FREENOW

FOR BUSINESS

The ultimate guide to managing your team's business travel

For administrative roles, including office managers, executive assistants, and personal assistants

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Introduction

As an administrative professional, business travel is merely one of many time-consuming responsibilities on your plate. But when managed correctly, you can make it so simple that it becomes one of the easier tasks.

This guide will help you organise your team's business travel so that you can maximise your productivity at work, and reduce your overall stress. At the same time, we'll give you key tips that will help you keep costs down, get impactful data, and keep your employees happy.

We've also created a handy checklist including a list of trusted partners to optimise your business travel management even further. In it, you'll find recommendations for business travel tools beyond FREEENOW for Business's ground transportation platform—don't worry, we'll tell you exactly how our platform fits into your day-to-day in a bit.

First, let's talk about why managing business travel the right way is so important.

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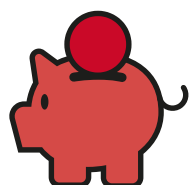
The cost of inefficiency

■ **Increased costs**

Manual processes, inefficient booking, and lack of visibility into spending can lead to unnecessary expenses.

■ **Reduced productivity**

Time wasted on tedious tasks like expense reports and booking arrangements takes away from more strategic work.

■ **Employee frustration**

Complicated processes and limited travel options can negatively impact employee satisfaction and morale.

■ **Compliance risks**

Failing to enforce travel policies can result in financial losses and legal issues.

What's FREENOW for Business?

FREENOW for Business is a comprehensive taxi booking management platform. Our solution simplifies ground transportation in business travel, from booking and expense reporting to duty of care and sustainability. Learn more about FREENOW for Business on page 21.

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FREENOW for Business: Key benefits

■ **Centralised booking**

Book and manage all ground transportation from a single, user-friendly platform.

■ **Automated expense reporting**

Eliminate manual expense reports and streamline the reimbursement process.

■ **100% visibility and control**

Track journeys, monitor spending, and ensure compliance with travel policies.

■ **Enhanced employee experience**

The fast, safe & reliable taxi app. From your sofa to the back seat in less than 4 minutes on average.

■ **Sustainable travel**

Reduce your carbon footprint with access to eco-friendly vehicle options.

Testimonial

"With FREENOW for Business, I've got complete control over my team's journeys, and I can easily see a detailed breakdown of all their corporate trips. Plus, downloading the statements makes managing expenses quick and easy."

Charo Hernández Martí
Senior Executive Assistant at Iberian Media

Pre-trip planning

Before you book flights and hotels, let's take a step back and focus on the essential groundwork. This chapter will guide you through the pre-trip planning process, ensuring a smooth and stress-free travel experience for everyone.

Defining travel needs

Before booking any travel, it's crucial to understand the traveller's preferences, the purpose of the trip, and any special requirements. This includes:

■ **Travel dates and destinations**

Ensure flexibility whenever possible to take advantage of better deals.

■ **Purpose of the trip**

Is it for a meeting, conference, or client visit? The purpose will influence travel choices.

■ **Traveller preferences**

Consider preferred modes of transport, accommodation needs, and any accessibility requirements.

■ **Special requests**

Are there any specific needs like extra luggage space, early check-in, or dietary restrictions?

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Setting travel policies

Clear travel policies are essential for controlling costs, ensuring compliance, and providing employees with clear guidelines.

■ **Booking procedures**

Define how travel should be booked, including preferred vendors, booking windows, and approval processes.
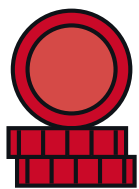
■ **Expense guidelines**

Set clear limits on travel expenses, including accommodation, meals, and transportation.

■ **Travel approvals**

Establish a clear approval process for travel requests, ensuring alignment with budget and business needs.

Budgeting and cost optimisation

Managing travel costs effectively requires careful planning and proactive strategies.

■ **Negotiate with vendors**

Leverage your company's travel volume to negotiate better rates with airlines, hotels, and ground transportation providers.

■ **Track expenses**

Use a travel management platform like FREENOW for Business to monitor spending and identify areas for cost savings.

■ **Optimise travel routes**

Plan travel routes efficiently to minimise travel time and associated costs.

■ **Consider alternatives**

Explore cost-effective alternatives like video conferencing or bleisure travel to reduce overall travel expenses.

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FREENOW for Business super features

■ **Prebooking rides**
Book ground transportation in advance to ensure availability and secure the best rates.

■ **Setting travel policies**
Define travel policies and spending limits within the platform to ensure compliance and control costs.

