

USING VAX

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VAX Trisept Solutions VacationAccess

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Before you can book with VAX you need to watch the following videos on how to book with VAX:

Using the Hotel Filters - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/using-the-hotel-filters/>

Notes from Natasha: We do not book 3 star and under hotels with the exception of Hawaii Islands or only if there is nothing else to quote, company policy for both your protect and your client's protection.

Assigning Room Categories in Multi-Room Reservations - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/assigning-room-categories-in-multi-room-reservations/>

Hotel Profiles - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/hotel-profiles/>

Notes from Natasha: Remember this feature because you will use it when making your resort work up sheet which is your next round of training.

Using the Flight Filters - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/using-the-flight-filters/>

Notes from Natasha: keep in mind that most clients want to be on non-stop flights and the earliest arrival and latest departure. I recommend taking note that flights for later times would save them \$\$\$ and tell them in the quote IF a bit high that “we can book you later flights saving you \$\$\$ if you are ok with arriving a bit later or leaving a bit earlier”.

Saving & Retrieving Itineraries - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/saving-and-retrieving-itineraries/>

Notes from Natasha: this is a great feature just ensure everything is as you saved it if you go back to a saved quote. IF something is sold out VAX will automatically change any item to something similar such as Ocean view to Tropical view.

Itinerary Tools - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/itinerary-tools/>

Notes from Natasha: These are very important from flight seats to special needs.

Final Payment Options - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/final-payment-options/>

Notes from Natasha: We do not recommend selecting a final payment date in advance, instead we recommend the “add payment manually” option. Too many have forgotten they selected auto pay and clients were charged on cards they didn’t want to use. Only do this IF they ask you to.

Multiple Payment Options – <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/multiple-payment-options/>

Upselling Features - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/upselling-features/>

Notes from Natasha: Always price out insurance, and transfer options when they book, that way when they ask you are ready with the price. If they are flying always include airport transfers in your quote (most already do) EXCEPT for Universal. We will offer them their options for Universal after booking via emails.

Upselling Room Categories - <https://www.vaxvacationaccess.com/education-container/Vax-Training-Education/upselling-room-categories/>

Notes from Natasha: remember what she said... doing this after already booked could cause things like transfers to fall off the reservation and it happened to me once personally and I had to pay a grand to cover my groups private transfer since VAX will not cover agent errors. BE SURE TO CHECK everything is just as you booked it prior to finalizing change.

Want the learn more... just click here - <https://www.vaxvacationaccess.com/education-container/newagent/booking-101/>