



The Travel Manager's Guide:

Managing the Chaos of Workforce Lodging

Table of Contents:

1. Introduction: The Challenges of Workforce Lodging

What goes into workforce lodging management?

2. The tools, technology and support to streamline programs of all sizes

Lodging experts

Advanced technology

Discounted, pre-negotiated rates

Streamline all expense and travel on one platform

Give employees support and solutions on the road

3. Ready to control the chaos?

1

The Challenges of Workforce Lodging Management

Fifteen years ago, Mark Long, vice president of Truesdell Corporation, noticed a problem: his administrators were spending hours looking for high quality, affordable lodging options for traveling employees, and they weren't always successful.

When the company, a leader in the concrete repair industry, got started, they only worked in three states and found it was extremely difficult and time-consuming to book hotel rooms, negotiate rates, and modify reservations. As they continued to grow and expand, these issues increased exponentially. And with constantly changing hotel rates, Truesdell Corporation struggled to enforce travel policies and spending limits to keep projects on budget.

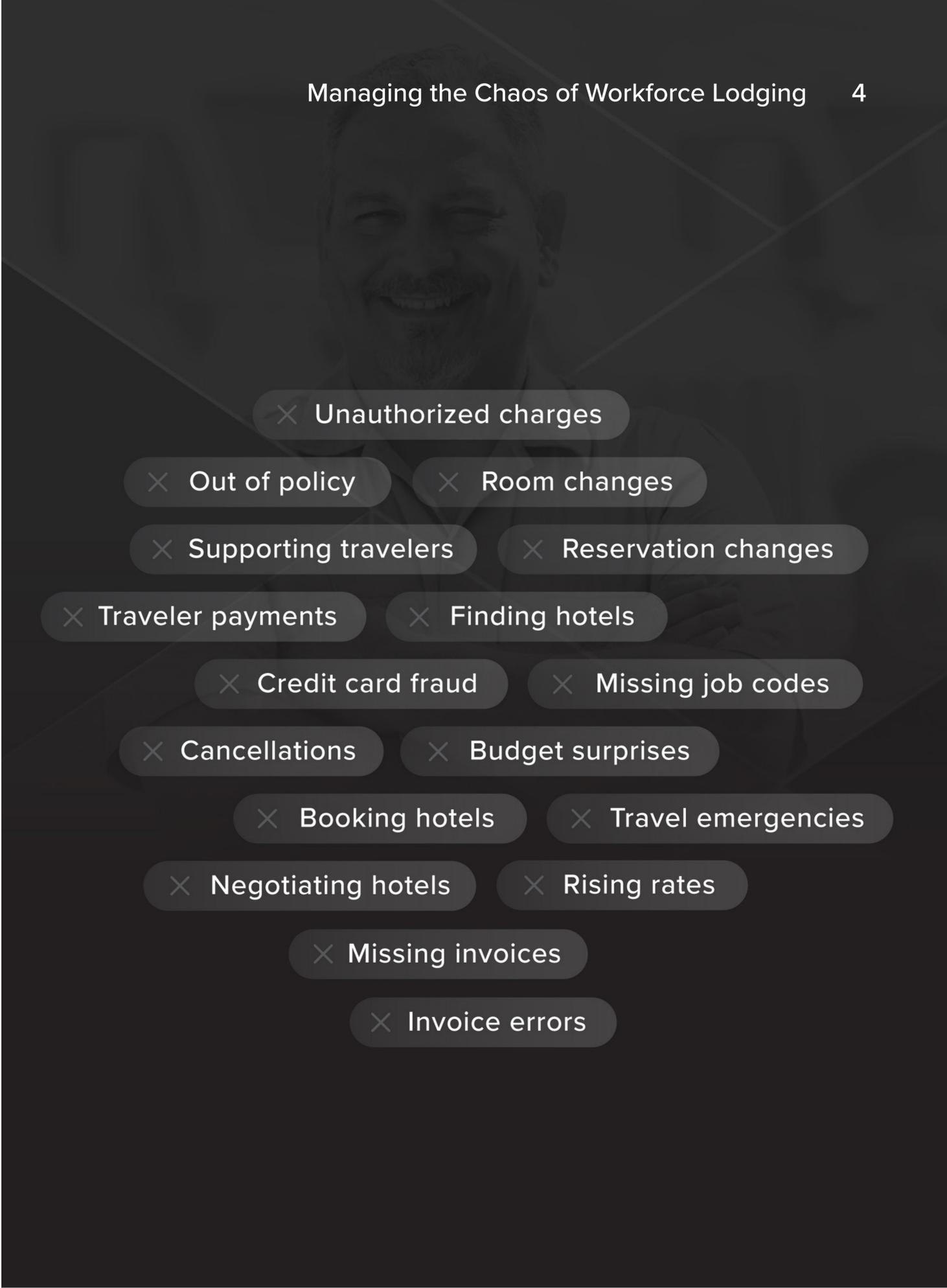


Travelers from Truesdell Corporation also complained about the quality of motels they stayed at with direct bill agreements. They didn't feel safe, so they didn't sleep well, which impacted the quality of their work.

Employees couldn't make last-minute bookings on their own, and were limited to a few lodging options while in the field. Truesdell Corporation's travel manager needed a streamlined solution to ensure that rates would stay consistent, and that employees could get the lodging support they needed on the road.

