Setting up Your VAX Account

A Getting Started Guide for Site Managers
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Introduction

The purpose of this guide is to provide site managers with the information necessary to establish and manage a VAX VacationAccess account for their agency. Only a site manager should register their agency with VAX and add, edit, or remove users. Agents should not create their own individual accounts on VAX.

This guide will introduce you to the different settings and easy-to-use features available with your VAX VacationAccess account. You should become familiar with these settings as they will help you submit and manage travel bookings and allow VAX VacationAccess to become a key piece of your agency’s profitability.
VAX VacationAccess System Requirements

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

<table>
<thead>
<tr>
<th>Screen Resolution</th>
<th>• 1024 x 768 pixels</th>
</tr>
</thead>
</table>
| 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.*
How Do I Register My Agency with VAX VacationAccess?

Only a site manager may create an account for an agency and add, edit, and remove users within that account. Agents should not create their own individual VAX accounts.

Before registering, please verify that your agency does not already have access to VAX through a host agency or consortia. If your agency is already registered, contact your manager to request login credentials.

If you are a new agency to VAX, appoint a site manager to manage your VAX account before registering. The site manager will have administrative control over the agency’s VAX account, including the authority to add, edit, and remove agent users, as well as modify agency preference settings and control access to certain VAX functionality.

To register your agency with VAX:

1. The agency’s designated site manager should click the Register with VAX button on the home page and then complete the registration form.
If you click the Agent Login button on the home page, you have the opportunity to begin registration from the login page by clicking the Register now! link:

2. Complete the online registration form.
REGISTRATION

WELCOME TO VAX VACATIONACCESS

Before registering, please verify that your agency has already have access to VAX VacationAccess through a host agency or consortia. If your agency already has access, contact your VAX Site Manager to request login credentials.

Agency Information

- ARC Number or Agency Phone Number: [Enter your agency’s phone number if you do not have an ARC number]
- Agency Phone Number (XXX-XXX-XXXX)
- Agency Name
- Address 1
- Address 2
- City
- State/Province [required for U.S. / Canada only]
- Zip [required for U.S. only]
- Country [select United States]
- Owner Manager
- Co-Owner Manager

Site Manager Information

Agencies new to VAX VacationAccess must designate a Site Manager upon signup. Site Managers are responsible for establishing and managing the VAX account for their agency. Only a Site Manager should register their agency with VAX and add, edit, or remove users. By completing this registration form you are designating yourself as the Site Manager.

*If you register as an individual agent, you will be registered as the agency Site Manager and will be communicated with by VAX as a Site Manager. This individual VAX account will not be a part of your host agency or consortia.

- Username
- Password (Min. 8 characters, 1 number)
- Re-type Password (Min. 8 characters, 1 number)
- Prefix
- First Name
- Last Name
- Suffix
- Hire Date (DD/MM/YYYY)
- Email Address
- Phone Number (XXX-XXX-XXXX)

VAX VACATIONACCESS WEBSITE TERMS AND CONDITIONS

Welcome to the VAX web site (the "Web Site"). VAX VacationAccess Worldwide, LLC and its affiliates ("VAX"; "we"; "our") provides this Web Site subject to the following terms of use (these "Terms"). Your "Agency", "Travel Agency" "User" or "You" ("your") use of this Web Site constitutes your agreement to the Terms. You warrant that You are at least 18 years of age and possess the legal authority to enter into this Agreement and to use this Web Site in accordance with the terms and conditions herein. Please read the Terms carefully before using this Web site. Please note, VAX reserves the right, in Our sole discretion, to modify, alter or otherwise update these Terms at any time.

I have read and accepted the VAX VacationAccess Travel Agency Agreement.

REGISTER AGENCY
3. Read the VAX VacationAccess Travel Agency Agreement. If you accept the terms and conditions of this agreement, click Register Agency.

4. After clicking the Register Agency button, you will be directed to a Thank You page. Registration will be approved or denied within 24 hours.

5. Once approved, you will receive an email with login credentials and your account’s information. Make sure to retain this email in your records as you may need to provide your agency number and VAX username on occasion.
Welcome to VAX VacationAccess
VAXRegistration@triseptsolutions.com
Sent: Thu 6/1/2017 6:06 AM
To: Jessica Sierszen

Welcome Jessica Sierszen

Thank you for registering your agency with VAX VacationAccess. Use the following login credentials and the password you selected at registration to access VAX:

Agency Number: 4149341186
User Name: Jessica Sierszen

Upon login you can create individual logins for other users in your agency and set agency preferences. As site manager you are responsible for registering with the suppliers you want your agency to book in VAX.

