

## Locomote **process efficiencies and benefits**

- A single source of truth for all components of your corporate travel program
- Access to any corporate discounts and consortia deals via the platform
- A streamlined booking process via one platform for both online and offline travel bookings, eliminating the need for emails and phone bookings.
- Booking Flexibility: Ability to book One Way, Return and Multi-City itineraries seamlessly for Domestic, Trans Tasman and International bookings
- Access to an agile and scalable platform that will grow with you as your business travel program evolves
- Customisable workflows, giving the power, control and flexibility to create a workflow around a purpose or policy group
- The complete freedom to set up and manage your approval processes online
- 24/7 Customer Support from travel experts (phone and email) to improve Service Levels
- Tech support is online via "Chat," providing real-time access to travellers, travel bookers, and administrators during business hours. This ensures all of your enquiries are promptly dealt with for any geographic location
- Increased transparency through travel reporting, including the ability to track policy compliance and report on cost centres
- Enhanced traveller safety processes through market-leading safety alerts
- Traveler tracking using a dynamic map online
- Built-in messaging for seamless tracking of communication through the platform, ensuring your customer experience is optimised
- Group travel requests (including any attachments) can be sent to a travel expert within the Platform via a Group Travel/Concierge workflow to ensure everything is date and time-stamped and logged in one place

### Locomote's Solution also includes:

- A highly personalised, dedicated travel team.
- Competitive flights, hotels, and hire car rates driven by our buying power
- Benchmarking and program recommendations.
- Important risk and safety details inbuilt with up-to-date travel alerts and restrictions, COVID-19 transmission levels, local guidelines, etc
- Advanced User-friendly and intuitive Reporting



## Savings Opportunities

Locomote will proactively analyse trends within your travel program and identify opportunities for improvements and cost reduction. The Locomote platform is a single source of truth that provides accurate data that enables Locomote to drive improvements proactively by adapting to policy changes from existing travel patterns and behaviour.

### Locomote will deliver cost savings through:

- **Best practice sourcing:** Expertise and management to deliver savings from all travel program categories, including air, hotel and car. Our business leverages B2C suppliers and secondary spending opportunities such as payment solutions.
- **Sustainable cost containment and reduction:** We bundle the total cost of the trip to provide the best possible mix of cost, value, and service.
- **Advice relating to program governance and compliance:** Savings are realised through enhanced policy control, regulation, and compliance. Typically in areas of: channel compliance, advance booking, lowest logical fares, preferred supplier use, and controls around class of service.
- **Analysis and advice on process optimisation:** Savings from process efficiencies and improving productivity through automation and the ability to book everything from start to finish via the Locomote platform
- **Time-saving via our automated approval workflow: Approvers will have complete insight into the cost of a booking before the Ticket is issued so they** can Approve or Decline with transparency.
- **Bundled service fees:** A flat rate per booking irrespective of the number of flights, hotel and car segments booked
- **Access to our corporate airfares and rates and travel industry rates:** as well as benefiting from our strong direct relationships with travel industry suppliers
- **Access to dashboard reporting:** View and report on your travel program spend, compliance, booking behaviour, policy compliance, etc
- **Auditable travel requests and communication:** Assists in driving compliance, governance and managing service

