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COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-1481-2021

This contract entered into this 1st day of February 2021 by AAA Club Alliance hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the Travel Management Services to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From February 1st, 2021 through January 31st, 2024 with the option for one (2) two-year renewal.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 0061265 dated July 27, 2020, together with Addendum Number 1 to RFP dated July 29, 2020, Addendum Number 2 to RFP dated August 24, 2020, Addendum Number 3 to RFP dated August 26, 2020, the proposal submitted by the Contractor dated September 1, 2020 and the negotiation responses dated January 20, 2021, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor By: DocuSigned by: Stacie Schmahl 05783BDE60ED452... (Signature) Vice President/GM Name and Title	Virginia Tech By: DocuSigned by: Mary Helmick 5943314F5CD3478... Mary Helmick Director of Procurement

Request for Proposal # 0061265

For

Travel Management Services

July 29, 2020

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP 0061265
GENERAL INFORMATION FORM

QUESTIONS: All inquiries for information regarding this solicitation should be directed to: John Spence, CPPB Phone: (540) 231-3333 e-mail: jspenc@vt.edu.

DUE DATE: Proposals will be received until August 26, 2020 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

PROPOSAL SUBMISSION:
Bids or Proposals may NOT be hand deliver to the Procurement Office.

Due to the COVID-19 Emergency Declaration, Virginia Tech will be accepting electronic submission of proposals. All submissions should be submitted to procurement@vt.edu with the RFP number, due date, and time in the subject line of the email.

Virginia Tech will not confirm receipt of proposals. It is the responsibility of the proposers to make sure their proposal is delivered on time. Delivery Confirmation functionality is recommended from the proposer's email system.

Attachments must not exceed 25MB to avoid delivery issues thru email servers.

TYPE OF BUSINESS: (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: _____. For assistance with SWaM certification, visit the SBSD website at http://sbsd.virginia.gov/ .

____ **Large**

____ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of $10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

____ **Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

____ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)			E-MAIL ADDRESS
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	

I acknowledge that I have received the following addendums posted for this solicitation.

1 _____ 2 _____ 3 _____ 4 _____ 5_____ 6_____ (Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES_____ NO_____

SIGNATURE _____ Date: _____

03/17/2020

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for travel management services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

III. CONTRACT PERIOD:

The term of this contract is for three (3) year(s), or as negotiated. There will be an option for one (1) two year renewal, or as negotiated.

IV. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly $513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

Employees at Virginia Tech travel to domestic and international destinations on a daily basis throughout the year. The university does not have a travel management office and thus relies on the following to obtain travel services:

1. Travel agencies on contract

2. Travel agencies not on contract

3. The Internet Web Sites

4. Direct purchases from airlines

Although there are several options for university travelers to purchase travel related services, the university may contract with two or more travel agencies. The current annual volume of airfare is approximately $6 million dollars.

~~A major user of travel management services is Virginia Tech's Athletic Department. The Athletic Department uses travel agencies to arrange both team travel to competitions and individual travel for recruiting purposes. Flights for teams are often required for competitions against ACC conference members Miami, Florida State, Syracuse, Notre Dame, and Boston College, as well as for distant non-conference opponents and post-season competitions.~~

~~Many teams charter a bus to the airport and to locations within a few hours drive of Blacksburg; although often arranged through existing university contracts for this service, transportation is sometimes needed in distant locations when the team has traveled by airline, or when the coach prefers to use a travel agency to make all-inclusive arrangements.~~

~~A listing of current Athletic teams and schedules may be viewed by going to www.hokiesports.com, and selecting "schedules" in the left side listing of links.~~

Travel services for study abroad programs sponsored by a number of Virginia Tech academic departments are needed regularly. Services are needed primarily for travel originating and concluding in foreign countries.

V. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: http://www.eva.virginia.gov, or call 866-289-7367 or 804-371-2525.

VI. CONTRACT PARTICIPATION:

VIRGINIA ASSOCIATION OF STATE COLLEGE & UNIVERSITY PURCHASING PROFESSIONALS

VASCUPP

It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's

affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VII. STATEMENT OF NEEDS:

A. General:

a. Virginia Tech needs a Contractor to provide travel management services to the University.

b. The Contractor or its authorized representatives shall meet with Virginia Tech representatives as requested.

c. The Contractor and Virginia Tech may mutually establish routine procedures for handling the services described herein. Such procedures are subject to Virginia Tech's approval.

d. The Contractor shall provide, to designated offices of Virginia Tech, tickets/reservations for air, rail, hotel and/or vehicle rental accommodations within 24 hours of request by Virginia Tech, or at a future date as requested.

e. The Contractor shall secure the lowest available rate for any services within the scope of this contract, unless the lowest rate available was refused by the traveler and is included in the Rejection of Lowest Available Fare Report. If the lowest rate was not rejected by the traveler, the Contractor shall refund Virginia Tech the difference in cost if it has failed to secure the lowest available rate.

f. The Contractor shall provide travel estimates for budget planning to individuals for specific trips, conferences or other.

g. The University will rely on the Contractor to secure the best rates for group travel services required by University departments.

h. The Contractor shall be able to receive orders by email or fax.

B. Service Requirements

a. Transportation

i. The Contractor shall provide domestic and/or international airline and railway ticket service at the lowest fare available within the arrival/departure times and locations specified by the requestor.

ii. At its option, Virginia Tech may require charter airline and/or bus service. When such charters are requested, the Contractor must negotiate with a minimum of three vendors, if available, to secure the most favorable rates and service for the University.

iii. State travel regulations require that transportation by common carrier shall use tourist class accommodations. Business class travel is permissible for international flights.

iv. Travel credits, reduced rates, or free services received from public facilities by persons for whatever reason, accrue to the University.

v. The Contractor shall provide advance seat assignment and advance boarding passes when available from the airlines.

vi. At its option, Virginia Tech may elect to make transportation arrangements with non-contract sources.

b. Lodging: The Contractor shall arrange hotel/motel accommodations for individuals or groups, as requested, taking advantage of government or corporate discounts, whichever is greater. If a specific hotel/motel is not requested, the location of the lodging should be reasonably close to the required destination. Virginia Tech may elect to make direct arrangements on a case-by-case basis.

c. Vehicle Rental: The Contractor shall arrange vehicle rentals, as requested, at the lowest rate available. The rate shall be confirmed when the reservation is made and shall be included in the traveler's itinerary.

d. International Travel

i. The Contractor shall arrange for international travel, including reservations and ticket delivery for air, rail, bus or ship transportation, and for hotel/motel accommodations and car rentals when required.

ii. The Contractor shall provide assistance in obtaining passports, visas and documents regarding health requirements.

iii. At its option, Virginia Tech may elect to make international travel arrangements with non-contract sources.

e. Traveler Itineraries: The Contractor shall provide two itinerary copies to the traveler including, but not limited to, the following information:

   i. Carrier(s)
   ii. Flight, train, bus or voyage numbers.
   iii. Departure and arrival times for each segment of the trip.
   iv. Ground transportation facilities at destination (e.g. taxi or shuttle service)
   v. Meals provided
   vi. Name, phone number and location of hotel/motel and room rates.
   vii. Name, phone number and location of car rental agency and rates.

f. Contractor Assistance: The Contractor shall provide assistance, training, and orientation as required by the Office of the Controller.

g. Refunds:

   i. The Contractor shall provide any refunds due as a result of the Office of the University Controller returning unused tickets.

   ii. The Contractor shall identify each refund by original ticket and/or invoice number.

   iii. The Contractor shall make refunds within 30 days of ticket return.

   iv. Refunds shall not be made to the individual traveler except for tickets purchased using the travelers' personal funds or their BOA Visa Corporate Travel Card.

   v. The Contractor shall not accept unused tickets directly from the individual traveler except for those purchased with personal funds or their BOA Visa Travel Card.

h. Hours of Operation: The Contractor should provide at least seven hours of service daily from 9:00 a.m. to 5 p.m., Monday through Friday.

i. Schedule Changes, Cancellations, and Delays:

   i. The Contractor should make every effort to notify travelers of airport closings, cancelled or delayed flights, trains, buses or voyages.

   ii. The Contractor shall provide alternate travel arrangements whenever a carrier defaults or cancels a scheduled departure.

j. Common Carrier and Flight Insurance: The Contractor should provide free automatic common carrier and flight insurance for all air and rail travelers in an amount of at least $200,000.

C. Reporting, Invoicing and Delivery Requirements

a. On a monthly basis, the Contractor shall submit a statement summarizing the itinerary, traveler name, and related PO/TA# to the Office of the Controller. This information must be received each calendar month in order for the Controller's Office to pay the Agency Travel Card (ATC) invoice promptly.

b. Within four days of reporting non-ATC (Airlines Reporting Corporation) purchases (cash sales), the Contractor shall submit invoices, itineraries, and approved PO / TA forms to

the Office of the Controller. This method of payment shall be used only when the ATC card or credit cards are not accepted. The PO / TA must have the departments "received" and "authorized" signatures / approvals in place.

c. When departments use the traveler's BOA Visa Corporate Travel Card or the department's BOA Visa Corporate Purchasing Card, central reporting is not required.

d. Rejection of Lowest Available Fare Report: This report shall be provided on a monthly basis in the event a traveler rejects the lowest available fare. Lower rates based on differences in the flight schedule do not have to be reported and do not have to be included in management reports. The report should be sorted in "reason rejected" order, i.e., all fares rejected because a "Saturday night stay was required" should be sorted together on the report, and then the next reason should be listed, etc. The list should also include:

   i. Name of Traveler
   ii. Date of ticket
   iii. Ticket number or other transaction ID number
   iv. Cost of offered reservation
   v. Actual cost of accepted reservation

i. Other reports as requested by the Office of the Controller.

VIII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Plan For Providing Services:

   a. Provide specific plans for providing service to Virginia Tech employees located throughout the state. Include plans for delivering tickets, costs or such delivery, express mail costs, toll free phone numbers if available and plan for obtaining the PO / TA from the departments.

   b. Describe your approach to securing the lowest rates available to meet the traveler's needs.

   c. Provide a list of additional services that you could provide Virginia Tech to improve its travel program.

   d. If applicable, identify and list the amount of any fees (transaction, processing, service charge, etc.) that may be charged.

   e. Provide completed sample forms including itinerary, invoice, reservation vouchers, customer reports, as well as internal forms such as procedures and policies, which your staff is required to follow.

   f. Identify the location of the office that will provide services and its proximity to Virginia Tech.

2. Qualifications and Experience:

a. Describe the experience and variety of services provided by your agency.

b. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to perform under any resultant contract, shall be capable and qualified in the work assigned to them. Include resumes for staff that will provide service to Virginia Tech.

c. Provide evidence of financial stability.

d. Describe service enhancements unique to your agency including franchise agreements.

e. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.

f. Provide four (4) recent references, either educational or governmental, for whom you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact

3. Equipment, Systems, Automation:

   Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing invoices at Virginia Tech.

4. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

   If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at http://www.sbsd.virginia.gov/

5. The return of the General Information Form and addenda, if any, signed and filled out as required.

B. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

   a. **One (1) electronic document** in WORD format or searchable PDF (*flash drive*) of the entire proposal as one document, INCLUDING ALL ATTACHMENTS emailed to **procurement@vt.edu**.

      Reference the Due Date and Hour, and RFP Number in the subject line of the email. **No confirmation receipt will be provided by Virginia Tech.**

      Any proprietary information should be clearly marked in accordance with 2.d. below.

b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked *"Redacted Copy"* within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

IX. SELECTION CRITERIA AND AWARD:

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

Criteria	Maximum Point Value
1. Quality of products/services offered and suitability for the intended purposes	25
2. Qualifications and experiences of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to provide the Services	30
4. Cost (or Price)	10
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
Total	100

Award To Multiple Offerors**:**

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal~~s~~, including price, if so stated in the Request for Proposal~~s~~. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offerors which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech reserves the right to make multiple awards as a result of this solicitation. Virginia Tech may cancel this Request for Proposal~~s~~ or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. See Attachment C for sample contract form.

XI. INQUIRIES:

All inquiries concerning this solicitation should be submitted in writing via email, citing the particular RFP section and paragraph number. All inquiries will be answered in the form of an addendum.

Inquiries must be submitted by 3:00 PM on August 17, 2020. Inquiries must be submitted to the procurement officer identified in this solicitation.

XII. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

XIII. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: http://www.procurement.vt.edu/vendor/wellsone.html or contact the procurement officer identified in the RFP.

XIV. ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at http://www.apps.vpfin.vt.edu/html.docs/bids.php. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XV. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XVI. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XVII. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XVIII. CONTRACT ADMINISTRATION:

A. Stacy King, Associate Controller for Accounting Operations, Controller's Office at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.

B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XIX. ATTACHMENTS:

Attachment A - Terms and Conditions
Attachment B - Zone Map for Cooperative Contracts
Attachment C - Sample of Standard Contract Form

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:
http://procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_07012019.pdf

ADDITIONAL TERMS AND CONDITIONS

A. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.

B. AUDIT: The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.

C. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

D. CANCELLATION OF CONTRACT: Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

E. CONTRACT DOCUMENTS: The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.

F. IDENTIFICATION OF BID/PROPOSAL EMAIL: Due to the COVID-19 emergency declaration, Virginia Tech will be accepting electronic submission of proposals. All submissions should be submitted to procurement@vt.edu with the **RFP number, due date, and time in the subject line of the email**. No confirmation receipt will be provided. It is the responsibility of the proposers to make sure their proposal is delivered on time. Delivery Confirmation receipts are highly recommended from the vendor side. Attachments must be smaller than 25MB in order to be received by the University.

The offeror takes the risk that if the email is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Bids or Proposals may **NOT** hand deliver to the Procurement Office.

G. NOTICES: Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.

H. SEVERAL LIABILITY: Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

I. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS: For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf

SPECIAL TERMS AND CONDITIONS

ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

CONTRACT PERIOD: The contract shall be for a period of three years.

INSURANCE:

By signing and submitting a Proposal/Bid under this solicitation, the offeror/bidder certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.

INSURANCE COVERAGES AND LIMITS REQUIRED:

A. Worker's Compensation - Statutory requirements and benefits.
B. Employers Liability - $100,000.00
C. General Liability - $2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
D. Automobile Liability - $500,000.00

F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

PRICE ESCALATION/DEESCALATION: Price adjustments for changes in the contractor's price of materials, labor and transportation may be permitted. Request for price adjustments for any other reasons will not be granted. No price increases will be authorized for 365 calendar days after the effective date of the contract. Contractor shall give not less than 30 days advance notice prior to the annual renewal of the contract of any desired price increase.

The Contractor shall document the amount and proposed effective date of any general change in the price of materials, labor and transportation. Documentation shall be supplied with the contractor's request for increase which will (1) verify that the requested price increase is general in scope and not applicable just to Virginia Tech, and (2) verify the amount or percentage of increase which is being passed on to the contractor by the contractor's suppliers. Failure by the contractor to supply the aforementioned verification with the request for price increase will result in a delay of the effective date of such increase. The Virginia Tech Procurement Department may verify such change in price

independently. The Virginia Tech Procurement Department may make such verification as it deems adequate. However, any increase which the Virginia Tech Procurement Department determines is excessive, regardless of any documentation supplied by the contractor, may be cause for cancellation of the contract by the Virginia Tech Procurement Department. The Virginia Tech Procurement Department will notify the contractor in writing of the effective date of any increase which is approved. However, the contractor shall fill all purchase orders received prior to the effective date of the price adjustments of the old contract prices.

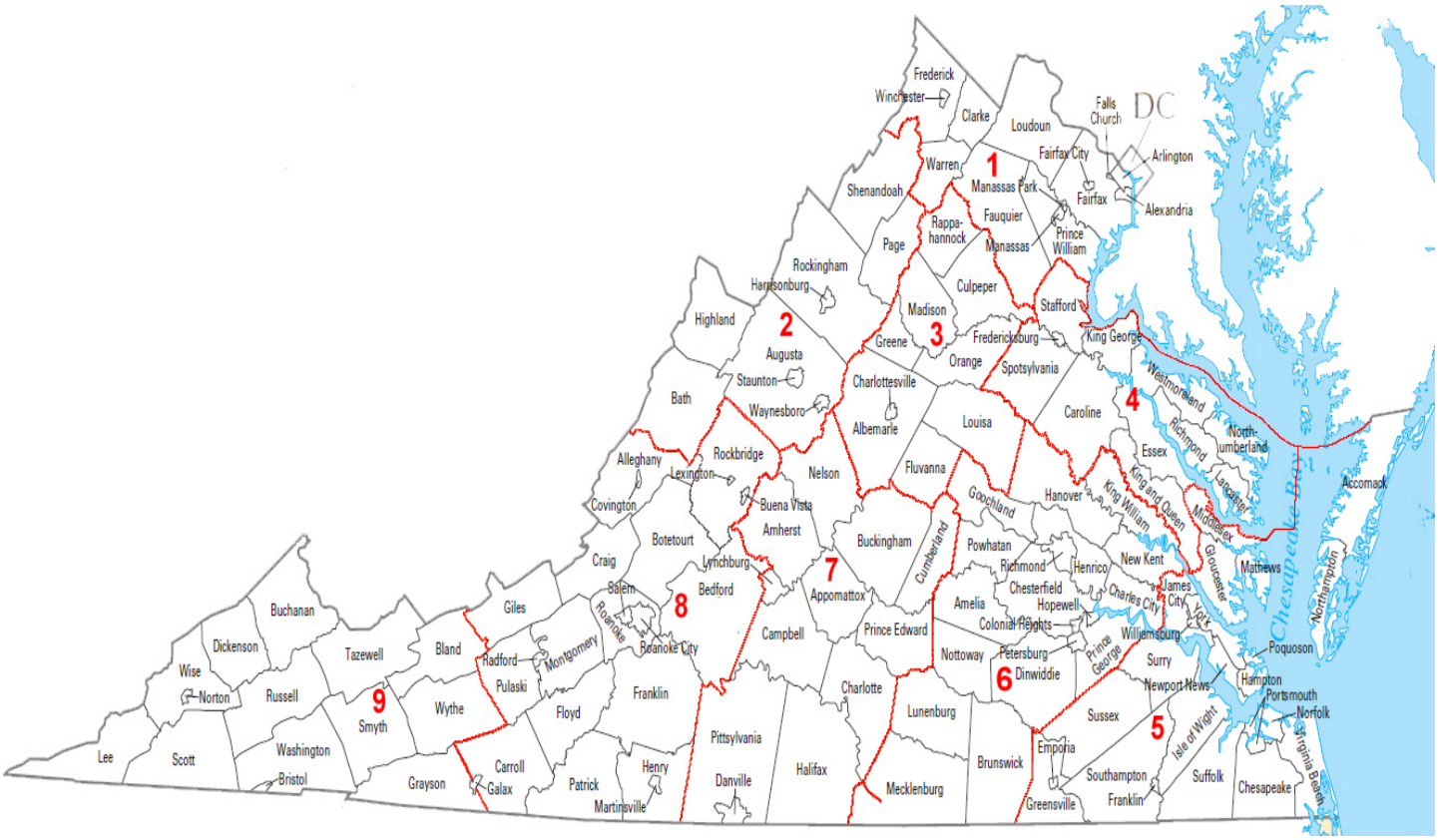
"Across the Board" price decreases are subject to implementation at any time and shall be immediately conveyed to Virginia Tech. The contractor is further advised that price decreases which affect the price of materials, labor, and transportation are required to be passed on to Virginia Tech immediately. Failure to do so will result in action to recoup such amounts.

RENEWAL OF CONTRACT: This contract may be renewed by Virginia Tech upon written agreement of both parties for two years, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.

SPECIAL OR PROMOTIONAL DISCOUNTS: The Contractor shall extend any special promotional sale prices or discounts immediately to Virginia Tech during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

ATTACHMENT B

Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

<u>Zone 1</u> **George Mason University (Fairfax)**	**<u>Zone 2</u>** **James Madison University (Harrisonburg)**	**<u>Zone 3</u>** **University of Virginia (Charlottesville)**
<u>Zone 4</u> **University of Mary Washington (Fredericksburg)**	**<u>Zone 5</u>** **College of William and Mary (Williamsburg)** **Old Dominion University (Norfolk)**	**<u>Zone 6</u>** **Virginia Commonwealth University (Richmond)**
<u>Zone 7</u> **Longwood University (Farmville)**	**<u>Zone 8</u>** **Virginia Military Institute (Lexington)** **Virginia Tech (Blacksburg)** **Radford University (Radford)**	**<u>Zone 9</u>** **University of Virginia - Wise (Wise)**

The zone map is provided for the offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone

ATTACHMENT C

SAMPLE CONTRACT FORM

Standard Contract form for reference only
Offerors do not need to fill in this form

COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract Number:_____

This contract entered into this ____ day of _____ 20___, by _____, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the _____ to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From _____ through _____.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT: The Contract Documents shall consist of this signed contract, Request For Proposal Number _____ dated _____, together with all written modifications thereof and the proposal submitted by the Contractor dated _____ and the Contractor's letter dated _____, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor:	Virginia Tech
By:_____	By: _____
Title:_____	Title:_____

ADDENDUM # 1 TO RFP # 0061265

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE	DUE DATE AND HOUR
July 29, 2020	August 26, 2020 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: John Spence, Buyer Senior
E-MAIL ADDRESS: jspenc@vt.edu TELEPHONE NUMBER (540) 231-3333
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Event Staffing Services

1. QUESTION: Does this RFP include travel services for the Virginia Tech Athletic Department?

   RESPONSE: No, travel management services for the Athletic Department are covered by a different contract that is in place through at least 4/30/2022. The background information related to Virginia Tech athletics on Page 6 is removed from this RFP.

2. The due date and hour remains August 26, 2020 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

Signature	Date
Stacie Schmahl	July 30, 2020

ADDENDUM # 2 TO RFP # 0061265

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE	NEW DUE DATE AND HOUR
August 24, 2020	August 31, 2020 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: John Spence, Buyer Senior
E-MAIL ADDRESS: jspenc@vt.edu TELEPHONE NUMBER (540) 231-3333
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Event Staffing Services

1. The due date and hour is now August 31, 2020 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

Stacie Schmahl — August 31, 2020

Signature — Date

ADDENDUM # 3 TO RFP # 0061265

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE	NEW DUE DATE AND HOUR
August 19, 2020	September 2, 2020 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: John Spence, Buyer Senior
E-MAIL ADDRESS: jspenc@vt.edu TELEPHONE NUMBER (540) 231-3333
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Travel Management Services

1. QUESTION: Since VT Athletics is no longer included in this RFP as specified in Addendum #1, to what degree does that decrease the estimated annual airline spend?

   ANSWER: Excluding VT Athletics Purchase Order spend has been approximately $3.6MM annually across the contracts. There may be additional spend that is not included in this approximation, such as P-Card spend.

   QUESTION: What is VT's annual spend on hotel and rental car, excluding Athletics?

   ANSWER: This breakdown of spend by type of booking is not available.

   QUESTION: What percentage of VT's annual travel spend is booked through each of the 4 respective distribution channels (Travel Agencies on Contract, Travel Agencies Not on Contract, Internet Web Sites, and Direct Purchases from Airlines)?

   ANSWER: Specific numbers are not available, generally speaking the University uses the travel management contracts for a high percentage of travel, but

   QUESTION: To what degree does VT value "Duty of Care" (e.g. traveler tracking and communication) considerations in this RFP process?

   ANSWER: The University as a whole does not have a policy for Domestic Travel, if there is any Duty of Care related to domestic travel it is the requirement of individual departments. For International Travel we use the pre-approval from a Travel/Expense program Chrome River, the University then has the ability to pull reports detailing travel location(s) as needed.

   QUESTION: Does VT currently use a "Duty of Care" application or "Risk Management" tool in your travel management program? If yes, who at VT is responsible for administration of the tool?

   ANSWER: See response to previous question.

   QUESTION: What is the current dollar value of any unused airline ticket inventory purchased by VT travelers in the past 12 months?

   ANSWER: The University does have central management of the unused airline ticket inventory. There has been a large amount of cancellations due to the COVID-19 Pandemic, but the unused airline inventory is managed at the department level.

