






Objective 4 – Research Exceptions

Report ID	Title	Purpose	Features
 A406-7X	Reason Code Detail Missed Savings > \$100	Identify passengers have declined fares that were > \$100 cheaper.	Air exception reporting
 C403-0X	Car Vendor Exception	Track passengers who do not book preferred car vendors.	Car exception reporting
 H402-0X	Hotel Rate Exception	Track hotel bookings that exceed a specified amount.	Hotel exception reporting. This rate can be client and city specific.
 H403-0X	Preferred Hotel Usage	Track savings realized by using preferred hotel property?	Negotiate hotel savings by city and property.

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Client: XF0001

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Car Vendor Exceptions
(Car Vendors Other Than ZE)
03/01/2002 - 03/31/2002

Passenger Name	Passenger Information	Invoice Number	Invoice Date	Pick Up Date	Car Company	Pickup Apt	Car Type	Days	Car Cost
ACER/AMY R	063904,2141,	0111481714	03/14/02	04/27/02	National	Oakland, CA	Full Size	8	\$190.00
ACUNA/MIKE	080504,7011,	0111486365	03/27/02	04/07/02	National	Boston, MA	Mid-Size	3	\$108.00
ADAIR/GARY	080504,1234,	0111478995	03/06/02	03/11/02	National	Dallas-Fort Worth, T	Mid-Size	4	\$180.00
ADAIR/GARY	045101,1234,	0111484178	03/18/02	03/25/02	National	Dallas-Fort Worth, T	Mid-Size	2	\$72.00
AMHERDT/THOMAS	045101,4682,	0111479154	03/08/02	03/11/02	National	San Antonio, TX	Mid-Size	1	\$36.00
ARVESON/DONALD	045101,4804,	0111484117	03/20/02	04/11/02	National	Chicago/O'Hare, IL	Mid-Size	3	\$68.97
ATHAS/STEVEN	080504,7060,	0111476481	03/01/02	03/20/02	National	Columbia, SC	Mid-Size	2	\$72.00
BARFUSS/PEGGY	045101,5319,	0111481702	03/14/02	03/17/02	National	Philadelphia, PA	Mid-Size	1	\$36.00
BLOEM/JOHN	073501,5351,	0111479234	03/05/02	03/12/02	National	Long Beach, CA	Mid-Size	2	\$72.00
BOOT/JOHN	063904,0000,	0111484234	03/22/02	03/24/02	Budget	Tampa, FL	Compact	5	\$470.00
BRADFORD/EUGENE	080504,6211,	0111481623	03/15/02	05/20/02	National	Miami, FL	Mid-Size	2	\$66.50
BRADFORD/EUGENE	080504,6211,	0111484168	03/18/02	05/28/02	National	Boston, MA	Mid-Size	2	\$72.00
BRAKE/JIM	080504,1515,	0111481574	03/14/02	04/14/02	National	Dallas-Fort Worth, T	Mid-Size	5	\$180.00
BRENEMUEHL/MAUR...	080504,4051,	0111486441	03/26/02	04/16/02	National	Orlando FL	Full Size	3	\$99.75
BRENNER/FRED W JR	045101,4502,	0111478984	03/04/02	03/07/02	National	Buffalo, NY	Mid-Size	1	\$36.00
BRENNER/FRED W JR	045101,4502,	0111479168	03/07/02	03/18/02	National	Buffalo, NY	Mid-Size	1	\$36.00
BRENNER/FRED W JR	045101,4502,	0111486375	03/27/02	03/18/02	National	Buffalo, NY	Mid-Size	-1	(\$36.00)
BRISCOE/DAMIEN	045101,4322,	0111486188	03/29/02	04/13/02	Dollar Car	Chicago/O'Hare, IL	Mid-Size	2	\$39.98
BROOKS/GREGORY	080504,4201,	0111479199	03/07/02	03/12/02	National	Phoenix, AZ	Mid-Size	5	\$175.00
BROWN/THOMAS MR	080504,4016,	0111481708	03/14/02	03/19/02	National	Greensboro, NC	Mid-Size	3	\$108.00
BULL/JEFF	045101,4672,	0111486428	03/28/02	04/11/02	National	Chicago/O'Hare, IL	Full Size	3	\$114.00
BURDEN/JOHN MR	045101,4664,	0111479152	03/07/02	03/31/02	National	Dallas-Fort Worth, T	Mid-Size	2	\$72.00
BURDEN/JOHN MR	045101,4664,	0111484223	03/22/02	04/07/02	National	Tampa, FL	Mid-Size	2	\$66.50
BUTLER/TONY	080504,7019,	0111486143	03/28/02	04/01/02	National	Baltimore, MD	Mid-Size	1	\$36.00
BYFORD/THOMAS	073501,4016,	0111479030	03/05/02	03/06/02 03/07/02	National National	Minneapolis, MN Des Moines, IA	Mid-Size Mid-Size	1 1	\$39.00 36.00



