



Annual Meeting & Tradeshow

September 28, 2023

Thank You 2023 Sponsors!

Diamond



Platinum



Gold



Bronze



Copper



Thank you to all our Exhibitors

ADTRAV Travel Management

Avis Budget Group

BCD Travel

CTM

Cytric by Amadeus

Delta Air Lines

dluxSuites

Enterprise/National

Fiesta Americana/Posados

FROSCH

Golden Limousine

Great Ohio Lodges

ITS Travel

Metro Cars

Nomadic

Options Travel

SIXT

Travel Incorporated

United Airlines

**Today's meeting is worth 3
credits for GTP certification**



Agenda

- 8:00 AM Direct Member Benchmarking
- 9:00 AM Registration and Networking
- 10:00 AM Welcome Announcement
- 10:10 AM Sponsor Presentation: ALTOUR
- 10:20 AM *The Problems and Solutions to Corporate Travel Leakage*
- 11:30 AM Lunch, Network, and Expo Tables
- 1:00 PM GBTA Michigan Business Meeting
- 1:30 PM Sponsor Presentation: United
- 1:45 PM *How to NDC Proof Your Program*
- 3:30 PM Conclusion & Drawing



Thank You to Today's Event Sponsors!

ALTOUR

UNITED
AIRLINES



**Thank you
Platinum
Sponsor,
ALTOUR**

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, reaching towards a clear blue sky. The perspective creates a sense of height and scale.

ALTOUR

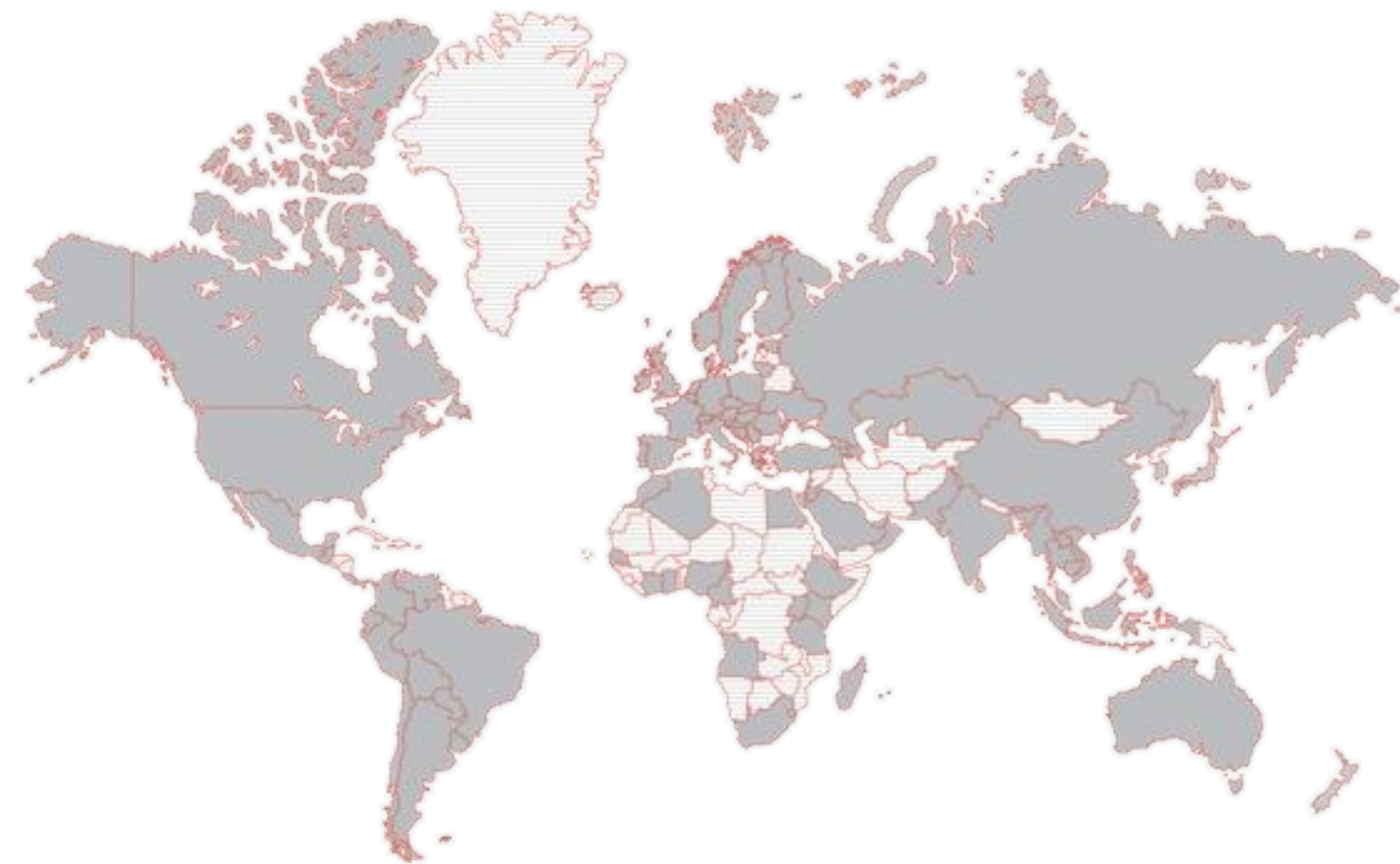
CORPORATE TRAVEL | MEETINGS & INCENTIVES | LEISURE TRAVEL | ENTERTAINMENT TRAVEL | PRIVATE JET TRAVEL



Internova

TRAVEL GROUP

Our Global Network of Partners



Americas

Argentina
Brazil
Canada
Chile
Colombia
Costa Rica
Ecuador
Guatemala
Mexico
Panama
Peru
United States
Uruguay
Venezuela

ASPAC

Australia
Cambodia
China
Hong Kong
India
Indonesia
Japan
Laos
Malaysia
Myanmar
New Zealand
Philippines
Singapore
Taiwan
Thailand
Vietnam

Europe

Austria
Bosnia & Herzegovina
Cyprus
Estonia
Georgia
Hungary
Italy
Lithuania
Netherlands
Portugal
Serbia & Montenegro
Spain
Türkiye

Azerbaijan
Bulgaria
Czech Republic
Finland
Germany
Iceland
Kazakhstan
Luxembourg
Norway
Romania
Slovakia
Sweden
United Kingdom

Belgium
Croatia
Denmark
France
Greece
Ireland
Latvia
Malta
Poland
Russia
Slovenia
Switzerland
Ukraine

Middle East & Africa

Algeria
Bahrain
Cote de Azur
Ethiopia
Israel
Jordan
Kuwait
Mauritius
Nigeria
Pakistan
Saudi Arabia
South Africa
Tanzania
United Arab Emirates

Angola
Cameroon
Egypt
Ghana
Ivory Coast
Kenya
Madagascar
Morocco
Oman
Qatar
Senegal
Sri Lanka
Tunisia
Uganda

Ranked 11th largest TMC in the USA 2023
– Travel Weekly

Ranked 7th leading TMC in the UK
Ranked 9th in Europe 2023
– BTN Europe

Ranked “CMI 25” 2023 - **MeetingsNet**

ALTOUR

ALTOUR By The Numbers

90+

Countries Around the
Globe

1300

Travel Professionals

\$4B

Sales 2022

10

Ranked in the Top

Top Tier

**Seller Three Key US
Airlines**

Placed Top Three for the Five Key
European Airlines

30+

**Years Serving
Multinational
Accounts**

ALTOUR Entertainment Credits – Reel

Thank You!

