

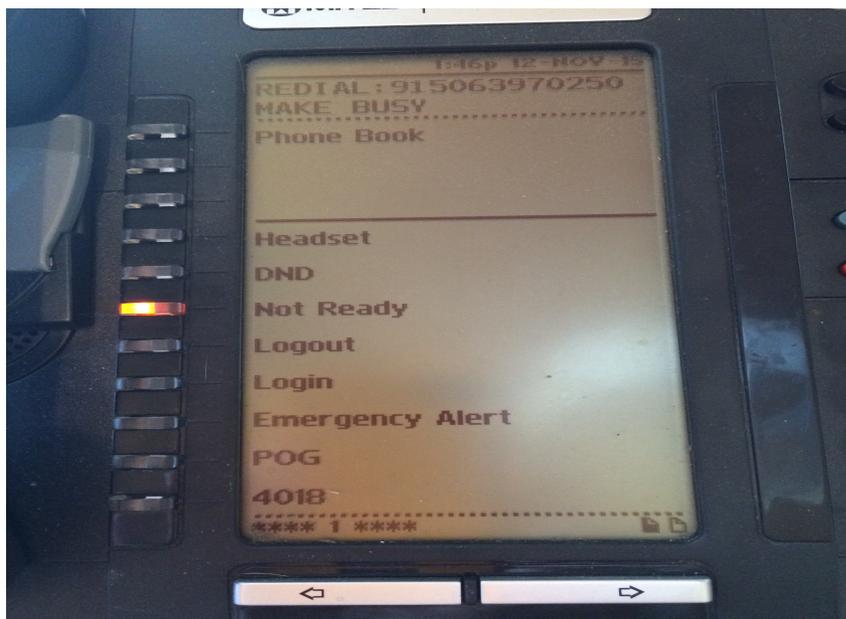
ETC Manual May 2018

Mitel 5320 Phone

Setup Instructions

1. take the internet cord (LAN connection) from the back of your computer and plug into the black power adapter - the picture of the 2 computers
2. take one of the new cables, plug one end into the other port of the power adapter (picture of the phone) and plug the other end into the port on the back of the phone with the picture of the 2 computers.
3. take the second new cable, plug into the back of the computer (LAN connection) and the other end goes to the back of the phone to the port that says PC

Then just plug in the adapter to your power source (wall or power bar). Your phone will light up for a few seconds, read the IP address, and then your screen will light up with all your features.



Volume

Volume – you can adjust the volume on your phone by adjusting the up and down arrows located at the top of your phone. You must be on a call to adjust the sound volume! The phone must be ringing to adjust the ringer volume!

Answering/Transfer

Phones are to be answered "Thank you for calling the Emergency Travel Center" or something of that nature.

Warm transfer

hit conference button dial 3151 or the extension number of the person you want to transfer the call to. Let the agent know a bit about the caller, and then hit the conference button (all three of us are then linked . Say "go ahead Mr. Smith - Barb is on the line") then X out or hang up ...other two lines are still linked.

Making an Outgoing call.

You can use your POG to make outgoing calls.

If you are using the line linked to your extension number, press your make busy/not ready key when making an outgoing call. If a call comes in, it will remain in the queue until you are able to accept the call.

If you are presented with a call, you can see those details on your Contact Centre Client, or the flashing green light "Emergency alert" on your phone for at home folks. Your Contact Centre Client should be open on your desktop at all times.

Lost Programming on Your Phone?

These phones are like computers. Sometimes they need to be unplugged (re-booted) or need a good swift kick ☺. If all else fails, you may need to reprogram your phone. Follow these instructions:

Power down the set (unplug it from the wall outlet)

Power up (plug back in) and hold the 7 key while it's rebooting

Display will say "Config Teleworker?"

*Press * for yes*

Press # for new

Teleworker Gateway IP is 142.176.080.134

Press the down arrow to accept this IP

*Press * (yes) to store changes*

Wait.....

Enter 123456 when asked for Teleworker Password

*When prompted for a PIN enter **#40XX (your extension number) then press the hold key to accept*

Make Busy Codes

As promised during our session at seminar, here's a list of Make Busy Reasons for use on your Mitel Phone. When you hit "Make Busy" or "Not Ready", choose one of these reasons and press that number on the phone:

- 1 – Actioning Email
- 2 – Ticket Exchanges
- 3 – Washroom break
- 4 – Lunch (applies to Truro Branch – long shift times)
- 5- Difficult file
- 6 – Queue processing
- 7- Project Work
- 8 - Training Session

Tracking your calls.

<http://beta.maritimetravel.ca/main/ETCTracker.aspx>

The tracking sheet is available in **Sales Desk**, under **Links**.

You must have your profile in Sales Desk set to **ETC at Home** to see this link.

Have your PNR on your screen, the tracking sheet will auto-populate with the customer name, pnr locator, and business name if there is one.

You will need to click on the contact method and if it is a Storm, or an online booking.

If there is no PNR, if a travel planner is calling for general info for instance, simply fill out this form but add the Business 3 letter client ID (or 5 letter client ID for previous ATCO businesses) and then ignore what transfers over to Apollo.

The sheet will put a **PS** – at the top of your PNR, but if there is already one there you will have to add it manually.

Time and date of the call will transfer to the PNR in a [:5 but please add your name in the details box.

You will also need to Queue the PNR to the home branch for now, but auto-queuing may come in phase 2.

