QUOTATION # 10108T

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TRAVEL AGENCY INFORMATION FOR CITY OF FORT LAUDERDALE

Agency Name: Universal Travel /American Express Prepared by: Sue Ann Slater

Address: 1425C SE 17th St., Ft. Lauderdale, FL 33316 Telephone: 954-525-5000

Does your agency offer the following?

1. **Self service, Online Booking tools**
   Describe (How to use it, features, search tools, interface, customer support assistance, "trouble shooting" etc.) Universal Travel uses the ResX Online Booking Tool by TRX and offers a suite of self service tools. Features include self booking tool, auto-ticketing, trip synchronization, online reporting, ResX Mobile, profile and data solutions, and custom connect. Application offers user friendly, web-based interface. Universal Travel offers customer support and trouble shooting assistance Monday-Friday, 830am-530pm.

   Ticket Delivery? Yes via electronic ticket delivery. Courier service or express mail is used for paper tickets.

   Are we able to maintain and enforce City travel policy? - How

   Universal Travel maintains the corporate travel policy for the City of Ft. Lauderdale in a Company Travel Profile located in our Sabre system which is accessible by all agents. Agent aids with enforcement of policy with every booking. If an employee reservation is non compliant, then agent will call or email Department Director or Senior Procurement Specialist or if necessary Purchasing Manager / Contract Coordinator for authorization. Additionally, travel management reports are issued to the City of Ft. Lauderdale with policy compliance or out of policy remarks, and fare savings codes.

FEE FOR ON-LINE SELF SERVE SYSTEM $15.00

_____ / _____

2. **Full Service Travel agency services**
   (Describe services offered)

   Universal Travel American Express offers full service business, leisure, group and meeting travel services. Our staff handles all details of air, car and hotel travel arrangements, American Express travelers and gift cheques, foreign currency services and card member financial services. Vendor negotiations, management information, consulting services and interactive travel technology.

   Computerized airline reservations service YES

   Name the different systems that you utilize

   A. Sabre C. Internet

   B. Booking Builder D._____

b. complete handling of air and hotel YES

. insure maximum use of government, corporate and/or other special rates? YES

FEE FOR FULL SERVICE TRAVEL AGENCY SERVICES

City of Ft. Lauderdale negotiated contract fee
$26.00 for domestic air, including car and hotel reservations.

LIST ANY / ALL OTHER FEES

Emergency After Hours Service
City of Ft. Lauderdale negotiated contract fee $18.00 per call plus ticketing fee if applicable.

GENERAL

1	immediate confirmation of flights	YES
2.	Confidential reservations.	YES
3.	Notify customer of changes to itinerary within twenty-four hours	YES
4.	Toll-free 24 HR service/7 days a week	YES
	a. in your location, utilizing your agents	NO
	b. VIA an outside service: (name) Reservation Center	YES
5.	Telex/FAX service for clients	YES
6.	E-mail service for clients	YES
7.	Guaranteed hotel reservations	YES
8.	Advance boarding passes	YES
9.	Suggest alternate routings for maximized savings	YES
10.	Supply all documents forms	YES
11.	Travel documents include:	
	a. Complete airline itinerary	YES
	b. advance seat assignment information	YES
	c. Car rental information and confirmation number	YES
	d. hotel confirmations	YES
	includes hotel address	YES
	Includes hotel phone number	YES
12.	Ticket Delivery	
	a. scheduled	NO
	b. Emergency	YES
	c. Delivery receipts	YES
	d. Via agency courier	YES
	e. Via outside courier	YES

13. Customized billing

a. computerized billing	YES
what type: Email	
b. automated credit card reconciliation	YES
c. in-house accounting/reporting computer agency	YES

14. Management Reports

a. Monthly air activity report analysis by division, department, or any relevant Accounting code	YES
b. origin/destination flight report by city and airplane for analysis of company travel patterns	YES
c. Flights by class of service for monitoring travel policy	YES
d. discount air fare comparison, usage and exception report to monitor savings, adherence to policy and to verify agents guarantee of lowest available air fare	YES
e. hotel usage report to monitor adherence to policy and provide potential volume discount data	YES
f. car rental usage report to monitor adherence to policy and provide potential volume discount data	YES
g. expense report database listing all T & E Information	NO
h. T & E Audit reports for management of Travel inefficiencies	NO
i. validation report to show individual airline usage by volume	YES

15. Separate quality control functions

a. Quoted fares double checked by agent other than original reservationist For low fare accuracy	YES
b. dedicated special staff utilizing multiple reservation systems to eliminate bias and capture last minute fare changes and last seat availability.	NO
c. special designated agents for major clients	YES
d. all reservations reconfirmed	NO
e. agency evaluation survey by travelers	YES

22. Special service staff assigned to City

a. customer service representative YES

b. travel management consultants YES

23. Client orientation/training programs

a. new client orientation programs YES

b. cost-saving training tips for clients YES

c. ongoing in-house training presentations for travel planners and travelers YES

d. special transition team assigned for smooth start-ups YES

24. Personal Travel YES
a. separate billing available Via Credit cards YES

b. employee travel club discounts NO

25. Travel supplier discounts available (list 3 specific examples. Regarding your Negotiated rates; **do not list normal published discounts fares or rates – only Proprietary rates and fares)**

	City/city Pairs	**normal Negotiated Rate**	**corporate rate or Y fare**	**Effective % savings**
Travel suppliers				
Airline names				
Most airline discount contracts are negotiated directly with corporations based on volume.				
1. LAN Airlines	System wide	Discounted Net Airfares	Varies	Varies
2. Malaysian Airlines	System wide	Discounted Net Airfares	Varies	Varies
3. Martin Air	System wide	Discounted Net Airfares	Varies	Varies

Hotel properties or chains

1 Universal Travel offers American Express Worldwide Hotel Programs providing discounts and value added benefits at 24,000 leading hotels worldwide.

2. La Quinta Inn & Suites, Nationwide 15% discount

3. Comfort Suites, Fort Lauderdale, FL $ 74.00 / $129.00

26. Client newsletters, updates and publications — YES

Publications name	Purpose	Frequency
a. Business Travel Footnotes	Informational	Monthly
b. Travel News Flashes	Updates	As necessary

27. Special periodic client service bulletins for communicating savings opportunities — YES

28. Use special net non-commissionable rates negotiated by clients — YES

29. Special Services

a. traveler checks — YES

b. corporate rate hotel directory — YES

c. block space hotel program — YES

d. preferred rate hotel program — YES

e. special vendor promotions — YES

f. frequent flyer tracking — NO

- End of Section –

Universal Travel /American Express

Authorized Signature:

Sue Ann Slater

Title: GENERAL MANAGER

Date: 8-29-2008