



American Express 



American Express



American Express @ Work
Corporate Travel Reporting

Core User Guide - 2005



SECTION I – USING AMERICAN EXPRESS @ WORK	5
Introduction	5
Welcome	5
Objectives	6
Overview	7
Amex @ Work User ID Setup and Single Sign On (SSO) ID Federation	8
Logging Into American Express @ Work	8
Logging into Amex@Work via the TAV Portal for the first time, as a new user	9
Selecting Your User Id and Password	11
Selecting Your Security Validation and Question.	12
Federation Page	13
Secret Phrase and Access Code	14
Entering Amex @ Work	15
Logging into the Amex@Work TAV Portal for the first time with an existing Amex @ Work User ID and Password..	16
Do you already have a User ID & Password?	17
Federation Page	18
Entering Amex @ Work	19
Logging In as a Portal Federated user	20
Entering Amex @ Work	21
Selecting the product	22
Entrance Page - Accessing “Corporate Travel”	22
The Welcome Page	23
Welcome Page – Category Descriptions	24
Generating Shared Reports	25
Generating Shared Reports	25
Start by selecting the following prompts:	25
Shared Reports	25
Shared Reports – Three Categories	26
Select a category	26
Shared Reports – selecting a report	27
Shared Reports – list view	27
Shared Reports – prompts overview and selecting a prompt	28
Prompt: Time - selecting a report period	29
Prompt Time - selecting multiple periods	30
Prompt: Time – selecting a Quarter, Month or Day	31
Prompt: Rail Reporting	32
Prompt: Account	33
Prompt: Currency	34
Prompt: User Defined Field	35
Attribute Locked	36
Operators	37
Summary of Selections	38
Executing a Report	39
Report Processing	40
Successfully Executed Report	41
No Data Returned	41
History List	42
History List - accessing	42
History List - reviewing	43
History List - displaying report details	44
History List - refreshing	45
Error in Report Results	45
Shared Reports – example	46
Attributes and Metrics	47
Report Properties	48
View Report Filter	48
Shared Report – features	49
Printing a report	50



Print Options	50
Printing: Show advanced options	51
Creating Headers and Footers.....	52
Printed reports – cover page	53
Printed report - example	53
Exporting Reports.....	54
Exporting Reports – saving	55
Exporting Reports - plain text format	56
Exporting Reports - CSV (Excel, Comma Separated Values) file format	56
Exporting Reports to Excel - with formatting.....	56
Exporting Reports to HTML	57
Exporting Reports with Plain Text Delimiter	57
Administrative Functions	58
Preferences	58
Preferences - General	59
Preferences -export.....	60
Changing Prompts	61
Help	63
Help Detail - example.....	63
Help Desk.....	63
Logging Out	64
SECTION II – MORE INFORMATION ON OPERATORS	65
Contains.....	67
Does Not Contain	68
Begins With.....	68
Does Not Begin With	68
Ends With.....	68
Does Not End With	68
Is Null.....	69
Is Not Null.....	69
SECTION III - SHARED REPORTS AND DATA FIELD DEFINITIONS	70
Shared Reports - Examples	70
Shared Reports - Features.....	70
Exception Reports	70
<i>Travel Market Summary by Region</i>	71
<i>Executive Summary</i>	72
<i>Travel Manager Summary, Class of Service</i>	73
<i>Travel Manager Summary, Fare Type</i>	74
<i>Travel Manager Summary, Form of Payment</i>	75
<i>Travel Manager Summary, Hotel and Car</i>	76
<i>Travel Manager Summary, Ticketing</i>	77
<i>Travel Manager Summary, Transaction Fee</i>	78
<i>Travel Summary by Time</i>	79
<i>Top Travellers (Air/Hotel/Car)</i>	80
<i>Advance Purchase Summary</i>	81
<i>Air Volume Validating Carrier Summary</i>	82
<i>Airfare e-Ticket Summary</i>	83
<i>Top O&D (Origin and Destination) Market Pair</i>	84
<i>Air Volume O&D (Origin and Destination) Summary</i>	85
<i>O&D (Origin and Destination) Carrier with Market Pair and Fare</i>	86
<i>O&D (Origin and Destination) Market Pair with Carrier and Fare</i>	87
<i>O&D (Origin and Destination) Market Pair with Carrier Summary</i>	88
<i>Air/Rail Reason Code Summary</i>	89
<i>Refund Report</i>	90
<i>Best Fare Exceptions</i>	91
<i>O&D (Origin and Destination) Market Pair by Specified Carrier with Tax</i>	92
<i>O&D (Origin and Destination) Market Pair by Specified Carrier</i>	93
<i>O&D (Origin and Destination) Destination</i>	94
<i>O&D (Origin and Destination) Origin</i>	95



<i>Air Volume Flight Summary</i>	96
<i>Hotel Property.....</i>	97
<i>Hotel City with Property.....</i>	98
<i>Hotel Chain Summary</i>	99
<i>Top Car Agency.....</i>	100
<i>Rental City with Car Agency</i>	101
<i>Car Agency with Rental City</i>	102
Data Field Definitions	103
Explanation of O & D.....	107
Explanation of Flights	107
Explanation of Fare Breaks	107
SECTION IV – USER DEFINED FIELDS	108
A final word	109
Index	110



Section I – Using American Express @ Work

Introduction

Welcome

This User's Guide is designed to take you through a step by step tour of American Express @ Work - Corporate Travel – Core Version.

Follow the symbols   and numbers, and you will soon generate, review and export reports with the minimum of ease.

Notes and **tips** are provided throughout to assist you with the application.



Objectives After reviewing this guide, you should be able to:

- ☐ Set your login and passcode
- ☐ Login successfully to American Express @ Work
- ☐ Identify key components and features of each screen
- ☐ Successfully generate a "Shared Report"
- ☐ Identify the purpose and application of each shared report
- ☐ Drill-down through multiple reporting periods
- ☐ Apply prompts and specialized filters to reports
- ☐ Export reports to Excel, HTML and Plain Text editors
- ☐ Use the History List to monitor your reports
- ☐ Understand key data field definitions
- ☐ Access help
- ☐ Know who to call for assistance



Overview

American Express @ Work – Corporate Travel Core product is an Internet based solution designed to meet your reporting needs.

Developed to give you control over your travel data, American Express @ Work provides you the ability to effectively monitor travel costs and improve the efficiency and effectiveness of your vendor negotiations.

American Express @ Work Reporting provides you with access to post-travel management reports 24 hours a day, 7 days a week, through a secure, password-protected Web environment.

The data within American Express @ Work is updated daily, 48-72 hours after transactions take place. This allows you to report on data without unnecessary delays.

American Express @ Work offers 35 concise easy to read standard reports¹ that can be printed, or exported to spreadsheets for easy modification and e-mail capabilities.

Enjoy working with American Express @ Work and feel free to contact our help desk should you have any questions or require additional information.

¹ Not all reports are applicable to the Canadian market.



Amex @ Work User ID Setup and Single Sign On (SSO) ID Federation


Logging Into American Express @ Work

There are 3 different scenarios when logging into American Express @ Work via the Travel AcXess Voyage (TAV) Portal.


1. Logging into American Express @ Work via the TAV Portal for the first time as a new user. See page 9 for more information.
2. Logging into American Express @ Work via the TAV Portal for the first time with an existing American Express @ Work User ID and Password. See page 16 for more information.
3. Logging in as a Portal Federated user. See page 20 for more information.

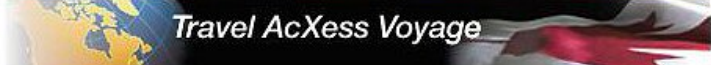


Logging into Amex@Work via the TAV Portal for the first time, as a new user.

Government of Canada / Gouvernement du CanadaCanada

Français	Contact Us	Help	Search	Publiservice
Home	About Us	Site Map	FAQ	Learning






» **User Status**

Without Fourhundred Profile / X.400 E-mail
Change Password
Personalization
Privacy Notice
Statement
Logout

» **Management Reports**

Please select the following link below to navigate to the appropriate report area.

Travel Management Reports

To view the Travel-related reports, please select the link below
» **Travel Management Reports** 

» **Favourites**

You currently have no Favourites selected. To add favourites go to the Personalization Page

» **Travel Services**

Plan Trip
Book Travel
Management Reports

» **Travel Resources**

Travel Information

To launch American Express @ Work, select **Travel Management Reports** from the Travel AcXess Voyage Portal. The American Express @ Work User ID and Password screen will appear.

Note: In order to see the Travel Management Reports link in the TAV Portal, you must be an authorized Travel AcXess Voyage Portal user with Travel Management Reporting roles & responsibilities. Your Departmental Portal Administrator grants these rights.

Confidential

9

5/2/2006



After selecting the Travel Management Reports link, the American Express @ Work login page appears.

Do you already have a User ID and Password?

Yes I have a User ID and Password

Enter User ID & Password

User ID

Password

[Forgot your Password?](#)

[I'm registering for a new service and want a separate ID and Password](#)



No I need to create a User ID and Password

I am a new user

Select/click on **Go** in the “**No I need to create a User ID and Password**” prompt.



Selecting Your User Id and Password

Create User ID and Password

The User ID and Password you create can be used for most services on americanexpress.ca

Enter User ID 1

Your User ID must contain:

- 5 to 20 characters - at least one letter
- no spaces nor special characters (e.g., &, >, *, \$, @)

Enter Password 2

Your Password must contain:

- 6 to 8 characters - at least one letter and one number
- no spaces nor special characters (e.g., &, >, *, \$, @)

Verify Password 3

<< Back

Continue>>



1. Select your personal **User ID** by following the screen prompts.
2. Select your **password** by following the screen prompts.
3. Verify the password by re-typing the same.
4. Select **Continue**.



Selecting Your Security Validation and Question.

Select Your Security Validation Question and Answer

Please select a Security Validation Question and enter your Answer. If you forget your Password, you will need this information to verify your identity to create a new Password instantly.

Security Validation Question

Choose One  1

Security Validation Answer

2

- 2 to 32 characters
- no special characters (e.g., <, >, *, \$, @)

Continue >>



1. Click on the drop arrow beside **Security Validation** question, and select one of phrases. i.e.: "What is your mother's maiden name?"
2. Respond to the question by typing your answer in the **Security Validation Answer** prompt.
3. Click on the **Continue** button (shown in the exhibit below) to proceed.

You Have Successfully Created your User ID and Password

Please record your User ID and Security Validation Question.

If you forgot your Password you will need this information to verify your identity to create a new Password instantly.

User ID:

Security Validation Question:

Your mother's maiden name?

For security, your Password and Security Validation Answer are not displayed.

Click "Continue" to go to American Express @ Work™.

Continue >>





American Express 

Federation Page



American Express

Welcome to our Federation Page

Do you want to establish a single sign on process for accessing American Express applications from your portal?

Single Sign On and Federation of Your User Ids

Accessing American Express applications through a single sign on process from your portal requires federation of your individual User IDs.

Federation is the linking of a User ID on one application/domain to another User ID on another application/domain. By linking your User IDs you will no longer be challenged for security credentials in order to access the American Express applications once you are successfully logged on to your portal.

By clicking the "I accept" button below, your American Express User ID will be linked to your portal User ID through an identifier. This identifier prevents either entity from knowing your actual User IDs on either site.

By clicking the "I do not accept" button you are indicating that you want to cancel this transaction and no linking of User IDs will take place and you will be required to maintain separate User IDs and continue to login to each site separately.

You understand and agree that your use of American Express products and services is subject to your adherence to the terms and conditions associated with that product or service that may appear in footers and elsewhere and that this agreement is separate and distinct from any terms and conditions that may apply to your portal usage.

When the **Federation Page** appears, you are asked if you wish to federate your American Express @ Work ID to your Portal ID in order to facilitate Single Sign-On.

If in agreement, select **I accept** to proceed.



Secret Phrase and Access Code

Welcome to American Express @Work

Please complete the following information for initial access.

Secret Phrase **1** (R)

This is a key word or phrase that you provided when you requested American Express @Work.

Month/Day of Birth **2** / (mm/dd) (R)

This is your month and day of birth that you provided when you requested American Express @Work.

Access Code **3** (R)

This was sent to you by American Express @Work via e-mail.

Enter American Express @Work

4

The last step of the initial log in is to complete the following steps.

1. Type in the secret phrase you provided Amex when signing up for American Express @ Work.
2. Key in 01 / 01. This is the default birth month and day for all GoC users.
3. Type in the **Access Code** provided to you by Team AcXess.
4. Click on Enter **American Express @ Work** to continue.




Entering Amex @ Work

Welcome, **ALERT**

REPORTING

Access Corporate Card, Corporate Purchasing Card, and Corporate Travel management reports and data files.

Get Started:
To access core and enhanced reports, please select from the list below:

Choose One 

▶ [American Express @ Work Reporting Overview](#)
can help you become familiar with both core and enhanced reporting options.

PROGRAM MANAGEMENT

Streamline internal processes and maximize control over your Corporate Card and Corporate Purchasing Card programs.

Get Started:

▶ [Click Here](#) to view your Program Management Home Page.

If you have any questions or require assistance with American Express @ Work, please contact your Corporate Card Program Administration representative or call 1-800-716-6661 and select option 3 for general information. You may also email us using the link provided directly below.

▶ Email: [Canada @ Work Customer Support](#)

Access our [Resource Centre](#) to view valuable service information on American Express Card, Travel and Reporting programs.

Copyright © 2000 American Express Company. All Rights Reserved. American Express products, services and benefits are offered in Canada by [Amex Canada Inc.](#) and [Amex Bank of Canada](#). Users of this site agree to be bound by the terms of the American Express Web Site Rules and Regulations. View [Web Site Rules and Regulations](#), [trademarks](#) and [Privacy Statement](#) of American Express.


When the American Express @ Work welcome page appears, select the Reporting tool you wish to use from the drop-down list in the "Reporting" section on the left.


Note: Users will only see the Reporting tools they have been approved to use and successfully enrolled in.

Once you have logged in successfully, refer to page 20 for regular login in procedures.





Logging into the Amex@Work TAV Portal for the first time with an existing Amex @ Work User ID and Password.

 Government of Canada / Gouvernement du Canada

Canada 

Français	Contact Us	Help	Search	Publiservice
Home	About Us	Site Map	FAQ	Learning

  **Travel AcXess Voyage**

» User Status


- Without Fourhundred Profile / X.400 E-mail
- Change Password
- Personalization
- Privacy Notice Statement
- Logout

» Management Reports

Please select the following link below to navigate to the appropriate report area.

Travel Management Reports

To view the Travel-related reports, please select the link below

» Travel Management Reports 

» Favourites

You currently have no Favourites selected. To add favourites go to the Personalization Page

» Travel Services

- Plan Trip
- Book Travel
- Management Reports

» Travel Resources

- Travel Information

To launch American Express @ Work, select **Travel Management Reports** from the Travel AcXess Voyage Portal. The American Express @ Work User ID and Password screen will appear.

Note: In order to see the Travel Management Reports link in the TAV Portal, you must be an authorized Travel AcXess Voyage Portal user with Travel Management Reporting roles & responsibilities. Your Departmental Portal Administrator grants these rights.



**Do you
already have
a User ID &
Password?**

- Providing you have an existing American Express @ Work user ID and password proceed by entering your User ID and password in the prompts provided.
-

Yes I have a User ID
and Password
Enter User ID & Password
User ID

Password

[Forgot your Password?](#)
[I'm registering for a new service and
want a separate ID and Password](#)

- Once you have entered your **User ID** and **Password** and select **GO**, you will be taken directly to the ID Federation page.



American Express 

Federation Page



American Express

Welcome to our Federation Page

Do you want to establish a single sign on process for accessing American Express applications from your portal?

Single Sign On and Federation of Your User Ids

Accessing American Express applications through a single sign on process from your portal requires federation of your individual User IDs.

Federation is the linking of a User ID on one application/domain to another User ID on another application/domain. By linking your User IDs you will no longer be challenged for security credentials in order to access the American Express applications once you are successfully logged on to your portal.

By clicking the "I accept" button below, your American Express User ID will be linked to your portal User ID through an identifier. This identifier prevents either entity from knowing your actual User IDs on either site.

By clicking the "I do not accept" button you are indicating that you want to cancel this transaction and no linking of User IDs will take place and you will be required to maintain separate User IDs and continue to login to each site separately.

You understand and agree that your use of American Express products and services is subject to your adherence to the terms and conditions associated with that product or service that may appear in footers and elsewhere and that this agreement is separate and distinct from any terms and conditions that may apply to your portal usage.

When the **Federation Page** appears, you are asked if you wish to federate your American Express @ Work ID to your Portal ID in order to facilitate Single Sign-On.

If in agreement, select **I accept** to proceed.



Entering Amex @ Work

Welcome,

ALERT

REPORTING

Access Corporate Card, Corporate Purchasing Card, and Corporate Travel management reports and data files.



Get Started:
To access core and enhanced reports, please select from the list below:

Choose One

▶ [American Express @ Work Reporting Overview](#)
can help you become familiar with both core and enhanced reporting options.

PROGRAM MANAGEMENT

Streamline internal processes and maximize control over your Corporate Card and Corporate Purchasing Card programs.



Get Started:

▶ [Click Here](#) to view your Program Management Home Page.

If you have any questions or require assistance with American Express @ Work, please contact your Corporate Card Program Administration representative or call 1-800-716-6661 and select option 3 for general information. You may also email us using the link provided directly below.

▶ Email: [Canada @ Work Customer Support](#)

Access our [Resource Centre](#) to view valuable service information on American Express Card, Travel and Reporting programs.

Copyright © 2000 American Express Company. All Rights Reserved. American Express products, services and benefits are offered in Canada by [Amex Canada Inc.](#) and [Amex Bank of Canada](#). Users of this site agree to be bound by the terms of the American Express Web Site Rules and Regulations. View [Web Site Rules and Regulations](#), [trademarks](#) and [Privacy Statement](#) of American Express.

