

Because every
Kiwi business
is on a journey.





Our Global Brand Story

Working from the back of a shop with a cardboard box for a desk doesn't sound very glamorous, but we're proud of our humble beginnings.

Whether it was our first office in Melbourne, Auckland or London, we started all our early operations on a shoestring budget. Sure, we had the great name and experience of the Flight Centre Travel Group brand behind us, but we had to make it on our own.

Maybe that's why we're so in tune with SMEs. Maybe that's why we understand the myriad of pressures on business. Maybe that's why we understand what it's like to make every single dollar work harder than an air traffic controller in a snowstorm. Definitely it's why we understand the importance of relationships.

Fast forward a quarter of century and Corporate Traveller now employs over 1,100 people globally.

Whilst we've grown and enjoyed success, we've never lost sight of what helped us to the top. We've kept the personal touch, and we've tenaciously guarded our commitment to providing exceptional customer experiences. Our dedicated travel experts are our secret sauce, and the results they achieve remains a constant source of satisfaction.

Looking forward, we're continuously innovating, delivering seamless technology that makes business travel more efficient and enjoyable. We're always searching for ways to provide greater choice and more value, made possible by our global travel network. And we'll never tire of saving you money.

Our mission is to provide SMEs with the most customer centric, collaborative and valuable experience possible. We're here to help our customers to grow: after all, our measure of success is your success.

We're with you on the entire journey.

Here in Aotearoa...

Corporate Traveller now has consultants across New Zealand, from the far north, and as far south as Dunedin. We've worked hard on flexibility for our people making our teams mobile and available for our customers, 24/7. We work with more than 725 small to medium-sized businesses across every sector and help move some of the country's most iconic brands across the world. We know that all Kiwi businesses are on a journey and we're here to help them get there.

We are a more agile Corporate business that can pivot at a moment's notice. During the past 25 years our business has learned a lot about the way our customers like to travel. We know that our travellers are pressed for time, that SME's are constantly looking for ways to work more efficiently, to reduce costs and improve travel processes, and that customers want choice when they travel as well as a good deal. Our customers value great business travel experiences and rely on our expert knowledge of the New Zealand travel landscape, as well as that of the world. And, when something goes wrong they know that our team of travel experts are on board to help, no matter what time of day it is, or where you are located. These learnings underpin our service model here at Corporate Traveller.

Our team is dedicated to making business travel simpler, faster and smarter for our customers. We make this happen through the continued education and training of our people, investment in our teams throughout the country, and our access to a global network of deals and offers you can't find anywhere else. Our travel technology is designed to support all elements of your travel program, is easy to use and understand, and works together with our people to generate time and cost savings for your business. Our approach is a personal one, focused on SME's and supported by travel tools and technology that enhance the customer experience.

Let Corporate Traveller be part of your business journey, and bring an expert on board.



Keelely Alton

General Manager

Corporate Traveller New Zealand



The Corporate Traveller difference



SME Travel Specialists

Local SME specialists that know your market and are here to help you grow.



Seamless Technology

Future focused technology that makes your business travel simpler, faster and smarter.

A simple online platform that gives your business complete control of your travel program, as well as tools and apps to keep your travellers informed and in-touch.



Greater Choice, More Value

Our global strength delivers you unique products, insights and savings.

Draw on our global network of travel options, deals and offers to make the most of your business trips.



Dedicated Travel Experts

24/7 access to a passionate partner who lives and breathes your business.

Your future proof travel expert will manage all your travel requirements and make things easy, even when the unexpected happens.



Corporate Traveller has been working with businesses just like yours and we're here to help you grow.

No matter where you're based, our team of experts are dedicated to making your corporate travel experience simpler, faster, and easier.

We have locations nationwide with the convenience of flexible working for our people, making our teams mobile and available for our customers.



16 Travel Managers
nationwide



Average tenure of
our people - 12 years



Dedicated Travel Experts

As a Corporate Traveller customer, you will be partnered with New Zealand's most experienced travel team. Our people live and breathe corporate travel; it's what they know, it's what they love, and it's this dedication to our industry that brings our people alive. Our business is proud of our people, and our people are proud of our business, and that shows in how we go about our work. By any industry standard, that's a healthy figure.

The benefit to you:



Save time on travel bookings; your Travel Manager does all the work for you.



Need a complex itinerary at short notice? Ask your Travel Manager.



More value from exclusive offers, only available through your Travel Manager.



