



We are pleased to service MSU for your travel management services. We strive to customize programs offering the best value to our customers, while building on our strength as a travel management company, to meet your specific needs.

At Passageways Travel, an American Express® Representative, we understand it requires a precise focus and a flexible approach to successfully guide our business clients' travel management programs into the future.

The following points highlight the key benefits of our travel management program:

Service - Where and When it is Needed – Service is and has been our core product. Through the local personal service Passageways Travel, provides in conjunction with the American Express® Travel Services Network, we remain positioned to meet the varied and intricate needs of your business travelers.

Savings – Cost savings is a fundamental benefit of partnership with the Passageways Travel. Through our hotel and car programs and our experienced travel counselors, we have assisted our clients in saving over significant dollars since the beginning of our relationships. We will continue to deliver measurable price performance for the duration of our partnership.

State-of-the-Art Technology – Our relationship with American Express keeps us apprised of technological advancements in the industry and gives us the opportunity to introduce these new products to our customers. The benefits to MSU of these opportunities are significant not only in cost savings measures, but also in our ability to enhance service levels to your travelers.

Our People – The heart of our organization is the highly trained, tenured and motivated professional staff that meets our clients' needs each day. This experienced workforce shares a commitment to total quality right along with the President of Passageways Travel. Our human resources programs, compensation and benefit plans, training curriculum and career development have made Passageways Travel one of the best places to work in Michigan. Our people truly make the difference.

Passageways Travel, an American Express® Representative is Michigan's premier travel management company. With headquarters in Traverse City and Regional Business Travel Call Centers across the state, Passageways Travel produces annual sales of \$80 million from branch offices statewide and business on-site locations. We are active members of the *American Society of Travel Agents (ASTA)* and subscribe to their rigorous standards for professional and ethical service.

Founded in 1980 in Traverse City, Michigan, as a successor corporation to a local travel agency, Passageways Travel early on developed a strategy of acquisition of agencies that shared our customer service philosophy while providing additional areas of expertise. This strategy has allowed Passageways Travel to evolve into one of the Midwest's largest and most knowledgeable travel management firms.

We staff several regional full service branch offices, call centers during the business day and a centralized company emergency after hours call center 24/7, twenty four hours a day to accommodate business travelers nationwide. This places dedicated Passageways staff at your disposal weekdays from 7am until 11pm, Saturdays from 9am until 5pm and Sundays from 9am until 11pm (Eastern Time). In addition, we also offer after hours emergency travel service provided by American Express Travel to guarantee our travelers that their travel needs can be met 24 hours a day, 365 days a year worldwide. One toll free number seamlessly transfers all calls without the hassle of remembering several phone numbers or which office to call.

Tom McIntyre is CEO and sole owner of Passageways Travel. All branches follow standardized pricing, service, policy and procedure, and information reporting practices. As we are a wholly owned closely held private corporation, MSU is assured that the relationship will be stable and that commitments made will be honored for the long term.

Passageways Travel hires knowledgeable, enthusiastic people who enjoy serving our customers. Quality assurance is an integral part of all that we do. From behind the scenes to face to face, from pre to post travel, our commitment to excellence and superior customer satisfaction is in place and operating at all times.