

TRAVEL LODGED ACCOUNT



DINERS CLUB INTERNATIONAL

Diners Club International is a well respected global brand with a proud heritage as the world's first charge card. Offering a myriad of relevant benefits to both the individual and the business client, it has earned premium brand status and is recognised as one of the most comprehensive travel and entertainment expense management solutions. The Diners Club Card is issued in more than 200 countries and accepted by 14 million establishments around the world. In South Africa, Diners Club is recognised as one of the top franchises amongst the 158 in the world and is known as the smart payment solution for financially astute individuals, business people and companies.

With a wealth of experience and heritage behind us, we have developed a series of tools and products that simplify and streamline the management of travel and entertainment expenses.

In practice, this means we offer your business a complete and refined expense management control solution. Our products ensure that the business traveller is well taken care of whilst his transactions are monitored and managed securely by the company or organisation he represents.

In addition to our various product offerings, Diners Club continuously strives to deliver new services and benefits that will enable solutions through service excellence. Our dedicated relationship managers and Member Services Centre ensure that all clients receive our full attention at all times – allowing for complete control and minimum effort.

THE DINERS CLUB TRAVEL LODGED ACCOUNT LODGED WITH YOUR TRAVEL MANAGEMENT COMPANY

PRODUCT OVERVIEW

The Diners Club Travel Lodged Account provides a convenient, flexible, user-friendly system for total control over travel expenses – ideally suited to companies whose executives fly frequently.

Lodged at your approved Travel Management Company for efficiency and convenience, this one-stop travel product enables air tickets, car hire, hotel accommodation charges and other travel related



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expenses such as foreign exchange, VISA fees and service fees to be consolidated easily and quickly on one centralised account.

This sophisticated yet flexible, easy-to-use system offers total control over all travel expenses.

BENEFITS OF THE TRAVEL LODGED ACCOUNT

1. Security

- 1.1 Only the nominated Travel Management Company/Companies may process transactions.
- 1.2 The Travel Lodged Account card cannot be used like a normal charge card as it does not have a magnetic strip.
- 1.3 Diners Club systems restrict the spend type on the Travel Lodged Account, allowing only travel related expenditure to be processed i.e. air travel, hotel accommodation, car rental, visa charges and foreign exchange.

2. Convenience

- 2.1 More than one Travel Management Company may be linked to a Diners Club Travel Lodged Account.
- 2.2 The system allows for payment to be made to one supplier, namely Diners Club. This eliminates the need to pay multiple travel suppliers such as car rental companies, hotels, Forex etc.

3. Enhanced Cash Flow

- 3.1 By processing your travel expenses on the Diners Club Travel Lodged Account, your company will receive up to 55 days interest free within which to settle the Diners Club account.
- 3.2 A monthly invoice will be presented, both electronically and in hard copy. Payments will only be due 25 days from the close off of your account.

4. Reconciliation Process

- 4.1 Diners Club Advantage allows for invoices to be accessed online and automatically downloaded into an Excel spreadsheet by both your representative and by the authorized preferred Travel Management Company.
- 4.2 The Travel Management Company will attach all relevant documentation (invoices, order forms etc.) and forward them to your accounts department for further reconciliation and payment.
- 4.3 Data is updated every 24 hours on Diners Club Advantage which means that your company can review its accounts and transactions on a daily basis, resulting in the reconciliation process starting sooner.
- 4.4 Your Travel Management Company can capture order numbers on automated tickets. This data will reflect on the Diners Club invoice, assisting with the reconciliation process.
- 4.5 Transactional invoice information can also be sent via e-mail to both the company and the TMC on a daily, weekly or monthly basis – this data can be opened directly into an Excel spreadsheet.

5. Diners Club Advantage

Diners Club Advantage is an Online Business Services system that allows you to access and view your company's account invoices via the internet at any time.

The system is updated every 24 hours, allowing you to view yesterday's transactions today and thereby enabling your company to review its transactions on a daily basis. This results in the reconciliation



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process starting sooner and cash flow being monitored more accurately and effectively. 'Advantage' also allows the option to download CSV files directly from the online invoice. The invoice is opened into an Excel spreadsheet – ready to be uploaded into your financial system.

In addition, different users with varying levels of access to account invoice information can be specified according to your company's requirements, increasing flexibility but at the same time enhancing the security restriction of user access.

You also have the option of linking your Travel Management Company to be able to access and view the invoices of only the lodged cards that are lodged with them. As described in 4.1 this will facilitate timely reconciliations.

This service is available at no additional cost to Diners Club business clients as an additional value added benefit.

6. Enhanced Invoice Functionality

Diners Club is able to provide a CSV (comma separated variable) data feed to yourself and your Travel Management Company on a daily, weekly or monthly basis. This data can be opened directly into an Excel spreadsheet or integrated into an accounting software package. This reduces capturing time and errors as the information is no longer being captured manually for reconciliation.

