MEET MR. ABBAS

TRAVEL DOCUMENT ISSUES: TRAVELERS

Sabre Travel Network

Required documents for some destinations are extensive and strict

Travelers from some countries face extra scrutiny or require more travel documents

2012: People denied U.S. visas due to applications that did not comply with regulations:

105,677

Denied on second attempt: 35,930

MEET FAHIM

TRAVEL DOCUMENT ISSUES: AGENCIES

Sabre Travel Network

Travelers in some regions rely on agencies for information on travel documents, and processing of those documents

Travel agencies make 30% of their revenue on ancillary services

Agency Challenges and Opportunities:

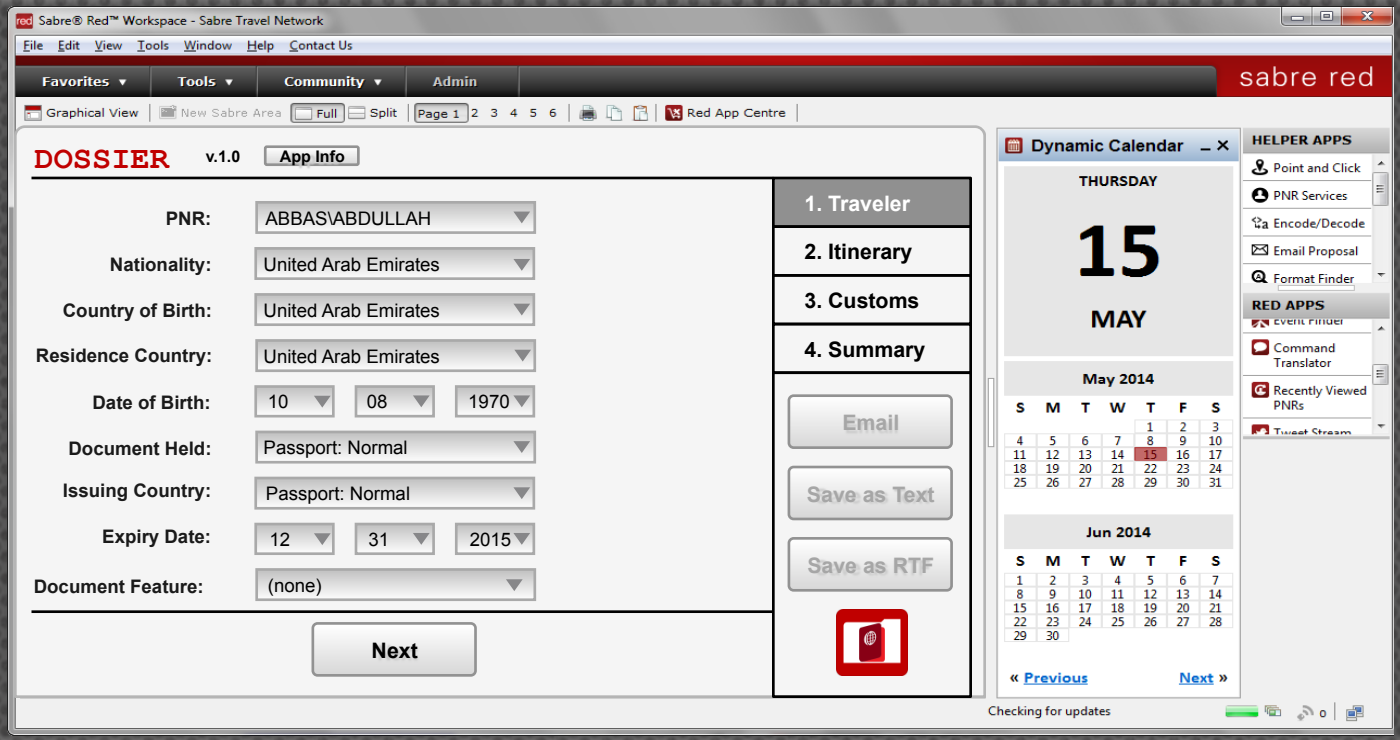
- *Document requirements can change quickly*
- *Processing travel documents adds value – another ancillary service*

