

Vanderbilt Travel

January 2019 - Airfare Price Testing

Testing Session, January 14, 9:30am - 10:30am

	Domestic Flights			International Flights	
<i>Date / Time</i>	Feb 13, 4:50pm	Feb 7, 12:05pm	Feb 26, 1:18pm	Feb 28 2:35pm/5:35pm/10:55pm	Feb 8, 10:40pm / 1:20pm
<i>City Pair</i>	New York (LGA)	Denver (DEN)	Washington (DCA)	Abuja (ABV)	Abu Dhabi (AUH)
<i>Airline</i>	Southwest #1552	Southwest #404	American #5355	Delta - #1272 - BNA to ATL Delta #8517 - ATL to CDG Delta #8726 CDG to ABV	American #6192 / #6675
<i>Date / Time</i>	Feb 16, 1:45pm	Feb 12, 11:30am	March 1, 4:59pm	March 10 & 11 11:50pm/9:10am/3:10pm	Feb 13, 2:05am/1:25pm
<i>Airline</i>	Southwest #2643	Southwest #507	American #4379	Delta #8727 - ABV to CDG Delta #83 - CDG to ATL Delta #1005 - ATL to BNA	American #6684 / #6221
<i>Class of Service</i>	Wanna Get Away	Wanna Get Away	Economy	Economy	Business
Expedia	A	A	\$292.03	\$1,851.00	\$5,655.34
Kayak	\$299.96	\$351.96	\$289.60	\$1,850.63	\$5,655.33
Google Flights	A	A	\$289.60	\$1,850.63	\$5,656.00
Major Airline	\$299.96	\$351.96	\$289.60	\$1,850.63	\$5,655.33
Concur	\$299.96	\$351.96	\$266.40	\$1,830.63	\$5,655.33
World Travel	\$299.96	\$351.96	\$266.40	\$1,830.63	\$5,655.33

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Unable to price flights in Expedia and Google Flights. Flights not available.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Note: Flight itineraries used in this exercise were booked by Vanderbilt faculty, staff and students on 1/10/19.

Conclusion: All in-program pricing met or beat external competition.

Vanderbilt Travel

October 2018 - Airfare Price Testing

Testing Session, October 25, 2018, 9:30am - 10:30am

	Domestic Flights			International Flights	
<i>Date / Time</i>	Dec 8, 9:45am	Nov 1, 9:50am	Nov 1, 10:55am	Nov 30, 2:40pm/5:35pm	Nov 3, 6:27am / 12:24pm
<i>City Pair</i>	Washington (DCA)	Philadelphia (PHL)	Newark (EWR)	Paris (CDG)	San Salvador (SAL)
<i>Airline</i>	Southwest #2515	Southwest #2463	United #2034	Delta #1956 - BNA to ATL Delta #8517 - ATL to CDG	American #4635 / #1479 BNA to MIA to SAL
<i>Date / Time</i>	Dec 13, 4:55pm	Nov. 2, 1:20pm	Nov. 3, 8:50pm	Dec 6 1:20pm / 6:13pm	Nov 10, 3:39pm/9:50pm
<i>Airline</i>	Southwest #226	Southwest #2150	United #271	Delta #1020 - CDG to JFK Delta #3643 - JFK to BNA	American #1494 / #4743 SAL to MIA to BNA
<i>Class of Service</i>	Wanna Get Away	Wanna Get Away/Anytime	Economy	Premium Economy / Premium Select Premium Select/Premium Economy	Economy
Expedia	A	A	\$434.41	\$2,308.00	\$849.16
Kayak	\$194.96	\$551.97	\$434.40	\$2,307.33	\$849.16
Google Flights	A	A	\$434.40	\$2,308.00	\$832.00
Major Airline	\$194.96	\$551.97	\$434.40	\$2,307.33	\$849.16
Concur	\$194.96	\$508.64	\$410.05	\$2,272.33	\$816.16
World Travel	\$194.96	\$508.64	\$410.05	\$2,273.00	\$816.16

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Unable to price flights in Expedia and Google Flights. Flights not available.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Note: Flight itineraries used in this exercise were booked by Vanderbilt faculty, staff and students on 10/23/18.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

