



TRAVELLER

MANUAL



CONTENTS

	Page
Traveller Sign In	3
Main Menu	4
CLIENT FILE	
Client Consultation Search	5
Selection/Creating the Client Header	6
Client File	7
Transactions Tab	8
Additional Details	11
Payments	12
Documents	15
Codes & Keys	17
Document Entry	18
Document/Letter Printing & Reprinting	19
DAILY ADMINISTRATION	
Daily Diary	20-21
END OF DAY PROCEDURES	
Banking	22
CANCELLATIONS/AMENDMENTS	
Cancelling Transactions	23
Amending Transactions	24
Cancelling/Amending BSP	25
AUTO INSURANCE SETUP	
Creating Insurance Transactions	26
Sales Return/Policy Template	30
	31
MASTERFILES INTRODUCTION	
Air Tax/Country Codes	32
Brochure Types	33
Operator Details	34
Booking Leads/Source Codes/Special Interest Groups	35
	43
TICKET STOCK INTRODUCTION	
Entering Ticket Stocks in Traveller	44
Void Tickets/Unallocated Reporting	44
Tickets In Exchange/Sales Return	45
	46
MAILSHOT	
Mailshot History	47
Labels	54
	56
DOCUMENT DESIGNER	
	58
CRS DOWNLOADING	
	78
CRS PROMPT CARDS	
	79
TROUBLESHOOTING	
	83
TRAVELLER SUPPORT INFORMATION	
	90



Traveller Sign In

Clicking on the Traveller icon on your desktop will display the following Screen. This will allow you to sign into Traveller using the consultant and passwords set-up for you by you administrator.

A screenshot of a Windows-style dialog box titled 'Concord Traveller Login'. It contains three input fields: 'Branch' with a dropdown menu showing 'Ivor Holiday 4 You', 'Consultant' (empty), and 'Password:' (empty). Below the fields is a checkbox labeled 'Use Data Take On facility' which is currently unchecked. At the bottom are four buttons: 'OK' (with a green checkmark icon), 'Exit' (with a red X icon), and 'Help' (with a blue question mark icon). An arrow points from the 'OK' button to the 'Use Data Take On facility' checkbox.

The Consultant field is not more then 3 Characters; the password can be 20 Characters in length. Tabbing or pressing enter, takes you to the next field.

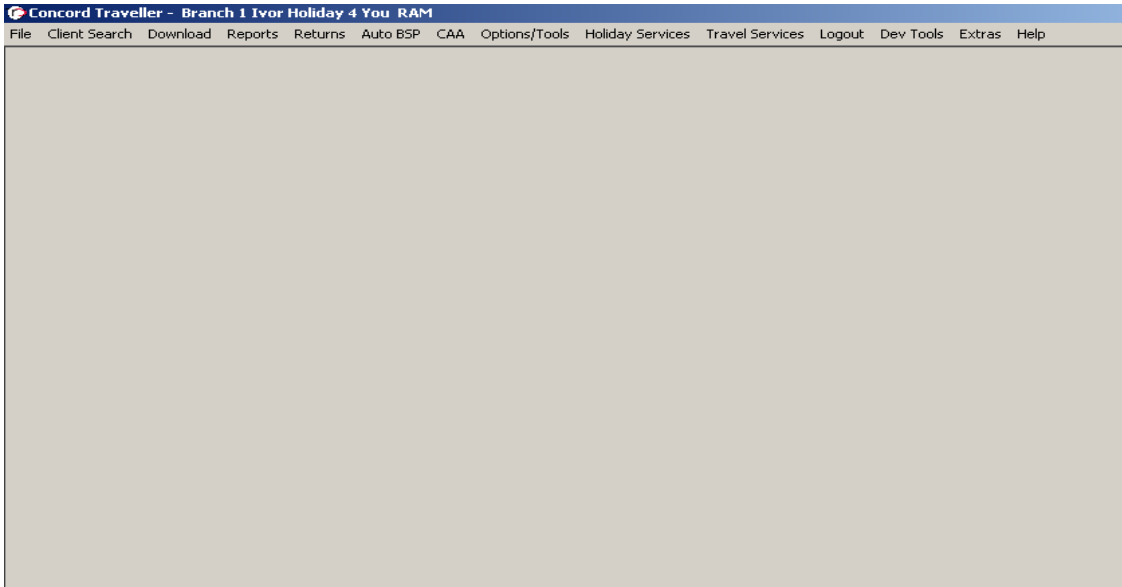
“Use Data Take On facility” if selected! Allows you to enter bookings and payments on bookings where you do not wish to record payments on the banking file.

Selecting OK will take you into the Traveller Main menu.



The Main Menu

The main “Traveller” menu is displayed as follows.



Selecting “File” will display

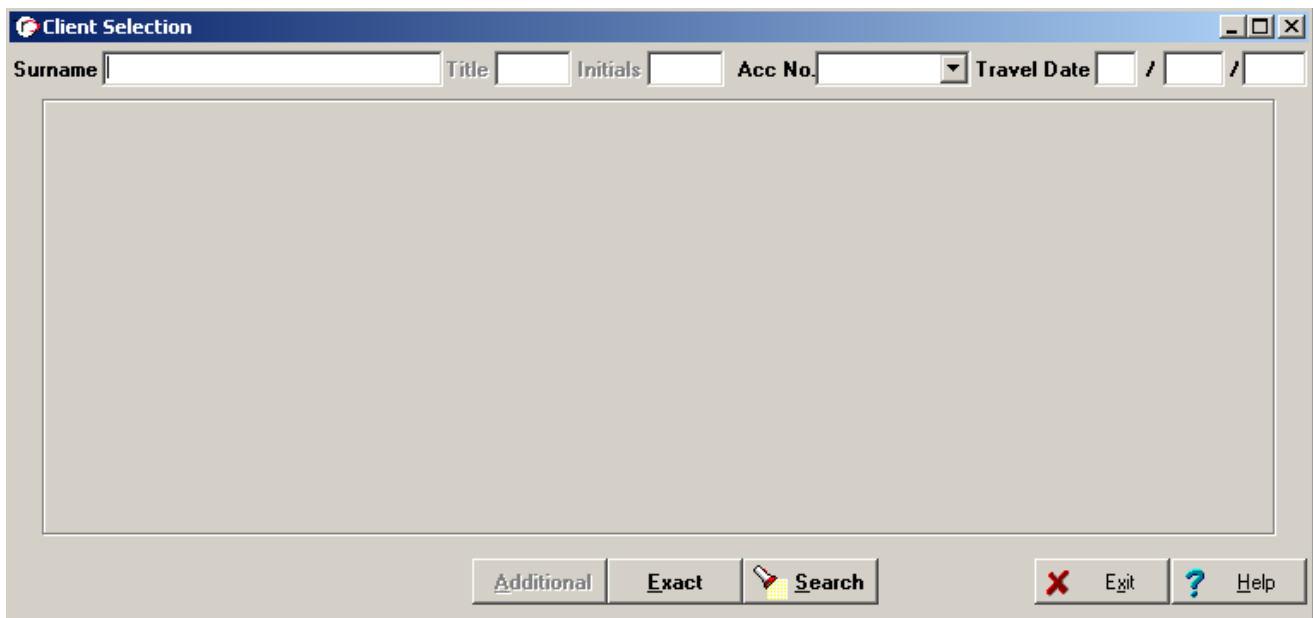
- Client Consultations
- Letters / Dairy
- End Of Day
- Stock Control
- Masterfile Maintenance
- System Utilities
- Additional Modules

Client Consultation Search

A sub menu will display allowing you to search via

- By Client Name, Travel Date etc..
- By Ticket Number
- By Booking Number
- Client Reference
- By Document Number
- By Document Number
- By Air Locator
- By Booking Reference
- Post Code
- Insurance Certificate
- Insurance Quotation

Each Search facility locates client's files by each different method. Searching by Client Name/ Travel date is most common.



Enter the full or part surname, tab or enter to the next fields. These are optional along with the travel date. However the travel date can be entered on its own. Please note that the date is split into three parts, day, month and year.

- Selecting Search will search for all clients that match the criteria and give you any alternatives.
- Exact Search will return back only what has been entered.
- Additional Search will return back the surnames that have been entered into the additional names i.e passengers travelling with the lead party name.
- Exit will take you back to the main menu.

Selection or creating the client header

Once a list of matching client has been displayed, you have 3 options.

- To select an existing Client Header
- Create a new Header
- Search Again with an amended criteria

The screenshot shows a window titled "Client Selection" with search filters and a table of results.

Search filters: Surname: Smith, Title: , Initials: , Acc No.: , Travel Date: / /

Client	Title	Initials	Surname	Address	Account
59	Mr	A	Smith	PARTY FUN	PARTY
388	Mr	AF	Smith	9 Queens Road	
90	Mr	AS	Smith	C/O Ramesys	
32	Ms	B	Smith	PARTY FUN	PARTY
430	Mr	C	Smith	Apex Marketing Limited	A05
187	Mr	D	Smith	c/o Ramesys	
19	Mr	DI	Smith	Amalgamated Engineers Limited	A01
78	Mr	DI	Smith	PARTY FUN	PARTY
126	Mr	DI	Smith	Aon Insurance Managers	A02
153	Mr	DI	Smith	Amalgamated Engineers Limited	A01
280	Mr	DI	Smith	PARTY FUN	PARTY

Buttons: New, Again, OK, Exit, Help

Using the up and down arrows or the mouse you can select the client header. Double click on the client line or select the client and selecting OK will take you into the clients files.

Selecting "New" button will create a new file for you to fill in the details on the client address etc..

Selecting "Again" will take you back to the searching criteria for you to alter the data input

There is an 'additional' button that can also be used. If you wish to retrieve an existing booking and don't know the lead name but have an additional passenger name that has been entered in the client file you can enter this surname in the appropriate field and then click the 'additional' button. Traveller will then look through all client details and generate a list of lead names that contain the additional passenger name entered in the additional details tab.

The Client Files

A Client File is as follows

Mr I Hughes - Client Details

Address: 111 Close Lane, Hanley, Stoke-On-Trent11111, Staffordshire1, CW1 1XS
 Email: Ivor.Hughes@BTClick.com1

Office tel: 0161 941 1307
 Home tel: 01270 111111
 Mobile: 0797 1111111
 Account

Booking: 000035/012
 Transaction: 0
 Meals: No Meat
 Seat Request: Non Smoking
 Other Requests: N/A

Travel: 01/DEC/05
 Status: Agent
 Lead: FLY25

Tabs: Transactions | Additional Details | Payments | Documents | Ticket View | Memo | Profile | Mailshot | Client Details | **Consultations**

Con	Dept	Travel Date	Type	Remark	Status	BookedBy
12	0002	01/DEC/05	AIR	London	In Progress	
11	0001	03/OCT/04	AIR	London	In Progress	
20	0001	23/SEP/04	AIR	London	In Progress	
19	0001	22/SEP/03	AIR	London	In Progress	
14	0001	01/SEP/03	INSU	Double Cover	In Progress	
18	0001	30/JUL/03	BSP	London	In Progress	
17	0001	17/MAR/03			In Progress	
15	0001	10/MAR/03	MISC	Test	In Progress	
7	0001	10/MAR/03	INSU	Independent Traveller	In Progress	
11	0001	06/MAR/03	INSU	Double Cover	In Progress	
13	0001	03/MAR/03	BSP	London	In Progress	
10	0004	20/FEB/03	MISC	Asd	In Progress	
9	0002	20/FEB/03	INSU	Double Cover	In Progress	

Special
 User Defined 2
 User Defined 3

Travel Date: 01/DEC/05 | Adults: 1 | Children: 0 | Infants: 0 | Department: 0002 | Business House | Booked By: | Own: Tour? | Source Code:

Buttons: New Consult | Amend | Exit | Options

Highlights by arrow, which consultation you are in, by using the mouse or the keyboard you change which consultation you want.

You can now move to the first six tabs from the left. This will then display information relating to that consultation.

The Six tabs as follows are.

- Transactions
- Additional Details
- Payments
- Documents
- Ticket View
- Memos

Mr I Hughes - Client Details

Address: 111 Close Lane, Hanley, Stoke-On-Trent11111, Staffordshire1, CW1 1XS
 Office tel: 0161 941 1307, Home tel: 01270 111111, Mobile: 0797 1111111
 Booking: 000035/012, Transaction: 0, Meals: No Meat, Seat Request: Non Smoking, Other Requests: N/A
 Travel: 01/DEC/05, Lead: FLY25, Status: Agent

Email: Ivor.Hughes@BTClick.com1

Transactions | Additional Details | Payments | Documents | Ticket View | Memo | Profile | Mailshot | Client Details | Consultations

Con	Dept	Travel Date	Type	Remark	Status	BookedBy
12	0002	01/DEC/05	AIR	London	In Progress	
21	0001	03/OCT/04	AIR	London	In Progress	
20	0001	23/SEP/04	AIR	London	In Progress	
19	0001	22/SEP/04	AIR	London	In Progress	
14	0001	01/SEP/03	INSU	Double Cover	In Progress	
18	0001	30/JUL/03	BSP	London	In Progress	
17	0001	17/MAR/03			In Progress	
15	0001	10/MAR/03	MISC	Test	In Progress	
7	0001	10/MAR/03	INSU	Independent Traveller	In Progress	
11	0001	06/MAR/03	INSU	Double Cover	In Progress	
13	0001	03/MAR/03	BSP	London	In Progress	
10	0004	20/FEB/03	MISC	Asd	In Progress	
9	0002	20/FEB/03	INSU	Double Cover	In Progress	

Special
 User Defined 2
 User Defined 3

Travel Date: 01/DEC/05 | Adults: 1 | Children: 0 | Infants: 0 | Department: 0002 | Business House | Booked By: | Own: Tour? | Source Code:

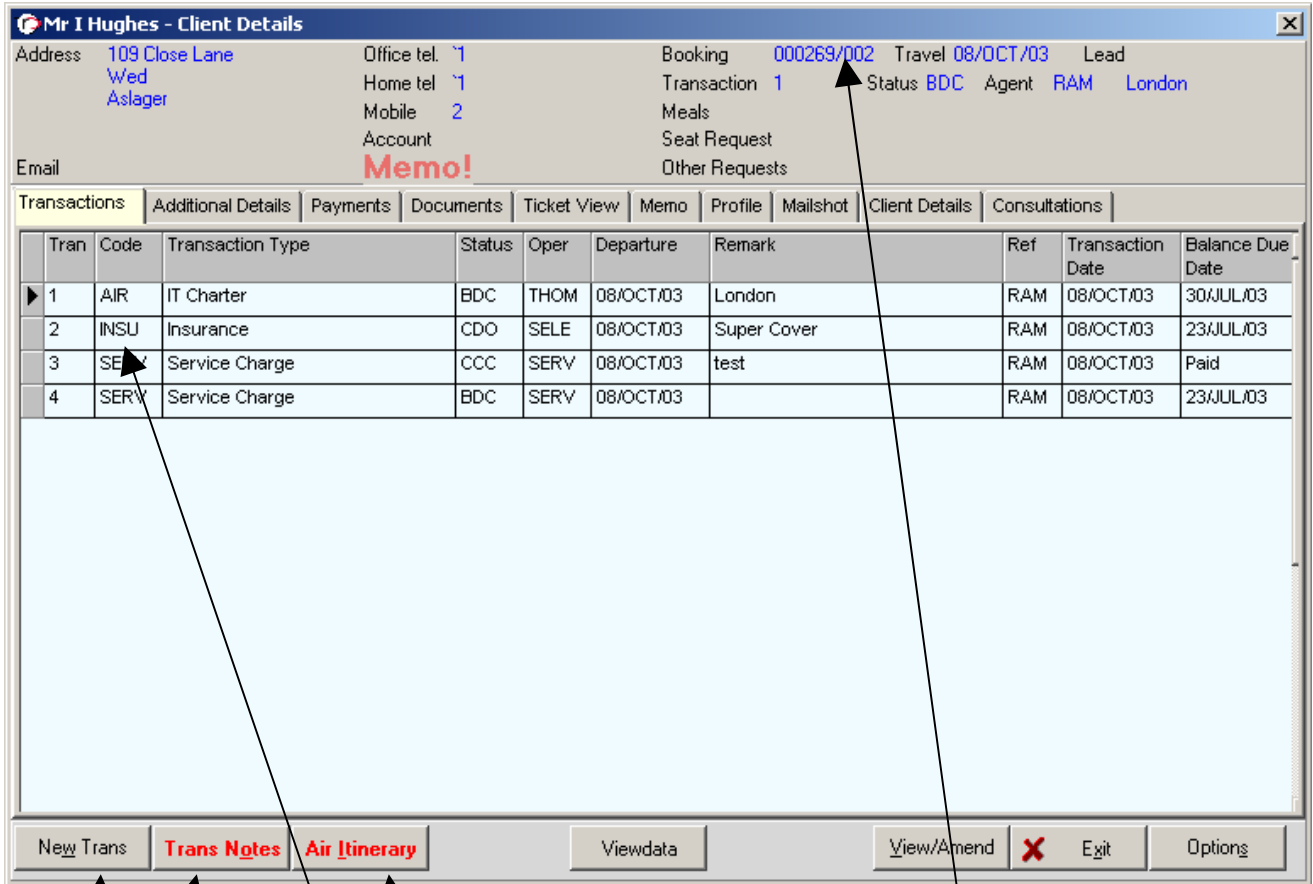
New Consult | Amend | Exit | Options

Each consultation details are detailed at the bottom of the client window in white fields. The information forms the basis of the consultation.

- Travel Date
- Adults
- Children
- Infants
- Department
- Own Tour (if activated)
- Booked By
- Source Code (uf activated)
- User Defined Field 1 (for data take on bookings – enter the original W number here)
- User Defined Field 2
- User Defined Field 3

To create a new consultation Select the “New Consult” Button. In the above example will create the 22nd consultation. The consultation listing is based on Travel Date. This is why the consultation number is out of sequence.

Transactions Tab



Selecting the Transactions Tab will display the transaction relating to the consultation selected. Each consultation can have numerous transactions in one consultation.

Select the transaction by mouse or up and down arrows on the keyboard. Double Clicking or selecting View and Amend will take you to see the transaction in more details.

Each Transaction has a transaction notes area, where you can enter free text information. This message is retained with a date and time stamp and cannot be edited.

Each Air Only booking has a Air Itinerary section which can be accessed via this button for the highlighted transaction

To enter a "New Transaction" to the booking select the "New Transaction" button.

You can also use the right click on the mouse as well.

Mr I Hughes - Client Details

Address: 109 Close Lane
Wed Aslager

Office tel: 1
Home tel: 1
Mobile: 2
Account

Booking: 000269/002
Transaction: 4
Meals
Seat Request
Other Requests

Travel: 08/OCT/03
Status: BDC
Agent: RAM
Lead

Email: **Memo!**

Tran	Code	Transaction Type	Status	Oper	Departure	Remark	Ref	Transaction Date	Balance Due Date
1	AIR	IT Charter	BDC	THOM	08/OCT/03	London	RAM	08/OCT/03	30/JUL/03
2	INSU	Insurance	CDO	SELE	08/OCT/03	Super Cover	RAM	08/OCT/03	23/JUL/03
3	SERV	Service Charge	CCC	SERV	08/OCT/03	test	RAM	08/OCT/03	Paid
4	SERV	Service Charge	BDC	SERV	08/OCT/03		RAM	08/OCT/03	23/JUL/03

Context Menu for Transaction 4:

- New
- View/Amend
- Transaction Notes
- Marketing Information
- Air Itinerary
- Viewdata
- ✓ Show Client Profile tab
- Show Gross Invoice tab
- ✓ Show MailShot tab

Buttons: New Trans, Trans Notes, Viewdata, View/Amend, Exit, Options

This will give you a menu as displayed above. From here you can also select

- New Transaction
- View / Amend Transaction
- Transaction Notes
- Marketing Information

Additional Details Tab

Mr I Hughes - Client Details

Address: 109 Close Lane, Wed Aslager
 Office tel: 1, Home tel: 1, Mobile: 2
 Booking: 000269/002, Travel: 08/OCT/03, Lead
 Transaction: 0, Status: Agent
 Meals, Seat Request, Other Requests
 Email: **Memo!**

Transactions | **Additional Details** | Payments | Documents | Ticket View | Memo | Profile | Mailshot | Client Details | Consultations

Press CTRL-DEL to delete a passenger

No	Title	Inits	Surname	Age	Date of Birth	Pass	Visa	Forename
1	Mr	I	Hughes			Y	Y	

Telephone booking
 Addressee: _____

Additional Services:
 Insurance: None (hello) [SELE Select Insurance]
 TRAC Travellers Choice
 Operator
 Other
 Passport
 Visa [_____] [Health Requirements]
 Car Hire
 Airport Hotel
 Airport Taxi

Amend [X] Exit Options

Additional details display all the passengers relating to the trip. This information is displayed in a grid format. Grid formats in Traveller require you to press the “Enter or Return” key on the keyboard to enter data. Remember to ensure that the Amend Key is selected. This will allow you into the grid.

