The complete corporate travel toolkit for administrative assistants



You wear many hats in your organization, and your time is more valuable than ever before. So, you need a travel booking process that works smarter to drive client satisfaction and help propel your people through seamless business travel.

This toolkit will help you review whether your current (or potential) managed travel solution provides what you need to thrive in your role.

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GLOBAL BUSINESS TRAVEL

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Travel policy

You need a corporate travel policy that helps you provide your clients with exceptional service. It needs to enable compliance, help manage costs, and provide rich data that allows you to measure the cost of a trip against the value it generates.

Gather travel policies and guidelines.

Familiarize yourself with the company's travel policies and guidelines. Understand the rules and procedures that govern travel arrangements, expense reimbursement, and preferred vendors.

Compare policy to current prices.

Move away from static hotel rate caps in your travel policies and fixed per-night rates by city, town, or country. As the travel landscape continues to change, adopt dynamic spend caps that align with price changes from high and low demand waves.

Identify criteria needed for approval.

Work out the key criteria to be used within your approval process, such as origin/destination information, reason for travel, cost, and business benefit of the trip.

Conduct feedback.

The goal is to learn about traveler preferences and consider those preferences in policy restrictions.

Establish a travel approval process.

A note on policy compliance and cost management. Corporate booking platforms allow you to set up customized travel policies. They also provide visibility into travel expenses, allowing for better cost and budget management. Administrative assistants can use reporting and analytics capabilities to identify cost-saving opportunities and make data-driven decisions.

Maximize data.

Every time a traveler makes a booking, data is captured that can be used in near real-time to measure performance against business objectives. For example, you can measure the cost of a trip against the value it generates. Corporate travel policies will have stringent guidance on data privacy and security and may involve putting processes into place to support compliance.

Does your travel policy align with your:

- Travel budget?
- Number of employees?
- Industry?
- Current cost of travel?

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Check out:
The essentials for building a sustainable travel policy.

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Travel technology

In the services industry, your goal is to help your clients excel. Your managed travel solution should do that for you too. Look for a managed travel solution that's using smart technology to improve efficiencies.

Research corporate booking tool options.

Smart technology.
Does the booking tool use smart technology to personalize search results for each traveler? Having travelers scroll through pages and pages of irrelevant options is time-consuming. Double-check the platform is using advanced technology to customize search results based on useful factors like historical search and booking preferences, hotel features, and company policy.

Happy customers.
Do they have a history of satisfied customers? Dig into the track record of the platform you're considering – how many customers do they have and how happy are they? Are they able to provide appropriate service for your travelers at every level, from contractor to VIP? You need a solution that not only has a proven track record, but also is best positioned to help you build and enhance trust with your own customers.

Supporting your growth.
If you aim to stay ahead of the curve and enhance your travel program throughout every growth phase, opt for a tool that provides you with global support, a dedicated account manager, and travel tips. Plus, one that allows you to grow and scale alongside evolving client needs.

Browsing multiple travel websites for the best deal and managing preferred suppliers wastes time.

After struggling with the time-consuming back-and-forth of working with an offline travel agent for years, an executive assistant for a global manufacturing firm spoke about the benefits of partnering with a corporate travel management.

> Just to be able to login and select flights, hotels, and cars, and have everyone get an email with their itinerary was a game changer.



Implementation

You're now ready to delete your travel spreadsheets, wave goodbye to the back-and-forth of travel changes, and leave the eleventh-hour post for travel emergencies.

Implement the corporate booking tool.

The right managed travel solution will walk you through each step of the implementation process. As a travel arranger, you will receive access to features to manage your travel program online. Many travel programs will be ready to go in three steps:

Step 1:

Create profiles for your employees.

Update traveler profiles with information like seating and meal preferences, loyalty program member information, passport number, mobile number, and emergency contact information.

Step 2:

Add your payment.

Enter your corporate credit card, central billing details, or ask your travelers to add their individual credit cards to their profiles.

Step 3:

Add your business travel guidelines.

Corporate booking platforms provide tools to share and manage your travel policy easily.

Educate your employees about your new travel tools and services.

Make sure your company understands you no longer have to be on standby for late-night calls.

Corporate booking platforms have staff focusing solely on your travelers' safety 24/7/365. They monitor weather, strikes, airport closures, and safety threats to anticipate who might be impacted by these incidents. They also inform you and your travelers of any pertinent information when available.

Showcase how smooth the travel process is.

Corporate booking platforms offer a range of traveler-centric features, such as mobile access to itineraries, real-time travel alerts, and integration with travel apps. These features give your travelers the information they need while on the go. Additionally, loyalty program integration allows travelers to earn rewards and benefits through preferred vendors, adding value to their journeys.



Managing change

Here are the three most common concerns about adopting a managed travel solution and how to address them.

> We don't have a budget for a travel management solution. Isn't it an expensive service?

Managed travel partners integrate various cost-saving measures into their services, helping service-based companies optimize travel spend without adding additional operational burdens. Programs that deploy advanced technology can play a big role in driving savings too, with tools that continually scan for lower rates even after booking, resulting in significant incremental savings without requiring any time-consuming action.

> We already have negotiated rates and discounts with providers. It's not worth partnering with a managed travel solution.

A managed travel solution often has the functionality to honor any existing relationships you have with a hotel, airline, or car rental company. Large managed travel partners can negotiate favorable rates and benefits, passing them on to clients across a wide spectrum of airlines, hotels, and car rentals.

> Working with a travel agency was a huge headache, and I don't think a managed travel solution would make my life easier.

A well-managed travel solution centralizes management and saves time by guiding travelers towards decisions that align with your company's policies and objectives. It can also optimize back-end processes, freeing up valuable hours that can be redirected towards client-focused tasks.



You earn, and keep, clients' trust by consistently delivering at the level they expect. This is precisely what managed travel solutions can do for organizations like yours while also saving you time and money.

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Check out:
Our business case template.

And learn how to write a travel management proposal.

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Compare the difference

Just as your potential customers evaluate whether you're the right choice to meet their needs, you'll want to exercise due diligence when choosing a managed travel solution to make sure they're the right fit to meet your needs.

	American Express Global Business Travel (Amex GBT)		Online travel site
Negotiated rates for air, hotel, and car	✓		
Hotel loyalty points and rewards programs	✓		
Travel management	✓		
Account management support	✓		
Travel support (24/7)	✓		
Integrations with Single Sign-On and expenses	✓		
Meetings and events support	✓		
Unlimited traveler profiles	✓		
Flight price protection	✓	Excludes basic economy.	✓

*Comparison based on leisure brand sites. Availability of features may vary by region.

Reasons to partner with Amex GBT:

- Fully integrated online and offline travel policy and trip approval at your fingertips.
- Intuitively guide employees to policy compliance during the booking experience.
- Flexibility to incorporate your company's policy and approval needs.
- Understand employee behavior and evolving trends to adjust travel policies.

Propel your people through seamless business travel.

Find out more

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