August 2016 - Airfare Price Testing

Testing Session, August 4, 2016, 2:00 - 3:00pm

	Domestic Flights			International Flights	
City Pair	Boston (BOS)	Los Angeles (LAX)	Washington DC (DCA)	Abu Dhabi(AUH)	Guatemala City (GUA)
Airline	Southwest #3121	Southwest #1733	American #4108	American #3581 - BNA to ORD Etihad #150 - ORD to AUH	Delta #1324 / #0904 BNA to ATL/ATL to GUA
Depart Date / Time	Oct. 9, 2:20pm	Sept. 19, 10:50am	Oct. 4, 6:10am	Sep 12, 9:10am / 12:55pm	Oct 13, 6:45am / 10:45am
Airline	Southwest #1746	Southwest #2634	American #3861	Etihad #101 - AUH to ORD American #3264 - ORD to BNA	Delta #0906 / #2047 GUA to ATL/ATL to BNA
Return Date / Time	Oct. 13, 1:10pm	Sept. 21, 5:50pm	Oct. 7, 1:51pm	Sept 17, 3:55pm/9:50am	Oct 16, 1:19pm/9:55pm
Class of Service	Wanna Get Away	Wanna Get Away	Choice	Business Classic	Economy
Expedia	A	A	\$315.20	\$6,220.46	\$767.46
Kayak	\$386.96	\$199.96	\$315.20	B	B
Orbitz	A	A	\$315.20	B	B
Major Airline	\$386.96	\$199.96	\$315.20	\$6,213.46	\$767.46
Concur	\$386.96	\$200.00	\$311.20	\$6,213.46	\$767.46
World Travel agent	\$386.96	\$199.96	\$315.20	\$6,213.46	\$767.46

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Unable to price flights in Orbitz and Expedia. Flights not available.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

May 2016 - Airfare Price Testing

Testing Session, May 17, 2016, 10:00am - 11:00am

City Pair	Domestic Flights			International Flights	
	Chicago (MDW)	Denver (DEN)	San Jose (SJC)	Frankfurt (FRA)	Sydney (SYD)
Airline	Southwest #487	Southwest #2793	Delta #4467 - BNA to SLC #2638 - SLC to SJC	United #6193 - BNA to IAD United #0989 - IAD to FRA	American #1137 / #7375 BNA to DFW to SYD
Date / Time	Sept. 9, 6:50am	Aug 7, 12:10pm	June 8, 7:30am / 11:10am	July 16, 1:36pm/5:20pm	Sept 9, 1:45pm / 10:15pm
Airline	Southwest #2869	Southwest #1898	Delta #5810 - SJC to LAX #2434 - LAX to BNA	United #0988 - FRA to IAD United #4596 - IAD to BNA	American #7308 / #1512 SYD to DFW to BNA
Date / Time	Sept.10, 6:05pm	Aug 10, 2:40pm	June 10, 8:10am / 10:30am	Jul 22 12:20pm / 5:05pm	Sept 18, 1:00pm/4:40pm
Class of Service	Business Select	Wanna Get Away	Economy	Economy	Economy
Expedia	A	A	B	\$3,169.86	B
Kayak	\$683.96	\$339.46	\$749.00	\$3,169.86	\$2,051.16
Orbitz	A	A	B	\$3,169.90	B
Major Airline	\$683.96	\$339.46	\$748.20	\$3,169.86	\$2,050.16
Concur	\$618.38	\$339.46	\$701.20	\$3,119.86	\$2,050.16
World Travel	\$683.96	\$339.46	\$748.20	\$3,069.86	\$2,050.16

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Unable to price flights in Orbitz and Expedia. Flights not available.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