The Grid displays Title, Initial, Age, Date Of Birth, Passports, Visa and Forename. To insert a line press Ctrl-Insert on your keyboard. To delete a Passenger press Ctrl-Delete.

Other information like Insurance and Additional prompts can be ticked. This selection will be prompted once you enter into Payment Entry.

Addresses – This allows you to enter how you would like to address the person. This may be on a personal basis so data entry could start with the clients Forename i.e “John. If you use the keyword **CLFNAME** in the letter formats, then this will be printed. If no addressee information is entered then the system default will be used, i.e. Mr J Smith.

There are some additional boxes that allow you also to enter passport, destination address information.

Payments

Payments tab allows you to view payment history as well as making payments against a booking.

Mr I Hughes - Client Details

Address: 109 Close Lane, Wed, Aslager
 Office tel: 1, Home tel: 1, Mobile: 2
 Booking: 000269/002, Travel: 08/OCT/03, Lead
 Transaction: 0, Status: Agent
 Meals, Seat Request, Other Requests
 Email: **Memo!**

Trans Type	Oper	Discount Value	Original Balance Due	Payment Value	Pay Type	Pay Method	Document Number	Ref	Payment Date
SERV	SERV	0.00	10.00	10.00	FPT	CA	624	RAM	08/OCT/03
INSU	SELE	0.00	16.89	10.00	DEP	CA	623	RAM	08/OCT/03
AIR	THOM	0.00	110.00	110.00	FPT	CA	622	RAM	08/OCT/03

Summary:

Total Cost	Total	Amount Collected	Balance Due
346.89	0.00	130.00	216.89

Buttons: Payment Entry, Exit, Options

Payment History gives you a full history of what has been receipted, refunded, Invoiced or credited. Each line will display the financial information at that time, what document number was issued, who took payment and when.

At the bottom of the page shows the totals and total balance due.

Payment Entry can be made by the “Payment Entry” button and the bottom of the screen or by right click of the mouse.

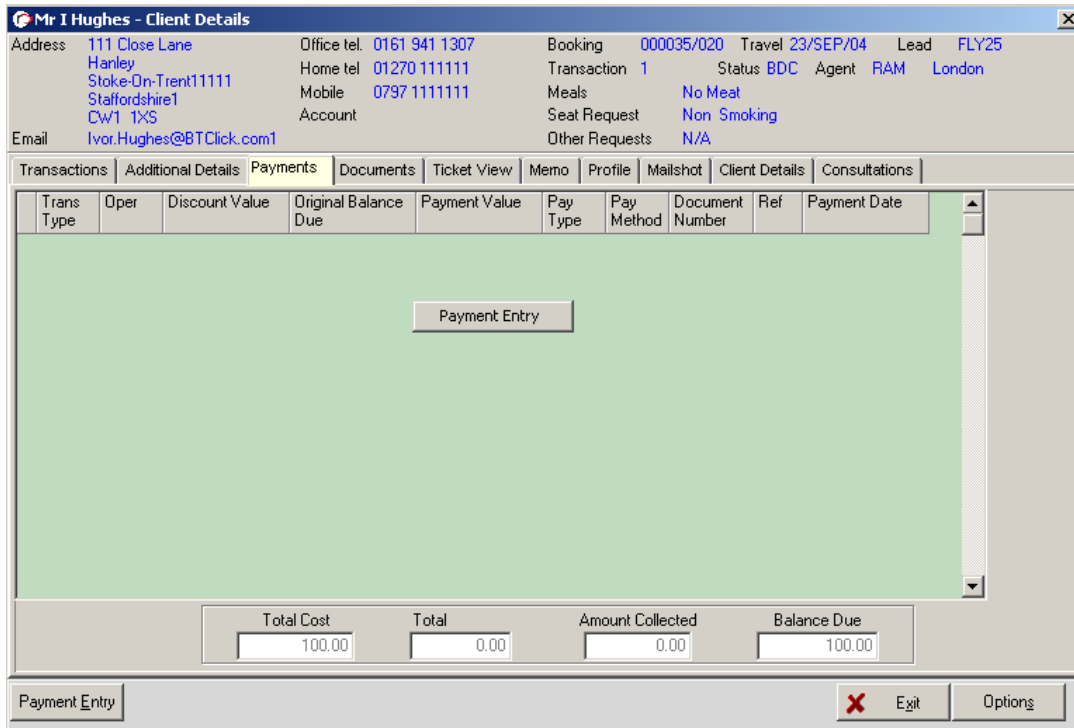
Please note that the “Exit” button will exit you from the total client file and not the payment entry.

If you wish to reprint documents raised, this can be done by accessing the documents tab.

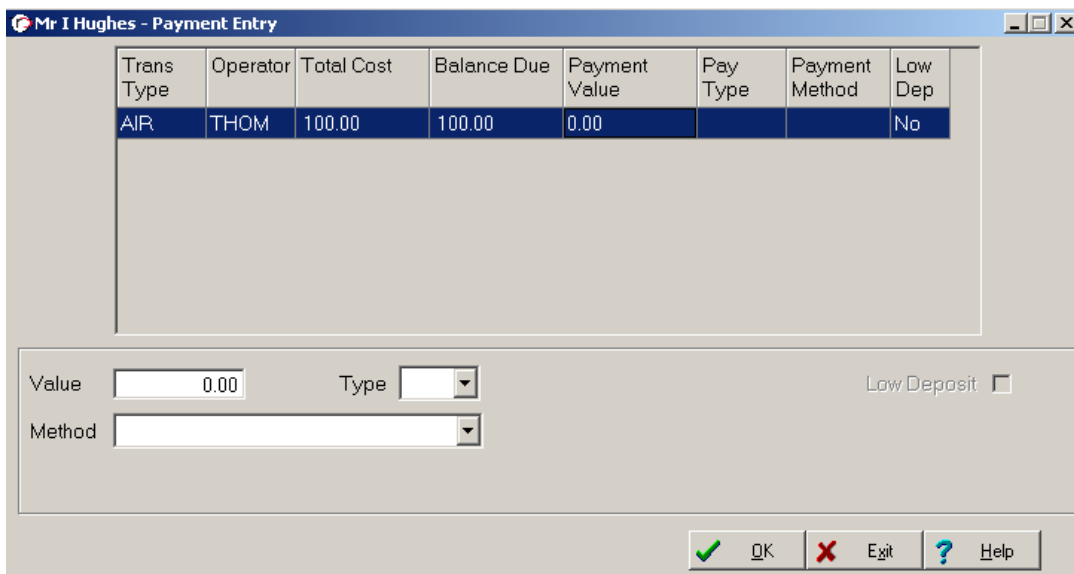


Making a Payment

Making a payment by accessing the Payments tab and then by the Payments Button at the bottom of the screen.



Or you can use the mouse by clicking the right hand button.



In the payment entry screen you are able to see each transaction and the amount outstanding. You can take as many payments as required on one document. If you double click the line you wish to pay off and enter the value of the monies received or wish to invoice. TAB to the "Type". This will enter in a default type or ask you to select from the drop down list.



- DEP Deposit
- FPT Full Payment
- INT Interim Payment
- AMD Amendment Payment
- SUR Surcharge Payment
- RFD Refund Payment

Pressing TAB again will take you to the Payment Type. This is selected from a Drop Down menu which is taken from your Payment Method Masterfiles.

Examples are as show below

Payment Methods					
Code	Description	Type	Ledger	CD Valid	Receipt Group
AX	American Express	C	403040	False	
CA	Cash	B		False	A
CC	Direct Payment	O		False	
CQ	Cheque	B		False	A
CR	Credit Customers	B		False	
DC	Diners Club	C	403040	False	
DI	Client Paying Direct	O		False	
DL	Delta Card	B		False	B
EL	Electron	B		False	C
IV	Retail Cash Invoice	B		False	Z
SO	Solo	B		False	C
SP	Split Payment	B		False	Z
SW	Switch Card	B		False	C
TP	Airline Charge	O		False	
VC	Vouchers	V	403050	False	
VI	Visa	B		False	B
XS	Mastercard	B		False	B

Once all transactions have been allocated then you can press the “OK” button to accept the payments. This will be displayed as a summary sheet where you can review the payments before committing.

You can cancel which will take you back to the payment entry.

Documents

Entering into the Document TAB, you will be displayed with a list of Documents that have been raised and produced.

Doc Type	Description	Status / Tickets	Ref	Date Transacted
LET	Balance Due Reminder Letter		RAM	30/MAY/04
TKT	BSP 666 Single Issue £ 110.00 for Air Tickets	012	RAM	13/APR/04
LET	Balance Due Reminder Letter		RAM	25/MAR/04
LET	Balance Due Reminder Letter		RAM	25/MAR/04
CHR	Chronological Itinerary for Mr I Hughes		RAM	25/MAR/04
PAY	Receipt No: 000080 for £ 100.00		RAM	25/MAR/04
PAY	Receipt No: 000079 for £ 90.00		RAM	25/MAR/04
BIF	Booking Information		RAM	25/MAR/04
PAY	Receipt No: 000031 for £ 10.00		RAM	21/FEB/04

If you wish to go into document entry then you can do this by selecting Document Entry at the bottom of the screen. Or, you can use you mouse right click to bring up a sub menu.

Document Entry
Reprint 1 document
Reprint all documents
Itinerary
Chronological Itinerary
Gross Invoice
Customer Statement
One Off Letters
Booking Information
Provisional Quotation



Selecting Document entry will access the screen details, as follows;

Trans Type	Oper	Doc Type	Total Cost	Amount Collected	Balance Due	Comm Rate	Comm Value	VAT Rate	VAT Value	Status
BSP	AA		1300.00	200.00	1100.00	1	9.00	1	0.00	BDC

Document Type	<input type="text" value="AA"/>	Commission Rate	<input type="text" value="1"/>	Commission Value	<input type="text" value="9.00"/>
		VAT Rate	<input type="text" value="1"/>	VAT Value	<input type="text" value="0.00"/>

<input type="button" value="Reset"/>	Total	Amount Collected	Balance Due	<input type="button" value="OK"/>	<input type="button" value="Exit"/>	<input type="button" value="Help"/>
	<input type="text" value="1,300.00"/>	<input type="text" value="200.00"/>	<input type="text" value="1,100.00"/>	<input type="button" value="OK"/>	<input type="button" value="Exit"/>	<input type="button" value="Help"/>

Codes and Keys

A “status” is a code that has been given to a transaction by Traveller to inform of what stage the transaction is at and what actions are to be taken next. The next actions are controlled for each supplier’s diary set-up and what documents have been received.

CDO	Confirmation due from Operator – A booking has been transacted outside the balance due date and is awaiting confirmation. After 14 days (or what is set within the operator’s dairy cycle) will appear on the Daily Diary.
CDC	Confirmation due from Client – When you have entered confirmation after it has been received into the transaction, this will prompt a confirmation letter to be produced on the letter run.
IDO	Invoice due from Operator - A booking has been transacted inside the invoice due date, (or when the confirmation letter has been run) the transaction now awaits an Invoice due from Operator.
IDC	Invoice letter due to Client – Once the final invoice from the Operator has been received, Traveller will prompt a final invoice letter to be produced once the letter run has been actioned.
BDC	Balance due from Client – The booking has been transacted inside the final payment date or Traveller has prompted the next action is the final payment. Traveller will run a first balance due letter if payment has not been taken before the date assigned, this will happen once the letter run has been actioned.
RDC	Refund due to Client – If the payment made by the client exceeds the costing in the transaction history, Traveller will prompt a refund due to client.
SIC	Surcharge Invoice letter due to Client – If a document entry of “surcharge invoice” has been received then an action of a surcharge letter is shown and will be produced once the option of a letter run has been taken.
AIC	Amendment Invoice letter due to Client If a document entry of “amendment invoice” has been received then an action of a amendment letter is shown and will be produced once the option of a letter run has been taken.
CLO	Cancellation Letter due to Operator – Once confirmation of cancellation has been received and entered into Traveller, then a letter of cancellation is produced to the operator once the option of a letter run has been taken.
CIO	Cancellation letter due from Operator - As soon as the cancellation letter to the operator has been produced, then Traveller will prompt a cancellation invoice due from the Operator.
CIC	Cancellation letter due to Client – When the cancellation invoice has been received from the operator and entered into the transaction. Traveller will prompt a cancellation to the client.
CFC	Client Cancellation fee due – If the client owes monies after the cancellation invoice has been entered then a cancellation fee is prompted. The transaction will prompt to CCC - Cancellation Complete, once the fee has been paid.
CRC	Cancellation refunds due to Client -If the client is due a refund after the cancellation invoice has been entered, then a refund is due to the client. The transaction will prompt to CCC - Cancellation Complete, once the refund has been paid.
TDO	Tickets due from Operator – Traveller is awaiting for tickets from the supplier. Once tickets have been received it will prompt tickets awaiting collection.
TOD	Ticket on Departure letter due to Client – Once the entry of a Ticket on Departure has been done, Traveller will prompt a Ticket on Departure letter to be produced, once the option of a letter run has been taken.
TAC	Tickets Awaiting Collection from Client – As Traveller has received the document entry of tickets received, it will prompt tickets awaiting collection and produce the ticket awaiting collection letter, once the letter run option has been taken.
BCC	Transaction Completed - Once all payments commission and appropriate document entries have been entered then the transaction is marked completed
CCC	Transaction Cancellation Completed – Once a cancellation invoice as been received from the operator and all monies refunded or paid then the booking will be noted as cancellation completed

Document Entry

These are codes that are entered into Traveller inside a booking's transaction. This enables Traveller to correctly prompt the next action and inform you of overdue items etc.

It is very important that these entries are done when the documents are received to ensure correct postings and audits plus next actions

AMD	Amendment Invoice Received – To be entered into Traveller's Document Entry when an amendment invoice has been received, this will prompt an amendment letter to be produced when the letter run has been actioned.
BAL	Clear Balance Entries – Used to force financial posting though to the accounts without payment entries i.e. free insurance.
BCC	Force Complete (Manager Only) – Enables the booking to be forced to BCC – Transaction Complete, with no more status notification.
CFM	Confirmation Received – To be entered into Traveller's Document Entry when a confirmation has been received, this will prompt a confirmation letter to be produced, when the letter run has been actioned.
COL	Tickets Collected / Posted – To be entered when tickets have been collected or posted to client.
CXI	Cancellation Invoice Received – To be entered into Traveller's Document entry when a cancellation invoice has been received from the operator. Traveller will prompt refund or penalties due.
CXL	Client Cancellation Received -To be entered when client cancellation has been received, which will prompt cancellation due from supplier.
FIN	Final Invoice Received — To be entered into Traveller's Document Entry when a final invoice has been received, this will prompt a final invoice letter to be produced, when the letter run has been actioned.
FIX	Correct Status (Manager Only) – Allows the user to take the status of the booking back to its original status i.e. confirmation due from operator.
LAT	Commissions Entry Only – Enables commission and Vat on commission entry without changing the transaction status.
SUR	Surcharge Invoice Received - To be entered into Traveller Document Entry when a surcharge invoice has been received, this will prompt a surcharge letter to be produced, when the letter run has been actioned
TCM	Ticket Commission Maintenance – This will enable the commission on the document entry screen to be changed visually on ticketed bookings. But will not transfer across to accounts. To amend Commission or Vat to accounts, this needs to be done within the ticket.
TKT	Tickets Received – When tickets are received into the office, entering tickets received will prompt a ticket awaiting collection letter, which is prompted when the letter run is actioned.
TOD	Ticket On Departure – If the booking has tickets to be collected, entering TOD will prompt a ticket on departure letter once the letter run has been actioned.
VAT	Enter Booking VAT – used for Sales VAT to show the VAT content on the receipt/ invoice – Normally used for Business House invoices with UK Car Hire and Hotels.



Letter Printing

This can be found by:

- File
- Diary / Letter / Mailshot print
- Select the category of letters you wish to highlight
- Generate letters – a list will appear.
- In the print column if you wish to suppress the printing click on yes and it will disappear from the list.
- At the bottom of the screen is a field – show suppressed letters. If you wish these letters to appear on the list above place a tick in the box provided.
- Print letters will print the ones selected. At the end of the print run a message will appear asking if the letters have printed ok. Answer Y if they have however if there has been a problem then select N and it will allow you to re-generate these letters later. The status of the bookings will only update if you have answered Y. The ones that you have chosen not to print will just have the statuses changed.

Document Reprinting

This can be seen within the clients booking and the documents tab.

- Highlight the document
- Right click and select the reprint option
- You will be able to view prior to printing
- Select the print function to print.

Printing Itinerary/Statement/One Off Letter/Booking Information/Quotation

As above this is found within the clients booking and the documents tab.

- Right click and select the letter/document you require
- You will be able to view prior to printing
- Select the print function to print



RUNNING A DAILY DIARY

Part of your daily routine is to run a daily diary. This should be done when all the post e.g. supplier tickets and invoices have been entered in the document entry field in Traveller and the letter run has been completed.

The diary will tell you if there are any overdue balances from clients, overdue tickets and invoices from suppliers, commissions missing from bookings along with other useful information enabling you to monitor transactions on a day to day basis. A list of the booking status's that show on a diary together with a brief explanation of the reasons why they are appearing are shown on the next page.

The daily diary will also show any memo's entered against a clients booking which require attention. Once the necessary work is completed the memo needs to be retrieved and tick the action field. The memo will remain in Traveller but will no longer appear on the diary.

IT IS ESSENTIAL TO RUN THE DIARY REGULARLY AS IT PROVIDES IMPORTANT INFORMATION SOME OF WHICH IS FINANCIAL.

The following is a list of prompts that may appear on your daily diary together with the status code for the booking and what action or entry is required to remove the booking from the diary. However please ensure that you have for example received the final invoice before typing FIN. The diary is your safeguard that both you and the client have all the required documentation.

BALANCE DUE FROM CLIENT

Status: BDC

The date this appears on your diary is determined by your Operator masterfile and is generally 8-10 weeks prior to departure. If the balance becomes overdue they system will also prompt a first and second balance reminder letter.

CONFIRMATION DUE FROM OPERATOR

Status: CDO

This is taken from masterfiles and is generally 14 days after the booking is made.

Action: Enter CFM when a confirmation is received.

INVOICE DUE FROM OPERATOR

Status: IDO

This is taken from masterfiles and is generally 10-11 weeks before departure.

Action: Enter FIN when the invoice is received.

TICKETS DUE FROM OPERATOR

Status: TDO

Generally set at 14 days before departure.

Action: Enter TKT when tickets are received.

TICKETS AWAITING COLLECTION

Status: TAC

Generally 4 days prior to departure.

Action: Enter COL when tickets are either collected by or posted to the client.

CANCELLATION REFUND DUE TO CLIENT

Status: CRC

Where a cancellation invoice has been received but the refund has not yet been made to the client.

Action: Go to payment entry and refund the client

REFUND DUE TO CLIENT

Status: RDC

This is where there is a refund due to a client but not necessarily from a cancellation.

Action: Go to payment entry and refund the client



COMMISSION GREATER THAN BOOKING VALUE

Status: Any

This occurs generally following a cancellation. The commission value exceeds the revised transaction cost. This should prompt you to check that the costing has been entered correctly and that the correct commission amount has been entered in document entry.

BOOKINGS AWAITING 'BAL' IN DOCUMENT ENTRY

Status: Generally BCC

This appears when you have a nil value transaction for something such as free insurance.

Action: Go to document entry and enter BAL in document type

The following will all appear on the diary when the letters have not been run. E.g. you have made a document entry to say you have received a final invoice from the Operator but have not run the accompanying letters:

AIC: Amendment invoice due to client

CIC: Cancellation invoice due to client

CLO: Cancellation letter due to Operator

IDC: Invoice due to client

SIC: Surcharge invoice due to client

TOD: This is the entry to print a ticket on departure letter

ENQUIRIES/ADVANCE REGISTRATION/PROVISIONAL

These will appear on the diary the day before the expiry date. This reminds you to contact the client if required.

MEMO'S

Memo's will appear on the date you have asked them to. Once the job has been completed and you wish to remove the prompt from the diary you must go back into memo – memo amendment and tick the action field.



