

Travelog Pty Ltd

Travel Services Manual

Version: 1.14

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Getting Started With Travelog

USING THIS MANUAL

- During Training

This manual can be used during training as an aid to learning. Trainees should highlight important points and make extra notes as required. Training will focus around a series of 'Typical Procedures'. These 'Typical Procedures' displayed in the manual is the same order in which they will be covered in training.

The trainee is encouraged to watch for words in CAPITALS that correspond to activities, buttons, actions or names on screen. The trainee will notice arrows often linking the words in CAPITALS and the matching button, activity, etc on the screenshot.

- After Training

This manual should also be used as a resource once training has been completed. Trainees are encouraged to revise activities covered during training and to use this manual as a reference.

USING TRAVELOG

Double-click the TRAVELOG WORLD FOR WINDOWS icon on the Desktop. The TRAVELOG WORLD LOGON screen will then appear. Check the correct COMPANY is displayed in the dropdown box. Fill in correct USERNAME and PASSWORD.

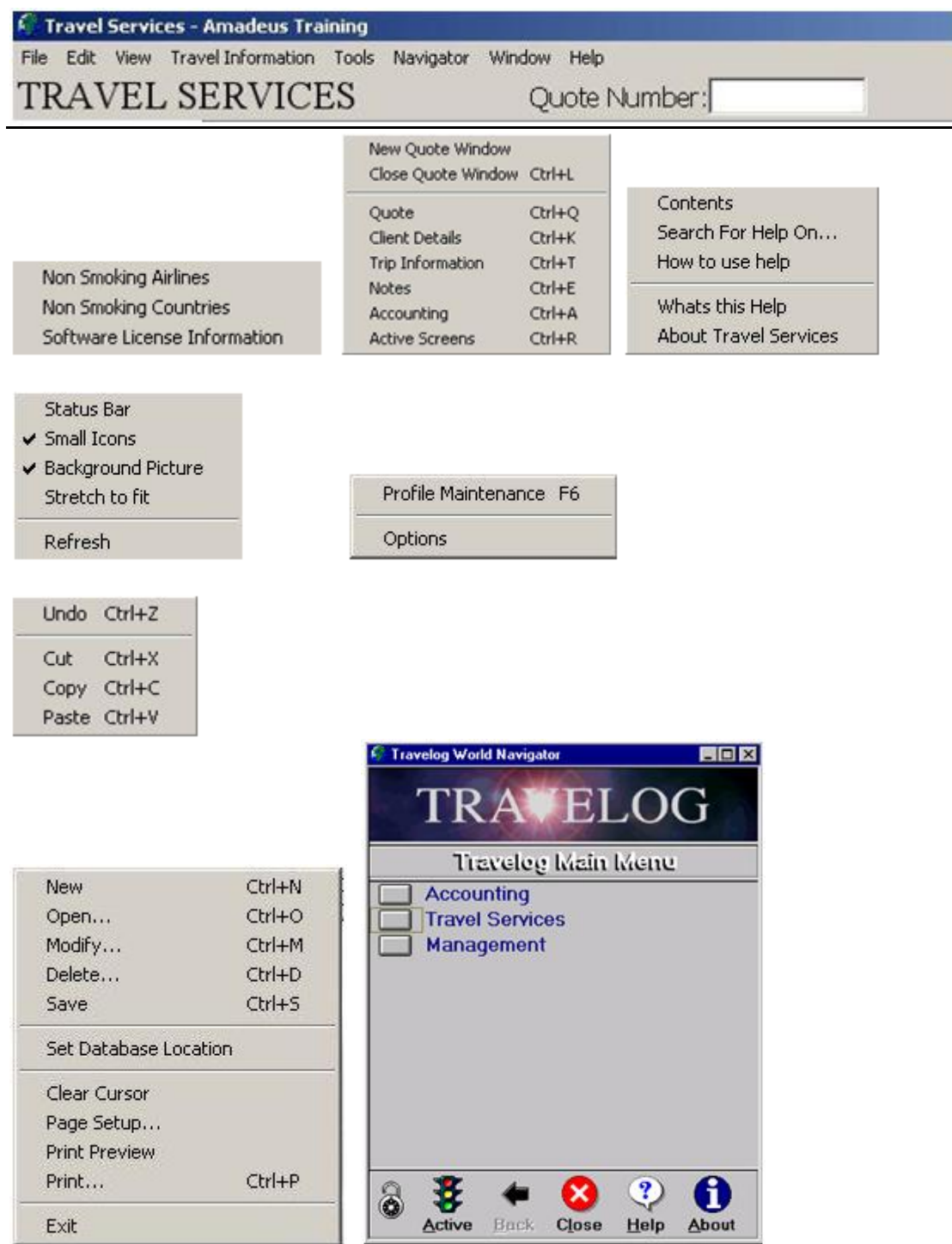
- Click OK. The TRAVELOG MAIN MENU will appear. Click TRAVEL SERVICES.



- Minimise these screens to return to your own 'Desktop'

TRAVEL SERVICES – TOP MENU BAR

The below images will give you an idea of the additional areas available from the top of the Travel Services window. Please note that some areas are under development. Travelog v1.12 now also assists consultants by showing keyboard 'shortcuts' by noting CTRL + the associated letter on your Keyboard for the shortcut.



GLOSSARY OF TERMS

Batch Entry/Data Entry

Tickets, receipts, cheques and all other data entry is entered into a holding file and - at the discretion of the administrator is updated

	throughout the system, normally daily.
BSP – Bank Settlement Plan	The automatic deduction of funds from your bank account by IATA (BSP) of the Airline Automated Tickets printed within your office.
Credit Card (CCCF) Payment	This can be handled in one of two ways; 1). The Travel Agent accepts the card and processes it into their own Bank account as a Form of payment – (see Receipt Entry) . or 2). Agent passes the Credit card number to a Creditor to process - (Non-BSP Entry) . This will track payment & commission payment due back to Agency – (Receipt Entry using Supplier Receipt once commission paid).
Credit Entry	Accounting term related to posting of receipts & invoices when it is used in relation to the client file.
Client Trip File	Documents, tickets, receipts, cheques and other Debit/credit entries are processed to a client trip file for the Traveller. These entries only pertain to one particular trip. If the client travels again, another Client Trip file should normally be created.
Commission	Monies earned from the sale of Tickets or Travel and the difference between the gross amount charged and nett paid
Debit Entry	Accounting term related to posting, tickets & cheques when it is used in relation to a client file.
Debtors Ledger/Corporate	A Commercial Company who buys its travel through your agency and pays by Invoice or Weekly/Fortnightly/Monthly Statements or Credit Card.
Due	Due button – Client Trip Info, shows the outstanding balance
Net Due	A ticket is sold to a client, commission is deducted and the NET DUE the Creditor is held in a General Ledger Holding file until a Cheque is posted to clear the file.

NON-BSP or referred to Suppliers or Principal

Tickets / products sold to clients whom you the agent purchase from consolidators, Insurance Companies, Coach companies, etc where they pay the nett to the above either weekly, fortnightly or monthly by return.

Principal

The real owner of the Travel Tickets or documents you have purchased from the Creditor. The Principal will provide the service. (A creditor and principal can be one and the same, for example – Creditor – Toursafe Insurance provides insurance for the Principal –

Toursafe.) **Import/Export from CRS**

Download/Upload of details from / to

Reservations Systems **Net Remit**

Special negotiated rates for Airline Tickets

(BSP Ticketing)

COMPUTER TERMINOLOGY:

DESKTOP

? A name given by Microsoft to the Opening Screen on your computer where programs are displayed

DOS

? DOS is an old operating character-based system

EXCEL

? A program for Spreadsheets and Accounting use

FONTS

- ? A font is a collection of letters, numbers, symbols that have a particular design
- ? The font and sizes that you use depend on the fonts available in your computer programs
- ? Font type: Select by clicking the drop down button to select your type face
- ? Font size: Select by clicking the drop down button to select your font size

AMADEUS, SABRE, GALILEO, ABACUS

? Your Reservation system (CRS) providers used to book Air, Hotel & Car sectors

HARDWARE

? A name given to computing equipment such as computers, printers, CD Burners etc

INTERNET

? Is operated by an ISP (Internet Service Provider). This could be Telstra, Optus, AOL, TPG, One-Stream etc

MOUSE

- A hand device that moves an on-screen pointer or insertion point and re-positions the cursor. This may be used for clicking on-screen buttons, icons and menus
- The left click is the main operating switch
- The right click may list alternative courses of action
- A double click (two quick consecutive clicks) may be used to open a selected program

MS OFFICE

? This is a Microsoft Suite of Software that comes in various packages. The latest version is 'MS Office 2010'

MS WORD

? The Microsoft Word Processing package that normally comes with your Computer

PRINT PREVIEW

? Allows you to see your selected document on-screen prior to printing a hard copy

PRINT

? This function allows you to turn your document into a hard copy on your selected printer

MS PUBLISHER

? A Microsoft programme for preparing flyers, brochures, posters etc

SAVE

? Stores on-screen information in the computer. Your first save requires you to name the document and maybe the folder or directory in which it is to be stored

KEYBOARD SHORTCUTS

? Most Windows based programs allow users to use shortcuts for common functions by holding the Ctrl Key on your keyboard in combination with a letter – Travelog Quick Keys are as follows:

Ctrl + S = Save File
Ctrl + M = Modify
File

Ctrl + N = New File
Ctrl + P = Print

Ctrl + C =
Ctrl + V =
Paste

SCREEN ICONS & SYMBOLS

- ? **New button** (page) will create a new document
- ? **Open** (folder) opens an existing document
- ? **Save** (disk) you can save the active document you are working on whether it is new or existing
- ? **Close** (file menu or **X** on top right) will close the current document and save the changes made
- ? **Cut** (scissors or ctrl X) removes the highlighted text and place it in memory
- ? **Copy** (2 pages or ctrl C) copies the highlighted text and places it in memory
- ? **Paste** (clipboard or ctrl V) pastes what is in memory to a new location
- ? **Bold** (B button or ctrl B) to add or remove bold – highlight text and click the bold (B) button
- ? **Italics** (I button or ctrl I) to add or remove italics - highlight text and click the italics (I) button
- ? **Underline** (U button) to add or remove underline - highlight text and click the underline (U) button

The symbols on the top right of your screen are:

- ? **X** denotes close of the screen or file
- ? **Box or two boxes** alters the size of your display screen
- ? **_** minimises the screen to the bottom tool bar

WINDOWS

- Windows is an operating system developed by Microsoft, which allows multi access to several files at once with the ability to work between each file.

THE MAIN TRAVEL SERVICES SCREENS

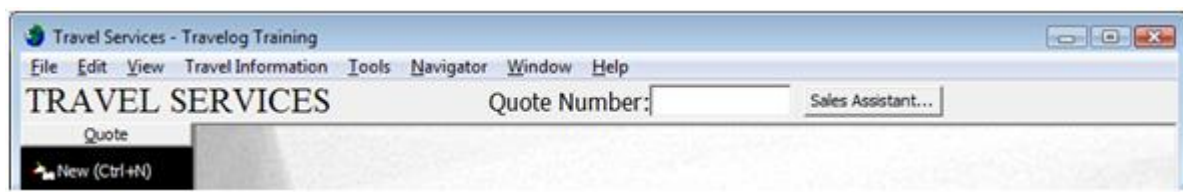
OTHER KEYBOARD SHORT CUTS...

In most screens, any button that has an underlined letter can be activated by: Pressing **Alt** and the underlined letter, for example:

Close - Press **Alt L** instead of clicking on this box.

Save - Press **Alt S** or **Tab** through to the **SAVE** box and when a grey shadow appears, press **Enter** and this will save the entry.

A list of standard keyboard shortcuts can be found under the **FILE, EDIT & WINDOW** buttons at the top of your screen:



New	Ctrl+N
Open...	Ctrl+O
Modify...	Ctrl+M
Delete...	Ctrl+D
Save	Ctrl+S
Set Database Location	
Clear Cursor	
Page Setup...	
Print Preview	
Print...	Ctrl+P
Exit	

Undo	Ctrl+Z
Cut	
Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V

New Quote Window	
Close Quote Window	Ctrl+L
Quote	
Quote	Ctrl+Q
Client Details	
Client Details	Ctrl+K
Trip Information	
Trip Information	Ctrl+T
Notes	
Notes	Ctrl+E
Accounting	
Accounting	Ctrl+A
Active Screens	
Active Screens	Ctrl+R



LIST BARS AND ICONS:

The list bars reside down the left-hand side of the Travel Services windows and each consists of a heading with the various icons below. To access the functions relating to each of icons, it is necessary to press the respective heading, which then allows the icons underneath to be revealed and selected by the user.

NOTE: Keyboard Shortcuts to various areas are also listed and indicated in brackets with Ctrl + the letter used



SECTION 1 – NEW & EXISTING BOOKINGS

CREATING NEW QUOTES / BOOKINGS (CNTRL+N)

THE SIX LIST BARS AND THEIR RELATED SCREENS:

QUOTE



- **NEW QUOTE (CTRL+N)** – Used to create a new Quote or Booking - This will give consultant access to the CLIENT DETAILS screen (See 2. Client Details).

MODIFYING AN EXISTING QUOTE/BOOKING (CNTRL+M)



- **MODIFY (CTRL+M)** – This function can be used to add or remove a trip line from an existing QUOTE or BOOKING. It can also be used to make accounting entries in an existing booking (eg: Receipt Money, Pay Supplier, enter Charges & Credits) When the QUOTE is retrieved as outlined in the following steps, the Client/Trip file, and associated records in Travel

Services are available

- Click on MODIFY. The SELECT TRIP FILE TO MODIFY... screen is activated, where all Quotes and Bookings are displayed. The search can be Consultant related or sorted by multiple parameters. Default search settings can be changed on individual workstations and are normally defaulted during installation – See the 'INI File Setup' document found in the Manual Folder of your office J: Drive for further information

File Number	Client Trip	Title	Initials	Surname	Departure Date	Address	Addr 2	Addr 3
9	9	Miss	Test	Amadeus	29/03/2006	12 Ernest Street	Balgowlah Heights	NSW
10	10	Mr	George	Test	12/04/2006	12 Main Street	Ashburton	Vic
11	11	Mr	Joe	Brown	29/03/2006	22 Sign Street	Manly	NSW
12	12	Miss	Robyn	Green	29/03/2006	22 Red Street	Mandy Street	Sydney
13		Miss	Test	Amadeus	14/12/2005	12 Ernest Street	Balgowlah Heights	NSW
14		Miss	Test	Amadeus	14/12/2005	12 Ernest Street	Balgowlah Heights	NSW
15	15	Mrs	Jane	Amadeus	22/08/2006	12 Main Street	Ashburton	Vic
16	16	Miss	Test	Amadeus	29/01/2006	.		
17	17	Mrs	Jane	Amadeus	19/06/2006	12 Main Street	Ashburton	Vic
18	18	Mrs	Jane	Amadeus	11/01/2006	12 Main Street	Ashburton	Vic
19	19	Mr	George	Test	12/04/2006	12 Main Street	Ashburton	Vic
20	20	Miss	Test	Amadeus	29/01/2006	.		
21	21	Mrs	Jane	Amadeus	11/01/2006	12 Main Street	Ashburton	Vic

COPYING OR DELETING QUOTES/BOOKINGS



- **DELETE** – To delete a Travel Services Quote. – Note you cannot delete files that contain Accounting Records. This will activate a modified SELECT TRIP FILE TO MODIFY... screen where only Quotes and Cancellations are displayed. Highlight the required QUOTE and press SELECT.



- **COPY** – This button activates the SELECT TRIP FILE TO MODIFY... screen. Use of this function allows the Consultant to copy Client Details, Passenger Details and/or Trip Information Details into a new booking number.

The COPY function is particularly useful to an agency that sells packages or tours. A 'Template' booking file can be created and copied each time the particular tour or package is being sold to a new client. Highlight the required QUOTE number, Press SELECT and answer YES or NO carefully to the questions that follow...

SAVING YOUR TRAVEL SERVICES BOOKING (CNTRL+S)



- **SAVE (CTRL+S)** – This will save the details entered against an existing Quote or Booking in Travel Services and closes the particular Quote or Booking. Please try to ensure you always SAVE a file once you have finished working with it.



- **CANCEL (CTRL+L)** – Cancels any changes to the Quote or Booking currently displayed. This function should be used to discard a partly completed Client Details screen if you no longer wish to create a new file.



- **CLOSE** – This will close Travel services and any currently open or displayed Booking Files. PLEASE NOTE: Using this button without first saving an open Booking file will cause any unsaved data from the file to be lost.

SECTION 2 - CLIENT DETAILS: (CNTRL+K)

ENTERING NEW CLIENT DETAILS



- From the first (default) Travel Services Screen, Select the NEW QUOTE option. This will open the below CLIENT DETAILS screen for you.

Fill in all CLIENT DETAILS: Yellow fields are compulsory, white optional. Selections in fields with drop down arrows can be activated by using **↓** & **↑** on keyboard, and using the ENTER key to select and move to next the field.

If first letter of the entry description is known, it is possible to access the list of items within this field quickly. For example: Destination – New South Wales – if 'N' is entered (typed), the list will appear with New South Wales highlighted because it is the FIRST item in the table beginning

with 'N' – Press

'Enter' and this Selection will be used. Use the up and down arrows on your keyboard to move through additional code listings.

NOTE: By loading detailed information about clients and their contact details, this information will become beneficial to an agency when looking to use their client database in the future for marketing and reporting...

- SURNAME – Enter Client's Surname as you intend it to appear on any printed documentation for your

Clients – NOTE: Travelog will automatically make the first letter a CAPITAL letter

- TITLE - Select the passenger's title from drop down selection area.
- FIRST NAME – Enter client's full First Name
- ADDRESS – Enter Client's Address Details noting Yellow Fields are mandatory
- POST CODE – Enter relevant Post Code Details
- WORK PHONE – Enter Work Telephone Number including city code eg. 02 9211 7555
- HOME PHONE – Enter Home Telephone Number including city code eg. 02 9211 6166
- WORK FAX – Enter Work Fax Number including city code eg. 02 9211 6166
- HOME FAX – Enter Home Fax Number including city code eg. 02 9211 6166
- MOBILE PHONE – Enter Mobile Telephone Number
- E-MAIL ADDRESS – Enter Client's E-mail Address
- CONSULTANT – Drop Down Button - Select Consultant's Name.
- DESTINATION – Drop Down Button and select destination eg. Asia – Hong Kong / Japan OR the most distant Travel point eg. Between Sydney + Melbourne select VICTORIA.
- SOURCE – Drop Down Button and select source description eg. Repeat, Corporate etc.
- CATEGORY - Drop down button - Select reason for travel eg. Business, Holiday etc.

The 4 compulsory Client Details fields: CONSULTANT-DESTINATION-SOURCE-CATEGORY:

- GROUP – Used to link individual client's booking together when they are travelling for a common reason eg. Olympics or Garden Special Interest Group. Codes are created by administrators
- LOCATION – Used for marketing purposes to capture what area clients live in.
- CLASS – Debtor Class 1 / 2 or 3 – Mainly for use by a Corporate Agency only to specify their Top 10 / Top 20 & Top 30 Accounts.

- AGENT – Outside Agency's Travel Brokers
- TRAVEL AGENCY – Agency Name will default and this is setup during installation. If running a multi branch agency, you will need to select the correct agency and in some cases you may be forced to select the agency branch manually to ensure correct reporting on agency sales
- CORPORATE A/C – Adds a link to a Debtor's Corporate Account for Invoicing and Reporting purposes at a later date. These tasks are normally handled by Administrators in the 'Back Office'
- CLIENT TRIP ACCOUNTING CODE – Same number as CURRENT QUOTE NUMBER (Found at top right- hand side of screen) If these numbers differ it indicates a corruption in your database and a Database Repair will normally resolve this problem (see Database Repair documentation)
- VIEW MATCHING PROFILE – Will show matching Profile Codes based on Surname

ADDITIONAL BOOKING DETAILS WITHIN THE CLIENT DETAILS SCREEN:

This information is populated automatically if you have imported a booking from your reservation system. This area is completed manually for land-only bookings created outside of your CRS booking system(s).

The screenshot shows a form with the following fields and options:

	Adult:	Child:	Infant:
No. of Pax	1	0	0
Departure Date:	07/07/2010 [Calendar Icon] [Dropdown Arrow] [More Icon]		
Return Date:	DD/MM/YYYY [Calendar Icon] [Dropdown Arrow]		
Departure Type:	<input type="checkbox"/> Month of Departure <input type="checkbox"/> Open Dated Departure		

- NO. OF PAX ADULT – Enter the total number of adults travelling – Alternatively this information will be automatically completed when a PNR imported from Reservation System
- NO OF PAX CHILDREN – Enter number of children travelling. This information will also be completed automatically when a PNR has been imported from the Reservation System
- NO OF PAX INFANT – Enter the number of infants travelling. This information will also be completed automatically when a PNR has been imported from the Reservation System
- DEPARTURE DATE – Enter departure date or Click Calendar and select date. This information will also be completed automatically when a PNR has been imported from the Reservation System
- RETURN DATE – Return Date is calculated automatically by the system however the information is only populated after adding all booking information to your file and saving the file.
- MONTH OF DEPARTURE – Month of departure eg. Nov
- OPEN DATED DEPARTURE – Please select this option for files with Open-Dated departures or for files that may have credits on file that you will be holding for clients such as a Bridal Registry

ADDING CLIENT PASSPORT / VISA DETAILS



PASSENGER & PASSPORT/VISA DETAILS:

This area will allow you to add additional passenger to your file. Returning to the CLIENT DETAILS screen, click the PASSENGER & VISA icon to gain access to the PASSENGER AND PASSPORT/VISA DETAILS screen

NOTE: IF YOU CREATE BOOKINGS WITH MULTIPLE PASSENGERS, PLEASE ENSURE THAT ALL ADDITIONAL PAX NAMES ARE ADDED TO THE BOOKING BEFORE YOU 'CREATE AS A BOOKING'. THIS IS DONE BY CLICKING ON THE 'ADD PASSENGER' BUTTON

- ADD PASSENGER – Will add additional passengers
- MODIFY PASSENGER – Will modify passenger that is highlighted
- DELETE PASSENGER – Will delete passenger that is highlighted
- TITLE – Click drop down button and select title
- FIRST NAME – Enter client's full first name - This is for later printing onto Departure Cards
- SURNAME – Enter client's surname
- (In Upper & Lower Case Only)
- AGE – The correct age will default once the date of birth has

been entered

- DATE BIRTH – Enter client's birth date or click calendar and select
- SEX – The correct sex will default from the title chosen
- TYPE – The correct type will default from age and birthday (Except for Student and Youth)

AFTER ADDING PASSENGERS YOU CAN ALSO ADD RELEVANT PASSPORT/VISA INFORMATION FOR EACH CLIENT. THIS IS NORMALLY ONLY COMPLETED FOR REGULAR TRAVELLERS SO WE SUGGEST ALSO CREATING CLIENT PROFILES IF YOU INTEND ADDING PASSPORT INFORMATION

NOTE - When completing the Passport/Visa details in DESCRIPTION and NATIONALITY entries: type: AU = Australia / UK = British / NZ = New Zealand and these will download in full. You can switch between entering of either Passports or Visa information by selecting relevant type.

- PLACE OF ISSUE: use the city three letter code, for example: CBR = Canberra.
- ADD PASSPORT/VISA – Will add passport / visa details for passenger that is highlighted
- MODIFY PASSPORT VISA – Will modify passport / visa details for passenger that is highlighted

- DELETE PASSPORT/VISA – Highlight and delete passport / visa details
- TYPE – Click correct area - either PASSPORT or VISA
- DESCRIPTION – Enter Passport or Visa type
- DOCUMENT NO. – Enter Passport or Visa number
- NATIONALITY Enter nationality – NOTE: Shortcuts AU=Australia NZ=New Zealand UK=British
- ISSUE DATE – Enter date of issue or click calendar and select
- EXPIRY DATE – Enter date of expiry or click calendar and select
- PLACE OF ISSUE – Enter any IATA 3-Letter city code and the city description will default
- COMMENT – Mainly applicable to visa entries eg. Business or Tourist

CLIENT PROFILES FOR FREQUENT TRAVELLERS



CREATE PROFILE:

A profile is a set of data relating to a client. Profiles are generally created when a client first books with the agency or can be merged from other data base sources via the helpdesk.

A Client Profile contains details of name, address, preferences, corporate link, rules, Passport/Visa and payment details for an individual client who would be set up as a repeat traveller of the agency. The details can also be entered prior to booking if the client is a Corporate Traveler. This facility enables the agency to hold on file complete details for any regular traveller of the agency. It is also used for marketing / sales analysis.

NOTE: An agency needs to establish guidelines to assist the consultants in determining when a Client Profile should be created. A profile can be linked to existing trip information and relevant accounting information and can then be used in the Sales & Corporate Reporting areas to find this information later.

TO CREATE A NEW PROFILE:

- Complete CLIENT DETAILS screen (NOTE: Yellow areas MUST be filled in to continue)
- Click CREATE PROFILE on left list bar. (NOTE that a tick appears next to EXISTING PROFILE, the profile code, which has been created, fills in, as well as three icons (Payment details, address details and comments) which appear above the surname field. Clicking on these icons may enter these. (Detailed below)

- Answer OK to the statement, which appears.
- All of these details will appear when the profile is used to create a new booking and can be modified by over typing the details

- The first button next to the profile code is a BROWSE BUTTON, which can be used to access the PROFILE BROWSE
- where an existing profile can be viewed, selected and used in a booking.

The PROFILE BROWSE Screen contains or allows access to the following information:

Profile Browse

File Edit Navigator! Help

Search for: Show Matching ☒ Profile ☐ Debtor Account

Sort Order: ☒ Surname ☐ Account Code Selected: Miss Test Amadeus

PROFILE ACCOUNT LEVELS	PROFILE ACCOUNT INFORMATION
+ AMADEU4 - Mrs Jane Amadeus	Account Code: AMADEU1
+ AMADEU5 - Mrs Jane Amadeus	Account Name: Miss Test Amadeus
+ AMADEU6 - Mrs Jane Amadeus	Address: 12 Ernest Street
+ FRY1 - Mr Carlos Fry	Balgowlah Heights
- GILLET1 - Mr Stuart Gillett	NSW
- HARRIS1 - Mrs Gai Harris	Post Code: 2093
- HODGE1 - Mr Alexander Hodge	Home Phone: 5555 0892 Work Phone: 5555 5099
- LEROUX1 - Mr Robert Leroux	Fax Phone: Mobile Phone: 0415-55555
- MIRFRON1 - Mr Froilan Miranda	Corporate Acc: Susan Clothing
+ MOLITO1 - Mrs Benita Molitor	Marital Status:
+ STONE1 - Mr M Stone	Email Address: info@travelogiti.com
- TEST1 - Mr George Test	

Select Close

Ready CAPS NUM 26/05/2006 16:23

- Under PROFILE ACCOUNT LEVELS the various trip/client files using that particular profile are shown. These can be accessed by clicking on the + sign adjacent to the profile code.

- Under PROFILE ACCOUNT INFORMATION, details added in the CLIENT DETAILS screen are accessible.

- Click button next to DEBTOR ACCOUNT. This accesses information relating to the Debtor Account linked to the highlighted client file.

Several Buttons at the top of the Profile Browse Screen provide further relevant information:

- The TRIP TRANSACTION ENQUIRY button lets users access Client/Trip file Accounting details:



Profile Transaction Enquiry BELND1

File Edit Navigator! Help

Trip Account: BELND1

Name: Mrs B Belinda

Debit Name:

Balance:

Depart Date:

DEBIT						CREDIT					
Date	Type	Doc. Type	Doc. Number	Amount	Non-Comm.	Date	Type	Doc. Type	Doc. Number	Amount	Non-Comm.
02-Jun-99	CH-BT	credit/Voucher		1,250.00	0.00	02-Jun-99	BSP	ACM S			
02-Jun-99	CH-BT	credit/Voucher		150.00	0.00	02-Jun-99	INV	Invoice			
02-Jun-99	INV	Credit Note		6,500.00	0.00	TOTALS				7,000.00	0.00

TOTALS 7,000.00 0.00

Include Non-Updated Transactions

Client profile record CAPS NUM 08

screen, allowing modifications and additions to be made to the profile.

- The PROFILE MAINTENANCE button allows access to that particular Back Office

Profile Maintenance

File Edit Options Navigator! Help

Profile Code: AMADEU1

Profile Type: ☒ Client ☐ Corporate Account

Surname: Amadeus

Title: Miss First: Test

Address: 12 Ernest Street

Balgowlah Heights

NSW 2093

Mailing Options: Garden Tour

Marital Status:

Corporate Account: SUSAN Susan Clothing

Country of Birth:

Date of Birth: 00/00/0000

Country of Citizenship:

Work Phone: 5555 5099

Home Phone: 5555 0892

Work Fax Phone:

Home Fax Phone:

Mobile Phone: 0415-55555

Type of Business:

Occupation or Job:

E Mail Address: info@travelogiti.com

Add Preference Copy Preference Delete Preference

Mileage Club	Club No	Points Earned	Programme Name	Comments/General
Cardiac Frequent Flyer	2332	5	Miss Test Amadeus	

ADD UPDATE DELETE SAVE CANCEL CLOSE

Please modify profile details CAPS NUM 26/05/2006 16:23

- Returning to the CLIENT DETAILS screen, further details of the profile can be recorded, using the buttons adjacent to the Profile Browse button:
- The PAYMENT DETAILS button allows access to the PAYMENT DETAILS screen. This screen can be used to record the payment details of regular clients, and holds details of credit cards, cheque account, etc.

Existing Profile ☒ TEST9 ... \$ [Icon] [Icon]

- The REMARK ENTRY button allows access to the REMARK ENTRY screen. This provides two separate free-text areas to record RULES & REGULATIONS and OTHER REMARKS.

- The PROFILE ADDRESS DETAILS button allows access to the PROFILE ADDRESS DETAILS screen, which records additional address details of the profile.

Existing Profile ☒ TEST9 ... \$ [Icon] [Icon]

STORING PROFILE PREFERENCES(F/Flyer Numbers, Meals, Seating & Leisure Preferences)



PROFILE PREFERENCES

Click the PREFERENCES icon, which allows access to PROFILE PREFERENCES.


These allow entry of the clients Preferences for Airline, Mileage Clubs, Leisure and any special requests. These can all be passenger related and can apply to the additional passengers on the profile as well. These are to ensure that you then book what the client actually requires and that any special information relating to each client can be held on file. Before entering into this area there is some work that needs to be done in the Codes Maintenance area to establish commonly used codes for Preferences. The following codes will be needed:

- Mileage Clubs (can be airline, rental car or hotel)
- Suppliers (either accommodation, insurance, transport or other)
- Supplier Services (room types, car types etc)

NOTES TO ADDING PREFERENCES:

- Click into each category box & click the drop down button to select preferences
- Use right & left scroll buttons to access all the preference boxes
- Mileage & Request are the only two categories that are generated to the airline
- Remember to add all preferences before clicking SAVE as this will then close the preferences area

AIRLINE Preference



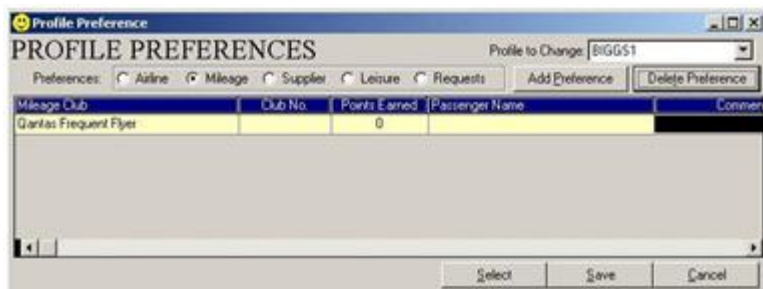
The screenshot shows the 'Profile Preference' window with the 'Airline' tab selected. The 'Profile to Change' dropdown is set to 'BIGGS1'. The table below shows the current preferences:

Code	Airline	(Don't Use)	Seating	Seat No.	Class	Distance	Sm
QF	Qantas		Rear - Window		Economy	International	

Buttons at the bottom: Select, Save, Cancel.

