

General

Confirm all passengers general information (Full Names, Date of Birth, Nationality)
In case of double nationality (double passport), ask which passport will be used for traveling.
Find out if clients need visas for their trip and inform requirements.
Reconfirm all services with suppliers at least 36 hours prior to departure.
Review cancellation policies and advise your client about it.
DO NOT confirm any services without having deposit or full payment from client.

Air Services/Ticketing

Make sure that names are booked as they appear in passport which with passengers will be traveling.
Avoid non-refundable fares and/or that don't allow changes.
Review if there are any Tour Operator Fares or special offers that could be applied.
For flights not originating outside Mexico, consider quoting fares through Brickell Travel (PCC: V60H)
Preferably include luggage
Assign seats and/or inform seat pricing.
Make sure to have valid credit card or to have received client's payment before issuing air tickets.
Verify the issued bookings on the day of ticketing and make sure all info is correct (name, dates, route, price).

Ground services

Avoid using non-refundable rates or rates that don't allow changes.
Try to use nett rates or special commission agreements to guarantee a better trip margin.
In case there isn't any special agreement, try to use our Preferred Partner rates.
For DMC services, send as detailed as possible information in your requests.
Make sure to know and communicate deposit, payment and cancellation policies that apply.
Request supplier invoices accordingly and based on the "office" in which the file is being managed on (NUBA USA, NEM).

Administrative

Register all services NUBA Core.
Register expected commissions in NUBA Core (Client Direct Payment).

Before requesting a supplier pre-payment, make sure client's payment is made and there are sufficient funds on file.
Request suppliers pre-payments based on the suppliers payment policies and program them at least 24hrs prior in NUBA Core.
Download from NUBA Core the proof of payment (POP) and send it to supplier.
Double check with supplier if they need Commission Invoice to collect it accordingly.

Visas

Make sure passports are valid, up to date and have sufficient blank pages.
Make sure that the Visas are issued correctly and verify valid expiration dates.

Travel Documents

Prepare/Request Travel Documents 45 days prior to travel departure date.
Include in Umapped Emergency Contact Numbers for all services.