

Disney Travel Agency Collateral Store Help

Introduction

The Disney Collateral Store is a tool that allows you to view, select and order collateral materials online at any time. Rather than ordering collateral by phone, fax or email, you order the desired collateral via the web site. You can then check on order status, track shipments and review previous order history. The Store ordering process allows you to view the latest collateral materials, add collateral to the "shopping cart," and proceed to the "checkout" page to complete the order.

What Is Available on the Store?

All collateral to which your agency has access, is available at the Store. If you do not see the collateral you wish to order, the item is most likely no longer available for your agency.

What are My Shipping Options?

- UPS Ground is the default shipping method for all orders being shipped within the United States.
- UPS Second Day is utilized for orders being shipped to Puerto Rico, Guam, Bermuda and the Virgin Islands.
- UPS Canadian Ground is utilized for all orders being shipped to Canadian addresses.

How Can I Get Help on the Store?

Use the **Contact us** email link found throughout the Collateral Store (see bottom of each page within the store). This link will provide you with the ability to email the Collateral Store help desk. When you send your question or concern via email, the Store help desk staff will address it within 24 *business* hours. Use the Contact us link for the following types of questions:

- Problems with placing your order.
- Inquiries about the status of your order.
- Problems navigating the website.
- Changes to your order *post checkout*.

The Collateral Store help desk staff is available Monday through Friday 9am – 5pm EST. Please be sure to include your IATA or CLIA number, confirmation number and a phone number where you can be contacted (should if be necessary).

General

This section provides detail on the general use or functionality of the store.

- The top area of each page includes links to the functional areas within the Store (each is described in greater detail later in this document):

Welcome Message – Display and review of all Welcome Messages for up to six (6) months.

Search Collateral – Allows you to search for collateral by Destination Group (i.e., Disney Destinations, Disneyland Resort, Walt Disney World Resorts, Disney Cruise Line)

Search Orders – Allows you to search for orders placed by their IATA or CLIA.

Shopping Cart - You may view the contents of the shopping cart from any page within the Store by clicking on the View Shopping Cart icon found on the right side of each page.

Clicking here will take you to the Shopping Cart page, where you can view the contents of your shopping cart.

You have X items in your shopping cart – You are made aware of shopping cart additions by the “You have X items in your shopping cart” text found in the upper right hand corner of all Store pages.

Checkout – You may check out once collateral has been placed in your shopping cart. Click on Checkout and the check out page will display.

X Logout – Use the X Logout button found on the right hand side of each page to leave the Store. If you have collateral in your shopping cart, you will be prompted with a message advising all contents of shopping cart will be lost if log out is completed.

- If you should require an order cancellation or modification, *post checkout process, you must utilize the “Contact Us” email option.* Most orders are shipped within 24 *business* hours.
- If you exit the site for any reason prior to completing the check out process, your shopping cart will be automatically emptied. This is done to ensure collateral is not in “limbo” and is available to other shoppers.
- Cookies are not saved by the store. A cookie is a message given to a Web browser by a Web server. The browser stores the message in a text file. The message is then sent back to the server each time the browser requests a page from the server. The next time you go to the same Web site, your browser will send the cookie to the Web server.
- Maximum number of results per search is 100. If the number of records returned exceeds this limit, the travel agent is reminded to enter additional criteria to reduce the number of results at the **bottom of the search results page**. This is done to ensure maximum performance. Travel Agents are encouraged to enter in as many parameters as possible to maximize performance on order searches.
- In an effort to ensure you do not log out by mistake (and subsequently lose the contents of your shopping cart), return to disneytravelagents.com link is found only on the initial login and confirmation pages. You may return to disneytravelagents.com at any time by using the X in the upper right hand corner of the active window (any shopping cart contents will be removed). You may also use the X Logout button found on the right hand side of each page. If you have items in your shopping cart, you will be prompted with a message advising all contents of shopping cart will be lost if log out is completed.
- Partial string searches may be conducted by using the % as a wild card.

Examples:

If you know your zip code search begins with the numbers “009” but are unsure of the entire zip code, you may enter “009%” in the zip code field and all orders shipped to a zip code beginning with “009” will be returned.

If you know your item description contains the text string “WALT” somewhere in the description, you may enter “%WALT%” in the item description field and all items containing “WALT” somewhere in the description will be returned.

If you are know your item description ends with the text string “WALT” but are unsure of the specific item number, you may enter “%WALT” in the description field and all item descriptions ending with “WALT” will be returned.

