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WINNER · BTS EUROPE INNOVATION FACEOFF

Corporate Travel Leakage Reduction Checklist

12 steps to find, measure, and close your spend gap.

DETECTION GAP WITH COGENT

<10 seconds

WHAT MOST PROGRAMMES MEASURE	TRUE ENTERPRISE LEAKAGE RATE	TYPICAL DETECTION GAP
Booking layer only	**20–40%**	**60–90 days**
Air and hotel only. Ground, meetings and the payment layer stay invisible.	Of total spend. Revealed only when all three data layers are measured together.	From anomaly to actionable finding. Cogent closes this gap to hours.

PHASE 01 · MEASURE

01 - [ ] **Stop using booking-channel adoption rate as your leakage measure**

It measures what went through the system, not what bypassed it.

02 - [ ] **Connect all three data layers: booked travel, corporate card, and expense reports**

Booked travel spans TMC, direct ground transport, and meetings & events. Align all sources to the same 12-month window.

03 - [ ] **Calculate true leakage rate using three-layer total spend as the denominator**

Divide off-channel spend by total spend across all three sources.

PHASE 02 · DIAGNOSE

04 - [ ] **Segment leakage by type: booking-layer, data-layer, and structural**

Each type requires a different fix.

05 - [ ] **Rank leakage by department, route, and category**

It always clusters. In one deployment, 80% of off-channel spend traced to one department at one conference.

06 - [ ] **Distinguish habitual off-channel behaviour from friction-driven and coverage gaps**

Habitual bookers need targeted engagement. Coverage gaps need supplier expansion.

PHASE 03 · QUANTIFY

07 - [ ] **Calculate the rate gap between off-channel costs and contracted rates**

This converts leakage from a compliance problem into a financial exposure figure finance cannot ignore.

> REAL EXAMPLE: ONE PROGRAMME FOUND £400K/YR ON A SINGLE CORRIDOR, INVISIBLE UNTIL QUERIED

08 - [ ] **Quantify true supplier volume across all channels, not just managed bookings**

Managed-only volume understates programme value by 25–40%. Suppliers already know the real number.

09 - [ ] **Build a volume recovery trajectory for your next RFP cycle**

A credible migration commitment gives suppliers a reason to move on rate today.

PHASE 04 · CLOSE

10 - [ ] **Fix booking tool friction before tightening policy**

A 3–5 minute gap vs a consumer booking app drives more off-channel behaviour than any policy gap.

11 - [ ] **Brief line managers with financial data, not a programme-wide policy reminder**

Showing a team lead their specific off-channel spend changes the conversation from compliance to accountability.

> REAL EXAMPLE: £45K OFF-CHANNEL IN ONE QUARTER TRACED TO TWO ROUTES, ONE TEAM

12 - [ ] **Replace quarterly audits with continuous agentic monitoring**

A pattern detected in week one is recoverable. The same pattern in a quarterly report is three months of locked cost.

COGENT

Give me our true travel leakage rate for the last 12 months using all three data layers (booked travel across TMC, ground transport and meetings & events, plus card and expense) as the denominator. Remove legitimate exceptions. Segment off-channel spend by type, category, department, and route. Calculate the rate gap versus contracted rates for our top 5 preferred suppliers across air, hotel, ground and meetings. Flag departments or corridors where off-channel behaviour is habitual and give me the total annual financial exposure.

Copy and paste to run all 12 steps. Your true leakage rate in under 10 seconds.

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