

## Cleveland Metropolitan School District

### To Confirm E-mail/Phone reservation:

- + Traveler calls in or e-mails with date/times/cities for travel.
- + Consultant provides available flight options round trip.
- + Consultant provides pricing for flight options.
- + Consultant asks if hotel and or car rental reservation is needed with flights.
- + Consultant confirms name, date of birth, phone number, form of payment, etc.
- + Consultant asks for any approval codes that may be needed for reservation.
- + Recap of entire reservation is made with the traveler before ending the call.
- + After call has ended, the consultant does the finishing entries needed and emails the reservation to the traveler for review and final approval to ticket. **A Purchase Order Number will be needed to confirm travel arrangements.**
- + Once approval is received via email from the traveler, the reservation is placed through UCQM for final quality control. Once QC is passed, the airline ticket is issued and a final confirmation email is sent to all email addresses in the profile.

### Who To Contact

The lead corporate travel consultant for the Cleveland Metropolitan School District is Mia Metzger. Her back up is Luke Philippi.

- + [clevelandmetro@uniglobetd.com](mailto:clevelandmetro@uniglobetd.com)
- + **Mia Metzger:** [miam@uniglobetd.com](mailto:miam@uniglobetd.com)
- + **Luke Philippi:** [lukep@uniglobetd.com](mailto:lukep@uniglobetd.com)
- + UNIGLOBE Travel Designers' office number is: 614-237-4488

*All consultants are trained to be able to assist you if both Mia and Luke are not available!*

To utilize our **After Hours Support** you can reach us at one of the following:

- + **Phone:** 1-855-365-9185
- + **E-mail:** [afterhours@uniglobetd.com](mailto:afterhours@uniglobetd.com)