When the American Express @ Work welcome page appears, select the Reporting tool you wish to use from the drop-down list in the "Reporting" section on the left.

Note: Users will only see the Reporting tools they have been approved to use and successfully enrolled in.



Once you have logged in successfully, refer to the next page for regular login in procedures.



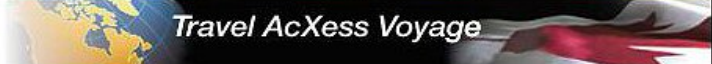

American Express



Logging In as a Portal Federated user

Government of Canada / Gouvernement du Canada

Français	Contact Us	Help	Search	Publiservice
Home	About Us	Site Map	FAQ	Learning



» User Status

- Without Fourhundred Profile / X.400 E-mail
- Change Password
- Personalization
- Privacy Notice Statement
- Logout

» Management Reports

Please select the following link below to navigate to the appropriate report area.

Travel Management Reports

To view the Travel-related reports, please select the link below

» Travel Management Reports

» Favourites

You currently have no Favourites selected. To add favourites go to the Personalization Page

» Travel Services

- Plan Trip
- Book Travel
- Management Reports

» Travel Resources

- Travel Information

To launch American Express @ Work, select **Travel Management Reports** from the Travel AcXess Voyage Portal. The American Express @ Work User ID and Password screen will appear.

Note: In order to see the Travel Management Reports link in the TAV Portal, you must be an authorized Travel AcXess Voyage Portal user with Travel Management Reporting roles & responsibilities. Your Departmental Portal Administrator grants these rights.



Entering Amex @ Work

Welcome,

ALERT

REPORTING

Access Corporate Card, Corporate Purchasing Card, and Corporate Travel management reports and data files.



Get Started:
To access core and enhanced reports, please select from the list below:

Choose One 

▶ [American Express @ Work Reporting Overview](#)
can help you become familiar with both core and enhanced reporting options.

PROGRAM MANAGEMENT

Streamline internal processes and maximize control over your Corporate Card and Corporate Purchasing Card programs.



Get Started:

▶ [Click Here](#) to view your Program Management Home Page.

If you have any questions or require assistance with American Express @ Work, please contact your Corporate Card Program Administration representative or call 1-800-716-6661 and select option 3 for general information. You may also email us using the link provided directly below.

▶ Email: [Canada @ Work Customer Support](#)

Access our [Resource Centre](#) to view valuable service information on American Express Card, Travel and Reporting programs.

Copyright © 2000 American Express Company. All Rights Reserved. American Express products, services and benefits are offered in Canada by [Amex Canada Inc.](#) and [Amex Bank of Canada](#). Users of this site agree to be bound by the terms of the American Express Web Site Rules and Regulations. View [Web Site Rules and Regulations](#), [trademarks](#) and [Privacy Statement](#) of American Express.

Once your access to American Express @ Work is SSO enabled you will not be prompted for @Work User ID/Password credentials.

On the American Express @ Work entrance page select the Reporting tool you wish to use from the drop down list in the "Reporting" section on the left.

Note: Users will only see the Reporting tools they have been approved to use and have been successfully enrolled in.



Selecting the product

Welcome, TravelCore Demo

ALERT

REPORTING

Access Corporate Card, Corporate Purchasing Card, and Corporate Travel management reports and data files.

Get Started:
To access core and enhanced reports, please select from the list below:

Choose One 

Choose One

Corporate Travel
 > Core

[Work Reporting Overview](#)
familiar with both core and ons.

- ❑ On the Welcome screen, select **Choose One** and **Core**

Note: An alert sign will periodically appear, advising you of system maintenance.

Entrance Page - Accessing "Corporate Travel"



LOGOUT

CORPORATE TRAVEL

- ❑ On the Entrance Page select **Corporate Travel** and the Welcome page (next exhibit) will display.
- ❑ The Entrance Page is considered the home page and can be accessed from virtually any screen by simply clicking on **Entrance Page**.



The Welcome Page

- ☐ The **Welcome Page** highlights the three areas you will be working in.
- ☐ Simply click on the icon or name to proceed.
- ☐ Select the **Help Desk** button to access the phone number for the American Express @ Work Help Desk. (This prompt appears on virtually every page). Accessing help is addressed in more detail on page 63.
- ☐ **Note:** The My Reports option is not available in the Core product. Please ignore!

Welcome TravelCore Demo (If you are not TravelCore Demo [click here](#).)



Shared Reports

Browse a list of prepared services available to all users.



My Reports

View reports you



History List

View an up-to-date summary of the status of my requests.



Preferences

[General](#), [Grid dis](#)
[Logout](#)

Help Desk

Note: The layout of this page may be modified to enhance the management of your reports. Please refer to page 59 for details.

Welcome Page – Category Descriptions



Shared Reports: There are 35 standard travel reports² providing access to your organization's consolidated travel data. Please refer to page 25 for complete details on generating reports.

Shared Reports are designed to:

- ☐ Identify opportunities to reduce costs.
- ☐ Identify opportunities to change or modify travel behaviours and encourage cost savings.
- ☐ Identify areas of potential change based on opportunities identified.



History List: History List provides details on the status of each report requested. Please refer to page 42 for complete details.



Preferences: Preferences allows you to change basic defaults within the application. Please refer to page 58 for complete details.

² Not all reports are applicable to the Canadian market.



Generating Shared Reports

- ❑ As described on page 24, there are 35 standard reports³ in American Express @ Work.

The next few pages explain in detail how to select the reports, request parameters for each report, and eventually print and export.

To illustrate this process we have selected the Shared Report – **Financial Management-W1010MT Executive Summary**.

For purposes of learning we suggest you select this report and work through the process outlined in the following pages.

By following these steps in the guide you'll be surprised how easy it is to use American Express @ Work!

Start by selecting the following prompts:

Shared Reports



- ❑ The first step to generating a shared report is done by simply clicking once on the **icon** or **Shared Reports**.

³ Not all reports are applicable to the Canadian market.



Shared Reports – American Express @ Work categorizes reports into 3 distinct areas: Three Categories

1. **Core Financial Management** (13 Reports)

These reports are designed to help you review spending patterns and identify opportunities for savings and control. Management summary reports identify spending for air, hotel, and car suppliers.

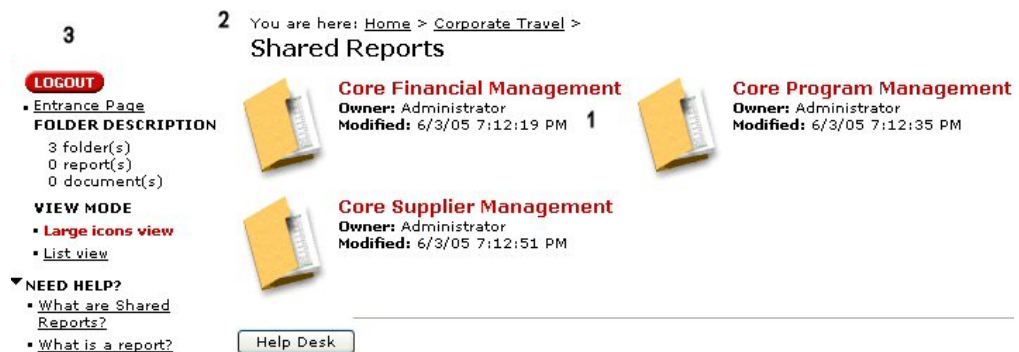
2. **Core Program Management** (10 Reports)

The reports are designed to monitor travel policy compliance. **Note:** Three of the 10 reports provide European travel details and are not specific to the Canadian market.

3. **Core Supplier Management** (12 Reports)

These are designed to help you analyze opportunities when negotiating air, hotel, and car programs.

Select a category



1. Select one of three categories available by clicking on the **report name** or **folder icon**.
2. The **You are here** provides the “path” of pages accessed. Select these prompts to “page back”.
3. The **Logout** prompt is featured on most pages. For security and confidentiality we recommend you logout when not using American Express @ Work.



Shared Reports – selecting a report

CORPORATE TRAVEL

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) >

1 Core Financial Management

LOGOUT

▪ [Entrance Page](#)

FOLDER DESCRIPTION

0 folder(s)
13 report(s)
0 document(s)

2

VIEW MODE

▪ [Large icons view](#)
▪ [List view](#)

NEED HELP?

▪ [What are Shared Reports?](#)



W1010MT-Executive Summary

Summarizes ticketed activity for air, hotel and car rental. Key indicators are: refunds, cost-per-mile, and average ticket price. Hotel and car rental information includes total room nights and total car days.

Owner: Administrator

Modified: 6/3/05 7:12:22 PM



W1020MT-Travel Mgr Summary-Fare Type

Summarizes travel activity by fare types for current and comparison period. Key indicators: Fares are summarized into Discount, Full Fare, Negotiated, Restricted, etc. for O&D Count, O&D Prorated Fare and Percentage of Total.

Owner: Administrator

Modified: 6/3/05 7:12:23 PM

1. To select a report click on the **report page icon**, or the **report name**.
2. The layout of this page may be changed by selecting **List View**. (see exhibit below).

Shared Reports – list view

You are here: [Shared Reports](#) > [Financial Management](#)

Name	Owner	Created	Description
 W1002MT-Travel Market Summary by Region	Administrator	3/7/02 3:25:02 PM	This one-page report summarizes ticketed air activity for the region and country. This report contains high-level summary information for no. of tickets, cost and savings.
 W1010MT-Executive Summary	Administrator	3/7/02 3:25:03 PM	Summarizes ticketed activity for air, hotel and car rental. Key indicators are: refunds, cost-per-mile, and average ticket price. Hotel and car rental information includes total room nights and total car days.
 W1020MT-Travel Mgr Summary-Class of Serv	Administrator	3/7/02 3:25:02 PM	Summarizes air class of service activity for the current and comparison period. Key indicators appear for each Class of service by summarizing into Business, First,



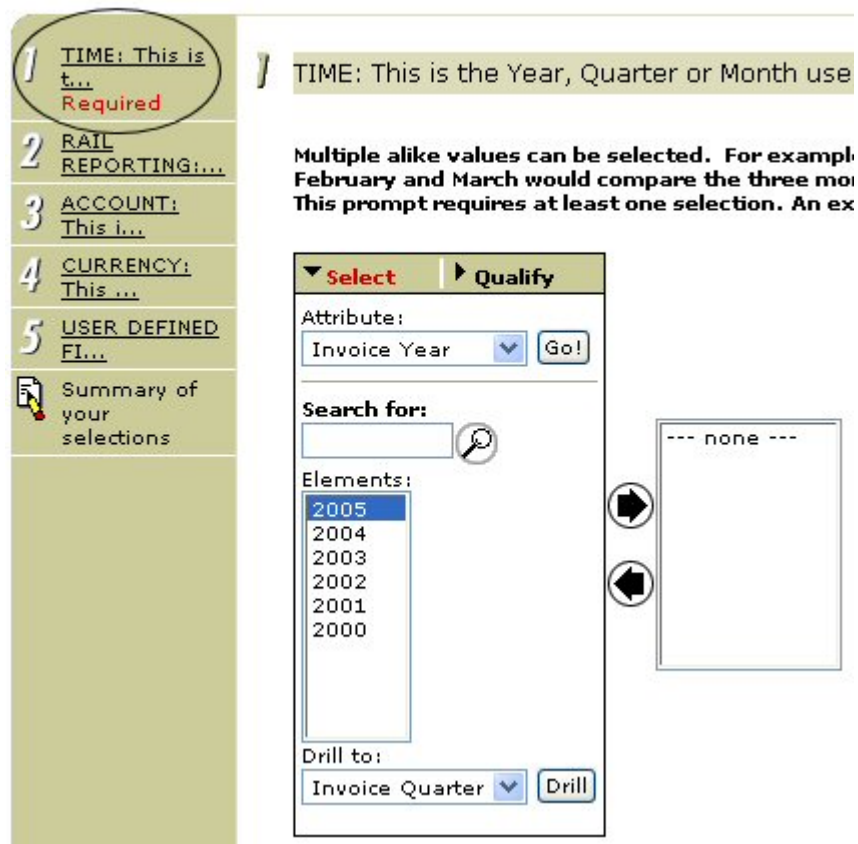
Shared Reports – prompts overview and selecting a prompt.

Requesting a Shared Report is as simple as clicking on the numbers or prompts in each report. **Prompts** guide you through the report building process.

These prompts vary from report to report, however the concept is essentially the same. To generate a report, start with the **Time** prompt then proceed by selecting other prompts that satisfy your reporting needs.

Tip: Prior to generating your first report we suggest that you enable “screen scrolling” functionality. Please refer to “Changing Prompts” on page 61.

W1010MT-Executive Summary



The screenshot displays the report building interface for the W1010MT-Executive Summary report. On the left, a vertical list of prompts is shown, with the first prompt, 'TIME: This is t... Required', highlighted. The main area contains a 'TIME: This is the Year, Quarter or Month use' prompt. Below this, a text box states: 'Multiple alike values can be selected. For example: February and March would compare the three months. This prompt requires at least one selection. An example...' To the right, a 'Select' panel is visible, featuring a search bar, a list of years (2005, 2004, 2003, 2002, 2001, 2000), and a 'Drill to:' section with a dropdown menu set to 'Invoice Quarter' and a 'Drill' button. A 'Qualify' panel is also present, showing a '--- none ---' selection.

- ☐ **Time** is a mandatory prompt and must be selected when generating a report. (All mandatory prompts are designated with the word “Required” directly below).
- ☐ Most other prompts are optional unless specified. In this Executive Summary report there are 4 prompts (steps) in total.



Prompt: Time
- selecting a
report period
(required)

- **Time** is a **required** prompt. This category provides you the opportunity to run a report for a year, a quarter, a month, a series of days or a single day. **Note:** These time periods are based on calendar years and not the Government of Canada's fiscal year.

1 TIME: This is t... Required

2 RAIL REPORTING:...

3 ACCOUNT: This i...

4 CURRENCY: This ...

5 USER DEFINED FL...

Summary of your selections

Select Qualify

Attribute: Invoice Year Go!

Search for:

Elements:

2003

2002 1

2001

2000

(1 - 4 of 4)

Drill to: Invoice Quarter Drill

2 My selections: Invoice Year: 2002

3

Invoice Year: 2001

Invoice Year: 2002 4

- To select a report period: (in this example we have selected the year 2002).

1. **Click on** the year of data you wish to run.
2. Click on the **right-arrow** to move the year to **My selections**.
3. To remove a selected date, highlight the field in **My selections** and select the **left-arrow**. (See the Important Note box).
4. Multiple periods can be moved to **My selections**. See next page for more information.

Important Note

When removing fields from the **My Selections** box (by selecting the left arrow) they re-appear at the bottom of the list in the Elements box.

Note: Periods including, quarters, month, and days may also be selected. See page 31 for details.



Prompt Time
- selecting
multiple
periods

My selections:

Invoice Year:
2001
2000

Navigation arrows: left arrow, right arrow

- To compare reporting periods, multiple dates can be moved to **My selections**. See next exhibit which explains how to drill-down and report on multiple periods.

Note: With most reports when selecting two or more dates the report will display comparison periods. Your selection is limited to like data element comparisons: month-to-month, quarter-to-quarter or year-to-year.

In this exhibit we moved Invoice Years 2000 and 2001 into the **My selections** box. When viewing the report you will see data for each year listed separately.

Note: there are nine reports where comparison periods do not apply.

W1002MT Travel Market Summary
W1060MT Top Travelers
W1085MT Airfare e-Ticket Summary
W2000MT Top O&D Market Pair
W2077MT O&D Market Pair by Specific Carrier w/Tax
W2080MT O&D Destination
W2082MT O&D Origin
W3000MT Hotel Property
W4000MT Top Car Agency

When selecting 2 or more periods with these reports, the information will appear as combined or consolidated and not broken out.

For example, when 2000 and 2001 are selected, the values displayed will be combined and not segregated than by year.



Prompt: Time In addition to invoice year, you can run a report for a **Quarter** (three months),
– selecting a **Month** or **Day**.
Quarter,
Month or Day

- ❑ To select a period other than the default, **Invoice Year**
 1. Click on the **down arrow** beside Go.
 2. Select the time period for which you want to run the report. (In this example, Invoice Month is selected).
 3. Click on **Go**
 4. Highlight the period of time you wish to run. (In this example we selected June, 2003)
 5. Select the **right arrow** to move the selected period into **My Selections**.
 6. Scroll **down** to the next prompt.

Navigation Tip – Moving Fields

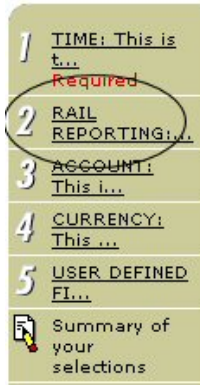
Instead of selecting the right or left arrows simply double-click on the highlighted field.

Note: In order to scroll down, you need to change the Prompts default to **View prompts - all on one page**. See page 61 for details.



Prompt: Rail Reporting

This prompt provides the opportunity to include or exclude Via Rail activity in the reports.



2 RAIL REPORTING: This is a list of options available for Rail reporting.

Select "Rail Only" to include only rail data on the report, or select "No Rail" to exclude rail data.

If "Default" is selected, report will include air and rail data combined.

- ☐ No Rail (Air Only)
- ☐ Rail Only
- ☒ Default (Air Totals = Air & Rail Data Combined)

- ❑ Select the appropriate "Radio Button" to report on Air Only, Rail Only or both Air and Rail Combined.



Prompt: Account (Optional)

- ❑ The **Account** prompt is required by @Work users who report on two or more departments.
- ❑ Within the Account prompt the **Client Name** field stores the names of all departments within Government of Canada.