Lisa M. Hoehn

SVP Global Sales & Account Management

lisa.hoehn@altour.com

517-260-1647

Justin Morris

Director of Sales

Traxo



The Problems and Solutions to Corporate Travel Leakage

Q & A



Lunch, Networking, and Expo Tables

11:30 am – 1:00 pm



Business Meeting

- 2023/24 President & Secretary Confirmation
- 2023 GBTA Legislative Summit & GBTA Convention Recap
- New Member Welcome
- A look ahead... 2024
- Committee Updates

Treasury

Michigan Business Travel Association

Balance Sheet

As of September 23, 2023

	Total
ASSETS	
Bank Accounts	
**9310 Savings	\$30,000.81
BUSINESS CLASSIC (0009) - 3	\$26,296.76
Total Bank Accounts	\$56,297.57
TOTAL ASSETS	\$56,297.57
LIABILITIES AND EQUITY	
Liabilities	
Total Liabilities	
Equity	
Total Income	\$54,491.93
Total Expenses	\$51,448.41
Net Income	\$3,043.52

BANK ACCOUNTS

**9310 Savings Reviewed

Bank balance \$30,000.81
 In QuickBooks \$30,000.81
Updated moments ago

BUSINESS CLASSIC (0009) - 3 [1 to review](#)

Bank balance \$26,116.76
 In QuickBooks \$26,296.76
Updated moments ago

Treasury

Michigan Business Travel Association

Profit and Loss

January 1 - September 23, 2023

	TOTAL
▼ Income	
▶ Meeting Fees	6,865.72
▶ Membership Dues	21,397.45
Services	600.00
Sponsorships	24,485.41
Unapplied Cash Payment Income	693.94
Total Income	\$54,042.52
GROSS PROFIT	\$54,042.52
▶ Expenses	\$51,448.41
NET OPERATING INCOME	\$2,594.11
▶ Other Income	\$449.41
NET OTHER INCOME	\$449.41
NET INCOME	\$3,043.52

Cash basis Saturday, September 23, 2023 03:17 PM GMT-04:00

PROFIT & LOSS

This year to date

Net profit for 2023 to date

\$3,044 ⓘ 99%

↑ Up 11% from this time last year

\$54,492

Income



1 to review

\$51,448

Expenses



Categorize 1 transaction

Charity Committee

Committee Chair: Gail Major,

Meet our committee members.....

Kim Burns, Lear Corporation

Sandy Chwierut, Retired

LaGenya Bateman, Robert Bosch

Michael Toles, Assure Travel

Cheryl Keyes, Options Travel

Charnele Lyons, ITS

Jill Partaka, dlux Suites

Laura Nickel, Residence Inn Ann Arbor North

2023 Holiday Event is coming....

Riley Kathryn Foundation

Request letters will be coming out soon, looking for your assistance in donations for the holiday auction!

Think outside of the box when donating.....

- Hotel stay with a restaurant gift card
- Electronics
- Creative baskets full of goodies
- Attractions, sports tickets, etc.

Let's shoot to beat last years numbers 😊

Feel free to email charities@gbtamichigan.org with any questions.



4 points accumulated = Partner

2024 Chapter Challenge

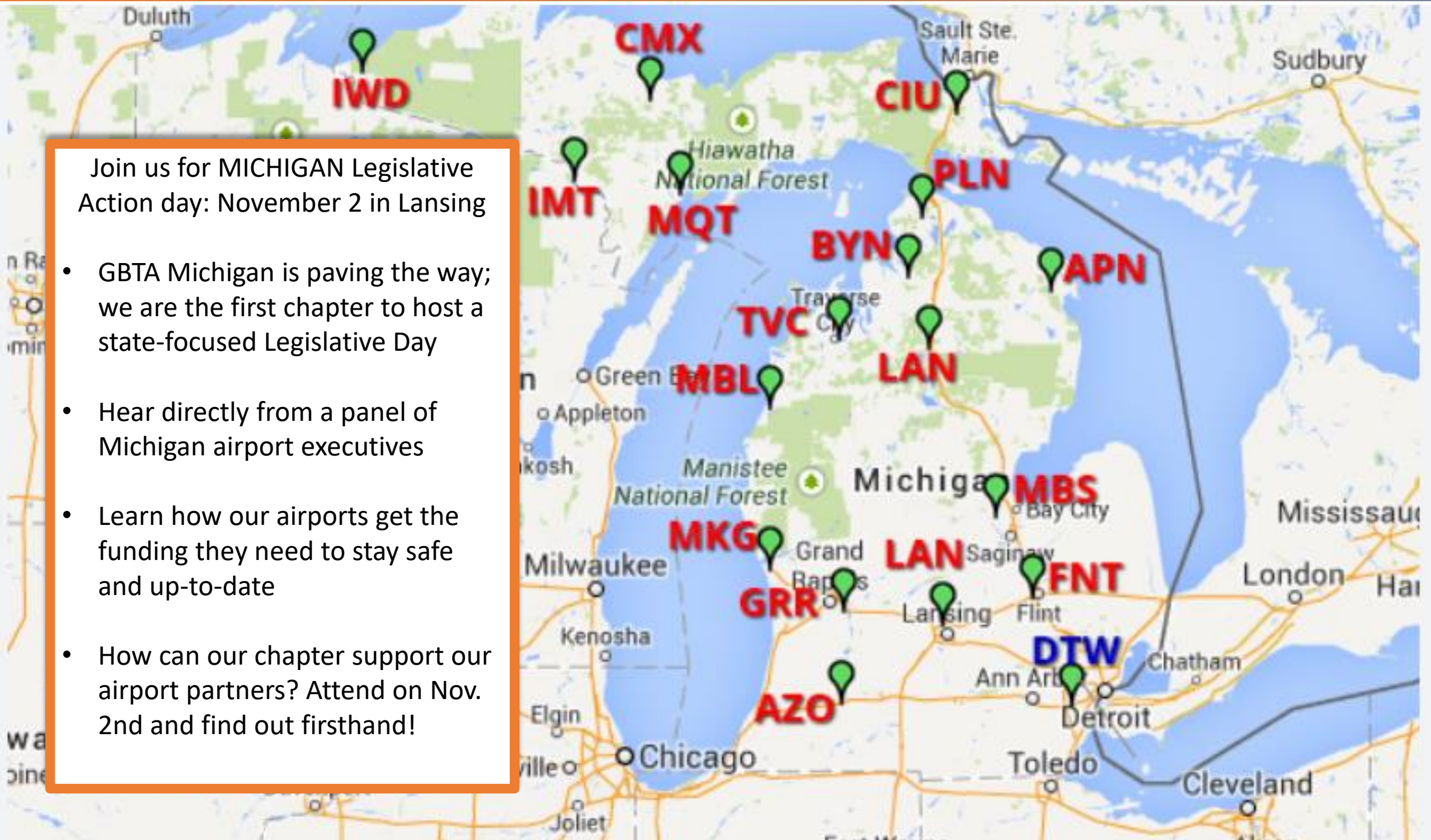
Points available	Points earned	Activity	Our Plan
1		Chapter Invites an elected/government official to speak OR host a GBTA GR themed meeting	October meeting planned to incorporate a legislative theme
1		40% of members must send an email to an elected official	Future meeting activity Log on to GBTA.org → Govt' Relations → Grassroots Advocacy
1		Chapters must send an endorsed GBTA letter to its area's elected official	Future board meeting action item
1		PAC totals must equal \$7.50 per each chapter member with at least 30% of members donate	Goal: 38 members \$953 Status: 18 members \$335
2		PAC totals must equal \$10.00 per each chapter member with at least 50% of members donating	Goal: 63 members \$1270
1		For each person attending 2024 Legislative Summit	



Today's event, the BEVERAGE BEVY, is our primary source of funding toward our chapter goal

Join us for MICHIGAN Legislative Action day: November 2 in Lansing

- GBTA Michigan is paving the way; we are the first chapter to host a state-focused Legislative Day
- Hear directly from a panel of Michigan airport executives
- Learn how our airports get the funding they need to stay safe and up-to-date
- How can our chapter support our airport partners? Attend on Nov. 2nd and find out firsthand!