Accessing the Store

You may only access the Disney Collateral Store via disneytravelagents.com. Direct access to the Store URL is not allowed.

Logging on to the Store

Upon successful entry to the Store, one of the following will occur:

- The Welcome Message page will appear. This page displays all active welcome messages. This will occur if there is news about the site, for example, new collateral has become available. The page only appears on the first login of each day. To review historical messages, access the Welcome Message link found through out the Collateral Store.
- OR -
- The Collateral Search page will display if you have previously logged in today.

If you received an error message when attempting to logon to the Store from disneytravelagents.com, please send an email via Contact us link. Indicate your name, your IATA (or CLIA) used in login, the error you received, date and time of error occurred and contact information. A representative from the help desk will contact you within 24 business hours.

Welcome Message Page

Upon successful entry to the Store for the first time each day, you will be directed to the Welcome Message page. The appearance of the page depends on whether or not there has been a welcome message activated for the Collateral Store effective for today's date. Welcome messages are entered for specific date ranges and are no longer automatically displayed once expiration date is met.

Welcome Message History

You may review historical messages by accessing the Welcome Page via links found through out the Collateral Store and clicking on the View Welcome Message History link. The Welcome Message History page is displayed and contains the following information:

- Start Date – Date welcome message became effective
- End Date – Date the welcome message expires
- Message Overview – The first 50 characters or so of message will display.

You may view the entire Welcome Message text, by clicking on the Message Overview text link.

Collateral Search Page

Once you have successfully entered the Store and there are no welcome messages active for today or you have previously logged in today, the Collateral Search page will display.

You may search for collateral by Destination. You must select one of the following options (or use ALL which is the default):

- Disney Cruise Line
- Disneyland Resort
- Walt Disney World Resort
- Disney Destinations
- All

Selecting ALL will return all Disney collateral currently available to you for ordering. There are several factors, which may prohibit material from being made available to you:

- You may only order one specific collateral item per day.
Example: If you order Disney Cruise Line Captain Mickey Poster today, the item will not be presented again to you for ordering, until the next day.
You may however order a different collateral item within the same order or same day.
- You may have met or exceeded your brochure limits.
Example: If your agency is allowed 100 Walt Disney World Main Brochures per year and your agency has already been shipped 100 or more brochures, the collateral will not be made available to you on the Store.

When you click on the search button, all collateral matching the search parameters are returned on the Search Collateral Results page. You may click on the View icon to display the details associated with the collateral piece or you may click on Add to Cart button. This will add the collateral to the shopping cart.

Collateral Detail Page

The Collateral Detail Page provides the following information about collateral:

Description – This description will provide information about the collateral being ordered

Dimensions – Weight (in decimal pounds)

Length

Width

Height

Image – The image will provide you with the opportunity to view the collateral before ordering it (or after ordering it!).

Class Id – The class of collateral to which this item belongs (ie, Postcards, Brochures, Posters, etc.)

You may use the Back button to return to the Collateral Search Results page.

Shopping Cart Page

You may view your shopping cart at any time during the shopping experience. Once you are ready to check out, it is recommended that the contents of the shopping cart be reviewed carefully to ensure the correct collateral is contained therein.

You may remove collateral in the shopping cart page by checking the box to the left of the collateral item in the Remove Item column. One or more collateral items may be selected for removal. You then click on the Remove Collateral arrow at the bottom of the page and collateral is removed from shopping cart.

Once the collateral has been confirmed, you may elect to Continue Shopping (click on button of same name at bottom of page) or Checkout (click on link of same name at top of page).

Check Out

The Check Out page displays all collateral in the shopping cart at the top of the page. To modify shopping cart contents, you must return to Shopping Cart page (Click on View Shopping Cart).

The following information is gathered in the check out page:

- *Ship to Attn: - You must record the name of the individual receiving the order.
- *Ship to Company – You must record the destination company name (if not already populated)
- *Shipping Address Type – Default is commercial but may be changed to residential if appropriate. If the order is being shipped to a residential address, it is imperative you select Residential in this field.
- Shipping Address:
Note: Shipping address will default to agency address of record (stored within Disney System) for IATA or CLIA being used. A one-time modification can be made to the address presented, but modifying the information will not update Disney systems.

*Line 1 –Record the first line of the shipping address. Post Office boxes are not acceptable to shipping vendors and therefore cannot be used on the Store. A valid street address must be entered in address line 1.

Line 2 – You may record another line of address text (if applicable).

