



**CLC LODGING**

# **KEEPING FREIGHT MOVING**

**Trucking and Fleet Logistics  
in a Post-Pandemic World**

The COVID-19 pandemic transformed purchasing habits seemingly overnight, accelerating the adoption of new technology and automation across industries. This was particularly true in logistics, as consumers created a sudden, massive demand for goods and services, and supply chains were squeezed by panic-buying and increased freight volumes like never before.

Coming out of the pandemic, leading transporters of industrial, commercial, and retail goods will need to find new ways to embrace trends toward digitization to remain nimble enough to respond to fluctuations in market demand.

## In a post-pandemic world

### **Flexibility and agility will be critical.**

As evidenced by the dramatic market changes in 2020, business priorities can change at a moment's notice. Fleet owners and travel managers will need to know what's happening within a fleet to quickly take action. In response to fluctuating demand, organizations will need flexible tools that provide real-time visibility across operations and allow them to easily make adjustments to travel logistics like routes and lodging.

### **Contactless payments will surge.**

A May 2020 BCD Travel report featured in **Business Travel News** found that 67 percent of business travelers surveyed during the pandemic rated contactless payment systems as the most important measure to ensure safe travel.

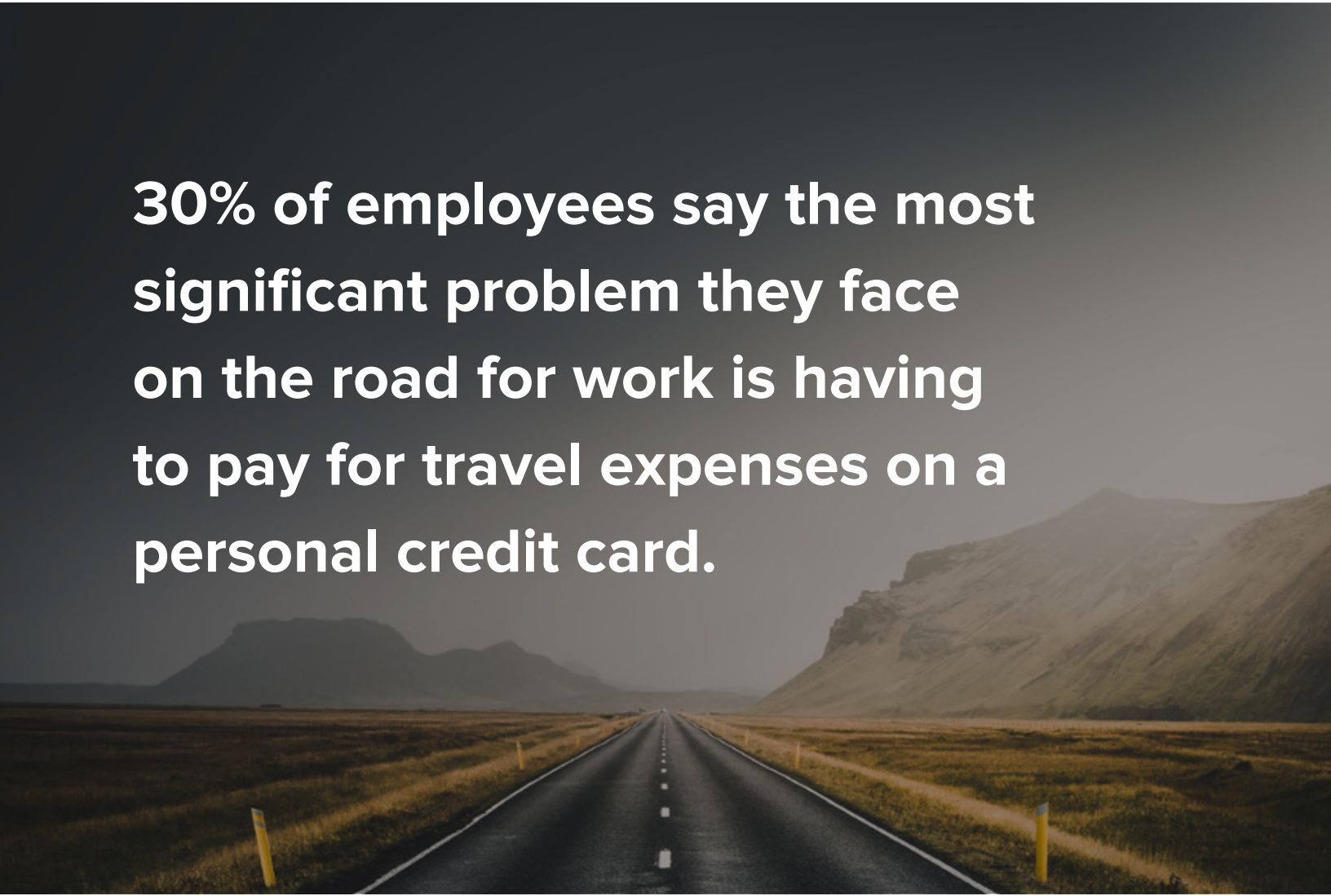
Businesses and travelers are more concerned with duty of care than ever before, and drivers are looking for ways to pay for travel-related expenses that minimize physical contact, including using a mobile device or card with contact-free technology.

