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How Does a Guest Request Move Through Admin?

Below is a simplified chart of how a guest request could potentially move through admin, and what steps take it from status to status.

The Ideal Pipeline

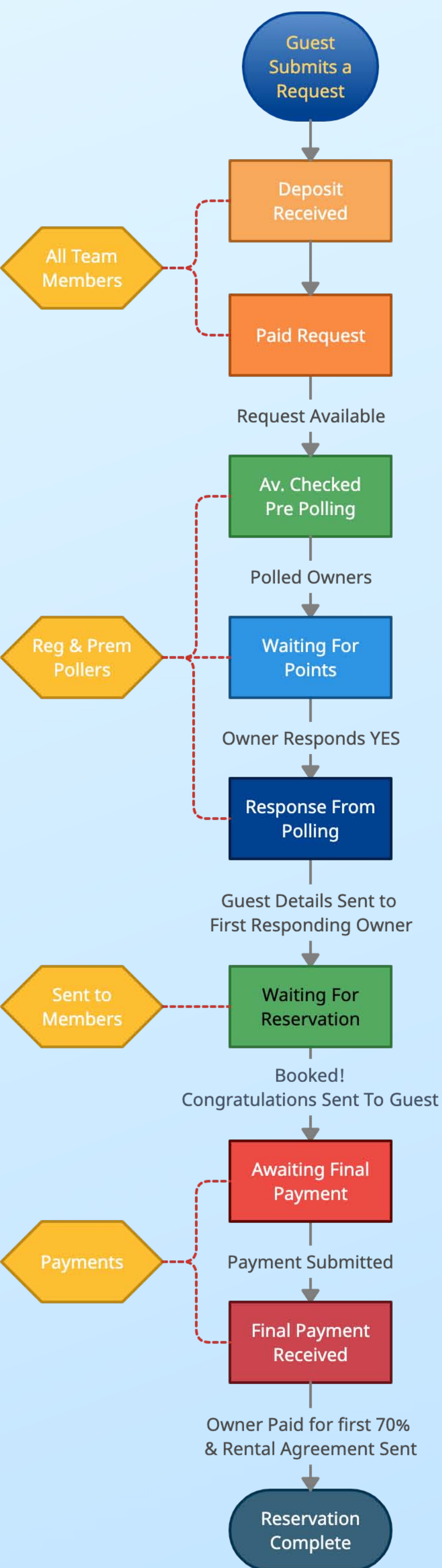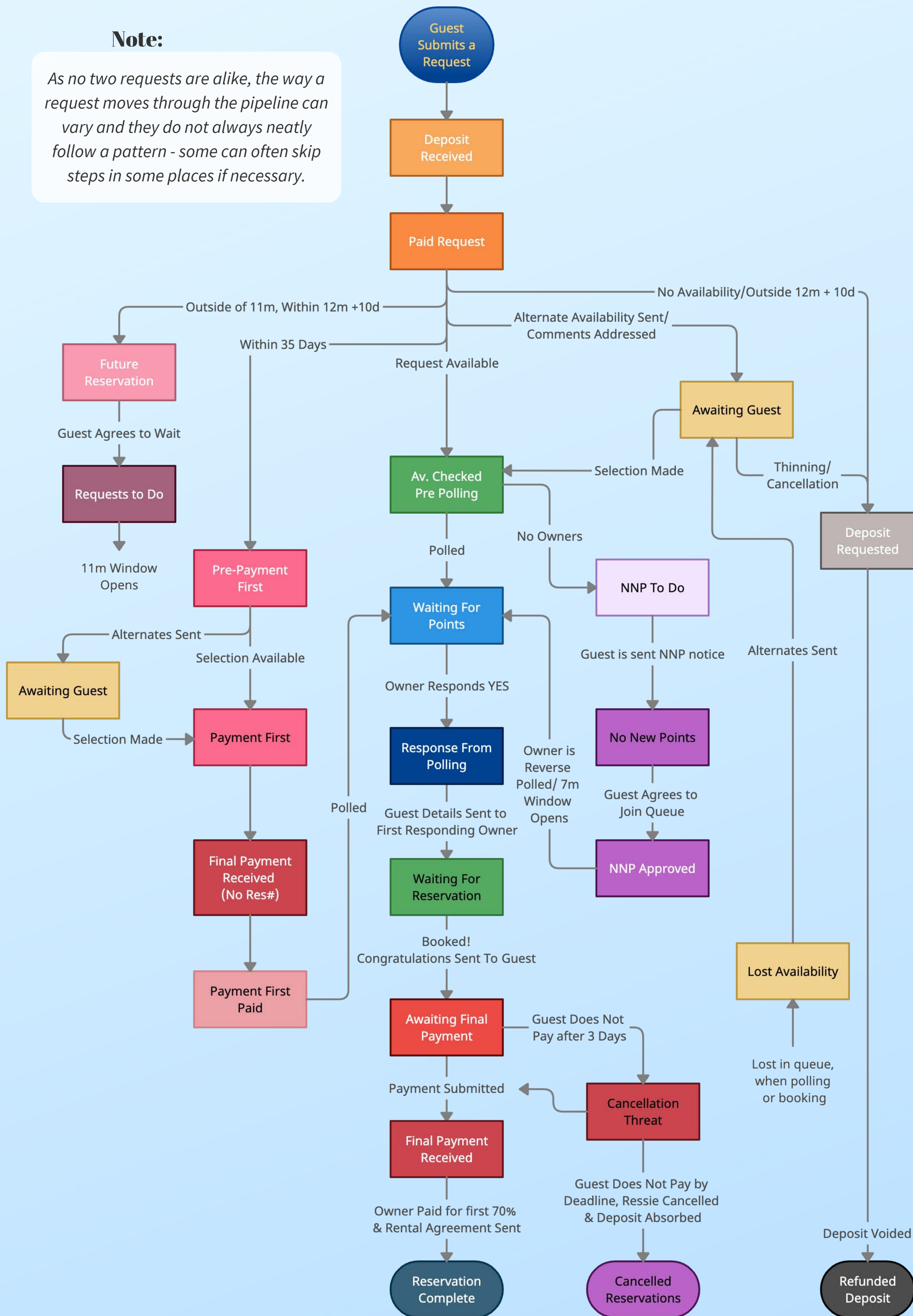Below is the ideal progress of a guest request through our system, with availability of both a room and points for their booking.

