



Your guide to business travel that's **more bang for your buck**

Strategies to squeeze the most
value and savings out of
your travel program



Welcome

We're glad you're here!

It's fair to say that Australian businesses are experiencing some uncertainty in the current economic climate. It's likely impacting your travel program, and you want to be sure you're squeezing the most out of every dollar invested. Now's the right time to learn how to unlock more value and savings from every business trip.

With over 30 years of experience, we've teamed up with industry experts, market researchers, and our valued customers to bring you this comprehensive e-book. It's packed with insights, ideas, and practical tips to help take your travel program to the next level.

Inside, you'll unpack:

- The latest market trends impacting your corporate travel program
- Key savings opportunities (including ones you might be missing out on)
- Travel expert tips to score you quick wins
- Strategies to improve the overall ROI of your business travel program

Whether you're just starting out with a travel program or have one that's "set and forget", this e-book will give you the insights and tools you need to make the most of your travel budget.

Let's dive in and start getting more bang for your buck.

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Market Snapshot



A recent survey* on Australian small-to-medium enterprises (SMEs) reveals that business confidence is highest in Western Australian and Queensland, with 89% and 81% of SMEs, respectively, expecting revenue growth by the end of 2024. In contrast, Victoria shows more caution, with only 14% forecasting growth in the same timeframe.



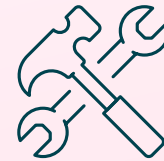
Despite economic pressures, 91% of businesses will continue traveling, driven by the increasing value of face-to-face strategy sessions. Nine percent have increased the frequency of offsite planning workshops, with 72% held outside traditional workplaces. Nearly a quarter (23%) are out-of-town, requiring flights for participants.



Australian SMEs are finding innovative ways to stay connected in a remote work environment, focusing on stronger customer and supplier relationships while growing new business. In FY25, 46% of SMEs plan to increase travel, compared to 33% of larger companies.



81% of Aussie SMEs have adopted flexible or remote work setups, and 55% are organising more in-person events like social gatherings, team-building, and strategic planning. Nearly half (48%) of face-to-face meetings now take place offsite.



Regional development is boosting business travel, with infrastructure investments driving increased travel to regional areas. Construction-related travel surged by 89% in late 2023 compared to 2022, fuelled by major projects in transport, renewable energy, and water infrastructure.



The bottom line?

Now more than ever, optimising your travel program for value and savings is essential.
Keep reading to discover how you can boost your bottom line with every trip.



Optimise your business travel

Backed by deep industry expertise and a global network, a strong travel management company ensures your travel is optimised for success.

That way, your benefit isn't just saving money—you're gaining peace of mind, boosting productivity, and enjoying perks that make business travel hassle-free. All whilst boosting your bottom line with every journey.

If your current solution or provider only offers the status quo, you need to look for a partner who believes in saying *no to the status quo* by diving deeper.

Let's dive into the real value that's often missed...

Dive beyond the booking service

Value
Revised

Value
Missed



● The Basics

- Cost savings on flights
- Basic itinerary management
- Simple booking tools
- Standard travel policy compliance
- Access to mainstream airlines and hotels

-- ● Booking methods and support

- Dedicated customer success and travel managers with 24/7 support
- Accessible tech for independent travel management
- Visas and travel documentation guidance

---- ● Airlines, hotel and car management/benefits

- Long-standing relationships with providers
- Complimentary seat selection, add-ons, upgrades for flights, hotels, and cars
- Exclusive deals and negotiated rates with travel partners

----- ● Travel policy and compliance

- Customer service program with travel policy reviews, updates and perks
- Strategic partnership with industry expertise

----- ● Travel program optimisation

- Strategic spend and data analytics to optimise travel programs
- Technology solutions that save valuable employee time on travel research and planning
- Customised solutions and tips, specific to your business

----- ● Traveller wellbeing and satisfaction

- Duty of care and monitoring traveller safety and wellbeing
- Travel alerts, risk assessments and crisis management
- Personalised service

Expert tips for a smoother travel program

Our travel experts are seasoned pros and skilled negotiators, equipped with insider tips to help you, your travellers and your business secure the best value. So, we asked them for their top value and saving tips that could score you some quick wins for your travel program.

