



Sabre

SABRE Tours Training Manual

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LOGON                                UNIVERSAL VACATIONS
UNIVERSAL VACATIONS                 WELCOMES ABC TRAVEL AGENCY  TO
TOURLINK
PLEASE ENTER YOUR NAME <          >

FOR ASSISTANCE WITH UNIVERSAL STUDIOS VACATIONS PRODUCT BOOKING INFO
PLEASE CONTACT OUR ELECTRONIC DISTRIBUTION HELP DESK AT 800-823-4733
MONDAY THRU FRIDAY 8AM UNTIL 6PM CST. ASSISTANCE IS AVAILABLE
FOR ADDITIONS/DELETIONS/CHANGES/ADDING REMARKS/HANDICAPPED PSGS
** FOR TECHNICAL SUPPORT CONTACT YOUR AIRLINE SUPPORT DESK.**

1 - TOUR SEARCH
2 - RETRIEVE A RESERVATION FOR CANCEL/PAYMENT/MODIFICATION
3 - ORDER BROCHURES
4 - VENDOR INFORMATION

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< > ENTER SELECTION TO PROCEED OR H-HELP
  
```

1. Accessing a Vacation

- Type [x] [x]UNI and press ENTER. Daily Messages will appear along with the LOGON screen.
- At the name prompt enter your name. In order to logon your agency must have previously filled out the Agency Registration screen.
- Enter number 1 for Tour Search and press Enter.

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TOUR SEARCH                           UNIVERSAL VACATIONS
DEPARTURE DATE *<12OCT>                * ENTRY IS REQUIRED
LENGTH OF STAY *<3>
ORIGIN *-ORD>
DESTINATION *-MCO>
TOTAL NUMBER OF TRAVELERS *<3>
AGES OF CHILDREN <11>< >< >< >< >< >< >
TOUR <          >
ENTER Y TO SEARCH FOR LAND ONLY TOURS <>

- ENTERING THE TOUR FIELD WILL BEGIN ITEM SELECTION.
- LEAVING THE TOUR FIELD BLANK WILL RETURN A LIST OF POSSIBLE
  TOURS. THESE TOURS MAY NOT NECESSARILY BE APPLICABLE TO-OR
  AVAILABLE FOR--THE EXACT DATE AND LENGTH OF STAY SELECTED.

< > ENTER TO CONTINUE OR H-HELP
  
```

2. Selecting a Vacation

- All mandatory information is marked with asterisks. Enter ages of all travelers 17 years and younger in the Ages of Children field.
- If you already know which vacation you want, enter the vacation ID code in the Tour field. You can then continue on with the process of selecting the vacation components.
- If you want to compare vacations leave the Tour field blank and go next to the TOUR SELECTION screen.

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INFORMATION UNIVERSAL VACATIONS
UNIVERSAL VACATIONS VENDOR INFORMATION

- 1 - GENERAL INFORMATION
- 2 - DESTINATIONS AND PRODUCTS
- 3 - CONSUMER RIGHTS
- 4 - COMMISSION INFORMATION

< > ENTER TO CONTINUE OR LINE NBR TO SELECT OR H-HELP

3. Accessing a Vacation

- The TOUR SELECTION screen displays various vacation options for details on any one option type D and the line number for more information. (e.g.D5) Remember to Move down as there may be more options available.
- To return to the previous screen press ENTER.
- It is important to remember to review all of the informational screens as they may vary by product/season.

TOUR SEARCH UNIVERSAL VACATIONS

DEPARTURE DATE * <12OCT> * ENTRY IS REQUIRED
LENGTH OF STAY * <3 >
ORIGIN *-ORD->
DESTINATION *-MCO->
TOTAL NUMBER OF TRAVELERS * <3->
AGES OF CHILDREN <11> <> <> <> <> <> <> <>
TOUR < >
ENTER Y TO SEARCH FOR LAND ONLY TOURS < >

- ENTERING THE TOUR FIELD WILL BEGIN ITEM SELECTION.
- LEAVING THE TOUR FIELD BLANK WILL RETURN A LIST OF POSSIBLE TOURS. THESE TOURS MAY NOT NECESSARILY BE APPLICABLE TO-OR AVAILABLE FOR- THE EXACT DATE AND LENGTH OF STAY SELECTED.

< > ENTER TO CONTINUE OR H-HELP

4. Item Selection Menu

- The ITEM SELECTION MENU screen shows the components of the vacation that you need to choose. Press ENTER to continue.

