

Your business travel **game plan**

How to win with **visibility.**





Your game plan starts here

Key plays to be across

- | | |
|-------------------|-----------------------------|
| 1. Service | 5. Duty of care |
| 2. Technology | 6. Travel policy |
| 3. Savings | 7. Sustainability |
| 4. Travel expense | 8. The team behind the team |

Travel all over the place? You need this.

This is your playbook to take control—consolidating your travel program into one smart, streamlined setup.

When your bookings, policies, reporting, and people sit in different systems (and silos), you lose clarity. You lose time. You lose money.

Centralization isn't just neat—it's powerful. You'll gain full visibility, tighten compliance, and uncover savings hiding in plain sight.

This guide walks you through how to get there, with interactive checklists and tactical advice at every step. Use it to pressure-test your current program, fill in the gaps, and build a setup that actually works for your business.

Some questions to begin:

1. Can I instantly access how much we spend on business travel each year?
2. Are we staying ahead—or always catching up—when it comes to travel decisions?
3. Do our policies offer the right balance of control and flexibility?

Ready to get started? Let's show you the potential.

Service

Is everyone getting the same experience—or fending for themselves?

What you're up against:

Your travellers are booking through different channels. Some go it alone, others call a TMC, and the experience is inconsistent. Support varies. Service feels reactive. You're in the dark about how it's all working (or not).

The game plan:

Find a partner who acts like an extension of your team. Then lock it in as the go-to for all bookings so everyone's working from the same playbook.

Build in check-ins at the 3-, 6-, and 12-month mark. Are your travellers happy with the experience? Are service levels where they need to be?

Survey your team regularly. Look for roadblocks. Fix them fast. Great service doesn't just mean fewer complaints—it means more confident travellers, smoother trips, and a team that can focus on the work, not the logistics.

You're winning when...

Everyone's taken care of. Your travellers feel confident hitting the road. Their preferences are remembered. Their changes are handled. They come back ready to do it again—not dreading the next trip.



We have two major annual events that involve folks all gathering in one place, and we count on the CT Team to support hundreds of travellers for these events. They are never too busy to ensure all the small details are covered. The service level is excellent!

Kate Niven
Places Coordinator @ Benevity Inc.



[READ THE CASE STUDY](#)



The score card

Survey your travellers to understand what they value most on the road.

Measure how much time self-bookers are spending and where they're getting stuck.

Review whether your current provider offers 24/7 support, real-time help, or proactive service.

Assess whether service is consistent across all travellers and trips.

29,000+

Corporate Traveller 24/7 emergency live-chats last year

Technology

Running your travel program across too many tools? Time to bring it together.

What you're up against:

Your travel program lives in too many places. One tool for booking. Another for reporting. A few spreadsheets for everything else. You don't know if your team's actually using the tech—or if it's working against them.

The game plan:

Get one easy-to-use platform that brings it all together:

- One login for booking, reporting, approvals, traveller tracking, and profile management.
- One source of truth for spend, savings, and policy compliance.
- One system your travellers actually like using.

You want tech that adapts to how your team books—online, with a consultant, or through an app. But behind the scenes, everything should stay connected and visible. That's how you stop chasing information and start making informed decisions.

You're winning when...

Your data's clean. Your team's efficient. And your tech is doing its job: making business travel simpler, faster, and more visible.

The score card

What tools are your team using for booking, reporting, and profile management.

Can you access real-time travel data, filtered the way you need it?

Are your tools integrated or are you piecing together insights from PDFs and spreadsheets?

Would an all-in-one solution save your team time and give you better control?

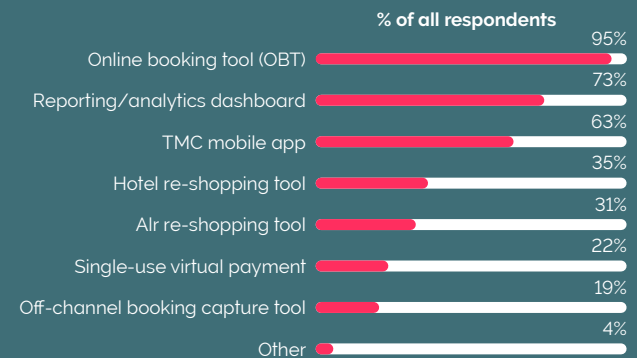
Want to see
a demo?



RIGHT
THIS WAY



Tools and Platforms Currently Used



While an online booking tool (OBT) is important, there is a lot more to travel tech than booking solutions. (GBTA report)

Savings

Don't cut corners,
cut the waste.



