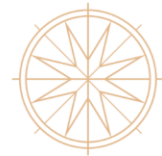


HOURGLASS

TERESA WILDS



Journey House

TRAVEL

a Direct Travel company

ACCOUNTING PLATFORMS

- Our Management team has been looking into some accounting platforms as possible TRAMS alternatives.

McKenzie is asking about the ones listed below:

- Travelworks

<https://travelworkssolution.com/>

- Penguin

<https://www.penguininc.com/>

-Billie Ruff

NDC

ARC provided the following stats:

- 21% of all ARC-settled transactions were NDC (ARC late 2025/early 2026)
- 1,197 – March 2026 – number of agencies booking NDC (ARC)
- 77% of NDC transactions are OTA (Travel Weekly)

How many members are actively booking NDC within their workflows? Is this service being promoted to clients? What training is provided to your agents/mid office/back office to support NDC?

- Marc Casto

NDC CONTINUED

1. NDC unused tickets for clients, where are you tracking these for travelers to make sure they are not used for personal use
- Jennifer Belt

2. NDC adoption rates across AA and UA?
- Luke Thomas

ARTIFICIAL INTELLIGENCE

AI Impact on Privacy, GDPR and Data Protection Policies with Vendors – updating terms around data and privacy to push liability down to agency. How much effort are members putting into GDP agreements with vendors? How about clients? Anyone looking at adjusting their privacy policies to address AI usage how?

Any significant AI deployments with actual measurable positive financial results/ROI materializing yet? AI tech costing more than you thought?

- Luke Thomas



TECHNOLOGY

Has anyone switched from Grasp to Prime Travel Reporting? Happy? Any issues?

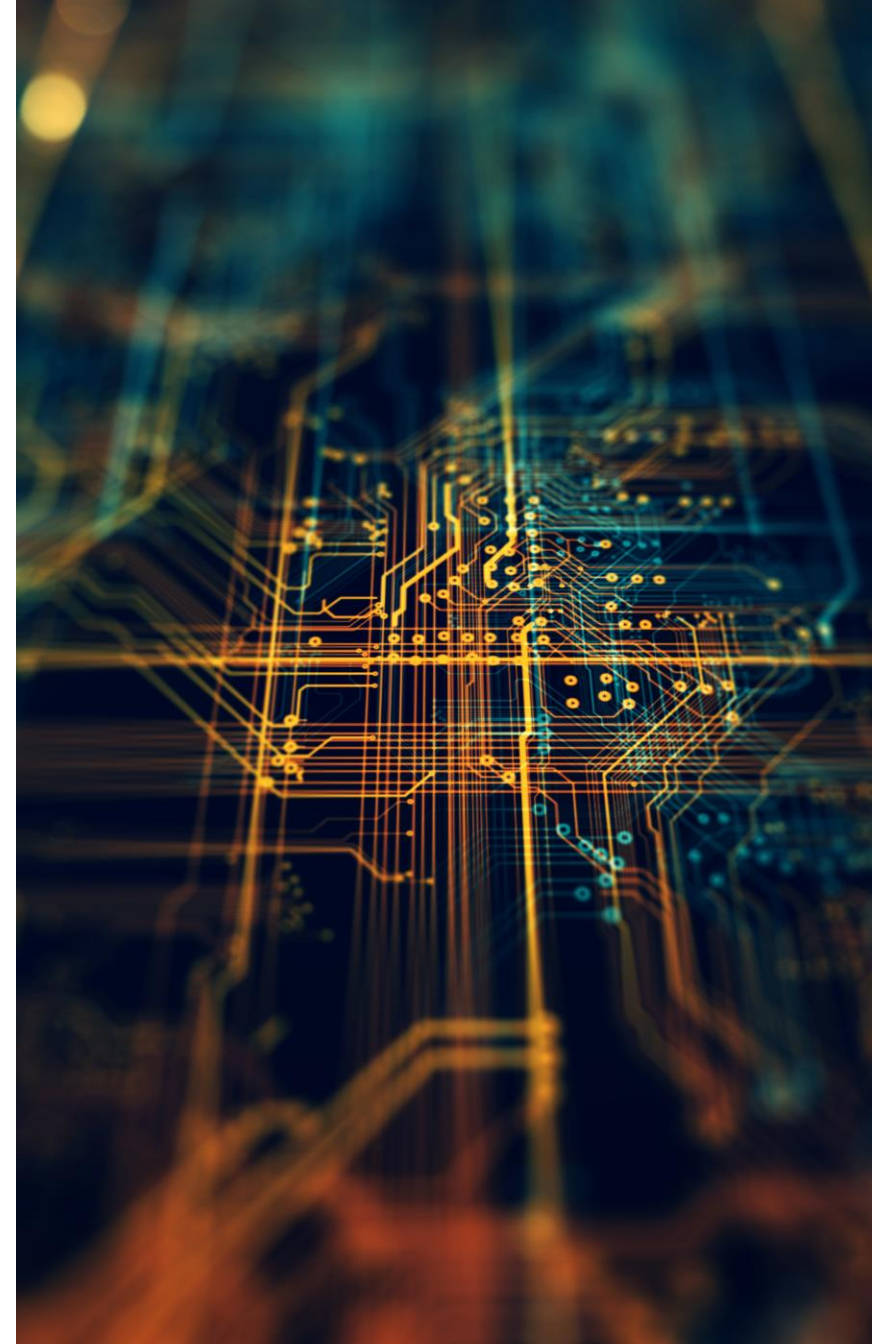
Safe to Go – Are you still offering to Clients? Are they logging in? Are clients willing to pay for it?

