Can you accept regional Visa and MasterCard?
- What if the traveling employee doesn't have a credit card? Other payment methods?
- Is your airline willing to absorb the Merchant Fees for accepting credit cards (2.5% or higher)?

2. TICKET FULFILLMENT

- Do you have an automated internal system that will fulfill the increased number of ticket requests?

3. DON'T OFFER E-TICKETS OR PAPERLESS TRAVEL

- If you will issue paper tickets, how will you deliver these tickets to the employee? Cost?
- If you allow employees to pick-up tickets at the counter, are your ticket agents ready and available?

4. FLEXIBILITY

- If your employee's plans change how quickly can they get a new ticket?
- Will employees need to purchase back-up tickets?
- Will all changes require a refund or can the employee store a credit?

5. REFUNDS

- Do you have an automated internal system that will fulfill all refund requests?
- Will all airlines issue partial refunds? If not, how confusing and frustrating is this for employees?
- Is your airline prepared to absorb the cost of merchant fees and then the cost of refund without ever transporting the employee?