

Setting Corporate Policy For Ancillary Fees

Panelists

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Mike Koetting

EVP Supplier Management and Advertising, Concur

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Director, Global Travel & Meeting Services, Global Supply Chain Operations, Lockheed Martin Corporation

Moderator:

Tony D'Astolfo

SVP Travel Services, Rearden Commerce

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What we will cover

Situation Overview

Sizing the Problem

Creating a Policy

Practical Takeaways and Recommendations

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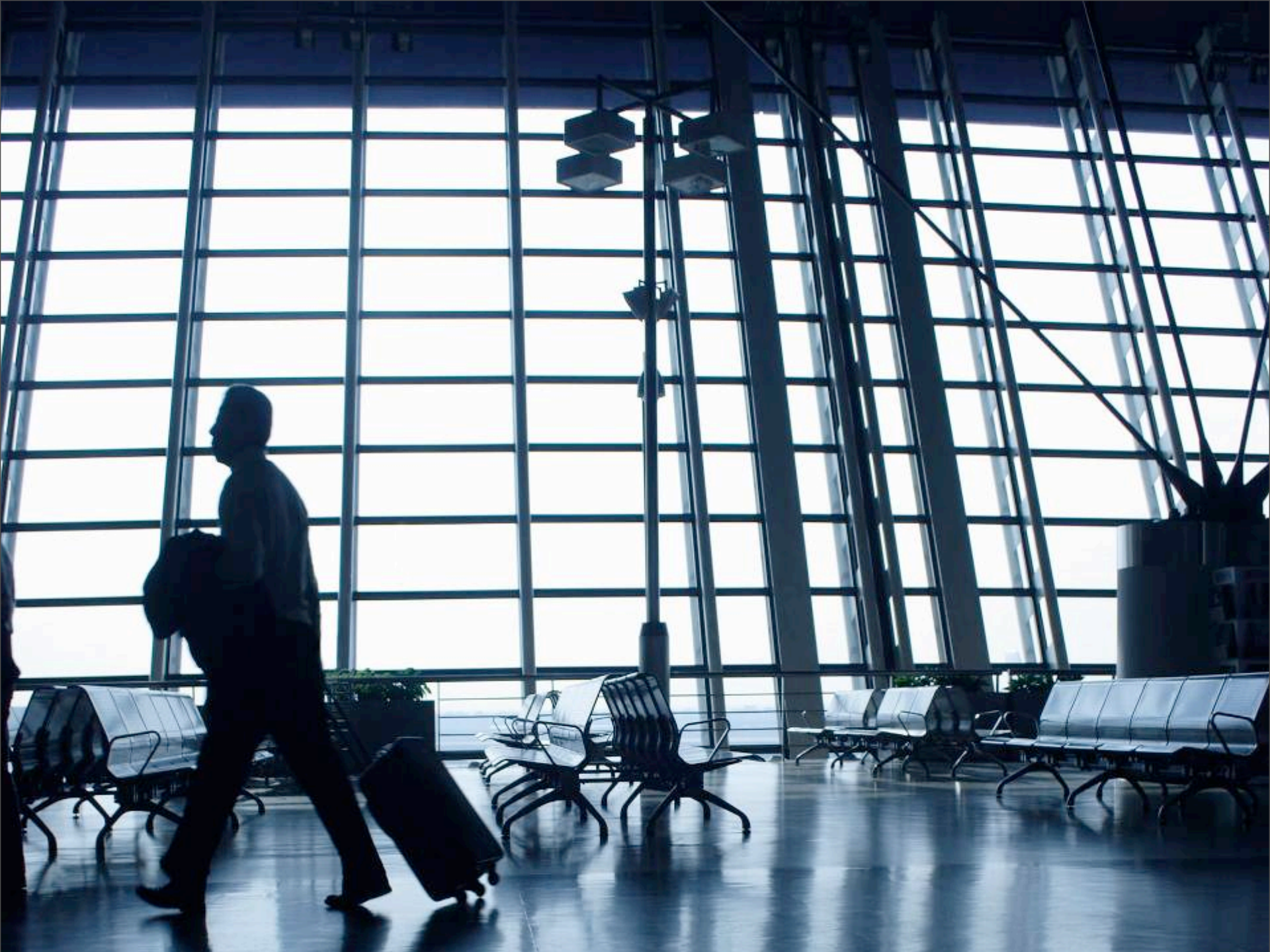
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Wednesday, December 8, 2010



**“No end in sight in battle over
airline fees”**

“It seems major airlines have come up
with more ways to charge for what once
was free...”

