

EMAILED PRORATA RESERVATIONS

PURPOSE: This operational guide is provided to all Air Force club management personnel accepting emailed prorata sheets.

SCOPE: This guide applies to all club management personnel.

GENERAL: A review from the Agency legal department provided a structural format that allows the Point of Contact (POC) to accept emailed prorata reservations.

GUIDANCE:

1. The language used in the emailed prorata reservation needs to bind the customer to the commitment of providing their credit card number prior to attending the event.

2. The Agency legal office recommends that standard language be used such as:

"This e-mail will serve in lieu of my signature to acknowledge my obligation and promise to pay the amount of \$ _____, payable to the _____ Club for the _____ (name of event/function). I understand that payment for the event/function is due no later than the day of the event. Payment will be made by (specify credit card or cash) _____.

Number of attendees: _____

Meal selection (s): _____

Reservation Contact: _____

Contact Phone Number: _____

I understand that if I am a club member, I will need to present my club card to receive the Members First Discount when paying for the event. If paying by credit card, a signature will be required at that time.

3. At the event the standard prorata sheet should be used by the POC to receive payment at the entrance.

SUMMARY: Emailed prorata reservations can save time for the POC and increase customer service, however, be aware that there is the potential for the POC to incur additional costs if the guest does not attend the function or disputes the charge; with no guarantee of successfully recouping funds in a "Card Not Present" transaction. That said the liability should be no greater than the current manual prorata sheet process.