BANKING/END OF DAY

Unless otherwise instructed you must complete this every trading day – usually towards the end. To do this please follow the procedure below:

- File
- End of Day
- Banking
- Reprint Previous Cash Book – N
- Print Draft Report Only – Y
- Calculate

On the right of the screen any highlighted areas will have data in them.

- Access the daily cash book report and balance. All categories of payments should balance.

Once balance return to the previous screen and -

- Print Draft Report Only – N This denotes that a final cash sheet will be produced and print.

Note: The final cash sheet will have a cash book run number at the top whereas the draft report will not.

IT IS IMPORTANT THAT YOU RUN A FINAL CASH REPORT ONCE THE DRAFT HAS BEEN BALANCED. THIS WILL BE THE CUTOFF FOR THE DAY AND ANY FURTHER PAYMENTS RECEIVED WILL SHOW ON THE NEXT CASH SHEET THAT YOU RUN.

BANKING ERRORS

If you find that you do not balance and the incorrect amount or payment method has been lodged against the file you should follow the procedure below:

- Go to the transaction and view/amend
- Reduce the costing the nil
- Go to payment entry and complete a refund by the amount/method that was originally entered.
- Return to the transaction and put the costing back to its original value.
- Go back to payment entry and reprocess the payment.



Cancelling a Transaction In Traveller

If a booking is entered in Traveller and then subsequently cancelled by the passenger(s) the following procedure should be adopted.

- Access the file within Traveller.
- Access transaction notes and record any details relating to the cancellation.
- Enter a cancellation memo.
- Go to the full transaction details and click on the **Costing** button.
- Within the costing screen you need to reduce the original cost to its new value showing any appropriate cancellation charges. An easy way to do this is to leave the original costing as shown and on the next available line enter
- Cancelled – 1 and the full original cost of the arrangements (use the minus key prior to the figures). On the next line enter the cancellation charges. The total cost at the bottom of the screen should now reflect the cancellation charges.
- OK and return to the transaction details.
- Once you have received an Operator Cancellation Invoice. This will need to be entered into Document Entry. Commission and VAT (If Applicable) will need to be adjusted to the correct levels. The status of the booking will state CIC – Cancellation Invoice Due to Client.
- The letter run will produce a cancellation letter.
- Go to payment entry and complete any applicable refund by the original payment method taken. An exception to this would be a cheque refund where cash was originally paid. During the process the question of auto cheque will arise. You must answer NO to this unless otherwise instructed. If you do not have the cheque number to enter you should enter your branch number as an alternative.

NOTE:

- At the time of cancellation if you would like an Operator cancellation letter to print as part of your standard letter run you will need to enter CXL against the appropriate transaction in document entry.



AMENDING TRAVEL ARRANGEMENTS IN TRAVELLER

IF THE CLIENT ARE CHANGING THE HOLIDAY BUT STILL TRAVELLING WITH THE SAME OPERATOR/IF THE NUMBER OF PASSENGERS CHANGE IN THE BOOKING

- Firstly you will need to speak to the Operator concerned to see if the changes are possible. Detail this conversation in transaction notes.
- Amend the holiday details by accessing the transaction details screen.
- Amend the costing details in the costing screen. If the costing has changed dramatically reduce the original cost to zero by entering cancelled on the next available line together with the original full amount as a minus and then underneath detail the new costing.
- OK the costing screen and OK the transaction details screen
- If there is any difference in the number of people travelling amend the header.
- Amend additional details if applicable
- If there is an additional charge payable by the client – collect the money. In Traveller go into payment entry and issue the client with a receipt.
- When the amended invoice is received from the Operator enter this in document entry not forgetting to enter the new amounts of commission and vat.
- Refund any monies due to the client (if applicable)

NOTE: IF THE CUSTOMERS ARE CHANGING THE HOLIDAY AND THE OPERATOR THE ORIGINAL BOOKING MUST BE TREATED AS A CANCELLATION AND THE NEW BOOKING ENTERED UNDER THE NEW OPERATOR CODE.



Cancelling / Refunding and Amending a BSP Ticket

This is done by entering into the Consultation and selecting "Ticket View".

- Double click or view and amend the ticket number
- There are a number of windows buttons for
 1. Cancel Issue
 2. Refund
 3. Amend
- Each one when selected will perform the task

Cancel Issue

- By selecting this option will automatically Cancel the ticket off the booking and put the ticket back into stock
- You will need to void the ticket in stock control to ensure that it is reported as VOIDED

Refunding

- Enter into the ticket from the ticket view screen
- Click on Amend
- The ticket details/costing will now appear.
- Enter the refund amount of the ticket. The default amounts are the original values
- E.g. Original gross value 100.00
 - Tax 10.00
 - Commission 5.00.
- If the refund amount is the full, enter the refund notice number under RNN and select OK
- If the Value of the refund is different, alter the values to state the refunded amount
- If it is a NETT ticket or Tour Ticket, then a Gross margin box will appear, enter the amount of refund that you are giving back to the client i.e. your Margin / Profit.
- Once these fields have been completed OK

Amending

Amending the ticket is a similar approach to a refund, you are just altering the value of the original issue, but not stating this is a refund. It will update the BSP return with the amended figures.



Auto Insurance

It is recommended that before using the auto insurance facility you contact your insurance company and check the following details with them.

- They are happy with the layout and text of the policy. If desired the document can be changed by yourselves to meet with both the insurance company and your requirements. If you have two insurance companies you are now able to have one using the auto insurance facility and the other remain on manual. To activate this you need to access options/tools from the main Traveller menu, global options and then the system tab. Place a tick against the entry for 'auto insurance only for specific operators. Save the information. This will then allow you to only see the auto insurance transaction screen if you have the matrix setup for the required operator. There is only one insurance policy layout so where there are more than one insurance companies the text should be agreed for both.
- Ensure that they are happy with the information generated on the sales return.
- If the insurance company wish to show a certain prefix on the insurance policies this can be arranged with the details being entered in the Operators masterfile.
- Unless otherwise instructed the insurance policies will be issued starting at number 0. If the insurance company wish you to start at a different number again this can be arranged and the next insurance policy number to be issued can be entered in the Operator masterfile prior to using the product fully.

Prior to starting the set up it is necessary for Micros Support to be contacted as it is necessary to switch on the auto insurance function.



Setting up the auto Insurance Matrix

Set up in Traveller

- File
- Masterfile Maintenance
- Automated Insurance Maintenance

DESCRIPTIONS TAB

- Set up Operators
- Click – Operators
- Click – new
- Enter the Traveller Operator code for your insurance company
- Click save
- Repeat the above for each insurance company that you deal with

PRODUCTS TAB

- Click – new
- Enter a code to indicate the type of policy: e.g. Gold, Premium, Standard, Ski etc
- Enter the description of the policy e.g. Gold, Premium, Standard, Winter Sports
- Click – save
- Repeat the process for each type

AREAS TAB

- Click – new
- Enter a code to indicate the area of cover e.g. UK, EU etc
- Enter the description of the area e.g. Uk and Eire, Europe etc
- Click – save
- Repeat the process for each area

CATEGORIES TAB

- Click – new
- Enter a code to indicate the category for cover eg. AD, CH, IN, SC,XS
- Enter the description of the category e.g. Adult, Child, Infant, Senior Citizen, Excess Waiver
- Click – save
- Repeat the process for each category



Matrix Tab

- Select one of the following:
- Operator – e.g. Sure
- Product – e.g. Standard
- Area – e.g. Europe
- Category – e.g. Adult
- Click – new
- Enter duration – e.g. 7
- Enter your nett rate – e.g. 10.00
- Enter your gross rate – e.g. 20.00
- Tick if you do not want to include IPT
- Click – save

This will list in the grid at the top right hand side of the screen along with the commission rate and IPT (as a value or 0.00 as applicable)

You need to enter every duration for this product/area/category then select the next category and enter in the appropriate rates. When completed for Standard –Europe continue in Standard through the remaining geographical areas and categories until all your rates are entered and the matrix is complete.

If you have two rates that are identical you can 'copy' the data to save entering it twice.

For example:

Operator – Sure
Product – Standard
Area – Europe
Category – Adult

Maybe the same as:

Operator – Sure
Product – Premium
Area – UK
Category – Adult

To copy this you would firstly need to enter the first criteria – click – 'COPY'
Then select the second criteria – click – 'PERFORM COPY'

'Configuration copied successfully'



MATRIX CHANGES

If you wish to amend the matrix financial values there are three ways that this can be done.

They can be changed individually by entering the required criteria and edit the screen to record the new information.

Should you need to change the insurance rates but have more than one insurance supplier and the change is only affecting one of the companies you will need to follow the procedure shown below:

- File
- Masterfile Maintenance
- Auto Insurance Maintenance
- Click on global calculation
- Place a tick in the box provided for the relevant fields and choose from the drop down menu the criteria that applies.
- Highlight the percentage or value fields
- Enter the appropriate information

The screen will confirm the changes that you have entered. If you need to change the entries – click on cancel this will then allow you to enter the correct figures. Once this has been completed click – OK and the screen message will reappear. If you are happy to go ahead with the procedure – click OK. A screen message will appear – ‘global changes completed’

If you need to change all the insurance rates you could use the global option. This will allow you to change all the rates at the same time either by percentage or value.

- File
- Masterfile Maintenance
- Access the auto insurance maintenance
- Click on global calculation towards the bottom of the screen
- Indicate whether the change is by percentage or value
- Enter the appropriate figures
- Click OK

The screen will confirm the changes that you have entered. If you need to change the entries – click on cancel this will then allow you to enter the correct figures. Once this has been completed click OK and the screen message will reappear. If you are happy going ahead with the procedure – click OK. A screen message will appear – ‘global changes completed’



Creating the Auto Insurance Transaction

Within the client file in Traveller select the insurance operator

- Enter the start date for the policy
- Enter the finish date for the policy
- The duration, days, weeks, months fields will automatically have data generated where applicable
- Select the product
- Select the area
- Enter the vehicle/car registration/caravan/trailer details if applicable
- Access the costing field and select the appropriate line(s). Enter the number of passengers covered on the policy. If it is a family policy or similar the passenger field must only represent the number of policies being issued.
- If you are offering the client a discount on this policy the reduction must be shown in the discount type field at the bottom of the costing screen
- To do this select the discount type, enter your reference or similar, enter the full discount being allowed on the policy.
- OK the screen and you will be returned to the transaction details screen
- Advise Traveller that the booking is definite with the insurance company.
- If the policy is only covering some of the party members click on the insurance pax button.
- A list of all the passenger names will appear as shown in additional details
- Untick any names that are not to be included on the insurance policy
- OK the screen. This will return you to the original transaction screen
- Once you are happy with entries – OK the screen
- You will then be asked if you want to print the insurance policy. If you answer 'yes' the policy will generate straight away. Print in the normal way. If you answer 'no' this will allow you to return to the transaction later to print the document.
- Once the policy is printed the commission will automatically show in document entry, the policy issue will show in document history and the policy will also show in the ticket enquiry tab.
- If there is any money due from the client this will be shown in payment entry and is allocated in the normal manner.



Auto Insurance Sales Return

This facility can be found by accessing the following fields:

- File
- Stock control
- Returns menu
- Auto insurance return
- Enter the transaction date criteria
- Cost to client (if applicable)

Entries under the options heading are optional however three fields must contain a tick: Print policy passengers, Print policy comments, Print passenger totals.

Select the branch(s)

Select the Operator(s)

IPT options should only be completed if the IPT amount to be shown on the report is any different to that showing in the matrix.

OK the screen and a report will generate

Print the report in the usual manner

Auto Insurance Document Template

Within Traveller document designer there is a layout for both auto insurance policies and auto insurance quotes.

You will need to amend these if required and in accordance with your insurance company and the limitations of the document designer.

The documents can be printed on letter-headed or plain paper.

NOTE: If your company does not wish to print the policies then the document layout work is not necessary.

Document Production

The auto insurance policy is generated from the clients insurance transaction screen – see separate notes.

- The auto insurance quote is generated from
- File
- Client consultations
- Quick insurance quote
- Enter the required criteria
- Print



Masterfiles

The masterfile maintenance menu can be accessed the following way.

From the main Traveller menu:

- File
- Masterfile Maintenance

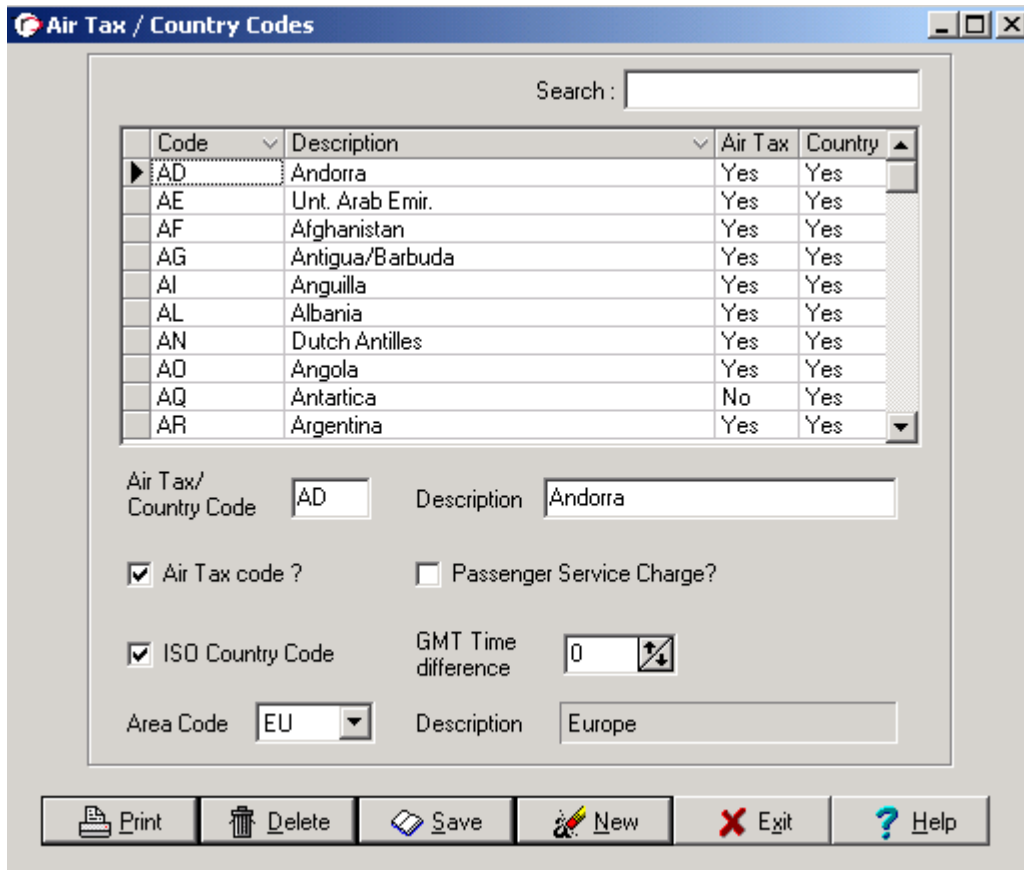
The masterfiles are listed in alphabetical order. If you are a new customer the software package is installed with details already visible in most of the categories.

The fields that already show details are e.g. Operators, air tax and country codes, payment methods, departure/destination points. These contain standard lists and you can amend or add to the individual list where necessary and tailor-make them to your company needs.

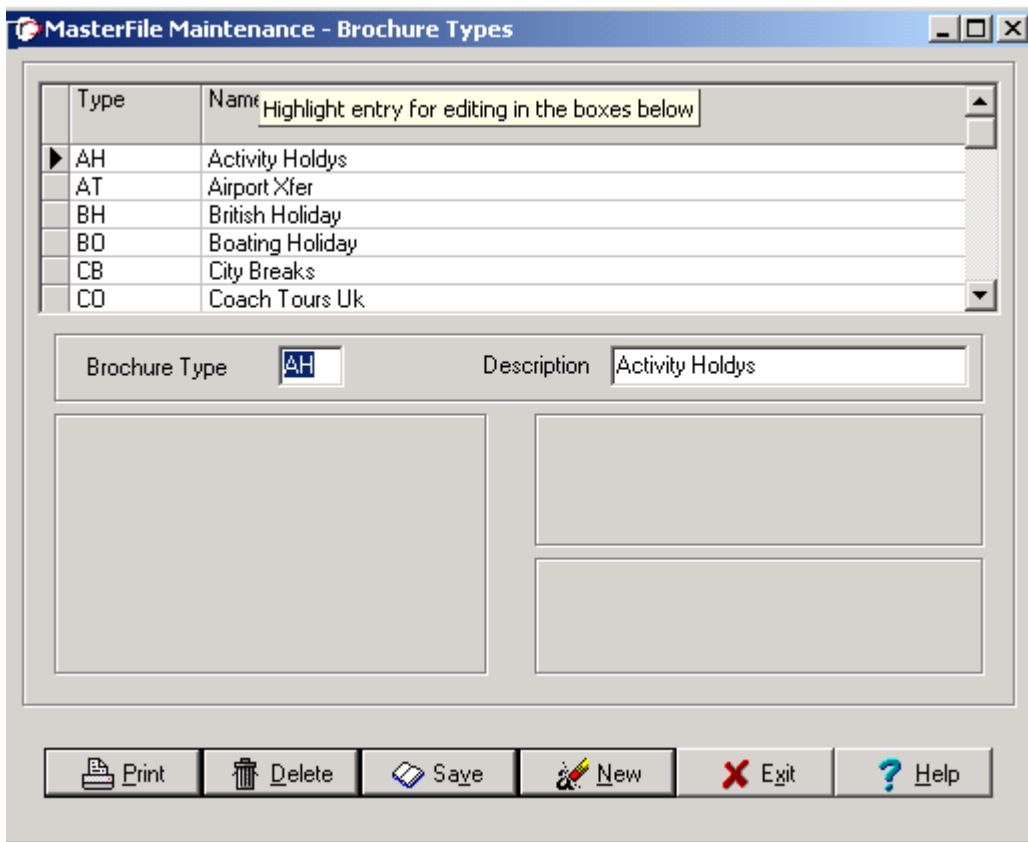
It is very important that these areas are kept up to date, as the sales team are reliant on the information being correct when they are entering customer travel details and taking payment.

Air Tax / County Codes

This area contains all the air tax and country codes for your airline tickets. The software is originally installed with a large number of these however within this screen you are able to create new ones when they are introduced.



Brochure Types



A standard set of brochure types are installed with the software. You are able to create new ones if required however if you have accounts packages Line100/Line 50 you will need to create nominal codes within your accounts packages also.

These codes will also need entering on the brochure types screen in masterfile maintenance. If your account package is Concord Books then the additional procedures are not necessary. When you are entering some types of bookings - especially a package holiday in Traveller you will be asked to complete the brochure types field and this is an area that cannot be ignored.

Operator Details

This is the area that you will enter/amend the details of your suppliers and as well as allowing you to enter all the transaction types that the supplier offers the area provides your sales and administration team with valuable information concerning the progress of a booking together with the facility of allowing everyone to enter new details on the appropriate screen to match the booking information.

Operator Transactions

Operator Details

Find Name: Search in Code

Code	Name	Tel	ATOLNo
TFDU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

Operator Transactions | Address | Booking Type | Diary Cycle | Deposits | Commission Rates | P. S. C. | Air Group

Operator Code: ATOL number: Own Operator: Discount Operator:

Transaction Types

Type	Description	Tkt Issued
▶ IT	Package Holiday	<input type="checkbox"/>
AIR	IT Charter	<input type="checkbox"/>
CRUS	Cruise	<input type="checkbox"/>

Type: Description: Tickets:

PL Post: PL Code:

Print | Delete | Save | New | Exit | Help

This screen shows you the operator code together with the ATOL number if appropriate. The two remaining fields are only completed if the operator in question is a discount company or if it is your own company.

Further down the same screen the various types of travel arrangements that this company offers will show. If you wish to enter a new type there is an additional box TYPE where you can enter the transaction type. Alongside there is another box indicating tickets. ONLY PLACE A TICK IN HERE IF YOUR COMPANY ARE ISSUING THE TICKETS. IF YOU RECEIVE TICKETS FROM THE SUPPLIER YOU MUST LEAVE THIS AREA BLANK. Click on save type to the right and this will place your new entry in the fields above.

The next fields relate to the link between Traveller and your accounts package.



If your accounts package is Line 100/Line 50:

Enter a tick in the PL field and the code entered here would normally be the same as the operator code with 01 before the letters. There are exceptions to this. E.g. If the operator is a BSP airline the operator code would be the airline code – BA however because you pay for tickets through a central payments unit then all these operators should have the PL code as 01 BSP. The other exception would be where there is more than one company within the same group. E.g. Magic of Spain, Magic of Italy etc. If you would like to keep them as separate operators but have all financial information transferring into the same area in the accounts you can then have your operator code as MAGS for Magic of Spain but your PL code could be 01MAGI denoting that although the booking will be entered as MAGS any accounts will go into the centralised pot for the Magic group.

