



AMERICAN EXPRESS **TRAVEL**

Proposal for Travel Management Services  
Volume 1: Technical Proposal


*Submitted in Response to*

RFP CRFP 0217 SWC1700000001  
May 24, 2017

By

National Travel, Inc.  
Suite 100 Chase Tower  
Charleston WV 25301

Ted R. Lawson  
tedlawson@nationaltravel.com



Signature

05/25/17 08:48:19  
WV Purchasing Division

5-24-2017

Date

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Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Request for Proposal  
33 — Service - Mise

Proc Folder: 329706

Doc Description: Statewide Contract for Travel Management Services

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2017-05-03	2017-05-25 13:30:00	CRFP 0212 SVVC1700000001	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

National Travel, Inc.  
Suite 100 Chase Tower  
707 Virginia Street E.  
Charleston, WV 25301

FOR INFORMATION CONTACT THE BUYER

Linda B Harper  
(304) 558-0468  
linda.b.harper@wv.gov

Signature X

FEIN# 55-0569384

Date: 5.24.17

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION:**

The West Virginia Purchasing Division, on behalf of all state agencies, is soliciting bids from qualified vendors to provide a statewide open-end contract for Travel Management Services per the attached specifications.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City WV99999	No City WV 99999
US	US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	SERVICE TRAVEL MANAGEMENT	0.00000	JOB		

Comm Code	Manufacturer	Specification	Model#
90121502			

**Extended Description :**

SUBMISSION OF ELECTRONIC BIDS THROUGH WVOASIS PROHIBITED. VENDORS MUST SUBMIT ATTACHMENT C COST SHEET PER THE ATTACHED INSTRUCTIONS.

**SCHEDULE OF EVENTS**

Event	Event Date
Vendor Question Deadline 5:00p.m.	2017-05-12



# REQUEST FOR PROPOSAL

## (Travel18)

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### SECTION ONE: GENERAL INFORMATION

1. Purpose: The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is soliciting proposals pursuant to West Virginia Code §5A-3-10b for a Statewide contract to provide a full service travel agency to service various state agencies and political subdivisions.
2. By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this Request for Proposal ("RFP").

An RFP is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

3. Schedule of Events:

Vendor's Written Questions Submission Deadline ..... Friday, 05/12/2017, 5:00p.m.  
Mandatory Pre-bid Conference..... N/A  
Addendum Issued..... TBD  
Bid Opening Date.....Thursday, 05/25/2017, 1:30 p.m.  
Oral Presentation (Agency Option).....Not applicable to this solicitation

# **REQUEST FOR PROPOSAL**

## **(Travel18)**

### **SECTION TWO: INSTRUCTIONS TO VENDORS SUBMITTING BIDS**

Instructions begin on next page.

## INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A NON-MANDATORY PRE-BID meeting will be held at the following place and time:

☐ A MANDATORY PRE-BID meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

**4. VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: Friday, May 12, 2017, 5:00p.m.

Submit Questions to: Linda Harper, Buyer Supervisor  
2019 Washington Street, East  
Charleston, WV 25305  
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)  
Email: Linda.B.Harper@wv.gov

**5. VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

**6. BID SUBMISSION:** All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID: STATEWIDE CONTRACT FOR TRAVEL MANAGEMENT  
BUYER: LINDA HARPER, BUYER SUPERVISOR  
SOLICITATION NO.: CRFP SWC1700000001  
BID OPENING DATE: MAY 25, 2017  
BID OPENING TIME: 1:30 P.M.  
FAX NUMBER:

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression of Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus N/A convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

☒ Technical

☐ Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: Thursday, May 25, 2017, 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.
9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.
10. **ALTERNATES:** Any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.
11. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.
12. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.
13. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.
14. **UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.
15. **PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § SA-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

16. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W.Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W.Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W.Va. CSR § 148-22-9.
17. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.
18. **ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.
19. **NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W.Va. Code of State Rules§ 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance."
20. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W.Va. Code of State Rules§ 148-1-4.5. and§ 148-1-6.4.b."

21. **YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ SA-3-1 et seq., 5-22-1 et seq., and SG-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq.. All submissions are subject to public disclosure without notice.



# **REQUEST FOR PROPOSAL**

## **(Travel18)**

### **SECTION THREE: GENERAL TERMS AND CONDITIONS**

Terms and conditions begin on next page.

## GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
2. **DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
  - 2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
  - 2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.
  - 2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
  - 2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.
  - 2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.
  - 2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
  - 2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
  - 2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
  - 2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

**O Term Contract**

Initial Contract Term: This Contract becomes effective on  
July 1, 2011 and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to one (1) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed Thirty-six (36) months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

**D Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within \_\_\_\_\_ days.

**D Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within \_\_\_\_\_ days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional \_\_\_\_\_ successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed \_\_\_\_\_ months in total. Automatic renewal of this Contract is prohibited.

**D One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

**D Other:** See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

**O** Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

**O** Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

**D** Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

**D** One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

**O** BID BOND (Construction Only): Pursuant to the requirements contained in W.Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

**D** PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of \_\_\_\_\_. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

**D LABORIMATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable Letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

**D MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

**{2} LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

☐ Airline Reporting Corporation License

☐ International Association of Travel Agents License

**D**

**D**

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. Subsequent to contract award, and prior to the insurance expiration date, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies mandated herein, including but not limited to, policy cancellation, policy reduction, or change in insurers. The insurance coverages identified below must be maintained throughout the life of this contract. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

☐ Commercial General Liability Insurance in at least an amount of:

\_\_\_\_\_  
\_\_\_\_\_

☐ Automobile Liability Insurance in at least an amount of: — — — — —

☐ Professional/Malpractice/Errors and Omission Insurance in at least an amount of:

\_\_\_\_\_

☐ Commercial Crime and Third Party Fidelity Insurance in an amount of:

\_\_\_\_\_

☐ Cyber Liability Insurance in an amount of: — — — — —

☐ Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.

☐

☐

☐

☐

☐

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

11. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount of

N/A

for

-----  
This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

14. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

☐ Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

16. **TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. **ADDITIONAL FEES:** Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. **FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. **CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

20. **TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.

21. **APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. **COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

23. **ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. **MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

Revised 04/07/2017



25. **WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.
26. **SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.
27. **ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.
28. **WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.
29. **STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.
30. **BANKRUPTCY:** In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.
31. **PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it 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/default.html>.

32. **YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 50-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

33. **LICENSING:** In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor 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 agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

34. **ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.

35. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

**36. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

**37. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

**38. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

39. **ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

40. **CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

41. **REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.regquisitions@wv.gov](mailto:purchasing.regquisitions@wv.gov).

42. **BACKGROUND CHECK:** In accordance with W.Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

43. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

**44. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance with W.Va. Code § 5-19-1 et seq., and W.Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Ann Hoskins  
(Name, Title)

Ann Hoskins

(Printed Name and Title)

707 Virginia Street East Charleston WV 25301

(Address)

304-357-0801 EXT 1233

(Phone Number) / (Fax Number)

ann@nationaltravel.com

(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

National Travel Service Inc.

(Company)

[Signature]

CEO

(Authorized Signature) (Representative Name, Title)

Ted Lawson, President - CEO

(Printed Name and Title of Authorized Representative)

5-24-2017

(Date)

304-357-0801

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |                                      |  |
|--------------------------------------|--|
| <input type="radio"/> Addendum No. 1 | <input checked="" type="radio"/> Addendum No. 6  |
| <input type="radio"/> Addendum No. 2 | <input checked="" type="radio"/> Addendum No. 7  |
| <input type="radio"/> Addendum No. 3 | <input checked="" type="radio"/> Addendum No. 8  |
| <input type="radio"/> Addendum No. 4 | <input checked="" type="radio"/> Addendum No. 9  |
| <input type="radio"/> Addendum No. 5 | <input checked="" type="radio"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

National Travel Service Inc.  
Company

[Signature]  
Authorized Signature

5-24-2017  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



# REQUEST FOR PROPOSAL

## (Travel18)

### SECTION FOUR: PROJECT SPECIFICATIONS

- 4.1. Location: Agency is located at 2019 Washington Street East, Charleston, WV 25305
- 4.2. Background and Current Operating Environment: The State of West Virginia currently has travel services provided by a vendor.

Break down (total volume for dollars spent, utilizing fiscal year 07/11 thru 07/12 t-card data):

Travel Service	Dollars
Airline	\$3,792,498.49
Lodging	\$423,760.49*
Rail	\$1,971.00
Car Rental	\$1,998,888.00*

\*These are the transaction booked thru National Travel. Travelers are not mandated to book cars and hotels with National Travel.

- 4.3. Qualifications and Experience: Vendors will provide in Attachment A: Vendor Response Sheet information regarding their firm, such as staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.
- 4.4. Project and Goals: The project goals and objectives are:

#### 4.4.1 Goal: Customer Support

The successful vendor should provide customer support to users of this contract. This support should include, but not limited to the following:

##### 4.4.1.1 Objective 1: Hours of operation should include, but are not limited to:

- 8:00A.M. through 5:00P.M., Monday through Friday, excluding legal holidays via toll-free telephone number.
- 24 hours per day, 7 days per week availability to assist State travelers with any travel emergency that may arise regardless of the time or location via toll-free telephone number.

##### 4.4.1.2 Objective 2: Staffing requirements should include but are not limited to:

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- a. Fully trained reservationists who have the ability to retrieve the caller's reservation records and/or caller's itinerary to promptly advise and assist the traveler.
- b. Employees' capability to answer questions and provide assistance in solving any travel related problems that may arise.
- c. Adequate staffing to assure all calls are handled promptly and should have a continual quality control program in service.
- d. Emergency staffing to assist user of this contract should the need arise.

4.4.1.3 Objective 3: The successful vendor should have a phone queue system that:

- a. Should not route outside calls to answering machines. In the event the phone system is out of service, reservations should be handled manually.

#### 4.4.2 Goal2: Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations

The successful vendor should offer the following service(s) in regards to Air Fares/Auto Rentals/Limousine Services & Accommodations:

- 4.4.2.1 Objective 1: First consideration should be given firms that have existing statewide contracts/agreements with the State of West Virginia.
- 4.4.2.2 Objective 2: Vendor should offer all reservations at the most economical rate.
- 4.4.2.3 Objective 3: Vendor should advise travelers of the availability of different flight options which may produce lower fare flights plus or minus three hours of the requested departure time that produce lower fares or flights are available with one stop in lieu of more expensive non-stop flights.

#### 4.4.3 Goal3: Document Services

The successful vendor should provide the following document services, which include but are not limited to:

- 4.4.3.1 Objective 1: Supplying visa information and applications.
- 4.4.3.2 Objective 2: Maintaining a database of travelers' visa(s) and passport numbers with expiration dates.
- 4.4.3.3 Objective 3: Sending reminders to the individual travelers six (6) months prior to expiration.

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### 4.4.4 Goal4: Security Issue Awareness

The successful vendor should make travelers aware of any possible security issues concerning destination or carriers which may include:

4.4.4.1 Objective 1: Inform travelers as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by the State Department.

4.4.4.2 Objective 2: In the event of loss/theft of traveler's passport, the Vendor being required to provide assistance in obtaining an emergency renewal.

### 4.4.5 Goal 5: Fees

The successful vendor should disclose any fees and should be prescribed in the following manner, which include:

4.4.5.1 Objective 1: The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number and fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket is issued.

4.4.5.2 Objective 2: For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation or trip.

### 4.4.6 Goal 6: Consulting

The successful vendor may be required to provide consulting services with may include:

4.4.6.1 Objective 1: The vendor should be qualified and prepared to assist any State agency with consultation and staff support to arrange for meetings, conferences, seminars, and regional meetings.

4.4.6.2 Objective 2: The vendor must act as a consultant to the State to secure/negotiate net or reduced airfares on behalf of the State at no additional cost.

### 4.4.7 Goal7:Reports & Training Services

4.4.7.1 Objective 1:A representative of the vendor who is familiar with the State account should provide: (1) consultation services, (2) assistance to identify and resolve all service problems and advise, with suggestions, to the Travel Management Office staff through reports and observations of methods or procedures to improve services or correct problems in the following areas:

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- a. Assistance in monitoring and enforcing the State's travel policies to reduce travel expenses without reducing quality of customer service.
- b. Advising the State of current changes and trends in the travel industry, in addition to, offering continuous process improvements.

### 4.4.8 Goal 8: Program Implementation

- 4.4.8.1 The state intends to implement the program statewide. Implementation should be seamless to the traveler with no disruption in service. Vendor should work with all existing contracts for air, car rental, hotels, etc. and be familiar with all State Travel Regulations before implementation.

### 4.4.9 Goal 9: Automation Capabilities

The state recognizes the value of automation capabilities:

- 4.4.9.1 Objective 1: The successful vendor should have the capability to provide automated services.
- 4.4.9.2 Objective 2: The successful vendor should have a high degree of technical expertise and should make provisions to retain said expertise.
- 4.4.9.3 Objective 3: The successful vendor should have a system to be able to support policy and procedure enforcement at the State, Agency, and Department/Division level.

### 4.4.10 Goal 10: Disaster Recovery Plan

The successful vendor should have a disaster recovery plan should the vendor's primary operation site become unavailable due to either man made or natural disaster.

## 4.5 Mandatory Requirements

The following mandatory requirements must be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division.

### 4.5.1 Mandatory Requirement 1: Accommodations and Travel

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- 4.5.1.1 The vendor will be required to book air and ground transportation, hotel, and motel rooms for the State's business travelers according to the WV State Travel Rules. The traveler will be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate. The vendor will obtain the lowest fare possible which meets the traveler's agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations
- 4.5.1.2 The vendor guarantees to offer State travelers the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.
- 4.5.1.3 The vendor must use a booking tool that has the ability to save flight research without reservation to accommodate approval process pre-trip.
- 4.5.1.4 The vendor must maintain the contract with the booking tool (currently NuTravel) and pay transaction fees.
- 4.5.1.5 Objective 2: The vendor is responsible for ticketing the specified time to ensure application of LLAA.
- 4.5.1.6 If any flight is canceled with the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler's itinerary

### 4.5.2 Mandatory Requirement 3: System Integration

- 4.5.2.1 The vendor must provide access to the reservation system (Apollo, Sabre.etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the management information reports normally supplied to a corporate client with ad hoc reports upon request with reasonable notice.
- 4.5.2.2 The vendor must use a booking tool that integrates with the State of West Virginia's current Travel.Expense Reporting system wvOASIS for the purpose of creating the Travel Authorization Document requiring approval of that document prior to allowing purchase of air, hotel or car itineraries. Any integration fees must be paid by the awarded vendor.

### 4.5.3 Mandatory Requirement 4: Billing

The successful vendor shall bill at time of sale and shall be in accordance with the terms and conditions established herein. Travel card or personal charge card will be accepted.

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### 4.5.4 Mandatory Requirement 5:Fees

- 4.5.4.1 Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only transactions. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number. A transaction fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket issued. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation trip.

### 4.5.5 Mandatory Requirement 6:Tickets & Itinerary

- 4.5.5.1 The State of West Virginia will not pay for paper tickets for domestic travel.

- 4.5.5.2 Vendor shall have the capability to dispatch airline tickets to any area of the world either through the Vendor's own network of offices, airport ticket counters, or E-Tickets.

- 4.5.5.3 E-Tickets shall be provided by the vendor to the traveler when applicable.

- 4.5.5.4 Itinerary- Upon issuance of the E-Tickets, two full copies of the traveler's itinerary must be provided. The itinerary must indicate:

- a. Full address and phone number of the booking Agent
- b. Carrier name(s) and flight numbers (departing and returning)
- c. Arrival and departure dates and times
- d. Seat assignment, meal service
- e. Ground transportation confirmation number
- f. Hotel/Motel reservation name and confirmation number
- g. The lowest fare available or reason lowest fare not utilized
- h. Standard rate versus the traveler's actual rate and savings if any

### Mandatory Requirement 8:Certifications Related to Lobbying:

- 4.5.5.5 Vendor certifies that no federally appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any

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agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

#### 4.5.6 Mandatory Contract Item 9 Record Retention (Access & Confidentiality)

4.5.6.1 Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

4.6 Oral Presentations (Agency Option): The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

#### 4.6.1 Materials and Information Required at Oral Presentation:

Oral presentations are not a requirement of this request for proposal.

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### SECTION FIVE: VENDOR PROPOSAL

- 5.1 **Economy of Preparation:**Proposals should be prepared simply and economically providing a straightforward, concise description of the Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of the content.
- 5.2 **Incurring Cost:**Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3 **Proposal Format:** Vendors should provide responses in the format listed below:

**Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

**Table of Contents:** Clearly identify the material by section and page number.

**Attachment A:** Within the attached response sheet (Attachment A: Vendor Response Sheet), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

**Attachment B:** Complete Attachment B:Mandatory Specification Checklist. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 4.5 of Section Four: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

**Attachment C:** Complete Attachment C:Cost Sheet included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

**Oral Presentations:** If established by the Agency in the Schedule of Events (Section 1.3), all Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 4.6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

- 5.4 **Proposal Submission:** Proposals must be received in two distinct parts: technical and cost.



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- Technical proposals must not contain any cost information relating to the project.
- Cost proposal shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division prior to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt. All submissions must be in accordance with the provisions listed below and in Section Two: Instructions to Bidders Submitting Bids above.

- 5.5 Technical Bid Opening: The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.
- 5.6 Cost Bid Opening: The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals when the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids for qualifying proposals will be opened. Cost bids for non-qualifying proposals will also be opened but shall not be considered. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's technical proposal failing to meet the minimum acceptable score and the bidder's technical proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code §5A-3-11(h)* and *West Virginia Code of State Rules §148-1-6.2.5..*

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### SECTION SIX: EVALUATION AND AWARD

- 6.1 Evaluation Process: Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.
- 6.2 Evaluation Criteria: All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

• Organization	7 Points Possible
• Eligibility of Vendor	8 Points Possible
• Customer Support	10 Points Possible
• Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations	5 Points Possible
• Document Services	5 Points Possible
• Duty of Care	2 Points Possible
• Fees	5 Points Possible
• Reports & Training Services	5 Points Possible
• Consulting	5 Points Possible
• Implementation Plan	5 Points Possible
• Automation Capabilities	8 Points Possible
• Disaster Recovery Plan	5 Points Possible
• (Oral interview, if applicable)	(N/A) Points Possible
• Cost	<u>30 Points Possible</u>

Total 100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the minimum acceptable score:

Lowest price of all proposal

----- X 30 = Price Score  
Price of Proposal being evaluated

- 6.2.1 Technical Evaluation: The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.

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- 6.2.2 Minimum Acceptable Score: Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be considered as non-qualifying. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's technical proposal failing to meet the minimum acceptable score and the bidder's technical proposal failing to meet a mandatory requirement of the contract. Cost bids for non-qualifying proposals will also be opened but shall not be considered. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code* §SA-3-11(h) and *West Virginia Code of State Rules* §148-1-6.2.5.
- 6.2.3 Cost Evaluation: The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.

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### Attachment A: Vendor Response Sheet

Vendors responding to this solicitation should provide detailed narrative descriptions of the following:

#### 4.3 Qualifications and Experience:

##### 4.3.1 Organization

Vendor should submit any pertinent data relating to the Vendor's organization, personnel and experience that would substantiate the vendor's qualifications and capabilities to perform the services described herein. The vendor should state the name(s), title(s), phone number(s) and email address(s) of each.

Vendor Response

##### 4.3.2 Eligibility of Vendor

The vendor should supply a statement and documentation describing the Vendor's business and ability to provide services required:

- a. Provide a brief history of the company and include the latest audited statements, annual or quarterly reports, rating from a nationally recognized credit rating organization or any other acceptable proof of financial responsibility.
- b. Vendor should submit evidence of the transaction capacity currently being utilized as well as any additional capacity to be acquired to provide the specific work requirements.
- c. Supply current organizational chart identifying the structure and size of the vendor in relation to the scope of work.
- d. Provide thorough and detailed proposals so that the state may properly evaluate the vendor's capabilities to provide the required services. This should include a written narrative of the vendors experience in providing travel services described herein.
- e. Provide proof of at least five years experience as a full service, licensed ARC (Airline Reporting Corporation) and IATA (International Association of Travel Agents) entity. The vendor should submit evidence of at least two (2) customer profiles. These customer profiles should include, but are not limited to: similar size, total booking

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amounts, and services (within+/- 20%) which would be required by the State of West Virginia.

- f. Provide a minimum of two (2) current references including individual name, company name, address and telephone number of the individual named.
- g. Provide data regarding the previous three years total air volume.
- h. Identify what percentage of the business bookings is corporate or leisure.
- i. List the number of corporate accounts with annual air volume exceeding \$500 million.
- j. Identify location(s) that will service the State account with preferences given to locations in West Virginia. Indicate whether the locations identified are company owned, affiliated, franchised, etc. and list the physical location of employees assigned to this account.
- k. List the current operating hours for each location and number of employees at each location.
- l. The vendor should provide sufficient information to establish that adequate personnel resources are available to support various travel needs of the State of West Virginia.
- m. Proposal should state the number of employees currently assigned to government travel accounts.
- n. The vendor should address the number of positions that would be assigned to the states travel program and the number of hours each position will be assigned for implementation and on-going operations for the duration of the contract.

### Vendor Response

#### 4.4 Project and Goals

##### 4.4.1 Customer Support

The relationship between the travel agents and the State's travelers is critical to the success of this contract. The State needs to understand how your agents will respond to our travelers and their needs. The vendor should employ proficient travel agents in sufficient numbers with appropriate training to manage the State's travel needs. The vendor should provide customer support to users of this contract. Please describe this support including:

##### 4.4.1.1 Hours of operation:

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- a. 8:00A.M. through 5:00P.M., Monday through Friday, excluding legal holidays via toll-free telephone number. Please include a description of hours and days of coverage for domestic and international travel.
- b. 24 hours per day, 7 days per week availability to assist State travelers with any travel emergency that may arise regardless of the time or location via toll-free telephone number. Describe how emergency situations will be handled.

### 4.4.1.2 Staffing requirements:

- a. Fully trained reservationists who have the ability to retrieve the caller's reservation records and/or caller's itinerary to promptly advise and assist the traveler. Please describe the mechanisms utilized to assist customers in a timely manner.
- b. Employees' capability to answer questions and provide assistance in solving any travel related problems that may arise. In the vendor response, identify what staff training that is made available to your agents to keep them knowledgeable of industry trends and changes and to promote customer service. Detail any programs provided to your agents that increases or maintains the level of morale and avoids or is a deterrent to agent burnout.
- c. Adequate staffing to assure all calls are handled promptly and should have a continual quality control program in service. Detail the number of agents the vendor will dedicate to the State account and provide the level of experience and number of years each representative has as the vendor's employee. Specify the number of agents on each shift, their minimum experience level and shift average experience level and describe the quality control program implemented. Detail the current monthly productivity of travel agents in your organization (What performance measures do you employ to measure the productivity of your agents?) Describe all products and services that will be provided by contract employment rather than full time agency employees.
- d. Emergency staffing to assist should the need arise. Describe how after hours staffing is determined and how other accounts of similar size are managed in regards to emergency situations.

### 4.4.1.3 Phone queue system:

- a. Should not route outside calls to answering machines. In the event the phone system is out of service, reservations should be handled manually. How are high call volumes and system outages dealt with? What formal contingency plan do you have to sustain the reservation process in case of a system failure or outage? Do you have an alternate facility available to sustain operations in case of a major service disruption at your main computer center?

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### **Vendor Response**

#### **4.4.2 Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations**

The vendor should explain their capabilities to offer the following service(s) in regards to Air Fares/Auto Rentals/Limousine Services & Lodging Accommodations:

- a. Explain your standard for ticket delivery, cancellations, changes and refunds.
- b. Describe and provide an example of any standard management reports you propose to submit to the State Travel Management Office.
- c. Describe the hotel reservation process. Indicate the standard response time for confirmation of reservations. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market/corporate rates? What, if any, incentives can you offer such as late check-in, express check-out, etc. at certain facilities?
- d. Describe the car rental process. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market corporate rates? Can you reserve express service for travelers?
- e. Describe your ability to secure additional ground transportation arrangements including limo/shuttle and negotiated rack rail rates.

4.4.2.1 First consideration should be given firms that have existing contracts/agreements.

4.4.2.2 Vendor should offer all reservations at the most economical rate. Please describe appropriate hardware and software to book fares at the lowest possible price, change and cancel fares as requested, reconcile billings regularly, and profile traveler preferences electronically.

- a. Describe how the vendor will be in compliance with the State Travel Regulations and work with the State's travelers in order to keep within the limitations and policies established while traveling. Describe automated and manual tools to assist with processing the State's negotiated discount contracts, group rates, and government contracted rates.
- b. Describe your quality control software that guarantees lowest fares. Does the process differ for domestic v/s international?

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4.4.2.3 Vendor should advise travelers of the availability of different flight options which may produce lower fare flights plus or minus three hours of the requested departure time that produce lower fares or flights are available with one stop in lieu of more expensive non-stop flights.

- a. Please describe the vendor's ability to book airfares up to 180 days in advance of the departure.
- b. Describe the airline reservation system you now employ. Which is your primary system? Identify which system you recommend for use with your contract.
- c. Describe your abilities to provide airline reservations and services including bulk ticket purchases, promotional coupons, consolidator tickets, frequent flyer mileage, airline two-for-one promotional fares, etc.
- d. Describe your ability to secure special airline services for travelers including seat clearance in preferred seating areas, automated flyer upgrades, assistance for physically impaired travelers, etc.

### Vendor Response

#### 4.4.3 Document Services

The vendor should describe if the following are included in their proposal and how they will be treated:

4.4.3.1 Visa information and applications.

4.4.3.2 Database of travelers' visa(s) and passport numbers with expiration dates.

4.4.3.3 Reminders to the individual travelers six (6) months prior to expiration (of visa).

### Vendor Response

#### 4.4.4 Security Issue Awareness

The vendor should make travelers aware of any possible security issues concerning destination or carriers. Vendor should explain how the following will be accomplished:

4.4.4.1 Inform travelers as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by the State Department.

4.4.4.2 Describe your Duty of Care Program



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- 4.4.4.3 In the event of loss/theft of traveler's passport, the Vendor being required to provide assistance in obtaining an emergency renewal.

Vendor Response

### 4.4.5 Fees

The vendor should disclose any fees; describe how the following will be accomplished:

- 4.4.5.1 The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number and fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket is issued.

- 4.4.5.2 For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation or trip.

Vendor Response

### 4.4.6 Reports & Training Services

- 4.4.6.1 A representative of the vendor who is familiar with the State account should provide: (1) consultation services, (2) assistance to identify and resolve all service problems and advise, with suggestions, to the Travel Management Office staff through reports and observations of methods or procedures to improve services or correct problems in the following areas:

- a. Assistance in monitoring and enforcing the State's travel policies to reduce travel expenses without reducing quality of customer service.
- b. Advising the State of current changes and trends in the travel industry, in addition to, offering continuous process improvements.

Please elaborate on how the above will be met.

Vendor Response

### 4.4.7 Consulting

The vendor may be required to provide consulting services; vendor should explain their capabilities for the following:

- 4.4.7.1 The vendor should be qualified and prepared to assist any State agency with consultation and staff support to arrange for meetings, conferences, seminars, and

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regional meetings. Describe examples of consultation provided to customers of similar size and characteristics, citing references and providing relevant contact information. This contact information should include name, address(s), phone number(s), and email address(s). Additionally, identify any fee associated with this service if applicable. Describe the training that will be offered to State Travel Coordinators upon assumption of the contract. Examples of training subject matter should include travel safety issues, tips on traveling alone, etc.

- 4.4.7.2 The vendor must act as a consultant to the State to secure/negotiate net or reduced airfares on behalf of the State at no additional cost. Describe how the vendor will act as a liaison for the State of West Virginia.

### Vendor Response

#### 4.4.8 Implementation Plan

The state intends to implement the program statewide. Implementation should be seamless to the traveler with no disruption in service. Vendor should work with all existing contracts for air, car rental, hotels, etc. and be familiar with all State Travel Regulations before implementation. Please provide how this need will be met, and elaborate on the following:

- 4.4.8.1 Provide a proposed implementation timetable and schedule of events.
- 4.4.8.2 Identify the number and type of personnel that will be dedicated to the implementation plan.
- 4.4.8.3 Describe the Agent's experience at implementation of service for accounts of similar size and annual bookings.
- 4.4.8.4 Identify the key person responsible for implementation of the State account.
- 4.4.8.5 Vendor should assist the state with an implementation plan, i.e., recommendations about the implementation of the pilots, suggesting the number of agencies to be used in pilot, recommended periods of benchmarking and success measurement techniques.

#### 4.4.9 Automation Capabilities

- 4.4.9.1 Vendor should summarize the automation capabilities offered. The following topics should be addressed:
- a. Online inquiries
  - b. Upload and Download Capabilities
  - c. Internet Access

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4.4.9.2 Vendor should explain plans to retain the high level of expertise, addressing, but not limited to the following topics:

- a. Research and development commitment
- b. Continuing education of staff
- c. Association/memberships of vendor staff.

4.4.9.3 The system should be able to support policy and procedure enforcement at the State, Agency, and Department/Division level. It is highly desirable for a system to be able to track and manage travelers whose trips are subject to rules that vary. The system should be able to identify rules for acceptable travel types by traveler, by agency or department. System capabilities must include mechanisms to manage and/or change traveler choices to ensure compliance with preset rules. Describe how the system would provide such support and describe the system capabilities.

4.4.9.4 It is desirable for a system to integrate with the State's travel expense reporting system to create and maintain a traveler profile information while offering a method of the traveler to maintain the personal demographic information contained in the profile (such a birth date, gender, and desired seating assignments), while at the same time disallowing the maintenance of some travel parameters (changing name, updating home address, or changing class of service. Describe how the proposed system would integrate with current State systems.

4.4.9.5 The vendor should provide a robust, configurable online booking tool that can integrate with an expense management tool. (i.e. profile creation/maintenance, passing of itinerary choices and status updates). Describe how the proposed online booking tool would satisfy the following requirements:

- a. The system should support the ability to book airfare, lodging, rail, and ground transportation for domestic and international travel.
- b. The system should have the capability to integrate with the state's expense management tool to facilitate pre-trip approvals of the proposed itinerary, prior to reservation or purchase. Some agencies require travelers to obtain multiple levels of approval for a trip in advance of the final booking.
- c. The system should be able to support the need of the State to enforce the use of the authorized transportation, lodging provider(s) and other approved travel service related suppliers for business travel. Exception reporting and informational alerts are desired.
- d. The vendor should provide access to online accounting services such as invoice search, refund status and MIS reports to the Travel management office, coordinators, and travelers.

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4.4.9.6 Vendor should explain their ability to issue electronic tickets to travelers regardless of their location, during normal work hours, after work hours, and on weekends if necessary. All tickets should be delivered in a timely matter according to the employee's needs. The vendor should state their nation-wide "800" (or equivalent national toll-free number) that travelers can call 24 hours per day/7 days per week to receive full service. Please describe whether this service is an agency operated function or a contracted function of your Agency. If contracted, describe the company and services available. Describe your ability to accommodate electronic ticketing.

4.4.9.7 Vendor should have an Internet connection and electronic mail address that can be used by the State to make reservations, service requests, travel waivers and assist with other travel related business (written instructions should be made available by the vendor as part of the State Travel Coordinator's training). System should permit Travel Coordinators or travelers to query a reservation system for airlines, car rentals, and hotels and permit online booking or reservations. System should provide a confirmation in a secure electronic environment, including transmission of confidential information such as credit card and traveler personal profiles. Describe your current supporting software capabilities (low fare search, e-mail, fax, reservations, etc.) and any future automation plans. Do you employ your own programming staff or is this function contracted? Describe your internet service capability in detail (management reports, etc.).

4.4.9.8 Define your automation for business travel reservations, in-house reporting and accounting.

### **Vendor Response**

#### **4.4.10 Disaster Recovery Plan**

The vendor should describe its disaster recovery plan in detail and indicate the length of time required to restore full service assuming the Vendor's primary operation site is unavailable due to either man made or natural disaster.

### **Vendor Response**

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### Attachment B: Mandatory Specification Checklist

#### 4.5.1 Mandatory Requirement 1: Accommodations and Travel

4.5.1.1 The vendor will be required to book air and ground transportation, hotel, and motel rooms for the State's business travelers according to the WV State Travel Rules. The traveler will be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate. The vendor will obtain the lowest fare possible which meets the traveler's agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations

4.5.1.2 The vendor guarantees to offer State travelers the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.

4.5.1.3 Objective 2: The vendor is responsible for ticketing the specified time to ensure application of LLAA.

4.5.1.4 If any flight is canceled with the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler's itinerary

#### 4.5.2 Mandatory Requirement 3: System Integration

4.5.2.1 The vendor must provide access to the reservation system (Apollo, Sabre.etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the management information reports normally supplied to a corporate client with ad hoc reports upon request with reasonable notice.

#### 4.5.3 Mandatory Requirement 4: Billing

The successful vendor shall bill at time of sale and shall be in accordance with the terms and conditions established herein.

#### 4.5.4 Mandatory Requirement 5: Fees

4.5.4.1 Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only reservations. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number. A transaction fee should not be charged regardless of the number

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of changes made to an itinerary until the airline ticket issued. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation trip.

### 4.5.5 Mandatory Requirement 6: Tickets & Itinerary

4.5.5.1 The State of West Virginia will not pay for paper tickets for domestic travel.

4.5.5.2 Vendor shall have the capability to dispatch airline tickets to any area of the world either through the Vendor's own network of offices, airport ticket counters, or E-Tickets.

4.5.5.3 E-Tickets shall be provided by the vendor to the traveler when applicable.

4.5.5.4 Itinerary-Upon issuance of the E-Tickets, two full copies of the traveler's itinerary must be provided. The itinerary must indicate:

- a. Full address and phone number of the booking Agent
- b. Carrier name(s) and flight numbers (departing and returning)
- c. Arrival and departure dates and times
- d. Seat assignment, meal service
- e. Ground transportation confirmation number
- f. Hotel/Motel reservation name and confirmation number
- g. The lowest fare available or reason lowest fare not utilized
- h. Standard rate versus the traveler's actual rate and savings if any

### 4.5.6 Mandatory Requirement 8: Certifications Related to Lobbying:

4.5.6.1 Vendor certifies that no federally appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

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Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

### **4.5.7 Mandatory Contract Item 9: Record Retention (Access & Confidentiality)**

4.5.7.1 Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.


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By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

National Travel Service Inc.

(Company)

 CEO

(Representative Name, Title)

304-357-0801

(Contact Phone/Fax Number)

5-24-2017

(Date)



# REQUEST FOR PROPOSAL

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### Attachment C: Cost Sheet

As explained in the request for proposal, Vendor will not charge a booking or other fee to the State for reservations related to hotel and rental car services. Accordingly, this cost sheet is composed of three sections, all related to airline reservations as follows: On-line reservations with no agent assistance, reservations with agent assistance, and reservations for international travel.

Each section has an estimated number of transactions per year based on typical contract usage for the given service. A transaction represents an airline reservation for one individual person and any requested changes to that reservation. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should complete the Cost Sheet by inserting the fee *per* transaction in the blank space provided for each item. The fee should then be multiplied by the (approximate) transactions with the product presented in the blank space at the end of each line. The total of all products should then be summed and entered into the Total space. The Vendor should complete the Cost Sheet in its entirety as failure to do so may result in Vendor's bids being disqualified.

Vendor shall complete the following:

On-line reservations with no agent assistance:

\$\_\_\_\_\_ fee per transaction X 3750 (approximate) transactions=\$\_\_\_\_\_

Reservations with agent assistance:

\$\_\_\_\_\_ fee per transaction. X 4100 (approximate) transactions = \$\_\_\_\_\_

International travel:

\$\_\_\_\_\_ fee per transaction. X 150 (approximate) transactions = \$\_\_\_\_\_

**TOTAL: \$\_\_\_\_\_**

# **REQUEST FOR PROPOSAL**

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If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

## State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. ☐ Application is made for 2.5% vendor preference for the reason checked:  
Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,  
☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. ☐ Application is made for 2.5% vendor preference for the reason checked:  
Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. ☐ Application is made for 2.5% vendor preference for the reason checked:  
Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. ☒ Application is made for 5% vendor preference for the reason checked:  
Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. ☐ Application is made for 3.5% vendor preference who is a veteran for the reason checked:  
Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. ☐ Application is made for 3.5% vendor preference who is a veteran for the reason checked:  
Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. ☐ Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.  
Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: National Travel Service Inc

Date: 5-24-2017

Signed: [Signature]

Title: President and CEO

STATE OF WEST VIRGINIA  
Purchasing Division  
**PURCHASING AFFIDAVIT**

**MANDATE:** Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's **Name** = National Travel Service Inc.

Authorized **Signature**: [Signature] **Date**: 5-24-2017

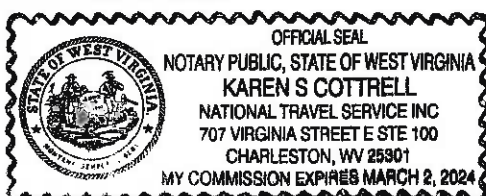
State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 24<sup>th</sup> day of May, 2017

My Commission expires March 2nd, 2024

AFFIX SEAL HERE



NOTARY PUBLIC

Karen S. Cottrell

Purchasing Affidavit (Revised 0810112015)

## ***Attachment A: Vendor Response Sheet***

***Vendors responding to this solicitation should provide detailed narrative descriptions of the following:***

### **4.3 Qualifications and Experience:**

#### **4.3.1 Organization**

**Vendor should submit any pertinent data relating to the Vendor's organization, personnel and experience that would substantiate the vendor's qualifications and capabilities to perform the services described herein. The vendor should state the name(s), title(s), phone number(s) and email address(s) of each.**

Founded in 1977, National Travel has provided 40 consecutive years of superior service in the travel industry. We rank in the top 25 of all U.S. travel companies according to Business Travel News. National Travel serves a diverse clientele ranging from small businesses to large international corporations, in addition to the State of WV and several US government agencies.

Having served as the travel management company for the State of West Virginia for the past 31 years, National Travel has substantial experience fulfilling the needs of state travelers and knowledge of state policy.

The following executive, management and technical staff have an average of more than 20 years experience in corporate and government travel management, and will lead the efforts to deliver a "best in class" travel management program to the State of West Virginia.

- **Ted Lawson, President & CEO**  
304-357-0801, ext. 1231  
[tedlawson@nationaltravel.com](mailto:tedlawson@nationaltravel.com)
- **Karen Cottrell, Vice-President, Finance**  
304-357-0801, ext. 1255  
[karenc@nationaltravel.com](mailto:karenc@nationaltravel.com)
- **Ann Hoskins, Vice-President, Operations**  
304-357-0801, ext. 1233  
[annah@nationaltravel.com](mailto:annah@nationaltravel.com)
- **Jill Robinson, Vice-President, Morgantown**  
304-598-0160 ext. 3222  
[jillr@nationaltravel.com](mailto:jillr@nationaltravel.com)
- **Amanda Austin, Director of Client Services**  
304-357-0801, ext. 1278  
[amandaa@nationaltravel.com](mailto:amandaa@nationaltravel.com)
- **Joe Lambert, Comptroller**  
304-357-0801, ext. 1229  
[joel@nationaltravel.com](mailto:joel@nationaltravel.com)
- **Michael Hall, Manager, IT Support**  
304-357-0801, ext. 1242  
[michaelh@nationaltravel.com](mailto:michaelh@nationaltravel.com)

#### 4.3.2 Eligibility of Vendor

**The vendor should supply a statement and documentation describing the Vendor's business and ability to provide services required:**

- a. Provide a brief history of the company and include the latest audited statements, annual or quarterly reports, rating from a nationally recognized credit rating organization or any other acceptable proof of financial responsibility.**

National Travel is a West Virginia corporation and 90% of our employees reside in West Virginia. In 1977, Ted Lawson, a former airline executive, returned to his native West Virginia, and with two other investors, purchased the travel agency from Charleston National Bank, changing the name to National Travel. At that time, National Travel, with 3 employees, had primarily a leisure/vacation clientele.

Mr. Lawson directed a concerted effort to transform the agency into a leading travel management company by continually investing in leading edge technology and adopting a service philosophy that would accommodate the most discriminating business travel clientele.

Today, National Travel, with offices in Charleston (2), and Morgantown WV, ranks among the top 1% of U.S. travel companies, with 70 employees. With current annual gross sales exceeding \$75 million, we have earned a Dunn and Bradstreet rating of AAA-1, and we serve companies across the United States. In 1991, we were awarded our first contract to serve the Federal government with a contract to serve the US Courts under a nationwide contract. Based on our experience and reputation, we have also been selected to serve as the travel management company for additional Federal agencies under nationwide contracts, including the United States Courts, the Federal Emergency Management Agency (FEMA), the National Transportation Safety Board (NTSB), the US Government Printing Office, the United States Tax Court, and the Federal Retirement Thrift Investment Board. All of this is handled from our home in West Virginia.

##### **National Travel Milestones**

- 1977 Acquired by present ownership
- 1978 Founding Member, Travel Trust
- 1980 Opened retail travel branch, Charleston Town Center Mall
- 1986 Awarded first travel management contract for the State of WV
- 1987 Selected by Apollo for beta-testing for new satellite ticket printer
- 1990 Acquired Cranberry Travel, Morgantown WV
- 1991 Awarded first Federal government contract, United States Courts
- 1994 Installed Automatic Call Distribution telecommunications system
- 1995 Managed international trade missions for Senator Rockefeller and Governor Caperton
- 1996 First introduced online booking capability
- 1999 Upgraded accounting and MIS technology to Globalware
- 2000 Awarded nationwide task orders to serve FEMA and 4 additional Federal agencies
- 2001 Introduced AIRS Automated Invoice & Refund System



- 2002 Implemented automated call back system
- 2003 Awarded new nationwide contract by GSA under Travel Services Solutions contract
- 2005 Became a reseller of GetThere online booking system
- 2006 Joined American Express Retail Network
- 2011 Introduced NTI mobile applications
- 2012 Introduced Concierge Class service concept
- 2015 Upgraded telecommunications system to Shoretel
- 2016 Implementation of Travelport Smartpoint platform  
Implementation of SSI, Special Services International
- 2017 Completed rebuild of Customer Relations Management System  
Completed rebuild of CityTrax, event management program  
Appointed by American Express as Gold Card Service Representative

An Annual Statement is included as [Exhibit 1](#).