1 TIME: This is t... Required

2 RAIL REPORTING:...

3 ACCOUNT: This i...

4 CURRENCY: This ...

5 USER DEFINED FI...

Summary of your selections

Pick a hierarchy:

Account No

Client

Client (2) 1

Client Name

Machine ID

Reporting ID

Reporting ID...Account No

Go to step 2 2

Select

Qualify

Attribute:

Client Name Go!

Search for: 3

Elements:

COURTS ADMINISTRATION SERVICE

DEPARTMENT OF HEALTH

DEPARTMENT OF INDUSTRY

DEPARTMENT OF JUSTICE

DEPARTMENT OF TRANSPORT

DEPARTMENT OF TRAVEL

DEPARTMENT OF VETERANS AFFAIRS

DEPT OF AGRICULTURE & AG-FOOD

DEPT OF CANADIAN HERITAGE

DEPT OF CITIZENSHIP AND IMMIGR

1 - 100 of 101

Drill to:

--- none --- Drill

4

Client Name: DEPARTMENT OF FINANCE

Note: The following steps are required for users who report on 2 or more departments. In this example, there are 5 departments listed.

Government of Canada users will see department names such as Dept of Health, Dept of Finance, Dept of Industry as illustrated.

1. Highlight **Client Name**
2. Click on **Go to step 2**.
3. Highlight the business unit(s) the **Elements** box.
4. **Select** the **right-arrow** to move. In this exhibit, **Dept of Finance** is selected.
5. Scroll down to the next prompt.

Note: For organizations using account numbers, select **Account No** and follow the same process.



Prompt:
Currency
(Optional)

- ❑ The **Currency** prompt can be ignored as all Government of Canada reports default to Canadian Currency.

1 TIME: This is t... Required

2 RAIL REPORTING:...

3 ACCOUNT: This i...

4 CURRENCY: This ...

5 USER DEFINED FI...

Summary of your selections

1 Pick a hierarchy:

Currency

Go to step 2

Select Qualify

Attribute: Currency Go!

Search for:

Elements:

DOLLAR, CANADA
DOLLAR, CAYMAN ISLANDS
DOLLAR, FIJI
DOLLAR, GUYANA
DOLLAR, HONG KONG
DOLLAR, JAMAICA
DOLLAR, LIBERIA
DOLLAR, NAMIBIA
DOLLAR, NEW ZEALAND
DOLLAR, SINGAPORE
(1 - 100 of 174)

3 My selections:

Currency: DOLLAR, USA/GUAM



Prompt: User Defined Field (Optional)

- ☐ **User Defined Fields** are data fields containing information mapped from reservation process. These fields normally contain information specific to Government of Canada.
- ☐ A complete list of User Defined Fields is located in the User Defined Fields section of this guide.

No answer is required for this prompt. An expression or a group of elements from one attribute is equivalent to one selection.

1 TIME: This is t... Required

2 RAIL REPORTING:...

3 ACCOUNT: This i...

4 CURRENCY: This ...

5 USER DEFINED FI...

Summary of your selections

1 Pick a hierarchy:

- User Defined 19
- User Defined 2
- User Defined 20
- User Defined 3
- User Defined 4
- User Defined 5
- User Defined 6
- User Defined 7
- 1 User Defined 8
- User Defined 9

2 Go to step 2

3 Select Qualify

Attribute: User Defined 8(ID)

Is: Equals 5 4

Value: HR3821 6

7 User Defined 8(ID) Exactly HR3821

8 Execute Report Cancel


- ☐ To add a User Defined Field:
1. Select the specific **User Defined** field. In this example we have selected User Defined 8.
 2. Click on **Go to step 2**.
 3. Click on **Qualify**.
 4. Beside the Operator box click on the **down-arrow**.
 5. Select the operator. In this example we selected **Equals**.
 6. Type in the value. In this example we want to generate a report for our hypothetical Cost Centre in Human Resources, so we insert. HR3821. (This is a generic example and not specific to Government of Canada).
 7. Click on the right-arrow to move the value to the **My selections** box.
 8. At this point the report can be requested by selecting **Execute Report**.



Attribute Locked

- ❑ Prior to clicking on Qualify in the previous example, the prompt **“You cannot search on attributes of this type. The attribute is locked. Element list cannot be displayed”** appeared.

This simply means there are too many attributes to display and the value satisfying the attribute must be typed in the value window.



2

Select | Qualify

Attribute:
User Defined 8 Go!

You cannot search on attributes of this type.

The attribute is locked 1
Element list cannot be displayed

1



2

Select | Qualify

Attribute:
User Defined 8(ID) 2

Is:
Equals 3

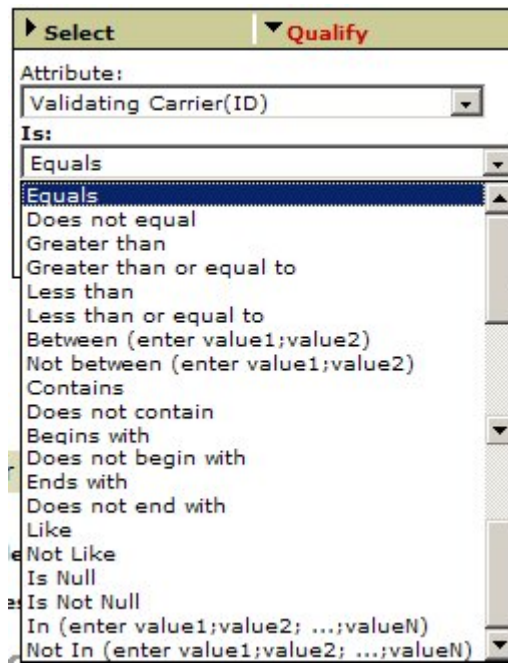
Value:
4 4

1. When “The attribute is locked. Element list cannot be displayed” appears, go to the next step.
2. Select Qualify to proceed.
3. Select an operator. (In this example “Equals”).
4. Type in the required value.



Operators

- ☐ Operators are used to select specific or a series of data fields.
- ☐ An explanation of each **operator** can be found on page 65.



- ☐ To select an operator, click on the operator name.



Summary of Selections (Optional)

- ☐ The **Summary of selections** summarizes the report parameters. Selecting this field is optional but can be very useful if wanting to review the prompts prior to executing the report.

W1010MT-Executive Summary

1	TIME: This is t... Required	Summary of your selections
2	RAIL REPORTING:...	
3	ACCOUNT: This i...	
4	CURRENCY: This ...	
5	USER_DEFINED FI...	
Summary of your selections		

Prompt 1: Multiple alike values can be selected. For example, using 2001 and 2000 will generate January, February and March would compare the three months. (Required)
Your selection: Invoice Month In List (06 Jun-2003)

Prompt 2: Select "Rail Only" to include only rail data on the report, or select "No Rail" to include air and rail data combined.
Your selection: Default (Air Totals = Air & Rail Data Combined)

Prompt 4: Detail field such as Account Number (DK), Client ID, Recipient BU are some of
Your selection: Client (ID) In ("DEMOCO")

Prompt 5: Report default generates the information in the original currency of the invoice
Your selection: Currency In List (DOLLAR, USA / GUAM)

Prompt 6:
Your selection: User Defined 8 (ID) Equals "3821"

1. **Prompt 1: Time** defines the **time** period or periods selected for the report.
2. **Prompt 2: Rail and Air** transactions will be included in the report.
3. **Prompt 3: Account** identifies the **Client Name** selected. In this case the business unit "Democo" was selected.

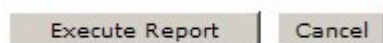
Prompt 4: Currency can be ignored as Government of Canada reports **default** to Canadian currency


4. **Prompt 5: User Defined Field 8. HR3821** was selected to report on Cost Centre activity. This field was mapped from the UDID Information field used in the reservation process.



Executing a Report

- ☐ After completing the prompts scroll to the bottom and select **Execute Report** to generate your request.
- ☐ Alternatively click on the up arrow to return to the start of the report, where **Execute Report** is also located.



 USER DEFINED FIELDS: This is a list of the custom fields loaded from the substring of statement information and UDID fields entered in the PNR.



Select **Execute Report** to display the report.

Cancel aborts the report.

Note: Generating a report may take a matter of seconds, or minutes.

Time to generate a report may be contingent on the amount of data requested. The demand placed on the “servers” will also dictate how quickly reports are processed. During a period of high usage, where there is a large demand for reports, processing time may be increased.

We strongly suggest that you generate reports several hours in advance. For instance, if a number of reports are required for a morning meeting we suggest requesting them the night before.



Report Processing

After clicking on **Execute Report** the following screen may appear. This serves as a prompt advising that the report is processing.

At this time you can go to the history list, or work in other open applications on your computer.

W1010MT-Executive Summary



Your request has been submitted. Please wait...

Report name: W1010MT-Executive Summary

Current status: Creating cache

1

Check Status Again

2

Go to my History List

3

Cancel this Request

1. **Check Status Again** refreshes the report request.
2. **Go to My History List** displays the history list page which provides the status of requested reports.
3. **Cancel this Request** stops the processing of the report.



Successfully Executed Report

- ☐ A successfully executed report will appear as displayed in the exhibit below. For detailed information on report features, please refer to page 46.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Core Financial Management](#) >

W1010MT-Executive Summary

Report View Data Format Last update: 8/30/2005 13:11:53 Rows: 14 Columns: 5

Metrics	Invoice Month Client Dom Intl Code	Total	Total	03 Mar-2004		
				DOMESTIC	EUROPEAN	INTERNATIONAL
Ticket Count		175	175	110	20	45
Invoice Air Rail Amount		7,937,958	7,937,958	30,690	5,259	7,902,009
Average Ticket Price		45,360	45,360	279	263	175,600
Average Cost per Mile		24.01	24.01	0.46	0.31	32.00
Hotel Room Nights Inv Total		74	74	74	0	0
Hotel Amount		20,847	20,847	20,847	0	0
Hotel Average Cost per Night		282	282	282		
Car Days Count		0	0	0	0	0
Car Amount		0	0	0	0	0
Car Average Cost per Day						
Savings Obtained		(7,862,467)	(7,862,467)	3,303	5,547	(7,871,317)
Savings Obtained %		(10415.04%)	(10415.04%)	9.72%	51.33%	(25645.73%)
Savings Lost		7,881,641	7,881,641	3,580	(889)	7,878,950
Savings Lost %		99.29%	99.29%	11.66%	(16.89%)	99.71%

No Data Returned

After selecting **Execute Report**, some reports may appear with: **No data returned for this View.** (See exhibit below).

The reasons could be two-fold:

1. The filters applied excluded all data.
2. The filter(s) were built incorrectly. For instance the UDID field information may have been entered incorrectly.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Core Financial Management](#) >

W1010MT-Executive Summary

Report View Data Format

No data returned for this view. This might be because the applied filter excludes all data.

Help Desk



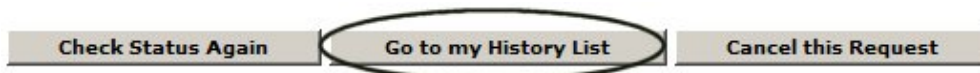
History List



- ☐ **History List** provides details on the status of each report generated. A maximum of 40 reports will appear. When the report list exceeds 40, the oldest report is deleted.

The list can be displayed by using one of the following prompts:

History List - accessing



The list which shows the status of each report, can be accessed by clicking on:

1. **Go to My History List** from the Report Processing screen, or...



2. By clicking on **History List** which is listed at the top of virtually all screens or...



History List

View an up-to-date summary of the status of my requests.

3. By clicking on the **icon** or **History List** on the Home/Welcome page.



History List - reviewing

- ☐ When displayed, the **History List** advises you of the status of each report.

	Name ▲	Status ▲	Message Creation Time ▼ *	Details	Remove
	W4020MT-Car Agency with Rental City	Ready	4/22/2005 06:51:02		<input type="checkbox"/>
1	W4010MT-Rental City with Car Agency	2 Ready	3 4/22/2005 06:49:53	4	5 <input type="checkbox"/>
	W4000MT-Top Car Agency	Ready	4/22/2005 06:49:18		<input type="checkbox"/>
	W3000MT-Hotel Property	Ready	4/22/2005 06:48:33		<input type="checkbox"/>

1. To display the report executed, click on the **name of the report** or the page **icon**.
2. “**Status**” indicates whether the report is processing, ready to be viewed or if there is an error.

Ready indicates the report has been processed and ready to display.

Executing SQL indicates the report is being processed by the server.

Error identifies reports that were not successfully processed because of server related issues, prompts in reports were built incorrectly, or reports have expired. (See page 45 for more details).

Waiting for Prompt indicates that a report was accessed but not executed.

Ready Marked as Unread indicates that the report was previously viewed or read.

3. “**Message Creation Time**” identifies when the report was created or modified. Times are “Mountain Time Zone”.
4. Detailed information on the report is provided by clicking on the “**i**”. See next page for more details.
5. Clicking in the **square** under **Remove**, then clicking on the **Remove** button deletes a report from the list. More than one can be selected at a time.



History List - displaying report details

- ☐ Displaying **report details** provides vital information on each element of the report.

Prior to calling the help desk with a report related question, please be prepared to access this information as the analyst may require it when responding to your request.

Details

i

5.

Return to report: W1010MT-Executive Summary

1.

Report name: W4010MT-Rental City with Car Agency

Report Filter:

Invoice Month In List (03 Mar-2005)

2.

View Filter:

The filter is empty.

3.

Template details:

Car Days:
Car Days
Car Days - Agency:
CARDAYSAGENCY. .
Car Days - % of Total:

4.

Prompt details:

Prompt 1 : TIME: This is the Year, Quarter or Month used to establish the date range for the report. (Required)
Invoice Month In List (03 Mar-2005)
Prompt 2 : CAR DAYS - AGENCY: This is the field to set the top value for Car Days - Agency.

1. **Report Filter** lists the prompts applied to the report.
2. **View Filter** provides details of the filters added to the report.
3. **Template details** highlights each data field used in the report. It also defines how each field is calculated. Data field definitions are provided on page 103.
4. **Prompt details** outlines the prompts used in the report.
5. Select the **Return to report W1010MT-Executive Summary** (top of exhibit) to re-display the report.



History List - refreshing

LOGOUT

▪ [Entrance Page](#)

HISTORY LIST

DESCRIPTION






34 report(s)

0 document(s)

▼ **HISTORY LIST EXTRAS**

▪ [Refresh my History List](#)







▪ [Clear my History List](#)

	Name ▲	Status ▲
	W1070MT-Advance Purchase Summary	Ready
	W1010MT-Executive Summary	Ready
	W4020MT-Car Agency with Rental City	Ready
	W4010MT-Rental City with Car Agency	Ready
	W4000MT-Top Car Agency	Ready

- ☐ To review the current status of pending items on the history list, click on **Refresh My History List**.

Error in Report Results

- ☐ Periodically **"Error"** appears in the Status column. This is usually a server related issue.

	Name ▲	Status ▲	Message Creation Time	Details	Remove
	W1010MT-Executive Summary	Error	11/7/2005 14:48:25		<input type="checkbox"/>
	W1002MT-Travel Market Summary by Region	Error	11/7/2005 14:48:20		<input type="checkbox"/>
	W1010MT-Executive Summary	Error	11/7/2005 14:19:56		<input type="checkbox"/>

Select the **square** under **Remove**, then click on the **Remove** button. This deletes a report from the list. More than one can be selected at a time.



Shared Reports – example

- ☐ Once a report is successfully processed, the results will display as illustrated: Key components of a report include:

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Core Financial Management](#) >

W1010MT-Executive Summary

Report View Data Format Last update: 8/30/2005 13:11:53 Rows: 14 Columns: 5

Attributes	Invoice Month Client Dom Intl Code	Metrics	Total	03 Mar-2004		
				DOMESTIC	Trans-Border	INTERNATIONAL
Ticket Count		175	175	110	20	45
Invoice Air Rail Amount		7,937,958	7,937,958	30,690	5,259	7,902,009
Average Ticket Price		45,360	45,360	279	263	175,600
Average Cost per Mile		24.01	24.01	0.46	0.31	32.00
Hotel Room Nights Inv Total		74	74	74	0	0
Hotel Amount		20,847	20,847	20,847	0	0
Hotel Average Cost per Night		282	282	282	0	0
Car Days Count		0	0	0	0	0
Car Amount		0	0	0	0	0
Car Average Cost per Day						
Savings Obtained		(7,862,467)	(7,862,467)	3,303	5,547	(7,871,317)
Savings Obtained %		(10415.04%)	(10415.04%)	9.72%	51.33%	(25645.73%)
Savings Lost		7,881,641	7,881,641	3,580	(889)	7,878,950
Savings Lost %		99.29%	99.29%	11.66%	(16.89%)	99.71%

Metrics. In this example the rows of information are referred to as Metrics. Metrics are data fields that contain values such as amounts, prices, totals, and percentages. Please refer to page 47 for more information.

Attributes. The columns of information or attributes are fields that have text values associated with them. Please refer to page 47 for more information on attributes.

Currency is always in Canadian Dollars. Values in parenthesis () represent refund transactions.

Attributes and Metrics

When creating and reviewing reports, you will see several references to Metrics and Attributes.

Metrics are data fields that contain values such as sums, averages, per cents and dollar amounts.

Example of Metrics include: Ticket Count, Invoice Amount, Hotel Nights, Car Days, Saving Obtained, Savings Lost %, O&D Count.

Attributes are data fields that are descriptive.

Example of Attributes include: Passenger Name, Reason Code, Air Itinerary, Travel Start Date, Destination City, Hotel Phone, etc.

