

Updated: January 2024

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.

That's why we're so in tune with New Zealand businesses. That's why we understand the myriad of pressures businesses can face. That's why we understand what it's like to make every single dollar work harder than an air traffic controller in a snowstorm. That's definitely why we understand the importance of trusted relationships.

Fast forward a quarter of a century and Corporate Traveller now employs over 1,300 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 simple, faster and easier for everyone. We are always searching for ways to provide greater choice and more value, made possible by our global travel network, market leading technology and professional travel managers. And we'll never tire of saving you money.

Our mission is to provide New Zealand businesses with the most customer centric, collaborative and valuable experience possible. We're here to help our customers 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 New Zealand 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.

Given the events such as the global pandemic and significant weather disruptions that we've endured over the past three years, we've proved time and time again to our customers, we can pivot at a seconds notice. Transforming our business to look after our key priority - our customers.

Our team is dedicated to making business travel easier, more enjoyable and more cost effective 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 easy to use and works together with our people to generate time and cost savings for your business. Our approach is a personal one focused on New Zealand businesses and supported by our customer centric travel tools that enhance the customer experience.

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



Angie Forsyth

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.



32 Travel Managers
nationwide



Average tenure of
our people - 12 years



Our operational structure is
built to give you confidence
that you are speaking to an
expert, every-time

5



Our people – Your team

Becoming an extension of your team

Growing Together

Your Dedicated Travel Experts

With an average tenure of 12 years, you will be partnered with Aotearoa's most experienced travel team. Our people – your team live and breathe corporate travel; it's what they love; it's what they know. Understanding all the individual needs within your travel eco system, ensures that your travel program is always relevant, and always aligned to your business objectives while creating great experiences.

Industry leading customer NPS score of 90%

Corporate Travellers investment in its people has a flow on effect to our customers. Our current industry leading net promoter score (NPS) of 90 is an independent, widely used market research metric. This is based on one simple question - "would you recommend us". Our NPS score is a true measure of the loyalty and satisfaction our customers feel when partnering with Corporate Traveller. One of the ways where we are always striving to do better by our customers.

A key measurement showcasing our direct customer support - CSAT score of 4.9%

We encourage our travellers and travel bookers to score their booking experience on a scale of 1-5 at the time of receiving their itinerary, providing us real time feedback and our CSAT score (Customer satisfaction).

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, personal and local 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.

Duty of Care

Wherever you travel - Our team has you covered 24/7

If the last 4 years has taught us anything it's to be prepared for the unexpected and how a lot of weather disruptions happen outside of business hours. We have been working hard to elevate our emergency after hours solution and while we are proudly supported by our local team between the hours of 5:30pm and 12am, we now have our Corporate Traveller team in Toronto supporting us between the hours of 12am and 8am. This means that you're not catching somebody who is on call - you are calling one of our team that is working and ready to assist you on the spot. **In times of crisis**, our new solution enables us to scale up - meaning no long wait times for assistance. Which is a game changer if disruptions such as Covid or the Auckland Flooding is anything to go by!

Duty of Care for your travellers doesn't stop there. Corporate Traveller takes your travellers experience seriously by ensuring the services of your traveller experience (hotel quality/location, flight experience etc) meet the fiscal requirements of the organisation.

The health and safety need of your duty of care program, but also the overall travel experience your people will need to ensure they arrive refreshed and ready for the job at hand, but also feel VALUED.

Below you can see all the key stats of how we responded to one of the largest crisis event in New Zealand in the past 5 years. Giving you confidence that we are there when you need us - we are here to help.

- 1,148 calls responded to
- 37 additional after-hours travel experts brought on to assist customers
- 8,900 customers contacted via crisis email communication
- 2,568 bookings amended

2pm



After 169 days of being COVID-free, NZ learns of the first Delta community case

6pm



The NZ PM, Jacinda Ardern announces all of NZ to immediately move to Alert Level 4 at 11:59pm

OUR CRISIS MANAGEMENT RESPONSE: FROM 4PM, 17 AUG - 6PM, 18 AUG



1,148

Total customer phone calls responded to



648

After-Hours phone calls responded to



37

Additional After-Hours travel experts were leveraged



387

Customer refunds processed



1,855

Customer credits processed



160

Customer reports generated to track travellers



11,037

Travellers tracked



2,568

Bookings amended



8,900

Crisis communication emails



Greater Choice, More Value

Best Deals Every Day

We've 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 preferred partnerships 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. Whether you are speaking to your dedicated Travel Manager or our afterhours service. You will be speaking to professionals who know your account and your unique travel requirements.