■ **Managing budgets**
Track travel expenses and monitor spending in real-time to stay within budget.

Business travel insight
For more information on setting travel policies that satisfy the needs of both your company and team, read our 'How to Develop a Succesful Business Travel Policy' article. You'll find the link to the ebook's PDF in the first line of the article.

Testimonial
"Each person who starts working for our company receives precise instructions on business travel as part of the onboarding process. We have a dedicated person in the team who can provide appropriate support at each stage of the trip. In my day-to-day work and when travelling, I try to adhere to the company's existing travel policy, aiming to avoid unnecessary complications and additional procedures in the event of a breach of policy."

Magda Dziechciarz
Junior Administrative Specialist at Grupa Pracuj

CHAPTER 03

Booking and logistics

Now that you've laid the **groundwork**, it's time to navigate booking and logistics. This chapter will guide you through streamlining bookings, choosing the right transportation, and managing all the essential details for a smooth and enjoyable trip.

Streamlining the booking process

Efficient booking processes save time and reduce frustration for both travellers and travel arrangers.

■ **Online booking tools**

Use online platforms like FREENOW for Business to book and manage travel arrangements efficiently. View the complimentary checklist in the last page to learn about our trusted partners.

■ **Itinerary management**

Keep all travel details organised in a central location, accessible to all relevant parties.

■ **Travel coordination**

Coordinate travel arrangements with other departments or external partners to ensure smooth logistics.

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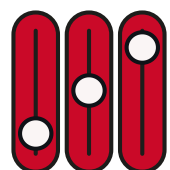
Choosing the right transportation

Selecting the most appropriate transportation options is crucial for balancing cost, convenience, and employee satisfaction.

■ **Flights**
Consider factors like flight duration, cost, and airline reputation when booking flights.

■ **Trains**
Trains can be a comfortable and environmentally friendly option for shorter distances.

■ **Ground transportation**
FREENOW for Business offers a variety of ground transportation options, including taxis, ridehailing services, and eco-friendly vehicles. Choose the option that best suits the traveller's needs and the trip's purpose.

■ **Timings**
Consider including time buffers to allow for traffic, weather, transport connections etc. when choosing times.

Accommodation and other essentials

Beyond transportation, booking accommodation and managing other travel essentials is crucial for a smooth trip.
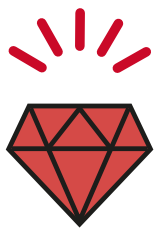
■ **Hotel bookings**
Consider factors like location, amenities, and price when selecting hotels.

■ **Visa and travel documents**
Ensure all necessary visas and travel documents are obtained in advance.

■ **Other services**
Arrange airport transfers by prebooking taxis, travel insurance, and any other required services.

FREENOW for Business super feature

■ **Manage multiple travellers**
Easily book and manage ground travel arrangements for multiple employees through our Web Booker.

Testimonial

"The FREENOW for Business app is easy to use and get going, and our contact at FREENOW was brilliant and helpful. Those were the main reasons we decided to go with their solution. The whole setup was quick and easy, and the FREENOW onboarding team were there to help every step of the way."

Jose Santiago Novillo
Administrative Director at You First by Gersh

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During the trip

Now that your traveller's on their way, it's time to shift your focus to ensuring their safety, comfort, and productivity whilst on the trip. This chapter will provide you with strategies to stay connected, manage disruptions, and ensure a positive travel experience.

Staying connected and informed

Maintaining communication with travellers during their trip is essential for ensuring their safety and addressing any issues that may arise.

■ **Communication tools**
Use communication channels like email, messaging apps, and in-app chat to stay connected with travellers.

■ **Travel updates**
Provide travellers with real-time updates on flights, weather conditions, and any potential disruptions.

■ **Emergency contacts**
Ensure travellers have access to emergency contact information and know how to reach support if needed.
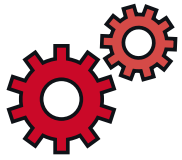
Managing changes and disruptions

Travel disruptions are inevitable, but effective management can minimise their impact.

- **Flight delays and cancellations**
  Have contingency plans in place for dealing with flight delays and cancellations, including alternative transportation options and accommodation arrangements.

- **Unexpected events**
  Be prepared to handle unexpected events like illness, lost luggage, or security issues.

- **Flexible itineraries**
  Build flexibility into travel itineraries to accommodate potential changes and disruptions.

Ensuring traveller safety and well-being

Duty of care is a top priority for any business travel programme.

