Create New Customer Profile Scenario (Exception 5B)

1. New Customer calls or enters the travel agency
2. Agent answers the phone call or acknowledges that New Customer has entered Cougar Path Travel
3. Customer would like to create an account
4. Agent explains fee structure
5. Customer accepts services
6. Agent asks for customer information
7. Customer provides information and credit card
8. Agent enters information into computer
9. System sends customer information for validation to Credit Bureau
10. Customer’s credit card is invalid
11. Agent defers customer