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BUSINESS TRAVEL NEWS

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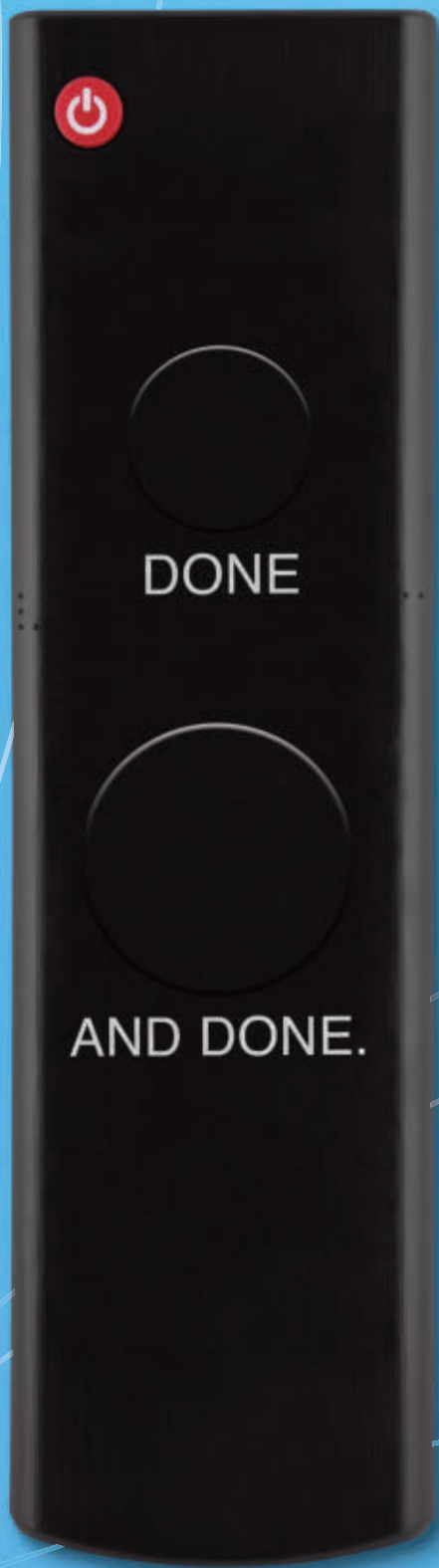
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BUSINESS TRAVEL NEWS



INNOVATORS YOU SHOULD KNOW

There's a reason innovation comes slowly. It's hard. It's hard for those with new products to get customers to ditch their old suppliers. It's hard for travel managers to get buy-in (ahem, money) from higher-ups and to get adoption from end users. The physical law of inertia applies, as well, to running a travel program: You need a force sufficient to bounce your program out of its status quo. Here are six compelling new travel suppliers that might do the trick.

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TOP STORY



Trump Travel Ban 3.0's 'Tailored Approach'

BY MICHAEL B. BAKER

U.S. President Donald Trump has issued a third version of his travel ban, this one targeting eight countries. In an executive order issued Sept. 24, Trump said those countries had "inadequate" counterterrorism protocols in place, though the restrictions vary by country:

- **NORTH KOREA & SYRIA** All immigration and visitors banned.

- **CHAD, LIBYA & YEMEN** Most immigration and visitors banned, including on business visas.

- **IRAN** All immigration and visitors banned except on student and exchange visitor visas.

- **VENEZUELA** Entry banned for "officials of government agencies ... involved in screening and

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ON THE HORIZON

Concur Taps Small Business Sector with Concur Hipmunk

BY JAY BOEHMER & JOANN DELUNA

In a memo to Concur's preferred travel management company partners announcing Concur's first venture to make use of the Hipmunk technology it acquired a year ago, EVP of supplier and TMC services Mike Koetting called small businesses the industry's "white whale." Now Concur has sharpened its harpoon and joined plenty of would-be Captain Ahabs. Concur Hipmunk is the T&E provider's first "lightweight" product specifically targeted to small businesses.

"We've learned over the last five years that there are a large number of customers who are simply not ready for a fully managed travel program with Concur Travel and one of our TMC partners," Koetting said. "Concur Hipmunk is an incubation strategy to introduce these companies to some of the benefits of managed travel so

as they grow, we can work with them and ultimately graduate them to Concur Travel and one of our preferred TMC partners."

The product's target customers, Concur Expense clients that do not have a travel management company or booking tool, number in the thousands. "And we're adding thousands like that every year," said Concur chief product officer Tim MacDonald. Concur Hipmunk is in beta with "a few hundred of those customers" and will be broadly available this year.

How It Works

Concur Hipmunk is a paid extension for Concur Expense clients. It taps into Hipmunk's metasearch travel-shopping capabilities and incorporates

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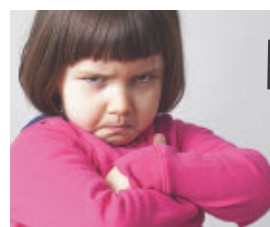
- Gather superior data to stop the hotel cancellation policy countdown clock.

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AirPlus CEO Patrick Diemer on opportunities outside the U.S., where regulations prevent it from aiming to be top dog

"Our priority for market development is really Asia/Pacific because there's so much more business there for us today. We have ... Indonesia and Thailand to be launched later this year. We're also launching the Company Account product in Japan and forming a subsidiary in Brazil."



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CONTINUED FROM FRONT PAGE

Concur Hipmunk's Small Biz Play

supplier discount programs, data capture through its TripLink and TripIt products and expense pass-through to Concur Expense. It also provides TripIt Pro itinerary management and integrates meetings with Google Calendar. Concur is working on a similar integration with Microsoft Office 365's Outlook calendar.

Users log in to the Hipmunk website or app, available on iOS or Android, using their Concur Expense credentials. Hipmunk captures the travel data and sends it to Concur Expense, and the expense report automatically populates. Administrators, in turn, gain visibility into what was booked and where travelers are. Administrators also can set price thresholds for bookings.

The benefits and capabilities, however, depend on each suppliers' offerings. One airline might offer a discount in a certain market to gain market share, explained Hipmunk co-founder and CEO Adam Goldstein. Another airline may or may not upload itineraries to TripIt Pro automatically. Such advantages will be highlighted during the booking process. "We're certainly not going to be biasing results towards particular suppliers," Goldstein said. "We'll let them compete the way they always have on Hipmunk, based on quality of their product and the price they're offering. That said, some [suppliers will push] offerings that others [won't]." Launch partners include Carlson Wagonlit Travel's RoomIt, American Airlines and United Airlines.

Doesn't This Compete with TMCs?

MacDonald said Concur Hipmunk is not competing with TMCs, as the small business sector is one that TMCs "wouldn't even consider approaching." Concur actually will rely on TMC partners to refer small business to Concur Hipmunk. In return, Concur will allow the referring TMC to monitor progress. "If the referral economics grow substantially, the TMC will know it's time to re-engage" with that prospective client, said MacDonald. "This is not a replacement for TMCs. This is an on-ramp for Concur Travel and TMC partners. The real benefit for them is the long-term value of being able to create that pipeline and get those customers back when they're ready."

A few of Concur's TMC partners were warm on the approach, and a few others still were assessing it. Some questioned if it will attract new clients to their TMCs, but most didn't see Concur's new offering as encroachment on their turf.

One exception is Adelman, a Concur TMC Preferred Partner that is launching its own segmented offering for small businesses that are making the transition from unmanaged to managed travel. "There's clearly some overlap, but that market is so big and that overlap is happening across a whole lot of folks trying to get a piece of it," said Adelman CEO Andy McGraw. "Nobody has truly cracked the code yet. You're nothing until you're something, and that goes for everybody." Adelman sees differences between its approach to small businesses and Concur Hipmunk's. Among those, the MyAdelman product includes simplified policy construction, full access to global distribution system content and the TMC's own negotiated rates.

MacDonald stated Concur Hipmunk would include differentiated content from Hipmunk's consumer site,



Concur's Mike Koetting referred to small businesses as the corporate travel industry's white whale. Now Concur has sharpened its harpoon and joined plenty of would-be Captain Ahab.



Concur Hipmunk's Resources

- Hipmunk's metasearch travel shopping capability
- Supplier discounts (launching with Carlson Wagonlit Travel's RoomIt, American Airlines & United Airlines)
- TripLink & TripIt data capture

Concur Hipmunk's Output

- Expense pass-through to Concur Expense
- TripIt Pro itinerary management
- Calendar integration with Google calendar (Outlook in the works)

including negotiated hotel content from a Carlson Wagonlit Travel partnership and the ability for participating suppliers to push discounted rates to small business users.

"There's no shortage of players entering into this space," said Michael Steiner, EVP at Ovation Corporate Travel, a Concur TMC Preferred Partner. "Whether it's Concur Hipmunk or Upside or TripActions or Lola and Pana, everyone is trying to figure this small business space out. It's not easy, because there's not one size that fits all, but I do think it's a good first step for an organization to manage their business travel costs. It's a better solution than what they have right now, which is the Wild West."

Gant Travel president Patrick Linnihan was glad to see an ally among those in the crowd chasing the small business segment. A Concur booster, he likes the concept. "Would you rather have your No. 1 collaborator say, 'These accounts can start with Mezi and sooner or later, when they need a big program, they'll come to us?'" he said. "Or do you want that collaborator to create a tool that identifies who the growing companies are that are making decisions about how to manage their costs and how to manage their talent on the road? I would rather have the latter of those two any day of the week."

Jay Ellenby—president of Safe Harbors Business Travel, another Concur TMC Preferred Partner—noted, "We're still getting our arms around the strategy, but if this is an opportunity to help small businesses get a better idea of how managed travel works early on, then we are in favor of the concept."

For Concur Hipmunk, Concur has a bilateral referral process with TMC partners. TMCs can steer too-small clients to Concur Hipmunk and land referral revenue. If and when that account graduates to Concur Travel, the TMC gets the chance to re-engage with the business.

Mike Cameron, CEO of Concur partner Christopher-son Business Travel, endorsed Concur Hipmunk in a Concur blog post: "We're excited to refer prospective customers to the Concur Hipmunk solution, and then nurture them so we can layer on and implement the next level of travel management as they grow. We want to be the designated TMC that brought them to Concur."

Yet, whether referrals will net much business for TMC partners remains to be seen. "The jury is going to be out for a while to see how it develops," said Ovation's Steiner. "Is there potential for that? Sure. And we've got a great working relationship with Concur. If and when they have a customer that matures and their needs get more complicated, that will be an opportunity for us. And vice versa: We have opportunities that come our way and organizations that aren't ready for the type of managed travel programs we provide, so we can pass opportunities their way."