24/7 global, local and personal support for any kind of travel disruption.



Ease of tapping into reporting and expense management support.



Ongoing advice on how your business can improve its travel performance.



More enjoyable travel, seamless connections and the personal touch, every time you fly.



Greater Choice, More Value

Best Deals Every Day

We're partnered with the biggest airlines, hotels, cars and transfer companies in the world. Our global connections give you access to deals you can't find anywhere else.

Global Hotel Program

Through our own dedicated global product team we have a preferred partnership spanning over 46,000 hotels across 5,405 cities and 210 countries. If you don't know where to stay we have you covered!

Expert Travel Policy Advice

We analyse your requirements and help develop a robust travel policy that meets your spending and efficiency targets.

24/7 Personal Service

Great service is at the heart of everything we do. Your dedicated Travel Manager will benchmark your travel against New Zealand's customer base - we can service you from anywhere in the world.

smartfly

Boost your airfare rewards. In partnership with Air New Zealand's Airpoints™ for Business, SmartFLY lets your business earn 40% bonus Airpoints Dollars™, on top of what the traveller already earns. Book with Corporate Traveller & join SmartFLY and you'll earn 40% bonus Airpoints Dollars™, instead of the 20% available elsewhere, on all eligible Air New Zealand and partner airline flights.

smartstay

Unique to the Flight Centre Corporate brands with 4,500 participating hotels globally, 400 across Australia and 50 across New Zealand from Whangarei to Queenstown. An extensive network of quality hotels, competitively priced with value added inclusions that raise the traveller experience, reduce their expense paperwork and saves the company money!

The New Zealand network continues to thrive and grow every year based on customer demand.

