

Kanoo Corporate

For a whole new way of managing travel

Specifically established to take over the responsibility of planning and managing the travel requirements of your company whilst providing convenience to your travellers and adding value to your travel spend.

Kanoo Corporate brings a new way of working and developing innovative solutions to deliver superior corporate services to companies across the region.

At Kanoo Corporate we are dedicated to making sure your company gets maximum value for your corporate travel budget so that you succeed. That is the Kanoo Corporate difference.



Our reputation for service excellence has been proven time and time again. It is not only the many awards we have won over the years that stand testament to this fact, but also our clients. With an impressive portfolio that encompasses multinational corporations and national companies, Kanoo Corporate has long been delivering solutions to some of the most prestigious corporations in Middle East. Our services include;

- › Travel policy development and management
- › Consultancy services
- › E Travel management solutions
- › Key account management and reviews
- › Implant (onsite) travel services
- › Offsite (Contact Centre based) travel services
- › Management information reports
- › Accounts and billing solutions

Our Services

With Kanoo Corporate, your business will have its own Account Manager, Travel Manager and team of travel consultants. As part of our company-wide philosophy, our teams are specifically designed to be small and focused. We are always there when you need us. This even includes our most senior leaders, who are continuously involved with our people and your business.

Cost Savings: Kanoo has been the pioneer of the Gulf's travel industry, and is presently the largest Travel Company in the Middle East. This market leadership places us in a unique position, where our rich experience and longstanding partnership with Airlines and other travel related suppliers translates into exclusive 'cost saving' benefits for our valued customers.

Planning: This is the primary step that we take, and is paramount to the success of our entire 'Travel Management Programme'. We conduct a thorough analysis of your travel requirements and entire travel business, after this process and based on your own policies, we recommend a travel management programme, and upon receiving your concurrence, we then arrange implementation. The objective during this entire process is to ensure that this new programme results in maximum flexibility and convenience for you and optimal 'cost reduction' in your travel budget.

Traveller Security

In this modern age of business travel, the security of your people is everything. Kanoo Corporate can proactively advise and assist you in helping to protect the safety and wellbeing of your people while they are on the move, anywhere in the world.

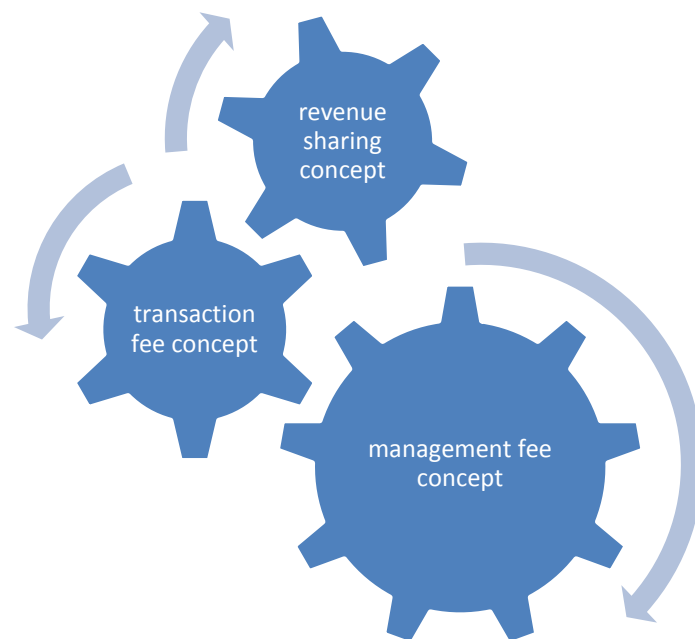
Purchasing Power: One of the advantages of being the largest Travel Company in the region, is that we are able to negotiate preferential rates with airlines and other suppliers due to our large purchasing power. The benefits of which are passed on to our valued customers in the form of special airfares, hotel and car hire rates.

Lowest Fare Unit/Fare brokers: Our 'Lowest Fare Unit' is staffed by our most experienced and talented travel consultants, who utilize their expertise and knowledge of fare construction to derive and recommend the lowest permissible fare options on the most complicated travel routings.

