



Powered by Innovation



NEXTGEN HOTEL INTRODUCTION

Participant Guide



TABLE OF CONTENTS

| | |
|--------------------------------|------------------------------|
| Table of Contents | i |
| Welcome | 1 |
| How to Book a Hotel | 3 |
| Booking process | 3 |
| How to Book a Flight | Error! Bookmark not defined. |
| How to Book a Car Rental | Error! Bookmark not defined. |
| Quiz | Error! Bookmark not defined. |



WELCOME

OBJECTIVES

Upon completion of the **NextGen Hotel Introduction** training module, you will demonstrate your knowledge by meeting the following objectives:

- After completion of this course, agent will be able to successfully book one (1) hotel stay, for two (2) different customers, in at least two (2) locations.
- Agent will be able to name the two (2) Hotel Suppliers to ICE.

Notes





HOW TO BOOK A HOTEL

Booking process

To begin searching Hotel or Airfare, select **Book Hotel NextGen??** (*specific text will depend on the brand*) from the link next to the name. When you click this link it will automatically open the hotel engine in a separate tab from MemberMaint.

<Update ScreenShot when built>

| Member Details Test Account | | | | | | | |
|---|---|------------------------|------------|----------------------|---------------------------|--------------------|--|
| Member ID: ECT37285EOZ | USAA Account Number 14997725 | | | | | | |
| Brand:: Explore Cruise & Travel | Sub Partner: Explore Cruise Travel learn more | | | | | | |
| OVC Partner: Explore Cruise & Travel | | | | | | | |
| Member Class: ECT - Test | | | | | | | |
| Lead Source: Explore Cruise Travel | | | | | | | |
| Enrollment Date: 2016-01-25 | Expiration Date: 2051-01-25 | | | | | | |
| Status: Active | | | | | | | |
| Edit Membership Information | | | | | | | |
| Full Name | Main Phone | Work Phone | Cell Phone | OK to call cellphone | Email | Address | Create New |
| GLENN WRIGHT | (502) 627-0925 Call | (502) 554-0231 Call | | no | glenncwright730@yahoo.com | 2006 TREVILIAN WAY | Edit Clubsite Book Hotel |
| Activity WebsiteActivities Cruise Resort Travel Attractions TeeTimes Cert Loyalty Transaction Cash Docs Views Contact Validations DBCert MemberChanges NameChanges CertificateChanges FortBookings ThirdPartyRewards | | | | | | | |

The agent will be sent to the NextGen Hotel site.



Sears VACATIONS

Home

Over 150,000 Hotels to choose from without hidden fees!

Destination Check-In Check-Out Rooms Guests

Destination or Landmark Check In Check Out 1 ▾ 2 Adults, 0 Children ▾ Select

Top Destinations

Notes



On the Home page you will now enter your search criteria.

Over 150,000 Hotels to choose from without hidden fees!

| Destination | Check-In | Check-Out | Rooms | Guests | Select |
|---------------|----------|-----------|-------|----------------------|--------|
| San Francisco | Check In | Check Out | 1 | 2 Adults, 0 Children | Select |

1

1 San Francisco CA, United States
2 San Francisco International Airport San Francisco, CA, United States
3 San Francisco Giants Offices East Osborn Road, Scottsdale, AZ, United States
4 San Francisco County CA, United States
5 San Francisco Marriott Marquis Mission Street, San Francisco, CA, United States

powered by Google

1. You may search by destination, address/zip code, or point of interest. Hotel NextGen is now using Google Places, with some parameters ICE has removed. You can start typing in and a dropdown box will provide the most popular options based on the information typed. To refine the options in the drop down box, continue to type more letters. If you do not select the item in the dropdown box, the system will autoselect the item at the top of the list by simply hitting enter or tab.
2. Tab through the fields to select the **Check-in** and **Check-out** dates. The fields will open a calendar to select the specific date. Once you've selected a Check-in Date, the default Check-out date will populate for a 2 night stay. Change this as necessary by clicking into the field and using the Calendar pop-up.

