



MAY 2023 | COMMERCIAL IN CONFIDENCE

**TRAVEL MANAGEMENT SERVICES PROPOSAL for**

**Rex Software**

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Goldman Travel Corporation’s mission is to continue to forecast and act upon the evolving needs of our customers responding to them with excellence in our people, procedures and technologies“

sCOPE OF WORKS

ABOUT US

Goldman Travel Corporation is a third-generation travel management company powered by travel professionals who bring extensive knowledge of transport, accommodation, hospitality and destinations to bear on the intricacies and economics of corporate travel management. We offer world-class corporate and leisure travel management services built on a powerful platform of technology, established relationships and genuine, personal service.

Goldman Travel was founded in 1983 by our Executive Chairman, Tom Goldman OAM. Today, the business is chaired by Tom, and his son’s David and Anthony Goldman lead the business as Joint Managing Directors. Goldman Travel’s head office is in Sydney and its Travelcall business located in Melbourne. Both offices work with companies with Australia-wide presence.

Our office hours are Monday-Friday from 9am to 5.30pm (EST).

All time zones are serviced by our core team, or by the After Hours team. When calls are made to the After Hours team within the business hours of the local office (eg WA time), the usual fees will be waived.

Our customer service operates 24 hours a day, 7 days a week; either by the core consulting team, or the After Hours team.

Outside of these hours, our after-hours assistance is provided through our dedicated 24/7 consultant services. Goldman Travel recognises that global telecommunications are a significant cost to clients. When your personnel are on the road around the world we want to provide a cost effective and convenient alternative to expensive global roaming rates. So, we set-up local numbers in eight major cities around the world to allow customers to contact our office for just the cost of a local call. If the is call outside our normal office hours it will be diverted automatically to our after-hours emergency service at the local call rate.

Our OBT, Zeno is also available 24/7 anywhere and every day of the week for all travel bookers and travellers.

We propose that the **Rex Software’s** corporate travel account is to be transacted out of our Bondi Junction office in Sydney.

**David Goldman – Joint Managing Director**

Born and bred into a travel family, David joined Goldman Travel in 1996 to help it scale and diversify. As Joint Managing Director, David’s responsibilities extend right across the business and include procurement and contracting, airline and hotel negotiations, RFP and tender submissions. Personnel and consultant responsibilities cover training, staff wellbeing

and the day to day functions of Goldman Travel Corporation's people. David maintains a portfolio of client and supplier relationships to ensure all parties are seeing value, delivering results, improving efficiencies and reducing costs.

**Chris Cheyne – General Manager – Corporate (& Online Support)**

Over 20 years’ experience in the travel industry, Chris has been an integral part of the Goldman team since 2003. As General Manager, Chris manages our corporate team on a daily basis ensuring high levels of customer service and product knowledge. He is keenly involved in understanding what new technologies are being made available to the industry and how they can be used to better service our clients and reduce cost. His accolades include being awarded Helloworld’s 2017 and 2018 “Business Manager of the Year” and a finalist in the 2017 and 2018 AFTA Awards “Best Agency Manager – Corporate” category.

**Ana Wilkinson – Business Manager**

Having over 22 years’ experience within the travel industry, Ana joined Goldman Travel in 2000 as an addition to our travel team. Ana’s speciality is analysing corporate company expenditure and explaining the impact together with advising on ways to contain costs and auditing delivery and service levels to clients. Ana will be your primary contact at Goldman Travel. Ana will be available in relation to all aspects of the Rex Software account including reporting, issue resolution, performance review meetings, billing issue resolutions, airline negotiations, hotel rate negotiations and other requests as required. Ana will meet you at agreed times to review reports and submit recommendationsand strategies for compliance and cost savings.

**Vickie White - Travel Advisor and Team Leader**

With over 23 years’ experience in various areas of the travel industry, forming relationships and providing exceptional service to high level EA’s and VIP’s is what Vickie prides herself on. Her portfolio consists mainly of high value corporate customers, with multi-million dollar spends, so she is very comfortable and confident in fast-paced, high volume work, consistently achieving great feedback.

**Terrye Pepper Hill - Travel Advisor**

Terrye is an integral part of the team. As well as being extremely efficient with incredible attention to detail, she takes great pride in her work, always providing the best possible solutions for our clients. With over 30 years’ experience within the industry in both Corporate and Retail roles, her dynamic fresh approach is a clear indicator of why Terrye is a favourite with many Goldman Travel customers

**Anthony Evangelou – Finance**

Anthony has been with Goldman Travel since 2001. Anthony leads our Finance Department team in Sydney with Kim Mitchell. His easy going manner and friendly personality continues to help build solid relationships with all travel booker and travel procurement teams.