TOUR SELECTION UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT ORIGIN- ORD DESTINATION- MCO NTS- 3

LINE	TOUR	DESCRIPTION	MIN	MAX
1	MCOUNZZCOAC	ORLANDO AIR/CAR VACATIONS	2	30
2	MCOUNZZCOJIA	ONSITE AIR/HOTEL VACATION	2	30
3	MCOUNZZDLAC	ORLANDO AIR/CAR VACATION	2	30
4	MCOUNZZDLFA	ORLANDO AREA HOTEL VACATIONS	2	30
5	MCOUNZZDLUA	ONSITE AIR/HOTEL VACATION	2	30
6	MCOUNZZJUAFA	ORLANDO AREA HOTEL VACATIONS	2	30

MORE

< > ENTER LINE NBR TO SELECT OR D AND LINE NBR-DETAIL H-HELP

- To change flights or hotel from this screen, type X and the line of the flight or hotel in the command field. Press ENTER. Select a new flight or a new hotel. (Penalties may apply for revisions to confirmed reservations.)
- **For codes to the left:**
For example, **MCOUNZZUAUA**.
MCO: Orlando (airport code)
UN: Universal Parks & Resorts Vacations
ZZZ: Includes airline tickets
XXX: Land only package
DL: Delta Airlines is the carrier **UA:** United Airlines is the carrier
US: US Airways is the carrier **CO:** Continental Airlines is the carrier
UA: Last two letters are package identifiers

FLIGHT SELECTION UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT TOUR- MCOUNZZDLUA

LINE	FLIGHT	TIME	DATE	CLASSES AVAILABLE
1	DL 141	ORDMCO 700A 845A	12OCT	Y9 L9 K9 Q9 F9 A9 U9 H9
2	DL 23	ORDMCO 730A 900A	12OCT	L9 K9 Q9 F9 A9 U9 H9

5. Selecting Flights

- < > ENTER LINE NBR AND CLASS TO SELECT OR D-DETAIL H-HELP
- On the FLIGHT SELECTION screen, only those flights and classes of service that are available will display. Page down to view additional options.
- In the command field, enter the line number of the desired flight and class of service. Press ENTER.
- For the Lowest Fare Finder Select \$ as the class of service for the requested flight. Repeat for the Return flight.

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ACCOMMODATION SELECTION          UNIVERSAL VACATIONS
STOP DATES- 12OCT-15OCT        TOUR- MCOUNZZDLUA STOP- ORLANDO
                                PRICES
LN  NAME                AV TYPE  FROM - USD  LOCATION
1  PORTOFINO BAY HOTE   9                1048.00
2  HARD ROCK HOTEL      5                1028.00
                                MORE
< - > ENTER LINE NBR TO SELECT OR D AND LINE NBR-DETAIL H-HELP
    
```

6. Selecting Accommodations

- On the ACCOMMODATION SELECTION screen, only those hotels that are available will display. Page down to view additional properties. You will use the line number to select the hotel; the AV column shows the available number of rooms (up to maximum of 4).
- The Price From column price is approximately the price per adult and length of stay. This price MUST NOT be quoted. To view detailed information on any hotel, enter D and the line number in the command field. Press Enter to return to the ACCOMMODATION SELECTION screen.
- In the command field, enter the line number of the desired hotel. Press ENTER. If a hotel has more than one room type available another screen will appear (CATEGORY SELECTION screen). You will need to select your room type to continue. A maximum of one room per booking.

```

CATEGORY SELECTION              UNIVERSAL VACATIONS
STOP DATES- 12OCT-15OCT        TOUR- MCOUNZZDLUA STOP- ORLANDO
                                PRICES FROM USD
HARD ROCK HOTEL
LINE DESCRIPTION  AV  TYPES  PRICES FROM USD
1  HARD ROCK CLUB  4  DB     1028.00
2  DELUXE ROOM    4  DB     898.00
3  POOL VIEW      4  DB     768.00
4  GARDEN VIEW    4  DB     698.00
                                MORE
< - > ENTER LINE NBR TO SELECT OR D AND LINE NBR-DETAIL H-HELP
    
```

7. Selecting Options

- On the OPTION SELECTION MENU several options will appear. Page down to view them all. If you need detailed information on any of the options enter D and the line number of the desired option in the command field. (Press ENTER to return).
- To select an option, enter the line number of the first option in the command field and Press ENTER. Depending on the option selected will determine which screen display next. (CAR RENTAL SELECTION or OPTION SELECTION) You will need to provide additional information pertaining to car rental, additional park tickets etc.
- If you need to cancel an option enter X and the line number of the option. When no further options are needed press ENTER.
- Upon entering this screen some options may already be selected, this will be based upon your vacation selection.

