

Women Who Want It All – Communication Chain

Please review this in full before reaching out to anyone on the team.

Step 1: Check the Website and Facebook Group

Before emailing, please visit our website and review the FAQs and Terms & Conditions. Many common questions are already answered there.

You can also use the search function in the private WWWIA Facebook group to find previously posted information and updates.

Step 2: Use the Correct Contact – No Exceptions

All communication must be submitted via email only.

We do not respond to:

- Direct messages (DMs) on any social media platform
- Personal inboxes
- Phone calls or texts to personal numbers

Do NOT, for any reason, email, DM, inbox, or contact the following individuals directly:

- MartyAnna Moon, Founder
- Aleah Davis, Director of Operations

This list is your only approved communication pathway.

General Guidance / Not Sure Where to Start

If you're unsure where your question fits, please contact:

- Chinah Jackson – chinah@womenwwia.org
- Monique Davis – monique@womenwwia.org

Communication Channels

1. Community Email — community@womenwwia.com

Use for:

- Membership questions (sign-ups, upgrades, billing, promo credits)
- Community outreach and service opportunities (volunteering, donations, holiday/community support)
- Assistance requests (general help, reimbursements, non-trip related concerns)

2. Events Email — events@womenwwia.org

Use for:

- Event inquiries (dinners, mixers, summits, non-travel events)
- Vendor and sponsorship questions for events
- Speaker inquiries and collaborations

3. Raffle Email — raffle@womenwwia.com

Use for:

- Raffle entries and forms
- Promo redemptions (spa, dinner, etc.)
- Reimbursement requests tied to raffle or promo packages

4. Trip Email — trips@womenwwia.com

Use for:

- Trip payments and balances
- Travel itineraries, confirmations, and updates
- Roommate matching or special requests related to travel
- Subject Line Format: Trip Question – Globe Girl [Name] – [Destination & Year]
Example: Trip Question – Globe Girl Janel – Dubai 2025

You will be introduced to your Globe Girl after trip confirmation.

Do not use this email for routine issues while traveling; see “While On a Trip” policy below.

Response Time & Office Hours

- Office hours are Monday through Thursday, 10:00 AM to 10:00 PM EST.
- Please allow 72 business hours for a response.
- We do not respond to emails on Fridays, Saturdays, or Sundays.
- Responses may be delayed during holidays or official WWIA events and trips.
- If you do not hear back within 5 business days, forward your original email thread (do not start a new one) to Aleah Davis, Director of Operations, at aleah@womenwwia.org. Aleah is the final point of contact and must be able to see your original attempt to reach the correct department first.
- Do not email more than once within a 5-day period about the same issue.
- Emailing outside of the Communication Chain, or emailing multiple departments about the same issue, will delay resolution.

While On a Trip

While traveling with WWIA, please do not email or contact staff about routine issues. The only time you should contact us while on a trip is for lodging-related problems (hotel check-in, room issues, etc.).

For all other situations, please handle the matter directly and submit for reimbursement afterward if applicable:

- If an activity is cancelled, book another one or request a refund directly from the vendor.
- If you did not receive a dinner gift card, pay for your dinner and submit for reimbursement.
- If you miss a flight, contact the airline directly.

This ensures your experience is not delayed and allows our team to focus on group-wide logistics.

Tech Issues

If you're having trouble accessing a form, link, or confirmation email:

- Use a desktop browser
- Check your spam or junk folder
- If the issue continues, email the appropriate department with a brief explanation and include a screenshot if possible

Respect and Privacy

All communication must remain respectful and professional.

Misuse of contact information or failure to follow the communication chain may result in:

- Removal from the community
- Cancellation of trip or event participation

Thank you for following these guidelines and helping us serve you more efficiently. We are honored to grow with you in the WWIA community.