The W2080MT – O&D Destination report illustrates both:

► You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Core Program Management](#) >

W2080MT-O&D Destination

Report ▼ View ▼ Data ▼ Format ▼

				Metrics		
Destination Airport/Station	Destination City		Destination State	O&D Count	O&D Count - % of Total	O&D Prorated Fare
Total				316	100.00%	7,901,295
AIR LHR	LONDON HEATHROW	UNITED KINGDOM	LONDON	67	21.20%	8,822
AIR ABZ	ABERDEEN DYCE	UNITED KINGDOM	ABERDEEN	62	19.62%	13,039
AIR LBA	LEEDS BRADFORD	UNITED KINGDOM	LEEDS	33	10.44%	4,680
AIR KIX	OSAKA KANSAI INTERNATIONAL	JAPAN	OSAKA	20	6.33%	3,198,332
AIR LGW	LONDON GATWICK	UNITED KINGDOM	LONDON	12	3.80%	1,833
AIR AMS	SCHIPHOL	NETHERLAND	AMSTERDAM	8	2.53%	969
AIR YYC	CALGARY INTERNATIONAL	CANADA	CALGARY ALBERTA	8	2.53%	1,156

In this exhibit, **Attributes** are:

Destination Airport/Station
Destination City
Destination State/Province

Metrics are:

O&D Count (O&D is defined on page 107).
O&D Count % of Total
O&D Prorated Fare

Metrics are easily identified by the word/heading **Metrics** (beside Destination-State).



Report Properties

- ☐ By selecting the down arrows beside **Report**, **View**, **Data** and **Form** additional report functionality appears.
- ☐ Consider selecting these options to display alternative views of the report; For instance, the **View** and **Report Filter** options provide detail on the prompts used when requesting the report.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W3011MT-Hotel City with Property

Report ▾ View ▾ Data ▾ Format ▾

PAGE BY: none

Last update: 4/28/2005 11:51:58

Rows: 306 Columns: 1

Metrics	Hotel City ▲	Hotel Phone ▲	Invoice Month
			03 Mar-2005
[+] Hotel Booked Amount			53,743
[+] Hotel Room Nights			314
[+] Hotel Average Room Rate			171

View Report Filter

- ☐ Selecting **View** and **Report Filter** provides details on the filters selected to build the report.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Core Program Management](#) >

W3011MT-Hotel City with Property

Report ▾ View ▾ Data ▾ Format ▾

VIEW FILTER

The filter

Report Filter

View Filter

Hotel City	Hotel Phone	Invoice Month	Metrics
Total			
[+] BELGIUM BRUSSELS, BELGIUM			
[+] GROUND TRANSPORTATION DEFAULT UNIDENTIFIED CITY, GROUND TRANSPORTATION DEFAULT			
[+] NETHERLAND AMSTERDAM, NETHERLAND			



Shared Report – features



- ☐ After successfully executing a report:
 1. Selecting the **Print** option sends reports directly to your printer. Please refer to page 50 for more details.
 2. **Export** allows you to export reports to 3rd party software. Please refer to page 54 for detailed information.
 3. **Re-prompt** takes you back to the **produce a report** mode where you will see the prompts previously selected. This enables you to change the prompts without having to start from the beginning.
 4. **Re-execute** re-sends the report for processing. This feature is useful when your data has been updated by American Express.



Printing a report



To print a report, simply click on the printer icon/page as exhibited above.

Print Options

W1010MT\$-Executive Summary

Header and Footer:

[Edit Custom Settings](#) **1**

Scaling:

☒ Adjust font to % of original size

☐ Fit to page: **2**

☐ All rows

☐ All columns

☒ Print cover page with filter details **3**

[Show advanced options](#) **4**

5

☐ Do not prompt me again. [Show Printable Version](#)

1. **Header and Footer:** Within the report, headers and footers can be created. Click on (**edit**) to set up.
2. **Scaling:** Reports may be resized by adjusting the font size or fitting an extended report to one page.
3. **Print Cover Page:** A report cover page is printed when the box is checked. A sample of the report cover page is found on page 53.
4. **Show advanced options:** Advanced printing options may be set. See exhibit on page 51.
5. Click on **Show Printable Version** to see how the report will appear prior to printing.




**Printing:
Show
advanced
options**


Select **Show advanced options** provides additional features when printing a report.


Show advanced options

Paper size and orientation should correspond to the browser settings.

Orientation:

☐ Portrait  **1**

☒ Landscape 

Paper size: Letter 8.5" x 11"  **2**

Margins (inches): **3**

Left:	Right:
<input type="text" value="0.75"/>	<input type="text" value="0.75"/>
Top:	Bottom:
<input type="text" value="0.75"/>	<input type="text" value="0.75"/>

Maximum header size (inches): **4**

Maximum footer size (inches):

Hide advanced options **5**

1. When printing reports we recommend that the orientation remain **Landscape**. This allows for more columns to print on the page.
2. Click on the down-arrow beside **Paper size** to access a preferred paper size option.
3. / 4. Much like a word processing document, margins and header/footers may be increased or decreased in size.
5. Select **Hide advanced options** to return to the standard options.



Creating Headers and Footers

To further customize reports, headers and footers can be created.

W4020MT-Car Agency with Rental City

Header and Footer:

1 Edit Custom Settings

Scaling:

- ☒ Adjust font to % of original size
- ☐ Fit to page:
 - ☒ All rows
 - ☒ All columns

Header / Footer Editor



Header:

Left:

BORDER='0' ALT='American Express' />
 Prepared by CF Frost/Finance **2**

Center:

&[Report]

Right:

Monthly Summary **2**

Footer:

Left:

<FONT

Center:

Right:

<I></I>
<

3

Apply Cancel

☐ Preparing Header and Footers

1. Select **Edit Custom Settings**
2. Type the Header text. (In this case **Prepared by CF Frost/Finance** and **Monthly Summary** were inserted).
Type the Footer text. (In this exhibit no text was inserted. The footer displays the default information shown).
3. Select Apply



Printed reports – cover page



W4020MT-Car Agency with Rental City

Prepared by CF Frost/Finance

1

Monthly Summary

Total number of rows: 30

2

Total number of columns: 6

Report Filter:
Invoice Month In List (03 Mar-2005)

3

Copyright © 2001 American Express Company.

4

Confidential

☐ Illustration of a report cover page :

1. **Header** – “Prepared by CF Frost/Finance” and “Monthly Summary” were typed in the header box.
2. The size of the report is defined by the number of rows and columns.
3. **Report Filter** prints the **prompts** used to build the report.
4. **Footer** – The footer box defaults as shown, however, similar to the Header, customized text can be inserted.

Printed report - example

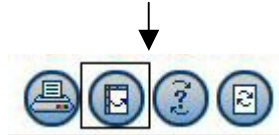
The following is an example of a printed report. Note the positioning of the **header** information.

AMERICAN EXPRESS		W4020MT-Car Agency with Rental City					
AMERICAN EXPRESS		Header Information					
Prepared by CF Frost/Finance		Monthly Summary					
Car Agency Name		Car City and State	Invoice Month Metrics	Car Days	Car Days - Agency	Car Days - % of Total	Car Booking Count
Total		Total		152	0	100.00%	42
AL ALAMO RENT A CAR		CANADA		6	0	3.95%	2
		CANADA	CALGARY, CANADA	2	6	1.32%	1
		UNITED STATES	HOUSTON, TEXAS	4	6	2.63%	1
ZI AVIS RENT A		Total		57	0	37.50%	11
							2,544



Exporting Reports

- In addition to printing, reports can be exported to one of 5 file formats. Exporting to a spreadsheet allows for easy modification, graphing and e-mailing.



W4020MT-Car Agency with Rental City

Export: **2**

☒ Excel with plain text
☐ CSV file format
3 ☐ Excel with formatting
☐ HTML
☐ Plain text Delimiter:

☐ Export metric values as text (Excel only)

4 ☐ Export headers as text (Excel only)

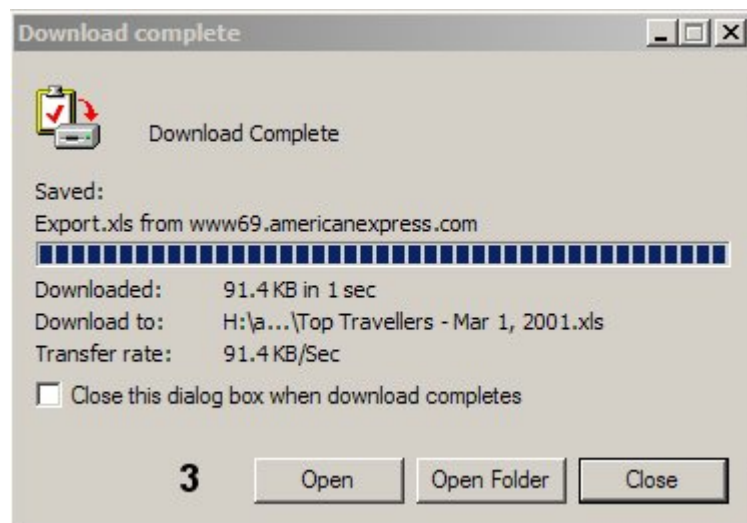
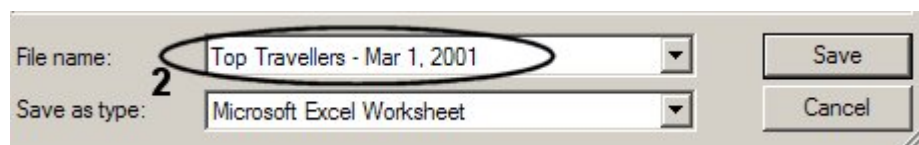
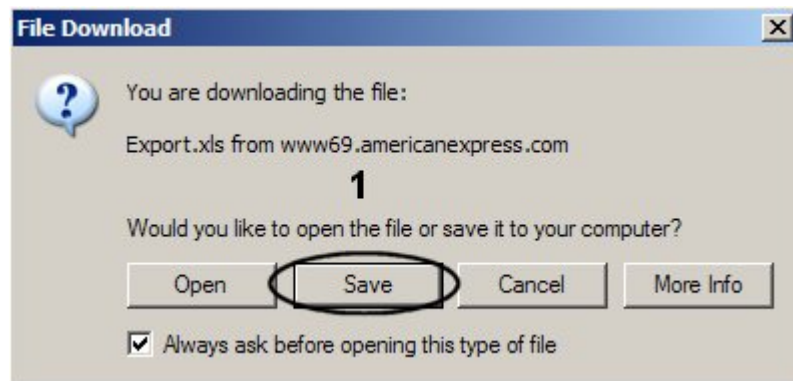
5 ☒ Export filter details

☐ Do not prompt me again.

1. Click on the **Export** icon at the top of the report.
2. When the export page appears, select **Whole report** (recommended) or **Portion displayed only**.
3. Select the export format. (Samples of each type start on page 56).
4. **Export values/headers as text.** (This step is optional).
5. **Export filter details.** We suggest the box remain checked as it exports the report's filter details.
6. Click on **Export** to send your report to the file format requested.



Exporting Reports – saving



1. Click on **Save** in the File download screen. **Note:** If you click on **Open**, and you use Windows/NT & XP, Microsoft Excel will open in your browser. Therefore you must use the Back button on your browser to return to the report. If you use Windows 2000, Microsoft Excel will open in a separate window.
2. Type in the **file name**. We suggest including the name of the report and applicable filter information such as the invoice period.
3. Click on **open** to review the exported report.



Exporting Reports - plain text format

1plaintext								
	A	B	C	D	E	F	G	H
1	W4020M	Car Agency with Rental City						
2	Excel/CSV reports may require formatting.							
3	Filter details:		Note filter details.					
4	Invoice Date = 3/1/01							
5								
6	Car Agency Name		Car City and State		Time	3/1/2001	3/1/2001	3/1/2001
7					Metrics	Car Days	Car Days -	Car Days
8	Total	Total	19		0	100.00%	7	1,100
9	ZI	AVIS REN	Total		14	0	73.68%	4
10	ZI	AVIS REN	CANADA	CALGARY, CANADA		2	14	10.53%
11	ZI	AVIS REN	UNITED S	EUGENE, OREGON		3	14	15.79%

Exporting Reports - CSV (Excel, Comma Separated Values) file format

2CSV								
	A	B	C	D	E	F	G	H
1	W4020MT-Car Agency with Rental City							
2								
3	Filter details:							
4	Invoice Date = 3/1/01							
5								
6	Car Agency Name		Car City and State		Time	3/1/2001	3/1/2001	3/1/2001
7					Metrics	Car Days	Car Days -	Car Days -
8	Total	Total		19	0	100.00%	7	1,100
9	ZI	AVIS REN	Total		14	0	73.68%	4
10	ZI	AVIS REN	CANADA	CALGARY, CANADA		2	14	10.53%
11	ZI	AVIS REN	UNITED S	EUGENE, OREGON		3	14	15.79%

Exporting Reports to Excel - with formatting

	A	B	C	D	E	F	G	H
1	W4020MT-Car Agency with Rental City							
2								
3	Report Filter:							
4	Invoice Month In List (03 Mar-2005)							
5								
6					Invoice Month			3-Mar-
7		Car Agency Name	Car City and State		Metrics	Car Days	Car Days - Agency	Car Days - % of Total
8		Total				152	0	100.00%
9	AL	ALAMO RENT A CAR	Total			6	0	3.95%
10			CANADA	CALGARY, CANADA		2	6	1.32%
11			UNITED STATES	HOUSTON, TEXAS		4	6	2.63%
12	ZI	AVIS RENT A CAR	Total			57	0	37.50%
13			CANADA	LONDON, CANADA		1	57	0.66%
14			CANADA	NORTH BAY, CANADA		2	57	1.32%
15			CANADA	SUDBURY, CANADA		2	57	1.32%
16			UNITED STATES	MINNEAPOLIS, MINNESOTA		4	57	2.63%
17			UNITED STATES	PHOENIX, ARIZONA		48	57	31.58%
18	ZD	BUDGET RENT A CAR	Total			76	0	50.00%



File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail Address Book

Address [20MT-CarAgencywithRentalCity=&MsgID=F513A07F42EF1698A815239DD125B373&ReportID=0E9C553645B7922E5B5AB9...](#)

W4020MT-Car Agency with Rental City

Filter details:
Invoice Date = 3/1/01

Car Agency Name	Car City and State	Time Metrics	Car Days	Car Days - Agency	Car Days
Total			19	0	100.00%
ZI AVIS RENT A CAR	Total		14	0	73.68%
ZI AVIS RENT A CAR	CANADA CALGARY, CANADA		2	14	10.53%
ZI AVIS RENT A CAR	UNITED STATES EUGENE, OREGON		3	14	15.79%
ZI AVIS RENT A CAR	UNITED STATES HONOLULU, HAWAII		5	14	26.32%
ZI AVIS RENT A CAR	UNITED STATES SACRAMENTO, CALIFORNIA		4	14	21.05%
ZE HERTZ RENT A CAR	Total		3	0	15.79%

Exporting Reports with Plain Text Delimiter

```

W4020MT-Car Agency with Rental City

Filter details:
Invoice Date = 3/1/01

Car Agency Name,,Car City and State,,Time,3/1/01,3/1/01,3/1/01,3/1/01,3/
,,,Metrics,Car Days,Car Days - Agency,Car Days - % of Total,Car Booking
Total,Total,,19,0,100.00%,7,1,100,58
ZI,AVIS RENT A CAR,Total,,14,0,73.68%,4,508,36
ZI,AVIS RENT A CAR,CANADA,CALGARY,CANADA,,2,14,10.53%,1,57,29
ZI,AVIS RENT A CAR,UNITED STATES,EUGENE, OREGON,,3,14,15.79%,1,128,43
ZI,AVIS RENT A CAR,UNITED STATES,HONOLULU, HAWAII,,5,14,26.32%,1,180,36

```



Administrative Functions

Preferences



Preferences

General, Grid display, Graph display, Print, Export, Prompts,
Logout

- ☐ **Preferences** may be changed to enhance use of the application. The **General**, **Export** and **Prompts** preferences are described in detail on the following pages. For information on these and other preferences, please contact the American Express @ Work help desk.



Preferences - General

The **General** prompt allows you to change the default **Home/Welcome** page, **Language Preference**, **Number** and **Date** formats, **Time Zone**, **Mouse Options**, **Font Style** and **Size**.

To set desired preferences:

1. Click on the down arrow beside each category.
2. Highlight the preferred setting.
3. Select **Apply**

The response at the top of the page will appear as:

Update Confirmation
Your personal preferences have been saved.



Preferences - export

LOGOUT

▪ [Entrance Page](#)

PREFERENCES

▪ **General**

▪ [Grid display](#)

▪ [Graph display](#)

▪ [Print](#)

▪ **Export**

▪ [Prompts](#)

▪ [Logout](#)

Export

Export:

Export grids to:

☒ Excel with plain text

☐ CSV file format

☐ Excel with formatting

☐ HTML

☐ Plain text

Delimiter:

Export graphs to:

☐ Excel 2000 SR-1 or newer versions

☒ HTML

Export documents to:

☒ HTML

☐ Excel without formatting

☐ Open new window when exporting

☐ Export metric values as text (Excel only)

☐ Export headers as text (Excel only)

☒ Export filter details

☒ Show options when exporting

- ☐ Export functionality may be changed to a preferred Excel format, CSV, HTML or Plain text.
- ☐ Examples of exported files can be found on pages 56 and 57.



Changing Prompts

Changing the “**Prompts**” preference will allow you to view the report prompts by scrolling down, instead of having to click on **Next** to proceed.

This step is recommended as it reduces time when creating reports.

LOGOUT

- [Entrance Page](#)
- **PREFERENCES**
- **General**
- [Grid display](#)
- [Graph display](#)
- [Print](#)
- [Export](#)
- **Prompts**
- [Logout](#)


Return to report: [Create Report - Car - Summary/Detail](#)

Prompts

View prompts:

- ☒ All on one page
- ☐ Each on a separate page

Apply

Apply to all projects on the current MicroStrategy Intelligence Server 

☐ To change the prompts to view on one page:

1. Click on the **All on one page** button.
2. Select **Apply**

The response will be:

Update Confirmation

Your personal preferences have been saved.



Once **All on one page** is selected, you can scroll from one prompt to the next.

