Request for Proposal

West Virginia Purchasing
Division of Natural Resources

RFQ DNR209125

For

InnLink

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WV PURCHASING
DIVISION

Issued: June 23, 2009   Responses Due: August 5, 2009

Contact: Pam Walrond
pam.walrond@innlink.com
W: 1.800.525.4658
F: 1.615.264.1898
InnLink LLC, 130 Maple Drive North
Hendersonville, TN 37075

Signed:_____   Date: 8-4-09

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.

4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

5. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.

6. Payment may only be made after the delivery and acceptance of goods or services.

7. Interest may be paid for late payment in accordance with the *West Virginia Code*.

8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.

9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.

12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.

14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (**http://www.state.wv.us/admin/purchase/vrc/hipaa.htm**) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.

2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Complete all sections of the quotation form.

4. Unit prices shall prevail in case of discrepancy.

5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

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A: Section I

Organization

Describe your business including services offered, industries served, hotel market segments/tiers served, and administrative infrastructure.

InnLink has grown steadily since 1991 to become a leading provider of reservation services for the hotel industry. Being hotel people, InnLink doesn't just provide central reservation services; we're your valued partner. We ensure you a level of customer service unmatched by any other industry vendor. InnLink's reputation for providing excellent customer service is core to our business and embraced by all members of the company. We have created simple, productive and reliable processes to guide you through the world of connectivity.

InnLink has made the strategic decision to only offer products directly related to its core business, CRS. Management believes staying focused is critical to maintain high quality and profitability. InnLink's core service model consists of:

- Internet booking engine: iLINK- web based 5 step HTML booking engine/ Q4 2009 Flash Booking engine.
- Electronic distribution connectivity: eLINK- GDS/ADS/IDS next gen seamless and Expedia Quick Connect.
- Voice contact center: vLINK- onsite 80 seat call center 24/7/365, with cross selling functionality for chains.
- Group reservation experts: gLINK- group desk manages the entire group booking process for the hotel, group request, rates, ongoing communication and contract. InnLink is the first CRS to offer this comprehensive solution.
- Data Management tool: RESmatrix- ASP based management tool; advanced channel mgt, chain mgt, yield mgt, eMarketing, group functionality and traditional functionality.
- Revenue consulting: ONtarget Consulting- personalized consulting tiers to assist properties optimize tools and services made available to them through in-house services and partnerships.

Currently we manage reservations for over 1500 lodging properties throughout the US. In 2008 InnLink's average property increased their CRS revenue by over 20%. InnLink is focusing primarily on mid-tier chains and mid-scale limited service independent hotels in the US. InnLink offers a comprehensive central reservation solution specifically designed for the hospitality industry.

InnLink occupies the sublevel and first floor of the ShoLodge Building, 130 Maple Drive North, Hendersonville, TN. InnLink also maintains sales offices in Los Angeles, CA and Branson, MO.

InnLink attributes its successful growth in the CRS industry to key competitive advantages outlined below:

- Customer Service- Customer service is provided 24/7/365 days per year. A 60 minute guarantee is the first and only guarantee in the CRS industry.
- CRO Integrated Reporting- InnLink provides combined reporting with call center data and reservation revenue.
- Chain Reporting Functionality- RESmatrix provides clients functionality required to make decisions from a chain or regional perspective and data required to support those decisions, for example: chain reporting, chain room type management, chain policy management and chain rate management, chain level data push down capability.

- User-Friendly ASP platform- InnLink's straightforward graphic interface is quick to load and easy to learn while increasing overall user efficiency and satisfaction.
- Tailored Implementation- InnLink has a dedicated implementation team to ensure quality and efficiency during the initial start up phase and performs an initial review of property before activation.
- Low Cost High Quality Provider- InnLink's solution is of the highest quality and is extremely robust allowing the user to manage channels and yield inventory.
- Easy Customization- InnLink's CRS technology has been built on an extremely adoptive platform, allowing innovative, fast and robust upgrades to the system in a competitive landscape.
- Innovation Lab- InnLink has partnered with a industry renowned innovation lab to ensure customer driven enhancements.
- PMS Integration- InnLink has built an advanced OTA XML spec for PMS companies to quickly and efficiently write to the CRS system.

Since 2000, InnLink's customer base has grown from approximately 100 hotels to 1500 represented by hotel chains, independent hotels, franchise companies, state associations, extended stay hotel companies, resorts, boutique hotels, distribution partners, and bed and breakfast inns. InnLink operates profitably and responsibly with a staff fluctuating between 100 and 120 during the year based on seasonal requirements.

Our growth is focused and driven by excellence and the success of our customers. We make every effort to support our customers proactively and react immediately. We have decided to stay focused on the US market to ensure we can deliver excellence to all our customers.

Over the last couple of years InnLink has made substantial investments in technology, telecommunications and staffing. We have demonstrated that the business of reservation services is profitable if managed well. Consequently, the short term and long term forecasts are bright.

Central Reservations Technology

InnLink's new CRS is a web-based application built on a .NET platform. All system and network hardware and software is housed in an ATT co-location facility in Mesa, AZ and includes multiple Dell servers, Cisco network hardware, and power supplies to ensure high availability, redundancy, and to enhance InnLink's disaster recovery plan. The advanced architectural design allows for high scalability and streamlining of enhancement/version releases of the CRS application based on client business requirements and advances in the hospitality and general industries. A local instance of the property database is housed in Hendersonville, TN for exclusive use by InnLink's call center agents for speed of access and added redundancy.

Windsurfer is currently used by three chain codes consisting of 400+ properties and has been continually processing reservations since March, 09. The IL chain code is scheduled to be migrated to Windsurfer in October when summer season is over and all PMS interfaces have been completed.

Our current West Virginia Property, Chief Logan Lodge Hotel and Conference Center, is currently on our i5 CRS system. They are scheduled to be migrated to our Windsurfer CRS in October with IL chain code properties. The functionality in this RFP is based on InnLink's new CRS system, Windsurfer.

Executive Staff

Brief biographies of the Executive staff of the InnLink organization and key account management, implementation, support and financial staff.

Per Wendin – CEO
Per-Anders comes to the company with a background of entrepreneurship, process reengineering and call center operations. Per has a thorough knowledge of business strategy, operational strategy and change management and his expertise covers organizational transformation, organization design, strategy, and performance improvement across a wide range of industries. Previously, Per was a Manager with the Strategy and Business Architecture practice of Accenture, focusing on organizational strategy and business enablement using information technology. Per earned a bachelor's and a master's degree in business from University of Gothenburg in Sweden and an MBA from Kellogg School of Management at Northwestern University in Chicago, Illinois. His experience also includes being a platoon leader in the Swedish Army, teaching high school and college and launching several new business ventures.

Kristin Intress – President
As one of InnLink's owners, Kristin has over 15 years experience in entrepreneurship, sales and marketing. Kristin started her career as a front desk clerk in the hotel industry. After two years she transitioned from hotels to restaurants. Kristin moved abroad and opened two restaurants and a Nightclub in Scotland. During the course of her career, she has served in several sales and marketing executive positions. She is currently dedicating her efforts to help build InnLink, enhancing the experience for guests, customers, business partners and employees. Kristin earned her bachelor's degree in Marketing from Winona State University in Minnesota and her MBA from Northwestern University's Kellogg School of Management. Kristin also served in the US Army.

Laurie Bechler – VP, Operations & Revenue Management
A veteran of 14 years, Laurie supervises Operations and Revenue Management teams and works closely with IT and our Contact Center to facilitate service deliverables, process management, and implementation services. Laurie manages vendor relations and is a key member of our business development team. Laurie and her teams provide every client with exceptional service. Laurie's insights, participatory skills, knowledge, and drive make her an essential element of the company's success. She has managed the conversion of a thousand+ hotels to InnLink's services. Laurie's favorite quote by Eleanor Roosevelt, "Always do the thing you think you cannot do."

Marc Jacobson – Director, Product Development
Marc Jacobsen brings a wealth of knowledge and energy to InnLink from his extensive background in the hospitality technology industry. Having spent over a decade at Trust.Wizcom, where he guided IT teams in North America and abroad in new product, business, and channel development, Marc has extensive experience in the implementation of global connectivity solutions. Early in his career, Marc managed GDS and CRS relationships while working for Hilton Hotels Corporation and prior to that, for Nikko Hotels International. A graduate of Hunter College in New York City with degree in International Relations, Marc has been recognized on several occasions for his contributions and innovative solutions.

Jennifer Hauge, Director, IT
Jennifer Hauge has significant hospitality technology industry expertise and serves as Director of Information Technology. Jennifer oversees a programming and development staff that is dedicated to improving reservation and channel distribution for InnLink customers. Jennifer is responsible for interface development and implementation, data integration, GDS and Pegasus services, and a wide variety of InnLink's core reservation services activities. Jennifer blends her management talents and skills effectively, interacting with operations and other departments within InnLink to

produce measurable results for InnLink's customer base. Prior to her tenure with InnLink, Jennifer worked as Information Systems Manager for a major west coast hotel company.

Pam Walrond – Director, Sales and Marketing
Pam joined InnLink with an extensive sales and marketing background in the technology industry with a focus on new customer programs and process implementation. Pam is responsible for increasing InnLink's exposure with hotel chains, lodging associations nationally, regionally and locally, and with independent hotels through industry advertising and tradeshow events. Pam will lead InnLink communications to ensure our customers are well informed on how InnLink and our alliance partners can help them drive revenue and efficiency in their hotel operations. Pam holds an undergraduate business degree from Drury University and an MBA from Tulane University.

Betty Rickman – Manager, Implementation and Support
Betty has 15 years with InnLink and manages our Implementation and Customer Service Teams. She has Internet/GDS Specialist, OTA Specialist and Lanyon Specialist on her team to focus on those procedures directly and enable the Implementation and Customer Service team.

Melinda Bailey – Manager Call Center Operations
Melinda manages all call center operations and has been serving InnLink for 7 years. She is a Signature Training expert. She holds an Associate Business Degree from Hartville Tech.

Annette Cobb – Manager, Finance and Accounting
Annette manages our client contracts and contract administration. She is also responsible for our accounts receivable and accounts payable functions. Annette brings 25 years of Administrative experience to her function.

Provide an Organization Chart for the executive, reservations processing, product development, and product/customer support sectors of your organization.
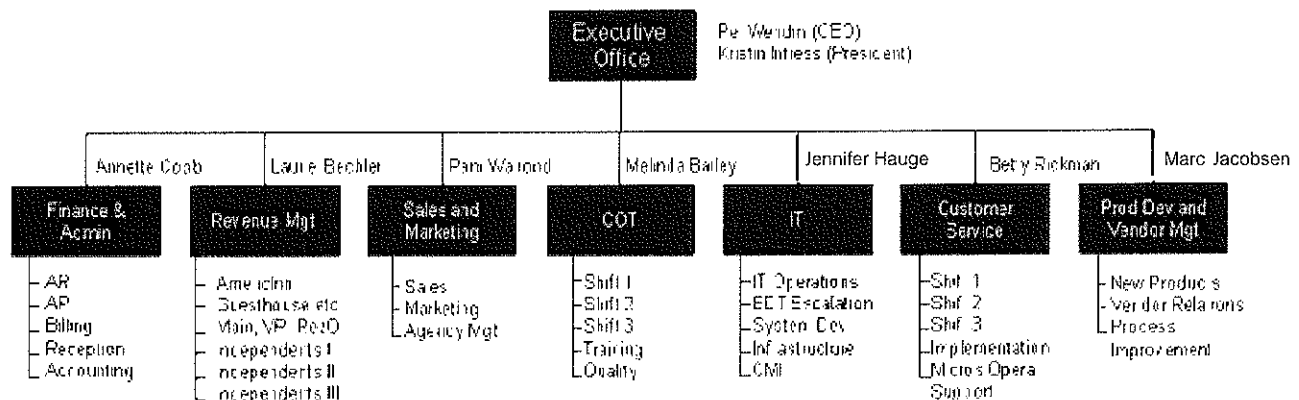
Differentiating Advantages

We believe InnLink differentiates itself in a number of ways

- New, great technology
- Strong partnerships
- Focus on limited service in the US
- Not afraid to be different to serve customers better
- Customer service

B: Section II
New Property Implementation Process

Describe the Process for new property set-up and the length of time anticipated for the property information to be distributed into the various distribution channels. Provide an internet "URL"for an example of Property Management Tool.

Each property is assigned a designated Implementation Specialist who assists the property through the entire implementation process. Customer input is collected with a property database form, database interview, or inputting into the online database system based on property preference. The process below identifies the Implementation team, IT team and Sales/Revenue Manager commitments. Note that the bottom timeframe identified in black represents the expired days in the proces. Times identified in red represent customer commitments required to meet the commitments.
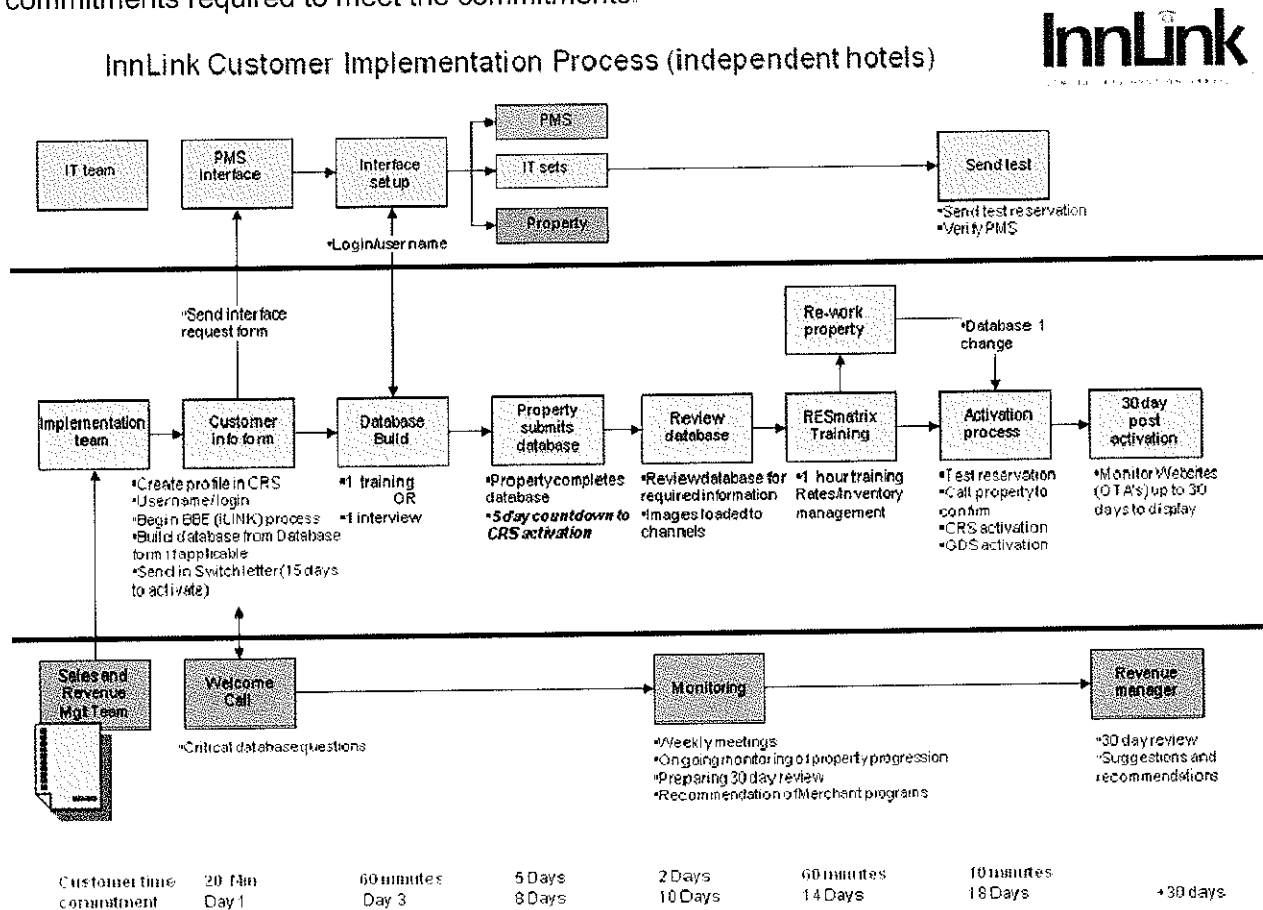
InnLink Customer Implementation Process (independent hotels)   **InnLink**

Customer time commitment	20 Min	60 minutes	5 Days	2 Days	60 minutes	10 minutes	
	Day 1	Day 3	8 Days	10 Days	14 Days	18 Days	+30 days

InnLink's Implementation Team reviews all rates, room inventory and HOD during a property's implementation process. The team approves prior to transmitting the initial property data to the GDS. Thereafter, customers may enter and manage HOD using the RESmatrix. The HOD modifications are transmitted directly to the GDS. InnLink's Customer Service Specialists review and monitor the GDS database and functionality 24 hours / 365 days per year to insure your highest visibility and standards.

Property Management Tool

Functions available to on-property staff via InnLink's web-based user interface, including:

- Reservation notification retrieval
- Inventory allocation management
- Rate management
- Report production (provide samples)
- Descriptive data management
- Other functions

RESmatrix

- Client Manager
- Chain Manager
- GDS
- Property Description
- Rate Management
- Inventory Management
- Availability
- Group/Package/Service
- Reservation
- Profiles
- Report
- Marketing
- Security
- Billing

Force10 LLC © 2008   Terms of
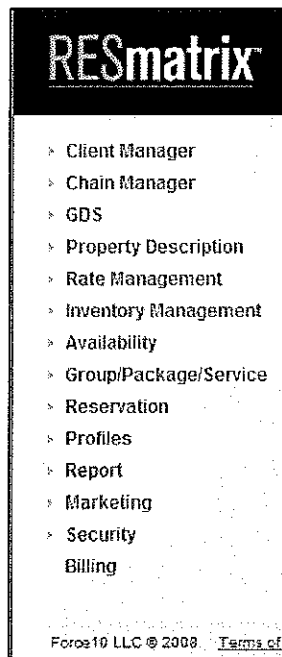
RESmatrix is the central customer access to CRS data. It contains 14 main tabs with a variety of functionality. The RESmatrix data management tool is an easy to use, intuitive, internet based application. The secure, password protected system allows the property to set up unlimited user profiles. The application provides yield management, channel management and chain management functionality to optimize profitability. Many customers have complimented InnLink on the ease of use compared to other CRS data management systems.

