

VacationSelectsm

Trouble Shooting Guide

Table of Contents

1. Introduction	3
2. Access to VacationSelect.....	3
3. VacationSelect Registration Process	4
3.1. Agency Registration	6
4. VacationSelect Setting Preferences.....	8
4.1. Site Manager Authorities.....	8
4.2. User Preferences	9
5. Changing your password	10
6. VacationSelect Search and Book Process.....	10
7. VacationSelect PNR	11
8. Adding VacationSelect to My Links.....	12
9. TRAMS Live Connect Interface.....	13
10. Escalation Procedures	13
10.1. Tech Support	15
10.2. Trisept Technologies Support	15
11. VacationSelect Help.....	15

1. Introduction

Worldspan VacationSelectsm, is a web-based agent shopping and booking tool providing real time access to multiple tour operators. Available through the Go! Res platform from the Script Index Book tab, it provides Worldspan travel agents with a robust user-friendly application to quickly and efficiently shop and book static and dynamic tour packages.

Once an agent launches the VacationSelect hyperlink from the Go! Res Book tab, a login screen is launched. Agents will need to register for a VacationSelect login if they have not already done so. It is important to note that even though many of our agents are already familiar with the VAX VacationAccess.com site and have a login, they will need a new login for the Worldspan site. This login is independent of their Go! login and is required for an agent to shop and book on Worldspan VacationSelect.

Agents will receive one (1) booking credit for each tour booked. Credits will be awarded once the customer has completed the tour.

2. Access to VacationSelect

VacationSelect registration is available to travel agency Owners or Office Managers using Go! Res v3.x and higher. No client download is required. Additionally, agencies are required to complete a secondary registration with the individual Tour Operators (see list below) to establish negotiated rates and commissions. Worldspan will not register an agency with a Tour Operator. If an agent is already registered with the Tour Operator, then they will not need to re-register with each Tour Operator.

Air Jamaica Vacations
ATA Vacations
Continental Airlines Vacations
Delta Vacations
Funjet Vacations
Future Vacations
MGM MIRAGE Vacations
Midwest Airlines Vacations
Royal Plaintaion
Sandals & Beaches Resorts
Southwest Airlines Vacations
Spirit Vacations
TransGlobal Vacations
United Vacations
Universal Parks & Resorts Vacations
US Airways Vacations
Vacations by Adventure Tours

