Customer care in emergencies

How quickly do you know the location and safety status of your business travellers in the event of an emergency?

In today's turbulent global environment it's imperative to ensure your business travel management provider has a robust customer care process in place to ensure traveller safety.

At APX we pride ourselves on delivering superior corporate travel services to companies throughout New Zealand and the world, and part of that service is our fully comprehensive 24 hour customer care process, which we provide to all of our clients, 365 days a year, wherever your travellers are in the world. And all at no additional cost to your business.*

Whether it's an airline strike, a tsunami warning, extreme weather or a terrorist attack, we apply the same process to locate travellers in the affected areas, make urgent contact with them to ensure they are safe and make any necessary itinerary amendments required. We also keep our predetermined 'customer care key contacts' at each client company (usually Travel Coordinators or Procurement Managers) updated throughout the whole process via regular *APX Bulletin* communications, and where companies have a traveller affected by the emergency – via regular updates from the clients' dedicated Account Manager.

What are our Customer Care process steps?

1. The emergency is identified and all APX staff are notified of the situation;
2. Traveller Locator Reports are run to capture the details of all travellers currently located in, or about to depart to affected areas;
3. APX National Team Managers and Consultants are notified of affected travellers;
4. Dedicated Consultants urgently contact the affected travellers, ensure they are safe and amend their travel if necessary;
5. APX Account Managers notify the 'customer care key contacts' at each company re traveller status, and continue to update them if further contact and/or itinerary amendments are made.

Should an emergency occur outside of normal business hours, our After Hours team are on board 24 hrs a day and trained to run the necessary traveller locator reports and make contact with affected travellers to amend travel if required. The dedicated Account Manager would then update the customer care key contacts at each company on the following business morning, and traveller contact will revert back to the normal dedicated Consultant should additional contact be required.

What written Customer Care communication will you receive from APX?

When an emergency situation occurs that could potentially affect your company's business travel, we will send out an *APX Bulletin* to notify you of the situation. You can subscribe to receive *APX Bulletins* via our website newsletter subscription page. You can also follow us on Twitter @APXTravel to receive our customer care updates via an APX Travel 'tweet'. If a situation arises that may pose some disruption to business travel but is not on a large scale or life threatening, you can check for updates on our website News page at www.apx.co.nz.

With such a robust customer care process in place, you can rest assured that your business travellers will be looked after with the upmost urgency and attention, ensuring their safety and fulfilling your corporate responsibility as an employer.

*Traveller locator reports and contact, along with client communications and updates sent to companies are provided at no additional cost, however any amendments made to bookings as a result of the emergency may incur booking fees or airline change fees. In some cases, dependent on the emergency, change fees are waived by APX and the Airlines, however we cannot guarantee that fees will be waived in all situations.

At APX, we are committed to constantly finding new ways of bringing you the very best in travel management excellence.