TravelCafé®
MONTANA'S TRAVEL AGENCY

CORPORATE TRAVEL MANAGEMENT

The state of corporate travel today

Every year, nearly 500 million business trips take place. And every year corporate travel gets more complicated, consuming more time and resources from growing companies.

Many variables are involved in the process. Variables that can either save you money and hassle or cost you money and hassle.

• *Travel Carries Inherent Risk:* Travel, especially corporate travel (because of the volume done by an individual) carries certain risks – accidents, political crises, illnesses and more. Businesses are growing more and more aware of the need for intentional travel policies to mitigate these risks for employees.

• *Travel is Getting More Expensive:* Many companies are being forced to tighten their belts a little–not in the amount of travel, but in the way of travel.

Some are moving to budget airlines, or moving their travelers from first to economy class, both of which sacrifice time, comfort, and scheduling ease.

At the same time, companies are looking for more efficiency in the itinerary. This creates conflict in travel management goals.

• *Travel is Getting More Difficult:* Long wait times in airport security, overbooked or delayed flights, lost luggage, disappointing accommodations, and difficult access to client locations are the bane of the business traveler's life. These problems can also lead to extra financial costs for their employers.

We know how to navigate all of these variables to ensure the best travel experience at the best value for each of your employees.

Our Travel Advisors will quickly step in to smooth the way when your travelers run into bumps in the road. Once we get to know your business and employees, we can anticipate many of these difficulties before they ever crop up.

Do you have a corporate travel policy?

Corporate travel policies are important because they allow businesses to control the costs of sending employees on work trips, and provide some control over employees' travel experiences and safety.

A typical travel policy will cover items such as which vendors employees should use, how they should book travel, costs that are covered on a company card, how expense reporting and reimbursement works. Some companies mandate these policies, whereas others are more flexible.

In partially managed programs, some employees use the company's Travel Management Company (TMC) and some don't. Some organizations have internal travel managers who create and enforce policies. Others offer little guidance, letting their staff book their own travel.

While corporate travel policies offer an array of benefits to employer and employee alike, they also have their share of challenges.

Corporate travel policy challenges all companies face:

- **Difficulty creating a managed travel program**
- **Developing a policy that works**
- **Curbing out-of-policy expenditures, and getting buy-in from employees**
- **Higher travel costs against lower budgets**
- **Traveler safety - duty of care**
- **Knowing where travelers are at any given time**
- **Airline miles restrictions**
- **Complicated upgrade policies**
- **Unclear travel expense policies**
- **Inefficient processes**
- **Overlooking employee travel expense trends**
- **General Data Protection Regulation (GDPR) compliance**

These are some of the more common issues companies must deal with when managing their own corporate travel programs.

Why not let Travel Cafe review your current travel policy, or help you develop a new one, that solves these issues?

A well-planned travel policy contributes to company transparency, and fosters fairness among employees. We'll help you craft a policy that gives your travelers the freedom they desire, without sacrificing company oversight and control.

How Travel Café transforms corporate travel

EXPERIENCE: We have over 30 years of collective experience in corporate travel management for a variety of businesses – large and small. We ensure every detail is accounted for, accurate and managed with the highest-degree of professionalism.

Additionally, we have the clout to negotiate corporate volume discounts, upgrades, and other travel incentives for companies that don't normally qualify for them.

SAVINGS: Our negotiating expertise and relationships with travel suppliers all over the world give us the leverage to get better deals for our clients. We save companies up to 25% on travel costs, bringing more money to your bottom line.

ADVOCACY: We negotiate with corporate travel suppliers on your behalf. This eliminates a great deal of time and stress trying to manage travel suppliers on your own.

ACCESSIBILITY: Getting help in a pinch is as easy as placing a phone call. Our 24/7/365 Emergency Travel Service will get everything back in order and have your travelers on their way again in no time.

PEACE OF MIND: Your Travel Advisor is here for your travelers before, during and after their trips. And our Emergency Travel Service takes care of all your travelers when we're away from our desks.

