



## TOUR SOURCE<sup>®</sup> Training Manual

KEY INFORMATION- UNIVERSAL VACATIONS

AN ASTERISK \* INDICATES THE FIELD IS MANDATORY

DEPARTURE DATE \*(14NOV) LENGTH OF STAY \*(3 )  
 DEPARTURE CITY \*(MKE) DESTINATION \*(MCO)( ) ( ) ( )  
 TOTAL NUMBER OF TRAVELERS \*(03)  
 AGES IF APPLICABLE (11) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )  
 TOUR IDENTIFIER ( ) ENTER Y FOR LAND ONLY ( )  
 ENTER DETAIL COMMANDS TO VIEW TOUR DETAIL

AFTER ENTERING MANDATORY FIELDS - ENTER TO CONTINUE ( )

### 1. Key Information Screen

- Enter @@TOURS/UNI to access Universal Parks & Resorts Vacations. The WELCOME Screen will appear. Be sure to check for key updates.
- Press ENTER to view the KEY INFORMATION screen. Enter departure date, length of stay, departure city, number of travelers, and ages of children (if applicable).
- Press ENTER in the command field.

ACCOMMODATION AREAS- UNIVERSAL VACATIONS

ACCOMMODATION DATES- 14NOV-17NOV DESTINATION- MCO

LINE	DESCRIPTION	
01	MCOUNZZCOAC ORLANDO AIR/CAR VACATIONS	002 030
02	MCOUNZZCOUA ONSITE AIR/HOTEL VACATION	002 030
03	MCOUNZZDLAC ORLANDO AIR/CAR VACATION	002 030
04	MCOUNZZDLFA ORLANDO AREA HOTEL VACATIONS	002 030
05	MCOUNZZDLUA ONSITE AIR/HOTEL VACATION	002 030
06	MCOUNZZUAF A ORLANDO AREA HOTEL VACATIONS	002 030

ENTER DS AND LINE NBR FOR DETAILS  
 ENTER LINE NBR TO SELECT ACCOMMODATION AREA ( )

### 2. Accommodation Areas Screen

- Various vacation options will appear on the ACCOMMODATION AREAS screen. Remember you may need to move down (MD) to view more choices. Once you have made your choice, tab to the command field and enter the line number of your selected vacation. Press ENTER. The KEY INFORMATION screen will redisplay. The vacation code will appear in the TOUR IDENTIFIER field.
- Press ENTER in the command field.
- Once the required information including the vacation code is entered, you can use any of the detail commands from the KEY INFORMATION screen, as well as from the ITINERARY and RECAP screens to display the various detail screens. Press ENTER to exit any of the detail screens.
  - DB:** Booking information – Penalties/policies – Specials (Place an X next to the item you wish to view, move to the command field and press ENTER.)
  - DC:** Conditions – Payment information
  - DD:** Departure dates of package
  - DF:** Features – Package inclusions/exclusions – Options
  - DN:** Narrative – Package overview – Classes of service
  - DS:** Summary
- **For codes to the left:**
  - For example, **MCOUNZZUUAUA**.
  - 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

Information on the print screens is for demonstration purposes only.

```

UNIVERSAL TO MCO VIA ITINERARY- UNIVERSAL VACATIONS
UNIVERSAL ORLANDO AIR/ONSITE HOTEL VACATIONS
FLT DATES CITIES ACCOM DATES DESTINATION
F 1(11NOVMKEMCO6A ) A 1(11NOV16NOVMCO )
F 2(16NOVMCOMKE6A )
    
```

```

ENTER F AND LINE NBR FOR FLT OR A AND LINE NBR FOR ACCOMMODATION
AFTER SELECTIONS ARE MADE - ENTER TO CONTINUE (
    
```

### 3. Itinerary Screen

available after you have selected a package

- If the selected vacation includes air, enter F1 in the command field to select departure flights. (After departure flights are selected you will enter enter F2 for return flights.)
- If the selected vacation is land only, enter A1 in the command field to select accommodations.

```

FLIGHT AVAILABILITY- UNIVERSAL VACATIONS
14NOV-TH-9A MKEMCO
01 DL 141 L9 K9 Q9 F9 A9 U9 H9 MKEMCO 0700A 0847A 14NOV
M9/9
02 DL 601 L9 K9 Q9 F9 A9 U9 H9 MKEMCO 0800A 0930A 14NOV
    
```

```

NBR SEATS(03) CLASS( ) LINE( )
ENTER TO CONTINUE OR ENTER *I FOR ITINERARY SELECTION (
    
```