1 TIME: This is the Year, Quarter or Month used (Required)
one selection.

Select

Qualify


Attribute:
Invoice Year

Search for:

Elements:
2002
2001
2000

(1 - 4 of 4)
Drill to:
Invoice Quarter

My selections:
Invoice Year:
2003



2 ACCOUNT: This is a list of the fields available based on

Detail field such as Account Number (DK), Client ID, Recipient BU from.

This prompt requires at least 0 selections. An expression or a group selection.

1 Pick a hierarchy:

Account No
Client
Client (2)
Machine ID
Recipient BU
Reporting ID
Reporting ID...Account No

2 Select Qualify

After you select a hierarchy on the left, you will be able to view the attributes of that hierarchy in this section.



Help

You are here: [Home](#) > [Corporate Travel](#) >

Shared Reports

LOGOUT

- Entrance Page

FOLDER DESCRIPTION

3 folder(s)
0 report(s)
0 document(s)

VIEW MODE

- Large icons view**
- List view

NEED HELP?

- [What are Shared Reports?](#)
- [What is a report?](#)
- [What is a document?](#)
- [How do I select a new project?](#)
- [Online help](#)

Financial Management
Owner: Administrator
Modified: 12/10/04 7:52:55 PM

Supplier Management
Owner: Administrator
Modified: 12/10/04 7:52:51 PM

Help Desk

View [Corporate Entities and Import](#)
[Privacy Statement](#). Copyright ©
this site agree to be bound by th

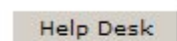
- ☐ **Help** can be accessed from virtually any page in American Express @ Work.
- ☐ Help summaries are specific to the page you are working on. In this example, clicking on **What are Shared Reports?**, provides the following detail:

Help Detail - example

What are Shared Reports?

Shared reports are saved report definitions accessible to multiple users. The Shared Reports folder provides access to these based on user and group restrictions. An administrator can set user and group restrictions so that some users see one set of Shared Reports contents, other users see a different set, and still other see all folder contents. The Shared Reports folder supports the publishing of private reports by one user to multiple users.

Help Desk



Please call the American Express Help Desk if you have questions.
Canada Region:
Hours of Operation: Monday to Friday 8:30am to 4:30pm (EST)
1 800 267 2585

Travel AcXess Voyage offers a team of highly skilled, bilingual travel experts who are pleased to offer you assistance with American Express @ Work. Should you require help contact the Travel AcXess Voyage Help Desk at 1-800-514-3798.



Logging Out



1. To logout click on the red **Logout** icon situated on each page.
 2. Select OK on the “You are about to log out from all projects” prompt.
- ☐ **Important Note:** For reasons of security and confidentiality we recommend that you logout when finished using American Express @ Work.



Section II – More Information on Operators

- ☐ Operators are used to apply filters to a report.

In the definitions below, our hypothetical examples illustrate how to apply operators to User Defined Fields when requesting reports for a company's cost centres.

For the sake of demonstration, let's assume the cost centre numbers of ABC company are contained within the User Defined 8 field.

In this example Cost Centres are represented by 0001, 0002, 0003 etc.

Between	<p>The operator between is used to restrict a report to data within a range of values.</p> <p>Example: User Defined 8 between 0001; 0005. Result: Data for all cost centres between (and including) 0001 and 0005 will display in the report.</p>
Not between	<p>The opposite of between, this operator will not pull data within a range of values.</p> <p>Example: User Defined 8 not between 0001;0005 Result: Data for all cost centres except for 0001, 0002, 0003, 0004, 0005 will display in the report.</p>
Equals	<p>This operator is used to limit the information to a specified data item, such as a cost centre or business unit.</p> <p>Example: User Defined 8 equal to 0005 Result: Only data for Cost Centre 0005 will appear in the report.</p>
Not equal to	<p>The opposite of exactly, this operator will display information for all data items except for the one specified.</p> <p>Example: User Defined 8 not equal to 0005 Result: Data for all cost centres will appear except for 0005</p>
Greater than	<p>This operator restricts a report to items in a data field that are greater than a specified value.</p> <p>Example: User Defined 8 greater than 0005 Result: Data for all cost centers starting at 0006 will appear in the report</p>



**Greater than
or equal to**

This operator restricts a report to items in a data field that are greater than or equal to a specified value.

Example: User Defined 8 **greater than or equal to** 0005

Result: Data for all cost centres greater than and including 0005 will appear in the report.

Less than

This operator restricts a report to items in a data field that are less than the specified value.

Example: User Defined 8 **less than** 0005

Result: Data for cost centres 0001, 0002, 0003, 0004 will appear in the report.

**Less than or
equal to**

This operator restricts a report to items in a data field that are less than or equal to the specified value.

Example: User Defined 8 **less than equal to** 0005

Result: Data for cost centres 0001, 0002, 0003, 0004 and 0005 will appear in the report.

Like using * *

This operator produces a report with specific values contained within a particular field.

Example: User Defined 8 **Like** *5*

Result: Data for all cost centres containing a 5 will appear in the report.
i.e.: cost centre 0005, 0015, 0500 etc.

Note: The * serves as a wildcard and must be used at all times. % can be used in place of the *.

**Not Like
using * ***

This operator produces a report with specific values that are not contained within a particular field.

Example: User Defined 8 **Not Like** *5*

Result: Data for all cost centres that do not contain 5 will appear in the report.

Note: The * serves as a wildcard and must be used at all times. % can be used in place of the *.



- Like using *** This operator produces a report with fields starting with a particular value.
- Example: User Defined 8 Like 5*
- Result: Data for all cost centres starting with 5 will appear in the report.
i.e.: cost centre 501, 502, 503 etc.
- Note: The * serves as a wildcard and must be used at all times. % can be used in place of the *.
- Not Like using *** This operator produces a report with fields that are not starting with a particular value.
- Example: User Defined 8 **Not Like** 5*
- Result: Data for all cost centres that do not start with 5 will appear in the report.
- Note: The * serves as a wildcard and must be used at all times. % can be used in place of the *.
- In** This operator is used to limit data by processing a list containing several specific items.
- Example: User Defined 8 **In** (0002;0003;0004)
- Result: Data for Cost Centres 0002, 0003, 0004 will appear in the report.
- Note:** The data elements are separated by a semi-colon.
- Not In** The opposite to In this operator is used to limit data by processing specific items **Not In** the list.
- Example: User Defined 8 **Not In** (0002;0003;0004)
- Result: Data for Cost Centres other than 0002, 0003, 0004 will appear in the report.
- Note: The data elements are separated by a semi-colon.
- Contains** This operator is used to include specific data information for which the entire value is unknown.
- Example: User Defined 8 **Contains** 1
- Result: This will display data all cost centres containing 1. For example, 010, 001, 111 etc.



Does Not Contain

The opposite of Contains this operator is used to exclude specific data information for which the entire value is unknown.

Example: User Defined 8 **Does Not Contain** 1

Result: The report will display all cost centres that do not contain a 1.

Begins With

This operator restricts a report to items in a data field that begin with a specific numeric, alpha character or combination of the two.

Example: User Defined 8 **Begins With** 2

Result: The report will display all Cost Centre data fields that begin with a 2.
For Example: 2001, 2002, 2003

Does Not Begin With

The opposite of Begins With, this operator restricts a report to items in a data field that do not begin with a specific numeric, alpha character or combination of the two.

Example: User Designed 8 **Does Not Begin With** 2

Result: The report will display all Cost Centre data fields that do not begin with a 2.

Ends With

This operator restricts a report to items in a data field that end with specific numeric and/or alpha characters.

Example: User Defined 8 **Ends With** 03

Result: The report will display all ticket numbers ending in 03. For example: 1003, 203, 4003

Does Not End With

The opposite of Ends With, this operator restricts a report to items in a data field that do not end with specific numeric and/or alpha characters.

Example: User Defined 8 **Does Not End With** 03

Result: The report will display cost centres that do not end in 03.



Is Null
Is Not Null

This operator **Is Null** is used to report on fields that have no value i.e.: blank.

For instance some organizations may want to run a report on employees that have missing information such as a cost centre. This may apply to contractors or part time employees.

Example: Cost Centre **Is Null**.

Result: The report will display all travellers that have no information contained in the Cost Centre Field. (In our example User Defined 8)

Is Not Null suppresses/will not report on blank fields.



Section III - Shared Reports and Data Field Definitions

Shared Reports - Examples

Shared Reports - Features

The following American Express @ Work standard travel reports provide your organization with:

- ☐ Market share reports highlighting spend by carrier within a market.
 - ☐ Top airline reports based on origin and destination (O&D) travel patterns. (O&D is defined on page 107).
 - ☐ Hotel reports at the chain and property levels.
 - ☐ A summary of car rental spend by chain.
 - ☐ Market data including key account identifiers such as air spend, hotel costs, and car costs. All of which should help identify negotiating opportunities.
-

Exception Reports

As previously mentioned, some reports are not applicable to the Canadian market.

American Express @ Work is designed to accommodate the reporting needs of organizations around the world. Of the 35 standard/shared reports, three in the Program Management category are exclusive to Europe and are not relevant to the Canadian market.

These are:

W1091MT	Transaction Fee and Summary for Europe
W1092MT	Summary of Client Transaction Fee Charges for Europe
W1093MT	Executive Transaction Fee Summary for Europe

A fourth report found in the Financial Management group of reports is not (until further notice) applicable to the Canadian market.

W1020MT	Travel Manager's Summary – Trans Fee
---------	--------------------------------------



American Express



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1002MT-Travel Market Summary by Region



Report View Data Format

Last update: 5/3/2005 08:47:48

PAGE BY: none

Rows: 3 Columns: 9

1 2

Agency Region	Agency Country	Metrics	Ticket Count	Invoice Air Rail Amount	Average Ticket Price	Air/Rail Miles	Average Cost per Mile	Savings Obtained	Savings Obtained %	Savings Lost	Savings Lost %
Total			257	303,524	1,181	772,484	0.39	358,099	54.12%	33,092	10.90%
[-] NORTH AMERICA			257	303,524	1,181	772,484	0.39	358,099	54.12%	33,092	10.90%
	CANADA		257	303,524	1,181	772,484	0.39	358,099	54.12%	33,092	10.90%

Travel Market Summary by Region

This one-page report summarizes ticketed air/rail activity issued within a region and country. The report monitors air travel for volume and costs. It also provides an overview of savings and missed opportunities. In this report Canada is defined as the **Agency Country** as all tickets reflected in this report were issued within Canada. (Be sure to click on the + beside North America to see Canada detail).

This report serves as the template for the **Create Report – Invoice – Summary**

W1010MT-Executive Summary

Report View Data Format

Last update: 5/3/2005 08:44:28

PAGE BY: none

Rows: 14 Columns: 5

Metrics	Invoice Month	Total	03 Mar-2005			
	Client Dom Intl Code		Total	DOMESTIC	INTERNATIONAL	TRANS-BORDER
Ticket Count		257	257	104	26	127
Invoice Air Rail Amount		303,524	303,524	41,626	147,260	114,638
Average Ticket Price		1,181	1,181	400	5,664	903
Average Cost per Mile		0.39	0.39	0.31	0.43	0.39
Hotel Room Nights Inv Total		314	314	103	110	101
Hotel Amount		53,743	53,743	12,073	27,397	14,272
Hotel Average Cost per Night		171	171	117	249	141
Car Days Count		152	152	76	1	75
Car Amount		5,787	5,787	2,590	26	3,171
Car Average Cost per Day		38	38	34	26	42
Savings Obtained		358,099	358,099	116,049	44,794	197,256
Savings Obtained %		54.12%	54.12%	73.60%	23.32%	63.24%
Savings Lost		33,092	33,092	(16,400)	45,773	3,719
Savings Lost %		10.90%	10.90%	(39.40%)	31.08%	3.24%

Executive Summary

As the name implies, this report provides a comprehensive overview or summary of a company's air/rail, hotel and car activity. Applying a Client Name, Account Number or User Defined Field (if applicable) allows reporting at the departmental level.

Key indicators are Invoice Air Rail Amount, Average Ticket Price, Hotel Nights and Amounts and Car Days and Amounts. Savings obtained and lost provides the opportunity to monitor airline spend.

Travel within Canada is identified in the **Domestic** column. **Trans-Border** is travel to or within the United States. **International** is for all other destinations.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1020MT-Travel Mgr Summary-Class of Serv



Report ▼ View ▼ Data ▼ Format ▼

Last update: 5/3/2005 08:40:10

PAGE BY: none

Rows: 4 Columns: 4

Invoice Month				03 Mar-2005	
Class Type ▲	Metrics	O&D Count ▼	O&D Count - % of Total ▼	O&D Prorated Fare ▼	O&D Prorated Fare - % of Total ▼
Total		496	100.00%	272,809	100.00%
BUSINESS		107	21.57%	147,415	54.04%
FIRST		7	1.41%	7,537	2.76%
COACH		382	77.02%	117,857	43.20%

Travel Manager Summary, Class of Service

This one-page report summarizes air activity for the class of service (class type) . In this example 107 flights (O&Ds) were in business class and 382 in economy (coach class). O&D prorated fare is the sum of the cost for the specific class of service, excluding taxes and surcharges.

Detailed information on individual travellers and their class of service selected can be found in the W2062MT – Best Fare Exceptions report, page 91.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1020MT-Travel Mgr Summary-Fare Type

Report View Data Format Last update: 5/3/2005 08:37:40

PAGE BY: none

Rows: 3 Columns: 4

Invoice Month					
Fare Basis Type	Metrics	O&D Count	O&D Count - % of Total	03 Mar-2005 O&D Prorated Fare	O&D Prorated Fare - % of Total
Total		496	100.00%	272,809	100.00%
DISCOUNT		276	55.65%	77,031	28.24%
FULL FARE		220	44.35%	195,778	71.76%

Travel Manager Summary, Fare Type

This one-page report summarizes air activity based on Fare Type. Fares are summarized into fare basis types including: Discount, Full Fare and Negotiated.

Timely review of travel results based on fare types is useful for budgeting or forecasting responsibilities.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1020MT-Travel Mgr Summary-Form of Pmt



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:13:17

PAGE BY: none

Rows: 3 Columns: 4

Invoice Month		03 Mar-2005			
Form of Payment ▲	Metrics	Invoice Air Rail Amount ▼	Invoice Air Rail Amount - % of Total ▼	Ticket Count ▼	Ticket Count - % of Total ▼
Total		303,524	100.00%	257	100.00%
CREDIT CARD		302,915	99.80%	254	98.83%
PERSONAL CHECK		609	0.20%	3	1.17%

Travel Manager Summary, Form of Payment

This report focuses on the form of payment used to pay for airline/rail tickets and is summarized by the number of invoices issued and the total fare paid. Forms of payments include charge/credit cards, invoice and personal cheque.

The report is excellent for monitoring form of payment compliance.



Last update: 5/3/2005 08:34:33

Rows: 10 Columns: 2



W1020MT-Travel Mgr Summary-Ticketing



Report ▼ View ▼ Data ▼ Format ▼ Last update: 4/22/2005 06:12:55

PAGE BY: none

Rows: 17 Columns: 2

Metrics	Invoice Month	Total	03 Mar-2005
Gross Ticket Count		290	290
Gross Invoice Amount		314,059	314,059
Ticket Count - Refunds		20	20
Refunds Amount		(10,535)	(10,535)
Ticket Count - Exchanges		13	13
Exchanges Amount		3,257	3,257
Ticket Count		257	257
Invoice Air Rail Amount		303,524	303,524
Ticket Count - All		307	307
O&D Count		496	496
O&D Prorated Fare		272,809	272,809
Average Ticket Price		1,181	1,181
Average Cost per Mile		0.39	0.39
Savings Obtained		358,099	358,099
Savings Obtained %		54.12%	54.12%
Savings Lost		33,092	33,092
Savings Lost %		10.90%	10.90%

Travel Manager Summary, Ticketing

This one-page report summarizes air/rail ticketing activity. It also identifies the number of exchanges, refund, activity for the period(s) requested. Note that refund amounts are in parenthesis ().

Before reviewing the report we suggest you review the data field definitions to understand how each field is calculated.

Like all reports, User Defined fields may be added to report on company specific information.



American Express



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1020MT-Travel Mgr Summary-Trans Fee



Report View Data Format

Last update: 4/22/2005 06:13:38

PAGE BY: none

Rows: 2 Columns: 4

Invoice Month		03 Mar-2005			
Transaction Fee	Metrics	Invoice Amount - Trans Fee	Invoice Amount-Trans Fee % of Total	Ticket Count - Trans Fee	Ticket Count - Trans Fee % of Total
Total		11,123	100.00%	267	100.00%
	Blank	11,123	100.00%	267	100.00%

Travel Manager Summary, Transaction Fee

This report is not applicable to the Canadian market. Please do not use until further notice.

This report serves as the template for the **Create Report – Invoice or Tax – Summary**

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1030MT-Travel Summary by Time

Report ▼ View ▼ Data ▼ Format ▼ Last update: 4/22/2005 06:13:55

PAGE BY: none

Rows: 4 Columns: 9

Invoice Month ▲	Metrics	Ticket Count ▼	Invoice Air Rail Amount ▼	Average Ticket Price ▼	Air/Rail Miles ▼	Average Cost per Mile ▼	Savings Obtained ▼	Savings Obtained % ▼	Savings Lost ▼	Savings Lost % ▼
Total		732	715,601	978	1,894,184	0.38	962,342	57.35%	82,409	11.52%
03 Mar-2005		257	303,524	1,181	772,484	0.39	358,099	54.12%	33,092	10.90%
02 Feb-2005		276	211,122	765	592,188	0.36	360,035	63.04%	14,118	6.69%
01 Jan-2005		199	200,956	1,010	529,512	0.38	244,207	54.86%	35,199	17.52%

Travel Summary by Time

This one-page report summarizes air/rail travel activity for the time period selected. The report should be run for a minimum of 2 time periods which provides a comprehensive period over period comparison. This high-level summary also allows you to monitor air/rail travel for costs and savings.

