



Enterprise Travel Updates

Kristi Johnson, Director of Business Support Services, SAO

Agenda

1.Travel spend

2.Travel policy updates

3.System updates

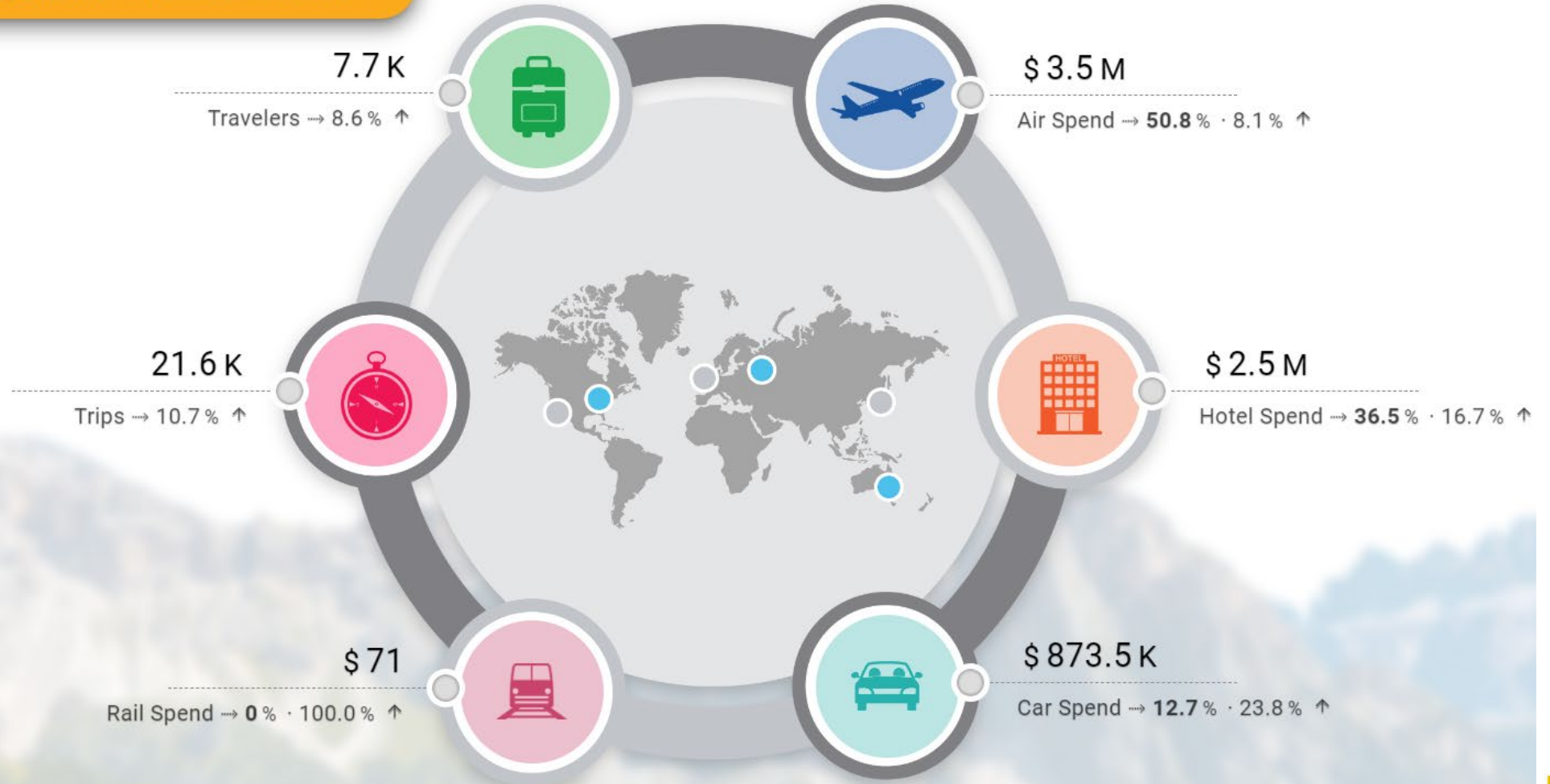
Travel Spend

The "New Normal" Gives Way to Plain old NORMAL



Travel Summary

Travel Summary \$6.9 M  Semi-Annual 2024



Air Summary

Air Summary \$3.5 M ✈ Global Spend 8.1 % ↑

Domestic

International

Description Jan 20 - Jun 20 Jan 21 - Jun 21 Jan 22 - Jun 22 Jan 23 - Jun 23 Jan 24 - Jun 24

