



HOURGLASS TOPICS

Q & A



Closing the Gap on Reduced Supplier Margins

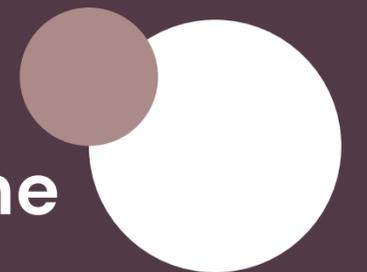
Questions:

What trends are we observing regarding margin squeezes currently?

What can we expect in terms of future margin pressures:

What steps are we taking to address these challenges?

-Scott Milne



TMC Consolidation Questions:

Is Fear of Missing Out (FOMO) driving TMC consolidation?

Is Consolidation driven by irrational exuberance or pragmatic business sense?

What opportunities exist for entities not involved in intergration efforts, and how can we maximize them?

-Scott Milne

Biden Air Refund Policy Questions:

What are the likely outcomes of the Biden administration's air refund policy?

What aspects of the policy are beneficial, and which ones are not?

What actions are ASTA and GBTA taking in response to this policy proposal?

-Scott Milne

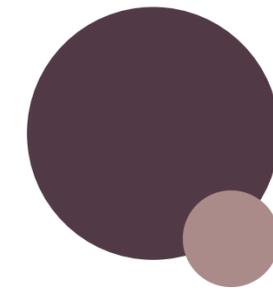
A top-down view of a desk setup. On the left is a spiral-bound notebook with a light blue grid pattern. Next to it is a black smartphone. In the center is a white coffee cup on a matching saucer. On the right is a portion of a white keyboard, showing keys like 'fn', 'ctrl', 'alt', 'Z', 'X', 'C', and 'V'.

How are organizations addressing the challenge of preserving their culture and building strong teams in the virtual landscape?

Specifically what strategies are being implemented to effectively acclimate new team members and ensure their integration into the broader team dynamic?

-Paul Glenn

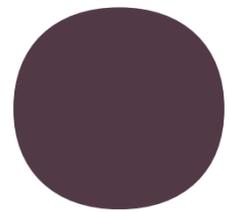
-Jen Belt



- When rate changes occur for hotel bookings, does your GDS automatically default to the average rate or highest rate?
 - If the highest rate is reflected, does your mid-office append segments to ensure the correct average rate is transmitted to the back-office system?
- Is anyone utilizing automation or technology to conduct regular audits of airfare discounts for clients?
- What are the recommended best practices for invoicing room blocks to accurately reflect total spend and average nightly rates in the back-office systems?
 - Additionally, what processes are in place to ensure commissions are received and correctly allocated for both agents and clients?
- Regarding Navan's hotel program offerings and client rewards programs, does anyone have recent experience or knowledge?
 - Do travelers only receive Navan rewards, or do they also receive their personal hotel rewards points?
- Is anyone using Traxo to identify cancellations or changes made directly with airlines?
 - Could this be an effective method for identifying cancelled NDC bookings?
- Have any hotels or hotel chains started offering NDC rates? If so, has anyone encountered challenges or unique experiences with these rates?

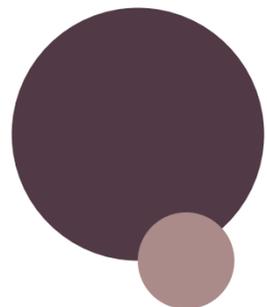


- **Is there clarification the distinction between exempt and nonexempt in light of the recent rule finalized by the Biden-Harris administration?**
 - *This rule aims to increase compensation thresholds for overtime eligibility, thereby expanding protections for millions of workers.*



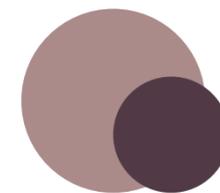
- **Citric Easy**

- **United Airlines Small Business Program**



-Duane

- Has any organizations transitioned to the Concur New Experience despite initial delays?
 - What are the identified advantages and drawbacks associated with this transition?
- In the event that Concur fails to address concerns with NDC, what contingency plan does the audience have in place?
 - Is anyone currently engaged in discussions with Spontana or other alternative providers?
- Our travel fare sales for air, car, and hotel increased by \$2.6 mil in Q124 compared to Q123. Yet commissions decreased by \$13k during the same period (primarily attributed to intertional and domestic air sales). Is anyone else experiencing a similar trend?
 - If so, what proactive measures are being taken to address this issue?



-Chrissy Arcino

Is there any update on pricing model changes, specifically regarding raising agent fees due to increased labor costs?

We have discussed the possibility of eliminating the Agent Assistance/Intervention fee to streamline interactions to either full service or online. I am curious if others have implemented similar changes or made other pricing adjustments.

-Luke Thomas

- What is the top three criteria for a company selecting a TMC?
- Including managed and unmanaged accounts

-Jose Targa



Any tips on managing different hotel relationships/NSO's?

Specifically are there ways to leverage group block volume with Marriott, despite their perspective that agencies aren't their primary clientele.

-Jasa Rhone