

# DIY, CLICK TO CHAT, EMAIL, OR CALL

## QUICK RESOLUTION TIP SHEET

### ALGVACATIONS.COM/LIBRARY

#### CUSTOMER CARE HOURS OF OPERATION:

Monday – Saturday  
9:00 AM – 9:00 PM ET

Sunday  
10:00 AM – 2:00 PM ET

When you need assistance, refer to the chart to see the order you should follow for the most efficient service, with each support method marked in priority order of 1 through 4.

If you choose to DIY (*do it yourself*) in VAX, you can access the self-help guide for each subject by clicking on the title. If you use click to chat, email, or call, be sure you are logged into VAX and your VAX profile is up to date. To update your profile, visit “[Member Services](#)” in VAX VacationAccess and click on the *Personal Information* link.

Please note that the new click to call process can replace phoning 1-866-ALG-DESK since the CRM will automatically notify us to call you with your VAX information pre-populated in the ticket. Click to call will result in faster service. The only instances in which it’s best to call us directly at 1-866-ALG-DESK are when you do not have access to VAX or are out of the country. If you’re calling from outside the U.S., dial +1-866-ALG-DESK and be sure to hold the “0” down to have the “+” sign included.

### MAKING A BOOKING

Topic	DIY in VAX	Click to Chat	Click to Email	Click to Call
Building a Basic Itinerary	1	2	3	4
Multi-Stop Itineraries	1	2	3	4
Pre- and Post-Cruise Itineraries	1	2	3	4
Multi-Origin Itineraries	1	2	3	4
Upgrading Flight Categories	1	2	3	4
Adding Travel Protection Plus	1	2	3	4
Adding Excursions and Transfers	1	2	3	4
Creating a Sales Email	1	2	3	4
Requesting a Price Match	1	–	–	–
Requesting Rooms Above Allotment	–	–	2	1

### MANAGING A RESERVATION

Topic	DIY in VAX	Click to Chat	Click to Email	Click to Call
Changing a Hotel or Room Category	1	2	3	4
Adding or Removing Features	1	2	3	4
Adding Travel Protection Plus	1	2	3	4
Changing Passenger Information - ENVF/Hotel Only	1	2	3	4
Changing Passenger Information - Scheduled Air	–	1	2	3
Adding Air to Land-Only Reservations	1	2	3	4
Adding or Removing Passengers	–	1	2	3
Adding or Removing a Rental Car	1	2	3	4
Changing Travel Dates - ENVF/Hotel Only	1	2	3	4
Changing Travel Dates - Scheduled Air	–	1	2	3
Canceling a Reservation	1	2	3	4
Adding Additional Commission	1	2	3	4
Running a Reservation Report	1	–	–	–

### PAYMENTS & COMMISSIONS

Topic	DIY in VAX	Click to Chat	Click to Email	Click to Call
Applying Payment to a Reservation	1	–	–	2
Applying ALGV Travel Credit as Payment	1	2	3	4
Adding Additional Commission	1	2	3	4

For additional guidance and resources, visit our Self-Help Library at [algvacations.com/library](http://algvacations.com/library) or email us at [algeducation@algvacations.com](mailto:algeducation@algvacations.com).

