PREMIER INSIGHTS

FROM

GLOBAL BUSINESS TRAVEL

Educational Materials

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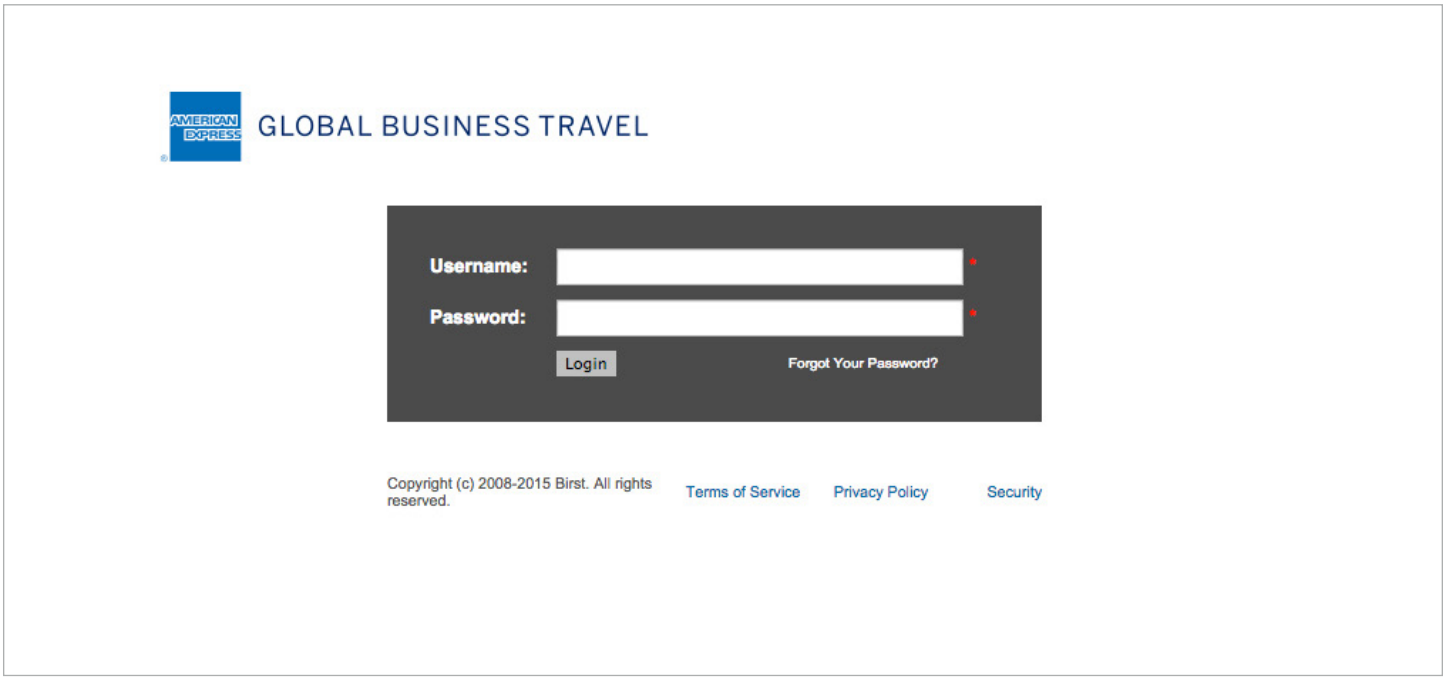
Quick Start Guide

LOGGING IN



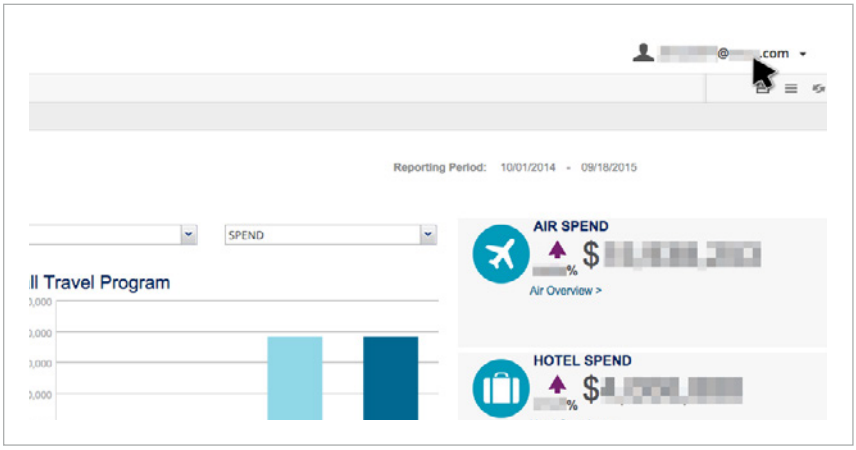
1. Access **PREMIER INSIGHTS** at https://premierinsights.amexglobalbusinesstravel.com.
2. **Log in** using your username and the password American Express Global Business Travel provided you with.

WHAT IF I FORGOT MY PASSWORD?

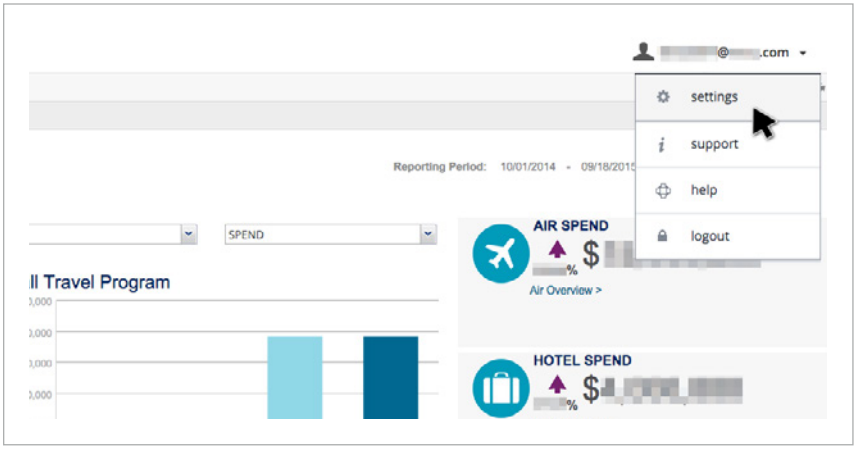
If you have forgotten your password, simply **click the "Forgot Your Password" link** underneath the login box and follow the instructions to retrieve it.

HOW DO I RESET MY PASSWORD?

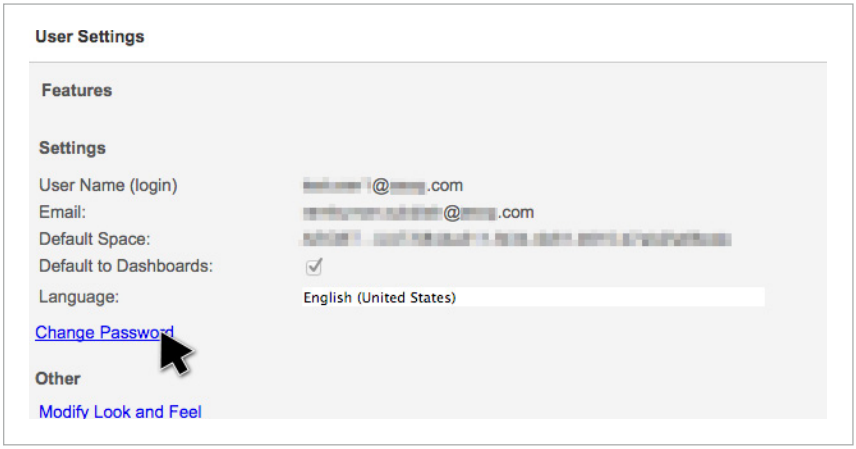
Once you have logged into **PREMIER INSIGHTS** using your username and the password American Express Global Business Travel provided you with, **you can change your password** to something that's easier for you to remember.



1. In the upper right-hand corner, **click the drop-down menu** next to your username.



2. **Click "Settings."**

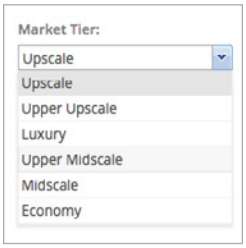


3. Click “Change Password.”

4. Enter your old password, followed by your new password twice, and click the “Change Password” button on the bottom.

BASIC NAVIGATION

We know how important actionable data can be in helping you to stay on top of your company's travel spend. **That's why we've made our graphs and charts interactive:**



DROP-DOWN LISTS

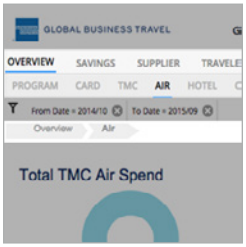
Many dashboards feature drop-down lists in the top left corner that can be used to toggle between number of bookings and amount of spend, or between a chart form of the data to a table set, to help you see the data sets in different ways.

EXPORT CAPABILITIES

The gray bar above certain graphs gives you the option to export data to files such as CSV, EXC, PDF, etc. The clock icon lets you schedule an email of a certain report to be distributed on a recurring basis.

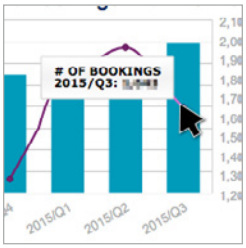
EXPAND

Use the arrows in the gray bar to expand a report to full-screen view.



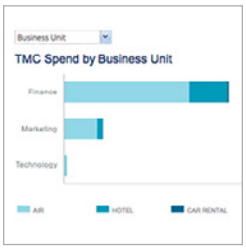
HEADINGS AND SUBHEADINGS

Click any of these labels to bring you to your area of interest. You will also notice clickable breadcrumbs underneath the headings and subheadings on all of the pages that will show you exactly what page you're on and help you go back to previous pages you visited.



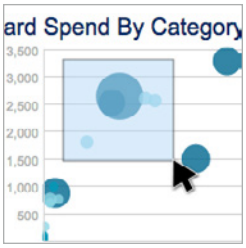
HOVERING

Hover over any point on a graph to see an exact measurement of a given metric.



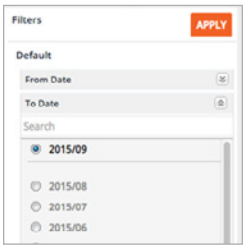
INTERNAL BENCHMARKING

Some stacked bar charts allow you to see how individual Business Units in your company compare to one another across Air, Hotel and Car Rental metrics.



LASSO

Click and drag data points within any graph to affect all other data on that page, helping you to see a certain range of dates more clearly.

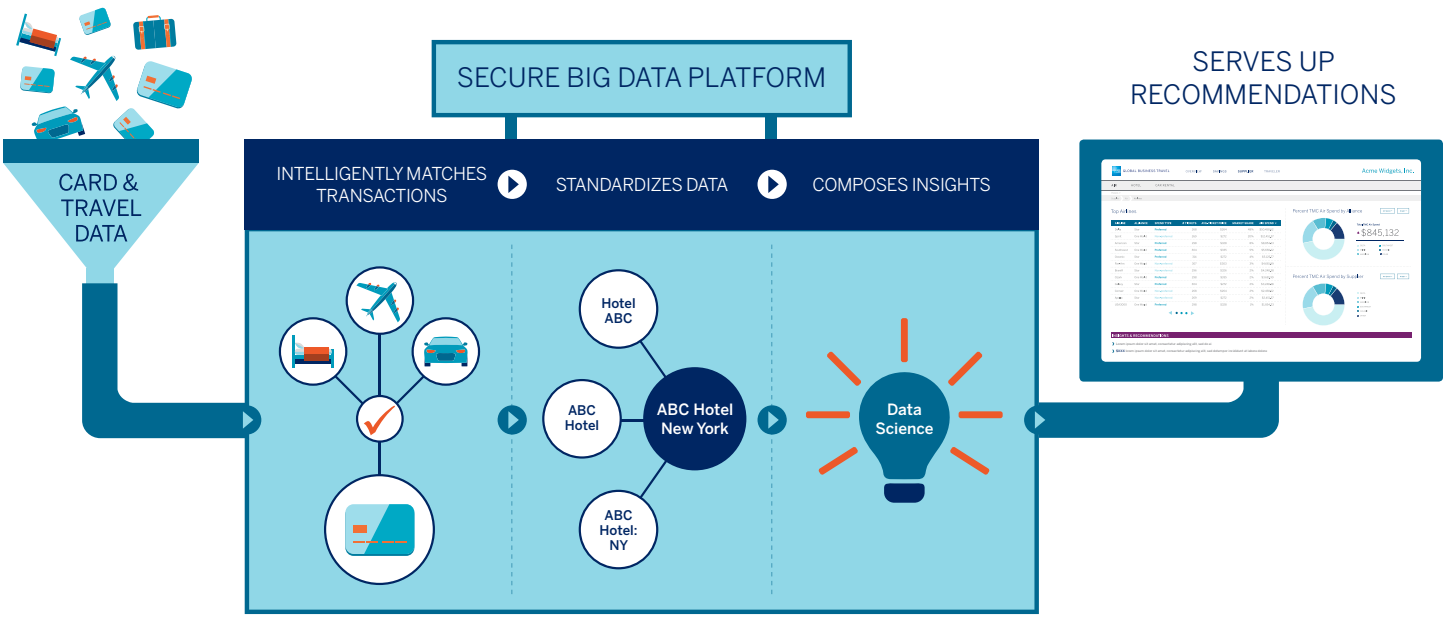


PROMPTS

Anchored below the headings and subheadings are prompts that can be used to filter the data on the page you're currently on to your desired attributes. Prompts will expand/collapse from the left margin of each page and will include options to filter data by Business Unit(s), geographical region, or specific timeframe.

Data Visualization

Delivering value to your company through industry-leading analytical capabilities

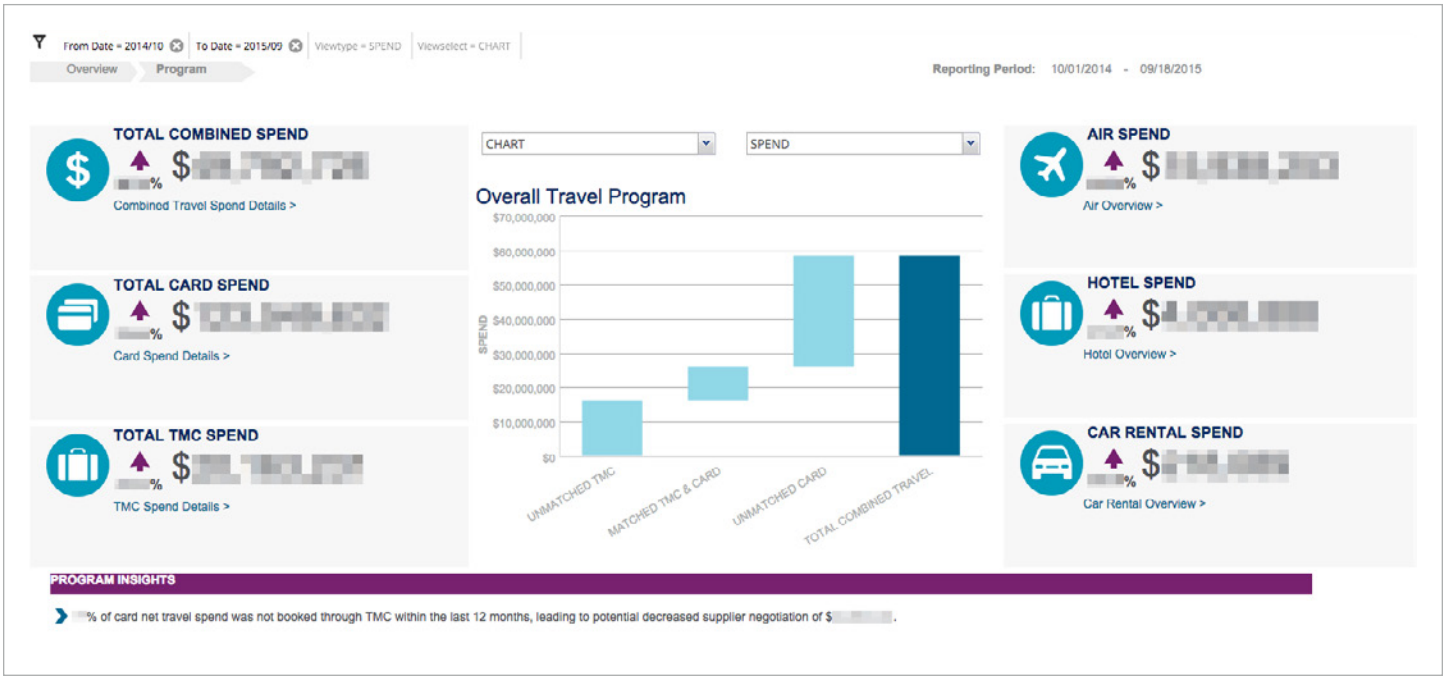


American Express Global Business Travel has devised an intuitive business intelligence solution to seamlessly bring together data from disparate sources (e.g., Travel and Card) into a highly configurable environment which will generate metrics to enable you to clearly analyze, understand, and impact your travel spend.

Overview

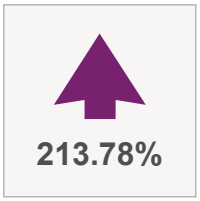
PROGRAM OVERVIEW

Upon login, you will be brought to the Program Overview page: high-level views of your company's travel program spend.



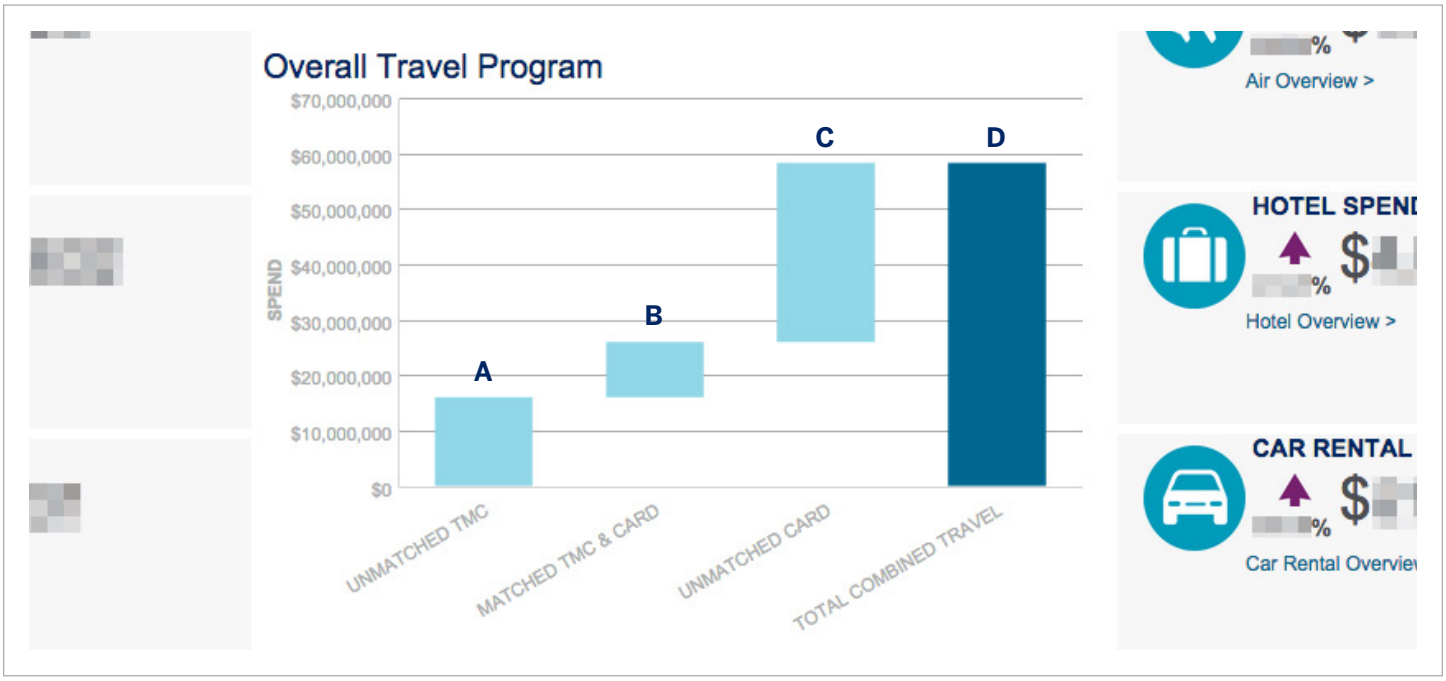
USE THE PROGRAM OVERVIEW PAGE TO SEE:

- Total Combined Spend
- Total Card Spend
- Total Travel Management Company (TMC) Spend
- Total Air Spend
- Total Hotel Spend
- Total Car Rental Spend



The **arrows** to the left of these amounts show the year-over-year comparison of these numbers and show how they are trending compared to the previous year.

HOW CAN I SEE MY COMPANY'S PROGRAM LEAKAGE AT A GLANCE?



The waterfall chart in the center of the Program Overview page breaks down your company's travel program by specific types of spend and can be useful in seeing your company's program leakage at a glance. **Hover over each bar** to see the exact amount for each type of spend.

A. UNMATCHED TMC

Travel transactions that have not been matched to corresponding Card transactions. This includes bookings through the TMC that were not billed to an American Express Corporate Card.

B. MATCHED TMC & CARD

Travel transactions that have been booked through the TMC and have a corresponding Card transaction.

C. UNMATCHED CARD

Card travel transactions that were not matched to a corresponding travel booking.

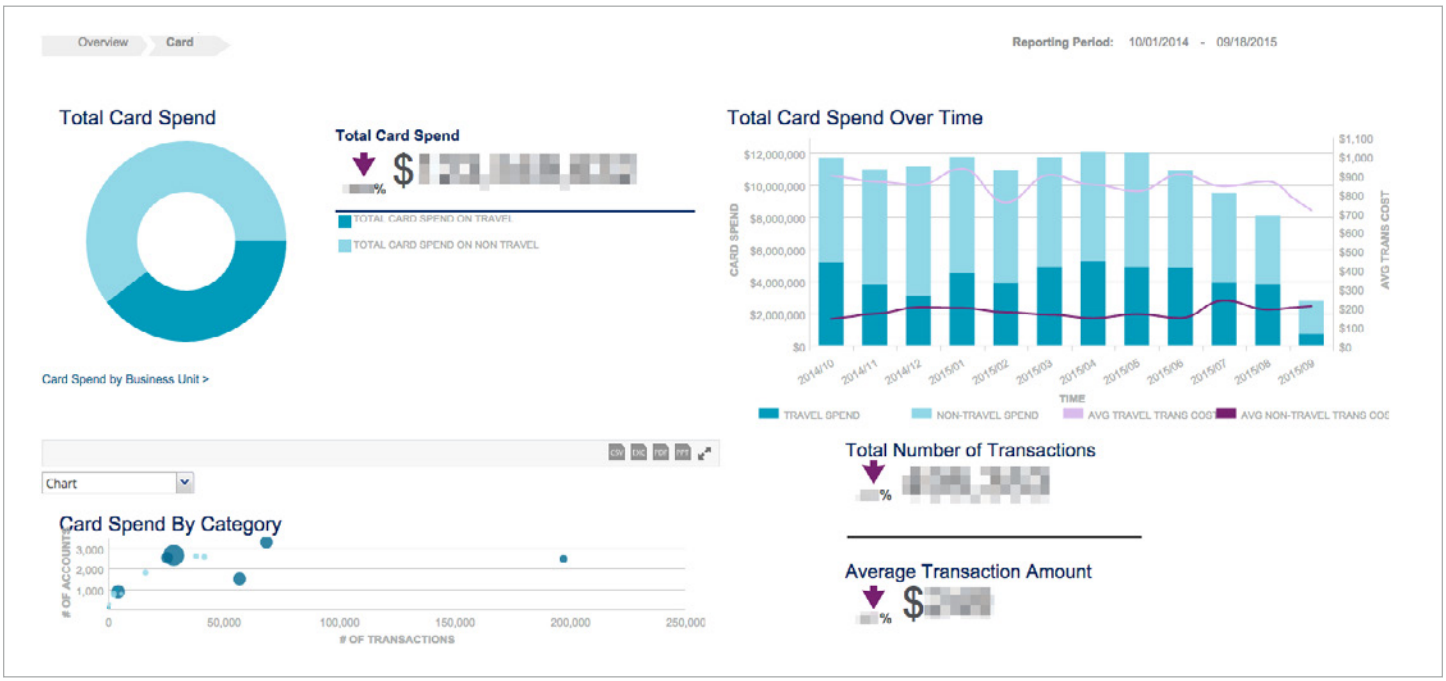
D. TOTAL COMBINED TRAVEL

Total Spend/Transactions: Matched + Unmatched.

Overview

CARD OVERVIEW

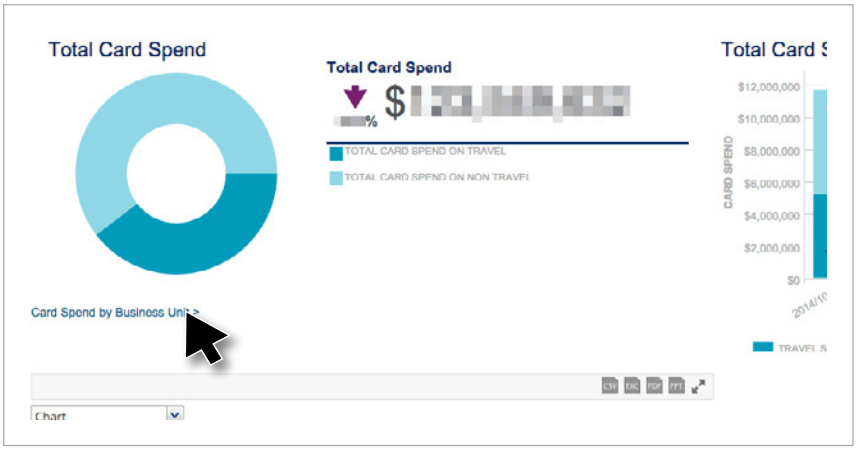
Monitor your spend patterns for all Card Accounts, see what's driving the majority of your company's Card travel spend, and track whether your employees are booking travel that is not being charged to their Corporate Card.



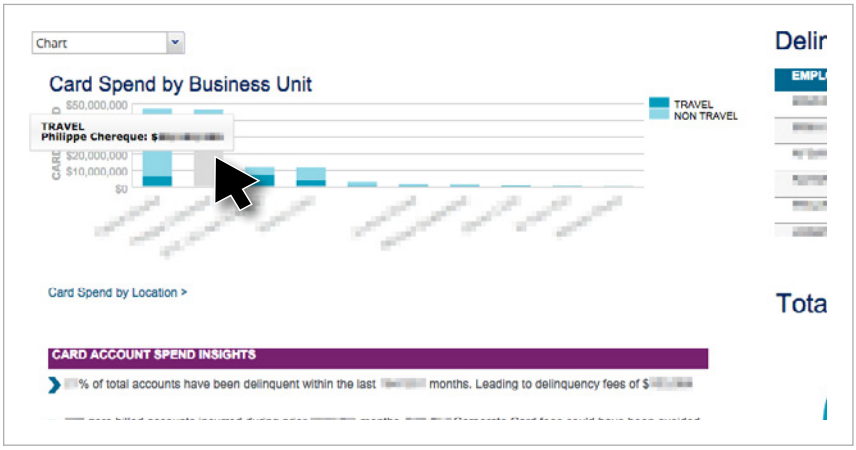
USE THE CARD OVERVIEW PAGE TO SEE:

- Total Card Spend
- Card Spend by Category
- Total Card Spend Over Time
- Total Number of Card Transactions
- Average Card Transaction Amount

HOW MUCH ARE MY BUSINESS UNITS SPENDING?



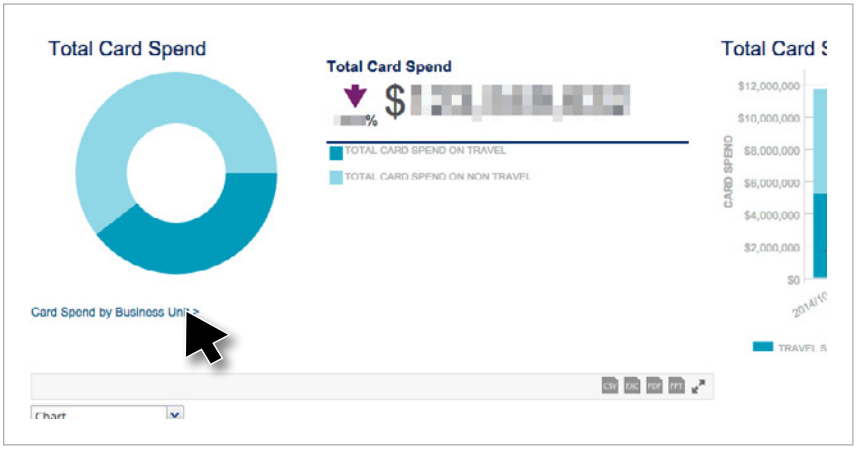
1. From the Card Overview page, **click the "Card Spend by Business Unit" link** underneath the "Total Card Spend" donut chart.



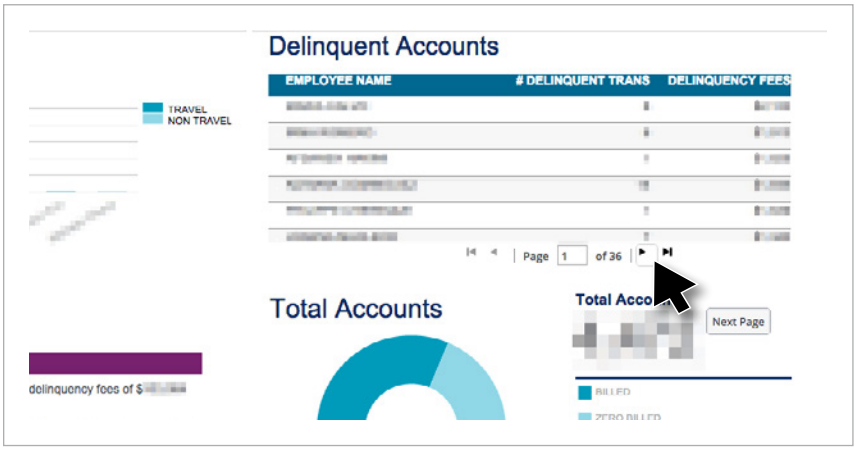
2. The "Card Spend by Business Unit" bar chart on the top left lists the top Card-spending Business Units at your company.

3. **Hover over each bar** to see the exact amount each Business Unit is spending on their Cards, on both travel and non-travel related transactions.

HOW MUCH ARE MY DELINQUENT ACCOUNTS COSTING ME?



1. From the Card Overview page, **click the "Card Spend by Business Unit" link** underneath the "Total Card Spend" donut chart.



