

Travel Contract Kickoff

The future of travel technology meets public cooperative contracting.



NASPO
ValuePoint
Travel Center



corporate travel
management

Introductions



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SVP/GM
Government Travel



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Online Support
Manager



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Account Manager,
Government



Adele Howell

Operations
Manager

1994...

Value Proposition

- Highly personalized service
- Compelling technology that adds value
- Return on investment methodology

93% staff engagement

97% average client retention over decade

ASX:200 Company

Market cap exceeds \$1.8B

100+ clients served in multiple markets

10th Largest TMC Globally

\$5B

buying power globally and growing

Technology

Proprietary patented technology
Core focus: responsive and agile

70% of Global transactions online via technology

Full service...

Corporate
Events
Leisure
Wholesale
Loyalty

...2017



corporate travel management

Introduction to CTM.

Agenda

Introduction and CTM Overview

Contract Changes

- What's new
- Pricing
- Benefits of the new Contract

Migration to Concur

- Benefits of Concur Travel– Live Demo
- Implementation Process

Smart Technology

- New Portal
- Unused Tickets
- Duty of Care
- More traveller tools

Q&A (throughout!)

Contract Changes

Service

Vendor's Fee

Full Service Agent fee:

\$20.00

Online Transaction Fee:

\$4.00 / booking

After Hours Fee:

\$0.00

Hotel only booking fee:

\$6.00 agent booked

Car rental only booking fee:

\$6.00 agent booked

Hotel and car only booking fee:

\$6.00 agent booked

Contract Changes

Additional Services and Cost

| Service | Cost |
|------------------------------------|----------------------------------|
| Online Direct Connect | \$6.00 Plus online fee |
| Smart | \$0.00 |
| Smart Pretrip (Online only) | \$6.00 |
| Smart Bill | \$0.00 |
| NASPO Hotel only Online Fee | \$4.00 No need to use NASPO site |

Benefits of Concur Travel

For State of Oregon:

- Lower Cost
- Automated Approvals
- Company Discounts
- Consolidated Data
- Transparency
- Duty of Care
- Reporting

For the Traveler and Travel Arranger:

- 24/7/365
- Travel profile and preferences
- Mobile application
- Robust - Easy to use
- Customizable
- Direct Connect availability
- Travel Arranger functionality



Concur Live Demo

Basic Economy Fares

If AA, DL or UA comes back in the search results, a pop-up warning is displayed.

The screenshot shows a flight search interface for a round trip from Boston, MA to Chicago, IL, departing on Monday, February 19, 2018, and returning on Friday, February 23, 2018. The interface includes a sidebar with search filters, a main results table, and a pop-up warning.

Trip Summary
Round Trip
BOS - ORD
Depart: Mon, 02/19/2018
Return: Fri, 02/23/2018

Change Flight Search

Depart - Mon, Feb 19
Depart: 05:00 A - 04:45 P
Arrive: 06:58 A - 10:52 P

Return - Fri, Feb 23
Depart: 07:00 A - 09:03 P
Arrive: 11:01 A - 12:15 A

Price

BOSTON, MA TO CHICAGO, IL
MON, FEB 19 - FRI, FEB 23

Show as USD

Hide matrix Print / Email

| | United | JetBlue | Delta | American Airlines |
|-----------------------|-----------------------|---------------------|-----------------------|----------------------|
| All 326 results | Preferred | | | |
| Nonstop 58 results | 248.56 36 results | 267.59 2 results | — | 464.60 20 results |
| 1 stop 266 results | 333.41 147 results | 300.31 6 results | 273.01 107 results | 460.99 6 results |
| 2 stops 2 results | — | — | — | — |

Shop by Fare

Flight Number

Displaying: 326 out of 499 results. Previous | Page: 1 of 33 | Next | All

United 05:00a BOS → 06:58a ORD Nonstop 2h 58m \$248.56
07:45a ORD → 11:01a BOS Nonstop 2h 16m View Fares

Pop-up Warning: Please be careful, American, Delta and United airlines have fares that are very restrictive and don't allow changes, seats or mileage credit. Please make sure to read all rules carefully.

