



Partnership Travel Consulting

Strategic Global Travel Programs



Proactively Auditing Business Travel

May 21, 2025



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Executive Summary

Travel is the 3rd highest controllable expense in any company; left unchecked airfare and hotel bookings typically account for 80% of total travel costs

Negotiating discounts and auditing expense reports after-the-fact can project savings (or lost savings), but they do not create savings

The only two (2) measurable ways to reduce the costs of business travel are:

1. Reduce Demand
2. Audit the business trip BEFORE it takes place for compliance to the travel policy and utilization of negotiated discounts for airfare and hotel

Fare Audit Inc remains the only airfare and hotel auditing firm for corporate travel. There are 3rd parties who “Re-Shop” flights and hotels; but that is not “shopping” it is “re-pricing” in hopes of getting a lower cost on the same flight or at the same hotel. It comes at a cost as the TMC or 3rd party expects to “share” in the savings.

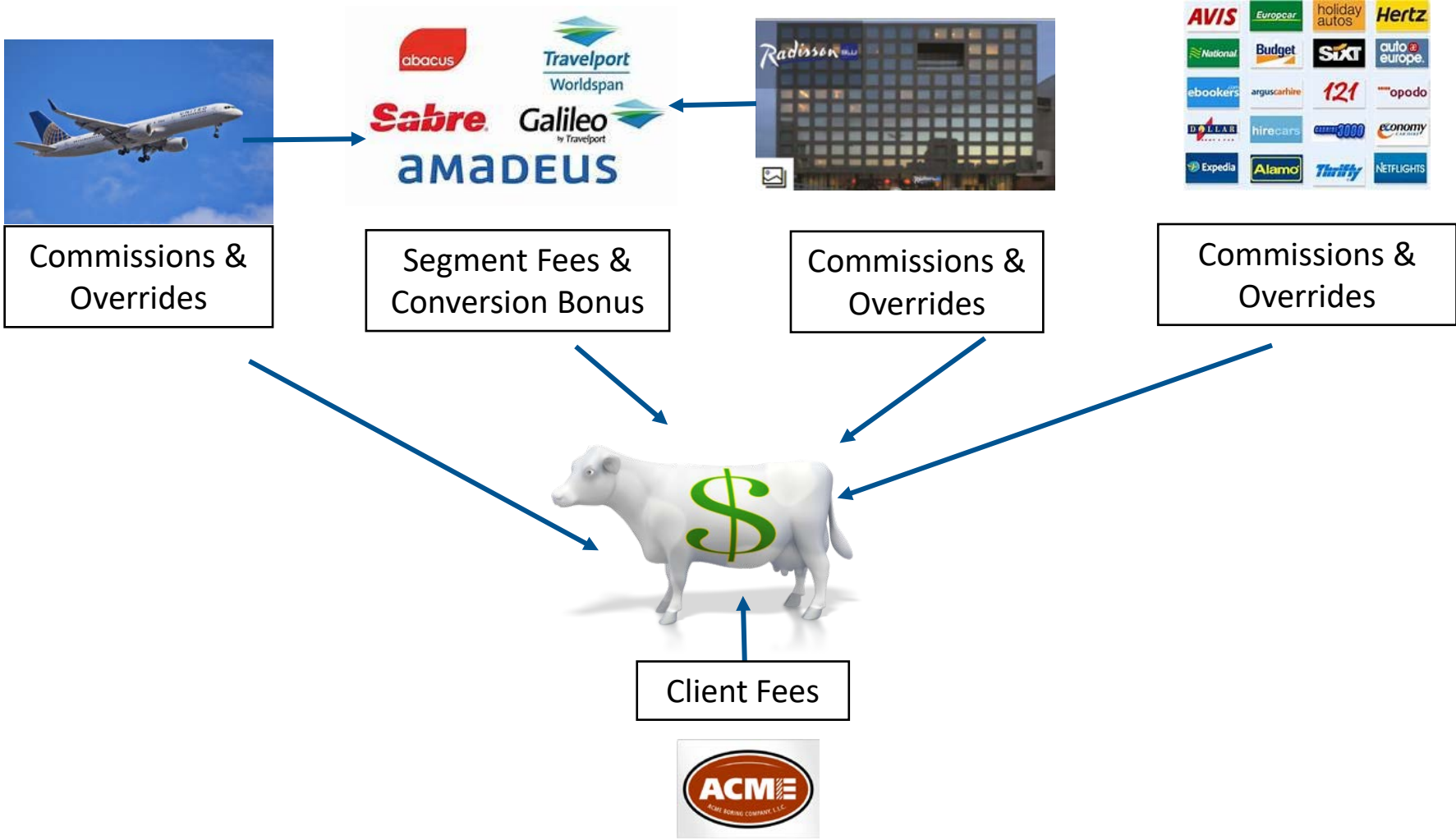
Fare Audit charges a flat fee and all of the savings accrues to the Company.