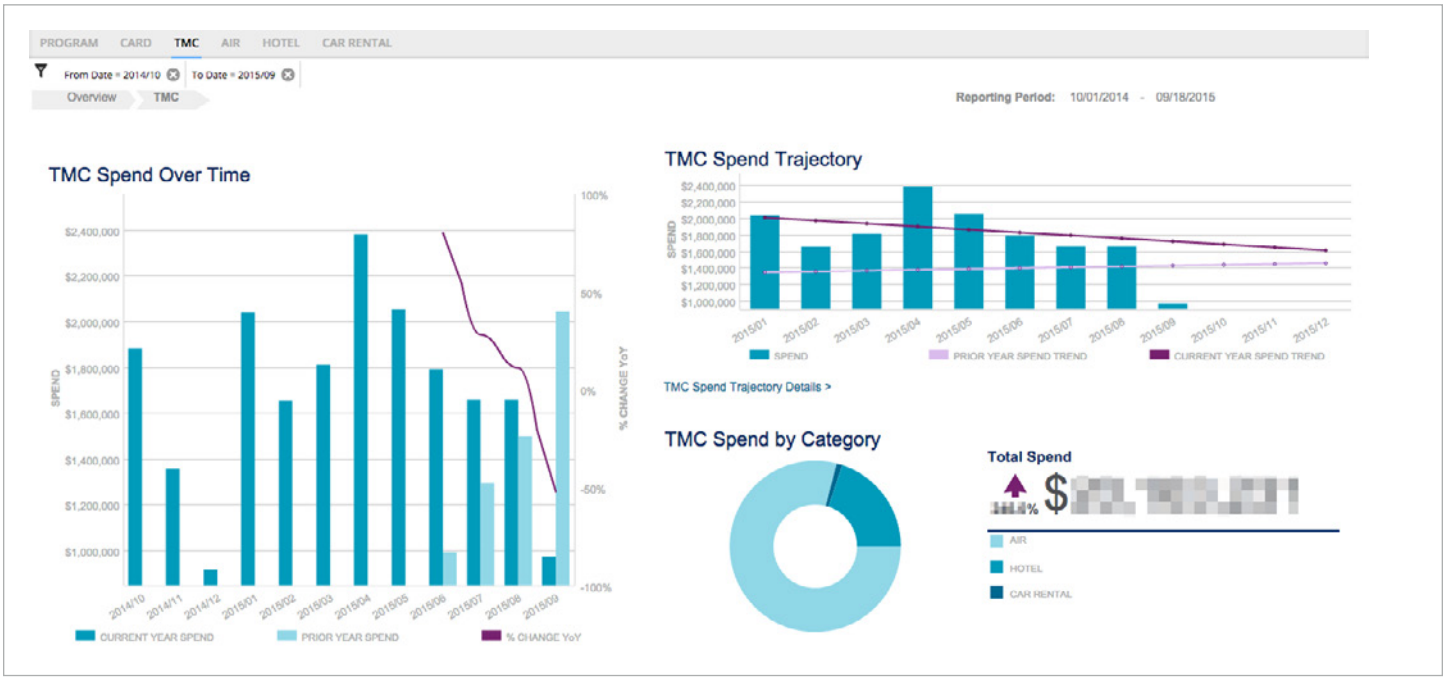
2. The "Delinquent Accounts" chart lists which travelers in your company have Delinquent Accounts while totaling each traveler's delinquent fees in the far right column. Delinquent Accounts are employees who have Card Accounts that have had at least one past due balance or delinquent charge in a specified time period.

3. **Use the arrows on the bottom of this chart** to scroll through all individual employees.

Overview

TMC OVERVIEW

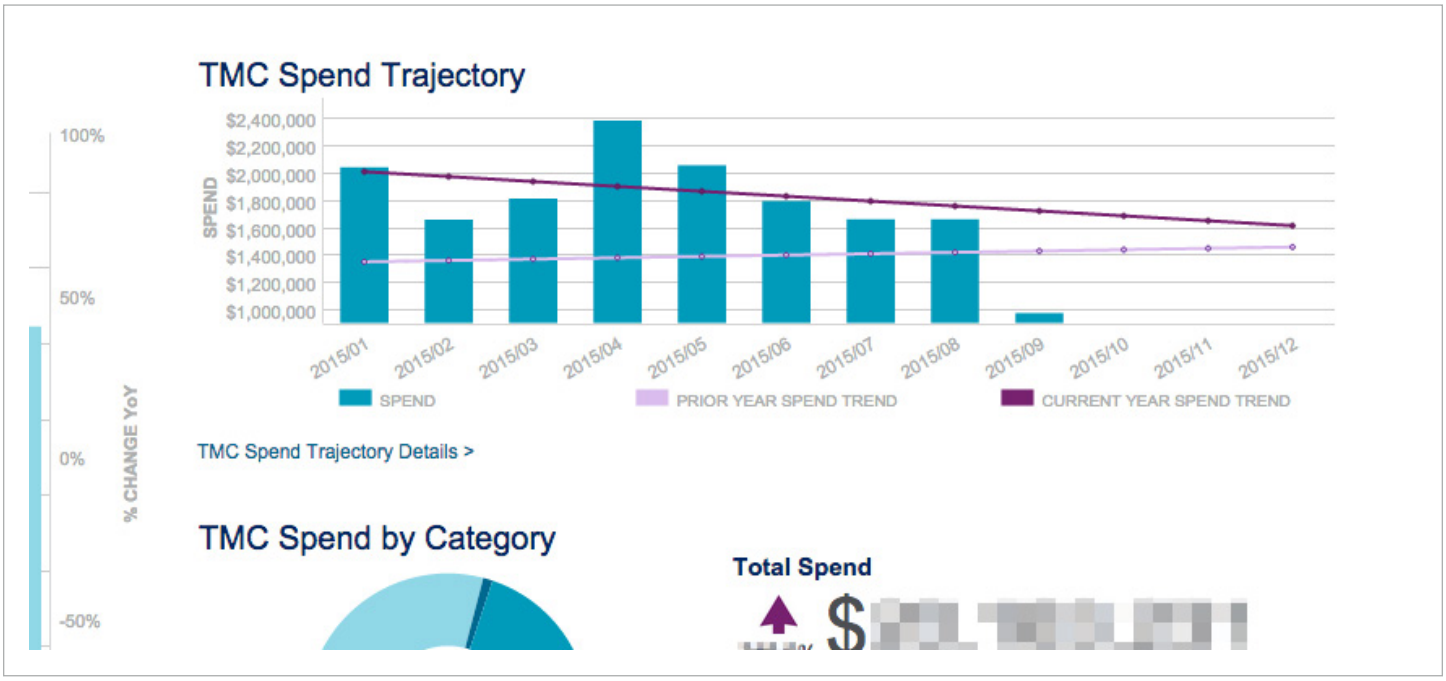
Take a look at how spend booked through your Travel Management Company is trending this year compared to last, and which travel category your employees are spending the most on.



USE THE TMC OVERVIEW PAGE TO SEE:

- TMC Spend Over Time
- TMC Spend Trajectory
- TMC Spend by Category
- Total Spend

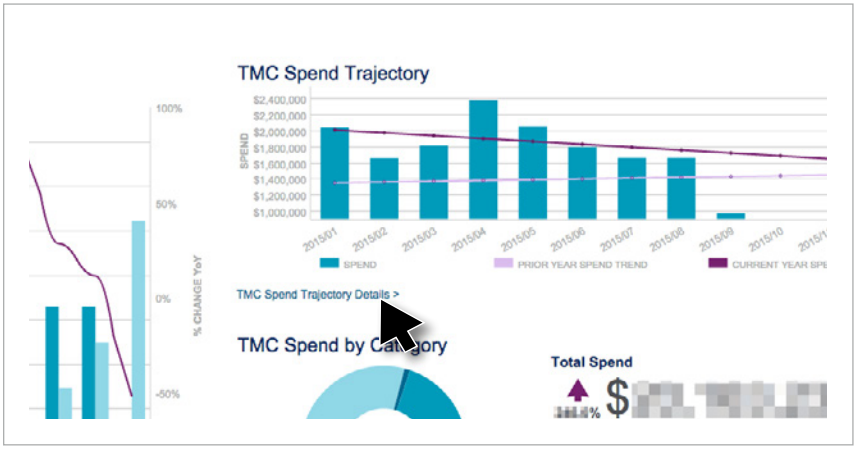
WHAT IS THE SPEND TRAJECTORY FOR MY TRAVEL PROGRAM OVERALL?



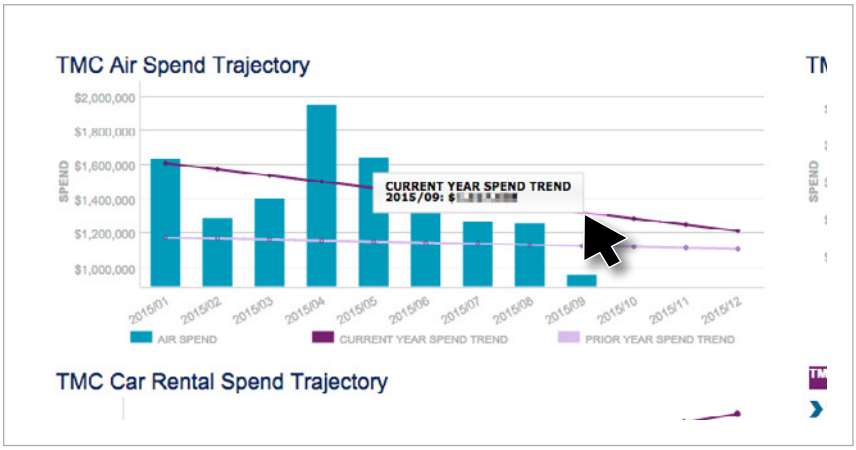
The bar graph in the upper right-hand corner of the TMC Overview page shows your company's actual Total TMC Program Spend (the net of your Total Travel Spend) for the current year broken down by month.

The lighter overlaid line shows the progression of the previous year's true spend, while the darker overlaid line shows the projected linear trend of TMC Program Spend for what remains of the current year. This a forecast derived from our Global Business Travel consulting expertise and your company's historical data.

HOW CAN I SEE THE SPEND TRAJECTORY FOR MY TRAVEL PROGRAM BROKEN DOWN BY TRAVEL CATEGORY?



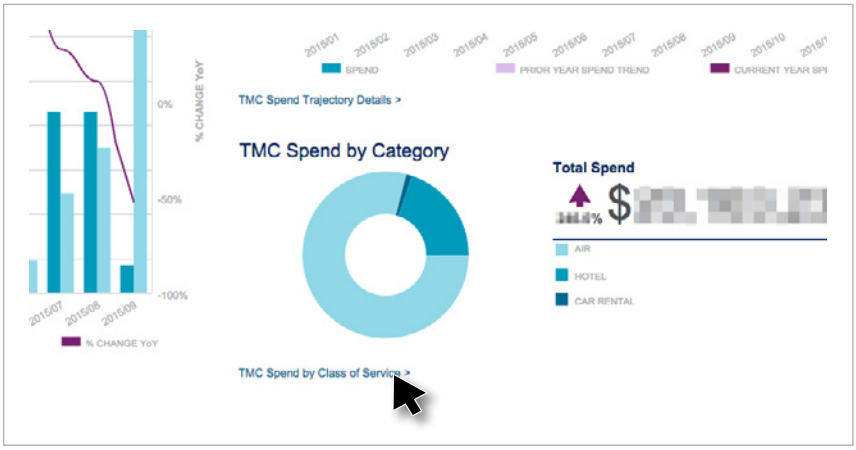
1. From the TMC Overview page, click the **"TMC Spend Trajectory Details"** link underneath the "TMC Spend Trajectory" bar chart.



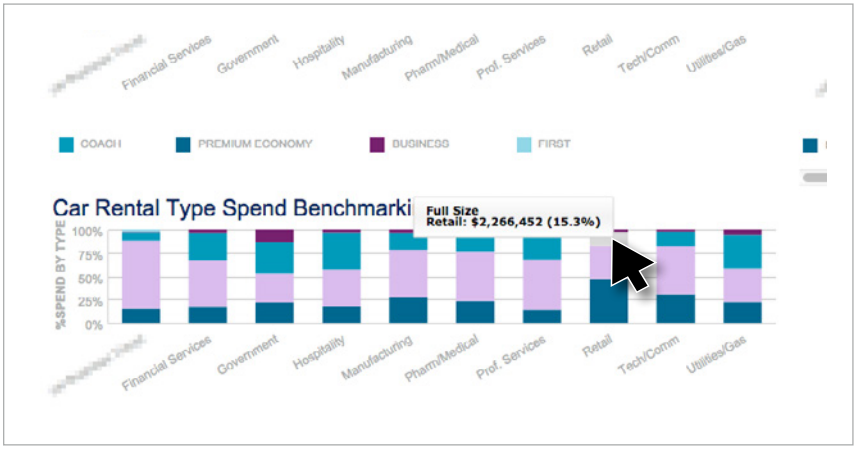
2. **The bar charts on this page** show your company's projected linear trend for each travel category: Air, Hotel and Car Rental.

3. **Hover over each bar and line** to see the exact amount each travel category is forecasted as being.

HOW DOES MY PROGRAM'S PERFORMANCE FOR CLASSES OF SERVICE ACROSS AIR, HOTEL AND CAR RENTAL VERTICALS COMPARE TO THOSE IN OTHER INDUSTRIES?



1. From the TMC Overview page, **click the "TMC Spend by Class of Service" link** underneath the "TMC Spend by Category" donut chart.



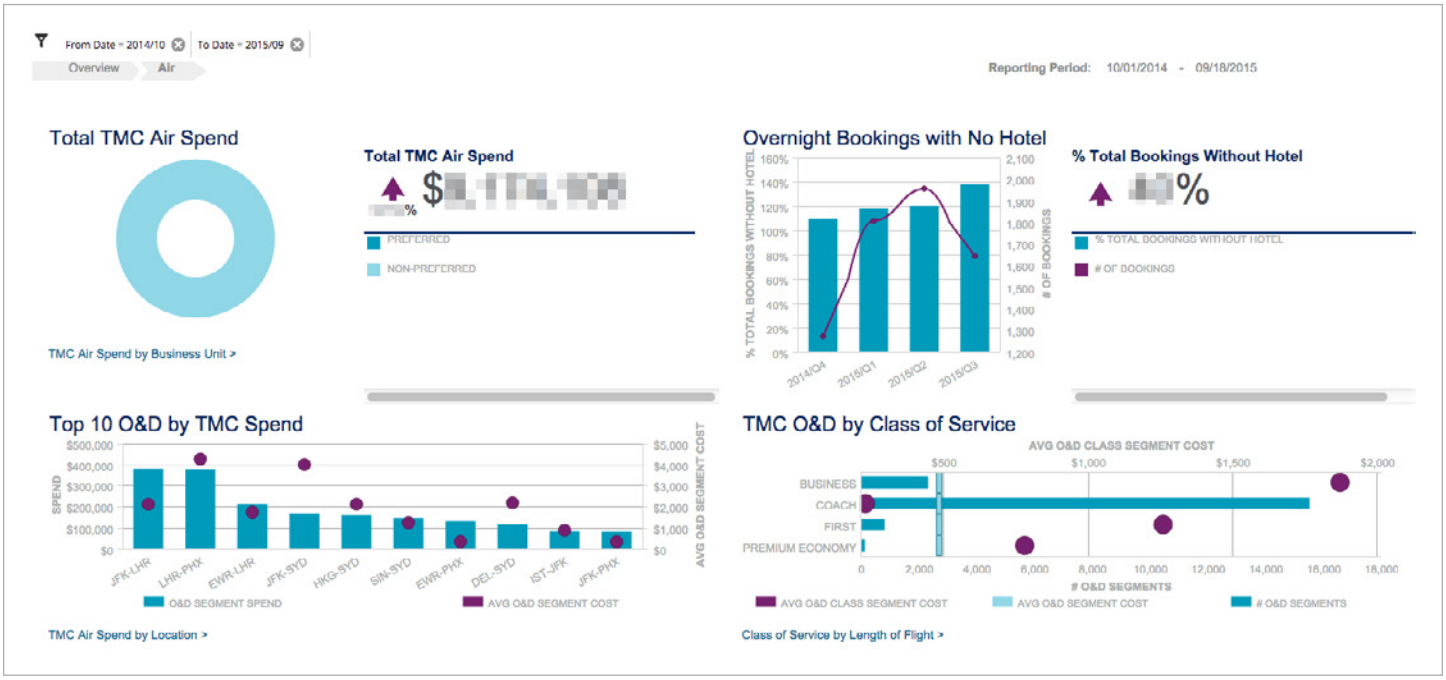
2. The three stacked bar charts on this page show industry benchmarking by class of service for each travel category.

3. **Hover over each bar** to see the exact amount each industry is spending on specific classes of service for Air, Hotel and Car Rentals.

Overview

AIR OVERVIEW

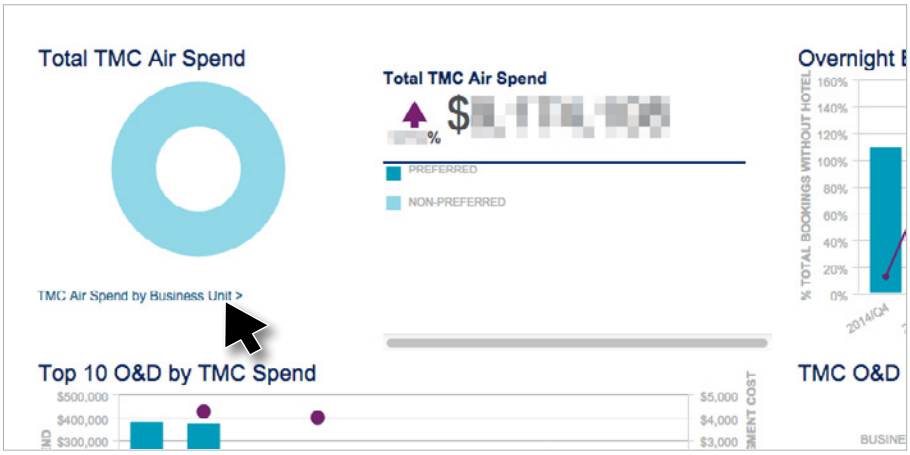
See how much your company is spending on flights with both in-policy and out-of-policy Suppliers for optimized savings.



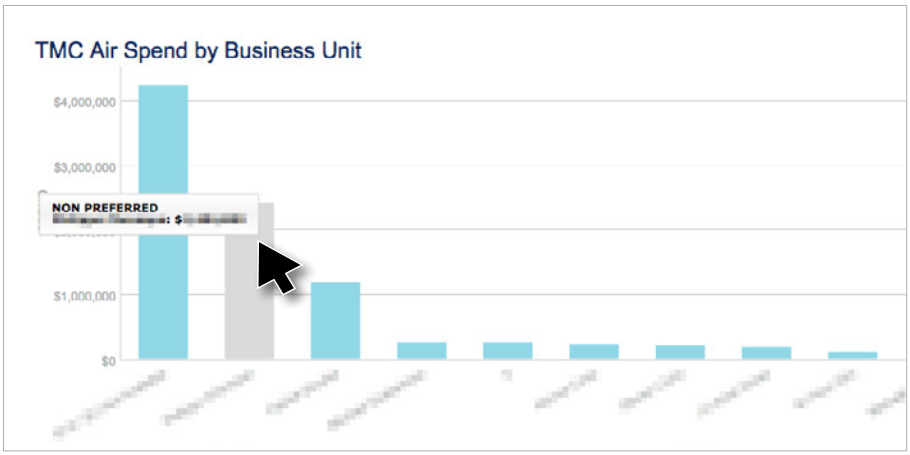
USE THE AIR OVERVIEW PAGE TO SEE:

- Total TMC Air Spend
- Total TMC Air Spend for Preferred and Non-Preferred Suppliers
- Percentage of Overnight Air Bookings with No Hotel
- Top 10 Air Origin and Destination Spend
- TMC Air Origin and Destination Segments by Class of Service

WHICH OF MY BUSINESS UNITS ARE SPENDING THE MOST ON AIR?



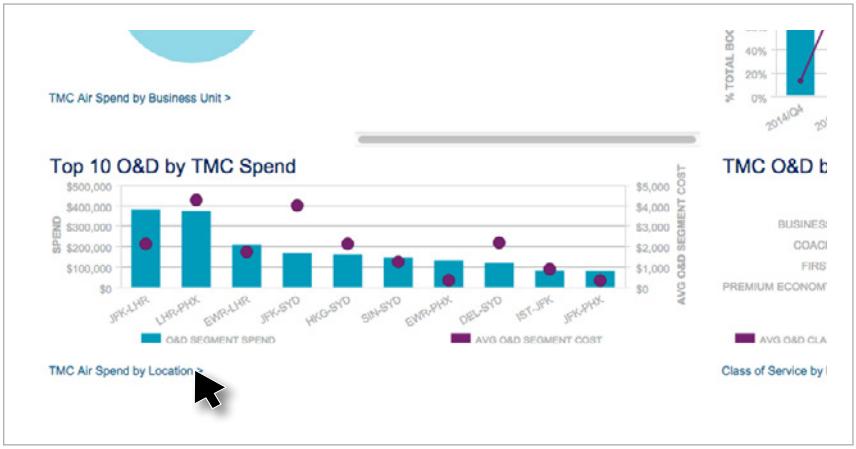
1. From the Air Overview page, **click the "TMC Air Spend by Business Unit" link** underneath the "Total TMC Air Spend" donut chart.



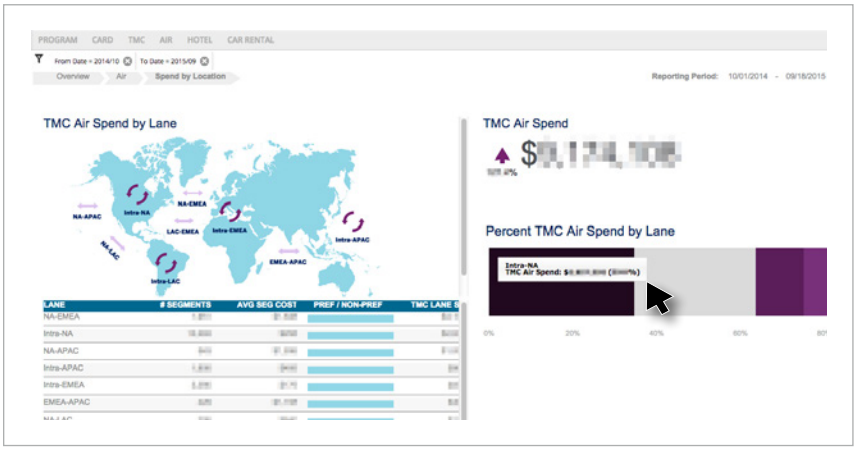
2. The "TMC Air Spend by Business Unit" bar chart on the top left lists the top Air-spending Business Units at your company.

3. **Hover over each bar** to see the exact amount each Business Unit is spending on Air travel, with both Preferred and Non-Preferred Suppliers.

HOW OFTEN IS MY COMPANY BOOKING WITH PREFERRED AIR SUPPLIERS FOR EACH LANE?



1. From the Air Overview page, **click the "TMC Air Spend by Location" link** underneath the "Top 10 O&D by TMC Spend" bar chart.

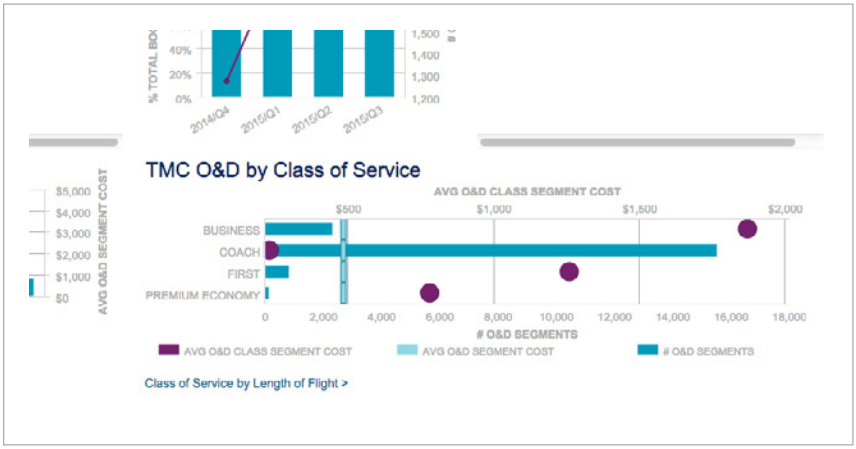


2. The "TMC Air Spend by Lane" world map at the top of this section gives you a visual reference of where your company incurs its TMC Air Spend, while the chart below gives you more detail.

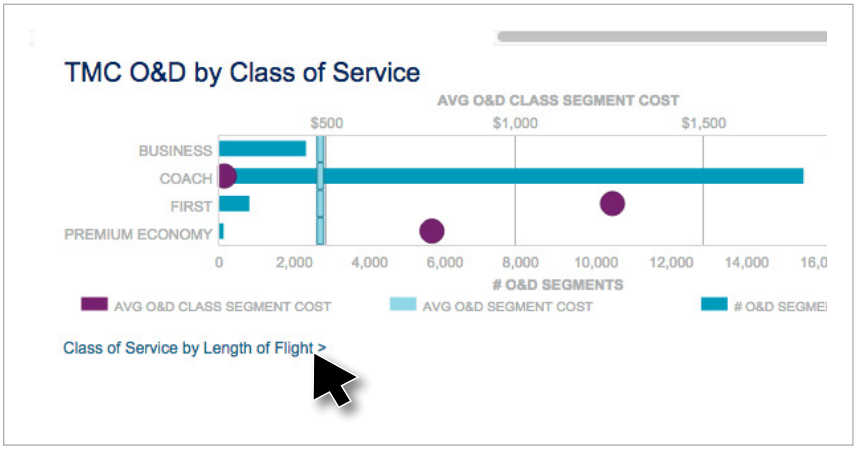
3. The chart lists your company's Air Spend Lanes in order of Total TMC Lane Spend. To gauge how often your employees are complying, **hover over the bars on the far right** to see the exact amount each Lane has been booked with both Preferred and Non-Preferred Suppliers.

4. The horizontal "Percent TMC Air Spend by Lane" line on the right side of this page shows how much your company is spending on each Lane, and is found by dividing the total amount spent on a Lane by the total TMC Air Spend of all Lanes.

HOW AM I PERFORMING BASED ON LENGTH OF FLIGHT BY CLASS OF SERVICE?

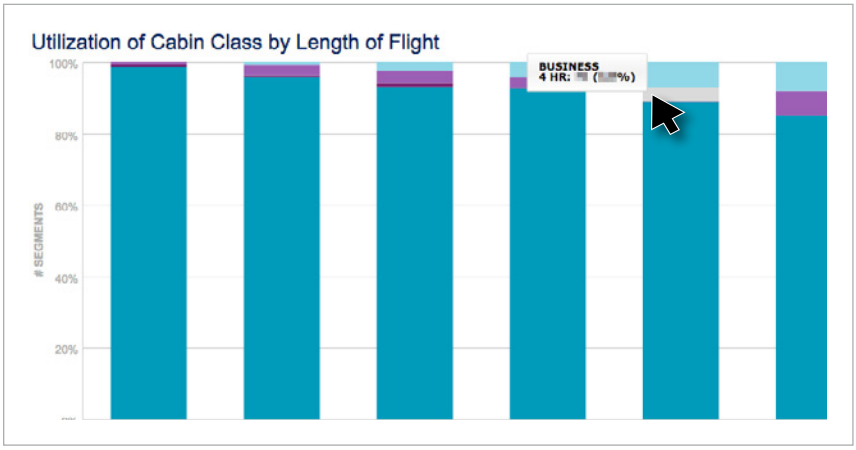


1. On the Air Overview page, **find the "TMC O&D by Class of Service" horizontal bar chart.**
2. This chart overlaid with two markers shows the Average O&D Segment Cost for each Air Class (y axis), while also showing the Total Number of O&D Segments (top x axis) and the Average Ticket Cost (bottom x axis). Air Classes are defined as First, Business and Coach.



3. **The "Class of Service by Length of Flight" link** underneath this chart will take you to a dashboard with more details on your company's spend by class of service broken down by length of flight.

4. The 100% stacked "Utilization of Cabin Class by Length of Flight" bar chart shows the percentage of your company's O&D Segments by Class of Service (y axis) by Length of Flight in hours (x axis). This is the total number of O&Ds for each class divided by the total number of O&Ds, for each length of time.



5. **Hover over each bar** to see how often your company booked each class of service for each length of flight segment.

Overview

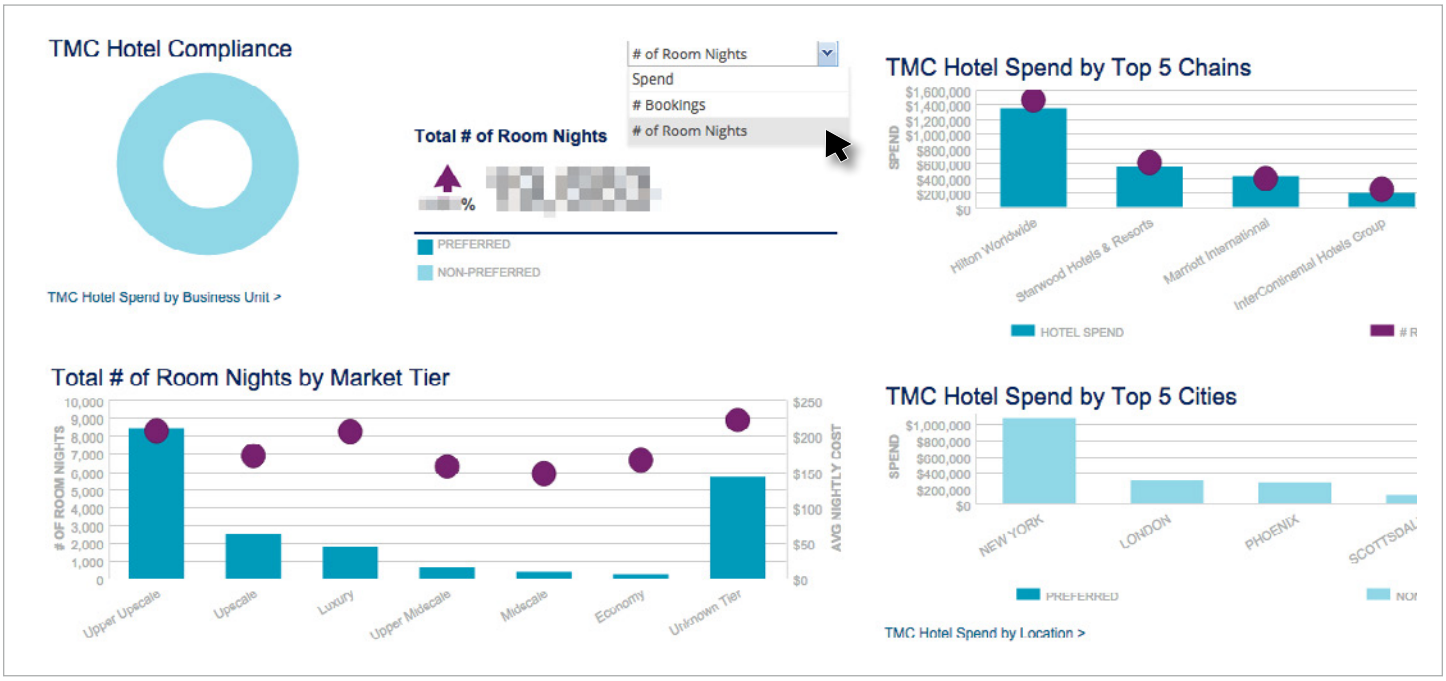
HOTEL OVERVIEW

Take a look at where your employees are booking rooms, how much they're paying, and whether or not there are any fees you could be avoiding.