### **Employers will need to remove the cost burden of travel from their employees.**

It's impossible to send a fleet out without incurring expenses. Lodging, fuel, and meals are necessary costs, and these payments can add up quickly for individual travelers. When companies send their employees on the road, they have a few options for covering these expenses: provide a payment method or solution for the traveler, have the traveler use their own form of payment and pay them back later, or cover these expenses with per diem payments.

According to **Skift's 2020 State of Business Travel report**, 30 percent of survey respondents said the most significant problem they face when on the road for work is having to pay for travel expenses on a personal credit card.

With the additional stress on the labor pool of the COVID-19 outbreak, companies should do everything they can to remove barriers that contribute to driver shortages, including the financial strain of incurring costs on a personal card.



**30% of employees say the most significant problem they face on the road for work is having to pay for travel expenses on a personal credit card.**

### **Digital booking tools will be expected.**

Gone are the days when mobile booking was a luxury. During the pandemic, travelers have become more comfortable with digital tools, and demand for easier, more travel-friendly business travel solutions will only increase.

According to Skift's 2020 State of Business Travel report, "a growing body of research confirms that business travelers will simply

disregard or ignore their companies' travel policy rules if they are not designed to maximize convenience and minimize traveler stress."

In fact, 40 percent of employees admit to booking outside their company travel policy according to a **2018 Business Travel News survey**, and 86 percent say they do so to stay in a safer or more convenient location.

## What are the most common problems you face when traveling for work?

*According to Skift's 2020 State of Business Travel*

**29%**

My company's booking tool doesn't have the best rates

**23%**

Lack of support for fixing problems while traveling

**21%**

My company's booking tool is not mobile friendly/the booking tool is too complicated

### Lodging locations with safe truck parking must be a priority.

In March 2021, House Representatives introduced the **Truck Parking Safety Improvement Act** to combat an issue that has plagued the trucking industry for years—access to safe truck parking. When safe truck parking is unavailable, drivers are not able to get the rest they need to keep themselves and other drivers safe. As part of duty of care, companies will need to provide their drivers with tools to easily locate safe parking while they're on the road.

### CUSTOMER EXPERTISE: TOP LTL COMPANIES

For more than 40 years, CLC Lodging has negotiated hotel agreements on behalf of freight companies to ensure that their professional drivers have the accommodations, transportation, and room options they need at the lowest rates while they are on the road.

With extensive experience in the fleet logistics industry, CLC Lodging controls costs to meet company objectives with deeply discounted rates at individually-contracted hotels, robust reporting capabilities, and consolidated, audited invoicing.

CLC provides lodging management services to more than 25,000 companies of various sizes, with unique lodging needs in diverse industries—including hundreds of trucking operations and the majority of the top 20 LTL companies.