Why your Company should audit the managed travel program

- The Travel Management Company (TMC) model operates under a dual income stream system whereby the client and suppliers fund the TMC. (Slide 5). This conflict of interest needs to be actively managed as the TMC has significant influence over your total cost of travel.
- Travel supplier contribution to TMC EBIDTA accounts for more than 50% and the balance is from client fees; **the higher the airfare and hotel rate, the higher the incentives are to the TMC (from suppliers)**
- Partnership Travel Consulting (PTC) has the unique ability to conduct both historical audits as well as live audits at the time of booking . Historical audits are for hotel commissions that the TMC has committed to return to the client. Live audits are conducted at time of booking for both airfare and hotel rate integrity
- The live audits are conducted within an hour of booking allowing time to rebook lower airfare or the preferred hotel at the company's negotiated discounts
- The results of the audit will guide ACME towards next steps which could range from employee's booking lower fares or rates or adding an extended audit of the TMC or issue a competitive RFP to replace the incumbent OBT (and TMC).

TMC Revenue Streams are 3-Sided

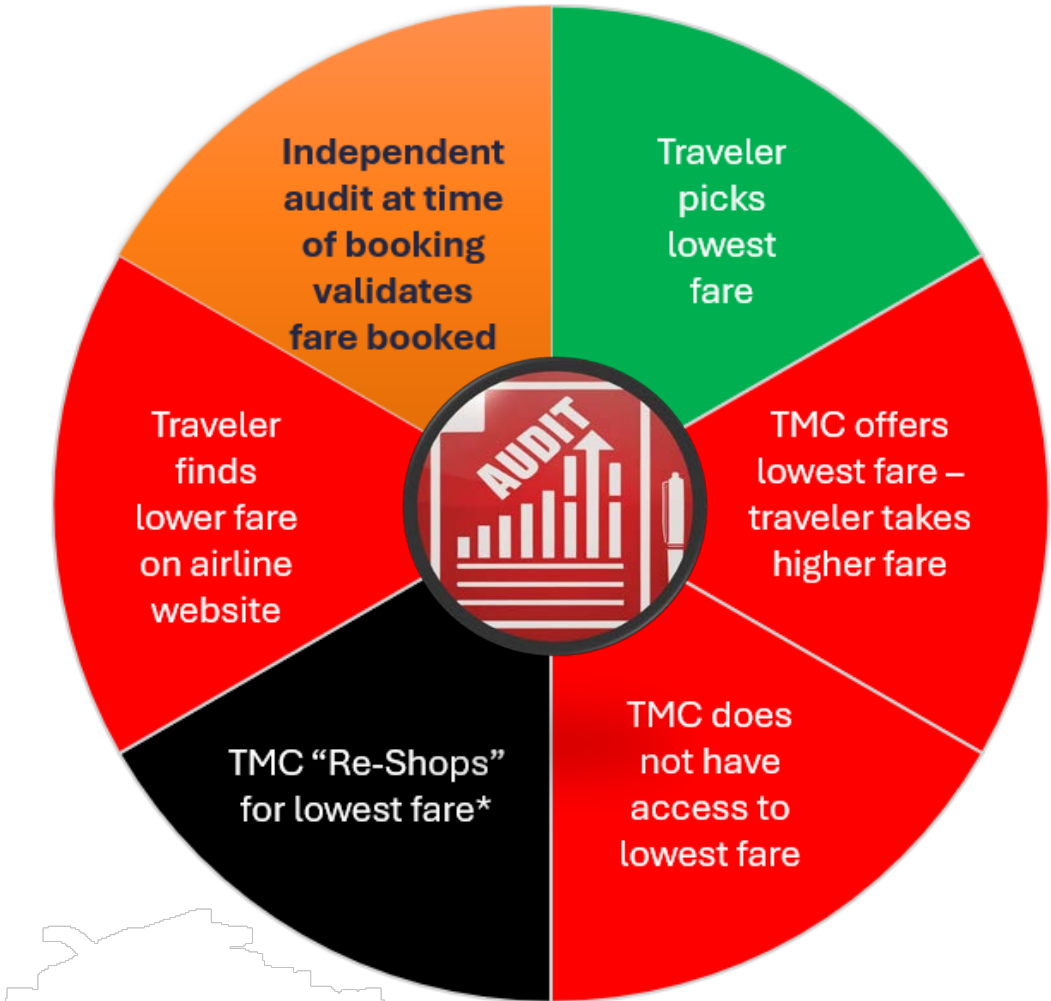


The GDS collect payments from airlines, hotels, car rental and then rebate a segment bonus to the larger TMC's. In addition, the client pays transaction fees to the TMC.



What's the best practice to ensure your company achieves your budgeted airfare savings for 2025?

