

**95% of your
employees are
ready to travel again.
Is your company ready?**

**A few quick tips to get things
moving in the right direction.**





Let's talk this through.

Maybe your business was never grounded. Or, more likely, you haven't stepped foot in a train station, taxi, or terminal in a year and a half. Either way, if you're not talking about business travel now, you're missing out on a critical conversation.

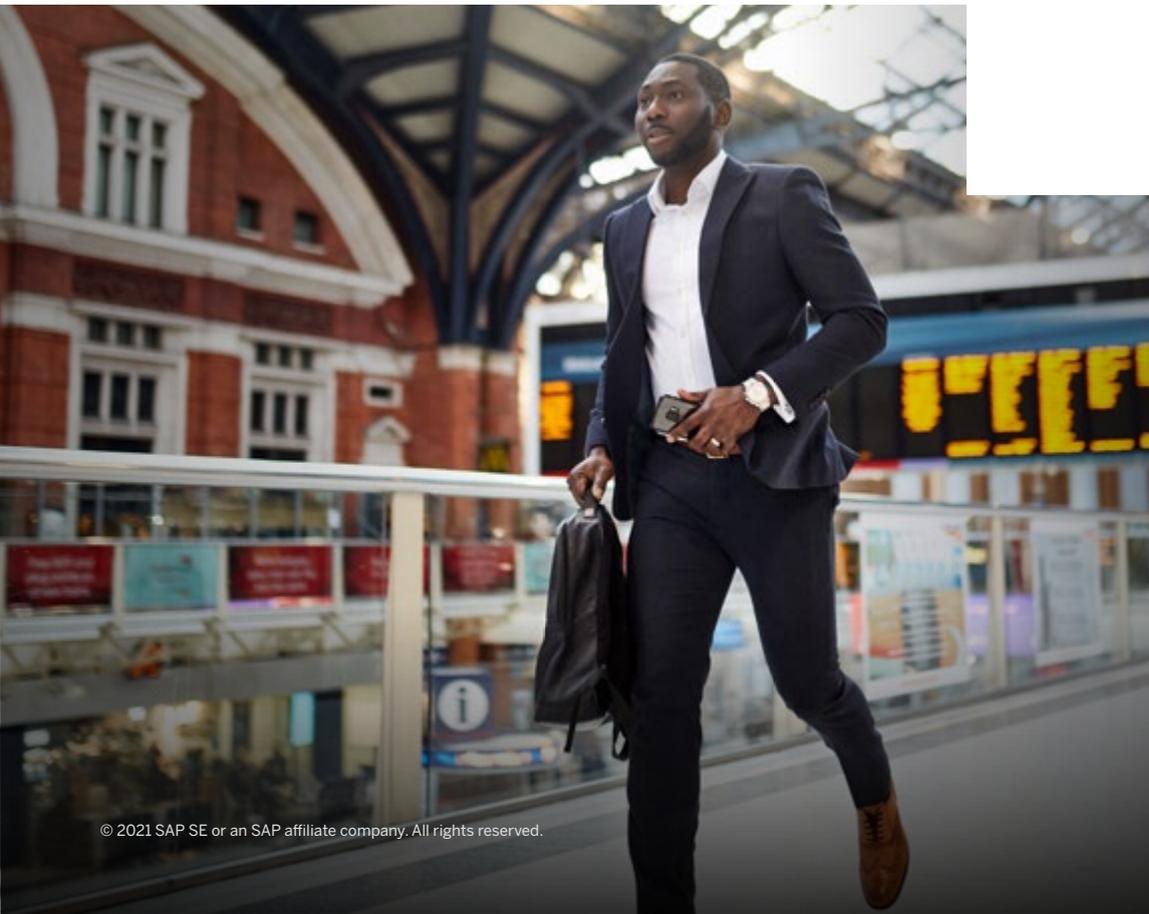
And here it is: Travel changed while you were away. No big surprise, perhaps, but you can't just pack your roller-bag and expect it to be like it was. Your road warriors want back out there, but their perspectives and expectations have changed. And those air, rail, hotel, car, and dining partners your travellers know and love? They've changed, too.

That means the way you manage budgets, the way you manage trips, the way you support your travellers – it all needs to be re-examined to match the new reality. It all needs to be reimagined to rebuild confidence in your travel plan. Because it's all essential to rebooting business momentum.

