About VAX VacationAccess

Frequently Asked Questions

Trisept/Solutions VacationAccess

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System Requirements

How do I achieve optimal performance using the booking engine?

For optimal system performance, it is recommended that travel agents meet the following system requirements:

Screen Resolution	• 1024 x 768 pixels
Browsers	• Internet Explorer 9.0 – 11.0 (with latest service packs and security updates) • Firefox 26 or higher (with latest service packs and security updates) • Chrome 32 or higher • Safari 5 or higher
Computer Processor	• Intel Pentium 4 or higher • A new AMD or Intel Dual Core Processor
Computer Memory	• 2G of RAM or more with a minimum of 10G free hard disk space • If you are running Windows 7, you can improve performance using Windows ReadyBoost
Operating System	• Apple, Google and Microsoft supported operating systems
Internet Connectivity	• Run at T1 speeds or higher • Cable or DSL – 2Mb or higher • Wireless – 3G or higher
Login Security	• Set screen saver to display logon screen after 15 minutes of inactivity as a security best practice

VAX VacationAccess is not liable for the result of any technology decisions made based on the above information. Agents are responsible for performing their own due diligence and should speak with their manager or IT personnel to determine if their operating system and Internet browser is right for their business.

Note:

For the best performance, users should not use multiple Internet browser tabs to view separate pages within VAX VacationAccess.

Who should I contact if I have system performance problems?

If you have questions regarding these recommendations contact your agency tech support or VAX Tech Support at vaxtechsupport@vaxvacationaccess.com. The display of VAX may vary slightly by browser. VAX strives to remain current with browser updates but we ask that you submit any issues you encounter so we can address them; without reporting we may be unaware of the issue.

For urgent issues or problems when booking, please call VAX Tech Support at 414-934-2900, available Monday through Friday 7am-10pm CST.

Why are some webpages blank or incorrectly displayed in IE9?

Websites that are designed for older versions of Windows Internet Explorer don't always display as expected in the current version. To correct this problem, use the *Compatibility View* function that allows you to "revert" to a previous browser version of the platform.

Compatibility View helps improve how some websites look by displaying them as if you were using an earlier version of Internet Explorer. Turning Compatibility View on will fix problems like missing info or incorrect text and colors.

If Internet Explorer recognizes a webpage that isn't compatible, you'll see the Compatibility View button on the Address bar. To turn Compatibility View on, click the Compatibility View button to make the icon change from an outline to a solid color .

Open Internet Explorer by clicking the Start button. In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.

- Click the Compatibility View button on the address bar.
- Click the Compatibility View button again to turn it off.

Or, if the compatibility button is not visible, you can still set IE9 in compatibility mode by:

- Pressing the ALT key on your keyboard to display the IE9 menu
- Clicking Tools

- Clicking Compatibility View Settings
- Checking the box labeled: Display all websites in Compatibility View

Logging In and User Management

How do I log in to VAX VacationAccess?

Click *Agent Login* on the homepage and enter your Agency Number, User Name and Password. You may not access information on the site without logging in.

How do I log out of VAX VacationAccess?

You will automatically be logged out of the site if you are inactive for six hours.

To log out manually from the home page, click the gear icon in the top navigation bar and then select *Logout* from the drop-down menu.

Why would my account be locked?

VAX VacationAccess users will be locked out of their account if they unsuccessfully reset their password, make six unsuccessful attempts to log in, if it has been more than six months since they logged in, or if their employment is terminated.

I am new to VAX. Can you send me my username and password so I can enter the site?

Your agency's site manager adds all new agents to their agency's VAX account and assigns usernames and temporary passwords. Contact your site manager to obtain login credentials.

Who should I contact if I forget my password or my account becomes locked?

Contact your agency's site manager to have your account unlocked or you can reset your own password by clicking the *Forgot Password?* link found on the login page. Just follow the guidance provided in the password reset forms to obtain an email with a link to reset your password.

What should I do if I don't know who my site manager is?

Contact VAX's Customer Support Center at 414-934-2900 or at vaxtechsupport@vaxvacationaccess.com.

How often must I reset my password?

Users will be prompted to reset their passwords every six months. Passwords must contain a minimum of eight characters and include at least one letter and one number. Passwords are case sensitive. The previous four passwords cannot be used.

Where is Member Services located?

Access Member Services by clicking on the gear icon in the top navigation bar. Then select the *Member Services* link from the drop-down menu.

If I am a site manager, how do I unlock or reset my agency's users?

Site managers can manage their agent user accounts, add users, remove and edit users, reset passwords, or lock and unlock user accounts in the Member Services page. Click the gear icon in the top navigation bar and then click the *Member Services* link in the drop-down menu. Options for managing your agency's users can be found under Administrative Tools.

If I am a site manager, how do I set agency and user preferences?

Agency and user preferences can be modified in the Member Services page. Click the gear icon in the top navigation bar and then select the *Member Services* link. Select Agency Preferences to set vendor and supplier displays and to set secure agent access levels. Select Manage Users to add, edit or remove users for your agency.

How do I ensure that I do not expose my agency to a heightened risk of fraudulent bookings?

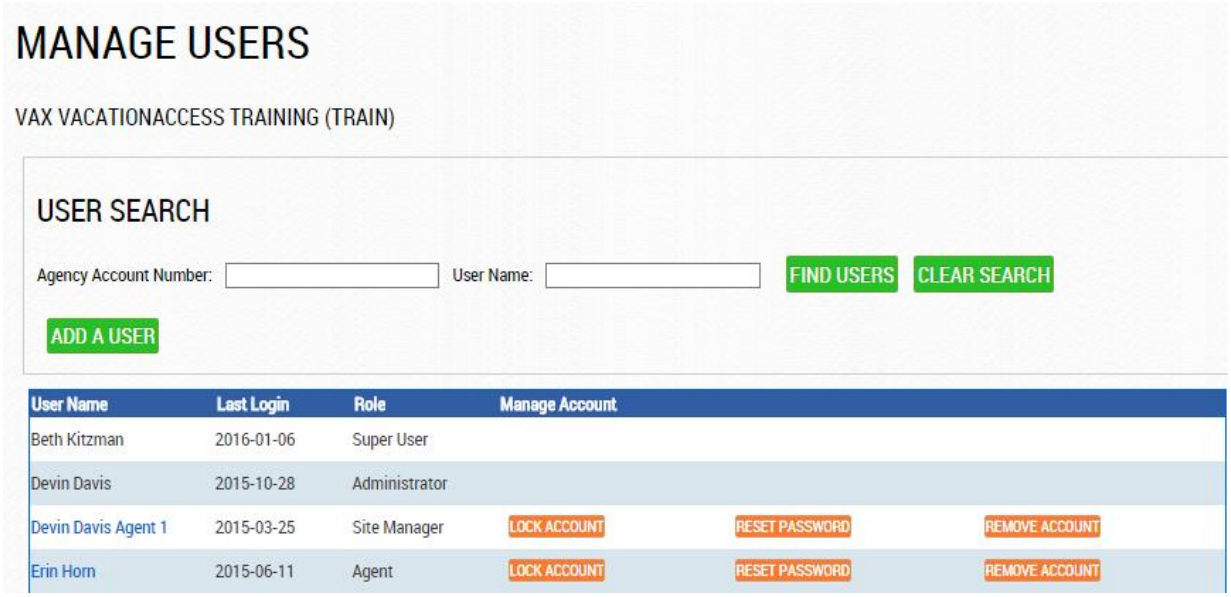
It is critical that site managers actively manage the status of its agents' login access in the Manage Users section of the Member Services page in VAX. If at any time an agent leaves or is terminated, it is mandatory that their access be removed.

The site manager is provided the ability to reset passwords, lock and remove specific accounts to accommodate agent activity such as leaving the agency or taking a leave of absence. Leaving an account open when the employee is no longer with the company leaves the agency at great risk for fraudulent bookings. This is an even higher risk when a site manager leaves an agency.

Note:
An agency can have more than one Site Manager but it is advisable to keep this to a minimum.

In addition, it is essential that VAX users never share password information with anyone. This must be effectively communicated across your agency and very much stressed. Agents that share password information create great liability and potential loss of funds to the agency.