- Airline
- Seating eg. Window / Aisle
- Specific Seat Requests
- Class of Travel
- Distance eg. Long Haul
- Smoking / Non Smoking
- Any Extra Comments

MILEAGE (Frequent Flyer Memberships)



The screenshot shows the 'Profile Preference' window with the 'Mileage' tab selected. The 'Profile to Change' dropdown is set to 'BIGGS1'. The table below shows the current preferences:

Mileage Club	Club No.	Points Earned	Passenger Name	Comments
Qantas Frequent Flyer		0		

Buttons at the bottom: Select, Save, Cancel.

- Club Type
- Club Number
- Points Earned (this may no longer be applicable due to Credit Card schemes that now earn Points)
- Comments (free format)

SUPPLIER (PREFERENCES)

Under SUPPLIER enter choices for Accommodation, Insurance, Transportation, Tours and Other and the fields that can then be entered into for each of these are:

The screenshot shows the 'Profile Preference' window with the 'Supplier' tab selected. The 'Profile to Change' dropdown is set to 'BIGGS1'. The 'Preferences' section has radio buttons for Airline, Mileage, Supplier (selected), Leisure, and Requests. There are 'Add Preference' and 'Delete Preference' buttons. The main table has columns: Supplier, Service, Smoking, Rate, and Passenger Name. One entry is visible: Supplier 'ANA Hotels', Service 'Deluxe', Smoking 'Non smoking' (indicated by a checked box), Rate '\$0.00', and Passenger Name 'Mr Glenn Biggs'. At the bottom are 'Select', 'Save', and 'Cancel' buttons.

Supplier	Service	Smoking	Rate	Passenger Name
ANA Hotels	Deluxe	<input checked="" type="checkbox"/>	\$0.00	Mr Glenn Biggs

- Type of Supplier
- Supplier Name
- Service Required eg. Double Room, Automatic Hatchback
 - Service Rate - in the case of Corporate Clients who may have a special rate for their company.

- Smoking / Non smoking
- Comments

LEISURE is very brief and only consists of the following:

- Type of Leisure Activity
- Comment eg; "Always travels to State of Origin"

The screenshot shows the 'Profile Preference' window with the 'Leisure' tab selected. The 'Profile to Change' dropdown is set to 'BIGGS1'. The 'Preferences' section has radio buttons for Airline, Mileage, Supplier, Leisure (selected), and Requests. There are 'Add Preference' and 'Delete Preference' buttons. The main table has columns: Leisure, Comment/Special Requirements, and Passenger Name. One entry is visible: Leisure 'Rail', Comment 'Interested In Group Tours', and Passenger Name 'Mr Glenn Biggs'. At the bottom are 'Select', 'Save', and 'Cancel' buttons.

Leisure	Comment/Special Requirements	Passenger Name
Rail	Interested In Group Tours	Mr Glenn Biggs

REQUESTS

- These are where OSI/SSR entries for exporting to the Reservation System are entered. Note that these items once exported will create the OSI / SSR entries for you in your PNR

The screenshot shows the 'Profile Preference' window with the 'Requests' tab selected. The 'Profile to Change' dropdown is set to 'BIGGS1'. The 'Preferences' section has radio buttons for Airline, Mileage, Supplier, Leisure, and Requests (selected). There are 'Add Preference' and 'Delete Preference' buttons. The main table has columns: Special Request, Comment/Special Rates/Requirements, and Passenger Name. Two entries are visible: 'ADTK' with an empty comment, and 'DBML' with 'DIABETIC MEAL'. Both have 'Mr Glenn Biggs' as the Passenger Name. At the bottom are 'Select', 'Save', and 'Cancel' buttons.

Special Request	Comment/Special Rates/Requirements	Passenger Name
ADTK		Mr Glenn Biggs
DBML	DIABETIC MEAL	Mr Glenn Biggs

PRINTING DEPARTURE CARDS (Australia & NZ Only)



DEPARTURE CARDS

Click the Client Details List Bar and then, click on the DEPARTURE CARDS icon in the left list bar. Select the appropriate country from the DEPARTURE CARD SELECTION, which will then allow screen display of the departure card itself. If multiple passengers are travelling, only the Passenger whose name is highlighted in the Passenger & Passport t/Visa details screen will be the person who a Departure Card will be raised for.



COMPLETING THE CARD - Some Information will automatically populate this document however some fields will need to be filled in manually by using the keyboard to TAB through fields and manually add any missing information.

Insert the Departure Card in the printer slot. Click PRINT to produce the departure Card. Note that where you have drop down options and the item you want is not available you can type anything in this area however the only way to keep the description is to TAB out of the relevant field using the TAB Button on your keyboard.



IMPORT FROM CRS – GALILEO / SABRE

This feature is used when a booking has been made in your CRS system and the details are required in Travel Services. You will need to IMPORT the PNR data into

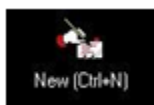
Travel

Services. The relevant PNR must be present (showing) in the live CRS System Window which will then allow Travelogs' Interface to read relevant information.

STEPS TO IMPORTING PNR DETAILS OF YOUR NEW BOOKING:

Create booking in your Reservation System (Galileo / Sabre)

1.1SMITH/J MR 2.1SMITH/J MRS
1 QF 119Y 20FEB 2 SYDAKL HK2 0705 1200 /DCQF /E
2 QF 116Y 25FEB 7 AKLSYD HK2 0645 0800 /DCQF /E
TKT/TIME LIMIT
1.TAW30JAN
PHONES
1.SYD02 9211 7555-H
2.SYD02 9211 6166-B



- Open TRAVEL SERVICES
- From the Grey 'QUOTE' Bar select NEW
- From the 'Client Details' LIST BAR – select 'IMPORT FROM C.R.S.' icon
- Select or Unselect relevant import options from the below window



The options of Updating Itinerary/Pricing from this window relate mainly to when a PNR has been changed in your Live CRS and is being imported again. Generally users who are importing the PNR for the first time to Travel Services will want to see both the Itinerary and any Published Fares or Hotel/Car pricing to be imported.

- This will DOWNLOAD the relevant details into your new Travel Services File number
- Follow any Travelog prompts you might see on screen
- Fill in any mandatory fields (Yellow Fields) in your Client Details Window

THE IMPORTED PNR DETAILS CAN BE FOUND IN YOUR 'TRIP INFORMATION' WINDOW



IMPORT FROM CRS – AMADEUS or ABACUS USERS

The Amadeus Import function is different to that of Sabre and Galileo. You must first create your booking in Amadeus and it should include all relevant Client contact Information in formats required by Amadeus. Alternatively users can 'Export' the stored passenger profile information using the 'Export to CRS' option. When PNR is complete, End and Retrieve the PNR. To transfer from your

Amadeus PNR into Travel Services files, type BT in your Amadeus screen hit the NTER key on your keyboard. This will transfer the booking into an A.I.R File Record which Travelog then uses to capture details on import.

STEPS TO IMPORTING NEW BOOKINGS

- Create booking in your CRS or Export Stored Profile details to Amadeus
 - 1.SMITH/J MR
 - 2.SMITH/J MRS
 - 3 QF 119Y 20FEB 2 SYDAKL HK2 0705 1200 /DCQF /E
 - 4 QF 116Y 25FEB 7 AKLSYD HK2 0645 0800 /DCQF /E
 - 5 TKT/TIME LIMIT - TAW30JAN
 - 6 SYD02 83004444-H
 - 7 SYD02 96991588-B
- End & Retrieve your booking
- Type BT in Amadeus or DIT in Abacus Space
- Open TRAVEL SERVICES and Select 'NEW QUOTE'
- Under CLIENT DETAILS List Bar– select 'IMPORT FROM CRS' icon
- From the Menu that appears select the PNR to import and click the IMPORT button. This will DOWNLOAD the relevant details into you Travel Services trip number
- Fill in any mandatory (Yellow) fields in your Client Details Window

Amadeus Download Screen ID: Amadeus Import

Options

Show:

☐ Matching PNR(s) Only ☐ Current User Only ☒ Show City Codes instead of Names

Import Options

☒ Update existing pricing ☒ Update Itinerary details ☐ Always create new trip lines

PNR	Passenger Names	Routing	Dep.Date	Type	User	Select	Import
Z2JWQ	TEST/GEORGE MR	SYD/MEL/SYD	12-Apr-06	Booking	FM	<input type="checkbox"/>	IMPORT
Z2P9GL	AMADEUS/JANE MRS, TEST/AMADEUS MR	SYD/AKL/LAX/LHR/SYD	19-Jun-06	Booking	FM	<input type="checkbox"/>	IMPORT
Z2JWQ	TEST/GEORGE MR	SYD/MEL/SYD	12-Apr-06	Booking	FM	<input type="checkbox"/>	IMPORT
ZBA8VD	AMADEUS/TEST MISS	SYD/AKL/SYD	29-Jan-06	Ticketed	AB	<input type="checkbox"/>	IMPORT
ZBA8VD	AMADEUS/TEST MISS	SYD/AKL/SYD	29-Mar-06	Ticketed	AB	<input type="checkbox"/>	IMPORT
YMGBNC	TEST/AMADEUS MR(INF/JAMES)	SYD/MEL/SYD	21-Dec-05	Booking	NF	<input type="checkbox"/>	IMPORT
Z2JWQ	TEST/GEORGE MR	SYD/MEL/SYD	12-Apr-06	Booking	NF	<input type="checkbox"/>	IMPORT
Z2P9GL	AMADEUS/JANE MRS, TEST/AMADEUS MR	SYD/AKL/LAX/LHR/SYD/MEL	19-Jun-06	Booking	NF	<input type="checkbox"/>	IMPORT
Z2P9GL	AMADEUS/JANE MRS, TEST/AMADEUS MR	SYD/MEL	22-Aug-06	Booking	NF	<input type="checkbox"/>	IMPORT
X7535Q	WILLIS/STEPHEN MR	SYD/MEL/PER/BME/PER/SYD	18-Nov-06	Ticketed	RR	<input type="checkbox"/>	IMPORT

Delete Selected Redisplay Close

IF YOU DO NOT SEE YOUR PNR IN THE LIST OF BOOKINGS, YOU MAY NEED TO UNTICK 'CURRENT USER ONLY' OPTION. AFTER THE PNR HAS BEEN IMPORTED THE RELEVANT DETAILS WILL BE STORED IN THE

TRIP INFORMATION AREA. IF ANY PUBLISHED OR STORED FARE INFORMATION AND/OR TICKETING DATA IS NOT CAPTURED PLEASE CONTACT AMADEUS & ENSURE AGENCY PROFILE FIELDS B23/B27 ARE SET TO INCLUDE THIS DATA...

IMPORT FLIGHT CHANGES & AMENDMENTS

FLIGHT AMENDMENTS – IMPORTING NEW DETAILS INTO TRAVELOG

- Display Flight PNR in Amadeus, Galileo or Sabre
- Amend Flights, End Transaction and Retrieve PNR.
- Type BT for Amadeus, DIT for Abacus or for Galileo and Sabre users ensure the PNR is displayed
- Click TRAVEL SERVICES on Bottom TOOL Bar or via the 'Navigator' Main Menu
- Click MODIFY (Ctrl M) on your Travel Services left List Bar to bring up a list of bookings

- To search by QUOTE number, enter the number into the FILE/QUOTE NUMBER field at the top of the screen. Click on the relevant booking line to open and click on OK to select. The booking will then open
- To search by surname, enter the surname in the SURNAME field. You can also further search by tabbing to the next field and typing in the Client's Initial or First Name when searching by surname.

- Once the desired QUOTE has been located, Press OK - This will retrieve the QUOTE and activate it in Travel Services, where modifications can then be made - The search can also be related to the other parameters listed, and further refined by selecting an appropriate DATE RANGE TO SEARCH.
- The Client Details or Trip Information Window will be displayed depending on your workstation setup
- Click IMPORT FROM CRS – This will import from Sabre and Galileo automatically however Amadeus Users will need to select the PNR from a list of PNRs. Once you have found the PNR in the Listing, click on the IMPORT Button relating to your amended Amadeus PNR. You can then choose to update Itinerary/Pricing (or both)

IF YOU HAD NOT SELECTED TO UPDATE EXISTING PRICING / ITINERARY:

- In the Trip Information window you will find in the 'OPTIONS' TAB to the Right of your Screen your amended
- PNR with the new flight details and costs if the PNR has stored fares present.
- From the OPTIONS area highlight the line you are wanting to maw add to your BOOKING Area. Once this line is Highlighted you can then click on the BOOKING Tab



where you will be asked if you want to ADD TO or REPLACE Details – Please make your own choice from these options:



- Click on the CLIENT DETAILS tab on the left list bar
- The CLIENT DETAILS Screen will appear – Make any necessary amendments
- DESTINATION – make changes if applicable
- DEPARTURE DATE – if you amend the departure date you also need to click the Browse Box at the right of the drop down calendar and Answer Yes to CHANGE ALL DATES and the Departure Date Box and Trip Information Items will be updated in Options
- Click PASSENGER AND VISA DETAILS – Add, Modify or Delete Details (if applicable)
- Click TRIP INFORMATION on left List Bar and the TRIP INFORMATION Window will appear
- Click MODIFY and Complete FLIGHT SECTOR INFORMATION including AIR PASSENGER PRICING Details and SAVE –
- Remember to price all passengers – Note you can COPY PRICING if the airfare is the same
- Answer Yes or No to the ticket number query/request
- Click SAVE on the FLIGHT SECTOR INFORMATION and return to TRIP INFORMATION
- Complete printing options (if applicable)
- OR Click QUOTE on left List Bar and click SAVE or use the shortcut CTRL+S.

Please Ignore or End & Retrieve your Booking from the live CRS Window

EXPORT CLIENT PROFILES TO YOUR CRS (Amadeus, Sabre, Galileo)



EXPORTING STORED PROFILES TO YOUR CRS SYSTEM

This is the interface function used to transfer the information from your stored Client Profiles such as Frequent Flyer numbers, Passport information, SSR / OSI requests and other info into your live CRS system. This also allows stored credit card information to export to the 'Notepad' or 'Remarks' area of your PNR.

STEPS TO CREATE NEW BOOKINGS IN YOUR CRS USING A STORED PROFILE

- Book flight sectors in your CRS (Galileo, Sabre or Amadeus)
- Open 'NEW' QUOTE from the QUOTE icon found under the QUOTE LIST BAR
- In CLIENT DETAILS screen select Profile Code to be used or create a NEW Profile
- Complete any and all missing or required fields in the 'Client Details' window
- Select the 'Export to CRS' icon from the left of your screen under the Client Details 'List Bar'

THE FOLLOWING SCREEN SHOULD APPEAR:

Export to Reservation System

Options

CLIENT INFORMATION

Title: Mr Initials: George

Surname: Test

Address: 112 Main Street
Ashburton
Vic 3000

Home Phone: ☐ Export Client/Agcy Info

Work Phone: 03 65465466 ☒ Build Transit Info

Mobile Phone:

Fax:

Email Address:

PNR SECTOR INFORMATION

No.	Airline	Flight No.	Class	Depart	Dep. Date	Time	Arrive	Arr. Date
1	UA	UA9548	Y	SYD	12/09/2006	07:00	AKL	12/09/2006
2	QF	QF040	Y	AKL	16/09/2006	06:10	SYD	16/09/2006

ADDITIONAL PASSENGERS

☐ Initials Only ☒ Full name ☐ First name plus middle initials

☒ Group by Family Name

Passenger Name	Selected	Passport
TEST/GEORGE MR	<input checked="" type="checkbox"/>	AU - 98723

PREFERENCES TO ADD TO PNR

Vendor Remark: ☐ OSI Request: ☐ SSR Request: ☐ Mileage Clubs: ☐

Sector	Passenger	Code	Comment	Status	Selected
ALL	TEST/GEORGE MR	QF	2223	0	<input checked="" type="checkbox"/>

Add Preference Modify Preference Unselect All Delete Preference

Progress: Ticketing Time Limit: 05/05/2006 Export/Import Export Close

- Select relevant preferences by clicking on Vendor Remarks / OSI or SSR Request / Mileage Clubs
- Select a ticketing time limit for your new PNR
- Should you have an existing customer in your selected profile that will not be travelling on THIS new booking, you must unselect the relevant traveller(s)
- Click on 'Export / Import' button or Export only from bottom right corner.

A prompt will then appear asking you if you are sure you require information to be exported to 'YOUR CRS' – Select OK - (NOTE: you can follow the progress of this function in the bottom left hand corner of the above screen)

NOTE: For the Travel Services Import feature to capture stored fares these must be present in the PNR. Most reservation systems no longer allow a fare to be stored without a name being already present and saved within the PNR. For this reason we suggest any bookings where a Stored Published Fare is to be captured, users should first EXPORT to the CRS system, price their PNR and then try the IMPORT FROM CRS.

ONCE THE PROFILE INFORMATION HAS BEEN EXPORTED INTO YOUR CHOSEN CRS SYSTEM, USERS SHOULD THEN BE RETURNED TO THE BELOW 'CLIENT DETAILS' WINDOW:

Travel Services - Travelog Training - [Client Details 'Test']

File Edit View Travel Information Tools Navigator Window Help

TRAVEL SERVICES Quote Number: 813 Sales Assistant...

Quote Client Details

Client Details

Existing Profile: ☒ PASSSSL ... \$ + -

Client Trip Accounting Code: ...

Cancel Trip... Checklist

View Matching Profiles

Update main passenger's name on Quote/Profile

Create as Booking

Client Details

Passenger & Visa

Create Profile

Preferences

Departure Cards

Import From CRS

Export to CRS

Client Details

Surname: Test

Title: Mr First Names: Galileo

Address: Travelog World For Windows

Retail 5, 14 Lee Street

Sydney - NSW

Post Code: 2000

Marital Status:

Work Phone: 02 92117555

Work Fax: 02 92116166

Mobile Phone: 0415 664 956

Email Address: info@travelog.com.au

Consultant: Consultant 1

Main Destination: Asia

Source: Corporate

Category: Business

Group:

Location:

Class:

Agent:

Travel Agency: Travelog Training

Corporate A/c:

Mailing Options:

Home Phone: 02 86684676

Home Fax:

Occupation/Job:

Type of Business:

International Quoting

Quote in: at exchange rate of: 0.0000

No. of Pax: Adult: 1 Child: 0 Infant: 0

Departure Date: 26/08/2010

Return Date: DD/MM/YYYY

Departure Type: ☐ Month of Departure ☐ Open Dated Departure

Trip Information

Notes

Accounting

Active Screens

TO ENSURE YOUR PNR HAS COMPLETED CORRECTLY – YOU MUST GO BACK TO YOUR CRS AND CHECK THE SEGMENT STATUS IS NOW HK or KK HOWEVER THE EXPORT/IMPORT FEATURE SHOULD GIVE YOU WARNINGS AS TO WHY DATA MAY NOT HAVE TRANSFERRED CORRECTLY:

1.1SMITH/J MR 2.1SMITH/J MRS
 1 QF 119Y 20FEB 2 SYDAKL HK2 0705 1200 /DCQF /E
 2 QF 116Y 25FEB 7 AKLSYD HK2 0645 0800 /DCQF /E
 TKT/TIME LIMIT
 1.TAW30JAN
 PHONES
 1.SYD02 83004444-H
 2.SYD02 96991588-B
 3.SYD0415 667456-M
 4.SYD02 96991589-F
 FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL GENERAL FACTS
 1.OSI YY CTCH 02 83004444
 2.OSI YY CTCB 02 96991588
 3.OSI YY CTCM 0415 667456
 4.OSI YY CTCF 02 96991589

REMARKS

1.PROFILE CODE SMITH2
 2.QUOTE NUMBER 32

NOTE: UNDER 'REMARKS' THAT YOUR CRS WILL ADVISE YOU OF THE PROFILE CODE USED AND YOUR TRAVEL SERVICES BOOKING NUMBER

YOUR FLIGHT DETAILS WILL NOW BE STORED WITHIN THE EXISTING 'TRIP INFORMATION' AREA

SECTION 3 – LOADING BOOKING / TRIP INFORMATION (CTRL+T)

TRIP INFORMATION SIDE TABS (OPTIONS, QUOTE 1-3 AND BOOKING)



3. TRIP INFORMATION

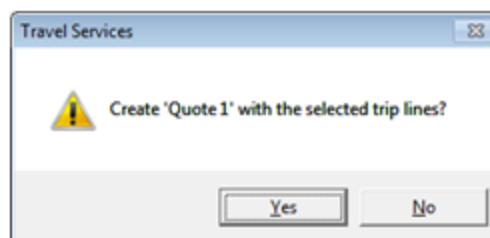
The Trip Information window will appear when the TRIP INFORMATION tab is clicked from the left 'List Bar'. The icons that appear can then be used to open a booking screen for each type of booking or charge you are adding to the file. When importing a booking from CRS, or entering information into one of the booking screens, the details will normally appear as a new line within The TRIP INFORMATION window.

On the far right side of the screen are the following tabs: OPTIONS, QUOTE 1, 2, 3 and BOOKING. All trip information entered or imported will normally appear in the OPTIONS tab, unless a Client/Trip file has been opened (ie. Booking created in Travelog). From here select and place lines into the different tabs.

Date In	Date Out	Type	Supplier	Description	Pax	Pkg	PD	Inv	Vchr	Sell Price	Cost to Client
29/11/2010	25/02/2011	Air	QF	QF - SYD/MEL/SYD/LHR/SY	4	0				\$10,756.32	\$10,756.32
29/11/2010	02/12/2010	Land	ZE	Hertz Rental Cars	0	0				\$132.00	\$132.00
29/11/2010	02/12/2010	Land	MELMANT	MANTRA TULLAMARINE	0	0				\$987.00	\$987.00

Side Tabs:

- OPTIONS – All entered travel lines are first held as options. Highlight and Select using the Control Button on keyboard until each selected line turns Blue (Hold the Ctrl key down and click on the left hand grey section of each line



selected) – Select these in the Order required to appear on your written Quote and Click on Tab for QUOTE 1,2 OR 3

- QUOTE 1/2/3 – There is the option of selecting up to 3 Quote
- Options. Answer YES to Create a Quote Option Number 1,2, or 3.
- Note: Click OPTIONS and Select a second or third Quote if required.

When importing from CRS click on the OPTIONS tab to see the booking if a booking/trip number has not been created OR if you chose not to update the existing itinerary when re-importing PNRs.

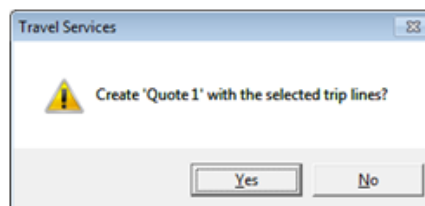
SIDE TAB OPTIONS – CREATING QUOTES (UP TO 3 CAN BE CREATED)

TRIP INFORMATION													Options	
	Date In	Date Out	Type	Supplier	Description	Service Description	Pax	Plg	PD	Inv	Vchr	Sell Price	Cost to Client	Quote 1
▶	12/12/2006	09/01/2007	Air	QF	QF-SYD/LAX/AKL/SYD		0	0	F			\$16,721.16	\$16,721.16	Quote 1
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	CHI - Single	1	0	F			\$170.00	\$170.00	
	12/12/2006	16/12/2006	Land	ANA	ANA Hotels		1	0	F			\$520.00	\$520.00	
			Inclusions	SFC	Service Fee - Courier Fee		1	0	F			\$30.00	\$30.00	
			Remark		Special Request		0	0				\$0.00	\$0.00	
														Quote 2
														Quote 3
														Booking

From the Grey Box to the left of each Trip Information line item, Highlight and Select Lines using the Control Button on your keyboard until each selected line turns Blue (Hold the Ctrl key down and click on the left hand grey section of each line selected) – Select these in the Order you want them to appear on written Quotes and Click Tabs for QUOTE 1, 2, or 3

TRIP INFORMATION													
	Date In	Date Out	Type	Supplier	Description	Service Description	Pax	Pkg	PD	Inw	Vchr	Sell Price	Cost to Client
▶	12/12/2006	09/01/2007	Air	QF	QF-SYD/LAX/AKL/SYD		0	0	F			\$16,721.16	\$16,721.16
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	CHI - Single	1	0	F			\$170.00	\$170.00
	12/12/2006	16/12/2006	Land	ANA	ANA Hotels		1	0	F			\$520.00	\$520.00
			Inclusions	SFC	Service Fee - Courier Fee		1	0	F			\$30.00	\$30.00
			Remark		Special Request		0	0				\$0.00	\$0.00

Answer YES to Create QUOTE 1, 2 or 3.



Note: Click OPTIONS and Select a second or third Quote if required.

TRIP INFORMATION												
	Date In	Date Out	Type	Supplier	Description	Service Description	Pax	Pkg	PD	Inv/Vchr	Sell Price	Cost to Client
	12/12/2006	09/01/2007	Air	QF	QF-SYD/LAX/AKL/SYD		0	0	F		\$16,721.16	\$16,721.16
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	CHI - Single	1	0	F		\$170.00	\$170.00
	12/12/2006	16/12/2006	Land	ANA	ANA Hotels		1	0	F		\$520.00	\$520.00
			Inclusions	SFC	Service Fee - Courier Fee		1	0	F		\$30.00	\$30.00
			Remark		Special Request		0	0			\$0.00	\$0.00

SIDE TAB OPTIONS – CREATING BOOKINGS FROM OPTIONS OR QUOTES

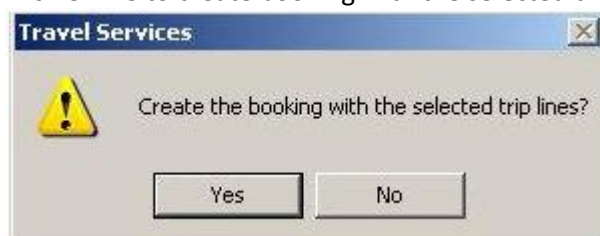
BOOKING – Highlight the OPTION Lines that are to be converted into your client's 'Booking'

- Highlight and Select Trip Lines (Hold the Ctrl key down and click on the left hand grey section of each line selected or, if all segments are being selected, click on the top line and hold the shift key down and click on the last line). using the Control Button on keyboard until each selected line turns Blue then click the BOOKING Tab

TRIP INFORMATION												
	Date In	Date Out	Type	Supplier	Description	Service Description	Pax	Pkg	PD	Inv/Vchr	Sell Price	Cost to Client
	12/12/2006	09/01/2007	Air	QF	QF-SYD/LAX/AKL/SYD		0	0	F		\$16,721.16	\$16,721.16
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	CHI - Single	1	0	F		\$170.00	\$170.00
	12/12/2006	16/12/2006	Land	ANA	ANA Hotels		1	0	F		\$520.00	\$520.00
			Inclusions	SFC	Service Fee - Courier Fee		1	0	F		\$30.00	\$30.00
			Remark		Special Request		0	0			\$0.00	\$0.00

NOTE – IF YOU WANT ALL OPTIONS TURNED INTO A BOOKING FOLLOW THE ABOVE PROCEDURE USING THE 'SHIFT' KEY AND SELECTING ONLY THE FIRST AND THE LAST LINES – THIS WILL THEN SELECT ALL TRIP LINES IN-BETWEEN

Answer YES to create booking with the selected trip lines.



YOUR NEW 'BOOKING' WILL NOW BE DISPLAYED IN THE BOOKING TAB

TRIP INFORMATION												
	Date In	Date Out	Type	Supplier	Description	Service Description	Pax	Pkg	PD	Inv/Vchr	Sell Price	Cost to Client
▶	12/12/2006	09/01/2007	Air	QF	QF-SYD/LAX/AKL/SYD		0	0			\$16,721.16	\$16,721.16
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	CHI - Single	1	0			\$170.00	\$170.00
	12/12/2006	16/12/2006	Land	ANA	ANA Hotels		1	0			\$520.00	\$520.00
			Inclusions	SFC	Service Fee - Courier Fee		1	0			\$30.00	\$30.00
			Remark		Special Request		0	0			\$0.00	\$0.00

MODIFY, COPY OR DELETE EXISTING TRIP LINES

Buttons across the middle of the screen:

<input type="checkbox"/> Display Yield	Modify Line	Copy Line	Delete Line	Total:	\$17,441.16	DUE
Documents to Print	Document Format	Balance Due:		DD/MM/YYYY		<input type="checkbox"/> NOW

- DISPLAY YIELD – Will display the yield/margin on each individual trip information line – Once clicked scroll across the screen to access full display.
- MODIFY – Select Trip Information Line and Click Modify to make changes to current information
- COPY – Select Trip Information Line to Copy and make applicable adjustments to the copied line eg. Transfers / Car
- RENTAL
- DELETE – Select Trip Information Line and Click Delete
- COSTING TOTAL – Shows the total cost of the Trip Information Lines entered
- BALANCE DUE – Balance due date of travel.
- DUE - This is updated whenever a payment is made and thus shows the amount outstanding from the client on the client/trip file. It does not show the balance on the file.
- FOREIGN COMMISSION – Click this to enable commission on Foreign Currency to appear on documentation

CLIENT DOCUMENTATION PRODUCTION:

The following documents are available to Travel Services users and can be Printed and/or Emailed:

- QUOTE – To print a Quick Quote or Detailed Quote (this can be done from the OPTIONS Tab)
- CONFIRMATION – To print a Confirmation Letter including all relevant booking Costs
- STATEMENT OF A/C – This document is similar to the confirmation but can also be used as a Pro Forma Invoice showing cost of travel, any deposit paid by clients and any balances currently due. You can also set a balance due dates to be included this document.
- ITINERARY– Used to print detailed itinerary (note that this must be 'Built' first before Printing)

- VISA/PASSPORT– To print visa and passport letters to different Embassies / Consulates

To include any Client Fees for Foreign Exchange on printed documents select this option above your passenger names.

- PRINT ALL / INDIVIDUAL – These 2 selection buttons can be used to Print All Passengers on One Document, or to print an individual Itinerary for clients stored within your booking file.
- FIRST, SURNAME, CONTACT – Click / Select Button to have selected printing documents to show client's first name eg. Dear Michael, surname or name of other contact person

Quotations can be printed. Eg; under DOCUMENTS TO PRINT, place a tick next to QUOTE, and then press PREVIEW. The Quote or Other Document(s) can all be printed from the Preview screen.

- STATEMENT OF ACCOUNT and CONFIRMATION can be produced in the same way...

DOCUMENT PRODUCTION – QUOTE, CONFIRMATION, STATEMENTS:

All client documentation can be printed directly from the Travel Services "Trip Information" Window:

- SELECT ALL PASSENGERS For Printing – Click this to Select All Passengers for your Printed Document
 - FAX – Facility to send faxes direct from you computer
 - PRINT – To print a the document without previewing
 - PREVIEW – To preview a document prior to printing it
- EDIT – Click EDIT and the system will load the selected report into your default word processor, allowing further modification, fine tuning of the document to individual agency needs and those of the customer currently EDIT includes WORD, RICH TEXT and/or PDF.
- E-MAIL – This feature allows you to send Travelog documentation via Microsoft Outlook, Outlook Express, Windows Mail or Mozilla Thunderbird. We suggest users set their default document output to PDF format to ensure that clients cannot change costs and that all Agency logo and address Details are included when emailing.

NOTE: PDF Versions of documentation can also be e-mailed from any previewed document within

Travel Services including Receipts. Select the 'Preview' option then from your preview window:

- Click on the Envelope Icon at the top of your preview window:
- Select export options (PDF & MAPI) plus the page range(s) to be sent



ITINERARY LAYOUT

Build From: Passenger: ☐ Copy to Passenger

Date In	Date Out	Time	Type	Supplier	Status	Description
12/12/2006	16/12/2006	11:35 AM	Air	QF		QF - SYD/LAX
			Land	ANA		ANA Hotels
03/01/2007		08:30 PM	Air	AA		AA - LAX/AKL
09/01/2007		06:30 AM	Air	QF		QF - AKL/SYD
			Remark			Special Request

Back to Trip Information Re-Make Itinerary Delete Itinerary Line(s)

Export

Format:

Destination:

Export Options

Page Range

☒ All

☐ Page Range:

From: To:

ITINERARY PRODUCTION:

- SELECT ALL PASSENGERS or place a tick under SELECTED next to the name of those passengers on

the booking.