So let's talk through a few tips to get your company going places again.

tip #1

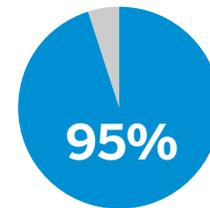
Prepare for pent-up demand.



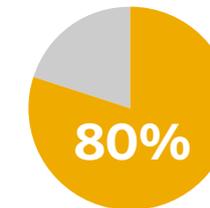
Travellers are eager to travel again, and not just because they like the free shampoo at their favorite hotel. They're worried that customer relationships, sales, and their very livelihoods are on the line if they can't soon work face-to-face.

Sure, many businesses enjoyed a little bottom-line boost by zeroing out travel and expense spending in 2020 and the first half of 2021, but you don't want to be surprised by a sharp spike in travel demand that cuts your budget to shreds.

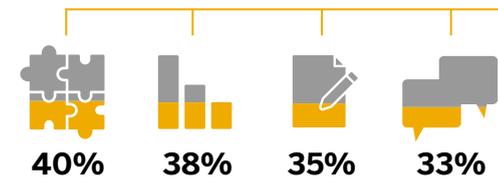
Think it won't happen?



Nearly all (95%) travellers in companies with fewer than 1,000 employees are willing to travel for business over the next 12 months, including **63%** who are very willing. In fact, **66%** say they want to travel for work, rather than their company insisting they do so.



80% of travellers at those same smaller businesses are more likely than those at larger companies to have personal career concerns if business travel doesn't increase in the next 12 months.



If travel doesn't get back on track, travellers are most concerned about developing and maintaining business connections (**40%**), making less money (**38%**), signing new deals (**35%**), and building new relationships (**33%**).



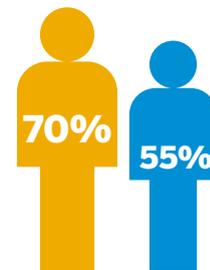
tip #2

Make flexibility your priority.

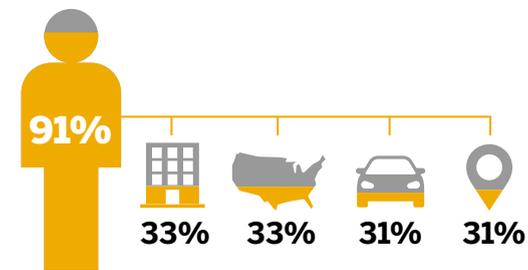
Sure, your travellers want to get going again, but maybe your business isn't ready yet. Or perhaps the inverse is true – you want to get the ball rolling, but your teams aren't excited about visiting places still in the grips of the pandemic. Or it could be your clients asking you to steer clear a bit longer.

Regardless of where you find yourself, every traveller out there expects more flexibility than they've had in the past.

- ✓ Make sure your employees have the option to adjust their travel.
- ✓ Be in conversation with your customers, suppliers, and others, and respect their protocols.
- ✓ Ensure your travellers have the flexibility to book directly with suppliers, then connect all their details in a consolidated itinerary.



Travellers' demands for flexibility (**70%**) outweigh their vaccination-related demands (**55%**).