Basic Economy Fares

If booking lowest logical airfare, it will show up with the **i** and if you click on this, it will show you how restrictive this fare is.



| | | | | |
|-------------------------|---------|--------|----------|----------------------------|
| 08:21a BOS → 10:20a ORD | Nonstop | 2h 59m | | \$182.68 |
| 07:45a ORD → 11:01a BOS | Nonstop | 2h 16m | i | Hide Fares |

Preferred Airline for State of Oregon / Least Cost Logical Fare [Hide all details ^](#)

DEPART ✕ Mon, Mar 5 – Boston, MA to Chicago, IL [Flight details v](#)

RETURN ✕ Fri, Mar 9 – Chicago, IL to Boston, MA [Flight details v](#)

Fare Options

| | | | | |
|---|---|-----------------------|----------|----------|
| Basic Economy (N) Rules / Fare Details | | | i | \$182.68 |
| Economy (G) / Economy (T) Rules / Fare Details | | | ⚠ | \$202.29 |
| Economy Flexible (U) Rules / Fare Details | 0 | Yes Fees may apply | ⚠ | \$839.56 |

[View more fares](#)

Info [X]

- ✔ This trip conforms to your company travel rules.
- i** This fare is very restrictive. If you need to book this fare, you will need to contact the agent team.

Sabre

Basic Economy Fares

If not booking lowest logical airfare, it will show up with the  and if you click on this, it will show you that you have not booked the lowest fare and also about how restrictive this fare is.



06:00a BOS → 12:39p ORD 1 stop LGA 7h 39m **\$184.00**

08:30a ORD → 02:30p BOS 1 stop LGA 5h 00m  **Hide Fares**

¹ Delta 6073 / 5969 / 5964 operated by REPUBLIC AIRLINE-DL CONNECTION-DL SHUTTLE

[Hide all details ^](#)

DEPART ✕ Mon, Mar 5 – Boston, MA to Chicago, IL / 3h 52m layover in New York, NY [Flight details v](#)

RETURN ✕ Fri, Mar 9 – Chicago, IL to Boston, MA / 1h 27m layover in New York, NY [Flight details v](#)

Fare Options

Basic Economy (E)
[Rules / Fare Details](#)

Main Cabin (V)
[Rules / Fare Details](#)

[View more fares](#)

Warning 

This option breaks one or more company travel rules. We will log this choice if you choose to purchase it.

-  Air Fare is greater than the least cost logical airfare plus 1.00 dollars
-  This fare is very restrictive. If you need to book this fare, you will need to contact the agent team.

 **\$184.00**

 **\$234.00**

Sabre

Basic Economy Fares

If we turn on to show but not allow, it will show up with the  and if you click on this, it will show you that you are not allowed to book this fare and the reason is the restrictions.



08:21a BOS → 10:20a ORD Nonstop 2h 59m **\$202.29**

09:03p ORD  12:15a BOS Nonstop 2h 12m **Hide Fares**

Preferred Airline for State of Oregon / Least Cost Logical Fare [Hide all details ^](#)

DEPART ✕ Mon, Mar 5 – Boston, MA to Chicago, IL [Flight details v](#)

RETURN ✕ Fri, Mar 9 – Chicago, IL to Boston, MA [Flight details v](#)

| Fare Options | Free Checked Bags | Refundable | | |
|---|-------------------|------------|---|--------------------------------|
| Economy (G) / Economy (T) Rules / Fare Details | 0 | No |  | \$202.29 |
| Economy Flexible (U) Rules / Fare Details | | |  | \$839.56 |
| Basic Economy (N) Rules / Fare Details | | |  | \$182.68 Not Allowed |

[View more fares](#)

Not allowed 

This option breaks one or more company travel rules that prevent it from being selected.

 This fare is very restrictive. If you need to book this fare, you will need to contact the agent team.

Sabre

Basic Economy Fares

If we just allow to display but not book with no warnings. Click view fares for fare rules. It will show all the restrictions.

