Navan Enhances Direct Connection with United Airlines As TMC Introduces NextGen Corporate Booking Experience

March 6, 2024

Robust integration with United Airlines offers 40% more price points and heightened personalization in seamless UX

PALO ALTO, March 6, 2024 — Navan, the all-in-one super app that makes travel and expense easy, and United Airlines today announced an enhanced integration via direct connection to deliver increased fare options, more price points, robust self-serve capabilities, and deeper personalization for a better shopping experience. The announcement adds to Navan's growing roster of NDC integrations, with NDC content now enabled across 14 major airlines globally.

Featuring United's continuous pricing, Navan leverages AI to incorporate company policy, personal preferences, and optimal pricing to dynamically display the most relevant booking options to customers. The NDC-enabled integration also includes tailored deals, seamless loyalty program benefits, and access to ancillary services. End-to-end servicing means trip changes are easily managed on the go, saving time, money, and frustration.

"We're thrilled to expand our global inventory with partner United Airlines, enabling customers to directly access richer content, superior servicing, and cheaper fares," says Dane Molter, VP of Travel Product at Navan. "As a tech company focused on removing friction, Navan has long believed in NDC's ability to improve the traveler experience. And when delivered through Navan's end-to-end platform, adding personalization and loyalty, it creates this modern, online shopping experience not seen before in corporate travel."

The enhanced United integration follows a slew of recently launched tech-forward updates from Navan to help make travel and expense easy. This includes NDC-specific servicing, such as the automated application of unused ticket credits, as well as the ability to link any eligible corporate or business card via Navan Connect to the Navan Expense platform to eliminate expense reporting.

Other recent enhancements include Navan's generative AI-powered assistant, Ava, which is automating ticket servicing and customer support; a streamlined multi-city booking experience; and the ability to "Extend Your Stay" paid via personal card for seamless booking of blended business and leisure trips.

"Our teams travel frequently in order to foster relationships with customers and attend events, and — being based out of NJ — it was a must for our TMC to have as much United content at the best price possible," says Michael Spiga, Director of Business Services at GAF. "Since integrating with the United direct connection, we've already seen impressive savings, ease-of-use, and efficiency for employees."

Key benefits of the United direct connection include:

- Increased price points and savings: United Airlines NDC content offers 40% more price points than traditional EDIFACT distribution channels and increased fare options, driving program savings.
- New servicing capabilities: An omnichannel solution that provides more efficient servicing for travelers, in addition to the self-serve capabilities (such as flight changes, cancellations, and more) that Navan users expect.
- Increased personalization: Customized shopping experiences based on the entitlement of the traveler's loyalty status.
- Richer content: More detailed descriptions, as well as increased images, videos, and other multimedia elements, creating a more consumer-friendly dynamic display.

"We believe in using technology to enhance the travel experience," says Doreen Burse, Senior Vice President of Sales at United. "Through this integration, we're excited to provide Navan customers access to the full range of United offers including all ancillary products and recognition of Mileage Plus Premier status. As a result, travelers will have a more seamless experience from booking to servicing."

About Navan

Navan is the all-in-one solution that makes travel and expense easy so you can focus on being there, not getting there. Say goodbye to spending hours on the phone trying to change your flight or saving stacks of receipts to manually input expenses. From EAs and finance teams to travel managers and employees, Navan empowers people to concentrate on the things that matter most to them — all while providing companies with real-time visibility, savings, and control. Learn more at navan.com

About United Airlines

At United, Good Leads The Way. With U.S. hubs in Chicago, Denver, Houston, Los Angeles, New York/Newark, San Francisco and Washington, D.C., United operates the most comprehensive global route network among North American carriers, and is now the largest airline in the world as measured by available seat miles. For more about how to join the United team, please visit www.united.com/careers and more information about the company is at www.united.com. United Airlines Holdings, Inc., the parent company of United Airlines, Inc., is traded on the Nasdaq under the symbol "UAL".