Over 150,000 Hotels to choose from without hidden fees!

| Destination | Check-In | Check-Out | Rooms | Guests | Select |
|----------------------------------|----------|-----------|-------|----------------------|--------|
| Ft Lauderdale, FL, United States | 3/11/16 | 3/13/16 | 1 | 2 Adults, 0 Children | Select |

< March 2016 >

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 28 | 29 | 01 | 02 | 03 | 04 | 05 |
| 06 | 07 | 08 | 09 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | 01 | 02 |
| 03 | 04 | 05 | 06 | 07 | 08 | 09 |

Top Destinations



3. If more than one (1) room is needed, you may tab to select the number of **Rooms** by clicking on the drop-down arrow. The default selection is one (1) room. <FIRST RELEASE WILL BE 1 ROOM ONLY>
4. Next, tab to the “**Guests**” field. The default selection is “2 adults and 0 children.” Click the drop-down to change the selection. For options other than 1 or 2 adults, you will need to click on the “**More Options**” selection. When selecting this option, detailed fields will appear for you to select the specific number of Adults, Children, and the Ages of the Children.

Over 150,000 Hotels to choose from without hidden fees!

| Destination | Check-In | Check-Out | Rooms | Guests | Select |
|----------------------------------|----------|-----------|-------|---|--------|
| Ft Lauderdale, FL, United States | 3/11/16 | 3/13/16 | 1 | 2 Adults, 0 Children 1 Adult, 0 Children More Options | Select |

Over 150,000 Hotels to choose from without hidden fees!

| Destination | Check-In | Check-Out | Rooms | Guests | Select |
|----------------------------------|----------|-----------|-------|--------------|--------|
| San Francisco, CA, United States | 4/8/16 | 4/10/16 | 1 | More Options | Select |

Adults Children
2 1

Age for Child 1
10

5. Once all search criteria has been entered, simply click the “**Select**” button. Depending on your “**Guests**” selection, the button will change location.

Over 150,000 Hotels to choose from without hidden fees!

| Destination | Check-In | Check-Out | Rooms | Guests | Select |
|----------------------------------|----------|-----------|-------|----------------------|--------|
| Ft Lauderdale, FL, United States | 3/11/16 | 3/13/16 | 1 | 2 Adults, 0 Children | Select |



6. The next page will show all hotels matching the criteria you selected. Notice this page shows “**259 results found.**” As you begin using the filtering functions on the left menu, you will see this number automatically update.

The screenshot shows a hotel search interface. At the top, there are fields for Destination (San Francisco, CA, United States), Check-In (4/8/16), Check-Out (4/10/16), Rooms (1), Guests (More Options), Adults (2), Children (1), and Age for Child 1 (8). Below these, a "Select" button is visible. In the center, a red box highlights the text "259 results found." To the right, a search result for "Nob Hill Hotel" is shown, rated 2.5 stars, located near Union Square. It includes a photo of the hotel entrance, a "SAVE 31%" offer, and price details: Market Rate \$420.00, Savings Credits \$131.24, Your Price \$288.76, and a note about the price being \$144.38/night without tax. A "Select" button is also present. Below this, another result for "The Hotel Aria" is partially visible.

NOTE: Unlike CSI, all results will populate allowing for quicker filtering.



7. You may scroll through the results to locate the best property for the customer and you may use the filtering options on the left menu. Filtering options include the following:
- Hotel Name
 - Rating
 - Price Range – using the slider
 - Amenities available
 - Specific Area Location (need Pam's wording on how the filtering is now done)

a. 259 results found.
Search by Hotel

b. Rating
At Least

c. Price Range
\$58 \$611

d. Amenities
 Fitness Facilities
 Airport Transportation
 Pets Allowed
 Free WiFi
 Free Area Shuttle
 Free Breakfast
 Free Parking

e. Locations
 Financial District
 Fisherman's Wharf
 Marina District
 Millbrae - San Bruno
 Pacific Heights - Marina
 Redwood City

Nob Hill Hotel
Near Union Square



A stay at Nob Hill Hotel places you in the heart of San Francisco, minutes from Lorraine Hansberry...

SAVE 31%

Market Rate: \$420.00
Savings Credits: \$131.24
Your Price: \$288.76
\$144.38/night without tax

Select

The Hotel Aria
Near San Antonio Shopping Center



When you stay at The Hotel Aria in Mountain View, you'll be in the business district and close to...