```

OPTION SELECTION MENU          UNIVERSAL VACATIONS
STOP DATES- 12OCT-15OCT        TOUR- MCOUNZZDLUA STOP- ORLANDO
                                PRICES
LINE DESCRIPTION              QUANTITY SELECTED
1  ALAMO CAR RENTALS
2  2 DAY 2 PARK 3RD DAY FREE
3  2 NT LENGTH OF STAY PASS
4  3 NT LENGTH OF STAY PASS   AD 2   CH 1
5  4 NT LENGTH OF STAY PASS
6  4 PARK ORLANDO FLEXTICKET
                                MORE
< - > ENTER LINE NBR TO SELECT OR D AND LINE NBR-DETAIL H-HELP
    
```

8. Displaying the Reservation

- If you have completed all of your selections, press ENTER to display the RESERVATION DISPLAY screen. On this screen you can review your selections as well as view price. If you need detailed information on any of the items enter D and the line number in the command field. (Press ENTER to return).
- Press Enter in the Command field to continue to the PASSENGER INFORMATION screen.
- If you decide to make changes, add or delete options enter I in the command field and press ENTER. You will return to the ITEM SELECTION MENU, from there you can make the necessary modifications.

```

RESERVATION DISPLAY            UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT        TOUR- MCOUNZZDLUA TTL- USD 1212.85
RESERVATION NBR-              BOOKING AGENT- LISA
                                PRICES
LN DESCRIPTION                QTY    PRICE/
                                QTY    QTY
1  DL 141Y 12OCT TH ORD MCO 700A 845A 3 SEATS
2  DL 140Y 15OCT SU MCO ORD 630P 1159P 3 SEATS
3  HARD ROCK HTL              MCO 12OCT-15OCT DB 2 AD 364.95
                                1 CH 299.95
4  ALAMO COMPACT 4 DR C4 12OCT-16OCT 1 C4 108.00
5  PSGR FACILITY CHR. NC      2 AD 6.00
                                1 CH 6.00
6  PRE TVL PEN WAIV          2 AD 19.00
                                1 CH 19.00
                                MORE
< - > ENTER TO CONTINUE OR 1-CHANGE ITIN H-HELP
    
```

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```
PASSENGER INFORMATION      UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT   TOUR- MCOUNZZDLUA
```

```
ENTER EACH PASSENGER IN A SEPARATE NAME FIELD
TRAVELER NAME      AGE
```

```
1 <                > AD
2 <                > AD
3 <                > 11
```

```
TRAVELER PHONE <    >
```

```
< > ENTER TO CONTINUE OR H-HELP
```

9. Entering Password Information

- Enter the clients' names in each field. Use the format lastname/firstname for the first traveler. If all additional travelers have the same last name, the additional travelers can be entered with just /firstname the last name will be assumed. (e.g. /Mary).
- If an infant is traveling, enter W INF after the adult's first name. The infant's name needs to be added on the REMARKS section.

```
RESERVATION CONFIRMATION  UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT  TOUR- MCOUNZZDLUA  TTL- USD  1212.85
```

```
RESERVATION NBR- 528555C00424  BOOKING AGENT- LISA
CONFIRMATION DATE- 01OCT
```

```
THANK YOU FOR CHOOSING A UNIVERSAL STUDIOS VACATION PACKAGE.
** PAYMENT DUE BY 7PM CST**.
```

```
DEP      0.00      BAL      1212.85 DUE 03OCT
```

```
1 - REVISION MENU
2 - TOUR SEARCH SCREEN
3 - RESERVATION RETRIEVAL SCREEN
4 - LOGON SCREEN
```

```
< > ENTER LINE NBR TO SELECT OR H-HELP
```

- Enter names for all persons traveling.
- Enter clients phone number with area code.
- Press ENTER.

```
COMMISSION DISPLAY      UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT  TOUR- MCOUNZZDLUA
```

```
RESERVATION NBR- 528555C00424  BOOKING AGENT- LISA
```

```
TTL RESERVATION- $1212.85 USD
```

```
COMMISSION RATE-      10 PERCENT
COMMISSION AMT-      $112.49 USD
```

```
NET RESERVATION- $1100.36 USD
```

```
UNIVERSAL STUDIOS VACATIONS OFFERS THE OPPORTUNITY TO EARN
COMMISSION OVER RIDES OF UP TO 10 PERCENT. SOME PACKAGE
COMPONENTS/FEATURES/OPTIONS ARE NON COMMISSIONABLE. GROSS AND NET
AMOUNTS ARE      CALCULATED BASED ON WHAT IS BOOKED.
```

```
< > ENTER TO CONTINUE OR H-HELP
```