Each team member has a back-up 'buddy‘ to support them if they are on planned or unplanned leave from office. Each designated back-up buddy in office is up to date with all pertinent travel policy information and VIP travellers. During peak times, we are able to source more consultant back-up from our consultant teams in Sydney, Melbourne and Brisbane. Two After Hours staff are rostered to work outside of office hours.

Domestic reservations confirmed with an itinerary within 1 hour of receipt of reservation approval. Changes and revised details confirmed within 1 hour of request. International reservations acknowledged within 2 hours. Changes and revised details to reservations confirmed within 1 hour of request.

**DUTY OF CARE**

We understand that is it our responsibility to ensure duty of care for travelling staff through documented emergency procedures, crisis management, and disaster recovery procedures which are understood by all.

We have well-rehearsed emergency procedures. We have hands‐on experience with evacuations and emergency travel arising from both natural and unnatural disasters. We are experienced in working with insurance companies, emergency relief organisations and experts like ISOS.

We also offer Sabre’s SafePoint system. It has new enhanced safety features and a MOBILE application.

SafePoint is a new kind of travel risk management solution that is integrated into your broader travel program to help more accurately find and communicate with travellers impacted by an event. It automatically monitors travellers' trips, proactively notifies travellers that may be impacted, and requests that they “check-in” in with their status so that you can easily determine if they are ok or need assistance.

**With SafePoint you can:**

* Reduce the response time between event and hearing back from travellers with best-in-class security alerts that are automatically delivered to impacted travellers
* Ensure broad traveller awareness and adoption through integration into our leading travel app, TripCase
* Have confidence that you have located and communicated with the right travellers by going beyond the booking information to look at a traveller’s entire trip, not just those elements in the booking.

**Differentiating Features**

* The system gathers information from our GDS or online booking tool, including out-of-program data. This is important in preventing gaps in coverage.
* It delivers excellent updated risk information from major third party sources.
* It integrates and extends into the TripCase mobile app.
* The dashboard means that you have the full information and all features of the tool. You can easily see in an instant who is where, who is going where, and communicate with travellers by selected criteria
* SafePoint is built to easily integrate with other security and medical response service providers, such as ISOS.

**How SafePoint Works**

* Automated alerts are delivered to your travellers via SMS text message as well as email, notifying them of the risk, providing advice to keep them safe, and requesting that he or she “check-in” with their status and location.
* For those travellers using TripCase, alerts are also provided via a push notification as well as an in-app message in the traveller’s smartphone or smartwatch (both iOS and Android are supported).
* Alerts and travellers statuses are all easily accessible via a self-service dashboard that is available across desktop, tablet, and smartphone. It provides secure, quick visibility of the active alerts that may be impacting your travellers, including the ability to easily drill into a specific alert to get additional information on your impacted travellers’ status, location, contact detail, and full itinerary.
* We would use the system at our end to monitor and communicate. And, if you wish, you would have the same access and facilities at your end to monitor and communicate.

**A Mobile Duty-of-Care Tool**

* SafePoint is built for use on your mobile device, so that travel risk can be monitored and minimised wherever you are.
* And importantly, this means that the in-transit travellers also have access to the system through their phones.

**Locating travellers (e.g. in the case of an emergency)**

Goldman Travel subscribes to Sabre Traveller Security (part of Gold Locate), a web-based tool for our team and our customers which provides traveller risk management and business intelligence reporting capabilities. Customers can quickly locate travellers worldwide and get detailed information, such as travel reservation and personal contact information. All tracking information comes directly from the Passenger Name Record (PNR) and includes the automatic update of any changes to the database. Features & Benefits:

* Web based application for quickly locating and identifying travellers worldwide.
* Flexible search criteria or point and click map capabilities to target travellers
* View results in a summary or detailed view including traveller contact information and full details of their trip itinerary.
* Corporate user access through agency reseller capability – if required.
* Accessible 24x7.
* Alert agency or corporate travel manager when the number of travellers or executives booked on a flight exceeds a flight threshold policy.
* Reliable data as all Sabre PNR changes and updates are automatically added to the database.
* Accurate and complete Sabre reservation data including pre-trip, un-ticketed data not always available in back office and reporting tools.
* Notify travellers quickly by emailing the traveller directly from the application.

**RECOMMENCEMENT OF TRAVEL**

Over the past couple of years, the landscape of travel has changed due to the Covid-19 pandemic. With borders slowly reopening and travel resuming, the travel experience will look a little different.

Have you reassessed your Company Travel Policy? What will the “new normal” look like?

Goldman Travel has put together a checklist of things you now need to now consider. We have a framework of solutions, expertise and connections to help you navigate your return to travel. **See Attachment Runway Ready**

**WE’RE RUNWAY READY, ARE YOU?**

**UNUSED TICKETS AND REFUNDS**

Goldman Travel procedures to process track & reconcile cancelled tickets

**A *Unused refundable tickets:***

If we are advised to cancel a booking for a refundable domestic ticket, we would submit the ticket through the GDS for a refund and issue you with a credit on the applicable credit card.