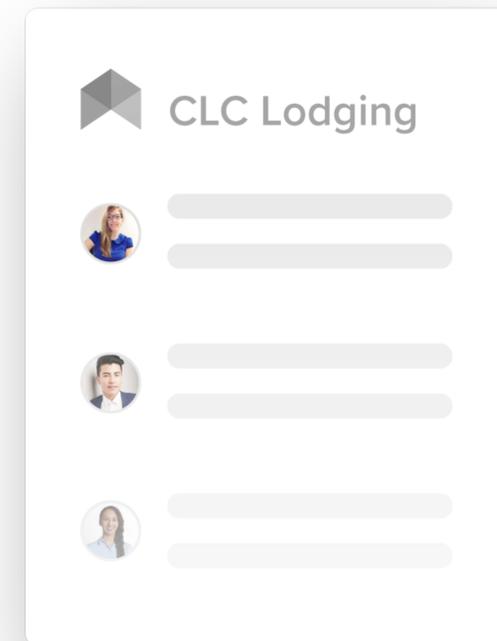
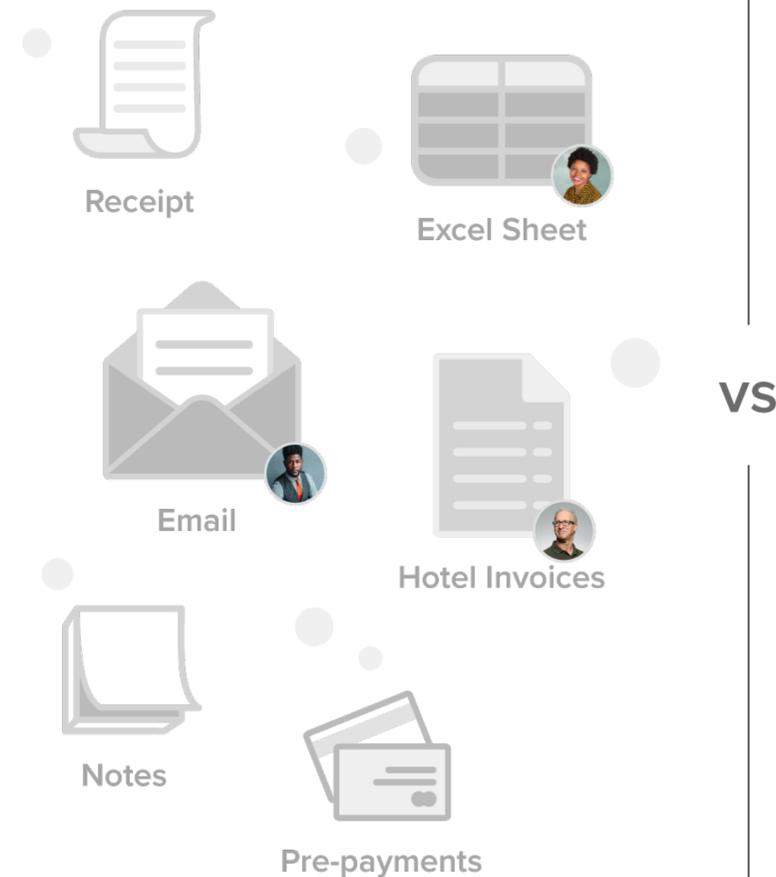
What goes into workforce lodging management?

Travel managers have to juggle a lot of moving parts: employees who constantly need new or modified hotel reservations, changing corporate policies, and the fast-paced environment of the industry itself. The role can be time-consuming and complicated, and managing all of these demands—while also staying within the company’s budget—may feel like a difficult feat to accomplish.

- 
- × Unauthorized charges
 - × Out of policy
 - × Room changes
 - × Supporting travelers
 - × Reservation changes
 - × Traveler payments
 - × Finding hotels
 - × Credit card fraud
 - × Missing job codes
 - × Cancellations
 - × Budget surprises
 - × Booking hotels
 - × Travel emergencies
 - × Negotiating hotels
 - × Rising rates
 - × Missing invoices
 - × Invoice errors

Reporting and reconciliation

Travel managers are responsible for monitoring the reservations and invoices of multiple employees who travel around the country for various lengths of time. Due to the amount of details involved in each reservation and invoice, they may find themselves missing job codes, overlooking surprise errors, or reconciling unauthorized charges.



Finding and negotiating the best rates

Small to mid-sized companies spend \$33,000 on business travel per year, and each trip takes approximately 6 hours of someone's time to find, negotiate, book and manage, according to a survey by TNS Research, reported by Bluenotes.¹

Comparing different rates and negotiating with hotels to decrease rates adds time and stress to the booking process, and travel managers sometimes may settle for a property that's not near the worksite or safe for employees.

¹ <https://bluenotes.anz.com/posts/2017/01/how-to-get-the-best-value-out-of-business-travel>

