

Out and about with ACTE

ACTE recently hosted an executive forum in Johannesburg entitled 'SBTs, Acsa fees and legalese – taking a closer look', with 98 delegates attending – the corporate travel buyer percentage by company was 42%. The event also included a mini exhibit on online travel procurement solutions available from Amadeus, Travellinck and Uniglobe Travel.

By Kim Cochrane



ACTE Middle East & Africa regional director **Monique Swart** (left), and regional manager, **Cindy Nell**, flank **Adv Louis Nel** who gave a presentation on the Consumer Protection Act, which is coming into effect in October this year. He said companies could be penalised 10% of their annual turnover if they were not compliant; it was important to take cognisance of it so if litigation were to arise, the company could show it had fulfilled its professional business and statutory duty (i.e. it would then be in a better position to reach a good settlement if it had fallen foul of other issues). He reiterated the importance of buyers ensuring their suppliers were also compliant and that he had a DIY toolkit to help companies workshop issues around the legislation. "It is imperative that all companies start their compliance 'exercises' as soon as possible," he said.



Up in the air, making sense of Acsa fees and taxes, were from left: **Allan Moore**, Board of Airline Representatives of SA ceo; **Mike Gray**, Uniglobe Travel Sub-Saharan Africa president who moderated the session; **Bongani Maseko**, director: Airport Operations at Acsa; and **Wayne Duvénage**, Avis ce.

In the 'limelight' again presenting 'The Amazing Race for a SBT' was Nedbank's **Howard Stephens** (chief procurement officer: Group Shared Services Centre Division) flanked by **Shantel Liebenberg** (Nedbank travel strategist) and **Noreen Creswell**, Carlson Wagonlit Travel SA key account manager (right). Stephens described the journey to a R50m prize/saving through use of an online travel procurement solution customised by Travellinck, improved supplier relationships and an overall change in behaviour.



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Chantal Kliche, Thompsons Corporate sales and marketing manager, and **Andrew Shaw**, Amadeus Southern Africa solution manager: E-Commerce and Development.



Lorato Ledwaba, Cadbury South Africa category manager – NPS, speaks with **Tania Roos**, Diners Club SA relationship executive: travel, during a tea break.



Lungisa Ngqengelele, AfriSam South Africa travel coordinator, with **Jackie Cabo**, Duma Travel business development manager (right).



Carlson Wagonlit Travel SA's **Sandra Engelbrecht** (key account manager) and **Desiree Reveley** (manager: Business Solutions).



Sandy Berovic, strategic key accounts manager for First Car Rental, and **Juliet Nthongoa**, strategic account manager HRG Rennies Travel.



KPMG manager – Shared Service Centre, **Liesl Burnett** (left), and Baroque Medical head of Travel & Events, **Mandy Elliott**.



BP Southern Africa commodity manager – services, **Alan Reid**, with **Philma Gomes**, Arabella Starwood Hotels & Resorts sales manager – corporate.

- For more information on the Consumer Protection Act, refer to www.btnow.co.za to download our webinar on the topic as well as BTN September 2009.
- For more information around Nedbank's strategy, see BTN October 2009.
- ACTE's next global education conference will be held in Chicago, US, in May (16-18) and at the time of writing, the first local event for the year was scheduled for May in Johannesburg.



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