

# Reservation Management and Modifications in VAX VacationAccess

A Getting Started Guide

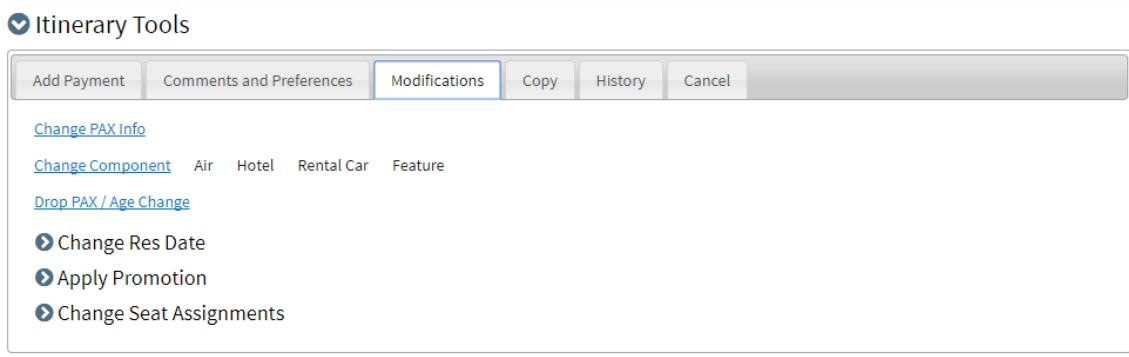
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# Introduction

VAX VacationAccess enables you to manage and modify confirmed reservations using the **Itinerary Tools** panel within each reservation.

Keep in mind that if you need Customer Support to make a modification to a booked reservation, you will no longer have the ability to make modifications to the reservation yourself using VAX, requiring you to call them again for further modifications.



Examples of management and modification tasks you can perform yourself include:

- Applying payments
- Adding internal comments
- Adding special service requests
- Submitting a Price Match request
- Copying reservations
- Changing traveler contact information
- Retrieve reservations
- Changing a traveler name, gender, and date of birth (prior to ticketing)
- Changing children ages
- Changing reservation travel dates
- Changing travel components
- Checking travel credit balance
- Applying promotion codes
- Resending travel itineraries
- Canceling reservations
- Review history of reservations

Each supplier establishes its own rules for changing reservations. As a result, the modifications you can perform may vary from package to package. The **Modifications** tab within the Itinerary Tools panel identifies the changes you can make to a specific reservation.

## Note

*Making changes to a reservation can result in **cancellation or revision fees** for the customer. Review the supplier's terms and conditions with the customer before you make any changes. Also, making changes to a reservation may void any deals or promotions currently applied to the reservation.*

Most vacation packages do not allow you to modify the reservation after the air has been ticketed and/or while the travelers are in their destination. If you need to make changes, retrieve the reservation and use the **Itinerary Tools** to determine if the reservation allows post-ticketing or during-travel modifications.

If modifications are not allowed on a package, the **change options** in the **Modifications** tab will appear grayed out and are inactive.

For assistance with reservation modifications that cannot be modified in VAX, visit the ALG Vacations™ [Contact pages](#) in VAX to obtain current contact information.

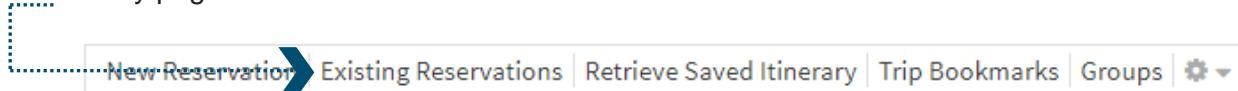
## Retrieving & Sharing Reservation Details

In addition to retrieving, viewing and making modifications to a previously booked reservation in VAX, you can view and export a report of all your previously booked reservations, including multi-party itineraries.

Reservations booked within the last 3 years and traveled within the past 18 months are available for retrieval and reports.

### Retrieving Reservations

1. Retrieve a confirmed reservation by selecting the **Existing Reservations** button at the top of any page in VAX.



2. In the **Existing Reservations** panel that displays, enter the reservation number and then click the **Retrieve Reservation** button or enter any number of additional reservation criteria (such as Passenger Last Name) on the **Reservation Search** panel and then click **Search**. You don't need to complete all of the fields to conduct the search. The number of reservations that display in the results panel may vary based upon the amount of criteria you entered.

## Existing Reservations

Retrieve a Reservation

Reservation Number:

**Retrieve Reservation**

Travel Credit Balance Check

Reservation Number:

**Check Balance**

OR

Reservation Search

Passenger First Name: <input type="text"/>	Passenger Last Name: <input type="text"/>	Min. Booking Date: <input type="text"/>	Max. Booking Date: <input type="text"/>
Min. Depart Date: <input type="text"/>	Max. Depart Date: <input type="text"/>	Supplier: <input type="text"/>	Origin: <input type="text"/>
Destination: <input type="text"/>	Promo Code: <input type="text"/>	Agent: <input type="text"/>	Booking Status: <input type="text"/>

**Search**

**Note**

Agency Site Managers may restrict permissions for an agent to retrieve and view another agent's reservations, removing the ability to refine the search at an agent level.

- Click the reservation number in the list to view details of the reservation.

## Reservation Results

**Export to Excel** 

Showing 1 to 34 of 34 results

Supplier	Res #	Passengers	Booking Date	Departure Date	Origin	Destinations	Amount Paid	Total Amount Due	Payment Due Date	Promo Code	Status	Agent Name
Funjet Vacations	<a href="#">BA8790E3</a>	Flynn, Michael Flynn, Leslie	12DEC18	19APR19	Dallas/Fort Worth (DFW)	Cancun - Cancun AND Riviera Maya (CUN)	\$0.00	\$0.00	05MAR19		Canceled	Michael Flynn
Funjet Vacations	<a href="#">41H760E3</a>	Flynn, Michael Flynn, Leslie	24AUG18	07FEB19	Dallas/Fort Worth (DFW)	Cancun - Cancun AND Riviera Maya (CUN)	\$0.00	\$0.00	24DEC18		Canceled	Michael Flynn

- To view multi-party reservation details, select the preferred party from the small dropdown that appears in the left column of the associated reservation in the **Reservation Results**.

**Tip**

To view all reservations associated with FIT Groups, refine your search with the group's promo code. Searches with less refinement criteria, may take longer to display.

## Exporting the Reservation Report

- To export your reservation report, click the **Export to Excel** button at the top of the **Reservation Results** display.

## Reservation Results

**Export to Excel** 

Showing 1 to 34 of 34 results

Supplier	Res #	Passengers	Booking Date	Departure Date	Origin	Destinations	Amount Paid	Total Amount Due	Payment Due Date	Promo Code	Status	Agent Name
Funjet Vacations	<a href="#">BA8790E3</a>	Flynn, Michael Flynn, Leslie	12DEC18	19APR19	Dallas/Fort Worth (DFW)	Cancun - Cancun AND Riviera Maya (CUN)	\$0.00	\$0.00	05MAR19		Canceled	Michael Flynn

## Sharing Travel Itineraries

All travel itineraries (sometimes referred to as e-documents) will be sent to the email address entered in the **Traveler Information** section of the checkout screen within 48 hours of final payment. If the customer does not have a personal email address, an alternate email address may be used (work, friend, or family member). Many Travel Advisors prefer to insert their own email address in this field. This allows you to print the documents at your office and present them to your customers in person or other unique way.

Because an itinerary may be modified after booking, the designated email address should be updated immediately with the supplier if it should change. Any modifications to a reservation will initiate an issuance of the updated travel itinerary to the address listed in this field.

## Travel Itinerary Content

Travel itineraries include your clients' full itinerary, confirmation numbers, contact information, and terms and conditions.

Some of the benefits of the travel itinerary format include:

- Easy-to-read
- Logical organization of components – air, hotel, ground transportation, and activities/add-ons
- Increased brand recognition
- The traveler names can be viewed at the top of the page
- Easy reference of airline confirmation numbers, hotels, car, and feature requests

## When Travel Itineraries are Delivered

Immediately after a reservation is booked, a confirmation email is sent to the address designated in the Traveler Information section of the checkout screen.

Travel itineraries (e-documents) are emailed after final payment is received. The exact timing of when travel itineraries are distributed varies by supplier, but typically occurs 24 to 48 hours after final payment is posted.

## Resending Travel Itineraries

Many suppliers allow you to resend, or re-issue, travel itineraries after the supplier sends the original set. You can resend the travel itineraries to either the original email address or to a new email address.

Follow the steps below to resend or re-issue travel itineraries:

1. Retrieve the confirmed reservation
2. The Voucher Date panel within the Itinerary Tools panel identifies the date on which the supplier previously sent the e-travel document.

**Note**

*If no date appears, the supplier has not yet sent the original set of documents. You cannot resend travel itineraries if the supplier has not yet sent the original.*

3. Click the **Re-Issue** button. A separate window will open and display the email address currently on the reservation. The **Re-Issue** button appears only if the supplier allows you to resend travel itineraries.

