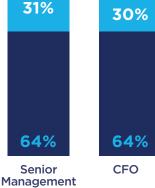
METRICS THAT MATTER IN MANAGED CORPORATE TRAV

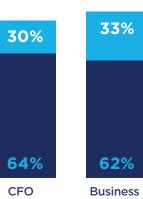
Importance Of Distributing Travel Data To Stakeholders, As Compared To A Year Ago

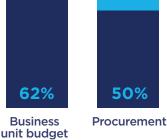
owners

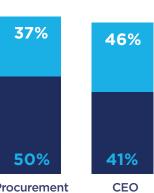




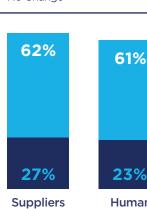












25%
Human
Resources

DATA SHARED WITH VARIOUS STAKEHOLDER GROUPS **NOTE: RESPONDENTS COULD SELECT ALL THAT APPLY.**						
CEO/ CFO	SR. MGT.	BUSINESS UNITS	TRAVELERS	HR		
52%	70%	55%	41%	17%		
40%	64%	47%	24%	11%		
35%	52%	53%	40%	8%		
7%	67%	52%	21%	5%		
45%	62%	35%	8%	7%		
	TE: RESPONDENTS CEO/ CFO 52% 40% 35% 7%	TE: RESPONDENTS COULD SELECT AI CEO/ SR. MGT. 52% 70% 40% 64% 35% 52% 7% 67%	TE: RESPONDENTS COULD SELECT ALL THAT APPLY.** CEO/ CFO SR. MGT. BUSINESS UNITS 52% 70% 55% 40% 64% 47% 35% 52% 53% 7% 67% 52%	TE: RESPONDENTS COULD SELECT ALL THAT APPLY.** CEO/ CFO SR. MGT. BUSINESS UNITS TRAVELERS 52% 70% 55% 41% 40% 64% 47% 24% 35% 52% 53% 40% 7% 67% 52% 21%		

TYPES OF TRAVELER-**GENERATED** CONTENT CORPORATIONS ARE GATHERING







Employee restaurant or venue recommendations



Internal social media that allows travelers to post travel tips, alerts



Internal social media that allows travelers to communicate



Internal ratings of air, hotel, car travel suppliers



Tips on using/ visiting company offices in various cities

How Does A Company Communicate Travel Behavior Insight To Travelers?



7% Dashboard notification

29% Communications from direct 1/% supervisor Mobile apps 26%

> Regular report via email

58% Email or call from travel department

68% Pop-up alert in booking portal

Other included internal travel communities or sites, periodic communications from CEO, staff meetings, company broadcasts and newsletters

DATA COMPILATION EASIER, **BETTER, OR FASTER?**

WHAT WOULD MAKE TRAVEL

16% **Support** from other business units









SOURCES

The BTN Group / American Express Global Business Travel survey of 161 corporate travel, procurement or other managers / decision makers conducted in April-May 2016

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