USE THE HOTEL OVERVIEW PAGE TO SEE:

- Total TMC Hotel Spend
- Total TMC Hotel Spend for Preferred and Non-Preferred Suppliers
- TMC Hotel Spend by Market Tier
- TMC Hotel Spend by Top 5 Chains
- TMC Hotel Spend by Top 5 Cities

HOW MANY NIGHTS HAS MY COMPANY BOOKED AT NON-PREFERRED HOTELS?



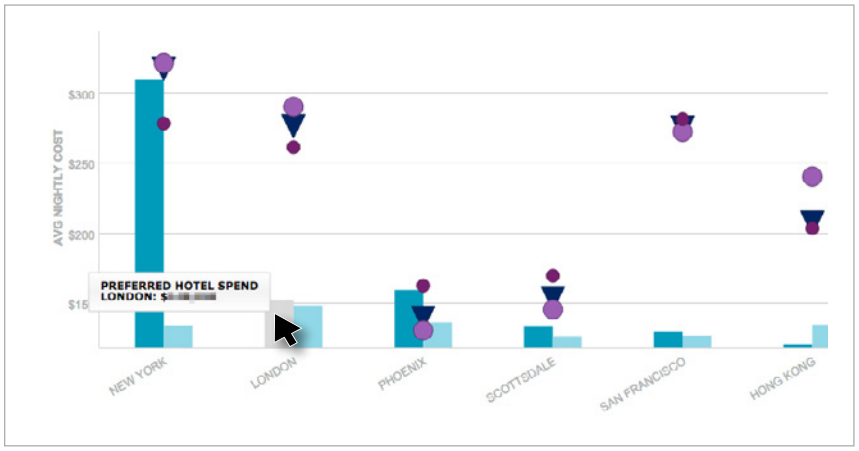
On the Hotel Overview page you will notice a drop-down list to the right of the "TMC Hotel Compliance" donut chart. This menu gives you options to view your Hotel data by amount of spend, number of bookings, or the number of room nights.

Choose the "# of Room Nights" option to update the charts and graphs on this page in real time. **Hover over the "TMC Hotel Compliance" donut chart** to see the exact number of room nights your employees have booked at both Preferred and Non-Preferred Suppliers.

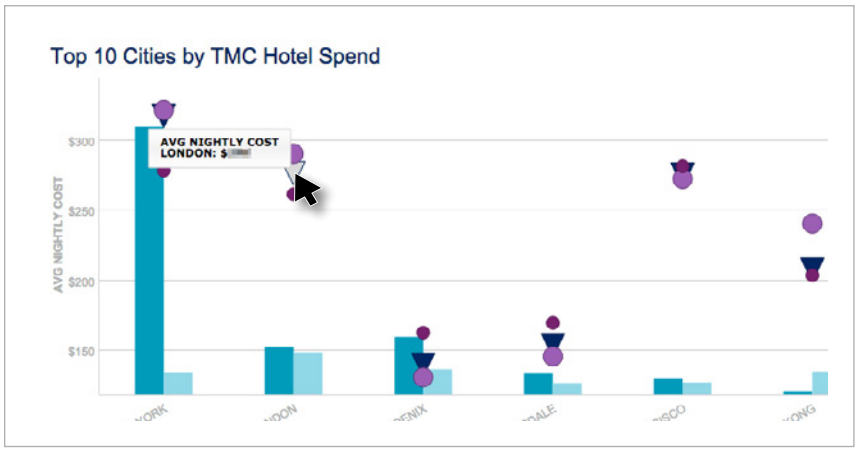
ARE MY NEGOTIATED RATES BETTER THAN THE AVERAGE NIGHTLY COSTS?

1. On the Hotel Overview page, **click the "TMC Hotel Spend by Location" link** underneath the "TMC Hotel Spend by Top 5 Cities" bar chart.

2. This link drills down to a page with location-based average room rate details. The cities listed here are the 10 locations in which your company has booked the most Hotel rooms.

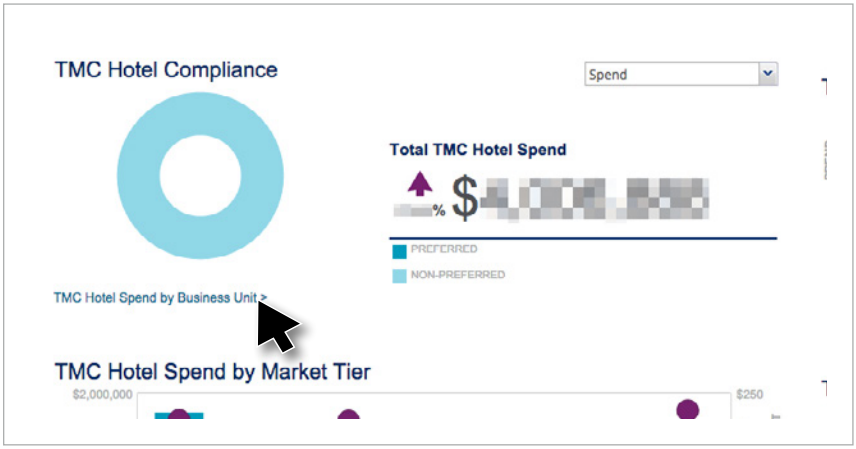


3. **Hover over each of the bars** to see the exact amount your company is spending in a specific location at either Preferred or Non-Preferred Suppliers.

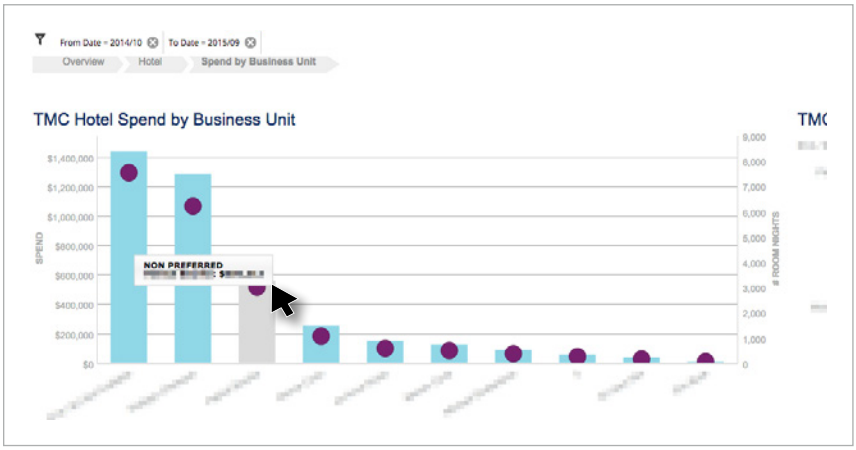


4. **Hovering over the dark blue marker** will also show you the exact nightly rate your company has negotiated in a specific location, while the other two markers show you the average and Non-Preferred nightly rates.

WHICH OF MY BUSINESS UNITS ARE BOOKING WITH NON-PREFERRED SUPPLIERS?



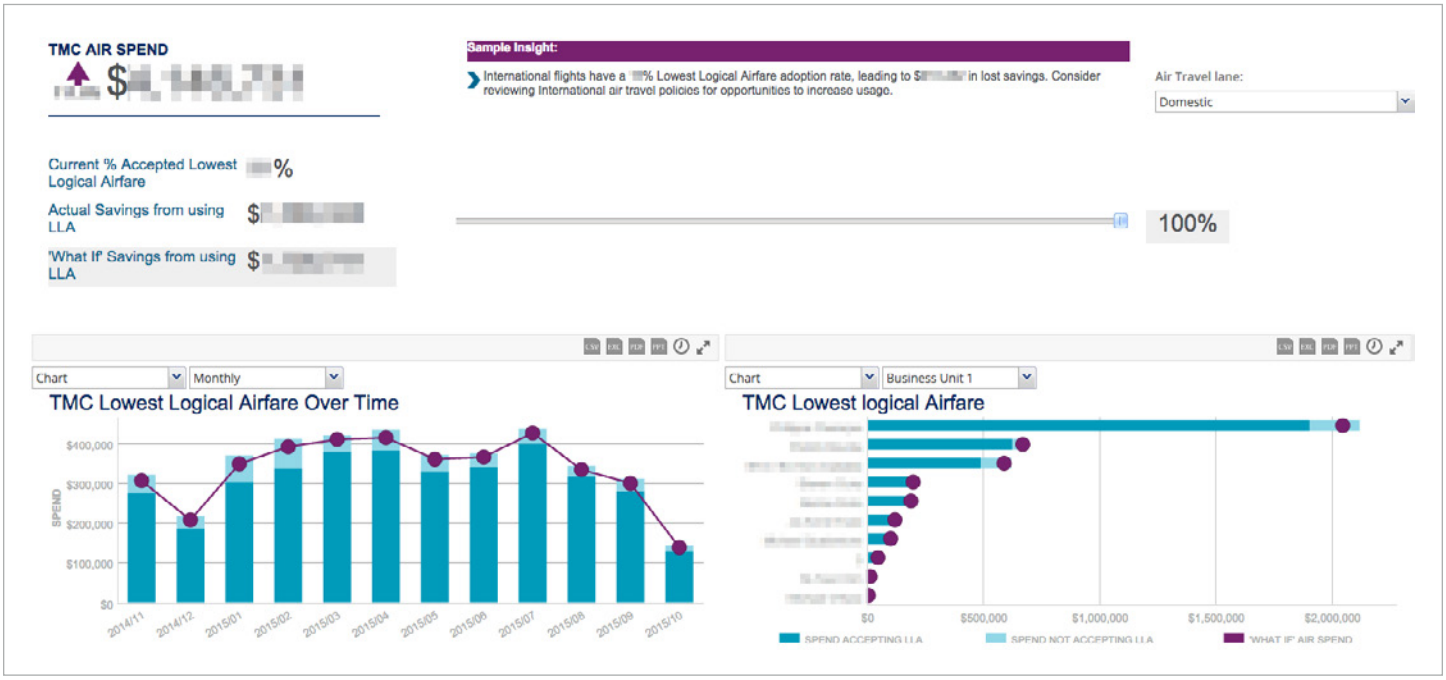
1. From the Hotel Overview page, **click the "TMC Hotel Spend by Business Unit" link** underneath the "TMC Hotel Compliance" donut chart.



2. The "TMC Hotel Spend by Business Unit" bar chart on the left lists the top Hotel-booking Business Units at your company.

3. **Hover over each bar** to see the exact number of room nights each Business Unit has booked, at both Preferred and Non-Preferred Suppliers.

Savings



The Savings pages give you a more in-depth look at your company's travel program and include interactive sliding scales that will let you explore savings and efficiency opportunities for your company. These **"what-if" scenarios** allow you to assess and calculate the exact dollar amount certain behavioral changes could have potentially saved you.

"WHAT-IF" SCENARIOS INCLUDE:

- Advance Purchase
- Booking Method (Online/Offline)
- Lowest Logical Airfare
- Preferred/Non-Preferred Suppliers

HOW MUCH COULD I SAVE IF MY EMPLOYEES SHOWED AN INCREASE OR DECREASE IN A CERTAIN BEHAVIOR?

PREMIER INSIGHTS features "what-if" scenarios across each travel spend category, including Air, Hotel and Car Rentals, to help you determine which actions are worth taking to increase your company's efficiency. These interactive sliding scales use your company's historical travel program data to show you how you could have saved in certain scenarios and potentially what you could save in the future.

A. INTERACTIVE SLIDER

Calculate the amount you could have potentially saved if your travelers showed an increase or decrease in program adoption.

B. ADJUSTED SAVINGS OPPORTUNITY

Total amount that could have been saved if the corresponding percentage of traveler behavior had been adopted.

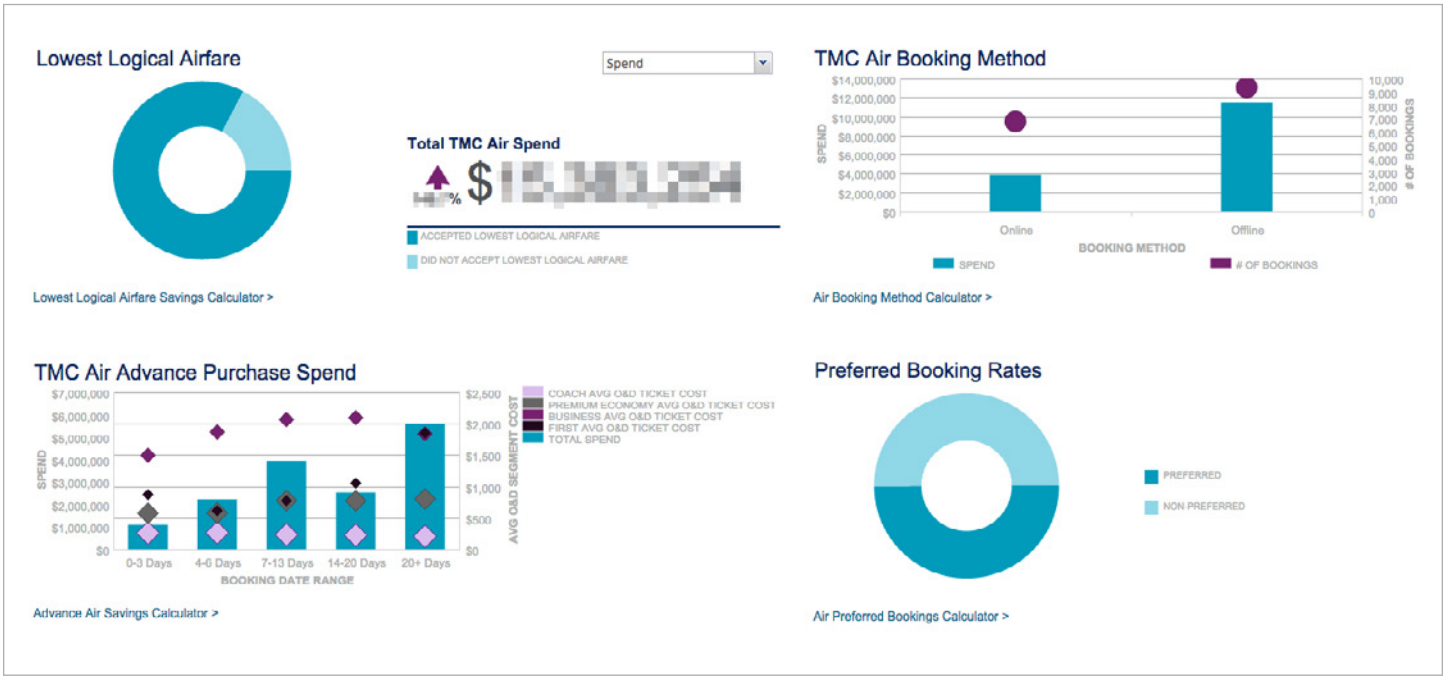
C. SPEND OVER TIME

See how historical monthly spend could have been affected by adjusting the adoption rate of each behavior.

Savings

AIR SAVINGS

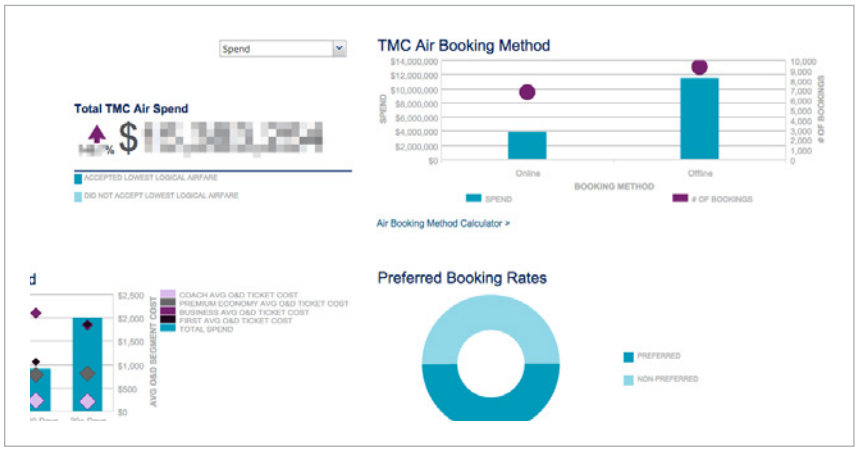
Stay on top of how and when your company is booking its Air Travel and find room for efficiencies and savings opportunities.



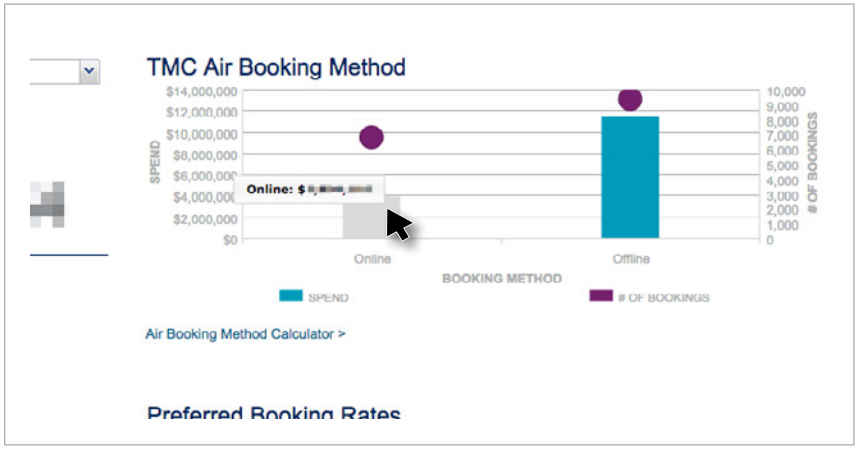
USE THE AIR SAVINGS PAGE TO SEE:

- Lowest Logical Airfare Bookings
- Total TMC Air Spend
- TMC Air Advance Purchase Spend
- TMC Air Booking Method
- Preferred Air Booking Rates

HOW OFTEN ARE MY EMPLOYEES BOOKING THEIR AIR TICKETS OFFLINE AND HOW MUCH ARE THOSE EXTRA FEES COSTING ME?

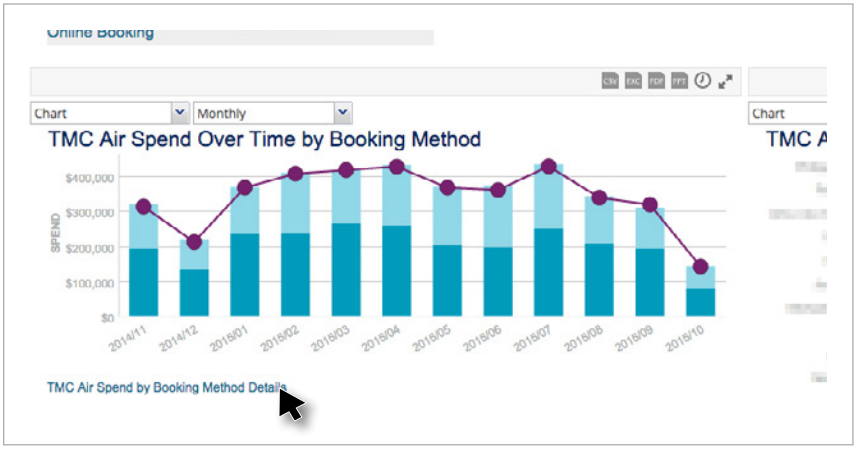


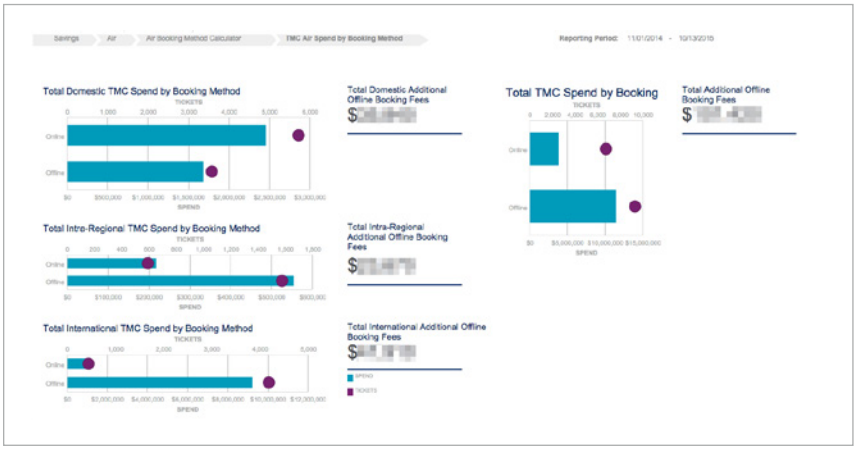
1. On the Air Savings page, **find the "TMC Air Booking Method" bar chart.**



2. This bar chart shows how often your company is booking Air tickets both online and offline. **Hover over each bar** to see exactly how much was spent via both online and offline booking. Hovering over the markers will also show you the number of tickets your company has booked via each method.

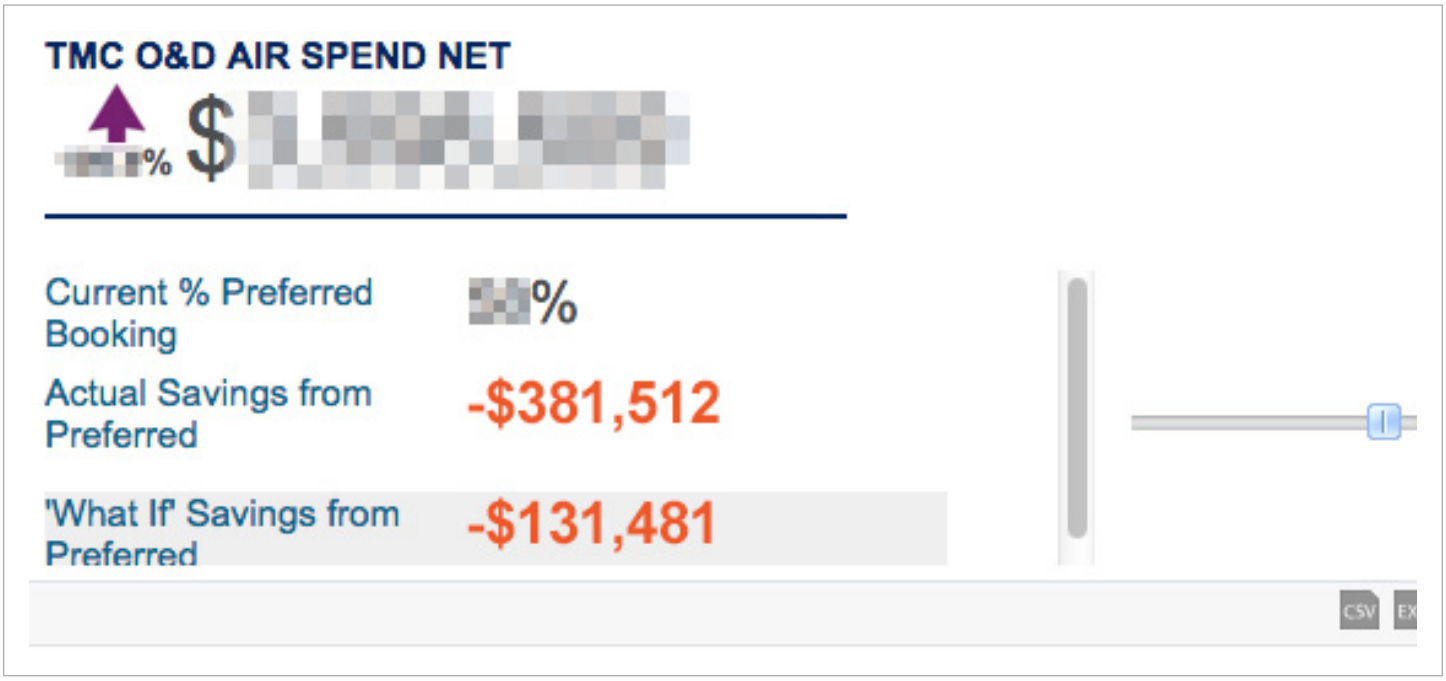
3. The **"Air Booking Method Calculator" link** underneath this chart will take you to the savings dashboard where you can utilize the interactive slider.





4. The **"TMC Air Spend by Booking Method Details" link** underneath the "TMC Air Spend Over Time by Booking Method" chart will bring you to a dashboard that tells you exactly how much you have spent on offline booking fees for domestic flights, intra-regional flights, international flights, and overall.

WHY AM I SEEING A NEGATIVE NUMBER FOR MY "ACTUAL SAVINGS?"



From time to time, you may see a negative value for your "Actual Savings." This could be for a number of reasons:

AIR PREFERRED BOOKINGS

Air data is shown at the travel lane dimension (domestic, international and intra-regional), so variations due to price differences in that are minimized. However, there are a few other reasons why your company's Preferred average price could be higher, such as if you have high usage by Preferred Suppliers on more expensive routes. For example, you could have a 90% adoption rate on booking Preferred flights from LGA–SEA where the average overall cost is $500, while at the same time having a high use of Non-Preferred on the LAX–PHX route, where the average overall cost is $120. Your company's advance purchase times may play a part in this as well (i.e., Non-Preferred tickets were purchased, on average, three weeks in advance, while purchases on Preferred Suppliers had an average of three days in advance). Lastly, your company may have been flying a lot with low-cost carriers who tend to not have contracts (Southwest, Allegiant, etc.).

AIR BOOKING METHOD (ONLINE/OFFLINE)

There may be times when your company's offline booking was actually cheaper than if it was made online. When booking offline, agents may look for cheaper options by using multiple Airlines and splitting the tickets. Agents booking online rarely do split tickets.

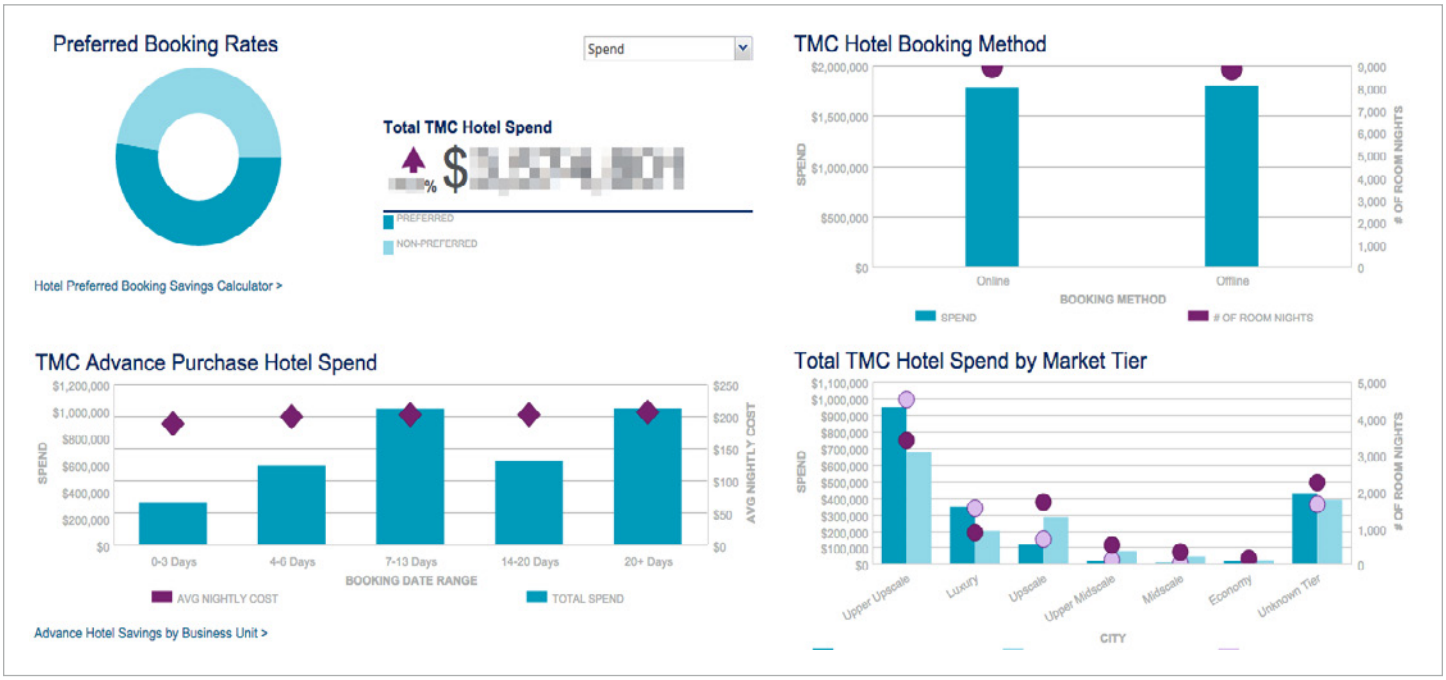
ADVANCE AIR PURCHASE

Even if the ticket was booked in advance but you're flying during peak travel times, the cost will always trend higher. Additionally, the actual route may be driving this lower price. If your employees are booking a lot of their less expensive routes less than 14 days prior, but purchasing higher priced routes further out, then the <14 days bucket will have a lower price.

