



Increasing Compliance

Building the most effective travel policy must first be based upon your corporate culture. Travelers want to feel as though their views are being considered when setting policy guidelines, yet you are being tasked with year-over-year cost cutting.

A recent traveler survey identified why most travelers are really booking outside of policy – and it may surprise you. Our recommendation is to first understand why. Determine what can be adjusted with communication and, yes, logical reasoning. You may be surprised to learn that, with a few minor adjustments and the right messaging, your policy compliance will increase, and your traveler satisfaction levels will skyrocket.

Understanding why.

We have one word for you – HOTELS! Over 80% of the business travelers stated they book out of policy mainly because they want to be closer to the meeting or conference they are attending.

- Search by address: Work with your TMC to include training modules to assist your travelers to more effectively search via their online booking tools.
- Loyalty points are key: Communicate to your travelers that they can increase their loyalty status by booking through your preferred suppliers – you support their success by clearly identifying the preferred hotels within the search criteria.
- Simplify your ground transportation guidelines: Consider putting in place a Lyft program instead of taxi or black car service. Your travelers will appreciate the flexibility and ease of booking online.
- Always remember Duty of Care: It is important to not only know where your travelers are flying, but where they are staying when you need to get in touch with them in an emergency. Be safe. Show you care.

What is the traveler's familiarity of your travel policy?

Over 20% said they were not familiar with the policy. This is the easiest fix of all. Take time to condense and focus on what matters. Provide links to details, as necessary.

- Reduce the length of your policy: 3-4 pages should be the maximum length.
- Be clear and do not overcomplicate.
- Traveler benefits: Yes, outline the opportunities for 'bleisure,' loyalty point redemption, etc.
- Easy to locate: Make sure you have a travel portal and that the policy is front and center.

For more tips on increasing compliance and surveying your travelers – contact your TI Account Manager today.