DON'T PINCH
PENNIES, MAKE
SMART SAVINGS



[READ THE GUIDE](#)

18%

Potential savings on air travel
when you consolidate to a
corporate air program.

What you're up against:

You don't have a clear view of how much you're spending on travel, or where the money is going. Bookings are scattered, approvals are inconsistent, and savings opportunities are slipping through the cracks. Without visibility, there's no way to optimize.

The game plan:

Start with solid reporting. When you can see how, where, and why you're spending, you can shift behaviour, renegotiate rates, and take back control.

Look for a partner who offers:

- Real-time data and spend breakdowns
- Negotiated airfare and hotel rates
- Added-value perks like included breakfast or late-checkout
- Flexible booking options to reduce costly last-minute changes

Make it easy for your team to book their preferred way: online, mobile app, or with a travel manager. Centralized bookings = cleaner data = better decisions.

Set regular check-ins (3 and 6 months) to track savings, monitor unused credits, and see the value you're getting beyond the ticket price.

You're winning when...

You can clearly show how much you've saved, where it came from, and what you're doing to improve. Your CFO sees the ROI. Your travellers feel supported. You've gone from reactive spending to strategic saving.

The score card

Audit your last 12 months of business travel. What did you actually spend?

Define savings goals for the next year (ex. reduce unused credits, increase value perks, lower air spend)

Set a budget based on real data, not guesswork

Identify opportunities for group rates, negotiated fares, or better booking habits

Travel expense

Too many receipts. Not enough clarity.



5%

Approximately 5% of a company's revenue is lost to fraud.*

20%

Of expense reports have fraudulent expense charges.*

*Based on statistics provided by Ramp

What you're up against:

Your travellers book how they want, using personal cards, company cards, or a mix. Receipts go missing. Credits get lost. And reconciling costs feels like solving a puzzle with half of the pieces. It's messy, manual, and slow.

The game plan:

Get control with a streamlined payment solution. Look for a setup that:

- Eliminates missing receipts
- Flags out-of-policy bookings
- Tracks costs in real time
- Integrates with your finance tools

You'll spend less time chasing down expense reports and more time making informed, proactive decisions. And in a pre-approval system, you'll know what's coming before it hits the budget.

You're winning when:

Reconciliations take minutes, not hours. You've got full visibility of every trip, every dollar, and every traveller. And your finance team? They finally breathe easy.

The score card

How are travellers currently paying? Personal cards, company cards, or both?

Does your current system catch out-of-policy bookings or missing receipts?

Are expenses easily tied back to specific trips or departments?

Is your finance team happy with how travel costs are tracked and reported?

Duty of care

**If something happens, can you act fast?
Or are you guessing?**

What you're up against:

You don't always know where your travellers are, or if they're safe.

The game plan:

Work with a travel partner that gives you full visibility and fast alerts. You should be able to:

- Instantly locate travellers by region, city, or trip
- Send notifications before and during trips
- Run reports in minutes, not hours
- Get proactive support from a dedicated team

Your Customer Success team should help you map out risks, refine your processes, and plug any gaps. Create a culture where your travellers know they're supported and where internal teams know exactly what to do when things change.

You're winning when...

You know where everyone is and you can reach them quickly. Your travellers feel safe. Your bookers feel supported. And your leadership team trusts that nothing slips through the cracks.

51%

of companies don't provide
traveller safety resources*

**Want a better traveller
safety plan?**

**DUTY OF CARE ESSENTIALS
FOR BUSINESS TRAVEL**

*Survey conducted as part of International Women's Day 2022



The score card

Can you spot where your people are within five minutes?

Do you have automated alerts and reporting in place?

Are policies reviewed regularly to reflect global risks and company needs?

Have you worked with HR, support teams, and bookers to close any gaps?



How can we help?

Discover how Corporate Traveller can help you develop a winning traveller safety strategy.

DISCOVER

Travel policy

What you're up against:

Either you don't have a formal travel policy, or you've got one that no one reads. It's outdated, rigid, or just doesn't reflect how your team travels today. Without clarity and flexibility, you get inconsistent bookings, lost savings, and exposure to unnecessary risk.

The game plan:

Build a policy that balances structure with smarts. Start by mapping your goals, then shape the policy around how your people actually work.

Work with a policy expert (your travel partner can help) to:

- Define must-haves and nice-to-haves
- Align with HR and finance teams from the start
- Involve frequent travellers early to build buy-in
- Make updates regularly, especially as your team grows or your needs change

A policy only works if it's easy to follow and helps your people make better booking decisions. If it feels like it was built for them, they'll use it.

