Attachment 16
Crown Travel and Venue Services Enabling Agreement Pick List
Contract One

The Contracting Customer must provide the following information to the Supplier upon signing the Enabling Agreement, to assist the successful set up and implementation of this new account for Contract RM3735.

Contracting Customer Departmental Name:- _____

Your Name:- _____

Key Contracting Customer Contacts for this Enabling Agreement			
Name	**Position**	**Telephone**	**Email**

Contracting Customer address, including postcode

Billing Address (if different)

SECTION A = SERVICE REQUIREMENTS:

The services required from Contract One Specification are:-

To be bookable Online	Yes, No, Later
Rail	Y N L
Air	Y N L
Hotels/Accommodation	Y N L
Eurostar	Y N L
International Vehicle Hire	Y N L

To be bookable Offline	Yes, No, Later
Rail	Y N L
Air	Y N L
Hotels/Accommodation	Y N L
Eurostar	Y N L
International Vehicle Hire	Y N L
Airport and Station Parking	Y N L
Group Booking Service (with individual PNR)	Y N L
Group Booking Service (without individual PNR)	Y N L

Season Tickets	Y	N	L
Meet and Greet Service	Y	N	L

Monthly Report Management Information Requirements	Yes, No, Later		
Bookings that have been made outside of the Contracting Customers Travel Policy.	Y	N	L
Number of accommodation non arrivals (no shows) that has resulted in the accommodation venue applying charges.	Y	N	L
Changes made throughout the booking lifecycle, enabling Contracting Customers to identify behavioural trends which occur between booking and travel.	Y	N	L
"Missed savings", including the value (£s) of missed savings	Y	N	L
Dashboard summarising the following information, in both a graphical and table format:	Y	N	L
For all Travel Booking Services: - Spend by individual month and cumulative for the reporting year, for each category (i.e. rail, accommodation, air, and booking fees) detailing total spend, number of transactions and average ticket price/room rate in table format, with % spend split in graphical format.	Y	N	L
- Number and value of refunds and cancellations across air, rail and accommodation	Y	N	L
For air: - Top 10 suppliers by spend and number of journeys including average fares	Y	N	L
- Top 10 routes by spend and number of journeys	Y	N	L
- Top 10 travellers by spend and number of journeys	Y	N	L
- Number and % of journeys under 300 miles	Y	N	L
- Domestic (UK), short haul and long haul flights, split by spend and volume	Y	N	L
For rail: - Top 10 routes by spend and number of journeys including average fares	Y	N	L
- Top 10 travellers by spend and number of journeys	Y	N	L
- Out of policy bookings detailing number of bookings and spend split by the reason codes defined in Annex 1 of Contract 1 Schedule 2 : Services Part A: Specification of Requirements	Y	N	L
- % restricted and out of policy tickets for	Y	N	L

journeys over 50 miles		
- Total value and volume of missed savings opportunities	Y N L	
- % spend by ticket type in graphical format	Y N L	
- Number and % of bookings by despatch method	Y N L	
- Number of first class bookings	Y N L	
For accommodation:	Y N L	
- Top 10 locations by spend and number of room nights including average room rates		
- Top 10 accommodation venues by spend and number of room nights	Y N L	
- Top 10 accommodation travellers by spend and number of room nights	Y N L	
- Out of policy bookings detailing number of bookings and spend split by the reason codes defined in Annex 1 of Contract 1 Schedule 2 : Services Part A: Specification of Requirements	Y N L	
- Cost incurred where the cost of cancellation or refunds, and fees incurred in administering the cancellation or refunds, outweighs the original transaction cost.	Y N L	

SECTION B = TRAVEL POLICY & PROCESS REQUIREMENTS:

The Contracting Customer must provide contact details of the individual/s that are to receive the monthly consolidated invoice (if applicable). The Supplier shall email all invoices. Please complete the table below.