Flight Number Search  Sorted By: Price - Low to High

Displaying: 362 out of 500 results.  [Previous](#) | [Page: 1 of 37](#) | [Next](#) | [All](#)

| | | | | |
|--|---|---------|--------|---|
|  United | 08:21a BOS → 10:20a ORD | Nonstop | 2h 59m | \$202.29 View Fares |
| | 09:03p ORD  12:15a BOS | Nonstop | 2h 12m | |
| Preferred Airline for State of Oregon / Least Cost Logical Fare | | | | Show all details v |
|  United | 08:21a BOS → 10:20a ORD | Nonstop | 2h 59m | \$202.29 View Fares |
| | 07:45a ORD → 11:01a BOS | Nonstop | 2h 16m | |
| Preferred Airline for State of Oregon / Least Cost Logical Fare | | | | Show all details v |
|  United | 08:21a BOS → 10:20a ORD | Nonstop | 2h 59m | \$202.29 View Fares |
| | 06:12p ORD → 09:32p BOS | Nonstop | 2h 20m | |
| Preferred Airline for State of Oregon / Least Cost Logical Fare | | | | Show all details v |

Concur Migration Process and Timeline

Phase 1

- Finalize HR Feed.
- Confirm Departments and Contacts to work with.
- Setup Meeting to do walk through and get site sign off.
- Modify if necessary.
- Extract Current department profiles and send to Department.
- Confirm HR Feed load.
- Communicate Roll out and schedule training.
- Training and Roll out .

Phase 2

- Migrate to new Smart Portal.
- Migrate to new duty of care.

SMART Technology.

starts here

with CTM



ctm
smart
technology™

TECHNOLOGY WHERE IT COUNTS.

New Portal

Traveler Tracker / Risk

Risk Alerts (email)

Smart Data

Smart Approve

Check-in

Documents & Links

Taxi Share

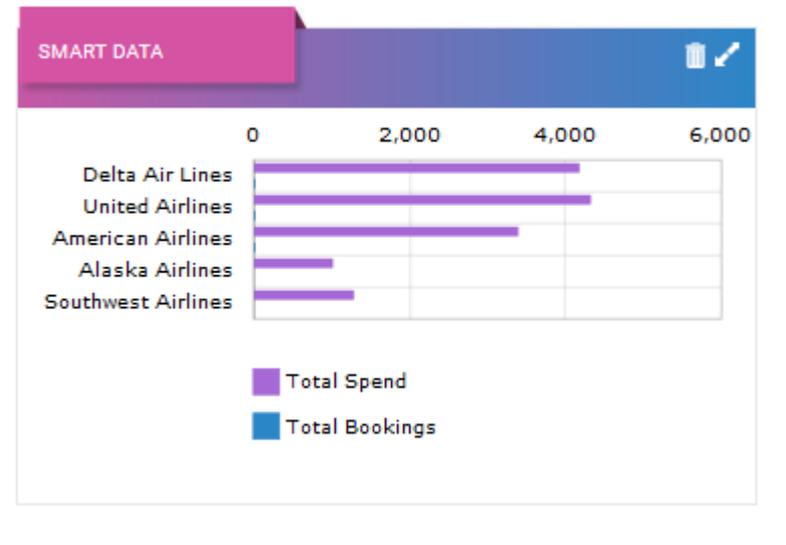
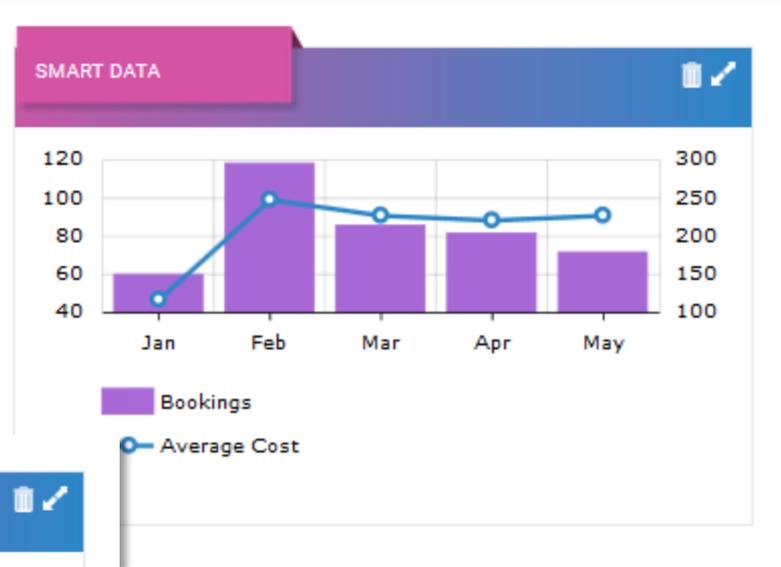
Doesn't require SP Requires SP

