

Guiding vs. Policing:

5 tips to giving your employees a better travel experience.

SAP Concur





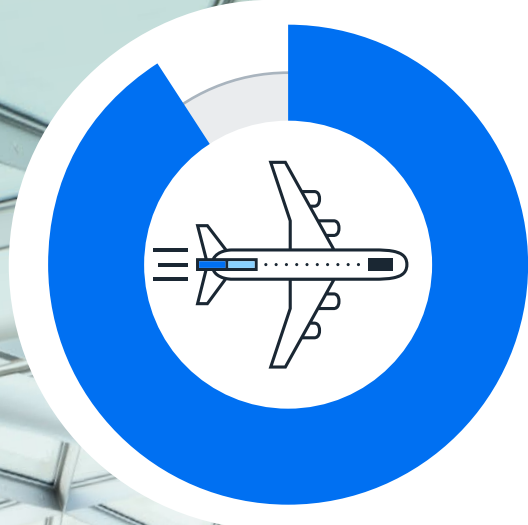
How did we get here?

..... **Travelers just want to get where they're going, and you just want to help.** Sure, you want to cut costs, too, and sometimes travelers don't pick the cheapest flight or the room rate you negotiated – but that doesn't mean they need more rules and restrictions. It doesn't mean you have to be a policy officer. It doesn't mean compliance needs more complexity than it currently offers.

It simply means business travelers need more guidance, more communication, a better understanding of the rules, and a little trust.

In a challenging labor market, there's no room for friction in the travel experience. Your program is an opportunity to fuel productivity or drain energy, and with SAP Concur solutions, you can make sure it's the former – simplifying everything from booking to expense reports, increasing adoption and compliance along the way.

..... **Let's take a look at how to get *there*.**



91%
of business travelers faced flexibility restrictions over the last year.

Source: 6th Annual Global Business Travelers Research Report



Build flexibility into your policies with a multi-channel travel program.

Yes, you want to provide clear rules for your travelers, but policies that allow a little flexibility tend to work better than strict mandates. Give employees some discretion in their travel choices and you empower them, rather than restrict them.

For example, people want to earn loyalty travel points, so they book with their preferred airlines and outside your booking system. When you can capture those bookings, you get the data you need while empowering travelers with the flexibility they want.

You can also empower travelers by creating a more inclusive travel program – one where you provide adaptable transportation and accommodation options; one that supports female, LGBTQIA+, POC, and neurodivergent travelers; one where you truly listen to what your travelers are saying. Content is also part of the flexibility equation. Make sure your tools provide diverse travel options – whether they're booking inside your travel tool or out.

SAP Concur can help.

[Concur Travel](#) offers the most extensive travel content in the industry, giving your travelers more ways to go.

- **11x more** policy-compliant hotel choices.
- New NDC air content and support for **over 30** low-cost global air carriers that provide more air options and more coverage in over 35 countries.
- **Expanded** access to the widest-reaching rail network in Europe.

[Concur TripLink](#) captures travel transactions made directly with suppliers – applying negotiated rates and policies along the way – so employees have more booking options, and you retain both control and compliance.

More options. More control. More flexibility. Exactly what you and your travelers deserve.

Communicate with your travelers, so they understand why your policies matter and how to do what's best.

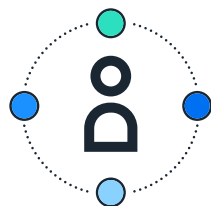
Let's be honest, corporate travel policies typically aren't compelling page-turners. So it's important for you to have a plan to promote your policies to help explain what's in them and encourage interest. And that plan needs to be very simple – a less-is-more policy for the policy, so to speak.

Keep it fun, colorful, engaging, and interactive.

Lean into travelers' values and how corporate values align.

Use emotion as a bridge between policy and "the right thing to do".

In your plan, you'll also want to include your approach to sustainability and diversity, equity, and inclusion. Employees need and want to know what your travel-sustainability commitments are – as well as how they fit into the overall business plan *and* their individual work.



For example, how does your travel policy align with the company's big-picture strategy? And more importantly, can travelers see themselves as part of the strategy – the ones, in fact, who'll achieve its goals?

Again, it comes down to trust: Let employees make decisions within the framework of your policy. Encourage them to consider cost, and efficiency – but also comfort – when booking. And give them the support they need to make informed choices.

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42%
of business travelers believe their company is prioritizing cutbacks over travel flexibility.

Source: 6th Annual Global Business Travelers Research Report



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“Duty of care has to be part of the conversation... If somebody is from the LGBTQ+ community, and they’re traveling to one of the places in the world where that particular lifestyle isn’t necessarily sanctioned, then you know that they need to be aware of that.”

~ Oren Geshuri, T&E Practice Leader, Deloitte



Show travelers that you care and that their company does, too.

People want to book the way they want to book. But when you show them how company-approved channels improve duty of care by improving visibility into their whereabouts, you’re not only giving them better support on the road, you’re demonstrating how much you value their well-being. That’s what they’re doing at Michigan State University, and adoption of the MSU booking tool has shot up to 85% – even though the tool isn’t mandated.

It’s also important to prove your commitment to every traveler’s safety, especially those who may be in at-risk groups. LGBTQIA+ travelers; those traveling solo; those with diverse ethnic, cultural, and religious backgrounds; and female travelers face specific risks in certain destinations, so they’ll need training about how to stay safe on the road.