Our Corporate Travel Services

- Online booking tool - provides easy online booking solutions
- Pre-trip approval - reduces overall costs by alerting you of out-of-policy requests at the time of booking
- Travel reporting - allows better budget control and buying decisions
- Travel alerts - keep travelers in-the-know before and during the trip, minimizing the impact of schedule changes
- Travel assurance checks - ensure accuracy and compliance with your travel policy from time of booking to time of return
- Strategic supplier management - reduces travel spend through negotiated discounts
- Soft dollar rewards - help you offset travel costs through specialized airline programs
- Ticket credits - save the value of unused, non-refundable tickets

Service Availability

- 8am - 5pm Mountain Time from anywhere in the world
- Phone lines monitored in office during office hours and by our Emergency Travel Service after hours
- Call-backs and emails addressed in less than one hour
- Continuous quality control before, during, and after trip
- Full access to your corporate travel policy and individual traveler preferences globally

Airline Reservations

- Confirm requested air travel and make recommendations to optimize travel schedule
- Confirm seat preferences
- Flight delays/cancellations monitored 24/7/365; travelers and corporate travel managers promptly notified of changes
- Provide necessary information regarding visa/passport/entry requirements
- Email all reservations and changes to the travel manager or administrator
- TSA pre-check, global entry and known traveler numbers entered in passenger record

Ground Transportation

- Book/confirm vehicle rental and/or black car service as requested, including pick-up/drop-off times and any special requests
- Confirm that car vendor has returned reservation numbers
- Confirm car size preferences
- Confirm that loyalty numbers have been applied to reservation
- Confirm all rail and other ground reservations

Hotel Reservations

- Confirm hotel reservations and special requests with the hotel directly
- Add all hotel preferences to the special request field of each hotel segment
- Hotel segments will always include preferred hotel frequent stay numbers

Treat your executives to our concierge travel services

While all of your travelers receive the highest levels of attention and service, there are times when you require additional, customized service for your high-level professionals.

Our concierge services are specifically designed for your executive travelers. You'll have peace of mind knowing your executives are in the best hands before and during their trips.

Concierge services include, but are not limited to:

- Personal travel and leisure trips planned by our expert travel advocates
- Reconfirmation of reservations 24 hours prior to departure
- Executive traveler profiles kept current via bi-annual reviews with traveler or travel manager
- Complimentary upgrades always offered when available during executive travel

Along with special requests:

- Restaurant reservations
- Tee times
- Floral services
- Exotic automobile rentals
- Meet and greet services
- Tour arrangements
- Sightseeing information
- Theater tickets
- Chartered flights

International Business Travel

Even if you're a whiz at domestic corporate travel, international travel is a whole new ball game. Not only will you deal with complex fare, tariff and ticketing structures, you must also know everything from the voltage in the hotel outlets to the etiquette and manners of an entirely different culture.

For your business travelers, the goal is a smooth and pleasant trip. They have to focus on the business at hand and do not need the distractions that can come with multi-segment, multi-national travel.

While you may share the above goal for your travelers, you also have a responsibility to your company's bottom line.

We understand both needs and will work within your travel policy to create itineraries that delight both the traveler and travel manager.

Put your trip in the hands of our international experts

Our international travel specialists are highly experienced advisors who specialize in foreign fare, tariff and destination research. They are experts at designing complex itineraries for business travelers and corporate executives.

Using cutting-edge technology, our advisors carefully review all international travel requests to determine the best opportunities for savings, including:

- Analyzing alternative routing options
- Exploring alternative carriers to reduce fares
- Determining best breakpoints to produce the most cost-effective series of trip segments

They will also make any hotel and transportation reservations necessary throughout your trip.

There's no need to make multiple calls or visit multiple sites to plan and book an international itinerary. When you work with Travel Café, you're free to focus on business while we handle the entire trip.

Useful tools for business travelers

- **Online flight check-in**
- **Corporate travel itineraries**
- **Flight status**
- **Airline baggage policies**
- **Visa/passport information**
- **Airport status**
- **Emergency support**
- **Weather alerts**
- **Health information**
- **Travel warnings**
- **TSA pre-check**

OUR STORY

Travel Café
MONTANA'S TRAVEL AGENCY

Travel Cafe is a statewide travel agency in Montana specializing in corporate travel and meeting planning, vacation and romantic travel destinations.

The agency was founded in 1999 by Billie Ruff who had the idea to open an internet café and a travel agency in downtown Billings, Montana.

She believes that it's important to provide exceptional services and experiences during the entire business travel and vacation planning process.

Over the last 20 years, her company has proven to stand the test of time by integrating the latest technologies, while acquiring other travel agencies across the state.

In 2012, Travel Cafe acquired Montana Travel in Bozeman, Montana. The office still resides at 1102 West Babcock – stop by and say hello!

Most recently, Travel Cafe acquired Budget Travel in Missoula, Montana. Formerly located on the corner of Orange and Broadway; it is now at 2307 Stephens Avenue.

Comprised of over 18 advisors across the state, Travel Café has offices in Billings, Bozeman, and Missoula, with an independent agent in Great Falls and our Corporate Operations Office in Helena.

Plan your corporate travel with Travel Café

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