A Current Dunn & Bradstreet rating is included as [Exhibit 2](#).

**b. Vendor should submit evidence of the transaction capacity currently being utilized as well as any additional capacity to be acquired to provide the specific work requirements.**

National Travel has served as Travel Management Company for the State of West Virginia for 31 years, and currently has the capacity to serve all needs under the new contract, making any transition seamless to all involved. We are ranked among the top 25 U.S. Travel agencies by Business Travel News.

**c. Supply current organizational chart identifying the structure and size of the vendor in relation to the scope of work.**

Corporate Headquarters:	Charleston, West Virginia
Classification:	Class C Corporation
Locations:	Charleston, WV (2 offices) Morgantown, WV (1 office)
Dunn & Bradstreet Rating:	AAA-1
Gross Sales, 2016:	75 million dollars
Employees:	70

*An Organizational Chart is provided as Exhibit 3.*

**d. Provide thorough and detailed proposals so that the state may properly evaluate the vendor's capabilities to provide the required services. This should include a written narrative of the vendors experience in providing travel services described herein.**

National Travel has extensive experience as the Travel Management Contractor for the State of WV for the past 31 years and we fully understand our responsibility for all areas of operations in accordance with the terms and conditions of this contract. While serving as the incumbent does offer certain advantages, particularly in offering a seamless implementation, we take nothing for granted.

Since our selection as the State's travel management contractor in 1986, we have been able to bring to the State substantial cost savings and leading edge services. National Travel's home is West Virginia; however we serve corporations and governmental agencies nationwide.

We have been very effective in efficiently managing travel for State of West Virginia because of our technology and infrastructure, often giving the State additional benefits beyond the contractual requirements. Our commitment to continuous improvement and enhancement to the services while the contract is in place is one of the hallmarks of National Travel's commitment to the State of West Virginia. State of WV travelers have benefitted from our service enhancements such as our Concierge service, our deployment of FlightStats enroute flight monitoring, and our complimentary mobile app.

National Travel has great experience supporting end-to-end travel management system, including our active participation in the implementation of the State's contract with TRX, and assuming the contract with nuTravel. We also have extensive experience in implementation of similar online booking tools, and have the necessary experience and expertise to support your goals of adoption of the online system.

Our in-depth knowledge of the State travel management program, combined with our experience in integration of approval and expense reporting technologies with a total travel management program, makes National Travel the ideal choice to continue to serve the travelers of the State of West Virginia.

**e. Provide proof of at least five years experience as a full service, licensed ARC (Airline Reporting Corporation) and IATA (International Association of Travel Agents) entity. The vendor should submit evidence of at least two (2) customer profiles. These customer profiles should include, but are not limited to: similar size, total booking amounts, and services (within+/- 20%) which would be required by the State of West Virginia.**

National Travel exceeds this requirement; we have 40 years as a full-service, ARC and IATAN approved and bonded travel agency. National Travel carries the maximum bond allowed by ARC. We have served as the Travel Management contractor to the State of West Virginia for 31 years, and have similar service records with other government entities as well as private companies.

See [Exhibit 4](#) for ARC/IATA certification.

*Customer Profiles:*

The State of WV: We submit as evidence of our ability to serve the State our 31 years experience in providing the complete range of services outlined in the proposal.



**US Courts:** National Travel was awarded our first Federal government contract in 1991 when we were selected as the first nationwide travel management contractor, serving the Federal Judiciary under a non-mandatory contract. We continue to provide service to the US Courts, receiving our most recent contract in 2012. The approximate air volume under the contract is \$8 million.

**f. Provide a minimum of two (2) current references including individual name, company name, address and telephone number of the individual named.**

Ms. Tange Drake  
FEMA  
500 C Street SW  
Room 718  
Washington, DC 20472  
202 646-2983  
[Tange.Drake@dhs.gov](mailto:Tange.Drake@dhs.gov)

Ms. Stacy Slette  
US Courts  
One Columbus Circle  
Washington, DC 20002  
202 502-3294  
[Stacy\\_Slette@ao.uscourts.gov](mailto:Stacy_Slette@ao.uscourts.gov)

**g. Provide data regarding the previous three years total air volume.**

2014	\$54 million
2015	\$59 million
2016	\$65 million

**h. Identify what percentage of the business bookings is corporate or leisure.**

Business Mix:	65% corporate/ government
	20% leisure
	15% meetings/groups

**i. List the number of corporate accounts with annual air volume exceeding \$500 million.**

United States Courts	\$8 million annual
Federal Emergency Management Agency	\$23 million annual
State of West Virginia	\$5 million

- j. Identify location(s) that will service the State account with preferences given to locations in West Virginia. Indicate whether the locations identified are company owned, affiliated, franchised, etc. and list the physical location of employees assigned to this account.**

National Travel will serve the State of West Virginia from our company owned travel management centers in Charleston WV and Morgantown WV. This configuration enables us to offer the advantage of designated personnel, more than 90% of whom are residents of WV, to specialize in serving the State of West Virginia.

Using leading edge technology, National Travel serves customers nationwide from our service centers in West Virginia. The approach to serving customers with dedicated teams of agents operating in a central location offers tremendous advantages in offering personnel depth, specialized expertise, and the necessary economies of scale to support capital investment in technology. This strong infrastructure supports superior service delivery to the customer

- k. List the current operating hours for each location and number of employees at each location.**

**Corporate Headquarters & Travel Management Center**

100 Chase Tower  
Charleston, WV 25301  
24 hours/365 days/ year  
Employees attached to this location: 58

**National Travel Morgantown**

3 Suburban Court  
Morgantown, WV 26505  
Hours: 8:00am-6:00pm (ET) Monday-Friday  
Employees at this location: 8

**National Travel Vacation Gallery**

164 Court Street  
Charleston, WV 25301  
Hours: 10:00am 7:00pm (ET) Monday-Saturday  
Employees at this location: 5

- l. The vendor should provide sufficient information to establish that adequate personnel resources are available to support various travel needs of the State of West Virginia.**

National Travel's staff is organized into several teams of travel specialists. These teams range from 5-12 people, and have auxiliary or support personnel assigned to assist with ticket issuance, seat assignments, hotel research, concierge services and ticketing and accounting support. In addition,

research assistants, agents with less than one year experience, may be assigned to a team to be mentored by a supervisor or senior agent. We also designate certain utility agents, who may not be assigned to a particular team, but possess the necessary expertise and experience to serve as specialists in multiple areas.

National Travel's serves the State primarily from our office in Morgantown. Our telephone and computer systems are integrated between all offices to allow for agents located in one office to seamlessly support surges in call volume, changes to existing reservations, and ticketing. All agents complete training on WV State travel policies and procedures.

**m. Proposal should state the number of employees currently assigned to government travel accounts.**

Federal Government	33
State of West Virginia	7

**n. The vendor should address the number of positions that would be assigned to the states travel program and the number of hours each position will be assigned for implementation and on-going operations for the duration of the contract.**

National Travel currently provides a team of 7 agents, including a department manager, who assist the State of West Virginia, Monday – Friday, 8am-6pm. Outside of these hours, our 24 hour support team is composed of senior agents who are specifically trained on travelers' rights and are experienced in solving any travel problem that might arise. They are specifically trained on State of West Virginia Travel policy.

Each team has a utility agent qualified to provide support in another area when required due to staffing shortage (illness, personal day) or exceptional volume. The same support can be extended to other offices, since both our telecommunication systems and reservation systems link all offices. Should all State specialists be assisting customers, new incoming calls will immediately be directed by our telecommunications system to our Special Services department. Our independent quality control system, deployed with Agency Technology, also monitors reservations from all teams and offices.

The team concept, supported by utility and support personnel, works in conjunction with our telecommunication system to enable us to instantly make adjustments as call volume fluctuates from one area to another.

Refer to item 4.4.8 Implementation Plan for specifics on personnel assigned to implementation.

## 4.4 Project and Goals

### 4.4.1 Customer Support

The relationship between the travel agents and the State's travelers is critical to the success of this contract. The State needs to understand how your agents will respond to our travelers and their needs. The vendor should employ proficient travel agents in sufficient numbers with appropriate training to manage the State's travel needs. The vendor should provide customer support to users of this contract. Please describe this support including:

#### 4.4.1.1 Hours of operation:

a. **8:00A.M. through 5:00P.M., Monday through Friday, excluding legal holidays via toll-free telephone number. Please include a description of hours and daysof coverage for domestic and international travel.**

National Travel exceeds this expectation. The assigned team of agents who specialize in State travel operate from 8:00A.M. – 6:00 P.M., Monday through Friday. In addition, your travelers are able to access assistance from a National Travel employee 24/7/365 from anywhere in the world via a dedicated toll free number.

National Travel's after hours support is not subcontracted or outsourced to a third party call center. Whenever your travelers call for reservations or assistance, they will be speaking to a National Travel employee. National Travel does not charge any additional fees or surcharges for calling in after-hours, on holidays, or weekends.

b. **24 hours per day, 7 days per week availability to assist State travelers with any travel emergency that may arise regardless of the time or location via toll-free telephone number. Describe how emergency situations will be handled.**

Exceeding the requirements of the State, National Travel provides full travel service on a regular basis 365 days/year. Clients are assisted with a consistent, high level of service regardless of location, destination or need, as well as time of day or night they call. National Travel Service is open 24 hours/day, 7 days a week and always staffed with our own employees, who are agents trained to assist all travelers and capable of handling emergency situations. Please refer to staffing in item 4.4.1.2 for additional details. We do not subcontract our 24 hour service to a third party, so your travelers will always be speaking to a National Travel employee when they need assistance.

Emergency situations, which internally are referred to as "Code 1" type calls, take precedence over general inquiries and standard reservations (Code 2 & 3 type calls). Calls are never automatically routed to an answering machine. All calls are handled promptly and we deploy a quality control system to continually monitor all reservations.

#### **4.4.1.2 Staffing requirements:**

**a. Fully trained reservationists who have the ability to retrieve the caller's reservation records and/or caller's itinerary to promptly advise and assist the traveler. Please describe the mechanisms utilized to assist customers in a timely manner.**

National Travel meets and exceeds this requirement. All calls are routed via the telecommunication system to the specific team of agents who support that department or contract, and answered within a period of 30-45 seconds. Calls are never routed to an answering machine in which callers are required to leave a message.

Traveler profiles, current reservations and information regarding specific policy are accessible by all agents companywide within the Global Distribution System, allowing for seamless and streamlined assistance to the caller. Agents also have the ability to document any notes necessary within a reservation, which can be viewed by any other agents assisting with the reservation. National Travel also utilizes the Customer Relations Reporting System to document and communicate any pertinent, unusual or pending information regarding a reservation or vendor (airline, hotel, car rental company or other). Our goal is to ensure the entire reservation and call process is efficient, accurate and that all callers are assisted in a prompt and efficient manner, regardless of time of day, or agent assisting.

**b. Employees' capability to answer questions and provide assistance in solving any travel related problems that may arise. In the vendor response, identify what staff training that is made available to your agents to keep them knowledgeable of industry trends and changes and to promote customer service. Detail any programs provided to your agents that increases or maintains the level of morale and avoids or is a deterrent to agent burnout.**

No matter how sound a company's operational approach or quality control programs, the service provided will be no better than the training that the staff receives. National Travel views staff as its most valuable resource. College graduates make up the largest percentage of National Travel's staff, nurtured by a program that pays all direct costs for the employee's college education. National Travel places a high value on ongoing and recurrent training for all employees to enhance their performance and keep them informed of programs and services that are of benefit to our clients. Through National Travel's *Better by Degrees* program, employees earn salary advances through participation in various training opportunities. The goal of all National Travel's training programs is to increase our employees' awareness and understanding of our customers' needs and expectations.

National Travel maintains a staff position, Vice President of Operations, with direct responsibility for all training programs. New associates receive over 200 hours of formal training over a five-week period, and are then assigned to a mentor for a minimum of 6 months. The average National Travel associate receives over one hundred hours of recurrent training annually. Agents participate in training classes on a wide range of topics, including automation enhancements, destination knowledge, customer service

training, selling skills, as well as vendor sponsored training seminars. Further, managers follow an additional separate training program to improve their managerial skills.

### Curriculum

National Travel trains its personnel using both internal and external programs. New employees complete a six week full time training class, followed by several additional classes. In addition to their technical training, every new employee completes a Core Curriculum that addresses National Travel standard of *Uplifting Service*<sup>™</sup>.

#### *Ongoing and recurrent Training*

In addition to the new employee training program, National Travel maintains an ongoing, continuous training plan to address recurrent training for existing employees, and to address changes in responsibility. To emphasize the importance of this area, we have incorporated into our employee incentive program an award system, *Better By Degrees*, that rewards agents for participation in various training opportunities. National Travel's on-going Training plan "Smart Work" is a 4-track program to address 4 distinct areas. We utilize a variety of forums for training, including departmental meetings, quarterly company-wide meetings, daily briefings, monitor calls and specialized classes.

#### *Smart Work Tracks*

Smart Work is our training program designed to help our people work smarter, not harder. It consists of four "tracks", each with a different goal.

*Track I.* For all agents, Back to Basics on Apollo, our primary reservation system. This track is a comprehensive Apollo training course, composed of 12 modules. Every month, we target a different area of Apollo for review. This is a ground zero approach, in that we do not assume that agents are familiar with formats, but rather review basic formats and skills, as well as new enhancements that may apply. A minimum of 15 minutes in every Tuesday staff meeting is devoted each week on the area selected for that month.

*Track II.* For all agents. Selling Destinations. This track highlights particular destination/product every month for review. Every week, in the morning meeting, 10 minutes are devoted to "how to" information and a review of the basics, preferred vendors, good hotel recommendations, resource material available.

*Track III.* For Managers and Staff. This course is devoted to developing our skills as managers. One manager meeting per month is devoted to management training. The core product used for this area consists of the Video Library Series, The Effective Manager Series. Examples of subjects include: "Leadership", "Delegating & Supervising", "Motivating People Toward Peak Performance".

*Track IV:* For all employees. This track consists of a weekly class offerings of specialized instruction targeting such areas as automation skills, destination knowledge, customer service training, selling skills, vendor products.



### *Better by Degrees*

This program provides a course for our employees to follow in order to increase their annual salary based upon completion of an advance degree. Agents earn credit hours upon successful completion of a training course. Both classroom training and independent study programs are considered for credit hours. By successfully completing a required course for each degree, agents earn a more advanced degrees. Each degree attained leads to an increase in their annual salary.

### *Specialized Training*

In addition to regular, on-going training activities, each quarter we target a specific area for intensive, specialized training in a variety of different areas. The following sessions are conducted on a regular basis:

*Service Excellence* - This eight-hour course on customer service focuses on the benefits of providing excellent customer service. The course was developed by Price Pritchard and Associates and is conducted on-site at National Travel by our Vice President of Operations.

*Introduction to Government Travel Planning*: This is an eight-hour course designed to equip our staff with the unique requirements of serving Federal and State government travelers. The course is conducted on-site at National Travel Service.

*Destination Specialist* –Offered by the Institute of Certified Travel Agents, these are self-study programs that provide detailed knowledge of specific world areas. Mastering this body of knowledge enables our agents to match the needs of our clients with the travel products most appropriate for them. National Travel pays the cost of enrolling and testing in these.

*Weekly meetings* - Each week, all employees attend a one hour meeting with a specified agenda that includes automation review or enhancement, vendor related news, destination reports, customer service issues, weekly quiz, problem- solving practice and contest entries.

*Apollo University* - These innovative training programs developed by TravelPort provide online instruction with instructor led or recorded seminars on the reservation system. These programs enable the agents to learn new skills, or brush up on their skills, without having to leave the office.

*Familiarization Trips* - These are the educational incentives that make travel agents well informed and better able to serve clients. At National Travel, Familiarization Trips are used to enhance knowledge and expertise of personnel. In 2016, National Travel paid for our employees to travel to several domestic and international destinations, including Zurich, London, New York, Washington DC and other destinations.

## **Performance Measurement Tools**

Our comprehensive approach to training and education also includes a variety of tools to monitor the effectiveness of our training programs and to provide us with valuable information on our strengths and weaknesses. Such information is used to provide for continual improvement.

*Monitor Calls* - National Travel utilizes monitor calls to grade the quality of service we deliver. Our telephone system provides the agent the capability to record telephone conversations with customers. This is an excellent vehicle for the agent and their manager to assess their customer skills.

*Customer Report Cards* - National Travel provides our customers with ample opportunity to provide feedback on the quality of service they receive. A report card is included on our National Travel website, and when a customer receives an email receipt of their ticket purchase, there is a link to the report card on the email. Every completed survey is then emailed to every manager for follow up. We have included as [Exhibit 5](#) copies of surveys recently received from our customers.

*Apollo Monitor* - Apollo Monitor provides us with the ability to monitor an agent's activity on any Apollo terminal within the same group. We use Apollo Monitor to identify internal training needs and potential quality control issues.

## **Service Recognition programs**

While we find formal training programs on Customer Service to be very effective, we recognize that such training must be reinforced on a daily basis. If the focus on providing exceptional customer service is not woven into the fabric of the corporate culture, then occasional training programs are of limited benefit. For this reason, our award winning incentive program goes far beyond the usual quantitative goals such as sales or productivity. It places a significant emphasis on rewarding employees for providing excellent customer service.

Our Incentive plan has three distinct elements that support our success. One group of incentives rewards productivity (i.e. sales goals), one rewards skill development and educational accomplishments, and the third group rewards "Grace & Style", or our success in serving the customer. A few of these are described below.

*Uplifting Service™* - Based on the NY Times Bestselling book, by Ron Kaufman, this program provides the building blocks to creating a culture of service. . The premise of the program is to provide the client with a service level that will astonish. Monthly winners are awarded \$100 cash and there is a quarterly bonus prize of \$500 cash. [Exhibit 6](#).

*Giraffes* — The Giraffe is an amazing animal, getting much better use of their seven neck bones than we humans, also with seven neck bones. The Giraffe serves as an excellent reminder to us that we should not hesitate to "*Stick out our necks*" in service to our customer. This is an employee recognition program that provides our customers the opportunity to recognize our staff for their efforts.



*Report Cards (Unsolicited comments)* — National Travel employees are rewarded for receiving unsolicited positive customer feedback either written or verbal. Our goal is to recognize and reward agents who earn our customer's appreciation. We have included copies of these comments as [Exhibit 5](#).

### *Summary*

National Travel maintains a comprehensive approach to staff development that addresses technical skills, product knowledge, and customer service skills on a consistent, on-going basis. Our training program is an integral part of our operational approach and incorporates key elements such as formal training classes, agent reward system, and performance measurement tools. It addresses the specific requirements of the contract with the State of West Virginia to ensure a thorough understanding of State travel policy and vendor preferences.

Our primary asset is a well-educated, highly motivated staff. All systems revolve around this precept. In order to attract and retain exceptional personnel, National Travel's fosters a corporate culture based on employee involvement, employee advancement opportunities, an award-winning agent incentive plan and an excellent employee benefit package.

### **Employee Involvement & Empowerment**

National Travel provides staff with a quality corporate culture that focuses on a constant awareness of customer needs, and empowers them to act on behalf of our customers. Employees are actively involved in continually improving procedures and systems to more effectively meet these customer needs.

National Travel maintains a systematic approach to problem resolution. A key element of our approach is an employee empowerment program which allows each National Travel agent to solve a client problem "on the spot", without recourse by management personnel. This instant resolution ensures a quick, responsive action on a consistent basis. [Exhibit 7](#) is a copy of our Customer Relations report.

### **Employee Advancement opportunities**

National Travel's continuous growth over forty years is a perfect example of the symbiotic relationship between a corporation and its personnel. As the company grows and new positions and opportunities arise, we first look within our own staff. Today, among our management and staff positions are people who first joined our company as students in Travel Career Institute, National Travel's Travel School. The opportunity to expand one's skills and responsibilities is an important element in maintaining high morale.

### **Employee Benefits Package**

National Travel's management understands that employees have certain expectations which must be met in order to maintain a highly motivated staff. These include:

*A secure work environment:* For 40 years, National Travel had been able to maintain a stable work environment for its people. We consider this to be the prime directive in managing the corporation.

**Employee compensation:** National Travel's average employee compensation company-wide is \$42,000, with the average compensation for line agents at \$40,000. National Travel pays out performance based incentives over \$250,000 annually.

**401 K Retirement program:** National Travel's profit-sharing retirement fund is funded both by the corporation, and by employee contributions into their individual 401 K plans.

**Health Insurance:** The insurance premium is a shared premium plan, with contribution from the corporation and the employee, and offers comprehensive coverage, including major medical, hospitalization, and dental coverage. Employees are also offered a health savings account.

**Sick Leave:** National Travel's employees receive paid sick leave time that accrues at 1 week paid leave per year and can be accumulated.

**Family Leave:** National Travel provided family leave for over a decade before it became a Federal requirement.

**Paid Vacation:** Our employees receive from two weeks vacation for one year of service, up to **four weeks** of vacation after six years of service.

**Education benefits:** National Travel pays 100% tuition costs for all employees to earn an undergraduate degree at any State college or university. Employees attending college classes are given consideration in work schedules.

**Familiarization Trips:** National Travel employees are provided ample opportunity to travel for educational or personal reasons through our liberal incentive program.

**Fitness Facility:** At our corporate headquarters, National Travel provides employees complimentary access to an on-site fitness facility.

**Deluxe condominium in Destin, FL:** National Travel owns a beach front condominium in Destin, FL which may be used by our employees.

National Travel and our customers are richly rewarded through this investment in our people. The result is a highly motivated, highly skilled work force with an average tenure over 12 years, which consistently receives high satisfaction ratings from our customers.

c. Adequate staffing to assure all calls are handled promptly and should have a continual quality control program in service. Detail the number of agents the vendor will dedicate to the State account and provide the level of experience and number of years each representative has as the vendor's employee. Specify the number of agents on each shift, their minimum experience level and shift average experience level and describe the quality control program implemented. Detail the current monthly productivity of travel agents in your organization (What performance measures do you employ to measure the productivity of your agents?) Describe all products and services that will be provided by contract employment rather than full time agency employees.

Agent	Position/Date of Employment NTS	Years of Experience	Specialty
Jill Robinson	Manager, 1999	41 years	Group travel
Renee Braley	Senior Agent 1990	34 years	State Government, Leisure Travel
Sharon Silva	Director, Group Operations, 1990	34 years	State Government, Higher Ed. Specialty Groups
Diane McCartney	Corporate/Government Agent, 1995	29	Corporate/Government
Kelsey Morgan	Corporate/Government Agent	2	Corporate/Government
Christina Stitchick	Senior Agent, 2000	14 years	State Government; Leisure Travel
Monica Hogge	Concierge, 2017	1 year	Concierge Services & Research Assistant

National Travel staffs the specialists for the State normally from 8:00am to 6:00pm, Monday – Friday. State personnel, however, have always had access to National Travel for complete travel services, seven days a week. Since 2000, National Travel has been open 24 hours day/7 days a week. Personnel that are trained in State travel policies and procedures are assigned to each shift.

National Travel measures agent productivity according to the following criteria: transactions or reservations completed, quality of transactions (as lowest number of errors per transactions), customer service (measured based on customer enhancement entries), customer satisfaction level as determined by customer feedback and contest participation (unsolicited comments, *Uplifting Service™*, Giraffe certificates, report cards). All of these factors are considered, as well as the experience and assignment of the agent. Our goal is to have creative, empathetic agents who will take the time to deliver the very best service to the client without feeling undo pressure just to increase sales.

It is certainly true that the number of transactions and tickets issued are an economic reality; however, we believe that it is the responsibility of the company to equip our agents with the necessary tools and training to allow them to focus on the customers' needs. Customized scripting, customer profiles, automated quality control, automatic call distribution, and state of the art hardware and software represent significant advances in our ability to efficiently process reservations.

Our advanced technology works to streamline the reservation and quality control process, and our Travel Management Center philosophy is designed to enhance the quality of service. We have sufficient staff to operate in specialized teams: corporate travel specialists, government travel specialists, international travel specialists, leisure travel specialists, and cruise specialists. Personnel responsible for ticketing, quality control and research assistance then support these specialists. Our Travel Management Center offers the dual advantage of depth of personnel and extraordinary expertise, a distinct advantage in terms of service and productivity over the average travel agent that must function as a travel generalist.

National Travel personnel average productivity across all departments is 225 tickets per month, which is approximately one reservation every 43 minutes. The average number of tickets per month ranges from 100 tickets for full time leisure specialists to 325 tickets per month for a top corporate specialist. Our productivity rate allows us to compensate our agents above the industry average and offer an array of benefits. The result is a highly educated and motivated staff, utilizing state of the art equipment to achieve excellent productivity.

**c. Emergency staffing to assist should the need arise. Describe how after hours staffing is determined and how other accounts of similar size are managed in regards to emergency situations.**

National Travel has enjoyed long term success in serving customers who have missions that require emergency response. With our 24 hour support, we have the necessary systems and personnel policies to enable us to respond to surges in call volume due to widespread flight cancellations, weather delays, and other factors that can disrupt travel plans.

Our telecommunications system provides the analytics to enable us to project staffing requirements based on historical trends. The real time reporting allows us to make any necessary staffing adjustments in response to unexpected spikes in call volume. In addition to normal staffing levels, additional agents are assigned to be on call, and can be deployed and available to assist within 30 minutes. There is always a manager on call, assigned the responsibility to monitor for surges, emergency situations, and deployments.

#### **4.4.1.3 Phone queue system:**

**a. Should not route outside calls to answering machines. In the event the phone system is out of service, reservations should be handled manually. How are high call volumes and system outages dealt with? What formal contingency plan do you have to sustain the reservation process in ease of a system failure or outage? Do you have an alternate facility available to sustain operations in case of a major service disruption at your main computer center?**

National Travel has invested in a state of the art telecommunication system. The *Shoretel* system equips us with backup data systems and safeguards for detecting problems and gives the ability to correct any issues within the center. It is configured with battery backup systems, standby generators and has manual answering functionality. National Travel has the ability to transfer lines to different office locations in the event of an outage. With three full service locations, staffed with personnel fully trained in State travel policies, service will be uninterrupted for your travelers.

*Shoretel* is a powerful call center solution that includes universal queuing and enterprise resource matching and offers optimized call routing by service level, skill matching, priority customer identity, schedules and caller location. It also supports e-mail and Web contacts with outbound calling service options. Voicemail and fax can also be routed to individual agents through email. Calls are never automatically routed to answering machines or voicemail.

**Exhibit 8** for sample reports available from this system.

#### **4.4.2 Air Fares/Auto Rentals/Limousine Services/Ground Transportation & Lodging Accommodations**

**The vendor should explain their capabilities to offer the following service(s) in regards to Air Fares/Auto Rentals/Limousine Services & Lodging Accommodations:**

**a. Explain your standard for ticket delivery, cancellations, changes and refunds.**

Electronic tickets are now the industry standard and represent a cost saving opportunity for the State of West Virginia. Airlines have been eliminating the option for paper tickets, and now impose surcharges for paper tickets when an itinerary can be ticketed electronically.

##### **Cancellations**

When notified by the traveler or travel planner that reservations need to be canceled, the reservation is immediately retrieved and verified as to which elements are to be canceled. If the reservation includes hotel reservations, a cancellation number is provided and the traveler is advised to make note of the cancellation number for documentation in the event the credit card is billed for no-show charges.

If tickets have been issued, specific procedures are followed to process the tickets for refund. Electronic tickets offer an additional benefit in that processing refunds is much faster. When a reservation is

cancelled, a single command obtains an Electronic Ticket Refund Authorization (ETREA), for the cancelled itinerary, and it is electronically transmitted to the carrier with the weekly transmittal to the Airline Reporting Corporation.

#### **E-Ticket Usage Monitoring**

National Travel has an automated process for monitoring the usage of electronic tickets, to ensure that unused electronic tickets are promptly reissued or refunded. The automated quality control system, Agency Technology, validates usage of each electronic ticket, and maintains a database of any unused tickets. This ensures credits are issued promptly, because electronic tickets do not have to be returned to the issuing office. Our electronic ticket tracking results in additional cost savings to our customers.

#### **Refunds**

At the time of cancellation, electronic tickets are submitted to the carrier to obtain an Electronic Ticket Refund Authorization (ETREA). National Travel reports all ticket issues and refunds through the Airline Reporting Corporation Interactive Agency Reporting system, a web based settlement application. Reports are transmitted weekly.

On the National Travel website, using AIRS, our Automated invoice & Refund System, travelers can also obtain ticket receipts by logging onto National Travel's website. This system allows travelers to easily get duplicate copies, or check the status of refunded tickets.

Credit card refunds normally appear within 1-2 billing cycles, based on the cut-off date of the credit card account. Refund notices are provided to traveler or state agency to provide documentation of credit due. National Travel will also arrange to have a temporary credit placed on the account if the refund does not appear in the first billing cycle.

#### **Tracking NonRefundableTickets**

Tickets that were issued at a nonrefundable fare and are then canceled require special handling. For the airlines, such tickets represent additional revenue because most travelers who have to cancel never travel on these tickets, nor do they recover the cost. National Travel has specific procedures in place to see that the State receives the value of the ticket.

Nonrefundable tickets may be applied toward the purchase of future tickets for the same passenger on the same airline. These credits are logged into a database, and using interactive technology that can read what is displayed on the reservation screen, compare the information to the database, and alert our agents to the existence of any outstanding credits for a particular traveler whenever the traveler's profile is accessed. This system ensures that any pending documents are utilized at the earliest opportunity, prior to their expiration date, without having to rely on the traveler to remember they have an outstanding credit.

Any time there are special circumstances that may enable National Travel to secure a refund on a nonrefundable ticket, i.e. flight cancellations due to weather, death, etc. National Travel then takes an



advocacy role on behalf of the traveler or state agency. The process starts with a Customer Relations report to document the circumstances and identify action required. National Travel will forward the ticket directly to the carriers accounting or Customer Service department, with accompanying correspondence, to secure a refund or a waiver of penalties. National Travel communicates all cancellation penalties and deadlines to travelers with printed remarks on itineraries.

National Travel can provide state agencies a credit card reconciliation report that will show all refunds and credits on each account. National Travel can provide copies of credit card refund notices for purpose of reimbursement or account management.

### Itinerary Changes

Travelers requesting changes will be promptly confirmed with revised itineraries and will be advised of any penalties associated with ticketed fares, or hotel or car reservations.

In the event a traveler's itinerary is subject to an involuntary change as a result of an airline schedule change or flight cancellation, National Travel has specific procedures in place to ensure revisions are promptly communicated to the travelers and to reissue tickets to reflect current itineraries.

National Travel employees are trained on travelers' rights and will act as the travelers' advocate to secure acceptable alternate arrangements when vendors make involuntary changes to reservations.

### **b. Describe and provide an example of any standard management reports you propose to submit to the State Travel Management Office.**

National Travel recognizes the difference between useful information and meaningless data. Our leading edge technology provides us the capability to customize information for the specific needs of the State and to target that information to the appropriate agency.

*iBank* is a web-based data consolidation and management reporting service designed to better manage travel expenditures and increase productivity. *iBank* gathers information from Apollo and Globalware, our back office systems, to provide real-time, web-based pre-travel and post-travel report generation 24/7, ad hoc report creations, and automated report scheduling. *iBank* is easy to use and install. National Travel will provides access and training to the State.

Features include:

- *Reporting:* Over 120 standardized reports with nearly unlimited user-defined reporting.
- *Reservation Data Capture:* Consolidates travel reservation information from multiple sources, including any GDS allowing access to reservation data up to 365 days in advance of actual travel
- *Back Office Data Capture:* Captures travel data directly from third-party or GDS back-office accounting systems
- *Broadcast Report Scheduler:* Enables the automatic delivery of standard and/or custom reports on a specified date and time via email
- *Data Cleanser:* Electronically audits and cleanses data captured through the back-office accounting systems

Globalware, an industry leading travel agency back office accounting and reporting system has been utilized by this agency successfully for more than 15 years and is the main repository for all accounting and travel data.

National Travel can deliver the necessary information to achieve true analysis of travel expense management. We will work with individual government departments and agencies to ensure that they receive information pertinent to their needs.

This system allows us to create any report you require for any of the data items captured in the reservation. The information can be analyzed and reports generated for any level of the State: for the entire State of West Virginia, for a particular State Department, a particular State Division or agency, or even to the individual level.

We are pleased to offer the following descriptions and sample reports [Exhibit 9](#) that we can provide to the State.

#### *Executive Summary*

This report quickly summarizes current expenditures for airline tickets, hotel and car providing year to date information. At a glance, it provides a complete overview, in readable format, of trends and top destinations. The statistical information is accompanied by graphic representations of the data.

#### *Quick View by Month (History)*

This report provides a historical snapshot of monthly purchases of air, car rentals and hotel bookings.

#### *Travel Management Summary*

This historical report provides more detail of monthly transactions, including exchanges and service fees.

#### *Quick Summary*

This report provides a quick year over year snapshot of total air, car rental and hotel bookings.

#### *Top/Bottom Accounts-Air*

This report provides trip purchase summary broken out by cost center.

#### *Sales by Air Carrier*

Provides information on dollar volume and number of tickets issued with top five airlines for the given period. Data is presented in both statistical and graphical form. This report provides an instant clear picture of the state's expenditures by carrier, identifying negotiating opportunities, or providing valuable feedback on the states ability to support preferred vendor agreements.

#### *Fare Savings Report*



This is a transaction report, listing tickets issued during a given period for which a lower fare was offered but declined, for a specific reason. This report provides valuable information on how effective travel policy is in lowering costs, because it quickly identifies non-compliance to State Travel Policy. It is accompanied by a summary report identifying savings by top airlines.

#### *Hotel Properties Bookings – Top 10*

This report provides statistical and graphical representation of hotel expenditures by company chain, for example, Marriott Hotels. Information can be provided for top vendors, or all vendors, as required. This report can be used to identify negotiating opportunities for the State of West Virginia.

#### *Car Rental Companies- Top 10*

Provides statistical and graphical representation of hotel expenditures by car company. Information can be provided for top vendors, or all vendors, as required. This report can be used to identify negotiating opportunities, or to provide information on the effectiveness of the State's contracts with preferred vendors.

- c. Describe the hotel reservation process. Indicate the standard response time for confirmation of reservations. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market/corporate rates? What, if any, incentives can you offer such as late check-in, express check-out, etc. at certain facilities?**

National Travel agents are trained to offer hotel reservations in conjunction with any airline reservation. The process begins by qualifying the customer's needs: i.e. is there a specific hotel or location that is required? Is the customer part of a group or convention? Is the reservation needed in conjunction with official travel or personal travel? (This may determine eligibility for government or conference rates.) Are there specific preferences for particular amenities (i.e. health club) or room type (non-smoking or king bed preferred)?

When a specific hotel is requested, the agent will query the reservation system, RoomMaster, for room and rate availability. RoomMaster has the enhanced capability of displaying multiple rate codes, including our negotiated American Express Network negotiated rates, FedRooms government rates, the WSCA rates for State Government employees, as well as the published rate structure of the property, including promotional rates, allowing for instant comparison of these options. The agent can validate the specific restrictions of the available rates and *instantly* confirm the most economical room based on the customers' requirements, advising the customer of the confirmation number and cancellation policies of the hotel. This information also appears on the itinerary provided to the traveler.

In the event the customers preferred property does not show available in our reservation system, our agents are required to contact the property's reservation center, or the hotel directly, to attempt to secure the reservation. We place no restrictions on their ability to call or fax long distance, domestic or international, in an attempt to confirm a customer's first choice.

When a customer does not require a specific hotel property, the agent can search for hotel availability according to the customer's needs. Agent desktops are equipped with mapping tools that will locate hotels according to any number of criteria - near the airport, within walking distance of the courthouse, or located within a specific zip code. RoomMaster enables them to search by requirements such as rate category (government, family plan, etc.), features offered (restaurant, indoor pool, etc.), reference point, (close to Wrigley field or adjacent to Penn Station), or chain preference.

Confirming hotel reservations through the reservation system offers several advantages - in addition to instantaneous confirmation, automated reservations have a much lower error rate and the system retains a "history" of the transaction. Once the reservation is confirmed, the customer is advised both verbally and by confirmation on the itinerary of all pertinent information including hotel name, address, phone number, rate, confirmation number, special requests and cancellation policy. A hard copy of the reservation is filed according to arrival date. Both hard copy and computer reservation are documented with any subsequent changes or cancellations.

National Travel will provide all travelers with complete lodging support. Our agents have the ability to book all hotel chains worldwide either through the **Apollo** reservation system or directly with the hotel. On the itinerary we provide the name, address, telephone number, rate, and confirmation/cancellation number for the hotel/motel.

#### *Preferred Extras Negotiated Hotel Rate Program*

The American Express Preferred Extras Hotel Program was the industry's first flexible negotiated hotel rate program for business travelers. Unlike fixed rate programs, this program is designed to provide our business travel customers special negotiated rates at participating hotels and ensures they will not find a better unrestricted business rate anywhere else. Unlike other programs where rates may require pre-payment, multiple-day stays or limit traveler loyalty program points, this program comes with "no strings attached". Travelers no longer have to search multiple sources to find the best unrestricted rates.

#### *Preferred Extras Hotel Program offers:*

- Preferred rates and amenities at over 38,800+ properties. Range of brands from moderate to luxury.
- Discounts from 5% to 20% off of the Best Available Rate
- More than 170 countries / 7,300 cities
- 70% of hotels offer an extra value or amenities such as free internet, parking, etc. for cost avoidance
- Flexibility with no pre-payments, deposits, advance purchase or minimum stay requirements.
- Any brand standard amenity offered by the hotel is automatically included in the rate.

#### *In-State Hotel Program*

National Travel will secure reservations for State travelers at the negotiated rates for in-state hotel properties with which the State has existing contracts or agreements..

**d. Describe the car rental process. How do you assure the traveler receives the best available rate when faced with issues such as agency negotiated rates, government contract rates and best market corporate rates? Can you reserve express service for travelers?**

National Travel maintains in the profile on State travel complete information on State travel policy regarding car rental reservations, including reimbursement policy, negotiated rates under current agreements with car rental vendors, and all corporate discount numbers. When State travelers require car rental reservations, these negotiated rates are compared with any promotional rates offered by the various companies.

National Travel agents are able to advise State travelers on specific information such as:

- Car types
- Daily rates vs. Weekly rates
- Off Airport vs. On Airport facilities
- Promotional Rate restrictions, i.e. advance booking requirements, minimum stay requirements,
- Unlimited mileage vs. mileage charges
- One-way rentals
- Drop-off charges
- Insurance charges
- Inventory upgrades
- Form of payment requirements

National Travel can reserve express service for travelers. The travelers' identifying program number for express service will be maintained in their profile to ensure it is included on all reservations.

National Travel actively negotiates with car rental companies to secure an inventory of complimentary upgrade or discount coupons. These are distributed without charge to State travelers based on the restrictions of the offer.

National Travel will, upon the request of the traveler or travel arranger, transmit to the rental car company the appropriate direct billing code, to have the cost of the rental billed to the department or division's centrally billed account.

**e. Describe your ability to secure additional ground transportation arrangements including limo/shuttle and negotiated rack rail rates.**

National Travel will provide State travelers with all ground transportation arrangements, including rail travel reservations and tickets, and limo/shuttle reservations. For domestic travel, Smartpoint features an Amtrak Rail app, providing complete access to reservations and tickets and can be configured to offer any negotiated rates. For international travel, Via Rail (the Canadian Rail company), BritRail, Rail Europe, and Japan Rail all participate in Apollo.

National Travel has been working with UBER to provide another option for arranging private ground transfers. The UberCENTRAL Dashboard allows National Travel to book rides on behalf of our clients online. There is no need for each traveler to have their own Uber App downloaded. These Uber rides are requested in real time. With the online dashboard, National Travel is able to stay in control of the trip by receiving driver information and can see updates on when the rider will be picked up and dropped off.

For meetings and conferences, UberEVENTS allows for the purchase of rides in advance for travelers going to the same event/meeting/conference. Each traveler receives a promotion code. When the individual is ready to take the ride, they request their ride through their own Uber App, using the code. All Rides are charged to the same, central credit card. The card is only charged for the number of rides taken, not the amount of ride codes handed out. After the event has ended the arranger of the event will receive 1 receipt summarizing guest pass usage and the total amount charged to credit card.

National Travel also has automated access and through our affiliation with American Express, preferred rates with two of the largest limousine services, Carey International, and Boston Coach.

**4.4.2.1 First consideration should be given firms that have existing contracts/agreements.**

We currently have in place all systems in support of existing contracts for air, car rental and hotels, and our staff is fully trained on WV State Travel Regulations.

**4.4.2.2 Vendor should offer all reservations at the most economical rate. Please describe appropriate hardware and software to book fares at the lowest possible price, change and cancel fares as requested, reconcile billings regularly, and profile traveler preferences electronically.**

National Travel deploys the very best, leading-edge software in securing the lowest airfares for all of our clients. The technology has changed and accelerated dramatically over the last few years and National Travel has always been in the forefront in using new advanced systems. National Travel's business philosophy has never changed for its inception over a generation ago. Simply put, the doctrine of providing the lowest airfare with quality service is the foundation of National Travel's operating system.

Our software is deployed at the point of service, and continually monitors the reservation up to the time of departure. The impressive array of tools features both automated and manual systems.

National Travel guarantees to offer the State the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed and to give first consideration to any air carrier that has an existing contract or agreement with the State for specified discounts. We will be responsible for ticketing within the

specified time to ensure application of the LLAA. We have systems in place to waitlist and monitor these waitlisted reservations in the event the LLAA is sold out at the time of reservations.

Travelers will be advised of the availability of different flight options which may produce a lower fare, as well as any penalties that might be associated with the fare quoted. Notification of penalties is also included on the travelers' itineraries.