If the supplier provides for travel itineraries in PDF format, you will see these three options:

- **Email only** – Selecting this option will send an email with the travel itineraries within the body of the email only.
- **PDF Attachment Only** – Selecting this option will send an email with a message within the body and the travel itineraries as a PDF attachment.
- **Email with PDF Attachment** – Selecting this option will send an email with the travel itineraries within the body of the email and an attachment with the travel itineraries as PDF.

**Note**

*The message within the email is configurable by brand so the verbiage could vary.*

4. Verify that the email address in the **Email Address** field is correct. You can enter a single or multiple email addresses in this field. Use a comma or semicolon to separate the email addresses.

**Note**

*If you type a new email address in this field, VAX will not update the email address on the reservation. Click **Change PAX Info** in the **Itinerary Tools** panel to update the email address on the reservation.*

5. Click **Re-Issue** to send. If the process runs successfully, the following message appears: “*E-Travel Document request submitted for processing. Your email should arrive shortly.*” If the process fails, an error message appears. You must address the error message before you can resend the travel itineraries.
6. Click **OK** to close the window.

# Applying Payments

If your clients are paying for their reservation in installments, it's quite easy to enter their payment information into VAX.

## To Add a Payment:

1. Retrieve the confirmed reservation by clicking the **Retrieve Reservation** link in the top navigation bar.
2. Click the **Add Payment** tab in the Itinerary Tools panel.

Total Amount of Payments	USD \$0.00
Balance Due	USD \$2,880.68
Deposit Due on 07OCT17	USD \$399.98
Full Payment Due on 17JAN18	USD \$2,880.68

3. Enter your client's payment information into the applicable fields. Keep in mind that you can apply payment on up to four different credit cards by choosing the Number of Payments from the drop-down list. This is convenient when multiple members of a party are paying for their own portion of a total balance.

Please enter comments below. These are for travel professional reference only. Note: These comments are NOT transmitted to any supplier. Please contact the vendor for special requests for your client. [More information](#)

By completing this booking, I acknowledge that I have explained the terms and conditions to the client, including any applicable restrictions on hazardous materials.

Add Payment

4. Once all the payment information is entered, click **Add Payment**. It's as easy as that!

# Submitting Special Service Requests

## At Time of Booking:

Due to the timing of when requests are transmitted to the suppliers, it is a best practice to include all special service requests at time of booking to ensure they are properly communicated. Special service requests may be added to a reservation on the checkout page and could include such things as special dietary requirements (special meals), wheelchair assistance, and room requests.

### **Note**

*Some vacation components may require that information be entered prior to completing checkout. Required fields will be denoted with an asterisk.*

**Itinerary Tools**  
 Comments and Preferences

**Special Service Requests**  
 Requests are subject to supplier availability and are not guaranteed. Additional fees may apply at the time of service.  
 Notice: Some of the components you selected may not allow comments to be entered after initial booking. You may enter comments for any of the available components listed below.  
 \* indicates this question must be answered to complete the booking.

**Hotel Requests**

**Flight Requests**

**Car Requests**

**Add-on Requests**

## Hotel Requests

Enter information such as bedding requests, special occasions, smoking preference, and adjoining or connecting rooms. Any information that is not available to select in the drop-down categories may be entered into the **Additional Remarks** field.

**Hotel Requests**  
 (additional fees may apply)

Hard Rock Hotel and Casino Punta Cana - All Inclusive in Macao, Municipio de Higuey, La Altagracia

Additional Remarks

Bedding Requests Room Requests Special Occasion

King Bed	Non-Smoking Room	Anniversary
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## Flight Requests

Communicate any special needs requirements for boarding and during flight so airline personnel is aware and prepared to accommodate your clients' needs. Simply select what type of assistance or requirement may be needed from the drop-down categories.

Flight Requests  
(additional fees may apply)

Dominican Republic, Punta Cana

Special Assistance

Blind	Deaf	Diabetic Meal
<input type="button" value="0"/>	<input type="button" value="0"/>	<input type="button" value="1"/>
Wheelchair / Can Walk to Seat	Wheelchair / Dry Cell Battery	Wheelchair / Must be Carried
<input type="button" value="0"/>	<input type="button" value="0"/>	<input type="button" value="0"/>
Wheelchair / Wet Cell Battery	Wheelchair, Manual Power	Wheelchair, On-Board
<input type="button" value="0"/>	<input type="button" value="0"/>	<input type="button" value="1"/>

Additional Remarks  
Straight-back chair required. Onboard WCHR may be required inflight.

## Rental Car Requests

Designate the lead traveler or another adult traveler on the itinerary as the primary rental car driver. Only the names of travelers 18 years and older will appear as drop-down choices and may be designated as the primary driver.

Car Requests  
(additional fees may apply)

Orlando International Airport / FORD FOCUS OR SIMILAR

Please enter all required passenger names before completing this section

\*Driver:

Remus Lupin

Add- Dora Lupin

## Add-on Requests

Include any special requests or notations regarding selected features and other add-ons in the text fields within the Add-on Requests panel. Some features may require the completion of mandatory fields before check out can be completed.

✓ Add-on Requests  
(additional fees may apply)

Caribbean Safari Sightseeing Tour with Lunch

Additional Remarks  
Mr. Fox is hearing impaired.

Identification Required For Travel

Additional Remarks

Price Match Plus!

Additional Remarks

## In a Booked Reservation:

VAX only displays fields for those travel components that allow you to add requests after confirming a reservation.

If payment is due on the reservation, you may either apply it before adding special service requests or apply payment and the special service requests simultaneously.

1. Retrieve the confirmed reservation by clicking on the **Retrieve Reservation** link in the top navigation bar.
2. Click the **Comments and Preferences** tab in the Itinerary Tools panel.
3. Click the arrow icon next to Special Service Requests to expand the panel and enter any applicable requests.
4. Click the **Submit** button at the bottom of the panel to add the new requests to the confirmed reservation.

## Itinerary Tools

Add Payment Comments and Preferences Modifications Copy History Cancel

**Special Service Requests**

Requests are subject to supplier availability and are not guaranteed. Additional fees may apply at the time of service.

Notice: Some of the components you selected may not allow comments to be entered after initial booking. You may enter comments for any of the available components listed below.

\* Indicates this question must be answered to complete the booking.

**Hotel Requests**

(additional fees may apply)

Tropicana Las Vegas - A Doubletree by Hilton in Las Vegas

Additional Remarks [?](#)

Prefer a room on an upper level

Smoking Preferences	Bedding Requests	Room Requests
-- Make Selection --	King Bed	Non-Smoking Room

Special Occasion

Anniversary

Submit

**Internal Comments**

### Note

*It's always a good idea to follow-up with a supplier directly regarding a special service request that is added to a booked reservation to ensure the request has been received.*

## Adding Internal Comments

Internal comments permit agents within an agency to reference important details regarding the reservation. Common uses for internal comments include adding an alternate email address or providing notes about the reservation.

### Note

*Notes entered in the Internal Comments text box are for internal purposes only. They are not transmitted to any customer or supplier.*

Follow the steps below to add an internal comment to a confirmed reservation:

1. Access the confirmed reservation by clicking the **Retrieve Reservation** link in the top navigation bar.
2. Click the **Comments and Preferences** tab in the Itinerary Tools panel.
3. Click the Internal Comments link to expand the section and then type your comments in the text box.
4. Click the **Submit** button at the bottom of the panel to add the new comments to the confirmed reservation.

**Itinerary Tools**

Add Payment	Comments and Preferences	Modifications	Copy	History	Cancel
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Special Service Requests  
 Internal Comments

Please enter comments below. These are for travel professional reference only. Note: These comments are NOT transmitted to any supplier. Please contact the vendor for special requests for your client. [More information](#)

Call Michael on 02/05/18 with ticketing options for Universal Orlando.

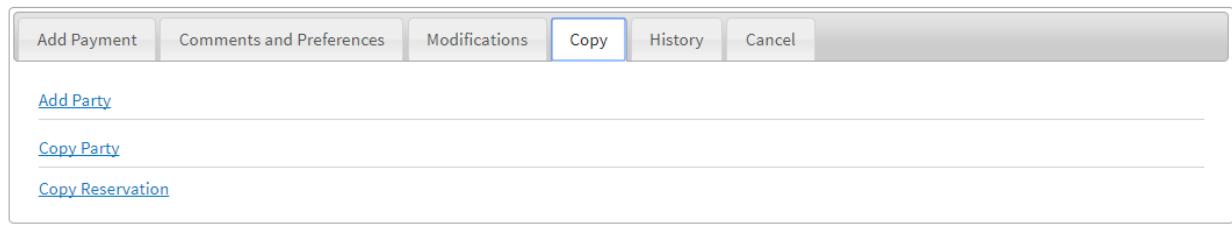
## Copying Reservations

VAX VacationAccess enables you to use an existing or canceled reservation as the template for a new, separate reservation. The copied reservation has its own unique reservation number.

Follow the steps below to copy a reservation:

1. Access the confirmed reservation by clicking on the **Retrieve Reservation** link in the top navigation bar.
2. Click the **Copy** tab in the Itinerary Tools panel.
3. Click the **Copy Reservation** link within the tab.

