

## GTC VIP Support Desk

Help is just an email away, thanks to the GTC VIP Support Desk. Our expert support staff are ready to assist advisors with everyday questions and tasks. Whether it's troubleshooting Sabre issues, navigating the Intranet, or escalating problems, the GTC Advisor Support Desk ensures seamless client support from start to finish.

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### SERVICES:

VIP Support desk members offer guidance and assistance in various areas, including:

- Navigating the Advisor Portal for vendor codes, voiding hotel entries, segment reports, land commissions and travel transactions.
- Determining the correct department for specific advisor needs.
- Helping with Sabre formats, invoicing and password resets.
- Creating bookings for invoicing directly into the Advisor Portal.
- Escalating issues or problems to the proper department.
- Offering guidance on ticketing and exchanges.
- Troubleshooting support for existing PNRs.
- Navigating the Intranet.

### KEY BENEFITS:

- SLA of 30 minutes
- Centralized point of contact
- Dedicated team

### HOURS OF OPERATION:

GTC VIP Support is available seven days a week, excluding holidays.

- Monday through Friday: 9 a.m. to 10 p.m. ET / 6 a.m. to 7 p.m. PT
- Saturday and Sunday: 11 a.m. to 9 p.m. ET / 8 a.m. to 6 p.m. PT

### GETTING STARTED:

Advisors may email to [VIP@GTCtravel.com](mailto:VIP@GTCtravel.com) or call 212-896-8929