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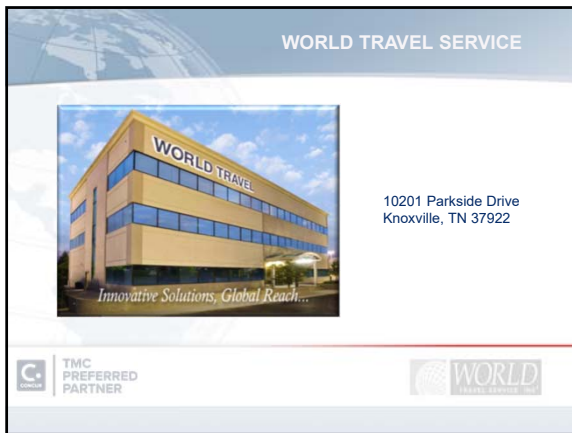
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### WORLD TRAVEL SERVICE


**Travel Assistance**

**UNIVERSITY TRAVEL CENTER**  
(877) 210-5189 or (865) 777-1650  
8:00am to 6:00pm ET (Monday thru Friday)

**Concur Travel Technical Support**  
Call (877) 210-5189 or email [online@worldtrav.com](mailto:online@worldtrav.com)  
8:00am to 5:00pm ET (Monday thru Friday)

**Emergency After Hours Assistance**  
(877) 210-5189 Domestic  
(865) 777-1650 International (collect calls accepted)  
Refer to code: W-7CD

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### SERVICE FOCUSED

**High Level of Personal Service**

- Designated Travel Agent Team
- Account Manager
- Flat organizational structure
- Empowered employee policy
- Easy to work with



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### SUMMARY OF SERVICES

- Concur online booking tool
  - Ability to book 24/7
  - Mobile app
  - Profile management
  - Vendor discounts
  - Ability to direct bill
  - Reduced service fee
  - Unused ticket management
- Dedicated travel team
  - Airline incentive programs
  - Assistance with seat assignments
  - Priority boarding
  - Flight Stats
  - Low fare audit
  - Hotel rate audit
  - Duty of Care
  - Group, Meetings & Incentives
  - Passport and Visa Services
- Emergency after-hours assistance
  - Available 24/7
  - Minimal hold times



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PREFERRED VENDORS

All 58 results	United	American Airlines	Delta
Preferred	Preferred	Preferred	Preferred
1 stop 58 results	461.75 1 results	706.54 10 results	509.54 47 results

2-4% discount off most domestic fares  
Net 3.7%

2-6% discount off most domestic fares  
Net 4.1%

2-9% discount off most domestic fares  
Net 4.6%

**Southwest**  
Corporate Travel

Southwest Promo-100% Rapid Rewards bonus on all tickets booked thru WTS

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PREFERRED VENDORS

All 18 results	Compact Car	Intermediate Car	Standard Car	Full size Car	Mini Van	Intermediate SUV	Standard SUV	Full Size SUV
Best Performance	35.56	33.44	35.20	35.20	45.46	44.47	44.47	46.77
Best Performance	35.56	33.44	35.20	35.20	45.46	44.47	44.47	-

Join Emerald club and enjoy benefits like, courtesy bypass, choose your own car, e-receipts and more.

Enterprise and National rates include insurance for business rentals.

Book National for one way rentals and avoid one way drop fees.

Enterprise and National extending great rates for personal rentals.

(Not to be used for business rentals originating from home base.)

\*Additional surcharges apply in some cities.

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PREFERRED VENDORS

PLEASE NOTE  
Per UT policy, please book within the government lodging per diem rate. For per diem reference, click the link below  
[Govt Per Diem](#)

Please note when booking Government hotel rates the hotel may request a Government ID at check in.

