	BEFORE	ВООК	PREPARE	TRAVELING	BE ABROAD	GOING HOME	AFTER
ACTIONS	Business need for travel	 (Re)booking flight & hotel in 1-3 systems Making sure budget is kept 	 Notify colleagues & update calendar Finish up work Prepare expense report Pack and book taxi 	 Get to airport Go through security, find gate & lounge Fly Wait for taxi or transport 	 Work Travel within destionation Expenses 	Similar journey back as to the destination	 Expense reporting Catch up on work
PAINS	 Not enough time for early planning Dates can change quickly 	 Bad booking systems Don't trust combined hotel and airline booking sites Slow/bad support Finding shortest flight & suitable hotel Poor late booking flexibility 	Using a different app to book transport to the airport and knowing when to be there	 Wayfinding, waiting time & boredom Limited space No/poor internet Bad food that you can't eat whenever Customs and taxi wait 	 Language barriers Jet lag and no time to rest Forgetting things (such as adapters) Collecting receipts 	Similar journey back as to the destination	 Collecting receipts Reporting expenses is annoying and tedious
GAINIS	Flexible policy	 Simple and good booking experience Automated support and flexible dates Easy to find suitable flight and hotel based on location of POI One app for the whole experience 	 Auto add to calendar Expense report automatically created App will automatically book taxi/public transport Uber integration 	 Offer onboard services (e.g. excercise, conference room & entertainment) Select what to eat and when to do it Taxi booking at destination based on flight data and airport waiting times 	 Slack travel credit card integrated with Google/Apple-pay Auto-creating expenses in app Photographing of receipts Uber integration 	It is good knowing where to go, having already done it once in the opposite direction	 Automated expense reporting that knows currency exchange rates Final expense report generation
EMOTIONS							