Sabre Travel Network

DOSSIER

sabre red app centre

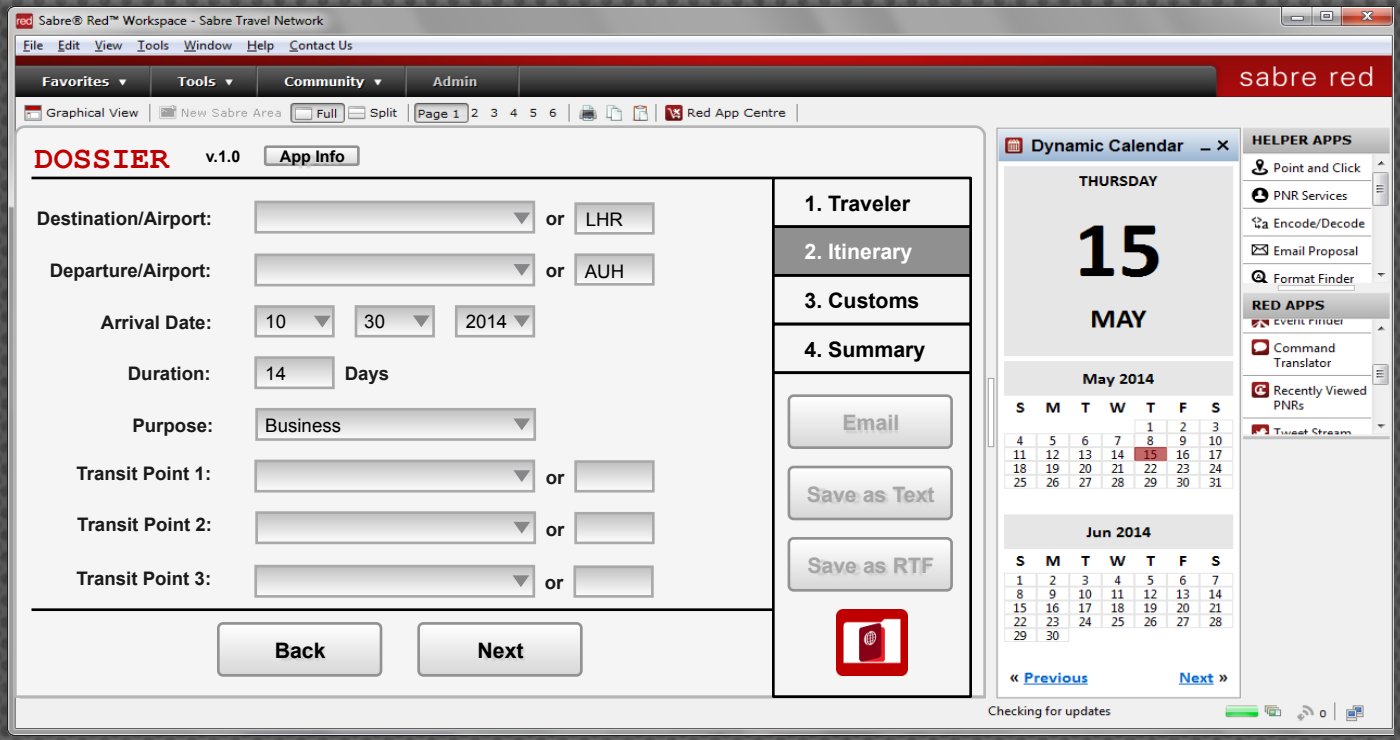
TRAVELER SCREEN



Traveler info can be pulled from a PNR, or entered manually

Uses the IATA TIMATIC database for information

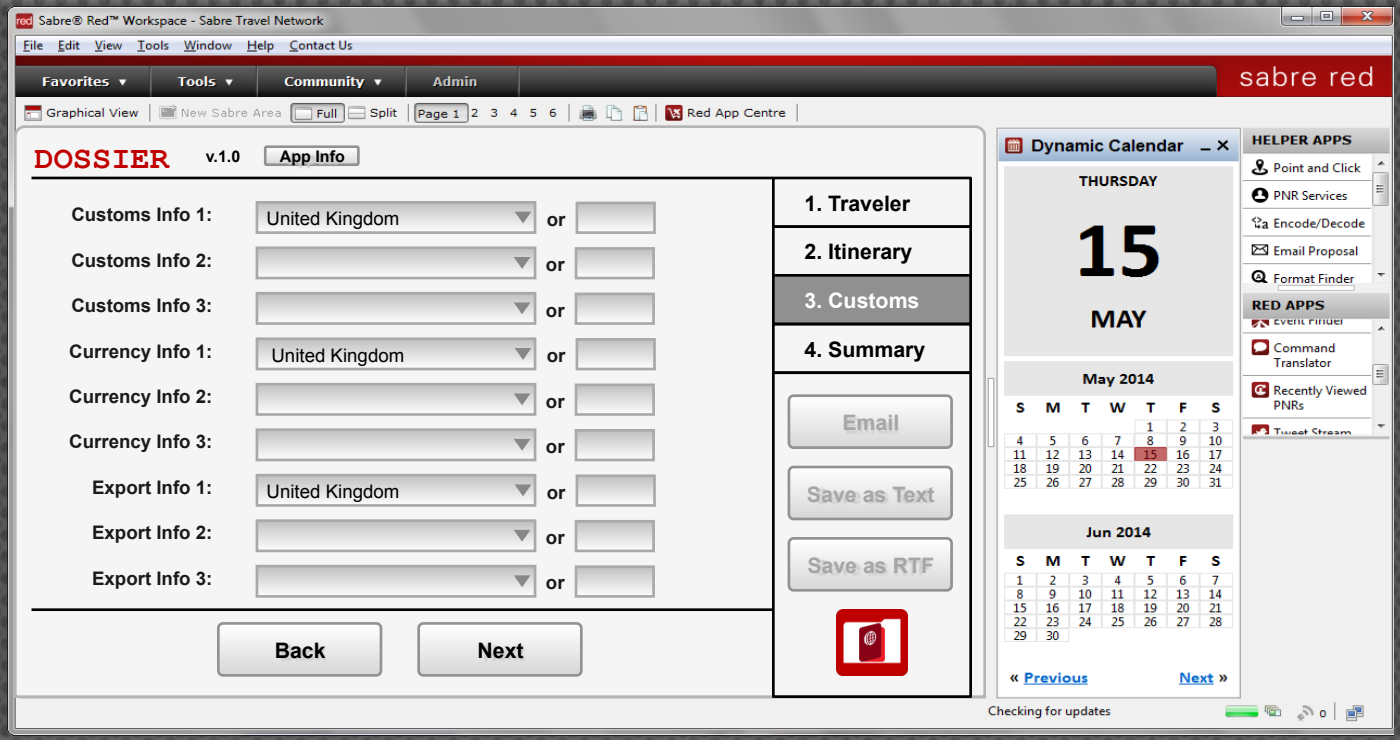
ITINERARY SCREEN



Itinerary info can also be pulled from a PNR, or entered manually

Multiple transit points can be selected

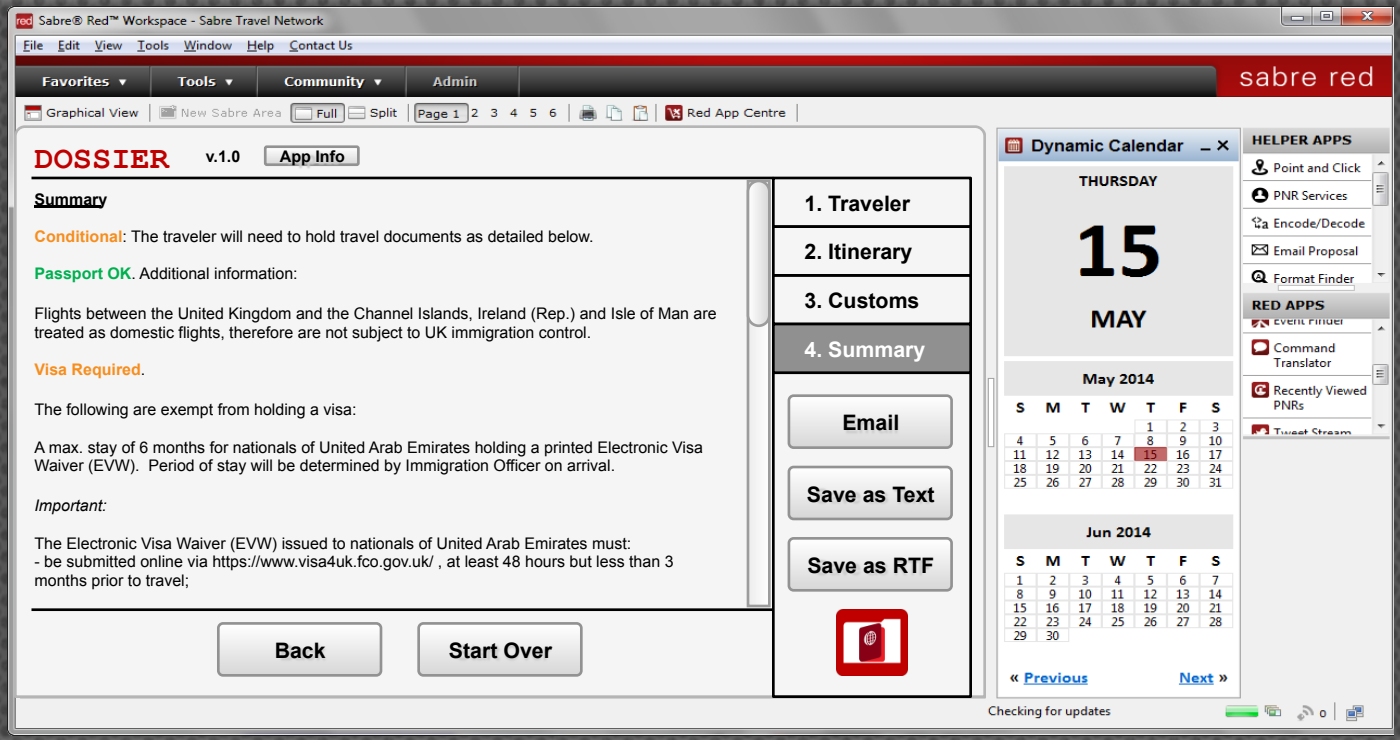
