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Client Travel Manager

INDUSTRY | Professional Services
COMPANY SIZE | Approximately 3,000 employees across 75 global offices

Situation

In March 2020, concerns over the spread of the novel coronavirus reached a fever pitch, triggering widespread global travel disruptions. Countries closed their borders, airlines cancelled thousands of flights, and numerous services were halted, leaving travel managers in desperate need of detailed ad hoc reports.

Solution

With 75 global offices, the travel shutdown left our client wondering, “Which employees are in active travel status? Where are these travelers? What travel is booked in the next 30 days and beyond? What about airline ticket refunds?” The answers to these questions were critical for our client to make informed decisions and well-executed plans to get travelers home and understand future travel impacts.

Working closely with the ADTRAV reporting team, the Global Account Manager developed the necessary reports to inform our client’s travel manager and senior leadership team. As the situation evolved and it became clear that travel would be affected well into the future, the Global Account Manager continued to collaborate with the client and the ADTRAV reporting team to provide the custom reports and guidance necessary to navigate the COVID-19 travel repercussions.

Custom reports included:

- Daily PNR Activity Reports of bookings created the day prior
- Upcoming travel booked for the next 30, 60, and 90 days
- Active Unused Ticket report
- Refunded Ticket reports
- Cancellation reports



Results

- Using the daily PNR Activity Reports, our client easily assessed daily activity and had visibility into who was booking travel and who was cancelling previously booked trips.
- The future travel reports assisted our client in reminding associates of their active upcoming trips and that all travel should be cancelled unless approved by a vice president.
- Cancellation reports proved to be extremely beneficial in seeing all cancellations in one report and knowing exactly what was added to the client's unused ticket credits and what may be expected in refunds.

Without these reports, tracking personnel, managing travel activity, and ensuring cancellations were completed so that applicable credits or refunds would be received, would have been nearly impossible as the manual process would be extremely complex and time and labor intensive—things the COVID-19 crisis did not afford.

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With ADTRAV's reporting and technology capabilities, the travel manager kept management and senior leadership informed of travel activity and personnel travel status, allowing them to make confident and competent decisions for associates and the travel program.

