

Essential questions to ask your TMC



Not sure if your TMC is the right fit? Use this worksheet to evaluate your current travel solution and see how it stacks up.

1. Who's my dedicated travel consultant or travel manager?

- a. Who do I talk to for general travel questions?
- b. Who is the contact for booking?
- c. How do I contact emergency support?

2. What's in the service level agreements (SLAs)?

- a. What are the minimum standards for hold times, ring times or turnaround times on requests? What are the reporting standards?

- b. What can the TMC do to maximize your travel program?

- c. What do they do differently than in-house travel management teams?

3. Who do I contact in an emergency?

4. How often can we review the travel policy and program?

- a. Will my travel manager look for proactive solutions?
- b. What are the top concerns for the future?

Essential questions to ask your TMC

5. What does my travel tech platform offer?

- a. How can I save more time on travel?
- b. Are policy controls working well?
- c. Is booking quick and simple to manage?
- d. Is there training available?

6. What other tech can improve travel processes?

- a. Can tech help with reconciliation?
- b. Is there an all-in-one booking function?
- c. Are payment options flexible?
- d. What about traveler tracking?
- e. What kind of data is in reports?

