

Travel and entertainment is often the second largest indirect expense for companies and can account for as much as 24% of total controllable expenses. This should be one of the first places that companies scrutinize to control costs.

Travel policy and traveler compliance

Companies fall into two categories, those with defined travel expense policies but poor buy-in and those without policies in place and limited controls.

The importance of traveler compliance is recognised by many companies. But for the effective management of travel spend the role of communication and change management in managing traveller behaviour should not be neglected. Employees must be educated and continuously be reminded of the travel policy, it must be easily accessible and monitored, non-compliance should attract negative consequences.

Companies with no policies and limited control have drawn out approval systems that require multiple signatures and often face the difficulty of measuring the true extent of travel and entertainment expenses as it is difficult to track how much money is spent with which supplier.

There are no short cuts to getting an effective travel policy regime in place. The process is extensive and should be aided by a competent travel management company. It should kick off with a travel audit which analyses the current travel practices within the company and these are then compared to international best travel practice. The gap between current practice and best practice informs the process that should be put in place in order to migrate the organization to best practice.

Online booking tool adaptation

A popular cost cutting strategy has recently been the implementation of online booking tools. Research shows mixed results with low effectiveness due to poor integration of the online booking tool into the travel process, barriers to access, lack of training and poor communication.

Without a formal program to encourage employee usage, adoption rates for online booking tools will be low and impact the return on investment. An effective adoption strategy must be implemented supported by clear communication and continuous training. Top management endorsement is important and the progress and results obtained should be monitored and reported on frequently.

Demand Management

Demand management advocates a re-think on how and why employees travel and encourages the consideration of alternatives. Companies that use demand management as a strategy find that it delivers cost savings as well as faster product development plans, reduced wear and tear on employees and impacts the company's carbon emissions. To implement, companies need to have a structured approach, conduct rigorous analytics and ensure accountability.

Again, change management is key to the successful implementation of this strategy.

Financial integration

Traditional paper based travel expense systems with different departments booking travel through various travel agents hamper financial integration and reporting on travel. The solution is to channel all travel related transactions through a travel management company with an inter-phase back to the company's ERP system. This ensures financial integration and access to detailed travel reports that reflect savings per transaction, traveller behaviour and compliance to policy, frequency of travel, destinations and much more. This information if accompanied by senior management action enables the company to reduce costs and minimize error and fraud.

Supply chain management

Driving down air, hotel, car and rental costs, as part of the supply chain management strategy offers companies further cost cutting. This can be time consuming but a travel management company can consolidate suppliers, and negotiate and manage the contracts.

Airline News

- SAA Voyager members are reminded to check if they have Miles expiring this year and to ensure that they withdraw their Awards by 31 March 2011.
- SAA will introduce a non-stop service between JHB and New York from 01 May. The flight from Johannesburg to New York (SA203) will depart OR Tambo daily at 20h35 (SA local time) arriving at John F. Kennedy at 06h40 (New York local time), whilst the non-stop flights from New York (SA204) will depart daily at 11h15 arriving in PR Tambo at 08h40.
- TAP Portugal Airlines has announced the suspension of its direct Johannesburg- Portugal service.
- Qatar Airways has launched flights to Hungary with the airline's inaugural scheduled service touching down in the capital, Budapest in January.
- On 26 January, SA Airlink will reduce its flight schedule between Johannesburg and Pemba, northern Mozambique, to a single flight per week operating only on Saturdays.
- SAA has announced that it will upgrade its aircraft on the Johannesburg to Nairobi route effectively from 27 February. As a result of the new aircraft, the frequency on the route will be decreased to seven flights per week.
- Effective 15 January the baggage allowance on all SAA-operated flights will be 23kg for economy-class passengers. The baggage allowance for business class and first class remains unchanged at 30kg and 40kg respectively.



Leisure specials

**Maui Motorhomes and
4x4 rentals**

**Paradise Beach
Apartments Mauritius**

Mnarani Resort **
Mombasa**

- INTERAIR has advised of a new airport departure tax in the Republic of Congo (BZV). The tax is not yet published as ticket tax but in the interim the airline has been advised that the airport authorities will be collecting the tax from passengers at the airport . Approximately US\$30 per person departing on an international flight and US\$5 for domestic flights.

