## World Travel Service

Voids or Cancellations and Refunds  After Hours  Call w/o Ticketing  Call w/Ticketing  Call w/Ticketing  Exchanges (Airline ticket reissues)  Voids or Cancellations  Additional Services  \$0.00 \$0.00  \$20.00  \$20.00  \$20.00  \$20.00			
Domestic Cost Per   Transaction			
Transaction   Transaction   Transaction			
Online Booking (unassisted)         \$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           Exchanges (Airline ticket reissues)           Hotel and/or 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         \$17.00         \$17.00           Airfare/Hotel/Rental Car (Agent Booked)         \$17.00         \$17.00           Hotel and/or Rental Car Only         \$0.00         \$0.00           Name Change (Airline ticket reissues)         \$17.00         \$17.00           Voids or Cancellations and Ref			
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\$4.00		· ·	•
Voids or Cancellations and Refunds         \$0.00         \$0.00           Online Booking (Agent Assist)         \$7.00         \$7.00           Hotel and/or Rental Car         \$7.00         \$0.00           Exchanges (Airline ticket reissues)         \$7.00         \$7.00           Voids or Cancellations and Refunds         \$0.00         \$0.00           Full-Service         \$17.00         \$17.00           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         \$17.00         \$17.00           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)         \$0.00         \$0.00           After Hours         \$0.00         \$0.00           Call w/o Ticketing         \$20.00         \$20.00           Exchanges (Airline ticket reissues)         \$20.00         \$20.00           Voids or C	•	· '	·
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       \$17.00       \$17.00         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       \$20.00       \$20.00         Call w/o Ticketing       \$20.00       \$20.00         Exchanges (Airline ticket reissues)       \$20.00       \$20.00         Voids or Cancellations       \$20.00       \$2	,	· '	·
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Voids or Cancellations and Refunds         \$0.00         \$0.00           Full-Service         \$17.00         \$17.00           Airfare/Hotel/Rental Car         \$17.00         \$0.00           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         \$17.00         \$17.00           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)         \$0.00         \$0.00           Voids or Cancellations and Refunds         \$0.00         \$20.00           After Hours         \$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         \$20.00         \$20.00	•	· ·	•
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Hotel and/or Rental Car Only  Exchanges (Airline ticket reissues)  Voids or Cancellations and Refunds  Group Travel  Airfare/Hotel/Rental Car (Agent Booked)  Hotel and/or Rental Car Only  Name Change (Airline ticket reissued)  Exchanges (Airline ticket reissued)  Exchanges (Airline ticket reissues)  Voids or Cancellations and Refunds  After Hours  Call w/o Ticketing  Exchanges (Airline ticket reissues)  Salou  S		647.00	Å17.00
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Airfare/Hotel/Rental Car (Agent Booked)  Hotel and/or Rental Car Only  Name Change (Airline ticket reissued)  Exchanges (Airline ticket reissues)  Voids or Cancellations and Refunds  After Hours  Call w/o Ticketing  Call w/Ticketing  Exchanges (Airline ticket reissues)  Voids or Cancellations  After Hours  Call w/Ticketing  Exchanges (Airline ticket reissues)  Voids or Cancellations  Additional Services		\$0.00	\$0.00
Hotel and/or Rental Car Only Name Change (Airline ticket reissued) Exchanges (Airline ticket reissues) Voids or Cancellations and Refunds After Hours Call w/o Ticketing Call w/Ticketing Exchanges (Airline ticket reissues) Voids or Cancellations Summary S	•		
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Exchanges (Airline ticket reissues)  Voids or Cancellations and Refunds  After Hours  Call w/o Ticketing  Call w/Ticketing  Exchanges (Airline ticket reissues)  Voids or Cancellations  Additional Services  \$17.00 \$17.00 \$20.00 \$20.00 \$20.00 \$20.00 \$20.00 \$20.00 \$20.00 \$20.00	•	\$0.00	\$0.00
Voids or Cancellations and Refunds  After Hours  Call w/o Ticketing  Call w/Ticketing  Call w/Ticketing  Exchanges (Airline ticket reissues)  Voids or Cancellations  Additional Services  \$0.00 \$0.00  \$20.00  \$20.00  \$20.00  \$20.00	Name Change (Airline ticket reissued)	\$17.00	\$17.00
After Hours       \$20.00       \$20.00         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       \$20.00       \$20.00	Exchanges (Airline ticket reissues)	\$17.00	\$17.00
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       \$20.00       \$20.00	Voids or Cancellations and Refunds	\$0.00	\$0.00
Call w/Ticketing \$20.00 \$20.00 Exchanges (Airline ticket reissues) \$20.00 \$20.00 Voids or Cancellations \$20.00 \$20.00 Additional Services	After Hours		
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Voids or Cancellations \$20.00 \$20.00  Additional Services	Call w/Ticketing	\$20.00	\$20.00
Additional Services	Exchanges (Airline ticket reissues)	\$20.00	\$20.00
Additional Services	Voids or Cancellations	\$20.00	\$20.00
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rinanciai incentives	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.