TERN >>> TPI SYNC

April 8, 2026

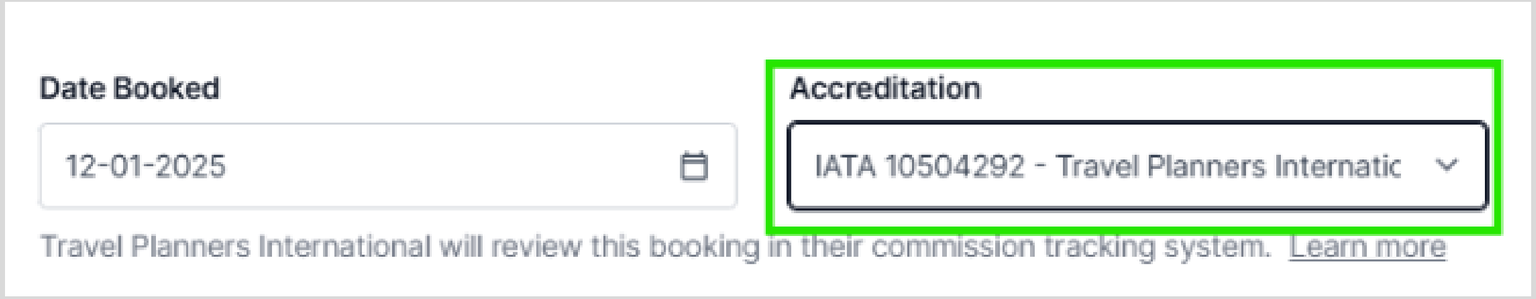
The Tern >>> TPI Sync Is Here

What Does This Mean For You?

When a non-Disney booking is marked “Booked” in Tern under the TPI Accreditation/IATA number, key booking and traveler data automatically pushes to TPISuitcase. ***This removes dual entry***. Any changes or cancellations made in Tern are also pushed to TPISuitcase.

How Do You Trigger the Sync?

- Enter the booking in Tern
- Mark the item as “Booked”
- Ensure the booking is under TPI’s Accreditation.
- The action triggers the push to TPI Suitcase



What About Disney Bookings?

- Enter the booking in Tern
- Mark the item as “Booked”
- Ensure the booking is under Wanderly’s Accreditation.



What Data Sync to TPI?

Reservation Fields

Tern Field	TPI Suitcase Field	Tern Field	TPI Suitcase Field
Trip Title	Reservation Title	Total Price of Trip	Total Cost
**Traveler Name	Passenger	Expected Commission	Expected Commission
Trip Start Date	Start Date	Total Cost Marked Paid	Payments Applied
**Trip End Date	End Date	Total Cost Not Marked Paid	Outstanding Balance

What Data Sync to TPI?

Booking Fields

Tern Field	TPI Suitcase Field	Tern Field	TPI Suitcase Field
Activity Type	Booking Type	**Booking Supplier	Partner
Booking Title	Title of Booking	Booking Start Date	Start Date
**Confirmation Number	Confirmation Number	Booking End Date	End Date
**Group Booking Number	Group Number	Total Cost	Total Price
Expected Commission		Expected Commission	

Troubleshooting

- If you have multiple confirmation numbers on a single booking in Tern, only the first will sync to Suitcase. As a workaround, you can manually enter bookings for the additional confirmation numbers, or split them out as separate bookings in Tern to sync them over.
- The reservation number you will see in TPI is the back office reservation number that connects Tern to TPI. If you click into the reservation on TPI you will see the actual reservation number.

Troubleshooting

- Commissions received in Suitcase do not sync back to Tern
- Any changes made directly in Suitcase do not sync back to Tern
- Updates are synced ever 15 to 30 minutes. On the rare occasion it could be faster.
- Traveler/client info entered in Tern are included in the booking push.
- There is no historical import of old bookings.

Frequently Asked Questions

- **Can I edit a booking after it syncs?**
  - Yes, you can edit it in Tern and the update will push to Suitcase
- **If I edit it in Suitcase, will it sync back to Tern?**
  - No, this is only a one-way sync.
- **How do cancellations affect the sync and commissions?**
  - When you cancel a booking in Tern, the cancelled status syncs to TPISuitcase. TPISuitcase will reflect cancellations and any commission recall amounts posted by TPI Accounting.

