

## ViewTrip - Sending an E-Mail

Two ways to send a ViewTrip E-Mail using host entries or the ViewTrip E-Mail Go! Script.

<b>Using Host Entries to Send ViewTrip E-Mail</b>		<b>HELP 5-MTT / INFO 5-MTT</b>
Display PNR	*-ADAMS	
Add an e-mail address	5-MTT*SUSAN.ADAMS@CFTSTANDARD.COM	
Add an e-mail address using name select	5-MTTN1.1*CINDY@ENVIROGREEN.COM	
Generate e-mail at end transaction	E or ER	
<b>Special characters within an e-mail address</b>		<b>HELP 5-MTT</b>
Add an e-mail address that uses the underscore e.g., JOHN_DOE@WORLDSPAN.COM	5-MTT*JOHN@U@DOE@WORLDSPAN.COM	
Access the full list of special characters	HELP 5-MTT	
<b>Additional e-mail addresses</b>		<b>HELP 5-MTA</b>
Add non-name select	5-MTA*JIM.BROWN@LABTECH.COM	
Add single-name select	5-MTAN1.1*MARY.BRIGGS@LABTECH.COM	
<b>Store unique messages to display in e-mail</b>		<b>HELP 5-MTM</b>
Add non-name select e-mail message	5-MTM*HAVE A SAFE TRIP	
Add single name select e-mail message	5-MTMN2.1*REMEMBER YOUR PASSPORT	
<b>Using ViewTrip – Go! Script Options</b>		
Display PNR	*-ADAMS	
Open the script and complete all fields. If you already have e-mail addresses in the PNR, they will populate in the address fields.	<b>Located in the Script Index under 'Misc'.</b> There is no need to download this script; you will always have access to the latest version in Go!. First-time users, complete the 'Setup' information to store personal settings.	
Before you send the e-mail you can 'Preview' the itinerary, to ensure all the information is correct.	<b>From the 'Preview' button, you can also print a copy of the itinerary.</b>	
Automatically send the e-mail to the traveler.	<b>Click 'Send'</b>	
Document date/time e-mail was sent	<b>Click the 'Document' button</b>	
<b>ViewTrip Questions and Answers</b>		
<b>Question</b>	<b>Answers</b>	
My traveler has two e-mail addresses. How do I send an e-mail to both addresses?	Use 5-MTT for the first e-mail address and 5-MTA for the second.	
What happens if I add 5-MTT and do several end transaction (ET) on the PNR? Will an e-mail be sent every time I make an end transaction?	No; the e-mail is only sent once.	
Can I delete the 5-MTT after I have ended the PNR?	No; the e-mail address can only be modified. If the e-mail address is modified and you end transaction again, a new e-mail will be sent to the new e-mail address.	
How can I e-mail the e-ticket to the traveler?	By using the method above, when the customer opens the itinerary, there will be a link to the e-ticket record if it is applicable.	
I am a first-time user, do I need to activate ViewTrip to use it?	No; ViewTrip automatically will be available for your use and you can immediately begin sending e-mails.	
I need to add a unique remark to the traveler in the e-mail. How do I do this?	<i>Using Host Entries</i> By adding a 5-MTM* into the PNR at the same time as the 5-MTT, the unique message will appear to the traveler in the e-mail. <i>Using ViewTrip Go! Script</i> By typing in the 'Comments' field, a unique message will appear to the traveler in their e-mail.	
My client called saying he accidentally deleted his e-mail message and wants me to re-send it. How do I send an e-mail message to only one e-mail address if the PNR contains multiple e-mail addresses?	Use the ViewTrip Go! Script.	