Savings

HOTEL SAVINGS

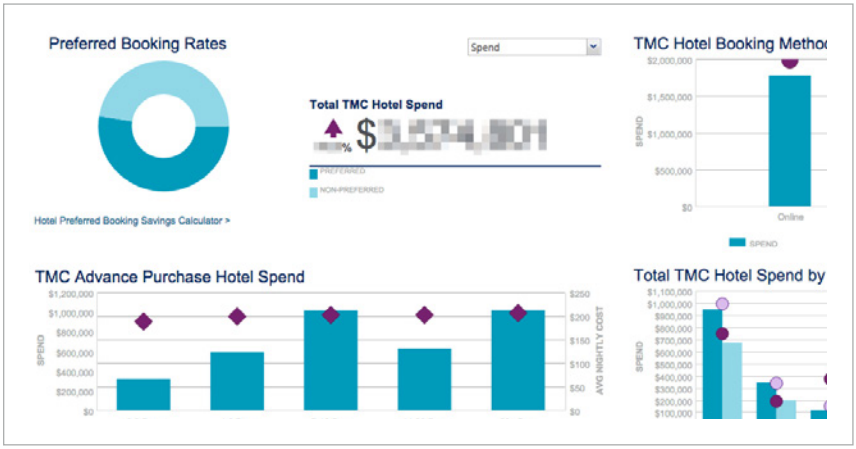
See how often your employees are booking rooms in higher Market Tiers and/or with Preferred Suppliers to find room for efficiencies and savings opportunities.



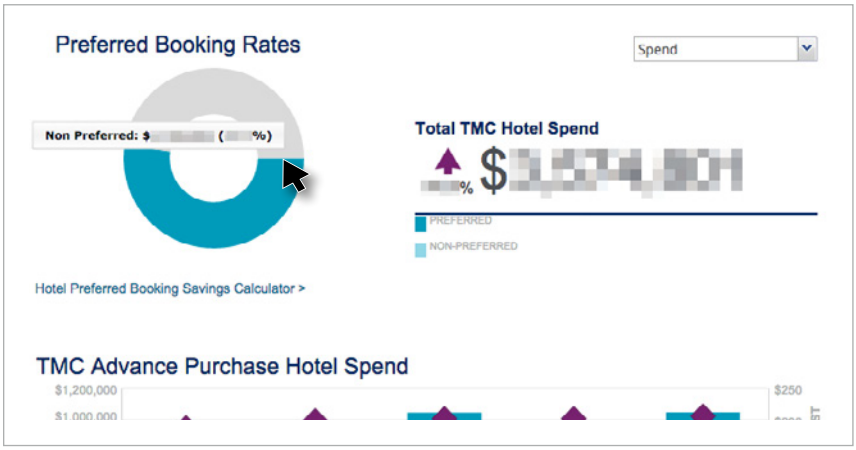
USE THE HOTEL SAVINGS PAGE TO SEE:

- Preferred Hotel Booking Rates
- TMC Advance Purchase Hotel Spend
- TMC Hotel Booking Method
- Total TMC Hotel Spend by Market Tier

HOW MUCH AM I SAVING BY BOOKING WITH PREFERRED HOTELS?



1. On the Hotel Savings page, **find the "Preferred Booking Rates" donut chart.**



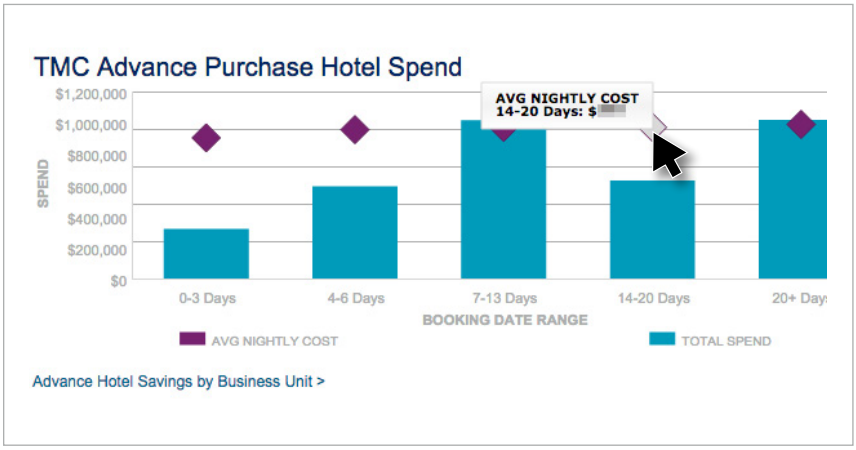
2. This chart shows how often your company is booking Hotels with both Preferred and Non-Preferred Suppliers. **Hover over the chart** to see exactly how much was spent at both Preferred and Non-Preferred Suppliers.

3. The **"Hotel Preferred Booking Savings Calculator" link** underneath this chart will take you to the savings dashboard where you can utilize the interactive slider.

4. On the left of this page you will see a value labeled "Actual Savings from Preferred." This number is the amount your company has saved by booking with Preferred Hotel Suppliers.

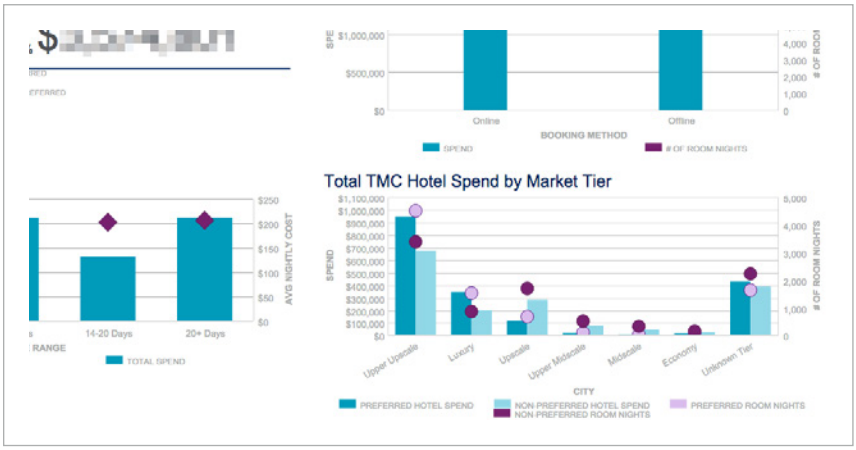
AM I SAVING MONEY BY BOOKING HOTELS IN ADVANCE?

1. On the Hotel Savings page, **find the "TMC Advance Purchase Hotel Spend" bar chart.**

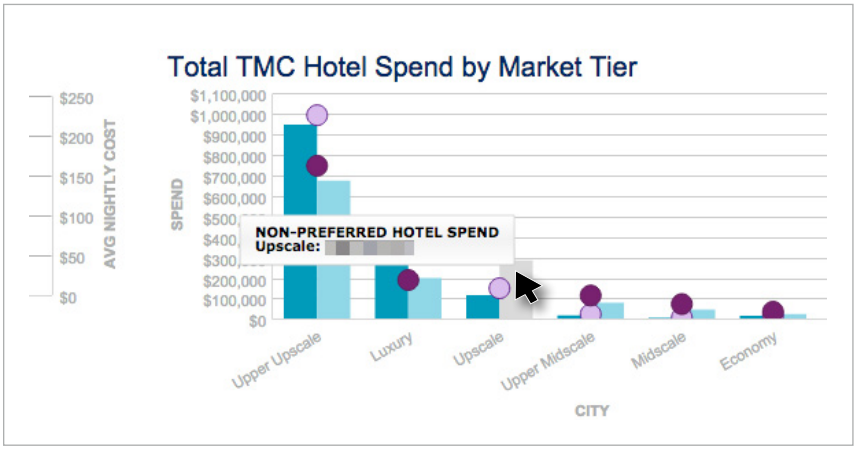


2. This bar graph shows your company's Total TMC Hotel Spend broken down by different advance purchase date ranges: 0–3 days, 4–6 days, 7–13 days, 14–20 days and 15+ days prior to stay. The graph is also overlaid with markers that represent the average nightly rates within each date range.

WHAT IS MY TOTAL HOTEL SPEND BY MARKET TIER?

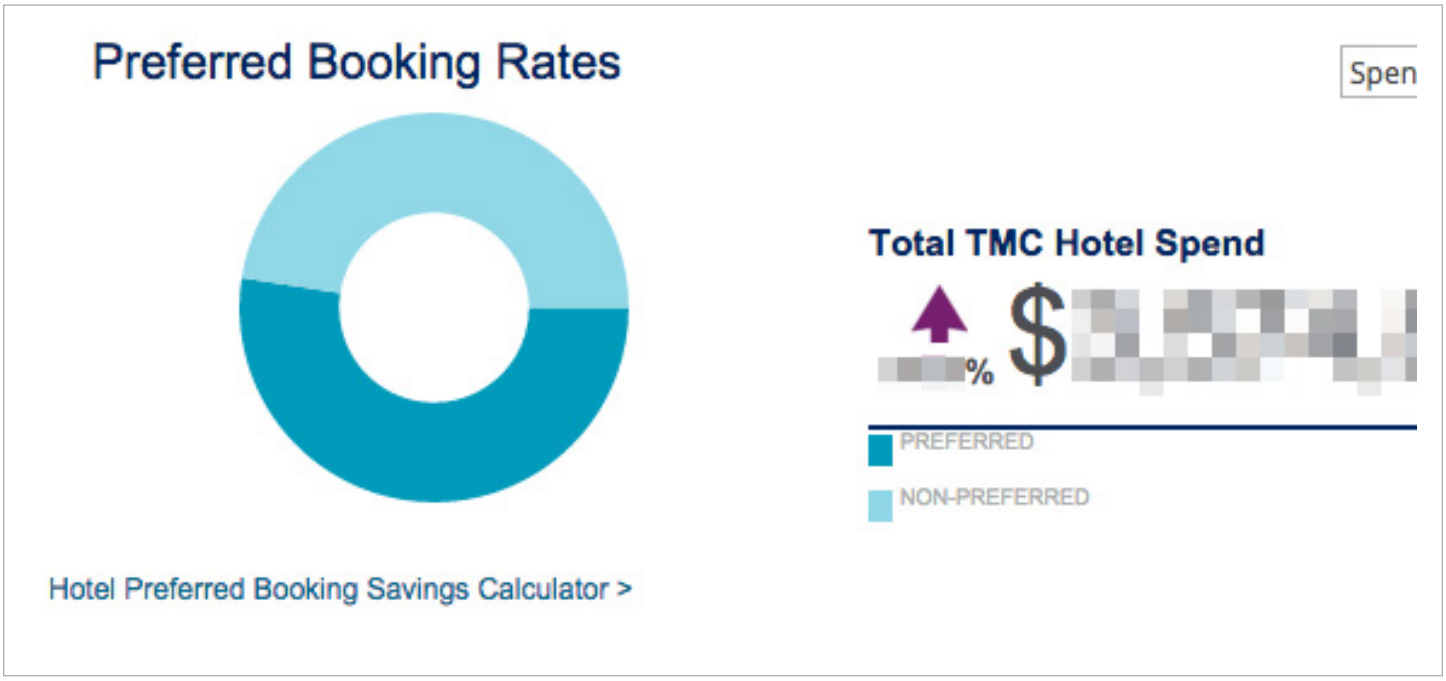


1. On the Hotel Savings page, **find the "Total TMC Hotel Spend by Market Tier" bar chart.**



2. This double bar graph shows your company's Total Preferred and Non-Preferred TMC Hotel Spend for each of the different Hotel Market Tiers. The graph is also overlaid with markers that represent the number of Preferred and Non-Preferred room nights for those same Market Tiers. Hover over the chart to see exactly how much was spent by each Market Tier.

WHY AM I SEEING A NEGATIVE NUMBER FOR MY "ACTUAL SAVINGS?"



From time to time, you may see a negative value for your "Actual Savings." This could be for a number of reasons:

HIGHER PREFERRED RATES

Sometimes your Preferred rate is just higher. **PREMIER INSIGHTS** can help you see if you are getting better rates at Non-Preferred Suppliers and in turn, help you to realize which Non-Preferred Suppliers you should look into making contracted properties.

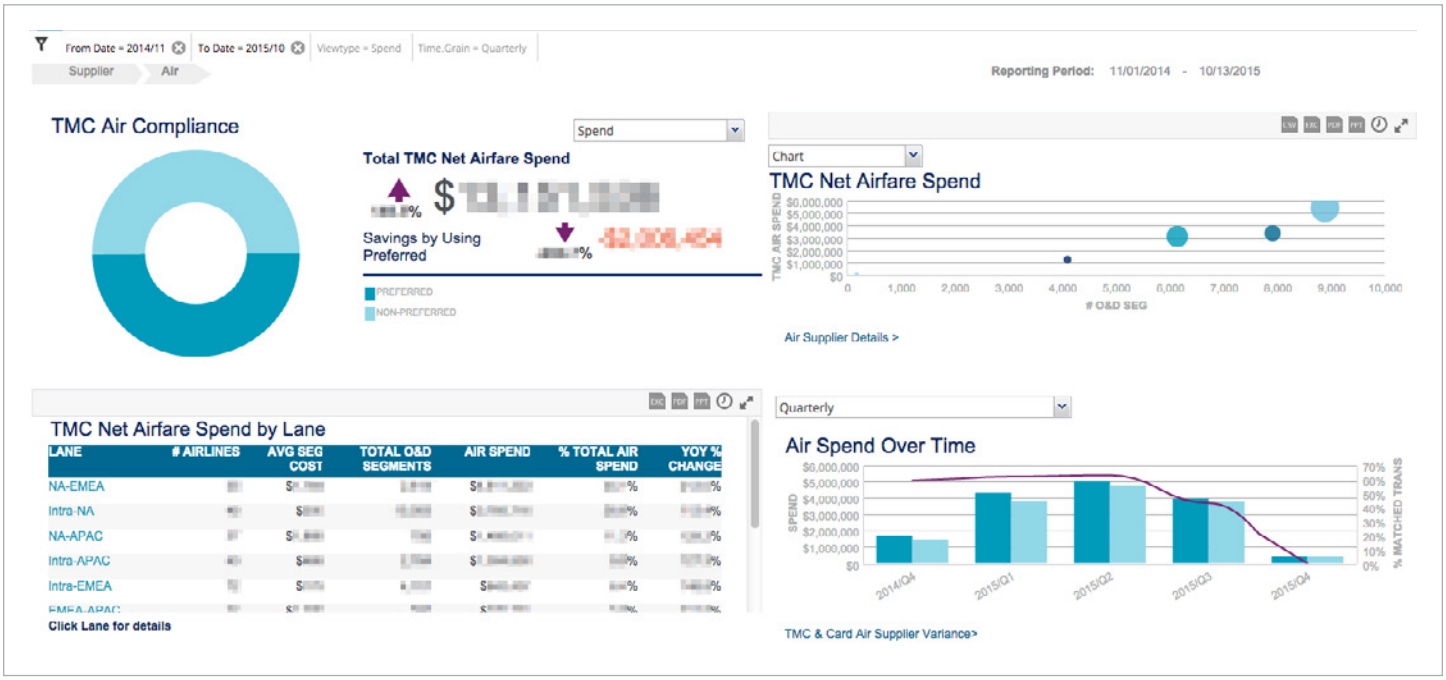
LOCATION

If you have a lot of Preferred spend in New York City and a lot of Non-Preferred spend in Oklahoma City, your Non-Preferred rate is going to be lower.

Supplier

AIR SUPPLIER

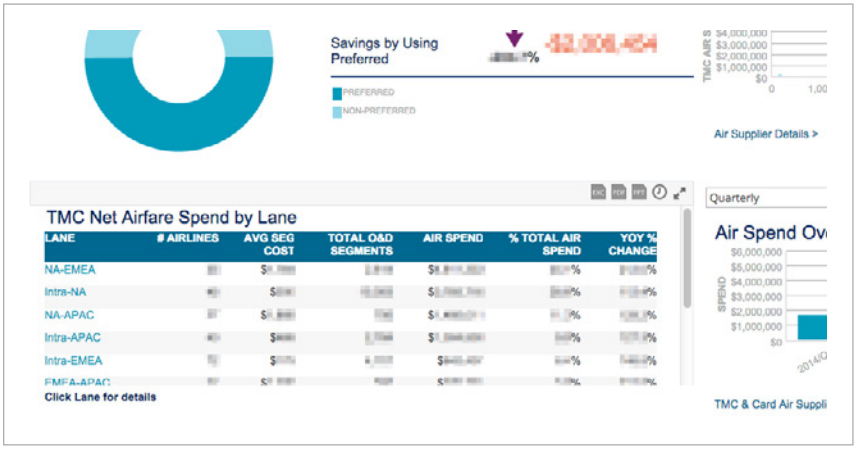
See which Airlines your employees are flying with and where they seem to be traveling to the most, helping you to leverage Supplier contracts.



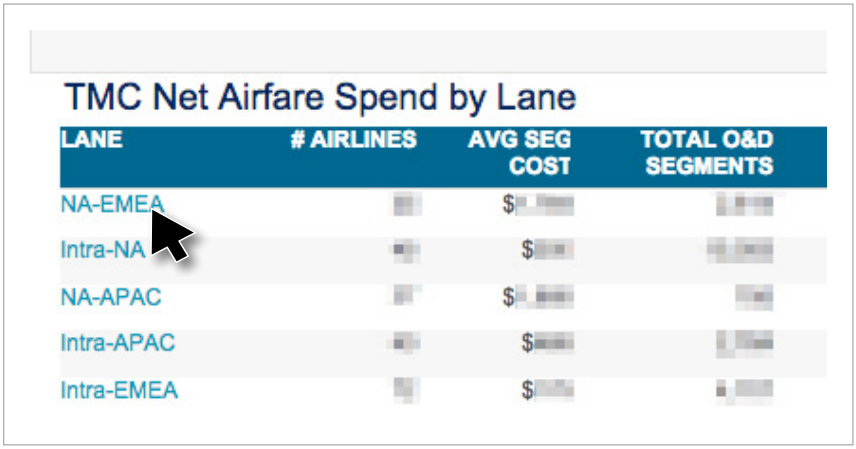
USE THE AIR SUPPLIER PAGE TO SEE:

- TMC Air Compliance
- TMC Air Spend by Lane
- TMC Air Spend Activity by Alliance
- TMC Air Spend & Card Travel Spend Over Time

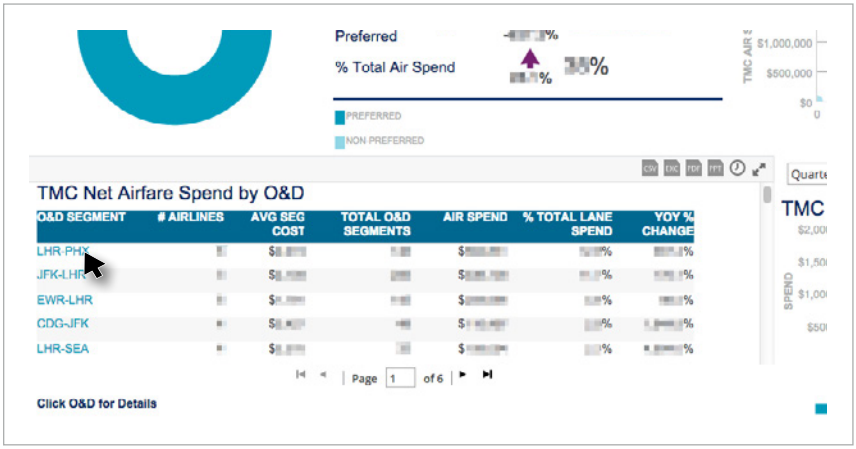
HOW DOES MY AVERAGE COST BY ORIGIN AND DESTINATION COMPARE TO OTHER INDUSTRIES?



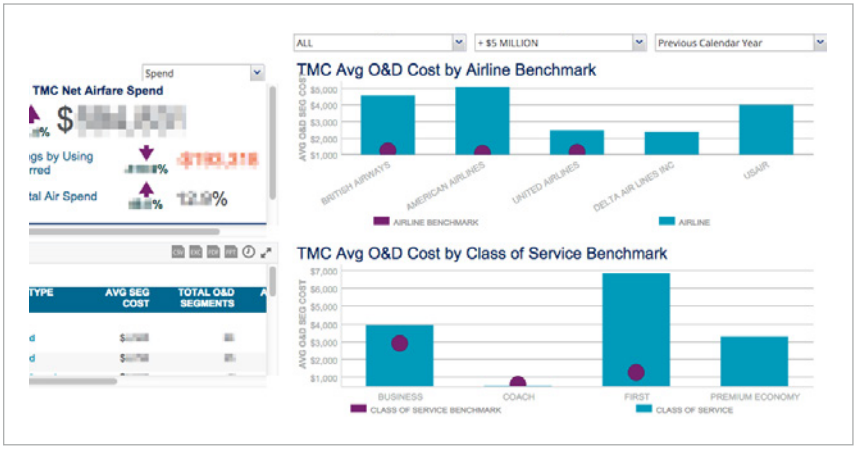
1. On the Air Supplier page, find the **"TMC Net Airfare Spend by Lane"** chart. This chart lists the individual Lanes that your company has incurred the greatest amount of Total TMC Air Spend in and includes information such as total number of O&D segments, the percentage of your company's market share each Lane makes up, and the year-over-year change for each Lane.



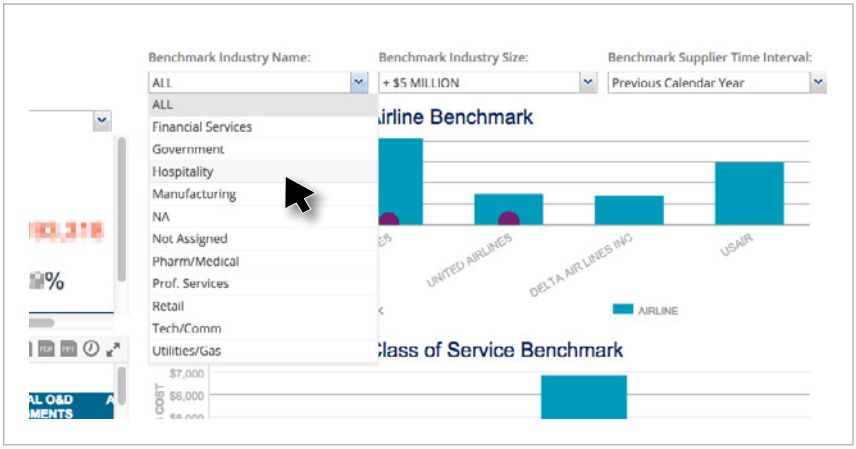
2. Within this chart, **click on a specific Lane** to go to a dashboard with more details regarding that specific Lane.



3. At the bottom of this dashboard, **find the specific origin and destination you want to examine** closer in the "TMC Net Airfare Spend by O&D" chart. **Click the link** to bring you to a dashboard with information specific to that origin and destination. Again, this information includes the percentage of your company's Lane market share each O&D makes up, and the year-over-year change for each O&D.

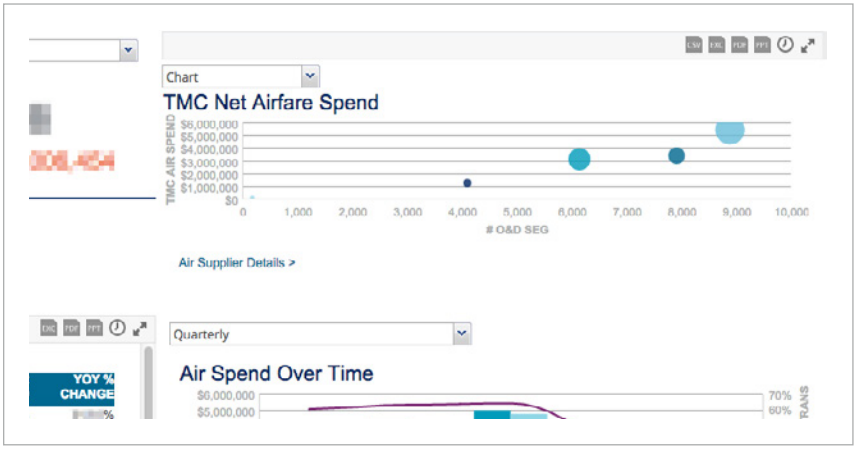


4. The **"TMC Avg. O&D Cost by Airline Benchmark"** and **"TMC Avg. O&D Cost by Class of Service Benchmark"** bar charts can show you how your average cost by origin and destination compares to other industries.

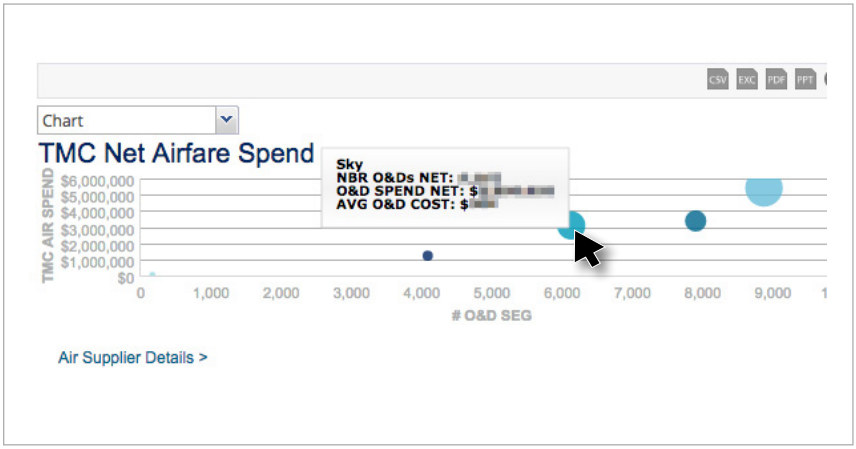


5. **Use the "Benchmark Industry Name" drop-down menu** to toggle between different industries.

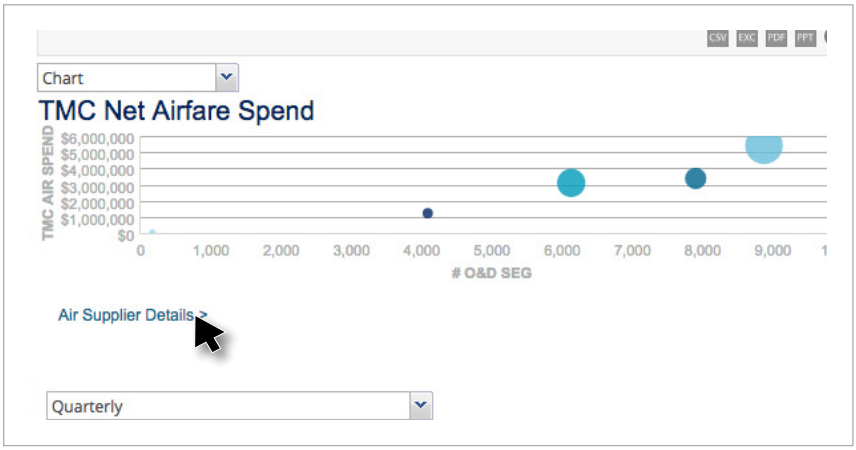
WHAT IS MY TOTAL COST BY AIR ALLIANCE OR AIRLINE?



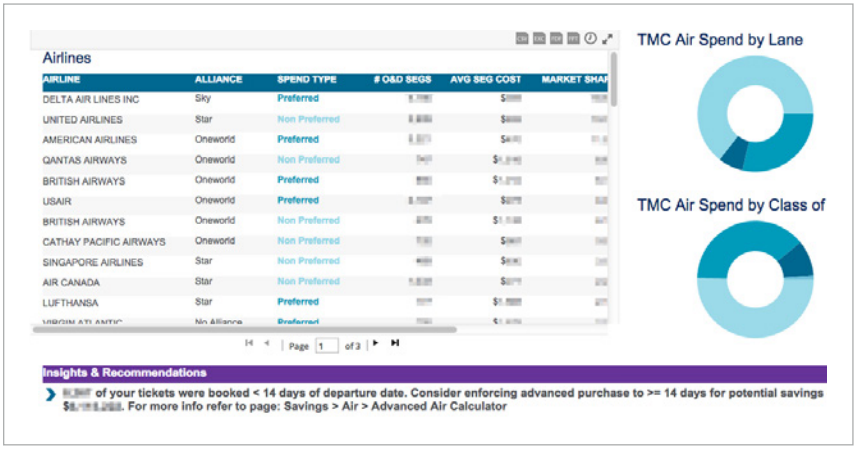
1. On the Air Supplier page, find the **"TMC Net Airfare Spend" chart.** This chart lists the individual Lanes that your company has incurred the greatest amount of Total TMC Air Spend in.



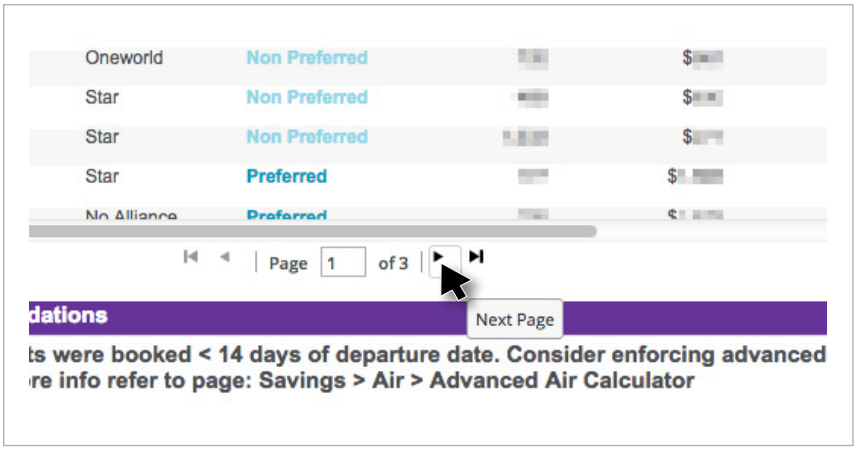
2. Hover over each marker to see the exact amount your company has spent within each Air Alliance.



3. The **"Air Supplier Details" link** underneath this chart will take you to a dashboard with more details on your company's spend by specific Airline.