- Click ITINERARY. If you have not yet built an Itinerary you will be prompted and a new ITINERARY LAYOUTS screen will appear where you can then re-order itinerary lines.
- Click drop down list on BUILD FROM and select appropriate option.
- Click drop down list on PASSENGER and select the main passenger.
- Place a tick next to COPY TO PASSENGER if required.
- Press MAKE ITINERARY or RE- MAKE ITINERARY (if booking / itinerary details are amended)

The various lines in the Itinerary layout will be displayed as per their date order then by the order they are listed within the 'Trip Information' window.

This is the default order of appearance however undated line items such as the remark entries will normally appear at the top. To change the order of appearance, click once on the relevant line then left-click with your mouse button on the line to be moved. While holding it down, move your cursor over the line and it will display a hand with pointed finger. With your left mouse button still clicked, simply 'drag and drop' above the desired position.

ITINERARY LAYOUT

Build From: Passenger: ☐ Copy to Passenger

Date In	Date Out	Time	Type	Supplier	Status	Description
12/12/2006	16/12/2006	11:35 AM	Air	QF		QF - SYD/LAX
			Land	ANA		ANA Hotels
03/01/2007		08:30 PM	Air	AA		AA - LAX/AKL
09/01/2007		06:30 AM	Air	QF		QF - AKL/SYD
			Remark			Special Request

Back to Trip Information

Travel Services

Do you want to update only the displayed lines, keeping the same order?

Answering No will rebuild all lines, reverting to the order of the trip lines.

IF AN ITINERARY HAS CHANGED: You must click on the Re-Make Itinerary button & answer the following question carefully. Answering NO will rebuild ALL Trip lines:

Once you are happy with the order of your itinerary lines in the itinerary layout window:

Passenger Name	Type	Selected	Surname
Mrs Gai Harris	Adult	<input type="checkbox"/>	Har
Mrs Benita Molitor	Adult	<input type="checkbox"/>	Mol

- Click the 'BACK TO TRIP INFORMATION' button
- Click / Tick / Select box next to ITINERARY under DOCUMENTS TO PRINT (if not already selected)
- Select Passengers for Printing from the right hand side or 'SELECT ALL PASSENGERS'
- Click PREVIEW (Note: It may be necessary to Scroll Up if the Print & Preview are not visible on

screen) Preview will enable checking of the document on screen. Click Print Button to Print on Top Menu Bar OR Click X to Close your Preview.

AT THIS STAGE, USERS CAN FAX, PRINT, PREVIEW, EDIT OR EMAIL THE ITINERARY TO THE CLIENT.

BOOKING FILE AND CONSULTANT CHECKLIST

CHECKLIST & CONSULTANT 'TO DO' NOTES:

The CHECKLIST is a list of workflow items required by consultants. Place a tick adjacent to the particular item required, the date will default to when the tick was placed but can be amended. Some agents find this useful to check which tasks relating to a booking file have been completed and on what date they were completed.

This area has been significantly enhanced in version 1.12 to also update the Microsoft 'Outlook' Calendar with any Tasks required and further information on this feature is included on page 46 (Notes)

Instructions on customising the checklist items can be found in the 'Manual' Folder on the J: Drive (Customising the Checklist).

Task	Date	Status
<input checked="" type="checkbox"/> New Checklist Item 1	15/09/2010	Completed
<input checked="" type="checkbox"/> New Checklist Item 2	15/09/2010	Completed
<input checked="" type="checkbox"/> Included Overseas Tax	15/09/2010	Completed
<input type="checkbox"/> Included Passport/Visas	DD/MM/YYYY	Pending
<input type="checkbox"/> Printed Quote	DD/MM/YYYY	Pending
<input type="checkbox"/> Followed up on Quote	DD/MM/YYYY	Pending
<input type="checkbox"/> Printed Confirmation Letter	DD/MM/YYYY	Pending
<input type="checkbox"/> Receipted Deposit	DD/MM/YYYY	Pending
<input type="checkbox"/> Printed Statement of Account	DD/MM/YYYY	Pending
<input type="checkbox"/> Printed Itinerary	DD/MM/YYYY	Pending
<input type="checkbox"/> Voucher/Tickets Printed	DD/MM/YYYY	Pending
<input type="checkbox"/> Insurance Policy Produced	DD/MM/YYYY	Pending
<input type="checkbox"/> Departure Tax & Card	DD/MM/YYYY	Pending
<input type="checkbox"/> Booked Everything	DD/MM/YYYY	Pending

CREATING QUICK QUOTES (for client documentation)



QUICK QUOTE

A Quick Quote is a basic and simple quoting procedure to enter the air, land, insurance or other trip information on a single screen and will allow for

production of a professionally presented documentation from a consultant. By creating quotes within Travel Services, the Administrator can also review a 'Quote to Booking' Report to follow up quotes.

- Click NEW (Ctrl+N) for a new QUOTE on left List Bar
- Complete CLIENT DETAILS & BOOKING DETAILS for the Main Passenger
- Remember to type the Full First Name
- Add additional passengers under PASSENGER & VISA DETAILS area
- Click the TRIP INFORMATION on the left List Bar and Click QUICK QUOTE

The screenshot shows the 'Quick Quote' window with the following details:

- AIR Section:**
 - Airline: QF, Qantas
 - Date of Travel: 16/11/2010
 - Routing: SYD / BKK / SYD
 - Adult Pax No.: 2, Selling Price: \$789.00, Airport Taxes: \$218.95, Markup Value: \$50.00
 - Child Pax No.: 0, Selling Price: \$0.00, Airport Taxes: \$0.00, Markup Value: \$0.00
 - Infant Pax No.: 0, Selling Price: \$0.00, Airport Taxes: \$0.00, Markup Value: \$0.00
 - Conditions: Non Transferable, Class: V
- INSURANCE Section:**
 - Provider: Toursafe Insurance, Policy: Toursafe - Family
 - Plan: Asia, Duration: 17 Days
 - Policy Value: \$218.00, Markup Value: \$0.00
- LAND Section:**
 - Type: Accommodation, Duration: 5 Days
 - Service Provider: Dusit Thani Bangkok, Service: Double Room
 - Rate Type: Room, Pax Type: Adult, No. Pax: 1
 - Rate: \$165.00, Selling Price: \$825.00, Markup Value: \$0.00
- OTHER SERVICES Section:**
 - Description Code: (empty)
 - Description: (empty text area)
 - Number of: 0, Item Cost: \$0.00, Markup Value: \$0.00

At the bottom, there are checkboxes for 'Show: Markup', 'Cost to Client', and 'Cost to Client includes airport taxes', along with a 'Close Quick Quote Screen' button.

- Complete the Quick Quote Screen. Use browse buttons to select services and suppliers as this will pick up the details to appear on quote (Note that you can type in Supplier Names that MAY NOT already exist as codes in your database. These can be added at a later date)
- Fill in the various sections of the Quick Quote screen: AIR, INSURANCE, LAND, and OTHER SERVICES –
- Which ever are applicable. Each section is filled in independently and saved after completion.
- Each section can be filled in more than once to allow you to accommodate multiple flight options, accommodation, tours etc...
- Clicking the Hands to the Right of the screen will then Re-Display entered information in each section for checking prior to Closing Quick Quoting Screen
- Click CLOSE QUICK QUOTING SCREEN and return to TRIP INFORMATION Screen
- The components of the QUICK QUOTE will be displayed as OPTIONS. These can then be converted into a Quote or up to THREE separate Quotes and previewed, printed, edited, faxed or E-mailed to your clients

Note that LAND can consist of Accommodation, Transport, Tours and Other items...

LOADING NON-GDS AIR BOOKINGS (Virgin & Jetstar)



AIR BOOKINGS – CRS & NON CRS BOOKINGS

On the left list bar, press AIR BOOKING to move to the FLIGHT SECTOR INFORMATION area. This section can be filled in manually, but would normally be completed automatically by Importing from your CRS.

When creating flight bookings outside of the CRS such as Internet bookings, it is recommended that PASSIVE PNRs are created in your Reservation system. Importing these sectors will eliminate any manual loading the actual flight details.

- Manually enter fields that you want to appear in this area or Import from CRS using only the routing column
- The Air Sectors and flight information downloaded from the CRS are displayed and the Air pricing Line (If fare stored, ticketed or e-ticketed) will also be displayed and highlighted.

If pricing is not present from Importing you can ADD PRICING. This will open the AIR PASSENGER PRICING screen to enable pricing to be added if it has not been imported from the CRS.

- PURCHASED FROM defaults to BSP - Airline or Wholesaler can also be selected
- FORM OF PAYMENT is used only if passing on a CLIENT OR AGENCY Credit Card to BSP or a Wholesaler. In this case, the appropriate credit card ONLY should be selected from the List.

- TYPE OF SALE must be entered. This will allow calculation of COMMISSION if this has been previously set in your office however this is normally added manually by consultants.

PRICING

FULL FARE	Published fare (Full Y for Corporate report comparison)
TICKETED FARE	Fare Price to your Client
SELL PRICE	Selling price to customer (if discounted, this pricing will be less than Ticketed fare by the 'Discount' value.)
TAXES	Departure Tax, Ticket Levies, Surcharges, Fees etc
COMMISSION	% or \$ Value – Whichever is known
OVERRIDE	% or \$ Value on selectable Override Types / Basis

FOR DOMESTIC BOOKINGS MANUALLY ENTERED: ALL LOADED VALUES SHOULD BE GST 'INCLUSIVE' ON BOTH FARE AND TAX COMPONENTS. THIS DATA IS CAPTURED AUTOMATICALLY WHEN IMPORTING STORED (PUBLISHED) FARES FROM THE CRS.

MARKUP STRATEGIES: ARE SETUP BY THE ADMINISTRATORS ALLOWING YOU TO CAPTURE COMMISSION, BOOKING FEES OR CREDIT CARDS FEES – FURTHER INFO IS AVAILABLE IN THE BACK OFFICE MANUAL ON CREATION OF MARKUP STRATEGIES.

PAYMENT: The next level beneath MARKUP should fill in automatically, but can be manually adjusted. This part is particularly important where multiple forms of payment have been used eg; Cash and Credit Card. This will track if a NETT Amount is due to the Creditor or if a Commission is due when a Credit Card Number has been passed to suppliers.

TICKET CASH	Paid by Cash/Cheque or by Credit card where the agent has acted as the merchant
TICKET C/CARD	Credit Card Amount passed on to an Airline or a Wholesaler by the Agent. This should be the ticket value as Taxes are entered as a separate amount
TAXES CASH	Departure Taxes and/or any Levy Amounts paid by cash/Cheque OR client Credit card where the agent has acted as merchant
TAXES C/CARD	Taxes INCLUDED in Credit Card Charged directly by Supplier for Departure Taxes and Levies

TICKET NUMBER Ticket / MCO / MPD / ET Number (excluding any airline prefix codes eg; 081 for Qantas) NOTE: There is an additional box for the last 3 digits of Conjunction tickets to be entered.

Press SAVE on AIR PASSENGER PRICING screen and again on the FLIGHT SECTOR INFORMATION screen so all amended pricing can be saved. On TRIP INFORMATION SCREEN booked trip details and related pricing should now be displayed.

TO MODIFY, COPY OR DELETE COSTINGS ASSOCIATED TO AIR BOOKINGS:

- Select relevant pricing line by clicking in the grey box to the left of relevant pricing lines
- Click on COPY PRICING if there is more than one passenger with same price airfare.
- Click on MODIFY PRICING to change pricing already inserted or to check that these details are correct. If the imported ticket is an MCO or Net remit ticket then the pricing has to be modified to reflect the correct charges
- If it is an E-ticket or Fully ticketed in house (except Net Remit Tickets) then modifying the Air record line is not generally necessary as the Import from CRS will capture the details for you
- To delete a line of pricing, highlight the line and then press / select the DELETE button

Passenger Name	PD	Pax Type	Full Fare	Ticket Fare	Sell Price	Taxes	Markup Val	Cost to C
Mrs John Smith		Adult	\$8,062.00	\$8,062.00	\$8,062.00	\$298.58	\$0.00	\$8,360.58
Mrs Jane Smith		Adult	\$8,062.00	\$8,062.00	\$8,062.00	\$298.58	\$0.00	\$8,360.58

LOADING INSURANCE POLICY INFORMATION



INSURANCE

On the left list bar, press the INSURANCE icon to access the INSURANCE POLICY screen.

- After filling in POLICY NUMBER (if known), select INTERNATIONAL or DOMESTIC
- If not already captured by the IMPORT from CRS procedure, Complete any COMMENCING DATE & RETURN DATE and the duration away will be automatically calculated. Use AIR PREVIEW to check flight dates when issuing a policy in conjunction with an air booking.
- INSURANCE PROVIDER, INSURANCE PLAN & POLICY TYPE must all be selected from the choice provided in the drop- down lists. (NOTE: These will be set to individual agency preferences)

Insurance Policy

Policy Number: ☒ International ☐ Domestic

Commencing Date: 12/12/2006 Return Date: 09/01/2007

Duration: 29 ☒ Days ☐ Weeks ☐ Months

Insurance Provider: Aussie Travelcover

Policy Type: Aussie Travelcover Family / Duo

Insurance Plan: Plan E Non Resident

Policy Covers: ☐ Family ☒ Individual/Single

Print on:
☒ Quote
☒ Statement
☒ Confirmation

Passengers | Surcharges

Select All	Passenger Name	Date of Birth	Age	Select
<input type="checkbox"/>	Mrs John Smith		0	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Mrs Jane Smith		0	<input checked="" type="checkbox"/>

Type of Sale: Inter Insurance

Policy Value: \$220.00 Surcharge Total: \$0.00

Less Deposit: \$0.00 Policy Total: \$220.00

Commission Value: \$92.40 Commission Rate: 42.00 % Amount to Creditor: \$127.60

Discount Value: \$20.00 Discount Rate: 9.09 % Selling Price: \$200.00

Discount Reason: Match A Quote ☒ Cost includes non-comm.

Markup Strategy: Markup Value: \$0.00 Cost to Client: \$200.00

Form of Payment:

Air Preview Save Cancel

- Press appropriate button to select type of cover (FAMILY or INDIVIDUAL/SINGLE)
- Select PASSENGERS to be covered by the policy (SELECT ALL PASSENGERS or place tick(s) under SELECT) Note that
- Date of Birth and Ages have downloaded from PASSENGER AND PASSPORT/VISA DETAILS. These details cannot be entered directly onto the INSURANCE POLICY screen nor do they actually need to be present in this area.
- Fill in POLICY VALUE & TYPE OF SALE.
- If necessary, fill in sections for SURCHARGE. – DEPOSIT SHOULD NEVER BE USED !
- COMMISSION VALUE/RATE may need to be manually entered if not defaulted

PAYMENT TYPE should normally be left blank unless passing on a credit card for payment.

- Press SAVE. Insurance segment will be displayed in the TRIP INFORMATION screen.
- When saved, insurance will show as a new line in the TRIP INFORMATION screen.

NOTE: When paying Supplier by Credit Card when a discount has been given you MUST change the C/Card values in the 'Pay Supplier' window to reflect the correct (discounted) amount being passed on via Credit Card.

ADDING LAND BOOKINGS (Hotel, Transport, Tour, Cruise, Rail & Other)



LAND BOOKINGS – HOTEL, TRANSPORT, TOUR, CRUISE, RAIL

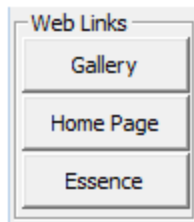
Press LAND BOOKING on the left list bar. This allows access to the LAND BOOKING WINDOW which has its own left list bar and selection. Window Types can be selected from top left corner.



Upon selecting icons, the screen will change slightly to cater for the chosen segment, but general details stay the same. The below screen shot is an example of a Hotel booking that has been entered.

WEBPAGE LINKS:

These are linked to supplier codes created in the Back Office Code Maintenance area



Land (Accommodation)

Accommodation: Purchase From: **DIRECT** | Direct Creditors | Document No: | Chain: |

Hotel Name: **Mana Island Resort & Spa** | IATA Code: | Phone: **+679 6650423**

Address: **P. O Box 630** | Main City: **MNF** | Fax: **+679 6650788**

Add/Update: **Lautoka** | PostCode: | E-Mail: **mana@mana.com.au**

Principal: **Fiji Islands** | Confirmation #: **2346454** | Booking PNR: | CRS PNR: |

☒ Print supplier address

Web Links: **Gallery** | Home Page | Essence

Duration: **5** Days | Booking Status: **Confirmed** | Payment Due: **DD/MM/YYYY**

Arrival Date: **31/10/2010** | Open Dated | Arrival details: **Airport Transfer**

Depart Date: **05/11/2010** | Depart details: **Airport Transfer**

Room Type: **Beach Front Bure** | Type of Sale: **Inter Package**

Inclusions: **Includes Return Airport Transfers & Daily Breakfast**

Document Comment: **Includes Return Airport Transfers & Daily Breakfast**

Charged as: ☐ Per Person | ☐ Per Room | ☐ Package | ☒ Group | Pay For: **5 Nights**

# Pax	Rate	# Rooms	Gross value:	Rate Description:
Adults: 2	\$440.00	1	\$2,200.00	Beach Front Bure

Discount Rate: **0.00** | Selling Price: **\$2,200.00** | Non Comm.: **\$0.00**

Commission Rate: **30.85** | Comm. Amount: **\$678.70** | Net Price: **\$1,321.30**

Discount Reason: | Markup Strategy: | Markup Value: **\$0.00** | Cost to Client: **\$2,200.00**

Pay supplier by: | ☐ Cost includes non-comm.

Offered Rate | **Save** | **Cancel**

Print on: ☒ Quote | ☒ Statement | ☒ Itinerary | ☒ Confirmation

- **PURCHASE FROM (The Creditor)** In this case is direct from the Hotel. Where you do not have an existing Creditor Code for this property **DIRECT** can be used. In most cases this is the Wholesaler the agency will pay for the booking on behalf of the client. Eg; Sunlover Holidays, QF Holidays however the Code **DIRECT** is useful when a client is settling their Account Direct with a Supplier
- The **SUPPLIER NAME** (Hotel, Car Hire Co, Cruise Co. etc) is entered below the Creditor Code. If a code does not exist, Consultants can add their own codes to the database. Refer to the information relating to **ADD/MODIFY SUPPLIER** in this section of the Travel Services Manual.
- **DURATION, ARRIVAL DATE, DEPART DATE** (or the equivalent in other booking screens) along with the **TYPE OF SALE** (Domestic or International) are compulsory fields.
- A number of fields are optional (**BOOKING STATUS, ARRIVAL DETAILS, DEPARTURE DETAILS, PAYMENT DUE, INCLUSIONS, ROOM TYPE**) however these are useful if a complete itinerary is to be produced for the client. The Inclusions area should include a short description and any Service Rates in local currency for International bookings where a Client may be settling their own account direct with the Supplier/Principal.
- **CHARGED AS** can be calculated by per person, room, and package.

- Rates, Discounts and Commission are entered by consultants ensuring the 'Nett Price' matches Supplier Invoice(s)



RATE SEARCH

USERS CAN NOW USE THE 'SEARCH' FUNCTION FOR STORED SUPPLIER OR TOUR RATES LOADED IN THE BACK OFFICE CODES MAINTENANCE AREA BY USING THE BINOCULAR ICON. PLEASE SEE THE LATEST 'WHOLESALE & LAND RATES' MANUAL PAGES FOR ADDITIONAL INFORMATION:



ADDITIONAL LAND WINDOW BUTTONS AVAILABLE FOR SELECTION:

Further items are available within Travel Services' Land Booking windows – click on the relevant icon to open. These additional windows have been explained further below:



DETAILED PRICING: This provides a breakdown of costs of stored supplier rates. These rates can be adjusted prior to accounting entries being processed in Travel Services. This area is still under further development for future use with future 'Wholesale' program additions.



AIR PREVIEW:

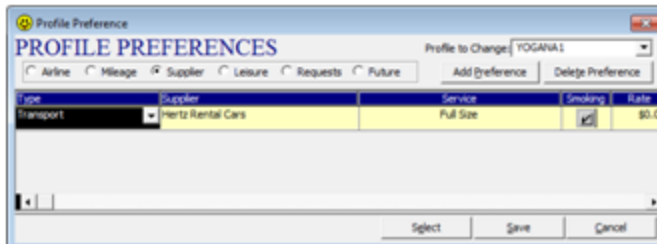
This screen enables information concerning the air booking, such as dates and arrival and departure times, to be accessible on the AIR PREVIEW

screen without having to leave the Land Booking screen.



Pressing **CLIENT PREFERENCES** will access Client

PROFILE PREFERENCES without having to leave the Land Booking window. Profile preferences can also be automatically updated from Land Booking Windows.

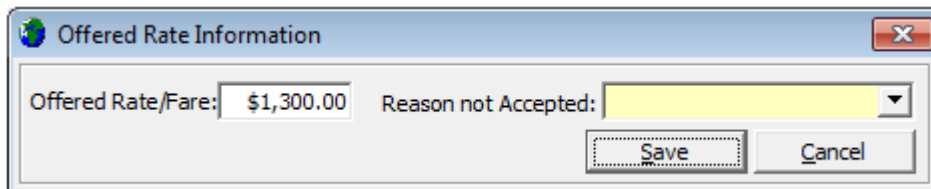


SERVICE FEE:

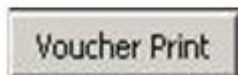
Allows consultants to add service fees into files such as Courier or Credit Card fees, which are then included on printed client documentation. These fee types and any related values are normally created in the Back Office by System Administrators.



Used for the Corporate Report section of Travelog where reports on corporate travel can be printed showing offered fares, charged fares, days away and destination statistics



VOUCHER ISSUE & PRODUCTION



CREATING VOUCHERS FROM LAND BOOKINGS

This feature is activated by pressing VOUCHER PRINT and allows production of vouchers for clients and for commission tracking. When the voucher is printed, relevant details from the particular Land Booking window are used. Extra info is added in the VOUCHER PRODUCTION window below.

- VOUCHER NUMBER is generated automatically by Travelog after SAVING or PRINTING. The VOUCHER ISSUE DATE defaults to the current date but can be overridden.
- Press appropriate button to select the VOUCHER TYPE being issued: PRE-PAID, PAYING DIRECT, BILL BACK, BILL TO CLIENT DIRECT.
- At least one PASSENGER NAME must be selected.

- Select Address to appear for Billing Details if billing Back to your Client
- Select or Un-Select INCLUDE PRICING. If a client is to 'Pay Direct' at an overseas Hotel in a local currency, this amount should be included on the voucher after being previously entered in the INCLUSIONS area of the Land Booking Window.
- PRINT AND SAVE or simply SAVE

Travelog users can also select to e-mail their clients or suppliers a copy of all vouchers. If your Supplier Code has been created with a valid e-mail address the system will use this as your default e-mail contact. Vouchers can also be created from the Trip Information Window of Travel Services by using the 'Voucher' column in your Trip Lines

You will be prompted with the following question and if you select the Yes option you will be taken into the Voucher Production window.

☐ Display Yield **Modify Line** Copy

Documents to Print Document Format

☐ Quote Quote

☐ Confirmation Confirmation

☐ Statement of A/c

☐ Itinerary

☐ Visa/Passport Visa

Create Multiple Vouchers

Create Vouchers

Create and (re)print

Documentation area of Travel Services, users have options for creating Vouchers. Note that voucher 'Types' are based on setup of supplier codes, please ensure that have been set before using these.

CREATE VOUCHERS allows you to create vouchers WITHOUT PRINTING alternatively the CREATE AND (RE) PRINT option allows you to create and print (or reprint) all client vouchers at the same time.

Add/Update
Principal

In the event a Service Provider's does not exist with the list of existing Supplier codes

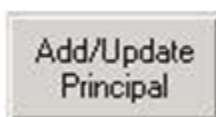
(use Browse Key), Travelog allows the Hotel Name, Cruise Supplier or Tour Company to be entered by the consultant immediately without wasting time.

It is Imperative that the search is complete for Hotels or Supplier before adding new codes as a Supplier code may already exist and duplicates may be created. Click on The browse Key () and the CODE BROWSE screen will appear with the default set to Description. Type the first 3-4 characters of the Hotel / Supplier name and check if it exists, continue typing if more than one supplier name starts with “The ?” for a more thorough search. You could also click on CODE order and enter the 3-digit city code of the Hotel followed by the first 2 / 3 characters of the Name (Excluding “The”) and this will search again for the Hotel or Supplier code.

1 - ADDING SUPPLIER/PRINCIPAL CODES:

- In the LAND BOOKING WINDOW enter the relevant Hotel / Supplier name, Address, Phone and Fax numbers and most importantly the city code where the Hotel / Supplier is to be found.

TRY NOT TO LINK CREDITORS TO ANY NEW HOTEL CODES WHEN CREATING THEM AS THE HOTEL COULD BE BOOKED THROUGH MULTIPLE CREDITORS – IF A CREDITOR CODE (PURCHASE FROM) DOES NOT EXIST STOP HERE AS A NEW CODE MUST BE CREATED IN CREDITORS MAINTENANCE (BACK OFFICE) ALTERNATIVELY USE THE CODE ‘DIRECT’ FOR DIRECT CREDITORS



Click on the Add/Update Principal button, read the Prompts and press SAVE to save the new code into the database

A dialog box titled "Add Supplier". It contains three input fields: "Code:" with "HKTNOVO", "City:" with "HKT", and "Name:" with "Novotel Phuket". At the bottom are "Save" and "Cancel" buttons.

IMPORTANT NOTE ABOUT LOADING ADDRESS INFORMATION:

If you intend to see the Supplier address details print on client documentation, please ensure that you tick the 'Print Supplier Address' option from directly below the last line included in the Address area

2 - MODIFYING SUPPLIER/PRINCIPAL CODES:

A form titled "Land (Accommodation)". It has a sidebar with buttons: "Accommodation", "Transport", "Tour", "Cruise", and "Other". The main area has fields for "Purchase From:" (set to "DIRECT"), "Hotel Name:" (set to "Novotel Los Angeles"), "Address:" (set to "12 Main St"), "Add/Update Principal" (set to "Los Angeles"), and "USA". To the right are fields for "IATA Code:", "Main City:", and "PostCode:". At the bottom, there is a checkbox labeled "Print supplier address" which is checked and circled in red, and a "Confirmation#:" field.

IF AN EXISTING SUPPLIER CODE FOUND IN THE DATABASE IS INCORRECT, THE TRAVEL CONSULTANT CAN UPDATE THE EXISTING CODE PERMANENTLY FOR THE BENEFIT OF ALL OTHER SYSTEM USERS

A dialog box titled "Modify Supplier". It contains three input fields: "Code:" with "MELNOVO", "City:" with "MEL", and "Name:" with "Novotel Melbourne". At the bottom are "Save" and "Cancel" buttons.

- Enter the existing Supplier / Principal Code (or select from the Browse area) in the relevant Land Booking Window and the current details will drop into your Land Booking Window address fields
- Amend any incorrect details (eg; Phone, Fax, Address)

- Click on the Add/Update Principal button
- You will be prompted about Updating the code
- Click SAVE to Update the Code in the system

FOREIGN CURRENCY / SERVICE FEES / DEPARTURE TAX / OTHER



OTHER INCLUSIONS

This area can be used for Foreign Currency, Travellers Cheque Charges, Service Fees and Other

charges to be paid by the Travel Agent on the customer's behalf or for the capture of an agency 'Service Fee'. These items can be printed on Quotes and / or Itineraries if desired.

Press the OTHER INCLUSIONS icon to access a further three icons as follows:

FOREIGN CURRENCY



- Exchange Rates are taken from the Supplier or is calculated by the manager/owner based on current rates set in Codes Maintenance (see Back Office Manual)
- System calculates Commission Fee % or \$ value plus the bank Fee % or \$ value, if applicable

Fees charged to clients for Foreign Exchange can also be shown as separate items on client documentation by selecting the option to 'Print Forex' found above the area for name selections within the Trip Information window.



SERVICE FEES

Agency or Supplier Service fees can be raised and paid for in two ways:

1. By taking up of CHARGES/CREDITS. Select the SUPPLIER SERVICE FEE option for FEE PAYMENT ie. The travel agency has prepaid certain fees and charges and will post a charge against the client account to recover the money. The travel agent when processing this charge can use Cheque or Non-BSP Returns to raise the debit. This example shows a \$35.00 charge for an overnight courier. The system will use CHARGES AND CREDITS data entry to process the charge and take up the credit in the General ledger as a Courier Fee recovered.

As well as selecting the appropriate SERVICE CODE, it is also necessary to nominate a creditor (PURCHASE FROM) and SUPPLIER

Service Fee

Fee Payment: ☒ Supplier Service Fee ☐ Agency Service Fee

Service Code: Service Fee - Courier Fee

Service Desc: Service Fee - Courier Fee

Purchase From: CONSOL Consolidated Travel

Supplier: Consolidated Travel

Passenger Type: ☒ Adult ☐ Infant ☐ To be Advised ☐ Child ☐ Person ☐ Other

Number of: 1

Type of Sale: Service Fees - Courier Fees - GST * GST APPLIES *

Item Cost: \$35.00 Total Service Fees Charged: \$35.00

Commission Val: \$10.00 Commission Rate: 28.57

Form of Payment:

Nett Value: \$25.00

Markup Strategy:

Markup Value: \$0.00 Cost to Client: \$35.00

2. By the use of an AGENCY SERVICE FEE (select button at FEE PAYMENT). In this way the agency is able to recoup various sundry expenses not reflected in a payment to a particular supplier or creditor.

Service Fee

Fee Payment: ☐ Supplier Service Fee ☒ Agency Service Fee

Service Code: Service Fee - Cancellation Fee

Charges & Credit: Booking / Amendment Fees

Service Desc: Service Fee - Cancellation Fee

Number of: 1

Type of Sale: Service Fees - Booking / Amendemen * GST APPLIES *

Item Cost: \$55.00 Total Service Fees Charged: \$55.00

Form of Payment:

Markup Strategy:

Markup Value: \$0.00 Cost to Client: \$55.00

Save Cancel

NOTE: These agency service fees are normally setup in advance for new Travelog sites or can be added to the system by an 'Administrator' eg; Owner/Manager



OTHER INCLUSIONS

This example is used for purchase and payment to Rail Plus for a European Rail Pass. As with all the Other Inclusions: the print on itineraries and Quotes is optional, Start and End dates can be entered, and Discounts can be included and calculated.

- OFFERED RATE: is used for the Corporate Report section of Travelog whereby reports on corporate travel can be printed showing offered fares, charges fares, days away and destination statistics.

Other Inclusion

Print on: ☒ Quote ☒ Itinerary Status: Open

Start Date: DD/MM/YYYY End Date: DD/MM/YYYY

Purchase From: RAIL Rail Plus

Supplier: Rail Plus Doc. No.

Comment Code:

Comment: 1-Month, 10-Day Consecutive European Rail Pass

Passenger Type: ☒ Adult ☐ Infant ☐ To be Advised ☐ Child ☐ Person ☐ Other

Type of Sale: Inter Rail

Number of People: 2

Item Cost: \$888.00 Total Value: \$1,776.00

Commission Value: \$177.60 Commission Rate: 10.00 % Net Value: \$1,598.40

Discount Value: \$0.00 Discount Rate: 0.00 % Sell Price: \$1,776.00

Form of Payment:

Markup Strategy:

Markup Value: \$0.00 Cost to Client: \$1,776.00

Save Cancel



REMARKS

Remarks are used to place text into the DOCUMENTS TO PRINT in TRIP INFORMATION. Remarks allow documents to be developed and refined to produce a professional result in turn eliminating the need to edit documentation in WORD or other Documentation programs.


Press the REMARK icon to access the REMARK ENTRY screen. To add standard remarks (SET-UP IN BACK OFFICE) to the Document(s), press the drop down arrow at COMMENT CODE. A selection of standard remark codes will display. Highlight the selected remark and press Tab key. The text of the remark will download into the space adjacent to COMMENT. When remark is saved it will appear as a trip line in the window. If applicable, fill in START / END DATE.