ASTA – Who attended the Friday CAC round table? Please give an update on the United Airlines Sabre discussion.

-Kelly Noftsger

Is any using ONYX's Recover Pro product?

-Duane Jasper



TECHNOLOGY CONTINUED...

Implementation and customer pricing hotel rate assurance product (like Overseer).

Best practices for introducing these types of solutions.

-Rob Haislip

Is anyone using Atriis and TP+. How is it working and what do we need to watch out for during implementation?

Anyone having issues with different OBTs having the same Agent Sine when using TP JSON? What are they doing to compensate for this?

How are they combating queues with Concur issues?

-Jennifer Belt

We have a client who places last minute staff for warehouses. They have group hotel requirements, but often with only 48hr notice. Currently, this is purely a manual process which requires a lot of lift on our part. Does anyone have any strategies or vendors they have worked with might be able to help streamline this process?

-Ian Cambata

AFTER HOURS

Managing AH if they are in-house. How many agents do they have working and what hours?
Jennifer Belt

24/7 After Hours-
typical time frame covered, anyone using a service based in US?
Luke Thomas

TMC & AGENTS

I would be interested in understanding TMC growth. ARC TEC pointed out the loss of market share. Overall volumes are growing but TMCs are getting less. So, is the group shrinking, stable, or growing? If they are growing, is it based on YOY current account growth or new accounts?

- Kurt Mosher

Finding and vetting experienced agents, do they have competency tests to show their skills (and no, not life skills LOL but the thought has crossed my mind), but GDS skills.