July 2015 - Airfare Price Testing

Testing Session, July 29, 2015, 10:00am - 11:00am

City Pair	Domestic Flights			International Flights	
	Cleveland	Newark (EWR)	Tampa (TPA)	Abu Dhabi	Shanghai (PVG)
Airline	Southwest	United	Southwest	American Airlines	United
Travel Dates	Aug. 23 - 25	Aug. 10 - 11	Sept. 8 - 12	Aug. 14 - 26	Sept. 6 - 15
Departing Flight(s)	#2427	#4121	#527	American #4325 / #9074	#3474 / #0835
Time of Day	10:55am	6:01am	8:05am	9:28am / 1:05pm	7:48am / 10:40am
Return Flight(s)	#557	#4191	#3701	American #9097 #2501	#0836 / 5130
Time of Day	5:50pm	7:28pm	5:35pm	9:40am / 9:55pm	3:55pm / 7:13pm
Class of Service	Wanna Get Away	Economy	Wanna Get Away	Economy	Business
Expedia	A	\$414.20	A	B	\$5,664.40
Kayak	\$246.00	\$414.20	\$350.00	\$2,153.24 ^C	B
Orbitz	A	\$436.19	A	\$2,211.74	\$5,286.39
Major Airline	\$246.00	\$414.20	\$350.00	B	\$5,702.40
Concur	\$246.00	\$406.66	\$350.00	\$2,211.80	\$5,195.40
CTM travel agent	\$246.00	\$406.66	\$350.00	\$2,211.80	\$5,195.40

Legend:

A - Southwest flights do not reflect in Expedia, Kayak, and Orbitz.

B - Unable to price as multi-segment mixed class trip. Priced per segment, which is time consuming.

C - Code share.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition, with the exception of Abu Dhabi itinerary found on Kayak.com where Etihad operates the American Airlines code share. This flight is also not Fly America compliant.

Travel and Payment Cards

June 2015 - Airfare Price Testing

Testing Session, June 24, 2015, 3:00pm - 4:00pm

City Pair	Domestic Flights			International Flights	
	Houston (IAH)	Omaha (OMA)	Portland (PWM)	Dubai (DXB)	Frankfurt (FRA)
Airline	United	Southwest	Southwest	Delta	Lufthansa
Travel Dates	July 27 - 29	July 16 - 24	August 3 - 7	Sept. 17 - 23	Aug. 26 - Sept. 8
Departing Flight(s)	4986	4576	1027 / 164	1242 / 8	8535 / 431
Time of Day	8:37am	3:40pm	11:45 am / 4:10pm	1:00pm/9:42pm	1:29pm / 3:55 pm
Return Flight(s)	1459	1718 / 1074	2790 / 3662	7 / 2817	432 / 8756
Time of Day	3:35 PM	5:30am/8:05am	6:00am / 8:55am	10:00pm / 8:25am	5:05pm / 9:02pm
Class of Service	Economy	Wanna Get Away	Wanna Get Away	Economy	Economy
Expedia	\$425.50	A	A	\$1,573.80	\$1,265.89
Kayak	\$426.00	A	A	\$1,587.80 ^B	\$1,252.00
Orbitz	\$425.20	A	A	\$1,590.74	\$1,265.88
Major Airline	\$425.50	\$401.00	\$604.00	\$1,637.80	\$1,265.88
Concur	\$417.95	\$401.00	\$576.05	\$1,573.80	\$1,265.90
CTM travel agent	\$417.95	\$401.00	\$576.06	\$1,573.80	\$1,265.90

Legend:

A - Southwest flights do not reflect in Expedia, Kayak, and Orbitz.

B - Unable to price as multi-segment trip. Priced per segment, which is time consuming.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition, with the exception of Frankfurt itinerary in Kayak.

Travel and Payment Cards

May 2015 - Airfare Price Testing

Testing Session, May 28, 2015, 9:30am - 10:30am

City Pair / Multi-Segment	Domestic Flights			International Flights	
	Atlanta (ATL)	Houston (HOU)	Oakland (OAK)	Nashville/Vancouver/Seoul	Toronto (YYZ)
Airline	Delta #2485	Southwest #983	Southwest #4118	Flight 1 - BNA to YVR United #3414/2008	Departing BNA to YYZ Delta #1268/4063
Date / Time	June 30, 5:30am	July 15, 6:10am	Aug. 2, 2:10pm	July 15, 9:44am/12:20pm	June 22, 6:28am/10:00
Airline	Delta #94	Southwest #35	Southwest #3949	Flight 2 - YVR to ICN Air Canada #63	Return YYZ to BNA Delta #5161/1173
Date / Time	July 2, 5:44pm	July 17, 4:45pm	Aug. 6, 10:40am	July 22, 1:35pm	June 25, 3:04pm/7:20
Airline				Flight 3 - ICN to BNA American #280/1396	
Date / Time				July 27, 5:15pm/6:30pm	
Class of Service	Economy	Wanna Get Away	Wanna Get Away	Economy	Economy
Expedia	\$861.20	A	A	\$2,836.14 ^B	\$1,172.19
Kayak	\$862.00	\$346.00	\$566.00	\$3,071.00	\$1,291.00
Orbitz	\$861.20	A	A	\$4,132.99 ^B	\$1,291.00
Major Airline	\$861.20	\$346.00	\$566.00	\$2,836.59	\$1,291.00
Concur	\$845.24	\$346.00	\$566.00	\$2,798.77	\$1,231.82
CTM travel agent	\$845.24	\$346.00	\$566.00	\$4,026.00	\$1,291.00