If the unused refundable ticket is international, we apply to the airline for a refund the same day  
we have been advised to cancel the booking/ticket or same day we have been advised by the travel co-ordinator/traveller that they have cancelled the booking.

**B** ***Unused non-refundable tickets:***

Goldman Travel maintains an Unused e-ticket Report (Ticket on Hold Report) to ensure all e-ticket credits are recorded. This report is emailed to your travel co-ordinator(s) and/or designated contact each month. In addition, we bring to your attention any credits nearing the end of their validity period.

**C *Zeno & unused non-refundable tickets:***One of the unique features of Zeno is its ability to identify and prompt the Traveller/Travel Co-ordinator to utilise suitable Tickets on Hold during the booking workflow. Gold Res will request a ‘reason’ (which is reportable) if a Traveller/Travel Co-ordinator declines to use a suitable ticket.

**MONITORING CLIENT EXPECTATIONS**

We measure our effectiveness to quality control against several metrics. These include but are not limited to, travel booker surveys, daily feedback, and achievement of goals set out at reviews as part of the Business Plan. Additionally, each staff member is measured on set KPIs twice a year.

Your Business Manager will present regular Business Plans to you and work with your team (and your Goldman Travel Advisor team) to ensure relevant and effective goals are set for the account throughout the year. The Business Plan will be regularly updated as goals are achieved, and new goals set for the travel program and we consider this process to be one that constantly evolves with the changing needs and cost drivers of our customers.

At Goldman Travel Corporation we identify the need of our people through regular performance reviews (both formal and informal) where leaders and team members not only discuss their KPIs but also their development needs. Although we consider all our travellers to be very important we recognise the need for VIP services for the most senior executives of organisations. Your allocated Travel Advisors will be carefully briefed on your VIP traveller’s requirements and needs and of course this is also made clear on their traveller profiles. You will receive the highest level of care from your allocated Business Manager and Travel Advisor team. We currently manage travel for high profile and high-level executives including Chairpersons and CEO's. We work closely with Executive Assistants to ensure all travel arrangements are checked and polished accordingly.

Part of our Account Management Plan with our corporate accounts is to complete quarterly and annual reviews of your travel portfolio.

We propose two methods of evidence based delivery performance:

**1**. Review of Management Plan items against the Service Level Agreement on a quarterly basis with your Business Manager.

**2**. Annual online Survey (prior to a quarterly meeting). Goldman Travel Customer Satisfaction Survey is made available online for your traveller and travel bookers to complete. This survey is based upon our Quality Service Delivery. Results are shared at the next quarterly meeting.

Evaluation method of performance and service levels.

* Management Information Reporting will indicate all policy compliance, exceptions for all travel, airfares offered and accepted, hotels and car hire offered and accepted and percentage cost savings.
* Monthly phone and/or face to face contact meetings between Goldman Travel Business Manager and your Procurement.
* Quarterly Analysis Meetings between Goldman Travel Business Manager and your Procurement.
* All issues reported to your Travel Advisor or Business Manager are dealt with immediately. Our Issues Management Log is designed for immediate action. It contains timing and verification of corrective and preventative actions

Please see Attachment **– Service Level Agreement with Key Performance Indicators.**

**SELF BOOKING TOOLS AND TECHNOLOGY**

We provide the Zeno Self Bookin Tool. Zeno is available 24/7 anywhere and every day of the week for all travel bookers and travellers. It was built specifically for Australia, New Zealand and several APAC markets. We also have an excellent and close working relationship with Serko.

Our dedicated in-house online support team is involved in the development, implementation, training, and maintenance of each client on Zeno. Their knowledge on the intricacies of each company is fundamental in the effective support of our online booking tool.

We guarantee the security of the system by requiring userauthentication via a ‘log in’ mechanism and that the system is compliant with the Payment Card Industry Data Security Standard (PCI DSS). Specific logins and passwords that are PCI compliant given to users who have travel booker roles allocated only

**Zeno Overview**

* **Full corporate policy compliance-** *Any business rules across the entire travel program can be applied to each booking, and can be configured to require exception explanation for breaking policy.*
* **Automatic policy selection-** *Business rules can be automatically applied to filter search results in line with company   
   travel policy.*
* **Single screen itinerary-** *One interface for Air, Rail, Hotel, Rental Car and Airport Transfer streamlines the search*

*and booking process and gives a single view of the entire trip.*

* **Now supports COVID-19 Testing and Vaccine requirements for new bookings-** *provides clear details about which   
   countries and airlines provide proof of a negative COVID-19 test before departure and if vaccination is required to*

*enter a country.*

* **Passenger contract tracing -** *To support passenger contact tracing requirements, all required personal information*

*fields are now available within the guest traveller booking form when making an airline booking.*

* **Domestic Air Travel**- *Supports point to point and multi-stop domestic bookings.*
* **International Air Travel**- *Supports point to point international air travel bookings.*
* **Hotel**- *Your own corporate negotiated rates can be compared against other supplier rates to ensure you get the*

*best rate of the day on every search.*

* **Travel coordinator booking**- *Travel bookers or arrangers can book on behalf of other travellers with workflows that*

*make it easy to book* multiple passengers.

