



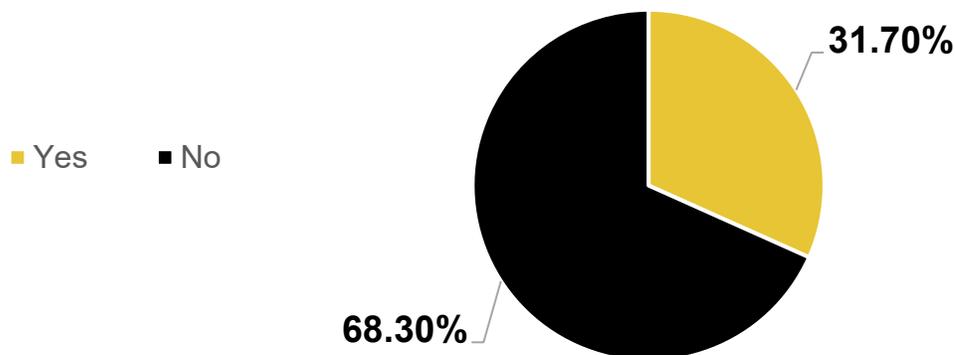
# Leadership Exchange

October 2024

## Leadership Exchange Airline Loyalty Points Poll Results

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Does your travel management company process the redemption of company airline loyalty points for new flight bookings?



### What you Need to Know

"Airline relationships are changing. With a long trend of diminishing discounts and minimum spend thresholds some buyers may find that the corporate points programs a more lucrative option or indeed the only option. The challenge of executing these programs lies in defining a policy and assigning the resource to consume the points. Buyers may feel that this is a role that should be provided by their TMC. So when selecting your TMC or the financial model (transaction fee / direct operating expenses) consider if the TMC is willing to provide this service and what it "may cost". Our survey indicates that many buyers have TMCs relationships where this support is not provided."