TravelMole | Feb 23, 2010



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NBTA, | October 20, 2009



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CNNMoney.com | May 3, 2010



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CNNMoney.com | May 3, 2010

“Airlines concerned over lack of standards over unbundled fees”

PhoCusWright / April 15 2010

A photograph of an airport terminal with large windows and rows of metal chairs. Five white, torn-edge quote bubbles are overlaid on the image. The background is a blue-tinted photograph of an airport terminal with large windows and rows of metal chairs.

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Travel Weekly, | Oct 14, 2010

“US Airways to offer direct booking for ancillary services”

Travel Weekly, Nov 23, 2010

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SCREW U AIRLINES

For a small fee we'll extend it all the way to the door.





The Current Situation

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The Current Situation

ARC's EMD (Electronic Miscellaneous Document) is available

ATPCO's fare filing standards are completed as well

The GDS's and FareLogix have confirmed support of the EMD

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However...

Limited # of US Airlines are testing, but no one has committed

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The Current Situation

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The Current Situation

Credit Card Companies still lack detail on ancillary fees

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The Current Situation

Credit Card Companies still lack detail on ancillary fees

TMC's are not directly involved

- Are Sales opportunities being missed?
- Are customer service issues being created for the carriers?

Corporations' business practices are disrupted

- Expense management

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Sizing the Problem



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Sizing the Problem

Utilized card data

- Fees = ~1.6% of total air spend



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Sizing the Problem



Utilized card data

- Fees = ~1.6% of total air spend

Leverage TMC developed reporting

- Created algorithms to ID fees <\$100
- Create filter for change fees
- Report ancillary spend by employee, by airline
- Breaks out type of fees, by airline, for negotiations
- Compared against expense reports for similar ancillary fee category

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Understand why airlines increased use of ancillary fee

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Understand why airlines increased use of ancillary fee

Utilize T&E data to identify the impact of ancillary fees

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Understand why airlines increased use of ancillary fee

Utilize T&E data to identify the impact of ancillary fees

Consult with stakeholders to understand business critical airline services vs.

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Creating a policy

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Creating a policy

- Gather and consider all feedback from the businesses/your internal clients

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Creating a policy

- Gather and consider all feedback from the businesses/your internal clients
- Benchmark with peers

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Creating a policy

- Gather and consider all feedback from the businesses/your internal clients
- Benchmark with peers
- Partner with Accounts Payable

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Creating a policy

- Gather and consider all feedback from the businesses/your internal clients
- Benchmark with peers
- Partner with Accounts Payable
- Identify reimbursable and non-reimbursable fees

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Creating a policy

- Gather and consider all feedback from the businesses/your internal clients
- Benchmark with peers
- Partner with Accounts Payable
- Identify reimbursable and non-reimbursable fees
- Proactively market and communicate policy

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Ancillary Fee Policy Examples



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Ancillary Fee Policy Examples



The following charges **will be reimbursed** if reasonable under the circumstances:

- Onboard Wi-Fi
- Onboard meals if used as the traveler's subsistence meal
- Checked or carry-on bag fees consistent with duration and business purpose of trip

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*You will **not be reimbursed** for other discretionary upgrades for purposes such as **added legroom** or obtaining an **exit row seat**”

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*You will **not be reimbursed** for other discretionary upgrades for purposes such as **added legroom** or obtaining an **exit row seat**”

The following will **NOT be reimbursed**:

- Personal entertainment such as movies, video, headset rental on aircraft
- Blankets, pillows, and travel kits
- Alcoholic beverages purchased in flight on an aircraft.”

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Ancillary Fee Policy Examples



Fee Type	Within Policy	Not Reimbursed
In-flight meals	<input checked="" type="checkbox"/>	
In-flight alcohol		<input checked="" type="checkbox"/>
Checked luggage	<input checked="" type="checkbox"/>	
Upgrades for more legroom, front of cabin, exit rows		<input checked="" type="checkbox"/>
Priority boarding		<input checked="" type="checkbox"/>
1 day airport lounge pass		<input checked="" type="checkbox"/>
Pillows/blankets/headsets		<input checked="" type="checkbox"/>
In-flight Wi-Fi	<input checked="" type="checkbox"/>	
Mileage accelerators		<input checked="" type="checkbox"/>

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Ancillary Fee Policy Examples



Ancillary Fee Traveler Spend Summary

Transaction Date: 10/01/2010 - 10/31/2010

Amounts Quoted in USD. Remaining filters and prompts at end of report.

