

# 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?

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## 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 traveller tracking?
- e. What kind of data is in reports?