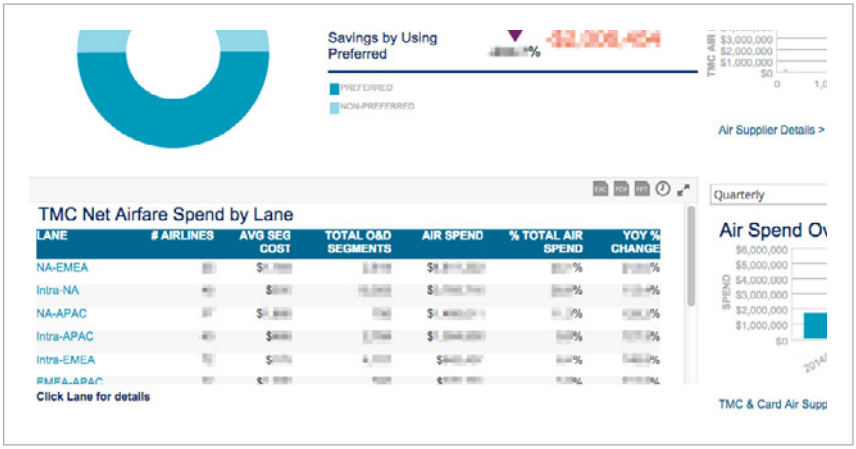


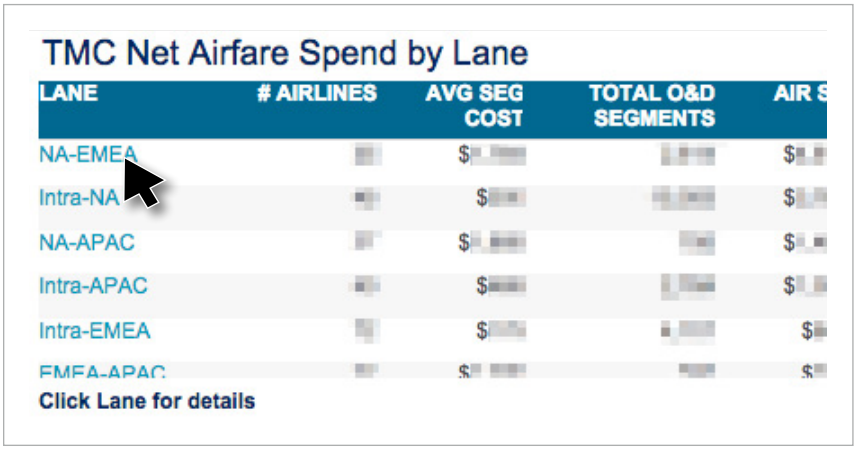
4. The **"Airlines" chart** on the left side of this page lists all the Airlines your company has booked travel with, along with how much you have spent in total with each.



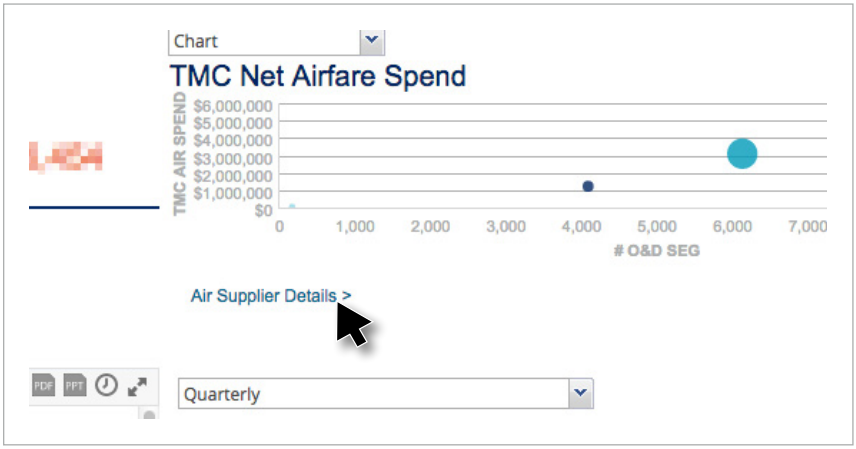
5. **Use the arrows** on the bottom of this chart to scroll through all individual Airlines.

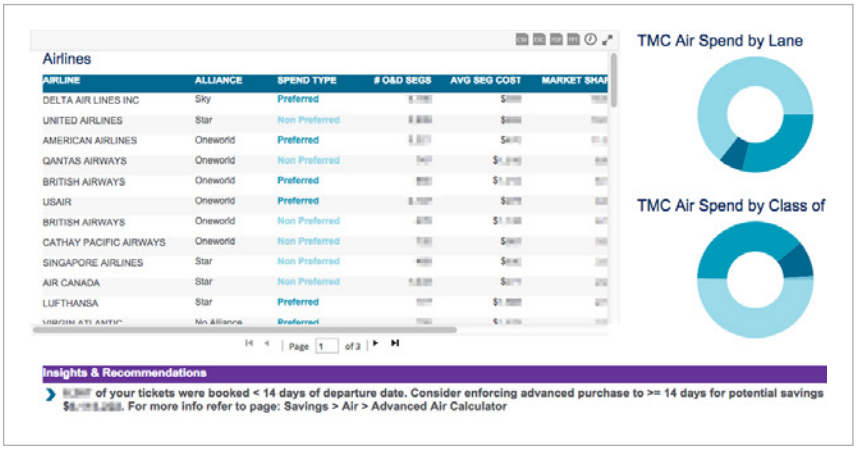
HOW CAN I SEE MY AVERAGE SEGMENT COST BY ORIGIN AND DESTINATION OR BY AIRLINE?

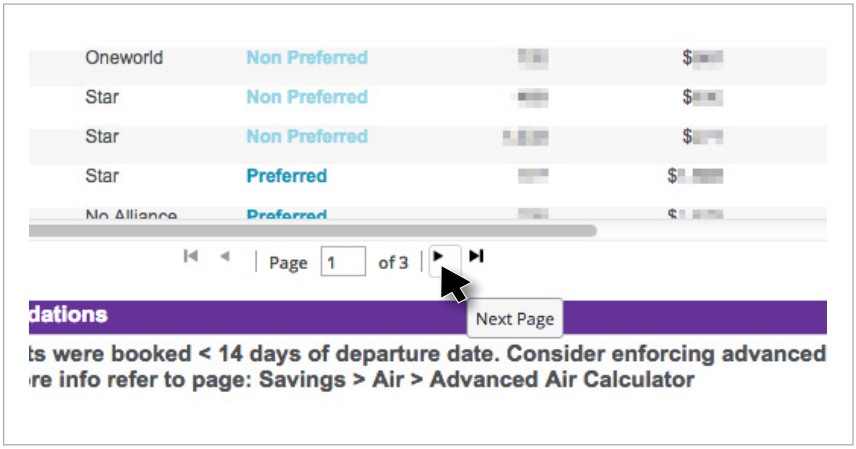




1. To see your average segment cost by origin and destination, **utilize the "TMC Net Airfare Spend by Lane" chart** on the bottom of the Air Supplier page. From here, **click the Lane the specific origin and destination is within.** This will load a dashboard with a chart showing your company's "TMC Net Airfare Spend by O&D" and includes the average segment cost for each individual origin and destination.

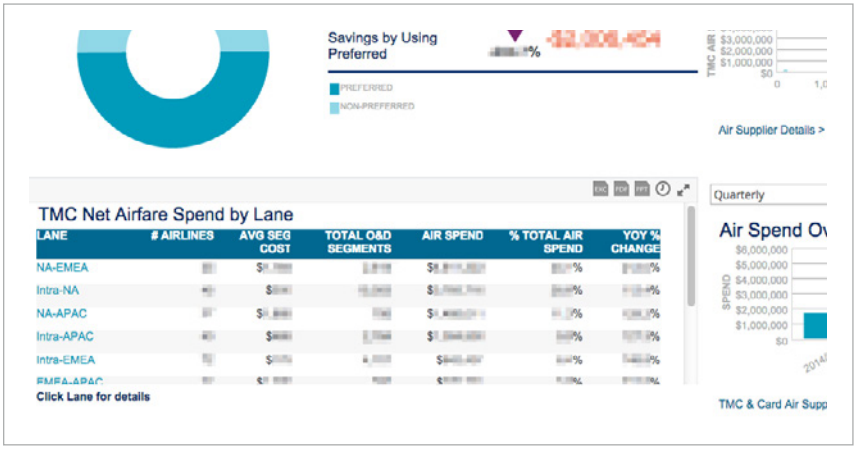




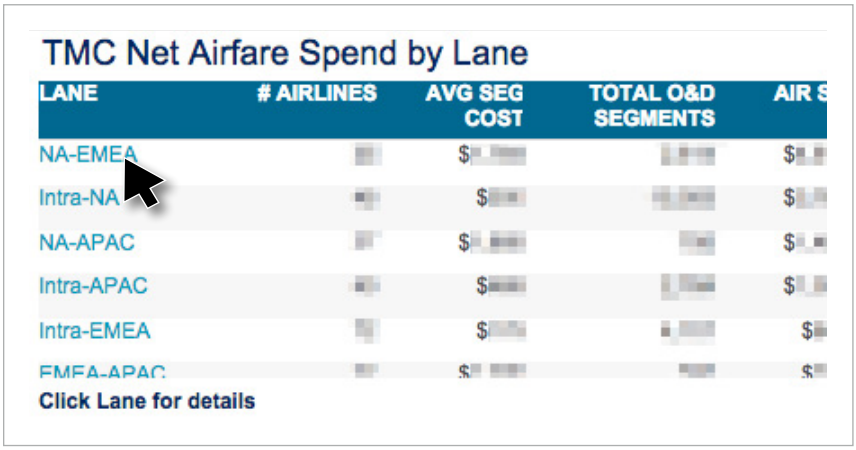


2. To see your average segment cost by **Airline,** find the **"Air Supplier Details" link** underneath the "TMC Air Spend" chart. The **"Airlines" chart** on the left side of the next page lists all the Airlines your company has booked travel with, along with your average segment cost for each Supplier. Use the arrows on the bottom of this chart to scroll through all individual Airlines.

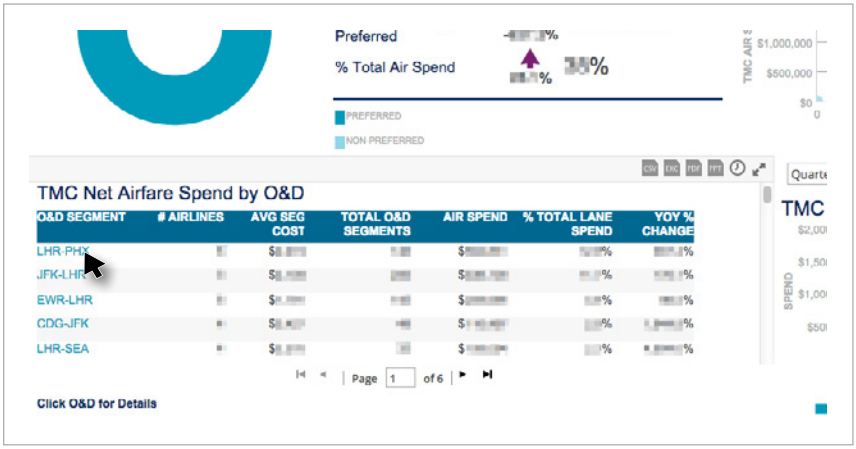
HOW CAN I SEE TRAVELER-SPECIFIC DETAILS BY ORIGIN AND DESTINATION?



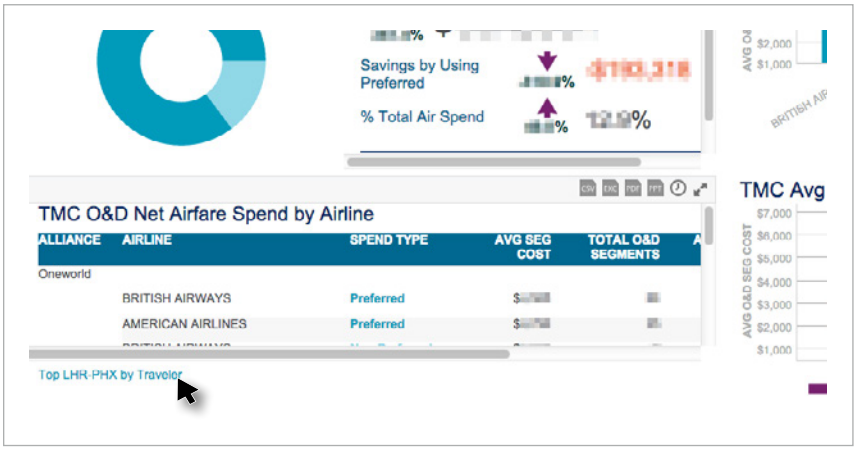
1. On the Air Supplier page, find the **"TMC Net Airfare Spend by Lane" chart.** This chart lists the individual Lanes that your company has incurred the greatest amount of Total TMC Air Spend in.



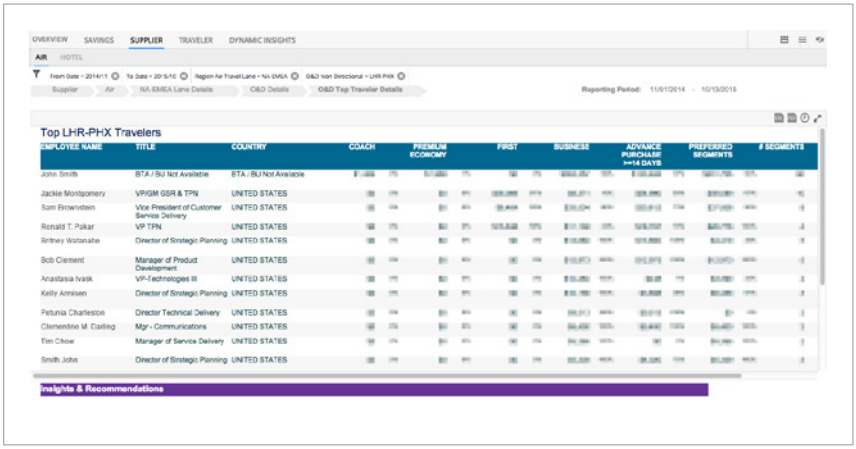
2. Within this chart, **click on a specific Lane** to go to a dashboard with more details.



3. At the bottom of this dashboard, **find the specific origin and destination you want to examine closer** in the "TMC Net Airfare Spend by O&D" chart. **Click the link** to bring you to a dashboard with information specific to that origin and destination.

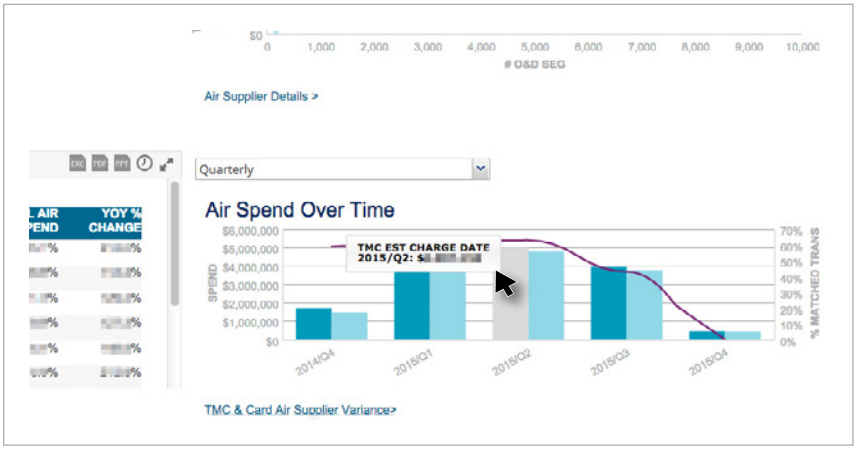


4. **Click the "Top O&D by Traveler" link** at the bottom of the O&D Details dashboard to see all individual travelers that have flown that specific path.

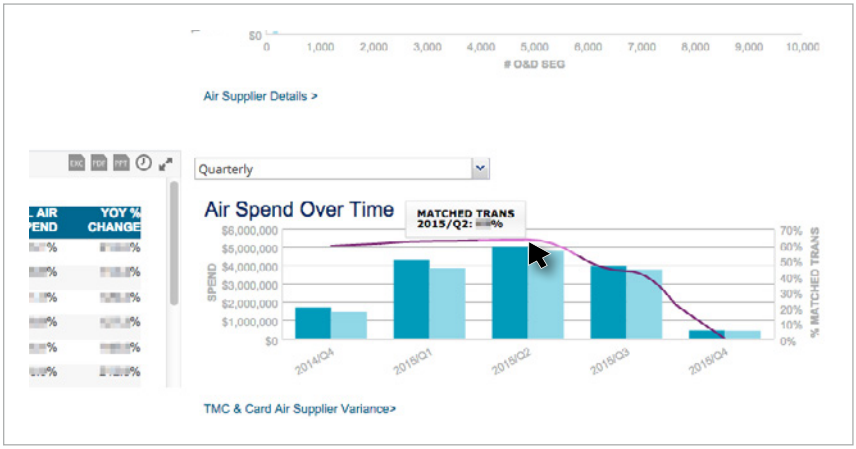


5. Information in this chart includes employee name, title, office location (by city), the ratio of each class of service of seats booked, the ratio of advance purchases utilized, total number of segments the individual has flown, their average ticket price, and the individual's Total TMC Air Spend. Use the arrows on the bottom of each chart to scroll through all individual employees.

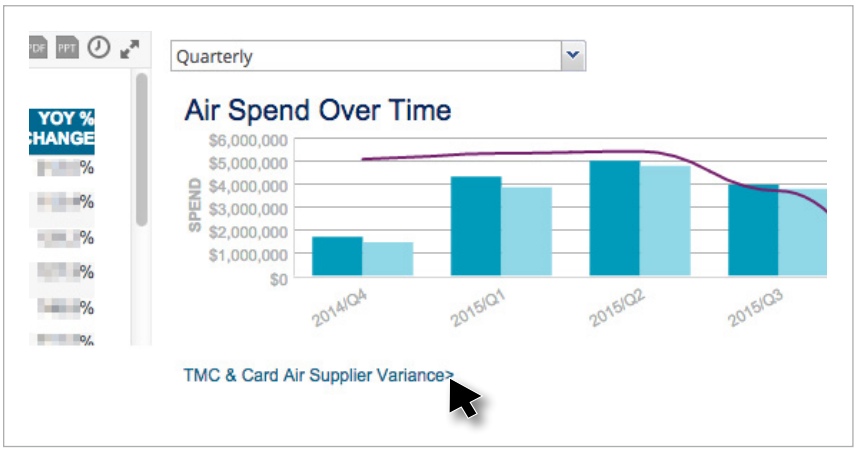
HOW CAN I CLOSER EXAMINE MY COMPANY'S AIR SPEND OVER TIME?



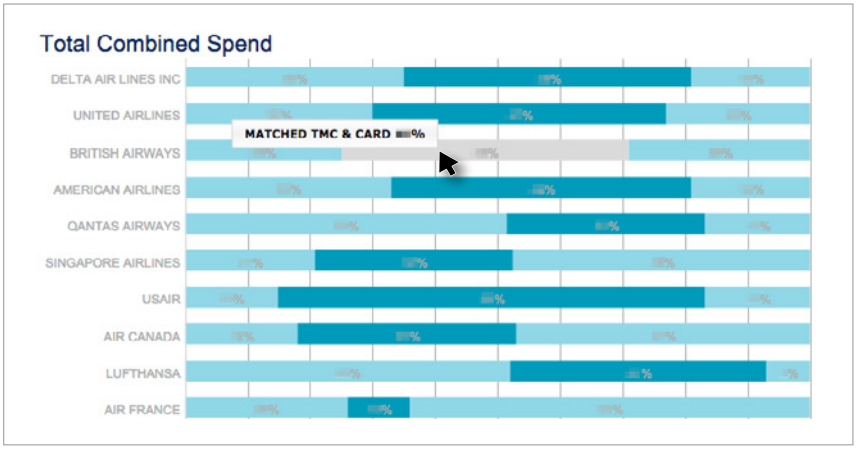
1. On the Air Supplier page, find the "**Air Spend Over Time" chart** on the bottom right. This double bar graph shows your company's Total TMC Air Spend and your Card Air Spend broken down by either quarter or month, depending on what you choose in the drop-down menu. **Hover over each bar** to see the exact amount your company has spent within each time frame.



2. The graph is also overlaid with a line that represents the percentage of matched transactions for each quarter. This can be helpful in determining when the most Air leakage took place.

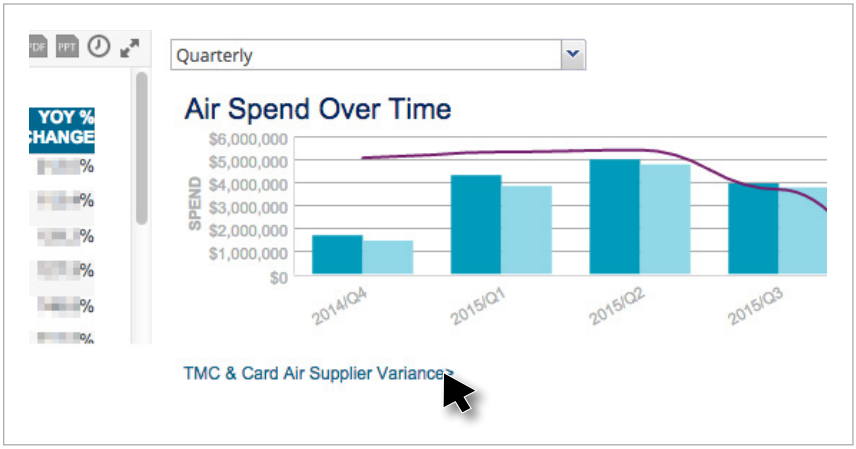


3. To further discover where Air leakage may be coming from, **click the "TMC & Card Air Supplier Variance" link** underneath the graph to load a dashboard with more variance details.



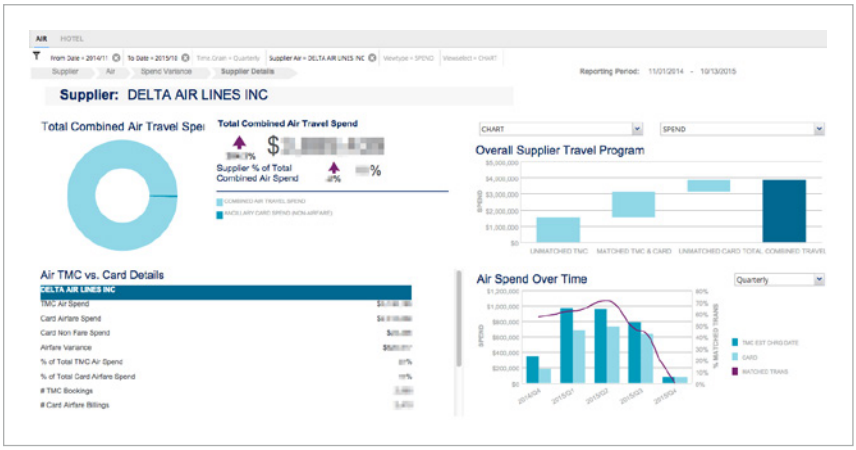
4. **Hover over the bars** in the "Total Combined Spend" horizontal bar chart to the right to see how many transactions are matched for each Airline.

HOW MUCH AM I SPENDING WITH A CERTAIN AIR SUPPLIER?



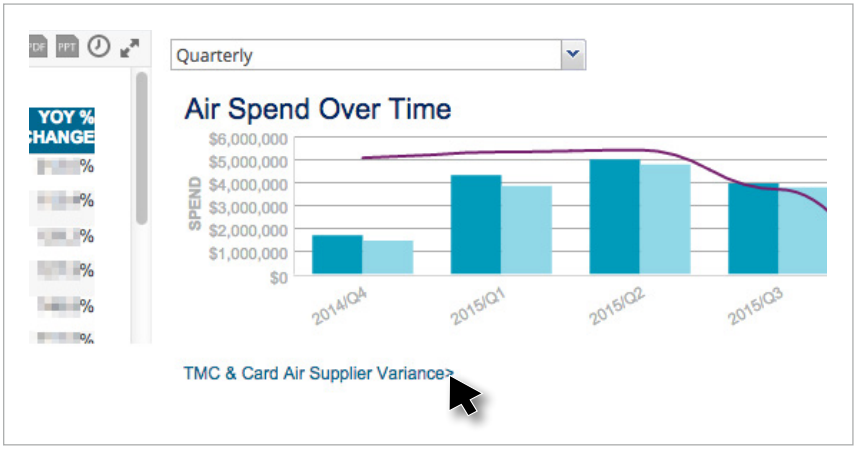
1. To see details regarding a specific Air Supplier, **click the "TMC & Card Air Supplier Variance" link** underneath the "Air Spend Over Time" graph.

2. From here, **click the specific Airline in the "TMC Air and Card Spend by Airlines" chart** to bring you to a dashboard with more details.



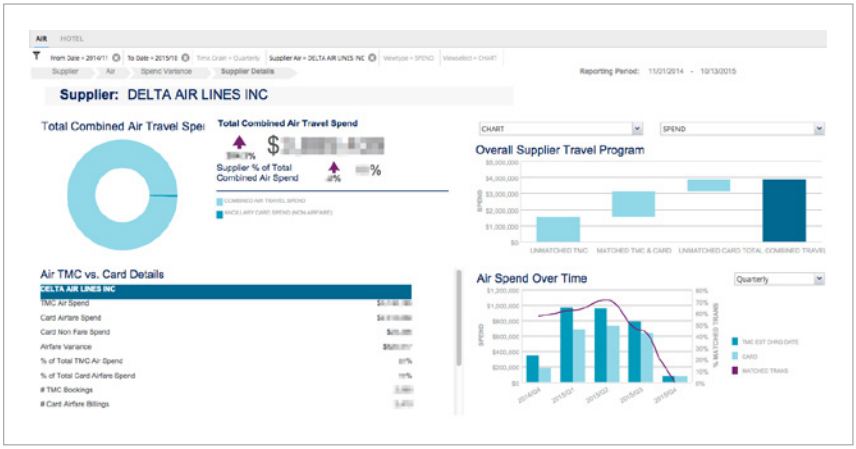
3. This page will show you information such as how much your company spent with a specific Airline, and break down that spend by what was spent on the Card, booked through the travel management company, and the number of bookings.

WHAT AM I SPENDING WITH AIRLINES FOR AIRFARE AND NON-AIRFARE SPEND?

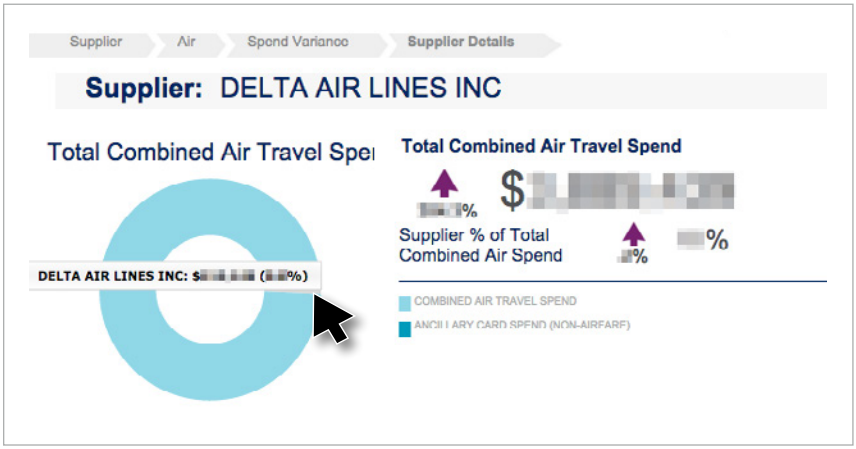


1. To see details regarding how spend is broken down for a specific Air Supplier, **click the "TMC & Card Air Supplier Variance" link** underneath the "Air Spend Over Time" graph.

2. From here, **click the specific Airline in the "TMC Air and Card Spend by Airlines" chart** to bring you to a dashboard with more details.



3. **The "Total Combined Air Travel" donut chart** on the upper left-hand corner of this page shows you how much your company has spent with that Airline on both **Airfare** (ticketed spend) and **Non-Airfare** (anything that is not ticketed spend, including ancillary spend).

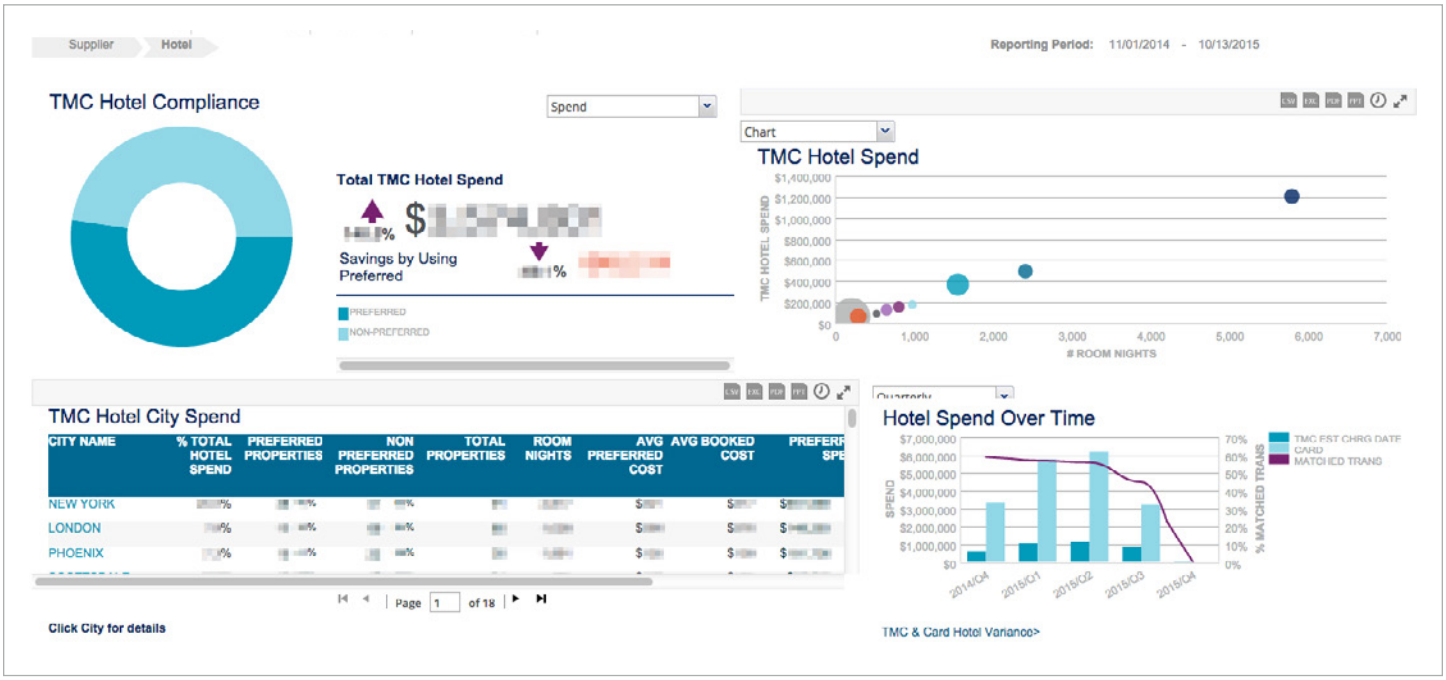


4. **Hover over each section of the chart** to see exactly how much was spent on both Airfare and Non-Airfare.

Supplier

HOTEL SUPPLIER

Make sure your employees are choosing Preferred Hotel properties as often as they can and find where you can adjust your company's Hotel policy for greater efficiencies.

