

Travel Management: The Restart



7 tips to help your 'return to travel'

Define 'acceptable travel'

- Internal vs billable, domestic vs international, quarantine policies in countries



Refine approval process

- Company-level restrictions + external government regulations
- Clear hierarchy of trip pre-approval



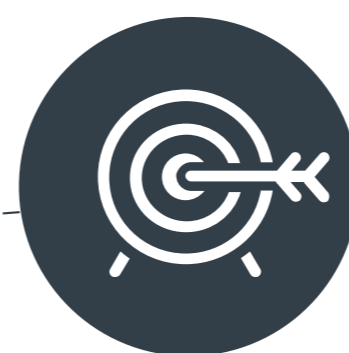
Communicate your suppliers' COVID-19 health & hygiene standards

- Refine your organization's health and safety policy
- At a minimum meeting WHO guidelines



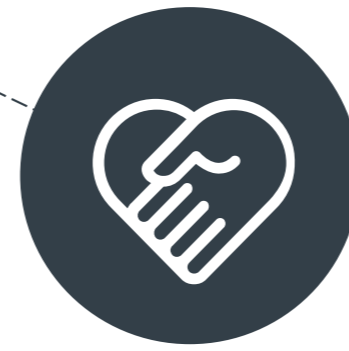
Revisit supplier contracts & conditions

- Understand reduced capacity impacts
- Evaluate revenue or share goals in a new landscape
- Anticipate price fluctuations and effects



Understand employee concerns. Provide guidance & support

- Understand concerns via a traveler survey
- Provide support based on traveler concerns: hygiene kits, pre-travel checklists, mid-travel safety reminders, etc.
- Keep travel intranet site up-to-date



Collect post-travel feedback & monitor progress

- Post-travel surveys, interviews, or focus groups
- Adapt processes and conditions, suppliers, etc. based on feedback
- Identify new data and reporting needs



Design booking process

- Agent booked vs OBT, call-in vs e-mail, with goal of using unused tickets/credits and ensuring approved suppliers booked



Working with you to unlock possibilities in the Covid-19 era...



Companies have a once-in-a-generation opportunity to scrap the old and welcome in the new - creating the optimum business travel environment of the future. So I don't say 'new normal' – I say 'new you.'

- Kelly Kuhn, Chief Customer Officer, CWT