1. Assume the employee picks the "lowest logical fare"
2. Assume your TMC quotes the lowest fare
3. Assume your TMC has access to the lowest fare (including the airline website)
4. After the ticket is issued, engage a 3rd party company (or your TMC) to "Re-Shop" and share the savings achieved*

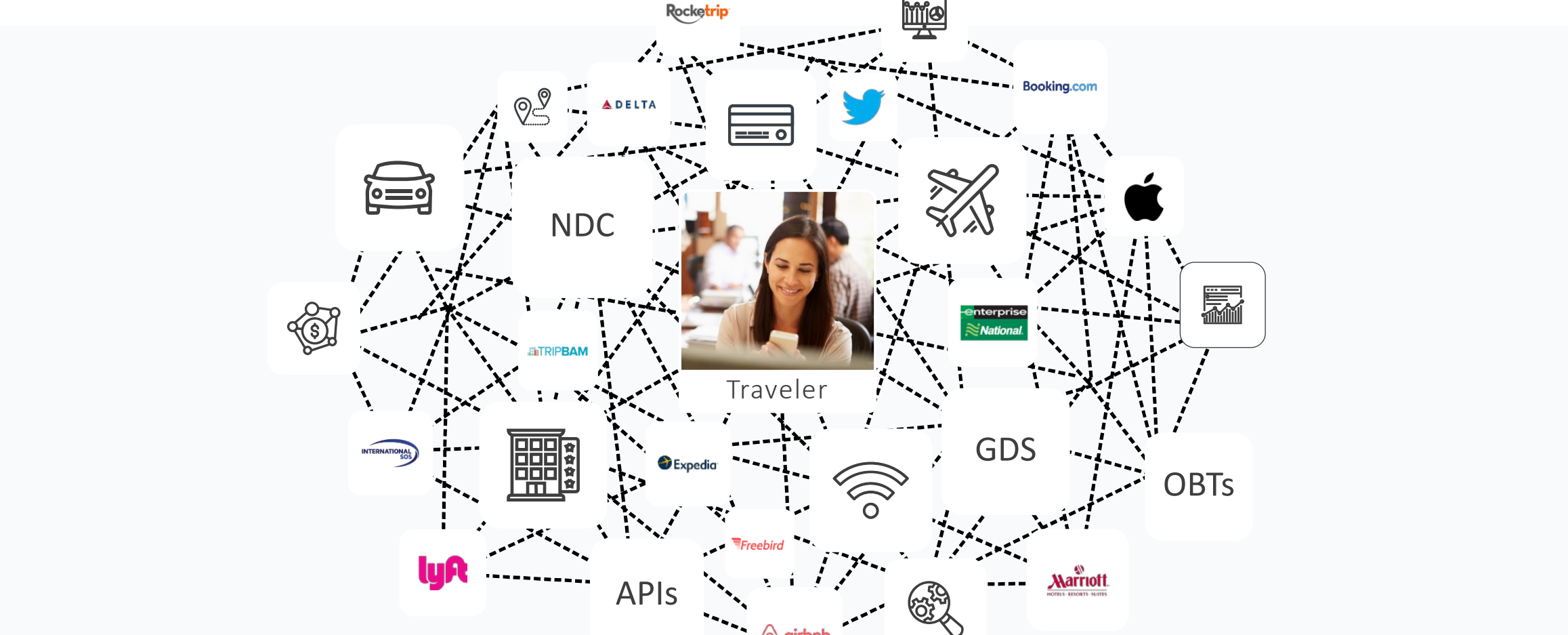


Fare Audit

Hire Fare Audit to review every booking BEFORE the ticket is issued to ensure that your discount was applied, or that there was a lower published fare

* You could end up paying the TMC or 3rd party \$1,000 for finding a lower fare the same day as booked

The Traveler Should Not Have To “Surf” To Find The Lowest Logical Airfare or Hotel Rate



Who benefits from higher airfares?



AIRLINE



NDC enables airlines to offer more than just the seat up to and including a higher price or additional experiences i.e. priority boarding more legroom etc.



GDS



A major airline agreed to pay the GDS a higher fee for higher fares; Paying double or more for seats higher than economy class



TMC



The TMC is paid commissions and overrides based on total volume to an airline. In addition, the GDS is paying higher incentives to the TMC for higher airfares



TRAVELER

As a rule, the higher the airfare the more frequent flyer points the traveler receives. The likelihood of an upgrade is tied to the fare paid

What's the right letter of the alphabet for Business Class?

3

UA 940 J9 C9 D9 Z9 P3 08 A0 R0 Y9 B9 M9 E9 U9 H9 Q9 V9 W9 S9 T9 L9 K9 G0

1 UA	110	J	23JUN MON	EWR LHR	SS1 5:25 PM	5:55 AM	+1
WPS1 «							
	BASE FARE		TAXES/FEES/CHARGES				
-	USD12250.00		USD1058.00XT		USD13308.00ADT		
XT	1025.00YQ	22.90US	5.60AY		4.50XF		
	12250.00		1058.00				

\$13,308.00

WPNCB «							
23JUN DEPARTURE DATE-----LAST DAY TO PURCHASE 17APR/11:59 PM							
	BASE FARE		TAXES/FEES/CHARGES				
1-	USD1050.00		USD1058.00XT		USD2108.00ADT		TOTAL: USD2108.00
XT	1025.00YQ	22.90US	5.60AY		4.50XF		⚙ ● 📄
	1050.00		1058.00				
ADT-1 📄 PNO50ENC							
EWR UA LON1050.00NUC1050.00END ROE1.00 XFEWR4.5							
NONREF/0VALUAFTDPT							
VALIDATING CARRIER - UA							
1 UA 110P 23JUN 1 EWRLHR SS1 1725 0555 24JUN 2 /DCUA /E							

\$2,108.00





Pre-Ticketing

- Audits for a lower fare on the same flights
- Compares flights booked to the lowest airfare within travel policy (i.e. +/- 2 hours of departure time)
- Identifies if the TMC did/didn't offer the lower fare option
- Identifies if the pax didn't document why they didn't take the lower fare option

Time of Ticketing

- Compares the ticketed fare from the TMC within 1 hour of receipt against the fare for the exact same flight, cabin class, date on the airline's public website
- Reports can be weekly, daily or hourly
- TMC has the ability to re-issue the lower fare



Who benefits from higher hotel rates?