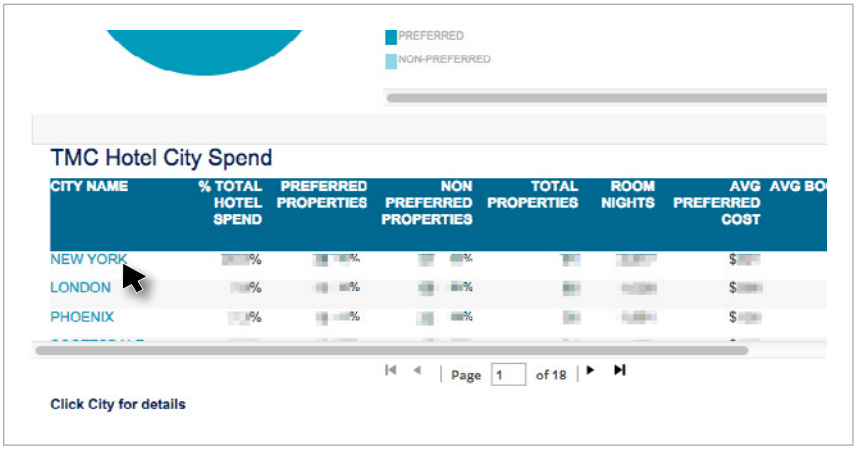


USE THE HOTEL SUPPLIER PAGE TO SEE:

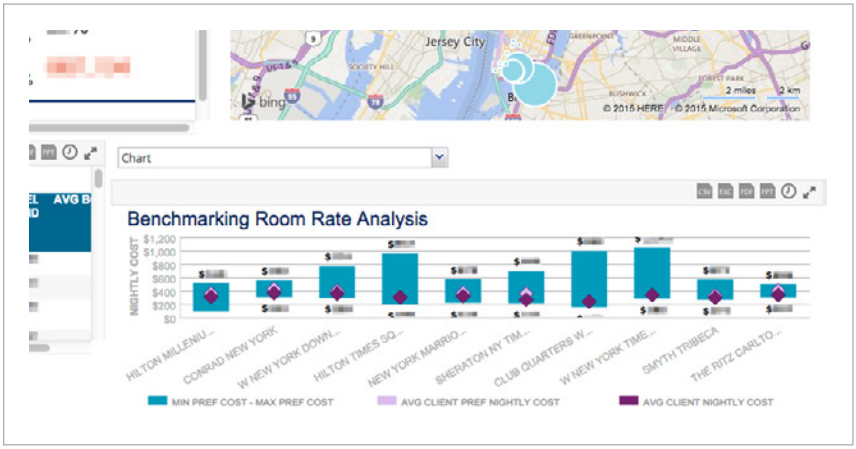
- TMC Hotel Compliance
- TMC Hotel Spend by City
- TMC Hotel Brand Activity
- Hotel Spend Over Time

HOW DOES MY AVERAGE NIGHTLY COST COMPARE TO OTHER COMPANIES?

1. On the Hotel Supplier page, find the **"TMC Hotel City Spend"** chart. This chart lists the individual cities in which your company has incurred the greatest amount of Total TMC Hotel Spend and includes information such as total number of properties, number of nights, the average nightly cost, and the total amount of spend within that specific city.

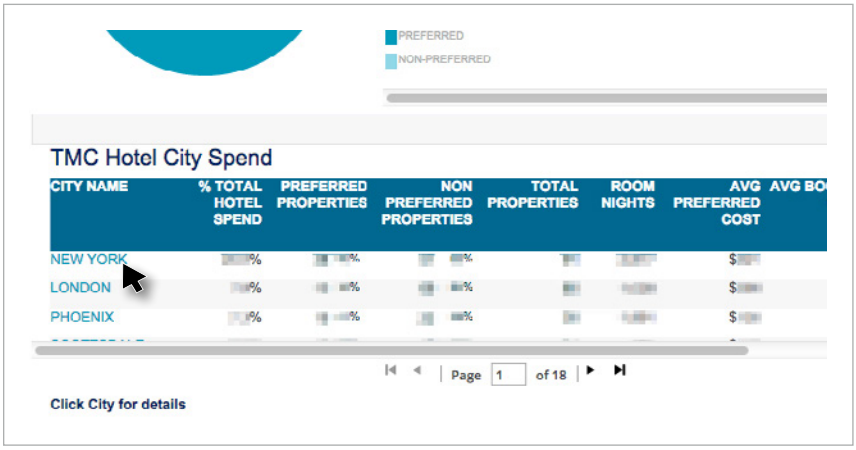


2. **Click any city within this chart** to bring you to a dashboard with more details regarding only that location.

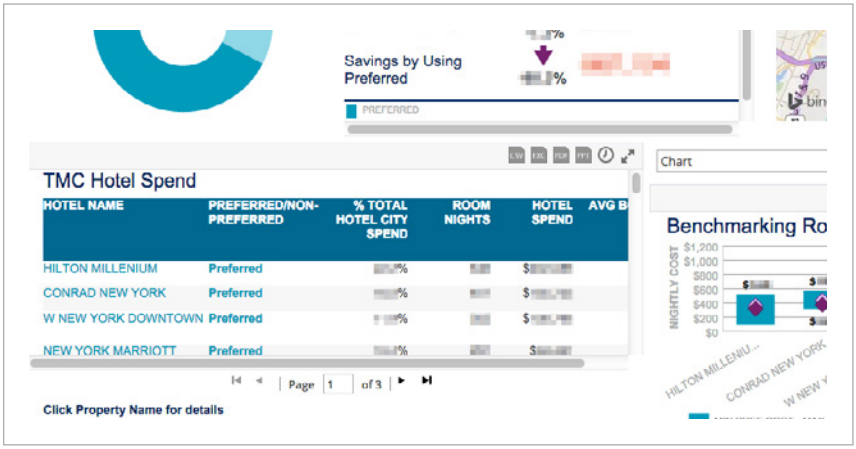


3. The **"Benchmarking Room Rate Analysis" bar chart** on the bottom right of this next page shows you how your average nightly cost by property compares to the minimum, maximum and average rates for companies overall.

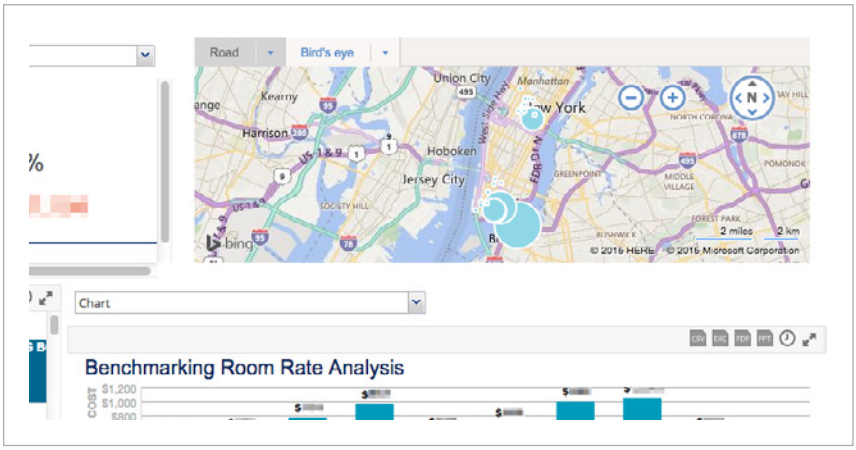
WHERE ARE MOST OF MY TRAVELERS STAYING WITHIN A CERTAIN CITY?



1. On the Hotel Supplier page, find the **"TMC Hotel City Spend" chart. Click any city** within this chart to bring you to a dashboard with more details regarding that location.

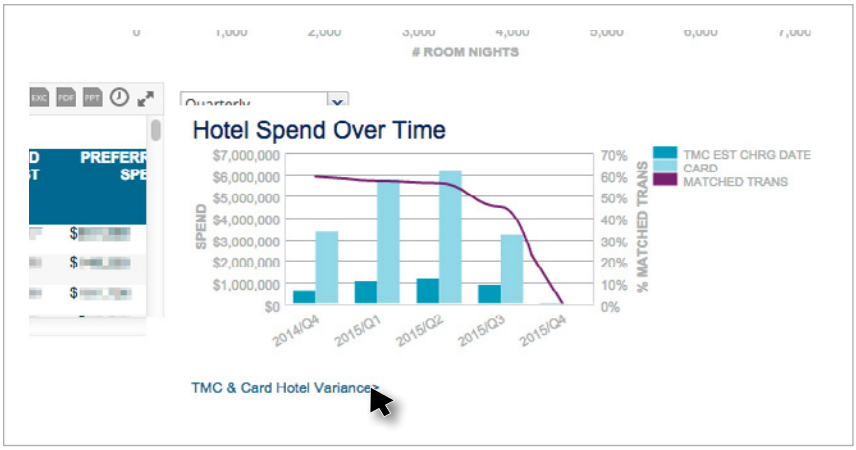


2. To see which properties your travelers stay with the most in that city, **utilize the "TMC Hotel Spend" chart** on the bottom left, which lists these properties in descending order of average booked rate. This chart also includes whether the property is Preferred or Non-Preferred, the percentage of your Total TMC Hotel Spend for a given city that property makes up, and the number of room nights.

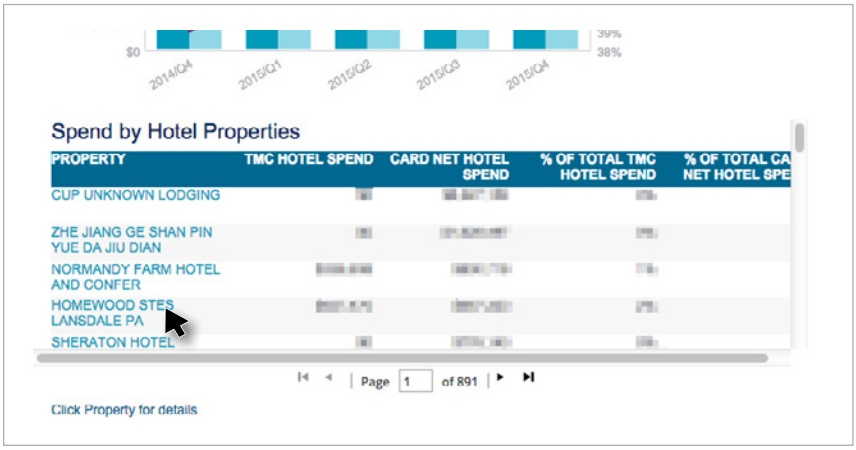


3. To see a more visual representation of where exactly travelers stay within a city, **use the city map** in the top right.

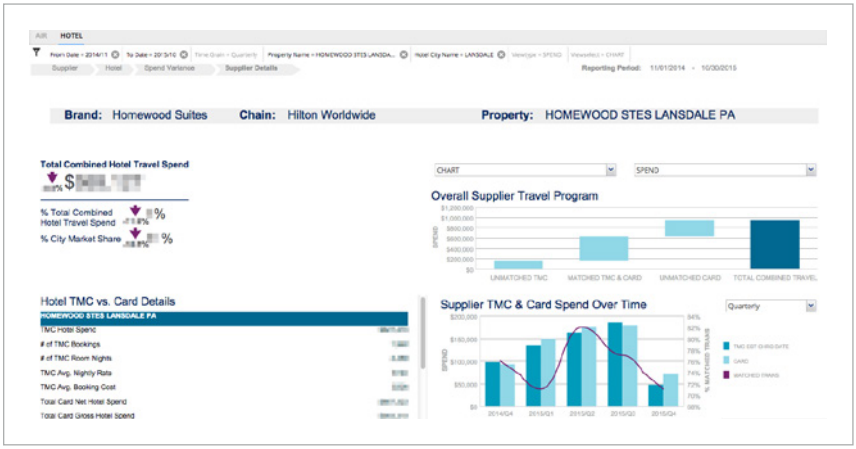
HOW MUCH AM I SPENDING WITH A CERTAIN HOTEL SUPPLIER?



1. To see details regarding a specific Hotel Supplier, **click the "TMC & Card Hotel Supplier Variance" link** underneath the "Hotel Spend Over Time" graph.

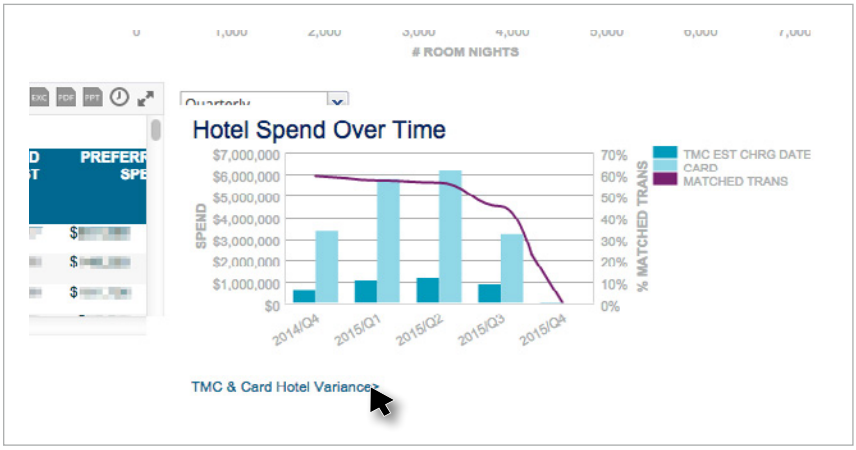


2. From here, **click the specific property in the "Spend by Hotel Properties" chart** to bring you to a dashboard with more details.



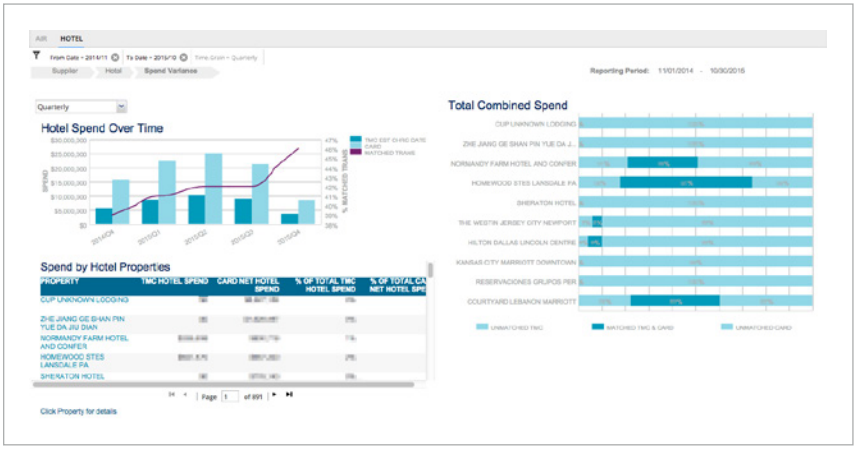
3. This page will show you information such as how much your company spent at a specific property, and break down that spend by what was spent on the Card, booked through the travel management company, and the number of bookings.

HOW MANY OF MY COMPANY'S HOTEL BOOKINGS WERE MADE OUTSIDE OF THE TMC?

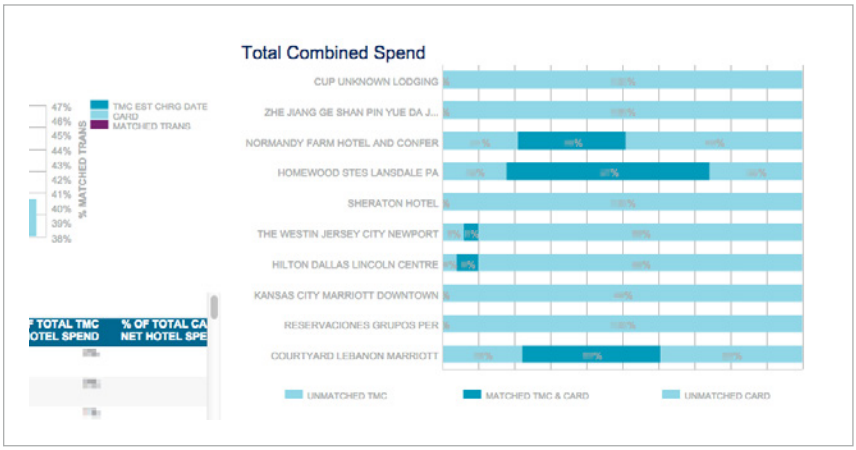


1. To help you effectively manage your policy compliance, you need to be able to identify where there are significant differences between your employees' Card and Travel data.

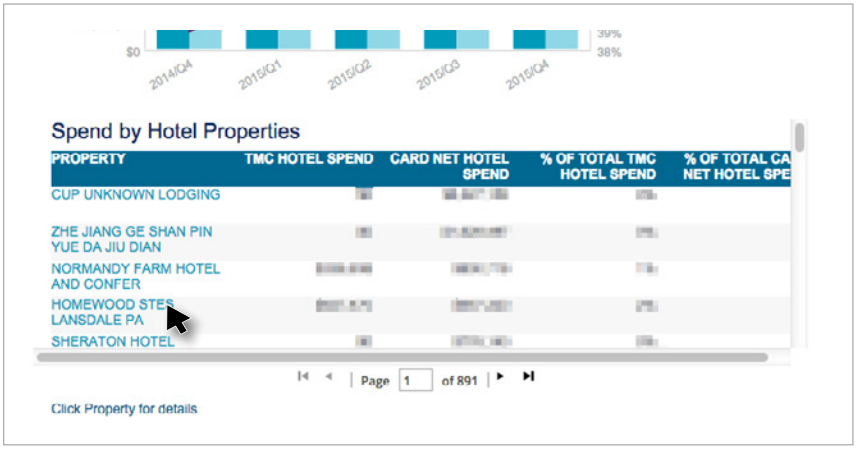
2. Find the "Hotel Spend Over Time" graph on the Hotel Supplier page and **click the "TMC & Card Hotel Supplier Variance" link** underneath it.

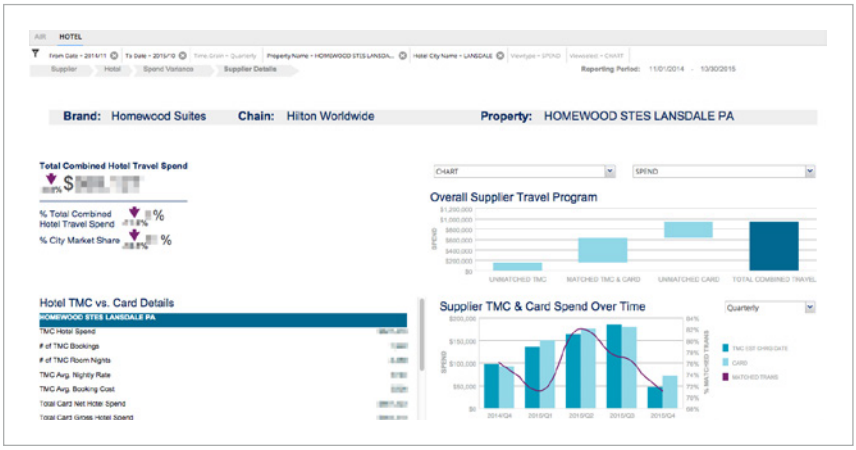


3. This will load a page that will show you information such as how much your company spent at a specific Property, and break down that spend by what was spent on the Card, booked through the travel management company, and the number of bookings.



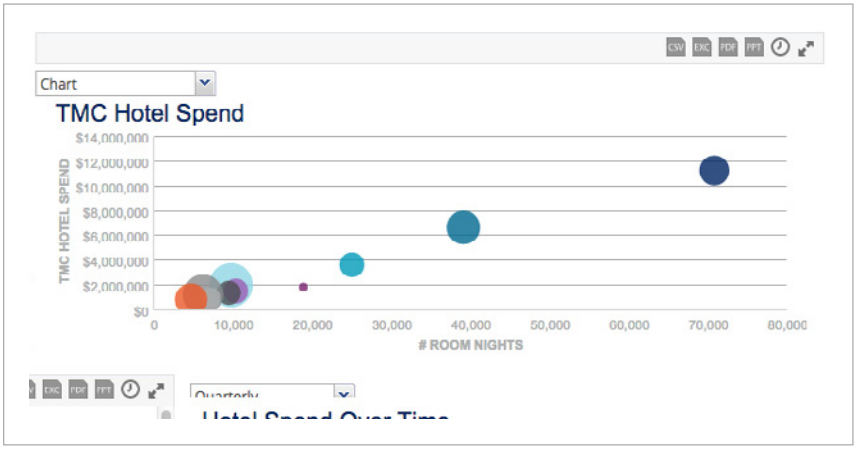
4. **The "Total Combined Spend" graph** on the right will help you to see which properties your company had the most unmatched spend with and are potentially troublesome. Utilize this graph to find the Property name on the chart on the bottom left.



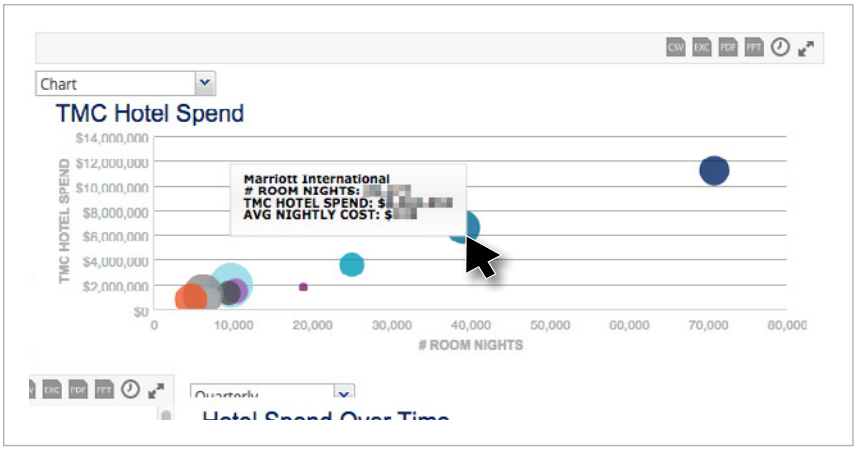


5. From here, **click the specific property in the "Spend by Hotel Properties" chart** to bring you to a dashboard with more details.

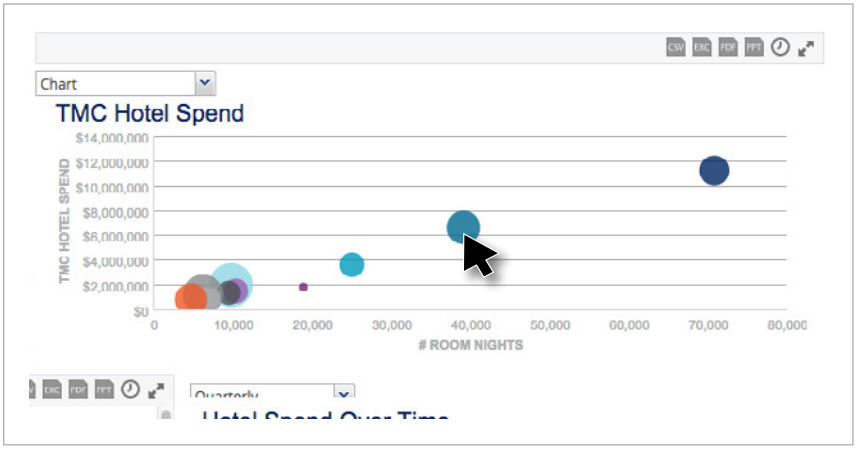
HOW CAN I SEE AN OVERVIEW OF SPEND BY HOTEL CHAIN/PROPERTY?

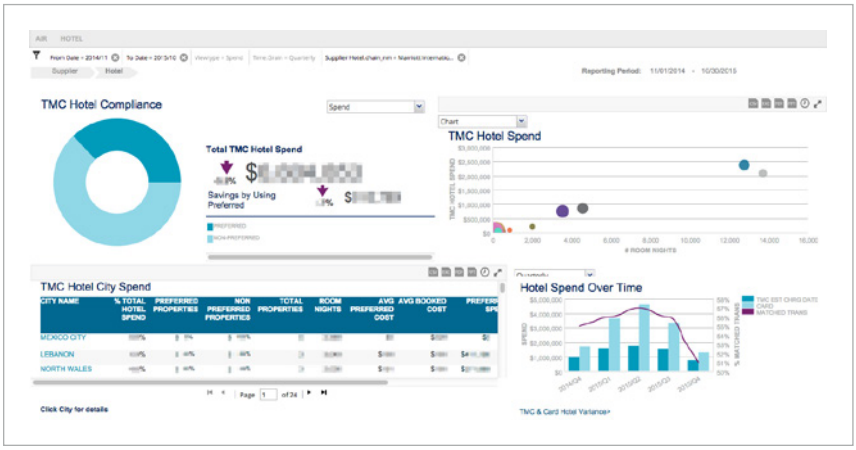


1. At first glance, the "**TMC Hotel Spend" bubble chart** on the top right-hand corner of the Hotel Supplier page shows you how many room nights your company has booked and how much you have spent with each Hotel Chain.



2. **Hover over each bubble** to see the average nightly rate for each Chain as well.

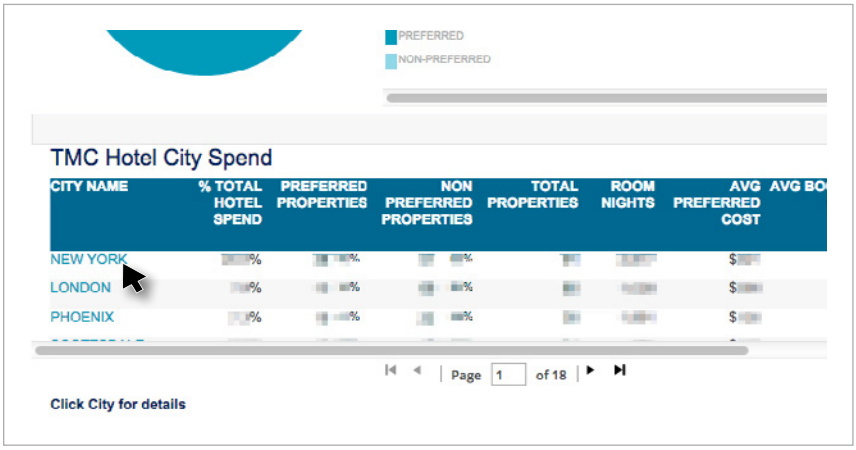




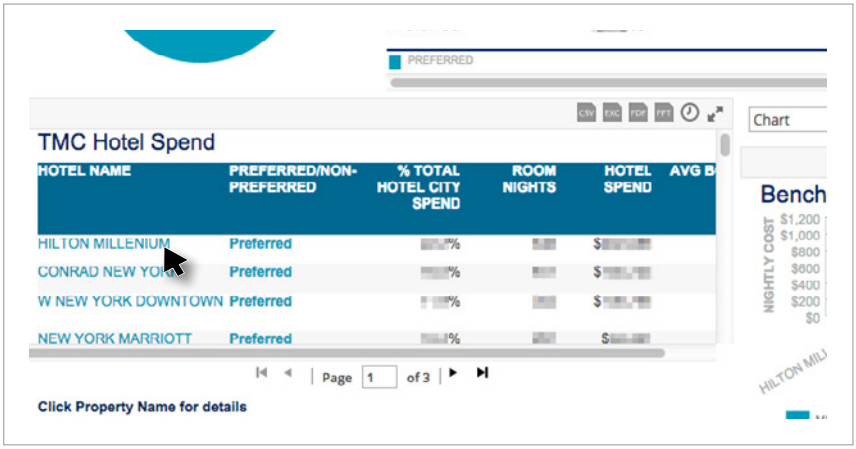
3. To get even more granular, **click on a specific Hotel Chain's bubble** to update the entire dashboard to reflect information at the Property level.

HOW CAN I SEE TRAVELER-SPECIFIC DETAILS BY PROPERTY?

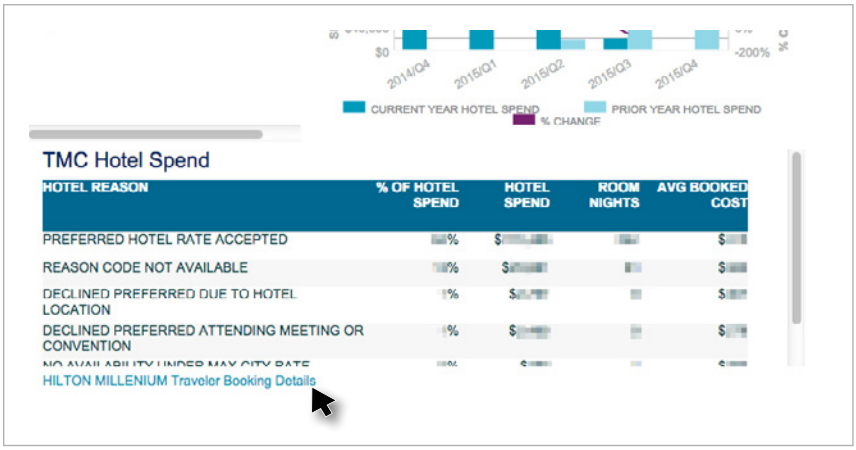
1. On the Hotel Supplier page, find the **"TMC Hotel City Spend" chart.** This chart lists the individual cities in which your company has incurred the greatest amount of Total TMC Hotel Spend.



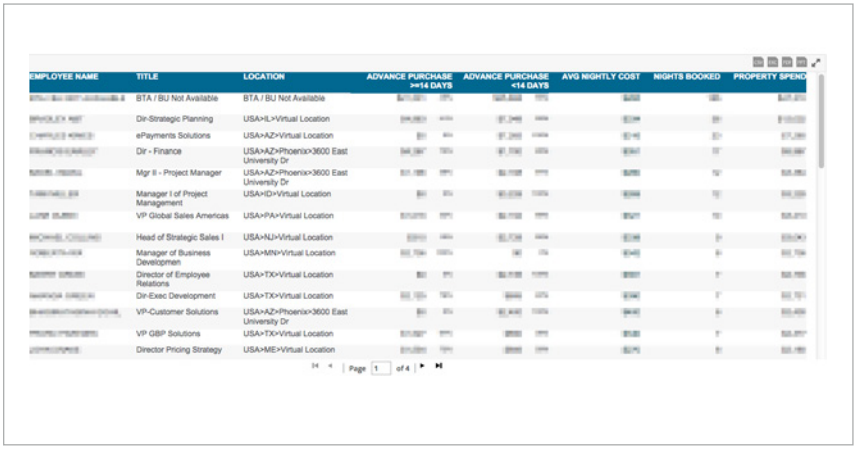
2. Within this chart, **click on a specific city** to go to a dashboard with more details.



3. At the bottom of this dashboard, **find the specific property you want to examine closer in the "TMC Hotel Spend" chart. Click the link** to bring you to a dashboard with information specific to that property.