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Unable to price as multi-segment trip. Priced per segment, which is time consuming.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: CTM did not match pricing for 2 out of 5 itineraries this past month. We brought the two discrepancies to our CTM account manager's attention and were told that the agent incorrectly priced one and didn't use Vanderbilt's contracted discount on the other.

Travel and Payment Cards

April 2015 - Airfare Price Testing

Testing Session, April 30, 2015, 2:00 - 3:00pm

	Domestic Flights			International Flights	
City Pair	Los Angeles (LAX)	Miami (MIA)	Phoenix (PHX)	Guatemala City (GUA)	Delhi, India (DEL)
Airline	Southwest	American	Southwest	Delta	United
Travel Dates	May 18 - 21	July 5 - 7	June 2 - 6	July 11 - 18	June 13 - 26
Departing Flight(s)	4098	4370	826	95/905	#4649/82
Time of Day	9:55am	11:18am	10:35am	9:15am/12:10pm	12:30pm/9:45pm
Return Flight(s)	3769	4229	154	910/1676	#83/4115
Time of Day	3:10pm	3:25pm	6:40pm	12:20am/2:04pm	11:35pm/7:14am
Class of Service	Wanna Get Away	Economy	Wanna Get Away	Economy	Economy
Expedia	A	B	A	\$1,078.70	\$1,956.20
Kayak	\$547.49	\$427.70	\$454.50	\$1,078.70	\$1,956.23
Orbitz	A	B	A	\$1,078.68	\$1,956.20
Major Airline	\$547.49	\$427.70	\$454.50	\$1,078.70	\$1,956.23
Concur	\$547.50	\$419.97	\$454.50	\$1,078.70	\$1,930.23
CTM travel agent	\$547.49	\$427.50	\$454.50	\$1,078.70	\$2,056.23

Legend:

A - Southwest flights do not reflect in Expedia and Orbitz.

B - Flights unavailable in Expedia and Orbitz.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: One international flight priced with CTM did not meet or beat external competition. VU Travel is researching this with the travel agency.

Travel and Payment Cards

March 2015 - Airfare Price Testing

Testing Session, March 26, 2015, 2:00 - 3:00pm

City Pair	Domestic Flights			International Flights	
	Dallas (DFW)	Ft. Lauderdale (FLL)	LaGuardia (LGA)	Amsterdam (AMS)	Tokyo, Japan (NRT)
Airline	American	Southwest	Southwest	Delta	Delta
Travel Dates	June 7-11	May 18-21	April 22-24	June 1-7	June 14-22
Departing Flight(s)	#2398	#3927	#255	#1066/#70	#95
Time of Day	12:47pm	7:50am	6:45am	10:45am/3:02pm	9:15am
Return Flight(s)	#2259	#604	#1370	#75/#1173	#94
Time of Day	4:40pm	3:50pm	5:25pm	1:25pm/7:32pm	4:20pm
Class of Service	Economy	Wanna Get Away	Wanna Get Away	Economy	Economy
Expedia	\$299.48	A	A	\$1,914.60	\$2,012.30
Kayak	\$299.50	\$370.50	\$308.50	\$1,888.60	\$2,012.30
Orbitz	\$299.48	A	A	\$1,914.71	\$2,012.30
Major Airline	\$299.50	\$370.50	\$308.50	\$1,914.71	\$2,012.30
Concur	\$294.06	\$370.50	\$299.48	\$1,888.60	\$2,012.30
CTM travel agent	\$294.06	\$370.50	\$299.48	\$1,888.60	\$2,012.30

Legend:

A - Southwest flights do not reflect in Expedia or Orbitz.