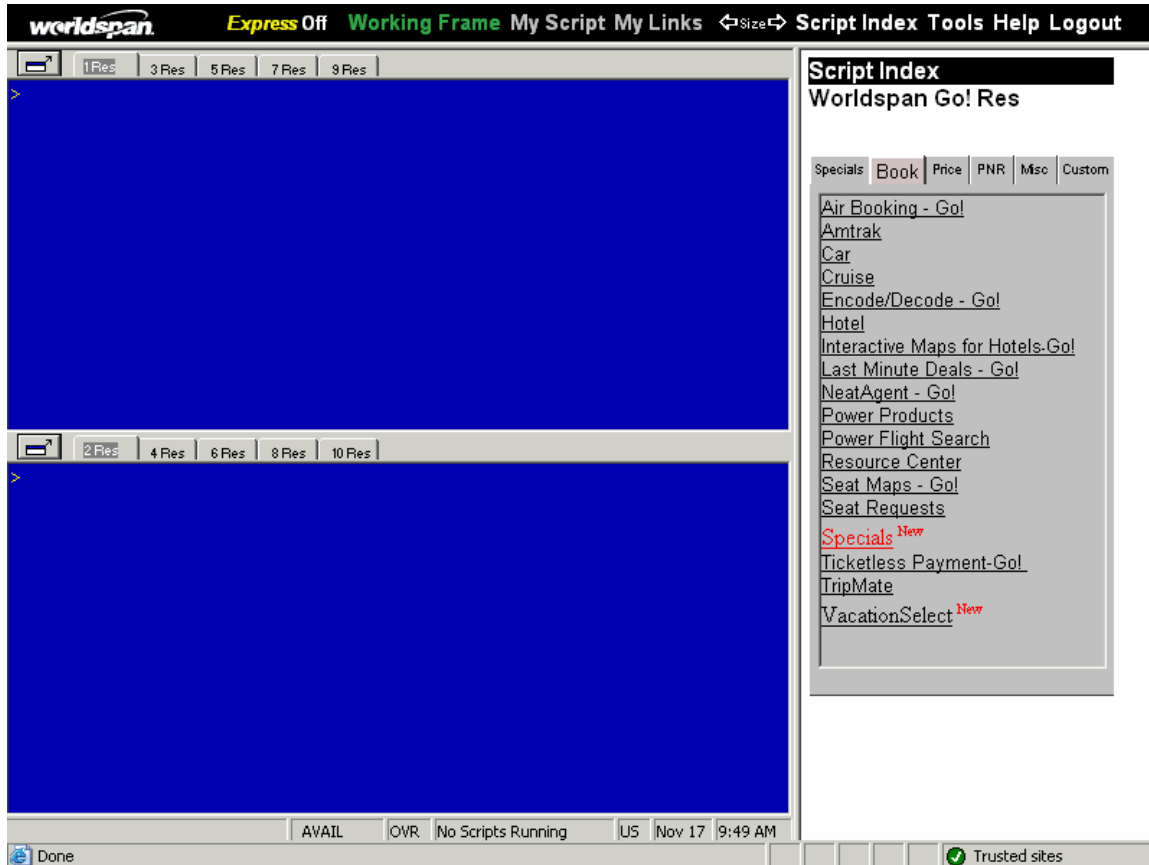
Access to the VacationSelect Registration link, located on the Go! Res Script Index Book tab, is designed for use by US agents only. Agents outside the US can book on this product only if the Tour Operator allows for their registration and the agent agrees to process request in USD.

Once VacationSelect is activated (registration completed) agents can begin to shop and book.

3. VacationSelect Registration Process

This section covers the VacationSelect product registration from a link on the Go! Res Script Index Book tab. Upon general product release, a new link VacationSelect will be placed under the Script Index link on the Book tab located on the right IFrame of Go! Res.

Example:



The agency SID sent to Trisept will be the primary SID associated to the agency customer number found in the Go! Oracle database based on the Go! Login ID.

Clicking on the VacationSelect link launches the Worldspan VacationSelect session.

Worldspan will open the Worldspan VacationSelect session in a buttonless window with no address or browser navigation bars, giving a full screen of height = 570 and width = 790.

Upon clicking the VacationSelect link a user will be taken directly to the new Worldspan VacationSelect index page, which includes the login section. VacationSelect agents will be required to register and login on the Worldspan VacationSelect site.

Note: Popup Blocker must be disabled or the popup blocker setting must include this URL as an allowed site.

Example:

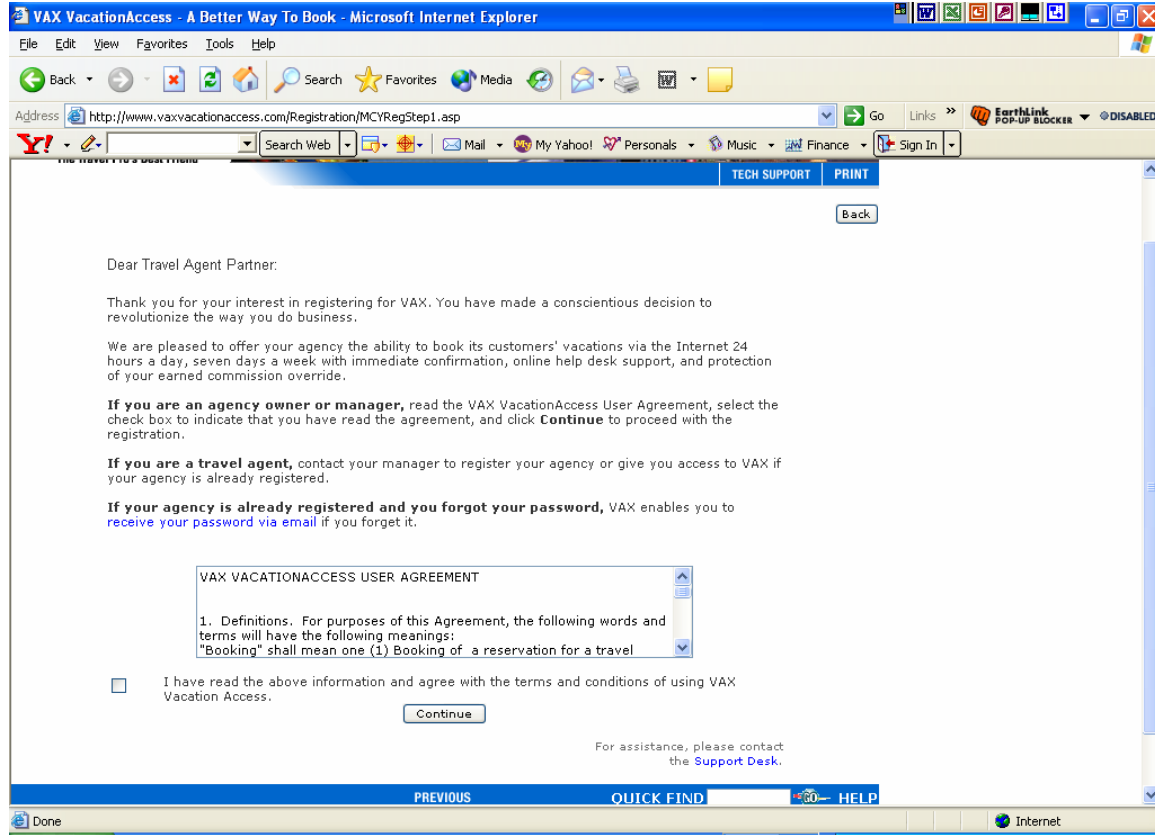
The screenshot shows a web browser window with the address bar displaying `http://csibetasecure.vaxvacationaccess.com - VAX VacationAccess - A Better Way To Book - Microsoft Internet Explorer`. The page features the Worldspan logo at the top left and a navigation menu with the following items: RESERVATIONS, DESTINATIONS, DEALS, NEWS, VENDOR CENTER, SUPPORT, MEMBER SERVICES, TECH SUPPORT, HELP, and PRINT. The main content area is titled "User Logon" and contains a login form with three input fields: "Account Number", "Name", and "Password". Below the form are two buttons: "Logon" and "Password Reminder". A message below the buttons reads: "If you do not have an account with Worldspan Vacation Select, please [register here](#)." Below this message is a link: "View [Terms and Conditions](#)." The footer of the page includes the copyright notice "©1999-2005 Trisept Solutions" and "Generated at 8:52AM Central Time on 17Nov05" on the left, and "created & powered by: Trisept SOLUTIONS" with the Trisept logo on the right.

If the agent is not already registered, they can register for the product from the login screen by selecting 'register here' link.