Everyday, airline offers become more complex as fares are unbundled, and the lowest fare is not always the best value. The "basic economy" fares now offered by many carriers typically are nonrefundable and non-changeable, do not allow advance seat assignments nor even carry-on luggage. National Travel deploys TravelPort's Smartpoint platform, which provides us with the ability to easily compare the attributes of different fares. With Travelport Smartpoint, network airlines and low-cost carrier options are returned side-by-side within search results so we can always offer the best choices, advice and value. When an airline unbundles its products it can sometimes be confusing to work out what's the best value package for the traveler. Travelport Smartpoint helps understand the airlines' latest offers, shows what ancillaries are included – and what's available for a little more.

#### *TravelPort e-Pricing*

The global standard in low-fare shopping technology, Travelport e-Pricing has revolutionized the worldwide travel shopping experience. Built on the GDS industry's first multi-server-based pricing technology, e-Pricing is capable of searching millions of fares and hundreds of thousands of itinerary options to find the lowest available fares.

Through Apollo, we offer guaranteed preferred content from major airlines, as well as access to low-fare carriers such as Virgin America, Frontier Airlines, and Spirit Airlines, in addition to Southwest Airlines.

#### *Optimal Shopping*

National Travel utilizes this latest enhancement to the Apollo GlobalFares capability to compare the traveler's itinerary to alternate schedules and routings departing within a specified time period. Optimal Shopping offers more robust itinerary searching, in combination with multiple search modifiers for more pricing options, more alternate itineraries (up to 150) and access to lower-cost carrier itinerary combinations. The time window can search from within two hours to within two days of original departure. If another schedule is found which offers a lower fare, the reservationist is able to instantly offer this alternative and confirm the lower priced itinerary.

Travelers will be advised of the availability of different flight options which may produce a lower fare, as well as any penalties that might be associated with the fare quoted. The online booking system will be configured to search for lower flight options plus or minus three hours of the requested departure time and using the policy rules, will alert the traveler when flights selected do not comply with this policy.

### *Booking Builder*

Distribution channels for travel have evolved with the expansion of e-commerce, and some airlines will publish fares on their web sites that are not offered for distribution through the GDS systems. To take advantage of these "unpublished" rates, National Travel subscribes to the Booking Builder, a web based application that is integrated with the Apollo reservation system, that will search more than 30 different airfare sites in real time to obtain best availability and web based pricing. With a single query, Booking Builder scours multiple Web systems simultaneously and returns results for review. Agents may launch the application with an Apollo command that will integrate the Apollo itinerary to provide Booking Builder with the dates and citypairs. Search results may be imported to Apollo as documented web fares.

Search results are returned in real time to ensure the best pricing. This allows our agents to instantly compare that information with the published and private fares that are returned from the GDS.

### *Private Fares*

National Travel has the capability, with Private Fares, to load in Apollo special negotiated fares cross-referenced by rules, carrier, date and special promotional information where applicable. Our staff can integrate these negotiated rates with published fares, so that all alternatives can be easily compared and offered to the traveler. The negotiated rate that the State currently has with Delta airlines is loaded with Private Fares, enabling our staff to easily compare the discounted rates and support the contract.

At the time the reservation is being made, National Travel agents display all negotiated discounts or rates for the State offered by a contract vendor in an integrated display with all published fares. This makes comparison of all options instantaneous and ensures the State receives the lowest possible fare.

### *Ticket Changes & Refunds*

National Travel subscribes to the optional ARNE, or Automated Refunds and Exchanges capability of Apollo, which automates the process of refunding or exchanging electronic airline tickets. For a refund, the system determines the residual value of a ticket, based on open coupons, historical fares and any applicable penalties. For an exchange, the system provides the fare for the new ticket based on the new itinerary fare in conjunction with the residual value of the old ticket plus any penalties.

ARNE expedites the processing of ticket exchanges and refunds, as well as ensures the accuracy in the calculation of the value of exchanges and refunds.

National Travel has the ability to reconcile centrally billed accounts. Upon receipt of the transaction file from the bank, transactions are matched to the transactions from our accounting system, and reconciled reports are generated.

We describe the process to create and maintain electronic profiles in item 4.4.9.4.



- a. **Describe how the will be vendor will be in compliance with the State Travel Regulations and work with the State's travelers in order to keep within the limitations and policies established while traveling. Describe automated and manual tools to assist with processing the State's negotiated discount contracts, group rates, and government contracted rates.**

As your current travel management contractor, we have a thorough knowledge of State Travel Regulations, and work with State travelers to keep within the limitations and policies established while traveling.

*Documented work processes*

Residing on a web based portal, our procedure manual is accessible by all employees and outlines specific policies and procedures for each account. Information is also built into the agency level profiles.

In addition to documented work process, the following automated tools serve to ensure reservations are compliant with reporting and travel policy requirements:

*Custom Check*

National Travel utilizes Apollo Custom Check, a flexible Passenger Name Record (PNR) management tool that ensures all reservations comply with the required standards. This product begins the Quality Control process at the point of service, checking the reservation for accuracy as well as omission of data as the record is created. National Travel utilizes the flexibility of this product by defining the requirements of each client, then creating rules for validating the PNR against those requirements. Custom Check improves accuracy and efficiency by identifying all necessary information from the first time a reservation is created and validating specific data with the rules.

*TravelScreen Plus*

Working hand-in-hand with the Apollo Profile system, National Travel utilizes TravelScreen Plus to automatically tailor Apollo availability screen to show only those options that conform to both the State's travel policy, as well as the individual's personal travel preferences. TravelScreen Plus makes the reservation process faster and more accurate, and at the same time allows us to provide consistent, highly personalized service to individual travelers.

With TravelScreen Plus, Profiles for State government agencies are built to store two different preference records: State travel policy requirements, as well as individual preferences, with government policy automatically taking precedence. TravelScreen Plus will instantaneously apply these records to display only the specific caters or vendors specified by government policy In addition, to modifying availability displays, TravelScreen Plus transfers essential service information, such as corporate discount numbers, frequent flyer numbers, and special service requests.

### *Quality Checker*

This module of our Quality Control system reviews each reservation record in its entirety, checking over 175 items in every record for accuracy and corporate policy compliance to assure error-free reservations. Quality check also sets commands in the reservation to do a complete review 24 hours prior to ticketing, and 24 hours prior to each travel date. This module can be customized to validate the reservations against the specific requirements of each customer.

**b. Describe your quality control software that guarantees lowest fares. Does the process differ for domestic v/s international?**

National Travel utilizes an independent system, Agency Technology, that interfaces with our reservations system and continually monitors every reservation. Airfares change continually, and the Post Booking Rate Reduction Finder operates 24/7 to monitor these changes and alert us when a traveler's reservation is subject to a new lower fare. This module not only searches for fare reductions on ticketed air, but also re-checks rates on car and hotel reservations. Each rate check is logged and the history can be viewed online.

### *International Tariff Department*

National Travel subscribes to an independent international rate desk that provides outstanding support in international a cost-saving perspective and uses creative faring techniques to obtain substantial savings for tariffs to all of our offices. While every international airline maintains a rate desk, they offer an inherent airline revenue bias. Our independent rate desk approaches the area of international fare construction from our customers.

International reservations are processed differently from domestic reservations. In addition to scripts and rule records that pertain to customers, an international script is run on every reservation that appends the reservation with additional tags for reconfirmation of flights, validation of entry requirements, currency information, and reroutes the reservation to our international rate desk and to the departmental manager for review.

### *International Upgrade Program*

Because of our volume of International travel, we have been successful in negotiating with select airlines a space positive upgrading from coach class to business class. When applicable, National Travel can consistently save the State of West Virginia a significant amount on international travel.

**4.4.2.3 Vendor should advise travelers of the availability of different flight options which may produce lower fare flights plus or minus three hours of the requested departure time that produce lower fares or flights are available with one stop in lieu of more expensive non-stop flights.**



Please refer to question 4.4.2.2 for a complete explanation of the technology we deploy to ensure the lowest available airfare. National Travel guarantees to offer the State the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed and to give first consideration to any air carrier that has an existing contract or agreement with the State for specified discounts. We have systems in place to waitlist and monitor these waitlisted reservations in the event the LLAA is sold out at the time of reservations.

#### *Optimal Shopping*

National Travel utilizes this latest enhancement to the Apollo GlobalFares capability to compare the traveler's itinerary to alternate schedules and routings departing within a specified time period. Optimal Shopping offers more robust itinerary searching, in combination with multiple search modifiers for more pricing options, more alternate itineraries (up to 150) and access to lower-cost carrier itinerary combinations. The time window can search from within two hours to within two days of original departure. If another schedule is found which offers a lower fare, the reservationist is able to instantly offer this alternative and confirm the lower priced itinerary.

Travelers will be advised of the availability of different flight options which may produce a lower fare, as well as any penalties that might be associated with the fare quoted. The online booking system is configured to search for lower flight options plus or minus three hours of the requested departure time and using the policy rules, will alert the traveler when flights selected do not comply with this policy.

**a. Please describe the vendor's ability to book airfares up to 180 days in advance of the departure.**

National Travel meets and exceeds this requirement. Reservations may be booked up to 331 days before departure. Reservations made in advance are monitored up to the date of departure for new fares that may be introduced in the market.

**b. Describe the airline reservation system you now employ. Which is your primary system? Identify which system you recommend for use with your contract.**

National Travel subscribes to the two leading Global Distributions Systems (GDS), Apollo and Sabre. We employ TravelPorts's Apollo Reservation System Network as our primary system, and will continue to serve the State with the Apollo system. Apollo represents the most advanced electronic distribution system in the travel industry, providing instant confirmations on air, car, hotel reservations, as well as information on other travel related services. With Apollo, our agents have on-line access to more participating airlines than any other GDS provider.

In addition to Apollo, National Travel equips agents in our travel management center with access to Sabre. Having dual capability with reservation systems ensures we can continue to serve State travelers in the event one has a system wide outage.

The online booking tool creates the reservation within the GDS, and upon completion of the online booking process, the reservations are instantly accessible to our staff in the GDS. Reservations that are booked using the online booking tool will be placed on a designated queue within the GDS for quality control and ticketing. National Travel's quality systems will be activated and the reservation will be checked for lowest logical fare, seat assignments, and compliance with State of WV travel policy.

#### *Smartpoint*

Smartpoint is the latest release of TravelPort's suite of access products that provides agents with the ability to book all Air, Car and Hotel travel content available through the Apollo systems. Smartpoint is an intelligent workstation that interacts with Apollo, utilizing its comprehensive, up-to-the-minute database. With Smartpoint, National Travel takes advantage of the open platform to integrate third party software into the booking process, making it much quicker, more powerful and more accurate. With unique customizing capabilities, National Travel can tailor the reservation process with sophisticated scripts that ensure compliance with corporate travel policy and procedures.

#### *Reservations, Tickets - Total Access*

Apollo contains flight schedules for all scheduled flights throughout the world. Reservations can be confirmed immediately on 95 percent of all flights worldwide.

Apollo provides National Travel the ability to directly access the airlines' reservations systems, providing last seat availability and correct fares. National Travel is pleased to offer advance seat assignments and last seat availability to all our clients for all airlines that provide this service. Apollo offers the additional advantage of allowing us to book hotel and car rental reservations at the same time we book airline reservations for our clients.

Apollo offers several advantages

- On line access to more participating airlines than any other GDS vendor.
- Inside Link options allowing us to display availability and fares directly in a specific airline's host system, offering true last seat availability.
- Direct Access to Hotel and Car vendors' own database, for complete information, instant confirmation, and current availability.

Whenever possible, reservations will be made through the special access systems listed above.

#### *Schedules/Availability*

Apollo provides access to more than two million city pairs worldwide, for more than 537 international, national, and regional airline carriers. Schedules and availability are combined into one unbiased display. All flight information is presented with the convenience of the traveler in mind. Requests for flight schedules and availability can be tailored to suit the specific needs of the traveler. Apollo's availability offers several advantages:

- Apollo lists non-stops and direct flights first, followed by connections. Special attention is given to displaying on-line connections, as these usually offer the lowest fares.
- Apollo offers more ways to specify and qualify schedule availability displays than any other airline computer system. For example, by departure or arrival time, specific carrier only, by specific connect point or nonstop/direct service only
- Fare and availability can be displayed in one screen
- In just two keystrokes, Apollo can find the best flight and fare with Optimal Shopper

#### *Pre-reserved Seats and Special Meal Requests*

Apollo offers the capability to pre-reserve seats by specific type (aisle or window, bulkhead), as well as display last seat availability and request specific seats for participating airlines. Apollo also offers the capability to unblock preferred seats for frequent flyer members.

While most domestic airlines have discontinued meal service, it is still a feature offered on international flights. Apollo also provides an easy to use format for requesting special types of meals on any airline. Any special meal preference is stored in the traveler profile and the meal request is made at the time of the reservation.

Seat assignments on flights are very important to the individual traveler. National Travel utilizes Apollo's capability to view specific seat maps in order to accommodate the specific seat request of the traveler, for example, aisle seat in front of emergency exit. In the event the preferred seat assignment is not available, we continue to monitor the flight up to departure in an effort to secure preferred seating. Through our technology and extra effort, National Travel is able to secure the preferred seat 91% of the time. State of West Virginia travelers receive tickets with assigned seating for every airline that offers this service.

#### *Fare and Pricing Capability*

TravelPort's faring tools provide National Travel with access to every source of faring information: published fares, privately negotiated fares, and web fares. Built on the GDS industry's first multi-server based pricing technology, e-Pricing is capable of searching millions of fares and hundreds of itinerary options to find the lowest available fares. TravelPort also offers Preferred Fares Select, providing airlines an opportunity to distribute all fare content through Apollo. Participating airlines guarantee that all fares, including web fares, will be made available through Apollo.

Fares stored in Apollo are loaded and updated in Apollo several times a day to ensure the latest fare information. In addition to fares in Apollo, fares and pricing are available in the host systems of the Total Access participants. An agent can display all airline fares for the requested city-pair or for a specific airline. National Travel agents use the most efficient formats to quickly determine the lowest appropriate airfare.

- c. **Describe your abilities to provide airline reservations and services including bulk ticket purchases, promotional coupons, consolidator tickets, frequent flyer mileage, airline two-for-one promotional fares, etc.**

Travelport's Apollo has full ticketing functionality to accommodate bulk ticket purchases, promotional coupons, and any type of two-for-one promotional fares. National Travel will assist travelers with redemption of frequent flyer tickets, or using mileage to upgrade from a purchased ticket.

With our affiliation in the American Express Retail Network, we have access to *AirDesk*, an online shopping tool that provides access to consolidator fares.

#### *Private Fares*

National Travel has the capability, with Private Fares, to load in Apollo special negotiated fares cross-referenced by rules, carrier, date and special promotional information where applicable. Our staff can integrate these negotiated rates with published fares, so that all alternatives can be easily compared and offered to the traveler.

At the time the reservation is being made, National Travel agents display all negotiated discounts or rates for the State offered by the contract vendor in an integrated display with all published fares. This makes comparison of all options instantaneous and ensures the State receives the lowest possible fare.

- d. **Describe your ability to secure special airline services for travelers including seat clearance in preferred seating areas, automated flyer upgrades, assistance for physically impaired travelers, etc.**

#### *Concierge Services*

National Travel's newly enhanced Concierge Service gives travelers the ability to obtain service extras that can help to make their travel more enjoyable. A team of employed Concierge staff monitor the reservations that are sent to their reservation queue for services including a complimentary online check-in 24 hours prior to departure, monitoring for preferred seat assignments, prepaid luggage, confirmation of online upgrades or frequent flyer upgrades and more.

Travelers may request the Concierge Service at any point of the reservation process, and there is no additional charge for this enhanced service. Our goal is to ensure an end-to-end service which makes every travel experience more enjoyable and efficient. See [Exhibit 10](#) for a description of this service.

#### *Agency Technology Seat Checker*

The seat checker module continually monitors a reservation and secures preferred seating based on agent input, using live seat maps. Seat requests can be made for aisles, windows, Priority (frequent flyer

memberships), front or back of plane, bulkhead, and aisles across. Seat checker can be used for initial seat assignments on all reservations, as well as improving seat assignments all the way to departure.

#### *Physically Challenged Travelers*

National Travel realizes that travel can be even more difficult for the physically impaired. National Travel agents are always prepared to assist physically challenged travelers in making arrangements to ensure their travel experience is trouble free and that they are provided with the highest possible service levels. Upon the request of employees or other persons with disabilities traveling on official business, National Travel shall arrange necessary and reasonable special accommodations, including but not limited to airline seating, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging. To ensure this happens on a consistent basis, National Travel utilizes TravelScreen capabilities within the Profile database that programmatically transmits special service requests to the carrier. National Travel shall note its familiarity and understanding of the Air Carrier Access Act of 1986, and if requested by any state traveler, make available the free DOT publication *New Horizons for the Air Traveler with a Disability*.

#### *Extra Effort*

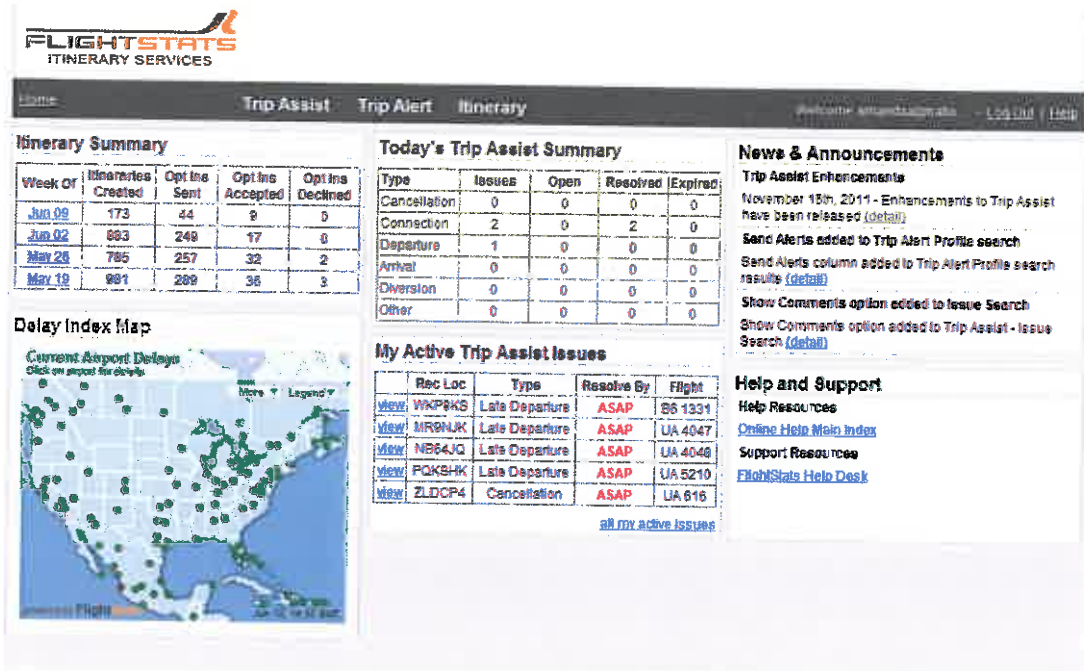
Although our investment in quality monitoring technology has greatly improved our efficiency in accommodating special requests, we find that our staff is extremely creative and resourceful in finding ways to accommodate special requests or needs. Our incentive plan, which is outlined completely in the Agency Profile Section reflects our culture of celebrating efforts to accomplish exceptional services. The cornerstone of our incentive plan, "*Uplifting Service*"<sup>™</sup> is about recognizing the extra effort we make for our customers. The "Best Deal Contest" rewards efforts to secure a better value, such as an upgrade, or complementary feature. "Giraffe" certificates arrive daily from our customers who wish to recognize a National Travel person who was willing to "Stick out their Neck."

#### *Flight Monitoring*

National Travel deploys Flight Stats, an itinerary monitoring and messaging system that involves capturing the entire itinerary of a passenger, monitoring the itinerary for travel-related events, and sending relevant travel messages to the traveler's smartphone or PDA device. We offer the following itinerary monitoring services:

TripCenter- FlightStats TripCenter enables our counselors to monitor the activity of itineraries of interest. TripCenter consolidates all activity into a single console view, enabling the quick identification of trips either proceeding as scheduled or incurring trouble. The attendant capability has enabled us to protect customers on alternate travel arrangements before they are even aware of a flight disruption.





**Messaging** - The FlightStats Messaging Service delivers proactive flight alerts to travelers. Messages are available in XML, e-mail, and text formats.

**At-Risk Monitoring** - The FlightStats At-Risk Monitoring Service monitors a set of itineraries, and returns information on those itineraries that have cancellations, delays, diversions, threatened and/or missed connections.

The key to providing an itinerary monitoring and messaging solution is to gain access to the passenger's itinerary and to be able to update the itinerary with any changes that occur prior to the day of travel (e.g. schedule changes and any flight changes that occur due to the passenger changing the itinerary). Your travelers' itineraries are automatically routed to the monitoring system from our quality control system, saving your traveler the trouble of manually entering their itinerary into a website.

Another important capability of the flight alert system is an Opt-in Passenger Profile. A customer can select and provides the simple means for the customer to opt-in and save communication preferences (e.g. email address, mobile phone number, format of messages by type of message, etc.).

#### 4.4.3 Document Services

The vendor should describe if the following are included in their proposal and how they will be treated:

##### 4.4.3.1 Visa information and applications.

National Travel will provide complete passport and visa assistance from application to delivery. National Travel will provide all appropriate visa applications forms to State of WV travelers who are traveling

internationally. We will also provide the required letters to embassies and consulates for visas and arrange for passport and visa pick-up and delivery to the traveler.

National Travel has contacts and utilizes third party services to process passport services including new and renewal passport applications. We also advise and arrange visas to various countries for all US passports holders and numerous international passport holders. We can batch process visas when this service is available. We do not charge a fee to do assist with document procurement. There may be a fee from the expediting agency or consular fees imposed by the issuing country.

#### **4.4.3.2 Database of travelers' visa(s) and passport numbers with expiration dates.**

The online booking system creates a computerized personal profile is based on the user ID, and travelers complete all pertinent information, including passport numbers and expiration dates, as well as visa information.

National Travel profiles also include a field for traveler to store their Known Traveler ID number, which expedites their clearance through TSA Security at some airports.

#### **4.4.3.3 Reminders to the individual travelers six (6) months prior to expiration (of visa).**

The online booking system provides the capability to query the system and export data, providing the capability to send reminders to travelers regarding upcoming expiration dates. At the time of confirming international reservations, the international documentation requirements are reviewed with the traveler and appropriate information such as passport numbers and expiration are transmitted to the carrier.

#### **4.4.4 Security Issue Awareness**

**The vendor should make travelers aware of any possible security issues concerning destination or carriers. Vendor should explain how the following will be accomplished:**

##### **4.4.4.1 Inform travelers as to the areas of the world where travel may be unsafe due to international terrorism as well as specific carriers that should be avoided as advised by the State Department.**

National Travel will advise travelers of any possible security problems concerning a particular destination or carrier, including information provided by the State Department.

National Travel's automated and scripted process includes a verification of recent State Department bulletins, as well as information pertaining to travelers' health as posted by the CDC.

To satisfy *Duty of Care* concerns, National Travel subscribes to Intelliguide Corporate, a risk management solution that provides essential transportation, health, weather and security updates on a global platform. Intelliguide Corporate provides the essential destination and security information needed for international travel, including:

Destination reports geared toward the corporate travel market

- News briefs updated 24/7
- Visa and passport information
- Worldwide risk assessments and security information
- Etiquette information for worldwide business travelers.

Sample report included as [Exhibit 11](#).

#### **4.4.4.2 Describe your Duty of Care Program**

National Travel monitors communications and bulletin from the US State Department, the Center for Disease Control, Intelliguide bulletins distributed through Travel 42, and other sources of information. We provide travelers with 24/7 support should their travel plans be disrupted.

In the event of an unforeseen event such as a terrorist incident, aviation accident, regional crisis or other event, National Travel is very proactive, taking steps to query our database to determine if any customers are in the affected location or area at the time of the incident.

We will take steps to notify travelers as well as our designated contacts with the State and if necessary or if requested, provide assistance with changing travel plans.

#### **4.4.4.3 In the event of loss/theft of traveler's passport, the Vendor being required to provide assistance in obtaining an emergency renewal.**

Because National Travel is open 24/365, your travelers will always have access to our personnel for assistance in emergency situations. In the event of loss/theft of a traveler's passport, National Travel will provide assistance in obtaining emergency renewal. We would be able to assist the traveler with the details of the lost passport based on information resident in the reservation and profile, as well as hours and location of the nearest U.S. Embassy or Consulate.

#### **4.4.5 Fees**

**The vendor should disclose any fees; describe how the following will be accomplished:**

**4.4.5.1 The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number and fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket is issued.**



National Travel currently meets and exceeds this requirement. Transaction fees are billed only at the time of ticketing of the airline reservations. Travelers may make unlimited changes or cancel reservations prior to ticketing without incurring additional transaction fees.

National Travel does not stack fees. Stacking is the practice of charging multiple fees for services beyond the issuance of the ticket. For example, some TMC's charge a low transaction price, but then also charge a fee for after hours service, another fee for processing a schedule change, or an additional fee for processing a cancellation and refund. National Travel transaction fee for full service Transaction A air/rail tickets, both domestic and international, **includes** re-issuing tickets for involuntary schedule changes, as well as for voluntary changes requested by the travelers while enroute. There are no after hours surcharges, or fees for processing refunds. This inclusive approach to pricing offers substantial savings to the State of WV, and also results in improved customer satisfaction because travelers do not incur multiple fees when it is necessary to make a change to a reservation. In addition to the explicit savings of transaction fees that are not incurred, there are additional implicit savings because travelers will be more likely to seek assistance from National Travel for such changes rather than approaching the airline directly.

Please refer to the Cost Proposal for more information on our approach to pricing.

**4.4.5.2 For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation or trip.**

National Travel currently meets this requirement. Only one fee will be charged at the time of ticketing of the airline arrangements, and includes arrangements for hotel or car rental reservations associated with the itinerary.

**4.4.6 Reports & Training Services**

**4.4.6.1 A representative of the vendor who is familiar with the State account should provide: (1) consultation services, (2) assistance to identify and resolve all service problems and advise, with suggestions, to the Travel Management Office staff through reports and observations of methods or procedures to improve services or correct problems in the following areas:**

- a. Assistance in monitoring and enforcing the State's travel policies to reduce travel expenses without reducing quality of customer service.**
- b. Advising the State of current changes and trends in the travel industry, in addition to, offering continuous process improvements.**

**Please elaborate on how the above will be met.**

As the travel management provider to the State of West Virginia, National Travel has always viewed our role as extending far beyond the tasks of confirming and ticketing reservations. We have been active participants in the efforts of the Travel Management Office to improve services and obtain greater efficiencies through adoption of automated systems. For example, while the State Auditor's office and the State Travel Management Office were implementing the online booking contract the State has with ResX, National Travel's Vice President of Operations participated in weekly implementation meetings with the State and TRX to integrate the ResX system with our GDS reservations as well as to provide support and assistance relative to travel procedures.

Our Vice President of Operation, Ann Hoskins, will serve as the Account Manager for the State of WV Account. She will be supported by Jill Robinson, who will serve as the Operations Manager for the contract. In total, this represents more than fifty years of experience in corporate and government travel management, and both individuals have an in-depth understanding of State travel policy.

The State will continue to receive consultative advice in the execution of your travel management policy. National Travel regularly meets, and will continue to meet at a minimum once per quarter, with staff from the Travel Management Office to review operations and industry trends, in an effort to identify opportunities to lower costs and improve services.

When issues or service problems arise, the Travel Management Office is kept informed through our systematic approach to solving problems. We attribute much of our success to our commitment to caring for customers. The true test of customer commitment is measured not only by how many "satisfied customers" we create, but how we respond when there is a problem. We view every problem as an opportunity to improve.

National Travel's Customer Relation's Program empowers all employees to react in real time whenever any customer reports a problem, and to take steps to resolve the problem to the customer's satisfaction. If resolution is beyond the employee's ability to act, he or she is to immediately take steps to move upward through management to the appropriate level for resolution. National Travel will always keep the State fully informed of every step taken and the State will be informed of the problem's resolution.

In the event a traveler encounters any difficulty, whether due to an error on the part of the supplier or a National Travel employee, we will assure that there is prompt remedial action. Whenever there are corrective actions required, you are guaranteed that our staff will take prompt and courteous action to satisfactorily resolve the complaint or discrepancy.

National Travel Service maintains a systematic approach to problem resolution that features:

- A web based reporting and tracking system that instantly alerts management, as well as the State TMO, to issues that need corrective action.
- System provides a tool for tracking and analysis to focus on problem prevention.
- Employees are empowered to take immediate steps to resolve issues in real time.

- Weekly meetings with team managers and senior management to review and analyze issues, identify additional actions required. We include as [Exhibit 7](#) a sample customer relations report

#### 4.47 Consulting

The vendor may be required to provide consulting services; vendor should explain their capabilities for the following:

4.4.7.I The vendor should be qualified and prepared to assist any State agency with consultation and staff support to arrange for meetings, conferences, seminars, and regional meetings. Describe examples of consultation provided to customers of similar size and characteristics, citing references and providing relevant contact information. This contact information should include name, address(s), phone number(s), and email address(s). Additionally, identify any fee associated with this service if applicable. Describe the training that will be offered to State Travel Coordinators upon assumption of the contract. Examples of training subject matter should include travel safety issues, tips on traveling alone, etc.

National Travel meets and exceeds this requirement, offering complete range of meeting planning services. National Travel will help to assure that all events are smoothly organized at the lowest possible cost to the State.

Services include:

- |                                      |  |
|--------------------------------------|--|
| • <i>Negotiated airfares</i>         | • <i>Hotel contract negotiations</i>                 |
| • <i>Airport "meet &amp; assist"</i> | • <i>Arrival/departure lists</i>                     |
| • <i>On-site meeting assistances</i> | • <i>Airfare analysis</i>                            |
| • <i>Site selection</i>              | • <i>Rooming/activity lists</i>                      |
| • <i>Hospitality desk</i>            | • <i>Budget consultation</i>                         |
| • <i>Ground transportation</i>       | • <i>Pre &amp; post programs</i>                     |
| • <i>Management reports</i>          | • <i>Custom theme functions &amp; special events</i> |

National Travel has on staff a CGMP (Certified Government Meeting Planner). We provide meeting planning services to the US Courts as part of our travel management contract. Please refer to section 4.3.2 for contact information for this account.

#### *Travel Coordinator Training*

National Travel has developed several seminars and presentations to help our clients not only achieve the best value for their travel, but also to ensure that as consumers, they are fully informed. Topics covered in seminars and other presentations include travelers' rights, travel safety, on line booking demonstrations, international travel issues.

These seminars will be conducted free of charge and will be scheduled as part of our contract implementation and regularly throughout the course of the contract. Seminars will be conducted at various State conferences or by webinar to afford all State agencies an opportunity to participate.

The following are examples of various seminars that are designed to address specific needs.

Travel Planning Audience: Travel planners. This seminar is directed primarily at persons who make travel arrangements, usually for other persons, and may also be involved in reconciling billing.

Course: Services of National Travel, travel terminology, aircraft type and configurations, airfare tariff terminology, rental car reservations, hotel reservations, billing, changes and refunds, on-line booking capabilities and services, airline ancillary fees.

Business Travel Audience: Travelers and travel planners. National Travel services, travelers' rights, (canceled flights, oversold flights, hotel reservations, car rental reservations) travel insurance, travel safety, frequent flyer reconciliation, travel policy, upgrades, airport clubs, twenty-four hour assistance program, on-line booking capabilities and services.

International Business Travel Audience: International Travelers and travel planners. National Travel International Services, international code sharing arrangements, aircraft type and configuration, security at international airports, State Department bulletins, passport and visa requirements, health certificates, Center for Disease Control bulletins, international business protocol (specific by country), Weissman Travel, Worldwide communication link to National Travel.

**4.4.7.2 The vendor must act as a consultant to the State to secure/negotiate net or reduced airfares on behalf of the State at no additional cost. Describe how the vendor will act as a liaison for the State of West Virginia.**

National Travel has an excellent track record of successful negotiations for airline discounts for our clients, based on their volume and travel patterns. National Travel successfully secured the first airline discount program for the State of WV. We have been actively involved in supporting the current corporate program the State has with Delta Airlines.

In order to successfully negotiate with any vendor, it is necessary to have in depth information, including market share information, origin/destination analysis, and volume projections. National Travel's Management Information Services routinely is able to provide targeted airlines with the required information to justify negotiated airfares. Airlines do not typically extend negotiated discounts to corporations or government agencies that do not have an enforceable travel policy managed by a single travel management company that can provide the type of data required to demonstrate the success of negotiated programs.

Additionally, we have extensive experience in processing reservations using State negotiated rates. We have developed a comprehensive system that offers both 'Point of Service' automated tools, as well as

pre-ticketing auditing and monitoring tools to ensure that the state receives the full benefit of all negotiated agreements.

#### 4.4.8 Implementation Plan

**The state intends to implement the program statewide. Implementation should be seamless to the traveler with no disruption in service. Vendor should work with all existing contracts for air, car rental, hotels, etc. and be familiar with all State Travel Regulations before implementation. Please provide how this need will be met, and elaborate on the following:**

##### 4.4.8.1 Provide a proposed implementation timetable and schedule of events.

As the existing contractor for the State of West Virginia, National Travel can guarantee that implementation of a new contract will be seamless to the traveler with no disruption in service. We will continue to work with all existing contracts for air, car rental, hotels, etc. National Travel is thoroughly familiar with all State travel policies, and will conduct a thorough review of State travel policies and internal procedures with all personnel prior to implementation of a new contract.

National Travel has extensive experience as the Travel Management Contractor for the State of WV and we fully understand our responsibility for all areas of operations in accordance with the terms and conditions of this contract. While serving as the incumbent does offer certain advantages, particularly in offering a seamless implementation, we take nothing for granted.

The following outlines our plan to serve the State of West Virginia in the new contract:

We will contact each agency's travel coordinator to discuss the new contract, to establish and clearly define their individual needs, policies and procedures.

We will provide a thorough orientation program for all State travelers and travel coordinators. This program will be repeated regularly throughout the course of the Contract, to accommodate changes in State policy, enhancements to service, and new travelers joining the State.

Our implementation schedule is based on a 30-day period.

Week One	NTS Implementation team meets to review timetable, individual assignments	NTS Implementation Team
	NTS Implementation team meets with State contracting officers and Travel Management Office to	NTS Implementation Team State of WV Purchasing,

	outline implementation plan, review rollout plan for online booking engine.	
Week Two	Review of all required MIS and accounting information	Joe Lambert Ann Hoskins
	Meeting with TMO and State Auditor representative to discuss implementation of online booking.	Ann Hoskins
	Scheduling of Seminars for agency travel coordinators, travelers	Ann Hoskins, Travel Management Office
Week Three	Implementation Team meeting to review progress	NTS Implementation team
	Review and Update all internal procedures, scripts, rule records to reflect new contract	Ann Hoskins
	Review and update of traveler profiles	Jill Robinson Amanda Austin
	Review with Purchasing division all existing vendor contracts. Develop comprehensive strategy for vendor negotiations: Airline discounts, car rental rates, hotel program	Ted Lawson State Purchasing personnel
Week Four	Complete revision of all internal procedures and systems to reflect new contract	Ann Hoskins

**4.4.8.2 Identify the number and type of personnel that will be dedicated to the implementation plan.**

The National Travel implementation team for the State Travel Management contract will consist of Ted Lawson, CEO; Karen Cottrell, Vice-President, Finance; Ann Hoskins, Vice-President, Operations; Jill Robinson, Manager, Morgantown Office, Joe Lambert, Comptroller; Michael Hall, Director, Internet Applications; and Amanda Austin, Director, Client Services.



**4.4.8.3 Describe the Agent's experience at implementation of service for accounts of similar size and annual bookings.**

National Travel has extensive experience in implementing similar accounts. We have successfully implemented nationwide contracts for the United States Courts, the Federal Emergency Management Agency (FEMA), National Transportation Safety Board (NTSB), and Federal Trade Commission, as well as numerous corporate customers.

**4.4.8.4 Identify the key person responsible for implementation of the State account.**

As Project Manager for the State Contract, Ann Hoskins, Vice President of Operations, will have responsibility for implementation of this account.

**4.4.8.5 Vendor should assist the state with an implementation plan, i.e., recommendations about the implementation of the pilots, suggesting the number of agencies to be used in pilot, recommended periods of benchmarking and success measurement techniques.**

National Travel will assist the State in developing a detailed implementation plan, including materials used to communicate with travelers the features and benefits of the online booking tool. We will analyze historical purchasing data of various agencies to make recommendations on which State divisions to use in the pilot program. We will provide quarterly reports to the State on the number of reservations confirmed using the online system.

**4.4.9 Automation Capabilities**

**4.4.9.1 Vendor should summarize the automation capabilities offered. The following topics should be addressed:**

- a. Online inquiries**
- b. Upload and Download Capabilities**
- c. Internet Access**

National Travel has extensive experience in supporting a variety of online booking systems and end-to-end travel management systems. As the Travel Management contractor to the State of WV, we were instrumental in introducing a variety of end-to-end solutions for your consideration and have been active participants in the efforts of the State Auditor's office to implement and integrate an online booking system with expense reporting and to your financial system. We have been fully supportive of the transition to a fully integrated travel management program and will be active participants and an advocate for the State to increase adoption.

State of WV travelers and traveler coordinators currently have access to email communication as well as an online booking system for online inquiries, and routinely make reservations online for airlines, car rentals, and hotels.

Having this continuity for your users makes an ideal solution for the State, as your travelers who are not among the first to transition to the new proposed system will continue to be able to make reservations online.

#### *OnLine Booking*

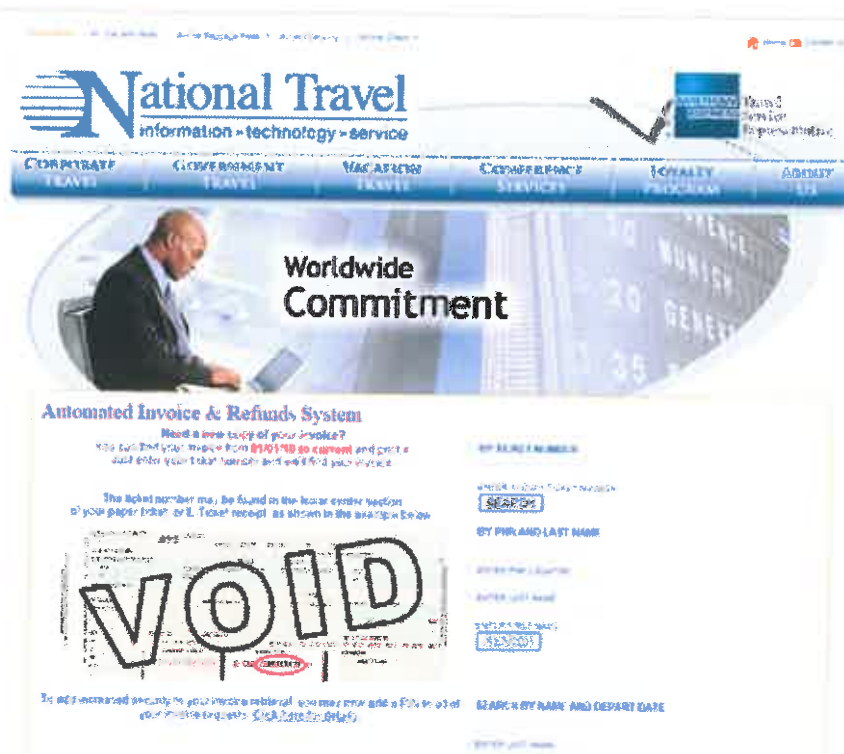
The State opted to deploy the RESX booking engine, now owned by NuTravel, and National Travel currently provides this contract to the State. nuTravel's Enterprise booking tool provides a very cost effective solution. The Enterprise booking tool enables travelers and travel arrangers to easily create policy-compliant air, car and hotel reservations. In just a few clicks, traveler's can simultaneously book complex flight, rail, rental cars and hotel reservations quickly and easily. With elements such as search result matrices, comparison grids, hotel property images and seating charts, travelers can visually interpret their trip booking process from start to finish.

National Travel will continue to provide the nuTravel contract, as well as support and assistance to the State in increasing adoption.

#### *AIRS*

On the National Travel website, using AIRS, our Automated Invoice & Refund System, travelers can also obtain ticket receipts by logging onto National Travel's website. This system allows travelers to easily get duplicate copies, or check the status of refunded tickets.





### OnLine Reporting

*iBank* is a Web-based data warehousing and management reporting tool that integrates with our back-office accounting system, GlobalWare to gather travel booking information. *iBank* offers pre-travel and post-travel reporting functions, each offering more than 50 pre-designed management reports, plus automated report scheduling and delivery features, data auditing, electronic tracking of unused e-tickets, and real-time flight tracking and alert services. The *iBank* reporting system saves money by eliminating the need to produce paper management reports; provides an up-to-the-minute snapshot of travel expenditures for use in vendor negotiations; saves time tracking e-tickets, refunds, and service fee billing; enables real-time identification of traveler location and status; and effectively monitors corporate travel policy and exceptions or fare savings opportunities.

Once the data is received by the *iBank* server, the information is loaded into your database and is immediately available for up to the minute reporting from the World Wide Web twenty-four hours a day, seven days a week around the world. The capabilities and benefits of the *iBank* system are described in detail in question, and samples of these reports are included as [Exhibit 9](#).

**4.4.9.2 Vendor should explain plans to retain the high level of expertise, addressing, but not limited to the following topics:**

- a. Research and development commitment**
- b. Continuing education of staff**
- c. Association/memberships of vendor staff.**

National Travel views staff as its most valuable resource. College graduates make up the largest percentage of National Travel's staff, nurtured by a program that pays all direct costs for the employee's college education. National Travel places a high value on ongoing and recurrent training for all employees to enhance their performance and keep them informed of programs and services that are of benefit to our clients. Through National Travel's *Better by Degrees* program, employees earn salary advances through participation in various training opportunities. The goal of all National Travel's training programs is to increase our employees' awareness and understanding of our customers' needs and expectations.

National Travel maintains a staff position, Vice President of Operations, with direct responsibility for all training programs.

