**Reservations and Cancellations System**

**5 Reservation Status**

* Cancellation by Customer
* Cancellation by Sixt
* No Show
* Open
* Invoiced

**View**

* Attached

**Cancellation by Customer**

* Trigger: Within 24 hours from Cancellation Date
* Action: Notification to Contact Center Management
* Contact Center Management assigns calls to Contact Center Agent (Avoid double contact)
* Fill Out Form:
  + Status (Drop-down)
    - Answer
    - No Answer
  + Category (Drop-down) [If Status = Answer] – *Admin can edit drop-down options*
    - COVID-19 Situation
    - Change in plans
    - Test Reservation
    - Expensive Pricing
    - Vehicle Availability
    - Issued Another Reservation
    - Hold Amount
    - No Confirmation Email or Call
    - No particular reason
    - Other: (Textbox)
  + Category (Drop-down) [If Status = No Answer] – *Admin can edit drop-down options*
    - Wrong Number
    - No Contact Information
    - Phone Busy
    - Phone Off
    - No Answer
    - International Number
    - Other: (Textbox)
  + Comment (Multi-line textbox)
  + Timestamp and User Name
* If no assigned it to themselves within 24h
  + Notification email to admin, contact center manager, and operation and reservation managers.
  + Include in Updates box for management user
* If assigned and no response within 24h
  + Notification email to admin, contact center manager, and operation and reservation managers.
  + Include in Updates box for management user

**Cancellation by Sixt**

* Trigger: Within 24 hours from Cancellation Date
* Action: Notification to Operations and Reservation Manager
* Action: Operations and Reservations Manager assigns a user (drop-down with all users)
* Action: Notification to assigned
* Assigned person fill out form (If edit permission is not given to assigned user; Admin and Operations and Reservations Managers can input the details)
* Fill Out Form:
* Input
  + Category (Drop-down) – *Admin can edit drop-down options*
    - Vehicle Availability
    - No Driver’s License
    - Expired Driver’s License
    - No Credit Card
    - Expired Credit Card
    - No ID Card
    - Expired ID Card
    - Blacklist Customer
    - Other: (textbox)
  + Comment (Multi-line textbox)
  + Timestamp and User Name
* If no assigned it to user within 24h
  + Notification email to admin, and operations and reservation manager
  + Include in Updates box for management user
* If assigned and no response within 24h
  + Notification email to admin, and operations and reservation manager
  + Include in Updates box for management user

**No Show**

* If status “No Show”
* Trigger: Within 24 hours from Now Show Date
* Action: Notification to Contact Center Management
* Contact Center Management assigns calls to Contact Center Agent (Avoid double contact)
* Fill Out Form:
  + Status (Drop-down)
    - Answer
    - No Answer
  + Category (Drop-down) [If Status = Answer] – *Admin can edit drop-down options*
    - COVID-19 Situation
    - Change in plans
    - Test Reservation
    - Expensive Pricing
    - Vehicle Availability
    - Issued Another Reservation
    - Hold Amount
    - No Confirmation Email or Call
    - No particular reason
    - Other: (Textbox)
  + Category (Drop-down) [If Status = No Answer] – *Admin can edit drop-down options*
    - Wrong Number
    - No Contact Information
    - Phone Busy
    - Phone Off
    - No Answer
    - International Number
    - Other: (Textbox)
  + Comment (Multi-line textbox)
  + Timestamp and User Name
* If no assigned it to themselves within 24h
  + Notification email to admin, and operation and reservation managers.
  + Include in Updates box for management user
* If assigned and no response within 24h
  + Notification email to admin, and operation and reservation managers.
  + Include in Updates box for management user

