

# REAL ENGAGEMENT & BEHAVIOR-INFLUENCING MESSAGING WITH TRIPSOURCE®

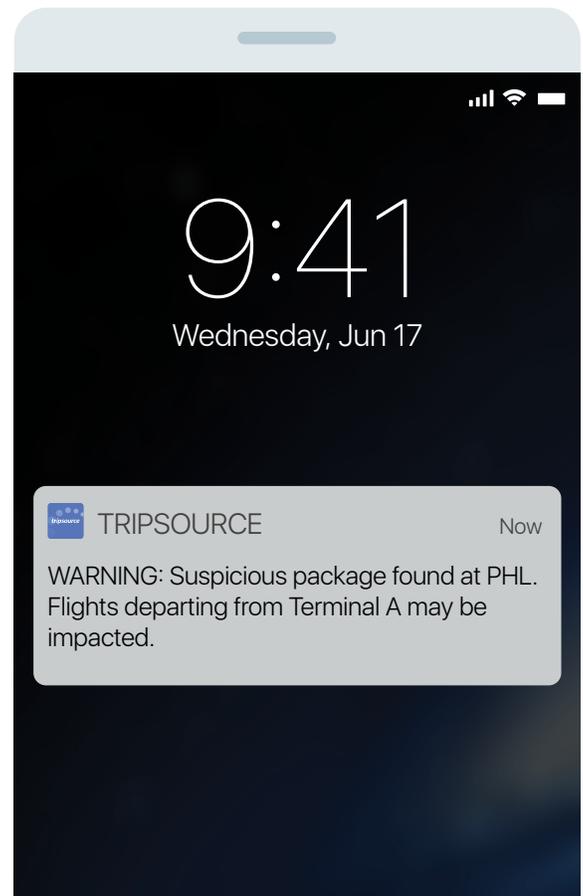


**Staying connected matters. The TripSource messaging program provides information to the traveler as it's needed to ensure a safe, informed and successful trip.**

Travelers receive relevant messages and travel program information before they go, while they're away and as they return home.

Messages are sent via multiple channels based on content, timing and importance. They're delivered as push notifications to the traveler's mobile device, integrated into their trip timeline in the app, and found in the message center on desktop. A client may also choose to select SMS delivery for certain messages.

***Make sure push notifications are turned on to ensure all important information is received.***

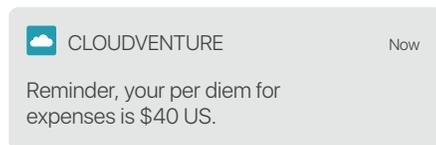
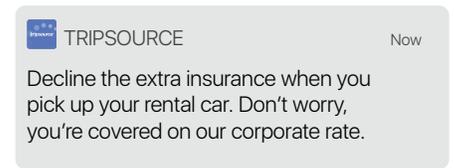


## Message categories

**Core** messages notify travelers of any itinerary-related updates, documentation requirements, flight alerts and more. These are automatically activated for all TripSource users.

**Standard** messages provide information that drives good travel choices. Clients can choose from a selection of messages proven to increase compliance, reduce spend and keep travelers engaged while on the road. **They can also add their logo to these messages**, so travelers feel secure knowing the information is company approved.

Standard message options include airport parking recommendations, hotel amenity reminders, rental car insurance guidance and more. Travel experience polls are also offered as standard messages.



**Custom** messages are available to ensure travelers are getting the exact information you want to share. You can customize up to five messages at no charge.

## Travel program

Provide travelers with easy access to the key elements of your travel program, including policy guidelines, per diems, emergency contact information and other details. You can also directly link custom messages to travel program details – making it simple for a traveler to click into the information they need, right when they need it.

When travelers can quickly review program details, they more actively engage with your program, and it shows in their travel choices.

### Advito

Clients can work directly with Advito to develop a more extensive messaging engagement plan.

**Open a OneTouch case to set up your messaging and travel program:**  
**OneTouch > Service Catalog > TripSource Engagement**

*Core and standard messages are available in English, French, German, Spanish, Brazilian Portuguese, Swedish and Norwegian. Custom messages and travel program content must be provided by the client.*