Email Address	Finance contact name	Telephone number

The Contracting Customer must list all mandatory cost codes, purchase order numbers or any other codes that need capturing: **Please complete the table below.**

Code Fields title: (e.g. Cost Centre, PO Number etc)	Mandatory Field: (Yes/No)	Format: (E.g. Validation table, Mask, Drop down). *Please also provide any list of codes.*	Shown on Invoice?	Additional comments:

Online Booking System Policy Configuration and Offline Service(s) Access	Contracting Customer Response
Do you have preferred default settings i.e. rail ticket fulfilment?	Y N
If YES please specify:	- Customer onsite Printer (own) - Customer onsite Printer (New/Suppliers) - Ticket on Departure - First Class Post - Second Class Post - Print at Home/Self Print - Collection at Station Window - Special Delivery Post - Courier Service - Smartcard / Bar Code / Smart Phone Application
Do you prefer any other payment option(s) apart from Monthly Consolidated Billback?	Y N
If YES please specify:	- Weekly Consolidated Invoice - 10 Day Settlement Terms (DILFOR - Dangerously Ill Forwarding of Relatives) - Weekly Consolidated Invoice - 30 Day Settlement Terms (DILFOR - Dangerously Ill Forwarding of Relatives) - Fortnightly Consolidated Invoice - 10 Day Settlement Terms (DILFOR -

	- Dangerously Ill Forwarding of Relatives) - Fortnightly Consolidated Invoice - 30 Day Settlement Terms (DILFOR - Dangerously Ill Forwarding of Relatives) - Monthly Consolidated Invoice - 10 Day Settlement Terms Bill back Fee (DILFOR - Dangerously Ill Forwarding of Relatives) - Monthly Consolidated Invoice - 30 Day Settlement Terms Bill back Fee (DILFOR - Dangerously Ill Forwarding of Relatives) - Weekly Consolidated Invoice - 10 Day Settlement Terms - Weekly Consolidated Invoice - 30 Day Settlement Terms - Fortnightly Consolidated Invoice - 10 Day Settlement Terms - Fortnightly Consolidated Invoice - 30 Day Settlement Terms - Monthly Consolidated Invoice - 10 Day Settlement Terms - Monthly Consolidated

	Invoice - 30 Day Settlement Terms Other
Do you have any policies around first class rail?	Y N
If YES please specify	
Do you have any policies around flights?	Y N
If YES please specify	
Would you like first class air fares to be switched off?	Y N
Do you have air policies based on flight duration? If yes please complete the below table*	Y N
Do you have any hotel policies (such as spend limits inside and outside of London)? If yes please complete the below table**	Y N
Do you require pre-authorisation?	Y N
If YES please specify	
Do you require a bespoke automated attendant model and/or interactive voice response telephone script	Y N
If YES please specify	
Do you require the facility to book valuable or sensitive items on flight or rail bookings	Y N
If YES please specify	
Do you require the facility for offline bookings to be made without the need to create or store permanent traveller profile	Y N
If YES please specify	
Do you require maintenance contracts associated with either purchased or leased ticket printers	Y N
If YES please specify	

Flight Duration Policy*

Flight Duration in hours	Class of Travel Permitted	Comments:
Sample 2 hours	*Economy*	

4 hours plus *6 hours plus*	*Premium Economy* *Business*	

Accommodation Limits**

Location:	Hotel/Accommodation cap/Amber Policy	Cut off cap/Red Policy (if applicable)	Comments:
London	£	£	
Outside of London	£	£	
Other major cities (up to 5)	£	£	

Do you want us to operate a Rate Cap Management Policy? If YES please specify	Y N

An example policy may be to use a Green, Amber and Red approach as above. Please note use of a Red policy may restrict people booking hotels when prices fluctuate.

1. Green – Anything under the hotel policy cap is within policy and can be booked
2. Amber – Anything over the hotel policy cap can be booked, but the booker will have to provide a reason code to explain why they are booking over an agreed rate.
3. Red- Anything over the cut-off cap will be restricted and cannot be booked.

SIGNED for and on behalf of the

[CLIENT]

SIGNED for and on behalf of the

(SUPPLIER)

by:

[Type Name]

by:

[Type Name]

Position ....   **Position** ....