B - Expedia and Kayak cannot price this as one single ticket. To get the best rate, a traveler would need to price this multi-leg city pair as two separate tickets.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards
February 2015 - Airfare Price Testing
 Testing Session, February 25, 2015, 9:00 - 10:00am

City Pair	Domestic Flights			International Flights	
	Denver	San Antonio (SAT)	Washington -Reagan National (DCA)	BNA/Detroit/Amsterdam/Nairobi	BNA/Atlanta/Johannesburg/Lusaka
Airline	United	Southwest ^A	Southwest ^A	Delta	Delta / South African AirwaysB
Travel Dates	March 23-27	April 13-16	May 25-29	April 7/8 - April 21/22	April 7/8 - April 21/22
Departing Flight(s)	3409	106	3936	1279/136/9585	1676/200/66
Time of Day	8:00am	8:30am	7:40am	4:35pm/7:50pm/11:15am	2:33pm/7:33pm/7:05pm
Return Flight(s)	5237	910/1530	883	9496/133/2006	63/201/2589
Time of Day	10:05Am	3:25pm/6:50pm	5:30pm	10:25pm/7:45am/12:15pm	1:15pm/6:50pm/8:25am
Class of Service	Coach	Wanna Get Away	Wanna Get Away	Coach	Coach
Expedia	\$767.70	A	A	B	\$2,214.92
Kayak	\$768.00	\$345.00	\$312.00	\$1,510.90	B
Orbitz	\$767.70	A	A	\$1,510.96	\$2,214.91
Major Airline	\$767.70	\$343.20	\$311.70	\$1,510.90	\$2,156.54
Concur	\$753.79	\$343.20	\$311.70	\$1,507.90	\$2,156.50
CTM travel agent	\$753.79	\$343.20	\$311.70	\$1,510.90	\$2,156.50

Legend:

A - Southwest flights do not reflect in Expedia or Orbitz.

B - Expedia and Kayak cannot price this as one single ticket. To get the best rate, a traveler would need to price this multi-leg city pair as two separate tickets.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

January 2015 - Airfare Price Testing

Testing Session, January 23, 2015, 8:00 - 9:00am

City Pair	Domestic Flights			International Flights	
	Boston (BOS)	Chicago, IL (MDW)	San Francisco (SFO)	Toulouse, France (TLS) via London (LHR)	Vancouver (YVR)
Airline	Southwest ^A	Southwest ^A	United	American	Delta
Travel Dates	February 23 - 26	June 17th	February 17 - 20	June 16 - 22	March 14 - April 4
Departing Flight(s)	#4036	#195	#5185/1059	3091/100/6269	#4486/5801
Time of Day	2:05pm	12:00pm	8:12am/11:25am	10:30am/6:10pm/7:50am	6:00am/9:30am
Return Flight(s)	#48	#4017	#318/#5255	#6274/81/1624	#5801/4538
Time of Day	12:40pm	6:00pm	3:36pm/7:40pm	8:30am/12:25/6:17	1:45pm/7:55pm
Class of Service	Wanna Get Away	Wanna Get Away	Economy	Coach/Economy	Coach/Economy
Expedia	A	A	688.20	1,800.55	1,221.00
Kayak	354.80	246.70	626.00	1,787.90	1,221.00
Orbitz	A	A	625.70	1,784.80	1,221.08
Major Airline	354.70	246.70	625.70	1,784.80	1,222.08
Concur	354.70	246.70	614.06	1,784.80	1,165.07
CTM travel agent	354.70	246.70	614.05	1,784.80	1,165.07

Legend:

A - Southwest flights do not reflect in Expedia or Orbitz.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples flight comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