HOTELS



When hotel bookings are made by the traveler directly through the hotel's website the hotel property saves on GDS fees and TMC commissions.



TMC



The TMC is paid a minimum of 10% commissions on the daily room rate and overrides based on total volume to the hotel chain.



TRAVELER

The higher the room rate that the traveler selects, the better the room as well as amenities and in many cases clubroom access. For the 50% of travelers who book their hotels directly, data indicates they are not receiving the corporate discounts. This also impacts the company's ability to negotiate during hotel RFP season

What's the right room rate/type within Policy?



10. Doubletree By Hilton London Kensington

100 Cromwell Road, London SW7 4ER [Map it](#)

3.52 miles

\$294



Hide Rooms

Most Preferred Hotel

[Hotel details](#)

Room Options

Room, 1 Double Bed Loyalty program benefits may not apply. FWIFI.
[Rules and cancellation policy](#)

Room, 1 Double Bed Loyalty program benefits may not apply. FWIFI.
[Rules and cancellation policy](#)

Deluxe Room, 1 King Bed Loyalty program benefits may not apply. FWIFI.
[Rules and cancellation policy](#)

Room, 1 Double Bed Loyalty program benefits may not apply. Free breakfast.
FWIFI. Breakfast included.
[Rules and cancellation policy](#)

TMC Rates



\$294



\$316



\$317



\$326

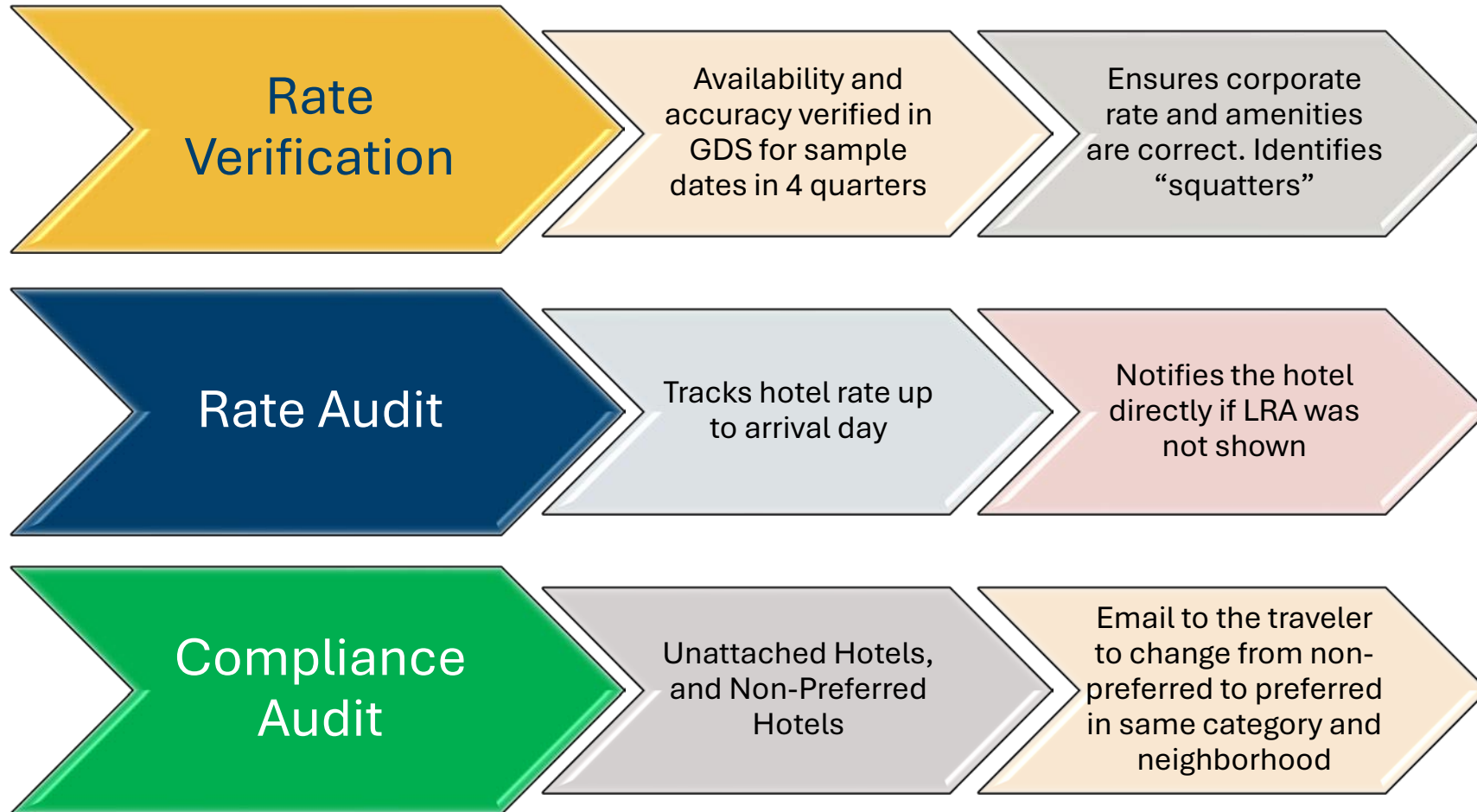
- **2025 Hotel Directory Rate Loading Accuracy**
 - Checks each of the remaining 3 seasons for preferred rate loading in the GDS
 - Reports on LRA failure and “Corporate rate not listed”

