



SAN ANTONIO CBTG HOURGLASS

FACILITATED BY:
JASA RHONE

SPORTSTRIP

BETH O'DONNELL

THE TRAVEL TEAM

-Is Anyone doing anything new or exciting for advisor incentive plans and travel perks 2025? What worked well for you in 2024?

Are other agencies having a difficult time getting supplier certs or discounted opportunities for trips, etc that could be used towards training or incentive events?

Also, Airline rewards programs shift making it difficult to get status exceptions for clients. Any thoughts?

-We've been working through NDC fares and applying corporate discounts, United doesn't automatically enable the discount in Sabre on NDC content as it needs to be requested by the client through a specific email, approved by United, and requires an amendment to the corporate agreement. Has anyone had a similar experience?

ANTHONY LAMARCA

TRAVEL STORE

-If you are a Sabre agency, what are you doing about Sabre Scribe (scripts) now or in the future? Red Apps or another software?

Secondly, if you have migrated from Scribe, how are these new tools working for you?

KELLY NOFTSGER

CORPORATE TRAVEL MANAGEMENT

-Regarding the recent “Beat” article:

“Government TMC Contractors List NDC Surcharges In Pricing Proposals”

- Didn't American Airlines advise that they would "pull plates" on any agency charging more for NDC fares?
- Can TMC's confidently charge more with no fear of repercussions?

-We are not seeing any measurable savings with NDC fares and certainly no savings that warrant the labor costs, manual QC / Accounting / reporting etc...

- We have all but an abandoned NDC - have you?
- Has anyone updated their NDC procedures, fees or client communications?

KELLY NOFTSGER

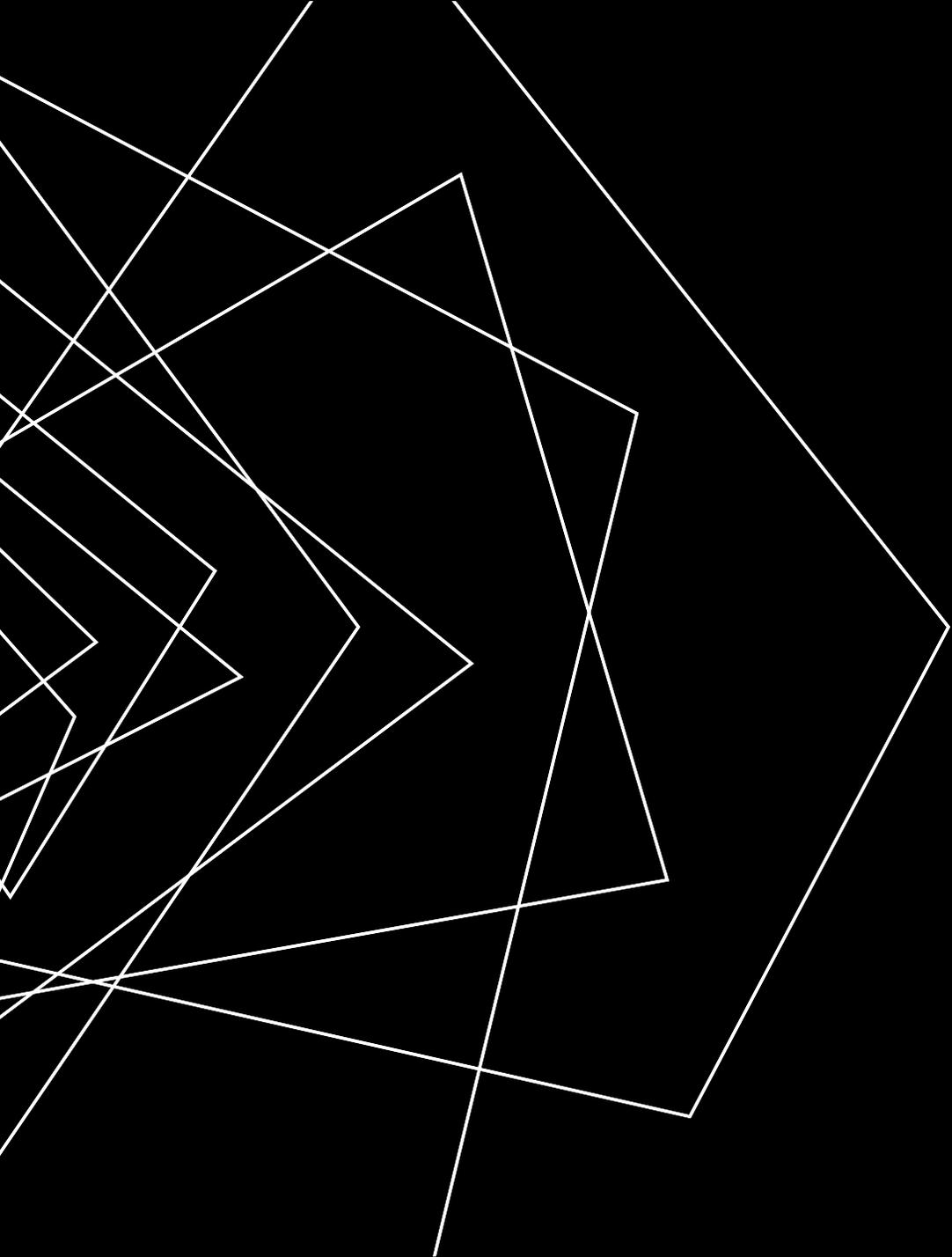
CORPORATE TRAVEL MANAGEMENT

-We can't raise our standard fees in order to remain competitive, however, we are considering adding new fees.

