

# Cisco E-Mail Verbiage

## 1 Email Notification System

### FIRST TIME USER EMAIL TEMPLATES

Each template can be customized for the traveler/authorizer. Below are the default templates for each e-mail type.

PASSWORD - FIRST TIME USER (TRAVELER AND AUTHORIZER):	
<b>Subject Line:</b>	Pre Trip Approval- First time user
<b>Email Body:</b>	<p>Welcome to Pre-Trip approval.</p> <p>We have automatically enrolled you on our site and have provided you with access to our site by clicking on the following link:</p> <p><a href="https://cisco.trondent.com">https://cisco.trondent.com</a></p> <p>When prompted for your password, please enter your CEC User ID and Password.</p> <p>Please bookmark this URL as it will be used for the authorization process for reservations that require approval.</p> <p>Thank you.</p>

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EMAIL TO TRAVELER UPON START OF AUTHORIZATION PROCESS:

**Subject Line:** [APPROVAL REQUESTED] for {name} traveling on {date} to {itin.dest}

**Email Body:** Record Locator - {rloc}

Your reservation has been flagged as a Travel Policy violation and submitted for approval.

{authrmk}

If you do not receive approval within the next 24 hours please contact your approver. Any delay in the approval process will affect the cost of your ticket.

If this itinerary is not approved within 48 hours (2 days) a ticket will not be issued and your reservation will be cancelled.

Approval status can be viewed at <http://cisco.trondent.com>

(For access please use your CEC login & Password)

Learn more about the Pre Trip Approval Process at:


[http://wwwin.cisco.com/FinAdm/gpo/gso/global/gtme/travel/tools/pretrip\\_approval.shtml](http://wwwin.cisco.com/FinAdm/gpo/gso/global/gtme/travel/tools/pretrip_approval.shtml)

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### APPROVE FROM EMAIL TEMPLATES FOR LEVEL 1 AUTHORIZERS

The following email templates are for "approve from emails" if the functionality is enabled. Below is the default template.

APPROVE FROM EMAIL TO LEVEL ONE AUTHORIZER:	
<b>Subject Line:</b>	[APPROVAL REQUIRED] for {name} traveling on {date} to {itin.dest}
<b>Email Body:</b>	<div><p>The following reservation has been identified as requiring additional review based on a policy violations or an internal travel request. You may "<a href="#">Approve</a>" or "<a href="#">Decline</a>" this request by clicking on the decision links within this email found below the Approval Summary.</p><p>You can also approve this request via the "My Approvals" Portlet in IWE found at <a href="http://iwe.cisco.com">http://iwe.cisco.com</a>.</p><p>All travel costs must be managed within existing budget allocations, please use your discretion and always keep in mind the implications approval may have to Cisco and to your organization's bottom line.</p><p>A consolidated view of all requests as well as historical information can be accessed online at <a href="http://cisco.trondent.com">http://cisco.trondent.com</a> (please use your CEC login &amp; Password).</p><p>Approving travel requests within 24 hours ensures the quoted price. If approval is not obtained within 48 hours (2 days) a ticket will not be issued and the reservation will be cancelled.</p><p>{Name} traveling on {Date} to {itin.dest}</p><p><b><u>Travel Policy Details:</u></b></p><p>{rmk}</p><p>Record locator - {rloc}</p><p><b><u>Approval Summary:</u></b></p><p>{AuthML_Summary}</p><p>-----</p><p><b><u>Complete Itinerary:</u></b></p><p>{AuthML_Itinerary}</p><p>Learn more about the Pre Trip Approval Process at:</p><p><a href="http://wwwin.cisco.com/FinAdm/gpo/gsoglobal/gtme/travel/tools/pretrip_approval.shtml">http://wwwin.cisco.com/FinAdm/gpo/gsoglobal/gtme/travel/tools/pretrip_approval.shtml</a></p></div>

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### APPROVED AND DECLINED EMAIL TEMPLATES

Each template can be customized for the traveler. Below are the default templates.

#### APPROVED EMAIL TO TRAVELER:

**Subject Line:** [APPROVED] {name} traveling on {date} to {itin.dest}

**Email Body:** {authlog}

The Cisco Travel Center has been advised that this trip request has been approved and your ticket(s) will be issued shortly.

#### DECLINED EMAIL TO TRAVELER:

**Subject Line:** [DECLINED] {name} traveling on {date} to {itin.dest}

**Email Body:** {authlog}

The Cisco Travel Center has been advised that this trip request has been declined and your reservation will be cancelled.

Learn more about the Pre Trip Approval Process at:

[http://wwwin.cisco.com/FinAdm/gpo/gsoglobal/gtme/travel/tools/pretrip\\_approval.shtml](http://wwwin.cisco.com/FinAdm/gpo/gsoglobal/gtme/travel/tools/pretrip_approval.shtml)

### AUTHORIZATION TIME OUT STATUS

#### TIME OUT COMMENTS:

**Standard Status Remark:** Authorization Time Limit Exceeded

When authorization for a PNR has timed out, product will update the PNR with the above status line. This text can be customized. Maximum size is 250 characters.