



State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# Purchase Order

PURCHASE ORDER NO.

TRAVEL13

PAGE

1

BLANKET RELEASE

00

CHANGE ORDER

CORRECT PURCHASE ORDER NUMBER  
MUST APPEAR ON ALL PACKAGES,  
INVOICES, AND SHIPPING PAPERS.  
QUESTIONS CONCERNING THIS PUR-  
CHASE ORDER SHOULD BE DIRECTED  
TO THE BUYER AS NOTED BELOW.

INVOICE TO

ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

VENDOR

\*709044642 304-357-0800  
NATIONAL TRAVEL SERVICE INC  
CHASE TOWERS STE 100  
707 VIRGINIA ST E  
CHARLESTON WV 25301

SHIP TO

ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

DATE PRINTED		TERMS OF SALE		FEIN/SSN		FUND	
06/27/2013		NET 30		550569384			
SHIP VIA		F.O.B		FREIGHT TERMS		ACCOUNT NUMBER	
BEST WAY		DESTINATION		PREPAID		MUL-MUL	
LINE	QUANTITY	UOP	VENDOR ITEM NO.		UNIT PRICE	AMOUNT	
	DELIVERY DATE	CAT.NO.	ITEM NUMBER				
0001	06/30/2014		962-87-01-000				
SERVICE: TRAVEL MANAGEMENT							
OPEN-END CONTRACT							
THE VENDOR, NATIONAL TRAVEL SERVICE INC., AGREES TO ENTER WITH THE STATE OF WEST VIRGINIA, TO PROVIDE ALL STATE AGENCIES WITH AN OPEN-END CONTRACT FOR TRAVEL MANAGEMENT SERVICES PER THE SPECIFICATIONS, TERMS & CONDITIONS, BID REQUIREMENTS, ADDENDUM NO. 01 DATED 06/07/13, AND THE VENDOR'S BID DATED 06/12/13 INCORPORATED HEREIN BY REFERENCE AND MADE A PART OF HEREOF.							
						PURCHASING DIVISION CERTIFIED ENCUMBERED	
						JUL 10 2013	
IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE <input checked="" type="checkbox"/>						OPEN END	
						TOTAL	

APPROVED AS TO FORM BY  
ASSISTANT ATTORNEY GENERAL

BY

ALAN CUMMINGS

304-558-2402

PURCHASING DIVISION AUTHORIZED SIGNATURE

**GENERAL TERMS AND CONDITIONS:**

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order 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 **"Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.
  - 2.3 **"Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.
  - 2.4 **"Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.
  - 2.5 **"Purchase Order"** 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 successful bidder and Contract holder.
  - 2.6 **"Solicitation"** means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.
  - 2.7 **"State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
  - 2.8 **"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:

☒ **Term Contract**

**Initial Contract Term:** This Contract becomes effective on 07/01/2013

and extends for a period of 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 must be submitted to the Purchasing Division Director 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 2 successive one (1) year periods. 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.

**Reasonable Time Extension:** At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

- ☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within days.
- ☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.
- ☐ **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 Purchase Order 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.
  - ☒ **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.
  - ☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.
  - ☐ **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.
  - ☐ **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. **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.
7. **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.
8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.
  - ☐ **BID BOND:** All Vendors shall furnish a 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.

- [ ] **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of [ ]. The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.
- [ ] **LABOR/MATERIAL 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 issued and 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.

- [ ] **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.
- [ ] **WORKERS' COMPENSATION INSURANCE:** The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.
- [ ] **INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award:

[ ] **Commercial General Liability Insurance:**  
[ ] or more.

[ ] **Builders Risk Insurance:** builders risk – all risk insurance in an amount equal to 100% of the amount of the 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 above.

- ☒ **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

☐

☐

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.

9. **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.
10. **ALTERNATES:** Any model, brand, or specification listed herein 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. LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount

n/a	for	n/a

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.

**13. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.

**14. 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.

**15. 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.

**16. 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.

**17. 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, to the Agency at the address on the face of the purchase order labeled "Invoice To."

**18. UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

**19. DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

**20. INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.

**21. PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's



failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

22. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, 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 submission of its bid 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.
23. **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.
24. **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 cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.
25. **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.
26. **TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.
27. **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.
28. **COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.
29. **PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at <http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx>. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage



requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

30. **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.
31. **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). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**
32. **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.
33. **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.
34. **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.
35. **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.
36. **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.
37. **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.

- 38. HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at <http://www.state.wv.us/admin/purchase/vrc/hipaa.html> and is hereby made part of the agreement provided that the Agency meets the definition of a Covered entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the Vendor. Additionally, the HIPAA Privacy, Security, Enforcement & Breach Notification Final Omnibus Rule was published on January 25, 2013. It may be viewed online at <http://www.gpo.gov/fdsys/pkg/FR-2013-01-25/pdf/2013-01073.pdf>. Any organization, that qualifies as the Agency's Business Associate, is expected to be in compliance with this Final Rule. For those Business Associates entering into contracts with a HIPAA Covered State Agency between January 25, 2013 and the release of the 2013 WV State Agency Business Associate Agreement, or September 23, 2013 (whichever is earlier), be advised that you will be required to comply with the 2013 WV State Agency Business Associate Agreement. For those Business Associates with contracts with a HIPAA Covered State Agency executed prior to January 25, 2013, be advised that upon renewal or modification, you will be required to comply with the 2013 WV State Agency Business Associate Agreement no later than September 22, 2014.
- 39. 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>.
- 40. DISCLOSURE:** Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and **WILL NOT BE HONORED**. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and **WILL NOT BE HONORED**. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and **WILL NOT BE HONORED**. Vendor will be required to defend any claimed exemption for nondisclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

41. **LICENSING:** In accordance with West Virginia Code of State Rules §148-1-6.1.7, 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.
42. **ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Purchase Order 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.
43. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid 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 RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid 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 on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid 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.

44. **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.

45. **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.

46. **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.
47. **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.
48. **ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to 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"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. 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.
49. **CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any 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.



**50. 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.requisitions@wv.gov](mailto:purchasing.requisitions@wv.gov).

**51. 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.

**52. 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:

- a. 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
- b. 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.

**53. 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.



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TRAVEL SERVICE

*nationaltravel.com*

## Travel Management

### RFP: TRAVEL 13

NATIONAL TRAVEL INC.

707 Virginia Street E  
Suite 100  
Charleston, WV 25301-2708

B: 304 357-0801

F: 304 343-5059

Ted R. Lawson

[tedlawson@nationaltravel.com](mailto:tedlawson@nationaltravel.com)

**CERTIFIED SUCCESSFUL BIDDER**

FILE NUMBER: 33

BY: *[Signature]*

DATE: 6/29/13

Signature:

*[Signature]*

Date:

6.12.13

06/13/13 10:50:38 AM  
West Virginia Purchasing Division

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RFQ No. TRAVEL13STATE 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 INC.Authorized Signature: [Signature] Date: 6.12.13State of West VirginiaCounty of Kanawha, to-wit:Taken, subscribed, and sworn to before me this 12 day of June, 2013My Commission expires March 2, 2014.NOTARY PUBLIC Karen S. Cottrell

Purchasing Affidavit (Revised 07/01/2012)

**NOTE:**

Vendor and Notary's date must be the same.

Notary required to AFFIX SEAL on Purchasing Affidavit

# 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 Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident 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% resident 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% resident 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% resident 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% resident 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% resident 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: TED LAWSON

Signed: 

Date: 6.12.13

Title: CEO



State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# Solicitation

NUMBER
TRAVEL13

PAGE
19

ADDRESS CORRESPONDENCE TO ATTENTION OF
ALAN CUMMINGS 304-558-2402

\*709044642 304-357-0800  
NATIONAL TRAVEL SERVICE INC  
CHASE TOWERS STE 100  
707 VIRGINIA ST E  
CHARLESTON WV 25301

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ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

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DATE PRINTED
06/07/2013

BID OPENING DATE: 06/13/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 01						
ISSUED TO DISTRIBUTE PRE-BID SIGN-IN SHEETS, VENDOR QUESTIONS AND AGENCY RESPONSES. BID OPENING DATE AND TIME REMAIN UNCHANGED AS 06/13/13 AT 1:30 P.M.						
00	1	JB		962-87-01-000		
SERVICE: TRAVEL MANAGEMENT						
***** THIS IS THE END OF RFQ TRAVEL13 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
	304 3570801	6.12.13
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	55-0569384	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**SOLICITATION NUMBER:** Travel13  
**Addendum Number:** 1

---

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- ☐ | Modify bid opening date and time
- ☒ | Modify specifications of product or service being sought
- ☒ | Attachment of vendor questions and responses
- ☒ | Attachment of pre-bid sign-in sheet
- ☒ | Correction of error
- ☐ | Other

**Description of Modification to Solicitation:**

ISSUED TO DISTRIBUTE PRE-BID SIGN-IN SHEETS, VENDOR QUESTIONS AND AGENCY RESPONSES. BID OPENING DATE AND TIME REMAIN UNCHANGED AS 06/13/13 AT 1:30 P.M.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.



## ATTACHMENT A

**Addendum No. 01**  
**Travel 13 RPF**  
**Vendor Questions and Agency Responses**

**Question:**

1. Can you provide the Travel 13 Solicitation in a word document if available for bidder response purposes? If the entire document isn't available Attachment A is desired.

**Response:**

This information has been provided in the form of a word document as an attachment to the purchasing bulletin and can be accessed at the following link:

<http://www.state.wv.us/admin/purchase/newbul.htm>

**Question:**

2. What percent of your air volume was on Southwest Airlines?

**Response:**

3%

**Question:**

3. What GDS are you using today through your current provider?

**Response:**

United Apollo

**Question:**

4. Do you have an online adoption goal?

**Response:**

Yes, 100%.

**Question:**

5. Do you require and or have in place an automated pre-trip approval process? Is this process a hard stop or a passive approval?

**Response:**

No

**Question:**

6. What is the value of your existing unused ticket bank – both in dollars and number of tickets?

**Response:**

\$115,603.07, 270 Tickets

**Question:**

7. What preferred airline agreements/contracts/discounts does the State of West Virginia currently have in place?

Response:  
Delta's Sky Bonus

Question:  
8. Please describe your current service configuration model, onsite agents or centralized call center. How many agents support the current travel program?

Response:  
Our current service configuration model utilizes a centralized call center with 7 agents.

Question:  
9. What is the number one criteria looking for in travel management company?

Response:  
Excellent service.

Question:  
10. On page 35. 4.3.2 Eligibility of Vendor. Item i. asks vendor to list the number of corporate accounts with annual air volume exceeding \$500 million. Only a few multi-national corporations would have such a high volume. Please clarify if this is the correct figure, and if so, why the volume is 100 times larger than the volume for the State.

Response:  
Specifications are changed to read: List the number of corporate accounts with annual air volume exceeding \$5 million.

Question  
11. West Virginia University is the largest of State agencies, and they have their own travel management contracts. Under the WVU contract, vendors are also required to provide an online booking solution. It appears their air volume has been included in the estimate of air volume under this contract. Has WVU indicated they will use the State-wide contract or will they continue to have their own contract? If a vendor currently holds a contract for WVU and provides them their own booking tool, will the vendor then need to provide two customized booking tools, one for WVU and one for other State agencies?

Response:  
WVU still participates in the state-wide contract; we are only interested in one booking tool. As we move forward with the E-Travel system implementation all agencies will be required to use the system, even Higher Ed. This solicitation is available or use by all state agencies.

Question:

12. Page 42, 4.4.95 Item b. "The system should have the ability to integrate with the state's expense management tool to facilitate pre-trip approvals of the proposed itinerary. Some agencies require travelers to obtain multiple levels of approval for a trip in advance of the final booking." The State currently uses True Expense as it's expense management tool. In order to fulfill the requirements of this contract and propose a booking tool that integrates with True Expense, vendors would need to know if this system will be the same during the life of the contract. There is a concern that should the State implement another expense management tool, the cost to integrate the booking tool with another system will escalate the costs and are difficult to predict. Should there be a "change clause" with a re-pricing of integration should the State migrate to a different expense management tool during the contract?

Response:

We currently use True Expense and cannot predict future system changes. Bidders should consider the system migration requirements and compatibility with current State systems only in their bid response.

Question:

13. Is it possible for bidders to receive an electronic version of the Solicitation?

Response:

See Question 1 response.

PRE-BID CONFERENCE  
SIGN IN SHEET

Request for Quotation Number:

TRAVEL13

Date:

6/04/13 10:00 A.M.

Project Description:

Travel Management Services

PLEASE PRINT LEGIBLY. THIS INFORMATION IS ESSENTIAL TO CONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO DO SO MAY RESULT IN DELAYS IN YOUR COMPANY GETTING IMPORTANT BID INFORMATION.

Firm Name: NATIONAL Travel  
Firm Address: 707 Va St  
CHARLESTON WV  
  
Representative Attending: Ted Lawson  
Phone Number: 304 357 0801  
Fax Number: 304 348 5059  
Email Address: TED.LAWSON@NATIONALTRAVEL

Firm Name: WV Purchasing Division  
Firm Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Representative Attending: Crystal Rink  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Firm Name: National Travel  
Firm Address: 707 Virginia St E  
Charleston WV 25301  
  
Representative Attending: Ann Hoskins  
Phone Number: 304 357 0801  
Fax Number: 304 343 5059  
Email Address: ahoskins@nationaltravel.com

Firm Name: SHORTS Travel Management  
Firm Address: 7815 Floyd Street  
Overland Park, KS  
66204  
  
Representative Attending: Megan Howard  
Phone Number: 913-220-2730  
Fax Number: 913-831-1405  
Email Address: mhoward@shortstravel.com

Firm Name: WV State Purchasing Division  
Firm Address: 2019 Washington St. East  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Representative Attending: Laura Hooper  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Firm Name: \_\_\_\_\_  
Firm Address: \_\_\_\_\_  
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\_\_\_\_\_  
Representative Attending: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:** Travel13

**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.

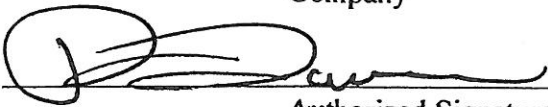
**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> 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  
 Company

  
 Authorized Signature

6.12.13  
 Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.  
 Revised 6/8/2012





State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# Solicitation

NUMBER

TRAVEL13

27

ADDRESS CORRESPONDENCE TO ATTENTION OF:

ALAN CUMMINGS  
304-558-2402

\*709044642 304-357-0800

NATIONAL TRAVEL SERVICE INC  
CHASE TOWERS STE 100  
707 VIRGINIA ST E  
CHARLESTON WV 25301

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ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

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DATE PRINTED

05/23/2013

BID OPENING DATE: 06/13/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		962-87-01-000		
SERVICE: TRAVEL MANAGEMENT						
REQUEST FOR PROPOSAL (OPEN-END CONTRACT)						
THE WEST VIRGINIA STATE PURCHASING DIVISION, ON BEHALF OF ALL STATE AGENCIES, IS SOLICITING BIDS TO PROVIDE A STATEWIDE OPEN-END CONTRACT FOR TRAVEL MANAGEMENT SERVICES PER THE ATTACHED SPECIFICATIONS.						
***** THIS IS THE END OF RFQ TRAVEL13 ***** TOTAL:						

SIGNATURE

TELEPHONE

304 3570801

DATE

6-12-13

TITLE

CEO

FEIN

550569384

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

# REQUEST FOR PROPOSAL (Travel13)

## 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 have compiled more than 30 consecutive years of superior service in the travel industry. We rank in the top 1% 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 26 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  
[annh@nationaltravel.com](mailto:annh@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. 1285  
[amandaa@nationaltravel.com](mailto:amandaa@nationaltravel.com)
- **Joe Lambert, Comptroller**  
304-357-0801, ext. 1229  
[joel@nationaltravel.com](mailto:joel@nationaltravel.com)
- **Stuart Green, Director, Internet Services**  
304-357-0801, ext. 1281  
[stuartg@nationaltravel.com](mailto:stuartg@nationaltravel.com)

Please refer to item (N) in section 4.3.2 for a detailed description of staffing plan.

\* See Exhibit 1 for Executive staff resumes

#### 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 65 employees. Current annual gross sales exceed \$73 million and we have earned a Dunn and Bradstreet rating of AAA-1. We serve companies across the United States. In 1991, we were awarded the 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 Federal Emergency Management Agency (FEMA), the Federal Trade Commission (FTC), the National Transportation Safety Board (NTSB), the US Government Printing Office, the United States Tax Court, the Federal Elections Commission and the Federal Retirement Thrift Investment Board. All of this is handled from our home in West Virginia.

<i>National</i>	<i>Travel Milestones</i>
1977	Acquired by present ownership
1978	Founding Member, Travel Trust International
	Opened Business Travel department, with dedicated agents
1979	Employee Incentive plan instituted, with focus on customer service
1980	Awarded first multi-million Travel Management contract for corporate travel
1983	Established Travel Career Institute, in conjunction with University of Charleston
1984	Opened National Travel, Town Center Mall, Charleston WV
1985	Acquired Keenan Travel, a group travel specialist in Charleston, WV
1986	Awarded first Travel Management Contract for State of WV
1987	Selected as a beta-test site for Satellite Ticket printer technology

1988	Upgraded accounting and MIS technology to TS2000
1989	Installed remote booking software for business clients
1990	Acquired Cranberry Travel, Morgantown WV
1991	Awarded Travel Management Contract for United States Courts
1994	Installed Automatic Call Distribution Telecommunications System
1995	Awarded Travel Management contract for Federal Agencies, Southern District of Florida Installed H.O.W.I.E., independent Quality Control reservation system Selected by Senator John D Rockefeller to manage Trade Mission to Japan & Taiwan Selected by Governor Gaston Caperton to manage Trade Mission to South America
1996	Internet booking capability introduced to clients Selected by Governor Gaston Caperton to manage Trade Mission to Japan & Taiwan
1998	Software and Hardware Upgrade H.O.W.I.E. to QC ResQCX Capability
1999	Upgraded accounting & MIS technology to Globalware Awarded Nationwide Contract by GSA for Federal Travel Management
2000	Awarded Nationwide Task Order by U.S. Courts Awarded Nationwide Task Order by FEMA Awarded Nationwide Task Order by Federal Trade Commission Awarded Nationwide Task Order by US Government Printing Office Awarded Nationwide Task Order by National Transportation Safety Board
2001	AIRS Automated Invoice & Refund System developed and deployed Agentware WebPoint Web fare shopping tool purchased and deployed
2002	Implemented automated call back system on National Travel Intranet
2003	Awarded new nationwide contract by GSA under Travel Service Solution contract
2004	Under new TSS contract, awarded nationwide contract for United States Tax Court Under new TSS contract, awarded nationwide contract for Federal Retirement Thrift Investment Board
2005	Under new TSS contract, re-awarded nationwide contract for Federal Trade Commission Under new TSS contract, re-awarded nationwide contract for National Transportation Safety Board Federal Trade Commission implementation of FedTraveler end-to-end travel management system
2006	National Transportation Safety Board implementation of FedTraveler end-to-end travel management system Re-awarded nationwide contract for FEMA
2007	Contracted with GetThere for online booking
2008	Opened new Vacation Gallery office, serving the general public Joined American Express Retail Travel Network
2010	Supported State of WV end-to-end travel concept and contract with TRX Acquired contract with Columbia Industries of Portland, OR; expanded international services
2011	Awarded contract for West Virginia University Introduced two NTI Mobile Applications for corporate and government travelers
2012	Assisted FEMA travelers in deployment of largest East Coast storm in U.S. history Introduced NTI Concierge Class Travel, a newly enhanced service program Awarded new nationwide contract for U.S. Courts
2013	Updated mobile applications with assistance from students of WVU and MU; introduced Android versions

**An Annual Statement is included as Exhibit 2.**

**A Current Dunn & Bradstreet rating is included as Exhibit 3.**

**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 26 years, and currently has the capacity to serve all needs under the new contract, making any transition seamless to all involved.

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

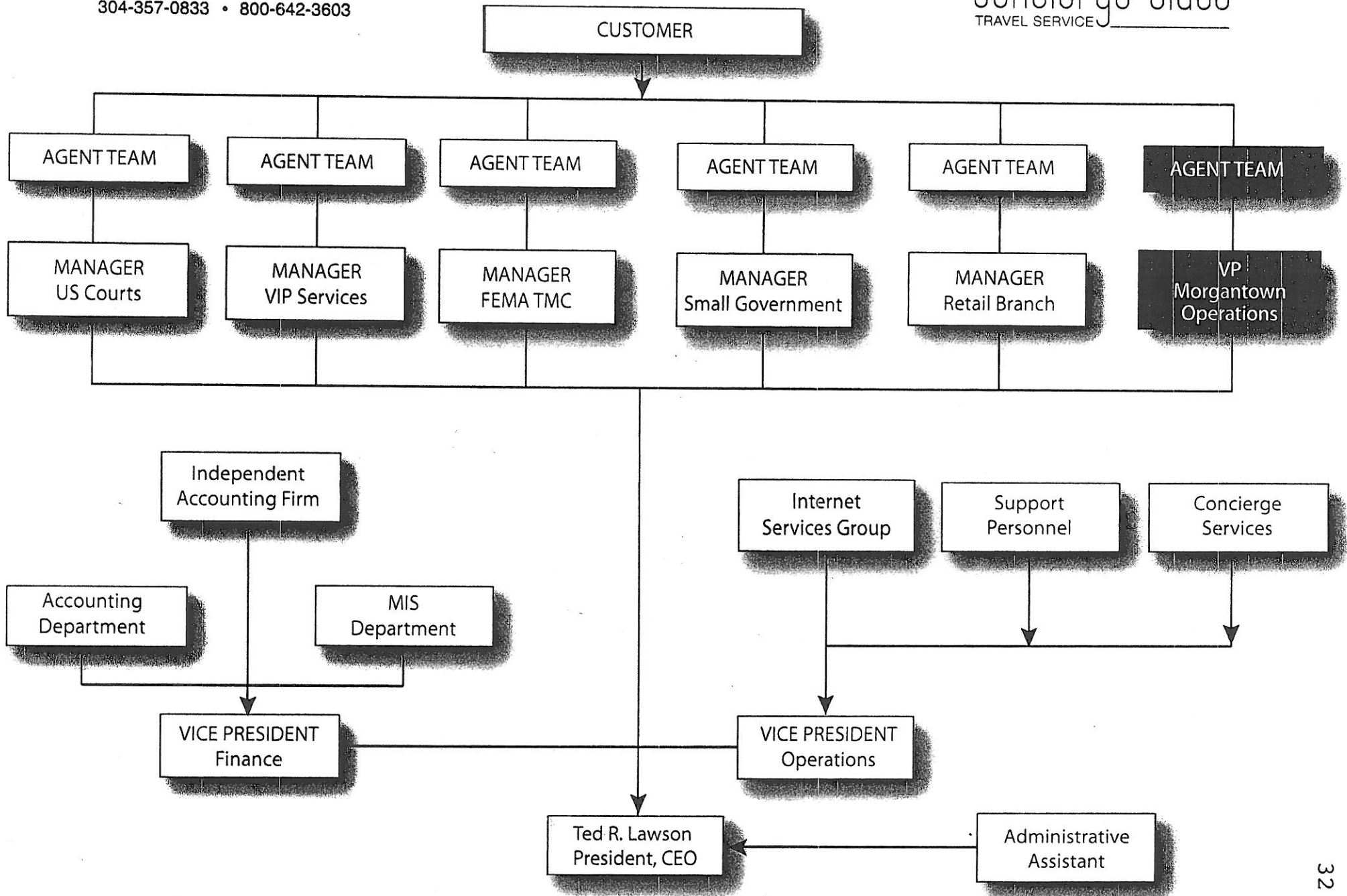
Corporate Headquarters:	Charleston, West Virginia
Classification:	Class C Corporation
Locations:	Charleston, WV (2 offices) Morgantown, WV (1 office)
Dunn & Bradstreet Rating:	AAA-1
Gross Sales, 2012:	73 million dollars
Employees:	65

***\*Our Organizational chart is on the following page.***



## Organization Chart

Concierge Class  
TRAVEL SERVICE



**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 26 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.

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. 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 36 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 26 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 26 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.**

We are pleased to provide two (2) contract references.

