

THE ULTIMATE CORPORATE
TRAVEL
MANAGEMENT
— GUIDE FOR —
2023

EVERYTHING YOU NEED TO TRANSFORM
FROM A TRAVEL LEADER TO A
CHIEF JOURNEY OFFICER

FUEL FOR BUSINESS GROWTH

More than four in five decision makers said that business travel leads to **higher profit and revenue.**

85%
Higher Profit

85%
Higher Revenue

Source: AMEX GBT "Back To Blue Skies"

For every dollar invested in business travel, companies realize **\$12.50** in incremental revenue and **\$3.80** in new profits



IN PERSON MAGIC

82% Business Travelers



&

79% Decision Makers



Feel the benefits of in-person Meetings and/or events outweigh the convenience of Virtual Participation

CHANGING PERSPECTIVES



Half of decision makers (56%) and business travelers (53%) believe it is important that travel companies prioritize sustainability

85%

of decision makers believe that if an employee travels for work, their organization is responsible for their safety and well-being throughout the trip

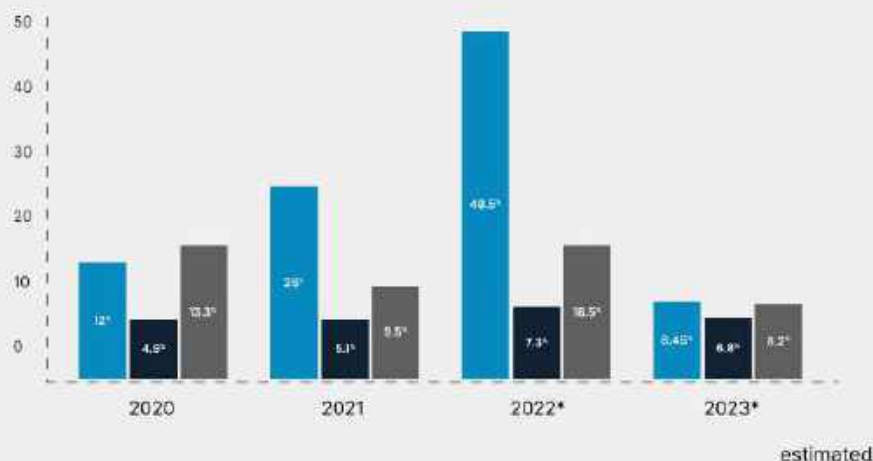
78%

of decision makers say their organization's business travel policies will be different than they were pre-pandemic

MACROECONOMIC FACTORS WILL DRIVE PRICES UP

Airfares
Ground Transportation
Hotel Rates

- Rising fuel prices
- Labor shortages
- Inflationary pressures in raw material costs
- Supply Chain Constraints



BUSINESS TRAVEL SPEND (BILLIONS U.S. \$) FORECAST AND YEAR OVER GROWTH (%)



estimated

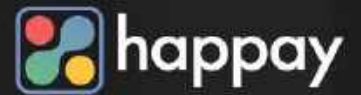
CORPORATE INDIA WILL TRAVEL

BUSINESS TRAVEL SPEND WILL
CONTINUE TO RISE IN THE COMING YEARS



THE DIFFERENCE
BETWEEN AN AVERAGE TRAVEL
PROGRAM AND A GREAT ONE IS A
**GOOD TRAVEL
LEADER & THE RIGHT
TECHNOLOGY.**

FROM TRAVEL LEADER TO CHIEF JOURNEY OFFICER



Crossing the chasm from an administrative outlook to being a steward of company values and employee experience

3 pillars of successful Corporate Travel Management enabled by technology

- Employee experience
- Compliance
- Financial control

Why go Digital for Corporate Travel?

42%

of business travelers and corporate travel managers believe that booking a trip is more challenging than travelling itself.

63%

of travelers believe technology plays a key role in controlling health risks during trips and reduces anxiety in a post-pandemic world

40%

of travelers don't follow their company's travel policies.

98%

of corporate travel managers say that the most important metrics to measure are traveler satisfaction, policy compliance, and savings and expenditures.

Source: Deloitte Insights - Reshaping the landscape: Corporate travel in 2022 and beyond

Travel Tech to Manage People Movement Better

84%

Travel leaders foresee their role becoming more strategic in the next three to five years than it is today with mobile technology, virtual payments, data collection and analysis

61%

Travel Managers currently think that evaluating and applying technology solutions is "very important" to their role

86%

Travel Managers reported having responsibilities related to selecting or implementing technology, such as online booking tools, mobile solutions or other travel technology software.

