Partnership Travel Consulting

Strategic Global Travel Programs

Travel Program Audit & Compliance Solutions

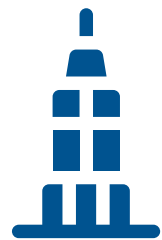www.partnershiptc.com

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PTC 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

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EXPERTISE

EXPERT   CONSULTING   KNOWLEDGE   TEAM   ADVICE   TRUST   RESEARCH

Airlines	Hotels	Payment & Expense	Digital Engagement	Travel Management	Meetings & Events
				TMC Sourcing	
RFP Management	Program Development			TMC Optimization	Strategic Meetings Program
Data and Forecasting	Discounted Rate Sourcing	Payment System Sourcing	Customized Videos	SLA Metrics	Technology Solutions
Contract Assessment	Rate Integrity Audit	Expense Management Systems	Travel Supplier OBT	Auditing	Contract Development
Program Optimization	Commission Collection Systems	Card & Expense Integration	OBT Customization	Travel Policy Development	RFP Management
			Live Booking Audits		

← Benchmarking * Sourcing * Audit * Traveler Engagement *Account Management →

GLOBAL NETWORK

AMERICAS
NORTH
SOUTH
CENTRAL

Andrew
Menkes
CEO

Bob
Brindley
California

Sophie
Mokhtari
California

Betty
Balli
Florida

Howard
Brooks
Georgia

Rick
George
Georgia

Sam
Andraos
Canada

Fernão
Loureiro
Brazil

APAC

Virginia
Fitzpatrick
Australia

Simon
Hague
Hong Kong

Alexandra
Fitzpatrick
Australia

Suresh
Makhija
India

EMEA

Carol
Randall
United Kingdom

Brigitte
Jakubowski
France
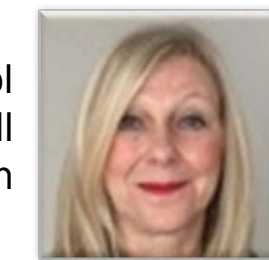
Riana
Fouche'
South Africa

Winfried
Barczaitis
Germany

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Audit and Compliance Options Matrix

| CATEGORY	OVERVIEW	PROCESS
HOTEL	Rate Audit	Verify that PTC's Clients negotiated rates for 2024 are available for each of the remaining months of 2024. Same process for 2025 hotel program
	Compliance Audit	Identify future travel where PTC's Clients employee did not book within travel policy; i.e. PTC's Clients 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.
	PNR (Passenger Name Record) Audit	Identify PNR's where PTC's Clients employee booked the preferred hotel but at a higher rate (verifying that preferred rate was available)
	"Squatter Audit"	Identify and notify hotels that were not accepted in PTC's Clients preferred program to remove their listing in the TMC and OBT systems
AIRLINE	Review airline contract metrics and performance	Identify areas of improvement in existing agreements or in advance of expiration
	Lowest Airfare booked	Review PNRs for lowest fare booked. Emails can be sent to employee if over a set $ amount or higher class of service than authorized. Separate audit of NDC fares (on airline website) not booked but available
OBT (Online Booking Tool)	Priority Placement Audit for Hotels	Review that PTC's Clients negotiated rates are prominently displayed ahead of TMC rates where lower or at parity
	Top City Audit	Review that PTC's Clients preferred airlines and hotels are prioritized in the display and identified as "Company Preferred"
TMC (Travel Management Company)	Comprehensive Audit	PTC will make suggestions for improving the TMC contract and service level agreement. Comprehensive audit of TMC fees, services, and data quality