* **Booking for guest travellers**- *Allows travel arrangers to book on behalf of non-employees such as contractors or*

*external partners without having to create a permanent traveller profile.*

* **Hand-off itinerary**- *Travellers can search and create an itinerary and then send to a travel arranger to complete*

*the booking on behalf of the traveller.*

* **Existing booking warning**- *Prevents duplication of bookings where an existing booking overlaps with a new booking*

*search criteria.*

* **Unused credit utilization**- *Automatic prompt to utilize existing credit with business rules to require explanation if*

*credit is not utilized (e.g. charged to client).*

* **Form of payment selection**- *Zeno enables multiple cards to be used to pay for different elements of an itinerary.*

*eg/ an example, one card can be used for flights and a different card for hotel payment.*

Should Zeno be down for any period of time, then the online fee will be applied for offline bookings made direct with the consultant.

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Gold Mobile is a powerhouse of mobile tech delivered by Sabre's TripCase app and our mobile businesstravel solution. Powered by Serko, The Gold Mobile App is like having a travel agent, a PA and a tour guide in your pocket – everything you need to manage business travel on the go, leaving you to focus on what really matters. Manage your itinerary, book flights and hotels, check-in online and manage seat requests, schedule your meetings and receive vital travel alerts to make your business travel experience seamless.

Gold Mobile is our solution for busy corporate travellers to consolidate their travel bookings in one place and receive information on the go. With multiple suppliers, confirmation numbers, delays, and gate changes occurring more frequently than ever, it’s vital that travellers have the power at their fingertips to manage all these variables simply, and efficiently.

Gold Mobile keeps you informed, updated, and empowered to manage your travel from any mobile device. See what the weather is like in your destination as you rush to pack for that last minute business trip. Contact your hotel with the touch of an icon to check they have a fitness centre so you know you can keep your workout schedule on track.

Gold Mobile is powered by TripCase and has the functionality for notifications to be sent to specified individuals, (such as family or work colleagues) alerting them of delays, changes or cancellations allowing them to be kept up-to-date.

Key benefits

* Instant live access online, from anywhere, at any time of the day.
* Email itineraries and other travel information directly to the traveller.
* Check for cancellations, delays, and gate changes.
* Download itineraries to calendars and/or smartphones.
* Obtain destination information, maps, weather

**How TripCase works for you**

Trip imports are automatic as our bookings are made through the Sabre GDS. Even after a trip has been imported to TripCase, trip details can continue to be updated to reflect changes

**How corporate travellers access TripCase**

In addition to accessing TripCase on the web at tripcase.com, Android and iPhone users may also download the appropriate app for their device. Tablet users should go to tripcase.com and select “View full site” on the login screen for the optimal user experience

**REPORTING AND ANALYTIC TOOLS**

**Real-time dashboard-reporting tool**

Our dashboard tool sits within our Gold Portal portal. Gold Portal is our bespoke client convenience tool – a single screen solution for online booking, reporting, news and special offers, keeping everything you need neatly in one place. Gold Portal keeps you connected to us, drives efficiencies and is the gateway to all the information you need.

**The Base Systems**

Our reporting is powered by Tramada, the region’s foremost supplier of TMC mid-office technology and Travel Analytics. Tramada utilises the award winning Australian IT and data design house Yellowfin for reporting system design, process design, GUI and SaaS integration and packaging. We use the Tramada Connect BI system. It is regarded as the best TMC reporting system in the market. Leading-edge features include