GET STARTED>

Your agency's identification information:

Agency Name: TEST VAX AGENCY
Agency Number: 4149341186
Phone Number: 4149341186
Address1: 777 W GLENOCE PLACE
Address2:
City: MILWAUKEE
State/Province: WI
Zip/Postal Code: 53217
Country: US

Issues logging in?
VAX Tech Support is available Monday-Friday 7:00am - 10:00pm Central Time. Call 414-934-2900 to speak with a representative.

KEEP THIS EMAIL FOR YOUR RECORDS

6. Click the GET STARTED> link to open VAX’s login page. Enter your login credentials to access a page with further guidance for setting up your agency’s account in VAX. Click the Begin button within each category to register with suppliers, add users (agents) to your account, set your agency’s preferences, and participate in VAX’s orientation program.
Setting up Your Agency:

FINISH YOUR REGISTRATION AND START USING VAX

REGISTER WITH SUPPLIERS
Before you can make any bookings on VAX, you'll need to register with each of your preferred travel suppliers.

ADD AGENCY USERS
As a Site Manager, it's your responsibility to add users for your agency. Agents cannot register themselves through VAX.

MANAGE PREFERENCES
Member Services is the place to manage user and agency preferences, set your commission and add your agency logo.

BEGIN ORIENTATION
Everything you need to know to make VAX work for you. We've compiled all the essentials into our New User Orientation.

HOW DO I TELL MY AGENTS ABOUT VAX?
Once you've added all the new users for your agency, share the following link to help them get started:

VAXVACATIONACCESS.COM/NEWAGENT

VAXVacationAccess.com
Registration Rejection

If there is a problem with the data you provided on the registration form, you may receive a rejection email within two business days of submission.

Under this circumstance, please call VAX VacationAccess Customer Support at 414-934-2900 to let us assist you.

Thank you for your interest in VAX VacationAccess. We are unable to process your online registration for one of the following reasons:

1. The ARC number you have registered is invalid. You must register with your 8-digit ARC/IATA number. If you do not have an ARC number, please register with your 10 digit phone number.

2. Your agency is already registered to book on VAX VacationAccess. Please contact your agency’s site manager for your user ID or to add you as a new user.

   If you are the Site Manager, and want to register other agents as users of your agency, please log in, click on the MEMBER SERVICES tab in the upper right corner, then click on MANAGE USERS.

   Account Number: 1231231231

   Site Manager: Theresa Travel

   If you do not know your site manager’s name, call VAX VacationAccess Tech Support at 414-934-2900.
How Do I Register with The Mark Travel Corporation Suppliers?

The Mark Travel Corporation (TMTC) suppliers include:

- Blue Sky Tours
- Club Med
- Etihad Vacations
- Funjet Vacations
- MGM Vacations
- Showtime Tours
- Southwest Vacations
- TNT Vacations
- United Vacations
- VAX Published Air and Hotel

When you register with TMTC, you are automatically registered to sell each of the brands listed above. To register with TMTC, your agency must have an email account and North American street address.

**Note:**

*Agents do not need to individually register with suppliers. Once an agency is registered, all agents working under that agency number will have the ability to sell the suppliers’ products. When you register to sell TMTC brands, you are automatically registered to sell VAX VacationAccess brands, including:*

When you register to sell TMTC brands, you are automatically registered to sell VAX VacationAccess brands, including:

- VAX Hotels
- VAX Published Air

Upon completion of your registration with VAX, you will receive an email inviting you to register to sell TMTC brand suppliers. Click the links provided to complete the application and W9 Form.
Dear Travel Professional,

You are receiving this email because you have recently registered for VAX VacationAccess and are not yet registered to book with The Mark Travel Corporation (TMTC) brands.

The Mark Travel Corporation brands include: Blue Sky Tours, Funjet Vacations, MGM Resorts Vacations, Showtime Tours, Southwest Vacations, TNT Vacations, United Vacations, VAX Hotels and VAX Published Air. You only need to register once to sell all Mark Travel brands; you do not need to register individually with each brand. If you are already registered to sell one Mark Travel brand, you are registered to sell all Mark Travel brands and do not need to register again.