These security measures are completely in the hands of the agency and its agents. Whenever there is an appropriate opportunity, please share this with your agents to strengthen their understanding. Good occasions include but are not limited to training, training documents, personal conversations and email correspondence.



How do I brand my email communications in VAX with my agency logo?

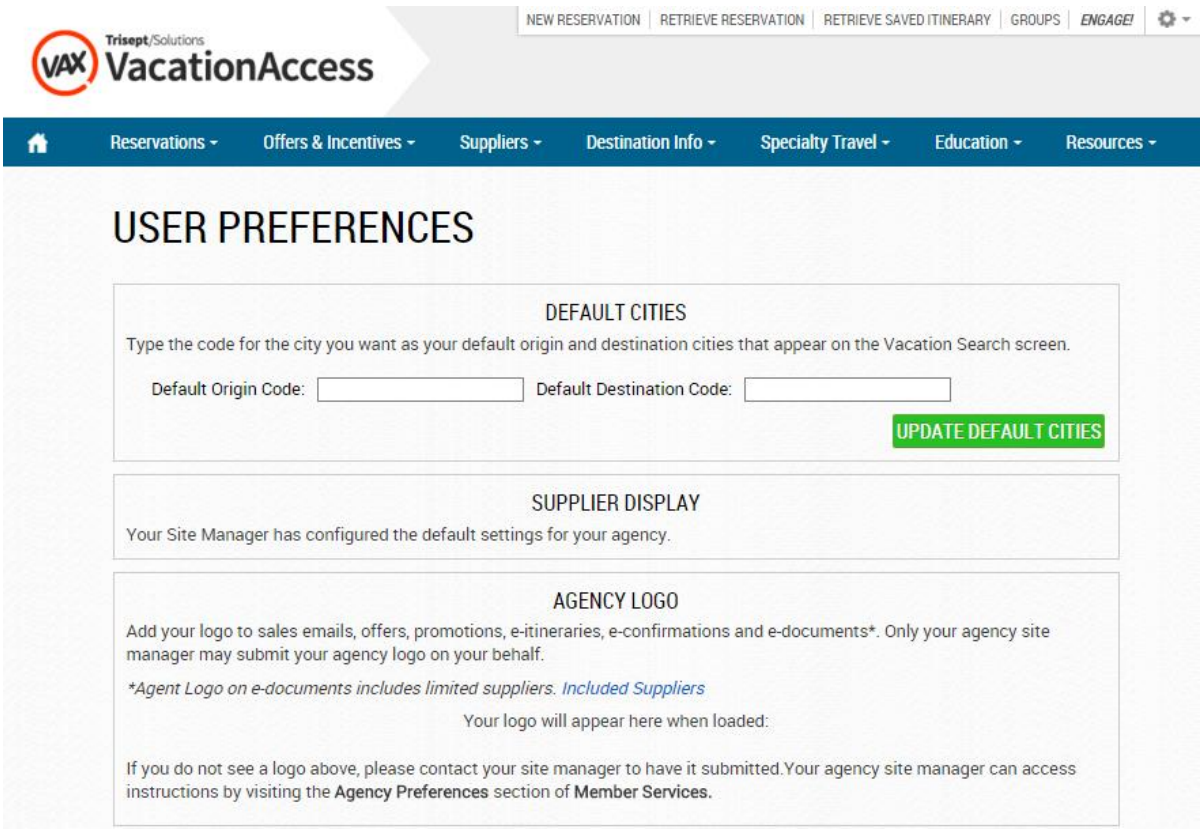
VAX provides the ability to add a logo for your agency or for specific agents to display on sales emails, offers, promotions, e-itineraries and travel itineraries. Use your logo to increase your brand exposure when using email tools in VAX to help close sales. The process for submitting logos can be found in the Managing Users in Member Services Guide found in the VAX University Library.

Which suppliers support co-branded travel itineraries with my agency's logo?

The following suppliers provide the ability to add your agency logo to travel itineraries: Alaska Airlines Vacations, Blue Sky Tours, Funjet Vacations, MGM Resorts Vacations, Sun Country Vacations, TNT Vacations, United Vacations, Universal Parks & Resorts Vacations and VAX Hotel Only.

How do I determine which agency logo is being used for my email communications?

You can verify the agency logo used for your email communications by referencing the *User Preferences* section of the Member Services page in VAX. The active agency logo will display in the Agency logo section. If no logo displays, then the agency has not submitted a request to co-brand your email communications in VAX. Contact your site manager who is authorized to submit a logo request.


NEW RESERVATION | RETRIEVE RESERVATION | RETRIEVE SAVED ITINERARY | GROUPS | ENGAGE!
Trisept/Solutions
VacationAccess
Reservations
Offers & Incentives
Suppliers
Destination Info
Specialty Travel
Education
Resources
USER PREFERENCES
DEFAULT CITIES
Type the code for the city you want as your default origin and destination cities that appear on the Vacation Search screen.
Default Origin Code:
Default Destination Code:
UPDATE DEFAULT CITIES
SUPPLIER DISPLAY
Your Site Manager has configured the default settings for your agency.
AGENCY LOGO
Add your logo to sales emails, offers, promotions, e-itineraries, e-confirmations and e-documents*. Only your agency site manager may submit your agency logo on your behalf.
*Agent Logo on e-documents includes limited suppliers. Included Suppliers
Your logo will appear here when loaded:
If you do not see a logo above, please contact your site manager to have it submitted.Your agency site manager can access instructions by visiting the Agency Preferences section of Member Services.

Searching for and Booking Vacations

I'm a new agent. Where do I begin?

All agents who are new to VAX should review our *Getting Started with VAX VacationAccess: New User Orientation* series. This program will explain how to use VAX and where important resources can be found. This orientation program can be found in the *Certification Programs* section of the VAX University page (Education).

How do I begin searching for travel options?

Begin your vacation component search right on the home page by entering search criteria in the Vacation Package Search panel. You can also begin searching for vacation components by clicking on the *New Reservation* link in the top navigation bar.

How do I enter the ages of children in the search panel?

First, select the number of children traveling (including infants) from the Children drop-down menu. A separate *Children Ages* drop-down list will display for each child. Select the age for each child. **Accurately record the age of each child at the time of travel**.

How do I book a reservation where travelers are originating from multiple cities but staying in one hotel room?

VAX doesn't offer the ability to book a reservation of this type. All travelers on a reservation must originate from the same city.

I receive the following message upon clicking the Search button in the reservation tool. Can I continue to view supplier offerings without registering?

Before you can complete your purchase, you must register with this tour operator. You can find the tour operator's contact information in their Supplier Showcase.

Yes, this warning is only a reminder that before you can actually purchase the vacation package with the selected supplier, your agency must first register to sell that supplier's product.

How can I get my origin field to auto-populate with my current geographic location?

The VAX VacationAccess search panel will function this way with the *Default Origin Code* field empty (default) on the User Preferences page. This feature can be overridden by navigating to your User Preferences on the Member Services page and entering your desired origin city code in the *Default Origin Code* field.

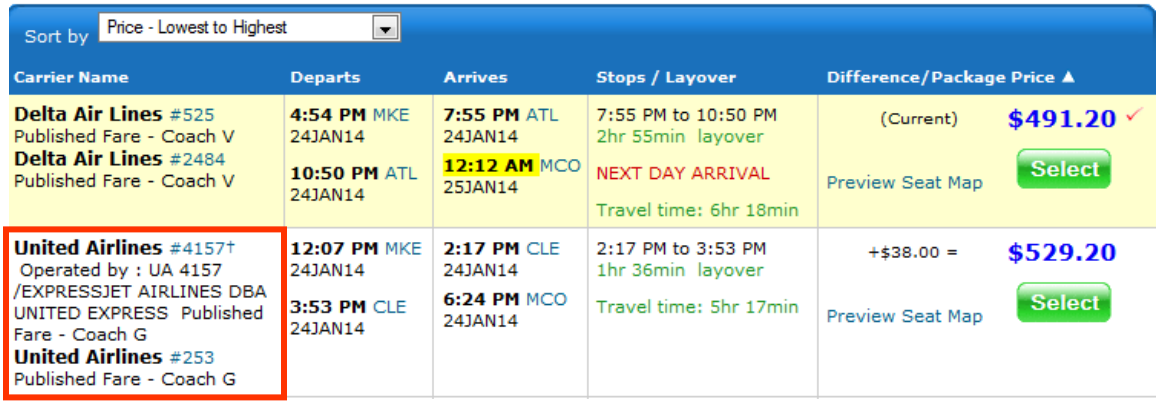
Why don't all airlines provide a *Special Values* link to view airline features from the flight information display?

