Cornerstone
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The Future of Travel Policy:
Survey Results

The Future of Travel Policy

A Survey: Cornerstone Information Systems

The Coronavirus pandemic is having an extreme impact on the way that companies travel. Many are grappling with how they will support and manage their teams not only as business travel starts to recover, but as we move into a world governed by COVID and all of its realities.

We here at **Cornerstone Information Systems®** provide technology solutions that help companies and corporate travel agencies optimize their travel programs. We are enhancing our tech to address the pandemic's challenges and have asked the industry to provide some input.

The following pages contain survey responses from across the travel industry. Data has been made anonymous for the sake of privacy. We wanted to measure confidence, shifts in policy from before the pandemic, and what travel managers are most looking for in a solution to help them manage in this new COVID era.

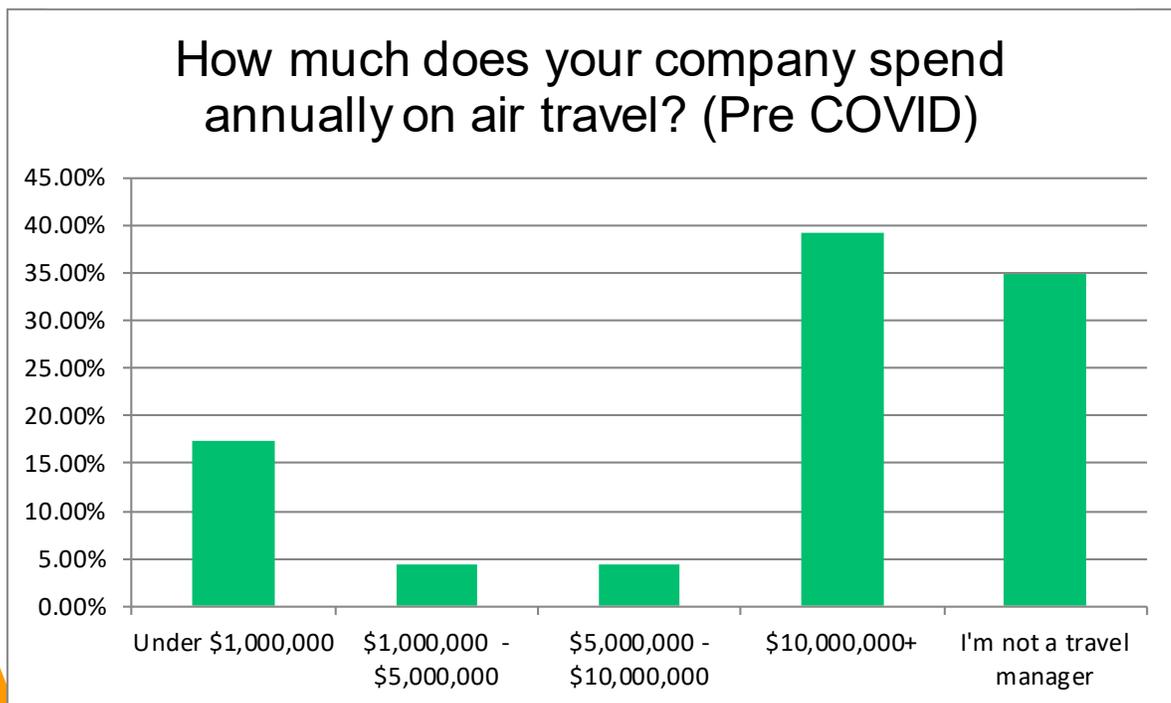We hope that you will find this information as useful and insightful as we have.

Mat Orrego

CIS

Question 1:

How much does your company spend annually on air travel? (Pre COVID)

Answer Choices	Responses
Under $1,000,000	17%
$1,000,000 - $5,000,000	4%
$5,000,000 - $10,000,000	4%
$10,000,000 +	40%
I'm not a travel manager	35%

How much does your company spend annually on air travel? (Pre COVID)

Question 2:

How important is it to you that your Travel Management Company provides a tool to manage and automate traveler communication and approvals?

Average response answered: 7.3:
Indicating that this tool would be of moderate to high importance across many various aspects of the Travel Industry

How important is it to you that your Travel Management Company provides a tool to manage and automate traveler communication and approvals?
(0= Not at all, 10= Very Important)

Question 3:

What kind of features would you value the most in a travel policy management and education software?

Answers Included:

Pre-trip approval

An ability to apply a dynamic policy

Real time reporting for higher risk trips.

