

FCM TRAVEL
SOLUTIONS®



SPOTLIGHT
SERIES



WEBINARS

Market
Trends and
Your Travel
Program



Felicity Burke

General Manager

4th Dimension Business
Travel Consulting



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Head of Account
Management Australia

FCM Travel Solutions

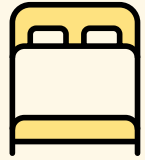
AUSTRALIA

Accommodation Forecast 2019

SYDNEY



89%

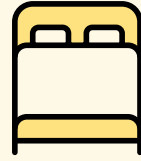


\$ +5%

BRISBANE



72%

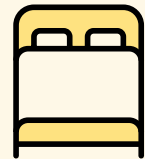


ARR FLAT

CANBERRA



74%

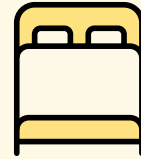


\$ +2%

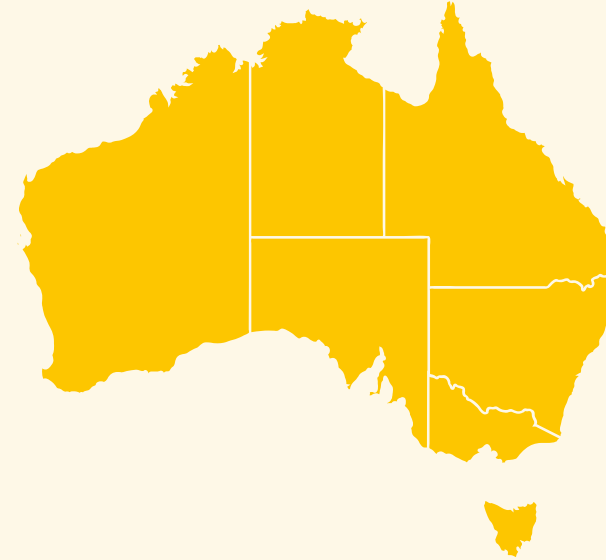
MELBOURNE



85%



\$ +3%



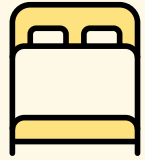
AUSTRALIA

Accommodation Forecast 2019

ADELAIDE



78%

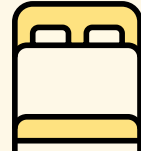


\$ +3%

DARWIN



67%

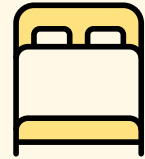


\$ +2%

PERTH



75%

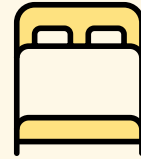


ARR FLAT

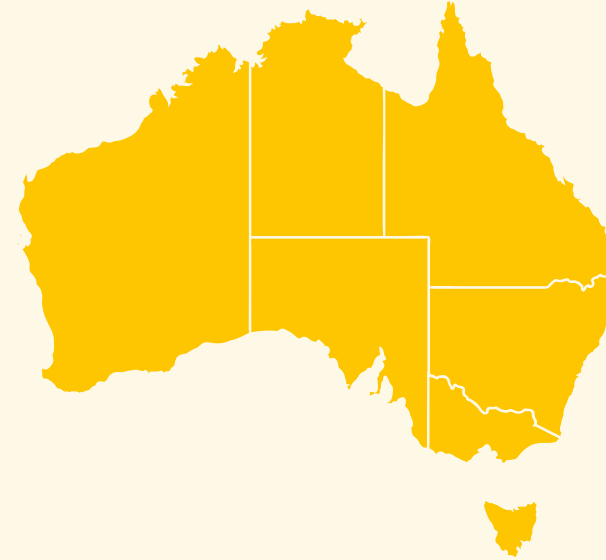
HOBART



82%



\$ +3%



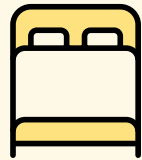
NEW ZEALAND

Accommodation Forecast 2019

AUCKLAND



85%

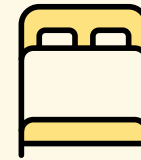


+4%

QUEENSTOWN



85%

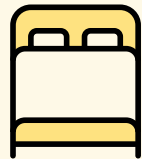


+5%

WELLINGTON



79%

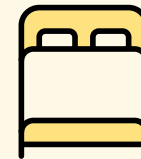


+4%

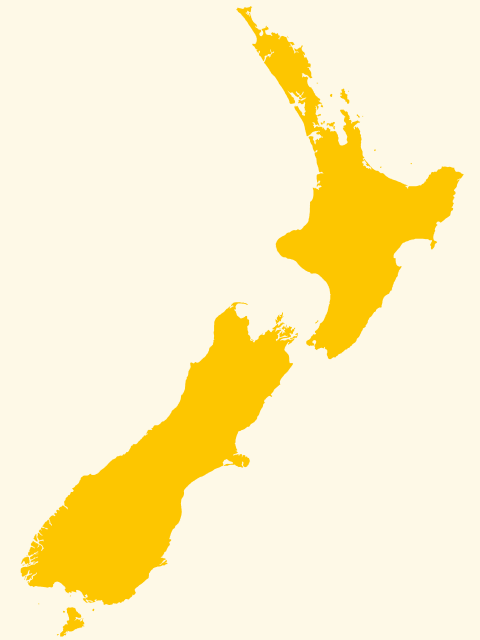
CHRISTCHURCH



78%



+2%



FOR PROCUREMENT MANAGERS

Reducing or containing your accommodation costs



Are you meeting your contracted room nights with your preferred hotels?



