

COVID-19 Messaging with Cancel Functionality

Best Practice Considerations:

Enter a custom message (shown in bold and italics below) that clearly articulates travel to specific locations is not authorized by the directive of a senior level decision maker.

This solution is for use in extreme circumstances. It should only be applied when travel is never permitted to specific locations.

Sample Message

Subject: Destination Notification - Reservation for William Never Departing 8/5/2020 - QN9ZZS

From: ABC Company Travel <sampleco@worldtravelinc.com>

To: traveler@sampleco.com

CC: risk@sampleco.com



Dear Traveler,

YOUR RESERVATION HAS BEEN CANCELLED

Effective immediately any reservations booked thru Concur or the agent team at World Travel will be automatically cancelled at the directive of the CEO and President. If you have any questions, please contact travel@sampleco.com.

Traveler Name:

NEVER/WILLIAM

World Travel Record Locator: QN9ZZS

Your reservation is not in compliance due to the following reason(s):

- American Airlines Flight 671 arriving Las Vegas on 05AUG
 - Travel to/from United States is not in compliance.
- American Airlines Flight 2915 departing Las Vegas on 09AUG
 - Travel to/from United States is not in compliance.

Your reservation is subject to the following travel policy:

- Restricted Countries
 - All Countries Worldwide
- Exception (Allowed) Countries
 - Mexico
- Exception (Allowed) US States
 - Pennsylvania

Sincerely,

ABC Company