Pricing Flexibility: We are flexible in terms of pricing, and have different options available for our customers. Any of the following arrangements that suit your procurement policies of travel services can be arranged.

- Revenue sharing concepts
- Transaction fee concepts
- Management fee concepts

Or simply mix them all up to create a pricing module most suited to your business





Executive Travel: At Kanoo Corporate, we understand the requirements of highly individualized travel services for busy executives. We recognize that some executives have special travel needs requiring a greater level of attention and/or luxury. There may also be times when leisure travel becomes part of their business trip. That is where our products make the difference. Kanoo Corporate is equipped to service high-end service requirements, individual demands and personal choice. Our Kanoo Corporate teams feature our most experienced people, who are fully versed in ensuring the highest standards of service.

Travel Policy Management: Meet the needs of your business travellers with exceptional service, enhanced. The management tool allows you to facilitate the streamlined control of all your travel related expenditure. This is one of the most important documents required to implement and maintain a travel account. This travel policy document not only forms the basis of your cost saving requirements but also ensures our agreed modus operandi.

Service Level Agreements: Plan exceptional meetings and events with professional support and money-saving resources. We understand that your business requires the highest level of service. To ensure this a Service Level Agreement is drawn up and documented to monitor not only the application of the policy but more importantly to meet and exceed the agreed service levels.

Supplier Negotiations: Save on air, hotel and car rental reservations. As the largest travel management company in the region, Kanoo Travel is able to offer your business substantial savings globally. Our purchasing power ensures that we are able to negotiate the most favourable rates for our customers.

Emergency Travel Services (ETS)

With a proven track record of stability, experience and delivering quality service, our philosophy is to focus on offering a comprehensive and extensive range of services which deliver real value to our clients.

In 2003, Kanoo Travel became the first travel company to launch a 24 hours Call Centre that provided Emergency Travel Services, flight information, hotel bookings and event management services to the Gulf's travel market.

Staffed with experienced multi-lingual associates and equipped with 'state of the art' telecommunication systems, ETS is certainly an integral part of Kanoo Travel's unique service offering to its clients.

Now with our 24 hour ETS support teams based in Dubai, Saudi Arabia, Doha and Bahrain you also have the benefit of around-the-clock travel support across the region. Day or night, our consultants can assist you with emergency services such last-minute changes to existing travel itineraries, hotel bookings, air tickets, travel insurance and car rental. The well-being of you and your travellers is always our priority!

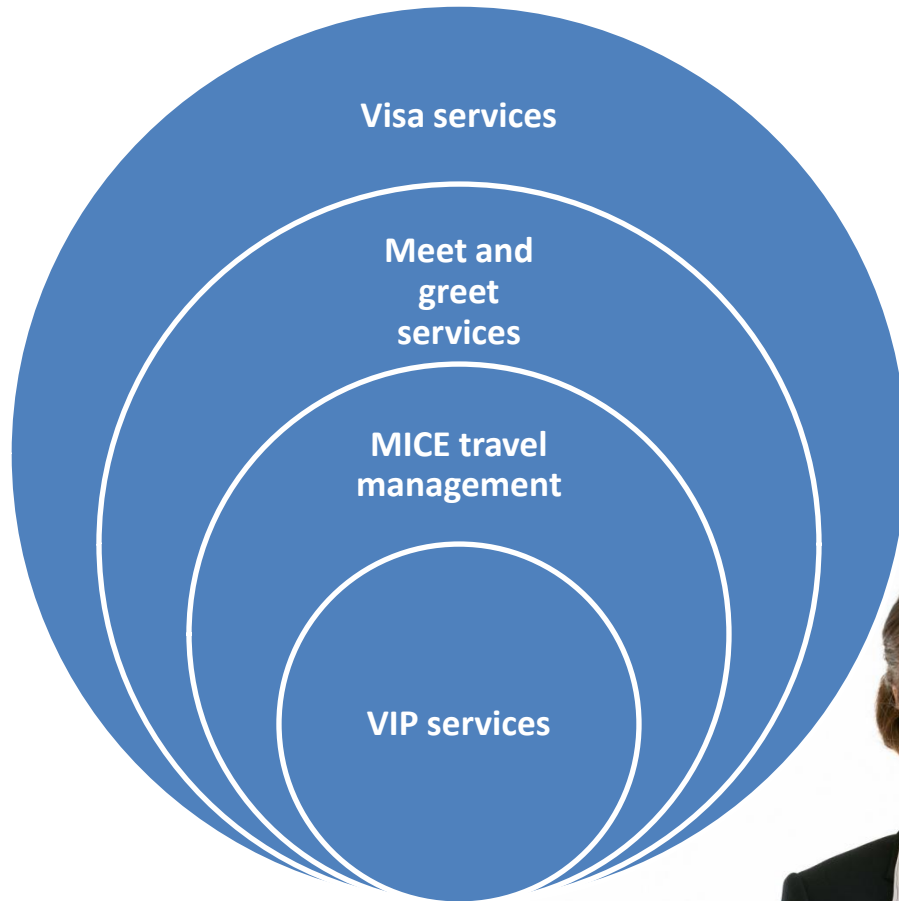
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Bahrain	8000 1177
Saudi Arabia	8008 973 256
Qatar	+974 4483777

