



Attachment 3

Scope of Service

(1) Air Ticket

1. Search for the best available air itinerary options, check the visa requirements for the suggested air itinerary, and reserve seats for international and domestic flights in compliance with IVI Travel Policies and Procedures. The travel agent shall be fully familiar and comply with IVI Travel Policies and Procedures for all official travel.

2. Issue and deliver tickets, ensuring that any applicable IVI corporate discount rates are applied as necessary. Advance notice should be given regarding ticketing deadlines and regulations for refunds and changes.

The travel agent shall promptly notify IVI of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time, and as soon as it becomes available.

3. Coordinate with International SOS, the service vendor of IVI, to ensure that data feeds through GDS are provided regarding staff members' issued tickets in order to respond to emergency cases. (Pre-set up with International SOS is required for the process.)

4. Manage individual traveler profiles to ensure compliance with local regulations.

5. Support for making corporate contracts with airlines and provide information regarding corporate rates.

6. Provide information and support for any inquiries and requests related to flight tickets and airlines including details about check-in procedures, baggage allowances, special meals, and others.

7. On a request basis, invoices for air tickets should be issued for the donor report.

(2) Visa

1. Assist IVI staff in obtaining visas upon request in a timely manner. This includes providing forms and applications for visa requests, supplying visa information to Staff (including e-visa & arrival visa), applying for and receiving visa on behalf of IVI staff, maintaining appropriate records and arranging for the issuance of visas.

2. Provide a pick-up and delivery service for visa applications and receiving the visa.
3. Manage personal visa records of each traveler to ensure compliance with local regulations.

(3) Report

1. Provide a monthly invoice and supporting documents for payment that include the name of the traveler, ticket details, all cost savings achieved, CO2 gas emission amount, and any other relevant information. A sample form is attached, which may be modified as needed.
2. In addition to the above, provide a monthly travel report including information such as top destinations, top travellers, top airlines, travel patterns, and CO2 gas emissions generated from air travel. A sample report template is attached.

(4) Others

1. Emergency services are required for any urgent changes due to air flight delays, airline strikes, or unexpected events or accidents during weekends, holidays, and after working hours. For emergency services personnel, basic English skill for phone communication and business proficient English skill for email communication is required. Please describe the operational process for emergency services.
2. Advice and updates on destination's information; security, immigration, customs, visa documentation and vaccination etc.
3. The travel agent shall advise on market practices and trends that could result in further savings for IVI. Provide information or opportunities for training or any forms of conference that can help learn market trends.
4. Meeting on a regular basis (At least once a year) and ad hoc meetings if necessary
5. The travel agency shall compensate for any loss or damage arising from its negligence or misconduct related to IVI business travel arrangement and take appropriate corrective measures.
6. Provide other travel-related information and services as requested.
Ex) Data and quotation for budget appropriation, hotel information and booking, and consultation for the improvement area of IVI's travel procedures etc.