

ENGAGE

the knowledge: overseas travel

Sending staff or volunteers overseas can present problems for an organisation, especially if this has to happen at short notice or if the destination is dangerous. Hannah Baker from Key Travel explains how a travel management company (TMC) can help

OFFERING ALL THE OPTIONS

Whether you are a senior manager at an NGO or an academic at a major university, an hour spent browsing the internet has a significant indirect cost, in terms of the work not being done. Furthermore, travel is inevitably a topic of interest for everyone and what was intended to be a 'quick look-up of a fare' too often turns out to be an exploration of the possible. Opting for a professional search cuts out time wastage and frees time for key tasks.

CHANGE MANAGEMENT

Inevitably there are times when you need to cancel or change a ticket. Booking with online travel shops and directly with airlines often means you get inflexible tickets, so you may end up needing to buy a new ticket or paying high administration charges.

A TMC will be able to offer much more flexible deals.

LOWER FARES

A trained travel consultant can call upon a range of specially negotiated contracts, and use their experience and systems to find more cost-effective fares, especially to less travelled destinations.

BUDGET CONTROL

Travel is typically the largest operating cost to a business after payroll and will be a seven-figure sum for major NGOs. Travel booked outside of a TMC is hard to track and therefore hard to understand. A TMC provides consolidated management information, so managers can see where the money is going, and gives them a chance of saving money when times are hard.

COSTLY MISTAKES

It can be expensive if staff makes a mistake in booking that requires new tickets or results in additional fees. Using a TMC provides a level of quality assurance to bookings, and reduces costly errors.

MULTIPLE SOURCES

When you need multiple services (flight, car hire, hotel, visa, rail), shopping for each piece of the puzzle individually increases the time spent 'shopping', and can introduce errors and support issues. Buying all the required services from a single source can streamline your travel procurement.

DUTY OF CARE

If your travelling employees have booked privately, rather than through a managed procurement process, then you cannot demonstrate that the traveller was given the correct advice when travelling and, when things go wrong – as they did recently in Mumbai – you are not able to locate or support travellers. A TMC can provide pre-trip advice and traveller tracking tools to ensure you fulfil both your legal and moral obligations to travellers working on your behalf.



Key Travel is a travel management company dedicated to the not-for-profit sector