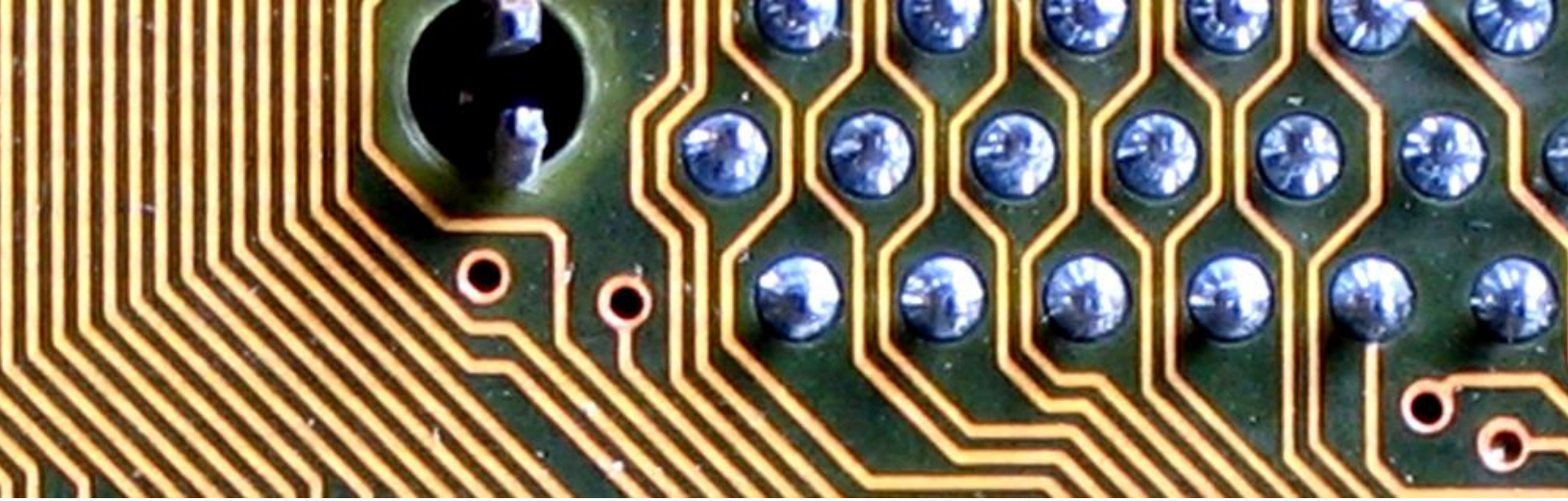
Billing Solutions – Centrally Billed Card (Lodge Card)