70%

Travel Managers currently say they consider leveraging and analyzing travel data to be "very important,"

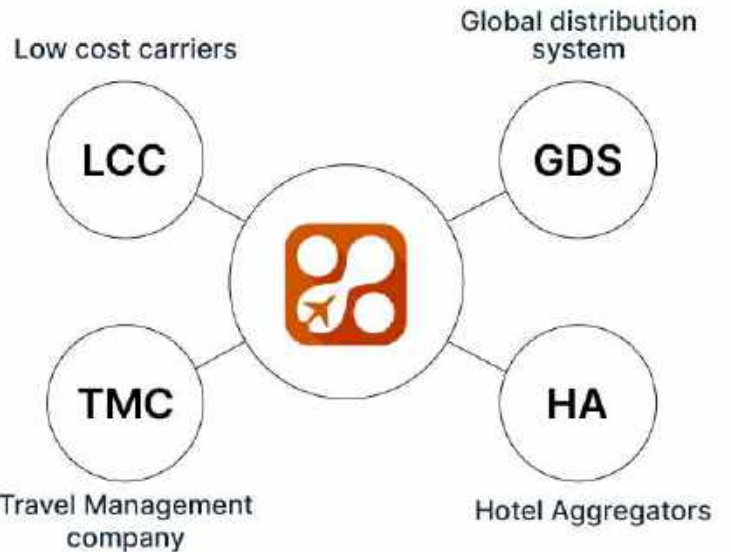
Integrate multiple suppliers into a single platform



Connect Multiple Suppliers for Flights & Hotels



Manage inventory from LCC, TMC's and Hotels



Forget accessing various systems & teams for booking employee travel

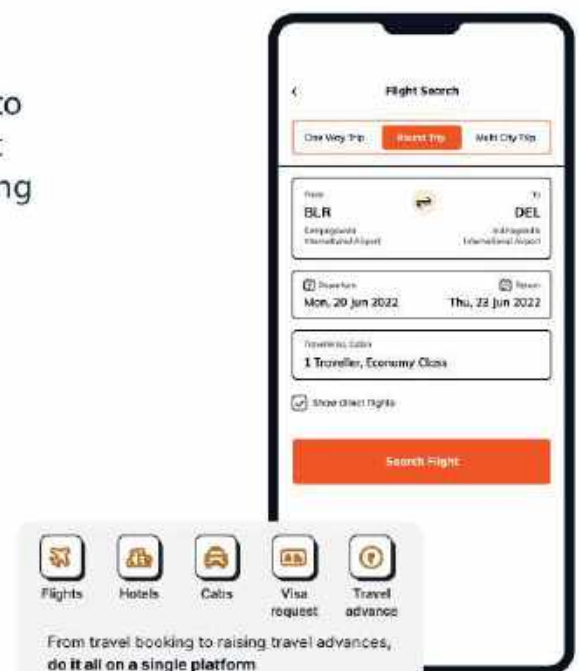
Enable employees to self book Flights & Hotels from one place



Adopt mobile and web apps to give a single policy compliant interface to enable self booking for employees



Great UI to ensure that travelers never find the need to book off platform



Save 2.5 hrs. of employee's time per trip booking by eliminating multiple emails & follow-ups

Automate policy checks to drive upto 95% policy compliance in travel booking



Set up dynamic travel booking policies and ensure their automatic compliance



Policy checks during travel booking ensure corporate travelers understand what is in policy.



Help reduce 8% on travel costs. Prevent travelers from overpaying

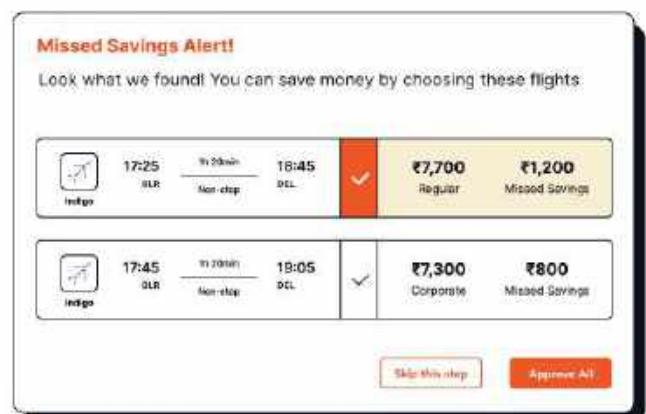
Take control of ticket costs by nudging travelers to book lowest fare options



Enable "missed savings alerts" to nudge employees to book the lowest fare possible without hindering their preferences



Measure deviations in complying with the lowest fare available



Save 7-10% on travel costs by ensuring to book the best hotel & flights

Avoid higher fares from approval delays with "Fare Freeze"



Ensure you never pay a higher price for your tickets, due to more time taken for approval.



