

ELECTRONIC VOUCHER RETRIEVAL: ACCOMMODATION



Overview of Product:

Travel with Flair has developed the Electronic "E" Voucher Retrieval system so as to improve service delivery to both its clients and suppliers.

Hotels and other accommodation suppliers are now able to access the TWF voucher and this will assist in quality control for the establishment as Front Office personnel can now access, view and print a copy of the specific voucher related to the accommodation and is available 24 hours via the internet.

How it works:

Step 1:

Open Travel with Flair website on www.twf.travel

Step 2:

If you are looking to view the hotel/accommodation voucher then click on the "retrieve my hotel voucher button".

- A new pop up screen will open



To see if a Voucher has been issued please

Enter the Hotel Confirmation Number: and Special Code: 04456 Search

- Enter the Reference number - NOTE - (This is the hotel's booking reference number!!)
- This number is the Hotel/Accommodation providers unique reservation number and would have been given to the traveller either on the confirmation E-mail or via an SMS sent to the client phone
- If the establishment is a Guesthouse which uses a name as the booking reference at the establishment then the voucher can be retrieved by inserting the booking reference name and date of arrival example demo1234

Special Code :

- this is a security code and will be different every time you try to retrieve a copy of the voucher. Enter the number as reflected on the screen

- Click on the "Search Button"
- The screen will refresh and display the reference number, the name of the supplier, the date the voucher was issued on, the name of the consultant who issued the voucher – and on the right is a box "view voucher" – click on this
- A detailed copy of the voucher for the accommodation will appear.
- At the top appears a box "print this voucher". By clicking on this box you can print a copy of the voucher
- Click on the "close the voucher" to exit the screen, alternatively you can click on the X at the top right of the pop up box to exit the screen.

NOTE:

If you enter the reservation number, the special code – click on "search" button and the following message appear:

No voucher found, please contact the Travel with Flair Call Centre on 0860777747 or +27124243300 (international) for further assistance

This means there is an error with the voucher, and we kindly request you to contact the Travel with Flair Call Centre for further assistance.