Service & Technology Portfolio

Services & Technology
Custom Solutions

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Tangerine TRAVEL

Services & Technology
Custom Solutions

The Highlights

24/7/365 Customer Care

Online booking options and custom mobile app implementation

Customized reports and financial documents

Customized Technology provides services you need when and how you need them

Travel safety support: Duty of care, risk messaging, immunization, and more

Global & Domestic Travel Management

Tangerine TRAVEL

Services

Account Management

- **Account Managers:** are the liaison between your company and Tangerine Travel. Your Tangerine account manager is responsible for the management of your travel account, assists with solving issues that may arise, helping to create or fine tune your company travel policy, training, goals and ROI suggestions, and more.
- **Designated Travel Advisor:** depending on your company's needs, a designated travel advisor will be assigned. This advisor has an in-depth familiarity with your travel program, policy rules, negotiated rates, and approvals.

Corporate, International & Personal Agents

- Average tenure of 38 years in the travel industry
- Average tenure with Tangerine Travel of 15 years
- Experts at finding the best travel options within company-specific travel policies
- Decades of experience and knowledge of international travel rules and documentation requirements
- 24/7 availability

Elite Desk Services

A personal concierge for your company's executives for added benefits and special requests including: quick response time, airline and hotel upgrades, event tickets, limo services, tee times, charter transportation, flight and seat monitoring, and more.

Perks Program

Tangerine enrolls its clients in airline and car rental companies corporate perks program, which allow accrual of points to go toward rewards for the company.

Contract Negotiation

Tangerine negotiated upfront discounts based on annual volume.

Credit Card Reconciliation

Your company giveS us access to the credit card transaction data for your corporate travel card & we reconcile with what our data shows. You will know the traveler's name for each transaction, and receive any custom information we might be collecting for you (by departments, cost centers, etc.).

Third-Party Billing

Our team of specialists handle hotel invoicing and payments on your behalf. An authorization form is submitted to the hotel so your travelers do not have to pay for their reservation with their own card upon arrival.

Technology

We deliver diverse technology options. and will work with you to determine the best fit for your organization. To learn more, check out our detail pages found on the next few pages.

FlightDeck Portal
Private client dashboard.

Blended Solution
- Agent-Assist Booking
- Online Booking Tools (OBT)
    - SAP Concur
    - GetThere
    - Atriis

SafePoint
Travel Risk Management and Duty of Care.

TripCase App
Great for business and frequent travelers, the TripCase app allows users to organize and manage complete itineraries, and provides on-time flight, gate, and terminal updates on smartphones, tablets, or smartwatches.

Monthly Reporting
- **Prime Analytics:** Powerful and actionable data analytics, to help optimize your company's travel spend
- **GRASP Reporting:** Additional online tool offers complete automation of report production and delivery to clients
- **Unused Tickets Management:** Real-time tracking & reporting on FlightDeck Portal
- **Custom:** Crystal reports, data feeds, data API, xml reports

Flight Stats

Real-time flight status, departures and arrivals, airport delays, and airport information tracker.

Bleisure Pricing Tool (BPT)

Bleisure pricing and expense engine.

Custom Approval Flow - By Tangerine

- Fully Customizable to any client specifications
  - Any number of approvers (Concurrent or Consecutive)
  - Separate Executive approval process
  - Ability to immediately ticket, then cancel within 24 hours of ticketing to protect the fare
- FlightDeck Dashboard to view Approval Status for every trip
- Approver Portal to self-manage approvers in real-time
- Email notifications to concerned parties of Approvals and Declines
- Automated Monthly Approval Reporting Emails and Dashboard
- All Trip Details and Reporting Fields can be included in the Approval Request, FlightDeck Dashboard, and Monthly Reports
- Notes can be recorded for each trip by the approver