This feature helps block the tickets for a traveler, as soon as they submit the TRIP request.

Timeline	Day 0	Day 3	Day 5
Regular booking	₹4550	₹5150	₹5750
Fare Freeze	₹4550	₹4550	₹4550

Submit for Approval Approved Booked

Save upto 50% cost increase due to multiple level of approvals taking on an average 4-10 days

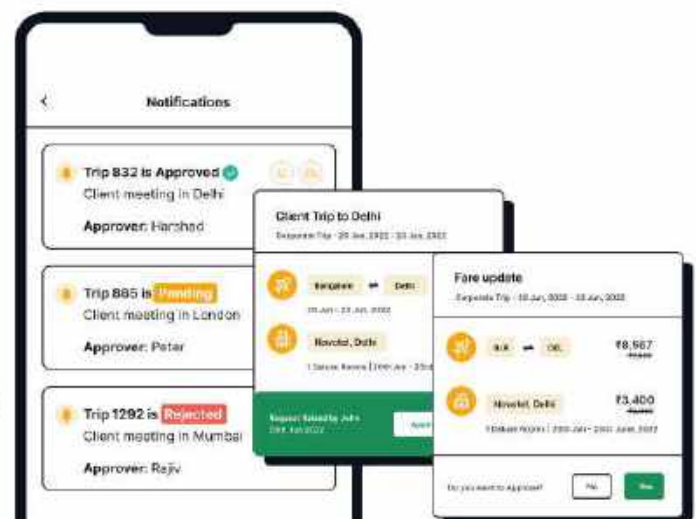
Approval workflows integrated with the booking platform for faster & transparent approvals



Real-time updates for travelers on approvals to eliminate travel anxiety.



Approvers can use mobile apps to approve requests with a clear visibility of policy violations & missed savings.



Reduce turn-around time and costs overrun by 40-60%

Integrate with travel expense management



Mobile apps to capture Expense Details from multiple sources.

Travelers can ensure 100% accuracy with no manual work



OCR technology captures bill details from paper receipts.



Simplified GST claims which your finance team would love



Simplify GSTR-2 verification.
Automatically feed your company GSTIN while ticket booking



Automatically extract GSTIN details of vendors from every travel invoice with no manual effort from your team's end.



Vendor GSTIN will be auto captured along with amount and vendor name will be validated

GST Break-up will be auto calculated by choosing the percentage

- The state-wise GST details are automatically captured and sent to the airlines.
- Finance team gets the invoice attached on the flight transaction

Positively influence your business with real-time travel analytics



Help improve efficiency, save money, and provide a better experience for all your business travelers. Have real-time data at your fingertips as pre-generated reports from Day 1.



Get answers to all the right questions:

- See where your company spends the most?
- What policies are most violated?
- Average Approval TAT, Top Spend Categories... and many more