## How CLC Lodging can help

As the trucking industry becomes more automated, employees will expect digital solutions to meet their needs on the road. CLC offers a flexible, resilient lodging and expense management program with new technology, from contactless payment options to mobile booking support on the road. Our program adjusts to supply chain changes quickly, saving shippers and carriers time and money.

### Advanced expense management and reimbursement tools.

CLC's expense options minimize reimbursement hassles, prevent unauthorized charges, and streamline all aspects of business payments so members of the trucking and fleet industry can control expenses. A comprehensive travel and expense management portal gives members access to the latest reservation, auditing, and billing features. Users can book hotel rooms, flights and rental cars, view reservation details, find and review invoices, and take advantage of CLC's reporting capabilities.

Members also have access to a full suite of payment and expense solutions, including a centralized online bill payment platform, physical payment cards for business expenses, and virtual payment card options for traveler-related costs and per diem.

### Flexible lodging reservations that meet your unique needs.

CLC Lodging's network offers access to up to 45,000 pre-negotiated and discounted hotels nationwide. We purchase more than 17 million hotel room nights annually, so we can leverage \$1.4B in purchasing power to secure lower hotel rates for our members. In addition to lower rates, CLC Network hotels offer flexible cancellation

policies that are not typically offered when booking online or directly with hotels, including 24-hour length of stay from check-in. Travelers can call or walk in to a CLC Network hotel and based on availability, present their membership card and reserve a room, all without experiencing pre-payment hassles.

CLC Lodging offers four ways to search and book hotels: online, through our mobile app, directly with the hotel, or by calling CLC. When CLC members make a reservation using our mobile app or online portal, they can even filter results to include hotels and motels with specific amenities, including truck parking.

### Support your travelers (and travel policy).

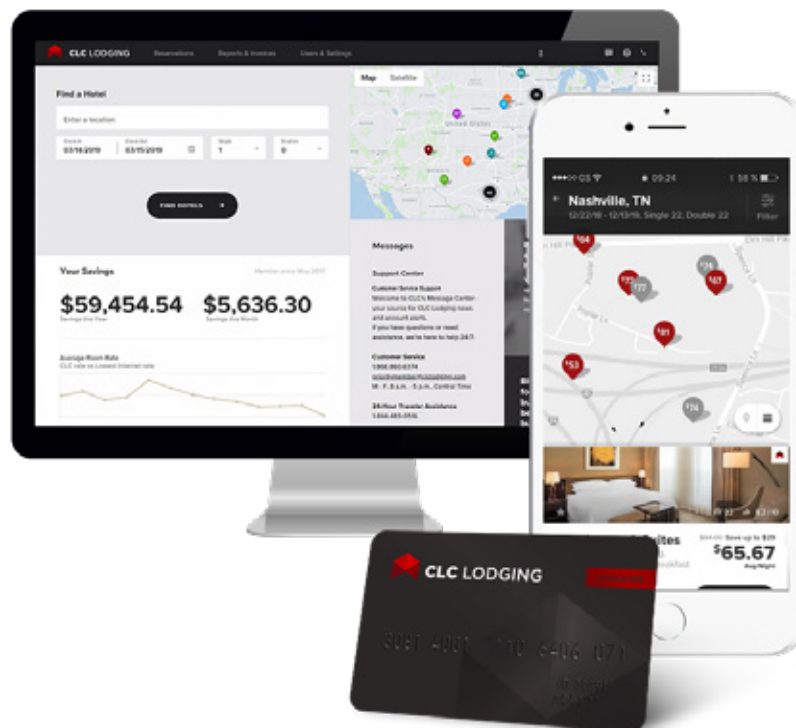
CLC offers duty of care and risk management tools to help you keep your travelers safe and respond appropriately. Our Traveler Tracking mapping feature lets employers search for travelers' itineraries from a single portal, and access real-time data about where your employees are staying across the country.