SAVE 30%

Market Rate: \$362.14
Savings Credits: \$108.64
Your Price: \$253.50
\$126.75/night without tax

Select

Holiday Inn Express San Francisco Union Square
Near Union Square



A stay at Holiday Inn Express San Francisco Union Square places you in the heart of San Francisco,...

SAVE 28%

Market Rate: \$498.00
Savings Credits: \$138.94
Your Price: \$359.06
\$179.53/night without tax

Select

 **NOTE:** On the left bar, you may use the red arrows to select a specific range of search results by star rating and price. You may also type in a particular hotel name the Member requests. You may also type in a partial name and find all matching options such as Hilton, Sheraton, Marriott, Courtyard. Unlike with CSI, if you have already filtered the search, you will be dynamically able to filter to update the results further.



NOTE: The pricing in the large font to the right of the hotel shows the total booking price per stay per room (this will change by brand). In this example, the room rate is \$114 per night and we have only selected one (1) room.

***Are we still going to require agents to ONLY book 3 stars + ?*

NOTE: Agents are not allowed to search for anything below a 3 Star for a points booking unless the customer specifically requests it.

NOTE: For a cash booking, we can search for a lower rating, but preface it by letting the Member know we are not able to assist them if they have a problem at that establishment.

Notes

Declining Balance Model Example:

update screenshot

Nob Hill Hotel ★★★

Near Union Square



A stay at Nob Hill Hotel places you in the heart of San Francisco, minutes from Lorraine Hansberry...

SAVE
31%

Market Rate: \$420.00

Savings Credits: \$131.24

Your Price: \$288.76

Select

\$144.38/night without tax

Cash Back Model Example:

To come in next versions

*Sears Promotional Savings Example:*

Is this the 20% discount store? And how will this be built into NextGen?

Cash Example:

Screenshot in next version

How do we want to word this – will this act the same as CSI?**

- ! **IMPORTANT:** Notice the page now appears to look like the Member's website. **NEVER** click on the blue menu items at the top of the window. This will take you out of the agent booking portal and into the Member's booking portal. If you are in the Member portal, you will not be given commission.



1. Scroll through the list to find the desired hotel and click on the **Select** button to begin booking.

300 results found.

Search by Hotel

Rating

- At Least

Price Range

\$47

\$611

Amenities

- Fitness Facilities
- Airport Transportation
- Pets Allowed
- Free WiFi
- Free Area Shuttle
- Free Breakfast
- Free Parking

Locations

- Financial District
- Fisherman's Wharf
- Marina District
- Millbrae - San Bruno
- Pacific Heights - Marina

The Hotel Aria

Near San Antonio Shopping Center



When you stay at The Hotel Aria in Mountain View, you'll be in the business district and close to...

SAVE
30%

Market Rate: \$255.00
Savings Credits: \$76.50
Your Price: \$178.50

Select

\$89.25/night without tax

Holiday Inn Express San Francisco Union Square

Near Union Square



A stay at Holiday Inn Express San Francisco Union Square places you in the heart of San Francisco,...

SAVE
28%

Market Rate: \$458.00
Savings Credits: \$127.78
Your Price: \$330.22

Select

\$165.11/night without tax

Aloft San Francisco Airport

Near Bayfront Park



With a stay at Aloft San Francisco Airport in Millbrae, you'll be in a shopping district and...

SAVE
28%

Market Rate: \$338.00
Savings Credits: \$93.54
Your Price: \$244.46

Select

\$199.22/night without tax



2. Scroll down to view the room type selections. All room types will appear. **Need better example, as I was using this hotel example throughout, but they have no room photos.** You will now see specific photos by room type. Unlike CSI, these room types will show for ALL Suppliers. **Where will we see margins?** Once you and the member have decided on the specific room they'd like, click the “Checkout” button.