RESmatrix provides the user a one stop location for important information and tools; property description management, training documents, demo's, OTA merchant contracts, billing statements, advanced eMarketing, tracking tools and InnLink updates. A property not using a PMS interface uses RESmatrix to manage room inventory and rates for real time updates to all reservation channels. Rates, inventory and property description can be changed with a simple key stroke. RESmatrix was created for simplicity yet built for advanced functionality. InnLink has the ability to easily turn on or off functionality based on properties/chains needs.

- Reservation notification retrieval: Reservations may be retrieved by selecting the "Reservation" navigation within the RESmatrix. Details of the reservation include confirmation number, date booked, arrival date, check out date, channel, room type, add-ons, amount, total, guest name, credit card (if user is authorized) and notes.

- Inventory allocation management: Inventory may be viewed and modified by selecting the "Inventory Management" navigation with the RESmatrix. A user will be able to update room inventory, allotments and sell limits. Restrictions such as MLOS, no arrival and lead time are located on the Availability navigation within RESmatrix.

- Rate management: Rates may be viewed, created and modified by selecting the Rate Management navigation within RESmatrix. Rate options include creating rate codes, tiers and seasons along with managing occupancy-based and extra person rates, derived rates, override rates, yield management settings and add-on / dynamic packaging rates.

- Report production (See more information in Section VI): Revenue reports display real time (20 second lag) and InnLink can also provide combined call center & revenue reporting. Reports are year over year and date driven. Each report can be saved to eliminate redundant activities. Reports can be run for a single, multiple or chain analysis from one secure location. Reports can be scheduled daily, weekly and monthly for auto-email transmission.

- Descriptive data management: A user will have full access to add and modify property descriptive and multimedia content including but not limited to locations and general descriptive data, currency, taxes, directions, transportation, reference points, property and room amenity selections, area attractions, meeting information, dining options and restaurant information, general and specific accommodation details, policies (cancel, guarantee, deposit, family plan, pet policy, payment methods, extra charges), selling points and marketing messages.

- Other functions: Example of other functions include marketing (customizing HTML guest confirmations, cancellations and modifications; and web tracking), security (creating user names and security levels for property personnel), billing (online invoices), training (via www.gotomeeting.com and video), and competitive shopping (up to seven competitors within three to five channels).

A read only test property login has been created that you can view the Property Management Tool at https://res.windsurfercrs.com/admin/Login/SignIn.aspx. Login using User ID: WestVA (not case sensitive) and password: 209125. This will give you access to see two test properties, TSBecky and TSJULIE. This User ID will be available until 12/01/09.

A full demonstration of the Property Management Tool is available upon request.

C: Section III

Reservation Delivery

Describe the various processes (e-mail, CRS/PMS interface, fax, etc) through which Agency would be advised of new reservations and modifications/ cancellations to existing bookings.

Reservations, modifications and cancellations may be sent to *Agency properties* via the following methods:

- Fax – Less than 5 minute delivery
- Email – Less than 5 minute delivery
- CRS/PMS Interface – real time delivery

We recommend the CRS/PMS interface as the primary delivery method and email as the fallback notification. You have the choice of displaying or removing credit card information from an email or fax transmission. The Credit Card information would then only be posted in the CRS enabled by specific User level preferences allowing the ability to incorporate PCI compliance measures even for non-PMS interfaced properties.

A property may choose fax or email as the fallback notification. The notifications remain available to the property for 365 days. The notifications may be recalled, and are available in the production system for 365 days. Thereafter the notifications are purged. These notifications can be backed up if requested at chain level.

Sample of a typical new booking notification message, a typical modification notification message, and a typical cancellation notification message.

Dear Pam Walrond

Shell Landing Lodge in Cannon Beach, OR is holding a reservation for you. Please review the following information and let us know if you need to make any changes to the reservation.

Reservation Information

Confirmation Number:	0094302808
Reservation Name:	Pam Walrond
Arrival Date:	Monday January 28, 2008
Departure Date:	Tuesday January 29, 2008
Room Type:	Standard Rate, 2 Queen Non Smoking Balcony. Wireless High Speed Internet,
Room Rates:	Starting 1/28/2008 (Nightly) $19
	Subtotal: $190.00
	Total Tax (15.00%) $28.50
	Resort Fee $20.00

Shell Landing Lodge
7177 Shell Landing
Cannon Beach, OR 97110
Phone: (503) 555-1212
www.townhouse-

New Booking Confirmation email

From: GuestHouse Inn & Suites Music Valley [mailto:ResMailSender@windsurfercrs com]
Sent: Monday, March 16, 2009 11:22 AM
To: Walrond, Pam
Subject: GuestHouse Inn & Suites Music Valley modification confirmation number:Y78725G33

GUESTHOUSE

Dear Pam Walrond

GuestHouse Inn & Suites Music Valley in Nashville, TN is holding a reservation for you. Please review the following information and let us know if you need to make any changes to the reservation.

Reservation Information

Confirmation Number:	Y78725G33
Reservation Name:	Pam Walrond
Arrival Date:	08/14/2009

From: GuestHouse Inn & Suites Music Valley [mailto:ResMailSender@windsurfercrs.com]
Sent: Monday, March 16, 2009 11:22 AM
To: Walrond, Pam
Subject: GuestHouse Inn & Suites Music Valley cancellation cancellation number:4285

GUESTHOUSE

Thank you for choosing GuestHouse Inn & Suites Music Valley

Dear Pam Walrond

GuestHouse Inn & Suites Music Valley in Nashville. TN has been notified of your cancellation.

Your cancellation number is: 4285. Record this cancellation number for your records.

We appreciate your business and look forward to serving your future travel needs!

GuestHouse Inn & Suites Music Valley
Reservation Services
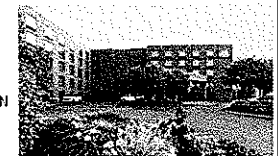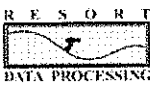
GuestHouse Inn & Suites Music Valley
2420 Music Valley Drive
Phone: 615-885-4030
http://www.guesthouseintl.com
TOLL FREE: 615-885-4030

Cancellation Notification email

Property Management System Connectivity

Vendor should describe your 2-way interface with Property Management Software and Success you have had doing so with Roommaster by InnQuest.

Full Interface	Enhanced Availability and Rates	Enhanced Availability	Basic Interface
• All property reservation input can be pulled up so your customer can call InnLink for any changes needed • eMarketing, collection of customer data in one location • Plus all other interface benefits	• Rates are updated through the PMS and always accurate and real time to all channels • Plus all benefits of Enhanced Availability and Basic Interfaces	• Full property room inventory available for CRS to help sell • Room inventory is always accurate and real time to all channels • Eliminates fear of overbooking • Plus Basic Interface Benefits	• Safe Credit Card information • IReduce labor associated to entering reservations • Increase reservation data accuracy • Prevent misplacement of reservations
micros	**AUTOCLERK** It's how you manage.	**REM•o** Software	**LODGICAL**
SOFTHOTEL	iQ	**REZ◉VATION**	**Maestro** NORTHWIND
	Innsoft Inc. Hotel Management Solutions	*rezStream*	RESORT DATA PROCESSING

InnLink's 2-way PMS interface with InnQuest roomMaster 2000 is based on OTA XML Technology using TCPIP communications.

We have both a Basic Reservation Option and an Enhanced Availability and Rate Interface Option. In the basic option reservations are delivered from the CRS to PMS and credit card data is secure. Additional benefits of the Enhanced Rates and Availability include full property room inventory is shared and maintained between the two systems allowing full availability to sell without fear of overbooking. In the Enhanced Rates Interface rates are maintained in the PMS, updated to the CRS and distributed to ensure accurate rates at all times.

Update frequency is single transaction. Reservation messages are queued and PMS performs "get/post" at preset intervals usually in 5-10 minute intervals. In the Enhanced Interface Rates and Availability messages are exchanged immediately.

InnLink and InnQuest roomMaster have over 55 properties on their enhanced interface

The CRS/PMS interface implementation process

- Property Representative is provided with the setting and mapping template and uploads to PMS
- Property insures that all CRS reservations are loaded in the PMS
- Property Representative provides IP address and Day of the Week rate patterns to CRS
- CRS supplies InnQuest and/or property with User Name and Password.
- CRS completes set up of rate patterns and preliminary inventory settings
- CRS completes set up of communication
- CRS supplies test reservation when interface is complete and verifies receipt into PMS
- CRS coordinates and verifies match of room types and rate codes in CRS/PMS

- Property Representative performs the following syncs from the PMS to the CRS:
    - Rates
    - Rate Restrictions
    - Inventory exceptions (out of order rooms, etc.)
    - All reservations
- CRS representative confirms receipt and works with Property Representative to insure balance

On-going support that InnLink provides for CRS/PMS interfaces.

- Monitor communications between PMS/CRS
- Assistance resolving communication issues, including assistance with reprocessing error messages
- Identify cause of any reported inventory or overbooking issue and provide suggestions and procedures to avoid similar issues
- Provide assistance with completion of reservation, rate or group block re-syncs
- Investigation of inventory out of balance issues
- Specific reports are available in RESmatrix to compare inventory and ensure balancing

D. Section IV

Internet Booking Engine

Provide an overview description of your Internet Booking Engine (Branded Booking Engine).

InnLink's Internet Booking Engine was developed by Force 10, LLC, a joint venture by WhiteBoardLabs and InnLink's owners. The IBE is built in .net and AJAX. The development team has been awarded world class recognition for innovative CRS technology. InnLink offers three versions of the booking engine; a five step HTML process, advanced customized HTML and a FLASH "one screen" application (Q4 2009).

Key differentiators:
- Easily customizable, ability for guest to start at step one or step two of booking process
- Cross selling functionality for chains, availability for nearest proximity
- Rate categories are displayed based on rates built in RESmatrix (check box, pick list or neither)
- Guest can search by specific criteria; group block, loyalty number, IATA, promo code
  - Group Block management, displays specific rooms and rates
  - Promotional codes can be hidden unless specifically requested
- Rooms can be selected through guest search preference; rates, room type, rate type
- Scroll over for in depth room description, multiple images per room type
- Add-on dynamic packaging for up-sell revenue opportunities; items, date, date & time (email confirmation is automatically generated for outside vendors or for internal notification)
- Advanced tax functionality for add-on items
- Customer preferences can be created to ensure personalized guest requirements; newspaper, floor, etc. These can be displayed as a pick-list, checkbox or both. (chain and at property level)
- Confirmation email can be customized in the CRS, has print button on screen
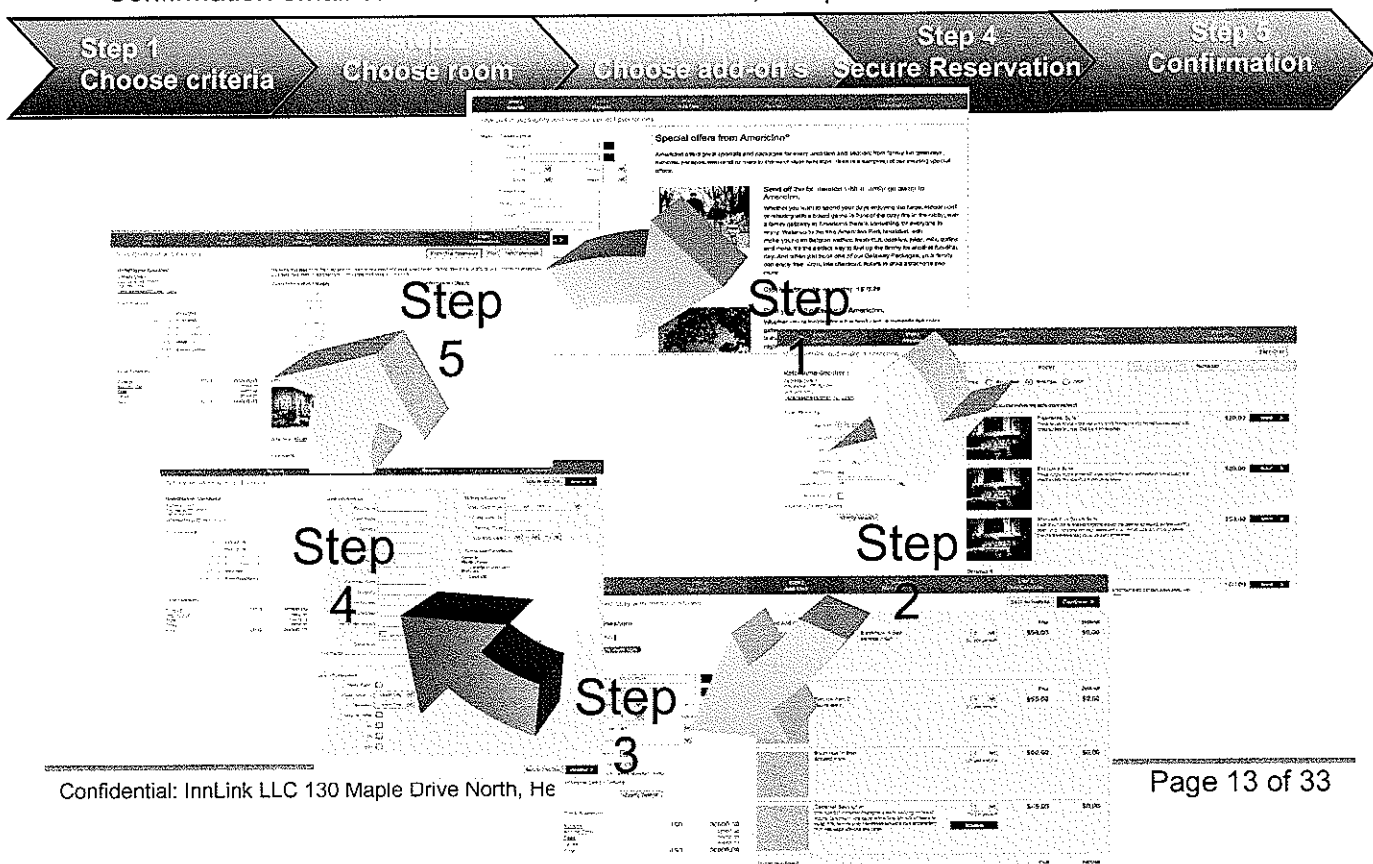
IBE include an availability calendar display to aid potential guest in identifying available (or favorably priced) dates?

The FLASH IBE is slated to be complete in Q4 2009. The FLASH IBE will support a look up calendar with advanced functionality (similar to how airlines provide a look-up matrix- as shown below {A}); rate chart displays, rate changes for pre-stay and post-stay date requests; up-sell messaging (for one extra night only $XXX)

Below are preliminary drawings for the FLASH booking engine, the design is subject to change by release date but functionality described above are part of the business requirements.
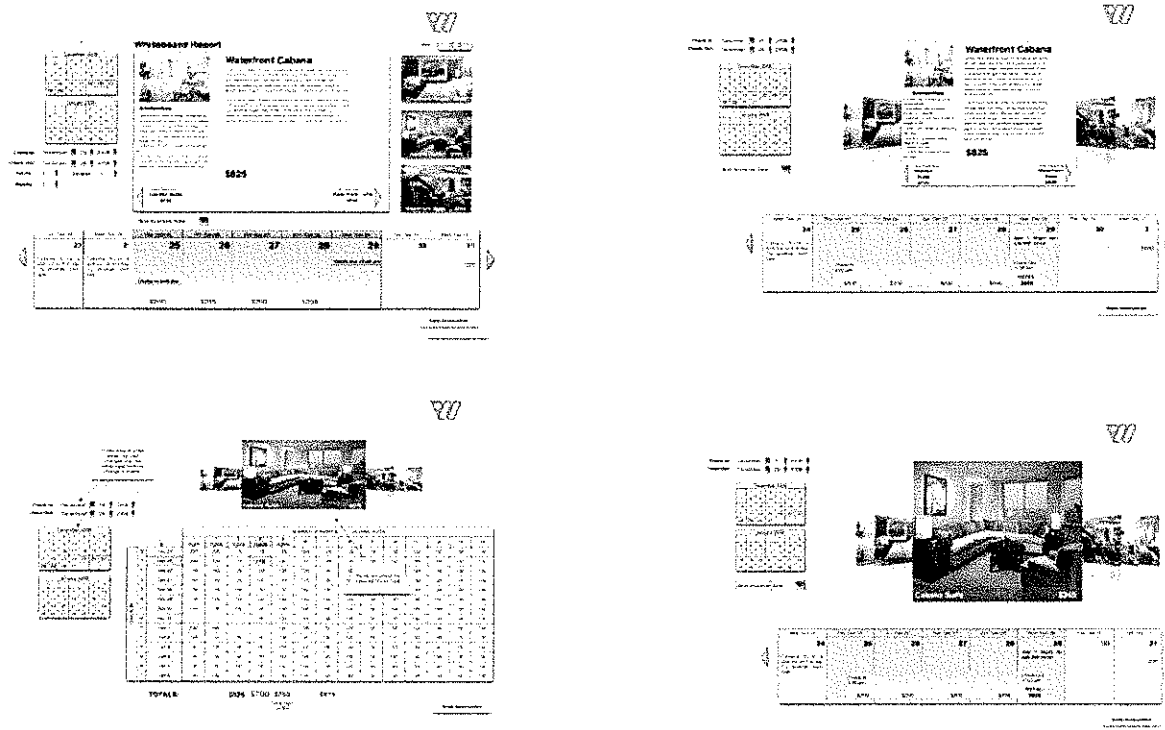
The IBE's "look and feel" can be customized to harmonize with the customer web site.

