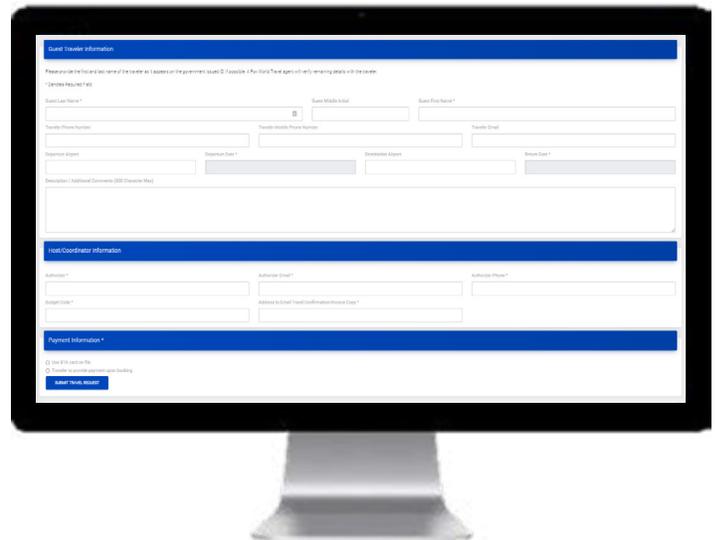# PRE-AUTHORIZATION FORM FOR NON-EMPLOYEE TRAVEL

SITUATION

During implementation, the client shared the challenges they had with their prior TMC on booking travel for non-employees. A large university, they have a significant amount of non-employee travel and the prior process was manual and time-consuming.

They would complete a Word document that collected the travel details and then fax or email it to the previous TMC. Additional phone calls would be required to provide form of payment, and communication to the traveler was inconsistent.

SOLUTION

Fox created a form on the client's Fox Portal that travel coordinators can use to submit a form of payment and parameters such as traveler name, travel dates and budget. Details provided through the form are used to generate a shell PNR. This information is held for 10 days, during which time the traveler can call to complete the booking. Below is the process:

1. When a form is submitted, the email notification is sent to the coordinator and traveler with a confirmation number.
2. The traveler calls Fox and gives the confirmation number to an agent.
3. The agent uses the confirmation number to pull up the shell PNR with payment information to complete the booking.

DISCOVERIES

The pre-authorization form is an automated, quick way to collect travel parameters and secure payment details for non-employee travel. The travel manager was pleased that Fox was able to expedite a previously manual process.

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The University has a significant number of unprofiled guest travelers. This business need called for a customized and automated process by which to book guest travelers, who would otherwise have turned to the retail marketplace, diluting our market share performance and forfeiting our negotiated discounts.

Fox responded by designing and implementing a new automated solution which enabled over 110 guests book their travel within our managed travel program this year. It's been a smashing success and exemplifies creative high-tech problem solving. Thank you Fox!

- Travel Manager

FOX World Travel