Air Summary

1.	Domestic Air Spend	\$ 656.8 K	\$ 139.8 K	\$ 1.3 M	\$ 2 M	\$ 2.3 M
2.	Domestic Number of Tickets	2.4 K	460	3.2 K	4.9 K	5.2 K
3.	Domestic Average Ticket Price	\$ 277	\$ 304	\$ 417	\$ 408	\$ 445
4.	Domestic Tickets Exchanged	\$ 18.2 K	\$ 6 K	\$ 40.5 K	\$ 48.1 K	\$ 37.4 K
5.	% of Domestic Tickets Exchanged	7.8 %	17 %	16.6 %	11.9 %	10.4 %
6.	Domestic Void Amount	\$ 21 K	\$ 5 K	\$ 40.5 K	\$ 49.5 K	\$ 67.8 K
7.	Domestic Void Count	51	12	95	112	145

#	Top Airlines	Spend	Average	Tickets	Online Auto-Ticketed	Market
1.	(DL) Delta Air Lines	\$ 1.9 M	\$ 466	4.1 K	71.5 % 97.0 %	82.4 %
2.	(WN) Southwest Airlines	\$ 261.3 K	\$ 335	779	74.8 % 96.0 %	11.3 %
3.	(AA) American Airlines	\$ 107.3 K	\$ 492	218	51.8 % 97.0 %	4.6 %
4.	(UA) United Airlines	\$ 32.6 K	\$ 487	67	60.0 %	1.4 %

#	Top City Pair	Spend	Average	Tickets	Online Auto-Ticketed	Market
1.	(ATL) Atlanta / (DCA) Washington United States / United States → Americas / Americ	\$ 214.8 K	\$ 401	536	75.2 % 98.0 %	9.2 %
2.	(ATL) Atlanta / (LAS) Las Vegas United States / United States → Americas / Americ	\$ 137.5 K	\$ 637	216	79.2 % 96.0 %	5.9 %
3.	(ATL) Atlanta / (SEA) Seattle United States / United States → Americas / Americ	\$ 75.3 K	\$ 558	135	85.2 % 96.0 %	3.2 %
4.	(ATL) Atlanta / (DEN) Denver	\$ 61.4 K	\$ 396	155	86.5 %	2.6 %

Passenger Experience

Passenger Experience *The operational value Delta provides to your travelers*

State of Georgia
Apr 2024 – Jun 2024

Performance Reliability

Completion Factor

Account level
99.9%

6,775 Delta flights

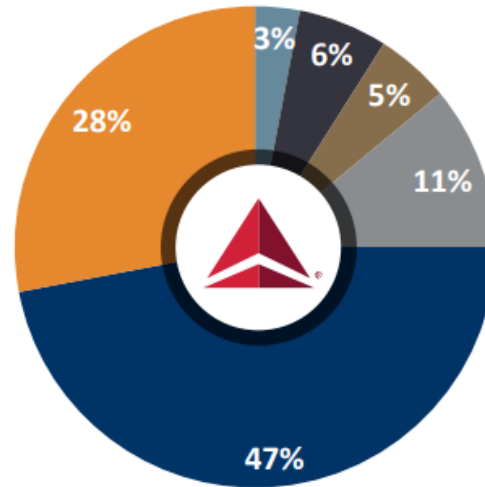
System level
DL 99.4%
AA 98.2%
UA 98.5%

On-Time Arrivals

Account level
81.1%

5,497 Delta flights

System level
DL 81.1%
AA 72.1%
UA 76.3%



SkyMiles Medallion Travel

72%

of flights were flown by
SkyMiles members

- Diamond Medallion
- Platinum Medallion
- Gold Medallion
- Silver Medallion
- Member
- Non-SkyMiles