National Travel invests in innovative technology to bring enhanced services to our customers and to improve efficiencies in the reservation and ticketing process. Our IT department has developed many solutions to enhance our ability to serve the customer. Customers can subscribe to our mobile application, **Intelligent Traveler**, a free mobile applications, which provides many useful links in one easy to use application. See [Exhibit 12](#).

The AIRS product, which allows customers to retrieve copies of invoices and to check the status of refunds, was developed by our IT staff, as were many other online applications used internally by our staff.

In order to remain current with industry trends and developments, National Travel maintains membership in many industry organizations, including ASTA (American Society of Travel Agents), SGTP, (Society of Government Travel Professionals), and GBTA (Global Business Travel Association). Ted Lawson, the President of National Travel, has served on the Board of Directors of SGTP. Mr. Lawson is also active on the Charleston Convention and Visitors Bureau, and is a past chairman of the board. Since 2009, National Travel has been affiliated with the American Express Retail Network, providing access to a global network of services, vendors and training support.

**4.4.9.3 The system should be able to support policy and procedure enforcement at the State, Agency, and Department/Division level. It is highly desirable for a system to be able to track and manage travelers whose trips are subject to rules that vary. The system should be able to identify rules for acceptable travel types by traveler, by agency or department. System capabilities must include mechanisms to manage and/or change traveler choices to ensure compliance with preset rules. Describe how the system would provide such support and describe the system capabilities.**

nuTravel provides a powerful engine to manage a wide variety of travel policies. Using a rules-based engine, the system can be easily configured to customize travel policy across a variety of organizational and geographical parameters and traveler profiles. The rules based engine provides almost unlimited capability to define and construct policy rules. Policy rules are constructed based on information input by a policy administrator. Easy to configure templates equip administrators with the tools and flexibility necessary to define unique and potentially complex rules. Administrators can define ideal air itineraries on parameters like cost, fare type, and distance, and benchmark against a travelers returned air options to determine what flights are within policy. Additional, you can set specific conditions and expected behaviors for each situation.

The travel policy engine alerts travelers early in the booking process if they are out of policy. The system compares the agency defined ideal itinerary on parameters like cost, fare type, and distance, and benchmarks against a traveler's returned air options to determine what flights are within policy. Administrators can apply geographic parameters and traveler profile information to define rules, and determine how the system should respond when a user violates a rule. Maximum airfares can be defined for different types of trips. Users can be flagged as out-of-policy for booking first, business and/or premium economy.

**4.4.9.4 It is desirable for a system to integrate with the State's travel expense reporting system to create and maintain a traveler profile information while offering a method of the traveler to maintain the personal demographic information contained in the profile (such a birth date, gender, and desired seating assignments), while at the same time disallowing the maintenance of some travel parameters (changing name, updating home address, or changing class of service. Describe how the proposed system would integrate with current State systems.**

nuTravel is currently integrates with current State systems. This tool enables Universal Integration of multiple expense management options for travel entities of every size. This flexibility has enabled the State to integrate the tool with your financial system.

Travelers and travel managers can control profile creation and ongoing profile management in a secure and easy to use environment. Profiles are synchronized with the GDS, so that when travelers contact National Travel for assistance, our agent have access to the same data.

**4.4.9.5 The vendor should provide a robust, configurable online booking tool that can integrate with an expense management tool. (i.e. profile creation/maintenance, passing of itinerary choices and status updates). Describe how the proposed online booking tool would satisfy the following requirements:**

**a. The system should support the ability to book airfare, lodging, rail, and ground transportation for domestic and international travel.**

In just a few clicks, travelers can simultaneously book complex flights, rail, rental cars and hotel reservations quickly and easily. With creative elements such as search-result matrices, comparison grids, hotel property images, and seating charts, travelers can visually interpret their trip-booking process from start to finish.

Advanced options like flight notification, trip templates, points of interest, calendar export and more allow for greater productivity throughout the booking process.

**b. The system should have the capability to integrate with the state's expense management tool to facilitate pre-trip approvals of the proposed itinerary, prior to reservation or purchase. Some agencies require travelers to obtain multiple levels of approval for a trip in advance of the final booking.**

nuTravel enables Universal Integration of multiple Expense Management options for companies and travel entities of every size. The system has been integrated with the States proprietary Oasis system.

**c. The system should be able to support the need of the State to enforce the use of the authorized transportation, lodging provider(s) and other approved travel service related suppliers for business travel. Exception reporting and informational alerts are desired.**

Travel Managers can enforce policies, take advantage of corporate discounts and preferred suppliers.

**d. The vendor should provide access to online accounting services such as invoice search, refund status and MIS reports to the Travel management office, coordinators, and travelers.**

National Travel is committed to providing online travel solutions that can help the State of West Virginia lower costs per transaction without sacrificing the level of service to your travelers.

For more than a decade, State travelers have had access to AIRS, our Automated Invoice & Refund System. With this online tool, travelers can obtain ticket receipts or check on the status of refunds. Developed in-house by our internet department, this system allows travelers to easily obtain duplicate invoice copies.

#### *OnLine Reporting*

National Travel has met the State's online reporting and MIS requirements with iBank, a Web-based data warehousing and management reporting tool that integrates with our back-office accounting system, GlobalWare, to gather travel booking information. iBank offers pre-travel and post-travel reporting functions, each offering more than 50 pre-designed management reports, plus automated report scheduling and delivery features, data auditing, electronic tracking of unused e-tickets, and real-time flight tracking and alert services. The iBank reporting system saves money by eliminating the need to produce paper management reports; provides an up-to-the-minute snapshot of travel expenditures for use in vendor negotiations; saves time tracking e-tickets, refunds, and service fee billing; enables real-time identification of traveler location and status; and effectively monitors corporate travel policy and exceptions or fare savings opportunities.

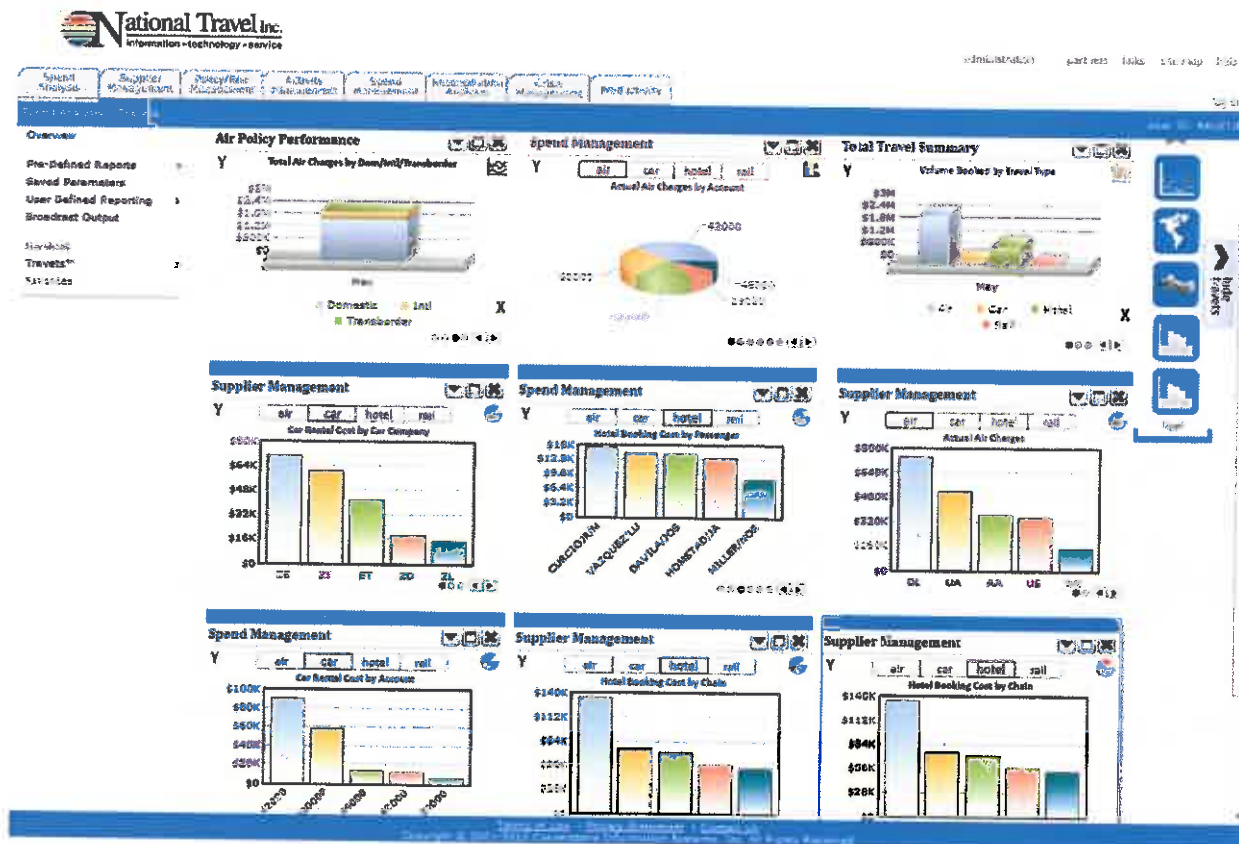
Once the data is received by the iBank server, the information is loaded into your database and is immediately available for up to the minute reporting from the World Wide Web twenty-four hours a day, seven days a week around the world. The capabilities and benefits of the iBank system are described in detail in question 12, and samples of these reports are included as [Exhibit 9](#).

#### *Travets Online Dashboard Reporting*

In addition to the many online reporting capabilities through iBank is the online dashboard, Travets, which gives users access to travel expense data in real time. This unique dashboard, featuring at-your-fingertips service, puts you in control of your travel arrangements. We also have built-in quality control measures and an instant messaging feature that allow online agents to assist with any questions as you navigate the system.

The online dashboard reporting provides a web-based management platform where State of West Virginia travel data is stored. The interactive dashboard allows coordinators and travel managers to focus on specific aspects of travel expenses and access a multitude of standard reports along with virtually unlimited user-defined reports, including risk assessment reports.





National Travel's computerized accounting and Management Information System, GlobalWare represents a considerable investment in a powerful information system. GlobalWare is integrated with the Apollo Reservation system. GlobalWare is an ODBC (Open Data Base Compliant) Windows based system which enables us to provide in-depth data at any level in order to track expenses, test State policy enforcement, and identify negotiating opportunities. We use iBank, a comprehensive web reporting solution that allows us to access, analyze, report and share data captured in GlobalWare.

This system allows us to create any report you require for any of the data items captured in the reservation. The information can be analyzed and reports generated for any level of the State: for the entire State of West Virginia, for a particular State Department, a particular State Division or agency, or even to the individual level.

National Travel will provide the State with reports that are accurate, timely, and in a selection of formats. Data will be provided to the State according to State defined timetable; calendar year, fiscal year, etc. Reports will be provided monthly or quarterly, based on your needs.

At the time of ticketing, detailed itinerary information stored in the reservation is transferred and stored in GlobalWare, our information and accounting management system. We also capture optional data fields, such as customer department numbers, employee numbers, project codes, etc. We can provide the State of West Virginia with in-depth data at any level you require to track expenses or test enforcement of your travel policy.

Refer to item 4.4.2, c. for a description of standard reports that are provided. [Exhibit 9](#)

**4.4.9.6 Vendor should explain their ability to issue electronic tickets to travelers regardless of their location, during normal work hours, after work hours, and on weekends if necessary. All tickets should be delivered in a timely matter according to the employee's needs. The vendor should state their nation-wide "800" (or equivalent national toll-free number) that travelers can call 24 hours per day/7 days per week to receive full service. Please describe whether this service is an agency operated function or a contracted function of your Agency. If contracted, describe the company and services available. Describe your ability to accommodate electronic ticketing.**

National Travel is open 24 hours a day, 365 days a year. We do not subcontract or outsource our 24 hour support, nor do we charge a surcharge for calls to our service center outside of normal business hours. When your travelers call for support outside of normal business hours, they will be assisted by a National Travel employee who is fully trained on the State's travel policies and will have complete access to your traveler profiles and reservations. Upon confirmation of reservations, travelers will receive a complete itinerary, by fax or E-mail, of all confirmed arrangements.

State of West Virginia travelers will be provided with a single, dedicated 800 number that they can call 24 hours per day/ 365 days a year to receive full service. National Travel Service provides each traveler with a complete, printed invoice/itinerary document including the national toll free number.

National Travel's primary reservation system, Apollo Travel Systems, was the first to introduce electronic ticketing, an optional method of ticket distribution. Electronic ticketing is defined as the generation of tickets without the production of flight coupons. In addition, we have agreements with carriers such as Southwest and AirTran for their ticketless travel options. National Travel has the ability to issue electronic tickets for any airline that offers that capability.

National Travel has designed customized Scripts that are used to document the customers' itineraries with confirmation numbers for electronic tickets. National Travel does monitor usage of electronic tickets. The automated quality control system, Cornerstone ResQCX Workstation, has a module that validates usage of each electronic ticket. Any reservation that is past the travel date and still shows an electronic ticket with an "Open" status is routed to the agent to verify with the traveler the preference for resolving the discrepancy, i.e. the ticket is to be refunded or reissued for another flight.

**4.4.9.7 Vendor should have an Internet connection and electronic mail address that can be used by the State to make reservations, service requests, travel waivers and assist with other travel related business (written instructions should be made available by the vendor as part of the State Travel Coordinator's training). System should permit Travel Coordinators or travelers to query a reservation system for airlines, car rentals, and hotels and permit online booking or reservations. System should provide a confirmation in a secure electronic environment, including transmission of confidential information such as credit card and traveler personal profiles. Describe your current supporting software capabilities (low fare search, e-mail, fax, reservations, etc.) and any future automation plans. Do you employ your own programming staff or is this function contracted? Describe your internet service capability in detail (management reports, etc.).**

National Travel meets and exceeds this requirement. State of WV travelers and traveler coordinators currently have access to email communication as well as an online booking system and routinely make reservations online for airlines, car rentals, and hotels.

National Travel has its own internal IT department to ensure we bring leading edge technology to our customers. The Internet Department has three full time dedicated employees. The combination of National Travel's own internet personnel, strategic alliances, and independent contractors has given NTS a significant advantage in providing on line travel services to corporate, Federal government and State government employees

**4.4.9.8 Define your automation for business travel reservations, in-house reporting and accounting.**

National Travel's comprehensive, multi-tiered quality systems are active throughout the reservation process, enhancing and monitoring the quality of service before, during and after customer's travel. Our systems are engineered to supplement the reservations system with an array of "point of service" technology as well as automated, continuous monitoring of our reservations database.

#### **Point of Service Tools**

##### ***AgentWare Webpoint***

National Travel subscribes to AgentWare Webpoint, a web based application that is integrated with the Apollo reservation system, that will search more than 30 different airfare sites in real time to obtain best availability and web based pricing. With a single query, Webpoint scours multiple Web systems simultaneously and returns results for review. Agents may launch WebPoint with an Apollo command that will integrate the Apollo itinerary to provide WebPoint with the dates and citypairs. Search results may be imported to Apollo as documented Web fares.

Search results are returned in real time to ensure the best pricing. This allows our agents to instantly compare that information with the published and private fares that are returned from the GDS.



### *Custom Check*

National Travel utilizes Apollo Custom Check, a flexible Passenger Name Record (PNR) management tool that ensures all reservations comply with the required standards. This product begins the Quality Control process at the point of service, checking the reservation for accuracy as well as omission of data as the record is created. National Travel utilizes the flexibility of this product by defining the requirements of each client, then creating rules for validating the PNR against those requirements. Custom Check improves accuracy and efficiency by identifying all necessary information from the first time a reservation is created and validating specific data with the rules. For example, reservations can be validated for the presence of an employee identification number.

National Travel currently utilizes 9 primary sets of Rules Records, which are customized for specific client groups, including the State of West Virginia, based on their unique requirements. We also maintain Rule Records based on individual client requirements, such as special meal requests for example.

### *Scripts*

National Travel maintains an extensive library of customized Scripts - programs that the reservationist activates to perform specific reservation functions. Scripts increase efficiency and accuracy of the reservation process. National Travel utilizes FocalPoint ScriptWriter to develop our own customized scripts for the reservation process for The State of West Virginia to ensure that travel policy is followed and negotiated rates are considered.

Scripts may contain any number of screens, designed to enforce standard state government policies. The ability to condition entry field as "must enter" prevents the agent from continuing until critical information is provided. Data required for State reports are scripted into such "must enter" fields.

### *Private Fares*

National Travel has the capability, with Private Fares, to load in Apollo special negotiated fares cross-referenced by rules, carrier, date and special promotional information where applicable. Our staff can integrate these negotiated rates with published fares, so that all alternatives can be easily compared and offered to the traveler.

At the time the reservation is being made, National Travel agents display all negotiated discounts or rates for the State offered by a contract vendor in an integrated display with all published fares. This makes comparison of all options instantaneous and ensures the State receives the lowest possible fare.

### *Optimal Shopping*

National Travel utilizes this latest enhancement to the Apollo GlobalFares capability to compare the traveler's itinerary to alternate schedules and routings departing within a specified time period. Optimal Shopping offers more robust itinerary searching, in combination with multiple search modifiers for more pricing options, more alternate itineraries (up to 150) and access to lower-cost carrier itinerary combinations. The time window can search from within two hours to within two days of original

departure. If another schedule is found which offers a lower fare, the reservationist is able to instantly offer this alternative and confirm the lower priced itinerary.

### *Profiles*

Agency and individual profiles exist and are maintained in our reservation database for instant access. Travel policies of The State of West Virginia, as well as personal preferences of each traveler are used in the reservation process to ensure travel policy compliance and maximum efficiency in the reservation process.

### *TravelScreen Plus*

Working hand-in-hand with the Apollo Profile system, National Travel utilizes TravelScreen Plus to automatically tailor Apollo availability screen to show only those options that conform to both the State's travel policy, as well as the individual's personal travel preferences. TravelScreen Plus makes the reservation process faster and more accurate, and at the same time allows us to provide consistent, highly personalized service to individual travelers.

TravelScreen Plus preference records begin to work automatically when profiles are retrieved. Using this mask to move detailed information into a reservation record reduces the number of keystrokes required, greatly improving accuracy and efficiency

### *Programmable Keys*

National Travel stores standard entries required in building passenger name records into "Programmable Key files". These "macros" then condense an entry that might require dozens of keystrokes to one or two keystroke combinations. We maintain a standard file of these that enable our staff to instantly perform certain functions, for example, one key stroke will display the daily briefing for National Travel, or access the State's policy on car rental reservations.

### *Relay Productivity Tools*

Relay applications use the power of FocalPoint to provide easy-to-use, graphical alternatives for complex, time-consuming Apollo tasks. This suite of applications include Queue Manager, which automates the management of queues, PNR to Profile, an easy way to create a profile from an existing PNR, and Response Capture, which enables us to transfer information from the reservation data base to another software application, such as a word-processing file.

### **Monitoring and Reporting Systems**

After the reservation request has been confirmed, it is continually monitored for lower fares, and for adherence to specific standards, right up to the time of departure. At the time of ticketing, our accounting system captures all data from the reservation, where it is retained for a minimum of two years, and is used in the production of a variety of Management reports.

### *Agency Technology*

At 'end transact', the Apollo commands that stores the passenger name record into the Apollo database, all reservations are routed to a central Queue, or electronic file. This is the entrance door to Agency Technology, our independent quality monitoring and file finishing system that will perform both initial fare and quality check, and then begins the continuous monitoring that occurs until time of departure.

#### GlobalWare

National Travel's reservation system is integrated with Galileo's GlobalWare, an information and accounting system, providing for real time accounting/record keeping. At the time of ticketing, information stored in the reservation is transferred and stored in GlobalWare. This system provides a powerful query and export capabilities and a variety of pre-programmed reports. It captures information at the point of sale for every product and service, and allows us to consolidate information, integrate reports and gain access to historical data. It can also capture optional data fields, such as customer department numbers, employee numbers, project codes, etc. We can provide The State of West Virginia with in-depth data at any level that you require to track expenses or test enforcement of your travel policy.

GlobalWare is a complete accounting system, with powerful data capture and information management tools. GlobalWare is Windows®-based, with integrated online help available at all times. This makes it easy to learn and operate, reducing training time.

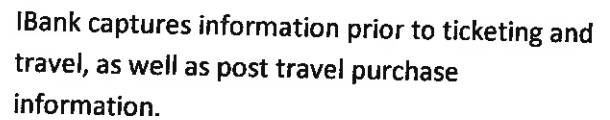
National Travel has made a considerable investment in our accounting system in order to meet our own accounting and management needs, and to meet customer information and data management needs.

GlobalWare assists with financial controls by providing audit trails to account for every ticket and invoice created in the reservation system or entered directly into the accounting system.

#### iBank

iBank is a Web-based data warehousing and management reporting tool that integrates with our mid-office quality control system, ResQCX and our back-office accounting system, GlobalWare to gather both pre- and post- ticketed travel booking information. iBank offers pre-travel and post-travel reporting functions, each offering more than 50 pre-designed management reports, plus automated report scheduling and delivery features, data auditing, electronic tracking of unused e-tickets, and real-time flight tracking and alert services. The iBank reporting system saves money by eliminating the need to produce paper management reports; provides an up-to-the-minute snapshot of travel expenditures for use in vendor negotiations; saves time tracking e-tickets, refunds, and service fee billing; enables real-time identification of traveler location and status; and effectively monitors corporate travel policy and exceptions or fare savings opportunities.

Once the data is received by the iBank server, the information is loaded into your database and is immediately available for up to the minute reporting from the World Wide Web twenty-four hours a day, seven days a week around the world.



The Pre-Travel module captures travel reservation information from Apollo, allowing access to pre-travel management reporting up to 365 days in advance of actual travel. With Pre-Travel, the State can have access to over fifty pre-designed management reports along with a very powerful yet easy to use custom reporting tool.

- Saves money by eliminating the need to produce paper management reports.
- Provides up-to-the-minute snapshot of travel expenditures.
- Saves time tracking e-tickets, refunds, and service fee billing.
- Monitor corporate travel policy and exceptions or fare savings opportunities.

- Saves money by eliminating the need to produce paper management reports.
- Proactive approach to travel management by providing up-to-the-minute snapshot of travel expenditures as far back in history as you want to maintain.
- More effective means to monitor corporate travel policy and any exceptions or fare savings opportunities.

- Eliminates process of producing and delivering paper reports.
- Eliminates cost of printing management reports.
- Provides immediate access to timely reporting at your client's desktop.

#### 4.4.10 Disaster Recovery Plan

**The vendor should describe its disaster recovery plan in detail and indicate the length of time required to restore full service assuming the Vendor's primary operation site is unavailable due to either man made or natural disaster.**

National Travel's reservation configuration is structured with several "failsafes" in place to enable us to continue to make reservations and issue tickets in the event one or more of our CRS systems is inoperable. These include:

- National Travel has multiple offices, interconnected through the GDS system and our telecommunications configuration. Therefore we can continue to operate when there is a failure at one office.
- Offices access the GDS through a MPLS intranet, with 99.9% up time, but each office also has direct internet connectivity, providing for redundancy.
- National Travel's offices are served by Centrex telephone lines, enabling us to re-route incoming calls to other offices as necessary.
- Our telephone systems are equipped with a monitor that provides us with real time information on the status of the system, including which ports are active or if a port or line becomes inoperable.
- At the site of the Travel Management Center for the State of West Virginia, we have dual reservations systems- Sabre and Apollo. In the event Apollo has a system-wide outage, agents have access to Sabre on their same desktop.

## **Attachment B: Mandatory Specification Checklist**

### **4.5.1 Mandatory Requirement 1: Accommodations and Travel**

**4.5.1.1 The vendor will be required to book air and ground transportation, hotel, and motel rooms for the State's business travelers according to the WV State Travel Rules. The traveler will be provided an itinerary to confirm arrival and departure dates, mode of travel (air, rail, or rental car), and the name of the hotel and room rate. The vendor will obtain the lowest fare possible which meets the traveler's agenda for the mode of travel preferred, the accommodations, and any in-city ground transportations.**

As the current travel management contractor to the State of West Virginia, National Travel employees are thoroughly familiar with WV State Travel Rules. We have developed specific training and procedures to ensure compliance with your travel regulations.

National Travel subscribes to two Global Distributions Systems (GDS), Apollo and Sabre. We employ TravelPort's Apollo Reservation System Network as our primary system, and will continue to serve the State with the Apollo system. Apollo represents the most advanced electronic distribution system in the travel industry, providing instant confirmations on air, car, hotel reservations, as well as information on other travel related services. With Apollo, our agents have on-line access to more participating airlines than any other GDS provider.

TravelPort's faring tools provide National Travel with access to every source of faring information: published fares, privately negotiated fares, and web fares. Built on the GDS industry's first multi-server based pricing technology, e-Pricing is capable of searching millions of fares and hundreds of itinerary options to find the lowest available fares. TravelPort also offers Preferred Fares Select, providing airlines an opportunity to distribute all fare content through Apollo. Participating airlines guarantee that all fares, including web fares, will be made available through Apollo.

Galileo 360 Fares stored in Apollo are loaded and updated in Apollo several times a day to ensure the latest fare information. In addition to fares in Apollo, fares and pricing are available in the host systems of the Total Access participants. An agent can display all airline fares for the requested city-pair or for a specific airline. National Travel agents use the most efficient formats to quickly determine the lowest appropriate airfare.

### **4.5 .1.2 The vendor guarantees to offer State travelers the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed.**

National Travel guarantees to offer the State the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed and to give first consideration to any air carrier that has an existing contract or agreement with the State for specified discounts. In the event an agent assisted reservation is not issued at the LLAA at the time the reservation is placed, National Travel will refund the difference in

fare, and issue a \$100 travel certificate valid for a future travel purchase with National Travel. We have had this policy in place for more than 25 years. We will be responsible for ticketing within the specified time to ensure application of the LLAA. We have systems in place to waitlist and monitor these waitlisted reservations in the event the LLAA is sold out at the time of reservations.

Travelers will be advised of the availability of different flight options which may produce a lower fare, as well as any penalties that might be associated with the fare quoted. Notification of penalties is also included on the travelers' itineraries.

National Travel deploys the very best, leading-edge software in securing the lowest airfares for all of our clients. The technology has changed and accelerated dramatically over the last few years and National Travel has always been in the forefront in using new advanced systems. National Travel's business philosophy has never changed for its inception over a generation ago. Simply put, the doctrine of providing the lowest airfare with quality service is the foundation of National Travel's operating system.

Our software is deployed at the point of service, and continually monitors the reservation up to the time of departure. The impressive array of tools features both automated and manual systems. Should our fare monitoring system discover a lower fare for the same itinerary booked by the traveler using an online system, National Travel will intervene and contact the traveler to offer the lower fare option.

National Travel guarantees to offer the State the Lowest Logical Available Airfare (LLAA) at the time the reservation is placed and to give first consideration to any air carrier that has an existing contract or agreement with the State for specified discounts. We will be responsible for ticketing within the specified time to ensure application of the LLAA. We have systems in place to waitlist and monitor these waitlisted reservations in the event the LLAA is sold out at the time of reservations.

Travelers will be advised of the availability of different flight options which may produce a lower fare, as well as any penalties that might be associated with the fare quoted. Notification of penalties is also included on the travelers' itineraries.

#### *Booking Builder*

Distribution channels for travel have evolved with the expansion of e-commerce, and some airlines will publish fares on their web sites that are not offered for distribution through the GDS systems. To take advantage of these "unpublished" rates, National Travel subscribes to the Booking Builder, a web based application that is integrated with the Apollo reservation system, that will search more than 30 different airfare sites in real time to obtain best availability and web based pricing. With a single query, Booking Builder scours multiple Web systems simultaneously and returns results for review. Agents may launch Booking Builder with an Apollo command that will integrate the Apollo itinerary to provide Booking Builder with the dates and citypairs. Search results may be imported to Apollo as documented Web fares.

Search results are returned in real time to ensure the best pricing. This allows our agents to instantly compare that information with the published and private fares that are returned from the GDS.

### *TravelPort e-Pricing*

The global standard in low-fare shopping technology, Travelport e-Pricing has revolutionized the worldwide travel shopping experience. Built on the GDS industry's first multi-server-based pricing technology, e-Pricing is capable of searching millions of fares and hundreds of thousands of itinerary options to find the lowest available fares.

Through Apollo, we offer guaranteed preferred content from major airlines, as well as access to low-fare carriers such as Virgin America, Frontier Airlines, and Spirit Airlines, in addition to Southwest Airlines.

### *Private Fares*

National Travel has the capability, with Private Fares, to load in Apollo special negotiated fares cross-referenced by rules, carrier, date and special promotional information where applicable. Our staff can integrate these negotiated rates with published fares, so that all alternatives can be easily compared and offered to the traveler.

At the time the reservation is being made, National Travel agents display all negotiated discounts or rates for the State offered by a contract vendor in an integrated display with all published fares. This makes comparison of all options instantaneous and ensures the State receives the lowest possible fare.

### *Reservation Monitoring*

National Travel utilizes an independent computer system, Agency Technology, that interfaces with our reservations system and continually monitors every reservation. Airfares change continually, and Agency Technology operates 24/7 to monitor these changes and alert us when a traveler's reservation is subject to a new lower fare.

### *Rate Reduction Finder*

Rate Reduction Finder is the module that ensures each reservation is priced at the lowest available fare, not merely at the time of ticketing, but right up to the day of departure. Fares can change dramatically overnight. When this occurs, the system automatically identifies all effected reservations, which do or may qualify for the new lower fares, whether ticketed or not. The travel counselor then evaluates each reservation to determine if it meets the qualifications of the new lower fare and then calls the affected traveler to offer the new fare.

#### **4.5.1.3 Objective 2: The vendor is responsible for ticketing the specified time to ensure application of LLAA.**

National Travel has been and will continue to be responsible for ticketing reservations to comply with the specified ticket time limit to ensure application of LLAA.



**4.5.1.4 If LLAA is sold out, the vendor will wait-list the class of service and advise traveler of the same. Upon clearance of lower airfare, vendor will advise traveler of the fare difference and ticketing requirements.**

Airlines use capacity restrictions to limit the amount of discounted fares that are sold. Most airlines' system now restrict the "waitlisting" of this inventory. Through the capability of our independent reservation monitoring system, in the event the lowest airfare is sold out, the reservation will be monitored by the Waitlist Checker module which will continually query the system to take advantage of cancellations or inventory adjustments by the carrier, and confirm the flight or inventory that is requested.

**4.5.1.5 If any flight is canceled with the legal time frames specified by the air carrier, the vendor is responsible to inform any traveler of any penalty that may be incurred due to change or cancellation of special fares. The notification should be communicated prior to ticketing and restated on the traveler's itinerary.**

National Travel currently meets and will continue to meet this requirement. At the time of confirming reservations, travelers are advised of the fees associated with changing or cancelling reservations after ticketing. Itineraries also contain notification of fees associated with cancelling or changing reservations. In the event a traveler requests changes to an existing reservation, we advise the traveler of penalties or fees associated with making the changes requested.

#### **4.5.2 Mandatory Requirement 3: System Integration**

**4.5.2.1 The vendor must provide access to the reservation system (Apollo, Sabre .. etc.) to the Travel Management Office (the Travel Management Office randomly checks reservations for accuracy and compliance with travel regulations) as well as the management information reports normally supplied to a corporate client with adhoc reports upon request with reasonable notice.**

National Travel currently meets and will continue to meet this requirement, providing at no cost access to the Apollo reservation system used in the fulfillment of this contract.

In addition, we provide access to management information reports through our online reporting tool, *iBank*. *iBank*, is a Web-based data warehousing and management reporting tool that integrates with our mid-office quality control system, and our back-office accounting system, GlobalWare to gather both pre- and post- ticketed travel booking information. *iBank* offers pre-travel and post-travel reporting functions, each offering more than 50 pre-designed management reports, plus automated report scheduling and delivery features, data auditing, electronic tracking of unused e-tickets, and real-time flight tracking and alert services. The *iBank* reporting system saves money by eliminating the need to produce paper management reports; provides an up-to-the-minute snapshot of travel expenditures for

use in vendor negotiations; saves time tracking e-tickets, refunds, and service fee billing; enables real-time identification of traveler location and status; and effectively monitors corporate travel policy and exceptions or fare savings opportunities.

Once the data is received by the *iBank* server, the information is loaded into your database and is immediately available for up to the minute reporting from the World Wide Web twenty-four hours a day, seven days a week around the world.

#### **4.5.3 Mandatory Requirement 4: Billing**

**The successful vendor shall bill at time of sale and shall be in accordance with the terms and conditions established herein.**

National Travel currently meets and will continue to meet this requirement. Transaction fees and airline ticket charges are billed to the appropriate credit card, either individually billed account or centrally billed accounts, as requested, at the time of ticketing.

#### **4.5.4 Mandatory Requirement 5: Fees**

**4.5.4.1 Fees will be based off air carrier transactions only and will not be permitted for hotel and/or rental car only reservations. The transaction fee should only be charged at the time of the ticketing of an airline reservation or when a reservation is confirmed with a confirmation number. A transaction fee should not be charged regardless of the number of changes made to an itinerary until the airline ticket issued. For reservations with multiple travel suppliers such as rental car, hotel, and airline reservations, there should be only a single fee for one reservation trip.**

National Travel currently meets and exceeds this requirement. Transaction fees are billed only at the time of ticketing of the airline reservations. Travelers may make unlimited changes or cancel reservations prior to ticketing without incurring additional transaction fees.

In addition, National Travel transaction fee for full service Transaction A air/rail tickets, both domestic and international, **includes** re-issuing tickets for involuntary schedule changes, as well as for voluntary changes requested by the travelers while enroute. This inclusive approach to pricing offers substantial savings to the State of WV, and also results in improved customer satisfaction because travelers do not incur multiple fees when it is necessary to make a change to a reservation. In addition to the explicit savings of transaction fees that are not incurred, there are additional implicit savings because travelers will be more likely to seek assistance from National Travel for such changes rather than approaching the airline directly.

#### **4.5.5 Mandatory Requirement 6: Tickets & Itinerary**

##### **4.5.5.1 The State of West Virginia will not pay for paper tickets for domestic travel.**

National Travel currently meets and will continue to meet this requirement. We issue electronic tickets for all State of WV air reservations.

##### **4.5.5.2 Vendor shall have the capability to dispatch airline tickets to any area of the world either through the Vendor's own network of offices, airport ticket counters, or ETickets.**

National Travel meets this requirement. National Travel is open 24/7/365. Our 24 service is not subcontracted out to a 3<sup>rd</sup> party. We maintain a nationwide 800 number for the exclusive use of employees of the State of WV. We have the ability to dispatch airline tickets to any area of the world via e-tickets, prepaid tickets to airport ticket counters, or a network of American Express retail offices worldwide.

##### **4.5.5.3 E-Tickets shall be provided by the vendor to the traveler when applicable.**

National Travel currently meets and exceeds this requirement. Electronic tickets are now the standard for both domestic and international travel.

In addition, National Travel has an automated process for monitoring the usage of electronic tickets, to ensure that unused electronic tickets are promptly reissued or refunded. The automated quality control system, Agency Technology, has a module that validates usage of each electronic ticket. This ensures credits are issued promptly, because electronic tickets do not have to be returned to the issuing office. Our electronic ticket tracking results in additional cost savings to our customers.

Should a ticket be nonrefundable, then the outstanding credit is entered into a database, documenting the ticket number, amount of the ticket, and expiration date of the credit. Through our integrated monitoring, when the traveler's profile is accessed, the system automatically queries the database for the existing of the outstanding credit, and alerts the agent to the credit, so that it may be applied to the new reservation.

**4.5.5.4 Itinerary- Upon issuance of the E-Tickets, two full copies of the traveler's itinerary must be provided. The itinerary must indicate:**

- a. Full address and phone number of the booking Agent**
- b. Carrier name(s) and flight numbers (departing and returning)**
- c. Arrival and departure dates and times**
- d. Seat assignment, meal service**
- e. Ground transportation confirmation number**
- f. Hotel/Motel reservation name and confirmation number**
- g. The lowest fare available or reason lowest fare not utilized**
- h. Standard rate versus the traveler's actual rate and savings if any**

National Travel currently meets and exceeds this requirement. Upon confirmation of reservations, travelers will receive a complete itinerary, by fax or E-mail, of all confirmed arrangements. National Travel Service provides each traveler with a complete, printed invoice/itinerary document including, but not limited to, the following, which exceeds the required data elements in the RFP:

- traveler's name and agent name;
- applicable routing information such as: carrier(s), flight/train/bus number(s), origin/enroute/destination points, departure/arrival times for each segment of the itinerary, seat assignment, reservation number and meal if any;
- transportation charges;
- if required a notation where lowest fare is offered but refused;
- If applicable, advice regarding penalties for cancellations or changes;
- Carrier assigned confirmation number for electronic tickets;
- National Travel Service's reservations office telephone numbers
- 24-hour toll-free number (24 Hour Service)
- if applicable, hotel/motel data (cost, name, location, telephone number, confirmation number, guaranteed arrival check-in time; cancellation requirements, and, where applicable, tax exempt information);
- if applicable, vehicle rental information, including name and telephone number of the supplier, pickup and return dates, confirmed rate and confirmation number, and where applicable, special pickup instructions and hours of operation, notably for off-airport suppliers;
- the established Government CONUS per diem rates for each city wherein travel will take place;
- for international travel, specific information required for the destination to which the traveler is going, including required documentation and location of nearest US embassy or consulate;
- special notices or information requested by the State agency;
- a statement and copy of the passenger receipt coupon of all charges associated with the transportation ticket, including the ticket number, price, fees charged and a description of those fees.

Please see Exhibit 14 for a Sample Itinerary.

#### 4.5.6 Mandatory Requirement 7: Reports & Training Services

The vendor shall provide, at the vendor's expense, 2 annual training sessions to designated State agencies. The training sessions should include guidelines and procedures for booking travel reservations directly with the vendor and troubleshooting.

As your travel management provider, National Travel has worked closely with the State Travel Management Office to enforce travel policies, to reduce travel expenditures and to maintain high quality customer service. Communication and training seminars are essential elements of our approach to travel management. Our senior staff will continue to provide consultation services, advice on current changes and trends in the travel industry, and suggestions to improve services or correct problems.

National Travel has participated and will continue to participate in seminars to help the State of WV not only achieve the best value for their travel, but also to ensure that as consumers, travelers and travel arrangers are fully informed. Topics covered in seminars and other presentations include travelers' rights, travel safety, on line booking demonstrations, international travel issues. Training on the online booking tool are essential to helping the State achieve the target goals for adoption of the online system.

These seminars will be conducted free of charge and will be scheduled as part of our contract implementation and twice annually throughout the course of the contract. Seminars will be conducted at various locations throughout the State or by webinars to afford all travelers the ability to participate.

#### 4.5.7 Mandatory Requirement 8: Certifications Related to Lobbying:

4.5.7.1 Vendor certifies that no federally appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

National Travel certifies that no government appropriated funds have been paid or will be paid, by or on behalf of National Travel or an employee of National Travel, to any person for purposes of influencing or attempting to influence an officer or employee of any government entity, in connection with this State contract. We do not support or conduct any lobbying efforts. National Travel agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers.

#### 4.5.8 Mandatory Contract Item 9: Record Retention (Access & Confidentiality)

4.5.8.1 Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

National Travel complies with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract. National Travel maintains such records a minimum of five

(5) years and will make available all records to appropriate personnel from the State of WV at our location during normal business hours.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

\_\_\_\_\_  
National Travel, Inc.

\_\_\_\_\_  
Ted R. Lawson, President & CEO

\_\_\_\_\_  
P: 304 357-0801 F: 304 343 5059

\_\_\_\_\_  
May 24, 2017

\_\_\_\_\_  
TOTAL: \$ See Cost proposal\_

**National Travel Service, Inc.**

**Financial Statements**

**Years Ended December 25, 2016 and  
December 27, 2015**



# **National Travel Service, Inc.**

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# Herman & Cormany

## Certified Public Accountants, A.C.

Accountants & Consultants

### Accountants' Compilation Report

To the Board of Directors  
National Travel Service, Inc.  
Charleston, West Virginia

Management is responsible for the accompanying financial statements of National Travel Service, Inc., which comprise the statement of assets, liabilities, and stockholder's equity - tax basis as of December 25, 2016 and December 27, 2015, and the related statement of revenue, expenses, and retained earnings - tax basis for the year then ended, and for determining that the tax basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

The financial statements are prepared in accordance with the tax basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America.

Management has elected to omit substantially all the disclosures ordinarily included in financial statements prepared in accordance with the tax basis of accounting. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Company's assets, liabilities, equity, revenues, and expenses. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to National Travel Service, Inc.

*Herman & Cormany*

Charleston, WV  
March 28, 2017

**National Travel Service, Inc.**  
**Statements of Assets, Liabilities and Stockholder's Equity – Tax Basis**  
**December 25, 2016 and December 27, 2015**

<b>Assets</b>	<b>December 25, 2016</b>	<b>December 27, 2015</b>
<b>Current Assets</b>		
Cash and cash equivalents	\$3,108,870	\$2,707,050
Accounts receivable – trade	243,841	93,032
Accounts receivable – other	4,941	29,543
Prepaid taxes and expenses	33,115	45,952
<b>Total Current Assets</b>	<u>3,390,767</u>	<u>2,875,577</u>
<b>Property and Equipment</b>		
Real property	408,844	403,968
Office furniture, fixtures and equipment	710,634	647,456
Shonk Plaza – improvements and equipment	79,447	62,843
Automobiles	74,558	64,317
	1,273,483	1,178,584
Less accumulated depreciation	879,400	772,930
<b>Net Property and Equipment</b>	<u>394,083</u>	<u>405,654</u>
<b>Other Assets</b>		
Goodwill, net of amortization	-0-	105
<b>Total Other Assets</b>	<u>-0-</u>	<u>105</u>
<b>Total Assets</b>	<u>\$3,784,850</u>	<u>\$3,281,336</u>

See accountants' compilation report.

