

PROCEDURES FOR REQUESTING AIRLINE TICKETS FROM ALBANY TRAVEL

E-mail to ellen@albany-travel.com

Steps for Obtaining Quotes to Purchase Airline Tickets

1. Provide a **separate** request for each traveler **after** confirming the travel dates with the person.
2. I will reply and include Tom Bollinger with the quote.
3. When the quote is approved and all parties agree with the itinerary, I will reserve the ticket. At that point, e-mail me the following passenger details:

a) Full name as it appears on government -issued identification, which is usually a driver's license, a California Department of Motor Vehicles identification card or a passport. If there are two last names, please clarify which last name appears **first**. It is not possible to hyphenate a name because the airline reservation systems do not utilize hyphens. Instead, I put a space between the two last names, e.g. Lopez Rodriguez.

b) Date of birth

c) Cell phone number

Optional details:

a) Frequent flyer number

b) Emergency contact number

c) Aisle or window seat preference, if not a Southwest Airlines flight.

4. The person generating the requisition or purchase request will be the point of contact (POC) for all correspondences with Albany Travel.

The POC will gather all the required information required in order to generate the travel itinerary. (traveler's DOB, contact info, legal name, etc)

5. Any changes in flight requirement must be communicated to Albany Travel by the POC. Tom Bollinger, Purchasing Supervisor must also be copied.