Shown to the left in yellow are the team members who will handle that stage of the reservation process.

Note:

As no two requests are alike, the way a request moves through the pipeline can vary and they do not always neatly follow a pattern - some can often skip steps in some places if necessary.

Ideal Pipeline flow (left column)

- Guest Submits a Request
- Deposit Received — *All Team Members*
- Paid Request
- Request Available
- Av. Checked Pre Polling — *Reg & Prem Pollers*
- Polled Owners
- Waiting For Points
- Owner Responds YES
- Response From Polling
- Guest Details Sent to First Responding Owner
- Waiting For Reservation — *Sent to Members*
- Booked! Congratulations Sent To Guest
- Awaiting Final Payment — *Payments*
- Payment Submitted
- Final Payment Received
- Owner Paid for first 70% & Rental Agreement Sent
- Reservation Complete

Full admin flow (right)

- Guest Submits a Request
- Deposit Received
- Paid Request
  - No Availability/Outside 12m + 10d → Deposit Requested
  - Outside of 11m, Within 12m +10d → Future Reservation
  - Within 35 Days → Pre-Payment First
  - Request Available → Av. Checked Pre Polling
  - Alternate Availability Sent/ Comments Addressed → Awaiting Guest

- Future Reservation
  - Guest Agrees to Wait → Requests to Do
  - Requests to Do → 11m Window Opens → Pre-Payment First

- Pre-Payment First
  - Alternates Sent → Awaiting Guest
  - Selection Available → (Payment First)
  - Awaiting Guest → Selection Made → Payment First
  - Payment First → Final Payment Received (No Res#) → Payment First Paid

- Av. Checked Pre Polling
  - Polled → Waiting For Points
  - No Owners → NNP To Do
  - Selection Made → (from Awaiting Guest)