General News

- **Take note:** Yellow fever vaccination certificates for Zanzibar. The minister of Health in Zanzibar has warned that following a severe outbreak of yellow fever in northern Uganda, all visitors to Zanzibar, not just previously designated countries, are advised to ensure that they have valid vaccination certificates before travel.
- The Slovenian consulate has joined Schengen and visas can now be obtained in South Africa. South African travelers require a Schengen visa to visit the Republic of Slovenia unless they are a European Union (EU) passport holder.

Maui Motorhomes and 4x4 Rentals

from R720 per day

- Unlimited kilometers
- Choose from 3-5 sleepers
- Standard insurance
- Excludes fuel and contract fee



Valid until 30 June 2011

Paradise Beach Apartments Mauritius

from R11 207 per person sharing

- Economy return airfare from Johannesburg to Mauritius
- Return airport resort transfers
- 14 nights accommodation in a first floor 3 bedroom deluxe apartment on a self catering basis



- Based on 4 adults and 2 children sharing
- Complimentary use of bicycle and kayaks
- Price ex Cape Town R13 006 and Durban R11 207 per person sharing
- High season surcharges 24 Jun-11July and 26 Aug-4 Sept



Valid from 1 May to
29 September 2011

Mnarani Resort ****
Mombasa

from R8 470 per person sharing

- Return flights from Johannesburg to Mombasa
- Return airport hotel transfers
- 7 nights accommodation in a garden view room sharing
- Breakfast and dinner daily
- Airport taxes
- Price ex Cape Town R 9 700 and Durban R9 320 per person sharing



Valid from
1 may to 30 June 2011

Travel tip—Universal etiquette on eating with chopsticks

- It's bad manners to make noise or gesticulate with your chopsticks
- Definitely avoid pushing or shoving bowls or plates around the table using your chopsticks
- Chopsticks are not for toying with one's food in between mouthfuls or when in conversation at the dinner table
- While you may pierce food items that are difficult to pick up, such as cherry tomatoes, it is best not to do so often as it's generally considered impolite
- Chopsticks should never stand upright or vertical in your bowl. This is used to honour deceased family members
- When you are finished with your meal, you can put the chopsticks across your bowl. This signals that you are done.

Brunhilda of Duma Travel

Travel Manager, Brunhilda Ellis grew up in Windhoek and later Kimberley. She graduated from the Pretoria Technicon with a National Diploma in Tourism and has 20 years of experience in managing corporate, parastatal and government travel accounts.

Brunhilda joined Duma Travel in 2008 and passionately believes that the “client is king” and deserves the best service at all times, no matter how insignificant their requests might seem.

Brunhilda is a keen traveler and enjoys reading and cooking. She is the single mother of a 15 year old daughter.



Brunhilda Ellis
Travel Manager Duma
Travel Pretoria

DUMA ICE

OUR SERVICES

Incentive travel programmes

A professional-quality incentive travel programme is one of the best tactical tools to motivate your employees, sales force, top level executives, clients or distributors.

Incentive travel programmes provide positive reinforcement and consistent motivation with tangible goals and may be enhanced with additional rewards.

Duma ICE professionals design each element of the programme to fit your strategy and enable you to achieve your business outcomes.

Marketing communications

Incentive travel programmes should be integrated into your current marketing plans. Internal communication, award ceremonies, events and all aspects of the programme are tailored to have a direct impact on the efforts of your sales force, support staff, management and/or clients.

Reward portfolio

Duma ICE offers a comprehensive selection of awards featuring merchandise, experiences or virtual products which can be awarded as part of a cash or point base system.

Conferences and meetings

Conferences can be used effectively as a marketing tool to reinforce your brand and communicate with your top customers and sales prospects. Duma ICE professionals mix educational, entertainment, networking and relationship management components to create a successful event that meets your needs.

Product launches

A product launch is the moment when a company’s reputation relies on a single successful event. Duma ICE interprets your objectives and expectations accurately to ensure that the event embraces your product and appeals to your audience creating a lasting impression and exceeding your wildest expectations.

Team-building events

With our teambuilding activities, we create opportunities for personal growth and dialogue between team members and reinforce a shared focus while leveling the playing field with all

between team members and reinforce a shared focus while leveling the playing field with all employees participating on the same level. All team-building initiatives are customised. Duma ICE will take care of every detail, from selection and booking of the venue, to organising team-building activities, coordinators and officials, guest speakers, corporate clothing, prizes and gifts as well as themed evenings.



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