QUESTION: Do you anticipate any group and/or study abroad travel?

ANSWER: Eventually the intent is to return to normal operations, at which time group and study abroad travel may be covered by travel management contract(s). However, no such travel is anticipated in the immediate future due to the COVID-19 Pandemic.

QUESTION: Please provide 1Q2020 air, car and hotel spend.

ANSWER: This breakdown of spend by type of booking is not available

QUESTION: What is the status of your travel program as a result of COVID-19?

ANSWER: Currently only essential travel is currently permitted, travelers much have the approval of their Department head before any travel is permitted.

QUESTION: Our preferred form of payment for travel is to be compensated at the time of ticketing for all products and fees utilizing either a ghost (corporate card) or a traveler credit card. Automated travel authorization can be realized with travel approvers getting detailed emails on each itinerary in which project and department codes can be incorporated. Will this system meet the requirements for travel approval on your account?

ANSWER: The model you describe seems generally acceptable. Please include your payment requirements in your proposal, and if there are any specific issues they can be addressed in negotiations.

QUESTION: Will Virginia Tech release a standard table to submit costs, fees or pricing template?

ANSWER: Your standard cost/pricing structure should be included with your proposal.

QUESTION: Can you provide any additional detail on what type of travelers or programs at the University are using travel services under this contract? The proposal lists main campus, major off campus locations, and other locations across the state. Are all of these locations covered by this contract? Is there a breakdown of travel spend by location? Are travel services required between these locations?

ANSWER: Travel services under this contract may be utilized by all areas of Virginia Tech, the one stated exception is the Athletic Department which maintains its own contract for travel services. There is no specific usage or spend data by location, no minimum amount of business is guaranteed.

QUESTION: You have mentioned that regularly scheduled air service is provided at the Roanoke Regional Airport. What volume of service is in/out of this airport?

ANSWER: The Roanoke Regional Airport is the primary airport nearest the main campus in Blacksburg. As such, the Roanoke airport is used in high volume. Specific spend data by airport is not available.

QUESTION: There is no specific place for us to respond to the Statement of Needs, how would you like us to respond?

ANSWER: Please submit your proposal, at a minimum the University is interested in seeing those areas defined in the RFP.

QUESTION: What is your current configuration for travel management services?

ANSWER: The University currently maintains contracts with multiple travel management companies.

QUESTION: Do you currently use an Online Booking Tool (OBT) such as Concur for booking? If so, what percentage of bookings are made through this tool?

ANSWER: No, the University does not utilize such a tool.

QUESTION: Since the Athletic Department is not included will group travel services, group hotel arrangements, air and bus charter services still be required? If so, which departments or programs require this type of travel? Would it be international, domestic, or both? What percentage of your overall travel does this comprise?

ANSWER: These services may be required, but should not be expected in the immediate future due to the impacts of the COVID-19 Pandemic. As the University returns to normal operations over time both international and domestic group travel may be required, and may be used by any department.

QUESTION: Regarding is the University looking for representative resumes by position, or individual resumes?

ANSWER: As described in Section VIII.A.2, please submit resumes for staff that will provide services to Virginia Tech.

2. The due date and hour is now September 2, 2020 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

Stacie Schmahl — August 31, 2020

Signature — Date

Request for Proposal # 0061265

For

Travel Management Services

July 29, 2020

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

SUBMITTED BY

CORPORATE TRAVEL

SEPTEMBER 1, 2020

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Section VIII. Proposal Preparation and Submission — Page 12 - 21

- Specific requirements

Addendums and Misc. Documents — Attached as PDF 1

- Signature page
- Addendum 1 – Event Staffing Services
- Addendum 2 – Event Staffing Services
- Addendum 3 – Travel Management Services

Attachments — Attached as PDF 2

- A – Exception report samples
- B – Management report samples
- C – Groups and Meetings Services
- D – Financial Proposal and Value Added Services
- E – Invoice / Itin sample documents
- F – Internal policy mapping
- G – Evidence of Financial Stability
- H – Executive Summary

RFP 0061265
GENERAL INFORMATION FORM

QUESTIONS: All inquiries for information regarding this solicitation should be directed to: John Spence, CPPB Phone: (540) 231-3333 e-mail: jspenc@vt.edu.

DUE DATE: Proposals will be received until August 26, 2020 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

PROPOSAL SUBMISSION:
Bids or Proposals may NOT be hand deliver to the Procurement Office.

Due to the COVID-19 Emergency Declaration, Virginia Tech will be accepting electronic submission of proposals. All submissions should be submitted to procurement@vt.edu with the RFP number, due date, and time in the subject line of the email.

Virginia Tech will not confirm receipt of proposals. It is the responsibility of the proposers to make sure their proposal is delivered on time. Delivery Confirmation functionality is recommended from the proposer's email system.

Attachments must not exceed 25MB to avoid delivery issues thru email servers.

TYPE OF BUSINESS: (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number:_____. For assistance with SWaM certification, visit the SBSD website at http://sbsd.virginia.gov/ .

X **Large**

____ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of $10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

____ **Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

____ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) AAA Club Alliance		FEDERAL TAXPAYER NUMBER (ID#) [redacted]	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name) AAA Corporate Travel		BILLING NAME (Company name as it appears on your invoice) AAA Corporate Travel	
PURCHASE ORDER ADDRESS 15 W. Central Parkway Cincinnati, Ohio 45202 Attn: Corporate Travel		PAYMENT ADDRESS 15 W. Central Parkway Cincinnati, Ohio 45202 Attn: Corporate Travel	
CONTACT NAME/TITLE (PRINT) Gina Lofland, Business Development Manager			E-MAIL ADDRESS glofland@aaa-alliedgroup.com
TELEPHONE NUMBER 513-763-8869	TOLL FREE TELEPHONE NUMBER 800-354-4514	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS 513-763-5919	

I acknowledge that I have received the following addendums posted for this solicitation.

1__X__2 X_____3 X_____4_____5_____6_____(Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES_____ NO__X_____

SIGNATURE_____Date: _____

Signed copy included in PDF Attachments

03/17/2020

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for travel management services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

III. CONTRACT PERIOD:

The term of this contract is for three (3) year(s), or as negotiated. There will be an option for one (1) two year renewal, or as negotiated.

IV. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly $513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

Employees at Virginia Tech travel to domestic and international destinations on a daily basis throughout the year. The university does not have a travel management office and thus relies on the following to obtain travel services:

1. Travel agencies on contract

2. Travel agencies not on contract

3. The Internet Web Sites

4. Direct purchases from airlines

Although there are several options for university travelers to purchase travel related services, the university may contract with two or more travel agencies. The current annual volume of airfare is approximately $6 million dollars.

~~A major user of travel management services is Virginia Tech's Athletic Department. The Athletic Department uses travel agencies to arrange both team travel to competitions and individual travel for recruiting purposes. Flights for teams are often required for competitions against ACC conference members Miami, Florida State, Syracuse, Notre Dame, and Boston College, as well as for distant non-conference opponents and post-season competitions.~~

~~Many teams charter a bus to the airport and to locations within a few hours drive of Blacksburg; although often arranged through existing university contracts for this service, transportation is sometimes needed in distant locations when the team has traveled by airline, or when the coach prefers to use a travel agency to make all-inclusive arrangements.~~

~~A listing of current Athletic teams and schedules may be viewed by going to www.hokiesports.com, and selecting "schedules" in the left side listing of links.~~

Travel services for study abroad programs sponsored by a number of Virginia Tech academic departments are needed regularly. Services are needed primarily for travel originating and concluding in foreign countries.

V. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: http://www.eva.virginia.gov, or call 866-289-7367 or 804-371-2525.

VI. CONTRACT PARTICIPATION:

VIRGINIA ASSOCIATION OF STATE COLLEGE & UNIVERSITY PURCHASING PROFESSIONALS

VASCUPP

It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's

affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VII. STATEMENT OF NEEDS:

A. General:

a. Virginia Tech needs a Contractor to provide travel management services to the University.

b. The Contractor or its authorized representatives shall meet with Virginia Tech representatives as requested. Agreed

c. The Contractor and Virginia Tech may mutually establish routine procedures for handling the services described herein. Such procedures are subject to Virginia Tech's approval. Agreed

d. The Contractor shall provide, to designated offices of Virginia Tech, tickets/reservations for air, rail, hotel and/or vehicle rental accommodations within 24 hours of request by Virginia Tech, or at a future date as requested. Agreed

e. The Contractor shall secure the lowest available rate for any services within the scope of this contract, unless the lowest rate available was refused by the traveler and is included in the Rejection of Lowest Available Fare Report. If the lowest rate was not rejected by the traveler, the Contractor shall refund Virginia Tech the difference in cost if it has failed to secure the lowest available rate. Agreed

f. The Contractor shall provide travel estimates for budget planning to individuals for specific trips, conferences or other. Agreed

g. The University will rely on the Contractor to secure the best rates for group travel services required by University departments. Agreed

h. The Contractor shall be able to receive orders by email or fax. Agreed

B. Service Requirements

a. Transportation

i. The Contractor shall provide domestic and/or international airline and railway ticket service at the lowest fare available within the arrival/departure times and locations specified by the requestor. Agreed

ii. At its option, Virginia Tech may require charter airline and/or bus service. When such charters are requested, the Contractor must negotiate with a minimum of three vendors, if available, to secure the most favorable rates and service for the University. Agreed

iii. State travel regulations require that transportation by common carrier shall use tourist class accommodations. Business class travel is permissible for international flights. Agreed

iv. Travel credits, reduced rates, or free services received from public facilities by persons for whatever reason, accrue to the University. Agreed

v. The Contractor shall provide advance seat assignment and advance boarding passes when available from the airlines. Agreed

vi. At its option, Virginia Tech may elect to make transportation arrangements with non-contract sources. Agreed

b. Lodging: The Contractor shall arrange hotel/motel accommodations for individuals or groups, as requested, taking advantage of government or corporate discounts, whichever is greater. If a specific hotel/motel is not requested, the location of the lodging should be reasonably close to the required destination. Virginia Tech may elect to make direct arrangements on a case-by-case basis. Agreed

c. Vehicle Rental: The Contractor shall arrange vehicle rentals, as requested, at the lowest rate available. The rate shall be confirmed when the reservation is made and shall be included in the traveler's itinerary. Agreed

d. International Travel

i. The Contractor shall arrange for international travel, including reservations and ticket delivery for air, rail, bus or ship transportation, and for hotel/motel accommodations and car rentals when required. Agreed

ii. The Contractor shall provide assistance in obtaining passports, visas and documents regarding health requirements. Agreed

iii. At its option, Virginia Tech may elect to make international travel arrangements with non-contract sources. Agreed

e. Traveler Itineraries: The Contractor shall provide two itinerary copies to the traveler including, but not limited to, the following information: Agreed

   i. Carrier(s)
   ii. Flight, train, bus or voyage numbers.
   iii. Departure and arrival times for each segment of the trip.
   iv. Ground transportation facilities at destination (e.g. taxi or shuttle service)
   v. Meals provided
   vi. Name, phone number and location of hotel/motel and room rates.
   vii. Name, phone number and location of car rental agency and rates.

f. Contractor Assistance: The Contractor shall provide assistance, training, and orientation as required by the Office of the Controller. Agreed

g. Refunds:

   i. The Contractor shall provide any refunds due as a result of the Office of the University Controller returning unused tickets. Agreed

   ii. The Contractor shall identify each refund by original ticket and/or invoice number. Agreed

   iii. The Contractor shall make refunds within 30 days of ticket return. Agreed

   iv. Refunds shall not be made to the individual traveler except for tickets purchased using the travelers' personal funds or their BOA Visa Corporate Travel Card. Agreed

   v. The Contractor shall not accept unused tickets directly from the individual traveler except for those purchased with personal funds or their BOA Visa Travel Card. Agreed

h. Hours of Operation: The Contractor should provide at least seven hours of service daily from 9:00 a.m. to 5 p.m., Monday through Friday. AAA Corporate Travel agents are available 24/7

i. Schedule Changes, Cancellations, and Delays:

   i. The Contractor should make every effort to notify travelers of airport closings, cancelled or delayed flights, trains, buses or voyages. Agreed

   ii. The Contractor shall provide alternate travel arrangements whenever a carrier defaults or cancels a scheduled departure. Agreed

j. Common Carrier and Flight Insurance: The Contractor should provide free automatic common carrier and flight insurance for all air and rail travelers in an amount of at least $200,000. Agreed

C. Reporting, Invoicing and Delivery Requirements

a. On a monthly basis, the Contractor shall submit a statement summarizing the itinerary, traveler name, and related PO/TA# to the Office of the Controller. This information must be received each calendar month in order for the Controller's Office to pay the Agency Travel Card (ATC) invoice promptly. Agreed

b. Within four days of reporting non-ATC (Airlines Reporting Corporation) purchases (cash sales), the Contractor shall submit invoices, itineraries, and approved PO / TA forms to

the Office of the Controller. This method of payment shall be used only when the ATC card or credit cards are not accepted. The PO / TA must have the departments "received" and "authorized" signatures / approvals in place. Agreed

c. When departments use the traveler's BOA Visa Corporate Travel Card or the department's BOA Visa Corporate Purchasing Card, central reporting is not required. Agreed

d. Rejection of Lowest Available Fare Report: This report shall be provided on a monthly basis in the event a traveler rejects the lowest available fare. Lower rates based on differences in the flight schedule do not have to be reported and do not have to be included in management reports. The report should be sorted in "reason rejected" order, i.e., all fares rejected because a "Saturday night stay was required" should be sorted together on the report, and then the next reason should be listed, etc. The list should also include: Agreed. Sample Exceptions reports included as Attachment A

    i. Name of Traveler
    ii. Date of ticket
    iii. Ticket number or other transaction ID number
    iv. Cost of offered reservation
    v. Actual cost of accepted reservation

i. Other reports as requested by the Office of the Controller. Agreed. Sample reports included as Attachment B

VIII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Plan For Providing Services:

   a. Provide specific plans for providing service to Virginia Tech employees located throughout the state. Include plans for delivering tickets, costs or such delivery, express mail costs, toll free phone numbers if available and plan for obtaining the PO / TA from the departments.

The AAA Corporate Travel (AAA CT) approach to travel management is not a one-size-fits-all solution. Your designated Relationship Manager (RM), Kelly Fitzgerald and Account Manager (AM), Oneal Wiggins will partner with your team to develop a customized service solution to fit your culture and program goals. We understand the importance of balancing the best interests of both your business and the safety and well-being of your people. We are true partners who recognize the symbiotic importance and the inherent nature in which both your employees and your organization fit and function together.

Booking assistance: To ensure a positive booking experience and manage the overall cost of your program, we recommend a combination program configuration that allows traveler and arranger utilization of our on-line booking tool (OBT) Concur and access to a full service team of agents.

Virginia Tech (VT) employees across the Commonwealth will be supported by a dedicated team of travel agents, and will have 24/7/365 access to our OBT which includes access to our support team for any technical related questions or issues. Toll free telephone numbers and e-mail addresses will be provided for direct access to your respective teams.

Ticket delivery: All tickets and itineraries are delivered electronically, as is any other documentation requested by VT personnel. Should there be a need for express mail deliveries, our team will accommodate these requests at no additional cost to VT.

Purchasing process: For purchase orders and travel authorizations, we will confer with VT representatives to establish a process required by your internal departments. We recommend an automated process but will accept manual delivery of this information if preferred by VT.

Implementation process: AAA CT will design a customized service solution around the VT culture and program goals. Your AAA RM and AM, will share ownership of the implementation phase of this initiative. Both have a thorough understanding of the requirements set forth in this RFP. Together with VT representatives, they will facilitate a comprehensive review of the project scope and introduce systems, technologies and processes to enhance your existing program.

Kelly's in-depth knowledge gained from her tenured and highly engaged relationship with VT will complement Oneal's strong account management skill set. Throughout the discovery phase to post implementation, Kelly and Oneal will coordinate with internal AAA departments and manage the various tasks required for a smooth and seamless program evolution.

Throughout the implementation phase, we will map out a process and share best practices that compliment your program goals including:

- Travel policy/guidelines
- Communication Plan and Traveler Engagement campaign
- Out of policy/non-compliance actions
- On-line booking tool design and site customization
- Traveler safety and security/duty of care solution
- Comprehensive reporting
- Goal setting and benchmarking

All program details are documented and stored in our CRM, Salesforce. Specific travel policy requirements are configured into Concur and in our scripting applications which guides operations through your account specific requirements and encourages compliance in both the OBT and full service environment. After implementation is complete, your AAA Relationship Manager will meet with your team regularly to discuss program goals and provide updates on new initiatives or suggested modifications to your existing program.

b. Describe your approach to securing the lowest rates available to meet the traveler's needs.

AAA CT subscribes to the Sabre Red 360 pricing model. This is the most comprehensive global distribution system (GDS) pricing platform available in the industry. It incorporates fare search qualifiers to deliver over 150 fare options. Additionally, users may search for fares using flex options including:

- Alternate airport origination and destination points
- Alternate departure and arrival dates
- Same day flight options
- Low fare search qualifiers

Further, we suggest an audit of your existing airline point of sale discount contracts to validate that your discounts align with other higher education institutions with similar spend. We will also introduce other discount program options to you for consideration and facilitate and test the integration into our systems.

We offer a price match guarantee should a VT associate report a lower fare found using equivalent parameters and timeline.

c. Provide a list of additional services that you could provide Virginia Tech to improve its travel program.

AAA Corporate Travel offers the following additional services to VT (some are currently available and deployed across your travel program):

- Goal setting and strategic account reviews
- Unused ticket management
  - As of August 27, Martin Travel has proactively refunded a total of 118 eligible tickets at a savings of almost $135,000
  - VT currently has 299 unused tickets/credits on file that will be applied to future travel
  - Kelly will continue to monitor and communicate at the department level to ensure utilization of these funds
- Access to reporting technology and analytics
  - We recommend a thorough review of your current monthly reports to identify additional reports that may be beneficial in managing your travel program.
- Carrier & supplier relationships within the hospitality and travel industry for pricing negotiations to maximize cost savings
- Real time duty of care alerts and traveler tracking
- VIP Program for C-Suite travelers
- Credit card reconciliation
- Air and bus charters
- Comprehensive group and meeting planning assistance
  - Services detailed in Attachment C
- Athletic and team travel
- Fan and alumni travel coordination
- Study abroad and mission travel

d. If applicable, identify and list the amount of any fees (transaction, processing, service charge, etc.) that may be charged.

Please refer to Attachment D - Managed Travel Services – Financial Proposal

e. Provide completed sample forms including itinerary, invoice, reservation vouchers, customer reports, as well as internal forms such as procedures and policies, which your staff is required to follow.

Sample forms: Please refer to Attachment E - Sample Forms

Sample policies and procedures: Please refer to Attachment F - Sample Procedures Forms.

We utilize a SharePoint portal accessible to Corporate Travel associates only. This houses a vast amount of information covering pertinent operational topics including customer profiles, job aides, shared responsibilities, reservation guides and tips plus internal policies.

f. Identify the location of the office that will provide services and its proximity to Virginia Tech.

1344 Main Street
Blacksburg, VA 24060
This location is 2.5 miles from the main campus

2. Qualifications and Experience:

a. Describe the experience and variety of services provided by your agency.

AAA CT, founded in 1962, focuses solely on delivering managed travel solutions to our customers. We employ more than 60 associates across multiple time zones in the U.S. and support over 450 corporate customers.

For almost 60 years, AAA CT has approached every client relationship as a true partnership to ensure a successful outcome. We develop a customized program for our clients that include the following services and processes:

- Goal setting with measurable results
- Travel policy design and review
- Automated quality control (record integrity)
- Out of policy/Exceptions automation
- Comprehensive reporting
- Strategic Account Reviews
- Duty of care solution
- Flight disruption notifications
- Benchmarking and predictive analytics portal
- Consultative services

We offer the following travel management services:

- Fulfillment services
    - Air, car, rail and hotel reservations
    - Designated team of agents
- On-line booking tool platforms
    - Site design, programming and on-going maintenance
    - Dedicated help desk for user and technical support
    - Continuous training
    - Recorded training sessions
- Group air
- Meeting services
- Charter services
    - Air and motor coach
- Fan and alumni travel packages
- Study abroad travel
- 24/5/365 AAA provided assistance (not outsourced)

b. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to perform under and resultant contract, shall be capable and qualified in the work assigned to them. Include resumes for staff that will provide service to Virginia Tech.

AAA proposes to continue the existing service configuration currently in place. Additional resources will be introduced to support your expanded travel program. Following are short resumes and role descriptions for those who will be involved in delivering service to VT:

Dedicated Travel Counselors
Trish Knighton, Lead Agent
33 years industry experience

Suzanne Williams, Travel Agent
22 years industry experience

Both Trish and Suzanne are highly skilled at supporting the VT travel program as they have been delivering domestic, international and group travel services for 25+ years.

Our full time trainer has developed annual assessments and training curriculums to support new and enhanced technologies deployed in our environment. All associates supporting the VT travel program have been trained and tested on the enhanced technologies we propose.

Kelly Fitzgerald, Key Relationship Manager
Kelly will be instrumental in the ongoing success of our relationship through her knowledge of the Virginia Tech account and dedication to driving change for the betterment of the program. She will be a key stakeholder in all aspects of the relationship and will work closely with your AAA Account Manager to ensure delivery of the program components required for success.

Through her close proximity to the main campus, Kelly will be your main point of contact while she continues to oversee the service delivery quality of your dedicated team. She will apply her 24 years of business travel experience to enhance your travel program and will demonstrate her commitment to Virginia Tech through her accessibility and timely service issue resolution.

Oneal Wiggins, Account Manager
As your designated Account Manager, Oneal's primary role is to ensure that the strategic initiatives and program goals of VT are fully understood and achieved. Oneal will gain a thorough understanding of any current program challenges and short term goals through discovery calls and collaborative interaction. He will apply his exceptional analytical and data skills to identify potential areas for cost savings and improved efficiencies without sacrificing exceptional customer experience. He will bring enhanced technology offerings and streamlined processes to your travel program owner for review and consideration. As the University elects to integrate these recommendations, Oneal will develop a project plan and lead the team throughout the entire integration.

Kim Collins, Director, Account Management
Kim has been in the travel industry for more than 30 years, with an expertise in leading account management and operations teams. Kim began her career with Maritz Travel Company. She held a variety of leadership positions for Maritz and continued in key leadership roles with Carlson Wagonlit Travel after Maritz was acquired by CWT in 2003. Kim's energetic and motivational communication style have been key assets to effectively lead change and obtain organizational goals.

As the Director of Account Management for AAA Corporate Travel, Kim uses her exceptional expertise in supervising the strategic planning and on-going management of our corporate clients. Her strength in people development, client retention, and traveler satisfaction compliments AAA's strategic goals. In addition, Kim understands that successful travel programs mirrors client culture, and works in tandem with her staff to customize programs that provide balance. With Kim's guidance, our clients are assured of the highest quality travel management practices that will drive the results our clients expect.

Beth Heisel, Director of Operations
Beth has been in the corporate travel industry for 30 + years, working at a mega agency for 30 years before joining AAA Corporate Travel in February 2020. In this capacity, her primary focus is overseeing frontline agent teams, coaching the operations supervisory team and training and development. Beth is committed to improving processes to ensure the upmost customer service experience and delivering best in class of service to our travelers.

As Director of Operations Beth partners with her peers in Sales and Account Management to ensure an alignment with client travel policies and initiatives from the very beginning and on-going to maintain positive results are delivered to our valued client partners.

Lori Hawkins, Manager, Travel Technology
Lori possesses more than 20 years' experience in corporate travel; primarily in the technology and systems sector. In her role as Manager of Travel Technology, Lori is responsible for the design, programming, training, implementation/on-boarding and on-going maintenance of our on-line booking solution, Concur Travel. Lori holds a BA degree in Business Administration from Hanover College.