<https://www.gsa.gov/travel/plan-book/per-diem-rates>

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### PREFERRED VENDORS

- 1. Hilton Knoxville Airport**  
2001 Alcoa Hwy, Alcoa, TN 37511 Map it  
\$103  
9.8 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 2. Holiday Inn Knoxville Oshkoshville Fair Pl**  
525 Oshkosh Dr, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 3. Hilton Knoxville**  
501 W Church Ave, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 4. Cozette Place Knoxville**  
401 W Summit St, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)

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### PREFERRED VENDORS

- 1. The Road House Historic Inn & Suites**  
827 Broad St, Chattanooga, TN 37402 Map it  
\$103  
9.8 (8) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 2. Chattanooga Marriott at the Conv Ctr**  
Two Center Plaza, Chattanooga, TN 37402 Map it  
\$103  
9.2 miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 3. The Chattanooga**  
1201 S Broad St, Chattanooga, TN 37402 Map it  
\$103  
9.3 (4) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)

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### PREFERRED VENDORS

Check-in: MON, APR 16 - Check-out: TUE, APR 17

Check Search

- 1. Hilton Knoxville Airport**  
2001 Alcoa Hwy, Alcoa, TN 37511 Map it  
\$103  
9.8 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 2. Hilton Oshkoshville/Knoxville Suites**  
525 Oshkosh Dr, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 3. Embassy Suites by Hilton Knoxville**  
501 W Church Ave, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 4. Hilton Knoxville**  
501 W Church Ave, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 5. Cozette Place Knoxville**  
401 W Summit St, Knoxville, TN 37902 Map it  
\$100  
9.1 (2) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)
- 6. Doubletree Hotel Murfreesboro**  
900 1st St, Murfreesboro, TN 37130 Map it  
\$111  
1.4 (1) miles ★★★★★  
Preferred Hotel for University of Tennessee  
[View Rooms](#) [Hotel Details](#)

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### PREFERRED VENDORS

**Top Summary**  
Select a Hotel  
Check-in: Tue, 07/24/2018  
Check-out: Wed, 07/25/2018  
Flexible Trip

**PLEASE NOTE**  
The IF policy please book within the government budget per their site. For per diem reference, click the link below  
Hotel Per Diem

Please note when booking Government hotel rates the hotel may request a Government ID at check in

CHECK-IN: TUE, JUL 24 - CHECK-OUT: WED, JUL 25  
Show Map - Hotel Details

Hotel Name: Search | Filter By: Policy - Most Compact | Showing: 30 out of 100 results | Per Diem: 1,234.56 | 100

- 1. Doubletree by Hilton Washington DC**  
300 Army Navy Drive Arlington, VA 22202-4397 Map 9  
4.2/5 miles | 4.5 | [View Details](#)
- 2. Capital Hilton**  
1001 15th St NW Washington, DC 20004 Map 9  
4.2/5 miles | 4.5 | [View Details](#)

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### AIRLINE PROGRAMS

Service Recovery and Company Incentive Bonus Programs

Name changes | Seat assignments

Waived advance purchase | Change fee waivers


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### GUARANTEED LOWEST FARE

 Low Fare Guarantee

With respect to domestic U.S. fares, if a client traveler finds an available online airfare lower than the lowest airfare offered by World Travel Service, we will match that airfare or pay the difference between that airfare and the lowest airfare offered by World Travel Service. The client must provide written and verifiable documentation that a lower online airfare is available for the same routing as the lowest airfare offered by World Travel Service. The airfare must be the same class of service and available at the rate posted. The online airfare and our fare must be quoted on the same day.

Consolidator and tickets offered through auction websites (such as priceline.com and hotwire.com) or other agency sites are excluded from the price match guarantee. World Travel Service, Inc. reserves the right to cancel, modify or otherwise change this price match guarantee at any time, upon notice.

