



A 101 Guide to Being a Travel Manager

Tips to help you hit the ground running when company travel duties land on your plate



1. DRAFT A FORMAL POLICY

Create your own visual travel policy

Set parameters around spending and booking behaviors to rein in travel costs and take care of travelers. Be sure to:

- › Specify the hotel, air, and ground suppliers employees should book
- › Provide instructions for how they should make those bookings
- › Define spend limits and per diem costs covered by the company
- › Communicate how the reimbursement process works

The goal is to set limits yet also empower business travelers so they feel compelled to comply.



2. PROMOTE COMPLIANCE

Improve your policy compliance

Once your policy is finalized, keep it top of mind by providing regular reminders via email and company message board. Consider [easy-to-use booking tools](#) that automatically steer travelers toward in-policy options. Also, keep tabs on who is and isn't booking within the policy by comparing corporate card charges to those captured through the company-approved booking tools.



3. DEVELOP RELATIONSHIPS WITH PROVIDERS

Trim costs, especially on hotels, by guaranteeing vendors a certain amount of business in exchange for better-than-advertised discounts and additional perks. Research the kind of volume commitment the hotel generally looks for and calculate how many nights your travelers spend annually at hotels to secure the best deals.

As your travel management role evolves, consider partnering with a travel management company, which can leverage its industry relationships to lock in competitive rates with preferred suppliers and help your company get the most out of your travel program.



4. TAKE CARE OF YOUR PEOPLE

Increase traveler satisfaction

Beyond overseeing trip itineraries, you should have resources to advise travelers on the types of insurance, travel documents, visas and vaccinations, and safety precautions they may need for particular destinations.

Also work with stakeholders to establish a comprehensive travel risk management program that covers everything from extreme circumstances (like a terrorist attack) to more common events (such as a trip to the hospital) to help protect and reduce the risk to traveling employees.



5. MANAGE TRAVEL EXPENSES

Discover procurement insights

A large portion of your role will be devoted to managing the costs of your travel program. This includes:

- › Getting a holistic view of your company travel spend
- › Identifying new ways to cut costs by defining KPIs
- › Processing expense reports

To streamline this process, consider using a third-party expense report management software and an automated booking tool that can capture a business traveler's expenditures all in one place.

American Express GBT and Booking.com started a partnership! Booking.com properties and rates are currently being integrated into Amex GBT's booking experience so all lodging options will be in one place. Contact us for more info at business@booking.com.