Jenny Gustin, Operations, Trainer
Jenny has been in the travel industry for over 30 years in various positions, most recently in the training department for AAA Corporate Travel. She is responsible for training our staff of agents in the various GDS systems, including Sabre, Apollo and Worldspan. Her training duties also include the agents employed by our on-site customers. She oversees the recurrent training for our existing agents as well as developing and maintaining the curriculum for new hires to ensure every agent follows AAA Corporate Travel policies and procedures.

Anthony Jover, Technology and Meeting Services Manager
Anthony Jover has been with AAA Corporate Travel since February 2017. Anthony focuses on the company's technology initiatives and strategies, supports the internal teams and clients to assess technology needs with the objective of maximizing efficiencies, reduce cost and enhance the user experience. Additionally, he manages the Meetings department which provides a variety of meetings services to our clients and our company.

Anthony has been in the Travel industry for over 25+ years. He started his corporate travel career with American Express Business Travel where he started as a Travel Counselor then became an Operations Manager where he managed multiple travel accounts and offices. Prior to joining AAA Corporate Travel, he was the Travel/Operations Manager for Macy's Inc. Corporate Travel Department where he was responsible for the travel operations, groups and meetings, corporate card administration, expense reporting and audit, and travel technology.

a. Provide evidence of financial stability.

AAA Club Alliance, Inc. (ACA) was founded in 1902 as a part of the American Automobile Association. We are a tax paying, not for profit-corporation and exist to service our members and clients.

We are the 3rd largest AAA Club in North America with a membership base of over six million members nationwide. ACA has no history of bankruptcies or any current or pending lawsuits. Our members are our shareholders and our profits are reinvested back into the club.

AAA Corporate Travel (AAA CT) is an operating division of AAA Club Alliance, Inc. (ACA). We were established in the early 1960's to provide travel services to businesses in the Ohio Valley region. Today we deliver highly customizable and fluid global managed travel solutions to over 450 organizations across North America.

Our diverse business lines are responsible for the success, longevity, and reputation of our organization. During the current pandemic crisis, this factor alone provided the reassurance to our travel clients that AAA Corporate Travel will continue to operate as we always have to support your people on the road, air, and rail. The following business lines are housed under the AAA Club alliance umbrella:

- AAA Retail Stores
- Commercial and Personal Insurance
- Financial Services
- Corporate Travel
- Leisure Travel
- Roadside Assistance
- Car Care
- Groups and Meeting Services

Please refer to Attachment G – Evidence of Financial Stability documents

b. Describe service enhancements unique to your agency including franchise agreements.

Airline Relationships
AAA CT has achieved the following designation with the legacy carriers:

- Key Account – American Airlines
- Executive Agency – United Airlines
- Elite Agency – Delta Airlines

This designation allows us to offer unique allowances to our valued client partners. Details surrounding the above designations will be shared during the implementation phase.

Financial Stability
As evidenced in Attachment G, AAA remains financially strong and continues to thrive; even during the current economic environment.

Close Proximity to Campus / Local Presence
Your designated AAA CT primary representatives, Kelly Fitzgerald and Oneal Wiggins reside in the Commonwealth of Virginia.

Marketing Sponsorship
AAA Club Alliance (ACA) and Martin Travel, a wholly owned subsidiary of ACA, continue to demonstrate a commitment to the VT community through our multi-year marketing sponsorship.

Rental Car Agency Relationships
AAA CT has partnered with Enterprise Holdings Inc. representing National Car Rental and Enterprise Rental as our preferred supplier. This partnership allows us access to a National Account Manager for expedited issue resolution and quality assurance. We also have strong relationships with Hertz and Avis brands.

Flight insurance
We provide a $200,000 life-flight insurance benefit for every ticket issued.

Rideshare
Benefits include expense tool integration, discount rate program, portal access for reporting and a direct bill plan.

AAA Membership Program
AAA CT will offer complimentary memberships to be assigned at the discretion of VT. Further, we will offer a customized discounted membership program available to all VT associates and students. Members receive an average discount of 18% for hotel bookings.

SAP Concur
AAA CT is a Concur Travel certified travel management company. Different than a Preferred status which requires purchase and use of all SAP Concur offered products, this designation must be achieved through successful completion of structured in-person coursework and continuing education seminars by our OBT Specialists. We have been a Concur Travel partner agency since 2001.

In-house After Hours / Emergency Assistance
We currently and will continue to deliver assistance to VT through our AAA staffed After Hours /Emergency desk. This is a service that is routinely outsourced by many travel management companies.

c. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.

Yes, we have been a BCD Affiliate Agency for 15 years. We selected BCD due to their best in class hotel rate program and their comprehensive implementation plan for onboarding global accounts.

d. Provide four (4) recent references, either educational or governmental, for whom you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact

[redacted]
University of Kentucky
[redacted]

[redacted]
University of Cincinnati
[redacted]

[redacted]
Campbellsville University
[redacted]

[redacted]
Xavier University
[redacted]

B. Equipment, Systems, Automation

Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing invoices at Virginia Tech.

Historically, AAA CT has embraced proven technologies to enhance and support travel management; that practice continues today as we identify, qualify and integrate cutting edge technology and work flow systems to our service offerings including the following:

- Multiple on-line booking tools (OBT's)
- Risk Management Solution
    - Traveler notification
    - Travel Manager reporting
    - "Where's My Travelers" dashboard
- Virtual payment card
- Mobile App
- Lodging aggregator
- Hotel RFP portal
- International tax recovery
- Low fare finder - air
- Low rate finder – hotels
- Meeting registration software
- Flight disruption notifications
- Actionable data analytics dashboard
    - Compliance goal tracking
    - Benchmarking
    - Vendor utilization and savings analysis
    - Interactive reporting
    - Industry stats
    - Traveler scorecard
- Automated quality control systems
    - Queue management
    - E-mail documentation
    - Unused ticketing tracking including auto apply
    - Record integrity
    - Pre-trip approval

C. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at http://www.sbsd.virginia.gov/

AAA is not a SWaM classified business. We agree to engage with SWaM subcontractors when available in support of your travel program and will incorporate your travel related SWaM suppliers into our systems.

CORPORATE TRAVEL

Air Exceptions Report Sample
Attachment A1

Locator	Traveler Name	Invoice Date	Ticket Number	Invoice #	Origin	Destination	Amount	Offered Fare	Lost Savings	Reason Refused	Person
JWTLTG	KYRE/RICHARD K	2/10/2020	7500369120-	4178075	PHL	LAS	$868.79	$332.59	$536.20	CARRIER	LISA 10FEB
MKRGNC	TOWNSEND/LAUREN C	6/23/2020	7526972481-	4205959	CVG	DEN	$827.20	$346.20	$481.00	CARRIER	LAUREN 23JUN
CTCQSJ	POHOLSKY/JOHN THOMAS	2/7/2020	7499707571-	4176795	PHL	TUL	$792.91	$427.96	$364.95	CUSTOMER	JPOHOLSKY@AAAMIDATLANTIC.COM 07FEB
KHVAHV	ROSSI/CATHERINE L	1/10/2020	7490075569-	4157600	PHL	DFW	$432.81	$158.78	$274.03	DEF	CATHY ROSSI 10JAN
AZOTKE	SMITH/CHRISTINA QUINTINO	2/19/2020	7503482095-	4184454	PHL	TUL	$971.41	$568.40	$403.01	DEF	WANDA 19FEB
YGEKID	KRUEGER/KEVIN DUANE	1/17/2020	7492736063-	4163063	DTW	PEK	$7,935.85	$5,377.35	$2,558.50	NONSTOP	KATHLEEN KRUEGER 17JAN
GUIJYO	WIEDEMANN/MARY JO	1/20/2020	7493369303-	4163901	CVG	RSW	$697.40	$291.20	$406.20	NONSTOP	TOM WIEDEMANN 20JAN
GUIJYO	WIEDEMANN/THOMAS	1/20/2020	7493369302-	4163901	CVG	RSW	$697.40	$291.20	$406.20	NONSTOP	TOM WIEDEMANN 20JAN
HHFEKP	GAGNON/MARIE	2/20/2020	7503939262-	4185411	PHL	MCO	$1,193.40	$254.21	$939.19	REFUNDABLE	DON GAGNON 20FEB
QSHMOF	BRIDGES/DAMIAN H	1/8/2020	7489175343-	4155771	PHL	DFW	$787.80	$165.57	$622.23	TIME	DBRIDGES@AAAMIDATLANTIC.COM 08JAN
LFINII	HAVENS/LOUISE ANNE	2/13/2020	7501369928-	4180303	JFK	BRU	$2,901.35	$2,534.35	$367.00	TIME	PETER HAVENS 13FEB
WDNSWL	JOYNER/CHRISTIN A	1/2/2020	7487028209-	4152081	PHL	RSW	$2,384.80	$858.14	$1,526.66	TIME	CAROL RODGERS 02JAN
ZDEGKV	JOYNER/CHRISTIN A	2/6/2020	7499358528-	4175984	PHL	MCO	$1,093.79	$748.79	$345.00	TIME	CAROL RODGERS 06FEB
WFALOR	LAWRENCE/SHARON MILLER	1/21/2020	7493862344-	4165029	CVG	RSW	$326.80	$97.78	$229.02	TIME	SHARON 21JAN
XQRWCD	MARINI/GARY JORDAN	2/6/2020	7499358518-	4175972	PHL	MCO	$1,123.80	$661.09	$462.71	TIME	CAROL RODGERS 06FEB
GLPVEE	OVCHAR/CATHLEEN ANNE	1/8/2020	7489175423-	4155882	PHL	RSW	$968.80	$684.40	$284.40	TIME	ANNA MACRAE 08JAN
RNBRIW	SUMEREL/CRAIG D	5/18/2020	7524887575-	4201852	CVG	DFW	$521.20	$300.70	$220.50	TIME	CRAIG SUMEREL 18MAY
DISDAK	VAUGHAN/THOMAS K	2/12/2020	7501235078-	4179782	PHL	MCO	$669.40	$303.21	$366.19	TIME	THOMAS VAUGHAN 12FEB
JNCUXV	VAUGHAN/THOMAS K	2/7/2020	7499578137-	4176545	CVG	MCO	$1,023.60	$663.40	$360.20	TIME	THOMAS 07FEB
AOTCOV	WIEDEMANN/THOMAS	2/25/2020	7505176833-	4187824	MCO	CVG	$1,107.20	$287.70	$819.50	TIME	SHARON 25FEB
BSJVXJ	WIEDEMANN/THOMAS	2/28/2020	7506441712-	4190712	CVG	MCO	$993.60	$734.40	$259.20	TIME	SHARON LAWRENCE 28FEB
UQSTLJ	WILSON/JILL C	1/6/2020	7488352645-	4154026	CVG	RSW	$497.40	$291.20	$206.20	TIME	STEVE WILSON 06JAN
FYFMHN	MORGAN/CLIFTON E JR	1/15/2020	7491876683-	4161414	PHL	FSD	$1,600.40	$1,290.15	$310.25	UNUSED TKT	CMORGAN@AAAMIDATLANTIC.COM 15JAN

Includes Air and Rail, Sales and Exchanges only. Lost Savings greater than $200

CORPORATE TRAVEL

Car Exceptions Report Sample
Attachment A2

Dept.	Traveler Name	Locator	Car Co.	City	Class	P/U date	D/O date	CF#	Total Paid	Reason
20558	BURNS/TIMOTHY WILLIAM	UPANPT	HERTZ	LEX	IFAR	3/9/2020	3/12/2020	J3243768630	$196.65	GUEST
80121	ESCHENMANN/TRAVIS W	AVFTDC	ENTERPRISE	ROA	FCAR	1/19/2020	1/24/2020	1951489718COUNT	$280.24	PERSONAL
80121	ESCHENMANN/TRAVIS W	FAHGLL	ENTERPRISE	ROA	FCAR	1/5/2020	1/9/2020	1951119576COUNT	$212.76	PERSONAL
80121	ESCHENMANN/TRAVIS W	RRKIOJ	ENTERPRISE	ROA	FCAR	2/16/2020	2/21/2020	1952090668COUNT	$246.99	PERSONAL
80121	ESCHENMANN/TRAVIS W	RXRWAO	ENTERPRISE	ROA	FCAR	2/9/2020	2/13/2020	1952090381COUNT	$212.76	PERSONAL
46931	GAUDIO/DEREK JAMES	VSUJPJ	HERTZ	PHL	SCAR	3/9/2020	3/13/2020	J2924310498GOLD	$260.55	MULTIPLE
76750	JOVER/ANTHONY FRANCIS CABIDA	CWKLCN	ENTERPRISE	MCO	FCAR	3/6/2020	3/9/2020	1065564196COU	$113.97	PERSONAL
80023	KERIS/BETH A	IBDOEX	HERTZ	FSD	IFAR	1/22/2020	1/24/2020	J27902049A3	$102.00	WEATHER
15018	LANKOW/TRAVIS ROBERT	DCIIUO	HERTZ	AOO	IFAR	1/25/2020	1/28/2020	J2850524381	$192.07	WEATHER
61555	RESTER/RACHAEL ANNE	KDDQAO	HERTZ	MHK	IFAR	3/3/2020	3/6/2020	J3102765880	$167.73	MULTIPLE
15011	STEPP/JULIE ANN	EKAMBG	HERTZ	MCO	FCAR	2/24/2020	2/26/2020	J3040570063GOLD	$104.48	MULTIPLE
15011	STEPP/JULIE ANN	IATSKI	HERTZ	PHL	FCAR	1/7/2020	1/9/2020	J2660413386GOLD	$94.94	PERSONAL

CORPORATE TRAVEL

Hotel Exceptions Report Sample
Attachment A3

Traveler Name	PNR	DEPT	Issued Date	Vendor Name	Destination	Invoice No	Start Date	End Date	Rate	Total Paid	Reason
KENT/CLARK	YTJNJS	9220	7/20/2020	HOLIDAY INN EXP STES LITITZ	Lancaster Airport	3013576	7/20/2020	7/24/2020	$148.72	$594.88	BEST RATE AVAILABLE
SUPERMAN/JOHN	EGBHIZ	9720	7/19/2020	FAIRFIELD INN N STES MARRIOTT	Indianapolis International Airport	3013571	7/19/2020	7/23/2020	$149.00	$596.00	CITY WIDE CONFERENCE
WOMMAT/BAT	JEZYCI	9725	7/27/2020	HOME2 SUITES LANCASTER	Harrisburg International Airport	3013690	7/27/2020	7/29/2020	$141.12	$282.24	BEST RATE AVAILABLE
LEE/STAN	TPKTES	9220	7/16/2020	HOLIDAY INN EXP HOTEL AND STES	Ontario International Airport	3013531	7/16/2020	7/17/2020	$122.32	$122.32	LAST MINUTE BUSINESS NEED
KIRBY/JACK	ULXOOG	9220	7/17/2020	HOME 2 SUITES INDIANAPOLIS NW	Indianapolis International Airport	3013555	7/19/2020	7/24/2020	$118.58	$592.90	BEST RATE AVAILABLE
PYM/HANK	GUTLHP	9220	7/20/2020	HOLIDAY INN EXP CENTRAL CITY	Norman Y. Mineta San Jose International Airport	3013588	7/20/2020	7/24/2020	$104.72	$418.88	BEST RATE AVAILABLE
EVANGELINE/LILLY	ROTZBT	9220	7/30/2020	HOME PLACE INN	Nashville Metropolitan Airport	3013759	8/3/2020	8/7/2020	$144.00	$576.00	CITY WIDE CONFERENCE
LANG/SCOTT	LSNQZG	9720	7/27/2020	BAYMONT TRAVERSE CITY	Traverse City Airport	3013695	7/27/2020	7/29/2020	$148.57	$297.14	LAST MINUTE BUSINESS NEED
VANDYNE/JANET	RVPGDX	9725	7/29/2020	HILTON GARDEN INN ISLIP	Long Island MacArthur Airport	3013732	7/29/2020	7/31/2020	$146.02	$292.04	BEST RATE AVAILABLE
NORSE/LOKI	BEIABN	9725	7/27/2020	HILTON GARDEN INN ISLIP	Long Island MacArthur Airport	3013681	7/27/2020	7/31/2020	$141.12	$564.48	CITY WIDE CONFERENCE
WITCH/SCARLETT	ICYCMA	9220	7/6/2020	MARRIOTT FREMONT	Norman Y. Mineta San Jose International Airport	3013386	7/6/2020	7/8/2020	$123.35	$246.70	BEST RATE AVAILABLE
GOBLIN/GREEN	UCSAWZ	9220	7/31/2020	BEST WESTERN OF HARBOR SPRINGS	Emmet County Airport	3013778	8/3/2020	8/5/2020	$152.99	$305.98	BEST RATE AVAILABLE

CORPORATE TRAVEL

DEMO DATA

Printed: 10/11/2019
Date Range: 01/01/2019 to 09/30/2019

EZI Year Over Year Air Sales/Transactions By Month

2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Domestic - Sales	$82,064.16	$55,091.78	$91,892.80	$83,001.37	$70,984.45	$64,436.66	$61,151.99	$105,983.33	$62,903.42	$677,509.96
Domestic - Trans	197	140	207	161	148	136	144	245	148	1526
International - Sales	$9,435.58	$5,876.01	$1,665.33	$4,957.99	$0.00	$4,913.99	$269.75	$5,932.86	$6,446.79	$39,498.30
International - Trans	9	10	3	5	0	3	1	5	3	39
Transborder - Sales	$12,095.45	$0.00	$787.96	$0.00	$0.00	$729.58	$0.00	$0.00	$0.00	$13,612.99
Transborder - Trans	22	0	2	0	0	1	0	0	0	25
Total Sales	**$103,595.19**	**$60,967.79**	**$94,346.09**	**$87,959.36**	**$70,984.45**	**$70,080.23**	**$61,421.74**	**$111,916.19**	**$69,350.21**	**$730,621.25**
Total Trans	**228**	**150**	**212**	**166**	**148**	**140**	**145**	**250**	**151**	**1,590**

2018

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Totals
Domestic - Sales	$93,084.25	$69,992.93	$98,514.96	$68,347.24	$76,464.53	$53,361.87	$52,844.09	$54,395.65	$99,292.99	$666,298.51
Domestic - Trans	235	174	293	166	179	118	117	132	238	1652
International - Sales	$5,075.72	$3,636.42	$6,789.08	$14,669.94	$795.00	$3,530.60	$11.20	$4,333.02	$0.00	$38,840.98
International - Trans	10	5	7	14	4	4	1	4	0	49
Transborder - Sales	$0.00	$0.00	$1,289.76	$373.97	$0.00	$721.55	$0.00	$0.00	$0.00	$2,385.28
Transborder - Trans	0	0	2	1	0	1	0	0	0	4
Total Sales	**$98,159.97**	**$73,629.35**	**$106,593.80**	**$83,391.15**	**$77,259.53**	**$57,614.02**	**$52,855.29**	**$58,728.67**	**$99,292.99**	**$707,524.77**
Total Trans	**245**	**179**	**302**	**181**	**183**	**123**	**118**	**136**	**238**	**1,705**

This report excludes voids.

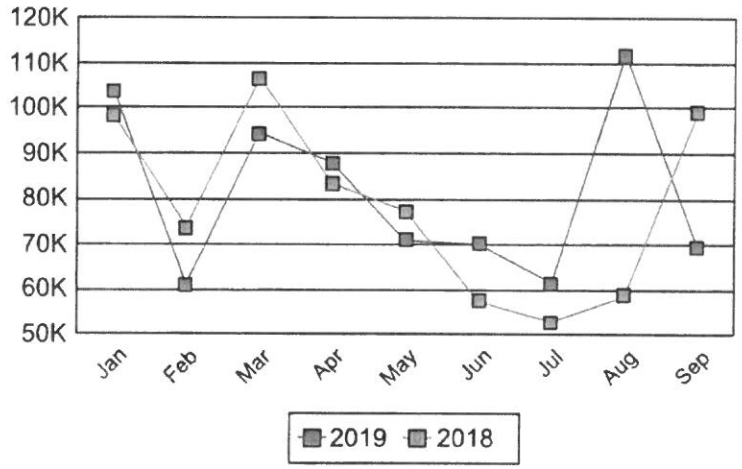
CORPORATE TRAVEL

DEMO DATA

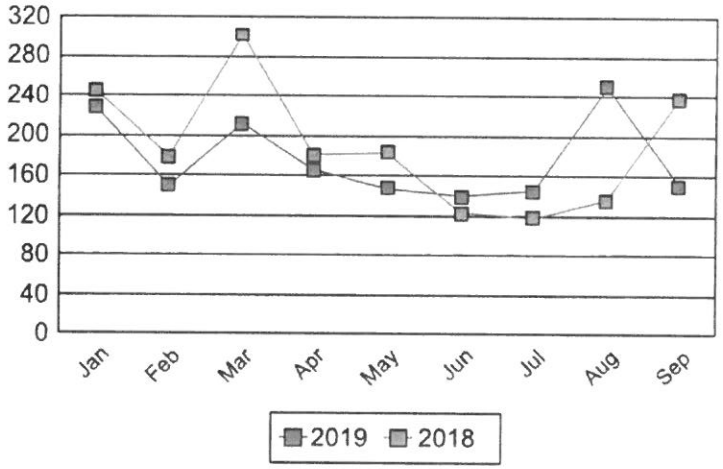
Printed: 10/11/2019
Date Range: 01/01/2019 to 09/30/2019

EZI Year Over Year Air Sales/Transactions By Month

Sales Analysis



Transactions Analysis



This report excludes voids.

