



## **MacNair Travel Management Saves United States Chamber of Commerce \$479,000**

The United States Chamber of Commerce (USCOC) retained MacNair Travel Management to consolidate its travel program and develop and implement a state-of-the-art travel management system. Through extensive data evaluation from diverse sources, MacNair determined that the Chamber's airline volume in 1998 was nearly \$1.5 million, with an average ticket cost of \$591. MacNair implemented a flexible, comprehensive travel program that includes a dedicated travel consultant and use of a customized online booking tool. This consultant facilitates reservations, reports to the Chamber travel manager, and enforces travel policies and procedures. MacNair also leveraged the Chamber's travel volume to secure discounts and benefits from key suppliers. What's more, MacNair developed a reporting system allowing each department head to view exactly the choices employees made at the point of sale compared to the lowest available fare offered by MacNair's service team. With the full endorsement of the Chamber's President and CEO, MacNair Travel announced the new travel program to a nationwide staff. MacNair's team met with groups of travelers and schedulers to make them comfortable with the new relationships and to inform them of plans to consider published, web, low-cost carrier, and tour/consolidator fares.

### **Results:**

Under MacNair's leadership for the past 11 years, the Chamber's average ticket price has dropped significantly. In the past year, the Chamber's net air volume was \$2.7 million with an average ticket cost of \$441 domestically and \$2,946 internationally, compared to a national average of \$522 domestically and \$3,441 internationally, resulting in a savings of \$479,000. What's more, under MacNair Travel, the Chamber has reduced hotel and car rental costs, developed powerful preferred supplier relationships that deliver time and money savings opportunities, eliminated unnecessary trips, offered its staff on-line and full-service 24/7 reservation opportunities, developed a system to monitor spending to change behavior consistent with company policy, and increased staff productivity. Today, MacNair Travel and the Chamber continue to market and evolve the travel program together, always looking for improvements and efficiencies.