New SkyMiles Members YTD

306

2024 Medallion Stats

981

EARNED STATUS

0

COMPED STATUS

Carbon Footprint



7,515,610
Total Miles Flown

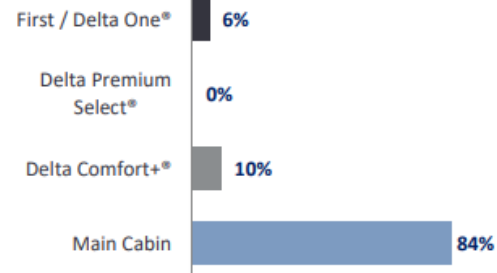


17
Average Fuel Gallons/PAX



420
Average Pounds of CO2/PAX

Seat Summary



Denied Boarding

\$6,200 in total compensation



100%
Voluntary
6



0%
Involuntary
0

Ancillary Fees Paid

\$93,415

\$68,839 – Baggage Fees

\$24,022 – Upgrades

\$554 – Trip Extras

Hotel Summary

Hotel Summary \$2.5 M 📄 Global Spend 16.7 % ↑

Domestic

International

Global

Description	Jan 20 - Jun 20	Jan 21 - Jun 21	Jan 22 - Jun 22	Jan 23 - Jun 23	Jan 24 - Jun 24	Variance
otel Summary						
Domestic Hotel Spend	\$ 697.9 K	\$ 568.9 K	\$ 1.5 M	\$ 2.1 M	\$ 2.4 M	17.1 % ↑
Domestic Rooms Booked	3.5 K	2.6 K	5.4 K	7.4 K	8.3 K	11.9 % ↑
Domestic Room Nights	6.1 K	5.3 K	10.6 K	14.4 K	16.1 K	11.4 % ↑
Domestic Avg. Daily Rate	\$ 115	\$ 108	\$ 138	\$ 144	\$ 151	5.2 % ↑
Domestic Avg. Hotel Stay	\$ 197	\$ 216	\$ 271	\$ 279	\$ 292	4.7 % ↑
Domestic Avg. Length of Stay	2	2	2	2	2	0.0 % ←

#	Top Hotel Chains	Spend	Average	Nights	Online Auto-Ticketed	Market
1.	(Hilton) Hilton Worldwide	\$ 857.1 K	\$ 156	5.5 K	97.2 % 99.0 %	35.3 %
2.	(Marriott) Marriott International	\$ 690.3 K	\$ 165	4.2 K	95.4 % 99.0 %	28.5 %
3.	(IHG) Intercontinental Hotels Gro	\$ 527.7 K	\$ 130	4.1 K	97.2 % 100.0 %	21.8 %
4.	(Hyatt) Hyatt Hotels	\$ 133.8 K	\$ 179	749	94.5 % 99.0 %	5.5 %

#	Top Hotel Properties	Spend	Average	Nights	Online Auto-Ticketed	Market
1.	(HX) Hampton Inn Forsyth Ga	\$ 25.9 K	\$ 145	179	100.0 % 100.0 %	1.1 %
2.	(HI) Holiday Inn Macon North	\$ 17.3 K	\$ 108	160	100.0 % 100.0 %	1.0 %
3.	(HI) Holiday Inn Exp Historic Distr	\$ 31.1 K	\$ 198	157	98.6 % 100.0 %	1.0 %
4.	(FN) Fairfield Inn N Stes Marriott	\$ 17.8 K	\$ 119	150	98.9 % 100.0 %	0.9 %

Car Summary

Car Summary \$873.5 K 🚗 Global Spend 23.8 % ↑

👤 Domestic

🌐 International



Description Jan 20 - Jun 20 Jan 21 - Jun 21 Jan 22 - Jun 22 Jan 23 - Jun 23 Jan 24 - Jun 24

Car Summary




1.	Domestic Car Spend	\$462.5 K	\$202.3 K	\$493.1 K	\$704.1 K	\$871.4 K
2.	Domestic Cars Rented	5.7 K	2 K	4.7 K	6.3 K	7.1 K
3.	Domestic Rental Days	14.1 K	5.5 K	12.9 K	16.8 K	19.4 K
4.	Domestic Avg. Daily Rate	\$33	\$37	\$38	\$42	\$45
5.	Domestic Avg. Car Rentals	\$81	\$102	\$105	\$112	\$123
6.	Domestic Avg. Rentals Days	2	3	3	3	3