If your accounts package is Traveller Accounts with/without Line 50 link:

The first box on display is named supplier. If you wish to see entries relating to the supplier in the Traveller Accounts supplier payments area you must place a tick in this area. Alongside this box is another labelled supplier group. As above if you wish to group together more than one supplier as they belong to the same group you can assign the group name in this area. The group name should however have been setup previously in the Traveller Accounts area/setup supplier groups. Choosing a group will allow the accounts team to retrieve information by the group name in Traveller Accounts. If the supplier code is to be used for retrieval as a default do not enter anything in the supplier group field.

If your accounts package is Concord Books:

If you wish to see entries in this function then you must place a tick in the PL box and the operator code in the PL post. PL code will apply in the same way as for Line 100.

Address

The screenshot shows a software window titled "Operator Details". At the top, there is a search bar with "THOM" entered and a "Search in Code" checkbox. Below this is a table listing operators with columns for Code, Name, Tel, and ATOLNo. The table contains the following data:

Code	Name	Tel	ATOLNo
TFOU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

Below the table are several tabs: "Operator Transactions", "Address", "Booking Type", "Diary Cycle", "Deposits", "Commission Rates", "P. S. C.", and "Air Group". The "Address" tab is selected. The form contains the following fields:

- Operator Name: Thomson Holidays Ltd (circled in red)
- Parent: [Empty]
- VAT number: [Empty]
- Address: Greater London House
- Hampstead Road
- London
- City: [Empty]
- County: [Empty]
- Country: [Empty]
- Post code: NW1 7SD
- Telephone: [Empty]
- email: [Empty]

At the bottom of the window is a toolbar with icons for Print, Delete, Save, New, Exit, and Help.

This screen is self-explanatory. By completing the name and address field the information will automatically show on one-off letters generated from within a client file to the operator.

Booking Type

Operator Details

Find Name: Search in Code

Code	Name	Tel	ATOLNo
TFOU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

Operator Transactions | Address | **Booking Type** | Diary Cycle | Deposits | Commission Rates | P. S. C. | Air Group

Booking Type

Enquiry Advance registration Provisional NOTE : The Booking Type 'Definite' is always provided.

Onward Travel screen

Collection Advice required ?

Narrative

Cheque Requisition required ?

Print Delete Save New Exit Help

The booking type fields need to be ticked if you wish to be given the choice when entering a transaction to state whether the booking is an enquiry, advance registration, provisional or definite. If you do not want a certain type to show on the transaction details screen the appropriate field should remain unchecked. Definite is not shown on this screen as the option is automatically generated when entering a booking. When entering a booking if anything other than definite is chosen you will be asked to enter an expiry date. On the day prior to the date entered a reminder will appear on the daily diary reminding you that the booking is about to expire. You may then wish to contact your customer to discover whether they wish to make this booking definite or have a look for an alternative.

The onward travel field should be ticked.

Collection advice required gives you three alternative entries. These mean:

Yes – a document will be generated every time that you generate a receipt for a customer travelling with this operator. The document will confirm that you have collected payment and you would be able if you choose to send this to the tour operator confirming payment has been received from the client and advising that you will send the payment to them at a later date.

No – denotes that this document will not generate

Sometimes – you may choose to generate this document only at certain times during the course of the booking. By choosing this option you will be able to complete an additional field specifying when you would like to document to generate e.g. balance stage only.

Cheque requisition required works in a similar way to the collection advice. You would not use this document if you paid the supplier by direct debit or similar.

Yes – a document will generate every time that you take money from a customer travelling with this operator. It will contain information that the tour operator may find useful in tracking the booking and this document can be sent with your cheque payment to the supplier.

No – means that no document will be generated.

Sometimes – will only generate at the time specified in the additional field.

If you wish the information to be stored you must click save.

Diary Cycle

Operator Details window showing the Diary Cycle tab. The window title is "Operator Details" and it contains a table of operators and a form for diary cycle entries.

Code	Name	Tel	ATOLNo
TFOU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

	Day 1	Day 2
Confirmation due from Operator	14	7
Invoice due from Operator	70	7
Balance Due Reminder	80	
Balance due from Client	70	7
Tickets due from Operator	14	4
Tickets awaiting collection	4	
Welcome back letter	0	
Return Date		...

Buttons: Print, Delete, Save, New, Exit, Help

The entries made in this area reflect when the supplier invoices/tickets are due as well as customer balances. How you set up the diary cycle are detailed below and will determine if/when the entries show on the daily diary (part of your daily administration duties). The diary will show you any outstanding balances, tickets etc.

The diary cycle entries have two columns the first indicating when you would expect any reminders of documentation/payment not received from supplier/client. This will appear on the diary for one day only and the second column is the number of days after the first reminder that you would like the booking to be highlighted that papers/payments remain outstanding. Any information on the diary generated from the second column will remain on the diary until payments/documents have been received and you have entered the relevant details in payment/document entry. When you are entering information relating to an operator that you hold ticket stocks for and therefore do not receive invoices for individual customer the diary cycle should contain different information.

A typical BSP operator diary cycle would look like this:

The screenshot shows the 'Operator Details' window with the following data:

Code	Name	Tel	ATOLNo
AZ	Alitalia Airlines	0181 7458200	
BA	British Airways		
BAIR	British Airways Holidays	01 293 722727	02001
BALE	Bales Tours Ltd	01 306-885991	02882
BALK	Balkan Holidays	01 71543-5566	00252
BARW	Barwell Leisure		
BC	Brymon Airways	01 345-717383	

	Day 1	Day 2
Confirmation due from Operator	0	0
Invoice due from Operator	0	0
Balance Due Reminder	0	
Balance due from Client	21	3
Tickets due from Operator	0	0
Tickets awaiting collection	0	
Welcome back letter	0	
Return Date	31/AUG/03	
Interval	Half month	

The various categories on the diary are:

Confirmation due from operator: In the first column this should be set to how many days **AFTER BOOKING** you would expect to receive the confirmation from the operator. The second column would show the number of days after the first reminder that you would like the booking highlighted again.

Final invoice due from operator: Day 1 should show the number of days **BEFORE TRAVEL** that the invoice is due from the operator. The second day would denote the number of days after the first reminder when you would want the booking highlighted again.

Balance reminder: Enter here the number of days before the balance is due when you would like the balance reminder letter to automatically generate as part of your daily letter run.

Balance due from client: This should reflect the number of days **PRIOR TO DEPARTURE** that you wish the customer to pay the balance. Day 2 should show the number of days after the first reminder was sent that you need to be aware that the monies remain outstanding.

Tickets due from operator: In Day 1 enter the number of days **BEFORE TRAVEL** that you would expect to receive the tickets from the operator. In the second column indicate how many days after the first reminder you would need to be made aware that they are still overdue.

Tickets awaiting collection: Enter here the number of days **PRIOR TO DEPARTURE** you would expect the client to have collected their tickets.

Welcome back letter: This letter is only generated if there is an entry in this field. You may want to use this facility for some operators and not others. **Welcome back letters are only printed for IT and CRUISE bookings with a duration of 4 nights and over.** The number of days to enter in this field should reflect how many days **AFTER DEPARTURE** you would like the letters to print automatically as part of your daily letter run.

The sales return field only requires completion for suppliers that you hold ticket stocks for. The date field should denote the next date that the sales return is due. The interval field below allows you to choose how often the report should be generated. When you generate the report you should run a draft, balance the figures with your tickets and make any amendments necessary within the appropriate client file(s) and then run a final. Once the final has been generated the date in the return due field will automatically move on to the next due date. If you only run a draft the date will not change.

Deposit

Operator Details

Find Name: Search in Code

Code	Name	Tel	ATOLNo
TFOU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

Operator Transactions | Address | Booking Type | Diary Cycle | **Deposits** | Commission Rates | P. S. C. | Air Group

Apply Percentage Deposit

Minimum Adult Deposit Minimum Deposit Percentage

Minimum Child Deposit

Minimum Infant Deposit

Within each Operator masterfile there is a deposits tab. This enables you to enter the minimum amount of deposit for adult, child and infant. If it is not a monetary value but a percentage you have the opportunity to enter such a figure. The effect that these fields will have are that if a non-managerial member of staff tries to take a lesser amount in payment entry the screen will not allow them to do so and it is only someone with managerial status that can sign into the booking and override this.

Commission Rates

Operator Details

Find Name: Search in Code

Code	Name	Tel	ATOLNo
TFOU	Travel 4 Ltd		03228
TG	Thai Airways International	0171 4997953	
TGET	The Getaway Group		
▶ THOM	Thomson Holidays Ltd		02524
TIME	Time Off Ltd	0990 846363	02315
TITA	Titan Tours		
TMCK	Thomas Cook Holidays		

Operator Transactions | Address | Booking Type | Diary Cycle | Deposits | **Commission Rates** | P. S. C. | Air Group

Fixed Commission Rates | Variable Commission Rates

1	<input type="text" value="10.00"/>	2	<input type="text" value="0.00"/>	3	<input type="text" value="0.00"/>	4	<input type="text" value="0.00"/>	5	<input type="text" value="0.00"/>
---	------------------------------------	---	-----------------------------------	---	-----------------------------------	---	-----------------------------------	---	-----------------------------------

Print | Delete | Save | New | Exit | Help

It is in this area that you can store the commission levels for an operator. By completing these areas you will be able to select a code within the client booking and it will automatically work out the amount of commission earned on the booking. However as operators can change their commission levels frequently you will also have an option when entering the values to choose an additional option that will allow you to override the levels set up in the masterfiles and manually enter the commission earned on the booking.

NOTE: There is a box – default commission in global options that can be activated so two additional boxes appear within this tab. Once setup within each of the appropriate suppliers will automatically populate the commission and vat fields within a client file at the time that it is entered. The values however can still be amended when the invoice is received and it is found that the figures differ due to overrides etc. To set this up each appropriate supplier should be accessed and if the basic commission is entered in box 1 as 10% and in box 2 another value of 12% is entered the additional box below that has appeared on the left can be matched with either of the boxes above. When the transaction is entered whichever box has been chosen as the default will be the value in the commission field within the client file. The second new box relates to VAT and code 1 is generally zero VAT and code 2 is standard VAT. These fields within the client file will also be populated and can be changed if required when the invoice is received from the supplier at a later date.

THE DEFAULT COMMISSION FUNCTION IS ONLY AVAILABLE TO SUPPLIERS FOR WHICH YOU DO NOT HOLD TICKET STOCK.

PSC

The passenger service charges are set up within the air tax and country codes. Within this area there is a field to tick if the tax is a passenger service charge.

AIR GROUP

The air groups are set up in the additional modules area from the Traveller main menu. Once the set up has been completed you can then go and label each airline with the name of the group that they belong to e.g. one world alliance.



Booking Leads/Affinity Codes/Source Codes/Special Interest Groups

Booking Leads/Affinity Codes

The booking lead category (named affinity codes for departmental branch customers) of masterfiles can be allocated to a client file at the time that the name and address are first entered in Traveller. The codes can be setup in mastefile maintenance and the coding together with the code name is flexible. eg. Walk in, Referral, Staff Member

Source Codes

These codes are to identify where a customer has seen the travel arrangement advertised. eg. Local newspaper, radio. Again the setup can be completed within masterfile maintenance and the coding is flexible. The code is allocated to the client file at the consultation stage. A loyalty customer can have a different source code for each consultation that they make but all the information would be contained within the same client header.

Special Interest Groups

These can be setup within masterfile maintenance and once again the coding is flexible. These codes are used to label customers with a particular interest eg. Golf and are allocated within the client file and in the client profile.

Note: The booking leads/source codes require activation within the options/tools/global options area of Traveller before they can be seen in a client file.

All the above can be used for targeting mailshot customers



ENTERING TICKET STOCKS IN TRAVELLER

Ticket stocks are entered into Traveller to account for any numbered tickets that you issue. At the end of the month or as required you can then run a sales return for the ticket operator.

Status

Only one batch of tickets with the same ticket code can be on sale (**Active**) at a time. Any additional batches are **Pending**. The batch is **Completed** when all tickets have been issued. When tickets are stored at the bank we use the status **Banked**. **Stopped** is the status to indicate that you have stopped selling this batch of tickets. This will allow another batch with the same ticket code to be made active.

To enter the ticket stocks follow the procedures below:

- From the Traveller main menu select Stock Control
- Select Ticket stock
- Enter the Operator code
- Enter the ticket code. This is generally the first three numbers of the first ticket of the batch that needs entering.
- Click OK
- Traveller will then ask if you want to create a new ticket type – answer Y
- Enter a brief description of the tickets e.g. 4 coupon manual
- Select BSP, rail or other as the ticket type. If BSP has been selected you must then indicate if you wish to use the check digit option, tick if the tickets are MCO/MPD's and how many coupons are with each ticket.
- Select Add batch
- Enter the entire first ticket number of the batch
- Enter the entire last ticket number of the batch
- Click – save

Traveller will automatically calculate how many tickets are in the batch, state the date entered and allocate the batch status. If the status goes to active and temporarily you wish the status to be set to pending you can re-enter stock control – enter the ticket code – highlight the batch – amend batch – and amend the status.

Through stock control you can amend a batch in other ways: e.g. changing the status from pending to active, changing the status to stopped if you no longer wish to issue any more tickets from the batch.

The ticket stocks have been entered and you can view the stock at any time. When you view the batch additional information such as next ticket issue can be seen.



VOIDING TICKETS/VOID TICKET REVERSAL/UNALLOCATED TICKET RETURNS IN TRAVELLER

Void Tickets

If you have a spoilt ticket you have to report this to Traveller as a void to show as such on your sales return. If you have a CRS the tickets must be voided in Traveller in addition to Galileo, Sabre, Amadeus or Worldspan.

To do this follow the procedure below:

- File
- Stock control menu
- Void/cancel ticket
- Enter the Operator code
- Enter the ticket code
- Enter the full ticket number
- OK the screen

Void Ticket Reversal

You would use this entry if you have allocated a ticket number as void in error. Again this does not convey any messages to the CRS.

To do this:

- File
- Stock control menu
- Void ticket reversal
- Enter the Operator code
- Enter the ticket code
- Enter the full ticket number
- OK the screen

The ticket number is then returned to stock for future use.

Unallocated ticket return/BSP unallocated ticket return

The reports generate and print from the stock control menu and may be run as often as you require however they should be run at least prior to the Operator's sales return.

The unallocated ticket reports will list all tickets showing as unallocated within your ticket stock. (These should all therefore be allocated prior to running your return)

An additional facility available in Traveller is for ignoring stopped ticket batches on the sales returns if you wish for stopped batches to be included on the BSP unallocated ticket report you will need to follow the steps detailed below.

From the main Traveller menu:

- Options/tools
- Global options
- General tab
- Place a tick in – include stopped batches in unallocated BSP ticket report
- OK the screen



TICKETS IN EXCHANGE IN TRAVELLER

If you need to issue a new ticket for the original you should follow the procedure detailed below:

IF THE TICKET WAS ORIGINALLY ISSUED BY YOURSELVES

- Access the original transaction and amend any travel details
- Amend the costing to the new charges (if any)
- Access the ticket stock selection screen from the transaction details
- Enter the ticket code etc
- On the stock allocation screen enter the new ticket number, amend the issue date if necessary, enter the additional cost (or 0.00 if there is no difference) enter any tax differences
- On the same screen enter the difference in commission
- Tick the ticket in exchange field

- **BSP transactions:** In the additional linked fields firstly enter the last three digits of the new ticket number and in the next field enter the entire original ticket number
- **Non-BSP transactions:** In the additional linked fields enter the entire original ticket number. OK the screen
- Go to payment entry and collect any additional payment

IF THE TICKET WAS ISSUED BY ANOTHER COMPANY/BRANCH

- Enter the new travel details in the new transaction field and complete the costing screen with any difference in costs.

SALES RETURNS

Don't forget that you must run your sales returns as required.

These returns generated through the sales returns option on the Traveller tool bar. In each case you can run a draft – balance it – and then run a final. When you run a draft if it doesn't balance then you need to find out the reason why and go into the bookings in Traveller and make any necessary amendments.

By the time the final is run the figures must be correct and there should be no manual adjustments on the report.

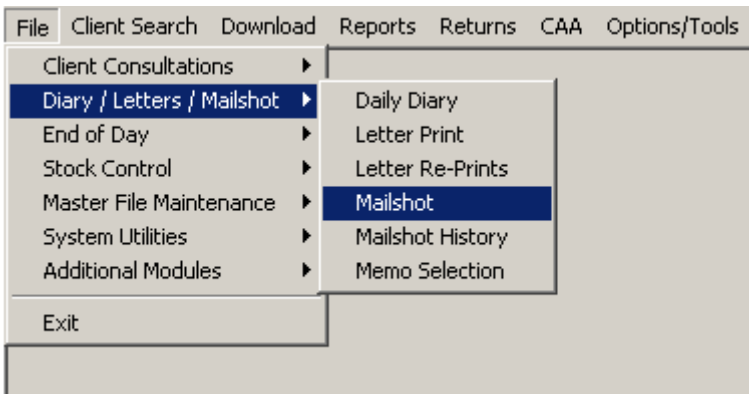


Mailshot

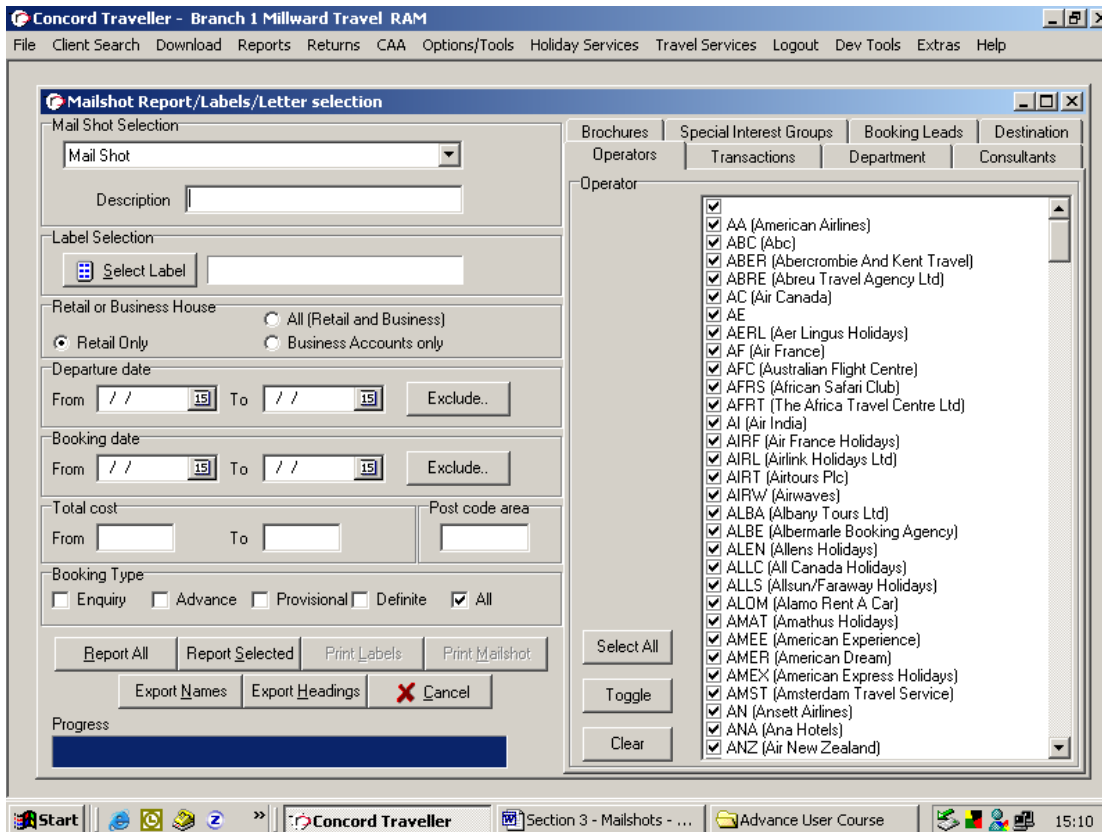
Traveller has a comprehensive mailshot system, which is based on Traveller data. The range of parameters available includes date, booking information, booking statuses and booking values. Traveller also has the capability to have exclusion dates and been able not only to print letters and labels but also email.

The next few pages will introduce to you these facilities and how to use them to get the best possible out of your system and data.

Mailshot options can be found by entering on File situated on the top tool bar and them opting for Diary and Letters then Mailshot.