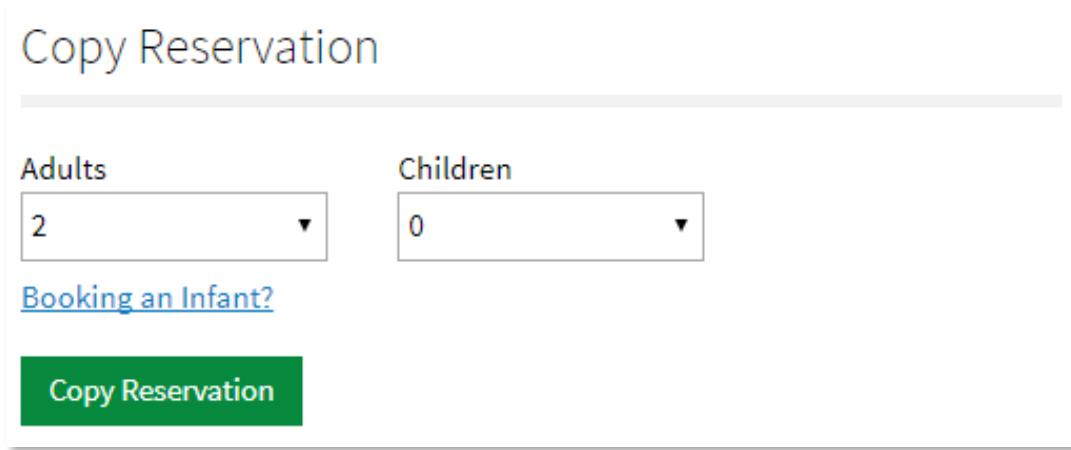
## Itinerary Tools



### Note

*The Copy Reservations link does not appear if the reservation is outside the vacation package's valid booking dates.*

1. A pop-up window will ask how many travelers will be added to the copied reservation.



2. Click the **Copy Reservation** button. When you click button, VAX first verifies the availability and price of the original travel components.

Then, one of two things happens:

- If the original components are available, VAX will create a copy of the original itinerary and display the copied itinerary on a new Itinerary Summary page.
- If the original travel components are not available, VAX will create a copy of the original itinerary and select substitutes for any missing components.

### Note

*A warning message appears on the screen when the original reservation components do not match the components for the new reservation.*

Once in the copied reservation:

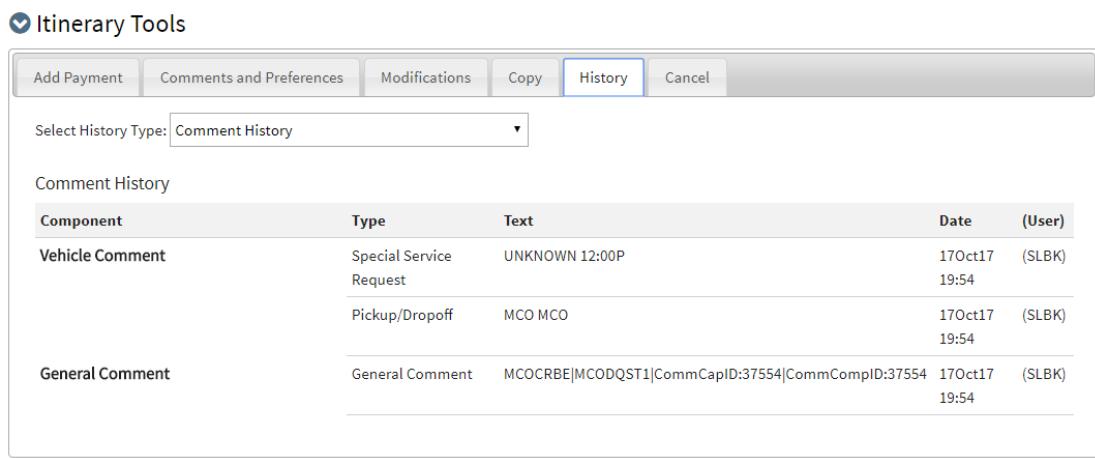
1. Use the availability screens to modify the new itinerary for the new travelers if needed.
2. Click **Booking Administration** to verify and/or adjust your commission amount (See the Booking Administration panel content section of the Booking ALG Vacations in VAX guide for steps and more information).
3. Click the **Checkout** button to confirm the reservation.
4. On the Checkout screen, complete the Traveler Information, TSA Secure Flight Information, and Special Service Requests.
5. Complete the Payment Information fields and, if necessary, review and check the box for the Terms and Conditions. Click the **Add Payment** button at the bottom of the Checkout screen to add the payment to the new confirmed reservation.
6. Within three days of full net payment, the supplier will email the Travel Itinerary to the email address you entered on the Checkout screen. The Travel Itinerary includes confirmation numbers, contact information, and supplier-specific policies.

**Note**

*This modification applies to single stop reservations only.*

## History

In addition to viewing comment history at the bottom of the **Comments and Preferences** panel, you can view all comments previously applied to the reservation by clicking the **History** tab at the top of the Itinerary Tools panel. Select the history type you want to view, by expanding the **Select History Type** drop-down menu.



The screenshot shows the 'Itinerary Tools' panel with the 'History' tab selected. A dropdown menu 'Select History Type' is open, showing 'Comment History' as the selected option. Below the dropdown is a table titled 'Comment History' with columns: Component, Type, Text, Date, and (User). The table contains three rows of data:

Component	Type	Text	Date	(User)
Vehicle Comment	Special Service Request	UNKNOWN 12:00P	17Oct17	(SLBK) 19:54
	Pickup/Dropoff	MCO MCO	17Oct17	(SLBK) 19:54
General Comment	General Comment	MCOCRBE MCODQST1 CommCapID:37554 CommComplID:37554	17Oct17	(SLBK) 19:54

**Comment History:** The Comment History section displays a detailed summary of all internal comments created by individual agents or by the reservation tool (e.g. schedule changes).

**Accounting Activity:** This panel tracks financial activity within the reservation.

**Reservation History:** This panel tracks and timestamps details regarding booking date and agent, passenger names, flights, hotel, and features.

**Reservation History with Special Requests:** This panel tracks and timestamps details regarding booking date and agent, passenger names, flights, hotel, features, and special requests added to the reservation.

## Canceling a Reservation

A reservation may be canceled within its **Itinerary Tools** section.

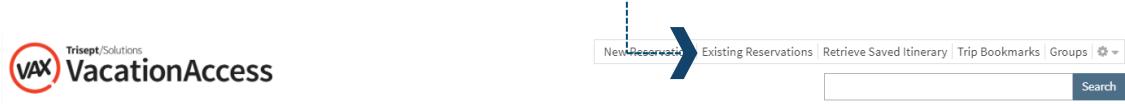
Be aware that suppliers may apply a fee for canceling a reservation. A red warning message will display at the top of the reservation screen to identify the amount of any applicable cancellation fees. Details regarding the supplier's cancellation policies can be found in the Terms and Conditions. Cash back or travel credit associated with refund requests under penalty will be adjusted if applicable.

**Important:**

*When you cancel a reservation, a request for a refund will automatically be submitted for you. See the [Cancellation, Travel Credit and Refund Process](#) for more actions that may be needed to accommodate fare exchanges, rebooking or moving travel protection.*

### To Cancel a Reservation:

1. Retrieve the confirmed reservation by clicking the **Existing Reservations** link in the top navigation bar.



2. Enter the reservation number in the Retrieve a Reservation field and select **Retrieve Reservation**.



Existing Reservations

Retrieve a Reservation

Reservation Number: 058NE0FW

Travel Credit Balance Check

Reservation Number:

OR

Reservation Search

Passenger First Name:  Passenger Last Name:  Min. Booking Date:  Max. Booking Date:

Min. Depart Date:  Max. Depart Date:  Supplier:  Origin:

Destination:  Promo Code:  Agent:  Booking Status:  Any

3. Click the **Cancel** tab in the Itinerary Tools panel.

Itinerary Tools

FLYNN/MICHAEL MCO/03FEB18

Clicking this Complete Cancel button will cancel your reservation:

4. Verify that this is the reservation you want to cancel and then click the **Complete Cancel** button.

5. "Canceled: Reservation # - XXXXXXXX" will appear at the top of the Checkout screen.

Canceled: Reservation # - 058NE0FW [Fund Request](#) | [Price Match](#)

Your reservation is canceled. To make Reservation Changes or request a Refund/Travel Credit, click on the Fund Request link in the right corner of this page, select your reason from the drop-down and follow the form instructions.

FLYNN/MICHAEL  
LAS/19Feb20

- If the reservation is **eligible for a travel credit**, it will be processed within 24-48 business hours
- An email confirming the travel credit amounts, including rebooking steps will be sent to you in the days that follow
- If the reservation is **eligible for cash back**, a refund will be issued to the original form(s) of payment in approximately 30 days. Dependent upon your financial institution, it may take longer to appear on your statement.
- Cancellation penalties may apply
- If you believe there is an error in the refund/travel credit amount, complete the Refund/Credit Resolution Form to alert our accounting team for review.

To view a complete summary of post-cancellation actions for various reservation circumstances, [click here](#).