• Personalised and interactive dashboards

• Real time data access

• Report scheduling

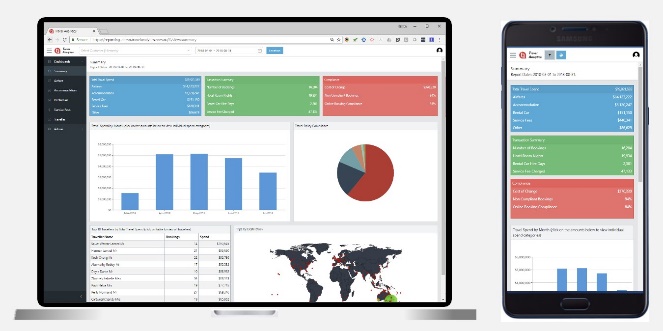
• Easy-build data storyboards

**Standard KPIs available in the dashboard**

|  |  |
| --- | --- |
| **General** | |
| • Cost of change (percentage and total cost of changes to air bookings) | • Non-compliant bookings (where lowest fare hasn't been booked - including the ability to view the lowest fare and the fare selected by the traveller) |
| • Online booking compliance |
| **Air Spend** | |
| • Average booking lead-in time | • Restricted fare uptake |
| • Average cost of booking | • Airline market share |
| • Average cost of air ticket | • Fare class data (spend, average booking cost, advance purchase, % fares changed and cost of change) |
| • Cost per km flown |
| • Cheapest fare compliance |  |
| **Accommodation** | |
| • Average nightly room rate | • Average ancillary charges |
| • Average length of stay | • Overnight trips without accommodation |
| **Rental Car** | |
| • Average daily rate | • Average hire days |
| **Service Fees** | |
| • Average service fee charge | • Online service fees charged |
| • Average service fee per booking | • Service fees of total spend (%) |
| **Traveller** | |
| • Traveller trip frequency | • Average lost savings per trip |
| • Traveller non-compliance | • Average cost of change per traveller |

**Travel Analytics**

Travel Analytics provides the information you need to track and manage your expenditure. Summary, airfare, accommodation, rental car, transaction fees, ancillary and traveller expenditure are standard reports within the application.

****There is an extensive range of interactive online management reports for air, hotel and car hire bookings that are the basis for our account management, cost minimisation, risk management and performance management services.

We provide data and analysis in the following areas.

• Spending pattern analysis

• Spending by passenger, cost centre, project, whole organization

• Spending by airline, hotel and car hire company

**Best Fare reports and travel savings**

* Airline analysis by sectors and class
* Route Geographic Analysis
* Policy exception reports
* Frequent Flyer Point Redemption
* Tickets on hold
* Unused E-tickets
* Policy non-compliance by cause per business unit (if you require the breakdown)
* Your performance against contractual and other commitments, such as airline market share, spend and trip thresholds, and minimum hotel room nights
* Carbon
* Domestic Airline Mix
* Preferred Supplier Usage
* Hotel Consolidation Potential
* Room Rate Availability from Hotels
* Net Fare Availability from Airlines
* “Who is impacted” reports where there is a strike by an airline, an airport closure or outbreak of civil strife or war, anywhere in the world, so that corrective and preventive action can be taken for your people. We report on the location of all your travelling staff at any time

All Management Information Reports are available on a monthly, quarterly, Year-to-Date or “on demand” basis. We can provide you with Management Information Reports on a range of media. These include hard copy, e-mail attachment or stick. All reporting files are formatted as standard Rich Text File (RTF) or ASCII format files.

**Reporting on Cost Savings**

Management Information Reporting delivered online via our dashboard OR your Business Manager will indicate all policy compliance, exceptions for all travel, airfares offered and accepted, hotels and car hire offered and accepted and percentage cost savings.

We believe that reporting on cost savings is a crucial part of service offered by our Business Manager to our customers and is a constant work in progress. As mentioned, Ana Wilkinson will be your primary contact at Goldman Travel (and direct access to another Business Manager when required). Immediate access to our General Manager - Corporate (Chris Cheyne) and Managing Director (David Goldman) will also be available at all times.

Ana will be available in relation to all aspects of the account including reporting, issue resolution, performance review meetings, billing issue resolutions, airline negotiations, hotel rate negotiations and other requests as required. Ana will meet you at agreed times to review reports and submit recommendations and strategies for compliance and cost savings.

Ana will always benchmark your travel account and spend against other customers of ours and investigate any opportunity for further cost savings with our preferred and non-preferred air, hotel and car hire partners. Ana will provide as much procurement work as required for your hotel and car hire travel program. We will benchmark any offered deal and give verbal and written suggestions when requested and also when we feel it is warranted.

Ana will assist and enforce continuous improvement in online compliance and savings via open communication with your Procurement team and travel bookers as well as our Gold Analytics reporting (powered by Tramada Business Intelligence).

Part of our Account Management Plan with our corporate accounts is to complete quarterly and annual reviews of your travel portfolio.

By deepening engagement with our online tools with our customers and working with them to mandate online bookings and making their use part of the purchasing culture, we assist our customers to change purchasing behaviour of their travelling team. This is where the greatest savings can be achieved in the corporate travel program

**Reconciliation of Monthly Transactions**

We provide monthly expenditure reports which are 100% customisable and capture any number of fields, including job codes, cost centres, departments, travel details, etc. In addition to expenditure we also able to provide monthly credit card charge reports, listing booking references, names, itinerary details, job codes, etc. which will assist in monthly reconciliation. These reports can be accessed by your travel administrators via our portal.