Meeting Committee

Nicole Poggione
Embassy Suites by Hilton
Detroit Livonia Novi

Amy Marciano-Ratliff
Gainwell Technologies

Meredith Upward

Hannah Hurst, CTA
Corporate Sales Manager
Crowne Plaza Lansing West

~ 2023 Meeting Dates ~

February 23 – 2023 Kick-Off/Sponsor Appreciation* -
Nicole

April 27 – Bring Your Boss/Approver Event* - Amy

July 13 – Member Summer Event – Meredith

September 28 – Annual Meeting & Tradeshow* - Nicole

December 7 – Holiday Meeting & Charity Auction - Hannah

**We are
excited to
announce the
location of the
December 7th
event...**



GBTA | Michigan

Save the Date

December 7th, 2023

WESTIN[®]
HOTELS & RESORTS

The Westin Book Cadillac Detroit

Holiday Meeting & Charity Auction

Membership Committee

Chair: Megan Craig, Hotel Indigo Detroit Downtown

Welcome New Members:

Amanda Brenner — The Kingsley

Christine Burdette — Home2 Suites

Olivia Gala — Pyramid Global Hospitality

RT Small — Travelport

Caroline Waters — Daxton Hotel

Melissa Winkel — Crowne Plaza Lansing West

Committee Members

Karen McDaniels,
Aimbridge Hospitality
LaParise Elerson,
Pyramid Global Hospitality
Hiba Fashho,
Superior Hospitality

Scholarships

Outgoing Chair: Jamie Cotter, Avis Budget Group

Incoming Chair: Madeline Ihrig, LODGCO Hospitality

2023 Scholarship application opens Monday for submission!

DEADLINE FOR SUBMISSION IS FRIDAY – OCTOBER 20, 2023

Scholarships Available in 2024:

- GBTA Michigan Chapter, GBTA & All Access Memberships
- GBTA Convention
- GBTA Education – Multiple Options
- GBTA Legislative Summit

GBTA Michigan gave away over \$10,000 in scholarship money to our members to further their careers and education in 2023!

REQUEST

**We need 3
committee
members who
are not applying
for a scholarship
in 2024.**

Sponsorship

• Thank You 2023 Sponsors!!!

- We had a great year with our sponsors, including some new ones, we appreciate all of you.
- Limited Sponsorships are still available for the December Holiday meeting.
- 2024 Sponsorships will be announced soon, watch your emails.
- Sponsorship dollars support our Michigan Chapter:
 - Education
 - Member scholarships
 - Supplementing cost of meetings

**Thank you
Diamond
Sponsor,
United**



What's new at United?

United Next

Network

Customer Experience & Technology

Sustainability

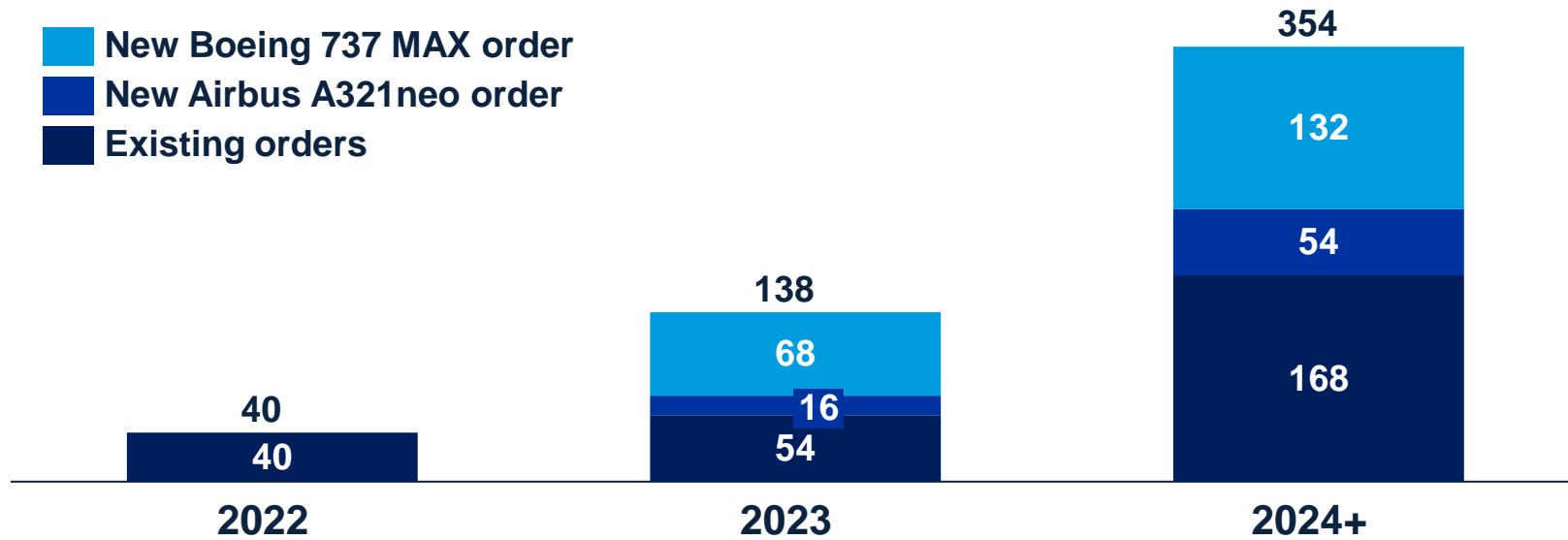


United Next

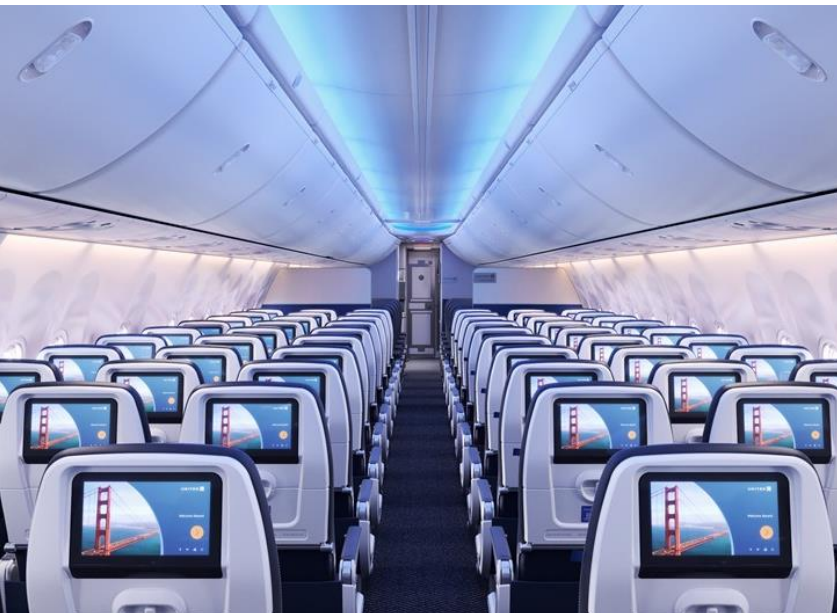


[united.com/business](https://www.united.com/business)

New aircraft orders complement our existing order book



When combined with the current order book, we expect to introduce more than 500 new, narrow-body aircraft. That means in 2023 alone, our fleet will, on average, add about one new narrow-body aircraft every three days.



The largest aircraft order
270
in United's history





Network



- ❖ This summer, non-stop to more than 150 destinations and over 450 daily departures. That's 50% more flights and destinations than our nearest competitor!

- ❖ **New nonstop service this fall:**

- ❖ Asheville, North Carolina – September 29th
- ❖ Dayton, Ohio – September 29th
- ❖ Greensboro, North Carolina – September 29th
- ❖ Lexington, Kentucky – September 29th
- ❖ San Juan, Puerto Rico – October 29th
- ❖ Montego Bay, Jamaica – November 4th

- ❖ **United infrastructure improvements at DEN:**

- ❖ 12 new gates set to open in A & B by mid-2024 (90 total)
- ❖ New United Club on A Concourse this summer
- ❖ Followed by the first of our two revamped United Clubs on B Concourse – our largest Clubs ever!
- ❖ All 3 Clubs will feature 2 levels of space and an upgraded design reflecting the Colorado region

We're growing again in Denver!