- Awaiting Guest
  - Thinning/ Cancellation → Deposit Requested
  - Selection Made → Av. Checked Pre Polling

- NNP To Do
  - Guest is sent NNP notice → No New Points
  - Guest Agrees to Join Queue → NNP Approved
  - NNP Approved → Waiting For Points

- Waiting For Points
  - Owner Responds YES → Response From Polling
  - Owner is Reverse Polled/ 7m Window Opens
  - Response From Polling → Guest Details Sent to First Responding Owner → Waiting For Reservation
  - Polled (from Payment First Paid) → Waiting For Points

- Waiting For Reservation
  - Booked! Congratulations Sent To Guest → Awaiting Final Payment

- Awaiting Final Payment
  - Payment Submitted → Final Payment Received
  - Guest Does Not Pay after 3 Days → Cancellation Threat
  - Cancellation Threat → Payment Submitted → Awaiting Final Payment
  - Guest Does Not Pay by Deadline, Ressie Cancelled & Deposit Absorbed → Cancelled Reservations

- Final Payment Received
  - Owner Paid for first 70% & Rental Agreement Sent → Reservation Complete

- Deposit Requested
  - Alternates Sent → Lost Availability
  - Deposit Voided → Refunded Deposit

- Lost Availability
  - Lost in queue, when polling or booking

- Reservation Complete
- Cancelled Reservations
- Refunded Deposit

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Who Works On This Request & When?

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Below is a colour coded version of the above pipeline, with a key to the right showing which team member/daily task would typically be working on a request whilst in that particular status.

This covers only the guest pipeline, and is not a full list of all that tasks responsibilities!

Note:

As our system is flexible and a request is constantly moving, always check the record even if you are not on the associated task. It could be something that you can action, or something that needs to be noted for the team member on that task!

Key:
- Any Trained Team Member
- Pollers
- Sent to Member
- Payments
- NNP

Pipeline flow:

- Guest Submits a Request
- → Deposit Received
- → Paid Request
  - → (Outside of 11m, Within 12m +10d) Future Reservation → (Guest Agrees to Wait) Requests to Do → (11m Window Opens) Pre-Payment First
  - → (Within 35 Days) Pre-Payment First
  - → (Request Available) Av. Checked Pre Polling
  - → (No Availability/Outside 12m + 10d) Deposit Requested → (Alternates Sent) Lost Availability → Refunded Deposit (Deposit Voided)

- Pre-Payment First → (Alternates Sent) Awaiting Guest → (Selection Made) Payment First
- Pre-Payment First → (Selection Available) Payment First
- Payment First → Final Payment Received (No Res#) → Payment First Paid → (Polled) Waiting For Points

- Av. Checked Pre Polling → (Polled) Waiting For Points
- Av. Checked Pre Polling → (No Owners) NNP To Do
- Av. Checked Pre Polling ← (Selection Made) Awaiting Guest
- Awaiting Guest → (Alternate Availability Sent/Comments Addressed) back to Paid Request area
- Awaiting Guest → (Thinning/Cancellation) Deposit Requested

- Waiting For Points → (Owner Responds YES) Response From Polling → (Guest Details Sent to First Responding Owner) Waiting For Reservation
- Waiting For Points (Owner is Reverse Polled/ 7m Window Opens)

- NNP To Do → (Guest is sent NNP notice) No New Points → (Guest Agrees to Join Queue) NNP Approved → (back to Waiting For Points)
- Lost in queue, when polling or booking → Lost Availability

- Waiting For Reservation → (Booked! Congratulations Sent To Guest) Awaiting Final Payment
- Awaiting Final Payment → (Guest Does Not Pay after 3 Days) Cancellation Threat
- Awaiting Final Payment → (Payment Submitted) Final Payment Received
- Cancellation Threat → Final Payment Received
- Cancellation Threat → (Guest Does Not Pay by Deadline, Ressie Cancelled & Deposit Absorbed) Cancelled Reservations
- Final Payment Received → (Owner Paid for first 70% & Rental Agreement Sent) Reservation Complete