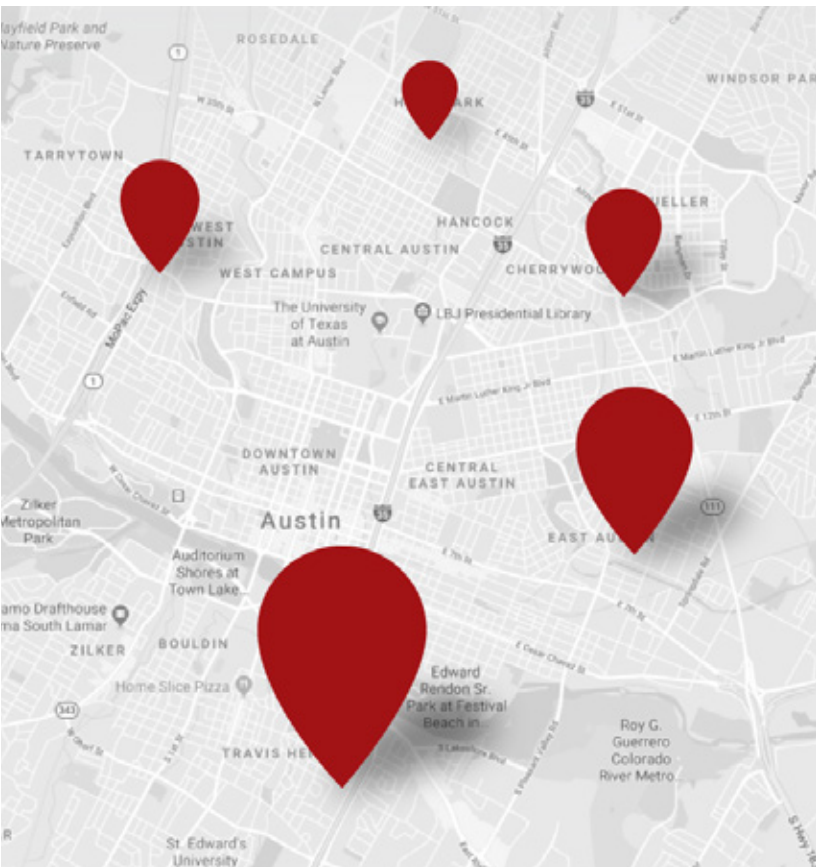
CLC members can customize lodging directories to adhere to their exact company travel policy, and enforce controls for rates and locations. Hotel rooms booked with CLC adhere to your travel policy.

## Keep moving with CLC Lodging

- ▶ A comprehensive, consolidated solution for all travel booking and expense management
- ▶ Lowest hotel rates 9x out of 10\*
- ▶ Search truck parking
- ▶ 24/7 US-based traveler support and duty of care mapping
- ▶ 4 ways to book, including walk-ins\*
- ▶ No pre-payment hassles\*
- ▶ Mobile app for easy traveler support and room booking
- ▶ 24-hour checkout and flexible cancellation policies\*
- ▶ Streamlined expense reimbursement

\*CLC Network hotels





# Keep on trucking

**CLC helps transportation companies improve travel and expense management so professional drivers and travel managers can focus on what's important—safety on the road.**

Learn more at [clclodging.com](https://clclodging.com) and become a member for free.

Sources:

["Pandemic Could Spark Surge of Contactless Payments,"](#) Business Travel News, August 2020.

["The State of Business Travel,"](#) Skift, 2020.

["House Reps Introduce Bill to Address Truck Parking Shortage,"](#) FleetOwner, March 2021.

["Motivating Factors: What Makes Travelers Book in or out of Policy,"](#) Business Travel News, June 2020.

**\$1.4 Billion**

In Purchasing Power

**\$420 Million**

In Savings for Our Clients Annually

**17 Million**

Nights Booked a Year



**CLC LODGING**

We offer more than just great rates. Speak to a solutions expert to learn more about how to improve your total lodging program with our award-winning solutions.

[clclodging.com](http://clclodging.com)

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