Ms. Tange Drake  
FEMA  
500 C Street SW  
Room 718  
Washington, DC 20472  
202 646-2983  
Tange.Drake@dhs.gov

Mr. Spencer Hallett  
US Courts  
One Columbus Circle  
Washington, DC 20002  
202 505-2271  
Spencer\_Hallett@ao.uscourts.gov

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

Gross Air Sales, 2010	46 million dollars
Gross Air Sales, 2011	52 million dollars
Gross Air Sales, 2012	61 million dollars

**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 \$5 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, as well as a local office to serve the largest single user of the State contract, West Virginia University.

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: 50

**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: 7

**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 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.**

<u>Federal Government</u>	<u>Agents</u>
Federal Government	33
State of West Virginia	8

**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 8 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, Cornerstone ResQCX 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:

**1. Hours of operation:**

**a. 8:00A.M. - 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.**

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.

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:**

**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) that may be necessary given the caller needs assistance, and the original booking agent is unavailable. 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.

- a. **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. For new employees joining the corporation, we use a modular training program, consisting of a total of 15 training modules, covering such topics as domestic & international fare construction, rental car reservations, lodging reservations, and customer service. Every new employee completes a Core Curriculum that addresses National Travel standards.

#### *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. For example, over a four-week period, each section focuses on formats devoted to pricing itineraries. 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. For example - Ski Vacations for December - A simple 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 a three-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.

*Internet Tools*: This is a five-hour course designed to equip our staff with the skills to use the internet to improve our access to information and services for our customers.

*Destination Specialist* – National Travel has 40 employees who have successfully earned at least one designation of Destination Specialist offered by the Institute of Certified Travel Agents, with 60% of these having multiple designations. 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 in these courses, and provides study groups with time and space each week to meet and review the materials.

*Weekly meetings* - Each Tuesday every department meets for one hour. Department managers follow 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.

### **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 then used to customize future training programs 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.

*212° The Extra Degree Award* - Raising the temperature of water by one extra degree means the difference between something that is simply very hot and something that generates enough force to power a machine – a simple metaphor that should feed our every endeavor – consistently reminding us to make the extra effort in every task we undertake. 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 relations skills on a consistent, on-going basis. Our training program is an integral part of our operational approach and incorporates key elements such as modular courses, 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.

Our customers benefit from the on-going participation of employees in Quality Circle Projects to improve operations. Quality Circles are composed of employees from different teams, to analyze specific procedures or processes, with the goal of pinpointing specific opportunities for improvement. Quality circles have the responsibility and authority to develop and implement an action plan for improvements. Some of the procedures that have been addressed through their work include: Profile Standards, Ticket Delivery and Recovery, Communication, Vendors, Hotel Reservations and Electronic Ticketing procedures. The Quality Circles work on the principal of improvement through employee involvement on an ongoing basis.

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 6 is a copy of our Customer Relations report.

#### **Employee Advancement opportunities**

National Travel's continuous growth over thirty 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:* In today's world of hyper competition, there are no guarantees in the work place, as demonstrated by massive lay-offs within large corporations, and the failure rate and consolidation of small companies. Yet, for 32 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 \$33,000. 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.

*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.

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 10 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	37 years	WVU Athletics
Renee Braley	Senior Agent 1990	30 years	WVU
Sharon Silva	Director, Group Operations, 1990	30 years	State Government, Higher Ed.
Laura Romain	Senior Agent, 2000	5 years	State Government
Mindy Solango	Senior Agent, 2010	3 years	State Government
Julie McKinney	Travel Consultant, 2011	2 years	State Government, Corporate
Ashley Johnson	Research Assistant	1 year	State Government
Christina Stichick	Senior Agent, 2000	10 years	State Government; Leisure
Maryanne Greathouse	Concierge Specialist, 2009	4 years	State Government Concierge

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.

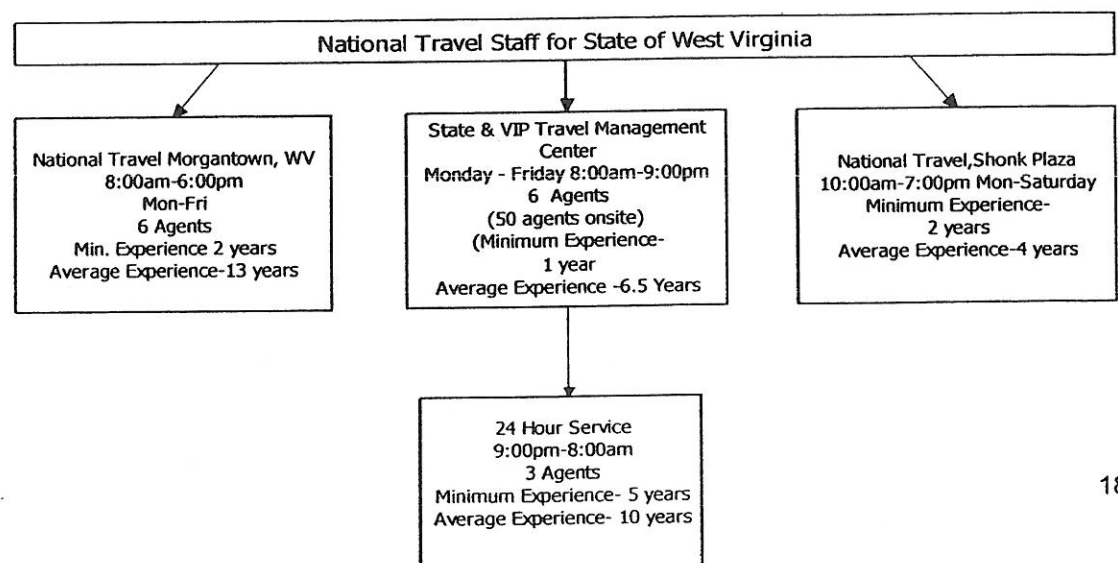
National Travel measures agent productivity according to the following criteria: transactions or reservations completed, quality of transactions (as lowest number of errors per transactions), customer service (measured based on customer enhancement entries), customer satisfaction level as determined by customer feedback and contest participation (unsolicited comments, *212° Degrees*, 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 undue 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.

The following diagram details the experience level of each shift.



**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.**

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.

To meet the subcontracting requirements of our Federal Government contracts, we have subcontracting agreements with several certified small business concerns that are able to provide additional support in response to emergency deployments. Our on call support and subcontracting agreements allow us to rapidly expand our capacity in response to emergencies.

**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?**

In 2012, National Travel invested in an upgraded telecommunication system, installing a state of the art phone 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 massive outages.

*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 Accommodation**

The vendor should explain their capabilities to offer the following service(s):

**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.

To ensure prompt delivery of other travel documents, National Travel does have on site a Federal Express Powership automated shipping system. This enables us to have real time tracking and verification of deliveries. It also provides automated preprinted air bills to improve efficiency and reduce risk of delayed delivery due to misread air bills.

##### **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, Cornerstone ResQCX, 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.

**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. Define your capability to reconcile corporate charge card billings to your own billings.**

For over twenty-three years, National Travel has been providing corporate charge card reconciliation services to our customers.

At the close of the billing cycle, the charge card vendor sends the monthly statement to the state agency and at the same time, transmits an electronic file with the itemized transactions, both credits and debts, directly to National Travel. This data is loaded into our accounting system, GlobalWare, and automatically matched to the transactions in our database. Reconciliation reports include a list of all reconciled transactions, as well as exception reports, itemizing unreconciled transactions.

These reports enable the coordinator to claim credits for refunded tickets that have not yet been credited by the airline or charge card company, improving cash flow. They also prevent any unauthorized use of the centrally billed account by itemizing any discrepancies between National Travel's activity and items on the bill.

**c. 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.

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.

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

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.

**d. 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. See Exhibit 10.

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

- Preferred rates and amenities at over 38,8000+ 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..

**e. 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? What, if any, incentives can you offer such as late pick-up, express check-in and out from certain rental carriers?**

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 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.

**f. 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, Amtrak is an inside link participant in Apollo, providing complete access to reservations and tickets. For international travel, Via Rail (the Canadian Rail company), BritRail, Rail Europe, and Japan Rail all participate in Apollo.

National Travel also has automated access to 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.

The proposed booking engine, GetThere, will be configured to access Travelport's Apollo reservation system, so that whether a reservation is booked online or with agent assistance, the same technology is deployed.

#### *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.

#### *Agentware WebPoint*

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 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.

#### *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.

#### *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.

We describe the process for reconciliation of billings to centrally billed accounts in response to item 4.4.2, b.

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

- a. **Describe how will the vendor 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 our intranet, 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 computer system, Cornerstone ResQCX, that interfaces with our reservations system and continually monitors every reservation. Airfares change continually, and ResQCX operates 24/7 to monitor these changes and alert us when a traveler's reservation is subject to a new lower fare. Even when inventory is sold-out, ResQCX will alert the agent to waitlist the flight for a possible fare reduction. There are three independent monitors, each with specific functions, which operate to ensure that our customers receive the lowest fare.

*Fare Manager*

Fare Manager 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 ResQCX 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.

*Alternate Routing*

This module of ResQCX is programmed to know that numerous routes exist to each destination. Very often the least expensive are the hardest to find. This highly sophisticated technology finds routes that other systems miss. At the time of initial booking, Alternate Routing checks the passenger's booking record to ensure that is complete and logical. If Alternate Routing identifies an opportunity, the reservation is queue back to the booking agent for follow-up with the passenger. Alternate Routing has resulted in significant cost savings for our customers.

*Waitlist Checker*

This module provides the capability of monitoring flights that are sold out, or where limited discount fare inventory is no longer available. Airlines use capacity restrictions to limit the amount of discounted fares that are sold. Most airlines' system now restrict the "waitlisting" of this inventory. In the event the lowest airfare is sold out, the Waitlist Checker 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.

*International Tariff Department*

National Travel subscribes to an independent international rate desk that provides outstanding support in international 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 a cost-saving perspective and uses creative faring techniques to obtain substantial savings for 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 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.

- 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 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.

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.

In addition, the online tool provides means for synchronizing with trips that are booked offline, with an agent via phone, allowing the reservation to be accessed or modified from the online booking tool, and capture the information for trip approval and expense reporting functions of the system.

#### *Galileo Desktop*

Galileo Desktop 2.0 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. Galileo Desktop 2.0 is an intelligent workstation that interacts with Apollo, utilizing its comprehensive, up-to-the-minute database. Apollo Travel Services was the first GDS to pioneer the integration of Windows based technology. With Galileo Desktop, 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. American, United, Delta, Continental, Northwest and USAirways are all participants in Preferred Fares Select.

An international benchmarking study conducted by Topaz International, a world leader in airfare auditing, showed that TravelPort e-Pricing consistently finds the lowest available airfares worldwide. Topaz tracked the performance and itinerary pricing results of four of the most prominent low-fare shopping tools in the travel industry. Results revealed that e-Pricing not only finds lowest fares more often than other products, nearly 60 percent of the time overall, but also generates average savings of \$68.13 per ticket – substantial savings for consumers and corporations.

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.

**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 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.

**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 11 for a description of this service.

*Cornerstone Upgrade Module*

ResQCX's upgrade module will automatically secure an upgrade on select carriers, to first class at the first opportunity, according to the type of upgrade. For example, if the passenger has the type of upgrade that can allow an upgrade to be secured within 72 hours of the flight,

at the earliest opportunity, (12:01am), ResQCX will convert the reservation to the next class of service.

#### *Cornerstone Seat Checker*

ResQCX's 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 "212" 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 recently implemented 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:

Attendant - FlightStats Attendant enables our counselors to monitor the activity of itineraries of interest. Attendant 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.

**FLIGHTSTATS**  
ITINERARY SERVICES

Home Trip Assist Trip Alert Itinerary Welcome amandss@natic Log Out Help

### Itinerary Summary

Week Of	Itineraries Created	Opt Ins Sent	Opt Ins Accepted	Opt Ins Declined
Jun 05	173	44	9	0
Jun 02	883	249	17	0
May 26	785	257	32	2
May 19	981	289	36	3

### Today's Trip Assist Summary

Type	Issues	Open	Resolved	Expired
Cancellation	0	0	0	0
Connection	2	0	2	0
Departure	1	0	0	0
Arrival	0	0	0	0
Diversión	0	0	0	0
Other	0	0	0	0

### News & Announcements

**Trip Assist Enhancements**

November 16th, 2011 - Enhancements to Trip Assist have been released [\(detail\)](#)

Send Alerts added to Trip Alert Profile search

Send Alerts column added to Trip Alert Profile search results [\(detail\)](#)

Show Comments option added to Issue Search

Show Comments option added to Trip Assist - Issue Search [\(detail\)](#)

### Help and Support

**Help Resources**


[Online Help Main Index](#)

**Support Resources**

[FlightStats Help Desk](#)

### Delay Index Map

Current Airport Delays  
Click on airport for details



More Legend

### My Active Trip Assist Issues

	Rec Loc	Type	Resolve By	Flight
<a href="#">view</a>	WKP BKS	Late Departure	ASAP	B6 1331
<a href="#">view</a>	MR9 NJK	Late Departure	ASAP	UA 4047
<a href="#">view</a>	NB64 JQ	Late Departure	ASAP	UA 4048
<a href="#">view</a>	PQK SHK	Late Departure	ASAP	UA 5210
<a href="#">view</a>	ZLDCP4	Cancellation	ASAP	UA 616

[all my active issues](#)

**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 12.

**4.4.4.2 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.

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.

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 8 a sample customer relations report

**4.4.6.2 The vendor should provide, at the vendor's expense, a specific number of 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. Please describe how this need would be met.**

National Travel has always participated in every opportunity to conduct training sessions and seminars on travel guidelines and procedures for booking travel reservations. We have presented at state-wide conferences sponsored by the State Auditor's Office, the State

Purchasing Division, the Travel Management Office, Higher Education, as well as West Virginia University.

With our operations headquartered in the Charleston, and a large office in Morgantown, we have staff who are qualified and readily available to participate and conduct training sessions for travelers and/or travel arrangers. National Travel will continue to participate in any meeting or conference appropriate for presentation of travel related information.

Under a new contract, National Travel will be the provider of the booking engine and we recognize that education and training are essential to reach your adoption goals. During the first six months after deployment of the booking engine, we will conduct monthly demonstrations of the booking engine, either on site or by webinar. Thereafter, we will conduct quarterly webinars to continue to provide State employees with access to the demonstrations.

#### 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 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:

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

National Travel provides 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 provided support to the State in administering the State's "soft-dollar" corporate program 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 outline implementation plan, review rollout plan for online booking engine.	NTS Implementation Team State of WV Purchasing, Higher Education & WVU officials
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; Stuart Green, 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 Describe how the vendor will educate the State's travelers with the procedures for making reservations and obtaining other services offered by the Agent. Details should include offering an information packet to the State traveler.**

National Travel will conduct seminars for State agencies throughout the State. The purpose of these seminars will be to familiarize State personnel with National Travel services and how they can most effectively use the services offered to the State under our contract. We will demonstrate the online booking system, and conduct a thorough review of the transaction based concept. We will work closely with individual travel coordinators in each agency to gather current information, including agency policy and traveler profile information.

Our efforts to stay in close communication with State travelers will be ongoing and will include a variety of different methods. Information of benefit to the State will be posted on the State's Web page, and information packets will be made available at onsite seminars. We offer a user Quick Reference guide for use of the online booking system,

**4.4.8.6 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 have been active participants in the efforts of the State Auditor's office to implement the ResX online booking 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 GetThere booking system is a web-based booking engine, providing State travelers with an easy to use interface to access airline, hotel and car rental reservations and information 24/365. The system offers the capability to upload user data from your existing online booking engine, ResX, or from the State's payroll system. Similarly, data can also be exported from the GetThere system. Exhibit 13

GetThere has the ability to interface with the State's expense reporting tool, True Expense. National Travel has experience in supporting this configuration with one of our Federal agency customers, the US Courts. The booking engine is currently being used by US Court travelers and after a high degree of customization of the expense reporting system True Expense, the integrated system is currently in beta-testing by the US Court user pilot group.

*Note: Should the State wish to continue to deploy the RESX booking engine, now owned by NuTravel, National Travel would be able to provide this ResX as your booking tool.*

## 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.

The screenshot shows the National Travel website header with the logo and navigation links: CORPORATE TRAVEL, GOVERNMENT TRAVEL, VACATION TRAVEL, CONFERENCE SERVICES, LOYALTY PROGRAM, and ABOUT US. Below the header is a banner for "Worldwide Commitment" featuring a man working on a laptop. The main content area is titled "Automated Invoice & Refunds System" and includes instructions on how to retrieve a new copy of an invoice using a ticket number or other identifiers. A large "VOID" stamp is visible over the instructions. The interface also includes search fields for "ENTER TICKET NUMBER", "ENTER FIRST AND LAST NAME", "ENTER TRIP LOCATION", "ENTER LAST NAME", and "SEARCH BY NAME AND DEPART DATE".

## 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, *Flyer Advocate*, a free mobile applications, which provides many useful links in one easy to use application. See Exhibit 10.

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.**

GetThere 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.

GetThere 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 payroll 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.**

GetThere has the capability to integrate data from the State's payroll system to create user profiles. Users then have the ability to maintain personal demographic information and traveler preference information. The profile template can be configured to allow users to update some data fields, but restricting access to other data fields.

Using the travel policy rules based engine, travelers can be restricted from changing the class of service when booking flights.

**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.**



GetThere is a leading online booking system that will enable your employees to make airline, rail, car and hotel reservations for both domestic and international travel via the internet, 24 hours a day, 7 days a week. GetThere is the industry's most relied upon online travel procurement solution. Designed to empower travel managers and travelers, GetThere offers highly customizable technology, extensive global services, and proven customer success. A majority of the Fortune 200 and the Business Travel News (BTN) Corporate Travel 100 rely on GetThere to streamline processes, improve supplier and contract management, and achieve ongoing and sustainable savings. It is ideally suited to companies that enforce a travel policy or use negotiated rates and fares.

In addition, GetThere offers appreciable benefits to travelers, including:

- The convenience of 24/7 accessibility and customer support
- Trip templates to store frequently-priced itineraries to expedite the booking of repeat trips
- Immediate purchase confirmation, real-time flight departure and arrival information, and other enhanced trip-planning features that make booking quick and easy
- Online bookings are processed through National 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. Some agencies require travelers to obtain multiple levels of approval for a trip in advance of the final booking.**

GetThere has the capability to integrate with the state's expense management tool, TruExpense, providing for pre-trip approvals of proposed itineraries and passing information from the reservation to the expense report.

**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.**

The GetThere system integrates several capabilities to deliver measurable savings, including:

- Multiple levels of travel policy controls to ensure travelers book within the State's travel policy.
- Support negotiated airfares, car rental rates and hotel preferences.
- Automated low fare search functionality to deliver immediate cost savings.
- Integration of bookings into management reports for greater budgeting control.
- Increased employee productivity through a streamlined reservation process.

**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*

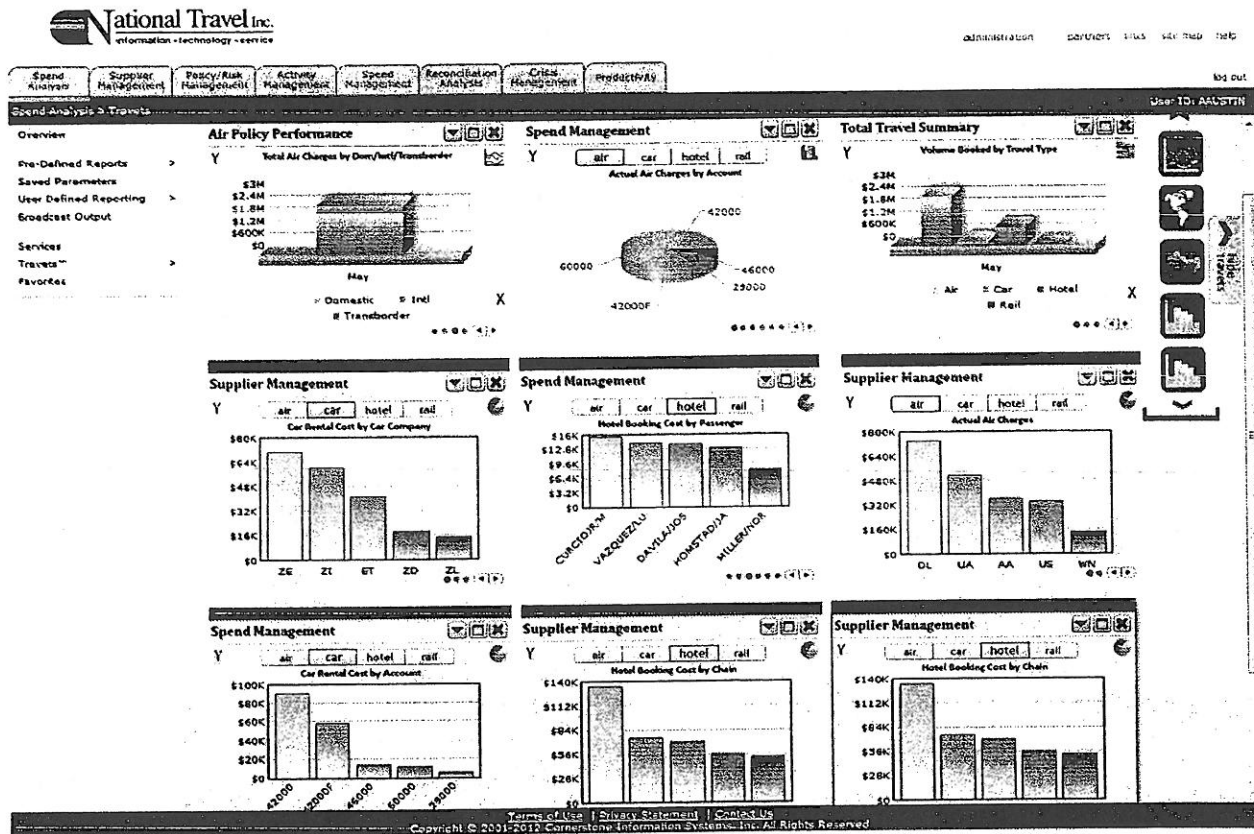
National Travel has met the State's online reporting and MIS requirements with iBank, a Web-based data warehousing and management reporting tool that integrates with our back-office accounting system, GlobalWare, to gather travel booking information. iBank offers pre-travel and post-travel reporting 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.