You're winning when...

Your policy drives better booking behaviour, reduces risk, and supports both the business and your people. Everyone knows the rules, and the flexibility is built-in, not bolted on.

48%

of business travellers didn't know if their company had resources for specific traveller profiles.

*Survey conducted as part of International Women's Day 2022



The score card

Define your core travel goals: cost, safety, experience, compliance, etc.

Does your policy reflect how your team actually travels?

Do HR, finance, and bookers agree it's clear, fair, and practical?

Are you reviewing it at least twice a year to keep it relevant?



How does your travel policy measure up?

Travel Policy Benchmarking tool

BEGIN

Sustainability

Got goals? Now you need a way to measure them.



85%

of companies say sustainability is important.
Only **21%** have a formal program in place.

Source: Corporate Traveller sustainability survey 2021

What you're up against:

Your company cares about sustainability, but your travel program doesn't reflect it yet. You're not tracking emissions, travellers aren't incentivized to choose greener options, and there's no clear plan for progress.

The game plan:

Start by setting measurable goals for your travel footprint. Then partner with a TMC who can provide the data and tools you need to help you act on them.

That includes:

- Tracking CO2 emissions by traveller, team, or trip
- Booking options that prioritize non-stop flights, rail, or eco-certified hotels
- Reports that show progress, not just promises
- Ideas to engage travellers. Think: friendly challenges or internal goals.

With visibility and the right support, sustainability becomes a real part of your travel program, not just a line in a report.

You're winning when...

You've got a clear strategy, your team is engaged, and your bookings reflect your values. Travel becomes part of your sustainability story, not a contradiction to it.

**Looking for
more resources
on sustainability?
Right this way!**

**SUSTAINABILITY VS.
TRAVELLER WELLNESS VS.
COMPANY COST**

**TRAVEL THAT DOESN'T
COST THE EARTH**

The score card

Are your sustainability goals tied to specific metrics and timelines?

Are you tracking emissions across your travel program today?

Do your booking tools prioritize sustainable travel options?

Are you reviewing progress at 3, 6, and 12 months?

The team behind the team

What you're up against:

Your program lacks clear roles. Who handles bookings? Who deals with issues? Who's looking at the bigger picture? When something goes wrong, you're not sure who to call, and that slows everything down.

The game plan:

Map your support team, both internal and external. When you work with a TMC like Corporate Traveller, you should know exactly who's in your corner:

- **Customer Success Manager:** Keeps your program on track and shows where hidden value is
- **Dedicated Travel Manager:** Books smarter, faster, and with your travellers' needs in mind
- **24/7 Emergency support team:** Steps in anytime, anywhere, without the wait

When the team is defined, expectations are clear. Everyone knows who to call and what's expected, and your program runs like clockwork.

You're winning when...

You've got the right people in the right seats. Internally, your team knows their roles. Externally, you've got go-to experts who jump in fast. No confusion. No delays. Just seamless support, every step of the way.

The score card

Who's responsible for each piece of your travel program from strategy to booking and emergency response?

Do you have a dedicated travel expert or team to support your program?

Are internal roles documented and aligned with your external support?

Is there a clear escalation path if something goes wrong?



Corporate Traveller has been our travel partner for over 20 years, providing unwavering support for the seamless travel of our team to destinations near and far. With their dedicated team and end-to-end system, they ease the travel process for us, so we can be on the move and continue to focus on serving our clients.

Ken Embree
President @ Knight Piesold



We're your number one fans!



Where to from here?

Visibility changes everything.

When your travel program is centralized, you get full visibility. That means smarter decisions, safer trips, fewer surprises, and a healthier bottom line.

But visibility doesn't just happen. It starts with the right setup: one platform, one team, one strategy.

That's where Corporate Traveller comes in. We help SMEs take control of their travel by consolidating systems, simplifying support, and putting expert insight just a call (or click) away.

You don't need to run your travel program solo. And you don't need 10 different tools to make it work. You just need the right partner in your corner.

Here's what it's like to work with Corporate Traveller:



Working with Corporate Traveller has been an absolute game-changer for our company. Their dedication to finding us the best deals without sacrificing quality or convenience is unmatched. Every trip they've planned for us has been seamless, from booking flights to arranging accommodations and even managing last-minute changes. Their expertise and attention to detail have not only saved us time and money but have also ensured that our team travels with peace of mind. I highly recommend Corporate Traveller to any organization looking for a reliable partner in corporate travel management.

Laura Marinelli
Administrative Coordinator @ Spinologics Inc.





Ready to build your game plan?

[BOOK A MEETING](#)