



Viewing Reservation History

Within the Itinerary Tools panel of your client's reservation, you have the ability to view general comments, accounting, and booking history, within the **History** tab. We understand that this information may sometimes be difficult to interpret, so we have taken steps to improve messaging, making them clearer and easier to understand. Let's take a look at our improved **History** tab.

Reservation Summary

Within the **Reservation Summary**, specific modifications are more clearly defined in the **Activity** column.

Modification Activity More Clearly Defined

Reservation Summary

Activity	Total Price	Activity Date	Agent	Site	User
Booking Created	\$7,406.51(USD)	02Dec22 21:37	CALL CENTER	VAXREZ	(5067)
Reservation Modified - Air, Hotel, Feature (2)	\$10,920.56(USD)	02Dec22 22:37	CALL CENTER	VAXREZ	(5067)
Reservation Modified - Hotel, Feature (3)	\$13,724.88(USD)	02Dec22 22:41	CALL CENTER	VAXREZ	(5067)
Reservation Modified - Air, Hotel, Feature (2)	\$10,210.83(USD)	02Dec22 22:42	CALL CENTER	VAXREZ	(5067)
Reservation Modified - Feature (3)	\$10,309.83(USD)	05Dec22 14:43	CALL CENTER	VAXREZ	(5067)

Multi-tabbed Reservations

Within a multi-tabbed reservation, the **Reservation Summary** now notes which tab has been actioned. The **Select Party** drop down includes the tab number in parenthesis following the party name.



The **Reservation Summary** indicates which tab/party was actioned, and specifies which travel component(s) were modified.

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- Booking Created refers to when the reservation was originally booked
- Reservation Modified – Air, Hotel, Feature (2) provides detail when tab two was added/booked
- Reservation Modified – Hotel, Feature (3) provides detail when tab three was added/booked
- Reservation Modified – Air, Hotel, Feature (2) provides detail of when tab two was cancelled

Auto Cancel Messaging

If a reservation is auto-cancelled, a brief description of the reason now accompanies the cancellation messaging.

Reservation Canceled - lack of payment by due date	\$0.00(USD)	04Nov21 18:08	CALL CENTER	VAXREZ	HP1
Reservation Canceled - lack of payment by due date	\$0.00(USD)	04Nov21 18:11	CALL CENTER	VAXREZ	HP2
Reservation Canceled - non-credit card payment doesn't cover deposit on pub fare booking	\$0.00(USD)	04Nov21 16:34	CALL CENTER	VAXREZ	HP3
Reservation Canceled - lack of payment after expiration of acct follow up	\$0.00(USD)	04Nov21 18:21	CALL CENTER	VAXREZ	HP4
Reservation Canceled - mass cancel for major event	\$0.00(USD)	04Nov21 18:20	CALL CENTER	VAXREZ	HP5
Reservation Canceled - short payment after expiration of acct follow up	\$0.00(USD)	04Nov21 18:17	CALL CENTER	VAXREZ	HP6
Reservation Canceled - test account number	\$0.00(USD)	04Nov21 16:34	CALL CENTER	VAXREZ	HP7

Hotel History

Hotel history has been improved to show the full hotel and room category name, whereas it was previously displayed in an abbreviated format.

Hotels							
Seq	Name	Occ	Arrival Date	Nts	Qty	Booking Date(User)	Cancel Date(User)
2	Dreams Sands Cancun Resort & Spa - All Inclusive Deluxe Partial Ocean View Double	DXDPO	3/8/2023 12:00:00 AM	4	1	01Dec22 16:58 (5067)	02Dec22 21:22 (5067)
8	Dreams Sands Cancun Resort & Spa - All Inclusive Deluxe Partial Ocean View with Balcony King	DXKBP	3/8/2023 12:00:00 AM	4	1	02Dec22 21:22 (5067)	

Feature History

Now, the full name of the feature is displayed for easy reference.

Features						
Seq	Description:	Age	Usage	Qty	Booking Date(User)	Cancel Date(User)
3	Identification Required For Travel	AD	6/23/2023 12:00:00 AM	1	02Dec22 21:37(5067)	
4	Travel Protection Plus -full travel credit RUTLEDGE/JOHN RUTLEDGE/JENNIFER RUTLEDGE/AMY JOHNSON/JUSTIN	AD	6/23/2023 12:00:00 AM	1	02Dec22 21:37(5067)	
5	ATVS Xpress Single Passenger ATV Tour from Riviera Maya - Adult Driver Only	AD	6/26/2023 12:00:00 AM	1	02Dec22 21:37(5067)	
15	Transportation to & from your Hotel with Complimentary Upgrade to Non-Stop Service	AD	6/23/2023 12:00:00 AM	1	05Dec22 15:12(5067)	