CUSTOMS SCREEN



Customs, currency, and export info for up to three destinations

Can use country names or airport codes

SUMMARY SCREEN



The summary can be saved as a text file or an RTF file

The agent may also send the summary as an email

FAHIM USES DOSSIER

LAUNCH MARKET: MIDDLE EAST

Sabre Travel Network

An opportunity market

Middle Eastern travel agencies

Most travelers prefer storefront travel agencies over OTAs

Middle East Broadband Access

- *Households with fixed broadband: 17.1%*
- *Households with mobile 3G or 4G: 22.2%*

AGENT AND TRAVELER BENEFITS

Middle East agencies benefit from DOSSIER

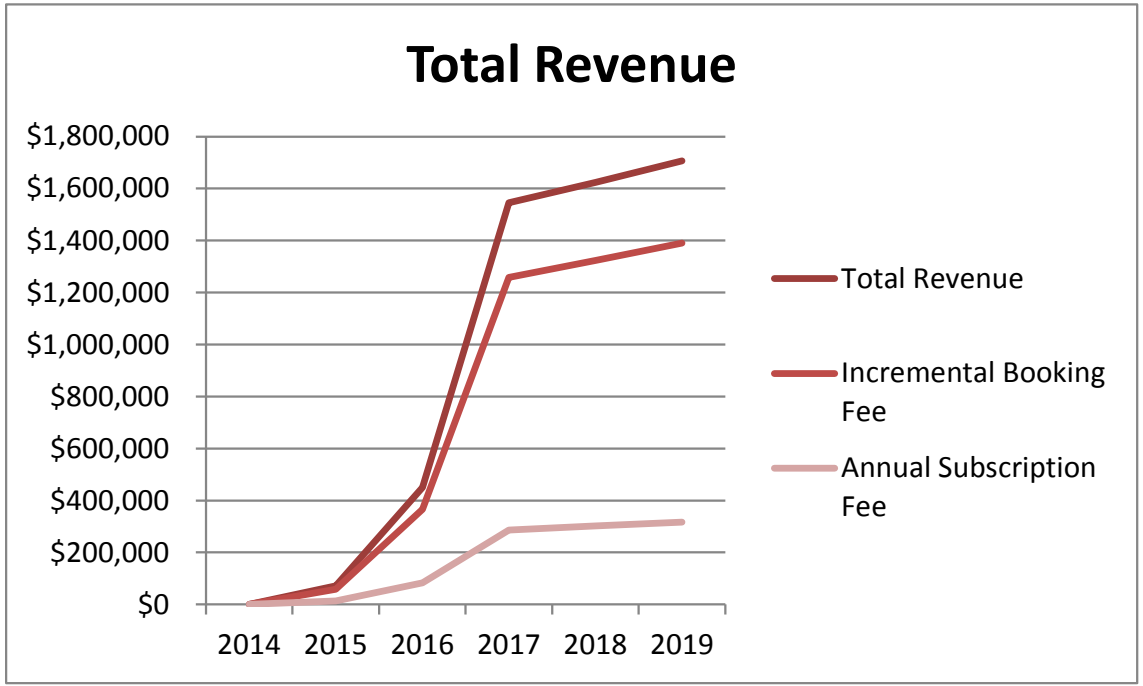
- *Accelerate document confirmation and processing*
- *Cut costs with less staff, or can use staff more efficiently*
- *Improve satisfaction and retention (stickiness)*