3.1. Agency Registration

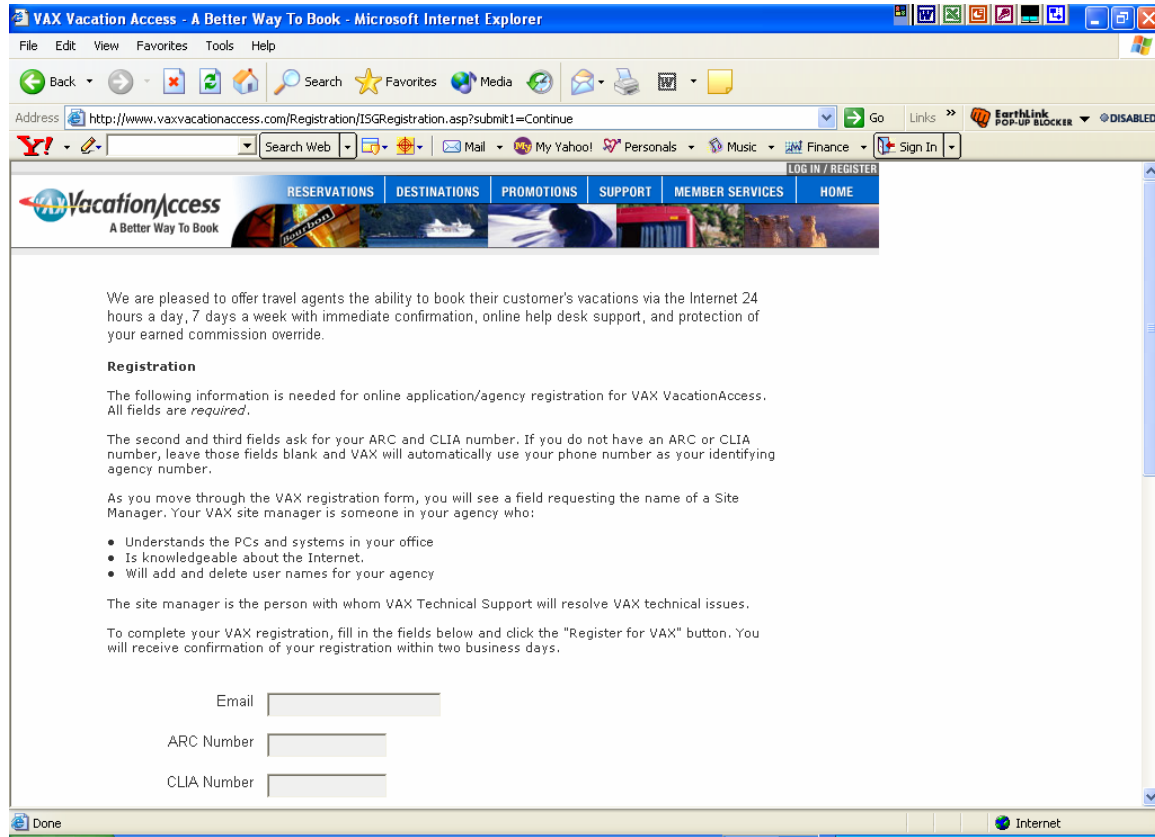
Upon selecting the VacationSelect Registration link, the User Agreement page is displayed. VacationSelect requires registration by the Agency owner or office manager.

Example



Upon reviewing the User Agreement, click the 'I have read' button underneath the User Agreement box then click continue to access the registration form.

Example:



Feature	Description	Notes
Worldspan VacationSelect SM	Header text identifying the new product name and trademark	
User Agreement	Text supplied by Trisept Solutions Inc. identifying agreement of use.	
I Agree button	Clicking validates agreement for use of product with Worldspan	
Registration	Text supplied by Trisept Solutions Inc. requesting required registration fields.	
Email	Email address of agent processing registration	Required by Trisept Solutions
ARC Number	Required field that is used as the Account Number for login	Required by Trisept Solutions
CIIA Number	Can be used if agency does not have a valid ARC number	
Travel Agency Name	DBA name of agency	
Street Address	Street address of agency	
City	City where agency resides	
State and ZIP	State where agency resides and zip code	
Providence and Country (if other than USA)	Agency country location if not part of the United States	
Phone Number	Agency phone number	
Owner/Manager	Name of Owner or Manager	Should be the person registering
VacationSelect Site Manager	Name of person responsible for admin of site	
Password	Password requesting for use in the application	Trisept requires the password to be changed every 90 days. Once registered the password can be changed through the Member Services tab.
Confirm Password	Re-enter password for validation	
Pseudo City	Pseudo City code of agency	Note: this must always be the primary SID of the agency and not secondary SID
Register for VacationSelect	Text button	Selection of button sends electronic message to system requesting automated registration.

Advisory/Error Messages on Registration Screen

An advisory email message will be sent to the email address used for registration advising account number, login name, and password. If registration was unsuccessful, the advisory email will state the errors incurred while registering and request registration be re-submitted with corrected items.