To register with The Mark Travel Corporation please email or fax the following materials:
- Completed New Travel Agency Customer Application
- Completed W9 form

TMTC requires that your agency has an address within North America and an email address. It will take 24 to 48 business hours for your account to be approved and established in our system. At that time, your agency will be notified via email with the confirmation of account setup.

Contact Information
Email: TravelAgencyAdmin@marktravel.com
Fax: 414-934-2910
Phone: 800-715-4030

You may register to sell supplier products at any time.

1. Navigate to the Register with Suppliers page in VAX by hovering your mouse over the Resources tab and then clicking on the Register to Book Suppliers link in the super menu.
2. In the Mark Travel Brands section, complete the New Agency Application and W9 tax information form.

**THE MARK TRAVEL BRANDS**

The Mark Travel Brands include Blue Sky Tours, Funjet Vacations, MGM Resorts Vacations, Showtime Tours, Southwest Vacations, TNT Vacations, and United Vacations.

You only need to register once to sell all Mark Travel brands; you do not need to register individually with each brand. If you are already registered to sell one Mark Travel brand, you are registered to sell all Mark Travel brands and do not need to register again.

To register with The Mark Travel Brands please email or fax the following materials:

- New Agency Application including tax identification information
- W9 form

The Mark Travel Corporation requires that your agency has an address within North America and an email address. It will take 24 to 48 business hours for your account to be approved and established in our system. At that time, your agency will be notified via email with the confirmation of account setup.

**Contact Information**

Email: TravelAgencyAdmin@marktravel.com
Fax: 414-934-2910
Phone: 800-715-4030

VAXVacationAccess.com
New Agency Application for TMTC:

**NEW AGENCY APPLICATION**

Please complete all information requested on this form.

**TRAVEL AGENCY INFORMATION**

Travel Agency Name: 
Address: 
City-State-Zip Code: 
(Area Code) Phone Number: 
(Area Code) Fax Number: 
Agency E-mail address: 
Agency’s Internet Web Site (URL): 
Owner’s Name: 
Manager’s Name: 
ARC Accredited Number (8-digit)*: 
*If you are not ARC approved, please leave blank. You will be assigned a pseudo ARC number to use when booking our products.
Affiliated consortium: 
If you are with a host agency, please provide the name: 

**TRAVEL INDUSTRY BACKGROUND**

How long has the agency been in business? 
How long has the owner been in the Travel Industry? 
How long has the manager been in the Travel Industry? 
Does your agency operate on a full time basis? 
Is there a dedicated phone line available for your agency? 
Are you an independent or outside agent? 
Are you a storefront or home-based agency? 
If home-based, do you provide public access to your clients? Please explain:

W9 Tax Information Form:
3. Once your account is approved, you’ll receive an email confirmation from TMTC, typically within 24-48 hours.
Registering with Non-TMTC Suppliers

VAX VacationAccess is proud to offer a wide variety travel options that are provided by the most popular travel suppliers. A select number of these suppliers require that you register with them before selling their products. Visit the Register with Suppliers page for a list of suppliers that require registration and guidance on how to proceed with the registration process.

To navigate to the Register with Suppliers page:

1. Hover your mouse over the Resources tab on the main navigation bar in VAX.
2. Click on the Register to Book Suppliers link in the super menu.
Logging In to VAX VacationAccess

VAX VacationAccess is designed exclusively for travel professionals. Access to all of the site’s valuable resources and booking tools is securely located behind a password-protected login.

To log in to VAX:

1. Select the orange Agent Login button in the left column of VAX’s home page or click the Login button in the top right navigation bar.

2. On the login page, enter your agency number, user name and password, and then click the Login button. Passwords must be 8 or more alpha/numeric characters and are case sensitive.
Note:

For security purposes, if after six unsuccessful attempts to log in without success, you will be locked out and you must contact your site manager for a password reset. In addition, users will be automatically logged out of VAX if they have been idle on the site for two hours or more. Any incomplete work will NOT be saved. These features limit unwanted access to the reservation tool.

Logging Out of VAX VacationAccess

When you are finished with your session, it is recommended that you log out to prevent access to your information. If you do not log out before you leave the site, your session will remain active until the six-hour session time-out limit has been reached.

To log out from any page in VAX, click the arrow next to the gear at the top of the page and select LOGOUT.
Managing Your VAX Password

VAX VacationAccess provides site security features that ensure information is safe and secure from unwanted access that could expose clients to fraudulent use of their information.

Resetting Your Password
Users will automatically 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 four previous passwords cannot be used.