After Hours Contacts for Consolidators

Consolidator	Hours of Operation	Phone		Afterhours
Airnets International	Mon-Fri 8:00am - 6:30pm (MST) Saturday: 9:00am - 4:00pm (MST) Sunday: 11:00am - 4:00pm (MST)	1.866.247.6387		No. Emails will be checked at 7am(EST) info@airnetsinternational.com
Travelbrands-Intair	Monday to Friday: 9:00am to midnight(EST) Saturday: 9:00am to 6:00pm Sunday: 10:30am to 6:00pm	844-582-7263		YES 12am-9am (EST): 1-800-727-8687
Goway	Everyday 9am (EST) 6pm(PST)	800-259-2317	onlinefares@goway.com	No
Netair	Mon-Fri 9am-5pm (EST)	877-752-7710	info@netair.ca (Mon-Fri)	No
Skylink	Mon-Fri 9am-9pm (EST) Sat 9am-7pm(EST)	877-759-5465		YES 877-759-5465
Huntington Travel	Monday to Friday 9am to 12am (EST) Saturday 9:30am to 7pm (EST) Sunday 10am to 5pm (EST)	800-563-8939	online@huntingtontravel.net	No
Jade Tours	Mon-Fri 9am-5pm (EST)	800-387-0387	info@jadetours.com	No

ETC Booking Flow Chart

DATE: _____

TIME: _____

CALL RECD FROM: _____

PNR LOC: _____

PAX NAME: _____

COMPANY: _____

ALL INCLUSIVE FEE: yes / no

Remarks added:

<http://beta.maritimetravel.ca/main/ETCTracker.aspx>

Seat Selection: _____

CORP/NEGOTIATED HOTEL / CAR RATES APPLIED: _____

REMOVE ORIGINAL FILE FINISH: _____

ADD NEW FILE FINISH: _____

CORP FEE / CHANGE FEE / STANDARD FEE / AMT: _____

ETC FEE COLLECTED / ETC FEE WAIVED _____

TICKET ISSUED EXCHANGED vs. NON BSP INVOICE ISSUED _____

EMAIL CLIENT _____ /cc. TRAVEL PLANNER _____ / cc. BRANCH _____

Home Remote Access

When you work your ETC shift and use your home remote access, there are a few things that you Must keep in mind. These steps are imperative to operate smoothly on ETC:

1. • **In Apollo**, emulate to the ETC pseudo city **SEM/2AL9/AG** in all the screens that you work in.
2. • **In Apollo**, link to the Truro printer: type **S*2AL9/** then move to the bottom of our MAR. You will see 199N/>HMLMF47A62DI/F47A61DT/F4F3A2DA · Backspace and Enter after the **A**
3. • **In Sales Desk**, set your profile to **ETC at Home**
4. • **In Outlook**, you will get a pop up – choose **ETC**. Another note, when you are emailing an ACS, choose “email and preview”. PLEASE remember to **add your name** to emails. Never use your branch email account when sending emails.
5. And, lastly, remember to change your Sales Desk profile back again at the end of your shift.

File Finish

Use your own cons number that you use in your branch

ETC in Branch # is 236

Looking for accounts:

S*2B56/xxxx

S*2B56/NDX-SMITH JOHN

S*2B56/NAVYOW-VALOIS PHIL

In Salesdesk:

- go to pnr
- view all contract fees
- find your company in the drop down menu
- here you will find the code for their BAR

Trondent Bars without Pars attached are built with the address as a no move line so the following transaction needs to be done to pull the address across. MVB/S/+12 where 12 is the line number you are trying to move and can vary

Emailing Apollo Accounting Statements – Tips and Tricks

There are a couple of ways to help solve the mystery as to where to find the home branch of a PNR and what email address to use.

- Have a look at the MS lines if this is an existing PNR. You may see something like:

T-BR26 so you can email the statements to 26@maritimetravel.ca

- If you don't see the T-BR line in the MS lines, have a look at the top left hand corner of the PNR. For Example:**

200D - MARITIME TRAVEL

WXBD3I/DT YHZOU 200D/

In this case you, can display the agency MAR (S*200D/) and see that this is Cole Harbour.

When you are emailing the client the Apollo Statement and you are copying in the branch, open your Global Address Book in Outlook and the branches are listed alphabetically. Click on Cole Harbour.

ETC Fees

Corporate accounts are to be charged an ETC fee of \$17.00 (amount varies) in addition to any fee they have in place for new reservations/changes. (amount can vary depending on contract -the correct amount will display in the drop-down menu)

In other words, if ABC Company has a fee of 28.00 for making a new reservation, we charge the 28.00 plus the ETC fee.

There is a list of accounts that are exempt in Travelbot (under BTM- ETC exempt). This is a huge list where the mass majority of our calls come from. You don't have to memorize this list of exempt accounts. These accounts are also loaded in Sales Desk under "Contracted" or "Corporate" Fees when you do your File finish.