- Select COMMENT TYPE (NOTE: Normally left as COMMENT)
- Select whether or not remark will print on QUOTE, CONFIRMATION, STATEMENT, ITINERARY

- Select YES on PRINT AFTER TOTALS as this helps clients notice these remarks
- SAVE, and remark will appear on TRIP INFORMATION screen.
- Standard Remarks, which fill in, can be adjusted or edited in the COMMENT section.

Free format remarks and comments can be added under REMARK ENTRY by placing the desired remark directly in the COMMENT area:

There is a further method of entering Standard Remarks, using the STANDARD REMARKS button at the bottom of the REMARK ENTRY screen. These are the same comment codes but this time selected against plain English descriptions for their usage.

 Standard remarks can be selected one at a time to be transferred into your Travel Services Booking. The actual codes used are linked from 'Standard Comments' setup in advance by your Travelog distributor or by an agency 'administrator'

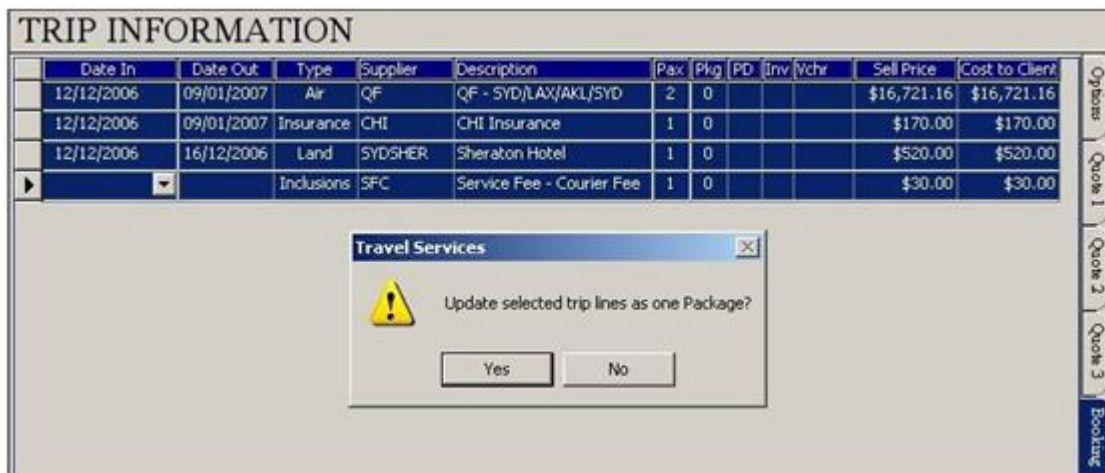


BUILD PACKAGE – CREATE 'PACK AGE' PRICING

Travelog is able to display the total cost of the trip instead of the individual price breakdown of the booking. This is achieved using the BUILD PACKAGE button.

QUOTES, CONFIRMATION & STATEMENT OF ACCOUNT can all be expressed as a single package price.

- On left TRIP INFORMATION list bar, click the small down arrow to reveal further icons (if hidden).
- Highlight all the segments (using Ctrl & Left Mouse), which the package is to consist of.
- Click on BUILD PACKAGE. Answer YES.



NOTE: Once a package has been built, it can also be 'unbuilt' or 'removed' by repeating the above steps but answering NO to the first part of the question that appears. A further screen will appear. Answer YES to remove package indicator from selected lines

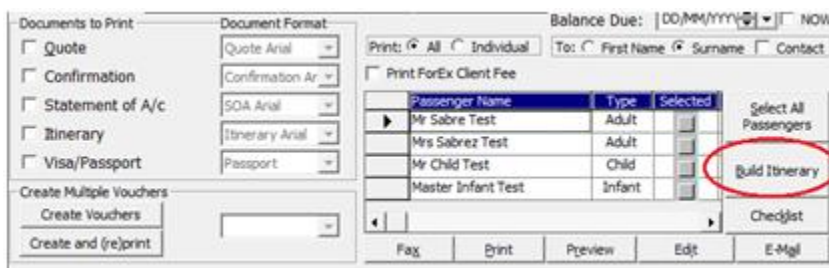


A package can also be constructed using some, rather than 'all' of the lines within the TRIP INFORMATION window. This would occur if for some reason it is necessary to display only part of the booking as a package, with the rest of your Trip Lines displayed individually. In this case, move the lines in the package together, highlight them alone in blue, and press BUILD PACKAGE button repeating the above steps.



BUILD ITINERARY

The Build Itinerary button performs the same function as the BUILD ITINERARY button found in the lower right corner of the TRIP INFORMATION screen. The first time the document type 'Itinerary' is selected, users will be prompted to 'Build Itinerary' automatically. This is to ensure that relevant Trip lines are moved into a correct date order as required by the Consultant for documentation.



This is particularly important where travellers may be crossing date lines or time zones where multiple suppliers are being used on the same date. Please note that Travelog will not automatically differentiate time zones between countries and/or destinations.

SEND SUPPLIER BOOKING REQUESTS



BOOKING REQUEST

The Booking Request button allows a standard document to be printed, faxed or e-mailed to any given suppliers or creditors and would normally include related client and booking information required by these suppliers.

When this window opens you can select the relevant Supplier (or Creditor) the request is to be sent to. This will automatically select relevant trip line associated with the supplier to be included in the request

To send this request in a PDF Format you can 'Preview' the booking request, then select the 'Export to PDF option' via Microsoft Mail (MAPI).

Alternatively you can export to 'Application' which will open the document in a PDF reader where you can normally 'Attach' the document to an e-mail message.

Note: Room listings and other relevant comments about bookings can be added to the Travel Services file as a 'Remark' and these Remarks can then be 'Selected' to appear on your supplier's Booking Request.

E-mail versions will default to the selected supplier / creditor email address if this is setup against the relevant code(s).



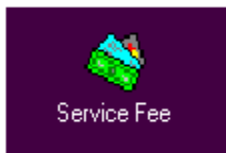
DEPARTUTRE TAX

This feature does not apply in Australia and is currently used by N.Z users only



QUICK TRANSFER

This area is used for transfer services frequently used incurring a fixed supplier charge and will allow you to record Payments to Suppliers in your 'Pay Supplier' or 'Quick Completion' Accounting areas.



SERVICE FEES

This area is designed to capture Service Fees charged by THE AGENCY. These can also be loaded from shortcut buttons in the 'Flight Sector' screen or from within any 'Land Booking' window.

If you have Service Fees that need to be paid to other suppliers then you should NOT be using this icon for those Service Fee types. Supplier Service Fees are accessible under the OTHER INCLUSIONS button available from the Left list bar.

The MANAGEMENT /SERVICE FEE below corresponds to the Agency Service Fees also raised under OTHER INCLUSIONS however this is a much quicker way of loading the Service Fees charged by your agency.

Notes

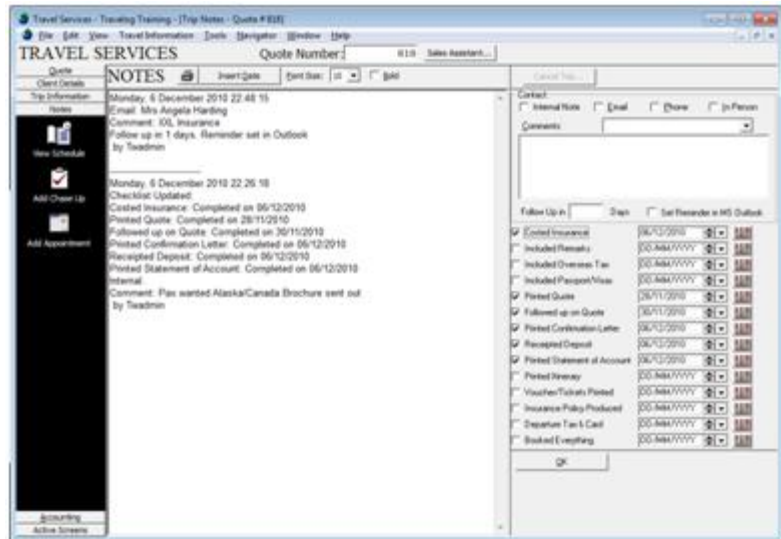
4. NOTES

Pressing the NOTES List Bar will access a free text entry area where notations about the particular Trip can be stored.

These notes would, for example, allow multiple consultants working on the same booking file, a common communication avenue.

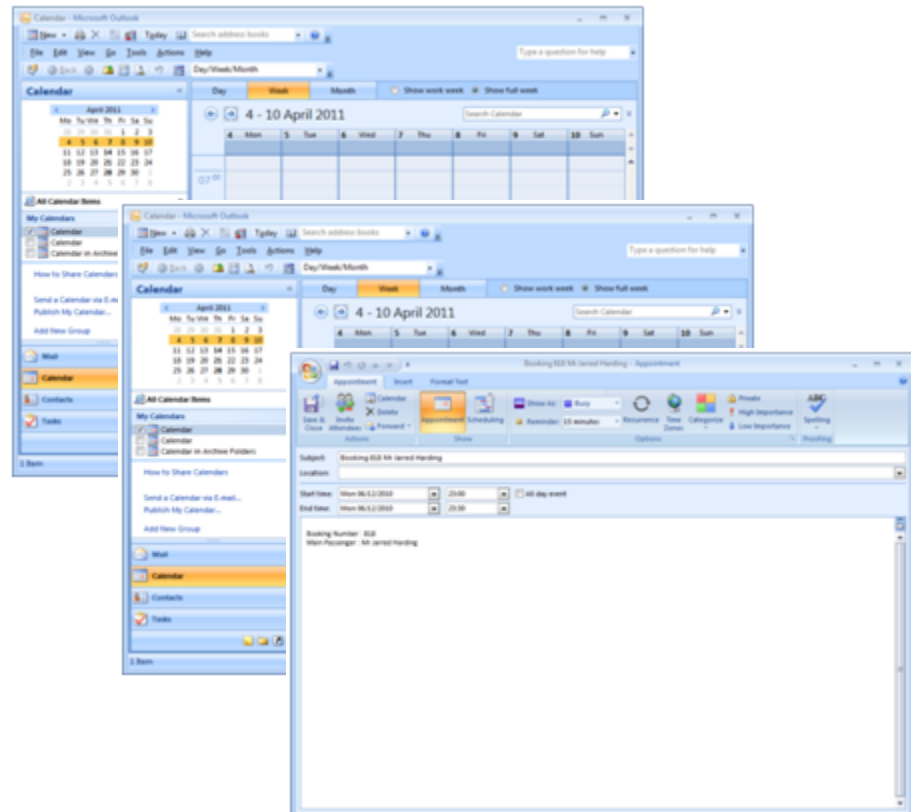
Users can also copy/paste text from Fare or Booking information including from PNRs into this Window

The Consultant Checklist area is now also integrated within the notes window



CALENDAR ITEMS

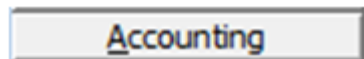
The following applications in the 'NOTES' area are only available if Microsoft 'Outlook' is installed on your PC



CHECKLIST & CALENDAR INTEGRATION

Additional NOTES can be added to your booking file using the Contact Area above the 'Checklist' By ticking/selecting the 'Set Reminder in Outlook' Option plus the 'Follow Up in # Days' field, this will open a 'Chase Up' window from 'MS Outlook'.

To add any of the individual checklist items to your MS Outlook calendar, click the small calendar icon to the right of the date fields.



5. ACCOUNTING

Click on ACCOUNTING and the following Icons will become accessible down the left-side List Bar:



TRANSACTION DRILLDOWN

Click on TRANSACTION DRILLDOWN to access all accounting records for a particular trip. In particular, it is possible to see receipts taken from the client; invoices raised for a corporate client and monies paid out to suppliers. A consultant should aim to have the file showing a balance of zero in the drilldown when completed.

- A Drilldown showing a MINUS figure means the booking is in CREDIT and has funds AVAILABLE.
- Any outstanding amount will appear in a RED BOX
- Any reversals and credit notes will be displayed.

Client Transaction enquiry

File Edit Navigator Help

Trip Account: 1

Name: Mr John Butler

Debtor Name:

Balance: \$0.00

Depart Date: Thursday, 22 September 2006

View: Full View Split View

Commission Detailed GST Inclusive

Date	Entry Type	Doc. Type	Doc. Number	Principal	Debit (DR)	Credit (CR)	Balance
18-May-05	RCPT	Ordinary	3		0.00	-1,870.00	-1,870.00
18-May-05	NON-BSP	Ticket/Voucher	23156466		120.00	0.00	-1,750.00
18-May-05	CHQ	Supplier	000001		330.00	0.00	-1,420.00
18-Dec-05	CHCR	AMEHDFEES	2		20.00	0.00	-1,400.00
18-May-05	BSP	Ticket	2212665336		700.00	0.00	-700.00
18-May-05	BSP	Ticket	2212665335		700.00	0.00	0.00
TOTALS					1,870.00	-1,870.00	0.00

Include Non-Updated Transactions

Trip master record. CAPS NUM 31/05/2006 21.06

- FULL VIEW: Will give a full view of debits & credits Notice that in FULL VIEW, DOCUMENT TYPE & ENTRY TYPE is displayed.
- SPLIT VIEW: Will give a split full view with debits on the left & credits on the right of the screen (see below)

Scroll Buttons / Bars: Scroll Right or Left for more details of each transaction

Client Transaction enquiry

File Edit Navigator Help

Trip Account: 1
 Name: Mr John Butler
 Debtor Name:
 Balance: \$0.00
 Depart Date: Thursday, 22 September 2005

Trip Statistics:
 Gross Trip Value: \$1,850.00 - \$145.00
 Nett Gross: \$1,703.20 (Non Commission)
 Commission: \$171.20
 Yield/Margin: 10.05% %

View:
☐ Full View
☒ Split View
☒ Commission
☐ Detailed
☒ GST Inclusive

DEBIT					CREDIT				
Date	Type	Doc. Type	Doc. Number	Amount	Date	Type	Doc. Type	Doc. Number	Amount
18-May-05	CN-BE	cket/Voucher		120.00 0	18-May-05	RCPT	Ordinary		-1,870.00 0
18-May-05	CHQ	Supplier		330.00 0	TOTALS				-1,870.00 0
18-Dec-05	CHCR	AMENDFEES		20.00 0					
18-May-05	BSP	Ticket		700.00 0					
18-May-05	BSP	Ticket		700.00 0					
TOTALS				1,870.00 0					

☒ Include Non-Updated Transactions

Trip master record: CAPS NUM 31/05/2006 21.10

Clicking COMMISSION: will give details of the following:

1. Gross Trip Value
2. Nett Gross
3. Commission
4. Yield/Margin
5. Non Commissionable

Amount

DETAILED: Provides an extra line with details such as Suppliers, Payment Types and Pax Names.

FURTHER DETAILS OF THE TRANSACTION DRILLDOWN:

- A payment made by credit card is shown as a debit and credit amount on the trip
- Any other type of payment is shown as a debit amount on the trip
- Note that in the case of discounts, drilldown is not accurate until after updating of relevant data
- GREEN LINES: The Green Lines means they have been NOT been
- LISTED & UPDATED by the Office Manager or Administrator
- YELLOW LINES: The Yellow Lines have been LISTED & UPDATED
- by the Office Manager or Accounts Administrator
- Press note button to access REMARK ENTRY for trip. The consultant can record any accounting note about the trip. For example, it could be used to tell the System Administrator why the file is out of balance and what is being done to clear it, or if any amounts need to be written off.
- Pressing the Preview button allows a view of the CLIENT LEDGER

Remark Entry(Mrs Diane Moran)

File Edit Navigator Help

REMARK ENTRY

Account Code: 8
 Account Name: Mrs Diane Moran
 Comment Type: ☒ Rules & Regulations ☐ Other Remarks

Add Modify Delete Save Cancel Close

Ready CAPS NUM 10-11-99 8:05 PM

Client Transaction enquiry

File Edit Navigator! Help

Trip Account: 65
 Name: Mrs Gai Harris
 Debtor Name:
 Balance: -\$4,680.00
 Depart Date: Tuesday, 12 December 2006

View:
☒ Full View
☐ Split View
☐ Commission
☐ Detailed
☒ GST Inclusive

Date	Entry Type	Doc. Type	Doc. Number	Principal	Debit (DR)	Credit (CR)	Balance
17-May-06	RCPT	Voucher	57		0.00	-520.00	-520.00
17-May-06	NON-BSP	Voucher	57		520.00	0.00	0.00
31-May-06	RCPT	Ordinary	56		0.00	-5,000.00	-5,000.00
31-May-06	CHQ	Supp.Deposit	MD26751		150.00	0.00	-4,850.00
31-May-06	NON-BSP	Ticket/Voucher	INS78632		170.00	0.00	-4,680.00
TOTALS					840.00	-5,520.00	-4,680.00

☒ Include Non-Updated Transactions

Trip master record. CAPS NUM 02/06/2006 11:16

- Removing the tick from INCLUDE NON-UPDATED TRANSACTIONS will only allow the display of updated transactions, which relate to that particular trip file.



RECEIPTS

For the Receipting of client funds that would be banked into an Agency's Trust or Travel Account.

NOTE: It is only possible to receipt money to a file that has been turned into a booking. For money being held on file you will need to fill in Client Details screen (New Booking) and click on the CREATE AS BOOKING button.

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 217

1 CLIENT TRIP 2 SUPPLIER 3 DEBITOR A/C 4 ADMINISTRATION 5 TRANSFER

Received Money from a Client

Trip Account Code: 658
 Trip/Client Name: Jarred Harding
 Passenger Name: Mr Jarred Harding
 Form of Payment: Cash
 Comment: AF SYD LHR SYD
 Amount Received: \$2,500.00

☐ Multiple Forms of Payment ☐ Split between Trips

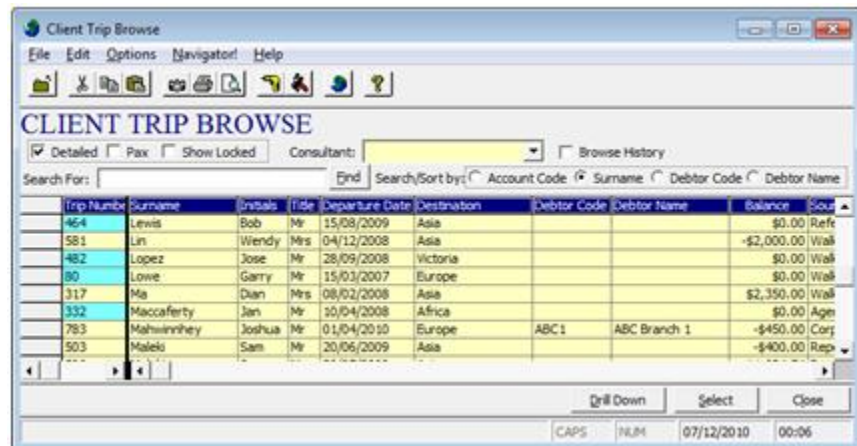
Loyalty Scheme: PLTBUTS Card Number: 5555 5555 5555 5555
 Loyalty Value: \$2,500.00 Collected Points: 1,000.00 Cost of Points: \$30.00

Additional Receipt Details
 Receipt Number: 07/12/2010
 Receipt Date: 07/12/2010
 Receipt Total: 80.00
 Bank Account: Client Trust Account
 Other:

Please Enter Receipt Details Batch: 217 (Open) CAPS NUM 07/12/2010 00:14

1. CLIENT TRIP (Client Funds)

The TRIP ACCOUNT CODE will normally default to the currently open Trip/Client Account if you started the receipt from the client's Travel Services file. Press the BROWSE button to access the CLIENT TRIP BROWSE to add or recall a receipt for a different trip.



- RECEIPT NUMBER will be automatically generated when receipt is printed/saved
- RECEIPT DATED will default to the current date
- BANK ACCOUNT - Make sure the correct bank account is used
- PASSENGER NAME will default to the TRIP/CLIENT NAME. Alternative names can be chosen from the drop down list
- Select PAYMENT METHOD from the drop down list. Click OK to initialised Payment Details (if applicable)
- Complete any Payment Details Window that opens & click OK
- COMMENT should be used. It will be printed on Receipt and is useful for Back Office reconciliations.
- PAYMENT DESCRIPTION must be selected from the drop down list.
- OTHER COMMENT may be chosen from one of the standard codes listed. (Normally left blank)
- SAVE or PRINT (if required)

NOTE: When a receipt is printed it is automatically saved.

If the receipt has 'Multiple forms of payment' or is to be 'Split' between Trips, click in the relevant box and then click on save. Repeat the steps above to complete total amount received.

RECEIPT ENTRY Batch: 217

1 CLIENT TRIP | 2 SUPPLIER | 3 DEBTOR A/C | 4 ADMINISTRATION | 5 TRANSFER

Received Money from a Client

Trip Account Code: ...

Trip/Client Name:

Passenger Name:

Form of Payment: ...

Comment:

Amount Received:

☐ Multiple Forms of Payment ☐ Split between Trips

Loyalty Scheme: Card Number: ☐ Loyalty Scheme points only

Loyalty Value: Collected Points: Cost of Points:

Additional Receipt Details

Receipt Number:

Receipt Dated:

Receipt Total:

Bank Account:

Other:

Buttons: Add, Reverse, Print, Save, Cancel, Close

Please Enter Receipt Details Batch: 217 (Open) CAPS NUM 07/12/2010 00:14

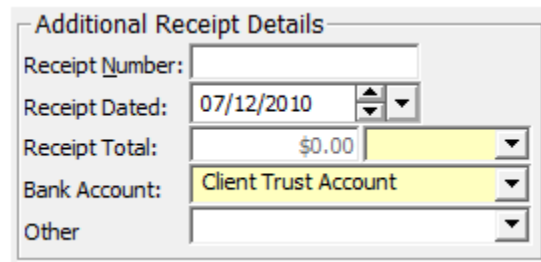
When completing the last part of the Receipt Entry, ensure you remove the tick from the 'Multi Form of Payment' or "Split between Trips' boxes before clicking on save.

FLYBUYS & LOYALTY SCHEMES

FLYBUYS AND OTHER LOYALTY SCHEMES CAN BE TRACKED AND RECORDED AT TIME OF RECEIPTING FUNDS. SETUP INSTRUCTION CAN BE FOUND IN THIS MANUAL.

Two Ways to Find/Retrieve a Receipt

NOTE - Once a List & Update* has been completed you are no longer able to Browse for a Receipt in the Receipt Entry Window *(The List & Update is where Transactions are posted from the Front Office into the Back Office Accounting Area)



The 'Additional Receipt Details' dialog box contains the following fields:

- Receipt Number: [Empty text box]
- Receipt Dated: 07/12/2010 [Date picker]
- Receipt Total: \$0.00 [Dropdown menu]
- Bank Account: Client Trust Account [Dropdown menu]
- Other: [Empty dropdown menu]

Enter Receipt Number in RECEIPT NUMBER

Box (required receipt must be in the current batch - updated receipts will not be available in Front Office Receipt Windows)

Click CANCEL in RECEIPT ENTRY Window & Answer YES and then Search via BROWSE arrows

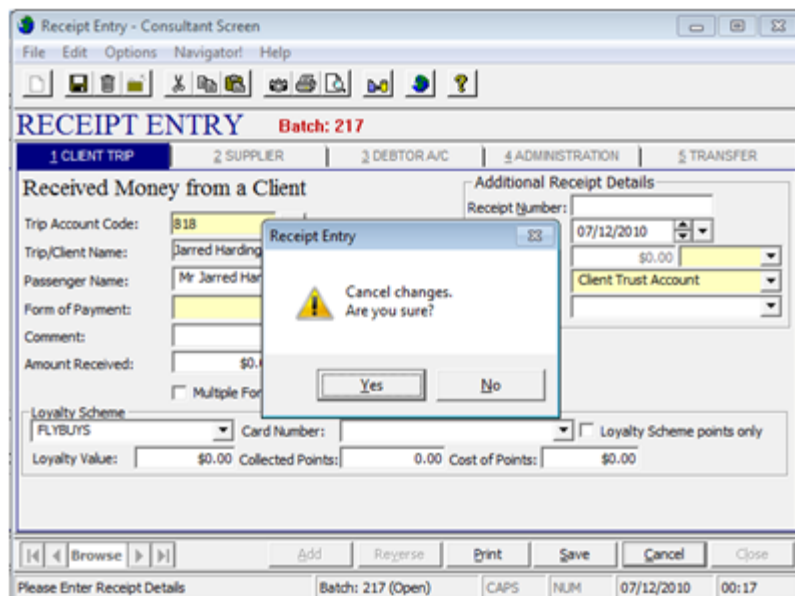


A row of buttons for navigating the Receipt Entry window: [Previous] [Browse] [Next] [Add] [Reverse] [Print] [Save] [Cancel] [Close]

REVERSING RECEIPTS

NOTE – This can be done if receipts have been Updated but not yet banked (reconciled) if your Username will allow it

- If the original payment has been made incorrectly and this needs to be corrected the original payment needs to be reversed. (NOTE: A receipt cannot be modified once it has been printed or saved). The corrections are then made and the new entry is paid again. Click RECEIPT MONEY (Must be a Booking), then click CANCEL.
- Click the BROWSE arrows on the Bottom Left Until you Display the Applicable Receipt



The 'Receipt Entry - Consultant Screen' shows a receipt entry form for 'Batch: 217'. The form includes fields for Trip Account Code (818), Trip/Client Name (Jarred Harding), Passenger Name (Mr Jarred Har), Form of Payment, Comment, Amount Received (\$0.00), Loyalty Scheme (FLYBUYS), Card Number, Loyalty Value (\$0.00), Collected Points (0.00), and Cost of Points (\$0.00). A warning dialog box is overlaid on the form, asking 'Cancel changes. Are you sure?' with 'Yes' and 'No' buttons.

- Click REVERSAL Button. Note
- Comment Box will Show Reversal of Receipt Number. Answer yes.
- Click ADD. Re-Issue a New Receipt, and Click PRINT.
- Click CLOSE to Return to Trip Information.
- Check TRANSACTION DRILLDOWN & Close

MULTIPLE & SPLIT PAYMENT RECEIPTING

Issue a Multiple Form of Payment Receipt

☐ Multiple Forms of Payment ☐ Split Between Trips

- Click this box if you have more than one form of payment eg. Cheque & Visa
- There is NO LIMIT to the Number of Multiple Forms of Payment
- Place a tick in MULTIPLE FORM OF PAYMENT Box
- Enter details of first and successive forms of payment
- Select the SAVE button to save this portion of your receipt

BEFORE the last form of payment is entered, REMOVE TICK from the MULTIPLE FORM OF PAYMENT area which will allow you to fill in details for the last form of payment. Choose Print or Save to save the Receipt without Printing

Issue a Receipt for payment of Multiple Trips

- Click this box if you have one form of Payment split between two different Trip Numbers.
- Place a tick in SPLIT BETWEEN TRIPS
- Enter details for the first trip number and SAVE
- Remove tick from SPLIT BETWEEN TRIPS and complete details of the second trip & PRINT.

☐ Multiple Forms of Payment ☐ Split Between Trips

'BA CK OFF ICE ' RECEIPTING FOR CONSULTANTS :

SUPPLIER RECEIPTS (Commission Voucher)

This function will only be accessible to the consultant if previously set up by administrator and is to be used when receiving a cheque from a Hotel, Car Hire Company etc for which the Agency has raised a Voucher for a client who has Paid Direct or had charges Billed Back to them. This will be the commission due against the raised voucher

Click on **ADD** and then click on the Browse Button next to the Commission Voucher box

NOTE: Should an error message occur that says the Account Code does not exist, you will need to check that the code has been added through General Ledger Maintenance, if not - the code

needs to be added or it may be that the account is set to Administrator use only, in which case you will need to be signed in as the System Administrator or have rights in the system.

The following voucher matching window should appear when you can make different selections to find vouchers matching commission payments.

SUPPLIER RECEIPTS

For bookings where clients have PAID DIRECT to the Hotel / Car / Supplier direct for services the agency is awaiting commission, the Creditor to select in most cases be 'DIRECT CREDITORS'. Any relevant Suppliers would then be available for selection from the Supplier Drop Down boxes

1. Select 'Sorted By' clicking the relevant option (normally by Voucher or PAX Name)
2. Select the Creditor by clicking the down arrow then select the relevant Arrival
3. from/to date to narrow down the search criteria to make it easier to locate the relevant vouchers.

4. Select your Starting and Ending Suppliers to see unpaid commission/vouchers
5. Click Search which will then give you a listing of all unpaid commissions

Match Voucher

6. If you scroll to the right of this windows you will see the passenger name details
7. Click on the amount to match & then Right-Mouse Click & select Match Voucher

Complete the window details with relevant information and then click on Save

ORIGINAL COMM. - Defaults from Voucher if pricing was complete in Land Booking Window

AMOUNT PAID - defaults to the same amount as in the Original Commission box. This can be changed before saving to the value of any payment received from Suppliers

MATCH AS – If the amount is paid in Full then select the button Full. If this is a Part payment click the button for Part so that it is selected. Part payment may apply where the Supplier has only paid for 1 night's accommodation and it should be for 2 nights' accommodation. The balance will then remain as outstanding.

YELLOW BOXES– defaults from the voucher and can be changed

TICKETED FARE – defaults from the voucher if the pricing was entered in the Land Booking screen. This can be changed based on the actual commission received.

OFFERED FARE – defaults from the voucher if this window was completed in Land Booking OFFERED – This is the reason for the Offered Fare not having been accepted by the customer CLASS OF TICKET – Applies to vouchers created for an Airline Only

DAYS AWAY – This information flow to Back Office for the Corporate Reporting functions

The matched voucher amounts now appear on the Right Side in the Selected Vouchers box.

1. Click on Ok to save the details matched. Click Close if you need to cancel the matching.
2. Now select the Payment Method and complete the payment details
3. Make sure the Receipt Dated field and the Bank Account used are correct

SELECT VOUCHERS TO PAY/MATCH							SELECTED VOUCHERS	
Vch No.	Trip No.	Arrival	Dep. Date	Comm. Amt	Creditor	Supplier	Voucher No.	Amt Received
145	768	19/09/2009	21/09/2009	\$190.24	Direct Creditors	Mana Island Res	145	\$176.95

Total Value: \$176.95

4. Click Save and the receipt will split if you have matched more than one voucher to the total value the cheque received.

**** To remove an incorrect matching in this area, simply right-click with your mouse on matched amounts to the right of the Voucher Payment Selection window ****

OTHER COMMISSION - Mainly used for Credit Card Commission Payments

To be used when receipting other commission that is not received from a voucher being generated, such as commission from a Wholesaler for payments made direct to them with the client's credit card.

- Click on ADD & click OTHER COMMISSION

- ACCOUNT CODE will default
- Click on UPDATE NON-BSP CREDITOR button
- Fill in SUPPLIER NAME and CREDITOR Code any original Non BSP entry would have gone to.
- Make sure the RECEIPT DATED is correct for the entry.
- BANK ACCOUNT will default – check this is the correct Bank Account
- COMMENT is optional however suggest using original booking number(s) as the
 - comment
- Fill in the AMOUNT TO BANK and also your
- PAYMENT METHOD
- If the receipt is 'split between trips' click in SPLIT RECEIPT box and repeat above steps. Remember to remove the tick from the split box for the last entry.
- SAVE or PRINT (if required)

Note: When a receipt is printed it is also automatically saved.

When these entries are list/updated the amount that has been receipted will then appear in Non BSP Supplier Return area matching amounts due.

Refer to Non-BSP Supplier Return for further details.

SUPPLIER - Refund

- Click on ADD and on REFUND
- Fill in the ACCOUNT CODE (Trip or Corporate)
 - SOURCE, CATEGORY, TYPE OF SALE, CONSULTANT CODE should come through from the Trip code (Travel Services

Booking #) that is selected. Use browse Key if Trip Number unknown.