6 hours

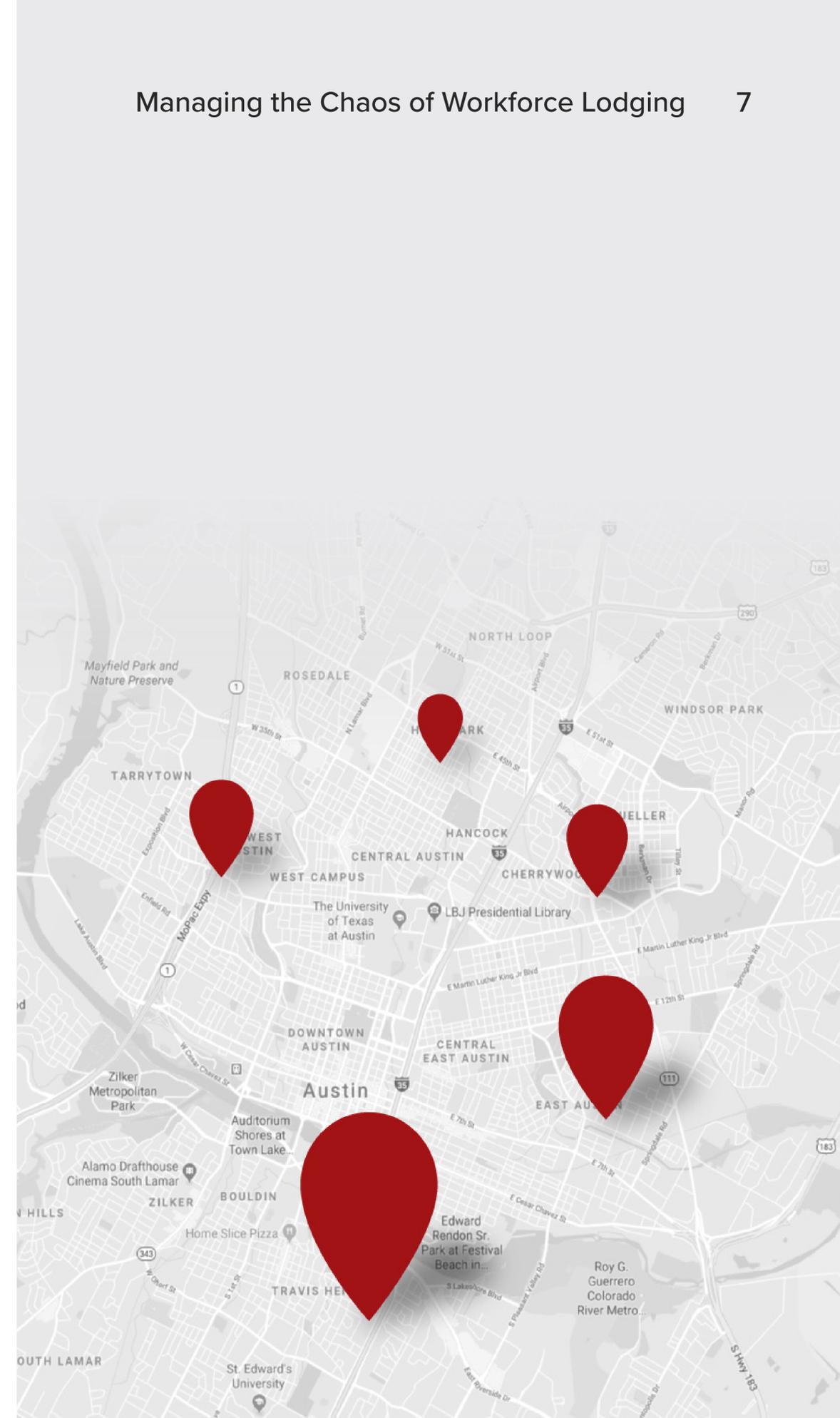


Ensuring traveler safety

Traveler safety and risk management are becoming increasingly important to travel managers. However, almost 70% of travel managers said that in times of crisis, traditional corporate travel management tools aren't enough to locate travelers who booked directly with a supplier.²

Every company is required to provide duty of care to its travelers, which is the obligation to protect the health, safety, and security of employees. This extends to time spent traveling on behalf of the company, and travel managers may be responsible for ensuring duty of care is met.

² <https://www.sap.com/documents/2018/04/e68f5d59-007d-0010-87a3-c30de2ffd8ff.html>



Keeping up with the trends

With new technologies and global events, the travel industry is always changing. These developments, like contactless check-in and payments, may make travel management and booking easier in the long run, but learning new technologies can be a burden when added to travel managers' already extensive list of responsibilities.

Additionally, the COVID-19 pandemic has had a massive impact on travel in the US and around the globe. Travel managers will have to work hard to meet revised policies and keep up with new initiatives like Safe Stay, the American Hotel & Lodging Association's recently-released industry-wide standard of health and safety protocols, as well as mask and vaccine guidelines from the Centers for Disease Control and Prevention.

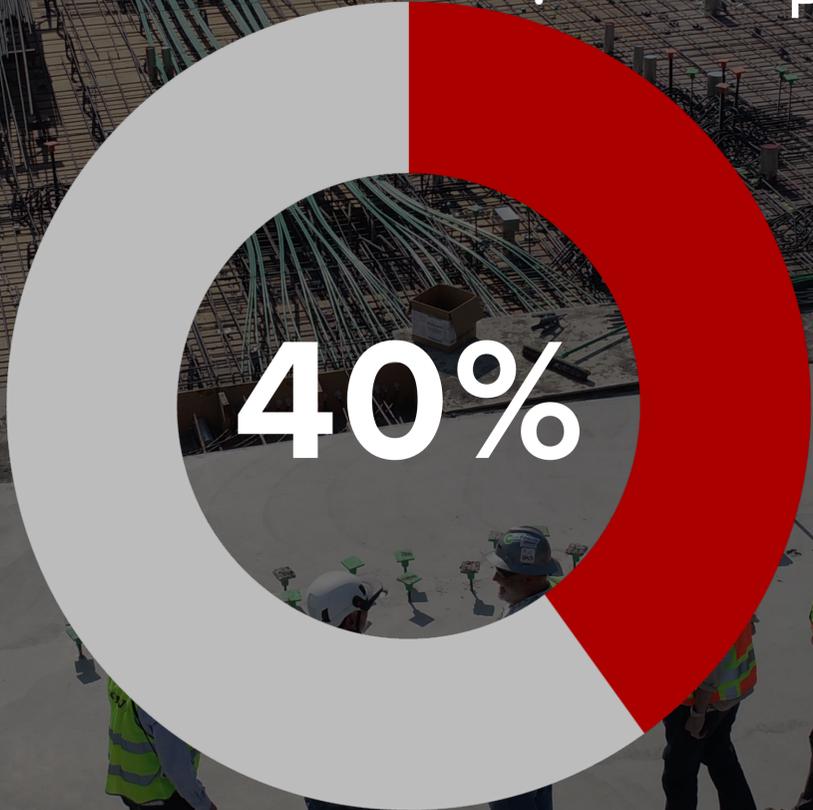


Creating and reinforcing a travel policy

A corporate travel policy is essential for managing the expenses associated with business travel. Travel managers are responsible for making sure that hotel reservations comply with these policies, which can become difficult when managing all of the other aspects of employee travel.