 Nob Hill Hotel
835 Hyde St San Francisco CA

[Rooms](#) [Details](#) [Amenities](#) [Reviews](#) [Photos](#) [Map](#)

Choose Your Room

 Room, 2 Double Beds
2 double beds
Entertainment - Free WiFi and premium channels
Food & Drink - Coffee/tea maker, room service, and microwave (on request)
Sleep - Blackout drapes/curtains
Bathroom - Free toiletries and a hair dryer
Practical - Iron/ironing board, desk, and phone; cribs/infant beds available on request
Comfort - Daily housekeeping
Non-Smoking

Market Rate: \$420.00
Savings Credits: \$112.00
Your Price: **\$308.00**
\$154.00 /night without tax

CHECKOUT

 Deluxe Room, 1 King Bed, Jetted Tub
1 king bed
Entertainment - Free WiFi and premium channels
Food & Drink - Coffee/tea maker, room service, and microwave (on request)
Sleep - Blackout drapes/curtains
Bathroom - Free toiletries and a hair dryer
Practical - Iron/ironing board, desk, and phone; cribs/infant beds available on request
Comfort - Daily housekeeping
Non-Smoking

Market Rate: \$400.00
Savings Credits: \$106.66
Your Price: **\$293.34**
\$146.67 /night without tax

CHECKOUT



You can view ratings, reviews, details, maps, and photos for each Hotel by clicking on the tabs named **Details**, **Amenities**, **Reviews**, **Photos**, and **Map**.

Need Pam's wording on the geolocation and the "areas" and NOT radius

 **NOTE:** Also note that the display location will include all metropolitan area and/or local results around the area listed in the field. **For example:** Honolulu may provide results for surrounding smaller cities such as Waikiki.



Details Tab

The Details Tab will provide information such as property location specifics, dining information, premium amenities, room details, and other information provided by the hotel.

Details

Property Location

A stay at Nob Hill Hotel places you in the heart of San Francisco, minutes from Lorraine Hansberry Theatre and close to Union Square. This hotel is close to Lombard Street and Fisherman's Wharf.

Rooms

Make yourself at home in one of the 54 guestrooms. Complimentary wireless Internet access is available to keep you connected. Bathrooms have complimentary toiletries and hair dryers. Conveniences include phones, as well as desks and coffee/tea makers.

Rec, Spa, Premium Amenities

Enjoy the recreation opportunities such as a fitness center or make use of other amenities including concierge services.

Dining

Satisfy your appetite at the hotel's restaurant, which serves lunch and dinner, or stay in and take advantage of room service (during limited hours).

Business, Other Amenities

Featured amenities include dry cleaning/laundry services, a 24-hour front desk, and multilingual staff.

Dining

Satisfy your appetite at the hotel's restaurant, which serves lunch and dinner, or stay in and take advantage of room service (during limited hours).

Amenities Tab

The Amenities Tab provides the full list of amenities at the property, as provided by the hotel. Some of these amenities are listed as filters in the left menu on the results page.

Amenities

Hotel Amenities

- Elevator/lift
- Room service (limited hours)
- Total number of rooms -
- Phone
- Iron/ironing board
- MasterCard
- Safe-deposit box at front desk
- Desk
- Pets not allowed
- Premium TV channels
- Blackout drapes/curtains
- Free WiFi
- Fitness facilities
- ATM/banking
- Coffee/tea maker
- Free toiletries
- American Express
- Visa
- Check-in time starts at
- Multilingual staff
- 24-hour front desk
- Microwave (on request)
- Refrigerator (on request)
- Minimum check-in age is
- Restaurant
- Concierge services
- Daily housekeeping
- Hair dryer
- Discover
- Free breakfast
- Check-out time is
- Cribs/infant beds available
- Dry cleaning/laundry service
- Smoke-free property
- Airport transportation
- Valet parking (surcharge)



Review Tab

We now will receive TripAdvisor reviews from customers. These are live reviews and will provide the most recent 2-3 reviews for each property.

Photos Tab

The Photos Tab will take you to the Photos section of the page. Photos are listed in a table format and includes all photos provided by the hotel.

Photos





Map Tab

The search result listings will default to **List View**. In order to view the results within a map, click on the **Map View Tab**. You may zoom in and out of the map area using the plus and minus signs. This will particularly help when you are not familiar with a specific city or area.