What About Hipmunk for Enterprises?

When Concur acquired Hipmunk in September 2016, the company suggested that owning what it viewed as an innovative consumer tech entity would influence the user experience for enterprise clients. Twelve months later, Concur's biggest move with Hipmunk is a small business offering. This, said Adelman's McGraw, was surprising. "The assumption that many made was that they would take that technology and apply it to the enterprise application to improve it. The surprise was that it landed first as a small business platform versus integration for the enterprise booking tool." Still, MacDonald said Concur's existing platform is incorporating features borrowed from Hipmunk's user experience, including adapting the Hello Hipmunk bot technology for its enterprise users. ■

AirPlus Bounces Back & Plans New Markets

AirPlus lost 127,000 corporate cardholders and €12 million in profit in 2016 and it will register a €3 million loss in each of the next several years, all owing to the European Union's Interchange Fee Regulation. But the payment provider is taking steps to recuperate those losses. CEO Patrick Diemer spoke with BTN payment and expense editor JoAnn DeLuna about new markets and revving up its application programming interface connections to make travel seamless.

AIRPLUS PARTNERS WITH BOOKING AND EXPENSE PROVIDERS AND TRAVEL MANAGEMENT COMPANIES TO PROVIDE A SEAMLESS BOOKING, PAYMENT AND EXPENSE EXPERIENCE. WHAT'S LEFT NOW THAT YOU'VE DONE THIS FOR AIR, RAIL, HOTEL AND CAR RENTAL, MOST RECENTLY WITH FCM TRAVEL SOLUTIONS IN THE U.S.?

We are working on restaurants. We'd like [travelers] to look at their smartphones and have it show what's on their tab for the table, press a button for the tip, press another button to pay and then leave.

MASTERCARD IS DOING SIMILAR THINGS ON THE CONSUMER SIDE.

Yes, there are some developments. OpenTable is experimenting with this in Los Angeles. There are also a couple of apps in Europe. Business travel is on the forefront of this because, at the end of the payment process in a restaurant, the expense can be paper free. That convenience demand from travelers [is so high] that it will drive adoption in business travel.

WHAT ELSE IS AIRPLUS DOING TO IMPROVE BUSINESS TRAVEL PAYMENT?

My hypothesis is that there will be a new layer of service providers that will integrate booking, payment and expense. This is happening with or without us, so we're working on APIs for those programmers so they can integrate our payment tools better than [they can integrate] our competitors' payment tools. The other question is [whether] this development means that we would need to become a booking or expense provider ourselves. We haven't answered that question yet, but we're looking into it this year.

AIRPLUS' MOBILE A.I.D.A. VIRTUAL PAYMENT SOLUTION IS SET TO LAUNCH THIS YEAR IN THE U.S. HOW IS THAT COMING ALONG, AND WHY HAS IT TAKEN SO LONG?

[The delay] hasn't been because of the product but because of our status as a financial institution. In Europe, we have a payment institution license that [allows us to function] like a bank solely for payment services but without [providing credit] to corporates. This regulatory category doesn't exist in the U.S. [Here] you have to be a bank.

WILL AIRPLUS BECOME A BANK THEN?

We questioned whether we should become a MasterCard issuer in our own right in the U.S. or [if we should] partner with a MasterCard issuing bank. We didn't want to go through the capital and regulatory regime to become a bank, so we chose the second



AirPlus CEO Patrick Diemer talks:

- Making the T&E process seamless
- Delays in bringing Mobile A.I.D.A. to the U.S.
- Book of business after the EU Interchange Fee Regulation

Blockchain's Chances in the Credit Card Industry

"We saw blockchain as a potential threat, a new competitor coming in and facilitating payment, but we also saw it as an opportunity because we have 49,000 corporate customers" to whom to sell, said AirPlus CEO Patrick Diemer. The issue is: There's nothing to sell so far, no blockchain-based product that solves a payments problem, he said. Diemer doubts whether there's sufficient payoff for the credit card industry in switching to blockchain, even considering the technology's ability to reduce fraud. The industry's fraud prevention system "is already a very computerized and industrialized process," he said. So even though blockchain could reduce fraud a bit, he doesn't see a cost advantage significant enough to inspire the industry to change its process.

option, with Regions Bank in Birmingham, Alabama. It's taken a while for us to technically implement the A.I.D.A. product in the U.S. It's going to be the same product we issue in all other countries, as that is what our global customers require, one process.

HOW HAS THE U.S. MARKET PLAYED OUT FOR AIRPLUS, CONSIDERING U.S. COMPANIES DON'T USE LODGE CARDS AS MUCH AS EUROPEAN ONES DO?

Globally, AirPlus is probably No. 3 based on [payment volume]. In the U.S., we're at the end of the food chain because of the regulatory environment. A.I.D.A. is a key development that has taken some time to get going, which meant we didn't have the same product setup that our competitors have in the U.S. We were not the first in the market, and we therefore are a small player.

IS THE U.S. MARKET A PRIORITY?

The U.S. is a pretty developed market with a lot of competitors, and rebates play an important role in the U.S. market. Our priority for market development is really Asia/Pacific because there's so much more business there for us today. We have a number of other Asia/Pacific countries like Indonesia and Thailand to be launched later this year. We're also launching the Company Account product in Japan and forming a subsidiary in Brazil.

DOES THAT MEAN YOU'RE GOING TO SCALE BACK ON YOUR U.S. PRESENCE?

No, we're not cutting back our U.S. presence. We're going to increase it, but the speed is going to be modest.

LAST YEAR WAS TOUGH. CAN YOU WALK ME THROUGH THE LOSSES THAT RESULTED FROM THE EU INTERCHANGE FEE REGULATION?

The regulation had a one-time [loss] effect of €9 million because we had to migrate the portfolio and reissue all of our cards. Then there's the ongoing €3 million loss that will carry on. We had to give our customers a choice between paying a significant price increase for the type of corporate card they were using or changing to corporate liability. Given that choice, 22 percent [of clients] decided to no longer use corporate cards, which were predominantly cards that were not used frequently. That's where we see the permanent negative effect coming from.

IN THIS NEW REGULATORY ENVIRONMENT, I CAN SEE THE OPPORTUNITY FOR ALTERNATIVE FORMS OF PAYMENT FOR INFREQUENT TRAVELERS.

Yes. We see a lot of customers pushing more onto the lodge account. We were quite afraid that customers were turning their backs on AirPlus or the product category, but that's not the case. Even customers who don't use a physical piece of plastic anymore continue to use a lodge card or a virtual central bill account. If travelers have to pay for something outside of car rental, air or hotel, like a restaurant, then they're asked to use personal cards and be reimbursed through the expense management systems.

HOW HAS 2017 BEEN FOR AIRPLUS SO FAR?

Business is doing very well this year. [Year over year for the first five months of 2017, we saw] a 6 percent increase in global issuing volume, which is our key performance indicator. We [saw] more than 9 percent volume growth for our lodge account [product] and 31 percent growth for our A.I.D.A. virtual card product. ■

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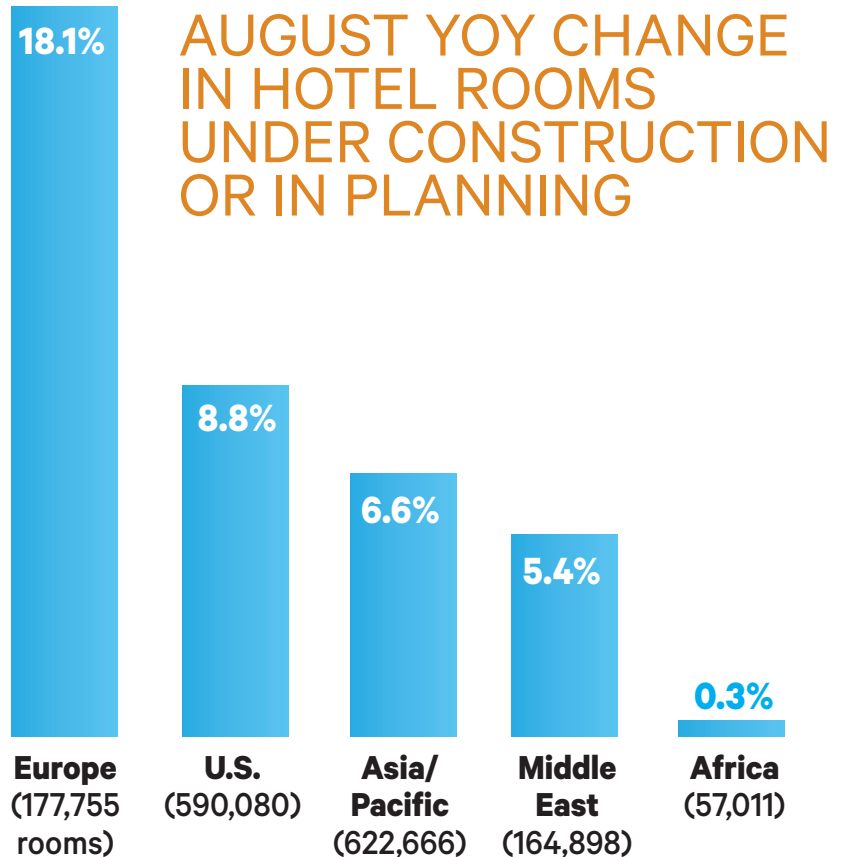
Where the New Hotels Are Opening

The number of hotel rooms under construction or in planning is growing at a much slower pace than it was a year ago, according to STR. The pipeline grew 8.8 percent year over year in August, and the slice that represents rooms under construction grew 12.9 percent. “Those numbers are incredibly low compared with the same time last year, and there is potential for further deceleration in new development as resources are directed to rebuilding from Hurricane Harvey and Hurricane Irma,” said STR VP of operations Bobby Bowers.

“A slowing in new supply is a positive sign that the industry has reached a balance between supply and demand,” said Tripbam CEO Steve Reynolds. This is long overdue, he added, as the scale has been tipped toward the supply side for years. “Corporations need a break.” GoldSpring Consulting partner Neil Hammond said growth is still strong, however. “Combined with the additional rooms that will be introduced via the shared economy, this represents a strong supply pipeline that should temper price increases,” he said. Meanwhile, Reynolds noted that brand consolidation, primarily the Marriott/Starwood merger, should drive average daily rates back up.

U.S. hotel rooms under construction total 192,132. Upper-midscale rooms represent 63,021 of those, and upscale rooms total 61,258. “The upper-midscale and upscale segments ... are also two chain scale segments that saw occupancy declines and the lowest rate growth through the first seven months of the year,” Bowers said. “Demand remains high in the select-service segment, but significant supply growth will continue to pressure performance levels.”