4. VacationSelect Setting Preferences

4.1. Site Manager Authorities

Once VacationSelect is activated, all vendors available in the application will be displayed. The Site Manager is provided the authority to manage agency preferences through the Member Services link on the menu bar to control, which vendors appear within the application for booking.

When you set preferences for the entire agency, agents receive the message, "Your Site Manager has configured the default settings for your agency." under the Vendor Display heading of the User Preferences screen.

To set your agency preferences follow the steps below.

Note: You can change your selection at any time.

1. Click **Member Services** on the top navigation bar to open the Member Services screen.
2. Click Agency **Preferences** to open the Agency Vendor Preferences screen.
3. In the "Vendors to appear in order" list box, select which vendors you want to display and the order you want to display them.

Use the right and left arrows to move the vendor names between the left and right list boxes. If the vendor is in the left list box, it appears on the Vacation Vendor Selection screen and the Choose Tour Operator drop-down menu and the products for that vendor become available in VacationSelect. If the vendor is in the right list box, it does not appear on the Vacation Vendor Selection screen or the Choose Tour Operator drop-down menu and the products for that vendor become unavailable in VacationSelect.

Use the up and down arrows to change the order in which the vendors display on the Vacation Vendor Selection screen and the Choose Tour Operator drop-down menu.

4. Click Set **Agency Vendors** when you finish choosing your preferences. VacationSelect saves your preferences, and the Agency Vendor Preferences screen re-appears displaying the message "Agency Information Updated". The Remove Agency Vendors button appears at the bottom of the screen.

Click **Remove Agency Vendors** if you want to remove the agency vendor preferences and enable agents to fully access all vendors.

5. Click the VacationSelect logo to return to the home page.

4.2. User Preferences

Once VacationSelect is activated, all agents have the option to customize the application to suit their needs. User preferences can be changed or cleared at any time. Default preferences can be overridden when the agent establishes the vacation search criteria. Examples of what an agent can customize are listed below:

- Default origin and destination cities that appear on the Vacation Search screen.
- Order in which vendors appear on the Vacation Vendor Selection screen and the Choose Tour Operator drop-down menu.
- Default display order for hotels on the Combined Flight and Accommodation Availability screen in the Current Booking Engine.
- Set the default display for the number of hotels per page on the Hotel Availability tab in the New Dynamic Booking Engine.
- Set the default display for the number of flights per page on the Air Availability tab in the New Dynamic Booking Engine.

To set/change User Preferences:

1. Click Member Services on the top navigation bar to open the Member Services screen.
2. Click User Preference to open the User Preferences screen.
3. Under the heading Select Default Cities, type the code for the city you want as your default origin in the Default Origin field. Leave this field blank if you do not want a default origin city.
4. Under the heading Select Default Cities, type the code for the city you want as your default destination in the Default Destination field. Leave this field blank if you do not want a default destination city.
5. Under the heading Select Vendor Display Order, select the vendors you want to display and the order to display them.

Use the right and left arrows to move the vendor names between the left and right list boxes. If the vendor is in the left list box, it appears on the Vacation Vendor Selection screen and the Choose

Tour Operator drop-down menu and the products for that vendor become available in VacationSelect. If the vendor is in the right list box, it does not appear on the Vacation Vendor Selection screen or the Choose Tour Operator drop-down menu and the products for that vendor become unavailable in VacationSelect.

Use the up and down arrows to change the order in which the vendors display on the Vacation Vendor Selection screen and the Choose Tour Operator drop-down menu.

If your site manager set the vendor preferences for your entire agency, you see the message, "Your Site Manager has configured the default settings for your agency" under the Vendor Display heading in place of the list boxes.