Here's what they shared:

Booking methods and support

- Avoid last-minute travel bookings as booking within 7 days of travel can be at a premium. Instead, secure flights 8-14 days ahead to dodge the need for FLEXI fares.
- Save your business 2-4 hours and \$200+ per trip with a travel manager.
- Package your flight, hotel, and airport transfers to set clear complete trip expense goals.

Airlines, hotel and car supplier management

- When contracting with hotels, negotiate Last Room Availability (LRA) rates for added flexibility.
- Stay up to date on travel deals and supplier promotions.
- Encourage a preferred hotel program to consolidate spend and strengthen your position for future negotiations.

Traveller wellness and benefits

- Lounge memberships reduce cost and expense reconciliation, and increase traveller satisfaction.
- Book fares that include extras like seat selection, luggage, Wi-Fi, and meals.
- Choose hotels that offer complimentary perks like breakfast and Wi-Fi to enhance your travellers' experience without added costs.

Travel policy and compliance

- Implement traveller education sessions to promote responsible and cost-effective travel practices.
- Small changes can create big savings. Book hotels close to your meetings to cut transport costs (saving around \$15-20 per trip), and encourage a carry-on luggage culture to avoid baggage fees—saving up to \$90 per flight.

Travel program optimisation

- Choose direct flights to cut down on wasted time and billable hours, and steer clear of mid-week travel when fares spike—especially on Tuesdays and Wednesdays.
- Use benchmarking data to improve the effectiveness of your travel program.
- Use a Trading Account for easy chargeback expensing and cashflow management.



1

Pain-free change

Your onboarding process should support your travel program goals with:

- **Planning:** Productive and efficient stakeholder meetings
- **Set up:** Quick implementation and tech set up
- **Change management:** Supports a smooth transition
- **Save money:** Transfer of all eligible credits to save every cent
- **Paperwork:** Support to create a travel policy or fine tune an existing one

3

Value adds and benefits

You deserve a TMC that finds additional value and savings for you with:

- **Flexible payments:** Credit account for consolidated invoicing
- **Chargeback option:** Simplified payments with chargebacks.
- **Exclusive savings:** Corporate discounts and cost-saving opportunities.

5

Tracking your journey

A great TMC helps you track savings, compliance, and booking patterns with:

- **See it all:** Get a complete view of your travel spend and behaviour
- **Key metrics:** Monitor savings, compliance, and booking patterns
- **Improve your approach:** Use insights to enhance your travel strategy for better results.

2

Traveller safety and wellbeing

Your travellers deserve a TMC that has their back, anywhere, anytime, with:

- **Traveller tracking:** Real-time tracking so you always know where your employees are
- **24/7 emergency assistance:** Immediate support for any travel-related issues or emergencies
- **Health & safety protocols:** Access to up-to-date health measures and tools that keep travellers informed and compliant.

4

Book your way

A great TMC lets you book travel your way with:

- **Online booking tool (OBT):** Use quick self-service. Book flights, hotels, and transport in a few clicks
- **Dedicated travel manager:** Get help from your dedicated travel expert – complex.

6

Optimised travel program for value and savings

Your travel program should work hard for you, not the other way around, thanks to:

- **Non-stop optimisation:** Continuous monitoring and expert recommendations
- **Contract negotiations:** Getting the best options with travel providers
- **Specialised services:** Customer service program with additional consultation services.

Value and savings at every stop

The Corporate Traveller way

Now that you're familiar with the value and savings opportunities, let's show you how we put them into action—saving our customers time, money, and energy every step of the way.