10. Displaying Commission

- Commission amount, rate can be view by entering C in the command field and pressing ENTER from the PASSENGER INFORMATION, RESERVATION DISPLAY, RESERVATION CONFIRMATION, PAYMENT ENTRY, REMARK ENTRY, and CANCEL REQUEST screens.
- Some vacation components, features, options and taxes are non-commissionable.

```
RESERVATION CONFIRMATION  UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT  TOUR- MCOUNZZDLUA  TTL- USD  1212.85
```

```
RESERVATION NBR- 528555C00424  BOOKING AGENT- LISA
CONFIRMATION DATE- 01OCT
```

```
THANK YOU FOR CHOOSING A UNIVERSAL STUDIOS VACATION PACKAGE.
** PAYMENT DUE BY 7PM CST**.
```

```
DEP      0.00      BAL      1212.85 DUE 03OCT
```

```
1 - REVISION MENU
2 - TOUR SEARCH SCREEN
3 - RESERVATION RETRIEVAL SCREEN
4 - LOGON SCREEN
```

```
< > ENTER LINE NBR TO SELECT OR H-HELP
```

11. Confirming the Reservation

- To confirm a vacation booking, enter E in the command field and press ENTER on the RESERVATION DISPLAY screen. You will see the confirmation number, deposit/prepayment information, and due dates on the RESERVATION CONFIRMATION screen that will display. You will also have 4 options to pick from:
 - 1. REVISION MENU:** To add payments, remarks, make modifications or to cancel the booking that you just confirmed.
 - 2. TOUR SEARCH SCREEN:** Make a new booking.
 - 3. RESERVATION RETRIEVAL:** Display another booking.
 - 4. LOGON SCREEN:** Start over with a new session.

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REVISION MENU                UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT    TOUR- MCOUNZZZDLUA TTL- USD  1212.85

RESERVATION NBR- 528555C00424    BOOKING AGENT- LISA

1 - ADD PAYMENT
2 - ADD REMARKS
3 - CHANGE ITINERARY
4 - CHANGE NAMES
5 - CHANGE AGES OF CHILDREN OR DECREASE NUMBER OF PASSENGERS
6 - CANCEL RESERVATION
7 - FAX CONFIRMATION FOR THIS RESERVATION TO TRAVEL AGENCY
8 - TOUR SEARCH SCREEN
9 - RESERVATION RETRIEVAL SCREEN
10 - LOGON SCREEN

< > ENTER LINE NBR TO SELECT OR H-HELP
    
```

12. Revisions

- The REVISION MENU is accessible from the RESERVATION CONFIRMATION screen or the RESERVATION DISPLAY screen. It is from this screen that you can add payment, remarks, make modifications or cancellations.
- Remember penalties may apply when making modifications to confirmed bookings.

```

PAYMENT ENTRY                UNIVERSAL VACATIONS
TOUR DATES- 12OCT-15OCT    TOUR- MCOUNZZZDLUA TTL- USD  1212.85

RESERVATION NBR- 528555C00424    BOOKING AGENT- LISA
DEP 0.00                        BAL 1212.85 DUE 03OCT
NAMES- SMITH/JOHN/JOAN/TIMOTHY

PMT TYPE < >  TYPES- CK BA CA DS AX      AMT < 1212.85> USD
DOC NBR OR CC NBR <          >

ALSO COMPLETE FOLLOWING FIELDS FOR CREDIT CARD PAYMENTS
CARD HOLDER <SMITH/JOHN          > CC EXP <MMYY>
BILLING ADDRESS <                >
CITY <                > ST < > ZIP < >