This is because some suppliers have chosen not to include the *special values* link on the flight information display. For those suppliers, the *special values* link will not display, but any active features associated with the flight will show in the features panel of your checkout page after flights are selected.

Where do I find airline code-share information to share with my customers?

Code-sharing is when an airline sells tickets on flights that use the airline's code, but are actually operated by a different carrier. New Department of Transportation law requires that when a consumer requests an airline itinerary on the Internet, any code-sharing arrangement must be included on the same screen and next to the itinerary. Code-share disclosure must include the corporate name of the transporting carrier and any other name under which the flight is offered to the public.

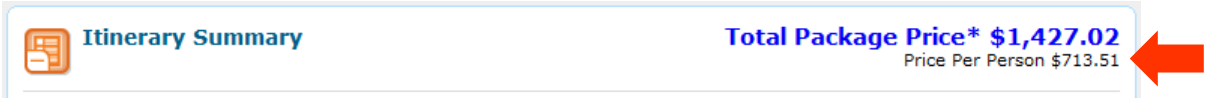
VAX has enhanced the code-share display across all communications to comply with this new requirement. Agents will find this information presented on the flight information displays, e-documents, itineraries, confirmations and cart availability.



How can I quickly identify the price per person when comparing hotel prices?

Hover the cursor over the full hotel price to view the price per person before selecting it.

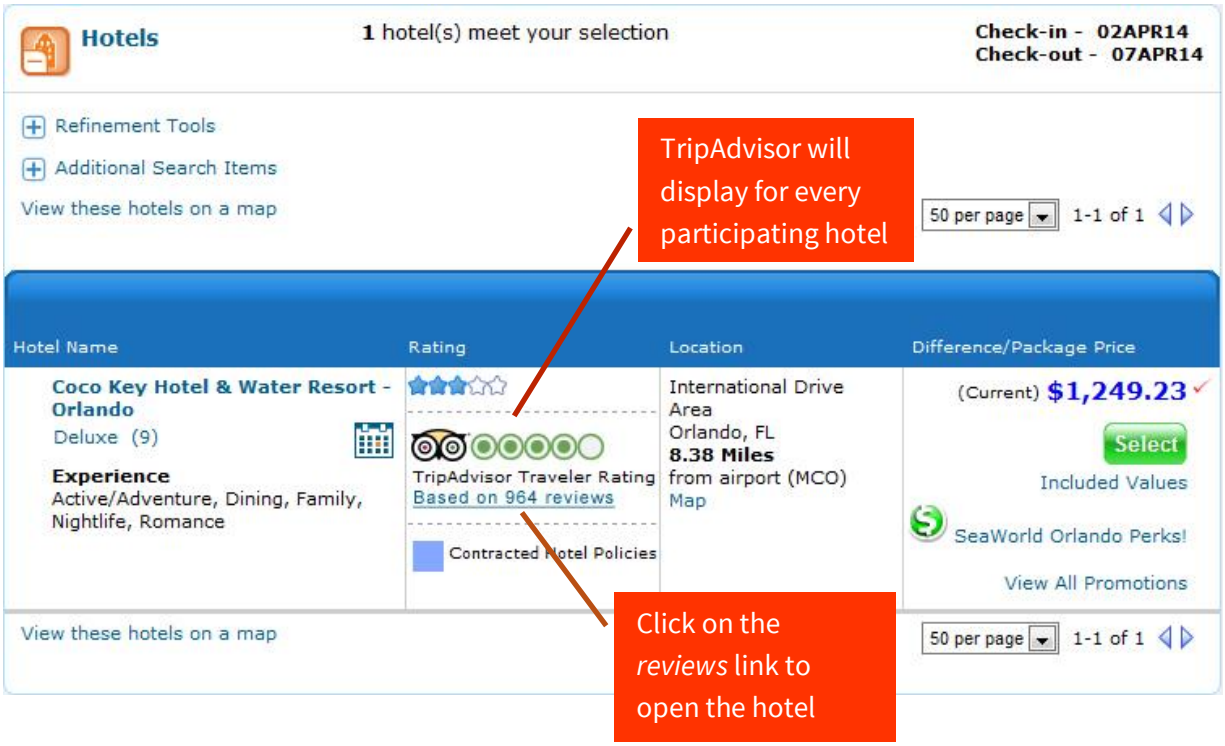
Review the Itinerary Summary when booking vacation packages to see the total package price in addition to the price per person for easy comparison.



How can I share TripAdvisor reviews with my clients using VAX?

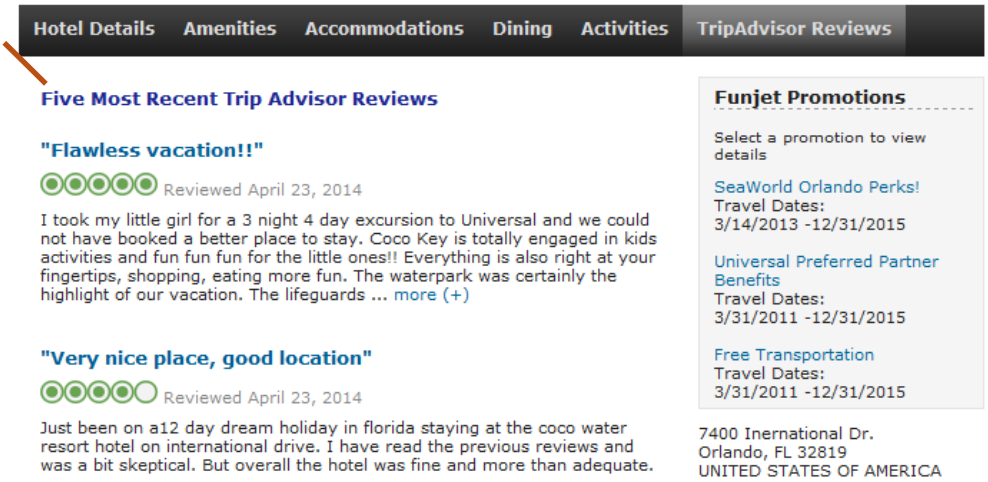
View TripAdvisor ratings and the five most recent reviews without even exiting VAX by clicking on the TripAdvisor links within the Hotel Availability pages or Hotel Profile pages. Ratings are based on traveler opinions with one colored circle equaling terrible quality to five colored circles equaling excellence.

In Hotel Availability, view ratings in the *Rating* column:



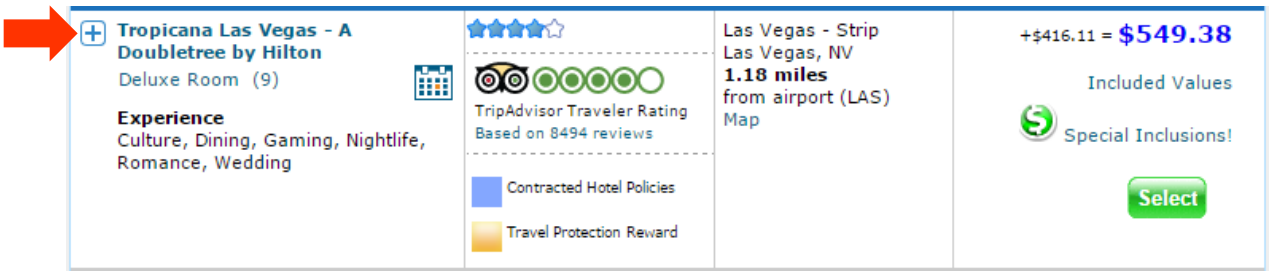
In a Hotel Profile, view ratings in the *TripAdvisor Reviews* tab:

View the five most recent ratings, updated each day

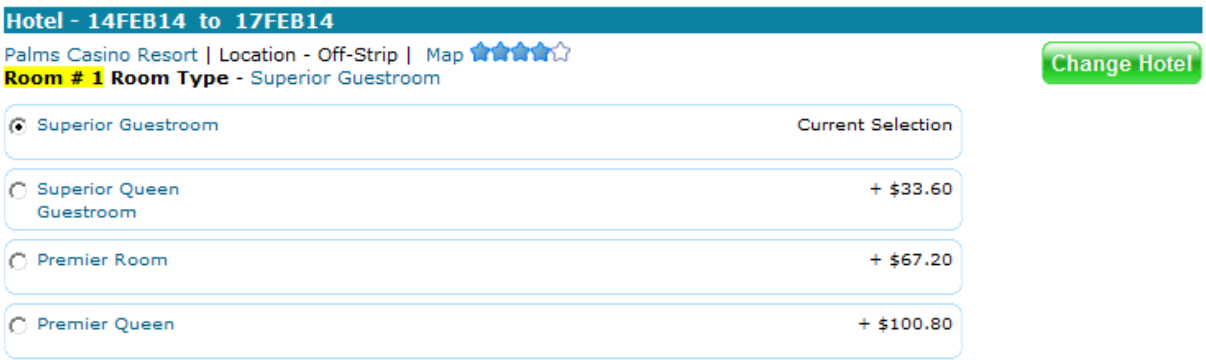


Where can I view all available room categories?