### *Cornerstone ResQCX*

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 Cornerstone ResQCX, our independent quality monitoring 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.

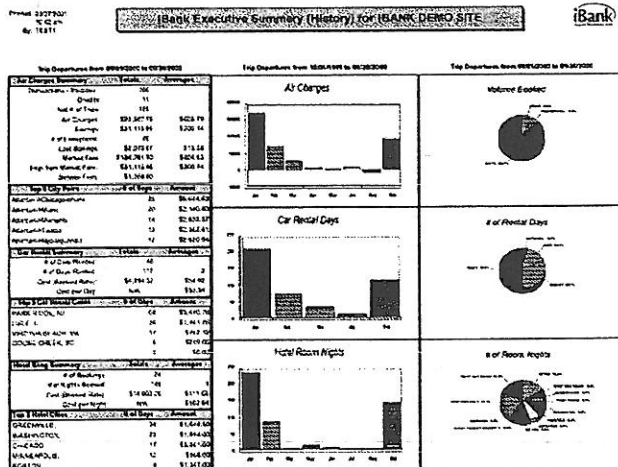
National Travel has made a considerable investment in our accounting system in order to meet our own accounting and management needs, and to meet customer information and data management needs.

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.



IBank captures information prior to ticketing and travel, as well as post travel purchase information.

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.

Among the benefits of pre-travel reporting:

- 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.

The Post-Travel module captures travel reservation information directly from Globalware, our back-office accounting system. With Post-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. The benefits of this module include:

- 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.

**Broadcast Report Scheduler** — This module allows National Travel to deliver standard and/or custom reports and graphics to the State on a specified date and time. iBank will automatically run the reports and store the reports until the client retrieves them. Once the reports are completed, iBank sends an automated e-mail to the State with all of the HTML links to your reports.

- 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. American, United, Delta, and USAirways are all participants in Preferred Fares Select.

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.

#### *Agentware WebPoint*

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 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.

#### *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, Cornerstone ResQCX, that interfaces with our reservations system and continually monitors every reservation. Airfares change continually, and ResQCX operates 24/7 to monitor these changes and alert us when a traveler's reservation is subject to a new lower fare. Even when inventory is sold-out, ResQCX will alert the agent to waitlist the flight for a possible fare reduction. There are three independent monitors, each with specific functions, which operate to ensure that our customers receive the lowest fare.

#### *Fare Manager*

Fare Manager 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 ResQCX 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.

*Alternate Routing*

This module of ResQCX is programmed to know that numerous routes exist to each destination. Very often the least expensive fares are the hardest to find. This highly sophisticated technology finds routes that other systems miss. At the time of initial booking, Alternate Routing checks the passenger's booking record to ensure that is complete and logical. If Alternate Routing identifies an opportunity, the reservation is queue back to the booking agent for follow-up with the passenger. Alternate Routing has resulted in significant cost savings for our customers.

**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 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 ETickets.**

National Travel meets and exceeds 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 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, Cornerstone ResQCX, 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

June 11, 2013

(Date)

TOTAL: \$ See Cost proposal

Name: Ted R. Lawson

Title: President & CEO, National Travel

Tenure with National Travel: 32

Experience in Travel Business: 38

Citizenship: US

Current Responsibilities: President & CEO of National Travel, with offices in Charleston, WV and Morgantown, WV

Description of Travel Business Experience:

Mr. Lawson was with US Airways for eight total years, a career that steadily progressed from airport customer service agent to Manager of Sales Development in US Airways Executive offices. During his tenure at US Airways, he was recognized with several awards, including Best Customer Relations Performance of any city. As manager of Sales Development, he wrote the first Sales Manual for the airline. In 1974, he joined a hotel management firm, Servico, which had over 35 properties from New York to the Caribbean, and served in the position of Regional Sales director.

In 1977, he joined other businessmen from Charleston, WV in forming National Travel. Since then, Mr. Lawson has guided the company through 32 years of continuous growth, including doubling the size of the company for three consecutive years. Today National Travel is a highly advanced travel management company with five offices and more than 70 employees.

Awards and Affiliations:

Mr. Lawson is very active in the travel industry and the local community, having served on the board of many organizations, including Society of Government Travel Professionals, 2000-2008; National Congressional Commission to Ensure Consumer Airline Choice, 2003; Charleston Convention and Visitors Bureau, Chairman, two terms 1987 and 1988, Executive Board 2008-2011; Charleston Chamber of Commerce, Board of Directors, 1986, 1988; Board of Director of Regional Contracting Assistance Program, 1992-1996; Managing for the Common Good, University of Charleston, 1996; Congressman Bob Wise's Committee to Improve Airport Service to Charleston; Committee for Regional Airport Development, 1994; Charleston Community Music Board of Directors; Board of Directors of Travel Trust International, 1980

Education and training:

B.A., Business Administration, 1977 University of Charleston, Charleston, WV

Signature: 

Date: 6-12-13

Name: B. Ann Hoskins

Title: Vice President, Operations, National Travel  
Proposed as Project Manager for U.S. Courts account

Tenure with National Travel: 21  
Experience in Travel Business: 32

Citizenship: US

Description of Current Responsibilities:

As Vice President of Operations, Ms. Hoskins is responsible for the overall operational standards of National Travel, including personnel training, operational procedures and all reservation and quality systems. From 1991-2005, she served as the Project Manager on the contract for the United States Courts and currently serves as the Project Manager for contracts with FEMA, FTC, NTSB and the newly re-acquired US Courts.

Description of Travel Business Experience:

2000: National Travel, Vice President, Operations  
1994: National Travel, Assistant VP for Training and Technology  
1990: National Travel, Director of Quality Assurance  
1984: AAA, Director of Travel, Southern WV  
1979-1984: AAA, Agent & Branch Manager, Southern WV


Education and training:

B.A., 1974 Hollins College, Roanoke, VA  
Major: Foreign Language, Spanish  
Minor: Foreign Language, French  
Education Certification

Ms. Hoskins has earned several Destination Specialist designations from the Travel Career Institute, including Caribbean, Western Europe, Pacific Rim, Alaska, Africa and Hawaii

Ms. Hoskins has received extensive technical training on TravelPort systems, including Scriptwriter/Scriptwriter Plus, TravelScreen, Custom Check, and Globalware. She has also received training on Cornerstone Expert Quality Control System, and iBank Reporting Software, GetThere Administration and Fed Traveler Administration.

To enhance her training and management skills, Ms. Hoskins participated in a Carlson Travel Network Automation Team Leader TrainingFest: Service Excellence Train the Trainer course, Total Quality Management training sponsored by RCAC (Regional Contracting Assistance Corporation), Leaders of Learning at the University of Charleston, and Og Mandino's Managing your Six Advisors.

Signature: 

Date: 6/12/13

Name: Karen Cottrell

Title: Vice President Human Resources & Finance

Tenure with National Travel: 29

Experienced in Travel Business: 29

Citizenship: US

Current Responsibilities: Vice President of Human Resources and Finance.

Description of Travel Business Experience:

Ms. Cottrell began her tenure with National Travel as a student in our Travel Career Institute – and graduated with an American Society of Travel Agent's certificate. She has a strong background in Apollo Programs. After completion of the school, Ms. Cottrell was placed into a Travel Consultant's position where she excelled. She has served as Manager for one of our largest Corporate Accounts and later for our Leisure Office. In 2007, Ms. Cottrell was promoted to serve as National Travel's Vice President of Human Resources and Finance.

Education and training:

Attended WV State College, Institute WV

Ms. Cottrell has received extensive technical training on TravelPort systems, including scriptwriter, custom check, Globalware and is a certified ARC Specialist.

In addition, Ms. Cottrell participated in a Carlson Travel Network Automation Team Leader Training Fest. Participated in a Service Excellence Train the Trainer course, Total Quality Management training sponsored by RCAC (Regional Contracting Assistance Corporation).

Signature: Karen S. Cottrell Date: 6/12/13

Name: Jill Robinson  
Title: Vice President of Morgantown Branch  
Tenure with National Travel: 14  
Experience in Travel Business: 37  
Citizenship: US

Current Responsibilities: Vice President of National Travel's Morgantown Branch responsible for all operations and public relations in the Morgantown area.

**Description of Travel Business Experience:**

Ms. Robinson is a native of Morgantown, WV, joining national Travel in 1991, and her depth of knowledge within the travel industry is extensive and she has used this knowledge to provide exemplary service to our clients as well as her fellow team members.

**Awards and affiliations:**

Ms. Robinson has served on various committees and boards throughout her tenure with national travel for example the Morgantown Airport committee, as well as the Morgantown Convention and Visitor's Center Board.

**Education and Training:**

Attended Fairmont State College

Continuing her education in Business Management and holds numerous Destination Specialist Classifications for North America, Mexico and the Caribbean. In addition, she has certification with Royal Caribbean Cruise Line, Cunard, and Holland America.

Signature: 

Date: 6/12/13

Name: Sharon Silva, CTC

Title: Vice President, Director of Groups and Specialty Travel

Tenure with National Travel: 23

Years Experience in Travel Business 30+

Citizenship: US

**Current Responsibilities:** Mrs. Silva's main focus and responsibility is directed toward group travel. Experience and duties include providing exceptional customer service, high-level travel counseling, and assisting our clients by searching out cost-effective and innovative group travel itineraries and solutions. Mrs. Silva is an international travel expert and group travel specialist.

Mrs. Silva joined National Travel in 1990 as Manager of the Morgantown Office, having previously owned several successful travel agencies in Massachusetts and after moving back to West Virginia, the fit with National Travel was perfect. In 1995, her position was elevated to Vice President, General Manager of the Morgantown Office. National Travel opened their west coast operations in Portland Oregon in 2002 and Mrs. Silva served as VP, General Manager of that office until 2005.

#### Awards and affiliations:

Mrs. Silva received the 2007 CEO's Choice Award for National Travel's own Jonathan Livingston Seagull Contest "for going above and beyond the call of duty". Also received recognition for placement in national Travel's Top Ten Club for 2007, 2008 2009, 2010, 2011 & 2012. She is a member of the Oregon Business Travel Association).

#### Education and training:

West Virginia University, Morgantown, WV  
Cape Cod Community College, Hyannis MA  
Johnson & Wales Culinary Institute, Bristol, RI  
Institute of Certified Travel Consultants, Wellsley, MA  
Destination Specialist Courses from ICTA: South Pacific, Western Europe, Caribbean, Eastern Asia, Africa, France, China, Alaska, European Heritage and Specialty Travel.

Signature: *Sharon F. Silva*

Date: 12 June 2013



Name: Amanda Austin

Title: Director of Sales/Marketing

Tenure with National Travel: 4

Experience in Travel Business: 4

Citizenship: US

Current Responsibilities: Presently serving in the capacity of Director of Sales and Marketing for the entire company.

Description of Travel Business Experience;

Amanda began her tenure with National Travel, Inc. as a student in our Agent Trainee Class. Upon graduation, she was appointed the Director of Travel Rewards and responsible for the recreation and implementation of Travel Rewards, National Travel's loyalty and incentive program. Her tasks included the creation of the program's Online Catalogue, website, internal procedures handbook, program brochure and marketing materials, as well communication to clients and agent trainings. In April of 2010, she worked in the Vacation Gallery as a leisure consultant. In May of 2011, she was promoted to Regional Sales Director and in May of 2012 again promoted to Director of Sales and Marketing and is continuing as of this date.

Awards and affiliations:

West Virginia University Business and Marketing Club

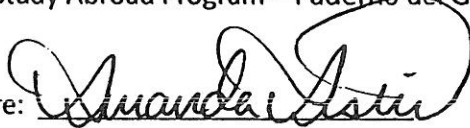
- Winner of Spring 2008 General Electric Mock Interview Competition
- Awarded 1<sup>st</sup> Runner-up in WVU Annual Marketing Competition 2007.

Education and Training

Bachelor of Science in Business Administration, Marketing – WVU

Minor Concentration in Leadership Studies

CIMBA Study Abroad Program – Paderno del Grappa, Italy

Signature: 

Date: 4/12/13

Name: Joe Lambert

Title: Comptroller

Tenure with National Travel: 21

Experience in Travel Industry 21

Citizenship: US

Current Responsibilities: Mr. Lambert has oversight of the day-to-day operations of the Accounting Department, overseeing Accounts Payable, reporting to ARC Fulfillment; security procedures and ticket control, and providing assistance and oversight of the IT Department including our MIS Reporting.

Description of Travel Business Experience:

All of Mr. Lambert's travel experience of 21 years has been realized through his employment with National Travel. Mr. Lambert was initially hired in as an Accounting Clerk and has since that time been promoted to Manager of the Accounting Department to now serving as our Comptroller. He also is responsible for generating MIS Reports for our clients and has the ability to create special reports as requested.

Awards and Affiliations:

Mr. Lambert does working within the community serving as a Basketball Coach for both the girls and boys within the Charleston Area.

Education and training:

Attended West Virginia University and WV State College  
Pre-Business Economics with a Major in Accounting.  
Certified ARC Specialist

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: Stuart A. Green

Title: Director, Internet Operations, National Travel

Tenure with National Travel: 14

Experience in Travel Business: 14

Citizenship: US

**Description of Current Responsibilities:**

As Director of Internet Operations, Stuart is responsible for the overall operation and management of all internet based systems, databases, and agent software functionality. This includes all PC & Server maintenance, upgrades, and replacement; creation, maintenance and updates of all National Travel websites, Travel Agent Productivity software. Throughout his tenure at National Travel, Stuart is involved in all aspects of the business through the setup and maintenance of all third party software, including but not limited to Online Booking Engines, telecommunication support, T1 circuits, VPNs, phone systems, and reporting systems.

**Description of Travel Business Experience:**

Stuart has many years of experience using many travel technologies, including POS systems, Mid-Office Quality Control Systems, and Back-Office accounting systems. He has also created several Travel Agency productivity programs, such as National Travel's AIRS System, Agency Portal, Callback System, Customer Relation Management System, Customer Reporting Portal, Group Travel System. Stuart also has overseen National Travel's online presence since 2001. During this time he has created or overseen the development and deployment of several dynamic web sites. Stuart has also created iPhone mobile applications, Flyer Advocate & Fed Flyer, used by travelers nationwide.

**Education and training:**

- 1996 Associate Degree, Electronic & Computer Engineering  
National Institute of Technology, Cross Lanes, WV
- 1998 Network Administration Certification  
Riverhead Training Facilities, Charleston, WV
- 2002 Microsoft Certification, Programming with XML in the Microsoft .NET Framework  
Extreme Login, Atlanta, GA
- 2004 Microsoft Certification, Developing Microsoft ASP.NET Web Applications Using Visual Studio.NET  
Upgrade IT Consulting, Alpharetta, GA

**Additional Expertise:**

Travelport: XML Select Web Services; GetThere: Online Booking Advanced  
Administration; TRAMS: Clientbase

Signature:  Date: 6/12/2013

**National Travel Service, Inc.**

**Financial Statements**

**Year Ended December 30, 2012, with  
Comparative Totals of January 1, 2012**

**National Travel Service, Inc.****Table of Contents**

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# Herman & Cormany

## Certified Public Accountants, A.C.

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Accountants & Consultants

### Compilation Report

To the Board of Directors  
National Travel Service, Inc.  
100 Chase Center  
Charleston, West Virginia 25301

We have compiled the accompanying statements of assets, liabilities and equity – income tax basis of National Travel Service, Inc. as of December 30, 2012 and January 1, 2012, and the related statements of revenues, expenses and retained earnings – income tax basis for the years then ended. We have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or provide any assurance about whether the financial statements are in accordance with the income tax basis of accounting.

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the income tax basis of accounting and for designing, implementing, and maintaining internal control relevant to the presentation of the financial statements.

Our responsibility is to conduct the compilation in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. The objective of a compilation is to assist management in presenting financial information in the form of financial statements without undertaking to obtain or provide any assurance that there are no material modifications that should be made to the financial statements.

Management has elected to omit substantially all of the disclosures ordinarily included in financial statements prepared in accordance with the cash basis of accounting. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Company's cash receipts and disbursements. 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.



Charleston, WV  
April 15, 2013

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1031 Quarrier Street, Suite 511 • Charleston, WV 25301-2397 • (304) 345-2320 • (304) 345-2325 fax  
[www.herman-cormanycpas.com](http://www.herman-cormanycpas.com)





**National Travel Service, Inc.**  
**Statements of Assets, Liabilities and Equity –**  
**Income Tax Basis**

**December 30, 2012 and January 1, 2012**

**Assets**

	<b>December 31, 2012</b>	<b>January 1, 2012</b>
<b>Current Assets</b>		
Cash and cash equivalents	\$3,187,643	\$2,868,888
Accounts receivable – trade	108,814	153,741
Accounts receivable – other	1,346	5,539
Group deposits advanced	-0-	49,949
Prepaid taxes and expenses	<u>2,235</u>	<u>35,470</u>
<b>Total Current Assets</b>	<u>3,300,038</u>	<u>3,113,587</u>
<b>Property and Equipment</b>		
Real property	403,968	403,968
Office furniture, fixtures and equipment	438,782	305,625
Shonk Plaza – improvements and equipment	51,245	42,502
Automobiles	<u>33,561</u>	<u>33,561</u>
	927,556	785,656
Less accumulated depreciation	<u>575,024</u>	<u>420,148</u>
<b>Net Property and Equipment</b>	<u>352,532</u>	<u>365,508</u>
<b>Other Assets</b>		
Deposit on equipment purchase	-0-	-0-
Goodwill, net of amortization	<u>3,855</u>	<u>5,105</u>
<b>Total Other Assets</b>	<u>3,855</u>	<u>5,105</u>
<b>Total Assets</b>	<u>\$3,656,425</u>	<u>\$3,484,200</u>

See accountants' compilation report.

### Liabilities and Stockholders' Equity

	<b>December 31, 2012</b>	<b>January 1, 2011</b>
<b>Current Liabilities</b>		
Accounts payable	\$ 149,180	\$ 249,672
Accrued taxes and expense	295,776	33,378
Group deposits	14,756	-0-
Deferred income	173,333	377,810
Accrued profit sharing contribution	<u>106,020</u>	<u>104,333</u>
<b>Total Current Liabilities</b>	<u>739,065</u>	<u>765,193</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	2,859,360	2,661,007
Less treasury stock-at cost	<u>(266,118)</u>	<u>(266,118)</u>
<b>Total Stockholders' Equity</b>	<u>2,917,360</u>	<u>2,719,007</u>
 <b>Total Liabilities and Stockholders' Equity</b>	 <u><b>\$3,656,425</b></u>	 <u><b>\$3,484,200</b></u>

## National Travel Service, Inc.

Statements of Income, Expenses and Retained Earnings –  
Income Tax Basis

December 30, 2012 and January 1, 2012

	<u>December 31, 2012</u>	<u>January 1, 2012</u>
<b>Income</b>		
Air and other commissions	\$5,433,909	\$4,693,032
Interest, dividend & other income	<u>9,902</u>	<u>10,397</u>
<b>Total Income</b>	<u>5,443,811</u>	<u>4,703,429</u>
<b>Operating Expenses</b>		
Salaries and personnel costs	3,422,805	3,038,971
Occupancy and office costs	1,049,417	976,962
Travel and delivery costs	68,832	155,788
Advertising and promotion	113,915	129,590
Depreciation and amortization	156,126	87,803
Taxes	101,167	71,600
Bad debts	2,543	1,205
Profit sharing contribution	100,000	100,000
Other	<u>115,064</u>	<u>84,211</u>
<b>Total Operating Expenses</b>	<u>5,129,869</u>	<u>4,646,130</u>
<b>Income Before Income Tax Provision</b>	313,942	57,299
<b>Income Tax Provision</b>	<u>106,923</u>	<u>16,426</u>
<b>Net Income</b>	207,019	40,873
<b>Correction to Prior Year Income Tax Calculations</b>	6,334	-0-
<b>Less: Dividend Paid</b>	(15,000)	(15,000)
<b>Retained Earnings – Beginning of Year</b>	<u>2,661,007</u>	<u>2,635,134</u>
<b>Retained Earnings – End of Year</b>	<u>\$2,859,360</u>	<u>\$2,661,007</u>

See accountants' compilation report.

## National Travel Service, Inc.

Statements of Cash Flows –  
Income Tax Basis

December 30, 2012 and January 1, 2012

	December 31, <u>2012</u>	January 1, <u>2012</u>
<b>Cash Flows From Operating Activities</b>		
Net income	\$ 207,019	\$ 40,873
Adjustments to reconcile net income to net cash provided (used) by operating activities:		
Depreciation and amortization	156,126	89,053
(Increase) Decrease in assets		
Accounts receivable – trade	44,927	183
Accounts receivable – other	4,193	1,808
Prepaid group deposits	49,949	(43,169)
Prepaid expenses	33,235	(35,470)
Deposits	-0-	27,862
Increase (Decrease) in liabilities:		
Accounts payable	(100,492)	(32,620)
Accrued taxes and expenses	268,732	17,038
Deferred income	(204,477)	291,142
Group deposits	14,756	(52,551)
Accrued profit sharing contribution	<u>1,687</u>	<u>2,144</u>
<b>Net Cash (Used) Provided by Operating Activities</b>	<u>475,655</u>	<u>306,293</u>
<b>Cash Flows From Investing Activities</b>		
Purchase of property and equipment	<u>(141,900)</u>	<u>(444,643)</u>
<b>Net Cash (Used) by Investing Activities</b>	<u>(141,900)</u>	<u>(444,643)</u>
<b>Cash Flows From Financing Activities</b>		
Dividends Paid	<u>(15,000)</u>	<u>(15,000)</u>
<b>Net Cash (Used) Acquired by Financing Activities</b>	<u>(15,000)</u>	<u>(15,000)</u>
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	318,755	(153,350)
<b>Cash and Cash Equivalents, Beginning of Year</b>	<u>2,868,888</u>	<u>3,022,238</u>
<b>Cash and Cash Equivalents, End of Year</b>	<u>\$3,187,643</u>	<u>\$2,868,888</u>
<b>Supplemental Disclosures</b>		
Income taxes paid	<u>\$106,923</u>	<u>\$ 16,426</u>

See accountants' compilation report.

