



CTM All Client Update

Date: August 2023

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CTM & Industry Update

Managing a changing traveler experience.

The Travel Environment

FAA statistics demonstrate the changing environment.

- Aviation Industry short 32,000 pilots
- FAA Air Traffic Controller shortage > 3000
- July 2023 saw 25% more delays than July 2022
- July 2023 saw cancellations triple over July 2022





Emergency Services Status Update

Debbie Westlake
SVP, Operations and Service Excellence

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Emergency Services

Status Update

Staffing

- Management coverage, increased by 33%
- Agent staff, increased by 32%

Talent / Retention

- 2nd Salary increase

Workforce Management

- IEX Tool
- Hours of Operation (day teams)
- Best Practices

Weather Event Protocols

- Proactive reporting/action on impacted travelers
- Immediate messaging updates
- Cancellation option, via email

Outbound Calls

- Partnerships underway with primary carriers to minimize wait times

Service Quality

- Continuous training on enhanced processes and service delivery

Expanded Coverage

“SWAT” Team

- 30+ on-call agent team

Overflow Operation

- Evaluating 3rd party support

Technology Investments

Service Levels / Campaign Refresh

- Automated identification/prioritization of calls based on departure day

Service Options

- Self Service Offerings
- SMS/Chat Solutions



Technology Update

Joel Bailey
Chief Technology Officer



CTM Data Hub

Dashboard: **Dashboard (NA) V.1.20** using Role: **Demo - North America**

FY22 Q4 Domestic



Print

Go Full Screen



Travel Program Summary

Benchmark Industry

- Paper Stationery Manufacturing

★ FY22 Q4 Domestic



☆ FY22 Q4 International



Add Bookmark

Default view

Filters

Launching soon!

- Data Quality
- Cloud Based
- Updated UI
- Bookmark Dashboards
- Save Dashboard Filters

243
Avg Trip Cost

3,636
Bookings

490
Ticket Price

1,211
Air Tickets

90
Room Rate

1,337
Room Nights

64
Car Hire R...

704
Car Rental Days

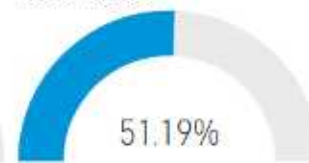
239
Ticket Price

28
Rail Tickets

Online Booking % vs Benchmark



Preferred Hotel Use %



Avg Days Booked in Advance vs Benchmark



Total Spend by Month and Type

Type ● Accommodation ● Air Travel ● Car Rental



Summary | Air | Hotel | Car | Rail | Bookings | Top Travelers | Forecast | Tracking | Carbon | KPIs | Routes | Traveler Wellbeing

CTM Mobile



Designed as a global solution:

- Available now in United States
- In test in Australia
- Coming soon to UK

POWER UP YOUR TRAVELERS

The new CTM Mobile is our global app for smooth booking, instant disruption alerts, and effortless itinerary management all in one place. It's the ultimate travel companion anywhere in the world for whatever type of travel you need to book.

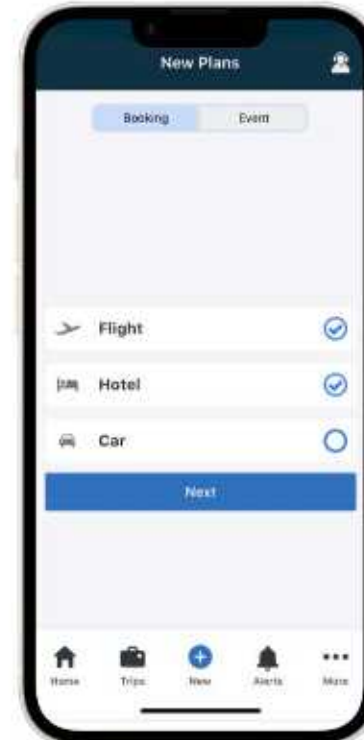
VIEW

Trip cards show details for every part of your trip, so you never waste time looking for a confirmation code, gate number or rental car drop-off address again.