The economy segment represented the largest year-over-year percentage increase in rooms under construction, at 68.6 percent, though that totals just 2,498 rooms.



Source: STR

UNDER CONSTRUCTION ELSEWHERE IN AUGUST

EUROPE

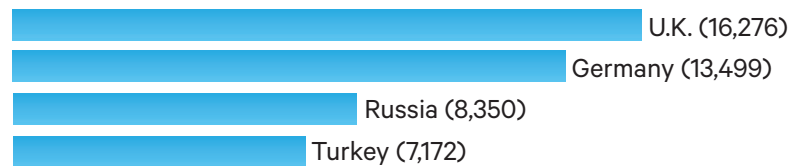
ROOMS: 75,755



YOY Change **17.5%**



Most Rooms Under Construction



MIDDLE EAST

ROOMS: 98,027



YOY Change **17.2%**

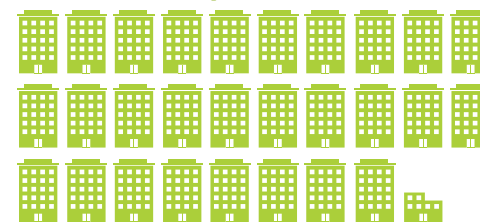


Most Rooms Under Construction



ASIA/PACIFIC

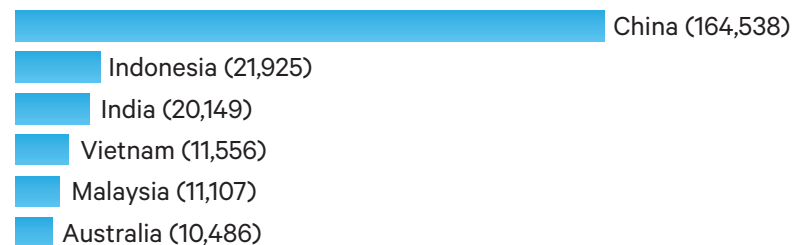
ROOMS: 284,542



YOY Change **16.4%**



Most Rooms Under Construction



AFRICA

ROOMS: 28,260



YOY Change **-5.6%**



Most Rooms Under Construction



Source: STR equals 10,000 rooms



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GDPR: Is Your Meetings Data Governance Ready?

There's money to be made in the data trade, and the meetings industry has not been held to strict data privacy standards. The European Union's General Data Protection Regulation may change this and even change how buyers approach supplier sourcing and contracting.



Illustration by Scott Pollack

The European Union's General Data Protection Regulation will expand the role of data governance for corporate travel management and for meetings and events management. Preparations need to happen now to be compliant by May 25, 2018, when penalties—up to 4 percent of a company's global revenue—will go into effect. With so much data produced and processed for meetings, plus the permissive data governance allowed in the U.S., meetings managers need to understand the GDPR responsibilities and liabilities of not only their own companies but also their data and technology partners. Also, it's not just for meetings and events in Europe. Any event that hosts EU citizens as participants are subject to the rules and penalties.

GoldSpring Consulting's Kevin Iwamoto and Lenos founder and CEO Debbie Chong—whose background as an attorney specializing in e-commerce, data privacy and other corporate matters informs her current role—talk with BTN editor-in-chief Elizabeth West about how meeting managers can push toward compliance and what industry changes GDPR could precipitate.

Q *To use a sports analogy, are meeting managers acting as the goalies when it comes to data protection? If not, who needs to be managing this?*

Debbie Chong: Meeting professionals have responded to our concerns around privacy as, "That's for someone else in the company to worry about." Data is not their area of expertise, and we understand that. But GDPR is going to make [data privacy] everybody's concern. Literally, everybody's. You might not need to understand the technical and all the legal implications and details, but you're going to need to know whether your systems and processes are GDPR compliant. Because the stakes are high, in terms of penalties, this is unlikely to be an assessment made by those who are operating the system. This is now at a level [where] IT and the [data privacy officer] will be more involved in decisions around [meetings technology] systems.

Q *What role will meeting managers have, then?*

Meetings Mavens Talk Shop

HOW MEETING MANAGERS CAN PUSH TOWARD COMPLIANCE

THE INDUSTRY CHANGES GDPR COULD PRECIPITATE

Kevin Iwamoto: I'm educating meetings clients about asking the right questions when sourcing and contracting. I still see contracts that claim data protection governance is Safe Harbor. Well, that doesn't exist anymore. And even [contracts] that say that data is protected by Privacy Shield. You can assume Privacy Shield will be replaced by GDPR. On the flip side, if fulfilling your service level agreement necessitates a GDPR violation or breach, you bet your suppliers will come back to you and ask for some form of financial support [to cover penalties] because they are working for you. So with meeting managers, it's a matter of awareness and knowing now what some of the issues are and bringing it up with the right people in the organization. This

is an issue that the C-level suite has to take on, and as Deb said, you'll see more data protection officers and IT getting involved in meetings.

Q *What kind of data are we talking about? Will GDPR govern personally identifiable information, or does it go beyond that?*

Chong: GDPR compliance will have far-reaching implications in how you handle the PII of your customers, partners, prospects and employees. But it goes beyond PII. For example, [a meetings technology company] is managing data that identifies our customers' best salespeople, when you talk about incentive [programs]. We know housing requirements or sleeping arrangements. We know dietary issues of participants. All of this is extremely confidential and sensitive client information. Meetings touch so much data, both the data that I provide, as well as data that [a technology system] possibly receives like my IP address, my search history, my Web track on my location. [Marketers can also] infer data based on my online behaviors. [The tech provider] might even share that data with a data mart ... and other companies might be buying [my data], even if it's aggregate, to remarket other products to me. Until now, these have been a privacy of contract issue. Now, they're going to become a GDPR issue.

Q *Participant behavior data is becoming such a big part of meetings and events and often is provided to sponsors as part of the value of their investment. Will GDPR interfere with this?*

Iwamoto: [GDPR] will change the way meeting participants opt in or provide permissions about how their data can be used. I envision that everything will need a data [usage policy] and companies will have to be more transparent about how the data is used.

Chong: Conference producers will have [to require] sponsors to sign an agreement that they will not transfer that data and use it except for the purposes agreed to by the person who provided the data. Under GDPR, participants will also be able to revoke their consent to share data, and that will add another task to data management. [Corporate clients] will need to check the tires on their technology [to understand] whether the solution can handle the permissions and proper opt-ins. We're in the world of Big Data and Fortune 500 companies. Technology systems need to handle data according to these requirements so that no one has to perform manual tasks. This will mitigate risk to a certain extent.

Q *Who, exactly, is the liable party in terms of data privacy violations under GDPR?*

Chong: The data controller, so in this case the corporate client. The controller has an agreement with the data processor, which is the technology company. As a processor, I would not take any instructions other than from the controller because the controller is responsible under GDPR for managing the data, for treating it the way it's supposed to be treated.

Q *Many companies access technology through the third party. Is the liability still the same?*

Chong: The data controller is still liable. For a limited number of programs, we appreciate [that] licensing via a third party makes sense. However, for a strategic meetings management program, we recommend companies ... go direct to a technology provider to ensure that there is privity of contract to address any potential liabilities. The company data protection officer, a requirement of GDPR compliance, will get involved in the selection and management of technology in both scenarios.

Q *Many companies have so-called "no-cost" SMMP agreements with third parties, funded mainly by hotel commissions. They don't have resources for a technology RFP or other SMMP tasks. Is it realistic to think that these companies will change course because of GDPR?*

Iwamoto: By program size and by activity, people need to do the math and do the financials as to whether going direct makes sense, or should they license to a third party, an intermediary. Every company is going to come to a different financial conclusion.

Chong: I respectfully disagree, if we are talking about enterprisewide SMMP.

Iwamoto: I just went through it with a mid-size client where they wanted to go direct to the [technology] supplier, but when they did the financials and the head-count resource allocation internally, they could not get that approved. They [went] through a third-party partner.

Chong: I had the opposite. A client [told me recently] they had not gone direct and their CFO is now insisting that they go direct. I think any organization is going to be at risk if they don't go direct. How will they explain, if the third-party [mismanages the data or mismanages the technology], that suddenly the end client corporation is getting fined? So I disagree, I respectfully disagree.

Iwamoto: If that's going to happen, then GDPR might force more direct contracting with suppliers. But currently, it's a matter of head-count resource and budgets and financials that lead people to go through the third party. If they do go that route, however, I foresee GDPR compliance becoming part of the auditing process. We do audits all the time for different components of travel and meetings, so I envision that this will become a separate audit stream.

Q *Will GDPR, then, force a shift in how meetings technology is priced or tiered so it fits more types of end clients?*

Chong: I don't believe this is all because of pricing. That's just sort of a misnomer in the marketplace. We have clients that might just need our systems for one program a year, and then we have others who are doing 5,000 programs a year. They're not paying the same thing. Plus, the technology is priced based on usage. Corporations have to weigh the cost of [the right technology and contracts] against the risk of being fined for GDPR violation. Beyond the fine itself, think about public perception. If a company gets fined, everyone is going to start looking and saying, "What else did they do?"

Q *What about corporate data, like booking patterns, hotels and locations—basically the RFP history? Is that corporate data ever sold to meetings suppliers and would GDPR come into play here?*

Chong: If I'm responsible for sourcing meetings and I've set my profile and the sourcing technology is sharing my buying patterns and my profile data in a dashboard to vendors in the marketplace, there is no privity to take actions as you are not a party to the contract if your end user is not aware and has not given the company permission to use the data in that way. Practices and other behaviors that produce covert revenue streams will be challenged in the world of GDPR. Overall, GDPR will help in all of our efforts to further professionalize our industry and provide the visibility that it deserves in terms of how meetings and events impact revenue generation and corporate success rates overall.