As per usual, **we do not charge the ETC fee to any leisure clients.**

Here's an example of an account that is exempt, under Contract Fee:

Add Contract Fee
✕

Choose a Fee

- ATCO Group (Red Arrow Bus)-GRO40000
- ATCO Group Board (change fee)-GRO40000
- ATCO Group Board (domestic per booking)-GRO40000
- ATCO Group Board (ETC fee)-GRO40000
- ATCO Group Board (hotel/car)-GRO40000
- ATCO Group Board (international per booking)-GRO40000
- ATCO Group Board (transborder per booking)-GRO40000

Comm NonCommissionable

of Tickets

Amount

GST/HST 0.00

QST 0.00

Total 0.00

Add Fee

Add Fee Then Add Standard/Supply Fees

Here's an example of an account that does not have a Contracted service fee, you would click on ETC

fee under Standard/Supply Fees

The screenshot shows a web browser window titled "File Finishing and Fees" with the URL "http://salesdesk.maritimetravel.ca/pnr/filefinishingwithfees4.aspx". The browser's address bar and menu bar are visible. The main content area displays a modal window titled "Add Standard/Supply Fees".

At the top of the modal window, there is a text prompt: "Hit Enter or click here to add fees selected below." Below this is a button labeled "Add Selected Fees".

The main part of the modal is a table with the following columns: a checkbox, a description of the fee, a numerical value, and another checkbox. The table lists various fees such as "Car reservations", "Group Domestic Simple", "Group Domestic Complex", "Group Intl/Transborder", "Rail", "Attraction / Event Tickets", "Plan to Go / Holiday deposit", "Research(Hourly)", "Insurance without Air or Tour", "Courier/Mail Chgs", "Visa Processing Fee", "ETC Fee", "KDS Fee", "Price Match", "Debit Memo", "Misc", "Beach Towel", and "Travel Mug".

Below the table, there is a section for "Auth Code*" with an input field. To the right of the table, there are two sections of options:

- Options:**
 - No Air
 - No RMU
 - Retention Segment
 - Wedding
 - Retired Teachers Org
 - Override Routing
- ACS/Issue Non BSP:**
 - Remember these settings
 - Issue Non BSP on Submit
 - Launch Apollo Statement on Submit

At the bottom of the modal, there is a "Reload Page" button. The background of the browser shows a sidebar with navigation options and a "What's New in SalesDesk" section with the user name "lisa shiell (e)". The Windows taskbar at the bottom shows the system clock as 12:53 PM on 11/8/2014.

Corporates: Some examples

ATCO

ATCO has contracted rates with various airlines, which are working when you are signed in to ETC, and emulated under 2A19. These are all Apollo bookings as they do not use Tango fares.

- You will see on the BARS that you can Tab stop to \$BB and then another Tab stop to store the fare. Awesome!!
- Car and Hotel contracts are also stored in the BARS
- ATCO hotel contracted rates are displayed [ATCO
- You can display any info once the Bars/Pars are moved by *pra (for air), *prh (hotel) , *prc (car)

Please let Sonya know if you have any questions or concerns.

A reminder from the YEG branch:

28 A/**ALWAYS BOOK FLEX FARES OR HIGHER** We only book Tango when they specifically request it and even at that we try and talk them out of it because of the seat selection.

Tango and does not include seat selection and there are no discounts. That is why their policy is Flex level or higher. The BAR is noted.

CA Marine - Handled by West Vancouver Branch

They do mostly all marine fares – Will send procedure in separate email

S*2G1J/INDEX· FOR LIST OF BARS

S*2G1J/MARINE· FOR MARINE FARE FORMATS

DO NOT SEND APOLLO CLIENT STATEMENT – see notes on emailing invoices on the separate email.

- The West Vancouver branch is open from 830am to 930pm Atlantic Time, Monday to Friday, so if you are working evenings and overnight, you need to pay particular attention. The Truro branch staff will monitor Saturdays and Sundays 9a-5p Atlantic Time.
- Email requests will come in the ETC inbox. Please check this inbox periodically, as you do now.
- They will need to have vessel name and budget number

*****there is a webex recording on the training library *****

COASTAL SHIPPING - Woodward- S*2B56/CSWX

- Has discounts with Provincial Air. Book in Apollo in Y class. All discounts are specific to the city pairs. The contract is in Travelbot. Go to Business Travel Management-Contracted Rates-Woodward Group. Ignore the expiry date of Jan 16

- To store the PAL discount with a 35% discount for example, T:\$B*DP35/IT13WGC124 The 9% commission is programmed. Please confirm the exact discount, this is an example only.
- Have AC Rewards for Business and the Westjet discounts (reminder – AC Rewards are now programmed in Sales Desk under ETC)
- The only hotel they have as a preference is the Comfort Inn YYT. Use the MARTC rate
- Travelers are not permitted to make their own res or changes. Approved arrangers are on the BAR
- Dianne issues 2 separate tickets within legal connecting times. Verbally advise and remark the file in an RMA to ask airline to check bags all the way
- They are an INV account, but there's a VI to guarantee hotel reservations.
- They do some marine fares. If you make any changes to an existing Marine fare booking (with Discount Air), please make the changes on the existing PNR, i.e. do not create a new pnr

*****PURCHASE ORDER NEEDED AND SHIP NAME**

At any time if you need clarification from Dianne, please feel free to call her at home at 709 895 3619

NIQITAQ FISHERIES -S*2B56/NIQX

(Wanda or Michelle are the travel planners – there are 3 credit cards on the BAR – use either Wanda or Michelles or Krisjan's depending on who calls.)

- This account can be hard to please! Take extra time and review all details.
- Travelers are never allowed to make their own bookings or changes.
- To move the address from line 11 for example: **MV/+*SONYA/+11**
- Sell First Air over Canadian North.