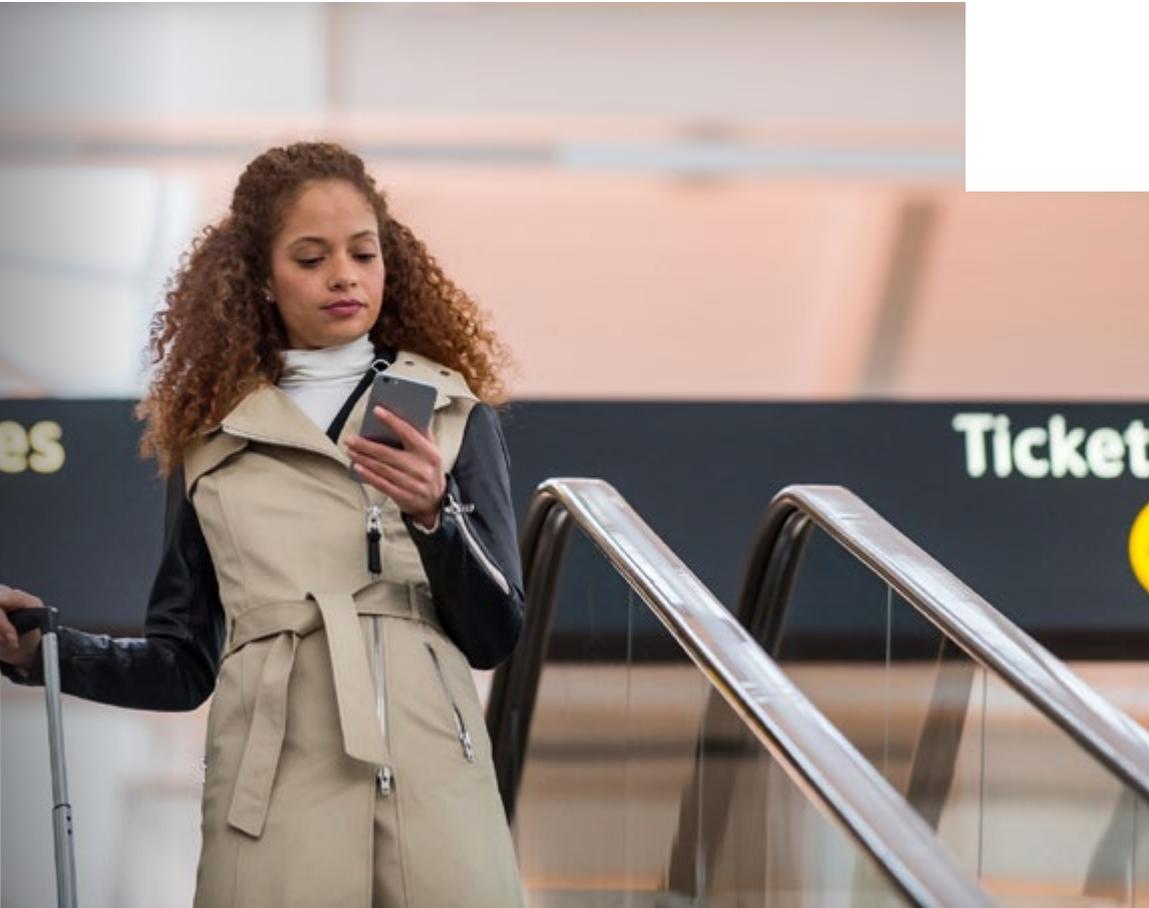
91% of travellers expect to change their behavior in the coming 12 months, including staying in larger hotels (**33%**), prioritising domestic trips (**33%**), using cars instead of public transportation (**31%**), and prioritising trips with shorter distances (**31%**).



Over two-thirds want their company to loosen restrictions to allow for better, flexibility-oriented policies – or to simply return to pre-COVID-19 travel policies.

tip #3

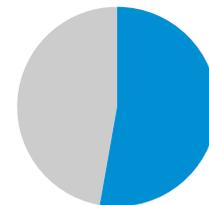
Prove that you take safety and simplicity seriously.



While flexibility is a top priority, travel safety and simplicity are also critical. Take a look at the tools and systems you have to support and communicate with travellers. At a minimum, travelling employees will expect you to:

- ✓ Provide tips and insights – from what to expect at specific airports, to neighborhood safety scores, to COVID-19 protocols in the cities and countries your teams are visiting.
- ✓ Offer apps that alert travellers to changing reservations, that help with finding other options, that track rewards points, and that actually eliminate paper receipts.
- ✓ Provide support when there's a real emergency, like another outbreak, a natural disaster, or political unrest; they'll want you to quickly identify who's impacted, connect with them, and get them home safely.

