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## I. Scope of work that is covered on a travelling transaction.

The travel agent will be required to

- Ensure all bookings that are made have been approved via the online Travel booking system that the travel agent is expected to provide to NKANGALA TVET COLLEGE.
- Ensure all bookings made against the travel lodge card are for NKANGALA TVET COLLEGE and provide a weekly report of such bookings (including the online approvals).
- Ensure that such reports are submitted to the Accounts payable department on a weekly basis for their verification and approval to pay the lodge card bill.
- To continuously identify improvements in terms of costs and deliver innovative solutions to NKANGALA TVET COLLEGE.
- Provide trained, efficient, capable, competent, dedicated personnel and an account manager to perform the required services.
- Make contingency plan with regards to personnel (Accounts Manager) and an ability to provide services during interruptions.
- To conduct continuous workshops and / or information session to NKANGALA TVET COLLEGE employees.
- Ensure confidentiality in respect of all travel and accommodation arrangements concerning all staff, students, visitors and other NKANGALA TVET COLLEGE stakeholders.

A travel agent is required to render the services as stipulated in Table C:

Table C: Services rendered by Travel Agents.

Domestic Travel	International Travel
Arranging and booking local air travel	Arranging and booking international air travel;
Arranging and booking local accommodation through a range of travel operators;	Arranging and booking international accommodation through a range of travel operators;
Providing specialised group travel arrangements Locally	Arranging for visas where necessary
Providing conference, related travel, and accommodation arrangements locally	Arranging for foreign exchange for international travel where necessary;
Preparing and delivery of travel tickets, vouchers, and relevant documents	Providing specialised group travel arrangements
Maintaining NKANGALA TVET COLLEGE's frequent Traveller programmes e.g., SAA's Voyager	Providing conference, related travel and accommodation arrangements internationally
Developing flexibility in itinerary management;	Advising on relevant health precautions in travel destinations where applicable
Providing an after-hours service where necessary;	The Service(s) Provider shall provide information on health, immigration clearance, foreign exchange control regulation and other government restrictions, and assistance in obtaining travel tax exemption certifications and

Domestic Travel	International Travel
	entry visas to the country. (Covid Protocols as per legislation).
Provide competitive quotes for both travel and accommodation;	Arranging and/or advising on travel insurance based on selected travel destinations where applicable;
Provide experienced and knowledgeable staff to deliver a high quality and efficient service;	Preparing and delivery of travel tickets, vouchers and relevant documents;
Provide all requested quotations timeously.	Maintaining NKANGALA TVET COLLEGE's frequent Traveller programmes i.e. Airlines loyalty programmes
Provide relevant travel reports;	Developing flexibility in itinerary management;
Ensure confidentiality in respect of all travel and accommodation arrangements concerning all staff, students, officials, visitors of NKANGALA TVET COLLEGE, and other.	Provide competitive quotes for both travel and accommodation;
Provide prompt invoices for payment	Provide experienced and knowledgeable staff to effect a high quality and efficient service;
Travel booking tool	Provide quotations within 24 hours international travel / accommodation;
SMS confirmation.	Provide relevant travel reports;
Provision of a 24-hour emergency number	Ensure confidentiality in respect of all travel and accommodation arrangements concerning all staff, students, and other officials / visitors of NKANGALA TVET COLLEGE.
	Provide invoices for payment
	Travel booking tool
	SMS confirmation
	Provision of a 24-hour emergency number
	Provide guidance on vaccination requirements depending on destination
Find the best price for travel (airfare, car hire) and accommodation by negotiating with different suppliers	Find the best price for travel (airfare, car hire) and accommodation by negotiating with different suppliers
Arrange airport transfers where necessary	Arrange airport transfers where necessary
	Assist in planning trips
Manage travel policy	Manage travel policy

- NKANGALA TVET COLLEGE would like to consider having an in house travel agency which will be run by the Outsourced travel agent and will have students from the tourism department working under the agency.