In addition to colors and images, a variety of pre-defined templates properties can change the look and feel – i.e., placement of specific fields, upper bar text, lower bar text and css Bar. The chain/property has access to advanced customized functionality (Code defined parameters)
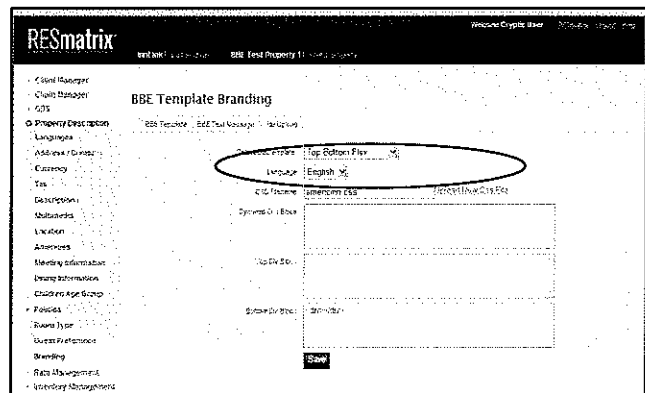
Describe how the Agency might specify the sequence in which it wishes rooms/rates to display to the Internet Booking Engine.

The Property may specify the sell sequence of rooms and rates within the CRS and on which channel the rooms and rates will display. The Agency can input display sorting order for both rooms and rates within RESmatrix. The IBE provides the option for guests to sort by Room Type or Rate Type. When either guest option is selected the sorting order will govern how the Room Types and Rates are displayed.

Packaging & Package Sales

Describe how conventional packages (i.e.: product combinations pre-defined and pre-priced) would be created in the CRS and then be booked via the IBE:

Conventional packages may be added in the CRS. Packages can be easily entered through RESmatrix using the Package Tool and will be automatically displayed in the distribution channels chosen. The Package Tool includes an image library on RESmatrix that assists you in building an attractive display for your booking engine or you can upload an image from your computer system. Inventoried Add-on's can be included in the Package, these add-on's can be allocated only to packages and pricing can be set to no fee. This feature allows the property to include inventoried items to Package offerings.

Packages may be <u>dynamically</u> assembled in the CRS and then be booked

Agency can establish an unlimited number of add-on offerings that can be associated to one or more product offerings at the property or with local attractions. Confirmed add-ons will be included and itemized on reservation.

Add-on "Service Categories" [Food & Beverage] and specific "Services" [Wine and Cheese Plate] are customizable by the property. These items are displayed on Step 3 of the BBE for selection by the guest. The core database structure is similar for free-sale and inventoried components. The hotelier will have the option of inventorying each component or leave a component on a free-sell or on-request [confirmed at check-in] basis. Inventory can be modified by the hotelier at will, with a zero inventory meaning the option is not available for the date specified and subsequently will not be displayed as a selectable option on the IBE. Specific policies can be associated with Add-ons [ID required at check-in, 21years of age].

Group Bookings

May rooms in a group block be booked via the Internet Booking Engine? If yes, describe process including any group organizer functions (such as establishing group blocks, creating group landing pages, viewing pick-up reports or entering rooming lists.

Group functionality includes the ability to load group inventory, group rate codes and specific group blocks. The functionality allows the entire process to be managed through the CRS.

Group Block creation: Groups can be created at the property level through the CRS or at InnLink through the Group reservation department.

- Property level: The CRS has integrated advanced group management functionality. The property can create a group block within the CRS, allocate rooms, designate rates, and create a customized email template for the group leader with multiple cc functions allowing the property to remain in the communication string.

  - Email Template includes: Customizable email notification, embedded link to bring group member directly into the IBE bypassing first two steps (only showing specific identified room types and if desired rates), upload personalized photo for email, and allow for multiple cc communications.

- InnLink call center: Group desk can create a Group Block as described above on behalf of the property. InnLink's call center operation will serve as a hotel's Group and Tour Reservation Desk managed by dedicated Group Sales Specialists (GSS). The GSS will facilitate the entire group booking process from initial request to contract management. The Group and Tour Reservation Desk is available Monday through Friday from 7am to 10pm CST, and offers limited coverage on Saturday and Sunday.

Group Block management: Group reservations can be processed through email or the IBE.

- Email: The in house Group Desk accepts emails or RFP templates sent directly from Group leaders. The process is managed through our in- house CRM tool, Salesforce, to ensure a high touch personalized group booking process.

- IBE Screen: A group member can find a group block on the IBE two different ways; go to IBE and enter group block number in field called "Groups" or go directly from personalized email notification delivered from Group Leader, this method bypasses the first 2 steps of the IBE process.

Key Service Offerings for gLINK customers include:

- Promote chain level, property level phone numbers on website(s) all answered by Group desk at InnLink
- Participate with the InnLink toll free 1-866-297-7400 direct to the group desk
- InnLink will work directly with the guest or tour operator to answer questions
- Provide a proposal with group rates, room availability and amenities
- GSS confirms group reservations on behalf of the property
- Conveys all group booking reservation details directly to your property
- Property can choose to have InnLink complete the group contract for the hotel
- Group members can confirm into the group block through booking engine, voice operations or send a rooming list directly to GSS

By loading Group parameters and group rates, the GSS will have the information at their fingertips to assist customers through the entire sales process. Examples of parameters to load are:

- Type of Groups that are accepted at property
- Special amenities and unique services offered to groups
- Comp policy
- Number of rooms classified as Group
- Group guarantee, deposit and cancel policy
- Baggage handling
- Property contact for Group questions

Group organizer functions (such as establishing group blocks, creating group landing pages, viewing pick-up reports or entering rooming lists).

A Group Leader can create a group block via the property or InnLink group reservation desk. The group block is created in the CRS and inventory, rates, shoulder rates and release dates are set. The group is provided with a customized email template. The group leader is sent the template for onward distribution with multiple cc fields allowing the property to remain in the communication string.

Email Template includes: Customizable email notification, embedded link to bring group member directly into the IBE bypassing first two steps (only showing specific identified room types and if desired rates), upload personalized photo for email, and allow for multiple cc communications.

IBE Screen: A group member can find a group block on the IBE two different ways; go to the IBE and enter group block number in field called "Groups" or go directly from personalized email notification delivered from the Group Leader. Rooms are automatically pulled from inventory and released based on parameters set during initial group block, override functionality is available at property level through RESmatrix for changing original parameters.

Confirmation email, cancellations and modifications: can be sent to group leader and property to keep all members informed of group status.

Provide an Internet "URL" for an example of a property Booking Engine.

https://res.windsurfercrs.com/bbe/page1.aspx?pcode=TSJULIE

E. Section V

GDS Representation

Describe in detail the services that your organization commonly delivers in its provision of GDS representation, including GDS data base maintenance.

Properties may participate in the GDS using InnLink's GDS chain code. There is no monthly minimum fee or maintenance fee to use the chain code.

InnLink offers Next Generation Seamless connectivity to Sabre, Galileo/Worldspan and Seamless Connectivity to Amadeus. Rates and room inventory are pulled real time from the CRS. InnLink utilizes ODDr for GDS data integration and automatic formatting of all property information to GDS specifications.

InnLink's Implementation Team reviews all rates, room inventory and HOD during a property's implementation process in the CRS. The team approves prior to transmitting the initial property data to the GDS. Thereafter, customers may enter and manage HOD using the RESmatrix. The HOD modifications are transmitted directly to the GDS. InnLink's Customer Service Specialists review and monitor the GDS database and functionality 24 hours / 365 days per year to insure your highest visibility and standards.

InnLink has partnered with Sabre to offer the Sabre UpSell tool to properties at no charge. The Sabre UpSell tool promotes travel agents to up-sell room types and amenities ensuring optimal ADR.

A customer can use the Channel Manager tool on the RESmatrix to limit room inventory on the GDS or Pegasus and write customized scripts per channel if desired.

InnLink's Director of Marketing works closely with the GDS on marketing programs and opportunities for individual properties and chain codes.
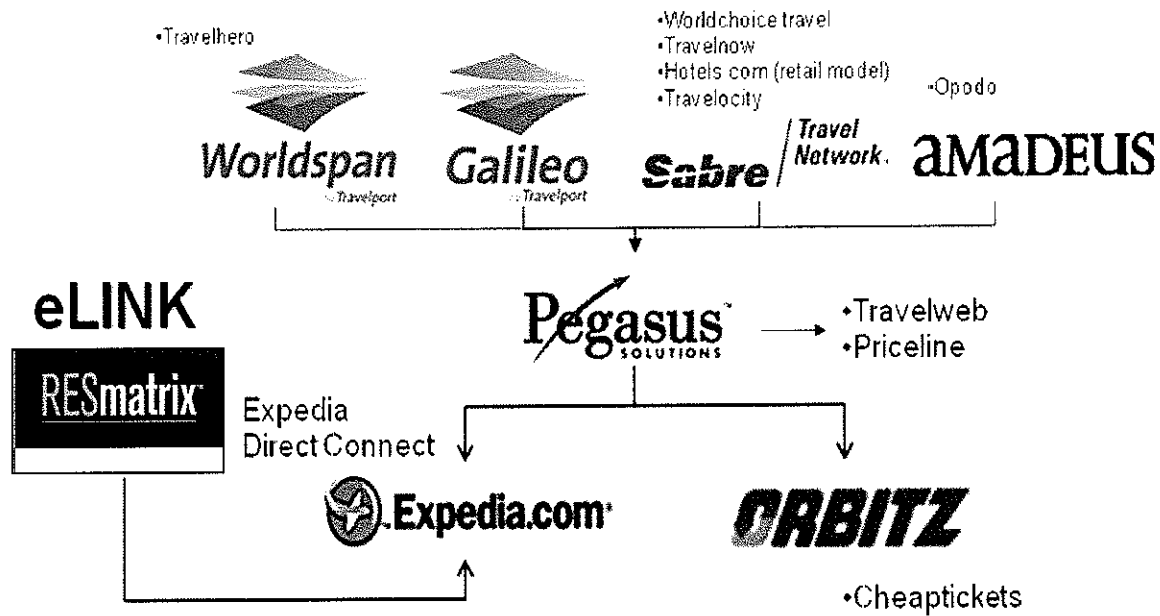
Third Party Distribution and Connectivity

Online Travel Agencies (OTA) that InnLink has (or is developing) a direct CRS connection.

InnLink was the first Reservation Service Provider to complete the Expedia QuickConnect direct connect interface. The CRS sends room inventory and rates to Expedia; Expedia sends reservations to CRS.

InnLink is partnering with Kayak to build an interface between the website and CRS. Clients must sign an agreement for Kayak distribution via the interface.

InnLink is scheduled to release a direct connect to Sabre in 09

Revenue Management Functions

Each property is assigned a Revenue Consultant or Account Manager after a 30 day review. The revenue consulting team is responsible for:

- Analyzing pricing trends within a properties competitive set
- Understanding and providing recommendations; property descriptions, sales scripts, pricing structure, and overall marketplace performance
- Conducting ongoing account meetings to measure success
- Providing information and options available to manage web presence
- Educating properties about navigating distribution channels and yield management tools

InnLink offers four levels of Account and Revenue Consulting to make sure we meet the needs of each customer.

Bronze: Bronze is our basic account management level where the property recieves an initial 30-day review and then support by our 24/7 customer service team.

Silver: At the silver level a property receives an initial 30-day review, access to our 24/7 customer service, access to InnLink's Auto Rate Manager product, is assigned a dedicated Revenue Manager and receives an optional annual review.

Gold: In addition to silver, property receives monthly reviews, access to InnLink's Channel Mgr product, Rubicon revASSIST shopping report and Smith Travel's STAR report

Platinum: Customized property management program through preferred provider.

	Platinum	Gold	Silver	
Description	Hospitality Resource Group customizes the service to the needs of the Property	Innlink provides a dedicated Revenue consultant to offer advice and guidance on a monthly basis	InnLink provides a Revenue manager to ensure you have access to an in house expert at all times	Innlink provides an Account manger to ensure your property is included in programs, new products and special offers
30 Day review	✓	✓	✓	✓
Annual Review	✓	✓	✓	
Customer Service	✓	✓	✓	✓
Billing Assistance	✓	✓	✓	✓
Lodging Report			✓	
STAR Report	✓	✓		
revASSIST	✓	✓		
Monthly Revenue Consulting	✓	✓		
Weekly assistance with rates	✓			
Weekly reporting	✓			
Budget and Forecasting	✓			

The CRS also contains a variety of Revenue Management facilities/technologies at no extra charge.

Examples are listed below.

BAR – Rack or Best Available Rate are both available on the CRS. Any or all other rate codes may be a percent or flat currency amount based off of Rack or Bar. A rounding up or down feature is available for a based off rate. The calculation is dynamic for all based off rate codes and room types.

Product Sell Order – Property may select the sell order of room types and rate codes. Room type sell order and rate code sell order is updated on the RESmatrix by the property (instant update).

Booking Pace Reports – Reservation revenue reports are generated from a live database and are accurate within 20 seconds of the request.

Rate Tiers – Unlimited rate tiers may be created in the RESmatrix. Rate tiers can be modified manually or a profile may be established that would yield tiers up or down based on property occupancy in the CRS.

Auto Rate Management – This function changes rates/rate tiers automatically based on occupancy and can close discounted rates during peak periods when you need tighter control of your inventory. This function also adjusts guarantee policies for high demand dates which eliminates no-shows and last minute cancellations. An over-ride feature allows you to set date parameters for peak occupancy periods which prevents discounted rates from being sold during this time. The automation of rates, guarantee policies and occupancy are controlled in the RESmatrix for all InnLink allocated inventory. Your rates can be built in RESmatrix to cascade by percentage or currency amount off a set rate. Based on occupancy level, rate tiers will automatically adjust when using Auto Rate Manager.

Channel Management – Streamlining management of the channels through which a hotel is able to be distributed increases reservation ROI. The RESmatrix enables separate channels to be managed through InnLink including each GDS, voice reservations, booking engine, Pegasus, Expedia, etc. Providing one place to manage all channels permits a hotel to see the "big picture" rather than having to manage channels separately and through extranets. Room types may be opened, closed, no arrival or inventoried by date range by channel. Modifications are seamless to every channel. The property receives an automatic confirmation on screen when changes are accepted.

Discount Functionality- The CRS will allow properties to establish a variety of business rules regarding "buy one, get one free" promotions – i.e., - free nights, additional discounted nights, special discounted value adds, etc. Triggers for discounts can be based on the number of nights reserved or based on total spend of the stay.

IBE integrated tracking- The CRS offers a web tracking option that is connected to the confirmation page of the booking engine. Simply enter the website tracking code on the RESmatrix and tracking automatically begins.

Advanced Rate Strategies- Advanced rate strategies may be performed by creating rate plans. Rate Plans allow you to assign multiple rates to a single rate code. Multiple rates connected to a single rate code is called a "rate plan". The rates are differentiated either by MLOS, Lead Time and Value. Rate Plan allows you to offer multiple rates simultaneously within one rate code.

> ### *Describe any Revenue Management facilities/technologies supplied by third parties and offered to your clients by your organization.*

Rubicon – Rubicon and InnLink partnered together to display competitive rate information within the RESmatrix to create a one stop location for viewing rates. This product is called revASSIST.

revASSIST gathers and presents competitive rate information automatically for up to 7 competitive hotels that you identify in your competitive set of hotels. View the rates your competition is offering among Internet and GDS channels for your most critical revenue periods. View the rate patterns your competitors use and monitor their peaks and valleys.

Choose from one of three levels of revASSIST services: Basic, Standard or Expanded. Basic presents you with 3 data source comparisons for up to 21 days prior to arrival date and delivers reports to you via email 3 times per week. Standard presents you with 4 data source comparisons for up to 30 days prior to arrival date and delivers reports to you via email 5 times per week.

Expanded presents you with 5 data source comparisons up to 45 days prior to arrival date and delivers reports to you via email 5 times per week. A property may enroll online by completing the contract addendum and enrollment form.

Smith Travel Research – Smith Travel Research provides STAR reports to InnLink customers complimentary or at a discounted rate. If the property is a first time STAR report customer, STAR will be provided complimentary for one-year.

Channel Management/Extranet Management Functions – InnLink can negotiate all merchant programs on behalf of the properties. All existing merchant contracts can be moved to InnLink to allow the property/chain to manage all rates and inventory in one location. Expedia is the only merchant program that is required to be held by Expedia but InnLink has the Direct Connect interface allowing all rates and availability to flow through RESmatrix.

Channel Management Functions

Describe the Channel Management facilities/technologies that you offer.

(For the purposes of this RFP, Channel Management is defined as the capability to control the number of rooms offered, and the rate at which they are offered, through one, several or all of the GDSs, through GDS-powered Web sites, through non-GDS affiliated Web sites and through other distribution channels.)

The RESmatrix enables separate channels to be managed through InnLink including each GDS, voice reservations, booking engine, Pegasus, Expedia, etc. Having one place to go to manage those channels permits a hotel to see the "big picture" rather than having to manage channels separately and through extranets.

Room types may be opened, closed, no arrival or inventoried by date range by channel. Modifications are seamless to every channel. The property receives an automatic confirmation on screen when changes are accepted.

As a default, any channels without a status are available for sale according to the inventory and strategies you have set for your regular room and rate status.

The property is able to set sell limits, down to last room availability, for each product [room-rate] that is offered for each channel, including the call center channel. Furthermore, the property can select, by use of cross-referencing, which product will be offered to which channel, allowing for specific target marketing to one or more specific channels.

Each channel has the ability to hold a unique script for customization to each audience.

F. Section VI

Reports

List the activity reports or management reports that would be available to customer. Provide samples of each report.

