

Brussels, November 2023

## A full digital transformation is needed to unlock efficiency and sustainability gains

Today, the realm of business travel remains entangled in excessive paperwork and administrative burdens. However, a significant shift is underway as business travel buyers and users throughout Europe transition from a partially digitalized landscape to a comprehensive digital transformation.

They advocate for the collaborative support of both the business travel industry and the European Union to facilitate and bolster their initiatives aimed at simplifying, cost-effectively streamlining, and enhancing the sustainability of business travel processes.

### Fully digitize travel documents and checkpoints

Dematerialize all documents required to travel such as:

- people identification : ID card, passport
- trip tickets : rail, airline, ground transportation
- Legal authorizations: visas, A1 form allowing to swiftly pass automated checkpoints (security, immigration, boarding)

### Enable seamless End to End Multimodality across Europe

Ensure the Multimodal Mobility Digital Services initiative (MDMS) fully integrates booking, payment and ticketing processes, across all forms of transportation (air, rail and road, private and public) and in particular integrating cross-border travel and last mile journeys to allow more sustainable and cost-effective business trips.

### Enforce end-to-end Passenger Rights protection

Seize the upcoming review of EU passenger rights regulations to establish a straightforward, fully integrated, and digital end-to-end protection for passenger rights in the realm of (MDMS) multimodal travel.

The European Network of Business Travel Associations (BT4Europe) is the voice of those who buy business travel services and those who travel for their companies. BT4Europe is registered in Belgium as a non-profit association. BT4Europe are supporting the stakeholder dialogue to improve the general framework of future business travel.