**AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL**

Using Travel Data:
Five KPIs to whip your travel program into shape

With today's powerful **business intelligence (BI) tools**, travel managers have all the information they need to steer them toward greater savings, a higher compliance rate, and a more effective travel program overall. It's just a matter of understanding which key performance indicators (KPIs) to use as their guide. To get you started, here are five KPIs to help you gain clarity into your travel program and define which actions to take.
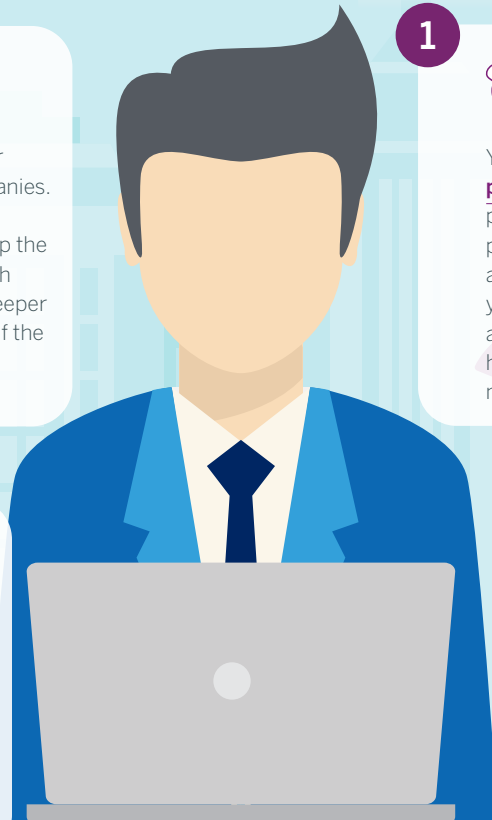
5

PREFERRED SUPPLIER SPEND

Analyze how much spend is going toward your preferred airlines, hotels, and rental car companies. Ensure you are meeting the volume you are contractually obligated to meet in order to reap the discounts you or your TMC has negotiated with your suppliers. If the numbers fall short, dig deeper into which travelers are booking out of policy. If the number is higher than expected, try striking a better deal with your suppliers.

1

ADVANCED BOOKING

You can save a bundle — **an average of $150 per ticket** — when more of your travelers purchase air travel during the prime booking period of three weeks to three and a half months ahead of departure. Determine how many of your travelers are actually booking that far in advance and then, using what-if analysis, see how much you can save if you increase the number by 10, 15, or 20%.

4

PAYMENT VISIBILITY

Having your travelers use the corporate credit card or another approved payment method is critical for capturing travel spend, including air, hotel, ground transportation, meals, and ancillary fees. Review how many travelers are paying through the right channels and aim to get the percentage up.

2

ONLINE BOOKING TOOL ADOPTION

Find out how many of your travelers are booking their air and hotel through an approved online booking tool (OBT) versus a live travel representative. You can save on transaction fees when more travelers take the OBT route over picking up the phone for assistance.

3

CLICK HERE

BOOKING VISIBILITY

Data captured from booking is essential, not only from a cost savings and budget perspective, but also for duty of care and reporting purposes. Review how many of your travelers are booking through the approved channels via your travel policy, and then work to drive that number up.

To find out how American Express GBT can help you with your travel program needs, **click here**.