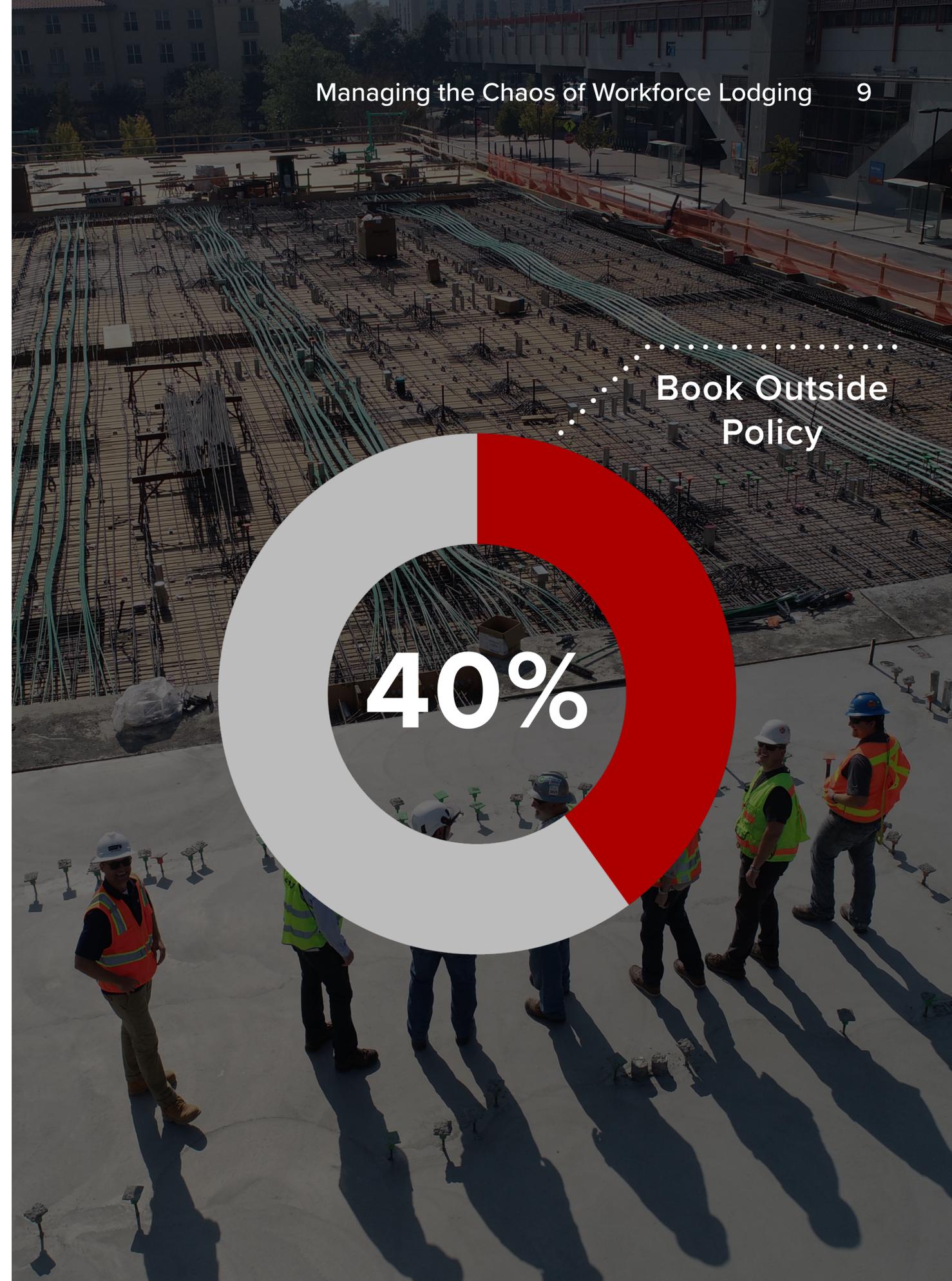
A 2018 study found that 40% of U.S. business travelers admitted to booking outside their companies' travel policies, making it even more difficult for travel managers to regulate employee travel and bookings.³

³ <https://www.businesstravelnews.com/Management/Motivating-Factors-What-Makes-Travelers-Book-in-or-out-of-Policy>



Book Outside Policy

40%



What about work-life balance?

Travel managers are often expected to be available 24/7 to answer traveler calls about changes in travel, and other issues that arise unexpectedly.

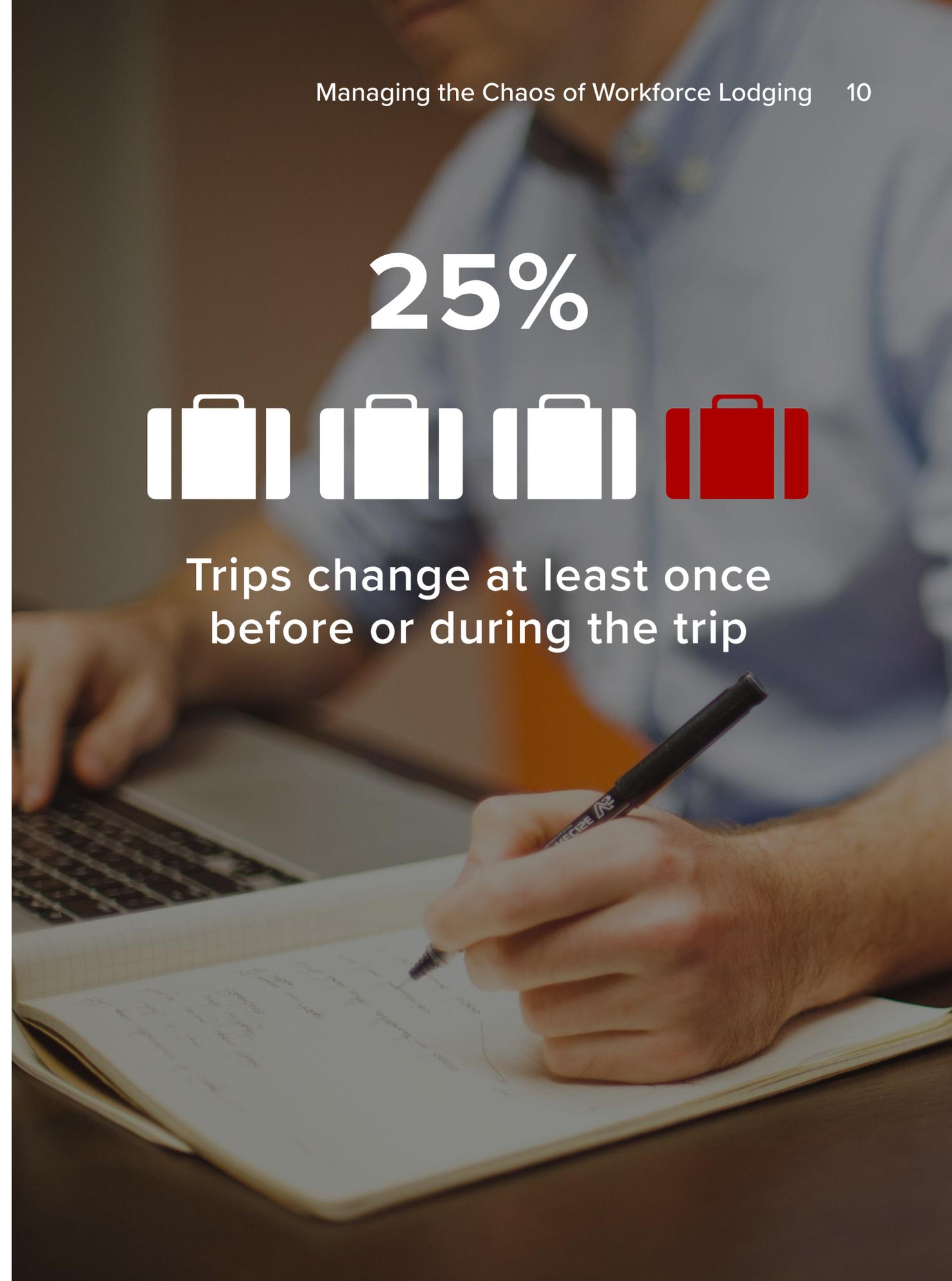
Research by TNS Research found that 25% of trips change at least once before or during the trip.⁴ Travel managers have to field calls placed by travelers at all hours of the day and night, making it difficult for them to get away from their work and maintain a healthy balance between their professional and personal lives.

