



INTRODUCTION OF NEW MID-OFFICE SOFTWARE – Voyagers® to streamline purchase processes and increase service quality

26 July 2013,

Dear Esteemed Customers of Voyagers®,

This letter comes with great pleasure to announce that from 01st August 2013, **Voyagers®** Zambia Limited will be implementing a new 'mid-office software' called **Midoco**.

This system will be used by our reservations consultants for automated invoicing on all travel related services. Midoco will also be used by our administration and accounts department for receipting, banking, statements and all other accounting transactions.

The new system will **simplify the administration** part of our business relationship. In order to streamline the process the system requires that our consultants have your purchase order number available before the tickets can be issued; the purchase order will now be stored and be available on statements and invoices.

The timely provision of your Purchase Order number will streamline the travel process and minimize the risk of all concerned.

In emergency cases we will send the person in charge of ticket booking an email to reconfirm the purchase order will be provided the next working day by them.

Please find attached a specimen of a debtor's statement for your information.

Should you have any comments or suggestions on our new system, we kindly request that you contact enquires@voyagerszambia.com.

Thank you for your support and we are looking forward to a continued successful relationship.

Kind Regards,

Candice Harrington
Senior Customer Relations Manager

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