



OVERSEE PRIMER - AIR

What you always wanted to ask about Oversee, travel spend optimization, and air price assurance.

INTRODUCTION

If you are reading this primer, you have likely joined us on a call, demo, or proof of concept session, and perhaps specific questions remain unanswered, or you want to have some quiet time to go over Oversee's offering. Enter the Oversee Primer – the Air Price Assurance edition!

We pride ourselves on being flexible, and our solutions offer many customization possibilities. While reading this paper, please keep in mind that we limit ourselves here to give a general overview with the most common examples. As an Oversee customer, you will choose specific configurations, or your TMC might have selected a proven Best-Practice configuration.

Enjoy the read, and don't hesitate to contact us with additional questions!

TABLE OF CONTENTS

INTRODUCTION	1
WHO IS OVERSEE?	3
WHY TRAVEL SPEND OPTIMIZATION?	3
PRICE ASSURANCE.....	3
TRAVEL DATA ANALYTICS / TRAVEL PROGRAM OPTIMIZATION	3
WITH WHOM WE WORK	3
DISCOVER FARESAVER – AIR PRICE ASSURANCE	3
WHAT’S THE VALUE?	4
KEY BENEFITS.....	4
HOW IT WORKS.....	4
FARESAVER CUSTOMIZATION	4
WHAT GIVES OVERSEE THE EDGE?	5
PRICING	4
IMPLEMENTATION	5
ACCESS TO OVERSEE DASHBOARDS	5
REGIONAL AVAILABILITY	5
FREQUENTLY ASKED QUESTIONS	5

WHO IS OVERSEE?

Oversee, founded in 2014, is the leading travel tech company for **Travel Spend Optimization**.

Our solutions have a global and holistic reach and include **air & hotel travel price assurance** and **travel data analytics**. At Oversee, we value our **partnerships with TMCs** because we believe that the best outcomes result from close cooperation between customers, TMCs, and travel tech companies.

WHY TRAVEL SPEND OPTIMIZATION?

Travel Spend Optimization, by Oversee, is the most technologically advanced and comprehensive, end-to-end platform to **optimize your travel program's air and hotel spend**.

PRICE ASSURANCE:

Oversee's price assurance solutions turn airfare and hotel rate volatility into substantial savings and help you to increase your company's return on travel investment. Over the last decade, price fluctuations have become more prominent as airlines and hotels use dynamic pricing technology and complex algorithms to react to shifts in demand.

Our automated, data-driven platform intelligently monitors fares and rates and **rebooks flights and hotels** whenever prices drop. And since it's all done in the background, your costs optimize themselves without disrupting your travelers — no sudden glitches in the traveler experience, no headaches for you.

TRAVEL DATA ANALYTICS / TRAVEL PROGRAM OPTIMIZATION:

Oversee's travel data analytics and recommendation engine deliver **air & hotel insights** for optimizing your travel programs and leveling up supplier negotiations and sourcing. Following up on Oversee's actionable insights and depending on your travel program, you can seize savings anywhere between 10% to 20%.

WITH WHOM WE WORK

Our customers are corporate travel managers and procurement leaders who seek smart, effortless savings. Willing to innovate and embrace automation, our customers ensure their travelers get the best deals for flights and hotels and make the best out of their company's travel budget. And they have another common trait: our customers want a solution that does the work for them but keeps them in control.

Oversee is proud to serve enterprises on the BTN 100 list, the most prominent travel spenders, and to help SMBs via our TMC partnerships.

And, finally, the business travelers. No road warrior should be busy searching for price drops repeatedly. Leave that up to Oversee! After booking the flight and hotel most suitable for their business needs, Oversee works to generate savings with absolutely no disruption to them.

DISCOVER FARESAVER – AIR PRICE ASSURANCE

FareSaver is our powerful flagship solution. We invested years in perfecting this solution to bring unparalleled flexibility and customization that genuinely support our customers' various business goals and requirements.

WHAT'S THE VALUE?

Depending on the composition of our customer's air travel program, our price monitoring engine **finds savings of up to 5% of a customer's annual air travel spend.**

KEY BENEFITS

- Zero disruption to travelers
- Like-for-Like rebooking (same carrier, itinerary, cabin class, and same seat type)
- Net savings threshold guaranteeing rebooking always pays off
- Superior savings inside and out of void period
- Quick and hassle-free implementation
- No implementation fees, no maintenance fees

HOW IT WORKS

- PNRs are fed to Oversee's price monitoring engine
- Based on predetermined configurations, filters, and a minimum savings threshold, Oversee dynamically searches for savings opportunities
- Once a lower fare has been found, taking into account any additional fees, Oversee automatically rebooks the ticket or informs the TMC to do so

FARESAVER CUSTOMIZATION

Here is an example of our standard configuration:

- Like-for-like search
- In/out of void
- Net savings threshold set to \$30
- No exclusions of any PNRs or exclusions only for VIPs and C-level

Customers who want to realize higher savings have many customization possibilities tailored to the customer's travel policies and preferences. This can be customized per each market, cost center, or even by specific travelers.

WHAT GIVES OVERSEE THE EDGE?

Oversee has a clear competitive advantage because it is GDS and point-of-sale agnostic and a genuinely global solution. We have acquired experience with customers worldwide, and you will benefit from our solution's scalability, expertise, and superiority.