In the hotel availability, you can click the plus sign (+) to the left of the hotel name to view additional room categories.

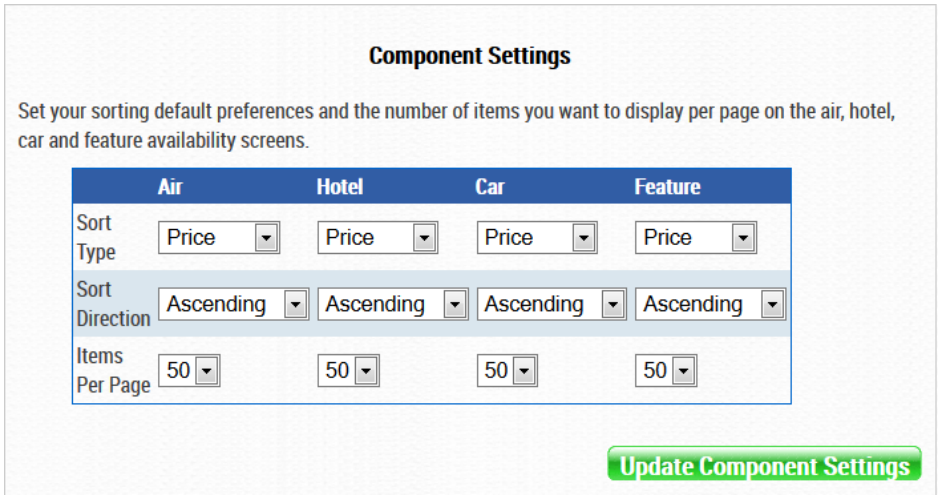


Room category upgrades also display within the Itinerary Summary and Checkout, giving you an easy opportunity to upsell.



Can I see a list of all available flights or hotels on one screen?

Yes. A maximum number of 50 will display as your default on a single screen. You will need to scroll down to view all selections. Set or edit a display default number for each of the itinerary components by clicking on User Preferences on the Member Services page. This page contains a panel that allows agents to select the default number of options that display underneath the Air, Hotel, Car and Feature panels up to 50 maximum.



Can I view the number of stops and layover times for each flight?

Yes. On the flight availability screen, you can view the number of stops and layover times within the Stops/Layover column when that information is available from the Global Distribution System (GDS). If a flight does not include a stop, “Nonstop” displays in the column. In cases where the GDS does not return connection details, only the number of stops will display.

Where can I review my recent itineraries?

Recently searched itineraries will be stored in *Recent Searches* on the right side of the screen. The itineraries will remain in Recent Searches until you leave the itinerary summary page.

Can I save recent searches for future reference?

Yes. You can save one or multiple itineraries for up to 14 days by clicking *Save* or *Save All* below the Recent Searches panel.

How do I retrieve a saved itinerary?

Click *Retrieve Saved Itinerary* next to *Retrieve Reservation* on the top navigation bar. Saved itineraries can be retrieved for up to 14 days. If a price changes, a message will display advising you of a new price.

When I save an itinerary, will it save and hold prices?

No. Saving an itinerary will only save the holiday details. Prices are subject to change.

How do I search by vacation experience theme?

The Vacation Experience theme options will display in the Advanced Search panel. Simply select the desired experience theme(s) prior to clicking *Search*. After your initial search, the Vacation Experience themes may be changed on the hotel availability page by expanding the Refinement Tools to reveal the Vacation Experience theme list. From the Refinement Tools, you can reselect Vacation Experience options to refine your search. It is important to note that the list of experiences or themes can vary depending on the supplier chosen. If the agent selects a different supplier, the themes list will update to match themes valid for the new supplier. In addition, the Vacation Experience search functionality will only be available from suppliers that chose to offer this tool.

Do the vacation experience themes apply to room categories or just the hotel in general?

Vacation Experience themes are applied at the hotel level in general, not the room category level.

What does it mean when I get this error message during my search?

"Warning! No hotels meet your vacation experience search. We have displayed all available hotels."

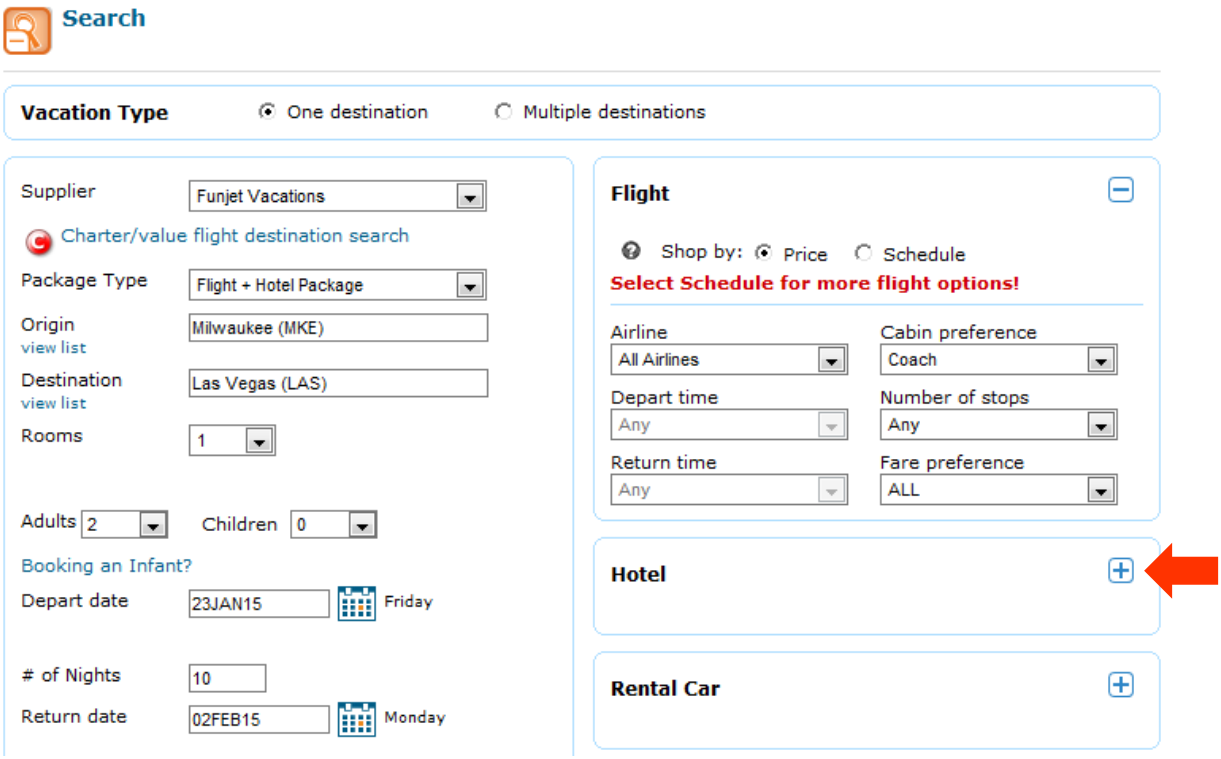
There are just two instances where you may come across this warning message during your initial search. First, if no hotels match the selected theme(s), all hotel results will then be displayed on hotel availability and this warning message will display at the top of the page.