# **Liabilities and Stockholders' Equity**

	<b>December 25, 2016</b>	<b>December 27, 2015</b>
<b>Current Liabilities</b>		
Accounts payable	\$ 46,381	\$ 58,275
Accrued taxes and expense	361,837	157,696
Group deposits	-0-	20,600
Deferred income	86,667	173,333
Accrued profit sharing contribution	150,000	97,828
<b>Total Current Liabilities</b>	<u>644,885</u>	<u>507,732</u>
<b>Stockholders' Equity</b>		
Common stock (Class I) - \$100 par value, 720 shares authorized, 296 shares issued and outstanding	29,600	29,600
Common stock (Class II) - \$100 par value, 32 shares authorized, issued, and outstanding	3,200	3,200
Additional paid-in capital	291,318	291,318
Retained earnings	3,681,965	3,315,604
Less treasury stock-at cost	(866,118)	(866,118)
<b>Total Stockholders' Equity</b>	<u>3,139,965</u>	<u>2,773,604</u>
<b>Total Liabilities and Stockholders' Equity</b>	<u>\$3,784,850</u>	<u>\$3,281,336</u>

**National Travel Service, Inc.**  
**Statements of Revenue, Expenses and Retained Earnings – Tax Basis**  
**December 25, 2016 and December 27, 2015**

	<u>December 25, 2016</u>	<u>December 27, 2015</u>
<b>Revenue</b>		
Air and other commissions	\$6,476,846	\$4,758,825
Interest, dividend & other income	146,636	22,941
<b>Total Revenue</b>	<u>6,623,482</u>	<u>4,781,766</u>
<b>Operating Expenses</b>		
Salaries and personnel costs	4,113,417	3,061,201
Occupancy and office costs	1,079,671	1,008,032
Travel and delivery costs	111,782	59,308
Advertising and promotion	114,580	107,332
Depreciation and amortization	106,576	59,686
Taxes	106,200	56,362
Bad debts	1,096	252
Profit sharing contribution	150,000	97,828
Other	253,505	223,430
<b>Total Operating Expenses</b>	<u>6,036,827</u>	<u>4,673,431</u>
<b>Income Before Income Tax Provision</b>	586,655	108,335
<b>Income Tax Provision</b>	<u>200,294</u>	<u>25,864</u>
<b>Net Income</b>	386,361	82,471
<b>Less: Dividend Paid</b>	(20,000)	(10,000)
<b>Retained Earnings – Beginning of Year</b>	<u>3,315,604</u>	<u>3,243,133</u>
<b>Retained Earnings – End of Year</b>	<u>\$3,681,965</u>	<u>\$3,315,604</u>

See accountants' compilation report.

**National Travel Service, Inc.**  
**Statements of Cash Flows – Tax Basis**  
**December 25, 2016 and December 27, 2015**

	<u>December 25, 2016</u>	<u>December 27, 2015</u>
<b>Cash Flows From Operating Activities</b>		
Net income	\$ 386,361	\$ 82,471
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	106,576	59,686
(Increase) Decrease in assets		
Accounts receivable – trade	(150,809)	7,886
Accounts receivable – other	24,602	(27,925)
Prepaid expenses	12,837	5,571
Increase (Decrease) in liabilities:		
Accounts payable	(11,894)	(7,922)
Accrued taxes and expenses	204,141	48,698
Deferred income	(86,666)	(86,667)
Group deposits	(20,600)	20,271
Accrued profit sharing contribution	52,171	67,828
<b>Net Cash Provided (Used) by Operating Activities</b>	<u>516,719</u>	<u>169,897</u>
<b>Cash Flows From Investing Activities</b>		
Purchase of property and equipment	(94,899)	(81,026)
<b>Net Cash (Used) by Investing Activities</b>	<u>(94,899)</u>	<u>(81,026)</u>
<b>Cash Flows From Financing Activities</b>		
Dividends Paid	(20,000)	(10,000)
Purchase of Treasury stock	-0-	(600,000)
<b>Net Cash (Used) by Financing Activities</b>	<u>(20,000)</u>	<u>(610,000)</u>
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	401,820	(521,129)
<b>Cash and Cash Equivalents, Beginning of Year</b>	<u>2,707,050</u>	<u>3,228,179</u>
<b>Cash and Cash Equivalents, End of Year</b>	<u>\$3,108,870</u>	<u>\$2,707,050</u>
<b>Supplemental Disclosures</b>		
Income taxes paid	<u>\$ 58,801</u>	<u>\$ 11,397</u>

See accountants' compilation report.

## CreditBuilder™

NATIONAL TRAVEL SERVICE, INC. - Full Company View

Saved by Karen Cottrell | 03-30-2017

## Summary

Report as of: 03-30-2017

## NATIONAL TRAVEL SERVICE, INC.

Tradestyle(s): NATIONAL TRAVEL

**Address:** 707 Virginia St E Ste 100 Charleston WV 25301 UNITED STATES  
**Phone:** (304) 357-0801  
**D-U-N-S:** 08-225-1521  
**Alerts:**

## PAYDEX® Score

79

Delinquency  
Predictor Percentile

95

Financial Stress  
Percentile

99

## D&amp;B Viability Rating

1 2 A A

## Company Profile

<b>D-U-N-S</b> 08-225-1521	<b>Mailing Address</b> United States	<b>Annual Sales</b> US\$ 4,781,766
<b>Legal Form</b> Corporation (US)	<b>Telephone</b> (304) 357-0801	<b>Employees</b> 70 (50 here)
<b>Date Incorporated</b> December 9, 1976	<b>Fax</b> (304) 343-5059	<b>Age (Year Started)</b> 40 years (1977)
<b>State of Incorporation</b> West Virginia		<b>Named Principal</b> Ted Lawson, PRES.
<b>Ownership</b> Not publicly traded		<b>Line of Business</b> Travel agency

## Risk Assessment

## PAYDEX® Score

79

Low Risk (100)

Days Beyond Terms: 2

High Risk (0)

Past 12 Months

### Delinquency Predictor Percentile

95

Low Risk (100)

High Risk (1)

Company's risk level is: **LOW**

Past 12 Months

Probability of delinquency over the next 12 months: 1.16%

### Financial Stress Percentile

99

Low Risk (100)

High Risk (1)

Company's risk level is: **LOW**

Past 12 Months

Probability of failure over the next 12 months: 0.02%

### Supplier Evaluation Risk Rating

1

Low Risk (1)

High Risk (9)

Company's risk level is: **LOW**

Past 12 Months

Low risk of supplier experiencing severe financial stress over the next 12 months

### Overall Business Risk

LOW

### Maximum Credit Recommendation

US\$ 203,000

### Dun & Bradstreet Thinks...

- Overall assessment of this company: **VERY STABLE CONDITION**
- Based on the perceived sustainability of this company: **STRONG LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the payment behavior of this company: **VERY-LOW-POTENTIAL-FOR-SEVERELY-DELINQUENT-PAYMENTS**

The recommended limit is based on a low probability of severe delinquency.



## D&B Rating

Current Rating as of 12-02-2014

Previous Rating

### Financial Strength

**3A**

US\$1,000,000 to US\$9,999,999 in Net Worth or Equity

### Risk Indicator

**2** - Low Risk

### Risk Indicator

**1**

Very Low  
Risk

## D&B Viability Rating

### Portfolio Comparison Score

**2**

Low Risk (1)

High Risk (0)

Company's risk level is: **LOW**

Probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months: **0.2%**

## Legal Events

Events	Occurrences	Last Filed
Bankruptcies	0	
Judgments	0	
Liens	0	
Suits	0	
UCC	0	

## Trade Payments

### Highest Past Due

**US\$ 250**

Highest Now Owng  
**US\$ 5,000**

Total Trade Experiences  
**34**

Largest High Credit  
**US\$ 10,000**

Average High Credit  
**US\$ 1,648**

## Ownership

This company is a Global Ultimate, Domestic Ultimate, Headquarters, Parent

Domestic Ultimate, Global Ultimate  
**NATIONAL TRAVEL SERVICE INC.**  
 UNITED STATES  
 D-U-N-S Number 08-225-1521

Total Members in Family Tree - 5

Subsidiaries



Branches



Peers

You have not yet added any peers

## Financial Overview

Source: D&B

Balance sheet Fiscal (Individual) 12-31-2012	Amount (In Single Unit)	Last 2 Years
Current Assets:	US\$ 3,300,038	
Current Liabilities:	US\$ 739,065	
Other Asset:	US\$ 356,387	
Long Term Liabilities:	US\$ 0	
Net Worth:	US\$ 2,913,505	

Profit and Loss Accounts Fiscal (Individual) 12-31-2012	Amount (In Single Unit)	Last 2 Years
Net Income:	US\$ 207,019	
Sales:	US\$ 5,443,811	

Key Business Ratios

Ratio for the Business

Sales to Net Working Capital:

2,580,873.00

Inquiries

## 12 Months Summary

Total number of Inquiries

Unique Customers

26

13

## Risk Assessment

Based on 24 months of data

FAYDEX® Score

Risk of Slow Pay

Payment Behavior

79

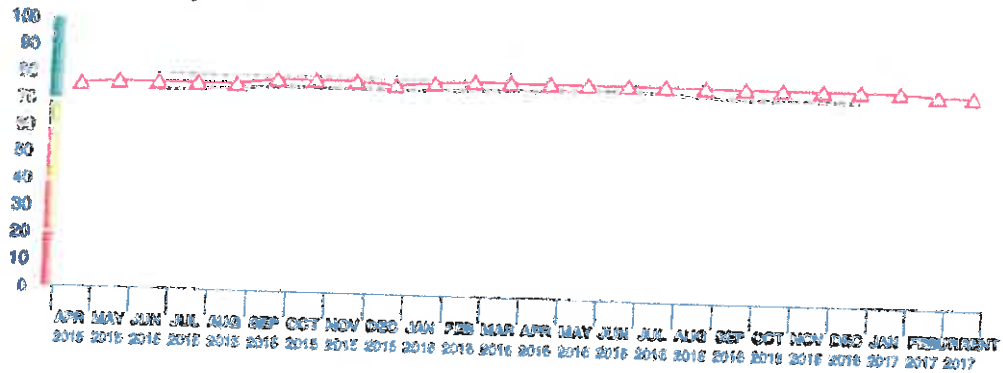
Low

2 Days Beyond Terms

Low Risk: (100)

High Risk: (1)

D&B PAYDEX® Score of 79  
Based on a Business and Industry Trends



PAYDEX® Score



IndustryMedian

79

IndustryLow

### Understand My Score

#### Payment History

Total Last 24 Months: 34

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	New Owes (US\$)	Past Due (US\$)	Months Since Last Sale	<a href="#">View All</a>
03/17	-	N30	250	250	250	Between 2 and 3 Months	
02/17	Pays Promptly			100	0	1	
02/17	Pays Promptly			0	0	1	
02/17	Pays Promptly		10,000	5,000	0	1	
02/17	Pays Promptly		10,000	5,000	0	1	

#### Keys

##### PAYDEX®

100  
90  
80  
70  
60  
50  
40  
30  
20

##### Payment Practices

Anticipate  
Discount  
Prompt  
15 Days Beyond Terms  
22 Days Beyond Terms  
30 Days Beyond Terms  
60 Days Beyond Terms  
90 Days Beyond Terms  
120 Days Beyond Terms

1-19

Over 120 Days Beyond Terms

UN

Unavailable

## Delinquency Predictor Score

95

Score  
595Class  
1

Low Risk (100)

High Risk (1)

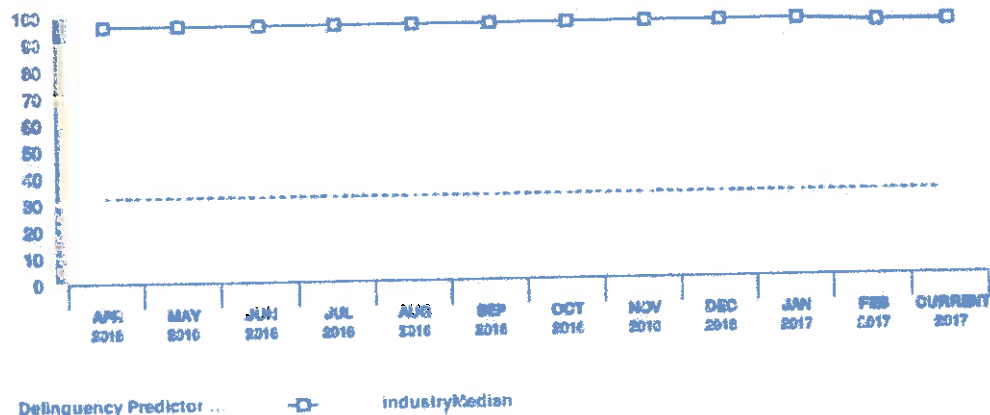
Based on a D&amp;B Delinquency Predictor Percentile of 95

## Factors Affecting Your Score:

- Higher risk industry based on delinquency rates for this industry
- Proportion of slow payments in recent months

Level of risk  
LowProbability of Delinquency  
1.16%Compared to Businesses in D&B  
Database  
10.2%

## Business and Industry Trends



Delinquency Predictor ... Industry Median

## Financial Stress Score

99

Score  
1671Class  
1

Low Risk (100)

High Risk (1)

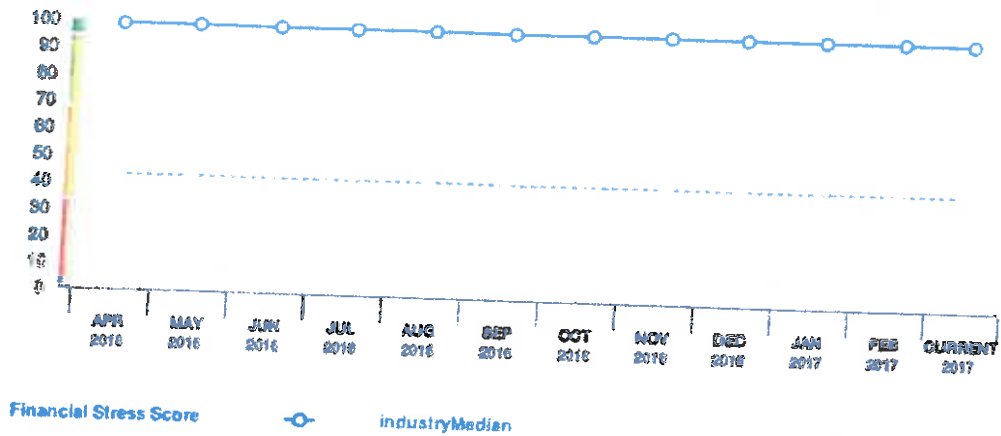
Based on a D&amp;B Financial Stress Percentile of 99

## Factors Affecting Your Score:

- Business does not own facilities
- Higher risk legal structure

Level of risk  
LowProbability of Failure  
0.02%Average Probability of Failure for  
Businesses in D&B Database  
0.48%

## Business and Industry Trends



### Supplier Evaluation Risk Rating

Based on 24 months of data

**1**

(Low Risk (1))

High Risk (5)

#### Factors Affecting Your Score:

- Change in net worth
- Business belongs to an industry with above average risk of ceasing operations or becoming inactive

#### Business and Industry Trends



Supplier Evaluation Score: 1

### Maximum Credit Recommendation

#### Overall Business Risk

**LOW**

#### Dun & Bradstreet Thinks...

- Overall assessment of this company: **VERY STABLE CONDITION**
- Based on the perceived sustainability of this company: **STRONG LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the payment behavior of this company: **VERY-LOW-POTENTIAL-FOR-SEVERELY-DELINQUENT-PAYMENTS**

#### Maximum Credit Recommendation

**US\$ 203,000**

The recommended limit is based on a low probability of severe delinquency.

## D&B Rating

Current Rating as of 12-02-2014

Previous Rating

### Financial Strength

**3A** US\$1,000,000 to US\$9,999,999 in Net Worth or Equity

### Risk Indicator

**1**

Very Low Risk

### Risk Indicator

**2** Low Risk

## D&B Viability Rating

### Portfolio Comparison Score

**2**

Low Risk (1)

High Risk (9)

Probability of becoming no longer viable  
**0.2%**

Percentage of businesses ranked with this score  
**14%**

Average probability of becoming no longer viable  
**0.6%**

Level of risk  
**Low**

Rating Confidence Level  
**Robust Predictions**

### Viability Score

**1**

Low Risk (1)

High Risk (9)

Probability of becoming no longer viable  
**0.2%**

Percentage of businesses ranked with this score  
**14%**

Average probability of becoming no longer viable  
**0.3%**

Level of risk  
**Low**

### Data Depth Indicator

**A**

Predictive (A)

Descriptive (5)

- Rich Firmographics
- Extensive Commercial Trading Activity
- Comprehensive Financial Attributes

### Company Profile

**A**

Financial Data

Not Available

Trade Payments

Available

Company Size

Large

Years in Business

Established

Compared to ALL US Businesses within the D&B Database:

- Financial Data :
- Trade Payments : Available; 3+ Trade
- Company Size : Large; Employees: 50+ or Sales: \$500K+
- Years in Business : Established; 5+

## Trade Payments

### Trade Payments Summary

Overall Payment Behavior:

**2**

Days Beyond Terms

% of Trade Within Terms

**96%**

Highest Past Due

**US\$ 250**

Highest Now Owing:

US\$ 5,000

Total Trade Experiences:

34

Largest High Credit:  
US\$ 10,000

Average High Credit:  
US\$ 1,648

Total Unfavorable Comments:

0

Largest High Credit:  
US\$ 0

Total Placed in Collections:

0

Largest High Credit:  
US\$ 0

### Trade Payments By Credit Extended

[Dispute Payments](#)

Range of Credit Extended (US\$)	Number of Payment Experiences	% Within Terms
100,000 -	0	0
50,000 - 99,999	0	0
15,000 - 49,999	0	0
5,000 - 14,999	3	100
1,000 - 4,999	5	94
- 999	17	88

### Trade Payments By Industry

Industry Category	Number of Payment Experiences	Largest High Credit (US\$)	% Within Terms (Expand to View)
▼ 27 - Printing, Publishing and Allied Industries	4	100	
2741 - Misc publishing	3	0	100
2752 - Lithographic printing	1	100	100
▼ 35 - Industrial and Commercial Machinery and Computer Equipment	1	50	
3579 - Mfg misc office eqpt	1	50	100
▼ 38 - Measuring, Analyzing and Controlling Instruments; Photographic, Medical and Optical Goods; Watches and Clocks	1	250	
3861 - Mfg photograph equip	1	250	100
▼ 48 - Communications	10	10,000	
4813 - Telephone communictns	10	10,000	100

## Company Profile

---

### Company Overview

**D-U-N-S**

08-225-1521

**Mailing Address**

United States

**Annual Sales**

US\$ 4 781 766

**Legal Form**

Corporation (US)

**Telephone**

(304) 357-0801

**Employees**

70 (50 here)

December 9, 1976

**Fax**

(304) 343-5058

**Age (Year Started)**

40 years (1977)

**Ownership**

Not publicly traded

**Named Principal**

Ted Lawson PRES

**Line of Business**

Travel agency

---

### Business Registration

Corporate and business registrations reported by the secretary of state or other official source as of: 03-24-2017

This data is for informational purposes only, certification can only be obtained through the Office of the Secretary of State.

**Registered Name**

NATIONAL TRAVEL SERVICE, INC.

**Corporation Type**

Corporation (US)

**Business Commenced On**

1977

**State of Incorporation**

WEST VIRGINIA

**Date Incorporated**

12-09-1976

**Registration ID**

20590

**Registration Status**

ACTIVE

**Filing Date**

12-09-1976

**Where Filed**

CORPORATIONS DIVISION

**Registered Agent****Name**

TEDDY R. LAWSON

**Address**

707 VIRGINIA ST. EAST STE 100, CHARLESTON, WV, 253010000

**Registered Principal****Name**

TEDDY R LAWSON

**Title**

President

**Address**

707 VIRGINIA ST STE 100, CHARLESTON, WV, 253010000



Name- BEVERLY A. HOSKINS  
Title Secretary  
Address 707 VIRGINIA ST STE 100, CHARLESTON, WV, 253010000

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**Principals**

**Officers**

TED R LAWSON, PRES  
KAREN COTTRELL, V PRES FINANCE

**Directors**

DIRECTOR(S): THE OFFICER(S)

---

**Company Events**

The following information was reported on: 10-28-2016

The West Virginia Secretary of State's business registrations file showed that National Travel Service, inc was registered as a corporation on December 9, 1976.

Business started 1977 by Ted Lawson. 100% of capital stock is owned by the officers.

TED R LAWSON born 1943. 1977-present active here.

KAREN COTTRELL. Antecedents are unknown.

---

**Business Activities And Employees**

The following information was reported on: 10-28-2016

**business-information-header**

Trade Names NATIONAL TRAVEL

Description Operates a travel agency (100%).  
Terms are Net 30 days. Sells to general public, federal, state government agencies and commercial concerns. Territory : United States.

Employees 70 which includes officer(s) and 5-6 part-time. 50 employed here.

Financing Status Unsecured

Financial Condition Strong

Seasonality Nonseasonal.

**SIC/NAICS Information**

SIC Codes	SIC Description	Percentage of Business
4724	Travel agency	-

47240000

Travel agencies

NAICS Codes

NAICS Description

561510

Travel Agencies

Government Activity

Dispute Government Activity

## Activity Summary

Borrower(Dir/Guar)	No
Administrative Debt	No
Contractor	Yes
Grantee	No
Party excluded from federal program(s)	No

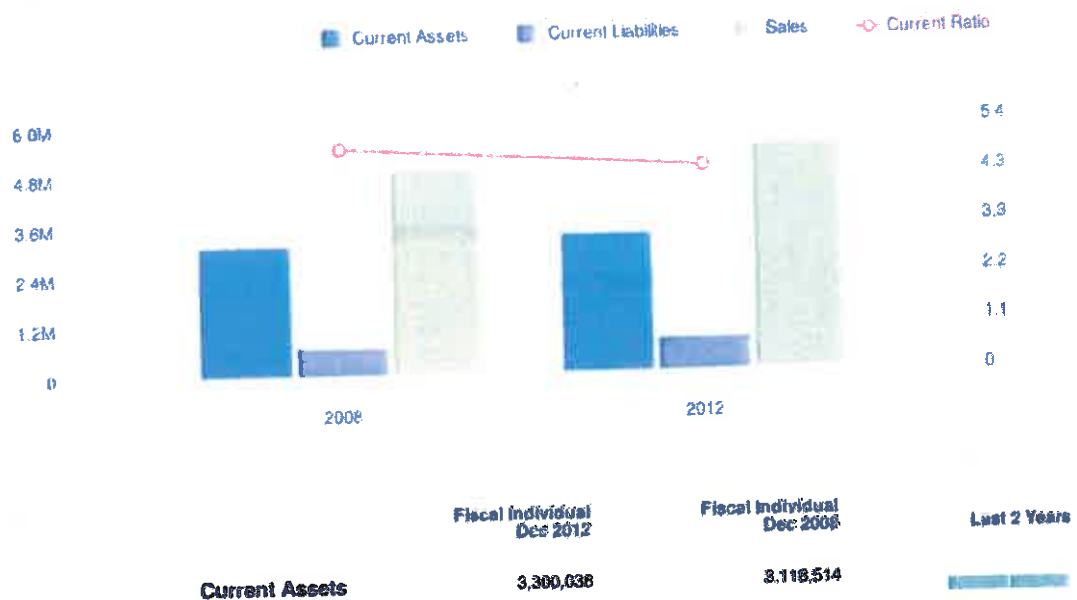
## Possible candidate for socio-economic program consideration

8(A) Firm	Yes
Labor Surplus Area	Yes
Small Business	Yes (2017)

Source: D&amp;B | Currency: USD

## Financials

## Financial Statement Comparison



<b>Current Liabilities</b>	739,065	631,573	
<b>Tangible Net Worth</b>	2,913,505	2,564,471	
<b>Sales</b>	5,443,811	4,944,718	
<b>Net Income</b>	207,019	120,125	
<b>Current Ratio</b>	4.47	4.94	
<b>Working Capital</b>	2,560,973	2,486,941	
<b>Other Assets</b>	356,387	77,530	
<b>Long Term Liabilities</b>	0	0	

#### Latest Financial Statement

##### Balance Sheet

##### Assets

##### Current Assets

Prepaid / Deferred Items	45,952
Accounts Receivable	122,675
Cash	2,737,050

**Total Current Assets** 2,875,577

##### Long Term Assets

Property, Plant, Fixtures & Equipment	405,654
Goodwill	105

**Total Assets** 3,281,336

##### Liabilities

<b>Current Liabilities</b>	
Deferred Income	173,333
Accruals	255,524
Group Deposits	20,600
Accounts Payable	58,275
<b>Total Current Liabilities</b>	<b>507,732</b>
<b>Long Term Liabilities</b>	
TREASURY STOCK	<del>866,116</del>
Common Stock	32,800
Retained Earnings	3,315,604
Additional Paid in Capital / Capital Surplus	281,318
<b>Total Liabilities &amp; Net Worth</b>	<b>3,281,336</b>

---

#### Statement Information

##### Profit And Loss Information

From DEC 29 2014 to DEC 27 2015 annual sales \$4,781,766. Gross profit \$4,781,766; operating expenses \$4,673,431. Operating income \$108,335; net income before taxes \$108,335; Federal income tax \$25,864. Net income \$82,471.

**Source Information** Prepared from statement(s) by Accountant: Herman & Company, Charleston, WV.

##### Accountant Opinion

The financial statement as submitted by the subject company reflects an accountant's compilation with figures provided from management.

##### Statement Explanation

Item worth shown in summary section was computed after deduction of intangibles, goodwill \$105, totaling \$105. Fixed assets shown net less \$772,930 depreciation.

**Reporter Comments** D&B has updated this report using available sources.

---

#### Key Business Ratios

##### Statement date

12-27-2015

##### Based on Number of Establishments

21

Ratio for the business

Industry Median

Industry Quartile

#### Profitability

49 - Electric, Gas and Sanitary Services	2	500	
4911 - Electric services	2	500	100
59 - Miscellaneous Retail	2	2,500	
5943 - Ret stationery	1	2,500	100
5961 - Ret mail-order house	1	1,000	50
60 - Depository Institutions	1	100	
6035 - Federal savings bank	1	100	100
61 - Nondepository Credit Institutions	2	0	
6159 - Misc business credit	2	0	56
62 - Security and Commodity Brokers Dealers Exchanges and Services	1	50	
6282 - Investment advice	1	50	100
73 - Business Services	3	10,000	
7359 - Misc equipment rental	1	10,000	100
7363 - Help supply service	1	2,500	100
7389 - Misc business service	1	100	100

#### Trade Lines

Date of Experience	Payment Status	Settling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
03/17		N30	250	250	250	Between 2 and 3 Months
02/17	Pays Promptly			100	0	1
02/17	Pays Promptly			0	0	1
02/17	Pays Promptly		10,000	5,000	0	1
02/17	Pays Promptly		10,000	5,000	0	1
02/17	Pays Promptly	N60	2,500	2,500	0	1
02/17	Pays Promptly	Regular terms	2,500	0	0	Between 6 and 12 Months
02/17	Pays Promptly		1,000	1,000	0	1
02/17	Pays Promptly		1,000	500	0	Between 6 and 12 Months
02/17	Pays Promptly		500	500	0	1

02/17	Pays Promptly	-	250	0	0	1
02/17	Pays Promptly	-	250	250	0	1
02/17	Pays Promptly	-	100	100	0	1
02/17	Pays Promptly	-	100	100	0	1
02/17	Pays Promptly	-	50	0	0	Between 4 and 5 Months
02/17	Pays Prompt or Slow 30+	-	-	750	0	1
02/17	Pays Prompt or Slow 90+	N30	1,000	250	250	1
02/17	-	-	500	500	0	Between 4 and 5 Months
01/17	Pays Promptly	-	250	250	0	1
01/17	Pays Promptly	-	250	100	0	1
01/17	Pays Promptly	-	0	0	0	Between 6 and 12 Months
01/17	-	Cash account	1,000	-	-	Between 4 and 5 Months
01/17	-	Cash account	750	-	-	1
10/16	-	Cash account	500	-	-	1
10/16	-	Cash account	250	-	-	1
06/16	Pays Promptly	-	250	0	-	Between 6 and 12 Months
04/16	Pays Promptly	Lease Agreement	10,000	1,000	-	-
03/16	-	Cash account	50	-	-	1
02/16	Pays Promptly	N30	50	0	0	Between 6 and 12 Months
02/16	Pays Promptly	-	50	50	0	1
02/16	Pays Promptly	-	50	50	0	1
11/15	Pays Promptly	-	-	50	0	-
11/15	Pays Promptly	-	-	50	0	-
04/16	Pays Promptly	-	100	-	-	1

## Legal Events

Judgments

Liens

Suits

UCC Filings

0

Latest Filing: -

0

Latest Filing: -

0

Latest Filing: -

0

Latest Filing: -

D&B has not received any Public Filings for this company.

## Special Events

There have been no Special Events reported for your company. If you have had a change in ownership or with officers of the company please call customer service at 800-333-0505.

## Ownership

### Family Tree

Members in the Tree

5

Subsidiaries of this Company

1

Branches of this Company

3


Exclude Branches

National Travel Service, Inc. 80-817-9046 Charleston, WEST VIRGINIA 

(S) National Travel Inc 80-817-9046 Charleston, WEST VIRGINIA 

(B) National Travel Service, Inc. 62-815 1162 Morgantown, WEST VIRGINIA 

(B) National Travel Service, Inc. 38-150-8737 Salem, OREGON 

(B) National Travel Service, Inc. 87-874 1852 Huntington, WEST VIRGINIA 

Return On Assets	2.5	9.8	4
Return on Net Worth	3.0	29.0	4
Return on Sales	1.7	12.1	3
<b>Short Term Solvency</b>			
Current Liabilities to Inventory	2	999.9	2
Current Liabilities Over Net Worth	18.3	72.7	4
Current Ratio	5.7	1.6	1
Quick Ratio	5.6	1.1	1
<b>Efficiency</b>			
Accounts Payable to Sales	1.2	3.3	1
Assets Over Sales	98.6	31.3	1
Collection Period	9.4	25.6	2
Sales to Inventory	1	31.3	2
Sales Over Net Working Capital	2.0	17.9	4
<b>Utilization</b>			
Total Liabilities Over Net Worth	18.3	98.1	4

## Inquiries

### Inquiries-Summary - 12 Months

Total number of inquiries

26

Unique Customers

13

### Inquiries-Summary

Over the past 12 months ending 3-2017, 26 individual requests for information on your company were received. The 26 inquiries were made by 13 unique customers indicating that some companies have inquired on your business multiple times and may be monitoring you. Of the total products purchased, 11, or 42 % came from the Manufacturing; 6, or 23 % came from the Finance, Insurance, and Real Estate; 4, or 15 % came from the Services; 3, or 11 % came from the Public Administration; 2, or 7 % came from the Wholesale Trade ;

#### SIC/Sector

#### Type

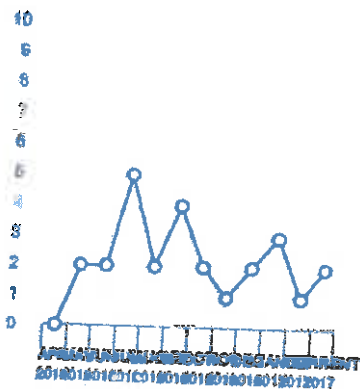
#### Date

35 - Industrial Machinery & Equipment	D&B Risk Solution	2017-03-01
3579 - Office Machines, Other	D&B Risk Solution	2017-03-01
3579 - Office Machines, Other	D&B Risk Solution	2017-03-01
3571 - Electronic Computers	D&B Risk Solution	2017-01-06
3571 - Electronic Computers	D&B Risk Solution	2016-10-30
3571 - Electronic Computers	D&B Risk Solution	2016-10-25



3571 - Electronic Computers	D&B Risk Solution	2016-09-15
3571 - Electronic Computers	D&B Risk Solution	2016-06-27
3571 - Electronic Computers	D&B Risk Solution	2016-06-27
3579 - Office Machines, Other	D&B Risk Solution	2016-05-20
3571 - Electronic Computers	D&B Risk Solution	2016-05-13
36 - Electronic & Other Electric Equipment	Sales & Marketing Solution	2017-02-15
3663 - Radio and TV. Communications Equipment	Sales & Marketing Solution	2017-02-15
91 - Executive, Legislative & General Government	Sales & Marketing Solution	2016-09-09
9199 - General Government, Other	Corporate Linkage Request	2016-09-09
9199 - General Government, Other	Sales & Marketing Solution	2016-09-09
9199 - General Government, Other	D&B Risk Solution	2016-08-25
60 - Depository Institutions	Compliance Solution	2016-09-13
6022 - State Commercial Banks	Compliance Solution	2016-09-13
50 - Durable Goods	D&B Risk Solution	2017-01-17
5045 - Computers, Peripherals, and Software	D&B Risk Solution	2017-01-17
5045 - Computers, Peripherals, and Software	D&B Risk Solution	2017-01-17
61 - Non-Depository Institutions	D&B Risk Solution	2016-07-29
6159 - Miscellaneous Business Credit	D&B Risk Solution	2016-07-29
6159 - Miscellaneous Business Credit	D&B Risk Solution	2016-07-29
6159 - Miscellaneous Business Credit	Compliance Solution	2016-07-29
6159 - Miscellaneous Business Credit	D&B Risk Solution	2016-07-29
73 - Business Services	D&B Risk Solution	2016-08-05
7389 - Business Services, Other	D&B Risk Solution	2016-08-05
7389 - Business Services, Other	D&B Risk Solution	2016-07-31
63 - Insurance Carriers	D&B Risk Solution	2016-11-15
6331 - Fire, Marine & Casualty Insurance	D&B Risk Solution	2016-11-15
87 - Engineering & Management Services	General Data Request	2016-12-25
8741 - Management Services	General Data Request	2016-12-25
8741 - Management Services	D&B Risk Solution	2016-12-25

#### Inquiries Trends - 12 Month



Inquiries Trends



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### Top-Five-Inquiries

#### By SIC Sector

Manufacturing	11
Finance, Insurance, and Real Estate	6
Services	4
Public Administration	3
Wholesale Trade	2

#### By Report Type

D&B Risk Solution	20
Compliance Solution	2
Sales & Marketing Solution	2
Corporate Linkage Request	1
General Data Request	1

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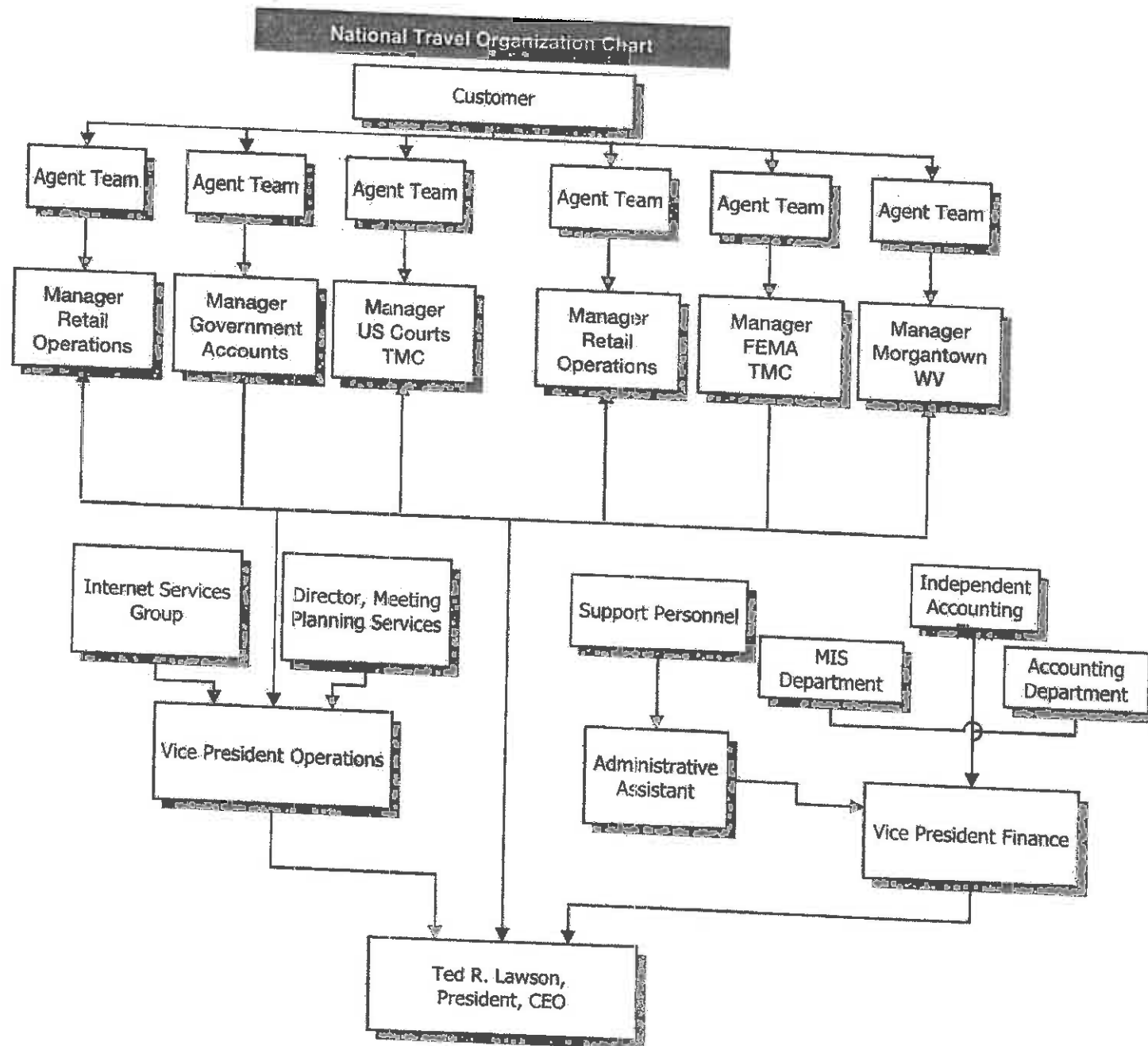
### All-Inquiries

Industry	Total Inquiries	April 2016 to June 2016	July 2016 to September 2016	October 2016 to December 2016	January 2017 to March 2017
Manufacturing	11	4	1	2	4
Wholesale Trade	2	0	0	0	2
Finance, Insurance, and Real Estate	6	0	5	1	0
Services	4	0	2	2	0
Public Administration	3	0	3	0	0

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### Peers Inquiries

Please add a peer from peers page to start the comparison.





05/02/2017

National Tvl Svc Inc  
707 Virginia St East  
Bank One Center/Suite 100  
Charleston WV 25301

ARC Number: 51638263  
Financial Instrument Anniversary Date: 07/31/2017  
Current Coverage Amount: \$70,000  
New Required Coverage Amount: \$32,500

**Reference: NOTICE OF COMPLIANCE - Annual Review of your Financial Instrument(s)**

Dear Travel Professional:

ARC's annual review of the amount of coverage provided by your Financial Instrument(s) has confirmed that your agency is in compliance with the requirements of the Agent Reporting Agreement (ARA)\*. No reply or action is required from you.

This letter may be presented to your bank or surety as official notice that your current coverage amount will not increase. The coverage amount was determined by monitoring your agency's cash sales for the monitoring period of 03/06/2016 through 02/26/2017.

Current Financial Instrument forms and instructions may be accessed at [www.arccorp.com/support/forms-catalog.jsp](http://www.arccorp.com/support/forms-catalog.jsp). You may provide these forms and instructions to your bank or surety when you request changes (amount, agency legal name, etc.) or apply for a new instrument.

Thank you,

Richard Gordon  
Manager, Accreditation Services  
+703.341.5162 direct  
+703.341.1226 fax  
[Bond-LOC@arccorp.com](mailto:Bond-LOC@arccorp.com)

*\* For purposes of this letter, Agent Reporting Agreement (ARA) also means, as applicable, Corporate Travel Department Reporting Agreement (CTDRA), Sovereign Entity ARA (SEARA), or Sovereign Entity CTD (SECTDRA).*

# Certificate of Appointment

Issued to:

**NATIONAL TRAVEL SERVICE INC.**  
**100 Charleston National Plaza**  
**Charleston, West Virginia 25301**

I.A.T.A. Numeric Code: 51-6 3826 3

Issue Date: July 20, 1992

The following airlines have authorized the Passenger Network Services Corporation, trading as the International Airlines Travel Agent Network, as their agent-in-fact to advise you that you are appointed as their agent.

