

WELCOME TO BETTER BUSINESS TRAVEL



So, you've made the decision to move to Gray Dawes Travel.

Great choice... so what's next?

We're sure you want to minimise disruption to your business and go live with all your required services in place as soon as possible.

To help you get started, we've put together a comprehensive list of all the areas you might want to consider.

Of course, your Gray Dawes Client Project Manager will be with you all the way, offering advice and guidance to ensure your goals are met in the most appropriate way. We will hold regular implementation calls with you through the process and keep you updated with timescales.



Project Team

Do you need a Project Team? It could be your finance dept, or IT or HR. It's always worth making sure everyone is on board with the transition.



Traveller Profiles

Do you have an updated list of your travellers or does this need a refresh? Note that for travel the full passport name should be used ie is Mike Michael on his passport? Dependent on numbers you may want to provide us with a spreadsheet or discuss an automated HR feed integration which can ensure leavers and joiners are updated automatically.



Travel Policy

When was this last reviewed? This might be the time to make sure it is up to date and meets your companies duty of care obligations. Gray Dawes Consulting are happy to assist.



Approvals

How will the travel policy be managed? Is it in-house or would you require an automated approval process for out of policy booking. All available through Gray Dawes booking tool 'Your Trip', online and offline. We can assist with best practice to meet your needs.



Finance

Will you require a credit account or Lodged Card payment? If you are moving a lodged card facility to Gray Dawes we recommend an early call to your card company to discuss.



Invoicing

Do you want individual invoices daily or a consolidated invoice monthly, backed up with a full report of each individual booking? Does your Finance team require any reference fields on the invoices ie Cost Centre, Purchase Order, Job Number etc.



Negotiated Supplier Deals

Do you have any airline or hotel negotiated rates that should be moved to us?



Loyalty Programmes

Loyalty program and membership details, such as BA OnBusiness. Gray Dawes can supply details of these schemes if you aren't currently registered.



Existing Bookings

When you give notice to your existing TMC make sure you discuss a process for any existing booking with a later travel date and how any refunds would be managed.



Training

Who will be booking travel? Is it nominated bookers or the travellers themselves? Who needs to be trained on 'Your Trip' our online booking system? We offer face to face or Teams training sessions, plus we have a library of training material – guides and videos.



Communication

How will you communicate the change internally? Gray Dawes can assist with landing pages and Welcome emails.

Don't forget, your Gray Dawes Project Team will be with you all the way, supporting and assisting.