- **“Squatter Hotels”**
 - Properties that you declined during the RFP but loaded their hotel as “Preferred”





- **Unattached Hotels (a/k/a “leakage”)**
 - Any PNR with RT air but no hotel booked generates and email to the pax
 - Fare Audit checks the day before flight departure to verify that a hotel was booked

- **Preferred Property Not Booked**
 - Email sent to pax that there’s an equivalent hotel nearby that is preferred
 - Identifies the rate difference





Audit and Compliance Options Matrix

CATEGORY	OVERVIEW	PROCESS
<p>HOTEL</p> 	<p>Rate Audit</p> <p>Compliance Audit</p> <p>Preferred Hotel Audit</p> <p>“Squatter Audit”</p>	<p>Verify that your company’s negotiated rates for 2025 are available for each of the 4 Quarters (Seasons) in 2025. If your rate is not loaded, we notify the hotel that they “failed” the audit</p> <p>Identify new bookings where the traveler did not book within travel policy; i.e. the employee did not book a preferred hotel that was available. Emails can be sent directly to the traveler with a copy to the employee’s manager if the savings is above a specified amount. We can exclude by DK# (Execs, Groups, Departments)</p> <p>Identify PNR’s where your employee booked the preferred hotel but at a higher rate (verifying that preferred rate was available). An email can be sent to the hotel to correct the rate to the company’s negotiated rate without involving the traveler</p> <p>Identify and notify hotels that were not accepted in your preferred program to remove their “preferred” listing in the TMC and OBT systems</p>
<p>AIRLINE</p> 	<p>Lowest fare booked within policy</p> <p>Compare airfare booked to airline website</p>	<p>Review PNRs for lowest fare booked Within time window of the policy (i.e.> +/- 2 hours of requested time). Emails can be sent to employee if over a set \$ amount or higher class of service than authorized.</p> <p>Airlines continue to post fares on their websites that are lower than what is in the GDS accessible to the TMC. We have found their differences between \$3000 - \$6000 for a single international business-class trip</p>
<p>OBT</p> 	<p>Priority Placement Audit for Hotels</p> <p>Top City Audit</p>	<p>Review that your Company’s negotiated rates are prominently displayed ahead of TMC rates if they are higher or at parity</p> <p>Review that your Company’s preferred airlines and hotels are prioritized in the display and identified as “Company Preferred”</p>
<p>TMC</p> 	<p>Hotel commission audit</p>	<p>If the TMC agreement includes rebating hotel commissions, PTC can audit the value of those commissions retroactively going back 18 months</p>



Airline Channel Audit Process

New bookings ticketed by the TMC compared against each of the corresponding Airline Websites*

- TMC will be required to send a copy of each booking within one hour of ticketing (as a bcc when sent to the traveler)
- PNRs will be audited for airfare ticketed against the exact same flights on that airline's website
- PTC will advise TMC and ACME on a daily basis of any airfare variance (over a pre-determined amount per booking).
- ACME will receive weekly audit results which will exclude PII but will have a referenceable PNR Record Locator for TMC (we can exclude the passenger's name)

*This is an automated process augmented by spot-auditing by our staff international business class tickets. The PTC Auditor will access the airline website anonymously and enter a search for the same flights and cabin class. There will be no reference to the traveler or ACME as we are not "logging in". We are not looking for alternate flights or carriers, just the identical flight, date, booking class and carrier.



