Annex II: Preparation of regular statistics and reporting

The Tenderer shall be expected to collect statistics and make them available to the WCO at least every three (3) months from the date of conclusion of contract and also upon request from the WCO Travel Staff. The statistics should correspond to the common type of statistic for the business and these concern in particular necessary commercial statistics for the duration of the contract and related business years. The Tenderer should be able to present comparative statistics concerning the business of the contract and including elements of the below list:

- Average ticket price (economy and business class, train tickets);
- Gross sales;
- Development of the gross sales, of number of air volume, of purchase of air tickets per class;
- Air fare saving (full fare, low fare compared to paid fare showing potential savings, realized savings and missed savings in number and percentage), realized savings (as far as economy class is concerned: airline specific discount, subscription, creative ticketing, negotiated fare specific to the WCO as client), full fare, ticket re-issue, negotiated fare / route deal, restricted published fare, agency specific fare, low cost carrier, as far as business class is concerned: creative ticketing, client specific negotiated fare, full fare, negotiated fare / route deal, ticket re-issue, restricted published fare, agency special fare), this is not an exhaustive list.
- Service class statistics based on the above criteria related to savings for economy and business class;
- Top 20 airlines on ticket and on volume;
- Top 20 City pair on ticket and on volume;
- Top 35 passengers on ticket and on volume;
- Top 10 train ticket information;
- Number of air tickets and gross sales per travel class (business, premium economy, economy)

This list is non-exhaustive.