

TSI USA – Low Fare Program

There is a perception in travel that lower fares can be found via online travel booking websites verses with corporate travel booking tools, such as Concur. It's rare to hear this perception when booking with a travel consultant, as our staff consults on all options to ensure the lowest possible fares are offered and all things are compared equally.

The purpose of this exercise is to ensure the booking criteria is compared equally. Should someone from your company feel they have found a lower option via the web online, verses their corporate travel booking tool, we ask that they follow this process to ensure we obtain the information necessary to forward those findings onto Concur. All inquires will be addressed. Keep in mind that airline fares change thousands of times over the course of a day. Because of this, fares will fluctuate. Although, we all pull from the same GDS (global distribution systems) no matter which GDS system we use for published fares. Therefore, online websites, corporate online booking tools and travel agencies pull fares and options from the same sources. Our goal is to address those concerns and establish awareness and correct the false perceptions and place this issue into perceptive.

If a Travelers/Arranger believes they have found a lower fare on a public website, after the reservation was booked via Concur or with a travel consultant, they will need to use the following process. Keep in mind that your travelers need to first book their travel in your corporate travel online booking tool. This will secure the fare in case there is only one low fare left at that price. This happens frequently due to the constant change in the number of seats being sold. This will assist us when we are researching why the airfare may not match that found on the consumer website.

1. Client contacts TSI USA team via the email address for your company or (reservations@tsiusa.com), advising that they have found a lower fare on a web site vs. the online booking tool. In subject line of the email – please indicate “Lower Fare found on web site”. Provide the original PNR number of the actual booking that was done via your corporate online booking tool or with a Consultant.
2. Client will provide all the necessary details to include site, dates, flights, etc. as well as screen shots of the web site so we verify 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. Consultant will review all details and whether or not the new fare factored in all things equally. The Consultant will attempt to book in the GDS to obtain the same fare. If consultant can book in the GDS and obtain the same fare, we will advise the client and forward the information to our Online Support Team to contact the client to determine why they were not able to find it on the online booking tool (i.e. settings – search parameter or criteria was not apples to apples). They will also forward to Customer Service to add to the client inquiry database for tracking purposes.
4. In the rare event that the consultant cannot obtain the same fare, the consultant will attempt to book on the designated web site that the lower fare was found, but not to follow through to complete purchase.
5. Consultant will then contact the client to review all the information to validate and create a customer service request. They will note the details for online support to follow-up to determine why we could not obtain the same fare on the booking tool. 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 for research.
6. Quarterly, your TSI USA Account Manager will be able to run a Customer Service report from the database to review how many inquiries were filed and the resolution to determine the trend. Including comparing all search parameters equally or rebooking outside of the original parameters.

We appreciate your assistance and providing us with these details. Should you have any questions, please contact your TSI USA Account Manager.