



COMMONWEALTH
Business Travel Group, Inc.

Hourglass Session

Moderator: Rob Haislip - Covington Travel

Richmond | September 25, 2024



AGENDA



- ⌚ Prepared Questions & Discussion
(Questions sorted by category)
- ⌚ 15 Minute Break
- ⌚ Open Questions & Discussion
- ⌚ Prolonged Audience Applause

ICEBREAKER



The Hourglass is always one of my favorite sessions (except for when Jay is moderating) but it normally starts slowly with low energy. How can we increase engagement levels with our group from the very beginning?

Anonymous

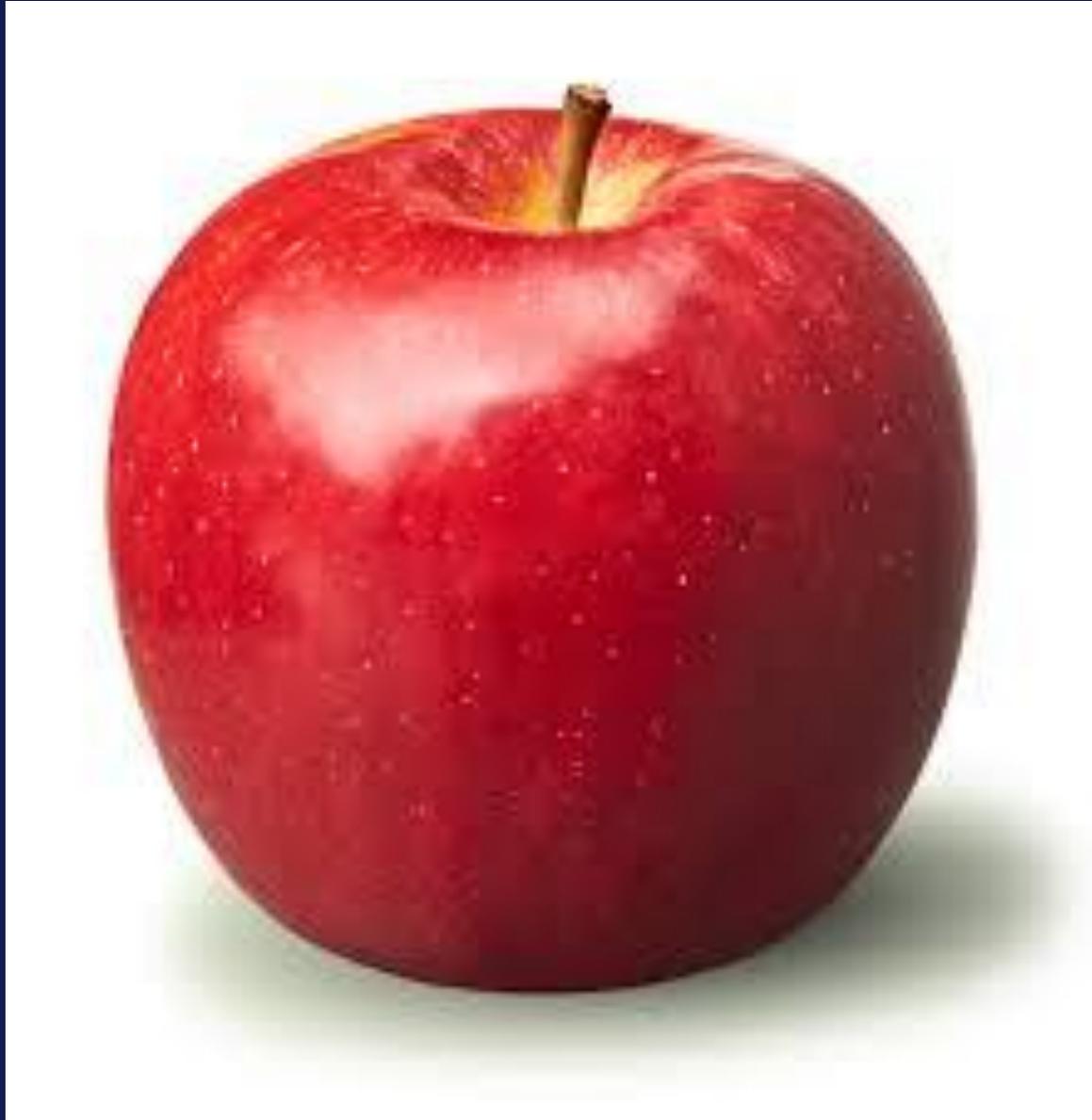
**ICEBREAKER -
PERCUSSION & VOCALS**

PERCUSSION EXERCISE

VOCAL EXERCISE













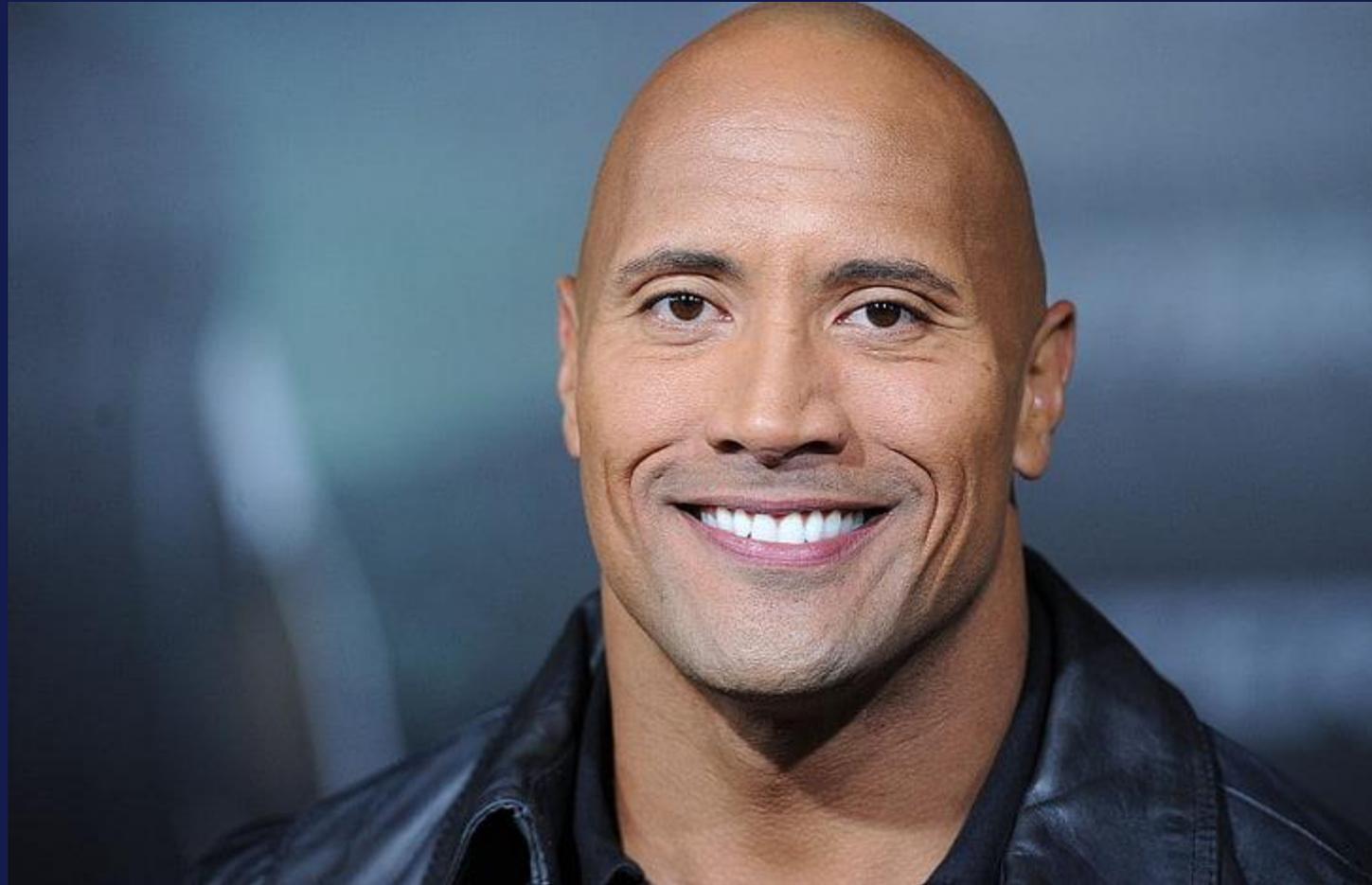
**PUT THEM TOGETHER -
PERCUSSION & VOCALS**

























OPERATIONS



For those that do or DID use Onyx, did you have any issues with the import file to your backoffice system? Pending commissions not paid yet causing items to close in backoffice and then when received, not reconciling properly with items?

What is your guest traveler policy when it pertains to agent booking (also leisure or new corporate that is not an existing client)? How do you protect yourselves from fraudulent requests?

Jennifer Belt

Executive Travel - Lincoln



Training new agents on how to fare international itineraries? Does anyone have any sources they like to use for this outside of the GDS system training offered?

For any agencies on TP+, what issues are you experiencing with the automated exchange feature?

Also, for agencies using TP+ along with Deem, are you experiencing the same limitations and issues we are having?

Jennifer Belt

Executive Travel - Lincoln



How do you best leverage offshoring pieces of your operation? What has worked and what are the biggest challenges?