CT Reporting
for real-time visibility
and insights

Free extras through
Travelsmart

20 million
accommodation rates

24/7 customer
support

Access
to over

400
airlines

**PowerUp
services** for non-stop
program optimisation

50+
preferred
airline partners

**Exclusive
discounts**

for airlines, hotels
and car hires

Up to **15%** travel program
savings for customers

**Waivers
and
favours**

for changes,
refunds and
cancellations

Unlocking exceptional value for Australian SMEs

Every business has unique and evolving needs, making it essential to have solutions that scale according to your specific requirements. Whenever possible, explore what's available for other SMEs like yours.

Here's how our team delivers "amazing", one travel program at a time.

The biggest savings we've made recently, was changing to CT, our booking fees are lower, our billing fees are transparent, we have also utilised the discounts Virgin Velocity and Qantas Rewards have to offer.

- Sky, Personal Assistant to CEO at Orontide

The reason I love Corporate Traveller is bookings no longer take me an hour and they help manage my people to our policy.

The hotel relationships Corporate Traveller have is also a game changer, because they'll plug in where your office is to optimise hotels look around there at what are the closest hotels.

- Simone, Executive Assistant to CEO and CFO at Metricon

Working with Corporate Traveller has made it easier for our accounts department to reconcile expenses and the loads of invoices coming through. We also weren't sure how much we were spending and we had a lot of cancelled flights. We were losing money left right and centre over that.

Corporate Traveller has helped us to reduce unnecessary expenses by advising us on best booking practice, managing our flight credits, arranging hotel partnerships with better rates and flexible cancellation policies.

- Claire, Office Manager at Fintran

The wind beneath your (travel team's) wings

Our people are value hustlers! Corporate travel is their passion, and they channel that energy into delivering top value and efficiency with every booking. Here are just a few ways they've helped customers save big while smoothing out travel bumps.

Lightning-fast solutions in regional Queensland

A regional Queensland energy provider was struggling with poor service and high travel costs. Frustrated with their previous provider, they turned to Corporate Traveller. In just six months, we became their trusted partners, offering **two-hour turnaround quotes**, streamlining approvals, and simplifying complex travel needs. By improving their reconciliation processes and setting up a trading account, we helped them avoid maxed-out credit cards and **significantly cut costs**, transforming their travel experience.

Cassandra Schmidt (Business Leader) and Jamie Kassel (Travel Manager)



Minimising hassle, maximising value

A contracting customer recently switched to us, seeking more responsive local support. With the help of their dedicated travel manager at Corporate Traveller, they streamlined their projects and saved nearly double in fees—adding up to **\$31k in value**. For every dollar spent, they're now saving almost \$2 in fees. We also made their transition to our platform seamless, **recovering nearly \$200k** in unused credits from their old TMC. Plus, their travel manager's expertise keeps things running smoothly, even in the most remote locations. It's all about delivering value, saving costs, and providing the support they need.

Sally Coligan (Head of Customer Success, South Australia)

The bottom line



A final word from our Managing Director for Australia and New Zealand

Throughout this eBook, we've explored the complexities of corporate travel and the importance of finding a partner who truly understands your business needs.

For over 30 years, we've stayed committed to delivering exceptional customer value through our unique service model, powered by dedicated experts, easy-to-use tech, and our 'beyond-the-booking' program, Up. We bring this to every customer, big or small.

If I could offer one piece of advice, it's to choose a partner who takes the time to understand your business, aligns with your goals, and proactively delivers value at every touchpoint—from booking to expense management and expert travel support.

To explore more opportunities to maximise value and savings for your travel program, we've included some excellent resources below or speak to one of our experts directly for personalised advice.

Here's to finding a business travel management partner who will deliver the best value and savings and always provide exceptional service.

Safe travels,

Tom Walley



Dive into our additional resources to
discover more about value and savings.

**Savings
Calculator**

**Business Travel
Cheat Sheet**

**Business Travel
Health Check**

Business travel that's more bang for your buck.

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