August 2014 - Airfare Price Testing

Testing Session, August 21, 2014, 11:00am - 12:30pm

City Pair	Domestic Flights			International Flights		
	Los Angeles	Seattle	Washington DC	Beijing, China	London (LHR)	Rio De Janeiro (GIG)
Airline	American	Southwest	US Airways	American	Delta	United
Travel Dates	Sept. 16-19	Sept. 22-26	Sept. 9-11	Sept. 22 - Oct. 4	Sept. 28 - Oct. 5	Oct. 12 - 17
Departing Flight(s)	2485/2433	3410	3403	186/3520	2300/18	4565/129
Time of Day	9:25am/12:05pm	11:10am	7:45am	10:10am/3:45pm	10:00am/6:26pm	12:35pm/9:10pm
Return Flight(s)	2452/2373	4196	4053	4337/187	nine/2421	128/4331
Time of Day	1:55pm/8:20pm	11:15	3:30pm	8:50am/7:10pm	3:05pm/8:25am	8:55pm/10:10am
Class of Service	Economy	Wanna Get Away	Economy	Economy	Economy	Business
Expedia	\$423.70	A	\$280.70	\$1,228.35	\$1,209.00	\$9,740.93
Kayak	\$424.00	A	\$281.00	\$1,228.30	\$1,209.00	\$9,740.93
Orbitz	\$423.70	A	\$280.70	\$1,228.30	\$1,209.00	B
Major Airline	\$423.70	\$416.70	\$280.70	\$1,228.30	\$1,209.30	C
Concur	\$416.10	\$416.70	\$280.70	\$1,223.30	\$1,209.30	\$9,706.43
CTM travel agent	\$416.10	\$416.70	\$280.70	\$1,223.30	\$1,209.30	\$9,706.43

Legend:

A - Southwest flights do not reflect in Expedia, Kayak or Orbitz.

B - Orbitz cannot price this as one single ticket. To get the best rate, a traveler would need to price this separately.

C - Unable to book this flight on www.united.com or by calling United reservations agent.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

July 2014 - Airfare Price Testing

Testing Session, July 29, 2014, 8:45 - 9:45am

City Pair	Domestic Flights			International Flights		
	Minneapolis (MSP)	St. Louis (STL)	Raleigh (RDU)	Barcelona (BCN)	Tokyo (NRT)	Vancouver
Airline	Delta	Southwest	Southwest	United	Delta	American
Travel Dates	Aug. 24-28	Aug. 5-7	Sept. 29-30	Aug. 25-30	Sept. 7-14	Sept. 14-20
Departing Flight(s)	4476	2217	2692	4187/120	2421/295	2464/2369
Time of Day	2:15pm	6:00am	3:10pm	12:05pm	9:15am/4:50pm	1:25pm/7:00pm
Return Flight(s)	4871	4189	2870	121/4502	296/866	282/1643
Time of Day	11:14am	8:25pm	6:10pm	10:45am	3:55pm/5:55pm	8:00am/4:45pm
Class of Service	Economy	Wanna Get Away	Wanna Get Away	Economy	Economy	Coach
Expedia	\$900.70	A	A	\$1,505.80	\$2,250.44	\$694.30
Kayak	\$901.00	A	A	\$1,505.80	\$2,250.40	\$694.30
Orbitz	\$922.69	A	A	\$1,505.80	\$2,250.40	\$694.30
Major Airline	\$900.70	\$400.70	\$206.70	\$1,505.80	\$2,250.40	\$694.30
Concur	\$865.74	\$400.70	\$206.70	\$1,487.80	\$2,250.40	\$682.50
CTM travel agent	\$865.74	\$400.70	\$206.70	\$1,487.80	\$2,250.40	\$682.50

Legend:

A - Southwest flights do not reflect in Expedia, Kayak or Orbitz.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

June 2014 - Airfare Price Testing

Testing Session, June 20, 2014, 11:00am - 12:00pm

City Pair	Domestic Flights				International Flights		
	Denver	Salt Lake City	Miami	Seattle	Beijing, China (PEK)	Buenos Aires (EZE)	Dublin, Ireland
Airline	Southwest	Southwest	American	Southwest	Delta	American	United
Travel Dates	August 12 - 15	July 16-18	June 30 - July 3	July 13 - 18	Sept. 26 - Oct. 3	Sept. 14 - 20	Sept. 1 - 7
Departing Flight(s)	4385	4102/1803	1283	156/3770	1323/189	2481/997	6056/7624
Time of Day	1:35pm	9:40am	5:50am	12:55pm	6:30am/12:50pm	7:25am/7:30pm	2:58pm-8:00pm
Return Flight(s)	2760	2855/760	2327	214	188/1565	9/54/3418	22/4104
Time of Day	1:30pm	4:10pm	8:55pm	12:35pm	4:50pm/9:40pm	10:05pm/9:00am	9:00am-12:56pm
Class of Service	Anytime	Anytime	Choice	Anytime	Economy	Business	Coach
Expedia	A	\$909.50	\$702.50	A	\$1,186.48	B	C
Kayak	A	\$909.50	\$702.50	A	\$1,186.50	B	\$1,410.60
Orbitz	A	\$909.50	\$702.50	A	\$1,186.50	\$5,604.93	\$1,410.60
Major Airline	\$360.50	\$909.50	\$702.50	\$1,112.00	\$1,186.50	\$5,604.93	\$1,410.60
Concur	\$360.50	\$881.16	\$688.87	\$1,003.80	\$1,186.50	\$4,127.93	\$1,402.60
CTM travel agent	\$360.50	\$881.16	\$688.87	\$1,003.80	\$1,186.50	\$5,285.93	\$1,402.60

