

What will you say when your CFO calls your boss (or you) to ask why he/she/they found a lower airfare on the airline's website?



Don't attempt to explain travel industry acronyms (GDS, NDC, TMC, OBT, PNR)

Let them know that this has been an industry problem and you have engaged an independent travel audit firm to review 100% of all bookings **BEFORE** the trip starts.

Also let them know that the audit is not just for lowest airfare within policy; you are auditing hotel bookings to ensure that your travelers are book-

ing the preferred hotels at your negotiated rate. And mention that before the audit 50% of the hotel bookings were not made through the Travel Agency; that meant you could only find half of your employees in an emergency.

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