All reports are accessed using the RESmatrix. Reports can be generated in a PDF, HTML or Excel file. Revenue reports are generated from a database and are accurate within 20 seconds of the request. Non revenue reports are accurate as of midnight the day before.

Listed below are reports available on the RESmatrix.

Reservation Summary - One page reservation summary consisting of 4 reports showing number of reservations, room nights and revenue reported by reservation activity date and arrival date and broken down by business source and rate code

Business Source Arrival - Reservation activity showing reservations, room nights and revenue broken down by source of business and listed by guest arrival date.

Sources of business for voice reservations include Business, Leisure, Group, Travel Agent, and Loyalty

Sources of business for electronic and GDS reservations include Sabre, Galileo, Worldspan, Amadeus, iLINK (Web), Expedia, Pegasus and WorldRes

Business Source Activity - Reservation activity showing reservations, room nights and revenue broken down by source of business and listed by reservation activity date

Y/Y Business Source Arrival - Year over year comparison of net reservation activity showing reservations, room nights, revenue and ADR broken down by source of business and listed by guest arrival date

Y/Y Business Source Activity - Year over year comparison of net reservation activity showing reservations, room nights, revenue and ADR broken down by source of business and listed by reservation activity date

Rate Code Arrival - Reservation activity showing reservations, room nights and revenue broken down by rate code and listed by guest arrival date *Examples of rate codes include: RACK, AARP, 3A (AAA), CM (Commercial), GV (Government)*

Rate Code Activity - Reservation activity showing reservations, room nights and revenue broken down by rate code and listed by reservation activity date

Y/Y Rate Code Arrival - Year over year comparison of reservation activity showing reservations, room nights, revenue and ADR broken down by rate code and listed by guest arrival date

Y/Y Rate Code Activity - Year over year comparison of reservation activity showing reservations, room nights, revenue and ADR broken down by rate code and listed by reservation activity arrival

Pegasus Arrival Report - Reservation activity for bookings via the Pegasus switch showing reservations, room nights and revenue broken down by web site name and listed by guest arrival

Pegasus Activity Report - Reservation activity for bookings via the Pegasus switch showing reservations, room nights and revenue broken down by web site name and listed by reservation activity date

Y/Y Pegasus Arrival Report – Year over year comparison of reservation activity for bookings via the Pegasus switch showing reservations, room nights, revenue and ADR broken down by website name and listed by guest arrival date

Y/Y Pegasus Activity Report – Year over year comparison of reservation activity for bookings via the Pegasus switch showing reservations, room nights, revenue and ADR broken down by website name and listed by reservation activity date

Travel Agent Arrival - Reservation totals booked by travel agencies and GDS/Pegasus powered web sites listed in descending order by total revenue booked by each agency/web site and calculated by guest arrival date. Report includes IATA, agency name, agency address, total nights booked, total reservations booked and total revenue

Travel Agent Activity - Reservation totals booked by travel agencies and GDS/Pegasus powered web sites listed in descending order by total revenue booked by each agency/web site and calculated by reservation activity date

Reservation Arrival Detail - Reservation detail including confirmation number, guest name, rate code, business source, room type, arrival date, departure date, total revenue, number of nights and travel agent information, if applicable, Reservation detail is sorted by arrival date. The room type column labeled "ROOM CRS/PMS" displays the InnLink (CRS) room code followed by the property's (PMS) room code.

Reservation Activity Detail - Reservation detail including confirmation number, guest name, rate code, business source, room type, arrival date, departure date, total revenue, number of nights and travel agent information, if applicable

Reservation detail is sorted by activity date and includes separate listings for new reservations, changes to existing reservations and cancellations

The room type column labeled "ROOM CRS/PMS" displays the InnLink (CRS) room code followed by the property's (PMS) room code.

Lost Business Arrival- Summary of lost business, categories, denials, and cancellations sorted by arrival date

Lost Business Activity – Summary of lost business, categories, denials, and cancellations sorted by date of cancellation or inquiry

Lost Business Comment - Listing of all cancellation and lost business comments sorted by date of cancellation or inquiry.

Comments displayed reflect actual comments regarding reason for not booking or canceling

Please note that electronic cancel comments are computer generated and do not reflect actual comments

Availability - Grid showing future availability for 3 months listed by room type and day of the month. Report displays the InnLink (CRS) room code and the property's (PMS) room code. Availability examples include:

I (rooms will be sold until designated inventory runs out)

X (closed out, no rooms can be sold)

N (No arrivals)

Guest List - Provides the property with a brief overview of all guest reservations booked through InnLink by either the Arrival date, In-House date, or Departure date

Multi-Property Summary - Summary of rooms/reservations, room nights and revenue for each property in the designated group and listed by both activity date and arrival date

No Property - Listing of all cities requested by guests where no property exists. Report is sorted by state and lists each requested city within the state

Brochure - Name and address of each caller requesting a brochure during the reporting time frame

Monthly Call Statistics - Actual call statistics, available on a monthly basis by entire chain, showing total calls, number of abandoned calls, abandon rate, number of junk/harassing calls, voice reservations and calculated voice conversion rate

callASSIST Call Time – Views times and number of calls of each CALLassist telephone number.

Service Detail – Lists confirmation number, guest name, check in, check out, service name, service revenue and notes

Lead Time – Summary of reservations, room nights, revenue, ADR and service revenue by lead time

Length of Stay – Summary of reservations, room nights, revenue, ADR and service revenue by length of stay

Guarantee – Summary of reservations, room nights, revenue, ADR and service revenue by guarantee type

Region – Summary of reservations, room nights, revenue, ADR and service revenue by state

Country - Summary of reservations, room nights, revenue, ADR and service revenue by country

An example of each report is provided as a separate document.

> **Can reports be exported to Excel or Access or comparable spreadsheet/data base software? If yes, describe the process**

All reports may be exported to Excel by selecting "Excel" from a pick list (drop down menu) on RESmatrix. Reports can also be exported as a pdf or html document.

> **Reports may also be queued for automatic, periodic e-mailing to single or multiple recipients.**

Reports may be scheduled to email daily, weekly, monthly and annually. The reporting period can be daily, weekly, monthly, quarterly or year-to-date. The scheduled report name may be customized by the user and include a single property, multiple properties or all properties. Recipients are entered in an open field with a 200 character limitation. *Average email length 25 characters = 8 emails*

> **Describe your Account Management Program. Include the process for adjusting, finalizing and making payments for invoices. Describe how reservation or billing discrepancies between the property and the vendor would be handled.**

Account Management is represented by our Bronze level of Revenue Management support described on page 21.

Billing is processed on the 1st day of the month following arrivals. Invoices are available within two business days. Email notices are sent to property when invoices are available. Adjustments can be made online and invoices finalized until the due date/30 days after invoice date. Automatic Payments are processed on 1st business day after the due date Properties are eligible for mark-offs as long as invoices are paid by 30 days following invoice date or they are on an automatic

payment through credit card or ACH. If Mark-offs exceed industry averages, InnLink reserves the right to request Mark-off back-up from the property.

| Menu | InnLink | LOG OUT |

CURRENT INNLINK INVOICE

| 🖫 Save Adjustments | ✎ Clear Adjustments | ❗ Finalize Invoice 200803TSKAT01 |

INVOICE

INNLINK LLC
130 MAPLE DRIVE NORTH
HENDERSONVILLE, TN 37075

Send Payment To:
INNLINK LLC
130 MAPLE DRIVE NORTH
HENDERSONVILLE TN 37075

INVOICE #200803TSKAT01
INVOICE DATE: 3/31/2008
BILLING PERIOD: DEMO
DUE DATE: 8/13/2009

Katheys Test Property 1
TSKAT
130 Maple Drive North

Hendersonville TN 37075

| Total Due | 1627.60 |
| Amount Enclosed | |

PLEASE RETURN THE ENTIRE INVOICE WITH PAYMENT

RESERVATION REVENUE FEES		Adjusted Total		By Arrival Date	Adjusted Payment Amount	
GDS	$7494.50 rev	7494.50	@ 6.00%	449.67	449.67	
Voice	$1272.80 rev	1272.80	@ 6.00%	76.37	76.37	
Pegsus	$2563.90 rev	2563.90	@ 6.00%	153.84	153.83	
BBE	$5865.60 rev	5865.60	@ 5.00%	293.28	293.28	
Net Rate/TravelWeb	$.00 rev	0.00	@ 6.00%	0.00	0.00	
				973.16	973.15	
			Or minimum	75.00	75.00	
				973.16	973.15	

RESERVATION REVENUE FEES
TSKAT Katheys Test Property 1
GDS Detail

Conf#	Guest Name	Arrive	Depart	Nights	Source	Total	Billable	Actual
374200105	LUPTON, CORI	2005-01-02	2005-01-03	1	Worldspan	29.50	29.50	29.50
171800105	MENDELS SCOTT	2005-01-02	2005-01-04	2	SABRE	133.20	133.20	133.20
966436404	COOPER, TABITHA	2005-01-02	2005-01-03	1	Worldspan	29.50	29.50	29.50
377700105	DRAZENOVIC IVO	2005-01-02	2005-01-04	2	GALILEO	148.00	148.00	148.00
225400205	SOFF RAY	2005-01-03	2005-01-05	2	Worldspan	59.00	59.00	59.00
585135604	MANNS LATOYA	2005-01-05	2005-01-07	2	Worldspan	188.00	188.00	188.00
844800405	SOFF RAY	2005-01-05	2005-01-06	1	Worldspan	29.50	29.50	29.50
720100405	LUPTON, CORI	2005-01-07	2005-01-08	1	Worldspan	29.50	29.50	29.50
672300605	HAYS, MICHEAL	2005-01-07	2005-01-09	2	Worldspan	71.00	71.00	71.00

G. Section VII

Customer Service/Support

List the days/hours that support is provided. Indicate your response speed commitments.

Our customer service team is located in Hendersonville, TN at the InnLink headquarters. Most common services provided are:

- Package loading
- Rate changes
- Negotiated rates
- Trouble shooting of communication issues
- Investigate "over bookings"
- OTA Display
- IBE Display
- Property description updates
- User name and password issues
- Policy changes
- Other

InnLink's customer service is available 24/7/365. Average answer time for customer service calls is less than 5 seconds and emails are checked at least every 15 minutes. InnLink offers a 60 minute guarantee: if we haven't responded to your issue within 60 minute of a call or an email, you can terminate the contract with us without a penalty. (We are the only CRS company in the industry with Guarantee statement)

Describe the process for reporting problems, tracking problems and the escalation process, whether they pertain to system performance, service level adherence, reservation disputes or other issues.

InnLink has a fully integrated CRM system, Salesforce.com (an ASP solution), dedicated to tracking the property from entering the InnLink system through the life of the partnership. Every employee has been trained to understand and utilize SF for all activities; phone logs, emails, sending documents, eBlasts, tasks, and process flow. SF also supports multiple disciplines within InnLink; Sales, Marketing, Implementation process, Revenue management, Group contract (gLINK), in-house IT project requests, Knowledge sharing, PDF library and most important <u>Case Management</u>.

Methods of opening a case:

1) Email - customerservice@innlink.com (auto populates SF and opens a case for the support team)
2) Phone - A property would call InnLink 24/7 support line
3) Web to case- **Online status checking** 2009: a form is provided on RESmatrix for the property to submit a case directly. This function provides a unique user name and login for the property to externally monitor and track their case real time. This capability currently exists, we are in the process of launching Q4.

Problem reporting can be initiated through any InnLink employee and escalated to the appropriate party for immediate acknowledgment and processing. At anytime any InnLink employee can access the case to communicate the escalation path and current owner of the case and share existing updates to the case.

1) A Case is opened and a notification is automatically sent to the property with a case number, subject and who is currently assigned the case
2) As comments are added to the case the property is automatically sent communication of the update.
3) As the case is processed and closed the property receives a "closed issue" email with the subject, description of issue and solution applied.
4) The case and the unique number are never deleted from the InnLink system All cases are visible for employees to access to ensure transparent communication internally and to the property.

All critical escalation paths have been built within the CRM system.
1) Customer Service
2) Customer Service supervisor
3) Revenue Management
4) IT
5) Implementation
6) Training
7) Internet specialist
8) Sales
9) Billing
10) CRS modification and requests

Classes and on-line tutorials are available to on-property and corporate staff to aid them in remaining proficient in the use of the property user interface and the distribution opportunities available to them through it.

InnLink provides both live training and online tutorials.

Live Training

Live training sessions are available both during implementation and ongoing. During implementation InnLink provides individual training session and ongoing InnLink offers regularly scheduled training sessions for basic and advanced functionality.

Online Tutorials

InnLink provides multiple online tutorials. There is a training tab provided for ease of use. Online sessions are recorded video/audio 10-15 minute tutorials. Each section speaks to a specific activity the hotelier is required to train or retrain to ensure optimal usage of management tools for their property inventory, rates and yield management optimization.

1) Refresher on basic property description fields
2) Rates and Rate tiers
3) Advanced Rate strategies
4) Inventory and Availability
5) Groups / Packages / Services
6) Auto rate manager
7) Channel manager
8) revASSIST
9) Reports and tracking tools
10) Customization: Advanced IBE, confirmation emails
11) Billing

H: Section VIII - FEES

Fees are sealed in a separate Envelope as requested.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

VENDOR OWING A DEBT TO THE STATE:
West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:
If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

ANTITRUST:
In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:
Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:
The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www state wv.us/admin/purchase/privacy/noticeConfidentiality pdf.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: _InnLink, LLC_

Authorized Signature: _____ President_ Date: _8/4/09_

Purchasing Affidavit (Revised 01/01/09)

RESERVATION CENTER REPORT

07/01/2008 - 07/31/2008

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COMBINED BUSINESS SOURCE SUMMARY BY ARRIVAL DATE

	Totals			Voice			Group Sales			Sabre			Galileo			Worldspan			Amadeus			BBE (WEB)			Worldres			Pegasus			Expedia		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	90	195	17776.13	4	16	1702.10				18	41	3418.19	7	16	1542.50	7	15	1530.29	2	2	179.98	38	86	7959.64				14	19	1444.43			
2 Wed	78	165	14918.22	8	22	2026.55				15	30	2629.39	9	14	1329.82	2	3	113.54				23	58	5866.76				21	38	2752.16			
3 Thu	205	443	37511.80	35	81	7531.26				34	74	5732.01	18	35	3068.07	3	4	222.09	-	4	500.00	69	151	13830.67				44	93	6577.70	-	-	50.00
4 Fri	259	462	39156.20	29	59	4853.27				58	98	8650.54	21	34	3645.47	5	7	459.37				81	141	12443.28				67	123	9104.27			
5 Sat	117	216	20322.84	8	12	856.19				28	104	9681.19	6	5	664.20	-	-	38.35	-	-	129.95	43	58	5890.35				30	32	3062.61			
6 Sun	61	236	21112.95	9	20	1650.64				11	55	5218.21	7	14	1321.99	2	4	192.00	4	22	1799.76	28	85	8168.61				19	35	2811.53			
7 Mon	155	346	28653.28	9	16	1390.94	25	25	1499.75	24	95	8402.24	17	34	3230.80	2	4	406.00				48	97	9023.77				27	65	4541.76	-	7	50.00
8 Tue	101	293	26784.38	-	13	1231.89				17	97	8820.54	5	8	723.20	4	8	406.00	-	7	741.93	41	102	10621.81	-	-	106.00	19	39	2876.22	2	7	350.00
9 Wed	107	215	17578.39	6	14	1336.50				22	37	3566.79	12	24	2259.93	9	30	1571.42	2	2	164.98	32	67	5848.06				24	41	2830.62			
10 Thu	102	224	19260.56	6	12	1006.90				19	27	2434.32	12	31	2804.60	5	13	739.95				46	117	10601.61				12	24	1673.18			
11 Fri	224	456	39541.06	21	34	2860.04	12	24	2616.00	31	83	7694.68	19	30	4261.44	7	9	396.24	5	39	2181.93	84	160	13779.58				45	77	5751.15			
12 Sat	169	234	21194.24	22	29	2833.27				35	45	4539.12	21	31	3082.99	4	19	637.54	4	19	79.99	50	62	6054.96				36	47	3921.37			
13 Sun	105	417	36117.44	10	28	2282.20				21	191	16520.86	10	6	2859.90	2	5	416.20	8	29	2700.71	35	91	8727.18				19	37	2601.39			
14 Mon	130	371	33510.38	20	59	5463.44				37	139	12618.60	12	30	2583.33	6	19	1304.78	-	4	359.96	42	89	8413.97				12	31	2766.30			
15 Tue	108	278	24728.65	13	26	2069.40				26	82	7403.24	12	51	5842.92	6	9	729.86	5	14	1267.86	26	55	4879.09				17	40	2486.26			
16 Wed	102	254	21661.11	11	18	1635.81				23	108	9852.67	11	21	2016.89	5	10	476.35				33	60	5202.93				21	37	2476.46			
17 Thu	124	226	19365.79	9	14	1184.09				27	71	6134.65	15	26	2698.45	3	5	337.80				35	57	5259.76				35	50	3751.00	-	-	50.00
18 Fri	270	548	47215.65	47	132	11053.48				59	124	10810.96	22	37	3758.16							84	157	13934.70				57	95	7451.48			
19 Sat	167	322	35410.75	24	31	2995.71				40	118	17309.84	12	19	2148.05				-	3	206.85	59	61	7574.57				52	73	5382.58			
20 Sun	112	305	25017.77	-	15	1270.79				38	152	13126.26	9	16	1658.97	4	8	542.00				31	75	6454.75				23	37	1965.00			
21 Mon	180	418	32920.17	14	28	2383.63	28	28	2239.72	30	89	8335.88	10	47	3766.97	10	38	2291.60	-	3	299.97	47	95	8445.57				31	93	5457.00			
22 Tue	132	331	26276.03	-	11	964.88				36	152	13702.98	12	25	2107.31	12	15	1142.92				30	61	5280.59				34	64	4777.38			
23 Wed	113	222	17893.32	18	40	3277.61				21	39	3380.07	8	21	1816.05	-	7	250.79	-	3	166.00	29	60	5544.14				30	52	3436.66			
24 Thu	112	215	17605.01	17	27	2393.77				24	49	4611.51	7	11	926.02	4	7	332.74	-	-	79.99	27	70	6072.52				32	50	3388.46			
25 Fri	224	402	34382.04	35	57	5442.95				51	91	7972.82	26	41	4102.87	5	8	418.89				61	106	9765.88				45	75	5502.63			
26 Sat	174	278	26640.68	21	40	3414.29				32	82	9947.08	18	21	2485.41	-	2	90.00				43	55	5307.64				55	75	5131.37	-	14	1176.00
27 Sun	96	294	27711.49	16	36	3709.60				17	84	7629.74	11	36	3471.63	-	3	312.00	-	3	284.89	34	92	9088.00				16	39	3120.56			
28 Mon	112	264	22395.03	13	36	3177.37				24	53	4526.85	12	28	2611.64	6	14	1131.00	-	4	399.96	28	67	6430.12				29	68	4518.05			
29 Tue	98	171	14596.03	-	12	1090.17				22	40	3744.11	17	26	2527.42	4	8	713.60				28	58	4676.19				18	27	1844.54			
30 Wed	102	262	21851.15	12	42	4439.50	12	48	3312.00	16	64	5658.74	11	23	2087.86	5	9	647.06	-	2	118.00	24	43	3582.02				21	31	2015.97			
31 Thu	97	194	15009.80	9	18	1550.69	7	28	1820.00	23	42	3505.87	11	15	1857.89	5	11	490.35				21	41	4090.86				21	39	2584.14			
TOTAL	4266	9259	807486.26	474	1006	88984.13	84	153	11487.47	881	2556	237779.75	411	813	79274.81	141	319	19903.52	40	144	11671.75	1302	2597	238798.58	-	-	108.00	926	1644	117804.25	6	24	1676.00

