

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)	

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

