Category	Cost Per Transaction	Cost Per Transaction
Concur Online Booking (Unassisted)		
Airfare with Hotel/Vehicle	$5.00	$5.00
Hotel and/or Vehicle Only	$5.00	$5.00
Rail Reservation Only	$5.00	$5.00
Exchanges	$5.00	$5.00

Category	Cost Per Transaction	Cost Per Transaction
Voids or Cancellations and Refunds	$0.00	$0.00
Online Booking (Agent Assisted)		
Airfare with Hotel/Vehicle	$28.00	$30.00
Hotel and/or Vehicle Only	$10.00	$10.00
Rail Reservation Only	$28.00	$30.00
Exchanges	$28.00	$30.00
Voids or Cancellations and Refunds	$0.00	$0.00
Full-Service Reservation		
Airfare with Hotel/Vehicle (Agent Booked)	$28.00	$30.00
Hotel and/or Vehicle Only	$10.00	$10.00
Rail Reservation Only	$28.00	$30.00
Exchanges	$28.00	$30.00
Voids or Cancellations and Refunds	$0.00	$0.00
Group Travel		
Airfare with Hotel/Vehicle (Agent Booked)	$30.00	$35.00
Hotel and/or Vehicle Only	$10.00	$10.00
Rail Reservation Only	$30.00	$35.00
Charter or Group Ground Transportation	5% of cost	5% of cost
Name Change	$25.00	$25.00
Exchanges	$30.00	$35.00
Voids or Cancellations and Refunds	$0.00	$0.00
After Hours		
Call without Ticketing	$25.00	$25.00
Call with Ticketing	$35.00	$35.00
Exchanges	$35.00	$35.00
Voids or Cancellations and Refunds	$25.00	$25.00

Additional Service Fees	Cost Per Service
Annual Account Management Fee	$0.00
Managed Standard Reporting Fee	$0.00
Custom Reporting Fee (per report)	$350 per hour
Unused Ticket Tracking and Management Fee	$0.00
Passport Assistance Fee	At cost
Visa Assistance Fee	At cost
Optional Technology Fee (Proprietary Software)	TBD - Per scope of work
Optional Technology Fee (SaaS)	TBD - Per scope of work