Traveler Name	Employee ID	Ancillary Fee Description	# of Fee Transactions	Ancillary Fee Amount	Average Fee Amount
B KENNETH	183819	One Checked Bag	4	100.00	25.00
B KENNETH	183819	Two Checked Bags	1	50.00	50.00
Totals:			5	150.00	30.00

Traveler Name	Employee ID	Ancillary Fee Description	# of Fee Transactions	Ancillary Fee Amount	Average Fee Amount
B ROBERT	252165	Three Checked Bags	1	150.00	150.00
Totals:			1	150.00	150.00

Traveler Name	Employee ID	Ancillary Fee Description	# of Fee Transactions	Ancillary Fee Amount	Average Fee Amount
B LATASHA	069422	Two Checked Bags	2	100.00	50.00


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Ancillary Fee Policy Examples





Ancillary Fee Breakdown by Supplier
Amounts Quoted in USD. Remaining filters
and prompts at end of report.

ACME Corporation

Transaction Date: 01/01/2010 – 07/31/2010

American Airlines

Transaction Type	Billing Amount	# of Transactions	Average Ancillary Fee
One Checked Bag	32,922.80	1,317	25.00
Two Checked Bags	13,320.00	245	54.37
Other Charges	3,289.98	144	22.85
Meal	370.00	37	10.00
Three Checked Bags	3,820.00	25	152.80
Totals:	53,722.78	1,768	30.39

AirTran Airways

Transaction Type	Billing Amount	# of Transactions	Average Ancillary Fee
One Checked Bag	375.00	25	15.00
Other Charges	1,109.00	24	46.21
Premium Seating	140.00	7	20.00
Two Checked Bags	40.00	1	40.00
Totals:	1,664.00	57	29.19

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Concur's Solution for Reporting of Ancillary Fees

Expense Report
Trip to San Diego

Buttons: Delete Report, Submit Report

Buttons: New Expense, Details, View, Import

Buttons: Receipts

Expense List

Total: \$357.23

Date	Expense Type	Amount	Requested
03/02/2010	Airfare America West	\$357.23	\$357.23

Adding New Itemization

New Itemization

Total Amount: \$357.23 | Itemized: \$0.00 | Remaining: \$357.23

Expense Type: Airfare

Transaction Date: 03/02/2010

Business Purpose:

Vendor: America West

City:

Payment Type: Cash

Amount: 25.00 USD

Tax Posted Amount:

Personal Expense (do not reimburse)

Cost Center:

Dropdown menu for Amount:

- None Selected
- Airline Club
- Baggage
- On Board
- Other
- Seats
- Upgrade
- None Selected

Buttons: Save, Allocate, Cancel

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Ancillary Airline Fees Per Ticket

Transaction Date Between Jun 1, 2000 and Jun 7, 2010
Reporting Currency: USD

Traveler Name	Ticket Number	Vendor	Departure Date	Ancillary Fees				
				Expense Type	Fee Type	Vendor	Date	Amount
<NAME>	0057836349853	Continental	Jan 22, 2010	Air Travel Fees	Baggage	CONTINENTAL AIRLINES	Jan 22, 2010	25.00
<NAME>	0067841338888	Delta	Mar 24, 2010	Air Travel Fees	Baggage	DELTA AIR LINES	Mar 24, 2010	35.00
<NAME>	0067838549021	Delta	Jan 27, 2010	Air Travel Fees	Baggage	DELTA AIR LINES	Jan 27, 2010	35.00
<NAME>	0067546711268	Delta	Dec 16, 2009	Air Travel Fees	On Board	DELTA AIR LINES	Dec 16, 2009	8.00
<NAME>	0067835292146	Delta	Dec 16, 2009	Air Travel Fees	Baggage	DELTA AIR LINES	Dec 16, 2009	35.00
<NAME>	0067837211615	Delta	Jan 25, 2010	Air Travel Fees	Upgrade	DELTA AIR LINES	Jan 25, 2010	150.00
<NAME>	0057837499032	Continental	Mar 12, 2010	Air Travel Fees	Other	CONTINENTAL AIRLINES	Mar 12, 2010	
<NAME>	0017836349870	American	Jan 13, 2010	Air Travel Fees	Airline Club	AMERICAN AIRLINES INC	Jan 13, 2010	50.00
<NAME>	0017836349866	American	Jan 24, 2010	Air Travel Fees	Airline Club	AMERICAN AIRLINES INC	Jan 24, 2010	50.00
<NAME>	0057839966153	Continental	Feb 21, 2010	Air Travel Fees	Baggage	CONTINENTAL AIRLINES	Feb 21, 2010	25.00
				Air Travel Fees	On Board	CONTINENTAL AIRLINES	Feb 21, 2010	8.00