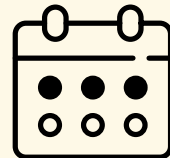
Consider contracting rates for higher room categories.



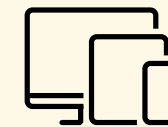
Review opportunity to block hotel rooms in peak periods.



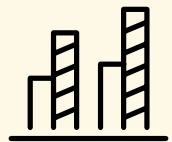
Track compliance levels, use of preferred suppliers and booking channels.



Ensure blackout period surcharges are minimised in your rate contracting.



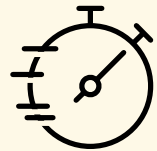
Are you using the right technology to support your hotel program.



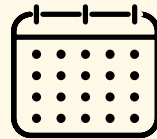
Have rates benchmarked against companies with similar sized hotel programs

FOR TRAVELLERS/TRAVEL BOOKERS

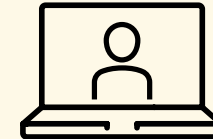
Reducing or containing your accommodation costs



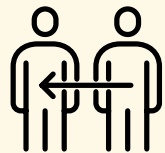
Ensure you are booking well in advance.



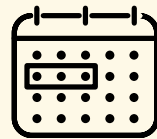
Review FCM's Calendar of Events to forward plan peak periods.



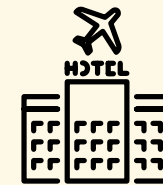
Consider web conferencing as an alternative.



Reverse book (i.e. rather than travel to the destination, have someone travel to you to avoid peak).



Travel off-peak (i.e. earlier in the week).



Consider airport stays where appropriate.



If multiple travellers, consider apartment style options (i.e. 2 bedroom).

AUSTRALIA

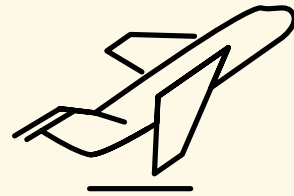
Airfare Forecast 2019

2019 FORECAST INCREASE

↑ CORPORATE
2.5%

↑ LEISURE
4.6%

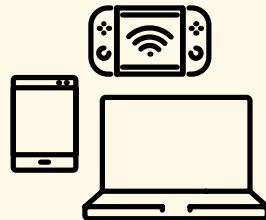
Shifting airfares



International airlines



Passenger technology

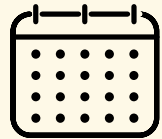


Trans-Tasman route

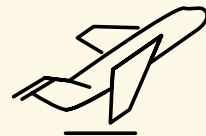


FOR PROCUREMENT MANAGERS

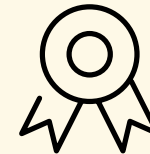
Managing your airfare program



Consider travel policy and focusing on the sweet spot of booking 10–14 days in advance



Block higher value airfares from your OBT (5% reduction in ATP possible)



Leverage your volumes to secure value-adds or loyalty extras for your company.



Consider if an unrestricted airfare is really needed (less than 10% change once booked)



Consider a robust approval process.



Review contracts regularly to ensure they are still competitive.



Do you need different policies for your domestic and international travel.



Is your deal optimised?



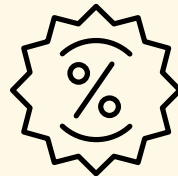
Negotiate a rebate with your contracted airline in return for a higher commitment.

FOR TRAVELLERS/TRAVEL BOOKERS

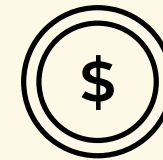
Managing your airfare program



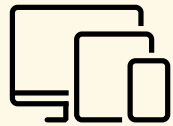
Know your company's air travel policy for domestic and international airfares.



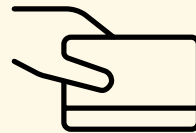
Ensure Lower cost alternatives considered for international travel



Try to book best fare of day or lowest logical fare 10-14 days in advance.



Book through your company's preferred channels to leverage TMC or company negotiated fares.



Where possible, use fares currently held in credit or ask your travel booker or FCM travel manager what the best way to access an airfare credit may be. It may be cost effective to pay a small fee to the airline in order to access an air fare credit rather than booking a brand new ticket.



Do you really need to travel?



Consider time of day and travel off peak for cheaper fares

NDC EXPLAINED

- NDC is not a new technology or software, but an XML-based data transmission standard, developed by IATA that allows airlines to distribute their content in real-time.

- NDC sets the standard for airline APIs available to any TMC, travel agents, GDS, travel aggregators and corporates, subject to approval from the airline. NDC is another step towards the digitisation of travel, laying the foundations for more sophisticated retailing.

- Just as the development of a standard internet protocol allowed the creation of companies like Facebook and Google to thrive, the NDC standard should allow new actors and innovation to better compete in the world of travel.





QUESTIONS?

4TH DIMENSION
BUSINESS TRAVEL CONSULTING

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