Q *Kevin, do you agree?*

Iwamoto: I do, but I also think we should underscore that this goes way beyond meetings and affects how companies need to be looking at data governance overall and how meetings fit into that. We know that the U.S. has some of the lowest data privacy standards in the world. In Europe, data privacy is a right. GDPR is pushing that issue on a global scale. ■



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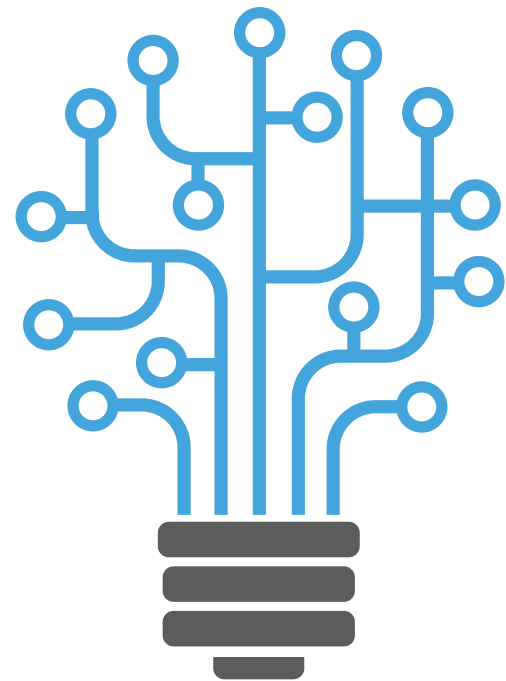
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INNOVATORS YOU SHOULD KNOW



There's a reason innovation comes slowly. It's hard. It's hard for those with new products to get customers to ditch their old suppliers. It's hard for travel managers to get buy-in (ahem, money) from higher-ups and to get adoption from end users. The physical law of inertia applies, as well, to running a travel program: You need a force sufficient to bounce your program out of its status quo. Here are six compelling new travel suppliers whose missions—to streamline expense auditing, protect travelers, improve the travel experience, ease booking, improve adoption and even reinvent the entire travel-buying economy—might do the trick.

Startup AppZen takes expense auditing to a new level. Its artificial intelligence-powered engine not only analyzes each clients' expense reports and receipts to catch duplicates and out-of-policy purchases but also scours the Internet to validate that the merchants and meal companions who show up are real. Additionally, there's the AppZen Behavior Index, which indicates a traveler's tendency to violate policy intentionally, based on historical behavioral data. CEO Anant Kale told BTN payment and expense editor JoAnn DeLuna what makes AppZen "unique."

APPZEN



ANANT KALE
CEO

How is AppZen different from its competitors?

Plenty of companies pretend to be audit tools. They take expense data and run it through their system, but the majority of the data on expense reports is on [attached receipts]. The only way today [to review them] is by having a person browse through the entire document. We mimic auditors by checking everything as if a human with all the time in the world were checking it and looking on the Internet for clues but in real time. And we have our ABI.

Your 2016 partnership with Concur has been successful and has helped AppZen score large clients like Amazon. How else are you going to market?

We just did a partnership agreement with Coupa and are into the technical integration phase now. We plan to release [the integration] to the first set of customers by the end of this year. We're also partnering with Chrome River and Expensify.

What is the biggest challenge of operating a product based on innovation?

Nobody is coming to us saying, "I found you guys because you use AI for expense audit." It's not like selling expense automation software, where you have a thousand Google search results. Our product is really innovative, far ahead of what anyone imagines can be done. The challenge is: How do we ensure companies understand the value of it?

So how do you? Some expense management systems also have introduced automation throughout their systems, but many travel managers are reluctant to enable aspects of it. How do you remove that customer hesitation?

The only way to remove that hesitation is to prove it out with data. We go to a large company, look at their processes and the results they're getting. We say, "Let's look at a new way of doing it," and work behind the scenes. We take their data, which has already gone through all kinds of controls, and put it through our engine. We analyze their 10,000 expense reports and give them results. The data always speaks for itself.

What do customers find most surprising when they get their results?

[The results] are always amazing for them. They see someone got reimbursed when they shouldn't have, someone upgraded to first class and no one noticed, or they paid for car rental insurance. We'll analyze data for [a two-week period] and show them the [potential] savings [from catching such violations]. Think about what would happen if they did this for a year.

Getting the industry to think differently about T&E management is challenging. How do you encourage innovation?

Customers are still thinking in traditional silos. We're trying to solve for the fundamental approach to how travel and expenses happen and [to] revisit the entire concept. But you still have to have something that works with their existing processes because companies have invested millions in their travel management system, rolled it out for thousands of employees and trained everyone on submitting expense reports. You cannot make a wholesale change; it would be too disruptive. If we can show them the value these innovations can bring them, then they see for themselves without too much change.

You've said many legacy companies are jumping on the AI bandwagon and claiming their systems are innovative. How can clients distinguish between real capability and hype?

There's fake AI out there. AI and blockchain require a product to be built from the ground up using [those technologies]. If a company is older than three years, there's no way they can rebuild their platform from ground up to use AI. A true company will show you what it does [that] cannot be done by anyone else if they're true innovators in that space. Second, some vendors claim that if you buy a robotic automation platform you can build [an AI tool] yourself and use it for everything, and that absolutely doesn't work. Customers have to be really careful. 🧐

TRENDS IN CORPORATE BOOKING



THURSDAY, NOVEMBER 9, 2017
1pm EST for 60 min

In a new research study, The Beat explores policies, practices and predictions for corporate booking within managed travel programs. More than two decades after online booking tools became part of the standard toolset for managed programs, how many companies mandate use—and get compliance? How are corporations addressing demands for improved traveler experiences? How satisfied are travel managers and their travelers with corporate booking options? How do managed travel organizations support mobile booking, chatbots and other emerging trends?

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Explore the findings and download the full report
http://bit.ly/thebeat_corporatebookings_research

KEY TAKEAWAYS:

- ▶ The role of policy in corporate booking adoption
- ▶ Mobile, chatbots and other trends
- ▶ Pros and cons of limiting options



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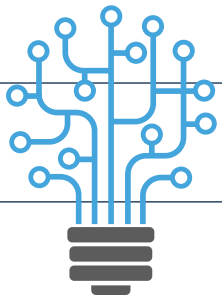


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INNOVATORS YOU SHOULD KNOW

SAFE TRAVEL RX

Ask someone at a small or midsize enterprise why the company doesn't have a duty of care solution, and that person most likely will cite the price tag. In October, startup SafeTravelRx will launch an affordable travel risk management mobile solution for Android and iOS. Costs for travel management companies, before their reselling markups, will be \$1.50 per trip up to \$3 per trip with upgrades. SafeTravelRx CEO Ron DiLeo told BTN's JoAnn DeLuna how it makes travel risk management affordable.

What does SafeTravelRx solve for?

There's a segment of the industry that doesn't have a duty of care solution that's affordable to them. The big enterprise-level solutions appeal to the stereotypical Fortune 500 [companies]. You're not going to get a 50-person law firm or a 100-person advertising firm to spend six to seven figures on a duty of care solution. That's the gap, the problem to be solved.

The app gives travelers access to iJet International services. It also enables travelers to transmit medical information to a local emergency provider. How does it work, and how are you distributing the solution?

We're going to distribute it through travel management companies. A company sends the TMC

Do you have TMC partners in place?

We have about 12 conversations going on with companies at global and regional levels. The larger players are interested in the medical [information transmission] functionality, while everyone else will be interested in the balance [of iJet services, as well].

What's the business model?

We charge on a per-[air booking] basis. Everyone has seen the "I've fallen and I can't get up" commercial. That company charges [\$49.95] a month [for the customer] to carry an ugly pendant around. Travelers enrolled in SafeTravelRx can use the app like that [even when they're not traveling] and there's no incremental cost [for such local use, but] we're not making money on that. We're making money [only] when people [book] travel. When a traveler calls the TMC to book a trip, everything gets triggered automatically. That [passenger name record] automatically is sent to iJet, which will recognize the traveler is going to, for example, Athens. IJet will trigger Athens-[related security] alerts to the traveler through email until the trip is done. From the app, travelers also can check what's happening in Athens through iJet's database in advance. There's also a help desk call center button powered by AIG Travel Guard for nonemergencies like translations or knowing the equivalent names of prescriptions.

What's the biggest barrier to travel risk management adoption?

The cost is usually the barrier, but we've eliminated that [by making the product affordable]. Our biggest challenge is getting travelers to actually download the app. If you don't download the app, it's not going to matter to [my company]; it's going to matter to you. A good travel manager will say, "I noticed you didn't download the app. This is just a reminder to fill out your profile."

I can see travelers being wary that their private medical information will be shared with their employers.

Travelers agree to the functionality of the app. They agree that it's OK to send this basic information to the emergency service provider, but otherwise, the information is only stored on their phone.

Any other challenges?

Not every 911 responder operates on a cellular network, in which case the call will go out but the [medical] info doesn't. About half the [U.S.] has cut over to cellular lines. That's a short-lived problem. In some areas like Africa, Asia and Eastern Europe, the phone networks are more contemporary than what we have in the States. 💡



RON DILEO
CEO

a list of travelers they want to enroll in the program. Travel managers then ask travelers to download the app and fill out a profile with things like emergency contacts, blood type, medications they're taking and medical conditions like high blood pressure. When a traveler presses the emergency call button in the app, this is what the local emergency provider will receive through a text message, along with the traveler's exact coordinates.

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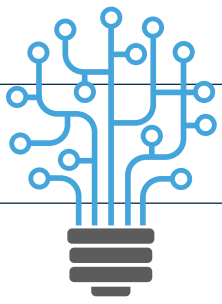
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INNOVATORS YOU SHOULD KNOW

SHEP. TRAVEL

Austin-based startup Shep.travel, formerly known as Compl.ai, is a browser plug-in that facilitates open bookings that fall within the guidelines of a company's travel policy. CEO Daniel Senyard spoke to BTN's Julie Sickel about how the tool can help companies boost compliance.

What sparked the idea for Shep?

I'd been very interested in the browser extension play space, as well as chatbots, so I started digging around trying to work out: Is there an application for travel that could be done in one or both of those places that could add value without doing customer service? I've spent time talking

was, the highest price, what the policy is, how much the traveler is exceeding the policy by and what the reason is. We send that as an alert to the travel manager via email or Slack, and that allows a switch in the way things are done in [small and midsize enterprises]. Now, that booking can be corrected within 24 hours, typically, instead of [the traveler] being punished a month later when the expense report is submitted. It gives autonomy to the traveler and visibility to the higher-ups.

Can the plug-in be used on any browser and any site?

We're in a closed beta using Chrome at the moment. And for us, we have to map to the HTML on the sites [to scrape the data] and say, "This [line of code corresponds to] price." We've got 11 sites mapped and working. We started with the [online travel agencies], and now we're getting some of the direct airlines. We're using our early customers to facilitate the mapping of these sites.

And is there a chatbot component coming?

We are working in the chatbot space, as well. It's more of a, "How much can I spend in Miami next week" [kind of policy guidance], not a mini-TMC. So travelers don't have to dig out their handbook; they can chat with the bot for a quick reference.

What size companies are you targeting?

