



COMMONWEALTH
Business Travel Group, Inc.

NAVIGATING THE FUTURE

San Antonio / January 23, 2025



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apollo/travelport

The Turkish portal doesn't work well

Our GDS is Travelport

Not on Sabre

Not on Sabre

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We are taking TK content via Travelfusion as well as the
.com

IF YOU ARE ON SABRE,
HOW ARE YOU
ACQUIRING TURKISH
AIR CONTENT?

TURKISH WEBSITE: 7
DIFFERENT GDS: 13

Tport+

It is a hassle for our Sabre clients, for sure.

We are consuming another GDS (Travelport & Amadeus) and working with TK Connect (their direct connect solution)

It's time consuming booking on the Turkish Air website - agents need to add their email into the record to receive updates / we try to use different airlines if possible

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TURKISH WEBSITE: 7
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**IF YOU ARE NOT ON
SABRE, HOW
CONCERNED ARE YOU
ABOUT LOSING
TURKISH CONTENT?**

VERY: 2
SOMEWHAT: 8
NOT AT ALL: 7

(concerned about being forced to use their TK
portal or other airline portals)

Not at all - we book very little and will just process
online, for the meantime

Fortunately, Turkish represents 0.1% of our overall
air tickets...so it is not a big impact on our business
TK offers a great full-service product including
Economy Class and the connections offered by
them rival those of Emirates.

Our agency uses Travelport+/Apollo, and Travelport
inked a new multi-year agreement with Turkish on
Sep 4, 2024.

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based on earlier answer we are concerned, but monitoring now for decisions later. We are on Sabre.

Turkish is an important partner, but we have had a lot of issues with women corp travelers complaining of harassment with IST security, issues with them going to corps with direct deals, and hassles with advisors mistakenly offering net rates - this is just another in a long line of issues- although all of the issues we have with TK combined are s 1/10th or less of what AA's NDC did to us!

Turkish bookings have declined, however, we are using a different GDS to obtain content if needed.

the other GDS's have not assured me that this won't be an issue. If TK deems the transition away from Sabre as a success, the other GDS's will face a similar outcome

**LUFTHANSA, EMIRATES,
TURKISH, FRONTIER, AND
MANY OTHERS HAVE PULLED
THEIR CONTENT OR
CHARGED ADDITIONAL FOR
EDIFACT CONTENT. WHAT
ARE YOUR PLANS TO
ADDRESS THIS IN 2025?**

DO NOTHING: 0*
USE MULTIPLE GDS'S: 4
NEG. DIRECT AIR CONTRACTS: 7

we have added Amadeus and will negotiate direct contracts
when possible

Utilize multiple GDS's through a 3rd party, pass fess on to
clients handle as we did previously - website direct, client
pays GDS surcharge or with Frontier - payment via OSI

We will pass-through any additional GDS fees to customers.

We still feel the GDS is most efficient source for content

Have not had an issue yet

we haven't see that yet but there are airlines we book direct
through a number of sources.

Not sure yet



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Or, instead of 'do nothing,' at least watch for opportunities to book elsewhere that don't completely upend our processes. GDS NDC, maybe?

We have direct air contracts in the UK and Europe with LHG, TK, and EK deals via regional partner organizations. Our US commercial business is currently under GBT. Content is key. Our model is moving away from reliance on the GDS, and our customer commercials reflect this.

Still booking with Sabre for LH and EK, using BookingBuilder for F9 and TK their website

We are submitting certifications on several of these airlines for our NDC API direct connects. These will plug into our Agent Desktop

we will continue to book as we do, but will monitor volume to consider increased fee's to book direct content. LH and Emirates are in Sabre , Turkish airlines booked on their website, Frontier is booked on their website , they offer bundled fares (includes seats/ baggage)



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Charge higher fees to offset this additional cost or book outside of GDS

For many if not all of the listed airlines, there are no fees or lower fees if booked via a GDS-provided NDC channel.

We will be exploring that option. Note, however, that booking via a GDS NDC channel may detrimentally impact segment incentives on those airlines.

We recently partnered with Tzell and will work with them on content. We will continue to book via Sabre or NDC if that is an option. We have also booked on airline sites if the lower fare isn't available on Sabre or via NDC.