Legend:

A - Southwest flights do not reflect in Expedia, Kayak or Orbitz.

B - Expedia and Kayak cannot price this as one single ticket. To get the best rate, a traveler would need to price this multi-leg.

C - Not available in Expedia

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

May 2014 - Airfare Price Testing

Testing Session, May 2, 2014, 3:00 - 4:00pm

City Pair	Domestic Flights				International Flights		
	Atlanta	New Orleans	Orlando	Phoenix	Melbourne, Australia	Paris, France	Maputo, Mozambique
Airline	Delta	Southwest	Southwest	American	American	US Air	Delta/SA
Travel Dates	May 5-6	July 22 - 25	July 9-14	June 16 - 19	August 8-22	July 8-18	July 18-26
Departing Flight(s)	2308	1368	1650	2481/126	1307/7356	2868/786	D1676/200 SA 7097
Time of Day	8:00am	1:00pm	9:10am	7:10am/11:55am	6:20pm/11:30pm	12:45p/4:45pm	2:30pm/7:12pm SA 7:10pm (July 19)
Return Flight(s)	2625	3339	4325	1560/1399	7349/1307	787/1715	SA 145/DL 201/DL 2421
Time of Day	5:43pm	6:25pm	4:00pm	8:00am/2:40pm	9:10am/11:15am	11:00am/4:09pm	340pm/840pm 810a (27JUL)
Class of Service	Economy	Wanna Get Away	Anytime	Choice	Economy	Business	Economy
Expedia	\$852.50	C	A	\$740.50	\$2,338.00	B	D
Kayak	\$852.50	A	A	\$672.00	\$2,307.00	B	D
Orbitz	\$852.50	A	A	\$766.50	\$2,337.80	B	\$8855.89 ^E
Major Airline	\$852.50	\$240.50	\$720.50	\$740.50	\$2,337.80	\$3,456.00	\$3,046.70
Concur	\$819.23	\$240.50	\$650.50	\$740.50	\$2,338.00	\$3639.40^C	\$3,005.70
CTM travel agent	\$819.23	\$240.50	\$720.50	\$966.66	\$2,338.00	\$3,455.40	\$2,987.70

Legend:

A - Southwest flights do not reflect in Expedia, Kayak or Orbitz.

B - Orbitz, Kayak, and Expedia did not have options to book Business class for Nashville - Paris city pair.

C - Concur pulled Nashville to Charlotte leg and priced it Economy; Charlotte to Paris leg priced Business.

D - Expedia and Kayak cannot price this as one single ticket. To get the best rate, a traveler would need to price this multi-leg city pair as two separate tickets.

E - Orbitz prices this city pair all as one ticket, when this occurs it kicks the ticket into a much higher class of service.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples comparison.

Conclusion: T&PC is working with CTM to understand why CTM agent-assisted pricing is higher than Concur for Nashville-Phoenix city pair this could be due to agent error. T&PC concluded that Nashville to Paris city pair pricing couldn't be met due to Concur online booking tool being unable to book the same class of service for all legs of the trip. T&PC recommends travelers call CTM for international bookings.