We plan to significantly grow our position as Denver's leading airline, adding 35 flights, six new routes, a dozen new gates and three clubs, including the largest ones in our network.

Starting this summer, we'll double the total number of early morning departures and late evening arrivals in and out of Denver, with expanded flight options to popular destinations like Dallas/Fort Worth, Las Vegas, Los Angeles, Orlando, Phoenix, Portland, San Diego and Seattle.





United's 2023 Summer Schedule

United flew to more cities in Europe, Africa, India and the Middle East than all other U.S. airlines combined.

We continued our transatlantic leadership among U.S. carriers with the our 2023 summer schedule that included adding new service to three cities – Malaga, Spain; Stockholm, Sweden; and Dubai, UAE – as well as six more flights to some of the most popular destinations in Europe, including Rome, Paris, Barcelona, London, Berlin, and Shannon. Many of these flights continue into the Fall.

Route	Departs	Arrives	Frequency	Aircraft
EWR - AGP	10:30 p.m.	10:10 a.m.+1	Mon, Wed, Fri	757 - 200
EWR - DXB	10:15 p.m.	7:40 p.m.+1	Daily	777 - 200
EWR - ARN	5:15 p.m.	7:25 a.m.+1	Daily	757 - 200
SFO - FCO	4:25 p.m.	1:10 p.m.+1	Daily	777 - 200
ORD - SNN	6:20 p.m.	7:30 a.m.+1	Daily	757 - 200
IAD - BER	5:45 p.m.	8:20 a.m.+1	Daily	767 - 400
ORD - BCN	9:25 p.m.	12:50 p.m.+1	Daily	787 - 8

Flight details are subject to change.
 *Service is subject to government approval. See united.com for most up-to-date schedule.



Resuming flights to Beijing and daily service to Shanghai

United will increase flying to Shanghai with daily flights from San Francisco, starting October 1, 2023, and will resume daily flying between San Francisco and Beijing this November.*

Route	Departs	Arrives	Frequency	Aircraft	Eff. Date
SFO - PVG	12:55 p.m.	5:45 p.m. ⁺¹	Sun, Wed, Fri, Sat	777-300ER	Now till October 2023 (westbound)
PVG - SFO	8:10 p.m.	4:20 p.m.	Sun, Mon, Thu, Sat	777-300ER	
SFO - PVG	12:15 p.m.	6:35 p.m. ⁺¹	Daily	777-300ER	Early November 2023
PVG - SFO	11:15 p.m.	6:20 p.m.	Daily	777-300ER	
SFO - PEK	10:50 a.m.	5:25 p.m. ⁺¹	Daily	777-300ER	November 9, 2023 (westbound)
PEK - SFO	7:20 p.m.	2:50 p.m.	Daily	777-300ER	November 11, 2023 (westbound)

*Schedule subject to change and government approval. See united.com for most up-to-date schedule.

Flying our largest ever Pacific schedule in Winter 2023

In total, United will fly long-haul flights to 15 different international destinations across the Pacific this winter. Excluding mainland China flying, United's transpacific network will be 50% larger than all other U.S. airlines combined.

- Starting October*, United will fly more flights to the Asia-Pacific region, becoming the first U.S. airline to fly direct to Manila from the continental U.S. and adding more non-stops to Hong Kong, Tokyo, Taipei, Shanghai and Beijing.

Route	Frequency	Date
San Francisco - Manila	Daily – New route	Starting 10/29/23
Los Angeles – Hong Kong	Daily – New route	Starting 10/28/23
San Francisco – Hong Kong	2x daily - Increased	Starting 10/29/23
Los Angeles – Tokyo/Narita	Daily – Resume service	Starting 10/28/23
Los Angeles – Tokyo/Haneda	Daily	Currently operating
San Francisco - Taipei	2x daily - Increased	Starting 10/29/23
San Francisco - Shanghai	Daily	Starting 10/01/2023
San Francisco - Beijing	Daily – Resume service	Starting 11/01/2023

*Flight schedule subject to change. Flights subject to government approval.





We're connecting you to more of the world with Emirates

When you fly United from Newark/New York (EWR) to Dubai (DXB), you can now connect from DXB on Emirates or its sister airline, flydubai, to many more destinations including a new service between New York/Newark and Dubai.

These connections are available to book on the same ticket as your Dubai flight through United's website, mobile app and our TMC partners, making check-in and baggage transfer faster and easier.



Connectivity between United and Emirates at Dubai focused on underserved AJV cities



Codeshare on Emirates flights at Dubai that connect to United's new service



Emirates lounge access for United Polaris business class passengers in DXB



MileagePlus accrual & redemption on select Emirates flights



Customer Experience & Technology



New technology makes connecting flights smoother

ConnectionSaver, a global United system that automatically scans flights for passengers who have tight connections to determine if the connecting flight can be held without inconveniencing other passengers.



Identifies flights that can be held



Ensures passengers already on board will arrive at their destinations on time



Sends personalized texts to every connecting customer with info about their connection



Saves tight connections without inconvenience

CASE STUDY

ConnectionSaver by numbers*



761,639

Customers last year avoided missing their connections due to ConnectionSaver



2000+

Average number of customers per day who make their connection due to ConnectionSaver

*2021

Contactless virtual assistance with “Agent on Demand”

Enjoy socially-distanced, personalized support from our airport agents.

On the day of travel, our Agent on Demand service connects travelers to an airport customer service agent remotely through call, text or video chat.

Agent on Demand now includes personalized baggage support at all domestic airports so you can access contactless virtual assistance.

MileagePlus members:

Log into your MileagePlus account on your United App. Agent on Demand is available on the home page within 24 hours of your flight. Scroll down to “For your trip” and click on “Get connected”.

FACT FINDER 🔍

United is the first U.S. airline to launch video-enabled, day-of-travel customer service. **Agent on Demand is currently available at over 100 airports including all seven of our hubs:** Chicago (ORD), Denver (DEN), Houston (IAH), Los Angeles (LAX), Newark (EWR), San Francisco (SFO), and Washington, D.C. (IAD).



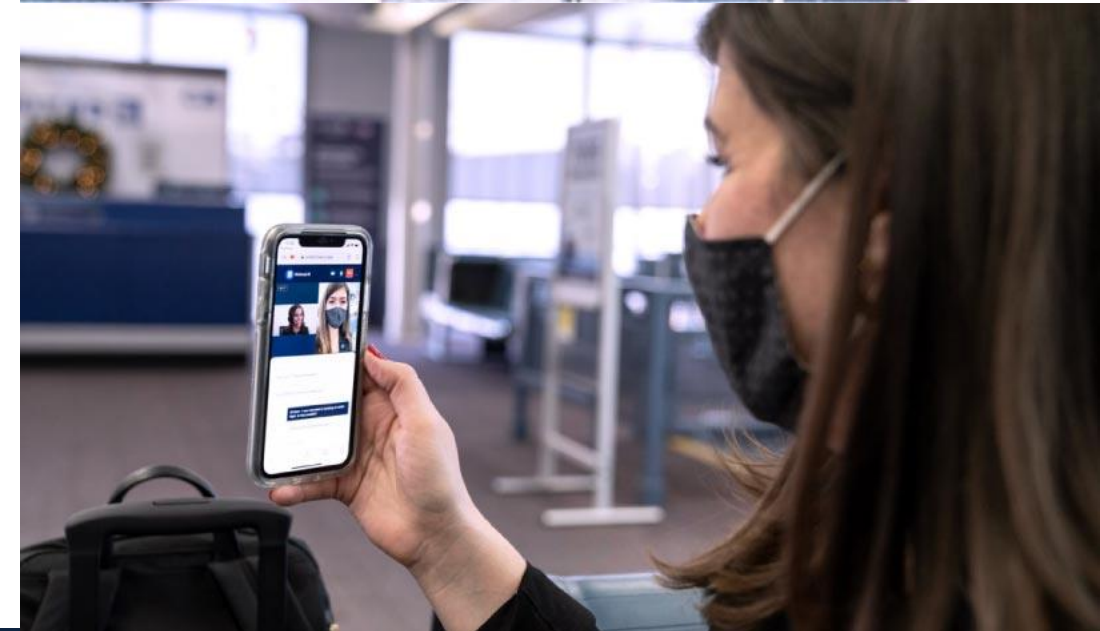
Get assistance from a distance



Get assistance from a distance:



- 1) Scan the QR code with your camera
- 2) Open the link
- 3) Enter your info
- 4) Join the queue
- 5) Speak with an agent



UNVEILED

Newark Liberty International Airport's Terminal A

United will be operating 11 gates from the newly-opened state-of-the-art Terminal A, which comes with natural light, modern art displays and 60 different restaurants and retail shops.

