

# Understanding TMS

## MTP Infobox

**info\_mtp.fct@us.navy.mil**

The MTP Infobox was formed to help streamline information to all MTP HQ team members and allow constant coverage of issues.

### What to send to the Info Box:

- **Cancellation Request**
- **Office Update Forms**
- **Non-Emergent System Issues**

### What to include in all emails to the InfoBox:

- **Contact Info**
- **Office Location**
- **Screen Shots for any trouble tickets**

## Variable Rate Pricing

A majority of MTP offered tickets are static priced meaning that the vendor has provided MTP with a set price and that will not change for the duration of the contract.

**Variable Rate Pricing - i.e. WDW** working within in the API connection and pricing is not concrete until the transaction has been complete.

**How to know its Variable Rate:** When clicking “add to cart” a disclaimer will display notifying the agent of the variable rate pricing in affect.

**RecTrac Use:** Variable Rate prices are not pre-populated in TMS. Agent will have to override the \$0 to input the correct amount provided by TMS.

## Trouble Shooting Steps

 **Red Triangle** - This appears in the cart when patron information is missing. Click on the triangle and complete the information needed.

### Consistent Issues:

- Empty Cart
- Clear Browser Cache before logging out
- Log out of TMS (not just exit)
- Reattempt Sale
- Switch Browsers

## Tips to Avoid Cancellations

- Verify age requirements & eligibility for ticket types
- Reiterate products in the cart at least twice before finalizing the sale, including child age & reservation date if app.
- Confirm names, email address & phone number
- Variable rate ticket, review details that a change in date may result in a change of price.
- Any exchanges at the attraction gate are between the guest and the vendor. Refunds from your office and/or MTP will not apply.