### 4. Flight Availability

- In the class field enter the class of service, tab to the Line field and enter the line number of the desired flight.
- If selecting scheduled air, for the **Lowest Fare Finder** function you may enter / as the class of service and then enter the line number of the desired flight.
- Press ENTER, you will return to the ITINERARY SCREEN, and repeat.

```

ACCOMMODATION LIST- UNIVERSAL VACATIONS
ACCOMMODATION DATES- 14NOV-17NOV
LOCATION- ORLANDO TOUR NAME- ONSITE HOTEL V
LINE STAT NAME CAT DESCRIPTION USD PRICE- FROM
01 4 PORTOFINO BAY HOTE 1048.00
02 4 HARD ROCK HOTEL 1028.00
    
```

```

ENTER LINE NBR TO BOOK OR AS AND LINE NBR FOR INFO/CHG (
    
```

### 5. Accommodations List

- On the ITINERARY screen Enter A1 in the command line to select a hotel from the ACCOMMODATION LIST screen. Move up (MU) and move down (MD) the list to view all of the hotels available. The Stat column shows the number of rooms available up to a maximum of four. The Price From price is approximately the price per adult and length of stay. This price MUST NOT be quoted.
- By entering HD and the line number of the desired hotel you can see a description of that hotel. Press ENTER to return.
- On the ACCOMMODATION LIST screen enter the line number of the desired hotel in the command field.
- An additional menu will appear if the selected hotel offers more than one room category.

```

ACCOMMODATION SELECTION- UNIVERSAL VACATIONS
HARD ROCK HOTEL CHILDS AGE- ACCOM DATES- 14NOV-17NOV
LOCATION- ORLANDO CATEGORY- BROCHURE-
    
```

```

** ENTER THE NUMBER OF ROOMS PRIOR TO THE ROOM TYPE **
LINE DESCRIPTION STAT ROOM TYPE
1 HARD ROCK CLUB ROO 4 ( )JDB 1028.00<
2 DELUXE ROOM 4 ( )JDB 898.00
3 POOL VIEW 4 ( )JDB 768.00
4 GARDEN VIEW 4 ( )JDB 698.00
    
```

```

ENTER TO SELECT OR AL FOR LIST OR HD FOR DETAIL (
    
```

```

OTHER SELECTIONS- UNIVERSAL VACATIONS
TOUR DATES- 14NOV-17NOV

LINE  DESCRIPTION
01  ALAMO CAR RENTALS
02  2 DAY 2 PARK 3RD DAY FREE
03  3 NT LENGTH OF STAY PASS           QTY - 3
04  3 NT LENGTH OF STAY PASS
05  4 NT LENGTH OF STAY PASS
06  4 PARK ORLANDO FLETTICKET

ENTER LINE NBR TO SELECT OPTION OR ENTER TO CONTINUE (
    
```

## 6. Other Selections

- Several Options will appear, page down to view them all. Enter the line number of the first option in the command field and ENTER. If you need detailed information on any of the options enter OD and the line number in the command field.
- Depending on the option selected, an additional page will display where you will need to provide additional information pertaining to car rental, additional park tickets, etc. If you need to cancel an option enter XO and the line number.
- When no further options are needed press ENTER.

```

RECAP- UNIVERSAL VACATIONS
TOUR NAME- ONSITE HOTEL VACATION      TOTAL PRICE- USD 1292.85
CONFIRMATION NBR-                    TOUR FILE ADDR-
PNR FILE ADDR-  AGENT-                IATA- 99352680
A                B                    C
01. DL 601L 14NOV TH MKEMCO SS03 800A 930A
02. DL 602L 17NOV SU MCOMKE SS03 200P 715P
03. HARD ROCK HOTEL                  EMTWR SS1 MCO 14NOV-17NOV DB

ENTER TO CONTINUE (                MORE
    
```

## 7. Recap

- On the RECAP screen you can review your selected hotel, flights, vacation price, features, options, etc. For the Price BreakDown enter PB in the command field. Press ENTER to return. Enter MD to page through selections and advisories.
- Press ENTER to go to the CLIENT NAMES screen.

```

CLIENT NAMES- UNIVERSAL VACATIONS
BOOKING AGENT- ( )
TRAVELER PHONE ( )
ENTER EACH PASSENGER IN A SEPARATE NAME FIELD
TRAVELER NAME  TITLE
A ADT(         ) ( )
B ADT(         ) ( )
C C11(        ) ( )

ENTER NAME INFO
ENTER TO CONTINUE (
    
```

