

allotments.

GETTING IT RIGHT A very basic, but important, service an expeditor provides is verifying that all of your information is accurate. If there are any typos or incorrect dates, the document won't be valid. And as Tom Collins, CEO of Perry International, points out, "Immigration officials don't try to help you at the borders."

LOCATION, LOCATION, LOCATION

Make sure the expeditor you choose has a physical office (not just a toll-free

number), and consider the location.

"An expeditor should literally walk your documentation through the process, if needed," says Chris Davis, CEO of G3 Visas & Passports, "so it's best to use one near consulates, embassies, and passport offices."

CALL AROUND When trying to decide between expeditors, call a few. If you constantly go to voice mail, or they don't return your calls promptly, it's going to be difficult to follow up on your application or get any

Five Routes to a Visa

We put expeditors to the test. Five T+L editors simultaneously applied for a Cambodian single-entry tourist visa—one going directly through the Cambodian embassy and the other four using expeditors.

Below, the results:

COMPANY NAME AND INFO	HOW MANY DAYS TO PROCESS VISA	COST	SUMMARY
A BRIGGS PASSPORT & VISA EXPEDITORS <i>abriggs.com</i>	3 business days	\$135	Easy-to-navigate Web site; courteous and informed customer service reps (answered the phone on the third ring).
CIBT <i>us.cibt.com</i>	3 business days	\$286	A total hands-on approach: easy to reach a live person (they even contacted us upon receipt to verify information); up-to-date status checks on the Web site. The only downside? The price tag.
DMS VISA INTERNATIONAL <i>dmsvisainternational.com</i>	3 business days	\$124	Though DMS delivered the visa when promised, customer service was abysmal. We called several times and were put straight into voice mail—it was two days before they returned our calls.
G3 VISAS & PASSPORTS <i>g3visa.com</i>	6 business days	\$84	Extremely thorough and professional (a travel itinerary was requested to ensure necessary documents weren't overlooked) but a little slow (they took almost as long as the embassy itself).
ROYAL EMBASSY OF CAMBODIA <i>embassyofcambodia.org</i>	7 business days	\$20	Very DIY—no one's there to hold your hand.

NEWS

SEND IT HOME

At seven U.S. airports, there's a new alternative to turning over your \$50, four-ounce bottle of perfume to a TSA screener.

Chicago O'Hare, West Palm Beach, and Portland International are some locations that now have MailSafe Express stations (*itemreturn.com*; from \$8.95 plus postage) in their security areas. Passengers can send prohibited items home—without losing their place in line. If any of your items face confiscation, be they scissors, shaving cream, or cheese knives, a screener places them in a padded envelope, drops it in the ATM-like kiosk, and swipes your credit card. —JENNIFER WELBEL



AIRLINE COMPENSATION

Ever been bumped from your seat because of an overbooked flight? You're not alone. Along with rising fuel prices and longer delays, airlines are booting passengers now more than ever. The good news: the U.S. Department of Transportation is considering boosting the maximum compensation from \$400 to \$1,248, which could deter airlines from overbooking. There is a potential downside, however. Selling more tickets than there are seats available allows carriers to offer cheaper fares, because they don't have to absorb the cost of empty spots in case of no-shows.

—STIRLING KELSO



T+L ONLINE POLL

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