When entering into mailshot, the following screen will be displayed.





The selection screen enables you to target your clients by a number of options.

At the top of the display you will see a drop down box. These are all the current mailshot letters that have been created in the Traveller Document Designer program. You are able to have as many mailshot letters as required.

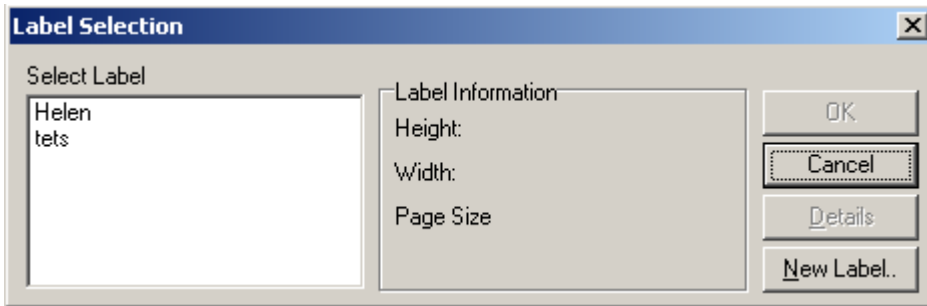
Underneath is a free text box called "Description". This facility is used to place a description of type of mailshot sent, when the mailshot is run, this description updates a data file of historic mailshots and updates the client header with this information.

(See section "Setting Mailshot History").

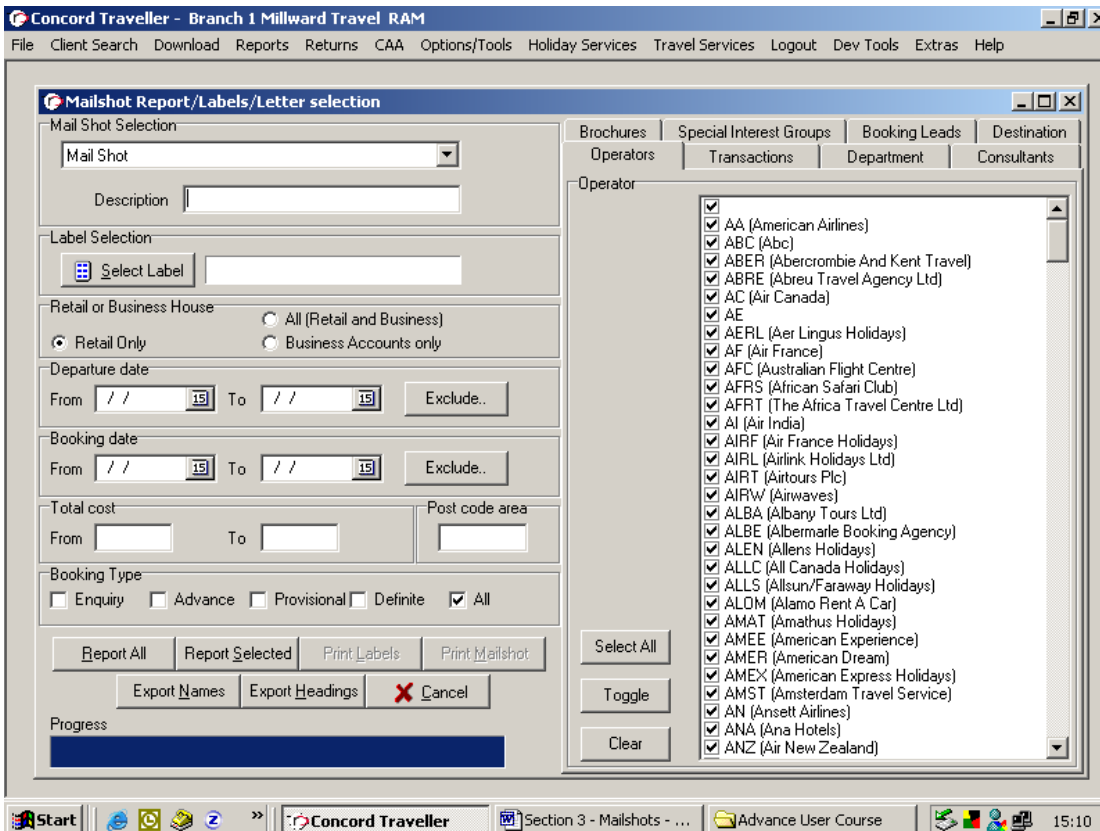
Label selection is next. There are non-predefined label parameters at present, so if you have not do so already and if you required labels then this will require setting up.

(See Section "Setting up Labels").

By selecting the Select Labels button using the mouse then a list of labels that have been set will be displayed.



Selecting the correct label will fill in the label description on the main mailshot selection screen.





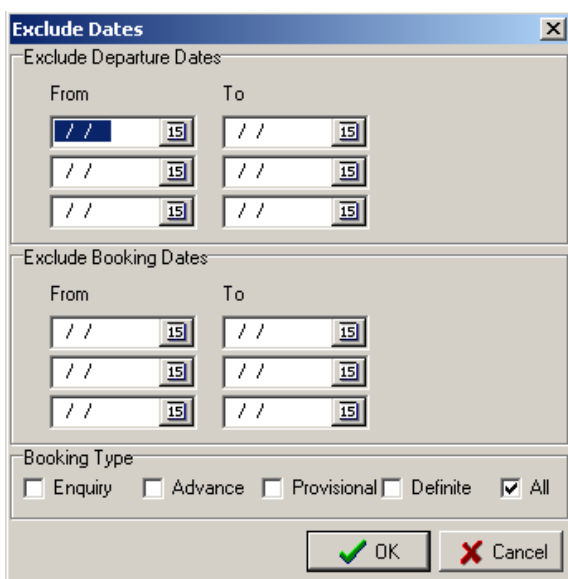
Selecting the clients you wish to mailshot is by radio type buttons this ranges from Retail Only, Account Customers only or both; one of these has to be selected.

Date ranges are the next parameter, you can use the calendar if required, which is located and displayed as button 15 next to the date entry field. Or you can enter the date manually. The manual date entry is numbers only i.e. 070308 will display as 07/03/2008.

You can enter both departure or booking date but it is not mandatory to use both.

The exclude button enables you to exclude date ranges of both booking and departure date. Again, this is not mandatory but is useful if you are targeting special offers to depart on certain dates but do not want to include client how have already booked on that date, just in case it's the same holiday to the same destination.

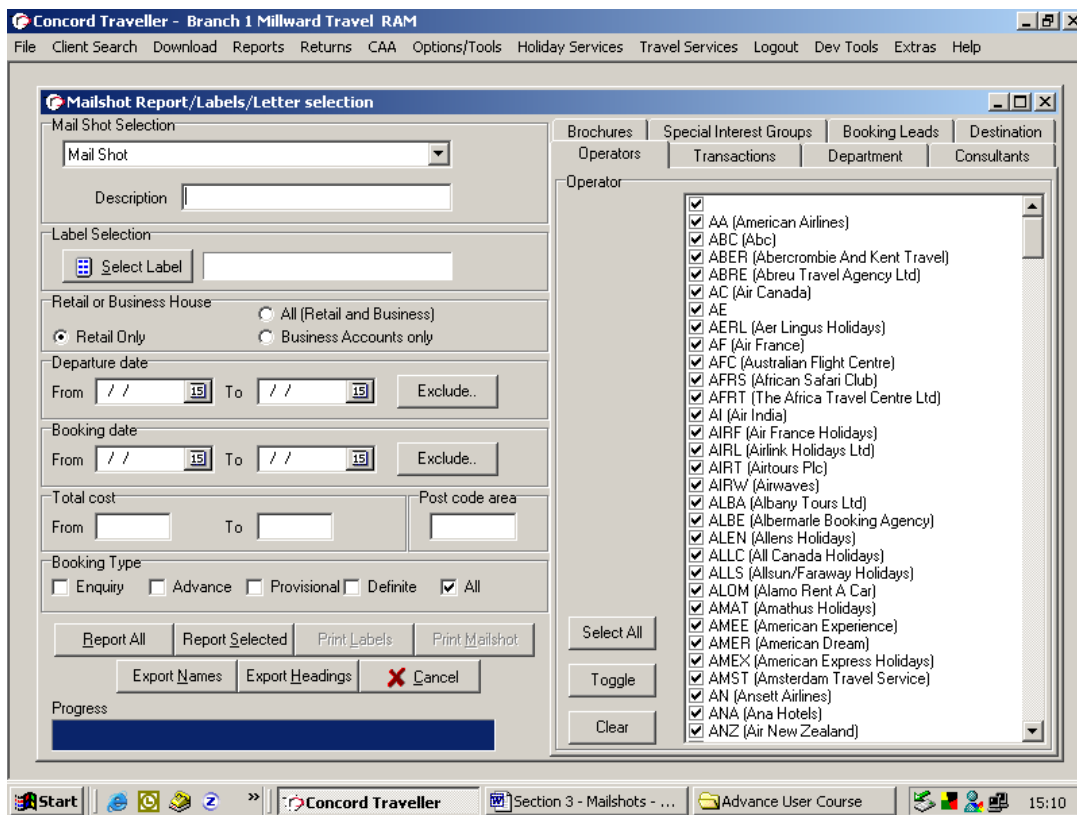
The screen display is as follows;



Also notice at the bottom of the section criteria, there is an option to decide on what booking types you want to exclude i.e. you may want to mailshot people who have made an enquiry with you on that date.

Selecting OK will confirm the details and take you back to the main screen.

Total cost option, gives you the opportunity to target people who have spent a minimum or maximum with you in the past. This is based on the total booking value and not the price per person.



Booking Type allows you to target certain booking statuses.

There are 6 tabs to the right of the screen, allowing you to target bookings made with certain operators, transaction types, consultants, brochures, branches (if multi branch in one dataset) and special interest groups. All these are selected as a default, except for Special interest groups, where the ignore option is default.

If you wanted to target your special interest groups then we would suggest that you include all date ranges by leaving the dates fields blank and deselecting the Ignore option and then selecting the special interest group required.

Once all the criteria has been entered you can then select the Report All button. This will produce a report of the entire criteria.

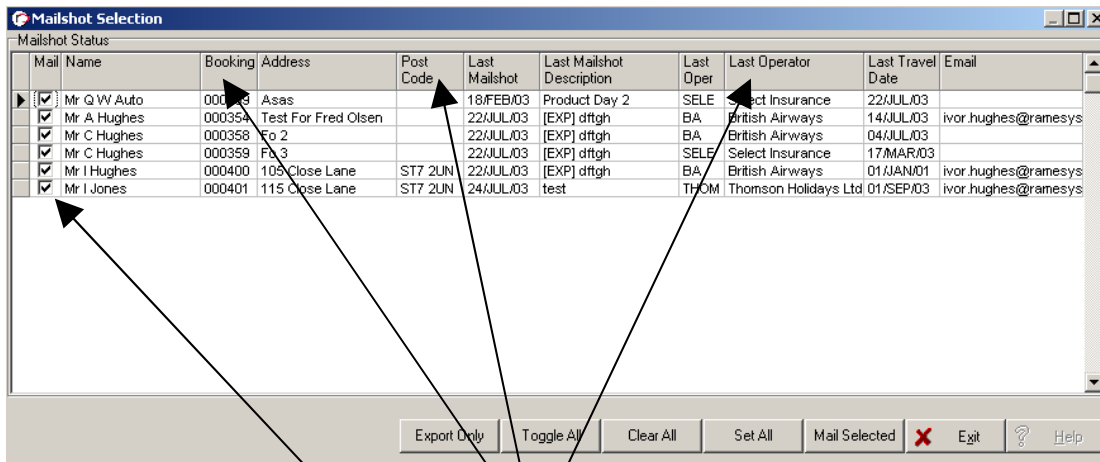
Mailshot Report

Booking date : between 01-07-2003 and 25-07-2003
Booking types :

Customer name	Address	AccNo	Post Code
Mr Q VV Auto	Asas		
Mr A Hughes	Test For Fred Olsen		
Mr C Hughes	Fo 2		
Mr C Hughes	Fo 3		
Mr I Hughes	105 Close Lane		ST7 2UN
Mr I Jones	115 Close Lane		ST7 2UN

Total customers found : 6

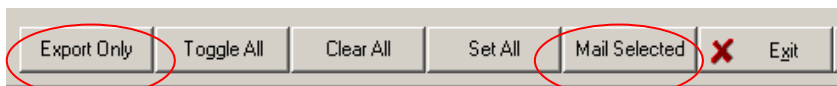
If you wish to filter the list even further, then once you close the report down, there is another option called Report Selected. This builds a table of all the clients and also builds information of when the last mailshot was sent and when they last travelled.



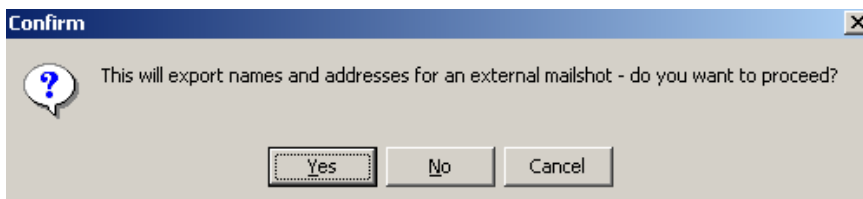
From here you can see the last mailshot sent and when they last travelled. You are also able to re-order the information by selecting the title bar.

By using the select and deselect buttons, client can be excluded from the list.

Once this has been done. You can do one of the following.



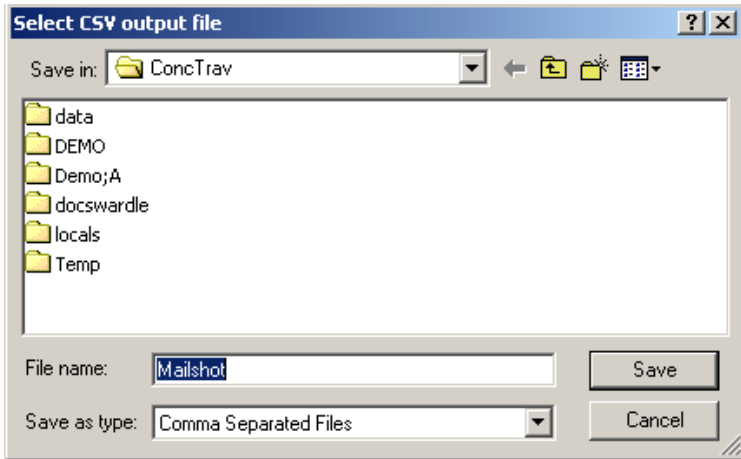
- Export Only – Will export the client information to a CSV file.





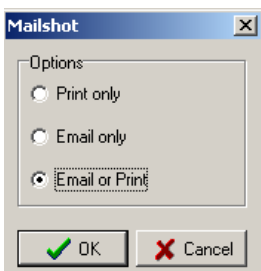
It will prompt you that the client history will be updated that an external export has been done

If you say "YES" to this, the following will be displayed.



Save the mailshot to a place of your choice.

- Mail Selected will display the following



- Print Only – Will print the letter to all clients.
- Email Only - Will email all clients with an email address.
- Email and Print – Will email who it can and print the rest.

Once this is done you have the option to print labels for all you clients if required.

Mailshot Report/Labels/Letter selection

Mail Shot Selection
 Mail Shot: [Dropdown]
 Description: [Text Box]

Label Selection
 Select Label: [Icon] [Text Box: mmm]

Retail or Business House
 All (Retail and Business)
 Retail Only Business Accounts only

Departure date
 From: [01/10/2004] [15] To: [31/10/2004] [15] Exclude..

Booking date
 From: [/ /] [15] To: [/ /] [15] Exclude..

Total cost
 From: [] To: [] Post code area: []

Booking Type
 Enquiry Advance Provisional Definite All

Buttons: Report All, Report Selected, Print Labels, Print Mailshot
 Export Names, Export Headings, Cancel

Progress: [Progress Bar]

Brochures | Special Interest Groups | Booking Leads | Desti
 Operators | Transactions | Department | Consult

Operator

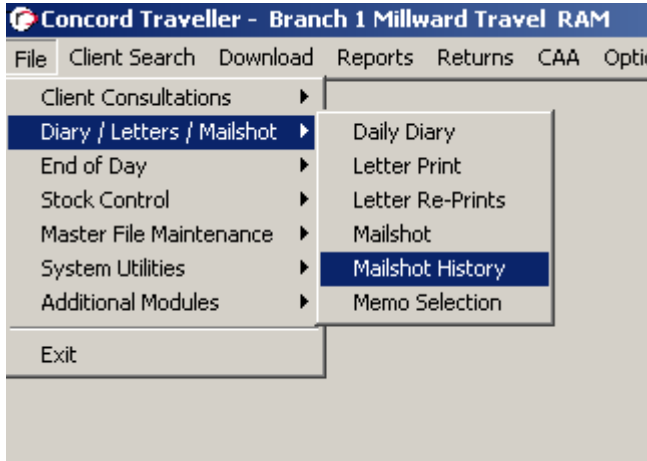
- AA (American Airlines)
- ABC (Abc)
- ABER (Abercrombie And Kent Travel)
- ABRE (Abreu Travel Agency Ltd)
- AC (Air Canada)
- AE
- AERL (Aer Lingus Holidays)
- AF (Air France)
- AFC (Australian Flight Centre)
- AFRS (African Safari Club)
- AFRT (The Africa Travel Centre Ltd)
- AI (Air India)
- AIRF (Air France Holidays)
- AIRL (Airlink Holidays Ltd)
- AIRT (Airtours Plc)
- AIRW (Airwaves)
- ALBA (Albany Tours Ltd)
- ALBE (Albermarle Booking Agency)
- ALEN (Allens Holidays)
- ALLC (All Canada Holidays)
- ALLS (Allsun/Faraway Holidays)
- ALOM (Alamo Rent A Car)
- AMAT (Amathus Holidays)
- AMEE (American Experience)
- AMER (American Dream)
- AMEX (American Express Holidays)
- AMST (Amsterdam Travel Service)
- AN (Ansett Airlines)
- ANA (Ana Hotels)
- ANZ (Air New Zealand)

Buttons: Select All, Toggle, Clear

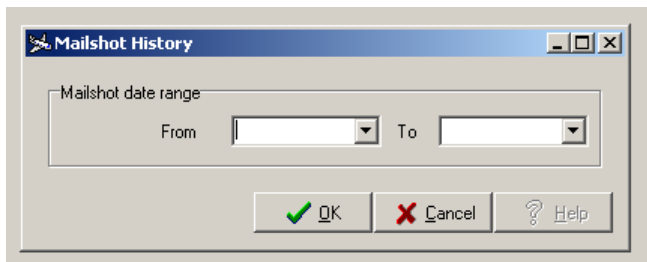
Export Name Will export all names from the selected criteria including Email.
 Export Headings Will export all names from the entire database.

Mailshot History

Once a mailshot has been done then you can produce a report of the mailshots that have been sent. This can be accessed via the top main tool bar under “FILE”.



Once this is selected, the following will appear.



Enter the date range required and select OK.

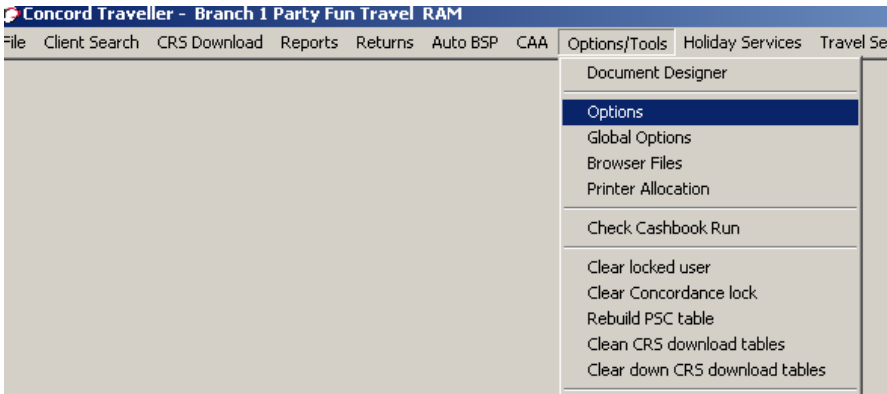
Mailshot History									
Date	Mailshot Description	Booking	Client	Address	Postcode	Hhme Tel.	Clerk		
Date Range : 25JUL03 to 25JUL03									
25JUL03	[K/P] test	354	Mr A Hughes	Test For Fred Olsen			RAM	Ramesys Support	
		358	Mr C Hughes	Fo 2				Ramesys Support	
		359	Mr C Hughes	Fo 3				Ramesys Support	
		400	Mr I Hughes	105 Oose Lane	ST7 2UN	5435q		Ramesys Support	
		401	Mr I Jones	115 Oose Lane	ST7 2UN	1010		Ramesys Support	
25JUL03	test	89	Mr D W Auto	Asas			RAM	Ramesys Support	
		89	Mr D W Auto	Asas				Ramesys Support	
		354	Mr A Hughes	Test For Fred Olsen				Ramesys Support	
		354	Mr A Hughes	Test For Fred Olsen				Ramesys Support	
		358	Mr C Hughes	Fo 2				Ramesys Support	
		359	Mr C Hughes	Fo 3				Ramesys Support	
		359	Mr C Hughes	Fo 3				Ramesys Support	
		358	Mr C Hughes	Fo 2				Ramesys Support	
		400	Mr I Hughes	105 Oose Lane	ST7 2UN	5435q		Ramesys Support	
		400	Mr I Hughes	105 Oose Lane	ST7 2UN	5435q		Ramesys Support	
		400	Mr I Hughes	105 Oose Lane	ST7 2UN	5435q		Ramesys Support	
		401	Mr I Jones	115 Oose Lane	ST7 2UN	1010		Ramesys Support	
		401	Mr I Jones	115 Oose Lane	ST7 2UN	1010		Ramesys Support	
		401	Mr I Jones	115 Oose Lane	ST7 2UN	1010		Ramesys Support	
		401	Mr I Jones	115 Oose Lane	ST7 2UN	1010		Ramesys Support	
Number of letters sent for this date range 20									

This document detail the mailshot sent and Telephone number etc...