We're starting with SMEs, so companies that have a policy, that have identified this as a problem but they don't have a tool or they're not willing to pay for a tool. For a smaller or medium-size company, their travel policy is on a wiki or at the bottom of the drawer, and it's just static and who knows who's got the latest version. There's a lot of uncertainty into what the rules are. We're taking things from companies, often a physical or static thing, and we're bringing it to life so that it's actionable and trackable on OTAs and consumer sites. We've

"WHAT IF WE JUST EMBRACED OPEN BOOKING AND SAID, 'YOU CAN BOOK ON THE OTAs OR YOU CAN BOOK WITH AIRLINES DIRECTLY, AND WE ARE GOING TO GUIDE YOU?'"

talked to larger companies that spend \$10 million dollars in travel, and they want us as a sort of additive when there's leakage from their corporate booking sites. But for now, our early customer launch is SMEs. 💡



DANIEL SENYARD
CEO

to corporate travelers. The CEO, CFO, COO—they all love corporate booking tools that restrict access, and it's very much a mandated program. By the time I moved down the chain of command and got to the travelers, they didn't really care about compliance. They just wanted to book where they thought was best, whether it was for points or price or preference. Instead of reinventing a better mousetrap with the same limits, what if we just embraced open booking and said, "You can book on the OTAs or you can book with airlines directly, and we are going to guide you?"

How does the policy piece come in?

We use the browser extension to overlay data and guidance, which is where the name Shep comes from; it's sort of shepherding you to a good decision and showing you what you should or shouldn't book. If I'm a traveler and I try to book something that's too expensive, it's going to say, "You're spending more than you should." And I can tell it from a drop-down menu, "I need to book this because it's around the corner from my meeting." What [Shep does] is package up all that information: who the traveler is, what site they booked on, what the lowest price offered

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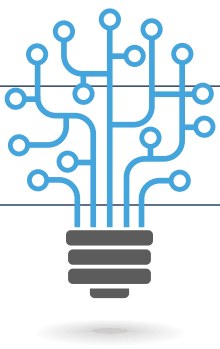
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INNOVATORS YOU SHOULD KNOW

30 SECONDS TO FLY

With its virtual travel assistant, Claire, 30SecondsToFly is building an “artificially intelligent employee” that companies can hire. She’s savvy about corporate travel policy and can learn on the job, among other things. CEO Felicia Schneiderhan spoke with BTN’s Julie Sickel about the birth of Claire.

What made you decide to deploy this type of technology in the travel space?

[Co-founder Riccardo Vittoria] and I had one startup before as co-founders, in the food tech space. We were still [at New York University]. We decided not to pursue the startup longer because the scalability wasn’t there. By that time, Riccardo was researching machine learning. We were thinking about how to apply this technology to make a difference, and we did a lot of customer development in different industries first. We looked into fintech, for example. We looked into health tech. The true, meaningful

How does Claire work from the traveler’s point of view?

The traveler-facing component is the booking engine. Employees check in with Claire on many different types of platforms; we’re completely platform agnostic. You can talk to her on Slack, on Facebook, via SMS, via Skype for Business. We also have our own Web application where you can just go to a page and check with Claire there. The system was built in a way that you can very quickly integrate with any other type of messaging platform that’s open for API. We also do in-journey support or travel assistance, meaning if something comes up, for example, the traveler can be like, “Hey, Claire, the meeting went longer. Please change my flight to two hours later.” We do have a travel agent that is in-house that will take these requests; at this point in time, it’s technologically not possible to automate the entire process. But with new systems on the travel supply side with the airlines, that would be possible at some point.

And the company-facing portion?

The company can control which types of flights Claire suggests, much like an assistant that knows travel policy by heart and applies it when booking for employees. At the same time, Claire tracks and reports all travel activities within the organization.

Does analytics play into that?

Yes. We’re experimenting with different approaches right now. The main idea is for Claire not to just give back dashboards to say, ‘Here’s the data,’ but instead, much like an employee, really make smart insights and smart recommendations based on data patterns observed within an organization that we could then feed back into travel policy.

What types of clients are you targeting?

We’re building Claire for small or medium-size business customers that would apply Claire to managed travel. Most of the companies we work with are either completely managed or lightly managed. It’s exactly the sweet spot where we think the biggest meat in the market is right now. Theoretically, the technology is scalable to any sort of business environment and to different travel programs, but that’s nothing that we are directly working on at the moment. We do have clients on the wait list from literally all parts of the globe, but we are targeting the U.S. market first and optimizing our inventory for it.

Are you live with any corporate customers?

We are in private beta right now with a number of individual [corporate] travelers, and we’re looking at onboarding the first company soon. 💡



FELICIA SCHNEIDERHAN
CEO

application we then found in the travel industry. And after doing market research and talking to lots of players, we understood that it was an industry where this technology could actually make a huge difference. That’s how we started developing Claire.

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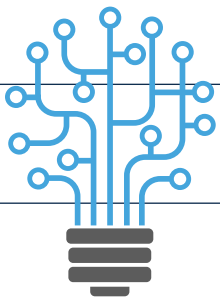
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INNOVATORS YOU SHOULD KNOW

TRIPISM



ADAM KERR
Founder

Even as corporate booking tool providers improve their products, the siren call of less-restrictive leisure booking tools pulls travelers out of their managed programs. To counter that, Tripism factors in not just corporate preferred suppliers and terms or just TripAdvisor-esque reviews but both. The booking interface pairs preferred suppliers with coworkers' feedback on properties, restaurants and the like. The result is an in-policy booking informed by a consumer eye. Founder Adam Kerr spoke with BTN's Michael B. Baker.

What challenges does Tripism seek to resolve?

We did some early research, and about 85 to 90 percent of business travelers use tools designed for the leisure traveler to piece together that business trip. They will look at their preferred hotel list for a given area and go to TripAdvisor or Booking.com to see what people say about those hotels or use tools like Yelp to find restaurants that might be suitable for them. That gives them a number of challenges. It's completely fragmented. You're reading reviews, and those sites pride themselves on infinite content, which is great if you're planning a vacation with your family and that's part of the experience and part of the discovery. But if I have to meet Ericsson at Bryant Park at 8 o'clock on Oct. 21, and I just want a hotel that's nearby and in the program and convenient for me, I don't want infinite content. I want specific information so I can make my decision. That's what Tripism does. We take data from lots of different places and we also take the knowledge and the reviews and tips from your coworkers, and we present that in a highly sophisticated and relevant way to the traveler. Rather than seeing infinite content, they can just see the information which we have for them to make a fast, good travel-planning decision.

How do you determine those decisions?

We work with the customer, so we take information from them like their office location, and put in those hotel suppliers. We can also look at their expense data and see what are the most frequented restaurants in this specific area. From doing that, you're benefiting from the corporate card usage from people who live in that city, so the expertise locally and the kind of research other travelers have done. We have partnerships. We work with people like American Express corporate card and Dinova, the preferred restaurant provider, so when a user logs in and needs information about a specific destination, we can present it to the traveler so they can make the right decision.

What role does traveler feedback play in those decisions?

Travel buyers do a fantastic job building relationships with their travel suppliers [with] partial information. They have information about number of nights stayed or number of dollars spent, but they don't have quality of service or feedback from their travelers. We enable a very simple way for travelers to quickly and easily give feedback that is helpful for their coworkers to make their decision. If someone I know has recommended a hotel near Bryant Park, that's an easy decision for me because I trust them. We also do analysis on those reviews and can provide them back to the travel managers, which they can use to provide constructive feedback to their suppliers and drive continual improvement to the performance of their travel suppliers.

That feedback is visible only to the buyer, not the supplier, correct?

Correct, though we have what we call a supplier portal and some companies would like us to engage with their suppliers and give them access to the portal. That enables [suppliers] to provide very rich content, which is specific for business travelers, and they can also create negotiated benefits or specific unique promotions just for travelers from that company. If I'm a traveler from Company X, when I log in, the content I see is the content only meant for users of that company. As part of that, they are happy for us to provide anonymized reviews back to the travel supplier. I can see it's a traveler from Company X. I can't see who it is, but I can see what they said. [Consider a hotel that invests] a tremendous amount of money in a property and [tries] to provide the very best service to travelers from this company. [They've] negotiated fantastic benefits for travelers from that company, but when travelers from that company look at the booking tool, it's so unsophisticated because the GDSs are so restrictive in the amount of information that can pass through. They are perceived to be exactly the same as the property across the road, which hasn't been refurbished in 20 years and provides very little in additional value to travelers. With our platform, they can present themselves in a fantastic way and can present those negotiated benefits clearly to the travelers. It's great for the traveler because I get more benefits and visibility of unique promotions.

How would Tripism improve compliance versus a standard corporate booking tool?

Eighty-five percent of travelers are completely unaware of negotiated benefits from preferred suppliers because they can't see it anywhere. This platform enables them to do more and provide more benefits to the traveler. Travel suppliers frequently want to enable special promotions for travelers from different companies, but they have no means of being able to do it. They can either put a PDF on the Internet, where it's not read or [it's] forgotten about, or they can email 20,000 travelers, of which it might only be relevant for 100. With Tripism, say they have a trip for August in Chicago. We can show them where the office is located, which of the preferred hotels is nearby, what travelers and coworkers say about the hotel, the unique benefits negotiated and any promotions applicable for that location at the time they are traveling. It's just a much better way of presenting information to the travelers.

How many buyers are you working with so far?

With the platform, we work with 20 or so [small and midsize enterprises] in Europe, but now our focus is around the larger corporate. We've announced that we will work with Microsoft on a global basis. In the next quarter, we'll be going live with another two large corporations, and we'll leverage that to bring on more through the early part of next year. 📍

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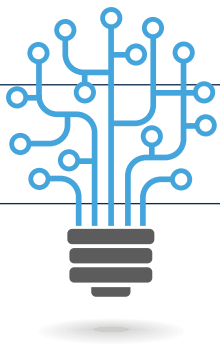
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INNOVATORS YOU SHOULD KNOW

WINDING TREE



MAKSIM IZMAYLOV
Founder & CEO

Amid travel industry chatter about how blockchain will transform travel distribution, Winding Tree is among the few startups applying the technology directly to the travel space. It is developing a “new economy” for hotel, airline, rental car and other travel suppliers—from distribution through payment. With its first launch only a few months away, CEO Maksim Izmaylov spoke with BTN’s Michael B. Baker.

For the newly initiated, what is blockchain, exactly?

Blockchain is a groundbreaking new technology that is definitely going to change the world. It’s not very easy to understand. People hear blockchain and they immediately think about some sort of virtual currency, but it goes much deeper. The underlying technology behind bitcoin, blockchain allows us to build networks without third parties that would sit in the middle of all the transactions and control the network. The blockchain technology allows us to transact on a network without intermediaries. Bitcoin is a financial system where we don’t need a bank in order for me to send you a certain amount of money. Similar logic can be applied to all kinds of different areas in our lives. In the case of Winding Tree, we are seeking to disintermediate an industry that is dominated by a few large corporations.