*CREDIT CARDS UPDATE BALANCE IMMEDIATELY.  OTHERS UPON RECEIPT.*

< > E-ADD PMT OR 1-RETURN TO REVISION MENU H-HELP
    
```

13. Adding Payment

- Display Reservation.
- Select I from the REVISION MENU screen to bring up the PAYMENT ENTRY screen.
- Enter payment type. (CK = Agency Check; MCO Miscellaneous Charge Order: BA =Visa; CA MasterCard; DS Discover; AX =American Express)
- Change the amount if necessary.
- Enter the document number for checks or MCOs, or enter the card number for credit cards.
- If paying by credit card, also enter the card holder, expiration date, and billing address of the credit card. (The card holder defaults to the first name on the reservation; change if necessary). Type E in the command field and press ENTER to apply the payment. An authorization code or payment acceptance response will display on the message line when payment is applied successfully.
- If paying with a credit card, please retain a copy of the UCC for your records.

Information on the print screens is for demonstration purposes only.

TO ACCESS UNIVERSAL PARKS & RESORTS VACATIONS: [X] [X] UNI SABRESM COMMANDS

Tab to the bottom of the command line and press enter to execute the commands

*A	Itinerary (shows unconfirmed itinerary and view current choices)
*C	Commission (displays agency commission)
D	Detail (shows information)
D#	Detail line number (shows information about a specific item represented by that line number)
E	End (confirms the current booking, revision, cancellation brochure order or registration)
H	Help (shows the information about current screen)
*H	History (shows history of the confirmed booking)
I	Ignore (quits session)
IR	Ignore/Refresh (ignores everything that has not been saved and displays the applicable screen)
R	Refresh (refresh current screen)
MD	Move Down
MU	Move Up
MT	Move Top
MB	Move Bottom

For product questions please contact our knowledgeable sales counselors at **1-800-823-4733** or email Help@universalorlando.com. For technical help contact Sabre directly at **1-817-355-7420**.

Retrieving a Confirmed Reservation

- Display the RESERVATION RETRIEVAL screen. (Enter 9 from the REVISION MENU screen or enter 2 from the LOGON screen.)
- On the RESERVATION RETRIEVAL screen enter the reservation number or the client's last or last/first name.
- Press ENTER.
- Either the RESERVATION DISPLAY screen or the SIMILAR NAME LIST screen will appear depending on the mode you chose to pull up the reservation and the number of reservations under the same client name. If the Similar Name List screen appears, enter the line number of the reservation in the command field to display the RESERVATION DISPLAY screen.

Adding Remarks

Remarks are general requests and comments that are added to confirmed bookings.

A remarks entry should also be used to enter an infant's full name.

- Display the confirmed booking.
- From the REVISION MENU, enter 2.
- On the REMARK ENTRY screen Type remark within the < >.
- When finished, enter E in the command field.
- Press ENTER to add remarks to booking.

Changing Itinerary

Penalties may apply when making modifications to confirmed bookings.

- Display the confirmed booking.
- From the REVISION MENU, enter 3.
- From ITEM SELECTION MENU screen, make modification to flight, hotel, option (to cancel any of the components enter X and the line number of that component, then replace item).
- Press ENTER when all modifications are complete.
- From the RESERVATION DISPLAY screen enter E in the command field and Press ENTER.

Changing Passenger Name or Phone Number

Any changes to passenger names MUST occur prior to any payment being applied to the booking.

- Display the confirmed booking.
- From the REVISION MENU, enter 4.
- From PASSENGER INFORMATION screen, make modifications.
- Press ENTER when all modifications are complete.
- From the RESERVATION DISPLAY screen enter E in the command field and Press ENTER.

Changing Children's Ages or Decreasing Number of Passengers

Penalties may apply when making modifications to confirmed bookings.

Any changes to passenger names MUST occur prior to any payment being applied to the booking.

- Display the confirmed booking.
- From the REVISION MENU, enter 5.
- From TOUR REVISION screen, make modifications. (Change ages or decrease number in party.)
- Press ENTER when all modifications are complete.
- From the ITEM SELECTION MENU press ENTER.
- On the PASSENGER INFORMATION screen update guests' names. Press ENTER.
- From the RESERVATION DISPLAY screen enter E in the command field and Press ENTER.

Cancel a Complete Reservation

Penalties may apply when making a cancellation.

- Display the confirmed booking.
- From the REVISION MENU, enter 6.
- From CANCEL REQUEST screen, enter the name of the person who requested to cancel the booking.
- Enter E in the command field and Press ENTER.
- CANCEL CONFIRMATION screen will appear.

Faxing a Confirmation Invoice to Your Travel Agency

- From the REVISION MENU, enter 7.
- From FAX CONFIRMATION screen, enter E in the command field.
- The fax is now scheduled to be sent.

Booking New Reservation

- From the REVISION MENU, enter 8.

Ordering Brochures

You may request to have brochures mailed to your agency directly through Tourlink.

- On the LOGON screen, enter your name at the name prompt.
- Enter 3 in the command field and Press ENTER.
- From the BROCHURE ORDER screen enter the quantity (up to a maximum of 30) for the desired brochures.
- Type E in the command field and press ENTER.