More detailed information can be found in the W1010MT-Executive Summary report, page 72.

This report serves as the template for the **Create Report – Invoice Only – Summary (Air/Hotel/Car)**

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1060MT-Top Travelers (Air/Hotel/Car)

Report View Data Format Last update: 4/22/2005 06:14:26

PAGE BY: none

Rows: 210 Columns: 8

Invoice Month	Passenger Name	Metrics	Ticket Count	Invoice Air Rail Amount	Average Ticket Price	Total Days Traveled	Hotel Room Nights Inv Total	Hotel Amount	Car Days Count	Car Amount
03 Mar-2005	RICHARD/L MS		2	11,660	5,830	21	9	1,797	0	0
	ROSE/B MR		2	11,108	5,554	16	12	2,362	0	0
	JANSON/J MR		1	11,082	11,082	10	5	999	1	26
	RICHARD/L MR		3	10,245	3,415	21	4	1,363	0	0
	ADAMS/JENNIFER MS		2	8,425	4,212	7	1	160	0	0

Top Travellers (Air/Hotel/Car)

This report contains detailed ticketing information about the top travellers by cost for a given date range. Key indicators are: number of tickets, air cost, average price, Hotel Nights, Car Days.

This is an excellent report to help you identify frequent travellers and their booked "Travel & Entertainment" spend.

This is one of two reports highlighting traveller detail. The **W2062MT – Best Fare Exceptions** report on page 91 also provides individual traveller detail.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >



W1070MT-Advance Purchase Summary

Report View Data Format Last update: 4/22/2005 06:14:50

PAGE BY: none

Rows: 6 Columns: 7

Invoice Month	Ticket Days In Advance	Metrics	Ticket Count - Excluding Refund	Ticket Count - % of Total - Excluding Refund	Invoice Air Rail Amount - Excluding Refund	Average Ticket Price - Excluding Refund	Invoice Air Rail Amount - % of Total - Excluding Refund	Savings Obtained - Excluding Refund	Savings Obtained % - Excluding Refund
03 Mar-2005	3 Days or Less		113	41.24%	97,996	867	31.20%	131,298	57.26%
	4 to 7 Days		117	42.70%	163,322	1,396	52.00%	146,997	47.37%
	8 to 14 Days		25	9.12%	29,997	1,200	9.55%	52,115	63.47%
	15 to 21 Days		6	2.19%	10,119	1,686	3.22%	10,967	52.01%
	Greater than 21 days		13	4.74%	12,625	971	4.02%	20,047	61.36%
	Total Ticket Days in Advance		274	100.00%	314,059	1,146	100.00%	361,424	53.51%

Advance Purchase Summary

This report identifies the cumulative percentage of tickets purchased for a specific number of days in advance of the departure date of the itinerary.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W1080MT-Air Volume Validating Carrier Summary



Report View Data Format

Last update: 4/22/2005 06:40:54

PAGE BY: none

Rows: 18 Columns: 4

Invoice Month ▲ + ↕ Ⓜ	Validating Carrier ▲ + ↕ Ⓜ	Metrics ↔ Ⓜ	Ticket Count ▼ + ↕	Invoice Air Rail Amount ▼ ↔ ↕	Average Ticket Price ▼ ↔ ↕	Ticket Count - % of Total W Time Dim ▼ + ↕
Total			257	303,524	1,181	100.00%
03 Mar-2005	AIR CANADA		192	235,286	1,225	74.71%
	AMERICA WEST AIRLINES		16	11,091	693	6.23%
	UNDEFINED		14	0	0	5.45%
	USAIR		7	2,686	384	2.72%
	CATHAY PACIFIC AIRWAYS		5	34,675	6,935	1.95%
	AMERICAN AIRLINES		3	653	218	1.17%
	DELTA AIR LINES INC		3	1,695	565	1.17%
	UNITED AIRLINES		3	8,340	2,780	1.17%
	WESTJET AIRLINES		3	1,265	422	1.17%
	CANJET AIRLINES		2	757	379	0.78%

Air Volume Validating Carrier Summary

This report contains a break down of all the air carriers' gross spend for the period shown, ranked by the number of tickets on each carrier. Key indicators measure the percentage of gross spend for each carrier.



American Express 

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W1085MT-Airfare e-Ticket Summary













Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:15:20

PAGE BY: none

Rows: 3 Columns: 8

Ticket Type ▲	Metrics 	Invoice Amount ▼	Full Fare ▼	Low Fare ▼	Savings Obtained ▼	Savings Lost ▼	Ticket Count ▼	Ticket Count - % of Total ▼	Invoice Air Rail Amount - % of Total ▼
									
Total		317,898.72	661,623	270,432	358,099	33,092	257	100.00%	100.00%
0		77,385.46	110,509	62,755	47,498	256	20	7.78%	20.76%
1		240,513.26	551,114	207,677	310,601	32,836	237	92.22%	79.24%

Airfare e-Ticket Summary

This report accounts for all transactions and divides it into e-tickets (1) or paper tickets (0, Blank). Totals are represented net of refunds.

Currently low-cost carrier tickets appear as "paper tickets".













American Express 

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W2000MT - Top O&D Market Pair



Report ▼ View ▼ Data ▼ Format ▼ Last update: 4/22/2005 06:37:37								
PAGE BY: none								
Rows: 93 Columns: 7								
NonDirectional Market Pair ▲	Metrics 	O&D Count ▼	O&D Count - % of Total ▼	O&D Mileage ▼	O&D Cost Per Mile ▼	O&D Average Fare ▼	O&D Prorated Fare ▼	O&D Prorated Fare - % of Total ▼
								
Total		496	100.00%	772,484	0.35	550	272,809	100.00%
ORLANDO INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL		74	14.92%	77,774	0.38	403	29,824	10.93%
PHOENIX SKY HARBOR INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL		41	8.27%	77,326	0.17	313	12,822	4.70%
MONTREAL DORVAL<->TORONTO PEARSON INTERNATIONAL		40	8.06%	12,800	0.43	138	5,521	2.02%
OTTAWA INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL		39	7.86%	9,048	0.59	136	5,313	1.95%

Top O&D (Origin and Destination) Market Pair

This report displays the top market pair in descending order by O&D count. Key indicators are O&D count, O&D mileage, O&D cost per mile, O&D average fare, and O&D prorated fare.

This report serves as the template for the **Create Report – O&D or Flight – Summary/Detail**

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2010MT-Air Volume O&D Summary

Report

View

Data

Format

Last update: 4/22/2005 06:41:21

PAGE BY: none

Rows: 25 Columns: 10

Invoice Month			03 Mar-2005									
Metrics												
Carrier with Type			O&D Count	O&D Count - % of Total	O&D Prorated Fare	O&D Average Fare	O&D Count - Client Domestic	O&D Count - Client International	O&D Count - Client Transborder	O&D Prorated Fare - Client Domestic	O&D Prorated Fare - Client International	O&D Prorated Fare - Client Transborder
Total			496	100.00%	272,809	550	186	58	252	32,145	142,055	98,609
AIR AC	AIR CANADA		383	77.22%	201,667	527	168	39	176	29,546	98,191	73,931
AIR NH	ALL NIPPON AIRWAYS		1	0.20%	1,792	1,792	0	1	0	0	1,792	0
AIR HP	AMERICA WEST AIRLINES		34	6.85%	9,031	266	0	0	34	0	0	9,031
AIR AA	AMERICAN AIRLINES		9	1.81%	276	31	0	(2)	11	0	(1,364)	1,640
AIR JV	BEARSKIN LAKE AIR SVC		3	0.60%	671	224	3	0	0	671	0	0

Air Volume O&D (Origin and Destination) Summary

This report identifies the top carriers for the date range selected, ranked by the total number of trips taken. It is excellent for identifying the top carriers for vendor negotiations and for use in monitoring your preferred carrier policy performance.

More details on each airline, including the destinations travelled and Fare Basis type can be found in the W2020MT- O&D Carrier w Mkt Pair & Fare, page 86.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2020MT-O&D Carrier w Mkt Pair & Fare



Report View Data Format

Last update: 4/22/2005 06:41:57

PAGE BY: none

Rows: 263 Columns: 8

1 2 3

			Invoice Month	03 Mar-2005							
Carrier with Type ▲	NonDirectional Market Pair ▲	Fare Basis Type ▲	Metrics	O&D Count ▼	O&D Count - Market by Carrier ▼	O&D Count - Carrier ▼	O&D Count - % of Total ▼	O&D Prorated Fare ▼	O&D Average Fare ▼	O&D Mileage ▼	O&D Cost Per Mile ▼
↔↔↔	↔↔↔↔	↔↔↔	↔↔↔	↔	↔↔	↔↔	↔↔	↔↔	↔↔	↔↔	↔
Total				496	0	0	100.00%	272,809	550	772,484	0.35
[+] AIR AC AIR CANADA				383	0	0	77.22%	201,667	527	551,692	0.37
[+] AIR NH ALL NIPPON AIRWAYS				1	0	0	0.20%	1,792	1,792	8,872	0.20
[+] AIR HP AMERICA WEST AIRLINES				34	0	0	6.85%	9,031	266	62,820	0.14
[+] AIR AA AMERICAN AIRLINES				9	0	0	1.81%	276	31	4,105	0.07
[+] AIR JV BEARSKIN LAKE AIR SVC				3	0	0	0.60%	671	224	502	1.34
[+] AIR C6 CANJET AIRLINES				4	0	0	0.81%	588	147	1,992	0.30
[+] AIR CX CATHAY PACIFIC AIRWAYS				7	0	0	1.41%	29,776	4,254	62,104	0.48

O&D (Origin and Destination) Carrier with Market Pair and Fare

This report identifies the top travelled markets and the top carriers and fare type categories within those markets for the date range selected. Clicking on the + beside each airline name displays the market pairs. Clicking on the + beside each market pair displays the Fare Basis Type.

In addition to providing vital data for negotiations, this is an excellent report if your company actively enforces a preferred carrier policy. This report is also good for identifying the market competition between carriers in your most important markets.

Airports within each market pair are listed in alphabetical order.



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2021MT-O&D Mkt Pair w Carrier & Fare



Report View Data Format

Last update: 4/22/2005 06:42:37

PAGE BY: none

Rows: 331 Columns: 8

NonDirectional Market Pair ▲		Carrier with Basis Type ▲		Fare Type ▲		Invoice Month Metrics		O&D Count ▼	O&D Count - Carrier by Market ▼	O&D Count - Market ▼	O&D Count - % of Total ▼	O&D Prorated Fare ▼	O&D Average Fare ▼	O&D Mileage ▼	O&D Cost Per Mile ▼
+ ↕ Ⓜ		↔ ↕ Ⓜ		↔ ↕ Ⓜ		↔ ↕ Ⓜ		↕	↔ ↕	↔ ↕	↔ ↕	↔ ↕	↔ ↕	↔ ↕	↕
Total								496	0	0	100.00%	272,809	550	772,484	0.35
[+] ABQ-YVR ALBUQUERQUE INTERNATIONAL<->VANCOUVER INTERNATIONAL								4	0	0	0.81%	6,648	1,662	5,168	1.29
[+] ATL-YYZ ATLANTA HARTSFIELD-JACKSON<->TORONTO PEARSON INTERNATIONAL								0	0	0	0.00%	288	0	0	0
[+] BKK-HKG BANGKOK INTERNATIONAL<->HONG KONG INTERNATIONAL								2	0	0	0.40%	1,298	649	2,102	0.62
[+] BKK-HKT BANGKOK INTERNATIONAL<->PHUKET INTERNATIONAL								4	0	0	0.81%	565	141	1,624	0.35
[+] BKK-YYZ BANGKOK INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL								2	0	0	0.40%	7,329	3,664	16,994	0.43

O&D (Origin and Destination) Market Pair with Carrier and Fare

This report identifies the top travelled markets and the top carriers and fare type categories within those markets, for the date range selected. Clicking on the + beside each market pair will display the airline used. Clicking on the + beside the airline name will display the fare basis type.

In addition to providing data for negotiations, this is an excellent report if your company actively enforces a preferred carrier policy within a specified market. This report is also good for identifying the market competition between carriers in your most important markets.

Airports within each market pair are listed in alphabetical order.



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2023MT - O&D Market Pair With Carrier Summary



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:44:38

PAGE BY: none

Rows: 203 Columns: 5

NonDirectional Market Pair ▲		Invoice Month Metrics	O&D Count ▼	O&D Prorated Fare ▼	03 Mar-2005 O&D Average Fare ▼	O&D Mileage ▼	O&D Cost Per Mile ▼
		Carrier ▲					
Total			496	272,809	550	772,484	0.35
ALBUQUERQUE INTERNATIONAL<->VANCOUVER INTERNATIONAL		Total	4	6,648	1,662	5,168	1.29
		UNITED AIRLINES	4	6,648	1,662	5,168	1.29
ATLANTA HARTSFIELD-JACKSON<->TORONTO PEARSON INTERNATIONAL		Total	0	288	0	0	0
		AIR CANADA	0	288	0	0	0
BANGKOK INTERNATIONAL<->HONG KONG INTERNATIONAL		Total	2	1,298	649	2,102	0.62
		DRAGONAIR HONG KONG	2	1,298	649	2,102	0.62
BANGKOK INTERNATIONAL<->PHUKET INTERNATIONAL		Total	4	565	141	1,624	0.35
		THAI AIRWAYS INTL	4	565	141	1,624	0.35
BANGKOK INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL		Total	2	7,329	3,664	16,994	0.43
		AIR CANADA	2	7,329	3,664	16,994	0.43
BOSTON LOGAN INTERNATIONAL<->TORONTO PEARSON INTERNATIONAL		Total	0	6	0	0	0
		AIR CANADA	0	6	0	0	0
BUENOS AIRES MINISTRO PISTARINI<->LONDON HEATHROW		Total	1	2,531	2,531	6,886	0.37
		VARIG AIRLINES	1	2,531	2,531	6,886	0.37

O&D (Origin and Destination) Market Pair with Carrier Summary

This report identifies non-directional markets and the top carriers within those markets. The report provides key indicators measuring the number of O&Ds, total O&D cost, and Avg Cost.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W2030MT-Air/Rail Reason Code Summary



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:38:44

PAGE BY: none

Rows: 6 Columns: 6

Invoice Month		03 Mar-2005					
Reason Code ▲		Invoice Air Rail Amount ▼	Ticket Count ▼	Savings Obtained ▼	Savings Obtained % ▼	Savings Lost ▼	Savings Lost % ▼
Total		303,524	257	358,099	54.12%	33,092	10.90%
XA	FREE/TICKET EXCHANGE	498	0	0	0.00%	0	0.00%
GA	LOWEST LOGICAL AIRFARE	200,278	245	312,949	60.98%	(6,442)	(3.22%)
ZA	PARTIAL REFUND	(9,125)	(15)	(2,096)	18.68%	(50)	0.54%
MA	PREPAID TKT	2,917	3	7,764	72.69%	1,419	48.65%
CA	SPECIFIED CARRIER	108,956	24	39,483	26.60%	38,165	35.03%

Air/Rail Reason Code Summary

This report summarizes air and rail activity by reason code. It is excellent for analyzing reason codes and their cumulative effect on possible missed or gained savings opportunities. A high rate of out of policy versus in policy may indicate several possibilities, including a need for clarifying policy to travellers.

A reason code summary by individual traveller is highlighted in the W2062MT – **Best Fare Exceptions** report, page 91.



American Express



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Financial Management](#) >

W2050MT-Refund Report



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:36:59

PAGE BY: none

Rows: 21 Columns: 1

Passenger Name ▲	Invoice Statement ▲	Invoice No ▲	Invoice Date ▲	Original Invoice No ▲	Ticket No ▲	Validating Carrier ▲	Air Itinerary ▲	Metrics	Refunds Amount ▼
→ ↻ ⌂	← → ↻ ⌂	← → ↻ ⌂	← → ↻ ⌂	← → ↻ ⌂	← → ↻ ⌂	← → ↻ ⌂	← ↻ ⌂		
Total									(10,535)
WAPLES/A MS	0129270OPS27295069545	0000046405	3/28/2005	0000045834	2207630595	AIR CANADA	YHZ/YYZ		(285)
WESLEY/S MR	5001805TSG27295076430	0000046296	3/16/2005	0000046011	2224928730	AIR CANADA	YUL/YYZ/YUL		(303)
PFEIFFER/G MS	5003898TSG27295054235	0000046316	3/17/2005	0000046038	2224928754	AIR CANADA	YYZ/PHL/YYZ		(465)
MILLS/T MS	5003716GCS04579778940	0000046325	3/18/2005	0000045971	2224928701	AIR CANADA	YYZ/LGA*ATL/YYZ		(559)

Refund Report

This report provides a detailed passenger list of tickets refunded that occurred during the date range the report was run.

Best Fare Exceptions

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W2062MT-Best Fare Exceptions

Report ▼ View ▼ Data ▼ Format ▼

PAGE BY: none

Reason Code ▲	Passenger Name ▲	PNR Identifier ▲	Booking Date ▲	Travel Start Date ▲	Air Itinerary ▲	Itinerary Carrier Sequence ▲	Itinerary Class Sequence ▲	Invoice Month Metrics Invoice Air Rail Amount ▼ Full Fare ▼
Total								121,836 167,095
CA SPECIFIED CARRIER	Total							108,956 137,331
	BRADROCK/BILLY MR	FQUVBT	2/23/2005	3/13/2005	YYZ/MCO/YYZ	AC /AC /	B/Y/	1,161 2,238
	MABIT/A MR	JINBSN	2/18/2005	3/13/2005	YYZ/MCO/YYZ	AC /AC /	B/B/	1,329 2,574
	RICHARD/L MS	IUAMGU	3/22/2005	4/5/2005	YYZ-YVR/SYD	AC -AC /	B-B/	4,815 5,884
				4/16/2005	SYD-SIN/BOM-FRA/YYZ	SQ -SQ /LH -AC /	B-B/B-B/	6,845 9,568

Mar-2005

Low Fare ▼	Savings Obtained ▼	Savings Lost ▼
72,370	45,259	49,466
60,912	28,375	48,044
993	1,077	168
993	1,245	336
2,230	1,069	2,585
5,201	2,723	1,644
993	1,245	336
2,574	2,058	2,316
1,891	3,012	3,388

Best Fare Exceptions

This report provides detailed flight activity, reason codes, fares paid by individual travellers and savings obtained or lost. It also identifies how far in advance the traveller booked his/her itinerary.