The screenshot displays the CTM Smart Portal interface. At the top right, it shows a password expiration notice: "Your password expires in 71 Days" with a date of "05 Jun, 2015" and icons for user, info, and lock. The main header contains the text "BOOK, TRACK AND CONNECT WITH THE CTM SMART PORTAL" and "corporate travel management".

The main content area is titled "Welcome. Demo" and includes the "corporate travel management" logo. Below this are several interactive modules:

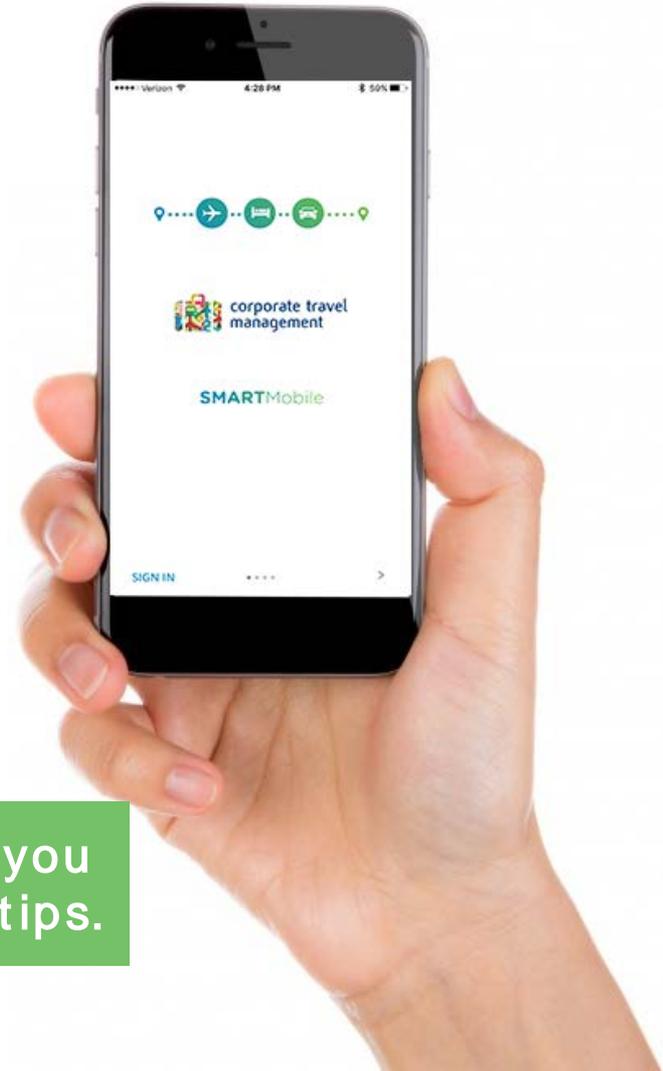
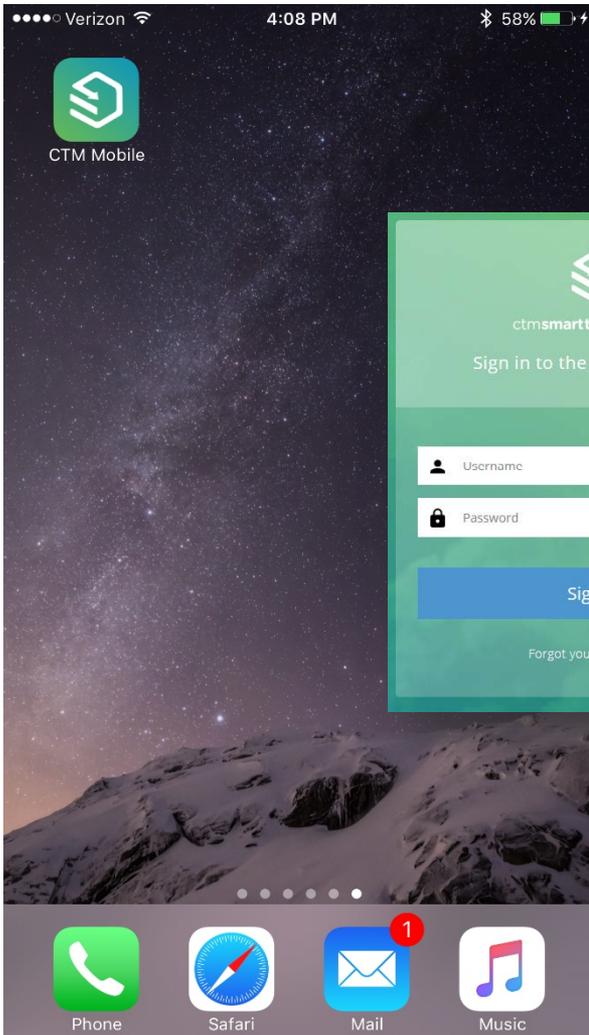
- SMART DATA:** "Travel smarter with CTM's travel activity insights." (18.18%)
- SMART APPROVE:** "Request and make your Domestic & Intl Travel bookings." (54.55%)
- CHECK-IN:** "Online check in for all flights." (27.27%)
- breaking news:** "No current breaking news" with a sidebar for "CTM NEWS", "SUPPLIER NEWS", "SYSTEMS NEWS", and "RISK NEWS".
- DOCUMENTS & LINKS:** "CTM Mobile Sign Up Instructions" dated "24th Apr 2015" for "CTM Documents" and "Travel Suppliers".
- TRAVELLER TRACKER:** A world map showing traveler counts by region: NORTH AMERICA (3), SOUTH AMERICA (3), AFRICA (3), EUROPE (3), and AUSTRALIA (3).