**NATIONAL TRAVEL SERVICE, INC.**

DUNS: 08-225-1521

**Business Information Report****Company Information**

707 Virginia Street East

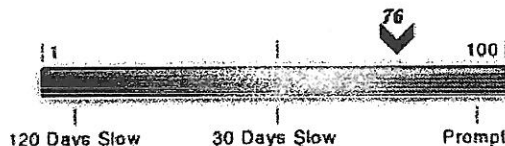
Charleston, WV 25301

This is a **headquarter** location.

Maintain a branch location at Morgantown, WV.

**Telephone** (304) 357-0801**Chief Executive:** DIRECTOR(S): THE OFFICER(S)**Stock Symbol:** NA**Year Started** 1977**Employees** 72**Financial Statement****Date:** 12/31/2012**Sales** \$5,443,811**Net Worth** \$2,913,505.00**History:** NA**Financial Condition:** profitable**SIC:** 4724**Line of Business:** Travel agency**Corporate Family:**

This business is a headquarter of the corporate family.

**D&B Rating** ®**Rating**  
**3A1****Financial Strength: 3A indicates \$1 to \$10,000,000**  
**Composite Credit Appraisal: 1 is high****Paydex** ®**76** ▼  
6 days beyond terms**Based on up to 24 months of trade.****D&B PAYDEX Key**

- High risk of late payment  
(average 30 to 120 days beyond terms)
- Medium risk of late payment  
(average 30 days or less beyond terms)
- Low risk of late payment  
(average prompt to 30+ days sooner)

## D&amp;B Rating ®

Rating  
**3A1**

**Financial Strength: 3A indicates \$1 to \$10,000,000**  
**Composite Credit Appraisal: 1 is high**

The credit rating was assigned based on D&B's assessment of the company's financial ratios and its cash flow. For more information, see the D&B Rating Key.

Below is an overview of the company's rating history since 01/01/1991

D&B Rating	Date Applied
3A1	1997-01-30
1R2	1997-01-29
1R3	1996-10-16
2A1	1995-08-03
2A2	1994-08-13
1A1	1991-08-07
BA2	1991-01-01

The Summary Analysis section reflects information in D&B's file as of June 11, 2013

## History &amp; Operations

## History

The following information was reported: **05/22/2013**

**Officer(s):**

TED R LAWSON, PRES  
WILLIAM R DILLS, V PRES-TREAS

**DIRECTOR(S):**

THE OFFICER(S)

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.

WILLIAM R DILLS born 1943. 1978-present active here.

## Operations

05/22/2013

**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.

Nonseasonal.

**Employees:** 72 which includes officer(s). 50 employed here.

**Facilities:** Rents 4,000 sq. ft. in on 1st floor of a multi story steel building.

**Location:** Central business section on main street.

**Branches:** Maintain a branch location at Morgantown, WV.

## SIC & NAICS

### SIC:

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific to a company's operations than if we use the standard 4-digit code. The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

4724 0000 Travel agencies

### NAICS:

561510 Travel Agencies

## Payments

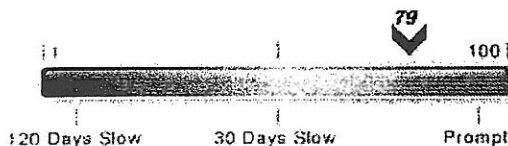
### Paydex®

The D&B PAYDEX is a unique, dollar weighted indicator of payment performance based on up to 36 payment experiences as reported to D&B by trade references.

#### 3 Month Paydex

**79** ▲

When weighted by dollar amount, payments to suppliers average 6 days beyond terms.



Based on payments collected over the last 3 months

#### 12 Month Paydex

**76** ▼

When weighted by dollar amount, payments to suppliers average 6 days beyond terms.



Based on payments collected over the last 12 months

When dollar amounts are not considered, then approximately 90 of the company's payments are within terms.

- High risk of late payment (average 30 to 120 days beyond terms)
- Medium risk of late payment (average 30 days or less beyond terms)
- Low risk of late payment (average prompt to 30+ days sooner)

## Payments Summary

Total (Last 12 Months): 36

	Total Received	Total Dollar Amount	Largest High Credit Payment summary	Within Terms	Days Slow			
					31	30-60	61-90	90
<b>Top Industries</b>								
Telephone communictns	6	\$24,400.00	\$20,000.00	100%	0	0	0	0
Misc publishing	5	\$550.00	\$50.00	100%	0	0	0	0
Electric services	4	\$1,300.00	\$750.00	100%	0	0	0	0
Misc business credit	2	\$2,500.00	\$2,500.00	0%	0	0	0	100
Nonclassified	2	\$550.00	\$500.00	100%	0	0	0	0
Ret mail-order house	1	\$2,500.00	\$2,500.00	100%	0	0	0	0
Help supply service	1	\$2,500.00	\$2,500.00	100%	0	0	0	0
Misc equipment rental	1	\$2,500.00	\$2,500.00	100%	0	0	0	0
Mfg signs/ad spectlys	1	\$1,000.00	\$1,000.00	100%	0	0	0	0
Short-frm busn credit	1	\$250.00	\$250.00	100%	0	0	0	0
Radiotelephone commun	1	\$250.00	\$250.00	0%	0	0	100	0
Mfg photograph equip	1	\$250.00	\$250.00	100%	0	0	0	0
Misc business service	1	\$100.00	\$100.00	100%	0	0	0	0
Lithographic printing	1	\$100.00	\$100.00	100%	0	0	0	0
Data processing svcs	1	\$100.00	\$100.00	100%	0	0	0	0
Personal credit	1	\$100.00	\$100.00	100%	0	0	0	0
Investment advice	1	\$50.00	\$50.00	100%	0	0	0	0
Public finance	1	\$0.00	\$0.00	0%	0	0	0	0

**Other Categories**

Cash experiences	3	\$150	\$50	-	-	-	-	-
Unknown	1	\$1,000	\$1,000	-	-	-	-	-
Unfavorable comments	0	\$0	\$0	-	-	-	-	-
Placed for collections with D&B:	0	\$0	\$0	-	-	-	-	-
Other	0	N/A	\$0	-	-	-	-	-
Total in D&B's file	36	\$40,150	\$20,000	-	-	-	-	-

The highest Now Owes on file is \$5,000

The highest Past Due on file is \$0

There are 36 payment experience(s) in D&B's file for the most recent 24 months, with 22 experience(s) reported during the last three month period.

## Payments Details

Total (Last 12 Months): 36

Date	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last sale w/f (Mo.)
06/2013	Ppt	\$2,500	\$500	--	Lease Agreemnt	--
05/2013	Ppt	\$2,500	\$2,500	\$0	N60	1 mo
05/2013	Ppt	\$2,500	\$0	\$0	Regular terms	2-3 mos
05/2013	Ppt	\$750	\$250	\$0	--	1 mo
05/2013	Ppt	\$250	\$0	--	--	1 mo
05/2013	Ppt	\$250	\$250	\$0	--	1 mo
05/2013	Ppt	\$100	\$0	\$0	--	2-3 mos
05/2013	Ppt	\$50	\$50	\$0	--	1 mo
05/2013	Slow 30	--	\$0	\$0	--	1 mo
04/2013	Ppt	--	\$0	\$0	--	1 mo
04/2013	Ppt	--	\$500	\$0	--	--
04/2013	Ppt	--	\$0	\$0	--	1 mo
04/2013	Ppt	\$20,000	\$5,000	\$0	--	1 mo
04/2013	Ppt	\$2,500	\$0	\$0	--	1 mo
04/2013	Ppt	\$1,000	\$1,000	\$0	--	1 mo
04/2013	Ppt	\$750	\$0	\$0	--	1 mo
04/2013	Ppt	\$250	\$250	\$0	--	1 mo
04/2013	Ppt	\$100	\$100	\$0	--	1 mo
04/2013	Ppt	\$100	\$100	\$0	--	1 mo
04/2013	Ppt	\$50	\$50	\$0	--	1 mo
04/2013	Ppt	\$50	\$50	\$0	--	1 mo
04/2013	Ppt	\$50	\$50	\$0	--	1 mo
02/2013	Ppt	\$100	--	--	--	1 mo
02/2013	Slow 120	\$2,500	\$0	\$0	Lease Agreemnt	6-12 mos
02/2013	(025)	\$1,000	\$0	\$0	N30	6-12 mos
11/2012	Ppt	--	--	--	--	1 mo
11/2012	(027)	\$50	--	--	Cash account	1 mo
08/2012	Ppt	\$50	\$0	\$0	--	6-12 mos
05/2012	Ppt	--	\$0	\$0	--	6-12 mos
05/2012	Ppt	\$100	\$0	\$0	--	6-12 mos

6/11/13

Dun and Bradstreet Credibility Corp

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02/2012	(031)	\$50	--	--	Cash account	1 mo
02/2012	(032)	\$50	--	--	Cash account	1 mo
12/2011	Ppt	\$250	\$250	\$0	--	1 mo
11/2011	Ppt	\$500	\$0	\$0	--	6-12 mos
09/2011	Ppt	\$1,000	\$0	\$0	--	6-12 mos
07/2011	Slow 90	\$250	\$0	\$0	--	6-12 mos

Payments Detail Key: ■ 30 or more days beyond terms

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

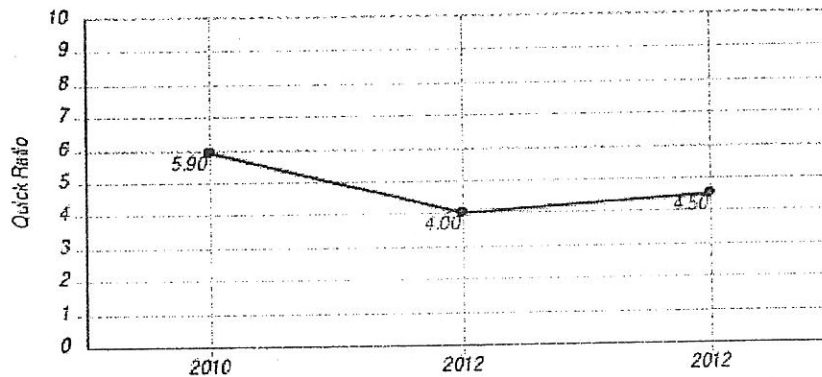
Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

## Banking and Finance

### Statement Update

#### Key Business Ratios from D&B



#### • This Company

#### Key Financial Comparisons

##### This Company's Operating Results Year Over Year

	2010(\$)	2012(\$)	2012(\$)
NET SALES	4,525,386.00	4,703,429.00	5,443,811.00
GROSS PROFIT	4,525,386.00	NA	5,443,811.00
NET PROFIT AFTER TAX	63,993.00	40,873.00	207,019.00
DIVIDENDS/WITHDRAWALS	NA	NA	NA
WORKING CAPITAL	2,650,249.00	2,348,394.00	2,560,973.00

## This Company's Assets Year Over Year

CASH	3,022,238.00	2,868,888.00	3,187,643.00
ACCOUNTS RECEIVABLE	161,271.00	159,280.00	108,814.00
NOTES RECEIVABLE	NA	NA	NA
INVENTORY	NA	NA	NA
OTHER CURRENT ASSETS	6,780.00	85,419.00	3,581.00
TOTAL CURRENT ASSETS	3,190,289.00	3,113,587.00	3,300,038.00
FIXED ASSETS	8,668.00	365,508.00	352,532.00
OTHER NON-CURRENT ASSETS	34,217.00	5,105.00	3,855.00
TOTAL ASSETS	3,233,174.00	3,484,200.00	3,656,425.00

## This Company's Liabilities Year Over Year

ACCOUNTS PAYABLE	282,292.00	249,672.00	149,180.00
BANK LOAN	NA	NA	NA
NOTES PAYABLE	NA	NA	NA
OTHER CURRENT LIABILITIES	257,748.00	515,521.00	589,885.00
TOTAL CURRENT LIABILITIES	540,040.00	765,193.00	739,065.00
OTHER LONG TERM LIABILITIES	NA	NA	NA
DEFERRED CREDIT	NA	NA	NA
NET WORTH	2,693,134.00	2,719,007.00	2,917,360.00
TOTAL OF LIABILITIES AND NETWORTH	3,233,174.00	3,484,200.00	3,656,425.00

Assets(\$)		Liabilities(\$)	
Cash	3187643	Accts Pay	149180
Accts Rec	108814	Group Deposits	14756
Accounts Receivable-...	1346	Accruals	401796
Prepaid	2235	Deferred Income	173333
<b>Current Assets</b>	<b>3,300,038.00</b>	<b>Current Liabs</b>	<b>739,065.00</b>
Fixt & Equip	352532	COMMON STOCK	32800
Goodwill-Net	3855	ADDIT. PD.-IN CAP	291318
		TREASURY STOCK	-266118
		RETAINED EARNINGS	2859360
<b>Total Assets</b>	<b>3,656,425.00</b>	<b>Total Liabilities</b>	<b>3,656,425.00</b>

From JAN 01 2012 to DEC 31 2012 annual sales \$5,443,811; gross profit \$5,443,811; operating expenses \$5,129,869. Operating income \$313,942; net income before taxes \$313,942; Federal

income tax \$106,923; net income \$207,019.

Prepared from statement(s) by Accountant: Herman & Company, Charleston, WV.

& quot;The financial statement as submitted by the subject company reflects an accountant's compilation with figures provided from management. & quot;

#### Explanations

#### Key Business Ratios

FISCAL 2012-12-31

(Industry Median is based on this number of firms: 15 )

	This Company	Industry Median	Industry Quartile
<b>Solvency</b>			
Quick Ratio	4.5	1.1	1
Current Ratio	4.5	1.5	1
Current Liabilities to Net Worth	25.3	95.5	4
Current Liabilities to Inventory	NA	999.9	NA
Total Current	25.3	122.3	4
Fixed Assets to Net Worth	12.1	15.6	1
<b>Efficiency</b>			
Collection Period	7.3	18.7	1
Inventory Turn Over	NA	611.2	NA
Sales to NWC	2.1	12.7	3
Acct Pay to Sales	2.7	3.2	1
<b>Profitability</b>			
Return on Sales	3.8	1.1	2
Return on Assets	5.7	11.4	3
Return on NetWorth	7.1	32.5	4

## Public Filings

### Summary

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	# of Records	Most Recent Filing Date
Bankruptcy Proceedings	0	-
Judgments	0	-
Liens	0	-
Suits	0	-



UCCs

0

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The following Public Filing data is for information purposes only and is not the official record.  
Certified copies can only be obtained from the official source.

### Judgments

We currently don't have enough data to display this section

### Liens

We currently don't have enough data to display this section

### Suits

We currently don't have enough data to display this section

### UCC Filings

We currently don't have enough data to display this section



## Certificate of Accreditation

Presented to:

**NATIONAL TRAVEL SERVICE INC.**  
100 CHASE TOWERS 707 VIRGINIA  
STREET EAST  
CHARLESTON, WEST VIRGINIA

This is to certify that the above Travel Agency has provided evidence of its commitment to the travel industry and has met the business standards as established by the International Airlines Travel Agent Network

**Humberto E. Rivero**  
Regional Director, The Americas



Issue date: March 23, 2009

**Giulia Collins**  
Assistant Director, IATAN Operations



Airlines Reporting Corporation

December 11, 1998

NATIONAL TVL SVC INC  
BANK ONE CENTER/SUITE 100  
707 VIRGINIA ST EAST  
CHARLESTON WV 25301

RE: ACN 51-63826-3

ATTENTION: OWNER OR MANAGER

Dear Travel Agent:

This letter is your notification of referenced changes made at your written request. All participating carriers have been advised.

Your previous listing information was:

ACN: 51-63826-3  
NATIONAL TVL SVC INC  
100 CHARLESTON NATL PLAZA  
CHARLESTON WV 25301

Your new listing information is:

ACN: 51-63826-3  
NATIONAL TVL SVC INC  
BANK ONE CENTER/SUITE 100  
707 VIRGINIA ST EAST  
CHARLESTON WV 25301

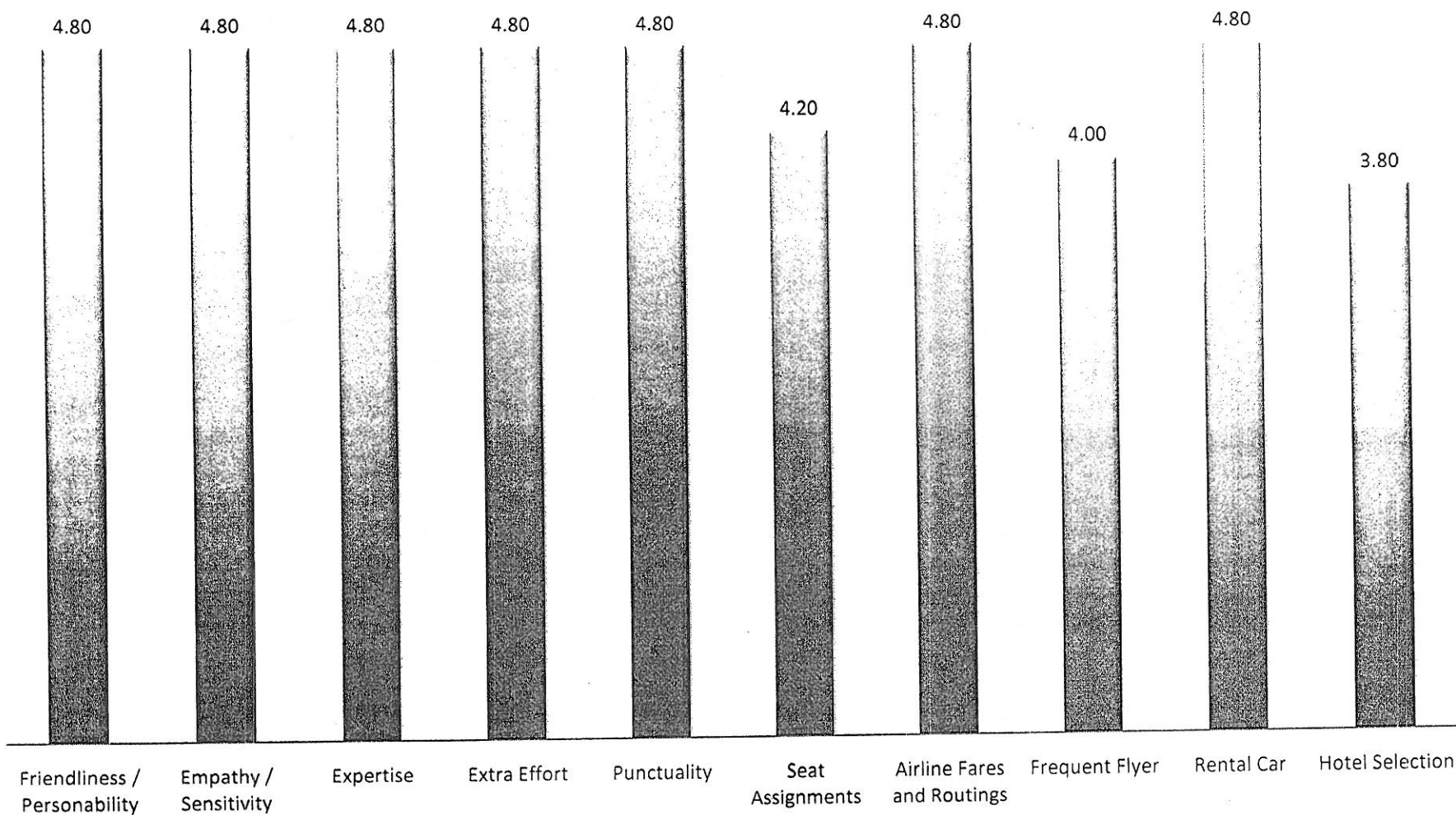
REMARKS: .

The effective date of this change is **December 20, 1998.**

Miscellaneous Changes Department  
Agency Accreditation Services

# State of West Virginia

## Report Card Summary 1/1/2012 - 12/31/2012



# Report Card Number: 154

Date Submitted: 5/10/2012 1:21:34 PM

Name: [REDACTED]

Company/Agency: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Phone Number: [REDACTED]

E-Mail Address: [REDACTED]

## Additional Comments:

Please note that I make all travel arrangements for [REDACTED] and deal with [REDACTED] for all his travel. She is really a pleasure to work with as well as being fast, efficient and very knowledgeable!

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
------------------------------------------------------------------------------------	---

<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
-------------------------------------------------------------------------------------------------------------------------	---

<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
-------------------------------------------------------------------------------------------------------	---

<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
-------------------------------------------------------------------------------------------------	---

<b>Punctuality:</b> Agent was efficient and responsive.	5
---------------------------------------------------------	---

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	5
-------------------------------------------------------------------------------	---

<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	NA
---------------------------------------------------------------------------------------------------	----

<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	NA
--------------------------------------------------------------------------------------------------------------------------	----

<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	NA
------------------------------------------------------------------------------------	----

<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	NA
----------------------------------------------------------------------------------------------	----

My travel was: Domestic

---

Do you want to recognize your agent for outstanding service? Yes

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? No

**Report Card Score: 5.0**

---

**Overall Score: 5.0**

# Report Card Number: 267

Date Submitted: 6/27/2012 4:38:10 PM

Name: [REDACTED]

Company/Agency: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Phone: [REDACTED]

E-Mail Address: [REDACTED]

## Additional Comments:

[REDACTED] was GREAT!! She was very helpful and did everything she could to accommodate our needs.