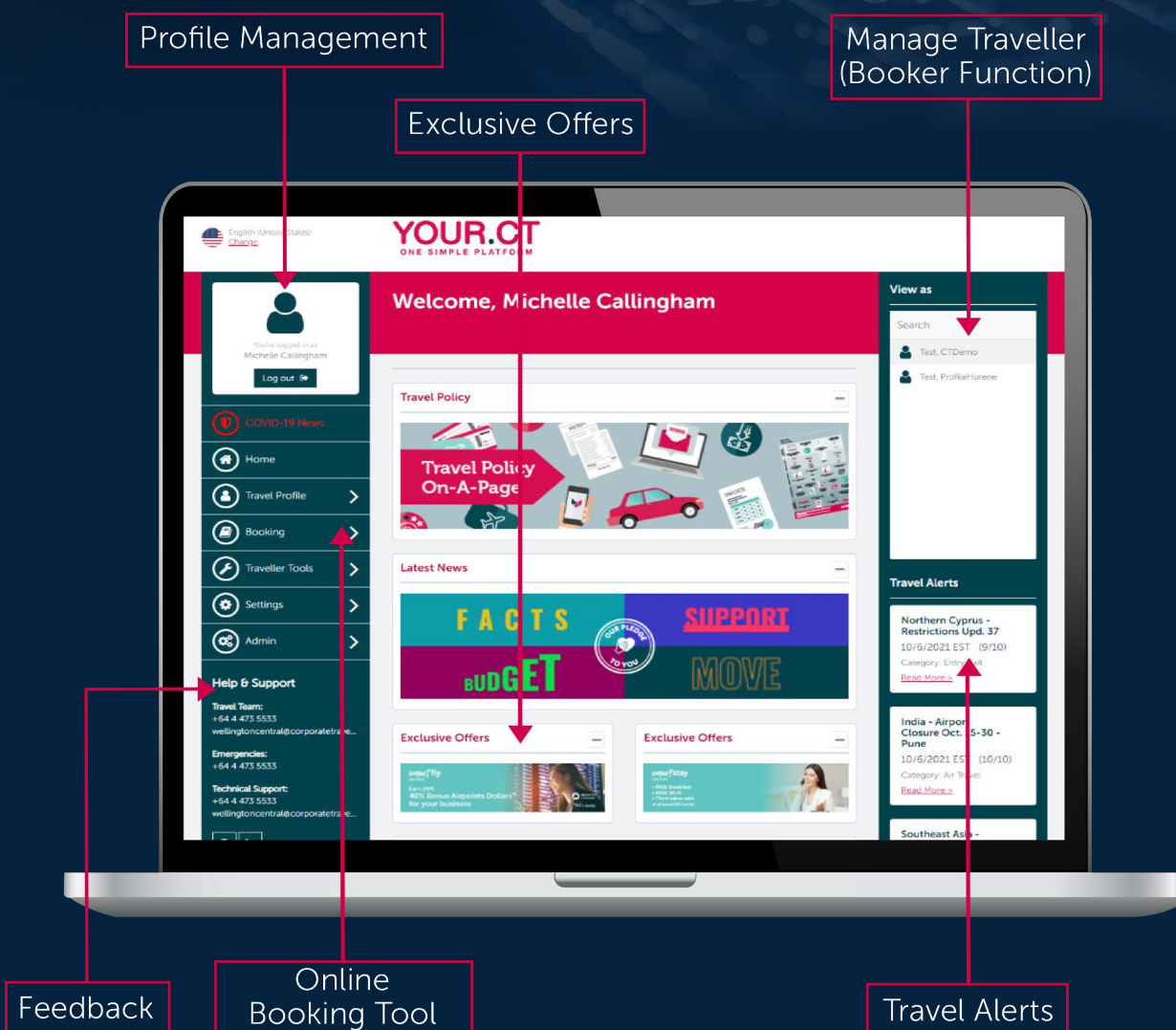
smartdrive

Whether it's a quick trip from A to B or a lengthy road warrior's journey, our free SmartDrive extras will help you arrive at your destination for less.

One Simple Portal - Your.CT

Enjoy a customised user experience through our single-sign on portal, YOUR.CT, managing every aspect of travel, from travel bookings to profile management and travel alerts.

Whether you're a booker, traveller or company manager, you'll be able to book trips, run reports and access all your travel info and invoicing data from the YOUR.CT dashboard.



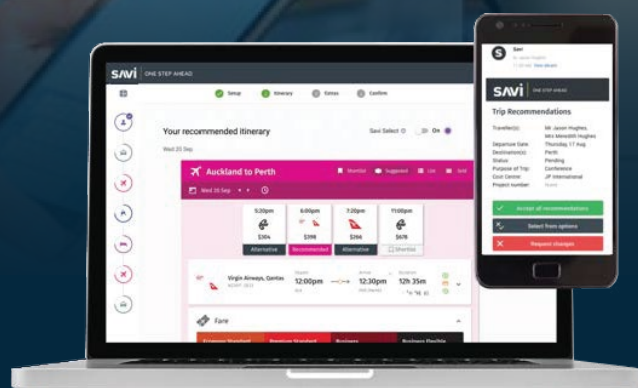
YOUR.CT helps you:

- Make bookings easily with integrated access to your online booking tool
- Sync all your traveller profile info like passport details and frequent flyer numbers directly into your online booking tool
- Tell us about your experience with always on feedback surveys
- See live travel alerts and all contact info for your dedicated Travel Manager

Our Online Booking Tool - SAVI

Corporate Traveller's online booking tool, Savi, is designed in collaboration with our technology partner, Serko, and provides users with exclusive content unique to Corporate Traveller. It's a very user-friendly tool making travel bookings simpler, faster and smarter.

Savi's machine learning and use of AI delivers an exceptionally user friendly persona-driven experience for the traveller, travel booker, and travel manager by simulating online leisure booking sites, whilst providing personalised recommendations at each step of the booking process.



Savi contains a range of features unique to Corporate Traveller, including:

Health and Hygiene

The new 'Clean Hotels' indicator allows users to see at a glance hotels which have implemented new health and hygiene measures to ensure traveller wellbeing throughout their stay.

Traveller Tracking

Ever wanted to find out where all your travellers are today, in the next 7 or 30 days? The My Travellers widget is available on the Savi Dashboard.

Savi Credits

The SAVI credits module provides visibility and utilisation of unused ticket credits. It comprises: a smart dashboard widget which gives your travel bookers and travellers clear transparency over their next-to-expire ticket credits and a clearly defined booking process that allows the utilisation of

TravelSafe

Confused about travel requirements internationally relative to your vaccine status and passport? Simply use the Travel-Safe widget in Savi. Powered by Sherpa, this quickly and easily sources the answers.

Savi Sustainability

Savi now features a carbon-emissions display, powered by Tasman Environmental Markets' (TEM) BlueHalo. Great functionality for travellers and travel bookers wanting visibility of a flight's carbon impact, to make informed booking choices that help businesses achieve their sustainability goals.

Approval by Price

Savi, now features "Approval by Price" functionality. This new capability is an additional trigger aimed to enhance your organisation's approval workflow. It enables organisations to implement price thresholds per air, hotel or car segment booking.