**ANNUAL NEGOTIATIONS**

**Guaranteed best fares & rates available for airfares, car rental & hotels**

All our agency systems are in place to monitor airfares and to take advantage of fare specials and changes in the marketplace. At Goldman Travel, we combine air reservations, whether GDS or internet fares into a single PNR within our Sabre GDS. In addition, we use a fare search technology program called SmartFares to ascertain and secure lowest available international airfares. We source the best fares from airlines and pass these heavily discounted fares to our customers. We also have access to all inventory via API links and our own corporate deals via GDS. This is available for both offline and online bookings. Weekly updates ensure all consultants are aware of any new airfares in the marketplace and any new corporate fares we have negotiated for our company.

Additionally we have our own fares database maintained by our Corporate Team Leader. We will always provide three options when a booking request is received unless instructed otherwise. Our fare knowledge is generated via access to Sabre GDS and SmartFares single screen solution for international airfares.

SmartFares gives Goldman Travel the ability to compare negotiated international route deals, airline nettfares, corporate airfares and published fares in one search. Our fare distribution desk also ensures that the lowest logical domestic and international fares are offered. This provides an increase in customer service levels and productivity within our team.

All preferred hotel suppliers for all accounts are loaded in our mid office system (Tramada) and Zeno for immediate confirmation. We are able to highlight preferred and/or non-preferred as requested. All hotel rates are loaded into the GDS also for immediate confirmation.

**Exclusive negotiated hotel rates**

We source hotel rates through a variety of third party suppliers such as Link Travel Group, ABC Corporate Service Premier Hotel Program, Sabre GDS and traditional hotel reservations and hotel consolidator programs. We also check low cost hotel websites, such as Expedia, Booking.com and Wotif when appropriate. Goldman Travel have negotiated exclusive hotel rates with value added products and services in selected cities worldwide. Examples of these properties include Radisson Edwardian Hotels (Berkshire & Sussex) in London, The Langham London, Langham Hong Kong and QT Sydney.

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Since 1 July 2022, Goldman Travel is a proud member of Link Travel Group, a joint venture between well respected travel companies in the Australian Travel Industry which includes Flight Centre Travel Group.

Being a member gives our customers access to one of the largest, most comprehensive and competitive corporate hotel programs available in Australia and globally.

These benefits include:

* Competitive corporate rates on a range of airlines
* Comprehensive hotel programs offering the best available unrestricted rates at hotels worldwide.
* Exclusive VIP-status hotel program.
* Essential travel product access at preferential rates- car rental, insurance, visa services, foreign exchange, and city guides.

**Membership Programs**

Goldman Travel has access to a number of consortia and private negotiated hotel rates. We also have a range of rates negotiated for our agency direct with individual properties in Australia and internationally, and we can extend these rates to our customers with no commitment to them for room night production, or any other ‘strings attached’. These rates generally offer flexible conditions for cancellation, value added benefits, room upgrades and an attractive rate structure.

We are also are a member of the Four Seasons Preferred Partner Hotel Program, the Dorchester Collection Diamond Club, Orient Express Bellini Club, Mandarin Oriental Fan Club, Ritz Carlton Stars Club, The Peninsula Pen Club, Starwood Hotels & Resorts Luxury Privileges (which includes selected Marriott, St.Regis, W Hotels, Westin & Luxury Collection hotels), Shangri-La Hotels and Rosewood Hotels and Resorts.

In addition to our hotel programs, we also have the “Smartdrive” car hire program. Exclusive rates and benefits with our car rental partners



**Please see the attachment** **showcasing our great “Link Group Breakfast Plus” program**

**Please see the attachment on our “Smartdrive” program**

**Negotiation of air carrier route deals & corporate hotel programmes**

As a Key Account, you will have one Business Manager assigned to be their primary contact, and direct access to another Business Manager when required. Immediate access to our General Manager Corporate and Managing Director will also be available at all times. Your Business Manager will be available in relation to all aspects of your account including reporting, issue resolution, performance review meetings, billing issue resolutions, airline negotiations, hotel rate negotiations and other requests as required

**What sets us apart from the rest of the travel management services market?**

At Goldman Travel Corporation you have direct access to the owners of the company – in itself the most unique of services. As a privately owned company we have the flexibility to work fast in offering our clients innovative and bespoke services.

Goldman Travel’s leisure travel team at ‘Travelcall’ will offer all Rex Software staff access to the full range of expertise and service they have to offer. We have memberships to a number of travel industry associations that provide access to exclusive venues, travel options, and value-added benefits.

We do not offer a call centre solution for any customer as we feel speaking to someone different whenever you call is not a “solution” as it does not engender the familiarity of our customers’ travel policies and requirements; nor allow development of relationships between our staff that we consider essential in providing the level of service we offer to our customers

**VALUE ADD 1: VIRTUOSO FOR BUSINESS**

Virtuoso has been mentioned already regarding partnerships and buying power. But we think the benefit it provides you requires a more detailed description.

Virtuoso provides special benefits to all members, as described below. But it is a resource that can be used for even better “above-deal” VIP service and special treatment of travellers by suppliers. We work the network hard to get exceptional service for our clients.

