



# Low Fare Process

**Purpose of this process is to address concerns about the perception that lower fares can be being found on public web sites vs. Concur.**

If a traveler or arranger believes they have found a lower fare on a public website, after the reservation was booked via Concur or with a consultant, they will need to use the following process:

1. Client contacts TSI USA Online team at [onlinesupport@tsiusa.com](mailto:onlinesupport@tsiusa.com) advising that they have found a lower fare on a web site vs. Concur. In subject line of the email – please indicate “Lower Fare found on web site”. Provide the original PNR of the actual booking that was done via Concur or with a Consultant.
2. Client will provide all the necessary details: include site, dates, flights, etc... as well as screen shots of the web site verifying that we are matching “apples to apples” It’s imperative that we compare all things equally, including the flight window search parameters that were used.
3. Online Support will review all details and whether or not the new fare factored in all things equally and will attempt to obtain the same fare in the system. If they CAN book and obtain the same fare, Online Support will advise the traveler as to why they were not able to find the lower fare on the online booking tool (i.e. settings – search parameter or criteria was not apples to apples). Online Support will also notify Customer Service to add to the client inquiry into a database for tracking purposes.
4. In the rare event that the online support team cannot obtain the same fare as the traveler, the team will attempt to book on the designated web site that the lower fare was found, but not to follow through to complete purchase for research.
5. Online Support will contact the client to review all the information to validate and create a customer service request. They will advise the client if they need to book it right now, to book it on the web site and note that a case has been filed with TSI USA and Concur for research.