6. Under the heading Select Default Hotel Order, select the order in which you want hotels to display on the Combined Flight and Accommodation Availability screen in the Current Booking Engine.
7. Select the number of hotels from the Number of Hotels drop-down menu that you want to display per page. The available hotels display on the Hotel Availability tab in the New Dynamic Booking Engine. VacationSelect defaults to select 5. You can select up to 50.
8. Select the number of flights from the Number of Flights drop-down menu that you want to display per page. The available flights display on the Air Availability tab in the New Dynamic Booking Engine. VacationSelect defaults to select 5. You can select up to 50.
9. Click Continue or Back to Member Services to set your preferences.
10. Click the VacationSelect logo to return to the home page.

5. Changing your password

Trisept Technologies requires the VacationSelect password to be changed every 60-90 days. Additionally, you can change your login password at any time. Changing your password ensures that only you have access to your work and that you get credit for the packages you book. Follow the steps below to change your login password for VAX.

1. Click Member Services on the top navigation bar to open the Member Services screen.
2. Click Change Password to open the Change Password screen.
3. Type your current password in the Old Password field.
4. Type your new password in the New Password field.
5. Type your new password again in the Confirm New Password field.
6. Verify that the email address that appears in the email Address field is correct. If you forget your password, VAX uses the email address in this field to send a password reminder. If the email address is incorrect, you will not receive the password reminder.
7. Click Update to change your password. A screen appears displaying your name when your password updates successfully.
8. Click Back To Member Services to return to the Member Services screen, or click the VAX logo to return to the VAX home page.

6. VacationSelect Search and Book Process

Following a successful login, a user will be able to navigate the Worldspan VacationSelect site to search, book, modify and cancel tour reservations. Additionally, the site manager will be able to set agency preferences.

Worldspan agents have access to vacation product documentation, requirements, general booking information.

- Product documentation is made available by the vendor to the agent during the booking process via the Terms & Conditions link.

- Existing VAX VacationAccess online training/product support materials will be made available to Worldspan agents via the Support/Help page within Worldspan VacationSelect site.

Once logon is completed, the Worldspan header will contain the Worldspan logo and a Log Out / Close Window button.

- The Worldspan logo in the header is clickable with redirection back to the Worldspan VacationSelect index page, not to Worldspan Go! Res.
- The Log Out / Close Window button logs the travel agent out of their Worldspan VacationSelect session and closes the browser.

7. VacationSelect PNR

Upon completing a tour reservation Trisept will send the tour booking details via XML Pro to Worldspan. A Worldspan PNR will be created containing WOW segments reflecting the booked tour data.

==> The WOW segment cannot be modified or cancelled from the Worldspan PNR. WOW segments can only be cancelled through the VacationSelect application via XML Pro messaging received from Trisept.

==> The Go! travel agent will not be restricted from booking or adding additional non-WOW segments or data to their Worldspan PNR, as needed.

==> WOW segments cancelled through VacationSelect will not affect additional non-WOW segments or data added by the agent to the Worldspan PNR.

==> Modifications made to the WOW segment to reduce the number of passengers in the booking will result in the creation of a new PNR. WOW segments created in the original PNR will show as XLD.

==> Upon attempting to cancel or modify a WOW segment, the following alert messages will be displayed:

WOW SEGMENT CANCEL NOT PERMITTED FROM PNR

WOW SEGMENT MODIFY NOT PERMITTED

The WOW segment will contain a unique element 'WSC-WVAX' identifying it as a Worldspan VacationSelect PNR.

==> The PNR will contain 'T/WVAX' as the ticketing field.