*City, State, Zip – You may enter the zip code, country and state (or Province) first and watch as the Store provides the appropriate city (US and Canada zip codes only) when the “Submit Order” button is pressed (bottom of page). Should the Store find multiple city names for the zip code entered, you will be prompted to select the appropriate city name. You are not allowed to over-ride the zip code, state or country code values when shipping in the US. You may also enter the City, State (or Province) and Country Code and the store will provide you with a list of valid zip codes when the Submit Order button is pressed (bottom of page).

*Country – You must select the country to which the order is being shipped.

- Phone – You should record the phone number for the location receiving the order. *The phone number is a required field when ship to country code is not U.S. (Shipping vendor requirement).*
- Email Address – You may enter the order recipient’s email address for email confirmations. A complete email address is required (must include domain name such as “@travelagency.com”).
- Please confirm the email address by re-entering – You must re-enter the email address for confirmation, exactly as it was entered in field above.

**Denotes Required Fields*

You must click on the Submit Order button at the bottom of the page to complete the check out process.

Note: Once the Submit Order button on this page is pressed, the order is final and cannot be modified via the Store. Should you require changes to the order, you must contact Disney Destinations via the Contact Us link.

Order Confirmation

The Order Confirmation page provides you with all pertinent information about the order placed. Information provided includes:

- Confirmation Number – Number assigned by the Store
- Agency IATA (or CLIA) – The IATA (or CLIA) number used on the order (if applicable)
- Ship to Company – Ship to company name
- Shipping Address Type (Commercial or Residential)
- Shipping Address – Complete address is shown
- Ship to Phone – If entered
- Order Create Date – Date order was **submitted** on Store
- Expected Ship Date (default of 14 days if order is submitted before 4pm EST)
- Email Address (if any) entered for Order Confirmations

The bottom of the page details the collateral items included in the order. Click the Print Friendly Version link to print the confirmation page (recommended).

Order Search Page

When you click on the Search Order link, the Order Search page is displayed. This page is used to locate details about a specific order or review order activity based on various parameters. *(Note: Only those orders placed via the Store are viewable on the Store.)* You may search for orders using any one or any combination of the following fields:

- Confirmation Number – The order number issued by the Store
- Create Date – The date the order was created
- Order Status – Current status of the Order (Pending, In Process, Shipped, Delivered or Cancelled)

Pending – Order has been confirmed (finalized) on the Store but not yet released to our fulfillment area.

In Process – Order has been confirmed and released to our fulfillment area

Shipped – Order has been shipped

Delivered – Order has been delivered
Cancelled – Entire order has been cancelled

- Ship to Zip Code
- Item Description

Order Search Results Page

You will see the results of your search on this page. The page displays a short list of information about each order returned in the search:

- Confirmation Number
- Release Number – This number is assigned by Disney Destinations internal management systems
- Agency IATA (or CLIA)
- Shipped to Company Name
- Tracking Id – You may click on the tracking id and connect to the shipping vendors web site for up to date tracking information (if available)
- Ship Date – Date the order was shipped
- Status – Overall status of order. Note: An order may have been placed containing three collateral items and had one collateral item cancelled post order placement. In this case, the status here would display Shipped however the travel agent must click on the Confirmation Number to “drill down” and see details for each collateral item within the order.

Order Detail Page

You will see the following details about an order on this page:

- Confirmation Number – Number assigned by the Store
- Release Number – A number assigned by Disney Destinations internal management system
- Agency IATA (or CLIA) – The IATA number used on the order (if applicable)
- Tracking Id – Multiple tracking numbers may be issued for each order placed (a unique tracking id is created for each PACKAGE shipped, not each order). Only one tracking id is listed here since the shipping vendor web site will group all packages associated to the order together. You only require one tracking number to effectively track packages.
- Ship to Company
- Shipping Address Type (Commercial or Residential)
- Shipping Address
- Ship to Phone
- Order Create Date
- Shipped Date (if order is shipped)
- Signature Date – The date of delivery if provided by shipping vendor
- Signature – The person signing for delivery if provided by the shipping vendor.
- Order Status – Status of order overall (Processed, Shipped, Cancelled or Delivered). A Cancelled status indicates the entire order was cancelled.
- Collateral Description

Shipment Tracking

The tracking id number displayed in the Order Search results page (as well as the Order Detail page) will act as a hyperlink to the shipping vendor's web site for order package tracking.

Note: Not all shipping vendors offer this service. If service is not available, tracking id will not act as hyperlink.