



## The Implementation of ETR (Electronic Travel Approval) and Passive Approval Process

By Steve Rule, HRG Business Manager

**Our client is a global technology specialist, they needed help implementing an online travel authorisation process (ETR) including a "Passive Approval" system across 10 countries in the Asia Pacific region.**

The goal was to open up online travel authorisation to all employees via an intranet to save time, reduce the cost of communicating with HRG and decrease missed ticketing time because of non completion of travel approvals.

HRG helped develop the ETR template to ensure the mandatory requirements were in place to make the reservation as well as the profile details matched those maintained by HRG in the traveller's profile.

The implementation has demonstrated promising results including a 10% cost saving per PNR in man hours dedicated to the booking process as well as a 10% airfare saving where ticketing time limits are no longer missed.

Our client is also experiencing vastly improved travel budget management and in general the process has made life easier for all parties.

The travel manager at the client organisation says of the project: *"The implementation regionally went very well and the users' response from day one has been good. I think the key to success has been the time spent with our own people helping to explain why we made the changes. I was very pleased with the way HRG handled the transition and believe that the process has been both cost effective and timesaving for both us & HRG."*