Introducing our mobile app SAM :]

Your travellers will have more visibility over their travel, destinations, updates and real-time information via our new proprietary mobile app, SAM :].

SAM :] is designed to help make business travel easy and enjoyable by employing a blend of AI itinerary management, augmented with chatbot and booking functionality.

SAM :] also has a Travel Arranger mode whereby the Travel Arranger will have access to all the traveller functionality and the ability to see the itineraries of the travellers they manage as well as get any critical alerts that would affect them.

Sam:] is continuously being enhanced with a focus on bookability, duty of care and additional in-trip services.

Travellers can:

- Check in online
- View their itineraries
- Access key location-specific content
- Get alerts/notifications (such as cancellations and gate changes)
- Book travel, including group transportation
- Receive risk alerts
- Access one-touch click-to-call with travel experts
- Access to Sherpa information including the latest travel restrictions, quarantine and testing requirements



Payment Options

We can provide detailed CSV files that slot straight into any expense management system. You'll be able to see all your travel costs of any transactions where Corporate Traveller is the merchant and save time by avoiding the manual input.

Customisable fields in the online booking tool will also capture:

- Reason for travel
- Business units
- GL codes
- Cost centres
- Project codes and more.

All invoices will include transaction dates, invoice numbers, itinerary information, traveller name and invoice due date.



Flexible Payment Options to Suit You

Payment Type	Description	Fee
30 day Trading Account	Invoices raised through standard calendar month are due for payment within 30 days of statement date.	1% Cost of Capital fee
14 day Trading Account	Invoices raised through the 1 st to 15 th , or 16 th to 30 th are due for payment within 14 days of statement date.	0.5% Cost of Capital fee
7 day Trading Account	Invoices raised from the 1 st to 7 th are due for payment within seven days of statement date. For example, invoices raised from the 1 st -7 th will be due on the 14 th and invoices raised from the 8 th -14 th will be due on the 21 st	No Cost of Capital fee
Credit Card	There are many credit cards to choose from, most merchant fees range from 2% to 3%	

Trading Accounts

Our trading account options enable you to eliminate the need to pay individual suppliers by streamlining your travel payments to one consolidated supplier - Corporate Traveller.

It's also a great option for avoiding credit card fees and merchant fees.

Chargeback

We can arrange for ancillary hotel and car hire expenses, such as room meals, hotel parking and tolls, to be charged to Corporate Traveller. This way, additional trip costs are consolidated to one supplier and travellers do not need to provide their card details on arrival.

Chargebacks save our customers a lot of time when managing reconciliation, improve travel policy compliance and provide a better experience for travellers.



A Seamless Transition (6 Steps, 4 Weeks)

We understand that making the decision to adopt travel management service providers can be daunting, but choosing the right partner for your business can deliver long-term rewards.

Based on our understanding of your requirements and our experience with similar businesses, we anticipate implementation will be completed in 2 to 4 weeks. We will ensure a smooth and effective implementation.



STAGE 1 - Internal Handover



STAGE 2 - Customer Meeting



STAGE 4 - Systems Test



STAGE 3 - Systems Build



STAGE 5 - Go Live



STAGE 6 - Customer Review

Our Change Experts & Your Peace of Mind

- Along with your key stakeholders, our Business Development Manager will project lead each step of the implementation.
- We will get to know you and your business. Savi (our online booking tool) is fully customisable to meet the traveller, travel Booker and management needs. It's intuitive and easy!
- We will introduce you to your Dedicated Travel Manager and Buddy Travel Manager. They are there for you, every step of the way.
- If you need to make a change in your travel policy, account set up or online booking tool - don't worry! That's a simple fix on our end.
- If you have feedback, our 3 month review will provide insight to improve & evolve your travel program.



Building brighter futures through giving.

The Flight Centre Foundation is at the heart of our corporate social responsibility. It provides a means to support nominated charities through a range of workplace giving, volunteering & fundraising initiatives. Our two main charity partners are the **Mental Health Foundation & Halberg Foundation**, and outside of this, we support causes chosen by our people. In addition to workplace giving, our employees are entitled to one paid volunteer day annually which can be used within their local community.

Over \$1m donated to NZ charities since 2014, with over \$111k donated in the 2019/20 tax year alone.





We're the one's to help you get there.

- Explore our online booking tool
- See how your current process can be improved
- Find out how you can save money
- See how easy reporting becomes