



**A beginner's guide
to business travel
management**

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Managing your company's business travel can be something of a daunting task, especially if you're new to booking travel, or have to squeeze it in on top of your busy day job. If your company's annual travel spend is between \$50,000 and \$1.5 million, then managing your business travel internally can rapidly become a nightmare: costs can spiral, it's a huge time drain on your staff, out of hours emergencies become stressful and fragmented reporting means it can be difficult to understand your true spend.

That's why we've put together this eBook to guide you through the basics of business travel, whether you're brand new to the role or you'd just like a few pointers on how to choose the right travel management company (TMC) for your needs. Follow these simple steps, and you'll soon be getting the best value for your travel spend, and you'll improve your booking efficiency at the same time:

1. Review your current programme
2. Set smart goals
3. Choose the best travel management company (TMC) for your particular needs
4. Set up a duty of care framework
5. Implement a travel policy





1. Review your current programme

Before you can start improving your business travel programme in terms of cost savings and improving efficiency, you need to understand the current state of play. Get an overall picture of your travel spend by gathering as many reports as you can, including your spend on airfares, hotels, car hire, trains and taxis, as well as travel expenses claimed by your staff. It's also useful to find out who your main suppliers are and how far in advance your travel is being booked. Many TMCs offer a free review of your programme and will advise you on where you could streamline your system to increase staff efficiency and make savings, so do take advantage of any free advice.

2. Set SMART goals

Use the SMART goals business technique as a useful tool to help you to pinpoint your objectives for your business travel programme:

1. Specific:

What do you specifically want to achieve? For example, perhaps you want to reduce overall spend by 5%, or reduce air travel spend by 10%.

2. Measurable:

How will this be measured? In terms of money, or time?

3. Achievable:

Is the goal achievable? Who will do it?

4. Realistic:

Is it realistic? There's no point in setting unrealistic goals.

5. Timely:

When do you want to achieve this by? Putting a date on it makes it accountable.

Business travel management

3. Choose the best travel management company (TMC) for your particular needs

How large is the TMC?

Does it have sufficient global negotiation strength and the buying power to secure volume discounts for you?

Does it specialise in travel management for customers with a small to medium travel spend?

Using an enterprise level TMC if you spend between \$50,000 and \$1.5 million per year on travel can mean that you're not given the VIP treatment you deserve. Or worse, that your TMC doesn't have the service model and technology offering required by a small to mid-spend client.

What service level agreement are they offering?

For example, do they operate online only, have a call centre, a dedicated team or, even better, do they offer a dedicated Travel Expert like we do here at Corporate Traveller?

How fast is the turnaround for sending you a quote for offline bookings?

Do they offer 24/7 emergency assistance at no extra cost?

Can they provide case studies of customers in similar industries or with similar challenges to you?

How large is the range of travel content they offer?

For example how many airlines, hotels, or car hire companies can they offer you?

How much are their fees?

It's worth benchmarking fees, but do ensure you compare like for like. For example, many TMCs charge to phone their 24/7 emergency assistance team, whereas at Corporate Traveller this is a free service.

What travel technology do they offer?

As a minimum all TMCs should offer you profile management, travel alerts and a mobile app for your travellers. Depending on your booking volumes and types of travel, an online booking tool could be beneficial: you'll pay lower booking fees and increase the productivity of your bookers.

What reporting would they provide you with and how regularly?

Having visibility of your travel spend is crucial to ensure you meet your SMART objectives.



4. Set up a duty of care framework

Whether they're in the office or travelling, you have a duty of care responsibility to your staff, and should set up a duty of care framework accordingly. An experienced TMC can assist you with fulfilling its criteria. For example, here at Corporate Traveller we offer 24/7 emergency assistance with robust crisis response planning and communication, visa and health advice and support for your travellers, and traveller tracking technology that can pinpoint any travellers at risk or due to travel to at-risk destinations. And don't forget, by booking all your travel through a single TMC, your travellers will be located faster and will get help quicker than if you book through multiple providers.

5. Implement a travel policy

One of the easiest ways to monitor and control your business travel spend is to implement a travel policy. This useful document will give your staff clear guidelines to follow when booking, including what they can book and within what budget, avoiding endless questions from travellers and saving you a lot of time during the booking process. Better yet, your TMC can help mandate your travel policy for both offline bookings and for those made through an online booking tool.

When managing your company's business travel, it is possible to work with multiple travel providers. You might choose to book your flights, hotels rail and car hire separately through different platforms and tools for example. However, there are definite advantages to working with a single TMC who is a specialist in small to medium travel spend clients. You'll not only benefit from single reporting, giving you a truer picture of your overall spend, but will enjoy increased productivity and a higher and more consistent service level, as your staff have only one point of contact. Here at Corporate Traveller, all bookings are quality assured whether they're made via your dedicated Travel Expert or offline. Furthermore, in working with a single TMC, your dedicated travel provider will know your travel policy and booking preferences inside out, and will be able to easily locate and communicate with travellers in times of need, taking a weight off everyone's minds.





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