Added Value

Maybe you need to focus on your business meeting rather than the details of your travel - we can help you there too.

Click here to read about our convenient parking options - [Airport Parking](#)

Click here to read about our [corporate cab exclusive rates](#)

*smart*stay

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 such as FREE breakfast and FREE Wi-Fi and two value adds 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.

Click here for more details; [Smartstay](#)

*smart*drive

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

Click here for more details; [Smartdrive](#)

Adding Value with Technology

Corporate Traveller is at the forefront of the travel industry when it comes to innovate technology

We understand that having innovative but simple technology is important to you. We pride ourselves in being a people-centric, service-based business, backed by innovative and effective technology. We are always on a journey of discovery to simplify the travel booking experience. That's why globally we have invested \$100m to continue to evolve our market leading technology and exclusive features.

No other online booking tool has a cleaner, more consumer-friendly user experience than Savi. With little, or no training required, travellers or travel bookers can get started making bookings immediately. Corporate Traveller will work with your key stakeholders to implement a tailored solution that will enhance your travel booking experience, creating greater efficiencies, improved visibility, and an elevated traveller experience. We will also formulate a structured training plan to maximise user acceptance and buy in from your team.

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

Technology ownership:

At Corporate Traveller we own the development roadmap for Savi – you won't be getting any off-the-shelf products when partnering with us.

Cancellation and changes online:

Cancellations and changes can be made online via Savi, or directly with your dedicated travel manager.

Ensuring 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.

Providing duty of care as a business for all your travellers.

Savi Credits:

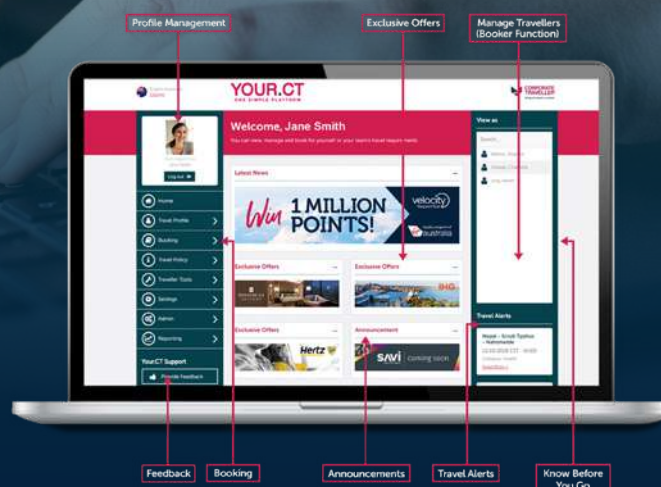
SAVi credits module provides visibility and utilisation of unused ticket credits. It comprises: a smart dashboard widget which gives your travel bookers and travellers clear transparency over their next-to-expire ticket credits.

Never lose out due to missed or expired credits.

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.

Giving you the tools to make informed and educated decisions.



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.

Helping your business achieve your sustainability goals.

Approval by Price:

Savi, now features "Approval by Price" functionality. This new capability is an additional trigger aimed at enhancing your businesses approval workflow. It enables you to implement price thresholds per air, hotel or car segment booking.

Encourages travellers to proactively book within policy.

Savi Select:

Savi Select automates the travel request process by streamlining quotes and interactions between travel bookers and their travellers all within the booking tool. Up to three options available to select for your quote.

Eliminating back and forth emails to finalise itineraries – saving time.

Multistop International:

Our exclusive Complex Multi-Stop International feature in SAVi will make it simple and fast for you to book complex international trips online. This new feature will make SAVi a one-stop travel booking platform, where travellers and travel bookers can book a range of travel itineraries via an intuitive and reliable interface with confidence.

You choose how you book with us.

Corporate Traveller's entertainment brand for all your production, entertainment and sporting needs

With us, you can focus on delivering your best performance without any disruptions.

An A-team for your A-game.

In the competitive arenas of sports and entertainment, Corporate Traveller Stage, Screen, and Sports ensure your success by providing seamless travel solutions.