Frequently Asked Questions

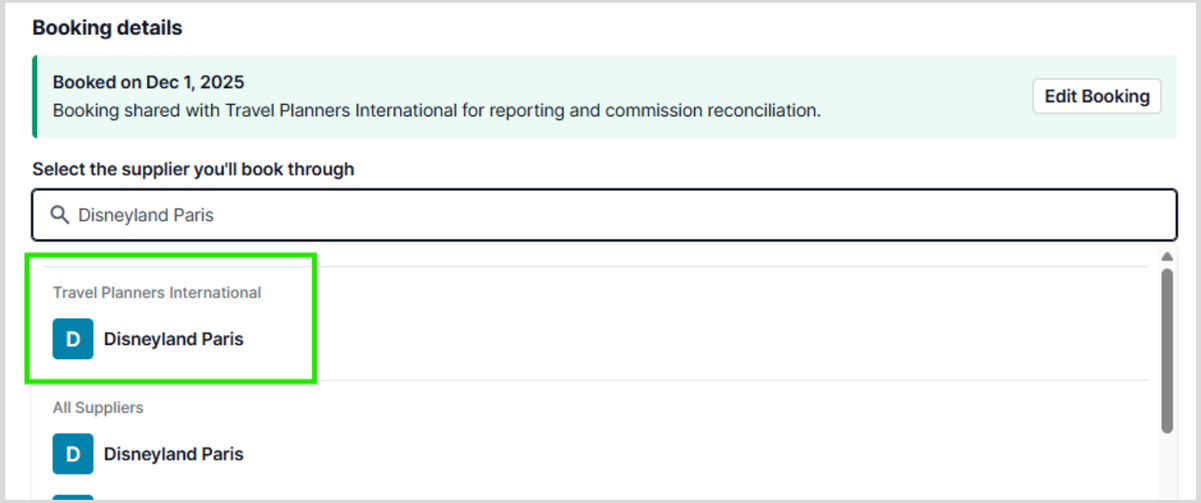
- **What about pre-existing bookings already in Tern?**
  - They are not auto-submitted to TPISuitcase to avoid duplicates. Submit them manually only if they're not already in TPISuitcase.
- **What if I already submitted it in TPISuitcase and now add it in Tern?**
  - In Tern, set that booking's Accreditation to Wanderly's CLIA to prevent a duplicate submission.

Frequently Asked Questions

- **How are partners/suppliers handled?**
  - Tern has imported all TPI-approved partners/suppliers (thousands of them).
    - If you select a partner/supplier not on TPI's approved list, you will be blocked from submitting that booking until the partner/supplier has been added.
    - Request partner/supplier additions through the TPISuitcase using the Establish a New Partner Relationship form.
    - When they notify that the partner has been added in Tern, you can the submit the booking.

Frequently Asked Questions

- **How Do I Choose the Right Supplier for TPI?**
  - TPI-approved suppliers/partners will be listed under Travel Planners International.



Frequently Asked Questions

- **Can I see errors or missing fields before submitting?**
  - Yes. Tern enforces required submission fields or surface clear errors such as missing/invalid partner/supplier.
- **Will I get a TPISuitcase submission confirmation?**
  - You will receive a confirmation email for every booking submitted through Tern and synced to TPISuitcase. If you do not receive the “Submitted Sale Confirmation Email” from hello@tpisuitcase.com, please email Technology@tpionline.com.

Frequently Asked Questions

- **Where will I see my TPI commission now?**
  - You will still look at the Commissions tab in Suitcase.
- **How do I submit a booking for the Personal Travel benefit?**
  - Plan and mark the booking as “Booked” in Tern (under TPI Accreditation) so it syncs to TPISuitcase.
  - Email proof to Accounting@tpionline.com with subject line “Personal Travel” so TPI can flag it.

Best Practices

- Update in Tern only. It's one-way; TPISuitcase won't sync back and anything submitted in Tern will be view only in TPISuitcase
- Check the Accreditation before clicking "Mark as Booked." Use the TPI Accreditation for syncing; Use the Wanderly Accreditation for Disney Destinations
- Avoid duplicates. Don't manually re-enter bookings in TPISuitcase that were created in Tern.
- Spot-check sync. Confirm recent bookings show in TPISuitcase within 30 minutes.
- Escalate issues quickly. If a booking doesn't sync or has errors, email Technology@tpionline.com with the booking details.