Sample Unused Ticket Report

Type	Passenger Name	PNR	Ticket Number	Airline	Issued On	Original Value	Expiry Date
ETicket	GRUBBS/CATHYU	4LO4W4	7102077823	American Airlines	4/30/2018	$ 316.40	4/30/2019
ETicket	CREUTZINGER/MICHELLE	3MIL4W	7298364985	Delta Airlines	2/14/2019	$ 324.60	2/14/2020
ETicket	REED/ANGIE	3MILXU	7298364984	Delta Airlines	2/14/2019	$ 324.60	2/14/2020
ETicket	CORKEN/JENNIFER	NZI694	0000KSIHL6	Southwest Airlines	12/17/2018	$ 343.68	12/17/2019
ETicket	CORKEN/JENNIFER	MH4PIM	7201375523	American Airlines	9/6/2018	$ 346.40	9/6/2019
ETicket	LOFLAND/GINA	2PCY48	7103330347	American Airlines	5/17/2018	$ 370.40	5/17/2019
ETicket	SHERLOCK/KIMBERLYR	N529ED	7296685479	American Airlines	1/16/2019	$ 377.00	1/16/2020
ETicket	SCHMAHL/STACIELYNN	MUN5WH	7195709845	Delta Airlines	6/5/2018	$ 378.40	5/18/2019
ETicket	SHERLOCK/KIMBERLYR	2225BO	7298071644	American Airlines	2/8/2019	$ 387.60	2/8/2020
ETicket	PIO/RON	2W4OZC	7201568389	American Airlines	9/10/2018	$ 440.40	9/10/2019
ETicket	SCHULER/ELAINE	3HLLGI	7298258358	American Airlines	2/12/2019	$ 440.60	2/12/2020
ETicket	LOFLAND/GINA	NY27MF	7298555655	American Airlines	2/19/2019	$ 477.60	2/19/2020
ETicket	JOVER/ANTHONY	2LMMIF	7201421333	American Airlines	9/7/2018	$ 493.40	9/7/2019
ETicket	BOTHE/JENNIFER	2VZMOZ	7201546923	American Airlines	9/10/2018	$ 500.40	9/10/2019
ETicket	DOLAN/BARBARA	7ZEZDY	7205469377	American Airlines	11/28/2018	$ 510.40	11/28/2019
ETicket	HAWKINS/LORI	L43JXS	7197342229	United Airlines	6/27/2018	$ 547.60	6/27/2019
ETicket	CAIN/JOSHUA	4J8PUN	7195298132	American Airlines	5/31/2018	$ 620.40	5/31/2019
ETicket	WIGGINS/ONEAL	NY5S6D	7298598895	Delta Airlines	2/19/2019	$ 656.60	1/31/2020
ETicket	CREUTZINGER/MICHELLE	MUJ6SP	7297887847	Delta Airlines	2/5/2019	$ 735.30	2/5/2020
ETicket	MINNING/PAMELA	ND4PMO	7296215049	Delta Airlines	1/7/2019	$ 924.60	1/7/2020
ETicket	SPENCER/KELLY	N29DS9	7202220067	American Airlines	9/20/2018	$ 1,038.40	9/20/2019
ETicket	HOCUTT/MARLA	MG3MW8	7201317909	American Airlines	9/6/2018	$ 1,069.40	9/6/2019
						$ 11,624.18	

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/29/2013

Date Range: 11/01/2012 to 01/31/2013

EZI Exchange Ticket Report

DEPARTMENT: 3175-5022-E

Passenger	Issued	Depart	Return	AL	Itinerary	PNR	Invoice	Ticket	Orig. Ticket	Total
3175-5022-E										
SCHALLICK/CINDY.A										
1961642554										
SCHALLICK/CINDY.A	09/18/12	09/18/12	01/01/00	DL		2SSNE8	956162	1961642554-		$0.00
SCHALLICK/CINDY.A	12/10/12	09/23/13	09/25/13	DL	CVG FLL ATL CVG	O4ECA6	997751	7169486558-	1961642554	$119.81
								Total Ticket Cost:		**$119.81**

This report includes Air and Rail and excludes Voids. Sort order is by Passenger then Original Ticket Group

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/29/2013

Date Range: 11/01/2012 to 01/31/2013

EZI Exchange Ticket Report

DEPARTMENT: 6023-5022-E

Passenger	Issued	Depart	Return	AL	Itinerary	PNR	Invoice	Ticket	Orig. Ticket	Total
6023-5022-E										
REAVES/ERICKA.L										
1961356834										
REAVES/ERICKA.L	11/21/12	12/04/12	12/05/12	DL	CVG DCA CVG	OA8RZZ	989683	7168141208-	1961356834	$384.10
								Total Ticket Cost:		**$384.10**
1961630805										
REAVES/ERICKA.L	09/12/12	09/12/12	01/01/00	DL		N294VQ	953078	1961630805-		$0.00
REAVES/ERICKA.L	11/14/12	03/10/13	03/13/13	DL	CVG DFW CVG	3U53GF	986661	7167680632-	1961630805	$134.90
								Total Ticket Cost:		**$134.90**

This report includes Air and Rail and excludes Voids. Sort order is by Passenger then Original Ticket Group

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/29/2013

Date Range: 11/01/2012 to 01/31/2013

EZI Exchange Ticket Report

DEPARTMENT: 6417-0106-E

Passenger	Issued	Depart	Return	AL	Itinerary	PNR	Invoice	Ticket	Orig. Ticket	Total
6417-0106-E										
SUMEREL/CRAIG.D										
7171230166										
SUMEREL/CRAIG.D	01/08/13	03/18/13	03/23/13	DL	CVG RSW EYW ATL CVG	222AVO	12439	7171230166-		$931.20
SUMEREL/CRAIG.D	01/21/13	03/18/13	03/23/13	DL	CVG ATL RSW EYW ATL CV	222AVO	20748	7172391721-7	7171230166	$0.00
								Total Ticket Cost:		**$931.20**

This report includes Air and Rail and excludes Voids. Sort order is by Passenger then Original Ticket Group

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013
Date Range: 09/01/2012 to 01/31/2013

EZI Refund Report

Issued	Booked	Passenger Name	Invoice#	Ticket#	AL	Flight	Class	Depart	From	To	Refund Amount
Domestic											
PIO/RONALD.E											
01/23/13	01/23/13	PIO/RONALD.E	987351	7167736549	DL	3681	U	01/15/13	(CVG) Cincinnati	(PHL) Philadelphia	($491.90)
					DL	5541	U	01/17/13	(PHL) Philadelphia	(CVG) Cincinnati	
		PIO/RONALD.E	**1**	**Transactions**							**($491.90)**
WIEDEMANN/THOMAS.C											
09/20/12	09/20/12	WIEDEMANN/THOMAS.C	936058	7092639370	DL	3388	A	09/17/12	(CVG) Cincinnati	(DFW) Dallas	($386.21)
					DL	3385	A	09/19/12	(DFW) Dallas	(CVG) Cincinnati	
		WIEDEMANN/THOMAS.C	**1**	**Transactions**							**($386.21)**
		Domestic	**2**	**Transactions**							**($878.11)**
		Grand Totals	**2**	**Transactions**							**($878.11)**

Passenger Summary

PassengerName	Trans	FarePaid	Percentage of Fare Paid	Net Savings
PIO/RONALD.E	1	($491.90)	56.02%	($1,434.20)
WIEDEMANN/THOMAS.C	1	($386.21)	43.98%	($1,383.89)
Grand Totals	**2**	**($878.11)**		**($2,818.09)**

This report excludes Voids and only includes Refund activity for travel category of Air.

Demo, Inc.

Printed: 05/04/2018

Date Range: 04/22/2018 to 04/28/2018

Advance Purchase Savings Detail - 14 Days or Less

Passenger	Issued	Depart	Return	AL	Itinerary	Fare Paid	Fare Offered	Savings/Loss
0 Days Advance Purchase								
BYERS/CHRISTOPHER.W	04/24/18	04/24/18	04/27/18	WN	HOU DAL HOU	$252.00	$252.00	$0.00
RHOADES/NATALIE R	04/24/18	04/24/18	04/28/18	WN	PDX SLC PDX	$31.00	$31.00	$0.00
MCMILLAN/LUIS E	04/24/18	04/24/18	04/25/18	WN	PHX ABQ PHX	$287.50	$287.50	$0.00
ASHTON/LUIS	04/25/18	04/25/18	04/27/18	WN	TPA HOU TPA	$114.00	$114.00	$0.00
MCMILLAN/LUIS E	04/26/18	04/26/18	04/27/18	WN	PHX SLC PHX	$355.00	$355.00	$0.00
MORGAN/JAN ALEXANDRA	04/26/18	04/26/18	04/27/18	WN	HOU CRP HOU	$21.00	$21.00	$0.00
KATOCH/MEAGHAN	04/28/18	04/28/18	05/03/18	WN	OKC HOU DAL OKC	$345.00	$345.00	$0.00
EZEKIEL/SUDHIR	04/28/18	04/28/18	05/12/18	UA	CLE ORD FRA MAA FRA ORD CLE	$3,155.30	$3,155.30	$0.00
SPENCE/DIANE	04/28/18	04/28/18	05/04/18	DL	BHM CVG CMH ATL BHM	$1,135.43	$803.93	($331.50)
KLEIN/RONNIE	04/28/18	04/28/18	05/01/18	CO	CMH DTW OMA MSP CMH	$445.88	$445.88	$0.00
FORSTROM/MARK W	04/28/18	04/28/18	04/28/18	NW	OMA MSP GRB	$524.00	$524.00	$0.00
GIBSON/ANGELA	04/28/18	04/28/18	05/08/18	DL	AVL ATL LAX CVG AVL	$802.67	$715.00	($87.67)
MIKESELL/MARIECLAIRE	04/28/18	04/28/18	05/04/18	NW	DTW LAX DTW	$529.00	$498.00	($31.00)
ROSEMARK/RANDOLPH E	04/28/18	04/28/18	04/28/18	WN	BWI ISP BWI	$255.00	$255.00	$0.00
LEHNERTZ/JOHN W	04/28/18	04/28/18	05/01/18	AA	CMH ORD CMH	$255.00	$255.00	$0.00
FORSTROM/MARK W	04/28/18	04/28/18	05/01/18	DL	CVG OMA MSP GRB CVG	$1,385.00	$1,385.00	$0.00
LORD/WILLIAM J	04/28/18	04/28/18	01/01/00			$0.00	$0.00	$0.00
KLEIN/RONNIE	04/28/18	04/28/18	04/28/18	WN	OMA MDW CMH	$209.50	$209.50	$0.00
LINDSAY/ALLEN	04/28/18	04/28/18	05/02/18	LO	FRA WAW HAM	$1,143.95	$1,143.95	$0.00
	0 Days Advance Purchase				**Transactions: 19**	**$11,246.23**	**$10,796.06**	**($450.17)**
1 Days Advance Purchase								
ZHOU/GEORGE E	04/24/18	04/25/18	04/26/18	DL	CMH ATL BDL CMH	$399.50	$399.50	$0.00
SHANK/BEN	04/24/18	04/25/18	04/25/18	WN	PVD BWI CLE	$215.00	$215.00	$0.00
LEHNERTZ/JOHN W	04/24/18	04/25/18	04/25/18	UA	CMH ORD CMH	$395.56	$395.56	$0.00
BREUIL/NEIL A	04/25/18	04/26/18	04/26/18	WN	HOU MSY HOU	$273.50	$273.50	$0.00
MINHAS/THOMAS J	04/25/18	04/26/18	04/27/18	AC	YYZ YUL YYZ	$540.58	$540.58	$0.00
WIEBERS/CHRISTIAN CHURCH	04/26/18	04/27/18	04/28/18	WN	SEA BOI SEA	$237.00	$237.00	$0.00
JORDAN/THOMAS A	04/27/18	04/28/18	04/28/18	YX	MKE CMH MKE	$513.50	$513.50	$0.00
KOHN/EDWARD.K	04/27/18	04/28/18	05/03/18	CO	FLL FPO FLL	$262.80	$263.00	$0.20
	1 Days Advance Purchase				**Transactions: 8**	**$2,837.44**	**$2,837.64**	**$0.20**
2 Days Advance Purchase								
QUINONES/SHANG	04/24/18	04/26/18	04/27/18	WN	BWI STL BWI	$433.00	$433.00	$0.00
KONKEL/JEFFREY K	04/24/18	04/26/18	04/26/18	DL	CMH BOS	$309.90	$219.00	($90.90)
MATUSKA/JUAN	04/24/18	04/26/18	04/27/18	DL	DAY ATL DAY	$584.00	$584.00	$0.00

This report includes Air and Rail tickets issued only, and excludes Voids.

Demo, Inc.

Printed: 05/04/2018

Date Range: 04/22/2018 to 04/28/2018

Advance Purchase Savings Detail - 14 Days or Less

Passenger	Issued	Depart	Return	AL	Itinerary	Fare Paid	Fare Offered	Savings/Loss
WARREN/MICHELLE.R	04/24/18	04/26/18	04/27/18	CO	BNA IAH CRP IAH BNA	$543.46	$543.46	$0.00
ABELY/VICTOR L	04/26/18	04/28/18	05/04/18	CO	IAH CLE IAH	$974.63	$975.00	$0.37
BALDWIN/GORDON.E	04/26/18	04/28/18	05/07/18	DL	CMH JFK BOM JFK CMH	$6,961.00	$6,961.00	$0.00
ALIMI/RANDY	04/26/18	04/28/18	04/28/18	DL	CMH MEM SGF	$475.53	$475.53	$0.00
LAURSEN/BRIAN H MR	04/26/18	04/28/18	05/02/18	US	CMH CLT MEM CLT CMH	$232.50	$232.50	$0.00
SCHUBERT/AARON R	04/26/18	04/28/18	04/28/18	F9	LAX DEN	$373.70	$374.00	$0.30
BOTELHO/ALAN R	04/26/18	04/28/18	05/01/18	NW	CMH MSP LAX MSP CMH	$491.00	$491.00	$0.00
WULF/RORY	04/26/18	04/28/18	05/01/18	NW	CMH MSP LAX MSP CMH	$491.00	$491.00	$0.00
KITAMURA/HAROLD	04/26/18	04/28/18	05/03/18	WN	MDW STL MDW	$241.00	$222.00	($19.00)
GONZALES/BILLY	04/26/18	04/28/18	05/03/18	AS	LGB SEA LGB	$427.50	$405.00	($22.50)
	2 Days Advance Purchase				Transactions: 13	$12,538.22	$12,406.49	($131.73)
3 Days Advance Purchase								
KONKEL/JEFFREY K	04/24/18	04/27/18	04/27/18	WN	BDL BWI CMH	$205.00	$205.00	$0.00
CERNY/SUSAN E	04/24/18	04/27/18	04/27/18	AA	CMH ORD	$127.50	$127.50	$0.00
CERNY/SUSAN E	04/24/18	04/27/18	04/27/18	WN	MDW CMH	$127.50	$127.50	$0.00
VAUGHAN/VICKI	04/24/18	04/27/18	04/27/18	AS	SNA SEA SAN	$543.00	$518.50	($24.50)
MILLS/STEVEN	04/25/18	04/28/18	05/03/18	US	PHL CLT LEX CLT PHL	$434.00	$434.00	$0.00
RESSMEYER/RYAN M	04/25/18	04/28/18	05/02/18	AA	CMH DFW AMA	$401.00	$401.00	$0.00
PHELPS/LUIS	04/25/18	04/28/18	05/04/18	US	CMH CLT MEM CLT CMH	$232.50	$232.50	$0.00
JENKINS/MICHELLE.R	04/28/18	05/01/18	05/03/18	US	ORD CLT RIC CLT ORD	$457.00	$378.50	($78.50)
WALKER/JEFFERY	04/28/18	05/01/18	05/02/18	AA	CMH ORD LIT DFW CMH	$240.00	$240.00	$0.00
MANGOLD/JACK R	04/28/18	05/01/18	05/01/18	F9	SMF DEN LIT	$130.20	$130.20	$0.00
FORSTROM/MARK W	04/28/18	05/01/18	05/01/18	DL	OMA CVG	$698.95	$1,385.00	$686.05
AZHAR/ISAIAS JOHN JR	04/28/18	05/01/18	05/03/18	WS	YUL YYC YXE YWG YUL	$1,156.56	$1,156.56	$0.00
KENNEDY/JULIA	04/28/18	05/01/18	05/03/18	WS	YHM YHZ YHM	$641.65	$641.65	$0.00
	3 Days Advance Purchase				Transactions: 13	$5,394.86	$5,977.91	$583.05
4 Days Advance Purchase								
CONROY/EDWARD.K	04/24/18	04/28/18	05/03/18	US	MEM CLT RDU CLT MEM	$305.50	$305.50	$0.00
MOLEY/THOMAS F	04/24/18	04/28/18	05/02/18	WN	PHL MHT PHL	$155.00	$155.00	$0.00
REISS/JEFFERY	04/24/18	04/28/18	05/02/18	DL	LEX ATL BUF CVG LEX	$798.00	$798.00	$0.00
LANDRY/DENISE	04/24/18	04/28/18	04/28/18	UA	MKE ORD LEX	$384.15	$384.00	($0.15)
HITCHCOCK/JOLYNNE	04/24/18	04/28/18	05/02/18	CO	DAY EWR DAY	$636.82	$637.00	$0.18
COSTELLO/VICKI	04/24/18	04/28/18	05/01/18	AA	ORD SAT ORD	$647.00	$647.00	$0.00
PARKER/DIANE	04/24/18	04/28/18	05/03/18	NW	FWA DTW YOW YUL DTW FWA	$905.65	$877.17	($28.48)
BROWN/RANDY	04/24/18	04/28/18	05/01/18	FL	MDW MSP MDW	$213.00	$213.00	$0.00

This report includes Air and Rail tickets issued only, and excludes Voids.

Demo, Inc.

Printed: 05/04/2018

Date Range: 04/22/2018 to 04/28/2018

Advance Purchase Savings Detail - 14 Days or Less

Passenger	Issued	Depart	Return	AL	Itinerary	Fare Paid	Fare Offered	Savings/Loss
MICALETTI/RAMEY J	04/27/18	05/01/18	05/01/18	DL	CMH BOS	$309.90	$162.00	($147.90)
HATTEN/MICHAEL DR	04/27/18	05/01/18	05/03/18	WN	SAN MDW SAN	$542.00	$542.00	$0.00
COOK/BARRY J	04/27/18	05/01/18	05/03/18	WN	MCI SDF MCI	$256.50	$256.50	$0.00
EASTABROOKS/SHEILA A	04/28/18	05/02/18	05/04/18	WN	STL OMA STL	$202.50	$202.50	$0.00
RAULERSON/VICKI	04/28/18	05/02/18	05/02/18	UA	CLT HSV CLT	$868.79	$868.79	$0.00
SPARROW/ALVIN	04/28/18	05/02/18	05/03/18	NW	CMH ATL CLT DTW CMH	$403.50	$403.50	$0.00
MIYAZAKI/VICKI	04/28/18	05/02/18	05/03/18	NW	CMH ATL CLT DTW CMH	$403.50	$403.50	$0.00
RHOADES/NATALIE R	04/28/18	05/02/18	05/04/18	WN	PDX SLC PDX	$332.00	$332.00	$0.00
MANGOLD/JACK R	04/28/18	05/02/18	05/02/18	CO	LIT IAH SMF	$363.95	$363.95	$0.00
RHINES/GEORGE	04/28/18	05/02/18	05/03/18	WN	CMH MDW TUL HOU	$274.50	$274.50	$0.00
CANNONIER/ALLEN	04/28/18	05/02/18	05/03/18	DL	OAK SLC OAK	$351.44	$327.00	($24.44)
LORD/WILLIAM J	04/28/18	05/02/18	05/03/18	WN	CMH MDW TUL HOU	$274.50	$274.50	$0.00
POWELL/ISAIAS JOHN JR	04/28/18	05/02/18	05/03/18	US	MCO PHL MCO	$305.00	$305.00	$0.00
WRBANEK/DOUGLAS	04/28/18	05/02/18	05/04/18	WN	DAL LIT DAL	$241.50	$241.50	$0.00
HELTON/THOMAS A	04/28/18	05/02/18	05/03/18	CO	IAH TUL IAH	$425.05	$425.05	$0.00
FORSTROM/MARK W	04/28/18	05/02/18	05/04/18	DL	DAY ATL DAY	$645.00	$645.00	$0.00
MORRIS/ANNE	04/24/18	04/28/18	04/28/18	WS	YLW YVR YLW	$188.38	$188.38	$0.00
		4 Days Advance Purchase			**Transactions: 25**	**$10,433.13**	**$10,232.34**	**($200.79)**
5 Days Advance Purchase								
WALKERSTEVENS/RAMEY J	04/23/18	04/28/18	05/03/18	DL	SAT MEM CMH ATL SAT	$666.00	$609.84	($56.16)
HAMOUI/HAROLD	04/27/18	05/02/18	05/03/18	WN	MAF HOU DAL MAF	$362.00	$362.00	$0.00
KRATZ/KELLY	04/28/18	05/03/18	05/03/18	CO	BUF EWR BUF	$529.05	$529.05	$0.00
QUINONES/SHANG	04/28/18	05/03/18	05/04/18	US	BWI CLT CHS CLT BWI	$369.50	$369.50	$0.00
HINK/KAREN	04/28/18	05/03/18	05/03/18	UA	LEX ORD MEM	$826.64	$509.00	($317.64)
HINK/KAREN	04/28/18	05/03/18	05/03/18	NW	MEM LEX	$540.00	$540.00	$0.00
LINDSAY/ALLEN	04/28/18	05/03/18	05/03/18	LH	HAM BRU	$219.85	$219.85	$0.00
		5 Days Advance Purchase			**Transactions: 7**	**$3,513.04**	**$3,139.24**	**($373.80)**
6 Days Advance Purchase								
NADEL/RANDALL L	04/25/18	05/01/18	05/02/18	DL	ATL BOS ATL	$553.00	$553.00	$0.00
LAWLER/ALEX	04/25/18	05/01/18	05/02/18	DL	LEX CVG JFK PWM ATL LEX	$862.00	$743.00	($119.00)
TATE/GRETA	04/25/18	05/01/18	05/02/18	AS	SAN SEA SAN	$456.00	$456.00	$0.00
CAPUTO/GARY D	04/25/18	05/01/18	05/03/18	YX	CMH MKE CMH	$223.50	$177.00	($46.50)
PHELPS/DAVID.PRESTON	04/25/18	05/01/18	05/03/18	YX	CMH MKE CMH	$223.50	$177.00	($46.50)
ASHTON/LUIS	04/26/18	05/02/18	05/03/18	WN	TPA HOU TPA	$240.50	$240.50	$0.00
MCPHERSON/GEORGE	04/27/18	05/03/18	05/03/18	AM	MEX LMM	$312.88	$313.00	$0.12

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RHINES/GEORGE	04/28/18	05/04/18	05/04/18	WN	HOU STL CMH	$0.00	$0.00	$0.00
FOSTER/LARRY	04/28/18	05/04/18	05/04/18	WN	CMH MDW CMH	$158.00	$158.00	$0.00
PERRY/LUIS	04/28/18	05/04/18	05/08/18	DL	FLL ATL SJU ATL FLL	$476.80	$462.80	($14.00)
	6 Days Advance Purchase				Transactions: 10	$3,506.18	$3,280.30	($225.88)
7 Days Advance Purchase								
PEDERSEN/STACEY A	04/24/18	05/01/18	05/04/18	CO	MCI IAH AUS IAH MCI	$326.00	$277.20	($48.80)
STOKES/MICKEY	04/24/18	05/01/18	05/02/18	DL	DEN CVG PWM ATL DEN	$508.50	$308.69	($199.81)
MCDONALD/WILLIAM B	04/24/18	05/01/18	05/03/18	US	LEX CLT LEX	$583.50	$567.50	($16.00)
HERSH/YAQIU	04/24/18	05/01/18	05/03/18	DL	CMH CVG LAX SLC CVG CMH	$483.50	$483.50	$0.00
FARR/NATHAN M	04/25/18	05/02/18	05/03/18	CO	IAH PHX IAH	$389.29	$376.50	($12.79)
WEED/BENITO	04/25/18	05/02/18	05/04/18	DL	LAX SLC LAX	$288.00	$259.00	($29.00)
DITOMASSO/ROBERT.E	04/25/18	05/02/18	05/02/18	WN	STL SDF STL	$123.50	$123.50	$0.00
MICALETTI/RAMEY J	04/27/18	05/04/18	05/04/18	CO	BUF CLE CMH	$102.44	$99.00	($3.44)
WALKERSTEVENS/RAMEY J	04/28/18	05/05/18	05/09/18	WN	DAL SAT HOU DAL	$339.50	$339.50	$0.00
	7 Days Advance Purchase				Transactions: 9	$3,144.23	$2,834.39	($309.84)
8 Days Advance Purchase								
KIRK/MEAGHAN	04/24/18	05/02/18	05/04/18	CO	IAH LEX IAH	$880.61	$881.00	$0.39
PUGSLEY/JOHNNY	04/24/18	05/02/18	05/06/18	DL	LEX ATL SFO ATL LEX	$1,127.15	$882.19	($244.96)
LANDIS/SUSAN E	04/25/18	05/03/18	05/03/18	CO	CMH EWR CMH	$697.11	$414.00	($283.11)
ALIMI/RANDY	04/26/18	05/04/18	05/04/18	WN	STL MDW CMH	$99.00	$99.00	$0.00
SCHUBERT/AARON R	04/26/18	05/04/18	05/04/18	DL	DEN LAX	$200.50	$201.00	$0.50
THACKSTON/TIMOTHY	04/27/18	05/05/18	05/11/18	NW	LEX MEM AMS DTW LEX	$937.20	$937.20	$0.00
BRADY/CORY	04/27/18	05/05/18	05/11/18	NW	LEX MEM AMS DTW LEX	$937.20	$937.20	$0.00
MONTEMAYOR/KELLY	04/28/18	05/06/18	05/14/18	UA	CMH ORD ATW ORD CMH	$552.00	$552.00	$0.00
DELGADO/JUAN	04/28/18	05/06/18	05/09/18	NW	LEX DTW LAX DTW LEX	$357.00	$357.00	$0.00
YONEHIRO/HAROLD D	04/28/18	05/06/18	05/08/18	DL	CVG MEM CVG	$755.50	$756.00	$0.50
ALIMI/RANDY	04/28/18	05/06/18	05/08/18	DL	CVG BGR DTW CVG	$1,051.90	$1,051.90	$0.00
HIRTH/RAMEY J	04/28/18	05/06/18	05/08/18	DL	CVG BGR DTW CVG	$1,051.90	$1,051.90	$0.00
DUFFY/JOSEPH F	04/28/18	05/06/18	05/11/18	DL	CMH ATL CMH	$1,007.40	$737.00	($270.40)
	8 Days Advance Purchase				Transactions: 13	$9,654.47	$8,857.39	($797.08)
9 Days Advance Purchase								
ALLISON/CHRISTOPHER.W	04/24/18	05/03/18	05/05/18	WN	CMH PHL CMH	$175.00	$175.00	$0.00
RESSMEYER/RYAN M	04/25/18	05/04/18	05/04/18	CO	LBB IAH CMH	$493.08	$493.08	$0.00
MACHAMER/GEORGE E	04/27/18	05/06/18	05/09/18	WN	RDU TPA BNA RDU	$267.00	$267.00	$0.00

