

Online booking and expense management

Marijke Poppink
Independent Consultant
Poppink TRVL Projects



Online Booking & End-to-End tools

All you need to know to get started

By Marijke Poppink

Questions you need to ask first

- Does online booking fit my company culture?
- Are we ready for an end-to-end solution?
- Have we done market research for possible suppliers?
- What would be the added value for going online?

MAKE THE RIGHT CHOICE

The logo for Booking.com, featuring the text "Booking.com" in a blue, sans-serif font on a white rectangular background.The logo for KDS, featuring a stylized blue bird-like icon to the left of the letters "KDS" in a bold, black, italicized sans-serif font, all on a white background.The logo for EGENCIA, featuring a yellow stylized bird icon to the left of the word "EGENCIA" in a bold, black, sans-serif font. Below it, in smaller text, is "BUSINESS TRAVEL • EXPEDIA, INC." on a white background.The logo for TravelClick, featuring a circular icon composed of blue lines to the left of the text "TravelClick" in a bold, black, sans-serif font, with a trademark symbol, all on a white background.The logo for GetThere, featuring a red stylized "G" with an arrow pointing up and to the right, above the text "GetThere" in a bold, black, sans-serif font, all on a white background.

Do your market research; do an RFI first and visit current customers.

The logo for CONCUR, featuring a blue square icon with a white "C" and a dot to the left of the word "CONCUR" in a bold, blue, sans-serif font, all on a white background.The logo for Amadeus cytric Travel & Expense, featuring a blue icon of a person with a suitcase and a document to the left of the text "Amadeus cytric Travel & Expense" in a white, sans-serif font, all on a blue background.The logo for traveldoo, featuring the word "traveldoo" in a blue, lowercase, sans-serif font with a blue paper airplane icon to the right. Below it, in smaller text, is "TRAVEL & EXPENSE | EXPEDIA, INC." on a white background.The logo for MobileXpense, featuring a blue circular icon to the left of the word "MobileXpense" in a bold, blue, sans-serif font. Below it, in smaller text, is "Travel and expense management made simple!" on a white background.

Besides lower fees what other benefits?



- Travel Policy enforcement
- Better reporting
- Visual Guilt
- Duty of care compliance

GOING MOBILE?

Stuff to consider



- What is the average age of your travelers?
- Do you have a mobile policy?
- Will people use mobile for booking travel and expenses?
- Chatbots in the (near) future



Source:
MobileXpense

Are you ready for an end-to-end solution?

Advantages:

- Cost control
- Increased online adoption
- Process efficiency
- User experience

Disadvantages:

- It might slow down the implementation project as cross functional collaboration is crucial
- There is a bigger investment needed

Change management Implementation & Communication

- Involve important stakeholders from beginning to end
- Work in collaboration with suppliers
- Know your target groups
- Objective advice by an external expert
- Keep people informed, workshops, intranet, feedback
- Do things step by step and not all at once

Tips to increase adoption

- Tool settings are crucial!
- Test and do a pilot before go-live
- Ensure a user-friendly experience
- Proper training, be involved, know the tool yourself
- Use your super users
- Monitor what your users do during the first months
- Do feedback sessions, keep users involved

Do's & Don'ts

Do:

- Let an RFI determine your choice for an RFP
- Involve your most important stakeholders and target groups
- Get buy-in from senior management from the start
- A good start is half of the work, proper after-care is the other half

Don't:

- Focus only on the transactional savings
- RFP for TMC and OBT first and after selection do an RFP for expenses.
- Underestimate the time and effort needed for proper implementation
- Think you're done after implementation

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