Middle East travelers benefit from DOSSIER

- *Receive accurate, current information on travel documents*
- *Gain lead time in case of problems*
- *Collect documents in advance of deadlines*

EVERYONE WINS WITH DOSSIER

AN OPPORTUNITY FOR SABRE



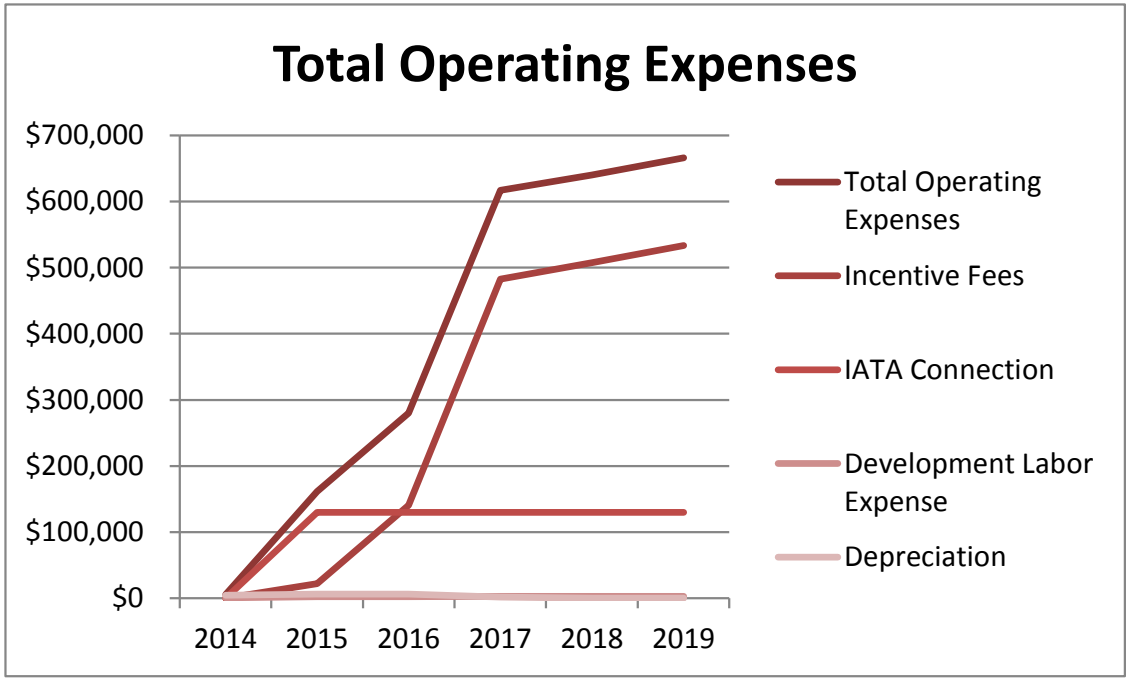
Flat market share of 25% of all ME GDS bookings

