

Why Use a Preferred Supplier for Travel?

Service - American Express is the Preferred Supplier for Travel Services

- Experienced team with specialist domestic and international travel knowledge
- World-wide customer care
- 24 Hour Emergency Service
- Contracted to provide the 'lowest logical' airfare and the team where possible will match quotes from other travel agents.
- Will book domestic travel free of charge on other non-preferred airlines i.e. Virgin Blue, Jetstar, Rex.
- Specialist Groups and Events Team

Duty of Care

- Ability to track travellers in the event of a disaster or emergency.

Savings

- Access to preferred supplier arrangement with Qantas. This arrangement provides the University with:
 - Discounted domestic airfares (at point of sale)
 - Discounts at point of sale on Qantas fully published international fares.

These fares are heavily discounted and available to the University through a Qantas financial offer to the University sector.

Simplification of Administrative Processes

- Approved payment method through the American Express Business Travel Account (BTA). This offers areas the advantage of using one payment method and the ability to obtain more information than from a credit card statement.
- The BTA statement is ATO approved, easy to reconcile and offers greater control over travel.
- Streamlining of administrative processes can offer real savings to areas. It is estimated that it can cost up to \$100 for a domestic fare and \$180 for an International fare for the booking, processing and reconciliation process.

Service Level Agreement

- UP&CO Contract manager can assist with any service issues.

Disadvantages of Using Non Preferred Travel Management Companies

- Decrease the University's purchasing power and limit the ability to achieve maximum savings.
- Compromise preferential arrangements with the nominated air travel suppliers.
- Weaken the policy and increase the cost of administration, which results in the loss of valuable management information.
- Complicates the University's ability to contact University business travellers (especially in disaster or emergency situations).