- **Travel risk management**
  Implement a comprehensive travel risk management plan to assess and mitigate potential risks.

- **Travel insurance**
  Ensure travellers have adequate travel insurance coverage for medical emergencies, trip cancellations, and other unforeseen events.

- **Emergency protocols**
  Establish clear emergency protocols and communication channels for travellers to follow in case of any incidents.

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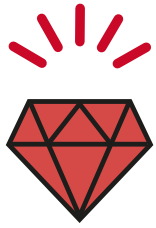
FREENOW for Business super features

■ **In-app messaging**
Communication between travellers and drivers is enabled through the FREENOW app for seamless coordination.

■ **Ride safety features**
Safety features like GPS tracking, location sharing, and driver verification enhance traveller security.

■ **Prebooking rides**
Book ground transportation in advance to ensure availability and secure the best rates.

Business travel insight
View our 'Maximising Duty of Care: Choosing the Safest Last Mile Option' report for insights on how to maximise safety during work trips.

Testimonial
"As a business traveller, FREENOW's business taxis allow us to make it to client meetings comfortably and on time. Their prebooking feature is especially helpful when travelling abroad."

Mihaela Yakovleva
SEO International Team Lead, SIDN Digital Thinking

Post-trip reconciliation

The trip is complete, and your traveller has returned safely. It's time to wrap things up with efficient expense reporting, data analysis, and gathering valuable feedback to improve future travel experiences.

Expense reporting and reimbursement

Expense reporting can be a nightmare if you don't have the proper tools: manual receipt entry into a database, reimbursement processes, etc. Simplifying the expense reporting process saves time and reduces frustration for both travellers and finance teams.

■ **Automated expense reports**

Use a travel management platform like FREENOW for Business to automate expense reporting and eliminate manual data entry.

■ **Centralised billing**

Consolidate all travel expenses into a single invoice including ground transportation. For those in Germany, for example, compliant e-invoices are essential for smooth expense reporting. That's why FREENOW for Business provides invoices that meet German tax law requirements, saving you time and hassle.

■ **Compliance checks**

Ensure expense reports comply with company policies and flag any discrepancies for review.

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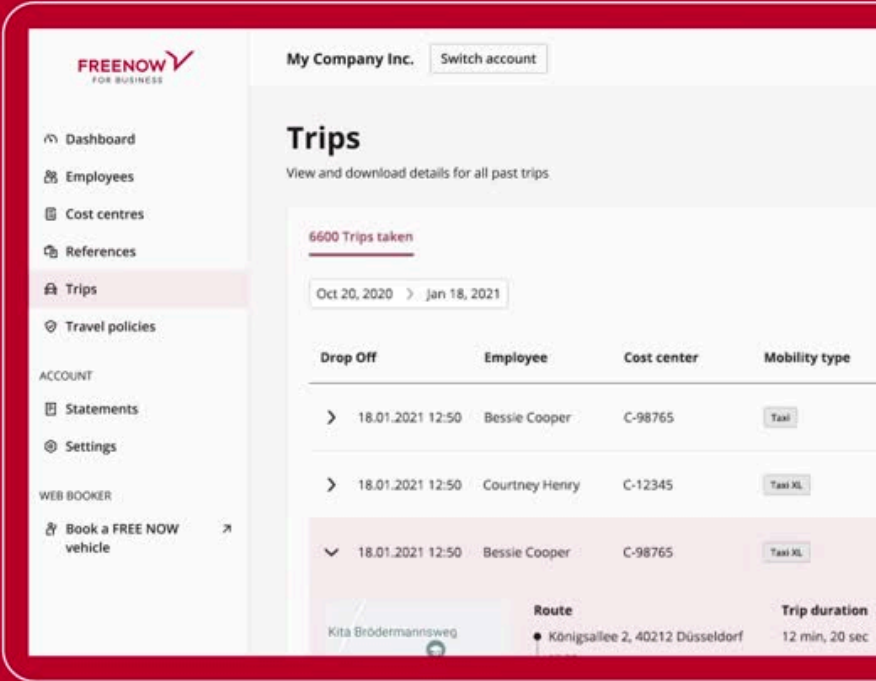
Analysing travel data

Tracking and analysing travel data can reveal valuable insights for optimising future travel and reducing costs.

■ **Key metrics**
Monitor key metrics like travel spend, most frequent destinations, and preferred transportation modes.

■ **Cost-saving opportunities**
Identify areas where costs can be reduced, such as negotiating better rates with vendors or optimising travel routes.