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MACHAMER/GEORGE E	04/27/18	05/06/18	05/09/18	WN	RDU TPA BNA RDU	$79.00	$79.00	$0.00
TENCZA/MICHAEL DR	04/28/18	05/07/18	05/11/18	US	CLT PHL CLT	$387.50	$308.50	($79.00)
HUTING/STEVE R	04/28/18	05/07/18	05/10/18	UA	MSP ORD LEX ORD MSP	$483.00	$483.00	$0.00
SHARMA/JEFFREY K	04/28/18	05/07/18	05/10/18	NW	GRR MSP RHI MSP GRR	$480.00	$480.00	$0.00
KEMP/MARGARET	04/28/18	05/07/18	05/11/18	NW	MEM ORD MEM	$759.50	$759.50	$0.00
ZIMMERMAN/CORY	04/28/18	05/07/18	05/08/18	DL	SLC SMF SLC	$295.00	$271.00	($24.00)
EXEL/BEVERLY	04/28/18	05/07/18	05/10/18	US	ELP PHX ATL PHX SMF PHX ELP	$692.50	$1,036.50	$344.00
BRITTEN/JEREMY	04/28/18	05/07/18	05/11/18	WN	MCI MDW IND MCI	$236.00	$236.00	$0.00
RUGGIERO/VICTOR	04/28/18	05/07/18	05/10/18	NW	LEX DTW STL CLE DTW MSP DTV	$1,571.50	$1,571.50	$0.00
SCOTT/TERRI R	04/28/18	05/07/18	05/11/18	WN	CMH MDW MCI CMH	$324.00	$331.00	$7.00
MASSELINK/MARIECLAIRE	04/28/18	05/07/18	05/08/18	CO	EWR DFW EWR	$914.26	$394.00	($520.26)
CUBBON/SHARON K	04/28/18	05/07/18	05/10/18	US	BUF PHL BUF	$545.00	$545.00	$0.00
PEDERSEN/STACEY A	04/28/18	05/07/18	05/10/18	CO	MCI IAH YYC IAH MCI	$881.22	$722.95	($158.27)
PARKER/DIANE	04/28/18	05/07/18	05/10/18	NW	FWA DTW RDU DTW FWA	$800.00	$800.00	$0.00
JAMES/GARY D	04/28/18	05/07/18	05/10/18	UA	ORD CMH ORD	$122.91	$122.91	$0.00
WRZESINSKI/GEORGE	04/28/18	05/07/18	05/10/18	UA	ATW ORD CMH ORD ATW	$368.37	$368.37	$0.00
HULL/ELLIS	04/28/18	05/07/18	05/09/18	WN	SNA OAK SNA	$63.00	$63.00	$0.00
KARKULA/E.WILLARD	04/28/18	05/07/18	05/10/18	UA	CMH ORD OMA ORD CMH	$248.20	$248.20	$0.00
KIRK/MEAGHAN	04/28/18	05/07/18	05/10/18	CO	IAH LEX IAH	$477.50	$477.50	$0.00
ROCKLIN/DARCY	04/28/18	05/07/18	05/09/18	US	ILM CLT STL CLT ILM	$376.00	$376.00	$0.00
WRBANEK/DOUGLAS	04/28/18	05/07/18	05/08/18	WN	DAL CRP DAL	$306.50	$306.50	$0.00
KONKEL/JEFFREY K	04/28/18	05/07/18	05/09/18	WN	CMH TPA BNA CMH	$434.00	$294.50	($139.50)
PHELPS/LUIS	04/28/18	05/07/18	05/13/18	US	CMH CLT MEM CLT CMH	$232.50	$233.00	$0.50
WIEBERS/CHRISTIAN CHURCH	04/28/18	05/07/18	05/09/18	AS	SEA OAK SEA	$177.00	$177.00	$0.00
		9 Days Advance Purchase			Transactions: 27	$12,189.54	$11,620.01	($569.53)
10 Days Advance Purchase								
LANDRY/DENISE	04/24/18	05/04/18	05/04/18	CO	LEX CLE MKE	$140.66	$141.00	$0.34
SHORTO/WILLIAM B	04/25/18	05/05/18	05/23/18	UA	ORD SFO PVG ICN SYD SIN BOM	$8,355.96	$8,355.96	$0.00
LETZELTER/THOMAS R	04/25/18	05/05/18	05/23/18	UA	ORD SFO PVG ICN SYD SIN BOM	$8,355.96	$8,355.96	$0.00
BEACOM/STEPHEN R	04/27/18	05/07/18	05/11/18	AA	LIT ORD MKE ORD LIT	$635.50	$303.50	($332.00)
HARVEY/MICHAEL E	04/27/18	05/07/18	05/18/18	NH	HND SHA HND	$1,696.40	$1,696.40	$0.00
WHITSON/RICHARD H	04/27/18	05/07/18	05/10/18	US	IAH CLT CMH CLT IAH	$384.50	$384.50	$0.00
OSBORNE/CHAD	04/27/18	05/07/18	05/11/18	FL	ATL DAY ATL	$254.00	$254.00	$0.00
GUDENKAUF/RUSSELL K	04/27/18	05/07/18	05/09/18	WN	PHX SJC PDX PHX	$217.00	$217.00	$0.00
LARSON/WARREN HUNTER	04/28/18	05/08/18	05/11/18	NW	LEX DTW ORD DTW LEX	$369.00	$197.50	($171.50)
HALL/WILLIAM J	04/28/18	05/08/18	05/10/18	US	SYR PHL DTW PHL SYR	$678.00	$678.00	$0.00

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RUGGIERO/VICTOR	04/28/18	05/08/18	05/08/18	CO	STL CLE	$61.46	$61.46	$0.00
CERNY/SUSAN E	04/28/18	05/08/18	05/08/18	UA	CMH IAD ALB	$163.09	$163.09	$0.00
SLEGERS/VICTOR	04/28/18	05/08/18	05/09/18	WN	CMH STL CMH	$125.00	$125.00	$0.00
DOWNEY/LUIS	04/28/18	05/08/18	05/09/18	NW	LEX DTW BDL DTW LEX	$256.00	$339.00	$83.00
AQUILIO/TRAVIS	04/28/18	05/08/18	05/11/18	WN	IND HOU MDW IND	$314.00	$314.00	$0.00
	10 Days Advance Purchase				Transactions: 15	$22,006.53	$21,586.37	($420.16)
11 Days Advance Purchase								
MILLS/STEVEN	04/25/18	05/06/18	05/10/18	US	PHL IND PHL	$549.00	$549.00	$0.00
WOOD/ELIZABETH	04/26/18	05/07/18	05/08/18	US	CMH LGA SYR PHL CMH	$245.00	$245.00	$0.00
HUNG/JESUS	04/26/18	05/07/18	05/12/18	DL	CAK ATL PTY ATL CAK	$825.30	$744.30	($81.00)
DENUTTE/THOMAS R	04/26/18	05/07/18	05/08/18	US	CMH LGA SYR PHL CMH	$274.00	$274.00	$0.00
SNYDER/DENISE	04/26/18	05/07/18	05/09/18	US	SNA PHX CMH PHX SNA	$406.00	$406.00	$0.00
PETERMAN/RITA A	04/26/18	05/07/18	05/10/18	US	ROC PHL DAY PHL ROC	$345.00	$345.00	$0.00
PATTERSON/FERNANDO	04/26/18	05/07/18	05/09/18	WN	MDW DAL MDW	$228.50	$228.50	$0.00
JUDD/JAN ALEXANDRA	04/26/18	05/07/18	05/11/18	CO	EWR CMH EWR	$274.23	$274.23	$0.00
THACKSTON/TIMOTHY	04/27/18	05/08/18	05/11/18	KL	AMS HEL AMS	$517.90	$517.90	$0.00
BRADY/CORY	04/27/18	05/08/18	05/11/18	KL	AMS HEL AMS	$447.90	$447.90	$0.00
COOK/BARRY J	04/27/18	05/08/18	05/10/18	UA	MCI ORD MCI	$211.12	$211.12	$0.00
REID/JAMES H	04/27/18	05/08/18	05/10/18	NW	CMH DTW JAN DTW CMH	$231.00	$231.00	$0.00
JENSEN/MARY	04/28/18	05/09/18	05/10/18	AS	PDX BOI PDX MFR PDX	$382.00	$377.00	($5.00)
CURCIO/DEBORAH	04/28/18	05/09/18	05/11/18	AA	CMH DFW CMH	$570.00	$341.38	($228.62)
WIEGAND/JOHN L	04/28/18	05/09/18	05/10/18	WN	TUL DAL TUL	$76.00	$76.00	$0.00
NUNEZ/SUSAN E	04/28/18	05/09/18	05/10/18	WN	AMA DAL AMA	$144.00	$144.00	$0.00
	11 Days Advance Purchase				Transactions: 16	$5,726.95	$5,412.33	($314.62)
12 Days Advance Purchase								
DESILVA/ROGER	04/24/18	05/06/18	05/11/18	NW	PIT DTW LEX DTW PIT	$519.00	$519.00	$0.00
BIRKICHT/ROBERT.E	04/24/18	05/06/18	05/08/18	AS	PDX SNA PDX	$419.00	$216.00	($203.00)
KILBORN/WARREN HUNTER	04/24/18	05/06/18	05/11/18	WN	SAN DAL SAN	$427.50	$427.50	$0.00
FENNIE/KAREN	04/25/18	05/07/18	05/10/18	UA	ROC ORD LAX FAT LAX ORD RO(	$1,131.40	$1,131.00	($0.40)
MULLEN/JEFF	04/25/18	05/07/18	05/07/18	WN	CMH MDW MCI	$158.00	$120.00	($38.00)
GURENE/BRETT	04/25/18	05/07/18	05/07/18	CO	SAT IAH DFW	$186.43	$186.00	($0.43)
PARKER/JAE	04/25/18	05/07/18	05/08/18	CO	LEX EWR LEX	$734.71	$734.71	$0.00
FARR/NATHAN M	04/25/18	05/07/18	05/10/18	WN	HOU DAL HOU	$146.00	$146.00	$0.00
BASCOME/VINCENT A	04/25/18	05/07/18	05/07/18	DL	BDL CMH	$254.50	$255.00	$0.50
WATERS/MICKEY	04/25/18	05/07/18	05/11/18	CO	ONT IAH DFW IAH PHX IAH ONT	$694.12	$694.12	$0.00

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HITCHCOCK/JOLYNNE	04/25/18	05/07/18	05/08/18	CO	DAY EWR DAY	$636.82	$637.00	$0.18
MAURER/CHRISTOPHER.W	04/25/18	05/07/18	05/08/18	US	CMH LGA SYR PHL CMH	$245.00	$245.00	$0.00
SWANSON/AARON R	04/26/18	05/08/18	05/08/18	AA	ONT DFW	$233.50	$233.50	$0.00
LOGAN/JOLYNNE	04/26/18	05/08/18	05/10/18	DL	SLC DEN BIL SLC	$525.00	$525.00	$0.00
GALLAGHER/SAM F	04/27/18	05/09/18	05/10/18	WN	AMA DAL AMA	$141.00	$141.00	$0.00
REOCH/DENISE	04/28/18	05/10/18	05/14/18	NW	CLT ATL GRR DTW CLT	$263.00	$263.00	$0.00
ASHTON/LUIS	04/28/18	05/10/18	05/10/18	WN	PHL TPA	$140.50	$140.50	$0.00
CERNY/SUSAN E	04/28/18	05/10/18	05/10/18	US	ALB PHL CMH	$325.50	$325.50	$0.00
PHAM/GORDON.E	04/28/18	05/10/18	05/10/18	WN	DAL HOU	$126.00	$85.00	($41.00)
HASSELBUSCH/JAMES.P	04/28/18	05/10/18	05/12/18	US	BUF DCA CAE CLT BUF	$380.84	$380.84	$0.00
MORRIS/ANNE	04/28/18	05/10/18	05/10/18	WS	YLW YYC YLW	$0.00	$0.00	$0.00
	12 Days Advance Purchase				Transactions: 21	$7,687.82	$7,405.67	($282.15)
13 Days Advance Purchase								
KLINZING/BRET A	04/24/18	05/07/18	05/09/18	UA	CMH ORD DEN YYZ CMH	$1,005.20	$1,005.20	$0.00
AMERICAN/WILLIAM B	04/24/18	05/07/18	05/10/18	DL	EKO SLC DEN SLC EKO	$381.00	$381.00	$0.00
HINDESS/RENEE	04/24/18	05/07/18	05/09/18	US	CLT CMH CLT	$533.50	$533.50	$0.00
BROWN/RANDY	04/24/18	05/07/18	05/08/18	DL	MDW ATL AGS ATL MDW	$601.50	$601.50	$0.00
CUNNINGHAM/RAMEY J	04/24/18	05/07/18	05/11/18	NW	MCI MSP FAR MSP MCI	$638.00	$638.00	$0.00
GUNN MITCHELL/THOMAS R	04/24/18	05/07/18	05/10/18	US	CLT JAN CLT	$417.50	$417.50	$0.00
WHITTAKER/NATHAN M	04/25/18	05/08/18	05/10/18	WN	PIT MCO PIT	$161.00	$161.00	$0.00
MULLEN/JEFF	04/25/18	05/08/18	05/10/18	WN	MCI STL MDW CMH	$230.00	$216.00	($14.00)
STANSEL/JULIA ANN	04/25/18	05/08/18	05/11/18	AA	CMH MEX DFW CMH	$514.37	$514.37	$0.00
CLAPPER/JEFFERY	04/25/18	05/08/18	05/10/18	WN	SNA SMF PHX SNA	$333.50	$304.50	($29.00)
AQUILIO/TRAVIS	04/25/18	05/08/18	05/11/18	NW	IND LAX DTW IND	$481.00	$481.00	$0.00
CHO/ADAM	04/25/18	05/08/18	05/09/18	US	CMH PHL CMH	$141.00	$141.00	$0.00
NAGLE/RICHARD J	04/25/18	05/08/18	05/09/18	US	CMH PHL CMH	$141.00	$141.00	$0.00
BAUMHOVER/DONNA L	04/25/18	05/08/18	05/21/18	UA	ORD PVG PEK ORD	$1,105.00	$1,105.00	$0.00
GRUBB/BRADLEY	04/25/18	05/08/18	05/21/18	UA	CMH ORD PVG PEK ORD CMH	$1,094.00	$875.00	($219.00)
RAMBALA/WILLIAM L	04/25/18	05/08/18	05/09/18	UA	LEX ORD LEX	$353.24	$353.24	$0.00
FLEMING/CHRISTOPHER.W	04/25/18	05/08/18	05/10/18	US	CMH CLT MEM CLT CMH	$192.50	$192.50	$0.00
CIMOCK/AARON R	04/26/18	05/09/18	05/11/18	CO	APF TPA IAH TAM IAH TPA APF	$914.07	$914.07	$0.00
ANDERSON/JULIE	04/26/18	05/09/18	05/09/18	WN	MSY HOU MSY	$0.00	$0.00	$0.00
SWANSON/AARON R	04/26/18	05/09/18	05/09/18	WN	DAL SAT	$58.00	$58.00	$0.00
VAZQUEZ/THOMAS G	04/26/18	05/09/18	05/11/18	WN	CMH MDW CMH	$44.00	$44.00	$0.00
THUNDERBIRD/SONJA	04/26/18	05/09/18	05/15/18	NW	CMH SNA PHX DTW CMH	$329.50	$330.00	$0.50
FOSTER/WILLIAM R	04/27/18	05/10/18	05/10/18	AA	LEX ORD	$290.50	$310.34	$19.84

This report includes Air and Rail tickets issued only, and excludes Voids.

Demo, Inc.

Printed: 05/04/2018

Date Range: 04/22/2018 to 04/28/2018

Advance Purchase Savings Detail - 14 Days or Less

Passenger	Issued	Depart	Return	AL	Itinerary	Fare Paid	Fare Offered	Savings/Loss
VALLIMONT/CHRISTY	04/28/18	05/11/18	05/17/18	AA	CMH DFW SNA SJC PDX OAK SN	$729.00	$729.00	$0.00
WALKERSTEVENS/RAMEY J	04/28/18	05/11/18	05/11/18	WN	HOU SAT	$79.00	$79.00	$0.00
VETTICADEN/THOMAS.R	04/28/18	05/11/18	05/13/18	CA	SHA PEK SHA	$362.60	$362.60	$0.00
BAUMGARTEN/JUAN CARLOS	04/28/18	05/11/18	05/13/18	CA	SHA PEK SHA	$362.60	$362.60	$0.00
EBENSTEINER MICHAEL/MICKEY	04/28/18	05/11/18	05/13/18	CA	SHA PEK SHA	$362.60	$362.60	$0.00
SCHOENHERR/VICTOR L	04/28/18	05/11/18	05/13/18	CA	SHA PEK SHA	$362.60	$362.60	$0.00
	13 Days Advance Purchase				Transactions: 29	$12,217.78	$11,976.12	($241.66)
14 Days Advance Purchase								
HARRISON/SHEILA A	04/24/18	05/08/18	05/11/18	DL	CVG LGA EWR CVG	$527.50	$391.01	($136.49)
KENNEDY/MICHAEL W	04/24/18	05/08/18	05/10/18	DL	CMH CVG GSO CVG CMH	$397.50	$338.00	($59.50)
MALDONADO/TRAVIS	04/24/18	05/08/18	05/10/18	DL	CVG BWI CVG	$600.00	$220.00	($380.00)
MCPHERSON/GEORGE	04/24/18	05/08/18	05/08/18	AM	LMM MEX	$321.67	$322.00	$0.33
EVANS/CHRISTIAN CHURCH	04/24/18	05/08/18	05/10/18	US	LEX CLT MCO CLT LEX	$388.00	$388.00	$0.00
SANKAR/DEBORAH	04/25/18	05/09/18	05/10/18	WN	PHX SLC OAK PHX	$181.00	$181.00	$0.00
SANKAR/DEBORAH	04/25/18	05/09/18	05/10/18	WN	PHX SLC OAK PHX	$109.50	$109.50	$0.00
ANDERSON/JULIE	04/25/18	05/09/18	05/10/18	WN	MSY HOU MSY	$173.50	$173.50	$0.00
BOWMAN/LANCE	04/25/18	05/09/18	05/10/18	WN	CMH MDW HOU CMH	$361.50	$361.50	$0.00
SWANSON/AARON R	04/26/18	05/10/18	05/10/18	XE	SAT ONT	$142.50	$142.50	$0.00
LOGAN/JOLYNNE	04/26/18	05/10/18	05/10/18	UA	DEN BIL	$132.32	$132.32	$0.00
FOSTER/WILLIAM R	04/27/18	05/11/18	05/11/18	DL	ORD CVG LEX	$372.23	$310.34	($61.89)
STEVENS/VICTOR	04/28/18	05/12/18	05/17/18	CO	EWR CLE CHS EWR	$455.63	$455.63	$0.00
BARCLAY/RUSSELL K	04/28/18	05/12/18	05/13/18	UA	CMH DEN ABQ ORD CMH	$479.25	$387.50	($91.75)
	14 Days Advance Purchase				Transactions: 14	$4,642.10	$3,912.80	($729.30)
			Grand Totals		Transactions: 239	$126,738.52	$122,275.06	($4,463.46)

This report includes Air and Rail tickets issued only, and excludes Voids.

Corporate Travel Services

EMPL TVL CE/
Printed: 03/19/2013
Date Range: 02/01/2013 to 02/28/2013

EZI Transaction Summary - No Voids

	Feb13	Mar13	Apr13	May13	Jun13	Jul13	Aug13	Sep13	Oct13	Nov13	Dec13	Jan14	YTD
Air/Rail Sales													
Int. Air Vol.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Int. Air Tkt #.	0	0	0	0	0	0	0	0	0	0	0	0	0
Int. Avg. Amt.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Dom. Air Vol.	$15,511	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$15,511
Dom. Air Tkt #.	29	0	0	0	0	0	0	0	0	0	0	0	29
Dom. Avg. Amt.	$535	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$535
Trans. Air Vol.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Trans. Air Tkt #	0	0	0	0	0	0	0	0	0	0	0	0	0
Trans. Avg. Amt.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Grand Totals													
Air Sales Vol. (Gross)	$15,511	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$15,511
Air Net Vol.	$18,677	$0	0.00	$0	$0	$0	$0	$0	$0	$0	$0	$0	$18,677
# of Sales	29	0	0	0	0	0	0	0	0	0	0	0	29
Sale Vol. %	83.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	83.05%
Avg. Sale Amt. (Gross)	$535	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$535
Online													
# of Tickets Booked Online	0	0	0	0	0	0	0	0	0	0	0	0	0
Vol. Booked Online	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Tickets Booked Online %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Savings													
LowFare Vol.	$15,528	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$15,528
Missed Savings Vol.	$(17)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$(17)
Missed Savings %	(0.11)%	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	(0.11)%
Negotiated Savings Vol.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Negotiated Savings %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Refunds													
Air Refund Vol.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
# of Refunds	0	0	0	0	0	0	0	0	0	0	0	0	0
Avg. Ref Amt.	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Refund Vol %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Exchanges													

EMPL TVL CE/

Printed: 03/19/2013

Date Range: 02/01/2013 to 02/28/2013

EZI Transaction Summary - No Voids

	Feb13	Mar13	Apr13	May13	Jun13	Jul13	Aug13	Sep13	Oct13	Nov13	Dec13	Jan14	YTD
Exchange Vol.	$3,166	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$3,166
# of Exchanges	21	0	0	0	0	0	0	0	0	0	0	0	21
Avg. Exchange Amt.	$151	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$151
Exchange Vol. %	16.95 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	16.95%
Hotel													
Hotel Rooms Booked	25	0	0	0	0	0	0	0	0	0	0	0	25
Hotel Cost	$6,665	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$6,665
# of Nights	47	0	0	0	0	0	0	0	0	0	0	0	47
Avg # of Hotel Nights	2	0	0	0	0	0	0	0	0	0	0	0	2
Avg Cost Per Night	$142	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$142
Car													
Cars Booked	11	0	0	0	0	0	0	0	0	0	0	0	11
Car Rental Cost	$1,538	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$1,538
# of Cars	21	0	0	0	0	0	0	0	0	0	0	0	21
Avg # of Days	2	0	0	0	0	0	0	0	0	0	0	0	2
Avg Cost Per Day	$73	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$73
Total Cost	$23,715	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$23,715