# Submitting a Fund Request

Submitting a refund request can be accomplished in just a few easy steps. It is important that you review the terms and conditions for the brand you booked to familiarize yourself with any cancellation or revision penalties associated with the change of reservation status before submitting the form. **All refunds must be submitted within 60 days of date of cancellation.**

These criteria must be met before a reservation can be adjusted:

- The reservation is completely cancelled or modified
- A payment must have been made on the reservation (a deposit was applied)

## **Note**

*Bookings that are a part of a contracted group should be submitted directly to the Groups service team for review and processing.*

## Requesting Transfer of Travel Credit to a Rebook Now. Recharge Later. Reservation

This rich incentive program that has proven to encourage customers to postpone and re-plan their vacations with their travel advisors rather than cancel outright. Further details on this exciting reboot are [available here](#).

Use this option when travel credit can be applied to a new reservation if the old reservation qualifies for the Rebook Now. Recharge Later. promotion which provides a travel credit, plus an additional 25%, including the full value of the travel protection plan originally purchased.

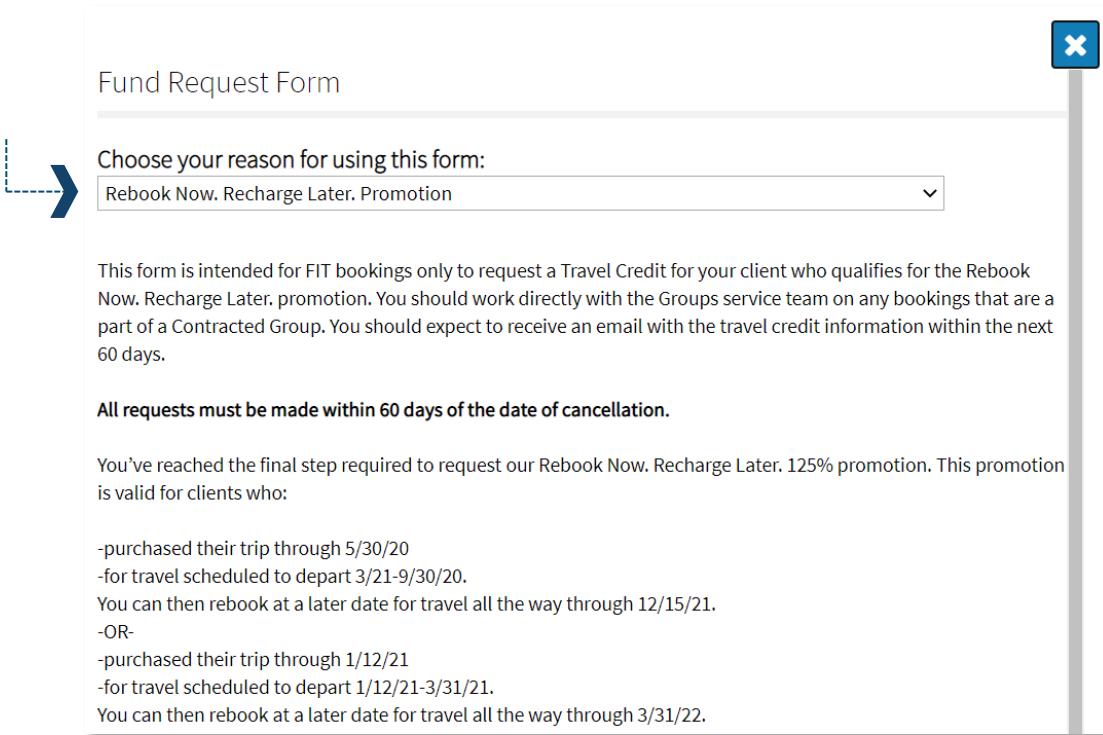
1. Click the **Retrieve Reservation** link in the top navigation bar in VAX and open your client's reservation.
2. Click the **Fund Request** link at the top of the reservation. This will open your Fund Request form.

Canceled: Reservation # - Q11KA0TP



MYLNAREK/GEORGE  
CUN/21May20

3. Once you open the form, select **Rebook Now. Recharge Later Promotion** from the drop-down menu. Make sure to take note of the fine print at the top. This will help answer many questions about the refund process.



Fund Request Form

Choose your reason for using this form:

Rebook Now. Recharge Later. Promotion

This form is intended for FIT bookings only to request a Travel Credit for your client who qualifies for the Rebook Now. Recharge Later. promotion. You should work directly with the Groups service team on any bookings that are a part of a Contracted Group. You should expect to receive an email with the travel credit information within the next 60 days.

All requests must be made within 60 days of the date of cancellation.

You've reached the final step required to request our Rebook Now. Recharge Later. 125% promotion. This promotion is valid for clients who:

- purchased their trip through 5/30/20
- for travel scheduled to depart 3/21-9/30/20.

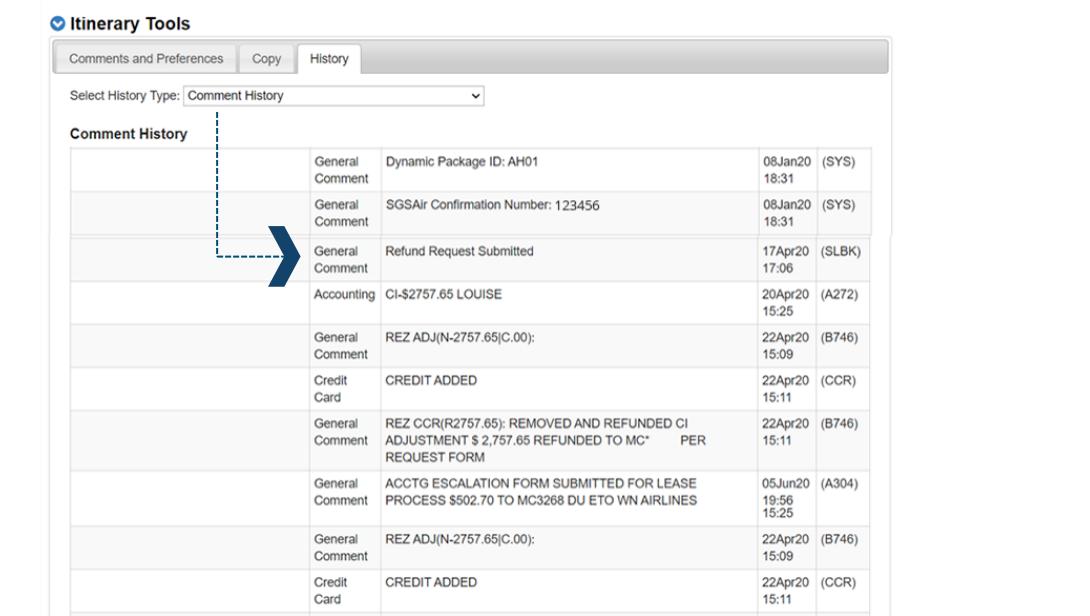
You can then rebook at a later date for travel all the way through 12/15/21.

-OR-

- purchased their trip through 1/12/21
- for travel scheduled to depart 1/12/21-3/31/21.

You can then rebook at a later date for travel all the way through 3/31/22.

4. Complete the appropriate form fields and click the **Submit Request** button to send.
5. Confirm your fund request submission is delivered by referencing the **Comment History** in the Itinerary Tools.



**Itinerary Tools**

Comments and Preferences    Copy    History

Select History Type: Comment History

Comment History					
		General Comment	Dynamic Package ID: AH01	08Jan20	(SYS) 18:31
		General Comment	SGSAir Confirmation Number: 123456	08Jan20	(SYS) 18:31
		General Comment	Refund Request Submitted	17Apr20	(SLBK) 17:06
		Accounting	CI-\$2757.65 LOUISE	20Apr20	(A272) 15:25
		General Comment	REZ ADJ(N-2757.65 C.00):	22Apr20	(B746) 15:09
		Credit Card	CREDIT ADDED	22Apr20	(CCR) 15:11
		General Comment	REZ CCR(R2757.65): REMOVED AND REFUNDED CI ADJUSTMENT \$ 2,757.65 REFUNDED TO MC* PER REQUEST FORM	22Apr20	(B746) 15:11
		General Comment	ACCTG ESCALATION FORM SUBMITTED FOR LEASE PROCESS \$502.70 TO MC3268 DU ETO WN AIRLINES	05Jun20	(A304) 19:56 15:25
		General Comment	REZ ADJ(N-2757.65 C.00):	22Apr20	(B746) 15:09
		Credit Card	CREDIT ADDED	22Apr20	(CCR) 15:11

A confirmation email from our Accounting team will be sent to you to communicate the travel credit amount was transferred to the new reservation. Once this email is received, you may move forward with [Applying Travel Credit](#).

## Reservation Changes that Require Funds to be Moved to a Newly Created Reservation

Use this option when moving existing travel credit to a new reservation(s). This travel credit balance may be a result of cancelling a previous reservation or redeeming Travel Protection Plus.

1. Click the **Retrieve Reservation** link in the top navigation bar in VAX and open your client's reservation.
2. Click the **Fund Request** link at the top of the reservation. This will open your fund request form.