The "PNR Identifier" is the reference identifier for the reservation and should be quoted when asking your Travel AcXess Voyage contact to research a file.

The air itinerary uses the industry standard 3 letter airport and rail station codes. Please contact Travel AcXess Voyage for a translation of these codes.

By using Mr. Billy Bradrock's reservation as an example, the report details can be interpreted as follows:

His reservation identifier is FQUVBT. He booked his trip on Feb, 23rd and departed on March 13th, 2005. Booking in advance potentially reduces the cost of the airfare. Mr. Bradrock flew round-trip from Toronto Pearson airport (YYZ) to Orlando, Florida (MCO), on Air Canada (AC) in business class B. His return flight was in economy class. Mr. Bradrock's reason code for selecting these flights was designated as CA "Specific Carrier". (See Reason Code column).



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2077MT-O&D Market Pair by Specified Carrier w/ Tax



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:46:19

PAGE BY: none

Rows: 69 Columns: 6

NonDirectional Market Pair ▲		Metrics	O&D Gross Fare - All ▼	O&D Count - All ▼	O&D Average Fare - All ▼	O&D Gross Fare - Specified Carrier ▼	O&D Count - Specified Carrier ▼	O&D Average Fare - Specified Carrier ▼
			→	← →	← →	← →	← →	←
Total			276,287	457	542	226,301	383	527
MCO-YYZ	ORLANDO INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		34,899	74	403	31,135	61	438
YOW-YYZ	OTTAWA INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		6,871	39	136	6,871	39	136
YUL-YYZ	MONTREAL DORVAL <-> TORONTO PEARSON INTERNATIONAL		7,762	40	138	7,355	38	136
MCO-YUL	ORLANDO INTERNATIONAL <-> MONTREAL DORVAL		14,552	27	464	14,552	27	464
LHR-YYZ	LONDON HEATHROW <-> TORONTO PEARSON INTERNATIONAL		28,938	19	1,442	28,938	19	1,442
LGA-YYZ	NEW YORK LA GUARDIA <-> TORONTO PEARSON INTERNATIONAL		4,792	21	173	3,293	13	198
YYC-YYZ	CALGARY INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		5,334	14	323	4,974	12	350

O&D (Origin and Destination) Market Pair by Specified Carrier with Tax

This report measures the number of O&Ds for all markets compared to a specific carrier within those markets. The report is ranked by O&D Specified Carrier. Fares include taxes.



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2079MT-O&D Market Pair by Specified Carrier



Report View Data Format

Last update: 4/22/2005 06:47:28

PAGE BY: none

Rows: 69 Columns: 6

Invoice Month ▲	NonDirectional Market Pair ▲		Metrics	O&D Prorated Fare - Specified Carrier ▼	O&D Count - Specified Carrier ▼	O&D Average Fare - Specified Carrier ▼	O&D Prorated Fare - All Info ▼	O&D Count - All Info ▼	O&D Average Fare ▼
Total				201,667	383	527	247,608	457	542
03 Mar-2005	MCO-YYZ	ORLANDO INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		26,723	61	438	29,824	74	403
	YOW-YYZ	OTTAWA INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		5,313	39	136	5,313	39	136
	YUL-YYZ	MONTREAL DORVAL <-> TORONTO PEARSON INTERNATIONAL		5,181	38	136	5,521	40	138
	MCO-YUL	ORLANDO INTERNATIONAL <-> MONTREAL DORVAL		12,519	27	464	12,519	27	464
	LHR-YYZ	LONDON HEATHROW <-> TORONTO PEARSON INTERNATIONAL		27,403	19	1,442	27,403	19	1,442
	LGA-YYZ	NEW YORK LA GUARDIA <-> TORONTO PEARSON INTERNATIONAL		2,576	13	198	3,642	21	173
	YYC-YYZ	CALGARY INTERNATIONAL <-> TORONTO PEARSON INTERNATIONAL		4,202	12	350	4,519	14	323

O&D (Origin and Destination) Market Pair by Specified Carrier

This report measures the number of O&Ds for a specific carrier compared to all other carriers. However, the report will only show markets where there is competition between the specified carrier and other carriers. Markets will not appear if they are flown by only one airline, if it is not the specified airline.

The report is excellent for identifying support of your preferred carrier within a specific market-pair relative to other carriers. It can also be used to identify the market competition between carriers in your most important markets.

Airports within each market pair are listed in alphabetical order.



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W2080MT-O&D Destination

Report ▼ View ▼ Data ▼ Format ▼ Last update: 4/22/2005 06:39:24

PAGE BY: none Rows: 55 Columns: 6

Destination Airport/Station ▲		Destination City ▲		Destination State ▲		Metrics	O&D Count ▼	O&D Count - % of Total ▼	O&D Prorated Fare ▼	O&D Average Fare ▼	O&D Mileage ▼	O&D Cost Per Mile ▼
→ ↻ ↺		← → ↻ ↺		← → ↻ ↺		↻ ↺	↻ ↺	↻ ↺	↻ ↺	↻ ↺	↻ ↺	↻ ↺
Total							496	100.00%	272,809	550	772,484	0.35
AIR	YYZ	TORONTO PEARSON INTERNATIONAL	CANADA	TORONTO	ONTARIO		177	35.69%	101,102	571	298,951	0.34
AIR	MCO	ORLANDO INTERNATIONAL	UNITED STATES	ORLANDO	FLORIDA		58	11.69%	25,104	433	65,190	0.39
AIR	YUL	MONTREAL DORVAL	CANADA	MONTREAL	QUEBEC		47	9.48%	11,441	243	34,793	0.33
AIR	YVR	VANCOUVER INTERNATIONAL	CANADA	VANCOUVER	BRITISH COLOMBIA		28	5.65%	11,499	411	48,278	0.24
AIR	YOW	OTTAWA INTERNATIONAL	CANADA	OTTAWA	ONTARIO		25	5.04%	4,645	186	9,370	0.50
AIR	PHX	PHOENIX SKY HARBOR INTERNATIONAL	UNITED STATES	PHOENIX	ARIZONA		21	4.23%	6,527	311	38,954	0.17

O&D (Origin and Destination) Destination

This report identifies the top destination airports/rail stations by the total number of O&Ds, for the date range selected. It is excellent for identifying, negotiating opportunities and monitoring performance against goals for existing airline agreements.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W2082MT-O&D Origin



Report View Data Format

Last update: 4/22/2005 06:39:48

PAGE BY: none

Rows: 55 Columns: 6

						Metrics					
Origin Airport/Station ▲			Origin City ▲		Origin State ▲	O&D Count ▼	O&D Count - % of Total ▼	O&D Prorated Fare ▼	O&D Average Fare ▼	O&D Mileage ▼	O&D Cost Per Mile ▼
⬅️⬆️⬇️			⬅️➡️⬆️⬇️		⬅️⬆️⬇️	➡️	⬅️➡️	⬅️➡️	⬅️➡️	⬅️➡️	⬅️
Total						496	100.00%	272,809	550	772,484	0.35
AIR	YYZ	TORONTO PEARSON INTERNATIONAL	CANADA	TORONTO	ONTARIO	172	34.68%	114,198	664	298,689	0.38
AIR	MCO	ORLANDO INTERNATIONAL	UNITED STATES	ORLANDO	FLORIDA	63	12.70%	25,607	406	70,850	0.36
AIR	YUL	MONTREAL DORVAL	CANADA	MONTREAL	QUEBEC	45	9.07%	12,160	270	39,878	0.30
AIR	YOW	OTTAWA INTERNATIONAL	CANADA	OTTAWA	ONTARIO	28	5.65%	4,685	167	11,070	0.42
AIR	YVR	VANCOUVER INTERNATIONAL	CANADA	VANCOUVER	BRITISH COLOMBIA	26	5.24%	8,088	311	41,338	0.20
AIR	PHX	PHOENIX SKY HARBOR INTERNATIONAL	UNITED STATES	PHOENIX	ARIZONA	22	4.44%	6,850	311	40,840	0.17

O&D (Origin and Destination) Origin

This report identifies the top originating airports/rail stations by the total number of O&Ds, for the date range selected. It is excellent for identifying negotiating opportunities and monitoring performance against goals for existing airline agreements.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W2110MT-Air Volume Flight Summary



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:48:06

PAGE BY: none

Rows: 26 Columns: 4

Carrier with Type ▲			Invoice Month 03 Mar-2005	Flight Count ▼	Flight Count - % of Total ▼	Flight Prorated Fare ▼	Flight Average Fare ▼
			Metrics				
Total				587	100%	272,809	465
RAIL	2R	VIA RAIL CANADA (CHGD FR A6)		4	1%	33	8
AIR	5G	QUEEN AIR		1	0%	187	187
AIR	AA	AMERICAN AIRLINES		12	2%	276	23
AIR	AC	AIR CANADA		427	73%	199,616	467
AIR	BR	EVA AIRWAYS		1	0%	0	0
AIR	C6	CANJET AIRLINES		4	1%	588	147
AIR	CO	CONTINENTAL AIRLINES		8	1%	1,288	161
AIR	CX	CATHAY PACIFIC AIRWAYS		8	1%	25,560	3,195
AIR	DL	DELTA AIR LINES INC		7	1%	1,443	206
AIR	HP	AMERICA WEST AIRLINES		34	6%	9,031	266
AIR	JV	BEARSKIN LAKE AIR SVC		3	1%	671	224

Air Volume Flight Summary

This report contains a summary break down of the air/rail carriers flown for the period requested. Key indicators measure the percentage of each carrier used for vendor negotiations. This report is excellent for identifying the top carriers for vendor negotiations and for use in monitoring your preferred carrier policy performance. The report helps identify consolidation or negotiation opportunities, while monitoring performance against goals for your existing airline agreements.

Like all airline reports, this includes rail activity. The (CHGD FR A6 indicates that VIA Rail's 2 letter code has been changed from A6 to 2R).



American Express 

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W3000MT-Hotel Property



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:49:09

PAGE BY: none

Rows: 65 Columns: 3

							Metrics				
Hotel Name ▲	Hotel Chain ▲		Hotel Address ▲	Hotel City ▲		Hotel Phone ▲	Hotel Booked Amount ▼	Hotel Room Nights ▼	Hotel Average Room Rate ▼		
↩ 🔍 📄	← → 🔍 📄		← → 🔍 📄	← → 🔍 📄		← 🔍 📄	➡	← ➡	←		
Total							53,743	314	171		
SHERATON CRESCENT	SI	SHERATON HOTELS	2620 W DUNLAP AVE	UNITED STATES	PHOENIX, ARIZONA	6029438200	6,843	40	171		
SHERATON ON THE PARK	SI	SHERATON HOTELS	161 ELIZABETH ST	AUSTRALIA	SYDNEY, AUSTRALIA	61292866000	7,410	37	200		
FAIRMONT PALLISER HOTEL	FA	FAIRMONT HOTELS	133 9TH AVENUE SW	CANADA	CALGARY, CANADA	4032621234	1,785	15	119		
HILTON WEST PIER	HL	HILTON INTERNATIONAL	KINGS ROAD	UNITED KINGDOM	BRIGHTON, UNITED KINGDOM	4401273775432	2,689	13	207		
ALBERT AT BAY SUITE HOTEL	VE	E REZ	435 ALBERT STREET	CANADA	OTTAWA, CANADA	6132388858	1,068	12	89		
ALIAS SEATTLE HOTEL	XX	INDEPENDENT	STRAND BRIGHTON MARINA	UNITED KINGDOM	BRIGHTON, UNITED KINGDOM	441273679799	2,620	12	218		

Hotel Property

This report summarizes booked hotel properties by total number of nights, average room rate obtained and total amount booked with that property. Average room rates may serve as benchmarks for your corporation's negotiations.

Ranked by the total number of room nights, this report targets key geographic markets and properties, allowing you to assess the opportunity to shift additional business to a preferred hotel.

This report serves as the template for the **Create Report – Hotel – Summary/Detail**

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W3011MT-Hotel City with Property

Report View Data Format Last update: 5/3/2005 08:11:46

PAGE BY: none

Rows: 102 Columns: 3

1 2

Hotel City ▲	Hotel Phone ▲	Invoice Month	Hotel Booked Amount ▼	03 Mar-2005 Hotel Room Nights ▼	Hotel Average Room Rate ▼
Metrics					
Total			53,743	314	171
[+] ARGENTINA BUENOS AIRES, ARGENTINA			847	7	121
[+] AUSTRALIA SYDNEY, AUSTRALIA			7,410	37	200
[+] CANADA CALGARY, CANADA			1,785	15	119
[+] CANADA EDMONTON, CANADA			429	3	143
[+] CANADA HALIFAX, CANADA			791	11	72
[+] CANADA LONDON, CANADA			377	3	126
[+] CANADA MONTREAL, CANADA			474	4	118

Hotel City with Property

This report lists cities and hotels booked. By clicking on the + beside each city name, the hotel property name and phone number of the property are displayed. The report's key indicators assist in comparing average hotel rates in order to understand the markets and evaluate property amounts.

Effective hotel negotiations may yield valuable savings for your company. This report targets key geographic markets and properties providing the opportunity to shift additional business to a preferred hotel. Hotels negotiate on key indicators such as number of room nights and total hotel cost and the more activity documented (preferably a year's worth), the more volume you will show in negotiations.

The W3000MT-Hotel Property report on Page 97 shows more detail on each hotel property.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Program Management](#) >

W3500MT- Hotel Chain Summary



Report ▼ View ▼ Data ▼ Format ▼

Last update: 4/22/2005 06:40:31

PAGE BY: none

Rows: 32 Columns: 3

Invoice Month ▲	Hotel Chain ▲	Metrics	Hotel Room Nights ▼	Hotel Booked Amount ▼	Hotel Average Room Rate ▼
→ ↻ ↵	← ↻ ↵	↵ ↻	→	← →	←
Total			314	53,743	171
03 Mar-2005	SHERATON HOTELS <SI >		97	17,802	184
	HILTON HOTELS <HH >		44	6,377	145
	FAIRMONT HOTELS <FA >		27	3,281	122
	HILTON INTERNATIONAL <HL >		21	6,183	294
	INDEPENDENT <XX >		15	3,413	228
	DELTA HOTELS <DE >		12	946	79

Hotel Chain Summary

This report identifies hotel chains based on booked hotel activity. Key indicators include total room nights, total amount, and average hotel rate ordered by room nights; assisting you in better understanding variations in lodging costs.

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W4000MT-Top Car Agency



Report ▼ View ▼ Data ▼ Format ▼ Last update: 4/22/2005 06:49:40

PAGE BY: none

Car Agency Name ▲		Metrics	Days Count ▼	Car Cost ▼	Car Booking Count ▼	Car Average Length of Use ▼	Car Average Rate ▼	Car Days - % of Total ▼
Total			152	5,787	42	4	38	100.00%
ZD	BUDGET RENT A CAR		76	2,427	22	3	32	50.00%
ZI	AVIS RENT A CAR		57	2,544	11	5	45	37.50%
ZE	HERTZ RENT A CAR		7	387	4	2	55	4.61%
AL	ALAMO RENT A CAR		6	269	2	3	45	3.95%
ZR	DOLLAR RENT A CAR		4	80	1	4	20	2.63%
ZL	NATIONAL RENT A CAR		2	79	2	1	39	1.32%

Top Car Agency

This report summarizes car rental agency activity. Customers may compare average rates among car rental agencies to target preferred vendors. Key indicators are days count, car cost, car booking count, car average length of use, etc.



American Express



You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W4010MT-Rental City with Car Agency



Last update: 4/22/2005 06:50:44

Report View Data Format

PAGE BY: none

Rows: 42 Columns: 6

1 2

		Invoice Month	03 Mar-2005					
Car City and State	Car Agency Name	Metrics	Car Days	Car Days - City	Car Days - % of Total	Car Booking Count	Car Cost	Car Average Rate
Totals			152	0	100.00%	42	5,787	38
[+] UNITED STATES CHARLOTTE, NORTH CAROLINA (Totals)			3	0	1.97%	1	181	60
[+] UNITED STATES HOUSTON, TEXAS (Totals)			4	0	2.63%	1	165	41
[+] UNITED STATES LOS ANGELES, CALIFORNIA (Totals)			1	0	0.66%	1	26	26
[+] UNITED STATES MINNEAPOLIS, MINNESOTA (Totals)			4	0	2.63%	1	222	55
[+] UNITED STATES PHOENIX, ARIZONA (Totals)			48	0	31.58%	5	1,924	40
[+] UNITED STATES SALT LAKE CITY, UTAH (Totals)			12	0	7.89%	1	558	46
[+] CANADA SAULT ST MARIE, CANADA (Totals)			2	0	1.32%	2	94	47
[+] CANADA EDMONTON, CANADA (Totals)			2	0	1.32%	2	60	30

Rental City with Car Agency

This report summarizes car rental city activity for a specified period of time. The summary includes activity by city and within city summarizes each car agency activity. Customers target preferred vendors by comparing average rates among agencies and cities.