****ALWAYS ASK WHICH SHIP PASSENGER IS ON**

- AC Rewards for Business (listed as OUKUKOQA AND/ARLUK FISHERIES)
- Part of PAL Corporate Cluster Program in Travelbot. Book in Apollo in Y class. To store the PAL discount with a 35% discount for example, T:\$B*DP35/IT13NCU125. The 9% commission is programmed.
- Dianne issues 2 separate tickets within legal connecting times. Verbally advise and remark the file in an RMA to ask airline to check bags all the way
- The only hotel that is preferred is the Hilton Garden Ott Airport, try MARTC.

At any time if you need clarification from Dianne, please feel free to call her at home at 709 895 3619

University of Alberta - S*2B56/UOFA

S*2B56/UOFA

There is no policing of this account, IE. no approvals needed. - however they have had fraudulent bookings in the past so be wary.

Always offer the lowest fares.

Require the 3 following details in File Finish to book. Should they need to make changes down the road, they must use the original form of payment...always!

1. TAP (Travel Authorization Process)

Must start with 60000-70000 (these numbers change – will be updated on the bar)

2. Speed Code (internal info for UOA)

3. Faculty – would be on the PAR if there is one, if not please ask

Travelers do have the option of using their own credit card and do not require a TAP/Speed code. You could ask:

are you paying for your flight centrally with a TAP and Speed Code?" If not, they would then provide their personal payment.

****DO NOT issue if not a UofA email address****

Airline Contracts – Have various – see Bar *PRA

Car/Hotel contracts are noted in the BAR - *PRC and *PRH

Should the caller ask to book a **HAP hotel**, please advise this must be done internally through the UOFA staff – Maritime Travel does not book Hap hotels

Seadrill

SEADRILL CANADA West Aquarius - S*2B56/SDCX

SEADRILL (Onshore - Administrative)- S*2B56/SEDX

Travellers ARE NOT allowed to make changes on the Seadrill accounts.

Authorization must be received from Brenda even if you have to call her cell

- List of approved bookers are on the BARs
- Seadrill pays for those changes
- No business class - ALWAYS BOOK LEAST EXPENSIVE
- SVC fees are invoiced
- Hotels are booked in Apollo, guaranteed to the mastercard noted on the BAR, then the PLOG is completed. You can update the G- with the plog cc number, if you have time.

PLOG Info will be emailed as attachment.

FOP for all tickets now is invoice

Bell Aliant - S*2B56/ALNX

BGIS (Formerly) BLJC - S*2B56/BLJXEMERA INC - S*2B56/EMEX

NASITTUQ - S*2B56/NASITTUQ

NATAAQNAQ FISHERIES - S*2B56/NAQX

Stena Drilling - S*2B56/OXXX

Sheshatshiu-S*2B56/SHEX

Please make sure you take the time to check each BAR for contracted airline rates.

Even if you have lines in the queue, it's important to take that extra few minutes and review the BAR details. These rates can be considerably lower than published fares with more lenient change/cancellation rules.

***Please take note that as a company we have contracted rates with Canadian North, this is a pre-existing ATCO contract.

The details are in Travelbot.

If there's anything on the BARs that is not making sense or is not clear, please let Sonya know asap.

Airline info/Tips

PB - PROVINCIAL AIRLINES

Contracts with PB are taken off the Y class. The majority of contracts are listed in Travelbot under the Business Travel Management - Corporate Contract page. There are a few smaller companies that do not have a direct contract with PB but are listed under the NFLD Corporate Cluster Program. The benefit of the PB contracts in Y class allows changes anytime prior free of charge and fully refundable up to 24hrs prior to departure. Book any flights with direct Access ie **L{}PB/A12YHZYYZ**

Make sure that you check for acknowledgments after making changes on the files

First Air 7F and Canadian North 5T

Both 7F and 5T have a policy where a canceled ticket MUST be rebooked and exchanged at the time the file is canceled. They do not allow an open ticket to stay in credit for a year like Air Canada does. If the client does not know the new date, book something in the distant future and to the ticket exchange, noting the details on the PNR.

NAV Canada does have a corporate contract with 5T where C class tickets are refundable (outside of 2 hrs prior to departure). This info is noted on their BAR.

*Just a note on this – these are even exchanges, but still check as there will probably still be a change fee

Westjet Contracted Rates %0 Commission

We are receiving debit memos for commission taken on **Westjet contracted fares that are 0% commission, issued from online bookings**. These debit memos are \$50 each. PLEASE be careful and check the PNR to make sure you have stored the fare properly before HB:

The contracted fare with KBAC is non-commissionable, as is Uof Alberta, and more are coming on. You can now tab to either the AC or WS lines on the BAR to store your fare before issuing, for example with KBAC:

67YA/α:5A/FOR AC >T:\$B-KIE·

68YA/α:5A/WESTJET CONTRACT

69YA/α:5A/FOR WS >T:\$B-KIE08/Z0

Harbour Air

We are now set up with Harbour Air for online bookings in salesdesk.

Pacific Coastal – in Salesdesk

North Wright

Calm Air- in Salesdesk

Air Tindi

Northwestern Air Lease

Bearskin Airlines

Air North

Aklak Air

Email Etiquette-Best Practices

Email for many of us has become a preferred means of communication.

In fact, we are seeing more and more clients emailing vs calling us at ETC, so I want to run over a few items that are our best practices for monitoring and replying to emails.

We want to retain our high level of customer service with all forms of communication.

Many of these items are simply a review but it's always nice to be reminded. And when you have 'many hands' in the same email it can become a bit cumbersome!