Jasa Rhone

SportsTrip - Lincoln



I would like to explore how others are managing outsourcing staff -- What they are assigning and how the results are turning out?

Lisa Dahl

Travel One - Minneapolis



Regarding the use of offshore agents during regular business hours:

1) Do you get complaints from clients questioning the agent "where are you located". How do you handle those questions / concerns? Talking points appreciated.

2) Any success in training the offshore agents (via the TMC, not the service provider) to be more personable , less robotic to increase service and acceptance level to align with domestic agents? This can be an issue across offshore call centers in many industries and the reduced hold/wait times are a positive, but cultural alignment concerns remain. Training tips appreciated.

Luke Thomas

The Travel Team - Buffalo



What are tools, tech and best practices used to manage CC information and maintain PCI compliance?

Jasa Rhone

SportsTrip - Lincoln



Group Air:

1) Do meeting attendees book online or full service?

If online, what tool? And how do you handle guests such as exhibitors, speakers, and customers?

If full service, do you have a separate group air department that handles 10+ bookings?

2) Is the path different for incentive group travel with guests/spouses?

Christi Ruddy

Covington Travel - Richmond



What tools do others use and how do they charge point of sale service fees?

We charge ours through ARC alongside the ticket. ARC charges merchant fee to us with a minimum of \$0.70, resulting in a higher rate on transactions under \$20, which would include online and assist fees.

Is there a better option being deployed with other agencies?

Luke Thomas

The Travel Team - Buffalo



Airline Programs - With the change in airline programs, just curious how people are handling those?

- AA Business Extra to AAdvantage for Business.**
- Delta SkyBonus to SkyBonus for Business.**
- United PerksPlus to whatever they are changing the name to.**

Are others “hands off” or asking the client to give them login rights?

Tom Sprunger

Travel Leaders - Fort Wayne



Airline Programs - How are you managing programs such as:

- **UA Pass Plus** - pay in advance, program UA is offering. They have a generic snap code which can be difficult if the client has other contracts and a unique snap code programmed, and they use a UATP for payments.
- **AAdvantage Business** – the new small business program requires the registration of individual travelers in order to gain benefits like earning points and allowing name changes. Are you helping to manage those?

Joann Fazio

Balboa Travel - San Diego

ACCOUNT MANAGEMENT



Account Reviews – Best Practices

- Which Accounts (All or Volume Thresholds?)
- Format (In-Person vs Online vs Both ?)
- Frequency (Monthly / Quarterly / Annually ?)
- Participants (“Travel Mgr” vs “Travel Team” ?)
- Content / Structure (Data / Projects / Policies ?)
- Key Metrics (Where is your focus?)
- Other ?

Various People

Multiple Offices

FASHION



What is the etiquette rule about when it is appropriate to wear white?

Marc Casto

MVC Solutions / CTPI, Sausalito, CA

THE CBTG FASHION AWARDS



Formal Attire Category

RUNNER-UP

Formal Attire Category

RUNNER-UP



Formal Attire Category

RUNNER-UP



Formal Attire Category

RUNNER-UP



Formal Attire Category

RUNNER-UP



Animal Print Sleepware Category

1ST PLACE

Animal Print Sleepware Category

1ST PLACE



Animal Print Sleepware Category

BEST IN SHOW



THE CBTG FASHION AWARDS



SALES & MARKETING



Use of "Tech Credits"

In light of the recent article from *The Company Dime* (8/28/2024), are any agencies offering "Tech Credits" to clients? Are you utilizing these credits as a marketing tool for soft dollar incentives, or are you charging for enhanced services such as advanced reporting, complex policy configurations, approval engines, price assurance, online custom messaging, and automated unused ticket management?

Kelly Noftsger

Corporate Travel Management - Charlotte



Direct Bookings from Hotel Vendors

Has anyone had Marriott, Hilton etc .. reach out to clients offering "extras" for booking directly? What is your strategy regarding this trend? Do your travel managers value hotel stays as part of Duty of Care?

Kelly Noftsger

Corporate Travel Management - Charlotte



New competitors are emerging and the landscape is changing. How are sales teams keeping track of who they are, what they offer, where they are targeting and how their technology differentiates?

Anonymous



In today's environment, how do you effectively promote the value of managed travel?

(For both Account Management & Sales)

Rob Haislip

Covington Travel - Richmond

BREAK

MISCELLANEOUS



Did you know that if you switch just TWO letters, Fort Lauderdale becomes.... Fart Louderdale? I just need for everyone to know that.

Jay Ellenby

Safe Harbors Travel Group

OPEN QUESTIONS & DISCUSSION

THANK YOU!

(PROLONGED AUDIENCE APPLAUSE)



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