Second, if there are no hotels matching the selected theme(s) and the selected hotel rating combined, all hotels (regardless of rating) which match the theme(s) will be returned and this warning message will display at the top of the page.

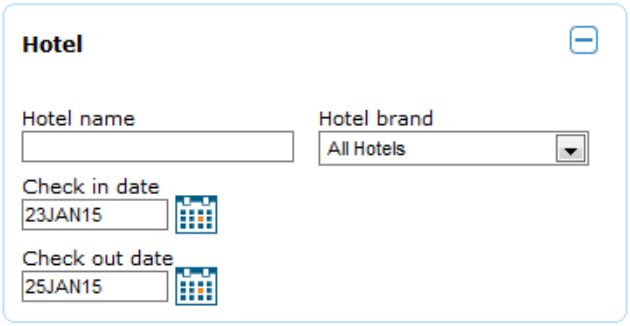
These messages may vary depending on the supplier selected.

My clients only need a hotel for a portion of their trip. How do I book hotel accommodations that are shorter than the entire length of stay?

Open the Advanced Search panel by clicking the link under the green *Search* button in the Vacation Package Search panel. Enter travel information into the designated fields of the Advanced Search page and then click the plus sign next to *Hotel* to expand the Hotel panel.

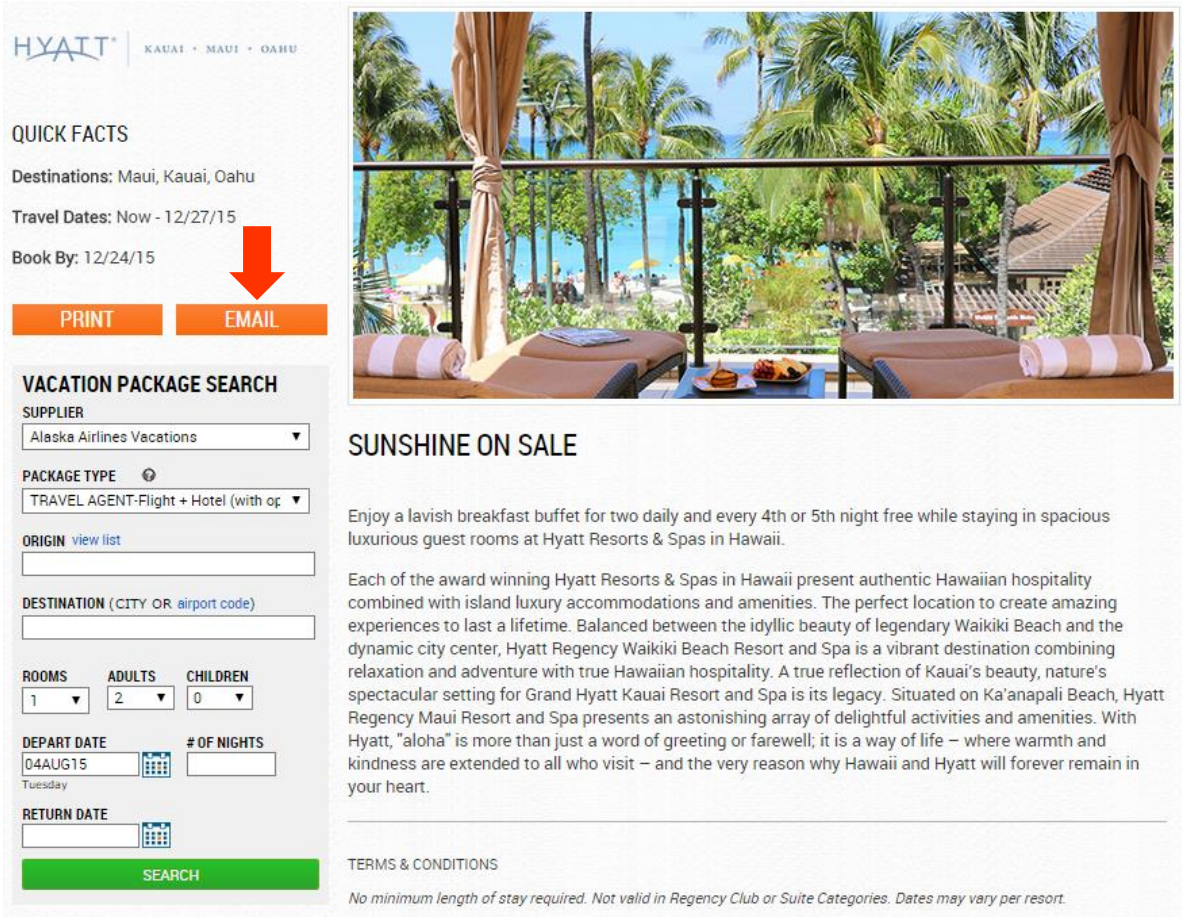


Once the Hotel panel is expanded, enter the specific check-in and check-out dates needed. These dates may be different from the travel dates.

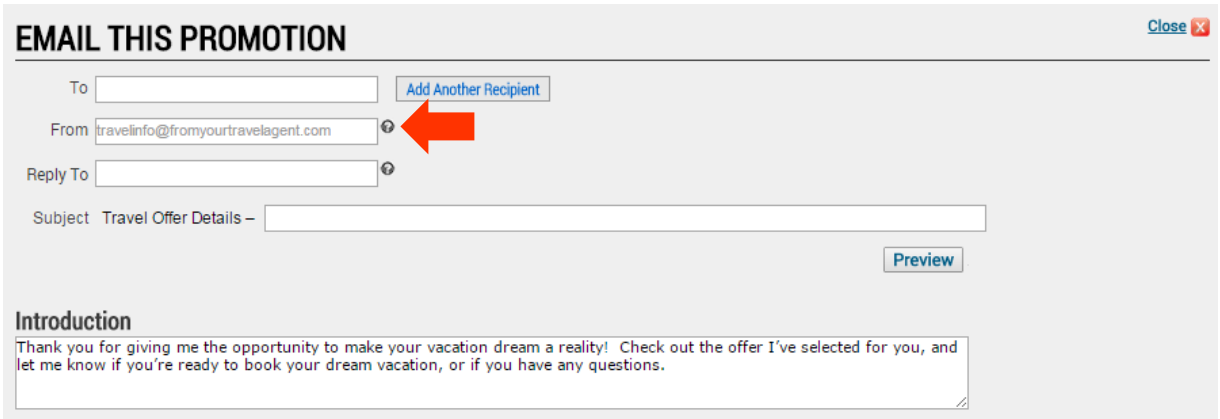


How can I print and email promotions to my clients?

Print promotion information or email it to a client right from the Promotions page. Promotions may be sent to multiple recipients. Once you are on the promotion details page, click the *Email* button to customize an email to your client.

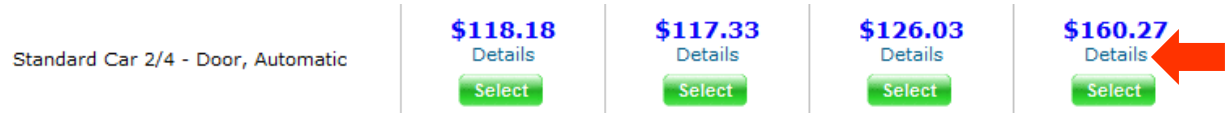


Keep in mind that the *From* address will display as *travelinfo@fromyourtravelagent.com* and will not be editable. Write your personal email address in the *Reply To* field. Then, create a catchy subject line that will grab your recipients' attention.

