

Travelers Behaviors

Process Owner

Excellence Center Demand Management & Purchasing

T&E Expert

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Restricted on Scope - information at employee level

Target Users

- ExCom
- Leadership team
- Financial Directors
- Purchasing Function
- Controllers

Authorization & Rights

All the accesses must be validated by:

[Excellence Center / Purchasing](#)

Click here for the [Access form](#) to get access to the T&E Dashboard.

Current authorizations are available on this [file](#).

| Nb | Name | Source | Calculation | Comments |
|-----|---|--------------------------------|---|--|
| 1.1 | Book Online KPI vs N-1 | AmexGBT - Spend Analysis | <i>always filter on Primary product code ="Air"</i> | Compliance evolution over time based on selection Month/Year |
| 1.2 | Details | | Air Net Tickets YTD N with booking channel = "Online" / Air Net Tickets YTD N | This metric has 2 dimensions: Month / Quarter |
| 1.3 | Quarterly/Monthly evolution | | vs Air Net Tickets N-1 with booking channel = "Online" / Air Net Tickets N-1 | |
| 1.4 | Non Compliant Travelers (Online eligible) | | Eligible Online = Yes if "Country (Point of Sale)" "India" "China" "Taiwan" "Latvia" and Primary Product Code "C" "J" Tickets Booked = Air Net Tickets YTD N Main non-compliant countries = Top 3 countries with lowest compliance to KPI (based on absolute value) Air Net Tickets "Selection" with booking channel = "Online" / Air Net Tickets "Selection" per period (quarter or month) Air Net Tickets YTD N with booking channel = "Offline" & "Eligible" = Yes; sorted per traveler (descending) | |

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|-----|---|--|--|
| 2.1 | Book in Advance KPI vs N-1 | <i>always filter on Primary product code ="Air" & Filter on "Regional or Intercontinental" = "Domestic - Regional"</i> | Compliance evolution over time based on selection Month/Year |
| 2.2 | <i>Domestic & Regional Flights (min 14 days)</i> | Air Net Tickets YTD N with compliance = "Yes" / Air Net Tickets YTD N | This metric has 2 dimensions: Month / Quarter |
| 2.3 | | vs Air Net Tickets N-1 with compliance = "Yes" / Air Net Tickets N-1 | |
| 2.4 | Details Quarterly/Monthly evolution Non Compliant Travelers | Air Net Tickets "Selection" with compliance = "no" Count number of travelers (no duplicate) with compliance = "No" (XX% represents 80%) Air Net Tickets "Selection" with compliance = "Yes" / Air Net Tickets "Selection" per period (quarter or month) Air Net Tickets YTD N with compliance = "No" sorted per traveler (descending) | |
| 3.1 | Book in Advance KPI vs N-1 | <i>always filter on Primary product code ="Air" & Filter on "Regional or Intercontinental" = "Intercontinental"</i> | Compliance evolution over time based on selection Month/Year |
| 3.2 | <i>Intercontinental Flights (min 21 days)</i> | Air Net Tickets YTD N with compliance = "Yes" / Air Net Tickets YTD N | This metric has 2 dimensions: Month / Quarter |
| 3.3 | | vs Air Net Tickets N-1 with compliance = "Yes" / Air Net Tickets N-1 | |
| 3.4 | Details Quarterly/Monthly evolution Non Compliant Travelers | Air Net Tickets "Selection" with compliance = "No" Count number of travelers (no duplicate) with compliance = "No" (XX% represents 80%) Air Net Tickets "Selection" with compliance = "Yes" / Air Net Tickets "Selection" per period (quarter or month) Air Net Tickets YTD N with compliance = "No" sorted per traveler (descending) | |
| 4.1 | Book Lowest Logical Fare KPI vs N-1 | <i>Filter on Primary product code ="Air"</i> | Lowest logical fare means best financial option with same number of connections and flight schedule. |
| 4.2 | | Air Net Tickets YTD N with LLA Acceptance = "Yes" / Air Net Tickets YTD N | |
| 4.3 | Details | vs Air Net Tickets N-1 with LLA Acceptance = "Yes" / Air Net Tickets N-1 | |
| 4.4 | Quarterly/Monthly evolution Non Compliant Travelers | Air Net Tickets "Selection" with LLA Acceptance = "No" Top 10 of Air Net Tickets "Selection" with LLA Acceptance = "No" per traveler Lost Savings "Selection" % of Spend= Lost Savings "Selection"/Air Net Tickets amount "Selection" Air Net Tickets "Selection" with LLA Acceptance="Yes" / Air Net Tickets "Selection" per period (quarter or month) Air Net Tickets YTD N with LLA Acceptance = "No" sorted per traveler (descending) | |
| 5 | Trip Duration (based on number of air tickets booked) | <i>Filter on Primary product code ="Air"</i> % of Air Net Tickets "Selection" per "Days traveled" (excluding "Exchange refund code" = "Exchange" & "days travelled" = "Refund") | This metric has 2 dimensions: Month / Quarter |
| 6 | Trip Purpose (based on number of air & rail tickets booked) | <i>Filter on Primary product code ="Air" & "Rail"</i> % of Air Net Tickets "Selection" per "Trip Purpose Clean" (excluding "Exchange refund code" = "Exchange") | This metric has 2 dimensions: % or absolute value |
| 7 | Number of trip by air per traveler | <i>Filter on Primary product code ="Air"</i> Air Net Tickets "Selection" per "Days traveled" sorted per traveler (descending) | Ability to filter on trip duration |
| 8 | Air Ticket above XX EUR | List of tickets per traveler | only available for current year |