For customers connecting between Terminals A and C, the easiest way to do so remains via bus transit, located at A28 in Terminal A and at C71 in Terminal C.

This Terminal's new design provides generous space for a smooth journey through the building, from curbside to check-in, security, gate holdrooms and baggage claim.

33

Common
use gates

14 million

Annual passenger
capacity

1 million

Square-foot
in size





INTRODUCING

Grab-and-Go at United Club Fly

Our brand-new space for United ClubSM members at Denver offers a quick and convenient option for busy travelers who want a high-quality coffee, soft drink or snack enroute to their flight. United Club FlySM is a first-of-its-kind concept for a U.S. airline and offers expedited access to pre-flight refreshments for our eligible members short on time.

HOW IT WORKS



Scan boarding pass to enter



Order a barista-crafted coffee



Select a snack... or two



Self-service beverage counter



Skip checkout lines



Eligible members only*

United Club Fly is now open and conveniently located near Gate B60 in the new B-East Concourse at Denver International Airport.

[Learn more](#)

*Guests are not permitted at United Club Fly.



New United Club locations open in Denver – including our largest in the world

Our nearly \$1 billion investment in Denver includes two new United ClubSM locations at Denver International Airport, with a third revamped club coming in 2025. With 35,000 sq.-ft., the new B Concourse club is our largest in the world.

A Concourse United Club

- 24,000 sq.-ft across two levels with 400 seats
- Two fireplace lounges and two premium bars
- Ski lodge design reflects Colorado's outdoor landscapes

B Concourse United Club

- 35,000 sq.-ft. across three levels with 600+ seats
- Beer tasting bar with local and craft beers on tap
- Reflects Denver's beer scene with brewery inspired elements

Both club locations include enhanced amenities: Free high-speed Wi-Fi; self-scan entry; agent on demand kiosks; and wellness rooms. Each club also serves premium culinary offerings with local flair.

INTRODUCING

O'Hare International Airport Club

We unveiled our brand-new, 17,000-square-foot United Club at ORD — a long-awaited addition to our club network! The new club is in Terminal 1 near gate C10 and replaces the former C16 United Club location.

The newest addition to our United Club is a part of our ongoing commitment to renovate and introduce new United Club locations throughout our network.

Of its many stunning amenities, some top features include:



400 plus
seats



Free high
speed Wi-Fi



Agent on
Demand kiosks



All new
wellness room





Modern upgrades for a modern traveler

Introducing United's new domestic first class seat.

The new United First[®] seat — which also features vegan leather upholstery, 13-inch seatback screens and 18-inch tray tables, Bluetooth connectivity, privacy screens and an ergonomist-designed cushion — debuted on our first Boeing 737 this month. We expect the new seat to be on 200 domestic planes by 2026, including Boeing 737 NGs, Airbus A321neos and Boeing 737 MAXs.

Our new domestic United First[®] seat has:



Wireless charging,
USB-C ports and plug



A 13-inch screen at every seat
with Bluetooth connectivity



Winged headrests and a
seat divider for extra privacy



A large tray table, cocktail table and
bottle holder between each seat



INTRODUCING

Live Activities for iPhone

United is the first U.S. airline to support Live Activities for iPhone, giving customers real-time access to their boarding pass, gate and seat number, and countdown clock to departure time on their Lock Screen or while unlocked in the Dynamic Island - all without opening the United app.

With a quick glance at the iPhone screen, customers can:



Get details like the flight number, on-time status, inbound aircraft status, estimated departure and arrival times, and more.



Open their boarding pass directly from the Live Activity to easily scan during security check-in or while boarding their flight.



See departure and arrival gates, pre- and in-flight countdowns, and baggage carousel information right in the Dynamic Island.



Sustainability



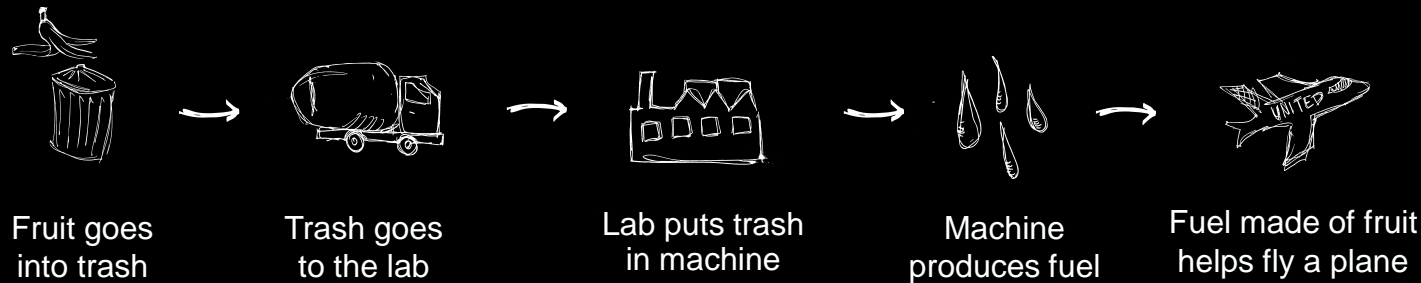
Introducing United's New Chief Trash Officer

We're investing in a future where planes can be fueled by things like waste. So, we hired an expert, **Oscar the Grouch**.

At United we believe the future of flight is sustainable aviation fuel (SAF), which could be made from things like banana peels, woody biomass, and trash. SAF has lower lifecycle carbon emissions than conventional jet fuel.

"Fruit Flies"

Take a look at how Oscar's prized banana peel could help fly a plane one day.





Thank you!

