

# 8 Strategies to Drive Travel Policy Compliance

COMPLIANCE

Cost savings and enhanced safety are key advantages of optimizing traveler compliance, which are prompting Travel Managers to implement best practices methods. A company should not presume that travelers would automatically comply with policy. Corporations must be regularly influencing and conveying the policy to travelers, as well as requesting assistance from internal departments in human resources, IT, and legal.

While Travel Managers evaluate travel program adherence, they frequently explore methods to refine goals, secure gaps, and increase compliance. In order to push responsibility, Travel Managers must be extra methodical in encouraging and examining travel policy adherence. There are numerous approaches to engage travelers and drive corporate travel policy compliance, which vary from traveler training, incentive-based rewards for adherence, and reporting that recognizes potential savings. Based on our experience, Acendas created the best practices to traveler engagement and policy compliance.

The following methods are important parts to emphasize when driving travel policy compliance:

- **Mandate the policy.** Requiring travelers to purchase via approved sources should include the selected TMC and online booking tool, as well as the expense tool, corporate card, and preferred vendors. This method can dynamically enhance compliance by expanding the examination, track, assessment, and liability that occurs from the knowledge of using one vendor to manage the travel program.
- **Employee communication and training.** Many travel departments have focused on company-wide communication and education programs. This area should include several levels of traveler communication such as placing the policy on the company's intranet, travel portal, online booking tool, and mobile applications. Comprehensive new employee education is crucial, as well as ongoing refresher training for travelers. If non-compliance is a continuing problem, education meetings for individual travelers can be helpful.
- **Emphasize online booking and boost adoption.** Utilization of online booking is propelling greater compliance amounts, since the tool can be customized to clearly display preferred vendors as the primary option. The tool can be programmed to highlight bookings that are non-compliant and are efficient at discouraging travelers from making these reservations, as well as measuring results.
- **Management assistance.** These advocates can include travel planners and they must actively communicate and promote the policy to achieve greater compliance. When the travel policy is modified, the advocates should include senior management to clarify the reasons for changes. In addition, companies could form a policy committee incorporating various departments and frequently include regular travelers to lead the policy update process.

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- **Company culture and travelers' requirements.** When incorporating culture into the policy, balance the traveler's culture with company objectives. Where possible, include advantages to the travelers and other incentives to push adherence. Travel Managers should be sympathetic of traveler requirements and investigate adherence results to confirm the program is successful.
- **Advice and constant development.** A TMC performs an essential responsibility in the formation and implementation of your travel policy. Your TMC should launch a policy enforcement plan that is customized to your company and make suggestions based on data, best practices, and responses from the travelers and consultants.
- **Impose adherence with pre-trip approvals.** Companies using pre-trip approval processes have been steadily increasing. Stricter controls before the trip can have a significant impact on compliance. Online booking tools and other technology allows companies to easily manage pre-trip approvals and report on non-compliance.
- **Strengthen and simplify language.** With the trend toward mandating policies, phrasing has gotten more streamlined and distinct.

## Conclusion

To create extra savings via enhanced stages of adherence, companies should attempt to attain stability among enforcement and traveler requirements. Though strong compliance enforcement might contribute to accomplishing your financial goals, it might restrict your corporation's capability to draw and maintain the best employees that are accustomed to a less rigid travel policy. Your TMC should be able to establish the best method for your company regarding how the policy is enforced. Meticulously managing compliance performance is a crucial function in influencing the company bottom line.



## 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.