Map

Location

835 Hyde St
San Francisco, CA 94109
US

The map shows the location of 835 Hyde St, San Francisco, CA 94109, US. The address is marked with a red dot on the corner of Bush St and Clay St, near Union Square. The map also shows the surrounding neighborhoods, including Russian Hill, Chinatown, and the Tenderloin, along with major landmarks like Coit Tower and the San Francisco Marriott Marquis.

- ! IMPORTANT:** For cruise pre and post hotel bookings, it is important to communicate with the Member the location of the hotel in reference to the location of the Cruise Port. A Member may want to stay in a hotel closer to the Cruise Port, rather than close to the Airport, for example.



I don't see anything about the Suppliers on the Test site – I know we are only testing Expedia, so this will be information To Be Changed

Another area you will want to familiarize yourself with is the orange **Supplier** box. This box is located just below the image of the hotel on the left side of the listing.

The suppliers ICE works with are:

- 1) Expedia Stand Alone Rates
- 2) Expedia Net Rates
- 3) Tourico Net Rates
- 4) _____
- 5) _____

CERTIFICATE HOME | BENEFITS | CRUISE | AIR | RESORT | GUIDED VACATIONS | CITY TOURS | SHORE EXCURSIONS

Hotels: San Diego All, California, USA [New search](#)

Check-in: 09/04/2015 Check-out: 09/07/2015 Rooms: 1 Adults: 2 Children: 0 [Change Search](#)

1. Search Results **2. Select Room Types and Charges** **3. Review and Book**

Narrow results

Showing 1 to 1 of 1 hotels
Prices starting from...

\$114
avg/night

Display: All locations **Radius:** Any **Looking for a particular hotel?** The Declan Suites San Diego **Rating - 2 to 5 stars:** Rating - 2 to 5 stars **Average cost per night:** \$ 51 - \$ 1162

Supplier: Tourico **Cost Price:** 373 total 124pn **46%**

The Declan Suites San Diego Overview Map Photos Description

San Diego

8.17 miles from the center of San Diego All

Location The hotel is located atop Copley Symphony Hall in Downtown San Diego, California. It is situated three blocks from the Gaslamp Quarter and one block from the San Diego Convention Center. Guests can enjoy quick and easy access to the San Diego International Airport, the San Diego Convention Center, the world-famous San Diego Zoo, Balboa Park, Old Town and Sea World, while local beaches are also just minutes away.

Prices starting from **\$114** avg/night [Select](#)

| Fri | Sat | Sun |
|-------|-------|-------|
| \$114 | \$114 | \$114 |

Based on 1 room(s) - King Suite

Check-in: 09/04/2015 Check-out: 09/07/2015

| Fri | Sat | Sun |
|-------|-------|-------|
| \$114 | \$114 | \$114 |

Note: At this point, you may **change** the search criteria, if needed.

Notes



3. The **Guest Information** section should auto-populate with the contact information from the name record you member's contact information from MemberMaint.
- If the reservation is for one (1) room, but multiple people will be checking in at separate times, all names must be included on the reservation. ***We don't have this yet***
 - If booking multiple rooms, agents must enter a different name for each room or the system will error out. If 2 parents and 2 kids, enter one (1) parent name on the first room and the other parent on the second room.

Hotel Pick a Room Payment & Billing Review

Complete Reservation

Guest Information

| | |
|--------------------|----------------|
| First Name* | Last Name* |
| Nexgen | Test |
| E-mail* | Phone Number* |
| nexgen@noemail.com | (555) 555-5555 |

Accommodation Information

| | |
|--|--------------|
| Nob Hill Hotel | |
| 835 Hyde St, San Francisco, CA, 94109 | |
| Hotel Summary | |
| Room | 1 |
| Adults | 2 |
| Children | 0 |
| Night(s) | |
| From | Apr 8, 2016 |
| To | Apr 10, 2016 |
| Public Price | |
| Travel Credits | \$420.00 |
| Tax | \$75.66 |
| Total | \$495.66 |
| Travel Credits | |
| -\$112.00 | |
| Your Price | |
| \$383.66 | |

Payment & Billing Details

Travel Credits

You currently have **\$1,500.00** Travel Credits available to you.
The most Travel Credits you can use for this transaction is **\$112.00**.
Please select the amount you would like to use for this transaction.