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/29/2013

Date Range: 12/01/2012 to 01/31/2013

EZI Car Detail

Traveler Name	Car Rental Company	City	Invoice#	Issued	Pick Up	Drop Off	Conf#	Days	Rate	Total before Tax
DEPARTMENT : 6417-0166-E										
NEWMAN/ANTHONY	ALAMO	Fort Lauderdale FL	16118	01/14/2013	03/19/2013	03/20/2013	136698756C(	1	$103.62	$103.62
NEWMAN/ANTHONY Totals:						**1 Bookings**		**1**	**$103.62**	**$103.62**
DEPARTMENT : 6417-0166-E								**1**	**$103.62**	**103.62**
DEPARTMENT : 6417-0406-E										
MEYER/AMY.MARIE	HERTZ	Hartford CT	24526	01/25/2013	02/04/2013	02/07/2013	F7312588497	3	$70.98	$212.94
MEYER/AMY.MARIE Totals:						**1 Bookings**		**3**	**$70.98**	**$212.94**
DEPARTMENT : 6417-0406-E								**3**	**$70.98**	**212.94**
DEPARTMENT : 6417-0426-E										
POSADAS/DORI.L	ENTERPRISE	Dayton OH	15702	01/11/2013	01/20/2013	01/22/2013	776713854C(	2	$24.84	$49.68
POSADAS/DORI.L Totals:						**1 Bookings**		**2**	**$24.84**	**$49.68**
DEPARTMENT : 6417-0426-E								**2**	**$24.84**	**49.68**
DEPARTMENT : 6417-0706-E										
BLOM/JEFFREY	HERTZ	Hartford CT	13865	01/09/2013	01/16/2013	01/18/2013	F7152687444	2	$61.64	$123.28
BLOM/JEFFREY Totals:						**1 Bookings**		**2**	**$61.64**	**$123.28**
DEPARTMENT : 6417-0706-E								**2**	**$61.64**	**123.28**
DEPARTMENT : 6417-1401-E										
CICCONE/ANTHONY	HERTZ	Cincinnati OH	8987	01/02/2013	01/21/2013	01/23/2013	F70819218B7	2	$94.53	$189.06
CICCONE/ANTHONY Totals:						**1 Bookings**		**2**	**$94.53**	**$189.06**
PRICE/GARY.L	HERTZ	Hartford CT	8986	01/02/2013	01/29/2013	02/01/2013	F7082253760	3	$65.00	$195.00
PRICE/GARY.L Totals:						**1 Bookings**		**3**	**$65.00**	**$195.00**
DEPARTMENT : 6417-1401-E								**5**	**$76.81**	**384.06**
DEPARTMENT : 6417-1406-E										
WIEDEMANN.JR/THOMA	HERTZ	Hartford CT	5186	12/27/2012	01/08/2013	01/09/2013	F70220247A6	1	$74.00	$74.00
WIEDEMANN.JR/THOMAS.CHARLES Totals:						**1 Bookings**		**1**	**$74.00**	**$74.00**
DEPARTMENT : 6417-1406-E								**1**	**$74.00**	**74.00**
DEPARTMENT : 6417-3016-E										
LAURIA/GREGORY	HERTZ	Kansas City MO	996175	12/06/2012	12/17/2012	12/20/2012	F65105787E1	3	$0.00	$0.00
LAURIA/GREGORY	HERTZ	Kansas City MO	16253	01/14/2013	01/28/2013	01/31/2013	F72032347B1	3	$48.49	$145.47
LAURIA/GREGORY	HERTZ	Wichita KS	19296	01/17/2013	02/06/2013	02/08/2013	F7231799459	2	$106.67	$213.34
LAURIA/GREGORY Totals:						**3 Bookings**		**8**	**$44.85**	**$358.81**

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/29/2013

Date Range: 12/01/2012 to 01/31/2013

EZI Car Detail

Traveler Name	Car Rental Company	City	Invoice#	Issued	Pick Up	Drop Off	Conf#	Days	Rate	Total before Tax
DEPARTMENT : 6417-3016-E								**8**	**$44.85**	**358.81**
DEPARTMENT : 6417-3023										
BARD/THEODORE HYAT	HERTZ	Cincinnati OH	114493	01/04/2013	01/09/2013	01/11/2013	F7102802937	2	$58.03	$116.06
BARD/THEODORE HYAT	HERTZ	Cincinnati OH	114834	01/25/2013	02/11/2013	02/14/2013	F7312609269	3	$55.22	$165.66
BARD/THEODORE HYAT	HERTZ	Philadelphia PA	114835	01/25/2013	02/05/2013	02/06/2013	F7314212605	1	$86.49	$86.49
BARD/THEODORE HYATT Totals:						**3 Bookings**		**6**	**$61.37**	**$368.21**
DEPARTMENT : 6417-3023								**6**	**$61.37**	**368.21**
DEPARTMENT : 6417-3073										
CORREIA/LINDA LOPES	HERTZ	Cincinnati OH	114571	01/09/2013	01/21/2013	01/24/2013	F7142777408	3	$41.03	$123.09
CORREIA/LINDA LOPES Totals:						**1 Bookings**		**3**	**$41.03**	**$123.09**
DEPARTMENT : 6417-3073								**3**	**$41.03**	**123.09**
DEPARTMENT : 6417-5032-E										
PIO/RONALD.E	NATIONAL	Hartford CT	25162	01/28/2013	02/05/2013	02/07/2013	777221538	2	$48.20	$96.41
PIO/RONALD.E Totals:						**1 Bookings**		**2**	**$48.21**	**$96.41**
DEPARTMENT : 6417-5032-E								**2**	**$48.21**	**96.41**
DEPARTMENT : 6417-6225-E										
STELTENKAMP/KAREN	ENTERPRISE	Hartford CT	16339	01/14/2013	02/04/2013	02/07/2013	776778645C(	3	$35.86	$107.58
STELTENKAMP/KAREN Totals:						**1 Bookings**		**3**	**$35.86**	**$107.58**
DEPARTMENT : 6417-6225-E								**3**	**$35.86**	**107.58**
DEPARTMENT : 6417-9105-E										
RENFRO/MICHAEL.J	ENTERPRISE	Hartford CT	20885	01/21/2013	02/05/2013	02/06/2013	777001279C(	1	$55.76	$55.76
RENFRO/MICHAEL.J Totals:						**1 Bookings**		**1**	**$55.76**	**$55.76**
DEPARTMENT : 6417-9105-E								**1**	**$55.76**	**55.76**
Grand Totals:						**17 Bookings**		**37**	**$55.61**	**$2,057.44**

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013

Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Detail

Traveler Name	Hotel Property	City	Invoice #	Issued	Check In	Check Out	Conf #	Nights	Rate	Total Paid
DEPARTMENT: 6417-0306-E										
SHORT/EMINA	SHERATON BRADLEY AIR	Hartford CT	995873	12/06/2012	12/17/2012	12/18/2012	C205466864	1	$181.00	$181.00
								1	**$181.00**	**$181.00**
DEPARTMENT: 6417-0426										
BAKER/MARGARET	HAMPTON INN TOPEKA	Kansas City MO	994798	12/04/2012	12/04/2012	12/07/2012	85655106	3	$124.00	$372.00
								3	**$124.00**	**$372.00**
DEPARTMENT: 6417-0636-E										
HANNI/JAMES	HYATT REGENCY CINCINNATI	Cincinnati OH	982847	11/06/2012	11/28/2012	11/29/2012	HY00135662	1	$84.50	$84.50
OLIVA/BETTY	HYATT REGENCY CINCINNATI	Cincinnati OH	982860	11/06/2012	11/28/2012	11/29/2012	HY00135662	1	$152.10	$152.10
KUPEC/AARONEUGENE	HYATT REGENCY CINCINNATI	Cincinnati OH	987206	11/15/2012	11/28/2012	11/30/2012	HY00139869	2	$143.10	$286.20
								4	**$379.70**	**$522.80**
DEPARTMENT: 6417-0706-E										
AVITABILE/KAREN	GARFIELD SUITES HOTEL	Cincinnati OH	986888	11/14/2012	12/17/2012	12/20/2012	153321647	3	$89.10	$267.30
HEALIS/JANNINE	GARFIELD SUITES HOTEL	Cincinnati OH	986889	11/14/2012	12/17/2012	12/20/2012	153321755	3	$89.10	$267.30
VAUGHAN/THOMAS	SHERATON BRADLEY AIR	Hartford CT	995886	12/06/2012	12/17/2012	12/18/2012	C685466407	1	$181.00	$181.00
								7	**$359.20**	**$715.60**
DEPARTMENT: 6417-1406-E										
MEYER/AMY	MARRIOTT HARTFORD D	Hartford CT	5193	12/27/2012	01/08/2013	01/09/2013	88110292	1	$246.00	$246.00
WIEDEMANNJR/THOMASCHAR	MARRIOTT HARTFORD D	Hartford CT	5186	12/27/2012	01/08/2013	01/09/2013	88108145	1	$246.00	$246.00
								2	**$492.00**	**$492.00**
DEPARTMENT: 6417-3016-E										
LAURIA/GREGORY	HILTON CINCINNATI NETHERLANI	Cincinnati OH	986076	11/13/2012	12/10/2012	12/11/2012	3494371815	1	$175.75	$175.75
LAURIA/GREGORY	COURTYARD SOUTH-HAMBURG F	Lexington KY	986076	11/13/2012	12/14/2012	12/14/2012	80977853	1	$0.00	$0.00
LAURIA/GREGORY	HAMPTON INN TOPEKA	Kansas City MO	991615	11/27/2012	12/17/2012	12/19/2012	86533306	2	$113.05	$226.10
LAURIA/GREGORY	FAIRFLD KC AIRPORT	Kansas City MO	991615	11/27/2012	12/22/2012	12/22/2012	91690680	1	$0.00	$0.00
LAURIA/GREGORY	HAMPTON INN TOPEKA	Kansas City MO	996175	12/06/2012	12/17/2012	12/18/2012	86533306	1	$113.05	$113.05
LAURIA/GREGORY	FAIRFLD KC AIRPORT	Kansas City MO	996175	12/06/2012	12/18/2012	12/19/2012	82033383	1	$89.00	$89.00
LAURIA/GREGORY	HILTON CINCINNATI NETHERLANI	Cincinnati OH	996177	12/06/2012	12/10/2012	12/11/2012	3494371815	1	$175.75	$175.75
								8	**$666.60**	**$779.65**
DEPARTMENT: 6417-3026-E										
BEHELER/GREGORYKEITH	HYATT PLACE TOPEKA	Kansas City MO	990962	11/26/2012	12/11/2012	12/14/2012	HY00144424	3	$50.00	$150.00

Sorted by Invoice Date and then by Traveler Name

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013

Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Detail

Traveler Name	Hotel Property	City	Invoice #	Issued	Check In	Check Out	Conf #	Nights	Rate	Total Paid
								3	$50.00	$150.00
DEPARTMENT: 6417-5022-E										
CREUTZINGER/MICHELLE	TOWNEPLACE STES ANN A MARR	Ann Arbor MI	984176	11/08/2012	11/12/2012	11/13/2012	84443984	1	$49.50	$49.50
								1	$49.50	$49.50
DEPARTMENT: 6417-5032-E										
OREWILER/BARBARA.M	MARRIOTT PHL AIRPORT	Philadelphia PA	980307	11/01/2012	11/04/2012	11/05/2012	80055537	1	$131.00	$131.00
TOOLE/JONATHAN.W	TOWNEPLACE STES ANN A MARR	Ann Arbor MI	984401	11/09/2012	11/12/2012	11/13/2012	84595428	1	$49.50	$49.50
								2	$180.50	$180.50
DEPARTMENT: 6417-6205-E										
BEIDLEMAN/THOMAS	HYATT PLACE LEXINGTON	Lexington KY	989713	11/21/2012	01/02/2013	01/04/2013	HY00142731	2	$55.00	$110.00
BEIDLEMAN/THOMAS	THE CINCINNATIAN HOTEL	Cincinnati OH	994373	12/03/2012	01/29/2013	01/30/2013	27201SB007	1	$159.00	$159.00
BEIDLEMAN/THOMAS	HYATT PLACE LEXINGTON	Lexington KY	994373	12/03/2012	01/30/2013	02/01/2013	HY00147649	2	$55.00	$110.00
								5	$269.00	$379.00
DEPARTMENT: 6417-6225-E										
COLLINS/PENNYL	HYATT PLACE TOPEKA	Kansas City MO	984123	11/08/2012	11/26/2012	11/30/2012	HY00136786	4	$98.00	$392.00
								4	$98.00	$392.00
DEPARTMENT: 6417-6235-E										
DALEY/MICHAEL	COURTYARD FARMINGTON	Hartford CT	982820	11/06/2012	12/04/2012	12/07/2012	83507042	3	$166.20	$498.60
MURPHY/ROBERTS	COURTYARD FARMINGTON	Hartford CT	983121	11/07/2012	12/04/2012	12/07/2012	83757594	3	$166.20	$498.60
								6	$332.40	$997.20
DEPARTMENT: 6417-9105-E										
RENFRO/MICHAELJ	COURTYARD FARMINGTON	Hartford CT	982818	11/06/2012	12/04/2012	12/07/2012	83506267	3	$166.20	$498.60
								3	$166.20	$498.60
DEPARTMENT: 6417-9505-E										
GOODE/AMY	HILTON CINCINNATI NETHERLAN	Cincinnati OH	3212	12/19/2012	01/14/2013	01/18/2013	3497083864	4	$175.75	$703.00
								4	$175.75	$703.00
DEPARTMENT: 6417-CC-E										
SUMEREL/CRAIG.D	RENAISSANCE CHARLOTTE SOU	Charlotte NC	986186	11/13/2012	12/03/2012	12/04/2012	8644352	1	$125.00	$125.00
								1	$125.00	$125.00
DEPARTMENT: 6717-5032-E										

Sorted by Invoice Date and then by Traveler Name

Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013

Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Detail

Traveler Name	Hotel Property	City	Invoice #	Issued	Check In	Check Out	Conf #	Nights	Rate	Total Paid
KAIRIUKSTIS/AUDREY.G	RESIDENCE ATL MIDTOWN 17 ST	Atlanta GA	981355	11/03/2012	01/29/2013	01/31/2013	82159075	2	$89.50	$179.00
KAIRIUKSTIS/AUDREY.G	FAIRFIELD INN BUCKHEAD	Atlanta GA	2947	12/18/2012	01/29/2013	01/31/2013	82159075	2	$80.10	$160.20
								4	$169.60	$339.20
Grand Totals:						32 Bookings		58	$119.00	$6,877.05

Sorted by Invoice Date and then by Traveler Name

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 1/31/2013

EZI Hotel National Average Report

Passenger Name	Check-In Date	Chain	Hotel Property	City	# Of Nites	Natl Avg	Daily Rate	Total Cost	Savings
CREUTZINGER/MICHELLE	12 - Nov	Towneplace Suites	TOWNEPLACE STES ANN A MARRIOTT	Ann Arbor	1	$95.00	$49.50	$49.50	$45.50
TOOLE/JONATHAN.W	12 - Nov	Towneplace Suites	TOWNEPLACE STES ANN A MARRIOTT	Ann Arbor	1	$95.00	$49.50	$49.50	$45.50
Totals for City Ann Arbor	**-ARB**				**2**		**$99.00**	**$99.00**	**$91.00**
KAIRIUKSTIS/AUDREY.G	29 - Jan	Residence Inns	RESIDENCE ATL MIDTOWN 17 ST	Atlanta	2	$123.00	$89.50	$179.00	$67.00
KAIRIUKSTIS/AUDREY.G	29 - Jan	Fairfield Inns	FAIRFIELD INN BUCKHEAD	Atlanta	2	$123.00	$80.10	$160.20	$85.80
Totals for City Atlanta	**-ATL**				**4**		**$169.60**	**$339.20**	**$152.80**
DALEY/MICHAEL	4 - Dec	Courtyard	COURTYARD FARMINGTON	Hartford	3	$158.00	$166.20	$498.60	$(24.60)
MEYER/AMY	8 - Jan	Marriott	MARRIOTT HARTFORD D	Hartford	1	$158.00	$246.00	$246.00	$(88.00)
MURPHY/ROBERTS	4 - Dec	Courtyard	COURTYARD FARMINGTON	Hartford	3	$158.00	$166.20	$498.60	$(24.60)
RENFRO/MICHAELJ	4 - Dec	Courtyard	COURTYARD FARMINGTON	Hartford	3	$158.00	$166.20	$498.60	$(24.60)
SHORT/EMINA	17 - Dec	Sheraton Intl	SHERATON BRADLEY AIR	Hartford	1	$158.00	$181.00	$181.00	$(23.00)
VAUGHAN/THOMAS	17 - Dec	Sheraton Intl	SHERATON BRADLEY AIR	Hartford	1	$158.00	$181.00	$181.00	$(23.00)
WIEDEMANNJR/THOMASCHARI	8 - Jan	Marriott	MARRIOTT HARTFORD D	Hartford	1	$158.00	$246.00	$246.00	$(88.00)
Totals for City Hartford	**-BDL**				**13**		**$1,352.60**	**$2,349.80**	**$(295.80)**
SUMEREL/CRAIG.D	3 - Dec	Renaissance	RENAISSANCE CHARLOTTE SOUTHPRK	Charlotte	1	$121.00	$125.00	$125.00	$(4.00)
Totals for City Charlotte	**-CLT**				**1**		**$125.00**	**$125.00**	**$(4.00)**
AVITABILE/KAREN	17 - Dec	Ihotelier	GARFIELD SUITES HOTEL	Cincinnati	3	$127.00	$89.10	$267.30	$113.70
BEIDLEMAN/THOMAS	29 - Jan	Preferred Htls	THE CINCINNATIAN HOTEL	Cincinnati	1	$127.00	$159.00	$159.00	$(32.00)
GOODE/AMY	14 - Jan	Hilton Corp.	HILTON CINCINNATI NETHERLAND	Cincinnati	4	$127.00	$175.75	$703.00	$(195.00)
HANNI/JAMES	28 - Nov	Hyatt	HYATT REGENCY CINCINNATI	Cincinnati	1	$127.00	$84.50	$84.50	$42.50
HEALIS/JANNINE	17 - Dec	Ihotelier	GARFIELD SUITES HOTEL	Cincinnati	3	$127.00	$89.10	$267.30	$113.70
KUPEC/AARONEUGENE	28 - Nov	Hyatt	HYATT REGENCY CINCINNATI	Cincinnati	2	$127.00	$143.10	$286.20	$(32.20)
LAURIA/GREGORY	10 - Dec	Hilton Corp.	HILTON CINCINNATI NETHERLAND	Cincinnati	1	$127.00	$175.75	$175.75	$(48.75)
LAURIA/GREGORY	10 - Dec	Hilton Corp.	HILTON CINCINNATI NETHERLAND	Cincinnati	1	$127.00	$175.75	$175.75	$(48.75)
OLIVA/BETTY	28 - Nov	Hyatt	HYATT REGENCY CINCINNATI	Cincinnati	1	$127.00	$152.10	$152.10	$(25.10)
Totals for City Cincinnati	**-CVG**				**17**		**$1,244.15**	**$2,270.90**	**$(111.90)**
BEIDLEMAN/THOMAS	2 - Jan	Hyatt	HYATT PLACE LEXINGTON	Lexington	2	$106.00	$55.00	$110.00	$102.00
BEIDLEMAN/THOMAS	30 - Jan	Hyatt	HYATT PLACE LEXINGTON	Lexington	2	$106.00	$55.00	$110.00	$102.00

AAA Corporate Travel Services

EMPL TVL CE/

Printed: 1/31/2013

EZI Hotel National Average Report

Passenger Name	Check-In Date	Chain	Hotel Property	City	# Of Nites	Natl Avg	Daily Rate	Total Cost	Savings
LAURIA/GREGORY	14 - Dec	Courtyard	COURTYARD SOUTH-HAMBURG PLC	Lexington	1	$106.00	$0.00	$0.00	$106.00
Totals for City Lexington	**-LEX**				**5**		**$110.00**	**$220.00**	**$310.00**
BAKER/MARGARET	4 - Dec	Hampton Inns	HAMPTON INN TOPEKA	Kansas City	3	$124.00	$124.00	$372.00	$0.00
BEHELER/GREGORYKEITH	11 - Dec	Hyatt	HYATT PLACE TOPEKA	Kansas City	3	$124.00	$50.00	$150.00	$222.00
COLLINS/PENNYL	26 - Nov	Hyatt	HYATT PLACE TOPEKA	Kansas City	4	$124.00	$98.00	$392.00	$104.00
LAURIA/GREGORY	17 - Dec	Hampton Inns	HAMPTON INN TOPEKA	Kansas City	2	$124.00	$113.05	$226.10	$21.90
LAURIA/GREGORY	22 - Dec	Fairfield Inns	FAIRFLD KC AIRPORT	Kansas City	1	$124.00	$0.00	$0.00	$124.00
LAURIA/GREGORY	17 - Dec	Hampton Inns	HAMPTON INN TOPEKA	Kansas City	1	$124.00	$113.05	$113.05	$10.95
LAURIA/GREGORY	18 - Dec	Fairfield Inns	FAIRFLD KC AIRPORT	Kansas City	1	$124.00	$89.00	$89.00	$35.00
Totals for City Kansas City	**-MCI**				**15**		**$587.10**	**$1,342.15**	**$517.85**
			Grand Totals		**57**		**$3,687.45**	**$6,746.05**	**$659.95**

Demo, Inc.
Printed: 05/09/2018
Date Range: 04/29/18 to 05/05/18

AAA Executive Summary

		Current Period		Year To Date	
		04/29/18 to 05/05/18	04/29/17 to 05/05/17	01/01/18 to 05/05/18	01/01/17 to 05/05/17
Domestic					
Air Travel Purchasing	Total Ticket Volume Issued	$99,278.55	$125,984.08	$2,055,310.41	$2,215,431.61
	Total Ticket Volume Exchange	$4,371.84	$7,856.29	$104,651.29	$135,621.54
	Total Gross Volume	$103,650.39	$133,840.37	$2,159,961.70	$2,351,053.15
	Total Ticket Volume Refunded	($1,557.17)	$0.00	($15,040.66)	($7,547.57)
	Net Ticket Volume	$102,093.22	$133,840.37	$2,144,921.04	$2,343,505.58
	Total # Tickets	247	346	5,424	6,006
	Total # Exchanges	27	33	603	772
	Gross Ticket Count	274	379	6,027	6,778
	Total # Refunds	2	0	28	18
	Net Ticket Count	272	379	5,999	6,760
	Total # of Voids	8	15	222	376
	Total VOID Volume	$4,813.69	$6,197.00	$98,875.41	$176,510.46
	Avg Ticket Cost	$416.71	$386.82	$397.50	$391.37
Hotel Reservations	Total Hotel Spending	$66,147.00	$82,486.85	$1,709,728.06	$1,585,441.50
	Total Hotel Reservations	346	452	9,098	7,987
	Total Hotel Room Nights	604	810	16,062	15,208
	Average Hotel Rate	$109.51	$101.84	$106.45	$104.25
Car Reservations	Total Car Spending	$16,394.58	$25,782.55	$391,799.96	$392,896.42
	Total Car Reservations	155	197	3,569	3,411
	Total Car Days	364	575	8,906	8,840
	Average Car Rate	$45.04	$44.84	$43.99	$44.45
International					
Air Travel Purchasing	Total Ticket Volume Issued	$33,194.82	$132,545.50	$1,194,071.40	$1,377,203.53
	Total Ticket Volume Exchange	$175.91	$1,131.20	$30,281.54	$32,719.92
	Total Gross Volume	$33,370.73	$133,676.70	$1,224,352.94	$1,409,923.45
	Total Ticket Volume Refunded	$0.00	($8,654.00)	($95,451.08)	($91,663.38)
	Net Ticket Volume	$33,370.73	$125,022.70	$1,128,901.86	$1,318,260.07
	Total # Tickets	25	35	573	650
	Total # Exchanges	2	2	72	63
	Gross Ticket Count	27	37	645	713
	Total # Refunds	0	1	19	21
	Net Ticket Count	27	36	626	692
	Total # of Voids	2	0	40	51
	Total VOID Volume	$2,516.60	$0.00	$76,725.67	$98,020.49
	Avg Ticket Cost	$1,334.83	$3,677.14	$2,037.73	$2,095.80
Hotel Reservations	Total Hotel Spending	$7,321.80	$14,074.76	$187,834.79	$258,281.18
	Total Hotel Reservations	29	30	594	715
	Total Hotel Room Nights	59	73	1,304	1,801
	Average Hotel Rate	$124.10	$192.80	$144.05	$143.41
Car Reservations	Total Car Spending	$1,246.40	$833.14	$28,196.37	$34,890.82
	Total Car Reservations	9	9	168	222
	Total Car Days	23	17	468	672
	Average Car Rate	$54.19	$49.01	$60.25	$51.92

Printed: 05/09/2018
Date Range: 04/29/18 to 05/05/18

AAA Executive Summary

		Current Period		Year To Date	
		04/29/18 to 05/05/18	04/29/17 to 05/05/17	01/01/18 to 05/05/18	01/01/17 to 05/05/17
Transborder					
Air Travel Purchasing	Total Ticket Volume Issued			$0.00	
	Total Ticket Volume Exchange			$400.55	
	Total Gross Volume			$400.55	
	Total Ticket Volume Refunded			$0.00	
	Net Ticket Volume		$0.00	$400.55	$0.00
	Total # Tickets			0	
	Total # Exchanges			1	
	Gross Ticket Count			1	
	Total # Refunds			0	
	Net Ticket Count			1	
	Total # of Voids			0	
	Total VOID Volume			$0.00	
	Avg Ticket Cost			$0.00	
Hotel Reservations	Total Hotel Spending			$0.00	
	Total Hotel Reservations			0	
	Total Hotel Room Nights			0	
	Average Hotel Rate			$0.00	$0.00
Car Reservations	Total Car Spending			$0.00	
	Total Car Reservations			0	
	Total Car Days			0	
	Average Car Rate		$0.00	$0.00	$0.00
Grand Totals					
Air Travel Purchasing	Total Ticket Volume Issued	$132,473.37	$258,529.58	$3,249,381.81	$3,592,635.14
	Total Ticket Volume Exchange	4,547.75	$8,987.49	$135,333.38	$168,341.46
	Total Gross Volume	$137,021.12	$267,517.07	$3,384,715.19	$3,760,976.60
	Total Ticket Volume Refunded	($1,557.17)	($8,654.00)	$(110,491.74)	($99,210.95)
	Net Ticket Volume	$135,463.95	$258,863.07	$3,274,223.45	$3,661,765.65
	Total # Tickets	272	381	5,997	6,656
	Total # Exchanges	29	35	676	835
	Gross Ticket Count	301	416	6,673	7,491
	Total # Refunds	2	1	47	39
	Net Ticket Count	299	415	6,626	7,452
	Total # of Voids	10	15	262	427
	Total VOID Volume	$7,330.29	$6,197.00	$175,601.08	$274,530.95
	Avg Ticket Cost	$501.72	$677.65	$541.73	$546.94
Hotel Reservations	Total Hotel Spending	$73,468.80	$96,561.61	$1,897,562.85	$1,843,722.68
	Total Hotel Reservations	375	482	9,692	8,702
	Total Hotel Room Nights	663	883	17,366	17,009
	Average Hotel Rate	$110.81	$109.36	$109.27	$108.40

Printed: 05/09/2018
Date Range: 04/29/18 to 05/05/18

AAA Executive Summary

		Current Period		Year To Date	
		04/29/18 to 05/05/18	04/29/17 to 05/05/17	01/01/18 to 05/05/18	01/01/17 to 05/05/17
Car Reservations	Total Car Spending	$17,640.98	$26,615.69	$419,996.33	$427,787.24
	Total Car Reservations	164	206	3,737	3,633
	Total Car Days	387	592	9,374	9,512
	Average Car Rate	$45.58	$44.96	$44.80	$44.97
Grand Grand Total:	Total Spent	$223,583.15	$381,706.88	$5,566,940.99	$5,864,145.06

Demo, Inc.