<b>In-house Centralised travel office with students that work under the outsourced travel agent working</b>
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• Working alongside a trusted employee from the travel agent who has specialist knowledge</li> <li>• Students are available at your request and on site.</li> <li>• Specialist travel agents are experts in their fields</li> <li>• Most corporate travel agents make use of GDS (Global Distribution Systems) to get best prices for travel and accommodation</li> <li>• Have greater access to resources</li> <li>• Use of the best travel booking systems</li> <li>• Travel agencies offer the price benefit of large volume bookings</li> <li>• Inside knowledge of the industry can be utilised for instances in having advance notifications of price increases, etc</li> <li>• The outsourced travel agent will offer skills transfer.</li> <li>• Savings are maximised</li> <li>• NKANGALA TVET COLLEGE will not require an IATA or ISATA number as bookings will be made utilising the travel agents resources.</li> <li>• The in house office will be under the control of the travel agent as well as NKANGALA TVET COLLEGE.</li> <li>• The in house office with the labour costs for the students, equipment, furniture will be for NKANGALA TVET COLLEGE account.</li> <li>• Costs of software and payment to their employees will be for the travel agents.</li> </ul>

## 2. Travel Booking Methods.

Table D: provides an analysis of the possible methods of booking travel:

	<b>Online Booking Tool via Travel Agent</b>
Travel Lodge card needed?	Yes - Not a requirement, payment can either be on account or lodge card
	NKANGALA TVET COLLEGE can enjoy online air fare and accomodation discounts - Online means Travel service Team or Traveller has access to supplier inventory i.e. Air, accommodation and car hire in one platform same as the Travel agency. This platform can be configured according to the client's travel policy and built into the system. Every booking done will require approval from the line manager before the ticket is issued.
Who is responsible for the bookings	Travel Booker or Traveller - The client can decide which one can have access NB: System is managed by Travel Agency
Does the tool have capabilities for a traveller to submit thier request, approval levels, place for Order number?	Yes
Payment	Immediate paid against travel lodge card - or payment can be on a 30-day account

	<b>Online Booking Tool via Travel Agent</b>
Can only the amount as per order be charged to the travel lodge card?	Yes
What are the costs associated with the system? Annual hosting or monthly costs?	There is an implementation once-off fee as well as the monthly online booking tool management fee that is applicable. They differ per client as they are based on the number of transactions and the travel program set up.
Where are the service fees charged as compared to the manual system.	These will have to be calculated per client as it will take into consideration the number of transactions and total spend, however, they will be less than the fees for traditional booking with the Travel Agent.
Is the system available for all to use at anytime or can it be restricted to authorised staff only.	It can be authorised to be used by certain staff only e.g Travel Bookers/ Administrators. The system can be configured to your requirements
Are reports readily available via this tool?	Reports will be sent by the Key Account Manager on a monthly basis
Can the reports distinguish between International and Domestic?	Yes
Other information?	Will have access to Travel Agency negotiated rates and well and client-specific rates
Advantages	<ul style="list-style-type: none"> <li>• Enjoy low fares and accomodaton</li> </ul>
Reconciliation	<ul style="list-style-type: none"> <li>• Reconciliation and cost related to no shows can be difficult to manage which will done by a dedicated resource in Accounts payable and assistance from procurement.</li> <li>• Emergencies have to be handled by the traveller directly.</li> </ul>
Have an onsite office at NKANGALA TVET COLLEGE utiising Tourism interns	Yes under supervision of the travel agent.

### 3. Recommendation:

It is recommended that NKANGALA TVET COLLEGE go out to the open market to appoint Travel agent/s. Such a move will primarily release NKANGALA TVET COLLEGE staff for other value-adding tasks.

Travel Agency key responsibilities:

- Prospective agents should be required to utilise and install their own electronic booking tool at their own cost.
- Prospective agents should be required to state which travel package they propose using
- Packages should possibly be integrated with the NKANGALA TVET COLLEGE ERP i.e. SAP4/HANA.
- Management reports generated by the system
- Weekly reports of Lodge card with list of transactions, the relevant approvals (Note: lodge cards are effectively credit cards and are thus prone to fraud. Strict controls need to be in place for use of lodge cards.
- Quick Query resolution

- Travel agent to agree that they will assist NKANGALA TVET COLLEGE in setting up an onsite travel agent where NKANGALA TVET COLLEGE will provide students from the Tourism department that will work under supervision of the Travel agent.