



**ATLANTIC PACIFIC AMERICAN EXPRESS
TOTAL BUSINESS TRAVEL MANAGEMENT**

Atlantic Pacific American Express (APX)

Business Profile



About Us

- > Atlantic Pacific Travel originally established in 1956. Over 50 years industry experience.
- > In July 2006 Atlantic Pacific American Express (APX) was formed when we became the network partner of American Express Business Travel in New Zealand.
- > In September 2009 we merged with BTI Signature Travel (trading as HRG NZ) making APX one of the largest Travel Management Companies in New Zealand.
- > APX is a wholly owned subsidiary of Stella Travel Services, a global travel company headquartered in Australia with 2,100 offices in 12 countries.

Experience

- > Unbiased, experienced, corporate travel professionals, passionate about creating tailored travel management solutions.
- > Currently managing in excess of \$200m in travel expenditure for a vast range of customers.
- > Our customers come from a wide range of industries including private and public sector with travel budgets ranging from NZ\$20k to NZ\$20m.
- > Long tenured accounts – many of these have been with APX for over 10 years.
- > Strong stakeholder relationships with key suppliers and other third parties.

Results

- > Committed to delivering maximum savings through comprehensive analysis and reporting.
- > Proactive account management and outstanding customer centred service.
- > Our award winning Online Booking Tools help to reduce expenditure and ensure compliance to company travel policy.
- > Best fare and unbiased supplier access to 400 airlines, 76,000 hotels and 28 rental car companies globally.
- > High ratio of staff to customers delivering consistently superior customer service including our comprehensive after hours service.

People

- > With over 140 travel professionals, we are proud of our staff and employ some of the industry's best, many of whom have been with APX for more than 10 years.
- > Our APX Training Academy & consultant career path modules ensure our consultants are thoroughly prepared and committed to providing the best possible service.

Technology

- > A suite of online booking tools to suit all business travel requirements.
- > Enhanced data options to facilitate more detailed expense management.
- > Customised electronic reporting, analysis and benchmarking.
- > Automatic tracking of unused e-tickets to enable reuse or refund.
- > Robotic quality control and seamless interaction with third party risk management and mobile content providers.

Independent Audit

- > APX were one of the first NZ travel management companies to achieve ISO 9001:2000 certification. We have such high standards of audited procedures in place to monitor performance, service, benchmarking and issue resolution, that we are now progressing towards ISO 14001 certification.

Sustainability

- > Proactively reducing our carbon footprint through internal sustainability initiatives, and partnering with leading Australian based carbon reduction and management company Climate Friendly to offset our carbon footprint.

Global Advantage

- > Being an American Express business travel partner provides international travel savings and peace of mind worldwide, with access to preferred corporate hotel rates at over 13,000 hotels and a network of 2,200 travel offices in 140 countries.



PRINTED IN NEW ZEALAND ON PAPER SOURCED FROM WELL-MANAGED SUSTAINABLE FORESTS