"The perfect tool to help us achieve operational excellence."

TWF TRAVEL
Travel with Flair (Pty) Ltd

Travel with Flair is a leading travel management company in South Africa. With over 16 years in the industry, 19 branches across South Africa, and a team of over 500 skilled professionals together with their TWF Global Partners, Travel with Flair's mission statement is "to be the most professionally managed corporate Travel Solutions Company throughout Southern Africa".

When we first met Travel with Flair, we were immensely impressed by their attention to detail, relentless enforcement of internal procedures and very high level of booking data compliance. Combined with Agentivity's ability to report on any data in the GDS booking, we soon saw the potential for an impressive range of bespoke reporting functions for TWF that would assist them in their daily operations.

One such report is their daily VIP Quality Assurance report. Using Agentivity, this report turned from a laborious, manual process into an instantly available, up to date online report.

Travel with Flair offer a VIP service to some individuals where they want to monitor every upcoming leg of every active VIP's trip.

Prior to using Agentivity, they manually trawled the GDS looking for active VIP bookings on a daily basis, and compiled the upcoming leg data into a spreadsheet that was emailed to management.

This was labour intensive, prone to errors and also meant the data was only available to management once a day, as an email attachment.

If you'd like to know more about Agentivity and how it can benefit your agency, contact us today on **info@agentivity.com**

We created a bespoke version of Agentivity's Passenger departures report, to report only on passengers that are marked as a VIP traveller in the booking. This report provides the air, car and hotel booking details including the status codes, seat assignment, meal requests, transfers, chauffeurs, frequent flyer numbers, as well as the ticket and coupon number for all legs of each booking.

Assigned staff members at TWF can access this VIP report at any time, and it is up to date with recent changes made even that day, and is also exportable to Microsoft Excel.

PNR	Passenger	Account	From	To	🕐	F J y	🚶	✈	🛄	🍴	🚏	🔁	🚗	🛏	🚌	🚐	🚍	🗒
RMBF9G	VANSCHOOR/RIAAN	ABC	CPT	JNB	1400	O	HK	BA 6416	✓	✗	✗	✗	✓	✗	✗	✗	✓	✓
XRJXS6	MCARDLE/EDD	XYZ	LHR	CPT	2105	Z	HK	VS 603	✓	✗	✓	✓	✗	✓	✗	✗	✗	✓

" We love using Agentivity. It frees us up from spending hours compiling data and allows us to focus on our customers - it's a perfect tool to help us achieve operational excellence "

- Tibor Zsadanyi, COO, Travel with Flair