- Be professional and courteous.
- Use spellcheck
- Address the sender with the appropriate level of formality
- Multiple uses of ??? and !!! are considered rude and condescending in the email world
- Always add your name to the email signature
- Keep emails short and to the point. If you need to have a conversation, ask if it is OK to phone that person.
- Try not to make assumptions. Always clarify before moving forward
- Do not delete** items from any folder in the ETC Outlook account. As much as you may be tempted to tidy things up by getting rid of old emails, we often need to search for emails months down the road.
- The agents in Truro are responsible for email correspondence on Saturdays and Sundays 9a-5p and until 9pm on weekdays. Based on call/email volume, emails can be assigned accordingly. The at Home Team are responsible for monitoring emails from 9pm-7am Monday-Friday and from 5pm-9am on Saturdays and Sundays.
- Response times should be reasonable, i.e. acknowledge within an hour even if you cannot action the request.
- If you see the inbox piling up and agents are busy, it's time to ask for assistance from your stand by or back up agent

I had a request asking for further clarification as to the protocol for actioning emails after hours, i.e. is any one agent responsible for monitoring the email inbox?

Based on the feedback received from the team last summer, it was decided at that time that all agents should be monitoring the email inbox outside of the ETC in Branch hours.

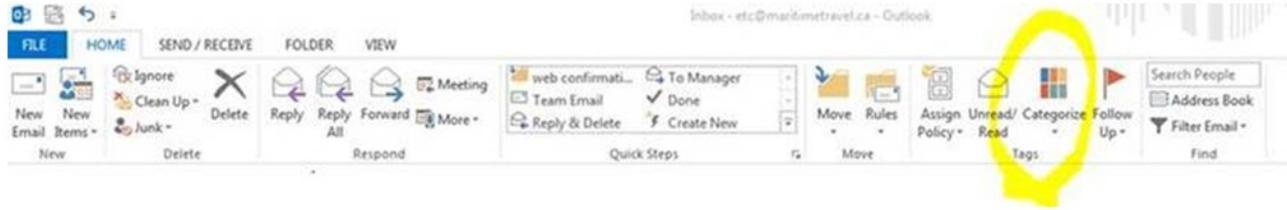
Also keep in mind you get paid the same for email requests as phone call.

We have a **make busy reason code "1" on your phone**. When you hit your not ready button, if you look quickly at your phone it will ask for a code. Press number 1 and it will show on the contact centre

that you are actioning emails.

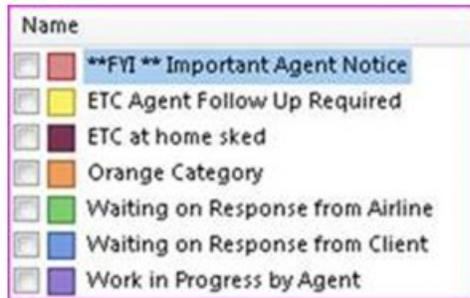
- Use the **color coding system** so that others on your shift know what's being actioned and what needs attention.

You will see the Categorize link on the top of your tool bar

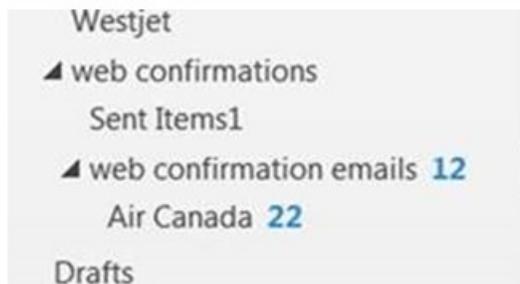


For example, "Purple" lets others know you are working on the email in question.

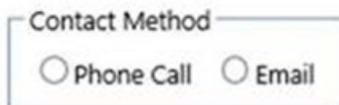
"yellow" that you need another agent to follow up/monitor on a file, please pass verbally as well if your shift is over if not completed.



Finally, move your responded emails in the "actioned" folder, and if possible web etkts in the "web confirmation" folder, once files are complete.



- The pay and caps for email is included in the pay rate for calls, i.e your email count is included in the payable limit



- Use the proper means of contact when filling out the tracking sheet:

Best Practices

Kindly take note on a few new notes and some reminders on best practices:

- You should have your **Contact Centre Client** open on your PC at all times. This not only lets you know who is on shift with you, but if they are on the phone (and with whom!), and if there are calls on hold and/or being dropped. This would be your alert to call your backup person should you see a trend of calls dropped/on hold. ****It is very important to note that an agent is logged on before you log off your shift as well.
 - Please do not “Save Changes” on the CCC when you log out, this causes me tremendous grief ☹️
 - Kindly refer to the schedule before calling your Backup to make sure you are calling the right person. Call the home number first, and then the cell number. Keep in mind that sometimes it may be possible to converse with your teammates if it is regarding a complicated file rather than calls on hold before getting your backup involved.
 - Please note **all** PNR's clear and concise and timely. There may be more than 1 ETC call handled per PNR, so this helps keeps clarity and a timeline - ETC Call Tracking is to be completed **by the end of your shift**.
 - Any **Apollo Accounting Statements** should be copied to the home branch of that account, either new or changed (see more detailed info in this KYUTD)
 - When charging **service fees on a corporate account**, please go to Corporate fees in Sales desk first. If there is a contracted service fee, it will show up there. If nothing comes up as a default, it means there is no contracted fee and you may continue to charge the regular fees.
 - When **corresponding via email** take note that at home agents use etc@maritimetravel.ca. When you use etcusers@maritimetravel.ca it goes to everyone who is on the ETC users group which includes a number of CSO folks (you may or may not want to included them in your email?). Include your name on any outgoing emails.
- **** **Please clean up** any **completed email correspondence** from ETC remotes by the end of your shift, either delete it or move to the appropriate folder.
- Make sure you can **log in** and everything is operational (Sales Desk, Apollo, Travelbot, Clientbase) a few minutes prior to your shift. If you have any issues that cannot be resolved, call Support at 902 492 4664.
 - Ticket exchanges and ticket purchases should not be passed on to the branches. Please **complete** these during your shift, unless specifically requested by the traveler or travel planner.
- **Details on ticket exchanges**, IE. additional fare, taxes, change fees, should be noted on the PNR or emailed to branch 26 to assist in reconciliation of the BSP (or put in the notes on your tracking sheet)
 - File finishing - don't forget **to remove ms lines** if you are reissuing a ticket and/or charging a service fee for example. Use **branch 236 (or 235 if you are in Truro branch) and your own agent number (cons number)** for all existing and new bookings.

- If you need coverage for a shift after the schedule has been released, it is your responsibility to get it filled. Medical reasons/PC issues are the exception.
- Every month we have difficulties **reconciling our Truro Branch Visa**, so if you run across a circumstance where you need to use our card, ie issuing an Invoiced Web ticket, please use the Truro Branch Visa number. Email Truro with the details of the charge so that we may reconcile 26@maritimetravel.ca - If you are doing a BSP ticket, you can must use F-Xinv.
- If you are issuing web tickets for an invoice account, do the following in Sales Desk- click on Manual Receipt/Invoice and click "Yes" for using Branch CC
 - If you get a call that is particularly difficult to deal with or you are unsure of how to handle a client, you can contact the manager of the office involved at home (all phone numbers should be on the MAR of that office). USE YOUR DESCRETION considering the time of day. A call in the middle of the night may be deferred until the next morning if possible, and referred to the branch for follow-up.
 - Password - just a reminder that the login information is available in Sales Desk, click on the right hand profile line (etc with the little green person), and you will see the login details at the bottom right

Appendix - Pay Schedule-For Reference Only

Regular Shift

Earnings per call: \$13.10

Number of hours	Pay	Cap (calls)	Total Possible	Regular Pay as Reference
4	\$30	4	\$82.40	\$76.36
5	\$35	6	\$113.60	\$95.45
6	\$40	8	\$144.80	\$114.54
8	\$50	10	\$181.00	\$152.72
10	\$70	12	\$227.20	\$190.90

Weekend Shift Pay

Earnings per call: \$19.68

Number of hours	Pay	Cap (calls)	Total Possible	Regular Pay as Reference
4	\$45	4	\$123.72	\$76.36
5	\$53	6	\$171.08	\$95.45
6	\$60	8	\$217.44	\$114.54
8	\$75	10	\$271.18	\$152.72
10	\$105	12	\$341.16	\$190.90

Holiday Rate: \$19.68

Number of hours	Pay	Cap (calls)	Total Possible
2	\$53	2	\$92.36
8	\$75	10	\$271.80

\$100 travel money bonus for 4 hrs at Christmas Eve, Christmas Day, and Boxing Day to 11pm.

The 4 hours are not combinable from day to day.

Storm Pay:

Storm pay is paid hourly, after the first 2 hours.

You still need to note all files using the tracking form from Sales Desk, but **we do not pay by call during storms**, ie there is no per call rate or call caps. In other words, should the storm hit us and we need to call you in, you get paid approximately **\$125 for the first 2 hours, and then \$45 every hour after that, this is the Weekend Rate**. This rate would apply to those staff already on the schedule as well.

You are expected to cover 8 - 2hour holiday shifts per year

Process for ETC Internet Expenses

ETC Internet costs will be paid out automatically by EFT and not via an expense claim. You must have 8 hrs per month in order to have your internet paid, outside of vacation.

The first payment will be based on the latest copies of all the bills, so you must send in a recent bill if you haven't already. Anyone on a bundle will be paid a standard amount based on internet costs with their current provider. You only need to submit one bill per year, and it will go to Bonnie Bernier at CSO.

ETC- Who do you Call?

**Here's the down and dirty on the Backup Agents, Standby Agents, and the Red Alert's.
Who to call for what and when**

- **Backup agents** are your support agents should you need assistance on a file.

These are your "go to" agents who can be reached 24/7 when they are on the schedule, with a reasonable expected turnaround time.

The backup agents can assist with rallying more staff for assistance, and/or logging in themselves to help out to clear calls.

They are also there to fill shifts should there be an opening that cannot be filled otherwise.

We have as Back up agents, Shawna Hebert, Jen Murtagh, Lisa Benoit

- **Standby agents** are to be available for their assigned schedule, either from Monday evening until Thursday evening at 11pm, or Friday evening to Sunday at 11pm unless otherwise noted on the schedule.

Call the standby agents when they need you to log on if calls are beginning to pile up.

We are still recruiting for standby agents. We need a few more for this to work efficiently, drop me a note if you are interested!

Our goal is to have standby agents available and on the schedule for every weekday evening and every weekend of the month.