⁴ <https://bluenotes.anz.com/posts/2017/01/how-to-get-the-best-value-out-of-business-travel>

25%



**Trips change at least once
before or during the trip**



2 The tools, technology and support to streamline programs of all sizes

How a travel management platform can help

The COVID-19 pandemic has emphasized the importance of flexible, agile solutions and resources in an unpredictable market over and over again to companies across industries. The travel industry is no exception: safety guidelines and advisories change seemingly overnight, forcing in-house administrative teams to make, or cancel, bookings at the last minute.

Companies with teams that travel must continue to balance booking procedures, hotel negotiations, reconciliations and reports, and travel policies, all while prioritizing traveler safety and providing duty of care.

How can a travel management company give companies with traveling teams flexibility and stability, even as the industry experiences changes and disruptions?

Lodging experts

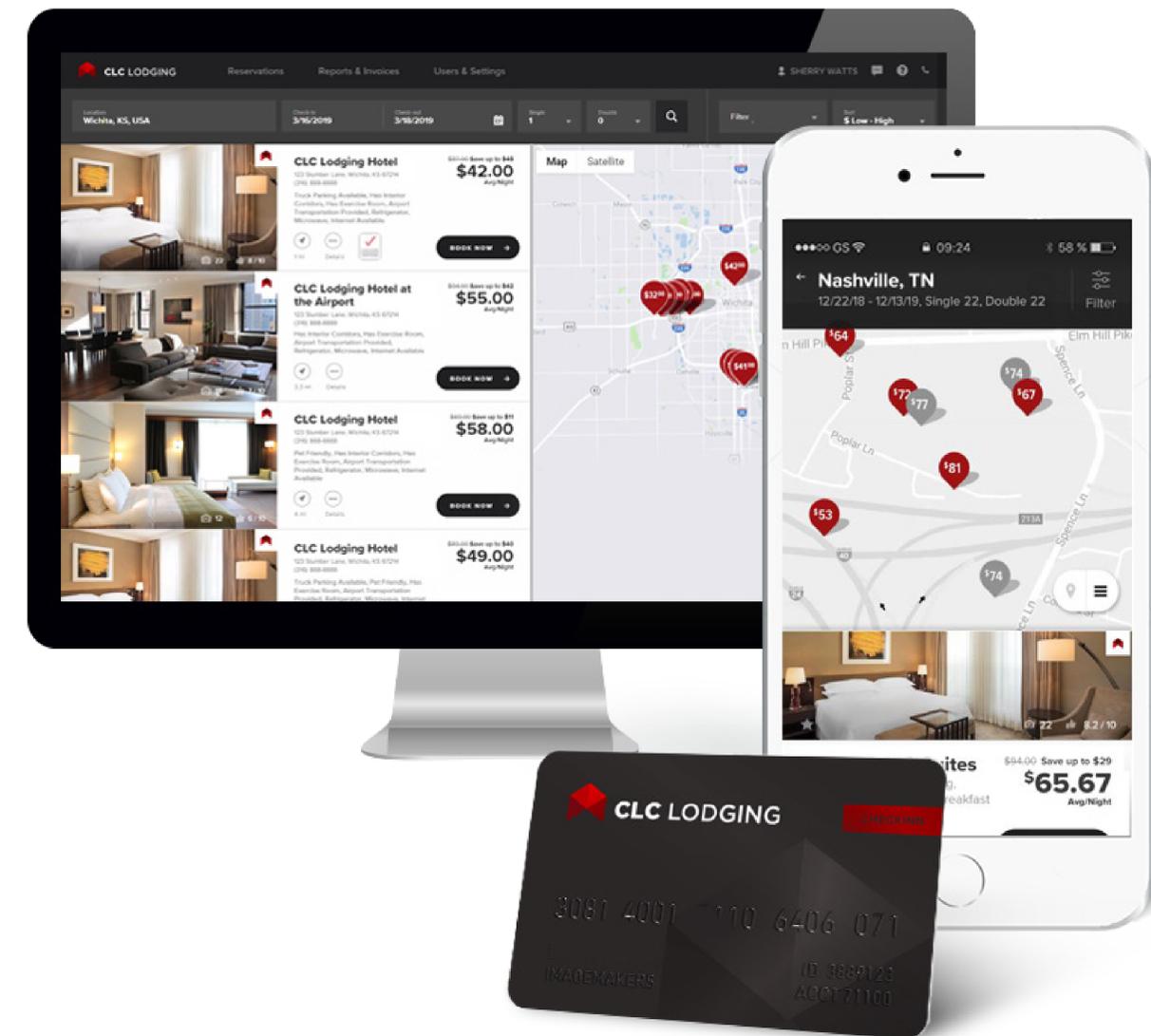
Companies that manage workforce lodging often have teams located across the country, with employees whose main priority is to support travelers. These teams are made up of travel and hotel industry experts who have the knowledge to assist travelers when their trip is disrupted.