Efficient and communicate my policy

Automated approval flow

Ease of use and access

Quick turnaround from tech support

Frequent and up-to-date training

Out of network\policy traveler notifications before booking

Waiver, approval routing, risk score
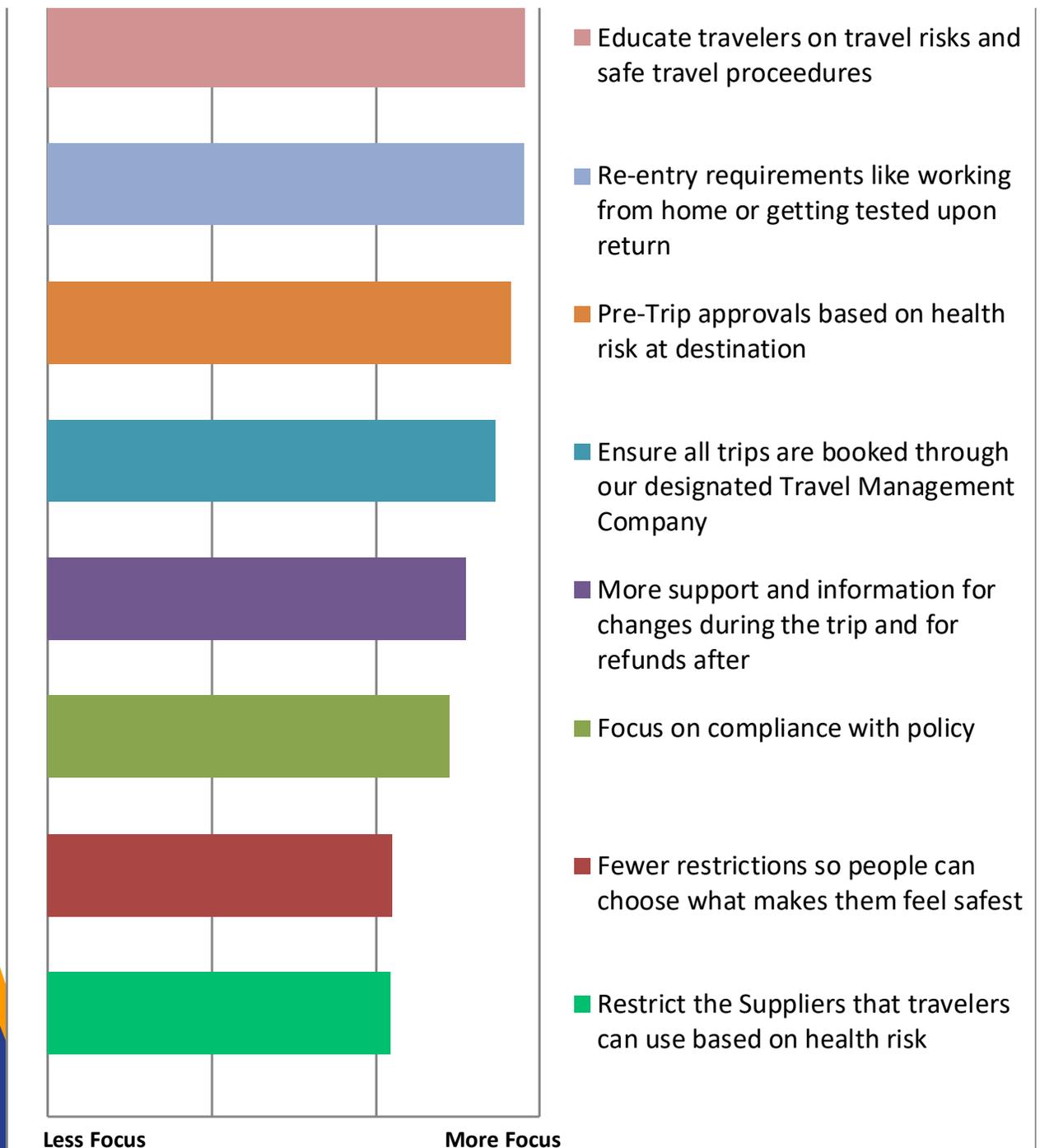
Up to date arrival and departure information

Compare air and hotel expenditures and advance purchase

Question 4:

In which ways will your travel program likely change?