- We also have **Trudy Parker** who will be available, as will be noted on the schedule. If you need them to stay on hold with an airline, let them know. As we all know wait times can be horrendous at times.
- Last but not least, **Mel Stewart** will be available should you have any unusual or complicated problems that agents feel uncomfortable handling, a difficult client, or marine fares for example.

Should you ever need clarity on a PNR, especially a he said she said situation, you can always call the agent/branch manager at home. Please keep in mind the time of day, and if it can wait until daytime hours.

Online Fulfillment for ETC@Home

Pseudo cities that require monitoring:

2S0Q - Q84* (ticketing required) & 86* (canceled booking)
2AL9 - Q84/86

Q84

Check if the ticket is issued *HTE

All bookings in Q84 have already passed approval

If the ticket is not issued:

- check *PRG
- if there is a traveler request noted in the PS- check *PRCB
- GK segments - flight passes email can be found in the public folders
- GK web tickets / can be displayed from ACDC – resend details using TUR/MS lines button
- missing APIS, check the PAR, correct the [:3 if required or email travel planner UD26 to request
- potential credit found -after hrs ETC team please ignore unless request is in a traveler request *PRCB
- action/issue/send the ACS copy according to the BAR or default use email phone fields & UD26

If the ticket is issued:

- check *PRG – perhaps the email could not send
- check if hotel/car change – if so use the update trams itin/inv button, email

File Finish

Don't remove the Concur file finish, add your own file finish inc own agent #, branch nbr 236 on top

Concur Online Booking Corporate Fees

All Concur fees are per ticket with the exception of Memorial University

These companies are per pnr. Add the fee from the corporate tab. Also Note - Cenovus & Keurig fees are transmitting reflect in MS lines only on the pnr.

Airline Commissions

All corporate contracts are Z0 – with the exception of WS contracted (Z5) & PD -MAR01 (Z7)

Always use T:V

Q86

Cancelled queues, please double check ticket - if web (GK) ensure cancellation is reflected in AC2U or on the public website

Tracking Sheets

Check “Fulfillment of Online Booking” - add your notes, you will receive \$5 for each actioned file

Schedule for Checking the Online Queues

Online Help is responsible for the queues between Mon-Fri 7am-9pm, Sat-Sun 9a,-5pm
ETC Home Team After Hours Responsibility falls to the first person on the schedule*
Please set an alarm if necessary

11pm + 1145pm Sunday-Thursday -	This will be 8pm-12am shift responsibility
3am Monday-Friday -	This will be 11pm-7am shift responsibility
11pm + 1145pm Friday + 3am + 7am Saturday	This will be 11pm-9am shift responsibility
6pm + 8pm Saturday -	This will be 5-10pm shift responsibility
11pm + 1145pm Saturday -	This will be 9pm-1am shift responsibility
3am + 7am Sunday -	This will be 1am-9am shift responsibility
6pm + 8pm Sunday	This will be 5p-9pm shift responsibility
Holidays Responsibility falls to the first person on the schedule*	
7am	This will be 7am-9am shift responsibility
9am	This will be 9am-11am shift responsibility
11am	This will be 11am-1pm shift responsibility
1pm	This will be 1-3pm shift responsibility
3pm	This will be 3-5pm shift responsibility
5pm	This will be 5-7pm shift responsibility
7pm	This will be 7-9pm shift responsibility

Common Reasons Auto tkt / Quality Control fails

Use *PRG to find

63 G/AT/HOTEL CITY CONTINUITY - 2

66 G/AT/RECORD QC CHECKED: 10/11/2016 1:27 PM ADT

67 G/AT/PLEASE CHECK RECORD 10/11/2016 1:27 PM ADT

71 G/AT/RECORD QC CHECKED: 10/11/2016 1:50 PM ADT

72 G/AT/PASSED QC 10/11/2016 1:50 PM ADT

66 G/AT/RECORD QC CHECKED: 10/11/2016 11:48 PM ADT

67 G/AT/PASSED QC 10/11/2016 11:48 PM ADT

69 G/EM/UNABLE TO SEND EMAIL 10/11/2016 11:50 PM ADT

61 G/QC/POSTED TRIP TO ETRAVEL

63 G/AT/RECORD QC CHECKED: 10/11/2016 3:01 PM ADT

64 G/AT/PASSED QC 10/11/2016 3:01 PM ADT

65 G/AT/TICKET CC DECLINED 10/11/2016 3:01 PM ADT

58 G/AT/HOTEL CONFIRMATION NUMBER MISSING - 3

61 G/QC/POSTED TRIP TO ETRAVEL

63 G/AT/RECORD QC CHECKED: 10/11/2016 3:01 PM ADT

72 G/AT/ 11:24 PM ADT

77 G/AT/RECORD QC CHECKED: 10/5/2016 7:05 AM ADT

78 G/AT/PASSED QC 10/5/2016 7:05 AM ADT

79 G/AT/UNABLE TO ISSUE FARE 1 TSA INFO NOT RECIEVED BY AIRLINE 10/5/2016

80 G/AT/ 7:05 AM ADT

69 G/QC/POSTED TRIP TO ETRAVEL

70 G/AT/RECORD QC CHECKED: 10/11/2016 7:11 PM ADT

71 G/AT/PASSED QC 10/11/2016 7:11 PM ADT

72 G/AT/UNABLE TO ISSUE FARE 1 10/11/2016 7:11 PM ADT

Check the fare with a \$B , T:V may just need HB:F+OK , or may need commission /IT code (if in doubt on the commission go with Z0)

Flight pass GK segments – show where to find the AC loc
flight pass read email

ACDC **Corp Rwds** web booking – show where to find the AC loc
ACDC resend tur/ms lines

update trams itin – note the PRG looks normal passed QC without error, tkt prev issued so this is why I checked to see when the tkt issd and when hotel/car added

Of course some companies have not been switched to auto tkt – like RJC, RDH & currently all pnrs 20WQ/2S0U/2S0Q X690NS – **regular example** car only

Translation Service Maritime Travel

Call CanTalk at: 1-866-820-4352

Give the CanTalk Representative the following Information:

Corporate Identification Number (CIN) 3225

Your name or employee #

State the Language you are requesting.