## Locomote solutions

### LOCOMOTE TRAVEL MANAGEMENT PLATFORM

#### TRAVEL BEFORE LOCOMOTE

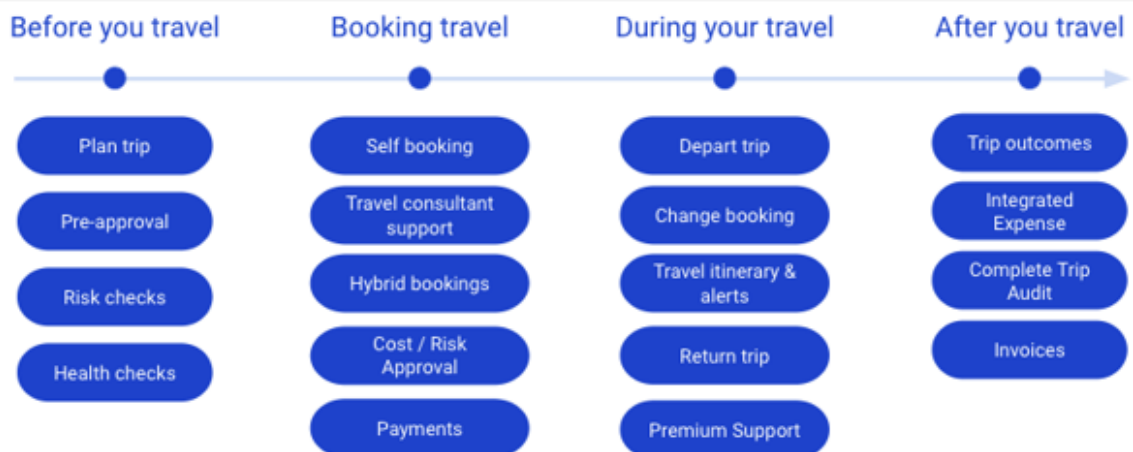
A disjointed technology and service process that not only costs more time and money but makes the whole travel experience inefficient and open to many errors and cost blowouts.



#### TRAVEL WITH LOCOMOTE

A single platform for travellers, travel arrangers, authorisers, administrators and our travel partner to manage your business travel.

Bookings, the duty of care, reporting and everything in between. With the perfect balance of technology and premium service from our travel management marketplace.





## ABILITY FOR TRAVELERS AND TRAVEL ARRANGERS TO BOOK ONLINE

### **Locomote Solution:**

With the Locomote platform, travellers or bookers will be able to manage Domestic, Trans Taman and International one-way, return and multi-city itineraries via the platform.

Our online corporate travel booking program takes the job out of your hands by providing safer, faster, and better travel options. Now, there is more waiting for travel experts to manage your bookings if required, which reduces the time to make a booking and also reduces the transaction fee payable.

Via the Locomote platform, Travellers will have access to our platform, whereby they can book their own travel with policy controls and gain automated Trip Request Approval or Cost Approval from the Managers. We understand that international travel is managed via a travel consultant with required approval.

Our platform is market-leading when it comes to booking international travel. Travellers or travel arrangers can book online via the platform or submit a trip request via the platform for a travel expert managed to book.



## ADMINISTRATION ACCESS

Via the Locomote platform, nominated users with 'Administration' access will be able to self-manage the administration function. They will have access to all of the platform customisation functionality fields within the Admin section for set-up. Giving the power, control, and flexibility back to the company and end users.

No other online booking solution or travel management company will give access to the account set-up functionality as we do.



## BOOKING WORKFLOWS

Locomote drives policy compliance via our enhanced policy workflows and further reduces manual administration. Workflows can easily be created to allow segmented groups or individuals by preferences and or policies. These can efficiently be configured by cost centres and departments to drive compliance and internal travel program objectives.

Within the Locomote platform, numerous approval configurations are available, including risk and multi-level cost authorisation, as well as customised approval options. Our enhanced policy engine provides the ultimate freedom and control and provides the business with the ability to be able to set up specific workflows that everyone can use. The workflows can be broken down by department, cost centre or region and report on performance against your policy. With Locomote, you can automate your travel policy while having full visibility and control.

## ONLINE CHAT SUPPORT

Travellers and bookers are able to click the 'Chat' icon efficiently via the platform to request assistance from our Support team during business hours. This ensures all of your enquiries are promptly dealt with, no matter your geographic location. We have a complete booking and communication audit trail that allows you to govern, manage and audit booking behaviours to optimise travel program objectives.

## BOOKING APPROVALS

### Locomote Solution:

With Locomote, we will bring the company's travel policy to life with a streamlined approval function that increases traveller safety and manages corporate travel costs. Making a travel approval request has never been easier, thanks to the Locomote all-in-one, user-friendly platform.