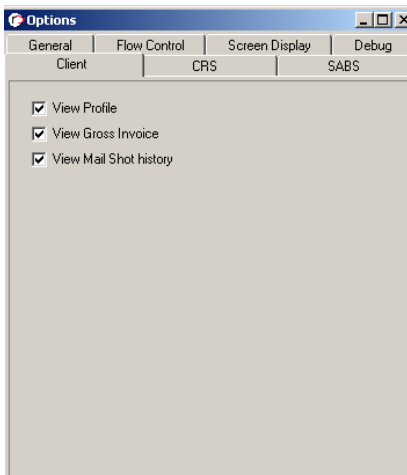


Setting Mailshot History

A new tab can be displayed on the client folder. This displays the history of the mailshots sent by Traveller to this client. To evoke this tab you need to enter into "Options and Tools" on the top Traveller Tool Bar and select "Options".

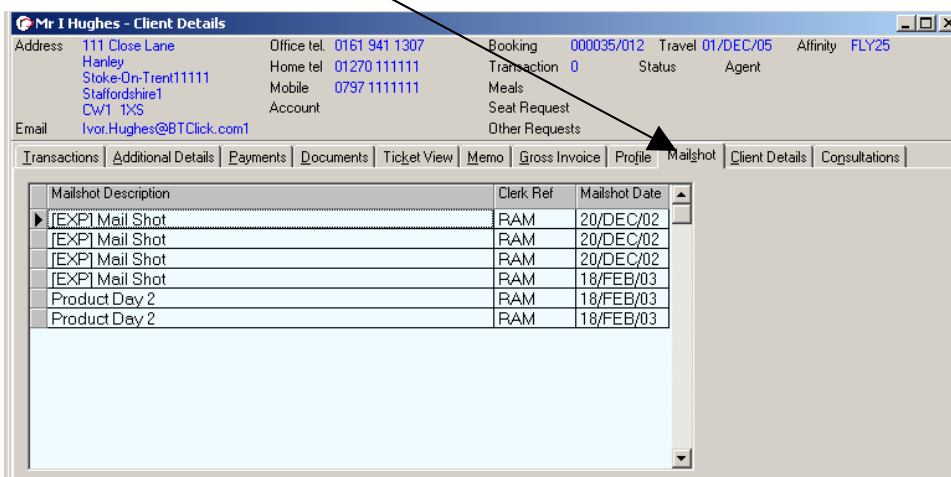


You will be displayed with the following, enter into the Client Tab and Ensure that the Mailshot TAB is selected.



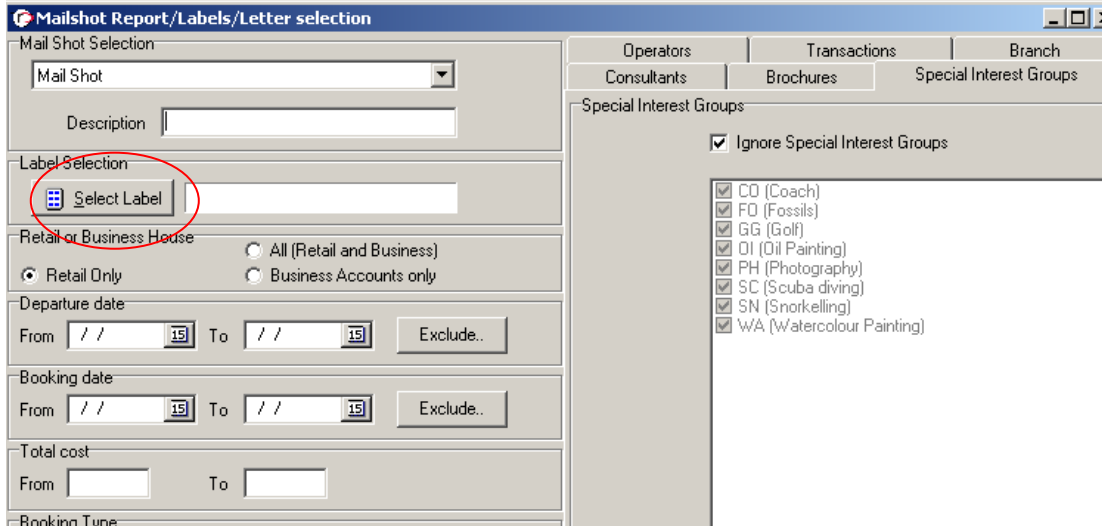
You will need to do this for each Traveller Terminal.

Once this has been done then when you enter into a Traveller client. You can see what mailshots have been sent.

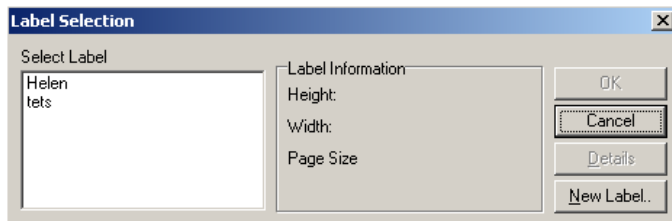


Setting the Labels

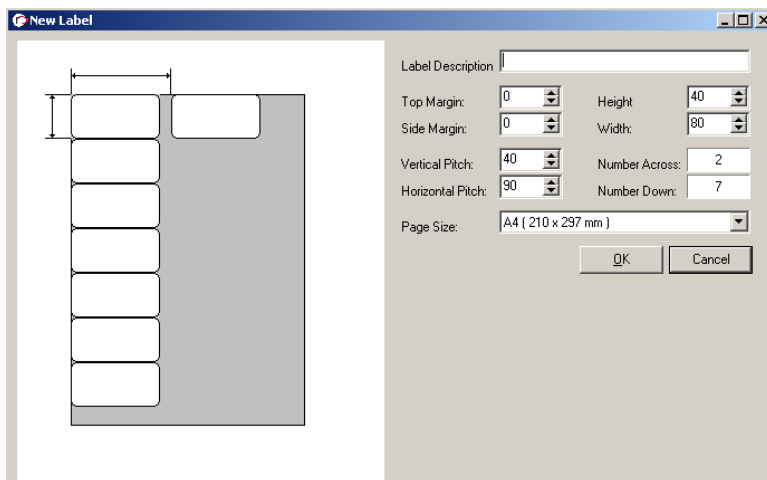
Enter into the Mailshot as normal and once you select the criteria, select Labels



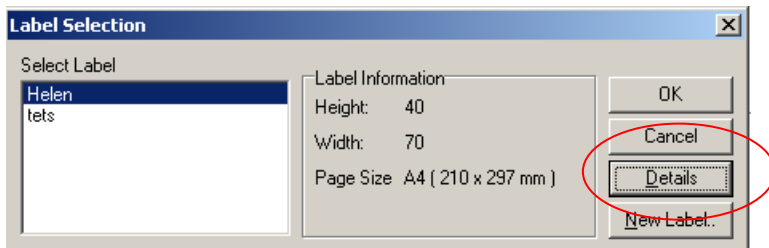
This will display the following;



If you have a Label already set, and it's the correct one then highlight the label. If you need to set a new label, then select new label.



- Enter the Description
- Measure the top and bottom margin in mm and enter the information
- Measure the height and width of each label and enter data.
- Measure the distance between each label and enter into vertical pitch
- Measure the distance from the end of the paper to where you want the address to start printing and enter the data into the horizontal pitch.
- Save the labels and test the print on a small data selection. If you need to adjust the information you can go back into the Select Label option and edit the information under the details button, not forgetting to select the label before hand.



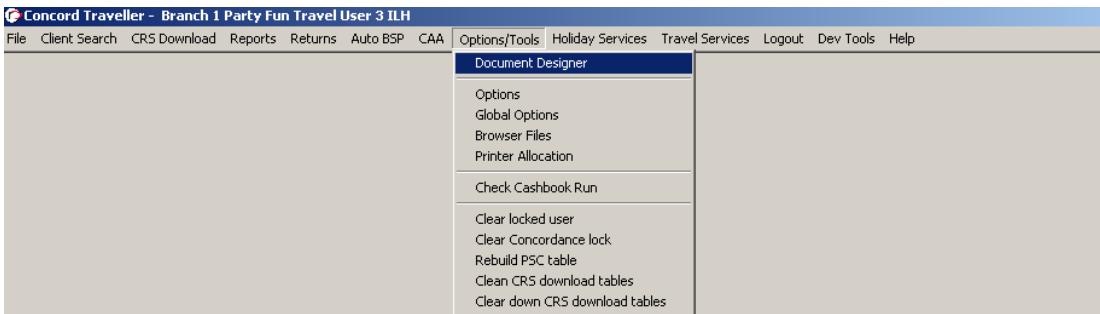


Document Designer

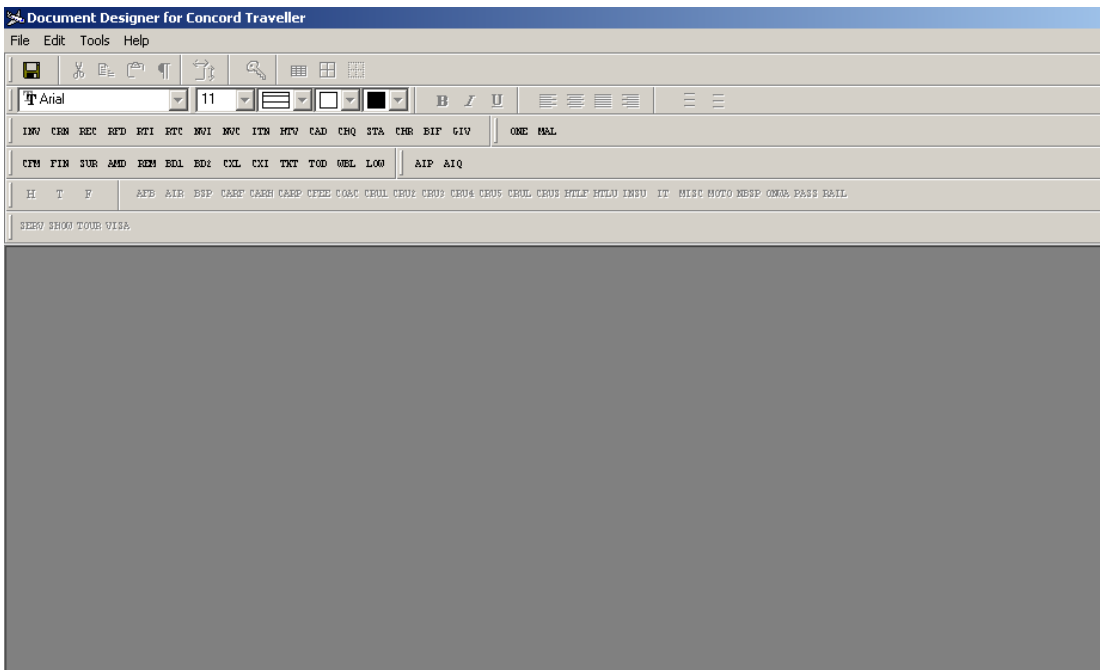
The document designer is a program, which controls the design of all the Traveller’s documents. Documents range from client receipts and invoices to final invoice and mailshot letters.

You are able to alter any layouts to your own requirement; the use of colour and different fonts can change the documents dramatically to give a professional look.

The document designer can be accessed from the top tool bar under “options and tools” on the main Traveller screen.



By executing the program, you will be displayed with the following screen. Earlier versions of Traveller displayed an error message. Clicking OK can ignore this.

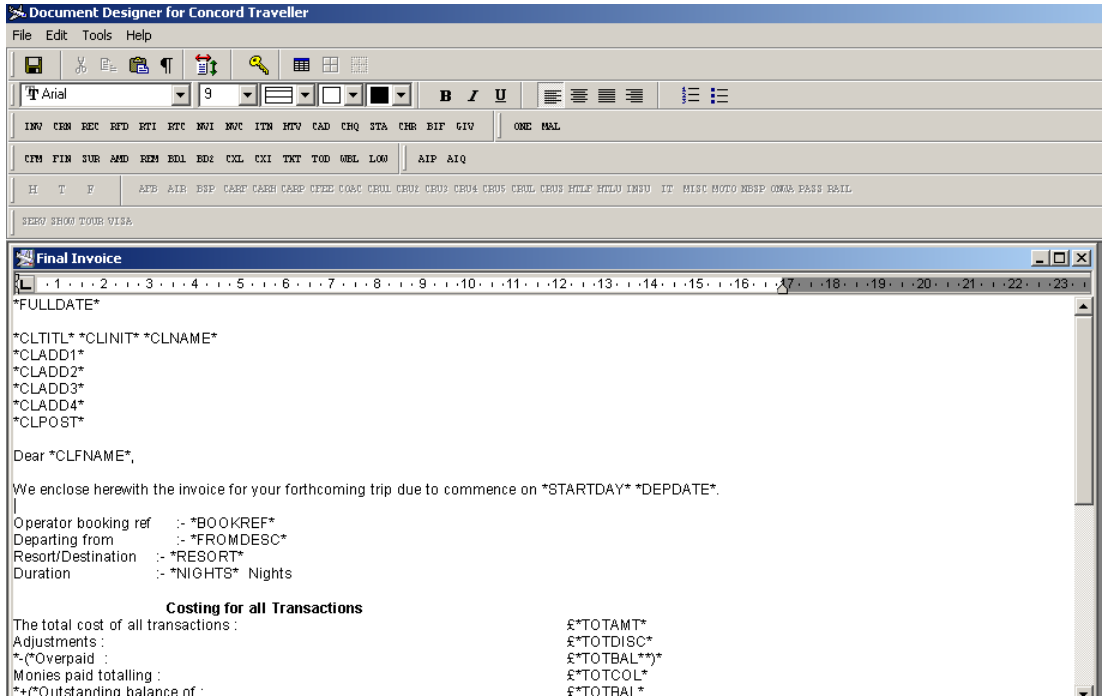


Each of the documents are displayed by a three letter code. i.e INV – Invoice REC – Receipt. If you hover your mouse pointer over the code it will display the document for you.



Letters

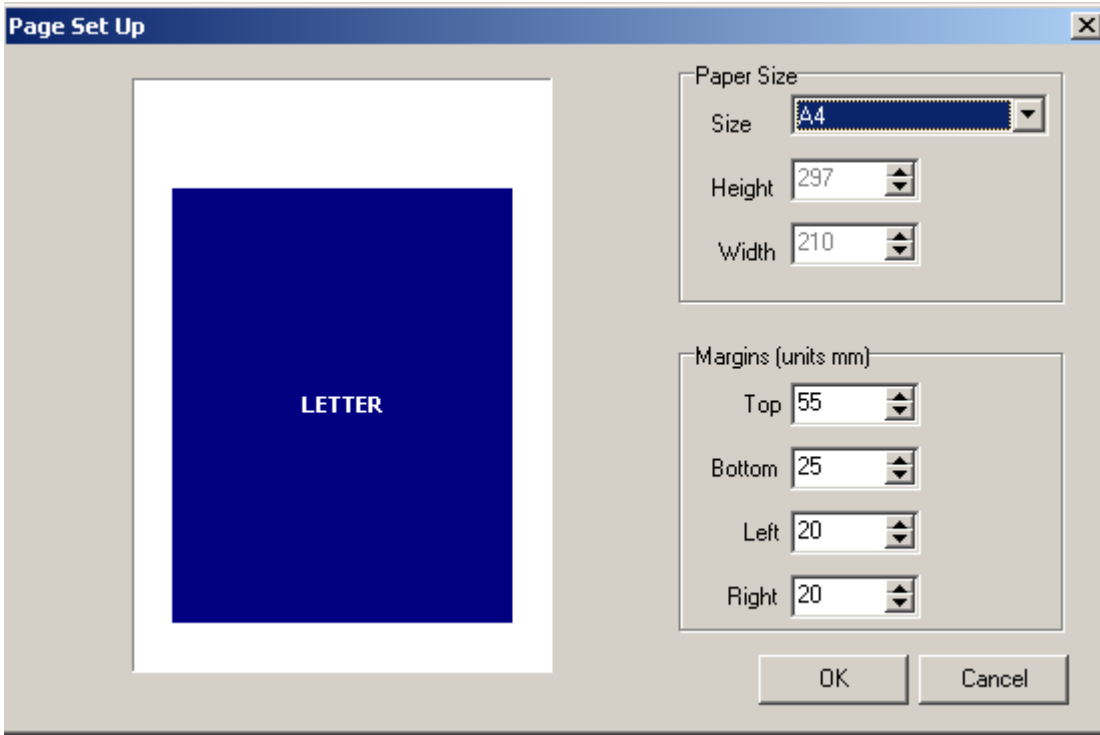
Select FIN – from the selection and you will be displayed with the following;



Letters are constructed as one document.

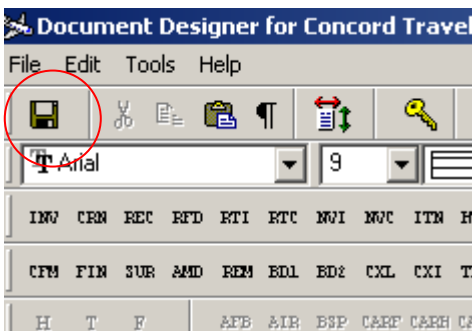
Steps

- Page size – Each letter has its own page size.



You can alter the margins accordingly. Most paper size is A4. If you alter the margins you can see the changes to the document and the printable area you have to play with. Please note that when Traveller produces the letters it will only print one page.

You must then click on the save button to confirm the changes made.

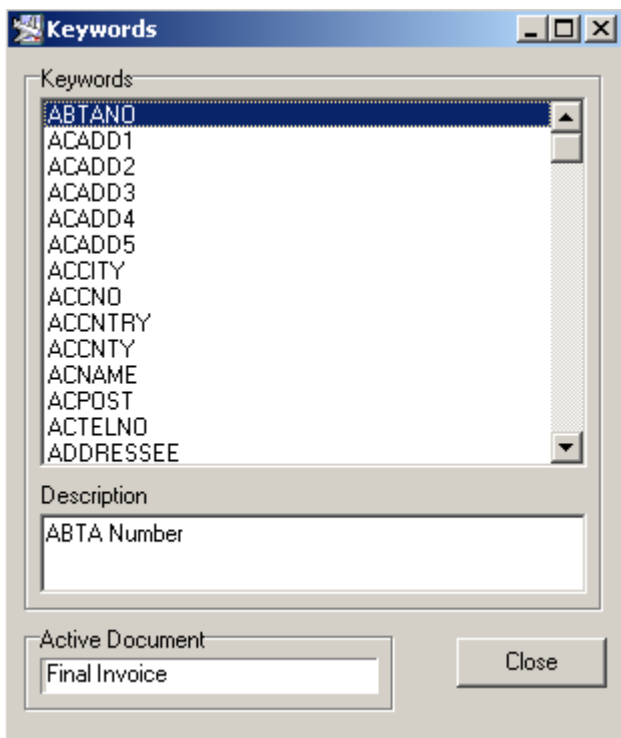
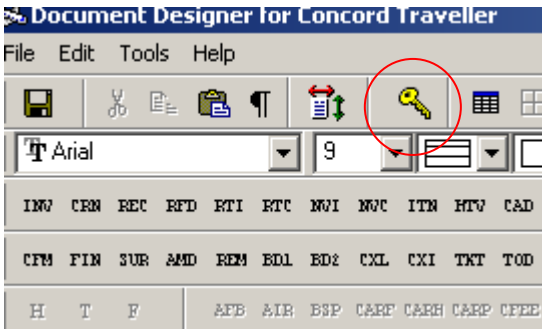


Step 2

The letter content

Each letter can consist of a combination of standard text and keywords. Keywords are codes which are used to drag information from the client booking / transaction. They can be used in conjunction with free text to compose your letter.

