

Your 5-step guide to better business travel

See how managed travel can help amplify savings, time management, and traveler well-being.



An e-guide for decision makers across finance and management.



**GLOBAL
BUSINESS
TRAVEL**

When you go with American Express Global Business Travel (Amex GBT), you're going in the right direction.

The importance of business travel cannot be overstated – you know the value it brings to get your people in front of prospects and your company in front of other market leaders. Those elbow-to-elbow moments create a collaborative network that brings unparalleled value.

So when it comes to the success of your business, the only thing more important than why you travel is how you do. With decision makers spread out across your organization, unclear spending leading to clunky budgeting, and undefined traveler safety protocols, you're already seeing the areas for improvement. But asking for help across managed travel programs isn't about only looking at what can go wrong – it's seeing what opportunities can go in your favor. With the right kind of partnership.

In this guide, we'll take you through how managed travel can help solve for the common pain points that booking flights and hotels directly can inflict on your growing business, see if choosing the right travel partner is your right next step – we think it might be – and, ultimately, why it should be with us.

With Amex GBT, see how you can:

- **Realize the value of managed travel.**
- **Find untapped savings without losing options.**
- **Amplify productivity and accuracy.**
- **Put your travelers' well-being first.**
- **Meet the right travel solution for you.**

Let's get started.



A look inside

5 steps to better business travel:

- See the value of managed travel 4
- Cut costs not travel choices 5
- Keep your employees productive 6
- Prioritize traveler well-being 7
- Discover Amex GBT 8

Step 1 – See the value of managed travel

Travel is a tool for business growth. Now's your time to take a closer look.

As a decision-maker, you have a profound interest in your company's growth – what keeps you moving toward the next win across earnings, retention, or performance? Taking a deeper look at how your leadership and teams are traveling should be your next stone to turn over.

Today's world of efficiency requires tools: emails, virtual meetings, payroll, and on. You integrate these trusted technologies – or partners – to protect your business's data and interests. So then why should your travelers be booking their flights, hotels, and transportation directly through carriers without the same oversight or protection?

Enter our world of managed travel.



In 2023, Harvard Business Review Analytic Services surveyed 425 respondents familiar with their organization's business travel programs – and the numbers tell a compelling story.

84%

agree that their company realizes tangible business value from trips to meet with clients, customers, or prospects in person.¹

Heightened innovation

81%

agree that in-person interactions foster greater levels of innovation for the business.¹

Effective deal-making

84%

say in-person get-togethers best facilitate a successful meeting with a client to sell business.¹

Stronger relationships

88%

say in-person meetings are essential for creating positive long-term relationships between co-workers.¹

Productive talks

67%

say in-person meetings are best for initiating discussions with merger and acquisition targets.¹

¹ [amexglobalbusinesstravel.com/content/uploads/2023/09/Investing-in-Travel-Report.pdf](https://www.amexglobalbusinesstravel.com/content/uploads/2023/09/Investing-in-Travel-Report.pdf).

Step 2 – Cut costs not travel choices

You're spending too much and expecting too little from your business travel.

And if you're continuing to book directly from vendors on an individual-by-individual, trip-by-trip basis, there's no end in sight to the escalating spend. That's where we come in.

Amex GBT is exceedingly proud to be the most valuable marketplace in travel with the world's most comprehensive B2B travel technology. Our partnerships span the globe and our professionals run the gamut from corporate titans to startups; that makes us highly scalable but nimble enough to help you at each stage of your growth.

Think of us as the battery between companies like yours and global enterprises – **through our large marketplace, we're able to offer savings on flights, car rentals, hotels, and more through the established relationships used by our corporate sized clients.** The benefits of our network become your benefits, too.

That also means that we have the insights and rights to negotiate escalating costs on your behalf. We've been in this space for over 100 years to understand the ways both trends and the travel industry move, and equipped with proprietary technology that provides us with comprehensive data and analytics, we can help you capitalize on cost-saving opportunities that you wouldn't otherwise have access to.

It's also likely your travelers are taking liberties across their bookings, and without a travel tool or policy, why shouldn't they? We all arrange our travel with vendor preferences in mind. But without adequate travel policy or process enforcement, those preferences are going to impact your savings potential. **With Amex GBT as your managed travel partner, those preferences don't go by the wayside – instead, your travelers will be offered more choices across flights, hotels, rail travel, and car rentals that are all in budget, in policy, and (finally) all within one tool.**

Our negotiated rates can help you save up to:

20%
on airfare²



30%
on car rentals³



50%
on hotel rates⁴



² Based on American Express Global Business Travel contractual agreements and availability. Program content is subject to change without notice. All discounts depend on route and class. Air savings reflect the average gross fare difference expressed as a percentage from booking a Preferred Extras fare rather than the equivalent published fare for Q2 2023. Equivalent refers to the same or better for fare terms and conditions. ³ Based on American Express Global Business Travel contractual agreements and availability. Individual results may vary. Additional terms may apply. ⁴ Based on American Express Global Business Travel contractual agreements and availability as of October 2022. Program content is subject to change without notice. Individual results may vary. Additional terms may apply. Some rates inclusive of Wi-Fi and breakfast, with many offering additional value adds.

