



# A Travel Management Glossary

Here's a cheat sheet to help decode some of the strange acronyms and jargon being tossed around in the travel management industry.

**adoption rate:** the percentage of bookings made through a company-approved online booking system; a high adoption rate is key for capturing trip itinerary information and travel spend

**basic economy:** rock-bottom airfare that comes with certain restrictions, such as limits on carry-on luggage and seating assignments; each airline has its own set of restrictions

**bleisure:** the practice of combining business travel and leisure travel in one trip

**compliance:** when employees adhere to the specific guidelines prescribed in an organization's travel policy

**duty of care:** a company's responsibility to ensure they know where their traveling employees are in the event of a crisis or another disruption

**dynamic pricing:** a strategy in which airlines and hotels change prices based on algorithms that take into account competitor pricing as well as supply and demand

**global distribution system (GDS):** a computerized reservation system for reserving airline seats, hotel rooms, rental cars, and other travel-related items

**LRA:** last room availability; as long as a hotel has even one room available, then parties with an LRA contract have a right to buy it at their contracted terms and prices

**leakage:** when employees book business travel outside the preferred channels as defined by the travel policy; a lot of leakage in a managed travel program can lead to missed cost-savings opportunities and weaken duty of care capabilities

**LCC:** low-cost carrier, also known as no-frills airlines; offer low-fare flights with reduced passenger services



**managed travel:** business travel program in which employees book travel within the guidelines of a strategic company travel policy designed to control spend and ensure travelers' safety and security

**OBT:** online booking tool; a corporate-approved tool that lets organizations manage and monitor their business trip itineraries as well as track travel spend

**OTA:** online travel agency; a travel website that enables travelers to book flights, hotel rooms, and ground transportation; such sites are to be avoided in a managed travel program

**PNR:** Passenger Name Record; data provided by passengers when booking flights and collected by airlines to handle ticket reservations

**preferred supplier:** a company such as a hotel or airline that has a contract with an organization to extend a preferred rate or additional preferential conditions in exchange for a certain volume of business

**TM:** travel manager; responsible for developing and enforcing a strategic travel policy, managing supplier relationships, monitoring employees' trip itineraries and bookings, processing T&E reports and reimbursements as well as other duties

**TMC:** travel management company; a business travel agent (such as American Express Global Business Travel) that helps organizations manage their travel programs, including fulfilling their travel bookings, ensuring duty of care obligations are met, and making available cost-savings opportunities

**virtual card number (VCN):** a highly secure, single-use virtual credit card number used to minimize the risk of fraud

**unmanaged travel:** an "open booking" business travel program in which employees independently manage their own travel arrangements without the structure and guidelines provided by a travel policy

To learn more how American Express Global Business Travel can assist with your corporate travel management duties, [click here](#).