Printed: 05/09/2018

Date Range: 04/29/2018 to 05/05/2018

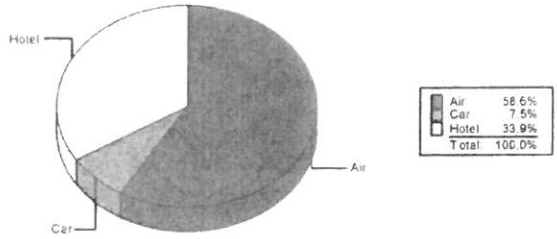
AAA Top 5 Executive Summary

Air Summary	Current Period Tickets	Current Period Total Amt	Current Period Avg Amt		Year To Date Tickets	Year To Date Total Amt	Year To Date Avg Amt
DELTA AIR LINES	73	$42,676.01	$584.60	DELTA AIR LINES	1,470	$984,563.31	$669.77
UNITED AIRLINES	23	$24,207.44	$1,052.50	UNITED AIRLINES	621	$770,924.71	$1,241.42
AMERICAN AIRLINES	28	$12,802.90	$457.25	CONTINENTAL AIRLI	649	$303,876.20	$468.22
SOUTHWEST AIRLINES	50	$11,616.20	$232.32	US AIRWAYS	745	$275,331.30	$369.57
US AIRWAYS	35	$11,341.50	$324.04	SOUTHWEST AIRLIN	1,020	$208,289.30	$204.21
Others	63	$29,829.32	$473.48	Others	1,492	$706,396.99	$473.46
	272	**$132,473.37**	**487.03**		**5,997**	**$3,249,381.81**	**$541.83**

Hotel Summary	Bookings	Nights	Total Amt	Avg Night		Bookings	Nights	Total Amt	Avg Night
Holiday Inn (HI)	116	169	$16,836.90	$99.63	Holiday Inn (HI)	2,755	4,354	$444,476.59	$102.08
Crowne Plaza (CP)	42	110	$10,955.39	$99.59	Crowne Plaza (CP)	1,025	2,417	$233,586.86	$96.64
Hampton Inns (HX)	48	78	$9,642.68	$123.62	Hampton Inns (HX)	1,203	1,894	$228,590.87	$120.69
Courtyard (CY)	26	47	$6,468.05	$137.62	Embassy Suites (ES	589	1,210	$138,316.12	$114.31
Embassy Suites (ES	23	43	$4,759.00	$110.67	Courtyard (CY)	530	868	$114,315.46	$131.70
Others	120	216	$24,806.78	$114.85	Others	3,587	6,619	$738,223.95	$111.53
	375	**663**	**$73,468.80**	**$110.81**		**9,689**	**17,362**	**$1,897,509.85**	**$109.29**

Auto Summary	Bookings	Days	Total Amt	Avg Day		Bookings	Days	Total Amt	Avg Day
HERTZ	142	334	$15,384.23	$46.06	HERTZ	3,088	7,753	$346,854.73	$44.74
NATIONAL	18	40	$1,821.37	$45.53	NATIONAL	533	1,292	$55,052.07	$42.61
THRIFTY	2	8	$218.61	$27.33	ENTERPRISE R A C	27	82	$4,381.46	$53.43
ALAMO	1	2	$129.80	$64.90	AVIS	20	63	$4,095.53	$65.01
BUDGET RENTAL C	1	3	$86.97	$28.99	BUDGET RENTAL C	16	48	$3,336.31	$69.51
	164	**387**	**$17,640.98**	**$45.58**	Others	50	131	$6,218.24	$47.47
						3,734	**9,369**	**$419,938.34**	**$44.82**

Expense Summary



Company: EMPL TVL CE/

Printed: 01/31/2013

Date Range: 12/01/2012 to 12/31/2012

EZI Lost Savings Report

Rank	Traveler Name	Count	% of Total	Lost Volume	% of Total
1	WIEDEMANN JR/THOMAS CHARL	4	13.33%	-$547.90	23.66%
2	HOUSTON/PHILLIP C	1	3.33%	-$403.50	17.42%
3	SHORT/EMINA	1	3.33%	-$230.60	9.96%
4	VAUGHAN/THOMAS	1	3.33%	-$230.60	9.96%
6	ROSSELL/CONNIE J	1	3.33%	-$220.70	9.53%
5	TOOLE/JONATHAN W	1	3.33%	-$220.70	9.53%
7	BEIDLEMAN/THOMAS	1	3.33%	-$186.20	8.04%
8	HAMDAN LOMBARDO/TINA	1	3.33%	-$107.20	4.63%
9	GRIFFIN/KENNETH W	1	3.33%	-$104.70	4.52%
10	HANNI/JAMES	2	6.67%	-$38.50	1.66%
	Travelers Listed:	14	46.67%	-$2,290.60	98.90%
	Travelers Not Listed	16	53.33%	-$25.40	1.10%
	Totals:	30		-$2,316.00	

This report counts Air and Sales only. It does not include Refunds and Exchanges.

Corporate Travel Services

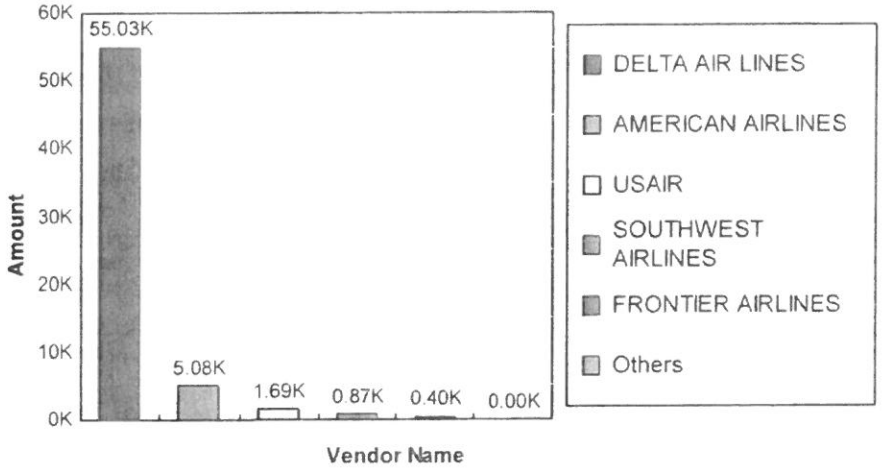
EZI Carrier Validation Report

EMPL TVL CE/

Date Range: 12/01/2012 to 01/31/2013 **Printed:** 01/29/2013

Validated Carrier	Fare Paid	% Total	Trans	% Total	Avg Fare Paid
DELTA AIR LINES	$55,034.82	87.25%	80	84.21%	$687.94
AMERICAN AIRLINES	$5,077.50	8.05%	7	7.37%	$725.36
USAIR	$1,688.80	2.68%	3	3.16%	$562.93
SOUTHWEST AIRLINES	$870.60	1.38%	3	3.16%	$290.20
FRONTIER AIRLINES	$404.00	0.64%	1	1.05%	$404.00
JETBLUE AIRWAYS CORP	$0.00	0.00%	1	1.05%	$0.00
Grand Totals:	**$63,075.72**		**95**		**$663.95**

Vendor Contribution - A Glance



This report does not include voids and Net Trans are counted as 1 for tickets, -1 for refunds and 0 for exchanges.

Corporate Travel Services

EMPL TVL CE/

Printed: 03/19/2013

Date Range: 02/01/2013 to 02/28/2013

EZI Top Traveler Summary

Traveler Name	#Tickets	Air Ticket Cost	Hotel Cost	Car Cost	Total Expense
ARESCO/SUZANNE	2	$1,804.20	$460.20	$0.00	$2,264.40
AVITABILE/KAREN	2	$289.00	$0.00	$0.00	$289.00
CICCONE/ANTHONY	2	$1,103.60	$360.00	$0.00	$1,463.60
LAWRENCE/SHARON.M	2	$792.60	$0.00	$385.19	$1,177.79
TOOLE/JONATHAN.W	2	$255.40	$0.00	$0.00	$255.40
WIEDEMANN.JR/THOMAS.CHARLES	2	$3,136.90	$0.00	$0.00	$3,136.90
BARD/THEODORE H	1	$650.60	$211.65	$53.54	$915.79
BEHELER/GREGORY.KEITH	1	$598.60	$0.00	$0.00	$598.60
BLOM/JEFFREY	1	$612.70	$0.00	$0.00	$612.70
CORREIA/LINDA.L	1	$534.99	$0.00	$160.86	$695.85
FELDMAN/ERIC	1	$623.60	$0.00	$0.00	$623.60
GREIG/ALEX.R	1	$750.70	$0.00	$0.00	$750.70
LAPE/BRYON	1	$550.70	$0.00	$0.00	$550.70
LAURIA/GREGORY	1	$409.60	$703.92	$213.34	$1,326.86
MANN/MICHAEL.K	1	$904.79	$0.00	$0.00	$904.79
MCNEISH/STEVEN	1	$254.90	$0.00	$0.00	$254.90
MORLEY/JOHN	1	$895.66	$0.00	$81.30	$976.96
OREWILER/BARBARA.M	1	$7.50	$0.00	$0.00	$7.50
PRICE/GARY.L	1	$624.00	$0.00	$117.60	$741.60
PURNELL/JOSHUA.C	1	$623.60	$0.00	$0.00	$623.60
SULLIVAN/MICHAEL.SCOTT	1	$254.90	$0.00	$0.00	$254.90
SUMEREL/SUSAN	1	$632.60	$0.00	$0.00	$632.60
VAUGHAN/THOMAS	1	$693.90	$0.00	$0.00	$693.90
BARD/THEODORE HYATT	0	$951.17	$346.05	$261.58	$1,558.80
EMBORSKY/RICK	0	$0.00	$608.00	$0.00	$608.00
GREIG/ALEXR	0	$0.00	$285.00	$0.00	$285.00
HARRISON/MITZIJ	0	$0.00	$199.99	$0.00	$199.99
KAIRIUKSTIS/AUDREY.G	0	$73.90	$238.50	$0.00	$312.40
KAIRIUKSTIS/AUDREYG	0	$0.00	$116.00	$0.00	$116.00
LOFLAND/GINA	0	$0.00	$0.00	$69.80	$69.80
MANN/MICHAELK	0	$0.00	$1,029.00	$0.00	$1,029.00
MEYER/AMY.MARIE	0	$0.00	$0.00	$0.00	$0.00
MONAHAN/MICHELE.L	0	$21.80	$0.00	$0.00	$21.80
OREWILER/BARBARAM	0	$0.00	$735.00	$0.00	$735.00
PARKS/ALISON.B	0	$1.70	$0.00	$0.00	$1.70
PETERSON/ANDREW	0	$60.10	$0.00	$0.00	$60.10
PICKERING/ROBERT	0	$29.10	$0.00	$0.00	$29.10
PIO/RONALD.E	0	$0.00	$0.00	$194.80	$194.80
ROSSELL/CONNIE.J	0	$31.80	$0.00	$0.00	$31.80
SCHALLICK/CINDY.A	0	$0.00	$49.00	$0.00	$49.00
SUMEREL/CRAIG.D	0	$299.80	$0.00	$0.00	$299.80
TOOLE/JONATHANW	0	$0.00	$1,323.00	$0.00	$1,323.00
WIEDEMANN/MARY.JO	0	$202.80	$0.00	$0.00	$202.80
Grand Totals:	**29**	**$18,677.21**	**$6,665.31**	**$1,538.01**	**$26,880.53**

This report does not include voids and all figures are net.

Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013

Date Range: 12/01/12 to 12/31/12

EZI Top Origin-Destination Report

	AA	DL	US	Total
Hartford-Cincinnati	0	13	0	13
Baltimore-Cincinnati	0	12	0	12
Cincinnati-San Jose	4	0	0	4
Hartford-Dayton	0	2	0	2
Hartford-Columbus	0	0	2	2
Cincinnati-Washington	0	2	0	2
Cincinnati-Tampa	0	2	0	2
Cincinnati-Saint Louis	0	2	0	2
Cincinnati-New Orleans	0	2	0	2
Cincinnati-Key West	0	2	0	2
Cincinnati-Fort Lauderdale	0	2	0	2
Barcelona-Cincinnati	0	2	0	2
Hartford-Lexington	0	1	0	1
Hartford-Kansas City	1	1	0	2
Dayton-Los Angeles	1	0	0	1
Dayton-Dallas	1	0	0	1
Dallas-Los Angeles	1	0	0	1
Cincinnati-Orlando	1	1	0	2
Cincinnati-Fort Myers	0	1	0	1
Total	**9**	**45**	**2**	**56**

This report includes valid segments. Trips are counted as one ways not counting connections. Exchanges count as 0.

Demo, Inc.

Printed: 05/04/2018

Date Range: 04/22/2018 to 04/28/2018

Car Summary By Company

Car Company	Bookings	% TTL	Car Days	% TTL	Avg. Rate	Total Before Tax	% TTL
Demo, Inc.							
HERTZ	247	83.73%	628	84.52%	$47.46	$29,805.99	85.97%
NATIONAL	41	13.90%	98	13.19%	$42.45	$4,159.67	12.00%
AVIS	2	0.68%	9	1.21%	$37.77	$339.91	0.98%
ENTERPRISE R A C	2	0.68%	3	0.40%	$60.31	$180.93	0.52%
THRIFTY	2	0.68%	2	0.27%	$65.38	$130.76	0.38%
DOLLAR RENT A CAR	1	0.34%	3	0.40%	$17.51	$52.53	0.15%
Demo, Inc. Totals:	**295**	**100.00%**	**743**	**100.00%**	**$46.66**	**$34,669.79**	**100.00%**

This report excludes voids and refunds.

EMPL TVL CE/

Printed: 01/31/2013

Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Summary By Chain

Hotel Chain	Bookings	% TTL	Nights	% TTL	Average Rate	Total Paid	% TTL
Hyatt (HY)	7	21.88%	15	25.86%	$85.65	$1,284.80	18.68%
Courtyard (CY)	4	12.50%	10	17.24%	$149.58	$1,495.80	21.75%
Hampton Inns (HX)	3	9.38%	6	10.34%	$118.53	$711.15	10.34%
Hilton Corp. (HH)	3	9.38%	6	10.34%	$175.75	$1,054.50	15.33%
Ihotelier (WV)	2	6.25%	6	10.34%	$89.10	$534.60	7.77%
Fairfield Inns (FN)	3	9.38%	4	6.90%	$62.30	$249.20	3.62%
Marriott (MC)	3	9.38%	3	5.17%	$207.67	$623.00	9.06%
Residence Inns (RC)	1	3.13%	2	3.45%	$89.50	$179.00	2.60%
Sheraton Intl (SI)	2	6.25%	2	3.45%	$181.00	$362.00	5.26%
Towneplace Suites (TO)	2	6.25%	2	3.45%	$49.50	$99.00	1.44%
Preferred Htls (PH)	1	3.13%	1	1.72%	$159.00	$159.00	2.31%
Renaissance (BR)	1	3.13%	1	1.72%	$125.00	$125.00	1.82%
Grand Totals	32		58		$118.57	$6,877.05	

This report is sorted by number of nights in descending order.

Corporate Travel Services

EMPL TVL CE/

Printed: 01/31/2013
Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Detail By City

City	Traveler Name	Hotel Property	In Date	Nights	Rate	Total Cost	DEPARTMENT
Ann Arbor	CREUTZINGER/MICHELLE	TOWNEPLACE STES ANN A MARRIO	11/12/12	1	$49.50	$49.50	6417-5022-E
Ann Arbor	TOOLE/JONATHAN.W	TOWNEPLACE STES ANN A MARRIO	11/12/12	1	$49.50	$49.50	6417-5032-E
	Ann Arbor Totals:			**2**		**$99.00**	
Atlanta	KAIRIUKSTIS/AUDREY G	FAIRFIELD INN BUCKHEAD	01/29/13	2	$80.10	$160.20	6717-5032-E
Atlanta	KAIRIUKSTIS/AUDREY G	RESIDENCE ATL MIDTOWN 17 ST	01/29/13	2	$89.50	$179.00	6717-5032-E
	Atlanta Totals:			**4**		**$339.20**	
Charlotte	SUMEREL/CRAIG D	RENAISSANCE CHARLOTTE SOUTHP	12/03/12	1	$125.00	$125.00	6417-CC-E
	Charlotte Totals:			**1**		**$125.00**	
Cincinnati	AVITABILE/KAREN	GARFIELD SUITES HOTEL	12/17/12	3	$89.10	$267.30	6417-0706-E
Cincinnati	HEALIS/JANNINE	GARFIELD SUITES HOTEL	12/17/12	3	$89.10	$267.30	6417-0706-E
Cincinnati	LAURIA/GREGORY	HILTON CINCINNATI NETHERLAND	12/10/12	1	$175.75	$175.75	6417-3016-E
Cincinnati	LAURIA/GREGORY	HILTON CINCINNATI NETHERLAND	12/10/12	1	$175.75	$175.75	6417-3016-E
Cincinnati	GOODE/AMY	HILTON CINCINNATI NETHERLAND	01/14/13	4	$175.75	$703.00	6417-9505-E
Cincinnati	HANNI/JAMES	HYATT REGENCY CINCINNATI	11/28/12	1	$84.50	$84.50	6417-0636-E
Cincinnati	OLIVA/BETTY	HYATT REGENCY CINCINNATI	11/28/12	1	$152.10	$152.10	6417-0636-E
Cincinnati	KUPEC/AARONEUGENE	HYATT REGENCY CINCINNATI	11/28/12	2	$143.10	$286.20	6417-0636-E
Cincinnati	BEIDLEMAN/THOMAS	THE CINCINNATIAN HOTEL	01/29/13	1	$159.00	$159.00	6417-6205-E
	Cincinnati Totals:			**17**		**$2,270.90**	
Farmington	RENFRO/MICHAELJ	COURTYARD FARMINGTON	12/04/12	3	$166.20	$498.60	6417-9105-E
Farmington	DALEY/MICHAEL	COURTYARD FARMINGTON	12/04/12	3	$166.20	$498.60	6417-6235-E
Farmington	MURPHY/ROBERTS	COURTYARD FARMINGTON	12/04/12	3	$166.20	$498.60	6417-6235-E
	Farmington Totals:			**9**		**$1,495.80**	
Hartford	WIEDEMANNJR/THOMASCHARLE	MARRIOTT HARTFORD D	01/08/13	1	$246.00	$246.00	6417-1406-E
Hartford	MEYER/AMY	MARRIOTT HARTFORD D	01/08/13	1	$246.00	$246.00	6417-1406-E
	Hartford Totals:			**2**		**$492.00**	
Kansas City	LAURIA/GREGORY	FAIRFLD KC AIRPORT	12/22/12	1	$0.00	$0.00	6417-3016-E
Kansas City	LAURIA/GREGORY	FAIRFLD KC AIRPORT	12/18/12	1	$89.00	$89.00	6417-3016-E
	Kansas City Totals:			**2**		**$89.00**	
Lexington	LAURIA/GREGORY	COURTYARD SOUTH-HAMBURG PLC	12/14/12	1	$0.00	$0.00	6417-3016-E

EMPL TVL CE/

Printed: 01/31/2013
Date Range: 11/01/2012 to 12/31/2012

EZI Hotel Detail By City

City	Traveler Name	Hotel Property	In Date	Nights	Rate	Total Cost	DEPARTMENT
Lexington	BEIDLEMAN/THOMAS	HYATT PLACE LEXINGTON	01/02/13	2	$55.00	$110.00	6417-6205-E
Lexington	BEIDLEMAN/THOMAS	HYATT PLACE LEXINGTON	01/30/13	2	$55.00	$110.00	6417-6205-E
	Lexington Totals:			**5**		**$220.00**	
Philadelphia	OREWILER/BARBARA M	MARRIOTT PHL AIRPORT	11/04/12	1	$131.00	$131.00	6417-5032-E
	Philadelphia Totals:			**1**		**$131.00**	
Topeka	LAURIA/GREGORY	HAMPTON INN TOPEKA	12/17/12	2	$113.05	$226.10	6417-3016-E
Topeka	BAKER/MARGARET	HAMPTON INN TOPEKA	12/04/12	3	$124.00	$372.00	6417-0426
Topeka	LAURIA/GREGORY	HAMPTON INN TOPEKA	12/17/12	1	$113.05	$113.05	6417-3016-E
Topeka	COLLINS/PENNYL	HYATT PLACE TOPEKA	11/26/12	4	$98.00	$392.00	6417-6225-E
Topeka	BEHELER/GREGORYKEITH	HYATT PLACE TOPEKA	12/11/12	3	$50.00	$150.00	6417-3026-E
	Topeka Totals:			**13**		**$1,253.15**	
Windsor Locks	SHORT/EMINA	SHERATON BRADLEY AIR	12/17/12	1	$181.00	$181.00	6417-0306-E
Windsor Locks	VAUGHAN/THOMAS	SHERATON BRADLEY AIR	12/17/12	1	$181.00	$181.00	6417-0706-E
	Windsor Locks Totals:			**2**		**$362.00**	
	Grand Totals:			**58**		**$6,877.05**	

MEETINGS AND GROUP AIR SERVICES

MEETINGS AND EVENTS

10 or more attendees going to the same meeting/event and requiring a hotel room block, as well as meeting space and meeting services. Air/Rail reservations are made through the online booking tool integration.