Partnering with a travel management provider helps businesses save valuable in-house resources and increase their peace of mind, knowing that travelers will be taken care of, no matter where they are on the road.



Advanced technology

Travelers expect and need a streamlined, digital experience when they're traveling, especially if they experience any interruptions. Companies that specialize in workforce lodging management provide access to exclusive platforms and advanced technology and mobile apps that simplify travel from start to finish.



Discounted, pre-negotiated rates

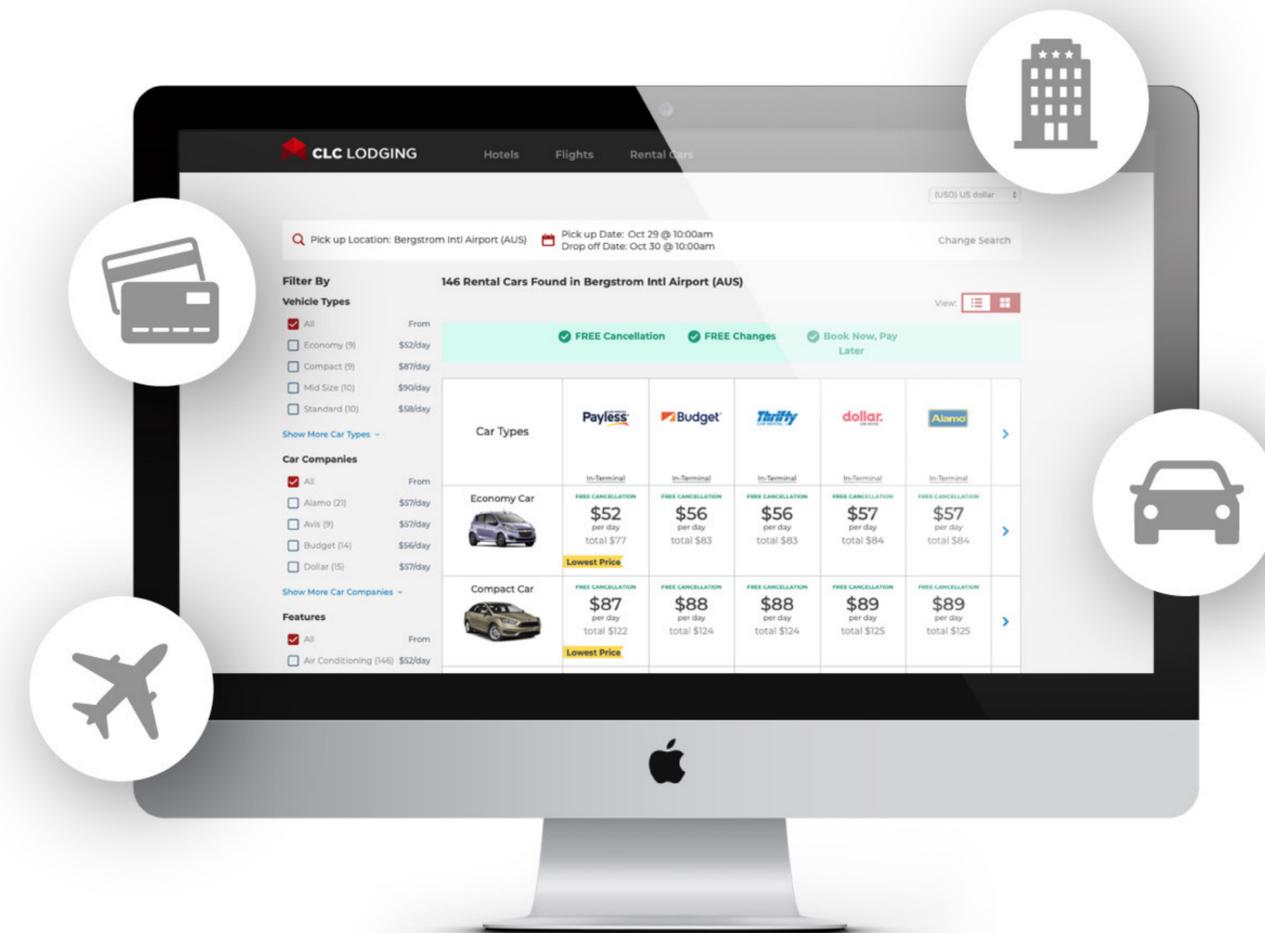
Travel management providers partner with hotels around the country to give members access to pre-negotiated and discounted rates, flexible cancellation policies, and the option to book the same day as the stay, including walk-ins. These rates and policies, which help businesses save money and take away the stress of last-minute changes, are not typically offered when booking online or directly with hotels.



All travel and expense on one platform

Travel management solutions often offer the option to book hotels, flights, and rental cars through a centralized management platform. All reservations details are often available in a single easy-to-manage trip view on a centralized platform. This makes it easy for administration to reconcile expenses with the budget and ensure that travelers are following the travel policies.

Additionally, when businesses partner with a provider that offers expense solutions, in-house administrators can view all reservation details and business-related expenses in one platform. Streamlining all travel and expenses takes away the hassle of viewing multiple platforms and portals to reconcile reports and figure out reimbursements.



Support and solutions for employees on the road

Employee safety and satisfaction are every company's main concern, but many lack the resources to fully support employees while they're traveling. What happens when plans change at the last minute, or a traveler experiences a problem during check in?

Workforce travel management companies offer support to travelers on the road when their trips are disrupted. These companies can rebook travelers at any moment of the day and remain within a company's travel policy, and offer payment solutions that simplify the expense process for employees.



3 **CLC Lodging: A partner with comprehensive, streamlined solutions for companies with traveling teams.**

CLC Lodging, America's leading workforce lodging provider, provides comprehensive lodging solutions for every business travel program. CLC dramatically streamlines lodging programs to save businesses with teams that travel time and money at every step, from reservations to reporting and reconciliation.