Welcome to the future- 😊, We are working to re-install booking builder, paying attention to ATRIS etc., and are willing partner for GDS looking to innovate for full content solution.

**ARE DIRECT AIR
CONTRACTS
(BYPASSING THE
GDS'S) PART OF YOUR
STRATEGY FOR
CONTENT?**

YES: 7
NO: 13

we are booking in Apollo to get the same commission
(we are not booking via TK Connect portal)

we don't have the volume

I don't think we have the volume for that. Maybe as part of TLNs Air Branch Program something will happen if necessary.

Yes and No. There are also some hybrid offers from Sabre to reflect the content you want to receive from certain carriers.

not yet, but has been discussed

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YES: 7

NO: 13

(CONTINUED)

We aren't booking anything this way today but have the option via direct connects set up in Spotnana and expect that we will use it in the future.

When this becomes material which at the moment is not

we leave this to host(GTC/ALTOUR, for now)-but – seeing how air hosting agencies evolve, will be interesting-



**DO YOU PLAN ON
ACQUIRING
TECHNOLOGY TO
MAXIMIZE CONTENT
FOR YOUR STAFF?**

YES:11
NO: 8

AI technology, fare rules technology (For example Acai AI technology), Sureware profiles, Sabre Air Connect

We are adding Atriis for agent desktop and OBT

Yes, via third party

Maybe - Atriis
we are looking at third-party technology, such as Traverse, but the tools we've researched feel like a better fit for buyers (not TMC's).

Potentially (Possibly BookingBuilder) or expanded use of Expedia TaaP

Looking

We use Travelwits which can assist maximizing content in the future



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(CONTINUED)

Don't know yet
but we have been building our own central system over the
last two years.

still researching options at this point
We are looking into options and hope to learn more about
technology from the CBTG group.

Spotnana.

Booking Builder

?

TBD, but we realize content competitiveness is key to
survival- aka Booking Builder, ATRIS etc.

We are continuing to develop our agent platform to
strengthen our agent's ability to access a wide array of
relevant content, including direct connect content. This will
continue to be a focus point for us

**ARE YOU REVISITING
YOUR ONLINE BOOKING
TOOL TO MAXIMIZE
CONTENT?**

YES: 13
NO: 7

(activated NDC in T2 based on accounts opting in to NDC)

Adding Atriis/No confidence in Concur

Atriis

not yet

at least in the sense of making sure we're using what tools concur has to max. content, and also looking at other OBT options.

Deem has been a disappointment, Concur is making progress, Cyrtic shows promise, and we are launching a new version of our platform as well

**ARE YOU REVISITING
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CONTENT?**

YES: 13

NO: 7

(CONTINUED)

No but we are now offering more than one online booking tool option.

Travelport+ NDC content is not quite ready for commercial roll-out for Concur or Deem as of now. We expect to test those capabilities during 1Q 2025.

Added Spotnana as an option.

No

above my paygrade, but I assume yes.

we are looking at Neo and also Travel Fusion in Concur

**ARE YOU AWARE OF
ANY CHANGES TO
YOUR GDS CONTRACT
DUE TO
NDC/ADDITIONAL
CONTENT?**

YES: 9
NO: 12

(American Airlines bonus commission, additional city pairs commissions if booking in NDC) Other Airline incentives to book in NDC.

my ears are “perked” about this topic; it is my understanding Travelport pays segment incentives on UA and AA NDC fares; however, Travelport does not pay segment incentives on NDC fares for many international airlines such as Air France (AF, KL), International Airlines Group (BA, IB, EI, VY), Lufthansa Group (LH, LX, OS, SN, EN), Qantas, and Singapore

We are talking to Amadeus and Sabre. They say there are no changes at this time.

We are avoiding signing a new agreement.

Sabre indicated that amendments are coming related to NDC content

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(CONTINUED)

Commercially sensitive so not for sharing.

not at this time however plan to review for the next negotiation But our TP contract already enumerates segment incentive impacts for NDC content for some airlines.

Sabre recently required to sign their Global AgencyNDC Program (GANP) terms in order to maintain our access to NDC content post 1/31.

Milne GDS is managed by Host. We expect we are best in market with all things GDS.

Confidential

We have heard about changes for Sabre from a few sources now