- Fill in SUPPLIER NAME, CREDITOR CODE (use browse boxes if necessary)

- Make sure the RECEIPT DATED and the BANK ACCOUNT are correct
- COMMENT is optional
- Fill in AMOUNT TO BANK. Fill in PAYMENT METHOD
- Fill in COMMISSION RECALL, the amount of commission you made on the original sale
- If applicable, enter in any NON- COMMISSION amounts paid out on the original sale to supplier
- Fill in SUPPLIER CNX FEE. That is any cancellation fees charged by wholesaler, hotel etc.
- ORIGINAL SALE TOTAL will calculate based on amounts entered in the previous boxes.
- DISCOUNT GIVEN and OUR CNX CHARGE (where applicable). Remember to select the relevant Type of Sale from the drop down menu to the right of this area – Normally ‘Service Fees’ for Cancellations.
- Check the amount you are refunding to your client matches CLIENT REFUND AMT
- If this receipt is split between trips repeat above steps.

Remember to remove the tick from Split Receipt box on the last part of the entry before saving.

- SAVE or PRINT (if applicable)

Note: When a receipt is printed it is automatically saved as well.

Corporate / Debtor Receipts

- Click on the ADD Button
- Fill in CORPORATE ACCOUNT CODE (use Browse & Select if need be)
- Click on Browse box by PAYMENT OF INVOICE NO.. This will bring up DEBTOR INVOICE MATCHING window.
- Select the invoice being paid and click in the last column – MATCHED.

Debtor Invoice Matching

DEBTOR INVOICE MATCHING

Name: Current: \$1,398.00 Overdue: -\$9,863.42 Balance: -\$8,465.42

Search: Find

Document #	Screen	Doc Type	Date	Trip #	Description	Value	Matched Amount	Matched
2	Invoice	Ordinary	06-Dec-02		*Mr J Test	\$136.58	\$136.58	*Matched*
3	Invoice	Invoice	12-May-03	51	*Mrs Maureen Howarc	\$1,398.00	\$1,398.00	*Matched*

TOTALS: \$0.00 \$0.00

Ok Close

- Type 'M' if paying the invoice in full or 'P' if partially paying invoices then type MATCHED AMOUNT
- Once you've selected or 'MATCHED' all invoices being paid with this Receipt click on OK.

This takes you back to the RECEIPT ENTRY screen

Receipt Entry - Consultant Screen

File Edit Options Navigator Help

RECEIPT ENTRY Batch: 17

1 CLIENT TRIP 2 SUPPLIER 3 DEBTOR A/C 4 ADMINISTRATION 5 TRANSFER

Received Money from a Corporate A/C

Corporate Account Code: ...

Payment of Invoice No.: ... **MATCHED INVOICES**

Corporate Account Name:

Passenger Name:

Form of Payment: ...

Comment:

Amount Received:

Additional Receipt Details

Receipt Number:

Receipt Dated:

Receipt Total:

Bank Account:

Other Comment:

Ageing Type: ☐ Oldest ☐ 30 day ☐ 90 day+ ☐ Current ☐ 60 day

Ready Batch: 17 (Open) CAPS NUM 12/01/2005 23:48

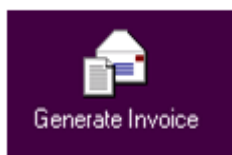
Back Browse Forward Add Reprint Print Save Cancel Close

- Fill in the selected PAYMENT METHOD
- COMMENT is optional
- AMOUNT RECEIVED will have defaulted from the matching of your invoices
- Ensure the RECEIPT DATED and the BANK ACCOUNT are correct
- Click on SAVE

NOTE: Clicking the Print button will automatically SAVE your receipt entry

INVOICE CORPORATE/DEBTOR ACCOUNTS

Generating Invoices



CLIENT DETAILS screen.

- To Issue an Invoice to a Company / Debtor as a Form of Payment This can be done at the time of making the Original Booking.
- Note you can only invoice from a Booking linked to corporate account
- The booking must first be linked to a Debtor at the bottom of the

Travel Agency: Travelog Training

Corporate A/c: ABCHO ... \$ + ABC Head Office

Contact Name: Mr Jane Smith ▼ Order No.: A6YH7T

- Press the BROWSE BUTTON adjacent to CORPORATE A/C to access the DEBTOR BROWSE screen. This will allow you to SELECT the relevant Debtor and press Select Tab.

Debtor Browse

File Edit Navigator! Help

DEBTOR BROWSE

Search on: ☒ Reporting Level ☐ Billing Level

Search For: End << Previous Next >> Selected: ABC Head Office

CORPORATE ACCOUNT LEVELS	CORPORATE ACCOUNT INFORMATION
<ul style="list-style-type: none"> ABC Head Office (ABCHO) Air Plus Debtor (TP) American Express Receipts (AXCARD) Axis Corporate (Head Office) (AXAHO) Blacktown City Council (BLACKCC) CFC PTY LTD (ADL) (CFCADL) CFC PTY LTD (SYD) (CFCSYD) Cfcmel (CFCMEL) Debtor Rebate Test (DB1) Diners Card Receipts (DCCARD) Expo 2008 (EXPO08) EXPO 2009 (EXPO09) 	<p>Code: ABCHO</p> <p>Name: ABC Head Office</p> <p>Address: 12 Main Street Sydney - NSW</p> <p>Post Code: 2000</p> <p>Home Phone: Work Phone: 02 92117555</p> <p>Fax: 02 92116166 Mobile Phone: 0404000000</p> <p>Current: \$12,674.22</p> <p>Period 1: \$18,156.68 Period 3: -\$22,031.24</p> <p>Period 2: \$0.00 Total Owing: \$8,799.66</p>

Select Close

Please select debtor record. CAPS NUM 08/12/2010 15:06

- The debtor code fills in at CORPORATE A/C.
- Select CONTACT NAME from the drop down list or fill in. Fill in ORDER NUMBER if used.
- Fill in ORDER NUMBER if used – NOTE: Order numbers are sometimes referred to as COST CENTRES or PURCHASE ORDER numbers

Corporate A/c: ABCHO ... \$ + ABC Head Office

Contact Name: Mr Jane Smith ▼ Order No.

Contact Name(s)	Phone Number	Extn.	Email Address	Fax Number
Mr Jane Smith	02 9211 7555	998	info@travelog.com.au	02 9211 6166

Travel Agency: Travelog Training

Corporate A/c: ABCHO ... \$ + ABC Head Office

Contact Name: Mr Jane Smith ▼ Order No.: A6YH7T

- Check and/or enter PAYMENT DETAILS, RULES AND REGULATIONS & DEBTOR ADDRESS DETAILS, which are essentially the same as those used with the client profile, except that they are used to record details about the Debtor.

- Complete related TRIP INFORMATION and Create As booking. (Section 3 – Trip Information)
- Under your ACCOUNTING list bar, click on GENERATE INVOICE. This is for a situation where all the booked lines for a particular passenger will be invoiced to the corporate, with no part having been paid privately – alternatively select individual lines to be invoiced then click on GENERATE INVOICE (See Invoicing only PART of a Booking)
- Answer YES to question.
- The INVOICE PASSENGER SELECTION window appears.
- Place a tick in the BOX IN SELECTED column next to the TYPE OF passenger(s) to be included on the invoice.

Those passengers not ticked are either linked to the profile, but not travelling on this booking or they are part of the booking paying separately.

- Click Select All Passengers button
- In STATEMENT COMMENT Users can change small comment to appear in the Debtor
- Statement in relation to this invoice.
- Press INVOICE.
- NEW ADDRESS enables the selection of another address from up to six possible choices set up by the system administrators in the Debtor Maintenance area.

Passenger Name	Type	Selected
Mr Jarred Harding	Adult	<input checked="" type="checkbox"/>
Mrs Angela Harding	Adult	<input checked="" type="checkbox"/>

Invoice Preparation & Print

INVOICE PREPARATION AND PRINT

TAX INVOICE

CORPORATE ACCOUNT INFORMATION				DOCUMENT INFORMATION			
Code:	ABCHO	Cost Centre:		Document Number:			
Name:	ABC Head Office			Document Type:	<input checked="" type="radio"/> Invoice <input type="radio"/> Credit Note		
Address:	12 Main Street Sydney - NSW 2000			Document Date:	08/12/2010		
				Order Number:	A6YH7T		
				Contact Name:	Mr Jane Smith		

Trip No.	Type	Passenger Name	Description	Goods Value	GST Value	Discount	Invoked Value
818	Client		This document is for the following	\$0.00	\$0.00	\$0.00	\$0.00
818	Client	Mr Jarred Harding	Air Lanka Sydney to Kuala Lumpur to	\$1,098.12	\$0.00	\$0.00	\$1,098.12
818	Client	Mrs Angela Harding	Air Lanka Sydney to Kuala Lumpur to	\$1,098.12	\$0.00	\$0.00	\$1,098.12
818	Client		Service Fee - Credit Card Fee	\$39.64	\$3.96	\$0.00	\$39.64
818	Client		Accommodation at Mana Island Resort & Spa,	\$2,200.00	\$0.00	\$0.00	\$2,200.00
818	Client		Transfer	\$26.82	\$2.68	\$0.00	\$26.82

Foreign Currency Code: EUR Exchange Rate: 0.5959

SUB TOTAL: \$4,462.70
 GST TOTAL: \$6.64
 TOTAL: \$4,469.34

Statement Description: Mrs Angela Harding Terms/Trade:

Deposit Date: 08/12/2010 Amount: \$0.00 ☐ Deposit Due ☐ Deposit Paid

Balance Date: 08/01/2011 Final Balance Amount: \$4,469.34

Ready CAPS NUM 08/12/2010 16:40

- COST CENTRE enables linking of a head office to a sub-branch.
- If the invoice is for an initial deposit, or a deposit has already been paid, press DEPOSIT DUE or DEPOSIT PAID as appropriate, fill in AMOUNT and DEPOSIT DATE & BALANCE DATE.
- DOCUMENT NUMBER is generated automatically, and the comment in TERMS & TRADE fills in from the Back Office set-up. Free text remarks can also be added in this space.

An Invoice can be customised further by using the ADD, INSERT, CHANGE or REMOVE LINE button(s). All invoices generated in Travel Services can be E-mailed to your clients using the Email button next to the PRINT and SAVE Buttons. You can also send Invoices via e-mail in PDF Format from the back office after previewing the Invoice/Credit Note on- screen

Invoice Detail Line Entry

INVOICE DETAIL LINE ENTRY

Account

Account Code: 818 ☐ Client ☐ G/L

Account Description: Mr Jarred Harding

Passenger Name: Mrs Angela Harding

Line Description

Standard Invoice Code: [Dropdown]

Description of Charge: Air Lanka Sydney to Kuala Lumpur to Colombo - Katunayake to Bangalore to Colombo - Katunayake to Kuala Lumpur to Sydney. Departing on Saturday, 18 December 2010, returning on Wednesday, 26 January 2011. Ticket for Mrs

Amount

Amount Charged: \$1,098.12 ☐ GST Inclusive

Discount Rate: 0.00 Amount: \$0.00 Reason for Discount: [Dropdown]

Total Amount Invoiced: \$1,098.12 On Net: \$1,009.02 Type of Sale: Inter Airfare

Product

Creditor Code: [Dropdown] Document Number: 9749245780/81

Principal Code: BSP Confirmation Number: [Dropdown]

Airline Code: UL Air Lanka

- CHANGE A LINE. This enables access to the INVOICE DETAIL LINE ENTRY screen.

(NOTE: you must first highlight the line to change by clicking anywhere on the line first.)

- Clicking the down arrow on the highlighted invoice line also opens the details of the Invoice line entry.

Trip No.	Type	Passenger Name/Booking Details	Goods Value	Tax Value
15	Client	This document is for the following	\$0.00	\$0.00
15	Client	Tour with Qantas Australian Holidays, .	\$1,695.00	\$0.00
15	Client	Ready Plan Australia insurance policy,	\$120.00	\$0.00
15	Client	Transfer	\$20.00	\$0.00
15	Client	Accommodation at Novotel Melbourne on	\$5,355.00	\$0.00
15	Client	Accommodation at Hertz Australia, . In on	\$1,080.00	\$0.00
15	Client	Courier Fee for Delivery of tickets and	\$35.00	\$0.00

Invoice Detail Line Entry

INVOICE DETAIL LINE ENTRY

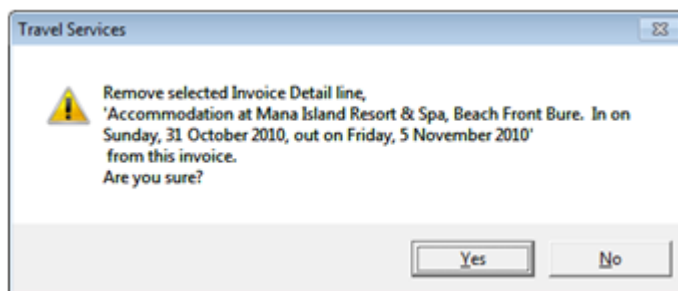
Account
 Account Code: 1
 Account Description: Mr John Butler
 Passenger Name: Mr John Butler

Line Description
 Standard Invoice Code:
 Description of Charge: Accommodation at Sheraton Hotel, Double Room. In on Tuesday, 12 December 2006, out on Saturday, 16 December 2006

Amount
 Amount Charged: \$520.00 ☐ GST Inclusive
 Discount: Rate: 0.00 Amount: \$0.00 Reason for Discount:
 Total Amount Invoiced: \$520.00 Type of Sale: Inter Accommodation

Save Cancel

- DESCRIPTION OF CHARGE is sourced from the Trip Lines and shown in full. This is how it will print on the invoice however this area can be edited using free text.
- A standard comment can be entered in STANDARD INVOICE CODE by choosing from the selection in the drop-down list. This will then appear in DESCRIPTION OF CHARGE. This can be set up to appear at the beginning, middle or end of free-format invoice data. Otherwise, free text alone can be used in this area.
- Fill in AMOUNT CHARGED, etc as required. This will be added to the invoiced total.
- SAVE
- GST – is mandatory, and would need to be ticked or un-ticked if GST applies.
- Pressing REMOVE A LINE not only removes the highlighted line on the invoice, but deducts the invoiced value of the deleted line from the invoice total



- INSERT A LINE allows insertion of a line above the line highlighted in black

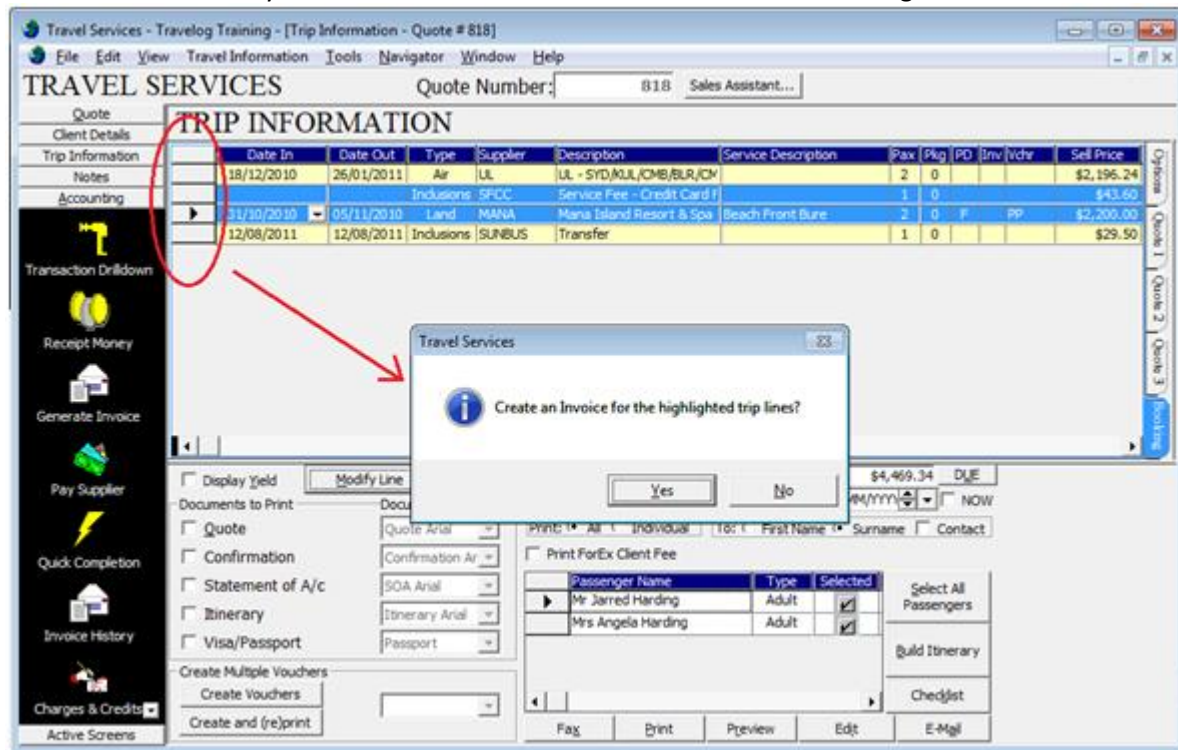
Invoice Line entries can also be arranged in any sequence the same way as re-ordering itineraries.

- Click Print for a hard copy of the invoice and the word “Printed” will appear in top right hand corner

NOTE: Only one 'Tax' Invoice can be printed from Travel Services and all other printed copies will read 'Copy' Invoice. To print additional 'copies' you must go to the Invoice History Icon and print from the copy that appears. A 'Tax Invoice' can only be printed again by a system 'Administrator' from the Back Office 'Invoice Preparation and Print' window.

Invoicing only part of a booking

- Under TRIP INFORMATION highlight the lines to be included on invoice using the Control Button on your keyboard until each selected line turns Blue (Hold the Ctrl key down and click on the left hand grey section of each line selected)
- In the Accounting LIST BAR, Click on GNERATE INVOICE
- Answer YES if you are satisfied when asked that all lines for invoicing have been selected.



Please review additional questions the System may prompt you with as Travelog will take into Account any amounts previously receipted to your Travel Services Trip Number. The amounts can then be deducted form any Invoices created

- Fill in INVOICE PASSENGER SELECTION as in the previous example, and continue as per details contained in the GENERATE INVOICE section of this manual.

SECTION 4 – NOTES & CALENDAR (CTRL+E)

UNDERSTANDING TRANSACTION / PAYMENT TYPES

PAY SUPPLIER

This is where Front Office users raise Accounting entries for the payment of airline tickets, accommodation, car hire, departure tax, insurance etc. Many items are simply 'PAID' into the Back Office for reconciliations at a later date by Administrators or Back Office Users (e.g. BSP or NON-NSP Entries)

BSP ENTRIES are used by the Back Office for the reconciling of the weekly IATA Billing for E-Tickets issued in your own office. Other Tickets purchased from a Wholesaler or Airline that get paid later are called 'NON- BSP' Entries.

Pay Supplier – BSP

Pay Supplier - e.g. BSP Ticket issued.

- Under the ACCOUNTING LIST BAAR Click on PAY SUPPLIER
- Click anywhere on the trip line that is to be paid except for YELLOW C/CARD AMT boxes
- Click on the PAY button in the middle of the screen.
- On the bottom half of this window the BSP button is selected and the FINAL PAYMENT button is also selected - This should always default for air tickets paid through BSP

Example; Click on AIR so that the box is highlighted in black.

The screenshot shows the 'Pay Supplier' window. At the top is a table with columns: Type, Creditor, Supplier, Description, Gross Amt, Total Tax, C-Card Amt, C-Card Tax, Commission, Amt to Pay, Amount Paid, and Outstanding. The table contains three rows: 'Insurance COVERMOL COVERMOL Cover More Ins.', 'Land DIRECT JKTNOVO Novotel Jakarta', and 'Air BSP OF SYD/AKL/SYD'. The 'Air' row is highlighted in black. Below the table is a 'PAY' button and a 'Show Completed Payments' checkbox. The 'Payment Details' section includes 'Transaction Type' (BSP, NonBSP, Debit, Requisition), 'Payment Type' (Deposit, Final Payment), 'Gross Value' (\$510.00), 'Credit Card Portion Paid By Client' (\$0.00), 'Amount to Pay' (\$588.73), 'Date' (13/01/2005), 'Document No.' (1234567890), 'Payee Name' (BSP), and a 'Comment' field. On the right, the 'Amount To Pay Calculation' section shows: Gross Amount (\$510.00), + Cash Tax (\$104.23), - Credit Card (\$0.00), - C-Card Tax (\$0.00), - Commission (\$25.50), - Amount Paid (\$0.00), and Amount Due (\$588.73). At the bottom are 'Make Payment' and 'Cancel' buttons.

NOTE: The pricing has come through from the Air Segment Window where the pricing was originally added

- Click on DISPLAY PAYMENT CALCULATION and a AMOUNT TO PAY CALCULATION will display to show how the payment has been calculated based on costing previously entered.
- When payment is by credit card, Travel card or Flight card the net amount is the commission due on the ticket. This is shown as a negative amount due back from BSP or your NON-BSP Supplier
- When payment is anything other than credit card then the net amount due is the GROSS AMOUNT LESS any commission PLUS any prepaid taxes (if applicable). This is shown as a positive amount due to BSP / NON-BSP Suppliers.
- Enter the DOCUMENT NUMBER, (This will be already there if ticketed in the Office and then the Air record imported into Travelog) - this is the ticket number. Enter 10 Digits EXCLUDING Airline Code (EG;
- 081 for QANTAS) For any NON-BSP tickets this information is normally manually entered.
- Click on CANCEL if the calculation is not correct or Click MAKE PAYMENT
- The line selected for payment will now disappear from the screen
- Click CLOSE and return to the Trip information window

Now click TRANSACTION DRILLDOWN to see that the payment made has gone through to the accounting area correctly. Note the Balance of the file. A payment made by credit card is shown as a debit and credit amount on the trip. Any other type of payment is shown as a debit amount on the trip (including reversals)

PAY SUPPLIER – NON BSP OR CHEQUE ?

Pay Supplier - Cheque Entries

This is used when payment is made NOW to your Supplier by way of CHEQUE, MONEY DIRECT, SMART MONEY, B-PAY or EFT. If an amount is coming out of your Bank Account these are handled as Cheque Entries in Travelog.

- From the Accounting List Bar - click on PAY SUPPLIER
- Click on the word that appears in the TYPE box so that the box is highlighted in black for the line that is going to be paid in this area
- Click on PAY in the middle of the screen.

In the bottom half of this window check TRANSACTION TYPE. When payment is made NOW to your Supplier this should be selected as a CHEQUE Entry. Where payment is by return (i.e. one payment for multiple bookings) then the NON-BSP button is selected. When Passing a CREDIT CARD to your Creditor nothing is happening to your Bank

Type	Creditor	Supplier	Description	Gross Amt	Total Tax	C/Gross Amt	C/Gross Tax	Commission	Amt to Pay	Amount Paid	Outstanding
Air	BSP	GF	SYD/MEL/SYD	\$660.00	\$62.89	0	0	\$36.90	\$696.39	\$0.00	\$696.39
Land	DIRECT	MELNOVO	Novotel Melbou	\$330.00	\$0.00	0	0	\$33.00	\$297.00	\$0.00	\$297.00
Insurance	COVERMOI	COVERMOI	Cover More Ins	\$152.00	\$0.00	0	0	\$63.84	\$88.16	\$0.00	\$88.16

PAY [Show Completed Payments] [Print by Creditor]

Payment Details

Transaction Type: ☐ BSP ☒ Non-BSP ☐ Cheque ☐ Requisition

Payment Type: ☐ Deposit ☒ Final Payment Commission to take: \$33.00

Gross Value: \$330.00 Credit Card Portion Paid By Client: \$0.00

Amount to Pay: \$297.00

Date: 13/01/2005 Cheque No.: 001225

Payee Name: Direct Creditors

Comment: Paid in Full

Bank Account: Client Trust Account

Display Payment Calculation

Amount To Pay Calculation

- Gross Amount: \$330.00
- + Cash Tax: \$0.00
- Credit Card: \$0.00
- CC Card Tax: \$0.00
- Commission: \$33.00
- Amount Paid: \$0.00
- Amount Due: \$297.00

Make Payment Cancel

Accounts so it is NOT A CHEQUE ENTRY and should only be entered as NON-BSP

NOTE: The System Administrator will normally setup The Creditor Code with Cheque or NON-BSP defaults.

Where each booking is paid for on an individual basis, the CHEQUE button is normally selected.

- The pricing displayed in the top half of the screen has come through from the applicable Booking Window in the
- TRIP INFORMATION area where the pricing was originally added by the consultant
- Also check PAYMENT TYPE. If full payment is being made, then FINAL PAYMENT button is green.
- Click on DISPLAY PAYMENT CALCULATION and a box will come up to show how the payment has been calculated
- For a NON-BSP payment, enter the DOCUMENT NUMBER, this is the Invoice number, Wholesaler booking number or an Insurance policy number – which ever is applicable to your file.
- When physically writing a cheque for that trip and allocating a cheque number or money direct number, change
- Transaction Type to Cheque. Enter CHEQUE NO & Select BANK ACCOUNT.
- For 'one off' suppliers, DIRECT can be used as a CREDITOR in the LAND BOOKING windows. For PAYEE NAME (as in the example above) delete DIRECT and add the supplier name (In this case, Novotel On Collins - Melbourne)
- Click on CANCEL if the calculation is not correct OR click on MAKE PAYMENT
- The line selected for payment will now disappear from the top half of your screen
- Click CLOSE and return to the TRIP INFORMATION window

Now click on the TRANSACTION DRILLDOWN option to see that any payment made has now been captured.

NOTE: A payment made by credit card is shown as a debit and credit amount in the trip Transaction Drilldown – Any other type of payment is shown as a debit amount in Drilldowns

CHEQUE DEPOSIT TO A WHOLESALER

PAYMENT TYPES:

If paying a Cheque deposit to a supplier:

This is used when deposit payment is made NOW to your Supplier by way of sending REAL CHEQUES / MONEY DIRECT / SMART MONEY / BPAY / EFT *. If any amount is being debited now from your Bank Account these are all handled as Cheque Entries.

- Open the booking and click on the accounting tab.
- Click on pay supplier and highlight the line to pay.
- Click on the PAYMENT TYPE BUTTON next to DEPOSIT on the bottom half of the screen.
- Enter the amount paid to the supplier, date of the cheque or EFT* incl document number).

- Click on pay. The line will still appear at the top of the screen to enable selection when paying the balance.

* EFT = Electronic Funds Transfer (eg; Money Direct / Smart Money etc...)

CREDIT CARD DEPOSIT TO A WHOLESALER

Advising a credit card number to a Wholesaler for a deposit:

NOTE THAT FOR THIS EXAMPLE WE ARE USING A FLIGHT / HOTEL PACKAGE SO THE FLIGHT DETAILS MUST BE ENTERED INTO THE AIR BOOKING WINDOW WITHOUT ANY PRICING LINKED AS WE ARE ENTERING ALL PRICING DETAILS INTO THE LAND BOOKING WINDOW. THIS WAY WHEN YOU PRINT A CONFIRMATION FROM TRAVEL SERVICES THE FLIGHT DETAILS WILL ALSO BE INCLUDED.

- Fill in relevant LANDBOOKING window Accommodation / Transport / Tour... with details of Travel and BUILD PACKAGE from all relevant Lines in Trip Information area

Travelog suggest paying supplier for full amounts at time of advising C/Card number for the balance payment (NOTE: all Credit Card bookings MUST be paid to Back Office as NON-BSP supplier payments)

Trip lines can be copied and manipulated in the BOOKING TAB of the Trip

Information are to process deposit payments to suppliers. We suggest creating separate Trip Lines for each payment, as the total value of commission will be captured in the Final Payment to Supplier. You can then 'hide' these additional lines by selecting only those lines in the OPTIONS area that make up your booking.

REVERSING TRAVEL SERVICES PAYMENTS

REVERSING PAYMENTS made previously in the 'PAY SUPPLIER' area

If a payment has been made incorrectly it will need to be corrected by reversing the original payment. You MUST REVERSE your original payment **FIRST** in the Pay Supplier area and **THEN** corrections can be made for the relevant Trip Line. The amended entry can then be paid again.

- From the Accounting List Bar, click on PAY SUPPLIER
- Click in SHOW COMPLETED PAYMENTS.

The payments already made to your suppliers will then be displayed.

The screenshot shows the 'Pay Supplier' window with a table of payments. The 'REVERSE PAYMENT' dialog box is open, showing details for a payment to 'Cover More Insurance' on 13/01/2005. The dialog includes fields for Transaction Type, Payment Type, Gross Value, Amount to Pay, Date, Payee Name, and Document No. It also has a 'Display Payment Calculation' section showing a breakdown of the payment.

Type	Creditor	Supplier	Description	Gross Amt	Total Tax	C.C. Card Amt	C.C. Card Tax	Commission	Amt to Pay	Amount Paid	Outstanding	Document No
Land	MELNOVO	MELNOVO	Novotel Melbou	\$330.00	\$0.00	0	0	\$33.00	\$0.00	\$297.00	\$0.00	000229
Insurance	COVERMORE	COVERMORE	Cover More Ins.	\$152.00	\$0.00	0	0	\$63.84	\$0.00	\$88.16	\$0.00	CM7648576

REVERSE PAYMENT ☒ Show Completed Payments ☐ Include Reversed Lines ☐ Sort by Creditor

Payment Details

Transaction Type: ☒ BSP ☐ NonBSP ☐ Cheque ☐ Disposition

Payment Type: ☒ Deposit ☐ Credit Payment

Gross Value: \$152.00 Credit Card Portion Paid By Client: \$0.00

Amount to Pay: \$88.16

Date: 13/01/2005 Document No.: CM7648576

Payee Name: Cover More Insurance

Comment: Pst: CM7648576

Display Payment Calculation

Amount To Pay Calculation:

- Gross Amount: \$152.00
- + Cash Tax: \$0.00
- Credit Card: \$0.00
- CCard Tax: \$0.00
- Commission: \$63.84
- = Amount Paid: \$88.16
- Amount Due: \$0.00

Make Reversal Cancel

- Select and highlight the payment to be reversed as per normal supplier payment procedure
- Click the REVERSE PAYMENT bar in the middle of the screen,

IN MOST CASES, PAYMENTS SHOULD BE REVERSED (AND THEN RE-ENTERED) ON THE ORIGINAL DATE OF THE ENTRY TO ESURE SALES ARE CAPTURED IN THE CORRECT (ORIGINAL) PERIOD. PLEASE CHECK WITH YOUR MANAGER IF UNSURE

- Click MAKE REVERSAL at the bottom of the screen.

The line selected for payment will disappear from the screen and the reversal payment will be displayed in its place. To show the original payments as well as reversals, click INCLUDE REVERSED LINES in the middle of the screen. The original payments, which have been reversed, will display with a red background

The screenshot shows the 'Pay Supplier' window with the 'REVERSE PAYMENT' dialog box open. The 'INCLUDE REVERSED LINES' checkbox is checked. The dialog shows details for a payment to 'Cover More Insurance' on 00/00/0000. The 'Display Payment Calculation' section shows a breakdown of the payment.

Type	Creditor	Supplier	Description	Gross Amt	Total Tax	C.C. Card Amt	C.C. Card Tax	Commission	Amt to Pay	Amount Paid	Outstanding	Document No
Land	MELNOVO	MELNOVO	Novotel Melbou	\$330.00	\$0.00	0	0	\$33.00	\$0.00	\$297.00	\$0.00	000229
Insurance	COVERMORE	COVERMORE	Cover More Ins.	\$152.00	\$0.00	0	0	\$63.84	\$0.00	\$88.16	\$0.00	CM7648576

REVERSE PAYMENT ☒ Show Completed Payments ☒ Include Reversed Lines ☐ Sort by Creditor

Payment Details

Transaction Type: ☒ BSP ☐ NonBSP ☐ Cheque ☐ Disposition

Payment Type: ☒ Deposit ☐ Credit Payment

Gross Value: \$0.00 Credit Card Portion Paid By Client: \$0.00

Amount to Pay: \$0.00

Date: 00/00/0000 Document No.:

Payee Name:

Comment:

Display Payment Calculation

Amount To Pay Calculation:

- Gross Amount: \$0.00
- + Cash Tax: \$0.00
- Credit Card: \$0.00
- CCard Tax: \$0.00
- Commission: \$0.00
- = Amount Paid: \$0.00
- Amount Due: \$0.00

Cancel Close

- Go back to Land Booking Window where pricing was loaded incorrectly and correct details
- PAY SUPPLIER as per normal procedure

Check TRANSACTION DRILLDOWN. The original entry should be there,

then the reversal entry and then the corrected entry

Note: When payments are made, it is reflected in the TRIP INFORMATION Window shown in the PD column.

