

Pre-Trip Reservation & Confirmation Flowchart

•Reservation received to office (via fax, email, mail, or over the phone) **Reservation Received** Processing should occur within 24 hours upon receipt Step 1 • Enter reservation information into the appropriate spreadsheet **Processing Reservation** (J:\Alumni- New\Travel\2014\TOUR NAME\Booking Spreadsheet) Step 2 • Copy and paste the content of the confirmation letter into an email to the traveler **Confirmation Preparation** (J:\Alumni- New\Travel\2014\TOUR NAME\ACK Letter) Step 3 Modify the confirmation letter with personalized information • Subject line of confirmation email should read: "Confirmation & Travel Insurance **Confirmation Processing** Information: TRIP NAME" Step 4 •Send to traveler with CC to Sabra and Dan • Fax a copy of the reservation (with Traveling Owls cover sheet) to the appropriate tour operator -- if a check was received for the deposit, include a copy of the check **Reservation to Operator** • Receive confirmation from fax machine and keep with reservation form in the Step 5 appropriate trip file folder •If applicable, mail the original deposit check with a copy of the fax confirmation Check Mailing (if needed) sheet to the tour operator Step 6