- Educate travelers on travel risks and safe travel proceedures
- Re-entry requirements like working from home or getting tested upon return
- Pre-Trip approvals based on health risk at destination
- Ensure all trips are booked through our designated Travel Management Company
- More support and information for changes during the trip and for refunds after
- Focus on compliance with policy
- Fewer restrictions so people can choose what makes them feel safest
- Restrict the Suppliers that travelers can use based on health risk

Less Focus   More Focus
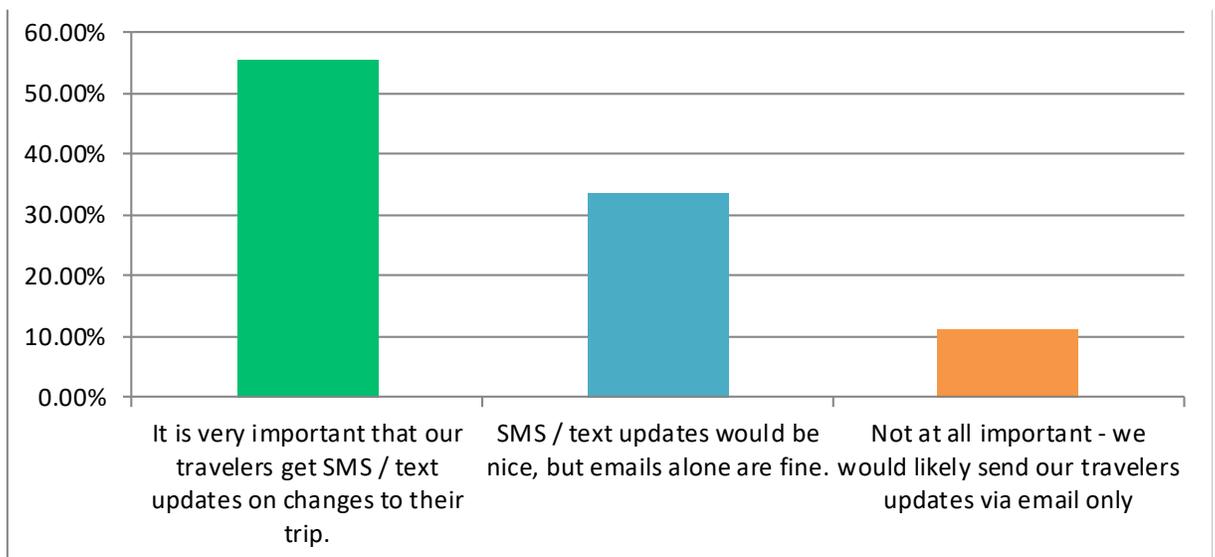
Question 5:

How important is it that your travelers get policy and trip updates via SMS? (In addition to via email).

Answer Choices	Responses
It is very important that our travelers get SMS / text updates on changes to their trip.	56%
SMS / text updates would be nice, but emails alone are fine.	33%
Not at all important - we would likely send our travelers updates via email only	11%

Question 6:

What are your biggest concerns related to travel management during the pandemic era?

Aggregated Answers Included:

Safety

Duty of Care

People feeling comfortable to travel

Managing Unused Tickets

Changing regulations for cities, states and countries

Inconsistent information from suppliers

Keeping up with daily changes in COVID statistics

Uncertainty about national borders opening and closing

No national policy on safety hygiene by chain hotels

Keeping informed about COVID related destination regulations

Conclusions

While the Coronavirus pandemic is having an extreme impact on the way that companies travel, the good news is that businesses are adapting.

The importance of having an automated software solution for traveler communication and approvals has increased and is seen as "very important" by many of our responders.

One thing we found most interesting is how much of a shift COVID has caused in priorities for desired features in a travel policy management program:

Before the pandemic hit, the most prominant features requested included enforcement of compliance with company travel policy, and approvals. Now, the most heavily weighted priorities include traveler education on both safety protocols and return-to-work requirements.

A focus on flexibility is also apparent. Gone are the days of merely receiving most of your information via email. Now, support for SMS is a priority so that a traveler can receive their notifications on their phone directly.

Above all, safety and duty of care were the most highlighted points in the majority of short answer responses.

We will be using this information to inform the ongoing direction of our own Policy Compliance Manager™ approval and messaging platform.

We hope you find this information as informative as we have!

- Cornerstone Information Systems®

Survey and Response Team

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Thank You For Your Interest And Feedback

If you would like to get in touch to discuss our findings further, please do not hesitate to reach out. We are available by email at ask@ciswired.com.

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Visit our blog at ciswired.com/blog for more information and similar studies.

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