Step 3 – Keep your employees productive

We help your team get back to focusing on what matters: their jobs.

It's not just the trip to meet a client or attend a conference that takes up time. It's inefficiencies and inaccuracies across booking, invoicing, and managing travel disruptions that are draining to productivity.

Our best-in-class software brings the element of simplicity that you and your team have been needing, where planning, booking, expensing, and invoicing all happen in one tool. As your central hub for air, hotel, car rental, and rail shopping, your travelers don't need multiple tabs and apps open to cover all aspects of the journey. That also makes for less time on the administration side of travel and more accuracy and visibility across where the spending is going – and why.

And then to the inevitable layer of travel management: meeting moves, flight cancellations, and unforeseen circumstances. When your travelers have to manually troubleshoot and adjust their plans, they are being taken away from the job – sometimes in a significant way. **Booking with Amex GBT gets them get a ticket and access to our dedicated team. Our 24/7 support will be at their fingertips through chat, phone, or mobile app so that when plans change, you and your team don't have to spin wheels or change lines to a generic call center for help.** Even when disruptions occur, business travel is still a force for good – and it's even better and more efficient when you have a reliable partner to help when your company and people need it most.

On average, processing an expense report for one hotel stay takes **20 minutes**.

However, **1 in 5 expense reports contain errors** or missing information, costing an additional **18 minutes to correct** each expense report.⁵



⁵ gbta.org/how-much-do-expense-reports-really-cost-a-company.

Step 4 – Prioritize traveler well-being

Your travel team represents your business at every destination. Give them the support they deserve.

Travel is vital to company growth, but it can still put your team at risk. And being able to effectively manage any disruptive events that may come up is one of the core components of a good managed travel program – and a good employer. From the strong end of illnesses and natural disasters to the everyday delays and cancellations caused by inclement weather, the only travel certainty is uncertainty. But without a plan in place, your company could be opening itself up to legal liabilities. Being prepared for unpredictable situations is key to making your travel program effectively support your travelers while also showing your team you care about their well-being.

The good news is that traveler care and risk management is in our DNA. We'll be here to help you:

- Develop internal policies and processes for who does what, why, and when in the case of an unforeseen event.
- Compile data and reflect on our deep experience to think through other potential risks.
- Equip you with the right tools and software to locate and communicate with your travelers in the case of an emergency.



Step 5 – Discover Amex GBT

Simply put, we're here to help bring your business travel back to being simple.

Juggling dispersed teams and clients isn't straightforward, but we believe traveling for business should be. We've spent the last 100+ years building relationships to bring you the largest central marketplace for vendor value and choice without ever compromising on our 24/7 service. That's the business travel experience your growing business deserves. And if you're here, you're ready for it, too.



100+
years in
business travel.⁶

\$1.6B+
Investment in
travel technology.⁶

The screenshot shows the Amex Global Business Travel interface. At the top, there's a navigation bar with 'GLOBAL BUSINESS TRAVEL', 'HOME', 'APPROVAL', 'ARRANGER', 'TRAVEL', and 'NEO ADMIN'. Below that, a search bar shows 'Current search: London - All Airports and Railways, Mon, Jul 17 — Paris - All Airports and Railways, Fri, Jul 21'. There are filters for 'Stops', 'Suppliers', 'Price', 'Airport/Station', 'Connections', 'CO₂ emissions', and 'In policy only'. The main section is titled 'Recommended' and lists three travel options:

Supplier	Departure	Arrival	Duration	Class	Price	Buttons
BRITISH AIRWAYS	3:05 PM (LHR) Mon, Jul 17	5:25 PM (CDG) Mon, Jul 17	1h 20m Non-stop	Plus Coach (V) Change fare/class · View seats	\$327 Total Price	Select
BRITISH AIRWAYS	1:20 PM (LHR) Mon, Jul 17	3:35 PM (CDG) Mon, Jul 17	1h 15m Non-stop	Plus Coach (L) Change fare/class · View seats	\$375 Total Price	Select
EUROSTAR	2:31 PM Mon, Jul 17 London St Pancras	5:47 PM Mon, Jul 17 Paris Gare du Nord	2h 16m Non-stop	Standard Second (M) Change fare/class · View seats	\$256 Total Price	Select

⁶ American Express Global Business Travel internal reporting, FY 2023.



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