Flight Deck
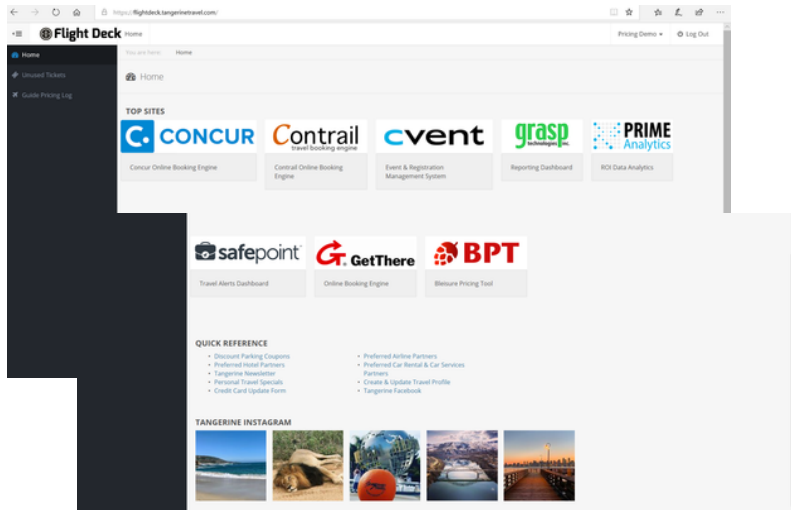
Customizable

Tangerine's proprietary online portal. It contains all tools needed including the company's booking tool of choice, travel alerts notifications, data analytics and ROI tools.

Personalized according to users' needs.

Unused Tickets

Shows a list of unused tickets that can be filtered by airline, passenger name, ticket type, and other fields.

Pricing Log

The Bleisure Pricing Tool reporting interface.

The Pricing Log reports employee's travels and separates expenses between the business and leisure - showing what is covered by the company and how much is owed.

safepoint℠

Travel Risk Management

Quickly identify which travelers are affected by an event, establish communication and determine their well-being, no matter how or where they are traveling.

In Times of Travel Disruption, the Advantage is All Yours

Time is everything in moments of crisis. Reduce the time consuming and manual process of identifying which travelers are impacted by an event.

Higher Accuracy
Access up-to-the-minute travel data from any GDS or online booking tool, including out-of-program data

Greater Efficiency
Reduce response time by easily identifying and communicating directly with travelers

Real-Time Alerts
Automatically monitors all company trips and proactively notifies both you and impacted travelers

- Easily email the traveler directly by clicking on the traveler's email address on the dashboard.

- The new Export to Excel capability allows travel managers to export a list of affected customers

- A new dashboard indicator will alert users if a traveler has opted out, or unsubscribed, from receiving automatic notifications from Sabre SafePoint

Sabre SafePoint provides today's corporations peace of mind by bringing risk management to the traveler. It also provides visibility into the travelers' entire trip, delivers best-in-class global intelligence and risk management, and the ability for travelers to stay aware of any potential risks and easily get assistance.
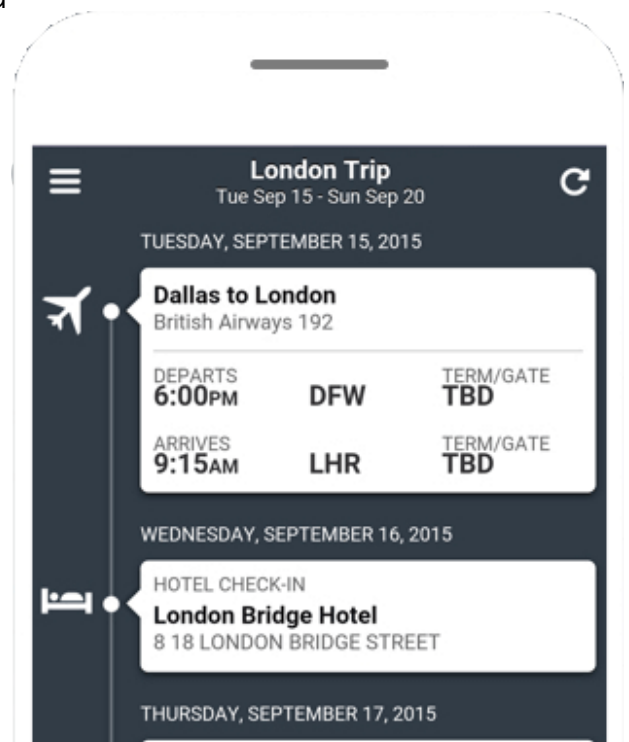
tripcase®
App

What is TripCase?

TripCase is an app that gives travelers access to manage and organize all their trips, either booked with Tangerine Travel Ltd or outside of our travel management company (TMC). TripCase provides the right information at the right time.

How does it work?

Since Tangerine Travel Ltd uses Sabre as our GDS, any trip booked with an agent or on the Concur platform will automatically sync to TripCase.

Being connected also means that any changes made to your reservation will automatically be updated in TripCase. Trips booked outside of our TMC can be added manually or by forwarding your itineraries to trips@tripcase.com.