Services

- **Consultation:** Free consultation on general meeting and event information
- **Hotel/Venue Sourcing:** Research available properties/venues and obtain best available prices, based on meeting/event requirements
- **Contract Review:** Manage the hotel/meeting/venue contract process
- **Meeting/Event Website:** Comprehensive and customizable meeting/event and attendee content portal
- **Registration Form:** Customizable form for attendees to register for the meeting/event
- **Room Block Management:** Administration of hotel room block and rooming list, including changes and cancellations
- **Reporting:** Customizable and/or scheduled reporting for the event coordinator, with registration data
- **Document Delivery:** Comprehensive itinerary, including travel/hotel details
- **Ground Transportation:** Set-up of any type of group transportation (bus, ride share, etc.)
- **Meeting/Venue Services:** Facilitate food and beverage, as well as AV and meeting set-up
- **Travel Integration:** Integrate the online booking tool with the meeting/event registrations for centralized reporting
- **Onsite Event Support:** Provide onsite meeting/event support (assists with registration desk and/or travel desk)

Pricing

Meetings and Events fees are based on scope of the meeting/event, and are in addition to the travel transaction fees.

Contact

- **Toll-Free Number:** 1-866-456-0739
- **Email:** aaameetings@aaa-alliedgroup.com
- **Hours:** Monday–Friday, 8:30am–5:30pm ET

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GROUP AIR

10 or more travelers requiring air travel reservations only, from the same origin city to the same destination city. Air reservations are booked through the airline directly by a AAA Air Desk agent.

Services

- **Consultation:** Free consultation on general group air information
- **Contract Review:** Manage the airline contract process; a deposit may be required
- **Air Bookings:** Secure air reservations for groups (10 or more attendees) from the same origin city to the same destination city
- **Reporting:** Customizable air travel reporting

Pricing

- **Air Contract Fee:** $75 per contract
- **Ticket Transaction Fee:** Based on client's negotiated group fee, or full service fee

Contact

- **Toll-Free Number:** 1-844-696-6370
- **Email:** groupair@aaa-alliedgroup.com
- **Hours:** Monday–Friday, 8:00am–6:00pm ET

CORPORATE TRAVEL

CORPORATE TRAVEL

Attachment D -Financial Proposal for Managed Travel Services

Proposed to: Virginia Polytechnic Institute and State University (Virginia Tech)

August 27, 2020

Proposed by: Gina Lofland, Business Development Manager

Service	Description	Fees
Air / Rail Transaction*	On-line transaction containing air and/or rail segment(s)	$ 7.00
	Domestic off-line transaction - agent provided service	$ 26.00
	International off-line transaction - agent provided service	$ 32.00
	Web based fares enabled and booked via the OBT	$ 3.00
	Group air - 10 or more passengers in the same record	$ 20.00
	Issuance of award tickets, airline favors/waivers - OPTIONAL	$ 50.00
	Annual maintenance / management fee	Waived
VIP Service	Enhanced traveler experience for executive travelers	$ 45.00
Implementation	OBT site programing, customization, review and training (one time cost)	$ 500.00
After-hours calls	Calls to AAA CT between 8 p.m.-8 a.m. week-ends and holidays (Eastern Time)	$ 15.00
Hotel / Cars	Car / Hotel only (on-line and full service)	$ -
	Access to web based hotel rates via lodging aggregator	$ -
Voids	Cancellation of ticket within airline identified timeline and refundable fares	Included
Value Added Tax Recovery	International business travel VAT recovery/retrieval	Included
Reporting	Comprehensive suite of management reports	Included
Webinars	OBT training / account reviews	Included
OBT Help desk	On-going help desk assistance	Included
$200,000 life insurance policy	Automatically generated upon ticket purchase	Included

*** Transaction = a ticket issued, invoiced, refunded or exchanged**

NOTE: This Proposal is valid for 30 days from date noted above
Proprietary and Confidential

CORPORATE TRAVEL

Attachment D - Service Deliverables Schedule
Proposed to: Virginia Polytechnic Institute and State University (Virginia Tech)
August 27, 2020

Operations	Designated domestic and international team of agents
	Standard business hours - 8:00 a.m. - 8:00 p.m. Eastern time Monday - Friday
	Customer inquiry resolution before, during and post trip
	Unused ticket tracking and accountability
Account Management	Implementation Specialist effectively onboards account
	Designated Account Manager and Relationship Manager oversees travel program
	Annual business plan to outline travel goals
	Customer care calls monthly
	Comprehensive quarterly account reviews
	Senior AAA leadership alignment
	Travel policy development / revision assistance annually
	Vendor negotiation assistance
	Management of airline loyalty programs (client authorization required)
	Quarterly review of new and enhanced technology
	Customer satisfaction surveys
	Program benchmarking
	Weekly newsletters / fast breaking alerts
On-line Booking Tool	Annual OBT site audit
	On-going OBT site customization and programming
	Training
	User support
Technology	Predictive analytics and benchmarking tool
	Risk messaging / notifications
	Automated flight disruption messaging
	Standard push reporting for day to day travel management
	Access to web-based business intelligence tool for dynamic dashboard and goal performance
Marketing Agreement	Multiple year marketing agreement effective July 1, 2019 - June 30, 2022
Revenue Share Opportunity &	Service fee rebate based on annual service fee income received from VT
Additional Value Added Items	$170,000 + = 20%
	$155,000 - $169,999 - 18%
	$140,000 - $154,999 = 15%
	$125,000 - $139,999 = 10%
	15 AAA Memberships provided at no cost (1st year of new agreement)

07 SEP 2020 - 11 SEP 2020 TRIP TO ALBUQUERQUE, NM

PREPARED FOR
DOLAN/RILEY MARIE

CORPORATE TRAVEL

AAA Corporate Travel
15 W Central Pkwy Cincinnati, OH
45202
513-762-3200
TRAVEL CONSULTANT KL

RESERVATION CODE YWSDWE
AIRLINE RESERVATION CODE H4EC72 (DL)

DEPARTURE: **MONDAY 07 SEP** Please verify flight times prior to departure

DELTA AIR LINES INC
DL 1835

Duration:
1hr(s) 58min(s)

Cabin:
Economy

Status:
Confirmed

CVG
CINCINNATI, OH

Departing At:
9:30am

Terminal:
Not Available

MSP
MINNEAPOLIS ST PL, MN

Arriving At:
10:28am

Terminal:
TERMINAL 1 - LINDBERGH

Aircraft:
BOEING 737-800 JET

Distance (in Miles): 596

Stop(s): 0

Notes:
SEATING IS RESERVED FOR APRT CHKIN ON DELTAAIR LINES

Passenger Name:
» DOLAN/RILEY MARIE

Seats:
Check-In Required

DEPARTURE: **MONDAY 07 SEP** Please verify flight times prior to departure

DELTA AIR LINES INC
DL 1522

Duration:
2hr(s) 42min(s)

Cabin:
Economy

Status:
Confirmed

MSP
MINNEAPOLIS ST PL, MN

Departing At:
11:15am

Terminal:
TERMINAL 1 - LINDBERGH

ABQ
ALBUQUERQUE, NM

Arriving At:
12:57pm

Terminal:
Not Available

Aircraft:
AIRBUS INDUSTRIE A320 JET

Distance (in Miles): 981

Stop(s): 0

Meals:
Refreshment for Purchase

Notes:
SEATING IS RESERVED FOR APRT CHKIN ON DELTAAIR LINES

Passenger Name:
» DOLAN/RILEY MARIE

Seats:
Check-In Required

DEPARTURE: FRIDAY 11 SEP Please verify flight times prior to departure

DELTA AIR LINES INC DL 1041	ABQ ALBUQUERQUE, NM	ATL ATLANTA, GA	Aircraft: AIRBUS INDUSTRIE A321 JET
Duration: 3hr(s) 2min(s)	Departing At: 11:48am	Arriving At: 4:50pm	Distance (in Miles): 1269
Cabin: Economy	Terminal: Not Available	Terminal: SOUTH TERMINAL	Stop(s): 0
Status: Confirmed			Meals: Refreshment for Purchase
			Notes: SEATING IS RESERVED FOR APRT CHKIN ON DELTA AIR LINES

Passenger Name:
» DOLAN/RILEY MARIE

Seats:
Check-In Required

DEPARTURE: **FRIDAY 11 SEP** Please verify flight times prior to departure

DELTA AIR LINES INC DL 2365	ATL ATLANTA, GA	CVG CINCINNATI, OH	Aircraft: BOEING 737-800 JET
Duration: 1hr(s) 25min(s)	Departing At: 5:45pm	Arriving At: 7:10pm	Distance (in Miles): 373
Cabin: Economy	Terminal: SOUTH TERMINAL	Terminal: Not Available	Stop(s): 0
Status: Confirmed			Notes: SEATING IS RESERVED FOR APRT CHKIN ON DELTA AIR LINES

Passenger Name:
» DOLAN/RILEY MARIE

Seats:
Check-In Required

OTHER: **THURSDAY 10 DEC**

OTHER	CVG CINCINNATI, OH
Status: Confirmed	Information: HAVE A SAFE TRIP

Notes

800-354-4514/AAA CORPORATE TRAVEL ASSISTANCE IS AVAILABLE 24 HRS EVERY DAY. VISIT OUR WEBSITE AT WWW.AAACORPORATETRAVEL.COM
A GOVERNMENT ISSUED PHOTO ID IS REQUIRED. THE NAME ON YOUR TKT MUST MATCH YOUR PHOTO ID. ALLOW 2 HRS FOR AIRPORT CHECK-IN ON ALL FLIGHTS.
IMPORTANT - MANY NON-REFUNDABLE TICKETS HAVE NO VALUE IF NOT CANCELLED BEFORE THE SCHEDULED TIME OF DEPARTURE. AIRLINE AND AGENCY REISSUE FEES APPLY.
****
HAZARDOUS MATERIALS-FEDERAL LAW PROHIBITS THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS. NON-COMPLIANCE CAN RESULT IN A FINE. FOR ADDITIONAL INFORMATION CONTACT THE AIRLINE OR VISIT WWW.TSA.GOV/TRAVEL/SECURITY-SCREENING/WHATCANIBRING/ALL
****
TICKET IS NON-REFUNDABLE AND ANY CHANGES ARE SUBJECT TO A PENALTY

CORPORATE TRAVEL

AAA Corporate Travel
Agency Address: 15 W Central Pkwy Cincinnati, OH 45202
Phone: 513-762-3200

Electronic Invoice

Prepared For:
DOLAN/RILEY MARIE

SALES PERSON	KL
INVOICE NUMBER	4178936
INVOICE ISSUE DATE	11 Feb 2020
RECORD LOCATOR	YWSDWE
CUSTOMER NUMBER	0123510000

Client Address
FRONTIER TECHNOLOGY
4141 COLONEL GLENN HWY
STE 140
BEAVERCREEK OH 45431
US

DATE: Mon, Sep 07

Flight: DELTA AIR LINES INC 1835

From	CINCINNATI, OH	Departs	9:30am
To	MINNEAPOLIS ST PL, MN	Arrives	10:28am
		Arrival Terminal	1
Duration	1hr(s) 58min(s)	Cabin	Economy
Type	BOEING 737-800 JET	Meal	
Stop(s)	Non Stop		
Notes	SEATING IS RESERVED FOR APRT CHKIN ON DELTA AIR LINES		

DATE: Mon, Sep 07

Flight: DELTA AIR LINES INC 1522

From	MINNEAPOLIS ST PL, MN	Departs	11:15am
To	ALBUQUERQUE, NM	Arrives	12:57pm
Departure Terminal	1		
Duration	2hr(s) 42min(s)	Cabin	Economy
Type	AIRBUS INDUSTRIE A320 JET	Meal	Refreshment for Purchase
Stop(s)	Non Stop		
Notes	SEATING IS RESERVED FOR APRT CHKIN ON DELTA AIR LINES		

DATE: Fri, Sep 11

Flight: DELTA AIR LINES INC 1041

From	ALBUQUERQUE, NM	Departs	11:48am
To	ATLANTA, GA	Arrives	4:50pm
		Arrival Terminal	S
Duration	3hr(s) 2min(s)	Cabin	Economy
Type	AIRBUS INDUSTRIE A321 JET	Meal	Refreshment for Purchase

Stop(s)	Non Stop
Notes	SEATING IS RESERVED FOR APRT CHKIN ON DELTAAIR LINES

DATE: Fri, Sep 11

Flight: DELTA AIR LINES INC 2365

From	ATLANTA, GA	Departs	5:45pm
To	CINCINNATI, OH	Arrives	7:10pm
Departure Terminal	S		
Duration	1hr(s) 25min(s)	Cabin	Economy
Type	BOEING 737-800 JET	Meal	
Stop(s)	Non Stop		
Notes	SEATING IS RESERVED FOR APRT CHKIN ON DELTAAIR LINES		

DATE: Thu, Dec 10

Others

CINCINNATI
HAVE A SAFE TRIP

Ticket Information

Ticket Number	DL 7500728469	**Passenger**	DOLAN RILEY MARIE	USD	560.40
				SubTotal	USD 560.40
				Total Amount Due	USD 560.40

ITINERARY NOTES:
800-354-4514/AAA CORPORATE TRAVEL ASSISTANCE IS AVAILABLE 24
HRS EVERY DAY. VISIT OUR WEBSITE AT WWW.AAACORPORATETRAVEL.COM
A GOVERNMENT ISSUED PHOTO ID IS REQUIRED. THE NAME ON YOUR TKT
MUST MATCH YOUR PHOTO ID. ALLOW 2 HRS FOR AIRPORT CHECK-IN
ON ALL FLIGHTS.
IMPORTANT - MANY NON-REFUNDABLE TICKETS HAVE NO VALUE IF NOT
CANCELLED BEFORE THE SCHEDULED TIME OF DEPARTURE. AIRLINE
AND AGENCY REISSUE FEES APPLY.
****
HAZARDOUS MATERIALS-FEDERAL LAW PROHIBITS THE CARRIAGE OF
CERTAIN HAZARDOUS MATERIALS. NON-COMPLIANCE CAN RESULT IN A
FINE. FOR ADDITIONAL INFORMATION CONTACT THE AIRLINE OR
VISIT WWW.TSA.GOV/TRAVEL/SECURITY-SCREENING/WHATCANIBRING/ALL
****
**
TICKET IS NON-REFUNDABLE AND ANY CHANGES ARE SUBJECT TO A PENALTY
CHANGE FEE AND A HIGHER FARE.

INVOICE NOTES:
*****FARE BREAKDOWN*****
AIRFARE 465.11
U.S. TRANSPORTATION TAX 34.88
U.S. FLIGHT SEGMENT TAX 17.20
SEP 11 SECURITY FEE 11. 20
US PASSENGER FACILITY CHARGE 18.00
PER PERSON TOTAL 546.39
*****END OF FARE BREAKDOWN*****

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.

Your travel arranger provides the information contained in this document. If you have any questions about the content, please contact your travel arranger. For Credit Card Service fees, please see eTicket receipt for total charges.

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Name	Modified	Modified By	Check In Com...
AAA CTS Fare Savings Codes.docx	February 28	Gustin Jenny	
AIR FORMATS.docx	February 28	Gustin Jenny	
AIRLINE SEATS.docx	September 26, 2011	System Account	
Country Codes for Secure Flight.d...	October 29, 2010	System Account	
EXTRA SEATS.docx	August 21, 2014	System Account	Added link to Southwest s
INFANT PNR.docx	February 24, 2010	Dolan Barp	Updated Delta's policy ne

Booking Builder

See all

New · Upload · Quick edit · Sync · Export to Excel · All Documents

Name	Modified	Modified By	Check In Com...
Booking builder [redacted]dsx	May 21	Dolan Barp	

Quick links

Ask Travel

Note, our management team is responsible for minimum of 2 monitors a month per agent, scoring minimum of 4.25 or higher out of 5.0 system. All calls are recorded for manager and agent review. (Recorded calls are not shared with customers).

PNC BANK

January 14, 2020

AAA Club Alliance, Inc.
One River Place
Wilmington, DE 19801

To Whom it May Concern:

As of the date of this letter, PNC Bank, N.A. provides AAA Club Alliance, Inc. with a Revolving Line of Credit, Term Loan facility, and Treasury Management services. AAA Club Alliance has been a tremendous client during their history with the Bank (10+ years) and has always been in good standing. If you need additional information, please do not hesitate to contact me.

Sincerely,

Bryan Flory
Vice President
PNC Bank, N.A
215-585-4935

AAA Club Alliance, Inc. 1 River Place Wilmington, DE 19801 302-299-4000

The following information is being supplied to assist in your credit verification of our organization.

Dunn & Bradstreet No. 04452-0435 **Federal EIN No. 23-0758010**

State Sales & Use Tax Accounts

Indiana	0136853005-001	Kentucky	000307272
Maryland	05645859	New Jersey	230-758-010/000
Ohio	89-030886	Pennsylvania	51-01491-4
Virginia	10-540129760F-001	West Virginia	2209-8740

Purchasing Contact:
Frank DiMatteo
Director, Facilities and Procurement Services
Phone: 302-299-4330
Fax: 302-230-2750

Officers:
Thomas Wiedemann, President and CEO
Michael Sumsky, CAO
Cathleen Ovchar, CFO

Bank Credit Reference:
PNC Bank
1600 Market Street
Philadelphia, PA 19107
Fax: 215-749-6191 (Fax Requests Only)
(Bank Reference Letter Attached)

Accounts Payable Manager
Audry Hughes 302-299-4255
ahughes@aaamidatlantic.com

Supplier References:

Dupli Envelope
2533 Yellow Springs Road
Malvern, PA 19335
Phone: 610-644-4188 Ext. 230
Fax: 610-644-0628
Contact: Tom Booth

Fuelman Fleet Program
PO Box 923928
Norcross, GA 30010
Contact: Credit Department
Phone: 800-553-5131
Account: FQ584

Bridgestone Americas
200 4th Avenue South, Suite 100
PO Box 140990
Nashville, TN 37201
Phone: 888-709-8023
Fax: 855-389-3463

Genuine Parts Company-NAPA Auto Parts
2999 Wildwood Parkway
Atlanta, GA 30339
Contact: Bob Hesse, Strategic Accounts Manager
Phone: 678-934-5036

CORPORATE TRAVEL

Attachment H - Executive Summary Prepared for
Virginia Polytechnic Institute and State University
August 27, 2020

For over a decade, Martin Travel, a wholly owned subsidiary of AAA Club Alliance, partnered with AAA Corporate Travel to provide travel management services to the faculty and staff at Virginia Tech. The relationship has allowed Martin Travel and AAA to provide your employees with consistent travel support, guidance and expertise at every turn. And up until 2018, Martin Travel also supported the travel coordination for various teams, fans, and alumni.

This relationship also allowed Martin Travel the opportunity for brand exposure to Hokie fans, students, alumni, faculty, and staff through various marketing efforts with Virginia Tech's football and basketball programs. Martin Travel was also able to provide road travel packages to Hokie fans for away games and tournaments. Our on-going commitment to this partnership and the University's mission is demonstrated through our current three year sponsorship valued at over $500,000.

Following multiple system integrations and technology enhancements, AAA Corporate Travel is now positioned to expand the service offerings to Virginia Tech which will result in heightening the traveler experience and reducing overall operating expenses.

Our value proposition allows Virginia Tech associates to receive the exceptional customer service they have experienced throughout our partnership. The agent team remains intact and conveniently located in close proximity to the main campus with a AAA staffed after-hours desk to support emergency and last minute requests. Kelly Fitzgerald will continue to serve as your Relationship Manager, and together with AAA Account Manager Oneal Wiggins, will drive the continued success of our partnership through consistent and strategic engagement with the Virginia Tech travel program owners including:

- A measurable Project Scope and Timeline
- Annual business review to outline and measure program goals
- Comprehensive account reviews including ROI
- Leadership alignment
- Annual policy and best practices review
- Vendor negotiation assistance
- Assistance with managing point of sale discounts and other loyalty programs
- Quarterly review of new and enhanced technologies
- Traveler satisfaction surveys
- Program benchmarking
- Annual on-line booking tool audit

The financial strength of AAA Club Alliance, combined with a diverse portfolio of business lines, allows our organization to continually and sensibly invest in enhanced technologies and workflows to compliment the Virginia Tech travel program including:

- On-line booking tool integrations
- Automated Risk Management solution
- Virtual and contactless payment options
- Mobile apps
- Lodging aggregator
- Hotel RFP software
- Post ticketing low fare finder (air)
- Post confirmation low rate finder (hotels)
- Meeting registration and content hub
- Flight disruption notifications
- Actionable data analytics dashboard
- Automated quality control checks

As the selection phase of your RFP advances, we look forward to discussing these technologies in detail and demonstrating those of most interest to the Virginia Tech travel program.

When an organization chooses to partner with AAA Corporate Travel, they will gain a true partner who recognizes the symbiotic importance in which both your people and your organization fits and functions together. The organizations we partner with know that every decision they make, and every partner they choose reflects their culture, reputation and commitment to their people and their business. We are one of the most trusted brands in the world for a reason, because we earn it every day by being more than a great travel management company, but by working and acting as a true extension of your commitment to your people and your organization.

From providing the tools and technologies you need to simplify travel, to analyzing and optimizing every step in the process, we find innovative ways to reduce your total spend. Our care for your faculty and staff will continue as will our deep level of concern and dedication for their comfort, care and safety. And we will continue to craft our services around your corporate culture, values and existing policies and procedures.

This is what it truly means to be a true partner: invest in our relationship, take charge, anticipate your needs and provide a reliable network of support, guidance, expertise and care that you can count on, not just when things go wrong, but to make all things right. You can continue to rely on us; the most trusted name in travel for over 100 years.

Negotiation Questions

1. As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts portal. Is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal. There is no information that could be harmful.

2. Are there any additional financial or value-added incentives you would like to offer at this time? Currently offering service fee rebate, AAA memberships, and Multi-year marketing agreement. No additional incentives at this time.

3. Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity? Yes

4. End of Contract Service Transition Expectations**:** If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperative fully in a successful transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process. We will be more than willing to provide the necessary information needed and will give our guidance and assistance when needed. No special requirements needed.

5. Do you agree that the initial contract period shall be three (3) years? Yes

6. Upon completion of the initial contract period, do you agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for one (1) two year period, under the terms of the current contact? Yes

7. If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less? Yes

8. If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal year? Yes.

9. Will you agree to participate in the Wells One AP Control Payment System? Yes, currently when direct bill is applied, ACH payments are sent and VT's current account manager, Oneal Wiggins, has provided VT with the information.

10. Please identify the highest-level executive in your organization that is aware of this solicitation. Describe that person's commitment to assuring the highest quality service to Virginia Tech if your organization is awarded a contract. Lynn Miller,

President, Eastern Region. Mr. Miller is committed to providing the highest quality of service to Virginia Tech and understands the importance of Virginia Tech to AAA CT. Mr. Miller conducts monthly calls with corporate travel leadership reviewing account production and overall satisfaction.

11. Please describe your quickest turn-around time if emergency services are needed. We operate 24 hours a day, 7 days a week, 365 days a year. AAA CT has travel advisors located in all time zones, and never outsourced. We are open 24 hours every day.

12. Are you willing to contact departments on a monthly basis to address service issues? Yes

13. Will you be able to handle increased volumes of business and/or provide service to additional departments during the course of the contract? Yes

14. How soon after contract award can you begin providing services? Immediately

15. Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP? Yes

16. Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company? Agree and understand.

17. Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees? Yes

18. Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 0061265 shall govern the contract if a contract is awarded to your company? Yes

19. For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

Trish Knighton [redacted]
Kelly Spencer [redacted]

20. Please confirm that you are willing to negotiate to add Online Booking Tool services at a future date. Yes