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Reason Code Detail
Missed Savings > \$100
03/01/2002 - 03/31/2002

Passenger Name	Ticket	Invoice Date	Days Adv	Aln	Fare Category	Depart Date	Origin Airport	Destination Airport	Fare Paid	Savings	Loss
Booked Too Late											
RAIFORD/REGINA	7265755125	03/28/02	14	DL	Advance Purchase	04/11/02	Orange County, CA	Chicago/O'Hare, IL	\$687.50	\$0	\$264
				DL	Advance Purchase	04/14/02	Chicago/O'Hare, IL	Atlanta, GA			
				DL	Non-Refundable	04/14/02	Atlanta, GA	Orange County, CA			
									\$687.50	\$0	\$264
Fare N/A Rqst Dep Time											
RAMIREZ/SAL	7083779628	03/19/02	19	AA	Discounted Coach	04/07/02	Dallas-Fort Worth,	Tampa, FL	\$993.00	\$65	\$145
				AA	Discounted Coach	04/09/02	Tampa, FL	Dallas-Fort Worth,			
YOUNG/RALPH	7083779815	03/22/02	21	DL	Non-Refundable	04/12/02	Sarasota/Bradent...	Atlanta, GA	\$443.00	\$1	\$130
				DL	Non-Refundable	04/12/02	Atlanta, GA	Chicago/O'Hare, IL			
				DL	Advance Purchase	04/14/02	Chicago/O'Hare, IL	Atlanta, GA			
				DL	Advance Purchase	04/14/02	Atlanta, GA	Sarasota/Bradent...			
									\$1,436.00	\$66	\$274
Specified Carrier											
ALSIP/MARK MR	7265755270	03/29/02	14	NW	Advance Purchase	04/12/02	Spokane, WA	Minneapolis, MN	\$513.00	\$0	\$206
				NW	Advance Purchase	04/12/02	Minneapolis, MN	Chicago/Midway, IL			
				NW	Discounted Coach	04/14/02	Chicago/Midway, IL	Minneapolis, MN			
				NW	Advance Purchase	04/14/02	Minneapolis, MN	Spokane, WA			
DEDAD/JOHN MR	7083779555	03/18/02	1	AA	Discounted Coach	03/19/02	Dallas-Fort Worth,	San Antonio, TX	\$488.32	\$115	\$290
				AA	Discounted Coach	03/22/02	San Antonio, TX	Dallas-Fort Worth,			
HINTON/STEVE	7265755273	03/29/02	14	NW	Advance Purchase	04/12/02	Spokane, WA	Minneapolis, MN	\$513.00	\$0	\$206
				NW	Advance Purchase	04/12/02	Minneapolis, MN	Chicago/Midway, IL			
				NW	Discounted Coach	04/14/02	Chicago/Midway, IL	Minneapolis, MN			
				NW	Advance Purchase	04/14/02	Minneapolis, MN	Spokane, WA			
REEVES/CHARLES A	7265755187	03/29/02	14	AA	Discounted Coach	04/12/02	Los Angeles/Int'l,	Chicago/O'Hare, IL	\$336.50	\$0	\$120
				AA	Discounted Coach	04/14/02	Chicago/O'Hare, IL	Los Angeles/Int'l,			
REEVE/KRISTIN	7265755188	03/29/02	14	AA	Discounted Coach	04/12/02	Los Angeles/Int'l,	Chicago/O'Hare, IL	\$336.50	\$0	\$120
				AA	Discounted Coach	04/14/02	Chicago/O'Hare, IL	Los Angeles/Int'l,			
									\$2,187.32	\$115	\$942



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Preferred Hotel Usage
03/01/2002 - 03/31/2002

City	Corporate Hotel Name	Telephone	Bkgs	Nights	Total Cost	Corporate Hotel Cost	Corp Savings
Philadelphia, PA	Bucks County Hotel	215-547-4100	6	8	\$760.00	\$992.00	\$232.00
Seattle, WA	Silver Cloud Inn Mukilteo	425-423-8600	4	20	1,660.00	1,980.00	320.00
Portland, OR	ES Portland-Washington SQ	503-644-4000	4	8	748.80	1,032.00	283.20
Vancouver, Canada	Sheraton Burnaby	604-430-2828	4	10	587.06	616.70	29.64
Boston, MA	Hilton Logan Airport	617-568-6700	1	1	159.00	259.00	100.00
Los Angeles, CA	Lexington Services Woodfi	714-828-4000	2	4	420.00	436.00	16.00
St.Petersburg, FL	Rd Hil Cnf Ctr St Petersb	727-572-7800	4	8	936.00	1,112.00	176.00
Dallas-Ft. Worth, TX	Center Terraces	972-453-0600	(4)	(17)	(1,949.00)	(1,360.00)	589.00
			21	42	\$3,321.86	\$5,067.70	\$1,745.84