ME travel market growing at 5% per year

Booking fee: $6.52/booking

Subscription fee: $350/year

COST PROJECTIONS



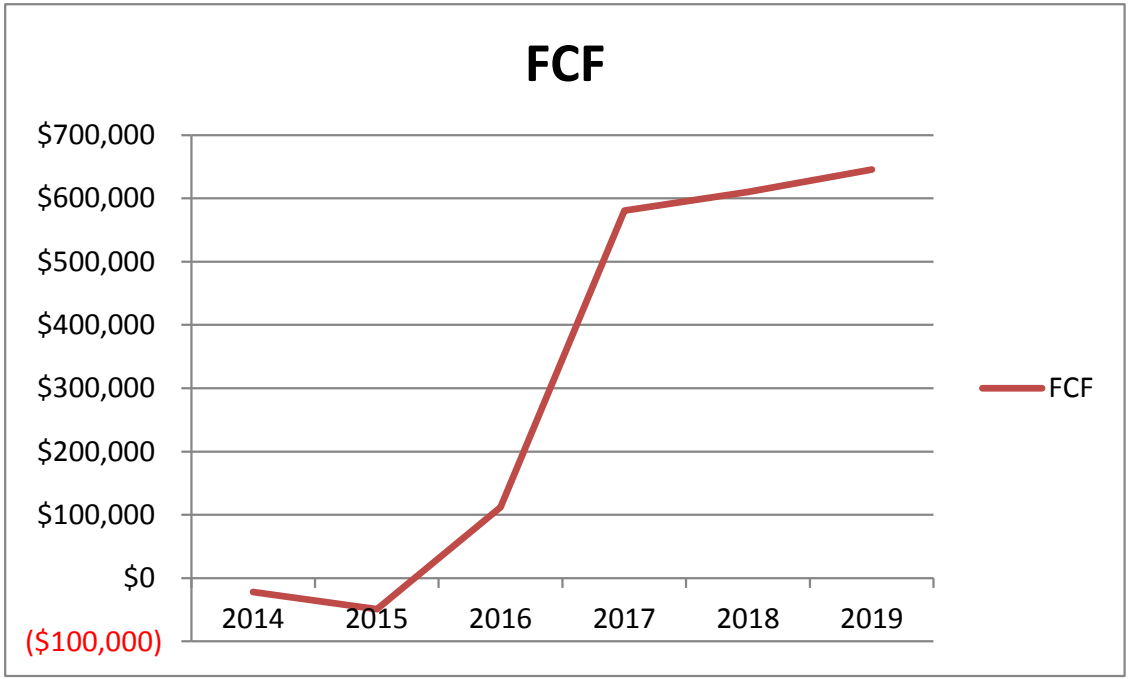
IATA TIMATIC Fixed Fee:
$130,000

Assumed incentive fee:
$2.50 per booking

Development hours:
300 at $68.35 (blended rate)

Maintenance: 12% of development cost

REVENUE PROJECTIONS



Free cash flow breaks positive by Q2 2016

EBITDA breaks positive Q1 2016

Net present value: Five-year NPV $1.2 million

SCALABILITY

Document downloads

CIBTvisas
travisa
When You Need It Fast!™

Third-party expediters

Additional markets

QUESTIONS AND ANSWERS

DOSSIER

QUESTIONS AND ANSWERS

Very special thanks to our team mentors:

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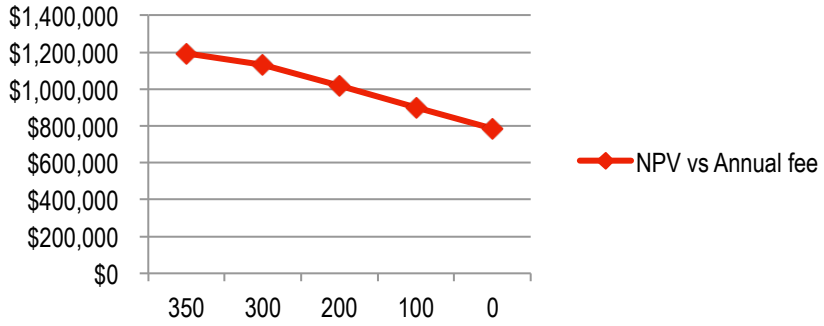
Jenna Reynolds
Emily Stafford
Jane Strauss
Peter Terrana
Joanna Thompson
Emma Wilson

