

# ***NEWSFLASH!***

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## ***"VIRTUALLY THERE"*** **ELECTRONIC ITINERARY UPDATE**

**Have you been experiencing problems opening an Electronic Itinerary**  
that you have received through the *"VirtuallyThere"* Travel Tool?

On Thursday, May7th, SABRE implemented *"Virtually There Next Generation"* ([www.virtuallythere.com](http://www.virtuallythere.com)). While this implementation presented many new features, it presently has some minor issues currently being worked on by the Virtually There Product Development staff.

Listed below are known issues:

- Some clients are experiencing problems when:
  - viewing their *"Virtually There"* **eTicket**
  - viewing their *"Virtually There"* **eInvoice**
- Some clients are finding that when they print the eTicket Receipt, it is not printing the complete itinerary and/or information. This is only occurring for users who are on Internet Explorer 7.
- Some clients are getting an "authentication certificate" that requires them to click through multiple times before they can continue to the Virtually There site.
- Some clients using the Email Itinerary feature are finding that the email contains the Home Page information rather than the itinerary.

### **CURRENT STATUS:**

Please be advised that SABRE is working to resolve these issues as soon as possible. We anticipate these problems will be resolved within days and we appreciate your patience.

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