To get a list of these codes use the button displayed below.



Each keyword should have a description against it. You can use the drag and drop facility to put these keywords on the document.



I would always go for the option of "Show Tabs", this will display all the TABS in the current document as detailed.

Document Designer for Concord Traveller

File Edit Tools Help

Arial 9 [B I U] [List icons]

INV CRM REC RFD RTI RTC NVI NVC ITN HTV CAD CHQ STA CHR BIF GIV ONE MAL

CFM FIN SUB AMD REM BDL BD2 CXL CXI TKT TOD WBL LOG AIP AIQ

H T F AFB AIR BSP CARP CARR CARP CFEE COAC CRUL CRU2 CRU3 CRU4 CRU5 CRUL CRUS HILF HILU INSU IT MISC MOTO M

SEEV SHOO TOUR VISA

Final Invoice

.1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10 . . . 11 . . . 12 . . . 13 . . . 14 . . . 15 . . . 16

FULLDATE
 ¶
 CLITL *CLINIT* *CLNAME*
 CLADD1
 CLADD2
 CLADD3
 CLADD4
 CLPOST
 ¶
 Dear *CLFNAME*,
 ¶
 We enclose herewith the invoice for your forthcoming trip due to commence on *STARTDAY* *DEPDATE*.
 ¶
 Operator booking ref → :- *BOOKREF*
 Departing from → :- *FROMDESC*
 Resort/Destination → :- *RESORT*
 Duration → :- *NIGHTS* Nights
 ¶
Costing for all Transactions
 The total cost of all transactions : _____ → £*TOTAMT*
 Adjustments : _____ → £*TOTDISC*
 *-(Overpaid : _____ → £*TOTBAL*)
 Monies paid totalling : _____ → £*TOTCOL*



Changing Fonts

By highlighting the section of the document you wish to change and then selecting the font and size detailed below.

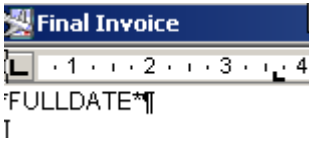
The screenshot shows the 'Document Designer for Concord Traveller' application window. The title bar reads 'Document Designer for Concord Traveller'. The menu bar includes 'File', 'Edit', 'Tools', and 'Help'. The toolbar contains icons for file operations and editing. The font settings are set to 'Arial' and size '12'. A dropdown menu for font size is open, showing options from 12 to 19. The document preview area shows a 'Final Invoice' with the following text:

```

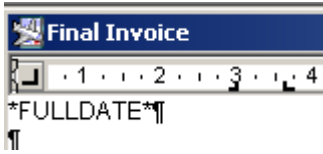
*FULLDATE*
|
*CLITL* *CLINIT* *CLNAME*
*CLADD1*
*CLADD2*
*CLADD3*
*CLADD4*
*CLPOST*
|
Dear *CLFNAME*,
|
We enclose herewith the invoice for your forthcoming trip due to commence on *STARTDAY* *DEPDATE*.
|
Operator booking ref :- *BOOKREF*
Departing from → :- *FROMDESC*
Resort/Destination :- *RESORT*
Duration → :- *NIGHTS* Nights
|
Costing for all Transactions
The total cost of all transactions : _____ → £*TOTAMT*
Adjustments : _____ → £*TOTDISC*
*/*Overaid . _____ → £*TOTAL*
    
```

Colour can also be used here, but only if you have a colour Laser / DeskJet printer. But take into consideration the cost per page if colour printing.

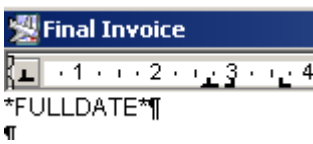
Different Tabbing facilities



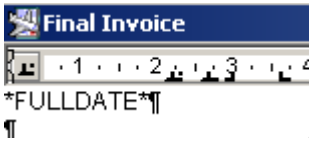
Aligns the words to the left tab



Aligns the words to the right tab

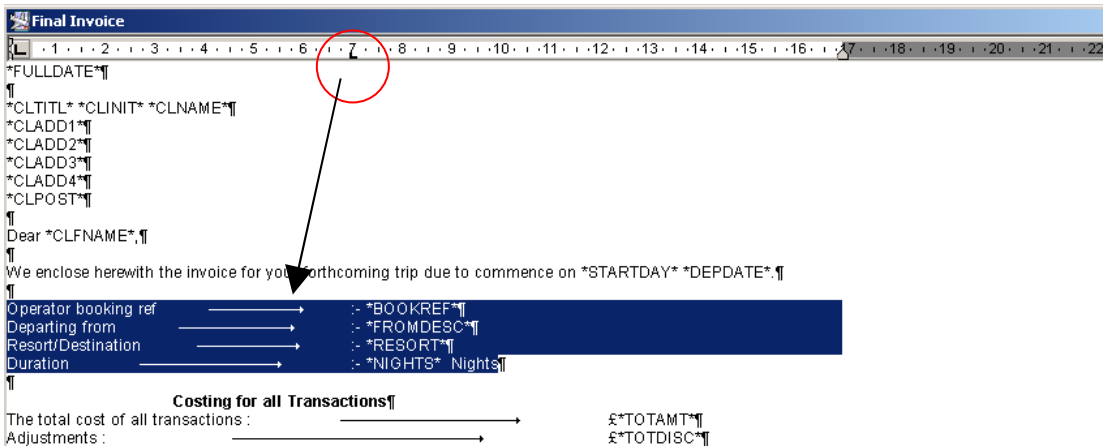


Aligns the words to the centre tab



Aligns the decimal place

Selecting the right tab first and then selecting whereabouts on the line you wish to put if enters that symbol. To remove it, click the symbol again. If you wish to make the tab against many lines, you can highlight a section of lines first.



Tabbing will take the section of characters to the tabbing point. In this example it is 7



Tabbing continued....

In order for all decimal places to line up, the following set-up can be adopted.

As displayed, two types of tabs are used, one which controls the £ sign and the other the decimal place tab.



oming trip due to commence on *STARTDAY* *DEPDATE*.

- :- *BOOKREF*
- :- *FROMDESC*
- :- *RESORT*
- :- *NIGHTS* Nights

ions
£ → *TOTAMT*
£ → *TOTDISC*
£ → *TOTBAL* + *)*
£ → *TOTCOL*
£ → *TOTBAL*



Bold Underline and Italic

These can be used in any part of the document. If you highlight the word you wish to make bold, underline or italic, then select on or more **B / I / U** similar to Word / Wordpad or Lotus notes.

The total cost of all transactions : £ → *TOTAMT*
Adjustments : £ → *TOTDISC*
-(*Overpaid : £ → *TOTBAL* → *)*
Monies paid totalling : £ → *TOTCOL*
+(*Outstanding balance of : £ → *TOTBAL*

The latest date for payment is ***DUEDAT*** regardless of the date shown on the operators invoice.
If for some reason your payment is late, this can cause a delay in receiving the travel documents. Payments are normally required by cheques or cash and cheques should be made payable to ***BRNAME***.
Should it be necessary for you to cancel your holiday we must have notification in writing. In all cancellations, charges over and above initial deposit may well apply.
Please do ensure that your Insurance, Passport and any relevant Visa documents are in order. For car hire, airport hotel and car parking reservations please contact us for our special rates.
(*The invoice enclosed represents the full details of your holiday to *RESORT* and would suggest you keep this or your records as a confirmation and take with you on your trip *)*
Yours sincerely,

To reverse the operation, just highlight the word again and deselect the Bold, Italic, Underline button from the top tool bar.



Paragraph selection

You are able to select a section of text and by the use of symbols decide if this text should be produced if the client has a positive value, negative or zero balance.

These are used when the client receives a letter at a point of the booking process, at which point he could have or have not paid the full balance of his trip. The letter can be worded in a way not to offend nor contradict where you state that the balance of the trip has been paid and that you require full payment now.

The total cost of all transactions :	—————→	£ → *TOTAMT*¶
Adjustments :	—————→	£ → *TOTDISC*¶
*-(*Overpaid :	—————→	£ → *TOTBAL* → *)*¶
Monies paid totalling :	—————→	£ → *TOTCOL*¶
*+(*Outstanding balance of :	—————→	£ → *TOTBAL*¶
¶		
The latest date for payment is *DUE DAT* regardless of the date shown on the operators invoice.¶		
¶		
If for some reason your payment is late, this can cause a delay in receiving the travel documents. Payments are normally required by cheques or cash and cheques should be made payable to *BRNAME* .*)*¶		
¶		
Should it be necessary for you to cancel your holiday we must have notification in writing. In all cancellations, charges over and above initial deposit may well apply.¶		
¶		
Please do ensure that your Insurance, Passport and any relevant Visa documents are in order. For car hire, airport hotel and car parking reservations please contact us for our special rates.¶		
¶		
*0(*The invoice enclosed represents the full details of your holiday to *RESORT* and would suggest you keep this for your records as a confirmation and take with you on your trip *)*¶		
¶		

First Section using *-(* xxxxx *)* be produced when you own the client money

Second Section using *+(* xxxxx *)* be produced when the client owes you

Third Section using *0(* xxxxx *)* be produced the balance is paid

This allows you to produce a different style of document depending on the money due or not.



Alignment

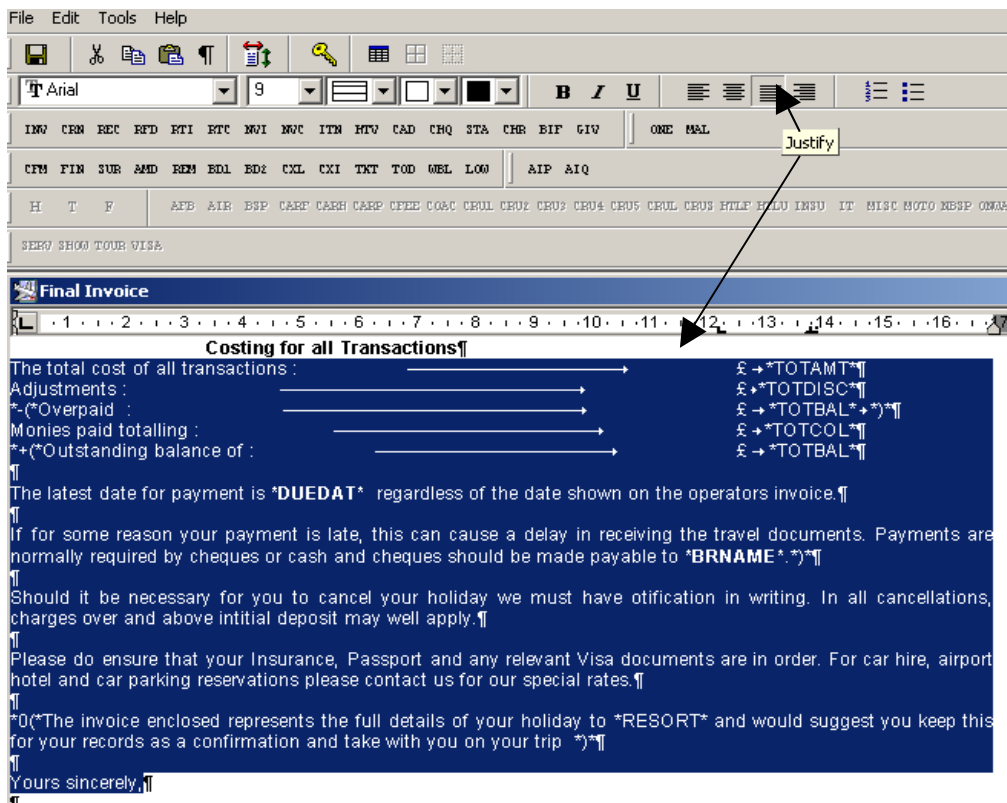
If you wish to, you can align text according to your requirement.



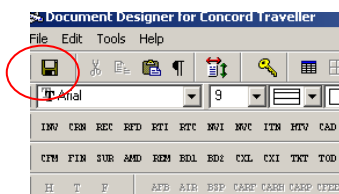
Situated on the top tool bar, select the text you wish to align.

Options are;

- Left Align
- Centre
- Justify
- Right Align



Remember to save the document after any changes made.





Each letter is constructed in the same manor. But each letter will have a different meaning and be produced according to the set-up of each operator and document entry made against that transaction.

Please note that in most cases the final invoice letter will only get produced once per booking. The system will check the transaction type priority for each booking. If it has received a final invoice for a transaction that is not the highest. The letter production will state that there is a higher transaction and will not print the letter until the highest transaction is received.

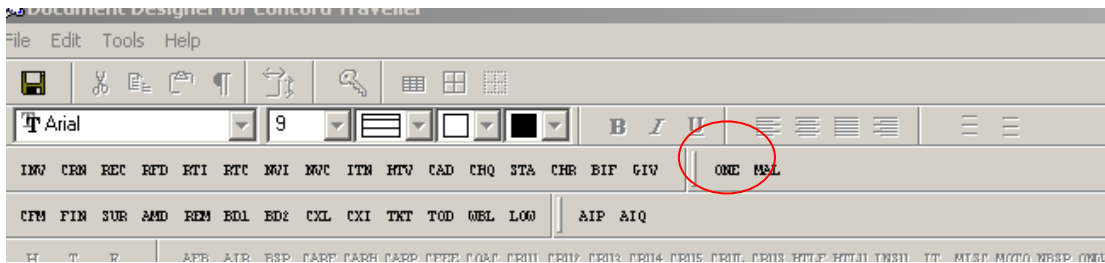
So, the choice of keywords is chosen very carefully. So to use booking TOTAL keywords and not transaction TOTAL is better. This would apply to the balance due, reminder letters. Surcharge and Amendment letters would be on a transaction basis, so in this case transaction totals would be used.

One Off letters and Mailshot letters are based on a consultation level so the number of keywords available are not as extensive as the standard letters, but the construction of the letter is similar to the standard.

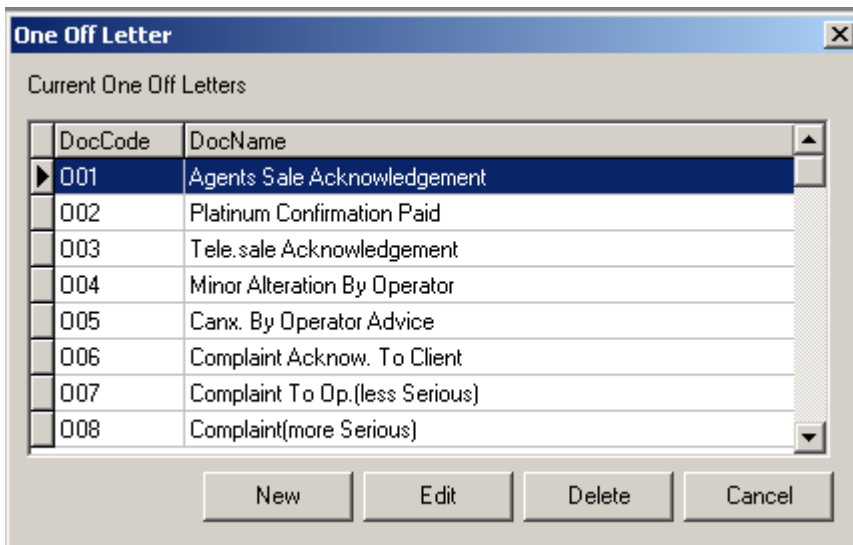


One Off Letters

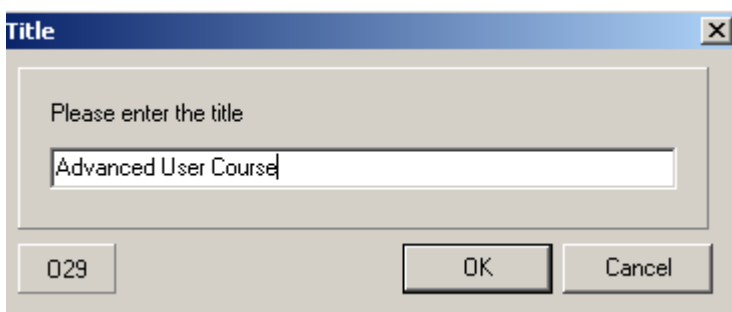
You can have up to 99 one off letters, to create a new one select the option from the top tool bar in the document designer.



You are then display with the following screen.

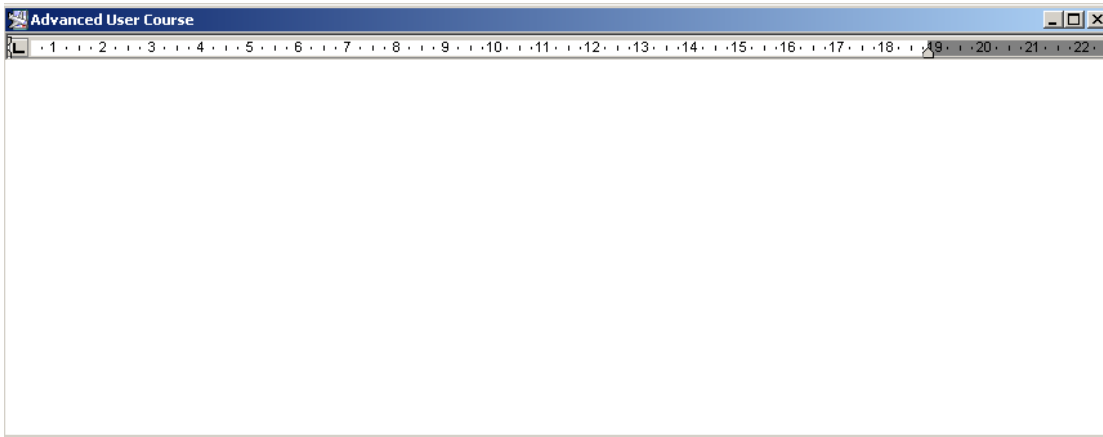


If you wish to edit an existing letter, select the letter from the list a then edit, if a new one is required then select New.

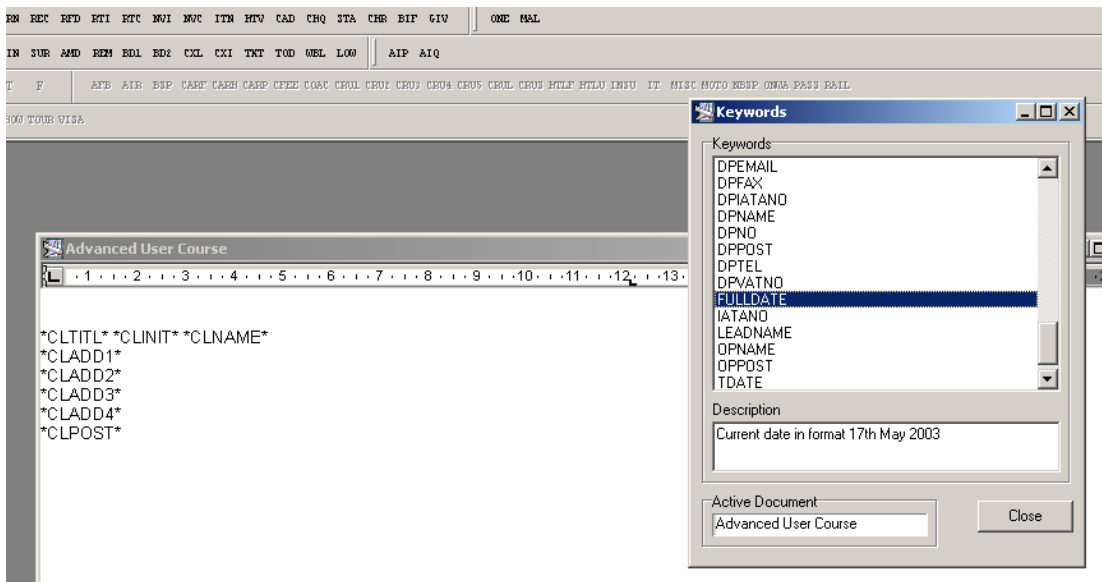


Enter the description of the letter.