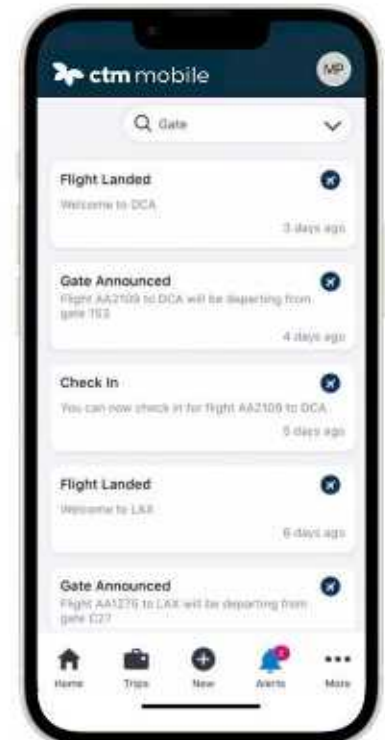
BOOK

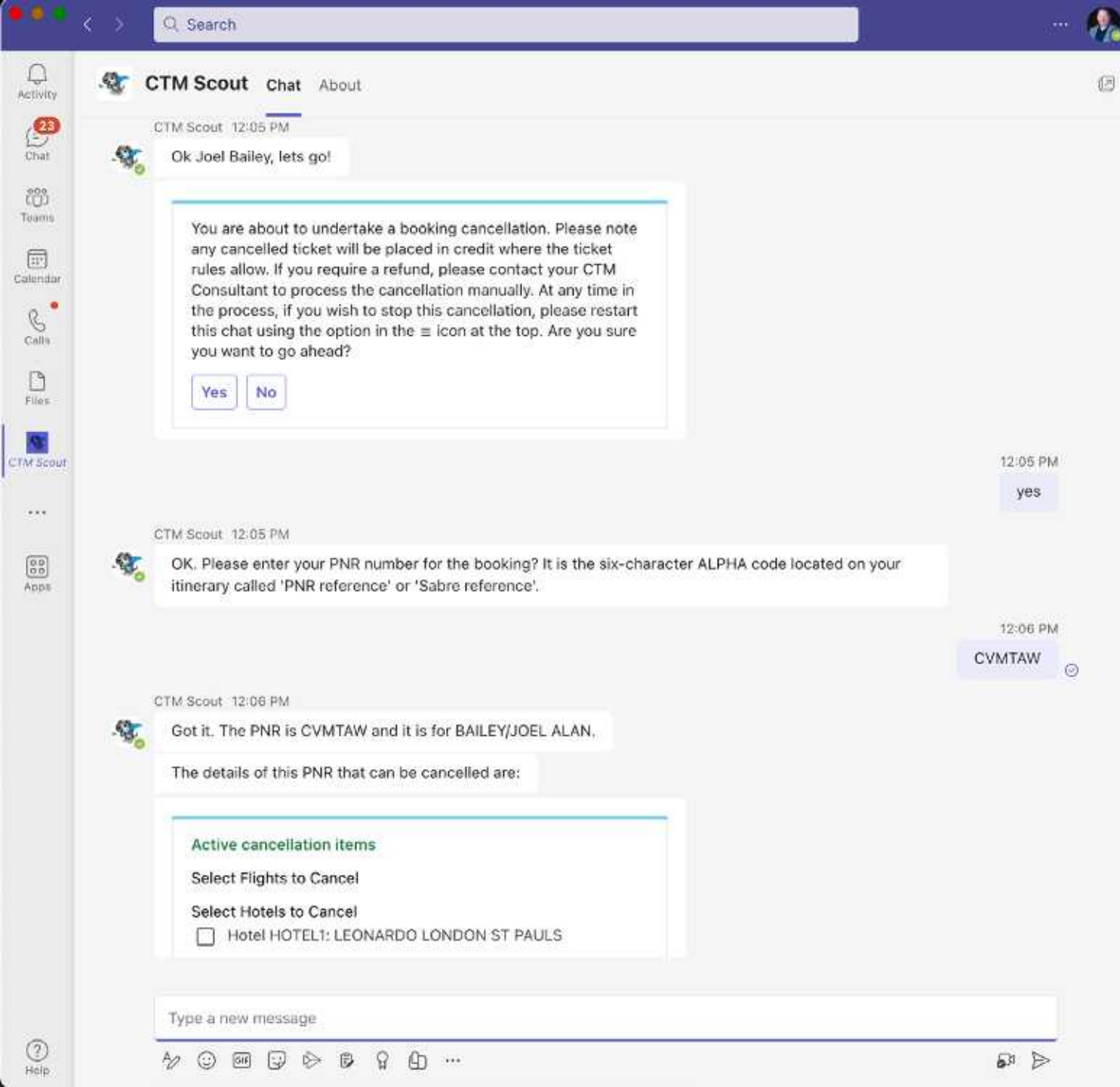
Book flights, hotels, and cars straight from the app via Lightning or your integrated OBT of choice, instantly synced back to your itinerary.



ALERT

To-the-minute push notification alerts for delays, cancellations, and gate changes help travelers avoid disruption and stay one step ahead.