Aer Lingus  
Aeroflot  
Aerolineas Argentinas  
AeroPeru  
Air Afrique  
Air Canada  
Air France  
Air Jamaica  
Air Malta  
Air New Zealand  
Air Pacific  
Air Zaire  
Air India  
Alitalia  
AVIANCA  
British Airways  
Canadian Airlines International  
Continental Airlines  
Cruzeiro Do Sul  
Ecuatoriana  
Egyptair

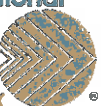
El Al Israel Airlines  
Finnair  
Gulf Air  
IBERIA  
Japan Airlines  
Jugoslovenski Aerotransport-JAT  
Kenya Airways  
KLM Royal Dutch Airlines  
Kuwait Airways Corporation  
LACSA  
LADECO  
Lan-Chile  
LAP Lineas Aereas Paraguayas  
Lloyd Aereo Boliviano (LAB)  
LOT-Polish Airlines  
MALEV - Hungarian Airlines  
Mexicana  
Middle East Airlines Airtliban  
Nigeria Airways  
Olympic Airways

Pakistan International Airlines  
Philippine Airlines  
Qantas Airways  
Royal Air Maroc  
Royal Jordanian/Alia Royal Jordanian Airline  
SABENA  
SAS-Scandinavian Airlines System  
Saudi Arabian Airlines  
South African Airways  
SWISSAIR  
TAP-Air Portugal  
THAI AIRWAYS INTERNATIONAL  
Transbrasil  
Trinidad and Tobago (BWIA Int.) Airways Corp  
Turkish Airlines  
TWA-Trans World Airlines note 1  
Union de Transports Aériens (UTA)  
VARIG  
VIASA  
Zambia Airways Corporation

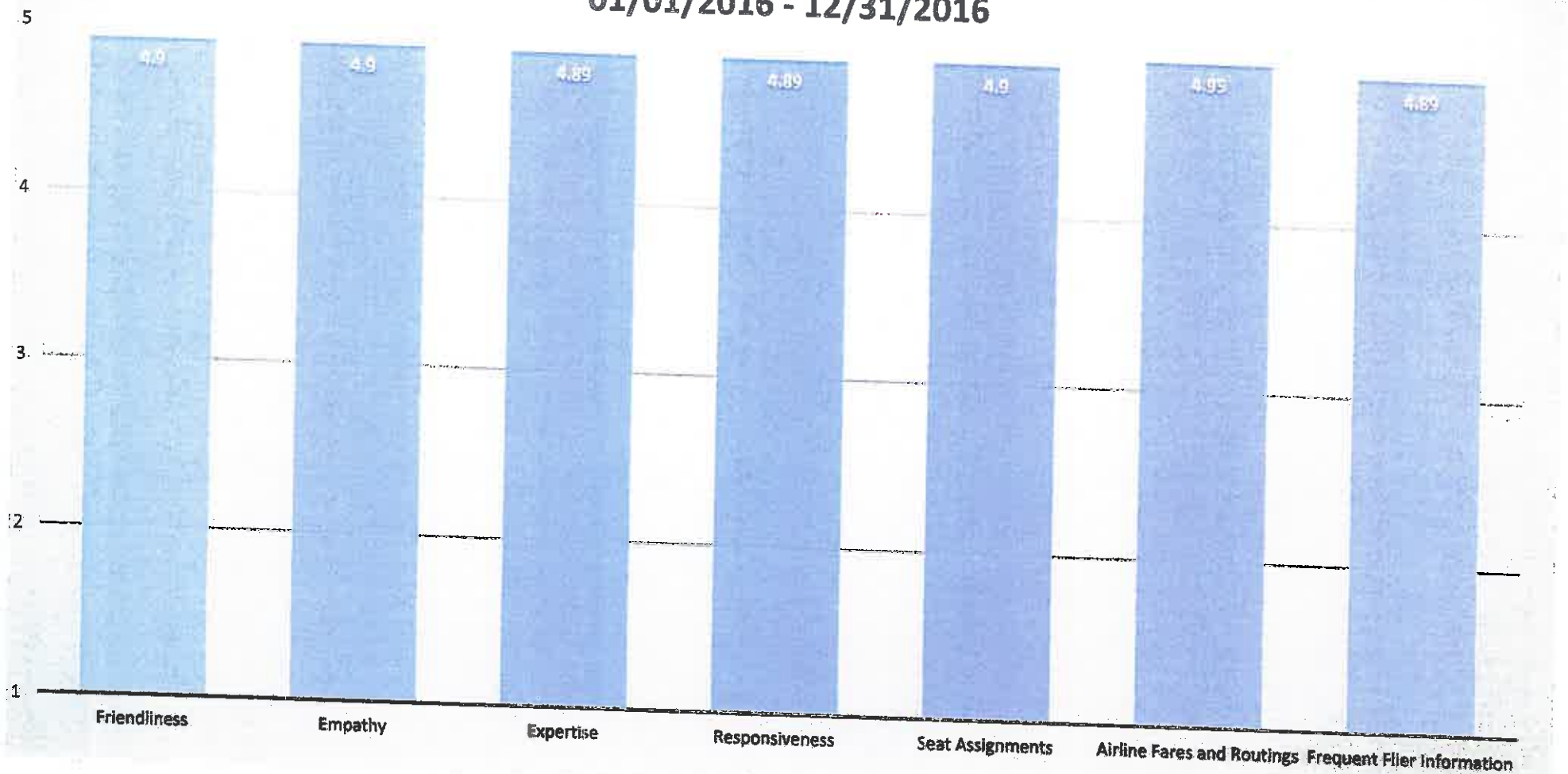
Where agent is listed as an Airline Reporting Corporation (ARC) Industry Agent, and has executed the ARC Agent Reporting Agreement, this document is the written Certificate of Appointment referred to in Subsection V.B. of that Agreement. It is a condition of this appointment that any material changes affecting the information previously submitted to obtain or maintain such appointment be submitted to the Passenger Network Services Corporation, trading as the International Airlines Travel Agent Network, and that any appointment of any of the above airlines may be terminated upon a finding that the individual appointment standards of the airline in question are no longer met.

NOTE 1 The Appointment of Trans World Airlines is in respect of international sales except for those Agents based in Puerto Rico, the U.S. Virgin Islands and the U.S. Territories and Possessions in the Pacific where the appointment is in respect to all sales.

International  
Airlines  
Travel  
Agent  
Network



**National Travel Report Card Responses**  
**01/01/2016 - 12/31/2016**



5/22/2017

Report Card - Dalibor Pocanic &lt;daliborp@nationaltravel.com&gt; - andreat@nationaltravel.com - National Travel Service Mail

Agent Name:

Time Stamp:

IP Address:

**Agent Assessment**

Friendliness	5
Empathy/Sensitivity	5
Expertise	5
Responsiveness/Extra Effort	5
Agent Assessment Notes	Mr. Pocanic was professional in his approach to our traveling needs. His attention was appreciated and resulted in an itinerary that meets all our needs.

**Quantitative Assessment**

Seat Assignments	5
Airline Fares and Routings	5
Frequent Flier Information	5
Rental Car	1
Hotel Selection	1
Quantitative Assessment Notes	We declined assistance with car and hotel reservations

**Additional Assessment**

Did you take advantage of our Concierge Service?	NO
For which services?	
Did the service meet your expectations?	YES
If not, why not?	
Did you incur significant delay during your travel?	
If yes, were we able to assist and how?	
How important was our 24/7 service?	5

**Traveler Information**

Name	
Company	
Phone	
Email Address	
Additional Comments	
Would you like to receive future leisure travel information?	NO

## ELECTRONIC REPORT CARD SUMMARY

---

### AGENT ASSESSMENT

Friendliness	5
Empathy/Sensitivity	5
Expertise	5
Responsiveness	5

Agent Assessment Notes: *Very helpful, nice and efficient!*

### QUANTTTATIVE ASSESSMENT

Seating Assignments	5 out of 5
Airline Fares/Routings	5 out of 5
Frequent Flyer Information	Not Applicable
Rental Car	Not Applicable
Hotel Selection	Not Applicable

Quantitative Assessment Notes:

### ADDITIONAL ASSESSMENT:

Did you take advantage of our Concierge? No  
*If so, for which services?*

Did the services meet your expectations?  
*If not, why?*

Did you have any significant delays during travel?  
*If yes, were we able to assist you? And how?*  
How important was our 24/7 service?

### PLEASE LET US KNOW ABOUT YOURSELF:

Name:

Company:

Email:

Additional Comments:

May we use your Report Card for Marketing Purposes? Yes



## ELECTRONIC REPORT CARD SUMMARY

---

### AGENT ASSESSMENT

Friendliness	5
Empathy/Sensitivity	5
Expertise	5
Responsiveness	5

**Agent Assessment Notes:** *I cannot say enough about Kelsey's professionalism and eagerness to assist us. We are a small county public school system and Kelsey made us feel like we were the most important group in the world! She was amazing!*

### QUANTITATIVE ASSESSMENT

Seating Assignments	Not Applicable
Airline Fares/Routings	Not Applicable
Frequent Flyer Information	Not Applicable
Rental Car	Not Applicable
Hotel Selection	5 out of 5

**Quantitative Assessment Notes:**

### ADDITIONAL ASSESSMENT:

**Did you take advantage of our Concierge? No**  
*If so, for which services?*

**Did the services meet your expectations?**  
*If not, why?*

**Did you have any significant delays during travel?**  
*If yes, were we able to assist you? And how?*

**How important was our 24/7 service?**

### PLEASE LET US KNOW ABOUT YOURSELF:

**Name:**

**Company:**

**Email:**

**Additional Comments:** *Again, we can't thank Kelsey Morgan and National Travel for always meeting our needs!*

**May we use your Report Card for Marketing Purposes? Yes**

**Brilliant at Travel**  
**National Travel Service**  
**2017 Agent Incentive Plan**



National Travel's goal is to create a corporate culture that rewards excellence in three key areas:

- Sales
- Customer Service
- Skill Development

Focusing on these areas makes us successful in our mission!

**National Travel's Mission Statement is**

**To provide an *invaluable travel service* to our customers, both external and internal, by committing to customer focus, teamwork, discipline and personal development.**

**invaluable (adj) : valuable beyond estimation; priceless**

## Sales Incentives



### Quarterly Sales Goal Incentive

The individual sales incentive is based upon achieving quarterly target revenue (commissions and transaction fees earned) goals. The incentive will be paid quarterly, at the Roundtable meeting. (Note: This goal does not include hotel commissions, which are included under a separate incentive plan.).

**Levels of sales and compensation for Corporate and Government Agents and Managers are as follows (part-time employee goals/incentives are in parentheses):**

Level	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3rdQuarter	4th Quarter	Incentive Earned
	Commission/ Service fees	Commissions/ Service fees	Commissions/ Service fees	Commissions/ Service fees	
	\$15,000*	\$15,000*	\$15,000*	\$15,000*	Minimum Required*
1	\$20,000 (\$15,000)	\$21,000 (\$17,250)	\$21,000 (\$15,750)	\$18,000 (\$13,500)	\$500 (\$300)
2	\$23,000 (\$17,250)	\$24,000 (\$19,500)	\$24,000 (\$18,000)	\$20,000 (\$15,000)	\$700 (\$500)
3	\$26,000 (\$19,500)	\$28,000 (\$22,500)	\$28,000 (\$21,000)	\$23,000 (\$17,250)	\$1,000 (\$750)

### Levels of sales and compensation for Leisure Agents

Level	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3rdQuarter	4th Quarter	Incentive Earned
	Commission/ Service fees	Commissions/ Service fees	Commissions/ Service fees	Commissions/ Service fees	
	\$15,000*	\$15,000*	\$15,000*	\$15,000*	Minimum Required*
1	\$24,000 (\$18,000)	\$24,000 (\$18,000)	\$21,000 (\$15,750)	\$16,000 (\$12,000)	\$700 (\$500)
2	\$26,000 (\$19,500)	\$28,000 (\$22,500)	\$26,000 (\$19,500)	\$20,000 (\$15,000)	\$1,000 (\$750)

\*Minimum commissions that must be earned in order to qualify for other incentives – i.e. – Point-of-Sale Tour/Cruise Bonuses and Hotel Incentives.

\*\*Newly hired agents will be considered Exempt status from attaining Level or Minimum Sales Goal, through the first full quarter after completion of their training class.

If commissions earned are realized from leisure sales, the agent will be considered a leisure agent for the purposes of calculating the quarterly sales goals and bonuses.

## **Team Sales Goals**

A good team effort is essential to success in serving and retaining customers. We recognize the team efforts to look out for the success and welfare of the team and to help each other.

*The team incentive will be awarded to the team/department that has the highest sales average for the quarter.* This number will be calculated monthly, and will include the sales production of only those employees who have completed their initial 90-day probation. The monthly average will then be calculated for the quarter to determine the winning team.

Incentive for Winning Team:

- Group trophy with team members' names engraved on the trophy (for the quarter)
- \$300 FAM Trip Credit for each team member
- Team dinner

For all teams that meet their team goals, the team will win the opportunity to part-take in a group activity sponsored by National Travel and subject to approval by the CEO.

### **Leisure Travel Incentives**

Specific tour operators are designated as Preferred and Approved, which are eligible for special bonuses. This does allow however the selling of other vendors that may have a specialty in activity or area of the world and still collect a point of sale bonus, depending on the commission amount. The selling of Preferred and Approved vendors helps National Travel in negotiating additional commission, advertising co-op funds, and special privileges when assistance is required.

<b><i>Preferred Vendors</i></b>	<b><i>Approved Vendors</i></b>
<b>Tour Operators</b> Abercrombie & Kent (A & K) Brendan Tours Classic Vacations Globus/Monograms Insight Kensington Tours Pleasant Holidays Tauck Tours Trafalgar Travel Bound Travel Impressions Swain Tours  <b>Cruise Lines</b> AMA Waterways Azamara Cruises Celebrity Cruises Crystal Cruises Cunard Oceana Paul Gauguin Princess Cruises Regent Seven Seas Royal Caribbean Cruise Line Seabourn SilverSeas UniWorld Viking Ocean Cruises Viking River Cruises Windstar	<b>Tour Operators</b>  Delta Vacations Maupintour Funjet Ski.com   <b>Cruise Lines</b> Avalon Waterways Holland America Norwegian Caribbean

All other vendors are classified as neutral, unless we have concerns about service or financial problems. These will then be posted as "Red Line" list and cannot be booked by National Travel.

The Tour Planning Service Fee charged on the booking will be included in calculating the earned commission on the booking. Selling Preferred and Approved Vendors is beneficial to the company and to the agent since consolidation of bookings can enhance the financial and service support we receive from our vendors.

### Agent Point of Sale Bonus

Commission Net on Invoice	Service Fee Collected	Preferred Vendors				Approved Vendors		
		Vendor Bonus	Fee Bonus	Total Bonus		Vendor Bonus	Fee Bonus	Total Bonus
\$201-\$400	Express	\$20.00	\$10.00	\$30.00		\$10.00	\$10.00	\$20.00
	Premiere	\$20.00	\$25.00	\$45.00		\$10.00	\$25.00	\$35.00
	Concierge	\$0.00	\$75.00	\$75.00		\$0.00	\$75.00	\$75.00
\$401-\$600	Express	\$40.00	\$10.00	\$50.00		\$20.00	\$10.00	\$30.00
	Premiere	\$25.00	\$25.00	\$50.00		\$20.00	\$25.00	\$45.00
	Concierge	\$0.00	\$75.00	\$75.00		\$0.00	\$75.00	\$75.00
\$601-\$800	Express	\$90.00	\$10.00	\$100.00		\$50.00	\$10.00	\$60.00
	Premiere	\$90.00	\$25.00	\$115.00		\$50.00	\$25.00	\$75.00
	Concierge	\$75.00	\$75.00	\$150.00		\$25.00	\$75.00	\$100.00
\$801-\$1000	Express	\$140.00	\$10.00	\$150.00		\$80.00	\$10.00	\$90.00
	Premiere	\$140.00	\$25.00	\$165.00		\$80.00	\$25.00	\$105.00
	Concierge	\$100.00	\$75.00	\$175.00		\$50.00	\$75.00	\$125.00
\$1001-\$1500	Express	\$190.00	\$10.00	\$200.00		\$90.00	\$10.00	\$100.00
	Premiere	\$190.00	\$25.00	\$215.00		\$90.00	\$25.00	\$115.00
	Concierge	\$175.00	\$75.00	\$250.00		\$100.00	\$75.00	\$175.00
\$1501-\$2000	Express	\$290.00	\$10.00	\$300.00		\$190.00	\$10.00	\$200.00
	Premiere	\$290.00	\$25.00	\$315.00		\$190.00	\$25.00	\$215.00
	Concierge	\$275.00	\$75.00	\$350.00		\$125.00	\$75.00	\$200.00

Commission Net on Invoice	Service Fee Collected	Neutral Vendors		
		Vendor Bonus	Fee Bonus	Total Bonus
\$201-\$400	Express	\$ 5.00	\$ 10.00	\$ 15.00
	Premiere	\$ 5.00	\$ 25.00	\$ 30.00
	Concierge	\$ -	\$ 75.00	\$ 75.00
\$401-\$600	Express	\$ 10.00	\$ 10.00	\$ 20.00
	Premiere	\$ 10.00	\$ 25.00	\$ 35.00
	Concierge	\$ -	\$ 75.00	\$ 75.00
\$601-\$800	Express	\$ 30.00	\$ 10.00	\$ 40.00
	Premiere	\$ 30.00	\$ 25.00	\$ 55.00
	Concierge	\$ 5.00	\$ 75.00	\$ 80.00
\$801-\$1000	Express	\$ 40.00	\$ 10.00	\$ 50.00
	Premiere	\$ 40.00	\$ 25.00	\$ 65.00

	Concierge	\$ 25.00	\$ 75.00	\$ 100.00
\$1001-\$1500	Express	\$ 60.00	\$ 10.00	\$ 70.00
	Premiere	\$ 60.00	\$ 25.00	\$ 85.00
	Concierge	\$ 50.00	\$ 75.00	\$ 125.00
\$1501-\$2000	Express	\$ 115.00	\$ 10.00	\$ 125.00
	Premiere	\$ 115.00	\$ 25.00	\$ 140.00
	Concierge	\$ 75.00	\$ 75.00	\$ 150.00

For cruise bookings that are eligible to be booked in Res Saver, there will be a \$10 additional bonus on bookings made in Res Saver.

### Qualifying Features

Client must give an excellent rating on all of the agent's service and must be satisfied with the overall quality of the product.

There must be a Report Card accompanying the incentive payment or a comment report from a Department Manager.

Revenue from leisure sales is recognized when final payment is made. Tour incentives will be paid quarterly, based on receipt of final payment. In the event the tour is cancelled, after final payment has been made, then National Travel will rescind the bonus commission and that will be deducted in that quarter or the following quarter depending on when the tour is cancelled. A recall of the Point of Sale Bonus commission will also be initiated should a client complain about our service at any time.

In order to qualify for the Point of Sale bonus, the agent/manager must earn a minimum of \$15,000 in commissions for the quarter. New leisure agents are exempt from the minimum sales requirement for the first six months of assignment to the leisure department. During the first six months of employment, leisure agents may collect eligible point of sales bonuses regardless of the amount of commission earned.

Also, agents/managers are required to submit a minimum of 4 Customer Relations Enhancements entries (CREs) during the quarter in order to qualify for any point of sale incentive payments for tours/ hotel commissions or international Point of Sale entries.

### Frequently Asked Questions

**Question** – Can I combine bookings into one booking in order to achieve more Point of Sale commissions?

**Answer** - Only if they are already connected by some affinity.

**Question** - Why not have one scale for just preferred?

## **Hotels/Resorts Sales**

National Travel pays 10% of the commission received from the hotels/resorts to the booking agent. This will be paid on a quarterly basis and is based on the Globalware Commission Tracking. Readout of the hotel payments will be supplied with the compensation. Hotels pay by central method, third party and direct; however, Accounting does send out notices to those hotels where commission payment has not been received. *Reservation Agents must attain a minimum of \$15,000 (commissions) to be eligible to collect the hotel incentive.*

## **Travel Insurance Sales**

National Travel pays 50% of the actual commissions earned on the sale of CSA Travel Insurance, Travel Guard, or other preferred vendor. To be eligible for the incentive, the agents must issue an invoice for the sales to record the sale and commission amount expected. Incentives on insurance sales will be paid on the payroll month in which the sale is invoiced. A detailed report by agent will be provided in payroll.

## **New Group Leads**

A finder's fee will be paid to any employee who provides the company with a lead for a leisure group (cruise or tour) that we are able to confirm. The lead must be from a personal contact of the employee; calls to National Travel that are initiated by the group leader or a member of the group are not eligible for the bonus, nor are groups that we have previously handled. The bonus paid will range from \$100 - \$500, based on the profitability of the group.

## **New Corporate Account Leads**

A finder's fee will be paid to any employee who provides the company with a lead for a new corporate account with whom we are able to sign a Travel Management Agreement. A \$200 bonus will be paid if the account purchases 5 tickets for 5 different individuals on five different itineraries within a one-month period.

## **Preferred Airline and Rental Car Incentives**

The Preferred Airline and Rental Car Incentive Program is based on our current agreements, however they *may be cancelled or changed at any time.*

**Delta Airlines** – The agent who issues the highest number of Delta Airlines Tickets for the quarter will receive two (2) Delta Certificates, good for domestic travel (within the United States). Certificates are valid for agent and companion travel.



**Answer** - This concept allows the company and you to be flexible in booking a package that is in the best interest of the client and his desires, yet still receive a Point of Sale bonus.

### **Disqualifying Actions**

A booking may be ineligible for a Point of Sale Bonus due to:

- 1) Client documents are not properly or accurately produced
- 2) Client complaint about the service provided by National Travel
- 3) NTS has had to pay out due to an error.
- 4) Client did not rate the service as "excellent" in all categories on Report Card that pertains to agent.
- 5) Agent is on probation due to substandard work or other performance related problems
- 6) Failure to turn in incentive request at time of client's final payment
- 7) Booking is not entered into Client Base
- 8) Tender resignation or terminate prior to closeout of the quarter when the incentive is claimed.

### **International Air Point of Sale Commissions**

National Travel will pay an incentive on any international or consolidator tickets that have revenues exceeding \$225 *at point of sale*. The booking agent will receive 40% of the commission earned in excess of \$225. Incentive will not be paid until after the client has completed travel.

In order for consolidator tickets to be eligible, the agent must have obtained a signed consolidator waiver form, and the amount paid by the customer must be at least 10% below the lowest fare found in the GDS or via Orbitz.

International reservations must include a destination report from the Travel 42 website, PNR must be documented with correct documentation requirements and include the traveler's passport information, Department of State Travel advisories and CDC traveler information must also be provided to the customer. Agent should submit request for incentive and proof of compliance with these requirements to their manager for approval.

A booking may be ineligible for a point of sale bonus due to:

1. International travel procedures have not been followed
2. Booking agent has not successfully completed International Training
3. Any debit memo on the ticket will require the agent to repay the incentive. Repayment will be deducted from future incentive payments.

**United Airlines** – The agent who issues the highest number of United Airline tickets for the quarter will receive two (2) United certificates, good for domestic travel (within the United States). Certificates are valid for agent and companion travel.

**Avis, Enterprise & Hertz Rental Car** –Avis, Enterprise & Hertz Rental Car Agencies are National Travel's preferred rental car agencies and are to be considered if the client does not have another car rental contract and the cost offered by Avis/Enterprise/Hertz is considered a best value\*. (\*Best Value would include location – i.e. airport, express service, price, drop off fees, billing and etc.)

*The agent having the most preferred rental car bookings for the quarter (Avis, Enterprise and Hertz) – will earn \$300.00 quarterly.*

### **Pay with American Express Membership Reward Points**

This program rewards agents for processing American Express points for vacation travel or airline ticket purchases.

National Travel will award 20,000 Membership Reward points per booking to the booking agent when a customer redeems American Express Membership Reward points on a travel purchase. A booking is travel for all parties from the same account traveling to the same location.

Example:

*A client purchases a vacation to Hawaii using a preferred American Express supplier for \$12,000 by using 1,200,000 American Express points. The National Travel agent receives 20,000 American Express points.*

However, an additional 10,000 points will be awarded for each person traveling with the original person, *up to 5 persons maximum*. A person from a different account traveling with the original person is considered a separate booking.

To claim the points, agent must submit a copy of the redemption confirmation from the American Express PWP website, with the cardholder's name on the confirmation, and a copy of the invoice attached. Confirmations are to be submitted quarterly to the VP Finance, by the 15<sup>th</sup> of the month following the end of the quarter and certificates for the total points earned will be issued to each agent.

The American Express points may be saved and accumulated until December 15 of each year. The points may be used anytime to make purchases with the American Express electronic catalog.

## Customer Service Incentives



### Uplifting Service

*"Service is not just a reaction to a request...Service is greater than that- it's a gateway to fulfillment, satisfaction and delight. It's a curiosity to listen intently and appreciate others, a commitment to taking action and creating value. Service is a contribution affecting every business, industry, culture and person—including you."*

Ron Kaufman, Uplifting Service

**Monthly Contest:** Entry will be given a graded as *Basic, Expected, Desired, Surprising or Unbelievable*. Monthly Prize: \$100 cash

The Definition of Service- Creating value for someone else.

In our business, there are boundless opportunities to help a client in planning their travel or while traveling.

All National Travel employees are eligible to enter the contest and all entries will be included in the Value Added CRE Contest.

Grading will be conducted during the morning/weekly department meetings. The winning entry is based on the highest average grade for the month. In the case of a tie – the managers will vote for the winning entry.

**Quarterly Bonus Prize.** In addition to the monthly prize, the managers will vote on the three monthly winners and award a quarterly bonus of \$500 cash for the top entry for the quarter.

### Unsolicited Compliments

When a customer acknowledges the efforts of an employee through written correspondence, or a verbal compliment to their supervisor, then an employee is awarded by a vote in the manager's meeting of one to 3 giraffes, which is described below.

Customer commendation will also be read in Roundtable with a vote by employees to overall winner. In addition to the giraffes received, the overall winner selected will also be awarded a bonus of \$300.00 cash.

## Giraffe Certificate

The Giraffe is an extraordinary animal, head and shoulders above the other animals. National Travel encourages all employees to “Stick out their necks” in serving the customer. Giraffe Certificates are a means to involve our customers in recognizing excellent service and are awarded for an unsolicited commendation from the customer; internally from the managers; or if an employee feels their co-worker really helped in a difficult situation – then they too may recommend a giraffe.

The Online Report Card that is returned and has all fives marked will earn a giraffe certificate. Notes or emails of commendation of employees may also earn giraffe certificates.

A minimum of fifteen Giraffe Certificates may be redeemed for a complimentary airline ticket to be used by the employee. (Refer to Incentive Plan provisions for conditions that apply to earning free airline tickets).

## Customer Relation Enhancement Savings/Contest

The **Enhancement Contest** is vital to our efforts to quantify for our customers how much we can save them on their travel budgets and how much we do to enhance their traveler’s comfort. The Enhancement Contest documents our success in saving the customer money, securing additional value, as well as in vendor intervention when issues occur with hotel accommodations, rental car reservations, airline changes, or any other problem the traveler may encounter.

The form entitled “**CRE Entry**” resides on the employee portal and must be accurately completed by the agent. It is extremely important to correctly enter account number information since a quarterly report and year-end-report, relative to enhancements that were afforded to the client throughout the year, will be generated and forwarded to our clients.

There are two ways to win each month.

- 1) **Value Added-** this is calculated based on the total number of **CRE and 212°** entries submitted by an individual, regardless if there is an actual dollar value but adds value to the client. The agent with the most entries for the month wins the Value Added CRE contest. Like the CR Enhancement, the savings report counts toward your required entries on the quarter. **Monthly Award is \$100 Fam Trip Credit. Quarterly Award is a \$500 Fam Trip Credit.**
- 2) **Dollars Saved –** this is based on the single entry for the month with the most money saved for the client. **Monthly Award is \$200 prize.**

Employees are required to submit a minimum of four (4) CRE entries during the quarter in order to qualify for the quarterly sales goals, leisure sales incentives, and hotel/resort incentives.

## **Call Monitoring and Great Communication Incentive**

C.H.I.P.S. is an acronym for **C**ommunication **H**elps **I**mprove **P**erformance and **S**ervice. The purpose of the CHIPS Program was to intentionally pursue and attain a higher level of excellence in communication and performance by improving language skills, voice inflection, politeness and overall technical capabilities.

The Report Card based approach to call monitoring is an effort to provide for a larger number of call monitors and attainable incentives for both agents and concierge staff who serve our clients. For each Call Monitor Report receiving an "A" grade, a Giraffe Certificate will be awarded.

To receive an "A" on a Call Monitor Report Card, concierge must meet the following standards as applies to the call:

- Utilize three power phrases
- Have excellent voice inflection and proper grammar
- State the client's name
- State the agent's name to whom the client is being transferred
- Be professional and courteous
- Ask for the client's cell phone number if the client is in travel status or could be disconnected

To receive an "A" on a Call Monitor Report Card, agents must meet the following standards as applies to the call:

- Utilize three power phrases
- Have excellent voice inflection and proper grammar
- Use the client's name three times
- State the agent's own name at opening and close of call, providing extension
- Be professional and courteous
- Fully recap the itinerary and delivery email address

*A full Call Monitor Report Card is attached to this document, Appendix A.*

### **Concierge Incentive**

National Travel implements a rigorous call monitoring procedure that seeks to monitor and ensure the quality of three key areas: 1. Technical requirements, 2. Customer Experience requirements, and 3. Language skills. These call monitors are performed on a random basis for all concierge agents by the concierge manager, and verified by an HR representative or alternative manager. Four (4) call monitors will be performed a month for each Concierge Agent, for a total of 12 (12) per quarter.

Call monitors will be assigned a grade from Basic (fail) to Unbelievable from the Uplifting Service scale. Concierge agents who receive four (4) Surprising or higher ratings will earn a Giraffe Certificate.

All call monitor reports are reviewed with the concierge agent. Those reports receiving Expected ratings or lower will result in a one on one meeting with the VP of Operations to review the problem. In all cases, call monitor reports become part of an agent's employee record for review.

## Education Incentives

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Being Brilliant at the Basics requires a continuous effort to expand our knowledge and improve our skills. National Travel's Employee Incentive Plan recognizes and rewards participation in educational and training opportunities available in the travel industry.

### **The Travel Institute Destination Specialist**

Agents who successfully complete a Travel Institute Destination Specialist Course will receive a certificate from The Travel Institute acknowledging completion. In addition, those persons who score **90% or better** on the final test will receive a \$500 familiarization (fam) trip credit. The fam trip credit is valid for 24 months, and the itinerary must be submitted for approval. The Destination Specialist Incentive is open to all agents, regardless of their assigned departments.

### **Disney College of Knowledge**

Agents who successfully complete the Disney College of Knowledge will receive a \$100 FAM Trip Credit. Agents must submit a copy of their Certificate of completion of the course. Credits must be used within 24 months and the fam itinerary must be submitted for approval. The Disney College of Knowledge incentive is open to agents assigned to Leisure sales or are designated Gold Card agents.

**Globus Tour Expert** - This incentive is open only to agents assigned to leisure sales or are designated Gold Card agents. Complete this course and receive a \$200 fam credit.

**Monograms Booking Agent** - This incentive is open only to agents assigned to leisure sales or are designated Gold Card agents. Complete this course and receive a \$200 fam credit.

### **CLIA Agent Certification**

CLIA (Cruise Line International Association) has an agent certification program to recognize agents who successfully complete their mandatory and elective training courses.

Agents who successfully complete each phase of the accreditation will earn cruise fam trip credits, as follows:

Accredited Cruise Counselor (ACC)	\$200 Cruise fam credit
Master Cruise Counselor (MCC)	\$300 Cruise fam credit
Elite Cruise Counselor (ECC)	\$500 Cruise fam credit

Agents must submit a copy of their Certificate of completion of the course. Credits must be used within 24 months and the FAM itinerary must be submitted for approval. The CLIA Agent incentive is open to agents assigned to Leisure sales or are designated Gold Card agents.

### **Cruise Training**

Various Cruise Lines offer online training courses to familiarize agents with their product. In addition to whatever awards the cruise line assigns to these programs, employees who successfully complete these courses will earn fam trip credit on the cruise line. The following cruise line incentives are open to agents assigned to Leisure sales or are designated Gold Card agents.

**Princess Academy** - [www.onesourcecruises.com](http://www.onesourcecruises.com). This program has four levels of achievement, based on the number of elective courses that are completed.

First Officer Complete required courses and select elective course, earn \$100 fam trip credit.

Staff Captain Complete additional electives, earn \$200 cruise fam trip credit

Captain Complete additional electives, earn \$300 cruise fam trip credit

Commodore Complete additional electives, earn \$400 cruise fam trip credit

Total credits to be earned for successful completion of the entire program \$1000.00.

Annual Princess Academy Refresher course- Complete required refresher course for annual recertification as a Princess Commodore and receive a \$100 cruise fam credit.

**Cunard Academy** - [www.onesourcecruises.com](http://www.onesourcecruises.com). This program has four levels of achievement, based on the number of elective courses that are completed.

First Officer Complete required courses and select elective course, earn \$100 cruise fam trip Credit

Staff Captain Complete additional electives, earn \$200 cruise fam trip credit

Captain Complete additional electives, earn \$300 cruise fam trip credit

Commodore Complete additional electives, earn \$400 cruise fam trip credit

Total credits to be earned for successful completion of the entire program \$1000, cruise fam credits.

Annual Cunard Academy Refresher course- Complete required refresher course for annual recertification as a Cunard Commodore and receive a \$100 cruise fam credit.

**Holland America Academy** - [www.halacademy.com](http://www.halacademy.com).

Become a HAL Academy Five-Star Agent and earn a \$400 cruise fam credit.

**Carnival University** - [www.carnivaluniversity.com](http://www.carnivaluniversity.com).

Complete this program and earn a \$200 cruise fam credit.

**Crystal Cruise Line** - [www.crystalcruisesacademy.com](http://www.crystalcruisesacademy.com).

Complete this program and earn a \$200 cruise fam credit.

**Royal Caribbean Cruise Line**- [www.cruisingpower.com](http://www.cruisingpower.com)

Complete this program (Expert Plus) and earn a \$500 cruise fam credit.

**Celebrity Five Star Academy** - [www.cruisingpower.com](http://www.cruisingpower.com)

Complete this program and earn a \$300 cruise fam credit.



**Azamara Academy – [www.cruisingpower.com](http://www.cruisingpower.com)**

Complete this program and earn a \$300 cruise fam credit.

**River Cruise Specialist – [www.uniworld.com](http://www.uniworld.com)**

Complete this program and earn a \$200 cruise fam credit.

**Seabourn Academy- [www.seabournacademy.com](http://www.seabournacademy.com)**

Complete this program and earn a \$200 cruise fam credit.

**AMA Waterways - [www.amawaterways.com](http://www.amawaterways.com)**

Complete this program and earn a \$200 cruise fam credit.

**Viking Cruise Lines - [www.vikingcruises.com](http://www.vikingcruises.com)**

Complete this program and earn a \$200 cruise fam credit.

## **Additional Training Opportunities**

Employees may submit other training opportunities (online seminars, vendor seminars) for approval. Based upon the value to the corporation and the requirements of the course, these may be approved for Giraffe Certificates.

**Travel Industry Skill Development** – Complete both of the modules below, earn 90% on the post test for each module and earn \$150 fam credit. This incentive is open to agents assigned to corporate/government sales.

1. **Travel Institute – Time Management, CTA Elective** Internal and external time robbers can prevent you from reaching your goals. Practicing this course's proven time management methods will help you deal successfully with the ever-changing and challenging demands of your
2. **Travel Institute – Customer Focused Selling** - A clear understanding of your skills and responsibilities as a professional salesperson will set you apart from your competition. Success not only comes from guiding the customer to a buying decision, but also preparing them for the next sales opportunity.

**Hotel Programs** – This incentive is open to agents assigned to corporate/government sales.

➤ **Marriott Hotel Excellence** - <https://hotelexcellence.marriott.com/index.htm>

Hotel Excellence is a free online training program that has provides education on all aspects of the hotel industry, including information about Marriott brands and the programs and services available exclusively to them through Marriott as well as useful hotel sales and customer satisfaction post-sale strategies. \$100 fam credit.

➤ **Starwood Pro ProLearning** - <http://www.starwoodhotels.com/pro/index.html>  
“Turn knowledge into revenue by matching our 9 hotel and resort brands to your clients.  
Complete all modules. \$100 fam credit

➤ **Hilton Travel Professionals**  
[http://s291850800.onlinehome.us/hilton\\_education\\_tool/generic](http://s291850800.onlinehome.us/hilton_education_tool/generic)  
“This educational program is designed to make you more familiar with the Hilton Worldwide portfolio of hotels. You'll be guided through a series of programs with facts and info about the Hilton Worldwide brands.

**CTA Certification-** earn your Certified Travel Associate certification from the Travel Institute and earn \$500 fam trip credit. Note: employee must have minimum 18 months experience and apply for the program.

## Additional Incentives

### **Perfect Attendance**

All full time employees who do not use any sick leave during the year will receive an annual bonus of up to \$300. Payment for this incentive will be based on 6-month increments. January to the end of June and then July to the end of December. \$100 incentive each 6 months. Employee must have been employed for the entire 6-month period to be eligible. For those employees who do not miss any sick leave for the entire year – they will earn an additional \$100 for perfect attendance. To be eligible for this incentive – personnel must have worked for the entire year.

### **Agent Compensation**

At the completion of one year from their hire date, employees are eligible to receive a salary increase of \$2,000. In order to qualify, the employee must complete the year with no probation periods and have made minimum goal with the associated 4 CRE's in at least one calendar quarter.

### **Fitness Incentive**

The fitness incentive is a Charleston office incentive, where we have installed a fitness center. The National Travel Fitness Center is located on L-1 in the Chase Tower. Employees who log 20 hours of fitness time per quarter will receive an 8 hour paid day off in the following quarter. Quarters are January-March, April-June, July-September, and October-December. Each quarter stands alone, and requested days off are subject to scheduling approval and may not be carried over beyond the current year.

### **Special Company Sponsored Fam Trips - November/December**

Special group fam trips will be sponsored pending airline approval. National Travel sponsors these trips primarily to increase the agents travel expertise, and the trips are extremely fun as well. The destinations are normally 3 International and 2 Domestic. Agents may be given extra day(s) off but will be asked to combine days off with their regular days off. In other words, Fam trips may encompass the weekend or the Holiday included, as well as extra days.

Agents selected for an International fam trip must have completed the International training course. If support personnel are selected, they must complete a special study of the destination they have been selected for. See your supervisor for details.

### **2017 Incentive Plan Provisions**

In order to be eligible for the Leisure Sales Incentives (pg. 3) and/or the Hotel/Resort Sales Incentive (pg 5), agents must reach the minimum goal for the quarter, or \$15,000 in fees & commissions earned for the quarter, and have at least 4 CRE entries (pg. 9) for the quarter. Agents are exempt from the sales minimum until after the first full quarter after completion of their training class, and leisure agents are exempt until after two full quarters of being assigned to leisure sales.

All or any incentive programs can be withdrawn without notice. Additional incentive programs can be added at any time. Agents must be employed by National Travel at time of payment and must be in good standing. Any employee on probation is not eligible to participate or earn any incentive. Payments for errors and omissions or debit memos may be deducted from any incentive payments earned. Agents will be advised in writing in advance of such deductions.

All contests are final in their judging and contests and incentives may be added or deleted during the year, without notice.

Complimentary airline tickets that are awarded as prizes are based upon certificates earned by National Travel based upon volume and are subject to restrictions. Award winners wishing to redeem prizes for free airline tickets must plan their itineraries to adhere to all restrictions such as inventory, blackout dates, etc. 15 Giraffe certificates is required to obtain free airline tickets. Tickets are to be used for employees and their companions and may not be traded or purchased.

National Travel has a very lucrative incentive plan for employees that rewards performance in productivity, customer service and skill development. The plan also recognizes our industry relationships and rewards agents who support our preferred vendor relationships. Occasionally, vendors will offer contests, compensation or rewards directly to agents on an industry-wide basis. Employees may only participate in such programs only if the vendor is a designated preferred supplier. Employees are specifically prohibited from participating in or receiving bonuses or incentives offered by non-preferred vendors, without specific authorization from National Travel's management. Such vendor offers are in direct conflict with our strategic goals.

## Agent Incentive Form Tour/Cruise Booking

Agent Name:		Date Submitted:	
Incentive Amount:			
Approved by Manager:			
	(Date)	(Signature)	
Passenger Name(s):			
Tour Operator/ Cruise Line:			
Dates of Travel:			
Final Payment Invoice #:			
Total Amount of Sale:		Total Commission:	
Leisure Planning Fee collected:			
ClientBase Res Card Number:			
Travel Rewards Number:		TR Points Awarded:	
Accounting Use:			

<i>Preferred Vendors</i>		<i>Approved Vendors</i>
<b>Tour Operators</b> Abercrombie & Kent (A & K) American Express Vacations Brendan Tours Classic Vacations Globus/Monograms Insight Kensington Tours Pleasant Holidays Tauck Tours Swain Tours Travel Bound	<b>Cruise Lines</b> AMA Waterways Azamara Cruises Celebrity Cruises Crystal Cruises Cunard Oceana Paul Gauguin Princess Cruises Regent Seven Seas Royal Caribbean Cruise Line Seabourn SilverSeas Viking Ocean Cruises Viking River Cruises UniWorld Windstar	<b>Tour Operators</b>  Delta Vacations Maupintour Funjet Ski.com  <b>Cruise Lines</b> Avalon Waterways Holland America Norwegian Caribbean

See Reverse for Incentive Amount.

Commission Net on Invoice	Service Fee Collected	Preferred Vendors				Approved Vendors				Neutral Vendors		
		Vendor Bonus	Fee Bonus	Total Bonus		Vendor Bonus	Fee Bonus	Total Bonus		Vendor Bonus	Fee Bonus	Total Bonus
										\$ 5.00	\$ 10.00	\$ 15.00
\$201-\$400	Express	\$20.00	\$10.00	\$30.00		\$10.00	\$10.00	\$20.00		\$ 5.00	\$ 25.00	\$ 30.00
	Premiere	\$20.00	\$25.00	\$45.00		\$10.00	\$25.00	\$35.00		\$ -	\$ 75.00	\$ 75.00
	Concierge	\$0.00	\$75.00	\$75.00		\$0.00	\$75.00	\$75.00		\$ 10.00	\$ 10.00	\$ 20.00
\$401-\$600	Express	\$40.00	\$10.00	\$50.00		\$20.00	\$10.00	\$30.00		\$ 10.00	\$ 25.00	\$ 35.00
	Premiere	\$25.00	\$25.00	\$50.00		\$20.00	\$25.00	\$45.00		\$ -	\$ 75.00	\$ 75.00
	Concierge	\$0.00	\$75.00	\$75.00		\$0.00	\$75.00	\$75.00		\$ 30.00	\$ 10.00	\$ 40.00
\$601-\$800	Express	\$90.00	\$10.00	\$100.00		\$50.00	\$10.00	\$60.00		\$ 30.00	\$ 25.00	\$ 55.00
	Premiere	\$90.00	\$25.00	\$115.00		\$50.00	\$25.00	\$75.00		\$ 5.00	\$ 75.00	\$ 80.00
	Concierge	\$75.00	\$75.00	\$150.00		\$25.00	\$75.00	\$100.00		\$ 40.00	\$ 10.00	\$ 50.00
\$801-\$1000	Express	\$140.00	\$10.00	\$150.00		\$80.00	\$10.00	\$90.00		\$ 40.00	\$ 25.00	\$ 65.00
	Premiere	\$140.00	\$25.00	\$165.00		\$80.00	\$25.00	\$105.00		\$ 25.00	\$ 75.00	\$ 100.00
	Concierge	\$100.00	\$75.00	\$175.00		\$50.00	\$75.00	\$125.00		\$ 60.00	\$ 10.00	\$ 70.00
\$1001-\$1500	Express	\$190.00	\$10.00	\$200.00		\$90.00	\$10.00	\$100.00		\$ 60.00	\$ 25.00	\$ 85.00
	Premiere	\$190.00	\$25.00	\$215.00		\$90.00	\$25.00	\$115.00		\$ 50.00	\$ 75.00	\$ 125.00
	Concierge	\$175.00	\$75.00	\$250.00		\$100.00	\$75.00	\$175.00		\$ 115.00	\$ 10.00	\$ 125.00
\$1501-\$2000	Express	\$290.00	\$10.00	\$300.00		\$190.00	\$10.00	\$200.00		\$ 115.00	\$ 25.00	\$ 140.00
	Premiere	\$290.00	\$25.00	\$315.00		\$190.00	\$25.00	\$215.00		\$ 75.00	\$ 75.00	\$ 150.00
	Concierge	\$275.00	\$75.00	\$350.00		\$125.00	\$75.00	\$200.00				

## National Travel Customer Relation Report

CRM number: 96083

Date created: 03/15/2016

Traveler:		Department:	STATE OF WEST VIRGINIA
PNR:	N0B0VC	Account:	
Address:		Phone:	
Destination:		Email:	
Departure Date:	03/15/2016	Status:	Open
Entered by:		Booking agent:	
Error agent:	No Agent	Other Agent:	No Agent

### Nature of Report: [Internal Documentation]

Customer Comment: Call came in from Charleston office to Jen asking if we could help a state that was going to miss his flight. Jen was working on 13 femal hotels and since it was my original booking I assisted. Kelly from PR wanted us to call the passenger. The gentleman and his wife were in for Physician Recruitment for WVU Medicine and had to get home this evening. They were on the UA/Silver airways flight from Morgantown thru Dulles to Philly which was delayed due to weather. The call came in after 7:30pm there were no rental cars for the rental company that was still open at the airport. He wanted physician recruitment to pay for a car service to get him from Dulles to Philly once the plane landed there. I spoke with Kelly and they agreed and I worked with Global Ground and it would be about 540.00 . I also protected him on the morning flight as back up.