- Jennifer Belt



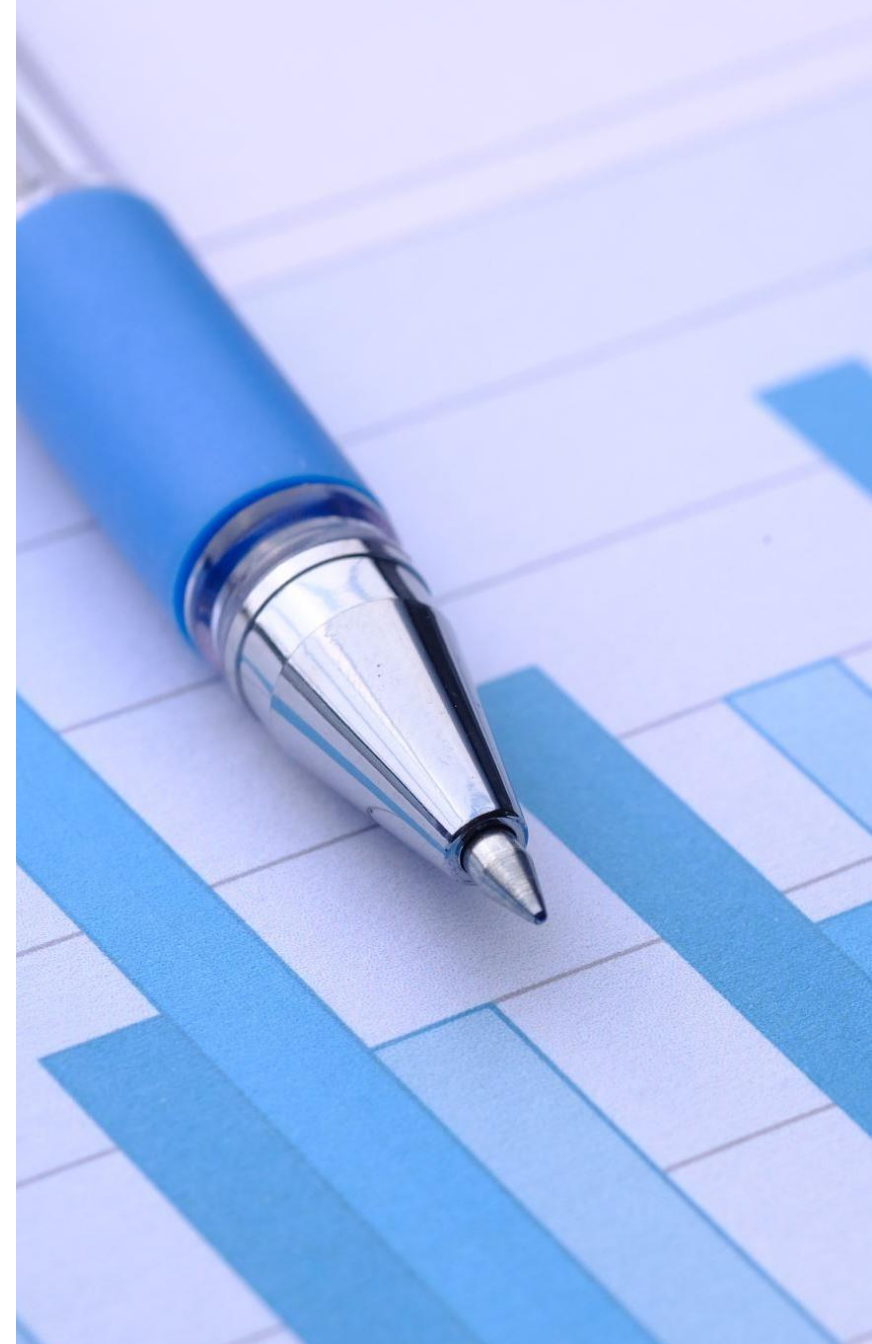
ACCOUNT MANAGEMENT

Backend Billing vs. Point-of-Sale Service Fee Charges – exposing service fee charges to individual traveler vs. large, monthly itemized bill to procurement. Preferences and advantages/disadvantages to both. Likely TMCs have clients under both models, but which do you set as standard offer and why.

- Luke Thomas

Demographics and personas, does the group evaluate travelers by demographics and personas (road warrior, frequent traveler, etc.)?

- Kurt Mosher



WORLD CHAOS

What measurable impact have you seen (in sales, revenues, or transactions) due to the Iran war and the accompanying increase in air fares? (For reference, the war started on Feb 28, the ceasefire started on April 8, and the US blockade of Iran started April 13.)

-Paul Covington

Gas prices, commuting, and return to office strategies.

Air tickets have increased by 21% since April 2026 and are projected to continue to grow due to fuel costs. Have these increases impacted your sales? What changes are your clients making to their budgets as a result of this? Are you hoarding gasoline in your house and hoping to sell it for a profit, like toilet paper in the pandemic?

-Marc Casto

Airlines with some implementing back change fees on certain routes, are they doing anything specific to identify and point these out to travelers?

- Jennifer Belt

