



ViewTrip Quick Reference – Office Administration

Learn about travel agency Office Administration functions.

How to Access Available Help Options	
Click on any 'Help' link to access detailed information. This option is available within any mytripandmore.com page	Go to the Worldspan Global Learning Center > Training Documentation > Bulletins, Manuals, Misc Items > ViewTrip Guide
What is Office Administration?	
ViewTrip Office Administration allows you to customize the itinerary e-mails to send to clients. Including changing the default language, clock format, e-mail itinerary text and display promotions. It also allows the ability to promote special offers and services direct to your clients.	Once logged in, three menu options appear. <ul style="list-style-type: none"> • <i>Administration</i> – Manage agency information, customization and agent access • <i>Promotions</i> – Manage special promotional offers • <i>Traveler Search</i> – Determine the status of e-mails sent to each traveler
How to Customize E-mail Itinerary Text	
Click next to 'Itinerary e-mail text', then select the 'Customize' checkbox and type the preferred text in the box provided. Up to 999 characters are allowed. Then click 'Submit' when complete, to save changes.	(Example of how to customize e-mail text) A personalized travel itinerary has been sent to you courtesy of ABC Travel Agent. If you have any questions, please contact us on abctravelagent@worldspan.com . Thank you for using ABC Travel Agent.
How to add Promotions	
Allows the Travel Agency to load a promotion which will be seen by the client when they view their itinerary.	Promotion information <ul style="list-style-type: none"> • Will be displayed to the side of the itinerary • Can either be text based, or a graphic file • Can be hyperlinked to a webpage • The Travel Agency can set a start and end date for the promotion to start and finish. On the finish date, it will be automatically removed from ViewTrip
Text Promotion Specifications	<ul style="list-style-type: none"> • Maximum 200 characters • No HTML tags, plain text only. • Can hyperlink to URL that is entered in the 'Link Promotion to web address' field
Image Promotion Specifications	<ul style="list-style-type: none"> • Size must be 120 X 120 pixels (any other size will appear distorted) • Optimal resolution should be at 72 pixels per square inch (psi) • Image file size cannot be larger than 20 kilobytes. • File format must be a .gif, .jpg or .jpeg. • HTML background color is #FFFFFF
How to Use Traveler Search	
Track status of all e-mail sent to Travelers. Search by e-mail address, name or search the whole database of your Travel Agency SID	After you enter the search criteria, it will bring up a list of names and e-mail addresses. Click on the 'View' link to see the Record Locator, Date/time e-mail was sent and status of the e-mail that was sent to the traveler.

Questions	Answers
How do I log in?	<p>First time users log in with their Customer Number for username and SID as the password. This can then be changed to a new username and password. There are some rules when creating passwords.</p> <ul style="list-style-type: none"> • Unique username MUST precede the agency SID to access your Office Administration • Enter a unique password between 6 - 10 characters. Use basic text characters with no spaces • No spaces in e-mail addresses; use the @ symbol where appropriate • Administrator e-mail address is the business email address of the administrator
Do I need to have an Office Administration profile to use ViewTrip?	It is recommended to have an Office Administration profile. Complete all the fields in Administration to be able to fully use ViewTrip.
What customization is available?	<p>There are a number of items to customize ViewTrip for your agency.</p> <ul style="list-style-type: none"> • <i>Preferred Language</i> – setting the language will use the default text and it will be sent in the language based on the office administration's selection. If you choose to customize the e-mail text, any language can be selected. • <i>Itinerary e-mail text</i> – You can use the default wording or create your own welcome message. • <i>Agency Logo</i> – Once a logo has been uploaded, it will appear on all itineraries and e-ticket records viewed on ViewTrip. Add a hyperlink to your website from the logo by entering a URL in the 'Agency Web address' field. Guidelines are available on graphic size and format.
What happens if I put in a logo that does not match the specifications?	If you do not have a logo file that matches the specifications listed under type, size and color guidelines for Agency Logos, it is recommended you do not upload the logo until it meets these specifications. Logos not matching the specification will appear distorted. If you do not load a logo, your agency name will appear instead of the logo in the upper right-hand corner of the ViewTrip website.
Can I change the default e-mail text?	Yes, next to 'Itinerary e-mail text' select the 'Customize' checkbox and type the preferred text in the box provided. Up to 999 characters are allowed. Then click 'Submit' when complete, to save changes.
When a customer receives an e-mail from ViewTrip, the default e-mail address it is sent from is 'mytripandmore@worldspan.com', can I change this?	Yes you can, enter an e-mail address in the 'Response e-mail address field' which will appear instead of the default e-mail address. Response Email Address will be included on all itinerary confirmations sent by ViewTrip. All undelivered emails will be returned to this address.
Can I change the Clock settings from 12 hour to 24 hour format?	Yes, this can be changed so the default settings, when the client views the itinerary are either 24 or 12 hour clock. The client can also change this by selecting their preferred clock format when they view the itinerary on mytripandmore.com.
What is Agent Access?	Agent Access will allow other Agent in your office to log into Office Administration and view the 'Traveler Search' section only. They will not have access to Administration or Promotions.