When Mark from Truesdell Corporation was referred to CLC Lodging by a subcontractor, he knew that his company had found the workforce lodging management solution it needed. With the

help of CLC's pre-negotiated rates and partnership with thousands of hotels around the country, Truesdell has grown to complete projects in 38 states.

Team members can book rooms at more than 15,000 pre-negotiated hotels across the country, and thousands of additional hotels through CLC's Expanded Network. Truesdell's employees in the field are happier because they're staying in nicer, safer hotels for the same price, and employee retention has improved.

As well as helping improve employee satisfaction, Truesdell has benefitted from CLC's consistent pricing. In the 10 years the company has worked with CLC Lodging, it has never had to increase its budget for hotel stays.

CLC Lodging simplifies lodging program management so that travel managers can focus on their business.

CLC's solutions include:



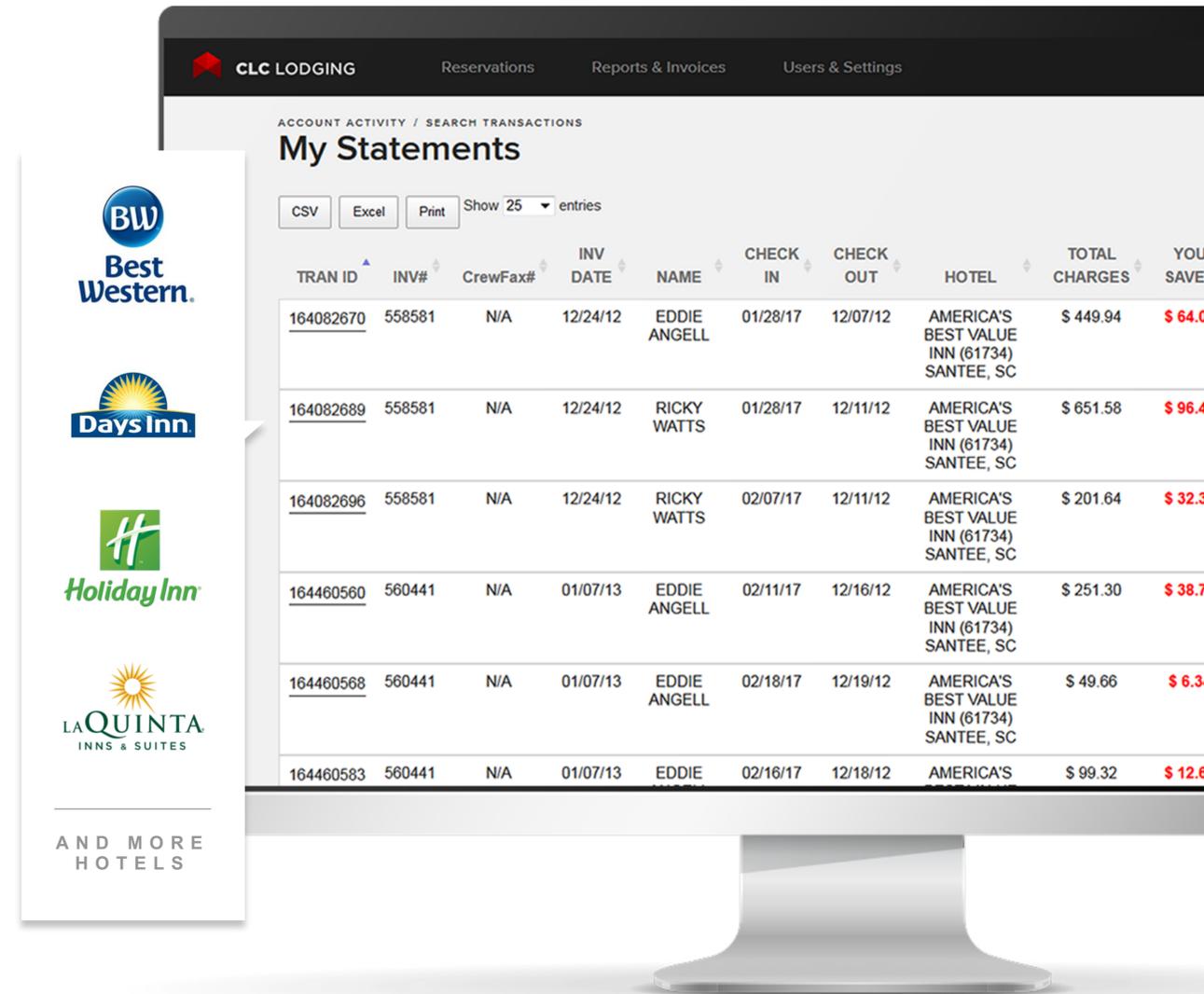
Accurate, consolidated billing

CLC members can find and review all invoices in one place, making reconciliation faster and more accurate. We also conduct a comprehensive audit of 100% of hotel invoices to clear unauthorized charges and inaccurate rates.



Traveler support and safety

Our US-based traveler support center is available 24/7/365 for reservation changes and traveler support. Members also gain access to CLC's Traveler Tracker mapping feature, so they can locate employees in case of an emergency.



The screenshot displays the 'My Statements' page in the CLC LODGING system. The page includes a navigation bar with 'Reservations', 'Reports & Invoices', and 'Users & Settings'. Below the navigation bar, there are options to download statements as CSV, Excel, or Print, along with a 'Show 25 entries' dropdown. The main content is a table of transactions with the following columns: TRAN ID, INV#, CrewFax#, INV DATE, NAME, CHECK IN, CHECK OUT, HOTEL, TOTAL CHARGES, and YOU SAVE. The table lists several transactions for 'AMERICA'S BEST VALUE INN (61734) SANTEE, SC'.

