



**CORPORATE TRAVEL MANAGEMENT SERVICE LEVEL AGREEMENT
(Herein after referred to as SLA)**

BETWEEN

.....

AND

**CONTRAVEL, A DIVISION OF CONCARGO (PTY) LTD
(Hereinafter referred to as CONTRAVEL)**

AGREEMENT PERIOD

From to

PREAMBLE

CONTRAVEL is committed to delivering with an all-encompassing customer-focused service of the highest standard. Your team of travel experts is dedicated to continuously measure and improve all their service levels in accordance with your travel policy. CONTRAVEL, through its joint venture partner, is IATA Registered.



This Service Level Agreement is our commitment to reflect our professional approach to your travellers by being specific, measurable and at the same time being realistic within the time frames required for all relevant details listed in this document.

PURPOSE

The purpose of this SLA is to formally document the expectations and requirements of the service to be provided by CONTRAVEL.

Service shall be understood to mean a business travel management facility with the objective of providing a cost effective and efficient service as listed in APPENDIX A: Scope of Work.

This SLA is to be used as the benchmark against which reviews and, as appropriate, modifications to the service provided by shall take place. The monthly measurements are defined in APPENDIX B: Requirements of Service.

The role of the Key Accounts Manager and measurements are listed in APPENDIX C: Monthly Key Accounts Manager Responsibilities and Tracking Mechanisms.

The frequency, responsibility and methods of measurement are listed in APPENDIX D: Performance Level Measurements.

This SLA shall be effective for the duration of the Travel Management Contract. Neither nor CONTRAVEL shall make any unilateral amendments to the SLA.

Signed by:
For

Date:

Signed by:
For CONTRAVEL

Date:



APPENDIX A

SCOPE OF SERVICE

The Service shall be a comprehensive business travel management service. The scope of the Service shall include, but not be limited to the following:

1. Availability
2. Air and Surface Transportation
3. Comprehensive Itineraries
4. Ticket Delivery
5. Hotels
6. Passport and Visa Processing
7. Management of Preferred Suppliers
8. Travel Management Reports
9. Risk Management
10. Staffing Plan/Training
11. Communication
12. Emergency Service
13. Administration and Accounting
14. Account Management
15. Point of Sale Quality Control
16. Customer Satisfaction & Management Response
17. Controlling Refunds
18. Performance Level Measurement
19. Compliance to Travel Policy



APPENDIX B

REQUIREMENTS OF THE SERVICE

SLA REQUIREMENTS & TRACKING MECHANISM (KPI's)	
<p>1. Availability</p> <ul style="list-style-type: none"> ➤ <u>CONTRAVEL</u> will be available for the accepting and processing of reservation and foreign exchange between the hours of 08H30 and 17H00 Monday to Friday. Outside of these times please refer to the section on emergency contact. 	
○ Goal 100%	○ Mechanism: Monthly Telephonic CSI & review meetings
<p>2. Air and Surface Transportation</p> <ul style="list-style-type: none"> ➤ <u>CONTRAVEL</u> shall: <ul style="list-style-type: none"> ○ check for conformance to policy ○ Supply 3 quotations for international travel requests ○ Supply two quotations for domestic travel requests ○ Make the traveller aware of all restrictions and conditions that may be applicable to fares. ➤ All offers will, in the first instance, be in accordance with preferred supplier policy and in line with the destinations detailed in the savings incentive as jointly agreed. ➤ In the event that a confirmation is not immediately available, a follow up call would be made to the travel organiser, or traveller, within 2 hours. Thereafter, further contact as agreed. ➤ On cancellation of any travel arrangements, <u>CONTRAVEL</u> will notify the relevant suppliers to avoid any penalties. Should there be any charges, these will be advised to the traveller/booker at the time of receipt. ➤ Airport meet and greet services for VIP travellers will be provided on request. 	
○ Goal 100%	○ Mechanism: Monthly Telephonic CSI & review meetings

3. Comprehensive Itinerates

- A quality check will be implemented on each and every booking and it is noted that all issued travel documentation will have a detailed itinerary
- Itineraries shall be provided with all air tickets. Additionally, itineraries shall be provided when
 - The surface arrangements are of a complex nature
 - Requested by the traveller
- The itinerary format shall consist of the following as a minimum:
 - Full flight schedules
 - Agents number
 - Hotel reservation details
 - Seat assignments where applicable
 - Emergency contact details
 - Visa / Passport requirements
 - Car Hire

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

4. Ticket Delivery

- Where possible all tickets will be delivered as e-tickets. Should a customer require a manual ticket instead of an e – ticket an increased fee will be levied. All tickets will be delivered 24 hours prior to departure unless alternative arrangements have been made, or bookings are made within 24 hours of departure.