- Do you charge for voids / refunds / split ticketing?
- Do you charge for a unique client reporting log in? If yes, how much?

-Have any clients reached out regarding AI & data concerns? For now, AI is clearly prevalent in the vacation space but I'm wondering if anybody is developing AI enhancements in corporate travel?

Will Megas develop proprietary secured AI solutions that will squeeze us out?
Concur Travel is developing AI in the expense space, but has anyone seen updates in Travel?



CBTG - AI Feedback J

Q&A | Polls

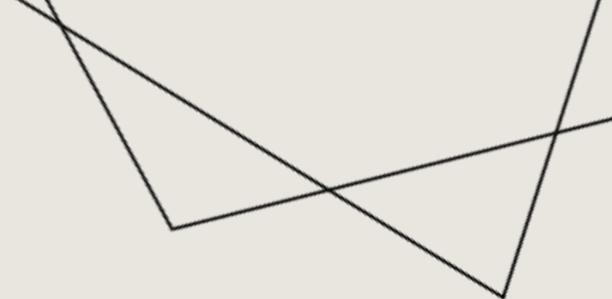
CBTG - AI 24

A gold trophy with a silver number '1' on its front, surrounded by a shower of colorful confetti (red, blue, yellow, white) against a dark background.

You finished 1st
Well done, Jasa!

Correct answers: 19/20
Voting time: 3:40

1	Jasa (me)	19/20	3:40
2	Luke	19/20	4:01
3	Richard Ezrilov	18/20	4:00
4	Duane	18/20	4:03



KELLY NOFTSGER

CORPORATE TRAVEL MANAGEMENT

-Has anyone heard from an American Airlines rep? We've received communication (emails) via Frosch but no direct rep. Is anyone aware of an American rep reaching out to clients? Offering contracts again?

BILLIE RUFF/BRIAN MATHIS

TRAVEL CAFE GROUP

-How is everyone preparing for the DOT Refund Ruling?

We have found in some cases that as a result of the DOT ruling and their requirement that ticket validity is 5 years, that some carriers have already extended ticket validity. In our case it was Delta tickets in one instance that were extended to 5 year validity.



DUANE JASPER

TRAVEL LEADERS

-ClientBase, Trams, and Tres conversions: has anyone started the conversion?

SCOTT MILNE

MILNE TRAVEL

-What does govt opposition of Amex / CWT merger mean to us? To the rest of the TMC ecosystem?

-Air hosting- are we past its Zenith of providing value to Airlines and Agencies?

What will the future be like?

What changes are taking place at this moment with airline relations with Agencies?

Anyone in the room with under \$100MM in air, not using a host? Why not? Have you evaluated value?

Today, what is profile of agency that can get competitive deals on their own ?

What are upsides and downsides for using air host?

SCOTT MILNE

MILNE TRAVEL

- Do you feel TMCs with strong leisure capabilities are stronger competitors? Explain.
- What are upsides, and downsides of using ICs for servicing TMC contracted clients- from Agency perspective, and from client perspective- talent perspective?
- What will the future of TMCs using ICs be like 3-5 years from now? Bigger share, or smaller? What can we do to benefit(as TMC).

SCOTT MILNE

MILNE TRAVEL

-What is best new technology you have seen this year?

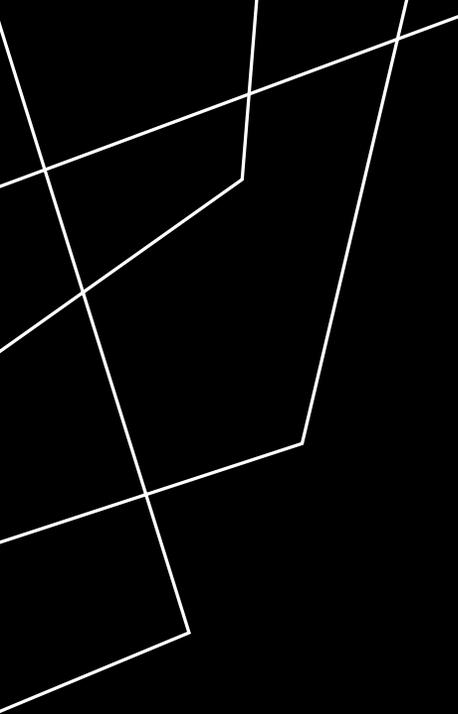
What old technologies and partners of ours are thriving? Failing?

-What business models are working? Failing? What Agencies are coming into 2025 with strongest tailwinds? Why?

PAUL COVINGTON

COVINGTON TRAVEL

- Which members currently use Umbrella Faces for profile management (show of hands)? Are you pleased with their system?
- From an industry friend and former CBTG member: Are you hearing any noise about GDSs moving to a “pay to play” approach for NDC content in contract renewals? Heard a rumor they are looking to charge a fee in the \$5 - \$10 range.
- Are you seeing an increasing trend of hotels slow-walking commission payments for group bookings? Any suggestions or techniques to ensure more prompt payment? (The current process entails our group program manager to request a pickup report, which the hotel responds to slowly, and then use the pickup report to generate an invoice to the hotel. The invoice then goes in line for payment.)
- United Airlines has implemented a penalty for cancelling group space after contract signing but before the utilization date deadline. See example immediately below. How are you positioning this with customers? How are they reacting? Have you seen any similar language from other carriers? Have you pushed back on this penalty with your UA rep?

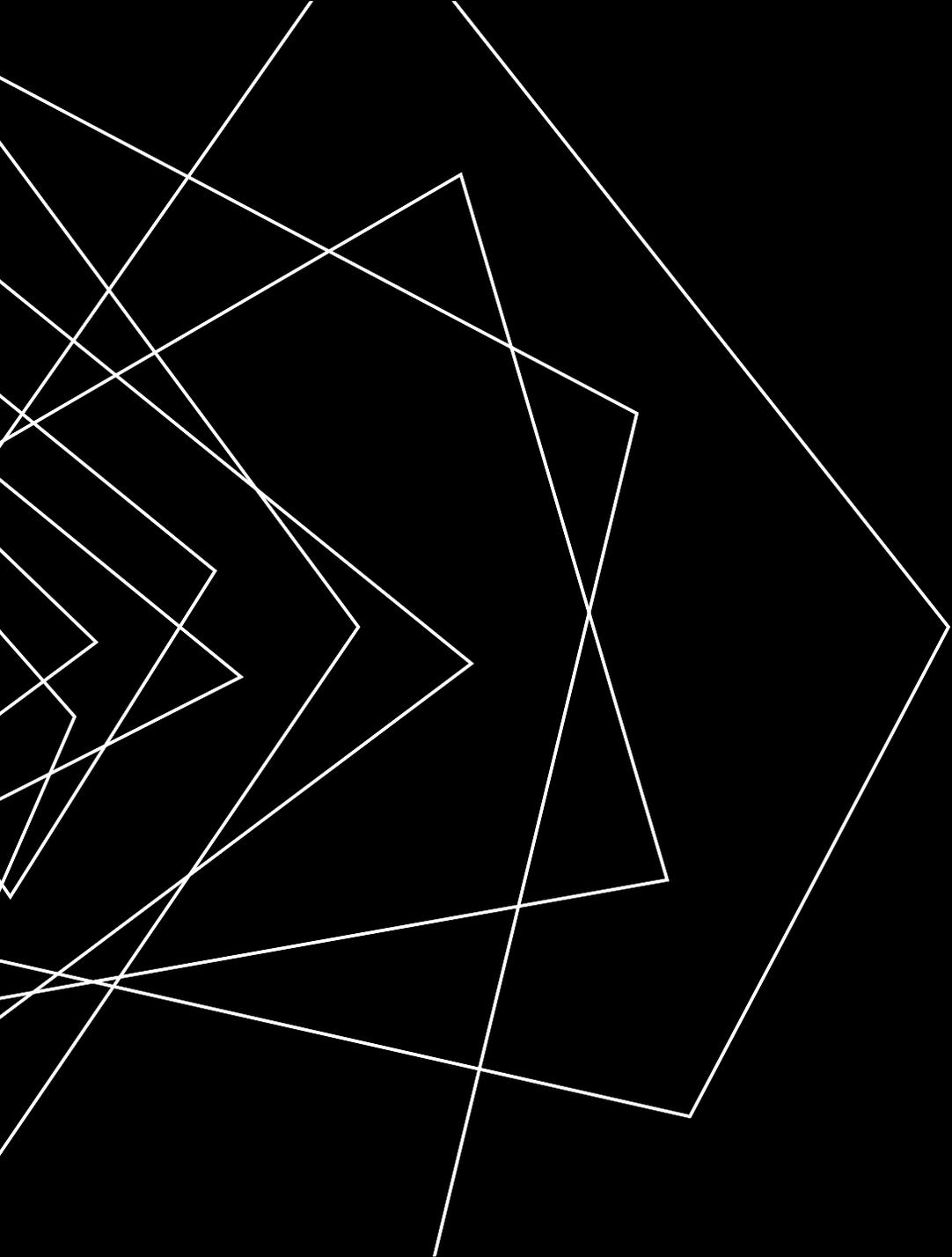


ANONYMOUS

WHAT PROGRAM DO YOU FIND BEST TO USE FOR VIRTUAL CARDS?

DOES ANYONE HAVE GROUP AIR / MEETINGS RESERVATIONS BOOKED VIA CONCUR THAT DO NOT NEED AGENT INTERVENTION AND JUST GO THROUGH QC WITHOUT STOPPING? IF YES, HOW IS IT SET UP?

NDC ORDERS AND UNUSED NDC CREDITS.



THANK YOU!