Account Lock and Password Resets
Users are required to reset their passwords every six months. If an account has been inactive for more than six months, users will be locked out of their account and should contact their site manager to have their account unlocked. Once the account has been unlocked and the correct password is entered, the user will be required to change their password. If the password is unknown, the agent should click the *Forgot password?* link on the login page to retrieve a temporary password before establishing a new one.
An agent with a locked account, who cannot remember who his/her site manager is, must call VAX Customer Support at 414-934-2900. Customer Support will inform the agent who his/her site manager is. The agent must then contact the site manager to request his/her account be unlocked. An agent’s account must be unlocked by the site manager.

If a site manager’s account becomes locked, contact VAX’s Customer Support at 414-934-2900 to request the account be unlocked.

Managing Users in Member Services

An agency’s site manager can add, edit or remove users, reset passwords, and lock or unlock accounts. To manage users, select the Member Services link from the gear drop-down menu at the top, right corner of any page within VAX.

What is Secure Agent Access?

Site managers have the ability to control access to reservation information with Secure Agent Access. You can give selected agents access to all agency reservations and saved itineraries and limit access for other agents.
**Note:**

*If you do not set Secure Agent Access, agents will have access to all agency reservations and saved itineraries. Site managers always have full access to all agency reservations and saved itineraries.*

Setting Secure Agent Access requires two simple steps:

1. Enabling Secure Agent Access
2. Setting individual agent access for existing and new users

**Enabling Secure Agent Access for Your Agency**

You will need to enable Secure Agent Access for your agency before you set individual agent access.

1. Click the gear icon in the top right hand corner of VAX and then click on the *Member Services* link.

2. Select *Agency Preferences* from the *Member Services* menu.
3. Click the **Secure Agent Access** drop-down located at the bottom of the Agency Preferences page.

Choose from three access options:

- **All Reservations** – all users can access all agency reservations and saved itineraries
- **Agent Reservations Only** – all users can only access their own reservations and saved itineraries
- **Agent Specific Access** – you have the flexibility to select the access level – All Reservations or Agent Reservations Only – for each individual user

4. Click **Submit** after selecting the Secure Agent Access option to update. The message Agent Security Access has been updated appears at the top of the Agency Preferences screen.
Setting Individual Agent Access for an Existing User

If you selected Agent Specific Access for your agency, you can set Secure Agent Access for each individual user within the Member Services menu. The default setting is *All Reservations* for all existing users.

To establish individual access for an existing user:

1. Select *Manage Users* from the Administrative Tools list.

MEMBER SERVICES

The Member Services options allow you to customize VAX VacationAccess for your agency and each user. You can change your password, update user information, set display defaults, and send confirmation via email.

**RESERVATION MANAGEMENT TOOLS**
- Retrieve Any Reservation: Pull up an existing reservation
- Retrieve Saved Itinerary: Retrieve saved itineraries
- Retrieve Group: Retrieve and manage group reservations
- Payment Due Notices: See which reservations have payment due
- ACH Advisements: See ACH Commission Payouts

**ADMINISTRATIVE TOOLS**
- User Preference: Customize your default city and vendor display settings
- Personal Information: Edit your email address and more
- Change Password: Change your password
- Agency Preferences: Set vendor and supplier display. Set secure agent access.
- Manage Users: Add, edit and remove users for your agency. Reset user passwords
- Commission Payouts: Set up your agency to have commissions deposited electronically
- Update Agency Profile: Make changes to your agency information
- VMS Administration: Tricept & VAX Administrator and Super-user only access to VMS administrator tools
2. Click on the agent's name from the list of users. A Personal Information window will open on top of the current screen.

3. Select the Agent Access level for this user, and then click Update. The window will close and return you to the Manage Users page.
Setting Individual Agent Access for a New User

If you selected Agent Specific Access for your agency, you can set individual Secure Agent Access for each new user within the Member Services menu. The default setting is *All Reservations* when you add a new user.

To establish individual agent access for a new user:

1. Select *Manage Users* from the Administrative Tools list on the Member Services page.

2. Click *Add a User* within the User Search panel.
A Manage Users window will open on top of the current screen. Complete the fields by entering the user’s information, select the access level from the Agent Access drop-down for this new user, and then click Add User.

3. The window will close to return you to the Manage Users page. The new user’s name will appear in the list of users.
Adding a User with No Access Restrictions

If you assign full access for all users within your agency (All Reservations), you will not need to determine an access setting for each new user.