- F: – Fully Paid
- P: – Partially Paid
- R: – Reversed Payment
- Blank – Not Paid

TRIP INFORMATION												
	Date In	Date Out	Type	Supplier	Description	Pax	Pkg	PD	Inv	Vchr	Sell Price	Cost to Client
▶	12/12/2006	09/01/2007	Air	QF	QF - SYD/LAX/AKL/SYD	2	0				\$16,721.16	\$16,721.16
	12/12/2006	16/12/2006	Land	SYDSHER	Sheraton Hotel	1	0	P			\$520.00	\$520.00
	12/12/2006	09/01/2007	Insurance	CHI	CHI Insurance	1	0	F			\$170.00	\$170.00
			Inclusions	SFC	Service Fee - Courier Fee	1	0				\$30.00	\$30.00

USING QUICK COMPLETION



QUICK COMPLETION

This function allows consultants to complete all Client Accounting including payments and receipts and also create detailed client documentation all in the one area. Consultants need to be aware that this area will only allow FULL and

FINAL PAYMENTS to be made to suppliers / Creditors.

If deposit amounts need to be entered these will need to be completed in the PAY SUPPLIER area.

- Highlight the lines to pay on the top of the screen and click on the AUTOPAY button on the right side of the screen – Check that your relevant document numbers have been entered and if not you can add them at this stage by typing the numbers in the DOCUMENT NUMBER box.

Quick Booking Completion

QUICK BOOKING COMPLETION

SELECTED LINES TO INVOICE						SELECTED LINES TO PAY					
Date In	Date Out	Type	Supplier	Description		Type	Creditor	Supplier	Description	Gross Amt.	Total Tax
1/01/200	19/01/2005	Air	QF	QF - SYD/MEL/SY		Air	BSP	QF	SYD/MEL/SYD	\$660.00	\$62.00
2/01/200	14/01/2005	Land	MELNOVO	Novotel Melbourne		Insurance	COVERMOF	COVERMOF	Cover More Insur	\$152.00	\$0.00
1/01/200	19/01/2005	Insurance	COVERMOF	Cover More Insur							

Autopay

BUILD ITINERARY

Date In	Date Out	Time	Type	Supplier	Status	Description
11/01/2005		08:00 AM	Air	QF		QF - SYD/MEL
12/01/2005	14/01/2005		Land	MELNOVO	Confirmed	Novotel Melbourne
19/01/2005		07:00 PM	Air	QF		QF - MEL/SYD

Mr Jonathan How

Delete Line

Remake Itinerary

DOCUMENTS TO PRINT

☐ Quote ☐ Confirmation ☐ Statement of A/c ☒ Itinerary ☐ Invoice ☐ Receipt

PASSENGERS SELECTED

Passenger Name	Type	Selected	St	Hc
Mr Jonathan Howard	Adult	<input checked="" type="checkbox"/>		

Un-Select Pax

Print: ☒ All ☐ Individual

To: ☐ First ☐ Surname ☐ Contact

CLIENT MONEY TO BE BANKED

☒ Issue a Receipt Receipt Dated: 13/01/2005

Form Of Payment: Cheque

Comment: Received: \$904.89

Bank Account: Client Trust Account

Complete Cancel

If you wish to print an itinerary click on BUILD ITINERARY, or Click on REMAKE ITINERARY and arrange the lines to the correct order.

Select **DOCUMENTS TO PRINT** – Note: Invoice will appear if Client Detail screen reflects it has been linked to a Debtor and you may need to select lines to be Invoiced (TOP LEFT-HAND SIDE)

- Select Passengers in PASSENGER SELECTED
- Complete Receipt details under CLIENT MONEY TO BE BANKED
- Click on COMPLETE Button – This will complete all fields – Receipt and Pay Supplier all at once.
- Check Transaction Drill Down for Zero Balances

Travelog suggests only Paying Suppliers this way if tickets are issued same day as it is very easy for a consultant to forget the requirement to back-date transactions. For BSP tickets however, the date of transaction will automatically recognize the ticketing date imported from the CRS and stored within the 'Air Booking' pricing windows

INVOICE HISTORY



INVOICE COPY

- To issue a copy of an invoice, press INVOICE HISTORY in the left list bar
- Using the BROWSE arrows on the INVOICE PREPARATION AND PRINT screen, scroll through and locate the required invoice.
- Note that a previously printed invoice will have PRINTED written on it.
- Press PRINT and the invoice will be re-printed with 'Copy Invoice' or 'Copy Credit Note' printed on it

Invoice Preparation & Print

INVOICE PREPARATION AND PRINT

TAX INVOICE

CORPORATE ACCOUNT INFORMATION

Code: ABC Cost Centre:
 Name: ABC Engineering Pty Ltd
 Address: 12 Johnston Street
 Sunny Hills
 NSW 2010

DOCUMENT INFORMATION

Document Number: 39
 Document Type: ☒ Invoice ☐ Credit Note
 Document Date: 12/01/2005
 Order Number:
 Contact Name:

Trp No.	Type	Passenger Name	Description	Goods Value	GST Value	Discount	Invoiced Value
250	Client		This document is for the following	\$0.00	\$0.00	\$0.00	\$0.00
250	Client		Qantas Sydney - Kingsford Smith to Melbourne	\$657.17	\$65.72	\$0.00	\$657.17
250	Client		Cover More Insurance insurance policy, Cover	\$152.00	\$0.00	\$0.00	\$152.00

SUB TOTAL: \$809.17
 GST TOTAL: \$65.72
 TOTAL: \$874.89

Statement Description: Mr Jonathan Howard **Terms/Trade** Payable within 30 days from date of invoice

Deposit Date: DD/MM/YYYY Amount: \$0.00 Deposit Due: Deposit Paid

Balance Date: 12/02/2005 Final Balance Amount: \$874.89

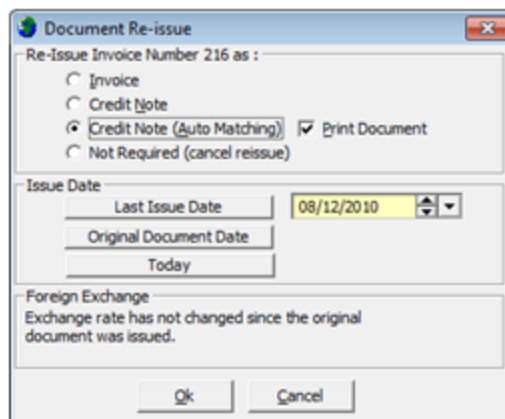
Ready CAPS: NUM 13/01/2005 14:51

REVERSING INVOICES / CREDIT NOTES

CREDIT NOTES

Invoices CANNOT be edited, cancelled or reversed. The only 'Adjustment' to the transaction is to raise a CREDIT NOTE on all or part of the original invoice.

- Once again, press INVOICE HISTORY, and search for the invoice you want to credit by using the Browse function. When the correct INVOICE PREPARATION AND PRINT screen appears, press REISSUE, and select CREDIT NOTE or CREDIT NOTE (AUTO-MATCHING) from the DOCUMENT RE-ISSUE screen that opens. The choice selected will then print after clicking OK.



Choosing INVOICE will repeat the original invoice, and NOT REQUIRED will exit the screen

NOTE: Auto matching means the Credit Note will be automatically matched with the invoice selected in Back Office 'Debtors Credit Allocation'. We strongly advise using this option where possible when creating credit notes for the EXACT amount relating to original Invoices issued

NOTE: The number sequence of Credit Notes are generated automatically in Travelog.

CHARGES AND CREDIT ENTRY



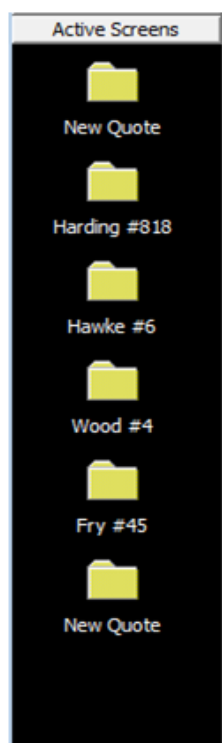
CHARGES & CREDITS

Charges and Credit entries are essentially Journal entries in your accounting area(s) except that these will update the agency sales reports where a journal cannot.

Can be used for charges against client/trip files, for items such as a Credit Card fees, Costs of Couriers, Postage, amendment fees, etc and allow the consultant to balance files correctly. Charges and Credit entries can also be used to transfer funds between clients, to take up any extra commission values and for applying discounts...

Charges and credits do not display in trip information, and for this reason it is more appropriate to use Service Fees where the transaction needs to be displayed in the Trip Lines and for printing on Confirmations and Statement of Account etc...

- From the ACCOUNTING LIST BAR select CHARGES AND CREDITS and Click on ADD.
- Select the DOCUMENT TYPE. (This selection is set up by the System Administrator in Codes Maintenance)
- Depending on the type of Charges and Credit Entry, select the DEBIT ACCOUNT & CREDIT ACCOUNT codes.
- Enter TYPE OF SALE (and PRINCIPAL if a Supplier is involved in the transaction.)
 - Enter CHARGE / CREDIT VALUE.
 - Click on SAVE to save this against your own file



6. ACTIVE SCREENS

Travel Services users can simultaneously work on a number of active Quotes or Bookings (up to seven) at any one time and the Active Screens area will allow consultants to 'switch' between them quickly and easily.

Each open booking / trip number will be displayed under the ACTIVE SCREENS tab and can be accessed by pressing the respective 'Name & File number' or the 'NEW QUOTE' icon within this area.

Travel Services Consultant Flow Paths:

Leisure Booking: Air

Make a new Booking:

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on NEW QUOTE
- Click on IMPORT FROM CRS (when flights are booked in CRS)
- Complete all yellow (compulsory) fields on CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)
- Click on TRIP INFORMATION List Bar
- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING
- (Add PRICING, PURCHASED FROM, PASSENGER, TYPE OF SALE,)
- Add LAND BOOKING/INSURANCE if required.
- Click on QUOTE List Bar
- Select SAVE

Receipt money

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on MODIFY - Fill in SEARCH BY and SELECT.
- Click on ACCOUNTING List Bar, then RECEIPT MONEY.
- Fill in RECEIPT ENTRY, PRINT, CLOSE
- Check TRANSACTION DRILLDOWN
- Click on QUOTE List Bar
- Select SAVE

Pay supplier

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on MODIFY - Fill in SEARCH BY and SELECT.
- Click on Accounting List Bar, then PAY SUPPLIER
- MAKE A PAYMENT screen – Click PAY, then MAKE PAYMENT and lastly CLOSE
- Click on TRANSACTION DRILLDOWN to check the balance of your file
- Click on QUOTE List Bar
- Select SAVE

Print Documents - Quote, Confirmation, Statement of Account

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on MODIFY - Fill in SEARCH BY and SELECT.
- Click TRIP INFORMATION list Bar
- OPTIONAL: - Click REMARKS ICON
- Select from COMMENT CODE or free text in COMMENT, and SAVE
- Under DOCUMENTS TO PRINT, tick next to QUOTE and/or CONFIRMATION and/or STATEMENT OF ACCOUNT
- FAX and/or
- PRINT and/or
- PREVIEW, then print and/or

- EDIT and/or
- E-MAIL
- Click on QUOTE List Bar
- Select SAVE

Print Documents - Itinerary

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on MODIFY - Fill in SEARCH BY and SELECT.
- TRIP INFORMATION - SELECT (ALL) PASSENGERS
- BUILD ITINERARY
- REMAKE ITINERARY
- BACK TO TRIP INFORMATION

Add Remarks

- TRIP INFORMATION List Bar - Click REMARKS Icon
- Select from COMMENT CODE or free text in COMMENT, and SAVE
- BUILD ITINERARY
- REMAKE ITINERARY, answer NO
- BACK TO TRIP INFORMATION
- Under DOCUMENTS TO PRINT, tick next to ITINERARY
- FAX and/or
- PRINT and/or
- PREVIEW, then print and/or
- EDIT and/or
- E-MAIL
- Click on QUOTE List Bar
- Select SAVE

Leisure Booking: Air - Receipt deposit , balance

Receipt deposit

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on NEW QUOTE
- Click on IMPORT FROM CRS
- Complete all yellow (compulsory) fields on CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)
- Click on TRIP INFORMATION List Bar
- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING
- (Add PRICING, PURCHASED FROM, PASSENGER, TYPE OF SALE,)
- Add LAND BOOKING / INSURANCE if required.
- QUOTE
- SAVE

- Click on Accounting List Bar, then RECEIPT MONEY.
- Fill in RECEIPT ENTRY, PRINT, CLOSE
- Check TRANSACTION DRILLDOWN
- Click on QUOTE List Bar
- Select SAVE

Receipt Balance

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on MODIFY - Fill in SEARCH BY and SELECT.
- Click on Accounting List Bar, then RECEIPT MONEY icon
- Click on DUE button (middle RHS of screen) - check balance owing
- Fill in RECEIPT ENTRY, PRINT, CLOSE
- Check TRANSACTION DRILLDOWN
- Click on QUOTE List Bar
- Select SAVE

Air Booking, credit card details to airline

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on NEW QUOTE
- Click on IMPORT FROM CRS
- Complete all yellow (compulsory) fields on CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)
- Click on TRIP INFORMATION List Bar
- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING
- (Add PRICING, PURCHASED FROM, PASSENGER, TYPE OF SALE,)
- PAYMENT TYPE will be the credit card offered by client
- Click ACCOUNTING list bar, then PAY SUPPLIER icon
- PAY, MAKE PAYMENT then CLOSE
- Click on TRANSACTION DRILLDOWN to check your file balances
- Click on QUOTE List Bar
- Select SAVE

Corporate Booking:

- Open TRAVEL SERVICES
- Click on QUOTE on List Bar (left-hand side of screen)
- Click on NEW QUOTE
- Click on IMPORT FROM CRS
- Complete all yellow fields on CLIENT DETAILS screen
- Link to CORPORATE A/C at bottom of CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)
- Click on TRIP INFORMATION List Bar

- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING (Add PRICING, PURCHASED FROM, PASSENGER and TYPE OF SALE)
- Add LAND BOOKING / INSURANCE if required.
- Click on ACCOUNTING List Bar
- Click GENERATE INVOICE icon (You will be asked if you wish to generate an invoice from all of the booked lines.
- Select yes unless only part of the booking is to be invoiced)
- The INVOICE PASSENGER SELECTION screen will appear. SELECT ALL or tick next to the passenger name in the
- SELECTED column until a tick appears next to the name.
- Click on INVOICE.
- The INVOICE PREPARATION AND PRINT screen allows modification of the details.
- To change the details on a line, highlight the line and click on CHANGE A LINE
- PRINT, then CLOSE.
- Creating an invoice credits the client account so that when you pay supplier the file balances.
- PAY SUPPLIER(S)
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

Coach Booking

- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on NEW QUOTE
- Complete all yellow (compulsory) fields on CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)
- Click on TRIP INFORMATION List Bar
- Enter SERVICE FEES if applicable
- Use LAND BOOKING then TOUR Screen. Include ticket number in document number area.
- ACCOUNTING - RECEIPT MONEY
- PAY SUPPLIER
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

Corporate Air Booking - Debtor C/CARD to airline

- Open TRAVEL SERVICES
- Click on QUOTE on List Bar (left hand side of the screen).
- Click on NEW QUOTE
- Click on IMPORT FROM CRS
- Complete all yellow fields on CLIENT DETAILS screen
- Link to CORPORATE A/C at bottom of CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of screen)

- Click on TRIP INFORMATION List Bar
- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING
- (Add PRICING, PURCHASED FROM, PASSENGER, TYPE OF SALE,)
- Fill in PAYMENT TYPE with credit card type used by corporate.
- Click on ACCOUNTING list bar
- Select PAY SUPPLIER Icon – then ‘Pay’ Supplier
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

Holiday Booking – Including Flights Held by Wholesaler

- Open TRAVEL SERVICES
- NEW QUOTE
- Enter Passive Flight Bookings into CRS – end and retrieve PNR

NOTE: AT THIS STAGE YOU COULD MANUALLY LOAD FLIGHT DETAILS INTO THE AIR BOOKING WINDOW IF YOU DIDN'T WANT TO CREATE A PASSIVE BOOKING IN YOUR RESERVATION SYSTEM.

- Import from CRS and complete CLIENT DETAILS
- Check PASSENGER & VISA Ensure Additional Passenger Information is listed.
- Click on TRIP INFORMATION to get to your Trip Information Screen
- Move OPTIONS to QUOTE 1/2/3 if necessary or ensure BOOKING Tab is live if clients have guaranteed holiday booking.
- Add LAND BOOKING(S) and / or INSURANCE with pricing to your Trip Information
- BUILD AS PACKAGE – While on the TRIP INFORMATION window Highlight all segments that you require to be shown as a “Lump Amount”. Each line will highlight in blue. Click BUILD AS PKGE. To Question UPDATE SELECTED LINES AS ONE PACKAGE respond by clicking YES.
- Nominate DOCUMENTS TO PRINT – Place tick next to QUOTE and/or CONFIRMATION and/or STATEMENT OF ACCOUNT
- PREVIEW / PRINT or EDIT / PRINT
- ACCOUNTING
- RECEIPT MONEY
- PAY SUPPLIER – EXAMPLE: Deposit of \$200.00 – highlight to make line “Blue” click PAY and enter Cheque / EFT / Money Direct details at the correct date of issue and MAKE PAYMENT
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

Using Quick Completion

- Retrieve PNR in CRS (if applicable)
- Open TRAVEL SERVICES
- Click on QUOTE List Bar (left hand side of the screen)
- Click on NEW QUOTE

- Click on IMPORT FROM CRS
- Complete all yellow (compulsory) fields on CLIENT DETAILS screen
- Click on CREATE AS BOOKING to open Back Office Accounting File (top right of the screen)
- Click on TRIP INFORMATION List Bar
- MODIFY trip line for FLIGHT SECTOR INFORMATION
- ADD PRICING for AIR PASSENGER PRICING
- (Add PRICING, PURCHASED FROM, PASSENGER, TYPE OF SALE,)
- Add LAND BOOKING / INSURANCE if required.
- Click on ACCOUNTING list bar
- Click on QUICK COMPLETION Icon
- Highlight line(s) to pay - HOLD DOWN Ctrl key, and click left hand column to highlight selected lines in blue– Click on AUTOPAY
- REMAKE ITINERARY – delete lines if necessary
- Select DOCUMENTS TO PRINT – Note: Invoice will only appear if Client Detail screen reflects that it has been linked to a Debtor.
- Complete PASSENGERS SELECTED
- Complete CLIENT MONEY TO BE BANKED screen
- Click on COMPLETE Button – This will complete all fields – Receipt and Pay Supplier all at once.
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

Pay Supplier:

If you are paying a CHEQUE DEPOSIT to a supplier:

- Open the booking and click on the accounting List Bar.
- Click on pay supplier a highlight the line to pay.
- Click on the radio button next to deposit on the bottom half of the screen.
- Enter the amount that you are paying to the supplier, the date of the cheque or E.F.T and the document number.
- Click on pay.

NOTE: The line will still appear at the top of the screen for you to select when paying balance.

- CLOSE Pay Supplier window.
- Click on TRANSACTION DRILLDOWN to check balance on file
- Click on QUOTE List Bar
- Select SAVE

If you are advising a wholesaler a credit card number for a deposit we suggest you wait until the credit card number has been advised to the supplier for final payment and THEN record the full supplier payment in your Travel Services file. Trip information lines in the OPTIONS area can be copied and values manipulated to reflect payment amounts. These lines can be moved into the booking area and Pay Supplier window to capture Deposit and Balance payments direct by Credit Card.

More detailed information on this process can be found on page 99 of this Manual.

TYPICAL TRAVEL SERVICES EXAMPLES

TYPICAL FRONT OFFICE PROCEDURES:

PLEASE NOTE THAT SOME SCREEN IMAGES HAVE CHANGED IN RECENT TRAVELOG VERSIONS AND MAY APPEAR SLIGHTLY DIFFERENT TO IMAGES PROVIDED – THE STEPS HOWEVER REMAIN THE SAME...

NEW CLIENT: AIR-RECEIPT-PAY SUPPLIER (NON-BSP)

EXAMPLE 1: New Client, 1 Passenger, New Air Booking, Receipt Money, Pay Supplier BSP, and Transaction Drilldown.

(For simplification CRS import not used for this example)

- In QUOTE menu, press NEW QUOTE

TRAVEL SERVICES CURRENT QUOTE/BOOKING NUMBER: []

CLIENT DETAILS

Client Trip Accounting Code: []

View Matching Profiles [] Create as Booking

BOOKING DETAILS

No. of Pax Adult: []
No. of Pax Child: []
No. of Pax Infant: []
Departure Date: 25/10/1999
Departure Type: ☐ Month of Departure ☐ Open Dated Departure

Destination Name	Code
Africa	AF
Asia	AS
Central & South America	SAM
Europe	EU
Middle East	ME
New South Wales	NSW
New Zealand	NZ
Northern Territory	NT

Name	Code
Corporate	COR
Direct Mailout	MAIL
Internet	NET
Referred	REF
Repeat	RPT
Specials Flyer	FLY
Sponsorships	SPONSOR
Walk In	WALK

Name	Code
Business	BUS
Group Tours	GRP
Holiday	HOL
Visiting Friends and	VFR

- Fill in the following: COMPULSARY YELLOW FIELDS in the CLIENT DETAILS screen: SURNAME, TITLE, FIRST NAME, ADDRESS, POSTCODE, WORK PHONE AND/OR HOME PHONE, CONSULTANT, DESTINATION, SOURCE, CATEGORY.
- NOTE: When a yellow field has an arrow at the end of the line you must click on the arrow and select an option from the menu displayed (dropdown box), by clicking on the line. You cannot type a word into a yellow field with an arrow unless that word appears in the menu. (Exception: Title field – you can type your own title and hit Tab to accept)

- **BOOKING DETAILS:**

- NO. OF PAX ADULT – Enter the total number of adults travelling
- NO. OF PAX CHILD – Enter number of children travelling
- NO. OF PAX INFANT – Enter the number of infants travelling
- DEPARTURE DATE – Enter departure date or Click Calendar and select
- MONTH OF DEPARTURE – Month of departure (NOT USED)
- OPEN DATED DEPARTURE – Open dated departure (NOT USED)



- Press **CREATE PROFILE** to store client information for regular clients. Note: A Client Profile contains Details of Name, Address, Telephone Numbers, Passport Details and Preferences for a Customer. Therefore, all corporate customers and any customer who is likely to be a repeat traveller should have a Profile



- Press **CREATE AS BOOKING** which is found in the top right-hand corner of the screen to open trip file.
- Go to **TRIP INFORMATION**
- On Trip Information screen, Press **AIR BOOKING** to move to **FLIGHT SECTOR INFORMATION**

- Fill out details (this section is normally completed automatically with the 'Import from CRS' option)



- Press **ADD PRICING**. This will open the **AIR PASSENGER PRICING** screen. Note: To change pricing that may have been imported, press **MODIFY PRICING**. To delete a line of pricing, highlight and press **DELETE PRICING**. To duplicate prices (where there is more than one passenger), highlight line and press **COPY PRICING**.

AIR PASSENGER PRICING

Purchased From: **BSP**

Passenger: **Mr Geoff Moran** Payment Type:

Airline: **CX** Cathay Pacific Type of Sale: **Int - Air**

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMMISSION	OVERRIDE	NETT PRICE
Pricing:	\$0.00	\$2,500.00	\$2,500.00	\$70.00	\$9.00	\$225.00	\$0.00
Ticket Cash	\$2,500.00	\$0.00	\$70.00	\$0.00	1231366685		

Routing: **SYD/HKG/LD** Why Discounted:

Save **Cancel**

- Fill in AIR PASSENGER PRICING screen:
- Fill in PURCHASED FROM. This can be BSP, as well as airline (directly) or wholesaler.
- Do not fill in PAYMENT TYPE unless the Client 's Credit Card details are being passed on to Airline/Wholesaler
- TYPE OF SALE must be entered. This will allow automatic calculation of COMMISSION, although this can be manually added. DOMESTIC AIRFARE automatically works out GST content.
- Fill in TICKETED FARE, TAXES (and OVERRIDE if applicable).
- Press SAVE on AIR PASSENGER PRICING screen and SAVE again on FLIGHT SECTOR INFORMATION screen. The TRIP INFORMATION SCREEN will again be visible with the booked trip will be displayed as a black line.
- Go to ACCOUNTING

TRIP INFORMATION

Date In	Date Out	Type	Supplier	Description	Pax	Pkg	PD	Inv	Status	Sell Price
29-10-99	21-11-99	Air	CX	CX - SYD/HKG/LDN/SIN/A	1	0		0	Booked	\$2,570.00

Costing Total: **\$2,570.00** **DUE**

Balance Due: **29-10-99** **NOW**

Documents to Print: **Quote**, **Confirmation**, **Statement of A/c**, **Itinerary**, **Visa/Passport**, **Luggage/Labels**

Print: **All**, **Individual**, **To: First**, **Surname**, **Contact**

Foreign Commission: **Mr Geoff Moran**, **Adult**, **Selected**, **Sur**, **Mo**

Select All Passengers, **Build Itinerary**, **Check List**

Fax, **Print**, **Preview**, **Edit**, **E-Mail**

- Fill in RECEIPT ENTRY. Pressing DUE button on TRIP INFORMATION screen can assess amount owing.
- RECEIPT ENTRY can ONLY be filled in to a BOOKING.
- Some information will already be downloaded from client details

Travel Services

Total Cost: \$2,570.00. Amount paid so far: \$0.00.

The amount left to pay is \$2,570.00.

OK

- Complete PAYMENT METHOD where necessary if paid by Cheque, Credit Card etc. Complete PAYMENT DETAILS where necessary
- Complete COMMENT and AMOUNT RECEIVED
- Use OTHER COMMENT to select standard comments from drop down list.
- Additional receipt details automatically completed by the system, including generation of receipt number. Check receipt is to the correct BANK ACCOUNT.
- Press PRINT
- Press CLOSE and check the TRANSACTION DRILLDOWN

The TRANSACTION DRILLDOWN (TRIP TRANSACTION ENQUIRY) is related to the Client or Trip File

NOTE: Trip file must balance to zero upon completion of transactions

- Drilldown showing a (minus) figure means the booking is in CREDIT and has funds available
- An outstanding amount will appear in a red box.
- FULL VIEW will give a full view of debits & credits.
- SPLIT VIEW will give a split full view with debits on the left & credits on the right of the screen.
- DETAILED will reveal document numbers in the SPLIT SCREEN and FULL VIEW mode
- Scroll Buttons: Scroll Right or Left for more details of each transaction
- CLOSE

- PAY SUPPLIER. This leads to the MAKE A PAYMENT screen and creates back office data entry items for BSP, NON- BSP and cheques.

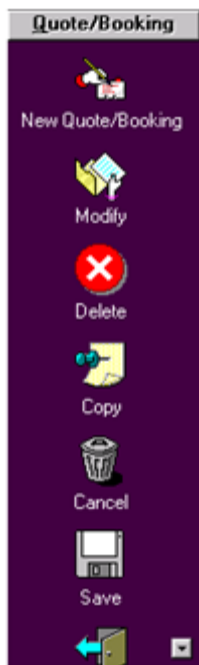
- Press PAY bar in middle of the screen. On the bottom half of the window the BSP button is green.

- The pricing has come from the AIR

PASSENGER PRICING where the information was originally entered (or downloaded from CRS)

- The nett amount due is the gross minus commission plus any taxes
- Fill in ticket number in
- DOCUMENT NO.
- Use DISPLAY PAYMENT CALCULATION to check details of payment calculation
- Press MAKE PAYMENT at Bottom. The booking marked by the black arrow at the left will be the one paid.
- Check TRANSACTION DRILLDOWN.
- COMMISSION will give details of the following:

1. Gross Trip Value
2. Nett Gross
3. Commission
4. Yield/Margin
5. Non Commissionable amount
6. CLOSE



- Go to QUOTE/BOOKING
- Press SAVE To end and close this file – Keyboard shortcut to SAVE is Ctrl S.

THREE PASSENGERS: TOUR-INSURANCE-PAY SUPPLIER (NON-BSP)

EXAMPLE 2: 3 Passengers, Tour & Insurance Booking, Pay Supplier (Non-BSP)

- Under QUOTE/BOOKING on left list bar, press NEW QUOTE
- Fill in CLIENT DETAILS as in previous examples.
- Click on PASSENGER AND VISA to add the names and ages of additional passengers

To add extra passengers to the booking (and to the profile as well if one is created) press ADD PASSENGER and fill in details on top right of screen. When details completed, press SAVE. Existing passengers can have details changed or added by pressing MODIFY PASSENGER and SAVE. Similarly, existing passengers can be deleted by pressing DELETE PASSENGER and SAVE.

All pax names created in CRS will appear here when the PNR is imported from your CRS.

PASSENGER AND PASSPORT/VISA DETAILS						
	Title	First Name	Surname	Type	Age	Date of Birth
PASSENGERS	Mr	Noel	French	Adult	21	23-06-78
	Mrs	Janice	French	Adult	19	05-08-80
DETAILS	Link to New Profile <input type="radio"/> Title: Master First Name: Darren Surname: French Age: 1 Date Birth: 16-11-1998 Sex: <input checked="" type="radio"/> Male <input type="radio"/> Female Type: <input type="radio"/> Adult <input type="radio"/> Senior Citizen <input type="radio"/> Child <input type="radio"/> Student <input checked="" type="radio"/> Infant <input type="radio"/> Youth					
	<input type="button" value="Add Passenger"/> <input type="button" value="Modify Passenger"/> <input type="button" value="Delete Passenger"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>					

- To exit screen, simply move back to CLIENT DETAILS screen or move on to TRIP INFORMATION.
- Go to TRIP INFORMATION and select INSURANCE on left list bar.
- Fill in INSURANCE POLICY screen
- POLICY NUMBER if know at time & select
- INTERNATIONAL or DOMESTIC
- COMMENCING DATE & RETURN DATE
- INSURANCE PROVIDER, INSURANCE PLAN & POLICY TYPE must all be selected from the options pre-programmed into the drop-down lists.
- Select type of cover (FAMILY or INDIVIDUAL/SINGLE)
- Select PASSENGERS to be covered by the policy
- (SELECT ALL PASSENGERS or place tick(s) under SELECT) Note that Date of Birth and Ages have downloaded from PASSENGER AND PASSPORT / VISA DETAILS.
- Fill in POLICY VALUE & TYPE OF SALE.
- If necessary, fill in sections for DEPOSIT & SURCHARGE.
- COMMISSION VALUE / COMMISSION RATE may need to be manually entered
- Use AIR PREVIEW to check flight dates when issuing a policy in conjunction with an air booking.
- NOTE* PAYMENT TYPE must be left blank.
- Press SAVE.

The Insurance segment will be displayed in the TRIP INFORMATION screen as a new line.

- Click on LAND BOOKING on left list bar
- Choose appropriate type of booking

NOTE: The icons down the left-hand side allow the choice of Hotel (ACCOMMODATION), Car Hire (TRANSPORT), TOUR, CRUISE or OTHER. Upon selecting your icon, the screen changes slightly to cater for the chosen segment, but the general details remain the same. In this example, TOUR is used to purchase from a wholesaler.