Canceled: Reservation # - Q11KA0TP



3. Once you open the form, select **Reservation Changes: Valid for all clients; encompasses any booking or travel period** from the drop-down menu. Make sure to take note of the fine print at the top. This will help answer many questions about the refund process.

### **Important**

*Beginning 1/20/21, you must request your reservation change within 60 days of the date of cancellation. If not, your travel credit will be issued less any applicable fees.*

↗
Fund Request Form
X

↗

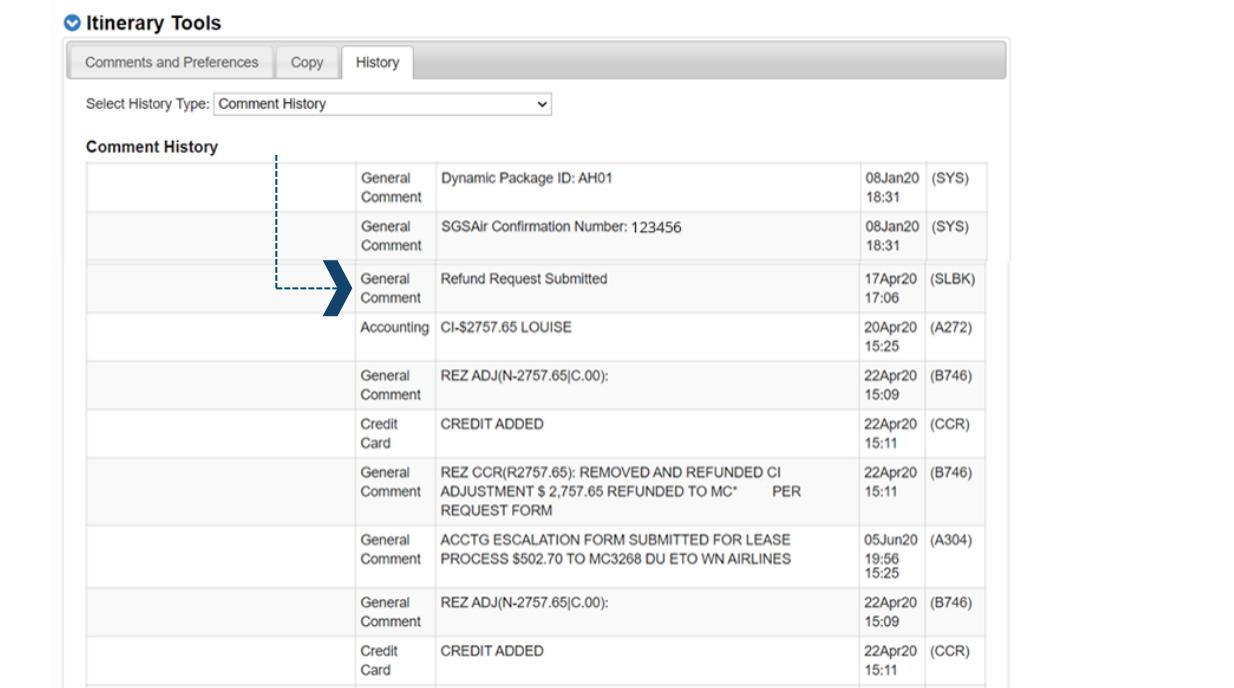
Choose your reason for using this form:

Reservation Changes: Valid for all clients; encompasses any booking or travel period
▼

This form is intended for FIT bookings only to request any transfer of funds to a new reservation. A Travel Credit will be issued for you to apply as a form of payment in VAX. Bookings that are a part of a Contracted Group are to be submitted directly to the Groups service team for review and processing. You should expect to receive an email with the travel credit information within the next 30 days.

*Beginning 1/20/21, you must request your reservation change within 60 days of the date of cancellation. If not, your travel credit or refund will be issued less any applicable fees.*

4. Complete the appropriate form fields and click the **Submit Request** button to send.
5. Confirm your fund request submission is delivered by referencing the **Comment History** in the Itinerary Tools.



**Comment History**

	General Comment	Dynamic Package ID: AH01	08Jan20 18:31	(SYS)
	General Comment	SGSAir Confirmation Number: 123456	08Jan20 18:31	(SYS)
	General Comment	Refund Request Submitted	17Apr20 17:06	(SLBK)
	Accounting	CI-\$2757.65 LOUISE	20Apr20 15:25	
	General Comment	REZ ADJ(N-2757.65 C.00):	22Apr20 15:09	(B746)
	Credit Card	CREDIT ADDED	22Apr20 15:11	(CCR)
	General Comment	REZ CCR(R2757.65): REMOVED AND REFUNDED CI ADJUSTMENT \$ 2,757.65 REFUNDED TO MC* PER REQUEST FORM	22Apr20 15:11	(B746)
	General Comment	ACCTG ESCALATION FORM SUBMITTED FOR LEASE PROCESS \$502.70 TO MC3268 DU ETO VN AIRLINES	05Jun20 19:56 15:25	(A304)
	General Comment	REZ ADJ(N-2757.65 C.00):	22Apr20 15:09	(B746)
	Credit Card	CREDIT ADDED	22Apr20 15:11	(CCR)

6. A confirmation email from our Accounting team will be sent to you to communicate the Travel Credit amount was transferred to the new reservation. Once this email is received, you may move forward with [Applying Travel Credit](#).

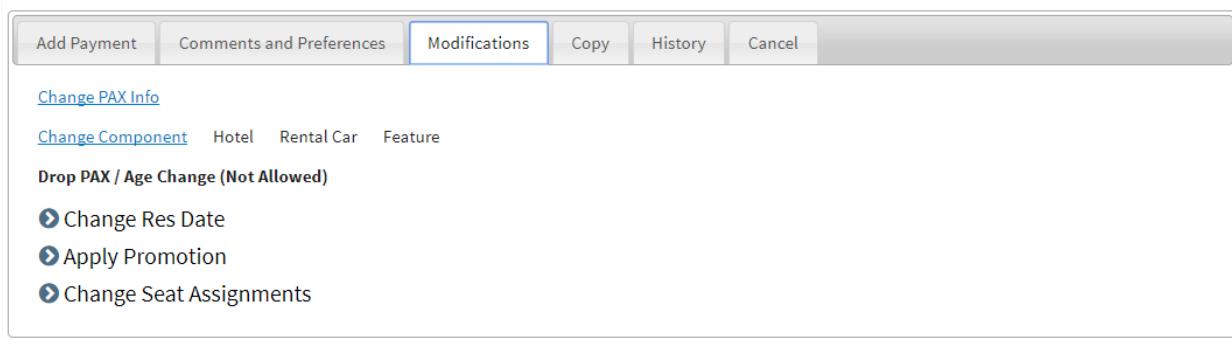
#### Note

*Upon completion of the refund process, a new comment will display in the general comments section of the History tab of the Itinerary Tools panel that includes the amount available for refund. It is a “CI” comment which stands for “Cancellation Income” or income back to the customer as a result of their cancellation or modification.*

## Reservation Modifications

You have a variety of options for making modifications to already-booked reservations within the **Modifications** tab in the Itinerary Tools section of the reservation. The ability to modify a booked reservation varies by supplier. Options that are greyed out within the **Modifications** tab of the Itinerary Tools panel indicate that the modification must be made directly with the supplier. Note that once a supplier modifies a reservation, you will no longer have the ability to make further modifications to it in VAX.

### Itinerary Tools



The screenshot shows the 'Itinerary Tools' panel with the 'Modifications' tab selected. The tabs are: Add Payment, Comments and Preferences, **Modifications**, Copy, History, and Cancel. Below the tabs, there are several links and buttons:

- [Change PAX Info](#)
- [Change Component](#) (disabled)
- [Hotel](#) (disabled)
- [Rental Car](#) (disabled)
- [Feature](#) (disabled)
- Drop PAX / Age Change (Not Allowed)**
- Change Res Date** (disabled)
- Apply Promotion** (disabled)
- Change Seat Assignments** (disabled)

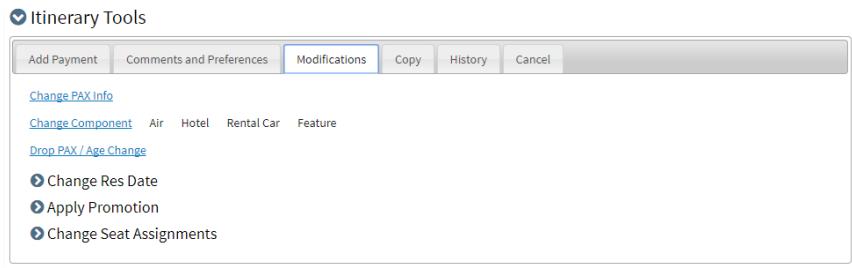
## Abandoning a Reservation

You can abandon a reservation modification at any time before selecting the **Complete Itinerary Change** button. Simply retrieve the reservation again to start over.

## Completing a Name Change in a Reservation

Within the **Modifications** tab in the Itinerary Tools section of a reservation, you can modify passenger information such as name, gender, and date of birth.

1. Retrieve the confirmed reservation by clicking on the **Retrieve Reservation** link in the top navigation bar.
2. Scroll to the Itinerary Tools panel and click the **Modifications** tab.
3. Click the **Change PAX Info** link.



