Walt Disney

How to look up bookings since site change (April 25, 2018)

Walt Disney changed their site so that you can do a reservation search on the first page after logging in. However, this causes the reservation detail to appear in a new window and we cannot import the details. The work around for now, is to use the Reservations and Offers navigation link at the top of the page. This should take you to a search that behaves like the old site, and you should be able to import.

Work around for Importing from Walt Disney

We have had a note up for some time that indicated that the ability to import from Walt Disney was not working. We have since worked with them on a work around that allows you to import, but we are also still working with them actively on improving the quality of the information they provide. The steps below may seem odd, since the URL is basically not different, but Disney used to be what we refer to as a Hard-Coded provider, meaning we had special code in ClientBase to make it work. They are now, as nearly all of our providers are, what we refer to as a Generic provider. This simply means that their site confirmed entirely to our specifications. The key is just the name of the provider. Here are the steps:

For ClientBase for Windows
1. Go to Utilities, Live Connect Providers.
2. Click on Add.
3. Enter Walt Disney Travel Company as the name.
4. Enter https://www.disneytravelagents.com as the URL
5. Set Travel Category to Tour and leave HTML Source for Import XML From. 6. Click Okay

For ClientBase for Online
1. Click on the Tools icon in the upper right and choose Settings.
2. Find and click on Live Connect Providers.
3. Scroll to the bottom and click on Add.
4. Enter Walt Disney Travel Company as the name.
5. Enter https://www.disneytravelagents.com as the URL
6. Set Travel Category to Tour and leave HTML Source for Import XML From.
7. Click Save.

As long as you choose this new name when connecting, you should be able to import Walt Disney World packages, though not Disneyland or Disney Cruises. Please bear in mind the issue with the site at the top of this page.