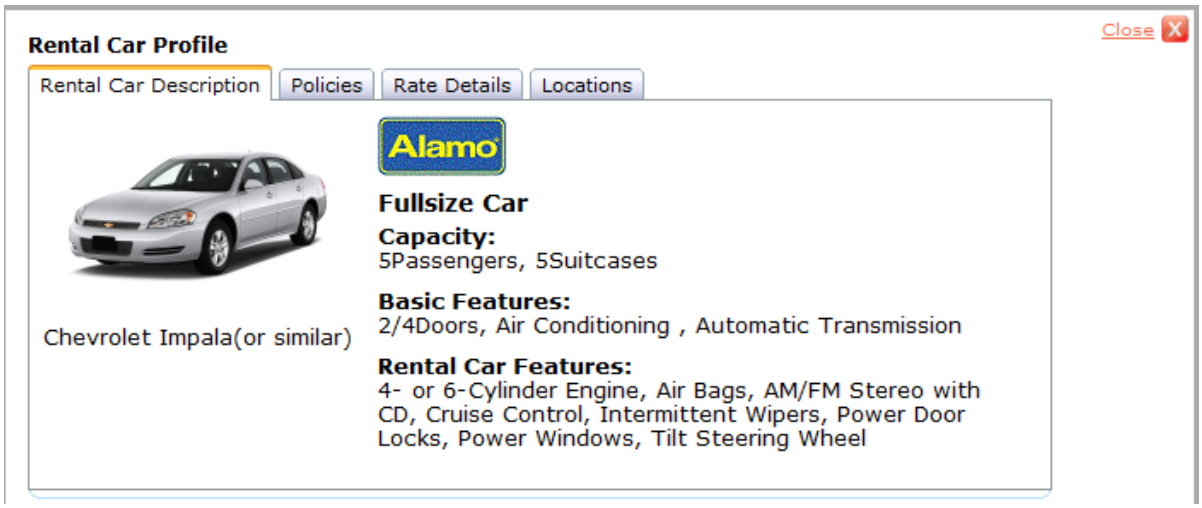


Where can I see a description of a rental car?

In car availability, click on *Details* below each price to view detailed information, including: vehicle amenities, rental policies, estimated taxes and fees, pick-up locations and more.



View of the rental car details page:



After selecting the car, you can also view the car description from the itinerary when you click on the selected company and vehicle type.

What must I communicate to my customers about restrictions on hazardous materials when booking?

After January 1, 2015 an FAA mandate requires information on forbidden hazardous materials be presented to passengers during the ticketing purchase process. The final ticket purchase cannot be completed until the passenger or a

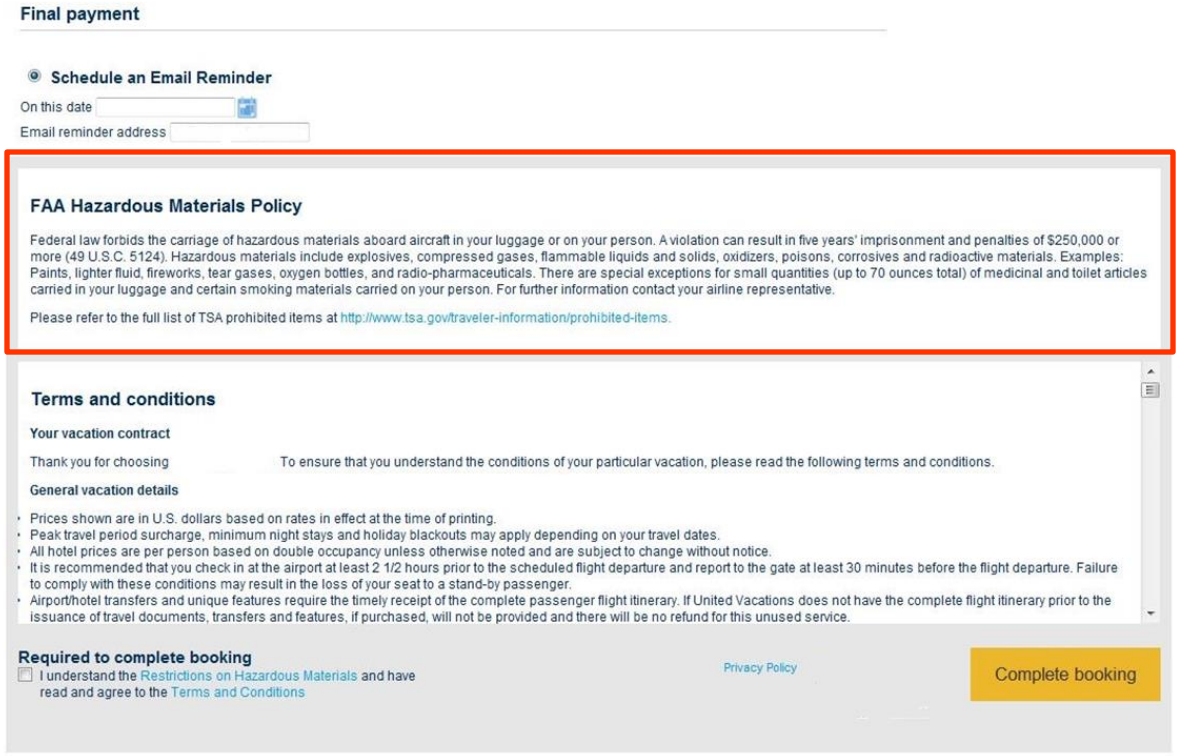
person acting on the passenger's behalf has indicated that they understand the restrictions on hazardous materials in baggage.

In response to this mandate (49 C.F.R. § 175.25), VAX VacationAccess will ensure clients are in compliance with the regulation. Travel agents will need to acknowledge that they have communicated the FAA Hazardous Materials policies to the customer/passenger. The terms and conditions checkbox that must be accepted at checkout will be updated to read:

“I have read and explained the terms and conditions to the client, including any applicable restrictions on hazardous materials.”

FAA mandate (49 C.F.R. § 175.25)

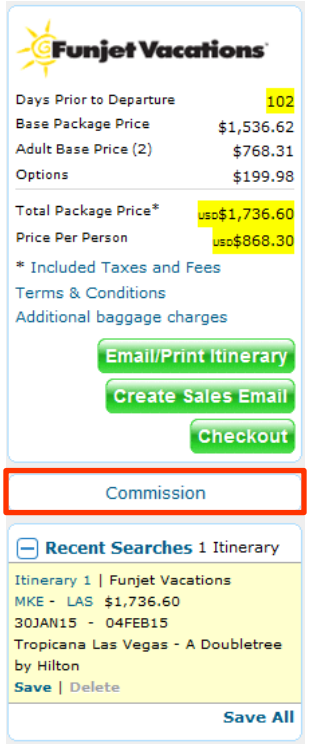
“Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of $250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative. Please refer to the full list of TSA prohibited items at http://www.tsa.gov/traveler-information/prohibited-items.”


Final payment
Schedule an Email Reminder
On this date
Email reminder address
FAA Hazardous Materials Policy
Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of $250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative.
Please refer to the full list of TSA prohibited items at http://www.tsa.gov/traveler-information/prohibited-items.
Terms and conditions
Your vacation contract
Thank you for choosing
To ensure that you understand the conditions of your particular vacation, please read the following terms and conditions.
General vacation details
Prices shown are in U.S. dollars based on rates in effect at the time of printing.
Peak travel period surcharge, minimum night stays and holiday blackouts may apply depending on your travel dates.
All hotel prices are per person based on double occupancy unless otherwise noted and are subject to change without notice.
It is recommended that you check in at the airport at least 2 1/2 hours prior to the scheduled flight departure and report to the gate at least 30 minutes before the flight departure. Failure to comply with these conditions may result in the loss of your seat to a stand-by passenger.
Airport/hotel transfers and unique features require the timely receipt of the complete passenger flight itinerary. If United Vacations does not have the complete flight itinerary prior to the issuance of travel documents, transfers and features, if purchased, will not be provided and there will be no refund for this unused service.
Required to complete booking
I understand the Restrictions on Hazardous Materials and have read and agree to the Terms and Conditions
Privacy Policy
Complete booking

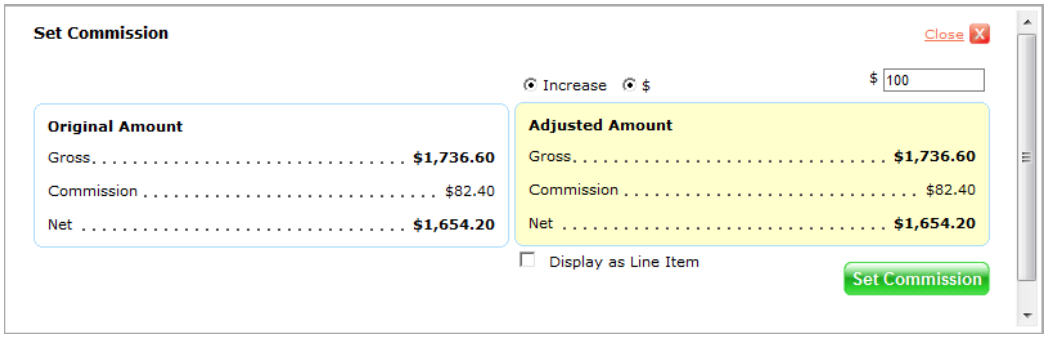
Commission

Where do I view and set my commission?