### Note

If a confirmed reservation contains an air segment that has been ticketed, the passenger name cannot be changed in VAX and the name will appear grayed out. In a situation where a name change is required that cannot be edited in VAX, you must call the supplier's Customer Support team to complete the change. This may result in airfare price adjustments and/or penalties. The ALG Vacations™ brands allow for name changes only to Charter and Hotel Only reservations.

4. A Change PAX Information panel will open. Click the check box of the traveler you wish to edit.

Change PAX Info

**Room 1**

If changing name make certain Gender, Date of Birth, and any other information is up to date.

Traveler #1 Adult

Change Traveler Information

**Required:** Spelling of names, including middle name or initial, must exactly match your government-issued ID.

\*First Name  
JOHN

M.I. / Name

\*Last Name  
FLYNN

5. A warning message will appear to inform you of the potential for price adjustments and/or revision fees due to rebooking of components with a change. Make the necessary changes in the *Traveler Information* fields, and click the *Change* button.

## Change PAX Info

### Room 1

If changing name make certain Gender, Date of Birth, and any other information is up to date.

Traveler #1 Adult

Change Traveler Information

*NOTE: Checking this checkbox will re-send passenger information for all components, even if no changes were made. A name change (where allowed) may result in re-booking of components.*

**Required:** Spelling of names, including middle name or initial, must exactly match your government-issued ID.

\*First Name

JOHNATHON

6. The reservation will open with the notation “\*Modification In Progress\*. Confirm the changes are accurate, and then click the *Complete Itinerary Change* button at the bottom of the page.

Reservation # - 442AB7E3

 [Itinerary Summary](#)

**Total Package Price\*** \$2,616.84

Price Per Person \$1,308.42

 \*\*Modified\*\* | [Original Itinerary](#)

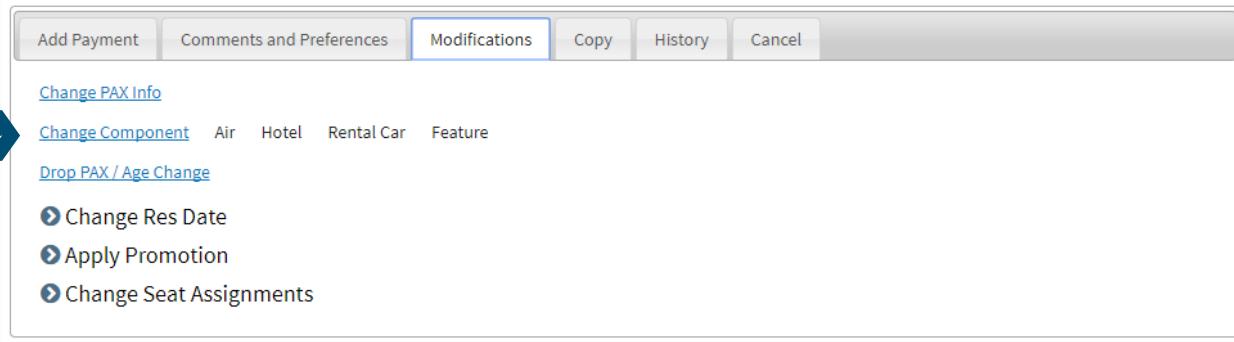
 **\*Modification In Progress\***

# Changing Travel Components

Follow the steps below to change, add, or delete the air, hotel, car, or feature component within the confirmed itinerary. Changing an itinerary may incur re-pricing, revision or cancellation fees, which will display in the modified itinerary. Modifications can be made to both single stop and multi-stop itineraries.

1. Retrieve the confirmed reservation by clicking the *Retrieve Reservation* link in the top navigation bar.
2. Click the *Modifications* tab in the Itinerary Tools panel.
3. Click the *Change Component* link. The text to the right of the *Change Component* link identifies the travel components that you can change.

## ✓ Itinerary Tools



Add Payment    Comments and Preferences    **Modifications**    Copy    History    Cancel

[Change PAX Info](#)  
[Change Component](#)    Air    Hotel    Rental Car    Feature  
[Drop PAX / Age Change](#)

- ⌚ Change Res Date
- ⌚ Apply Promotion
- ⌚ Change Seat Assignments

### Note

Once flights have been ticketed, you cannot change flights in VAX. The date of ticketing varies by fare type (published, bulk, charter) and supplier. Published fares are normally ticketed within 24 hours; other types may take several days to weeks. If the fare or any other itinerary component is grayed out in the Itinerary Tools panel, you must call the supplier to complete the modification.

4. When you click *Change Component*, VAX will display a Modification Summary screen with the itinerary pre-populated with the original travel components.

Reservation # - 442AB7E3

## ⌚ Itinerary Summary

**Total Package Price\* \$2,616.84**

Price Per Person \$1,308.42

\*\*Modified\*\* | [Original Itinerary](#)

▲ Modification In Progress\*

5. Use the availability screens to modify the itinerary to include any deleted or changed components. Be aware that some features are linked to specific hotels. If you change hotels, you may be changing the reservation's features as well.
6. To view the original itinerary, click on *Original Itinerary* at the top of the Modification Summary screen.
7. If you select a new hotel, the original hotel may not display in the hotel availability screen. If you changed hotels and then you need to reselect the original hotel, abandon the modification process and re-retrieve the original reservation.
8. Click *Commission* in the pricing panel to verify and/or adjust your commission amount.
9. Click *Checkout* to confirm the modifications.
10. Verify the Traveler Information, TSA Secure Flight Information and Special Service Requests in the Checkout screen.

11. Complete the Payment Information fields, review and check the box for the terms and conditions, then click the Complete Itinerary Change button at the bottom of the Modification Summary screen to complete the modifications.

**Note**

*VAX VacationAccess displays Special Service Request fields only for those travel components that you changed or that allow you to add requests after confirming a reservation.*

12. Be sure to review the package's new deposit amount, balance, and due dates on the Modification screen. The revised reservation may require additional payment, or you may need to request a refund if the new price is less than the original amount due.
13. Review the terms and conditions with the customer.
14. Click Complete Itinerary Change to confirm the modifications.

## Adding Features and Transfers to a Booked Reservation

Features and transfers may be added to a booked reservation in VAX at any time prior to departure. Your ability to add features may vary depending on the package type that was selected at time of booking. Changing an itinerary may incur re-pricing, and revision or cancellation fees, which will display in the modified itinerary. Modifications can be made to both single stop and multi-stop itineraries.

**Note**

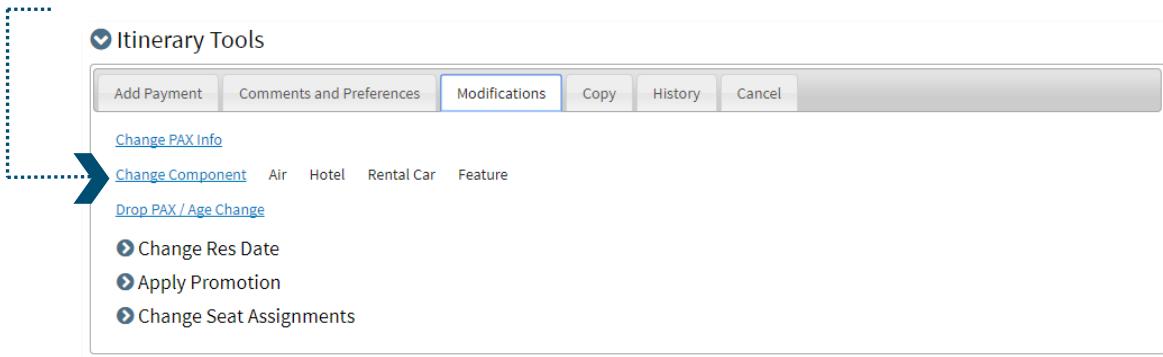
*It is a best practice to add features and transfers no later than 48 hours prior to departure.*

### To Add a Feature or Transfer:

1. Retrieve the confirmed reservation by clicking the *Retrieve Reservation* link in the top navigation bar.
2. Click the *Modifications* tab in the Itinerary Tools panel.

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3. Click the *Change Component* link. The text to the right of the *Change Component* link identifies the travel components that you can change.



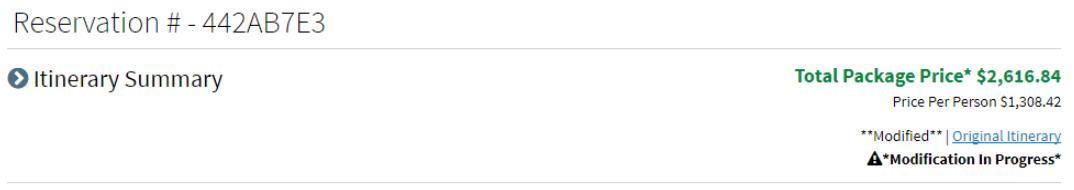
Itinerary Tools

Add Payment Comments and Preferences Modifications Copy History Cancel

[Change PAX Info](#)  
[Change Component](#) Air Hotel Rental Car Feature  
[Drop PAX / Age Change](#)

Change Res Date  
 Apply Promotion  
 Change Seat Assignments

4. When you click *Change Component*, VAX will display a Modification Summary screen with the itinerary pre-populated with the original travel components.