Sources with no activity: Loyalty

COMBINED BUSINESS SOURCE SUMMARY BY ACTIVITY DATE

	Totals			Voice			Group Sales			Sabre			Galileo			Worldspan			Amadeus			BBE (WEB)			Pegasus			Expedia		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	108	211	18541.06	20	43	3426.04				22	45	4564.79	16	29	2888.47	7	19	1314.87				27	48	4392.33	16	27	1954.56			
2 Wed	154	360	32631.18	13	40	3318.43				32	91	9251.46	24	55	5185.82	8	23	1779.09	3	16	1461.84	40	71	7399.62	34	64	4454.92			
3 Thu	128	230	19645.23	7	9	512.42				21	42	3963.43	8	11	979.09	3	5	470.00	2	6	547.87	49	97	8671.35	36	60	4501.07			
4 Fri	65	119	9921.28	10	19	1436.37				9	19	1802.03	6	11	827.76	3	5	250.48	-1	-4	-316.00	21	40	3490.79	16	28	2379.85	-	-	50.00
5 Sat	61	126	10966.66	4	-1	307.70				12	15	1428.80	5	10	1243.99	4	11	519.60	-1	-1	-100.00	24	52	4996.25	13	32	2570.32			
6 Sun	120	230	19289.33	14	41	3646.74				17	39	3691.56	10	16	1166.97	4	5	176.62				51	86	7733.60	28	48	2623.84	-	-	50.00
7 Mon	150	351	29356.01	8	16	1143.17	-10	-30	-2098.50	38	133	11957.10	15	26	2110.96	2	4	127.00	2	4	172.94	60	125	11280.48	35	75	4662.86			
8 Tue	122	202	16116.88	16	29	2290.82	-7	-7	-559.93	20	-8	-1260.33	14	34	3166.26	8	18	1344.89				45	90	7521.70	25	44	3513.47	-	7	50.00
9 Wed	164	452	40179.60	11	32	2855.34				37	143	12593.13	19	49	4488.32	8	19	885.08	11	37	3067.70	50	121	12176.06	27	50	4065.97	-	7	100.00
10 Thu	155	335	26688.90	14	11	1284.24				31	93	8990.91	16	30	3362.55	-1	-1	-109.00	8	53	3617.81	50	92	7869.57	37	57	3672.82	-	-	50.00
11 Fri	182	454	98933.29	16	26	2705.42	40	80	66360.00	40	175	15642.55	11	15	1926.87	7	9	544.15	-	-	-10.00	49	86	7313.02	28	53	4449.28			
12 Sat	71	89	7247.80	5	8	1022.59				18	-6	-575.26	0	-10	-493.20	-	-	105.00				24	66	5805.15	22	28	1783.52			
13 Sun	87	159	12500.15	12	26	2158.45				12	16	1265.57	9	17	1448.43	-	3	308.80	3	8	539.96	31	53	4682.95	19	40	2635.95			
14 Mon	139	266	25150.49	27	56	5689.14				29	54	5119.94	4	10	1597.00	8	21	1486.25	3	5	386.80	45	84	6815.34	22	33	2943.58			
15 Tue	150	262	23961.53	16	21	1791.22				31	46	4990.35	19	61	6827.51	5	16	1046.15	3	5	219.98	46	66	7474.62	31	47	3004.16			
16 Wed	154	399	36035.71	19	35	2494.70				56	234	21944.12	13	18	2234.49	7	21	1304.35	3	8	366.80	31	46	4608.18	26	43	3229.89			
17 Thu	170	331	35064.33	20	31	3271.64				33	92	13915.87	29	51	5325.00	-	5	115.00	2	7	-177.00	48	86	7911.63	40	69	4702.19			
18 Fri	165	327	28398.09	10	24	2240.00				49	122	11056.04	18	34	3219.32	7	17	1616.60	2	6	619.99	46	76	6311.49	33	48	3334.65			
19 Sat	95	209	17393.47	11	15	1402.61				24	75	6734.50	2	3	234.19	2	8	353.20				26	47	4248.51	30	61	4420.23			
20 Sun	97	172	13394.10	13	22	1675.86				21	35	2944.75	8	21	2024.80	2	3	101.50				33	57	4476.60	20	34	2170.57			
21 Mon	106	239	20517.76	23	69	6713.05				21	76	6765.26	15	26	2377.96	6	10	666.97				-	-6	-907.95	37	65	4663.47			
22 Tue	116	263	22523.77	7	13	1406.51				42	130	12960.09	12	27	2620.34	11	15	784.88	-1	-1	119.00	-	0	32.00	44	78	4867.04			
23 Wed	116	187	13630.27	21	38	2834.89				20	40	2920.41	16	24	2320.83	5	4	-78.31	-1	0	-47.09	21	29	2168.75	31	43	2677.80			
24 Thu	93	203	19212.86	16	25	2636.97				19	74	6966.34	14	27	3156.40	4	10	696.57	2	9	785.90	22	43	3913.50	18	24	1641.08			
25 Fri	94	175	14564.10	9	23	1610.89				22	49	4623.56	16	43	3169.16	-	2	191.98				18	33	3195.23	29	32	2247.29			
26 Sat	71	112	10717.36	11	25	2631.85				16	23	2302.81	7	8	890.99	-	-	110.00	-1	-7	-674.01	15	26	2779.30	22	34	2542.41			
27 Sun	69	160	13362.83	5	11	798.84				15	37	3168.55	8	31	2608.69				-1	-5	-540.00	25	50	4553.50	17	37	2507.25			
28 Mon	98	250	22463.92	6	7	469.85				21	110	10633.49	6	-3	184.50	4	4	245.00	-1	-6	-474.00	36	80	7102.28	23	39	2520.80			
29 Tue	125	244	21105.05	12	24	1779.77				28	41	3430.39	12	21	2053.20	3	8	726.89	2	13	1328.00	36	76	7645.96	34	74	5468.84			
30 Wed	110	173	13863.05	14	29	2193.58				33	60	5596.19	14	13	937.51	0	-2	-280.10				30	35	2804.53	19	38	2611.34			
31 Thu	126	254	22437.01	3	-	-107.65				10	25	2703.37	13	46	4203.66	2	3	405.00	2	8	688.93	52	93	8699.38	44	78	5644.32			
TOTAL	3671	7544	718133.07	394	770	67841.70	23	43	63701.57	799	2120	201191.77	374	754	74066.84	129	273	17408.51	37	140	11318.62	1053	1948	177465.72	858	1491	104885.34	4	5	250.00

Sources with no activity: Loyalty, Worldres

COMBINED RATE CODE SUMMARY BY ARRIVAL DATE

	TOTAL			3A			AAA			AARP			BAR			CM			CT1			CT2			CT3			EQB			GV		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	90	195	17776.13	10	32	3428.10	-	-	94.45	9	19	1559.58	2	2	133.98	6	8	710.48							2	3	127.54				6	25	2710.00
2 Wed	78	165	14918.22	12	22	2239.80				3	6	561.50				5	6	576.14							1	1	43.54				4	12	958.96
3 Thu	205	443	37511.80	48	127	12382.70				13	28	2188.00				25	51	4070.48	-	2	76.70	-	2	70.00							6	10	679.34
4 Fri	259	462	39156.20	38	59	5040.15				13	23	1869.75				18	32	3311.77	2	4	163.40	-	1	46.39						50.00	6	22	1651.90
5 Sat	117	216	20322.84	14	17	1559.40	-	-	98.99	6	12	1117.50				10	21	1691.79	-	1	38.35										3	5	366.99
6 Sun	81	236	21112.96	10	28	2641.67										5	14	1370.60							2	4	192.00	-	-	50.00	4	24	2439.00
7 Mon	155	348	28953.28	14	21	2071.30				3	3	259.50	-	2	133.98	13	39	3428.89							3	5	250.00	3	7	350.00	17	46	4565.85
8 Tue	101	293	26784.38	12	27	2720.90				5	13	1050.54				15	27	2398.05	-	1	38.35	-	6	377.60	2	2	100.00				8	22	2031.85
9 Wed	107	215	17578.30	7	23	2320.87				-	3	269.85	-	2	133.98	17	31	2724.00	2	3	165.00	-	12	468.00	2	9	310.62				9	22	2054.00
10 Thu	102	224	19260.56	15	39	3982.67				-	19	1336.80				9	15	1165.41							4	8	290.00				6	18	1779.10
11 Fri	224	456	39541.06	22	40	3643.14	-	5	449.95	14	27	2345.44	3	10	669.90	14	20	1791.81	3	18	594.00				-	9	396.24				12	23	2055.55
12 Sat	169	234	21154.24	19	22	1964.51	-	1	98.99	4	2	214.20				12	13	1165.63							-	1	43.54				9	22	1726.46
13 Sun	105	417	36117.44	11	20	1923.80				2	8	434.47				9	17	1307.94													8	42	3719.00
14 Mon	130	371	33510.38	22	58	5588.77	2	2	179.98	6	18	1726.20	-	1	66.99	7	23	1645.97				-	2	92.78	-	1	50.00				10	23	1882.00
15 Tue	108	278	24728.65	14	18	1533.58	-	3	310.47	5	9	726.39				11	25	2204.02	-	1	55.00				-	2	100.00				7	14	1182.00
16 Wed	102	254	21661.11	12	19	1672.34	-	1	98.99	5	10	657.70	-	1	66.99	7	26	2269.10	-	1	38.35	-	1	46.39	2	9	438.00	-	-	50.00	7	14	1182.00
17 Thu	124	226	19565.79	10	11	709.06	-	3	266.97	6	9	945.95				17	23	2232.52	-	1	55.00				1	4	188.60				3	5	327.50
18 Fri	270	548	47215.65	23	34	2955.88	4	4	350.96	10	22	1940.60	-	2	133.98	17	27	2399.79													3	3	230.00
19 Sat	187	322	35410.75	21	26	2693.29	2	5	458.95	7	17	1530.31				9	10	1051.93													6	13	1103.76
20 Sun	112	305	25017.77	13	20	1788.49	2	2	179.98	-	14	1096.10				9	14	1250.75				-	2	70.00							9	17	1504.00
21 Mon	180	418	32920.17	20	34	3367.76	2	7	620.93	8	17	1462.88				11	29	2145.88				-	12	420.03	1	6	283.20				11	37	2915.00
22 Tue	132	331	28276.03	15	26	2156.27				4	6	584.40				21	37	3167.12				-	2	35.00	2	2	100.00				5	11	923.00
23 Wed	113	222	17893.32	12	24	2220.66	-	1	130.49	4	6	651.50				11	22	1792.54				-	-	250.79							8	20	1404.40
24 Thu	112	215	17605.01	10	11	1028.85	4	16	1421.84	9	19	1781.55				11	15	1288.68													6	14	1319.00
25 Fri	224	402	34382.04	30	46	4089.31	2	6	512.94	9	17	1715.09				16	32	2843.67				2	3	185.59	1	1	47.20				7	14	1272.80
26 Sat	174	278	26640.68	29	49	4671.27				13	18	1721.75				9	12	939.24				2	3	110.79	2	3	152.20				2	7	554.00
27 Sun	96	294	27711.49	17	36	3329.35	-	1	80.99	6	19	1748.10	-	1	72.99	5	22	2024.74							2	2	90.00				5	30	2768.00
28 Mon	112	264	22395.03	11	28	2400.83				3	5	482.30				14	31	2642.04				2	3	105.00							9	30	3056.40
29 Tue	98	171	14596.03	11	22	1644.47				5	10	1157.40				12	19	1493.64													5	11	850.00
30 Wed	102	262	21861.15	7	13	1395.00				2	2	221.00				8	17	1533.22				-	3	105.00								9	1280.00
31 Thu	97	194	15809.80	8	17	1531.12				3	3	266.00	-	1	72.99	6	11	830.39							-	2	94.40				4	7	207.00
TOTAL	4266	9259	807488.26	519	969	90865.51	33	59	5358.87	186	387	33602.26	11	20	1351.80	361	689	59468.43	13	32	1214.15	28	69	2628.13	39	74	3297.28	5	10	500.00	204	574	50672.56

COMBINED RATE CODE SUMMARY BY ACTIVITY DATE

	TOTAL			3A			AAA			AARP			BAR			CM			CT1			CT2			CTJ			DRR			EQB		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	108	211	18541.06	14	22	1816.15	-	-	89.99	3	11	1065.21				16	24	2149.81	-	-													
2 Wed	154	360	32831.18	24	40	3395.79	3	5	287.97	10	15	1612.71				10	15	1291.89	-	-	38.35				2	2	100.00						
3 Thu	128	230	19645.23	9	6	857.79				7	21	2019.30	-	3	200.97	9	19	1535.95															
4 Fri	65	119	9912.26	8	11	1089.90				5	11	687.20				5	3	101.45				2	2	100.48							-	-	50.00
5 Sat	61	126	10986.66	8	17	1562.80				-	13	1271.71				5	3	284.55				-	8	377.60	3	3	150.00						
6 Sun	120	230	19289.33	20	42	3867.84	-	2	197.98	6	8	885.05	0	-	66.99	3	8	784.30							4	6	142.00				-	-	50.00
7 Mon	150	351	29356.01	18	32	2875.97				14	32	2184.41				21	55	4580.79							3	4	280.62						
8 Tue	122	202	16116.88	17	25	1958.26				7	29	2267.22	0	-		15	24	2224.81	2	3	146.35	-	4	140.00	2	2	185.00						
9 Wed	164	452	40179.60	12	30	3611.99				9	15	1553.93	2	4	267.96	13	32	2398.73	-	-	55.00	-	3	105.00	5	13	507.08				-	2	100.00
10 Thu	155	335	28688.90	15	24	2431.82	2	2	197.98	6	15	1205.44				9	7	1006.74													-	-	50.00
11 Fri	192	454	98933.29	17	23	1692.24				3	8	802.30	-	-	66.99	16	50	4871.90				2	2	70.00	-	-	94.40	-	-	257.85			
12 Sat	71	89	7247.80	7	12	1053.69	5	13	1160.87	0	-10	-1116.00				8	6	450.97				-	3	105.00									
13 Sun	87	159	12500.15	12	23	2076.60	0	-10	-773.90	3	7	581.10				-	5	364.97				-	3	70.00	2	5	238.80						
14 Mon	139	266	25150.49	11	21	1926.22	5	6	769.42	4	10	931.00	-	-	66.99	9	23	2016.32	-	-	55.00	2	8	302.78	2	2	100.00						
15 Tue	150	262	23951.53	25	41	3996.67				8	9	713.45				22	45	3655.60				-	-	35.00	-	-	431.20						
16 Wed	154	399	36035.71	15	17	1605.20	-	-	89.99	3	6	548.10	0	-7	-66.99	15	43	3902.91	-	-	36.35	2	11	385.00									
17 Thu	170	331	35064.33	17	39	3078.30	0	-5	-404.95	12	22	2361.09	-3	-9	-602.91	14	21	1940.23	-	-	55.00	-	5	175.00									
18 Fri	165	327	28398.09	16	27	2924.08	4	4	388.96	6	11	703.70				13	23	2267.90				-	1	35.00									
19 Sat	95	209	17393.47	10	19	2163.98	-	-	130.49	8	11	922.95				5	9	728.80				-	2	70.00	-	6	263.20						
20 Sun	97	172	13394.10	8	17	1662.57	2	4	359.96	5	14	1122.50				-	5	592.29				2	3	101.50									
21 Mon	106	239	20517.76	10	12	715.63				-	8	616.50				10	19	1669.77				4	4	150.59									
22 Tue	116	263	22523.77	-	4	443.95				-	9	723.90				17	31	2619.63				4	8	285.79	3	4	207.20						
23 Wed	116	187	13630.27	11	16	1265.74	-	3	251.97	10	11	1147.25				-	2	-49.04	-	2	78.70	2	2	75.79	4	3	92.20						
24 Thu	93	203	19212.66	6	15	1565.62	-	3	269.97	7	7	564.50	-	-	72.99	14	37	3380.68															
25 Fri	94	175	14564.10	10	17	862.75				5	11	1215.69				8	26	2228.46															
26 Sat	71	112	10717.36	6	6	589.20	-	-	98.99	7	9	1183.80				5	9	1001.63															
27 Sun	69	160	13362.83	8	14	1330.44				4	11	1021.60				6	12	1009.66															
28 Mon	98	250	22463.92	6	6	620.86				8	18	1317.25				7	4	412.31															
29 Tue	125	244	21105.05	15	15	1396.40	-	-	69.99	8	22	1783.40				13	33	2604.44															
30 Wed	110	173	13663.05	12	20	1612.34				5	8	726.15				10	12	867.47															
31 Thu	126	254	22437.01	10	18	2092.35	4	5	449.95	9	18	1544.46	2	3	218.97	10	17	1509.99															
TOTAL	3671	7544	718133.07	372	633	58248.68	33	37	3635.63	187	392	34416.87	5	4	291.96	315	624	54696.09	8	10	466.75	30	69	2584.53	32	61	2905.24	-	-	257.85	4	5	250.00