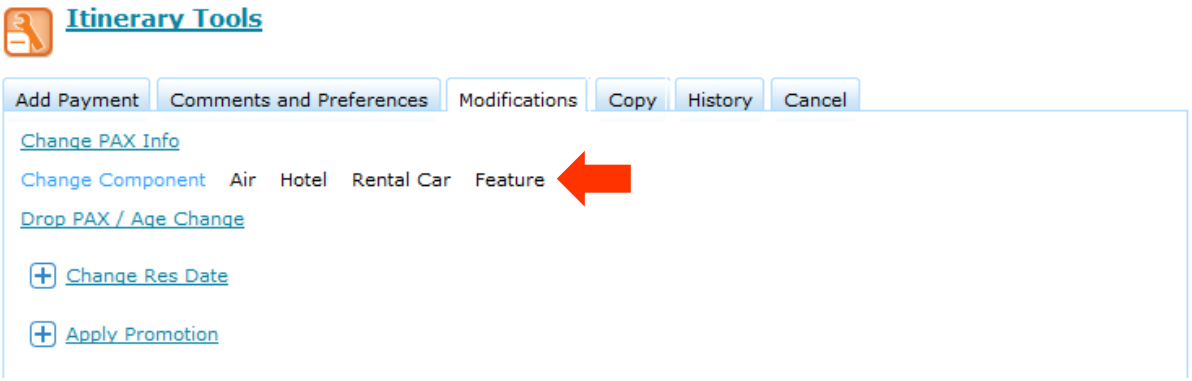
Commission can be viewed and/or adjusted for suppliers who enabled the Set Commission functionality. Under the Pricing Summary section on the right side of the Itinerary Summary screen, you can set commission anytime throughout the booking process. Click *Commission* to view and/or enter your commission adjustment.



Set Commission box:



To set commission after completing the booking, go to Itinerary Tools and click on the *Modifications* tab. Select *Change Component* then click *Commission* located on the right under the Pricing panel to set a new commission amount. Enter the amount of increase to be added to the commission listed then click *Set Commission*. When you close the window, the new gross will appear in the pricing panel showing the new total price. Finalize the modification by clicking *Complete Itinerary Change*.



Am I able to subtract commission?

No. You only have the ability to add, not subtract or zero-out, commission in VAX.

Applying Payment, Special Service Requests, and Internal Comments

Where do I apply payment to a reservation?

Payments can be applied on the Checkout screen prior to completing the booking or after completing the booking, depending on the supplier. The *Add Payment* tab is located under Itinerary Tools. Enter the payment information and then click *Add Payment* to apply payment to the reservation.

Where do I add special service requests on a reservation?

Special service requests should be entered on the *Checkout* screen in the Itinerary Tools section prior to completing the booking. Some travel components require that certain mandatory fields be completed on the *Checkout* screen before a booking may be completed. Mandatory fields will be denoted with a red asterisk.

Once a reservation is booked, click on the *Comments and Preferences* tab, and then click on *Special Service Requests* to enter a special request for air, hotel or feature. Special requests should be entered prior to final payment on the reservation.

Where do I add internal comments on a reservation?

Internal comments related to a reservation can be entered on the *Checkout* screen under *Itinerary Tools*. Click the *Comments and Preferences* tab to enter Internal Comments.

When and where will the airline confirmation number display?

The airline confirmation number will appear on the reservation in the Itinerary Summary as soon as the airline has confirmed the reservation with VAX VacationAccess. The airline confirmation number will **not** appear on any e-confirmations and the Travel Itinerary.

Will the airline confirmation number (PNR) display for multi-stop and multi-carrier bookings?

Yes, the airline confirmation number will display on the Itinerary Summary for the vacation suppliers that choose to display it. Airline confirmation numbers will not display for charter flights.

If my customer only pays a deposit at the time of booking, where do I look in VAX to find the dates installment payments are due?

You determine when your customers must make payments. VAX will only define when the deposit is due and when the balance must be paid in full. Any installment payments made between the deposit and final payment should be manually entered into the Itinerary Tools section of your customer's reservation.

What is PCI and how does compliance influence my email communications?

PCI refers to the Payment Card Industry Data Security Standard. This standard was developed by the PCI Security Standards Council, which is a consortium of the major credit card brands (Visa, MasterCard, American Express and Discover). The goal of the PCI is to establish a common standard for protecting cardholder data from compromise. Every travel agency that accepts credit cards must comply with PCI, but smaller agencies often achieve compliance by using compliant services. At VAX VacationAccess, we take responsibility for monitoring the PCI standard and building ongoing compliance into our platform. This includes any correspondence that you include in emails to your customers. It is important for you to understand that email communications that contain consumer credit card information (number, expiration date, security code) will be blocked by PCI protections and will not reach your target audience.

Retrieving and Modifying a Reservation

How do I retrieve a reservation?

Click the *Retrieve Reservation* link located on the main navigation bar next to *New Reservation.* Enter either a reservation number or passenger name. If there are multiple reservations with the same name, a list of reservations will display.

How do I copy a reservation?

To copy a reservation, first retrieve the reservation. Locate the *Copy* tab under Itinerary Tools and click *Copy Reservation* to create a new reservation and search for the same air and hotel availability. Change the number of travelers if needed, and then click *Copy Reservation*. The hotel, room category, features, car and/or flights can be changed when creating the new reservation. *Copy Reservation* functionality can also be used when a reservation has been canceled and you want to book the same itinerary again for either the same travelers or for new travelers' names.

Who should I call if I have difficulty booking or modifying a reservation?

First, contact the supplier you're attempting to book or modify the reservation with. The contact information can be found under *Support* in the lower-left corner or in the supplier's showcase. If more assistance is needed, contact VAX Technical Support at 414-934-2900.

How do I modify the gender and date of birth fields in a reservation?

Contact the supplier for assistance modifying gender and date of birth fields in a reservation. Locate contact information in the supplier's showcase.

Can I add a passenger to a booked reservation?

This is not an action that can be accomplished in VAX. Contact the supplier you booked with to add a passenger to the reservation. Locate contact information in the supplier's showcase.

How do I request a price match?

Retrieve the reservation you want to match prices for by clicking the *Retrieve Reservation* link in the top navigation bar. Enter the number of the reservation or name of the traveler and click the *Retrieve Reservation* button. Select the applicable reservation to open itinerary details, and then click the *Price Match* link near the reservation number.

Complete the form and click *Submit*. A "Thank you for your price match request" notification window displays. You will receive an email approval confirmation from the supplier when the price match is approved or email notification if the supplier does not approve the price match request. Your request will be accepted or denied within six business hours of request receipt.

How do I request a refund?

Reservations must be canceled or modified before a refund may be requested. Proof of original airline tickets or feature documents may be required. All refunds will be issued back to the form of payment originally received, to include any travel certificates that may be applicable based upon insurance purchased.

To request a refund, open the reservation you want to request the refund for. Click the *Retrieve Reservation* link in the top navigation bar and enter search criteria for the reservation. Select the applicable reservation to open itinerary details and then click the *Refund Request* link next to the reservation number. Complete the form and click *Submit*.

VAX Published Air

How do I register to book VAX Published Air?

You need to be registered with the TMTC brands to sell VAX Published Air. You can register with the TMTC brands from the home page in VAX VacationAccess.

How do I book VAX Published Air?

Booking published air is simple and intuitive. Book published air using the reservation tool as you normally would. Select the VAX Published Air package type from the *Package Type* drop-down menu. Enter your origin and destination information and dates of travel then click *Search* to view available flights.

Can I book bulk or charter/value flights with VAX Published Air?

VAX Published Air provides published fares only to and from the origins and destinations displayed in the drop-down menus of the booking tool.

Can I set my own commission with VAX Published Air?

