

ELECTRONIC VOUCHER RETRIEVAL: CAR HIRE



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.

The "E" voucher system allows the car company to access, view and print a copy of the specific voucher related to the trip and is available 24 hours via the internet.

How it works:

Step 1: Open Travel with Flair website on **www.twf.travel**

Step 2: Click on the "retrieve my car voucher button"

- A new pop up screen will open



To see if a Voucher has been issued please

Enter the Car Hire Confirmation Number: and Special Code

- Enter the Reference number (Car Company Reservation number)
- This number is the Car Company's reservation number and would have been given to the traveller from TWF either on the confirmation E-mail that the client has, or via an SMS sent to the client cellphone

Special Code :

- This is a security code and will be different everytime 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 car company, 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 car hire 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 appears:

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.

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