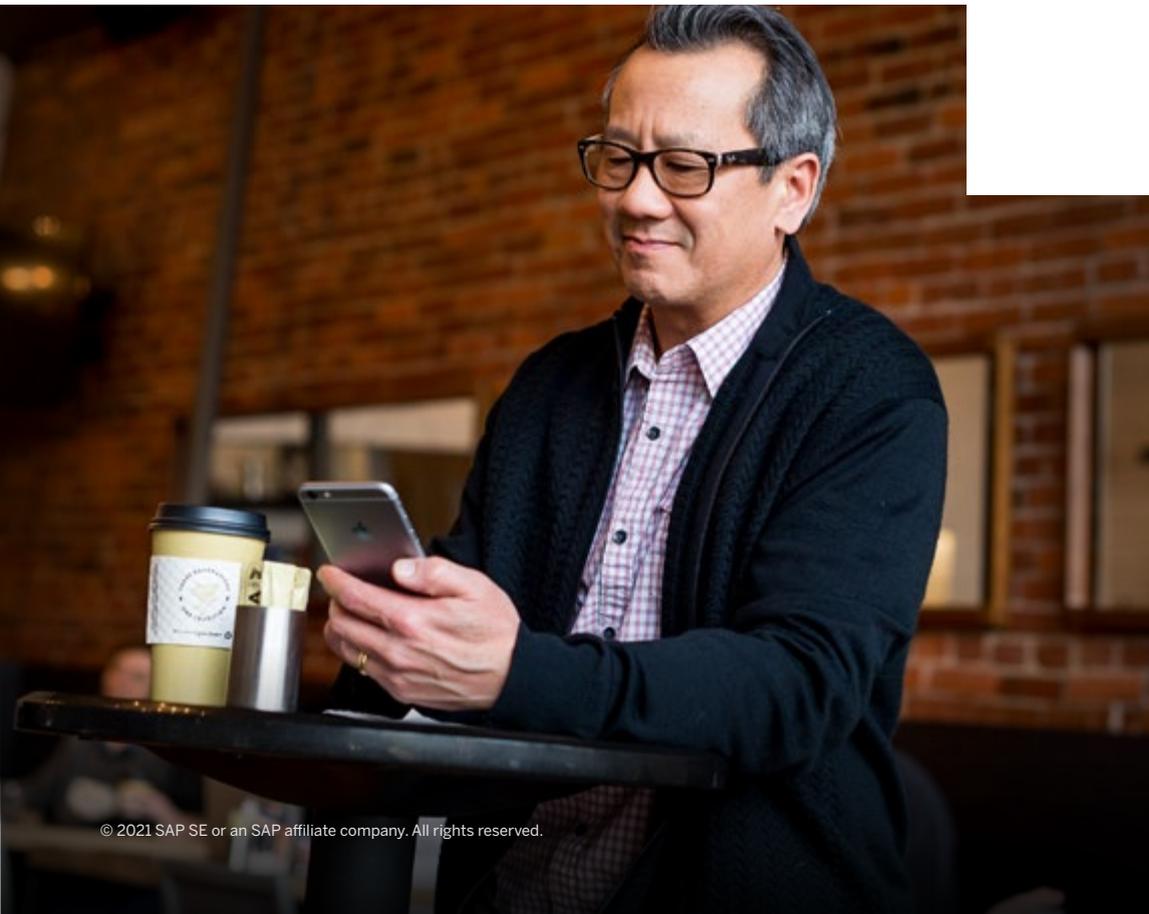
These aren't issues to merely consider, they're must haves for your company.



53% of travellers would make changes if their company doesn't provide the necessary measures to protect their health and safety.

tip #4

Focus on saving time – and the planet.



As travel gears up again, it's a great time to implement automated processes and eliminate the unnecessary steps, excess paper, and unwanted carbon footprints that no longer need to be part of your travel plan.

Where do you begin?

- ✓ Make sure your expense data is integrated into your accounting or ERP system, so you don't have to do double-duty data entries or spend time moving information from one place to the next.
- ✓ Take advantage of electronic receipts – they can go directly into expense reports, saving travellers time and eliminating errors.
- ✓ Don't waste resources, including time spent filling out and shipping expense reports, plus the physical office space used for processing and storage.
- ✓ Look for tools that help travellers track carbon emissions for air travel, then provide ways to offset the environmental impact.



60% of travellers expect to make changes that improve travel sustainability. This includes prioritising trips with shorter distances (**31%**) and alternatives to air travel (**23%**), as well as avoiding layovers (**28%**).

Let's get going.

Travel is taking off whether you're ready or not. But if you want to get beyond readiness and get out front, SAP Concur solutions provide the flexibility, simplicity, safety, and savings your business and its travelers demand.

It's time to board.

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