Yes. The Commission panel allows you to view or adjust your travel agent commissions. Commissions may be increased or decreased by either a percentage or dollar amount. Your client's credit card statement will display a charge for the total airline fee plus the commission.

Example: You purchase a flight for $300 and add a $30 (10%) commission:

COST TO THE CLIENT

Published airfare	*$300.00*
+ Commission	*$30.00*
Total Cost to Client	*$330.00*

Can I book a multiple destination itinerary with VAX Published Air?

No, VAX Published Air is for single destination itineraries only.

Can I place a deposit on my VAX Published Air itinerary and pay the balance later?

No, full payment is due at the time of booking.

If I need to make a reservation modification after booking, how do I do that?

If you require a change to flights, dates and/or names, please call our VAX Published Air help desk for assistance at 1-888-987-7801.

TSA Secure Flight Program Information

How do I enter TSA Secure Flight Information into my reservation?

TSA Secure Flight Information must be entered into each reservation that includes flights. Enter the passenger's birth date and gender on the *Checkout* page after entering each name as it appears on their government issued ID. Click on *Support* in the upper right corner for additional information on TSA Secure Flight requirements.

What information is added to the traveler's airline confirmation number (PNR)?

The required TSA information is: full name, including middle name or initial as it appears on your client's government issued ID, gender and date of birth. This information is required and will be added to the passenger PNR.

Agent Education

Where can I find educational opportunities on Vax?

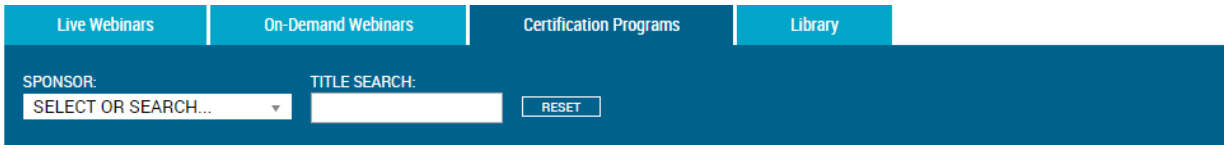
All educational opportunities can be found on the VAX University page under the *Education* tab on the main navigation bar.

I am new to VAX. Where should I start?

We recommend that all new users participate in our online *Getting Started with VAX VacationAccess: New User Orientation* on-demand program, located in the Certification Programs section of the VAX University page (Education).

Do you offer certification programs?

Yes. Certification programs are an easy and fun way to gain more in-depth knowledge about a supplier or subject. Current programs are listed under the *Certification Programs* tab in the middle of the VAX University page.



I am viewing a certification program and the first module will not connect to the next module. When I click the *Begin* button, it starts over. How do I continue on the next module?

All individual modules within a program are located in the Program Modules section of the main program description page. If one module won't link to the next, simply return to the main program description page and click the link of the module you wish to view next.

When I launch a module within a certification program, I can hear the narration but all I see is the load icon. What should I do?

Load times for each module should only take a few seconds, but your internet speed will determine how quickly the module opens. If your internet speed is not an issue, try opening VAX and viewing the module in a different browser. Keep in mind that the modules are produced in Flash and will not properly play using an Apple mobile product.

What proof of completion do I get after successfully completing a certification program?

A transcript will be emailed to you after each module you complete within a certification program. Each transcript will indicate your score and whether you passed or failed the quiz at the end of the module. After you pass a course, keep your transcript to serve as proof of course completion. A certificate of program completion is also available to print after successfully completing the final module within a program. All quizzes associated with a certification program must be passed to be considered certified.

I didn't print my certificate of completion/my certificate of completion didn't print properly when I finished a certification program. Can VAX University send me a copy of my certificate?

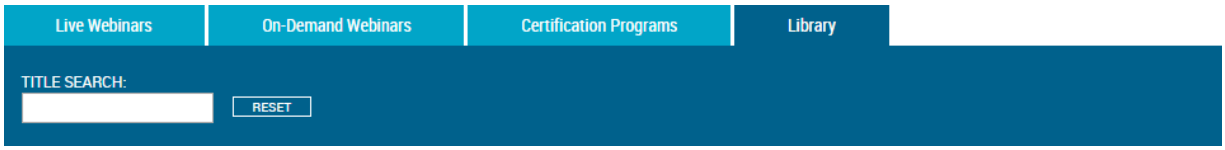
Each certificate of completion is auto-generated by the system when you enter your learner information into the quiz. The only way to re-generate another certificate is to enter the answers into the program's final quiz again and then follow the prompts to print. VAX University does not receive a copy of your certificate.

Are certain areas of vax "unlocked" after I complete VAX's orientation program?

No. Although we strongly encourage agents to participate in our orientation certification program, it's not a requirement. All agents have full access to VAX as soon as they are able to log in.

Do you have written guidance that I can reference to find answers to my questions about accomplishing a specific task in VAX?

Yes. Our library is full of helpful getting started and quick reference guides, along with frequently asked questions and step-by-step tutorials. Click on the *Library* tab in the middle of the VAX U page to access all our reference material.



How will I know when a webinar is coming up?

We advertise upcoming webinars in several locations and provide direct links to course registration in these locations:

- The Live Trainings tab in the middle of the VAX University page — a complete list of upcoming trainings is featured here
- Banners on the VAX University page
- VAX's login page
- The Upcoming Trainings email that is distributed every Monday (sign up for our emails on the home page or VAX University page by clicking the *Stay in the Know* image).

I know an agent who is not registered with VAX but would like to attend one of your webinars. Is she/he able to?

Absolutely. VAX's login page frequently features upcoming webinars that link directly to a course's registration page in WebEx, so logging in to VAX is not required.

Is there any way to view a webinar that I missed?

Yes! We record all our webinars and then produce them for on-demand viewing within a day or two of the live event. On-demands are posted on the VAX University page for one year from their event date.

I attended a webinar, so why did I receive email saying that I did not attend?

This occurs if you register for a webinar using one email, but log in to the webinar using another. Make sure you register and log in using the same email address. Likewise, if you only listen to the webinar via the teleconference without logging in to the online portion, WebEx will not recognize you as having attended.

Are the prizes that are promised for attending a VAX University webinar actually awarded or are they just made up to boost attendance?

Although many seem to be too good to be true, if a prize is offered, it is absolutely awarded. All prizes are generously offered and awarded by the supplier featured in the webinar.

I attend a lot of your webinars, but I am never chosen to win the prize. How are winners selected?

The day following a webinar, we generate an attendance report of agents that both attended and those that registered but did not attend. The supplier will review the attendance report and either randomly select a winner from the list of those who attended or select an agent who appeared to be very engaged in the presentation (e.g. an agent who completed the post-event survey, asked questions during the webinar, attended the entire webinar with 100% attention, etc.). It is completely the decision of the supplier to decide how to award their incentive.

Where on VAX can I view agents who won prizes by participating in a VAX University event?

We love to celebrate agents who win big by participating in our learning events. To access our Agent Winners page, hover your mouse over the *Resources* tab in the main menu bar. From the drop-down, select *Agent Winners*.

If I don't see a winner listed on the Agent Winners page, does that mean the prize was never awarded?

No. That means that the winning agent did not care to have his or her information shared on the Agent Winners page.

I played a VAX University learning game. Where can I check my answers?

Learning game answer keys are posted in the Quick Links section on the left side of the VAX University page. Answer keys are posted after a game has concluded.

Support

I have a question and want to find the answer myself. Where should I look?

Our Help Center is loaded with guidance, including reference guides, video tutorials, on-demand training, support contact information and frequently-asked-about topics. Find the answer you're looking for yourself right in the Help Center.

Click *Help Center* located in the lower-right corner of each page in VAX to access all the information you need to get the most out of using our site.

Where can I find updates on the latest site enhancements?

Look no further than the home page! To see what's new and changing within VAX, scroll toward the bottom of the home page and look in the left rail for a link that says *View All the Latest VAX Enhancements*.

Who should I contact if I have questions about how to use VAX VacationAccess?

Trisept Customer Support is available to help if you have technical questions about the site. Submit questions to vaxtechsupport@vaxvacationaccess.com.

If you have questions regarding how to perform specific tasks within VAX, contact VAX University at training@vaxvacationaccess.com.

Trisept/Solutions
VAX
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