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
<b>Punctuality:</b> Agent was efficient and responsive.	5

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	NA
<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	4
<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	NA
<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	NA
<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	NA

My travel was: Domestic

---

Do you want to recognize your agent for outstanding service? Yes

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? No

**Report Card Score: 4.8**

---

**Overall Score: 4.8**

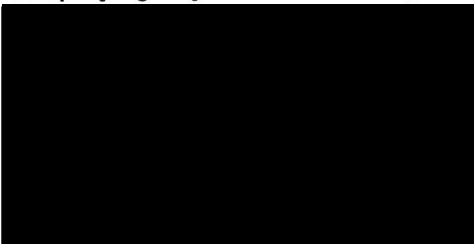


# Report Card Number: 358

Date Submitted: 7/31/2012 2:18:05 PM

Name: [REDACTED]

Company/Agency: Marshall University Forensic Science



## Additional Comments:

Excellent service

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
------------------------------------------------------------------------------------	---

<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
-------------------------------------------------------------------------------------------------------------------------	---

<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
-------------------------------------------------------------------------------------------------------	---

<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
-------------------------------------------------------------------------------------------------	---

<b>Punctuality:</b> Agent was efficient and responsive.	5
---------------------------------------------------------	---

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	5
-------------------------------------------------------------------------------	---

<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	5
---------------------------------------------------------------------------------------------------	---

<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	NA
--------------------------------------------------------------------------------------------------------------------------	----

<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	NA
------------------------------------------------------------------------------------	----

<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	NA
----------------------------------------------------------------------------------------------	----

My travel was: Domestic

---

Do you want to recognize your agent for outstanding service? No

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? Yes

## Please explain:

My flight from Charlotte to Huntington was canceled on my way home. The airline arranged for a new flight the next day. Had the airline not already made arrangements, I still wouldnt have needed to call the on call service because I was promptly contacted by an agent to make sure I was taken care of. Excellent service

Was our 24 hour On Call Assistance contacted? No

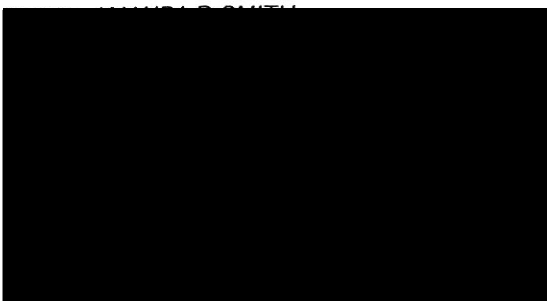
## Report Card Score: 5.0

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## Overall Score: 5.0

# Report Card Number: 449

Date Submitted: 8/23/2012 9:20:16 AM



## Additional Comments:

I was working with another travel agent and she was ill the day before my flight and laura stepped in and hit the ground running. She stayed late to make sure we got our boarding passes and baggage taken care of. This is the true definition of customer service. [REDACTED] you ROCK :)

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
<b>Punctuality:</b> Agent was efficient and responsive.	5

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	NA
<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	NA
<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	NA
<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	NA
<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	NA

My travel was: Domestic

---

Do you want to recognize your agent for outstanding service? Yes

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? No

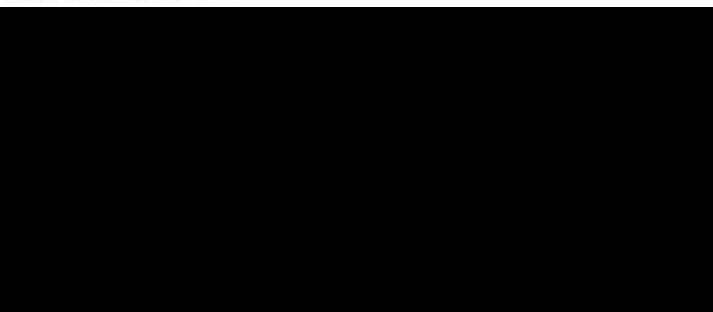
**Report Card Score: 5.0**

---

**Overall Score: 5.0**

# Report Card Number: 559

Date Submitted: 9/25/2012 10:16:58 AM



## Additional Comments:

██████████ was most helpful with some issues we faced on our return flight. There was a very long waiting line at the airport, and she helped to expedite our boarding by quickly getting our passes e-mailed to us and letting us pay for our bags in advance. ██████████ gave prompt service to us for which we are grateful.

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
<b>Punctuality:</b> Agent was efficient and responsive.	5

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	NA
<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	NA
<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	NA
<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	NA
<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	NA
<b>My travel was:</b> Domestic	

---

Do you want to recognize your agent for outstanding service? Yes

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? No

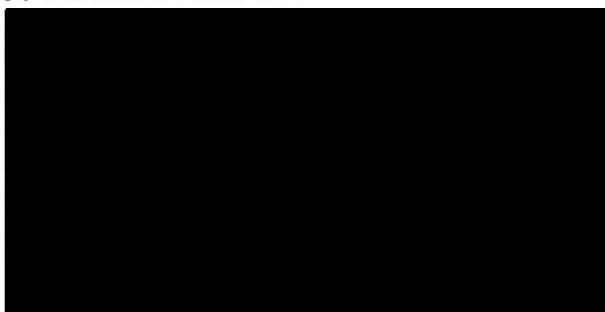
**Report Card Score: 5.0**

---

**Overall Score: 5.0**

# Report Card Number: 576

Date Submitted: 10/1/2012 8:42:22 AM



## Additional Comments:

I would like to receive special travel information and discounts: No

I would like to receive special travel bullitons: No

---

<b>Friendliness:</b> Agent made you feel welcome and you enjoyed the conversation.	5
<b>Empathy / Sensitivity:</b> Agent had the ability to understand your travel request and was sensitive to the request.	5
<b>Expertise:</b> Agent had the knowledge to perform your travel requests efficiently and skillfully.	5
<b>Extra Effort:</b> Agent did demonstrate extra effort in processing your travel requirements.	5
<b>Punctuality:</b> Agent was efficient and responsive.	5

---

<b>Seat Assignments:</b> Seat assignments were obtained to your satisfaction.	5
<b>Airline Fares and Routings:</b> Agent researched fares and routings and gave the best options.	5
<b>Frequent Flyer Information:</b> Agent asked for Frequent Flyer information or offered you the Frequent Flyer program.	5
<b>Rental Car:</b> Agent researched rental car options and reserved car correctly.	5
<b>Hotel Selection:</b> Agent researched hotel savings options, and reserved room correctly.	5
<b>My travel was:</b> Domestic	

---

Do you want to recognize your agent for outstanding service? No

Did you take advantage of our Concierge Service? No

Did you incur a significant delay during your travel? Yes

### Please explain:

Pilot couldnt land at Yeager due to fog/inexperience, so we were taken to Roanoke, VA and brought back later. My agent quickly called me and gave me a heads up of what was going on and offered to help me with whatever arrangements were necessary.

Was our 24 hour On Call Assistance contacted? No

**Report Card Score: 5.0**

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**Overall Score: 5.0**

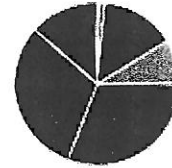
Customer Relations Enhancement Report  
 Prepared for State of West Virginia  
 Reported Period: 1/1/2012 thru 12/31/2012



**POS Air Enhancements:**

805

■ Air Upgrades:	1
■ Seat Assignment:	241
■ Online Check-In:	439
■ Used Non-Refundable Credit:	44
■ Cleared Airline Waitlist:	1
■ Schedule Change Reprotection:	4
■ Delayed Flight Assistance:	47
■ Canceled Flight Assistance:	28

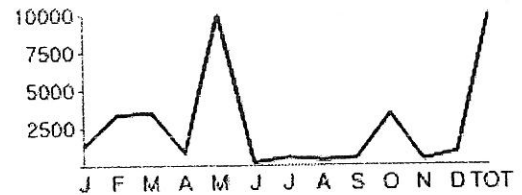


**POS Air Savings:**

\$36701

Air Upgrades:	\$20545
Lowest Fare Obtained:	\$500
Penalty Waiver:	\$0
Used Non-Refundable Credit:	\$15595
Other Air Savings:	\$61

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5	10	16	3	4	1	2	1	3	9	1	2
\$1281	\$3357	\$3513	\$835	\$21419	\$221	\$545	\$372	\$505	\$3399	\$390	\$864



**POS Hotel Enhancements:**

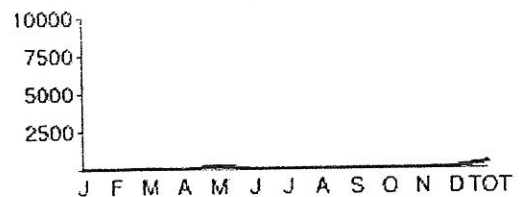
0

**POS Hotel Savings:**

\$439

No Show Waiver:	\$439
Hotel Over Charge:	\$0

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
0	0	1	0	1	0	1	0	0	0	0	1
\$0	\$0	\$77	\$0	\$253	\$0	\$0	\$0	\$0	\$0	\$0	\$109



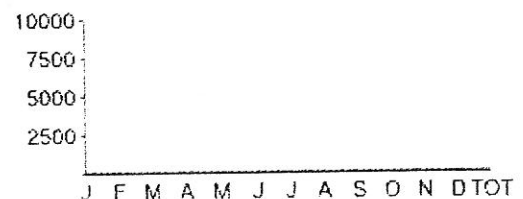
**POS Car Enhancements:**

0

**POS Car Savings:**

\$0

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
0	0	0	0	0	0	0	0	0	0	0	0
\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0



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TRAVEL SERVICE

132

nationaltravel.co

Cranberry/Morgantown

Reservation Info:

Destination:

BA:

PNR: RWCF6W

Ticket Num:

1/24/2012

JLS

Contest Notes:

██████████ to make reservations for 2 employees and a child. The child was a runaway and ██████████ had very little identification for her. The child is 17 and does not need a state issued photo ID but she could possible face questioning if she looks older. They are on a time crunch and do not think they are able to get ID for her in time. I first contacted the airline in hopes that they would be able to assist. They were unable to give me even TSA requirements. I then called TSA which was a recording with many prompts explaining information that was the same as I had found online. I was able to get connected to a voicemail of the Customer Relations TSA officer in the IAH airport ██████████ I left him a voice mail and he called me back the next day. ██████████ said that he understands this situation and appreciated the heads up. ██████████ said that this is not a problem and he will issue a list to the TSA supervisors and managers with the names of the ██████████ workers as well as the child's. He said that this will give them clearance to pass through security. He said that if there is any problem for the travelers to ask for a manager and the manager will see the names as cleared. I spoke with ██████████ and she was very happy about the information and assistance that she was given. She said that this was above and beyond her expectations. He offered other very helpful information. He informed me that even if a traveler is 40 years old and does not have an ID because of a circumstance such as losing it the day prior to flight for example it is possible that TSA will still allow that traveler to board. He said that TSA believes that the traveler is telling the truth and will give them the opportunity to prove their identity. TSA will pull the traveler aside and ask a series of questions for example, what is you date of birth, where were you born etc. He said that TSA are trained to read body language as well as other skills that allow them to determine if a traveler is truthful. However, if for any reason the TSA agent feels the situation is not legitimate than they will deny boarding. He said that my calling and reporting this to him that he is able to assist and this should be a much smoother process for both TSA and the travelers.



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TRAVEL SERVICE

133

nationaltravel.co

Cranberry/Morgantown

Reservation Info:

Destination:

BA:

PNR: MPFWJO

Ticket Num:

2/27/2012

JLS

Contest Notes:

traveled on Friday, February 24, 2012. I went to the airport with them see the group off. We were standing at the counter when one of the team members approached the head coach with the news that she had forgotten her grips in her apartment. The coach became upset and advised her that if she couldn't figure out how to get her grips before the meet, she might not be able to travel. I stepped in and advised the girl that if she could get the grips to our office, I would ship them out overnight via Fedex to the hotel for her. She called her boyfriend and he was able to get them to the office for her. I shipped them out overnight, Saturday delivery to the hotel, approx. \$60 in shipping. I received a text from the assistant coach telling me they received them and how grateful they were. They also expressed how much they liked having someone with them at the airport and thought it was a fabulous service that we are offering. Their flight out of PIT was delayed an hour. I was able to stay in contact, via text messages, with the assistant coach, making sure he knew we had a back up plan if they missed their connection. He was able to text me when they arrived in LGA and let me know that they did make their connection. He also let me know that they arrived safely at their destination and again thanked me for all my assistance and wanted to make sure that I would be doing this every time they traveled. I assured him we would.

*See why we're different***Concierge Class**  
TRAVEL SERVICE134  
nationaltravel.com

Cranberry/Morgantown

Reservation Info:

Destination:

BA:

PNR:

Ticket Num:

5/31/2012

Contest Notes:

██████████ called just wanting some info, since his wife had booked on line reservations for them to go home to Texas for a few days. She had booked their return for June 3, and he had to be back on June 2. when she called AA to make a change they wanted \$591.00 per ticket to change. He started by asking me how much a new one way back to PIT would be which was \$348.00 per person, then I ask him for the AA locator and said let me take a look at it. I pulled it on line then ask if he could hold while I called AA. After talking to AA and suggesting alternate flights I was able to get the tickets changed for \$286.00 per person. ██████████

██████████ was delighted and amazed that I would handle this on a reservation they had not booked for us. I got the seat assignments and emailed them the new itinerary. He said from now on they would also book their personal travel with NTS.

*See why we're different*Concierge Class  
TRAVEL SERVICE

135

nationaltravel.com

Cranberry/Morgantown

Reservation Info:

Destination:

BA:

PNR: TFGQR2

Ticket Num:

8/17/2012

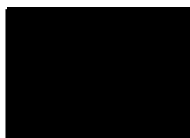
Contest Notes:

██████████ called in to ask us to call UA and reconfirm wheelchair assistance was requested for her segments that she was re-protected on and also her return. She traveled from CRW to IAD, her flight from CRW was delayed 31mins and when she arrived in IAD UA did not have a wheelchair ready (even though it was requested) for her so she had to wait. She was also traveling with her husband. By the time the wheelchair arrived, they had missed their connection. UA re-protected both of them on a 4:59 out of IAD to DEN then onto her final stop in SEA, making them not arrive in SEA until 12:05am. This would make them sit at the airport for 5hrs and now have a connection instead of straight shot from IAD. I advised I would call and make sure wheelchair was requested for all segments and apologized for the inconvenience she was having. After we hung up I went back to tell ██████████ about the situation and she looked at flights and found UA971 leaving at 5:29 and going straight to SEA arriving at 8pm with two first class seats available. She advised me to call UA and see if we could them changed to this. I looked in the record to call ██████████ and ask if this sounded ok, but there was no cell. So I called her office and tracked down an associate who gave me her number. I then called UA and was told no they could not re-protect economy class on first class. I then called ██████████ on her cell and advised her that there were 2 first class seats avail on the UA 971 and she should go to the UA counter and demand to be put on them because it was UA's fault she missed her connection and it would be really inconvenient to make another connection. ██████████ called me back to let me know that they were re-protected on the flight we suggested and she was VERY happy with my customer service, going above and beyond on something that she didn't even ask me to do. She said she would never fly again without using National Travel.



## CUSTOMER RELATIONS REPORT

Traveler:  
Address:  
State:  
Phone:



Client: 74000

City:

Zip:

Report: 66939

PNR: QJHGQI

Ticket: 7181762924

Departure Date: 2/25/2013

Entered By:

Status:

Closed Date:

Closing Agent:



Destination:

Report Date: 2/20/2013

Department: State

Entered By:

Booking Agent:

Other Agent:



### Nature of Report:

Customer Request

Internal Documentation

### Types of Errors:

forwarded an email to me from [REDACTED] that stated the traveler has decided to retire and will not be traveling and "National Travel will only issue a credit in the name of the person for whom the ticket was purchased." [REDACTED] also was inquiring about why we did not redeem any of the Delta SkyBonus points for these reservations.

I responded to [REDACTED] explaining this was an airline policy not a National Travel policy. Initially, I did not see the passenger name on the email. I advised we could attempt to get the ticket reissued with a letter from the [REDACTED]. When I printed the email to initiate the CR I then noticed that the passengers name was on the email. The PNR was booked in L class outbound and Q class on return. The DL Skybonus program requires U class to be available to confirm award reservations. I looked at the past date tariff from CRW to SAT that was in effect when the PNR was booked. and there is also a lower fare that depends on U class and Apollo should have priced in U had it been available at the time of booking. HOWIE did not return a lower fare for this same itinerary. I am confident that U was not available for these flights on the day the reservation was confirmed, however I cannot determine if alternate schedules with U were offered in order to obtain the comp tickets on DL. The PNR is also documented by [REDACTED] called to inquire about cancelling the reservation but did not cancel the PNR.

On March 20, We received an acknowledgement from Delta that they are in receipt of the letter, and they will reply within 30 days. Case Number 8532691

Monday, Feb 18, [REDACTED] called about PNR GJHGQI. [REDACTED] stated that her ticket was issued with her "status" at Delta, and that the [REDACTED] had paid for a ticket for a fellow employee, [REDACTED]. Both pas were listed in the PNR and I advised [REDACTED] that the ticketing looked very normal and routine to me, that both pas had been ticketed for travel Feb 25. [REDACTED] then told me that [REDACTED] was ill, would not be making the trip, and [REDACTED] was familiar with DL policies re: \$150 change penalty, etc. as we discussed at length. She also said [REDACTED] was retiring and it would not be "ethical" to have an open ticket

with "value" for someone no longer employed by [REDACTED]  
[REDACTED] asked me what would happen if we just forfeited the value,  
or did a no-show. Then [REDACTED] asked me not to make any  
changes to the record until she could run it past their Travel  
Department for clarification.

---

[REDACTED] I was advised not to cancel the reservation until the client  
calls in for sure.

---

[REDACTED] I was advised not to cancel the reservation until the client  
calls in for sure.

---

[REDACTED] It looks as if [REDACTED] has documented the reservation that she may  
want to cancel due to a sickness and may retire. The reservation  
is still active.

---

[REDACTED] The tickets were at \$586.60 per person, booked in L and Q class.  
It does not appear that U class was available. I will make sure  
that all classes of service and all schedules are presented to  
[REDACTED] Also, that the reservation is  
documented as well.

---

# Executive Summary with Graphs



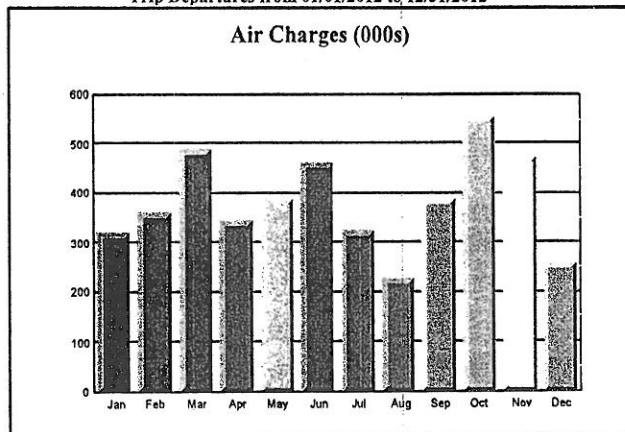
## State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

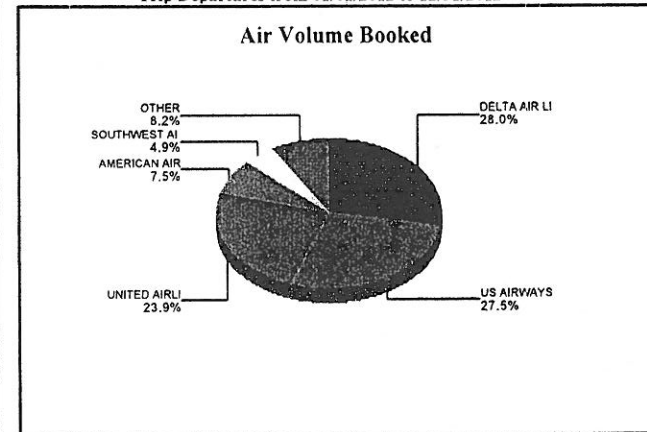
Trip Departures from 01/01/2012 to 12/31/2012

Air Charges Summary	Totals	Averages
Transactions-Invoices:	9,062	
Credits	64	
Total Transactions:	9,126	
Net # of Trips:	8,998	
Air Charges:	\$4,589,559.40	\$510.06
Savings:	\$11,053,647.31	\$1,228.46
Negotiated Savings:	\$581,864.05	
# of Exceptions:	2,874	
Lost Savings:	\$392,026.85	\$43.57
Service Fees:	\$211,959.25	

Trip Departures from 01/01/2012 to 12/31/2012

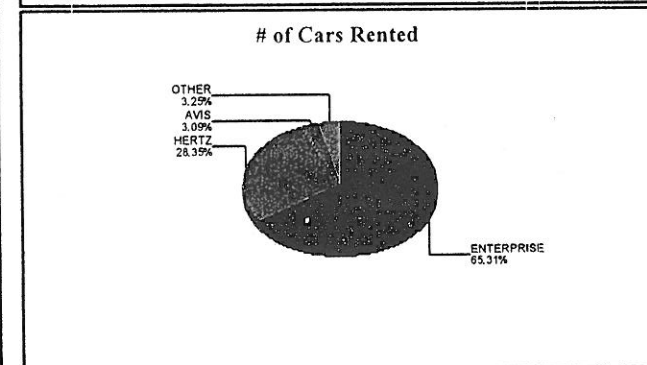
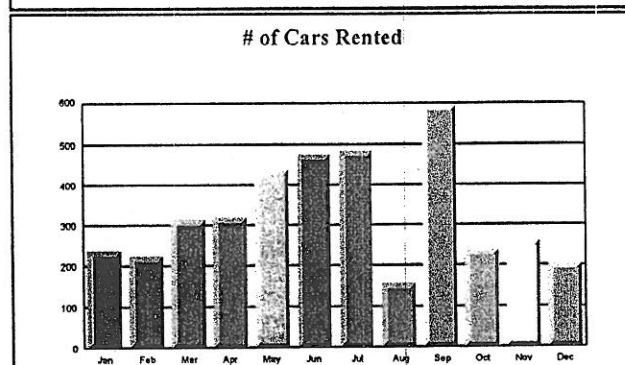


Trip Departures from 01/01/2012 to 12/31/2012



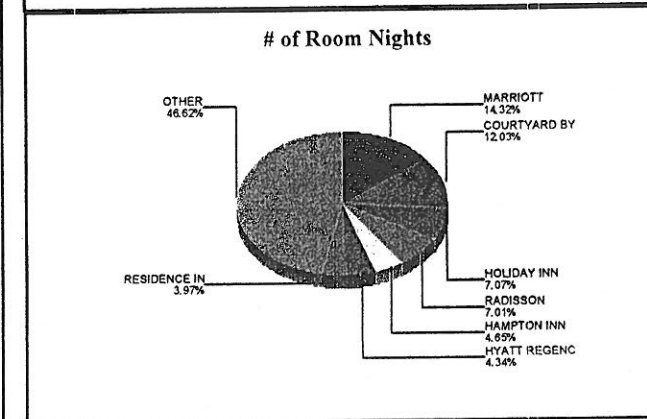
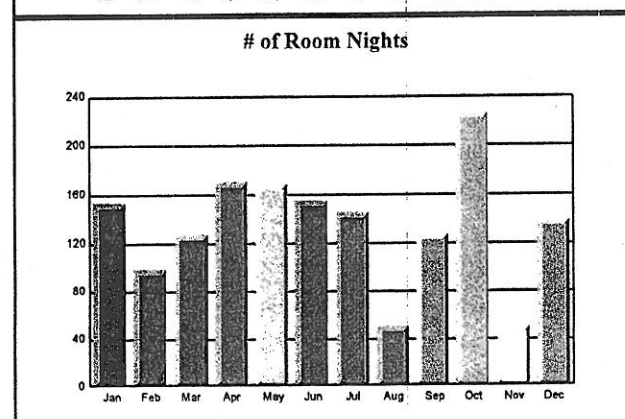
Top 5 City Pairs	# of Segs	Amount
Charleston<->Washington-Nationa	661	\$133,142.47
Charleston<->Orlando	582	\$95,736.98
Dallas-Ft Worth<->Pittsburgh	421	\$102,078.34
Atlanta<->Charleston	333	\$101,236.17
Charleston<->New Orleans	282	\$62,671.83

Car Rental Summary	Totals	Averages
# of Cars Rented:	1,338	
# of Days Rented:	3,944	2.95
Cost (Booked Rate):	\$141,096.30	\$39.02
Cost Per Day:	N/A	\$35.77



Top 5 Car Rental Cities	# of Days	Amount
BATON ROUGE, LA	266	\$6,064.80
ORLANDO, FL	242	\$8,647.05
MORGANTOWN, WV	222	\$9,149.83
PITTSBURGH, PA	147	\$4,951.21
CHARLESTON, WV	140	\$4,764.63

Hotel Booking Summary	Totals	Averages
# of Bookings:	749	
# of Room Nights:	1,613	2.15
Cost (Booked Rate):	\$228,297.71	\$137.36
Cost per Night:	N/A	\$141.54





# Top/Bottom Cars Rental Companies



Back Office Data  
State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

Rental Dates from 01/01/2012 to 12/31/2012						Rental Dates from 01/01/2011 to 12/31/2011					
Rank	Car Rental Company	# of Rentals	Days Rented	Volume Booked	% of Total	Avg Cost per Day*	# of Rentals	Days Rented	Volume Booked	% of Total	Avg Cost per Day*
1	ENTERPRISE	798	2588	\$87,287.50	61.48%	\$33.75	679	2,002	\$68,675.97	54.04%	\$34.30
2	HERTZ	425	1118	\$42,076.34	29.64%	\$37.80	368	1,053	\$38,972.22	30.67%	\$37.37
3	AVIS	55	122	\$5,801.51	4.09%	\$50.01	43	75	\$4,800.91	3.78%	\$72.74
4	NATIONAL	54	84	\$4,243.74	2.99%	\$53.05	100	162	\$12,238.29	9.63%	\$76.97
5	AUTOEUR	2	16	\$1,709.60	1.20%	\$106.85	0	0	\$0.00	0.00%	\$0.00
6	THRIFTY	2	3	\$317.87	0.22%	\$105.96	2	2	\$358.49	0.28%	\$179.25
7	ADVANTAGE	1	6	\$166.92	0.12%	\$27.82	2	7	\$234.53	0.18%	\$33.50
8	ENTERP	1	6	\$143.04	0.10%	\$23.84	0	0	\$0.00	0.00%	\$0.00
9	DOLLAR	2	3	\$127.11	0.09%	\$42.37	1	1	\$200.00	0.16%	\$200.00
10	ECONOMY	1	1	\$99.99	0.07%	\$99.99	0	0	\$0.00	0.00%	\$0.00
Car Rental Companies Listed:		1341	3947	\$141,973.62	100.00%	\$36.13	1,195	3,302	\$125,480.41	98.74%	\$38.26
Car Rental Companies Not Listed:		1	9	\$0.00	0.00%	\$0.00	4	23	\$1,599.27	1.26%	\$69.53
Report Totals:		1342	3956	\$141,973.62	100.00%	\$36.13	1,199	3,325	\$127,079.68	100.00%	\$38.47

\* Only records with valid rates are used in calculating the averages.