Top Car Providers Spend Average Days Online Auto-Ticketed Market

1.	(ET) Enterprise		\$730.2 K	\$46	15.8 K	98.4 % 99.0 %	83.8 %
2.	(ZE) Hertz		\$139.2 K	\$38	3.7 K	92.9 % 99.0 %	16.0 %
3.	(ZI) Avis		\$1.1 K	\$77	14	20.0 % 100.0 %	0.1 %
4.	(ZD) Budget		\$965	\$138	7	0.0 %	0.1 %

📍 Cities 🌐 Countries 🌐 Regions

Top Cities Spend Average Days Online Auto-Ticketed Market

1.	(ATL) Atlanta		Americas	\$416 K	\$44	9.4 K	98.1 % 99.0 %	7.7 %
2.	(MCN) Macon		Americas	\$55.2 K	\$45	1.2 K	99.8 % 100.0 %	1.0 %
3.	(AHN) Athens		Americas	\$44.4 K	\$47	939	98.5 % 100.0 %	0.8 %

Travel Policy

Travel Policy Updates

Airfare:

- Involuntary airfare is not allowed

Hotel:

- Use of Airbnb or similar home rentals are prohibited by policy

Per diem:

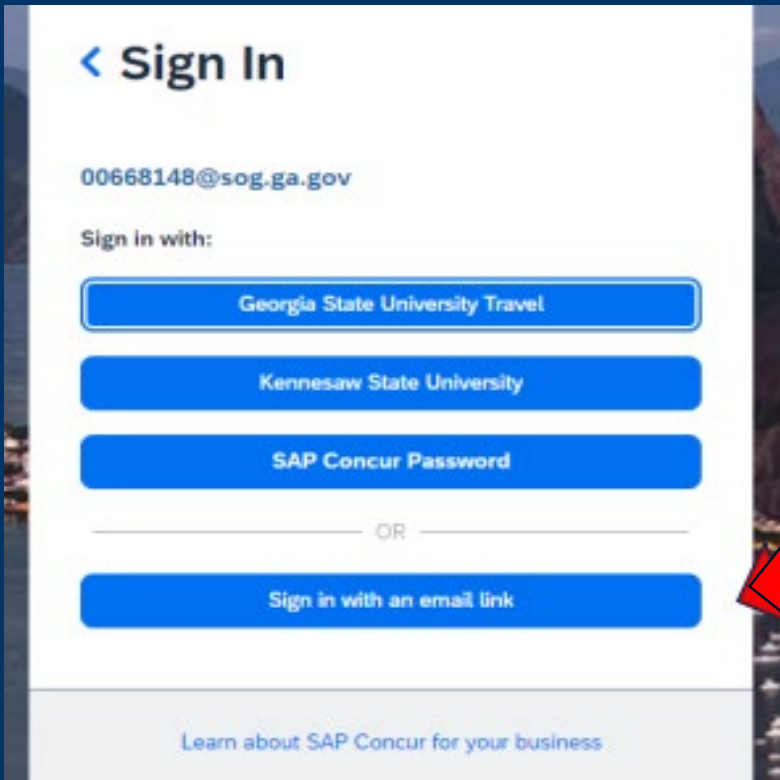
- Per diem is set at \$50 per day for employees traveling in Georgia
- Per diem rates for travel outside of Georgia is based on GSA
- Receipts are not required

EV Vehicles

- Current Rental Contract does not allow for EV Vehicles
- Currently there is not a reimbursement mechanism for personal EV. Travelers should use existing mileage reimbursement rates

System Updates

New Login Requirement



< Sign In

00668148@sog.ga.gov

Sign in with:

Georgia State University Travel

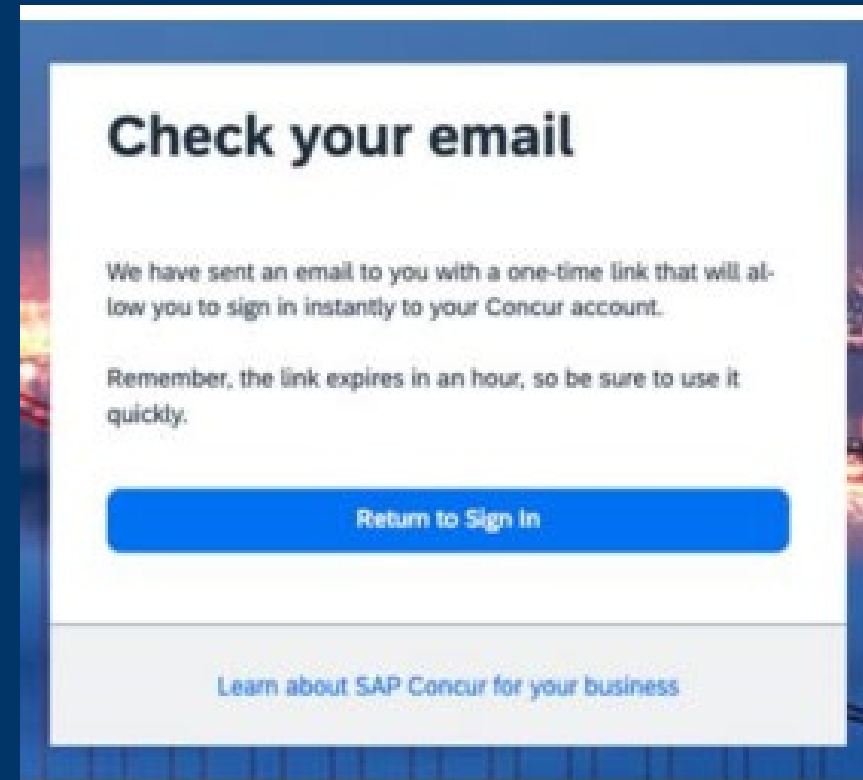
Kennesaw State University

SAP Concur Password

OR

Sign in with an email link

Learn about SAP Concur for your business



Check your email

We have sent an email to you with a one-time link that will allow you to sign in instantly to your Concur account.

Remember, the link expires in an hour, so be sure to use it quickly.

Return to Sign In

Learn about SAP Concur for your business

New Login Requirement

- Users will receive a one-time link to the email listed in your Concur profile. The sign-in link will expire after one hour.
- Users should have a work email configured in “Email 1” of their Concur profile.
- This feature only works for web browser sign-in and is NOT available when using a mobile device to sign in or the Concur Mobile app.

New Concur home page

New Concur Home Page

Explore our newly redesigned home page.

Select "Learn More" to enable [Learn More](#)

SAP Concur Home

TRAVEL incorporated

+ Enter Reservation 00 Required Approvals 01 View Trips

Trip Search

Booking for myself | Book for a guest

✈️ 🚗 🛏️

WARNING-Holding multiple reservations for same routetimes or making multiple airline changes is considered an illegal booking practice by the airlines. This can result in additional fees billed to your credit card at a later date.

Need Technical Assistance?
Call or Chat TI Online Technical Support
866-738-6444 [CHAT](#)

Flight Search

Round Trip One Way Multi City

From ATL - Atlanta Hartsfield-Jackson Intl Airport - Atlanta, GA
[Find an airport](#) | [Select multiple airports](#)

To
Arrival city: airport or train station
[Find an airport](#) | [Select multiple airports](#)

Company Notes

TRAVEL incorporated

Important Contacts and Resources [Read More](#)