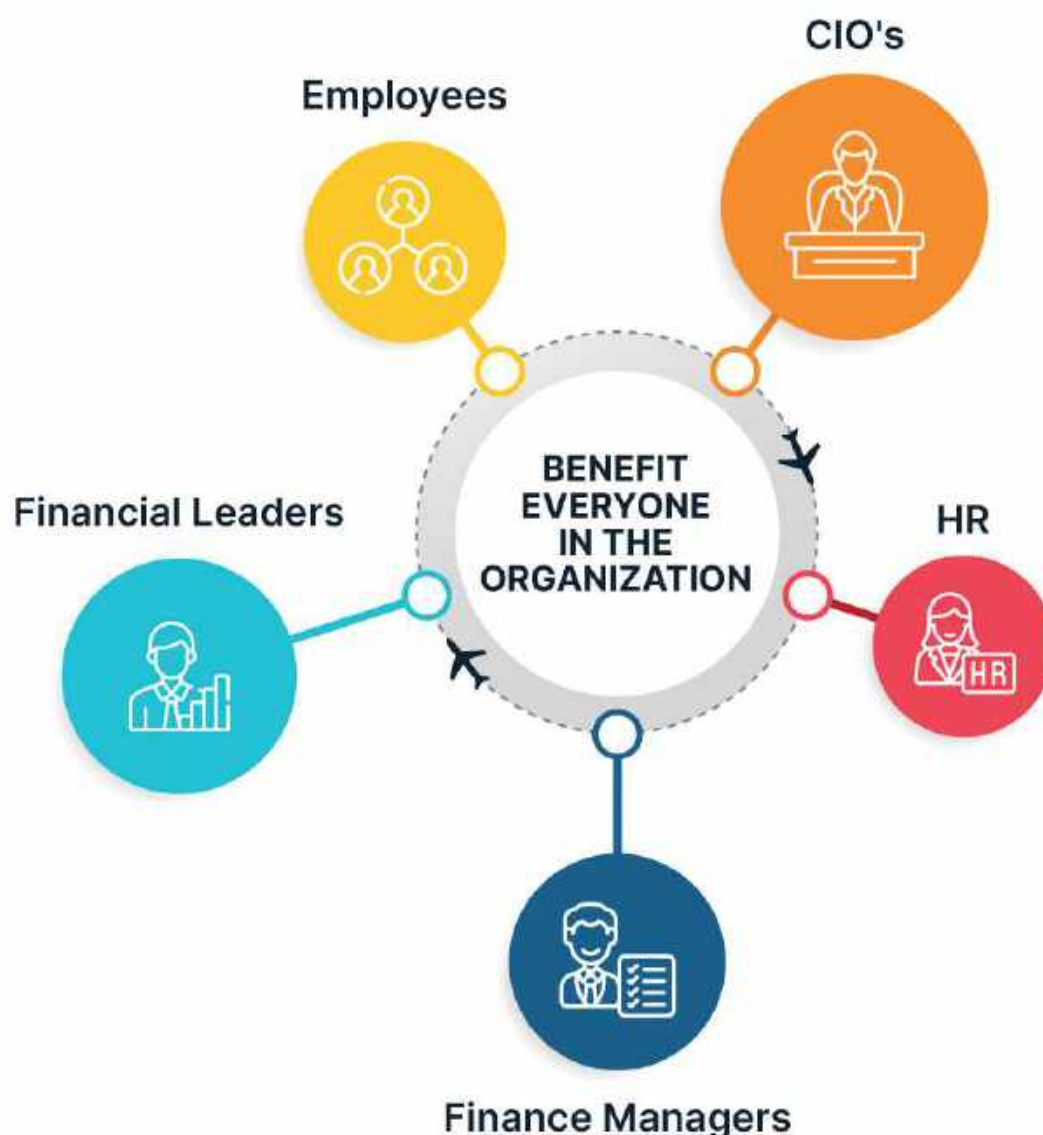


Forget manually collecting data from multiple sources and spending hours to put them together to find meaningful insights and for MIS generation

TRAVEL LEADERS SPECTRUM

Corporate travel is an important ingredient for successful organisations. A human touch, is a valuable asset that can tilt the scales in your favor from a competitor. The importance of safe business travel is paramount with your road warriors being taken care.

Macroeconomic factors will put a deliberate scrutiny on your travel expenditure and the questions of investment ROI will take precedence. With the aid of technology, a Travel manager can assist various type of departments and users in an organisation. They can also help transform some of the key areas to give better employee experience, more efficient financial controls and real time visibility.



	Enhanced Experience	Compliance & Control	Verified Visibility
Traveler	<ul style="list-style-type: none"> Employees can self book various options and request for advances all in one platform Mobile app and OCR capabilities to capture travel expense details from receipts, SMS, CC statements, emails with ease Create expense report in minutes Raise Travel requests without violations on policies & spend limits Higher employee productivity & satisfaction 2-3 day Reimbursements No Email Follow-ups 	<ul style="list-style-type: none"> Ensure data authenticity by capturing tamper proof data from source Restrict Policy violations during booking Save Money by choosing the best and most economic fares 	<ul style="list-style-type: none"> Get real-time price visibility for different options Get UI screens for real time seat availability Real time approval status updates
Approvers	<ul style="list-style-type: none"> Get real-time approval notifications on Mobile One-click approval processes 	<ul style="list-style-type: none"> Prevent policy violations and get savings alerts for every requests raised by travelers Complex approval workflows for specific use cases 	<ul style="list-style-type: none"> Get real-time status approval notifications
Finance Managers	<ul style="list-style-type: none"> No more manual entry and approval of expenses Automated Reconciliation of expenses with ease 	<ul style="list-style-type: none"> Automated Policy compliance checks and centralised audit ready logs Auto-reconciliations Easy approvals & travel bookings Always audit-ready Hassle-free claims for input tax credit (GST) Data auto-updated across multiple systems Easy currency procurement & P&L management for international travel Easy vendor payments Quick employee settlements & cash advance management Structured communication with employees More focus on financial analytics & forecasting 	<ul style="list-style-type: none"> Get real-time status approval notifications GST data collection, reporting & reconciliation AI helps showcase & choose the lowest fare option, saving thousands of dollars. "Fare Freeze" helps lock the ticket and avoid surge pricing due to approval delays Digital Audit Trail