■ **Travel trends**
Analyse travel patterns to anticipate future needs and make informed decisions about travel policies and budgets.

See how much you can save with our
Taxi Expense Calculator.

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30 %

**Cherry Ventures
cut expensing time by 30%
with FREENOW for Business's
taxi management platform**

Gathering traveller feedback

Collecting feedback from travellers is crucial for continuously improving the travel experience.

■ **Feedback mechanisms**
Provide travellers with easy ways to share their feedback, such as through surveys, feedback forms, or in-app ratings.

■ **Analyse feedback**
Review and analyse traveller feedback to identify areas for improvement in the travel programme.

■ **Implement changes**
Act on traveller feedback to enhance travel policies, booking processes, and overall travel experience.
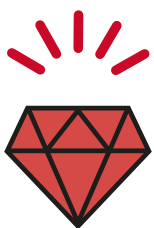
FREENOW for Business super features

■ **Automated expense reporting**
Simplify expense management with automated reports, centralised billing, and seamless integration with expense management systems.

■ **Data analytics**
Access comprehensive data and reporting dashboards to gain insights into travel spending, usage patterns, and cost-saving opportunities.

▶ **Play video**
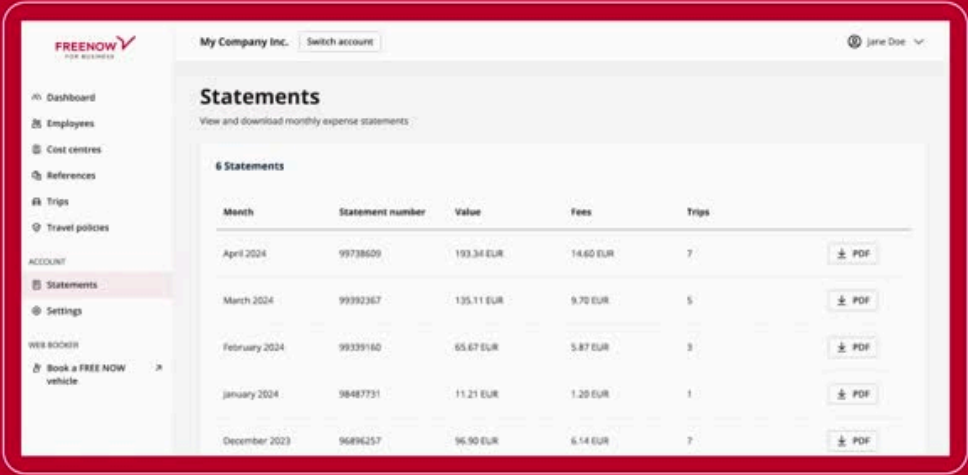
Testimonial

"FREENOW for Business offers an easy-to-use app and platform with an automated onboarding process, taking the hassle out of managing business travel. By eliminating the need for employees to manually expense trips, FREENOW streamlines mobility, allowing companies to focus on what matters most."

Silva Kartaliyska
Operations & Administration Manager

Conclusion

Managing business travel effectively is a big deal if you want to keep costs down, keep your employees happy, and achieve business goals. This ebook has given you the know-how and the tools to streamline your travel program, make the most of your budget, and make sure everyone has a smooth and enjoyable travel experience. You've got this!

But what about your employees? A streamlined travel program benefits them too. With FREENOW for Business, they can say goodbye to reimbursement processes and enjoy a smooth, stress-free travel experience. No more digging for receipts or waiting to get their money back. They just focus on the trip, we'll handle the rest.

Additionally, ignoring the need for a robust travel—including taxi—management solution can be costly.

Companies using FREENOW for Business have seen an average of 30% time savings and 25% cost savings.

About FREENOW for Business

Backed by BMW Group and Mercedes-Benz Group AG, FREENOW for Business offers taxi solutions for businesses.

Our FREENOW mobile app allows your employees to book safe, fast, and reliable taxis. Meanwhile, you get an easy-to-use travel management software with 100% visibility and control over your company's ground transportation.

This synchronised and fully digital process helps you get rid of expenses and manual payments, cut the paperwork, and save you time and money. Whether for business meetings, airport/train station trips or commuting, FREENOW for Business gives you everything your company needs to move your employees and clients around the city.

That's why over 15,000 companies have chosen us as their #1 mobility solution in 9 countries and 150+ cities throughout Europe.

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Learn more

Explore how FREENOW for Business can transform your taxi booking management process.

Download checklist

Get a comprehensive business travel management checklist to ensure you're always prepared.