APPENDIX

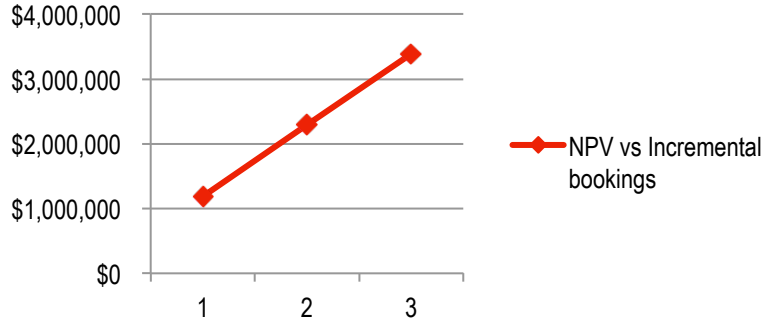
DOSSIER

SENSITIVITY ANALYSIS

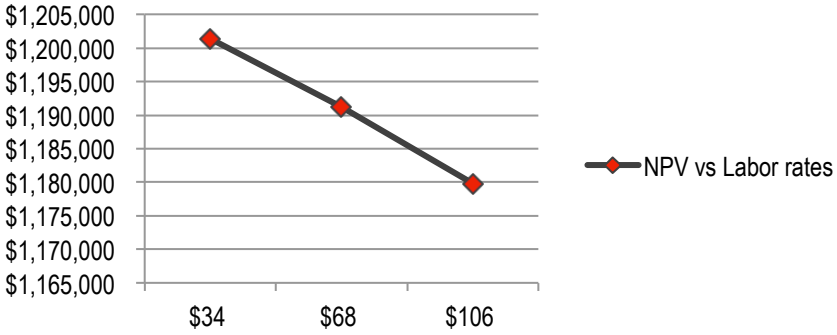
NPV vs Annual fee



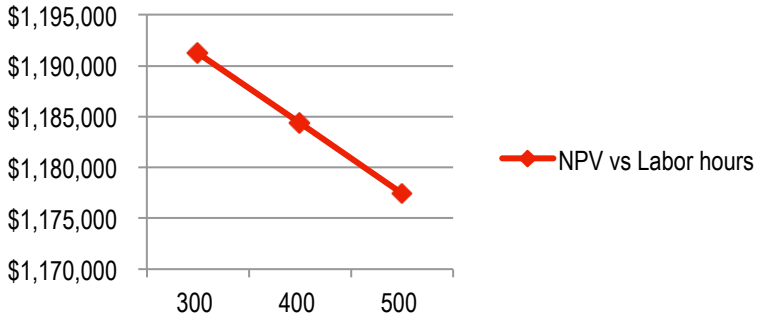
NPV vs Incremental bookings



NPV vs Labor rates



NPV vs Labor hours



LABOR MATRIX

2014 Labor Rates

- *Onshore Rate:* *$106.17*
- *Offshore Rate:* *$34.46*
- *Blended Rate:* *$68.35*

2015 Labor Rates

- *Growth rate:* *4%*
- *Onshore Rate:* *$110.42*
- *Offshore Rate:* *$35.84*
- *Blended Rate:* *$71.08*

Utilization

- *Oct 2014:* *139 hours*
- *Nov 2014:* *168 hours*
- *Dec 2014* *108 hours*
- *Jan 2015:* *126 hours*

Labor Costs			
Hours	**Onshore**	**Blended**	**Offshore**
500	$53,085	$34,175	$17,230
400	$42,468	$27,340	$13,784
300	$31,851	$20,505	$10,338
200	$21,234	$13,670	$6,892
100	$10,617	$6,835	$3,446

INCREMENTAL BOOKINGS

Type	No App	With App
Int'l Booking	80	60
Non Int'l Booking	40	40
Int'l Booking	3	4
Non Int'l Booking	2	2
Int'l Booking	240	240
Non Int'l Booking	80	80
Total Time	**320**	**320**

COMPETING OFFERINGS

Sabre Travel Network

Value: Price and Performance vs. IATA Products

TIMATIC books: $340/year

TIMATIC2 Web: $670/year

- *500 transactions included*
- *$0.17/transaction to 100,000*

Better value and integration