0 112

Credit Card

Card Type* Card Number*



You'll notice the detailed pricing breakdown in the "Accommodation Information" section on the right side of the screen. This section is a summary of the entire booking, showing any alternative currency within the booking.

Accommodation Information

| | |
|--|-----------|
| Nob Hill Hotel | |
| 835 Hyde St, San Francisco, CA, 94109 | |
| Hotel Summary | |
| Room 1 | |
| Adults 2 | |
| Children 0 | |
| Night(s) | |
| From Apr 8, 2016 | |
| To Apr 10, 2016 | |
| | |
| Public Price | \$420.00 |
| Tax | \$75.66 |
| Total | \$495.66 |
| | |
| Travel Credits | -\$112.00 |
| | |
| Your Price | \$383.66 |



In the “**Payment & Billing Details**” section in the DBC model, you will see the “**Travel Credits**” statement showing the member’s current balance and the available amount to be used on the current reservation. You may use the slider bar to change the Travel Savings Credits to be used, up to the maximum available for the reservation.

Payment & Billing Details

Travel Credits

You currently have **\$1,500.00** Travel Credits available to you.
The most Travel Credits you can use for this transaction is **\$112.00**.
Please select the amount you would like to use for this transaction.

0

112

•

All Credit Card details must be completed as required.

4. The Billing Information section will be auto-populated with the Member’s contact details from MemberMaint. If the Credit Card billing address is different, you will need to edit these fields accordingly. The Member information and credit card fields **must be filled out completely and accurately.**

Once all details of the reservation have been confirmed, scroll to the Terms and Conditions section. Agents will still need to read the appropriate Validations Script, but will find details such as additional charges, cancellation policy, and other mandatory fees and taxes in the Terms and Conditions box. You will need to scroll through the box to read the section in its entirety.



Terms and Conditions

Cancellation Policy

We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Nob Hill Hotel) imposes the following penalty to its customers that we are required to pass on: Cancellations or changes made after 7:00 PM ((GMT-08:00) Pacific Time (US & Canada); Tijuana) on Apr 6, 2016, or no-shows, are subject to a 1 Night Room & Tax penalty.

Know Before You Go

Children 18 years old and younger stay free when occupying the parent or

Please check this box to confirm you have read and agreed to the terms and conditions above.

Complete Reservation

Once the Validation Script and Terms and Conditions have been completed, you will need to click the **"Please check this box to confirm you have read and agreed to the terms and conditions above."**

***Text needs to be updated – it currently says “bock” not “box.”*



Terms and Conditions

tax and are subject to change.

Vacation Cash

[Vacation Cash Terms and Conditions](#)

Travel Credits

[Travel Credits Terms and Conditions](#)

Please check this box to confirm you have read and agreed to the terms and conditions above.

Complete Reservation

You are now ready to click the “**Complete Reservation**” button.



Need to review these notes

- ☒ **NOTE:** When booking a Points Member, you will see a field to enter the amount of Points to apply. Enter appropriately and click on the **Update Totals** button.
(See Points example above)
- ☒ **NOTE:** When booking a DBC Member, you will see a field to enter the amount of Credits to apply. Enter appropriately and click on the **Update Totals** button. System will give a max amount but the client may opt to use less.

1. In the **Email Confirmation and Itinerary** section, ensure that the email is correct to send the email confirmation. You have the option to send multiple parties. If a Member does not have an email and requires a snail mail confirmation, agent must send an email request to yourself and you will mail it to the client.

The screenshot shows the 'Email Confirmation and Itinerary' section of a booking form. At the top, it says 'Confirmation Email' and 'Your booking confirmation will be emailed to the address below'. Below this is a field labeled 'Confirmation Email Address *' containing the email 'maryanne.pogenburg@curvacationstore.com'. A note states 'NOTE: All notifications regarding this booking will be sent to this Confirmation Email Address'. Under 'Additional Itineraries (optional)', there is a question 'Would you like to email this information to other email addresses? Pricing information will not be included.' followed by four input fields labeled 'Email Address 1' through 'Email Address 4'. A red number '7' is overlaid on the left side of the screenshot.