## 8. Client Names

- In the Booking Agent field, type in your first name. Tab to the Traveler Phone field and enter in the client's phone number with area code. (Do not use any punctuation or spaces).
- Tab to the Travelers Name fields and enter the clients' name. (Use the format lastname/firstname for the first traveler. If all additional travelers have the same last name additional travelers can be entered with just /firstname the last name will be assumed. (e.g./Mary) The title field is optional). 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 screen.
- Press ENTER when all names have been added. The RECAP screen will now display all passengers' names.

```

AGENCY INFORMATION- UNIVERSAL VACATIONS
AGENCY NAME- ABC TRAVEL AGENCY      IATA- 99352680
AGENT-                          ADDRESS- PLEASE ROUTE TO
                               3456 S FIRST STREET
                               MILWAUKEE WI 53217
COMMISSION- 0.10 / $143.73 TTL GROSS PRICE- $1292.85
10PCT STANDARD ON PACKAGES. UNIVERSAL STUDIOS VACATIONS IS
PREFERRED WITH: NATIONAL LEISURE GROUP RADIUS TRAVELBY US
TRAVELSAVERS UNIGLOBE TRAVEL USA LLC VACATION.COM
VACATION.COM/CANADA WORLDKEY AGENCY GROUP GIANTS.

ENTER TO CONTINUE (
    
```

## 9. Commission

- From the RECAP, CLIENT NAMES, or REMARKS screens, enter C in the command field to display the AGENCY INFORMATION screen.
- The AGENCY INFORMATION screen displays the Commission field that shows both the commission rate and commission amount. Press ENTER to return.

```

END TRANSACTION-          UNIVERSAL VACATIONS
TOUR NAME-  ONSITE HOTEL VACATION      TOUR DATES-
TOTAL PRICE-  USD  1292.85
CONFIRMATION NBR- 631955C00217
TOUR FILE ADDRESS- 631955C00217      PNR FILE ADDRESS- 2HLIZG

THANK YOU FOR CHOOSING A UNIVERSAL STUDIOS VACATION PACKAGE.
** PAYMENT DUE BY 7PM CST**
DEP                                BAL  1292.85 DUE 06NOV

ENTER TO BOOK ANOTHER TOUR/ * TO RETRIEVE/ I TO EXIT (
    
```

## 10. End Transaction

- On the RECAP SCREEN enter E and press ENTER to confirm the reservation. This will display the END TRANSACTION screen.
- From the END TRANSACTION screen you view the confirmation number, PNR File Address, total price, deposit and balance due dates.

```

MODIFICATIONS MENU -    UNIVERSAL VACATIONS
SCREEN                  TO CHANGE/ADD/DELETE
( ) KEY                 REDUCE NBR OF PSGRS/AGES
( ) ITINERARY           FLIGHTS/ACCOMODATIONS/CAR/TRANSFERS/
                        OTHER SELECTIONS
( ) CLIENT NAMES       CLIENT NAMES OR TITLES
( ) PRICE              PAYMENT
( ) REMARKS            REMARKS

ENTER X PRIOR TO SCREEN NAME TO MODIFY -ENTER TO CONT.(
    
```

## 11. Modification Menu

- Display the confirmed booking. (Shortcut: @@TS/UNI/CONFIRMATIONNUMBER)
- To display the MODIFICATION MENU, enter M. Enter an X prior to the screen name to modify.
- Once the ITINERARY screen appears, make the necessary modification. Remember to end the transaction to save the modification. (Enter E in the command field on the RECAP screen).
- Note: ANY PAYMENT OR ITINERARY CHANGES OR CANCELLATIONS TO A CONFIRMED RESERVATIONS MUST BE ENDED TO BE SAVED. Remember to enter E in the command field on the RECAP screen and press ENTER.

```

PRICE- UNIVERSAL VACATIONS
CURRENCY- USD          TOTAL- 1292.85      DEPOSIT- .00
DEPOSIT DUE-          BALANCE- 1292.85     BALANCE DUE-06NOV
CANCEL POLICY-  CANCELS MAY INCUR A PENALTY.
PAYMENTS ACCEPTED-  CK/BA/C/DS/AX
SMITH/JOHN          SMITH/JOAN           SMITH/TIMOTHY

AMT ( 1292.85)      ASSIGNMENT (N/A )      FOP ( )
CC EXP (MM'YY)     CARD HOLDER (SMITH/JOHN )

ENTER E TO END OR MD TO ADD MULTIPLE FORMS OF PAYMENT (
    
```

## 12. Price-Payment

- Display the confirmed booking. Enter P in the command line on the RECAP screen to display the PRICE screen.
- To enter payment: The AMT field defaults to the total price of the vacation. Enter the amount of the payment in the AMT field. In the FOP field, enter the desired form of payment. If you are paying with agency check or miscellaneous charge order, type CK or MCO followed by one space and the check or MCO number. If you are paying by credit card, type the credit card's number, expiration date in the CC EXP field and the cardholder's name in the Card Holder field.
- Enter E in the command field. You will receive a confirmation response. Enter \*R in the command field to display the RECAP screen to see your payment entry.
- Credit cards will update the balance immediately. Others on receipt. 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.*

For product questions please contact our knowledgeable sales counselors at **1-800-823-4733** or email **Help@universalorlando.com**.  
For technical help contact Worldspan directly at **1-816-891-5038**.