PNR Example:

```
)>*MBHVNR
1P- MBHVNR
  1.1HODEK/SCOTT*ADT  2.1HODEK/STACY*ADT
  1 WOW FN MK2 TUR 19DEC05 21DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 486.63/DUE-USD B486.63X0.00T486.63/FF1-VA
CATIONSELECT
  2 WOW FN MK2 TUR 19DEC05 20DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00/FF1-PENALTY
WAIVER
  3 WOW FN MK2 TUR 19DEC05 20DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00/FF1-MASTERCA
RD SPECIAL ALADDIN
  4 WOW FN MK2 TUR 19DEC05 21DEC05/W-/TID-N9RF09FW/AN-ALAMO CAR R
```

```

ENTALS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00
)>MD
 5 WOW FN MK2 TUR 19DEC05 21DEC05/W-/TID-N9RF09FW/AN-ALADDIN RES
ORT/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00
 6 WOW FN MK2 TUR 19DEC05 20DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00/FF1-FREE LAU
GHLIN TOUR
 7 WOW FN MK2 TUR 19DEC05 20DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00/FF1-LA THERA
PIE OXYGEN FACIAL ELEMIS SPA AT ALADDIN
 8 WOW FN MK2 TUR 20DEC05 21DEC05/W-/TID-N9RF09FW/AN-FUNJET VACA
TIONS/WSC-WVAX /IC-USD 0.00/DUE-USD B0.00X0.00T0.00/FF1-GHOST TO
WN AND GOLD MINE TOUR
P- 1.J4R4142287777
T- 1.T//WVAX

```

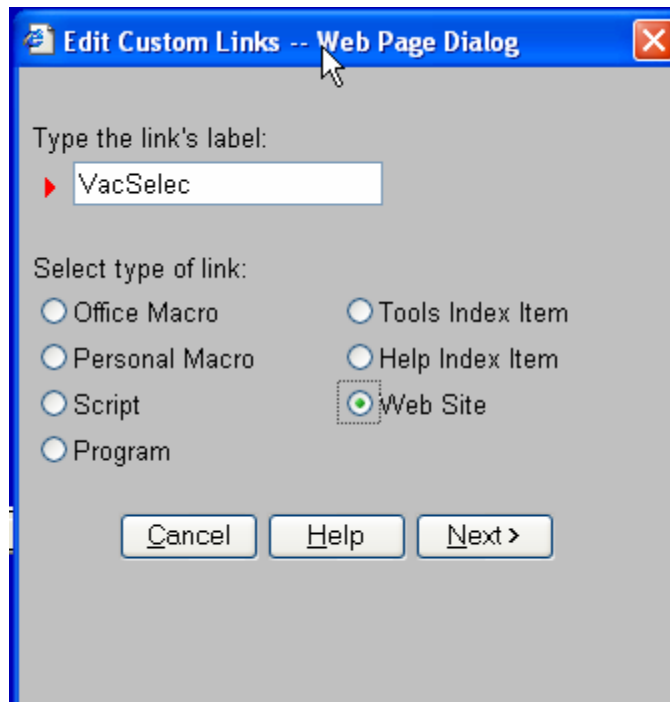
8. Adding VacationSelect to My Links

Worldspan agents wanting to add VacationSelect to My Links can do so by doing the following:

1. From the Go! RES screen, if not already displayed, click on My Links from the Menu Bar
2. Click on the '+' sign to add a new link