Suzanne Boyan, GTP

Global Meetings and Travel Manager

ZS Associates



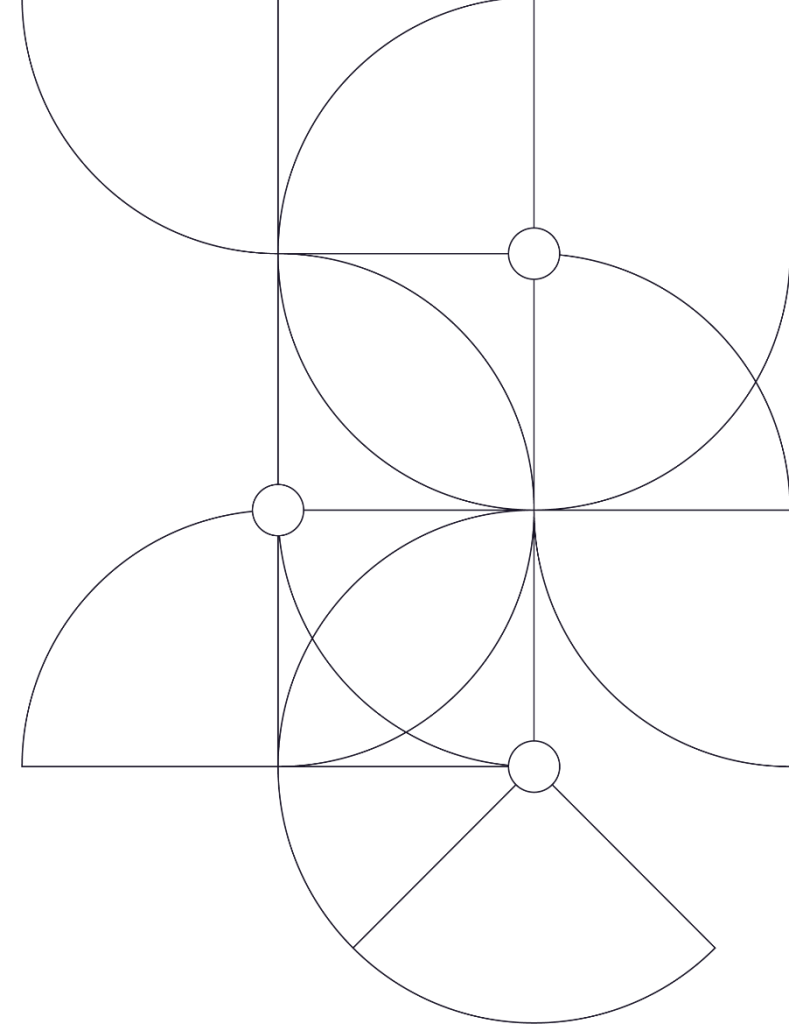
How do NDC Proof Your Program



How to NDC-proof your program

Michigan BTA
September 28, 2023

Impact where it matters.



Why do we manage travel?

Improved traveler experience

- Bump protection
- Discounts/rebates
- Preferred seating

Duty of Care

- Pakistani and Indian tension 2019
- COVID19
- FAA outage

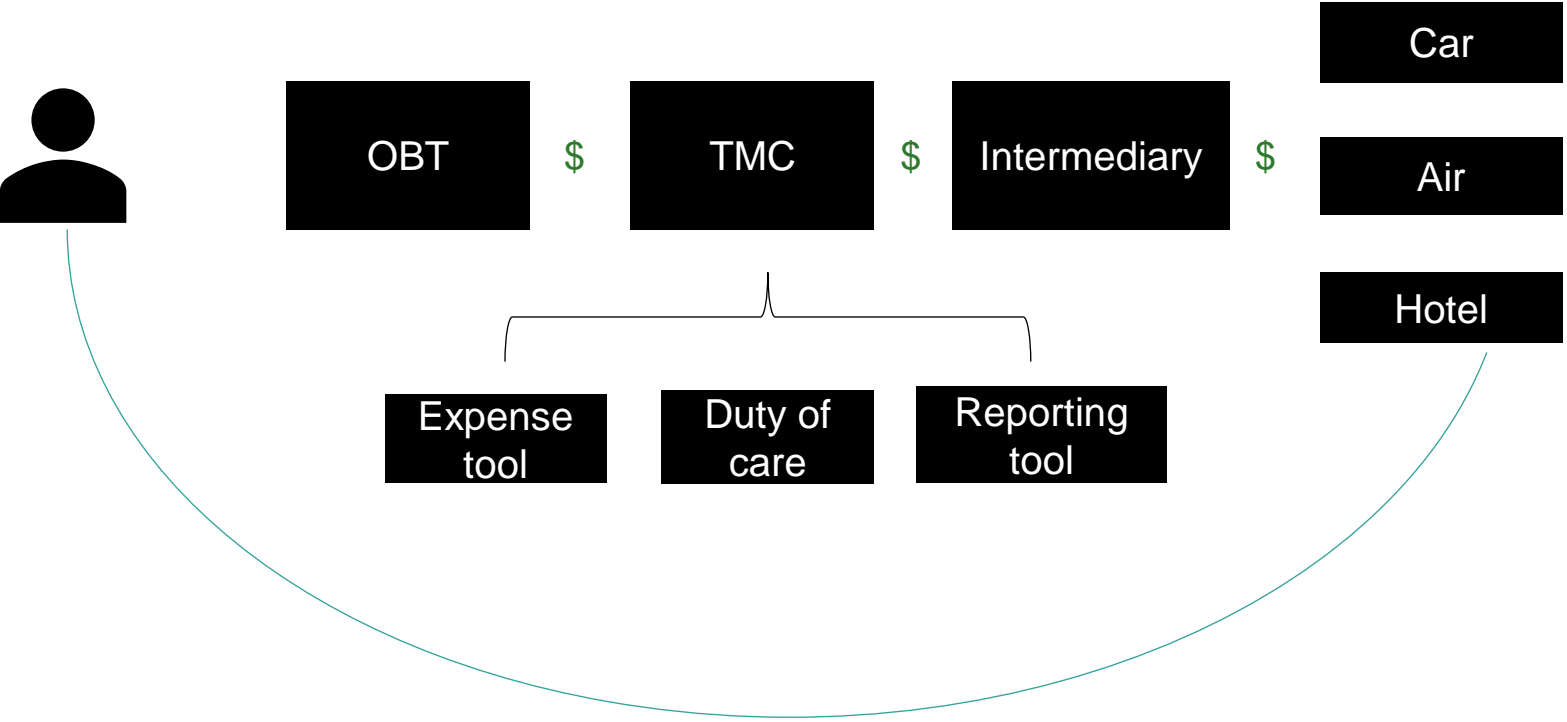
Stewards of our and our clients' money

- Manage margins
- Pass red-face test with clients

Negotiations

- Across all verticals

Process flow



When did this conversation start?

2012

Every travel managers worst nightmare



I found it cheaper on...

But this is only domestic right?

AIR								
United Airlines	Flight Number UA0082	Class: D-Business	From: Newark Liberty, New York, NJ - Terminal C	Leaving: Sun 28 May 09:10PM	Destination: Indira Gandhi, Delhi, India - Terminal 3	Arriving: Mon 29 May 09:30PM	Seat Number: 03F	
							Flying Time: 14h50m	
							Stops: 0	
AIR								
United Airlines	Flight Number UA0083	Class: D-Business	From: Indira Gandhi, Delhi, India - Terminal 3	Leaving: Mon 05 Jun 11:35PM	Destination: Newark Liberty, New York, NJ - Terminal B	Arriving: Tue 06 Jun 06:30AM	Seat Number: 02A	
							Flying Time: 16h25m	
							Stops: 0	
Fare	USD 5664.00							
Taxes	USD 1786.89							
Total	USD 7450.89 Up to 2 pieces of checked baggage // up to 158 cm (62 in) / up to 32 kg (70 lb) 1 carry on bag & personal item Free-Pre reserved seat assignment Free-Priority boarding Advance change allowed for free-Anytime Non-refundable-Anytime Free-Premium seat							

Your trip Cost breakdown

ROUNTRIP (1 TRAVELER) [Revise this trip](#)

New York/Newark EWR to Delhi DEL
May 28 • 9:10 pm to 9:30 pm • Nonstop
⚠ Please note this flight involves a date change
[Show details](#) 2,461 kg CO₂

Delhi DEL to New York/Newark EWR
Jun 5 • 11:35 pm to 6:30 am • Nonstop
⚠ Please note this flight involves a date change
[Show details](#) 2,377 kg CO₂

Corporate fare	\$4,902.00
Taxes and fees	\$86.89
Total due	\$4,988.89
	or starting from \$145/month