1. To add a user, select **Manage Users** from the Member Services menu. The Manage Users page appears.

2. Click **Add a User** within the User Search panel.
3. A Manage Users window will open on top of the current screen. Complete the fields by entering the user's information and then click Add User.

4. The screen refreshes to display a message with the user's temporary password. Communicate the temporary password to the user. For security purposes, do not email passwords; instead, contact the user via telephone to communicate this information.
Password Reset

To reset a password from the Manage Users page, click *Reset Password* after the user’s name. The screen refreshes to display a message with the user’s temporary password above the list of user names. For security purposes, do not email passwords; instead, communicate the temporary password via telephone.

**Note:**
The system will prompt users to change passwords every six months. Passwords need to be a minimum of eight characters and include at least one letter and one number and are case sensitive. Users may not reuse their four previous passwords.

Remove a User

From the Manage Users page, locate the user’s name in the list of user names. Click *Remove Account* after the user’s name. The screen will refresh to display a message stating the user’s account has been removed.

**Important:** *When an agent leaves your agency, remove their user account immediately.*
Lock or Unlock an Account

VAX VacationAccess user accounts will be locked under the following circumstances:

- If a user tries to log in unsuccessfully more than six times
- If a user has not logged into the system for more than six months

A site manager has the authority to lock or unlock account access for their agency’s users. To lock a user account, navigate to the Manage User’s page, locate the user’s name and then click the *Lock Account* button after the user’s name.

To unlock an account, navigate to the Manage User’s page, locate the user’s name and then click the *Unlock Account* button after the user’s name.
Customizing Your Personal Vacation Package Search Features

Save time and increase your productivity by customizing your vacation search display to meet your specific needs.

Setting Your Origin and Destination Cities Default

Reduce search time by setting your city pair to display those you most commonly use.

1. Click the gear icon in the top right corner of the page and then click the Member Services link.

2. In the Administrative Tools menu, select User Preference.

3. In the Default Cities panel, enter your preferred airport codes, and then click Update Default Cities.
Customizing Your Agency’s Search Display Settings

Agency Managers can set default permissions for all of the agency users through the *Agency Preferences* page.

**Setting Supplier Display Content and Order**

1. Click on the Member Services link in the upper-right corner of any page.

2. In the Administrative Tools menu, select *Agency Preferences*.
3. Select the desired supplier(s), and then click the arrows on the right side of the list to rearrange the order in which the suppliers display and to remove suppliers that you do not book. Click Set Suppliers to set your preferences.

Resetting Supplier Display Order

To reset the supplier display order to show all suppliers, click on the Reset Suppliers button. All suppliers will return to the left side of the supplier menu and reorder in alphabetical order. A message above the panel will confirm the supplier display has been reset.
AGENCY PREFERENCES

SUPPLIER DISPLAY

Select the suppliers you want to appear and the order in which they display on the Supplier drop down menu of the Quick and Advanced Vacation Search panels. Remove the suppliers you do not wish to appear in the Quick and Advanced Vacation Search panels, Offer Wizard, and Promotions and Incentives pages. All removed suppliers will continue to display in showcases and advertisements on the site; however, you will be unable to book.

Suppliers to appear in order:
- American Airlines Vacations
- Funjet Vacations
- United Vacations
- Southwest Vacations
- Alaska Airlines Vacations
- Blue Sky Tours
- Grand Pineapple
- Island Routes Carib Adv Tours
- MCM Resorts Vacations LTD

These Suppliers will not show:

SET SUPPLIERS  RESET SUPPLIERS
Personalize Client Emails with Your Agency’s Logo

VAX provides the ability to add a logo for your agency or for specific agents to display on all sales emails, offers, promotions, e-itineraries, e-confirmations and travel itineraries for specific suppliers. Use your logo to increase your brand exposure when using email tools in VAX to help close sales. Only site managers are authorized to submit a logo on behalf of their agency. More guidance is available in the Agency Preferences section of the Member Services page in VAX.

Logos may be submitted for individual agents that are part of your agency or on behalf of the agency overall to apply to all agent users. VAX VacationAccess will only process logos submitted by the site manager for your agency.

Logos will be processed within five business days once your request is received. You will receive an email notification when the submitted logos have been loaded and made available for your use in email communications with VAX VacationAccess.