Travel and Payment Cards

April 2014 - Airfare Price Testing

Testing Session, April 3, 2014, 1:00 - 2:00pm

City Pair	Domestic Flights				International Flights		
	Baltimore	Dallas	New York City (LGA)	San Diego	Guangzhou, China	Guatemala	London
Airline	Southwest ^A	American	Delta	Southwest ^A	Delta	American	United
Travel Dates	April 14 - 16	June 23 - 26	May 18 - 21	June 7 - 11	June 16-20	June 16-20	June 21-25
Departing Flight(s)	759	385	4990	1283/2897	1323/189/7811	1283/2241	5710/924
Time of Day	8:05 AM	8:15am	4:00pm	3:35pm	6:30 a.m.	5:50 a.m.	6:11 p.m.
Return Flight(s)	1284	1399	3548	3727	7771/188/1565	983/2327	923/3483
Time of Day	7:15 PM	2:40pm	7:30pm	10:20am	10:00am	2:25 p.m.	8:40 a.m.
Class of Service	Coach/Economy	Coach/Economy	Coach/Economy	Coach/Economy	Business	Coach/Economy	Coach/Economy
Expedia	A	\$421.50	\$353.50	A	\$10,957.50	\$858.50	C
Kayak	A	\$422.00	\$354.00	A	\$12,497.00	\$817.00	\$1,809.00
Orbitz	A	\$421.50	\$353.50	A	\$10,957.50	B	\$1,808.20
Major Airline	\$502.50	\$421.50	\$353.50	\$407.50	\$10,957.50	\$816.60	\$1,808.20
Concur	\$502.50	\$417.81	\$344.39	\$407.50	\$10,957.50	\$816.60	\$1,787.20
CTM travel agent	\$503.00	\$417.81	\$344.39	\$407.50	\$10,957.50	\$816.60	\$1,787.20

Legend:

A - Southwest flights do not reflect in Expedia, Kayak or Orbitz.

B - Return flight from Guatemala not available in Orbitz - could not get pricing.

C - London departing and return flights not available in Expedia - could not get pricing.

Green = In-program pricing met or beat external competition.

Red = In-program pricing more expensive than external competition.

Grey = could not obtain apples-to-apples comparison.

Conclusion: All in-program pricing met or beat external competition.

Travel and Payment Cards

March 2014 - Airfare Price Testing

Testing Session, March 7, 2014, 2:00 - 3:30pm

	Domestic Flights				International Flights		
City Pair	Boston	Chicago, IL	San Francisco, CA	Washington D.C.	Dubai	Guangzhou, China ^B	Toronto
Airline	Southwest ^A	Southwest ^A	Delta	American	Delta	Delta	United
Travel Dates	April 26 - 29	March 8 - 9	June 12 - 17	June 18 - 21	July 20 - 30	May 16 - 20	June 17 - 20
Departing Flight(s)	#2606	#2869	#2308/2049	#3583	#866/8	#323/189/7811	#8018
Time of Day	9:25am	8:05am	7:45am	8:55am	6:45pm	6:30am	10:25am
Return Flight(s)	#520	#389	#2389/880	#3403	#7/2421	#6468/582/1565	#8115
Time of Day	12:55pm	3:10pm	9:15am	4:50pm	10:25pm	7:05pm	5:20pm
Class of Service	Coach/Economy	Coach/Economy	Coach/Economy	Coach/Economy	Business	Coach/Economy	Coach/Economy
Expedia	A	A	532.50	426.50	7,387.80	B	719.45
Kayak	495.50	606.50	493.00	427.00	7,387.80	2,346.00	n/a
Orbitz	A	A	492.50	479.50	7,389.20	2,394.70	719.45
Major Airline	495.50	606.50	492.50	484.50	7,387.80	1,941.80	719.45
Concur	495.50	547.90	483.70	426.50	7,387.80	1,912.80	707.09
CTM travel agent	495.50	606.50	492.50	418.38	7,387.80	B	706.55

Legend:

- A - Southwest flights do not reflect in Expedia or Orbitz.
- B - Guangzhou, China - could not book exact return flights on Expedia.com or via phone with a live CTM agent.
- Green = In-program pricing met or beat external competition.
- Red = In-program pricing more expensive than external competition.
- Grey = could not obtain apples-to-apples comparison.

Conclusion: All in-program pricing met or beat external competition. However, T&PC is working with CTM to understand why CTM agent-assisted pricing is higher than Concur for Nashville-Chicago city pair, and why CTM agent could not obtain exact return flight itinerary for Guangzhou, China trip.