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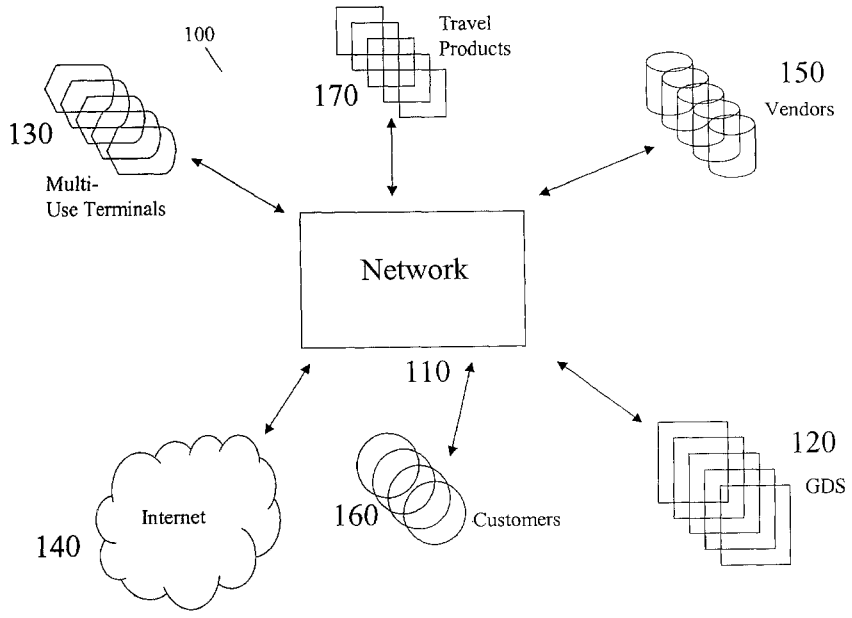
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(54) Title: SYSTEM AND METHOD FOR PROCESSING TRIP REQUESTS



(57) Abstract: A system and method providing a centralized network for facilitating travel reservations and/or services, see Figure 1. The system comprises a network (110) with hub sites that provide a centralized connection for Global Distribution Systems/Computer Reservation Systems (120), travel vendors (150), and travel office point of service terminals (130). The system includes multipurpose point of service terminals that provide a plurality of modules for various travel related applications such as an integrated e-mail booking module, a computer telephony integration module, a super passenger name record database, a customer database, a trip planning module, a customer relationship management module, a workflow module, and a low fare search module.

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