My Tasks

00 Required Approvals [→](#)

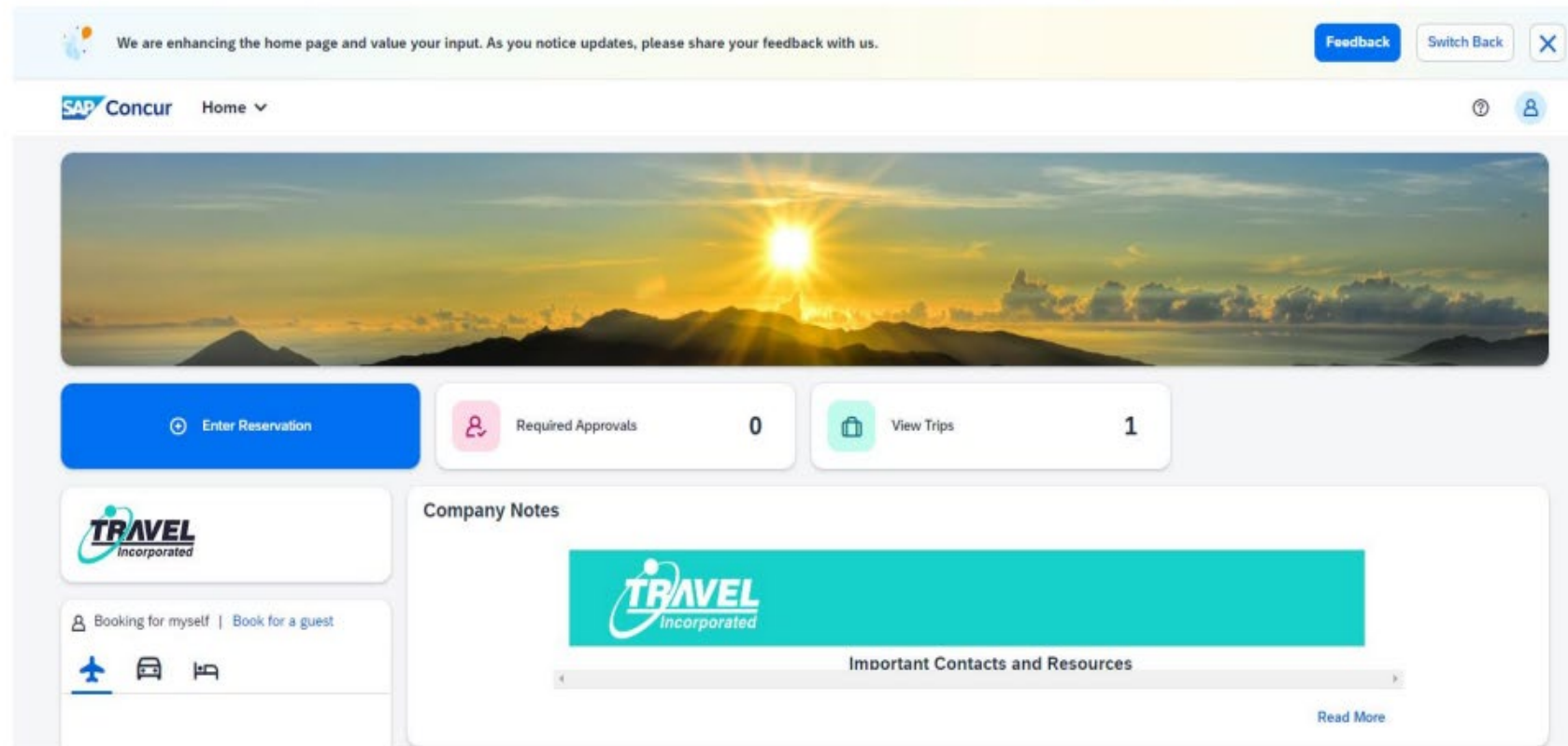
Great! You currently have no approvals.

✓

New Concur home page

New Concur Home Page

The New Concur Home Page displays



Travel & Expense

TI and Travelport+ Providing Enhanced Content

Coming Later in 2024



AIR

Side by Side NDC and Traditional GDS Content
for booking purposes

Integrated with OLB including **Deem** and **Concur**

San Diego - Washington



HOTEL

New Hotel Interface

Mapping Feature

View more brands for this flight

For more information

Questions

SAO_Travel@sao.ga.gov



Expense

FMC Conference

October 28, 2024



NEXTGEN

www.sao.ga.gov/NextGen

Expense Reimbursement

Travel Expense

- Concur Integration with GA@WORK

Non-Travel Expense

- Migrate to GA@WORK
- Demonstration & Sample Scenarios

Questions





| NEXTGEN

Questions about NextGen

sao.ga.gov/NextGen

NextGen@sao.ga.gov