Hotel Audit Summary

Airfare Audit Summary



Rate Verification

Availability and accuracy verified in GDS for sample dates in 4 quarters

Ensures corporate rate and amenities are correct. Identifies "squatters"

- Lowest Fare Same Flight
- Lowest Fare Within Policy

Rate Audit

Tracks hotel rate up to arrival day

Notifies the hotel directly if LRA was not shown

Compliance Audit

Unattached Hotels, and Non-Preferred Hotels

Email to the traveler to change from non-preferred to preferred in same category and neighborhood

Pre-Ticket

Ticketed

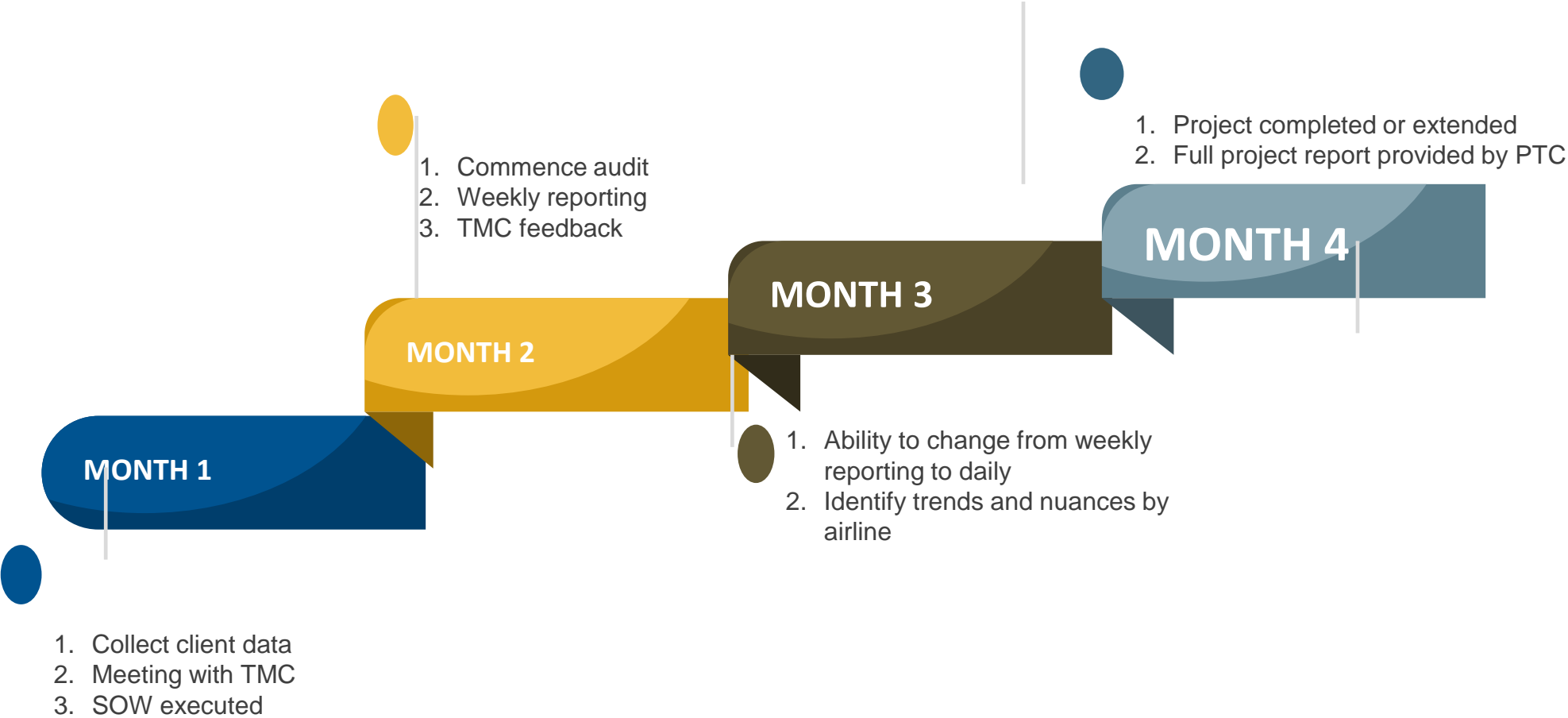


- Compared to Airline Website



Audit Timeline Summary

- The audit set-up can be done in < 30 days. We would need a copy of the travel policy as well as the airline discount summaries, and negotiated hotel directory.
 - The above is not required for the airline channel audit
- GDS branch access to be set up for Fare Audit and TMC





PTC Fee Model: Transparent and Modular*

6

PTC will use our own Contractors (who have signed our standard Agreement and NDA) to monitor live bookings (PNRs) the same day they were ticketed. Each booking will be compared to the airfare offered directly on the airline's website for the exact same flight/dates and cabin class.

* PTC's SLA will be to audit each booking within 1-4 hours of receipt daily (excluding weekends). The audit will be 100% of all records booked via the OBT or with the TMC directly by phone or email. The audit is once per booking and is not reviewed again if changed.