Action Taken: Booked global ground and morning flight as back up. Well flight ended up being cancelled and the airlines would protect him on a 530 am flight from Pittsburgh but now how to get him there. I reached out to R and R transits emergency number but no call back. Kelly and I were still in contact as it is now 9pm She had a number for the new Morgantown Taxi service and they thought they could do it. I spoke with them and they could get a driver. In the mean time the passengers were getting a ride over to the coliseum to take the MegaBus to Pittsburgh if needed. I advised him that the Megabus does not go out to the airport but to downtown for a drop which is the opposite direction. We were able to get Morgantown Taxi to take them last night. I booked them a room at the Hyatt at the airport at our negotiated rate of 149.00 I was leaving office at 9:40 and decided that I would drive by the coliseum since it is on my way home. I did not see the megabus and was looking for what hoped to be Dr. Schwartz and his wife. I did locate them and he couldn't believe I would check on him I waitied a few minutes and the cab showed up and they were on their way. I am the 7am this morning and just checked and their flight landed at Philly just a few moments ago. All ended well and also I called to cancel the car service in Dulles and usually there is a cancel fee but was able to waive that for us

**Blue Pumpkin Report**

<b>Date From :</b>	05/05/2017	<b>Date To :</b>	05/05/2017
<b>Time From :</b>	12:00am	<b>Time To :</b>	11:45pm
<b>Group Name :</b>	Morgantown		
<b>Requested By :</b>	18	<b>Interval :</b>	1:00

Interval starting at	ACD calls offered	Avg wait time before answered (hh:mm:ss)	TSF for incoming ACD calls	Avg talk time of ACD calls (hh:mm:ss)	Avg wrap-up time of ACD calls (hh:mm:ss)	ACD calls abandoned	Avg number of logged-in agents
<b>Group Name Morgantown</b>							
07:00	3.00	0:00:03	100.00	0:00:26	0:00:10	0.00	0.48
08:00	8.00	0:00:06	100.00	0:02:06	0:00:10	0.00	1.01
09:00	8.00	0:00:07	100.00	0:03:24	0:00:10	0.00	3.21
10:00	11.00	0:00:09	100.00	0:03:14	0:00:13	0.00	5.50
11:00	10.00	0:00:07	100.00	0:01:37	0:00:11	0.00	6.00
12:00	5.00	0:00:08	100.00	0:00:47	0:00:08	0.00	5.23
13:00	5.00	0:00:04	100.00	0:03:47	0:00:17	1.00	5.00
14:00	4.00	0:00:07	100.00	0:01:40	0:00:10	0.00	5.35
15:00	9.00	0:00:08	100.00	0:01:32	0:00:12	0.00	5.10
16:00	1.00	0:00:00	100.00	0:00:00	0:00:00	0.00	3.17
17:00	4.00	0:00:00	100.00	0:00:00	0:00:00	0.00	2.91
18:00	2.00	0:00:00	100.00	0:00:00	0:00:00	1.00	1.13
23:00	1.00	0:00:00	100.00	0:00:00	0:00:00	0.00	0.00
<b>Group Total</b>	<b>71.00</b>	<b>0:00:07</b>	<b>100.00</b>	<b>0:02:04</b>	<b>0:00:11</b>	<b>2.00</b>	<b>3.73</b>
<b>Total:</b>	<b>71.00</b>	<b>0:00:07</b>	<b>100.00</b>	<b>0:02:04</b>	<b>0:00:11</b>	<b>2.00</b>	<b>3.73</b>



# Executive Summary with Graphs

State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'



Invoice dates from 01/01/2016 to 12/31/2016

Air Charges Summary	Totals	Averages
Transactions-Invoices:	3,179	
Credits	16	
Total Transactions:	3,195	
Net # of Trips:	3,163	
Air Charges:	\$1,715,232.91	\$542.28
Savings:	\$4,035,734.10	\$1,275.92
Negotiated Savings:	\$330,519.50	
# of Exceptions:	477	
Lost Savings:	\$38,676.23	\$12.23
Service Fees:	\$75,509.55	

Top 5 City Pairs	# of Segs	Amount
Charleston<->Washington-Nationa	470	\$85,814.36
Atlanta<->Charleston	313	\$68,258.61
Charleston<->Orlando	140	\$29,289.85
Charleston<->Chicago-Ohare	135	\$39,948.11
Charleston<->New Orleans	122	\$25,633.53

Car Rental Summary	Totals	Averages
# of Cars Rented:	684	
# of Days Rented:	1,595	2.33
Cost (Booked Rate):	\$55,793.60	\$35.16
Cost Per Day:	N/A	\$34.98

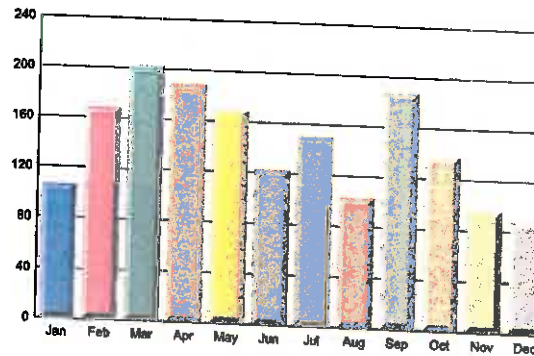
Top 5 Car Rental Cities	# of Days:	Amount
CHARLESTON, WV	89	\$3,491.04
SAVANNAH, GA	77	\$2,660.37
ORLANDO, FL	50	\$1,603.32
TAMPA, FL	50	\$1,433.98
DENVER, CO	48	\$1,464.96

Hotel Booking Summary	Totals	Averages
# of Bookings:	377	
# of Room Nights:	926	2.46
Cost (Booked Rate):	\$121,318.20	\$127.63
Cost per Night:	N/A	\$131.01

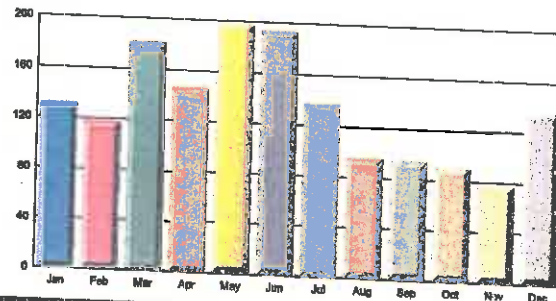
Top 5 Hotel Cities	# of Nights:	Amount
WASHINGTON, DC	49	\$11,803.70
MORGANTOWN, WV	45	\$5,065.00
LANCASTER, SC	42	\$3,360.00
TAMPA, FL	33	\$4,350.00
MARTINSBURG, WV	32	\$3,189.00

Invoice dates from 01/01/2016 to 12/31/2016

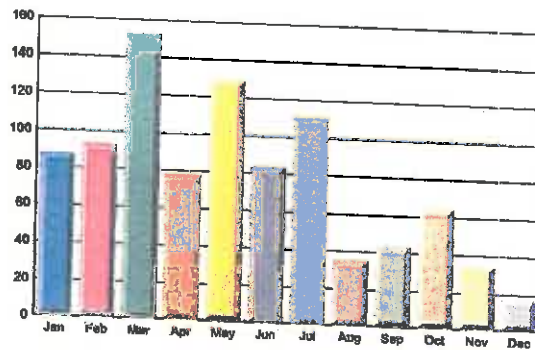
Air Charges (000s)



# of Days Rented



# of Room Nights



Invoice dates from 01/01/2016 to 12/31/2016

Air Volume Booked



# of Days Rented



# of Room Nights



Back Office Data  
State of West Virginia

Invoice dates from 01/01/2016 to 12/31/2016

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'

# Quick Summary by Month



Month	Air Travel				Car Rentals					Hotel Bookings				
	Trips	Value	Exceptions	Lost Value	Rentals	Days	Value	Exceptions	Lost Value	Stays	Nights	Value	Exceptions	Lost Value
Jan, 2016	227	\$106,218.10	42	\$672.97	55	132	\$4,181.67	0	\$0.00	40	87	\$10,762.66	0	\$0.00
Feb, 2016	286	\$168,212.32	49	\$1,910.93	39	117	\$3,950.53	0	\$0.00	42	93	\$9,728.00	0	\$0.00
Mar, 2016	372	\$201,655.65	65	\$4,106.19	71	181	\$6,459.31	0	\$0.00	62	152	\$19,538.17	0	\$0.00
Apr, 2016	310	\$188,131.30	41	\$1,940.00	56	146	\$4,731.04	0	\$0.00	30	78	\$11,109.98	0	\$0.00
May, 2016	286	\$168,621.69	60	\$5,149.19	73	197	\$7,282.15	0	\$0.00	49	129	\$18,492.98	0	\$0.00
Jun, 2016	221	\$122,179.61	32	\$2,535.90	78	193	\$7,038.75	0	\$0.00	27	83	\$9,618.00	0	\$0.00
Jul, 2016	300	\$149,423.51	38	\$1,892.14	45	137	\$4,169.85	0	\$0.00	34	111	\$13,530.88	0	\$0.00
Aug, 2016	221	\$102,661.57	27	\$776.71	53	95	\$3,409.24	0	\$0.00	17	35	\$4,773.00	0	\$0.00
Sep, 2016	305	\$187,383.43	46	\$17,220.36	39	94	\$3,325.95	0	\$0.00	20	43	\$6,016.30	0	\$0.00
Oct, 2016	266	\$137,556.68	39	\$881.92	60	90	\$3,257.41	0	\$0.00	26	64	\$9,589.27	0	\$0.00
Nov, 2016	192	\$95,378.67	24	\$1,237.59	50	77	\$2,641.31	0	\$0.00	19	34	\$6,031.97	0	\$0.00
Dec, 2016	177	\$87,810.38	14	\$352.33	65	136	\$5,346.39	0	\$0.00	11	17	\$2,126.99	0	\$0.00
<b>Totals</b>	<b>3,163</b>	<b>\$1,715,232.91</b>	<b>477</b>	<b>\$38,676.23</b>	<b>684</b>	<b>1,595</b>	<b>\$55,793.60</b>	<b>0</b>	<b>\$0.00</b>	<b>377</b>	<b>926</b>	<b>\$121,318.20</b>	<b>0</b>	<b>\$0.00</b>

Back Office Data  
State of West Virginia  
Based on Invoice Date

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'

# Travel Management Summary



	2016												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Airlines</b>													
Gross Air Volume	\$108,567	\$168,212	\$201,656	\$191,777	\$168,622	\$122,180	\$149,986	\$102,983	\$188,927	\$137,557	\$95,379	\$88,661	\$1,724,505
Refund Air Volume	(\$2,349)	\$0	\$0	(\$3,645)	\$0	\$0	(\$562)	(\$322)	(\$1,544)	\$0	\$0	(\$851)	(\$9,272)
Net Air Volume	\$106,218	\$168,212	\$201,656	\$188,131	\$168,622	\$122,180	\$149,424	\$102,662	\$187,383	\$137,557	\$95,379	\$87,810	\$1,715,233
Refund Volume %	2.2%	0%	0%	1.9%	0%	0.0%	0.4%	0.3%	0.8%	0%	0%	1.0%	0.5%
# of Invoices	229	286	372	318	286	221	301	222	308	266	192	178	3,179
# of Refunds	2	0	0	8	0	0	1	1	3	0	0	1	16
Net Transactions	227	286	372	310	286	221	300	221	305	266	192	177	3,163
Refund Trans %	0.9%	0%	0%	2.5%	0%	0.0%	0.3%	0.5%	1.0%	0%	0%	0.6%	0.5%
Total Miles	506,503	803,264	811,623	660,078	656,417	495,438	637,937	413,682	670,281	483,375	353,330	309,294	6,801,222
# Tickets Booked Online	0	0	0	0	0	0	0	0	0	0	0	0	0
Volume Booked Online	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
% Tickets Booked Online	0%	0%	0%	0%	0%	0.0%	0%	0%	0%	0%	0%	0%	0%
Average Gross Amt	\$474	\$588	\$542	\$603	\$590	\$553	\$498	\$464	\$613	\$517	\$497	\$498	\$542
Average Refund Amt	(\$1,175)	\$0	\$0	(\$456)	\$0	\$0	(\$562)	(\$322)	(\$515)	\$0	\$0	(\$851)	(\$580)
Average Net Amt	\$468	\$588	\$542	\$607	\$590	\$553	\$498	\$465	\$614	\$517	\$497	\$496	\$542
Avg Cost Per Mile	0.21	0.21	0.25	0.29	0.26	0.25	0.23	0.25	0.28	0.28	0.27	0.28	0.25
Int'l Air Volume	\$10,943	\$37,724	\$18,265	\$35,058	\$18,347	\$8,264	\$16,325	\$7,956	\$51,417	\$787	\$5,558	\$2,245	\$212,887
Int'l Air Volume %	10.3%	22.4%	9.1%	18.6%	10.9%	6.8%	10.9%	7.8%	27.4%	0.6%	5.8%	2.6%	12.4%
Int'l Air Tickets	14	30	30	26	16	7	14	12	29	3	4	2	187
Int'l Avg Net Amt	\$782	\$1,257	\$609	\$1,348	\$1,147	\$1,181	\$1,166	\$663	\$1,773	\$262	\$1,390	\$1,123	\$1,138
Int'l Total Miles	100,360	252,853	186,959	165,854	144,064	80,852	73,827	50,858	133,324	7,367	52,147	16,534	1,265,039
Int'l Cost per Mile	0.11	0.15	0.10	0.21	0.13	0.10	0.22	0.16	0.39	0.11	0.11	0.14	0.17
Domestic Air Volume	\$95,275	\$130,488	\$183,391	\$153,074	\$150,275	\$113,916	\$133,098	\$94,706	\$135,966	\$136,770	\$89,821	\$85,565	\$1,502,346
Domestic Air Volume %	89.7%	77.6%	90.9%	81.4%	89.1%	93.2%	89.1%	92.3%	72.6%	99.4%	94.2%	97.4%	87.6%
Domestic Air Tickets	213	256	342	284	270	214	286	209	276	263	188	175	2,976
Domestic Avg Net Amt	\$447	\$510	\$536	\$539	\$557	\$532	\$465	\$453	\$493	\$520	\$478	\$489	\$505
Domestic Total Miles	406,143	550,411	624,664	494,184	512,353	414,586	564,110	362,824	536,957	476,008	301,183	292,760	5,536,183
Domestic Cost per Mile	0.23	0.24	0.29	0.31	0.29	0.27	0.24	0.26	0.25	0.29	0.30	0.29	0.27
Full Fare Volume	\$408,661	\$670,235	\$711,132	\$546,179	\$527,171	\$391,804	\$492,970	\$374,274	\$575,773	\$440,213	\$319,162	\$293,393	\$5,750,967
Savings Volume	\$302,443	\$502,023	\$509,476	\$358,048	\$358,349	\$269,624	\$343,547	\$271,612	\$388,390	\$302,656	\$223,783	\$205,583	\$4,035,734
Savings %	74.0%	74.9%	71.6%	65.6%	68.0%	68.8%	69.7%	72.6%	67.5%	68.8%	70.1%	70.1%	70.2%
Low Fare Volume	\$120,659	\$231,559	\$258,196	\$218,610	\$185,531	\$135,056	\$172,559	\$119,489	\$197,898	\$153,031	\$110,954	\$103,535	\$2,007,076
Missed Savings Volume	\$673	\$1,911	\$4,106	\$1,940	\$5,149	\$2,536	\$1,892	\$777	\$17,220	\$882	\$1,238	\$352	\$38,676
Missed Savings %	0.6%	0.8%	1.6%	0.9%	2.8%	1.9%	1.1%	0.7%	8.7%	0.6%	1.1%	0.3%	1.9%
Negotiated Svgs Volume	\$15,114	\$65,257	\$60,646	\$32,419	\$22,058	\$15,412	\$25,028	\$17,604	\$27,735	\$16,356	\$16,813	\$16,077	\$330,520
Negotiated Svgs %	12.5%	28.2%	23.5%	14.8%	11.9%	11.4%	14.5%	14.7%	14.0%	10.7%	15.2%	15.5%	16.5%
<b>Impact of Exchanges **</b>													
# of Exchanges	22	28	25	15	14	9	15	10	11	11	8	4	172
Total Cost to Exchange	\$1,936	\$2,845	\$5,630	\$2,021	\$4,468	\$1,712	\$2,635	\$2,656	\$2,670	\$2,017	\$2,224	\$521	\$31,335
Avg Cost to Exchange	\$88	\$102	\$225	\$135	\$319	\$190	\$176	\$266	\$243	\$183	\$278	\$130	\$182
Cost Impact of Exchanges	1.8%	1.7%	2.8%	1.1%	2.7%	1.4%	1.8%	2.6%	1.4%	1.5%	2.3%	0.6%	1.8%
<b>Service Fees</b>													
Service Fees	\$5,656	\$6,692	\$8,800	\$7,501	\$7,196	\$5,198	\$6,975	\$5,172	\$7,163	\$6,325	\$4,607	\$4,226	\$75,510
# of Service Fees	206	246	324	279	262	202	263	192	272	242	173	157	2,818

## Quick Summary



Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'

	From 01/01/2016 to 12/31/2016			From 04/01/2017 to 04/30/2017			Variances	
<b>Air &amp; Rail</b>	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
# of Trips:	3163			231			-2932	
Air Charges:	\$1,715,232.91	\$542.28		\$149,833.64	\$648.63		\$-1,565,399.27	\$106.35
Savings:	\$4,035,734.10	\$1,275.91	70.17 %	\$297,893.15	\$1,289.58	66.53 %	\$-3,737,840.95	\$13.67
# of Exceptions:	477			32			-445	
Lost Savings:	\$38,676.23	\$12.22	2.25 %	\$1,670.32	\$7.23	1.11 %	\$-37,005.91	\$-4.99
Negotiated Savings:	\$330,519.50			\$18,088.94			\$-312,430.56	
<b>Car Rental</b>	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
# of Cars Rented:	684			46			-638	
# of Days Rented:	1595	2.33		111	2.41		-1484	0.08
Cost (Booked Rate):	\$55,793.60	\$35.16		\$3,929.49	\$35.81		\$-51,864.11	\$0.65
Cost Per Day:	N/A	\$34.98		N/A	\$38.15		N/A	\$3.17
# of Exceptions:	0		0.00 %	0		0.00 %	0	
Exception Amt Lost:	\$0.00		0.00 %	\$0.00		0.00 %	\$0.00	
<b>Hotel Bookings</b>	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
# of Bookings:	377			13			-364	
# of Nights Booked:	926	2.46		17	1.31		-909	-1.15
Cost (Booked Rate):	\$121,318.20	\$127.63		\$2,071.00	\$126.54		\$-119,247.20	\$-1.09
Cost per RoomNight:	N/A	\$133.61		N/A	\$121.82		N/A	\$-11.79
# of Exceptions:	0		0.00 %	0		0.00 %	0	
Exception Amt Lost:	\$0.00		0.00 %	\$0.00		0.00 %	\$0.00	
<b>Report Totals</b>	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
Total Charges:	\$1,892,344.71			\$155,834.13			\$-1,736,510.58	
Total # of Exceptions:	477			32			-445	
Total Exception Amt Lost:	\$38,676.23			\$1,670.32			\$-37,005.91	

Only records with valid rates are used in calculating the averages.

## Top/Bottom Accounts - Air

*Back Office Data  
State of West Virginia*

Invoice dates from 01/01/2016 to 12/31/2016

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'



Rank	Account	# of Trips	% of Total	Volume Booked	% of Total	Average Cost per Trip	Commissions	Service Fees
1	Dept. Of Education & Arts (75000)	1,297	41.01%	\$678,123.63	39.54%	\$522.84	\$-11.35	\$31,770.60
2	Dept. Of Health & Human Res. (76000)	607	19.19%	\$351,124.39	20.47%	\$578.46	\$0.00	\$15,144.00
3	Dept. Of Commerce, Labor & Env (74000)	447	14.13%	\$270,399.66	15.76%	\$604.92	\$2,133.94	\$10,455.80
4	WV DEPARTMENT OF EDUCATION (72000)	280	8.85%	\$132,496.87	7.72%	\$473.20	\$-398.20	\$7,211.60
5	Department Of Administration (73000)	232	7.33%	\$112,668.45	6.57%	\$485.64	\$0.00	\$3,331.55
6	WV Dept of Military Affairs an (77000)	149	4.71%	\$78,883.79	4.60%	\$529.42	\$0.00	\$3,848.00
7	Department Of Transportation (79000)	90	2.85%	\$44,871.79	2.62%	\$498.58	\$0.00	\$2,268.00
8	Office Of The Governor (71000)	24	0.76%	\$29,482.44	1.72%	\$1,228.44	\$1,870.65	\$500.00
9	Department Of Tax & Revenue (78000)	37	1.17%	\$17,181.89	1.00%	\$464.38	\$0.00	\$980.00
<b>Total Accounts Listed:</b>		<b>3,163</b>	<b>100.00%</b>	<b>\$1,715,232.91</b>	<b>100.00%</b>	<b>\$542.28</b>	<b>\$3,595.04</b>	<b>\$75,509.55</b>
<b>Total Accounts Not Listed:</b>		<b>0</b>	<b>0.00%</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Report Totals:</b>		<b>3,163</b>	<b>100.00 %</b>	<b>\$1,715,232.91</b>	<b>100.00 %</b>	<b>\$542.28</b>	<b>\$3,595.04</b>	<b>\$75,509.55</b>



# Fare Savings - Air



Back Office Data

State of West Virginia

Invoice dates from 01/01/2016 to 12/31/2016

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000';

Ticket #	Traveler Name	Invoice Date	Adv Purch	Depart Date	Routing	Air- Line	Published Fare	Low Fare	Paid Fare	Svg Code	Savings Amount	Negotiated Savings	Loss Code	Loss Amount
Account: 71000 - Office Of The Governor														
Break 1: C71000														
Break 2: NONE														
Break 3: NONE														
7825482651	DRAKE/JASON PHILLIP	14Jul	11	25Jul	CHARLESTON, WV	AA	\$1,723.00	\$482.20	\$478.20	B	\$1,244.80	4.00	ZZ	\$0.00
		14Jul		29Jul	PHILADELPHIA, PA	AA								
		14Jul		29Jul	CHARLOTTE, NC	AA								
					CHARLESTON, WV									
7825070426	DRAKE/JASON PHILLIP	21Jul	4	25Jul	CHARLESTON, WV	AA	\$1,723.00	\$482.20	\$348.00	B	\$1,375.00	134.20	ZZ	\$0.00
		21Jul		27Jul	PHILADELPHIA, PA	AA								
					CHARLESTON, WV									
7828190154	FOWLER/NATHAN LEE	23Sep	21	14Oct	CHARLESTON, WV	DL	\$5,263.86	\$1,109.00	\$5,263.86	P	\$0.00	0.00	ZI	\$4,154.86
		23Sep		14Oct	ATLANTA, GA	DL								
		23Sep		22Oct	DUBLIN, IE	DL								
		23Sep		22Oct	ATLANTA, GA	DL								
					CHARLESTON, WV									
7828190310	FOWLER/NATHAN LEE	26Sep	23	19Oct	LONDON-HEATHROW, BA		\$1,109.00	\$150.00	\$371.90	P	\$737.10	0.00	ZI	\$221.90
					BELFAST HARBOR, GB									
7828187727	GARCIA/JOSEPH D	12Sep	35	17Oct	CHARLESTON, WV	UA	\$2,211.00	\$497.20	\$497.20	B	\$1,713.80	0.00	ZZ	\$0.00
		12Sep		17Oct	CHICAGO-OHARE, IL	UA								
		12Sep		19Oct	DENVER, CO	UA								
		12Sep		19Oct	WASHINGTON-DULLES	UA								
					CHARLESTON, WV									
7828190827	GARCIA/JOSEPH D	30Sep	17	17Oct	CHARLESTON, WV	AA	\$2,211.00	\$497.20	\$702.20	B	\$1,508.80	0.00	ZZ	\$205.00
		30Sep		17Oct	CHARLOTTE, NC	AA								
		30Sep		19Oct	DENVER, CO	AA								
		30Sep		19Oct	CHARLOTTE, NC	AA								
		30Sep		21Oct	PROVIDENCE, RI	AA								
		30Sep		21Oct	CHARLOTTE, NC	AA								
					CHARLESTON, WV									
7830208326	GIVEN/GALE Y	20Oct	26	15Nov	CHARLESTON, WV	AA	\$1,962.00	\$812.20	\$812.20	B	\$1,149.80	0.00	ZZ	\$0.00
		20Oct		15Nov	CHARLOTTE, NC	AA								
		20Oct		18Nov	PHOENIX, AZ	AA								
		20Oct		18Nov	CHARLOTTE, NC	AA								
					CHARLESTON, WV									

## Fare Savings - Air



**Back Office Data**  
**State of West Virginia**

Invoice dates from 01/01/2016 to 12/31/2016

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000';

Savings Code	Count	Savings
A-LOWEST NON-PENALTY	84	\$117,782.61
B-LOWEST FOR DATE/TIME REQUEST	2,575	\$3,397,741.41
E Not Found	6	\$11,050.44
M-NTS NEGOTIATED RATE	391	\$443,076.59
N Not Found	12	\$3,739.64
P-FIRST/BUSINESS UPGRADE FARE	9	\$11,913.79
R-EXCHANGE TRANSACTION	1	\$0.00
S-GOVERNMENT/MILITARY FARE	42	\$40,429.62
W-WEB FARE OBTAINED	1	\$0.00
Negotiated Savings	673	\$330,519.50
<b>Total Savings:</b>	<b>3794</b>	<b>\$4,366,253.60</b>

Loss	Count	Loss Amount
ZC-DECLINED CONNECTING SCHED	6	\$1,446.84
ZF-SCHEDULE/TIME CONSTRAINTS	15	\$2,343.71
ZI-FIRST OR BUSINESS CLASS	7	\$13,352.18
ZJ-EQUIPMENT PREFERENCE	2	\$392.64
ZL-SEAT ASSIGNMENT REQUEST	1	\$29.41
ZR-EXCHANGE TRANSACTION	1	\$0.00
ZZ-LOWEST AIRFARE ACCEPTED	2,413	\$21,111.45
<b>Total Lost:</b>	<b>2445</b>	<b>\$38,676.23</b>

\* Savings / Loss Amounts based on Base Fare

Back Office Data  
State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'

Sales by Air Carrier



Rank	Validating Carrier	Invoice dates from 01/01/2016 to 12/31/2016					Invoice dates from 01/01/2015 to 12/31/2015				
		Trips	% of Total	Volume Booked	% of Total	Avg Cost Per Trip	Trips	% of Total	Volume Booked	% of Total	Avg Cost Per Trip
1	AMERICAN AIRLINES (AA)	1,412	44.6%	\$722,082.23	42.1%	\$511.39	491	15.7%	\$259,309.97	14.8%	\$528.13
2	DELTA AIR LINES (DL)	977	30.9%	\$580,110.18	33.8%	\$593.77	840	26.8%	\$485,004.29	27.7%	\$577.39
3	UNITED AIRLINES (UA)	575	18.2%	\$327,737.98	19.1%	\$569.98	595	19.0%	\$392,005.92	22.4%	\$658.83
4	SOUTHWEST AIRLINES (WN)	94	3.0%	\$39,995.63	2.3%	\$425.49	65	2.1%	\$30,533.80	1.7%	\$469.75
5	BRITISH AIRWAYS (BA)	12	0.4%	\$5,735.82	0.3%	\$477.99	3	0.1%	\$3,848.40	0.2%	\$1,282.80
6	JETBLUE (B6)	11	0.3%	\$2,800.10	0.2%	\$254.55	20	0.6%	\$4,506.09	0.3%	\$225.30
7	HAWAIIAN (HA)	3	0.1%	\$2,398.50	0.1%	\$799.50	0	0.0%	\$0.00	0.0%	\$0.00
8	VIRGIN ATLANTIC (VS)	1	0.0%	\$2,363.36	0.1%	\$2,363.36	0	0.0%	\$0.00	0.0%	\$0.00
9	()	12	0.4%	\$2,204.34	0.1%	\$183.70	27	0.9%	\$6,204.03	0.4%	\$229.78
10	HAHN AIR (HR)	1	0.0%	\$2,115.50	0.1%	\$2,115.50	0	0.0%	\$0.00	0.0%	\$0.00
11	SILVER AIRWAYS CORP (3M)	8	0.3%	\$2,059.49	0.1%	\$257.44	0	0.0%	\$0.00	0.0%	\$0.00
12	LUFTHANSA (LH)	4	0.1%	\$2,056.00	0.1%	\$514.00	3	0.1%	\$1,926.30	0.1%	\$642.10
13	ALL NIPPON AIRWAYS (NH)	3	0.1%	\$1,956.55	0.1%	\$652.18	3	0.1%	\$3,761.05	0.2%	\$1,253.68
14	QANTAS (QF)	1	0.0%	\$1,724.66	0.1%	\$1,724.66	2	0.1%	\$3,054.60	0.2%	\$1,527.30
15	IBERIA (IB)	1	0.0%	\$1,692.46	0.1%	\$1,692.46	0	0.0%	\$0.00	0.0%	\$0.00
16	EMIRATES (EK)	3	0.1%	\$1,688.40	0.1%	\$562.80	0	0.0%	\$0.00	0.0%	\$0.00
17	FRONTIER (F9)	7	0.2%	\$1,639.29	0.1%	\$234.18	0	0.0%	\$0.00	0.0%	\$0.00
18	AIR FRANCE (AF)	1	0.0%	\$1,471.56	0.1%	\$1,471.56	3	0.1%	\$727.19	0.0%	\$242.40
19	SCANDINAVIAN AIRLINES (SK)	1	0.0%	\$1,400.50	0.1%	\$1,400.50	0	0.0%	\$0.00	0.0%	\$0.00
20	ALASKA AIRLINES (AS)	2	0.1%	\$1,344.60	0.1%	\$672.30	1	0.0%	\$1,148.70	0.1%	\$1,148.70
21	ICELANDAIR (FI)	1	0.0%	\$1,272.56	0.1%	\$1,272.56	0	0.0%	\$362.70	0.0%	\$362.70
22	SPIRIT AIRLINES (NK)	5	0.2%	\$1,239.61	0.1%	\$247.92	1	0.0%	\$0.00	0.0%	\$0.00
23	CHINA EASTERN (MU)	4	0.1%	\$1,178.60	0.1%	\$294.65	0	0.0%	\$39.10	0.0%	\$39.10
24	AIR BERLIN (AB)	1	0.0%	\$1,000.46	0.1%	\$1,000.46	0	0.0%	\$0.00	0.0%	\$0.00
25	AIR CANADA (AC)	3	0.1%	\$964.92	0.1%	\$321.64	0	0.0%	\$0.00	0.0%	\$0.00
26	US AIRWAYS (US)	5	0.2%	\$907.02	0.1%	\$181.40	1	0.0%	\$1,114.00	0.1%	\$1,114.00
27	AEROFLOT (SU)	1	0.0%	\$819.96	0.0%	\$819.96	1,067	34.0%	\$535,617.79	30.6%	\$501.98
28	AER LINGUS (EI)	1	0.0%	\$786.63	0.0%	\$786.63	0	0.0%	\$0.00	0.0%	\$0.00
29	VIRGIN AMERICA (VX)	3	0.1%	\$780.60	0.0%	\$260.20	0	0.0%	\$0.00	0.0%	\$0.00
30	AIR ALPHA GREENLAND (GD)	1	0.0%	\$659.96	0.0%	\$659.96	0	0.0%	\$0.00	0.0%	\$0.00
31	QATAR AIRWAYS (QR)	1	0.0%	\$341.85	0.0%	\$341.85	0	0.0%	\$0.00	0.0%	\$0.00
32	CHINA SOUTHERN (CZ)	1	0.0%	\$277.10	0.0%	\$277.10	0	0.0%	\$0.00	0.0%	\$0.00
33	AEROMEXICO (AM)	1	0.0%	\$254.95	0.0%	\$254.95	0	0.0%	\$0.00	0.0%	\$0.00
34	VIA AIRLINES, INC. (VC)	2	0.1%	\$113.54	0.0%	\$56.77	0	0.0%	\$0.00	0.0%	\$0.00
35	PEGASUS AIRLINES (PC)	1	0.0%	\$58.00	0.0%	\$58.00	0	0.0%	\$0.00	0.0%	\$0.00
36	AMTRAK (2V)	0	0.0%	\$0.00	0.0%	\$0.00	0	0.0%	\$0.00	0.0%	\$0.00
37	AEROLINEAS ARGENTINAS (AR)	2	0.1%	\$0.00	0.0%	\$0.00	1	0.0%	\$224.00	0.0%	\$224.00
38	AVIANCA (AV)	1	0.0%	\$0.00	0.0%	\$0.00	2	0.1%	\$2,964.76	0.2%	\$1,482.38
							1	0.0%	\$1,052.30	0.1%	\$1,052.30



# Top/Bottom Hotels Hotel Properties Bookings



Back Office Data  
State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000'

Invoice dates from 01/01/2016 to 12/31/2016						Invoice dates from 01/01/2015 to 12/31/2015					
Rank	Hotel Property	# of Stays	# of RoomNights	Volume Booked	% of Total	Avg Cost per Room Night*	# of Stays	# of RoomNights	Volume Booked	% of Total	Avg Cost per Room Night*
1	HAMPTON INN	18	35	\$4,035.40	3.33%	\$115.30	12	24	\$2,319.00	1.35%	\$96.63
2	HOLIDAY INN/CROWNE PLAZA TORON	4	24	\$3,720.00	3.07%	\$155.00	0	0	\$0.00	0.00%	\$0.00
3	AJ /AMERISUITES ARLINGTO	3	24	\$3,636.00	3.00%	\$151.50	3	16	\$2,354.00	1.37%	\$147.13
4	JAMESON INN LANCASTE	20	42	\$3,360.00	2.77%	\$80.00	21	51	\$3,592.50	2.09%	\$70.44
5	COURTYARD WASHINGTON	5	14	\$3,178.00	2.62%	\$227.00	1	3	\$531.00	0.31%	\$177.00
6	HAMPTON INN STE NASH	2	24	\$2,835.60	2.34%	\$118.15	0	0	\$0.00	0.00%	\$0.00
7	HILTON OMAHA	3	27	\$2,808.00	2.31%	\$104.00	0	0	\$0.00	0.00%	\$0.00
8	HYATT REGENCY LONG B	2	8	\$2,792.00	2.30%	\$349.00	1	5	\$1,545.00	0.90%	\$309.00
9	HOLIDAY INN/SAN ANTONIO RIVERW	6	24	\$2,748.00	2.27%	\$114.50	0	0	\$0.00	0.00%	\$0.00
10	HOLIDAY INN EXPRESS	15	27	\$2,713.30	2.24%	\$100.49	10	14	\$1,573.98	0.91%	\$112.43
Total for the Hotel Properties Listed:		78	249	\$31,826.30	26.23%	\$127.82	48	113	\$11,915.48	6.92%	\$105.45
Total for the Hotel Properties Not Listed:		299	677	\$89,491.90	73.77%	\$135.80	494	1132	\$160,230.77	93.08%	\$142.55
Report Totals:		377	926	\$121,318.20	100.00%	\$133.61	542	1245	\$172,146.25	100.00%	\$139.16

\* Only records with valid rates are used in calculating the averages.

**Destination: Turkey**

**Especially Prepared for: the State of West Virginia**

**Suggested Retail Price: \$29.95**

**National Travel**  **TRAVEL**



**Courtesy of:**

**Andrea Tracewell**

**National Travel Inc.**

**707 Virginia Street E Suite 100 Chase Tower**

**Charleston, WV 25301**

**[andreat@nationaltravel.com](mailto:andreat@nationaltravel.com)**

**304-357-0801**

# Destination: Turkey

Courtesy of: Charlene King  
National Travel

Turkey

## Turkey Overview Introduction

Turkey has exoticism to spare, with its covered bazaars, whirling dervishes, sultans' treasures and Byzantine mosaics. And its natural beauty is abundant, with great stretches of sandy beaches and romantic rocky coves.

Travelers will find Turks to be exceptionally gracious hosts, which makes sense given the country's place as a crossroads between Europe and Asia. The country has dramatically improved its tourist infrastructure, too.

This appealing mix does have a few drawbacks—increasing prices (though it's still an inexpensive place to travel), sprawling new development and growing crowds—but they're hardly enough to spoil a visit. Our advice is to take your time in discovering the country. It's best experienced in leisurely excursions to places of remarkable history and beauty (such as Cappadocia and Ephesus) and in extended visits to fascinating and energetic cities (such as Istanbul).



Resort in Gümüşhane, Turkey

## Geography

Turkey is one of the geographical links between Europe and Asia. The waterway that connects the Aegean and Black seas (by way of the Dardanelles, the Sea of Marmara and the Bosphorus) also divides Europe and Asia, and Turkey has territory on both sides. The country is bordered by Greece, Bulgaria, Georgia, Armenia, Iran, Iraq and Syria.

Turkey's landscape varies dramatically. It has more than 5,000 mi/8,000 km of coastline along the Aegean, Mediterranean and Black seas. Eastern Turkey is mountainous, with volcanic peaks capped by snow year-round. The lava layers from ancient volcanoes in central Anatolia created a landscape of gorges and "fairy chimneys" in Cappadocia.

Farther west, the mountains give way to rolling steppes and fertile plains before reaching the coast. Although the steppe area can seem desolate, especially in high summer, parts of northern and western Turkey are surprisingly green. The southern part of the country is much drier than the north.

## History

One look at the names of its ancient cities and landmarks confirms Turkey's place in the history of human civilization: Constantinople (Byzantium), Troy, Miletus, Antioch (Antakya), Philadelphia (Alasehir), Halicarnassus (Bodrum), Mount Ararat. The land has a rich and complicated history—and the people known as the Turks have only been there for about 1,000 years.

The Asian side of Turkey, known as Anatolia or Asia Minor, was settled as early as 7000 BC, but historians don't really know much about the people who lived there until the Hittites arrived around 2000 BC. The Hittites managed to control a good portion of Anatolia, but their rule was interrupted and overthrown by a succession of smaller states, including the Phrygians, the Lydians and Lycians. Eventually, the great empires of Greece and Persia showed up, too, followed by the Romans.

Constantinople (formerly Byzantium and later Istanbul) was founded in the fourth century AD. It soon came to rival Rome as the seat of the Christian world, and the city flourished in this position for hundreds of years. Not until the formal split between Roman Catholicism and Eastern Orthodoxy (AD 1054) and the arrival of the Seljuks (Turks) in the late 11th century did the city begin to lose its luster.

Until that time, most of Turkey's rulers had come from the west, but the Seljuks changed that. They were descended from the Turkish people of East Asia, and they had a different language and religion (Islam). Various groups of Turks had been making their way westward for centuries, but the Seljuks were the first to dominate central Anatolia. They were soon followed by the Mongols and then the Ottomans, who arrived in the region around AD 1300. The Ottomans ultimately created a new empire, taking Constantinople in 1453 and spreading their rule through much of Europe, the Middle East and North Africa.

The Ottoman Empire slowly crumbled over two centuries, finally expiring at the end of World War I. Into the void stepped Gen. Mustafa Kemal, later known as Atatürk. A hero at the battle of Gallipoli, Atatürk drove out the Greeks and other peoples who had been awarded parts of the old empire after World War I. In doing so, he established the country's modern borders and renamed it "Turkey." A secular, democratic government was established, with Atatürk as the first president. Atatürk moved the capital to Ankara.

Modern Turkey straddles east and west, which sometimes makes for an uncomfortable ride. During the 1990s, the country struggled with a series of



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weak coalition governments, two disastrous earthquakes in northeastern Anatolia that killed nearly 20,000 people in 1999, and a long-running struggle with the PKK, a militant Kurdish group that sought independence for southeastern Turkey by means of violence. The absolute low point in 2001, when the Turkish lira collapsed in value, throwing thousands out of work and creating economic chaos. The result was an election in 2002 that swept out almost all of the old political parties in favor of a modern Islamic government.

Under Prime Minister Recep Tayyip Erdogan, Turkey is pursuing membership in the European Union, although progress in such talks waxes and wanes in large part because of the ongoing conflict over Cyprus as well as concern about the pace of Turkey's reforms and opposition from key EU countries such as France and Germany. In 2013, EU Affairs Minister Egemen Bagis admitted Turkey might lose its bid to join the EU. Many member nations are wary of integrating a majority Muslim nation that still struggles with secularism into the league.