# Quick Summary



Back Office Data  
State of West Virginia

Based on Trip Departure Date

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

	From 01/01/2012 to 12/31/2012			From 01/01/2011 to 12/31/2011			Variances	
Air	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
NbrOfTrips:	8998			7730			-1268	
Air Charges:	\$4,589,559.40	\$510.06		\$3,815,757.16	\$493.62		\$-773,802.24	\$-16.44
Savings:	\$11,053,647.31	\$1,228.45	70.66 %	\$8,968,498.79	\$1,160.21	70.15 %	\$-2,085,148.52	\$-68.24
# of Exceptions:	2874			2295			-579	
Lost Savings:	\$392,026.85	\$43.56	8.54 %	\$297,217.65	\$38.44	7.79 %	\$-94,809.20	\$-5.12
Negotiated Savings:	\$581,864.05			\$229,262.08			\$-352,601.97	
Car Rental	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
# of Cars Rented:	1338			1203			-135	
# of Days Rented:	3944	2.95		3337	2.77		-607	-0.18
Cost (Booked Rate):	\$141,096.30	\$39.02		\$127,957.00	\$41.82		\$-13,139.30	\$2.80
Cost Per Day:	N/A	\$36.01		N/A	\$38.60		N/A	\$2.59
# of Exceptions:	0		0.00 %	0		0.00 %	0	
Exception Amt Lost:	\$0.00		0.00 %	\$0.00		0.00 %	\$0.00	
Hotel Bookings	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
# of Bookings:	749			586			-163	
# of Nights Booked:	1613	2.15		1193	2.04		-420	-0.11
Cost (Booked Rate):	\$228,297.71	\$137.36		\$164,060.38	\$134.52		\$-64,237.33	\$-2.84
Cost per RoomNight:	N/A	\$142.42		N/A	\$138.68		N/A	\$-3.74
# of Exceptions:	1		0.13 %	0		0.00 %	-1	
Exception Amt Lost:	\$433.13		0.19 %	\$0.00		0.00 %	\$-433.13	
Report Totals	Totals	Averages	% Svgs/Lost	Totals	Averages	% Svgs/Lost	Change In Totals	Change In Avgs
Total Charges:	\$4,958,953.41			\$4,107,774.54			\$-851,178.87	
Total # of Exceptions:	2875			2295			-580	
Total Exception Amt Lost:	\$392,459.98			\$297,217.65			\$-95,242.33	

Only records with valid rates are used in calculating the averages.

# Sales by Air Carrier



Back Office Data  
State of West Virginia

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'; Air Only

Rank	Validating Carrier	Trip Departures from 01/01/2012 to 12/31/2012					Trip Departures from 01/01/2011 to 12/31/2011				
		Trips	% of Total	Volume Booked	% of Total	Avg Cost Per Trip	Trips	% of Total	Volume Booked	% of Total	Avg Cost Per Trip
1	DELTA AIR LINES (DL)	2,422	27.1%	\$1,283,529.51	28.0%	\$529.95	1,959	25.4%	\$1,023,583.88	26.9%	\$522.50
2	US AIRWAYS (US)	2,662	29.8%	\$1,257,237.13	27.5%	\$472.29	2,275	29.5%	\$956,760.66	25.1%	\$420.55
3	UNITED AIRLINES (UA)	1,893	21.2%	\$1,092,830.10	23.9%	\$577.30	1,403	18.2%	\$646,125.13	16.9%	\$460.53
4	AMERICAN AIRLINES (AA)	675	7.6%	\$345,037.65	7.5%	\$511.17	522	6.8%	\$256,050.96	6.7%	\$490.52
5	SOUTHWEST AIRLINES (WN)	572	6.4%	\$222,871.10	4.9%	\$389.63	702	9.1%	\$278,107.58	7.3%	\$396.16
Total Carriers Listed:		8,224	92.0%	\$4,201,505.49	91.8%	\$510.88	6,861	89.0%	\$3,160,628.21	82.9%	\$460.67
Total Carriers Not Listed:		712	8.0%	\$376,560.66	8.2%	\$528.88	846	11.0%	\$651,437.84	17.1%	\$770.02
Report Totals:		8,936	100.0%	\$4,578,066.15	100.0%	\$512.32	7,707	100.0%	\$3,812,066.05	100.0%	\$494.62

# Travel Management Summary



Back Office Data  
State of West Virginia

Based on Trip Departure Date

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

2012

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec YTD

Airlines													
Gross Air Volume	\$322,572	\$360,536	\$491,110	\$343,308	\$387,612	\$463,357	\$327,511	\$226,860	\$386,273	\$578,442	\$475,408	\$262,273	\$4,625,261
Refund Air Volume	(\$3,155)	(\$2,129)	(\$240)	(\$493)	(\$210)	\$0	(\$1,522)	\$0	\$0	(\$23,043)	(\$561)	(\$4,351)	(\$35,702)
Net Air Volume	\$319,417	\$358,408	\$490,870	\$342,816	\$387,402	\$463,357	\$325,990	\$226,860	\$386,273	\$555,399	\$474,847	\$257,922	\$4,589,559
Refund Volume %	1.0%	0.6%	0.1%	0.1%	0.1%	0.0%	0.5%	0%	0%	4.0%	0.1%	1.7%	0.8%
# of Invoices	768	920	1,027	752	640	718	534	374	698	1,204	933	494	9,062
# of Refunds	4	5	1	1	1	0	2	0	0	43	2	5	64
Net Transactions	764	915	1,026	751	639	718	532	374	698	1,161	931	489	8,998
Refund Trans %	0.5%	0.5%	0.1%	0.1%	0.2%	0.0%	0.4%	0%	0%	3.6%	0.2%	1.0%	0.7%
Total Miles	1,658,171	1,783,007	2,492,482	1,606,825	2,362,797	1,964,920	1,449,576	1,062,517	1,726,527	2,582,764	2,272,453	1,015,198	21,977,237
# Tickets Booked Online	9	11	26	14	13	5	11	9	13	22	16	1	150
Volume Booked Online	\$2,834	\$4,370	\$11,078	\$6,253	\$8,238	\$2,339	\$5,916	\$3,593	\$5,782	\$11,367	\$7,255	\$582	\$69,607
% Tickets Booked Online	1.2%	1.2%	2.5%	1.9%	2.0%	0.7%	2.1%	2.4%	1.9%	1.9%	1.7%	0.2%	1.7%
Average Gross Amt	\$420	\$392	\$478	\$457	\$606	\$645	\$613	\$607	\$553	\$480	\$510	\$531	\$510
Average Refund Amt	(\$789)	(\$426)	(\$240)	(\$493)	(\$210)	\$0	(\$761)	\$0	\$0	(\$536)	(\$281)	(\$870)	(\$558)
Average Net Amt	\$418	\$392	\$478	\$456	\$606	\$645	\$613	\$607	\$553	\$478	\$510	\$527	\$510
Avg Cost Per Mile	0.19	0.20	0.20	0.21	0.16	0.24	0.22	0.21	0.22	0.22	0.21	0.25	0.21
Int'l Air Volume	\$33,660	\$35,272	\$47,139	\$12,603	\$119,369	\$127,723	\$60,465	\$50,708	\$40,852	\$35,341	\$55,531	\$53,130	\$671,793
Int'l Air Volume %	10.5%	9.8%	9.6%	3.7%	30.8%	27.6%	18.6%	22.4%	10.6%	6.4%	11.7%	20.6%	14.6%
Int'l Air Tickets	39	69	51	17	78	69	49	53	37	42	41	32	577
Int'l Avg Net Amt	\$863	\$511	\$924	\$741	\$1,530	\$1,851	\$1,234	\$957	\$1,104	\$841	\$1,354	\$1,660	\$1,164
Int'l Total Miles	341,041	177,277	463,692	99,571	1,044,488	508,200	412,675	382,939	364,633	267,649	281,009	247,547	4,590,721
Int'l Cost per Mile	0.10	0.20	0.10	0.13	0.11	0.25	0.15	0.13	0.11	0.13	0.20	0.21	0.15
Domestic Air Volume	\$285,757	\$323,135	\$443,731	\$330,213	\$268,033	\$335,634	\$265,525	\$176,152	\$345,421	\$520,057	\$419,316	\$204,792	\$3,917,766
Domestic Air Volume %	89.5%	90.2%	90.4%	96.3%	69.2%	72.4%	81.5%	77.7%	89.4%	93.6%	88.3%	79.4%	85.4%
Domestic Air Tickets	725	846	975	734	561	649	483	321	661	1,119	890	457	8,421
Domestic Avg Net Amt	\$394	\$382	\$455	\$450	\$478	\$517	\$550	\$549	\$523	\$465	\$471	\$448	\$465
Domestic Total Miles	1,317,130	1,605,730	2,028,790	1,507,254	1,318,309	1,456,720	1,036,901	679,578	1,361,894	2,315,115	1,991,444	767,651	17,386,516
Domestic Cost per Mile	0.22	0.20	0.22	0.22	0.20	0.23	0.26	0.26	0.25	0.22	0.21	0.27	0.23
Full Fare Volume	\$1,120,439	\$1,218,959	\$1,799,277	\$1,299,870	\$1,345,949	\$1,429,285	\$1,132,522	\$676,609	\$1,316,372	\$1,832,023	\$1,517,532	\$954,371	\$15,643,207
Savings Volume	\$801,022	\$860,551	\$1,308,407	\$957,055	\$958,547	\$965,928	\$806,533	\$449,749	\$930,099	\$1,276,624	\$1,042,685	\$696,448	\$11,053,647
Savings %	71.5%	70.6%	72.7%	73.6%	71.2%	67.6%	71.2%	66.5%	70.7%	69.7%	68.7%	73.0%	70.7%
Low Fare Volume	\$342,031	\$368,596	\$533,980	\$349,583	\$364,098	\$482,098	\$352,088	\$230,087	\$431,460	\$586,208	\$454,489	\$284,679	\$4,779,397
Missed Savings Volume	\$22,622	\$26,270	\$42,903	\$31,651	\$52,468	\$34,257	\$22,108	\$17,682	\$32,655	\$34,479	\$47,247	\$27,684	\$392,027
Missed Savings %	6.6%	7.1%	8.0%	9.1%	14.4%	7.1%	6.3%	7.7%	7.6%	5.9%	10.4%	9.7%	8.2%
Negotiated Svgs Volume	\$45,236	\$36,459	\$86,013	\$38,419	\$29,163	\$52,998	\$48,207	\$20,908	\$77,842	\$65,289	\$26,889	\$54,441	\$581,864
Negotiated Svgs %	13.2%	9.9%	16.1%	11.0%	8.0%	11.0%	13.7%	9.1%	18.0%	11.1%	5.9%	19.1%	12.2%

## Impact of Exchanges \*\*

# of Exchanges	41	74	50	30	34	54	35	21	37	41	73	31	521
Total Cost to Exchange	\$6,342	\$6,482	\$9,684	\$6,144	\$8,196	\$9,873	\$10,175	\$4,376	\$7,036	\$8,596	\$14,743	\$7,649	\$99,296
Avg Cost to Exchange	\$155	\$88	\$194	\$205	\$241	\$183	\$291	\$208	\$190	\$210	\$202	\$247	\$191
Cost Impact of Exchanges	2.0%	1.8%	2.0%	1.8%	2.1%	2.1%	3.1%	1.9%	1.8%	1.6%	3.1%	3.0%	2.2%

## Service Fees

Service Fees	\$17,390	\$20,438	\$25,358	\$18,255	\$16,421	\$17,443	\$12,610	\$8,181	\$16,669	\$25,887	\$22,085	\$11,222	\$211,959
# of Service Fees	626	735	920	662	585	627	454	303	608	937	803	405	7,669

# Travel Management Summary



## Back Office Data

### State of West Virginia

Based on Trip Departure Date

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

2012

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>Hotel Bookings</b>													
Hotel Rooms Booked	91	47	46	56	73	71	71	25	77	97	32	77	763
# of Room Nights	153	99	127	171	169	154	145	51	128	227	51	138	1,613
Hotel Costs	\$21,896	\$14,057	\$16,385	\$21,773	\$23,906	\$19,251	\$19,630	\$6,005	\$20,763	\$37,383	\$7,255	\$19,994	\$228,298
Avg # of Room Nights	1.7	2.1	2.8	3.1	2.3	2.2	2.0	2.0	1.7	2.3	1.6	1.8	2.1
Avg Cost per Night	\$143	\$142	\$129	\$127	\$141	\$125	\$135	\$118	\$162	\$165	\$142	\$145	\$142
<b>Car Rental Bookings</b>													
Cars Booked	115	90	111	100	115	115	165	61	157	106	97	106	1,338
# of Days	236	224	316	318	437	474	486	159	592	238	260	204	3,944
Car Rental Costs	\$9,217	\$7,845	\$12,294	\$10,944	\$16,250	\$15,634	\$18,108	\$5,674	\$18,092	\$8,496	\$9,253	\$9,288	\$141,096
Avg # of Days	2.1	2.5	2.8	3.2	3.8	4.1	2.9	2.6	3.8	2.2	2.7	1.9	2.9
Avg Cost per Day	\$39	\$35	\$39	\$34	\$37	\$33	\$37	\$36	\$31	\$36	\$36	\$46	\$36
<b>Total Cost</b>													
Totals	\$350,530	\$380,310	\$519,549	\$375,533	\$427,558	\$498,242	\$363,728	\$238,539	\$425,128	\$601,278	\$491,355	\$287,204	\$4,958,953

# Top/Bottom Accounts - Air



Back Office Data  
State of West Virginia

Trip Departures from 01/01/2012 to 12/31/2012

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

Rank	Account	# of Trins	% of Total	Volume Booked	% of Total	Average Cost per Trin	Commissions	Service Fees
1	West Virginia University (29000)	3,872	43.03%	\$1,988,652.04	43.33%	\$513.60	\$6,402.81	\$90,220.17
2	Dept. Of Education & Arts (75000)	2,565	28.51%	\$1,169,870.81	25.49%	\$456.09	\$992.62	\$58,933.62
3	Dept. Of Health & Human Res. (76000)	777	8.64%	\$467,667.59	10.19%	\$601.89	\$0.00	\$19,937.66
4	Dept. Of Commerce, Labor & Env (74000)	440	4.89%	\$241,640.48	5.27%	\$549.18	\$440.13	\$11,200.80
5	WV DEPARTMENT OF EDUCATION (72000)	412	4.58%	\$220,395.35	4.80%	\$534.94	\$2,851.40	\$10,194.97
6	Marshall Athletic Dept. (20211)	248	2.76%	\$132,262.42	2.88%	\$533.32	\$0.00	\$5,253.80
7	WV Dept. of Public Safety (77000)	187	2.08%	\$115,323.21	2.51%	\$616.70	\$0.00	\$4,735.60
8	Department Of Administration (73000)	193	2.14%	\$95,546.89	2.08%	\$495.06	\$226.92	\$3,979.40
9	Department Of Tax & Revenue (78000)	139	1.54%	\$58,984.78	1.29%	\$424.35	\$0.00	\$3,407.43
10	Department Of Transportation (79000)	111	1.23%	\$51,486.18	1.12%	\$463.84	\$0.00	\$2,744.00
Total Accounts Listed:		8,944	99.40%	\$4,541,829.75	98.96%	\$507.81	\$10,913.88	\$210,607.45
Total Accounts Not Listed:		54	0.60%	\$47,729.65	1.04%	\$883.88	\$1,065.96	\$1,351.80
Report Totals:		8,998	100.00 %	\$4,589,559.40	100.00 %	\$510.06	\$11,979.84	\$211,959.25



# 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', '29000', '20211', '26476'

Check-in Dates from 01/01/2012 to 12/31/2012							Check-in Dates from 01/01/2011 to 12/31/2011				
Rank	Hotel Property	# of Stays	# of RoomNight	Volume Booked	% of Total	Avg Cost per RoomNight*	# of Stays	# of RoomNigh	Volume Booked	% of Total	Avg Cost per RoomNight*
1	RADISSON INN MADISON	31	105	\$9,975.00	4.37%	\$95.00	4	15	\$1,425.00	0.87%	\$95.00
2	DOUBLETREE/DT FT. LAUDERDALE O	12	31	\$6,164.00	2.70%	\$198.84	9	35	\$5,195.00	3.17%	\$148.43
3	HILTON/LAS VEGAS PARIS HILT	7	31	\$4,839.00	2.12%	\$156.10	0	0	\$0.00	0.00%	\$0.00
4	NEW YORK NEW YORK	4	16	\$4,160.00	1.82%	\$260.00	0	0	\$0.00	0.00%	\$0.00
5	COURTYARD SUGARLAND	2	19	\$3,989.05	1.75%	\$209.95	0	0	\$0.00	0.00%	\$0.00
6	COURTYARD BLACKSBRG	2	29	\$3,831.00	1.68%	\$132.10	0	0	\$0.00	0.00%	\$0.00
7	WALT DISNEY WORLD SWAN	6	17	\$3,813.00	1.67%	\$224.29	0	0	\$0.00	0.00%	\$0.00
8	LEXINGTON MGT/RIVER INN	3	12	\$3,228.00	1.41%	\$269.00	0	0	\$0.00	0.00%	\$0.00
9	COURTYARD CONVENTION	8	16	\$2,988.00	1.31%	\$186.75	2	6	\$1,098.00	0.67%	\$183.00
10	ON THE AVE HOTEL	1	7	\$2,480.17	1.09%	\$354.31	0	0	\$0.00	0.00%	\$0.00
Hotel Properties Listed:		76	283	\$45,467.22	19.92%	\$160.66	15	56	\$7,718.00	4.70%	\$137.82
Hotel Properties Not Listed:		673	1330	\$182,830.49	80.08%	\$138.51	571	1137	\$156,342.38	95.30%	\$138.72
Report Totals:		749	1613	\$228,297.71	100.00%	\$142.42	586	1193	\$164,060.38	100.00%	\$138.68

\* Only records with valid rates are used in calculating the averages.