7. Management Information reports

Detailed analyses of each specified employee's expenditure, in addition to the normal invoices, can be sent directly to the administration department for reconciliation.

The reports available on the Travel Lodged Account are:

- 7.1 Travel Lodged Account Consolidated Invoice – all expenses related to travel undertaken by staff or company associates is reflected on one Diners Club account. This still applies if more than one travel agent is used, as the same Travel Lodged Account number can be allocated to all agents.
- 7.2 Airline Analysis – this report breaks down your monthly spend per airline as well as differentiating between land arrangements and air travel. This is available on a monthly and year-to-year basis. It will assist you in ensuring that only preferred vendors are being used. In addition it confirms the number of transactions booked through the card with these suppliers. It is best used in conjunction with the reports provided by your TMC.

8. Automatic Travel Insurance

- 8.1 Every time a Diners Club Card is used to purchase a public conveyance ticket, Phase I cover is automatically applied. This covers the traveller for emergency medical expenses and accidental death.
- 8.2 Phase II and III top-up cover is available at a minimal additional cost and offers great additional benefits such as flight delay, baggage loss, legal assistance, identity theft cover, golf cover, etc.



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9. Flexible Invoice Close Off Dates

- 9.1 An invoice close off date that best suits the company's requirements can be chosen for maximum convenience.

10. Superior Invoice Information and Order Numbers

- 10.1 By providing as many data fields as possible, control over travel spend is optimized. Our invoice information assists in verifying each transaction against the requisition number and ensuring that only authorized Travel Management Companies made bookings on the lodged cards by verifying the IATA numbers used. The system keeps a record of the IATA number linked to each airline transaction, thus any questions as to the origin of a booking can be answered at a glance.
- 10.2 In addition, the invoices confirm the following information: date of transaction, order numbers, ticket numbers, name of traveller and amount.
- 10.3 The Diners Club Travel Lodged Account invoice has the functionality of reflecting order numbers on the invoice. Both alpha and numerical order numbers up to 12 digits may be accommodated.
- 10.4 Your nominated Travel Management Company would capture order numbers on automated tickets. The information will then reflect on the Diners Club invoices. This will assist with the reconciliation process.
- 10.5 The Diners Club Travel Lodged Account invoice is also able to show passenger name and invoice numbers on land arrangement transactions where the 'bill-back' system is used at your nominated Travel Management Company. This process also helps with your reconciliation process.

11. Query Indicator Facility

- 11.1 Diners Club is able to place a hold on transactions that are being disputed by the company. This means no interest will be charged should this transaction not be paid.
- 11.2 For transactions where credits are pending from the airline (refund applications), we are able to raise a query/no interest indicator for a period of 6-8 weeks while the Travel Management Company follows up with the airline concerned to ensure that the refund is passed. This process begins once Diners Club has been advised by the nominated Travel Management Company and supplied with a copy of the refund application.

12. Supplier Flexibility

The Diners Club Travel Lodged Account can be lodged with any airline, hotel, car-hire company, Forex outlet or any other company providing travel related services.

13. Forex Lodged Account

Administration processes are streamlined by processing Forex transactions on the Diners Club Travel Lodged Account. To avoid interest on the Forex transactions – which are considered to be a form of cash advance – we suggest that weekly payments are made to this account.

14. Pricing

- 14.1 R480.00 per account per annum
- 14.2 R99 per additional TMC card per annum

15. Account Management

- 15.1 The Travel Lodged Account is supported by a team comprising a Relationship Manager, Relationship Executive and Corporate Administrator who are assigned to attend to all service

related issues. Diners Club therefore prides itself on backing up the product offering with the appropriate levels of service our clients are accustomed to.

- 15.1.1 Diners Club expects the Relationship Manager to fulfill, at a minimum, the following responsibilities:
 - 15.1.1.1 Single point of contact for the company
 - 15.1.1.2 Lead the implementation of the expense management programme
 - 15.1.1.3 Conduct coordinator and Cardholder training and induction
 - 15.1.1.4 Assist with communication of new expense management programme
 - 15.1.1.5 Coordinate with and assist the operations team in building and managing the data interface between Diners Club and client systems
 - 15.1.1.6 Assist in the development and understanding of customized management reports
 - 15.1.1.7 Provide recommendations of Management Information Reports to:
 - Assist with vendor negotiations
 - Assist with cost containment
 - Assist with measuring policy compliance
 - Assist with policy review and enhancements
 - Assist with budget preparations
 - 15.1.1.8 Coordinate quarterly Account Performance meetings, to review the programme and performance metrics
 - 15.1.1.9 Introduce new products and services
 - 15.1.1.10 Pro-actively search for opportunities to aid the client in its efforts to make savings on travel and entertainment expenses
 - 15.1.1.11 Proactively search for opportunities to increase the level of service provided to the client
 - 15.1.1.12 Implement travellers satisfaction focus groups and surveys
 - 15.1.1.13 Conduct direct communication with travellers



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