This report serves as the template for the **Create Report – Car –Summary/Detail**

You are here: [Home](#) > [Corporate Travel](#) > [Shared Reports](#) > [Supplier Management](#) >

W4020MT-Car Agency with Rental City

Report ▼ View ▼ Data ▼ Format ▼ Last update: 5/12/2005 11:52:35

PAGE BY: none Rows: 30 Columns: 6

Car Agency Name ▲	Car City and State ▲	Invoice Month Metrics	Car Days ▼	Car Days - Agency ▼	03 Mar-2005 Car Days - % of Total ▼	Car Booking Count ▼	Car Cost ▼	Car Average Rate ▼
Total			152	0	100.00%	42	5,787	38
[–] AL ALAMO RENT A CAR			6	0	3.95%	2	269	45
	CANADA CALGARY, CANADA		2	6	1.32%	1	104	52
	UNITED STATES HOUSTON, TEXAS		4	6	2.63%	1	165	41
[+] ZI AVIS RENT A CAR			57	0	37.50%	11	2,544	45
[+] ZD BUDGET RENT A CAR			76	0	50.00%	22	2,427	32
[+] ZR DOLLAR RENT A CAR			4	0	2.63%	1	80	20
[+] ZE HERTZ RENT A CAR			7	0	4.61%	4	387	55
[+] ZL NATIONAL RENT A CAR			2	0	1.32%	2	79	39

Car Agency with Rental City

This report summarizes car rental agency activity for a specified period of time, and summarizes each cities activity and then each agency. Customers may compare average rates among car rental agencies and among cities to target preferred vendors.



Data Field Definitions

The following data field definitions correspond to the column headings in the shared reports.

Should you have any questions on their application please contact the Travel AcXess Voyage Help Desk.

Note: The following is a partial list of data fields. A definition of all data fields can be found in the document – **American Express @ Work Reporting for Post Travel (Core) – Data Field Dictionary**

-
- **Air Itinerary** = the list of airports to be visited by the passenger.
 - **Air/Rail Miles** = sum of all miles traveled point-to-point (each connection along the route is included).
 - **Average Cost per Mile** = sum of Invoice Air Rail Amount divided by sum of Air/Rail Miles for all tickets.
 - **Average Ticket Price** = Invoice Air or Rail Amount divided by Ticket Count.
 - **Booking Date** = the date the reservation was originally booked.
 - **Car Agency** = code and name of the agency from which the rental car was booked.
 - **Car Agency City & State** = pickup city name and province/state.
 - **Car Amount** = total cost for cars rented.
 - **Car Average Length of Stay** = sum of Car Days divided by Car Booking Count.
 - **Car Average Rate** = average daily rate (Car Amount divided by Car Rental Days).
 - **Car Booking Count** = sum of invoices including car bookings (includes refunds*).
 - **Car Cost** = car rental rate multiplied by the number of cars multiplied by the number of days rented (includes refunds*).
 - **Car Days - % of Total** = car days for each agency divided by the total Car Days for the report.
 - **Car Days** = total number of days that cars were reserved for all bookings.
 - **Car Days Agency** = total number of days that cars were reserved for each agency.
 - **Car Days City** = total number of days that cars were reserved in each city.
 - **Car Days Count** = total number of days that cars were reserved for all bookings.
 - **Carrier** = name and ID for the airline used for the market pair shown.
 - **Carrier with Type** = displays both the Carrier Type and Carrier for the component.
 - **Class Type** = categorizes the flight Class of Service into groups based on the predominate class within the origin and destination based on mileage flown. (Examples of categories are First, Business & Coach).
 - **Country** = The country associated with where the ticket was purchased.
 - **Destination Airport/Station** = code and name of the location where the last leg of the itinerary ended.
 - **Destination City** = city name for the airport where the last leg of the itinerary ended.



- **Destination State** = provincial/state code for the airport where the last leg of the itinerary ended.
- **Destination Type** = identifies the ending location as an airport or rail-station.
- **Exchanges Amount** = The total fare for exchange transactions, including all taxes and surcharges.
- **Fare Basis Type** = type of fare categorized to assist in analyzing the type of tickets purchased.
- **Flight Average Fare** = the average cost breakdown for a ticket based on flight connection.
- **Flight Count - % of Total** = total number of trips divided by the Flight Count Total for the entire report
- **Flight Count** = total number of trips for the flight.
- **Flight Prorated Fare** = sum of the cost for the flight (taxes and surcharges are not included).
- **Form of Payment** = descriptions identifying the type of payment used to purchase the tickets (i.e., Charge Card & Cash).
- **Full Fare** = The cost of a full coach fare ticket for the passenger's itinerary, if entered by the travel counsellor.
- **Gross Invoice Amount** = sum of all fares paid within the date range specified before refunds are removed.
- **Gross Ticket Count** = The total number of air/rail tickets not including full and partial refunds.
- **Hotel Address** = hotel property's physical street address.
- **Hotel Amount** = total cost for hotels booked.
- **Hotel Average Room Rate** = average daily rate spent to rent a hotel room (Hotel Amount divided by Room Nights).
- **Hotel Avg. Length of Stay** = sum of Hotel Nights Count divided by Hotel Booking Count.
- **Hotel Booked Amount** = sum of the total cost for hotels booked.
- **Hotel Booking Count** = sum of all invoices that include hotel data (includes refunds).
- **Hotel Chain** = name and code which groups hotel properties together under the same company or corporation, i.e., Hyatt, Hilton.
- **Hotel City & State** = city and province/state for the hotel property.
- **Hotel City** = name of the city where the hotel property is located.
- **Hotel Country** = name of the country where the hotel property is located.
- **Hotel Name & Phone** = name and phone number of the specific hotel location.
- **Hotel Name** = name of each property displayed underneath the city name.
- **Hotel Phone** = hotel phone number.
- **Hotel Room Nights** = sum of the number of nights booked multiplied by the number of hotel rooms.
- **Hotel Room Nights Count** = sum of the number of nights booked multiplied by the number of hotel rooms.
- **Hotel State** = name of the province/state where the hotel is located. Note: Some international properties will be blank.
- **Invoice Air Rail Amount - % of Total** = total fare paid for each payment type divided by the total amount paid for all payment types and expressed as a percentage.
- **Invoice Air Rail Amount - Trans Fee % of Total** = total transaction fees paid divided into the total amount paid.
- **Invoice Air Rail Amount - Trans Fee** = charges paid for transaction fees only, includes refunds reducing the total cost.



- **Invoice Air Rail Amount** = fare paid for tickets within date range selected (includes refunds*).
- **Itinerary Carrier Sequence** = a summary (or list) of the two-character airline codes corresponding to each flight components within the air itinerary.
- **Itinerary Class Sequence** = a summary (or list) of the one-character Class of Service Types corresponding to each flight component within the air itinerary.
- **Low Fare** = total cost of the lowest fare available at the time of booking, if entered by the travel counsellor.
- **Net Fare** = fare paid for tickets within date range selected (includes refunds*).
- **Net Ticket Count** = number of tickets for the date range selected (includes refund*).
- **Non-Directional Market Pair** = airport codes are shown as a pair such that a trip from IAH/ORD is counted the same as ORD/IAH. IAH always comes first since they are always shown alphabetically, left to right.
- **O&D Average Fare – Specified Carrier** = total [O&D Prorated Fare – Specified Carrier] divided by total [O&D Count – Specified Carrier].
- **O&D Average Fare** = total [O&D Prorated Fare] divided by total [O&D Count].
- **O&D Cost per Mile** = total [O&D Prorated Fare] divided by total [O&D Count].
- **O&D Count - % of Total** = number of trips for the carrier in this particular market pair divided by the total number of trips for all of the carriers in all of the market pairs shown on the report.
- **O&D Count – All Other** = total number of trips for the origin airport regardless of grouping within the report.
- **O&D Count - Carrier** = total number of trips for this particular carrier.
- **O&D Count - Carrier by Market** = total number of trips for the market pair for this particular carrier.
- **O&D Count - Client Domestic** = total O&D Count. Domestic in this instance means both the origin and destination are located within the same country.
- **O&D Count - Client International** = total O&D Count. International in this instance means both the origin and destination are not located within the same country.
- **O&D Count - Market** = total number of trips for this particular market pair.
- **O&D Count - Market By Carrier** = total number of trips for the market pair for this particular carrier.
- **O&D Count – Specified Carrier** = total number of trips for the origin airport
- **O&D Count** = total number of trips for all Origins and Destinations (an itinerary may have multiple trips; when connections are longer than four hours domestically or twelve hours internationally an additional trip is considered).
- **O&D Mileage** = sum of total miles flown for the specific market pair.
- **O&D Prorated Fare – All Other** = sum of the cost for the Fare Basis regardless of grouping within the report (taxes and surcharges are not included).
- **O&D Prorated Fare - Client Domestic** = total O&D Prorated Fare. Domestic in this instance means both the origin and destination are located within the same country.
- **O&D Prorated Fare - Client International** = total O&D Prorated Fare. International in this instance means both the origin and destination are not located within the same country.
- **O&D Prorated Fare – Specified Carrier** = sum of the cost for the specific Fare Basis regardless of grouping within the report (taxes and surcharges are not included).
- **O&D Prorated Fare** = the sum of the fare for the flights associated with the specific O&D component. Taxes and surcharges are not included.



- **Origin Airport/Station** = code and name of the location where the first leg of the itinerary started.
 - **Origin City** = city name for the airport where the beginning leg started.
 - **Origin State** = province/state code for the airport where the beginning leg started.
 - **Origin Type** = identifies the beginning location as an airport or rail-station.
 - **Passenger Name** = name of the person that was issued the ticket (listed as last name/first name).
 - **PNR Identifier** = the identification code of the Passenger Name Record on the Computer Reservation System (CRS).
 - **Reason Code** = code entered by the travel counsellor to specify why the fare paid was the one chosen.
 - **Refund Amount** = combined dollar amount for all refunds (full or partial).
 - **Region** = The region associated with where the ticket was purchased.
 - **Savings Lost %** = [Savings Lost] divided by the actual cost ticket and expressed as a percentage of amount of cost that could have been saved.
 - **Savings Lost** = [Low Fare] (not shown but defined in client profile during implementations) less the actual cost of ticket. This is usually a negative number..
 - **Savings Obtained %** = [Savings Obtained] divided by the [Full Fare] and expressed as a percentage.
 - **Savings Obtained** = [Full Fare] (not shown but defined in client profile during implementations) less the actual Cost.
 - **Ticket Count - All** = number of tickets for the date range selected (including refunds, and exchanges).
 - **Ticket Count - Exchanges** = number the total number of air/exchange transactions.
 - **Ticket Count - Refunds** = number of tickets that were refunded (full or partial).
 - **Ticket Count - Trans Fee % of Total** = number of invoices with transaction fees divided into the total number of invoices.
 - **Ticket Count - Trans Fee** = number of invoices that had transaction fees associated.
 - **Ticket Count** = number of tickets for the date range selected. This is an intelligent counter that adds 1 for each air/rail ticket purchased, subtracts 1 for each air/rail ticket fully refunded and 0 for air/rail invoices that are partial refunds or exchanges.
 - **Ticket Type** = indicates the type of ticket issued. 0 = paper ticket 1 = electronic ticket.
 - **Total Days Traveled** = total time for all air invoices (difference between departure date and return date).
 - **Travel Start Date** = date of the first flight on the itinerary.
-
- Refunds are expressed as a negative value thus reducing the total for any field in which they are included.



**Explanation
of O & D**

O & D is the true origin and destination of an air itinerary. An O & D is completed when the traveller stays at a destination for 4 hours or more on a domestic/trans-border itinerary and 12 hours or more on international itineraries.

Connections, (transfers or change of planes) are ignored providing they are less than 4 hours on domestic/trans-border routes and 12 hours internationally.

Vancouver → → → → → → Calgary → → → → → → Montreal

If the connection in Calgary is 4 hours or less the itinerary is 1 O & D.

If the connection in Calgary is more than 4 hours the itinerary is 2 O & Ds.

**Explanation
of Flights**

Flights are the actual flights taken. Every time a flight number changes, a new flight record is recorded in the data.

Vancouver → → → → → → Calgary → → → → → → Montreal
AC 112 AC 042

This is an example of a 2 flight itinerary.

**Explanation
of Fare
Breaks**

Fare breaks are the flights as purchased. Connections may be ignored. When the fare is broken, a new fare break is recorded in the data.

Vancouver → → → → → → Calgary → → → → → → Montreal
"Y" Class "F" Class

This is an example of a 1 fare break itinerary.



Section IV – User Defined Fields

1	Surcharge	15.00
2	Transaction Fee	45.00
3	OBT Intervention Level	N
4	OBT Reason Code	AH
5	VIP Indicator	V
6	Non Refundable Indicator	N
7	Split Ticket Indicator	S
8	Consolidator Indicator	O
9	Booking Origin Code	E
10	Profile Type	N
11	Portal Indicator	P
12	TAN Recommender	R
13	Group	AA
14	Sub-Group	BBB
15	Level	11
16	TAN Level 1	KRR2
17	TAN Level 2	FSU2
18	TAN Level 3	XHE3
19	TAN Channel	R
20	Traveller's Home Dept	NRX4



American Express 

A final word

Now that you have had the opportunity to work through this manual, your feedback is appreciated.

Comments on potential changes, errors, additions/omissions, or suggestions on how we can improve this guide can be directed to the Travel AcXess Voyage Help Desk.



Index

*Note: Report names are in **italics***

A final word.....	109	History List - accessing	42
Accessing American Express @ Work.....	9	History List - refreshing	45
Administrative Functions	58	History List - reviewing.....	43
<i>Advance Purchase Summary</i>	81	<i>Hotel Chain Summary</i>	99
<i>Air Volume Flight Summary</i>	96	<i>Hotel City with Property</i>	98
<i>Air Volume O&D (Origin and Destination) Summary</i>	85	<i>Hotel Property</i>	97
<i>Air Volume Validating Carrier Summary</i>	82	In 67	
<i>Air/Rail Reason Code Summary</i>	89	Is Not Null	69
<i>Airfare e-Ticket Summary</i>	83	Is Null	69
Attribute Locked.....	36	Launching @ Work	16
Attributes and Metrics	47	Less than.....	66
Begins With.....	68	Less than or equal to	66
<i>Best Fare Exceptions</i>	91	Let's Get Started by clicking on the following prompts:	25
Between	65	Like using	66
<i>Car Agency with Rental City</i>	102	Like using *	67
Contains	67	Logging In after time out.....	17
Creating Headers and Footers.....	52	Logging In as a regular user	20
Data Field Definitions	103	Logging In for the first time as a new user.	9
Does Not Begin With	68	Logging in for the first time with an existing Amex @ Work User ID and Password.	16
Does Not Contain	68	Logging Out.....	64
Does Not End With.....	<i>See</i>	No Data Returned	41
Ends With	68	Not between.....	65
Entering @ Work.....	13, 14, 15, 18, 19, 21	Not exactly.....	65
Entrance Page - Accessing "Corporate Travel"	22	Not Like.....	66
Error in Report Results	45	Not Like using *	67
Exactly	65	<i>O&D (Origin and Destination) Market Pair by Specified Carrier</i>	93
Executing a Report	39	<i>O&D (Origin and Destination) Carrier with Market Pair and Fare</i>	86
<i>Executive Summary</i>	72	<i>O&D (Origin and Destination) Destination</i>	94
Explanation of Flights	107	<i>O&D (Origin and Destination) Market Pair by Specified Carrier with Tax</i>	92
Explanation of O & D.....	107	<i>O&D (Origin and Destination) Market Pair with Carrier and Fare</i>	87
Exporting Reports.....	54	<i>O&D (Origin and Destination) Market Pair with Carrier Summary</i>	88
Exporting Reports - CSV (Excel, Comma Separated Values) file format	56	<i>O&D (Origin and Destination) Origin</i>	95
Exporting Reports - plain text format	56	Objectives	6
Exporting Reports - saving	55	Operators	37
Exporting Reports to Excel - with formatting.....	56	Overview	7, 8
Exporting Reports to HTML	57	Preferences	58
Exporting Reports with Plain Text Delimiter	57	Preferences - prompts	61
Generating Shared Reports	25	Preferences -export	60
Greater than	65	Print Options.....	50
Greater than or equal to	66	Printed Report - Example	53
Help	63		
Help Desk	63		
Help Detail - example.....	63		
History List.....	42		
History List - displaying report details	44		



Printed reports – cover page	53	Shared Reports – list view	27
Printing a report	50	Shared Reports – prompts overview	28
Printing: Show advanced options	51	Shared Reports – selecting a report	27
Prompt: Account	33	Shared Reports – Three Categories	26
Prompt: Currency	34	Successfully Executed Report	41
Prompt: Rail Reporting	32	Summary of Selections	38
Prompt: Time – selecting a Quarter, Month or Day	31	The Welcome Page	23
Prompt: Time - selecting a report period	29	Time Prompt - selecting multiple periods	30
Prompt: User Defined Field	35	<i>Top Car Agency</i>	100
<i>Refund Report</i>	90	<i>Top O&D (Origin and Destination) Market Pair</i>	84
<i>Rental City with Car Agency</i>	101	<i>Top Traveller (Air/Hotel/Car)</i>	80
Report Processing	40, 41	<i>Travel Manager Summary, Class of Service</i>	73
Report Properties	48	<i>Travel Manager Summary, Fare Type</i>	74
Section I – Using American Express @ Work	5	<i>Travel Manager Summary, Form of Payment</i>	75
Section II – More Information on Operators	65	<i>Travel Manager Summary, Hotel and Car</i>	76
Section III - Shared Reports and Data Field		<i>Travel Manager Summary, Ticketing</i>	77
Definitions	70	<i>Travel Manager Summary, Transaction Fee</i>	78
Select a category	26	<i>Travel Market Summary by Region</i>	71
Selecting the product	22	<i>Travel Summary by Time</i>	79
Shared Report – features	49	View Report Filter	48
Shared Reports	25	Welcome	5
Shared Reports – example	46	Welcome Page – Category Descriptions	24