CTM Scout

AI Powered Chat

Initial launch will support cancellations

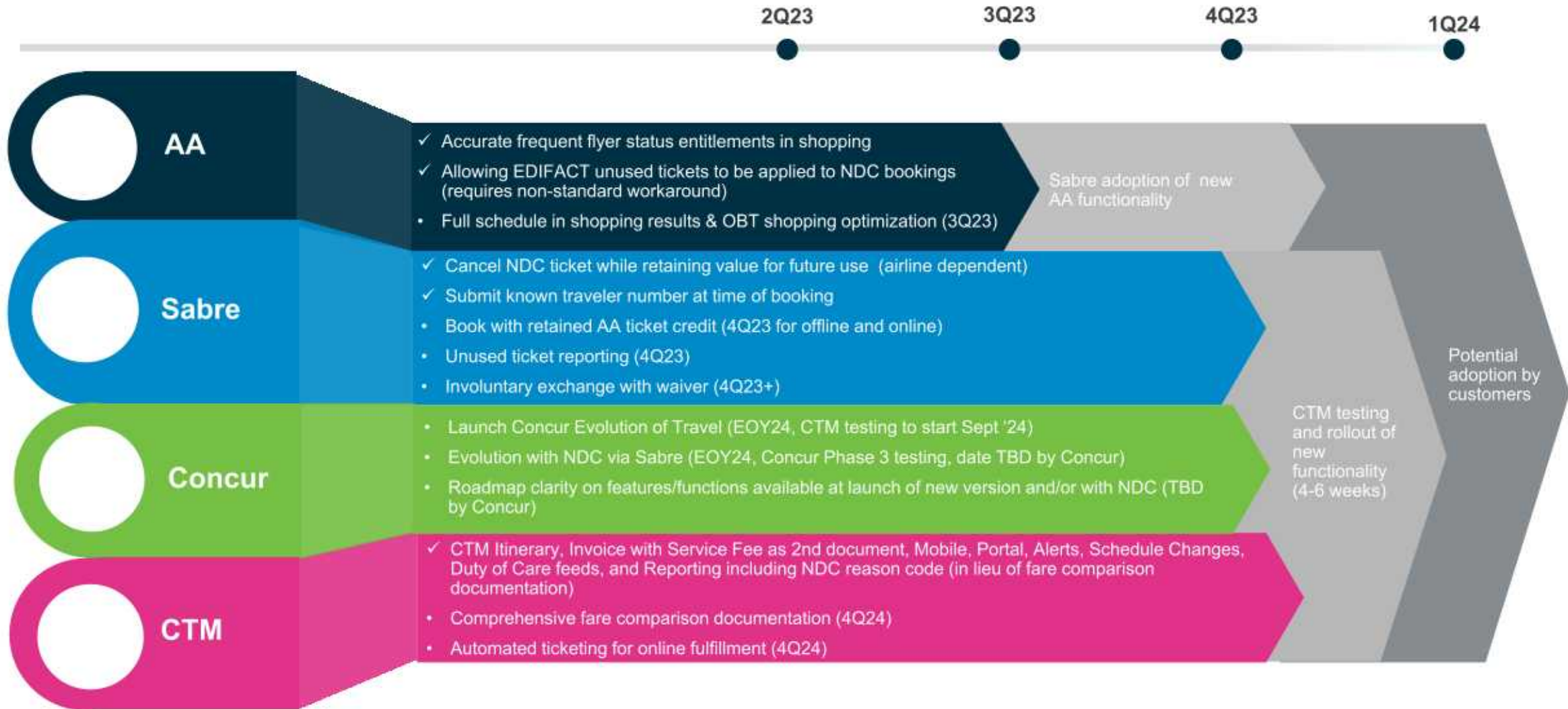
Accessible via CTM Mobile & Portal

Other Options May Include

- SMS Text
- Microsoft Teams

Survey Coming Soon!

Path to AA NDC enablement with increased automation



Phased AA NDC Readiness Update

Phase 1: Offline, manual (3Q23)

- Submit KTN# at time of booking *
- Lightning shop/book/pay/seats
- CTM Invoice with Service Fee as 2nd invoice document
- CTM Mobile
- CTM Portal
- CTM Itinerary Delivery
- CTM Alerts, including Schedule Changes
- Cancel and retain credit (AA)
- CTM Duty of Care feeds
- CTM Reporting including NDC reason code (in lieu of fare comparison documentation)
- ISOS, Crisis24 (to be tested) *
- FairFly re-shopping (vs. EDIFACT fares) *
- CTM PSG NDC City Pair Analysis
- AA status entitlement shopping*
- GetThere *
- Manual Unused Ticket Reporting (via manual process handled by dedicated advisor team)

Phase 2: Scale with online and automation (1Q24)