Locomote gives you total freedom to create workflows that can capture any piece of information you need. will benefit from greater flexibility, more detailed insight and improved efficiency when it comes to the management of your corporate travel programme. For many businesses, obtaining travel approval can feel like a challenge; however, with Locomote, we provide with the control and freedom to create workflows that capture key (and unlimited) information required (including but not limited to business cases, FBT travel diaries, health and safety information, carbon offset calculations and detailed risk assessments). Our flexible approval process aligns tightly with travel policy outcomes to ensure increased employee safety and compliance with policy, in line with government regulations and proper corporate governance costs. The Locomote automated Pre-Trip approval solution would allow to:

- Simplify internal processes
  - Deliver significant internal efficiencies
- Locomote can cater for many approval types based on the delegation of authority. We have different types of approvals available to being;
- Trip Request (Pre-Trip)
  - Cost to Authorise - all bookings or only booking outside of policy
  - Risk Approval

### Trip Request

The Future of Pre-Trip Approvals: Say Goodbye to Manual Processes. The benefits of our the Locomote Trip Request solution are;

- **Digitising manual processes can change the way you do business;** not only will they be faster and more accurate, but they will save you time and money that you can use to further your business goals. Additionally, the ability to track and understand the process can help you identify areas of improvement, giving you the power to make your business even more successful.
- **Building your own questions with logic and data validation can improve the accuracy and reliability** of the data being collected, save time and resources, and improve the user experience. You can even build modules that can store important information like pdfs and spreadsheets.
- **An audit trail of pre-approvals and discussions improves accountability and transparency,** as it provides a clear record of who made what decisions and why. It can also help to avoid misunderstandings, as all relevant information and discussions are recorded and can be easily referenced. Finally, it can also facilitate continuous improvement, as it allows for the review and analysis of past decisions and discussions to identify areas for improvement.
- **The speed of travel approvals can be vital, allowing travellers to book their trips further ahead of time, which can lead to considerable savings on the cost of their travel.** This can be particularly beneficial for those working with limited travel budgets, as the extra time can allow them to seek out cheaper fares.
- **Now you can have all of your health, safety, risk, and cost approvals seamlessly integrated into one streamlined workflow process.** This means that you can get your ideas off the ground quicker by having all the relevant approvals in one place without having to wait for decisions from multiple departments
- **A single global platform to view all travel requests and their current status** with multilingual capability would enable users to view requests across various departments in different languages, allowing each user to communicate in their native language while keeping everyone on the same page. This platform would allow users to check the status of their requests in real time.
- **Locomote gives you the ability to compile, review, and analyse data from travel requests in a single, centralised location.** Empowering admin users to view all travel-related costs, ensuring accuracy and compliance efficiently. Locomote's self-management capabilities give admins users more control, empowering them to make informed decisions quickly and efficiently.

### Cost to Authorise Approval

Our platform allows your business to have an automated approval process based on employee groups. The platform can be configured for:

- **Cost to Authorise:** approval is requested post-booking based on the itinerary and cost of the trip for all bookings.
- **Cost to Authorise:** via Policy, which requests approval post booking based on itinerary and cost of the trip for only bookings that are outside of policy.

### Risk Approval

Our Country Risk module leverages data directly from the Australian Department of Foreign Affairs & Trading (DFAT) and displays a risk rating notification for each country the traveller is visiting. Company Administrators can also configure an alternative risk rating source by creating a Country Risk list. If required, when a Traveller / Travel Arranger submits a trip request the user will be advised of the risk rating of the destination via the Country Risk module. Once the trip request has been submitted and if travelling to a high-risk country is required by risk authorisation can be required. An email will be sent to the Risk Authoriser assigned to the Traveller's profile.

With our deep integration with the Department of Foreign Affairs and Trade (DFAT) website, we are able to trigger an additional approval step for high-risk locations. also has the ability to override the risks provided by DFAT with your own risk level for certain regions. Our risk approval module was built collaboratively with World Vision Australia as the premium workflow solution for risk and non-risk-related business travel.

### Management of Approvals

The Locomote platform can manage and support approvals as:

- Assigned Authoriser
- Authoriser Group
- Multi-level authorisation



## CREDIT MANAGEMENT

On the dashboard within the Locomote platform, all available airline credits for the selected traveller will be displayed. In addition, during the booking process, travellers and travel bookers will be prompted if the traveller they are booking travel for has an available credit specifying the airline, amount and the expiry date of that credit, prompting the user prior to finalising the booking and payment.



## SERVICE DELIVERY

### Locomote Solution:

Locomote and Skye Travel's partnership is the perfect combination of technology and service. We guarantee to deliver to travellers and travel arrangers a consistently high level of service, consistent information reporting and accounting information, and the ability to aggregate information on all travel-related services.

