All travel programs have some amount of non-compliant spend for various reasons – some legitimate, some not. Organizations that rely on expense or corporate card data to assess compliance are missing essential information. These sources do not contain critical booking details such as the hotel address, name, number of nights, and nightly rate. In addition, card and expense data come in too late for corrective action.

Enter Traxo. With instant booking details captured through Traxo's real-time technology, "rogue" bookings are automatically detected. During this automated process, detailed data, vital to assessing compliance, is provided to the travel team for review. Pre-travel visibility is critical in addressing and correcting non-compliant bookings before trips start. Waiting until the employee submits their post-trip expense report is far too late.

EXAMPLE FAST FOOD CHAIN

For one client, a global fast-food chain, the travel team struggled to understand the persistent leakage in their hotel program. Despite making considerable investments in upgrading their TMC and booking tool, hotel leakage hovered at ~30% of spend. Deploying Traxo for a six-month pilot, the travel team captured daily reports of off-channel hotel bookings and used that information to ask travelers why the booking was made outside their designated booking tool.

Within the first several weeks of this pilot, the team learned that the vast majority of these "rogue" bookings weren't true leakage – they were for external meetings and conferences, and thus had to be booked via the conference site to get the qualifying event discount. Thanks to the travel team's outreach, the organization's true leakage quickly declined. Using leakage tracking as an opportunity to educate employees about policy helped the travel team keep travelers in bounds.

EXAMPLE PROFESSIONAL SERVICES FIRM

A global professional services firm and BTN Top 10 corporate travel program sought to improve compliance and duty of care coverage for their hotel program, but given their high volume of booking activity, needed an automated solution that could scale. By leveraging pre-trip data capture powered by Traxo, the travel team feeds business trips to the organization's risk management provider, regardless of the original booking source.

Duty of care is improved because employees receive pre-trip alerts and emergency support for off-channel hotel bookings. Bookings that fall outside of budget constraints are also available for correction before travel, ensuring spend compliance.

The firm also uses Traxo data to inform travel policy updates, supplier programs changes, and internal education campaigns that reinforce the importance of program compliance.

KEY **TAKEAWAYS**

- **Real-time access to booking data – instead of waiting for expense reports post-trip – enables travel teams to proactively address non-compliance**
- **Integrating off-channel booking data into automated processes streamlines compliance management**
- **Messaging employees about policy at the time they make a booking can drive improvements in compliance, versus waiting until well after the trip or relying on a blanket communication unassociated with a trip**

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