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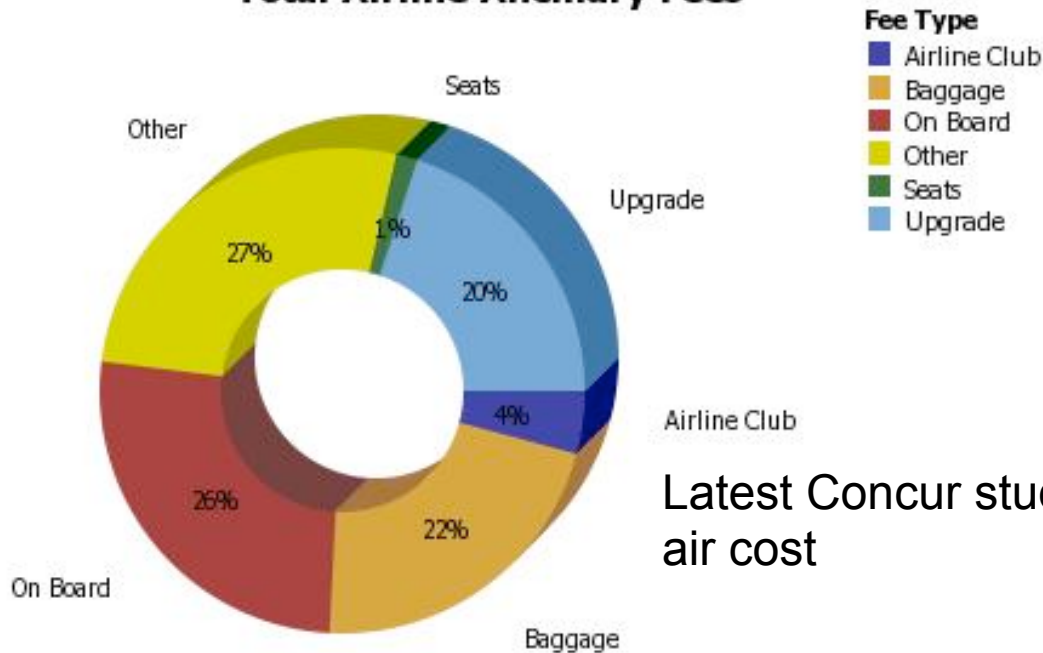


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Concur's Solution for Reporting of Ancillary Fees

Total Airline Ancillary Fees



Latest Concur study shows fees represent 2.3% of air cost

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Takeaways and Recommendations

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Takeaways and Recommendations

Negotiate what you can today (ex: wi-fi)

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Takeaways and Recommendations

Negotiate what you can today (ex: wi-fi)

Push carriers for Elite Frequent Flyer status

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Once spend is identified, include in airline RFP's

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Stay engaged in the debate

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Know what's important to your company

Understand what employees value, and focus on delivering access to those items

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Create a Review System

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In a Perfect World

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In a Perfect World

Airline ancillary fees are transparent

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In a Perfect World

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In a Perfect World

Airline ancillary fees are transparent

Fee are easily identified in card charge data

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In a Perfect World

Airline ancillary fees are transparent

Fee are easily identified in card charge data

Fees are available for “upfront” shopping comparison at POS

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Ancillary fees are included airline corporate contracts

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In a Perfect World

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Airlines provide pre-purchase capabilities at the POS through:

- OBT or Designated TMC
- Airline specific direct connect functionality that offers up-front purchasing capability at a lower distribution cost for all stakeholders

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Fees are available for “upfront” shopping comparison at POS

Ancillary fees are included airline corporate contracts

Airlines provide pre-purchase capabilities at the POS through:

- OBT or Designated TMC
- Airline specific direct connect functionality that offers up-front purchasing capability at a lower distribution cost for all stakeholders

Require airlines to decrease fuel surcharges in line with market fluctuation

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