We empower our travel experts to be fully accountable to you, ensuring they deliver outstanding customer service and value. Our commitment to you is to deliver the same level of service 24/7, ensuring the support you require is available regardless of what the clock says. We promote this culture by rewarding our team members for outstanding GOING BEYOND service examples.

Locomote Technology is available 24x7x365

Our standard business hours for our expert travel team at Skye Travel are 9am – 5pm Monday to Friday (excluding public holidays). travellers and travel arrangers requiring assistance outside of standard business hours can contact us via our online chat function, phone or email.

Delivering efficient and effective customer service is a strategic priority of Locomote and Skye Travel, and combining that service with your business' core value objectives will be the focus of our partnership. Our proposed solution ensures resources are both appropriate and optimised, processes and service levels are understandable and appropriate and advanced technologies are utilised to meet your travel program objectives.



## 24/7 SUPPORT

Our after-hours service is managed in-house by a team of Skye Travel's most senior travel experts (averaging seven (7) years of experience). We offer full-service operation around the clock, can be assured that your travellers and travel arrangers will receive the same service levels and support regardless of whether booking during business hours or after-hours.

will have peace of mind that our travel experts are trained to ensure travel policy compliance is always enforced (or policed) and delivered with the market-leading service we are renowned for. We will ensure we understand the unique requirements of your business, we have the tools, capability and more importantly the mindset to integrate with your travelling workforce.

Your experienced travel experts and support team will ensure all fares and rates sourced and offered are in line with policy and are fully trained on your company's travel policy and expected outcomes.



## REPORTING

Locomote has developed our own data warehouse that is being utilised by Skye Travel to ensure our customers receive improved data quality and transparency.

will receive improved data quality when accessing reporting, less errors when the data file extracts is mapped against credit card and virtual card data fields and users within an expense management system. This will help with reducing the manual intervention required when reconciling.

Our data warehouse is built on a modern technology framework which enables users to access information on their travel expenditure on a desktop, laptop, tablet and mobile device. Each dashboard is designed to provide users with insights into their travel programs across all travel categories, including air, hotel, rental car, service fees and miscellaneous expenditure.

Our reporting tool helps make more sense of your data. Helping you find patterns and trends to make smarter decisions with more confidence. Track your travel spend using real-time data broken down by project, team, date, location, and more. Assess your travel policy performance. And review areas of improvement to help you reduce costs and save time.

Reports can be accessed 24/7/365 as a single sign-on via the Locomote platform.



## The perfect blend of technology and service.

### Get Onboard: Set up and manage your travel program

Set up your travel policy, make changes when you need to, and automate the rest. You set the rules and approval process, leaving your travellers free to book for themselves while staying within policy. Companies of all sizes need flexibility from a travel partner.

Our travel platform stays as agile as your business and is ready for any challenge.

- ✔ Full transparency and cost control
- ✔ View, track, and manage your team
- ✔ Full policy and workflow control

### Travel Bookings: Better options and more choice

All flight, hotel, and ground transport options to meet the needs of your travellers.

Companies of all sizes need flexibility from a travel partner. Our travel platform stays as agile as your business and is ready for any challenge. View, track and manage all business trips in real time. No more emailing back and forth. Get full visibility throughout the whole booking process.

- ✔ Make changes to bookings in seconds
- ✔ The best travel experience guaranteed
- ✔ Full policy and workflow control
- ✔ Mobile or desktop? Book travel your way

### Travel Reporting: Numbers that make a difference

Our reporting tools make more sense of your data. Helping find patterns and trends to make smarter and more confident decisions.

Track your travel spending using real-time data broken down by project, team, date, location, and more. Assess your travel policy performance. Review areas of improvement to save time and reduce costs.

- ✔ Easily apply unused tickets during bookings
- ✔ Track your travel spend using real-time data
- ✔ Receive one detailed invoice for all your bookings

### 5 Star Travel Services: Experienced by travel agents backed by powerful tech

Get the tools to help keep your travellers safe. From traveller tracking to monitoring tools for travel disruptions. We make it easy to notify travellers of any risk or changes.

Last-minute flight changes? No problem, our support team can help you cancel, rebook or tweak travel plans. Get 24/7 access to our network of travel consultants. They are just a tap, click or call away.

- ✔ Live 24/7 support assistance
- ✔ Premium VIP services
- ✔ Traveller tracking and monitoring tools and safety alerts