FareSaver is available in all global points of sale using Sabre, Travelport, or Amadeus GDSs. As we also search outside the void window, we dramatically increase the savings potential by finding up to 40% more savings opportunities in the US and 150% more in EMEA.

PRICING

FareSaver is priced on a **success fee model**, with no additional costs or setup fees. **Our customers enjoy the net savings realized**, calculated after any rebooking fees, but before applying the success fee to Oversee and the TMC.

IMPLEMENTATION

Thanks to our excellent partnerships with TMCs and our vast experience, we can make implementation hassle-free and with little to no customer involvement.

Depending on the requirements, we will customize our solutions to fit the specific needs of the customer, the systems in use, and the travel program.

ACCESS TO OVERSEE DASHBOARDS

After a company goes live with Oversee, its TMC account manager will have access to the **Oversee** platform with real-time savings dashboards, data analytics, and data export possibilities.

REGIONAL AVAILABILITY

Oversee has your back! Our global coverage across all global distribution systems makes it a solution across all geographies and markets.

FREQUENTLY ASKED QUESTIONS

DOES FARESAVER EVER FIND SAVINGS IN A LOWER CABIN?

No, the tool will only search for lower fares in the same cabin.

WHAT DOES 'LIKE-FOR-LIKE SAVINGS' MEAN?

"Like-for-like savings" are savings from lower fares for the same airline, cabin, and fare type with no itinerary changes and, therefore, zero disruption to the traveler. "Like-for-like" is always the default setting.

WHAT ARE NET SAVINGS?

Net savings are the actual savings our customers will enjoy. Net savings are calculated by deducting all transaction fees and change fees. Net savings are the money you would leave on the table if they were not leveraging price assurance to counter price fluctuations to their benefit.

Net savings are the amount realized from a rebooking after change fees, penalties, and transaction fees are applied. For example, if a fare was originally \$1,000 with a penalty of \$100 and a lower fare of \$500 were found, the net savings would be \$400.

The success fee is calculated on the net savings.

IS ANY PERSONAL INFORMATION SHARED WITH OVERSEE?

No. All personal information is anonymized before entering Oversee's system. In addition, Oversee does not hold any personal data in its databases, logs, or debug records.

WHERE IS OVERSEE'S DATA STORED?

Oversee uses Amazon Web Services based in Ireland.

CAN FARESAVER GUARANTEE THE SAME SEAT TYPE?

Yes. FareSaver always guarantees the same seat type. Any rebooking is always made to the strictly defined defaults of the solution. For example, if a traveler booked a window seat, they would always remain in a window seat.

IS THE SAVINGS THRESHOLD CONFIGURABLE?

This depends on the contract and settings chosen. But yes, Oversee can support customizable thresholds.

A \$30 or \$50 savings threshold is prevalent.

WHO MAKES THE CHANGES TO THE BOOKING?

The TMC determines it. Some TMCs have opted for an automatic rebooking approach inside the void window. While others rely on a travel counselor to assist in the rebooking process in and outside the void window.

CAN I EXCLUDE A CERTAIN TRAVELER TYPE FROM OVERSEE'S AIR PRICE ASSURANCE SERVICES?

This depends on the contract and settings chosen. But yes, Oversee can support exclusion based on traveler type, route, airline, market, or PCC.

WHAT TYPES OF SPEND ARE NOT TRACKED FOR LOWER FARES?

Fares less than USD 200, low-cost instant purchase tickets, and bookings made less than 48 hours in advance will not be tracked by FareSaver.

WHAT IS THE VOID WINDOW?

The void window (sometimes referred to as the ticketing window) is the period in which a ticket can be canceled before any penalties apply. In the US market, this period ends the next business day at midnight, while for the rest of the world, it ends at midnight day of purchase.

UNTIL WHEN DOES FARESAVER TRACK FOR LOWER FARES?

Until 24 hours before check-in.

HOW IS THE TRAVELER NOTIFIED OF A REBOOKING?

It is determined by the customer and TMC as to how they want to notify their travelers. Oversee can easily configure how travelers are notified of a **booking** if you would like them to be notified at all. Often the following path is chosen:

- Educating travelers beforehand about Oversee's services.
- Send the updated itinerary to the traveler as they would receive any other booking from the TMC.

WHAT ARE, ON AVERAGE, THE SAVINGS FOUND IN THE VOID WINDOW VERSUS OUTSIDE THE VOID WINDOW?

On average, 60-70% of the savings in the US and 30-40% in EMEA are found within the void window.

WHY IS THERE A DIFFERENCE IN SAVINGS FOUND BETWEEN THE US AND EUROPE?

Ticketing and fare structure rules vary by country. Generally, the US void window is extended to midnight the next business day after a ticket is issued, while the void window in Europe ends at midnight the day of purchase. This provides more opportunities for fare drops in the US market without penalties, thus, increasing the amount of savings identified.

WHAT ABOUT NON-REFUNDABLE FARES?

This depends on the market.

For the US market on non-refundable but changeable fares, inside the void window, there is an opportunity to reshop to a lower fare with savings. Outside of the void window, if a lower fare is found on a changeable ticket, this results in an MCO.

For the rest of the world, these ticket types are not tracked for lower fares outside the void window.