In May 2013, protests and strikes broke out around the country, initially sparked by plans to redevelop Taksim Square. As the government responded with tear gas and water cannons, millions of protestors took to the streets, protesting the government crackdown while demanding greater democracy, freedoms and secularism. Many were angered by the government's backing of Syrian rebels, a controversial move seen by most Turks as a threat to national security (especially as more rebels are found with chemical weapons).

Later in the year, most of the violence had subsided and a tenuous peace had resumed. Still, the movement would become the most serious threat to Prime Minister Erdogan's government, and Turkey's largest disquietude in decades. Faced with limited jobs and resources, Turkey also struggles to deal with the half a million Syrian refugees that have poured into the country since 2011, the beginning of Syria's civil war.

Also in 2013, the government lifted a decades-old ban on wearing headscarves in civil service jobs, under the premise of democratic reform and bolstering the rights of Turkish Kurds. However, critics claim the move will blur the lines between government and religion, pushing a nation founded on secularism toward becoming an Islamic state. For now, women are still restricted from wearing *hijabs* in the military or court system, though this too, might change. Regardless, the *hijab* will remain one of the most polarizing emblems of modern Turkish life, symbolizing the ongoing tug-of-war between the country's religious and secular elite.

## Snapshot

Turkey offers beaches, historical sites, museums, shopping, palaces, mosques, architecture, good food, spas, beautiful and varied scenery, and watersports.

Turkey will appeal to adventurous, well-traveled people who enjoy the combination of exotic cities, beautiful beaches and historical attractions. Standards in accommodations have increased dramatically in the past few years, although travelers who seek every Western comfort and a high degree of predictability and organization may be more comfortable if they confine their trips to major cities and tourist resorts.

## Potpourri

The people originally known as the Turks are thought to have migrated from an area in the eastern part of Siberia.

The origin of the word *meander* is from the Meander River, the ancient name of Turkey's Menderes River, which twists and turns its way to the Aegean Sea.

The Quran forbade Turkish sultans to enslave fellow Muslims, so the slave-wives who populated their harems were all Jewish or Christian. Armenian and Cherkess (Circassian) women were particular favorites, and Suleyman the Magnificent had a Russian wife, Roxelana. Over the generations, the imperial bloodline became increasingly diluted, with the result that the last Ottoman sultans were less than 1% genetically Turkish.

Agatha Christie wrote *Murder on the Orient Express* in Room 411 of the Pera Palas, Istanbul's landmark hotel. It is also where she experienced her mysterious "lost" days—11 days that neither she nor anyone else could account for.

Tulips are originally from Turkey. The bulbs were exported to the Netherlands in the 17th century, where a buying craze sent their prices soaring.

Florence Nightingale pioneered modern nursing in Istanbul during the Crimean War in 1854.

Legend holds that the founders of Istanbul (ancient Byzantium) had been told by a seer to settle across the water from the "city of the blind men." On one side of the Golden Horn, the adventurers found a perfect site for a city: It had a good water supply, an excellent harbor and cooling breezes, but no one lived there. However, just across the straits was a town built on marshy ground that had no natural advantages. Rightly deeming the others to be figuratively blind, the newcomers established Byzantium.

The Seven Churches of Asia Minor, which figure prominently in the Apocalypse, or Revelation of St. John, were in Ephesus, Laodicea, Pergamon (now Bergama), Philadelphia (Alasehir), Sardes, Smyrna (Izmir) and Thyatira (Akhisar).



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Although the croissant is generally considered to be a product of French bakeries, its origin is Turkish (it's said to be the shape of the Islamic crescent). Another item Turkey introduced to the rest of Europe was coffee. Supposedly, Europeans first learned of coffee and croissants during the siege of Vienna in 1683. When the Ottoman army retreated, they left both behind.

More than one-third of the world's legally grown opium comes from the Afyon area. Visit in late May-early June to see the fields awash with purple and white "hashhash" poppies.

### Hotel Overview

Accommodations range from deluxe international properties, beachfront resorts, holiday villages and pensions to campgrounds and local hotels to absolute dives (which are increasingly rare in developed areas). Accommodation standards have shot up dramatically from what they used to be—and so have prices, though Turkey is still a relatively inexpensive place to travel. Stay in as deluxe an accommodation as possible, particularly in rural areas. Also, be aware that many large hotels on the coast may be surprisingly expensive by the night, even though they're dirt cheap to the package-deal visitors who make up most of their clientele.

In Istanbul, the Sultanahmet district has some lovely old Ottoman mansions that have been converted into bed-and-breakfasts. Accommodations along the southeast Mediterranean and Black Sea coasts are less luxurious than those found in the rest of Turkey.

It's always acceptable to ask to look at a room before agreeing to stay in a hotel and don't be afraid to bargain, especially off-season. Most hotels offer 24-hour hot water, though it's worth asking first, especially in rural areas. Wi-Fi is also increasingly common and not just at big-city hotels. Breakfast—from a simple plate of cheese, olives, tomatoes and cucumbers to a lavish buffet—is often included in room prices.

### See & Do Sightseeing

Turkey's historical attractions are among the country's biggest draws, allowing visitors to travel back through time and imagine the rise and fall of ancient empires.

The magnificent Roman ruins of Bergama (Pergamum) and Ephesus (Efes) along the Aegean coast are justifiably among Turkey's most popular sights.

The surreal "fairy chimneys" and cave dwellings of Cappadocia, in the center of the country, are also a visitor favorite, as are the region's many small wineries. Travelers who venture farther afield will be well-rewarded by the strange stone guardians atop Mount Nemrut, the melancholy ruins of the ancient Armenian capital of Ani, the religious sites of Sanliurfa and the dramatic cliff-side Sumela Monastery near the Black Sea coast.

Those who want a break from history will find plenty of modern art and culture, as well as some of the world's best nightlife, to enjoy in Istanbul. The capital, Ankara, is quiet in comparison, but its Museum of Anatolian Civilizations and the mausoleum of Mustafa Kemal Ataturk offer key insights into the country's past and present.

To see camel-wrestling matches (lots of snorting and head-butting from the elaborately ornamented animals, plus grilled camel sausage for sale on the sidelines), travel to the provinces of Aydin, Denizli, Izmir or Mugla on a Sunday December-February.

### Recreation

Turkey's diverse geography offers plenty of opportunities for outdoor recreation, though the sector is still developing.

The 310-mi-/500-km-long Lycian Way traverses the coastal and inland areas of western Turkey known as the western Mediterranean region, passing through forests, villages and ancient ruins. The lesser-known, and somewhat more challenging, St. Paul Trail follows part of the route its namesake walked on his first missionary journey in this part of the world.

The popularity of these routes has led to the development of other long-distance treks, including The Independence Trail, a remote Black Sea path followed by liberating armies, and the timbered Yenice Forest trail.

More serious trekkers can tackle Mount Ararat (16,854 feet/5,137 m), near the Armenian border, as well as hikes in the Kackar and Taurus mountains.

For the ultimate in reasonably priced relaxation, visitors can charter a wooden yacht on a "Blue Voyage" along the Mediterranean or Aegean coasts, stopping in secluded coves to swim, snorkel or scuba dive.

Winter sports are also growing in popularity, with ski resorts near Erzurum (Palandoken), Kars (Sarikamis), Bursa (Uludag) and even Istanbul

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(Kartape).

### Shopping

Shop for handwoven rugs and kilims, Iznik tiles, leather and suede items, ceramics, silk, jewelry, alabaster, onyx, embroidery, brass samovars, meerschaum pipes and copperware and brassware.

Some vendors in the markets are aggressive, but they'll usually respond to a firm but polite refusal.

Other not-so-obvious Turkish specialties are bath products, from natural olive soap to light cotton towels and fluffy cotton dressing gowns.

Carpet shopping is a favorite visitor pastime. Just remember that a key sales tactic is to try to make the buyer feel obligated to purchase something because of the number of carpets the seller has pulled down and rolled open on the floor, as well as the number of cups of tea the buyer has drunk. A simple rule is, even if you like a carpet, don't buy it till the next day. Any serious carpet seller will put it aside for you. If it still seems worth it after breakfast the next day, it's the carpet for you.

You'll be offered many "antiquities," but most likely they're fakes. If you do want to buy an antique or any item that may be deemed a cultural artifact, make sure you can get an official permit to export it before you purchase it. Those who don't have a permit sometimes end up in jail (this is increasingly rare), but are most likely to have their treasures confiscated at customs, even when the treasures are of no real antiquity. Some travelers have reported that new pine furniture was confiscated, so always get a certificate—Turkish officials have a great respect for stamped and signed pieces of paper.

**Shopping Hours:** Monday-Saturday 9 am-1 pm and 2-7 pm. In resort areas, however, shops stay open as long as late-night visitors are still passing by.

### itinerary

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## Day By Day

Each of the following itineraries is fairly rushed—your trip will be more relaxing and interesting if you factor in three extra nights, to be used wherever you feel a destination merits extra time. For first-time visitors, escorted or hosted tours are probably the best way to see the country.

**Day 1**—Arrive Istanbul.

**Days 2 and 3**—Istanbul.

**Day 4**—Fly or drive to Izmir.

**Day 5**—Drive to Bergama. Overnight in Kusadasi or Selcuk.

**Day 6**—Day trip to Ephesus and return to Izmir.

**Day 7**—Fly from Izmir to Ankara and explore the city.

**Day 8**—Afternoon drive to the Cappadocia area. Overnight in Urgup, Goreme, Uchisar or Avanos.

**Day 9**—Cappadocia area.

**Day 10**—Morning drive back to Ankara and depart Turkey.

If you have more time, follow the above itinerary for days 1-5 and then proceed as follows:

**Day 6**—Visit Ephesus and overnight in Bodrum or Marmaris.

**Day 7**—Drive to Denizli and then go on to Pamukkale to see the travertine falls and the ruins of Hierapolis. Overnight Pamukkale.

**Day 8**—Morning at Pamukkale; in the afternoon, continue to Antalya.

**Day 9**—Day trip to Perge, Aspendos and Side. Overnight Antalya.

**Day 10**—Fly to Ankara and resume with the short itinerary above, picking up at Day 8.

For an interesting 11-day itinerary that concentrates on history and scenery (no beach time) consider the following:

**Day 1**—Arrive Istanbul.

**Days 2 and 3**—Istanbul.

**Day 4**—Fly to Izmir.

**Day 5**—Drive via Ephesus to Kusadasi.

**Day 6**—Drive to Pamukkale.

**Day 7**—Drive via Konya to Cappadocia.

**Days 8 and 9**—Cappadocia.

**Day 10**—Drive to Ankara.

**Day 11**—Morning tour of Ankara. Depart Turkey in afternoon.

## Dining

### Dining Overview

Turkish food is well-seasoned and delicious—reminiscent of what many people think of as Greek food (but don't say that to the Turks). Menus in smaller restaurants or *lokantas* are often written in Turkish only, although many have the dishes offered on display; if not, look around at what others are eating and point at what looks good.

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Rice, lamb, fish (along the coast), pistachio and hazelnuts, eggplant, onions and other vegetables are common ingredients. Fried, grilled and smoked foods are also common. The produce is great; sample fresh giant cherries and figs, in particular. Excellent yogurt, used in desserts or salads, is also available.

Be sure to try *hunkar begendi* (eggplant with beef or lamb), *izgaralar* (grilled lamb or beef), *pide* (Turkish pizza), *lahmacun* (a type of thin-crust flatbread, eaten rolled up with lettuce, onions and lemon), the many different kinds of kebabs (especially *Iskender*), *kofte* (meatballs), *ic pilav* (fried rice and raisins) and *kuzu dolmasi* (lamb and rice).

You can often make a meal from the numerous *mezes* (appetizers) offered, such as *yaprak dolmasi* (stuffed grape leaves), spicy *midye* (mussels), *peynirli borek* (cheese rolled up in flaky pastry) and stuffed vegetables in olive oil. Many desserts are excellent: Some are milk-based puddings, while others are baklava-type pastries. Even if you think you won't like Turkish delight, try it—sweet, chewy and crammed with nuts, it's a real treat.

Turkey abounds in regional specialties, the legacy of centuries of different cultures leaving their influences on the region's rich agriculture and seafood. The Aegean coast of Turkey is famous for its seafood, such as octopus and squid dishes, and grilled fish. Central and eastern Anatolia is famous for kebabs and grilled meats, particularly the spicy Adana and Urfa kebabs, made of ground lamb with garlic, pepper and pistachios. The Black Sea coast has a cuisine all of its own, rich in vegetables, cracked wheat and fish.

*Maden Suyu* is the name for mineral water. Tea or *cay* (pronounced *chai*, to rhyme with "pie") is ubiquitous; tourists will often be offered the uber-sweet apple (*elma*) version.

*Bira* means "beer" (Efes is the main brand). Turkey also produces a lot of wine, although it varies widely in quality; brands to look for include Seville and Sarafin. The local spirit is the aniseed-flavored *raki* (similar to Greece's ouzo or French pastis), which is usually partaken mixed half-and-half with water and chilled with ice.

## Security Etiquette

Turkey's culture matches its geography—poised between the traditions of the Middle East and the familiar practices of western Europe and North America. As such, it's perhaps the most accommodating Islamic country for visitors from the West, though the country's customs and religion will require you to take care in the way you present yourself, especially in a business context.

**Appointments**—An intermediary who can introduce you to Turkish firms will be of great assistance and can help in scheduling meetings. Appointments should be made well in advance. Punctuality is expected.

**Personal Introductions**—A handshake is the normal form of greeting, although people you have only met once or twice may greet you with a kiss on each cheek. Maintain eye contact but not too intensely. It is customary to address the eldest person first. As part of the many changes that swept the country in the 20th century, many Turks adopted Western-style surnames. Nevertheless, you'll usually hear Turks addressing or referring to each other by their first name followed by the honorific *bey* or *hanım* (for example, a man named Mustafa Koruturk will be addressed as "Mustafa Bey," while a woman named Ayse Yilmaz will be addressed as "Ayse Hanım").

In casual conversations, you'll also hear people address each other as *abi* ("brother"), *abla* ("sister"), *amca* ("uncle"), and *teyze* ("aunt"), depending on the addressee's age. If the person has a professional title, use that alone, without a surname.

**Negotiating**—Turkish businesspeople operate to a great extent on their sense of you as a person. As a result, a lot of time will be spent on "small talk" before any business is discussed. Even after you've begun discussing the substantive matters, expect the pace of negotiations to be slow relative to other countries in Europe and North America. Be aware that Turkish society has historically been heavily focused on the family and the relationships immediately surrounding the individual. There is a great deference given the elder or senior members of an organization or family. In business, these senior members are often the decision makers.

**Business Entertaining**—The Turkish people take great pride in their hospitality and entertaining, which often takes place in restaurants. Allow your Turkish acquaintances to be the first to broach business at such gatherings. It is customary for the host to pay for the guest.

**Body Language**—Turkey is an Islamic country, though it is less rigid than many others in following traditional Islamic customs. Use only your right hand when greeting someone, when accepting and offering items and when eating. Avoid sitting in any manner that would permit the sole of your shoe or foot to be seen, which would be taken as an insult. It is considered rude to point, especially with your foot. While a nod means yes, a Turk indicates no by raising his or her head slightly, tilting it backward and perhaps making a "tsk" sound with the mouth. Do not cross your arms when in conversation with another, nor should you keep your hands in your pockets. Public displays of affection between the sexes are frowned upon outside the most cosmopolitan parts of cities and beach resorts; even there, visitors should err on the side of discretion.



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**Gift Giving**—Gifts are not always given, but they are appreciated. You should give gifts of alcohol only if you know that your acquaintance drinks (the traditional Muslim prohibition against alcohol is not as strictly enforced or followed in Turkey as it is elsewhere in the Islamic world).

**Conversation**—The Turkish people are fine conversationalists and will display an interest in you as an individual. Sports, travel, and Turkish culture and history will be welcome topics. Politics—particularly regarding Cyprus, Greece, the Kurds and Armenia—can be troublesome. Be careful not to say anything that is dismissive or critical of Islam.

**Other Information**—Women should dress modestly, avoiding low-cut tops or short skirts, but it is not necessary to cover your head, arms and shoulders unless you are visiting a mosque or other holy site. Generally, the more modestly you dress, the less unwanted attention you will attract. Be aware that when entering someone's home you are generally expected to remove your shoes and, in some cases, wear slippers reserved for guests.

Smoking is still a national pastime, although it has been prohibited in almost all indoor locations, including bars and restaurants. In private homes, it is still polite to ask for permission and to offer cigarettes around before smoking.

You should also ask permission before taking photographs of people or of mosques. Be careful not to take photographs of (or even near) military installations; look for the multilingual signs posted with this warning. In Turkey, as with many Muslim countries, shorts are worn by boys younger than 12. Adult men should avoid shorts (with the exception of when they are aboard boats or at the beach), especially if they are visiting mosques.

## Personal Safety

Despite bombings in Istanbul in 2003 and 2006, and bombings in coastal resort towns and in the southeastern part of the country, travel in Turkey is generally relatively safe, and tourists are usually warmly received.

Some of the most recent bombings have been attributed to the Kurdish separatist group Kurdistan Workers' Party (PKK, also known as the Kongra Gel), which has conducted an armed struggle against the Turkish government since 1984.

Fortunately, the tides seemed to turn in 2012, when PKK leader Abdullah Ocalan (named one of *Time* magazine's 100 most influential people in 2013) was arrested and recanted his revolutionary Marxist ideology from jail. Since then, the PKK, considered a terrorist organization by the U.S., EU, U.N. and NATO, has signed a cease-fire agreement and started retreating to northern Iraq.

In March 2013, more than a million Kurds gathered in Diyarbakir, the southeastern city and PKK stronghold where the movement began, to reflect on Ocalan's refreshed message of democracy and peace, signaling a new era of PKK-Turkish relations.

Still, the threat of violence lingers, especially in the southeastern parts of the country, which has been rocked by widespread rioting, ambushes of security convoys and police outposts, and bombings. There, visitors should limit their travel to major highways during daylight hours. Expect to see many checkpoints where you will need to supply identification.

Though most visits happen without incident, Al Qaeda has previously targeted Western interests in Turkey; other terrorist attacks have taken place near the border with Syria. In September 2013, the U.S. Department of State began to withdraw nonessential personnel and family members from its consulate in Adana, near the border with Syria, citing threats against the American government and U.S. citizens. The U.S. Department of State also recommends that American citizens living or traveling in Turkey defer nonessential travel to southeastern parts of the country.

Nonpolitical crime is not a major problem in Turkey. Petty theft, including pickpocketing and bag snatching, occurs in Istanbul and other cities, so be careful with your belongings. Be careful about accepting food or drink from strangers—travelers have reported being drugged and then robbed, although such occurrences are far outnumbered by those of true hospitality. To avoid unwanted attention, women may want to dress conservatively and avoid accepting drinks from strangers.

For the latest information, contact your country's travel-advisory agency.

## Health

You can usually find good to adequate health care and English-speaking Turkish physicians in larger cities, but this is not always the case. It is worth having insurance that will cover treatment at a good private hospital in Istanbul or Ankara. Hospitals there are so good that Turkey is fast becoming a world center of health tourism for people seeking low-cost, high-quality surgery by European or U.S.-trained doctors. Turkish law requires that one pharmacy in every neighborhood remain open 24 hours a day; the other pharmacies in the area will have its address posted in their windows.

It's claimed that the local water is safe in Istanbul, but we stick with prepackaged or boiled drinks everywhere. To be especially safe, avoid ice as well.

Sanitary conditions in restaurants in central and eastern Turkey may pose problems for some travelers. Don't hesitate to have a look at the kitchen of

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a restaurant before you dine—it's a common custom. Most hot, freshly cooked food should be safe (especially if it's included on a package tour), peel fresh fruit and raw vegetables before eating, make sure meat is cooked thoroughly and avoid local dairy products.

Air pollution in the winter from burning coal for heat can aggravate respiratory problems. Malaria has been reported in southeastern Anatolia, from the Mediterranean city of Mersin to the Iraqi border—ask your doctor about antimalarial precautions. You should also consider vaccinations against typhoid and hepatitis.

The sun can be very strong, so use sunscreen liberally and wear a hat. Don't forget to take along plenty of insect repellent and a pair of comfortable walking shoes. Avoid wild animals, including dogs, which may carry rabies.

For the latest information, contact your country's health-advisory agency.

## Facts Dos & Don'ts

Do know at least a few words in Turkish: *Tesekkür ederim* means "thank you," *nasılsınız* means "how are you?" and *ne kadar* means "how much?"

Don't enter conversations about politics lightly—several topics are potential sore spots with the Turks. These include problems with the Kurds, the massacres of Armenians in 1915 (which the Turks most definitely don't see as a genocide), Islam and the Middle East, Cyprus and, although to a lesser extent these days, Greece.

Do plan restroom breaks around visits to restaurants and hotels. Public restroom facilities, especially outside of major cities, are often "à la Turca" (squat toilets) and less than pristine. (You will most likely have to pay for the privilege to boot, although the paid places are generally at least clean and have paper).

Don't assume that anyone else is looking out for your safety: Drivers, especially in big cities, are unlikely to stop for pedestrians, even where crosswalks exist, and the kinds of safety barriers Westerners are used to seeing are rare. If you want to climb on that crumbling castle or hop off the ferry before it stops moving, you probably can; it's up to you to watch out for yourself.

Do be prepared for the hard-sell tactics of touts and commission boys, who will employ any ruse to get you into a carpet shop, restaurant or pension. Women may find themselves constantly hassled by would-be gigolos who comb resort towns looking for likely prospects. The simplest way to get rid of pestering salesmen and coastal Romeos requires no language skills at all—just tilt your head back quickly and make a "tsk" sound. It isn't rude—it just means "not interested" and works like a charm.

Don't back away from a price you've offered when bargaining—it's considered extremely rude not to buy something after stating or accepting a price. Do bargain hard. If you are trying to buy a rug, you should offer 50%–60% of the asking price. If a tout or guide accompanies you, he usually gets 10% of the price (which means you pay 10% more). If you are paying by credit card and you are not asked to pay the credit-card fee, you probably didn't bargain hard enough.

Do check the arithmetic on restaurant and hotel bills to be sure you haven't been charged for any item or service you didn't receive—mistakes often occur. Small amounts of a few *kurus* are generally rounded up or down.

## Geostats

**Passport/Visa Requirements:** Passports, visas and proof of onward passage are needed by citizens of Canada and the U.S. Visas may also be arranged online at <https://www.evisa.gov.tr>.

Visa on arrival is no longer available, as of April 2014.

U.S. and Canadian travelers who arrive in Turkey by cruise ship and sleep on the boat are usually allowed to enter Turkey without a visa for 72 hours. Oftentimes, the cruise liner will arrange for a "blanket" visa to cover your time in port, although this visa won't cover you if you choose to stay over in Istanbul. We recommend that cruise passengers double-check visa requirements with their cruise company and/or the Turkish embassy or consulate in their area. Reconfirm travel document and visa requirements with your carrier before departure.

**Population:** 78,785,548.

**Languages:** Turkish, with Kurdish and Arabic also spoken in some areas.

**Predominant Religions:** Islamic (Sunni), though many other sects and religions are represented.



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**Time Zone:** 2 hours ahead of Greenwich Mean Time (+2 GMT). Daylight Saving Time is observed from the last Sunday in March to the last Sunday in October.

**Voltage Requirements:** 220 volts.

**Telephone Codes:** 90, country code;

## Money

### Currency Exchange

Until relatively recently, the Turkish lira had a bumpy ride: It experienced years of horrific inflation, as well as one of the lowest currency values in the world. Millions of liras were considered small change, to the consternation of locals and tourists alike. Inflation subsided finally, and in 2005, to the vast relief of confused visitors, the government dropped six zeros from the lira and reintroduced the former *kurus* (one-hundredth of a lira) coins. One million old Turkish lire now equals one lira, which is made up of 100 *kurus*.

Along with other emerging market currencies, the Turkish lira experienced a sharp depreciation in 2013 as the U.S. Federal Reserve reconsidered its foreign stimulus measures.

Major credit cards are used widely in Turkey, although those without chips and PINs may not be accepted. Note that merchants may try to add a 2%-4% "service fee" on top of your negotiated price, an illegal tactic widely practiced on foreigners. Be warned that credit card fraud runs rampant in Turkey. Inform your bank before leaving if you plan to use your credit card in Turkey, lest the card is canceled or declined upon registering charges there.

Currency exchange bureaus are widely available, offering competitive rates in most places outside of the tourist district of Sultanahmet. Most booths are open 9 am-7 pm, with the exception of the 24-hour booth in the arrivals hall of Istanbul Ataturk Airport. Take your passport and keep all receipts. The lira is fully convertible and can be exchanged back into U.S. dollars upon leaving Turkey. Hotels may also change money, albeit for a lesser rate. Travelers checks can be changed at banks and post offices.

Euros, British pounds and even U.S. dollars may be considered acceptable forms of payment, although we recommend keeping at least some Turkish lira on hand, especially for smaller purchases.

### Taxes

In Turkey, there is an 18% value-added tax on practically all goods (referred to as KDV). Visitors to Turkey can claim their tax money back at the airport or port if they get a tax-free receipt (*KDV iade ozel fatura*) when they purchase goods. (Ask for the receipt while negotiating the price, as opposed to post-purchase).

Some merchants display a blue, gray and white "Tax Free Shopping" sign in their store windows.

Give the receipt to a customs officer at the prominently marked "Tax Refund" office at the airport or other exit point, and he or she will give you an immediate cash refund or credit your card with the sum.

Note that you need (in theory) to show the customs officer the items you have bought, which means you should NOT check them at the check-in counter but should carry them through to the tax refund office. In practice, though, the officials are lenient if the items are bulky and you claim ignorance.

### Tipping

Tipping is not necessary for taxi drivers, although rounding the fare up is customary. Tip no more than 10% in restaurants, except for the highest level of service. Make sure a service charge hasn't already been added to your bill. A tip of 2 TL-3 TL is sufficient for a porter. Tour guides will generally expect about 10 TL-15 TL. If the guide takes you to a shop, he'll be "tipped" in the form of a commission on anything you buy.

## Weather

The best time for touring is April-May and September-October, when the day temperatures are most comfortable and the least amount of rain falls.

For the beach worshipper, June-September is best, even though prices are highest at this time and popular resorts can be crowded.

Turkey is a big country, and the climate varies from region to region. The coasts are generally temperate, warm and fairly humid in summer with chilly, rainy winters. Central Anatolia has hot, dry summers and cold, rainy winters with snow. The Black Sea gets the most rain, and southeastern Turkey is very dry and hot (100+ F/38+ C) in summer. Eastern Turkey has short summers and bitterly cold winters with lots of snow. Whenever and wherever

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you go, take a sweater for cool evenings.

## What to Wear

Apart from downtown Istanbul and perhaps Ankara and the centers of resort towns, you should remember that Turkey is a conservative country. As a visitor, you don't need to cover yourself from head to toe, but stick to relatively modest attire (no spaghetti straps or bare midriffs). To blend in, men should avoid wearing shorts.

At mosques, men and women should dress modestly, with shoulders and legs covered. Women should carry a light scarf to wrap around their heads in case of an unexpected mosque visit (although some of the more popular mosques have scarves available).

The climate of northern Turkey, from the northern Aegean through Istanbul and Thrace to the Black Sea coast, can be damp and wet in winter. Pack lightweight woolens for spring and fall trips; the evenings can get cold, especially at waterside restaurants.

Visitors traveling on business should pack a suit or the equivalent for women, although more casual attire may be worn at some offices. Turkish businesspeople and government functionaries generally dress well, and doing the same is a sign of respect.

## Communication

### Telephone

There are no coin telephones left in Turkey. Street phones require credit cards or phone cards, which can be bought at most newsstands, tobacco shops, hotel kiosks and post offices. You may still find street kiosks and Turk Telekom shops that offer *kontorlu telefons*, metered phones that charge you for the number of *kontors*, or units, you use.

There are a number of mobile phone providers in Turkey, all of which provide GSM 800, 900, 1800 and GPRS services. Your cellular service provider will almost certainly have a contract with one of them, but you must activate roaming on your cell phone.

Other travelers simply purchase a prepaid SIM for their unlocked mobile phones; local carriers include Turkcell, Vodafone and Avea. All prepaid SIM cards come with some amount of credit, known locally as *kontor*. This may be purchased online or from newsstands, supermarkets or the ubiquitous cell phone stores. Rest assured—Turks love to talk on their mobile phones; a communications option that fits your needs is never far away.

Dial 118 to be connected with domestic directory assistance.

### Internet Access

Getting online in Turkey is never difficult, and if not free, it's usually very inexpensive. Those traveling with laptops or tablets will find Wi-Fi in most hotels; even Cappadocia's cave hotels and Olimpos' tree houses are wired.

Even if hotels don't offer a connection in guest rooms (and a growing number do), there should at least be Wi-Fi in the lobby or lounge, and/or a personal computer for guest use.

Larger cities and coastal areas offer a growing number of Wi-Fi-enabled cafes, restaurants, bars and even public spaces. Airports also provide Wi-Fi, often for a fee.

### Mail & Package Services

Turkish mail service is slow but fairly reliable, especially for outgoing mail—with the exception of any kind of package or parcel, which tend to get looted or stuck interminably in customs.

Addresses in Turkey are written in the bottom right corner of the envelope, in a format that seems slightly jumbled to U.S. and Canadian readers. However, it is important to follow this format (addressee name, neighborhood, street name, street number, ZIP code, state, city, country) to be sure your item arrives at its intended destination.

For sending valuables reliably, use an international courier company such as UPS, FedEx or DHL, all of which have offices in most Turkish cities (check their websites for details). The best Turkish courier is Aras Cargo. [http://www.araskargo.com.tr/web\\_18712\\_2/index.aspx](http://www.araskargo.com.tr/web_18712_2/index.aspx).

### Newspapers & Magazines

*The Hurriyet Daily News* and *Today's Zaman* are the only local English-language newspapers available in Turkey. You can sometimes find them, as well as a small selection of other English-language periodicals—*USA Today*, the *International New York Times*, the *Financial Times* and *Time*—in areas with lots of tourists, such as downtown Bodrum, Antalya, Alanya and the like.





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## Transportation

### Air

Istanbul Ataturk Airport (IST) is 15 mi/24 km southwest of Istanbul and Turkey's busiest airport (allow plenty of time to get to the airport during rush hour). Domestic airlines offer frequent flights to major cities within Turkey. Phone 90-212-463-5555. <http://www.ataturkairport.com/en-EN/Pages/Main.aspx>.

The Sabiha Gokcen International Airport (SAW), on the Asian side of Istanbul, lies about 19 m/30 km southeast of the Haydarpasa train station. Outfitted with a new terminal in 2009, the airport, named for the world's first female combat pilot, now handles international traffic, as well as many internal flights for domestic airlines. Phone 90-216-585-5000. <http://www.sgairport.com/havaalani/eng/start.asp>.

Be sure to check carefully which airport your flight is leaving from if you have a connecting flight to or from an international to a domestic flight.

In 2012, Istanbul ordered Havas, the 29-year-old airport shuttle service that connects both airports to the city center, to close, replacing the popular route with its own Havatas Airport service (<http://havatas.com/en>). The company responded with a lawsuit, but as of 2013, Havatas (which also stops at the Kadikoy Pier and the Yenikapi fast ferry terminal) was the only company in operation. (Havas services continue in other Turkish towns, just not Istanbul).

Airports in smaller cities, particularly Ankara (Esenboga Airport, <http://www.esenbogaairport.com>), Izmir (Adnan Menderes Airport, <http://www.adnanmenderesairport.com>), and Antalya (Antalya Airport, <http://www.aytport.com>), are slowly increasing the number of international flights, generally to European destinations.

### Bus

Express bus service connects many European capitals and large cities with Istanbul on a regular (and fairly inexpensive) basis.

Inexpensive buses and minibuses connect most points within the country (the former are quite comfortable and efficient, and the latter provide an opportunity to meet the local people—if you're willing to sacrifice comfort for that opportunity).

### Car

Self- and chauffeur-driven cars are also available (an excellent way to visit the country). Driving is on the right, and most rental cars have manual transmission. Major highways are in good shape, but beware of slow-moving vehicles, animals and especially Turkish drivers, who don't seem to follow traffic rules. Snow and ice require extra caution. Drive defensively at all times, and avoid driving after dark. City streets are often narrow and congested with traffic. Parking in Istanbul, Izmir and Ankara is a hassle. Don't bother to rent a car in those cities.

The legal driving age in Turkey is 17 for motorcycles and 18 for cars, although most rental car companies require drivers to be at least 19 years old.

Talking on mobile phones, or driving without seat belts, is illegal and subject to fines. Many U.S. drivers report using their current drivers license without trouble. However, we recommend taking an international drivers permit, just to be on the safe side.

Keep proof of registration and insurance in the vehicle at all times.

### Taxi

Taxis (shared and metered) are the best way to travel within most cities and towns. However, visitors to Ankara and Istanbul should be aware that some taxi drivers may try to cheat tourists by "forgetting" to turn on the meter (and then demanding an outrageous sum). Istanbul, Ankara and Izmir all require taxi drivers to charge the same rate at night as during the day; don't let them tell you differently.

Shared taxis (*dolmuses*) travel on fixed routes for fixed fares. Tipping is not expected in shared taxis.

### Train

Rail service connects most European countries to Istanbul. The rail service within Turkey is considerably slower and less efficient than buses, although there is a high-speed train between Istanbul and Ankara, and the high-speed network continues to grow.

## For More Information

### Tourist Offices

U.S.: Turkish Culture and Tourism Office, 821 United Nations Plaza, New York, NY 10017. Phone 212-687-2194. Fax 212-599-7568. <http://www.goturkey.com/en>.



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Turkish Culture and Tourism Office, 2525 Massachusetts Ave., Washington, DC 20008. Phone 202-612-6800. Fax 202-319-7446.  
<http://www.goturkey.com/en>. Note: This office also handles requests from Canada.

Turkish Culture and Tourism Office, 5055 Wilshire Blvd., Suite 850, Los Angeles, CA 90036. Phone 323-937-8066. Fax 323-937-1271.  
<http://www.goturkey.com/en>.

### Turkish Embassies

**Canada:** Embassy of the Republic of Turkey, 197 Wurtemberg St., Ottawa, ON K1N 8L9. Phone 613-244-2470. Fax 613-789-3442.  
<http://www.turkishembassy.com>.

**U.S.:** Embassy of the Republic of Turkey, 2525 Massachusetts Ave. N.W., Washington, DC 20008. Phone 202-612-6700. Fax 202-612-6744.  
<http://www.washington.emb.mfa.gov.tr>.

### Foreign Embassies in Turkey

Canadian Embassy, Cinnah Caddesi 58, Cankaya, 06690 Ankara. Phone 90-312-409-2700. Fax 90-312-409-2712.  
<http://www.canadainternational.gc.ca/turkey-turquie/index.aspx?lang=eng>.

U.S. Embassy, 110 Ataturk Blvd., 06100 Kavaklıdere, Ankara. Phone 90-312-455-5555. Fax 90-312-466-5684. <http://turkey.usembassy.gov>.

### Foreign Consulates in Turkey

Canadian Consulate, 209 Buyukdere Caddesi, Tekfen Tower, 16th Floor, 34394 Levent 4, Istanbul. Phone 90-212-385-9700. Fax 90-212-357-1011.  
<http://www.canadainternational.gc.ca/turkey-turquie/offices-bureaux/consulate-consulat.aspx?lang=eng>.

U.S. Consulate General, Ucsehitler Sokak No. 2, 34460 Istinye, Istanbul. Phone 90-212-335-9000. <http://istanbul.usconsulate.gov>.

### Recommended Guidebooks

*Turkey* by Dana Facaros and Michael Pauls (Cadogan Guides). One of the most accessible guides to this country.

*Ancient Civilizations and Ruins of Turkey* by Ekrem Akurgal (University Museum Publications).

*Aegean Turkey and Turkey's Southern Shore* by George Bean (John Murray Publishers). Two classic but out-of-print guides to the country's Greek and Roman sites.

*Strolling through Istanbul: The Classic Guide to the City* by Hilary Sumner-Boyd and John Freely (Tauris Parke Paperbacks). An in-depth walking tour of the rich historical heritage of Turkey's largest city.

*101 Must-See Places in Turkey* by Saffet Emre Tonguc and Fatih Turkmenoglu (Boyut). One of the first guides written for Turkish travelers in their own country, translated into English.

*The Lycian Way* by Kate Clow (Upcountry). A complete guide to Turkey's most famous long-distance walking path, which traverses ruins, beaches and mountains along the country's southern coast. Also visit <http://cultureroutesinturkey.com/clycian-way>.

*Sinan Diary: A Walking Tour of Sinan's Monuments* by Ann Pierpont (Citimelik/Nettleberry Publications). An illustrated guide to the most important works of influential Ottoman architect Sinan.

*Southeastern Anatolia Guide: A Panorama of Civilization* by Ayse Ucek (available in Turkey). A locally produced guide to the culture, food and historical sights of one of Turkey's least-traveled regions.

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### Additional Reading

*Sons of the Conquerors: The Rise of the Turkic World* by Hugh Pope (Overlook TP). A brilliant account of the Turks' 1,000-year journey to Asia Minor.

*A Fez of the Heart: Travels Around Turkey in Search of a Hat* by Jeremy Seal (Mariner Books). An eccentric account of a journey around Turkey in search of a vanished tradition.

*Turkey Unveiled* by Nicole Pope and Hugh Pope (Overlook TP). A readable and interesting account of Turkey's development during the 20th century.

*Crescent and Star: Turkey Between Two Worlds* by Stephen Kinzer (Farrar, Straus and Giroux). A journalist who has long covered the Turkey beat offers insight into the country's key political dilemmas.

*Ataturk: The Biography of the Founder of Modern Turkey* by Andrew Mango (Overlook TP). The best history of the founder of the modern Turkish state.

*The Turkish Labyrinth: Ataturk and the New Islam* by James Pettifer (Penguin Books). A critical look at the continuing influence of Ataturk's legacy and the rise of political Islam in Turkey.

*Snow* (Vintage), *The Museum of Innocence* (Knopf) and *Istanbul: Memories and the City* (Vintage) by Orhan Pamuk. The most accessible literary works by Turkey's most famous (and Nobel Prize-winning) author.

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Travel Itinerary  
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Delta Airlines - Flight Number 4876		Confirmation: JNHZ2E
<b>Departure:</b> Mon, 06/5/2017 7:58 PM <b>Departure City:</b> Charleston, WV ( <a href="#">CRW</a> ) <b>Departing Terminal:</b> <b>Status:</b> Confirmed	<b>Arrival:</b> Mon, 06/5/2017 9:30 PM <b>Arrival City:</b> Atlanta, GA ( <a href="#">ATL</a> ) <b>Arrival Terminal:</b> S <b>Class of Service:</b> K - Economy <b>Fare Basis Code:</b> KA7QA0MA	<b>Equipment:</b> CRJ <b>Meal:</b> N <b>Travel Time:</b> 1 hour(s) 32 minute(s) <a href="#">Add flight to Calendar</a> <a href="#">Baggage Info</a> <a href="#">Operating Carrier Baggage Info</a> <a href="#">Weather</a> <a href="#">Check in Now</a>
<b>Miles:</b> 364 <b>Operated By:</b> SKYWEST DBA DELTA CONNECTION <b>Seat Assignments:</b> BEARVERNON - 03C		

Enterprise Car Rental		Confirmation: 1241335512COUNT
<b>Pick-up Date:</b> Mon, 06/5/2017 9:30 PM <b>Pick-up City:</b> Atlanta, GA <b>Car Type:</b> Compact Car <b>Extra Day Rate:</b> 0.00 USD <b>Membership Number:</b> <b>Status:</b> Confirmed	<b>Drop-off Date:</b> Tue, 06/6/2017 6:05 PM <b>Cost:</b> 30.84 USD (Daily) <b>Extra Hour Rate:</b> 0.00 USD	<b>Approximate Total:</b> 45.00 USD <b>Mile Rate Amount:</b> 0.00 USD <b>Extra Hour and Mile Rate:</b> 0.00 USD <a href="#">Add car to Calendar</a>

Hyatt Hotels		Confirmation: HY0043870548
<b>HYATT PLACE ATL NOR</b> 3415 Norman Berry Dr Atlanta GA 30344 US Phone: 1-404-768-8484 Fax: 1-404-768-2277		
<b>Check-in Date:</b> Mon, 06/5/2017 <b>Membership Number:</b> <b>Status:</b> Confirmed	<b>Check-Out Date:</b> Tue, 06/6/2017 <b>Number of Rooms:</b> 1	<b>Cost per night:</b> 104.00 USD <b>Length of stay:</b> 1 night(s) <a href="#">Add hotel to Calendar</a> <a href="#">View Map</a>
<b>Reserved For:</b> BEARVERNON Per night rate may not include all taxes and/or additional fees <b>HY47220ARR05JUN CXL:CXL 24HRS PRIOR TO HOTEL CHECK IN TIME</b>		

Delta Airlines - Flight Number 4876		Confirmation: JNHZ2E
<b>Departure:</b> Tue, 06/6/2017 6:05 PM <b>Departure City:</b> Atlanta, GA ( <a href="#">ATL</a> ) <b>Departing Terminal:</b> S <b>Status:</b> Confirmed	<b>Arrival:</b> Tue, 06/6/2017 7:32 PM <b>Arrival City:</b> Charleston, WV ( <a href="#">CRW</a> ) <b>Arrival Terminal:</b> <b>Class of Service:</b> K - Economy	<b>Equipment:</b> CRJ <b>Meal:</b> N <b>Travel Time:</b> 1 hour(s) 27 minute(s) <a href="#">Add flight to Calendar</a> <a href="#">Baggage Info</a> <a href="#">Operating Carrier Baggage Info</a> <a href="#">Weather</a> <a href="#">Check in Now</a>
<b>Miles:</b> 364 <b>Operated By:</b> SKYWEST DBA DELTA CONNECTION <b>Seat Assignments:</b> BEARVERNON - 05A		

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