Insurance Policy Entry

INSURANCE POLICY

Policy Number: U 23445-9 ☒ International ☐ Domestic

Commencing Date: 25-11-1999 Return Date: 25-12-1999

Duration Away: 31 ☒ Days ☐ Weeks ☐ Months

Insurance Provider: Ready Plan Australia

Policy Type: Family

Insurance Plan: Plan A

Policy Covers: ☒ Family ☐ Individual/Single

Passenger Name	Date of Birth	Age	Select
Mrs Janice French	05-08-80	19	<input checked="" type="checkbox"/>
Mr Noel French	23-06-78	21	<input checked="" type="checkbox"/>

Policy Value: \$75.00 Type of Sale: Insurance

Less Deposit: \$0.00

Passenger Name	Type	Amount

Surcharge Total: \$0.00 Policy Total: \$75.00

Commission Value: \$30.00 Commission Rate: 40.00 %

Discount Value: \$0.00 Discount Rate: 0.00 %

Discount Reason:

Payment Type:

Cost to Client: \$75.00 Amount to Creditor: \$45.00

PURCHASE FROM is used for the wholesaler you will pay also known as THE CREDITOR. Press browse button to access CREDITOR BROWSE.

TOUR PROVIDER is the supplier of the tour. Press the Browse Button to access CODE BROWSE (Principal/Supplier)

- Charges can be calculated PER DAY, PER TOUR, and by GROUP or INDIVIDUAL
- DO NOT FILL IN PAYMENT TYPE (except where the Credit Card details have been passed to the wholesaler and you are due back a commission.)
- Click on SAVE button

Follow the same procedure for booking Accommodation, Transport, Tours, Cruises or Other Land arrangements.

GO BACK TO:

TRIP INFORMATION - shows Insurance and Tour segments as OPTIONS. A Trip/Client file now needs to be set up to allow accounting entries to proceed. To convert trip information lines from OPTIONS into

BOOKINGS, hold down the Control (Ctrl) key on your keyboard and click on the left hand margin of each of the segments. When all lines are highlighted blue, click the BOOKING tab and answer yes. The BOOKING tab now turns green indicating that a Client / Trip file has been created for this trip.

TRIP INFORMATION

Date In	Date Out	Type	Supplier	Description	Pax	Pkg	PD	Inv	Vdr	Sell Price	Cost to Client
29/11/2010	02/12/2010	Land	ZE	Hertz Rental Cars	0	0				\$132.00	\$132.00
29/11/2010	25/02/2011	Air	QF	QF - SYD/MEL/SYD/LHR/SY	4	0				\$10,756.32	\$10,756.32
29/11/2010	02/12/2010	Land	MELMANT	MANTRA TULLAMARINE	0	0				\$987.00	\$987.00

Total: \$11,875.32 DUE

Balance Due: DD/MM/YYYY NOW

Print: All Individual To: First Name Surname Contact

Print For Ex Client Fee

Passenger Name Type Selected

Mr Galleo Test Adult [X]

Mrs Galleo Test Adult [X]

Select All Passengers

Build Itinerary

Checklist

Display Yield Modify Line Copy Line Delete Line

Documents to Print: Quote Confirmation Statement of A/c Itinerary Visa/Passport

Create Multiple Vouchers: Create Vouchers Create and Reprint

Notes Accounting Active Screens

- Go to ACCOUNTING List Bar and RECEIPT MONEY as per previous examples.
- Check current file balance through your TRANSACTION DRILLDOWN
- PAY SUPPLIER. The pricing for each segment has come through from the respective booking window in Trip Information where the pricing was originally added.
- Click on DISPLAY PAYMENT CALCULATION
- Enter the DOCUMENT NUMBER - This is the invoice or booking number, insurance policy number, etc.
- Click on CANCEL if payment not correct, or MAKE PAYMENT.
- CLOSE, Check TRANSACTION DRILLDOWN
- Click on QUOTE/BOOKING and then SAVE.

PAY SUPPLIER

Type	Creditor	Supplier	Description	Gross Amt	Total Tax	C/C Card Amt	C/C Card Tax	Commission	Amt to Pay	Amount Paid	Outstans
Accoun	DIRECT	MELMANT	MANTRA TULL	\$987.00	\$0.00	0	0	\$0.00	\$987.00	\$0.00	\$987.00
Air	BSP	QF	SYD/MEL/SYD	\$3,888.00	\$505.46	0	0	\$0.00	\$4,393.46	\$0.00	\$4,393.46
Air	BSP	QF	SYD/MEL/SYD	\$952.82	\$31.88	0	0	\$0.00	\$984.70	\$0.00	\$984.70
Air	BSP	QF	SYD/MEL/SYD	\$3,888.00	\$505.46	0	0	\$0.00	\$4,393.46	\$0.00	\$4,393.46
Air	BSP	QF	SYD/MEL/SYD	\$952.82	\$31.88	0	0	\$0.00	\$984.70	\$0.00	\$984.70
Transport	HERTZ	ZE	Hertz Rental Ca	\$132.00	\$0.00	0	0	\$0.00	\$132.00	\$0.00	\$132.00

PAY Show Completed Payments Sort by Creditor

Payment Details

Document Type: BSP Non-BSP Cheque Requisition Charge/Credit

Payment: Deposit Final Payment Commission to take: \$0.00

Gross Value: \$987.00 Credit Card Portion Paid By Client: \$0.00

Amount to Pay: \$987.00

Date: 09/12/2010 Document No.: MD908723

Payee Name: Direct Creditors

Comment:

Display Payment Calculation

Amount To Pay Calculation

Gross Amount: \$987.00

+ Total Tax: \$0.00

- Credit Card: \$0.00

- CCard Tax: \$0.00

- Commission: \$0.00

- Amount Paid: \$0.00

Amount Due: \$987.00

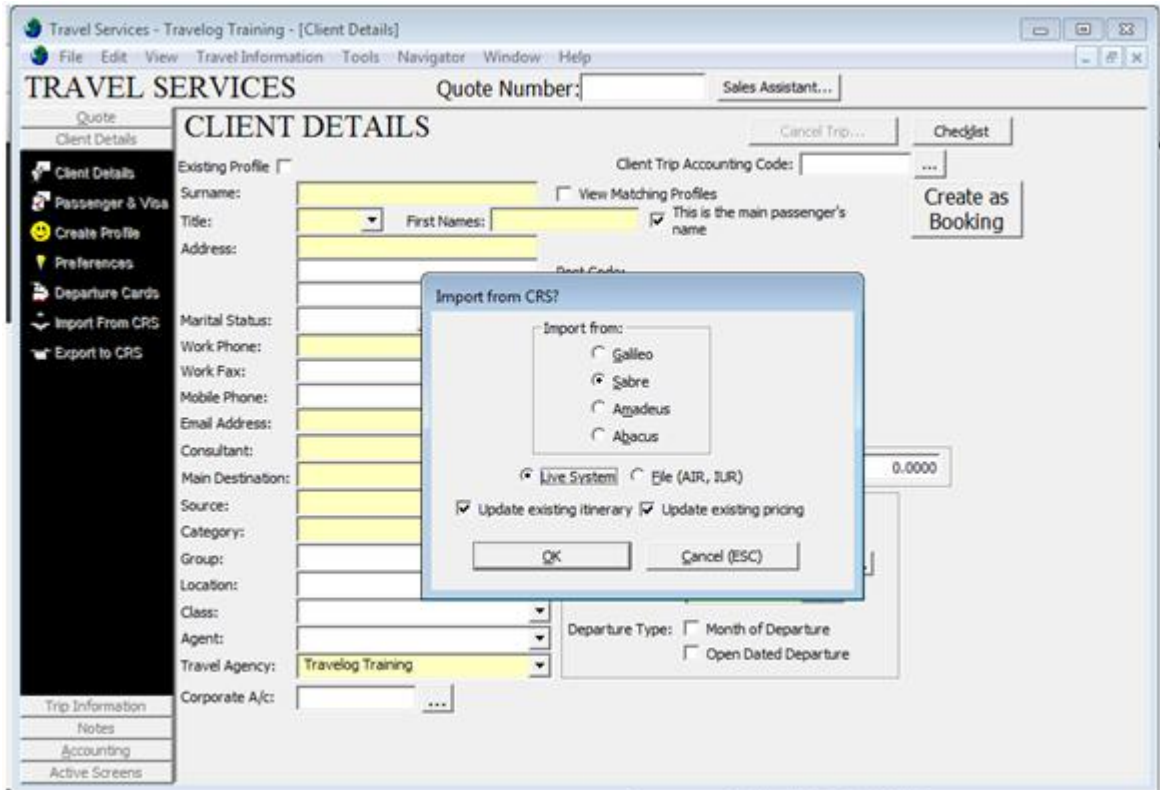
Make Payment Cancel

NEW BOOKING: AIR ONLY-PNR IN CRS-RECEIPT-PAY SUPPLIER

Example 3: New Booking (Air Only) Reservation in CRS, Issue Receipt, Pay Supplier:

Create a New Quote/Booking when importing from CRS immediately.

- Open Travel Services and click on the new booking icon on the left side of the screen
- Open the CRS screen and display the PNR that you wish to import.
- Click on TRAVEL SERVICES box on your toolbar (@ bottom of your screen).
- Go back to Travel services and click on the IMPORT FROM CRS icon on the left menu.



- Select relevant CRS provider to import from
- Answer YES to any questions and the booking will be imported in approx. 10 seconds.
- Complete all of the yellow fields on the client details screen
- Click on CREATE PROFILE if required.

If you need to enter details for a booking AND will be issuing a receipt or invoice click CREATE AS BOOKING button on the top right side of the client details screen. This will automatically give us an accounting code (same as our booking #) and will allow entering of accounting information. Answer yes to both questions.

- Check to see that the correct information has been imported from CRS by clicking on TRIP INFORMATION tab and highlighting the line by clicking on it with the mouse.
- If CREATE AS BOOKING has not been clicked as stated above, A Trip File can still be created by the following steps: Highlight, by clicking on the relevant Trip Information line(s) using

the control key on your keyboard and then clicking on the “BOOKING” tab on the right hand side of the Trip Information Window

If the ticket had been automatically issued in-house prior to importing the details to Travelog, any stored fares and pricing information will appear in the AIR PASSENGER PRICING window.

- To move to this window, click on the TRIP INFORMATION List Bar (left hand side of screen).
- Highlight the AIR BOOKING Line (Click on the line to make it go Black OR Click on the grey box to the left of the relevant line to select as Blue)
- Click on Modify in the middle of the screen (or double-click the trip line to open it)

TRIP INFORMATION												
	Date In	Date Out	Type	Supplier	Description	Pax	Pkg	PD	Inv	Vchr	Sell Price	Cost to Client
▶	29/11/2010	02/12/2010	Land	ZE	Hertz Rental Cars	0	0				\$132.00	\$132.00
	29/11/2010	25/02/2011	Air	QF	QF - SYD/MEL/SYD/LHR/SY	4	0				\$10,756.32	\$10,756.32
	29/11/2010	02/12/2010	Land	MELMANT	MANTRA TULLAMARINE	0	0				\$987.00	\$987.00

☐ Display Yield

Total: \$11,875.32 **DUE**

The Air Sectors and flight information downloaded from the CRS are then displayed and the Air pricing Line. If the ticketed /e-ticketed) is also displayed and highlighted in the PASSENGER PRICING WINDOW.

Flight Sector Information

Airline: QF Qantas

Departure Date: 29/11/2010

☐ Open Dated

Ticketing Time Limit: DD/MM/YYYY

References

PNR: R2QB00
Airline: A21QB7
Booking:
CRS: Amadeus

From City	Code	To City	Depart Date	Dep. Time	Class	Flight	Flt. Time	Arr. Time	Itl. Date	Airport	T
Sydney	SYD	MEL	29/11/2010	06:00 AM	Y	QF401	01:35	07:35 AM	NO	Dom	
Melbourne - Tullamarine	MEL	SYD	02/12/2010	06:00 AM	Y	QF400	01:25	07:25 AM	NO	Dom	
Sydney	SYD	LHR	19/01/2011	05:30 PM	Y	QF31	22:21	06:20 AM	+1	Int. I	
London - Heathrow	LHR	SYD	23/02/2011	09:45 PM	Y	QF2	20:15	06:25 AM	+2	Int. I	

Prices

Passenger Name	PD	Pax Type	Full Fare	Ticket Fare	Sell Price	Taxes	Markup Val	Cc
Mr Galleo Test		Adult	\$952.82	\$952.82	\$952.82	\$31.88	\$0.00	\$9
Mr Galleo Test		Adult	\$3,888.00	\$3,888.00	\$3,888.00	\$505.46	\$0.00	\$4
Mrs Galleo Test		Adult	\$952.82	\$952.82	\$952.82	\$31.88	\$0.00	\$9
Mrs Galleo Test		Adult	\$3,888.00	\$3,888.00	\$3,888.00	\$505.46	\$0.00	\$4

Adults: 02 Children: 00 Infants: 00

Conditions:

Print on: ☒ Quote ☒ Itinerary

- Click on MODIFY PRICING to check that these details are correct. If the imported ticket is an MCO or Net remit ticket then the pricing has to be modified to reflect the correct charges
- If an E-ticket or Fully ticketed in house (not a Net Remit Ticket) then modifying the Air record line is not necessary –
- Although check to see if domestic ticket prices are loaded correctly.
- Click on ADD PRICING if the pricing has not been imported directly from your CRS.
- Click on COPY PRICING if you have more than one passenger with the same airfare.
- The AIR PASSENGER PRICING screen opens

PRICING:	FULL FARE	FULL 'Y' FARE (Published Fare - for Corporate Reports)
	TICKETED FARE	Fare printed on ticket
	SELL PRICE	Selling price to customer (if discounted, this fare will be less than Ticketed fare by Discount value.)
	TAXES	Airport and Overseas taxes
	COMMISSION	% or \$ Value
	OVERRIDE	% or \$ Value on flown sector overrides

PAYMENT, which is on the next level underneath PRICING will fill in automatically, but can be manually adjusted – NOTE that this information is crucial to getting the final Back Office accounting entries correct.

PAYMENT:	TICKET CASH	Amount Paid by Cash (cheque, or Credit card where the agent acts as merchant)
	TICKET C/CARD	Credit card payment, details to Airline or consolidator
	TAXES CASH	Taxes paid by Cash or Cheque(s)
	TAXES C/CARD	Taxes included in C/Card Charge
	TICKET NUMBER	Ticket Number (the 3-number airline code is not needed) + the last 3 digits of Conjunction tickets, if any.

*An example of Filling in Net Remit details in Air Passenger Pricing:

AIR PASSENGER PRICING

Purchased From: Issue Date:

Passenger: Form of Payment:

Airline: Type of Sale:

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$1,000.00	\$1,000.00	\$1,000.00	\$30.00	0.000 \$0.00	\$1,030.00

REASON	VALUE	BASIS	RATE/AMOUNT
Discount:	\$0.00	Override: <input type="text" value="Nett (excl. comm.)"/>	0.00 \$0.00

STRATEGY	VALUE	COST TO CLIENT	REMAINDER COMM.
Markup: <input type="text" value="Markup/down Cash Payments"/>	\$500.00	\$1,530.00 <input checked="" type="checkbox"/> Includes Taxes	\$500.00

TICKET CASH	TICKET C/CARD	TAXES CASH	TAXES C/CARD	TICKET NUMBER(S)	NETT PAYABLE
Payment: \$1,000.00	\$0.00	\$30.00	\$0.00	<input type="text" value=""/>	\$1,030.00

☐ Exported

☒ Ticket ☐ Refund ☐ Exchange Original tkt number: Ticket Method:

Routing:

- Answer Yes or No to ticket number request
- Save this windows upon completion of pricing the Ticket, then save the completed FLIGHT SECTOR INFORMATION screen when all Pax have had their pricing completed.

Receipting of client's money is normally banked into the Agency's Client Trust Account and Client Funds can only be receipted to a Travel Services file number that has been created as a BOOKING

- Click ACCOUNTING on the left List Bar
- Click RECEIPT MONEY and RECEIPT ENTRY Window Opens

- Complete PAYMENT METHOD. Click OK to initialise Payment Details (if applicable)
- Complete any PAYMENT DETAILS Window that opens and click OK
- For COMMENT – 3 OPTIONS: Deposit, Balance Payment OR Full Payment

- Click on PRINT for a hard copy of the receipt OR Click on SAVE without Printing the Receipt
- Click CLOSE to Close Receipt Entry Window
- Click TRANSACTION DRILLDOWN to check the Accounting on your Trip and Click CLOSE.

- Click PAY SUPPLIER
- Highlight the Air segment line in the MAKE A PAYMENT window.

- Click on the PAY Bar in the middle of the screen.
- On the bottom half of this window at TRANSACTION TYPE, the BSP button is green and at PAYMENT TYPE, the
- FINAL PAYMENT button is green

NB: The pricing has come through from the AIR PASSENGER PRICING Window where the pricing was originally added by the consultant.

- Click on DISPLAY PAYMENT CALCULATION and a box will come up to show payment calculation
- Click on CANCEL if the calculation is not correct OR Click on MAKE PAYMENT
- The line selected for payment will now disappear from the screen
- Click CLOSE and return to the Trip information window

Now click on the TRANSACTION DRILLDOWN button to see that the payment made has gone through to the Back Office accounts area correctly. Note the Balance of the file.

- SAVE the screen when completed.
- Click on QUOTE tab on the top of the menu
- Click on SAVE to close this current booking.

CRS BOOKING USING EXISTING PASSENGER PROFILE

EXAMPLE 4: CRS Booking with an Existing Profile

- Enter / Retrieve PNR in CRS.

FOR SPECIFIC CRS IMPORTS (SABRE / AMADEUS / GALILEO) see separate section near front of this manual regarding specific IMPORT procedures for each CRS provider.

- Click on TRAVEL SERVICES on the bottom toolbar
- Click NEW QUOTE/BOOKING, client details will display. Click on the IMPORT FROM CRS Button for reservation system (Amadeus only - Highlight the PNR to import by clicking in the grey box so a tick appears. Then click on IMPORT FROM CRS button.)

Use existing Profile - Method 1

- Click on EXISTING PROFILE on the CLIENT DETAILS screen and a box will appear to type in the profile code.
- Alternatively, click on the BROWSE BUTTON and the PROFILE BROWSE screen appears.

- Highlight required profile and press SELECT
- Desired profile appears on CLIENT DETAILS screen
- Press Tab, and client details will in on screen,

Using an existing Profile - Method # 2

Code	Surname	First Name	Title
MORAN1	Moran	Diane	Mrs
MORAN2	Moran	Geoff	Mr

- Enter Client Surname
- Click on VIEW MATCHING PROFILE. If a profile exists, it will appear in the profile matching box.

- To use the profile that appears, select the line by clicking on it with the mouse, then double click the mouse and answer yes to the question.
- The details will be transferred into the fields.
- Fill in CONSULTANT, DESTINATION, SOURCE, and CATEGORY. Unlike the profile details, these will be different for
- each trip and thus have to be filled in for each new trip. Complete the rest of the client details screen. Click on
- CREATE AS BOOKING to create a back office accounting trip file
- Click on IMPORT Icon – Sabre/Galileo or Amadeus
- Click TRIP INFORMATION on the left list bar and the TRIP INFORMATION window will appear
- Proceed with Pricing of trip line, receipting and payment of supplier as per Example 3.

NEW AIR BOOKING: CREDIT CARD DETAILS TO AIRLINE

EXAMPLE 5: New Air Booking, Credit Card Details to Airline.

- There are a number of important points to note when passing credit card details to the airline, which acts as merchant and incurs the relevant Credit Card fees.
- The booking is made in the normal way, but in TRIP INFORMATION, completion of the AIR PASSENGER PRICING window requires ADDITIONAL information.

- Because the client's credit card will be passed to the supplier, PAYMENT TYPE is filled in with the type of Credit Card offered by the client.

AIR PASSENGER PRICING

Purchased From: **BSP** Issue Date: DD/MM/YYYY

Passenger: **Mr Galileo Test** Form of Payment: **American Express**

Airline: **QF** Type of Sale: **Inter Airfare**

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$3,888.00	\$3,888.00	\$3,888.00	\$505.46	9.000 \$349.92	\$4,043.54

Discount: **\$0.00** BASIS: **Override: Nett (excl. comm.)** RATE/AMOUNT: **0.00 \$0.00**

Markup: **\$0.00** COST TO CLIENT: **\$4,393.46** Includes Taxes: **Yes** REMAINDER COMM.: **\$0.00**

	TICKET CASH	TICKET C/CARD	TAXES CASH	TAXES C/CARD	TICKET NUMBER(S)	NETT PAYABLE
Payment:	\$0.00	\$3,888.00	\$0.00	\$505.46		-\$349.92

☒ Ticket ☐ Refund ☐ Exchange Original tkt number: Ticket Method: **Electronic**

Routing: **SYD/LHR/SYD** Show Details >> Save Cancel

- Go to ACCOUNTING, then to PAY SUPPLIER.
- Because the pricing comes from the AIR PASSENGER PRICING window, the net amount is the commission due on the ticket. This is shown as a negative amount due from BSP. The gross amount is shown under C/CARD AMT.

Pay Supplier

	Type	Creditor	Supplier	Description	Gross Amt	Total Tax	C/Card Amt	C/Card Tax	Commission	Amt to Pay	Amount Paid	Outstanding
1	Air	BSP	QF	SYD/MEL/SYD	\$3,888.00	\$505.46	3888	505.46	\$349.92	-\$349.92	\$0.00	-\$349.92
2	Air	BSP	QF	SYD/MEL/SYD	\$3,888.00	\$505.46	3888	505.46	\$349.92	-\$349.92	\$0.00	-\$349.92

PAY ☐ Show Completed Payments ☐ Sort by Creditor

Payment Details

Document Type: ☒ BSP ☐ Non-BSP ☐ Cheque ☐ Requisition ☐ Charge/Credit

Payment: ☐ Deposit ☒ Final Payment

Gross Value: **\$3,888.00** Credit Card Portion Paid By Client: **\$3,888.00**

Amount to Pay: **-\$349.92**

Date: **09/12/2010** Document No.: **43656545445**

Payee Name: Comment:

☒ Display Payment Calculation

Amount To Pay Calculation

Gross Amount:	\$3,888.00
+ Total Tax:	\$505.46
- Credit Card:	\$3,888.00
- CCard Tax:	\$505.46
- Commission:	\$349.92
- Amount Paid:	\$0.00
Amount Due:	-\$349.92

Make Payment Cancel

- Click on MAKE PAYMENT.

Amount due can be ascertained by pressing the DUE button in the TRIP INFORMATION window.

- Check TRANSACTION DRILLDOWN.

Travel Services

Total Cost: \$3,585.00. Amount paid so far: \$3,585.00.

The amount left to pay is \$0.00.

Congratulations your booking has been balanced.

OK

Client Transaction enquiry

File Edit Navigator! Help

Trip Account: 812
 Name: Mr Galileo Test
 Debtor Name:
 Balance: \$0.00
 Depart Date: Monday, 29 November 2010

View:
☒ Full View
☐ Split View
☐ Commission
☐ Detailed
☒ GST Inclusive

Date	Entry Type	Doc. Type	Doc. Number	Principal	Debit (DR)	Credit (CR)	Balance
09-Dec-10	BSP	Ticket	43656545445		4,393.46	-4,393.46	0.00
TOTALS					4,393.46	-4,393.46	0.00

☒ Include Non-Updated Transactions

Close

Trip master record. CAPS NUM 09/12/2010 12:09

The payment appears both as a debit and credit on the trip

Credit Card Payments:

It is important to distinguish between the two different ways of dealing with credit card payments. This applies to both corporate and leisure bookings.

- If the agency is accepting a credit card and processing the payment in the office (the agency acts as merchant), it will be necessary to issue a receipt for the client and pay the supplier as usual – NOTE: this is technically a CASH payment as far as BSP, the Wholesaler or Supplier is concerned.
- If the agency is advising THE SUPPLIER of the client's credit card details and not processing or banking the payment in the office (ie - the supplier is the merchant) it will be necessary to enter the credit card in PAYMENT TYPE in the booking windows (as in the current example) and pay supplier only. When paying supplier, select the line that is to be paid and make sure that the amount to be charged to the client's card appears in the yellow box on that line. Click on pay and enter the reference number received from the supplier into the document number field. Do not enter a receipt, as the agency is not physically taking any money from the client's credit card to bank into the agency account. In the TRANSACTION DRILLDOWN window you will notice that the payment has appeared as a Debit AND a Credit and the file will have a zero balance.

BOOKING FOR A CORPORATE CLIENT

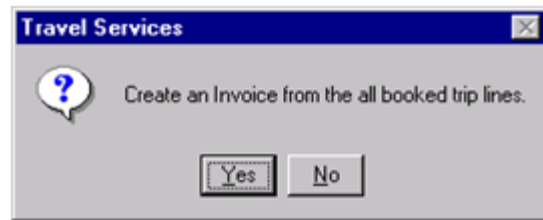
EXAMPLE 6: Booking for a Corporate Client

- Retrieve PNR in CRS
- Open TRAVEL SERVICES, click NEW QUOTE/BOOKING

- IMPORT FROM CRS and complete CLIENT DETAILS Screen (see example 4 for use of existing profile, which will be the usual method for Corporate Bookings).

- At bottom of CLIENT DETAILS screen, Click BROWSE BUTTON next to CORPORATE A/C. The DEBTOR BROWSE screen will open to enable selection of debtor, which will link booking to a Corporate Account Debtor Code. If entered in the Debtors Maintenance, a Contact
- name can be selected and if applicable an order / booking number can also be entered. NOTE: These two entries will print on the invoice.
- Highlight required debtor and press SELECT. The code for the chosen debtor will appear next to CORPORATE A/C
- Press TAB
- CREATE AS BOOKING.
- Go to TRIP INFORMATION screen.
- Highlight Air Segment, click MODIFY, click MODIFY PRICING in FLIGHT SECTOR INFORMATION window, and update AIR PASSENGER PRICING Window and enter TICKET NUMBERS

- Next time a booking associated with this Client Profile is used; it will default to a corporate booking. If leisure booking for this profile is required, simply delete the debtor code from the space adjacent to CORPORATE A/C and press TAB, The particular Quote/booking will be 'unlinked' from the debtor and will not appear on any corporate reports that may eventually be produced.



- Click ACCOUNTING on the left List Bar
- Click on GENERATE INVOICE and Answer YES to 'Create an Invoice from all booked trip lines?'
Note Invoice information will download from the Trip Number.
- Press SELECT ALL if all passengers associated with the booking are to be included on the invoice. Otherwise, place a tick under SELECTED for the passenger(s) to be selected for invoicing.



- Complete STATEMENT DETAILS. This will print on the debtor statement (OPTIONAL).
- Click on INVOICE button
- TERMS/TRADE will fill in automatically, but extra text concerning payment details can be added
 - To make amendments (if applicable), Double click on the line to amend and it will open up.
- Click PRINT for a hard copy of the invoice and the word "Printed" will appear in top right hand corner

Note: You can print only ONE ORIGINAL INVOICE

- Click CLOSE to Close Window – OR Click SAVE without printing the Invoice.

Trip No.	Type	Passenger Name/Booking Details	Goods Value	Tax Value	Discount	Invoiced Value
4	Client	This document is for the following	\$0.00	\$0.00	\$0.00	\$0.00
4	Client	Air New Zealand Sydney to Auckland to Rio	\$2,945.00	\$0.00	\$0.00	\$2,945.00

SUB TOTAL: \$2,945.00
G.S.T TOTAL: \$0.00
TOTAL: \$2,945.00

Statement Descriptions: Mrs Diane Moran
Deposit Date: 27-10-1999 Amount: \$0.00
Balance Date: 27-11-1999 Final Balance Amount: \$2,945.00

- Check TRANSACTION DRILLDOWN.

- Note that TRANSACTION DRILLDOWN displays an invoice raised to a debtor in the same way as a receipt (Credit entry).
- Note: check TYPE column on drilldown to see if document is a receipt or an invoice.
- PAY SUPPLIER as usual and SAVE.

LAND BOOKING: CREDIT CARD DETAILS PASSED TO WHOLESALER AS PACKAGE (NON-BSP)

EXAMPLE 7: Land booking (Non-BSP), Credit Card details given to Wholesaler.

- Complete CLIENT DETAILS screen, either using a new client (Click CREATE PROFILE if necessary), or retrieve existing profile by placing a tick next to EXISTING PROFILE and selecting profile.
- Click TRIP INFORMATION on left list bar
- Click LAND BOOKING in the left list bar. Select appropriate type of land component under BOOKING on the new left list bar which opens
- Fill in BOOKING WINDOW, and at PAYMENT TYPE enter the type of credit card offered by the client. Click SAVE.
- Click on ACCOUNTING on the left list bar.

Do not raise a receipt for clients, as the wholesaler is acting as merchant on the transaction.

- Click PAY SUPPLIER

- Because the pricing comes from the respective LAND BOOKING window, the net amount is the commission due on the ticket. This is shown as a negative amount due from the creditor. The gross amount is shown under C/CARD AMT.
- Enter DOCUMENT NUMBER.

- DISPLAY PAYMENT CALCULATION.

- Click on CANCEL if the calculation is not correct or MAKE PAYMENT.

Check your TRANSACTION DRILLDOWN. Payment appears as a DEBIT AND A CREDIT on the trip. For corporate bookings where a credit card is used, the same principles apply.

To Enter an Air / Land Package from a Wholesaler where the agent wishes to provide an itinerary for the client:

When booking a package which combines land and air for the one price and paying the complete cost of the booking to a wholesaler:

- Complete the CLIENT DETAILS screen
- Enter the AIR BOOKING details – If PASSIVE booking exist in your CRS you can import details directly

NOTE – You DO NOT load the wholesale package pricing in the 'Air Pricing' window.

- Open a LAND BOOKING window through your TRIP INFORMATION List Bar.
- Enter the CREDITOR (wholesaler) you have purchased from into the PURCHASE FROM field.
- Enter relevant LAND BOOKING details in this screen including relevant remarks in the INCLUSIONS box – EG; Package includes Airfares / Transfers and (x) Nights Accommodation.
- Load in pricing details: Per person / Package
- Make sure that the COMMISSION \$ amount for the total package is correct.
- SAVE Land Booking window
- Highlight each of the trip lines by holding down the Ctrl key and clicking on the left-hand side margin of each line so that they are all highlighted in blue.
- Under TRIP INFORMATION List Bar, click on the BUILD AS PACKAGE icon.

- Print Quote / Confirmation / Itinerary / Statement of Account
- Click on QUOTE List Bar
- SAVE Booking

LAND BOOKING: PAY SUPPLIER BY CHEQUE, RAISE VOUCHER

EXAMPLE 8: Land Booking, Pay Supplier by Cheque, Raise Vouchers.

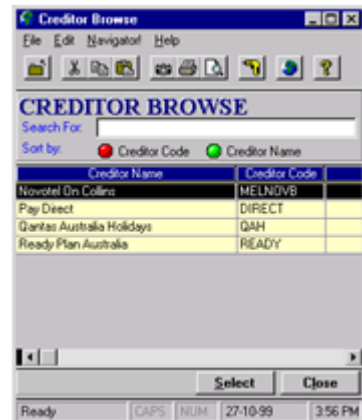
Once printed, a Service Voucher has 3 copies - for the client, the service provider and lastly for you, the agency concerned. A voucher can be raised as PRE-PAID, PAY DIRECT, BILL BACK (to the Agency) & BILL TO CLIENT DIRECT (for Corporate Travellers).

The vouchers are used for tracking commissions and PAY DIRECT vouchers will sit on an unreturned voucher report until commission cheques received are matched against them. Once this commission cheque has been matched to the voucher, sales figures are then generated against a consultant's name.

PRE-PAID VOUCHER (Agency Pays Supplier as Creditor)

8.1 Pre paid voucher - agency pays supplier as a creditor.

- Where a supplier is used frequently by the agency and is paid by cheque, the supplier can be set up as a creditor (In back office).
- PURCHASE FROM will be the supplier set up as a creditor. Type in the creditor code (if known) and tab. Full name of creditor will appear to the right of the browse button. Alternatively, use the CREDITOR BROWSE
- SUPPLIER NAME - Type in supplier code and tab - full name and stored details of supplier will fill in on the booking screen. These details will also download onto Itinerary, etc. Alternatively, use the SUPPLIER/PRINCIPAL CODE BROWSE.
- Continue with all relevant details on the booking screen as these will fill in on itinerary, etc.