There are two options for submitting a logo:

1. **SUBMITTING ONE AGENCY LOGO FOR MULTIPLE AGENTS**
   Email subject line: Agency Logo – Multiple Agents
Include the following in the email:

- Agency Name
- VAX Agency Number
- Attach the logo to the email
  - Logo must be at least 260 pixels wide by 80 tall
  - Logo must be in an acceptable image file format: .jpg .png .eps .psd .tif
  - Use the following naming convention for your logo: AgencyNumber.jpg

- Send your email to VAXLogo@vaxvacationaccess.com

### 2. SUBMITTING UNIQUE AGENCY LOGOS FOR SPECIFIC AGENTS

Email subject line: Agency Logo – Specific Agents

Include the following in the email:

- VAX Agency Number
- Agent user name(s)
  (Agent user names are listed in Member Services > Manage Users)

- Attach the logo to the email
  - Logo must be at least 260 pixels wide by 80 tall
  - Logo must be in an acceptable image file format: .jpg .png .eps .psd .tif
  - Use the following naming convention for your logo: AgencyNumber_User_Name.jpg

*Examples: 12345678_Mike_Smith.jpg; 12345678_Johnny.png; 12345678_54321.tiff*

- Send your email to VAXLogo@vaxvacationaccess.com

Logos will be processed within five business days once received. You will receive an email notification when your logo has been loaded.
Agents can verify their logo in Member Services – User Preferences. The logo will display in the Agency Logo section upon processing.

Navigation and Site Highlights

Navigation within VAX VacationAccess is designed to be intuitive and simple. Click on the tabs located on the main navigation bar at the top of each page to move from page to page.

Member Services

The Member Services page can be accessed by clicking the Member Services link in gear drop-down menu in the top right corner of any page in VAX. The options within Member Services allow you to customize VAX VacationAccess specifically for
your agency and each user. Manage your reservations within the Reservation Management Tools list or set preferences within Administrative Tools.

More detailed information and guidance related to the Member Services features can be found in the *Getting Started Guide: Booking Vacations*.

### Reservation Management Tools

- Retrieve Any Reservation
- Retrieve Group
- Payment Due Notices
- ACH Advisements

### Administrative Tools

- User Preferences
- Personal Information
- Change Password
- Agency Preferences
- Manage Users
- Commission Payouts
- VMS Administration

Within Reservation Management Tools, you can:

- Retrieve existing reservations
- Retrieve saved itineraries
- View reservations with payment due
- View ACH commission payouts

Within Administrative Tools, you can:

- Customize your default city and vendor settings
- Edit your email address
- Change and reset your password
- Add, edit, and remove users/edit agency information
- Set up electronic commission deposits
Lengthy Period of Inactivity

If you register and then do not book in VAX, we may reach out to you with another email to provide resources that will help get you started.

Hello:

Thank you again for recently registering for VAX VacationAccess.

We’ve notice that you have not made a reservation on VAX VacationAccess. Below we’ve outlined a checklist which will make it easy for you to get started booking on VAX:

- **Register for each of the suppliers you want to book on VAX** – This action is critical to using this website to its fullest potential. We make it easy for you – [Click Here](#) for detailed information on each of the suppliers and their registration procedures.

- **Visit VAX Virtual University** - Enroll in [Free courses](#) to grow your business, like:
  - VAX VacationAccess Site Tour
  - [Get Started Booking With VAX VacationAccess: Research Vacations](#)
  - Learn about Destination and Supplier courses – a great way to learn about places you’ve never been

- **Learn how to utilize all of the valuable resources**:
  - Locate marketing materials for suppliers in the [Supplier Showcase](#)
  - Review the latest offers on the [Offers & Incentives](#) page
Education

As your agents begin working in VAX, encourage them to learn as much as they can about the platform to ensure they are using it to the best of their abilities. To view short tutorials, reference step-by-step guidance, and to participate in live webinars, visit the VAX University page located under Education on VAX’s main navigation bar.

Help Center

The Help Center page can be accessed by clicking the Help Center graphic in the lower right corner of any page, even if you’re not logged in. The Help Center provides answers to many common questions as well as helpful contact information.
Resources

The Resources page is where you will find more products, information and resources that support your ability to use VAX as a comprehensive marketplace.

The Resources page is divided into three categories:

- **Industry Resources**: Browse white papers and articles related to travel trends and travel industry news.
- **VAX Resources**: Reference guidance for completing popular tasks in VAX and read through recent poll results, site enhancements, and more.
- **Travel Resources**: Reference relevant domestic and international travel tips and updates, including TSA information, Passport requirements, and more.
Setting Up Your VAX Account