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### R2A (TripBAM) Hotel Savings



Our QC system parses out reservations and drops them into the R2A system

Our system can check for a lower rate at the hotel already confirmed, or within a predefined "cluster" of hotels

The powerful engine evaluates hotel rates and filters out rate types that aren't applicable to corporate travel

**Average savings per offer \$33-cost to your company \$10-net savings \$23 per accepted offer!**

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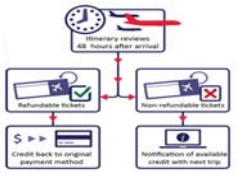
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### UNUSED AIRLINE TICKETS

- Automated Check
- Application Management
- Daily Audit
- 60 Day Notice



Primary reviews 48 hours after arrival

Refundable tickets

Non-refundable tickets

Credit back to original payment method

Notification of available credit with next trip

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### MEETINGS ASSISTANCE

- Site Selection
- Budget Development
- Logo and Theme Development
- Vendor Negotiation
- Onsite Management
- Program Event Management
- Electronic Registration and Reporting
- Ground Transportation
- Post Event Reconciliation

Completely Scalable



LIAISONS meetings & incentives

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**TRAVEL MANAGEMENT REPORTING**

- Financial Transparency
- Detailed Spend Data & Metrics
- Over 3,000 Standard Reports
- Visibility and Control
- Trending Intelligence

**UT spend systemwide by product type**  
Jan-Dec 2017 compared to Jan-Dec 2016 in USD

	Jan-Dec 2017		Jan-Dec 2016	
	Spend	Activity	Spend	Activity
Air	5,682,811	9,874	5,299,506	10,276
Hotel	3,236,716	7,599	3,038,137	6,517
Car	227,530	6,384	215,455	5,953
Rail	108	1	5,578	17
<b>Totals</b>	<b>9,148,165</b>	<b>24,058</b>	<b>8,558,676</b>	<b>22,763</b>

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**TRAVEL MANAGEMENT REPORTING**

**Days advance purchase - systemwide**  
71% of tickets were purchased 3-6 days in advance in Jan-Dec 2017 (compared to 71% in Jan-Dec 2016)

Days	Jan-Dec 2017 %	Jan-Dec 2016 %
0-2 Days	4%	4%
3-6 Days	9%	7%
7-13 Days	12%	12%
14-20 Days	13%	13%
21+ Days	63%	63%

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**TRAVEL MANAGEMENT REPORTING**

**Online adoption-systemwide**  
North America - Jan-Dec 2017 in USD

Country	Air tickets	Air online %	Hotel online %	Car online %	Rail online %
United States	9,474	6%	9%	11%	0%

North America - Jan-Dec 2016 in USD

Country	Air tickets	Air online %	Hotel online %	Car online %	Rail online %
United States	10,240	1%	3%	2%	0%

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### PRICING

Fee Type	Fee
Full Service Agent Assist	\$17.00
Online Touchless	\$7.00
Hotels and/or Car Rental	\$0.00
*Emergency* Afterhours	\$0.00 per call

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### ADDITIONAL FEES

Voids	<b>\$0</b>
Cancellations	
Refunds	
Standard/Ad hoc Reporting	
Concur Assistance & Enhancements	
Account Management	
Soft Dollar Program	
Vendor Negotiation	

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CONCLUSION

**The Right Fit**

- Experience with Concur Travel & Expense
- Size and access to Resources
- Low Fare Guarantee
- Service and Stability
- Speed to Market
- Low Cost



*Innovative Solutions, Global Reach...*

 TMC PREFERRED PARTNER 

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WORLD TRAVEL SERVICE

<p><b>Travel Assistance</b></p> <p><b>Concur Travel Technical Support</b></p> <p><b>Emergency After Hours Assistance</b></p>	<p><b>UNIVERSITY TRAVEL CENTER</b> (877) 210-8199 or (865) 777-1680 8:00am to 6:00pm ET (Monday thru Friday)</p> <p>Call (877) 210-8199 or email <a href="mailto:online@worldtrav.com">online@worldtrav.com</a> 8:00am to 5:00pm ET (Monday thru Friday)</p> <p>(877) 210-8199 Domestic (865) 777-1680 International (collect calls accepted) Refer to code: W-7CD</p>
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**QUESTIONS**

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