

	<u>Direct Model</u>	
	Domestic Cost Per Transaction	International Cost Per Transaction
Online Booking (unassisted)		
Airfare/hotel/rental car	\$4.00	\$4.00
Hotel and/or Rental Car Only	\$0.00	\$0.00
Exchanges (Airline ticket reissues)	\$4.00	\$4.00
VOIDS or Cancellations and Refunds	\$0.00	\$0.00
Online Booking (Agent Assist)		
Airfare/Hotel/Rental Car	\$7.00	\$7.00
Hotel and/or Rental Car Only	\$0.00	\$0.00
Exchanges (Airline ticket reissues)	\$7.00	\$7.00
VOIDS or Cancellations and Refunds	\$0.00	\$0.00
Full-Service		
Airfare/Hotel/Rental Car	\$17.00	\$17.00
Hotel and/or Rental Car Only	\$0.00	\$0.00
Exchanges (Airline ticket reissues)	\$17.00	\$17.00
VOIDS or Cancellations and Refunds	\$0.00	\$0.00
Group Travel		
Airfare/Hotel/Rental Car (Agent Booked)	\$17.00	\$17.00
Hotel and/or Rental Car Only	\$0.00	\$0.00
Name Change (Airline ticket reissued)	\$17.00	\$17.00
Exchanges (Airline ticket reissues)	\$17.00	\$17.00
VOIDS or Cancellations and Refunds	\$0.00	\$0.00
After Hours		
Call w/o Ticketing	\$20.00	\$20.00
Call w/Ticketing	\$20.00	\$20.00
Exchanges (Airline ticket reissues)	\$20.00	\$20.00
VOIDS or Cancellations	\$20.00	\$20.00
Additional Services		
Financial Incentives		

Definitions

Direct Model – Agent shall provide ticketing fulfillment and support related to Concur Travel which is capable of securing air, hotel, car rental, rail, and other travel related reservations.

Transaction – Transaction includes the following: Airline Reporting Corporation (ARC) accountable airline transactions, non-ARC airline transactions, and rail transactions issued, exchanged, or refunded.

Unassisted Transaction – A transaction created utilizing the online tool (Concur - Travel) which pass all quality control and ticketing routines that are auto-ticketed or confirmed with Travel Agent intervention.

Assisted Transaction – A transaction created utilizing the online tool (Concur - Travel) that includes an airline segment which requires Travel Agent assistance to pass all quality control and ticketing routines to issue tickets.

Full Service – A transaction that includes an airline segment and involves an inbound phone call, electronic mail, facsimile, or personal visit from a traveler.