BUSINESS TRAVEL SHOW AMERICA 2026
INNOVATION FACEOFF

Travel Code Q&A

Q1. What low-cost-carrier content is available worldwide, including in Latin America and Asia-Pacific?

A: Low-cost carriers are strongest today in Europe, the US, India and China. In Latin America and Asia-Pacific we cover the major carriers, for example Avianca, through GDS and NDC, and we add low-cost carriers there through our aggregator on request.

Q2. Obtaining receipts from Airbnb can be difficult. Can the AI agent simplify that process?

A: Yes. We book Airbnb and other alternative stays for the client ourselves, through our integration and our 24/7 team, so the receipt is filled in automatically and lands in the trip record. Nobody has to chase it in a personal inbox. Travelers or managers can also ask Robert, our AI agent, for any receipt, and our OCR matches every receipt to its card transaction.

Q3. What offline or human support is available?

A: 24/7. AI handles the first layer, and human airline, hotel and general support teams handle everything that needs a person, including changes, disruptions and bespoke travel like charters.

Q4. How does the platform handle hotel invoices that require the correct legal-entity address?

A: Each legal entity is set up in the platform with its own billing details, and every traveler sits under their entity. At booking we pass that entity's name and address to the hotel, so the invoice comes back made out to the correct legal entity. For groups with several entities, everything rolls up to the parent level with FX conversion.

Q5. Can Travel Code access corporate portal accounts with preferred airlines and manage points distribution?

A: Yes. The company connects its corporate airline and card loyalty accounts—airline corporate programs, Amex and etc.—to Travel Code once. We keep the balances up to date, show the option to pay for a flight with points instead of cash at booking, and spend the points on the company's behalf. Every redemption is tracked by traveler, so the company sees exactly who used how many points and on which trip. The company's negotiated airline deals load into the platform via API as well. The points feature is new and currently in a pilot with selected clients.

Q6. Do hotels permit the resale of prepaid rooms, and how does the platform address restrictions on this practice?

A: On restrictions: the resale is done as a change of guest name on the existing reservation, which many hotels allow on prepaid rates. Before a room is listed, we check the rate conditions, and if the hotel doesn't allow a name change, the room isn't offered for resale.

Q7. Can administrators limit who is allowed to redeem points when booking?

A: Yes. Redeeming points is controlled by roles. Administrators decide which roles are allowed to pay with points, so only the people you choose can use them. Every redemption is logged by traveler and trip.

Q8. What card resources and reporting are available for your branded cards, and what are the advantages of using them?

A: Co-branded Visa cards issued by Coastal Community Bank, today for US entities. 1.5% cashback as real money. Virtual cards work instantly and go into Apple Pay/Google Pay. Cards for contractors and single-use cards. Controls are set before spend: dates, country, merchant category, currency. Itemized OCR on every receipt, split payment between company and personal card, budget cards for events. Everything sits on the same ledger as the trip, so reporting covers booking, card spend and expense together.

Q9. How do you address GDPR requirements in the marketplace?

A: No personal data passes between the companies. The company reselling a room never sees who bought it, and the buyer sees only the room, dates and price, not who booked it originally. The only personal data that leaves the platform is the new guest's name, sent to the hotel to update the reservation, which is needed to deliver the stay. Everything runs under our GDPR program: SOC 2 Type II, EU or US data residency, role-based access.

Q10. When you refer to using points, are those corporate points or points taken from individual travelers?

A: Both, depending on the trip. For business travel we use the company's points: its own corporate loyalty and card program accounts. Employees can use their personal points too, on personal trips, if the company has turned on personal travel for employees on the

platform. Travelers' loyalty numbers sit in their profiles and are submitted automatically at booking.