COMBINED PEGASUS SUMMARY BY ARRIVAL DATE

	TOTAL			TravelWeb.com			Expedia.com			HotelLocators.com			Alliance Reservations Net			Hotwire			Cendant via Pegasus			Interactive Hotel Solutio			World Web Travel			New Pegasus Partner			All-Hotels.com			AResTravel.com		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	14	19	1444.43	5	5	300.52	6	11	952.92			66.99	1	1	89.80			35.00																		
2 Wed	21	38	2752.16	5	12	643.64	8	9	827.37							4	2	70.00																		
3 Thu	44	93	6577.70	21	39	2403.96	10	24	2122.50					2	190.00	2	4	140.00	6	15	1210.95	6	14	1103.34												
4 Fri	67	123	9104.27	23	47	2662.11	4	15	1313.31					2	259.90	7	6	384.85	5	10	617.90	13	25	1957.35		3	237.00									
5 Sat	30	32	3062.61	9	9	538.27	6	7	787.04						109.00				16	25	2089.75	4	4	452.90						94.00						
6 Sun	19	35	2611.53	8	17	1298.67	6	11	1085.07										9	10	1081.40									61.95						
7 Mon	27	65	4541.76	9	18	965.71	9	19	1584.07						70.00			70.00	4	6	385.84	2	3	258.75												
8 Tue	19	39	2676.22	6	12	702.76	7	10	706.08										7	25	1733.25			104.00												
9 Wed	24	41	2830.62	10	21	1310.71	8	10	908.67								2		4	14	1093.38			102.00												
10 Thu	12	24	1673.18	5	13	609.44	5	7	656.00										5	9	509.24															
11 Fri	45	77	5751.15	17	30	2116.22	8	14	1327.88			98.10							4	4	207.74	5	8	630.70												
12 Sat	36	47	3921.37	10	13	843.26	16	24	2261.13						95.99	3	5	364.00	11	19	1244.25	4	4	457.04												
13 Sun	19	37	2601.39	8	9	560.95	4	6	433.96										5	8	263.95											3	230.97		2	229.00
14 Mon	12	31	2766.30	3	5	265.42	6	15	1260.36										5	17	1146.49			119.00												
15 Tue	17	40	2486.26	8	17	926.11	5	13	1015.40						76.00				3	12	1121.50															
16 Wed	21	37	2476.46	8	18	1185.00	4	4	349.98										3	9	468.75		2	138.50			89.00									
17 Thu	35	50	3751.00	14	19	1209.25	10	17	1536.52					3	282.00				7	12	713.88	4	5	384.98												
18 Fri	57	95	7451.48	19	35	2476.15	21	35	3124.76									50.00	4	6	338.25	2	4	396.00											1	164.50
19 Sat	52	73	6382.58	30	44	3033.72	15	18	1659.42										13	19	1240.07	2	2	221.95												
20 Sun	23	93	1965.00	11	21	977.96		5	422.99				2	3	52.10	2	4	140.00	4	4	262.49															
21 Mon	31	93	5457.00	20	65	3612.32	3	7	627.49						270.00		5	488.00	4	4	265.75															
22 Tue	34	64	4777.36	11	18	1148.07	7	10	989.20		2	179.98		2	197.95	3	8	280.00	3	6	365.19		5	495.00											1	104.50
23 Wed	30	52	3436.66	14	33	2151.88	4	5	434.94								6	314.00	9	18	1382.65			89.10												
24 Thu	32	50	3388.46	16	25	1492.74	9	13	1211.49										5	6	342.74			220.00												
25 Fri	45	75	5502.63	17	28	1679.38	12	16	1436.01				2		282.95	3	6	185.80	6	9	464.23	3	6	621.85												
26 Sat	55	75	5131.37	21	34	1904.06	8	8	832.10			89.10			99.95	3	3	105.00	14	14	1059.71	2	4	269.97												
27 Sun	16	39	3120.56	5	7	565.35	10	27	2193.96										16	20	1563.07															
28 Mon	29	66	4518.05	15	34	1573.97	10	28	2684.38									45.00	5	5	371.25			89.99												
29 Tue	18	27	1844.54	6	9	543.57			219.98						162.00	2	5	175.00	5	5	249.71		2	179.98			267.30									
30 Wed	21	31	2015.97	10	12	735.51	4		566.96										6	6	426.71															
31 Thu	21	39	2584.14	9	22	1424.72	5	5	431.98						65.00	2	5	175.00	4	7	439.50			219.98												
TOTAL	926	1644	117804.25	371	689	42251.60	240	462	35883.86		5	434.17	17	27	2251.87	36	66	3021.65	180	323	22687.05	57	98	8482.48			593.30		2	155.95		3	230.97			498.00

COMBINED PEGASUS SUMMARY BY ACTIVITY DATE

	TOTAL			TravelWeb.com			Expedia.com			Alliance Reservations Net			Cendant via Pegasus			Interactive Hotel Solutio			onetravelsource.com			World Web Travel			Hotwire			New Pegasus Partner			AResTravel.com			AAVacations.com		
	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV	RES	RN	REV
1 Tue	16	27	1954.56	4	8	314.90	5	9	778.51		5	282.00	2		33.16	3	5	306.99					3	237.00												
2 Wed	34	64	4454.82	10	19	1136.63	12	19	1969.84				9	16	800.71	2	6	343.74		2	178.20		4	-214.20		4	140.00									
3 Thu	38	60	4501.07	19	31	2928.95	8	8	801.02				8	17	1456.00	1	1	80.10							2	3	135.00									
4 Fri	16	28	2379.85	9	17	1356.11	4	7	575.59				2	3	319.15	1	1	129.00																		
5 Sat	13	32	2570.32	5	12	926.62	2	5	414.95				4	12	994.90	2	3	233.85																		
6 Sun	28	48	2823.84	22	37	2152.13	2	4	322.97				4	7	346.74																					
7 Mon	35	75	4662.86	7	17	867.38	20	40	2690.34				4		610.44			233.85							3	3	105.00	3	6	389.70						
8 Tue	25	44	3513.47	6	10	653.01	8	13	1596.50			95.99	7	14	764.12		3	1189.00							2	3	170.00									
9 Wed	27	50	4065.97	8	13	674.32	7	9	946.88				5	11	647.92		12	184.00								2	119.90					3	267.97			
10 Thu	37	57	3672.82	18	26	1456.09	8	11	967.58				9	16	995.15		2									2	70.00									
11 Fri	28	63	4449.26	9	15	841.59	6	16	1397.36	2	3	221.93	5	12	839.14	3	8	619.98		2	171.98					2	90.00									
12 Sat	22	28	1783.52	13	18	1179.22	0	0	-106.05				4	4	231.75	3	5	443.60									35.00									
13 Sun	19	40	2635.95	8	13	784.28	5	18	1375.42				5	9	476.25																					
14 Mon	22	33	2943.58	10	13	854.18	9	19	1985.05				0	-3	-306.50	2	3	311.85												99.00						99.00
15 Tue	31	47	3004.16	12	19	1135.63	10	12	892.65			128.10	6	7	434.13		7	413.65																		
16 Wed	26	43	3229.88	6	22	1512.88	12	12	1109.03				4	5	270.63	2	2	215.10						89.00			33.25									
17 Thu	40	69	4702.19	21	35	2074.65	4	10	987.49		2	174.00	5	8	507.75			125.00	3	5	294.30				3	5	334.00									
18 Fri	33	48	3334.65	21	32	1911.27	8	10	944.90				4	4	242.22		3	259.85	-2	-2	-188.09															
19 Sat	30	61	4420.23	14	33	2130.14	6	10	1039.12				5	10	677.92		5	394.05							2	2	80.00						164.50			
20 Sun	20	34	2170.57	8	10	532.81	5	9	861.18		2	197.98	3	8	340.50									98.10	2	4	140.00									
21 Mon	37	63	4663.47	13	23	1387.00	13	23	2174.13				8	14	984.67			65.69									35.00									
22 Tue	44	78	4867.04	15	32	1836.64	11	13	1106.91		4	382.90	7	12	731.95	3	5	441.84							6	14	490.80									
23 Wed	31	43	2677.80	15	20	1081.79	7	10	873.03				4	6	393.76		3	170.97							4	4	158.25									
24 Thu	16	24	1641.08	9	11	576.64		0	178.96		2	240.00	4	6	502.46			71.10	2	2	71.92															
25 Fri	29	32	2447.29	12	8	433.52	8	12	1092.57		2	234.00	6	7	489.20											2	99.90						98.10			
26 Sat	22	34	2542.41	11	17	1250.02	6	6	552.30			-109.00	3	8	539.24						64.95		2	209.90												
27 Sun	17	37	2507.25	7	13	817.55	4	8	832.00				3	12	627.71												35.00									
28 Mon	23	39	2526.80	11	18	1227.84	5	3	235.99				8	16	986.97			69.99							2		140.00									
29 Tue	34	74	5466.84	17	23	1347.34	8	20	1810.87			162.00	5	14	798.75	2	12	1079.58		2	270.00					2	70.00									
30 Wed	19	38	2611.34	10	13	749.22	6	15	1317.65				6	10	544.47																		210.50			
31 Thu	44	78	5644.32	17	28	1668.07	6	9	945.97		6	674.00	8	14	1079.86	4	7	591.90							5	13	465.00									
TOTAL	856	1491	104865.34	367	606	37098.42	211	362	32670.69	18	29	2683.90	159	291	18463.14	43	95	7996.98	7	10	863.26	4	8	687.10	39	72	2946.10			-488.70	4	6	770.07			99.00

COMBINED TRAVEL AGENT SALES BY ARRIVAL DATE

IATA	AGENCY	ADDRESS	CITY	ST	ZIP	NIGHTS	RES	AMOUNT
45542630	CARLSON WAGONLIT TRAVEL	SUITE 400 C 4801 WOODWAY	HOUSTON	TX	77056	1020	45	99785.80
7723203	TRAVELWEB-NET RATES	P O BOX 915204	DALLAS	TX	753915204	647	347	38940.41
24639860	ORBITZ LLC	SUITE 150 1951 PREMIER DR	MANKATO	MN	56001	547	317	47940.58
50458940	WORLD CHOICE TRAVEL	11300 US HWY 1 SUITE 300	N PALM BEACH	FL	33408	375	210	32662.24
26512673	TRAVELNOW.COM	4124 S MCCANN CT	SPRINGFIELD	MO	65804	370	234	35799.77
116172700	EXPEDIA INC	SUITE 107 6 WEST DRUID HILLS DRIVE	ATLANTA	GA	30329	368	218	35799.77
45537284	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	228	218	20378.60
7508546	PRICELINE.COM	800 CONNECTICUT AVE	NORWALK	CT	06854	175	80	7139.76
26643245	MCDANIEL TRAVEL INC	STE B 2139 B E PRIMROSE	SPRINGFIELD	MO	65804	98	57	8482.48
45781433	TRAVELOCITY ONLINE HOTELS	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	95	60	5556.69
44524351	CHEAP TICKETS	SUITE 1000 500 W MADISON ST	CHICAGO	IL	60674	90	54	7636.50
45541635	TVL TCH MARINE & OFFSHORE	3638 GREENBRIAR	HOUSTON	TX	77098	89	27	7972.11
10564912	HOTWIRE	SUITE 100 333 MARKET ST	SAN FRANCISCO	CA	94105	66	36	3021.65
50661505	WEYERHAEUSER TRAVEL DEPT	MAIL STOP NP 310 840 SOUTH 333RD STREET	FEDERAL WAY	WA	98003	57	22	5579.40
7593375	TRAVELWEB-COMM RATES	800 CONNECTICUT AVENUE	NORWALK	CT	06854	42	24	3311.19
10551413	AMERICAN EXPRESS TRAVEL	SUITE 300/INTERACTIVE 15100 NW 67TH AVE	MIAMI LAKES	FL	33014	42	11	3391.52
77531845	VIAJES EJECUTIVOS	CALLE 38 AVENIDA 2A Y CENTRAL	SAN JOSE			32	2	1600.00
45589210	AMERICAN EXPRESS TVL SVC	18TH FLOOR 40 WALL STREET	NEW YORK	NY	10005	31	3	3069.00
5733195	AAA TRAVEL AGENCY	2650 KITTYHAWK RD	LIVERMORE	CA	94550	31	19	3099.01
36642071	HANCOR TRAVEL	401 OLIVE STREET	FINDLAY	OH	45840	30	4	2709.70
14720042	DIRECTRAVEL	860 WYCKOFF AVE	MAHWAH	NJ	074303186	30	1	3925.00
3640502	ALLIANCE RESERVATIONS NETWORK	428 E THUNDERBIRD RD #247	PHOENIX	AZ	85022	27	17	2251.87
67503111	EXPEDIA INCORPORATED		UNKNOWN			24	17	2147.25
45738744	LOCKHEED MARTIN CORP	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	22	8	1676.99
10055083	AAA TRAVEL AGENCY	1401 NORTH WESTSHORE BLVD	TAMPA	FL	33607	20	11	1173.98
45545172	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	19	6	1818.90
50518414	AAA TRAVEL AGENCY	1745 114TH AVENUE SE	BELLEVUE	WA	980046936	18	12	1635.12
26582183	BTMC	BLDG 303/E LEVEL 1/MC 3069236 325 JS MCDONNELL BLVD	HAZELWOOD	MO	630422513	18	4	1629.15
46944081	CRUISE & TVL MASTERS	SUITE 200 4376 S 700 EAST	SALT LAKE CTY	UT	841073006	16	6	1564.60
22574031	PREFERRED TRAVEL INC	SUITE 112 174 FORBES ROAD	BRAINTREE	MA	021842808	15	5	1572.30
5758550	GLOBAL TRAVEL	P O BOX 270 900 WEST JEFFERSON	BOISE	ID	83701	15	2	1227.00
39521046	1-888-TRAVELOCITY	HANOVER INDUSTRIAL ESTATES 1061 HANOVER ST	WILKES BARRE	PA	187062028	14	7	1210.36
10563744	AMERICAN EXPRESS TRAVEL	SUITE 300/TG INTERNATIONAL 15100 NW 67TH AVE	MIAMI LAKES	FL	33014	14	7	1180.60
38577276	SATHER TRAVEL	HERSHNER HUNTER BUILDING 190 EAST 11TH AVENUE	EUGENE	OR	974013537	14	3	1582.80
45559714	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	13	7	1185.87
11594763	EXPEDIA INC	6 WEST DRUID HILLS DRIVE SUITE 107	ATLANTA	GA	30329	13	6	1248.97
3539093	WORLD TRAVEL AGENCY	SUITE 100 3144 N 7TH AVE	PHOENIX	AZ	850134107	12	7	962.98
13675675	INIDAHO.COM	1410 MILL RD	MCCALL	ID	83638	12	4	851.95
27551801	TRAVEL CAFE INC	313 N 28TH ST	BILLINGS	MT	591011239	12	2	756.00
39575675	WORLD TRAVEL INC	1724 WEST SCHUYLKILL ROAD	DOUGLASSVILLE	PA	195169100	12	2	1098.00
36602263	FEDERATED TRAVEL SERVICES	18TH FLOOR 7 WEST 7TH STREET	CINCINNATI	OH	452022424	12	9	997.95
14500710	CARLSON WAGONLIT TRAVEL	SC-1 1 STATE FARM PLAZA	BLOOMINGTON	IL	61710	11	6	1321.00
1815785	ADVENTURE TRAVEL	4555 SOUTHLAKE PARKWAY	BIRMINGHAM	AL	352443238	11	1	825.00
37640396	THE BENHAM COS - TVL DEPT	9400 NORTH BROADWAY	OKLAHOMA CITY	OK	731147401	11	5	994.50
50763160	AMEX TVL/MICRSFT	BLDG B/SUITE 101 14335 NE 24TH ST	BELLEVUE	WA	980073737	10	4	891.92
86812353	AMERICAN EXPRESS CO MEXIC	PONIENTE 146 NO 850 COL IND VALLEJO	MEXICO CITY	OU	02300	10	2	1144.97
39945380	ARAMARK TRAVEL	SUITE 2307 1101 MARKET STREET	PHILADELPHIA	PA	19107	10	1	899.90
44527836	BCD TRAVEL	STE 125/JACOBS 2105 ELM HILL PIKE	NASHVILLE	TN	37217	9	4	672.50
34745023	CARLSON WAGONLIT TRAVEL	ATTN KARI DEWEY 112 PROSPECT STREET	STAMFORD	CT	069011207	9	2	1001.00
36976903	CTC II	MIAMI INTERDESIGN II/SUITE 201 4141 NE 2ND AVE	MIAMI	FL	33137	9	8	752.00
3528851	AARONS TVL RESOURCE CNTR	P O BOX 13930	SCOTTSDALE	AZ	852673930	8	5	710.85
33547916	AAA WESTERN & CENTRAL NY	100 INTERNATIONAL DR PO BOX 500	BUFFALO	NY	142215757	8	3	792.37
38599755	DIRECTRAVEL	BUILDING 51 640 NORTH 13TH STREET	EASTON	PA	18042	8	2	632.00
26525192	COLEMAN TRAVEL	925 EAST BROADWAY	BOLIVAR	MO	65613	8	2	538.92
28530600	CABELAS TRAVEL SERVICE	1 CABELA DR	SIDNEY	NE	69160	7	4	511.65
1400162	WORLD WEB	410.1010 - 1 ST	CALGARY	AB	T2R1K4	7	3	593.30
45602981	AMEX TRAVEL-ONLINE	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	7	3	414.97
5549272	AUTO CLUB/SOUTHERN CA	420 N EUCLID AVE	ANAHEIM	CA	92801	7	2	726.94