TRAN ID	INV#	CrewFax#	INV DATE	NAME	CHECK IN	CHECK OUT	HOTEL	TOTAL CHARGES	YOU SAVE
164082670	558581	N/A	12/24/12	EDDIE ANGELL	01/28/17	12/07/12	AMERICA'S BEST VALUE INN (61734) SANTEE, SC	\$ 449.94	\$ 64.0
164082689	558581	N/A	12/24/12	RICKY WATTS	01/28/17	12/11/12	AMERICA'S BEST VALUE INN (61734) SANTEE, SC	\$ 651.58	\$ 96.4
164082696	558581	N/A	12/24/12	RICKY WATTS	02/07/17	12/11/12	AMERICA'S BEST VALUE INN (61734) SANTEE, SC	\$ 201.64	\$ 32.3
164460560	560441	N/A	01/07/13	EDDIE ANGELL	02/11/17	12/16/12	AMERICA'S BEST VALUE INN (61734) SANTEE, SC	\$ 251.30	\$ 38.7
164460568	560441	N/A	01/07/13	EDDIE ANGELL	02/18/17	12/19/12	AMERICA'S BEST VALUE INN (61734) SANTEE, SC	\$ 49.66	\$ 6.3
164460583	560441	N/A	01/07/13	EDDIE	02/16/17	12/18/12	AMERICA'S	\$ 99.32	\$ 12.6

Below the table, there is a list of hotel logos: Best Western, Days Inn, Holiday Inn, and LA QUINTA INNS & SUITES, followed by the text 'AND MORE HOTELS'.



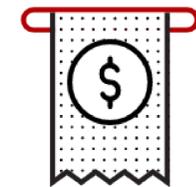
Hotel rate savings

CLC members saved \$420 million in lodging costs last year by leveraging our industry-leading purchasing power. Members get pre-negotiated lodging discount rates at 15,000 hotels with no pre-payments and flexible cancellation policies, plus access to thousands of Expanded Network hotels.



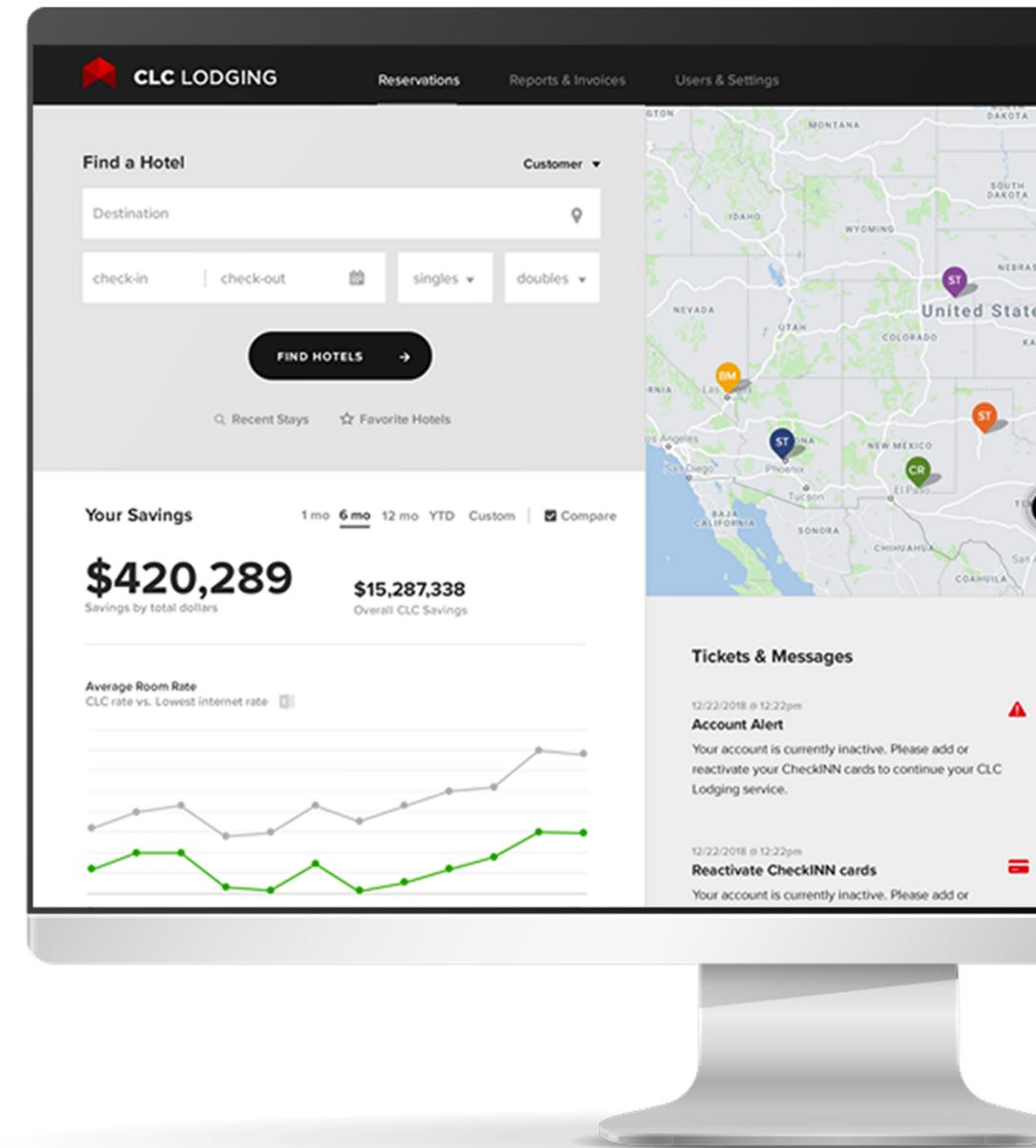
Travel policy and cost control

CLC creates customized lodging directories that adhere to our members' exact travel policies, so companies can offer their travelers the perks they need and prevent those they don't.



Full service lodging and expense management

Our lodging experts can manage all aspects of workforce travel so companies can focus on what really matters: their business. We also provide payment and reimbursement solutions to simplify expenses and auditing.



“ With CLC I spend 30 minutes to do what used to take me 10 hours. ”

- Deanna Irby, WS Construction

Ready to get started?
Visit clclodging.com today

\$1.4 Billion

In Purchasing Power

\$420 Million

In Savings for Our
Clients Annually

17 Million

Nights Booked a Year