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

5. Hotels

- CONTRAVEL shall reserve accommodation at either or CONTRAVEL preferred or corporate rates where available.
- Non - preferred hotels shall only be used when:
 - There is no availability at properties with whom a corporate rate exists
 - There is no preferred hotel supplier at the location
- Unless specifically requested to do so by the traveller, CONTRAVEL shall make hotel reservations on a pay on departure basis.
- On cancellation of any hotel arrangements, CONTRAVEL will notify the relevant suppliers to avoid any penalties. Should there be any charges, these will be advised to the traveller/booker at the time of receipt.
- CONTRAVEL will collate preferred rate information on behalf of and develop a full Hotel Programme. All relevant traveller or company information will be input into the central reservations system within the time frame agreed upon

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

6. Passport and Visa Processing

- Notification of any passport and visa requirements shall always be given at the time of booking.
- CONTRAVEL shall be responsible for the provision of all necessary forms and the processing of applications, which will be checked for accuracy and completeness upon receipt.
- Applications shall be processed within the required period, but CONTRAVEL cannot be held responsible for delays that are caused by circumstances beyond our control.
- A preferred external visa company will be appointed to process all visa applications at an agreed rate per visa.

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

7. Management of Preferred Suppliers

- CONTRAVEL shall be responsible for:
 - ◆ The maintenance of preferred supplier policy
 - ◆ Regularly reviewing all areas of expenditure and identifying where opportunities exist for
 - ◆ Supplier negotiations on behalf of
 - ◆ Ensuring the maximum usage of the service of preferred suppliers

○ **Goal 100%**

○ **Mechanism: Monthly Refund Report**

8. Travel management Reports

- TMR's are produced monthly and will be delivered via e-mail to by the 15th (**IF NEEDED**) of every month.
- CONTRAVEL will provide the following for
 - Monthly travel expenditure
 - Savings and exception report
 - Cost Centre spend report
 - Passenger spend report
- CONTRAVEL will support recommendations and report exceptions to travel policy, using the above reports as agreed.
- will provide an updated employee listing to CONTRAVEL when deemed necessary, identifying leavers, new employees and employees who have changed departments. CONTRAVEL shall ensure this information is updated by end of end of month.
- Each employee should be linked to a department and a cost centre, and the name and of the booker noted.

○ **Goal 100%**

○ **Mechanism: Monthly MIS**

9. Risk Management

- In the event of failure of normal operations from designated corporate hubs, essential services will be provided through CONTRAVEL's nearby in-house operation or nearest corporate hubs.
- Contact will be made giving relevant telephone numbers and regular updates given detailing the ongoing situation.
- All computer-generated information is backed up on a daily basis and stored off-site on a rotation basis.

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

10. Staffing Plan/Training

- A corporate travel team is provided for and will consist of high quality and experience:
- Provision is made for a Key Accounts Manager:
- has been allocated a dedicated telephone number to contact the travel team -
- Any increase in the number of Travel team will be made after consultation and mutual consent, taking into account the effect this will have on the financial agreement in place at the time.
- Training and development programmes for all staff will be assessed on an on-going basis, and all staff will be appraised on an annual basis

ESCALATION PROCESS ON DELAYED ENQUIRIES

In the event that a concern is not being attended to by either or AMEX, the following escalation process should be adhered to in order to ensure the necessary action is taken to rectify the situation:

CLIENT: _____

First Stage: NAME
Tel:
Mobile:

First Stage: NAME
TITLE:
Tel:

Second Stage: NAME:
Tel:
Mobile:

Second Stage: NAME
TITLE:
Mobile

Third Stage: NAME
Tel:
Mobile:

Third Stage : NAME
TITLE:
Mobile:

11. Communication

- Focus group meetings to be held quarterly including key users.
- Quarterly management meetings to be held including Travel Administrator, Financial Manager and CONTRAVEL Key Accounts Manager.
- Newsletter - mailed weekly to the Company.
- Workshops & breakfasts to be held every year including all key users.
- Various reviews will be held weekly/monthly/quarterly (See Appendix D).