What solutions does the technology offer to travel, specifically?

In the travel industry, one of the hardest problems is access to data. The implications of that fact are tremendous. Without open data, we cannot have innovation. As someone who has been in the travel industry, working with startups, for at least three years, I see that problem very clearly. What we’re doing by removing intermediaries is allowing suppliers in travel to connect easily and quickly without a long sign-up process and without paying exorbitant transaction fees. By doing that, we’re bringing a lot of value to the table. The blockchain technology, because of its implications, allows for many, many other things to be built on top of the platform. That’s the core of our platform. It’s bundling. It should be easy to combine different travel segments, such as air, rail, hotels and B&Bs.

Blockchain fundamentally as a technology allows [there to be] no downtime. [In traditional transactions], there is a central party out there whose servers go down every once in a while. The bitcoin blockchain, as an example, is up all the time. In a few years, we’re going to see a lot less fraud because of the blockchain technology. Third parties bring a lot of security problems to the table. Look at Equifax. If you store a lot of user information, payment information and information that should not be disclosed to the public in one place, of course you are going to be hacked; it’s a gigantic target for hackers. Blockchain as a distributive technology removes that problem on a very fundamental level.

How will your product work?

For suppliers and sellers to travelers, they’ll just plug their systems into our network and out of the box, they can sell inventory very easily, receive a payment in cryptocurrency and at the

same time immediately transfer that cryptocurrency and convert it into a fiat currency, such as U.S. dollars or euros, and send it to their bank account. Cryptocurrency is just an enabler. For suppliers, it will be easy to sort inventory from all kinds of different suppliers—airlines, hotels, car rentals, tour and activity providers—and combine them in interesting ways and sell them with no exorbitant transaction fees. We’ve designed a whole new economy around blockchain technology. Our goal is not just to make money as a company but to bring innovation back into the travel industry. Our goal is not just to remove the bad guys. It’s to make travel cheaper for travelers [and] more profitable for suppliers and sellers, and that technology fundamentally gives us the ability to do so.

What level of interest have you attracted from suppliers?

We have a lot of natural interest. We have big players like [German travel and tourism company] TUI. We’re talking to big and small airlines, a few hotel chains and a few smaller providers. Our goal would be to work with companies that can move very fast in terms of technology integration. We wouldn’t sit and wait for the big airlines [that need] two years [to integrate. We want] to be able to experiment very fast and start from there. We do have conversations with very big corporations out there that are willing to move fast.

What about current travel distribution suppliers?

We have talked to the big GDSs and OTAs several times. Our message to them is that fundamentally, blockchain technology does remove intermediaries but those companies do not have to go away. Those players that sit in the middle of all the transactions are able to charge those fees not because they deliver a lot of value but because they can; there is no marketplace that would determine the right margin, the right price point for the value that they deliver.

What is your time line for launch?

In the software world, nothing is ever done and fully operational. The minimum viable version of the product we are hoping to launch this fall, around ... November. We are going to start with testing the smart contracts for hotels and vacation rentals. It’s something that we have developed over the past few months, and so far, it’s up and running. We’re testing it with a few of our suppliers. Airline smart contracts will be much, much harder. The search will be much harder, so we will try to deliver by the end of next year. We need a lot of feedback and to learn about how those big companies operate. All of those airlines have different systems, so it’s going to be a lot of work. 💡

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Concur Compleat Links Up with CSI GlobalVCard for Virtual Cards

The Concur Compleat mid-office system now can generate CSI GlobalVCard virtual cards for hotel bookings automatically. That comes after Concur enabled Conferma virtual cards earlier this year. CSI GlobalVCard SVP of travel Juliann Pless told BTN the partnership is implementing with three travel management companies: Short's Travel, Tower and Vision Travel. Concur's Compleat TravPay module facilitates both Conferma and CSI GlobalVCard and will be a platform for future virtual card integrations. That includes a CSI GlobalVCard/Concur Compleat integration for air bookings, planned for the first quarter of 2018.

A separate, more recent integration between Conferma and Concur Travel that bypasses the Compleat system is unrelated.

Similar to Concur's Compleat integration with Conferma, CSI GlobalVCard's virtual hotel payment is available through both live agent bookings and Concur's online booking tool. Client companies maintain their existing payment process, so travelers initiate payment with a corporate or lodge card. Then, once Compleat receives the virtual card from CSI GlobalVCard, Compleat switches out the card in the passenger name record. Clients manage access to the virtual card through traveler profiles and can set rules for what the payment will cover, whether it's room and tax only or includes a buffer for incidentals, Pless added.

CSI GlobalVCard then also sends the virtual card to the traveler via the CSI GlobalVCard app and faxes or emails authorization to the hotel. The hotel must support secure email to receive email authorization, and CSI GlobalVCard is working to automate a hotel's preferred transmission method. Currently, the system is set to fax by default. If a hotel prefers email, the TMC, corporate client or CSI GlobalVCard team manually emails authorizations.

Virtual Card Integrations Keep Expanding

While Conferma virtual cards for hotel bookings have been automated in Sabre since the global distribution system introduced virtual payments for hotel settlement in 2011, it's mostly been a manual process for other providers. That means



How It Works

- A travel agent or traveler makes a hotel booking in Concur.
- The booker holds the reservation using a corporate or lodge card.
- CSI GlobalVCard creates a virtual card and sends it to the Concur Compleat mid-office system.
- Compleat switches out the card in the passenger name record.
- CSI GlobalVCard sends the virtual card to the traveler via the CSI GlobalVCard app.
- CSI GlobalVCard faxes or emails authorization to the hotel.

an agent has had to toggle between the booking platform and the virtual card provider's platform to generate a virtual card number and then has to insert it into the booking tool to pay for it.

Last year, a number of virtual card providers automated at-time-of-booking virtual card payment. In July 2016, GraspPay enabled the capability for hotel and air bookings in Concur Travel. Conferma and Sabre extended the capability for air bookings last November.

In June, CSI GlobalVCard provided clients with the ability to pay for hotels using virtual cards on TMC AmTrav Corporate Travel's desktop booking tool. Paying for flights and car rentals with virtual cards on AmTrav's desktop booking tool is expected to be available before the end of the year. And the progress continues as CSI GlobalVCard is working on its own booking tool that will use its virtual card technology (*see Update: CSI GlobalVCard Booking Tool below*).

Car Rental Plans

Following through on the partnership it signed with Avis Budget last year, CSI GlobalVCard also is working on virtual card payments for rental car bookings, Pless said. Travelers will be able to go to the car rental company's website and book a car using their corporate rate codes. "The code will trigger a virtual card through our API. They can use it through a TMC or a booking tool, as well," Pless explained.

Using virtual cards for car rental bookings is tricky because of tolls and various insurance considerations. To solve for that, CSI GlobalVCard built tolerances into the card that are different from those for airline or hotel reservations. The tweaks accommodate the potential fees and extend the expiration date, Pless said. For example, tolls usually are applied two to four weeks after the traveler returns the car, she said.

Any extra funds will go back to the corporate client's account. "We put a flat dollar amount instead of a buffer based on what Avis Budget told us would be an ideal amount," she said. ■

Update: CSI GlobalVCard Booking Tool

While virtual card providers have done the work of integrating with booking tools, CSI GlobalVCard is planning an industry first: to enable booking in its own app. The company told BTN in March that it will relaunch its mobile app, featuring travel booking and automatic virtual card payments. CSI GlobalVCard SVP of travel Juliann Pless offered an update during this summer's Global Business Travel Association annual conference: The company will pilot with three customers and anticipates testing with 75 road warriors.

The payment provider is now undecided, however, on whether it will continue to use travel management company AmTrav Corporate Travel to access content or will switch to a global distribution system. Pless said an AmTrav partnership would restrict use to AmTrav clients. "Ultimately we would like something that's got a wider breadth so it can be used by anybody," she said. "We're trying to find who that right partner is. A lot of GDSs are requiring a Conferma relationship [because they] have completed an integration with Conferma for virtual card capability and don't want to do another integration." So for now, it's wait-and-see on how CSI GlobalVCard will bring that to market.

Networks Enable Corporate Cards on Fitness Smartwatches

U.S. business travelers soon will be able to use their fitness smartwatches not only to track their steps as they race to their gates but also to pay for the coffee that fuels their sprints. American Express, MasterCard and Visa have enabled corporate card use for the Fitbit Ionic smartwatch, coming in October, and MasterCard and Visa also integrated with Garmin's Vivoactive 3 smartwatch.

If the bank that issues a corporate card enables it on these devices and the corporate travel program OKs it, travelers then can connect their corporate cards through the Fitbit and Garmin apps. As for mobile wallets and other smartwatches, the user taps or waves the watch at a near-field communication-enabled terminal to pay.

Card networks began enabling mobile wallet use for corporate cards in 2015, but corporates have been slow to allow their travelers to use them. The low number of participating merchants and card issuers has shown low motivation, and safety concerns worry the corporates. Mobile wallet providers and card networks, however, claim the payment method is safer because it uses tokenization, which replaces a cardholders' account number with a token account number, and because it can be paired with biometric authentication, such as fingerprint readers.

Considering Fitbit already partners with corporate clients—Barclays, BP, Bank of America, IBM, Kimberly-Clark, Target and Time Warner, according to Fast Company—to develop internal wellness programs and offer discounts for the device, uptake for fitness smartwatches could be faster. ■

Brink's White-Label Payment & Expense Solution

Secure logistics and security provider Brink's is going after small and midsize enterprises with a combined Travel + Expense MasterCard debit card and expense solution. Brink's is white-labeling the card and expense solution from financial solutions startup Bento for Business.

The solution consists of both plastic cards for purchases and a platform, available on desktop and on Android and iOS mobile devices. It allows administrators to set spending limits for travelers by day, week or month; to disable cards; and to block merchants where the cards can't be used and times and days when they can't be used. Administrators also can filter the dashboard to see spend by employee, card number, spend category, time frame or expense tags. If a traveler tries to make a purchase outside the allowed parameters, the system will decline it and the travel manager will receive an alert.

Meanwhile, when travelers make a purchase, the app prompts them to photograph the receipt. Travelers then pair the receipt to a transaction and make a note as needed. Travelers can request additional funds through the app, and administrators can approve such requests through the app, as well, said Brink's North America general manager for payments Miguel Zepeda. In the future, receipts and charges will pair automatically, according to Bento CEO Farhan Ahmad.

Client companies must open an account with Brink's issuing bank partner Bancorp Bank and transfer in money to fund the debit cards, they explained.