COMBINED TRAVEL AGENT SALES BY ACTIVITY DATE

IATA	AGENCY	ADDRESS	CITY	ST	ZIP	NIGHTS	RES	AMOUNT
45542630	CARLSON WAGONLIT TRAVEL	SUITE 400 C 4801 WOODWAY	HOUSTON	TX	77056	719	39	73430.81
77223203	TRAVELWEB-NET RATES	P O BOX 915204	DALLAS	TX	753915204	581	352	35084.17
24639860	ORBITZ LLC	SUITE 150 1961 PREMIER DR	MANKATO	MN	56001	512	298	44441.19
11617270	EXPEDIA INC	SUITE 107 6 WEST DRUID HILLS DRIVE	ATLANTA	GA	30329	340	195	30475.69
50458940	WORLD CHOICE TRAVEL	11300 US HWY 1 SUITE 300	N.PALM BEACH	FL	33408	293	173	27250.63
26512673	TRAVELNOW.COM	4124 S MCCANN CT	SPRINGFIELD	MO	65804	286	205	27241.81
45537284	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	216	127	19971.68
75085546	PRICELINE.COM	800 CONNECTICUT AVE	NORWALK	CT	06854	140	70	5956.52
26642245	MCDANIEL TRAVEL INC	STE B 2139 B E PRIMROSE	SPRINGFIELD	MO	65804	95	43	7996.98
45781433	TRAVELOCITY ONLINE HOTELS	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	94	48	4915.28
45541635	TVL TCH MARINE & OFFSHORE	3638 GREENBRIAR	HOUSTON	TX	77098	91	26	8087.09
44524351	CHEAP TICKETS	SUITE 1000 500 W MADISON ST	CHICAGO	IL	60674	77	46	5660.32
10564912	HOTWIRE	MAIL STOP NP 310 840 SOUTH 333RD STREET	SAN FRANCISCO	CA	94105	72	39	2946.10
50661505	WEYERHAEUSER TRAVEL DEPT	18TH FLOOR 40 WALL STREET	FEDERAL WAY	WA	98003	50	17	4905.25
45689210	AMERICAN EXPRESS TVL SVC	SUITE 300/INTERACTIVE 15100 NW 67TH AVE	NEW YORK	NY	10005	42	6	4158.00
10551413	AMERICAN EXPRESS TRAVEL	BANK ONE CENTER/SUITE 100 707 VIRGINIA ST EAST	MIAMI LAKES	FL	33014	39	10	3061.52
51638263	NATIONAL TVL SVC INC	CALLE 38 AVENIDA 2A Y CENTRAL	CHARLESTON	WV	25301	35	8	3182.61
77531845	VIAJES EJECUTIVOS		SAN JOSE			32	2	1600.00
14720042	DIRECTRAVEL	860 WYCKOFF AVE	MAHWAH	NJ	074303186	30	2	3925.00
38405502	ALLIANCE RESERVATIONS NETWORK	428 E THUNDERBIRD RD #247	PHOENIX	AZ	85022	29	18	2683.90
57331955	AAA TRAVEL AGENCY	2650 KITTYHAWK RD	LIVERMORE	CA	94550	29	17	3106.40
75933775	TRAVELWEB-COMM RATES	800 CONNECTICUT AVENUE	NORWALK	CT	06854	25	15	2014.25
36642071	HANCOR TRAVEL	401 OLIVE STREET	FINDLAY	OH	45840	25	4	2279.75
22574031	PREFERRED TRAVEL INC	SUITE 112 174 FORBES ROAD	BRAINTREE	MA	021842608	24	8	2523.30
67503111	EXPEDIA INCORPORATED		UNKNOWN			21	15	2101.00
58090064	US1TRAVEL.COM	SUITE 207 2425 COLORADO BLVD	SANTA MONICA	CA	90405	20	8	2060.00
35288851	AARONS TVL RESOURCE CNTR	P O BOX 13930	SCOTTSDALE	AZ	852673930	15	7	1314.72
39621046	1-888-TRAVELOCITY	HANOVER INDUSTRIAL ESTATES 1061 HANOVER ST	WILKES BARRE	PA	187062028	15	8	1270.97
10655083	AAA TRAVEL AGENCY	1401 NORTH WESTSHORE BLVD	TAMPA	FL	33607	14	8	727.66
10563764	AMERICAN EXPRESS TRAVEL	SUITE 300/ITG INTERNATIONAL 15100 NW 67TH AVE	MIAMI LAKES	FL	33014	14	7	1180.60
39599755	DIRECTRAVEL	BUILDING 51 640 NORTH 13TH STREET	EASTON	PA	18042	14	6	1106.00
13675675	INIDAHO.COM	1410 MILL RD	MCCALL	ID	83638	14	6	963.95
46844081	CRUISE & TVL MASTERS	SUITE 200 4376 S 700 EAST	SALT LAKE CTY	UT	841073006	14	5	1376.60
45545172	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	14	5	1223.98
45738744	LOCKHEED MARTIN CORP	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	14	5	1056.99
55248900	HEALTH NET TRAVEL	ATTN CORPORATE TRAVEL 11971 FOUNDATION PL	RNCHO CORDOVA	CA	95670	13	4	1404.00
36413260	AMERICAN EXPRESS TRAVEL	1ST FLOOR 4891 E GRANT ROAD	TUCSON	AZ	85712	12	4	1458.00
37890656	CARLSON WAGONLIT TRAVEL	SUITE 500 3200 N CENTRAL AVE	PHOENIX	AZ	85012	12	4	1199.88
27551801	TRAVEL CAFE INC	313 N 28TH ST	BILLINGS	MT	591011239	12	3	756.00
57586550	GLOBAL TRAVEL	P O BOX 270 900 WEST JEFFERSON	BOISE	ID	83701	12	4	990.00
50618363	LAKE UNION TRAVEL	SUITE 102 2476 WESTLAKE AVE NORTH	SEATTLE	WA	98109	11	4	981.00
86812353	AMERICAN EXPRESS CO MEXIC	PONIENTE 146 NO 850 COL IND VALLEJO	MEXICO CITY	OU	02300	11	3	1049.89
39553802	UNIGLOBE BANNER TVL INC	619 HUNTINGTON PIKE	JENKINTOWN	PA	190464454	11		1210.00
30532353	AMERICAN EXPRESS TRAVEL	BASEMENT LEVEL/ MS NHQ04-176 65 SPIT BROOK ROAD	NASHUA	NH	03060	11		825.00
18157855	ADVENTURE TRAVEL	4555 SOUTHLAKE PARKWAY	BIRMINGHAM	AL	352443238	11		825.00
50518414	AAA TRAVEL AGENCY	1745 114TH AVENUE SE	BELLEVUE	WA	980046936	10	8	924.95
50763160	AMEX TVL/MICRSFT	BLDG B/SUITE 101 14335 NE 24TH ST	BELLEVUE	WA	980073737	10	4	891.92
45652821	CARLSON WAGONLIT TRAVEL	P O BOX 5038	FORT HOOD	TX	765440038	10	4	854.90
39545380	ARAMARK TRAVEL	SUITE 2307 1101 MARKET STREET	PHILADELPHIA	PA	19107	10	4	899.90
99999992	GET TRAVEL AGENT INFO	11111111111111	UNKNOWN	UN		10		650.00
45659714	TRAVELOCITY.COM	SUITE 125 11603 CROSSWINDS WAY	SAN ANTONIO	TX	78233	9	6	812.00
44527836	BCD TRAVEL	STE 125/JACOBS 2105 ELM HILL PIKE	NASHVILLE	TN	37217	9	4	672.50
36976903	CTC II	MIAMI INTERDESIGN II/SUITE 201 4141 NE 2ND AVE	MIAMI	FL	33137	8	6	752.00
35311124	AMERICAN EXPRESS TVL SVC	BLDG F/HONEYWELL 3600 E UNIVERSITY DR	PHOENIX	AZ	8503347245	8	8	829.92
37640396	THE BENHAM COS - TVL DEPT	9400 NORTH BROADWAY	OKLAHOMA CITY	OK	731147401	8	5	796.50
14001062	WORLD WEB	410 . 1010 - 1 ST	CALGARY	AB	T2R1K4	8	4	687.10
10632300	BCD TRAVEL	STE 320 4899 BELFORT ROAD	JACKSONVILLE	FL	32256	8	2	752.00
96281614	WORLDRES	1510 FASHION ISLAND BLVD SUITE 351	SAN MATEO	CA	94404	7	4	488.70

COMBINED LOST BUSINESS BY ARRIVAL DATE

	TOTAL		Voice Cancel Date		Facility		Rate		Shop		Test		Group		Room Type		Electronic Cancel	
	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN
1 Tue	38	113	5	7	2	3	0	1	7	15			0	11	2	4	17	54
2 Wed	27	115	1	10	0	3	2	2	9	19			0	11	0	3	12	51
3 Thu	81	164	12	8	2	5	2	2	18	31			15	15	-	4	30	73
4 Fri	115	259	31	16	3	8	5	7	26	49			0	15	4	8	36	100
5 Sat	40	234	11	13	-	7	-	7	17	48			0	15	2	9	7	90
6 Sun	16	118	0	3	-	3	4	8	5	25			0	15	0	4	4	39
7 Mon	30	92	3	5	0	1	-	6	11	23					0	3	12	34
8 Tue	37	84	5	7			0	2	7	21					2	4	20	37
9 Wed	35	98	-	7	?	2	0	2	8	22					-	4	17	44
10 Thu	32	109	4	9	0	1	2	4	12	29					-	4	2	36
11 Fri	112	186	22	12	2	3	7	9	21	42			12	12	3	7	38	60
12 Sat	72	205	13	23	-	3	4	7	23	54			0	12	0	5	21	58
13 Sun	37	117	3	14	-	3	4	5	7	24			0	12	2	4	20	40
14 Mon	46	139	2	12	4	7	4	6	11	26			0	12	-	5	18	50
15 Tue	41	148	4	18	2	6	3	10	12	32			0	12	0	2	15	52
16 Wed	52	155	-	10	-	3	0	7	10	31			25	37	-	3	12	48
17 Thu	90	183	6	15	-	3	2	7	23	38			14	26	-	4	24	55
18 Fri	152	294	19	24	8	9	9	13	36	61			38	64	-	4	28	68
19 Sat	74	298	11	18	3	10	0	9	20	66	-	1	21	71	-	4	18	72
20 Sun	29	129	-	7	-	3	0	1	10	37			0	12	0	3	14	50
21 Mon	76	150	15	20	-	2	2	3	15	36					-	2	37	71
22 Tue	45	143	2	7	2	3	2	5	9	29			12	12	2	4	15	66
23 Wed	52	157	4	10	?	4	-	6	17	38					-	5	22	76
24 Thu	65	191	-	9	4	7	2	7	16	42					-	5	31	98
25 Fri	102	233	8	14	6	10	6	12	23	51					-	3	40	108
26 Sat	100	264	3	13	2	9	4	15	16	44			38	38	0	1	25	107
27 Sun	65	144	4	11	4	7	3	8	21	35			0	10			25	53
28 Mon	32	124	-	10	2	5	-	7	9	35			0	10			13	36
29 Tue	40	140	0	5	-	5	4	6	8	37			17	27	-	-	6	34
30 Wed	18	110	0	3	0	2	-	7	9	29			0	27	-	1	3	23
31 Thu	42	123	-	5	2	2	4	11	14	31			0	27	3	3	10	27
TOTAL	1793	5020	127	352	61	139	78	206	450	1100	-	1	192	503	33	112	592	1811

COMBINED LOST BUSINESS BY ACTIVITY DATE

	TOTAL		Voice Cancel		Date		Facility		Rate		Shop		Test		Group		Room Type		Electronic Cancel	
	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN	RES	RN
1 Tue	108	373	2	4	19	65	3	7	2	2	16	91			45	155			21	49
2 Wed	60	128	2	2	12	25	2	3	-	12	9	16			19	20	1	3	21	47
3 Thu	79	220	5	10	9	20	-	1	-	9	17	111			28	28			16	41
4 Fri	47	128	3	5	13	47	2	4	-	2	9	13					-	-	18	52
5 Sat	32	59	-	10	6	15	-	3	-	6	8	10					-	5	11	13
6 Sun	24	44	-	2	3	6	-	1	2	7	15	25					-	2	2	3
7 Mon	54	132	12	33	5	21	2	4	4	15	13	29					3	4	15	26
8 Tue	77	194	15	16	10	38	-	2	-	2	16	26					-	8	26	102
9 Wed	73	207	4	4	8	25	-	6	-	6	16	29	-	1	14	28	-	5	23	103
10 Thu	78	217	4	14	14	58			4	9	19	46			25	25			12	65
11 Fri	53	119	2	8	8	16	3	5	2	5	14	32							21	47
12 Sat	47	170	7	50	6	9			4	29	14	33					3	6	18	49
13 Sun	73	29			8	4	2	1	4	2	16	8							43	14
14 Mon	67	148	8	15	8	23	6	7	-	3	19	40			11	44	-	4	22	56
15 Tue	84	184	4	11	7	18	5	9	-	1	24	45					-	1	31	54
16 Wed	51	153	5	11	10	24	2	5	5	51	17	35	-	2					11	25
17 Thu	63	170	4	14	14	30	2	4	-	1	21	40					-	3	20	78
18 Fri	57	100	5	10	7	10	2	3	6	12	15	30							22	35
19 Sat	27	70			9	17					13	47							5	6
20 Sun	38	82	2	7	7	21	4	9	-	1	11	32					-	1	13	22
21 Mon	70	121	3	6	4	10	-	3	-	2	24	35					-	3	24	51
22 Tue	45	97	7	12	4	24	2	3	2	6	16	29			12	12			14	23
23 Wed	68	141	2	3	5	5	4	12	3	9	20	45					-	2	33	65
24 Thu	59	134	4	4	10	19	-	4	5	13	12	38							27	56
25 Fri	38	108			7	16	-	1	-	7	14	39							14	45
26 Sat	33	64	2	2	4	4			2	4	9	29							16	25
27 Sun	25	78	-	1	-	3	3	10	3	9	9	26							8	29
28 Mon	50	137	3	9	6	12	-	7	4	10	20	48					3	5	13	46
29 Tue	43	86	-	3	5	6	1	2	2	4	19	31							15	40
30 Wed	117	242	5	4	7	11	4	8	3	24	26	51			59	95	-	1	14	48
31 Thu	68	159	6	14	11	56	-	1	2	3	17	25			10	10	2	2	19	48
TOTAL	1803	4304	119	284	247	658	61	124	80	266	466	1135	2	3	214	417	24	54	568	1363

COMBINED LOST BUSINESS COMMENT BY ARRIVAL

Voice Cancel

Date	Comment
2008-06-26	CHANGE OF PLAN
2008-07-03	FAMILY EMERGENCY
2008-06-08	CHANGE OF PLANS
2008-03-19	CHANGE OF PLANS
2008-04-30	CHANGE OF PLANS
2008-04-30	CHANGE OF PLANS
2008-05-25	SUTL PNRS
2008-07-16	CHANGE IN PLANS
2008-07-16	WRONG DATE
2008-03-24	CHANGE OF PLANS
2008-05-29	CHANGE OF PLANS
2008-07-05	CHANGE OF PLANS
2008-07-09	CHANGE IN PLANS
2008-07-14	DRIVING STRAIGHT THROUGH
2008-05-27	FOUND CHEAPER HOTEL
2008-07-14	FOUND ANOTHER HOTEL
2008-07-15	MEDICAL EMERGENCY
2008-07-03	DOESNT LIKE WAY HOTEL LOOKED
2008-07-12	SEGMENT NO ACTIVE
2008-06-19	CHANGE OF PLANS
2008-06-17	CHANGE OF PLANS
2008-07-17	HOTEL DIDNT HAVE RMS AVL
2008-06-27	CHANGED PLANS
2008-07-09	JUL12 CHANGE OF PLANS
2008-07-12	CHANGE OF PLANS
2008-07-20	CHANGED PLANS
2008-07-18	CHANGE IN PLANS
2008-07-15	MARY AT HOTEL OK'D TO CANCEL, OVERBOOKED
2008-05-12	CHANGE OF PLANS
2008-06-22	CHANGE OF PLANS
2008-06-17	CHANGE IN PLANS
2008-07-01	CHANGE IN PLNS
2008-07-03	CHANGE OF PLANS
2008-06-30	FOUND CHEAPER RATE
2008-07-10	CHANGE OF PLANS
2008-07-16	TOO MANY RMS
2008-06-23	
2008-07-15	
2008-07-22	CHANGE OF PLANS
2008-07-11	DUPLICATES
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-10	NO LONGER NEEDS
2008-06-16	EMAILED
2008-07-01	CHANGE IN PLANS
2008-06-24	CHANGE IN PLANS
2008-07-12	CHANGE OF PLANS
2008-05-27	BASEBALL GAME WAS CANCELLED
2008-07-04	CHANGE OF PLANS
2008-06-08	CHANGE OF PLANS
2008-07-03	CHANGE IN PLANS
2008-03-19	CHANGE OF PLANS
2008-04-30	CHANGE OF PLANS
2008-06-20	WRONG DATES
2008-07-23	CHANGE OF PLANS
2008-07-16	WRONG DATE
2008-07-22	CHANBGE IN PLANS
2008-05-29	CHANGE OF PLANS
2008-05-29	CHANGE OF PLANS
2008-07-28	CHANGE IN PLANS
2008-07-14	DRIVING STRAIGHT THROUGH
2008-06-16	FAMILY ILLNESS
2008-06-13	JUL07-11 BOOKED MLT ROOMS
2008-07-14	OFUND ANOTHER HOTEL
2008-07-24	CHANGE OF PLANS
2008-07-10	GUEST HAD DEATH IN FAMILY
2008-07-18	CHANGE OF PLANS
2008-06-09	CHANGE OF LOCATIONS
2008-07-17	DIDNT HAVE RMS AVL AT HOTEL
2008-07-17	HOTEL OVERBOOKED
2008-06-18	CHANGE OF PLANS
2008-06-24	DOESN'T NEED
2008-04-01	MAKING RES DIRECT W/ HOTEL
2008-07-18	CHANGE IN PLANS
2008-07-14	CHANGE IN PLANS
2008-07-20	DUE TO CHANGE OF PLANS
2008-07-27	CHANGE IN PLANS
2008-06-06	CHANGE IN PLANS
2008-06-28	CHANGE OF PLANS
2008-07-03	CHANGE OF PLANS
2008-05-19	CHANGE OF PLANS
2008-06-28	CVHANGE IN PLANS
2008-07-16	CHANGE IN PLANS
2008-04-29	CHANGE OF PLANS
2008-07-17	CHANGE OF PLANS
2008-07-28	CHANGE OF PLANS
2008-07-22	CHANGE OF PLANS
2008-07-11	DUPLICATES
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-08	NO LONGER NEEDS
2008-07-21	CHANGE OF PLANS
2008-07-14	SEGMENT NOT ACTIVE
2008-06-27	CHANGE OF PLANS
2008-06-24	CHANGE IN PLANS
2008-07-07	HEALTH ISSUE
2008-07-12	CHANGE OF PLANS
2008-07-12	CHANGE OF PLANS