○ Goal 100%	○ Mechanism: Monthly review meetings
<p>12. Emergency Service</p> <ul style="list-style-type: none"> ➤ Office hours are understood to be 08h30 – 17h00 Monday to Friday. ➤ Out of hour service: Sharecall: 0860 25 26 27 ➤ A comprehensive emergency service shall be provided outside of office hours to all travellers. Full details of this service are given with your tickets and itinerary. 	
○ Goal 100%	○ Mechanism: Monthly Telephonic CSI & review meetings
<p>13. Administration and Accounting</p> <ul style="list-style-type: none"> ➤ All air travel related documentation is to be settled for by 's lodge cards. <ul style="list-style-type: none"> ➤ Domestic air travel ➤ International air travel ➤ Car Hire ➤ Domestic Accommodation ➤ International Accommodation ➤ Forex ➤ <u>CONTRAVEL</u> will issue the following types of documentation against 's lodge cards: <ul style="list-style-type: none"> ➤ Air Tickets ➤ Airport taxes ➤ Visas ➤ Pre paid or bill back land Arrangements ➤ Top up insurance ➤ Miscellaneous payment documents – for collect at the airport ➤ Transfers 	

- Should a dispute be received for any given statement period the amount on dispute will be transferred to the query section of your credit card statement in order not to incur interest until such time as the dispute has been settled. If CONTRAVEL are not responsible for the monthly reconciliation of CONTCARGO account it is essential that CONTRAVEL be informed of any disputes that may have arisen as soon as possible
- All travel account queries will be dealt with upon receipt, acknowledgement of such query will be responded to within 48 hours and a weekly progress report issued until closure
- A refund will only be submitted upon receipt of all relevant documentation being received from traveller or relevant admin department.
- All documentation received back for refund will be responded to within 2 working days of receipt
- Documentation received back for refund will be entered into a refunds log in order to monitor the progress thereof, it is important to note that the refunding of money varies from supplier to supplier and CONTRAVEL, although not accountable for such refund, will be responsible for continuous follow up and correspondence. Please note that a refund takes between 1 and 6 months depending on the airline to be processed.
- The CONTRAVEL accounts division close off on the 1st working day of each month due to the airline billing process
- Please note that CONTRAVEL may not be held accountable for delayed supplier invoices, however regular contact between CONTRAVEL and preferred suppliers is carried out in order to speed up the billing process
- A bi-monthly / monthly / weekly schedule of all the previous two weeks' travel related transactions would be supplied to along with all the supporting documentation.
- will be provided with a detailed accounts statement by an agreed upon working day of every month
- CONTRAVEL nominates 'accounts person' as the credit controller responsible for Account agrees that in the event of CONTRAVEL being required to deposit a large sum of money to secure travel reservations on behalf of the company, will settle this amount earlier than the agreed terms of credit.

○ **Goal 100%**

○ **Mechanism: Monthly review meetings**

14. Account Management

- CONTRAVEL shall appoint a Key Accounts Manager, who is acceptable to to provide with a formal Account Management service.
- The responsibilities of the Key Accounts Manager are clearly defined in the role profile of the Account Manager, this forms part of the Key Accounts Managers performance criteria listed as APPENDIX C.

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

15. Point of Sale Quality Control

- Business Account Record (BARs) held on the Computer Reservation System (CRS)
- (CRS) to record policy and servicing details, to be reviewed every 6 months
- Passenger Account Record's (PAR's) held on the CRS to record traveller
- Nationality and personal preferences, to be reviewed every 6 months
- PAR's to be used by all agents when processing reservations
- All documentation subject to a final check prior to despatch
- Documents delivered in accordance with times agreed at the time of booking
- Documents despatched in terms of fixed delivery schedules, and delivery times

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

16. Satisfaction & Management Response

- All complaints addressed to CONTRAVEL acknowledged in writing within 24 hours of receipt
- Supplier service issues to be followed up within agreed time frame with
- Regular advice sent to to keep them informed of the progress
- Controlled customer satisfaction surveys conducted as agreed with

○ **Goal 100%**

○ **Mechanism: Monthly Telephonic CSI & review meetings**

17. Controlling refunds

- All refund applications processed within 2 days of receipt, any refunds received 5 days prior to month end, we commit to processing for refund, not crediting.
- In the event that the refund authorisation is required from the principal, the progress of the application will be monitored and chased
- Refunds log is to be kept for all-relevant documentation received for reconciliation purposes, various time frames apply and these vary in accordance with each individual supplier/airline.