Safepoint and TripCase work in tandem with each other. Adding Sabre, our Global Distribution System (GDS) to the mix, completes the ecosystem for Duty of Care. (Please note that Safepoint will work without using the Tripcase app).

London Trip
Tue Sep 15 - Sun Sep 20

TUESDAY, SEPTEMBER 15, 2015

Dallas to London
British Airways 192

DEPARTS		TERM/GATE
6:00PM	DFW	TBD

ARRIVES		TERM/GATE
9:15AM	LHR	TBD

WEDNESDAY, SEPTEMBER 16, 2015

HOTEL CHECK-IN
London Bridge Hotel
8 18 LONDON BRIDGE STREET

THURSDAY, SEPTEMBER 17, 2015
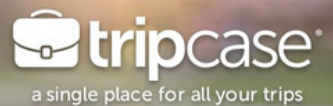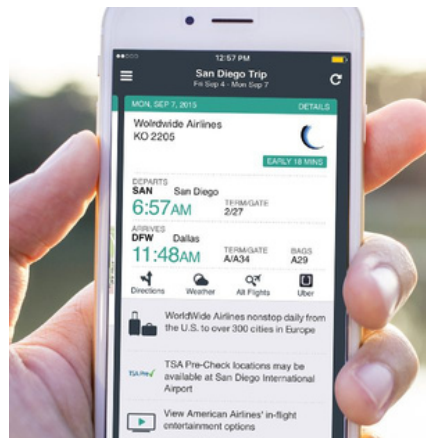
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How can I get the TripCase App?

It is easy... and FREE!

1. Go to the TripCase website: http://travel.tripcase.com/

2. Click on the Sign Up link at the top right of the page

3. You can create an account using your Facebook/Google account information or by entering your information in the gray boxes

4. Complete your profile by clicking on your name at the top right of the page and then choose profile (your business email address will be the one used by SafePoint - please make that your primary email address)
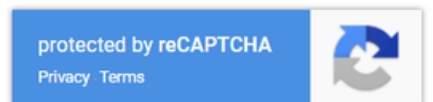

5. **Mobile:** Download the TripCase App
   Available on the **Apple Store** and **Google Play**

Finished! When everything is verified with TripCase, your trips will sync within minutes.

Anything booked outside of Tangerine Travel Ltd will either need to be forwarded to trips@tripcase.com or manually entered in

PRIME Analytics

Prime Analytics delivers powerful and actionable data analytics, helping to optimize your company's travel spend.

Users have the ability to manage goals, maximize ROI, explore custom analytics, manage suppliers, and perform benchmark comparisons against an extensive database.

Insights: Account review and presentation builder

Goals/ROI Analysis: Company compliance goal tracking

Benchmark Analysis: Fare & benchmark comparisons across all data types, geography & corporate hierarchy

Dashboard: Infinitely customizable & interactive

Vendor Analysis: Vendor utilization & savings analysis

Business Intelligence: Powerful, interactive pre-built & ad-hoc reporting

Industry Statistics: Breakdown of average fares across Prime's extensive benchmark database

Traveler Scorecard API: Dynamic scorecard platform, delivering traveler benchmarking to points of sale & portal tools

Automated Data Synchronization

Data from your back office accounting system is automatically imported, cleansed, and verified. Transactions are balanced to the penny. In other words, reports from accounting will exactly match GraspDATA reports.

Dashboard Customization

Users are able to create a custom homepage which can include snapshot reports, graphs, and charts related to travel spending and usage as well as access to frequently run reports.

Automated Report Scheduled Delivery

Reports can be scheduled to deliver individually or in batches. Additionally, if you'd rather, your end users have control over running reports, the same functionality is available to them. Reports are produced in PDF, Excel, HTML, XML, or Word format.

Exclusive Access to Data Intelligence

GraspDATA's Data Café puts every transaction in the system at your fingertips. You can search for return details of any transaction in our data warehouse.

ONTRACKplus

Unused Ticket Tracking

It is estimated that 5% of all airline tickets booked remain unused.

OnTrackplus software was developed to reduce your workload and eliminate the financial losses associated with unused air travel. It is a web-based solution that automatically tracks, updates, and reports on unused tickets which can be segregated by individual traveler or by corporate client.