**TO ACCESS UNIVERSAL PARKS & RESORTS VACATIONS:  
 WORLDSPAN users: @@TOURS/UNI  
 HELP COMMANDS**

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

<b>E</b>	<b>End transaction</b>		
<b>H</b>	<b>Help</b>		
<b>HC</b>	<b>Show help commands</b>		
<b>I</b>	<b>Ignore session</b>		
<b>*I</b>	<b>Display Itinerary screen</b>		
<b>KX</b>	<b>Display new Key Information screen</b>		
<b>R</b>	<b>Refresh current screen</b>		
<b>*R</b>	<b>Display Recap screen</b>		
<b>XM</b>	<b>Cancel any modifications that have not already been confirmed</b>		
<b>K</b>	<b>Redisplay Key Information</b>		
<b>M</b>	<b>Modifications Menu Screen</b>		
<b>O</b>	<b>Options Menu</b>		
<b>MD</b>	<b>Move down</b>	<b>MU</b>	<b>Move up</b>

**DETAIL SCREENS**

The following commands are available after you have selected a package.

<b>DB</b>	<b>Booking information – Penalties/policies – Specials</b>
<b>DC</b>	<b>Conditions – Payment information</b>
<b>DD</b>	<b>Departure dates of package</b>
<b>DF</b>	<b>Features – Package inclusions/exclusions – Options</b>
<b>DN</b>	<b>Narrative – Package overview – Classes of service</b>
<b>DS</b>	<b>Summary</b>
<b>DI</b>	<b>Detailed Information</b>

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## Retrieving a Reservation

- On the WELCOME screen enter \* for the RETRIEVAL screen. Remember only confirmed (HK status) TOUR SOURCE is unable to pull up canceled reservations. (If you know your confirmation number you can enter \*confirmation# from the WELCOME screen.)
- From the RETRIEVAL screen you can bring up the reservation by entering one of the following:
  - 1) Confirmation number in the Tour File Address field;
  - 2) Passenger's last name in the Passenger Name field; or
  - 3) PNR number in the PNR Locator field. Press ENTER.
- Either the RECAP screen or the SIMILAR NAME LIST screen will appear depending 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 Recap screen for that reservation.

## 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 RECAP screen, enter \*M in the command field.
- Enter remarks and press ENTER.
- Repeat if any additional remarks are needed.
- Enter \*R in the command field (the RECAP screen will reappear).
- Any remarks added can be viewed from the RECAP screen.

## Revisions

Penalties may apply when you modify a reservation, review package conditions.

### To Change Flight Selection:

- Display the Itinerary screen. (\*I in the command field).
- Enter XF and the line number of the flight in the command field. (e.g.XF1)
- Select the flight.

### To Change Accommodation Selection:

- Display the Itinerary screen. (\*I in the command field).
- Enter XA and the line number of the hotel in the command field. (e.g.XA.1)
- Select a new hotel.
- The Other Selections screen appears, you will need to select features for the new hotel. (When the previous hotel was canceled any feature selections that were connected to that hotel were also cancel and need to be reselected.)

### To Change Passenger Information:

You may change the passenger names or telephone number on a confirmed reservation anytime before deposit or prepayment is made.

- Display the reservation you need to modify.
- Enter \*N in the command field from the RECAP screen.
- On the Client NAMES screen type over the existing information with the new information and press ENTER.
- On the RECAP screen Enter E in the command field to display the END TRANSACTION screen.

### To Change Option Selections:

- Display the reservation you need to modify.
- Display the ITINERARY screen.
- Enter O in the command line of ITINERARY screen.
- To Add an option enter the line number of the option in the command line.
- To Cancel an option enter X and the line number of the option on the command line.
- Press ENTER.

## Cancellations

### To Completely Cancel Reservation:

Penalties may apply when you cancel a reservation, review package conditions.

- Display reservation you wish to cancel.
- From the RECAP screen, enter X in the command field.
- From the CANCEL screen, enter Y in the Y to Cancel field.  
Tab to Cancel Requested by field and enter in the name of who requested the cancellation.
- Press ENTER (cancellation number is same as confirmation number and appears on END TRANSACTIONS screen).
- Press ENTER to book another vacation or I to exit TOUR SOURCE.

(You can exit the CANCEL screen without canceling the booking by leaving all fields blank and pressing ENTER. You will return to the RECAP screen with the booking still confirmed.)

## Ordering Brochures

- Brochures can be ordered from the WELCOME or KEY INFORMATION screen. Enter B in the command field. The BROCHURE ORDER screen will appear. Enter the quantity (max 30). Press ENTER.
- If you receive the message AP\*RESPONSE ERROR RETRY, WORLDSPAN users type @@TOURS/UNI/R to redisplay the last screen.