○ **Goal 100%**

○ **Mechanism: Monthly Refund Log**

18. Performance Level Management

Turn around Times

- All telephonic or email messages will be acknowledged within 1 hour
- Complaints will be acknowledged on the day of receipt and entered into a complaints log.
- Follow up of complaints will be done within 48 hours of receipt.
- All direct flight travel queries will be answered within 24 hours
- Domestic quotations:
 - Immediate verbal quote
 - Written quote within 2 hours
 - Detailed itinerary within 2 hours
- International quotations:
 - Point to point quotations within 12 hours
 - Complicated routings quotations within 24 hours
- All package deal quotations within 48 hours of initial request
- Traveller profiles will be captured within 2 days of receipt

Documentation Requirements

- All relevant visa / health information will be advised in writing upon confirmation of the reservation
- CONTRAVEL will advise best options on emergency visas
- Visas will be applied for upon receipt of necessary supporting documentation and completed application form.

Reporting

- All declined fare saving options will be noted and reported monthly
- Advice on related travel insurance is available on request
- Should the reservations system at experience down time of more than 3 hours, CONTRAVEL nearest in-house or Corporate Hubs will provide for full back up service.

19. Compliance to Travel Policy

CONTRAVEL agrees to fully comply to travel policy with any unauthorised variances to be at the expense of CONTRAVEL

○ **Goal 100%**

○ **Mechanism: Monthly review meetings**

APPENDIX C

MONTHLY KEY ACCOUNT MANAGER RESPONSIBILITIES & TRACKING MECHANISM (KPI's)	<u>COMMENTS</u>
<p>1. <u>Suppliers</u></p> <ul style="list-style-type: none"> ➤ Identify 's preferred suppliers ➤ Co-ordinate negotiations of supplier contracts ➤ Manage preferred suppliers on market shares ➤ Co-ordinate preferred supplier workshops 	
<p>2. <u>Operational</u></p> <ul style="list-style-type: none"> ➤ Distribute minutes as follow up for all meetings and Focus Groups held ➤ Travel policy assistance and compliance thereof which may include Health & Safety guidelines ➤ Implementation of Service Level Agreement ➤ Arrange site trips with prior authorisation of the Financial Director of ➤ Ensure that all <u>CONTRAVEL</u> staff related to account are familiar with policy and procedures ➤ Resolve all operational queries and complaints and report resolutions to Travel Manager ➤ Schedule monthly meetings with Travel Manager and relevant members of <u>finance</u> department. ➤ Schedule workshops for travellers and travel admins on products and services ➤ Provide assistance with regard to frequent flyer programmes ➤ Overseeing of electronic loading of all company information as required. 	

3. Reporting	<u>COMMENTS</u>
<ul style="list-style-type: none"> ➤ Establish all related benchmarking for accurate cost saving analysis ➤ Monthly & quarterly tracking of all travel related revenue ➤ Report exceptions to _ travel policy ➤ Pre and post trips surveys and reporting for benchmarking purposes ➤ Continuous updates on special airfares and package deals electronically ➤ Provision of a weekly newsletter to be placed on the <u>CONTRAVEL</u> website. ➤ Follow up on all financial queries within 7 days. ➤ Providing advice and assistance in the Consolidation process of account on a global basis where appropriate 	

APPENDIX D

PERFORMANCE LEVEL MEASUREMENT

It is imperative that this Service Level Agreement is of value in the growing relationship between and CONTRAVEL. Therefore it is important that the measurements in place to evaluate CONTRAVEL's performance against the agreement are objective and taken from more than one source.

Subject to mutual agreement the following measurements are to be introduced:

Activity	By whom	Number/ frequency	method
Telephone surveys of travel bookers	<u>CONTRAVEL</u>	x per month / quarter	Telephonically + Report
Written surveys for travellers & travel bookers	x yearly	
Questionnaires to			
Travelling & booking population			
Monitoring of telephone answering	Weekly/Monthly	Report
'Feedback' analysis	<u>CONTRAVEL</u>	Quarterly	Report
Ratio of bookings to negative feedback	<u>CONTRAVEL</u>	Quarterly	Report of statistics
'Extra Mile' analysis	<u>CONTRAVEL</u>	Quarterly	Report of statistics
(No show waivers, upgrades, miracles)			
Reconciliation of Transaction Fee	<u>CONTRAVEL</u>	Quarterly	Financial report
TMR's	<u>CONTRAVEL</u>	Monthly/quarterly	Written report
Formal management reviews	Monthly/Quarterly	Written report
Analysis and progress tracking of Supplier Agreements	<u>CONTRAVEL</u>	Quarterly	Written report

The above is a selection of the monitoring criteria for the Service Level Agreement. Once the SLA has been written and the measurement decided upon, then the measurement criteria must be weighted and scored:

