



Travel Management

A Travel Management Glossary

Here's a cheat sheet to help decode some acronyms and jargon

- **Adoption rate:** the percentage of bookings made through a company-approved online booking system; a high adoption rate is key for capturing trip itinerary information and travel spend.
- **Advance booking:** a travel reservation made a certain number of days ahead of a business trip, as stipulated by the company's travel policy.
- **Basic economy:** rock-bottom airfare that comes with certain restrictions, such as limits on carry-on luggage and seating assignments; each airline has its own set of restrictions.
- **Bleisure:** the practice of combining business travel and leisure travel in one trip.
- **Compliance:** when employees adhere to specific guidelines prescribed in an organization's travel policy.
- **Duty of care:** a company's responsibility to help ensure they know where their traveling employees are in the event of a crisis or another disruption.
- **Dynamic pricing:** a strategy in which airlines and hotels change prices based on algorithms that take into account competitor pricing as well as supply and demand.
- **Global distribution system (GDS):** a computerized reservation system for reserving seats, hotel rooms, rental cars, and other travel-related items.
- **Hotel attachment:** when a hotel booking is attached to an airline or rail reservation (as opposed to when a traveler makes a hotel reservation directly via the hotel supplier's website or an online travel agency); for a managed travel program, a high hotel attachment rate is desirable, boosting the volume of data for supplier negotiations and risk management governance.
- **LLC:** low-cost carrier, also known as no-frills airlines; offer low-fare flights with reduced passenger services.



**GLOBAL
BUSINESS
TRAVEL**

GBT Travel Services UK Limited (GBT UK) and its authorized sublicensees (including Ovation Travel Group and Egencia) use certain trademarks and service marks of American Express Company or its subsidiaries (American Express) in the "American Express Global Business Travel" and "American Express GBT Meetings & Events" brands and in connection with its business for permitted uses only under a limited license from American Express (Licensed Marks). The Licensed Marks are trademarks or service marks of, and the property of, American Express. GBT UK is a subsidiary of Global Business Travel Group, Inc. (NYSE: GBTG). American Express holds a minority interest in GBTG, which operates as a separate company from American Express.

© 2023 GBT Travel Services UK Limited.

Travel Management

- **Leakage:** When employees book business travel outside the preferred channels as defined by the travel policy; a lot of leakage in a managed travel program can lead to missed cost-savings opportunities and weaken duty of care capabilities.
 - **LRA:** last room availability; as long as a hotel has even one room available, then parties with an LRA contract have a right to buy it at their contracted terms and prices.
 - **Managed travel:** business travel program in which employees book travel within the guidelines of a strategic company travel policy designed to manage spend and help ensure travelers' safety and security.
 - **OBT:** online booking tool; a corporate-approved tool that lets organizations manage and monitor their business trip itineraries as well as track travel spend.
 - **OTA:** online travel agency; a travel website that enables traveler to book flights, hotel rooms, and ground transportation; such sites are to be avoided in a managed travel program.
 - **PNR:** Passenger Name Record; data provided by passengers when booking flights and collected by airlines to handle ticket reservations.
 - **Preferred supplier:** A company such as a hotel or airline that has contract with an organization to extend a preferred rate or additional preferential conditions in exchange for a certain volume of business.
- **Proactive Traveler Care™ (PTC):** A flight disruption service (for any flight that is canceled, missed or delayed over 60 minutes) offering real time updates and proactive two-way service messaging and rebooking.
 - **TM:** travel manager; responsible for developing and enforcing a strategic travel policy, managing supplier relationships, monitoring employees' trip itineraries and bookings, processing travel and expense reports and reimbursements as well as other duties.
 - **TMC:** travel management company; a business travel agent (such as American Express Global Business Travel) that helps organizations manage their travel bookings, ensuring duty of care obligations are met, and making available cost-savings opportunities.
 - **Virtual card number (VCN):** A high secure, single-use virtual credit card number used to minimize the risk of fraud.
 - **Unmanaged travel:** An "open booking" business travel program in which employees independently manage their own travel arrangements without the structure and guidelines of a travel policy.



**GLOBAL
BUSINESS
TRAVEL**