PTC's proposed pricing model is simple and transparent with 2 components:

1. **Monthly project management fee**: discounted if prepaid for 3 months)
2. **Per-booking fee**: Per booking (PNR) that has airfare with a ticketed dollar amount
 - a. Re-issues of a prior ticket and leisure travel will be excluded



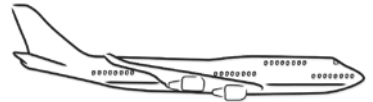
PTC Fee Model: Airline Website vs. GDS (Airfare Only)



AUDIT TYPE	TERM (MONTHS)	REPORTING FREQUENCY	EMAILS TO TMC	MONTHLY FEE	PER/PNR FEE
GDS versus airline website	3	WEEKLY	NO	\$2,000	\$2.00
	6			\$1,500	\$1.80
	12			\$1,000	\$1.50
GDS versus airline website	3	DAILY	NO	\$3,500	\$3.50
	6			\$3,000	\$3.00
	12			\$2,500	\$2.50
GDS versus airline website	3	HOURLY	YES	\$4,900	\$5.00
	6			\$4,000	\$4.50
	12			\$3,500	\$3.90



PTC Fee Model: Airline and/or Hotel (GDS only*)



HOTEL



AUDIT TYPE	DESCRIPTION	TERM (MONTHS)	REPORTING FREQUENCY	EMAILS TO TMC	MONTHLY FEE	PER/PNR FEE
GDS Airfare Audit	Compares the airfare ticketed to the lowest available fare within the travel policy (from the GDS)	3	NEXT DAY	NO	\$2,000	\$5.25
		6	NEXT DAY	NO	\$1,500	\$4.75
		12	OVERNIGHT	NO	\$1,000	\$4.25
GDS Hotel Audit	Compares the hotel booked to identify if it is not in policy and can generate an email identifying a comparable preferred hotel within close vicinity of the hotel that was booked	3	NEXT DAY	NO	\$3,500	\$4.50
		6	NEXT DAY		\$3,000	\$4.00
		12	OVERNIGHT		\$2,500	\$3.50
GDS Air & Hotel Audit Bundled	Both airfare and hotel audit conducted simultaneously on the same PNR	3	OVERNIGHT	YES	\$4,900	\$8.00
		6			\$4,000	\$7.00
		12			\$3,500	\$6.00

*Does not compare against airline website; but compares the airfare booked to the lowest available airfare within policy





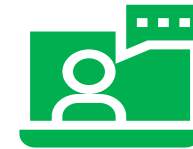
COMPANY OVERVIEW



Founded in 2000, in New York City, with consultants based in the U.S.LATAM, UK, EMEA and Asia Pacific



Subject matter experts in **business travel program optimization**



A global consulting team who individually have **decades of consulting experience**



Local market expertise. Regional and Country-specific nuances



Business model focused exclusively on **corporate travel**. **We do NOT accept** projects from suppliers



Have provided services to more than 30 of the **Business Travel News Corporate Travel 100***

**Annual BTN ranking of corporations with the largest T&E spend*

Global Network



Andrew
Menkes
CEO



EMEA



APAC



Maureen
Brady
Virginia



Bob
Brindley
California



Howard
Brooks
Georgia



Laurie
Tunkel
Florida



Betty
Balli
Florida



Sophie
Mokhtari
California



Sam
Andraos
Canada



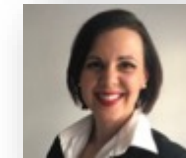
Fernão
Loureiro
Brazil



Carol
Randall
United Kingdom



Brigitte
Jakubowski
France



Riana
Fouche'
South Africa



Brian
Gears
United Kingdom



Winfried
Barczaitis
Germany

Virginia
Fitzpatrick
Australia



Simon
Hague
Hong Kong

Suresh
Makhija
India



Alexandra
Fitzpatrick
Australia

Robert
Norman
New Zealand



Brian Gillott
Australia

COMPANY OVERVIEW



Founded in 1987, in Connecticut,



Subject matter experts in **business travel program auditing for airfare and hotel**



Over **5 million** records audited



Business model focused exclusively on **corporate travel**. **We do NOT accept** projects TMCs



Airfare Auditing vs. company travel policy +/- 2 hr. window



Access to **all major GDS** and online reporting for clients



Partnership Travel Consulting

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www.partnershiptc.com

Exhibits



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PNR AUDITS

Live audits of corporate travel bookings

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Real-Time Corporate Travel Auditing

Actual Audit Examples

1. NYC<>LHR Round-Trip Business Class: **Ticketed Fare: \$6200 Audited Website Fare: \$3100**
2. AUS>SEL One way Business Class: **Ticketed Fare: \$8400 Audited Website Fare : \$4100**

NDC/WEB variance January 1-31: \$62,845

US NDC/WEB variance

WEB AIRLINE	FARE BOOKED (\$)	AIRLINE WEB FARE (\$)	Ticket Count	Airline Web Difference
UA	\$ 180,430	\$ 157,388	65	\$ (23,042)
AA	\$ 143,334	\$ 124,470	129	\$ (18,864)
DL	\$ 29,905	\$ 24,870	22	\$ (5,035)
(blank)	\$ 27,177	\$ 24,494	15	\$ (2,683)
SQ	\$ 23,295	\$ 20,072	7	\$ (3,223)
WN	\$ 10,248	\$ 8,711	36	\$ (1,537)
LX	\$ 11,834	\$ 8,099	5	\$ (3,735)
AS	\$ 4,206	\$ 3,976	9	\$ (229)
BA	\$ 5,079	\$ 2,895	7	\$ (2,184)
CM	\$ 3,667	\$ 2,599	1	\$ (1,068)
AA/B6	\$ 2,708	\$ 2,577	1	\$ (131)
LH	\$ 1,693	\$ 1,617	2	\$ (76)
BA/AZ	\$ 1,273	\$ 1,173	1	\$ (100)
TG/CX	\$ 857	\$ 694	1	\$ (163)
AC	\$ 560	\$ 537	1	\$ (23)
UA/DL	\$ 435	\$ 415	1	\$ (19)
AS/DL	\$ 496	\$ 406	1	\$ (90)
OS	\$ 409	\$ 359	1	\$ (50)
DL/AA	\$ 366	\$ 351	1	\$ (15)
HO	\$ 595	\$ 250	1	\$ (345)
UA/AS	\$ 301	\$ 216	1	\$ (85)
AS/UA	\$ 325	\$ 195	1	\$ (130)
LG	\$ 177	\$ 164	1	\$ (14)
HA	\$ 161	\$ 155	1	\$ (6)
Grand Total	\$ 449,530	\$ 386,684	311	\$ (62,846)