Widgets keep instant information available at all times.



SMART Data.

Mobile ready.



All the information you need at your fingertips.



ctm smart technology™

CTM mobile app.



For travelers who book on the go.
In development for the US market.



End to End

Book any combination across air, hotel and car



Quick

Intuitive and user-friendly for optimal speed and convenience



Policy Compliant

Complete policy configuration built within the app



Proprietary Technology

Built from the ground up by CTM, for CTM's customers



Universal

Available to use by any CTM customer, compatible with a range of online booking tools



Feature Evolution

Access local weather and currency converter with more features to come...

Unused ticket reporting.

| Unused Ticket Report | | | | | | | | | | | | | | | |
|------------------------|----------------|----------------|--------------------------------------|--------|---------------|---|-----------|------------|---------------|----------|--------|-----------|-----------|-------------|-------|
| Verified on: 17-May-17 | | | Next Verification Scan on: 18-May-17 | | | Note: Partial credits may not reflect the true value of the ticket; the actual remaining value must be verified by your agent | | | | | | | | | |
| TYPE | PASSENGER NAME | COMPANY NAME | COMPANY NUMBER | PNR | TICKET NUMBER | AIRLINE | ISSUED ON | DEPARTU RE | INVOICE VALUE | AIR FARE | STATUS | SEGMENT S | INVOICE # | EXPIRY DATE | AGENT |
| E-Ticket | Passenger 1 | Company Name 1 | 0000000 | JTXBBH | 7847844824724 | CHINA SOUTHERN | 11-Jul-16 | | 134.50 | 134.50 | Open | All Open | 2471955 | 11-Jul-17 | 59 |
| E-Ticket | Passenger 2 | Company Name 2 | 0000000 | JTXBBU | 0017855538578 | AMERICAN AIRLINES | 19-Aug-16 | 14-Sep-16 | 118.20 | 118.20 | Open | All Open | 2522179 | 19-Aug-17 | 59 |
| E-Ticket | Passenger 3 | Company Name 3 | 0000130 | QHMOIZ | 0017862867799 | AMERICAN AIRLINES | 16-Sep-16 | 30-Dec-16 | 98.10 | 98.10 | Open | All Open | 2557974 | 16-Sep-17 | 3T |
| E-Ticket | Passenger 4 | Company Name 4 | 0000130 | JYWQGN | 0167953433902 | UNITED AIRLINES | 8-Mar-17 | 29-Mar-17 | 168.67 | 168.67 | Open | All Open | 2800612 | 8-Mar-18 | 3T |
| E-Ticket | Passenger 5 | Company Name 5 | 0000130 | SHIOZK | 0167850730573 | UNITED AIRLINES | 1-Aug-16 | 7-Sep-16 | 202.20 | 202.20 | Open | All Open | 2498321 | 1-Aug-17 | 3T |
| E-Ticket | Passenger 6 | Company Name 6 | 0000450 | NHKEJF | 0017841442557 | AMERICAN AIRLINES | 24-Jun-16 | 19-Jan-17 | 184.60 | 184.60 | Open | All Open | 2455429 | 24-Jun-17 | 45 |
| E-Ticket | Passenger 7 | Company Name 7 | 0000450 | OGSLAM | 9327929648604 | VIRGIN ATLANTIC | 9-Dec-16 | 14-Apr-17 | 1104.06 | 1104.06 | Open | All Open | 2680608 | 9-Dec-17 | 3J |
| E-Ticket | Passenger 8 | Company Name 8 | 0000450 | KNMMVC | 9327929648603 | VIRGIN ATLANTIC | 9-Dec-16 | 14-Apr-17 | 1298.66 | 1298.66 | Open | All Open | 2680607 | 9-Dec-17 | 3J |
| E-Ticket | Passenger 9 | Company Name 9 | 0000450 | WVGKWG | 0167939852535 | UNITED AIRLINES | 23-Jan-17 | 18-Feb-17 | 917.26 | 917.26 | Open | All Open | 2731945 | 23-Jan-18 | 3J |
| E-Ticket | | | | NHKEJF | 0017841442556 | AMERICAN AIRLINES | 24-Jun-16 | 19-Jan-17 | 184.60 | 184.60 | Open | All Open | 2455429 | 24-Jun-17 | 45 |
| E-Ticket | | | | TKFJPV | 2797936732050 | JETBLUE | 11-Jan-17 | 5-Feb-17 | 77.55 | 77.55 | Open | All Open | 2715868 | 11-Jan-18 | 3J |
| E-Ticket | | | | WLRWXP | 0017922664502 | AMERICAN AIRLINES | 10-Nov-16 | 2-Dec-16 | 33.10 | 33.10 | Open | All Open | 462226 | 10-Nov-17 | 3J |

Detail reporting via broadcast email distribution.



