Corporate Traveler External Battlecard

CORPORATE TRAVELER™

Objections & handling

1. **"We're too small for a managed travel program."**
   That's normal. Many member companies start with just a few trips per year. The best time to build a program is before you need one. We'll structure it now so it scales with you, rather than scrambling later.
2. **"Our employees prefer to book travel on their own."**
   Totally fair, our platform preserves that autonomy. Travelers keep all their existing loyalty points and memberships, plus gain access to negotiated rates, complimentary upgrades, and supplier benefits they can't get booking on their own, backed by dedicated support and smart travel policies that protect them on the road.
3. **"It's easy for us to manage this on our own."**
   Until something goes wrong. If a flight cancels at 11pm or a traveler needs help mid-trip, our team is available 24/7: dedicated support by phone and chat, in any time zone, with no hold music. That's hard to replicate in-house.
4. **"Your fees are too expensive."**
   Our clients typically see $2.14 in savings for every $1 spent on fees, backed by a guaranteed minimum 1:1 ROI, so your program is cost-neutral at worst. For BIO and state life science association members, we've gone further: startup fees are completely waived, there's no cost to get onboarded, and you can earn a travel voucher once your program is live depending on the size of your program.
5. **"You don't integrate with our ERP or expense system."**
   Transactional data exports cleanly into your existing ERP or expense tool, and our integration partner list is expanding. Our reports and booking data act as a single source of truth, which simplifies reconciliation significantly.

Additional objections

- **"We don't have the bandwidth to implement this."**
  A dedicated Onboarding Success Manager runs training, policy setup, and transition. Most clients are live after one call.
- **"We're locked into a contract with another travel management company (TMC)."** No problem, this is planning, not switching. Many members talk to us well before contracts end so they're not scrambling later.
- **"We have other priorities right now."** Travel is typically a top-5 P&L line item. This is a 15-minute conversation to see if there's a reason to talk further.
- **"We're happy with what we have."** The goal isn't to fix what isn't broken, just to make sure it won't become a bottleneck on compliance, reporting, or cost as you scale.

Common pain points

Unmanaged travel spend & compliance risk
From early-stage growth to established operations, travel spend is often ad hoc and hard to control, and in life sciences, that risk compounds with Sunshine Act, HIPAA, GCP, and traveler-safety requirements.

Travel disruption without support
When something goes wrong — a cancellation, a rebooking, an emergency on the road — teams are left handling it themselves with no one to call.

Unrealized travel value
Without a managed program, companies miss out on negotiated rates, loyalty points, upgrades, and other benefits they could be capturing on every trip.

Key Corporate Traveler services for BIO & State Life Science Association members

- Travel management platform
- Dedicated support 24/7
- Compliance expertise
- On-demand reporting
- Negotiated rates
- Complimentary line of credit
- Group travel coordination

Why BIO partners with Corporate Traveler

- Corporate Traveler specializes in life sciences: clinical trials, advisory boards, symposiums, FDA hearings, candidate travel, and more.
- Members get help controlling travel costs, improving visibility, and managing compliance, backed by waived startup fees, discounted management fees, complimentary line of credit, and travel vouchers. Since 2023, these benefits have helped members save more than $4.1 million.
- Corporate Traveler supports small- to mid-sized companies without constant system changes.

Why members should start the conversation now

- Talking to Corporate Traveler carries no obligation. It's planning and education, and most members discover savings or services they didn't know were available.
- Starting early, before contracts are up, means members aren't rushed into decisions later.

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