✔ Discounts applied for ZS Associates

\$2462 difference

Choose flights

« New search

Your trip summary

<p>Main Cabin</p> <p>Round trip (Non-refundable)</p> <p>£804 per person</p> <p>Total £803.80 (all passengers)</p> <p>Includes taxes and carrier-imposed fees Price and tax information</p> <p>Good value with benefits</p> <ul style="list-style-type: none"> No change fees (difference in ticket price may apply)¹ Choose your seat at no charge (fee may apply for Preferred, Main Cabin Extra or flights operated by another airline) 1 free checked bag² General boarding² AAdvantage[®] miles <p>¹ Changes for trips that begin in Spain, the UK, New Zealand or Australia are allowed with a fee. ² If you're an AAdvantage[®] status member, your bag benefit and boarding group apply if higher based on status. (Benefits may not apply on partner airlines.)</p> <p>Bag and optional fees</p>	<p>DEPART</p> <p>New York, NY to Buenos Aires, Argentina Monday, September 4, 2023</p> <p>10:59 PM → 10:50 AM 10h 51m Nonstop Main Cabin AA953 → 772-Boeing 777</p> <p>Overnight flight or connection Details Change</p> <hr/> <p>RETURN</p> <p>Buenos Aires, Argentina to New York, NY Friday, September 8, 2023</p> <p>9:10 PM → 7:00 AM 10h 50m Nonstop Main Cabin AA954 → 772-Boeing 777</p> <p>Overnight flight or connection Details Change</p>
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Review itinerary

Mon 04 Sep

John F Kennedy Intl to Ministro Pistarini American Airlines · 10:59 PM – 10:50 AM	ACTIONS	£479.90 per traveler
American Airli... 953 JFK Non-stop EZE 777 (widebody)	10:59 PM → 10:50 AM 10h 51m	79 on seat pitch 3-4-3 seat layout
More info		
Fare	Main Cabin (O)	£479.90
Frequent flyers	Mr Luca Girardi - British Airways Executive Club - 73774134	
Bags	1 bag checked baggage	

Fri 08 Sep

Ministro Pistarini to John F Kennedy Intl American Airlines · 9:10 PM – 7:00 AM	ACTIONS	£479.90 per traveler
American Airli... 954 EZE Non-stop JFK 777 (widebody)	9:10 PM → 7:00 AM 10h 50m	79 on seat pitch 3-4-3 seat layout
More info		
Fare	Main Cabin (N)	£479.90
Frequent flyers	Mr Luca Girardi - British Airways Executive Club - 73774134	
Bags	1 bag checked baggage	

Payment

How would you like to pay for your trip?

American Airlines	Add a card	£479.90
American Airlines	Add a card	£479.90
Trip total		GBP 959.80

Note: The price displayed is only a guide and may be subject to currency fluctuation.

£155 difference

Trip to Dallas, Chicago



SB

Mon, Aug 14



Philadelphia to Dal... \$353.90 *

8:40 AM - 11:22 AM (3h 42m)

Main Cabin (L)

American Airlines AA771

Wed, Aug 16



Dallas to Chicago \$300.90 *

4:53 PM - 7:24 PM (2h 31m)

Main Cabin (L)

American Airlines AA1551

Express check-out

Trip total

\$644.81

Main Cabin

Round trip (Non-refundable)

\$528 per person

Total \$527.80 (all passengers)

Includes taxes and carrier-imposed fees

[Price and tax information](#)

Make my trip refundable

No change fees; cancel any time

Round trip

+\$100 per person

Make it refundable

[Bag and optional fees](#)

DEPART

Philadelphia, PA to Dallas/Fort Worth, TX

Monday, August 14, 2023

8:40 AM → 11:22 AM

3h 42m

Nonstop

Main Cabin

AA771 321-Airbus A321



[Details](#) | [Change](#)

