TRAVEL MANAGEMENT
BEST PRACTICES

- Consolidate corporate and meeting travel program with a preferred travel agency
  - Provides savings and cost avoidance
  - Enhances duty of care
  - Monitors corporate policy compliance

- Monitor rogue spending
  - Track spending outside of travel program, which weakens market share commitments and negotiating power

- Mandate policy where most important
  - Consolidate use of travel management company
    - Enforce use by requiring TMC invoice for air expense reporting
    - Require pre-approval by management for bookings outside of preferred TMC
    - Require use of preferred air, hotel and car suppliers
    - Minimize use of exception reason codes so management reporting isn’t diluted
    - Conduct a policy scorecard checkup
      - Allow business class only after eight to nine hours of continuous flight time
      - Do not allow first class

- Meet quarterly with air suppliers
  - Involve agency partner for greater insight
  - Conduct an airline analysis
  - Verify your contracts are the best fit for your program

- Conduct hotel savings analysis/RFP
  - Confirm you have the right traction in each city
  - Eliminate hotels with minimal usage

- Manage unused nonrefundable tickets
  - Gain visibility into unused tickets, likely the largest contained loss after rogue spend
  - Require name change allowance with contracted carriers

- Obtain local BTAs or individual credit cards for each foreign country in a global program
  - Take advantage of local/non-published airfares on low cost carriers unavailable in the GDS

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