With dedicated travel managers familiar with your industry's unique needs, you gain access to:

- Expert Travel Managers who go above & beyond for your unique needs
- Access to exclusive entertainment fares & rates
- Access to specialised baggage rates and expert talent handling
- Access to 24/7 round the clock support who care about your travel
- Access to the best technology in the business when it comes to entertainment, production and sport travel
- Access to live interactive reporting that's updated every 2 hours
- Access to booking & invoiced data at your fingertips

A top-notch entertainment travel experience starts with:



Corporate Traveller Mobile App

Your travellers will have more visibility over their travel, destinations, updates and real-time information via CT Mobile App.

CT Mobile App is designed to help make business travel easy and enjoyable by employing a blend of AI itinerary management, and booking functionality.

CT Mobile App also has a Travel Booker mode whereby the Travel Booker 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.

CT Mobile App is continuously being enhanced with a focus on bookability, duty of care and additional in-trip services.

Traveller Benefits:

- Book flights, accommodation, car rental on the go
- View most up-to-date itineraries and booking details
- Get alerts/notifications (such as cancellations and gate changes)
- Direct access to call your Dedicated Travel Manager and the 24/7 team
- Easily integrates with your travellers' "Outlook calendar", providing easy access to itineraries
- Inbuilt GPS system – never miss a flight if there are traffic delays
- Destination guides and city maps
- Turn on/off notifications when you travel

Travel Booker Benefits:

- Can view your travellers' itinerary. Updates on changes and cancellations throughout the trip



Reporting

Make it simple to make the best decisions for your people, the planet, and profit.

Corporate Traveller's reporting is fuelled by market leader Microsoft Power BI, an intuitive, powerful tool to meet the ever-changing needs of your travel program. Power BI's advanced analytics make it simple to see what's happening in your travel program. That way, you can make informed decisions using your data, for your people, the planet, and profit.

Here's what you can expect:

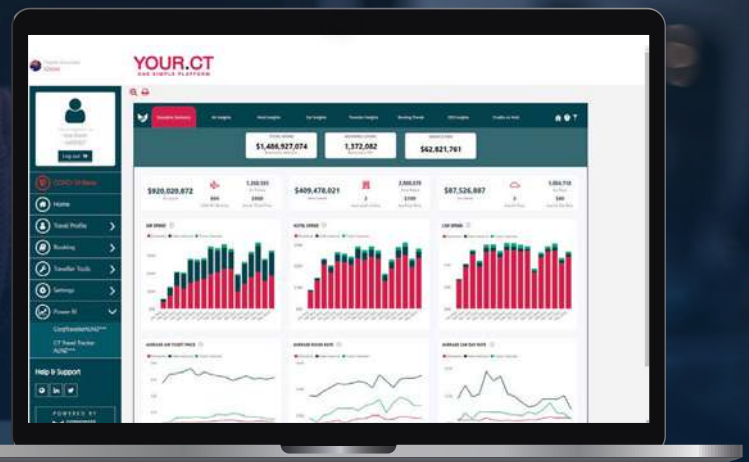
- ✓ Best-in-class artificial intelligence for powerful, predictive insights to optimise decision making. No more pouring through endless spreadsheets or waiting on reports.
- ✓ Vibrant, interactive visuals making it simple to understand data and take action on insights.
- ✓ Enhanced data security for peace of mind with improved data governance and built-in data loss prevention.
- ✓ Everything in one place so no link-hunting - your travel program data is consolidated
- ✓ Self-service insights to get exactly what you need, when you need it.

Check out the reports that our customer love!

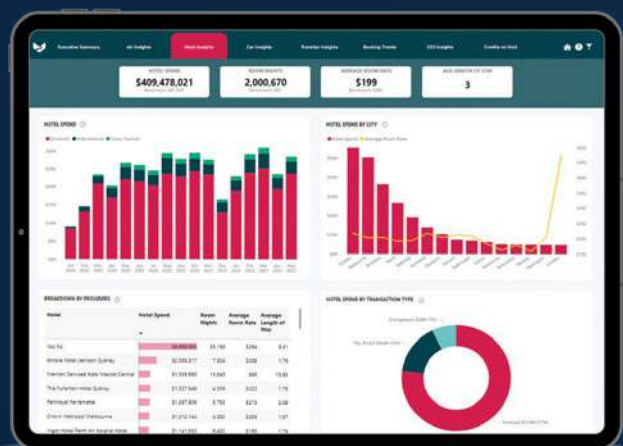
People: Traveller Tracking, Traveller Insights , Booking Insights used to ensure traveller wellbeing and enable action on booking trends



Planet: CO2 Air, CO2 Hotel.
Provide the metrics you need to make the most **sustainable travel decisions**.