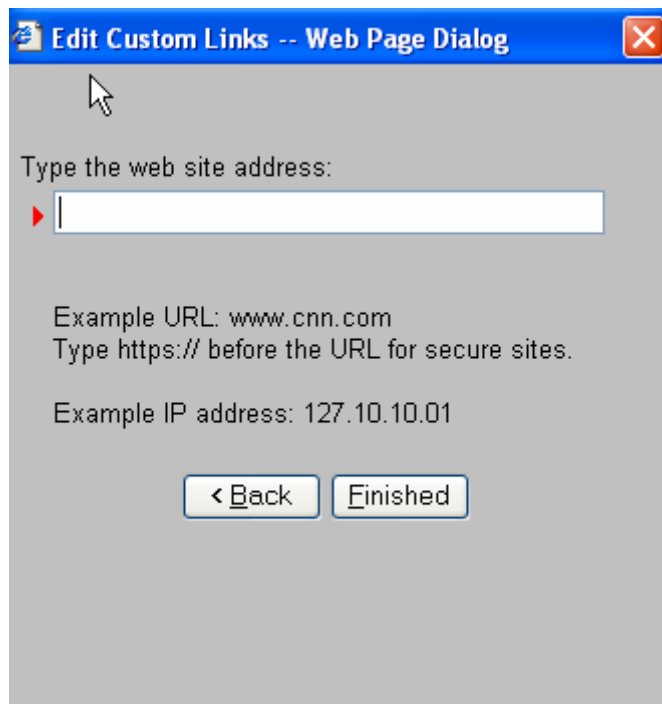


3. Type "VacSelec" in the link's label field and select Web Site. Click Next



4. Type or copy the following link in the "Type the web site address" and then click Finished:

<https://secure.vaxvacationaccess.com/vaxprowsn/eLNfhtn.asp?RequestCode=3&TourOp=WS&VendorFrom=WSN&LogonSource=WSN&WorldspanSID=xxx>



9. TRAMS Live Connect Interface

VacationSelect has been designed to interface directly to the TRAMS ClientBase Res Card "Live Connect" feature which integrates with Supplier Web sites and electronically passes the login and client data to VacationSelect. Reservation data is seamlessly imported back into ClientBase to print itineraries, generate invoices and store travel history.

For instruction on how to implement VacationSelect with Live Connect simply go to www.trams.com and select the Live Connect link on the left side of screen. Then select VacationSelect to view or print the instructions.

Questions related to Live Connect should be directed to support@trams.com.

10. Escalation Procedures

Escalation Path:

Worldspan Help Desk->

Global Escalation Team >

 Data Center (if hard down) >

 QE (other issues)

QE – either

 resolves issue or

 escalates to Trisept > Vendor (when applicable)

NOTE: If no PNR is created after successfully booking a tour and receiving a confirmation number. The Help Desk will obtain passenger(s) name, tour vendor, and confirmation number information and add that information into a GCC service request to the Global Escalations Team. The Global Escalations Team will escalate to QE for resolution.

Error Level	Description	Action
Level 1	These are problems with the Site's functionality that render the System inoperable.	<p>Trisept will initiate corrective actions within two (2) hours of notification of the Error from Worldspan or a Worldspan User and will advise Worldspan of the status thereof at least every eight (8) hours by the Help Desk as to the status of efforts to resolve the Level 1 Error.</p> <p>Worldspan Help Desk to Global Escalation Team to DataCenter</p>
Level 2	These are problems with the Site functionality that are significant to the productive use of the Site, but the Site operates in a restricted fashion	<p>These problems will initiate corrective actions within twenty-four (24) hours after notification of the Error from Worldspan or a Worldspan User. Trisept will provide Worldspan with a daily update on the resolution status for the Error.</p> <p>Worldspan Help Desk to Global Escalation Team to QE to resolve or contact Trisepts</p>
Level 3	These are all other problems with the Site other than Level 1 Errors and Level 2 Errors.	<p>These problems will be addressed as soon as reasonably practicable, but by no later than the following Site update unless mutually agreed otherwise by the Parties</p> <p>Worldspan Help Desk to Global Escalation Team to QE to resolve or contact Trisepts</p>

10.1. Tech Support

During the booking process if a Worldspan agent is in need of support they will select Tech Support from the menu bar. Upon selection, the following verbiage (see below) will display directing the agent to contact either the vendor directly or to contact the Worldspan Help Desk. The Help Desk will be responsible for responding to questions related to VacationSelect registration and PNR related questions. Trisept will support questions related to the booking process within VacationSelect.

Welcome!

If you need assistance with product-related questions (such as commission rates, price matches, Terms & Conditions, etc.), please visit the Travel Product Support page in the on-line help to access telephone numbers for all available vendors.

If you need assistance with VacationSelect-related questions please review and/or search the on-line help for steps, notes, and tips. You may also contact the Worldspan Help Desk directly at 404-305-1746.

10.2. Trisept Technologies Support

NOTE: Trisept will notify Worldspan when their system is down by sending a failure notification or downtime notification to the following addresses:

grvendor@worldpan.com
HD prod line@worldpan.com
GCS Global Escalation Team@worldspan.com

11. VacationSelect Help

Help may be accessed in the VacationSelect Product. The Help function automatically provides information for the screen/field you are working on.