	Enhanced Experience	Compliance & Control	Verified Visibility
Financial Leaders	<ul style="list-style-type: none"> • Single source of truth for your T&E spend. • More predictability & control on your T&E budget • Effective & robust internal controls to reduce T&E spends • Improved policy compliance & fraud detection to save costs • Agile processes to pivot quickly • Real-time data insights to identify cost reduction opportunities & improve process efficiency 	<ul style="list-style-type: none"> • Set clear guidelines and policies to better control and manage travel budgets. • Track and monitor employee travel expenses in real-time and identify areas where costs can be reduced or controlled. • Help to control costs and ensure that the company is getting the best value for its travel spend. • Implement robust travel risk management policies and procedures • TMC agnostic Self Booking tool 	<ul style="list-style-type: none"> • Real time Visibility for better cash flow • In-depth analytics to help make an informed decision • Integrations with ERP allows expense reports to be submitted only when there is budget availability • Live budget tracking • Have a clear and up-to-date view of employee travel patterns, which can help to identify trends and patterns. • Generate reports and analytics, gain insight into employee travel patterns and trends, which can help to inform decision-making and planning. • Gain a more comprehensive and holistic view of employee travel. • Custom GST Report
HR	<ul style="list-style-type: none"> • Less hassles for HR, answering reimbursement status • Improved employee satisfaction with a smooth, convenient, and comfortable travel experience, • With efficient and effective travel policies and procedures, HR can help to streamline the travel process for employees, which can save time and reduce stress. • Support employee growth & development by providing employees with the opportunity to attend conferences, seminars, and other professional development events through corporate travel 	<ul style="list-style-type: none"> • Hassle free exit process, with the right data(no dues) etc present. • Less liability with the right data availability • HR can help to better control and manage travel budgets by setting limits on the amount of money that can be spent on airfare, hotels, meals, and other expenses. • Implement robust travel risk management policies and procedures, HR can help to minimize the risk of unexpected costs or disruptions associated with corporate travel, which can help to protect both employees and the company. 	<ul style="list-style-type: none"> • Great employee experience • Accessibility: By providing employees with access to the online booking tool through a user-friendly interface, HR can ensure that employees have the visibility they need to plan and book their travel efficiently and effectively. • Tech-savvy employer that attracts top talent • Track and monitor employee travel expenses in real-time
IT	<ul style="list-style-type: none"> • Hassle free integrations for IT • Easier and faster implementation • End-to-End Travel & Expense Management Solution, Petty Cash Solution, Self booking Tool & Payment , Fleet-Xpress Solution • Web-tool, Mobile App, Corporate Prepaid Card • Realtime API based, Automated File based integration possible • Integrable with widely used application like SAP, Oracle, Tally, QuickBooks 	<ul style="list-style-type: none"> • Highly flexible and Rapid Integration • Use of single system instead of Multi System • Technology with in-built policy controls • Supports custom formats • Data retained for 10 years • PCI-DSS 3.2, ISO 27001, SOC2 Certifications • Visa & Mastercard certified 	<ul style="list-style-type: none"> • Integrated single platform for all travel bookings and With systems talking to each other • Automated posting to ERP, accounting systems, etc.



THANK YOU

About Happay

Happay is one of the world's fastest-growing T&E solution where travel, expense and payments are integrated into one platform.

With 2M+ users across 20+ countries, Happay's AI-powered, mobile-first platform helps companies automate the end-to-end travel and expense process, eliminate expense frauds, drive 100% policy compliance, and minimise manual activities.

Its state-of-the-art self-booking tool eliminates hours spent on emails for booking corporate travel. Real-time visibility of expenses ensures data driven decision-making and improves expense budgeting. Flawless integrations with multiple ERPs and TMCs fasten day-to-day activities and provide the best travel options.

7000+

Customers

40+

Industries

20+

Countries

\$3Bn+

Annual GTV

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