Profit: Executive Summary, Credits on Hold, Air, Hotel, & Car Insights. Provide insights to help you make **financially informed decisions**



Sustainability

"Preserve, Enrich, Sustain" – FCTG Sustainability Strategic Vision

Corporate Traveller's global brand 'Flight Centre Travel Group' gives Corporate Traveller the opportunity to leverage its strength for the betterment of sustainability in the country's with which we work, live and travel.

How does FCTG's Sustainability Strategy support you?

If we can support your travel bookers and travellers with tools to help make small changes in the way they travel. If we can support you with access to sustainability reporting to make decisions that make a positive impact on the environment. Those small steps can lead to something much bigger.

Our People - Our responsibility is not only to how we as individuals, and as an organisation contribute to sustainability of our people; our environment; our industry eco-system; our communities. It is also our responsibility to support our partners; and our customers by supporting and contributing to their sustainability strategies.

Our Partners - We work with our suppliers and industry partners to provide travel that benefits people and planet.

- We partner with 50,000+ hotels that have a green badge.
- Blue Halo - Corporate Travellers sustainability technology partner providing easy to understand reporting via our customer platform which is updated daily.

Our Customers - Collaboration with our customers is key to ensuring alignment of our sustainability key objectives.

- Helping facilitate informed choices to reduce its impact on the environment via our technology.
- Support on what it means to be responsible travellers.
- Free access to Toitu emissions reporting which is audited annually with ISO140061 certification.

Our Planet - Addressing environmental impacts head-on while delivering unique travel experiences.

- Influence environmental behaviour investment.

Our Principles - Creating a future of collective action and accountability.

- Transparent and ethical behaviour.
- Clear accountability and responsibility



FCTG Pathway to Net Zero

Travel brings with it an awareness of how fragile our planet is, and we believe that we have a responsibility to ensure that our people and our customers explore our world in a sustainable manner. The protection of our environment is essential to the future of tourism and, as one of the world's larger travel groups, we believe we are well positioned to play a role in affecting this kind of positive change where we work, live and travel.

Continuing on from our Sustainability Strategy, FCTG have set a roadmap that we can be proud of.

How are we delivering our roadmap?

- Engaged with independent sustainability consultant to understand our responsibility to address our impacts on the plan.
- Implemented science-based targets ensuring what we are delivering makes a difference.
- Clean up our data for accurate reporting.
- Carbon Zero target by 2050 does not include carbon offsetting program's.
- Reduced the size of our footprint.
- Investment in sustainability projects.



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
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	0.5% Trading Account Facility
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.	1% Trading Account Facility
30 day Trading Account	Invoices raised through standard calendar month are due for payment on the 20 th of each month for the prior month.	1.5% Trading Account Facility
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.

NB: Trading Account Facility is only charged on items that are billed to Corporate Traveller.

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

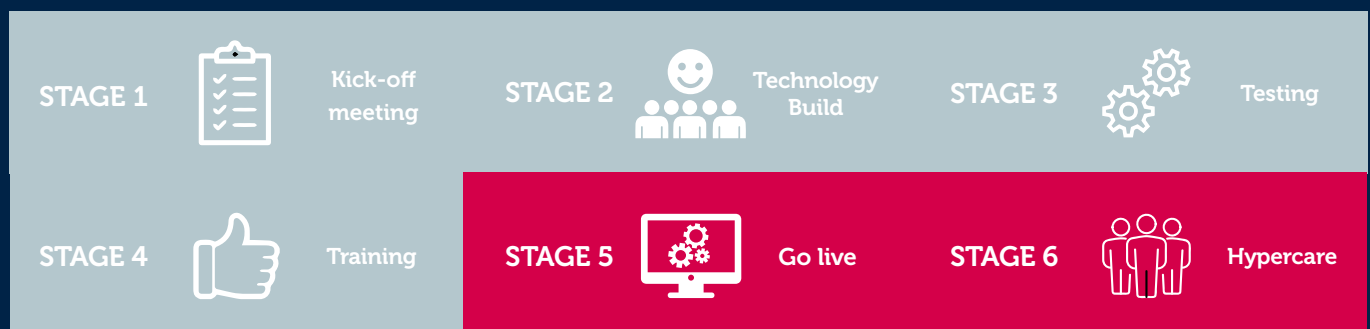
Taking the pain out of change

We understand that making the decision to change 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 4 to 6 weeks. We will ensure a smooth and effective implementation.