RETURN

Dallas/Fort Worth, TX to Philadelphia, PA

Wednesday, August 16, 2023

4:55 PM → 9:16 PM

3h 21m

Nonstop

Main Cabin

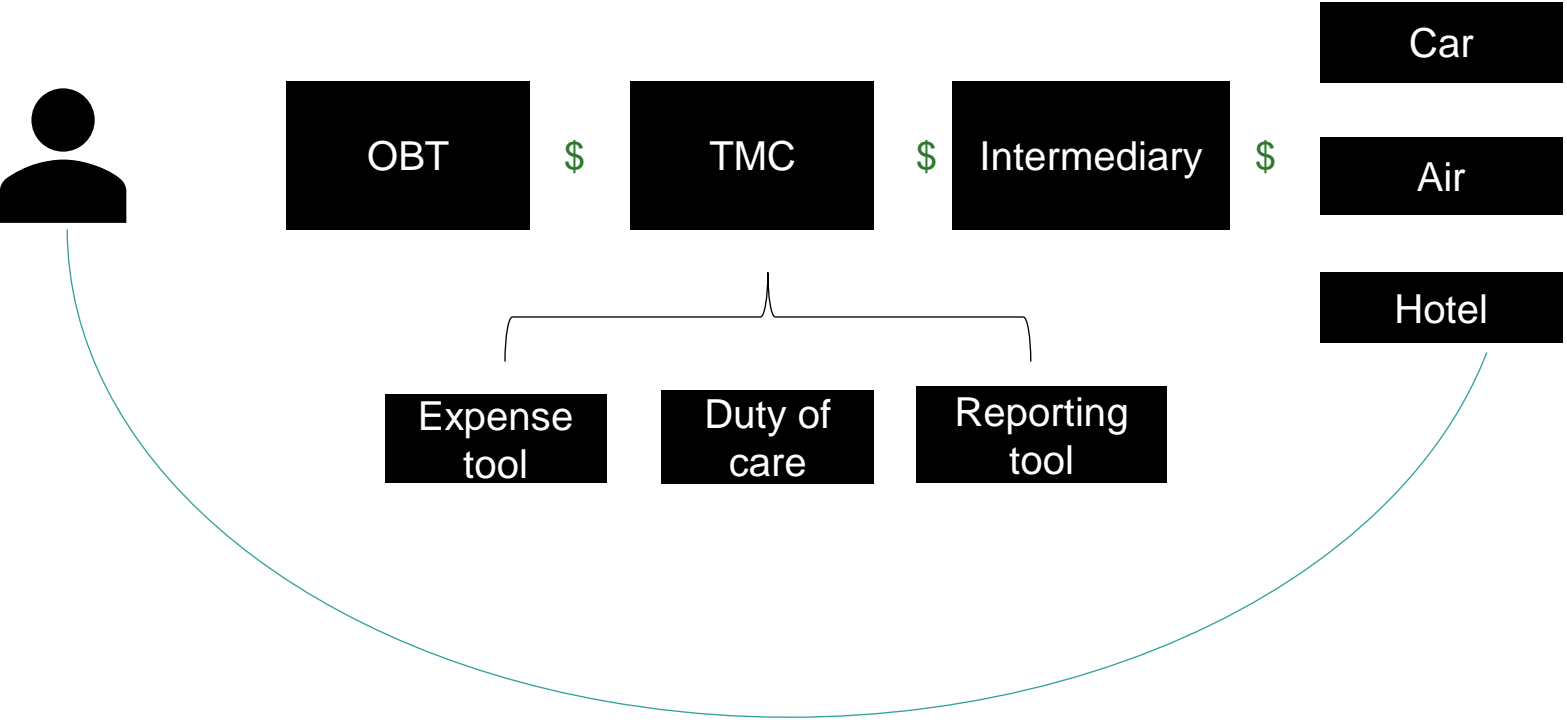
AA2334 321-Airbus A321



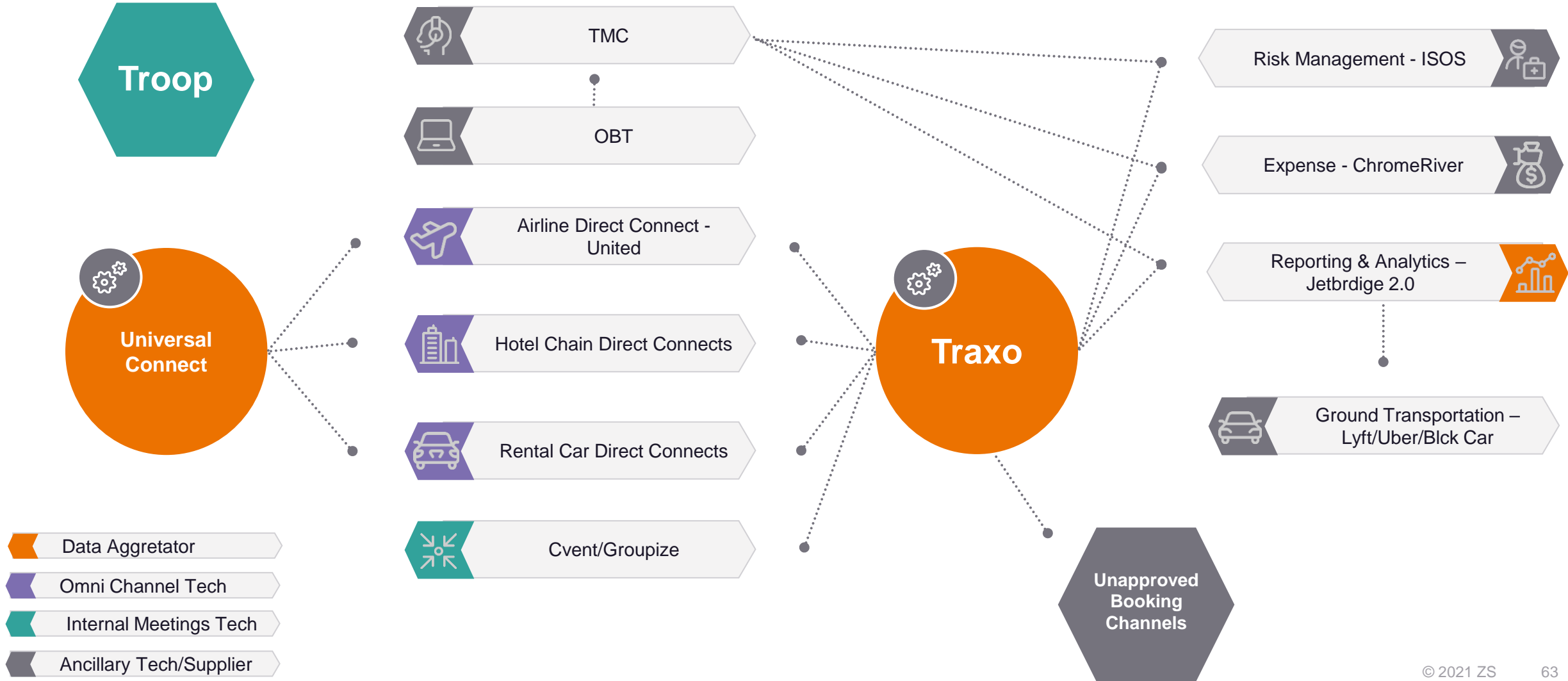
[Details](#) | [Change](#)

\$116 difference

Process flow



Global Travel Program Ecosystem



Data capture



United Direct

Traxo works by supplying our peoples' MileagePlus numbers.

Email filter

Additionally, ZS has set-up rules so that any travel-related emails from your ZS.com address are automatically forwarded into Traxo's database. From there, the information goes to other travel related vendors in an effort to support you.

Book **Flight status** Check-in My trips 2

FLIGHT HOTEL CAR PACKAGES [Cruise](#)

Roundtrip One-way Book with miles Flexible dates

From* **Chicago ORD** To* **Dallas DFW**

Dates* **Aug 13 - Aug 16** Travelers **1 Adult**

Economy **Business travel**

[Advanced search](#)
 (Certificates, multi-city and upgrades)

[Bag rules and fees for optional services](#)

Find flights

Find your travel credits

NONSTOP

7:10 AM ORD ----- 2H, 32M ----- 9:42 AM DFW

UA 2446 (Boeing 737-700)

[Details](#) [Seats](#) 140 kg CO₂

Economy

Roundtrip **\$465**
 Discount applied

United Economy (H)

Economy (fully refundable)

Roundtrip **\$549**
 Discount applied

United Economy (H)

First (2-cabin)

Roundtrip **\$707**
 Discount applied

United First (Z)

Your trip **Cost breakdown**

ROUNDRIP (1 TRAVELER) [Revise this trip](#)

Chicago ORD to Dallas/Fort Worth DFW
 Aug 13 • 7:10 am to 9:42 am • Nonstop
[Show details](#) 140 kg CO₂

Dallas/Fort Worth DFW to Chicago ORD
 Aug 16 • 10:39 am to 1:11 pm • Nonstop
[Show details](#) 140 kg CO₂

Corporate fare \$404.82
 Taxes and fees \$60.16
Total due \$464.98

or starting from [30 months](#)

Discounts applied for ZS Associates

Continue

**Ok, but what
about LLF?**



ORD-SFO-ORD

	TMC-OAL	Direct-United
Airfare	\$300	\$350
Booking fee	\$13	\$0
Seat	\$80	\$0
Grand Total	\$388	\$350

What if there was more than just costs?

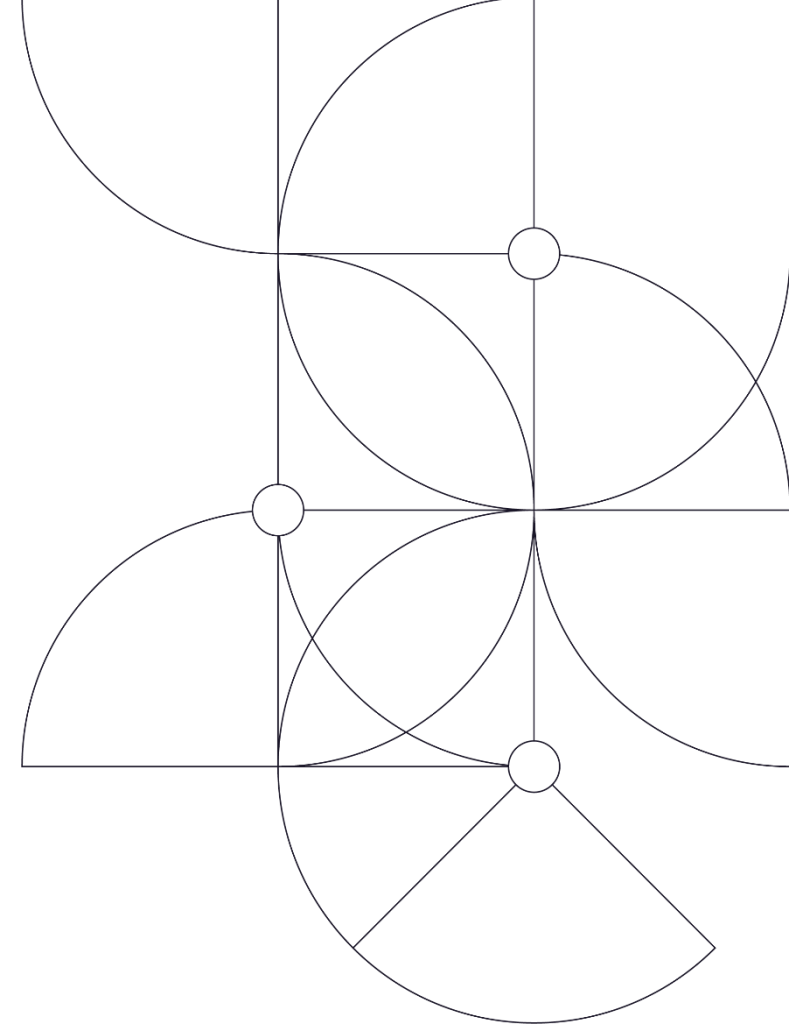
	TMC-OAL	Direct-United
Airfare	\$300	\$350
Booking fee	\$13	\$0
Seat	\$80	\$0
<hr/>		
Productivity	\$(100)	\$(100)
Preferred Airline	\$200	\$(200)
<hr/>		
Grand Total	\$488	\$50





Thank you!

Impact where it matters.



Q & A



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**Please complete
the event survey**

Prize Drawing!

Meeting Adjourned

Next Events:

November 2 — Michigan
Legislative Day
Lansing, MI

December 7 — Holiday Meeting
& Charity Auction
Detroit, MI