**Open**

* Send notification to branch team if pick up date passed and the rental is still open after 24h from pick up date. They are allowed to change status to cancellation by Sixt, cancellation by Customer, No Show, Invoiced. Please make sure that the notification disappears from other users if an action is taken.
* If the reservation status is “open” and confirmed then notification to contact center with action 1 will include entering customer email address, and phone number. The only option that these data are not entered is if the customer has a “no answer”.
* Every station is responsible to add customer email once the reservation is uploaded. Emails can be saved by customer name automatically in future rentals by same customer. Do not allow the branch team to leave it empty, if it is not on Cobra then they should write NA. In case an email was NA or failed to send a notification shows up in to the branch team on pick up date to update email.
* If On Request = Yes and Request Level = “2 - OnRequest – confirmed” OR “5 – OnRequest – alternative, limited offer”
  + - Actions for confirmed bookings proceed
* If On Request = Yes and Request Level = “3 - OnRequest – declined”
  + - Cancellation by Sixt Form
* If On Request = Yes and Request Level = “1 – OnRequest – open”
* Notification to pick up branch Rental Sales Agent and Branch Manager with on request bookings within 24h from booking date
* Rental Sales Agent and Branch Manager confirms or denies reservation
* Actions for Confirmed bookings:
  + - Action 1:
      * Notification to Contact Center Management assigns calls to agents
      * Call within 24h after booking date
      * Agent confirms or cancel reservations
      * If cancelled:
        + Cancelled by Customer Form Appears
      * If confirm:
        + Optional textbox
    - Action 2:
      * Send automated confirmation email to customer within 48 hours before pick up date.
    - Action 3:
      * Notification to pick up branch rental sales agent and branch manager within 24h before pick date to contact customer for confirmation
      * A branch team member assigns themselves the calls
      * Branch team member confirm, cancel by customer, cancel by Sixt
      * If cancelled by Customer:
        + Cancelled by Customer Form Appears
      * If cancelled by Sixt:
        + Cancelled by Sixt Form Appears
      * If confirm:
        + Optional textbox
* If no assigned it to themselves within 24h
  + - Notification email to admin, and operation and reservation managers.
    - Include in Updates box for management user
* If assigned and no response within 24h
  + - Notification email to admin, and operation and reservation managers.
    - Include in Updates box for management user

Admin has the power to activate or deactivate actions by rate segment category, Pick Up Weekday, branch.

\*\*If booking date and pick up date are 3 days or less Action 1 is automatically deactivated. If reservation action 1 is disabled then a notification is sent to the assigned branch team to add the customer email and phone number as soon as the record is updated. Give option to identify that details are not on Cobra. If there is no email and phone number then branch team gets a notification in pick up date, if for any reason pick up date has already passed then a notification appears in drop off date. If this also passed then branch manager is notified to get the details for this client: email and phone number.

**Invoiced**

* Action 1:
  + - Notification to contact center to assign an agent to the customer to review experience - 24h after pick up date
* Action 2:
  + - Send an automatic email to client with drop off confirmation details - 48h before drop off date
* Action 3:
  + - Notification to branch team to contact the customer to confirm drop off – 24h before drop off date
* Action 4:
  + - Notification to contact center to assign an agent to contact the customer to review experience - 24h after drop off date
* Action 5:
  + - Send an automatic email to client with survey - 48h after drop off date
* If no assigned it to themselves within 24h
  + - Notification email to admin, and operation and reservation managers.
    - Include in Updates box for management user
* If assigned and no response within 24h
  + - Notification email to admin, and operation and reservation managers.
    - Include in Updates box for management user

Admin has the power to activate or deactivate actions by rate segment category or Pick Up Weekday.

If booking date and pick up date are 3 days or less Action 1 is automatically deactivated.

**Job Titles:**

* Contact Center Agent
  + Multiple users
* Contact Center Management
  + Multiple users
* Rental Sales Agent (Branch Agent)
  + Multiple users
* Branch Manager
  + Multiple users
* Operations Manager
  + Multiple users
* Reservation Manager
  + Multiple users
* Management
  + Multiple users
* Admin
  + Multiple users

Edits can be done by input user and admin. Old input is stored log history.

Every account is tied to email address, phone number, and branch (multiple branches allowed)

**Branches:**

Add branch by branch code, add branch name, email, address, and phone number. Allow to view list of assigned users.

**Roles:**

Dynamic