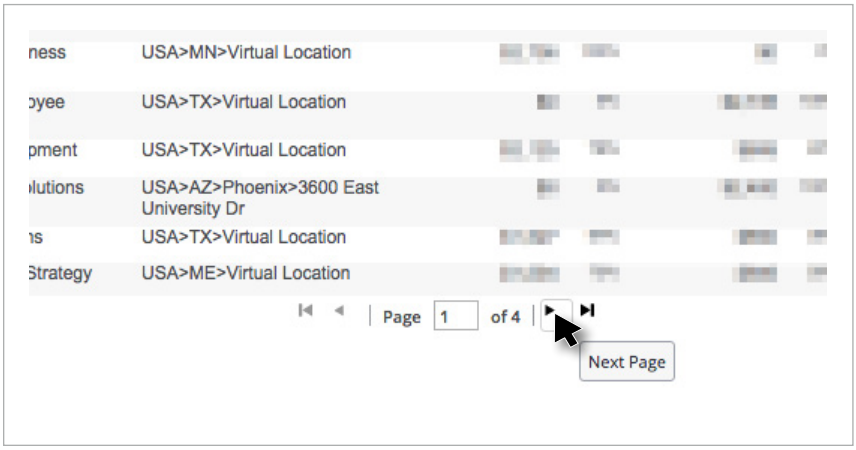


4. **Click the "Property Name Traveler Booking Details" link** at the bottom of the property details dashboard to see all individual travelers that have stayed at that specific property.



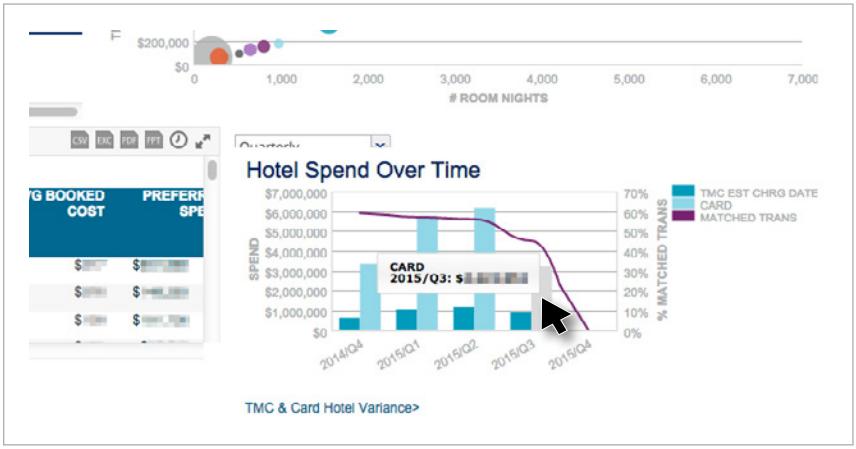
EMPLOYEE NAME	TITLE	LOCATION	ADVANCE PURCHASE >=14 DAYS	ADVANCE PURCHASE <14 DAYS	AVG NIGHTLY COST	NIGHTS BOOKED	PROPERTY SPEND
	BTA / BU Not Available	BTA / BU Not Available					
	Dir-Strategic Planning	USA>IL>Virtual Location					
	ePayments Solutions	USA>AZ>Virtual Location					
	Dir - Finance	USA>AZ>Phoenix>3600 East University Dr					
	Mgr II - Project Manager	USA>AZ>Phoenix>3600 East University Dr					
	Manager I of Project Management	USA>ID>Virtual Location					
	VP Global Sales Americas	USA>PA>Virtual Location					
	Head of Strategic Sales I	USA>NJ>Virtual Location					
	Manager of Business Developmen	USA>MN>Virtual Location					
	Director of Employee Relations	USA>TX>Virtual Location					
	Dir-Exec Development	USA>TX>Virtual Location					
	VP-Customer Solutions	USA>AZ>Phoenix>3600 East University Dr					
	VP GBP Solutions	USA>TX>Virtual Location					
	Director Pricing Strategy	USA>ME>Virtual Location					

Page 1 of 4



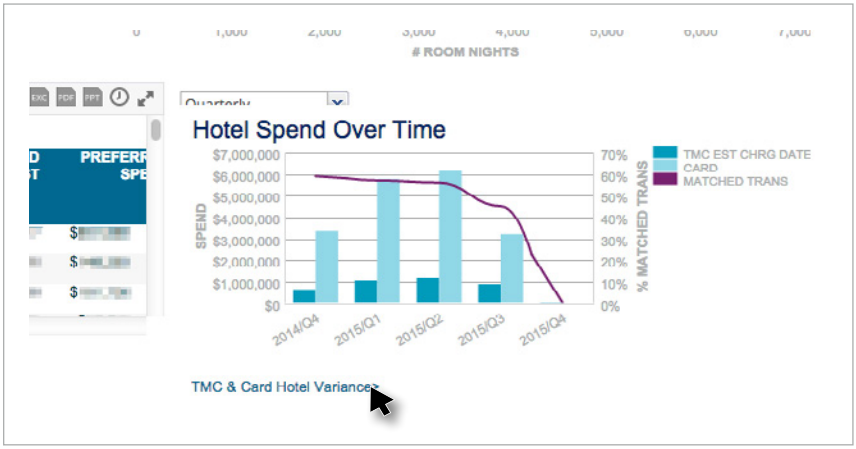
5. Information in this chart includes employee name, title, office location (by city), the ratio of advance purchases utilized, individual's average nightly cost, the number of nights booked, and the individual's total property spend. **Use the arrows on the bottom of each chart** to scroll through all individual employees.

HOW CAN I CLOSER EXAMINE MY COMPANY'S HOTEL SPEND OVER TIME?

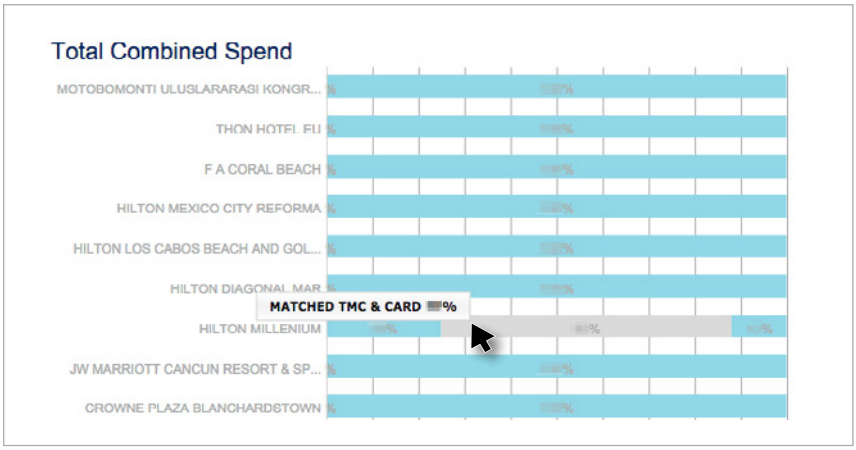


1. On the Hotel Supplier page, **find the "Hotel Spend Over Time" chart** on the bottom right. This double bar graph shows your company's Total TMC Hotel Spend and your Card Hotel Spend broken down by either quarter or month, depending on what you choose in the drop-down menu. **Hover over each bar** to see the exact amount your company has spent within each time frame.

2. The graph is also overlaid with a line that represents the percentage of matched transactions for each quarter. This can be helpful in determining when the most Hotel leakage took place.



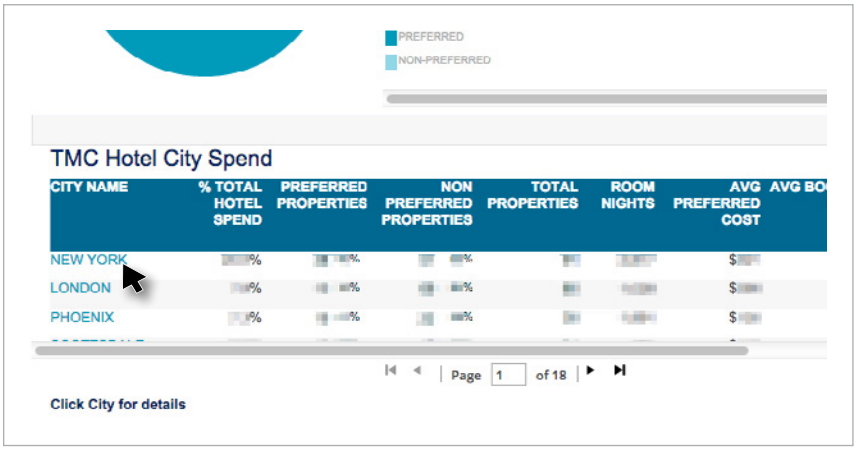
3. To further discover where Hotel leakage may be coming from, **click the "TMC & Card Hotel Variance" link** underneath the graph to load a dashboard with more variance details.



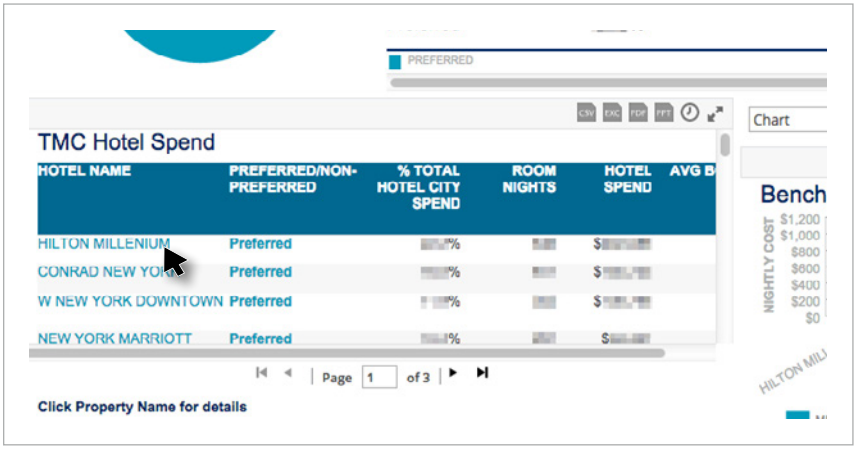
4. **Hover over the bars** in the "Total Combined Spend" horizontal bar chart to the right to see how many transactions are matched for each property.

HOW CAN I SEE THE SPECIFIC REASON CODES UTILIZED FOR EACH HOTEL BOOKING AT A CERTAIN PROPERTY?

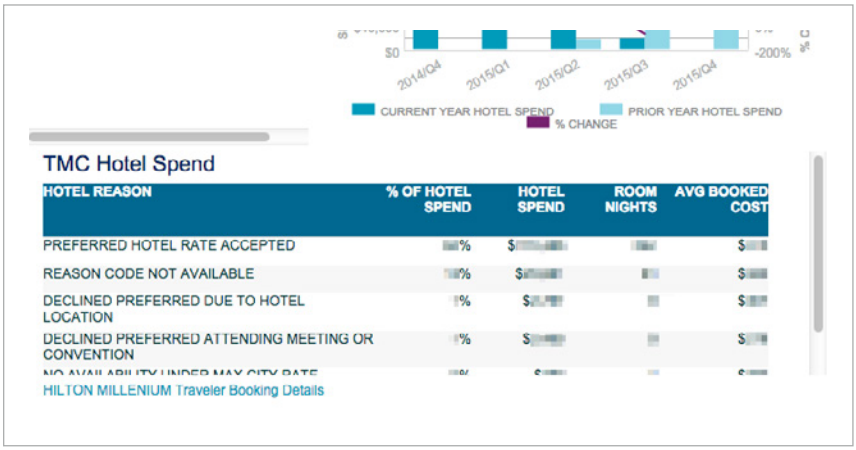
1. On the Hotel Supplier page, find the **"TMC Hotel City Spend" chart.** This chart lists the individual cities in which your company has incurred the greatest amount of Total TMC Hotel Spend.



2. Within this chart, **click on a specific city** to go to a dashboard with more details.



3. At the bottom of this dashboard, **find the specific property you want to examine** closer in the "TMC Hotel Spend" chart. **Click the link** to bring you to a dashboard with information specific to that property.

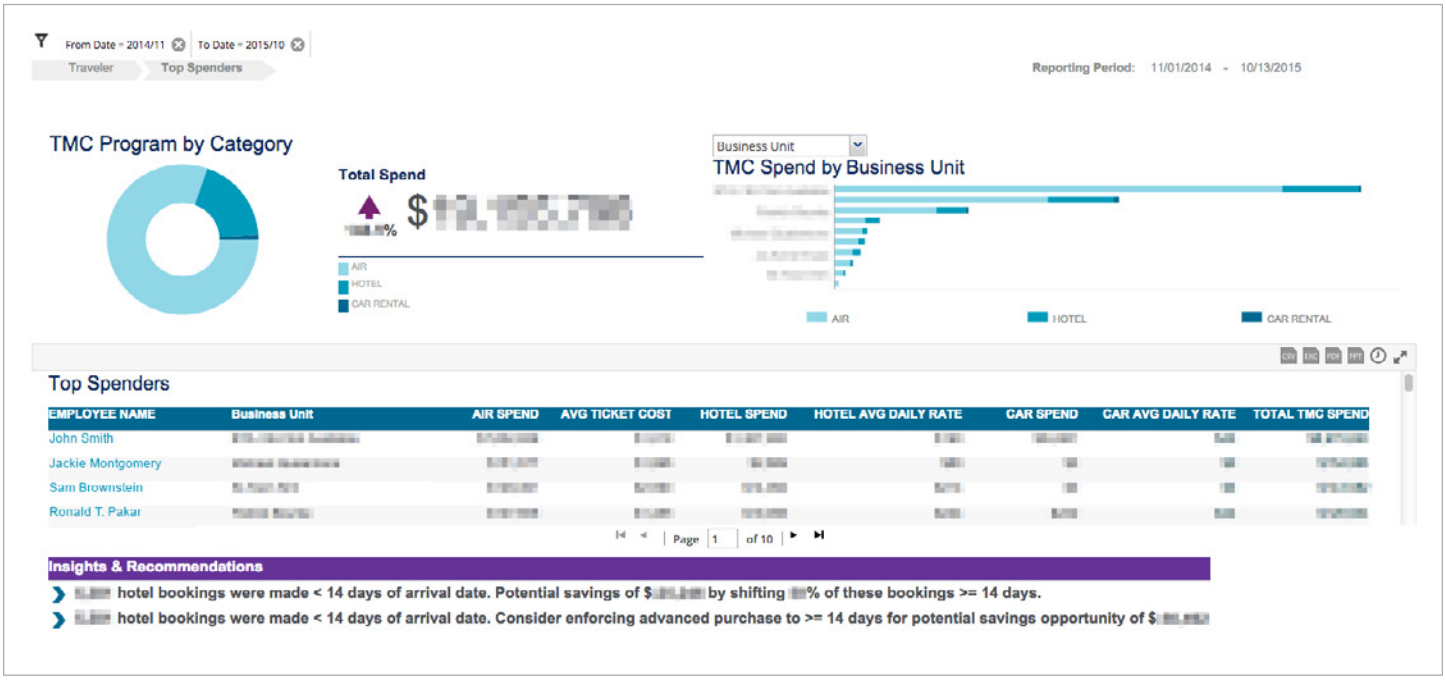


4. On the bottom of this dashboard, the **"TMC Hotel Spend" chart** lists the top reasons your employees have stayed at a specific property in descending order of Total TMC Hotel Spend. Additional information available here includes the percentage of your Total TMC [PROPERTY] Hotel Spend that reason makes up, the number of room nights, and the average booked rate.

Traveler

TOP SPENDERS

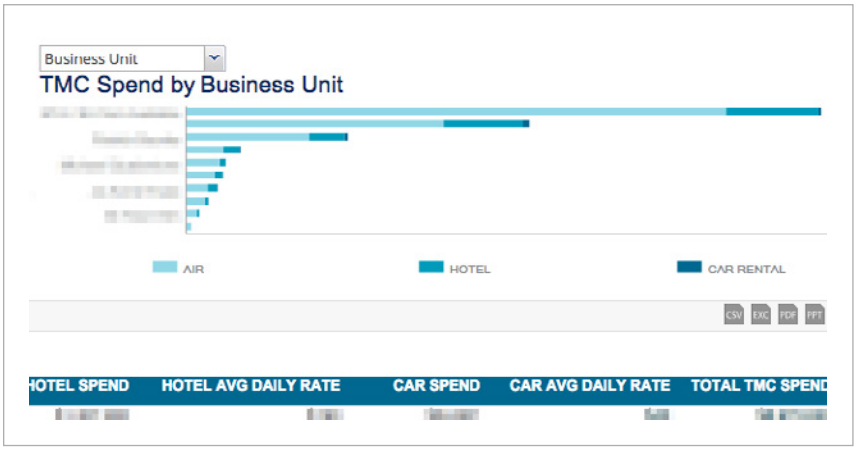
See how individual employees are spending across each Business Unit and travel category.



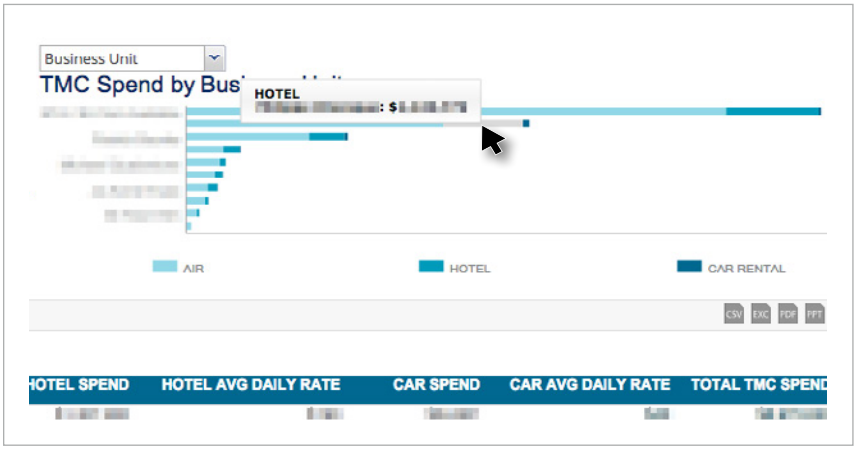
USE THE TOP SPENDERS PAGE TO SEE:

- TMC Program by Category
- Top Spenders
- TMC Spend by Business Unit

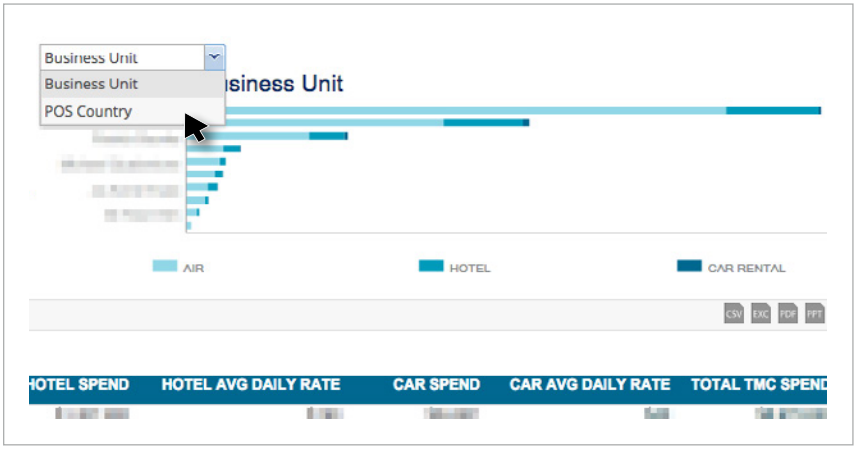
WHICH OF MY BUSINESS UNITS ARE SPENDING THE MOST?



1. The **"TMC Spend by Business Unit" graph** on the right-hand side of the Top Spenders page breaks down the total amount each Business Unit in your company has spent within each travel category.

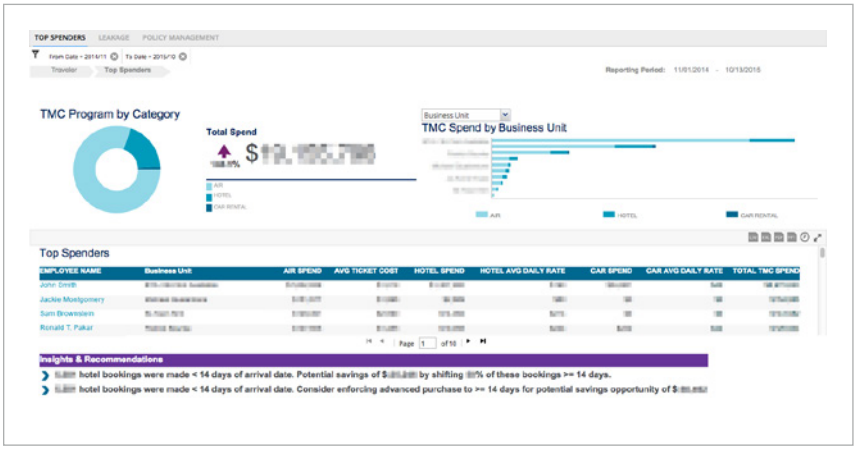


2. **Hover over each section of the bar** to see the exact amount each Business Unit spent within each travel category.

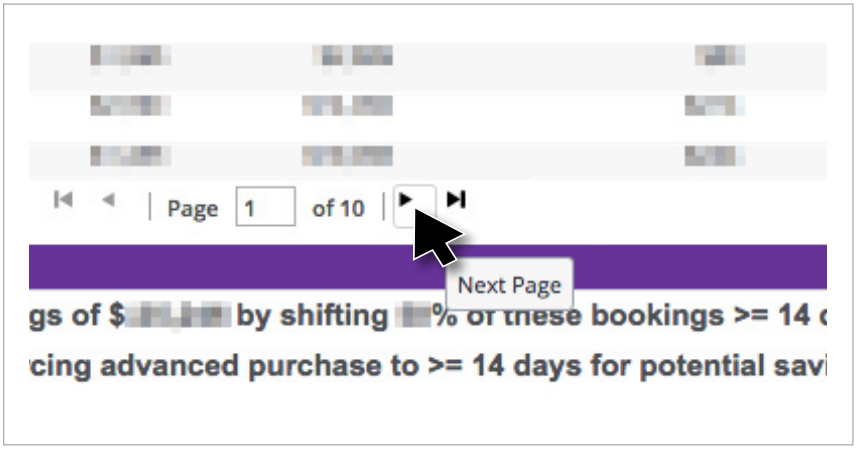


3. You can also **use the drop-down menu** above this graph to toggle between top spending Business Units and top spending locations.

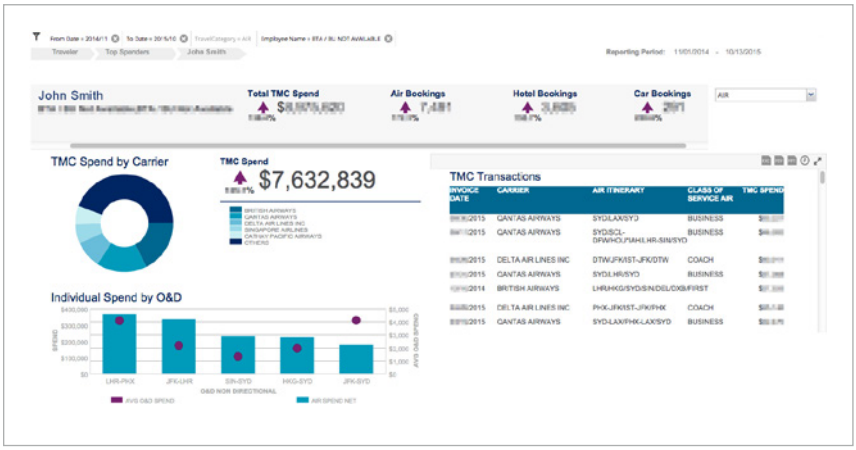
WHO ARE MY TOP SPENDING TRAVELERS?



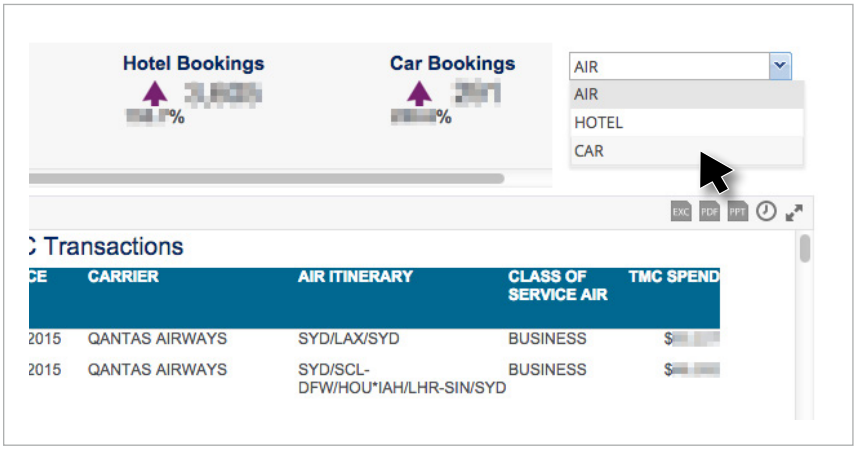
1. The **"Top Spenders" chart** on the bottom of the Top Spenders page lists the individual employees at your company with the most Travel Spend. Additional information here includes employee name, Business Unit, individual's TMC Air Spend, individual's TMC Hotel Spend, individual's TMC Car Rental Spend, and the averages for each.



2. **Use the arrows** on the bottom of this chart to scroll through all individual employees.



3. **Clicking an individual's name** will bring you to a dashboard with more information regarding that employee, such as compliancy score, spend by suppliers, and their individual transactions.

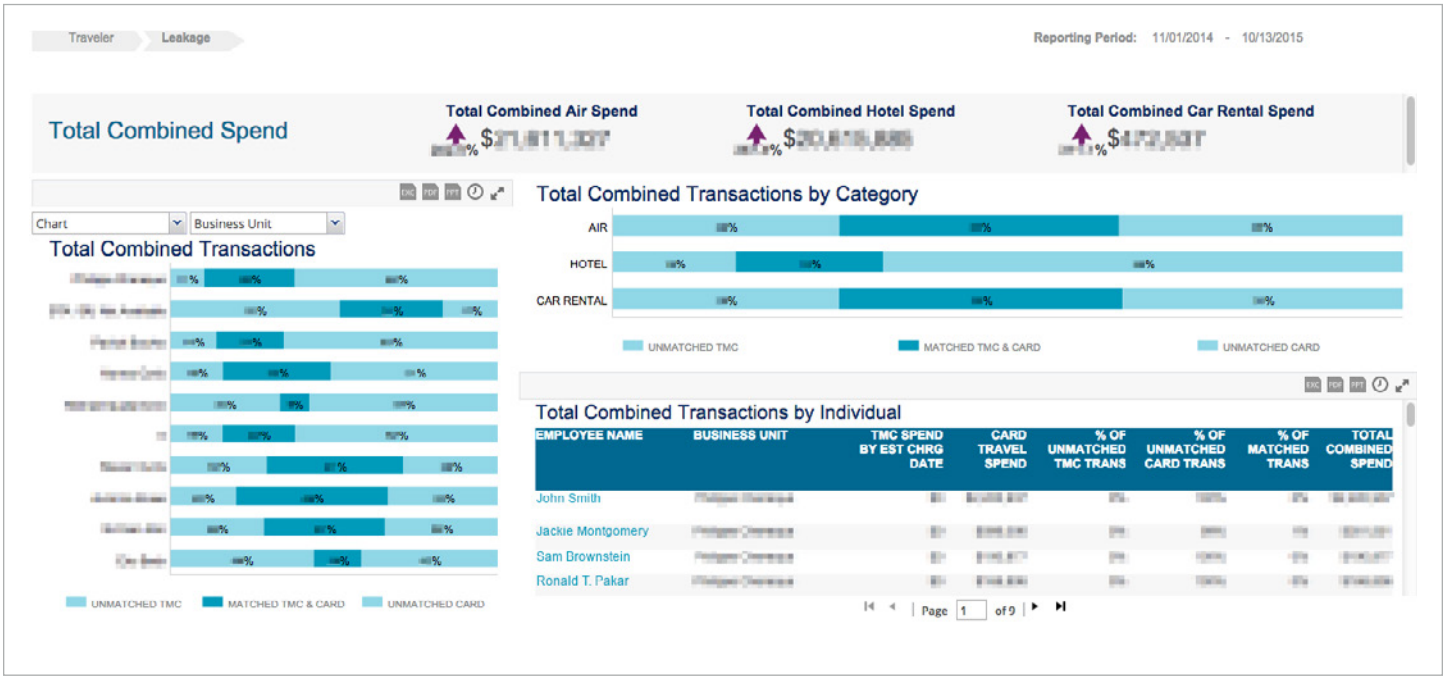


4. **Use the drop-down menu** on this page to view the individual employee's specific travel details for each travel category.

Traveler

LEAKAGE REPORTING

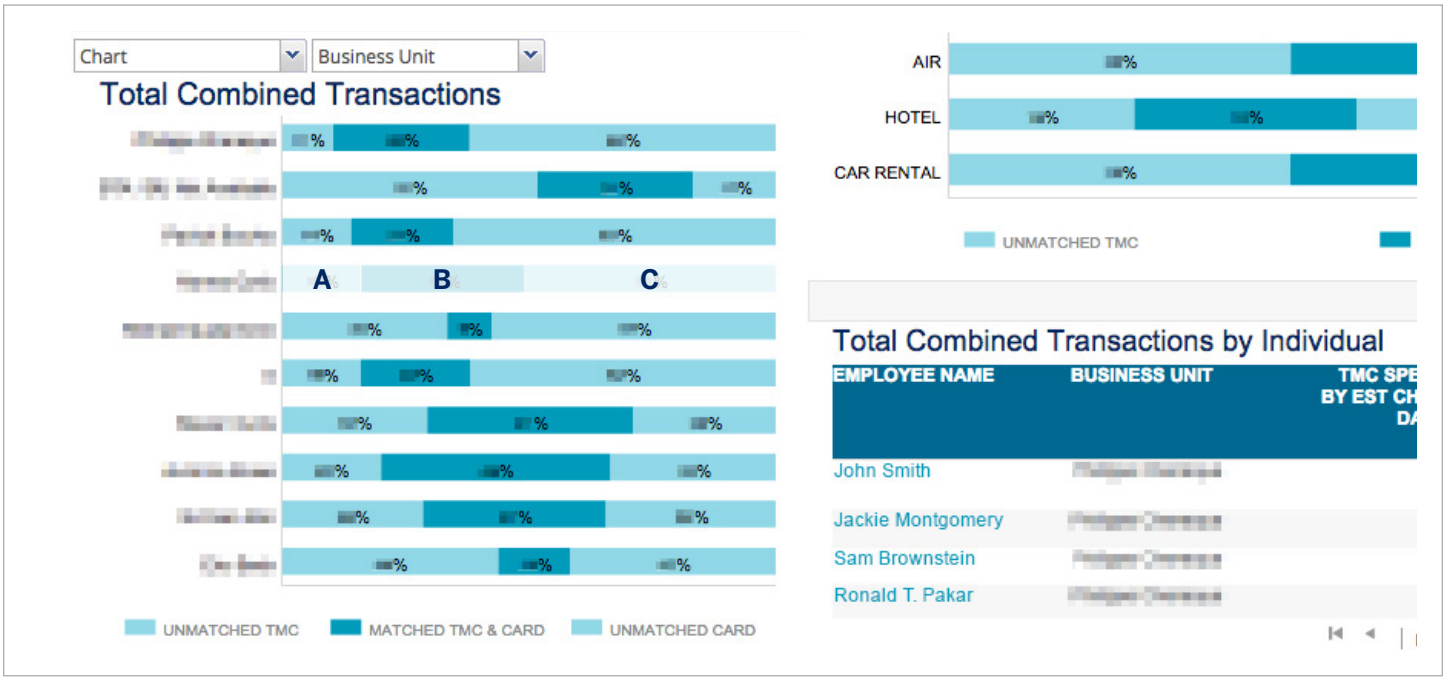
In order to maximize the investment in your company's travel policy, you need to be sure your employees are booking within it. The Leakage Reporting dashboards allow you to effectively manage policy compliance by identifying those travelers that may have significant differences between their Card and Travel data.



