

Sample SLA



Sample Service Level Agreement

| Service Offer | Service Level Agreement | Tracking / Reporting Method |
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| Hours of Operation | All business services provided by the TMG team are available 08:30 – 18:00 Monday –Friday. | n/a |
| Out of Hours | Outside the normal hours of operation TMG will provide a full out-of-hours service. | National Account Director will present the data of utilisation and related costs at quarterly review meetings. |
| Answering Calls | 90% of calls will be answered within 10 seconds and 100% within 20 seconds. If all Account Executives within the designated team are on the telephone the voicemail system will give the option to leave a message for a member of the team to return your call or to be transferred to an alternative team. | The Account manager will be responsible for monitoring. Calls would be monitored by a combination of the telephone management system and quarterly audits. |
| Returning Communications | The Account Executives will return calls, acknowledge voicemail messages (where applicable), email and fax messages within a maximum period of 30 minutes. The Account Executive will either confirm the reservation requested or agree a time period to obtain the information required. Detailed quotes will be provided within 3 hours of receipt. | The phone displays an advice that a voicemail has been received. Emails received to the team address are automatically tracked, managed and distributed to a team member. |
| Booking Time-Scales | The vast majority of reservations will be completed within the a short period (30 minutes) from receipt of the email request / confirmation phone call. In the case of more complex requests the Account Executive will agree a time-scale with the travel booker. | National Account Director will present the data at quarterly review meetings. |

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| Staffing | TMG will ensure that fully qualified and trained business travel professionals will be available for the management of bookings at all times supported by a senior team manager. | By Agreement |
| Online Booking fulfillment | <p>All online reservations will be confirmed with an immediate automated confirmation. TMG's online booking tool will ensure that the reservation complies with the client's travel policy and contains all correct billing information.</p> <p>TMG will fulfil the ticketing and invoicing element of the booking within 2 hours of receipt 24 hours a day.</p> | All online reservations are instantly notified to TMG through a SABRE system queue message and backed up with an email confirmation |
| Online Booking requests | In instances where hotel availability does not permit live booking due to availability, a booking request for manual processing can be sent via the SBT. This request will be acknowledged within 30 minutes of receipt. | All booking requests requiring manual fulfillment are queued to the SABRE GDS. |
| Online SBT support | Online support of a technical nature will be managed by the online support team. Calls and emails will be acknowledged within TMG's response times above. | Discussed at quarterly review meetings. Measured through user surveys and feedback as well as online utilisation figures. |
| Cost Options | When making reservations the Account Executives will provide alternative cost saving options including reasonable suggested adjustments to itinerary and use applicable client negotiated fares/rates at the time of the enquiry. This will be encompassed within a lowest logical fare philosophy. In the event of a like-for-like lower cost fare being found by an company travel booker, TMG will seek to match this cost. | Monthly management information and benchmark reports will outlined booking trends. Data will also show any declined cost savings. Instances of price matching to be reported and discussed at review meetings. |

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| Customer Profiles | <p>In addition to the client company profile, individual traveler profiles are securely stored in an electronic format within our reservation system. These profiles are automatically transferred each time the traveler makes a booking.</p> <p>Where passport information is known to be in date, this information will be transmitted to the airline if required to speed the at airport check in process.</p> | <p>The SABRE GDS system holds this information securely and transfers it automatically at the time of reservation.</p> |
| Travel Policy Compliance | <p>The supplier will work with the company to ensure that the Travel Policy is complied with and managed at the time of reservation. Assistance will be provided in developing and communicating the policy as appropriate.</p> | <p>Exceptions to the travel policy will be reported on a monthly basis. Travel policy compliance is to be discussed at each review meeting.</p> |
| Booking Authorisation | <p>TMG will ensure that all bookings have been processed through the relevant approval process and been approved by the relevant company line manager.</p> | <p>All approval information to be stored in booking history. Approvals to be spot checked.</p> |
| Accuracy of Invoice Data | <p>Invoices will contain correct billing information including cost centre and other accounting codes defined by the company. Information will be taken either from the traveler's profile or obtained at the time of making the reservation.</p> <p>Invoice data will be delivered to the company by 7th of the month in the agreed format.</p> <p>Invoices are due for payment on the 15th of the month following invoice date.</p> | <p>Prior to the invoice being issued a quality check process is carried out.</p> |

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| Review Meetings | Review meetings involving the National Account Director and appropriate TMG personnel or suppliers are held on a quarterly basis with representatives from the client. | The dates for review meetings will be agreed in advance. Additional travel Booker meetings will be reported at the quarterly reviews. |
| Communications | TMG will provide a monthly email newsletter outlining products and services. Bespoke newsletters specific to the client may be produced at a frequency upon agreement. | Discussion and review meetings. |
| Management Information | A data analysis and executive summary report will be provided monthly. This will highlight performance against key performance indicators, general trends and compliance against travel policy. The National Account Director will analyse the content and make recommendations / take action based on the content as agreed with the client. This will be sent in the agreed format by the 15 th of each month. | Exceptions to the agreed delivery of MI and discussion of its content to take place at quarterly review meeting. |
| Traveller Location | TMG will provide a weekly or daily traveler location report to an authorised point of contact at the company. Adhoc request for data relating to the location of employees will be responded to within 2 hours of receipt. TMG can also provide instant online access 24/7 via the TSDS website tool. | Discussion at review meetings. |

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| <p>Visa Requirements</p> | <p>Travelers will be notified by the Account Executive of any visa requirements at the time of booking or checked online at www.tmgcorporate.com/visas. Visa application information and forms can be supplied at this time to support the visa procurement service. All information provided will be correct to the best of the supplier's knowledge.</p> | <p>Visa requirements are automatically highlighted by our reservation system at the time of making the booking. Visa applications are electronically tracked throughout the process.</p> |
| <p>Refunds</p> | <p>Tickets returned for refund will be entered in the refund log and will be processed within 48 hours of receipt by the supplier. Not all tickets can be refunded or altered and refunds are subject to third party terms and conditions and may be liable to any fees that the supplier/or the third party supplier may from time to time levy. Unused electronic tickets will be checked by TMG every 7 days and the travel Booker contact to arrange a refund where applicable. Uncollected UK rail tickets set up as a ticket on departure / fast ticket will be checked every 7 days and refunded where allowed by the fare rules.</p> | <p>Refund log and monthly management information reporting</p> |
| <p>Complaints</p> | <p>In accordance with the suppliers ISO9001 procedure all complaints will receive an immediate response and an anticipated time scale for a satisfactory solution to be agreed. The process will be fully documented and the client will be kept informed.</p> | <p>Customer Complaints log (QAF 06) and electronic diary. Complaints to be reported at quarterly review meetings.</p> |
| <p>Training</p> | <p>TMG will provide training and awareness sessions to company travel bookers as required by the client and discussed at review meetings. TMG's staff will frequently be provided with training in the latest products, services, technology and given the opportunity to attend industry courses accordingly.</p> | <p>A programme of events will be discussed at the review meetings. In accordance with the suppliers training plan and Investors in People guidelines.</p> |

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| SBT Training | TMG will provide telephone travel booker training via webex or similar virtual meeting technology within 24 hours of receipt of the request | Training to be reported at review meetings. Online utilisation figures and key users of offline booking will be analysed to determine areas for further online booking. |
| Continuous Improvement | The supplier will identify to the client areas for development in terms of cost and efficiency via the quarterly review meetings and frequent contact by the National Account Director. | Discussion at quarterly review meetings. |