- ☒ **NOTE:** The “**Confirmation Email Address**” is the address to which the Invoice, with pricing details, will be sent. The “**Additional**” Email addresses will only be sent a confirmation with booking details. No invoice or pricing information will be included in this email.



Future version

2. If Member chooses to use Vacation Cash, you will need to refer to the Vacation Cash Calculator Excel spreadsheet. Type the **Discount Code** from the spreadsheet into the **Promotional code** field and click on the red **Get Discount** button.

Σ Example: Notice we used the Discount Code of **VC23** and the new price updated with the Promotional Code discount shown in green.

| Payment summary | |
|--|-------------------|
| Government Vacation Rewards total price: | \$2,198.00 |
| Promotional code discount: | -\$585.00 |
| Total charged today: | \$1,690.92 |

Notes

**UAT does NOT show a Middle Initial field – will there be any issues with this? Will the Middle Initial appear in the First Name field like with CSI?

☒ NOTE:

- If the client has a middle initial appearing in the First Name or Last Name field, you must REMOVE this middle initial from the field.
- If booking Air, the agent would input the Member's name as it appears on their **Government issued ID**.



Will need all screenshots in next versions

DECLINING BALANCE EXAMPLE:

CASH BACK EXAMPLE:

CASH EXAMPLE:

POINTS EXAMPLE:

⚠ NOTE: The ??? section shows the ICE margin; **NEVER** quote the **Net Price** to the customer!



**YOU MUST ALWAYS READ THE VALIDATION SCRIPT VERBATIM ALONG WITH
THE TERMS AND CONDITIONS PRIOR TO PROCESSING THE CREDIT CARD!!!**

What did we decide with reading the entire T&C's?

**! *IMPORTANT NOTE:* ALL POINTS PURCHASES ARE FINAL. THEY CANNOT BE MODIFIED OR
CANCELLED!**



****Have not been able to get the Confirmation Screen.****

- Once the confirmation screen appears, give the number to the Member and finalize the validation, continuing with the **Closing** section of the script.

Here's an example of the Booking Confirmation:



Craig Guest
10030 N. 25th Ave
Phoenix, AZ 85021
USA

Booking Confirmation No. 22563
Please read the important information section at the bottom of this confirmation.

Itinerary

| Hotel information | Total Price: \$162.00 USD |
|---|--|
|  <p>Holiday Inn Express London - Heathrow T5 - London All, London Location The hotel is located close to the major motorways - M4, M25, M40 - providing easy access from all directions. Heathrow Airport Terminal 5 is just 2 miles away and a shuttle service operates regularly to/from the terminals 1/2/3/5 (fees apply...)</p> <p>1 room: Standard room , 2 adults</p> <p>Check-in: 09/30/2013 Check-out: 10/02/2013 Duration: 2 nights</p> <p>Booking ref: PSYNUA Telephone: 011441753684001 Address: London Road - Slough, London, United Kingdom,</p> <p>Cancellation policy: You can cancel this reservation up to 72 hour(s) (Local hotel time) prior to your check-in date without penalty. If you cancel your reservation within 72 hour(s) (Local hotel time) of the check-in date, you will incur a cancellation fee equal to 1 Night(s). If you fail to show up for the reservation, the entire amount of the booking will be forfeited.</p> | Our Vacation Center 15501 N. Dial Boulevard Scottsdale, AZ 85260 United States of America Print this page |

Traveler information

| | |
|-------------|-------|
| Craig Guest | Type |
| | Adult |

- Next, you will add an Activity Note in MemberMaint of “**Validated Booking – Travel.**”
The notes formatting is as follows:

| |
|--|
| Booking # |
| Booking Type |
| Points Redeemed (If applicable) |
| Brief Description |



| Activities | | |
|-----------------------------------|--|---------------|
| Activity Type | User | Activity Date |
| Create Activity | | |
| Activity Type: | | |
| Validated Booking - Travel | | |
| Notes: | CSI #12345, No Points used, Hyatt Regency in Miami for May 12-14.....Witness id..... | |
| Create Cancel | | |

5. End the Recording and **TRANSFER** the Call according to the Transfer Eligibility Checklist.

Notes