USE THE LEAKAGE REPORTING PAGE TO SEE:

- Total Combined Spend
- Total Combined Transactions by Business Unit
- Total Combined Transactions by Category
- Total Combined Transactions by Individual

WHICH BUSINESS UNITS HAVE THE MOST UNMATCHED TRANSACTIONS?



The **"Total Combined Transactions" chart in the top-left hand corner** lists and breaks down the total number of transactions each Business Unit in your company has incurred within each transaction type.

A. UNMATCHED TMC

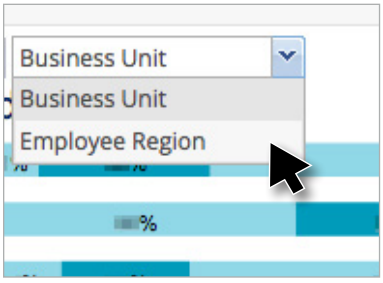
The number of the Business Unit's transactions that were booked through the Travel Management Company but not spent on the Card.

B. MATCHED TMC & CARD

The number of the Business Unit's transactions that were both booked through the Travel Management Company and spent on the Card.

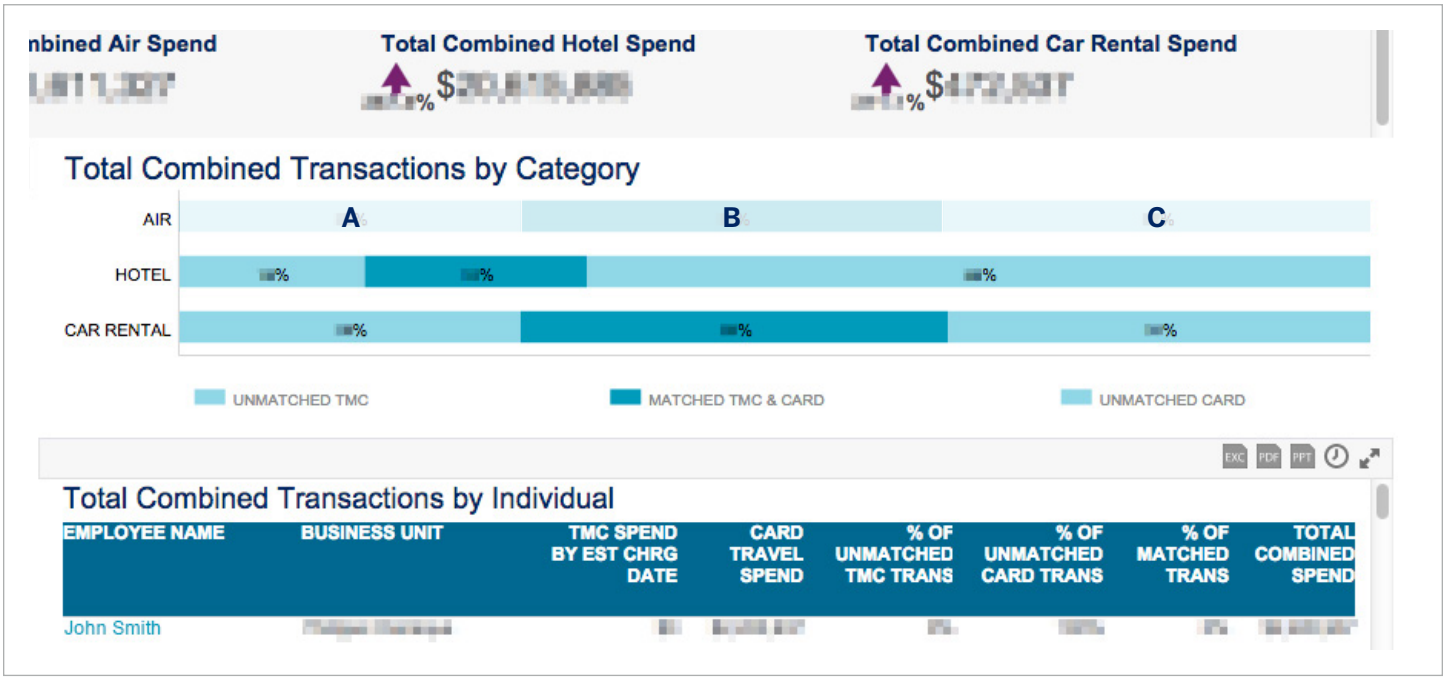
C. UNMATCHED CARD

The number of the Business Unit's transactions that were spent on the Card but not booked through the Travel Management Company.



Use the drop-down menu on this page to view which regions have a high amount of unmatched transactions instead.

WHICH CATEGORY HAS THE MOST UNMATCHED TRANSACTIONS?



The **"Total Combined Transactions by Category" chart** in the top right-hand corner lists and breaks down the total number of transactions your company has incurred within each transaction type.

A. UNMATCHED TMC

The number of the category's transactions that were booked through the Travel Management Company but not spent on the Card.

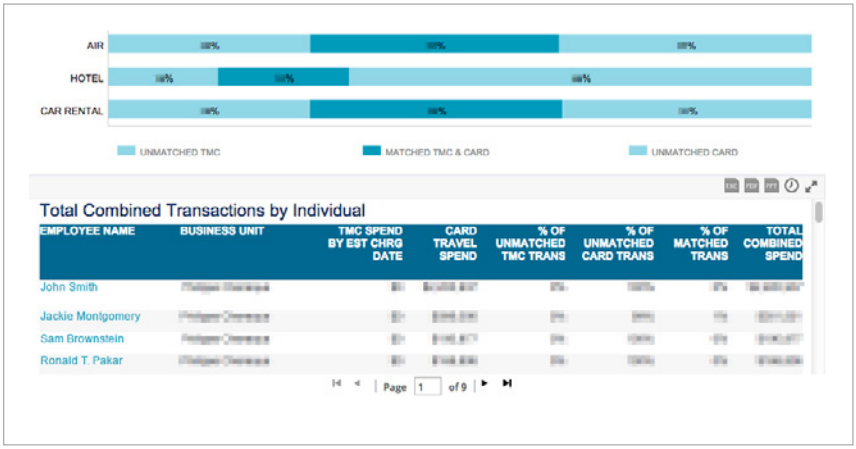
B. MATCHED TMC & CARD

The number of the category's transactions that were both booked through the Travel Management Company and spent on the Card.

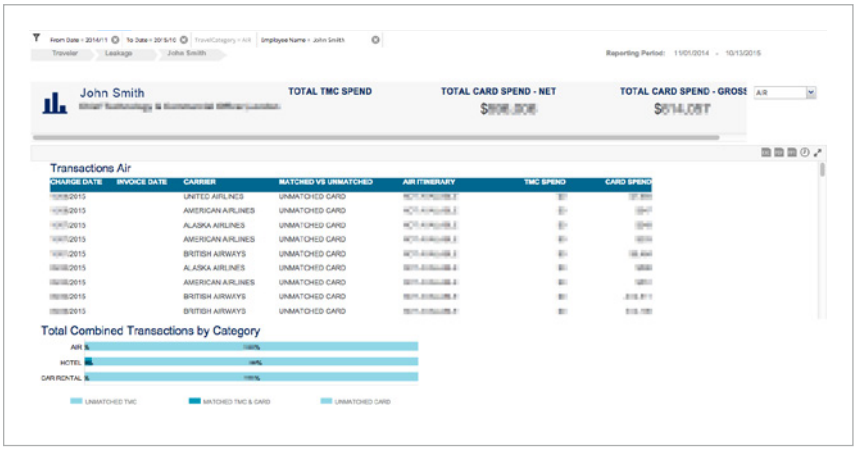
C. UNMATCHED CARD

The number of the category's transactions that were spent on the Card but not booked through the Travel Management Company.

WHICH TRAVELERS HAVE THE MOST UNMATCHED TRANSACTIONS?

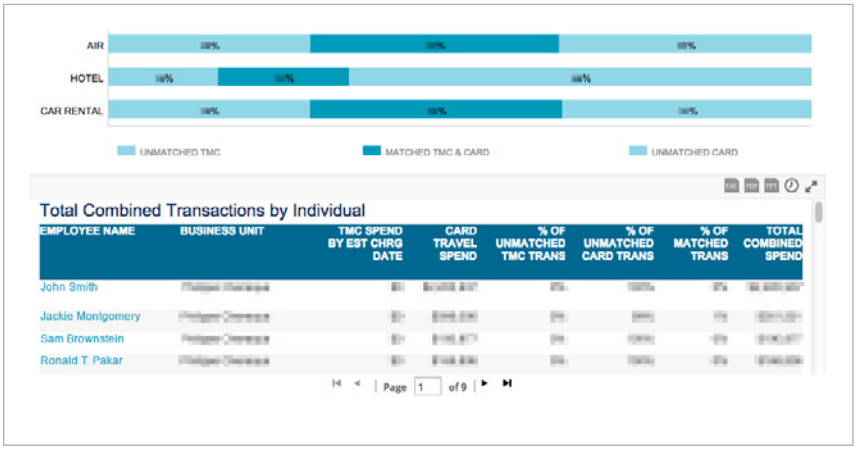


1. The **"Total Combined Transactions by Individual" chart** in the bottom right-hand corner lists the individual employees at your company with the most Combined Travel Spend and includes the percentage of that spend that is unmatched vs. matched.

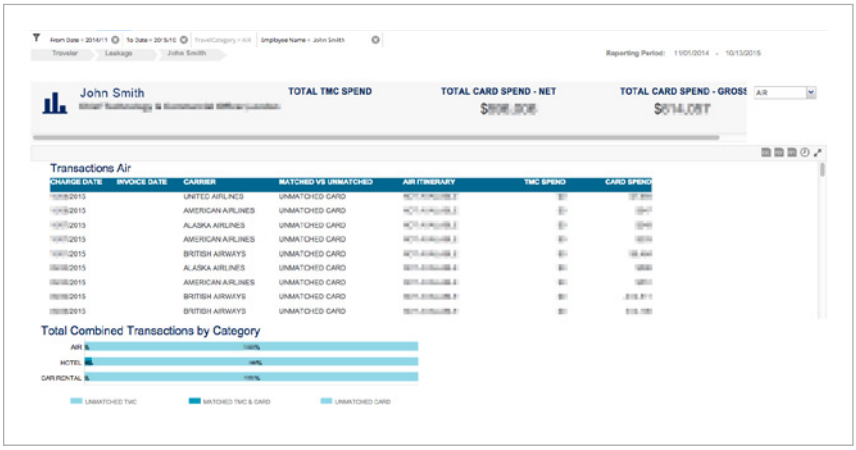


2. **Clicking an individual's name** will bring you to a dashboard with more information regarding that employee and their individual matched and unmatched transactions.

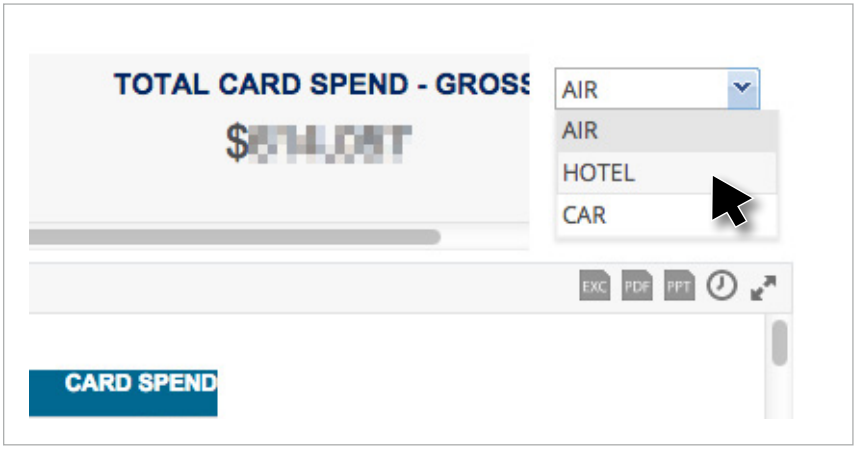
HOW CAN I SEE HOW OFTEN AN INDIVIDUAL TRAVELER IS UTILIZING THE TRAVEL MANAGEMENT COMPANY WITHIN EACH TRAVEL CATEGORY?



1. **Find the individual traveler you want to closer examine** in the "Total Combined Transactions by Individual" chart in the bottom right-hand corner.



2. **Clicking an individual's name** will bring you to a dashboard with more information regarding that employee and their individual matched and unmatched transactions.

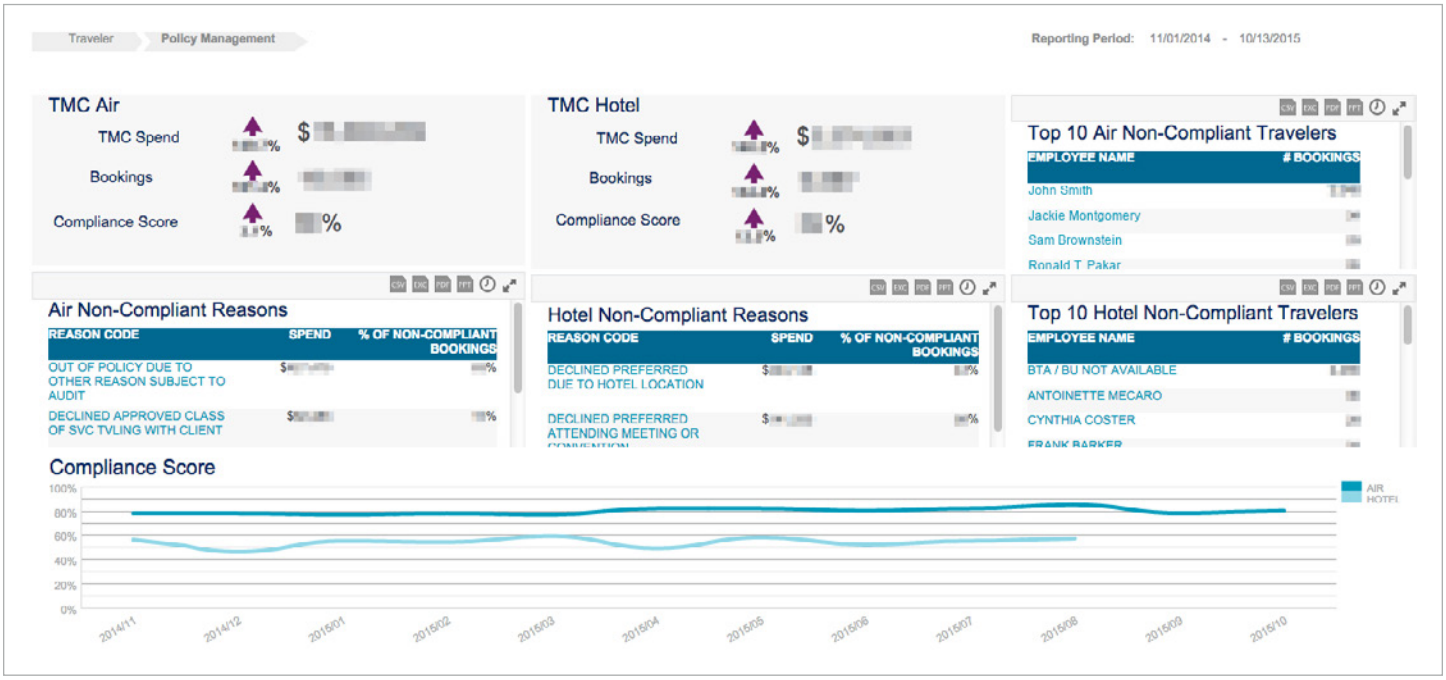


3. **Use the drop-down menu** in the upper right-hand corner to switch between Air, Hotel and Car Rental transactions.

Traveler

POLICY MANAGEMENT

See how well individual employees are complying with your company's travel policy across each Business Unit and travel category.



USE THE POLICY MANAGEMENT PAGE TO SEE:

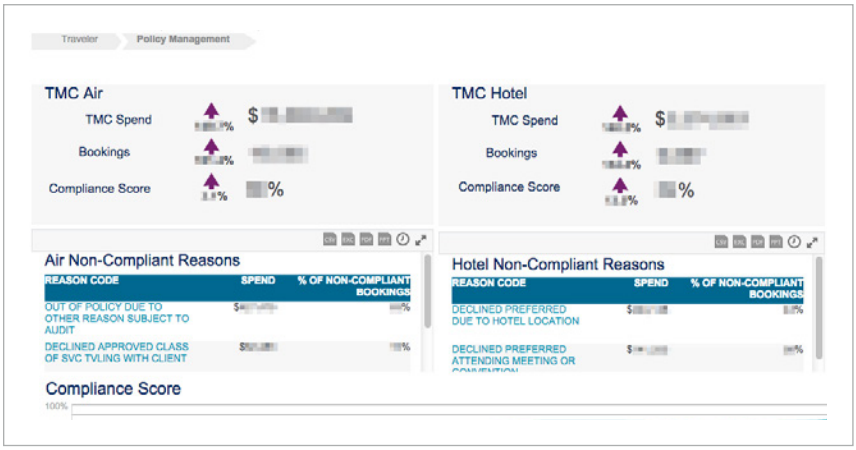
- TMC Air Compliance
- TMC Hotel Compliance
- TMC Car Rental Compliance

WHAT DOES "COMPLIANCE SCORE" MEAN?

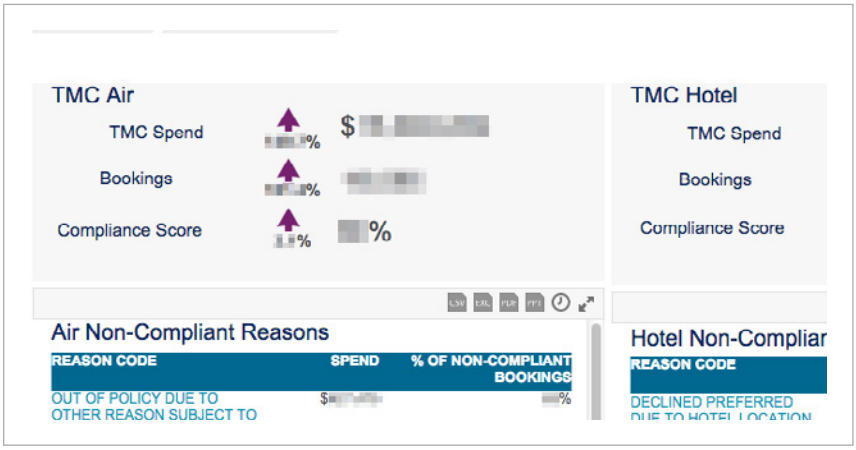
Your compliance score is the percentage of your employees' transactions that occurred in line with your company's travel policy. This policy is set up using your specific reason codes and contracts with certain Suppliers.

Compliance = (Total Bookings – Non-Preferred Bookings) ÷ Total Bookings x 100

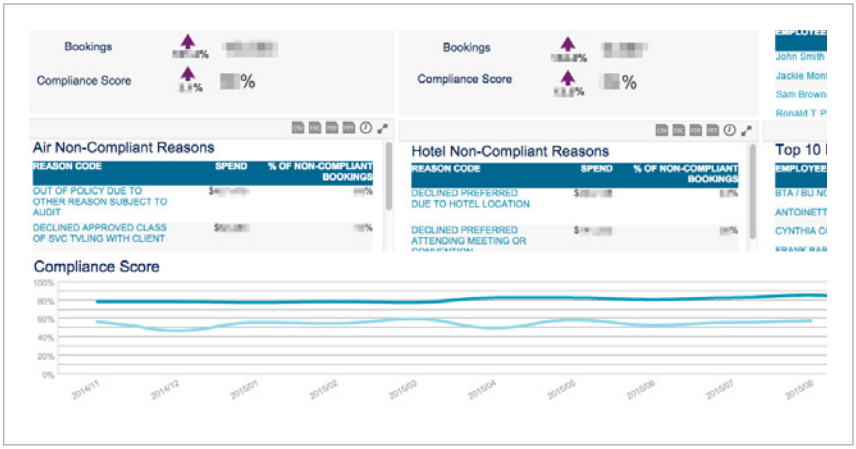
HOW CAN I SEE MY COMPANY'S COMPLIANCE SCORE?



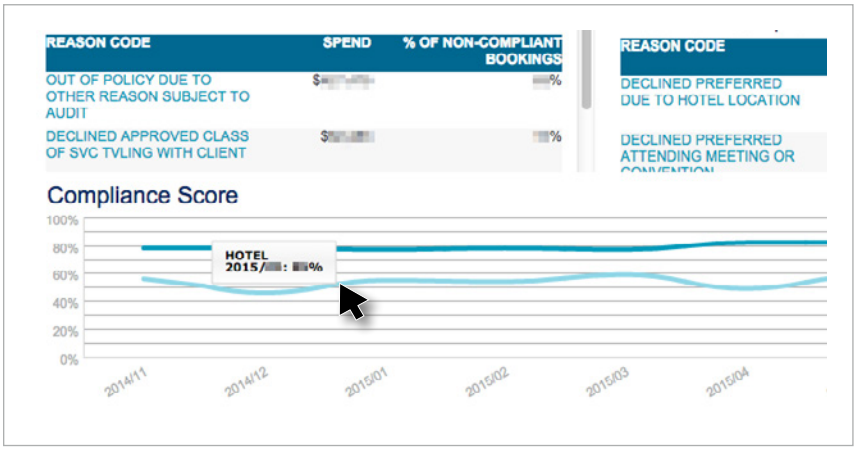
1. On the Policy Management page within the Traveler section, you will see two sets of numbers on the top of the dashboard titled **"TMC Air"** and **"TMC Hotel."**



2. These two sets of numbers show your company's Total TMC Spend, total number of bookings, and your overall compliance score for each travel category. The arrows show how those numbers are trending compared to the previous year.

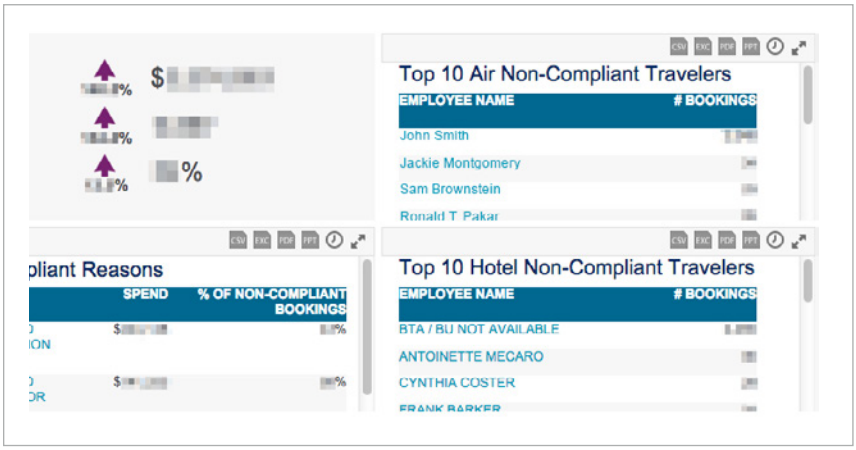


3. The line graph titled **"Compliance Score"** on the bottom of this dashboard represents the percentage of your company's Air and Hotel bookings that have been compliant with your company's travel policy over time.



4. **Hover over the lines** to see the exact score for each point in time.

WHO ARE MY TOP NON-COMPLIANT TRAVELERS?

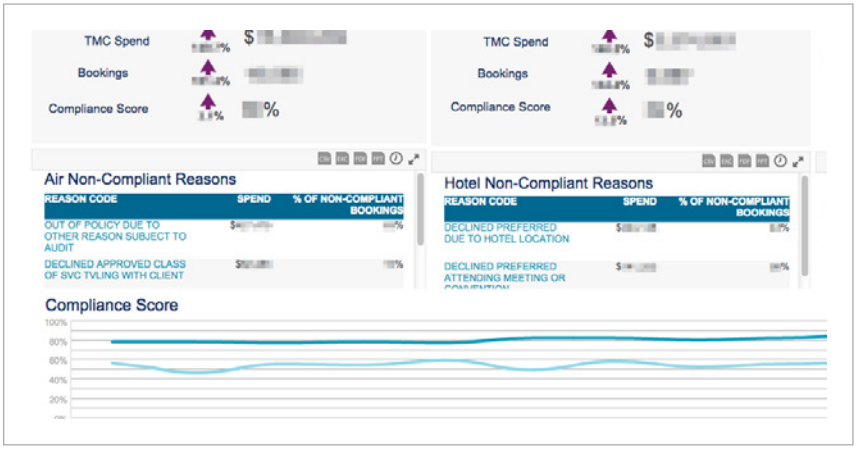


1. On the Policy Management page within the Traveler section, you will see two charts on the right side of the dashboard titled **"Top 10 Air Non-Compliant Travelers"** and **"Top 10 Hotel Non-Compliant Travelers."**

2. These two charts list the 10 individuals at your company with the most out-of-policy bookings in each travel category.

3. **Clicking an individual's name** will bring you to that employee's travel scorecard.

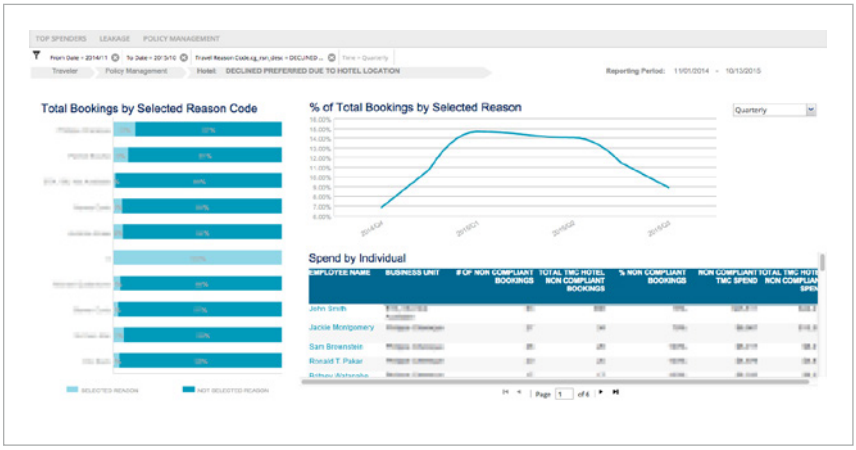
HOW CAN I SEE MY TOP NON-COMPLIANT REASON CODES USED BY EACH TRAVEL CATEGORY?



1. On the Policy Management page within the Traveler section, you will see two charts in the middle of the dashboard titled **"Air Non-Compliant Reasons"** and **"Hotel Non-Compliant Reasons."**

2. These two charts list the out-of-policy top reason codes your company has claimed for travel purposes for each travel category.

3. The **far right column** of each chart shows you the percentage of all bookings those non-compliant reasons make up.



4. **Clicking a reason code** will bring you to a dashboard that breaks down the out-of-policy transactions by individual employee and timeframe.

Frequently Asked Questions

Q: WHAT CARDS DOES PREMIER INSIGHTS SUPPORT?

A: **PREMIER INSIGHTS** currently supports all American Express Card transactions, however, support for other card types, such as VISA, MasterCard and Discover, will come in a future release.

Q: WHAT TYPES OF DATA DOES PREMIER INSIGHTS SUPPORT?

A: **PREMIER INSIGHTS** will initially support GBT transactional data, American Express Card spend data, and the client's hierarchy data. However, we are constantly evaluating incorporating other card and TMC data sources for future releases.

Q: IS EXPENSE DATA PART OF THE PREMIER INSIGHTS SOLUTION?

A: Not yet. However, this will be evaluated for a future release.

Q: DOES PREMIER INSIGHTS INCLUDE REPORTING ON UNUSED TICKETS?

A: Not initially; however, this functionality is planned for a future release.

Q: WHAT HAPPENS TO THE DATA OF TRAVELERS ONCE THEY MOVE TO A DIFFERENT BUSINESS UNIT?

A: A traveler's entire spend history migrates with them at the time of an HR change. As a result, when an employee moves to another Business Unit, all travel spend—regardless of when it occurred—is attributed to the new Business Unit.

Q: DOES PREMIER INSIGHTS SUPPORT PUSH EMAILS?

A: Yes; to a limited degree users can schedule to email or push out a select number of charts and tables. Over time, this capability should expand to include a greater number of visual elements.

Q: IS THE DATA IN PREMIER INSIGHTS REAL TIME?

A: No; the data in **PREMIER INSIGHTS** is refreshed on a weekly basis.

Q: HOW DOES PREMIER INSIGHTS LINK TRAVELERS TO THEIR CARD AND TRAVEL DATA?

A: **PREMIER INSIGHTS** links travelers to their data by means of the employee hierarchy provided by the client.

Q: DOES CARD DATA NEED TO BE LINKED TO A SPECIFIC TRAVELER IN ORDER FOR PREMIER INSIGHTS TO BE ABLE TO SUPPORT IT (E.G., BTA)?

A: No; **PREMIER INSIGHTS** currently supports all American Express Corporate Card types, including BTA. While not linked to a specific traveler, the data will factor into aggregated totals.

Q: WHAT IF I LOSE OR FORGET MY LOGIN INFORMATION?

A: **PREMIER INSIGHTS** users that lose or forget their login credentials need to call the MI Help Desk at 1-XXX-XXX-XXXX to have their information reset.

Q: WHAT LANGUAGES DOES PREMIER INSIGHTS SUPPORT?

A: English is the only language currently supported by **PREMIER INSIGHTS**, but expanded language support is planned for future releases.

Q: CAN PREMIER INSIGHTS BE ACCESSED VIA A MOBILE DEVICE?

A: Yes, HTML 5 is compatible with all mobile solutions, however, for the best user experience we recommend using **PREMIER INSIGHTS** with a tablet or on a desktop.