The primary determinant of hotel choice is of course your hotel program. We book your contracted and preferred hotels as a part of applying your travel policy. But when there is an open selection for a best value hotel, such as in a location where you do not have a preferred property, the following discounts and benefits are available if the hotel fits your needs and budget. If any of the Virtuoso hotels are in your preferred list, then you would simply enjoy the added benefits we deliver.

**OUR UNIQUE POSITION FOR HIGHER END CORPORATE BOOKINGS**

We are one the few full corporate TMCs that is also a specialist in luxury travel. We provide all the systems and services of a large TMC plus a network of contacts, deals and relationships at over 1,000 of the world’s best hotels and other luxury suppliers and operators.

A typical experience for a Goldman-booked traveller is to be greeted by management upon arrival at a luxury hotel, and to be offered personal care and attention throughout the stay.

We have two networks that deliver VIP treatment to our travellers. Virtuoso is described below. The second network is described in the next section. With or without our VIP booking service described below, these unique discounts and special services are available to all your travellers.

**VIP TREATMENT AS A VIRTUOSO MEMBER**

These benefits apply to over a thousand five star hotels. Virtuoso is the world’s leading luxury travel agency network. To achieve membership, agencies need to meet a range of high standards and demonstrate proficiency and a track record in servicing high-end travellers. Virtuoso provides special benefits and pricing across luxury hotels, tours, rail, cruises and events. You will also receive the group magazine and special offers.

As a Virtuoso agency we automatically receive special treatment for our clients not available to the public.

Virtuoso also opens up preferred direct relationships with key staff at over 1,000 top-end properties in over 100 countries. This is critical in special treatment for your individual preferences and requests.

As a Goldman booked Virtuoso traveller you would receive

* Preferred rates
* Automatic room upgrade whenever available
* Virtuoso only amenities
* Breakfast included
* Special requests delivered directly to hotel staff by your Goldman consultant
* Early check in and late check out

Direct communication by Goldman with the hotel meaning name recognition and personalized service

**VALUE ADD 2: VIP CORPORATE TRAVEL**

VIP service should be a combination of specialist VIP consultants working to a specific enhanced VIP service model. Our specialist VIP consultants understand the requirements of the VIP client. They are our most experienced consultants. They have a range of useful relationships with suppliers across the industry, largely facilitated by our membership of the Virtuoso network. Our VIP service model delivers the following-

* Prioritised reservation processing and wait listing
* Frequent Flyer redemption bookings
* Special assistance in obtaining preferred seating
* Pre-register as hotels
* Contact VIP Traveller/PA 24 hours prior to issuing tickets
* Arrange meet and greet services at airport where required
* Private charters such as aircraft or yacht
* Assistance with lost, delayed or damaged baggage
* Dinner and theatre reservations in locations worldwide
* One dedicated VIP phone number

We provide extraordinary services, such as name and preference recognition by suppliers, arranging meet and greet escorting, and individual request satisfaction.

Unlike some, our VIP service covers the entire booking and after-service for your VIPs. It is not just a “VIP help desk” providing occasional special assistance. Your VIPs will receive exceptional bespoke service.

And we are one of the only TMCs that can enhance its VIP service with the Virtuoso VIP traveller benefits

**VALUE ADD 3: TRAVEL GIFT REGISTRY**

We have experience in project planning for automated travel wedding and gift registries. This would be a popular and unique service in the major retailer sector in Australia. We would be happy to assist and advise if you had an interest in establishing such a service for your customers.

**VALUE ADD 4: GROUPS, CONFERENCES & EVENT MANAGEMENT**

The Event Solutions Team are experienced in all aspects of event management. We operate transparently and do not apply mark-ups to event suppliers. As an optional additional service, we can provide you with creative and cost efficient ways to achieve the best ROI for your upcoming events

We would look to consolidate corporate and event spend for larger direct buying power with key suppliers. With the right planning and coordination, events expenditure can be used to improve direct corporate rates with airlines and hotel chains used for events. Events spend can also be captured in corporate data.

Our expertise covers all areas of the group travel market with emphasis on the following services:

* Exhibition and trade show management
* Travel logistics management
* Speaker and entertainment management
* Site inspections management
* Team building and CSR Programs
* AV and Staging management
* Duty of care management
* Partner and VIP programs
* Creative design, theming and collateral

**TRANSITION MANAGEMENT PROCESS**

Outlined below is our implementation plan for all new clients.