Our first airline website audit client

Difference (%)

14%

NDC/WEB variance January 1-31: £10,611

UK NDC/WEB variance

WEB AIRLINE	FARE BOOKED	AIRLINE WEB FARE	Ticket Count	Airline Web Difference
BA	£ 62,293	£ 56,203	52	-£ 6,090
KL	£ 3,877	£ 3,634	8	-£ 244
UK	£ 2,822	£ 2,597	1	-£ 225
LX	£ 6,042	£ 5,369	8	-£ 673
AZ/BA	£ 195	£ 156	1	-£ 39
AZ	£ 605	£ 510	4	-£ 95
AF	£ 314	£ 278	2	-£ 36
QR	£ 3,593	£ 3,466	1	-£ 127
LG	£ 807	£ 713	3	-£ 94
(blank)	£ 279	£ 252	2	-£ 27
KL/AF	£ 5,995	£ 5,930	1	-£ 65
CX	£ 4,014	£ 3,576	2	-£ 438
FI	£ 400	£ 310	1	-£ 90
HO	£ 629	£ 262	1	-£ 367
AA	£ 1,197	£ 1,056	3	-£ 140
CA	£ 761	£ 717	1	-£ 45
LH	£ 775	£ 742	3	-£ 34
SQ	£ 2,870	£ 1,857	2	-£ 1,013
IB	£ 10,274	£ 9,746	2	-£ 528
FZ	£ 1,023	£ 999	1	-£ 24
VN	£ 1,804	£ 1,721	1	-£ 83
EI	£ 2,842	£ 2,719	1	-£ 124
BA/LX	£ 213	£ 201	1	-£ 12
Grand Total	£ 113,625	£ 103,014	102	-£ 10,611

Our first airline website audit client

Difference (%)

9%

Fare Audit Summary _Airfare All Markets : 1,881 Records January 1-31, 2024

- All
- Audited Only
- List Agent Error Only
- List All Exceptions to Company Policy

* Currency:

CODES	TOTAL RECORDS	COST BOOKED	COST AFTER	POTENTIAL SAVINGS	POTENTIAL SAVINGS %	ACTUAL SAVINGS	ACTUAL SAVINGS %	AVERAGE TICKET PRICE
	293	704,720.15	702,767.25	1,952.90	0.28 %	0.00	0.00 %	2,405.19
	1453	1,930,378.50	1,923,403.67	6,974.83	0.36 %	0.00	0.00 %	1,328.55
	40	874,114.00	874,114.00	0.00	0.00 %	0.00	0.00 %	21,852.85
	9	6,378.12	5,741.72	636.40	9.98 %	0.00	0.00 %	708.68
	13	40,934.94	40,934.94	0.00	0.00 %	0.00	0.00 %	3,148.84
	73	243,602.30	243,011.70	590.60	0.24 %	0.00	0.00 %	3,337.02
Total:	1881	3,800,128.01	3,789,973.28	10,154.73	0.27 %	0.00	0.00 %	2020.27

Redacted

Visit Our Websites



Taking Corporate Travel Management to New Heights

Fare Audit, Inc. was established by Martin Morrison in 1987 as an independent, quality control system for corporate travel clients. We are the leading independent corporate travel audit firm and are now a subsidiary company to Partnership Travel Consulting (PTC) as of January 1, 2025. Andrew Menkes will take over as President of Fare Audit Inc. in addition to his role as Founder & CEO of PTC. Martin Morrison assumes the role as our first Executive Board Advisor.

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



PARTNERSHIP TRAVEL CONSULTING

Strategic Global Travel Program Optimization

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Leading the business travel consulting sector through unrivaled expertise and best-in-class resource



Unbiased Global Solutions

We've been providing global travel and expense consulting services for 25 years. Now more than ever business travel requires an innovative and strategic approach to balancing safety service and savings.

Partnership Travel Consulting, LLC (PTC) was founded in 2001 by Andrew W. Menkes. Our management team is comprised of travel industry veterans with expertise in Global Travel Management, Airlines,

Services

- Compliance Auditing - Hotel
- Airfare Auditing - Lowest Fare
- OBT Optimization
- TMC Sourcing
- 2025 Hotel Program Audit

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