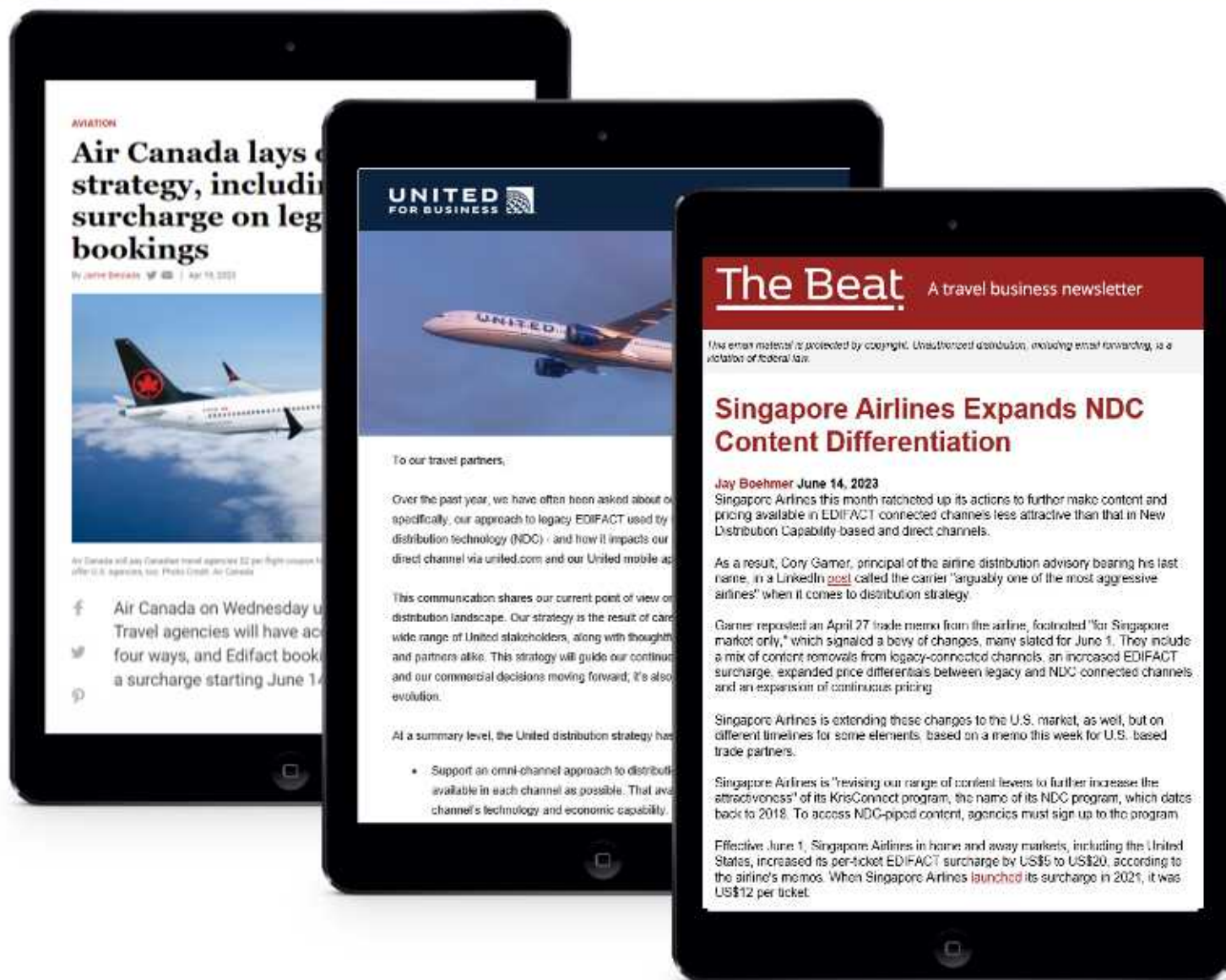
- CTM Invoice with Service Fee as 2nd invoice document
- CTM Quality Control
- Fare comparison documentation (4Q23+)
- CTM Auto-ticketing / Online fulfillment (4Q23)
- CTM Invoice with Service Fee on single document
- Involuntary exchange with waivers (4Q23+) *
- Book NDC with unused credit (4Q23) *
- Concur Travel (Sabre NDC content 4Q23) *
- AA full schedule in shopping results (3Q23) *
- Unused Ticket Reporting* (Q4CY23) *

Outstanding

- Deem (via GDS) *
- CTM Approve
- After hours support

* = 3rd party dependency

NDC News from Additional Airlines



Carriers Sabre is NDC live with:

- Aeromexico
- American*
- Austrian
- Avianca
- Brussels Airlines
- Finnair
- Qantas
- Qatar
- Singapore
- Swiss
- United*
- Lufthansa (soft launch)

* CTM NORAM in live production testing



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