Our implementation plan is designed to be fast, thorough and efficient. The time and effort spent in the implementation process enables us to:

* Ensure high service levels, cost minimisation and risk management from the outset,
* Build early understanding and support from your staff,
* And to begin to deliver benefits and improvements as soon as possible

We aim to make the transition from your current arrangements easy. The following are the key elements of the implementation:

* Company profile and cost-centre tree to be input
* Traveller profiles to be uploaded
* Service Level Agreement signed
* Credit Card authorisation form to be completed by card holder for land
* Travel policy procedures meeting – to review current travel policy, contract rates and agreements with air, car and hotel preferred suppliers
* The introduction of your Account Manager
* Serko training for travel bookers if online booking tool to implemented
* The creation of your reporting and communication plan

The transition process is managed by your Business Manager together with our General Manager Corporate, Chris Cheyne. Variations and separate tasks might be required for each organisation, although most differences, such as possible different cost-centre structures, procedures and policies, would be accommodated by the single-account implementation plan provided

We suggest an implementation period of six weeks. We recommend a single key contact at your end. Initial consultations include the stakeholders in your team. Profile data can be gathered by online uploads, transfer from the incumbent and input upon first booking.

Further detail is added upon appointment, and the process is designed and confirmed in consultation, to ensure that we fit with your needs, culture, expectations and timeline.

We would require a point of contact in your IT department for any possible questions in regard to the implementation process.

A sample of our six week implementation plan is provided. **Attachment – Sample Implementation Plan**

**CLIENT TESTIMONIALS**

**Reference**

“To the most AWESOME travel agency in the whole world – Goldman Travel Corporation,

Thank you from the bottom of my heart for all your efforts – you make me look good which I love ☺. It is wonderful to deal with such a funny, caring and most importantly professional team. You are all diamonds - each and every one of you. I am sure there is a fantastic team in the background that I haven’t copied and to them THANK YOU too.”



Debra Dunne

Executive Assistant & Business Support Analyst

Customer of Goldman Travel Corp for over 14 years

Canon Medical Systems ANZ Pty Ltd

Level 2 Building C 12-24 Talavera Road, North Ryde NSW 2113

Tel: +61 (2) 9815 6359

Mob: +61 (418) 618 047

www.anz.medical.canon

**Reference**

“I am writing to confirm that Goldman Travel has been my company's preferred travel agency who have been in charge of our extensive travel arrangements for well over 30 years now.

With over 160 staff in head office the business has wide range of flight and accommodation needs. We have entrusted Goldman Travel to determine the best possible options in all instances. In fact, as the founder and owner, I am presently staying in a property that Goldman Travel secured for me with a substantial upgrade opportunity.

I can wholeheartedly recommend Goldman Travel as an extremely reliable and well affiliated travel choice for all categories of business and personal travel arrangements.”

*Best regards*

**Rodney Levis**

*Chairman*

**Cue Clothing Co**



**Rex Software - Travel Management Corporate Service Fees**

**BOOKING FEES**

Fees in Australian Dollars, excluding GST

|  |  |  |
| --- | --- | --- |
|  | **Bookings** | **Transaction Fee** |
| 1 | Domestic (self-booking tool – including: air, hotel and car) | $15 |
| 2 | Domestic (via a Consultant: phone, email or fax ) | $25 |
| 3 | International Transactions (via a Consultant; phone or email) | $175 |
| 4 | Amendments -  Domestic & Trans-Tasman (self-booking tool)  Domestic & Trans-Tasman (via a Consultant)  International (via a Consultant) | $12 $12 $35 |
| 5 | Cancellation  We do not charge a cancellation fee if ticket has not been issued. If ticket has been issued, we do not refund the service fee charged due to the work on the booking. |  |
| 6 | After Hours (waived on compassionate grounds) | $60 |
| 7 | Special Air Charters | 2% of hire cost |

**SERVICING FEES**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Transaction** | **Domestic Fee** | **International Fee** |
| 1 | Refund Processing | $15 | $15 |
| 2 | Ticket Credit Usage | $12 | $35 |
| 3 | Visa Assistance |  | Sydney $50.00 Interstate $75.00 |
| 4 | Annual Hotel negotiations | $50 per contract | $50 per contract |

**PRODUCT FEES**

|  |  |  |
| --- | --- | --- |
|  | **Product** | **Fee** |
| 1 | Management Reporting – Suite of Standard Reports  In-depth analysis Ad-hoc Reporting Non-standard Account Analysis (customised reports & special projects etc.) | Included  $150 per hour |
| 2 | Provision and servicing of Online Booking tools  Initial Set-up fee Maintenance Fee Profile Synchronisation  Training – Ongoing 2 online training sessions per year & updated support material)  Additional Training & GoldRes Customisation by Goldman Travel is included at no cost  (does not include customisation undertaken directly by Serko) | $600 |
| 3 | Dedicated Account Manager/s  Accountant Management Services | Included |
| 4 | Dedicated Account Team/s | Included |

**OTHER FEES**

|  |  |  |
| --- | --- | --- |
|  | **Other** | **Fee** |
|  | Supplier payment to Goldman Travel (per payment) | $25 |
|  | Supplier Payment Documentation to Third Party (per payment) | $5 |

**LINK GROUP – BREAKFAST PLUS**

**LINK GROUP – SMARTDRIVE**