Our Change Experts & Your Peace of Mind

- Along with your key stakeholders, our onboarding success managers will project lead each step of the implementation.
- We will get to know you and your business. Savi (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.



**You now have access to all this technology;
you may have some questions**

We've got you covered.

How will Corporate Traveller ensure all of your team are trained?

Your Travel Bookers / Travellers will be given full online training as your business is implemented into Your.CT, Savi and CT Mobile app.

What about new starters after we are onboarded?

The Corporate Traveller team will provide ongoing support as and when you need it - we work with you to ensure every experience is a good one.

All users of the technology will receive:

- Live webinar training
- Welcome email containing video and online training resources.
- Access to training content from within platforms.
- On call tech support from your Dedicated Travel Manager.
- Your Business Development Manager will discuss the best training solution with you during the implementation.

What our customers are saying'

“ *The team at Corporate Traveller make all our travel bookings seamless and nothing is ever a problem for them. Their customer service is outstanding.*

KEVIN OBERN | Managing Director – OfficeMax

“ *Corporate Traveller has been our Travel Management Agency since 2012 and we have developed strong working relationships with their travel team. They are all friendly, knowledgeable and proactive in assisting us with a range of travel requirements, including domestic/long-haul/short-haul flights, accommodation, rental cars, and assistance with annual contracts for preferred hotel/rental car/airlines as requested. The after-hours team are also excellent in handling travel emergencies. The on-line travel booking tool, which we use extensively, particularly for domestic and trans-Tasman bookings, is efficient and effective and the customised quarterly reporting is beneficial. We have no hesitation in recommending Corporate Traveller to any prospective client.*

SHARON WALSH | Executive Assistant - Mainfreight

“ *I really value having a dedicated Corporate Traveller Travel Manager to look after my travel, which at times can be very last minute. Our Travel Manager knows all my likes and dislikes and is able to sort out all my travel arrangements with ease. Having the 24-hour service is crucial too when plans change last minute while overseas. Nothing is ever a problem.*

DAVE HARPER | Sales Manager - Southern Spars

“ *JLE are extremely satisfied with how Corporate Traveller has worked with us to meet our invoicing requirements. Corporate Traveller has put in place a system that captures all present and future data to ensure that our accounting system is always up to date and JLE needs are met.*

SHELLEY MCKINSTRY | Finance Manager - JLE





Why partner with Corporate Traveller

- 1. Return on Investment** - when the rubber hits the road, we are all about delivering a return on your investment. Top ways to reduce costs in your travel program, consolidation, access to marketing leading products and services, travel policy guidance and simple to use technology. For every \$1 spent on fees, we have returned on average \$3.36 on total travel program savings.
- 2. Proactive travel experts** - our dedicated team of travel experts have an average tenure of 12 years. At every interaction with Corporate Traveller - you are speaking with professionals who ensure you make smarter buying decisions as a business and that you have access to 24/7 local afterhours assistance that can easily scale up in times of crisis.
- 3. Greater choice, more value** - we believe in providing our customers with more choice and better value. As we are part of a global network, you will leverage off our buying power and gain access to our exclusive rates which will reduce costs throughout the booking workflow. Our strategic relationships throughout New Zealand & globally will have a positive impact to your bottom line.
- 4. Innovative, easy to use technology** - our technology is simple, fast, and easy to navigate. YOUR.CT, SAVi and our CT Mobile App are all made possible through our inhouse developers, who work alongside our technology partner Serko to improve the end-user booking experience. We take the time to listen to our customers and that's why our technology is forever evolving to save you money, increase productivity, reduce time, and lower stress when booking travel.
- 5. PowerBI - Meaningful Reporting** - our clear, real-time reporting is secure and safe. PowerBI will provide you with the trend and cost analysis insights you need to make smart decisions on your travel. Travel tracking and credit on hold with airlines are now at your fingertips.