



ViewTrip Quick Reference – How to Use Guide

Learn more about ViewTrip technical troubleshooting.

ViewTrip performs a system check for a valid domain of the service provider. (e.g., @yahoo.com)

ViewTrip Questions and Answers	
Questions	Answers
What if the travelers e-mail address is misspelled or incorrectly submitted while sending a traveler itinerary?	The service provider rejects the request and the Office Administrator receives notice of this failure. Correct spelling and resubmit request.
What happens if a “no such user” error response is returned from the user’s domain?	If the response from the user’s domain is “no such user” the status is set to failed and will be displayed as such in ViewTrip, Office Admin Traveler Search. If any other response is returned, the status is set to successful and the email is handed off to Ironmail at mail1.wspan.com for delivery.
What “From” and “To” e-mail addresses are used when sending an e-mail message to a traveler?	When using 5-MTT, the “from” name and email address is set to the agency email address that is sending the email (based on the settings in ViewTrip > Office Administration) and the “to” name and email address is set to the name and address of the recipient. Note that there is no further communication between MTAM and Ironmail after the email has been passed to Ironmail. It is assumed that the email has been delivered. Note: When using the MTAM Go script the names/email addresses in the “to” field will be used for sending emails, and the status of the emails will be determined based on these addresses.
In what order will the names/e-mail addresses appear in within the “Traveler Search” screen?	The order that the e-mail messages were sent. Most recent will appear at the bottom of the list.
Will all e-mails addresses be tracked for status?	E-mails addresses entered in the 5-MTA field are not tracked for status, so there is no attempt to verify the email addresses before sending. MTAM Go script Carbon Copy names/email addresses will not be tracked for status.
Which e-mail clients are supported by ViewTrip?	All e-mail clients can potentially receive e-mails from ViewTrip. This issue isn’t whether the client is supported (there are too many e-mail clients to do this), but rather if the administration of the client, SPAM filters, or some other security or proxy item suppresses the e-mail.
My client called to say they didn't receive the ViewTrip e-mail I sent them. What do I do?	Verify with the Administrator that the receiver’s e-mail client is not filtering or blocking e-mails from ViewTrip.
ViewTrip e-mails are being received by a specific e-mail address or domain name?	Both. MTAM will attempt to verify that the e-mail address is actually valid with the domain that services that e-mail address.
ViewTrip e-mails aren't being received by any e-mail address I send them to. What do I do?	Insure the Office Admin Profile has the Itinerary E-Mail Notification (Automated Send at End Transaction) checkbox enabled. E-mails will not be sent for that SID unless this checkbox is enabled.
How do I know the ViewTrip e-mail was sent to the customer? Can I troubleshoot why it didn't get there?	All e-mails sent from ViewTrip are logged in Traveler Search. The Record Locator, Date Sent and Status are recorded here.

What problems might occur, when sending ViewTrip e-mails?	There are a number of problems that might occur. <ul style="list-style-type: none"> ○ Check the spelling of the e-mail address. ○ The mailbox of the recipient might be full and the mail could be rejected. ○ Verify the e-mail address is loaded in the Office Admin Profile.
How long does it take for an e-mail to arrive to the customer?	All e-mails sent from ViewTrip are sent immediately. Delays may occur on the recipient side.
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
Note: ViewTrip e-mails may reject at the recipient's hosting site, which is beyond our control. Refer to your individual mail provider for further information. The following are some helpful links to some mail providers.	
<i>E-mail Provider</i>	<i>Help Link</i>
Yahoo Mail	http://help.yahoo.com/help/us/mail/spam/spam-13.html <ul style="list-style-type: none"> • Insure SpamGuard does not immediately delete suspected spam. Ensure that domain of sending agency and "worldspan.com" is not in the blocked addresses list.
Hotmail	http://help.msn.com/!data/en_us/data/MSN_Hotmail_PIMv9.its51/\$content\$/PIM_PROC_SAFELIST.HTM <ul style="list-style-type: none"> • Insure that SpamGuard does not immediately delete suspected spam. Add domain of sending agency and "worldspan.com" in safe senders list. Insure these are not in the blocked senders list.
Outlook 2003	http://www.microsoft.com/office/editions/prodinfo/junkmail.mspx
AOL	http://info.aol.co.uk/help/safety/email/best_from_spam_folder.html <ul style="list-style-type: none"> • First, check your Mail Controls to make sure you are not blocking the person (or blocking everyone). If you are, the person trying to send you e-mail should be receiving an error message saying that you are not accepting mail from them. • Second, check your Spam Folder to see if messages from your correspondent are being tagged by AOL as being junk e-mail. If they are, try adding your correspondent to your Address Book so that future messages will be delivered straight to you.
Earthlink	http://www.earthlink.net/webmail/help/earthlink/en_US/spamblocker/protection.html
Google GMail	http://mail.google.com/support/bin/topic.py?topic=1519 <ul style="list-style-type: none"> • Add domain of sending agency and "worldspan.com" in contacts list.
Bell South	http://help.bellsouth.net/bellsouth/asp/contentview.asp?sprt_cid=84bbf216%2Da5bf%2D4c56%2D877d%2Dc5c5e25104a9
Other	<ul style="list-style-type: none"> • Contact the SMTP administrator for the receiving domain and insure they are not blocking the domain of sending agency and "worldspan.com".