Land Booking (Accommodation)

Accommodation Booking Window

Booking

Accommodation

Transport

Tour

Cruise

Other

Search

Options

Purchase From: MELNOVB Novotel On Collins Document No:

Hotel Name: Novotel Melbourne on Collins Chain: Accor Asia Pacific

Address: 270 Collins St IATA Code: Phone: 03 9650 5800

Melbourne Main City: Fax: 03 9525 7100

PostCode: 3000 E-mail:

Duration: 7 Days Nights Booking Status: Confirmed

Arrival date: 12-12-1999 Arrival details: QF 342, ETA 1430

Depart date: 19-12-1999 Departure details: QF 321 ETD 1130

Room Type: Double Room Type of Sale: Dom Accommodation

Inclusions: Full Buffet Breakfast, unlimited use of Gymnasium, Complimentary bottle of Champagne upon arrival

Charged as: Per Person Per Room Package Grouped By: Group

No.	Rate	No. Of Rooms
Adults: 3	\$235.00	1

Gross value: \$1,645.00 Sell Price: \$1,645.00 Non Comm.: \$0.00

Commission Rate: 12.75 Amount: \$209.74 Nett Price: \$1,435.26

Disc. Reason:

Confirmation#: 2342 Booking PNR: CRS PNR:

Payment Type:

Print on: ☒ Quote ☒ Itinerary ☒ Offered Rate

Save Close

NOTE: PAYMENT TYPE is not filled in even where the client is paying the agency by credit card as the agency will either debit or bank the proceeds of the transaction.



- Go to OPTIONS on left list bar.
- Go to DIRECT VOUCHER PRINT

The VOUCHER PRODUCTION screen then becomes accessible

- Select VOUCHER TYPE as PRE PAID
- Fill in passenger names from drop down list.
- Add COMMENT where appropriate.
- Select YES or NO to INCLUDE PRICING
- Select PRINT/SAVE or SAVE
- Go to your ACCOUNTING List Bar
- Click on RECEIPT MONEY
- Receipt Money into Client file / SAVE
- Click on PAY SUPPLIER – Then Pay Supplier - Fill in the cheque number of the cheque used to pay for this booking.
- The net due is OUTSTANDING in the top section, also seen as AMOUNT TO PAY in the lower section.
- Click on MAKE PAYMENT

Voucher Production

VOUCHER PRODUCTION

Voucher Number:

Voucher Issue Date: 27-10-1999

Voucher Type: ☒ Pre-Paid ☐ Paying Direct ☐ Bill Back ☐ Bill to Client Direct

Passenger Name 1: Mrs Diane Moran

Passenger Name 2: Mr Geoff Moran

Passenger Name 3: Miss Laura Moran

Passenger Name 4:

Comment:

Include Pricing: ☐ Yes ☒ No

Print/Save Save Close

- Check TRANSACTION DRILLDOWN to see booking file has balanced

PRE-PAID VOUCHER (Create New Supplier – Agency pays by Cheque)

8.2 Pre paid voucher - Create new supplier; agency pays direct by cheque.

This procedure would occur where a supplier was not listed as a creditor, and where the supplier name was not on the SUPPLIER / PRINCIPAL CODE BROWSE.

- PURCHASE FROM code will be: DIRECT.
- SUPPLIER NAME can be entered, along with all other relevant details (address, phone & fax #s), which will download onto itinerary, etc. NOTE: Ensure that the MAIN CITY code is filled in.
- PAYMENT TYPE is left blank

- In the event the Hotel Name is not in the codes Listing (Browse Key), the system allow the Hotel to be entered by the consultant immediately without wasting time. It is Imperative that the

search is complete for the Hotel or Supplier before adding a new code. Click on The browse Key and the enquiry screen will appear with the default set to Description (Traffic Lights). Type the first 3 / 4 characters of the Hotel name and check if there, continue typing if more than one hotel start with "The ?" to search properly. Next Click on CODE order (traffic lights) and enter the 3 digit city code of the Hotel followed by the first 2 / 3 characters of the Name (Excluding "The") this will search again for hotel. If certain it's not there then the following adds the code into the system.



• Go to OPTIONS
• Choose ADD SUPPLIER and verify the sequence, to enable the new supplier to be added to the Supplier/Principal code listing, The CODE generated by the system can be overridden, and an alternative suggested, provided it's not already in use.

Travelog will automatically create Supplier Codes for you using 7 letter codes. The first 3 letters are City codes and the last 4 are the Hotel's name: EG; Novotel Melbourne, CODE = MELNOVO

- Go to DIRECT VOUCHER PRINT
- Note that the VOUCHER TYPE is filled out as PRE-PAID
- Fill in PASSENGER NAMES from drop down list.
- Add COMMENT where appropriate.
- Select YES or NO to INCLUDE PRICING
- PRINT/SAVE. The bottom part of the voucher is given to the accounts person to assist with commission tracking.
- Go to ACCOUNTING
- RECEIPT MONEY
- PAY SUPPLIER
- Fill in the cheque number of the cheque used to pay supplier. The net due is OUTSTANDING in the top section, also seen as AMOUNT TO PAY in the lower section.
- MAKE PAYMENT, Check TRANSACTION DRILLDOWN, QUOTE/BOOKING - SAVE.

The screenshot shows the 'Voucher Production' window. The title bar says 'Voucher Production'. The main title is 'VOUCHER PRODUCTION'. Fields include: Voucher Number (empty), Voucher Issue Date (12-11-1999), Voucher Type (Pre-Paid selected), Passenger Name 1 (Mrs Linda Ley), Passenger Name 2 (Mr Thomas Ley), Passenger Name 3 (empty), Passenger Name 4 (empty), Comment (empty), and Include Pricing (Yes selected). Buttons at the bottom are Print/Save, Save, and Close.

PAY DIRECT VOUCHER: (Client to Pay Direct – Commission Due to Agency)

8.3 Pay direct voucher - The client pays direct.

- This is used where the client makes the booking through the agency, but pays directly to the supplier. In this situation, the agency does not send a cheque, but tracks the commission due back from the raising of a pay direct voucher.
- The land booking is done in the same way as in the previous situation, except that the voucher raised will be a PAY DIRECT.
- Pricing should be included for the convenience of the client
- PRINT/SAVE. The bottom part of the voucher is given to the accounts person to assist with commission tracking.

DUE

The screenshot shows the 'Travel Services' window. It displays: Total Cost: \$4,900.00. Amount paid so far: \$0.00. Value of pay direct vouchers: \$4,900.00. The amount left to pay is \$0.00. Congratulations your booking has been balanced. An OK button is at the bottom.

amount due. Press DUE button in TRIP INFORMATION SCREEN

The top screenshot shows the 'Voucher Production' window with Voucher Issue Date 30-10-1999 and Voucher Type Paying Direct selected. The bottom screenshot shows the same window with Voucher Issue Date 05-12-1999, Voucher Number 6, and Voucher Type Paying Direct selected. Both screenshots show the same passenger names and include pricing options.

- Note that the raising of a pay direct voucher is reflected in the

- Because the agency neither receipts money nor pays supplier in this situation, there are no accounting entries.

Voiding Vouchers.

- To void a voucher, which has been raised, go to the TRIP INFORMATION screen Highlight in black the particular land booking from which the voucher has previously been raised.
- Press MODIFY and the relevant LAND BOOKING screen will open.
- On the left list menu bar, click OPTIONS, and DIRECT VOUCHER PRINT.
- The original voucher will be re-displayed with the additional VOID function added.
- Press VOID, and VOUCHER PRODUCTION will redisplay to enable a replacement voucher to be issued. Then close this window

NOTE: You do not need to save this voucher window again as it will create a new voucher

POINT TO POINT SALE USING QUICK COMPLETION



Example 9: Point-to-point sale using the Quick Completion Functions

- Retrieve PNR in CRS (if applicable)
- Open Travel Services
- NEW QUOTE on List Bar
- Import from CRS and complete CLIENT DETAILS Screen – include CREATE AS BOOKING
- Ensure Passenger Information is listed. Click TRIP INFORMATION List Bar
- MODIFY Air Segment, ensuring FLIGHT SECTOR INFORMATION and AIR PASSENGER PRICING are correct and that TICKET NUMBER(S) has been entered.
- Click on ACCOUNTING List Bar. Click on QUICK COMPLETION Icon. The QUICK BOOKING COMPLETION window is now accessible
- Highlight the lines to pay on the top of the screen and click on the AUTOPAY button on the right hand side of the screen.
- If you wish to print an itinerary click on BUILD ITINERARY, THEN Click on REMAKE ITINERARY and arrange the lines to the correct order.

BOOKED TRIP INFORMATION LINES					SELECTED LINES TO PAY					
Date In	Date Out	Type	Supplier	Description	Type	Creditor	Supplier	Description	Gross Amt.	Total Tax
28-10-99	05-04-00	Air	AN	AN - SYD/BNE/CN	Insurance	READY	READY	Ready Plan Aus	\$90.00	\$0.00
16-02-00	07-03-00	Land	MELNOVB	Novotel Melbourne	Air	BSP	AN	SYD/BNE/CNS	\$485.00	\$3.40
16-02-00	29-02-00	Insurance	READY	Ready Plan Austral	comodat	DIRECT	MELNOVB	Novotel Melbou	\$5,000.00	\$0.00

BUILD ITINERARY						
Date In	Date Out	Time	Type	Supplier	Status	Description
			Air	AN		AN - SYD/BNE
			Air	AN		AN - BNE/CNS
			Air	AN		AN - CNS/SYD
			Land			Novotel Melbourne on Collins

DOCUMENTS TO PRINT

☐ Quote ☒ Confirmation ☒ Statement of A/c ☒ Itinerary ☐ Invoice ☐ Receipt

PASSENGERS SELECTED

Passenger Name	Type	Selected
Ms Deirdre Johnson	Adult	<input checked="" type="checkbox"/>

CLIENT MONEY TO BE BANKED

☐ Issue a Receipt Receipt Dated: 04-02-2000

Payment Method: Received: \$0.00

Comment:

Bank Account: Client Funds Account

Complete Cancel

- Select DOCUMENTS TO PRINT – Note: Invoice will only appear if Client Detail screen reflects that it has been linked to a Debtor (CORPORATE A/C).
- Select Passengers in PASSENGERS SELECTED
- Complete Receipt details under CLIENT MONEY TO BE BANKED
- Click on COMPLETE Button – This will complete all fields – Receipt and Pay Supplier all at once.

NOTE: Remember to always back-date transactions if accounting is not done on the same day.

- Check TRANSACTION DRILLDOWN for Zero Balances

CREDIT CARD DEPOSIT AND BALANCE BALANCE PAID DIRECT TO SUPPLIER

Example 10: Credit Card Deposit + Balance to Wholesaler

Enter Trip booking details into your Travel Services Land Booking Window / Trip Information area

When you are ready to process the deposit amount paid by Credit Card to the wholesaler you can COPY the original Trip line related to the booking. With this new (additional) Trip Line ADJUST the amount to reflect ONLY the deposit amount being paid to the wholesaler. This deposit would not initially include any commission amount.

From the Drop Down Menu select the Credit Card type being used for the Deposit Payment

This will now create an additional line in your Trip details however this line can be hidden in the 'OPTIONS' area of the Trip Information Window at any time by selecting which Lines from the 'Options' area are to be included in the Booking area where items for payments and documentation are selected.

In the Pay Supplier area you should then see the additional line with the deposit value only ready to be PAID with C/Card value visible in the C/Card Amount column.

Type	Credit	Supplier	Description	Gross Amt	Total Tax	C-Card Amt	C-Card Tax	Commission	Amt to Pay	Amount Paid	Outstanding
Land	GFH	GFH	Qantas Holidays	\$300.00	\$0.00	300	0	\$0.00	\$0.00	\$0.00	\$0.00
Land	GFH	GFH	Qantas Holidays	\$1,398.00	\$0.00	0	0	\$139.60	\$1,258.20	\$0.00	\$1,258.20

☐ Show Completed Payments
 ☐ Sort by Creditor

Payment Details

☒ BSP
 ☐ Non-BSP
 ☐ Cheque
 ☐ Requisition

Transaction Type: ☐ Deposit ☒ Final Payment
 Commission to take: \$0.00

Gross Value: \$300.00
 Credit Card Portion Paid By Client: \$300.00

Amount to Pay: \$0.00

Date: 20/12/2004
 Document No.: GF2

Payee Name: Qantas Holidays

Comment:

Note that you DO NOT need to select DEPOSIT option as **the value of this line is paid in FULL.**

In the **OPTIONS** area, the additional line is now flagged as Paid however this will create duplicate values in your **BOOKING** Tab and on your printed client documentation.

Travel Services - Training (Travelog 100 Testing) - Trip Information - Quote # 4

File Edit View Travel Information Tools Navigator Window Help

TRAVEL SERVICES

Quote Number: Sales Assistant

Quote

Client Details

Trip Information

Notes

Accounting

Transaction Detail

Receipt Money

Generate Invoice

Pay Supplier

Quick Completion

Invoice History

Charges & Credits

TRIP INFORMATION

Date In	Date Out	Type	Supplier	Description	P/P	Plg/P	PD	Inv	Status	Sell Price
10/03/2005	23/03/2005	Air	GF	SYD AHA/RRK/STDS	0	0			Booked	\$0.00
20/12/2004	30/12/2004	Land	GPH	Gantas Holiday	2	0			Booked	\$1,390.00
29/12/2004	30/12/2004	Land	GPH	Gantas Holiday	2	0	F		Booked	\$300.00

Display Field

Modify Line

Copy Line

Delete Line

Total: \$1,690.00

Balance Due: 20/12/2004 NOW

To: First Surname Contact

Documents to Print

Document Format

☐ Quote

☐ Confirmation

☐ Statement of A/c

☐ Itinerary

☐ Visa/Passport

Print All Individual

☐ Foreign Commission

Passenger Name	Type	Selected	Out	Unselect
Mr Travelling Test	A&A	<input type="checkbox"/>	T	Passenger
Ms Yvonne Test	A&A	<input checked="" type="checkbox"/>	T	

☐

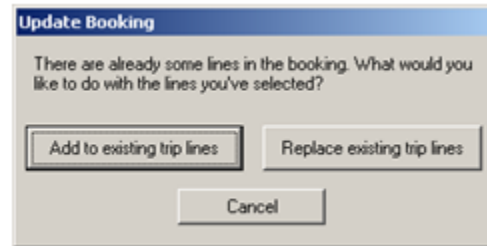
Print Itinerary Checklist

Flag Print Preview Edit E-Mail

Only the Trip Line for FULL VALUE needs to be seen in the BOOKING Tab. This can be changed by selecting lines from the OPTIONS area that you wish move into the BOOKING area. Hold the Ctrl Key so you can select Multiple Trip Lines. Once you have selected Trip Lines from the OPTIONS area (now Blue) then click the BOOKING TAB

You should be asked the following question:

Choose what you want to do with the selected lines from your OPTIONS area. You can now produce your updated documentation reflecting deposit paid to the wholesaler

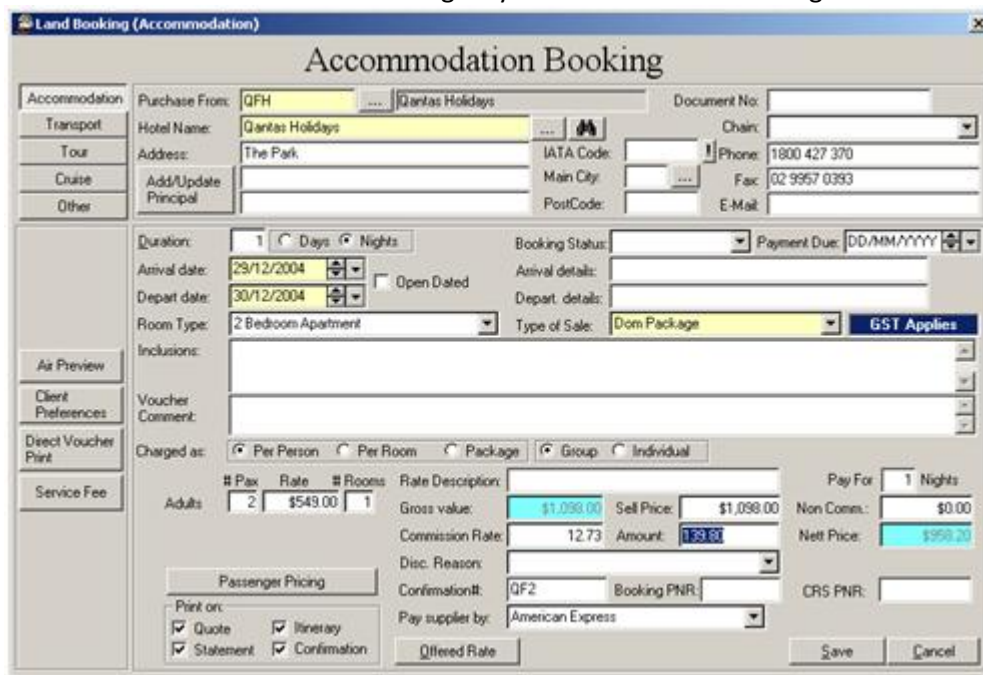


The 'Update Booking' dialog box contains the following text and buttons:

There are already some lines in the booking. What would you like to do with the lines you've selected?

Buttons: Add to existing trip lines, Replace existing trip lines, Cancel

Once you are ready to pay the BALANCE by Credit Card you must again COPY the Trip Line. This time in the COPY process you are going to load ONLY THE BALANCE amount being paid and the FULL COMMISSION VALUE that is due back to the Agency as this amount will then go into the Back Office



The 'Accommodation Booking' form includes the following sections:

- Accommodation:** Purchase From: QFH, Qantas Holidays, Document No: [blank]
- Hotel Name:** Qantas Holidays
- Address:** The Park, IATA Code: [blank], Phone: 1800 427 370
- Main City:** [blank], Fax: 02 9957 0393
- PostCode:** [blank], E-Mail: [blank]
- Duration:** 1 Days, Nights
- Arrival date:** 29/12/2004, Depart date: 30/12/2004
- Room Type:** 2 Bedroom Apartment, Type of Sale: Dom Package, GST Applies
- Inclusions:** [blank]
- Voucher Comment:** [blank]
- Charged as:** Per Person, Per Room, Package, Group, Individual
- Adults:** 2, Rate: \$549.00, 1
- Rate Description:** Gross value: \$1,098.00, Sell Price: \$1,098.00, Commission Rate: 12.73, Amount: 139.60
- Disc. Reason:** [blank]
- Confirmation#:** QF2, Booking PNR: [blank], CRS PNR: [blank]
- Pay supplier by:** American Express
- Pay For:** 1 Nights, Non Comm.: \$0.00, Net Price: \$958.20
- Print on:** Quote, Itinerary, Statement, Confirmation
- Buttons:** Offered Rate, Save, Cancel

In the Pay Supplier area you should then see an additional line with the BALANCE value ready to be PAID including Credit Card value visible in the C/Card Amount column(s) capturing the TOTAL Commission Due.

Type	Creditor	Supplier	Description	Gross Amt.	Total Tax	C/Card Amt	C/Card Tax	Commission	Amt to Pay	Amount Paid	Outstanding
Land	QFH	QFH	Qantas Holidays	\$1,098.00	\$0.00	1098	0	\$139.80	\$1,237.80	\$0.00	\$1,237.80
Land	QFH	QFH	Qantas Holidays	\$1,398.00	\$0.00	0	0	\$139.80	\$1,258.20	\$0.00	\$1,258.20

Payment Details

Transaction Type: ☐ BSP ☒ Non-BSP ☐ Cheque ☐ Requisition

Payment Type: ☐ Deposit ☒ Final Payment Commission to take: \$139.80

Gross Value: \$1,098.00 Credit Card Portion Paid By Client: \$1,098.00

Amount to Pay: -\$139.80

Date: 20/12/2004 Document No.: QF2

Payee Name: Qantas Holidays

Comment:

Make Payment Cancel

Using the OPTIONS Tab, select trip lines you want displayed in the BOOKING AREA (and on documentation) by holding down the Ctrl Key and selecting Trip Lines from the grey box to the left of each line. Once you have selected relevant Trip Lines from OPTIONS (highlighted Blue) then click onto the BOOKING TAB

You should be asked the following question:

Choose what you want to do with the selected lines from your OPTIONS area and produce an updated confirmation / statement reflecting deposit amount paid by your client to the wholesaler

Update Booking

There are already some lines in the booking. What would you like to do with the lines you've selected?

Add to existing trip lines Replace existing trip lines

Cancel

VIRGIN BLUE BOOKINGS – PAID BY CLIENT/AGENCY CREDIT CARD OR ON ACCOUNT

Example 11: Virgin Blue Bookings

Airline bookings made outside of any reservation system need to be manually entered in Travel Services. This is done in the 'Air Booking' Window.

- Enter Airline Code
- Enter Departure Date
- Enter departure point 'CODE' (eg SYD)
- Enter 'To City' code for 'destination'
- Repeat for additional flight sectors
- Other information such as Departure Times, Flight numbers etc are optional.

Flight Sector Information

Airline: QJ Virgin Blue

Departure Date: 20/12/2008 Open Dated: Ticketing Time Limit: 17/10/2008

From City	Code	To City	Depart Date	Dep. Time	Class	Flight	PR Time	Alt. Time	Rate	Support
Sydney	SYD	MEL	20/12/2008	12:00 PM	Y	61123	-	-	NO	None
Melbourne - Tullamarine	MEL	SYD	22/12/2008	01:00 PM	Y	61311	-	-	NO	None

Prices

Passenger Name	BSP	Plan Type	Full Fare	Ticket Fare	Child Fare	Infant Fare	Makeup Val


Adults: 00 Children: 00 Infants: 00 Conditions:

Print on: ☒ Quote ☒ Itinerary

Departure Tag Service Fee Save Cancel

This is how Virgin Blue may reflect their pricing:

The GST Inclusive BASE airfare is commissionable so we must add 10% GST to the Base Airfare. Take this amount away from the total and any leftover amount is considered non-commissionable 'taxes'.

FARES AND PAYMENTS			
	Virgin Blue Total Fare Price	AUD\$	287.28
	Credit Card Surcharge		12.73
	Baggage Charges		29.08
	Total Payable GST		32.91
	Total		362.00
PAYMENTS			
	Payment Type		Amount
	Visa (CONFIRMED)		362.00
	Balance Due	AUD\$	0.00

Anything other than the BASE FARE & associated GST (10%) is considered to be a tax and for this reason these values are non-commissionable.

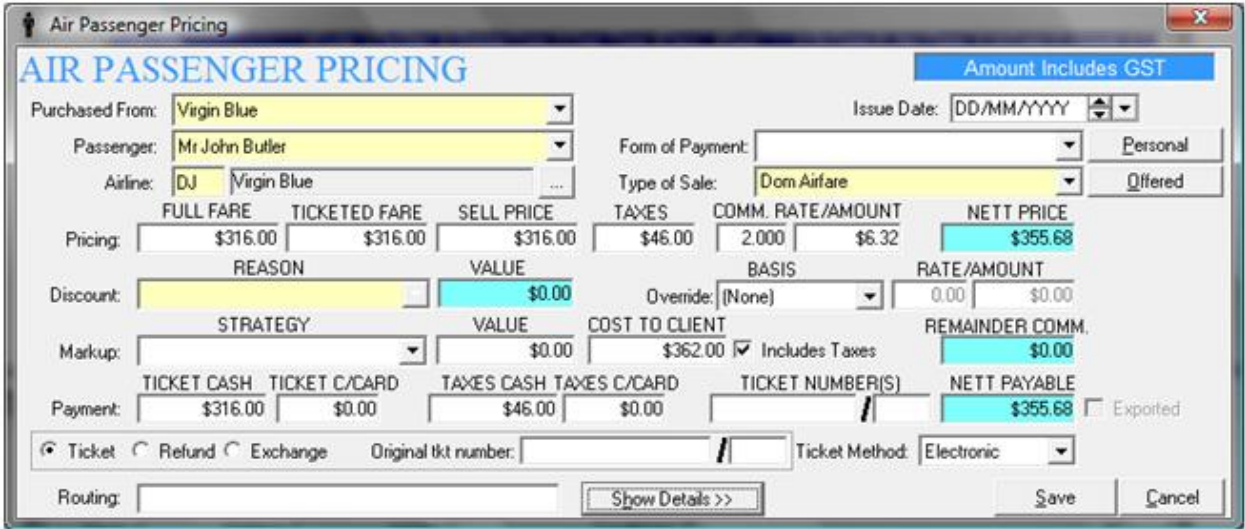
WORK OUT TRAVELOG PRICING USING THE FOLLOWING THEORY:

Base Fare + 10% = Full Fare, Ticketed Fare, Sell Price

\$287.28 + (10% GST) \$28.72 = \$316.00 (GST Inclusive BASE Airfare)

GST Inclusive Base Fare MINUS the Total = Taxes

(\$316.00 – \$362.00) = \$46.00 (GST Inclusive Taxes)



When using a Client's Credit Card – Commission is due from Virgin Blue

AIR PASSENGER PRICING Amount Includes GST

Purchased From: Virgin Blue Issue Date: DD/MM/YYYY

Passenger: Mr John Butler Form of Payment: American Express Personal

Airline: DJ Virgin Blue Type of Sale: Dom Airfare Offered

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$316.00	\$316.00	\$316.00	\$46.00	2.000 \$6.32	\$355.68

	REASON	VALUE	BASIS	RATE/AMOUNT
Discount:		\$0.00	Override: (None)	0.00 \$0.00

	STRATEGY	VALUE	COST TO CLIENT	REMAINDER COMM.
Markup:		\$0.00	\$362.00 <input checked="" type="checkbox"/> Includes Taxes	\$0.00

	TICKET CASH	TICKET C/CARD	TAXES CASH	TAXES C/CARD	TICKET NUMBER(S)	NETT PAYABLE
Payment:	\$0.00	\$316.00	\$0.00	\$46.00	/	\$-6.32

☒ Ticket ☐ Refund ☐ Exchange Original tkt number: / Ticket Method: Electronic Exported

Routing: Show Details >> Save Cancel

When using an Agency Credit Card to process tickets through Virgin Blue

AIR PASSENGER PRICING Amount Includes GST

Purchased From: Virgin Blue Issue Date: DD/MM/YYYY

Passenger: Mr John Butler Form of Payment: Agency CC Gross Personal

Airline: DJ Virgin Blue Type of Sale: Dom Airfare Offered

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$316.00	\$316.00	\$316.00	\$46.00	2.000 \$6.32	\$355.68

	REASON	VALUE	BASIS	RATE/AMOUNT
Discount:		\$0.00	Override: (None)	0.00 \$0.00

	STRATEGY	VALUE	COST TO CLIENT	REMAINDER COMM.
Markup:		\$0.00	\$362.00 <input checked="" type="checkbox"/> Includes Taxes	\$0.00

	TICKET CASH	TICKET C/CARD	TAXES CASH	TAXES C/CARD	TICKET NUMBER(S)	NETT PAYABLE
Payment:	\$316.00	\$0.00	\$46.00	\$0.00	/	\$355.68

☒ Ticket ☐ Refund ☐ Exchange Original tkt number: / Ticket Method: Electronic Exported

Routing: Show Details >> Save Cancel

PLEASE CHECK YOUR COMMISSION LEVEL WITH THE AGENCY MANAGER. FOR FURTHER CLARIFICATION OF ANY GST PAYABLE TO THE ATO WE SUGGEST YOU CONTACT THE VIRGIN BLUE ACCOUNTS DEPARTMENT OR YOUR OWN DJ SALES REPRESENTATIVE.

DISCOUNTING INSURANCE PAID DIRECT VIA CLIENT/AGENCY CREDIT CARD

Example 12: Discounting Insurance Paid Direct with Credit Card

When making payment direct to an Insurance Provider with a client's credit card, consultants will need to manually adjust the Credit Card values in the 'Pay Supplier' Window. If you have found an error with entries when reconciling the monthly supplier return, it is imperative for the original entry to be reversed first before following the below instructions.

Fill out the Insurance pricing window to reflect any Policy, Commission and Discount values. The example included below is an Insurance Policy of \$525 with a 50% commission and a 30% discount to client (\$157.50). The client cost is \$367.50.

NOTE: Any Credit Card surcharge applied by the supplier should be entered in the 'Surcharge' Tab and these values would normally be non-commissionable however we suggest you confirm this with your own Insurance Provider(s).

When the discounted Credit Card payment is charged by the supplier, consultants will need to manually change the amount being recorded against the Credit Card within the 'Pay Supplier' Window. This then reflects the exact value being charged direct. To change this value, simply click twice into the 'C/Card Amt' field and change value.

Pay Supplier											
	Type	Creditor	Supplier	Description	Gross Amt.	Total Tax	C/Card Amt	C/Card Tax	Commission	Amt to Pay	Amount
▶ 1	Insur	AUSSIE	AUSSIE	Aussietravelcov	\$525.00	\$0.00	367.5	0	\$262.50	-\$105.00	

The consultant should then see correct commission due from the Insurance Provider captured in the 'Amt to Pay' field. Example 50% commission of \$262.50 LESS the 30% Discount (\$157.50) = \$105 commission due to agency.

EXAMPLES ON THE LOADING OF AIRFARE PRICING

Example 13: Loading Airfare Pricing

TWO SAMPLE WAYS OF LOADING PRICING INTO TRAVEL SERVICES FILES FOR ACCOUNTING:

The first way is to enter the **GROSS** plus **TAX** less **COMMISSION** to get to the correct **NETT**

GROSS - \$1088.00

TAXES - \$352.18 (entered separately)

COMM - \$87.00

COST TO CLIENT = \$1440.18 (Service Fee Shown separately)

The screenshot shows the 'AIR PASSENGER PRICING' window. The 'Pricing' section displays the following values:

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$1,088.00	\$1,088.00	\$1,088.00	\$352.18	8.000 \$87.00	\$1,353.18

The 'Discount' section shows a value of \$0.00. The 'Markup' section shows a value of \$0.00. The 'COST TO CLIENT' is displayed as \$1,440.18. The 'Payment' section shows a total of \$1,353.18.

The second way is to enter the **NETT** plus **TAX** with a **MARKUP** to get correct **COST TO CLIENT**

NETT: \$1001 (\$1088.00 less COMMISSION \$87.00)

TAXES - \$352.18 (entered separately)

MARKUP - \$87.00

COST TO CLIENT = \$1440.18 (Service Fee Shown separately)

The screenshot shows the 'AIR PASSENGER PRICING' window with the following values entered:

	FULL FARE	TICKETED FARE	SELL PRICE	TAXES	COMM. RATE/AMOUNT	NETT PRICE
Pricing:	\$1,001.00	\$1,001.00	\$1,001.00	\$352.18	0.000 \$0.00	\$1,353.18

The 'Discount' section shows a value of \$0.00. The 'Markup' section shows a value of \$87.00. The 'COST TO CLIENT' is displayed as \$1,440.18. The 'Payment' section shows a total of \$1,353.18.

NOTE: You could also include the Service Fee amount in with the Mark-up Value to 'hide' any fees...

ENTERING ARNK AIR SECTORS

Example 14: Entering ARNK (Surface Sector) Segments

ARNK or Surface Sectors can be manually entered in the Travel Services Air Pricing Window by Typing in the Full Routing and manually adding the word VOID into the relevant sector's date field:

Flight Sector Information

Airline: Qantas

Departure Date: Ticketing Time Limit:

Route

SYD	MEL	ADL	SYD	City	Date	Time	Class	P
				Sydney - Kingsford Sm	22/09/2006	'		
				Melbourne - Tullamarin	VOID	'		
				Adelaide	19/08/2006	'		
				Sydney - Kingsford Sm		'		

When printing Client Documentation this should then appear as follows:

FLIGHT DETAILS

SYDNEY - KINGSFORD SMITH to MELBOURNE - TULLAMARINE on Qantas Flight
Departing Friday 22 Sep 2006

MELBOURNE - TULLAMARINE to ADELAIDE
Own Arrangements

ADELAIDE to SYDNEY - KINGSFORD SMITH on Qantas Flight
Departing Saturday 19 Aug 2006

No index entries found.