

Implementing a Managed Travel Program

Benefits Summary

Controlling travel costs can be difficult. With travel signifying a company's second or third largest manageable expense, this area presents immense possibilities for cost savings and cost prevention. An unmanaged travel program does not take into account duty of care obligations, travel policy compliance, unused ticket recovery, and preferred supplier leverage. Working with a travel management company (TMC), a corporation will have access to abundant benefits beyond cost avoidance that will greatly impact a company's bottom line.



Key Components

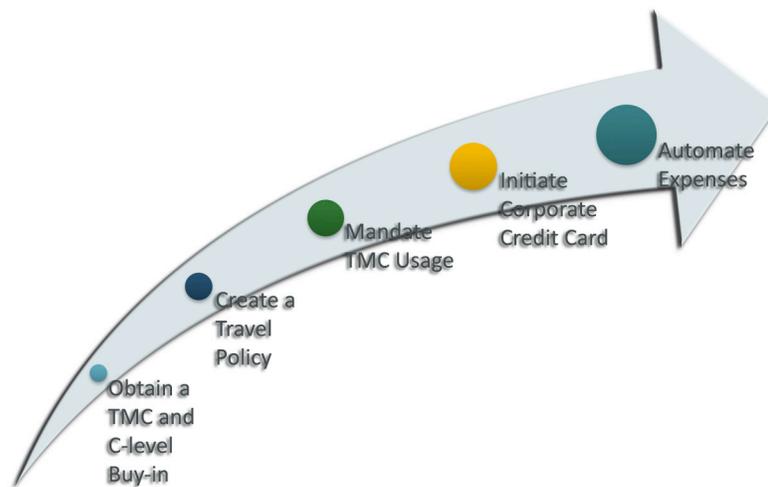
Although most large companies currently have managed travel programs, numerous small and mid-size corporations have unmanaged programs. These companies would surely benefit from implementing managed travel programs.

The following are essential elements to implementing an effective managed travel program:

- **Obtaining a TMC.** During the early phase of implementing a managed travel program, a company needs to get buy-in from all C-level executives. The support from senior management is crucial to the program's success. A request for proposal (RFP) allows a company to easily measure each potential TMC provider.

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- **Creating a travel policy.** The parameters of the program should be established to provide a straightforward plan for travelers to make it easier to follow the rules and ensure compliance. A TMC will be an important resource during the policy development process and should make recommendations based on your requirements and industry expertise.
- **Mandating the use of your TMC.** Requiring that travelers book travel through the selected TMC allows for easier reporting on total spend and assists with traveler tracking. Program objectives and company culture should be considered, along with the variable policy mandate categories.
- **Introducing a corporate credit card program.** A corporate program will provide an accurate snapshot of the total cost of travel including airfare, hotel, meals, entertainment, and other expenses.
- **Automating expense reporting.** There are numerous expense management tool suppliers and the selected solution will depend on whether online booking is included as part of the program.



Getting More out of your TMC

Depending on your company's needs, a TMC should conduct comprehensive traveler training as part of the implementation process. This education ensures compliance and the success of the managed travel program. If a company is introducing an online booking tool, traveler education is a vital implementation phase. Ongoing training should be available for new hires and as new technology solutions are introduced.

During the implementation, communication is critical to the success of the managed travel program. Your TMC should provide proactive communication during implementation and beyond to ensure duty of care compliance and a long-term partnership.

ABOUT ACENDAS

Established in 1982, Acendas provides comprehensive corporate travel, meetings and incentives, and leisure travel services. As a joint venture partner with BCD Travel, Acendas' clients have access to exceptional technology, proprietary discounts, and extensive global resources.