In February 2015, Bento raised \$2.5 million in seed financing from investors led by Anthemis Group. Other investors were Blumberg Capital, LionBird and Pivot Investment Partners. ■

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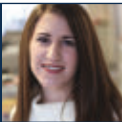
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U.S. Hotel Industry Forecasts Project Modest Growth for 2018

New 2018 forecasts for the U.S. hotel industry project continued growth, though at a slower pace than in recent years.

CBRE's most recent forecast pegs 2018 average daily rate growth at 2.3 percent and, despite a projected imbalance in supply and demand, predicts occupancy will edge up 0.1 percent year over year. "The limited growth rates may be disappointing or even troubling for some industry participants," said Mark Woodworth, senior managing director of CBRE Hotels' Americas Research. "However, 2018 will mark the ninth consecutive year of rising occupancy, something we have not seen since the 1990s."

PwC, meanwhile, projects 2018 ADR will grow a more modest 2.1 percent year over year and occupancy will decline 0.1 percent. The forecast anticipates both supply growth and demand growth will peak during the first quarter of 2018 and taper out for the remainder of the year. PwC predicts supply will crest at 1.9 percent and demand at 1.8 percent.

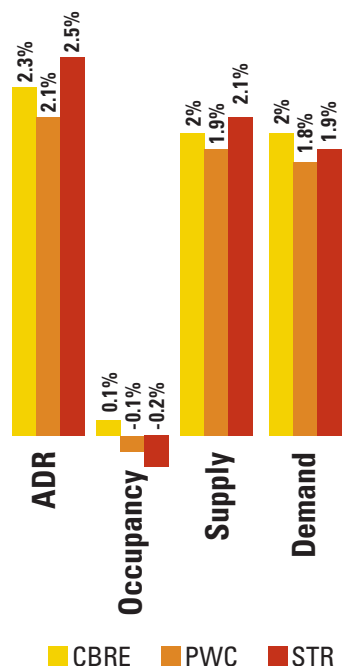
STR forecast ADR will grow 2.5 percent and occupancy will decline 0.2 percent. It projects supply growth of 2.1 percent and demand growth of 1.9 percent.

The outlook for the industry continues to be marked by uncertainty related to consumer confidence, employment levels, GDP growth and U.S. governmental policy. Additionally, rising labor costs are expected to continue to weigh on hotel profit margins. "In a low revenue-growth environment, it is a struggle to grow profits," Woodworth said. "This is especially true given the labor shortages and resulting upward pressure on compensation rates that our clients are reporting to us."

CBRE projects revenue will increase 2.3 percent, but at that rate, expense growth would need to stay below 3.7 percent in order for profits to rise, Woodworth said. "With the average hourly compensation rate for hospitality employees currently increasing at a pace of 4.1 percent and labor costs comprising roughly half the costs of a hotel operation, you can see how the math becomes challenging."

Nevertheless, Woodworth said, the challenge is not a new one for hoteliers, and he expects hotel operators will be able to manage costs in order to grow profit once more in 2018. ■

How Much Hotel Metrics Will Change in 2018



IHG's New Avid Brand

InterContinental Hotels Group has started licensing in the U.S. for its new mid-scale brand, Avid. IHG previously kept the lid on the name of its 13th brand, referring to it instead as Project Horizon since it was first announced in June.

IHG's decision to launch a midscale brand comes as U.S. hotel supply growth overtakes demand growth in the segments from upper-midscale up to luxury. Demand growth for midscale, in contrast, grew 1.8 percent in July, outpacing the 1.1 percent supply growth, according to STR. The segment also commanded greater revenue per available room growth, 2.4 percent, than the higher chain scale segments. Other companies that have added midscale products include Hilton with its new Tru brand Wyndham Worldwide, which acquired the AmericInn brand in July, and Trump Hotels, which announced its American Idea brand in June.

"With 14 million potential customers looking for the type of hospitality Avid hotels will offer, this new hotel brand represents a significant growth opportunity for IHG and our family of owners," IHG CEO Keith Barr said.

The Avid brand is described in IHG's marketing materials as a "a straightforward hotel for straightforward people" with "the essentials done exceptionally well." IHG expects the price point to be \$10 to \$15 cheaper than IHG's Holiday Inn Express. It will feature public spaces for socializing and work, complimentary breakfast, a food marketplace and high-speed Wi-Fi from IHG Connect. ■

Hotel Booking Tool Offers Payment & Invoicing

BY AMON COHEN

Online hotel booking tool Travelport Hotelzon has introduced a consolidated payment and invoicing service to guarantee hotel acceptance of virtual cards and provide monthly tax-compliant statements for corporate clients. Hotelzon's Payment Consolidation Service debuted in the U.K. at the beginning of September and will roll out to other European markets over the next few months, Travelport said.

According to Travelport, its clients spend an average of 24 minutes of manual admin on each hotel booking. Hotelzon head of new market sales Christian Schultz said the Payment Consolidation Service addresses two pain points. One: "Many customers use virtual credit

cards, but very often, hotels are reluctant to accept them when there isn't a physical card." Payment Consolidation Service contacts the hotel to let it know it is about to receive a virtual payment.

The second challenge, said Schultz, arises if travelers' companies do not receive copies of hotel invoices, either directly from the hotels or indirectly via the travelers; even when companies do obtain them, they're not set out in a manner that will be accepted by tax authorities. Payment Consolidation Service collects invoices for all hotel bookings made through Hotelzon, verifies they are presented correctly and consolidates them into a single statement for the client.

Travelport launched the product with German invoice management specialist Itelya Business Services and corporate payments provider AirPlus International. Both of these companies partnered with HRS to launch a similar service called Paperless Travel in 2016. Schultz said Travelport will expand Payment Consolidation Service to include payments through Travelport's own eNett subsidiary and other virtual payment providers.

Travelport acquired Hotelzon from its Finnish founders in 2014. Since then, Hotelzon has extended account management beyond northern Europe to the rest of Europe and, in 2017, into the U.S. Fifty-five percent of Hotelzon's revenue derives from direct corporate clients and the rest from travel management company partnerships.



Uber Can Continue in London During Appeal

London taxi and car-for-hire regulator Transport for London informed Uber for London that its private-hire operator license will not be renewed. The license expired Sept. 30. However, Uber can appeal by Oct. 13, based on the Private Hire Vehicles (London) Act 1998, and can continue to operate until the end of the appeals process.

“TfL considers that Uber’s approach and conduct demonstrate a lack of corporate responsibility,” according to a TfL statement that cited “potential public safety and security implications.” Those include reporting serious criminal offenses, how drivers’ medical certificates are obtained, driver screening and Uber’s use of Greyball software, which may have blocked regulators’ profiles.

Uber exec Fred Jones told BBC that Uber will appeal,

and Leigh Day attorney Nigel Mackay told BBC the appeal could go to the Supreme Court and the appeals process could be lengthy.

—Amanda Metcalf



EasyJet Enables Connecting Airline Bookings

EasyJet has launched Worldwide by EasyJet, which offers through fares for EasyJet passengers arriving at London Gatwick and connecting there to long-haul flights on Norwegian and on Canadian carrier WestJet. No interline or codeshare agreements are involved. Rather, a passenger uses EasyJet’s platform to book with an EasyJet partner, and the passenger designates the EasyJet flight from which he or she is connecting. Then, EasyJet transfers the bags to the passenger’s next flight. Minimum connecting time is 2.5 hours, and EasyJet will not hold departures for passengers transferring from late-running inbound flights. Instead, those passengers will be put on the next available departure. Worldwide by EasyJet also can be used to book through fares for passengers connecting between two of EasyJet’s 200,000 annual Gatwick flights. Talks are in progress to add Middle Eastern and Asian carriers to the service.

—Amon Cohen

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Asia/Pac Online Booking Adoption

BY MICHAEL B. BAKER

Back in 2010, a BCD Travel white paper proclaimed online booking adoption in Asia/Pacific corporate travel programs had reached the “tipping point.” The white paper cited an Association of Corporate Travel Executives survey of about 100 corporate travel managers in the region, in which just under half had an online booking tool in at least one of their markets.

Seven years later, online booking adoption still lags in the region due to content issues and corporate culture, though a market-by-market view paints a rosier picture, travel industry professionals said at a recent ACTE conference in Tokyo. Charles Wong, Egencia director of supplier relations for the region, said online adoption, at 30 to 40 percent, was low compared with other world regions. “Australia is a mature market in terms of online,” he said. “In the [rest of the region], we are seeing travel arrangers used to making bookings. Another key factor is complicated, multi-segment itineraries. And changes are frequent, which disrupts online tools.”

Still, some buyers have made great strides in the region. Bloomberg Asia/Pacific travel manager Andy Winchester said his company has implemented an online booking tool in five major countries in the region since 2013 and reports an 85 percent adoption rate among them. Unlike other companies in the region, Bloomberg does not have travel arrangers, and bookings are largely self-service. Saving administration time has driven adoption. “At the onset, the business case around the online booking tool was not just focused on the cost-saving element,” Winchester said. “It was clear [that] by moving online, we can save in travel costs, but it was also about how to get people to use it.”

Matt Holmes, travel and events category manager for public services provider Serco’s Asia/Pacific operations, also introduced online booking last year. About 60 percent of Serco’s travel in the region goes through travel arrangers, so the process has included getting not just travelers but also arrangers to use the tools. As with Bloomberg, the opportunity to save time drove adoption; the company showed prospective users that a simple point-to-point booking took a little over six minutes online but about 23 minutes offline, Holmes said. “When we worked out our company average salary and worked it down to a per-minute basis, we saved ourselves just under \$100,000 last year,” he said.

30%- 40%

Online booking adoption in Asia, according to Egencia’s Charles Wong



For both Serco and Bloomberg, Australia proved to be the lowest-hanging fruit in the Asia/Pacific. Winchester said it was the easiest rollout for Bloomberg, and Holmes used the market to see what worked. Serco will expand the tool to New Zealand and Hong Kong, followed by India.

India has proven the most difficult region for Bloomberg, in part because the company does not yet have a solution for booking a car there. In Japan, lack of content also is a challenge, particularly as some domestic flights and rail content are not available for online booking, Winchester said.

China remains the one market in which Bloomberg has not introduced an online booking tool. “Our [travel management company] does have an online booking solution, but locally, there’s so much flight disruption in China and support needed post the ticket being issued, we’ve held off at the moment,” he said. “Volumes are fairly low in China, so there’s not so much of a demand.”