COMBINED LOST BUSINESS COMMENT BY ACTIVITY

Voice Cancel

GOABEA	CHANGE IN PLANS	2008-07-03	FAMILY EMERGENCY
GOABEA	CHANGE OF PLANS	2008-07-07	CHANGE OF PLANS
GOABEA	OVERBOOKED	2008-07-23	CHANGE OF PLANS
GOABEA	WRONG HOTEL	2008-07-26	CHANGE OF PLANS
GOBLLV	CHANGED PLANS	2008-07-02	CHANGE OF PLANS
GOCHAB	CHANGE IN PLANS	2008-07-16	CHANGE IN PLANS
GOCHAB	WRONG DATE	2008-07-16	WRONG DATE
GOCOEA	CHANBGE IN PLANS	2008-07-24	TEST RES
GOCOEA	CHANGE OF PLANS	2008-07-21	CHANGED PLANS
GODILA	CHANGE IN PLANS	2008-07-09	CHANGE IN PLANS
GODUPA	DRIVING STRAIGHT THROUGH	2008-07-14	DRIVING STRAIGHT THROUGH
GOEMPO	CHANGE OF PLANS	2008-07-30	DUPLICATE
GOEMPO	CHANGE OF PLANS	2008-07-15	FOUND ANOTHER HOTEL
GOEMPO	QFUND ANOTHER HOTEL	2008-07-15	MEDICAL EMERGENCY
GOGALT	CHANGE OF PLANS	2008-07-03	DOESN'T LIKE WAY HOTEL LOOKED
GOHOUC	GUEST HAD DEATH IN FAMILY	2008-07-31	BETTER RATE $55 PER NITE
GOJATN	SEGMENT NO ACTIVE	2008-07-18	CHANGE OF PLANS
GOJATN	CHANGE OF PLANS	2008-07-17	DIDNT HAVE RMS AVL AT HOTEL
GOKELA	HOTEL DIDNT HAVE RMS AVL	2008-07-17	HOTEL OVERBOOKED
GOKELA	JUL12 CHANGE OF PLANS	2008-07-12	CHANGE OF PLANS
GOKENA	CHANGED PLANS	2008-07-18	CHANGE IN PLANS
GOLONA	CHANGE IN PLANS	2008-07-14	CHANGE IN PLANS
GOLONA	MARY AT HOTEL OKD TO CANCEL, OVERBOOKED	2008-07-20	DUE TO CHANGE OF PLANS
GOMILA	SECURED PNR	2008-07-27	CHANGE OF PLANS
GONASC		2008-07-01	CHANGE IN PLNS
GONASC	CHANGE OF PLANS	2008-07-03	CHANGE OF PLANS
GONASC	CHANGE IN PLANS	2008-07-10	CHANGE OF PLANS
GONASC	CHANGE OF PLANS	2008-07-16	TOO MANY RMS
GONASC	CHANGE OF PLANS	2008-07-29	CHANGE OF PLANS
GOOCEA		2008-07-31	CHANGE OF PLANS
GOOPEA	CHANGE OF PLANS	2008-07-17	CHANGE OF PLANS
GOPBLO	TEST RES	2008-07-28	CHANGE OF PLANS
GOPICA	CHANGE OF PLANS	2008-07-22	CHANGE OF PLANS
GORENT	DUPLICATES	2008-07-11	DUPLICATES
GORENT	NO LONGER NEEDS	2008-07-08	NO LONGER NEEDS
GORENT	NO LONGER NEEDS	2008-07-08	NO LONGER NEEDS
GORENT	NO LONGER NEEDS	2008-07-08	NO LONGER NEEDS
GORENT	NO LONGER NEEDS	2008-07-08	NO LONGER NEEDS
GORENT	NO LONGER NEEDS	2008-07-08	NO LONGER NEEDS
GORENT	CHANGE OF PLANS	2008-07-08	NO LONGER NEEDS
GORICA	HTL COULDNT ACCOM DATES	2008-07-08	HTL COULDNT ACCOM DATES
GORICA	HTL COULDNT ACCOMODATE DATES	2008-07-07	HTL COULDNT ACCOM DATES
GORICA	HTL COULDNT ACCOM DATES	2008-07-07	HTL COULDNT ACCOM DATES
GORICA	HTL COULDNT ACCOM DATES	2008-07-07	HTL COULDNT ACCOMODATE DATES
GOROCH	HTL COULDNT ACCOM DATES	2008-07-18	HTL COULDNT ACCOM DATES
GOSAND	CHANGE IN PLNS	2008-07-09	SEP05-07 CHANGE OF PLANS
GOSAND	SEGMENT NOT ACTIVE	2008-07-01	CHANGE OF PLANS
GOSFRV	HEALTH ISSUE	2008-07-12	CHANGE IN PLANS
GOSFRV	CHANGE OF PLANS	2008-07-12	CHANGE OF PLANS
GOSHRV	CHANGE OF PLANS	2008-07-12	CHANGE OF PLANS
GOSHRV	CHANGED PLANS	2008-07-05	CHANGE IN PLANS
GOSHRV	AUG01-03 FAMILY ILLNESS	2008-07-02	CHANGE OF PLANS

STATISTICS BY PHONE NUMBER TYPE

MONTH	TYPE	NUMBER	CALLS	ANSW	PROPERTY	RES	RN	REV
July 2008	P					11	21	2140.00
						2	4	380.00
						1	1	62.10
						3	5	334.50
						-2	9	853.91
						-10	-30	-2098.50
						1	1	39.99
						10	19	1102.05
						6	9	1145.50
						2	2	208.00
						1	1	167.20
						4	7	437.65
						2	4	352.00
						1	1	52.79
						2	4	361.96
						6	22	1604.00
						16	27	2395.34
						2	6	442.00
						11	17	1115.15
						1	2	134.00
						8	15	1203.25
TOTAL			2712	2560		417	813	131543.27
TOTAL			2712	2560		417	813	131543.27

COMBINED YEAR/YEAR BY BUSINESS SOURCE ARRIVAL

Total

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	4266	3302	964	29.19	9259	6830	2429	35.56	807488.26	571117.47	236370.79	41.39	87.21	83.62	3.59	4.29
TOTAL	4266	3302	964	29.19	9259	6830	2429	35.56	807488.26	571117.47	236370.79	41.39	87.21	83.62	3.59	4.29

Voice

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	474	296	178	60.14	1008	738	270	36.59	88984.13	60401.52	28582.61	47.32	88.28	81.84	6.44	7.87
TOTAL	474	296	178	60.14	1008	738	270	36.59	88984.13	60401.52	28582.61	47.32	88.28	81.84	6.44	7.87

Group Sales

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	84	25	59	236	153	70	83	118.57	11487.47	5000.00	6487.47	129.75	75.08	71.43	3.65	5.11
TOTAL	84	25	59	236	153	70	83	118.57	11487.47	5000.00	6487.47	129.75	75.08	71.43	3.65	5.11

BBE

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	1302	1072	230	21.46	2597	2252	345	15.32	238798.58	196348.22	42450.36	21.62	91.95	87.19	4.76	5.46
TOTAL	1302	1072	230	21.46	2597	2252	345	15.32	238798.58	196348.22	42450.36	21.62	91.95	87.19	4.76	5.46

COMBINED YEAR/YEAR BY BUSINESS SOURCE ARRIVAL

WorldRes

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	1	6	-5	-83.33	1	7	-6	-85.71	108.00	542.09	-434.09	-80.08	108.00	77.44	30.56	39.46
TOTAL	1	6	-5	-83.33	1	7	-6	-85.71	108.00	542.09	-434.09	-80.08	108.00	77.44	30.56	39.46

Sabre

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	881	694	187	26.95	2556	1304	1252	96.01	237779.75	110397.68	127382.07	115.38	93.03	84.66	8.37	9.89
TOTAL	881	694	187	26.95	2556	1304	1252	96.01	237779.75	110397.68	127382.07	115.38	93.03	84.66	8.37	9.89

Galileo

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	411	491	-80	-16.29	813	932	-119	-12.77	79274.81	82961.71	-3686.90	-4.44	97.51	89.01	8.50	9.55
TOTAL	411	491	-80	-16.29	813	932	-119	-12.77	79274.81	82961.71	-3686.90	-4.44	97.51	89.01	8.50	9.55

Worldspan

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	141	104	37	35.58	319	233	86	36.91	19903.52	19095.67	807.85	4.23	62.39	81.96	-19.57	-23.88
TOTAL	141	104	37	35.58	319	233	86	36.91	19903.52	19095.67	807.85	4.23	62.39	81.96	-19.57	-23.88

COMBINED YEAR/YEAR BY BUSINESS SOURCE ARRIVAL

Amadeus

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	40	18	22	122.22	144	51	93	182.35	11671.75	3998.41	7673.34	191.91	81.05	78.40	2.65	3.38
TOTAL	40	18	22	122.22	144	51	93	182.35	11671.75	3998.41	7673.34	191.91	81.05	78.40	2.65	3.38

Pegasus

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	926	596	330	55.37	1644	1243	401	32.26	117804.25	92372.17	25432.08	27.53	71.66	74.31	-2.65	-3.57
TOTAL	926	596	330	55.37	1644	1243	401	32.26	117804.25	92372.17	25432.08	27.53	71.66	74.31	-2.65	-3.57

Expedia

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	6	0	6		24	0	24		1676.00	0.00	1676.00		69.83	0	69.83	69.83
TOTAL	6	0	6		24	0	24		1676.00	0.00	1676.00		69.83	0.00	69.83	69.83

COMBINED YEAR/YEAR BY BUSINESS SOURCE ACTIVITY

Total

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	3671	3169	502	15.84	7544	6161	1383	22.45	718133.07	520876.53	197256.54	37.87	95.19	84.54	10.65	12.6
TOTAL	3671	3169	502	15.84	7544	6161	1383	22.45	718133.07	520876.53	197256.54	37.87	95.19	84.54	10.65	12.6

Voice

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	394	260	134	51.54	770	544	226	41.54	67841.70	45489.59	22352.11	49.14	88.11	83.62	4.49	5.37
TOTAL	394	260	134	51.54	770	544	226	41.54	67841.70	45489.59	22352.11	49.14	88.11	83.62	4.49	5.37

Group Sales

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	23	20	3	15	43	20	23	115	63701.57	1199.00	62502.57	5212.89	1481.43	59.95	1421.48	2371.11
TOTAL	23	20	3	15	43	20	23	115	63701.57	1199.00	62502.57	5212.89	1481.43	59.95	1421.48	2371.11

BBE

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	1053	984	69	7.01	1948	2053	-105	-5.11	177465.72	180274.11	-2808.39	-1.56	91.10	87.81	3.29	3.75
TOTAL	1053	984	69	7.01	1948	2053	-105	-5.11	177465.72	180274.11	-2808.39	-1.56	91.10	87.81	3.29	3.75

COMBINED YEAR/YEAR BY PEGASUS SOURCE ARRIVAL

onetravelsource.com

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	6	0	6		7	0	7		505.05	0.00	505.05		72.15	0	72.15	
TOTAL	6	0	6		7	0	7		505.05	0.00	505.05		72.15	0.00	72.15	

All-Hotels.com

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	-	-	0		3	-	2	200	230.97	89.10	141.87	159.23	76.99	89.10	-12.11	-13.59
TOTAL	-	-	0		3	-	2	200	230.97	89.10	141.87	159.23	76.99	89.10	-12.11	-13.59

HotelLocators.com

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	4	10	-6	-60	5	12	-7	-58.33	434.17	888.39	-454.22	-51.13	86.83	74.03	12.80	17.29
TOTAL	4	10	-6	-60	5	12	-7	-58.33	434.17	888.39	-454.22	-51.13	86.83	74.03	12.80	17.29

Hotel.de AG

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	2	-	-	100	2	8	-6	-75	163.00	952.00	-789.00	-82.88	81.50	119.00	-37.50	-31.51
TOTAL	2	-	-	100	2	8	-6	-75	163.00	952.00	-789.00	-82.88	81.50	119.00	-37.50	-31.51

COMBINED YEAR/YEAR BY PEGASUS SOURCE ACTIVITY

Total

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	858	542	316	58.3	1491	1015	476	46.9	104885.34	76357.97	28527.37	37.36	70.35	75.23	-4.88	-6.49
TOTAL	858	542	316	58.3	1491	1015	476	46.9	104885.34	76357.97	28527.37	37.36	70.35	75.23	-4.88	-6.49

TravelWeb.com

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	367	80	287	358.75	606	187	419	224.06	37098.42	13314.79	23783.63	178.63	61.22	71.20	-9.98	-14.02
TOTAL	367	80	287	358.75	606	187	419	224.06	37098.42	13314.79	23783.63	178.63	61.22	71.20	-9.98	-14.02

Expedia.com

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	211	245	-34	-13.88	362	403	-41	-10.17	32670.69	32009.07	661.62	2.07	90.25	79.43	10.82	13.62
TOTAL	211	245	-34	-13.88	362	403	-41	-10.17	32670.69	32009.07	661.62	2.07	90.25	79.43	10.82	13.62

World Choice Travel

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	0	11	-11	-100	3	17	-14	-82.35	3.00	427.83	-424.83	-99.3	1.00	25.17	-24.17	-96.03
TOTAL	0	11	-11	-100	3	17	-14	-82.35	3.00	427.83	-424.83	-99.3	1.00	25.17	-24.17	-96.03

COMBINED YEAR/YEAR BY RATE CODE ARRIVAL

Total

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	4266	3302	964	29.19	9259	6830	2429	35.56	807488.26	571117.47	236370.79	41.39	87.21	83.62	3.59	4.29
TOTAL	4266	3302	964	29.19	9259	6830	2429	35.56	807488.26	571117.47	236370.79	41.39	87.21	83.62	3.59	4.29

3A

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	519	479	40	8.35	969	851	118	13.87	90865.51	72741.82	18123.69	24.92	93.77	85.48	8.29	9.7
TOTAL	519	479	40	8.35	969	851	118	13.87	90865.51	72741.82	18123.69	24.92	93.77	85.48	8.29	9.7

AAA

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	33	0	33		59	0	59		5358.87	0.00	5358.87		90.83	0.00	90.83	
TOTAL	33	0	33		59	0	59		5358.87	0.00	5358.87		90.83	0.00	90.83	

AARP

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	186	26	160	615.38	387	50	337	674	33602.26	4327.15	29275.11	676.54	85.83	86.54	0.29	0.34
TOTAL	186	26	160	615.38	387	50	337	674	33602.26	4327.15	29275.11	676.54	85.83	86.54	0.29	0.34

COMBINED YEAR/YEAR BY RATE CODE ACTIVITY

Total

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	3671	3397	274	8.07	7544	6652	892	13.41	718133.07	561986.11	156146.96	27.78	95.19	84.48	10.71	12.68
TOTAL	3671	3397	274	8.07	7544	6652	892	13.41	718133.07	561986.11	156146.96	27.78	95.19	84.48	10.71	12.68

3A

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	372	459	-87	-18.95	633	755	-122	-16.16	58248.68	65904.86	-7656.18	-11.62	92.02	87.29	4.73	5.42
TOTAL	372	459	-87	-18.95	633	755	-122	-16.16	58248.68	65904.86	-7656.18	-11.62	92.02	87.29	4.73	5.42

AAA

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	33	0	33	3840	37	0	37	3663.64	3635.63	0.00	3635.63	3996.57	98.26	0.00	98.26	98.26
TOTAL	33	0	33	3840	37	0	37	3663.64	3635.63	0.00	3635.63	3996.57	98.26	0.00	98.26	98.26

AARP

	Reservations				Room Nights				Revenue				Average Daily Rate			
	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff	2008	2007	Diff	% Diff
Jul	187	-5	192	-3840	392	-11	403	-3663.64	34416.87	-883.26	35300.13	-3996.57	87.80	80.30	7.50	9.34
TOTAL	187	-5	192	-3840	392	-11	403	-3663.64	34416.87	-883.26	35300.13	-3996.57	87.80	80.30	7.50	9.34