# Quick Summary by Month



Back Office Data  
State of West Virginia

Trip Departure Dates from 01/01/2012 to 12/31/2012

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476'

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, 2012	764	\$319,417.11	191	\$22,622.46	115	236	\$9,216.79	0	\$0.00	86	153	\$21,896.39	0	\$0.00
Feb, 2012	915	\$358,407.66	211	\$26,270.14	90	224	\$7,845.31	0	\$0.00	47	99	\$14,056.82	0	\$0.00
Mar, 2012	1,026	\$490,870.45	371	\$42,903.39	111	316	\$12,294.05	0	\$0.00	46	127	\$16,385.04	0	\$0.00
Apr, 2012	751	\$342,815.70	348	\$31,651.30	100	318	\$10,944.17	0	\$0.00	56	171	\$21,773.08	0	\$0.00
May, 2012	639	\$387,402.20	254	\$52,467.99	115	437	\$16,250.46	0	\$0.00	73	169	\$23,905.82	0	\$0.00
Jun, 2012	718	\$463,356.64	287	\$34,256.50	115	474	\$15,633.90	0	\$0.00	67	154	\$19,250.77	0	\$0.00
Jul, 2012	532	\$325,989.67	183	\$22,108.35	165	486	\$18,107.79	0	\$0.00	71	145	\$19,629.71	0	\$0.00
Aug, 2012	374	\$226,859.76	134	\$17,681.54	61	159	\$5,674.46	0	\$0.00	25	51	\$6,004.89	0	\$0.00
Sep, 2012	698	\$386,272.69	232	\$32,654.66	157	592	\$18,092.46	0	\$0.00	77	128	\$20,762.76	0	\$0.00
Oct, 2012	1,161	\$555,398.53	322	\$34,478.87	106	238	\$8,495.95	0	\$0.00	92	227	\$37,383.47	0	\$0.00
Nov, 2012	931	\$474,846.86	233	\$47,247.47	97	260	\$9,253.10	0	\$0.00	32	51	\$7,254.99	0	\$0.00
Dec, 2012	489	\$257,922.13	108	\$27,684.18	106	204	\$9,287.86	0	\$0.00	77	138	\$19,993.97	1	\$433.13
<b>Totals</b>	<b>8,998</b>	<b>\$4,589,559.40</b>	<b>2,874</b>	<b>\$392,026.85</b>	<b>1,338</b>	<b>3,944</b>	<b>\$141,096.30</b>	<b>0</b>	<b>\$0.00</b>	<b>749</b>	<b>1,613</b>	<b>\$228,297.71</b>	<b>1</b>	<b>\$433.13</b>

# Fare Savings - Air



Back Office Data  
State of West Virginia

Trip Departures from 01/01/2012 to 12/31/2012

Report Parameters: Account in '71000', '72000', '73000', '74000', '75000', '76000', '77000', '78000', '79000', '29000', '20211', '26476';

Ticket #	Traveler Name	Invoice Date	Adv Date	Depart Date	Routing	Air-line	Published Fare	Low Fare	Paid Fare	Svgs Code	Savings Amount	Negotiated Savings	Loss Code	Loss Amount
Account: 73000 - Department Of Administration														
Break 1: C20211														
Break 2: NONE														
Break 3: NONE														
7024476629	AGESA/RICHARD U	22Feb 22Feb	15	08Mar 08Mar	HUNTINGTON, WV DETROIT METRO, MI BOSTON, MA	DL DL	\$197.10	\$197.00	\$197.10	B	\$0.00	0.00	ZZ	\$0.10
7110721230	BURTON/LISA	10Sep 10Sep 10Sep 10Sep	16	26Sep 26Sep 30Sep 30Sep	CHARLESTON, WV ATLANTA, GA SAVANNAH, GA ATLANTA, GA CHARLESTON, WV	DL DL DL DL	\$1,747.00	\$456.20	\$456.20	S	\$1,290.80	0.00	ZZ	\$0.00
7111098693	BURTON/LISA	14Sep 14Sep 14Sep 14Sep	12	26Sep 26Sep 30Sep 30Sep	CHARLESTON, WV ATLANTA, GA SAVANNAH, GA ATLANTA, GA CHARLESTON, WV	DL DL DL DL	\$1,747.00	\$456.20	\$270.00	S	\$1,477.00	186.20	ZZ	\$0.00
7028257505	GILES/DAVID KELLEY	24Apr 24Apr 24Apr 24Apr 24Apr 24Apr	6	30Apr 30Apr 30Apr 02May 02May 02May	AUSTIN, TX ATLANTA, GA DETROIT METRO, MI HUNTINGTON, WV CHARLOTTE, NC DALLAS-FT WORTH, T AUSTIN, TX	DL DL DL US US AA	\$3,328.00	\$665.30	\$665.30	B	\$2,662.70	0.00	ZZ	\$0.00
7024982745	KURATOMI/ELLA MCCON	28Feb 28Feb 28Feb 28Feb	26	25Mar 25Mar 29Mar 29Mar	HUNTINGTON, WV DETROIT METRO, MI LAS VEGAS, NV DETROIT METRO, MI HUNTINGTON, WV	DL DL DL DL	\$1,883.00	\$436.00	\$436.70	B	\$1,446.30	0.00	ZZ	\$0.70
7027997387	PELL/SUSAN KATHERINE	13Apr 13Apr 13Apr 13Apr	13	26Apr 26Apr 28Apr 28Apr	NYC-LAGUARDIA, NY CHARLOTTE, NC HUNTINGTON, WV CHARLOTTE, NC NYC-LAGUARDIA, NY	US US US US	\$1,986.00	\$400.50	\$400.50	B	\$1,585.50	0.00	ZZ	\$0.00
Break 3 NONE Subtotal:							\$10,888.10	\$2,611.20	\$2,425.80		\$8,462.30	\$186.20		\$0.80
Break 2 NONE Subtotal:							\$10,888.10	\$2,611.20	\$2,425.80		\$8,462.30	\$186.20		\$0.80

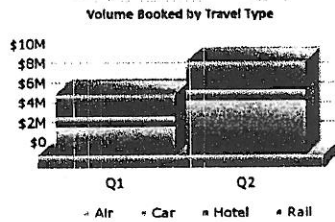
# iBank Travets

**iBank**

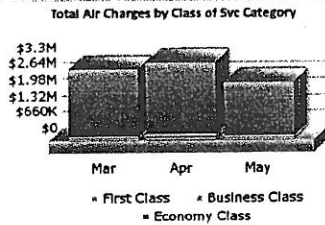
Back Office Data

Invoice Dates

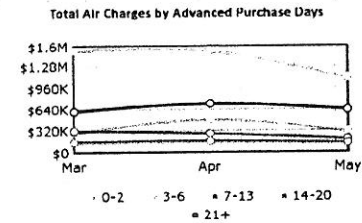
## Total Travel Summary



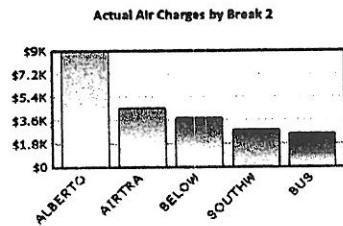
## Air Policy Performance



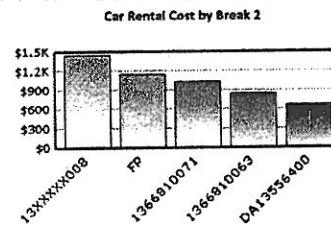
## Air Policy Performance



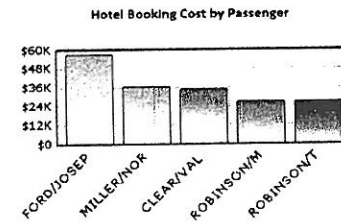
## Spend Management



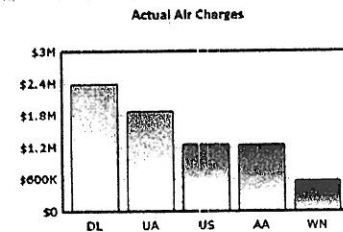
## Spend Management



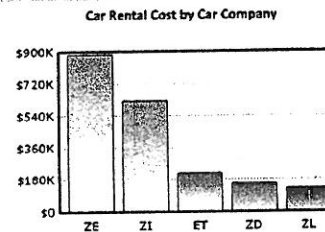
## Spend Management



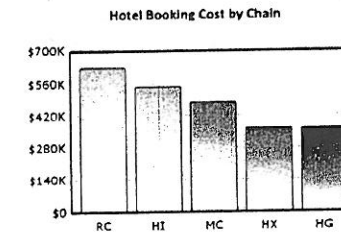
## Supplier Management



## Supplier Management



## Supplier Management





The PREFERRED EXTRAS® HOTEL PROGRAM is a unique benefit to American Express Business Travel customers, offering a broad selection of hotel discounts, value-added benefits, and amenities.

The PREFERRED EXTRAS HOTEL PROGRAM contributes to better control of your hotel spend through a centralized booking process, while also enhancing the traveler's experience and aiding in compliance. The program can be utilized as a full-scale, comprehensive purchasing strategy, or as a supplement to your existing negotiated rate program.

#### PREFERRED EXTRAS® HOTEL PROGRAM

##### Content:

- Flexible rates at over 38,800 leading hotels worldwide
- In 170 countries and more than 7,300 cities
- Range of brands from moderate to luxury, to cater to your company's travel needs
- No individual volume hurdles or commitments to meet
- Travelers can earn frequent traveler program points

##### Discounts:

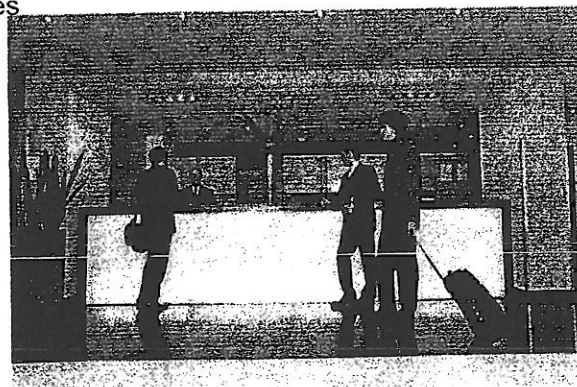
- From 5% to 20% off the Best Available Rate

##### Key Attributes of PEHP:

- Rates are directly available online through the self booking tool or through an American Express travel counselor for ease of booking
- Flexibility with no pre-payment, deposits, advance purchase, or minimum-stay requirements
- 70% of the hotels offer an extra value (discount and/or amenity) in addition to the Best Available Rate
  - Many discounts and amenities are exclusive to American Express Business Travel
- Easy access to participating hotelier promotional rates

##### Amenities and/or traveler benefits include:

- Free in-room high-speed internet access
- Complimentary breakfast
- Parking and airport transportation benefits
- Food and beverage discounts
- Bonus loyalty program hotel points
- Ironing service upon check-in  
suit + shirt or a dress press per stay)



2013 program content subject to change without notice.

Please contact your American Express representative to discuss PEHP in more detail.

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Courtesy of: Amanda Austin, National Travel  
707 Virginia Street E Suite 100 Chase Tower  
Charleston, WV 25301

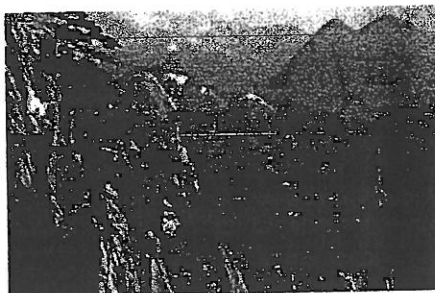
www.nationaltravel.com

amandaa@nationaltravel.com 304-357-0801 Office



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Especially Prepared for: Amanda Austin

Suggested Retail Price: \$29.95

## China

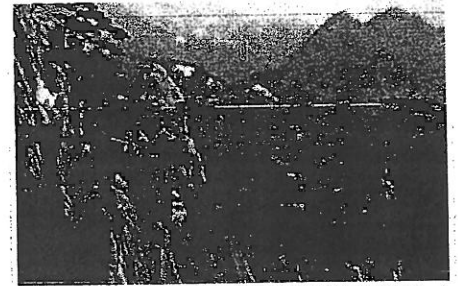
### Overview

#### Introduction

These days, it's quite jarring to walk around parts of old Beijing. Although old women can still be seen pushing cabbages in rickety wooden carts amidst huddles of men playing chess, it's not uncommon to see them all suddenly scurry to the side to make way for a brand-new BMW luxury sedan squeezing through the narrow *hutong* (a traditional Beijing alleyway). The same could be said of the *longtang*-style alleys or a bustling marketplace in Sichuan. Modern China is a land of paradox, and it's becoming increasingly so in this era of unprecedented socioeconomic change.

Relentless change—seen so clearly in such projects as the Three Gorges Dam and its relocation of more than 1 million of people—has been an elemental part of China's modern character. Violent revolutions in the 20th century, burgeoning population growth (China is now the world's most populous country by far) and economic prosperity (brought about by a recent openness to the outside world) have almost made that change inevitable. China's cities are being transformed—Beijing and Shanghai are probably the most dynamic cities in the world right now. And the country's political position in the world is rising: Beijing hosted the 2008 Olympics, despite widespread concern about how the government treats its people.

China has always been one of the most attractive travel destinations in the world, partly because so much history exists alongside the new. The rice paddies may have sprouted cities and manufacturing centers, and the streets may be clogged with cars and pollution, but the people remain rooted in a rich cultural heritage. They still burn joss sticks for good luck in an enterprise—even as they iron out the details of that enterprise on the Internet.



Yellow Mountain in Anhui, China

#### Geography

China, the third-largest nation in the world, encompasses virtually every type of terrain imaginable, from the steamy lowlands of the southeast to the Himalayan peaks of Tibet to the Gobi Desert in the north. Most of the country's major rivers, including the Yellow and Yangtze, flow from west to east. China is bordered by 14 other countries.

#### History

China is one of the oldest nations in the world. Its recorded history dates back 5,000 years. For most of that time, China was ruled by a succession of dynasties, and each left its mark on the country. For instance, the Qin began construction of the Great Wall and Xi'an's army of terra-cotta warriors, the Sui built the Grand Canal, and the Tang period is known for its artistic achievements.

The first Europeans to reach China were the Portuguese, who began trading at the port of Macau in the 16th century. The British soon followed, but their efforts were largely unprofitable until they began pushing opium in the mid-1800s. The Opium Wars eventually led to British control of Hong Kong, a place that was not returned to China until 1997. (Macau was handed back to China in 1999.)

The last dynasty officially ended in 1911. The ensuing years devolved into a struggle between the urban, capitalist forces of Chiang Kai-shek and Mao Zedong's rural Chinese Communist Party. Chiang Kai-shek held control through the 1930s, but after World War II, Mao's guerrilla army began winning the battle. In 1949, the People's Republic of China was born and Chiang Kai-shek fled to Taiwan.

Led by Mao Zedong, the new government transformed China into a communist nation. Land was redistributed, industries were absorbed by the state and political opposition was not tolerated. Tibet was brought under Beijing's control in the 1950s. Thousands of writers, artists, teachers and others were persecuted during the Cultural Revolution of 1966-70. In 1989, 13 years after Mao's death, students demonstrating for democracy in Beijing's Tiananmen Square were overrun by soldiers and tanks.



Although Mao's legacy of intellectual oppression remains intact, China's recent leaders have embraced free trade. The country was admitted to the World Trade Organization in 2001, which means the world's most-populous nation became officially open for global business. Seven years later, the 2008 Olympic Games in Beijing put China on at the center of the global stage.

## Security

## Etiquette

China continues to evolve in ways that are bringing it in closer contact with the rest of the world. Nonetheless, the country remains a place where business travelers need to tread carefully.

**Appointments**—You will need to establish local contacts before journeying to China. Make contact with your counterparts in China and plan your itinerary accordingly.

Once in the country, remember that punctuality on the part of all parties is very important (for both business and social occasions). If you are late, it not only reflects badly on yourself; it can also be perceived as a slight that can put the whole business relationship into question.

**Personal Introductions**—Handshaking is now the norm, accompanied by a slight nod of the head or a slight bow (but not a deep bow as in Japan). Maintain a formal demeanor during introductions.

Official titles are important. When the person has no official title, use standard English titles unless you are fluent in Mandarin: "Mr.," "Ms." (unmarried female) and "Madam" (married female—the title should accompany her maiden name, as women in China do not take their husbands' names). The Chinese typically have two or three names: The first is the family name, and that's the one that should be paired with the title (thus, Mao Zedong is referred to as Chairman Mao).

Your business cards should have English on one side and a Chinese translation on the other. Treat the business cards you receive with respect and leave them on the table in front of you during the meeting for reference. At the end of the meeting, place the cards in a wallet or holder in your jacket pocket, not in a wallet that you put in a pants pocket.

**Negotiating**—Business meetings begin with a short interval of polite conversation of a general nature, usually over tea or drinks. Hard-driving, get-right-to-the-point tactics usually backfire. Negotiations will typically be protracted and involved. Multiple meetings on the same issues are not unusual. Expect the unexpected, and do not be thrown by last-minute complexities or demands. If you have a deadline, do not reveal it. The host may signal the end of a meeting by offering more tea. The correct response is to decline the offer and say that you are ready to leave. If the host thanks you for coming, that, too, is a clue that the meeting is over.

**Business Entertaining**—Evening banquets are often extravagant affairs with many courses and often exotic foods. Expect many toasts throughout the evening, often with Chinese liquor (*baijiu*). If you do not drink, make this clear even before your arrival in China, and stress it throughout. To refuse a toast of liquor without appropriate reason or prior notification is a serious insult that has sunk more than one business deal. Business is usually not discussed at large banquets, although subordinates may attempt to ferret information from members of your team during dinner. At other business meals, it is appropriate to discuss business if your host initiates the discussion.

**Body Language**—Observe a very formal body posture. Refrain from touching, and keep gestures to an absolute minimum.

**Gift Giving**—On the whole, gift giving in business is not common, and caution should be exercised. Gifts given to an entire group or company usually get a better response than those given to an individual. Do not bestow the gifts until negotiations have been completed. It is common to be given a gift as a gesture of friendship and goodwill by Chinese hosts. If you receive a gift, do not unwrap it until you are out of the presence of the giver unless they insist. A small token from your home country is often a good idea to give in return, especially if you are invited to someone's home for a meal.

The color of a gift and its wrapping paper have great significance. Two good choices are red (the color of luck) and yellow (the color of prosperity). Avoid items and wrappings that are white because that color is associated with funerals. Clocks of any color can have the same connotation. And never give a green hat as a gift. It will cause great offense, as wearing a green hat is a public sign that the wearer's partner is having an extramarital affair.

**Conversation**—Avoid politics, especially such sensitive issues as Tibet, Taiwan, the Communist Party or Tiananmen Square. Regardless

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of your acquaintances' real feelings, they will most likely not be comfortable expressing themselves to you and certainly not in public. History, family and Chinese culture are all good topics. Be careful if you compliment someone on their possessions—an article of clothing or a home decoration you comment on favorably may be offered to you. Don't accept.

## Personal Safety

Except for isolated reports of banditry in the rural areas, travel outside of the cities is safe. The cities, too, are safe. The biggest threat to travelers is petty crime near areas frequented by tourists (hotels, restaurants and transportation sites).

Keep an eye on personal items such as purses and pocketbooks. Do not leave bags unzipped and showing anything that might be tempting. Unfortunately, even China is not immune from opportunistic pickpockets and bag snatchers. In busy tourist areas and at popular attractions, it is especially important to watch your things. Do not put bags down, even for a few seconds, or they are likely to disappear. Leave important items such as passports and air tickets in the hotel safe, do not carry them with you. Make a photocopy of your passport and carry that for identification purposes.

Reporting thefts to the local Public Security Bureau is a very long, drawn-out affair with endless paperwork. You will need an interpreter with you, and you will probably have to return at least once more to pick up the paperwork needed for insurance claims. And even if you can persuade an officer to go with you back to the scene of the crime, chances are the perpetrators will be long gone—and there will be a stony silence if traders or other locals are asked if they saw anything. Once you lose any possessions, do not expect to see them again.

You need to be just as vigilant on public transport. Crowded long-distance buses are notorious for petty crime, as are the open sleeper compartments of trains.

In some cities, you may find yourself being targeted by beggars if you walk alone or in small groups, especially at night. While they are more an annoyance than a threat, they can be quite aggressive and an encounter can be an unpleasant experience that could sour or even ruin an otherwise enjoyable vacation. Avoid dimly-lit areas or places off the beaten track in cities if you go for a walk. However, such instances are happily still uncommon rather than the norm.

For the latest information, contact your country's travel-advisory agency.

## Facts

### Dos & Don'ts

Don't be surprised if you're stared at in public places. For many rural Chinese (including those who have recently moved to major cities), it's unusual to encounter Westerners.

Do expect to see people spitting and blowing their noses onto the ground (without a handkerchief). These are accepted practices in China.

Do write down numbers when discussing them. In Chinese, it's easy to confuse, say, 50 (*wu shi*) with 15 (*shi wu*). Likewise, when an English speaker says 16, it may be interpreted as 60. And do learn to count to 10 in Chinese. This will be helpful when shopping because Western hand signals for numbers are completely different (for example, a forefinger and thumb outstretched means eight).

Do try and speak a little of the local language—Mandarin in most of China and Cantonese in Guangdong and Hong Kong. A simple *xie xie* (thank you) or *ni hao* (hello) will break the ice and invariably produce smiles and friendly laughter.

Don't raise your voice or get angry, even if you feel you have been wronged. Such behavior is considered rude and uncivilized in China. Try to have a reasoned argument rather than losing your cool.

Do take the address of the hotel where you are staying with you, written in Chinese characters, so that you can show a taxi driver. Few speak or read English, even in Beijing and Shanghai. If you are taking a taxi from the hotel, get the concierge to write down your destination for you. Some hotels have cards listing major attractions in the city in English and Chinese on one side, and the hotel address on the other.

Do look to the right before getting off of a bus or exiting a car or taxi. Bicycle and moped riders will regularly try to squeeze past a vehicle even though it may have passengers exiting.

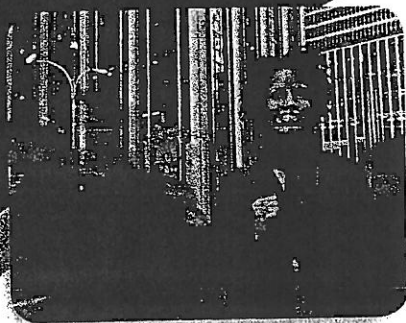
Do take along your own toilet paper—you never know when you may need it. In restaurants, you are often given small packets of paper

## China Weissman Report

tissues instead of napkins. Always take them and keep them with you in your bag or pocket as emergency toilet paper.

Do stock up on extra medicine for stomach ailments. If you are prone to chest problems, such as asthma, take enough medication to last your trip. A spare course of antibiotics might be an idea to take as well.

Do bargain aggressively—prices quoted to foreign visitors are often grossly inflated.

**Learn More**

Call 1.800.850.3906 or visit  
[www.getthere.com](http://www.getthere.com)

### Overview

Thousands of corporations worldwide, including a majority of the Fortune 200 and BTN Corporate Travel 100, experience the proven ROI that only *GetThere*® can deliver. As the world's leading travel and collaboration management solution, *GetThere* empowers managers and employees alike to make smart collaboration decisions that bolster the bottom line. Experience convenience for your travelers, control for you and cost-savings for your company.

### Comprehensive Solutions

You've heard that travel and expense is "end-to-end." That *GetThere* is an end-to-end solution goes without saying. From travel booking to expense submission, we manage it all.

But more importantly, *GetThere* is comprehensive. We help corporations manage the parts of their businesses that really move the dial on the bottom line.

Travel and collaboration is the second most controllable expense for organizations. Therefore, how you manage your collaboration options – from travel, to meetings, to social networking and to telepresence – is the real secret to savings.

### GetThere Travel Management

The most modern and stable booking platform in corporate travel, *GetThere* maintains 99.97 percent proven system uptime while driving more than 11 million bookings annually. We're available whenever your users need us.

- Convenient online access to air, car, hotel, rail reservations and more 24/7
- Award-winning, easy-to-use leisure interface
- Travel policy and preferred supplier compliance

### GetThere Collaboration Management

Collaboration is at the core of what it takes to maintain and grow your business. Collaboration takes many forms — traditional business travel, virtual meetings, even networking — and *GetThere* allows you to manage and facilitate each of these.

- *Sabre*® Virtual Meetings
- *GetThere* Meetings Management
- *GetThere* Corporate Community
- *GetThere* Demand Management

### Expense Management Solutions

*GetThere* offers integrated travel and expense management solutions that help corporations realize significant business benefits including process improvement, enhanced policy compliance and cost savings.