ROI Re-Defined

Reduce
GLOBAL TRAVEL SPEND BY 8- 12%
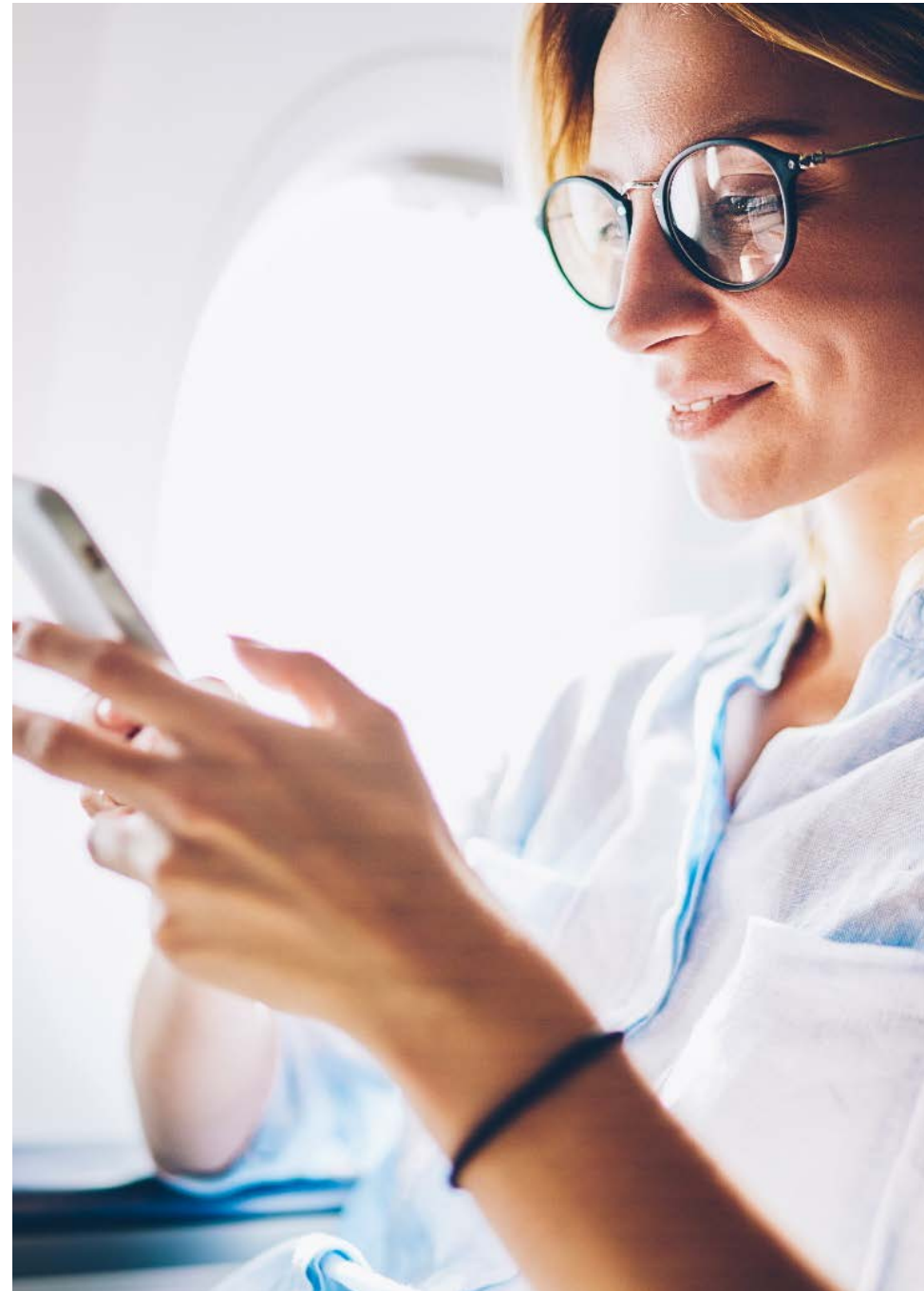
Optimize
TRAVELER PRODUCTIVITY BY 10-20%
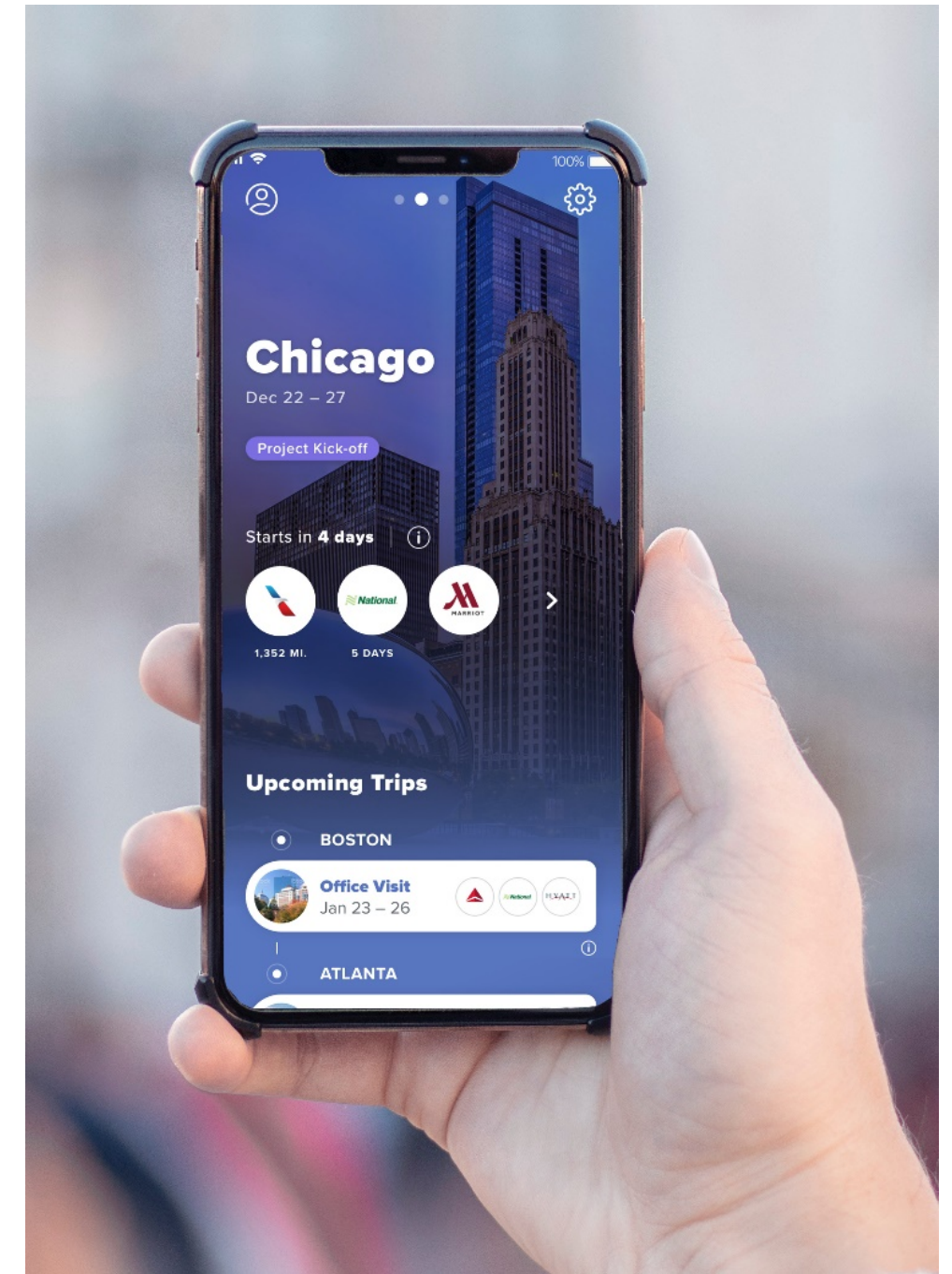
Improve
THE USER EXPERIENCE FOR ONLINE, OFFLINE