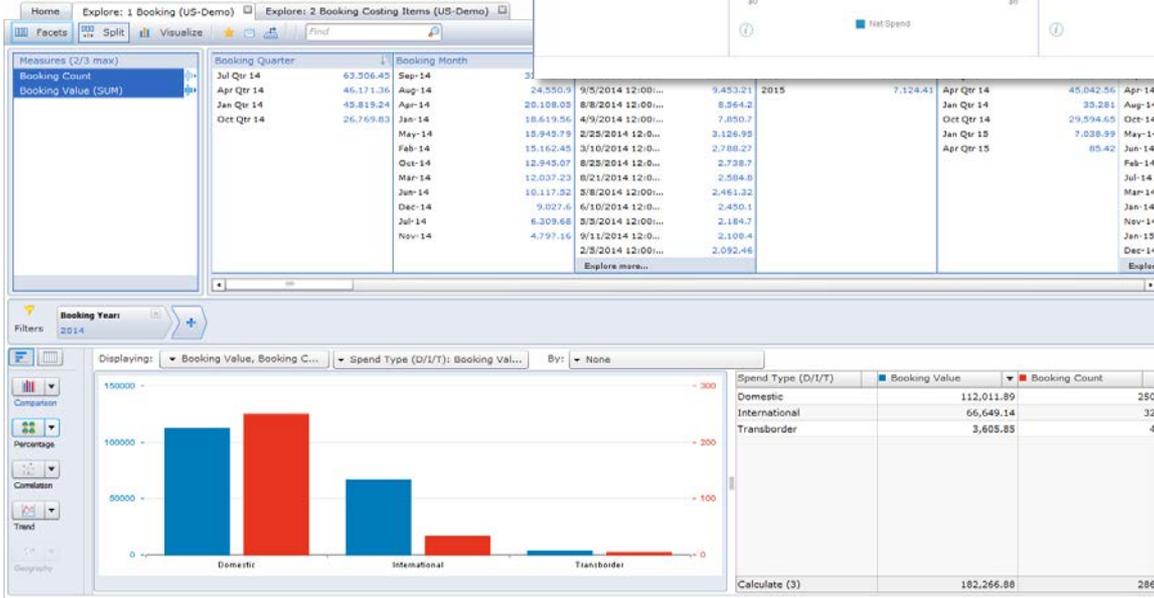
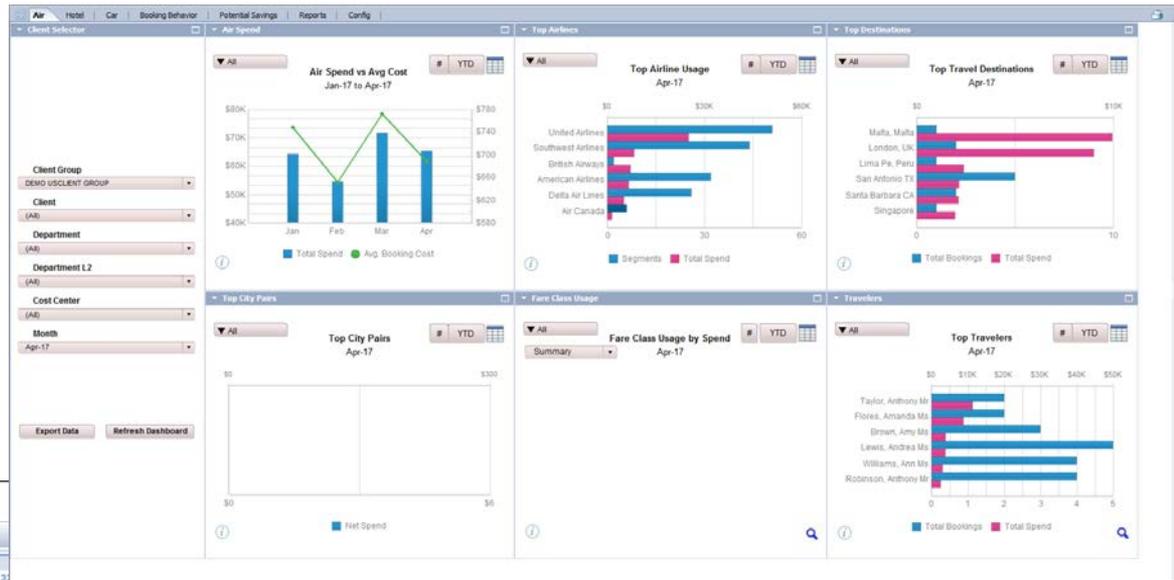
Unused ticket widget.

| UNUSED TICKETS   | | |
|--|--------------------------------------|------------|
|  | Qantas 5 Tickets | \$2,017.57 |
|  | Virgin Australia 3 Tickets | \$781.11 |
|  | United Airlines 1 Tickets | \$659.00 |

 Expand to view full list

Summary
widget coming
soon to the
SMART Portal.

Access to detail reporting platforms for authorized staff.



SMART Data.



Questions?





corporate travel management

us.travelctm.com