

## Managing Airline Contracts – Best Practices

- Discussed processes for developing an airline agreement including reporting, compliance, market share goals, revenue thresholds, etc.
- Presented soft dollar options such as SkyBonus to accounts that do not meet minimum requirements
- Covered benefits of utilizing the American Express Delta SkyMiles credit card
- Addressed baggage fees and other ancillary fees in the airline industry
- Discussed impact of Fly America act
- Encouraged accounts to create travel policies and create partnerships with select airlines and travel management companies. Several universities cited that mandated university travel is not a possibility.