[SAP Concur solutions](#) can help travelers:

- Get neighborhood safety scores prior to traveling.
- Get guidance on everything from police presence to political unrest.
- Find hospitals, clinics, pharmacies, and women’s support facilities at their destination.

The [SAP Concur App Center](#) allow for even deeper duty of care, from real-time views of travel plans and traveler locations to new communication tools and travel-protection plans

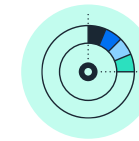


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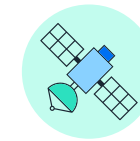
Actively supporting travelers' work/life balance is a key component, as well. To boost productivity and retention, consider policies that reduce burnout instead of adding to it, as well as those that bring travelers home over the weekend instead of keeping them on the road week after week.

You may even want to consider bleisure travel, which allows employees to tack vacation time onto their trips, so they can bring their family, add a little fun, and make the entire journey less stressful.

- And when travel disruptions happen – which will happen – make sure your team is equipped with ways to manage and make easy adjustments. The SAP Concur [Triplt app](#), for example, provides travelers with risk alerts that help avoid:



Weather events from snowstorms to hurricanes.



Communication and technology outages.



Labor actions, such as a rail strike.



Airport incidents, like runway maintenance or emergency closures.

Plus, by giving travelers the ability to [book outside your booking tool](#), you make it easier for them to find new flights, hotels, etc., when cancellations happen. Which, again, will happen.

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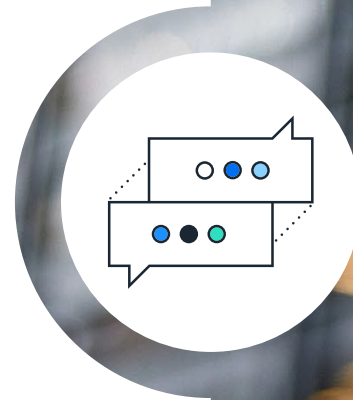
Give travelers a voice, then include it in your policies.

Create a culture where employees feel comfortable enough to give honest feedback about their travels – one where they know they're heard and will be considered. This not only improves your policies, it clearly demonstrates how much the company values its people.

Review and refine your policies based on this feedback. Check back often as company and employee needs change. And be open to adjustments that improve traveler satisfaction and align with organizational goals.

“It's key to listen to your travelers and take their feedback into consideration at all levels. As we move forward in the travel space, we're going to have to embrace that but also be able to guide them to do the right thing.”

- Angela Arntz, Global Travel Director, Unisys





5 Deliver a smoother, faster, completely integrated experience.

As you update and craft travel policies, remember that your travel experience and tools need to be simple, smooth, and mobile first. If not, your travelers are going to feel it, fight it, and find other options. So as you examine the travel tools you have and consider others:

- **Prioritize personalization** – create a shop-to-book experience tailored to every type of business traveler, considering policy, historical perspectives, time/cost efficiency, and sustainability.
- **Simplify self-service** and provide easy ways for travelers to modify itineraries and bookings.

80% of business travelers have been forced to make last-minute changes in the past year because of unexpected delays, cancellations, or the need to re-route.

Source: 6th Annual Global Business Travelers Research Report

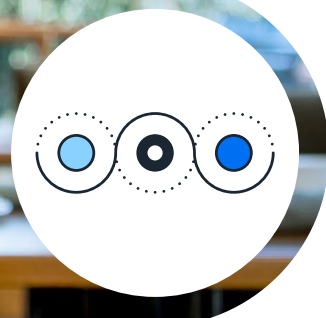


5 Deliver a smoother, faster, completely integrated experience.



This is where [Concur Travel](#) comes in, offering a redefined, intuitive, consumer-grade booking experience that's more like the tools they use to book a vacation. [Concur Travel](#) features:

- Enhanced search capabilities that simplify the shopping process.
- Comparison views for flights and car rentals, plus accommodation attributes for hotels, making decisions even easier.
- Flexible itinerary building that allows travelers to build their itinerary flight by flight, mixing and matching as they please.
- Improved seat selection, offering a personalized seat map tailored to each traveler's loyalty status.

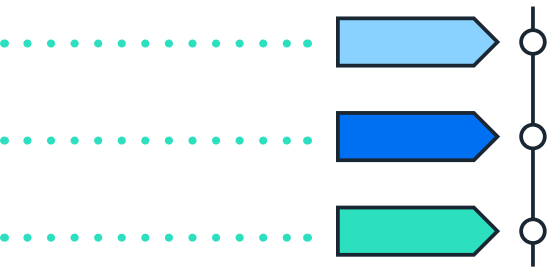


The key component, however, to creating a simpler, smoother travel experience is true integration between travel and expense.

[Concur Travel](#) makes this possible, as well:

- There's just one system for both travel and expense – eliminating the manual work of inputting receipts and keying in other information.
- Travelers simply snap photos of receipts, and the transactions automatically flow into an expense report, so there's little left to do when they get home.

It's one more way to make travel more productive while making it less work.



Guidance will get you there.

When you help travelers understand your policies – then give them the tools and flexibility to operate within those policies – you’ll not only meet your corporate travel goals, you’ll have happier travelers.

You’ll be guiding them to the best possible travel with the best possible business outcomes, and you won’t have to police every policy.

For guidance on crafting policies of your own, read the [Travel Policy Template](#). And if you need direction on carbon-reducing policies, see the [Sustainability Policy Template](#).