Travel Industry Acronyms

ACRONYM	DECRYPTION	DESCRIPTION
ARC	Airlines Reporting Corporation	Airline-owned entity that licenses all Travel Agencies and CTDs in the US, PR and VI
CTD	Corporate Travel Department	A corporation authorized (by ARC) to issue their own tickets. A CTD is a "Purchaser of Travel"; a Travel Agency is a "Seller of Travel"
GDS	Global Distribution System	The legacy technology platform (dating back 40 years) that Travel Agencies use to book flights, hotels, car rental, rail
NDC	New Distribution Capability	An improved architecture (vs. Edifact for GDS) to more robustly display airline "bundles" and fare attributes
OBT	Online Booking Tool	A user-friendly interface to the GDS to allow travelers and travel arrangers to self-book and then have it flow to the GDS and ultimately the TMC for ticketing. Examples are Concur, Deem, GetThere, Zeno, Neo, Cytric, Atriis
OTA	Online Travel Agency	Web-based consumer-focused travel agency like Orbitz, Expedia and Priceline
PNR	Passenger Name Record	The booking made in the GDS that contains passenger name, contact information, payment and segments (flight, hotel, car rental)
PTC	Partnership Travel Consulting, LLC	www.partnershiptc.com
TMC	Travel Management Company	Travel Agencies that focus on Corporate Travel and charge a fee for their services. Typically a larger travel agency that handles millions of dollars in travel spend for their clients

CONTACT US

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