(The CanTalk Rep. can identify the language for you if required)

CanTalk Representative connects the interpreter within 30 seconds.

Introduce yourself and you may brief the Interpreter on the nature of the call, then conference in the caller. After the call is completed, you may request for the interpreter to stay on the line for a further debriefing (this will require the caller) to hang up first), or simply hang up to complete the interpretation.

Best Practice - Fraudulent Callers

Fraudulent bookings are not unique to the corporate world.

We have recently had several attempts of leisure bookings which is the reason for another email on this subject.

Fortunately in both cases, Liz and Andrea saw the warning flags!

Liz questioned a last minute booking that seemed suspicious in nature (mother stuck at an airport, original 'online booking site' not able to help her). Liz asked the caller for front/back copies of the credit card. The caller would not comply and the booking was not completed.

Andrea picked up on some bookings done from the link on our public site for hotels in Indonesia. Names/email/foreign looking credit card number. The contact information provided was not valid. Those bookings were cancelled.

If you are getting a push back from the caller, explain to them that it is company policy, and in their own best interest as well. If they are not able to provide you with the following information, there IS a reason.

Here's a copy of the Travelbot details. There are no exceptions. If you require assistance or clarification, please reach out to me at any time night or day, my cell is 902 751 1128

These callers might identify that they need to book travel fairly immediately due to a funeral or a sick relative, or they may not give any reason at all.

Typically, they might be booking several tickets at the same time. There are certain destinations that seem to pop up – travel to and/or from Africa (Lagos) or the Middle East (Dubai) or Asia (Manila). Recently it was just to Jamaica (not so unusual).

Please review the following process to help you avoid getting caught!!

1. **Is this an existing leisure client?** Yes, fine proceed (Check Clientbase)
2. **Is this a corporate client with a profile?** Yes, fine proceed.
3. **If it is a corporate client without a profile, then check the BAR for authorized travel planners and company policies.** Some BARs clearly state that no un-profiled travellers can be booked. Other BARs indicate a list of people who are authorized to book and charge travel.
4. **Now we are left with an unknown client trying to pay by credit card over the phone.**
5. If it is **domestic travel within 30 days**:

Ask for copy of credit card- front and back and signature of card holder

Or

Advise client he/she must come into one of our branches to sign

No exceptions

6. For **international travel within 30 days**

If we have copy of front and back of credit card along with signature we will proceed with booking the ticket but only if ticket is refundable or can be used by Maritime as a credit and Maritime is left only absorbing a small change fee if cancelled.

Prior to issuing ticket, the customer must come in to one of our branches with credit card and matching government photo ID(i.e. drivers licence or passport). Make a photocopy of the client's credit card and matching photo ID and have the customer sign the photocopy of the credit card. Ensure the signatures match with the government ID and signature on the client's original credit card. The photocopy of the credit card (now signed by the client) and the government ID should be kept on file in the branch for 60 days after travel.

No Exceptions

If clients question our process advise that it is a requirement of our suppliers to have this documentation

If the client is unable to provide the above or you believe you are a victim of Fraud, you should advise the client you need further approval from your head office to proceed with the booking and contact one of the following in CSO below:

Operations

Alan Pink

Lynda Breakey
Sandy Kollenz
Stephanie Perkins
Valerie Rouse

Finance

Jonathan Stevens
Angela Dexter

By nature, most of us Canadians are trusting people who tend not to question or become suspicious unless something is staring us in the face. But there are bad people out there, folks! There are thousands of Canadians who are defrauded each year, from every walk of life.

These fraudsters are cunning and well organized. In some cases they are quite brilliant, criminally speaking. They even exchange names of people/businesses whom they have scammed and got away with it!

We have had several fraudulent bookings in the past few days at ETC. The most recent is happening from **Oldendorff** in Vancouver. The caller has falsely identified himself as Mr. Saifatchine who does indeed have a PAR but is booking for other travelers. **This is against their company policy and is NOT permitted .**

The Oldendorff BAR lists Michelle Yu is the only person allowed to book, with a short list of travellers who are permitted to book for **themselves ONLY**.

Unfortunately, these folks are costing us a ton of money and it has become necessary that we take the following steps to minimize any future hits. Please use this as a strict guideline for all accounts:

1. Is there a profile? Yes, fine proceed.

No, then check the BAR, is it an authorized travel planner using the cc on the bar? Yes, fine proceed.

Many BARS do not have names listed. If there are no names listed and they want to charge the cc on the BAR, try to contact the branch to verify approval.

If it is international travel, please do not proceed without either approval from the branch or your back up.

There is more detail on Travelbot:

<http://intranet.maritimetravel.ca/intranet/Site/view.cfm?pageID=2000615>