- UNUSED TICKET MANAGEMENT
- ACCESS TO ONE-TIME/STORED REPORTS
- EXPIRY NOTIFICATION EMAILS
- INTEGRATION WITH ONLINE BOOKING TOOLS
- PROFILE MANAGEMENT
- PARTIAL TICKET CALCULATION
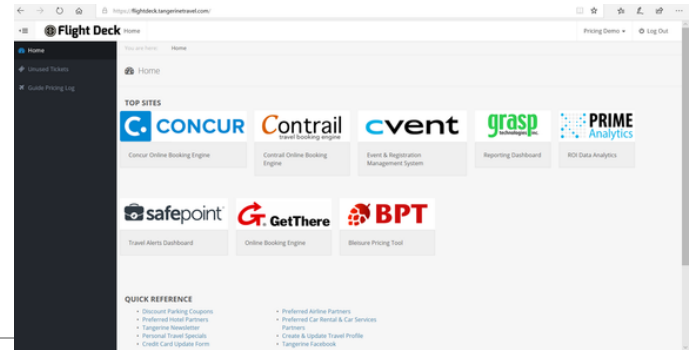- WEB-BASED INTERFACE

BPT
Bleisure Pricing Tool

Tangerine's proprietary technology

Through this unique bleisure pricing engine, companies can easily separate employees' travel expenses between business and leisure.

With direct access from the FlightDeck home page, this tool aims to simplify companies' expense process and to reduce time spent on the subject.

Pricing

Compliant with corporate policies, settings can be predefined to allow or limit options available on the searching fields.

Example: dates and airports can be either chosen from a list, or pre-set.

Priced itinerary

Departing & Returning flight itinerary that is priced, is provided to the user for reference only.

Price range & code

Price can include a range or a comparison amount.

For a seamless process, the Book Now button links to your booking tool of choice.

Itinerary and pricing code is emailed to provided address.

Customize Your Approval Process

Welcome to the Travel Pre-approval portal!

Before you continue, you need to know if you are adding any personal time to your trip, either before or after your business travel.

➤ If your answer is **NO** and you are flying only for work with no personal alterations, select **Business.**

➤ If your answer is **YES** and you are adding personal time or are making itineraries alterations for personal reasons, select **Business and Personal.**

Business	Business and Personal

Required fields are noted with an asterisk *

Traveller Information

* Traveller Name or Email Address:

Business Travel

* Purpose of Travel:

-- Select One -- ▾

* Who are you meeting with / which conference / etc.?

* What time AND date does your FIRST meeting / conference start?

Date:

Time:

BUYING POWER

HOTEL

Travel Leaders Worldwide

- Discounts on over 70,000 properties
- Over 33,000 properties up to 30% off of Best Available Rates
- 3 Star and higher hotels
- Access to loyalty programs
- Over 50% include free parking
- Over 70% includes in-room Wi-Fi
- Over 50% include breakfast

WIN Travel

- Over 30,000 luxury and boutique hotels, and independently-owned properties worldwide
- Last Room Availability (LRA): WIN rates will be honored even if there's only one room available
- Access to loyalty programs
- **Win Lifestyle Collection:** a hotel program with negotiated rates for VIP travelers in senior management positions and discerning individuals which can include: upgrades, complimentary breakfast, Wi-Fi, early check-in* and late check-out when available

THOR Consortium

- Over 42,000 hotels worldwide
- Free room upgrades at over 1,230 hotels
- Wi-Fi included in negotiated rates at over 29,425 hotels
- Discount off of Best Available Rates at 12,273 hotels
- Breakfast included in rate at over 21,303 hotels

ABC Consortium

- Over 50,000 hotels worldwide
- 6,000 Independently owned hotels
- 684 Hotel Chains

Tangerine TRAVEL

BUYING POWER

AIRLINES

Airline Programs

▶ Exclusive upfront discount programs with American Airlines and United

▶ Exclusive upgrade programs for international flights

▶ Marketplace and point of sale programs for currency savings

▶ Waivers and favors with preferred airlines

▶ Unused ticket status reversals and name changes

▶ And more

Tangerine TRAVEL

Beyond the TMC

Aside from serving you as a TMC, Tangerine Travel has not only the capabilities, but also the experience needed to assist you and your company with an array of **extra services:**

🔷 **On the Vine**
Meetings, incentives & events division

🔷 **Anjilis**
Luxury and tailor-made private trips

🔷 **Personal Travel**
Fulfilling your most basic needs and your most extravagant wishes

🔷 **Visa & Passport Services**
Agent Services can assist in passport/visa preparations, documentation, expediting, and other services

Tangerine
TRAVEL