- Seamless online expense reporting (automated submission, approval and audit)
- Automated cost code and policy validation, and payment to card providers and employees
- Comprehensive data analytics and reporting based on expense data



Influence traveler shopping and booking decisions with rules-based policy administration.

## Key Benefits

- **Flexibility** – Rules-based infrastructure designed for timely addition and adjustment of rules
- **Savings** – Corporations can build ideal air itineraries on parameters like cost, fare type, and distance, and benchmark against a traveler's returned air options to determine what flights are within policy
- **Control** – Administrators can apply geographic parameters and traveler profile information to define rules
- **Compliance** – Administrators can determine how the system should respond when a user violates a rule
- **Simplicity** – With a clean interface and market-leading ease-of-use, the engine simplifies complex tasks
- **Employee satisfaction** – More ability to reward travelers by putting flexible rules in place and clearly communicate rules to end-users, easing frustrations when they book a trip

## Overview

Your travel policy is sophisticated. It requires a powerful engine to manage the wide variety of possibilities. Using a rules-based engine, you can easily build the specific controls to fit your unique business requirements. The result is a fast, convenient solution for configuring a very custom travel policy across a variety of geographic parameters and traveler profiles.

## How it works

The *GetThere* Travel Policy Engine is rules based, giving your policy administrators almost unlimited capability to define and construct policy rules. A decision engine behind the scenes constructs the policy rules based on the information a policy administrator inputs. Easy-to-configure templates equip administrators with the tools and flexibility necessary to define unique and potentially complex rules. For instance, geographic-based criteria and user profiles can be applied to define specific rules.

When managing policies, you can easily set variables, operators and thresholds and apply them at a rule level. Additionally, you can set specific conditions and expected behaviors for each situation. The engine resides independent of the *GetThere* site administration application, eliminating dependencies and allowing for much faster implementation of new rules.

## Key Features

- **Early evaluation** – Travelers are alerted early in the booking process if they're out of policy
- **Maximum airfare rule** – Maximum airfares can be defined for different types of trips
- **Class of service rule** – Users can be flagged as out-of-policy for booking first, business and/or premium economy
- **Specific airline rule** – Only certain airlines may be booked
- **Company ideal itineraries** – Ideal itineraries can be established using parameters like ticket cost, fare type and distance

## Learn More

Visit [www.getthere.com](http://www.getthere.com)  
or call 1-800-850-3906

## Expect greater policy compliance

Through a new early evaluation process, the system compares your company-defined ideal itineraries and evaluates against all returned flight options to policy compliance. Out-of-policy itineraries are quickly identified for travelers on the Low Fare page with mouse rollovers for quick explanations. For greater ease of use, you can also set the maximum cost allowed over the lowest logical fare and stay within policy.

## Experience even more from GetThere

*GetThere* Policy Engine is just one innovative product comprising the complete *GetThere* travel and collaboration solution. A majority of the FORTUNE 200 and the BTN Corporate Travel 100 rely on *GetThere* to streamline processes, improve supplier and contract management, and achieve ongoing and sustainable savings in corporate travel spend. Contact your *GetThere* representative by calling 1-800-850-3906 or visiting [www.getthere.com](http://www.getthere.com) to learn more.





Developed by National Travel, Inc., a leading travel management company, Flyer Advocate is a free service designed to aid travelers in coping with events that can cause stress in time and money, not to mention one's sanity while traveling by air.

Flyer Advocate is an unbiased mobile e-Travel Service that allows travelers to have all the necessary travel tools at the tip of their fingers.

Flyer Advocate has fifteen key features of assistance travelers: Flight Status, Airport Maps, My Trips, Flyer Rights, Airline Fees, Check-In, TSA News, Gate Monitor, Curbside, Airline Clubs, International, Late Baggage, Weather, & Book Travel.

## THE TABS

**My Profile:** Enter your basic contact information. This information is used by Flyer Advocate to assist with travel interruptions.

**Emergency Assist:** Need assistance? Click this to be connected with National Travel's team of Travel Specialist. This can be used for new bookings, delay/cancellation assistance, rebooking, and travel plan updates.

## THE TOOLS



Flight Status

**Flight Status:** Don't use Triplt? No problem, simply enter your airline code and flight number and Flyer Advocate will check and will display the flight's status, departure/arrival times, and gate information (when available). Should your flight be delayed or cancelled Flyer Advocate can give you flight options, and connect you to National Travel to complete the reservation. This is a major advantage, allowing you to find your best option.



Airport Maps

**Airport Maps:** These can be extremely important when connecting through or originating from airports you are not familiar with. Today's airports often have multiple terminals and concourses to navigate. The Airports Maps give you a quick navigational aid.



My Trips

**My Trips:** Flyer Advocate has integrated with Industry leader Triplt! Access your itineraries and manage your travel at the tip of your finger. Also add meetings, events, or other reservations to your itinerary, and receive automatic reminders and maps to the locations.



Flyer Rights

**Flyers Rights:** Gives you access to valuable information from the Department of Transportation as well as policies of the different airlines. This information allows you to make educated decisions based on overbooking, cancelled flights, delayed flights, and other valuable traveler rights.



Airline Fees

**Airline Fees:** With today's ever-changing airline fees, you need to know what the airlines are charging for ancillary travel services. Use Airline Fees to find up-to-date airline ancillary service fees, including baggage, seats, meals, snacks, etc. These ancillary services can be purchased through the Check-In process.



Available on the iPhone

App Store



ANDROID APP ON

Google play

## MORE TOOLS



**Check-In:** Select your airline and check-in for your flight. With today's advancement in mobile device check-in, this is a real time saver. This allows you to pay in advance for auxiliary services such as baggage check fees.



**TSA News:** Flyer Advocate consumes Department of Homeland Security's news and alert level feeds so that you know of any security threats facing US travelers.



**Gate Monitor:** Many travelers miss flights because the airlines often change gates after posting. This is usually due to flights not departing or arriving on time. Simply enter your airline code and flight number and the gate monitor will alert you should the airlines post a change in gates.



**Curbside:** Want to use Curbside Check-In and not sure it is available on your airline at your airport? Use Curbside to determine if your airline allows curbside check-in at a particular airport.



**International:** This gives you the ability to access State Department bulletins as well as general country information. This area also gives the location of the US Embassies and Consulates in different countries. You can also retrieve Passport and Visa information for different countries.



**Airline Clubs:** When flights are cancelled or delayed, if you've got a long layover between flights, or just because it's better than sitting in worn gate-area chairs, it's always nice to be able to retreat from the main terminal to the airline lounges. Snacks, a bar, desks/work areas, and comfy chairs are a step up from the concourse! But how do you find these lounges? Flyer Advocate's Airline Clubs provides you location, hours of operation, and a contact phone number for airline club lounges across all major domestic carriers.



**Late Baggage:** In today's air travel environment, it is often difficult to keep up with your baggage status even once you have filed a report. Late Baggage connects you to the airline baggage system to file a claim or to report the status of your claim. Baggage liability can be found in the Flyer Rights section of the app.



**Weather:** Allows you to check the weather at a specific city you type in or uses your location to obtain the current conditions and a four-day forecast.



**Book Travel:** Gives you the ability to connect directly to National Travel to make all necessary travel arrangements. Note: You must complete the My Profile form in order to take advantage of this feature.

This app has been developed by the IT professionals of National Travel Service, Inc., a travel management company ranked 25th in the latest survey on US Travel Management Companies by Business Travel News, and is currently serving 8 Federal Government Agencies.

Available on the iPhone  
**App Store**

ANDROID APP ON  
**Google play**

**National Travel**  
THE ULTIMATE SERVICE IN TRAVEL

**1-800-262-4054**  
www.nationaltravel.com





## State of West Virginia Online Booking Quick Reference Guide



State of West Virginia online booking site is ready for booking business travel. To access the site, direct your Web browser to:

<http://wcp.getthere.net/nationaltravel>

- In the Username field, enter your USERNAME
- In the Password field, enter your PASSWORD
- Click Log In located in the bottom right-hand corner

- Update your Profile before making a reservation to set your name as it appears on your government issued ID, TSA information, form of payment, and travel preferences.

## ACCESSING PREVIOUS BOOKINGS

- Click Trips on the site navigation bar to access your current or past dated trips
- Click Select to the right of the booking you want to view or change
- Click Cancel to notify NTI to cancel your booking and contact you regarding any fees


Trips				
Display:	All Trips	For:	Myself	
Robert Green's trips				
Trips on hold				
You have no trips on hold.				
Active Trips				
Transfer	Destination	Trip Type	Status	Select
Vernon A Bear	Chicago Sep 17, 2012 04:00 PM	Flight	Record # 912112 Active	Select
Vernon A Bear	Chicago Sep 17, 2012 05:00 AM	Flight	Record # 912077 Active	Select
Past Trips				
Transfer	Destination	Trip Type	Status	Select
Vernon M Bear	San Francisco Sep 07, 2012 at 05:45 AM	Flight	Record # 912145 Active	Select
Vernon Green Bear	Fort Worth South Aug 06, 2012 at 05:45 AM	Flight	Record # 912670 Active	Select
James Robinson Jr	San Antonio Jul 26, 2012 at 11:45 AM	Flight	Record # 912540 Active	Select
Cancelled Trips				
Transfer	Destination	Trip Type	Status	Select
Vernon M Bear	Chicago Sep 17, 2012 at 05:00 AM	Flight	Record # 912030 Cancelled	Select
Vernon A Bear	Chicago Sep 04, 2012 at 05:00 AM	Flight	Record # 912189 Cancelled	Select

## USING TRIP TEMPLATES

- Trip Templates can be created to quickly re-book repeat trips including air/hotel/car options
- To create a Trip Template, from the Reservation Complete, click Save As Template

Save as Template

- To use a Trip Template, from the Begin Search page, click on the Templates tab, then click the name of the template you would like to use. Enter new dates and reprice.

Unused Tickets		Active Trips		Templates		Legend	
Type	Name	Locations	Trip Type				
	New York Trip	DCA - LGA	→				

## SET UP YOUR TRAVEL ARRANGER

- To assign an arranger, click "People Allowed to Arrange My Travel" in My Account
- Complete the Travel Arranger Permissions section to allow/deny changes to your account, or arranger self designation
- Click Add, enter the arranger's first and last name, and Search
- Click Add when the corresponding arranger name appears

## GETTING ASSISTANCE

### Online Help and Tutorial

- To access Online Help, click Help on the site navigation bar on any page

### Online Travel Information

- See Travel Tools for Maps, Directions, Weather, City Guides, World Clock, etc.
- Enter flight information in the Arrival & Departure section to receive the latest flight status

### Other Travel Assistance

- Contact NTI, at [ww@nationaltravel.com](mailto:ww@nationaltravel.com) or 800-262-4054 with questions or suggestions.

Need additional help? Please give us a call



**1-800-262-4054**  
[ww@nationaltravel.com](mailto:ww@nationaltravel.com)

## BOOKING TRIPS

From the Begin Search page:

- Select Trip Type
- Select your travel types, search method then enter your date and destination information
- Click Begin Search

## Air

- Choose the fare type you prefer and select the flight options using the Select button
- Sort options using the column headers
- Choose from alternative Low Price Options using the Select button
- If your selected itinerary is not compliant with State Travel Regulations, a message will be displayed and you should select a reason for the non-compliant selection
- Choose a seat and click Reserve Seat for each flight option

## Hotel

- To include a hotel, select the Hotel checkbox on the Begin Search page
- To create a hotel-only booking, select Hotel as the only travel type on the Begin Search page
- Check-In/Out Dates and Location will be based on air option (where applicable)
- Search for hotels by: Address, Zip Code, Hotel Name, Chain, Proximity to State of West Virginia Locations, and Airport or Downtown Locations
- Preferred hotel properties will be indicated
- Choose the hotel and room rate using the Check Rates buttons on Select Hotel Page

## Rental Car

- To include a hotel, select the Rental Car checkbox on the Begin Search page
- To create a car-only booking, select Rental Car as the only travel type on the Begin Search page
- Click Express Booking to choose the company's preferred rental car vendor; otherwise, click Search Cars for all vendors
- Pick-up location is the airport, or click Non-Airport tab
- Pick-Up/Drop-Off Locations and corresponding Dates/Times will be based on air option
- Sort options using column headers
- Choose a car by clicking the Total Price link

## CONFIRMING BOOKINGS

- Modify or Remove any itinerary options on the Review Trip page
- Complete the Policy Compliance section if your itinerary requires
- Verify the information on the Passenger and Purchasing information pages
- Click Purchase Trip and print a copy of the Reservation Complete page
- An email copy will be sent to you by our travel agency when the booking is reviewed and ticketed

Need additional help? Please give us a call

**National Travel**  
THE ULTIMATE SERVICE IN TRAVEL

**1-800-262-4054**

vv@nationaltravel.com



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

## Original Invoice

Itinerary - 302228074  
Issue Date: 2/22/2013  
Reservation ID: KN4CCU

Today's Date: 6/11/2013

Traveler

Company

C29004

DELTA AIRLINES -  
7183934658

Wednesday, March 06,  
2013

DL Flight/Train No. 3973

Depart: 1015A

Pittsburgh Intl Arpt - Pittsburgh, PA (PIT)

Class: K - Fare  
Basis: KA07A00A

Frequent Flyer Number:  
Wednesday, March 06,  
2013

Miles Flown: 201

Arrive: 1130A

DL Flight/Train No. 3973  
Detroit Metro Arpt - Detroit, MI (DTW)

Wednesday, March 06,  
2013

DL Flight/Train No. 2317

Depart: 1200N

Detroit Metro Arpt - Detroit, MI (DTW)

Class: K - Fare  
Basis: KA07A00A

Frequent Flyer Number:  
Wednesday, March 06,  
2013

Miles Flown: 1750

Arrive: 0130P

DL Flight/Train No. 2317  
McCarran Intl - Las Vegas, NV (LAS)

Base Fare: \$233.49  
US Tax: \$17.51  
XT Tax: \$21.80

This fare was charged to a Visa card ending with  
6527 Total Cost:

\$272.80

## Car Rental Information - Enterprise - 381714201COUNT

Pick-Up Date: Wednesday, March 06, 2013

McCarran Intl - Las Vegas, NV (LAS)

Return Date: Thursday, March 07, 2013

This car rental was reserved with a Visa card ending with

Daily Rate: \$31.33

Total Cost: \*\$31.33

## Car Rental Information - Enterprise - 381714201COUNT

Pick-Up Date: Wednesday, March 06, 2013

McCarran Intl - Las Vegas, NV (LAS)

Return Date: Thursday, March 07, 2013

This car rental was reserved with a Visa card ending with

Daily Rate: \$31.33

Total Cost: \*\$31.33

\*Auto Rental amounts are not charged by National Travel. Rental rates are estimates and do not include all taxes and fees.

## Hotel Information - HOLIDAY INN EXPRESS - 62916105

Check-in Date: Wednesday, March 06, 2013

HOLIDAY INN EXPRESS  
5760 POLARIS AVENUE  
LAS VEGAS, NV 89118

Check-out Date: Thursday, March 07, 2013

This hotel stay was reserved with a Visa card ending with

Daily Rate: \$99.00

Total Cost: \*\$99.00

## Hotel Information - HOLIDAY INN EXPRESS - 62916105

Check-in Date: Wednesday, March 06, 2013

HOLIDAY INN EXPRESS

5760 POLARIS AVENUE  
LAS VEGAS , NV 89118

**Check-out Date:** Thursday, March 07, 2013

**Daily Rate:** \$99.00

This hotel stay was reserved with a Visa card ending with [REDACTED] **Total Cost:** \*\$99.00

**\*Hotel amounts are not charged by National Travel. Hotel rates are estimates and do not include all taxes and fees.**

**Transaction Fee - 0598116223**

National Travel's Service Fee is charged at the time of ticketing and is non-refundable.

This fee is charged for performing the service of making your reservation and is independent of the completion of travel.

This fee is completely reimbursable by your company or government agency.

This transaction fee was charged to a Visa card ending with [REDACTED] **Total Cost:** \$28.00

**Total Charges billed by National Travel:** \$300.80

**Agency Information**

NATIONAL TRAVEL  
# 3 Suburban Court  
Morgantown, WV 26505  
800-359-0160

**ALERT!**

Checked Baggage policies vary by airline, destination, frequent flyer status, booking class, bag size and weight. Fees may apply if (1) you plan to check a bag or (2) you plan to carry sports equipment or an odd-shaped item or (3) your bag exceeds airline weight limits.

For more information please visit our website at [www.nationaltravel.com](http://www.nationaltravel.com)

**IMPORTANT INFORMATION FOR TRAVELERS WITH ELECTRONIC TICKETS-PLEASE READ!!**

Airport Security procedure requires that all travelers obtain a boarding pass from the carrier to clear security checkpoints. Travelers should checkin with the carrier at their counter, kiosk, or website to obtain their boarding pass.

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

For Legal Notices, please visit <http://www.vtiti.com/vto/eticket/arc/>

*See why we're different*

Concierge Class  
TRAVEL SERVICE

163  
nationaltravel.com

# Cost Proposal

## RFP: TRAVEL 13

NATIONAL TRAVEL INC.

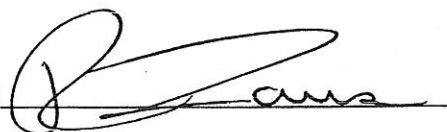
707 Virginia Street E  
Suite 100  
Charleston, WV 25301-2708

B: 304 357-0801

F: 304 343-5059

Ted R. Lawson  
[tedlawson@nationaltravel.com](mailto:tedlawson@nationaltravel.com)

Signature:



Date:

6-12-13

## 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.

### Cost Proposal-

Transaction A: Domestic or international, online reservations with, without agent assistance or intervention. Fee includes booking engine fee.

Cost Per Transaction A: \$7.00

Transaction B: Domestic, agent assisted reservations utilizing phone, fax or e-mail. Includes full service support: 24-hour emergency enroute assistance, Quick-change service, for re-issuance of tickets while traveling. Includes \$200,000 flight insurance, Concierge services, and FlightStats notification service.

Cost per Transaction B: \$28.00

Transaction C: International Reservations, agent assisted reservations, includes passport assistance, visa service assistance, country briefing including business protocol, State Department bulletin CDC health bulletins, currency exchange service. 24-hour emergency service anywhere in the world, all major rail and ferry schedules, ticketing and reconfirmation of reservations, and \$200,000 flight insurance

Cost per Transaction C: \$34.00

**Agent Intervention in support of Transaction A:** If agent assistance is required subsequent to ticketing of a self service transaction, to change, cancel, or complete a reservation, to cancel, exchange, or refund a ticket, to provide enroute assistance in the event



## National Travel

## Attachment C: Cost Proposal

of delayed or cancelled flights, or to add required information to the reservation for completion and ticketing or to fulfill task order reporting requirements, or if an agent notifies the traveler of schedule changes, flight cancellations, or if National Travel is able to secure a lower fare (savings greater than the cost of the intervention fee) an agent intervention fee is assessed, in addition to Transaction A fee.

Agent Intervention Fee: \$20.00

**Other Services**

Document Delivery: \$ 7.50/ delivery overnight express

Meeting Planning Services: \$40/per hour. No charge if hotel/resort is paying commission on rooms.

On Site meeting coordinator \$40/per hour.

Other travel services	NTS Fee	Details/explanations
24 hour emergency assistance	included with transaction fee	National Travel personnel Not a contracted service
Ticket reissue due to involuntary change	No additional fee for agent assisted reservations	Airline schedule changes, flight delays. Agent intervention fee applies to self service bookings
Enroute change requires ticket reissue	no additional fee for "Quick Change" service	Includes voluntary changes by traveler. Agent intervention fee applies to self service bookings
Flight Stats flight monitoring	Included in transaction fee	Flight status messaging to PDA/cell phone
International currency	No transaction fee	Market rates apply
International cell phone rental	No transaction fee	Rental fees and usage charges apply
Unlimited changes prior to ticketing	yes	For agent assisted, air, hotel and car
Additional fee to process refund of unused ticket	no	Airline fees may apply

## National Travel

## Attachment C: Cost Proposal

Transaction fee is nonrefundable	yes	Except if NT error or supplier cancellation
Frequent Flyer upgrade assistance	agent assisted fee applies	Including direct contact with airlines. Agent intervention fee applies to self service bookings
Regenerate ticket receipt	no charge	Automated system
\$200,000 Flight Insurance	included with transaction fee	Per traveler - \$1,000,000 per accident maximum
American Express Preferred Extras Hotel Program	included with transaction fee	
International rate desk	included with transaction fee	
Passport & VISA assistance/procurement	No additional fee imposed by National Travel	Visa Service fees apply
Document Delivery	\$7.50 overnight express delivery	
<b>Concierge Services</b>		
Online check in service	Included in transaction fee	Saves on baggage fees
<b>Management Reporting</b>		
iBank web-based reporting	Included	Monthly battery of reports or online queries
<b>Meeting Planning Package</b>		
	\$40 per attendee (waived if hotel pays commission).*	Includes air transaction
Site selection	included	
Budget review	included	
Hotel contract review	included	
Rooming/participant lists	included	
Ground transportation procurement	included	
Arrival/departure manifests	included	
Meeting room configuration	included	

**Price Guarantee**

## National Travel

## Attachment C: Cost Proposal

National Travel's inclusive approach to pricing means the State of WV does not incur a transaction fee on every ticket that is issued. We do not charge additional fees for involuntary changes to an itinerary that require the ticket to be reissued. Also, do not charge a fee for tickets that need to be reissued due to voluntary changes requested by the traveler after travel begins.

We guarantee that a minimum of 10% of the airline tickets issued for the State will be issued without incurring an additional transaction fee. Therefore, we have reduced the estimate of the number of transactions billed for a service fee by 10% to provide an more accurate estimate of the total annual cost under the contract.

Description	Unit of Issue	Est. Qty	Price	Extended Price	Est. Qty of billed transaction fees*	Adjusted Extended Price
On-line reservations with no agent assistance	Trans. A	3750	\$7.00	\$26,250	3750	\$26,250
Reservations with agent assistance, domestic	Trans. B	4100	\$28.00	\$114,800	3690	\$103,320
International Reservations, with agent assistance	Trans. B	150	\$34.00	\$5,100	150	\$5,100
				\$146,150		\$134,670

**Vendor to complete the following:**

On-line reservations with no agent assistance:

$$\underline{\$7.00} \text{ fee per transaction} \times 3750 \text{ (approximate transactions)} = \underline{\$26,250.00}$$

Reservations with agent assistance:

$$\underline{\$28.00} \text{ fee per transaction} \times 3690 \text{ (approximate transactions)} = \underline{\$103,320.00}$$

International Travel (agent assisted)

$$\underline{\$34.00} \text{ fee per transaction} \times 150 \text{ (approximate transactions)} = \underline{\$5,100.00}$$

**TOTAL: \$134,670.00**