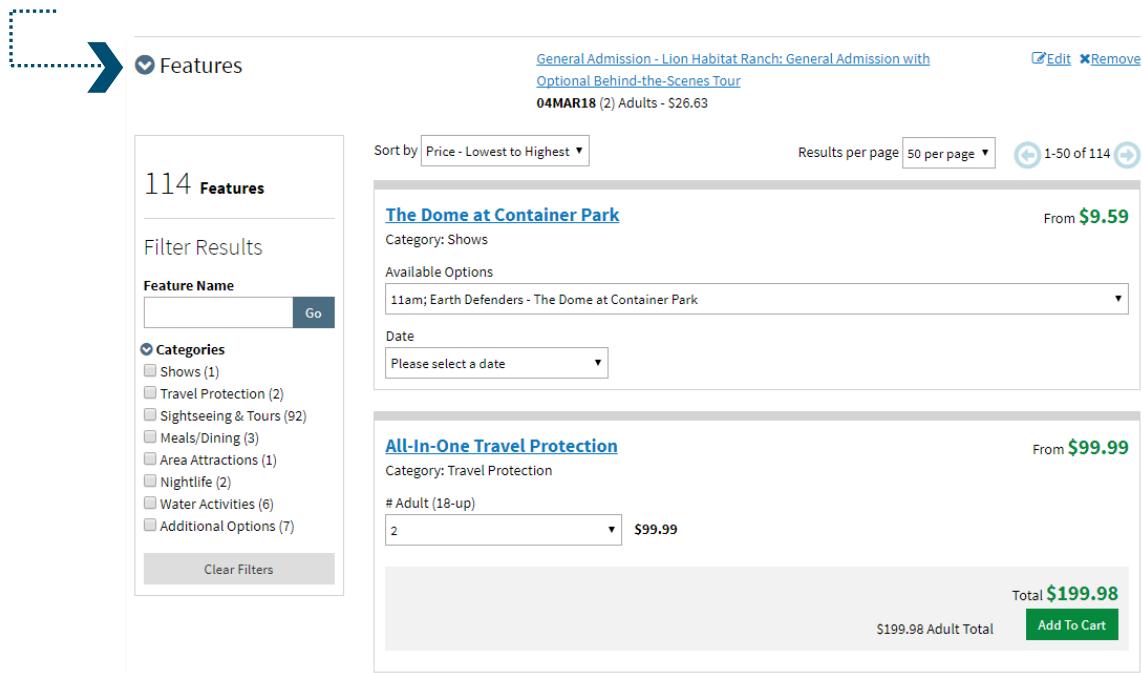
Reservation # - 442AB7E3

Itinerary Summary

**Total Package Price\* \$2,616.84**  
 Price Per Person \$1,308.42

\*\*Modified\*\* | [Original Itinerary](#)  
 ▲\*Modification In Progress\*

5. Click on *Features* to expand the panel and view all available feature options.



114 Features

Filter Results

Feature Name  Go

Categories

- Shows (1)
- Travel Protection (2)
- Sightseeing & Tours (92)
- Meals/Dining (3)
- Area Attractions (1)
- Nightlife (2)
- Water Activities (6)
- Additional Options (7)

Clear Filters

General Admission - Lion Habitat Ranch: General Admission with Optional Behind-the-Scenes Tour  Edit  Remove  
 04MAR18 (2) Adults - \$26.63

Sort by Price - Lowest to Highest ▾ Results per page 50 per page ▾ 1-50 of 114 ▾

**The Dome at Container Park** From \$9.59  
 Category: Shows  
 Available Options 11am; Earth Defenders - The Dome at Container Park

Date Please select a date ▾

**All-In-One Travel Protection** From \$99.99  
 Category: Travel Protection  
 # Adult (18-up) 2 \$99.99  
 Total \$199.98  
 \$199.98 Adult Total

6. Choose the features and/or transfers your clients want by selecting them and then clicking the *Add to Cart* button.
7. Click *Commission* in the pricing panel to verify and/or adjust your commission amount.
8. Click *Checkout* to confirm the modifications.
9. When adding transfers to a booked reservation, click on the *Flight Information* link in the *Itinerary Tools* panel to expand the section. Enter guidance for coordinating the transfers in the *Flight Number*, *Date* and *Time* fields provided.

**Itinerary Tools**

Add Payment Comments and Preferences Modifications Copy History Cancel

Special Service Requests  
 Internal Comments  
 Flight Information

Flight Information  
Flight number is the two-character carrier code followed by the flight number (e.g. XX0000)

Flight Number: UA1198 Date: 07DEC19 Time: 01 45 PM

**Submit**

10. If combining passengers from multiple flights with your transfer request, include your clients' reservation number, flight number, and arrival time in the additional remarks field at time of booking.

Flight Requests  
(additional fees may apply)

Cancun - Cancun AND Riviera Maya

Additional Remarks

Blind: 0	Deaf: 0	Wheelchair / Dry Cell Battery: 0
Wheelchair / Wet Cell Battery: 0	Wheelchair / Must be Carried: 0	Wheelchair / Can Walk to Seat: 0
Wheelchair, Manual Power: 0	Wheelchair, On-Board: 0	

Add-on Requests  
(additional fees may apply)

Contracted Groups Reservation

Additional Remarks

Identification Required For Travel

Additional Remarks

Price Match Plus!

Additional Remarks

Transportation to & from your Hotel with Complimentary Upgrade to Non-Stop Service

Additional Remarks

Sharing transfer with Flynn, Michael Arrival UA1198 12/4 at 1 45PM

**Note**

*Flight information is communicated automatically to the DMC automatically for Flight + Air package types.*

*When booking transfers for multiple parties, either at time of original booking or when modifying a booked reservation, include reservation numbers, flight numbers, and arrival times for each party.*

11. Complete the *Payment Information* fields, review and check the box for the terms and conditions, then click the *Complete Itinerary Change* button at the bottom of the Modification Summary screen to complete the modifications.
12. Be sure to review the package's new balance and due dates on the Modification screen. The revised reservation may require additional payment.
13. Review the terms and conditions with the customer.
14. Click *Complete Itinerary Change* to confirm the modifications.

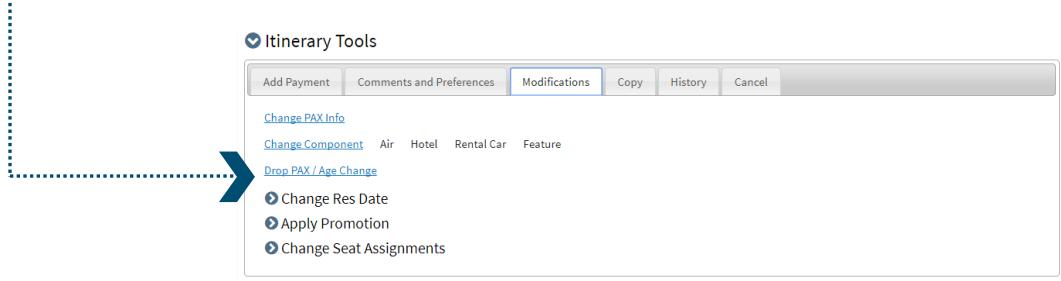
**Note**

*If you are unable to add features to a booked reservation due to the original vacation type (e.g. a flights-only reservation), simply create a separate features-only or activities-only package type reservation.*

## Removing a Passenger or Changing a Child's Age

Follow the steps below to change a child's age or decrease the number of travelers. Modifications can be made to both single stop and multi-stop itineraries.

1. Retrieve the confirmed reservation by clicking on the *Retrieve Reservation* link in the top navigation bar.
2. Click the *Modifications* tab in the Itinerary Tools panel.
3. Click on the *Drop PAX / Age Change* link.



4. Select the desired age (1-17) from the Age drop-down menu.
5. Enter the Date of Birth for the passenger.
6. If you need to remove a traveler from the reservation, click the *Remove Passenger* check box under the traveler's name.

First: MICHAEL Middle Initial/Name: FLYNN Last: FLYNN

Primary Number: 4149343005 Mobile Number: Email: mflynn@vaxvacationaccess.com

Age AD Date Of Birth Example: 01JAN1950  Remove Passenger

**Traveler # 2 - Adult**

AD Middle Initial/Name: FLYNN Last: FLYNN

6 Date Of Birth Example: 01JAN1950  Remove Passenger

**Traveler # 3 - Child , 10yr.**

11 Middle Initial/Name: FLYNN Last: FLYNN

12 Date Of Birth Example: 01JAN1950  Remove Passenger

13 27JUL1996

**Traveler # 4 - Child , 10yr.**

14 Middle Initial/Name: FLYNN Last: FLYNN

15 Date Of Birth Example: 01JAN1950  Remove Passenger

16 27JUL1996

17  Remove Passenger

11 ▾

**Ignore** **Change**

7. Click the *Change* button to confirm the modifications. VAX verifies the prices and rules for all travel components. If necessary, VAX will adjust the itinerary and recalculate the package price to reflect the new traveler age or count and may apply any revision or cancellation fees. VAX will also display a Modification Summary screen.

