



A 101 Guide to Being a Travel Manager

6 Tips to Help You Navigate Your Company's Travel Duties

1 Draft a formal travel policy

Set parameters around company spend and future trips to lessen travel costs while taking care of your travelers.

Be sure to:

- Specify the hotel, air, and ground suppliers employees should book.
- Provide instructions on booking best practices.
- Define spend limits and per diem costs covered by your company.
- Communicate how the reimbursement process works.

The goal is to set limits yet entice business travelers so they feel compelled to comply.

2 Promote compliance

Once your policy is finalized, keep it top of mind by providing regular reminders via email and company intranet.

Consider [easy-to-use booking tools](#) that steer travelers toward in-policy options automatically.

Stay on top of who is and isn't booking within your policy by comparing corporate card charges to those captured through the company-approved booking tools.

3 Develop relationships with providers

Trim costs on hotels by providing vendors with additional business in exchange for better-than-advertised discounts and perks.

Research the kind of volume commitment the hotel generally looks for and calculate how many nights your travelers spend annually at hotels to secure the best deals.

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Manage travel expenses

A large portion of your role will be devoted to managing the costs of your travel program.

This includes:

- Getting a holistic view of your company's travel spend.
- Identifying new ways to cut costs by defining key performance indicators.
- Processing expense reports.

To streamline this process, consider using a single system with expense report management software and automated booking that can capture a traveler's expenditures [all in one place](#).



Stay connected

Beyond overseeing trip itineraries, you should have resources that advise travelers on the types of insurance, travel documents, visas and vaccinations, and safety precautions they may need for particular destinations.



Don't forget duty of care

Duty of care may be a new term for you as a travel manager, but with the marked increase in global travel disruptions and unpredictable situations, it's an important one. Let's take a step back and define duty of care.

Duty of care is a fiduciary responsibility held by companies that requires them to live up to a certain standard of care. That standard of care incorporates looking after the health, safety, and well-being of employees while they travel for work.

Being prepared for unplanned occurrences is a must-have component in a well-rounded duty of care program. An effective disruption management plan should provide insight into traveler visibility, have a proven and tested risk framework, and include human support when needed most.



To learn more, please reach out to your contact at American Express Global Business Travel.



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