

ABOUT THE SITE CONT'D.

User Experience	Data
<p>Boston Coach Cont'd. Users can book rides in less than 60 seconds. Actual number of clicks can vary by service type and destination. Stored information speeds process. Reservations can be changed or canceled on site, including via web-enabled phone or PDA. System takes time zones into account. Confirmations available in real time by web site, e-mail or phone, as needed.</p>	<p>Provides detailed usage reports: including top passengers, reservation channels used, how much they are spending with us, where money is being spent, etc. Also provides data for customized reports.</p>
<p>Empire International Cont'd. User can complete a reservation in about 2 minutes, depending on type of reservation (inbound, outbound or transfer). Online version is menu-driven; once the profile is loaded, there are less than 30 keystrokes, about 10 clicks. Reservations can be changed or canceled onsite. Will not allow changes or cancellations outside established parameters, regardless of time zone. Confirmations automatically conveyed by e-mail or fax, as requested by client.</p>	<p>Provides a complete array of reports to our customers. Empire has the ability to customize the data specific to corporation's needs. Data includes bookings made by travelers and admins.</p>
<p>Leros Point To Point Cont'd. Once a user profile is created, a reservation can be made in under 10 clicks. Reservations can be changed or canceled on the site. Online reservation cannot be booked, canceled or changed within 4 hours of pickup time; must be called in to 24/7 call center instead.</p>	<p>Provides customized usage reports, including bookings made by travelers and admins.</p>
<p>Music Express Cont'd. Takes about 3 minutes to complete online reservation, if booker is familiar with the tool. Reservations can be changed or canceled on site. Music Express sets parameters for booking to accommodate for time zones, last minute changes, ASAP service. Confirmations are processed via e-mail, fax, PNR response or verbally.</p>	<p>Provides both standard and customized reports to fit the needs of travel management. Data collected is account-driven, includes bookings made by travelers and admins.</p>
<p>Wynne Sedan & Limousine Group Cont'd. With a NYC destination, takes less than 25 keystrokes to complete a reservation. Templates, prior reservations used to pre-populate reservation and speed process. Reservations can be changed or cancelled on the site. 12-hour timeframe (local pick-up time) for online reservation modifications; by phone, 2 hours (local pick-up time) prior to pick-up. Confirmations can be conveyed by e-mail, fax or phone.</p>	<p>Spend reports can be fully-customized for client's requirements. Standard reports: total spend by period, client, region, division, etc. Data includes bookings made by travelers and admins.</p>