- American Express Lodge cards are used by companies when they want to charge goods and services to a particular cost centre or business unit.
- Lodge cards that are used for travel tickets also have the function of capturing enhanced ticketing data i.e. passenger name, ticket number, routing details, class, carrier, cost.
- The card is setup by Finance, HR or Procurement departments. This is normally issued in the name of a senior management employee. The card account is always issued under company liability; company billed and company pay, even though the card is issued in the name of an employee.
- For security reasons the physical card is never passed onto suppliers and a credit limit is always assigned to the card. The credit limit is used to avoid authorization declines on large transaction amounts and so the company has control over the spend amounts. American Express Card transactions are divided up into 8 different spend categories: retail, lodging, restaurant, travel, oil and gas, department stores, mail order and car rental. Any category can be blocked in the system which will allow the card to be only used at suppliers in categories that are not blocked.
- Statements can be viewed online including unbilled transactions, @work reports can also be viewed by company administrators, paper statements are also provided. Billing support feeds can also be provided for expense management purposes.
- Payment for the card would be an online wire transfer to a New York USD account by the finance department. In the transfer the card number has to be submitted with the payment. An email would also be sent to the CPA team (corporate payment allocation) who will then ensure that the payment has reflected correctly onto the account.
- To setup these accounts a company liability basic control will need to be created under the current master (company liability application form). Once this is created an employee application form (company liability) will need to be supplied with supporting documents (passport copy, residency copy, drivers' license). Authorized signatory letter will also need to be provided which will give employees access to this account. A credit limit letter will also be needed to be provided with the application.



Value Added Services





Travel Technology

The Technology Advantage

Information Technology is one of the key areas, which is constantly undergoing progressive change. We are committed to International technological advancement and to maintain our position at the forefront of introducing state of art equipment and solutions.

Our reservation system provides `real time` access to all major Airlines reservation systems, as well as hotels, car rentals and many other travel related services.

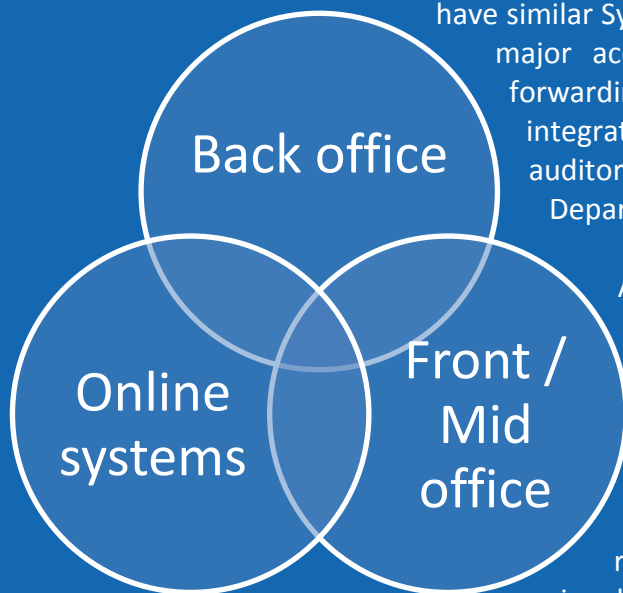
The integration of our “Front Office” reservation system with our “Back Office” accounting program allows us to produce “Customized Management Information Report” reflecting a detailed analysis of your travel, ranging from financial and business statistics to the study of travel pattern, which will be used for “Cost Management” purposes.

At Kanoo Travel, we have a team of associates who are professionals in the use of Global Distribution Systems (GDS), and who can provide excellent service using the leading GDS systems “Sabre” and “Amadeus”.

Accounting and Back Office Systems

Kanoo **Computerised Accounting System** is well maintained by a highly skilled team of professionals and meets all the requirements of any accounting function as well as the Corporate Customers. This is a uniquely developed application system, which maintains complete accounting records according to international accepted standards in accordance with the standards issued by SOCPA (Saudi Organisation for Certified Public Accountants). We

have similar System covering other business divisions for the major accounting functions (stock, shipping, freight forwarding, payroll, fixed assets, etc), which are integrated with the financial system. Our external auditors are KPMG. Tax returns are filed with the Department of Income Tax (DZIT).



Airline Travel Accounting is done as per the requirements of BSP/IATA. The ticket sales data from the front office GDS is automatically interfaced to the Back Office system (travel accounting sub-system) for further processing. Our travel accounting sub-system produces sales reports, MIS reports – Airline-wise as well as customer-wise in addition to our internal financial accounting.

This system is capable of meeting the changing needs of our customers and principals. The system is flexible and can be customized to suit new requirements and provides information in a user-friendly manner. Invoices and Statements can be generated in a desired frequency and to specifications of the customer.