

# A LITTLE GOES A LONG WAY

How minor travel and expense adjustments can have a major impact on the employee experience.







Travel is never going to be the same. **Here's why that's a good thing.**

The planes are grounded. The trains have stopped. But now we can really get somewhere. We can take this time to improve internal processes and turn travel and expense (T&E) into a better experience for everyone.

As an HR leader trying to impact employee engagement and overall happiness, you might not pick travel and expense as your first choice to make great change. But little improvements outside traditional HR thinking – again, in areas like travel or expense reporting – can make a big difference. How big? Companies who curate these and other types of exceptional employee experiences typically see:

↑ **17% HIGHER  
PRODUCTIVITY**

↑ **21% HIGHER  
PROFITABILITY**

↓ **24% LOWER  
TURNOVER**

–2017 Gallup study, State of the Global Workplace

This is the result of teams being involved, being invested, and being proud of the work they do. And it's very hard to be invested in or proud of having to complete three hours of expense report entries on a Sunday night.

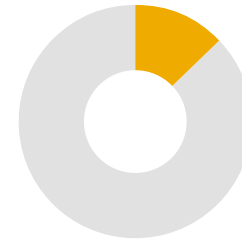
Travel and expense reports – and this won't surprise you if you've ever slept in an airport terminal – have a tremendous effect on the employee experience. Whether it's booking travel, the receipts, expense reports, lines, or delays – they all add up to a “more trouble than it's worth” work experience, and that impacts everything from engagement to efficiency.

So how do you turn travel and expenses into an effortless experience?



**Take the work out of  
T&E and see how much  
more gets done.**

What would happen if HR took paper receipts and manual expense reports off the table? If you made booking business travel as enjoyable as planning a weekend getaway? How would that type of experience affect the overall work experience?



A 2019 report from Gartner reveals that, despite the global attention on and importance of employee experience, **only 13% of employees** indicate they are currently satisfied with their experience.

—2019 Gartner Modern Employee Experience Employee Survey

You can now automate and integrate all your travel and expense processes into a program as simple as the apps your employees love to use. So instead of tracking down every receipt, managing every instant of their itineraries, and spending the weekend working on expense reports (so you can spend the next few weeks working on reimbursements), employees can manage their trips and expenses with a few taps on their phone.

At the same time, everyone on your HR team gets a crystal-clear view into every single booking and itinerary, giving your business a better way to control costs and support employee safety. So you're not only meeting duty of care, you're seeing every cent of spend too.

By simplifying a once-exasperating process, your employees can enjoy safer, better travel experiences, while your business can enjoy increased productivity and control over costs.

Here's how you make it happen.





In *Deloitte's 2019 Global Human Capital Trends* survey, **only 38%** of HR leaders believe their workers were satisfied or very satisfied with work-related tools and technology.

—NEED SOURCE

A Business Travel Network survey of HR leaders indicates traveler safety is a **top-three concern** for HR leaders.

— Cost Controls, Traveler Safety and Satisfaction are Top-of-Mind for HR Executives Involved with Managing Travel, October 2019



# Travel, Expense, and Experience:

Best practices to improve the work experience and, ultimately, work itself.



## Surprise employees with simplicity.

To answer the question posed earlier, if you told employees you were eliminating manual steps and paper processes from travel and expense reporting, they'd go anywhere for you. And it's this easy:

- Toss the receipts and capture data electronically (even from photos of paper receipts), sending it straight into your system. It's effortless, regardless of differing currencies and allowances in different countries. And when charges are automatically populated, itemized, and categorized, employees have more time to do the work they want to do.
- Make business travel more leisurely, offering apps that allow employees to book through your corporate booking tool or directly with their favorite brands and enjoy the same, great experience either way.
- Demonstrate that you value employees' time with faster reimbursement and fewer hassles – helping you engage top talent, keep them productive, and want to stay around.



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## Give recruits a trip they'll remember.

Recruits have enough on their plate without having to worry about managing travel during the recruiting process. If you can impress them with an effortless experience upfront, they'll know you take every aspect of the employee experience seriously. Here's how you do it:

- Let them book their own trips, their own way, on your guest account, so you can auto-audit every charge to ensure they follow your policies.
- Give them virtual credit card numbers, so they can easily pay for hotels and incidentals within your spending limits.
- Offer expense reports that write themselves, eliminating paperwork and speeding up reimbursement.
- Give yourself clear visibility into travel spending and keep approvals moving with automatic workflows.



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Best practices to improve the work experience and, ultimately, work itself.



## Support the safety of every employee.

Show your employees their safety matters while showing your organization how easy it is to support duty of care obligations. As you reduce risks for your business, you'll increase the peace of mind for everyone who works there. Just make sure to:

- Consolidate corporate card data with travel itinerary details, regardless of where or how employees book their trips, so all the information you need is in one, convenient place.
- See where all your employees are at all times, so when disruptions occur, you know who's affected.
- Give employees safety details right down to the neighborhood's statistics, so they can make the best choices about where to stay.
- And when travelers need to get out and get home, give them everything from real-time flight alerts to additional flight options, while informing their inner circle of family and friends.





This is where the rubber meets the road – where the day-to-day work of managing travel and expenses can keep employees from doing and being their best. This is also where you can make the seemingly small differences that so dramatically impact every aspect of the employee experience.

Eliminate the paperwork. Automate processes. Improve employee safety. Centralize the data. These are simple things you can do to elevate the work experience, but they aren't small in any way.

**See how big these small changes can be.**

**Improve the travel  
experience and  
you improve the  
work experience.**





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