



E-GOV TRAVEL SERVICE STANDARDS FOR ACCOMMODATING EXTERNAL TRAVEL AGENT SERVICES.

CW Government Travel | Sato Travel

CW Government Travel's 3rd Party TMC Integration Strategy:

CWGT has been supporting 3rd party TMC organizations as sub-contractors for more than 16 years. Current services include the processing and handling of online bookings as well as data exchange services for client reporting.

CWGT fully recognizes that there are many business reasons why a government Agency may desire to issue a Task Order to CWGT for *E-Gov Travel Services* while choosing to select or retain a different organization to provide TMC fulfillment services. As a result, CWGT has developed a strong integration package to accommodate the needs of those customers who desire to select or retain a TMC other than CWGT.

CWGT's *ETS* Partnership Package is a sub-contractor kit that contains the following:

- Sub-contractor Agreement
- TMC questionnaire that each 3rd party TMC must prepare prior to processing *ETS* transactions
- A copy of the file formats for data transmission to meet the reporting requirements in Appendix 7 of the Master Contract
- A list of security provisions required to support the overall security of the *ETS* solution
- Non-disclosure Agreement

The *e2* Solution package provides for maximum flexibility in agency backroom systems, PNR formats and PNR processing. In addition, we offer profile synchronization services to TMCs, if desired.

Third party TMC Integration Requirements:

Third party TMC's providing fulfillment and traditional travel services for Federal Agencies using *e2* as their *ETS* solution provider should be prepared to perform a number of activities prior to implementation and during the life of the contract. The following list is not all-inclusive but should give a TMC an idea of what type of physical and logistical support will be required to support an *ETS* implementation:

Participate in weekly implementation planning meetings beginning no later than 2 weeks after award of the *ETS* Task Order. Implementation meetings will continue on a weekly basis until 2 weeks after implementation at a minimum. At the discretion of the *e2* technical team, meetings may be on a face-to-face basis or via teleconference. Any travel expenses incurred by the third party TMC will be at their own expense.

Participate in a one-day training class on how to process *e2* transactions, either at the customer site or at the *e2* Training facility in San Antonio, Texas.

Provide the *e2* technical team with a point of contact for technical assistance in the area of PNR configurations, profile configurations, e



Provide a telephone number for transfer of calls from the e2 Help Desk to the TMC during normal business hours

Provide a telephone number for transfer of calls from the e2 Help Desk to the TMC after normal business hours (24 hour emergency Help Line)

Fill out the TMC technical questionnaire which defines PNR formats and profile formats at least 30 days prior to implementation of e2

If profile synchronization is requested, the TMC must fill out the Profile Synchronization form at least 30 days prior to implementation of e2

Provide the e2 technical team with 5 copies of sample PNR's

Provide the e2 technical team with 5 copies of sample profiles

Provide the e2 technical team with 1 copy of the first level profile to be used for all PNR's for the Federal Agency

Participate in testing of PNR formats and Profile formats as requested

Open branch access to the online booking engine pseudo city code (branch access only, not AAA)

Open branch access to the e2 pseudo city code (branch access only, not AAA)

Provide the e2 technical team with a list of pseudo cities which are authorized viewership of all online booking generated PNR's

Provide the e2 technical team with a written list of any discount numbers or ID codes for hotel and / or car rentals at least 2 weeks prior to implementation and on a timely basis thereafter if new ones are acquired

Agree to provide transaction files to e2 on a weekly basis, no later than close of business on Tuesday of each week. e2 will provide the file formats at the first implementation meeting. Test files are required prior to implementation for certification of data accuracy and completeness. Transaction files will be used only to provide those reports required by the ETS contract.

Agree to process transactions requiring agent intervention in a timely manner, to be dictated by the Federal Agency contracting for services.

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