

OVERVIEW OF HOURGLASS TOPICS: (8 TOPICS, 17 QUESTIONS)

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|---------------------------------------|-------------|
| 1) OBT and Expense | 7 questions |
| 2) Partnerships / Global Affiliations | 2 questions |
| 3) TMC Fees / Air Commissions | 2 questions |
| 4) NDC | 2 questions |
| 5) 2026 Business Outlook | 1 question |
| 6) Talent | 1 question |
| 7) Duty of Care | 1 question |
| 8) Take Aways from Tech Tradeshow | 1 question |

I. OBT AND EXPENSE

- Concur and GBT partnership – what is the latest?
- Has anyone turned on Jouele for Concur Travel? Are you reaching out to clients for permission or waiting for more enhancements / details?
- OBT and travel / expense solutions, such as Spotnana and Navan, anything new on the market that we should be aware of?
- Any “Expense Solutions” that come highly recommended that may contain AI and are standalone but tie in OBT’s easily?
- AI OBT’s?
- For Atriis users, are you putting all client bookings into Atriis (for those using other OBT’s) or having agents work in both Atriis and GDS?
- Is anyone using SkyLink now? If so, thoughts / feedback?

2. PARTNERSHIPS AND GLOBAL AFFILIATIONS

- To those who are in the AmEx GBT network or considering, what are the annual fees, if any? Has anyone negotiated fees?
- Feedback on global service offerings – which options are best out there?

3. TMC FEES & COLLECTING AIR COMMISSIONS

- Is anyone actively using a subscription fee-based model? Or mostly still transaction-based? Any other ways of charging clients?
- For the TP+ users, how are you storing fares with the ever-changing commission agreements out there? Our agents are doing this manually...is there a better way?

4. NDC

- Any news on Delta's NDC launch?
- How are others handling NDC content for accounts that have an approval process in place?

5. BUSINESS OUTLOOK

- I think it would be interesting to go around the room and ask, “what do you think 2026 is going to look like?” Better / equal / worse than 2025 and give a reason why you think that.

6. TALENT

- As our industry continues to age, are you scouting for new agents? If yes, how are you finding and training talent?

7. DUTY OF CARE

- We have used MagnaTech's SafeToGo product for a while. It has gotten quite expensive and we have not passed-on the cost to clients. Do others typically pass along Duty of Care costs?
- Which products are people using and how good are they?

8. TAKE AWAYS FROM OCT '25 TECH TRADESHOW

- Open discussion