#### Note

VAX VacationAccess provides the original itinerary for reference when you modify a reservation. Click *Original Itinerary* at the top of the Modification Summary screen to review the original itinerary.

8. Review the terms and conditions with the customer and check the box.
9. Click *Complete Itinerary Change* to confirm the reservation changes.

# Changing Reservation Travel Dates

Follow the steps below to change the travel dates on a confirmed reservation.

## Note

*When you change the reservation's travel dates, the new dates must overlap the original dates by at least one day.*

1. Retrieve the confirmed reservation by clicking *Retrieve Reservations* in the top navigation bar.
2. Click the *Modifications* tab in the Itinerary Tools panel.
3. Click on the plus sign to expand the Change Res Date panel. The Search screen will appear and VAX will pre-populate the search fields with the original search criteria.
4. To change the travel dates, type the new departure date in the *Departure date* field or click the calendar icon next to the field to select a new departure date.
5. Type the new length of stay in the *# of Nights* field.
6. Type the new return date in the *Return date* field or click the calendar icon next to the field to select a new return date.

**Itinerary Tools**

[Add Payment](#) [Comments and Preferences](#) [Modifications](#) [Copy](#) [History](#) [Cancel](#)

[Change PAX Info](#)  
[Change Component](#) [Air](#) [Hotel](#) [Rental Car](#) [Feature](#)  
[Drop PAX / Age Change](#)

**Change Res Date**

Flight

Depart date:

# of Nights:

Return date:

Hotel

Check in date:

Check out date:

Rental Car

Pick up date:

Drop off date:

[Apply Promotion](#)  
 [Change Seat Assignments](#)

7. Click the *Search* button at the bottom of the screen. VAX will display the new search results on the Modification Summary screen. If possible, VAX will recreate the original itinerary with the new dates.

Reservation # - 23D807FJ

**Itinerary Summary**

**Total Package Price\* \$2,805.45**  
Price Per Person \$935.15

\*\*Modified\*\* | [Original Itinerary](#)  
▲\*Modification In Progress\*

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[Outbound Flights](#)

American Airlines #1417 Published Fare  
8:25 AM to 12:06 PM 02APR18 [ORD](#) to [CUN](#)

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[Return Flights](#)

American Airlines #2494 Published Fare  
9:00 AM to 11:40 AM 08APR18 [CUN](#) to [MIA](#)  
American Airlines #2334 Published Fare  
3:15 PM to 5:42 PM 08APR18 [MIA](#) to [ORD](#)

If the original travel components are not available for the new dates, VAX will select a substitute component. A warning message will appear on the screen when the original reservation components do not match the components for the new dates.

8. Use the itinerary component availability screens to modify the new itinerary, if needed.
9. Review the modified itinerary for any revision or cancellation fees that may apply.
10. Click *Commission* in the pricing panel to verify and/or adjust your commission amount
11. Click the *Checkout* button to confirm the reservation.
12. Complete the Traveler Information, TSA Secure Flight Information and Special Service Requests sections of the Checkout screen.

#### **Note**

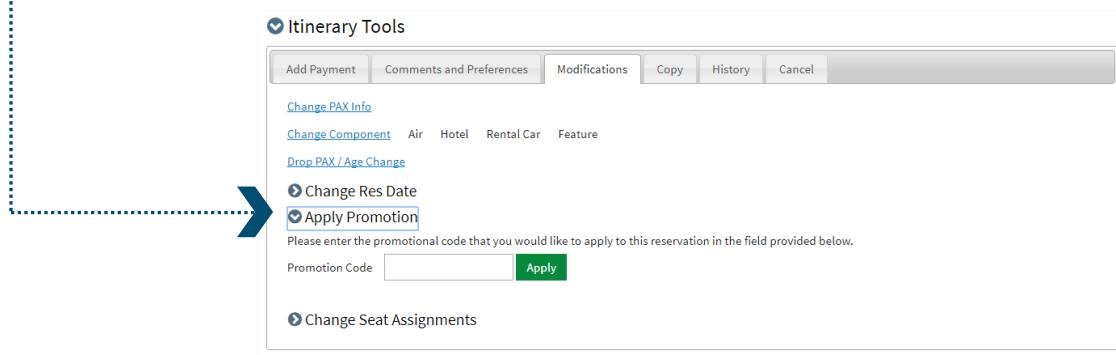
*VAX VacationAccess only displays Special Service Request fields for those travel components that you changed or that allow you to add requests after confirming a reservation.*

13. Review the package's new deposit and balance amounts and due dates on the Checkout screen. The revised reservation may require additional payment, or you may need to request a refund if the new price is less than the original amount due.
14. Click the plus sign next to *Internal Comments* to expand the section, and type your comments in the text box. Be aware that these comments are for internal purposes only and are not transmitted with the reservations.
15. Complete the required *Payment Information* fields. Review and agree to the terms and conditions by checking the applicable box. Click the *Add Payment* button at the bottom of the Checkout screen to add the new payment to the confirmed reservation.
16. Click the *Complete Itinerary Change* button to confirm the modifications.

# Applying Promotion Codes

Follow the steps below to apply a promotion code to a confirmed reservation.

1. Retrieve the confirmed reservation by clicking on the *Retrieve Reservation* link in the top navigation bar.
2. Click the *Modifications* tab in the Itinerary Tools panel.
3. Click the *Apply Promotion* link on the *Modification* tab to expand the promotion section.



4. Type a valid promotion code in the *Promotion Code* field, and click the *Apply* button.
5. When you click the *Apply* button, the promotion code and discount amount automatically applies to the reservation, if the reservation's itinerary meets the promotion's requirements. If the itinerary does not meet the necessary requirements or if the vendor does not allow you to apply a promotion code at rebooking, a notification message will appear on the *Modification Summary* screen.
6. Click *Commission* in the pricing panel to verify and/or adjust your commission amount.
7. Click *Checkout* to confirm the modifications.
8. Verify the Traveler Information, TSA Secure Flight Information and Special Service Requests sections on the *Checkout* screen.
9. Review the package's new deposit amount, balance, and due dates on the *Modification Summary* screen. If the revised reservation adjusts the price of the itinerary, your customers may be required to pay an additional amount or a refund may need to be requested.
10. Complete the required *Payment Information* fields. Review and agree to the terms and conditions by checking the applicable box. Click the *Add Payment* button at the bottom of the *Checkout* screen to add the new payment to the confirmed reservation.
11. Finally, click the *Complete Itinerary Change* button at the bottom of the *Modification Summary* screen to complete the modifications to the confirmed reservation.

# Client Self Payment Option

Depending on the supplier, you have the opportunity to send your clients a payment request that will allow them to apply payment to a reservation themselves.

## To Create and Deliver a Payment Request:

1. Retrieve the reservation by clicking the *Retrieve Reservation* link in the top navigation bar.
2. Once the reservation is open, click the *Payment Request* link at the top of the reservation.



3. An email template will open.
  - Enter the recipient's email address in the *To* field. To add more recipients, click the *Add another recipient* link.
  - The *From* field will be populated with an uneditable address.
  - Enter your email address in the *Reply To* field.
  - Customize the *Subject* line.
4. You have the ability to edit and customize the default email body text and closing text. Your client's name and reservation number will auto-populate within the email body.

### **Important!**

*The email body text contains a payment link. Do not alter or edit the payment link in any way as it is coded to facilitate payment acceptance. It is a best practice to avoid editing the email body text and only customize the closing text.*

5. Review the content of your email by clicking on the *Preview* button.
6. Click the *Email* button to deliver the payment request electronically or click the *Print* button to print a hard copy.

**Note**

*The payment link will only be active for 24 hours from the time the email is delivered. If no payment is received before the link expires, you will need to re-issue another payment request. If your client clicks the link after 24 hours, they will receive a message that the link is no longer valid and they should contact their agent for a new link.*

7. If your agency's logo is loaded in VAX, it will appear at the top of your payment request.

## ALG Brands' Customer Care Email Addresses

Apple Vacations: [customercare@applevac.com](mailto:customercare@applevac.com)

Travel Impressions: [customer.service@travimp.com](mailto:customer.service@travimp.com)

Funjet Vacations: [fjvcustomersupport@marktravel.com](mailto:fjvcustomersupport@marktravel.com)

United Vacations: [customerservice@unitedvacations.com](mailto:customerservice@unitedvacations.com)

Southwest Vacations: [customerservice@southwestvacations.com](mailto:customerservice@southwestvacations.com)

Blue Sky Tours: [customerservice@blueskytours.com](mailto:customerservice@blueskytours.com)

## More Guidance

Looking for even more answers? Reference all our helpful guidance and resources in the [Self Help Library](#), located on the [Apple Leisure Group anchor store](#) in the Education section to find more learning resources and answers to your questions. Access video tutorials, live and on-demand webinars, learning programs, and reference guidance to build your knowledge of booking the Apple Leisure Group brands on VAX.

If you have a question that you can't find an answer for, feel free to email us at [ALGEducation@Applelg.net](mailto:ALGEducation@Applelg.net).