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Hotel Rate Exceptions
Hotel Rates > \$200
03/01/2002 - 03/31/2002

Passenger Name	Invoice	Invoice Date	Check In Date	Hotel Chain	Property Name	City	Room Rate	Nights	Cost
AMBROSE/DONALD	022-317850	03/12/02	03/19/02	Sheffield	Sheraton New York Hotel	New York City, NYC	\$220.00	2	\$440.00
BLUNT/ALLISON DR	011-807470	03/12/02	03/18/02	Marriott Hotels	Marriott Prague	Prague, Czech.	\$252.17	5	\$1,260.85
BRENEMUEHL/MAUREN	022-318648	03/28/02	04/27/02	Intercontinenta	Intercontinental Hotels S	Fort Meyers, FL	\$205.00	4	\$820.00
BURVIKOV/ARNIS MR	022-317541	03/06/02	03/19/02	Resinter Reserv	Sofitel	New York City, NYC	\$229.00	2	\$458.00
CARD/CAROL	011-804902	03/01/02	03/18/02	Marriott Hotels	Marriott Prague	Prague, Czech.	\$252.06	6	\$1,512.36
COLLIGON/BARBARA	022-318051	03/18/02	03/25/02	W Hotels	Doral Court	New York City, NYC	\$229.00	1	\$229.00
COOK/ROGER	011-39525	03/27/02	03/21/02	Marriott Hotels	Marriott New York Marquis	New York City, NYC	\$259.00	-1	(\$259.00)
COOK/ROGER	011-808737	03/18/02	03/21/02	Marriott Hotels	Marriott New York Marquis	New York City, NYC	\$259.00	1	\$259.00
CRAMPTON/BRUCE	022-317383	03/04/02	03/18/02	Doubletree	Holiday Inn Atlanta	Atlanta, GA	\$239.00	1	\$239.00
CULSHAW/PETER	022-317473	03/06/02	03/17/02	Marriott Hotels	Marriott San Antonio Rive	San Antonio, TX	\$232.00	3	\$696.00
CUNNINGHAM/JEFF	022-317447	03/05/02	04/13/02	Hilton Hotels	New York Hilton	New York City, NYC	\$240.00	4	\$960.00
DEDAD/JOHN MR	022-317352	03/04/02	03/18/02	Doubletree	Holiday Inn Atlanta	Atlanta, GA	\$239.00	1	\$239.00
GE/JEFF	022-317554	03/06/02	03/19/02	Resinter Reserv	Sofitel	New York City, NYC	\$229.00	2	\$458.00
GREENE/LENORD	011-807493	03/12/02	03/19/02	Preferred Hotel	La Mansion Del Rio H	San Antonio, TX	\$229.00	2	\$458.00
GREENE/LENORD	011-809599	03/20/02	03/19/02	Preferred Hotel	La Mansion Del Rio H	San Antonio, TX	\$229.00	2	\$458.00
GREENE/LENORD	022-318637	03/28/02	04/04/02	Independent Hot	W Hotel Union Square New	New York City, NYC	\$339.00	1	\$339.00
HARPOLE/ORV R	022-318106	03/19/02	03/25/02	Embassy Suites	Embassy Suites	Dallas, TX	\$215.10	2	\$430.20
HARVEY/DIXIE	022-317374	03/04/02	03/15/02	Hilton Hotels	New York Hilton	New York City, NYC	\$269.00	3	\$807.00
JUDD/JOSEPH	022-317485	03/06/02	03/19/02	Westin Hotels	The Westin La Cantera Res	San Antonio, TX	\$219.00	3	\$657.00
KNOLL/KATHLEEN	022-8306	03/26/02	09/29/02	Marriott Hotels	Marriott New York	New York City, NYC	\$284.00	2	\$568.00
KUJUBU/STEVE	022-317351	03/04/02	03/18/02	Doubletree	Holiday Inn Atlanta	Atlanta, GA	\$249.00	1	\$249.00
KUKOLOA/JOSEPH	022-317451	03/05/02	03/18/02	Doubletree	Holiday Inn Atlanta	Atlanta, GA	\$239.00	1	\$239.00
MARCUCIO/JUNE	022-318629	03/28/02	04/03/02	Hilton Hotels	Hilton Times Square	New York City, NYC	\$229.00	1	\$229.00
MCCLOSKEY/JOSEPH MR	011-809168	03/19/02	03/20/02	Preferred Hotel	La Mansion Del Rio H	San Antonio, TX	\$229.00	1	\$229.00
MCCLOSKEY/JOSEPH MR	022-318639	03/28/02	04/04/02	Independent Hot	W Hotel Union Square New	New York City, NYC	\$339.00	1	\$339.00