Both Winchester and Holmes said they have set up internal processes to boost adoption. While Bloomberg has no hard mandate for online adoption, its offline booking system does remind travelers about the online option when booking simple point-to-point travel. Serco, meanwhile, has taken more of a “stick” approach when it comes to booking hotels. “Anything booked through the travel team is paid for centrally,” Holmes said. “Anything else is paid on the traveler’s personal credit card, which they submit through expenses and which goes through a rigorous audit.” ■

CONTINUED FROM FRONT PAGE

Travel Ban 3.0

vetting procedures” and their immediate family members. Other Venezuelan nationals may enter with visas but are subject to “measures to ensure traveler information remains current.”

- **SOMALIA** Immigration is restricted, but visitors may enter with visas “subject to additional scrutiny.”

Sudan, included in earlier bans, is excluded from this version. The order made the ban effective immediately for those countries that also appeared in previous travel bans: Iran, Libya, Syria and Yemen. The ban begins Oct. 18 for citizens of North Korea, Venezuela and Chad and for those who had been exempted from the previous ban due to bona fide relationships with someone in the U.S. like immediate family. The new ban does not impact travel for any holders of current, valid visas, green cards or travel docs.

Context for Travel Ban 3.0

This is Trump’s third attempt at a travel ban, following two that became mired in legal challenges. His first automatically revoked as many as 60,000 valid travel visas, banning entry of all citizens of Iraq, Iran, Libya, Somalia, Sudan and Syria for 90 days.

A revised version removed Iraq from the list and revised implementation time lines. The U.S. Supreme Court was slated to review it on Oct. 10 but on Sept. 25 canceled those arguments. It has asked both sides to submit briefs by Oct. 5 to help the court decide whether the case around the second version is moot.

While Trump’s new order said it offers a more “tailored approach” in regards to nonimmigrants, it also bans travel indefinitely; earlier versions had banned travel for a limited period. The order does allow the ban to be lifted per country should a country demonstrate it meets required procedures.

By adding North Korea and Venezuela, it also attempts to counter criticism that earlier versions were Muslim bans. Those accusations are likely to persist, considering that few North Korean nationals visit the U.S. and that the Venezuela ban has limited scope. “The devil is in the details, and we are watching with great skepticism,” American Civil Liberties Union executive director Anthony Romero said immediately after the ban was issued. “This is an apparent effort to paper over the original sin of the Muslim ban, especially when Trump just last week said he wanted a ‘larger, tougher and more specific’ ban.”

Travel trade organizations also say that while security is paramount, the previous wide-reaching bans were damaging. Last month, the U.S. Travel Association reported that inbound international travel declined year over year in the months following the initial ban, as well as in June and July.

Global Business Travel Association executive director Mike McCormick said the new order established clearer criteria for evaluating foreign visitors and showed a willingness to engage with other countries to help them achieve safe travel. He added, however, “The initial comprehensive January and March travel bans have created the perception that the United States is closed for business. The White House should now work to counter that perception. The resulting losses in business travel and trade have left a lasting negative impact on our economy.”

U.S. Travel Association EVP for public affairs Jonathan Grella echoed McCormick’s praise for a pathway to compliance, as well as his call for the Trump administration to communicate that it is not trying to discourage travel: “The American travel community continues to feel that both security and economic objectives could benefit from a clear message that these policy moves are tailored to specific issues. The world needs to know that they are not intended to discourage travel generally and that legitimate business and leisure travelers are as welcome as ever.” ■



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Certify Acquires NuTravel's Online Booking Tool

BY JAY BOEHMER & JOANN DELUNA

After 15 years in the business, NuTravel has sold its corporate online booking tool to Certify. "It's a challenging area of business," NuTravel president and CEO Carmine Carpanzano said of the online booking tool space, which is dominated by Concur. "There's a lot of big players out there with a lot of investment. We got to the point where we'd either need to find a funding partner to come in and work with us on the booking tool side or we'd need to find a partner that will take the business to the next level. The latter worked out. Certify has built an amazing business, and they have the cash to take this thing to the next level."

In July, Certify told BTN it had partnered with NuTravel to provide a solution for midsize and large companies called Certify Enterprise Travel, which remains fully functional. Certify's initial plan was to white-label NuTravel's booking tool and integrate it with Certify's expense solution to populate booking transactions into Certify. Certify Enterprise Travel went upmarket from Certify Travel, which taps into booking and fulfillment from AmTrav Corporate Travel and targets smaller companies.

More was in the works than a partnership, though. "We announced the partnership, but we weren't prepared to announce the acquisition as we were still working through the details," Certify CEO Bob Neveu told BTN.

Helping Certify Compete

Certify, which has about 2,500 customers of its own, inherits more than 50 travel management company partners and over 100 corporate clients, some of which Neveu said are "quite large." Certify will honor those clients' relationships with other expense tools, Neveu said. Concur, in contrast, will say it serves tens of thousands of clients in more than 100 countries with millions of end users, though not all use the Concur Travel booking system.

Neveu said large customers are looking for booking tools that integrate seamlessly with their TMC partners to access negotiated rates. "That was the gap Certify had by not owning [a booking tool] and not being able to control the competitive direction of the product offering," he said. "We had that through partnerships at best, but now we own and control that functionality."

Few suppliers provide a truly integrated T&E solution. Concur is the leader in the space. American Express Global Business Travel's KDS also provides an independent integrated T&E solution. Deem does, too,



but recently opened its application programming interface to expense firms so it can focus on booking.

Private equity firm K1 Investment Management acquired a majority stake in Certify in June for \$125 million and merged it with Expense-Watch, Nexonia and Tallie. At the time, Certify positioned itself as an alternative to Concur, and this booking tool acquisition positions it as a more viable competitor. "By acquiring our asset, they're now on a level playing field with Concur," said Carpanzano. "We all know the marketplace has been clamoring for a competitor to Concur, someone who can come in and give choice."

What Else Certify Gained in the Deal

Certify picked up not only NuTravel's corporate booking technology but also developers and sales reps. It also assumes NuTravel's adjacent business lines, including white-label booking capabilities for some TMCs. Executive Travel adopted the technology via its partnership with Mantic Point, and FCM uses it for its SmartAssistant for Mobile app.

Carpanzano and NuTravel co-founder Michael Materasso will advise Certify for three years. They'll assure "continuity for the business," hand off relationships and transfer knowledge, according to Carpanzano. "We'll be helping them with thought leadership, navigating the travel industry and transitioning customers, relationships, vendors and new opportunities that we had been cultivating," he said.

NuTravel will continue to operate its Airline Solutions business, which builds and powers business-to-business booking portals for airlines like JetBlue, Air Canada and WestJet. ■

Groupize Amps Up Concur Integration

BY ELIZABETH WEST

Groupize has integrated with Concur's Third-Party Meetings. The simple meetings app also now uses the Concur Travel Profile 2.0 application programming interface for two-way data integration. Concur will discontinue its own Concur Meetings on Jan. 1, 2018, and has advised all Concur Meetings clients to partner with an integrated provider.

Groupize's Third-Party Meetings integration allows joint Groupize/Concur clients to bring together a Groupize registration site and a Concur booking session specific to that event. For travelers who have profiles in Concur, it enables single sign-on and auto-fill to complete bookings. It also offers capabilities

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like setting travel policy and rules at the event level and allowing for guest travelers. Additionally, the tighter integration enables Groupize bots to crawl Concur to find registered attendees who have not booked air tickets and to automate reminder messages to prompt a booking.

Groupize Meetings matches attendees at the Concur profile level whether bookings were made by employees or via the travel management company. Travel managers can track travel for all meetings, whether attendees actually registered for a meeting or an administrator uploaded a list of known participants. In the latter case, Groupize will auto-match with profiles in Concur and pull back associated itineraries and spend. ■

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Gather Superior Data to Stop the Hotel Cancellation Policy Countdown Clock

BY SUZANNE NEUFANG

Major hotel chains' recent expansions of their advance-cancellation penalties reflect a lack of understanding of the potential costs for corporate hotel programs. These changes bring yet another new element to the hotel sourcing process: Now buyers need to better track their programs' metrics on hotel cancellations, when they take place and the costs/pain threshold of their specific program objectives. Back-of-the-envelope assumptions rarely satisfy CFO queries; travel managers need to have answers ready for their bosses as the impact of these changes on 2018 budgets comes into focus.

Hotels have the right to maximize room inventory and generate revenue. That said, optimized supplier-buyer relationships are a priority for hotel chains—big and small. Armed with metrics from verifiable travel data, HRS believes travel programs can leverage their relationships and proven performance to mitigate these fees and keep most policies at the historical level: free-of-charge cancellation up to 6 p.m. on the day of arrival.



Suzanne Neufang is
HRS Americas VP

Travel programs can leverage their relationships and proven performance to mitigate stricter hotel cancellation policies.

Incremental Increase in Hotel Program Costs

A study of the booking data and cancellation policies of HRS's largest corporate customers over the past 12 months leaves no doubt that these new fees could drive millions in new, travel-related expenditures. Some takeaways:

- 17 percent of business trips are canceled.
- 5 percent of those cancellations are within 48 hours of arrival.

HRS looked at a multinational client that spends \$82 million a year globally on lodging:

- If all cancellations made by this company in North America within 48 hours of arrival were subject to this charge, the budget impact would be US\$600,000 a year.
- If all chain hotels implemented this policy, this company could see another US\$2.7 million in costs, equal to 3 percent of total booking volume.

Real money is at stake. While most of the changes so far impact properties in the Americas under a few global chains, corporations need to be vigilant on this issue as the traditional RFP season unfolds: Once a new revenue stream proves sustainable, it's conceivable that others will follow suit, including an extension of such policies to properties on other continents.

Increased RFP Complexity

Hoteliers typically have a keen understanding of a corporate hotel program's threshold for transient rate increases. The new cancellation fee gives hoteliers one more element to negotiate; one can easily see a hotelier, in the course of negotiations, offering more flexible cancellation policies in exchange for a particular percentage increase on room rates. Just as travel managers have savings targets, hoteliers have revenue targets they are shooting for every year.

The buyer needs to be armed with his or her hotel data and evidence of the program's capability to shift share. What's more, as buyers gain from the transparency of ongoing rate auditing, they should engage with their rate-auditing provider to ensure that their cancellation policies, which may vary from property to property, are monitored at all times. Sourcing experts also should wrap in protection from future fees.

HRS's survey of 100 travel managers showed that most travel buyers value cancellation-policy flexibility, as appointments often change on short notice. We encourage travel managers to get sound and transparent data, showcase the true value their volume provides and restate the importance of business traveler flexibility. With these elements in place and an expressed commitment to extending successful relationships, we're hopeful that preferred hotel supplier partners will be open to prolonging historical policies that best serve today's business traveler. ■



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