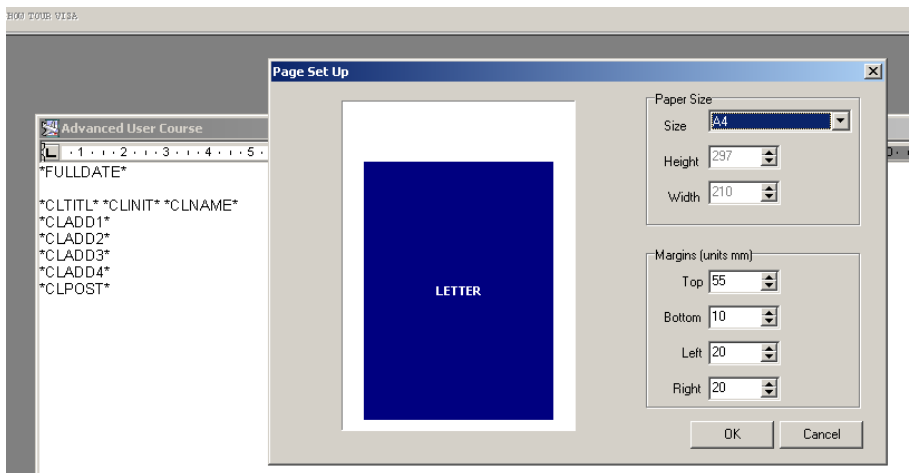
You will then be presented with a blank canvas to construct your letter.



Using the keyword lists you can drag and drop the keywords into place as shown.

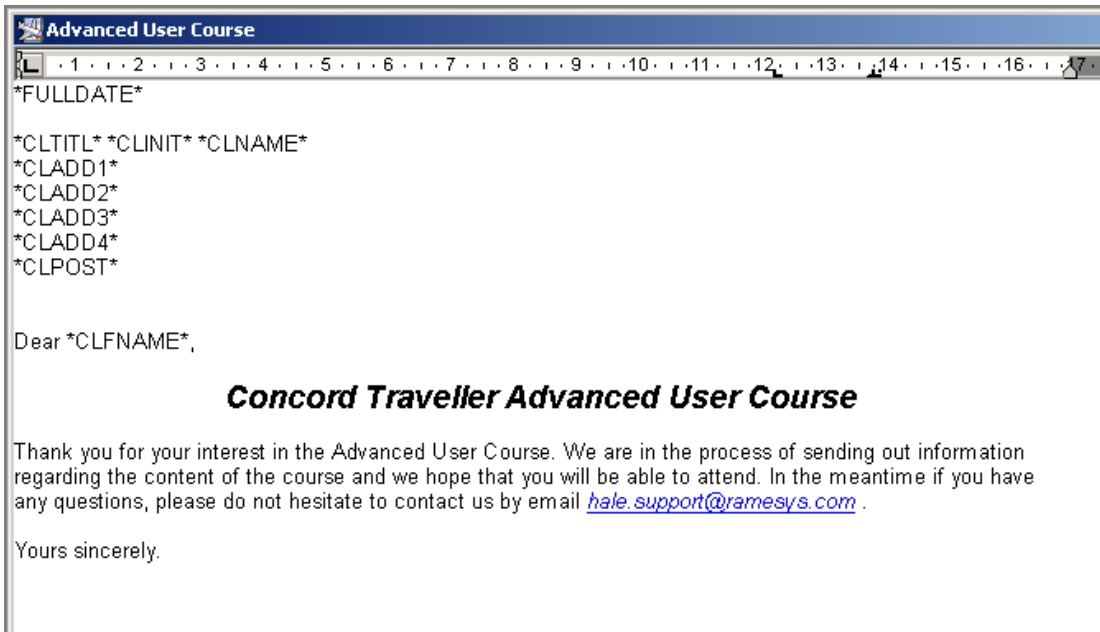


Don't forget to ensure that the margins are set-up,





You then can complete the letter and remember to save the document once you have completed.



This can be tested if you enter into a client file and produce a one off letter.

Task 1

- Create and Print a “One Off Letter” using the keywords available.
- The letter must have the margins left and right set to 20mm
- The letter must have 3 different types of fonts and size.
- The letter must have the clients name and address
- The FULLDATE keyword must be used.
- The letter must have the branch name Keyword printed.

Task 2

- Create a “Surcharge Letter” from scratch.
- You can use the below as an example but this is not to be copied word for word.
- The letter must one of the following

First Section using *-(* xxxxx *)* be produced when you own the client money
 Second Section using *+(* xxxxx *)* be produced when the client owes you
 Third Section using *0(* xxxxx *)* be produced the balance is paid

```

1 . . . 2 . . . 3 . . . 4 . . . 5 . . . 6 . . . 7 . . . 8 . . . 9 . . . 10 . . . 11 . . . 12 . . . 13 . . . 14 . . . 15 . . . 16 . . . 17 .
*FULLDATE*¶
¶
*CLTITL* *CLINIT* *CLNAME*,¶
*CLADD1*¶
*CLADD2*¶
*CLADD3*¶
*CLADD4*¶
*CLPOST*¶
¶
¶
Dear *CLFNAME*,¶
¶
RE: *OPNAME*/*DEPDATE* ¶
¶
We have had final notification from the above operator and enclose a revised invoice showing details of the
surcharge that has been applied to you resevation. ¶
¶
*+(*We would request payment by return. *)*¶
¶
Transaction cost amounts → : _____ £ → *TRBAL*¶
Adjustments → : _____ £ → *TRDISC*¶
*+(*Outstanding Balance → : _____ £ → *TRBAL* *)*¶
Monies paid → : _____ £ → *TRCOL*¶
¶
The booking conditions of your holiday unfortunately allow the Operator to incur these charges. If you have any
further questions please do not hesitate to call ¶
¶
We trust this meets with your approval.¶
¶
¶
Yours sincerely¶
    
```

Task 3

- Create a mailshot letter
- Use the client header information
- Save the letter for mailshot production

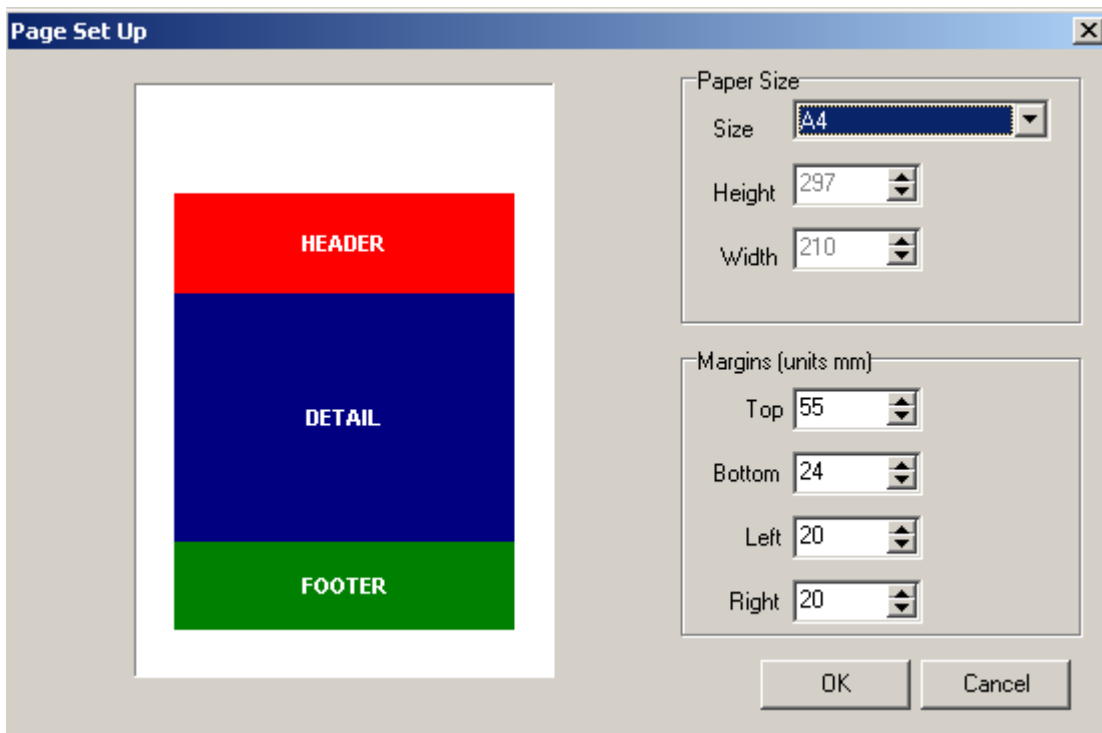
Other documents

- Invoices
- Receipts
- Itineraries
- Hotel Vouchers
- Client Statements
- Etc..

These types of documents are a little bit more involved than letters. These are split up into 5 sections.

1. Top margin
2. Header
3. Detail Lines
4. Trailer
5. Bottom margin

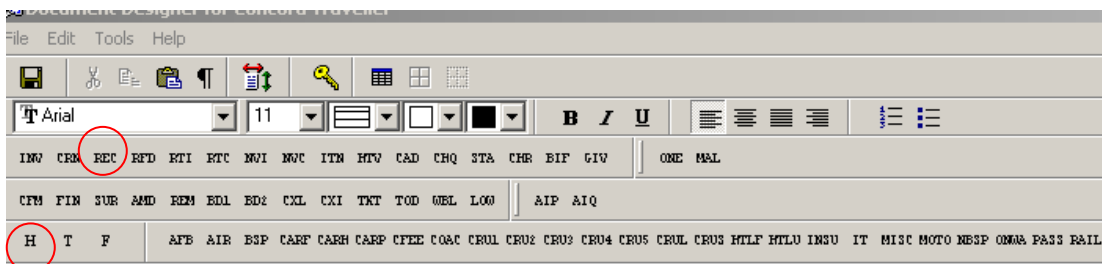
If we look at the receipt as an example we can see the parameters when we enter into the page size area.



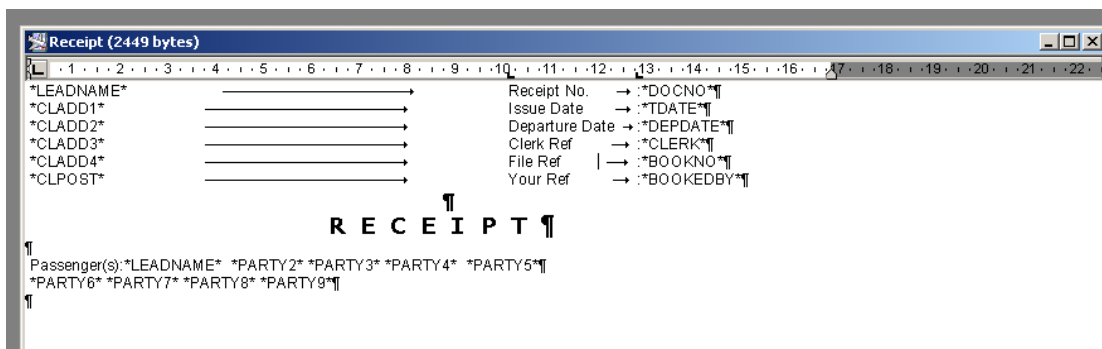
The margins should be the same as the letters if you are using the same type of paper. The header, detail and footer parameters depend on the content of each section and will automatically alter depending on what has been keyed in.



If we look at the receipt as an example, we first select receipt from the top tool bar.

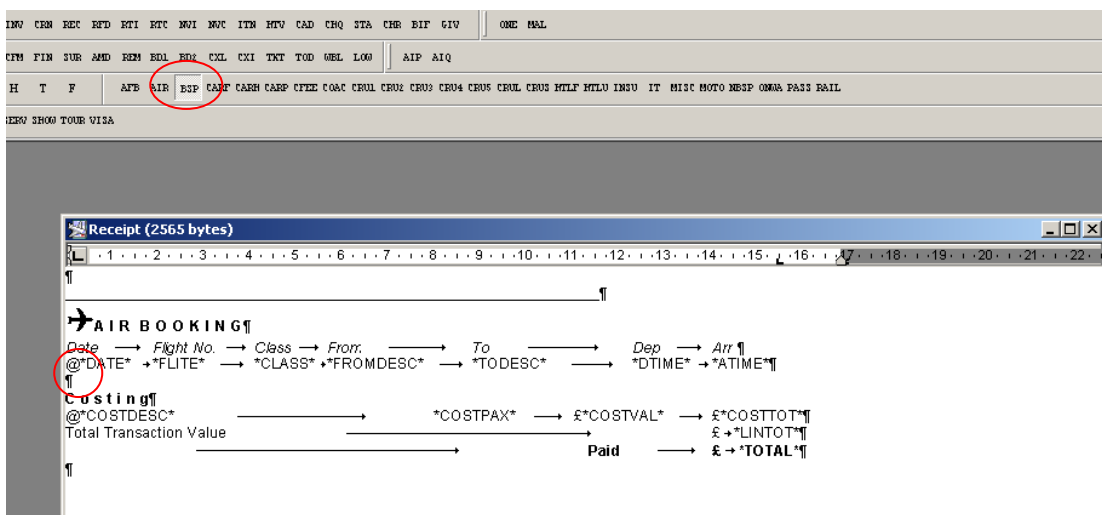


Then select H – Header, we will be displayed with the following.



The TAB button has been selected so we can see where the tabbing has been made and what returns have been made.

Selecting the transaction type you wish to display i.e. BSP the following will be displayed.

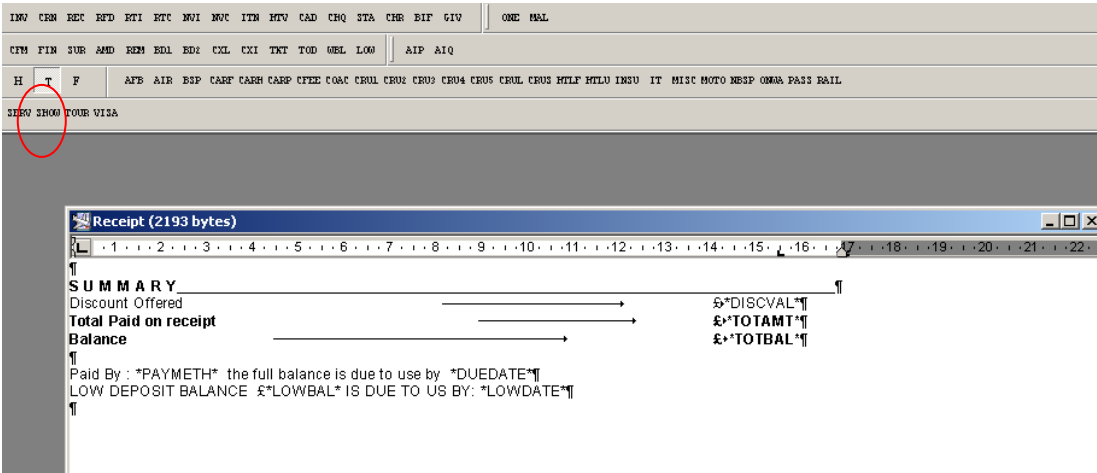


Note the same tabbing and keywords are used in the same way as the letters.

Symbols such as the @ symbol allows a repeat for each sector if the itinerary
On air sectors, this may also apply to rail and coach

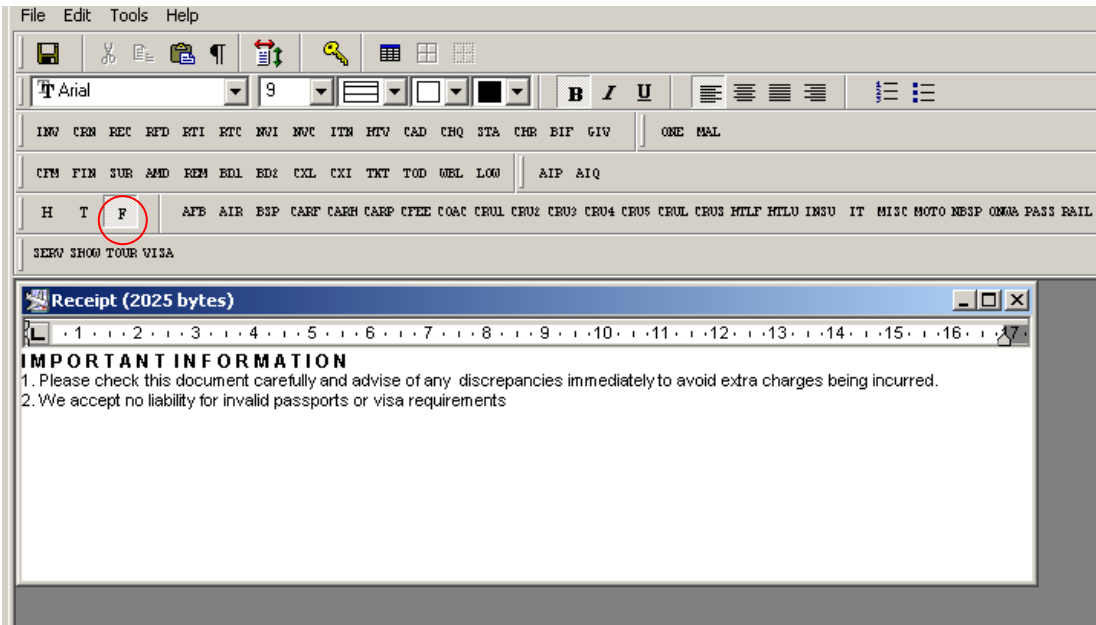
The third section is the trailer, which is part of the detailed lines. This will be produced once all the paying transactions have been displayed.

micros® TRAVEL



This has a different selection of keywords to take into consideration the totals paid on the receipt.

The forth section is the footer. This will be printed at the bottom of each page produced. No keywords are allowed in this area at present, except for Gross Invoice Layouts.





Task 4

Enter into the document designer and alter the following

- Alter the trailer of the Chronological itinerary to say, “entry into France now requires a **Full British Passport**” and then produce an itinerary to show the alterations.
- Alter the Header of the Receipt and replace the keyword **LEADNAME** with the keyword **FULLNAME1** and produce a receipt with the alterations.



DOWNLOADING FROM THE CRS INTO TRAVELLER

- Enter the booking as usual in the CRS ensuring that you enter all the relevant information for downloading successfully into Traveller. End the booking in the normal way. Shortly afterwards the booking will process through Passport and enter the CRS List within Traveller.
- Through the CRS download field access the CRS List and highlight the line that contains your booking details.
- Click on this area and then on the process selection button at the bottom of the screen. If all the entries have been made in the CRS and it is an existing client the booking should go straight into the transaction screen in Traveller. In addition the passenger names, ticket numbers, costing and commissions should also download.
- If however it is a new client to Traveller or some details are missing from the booking the reservation will have been transferred from the CRS List to the CRS Queue. This area is accessible through the CRS download field. Highlight the appropriate booking and click on view booking at the bottom of the screen.
- Once in the CRS queue the areas that require additional information or further investigation will be highlighted with a red * or will show in red with the wording – errors exist. This could be anything from the major destination, account number/clients address missing to ticket numbers generated in the CRS not being recognised by Traveller. The latter would appear if the ticket numbers when received from BSP had been entered in the CRS but not in Traveller ticket stock.
- Once the red fields have been completed click on the UPDATE button at the bottom of the screen and the booking should process normally.
- Once the booking is in Traveller if the client requires any additional arrangements e.g. insurance – enter these manually.
- The only remaining procedure will be to produce a financial document through payment entry. **DON'T FORGET:** If the booking is for a business house customer and they are to receive a statement from your accounts department at the end of the month the payment method is CR. If the booking is paid by credit card at the time of booking and the card is authorised through the CRS the payment method is TP.

NOTE: Watch out for the additional screens after the update. These screens appear if the client has already booked other arrangements and Traveller is asking whether the new arrangements are to replace or add to the original. In addition there is a screen asking if this is a new consultation e.g. if the client has booked with you before but the new travel arrangements are a separate booking altogether and therefore not linked to any others booked.



AMADEUS PROMPT CARD

Download Commands

TTP – Issues the file and ticket

BT – Issues Itinerary Only

Main Entries in PNR

- AIAN*Space*(Account Number)
- RM*ICC-DEPT-(Department Number)
- RM*ICC-MAJDEST-(Major Destination)
- RM*ICC-AIRLOC-(Airline Locator)
- RM*ICC-BOOKED-(Booked By)
- RM*ICC-MDP-(MPD Number, without Airline code and check digit.
- RM*ICC-FT-SP-(Selling Price Inc TAX)
- RM*ICC-FT-SE-(Selling Price exc TAX)
- RM*ICC-(User defined)-(User Defined entry)
- RM*ICC-CONSOL*Space* (Operator override (AFB only transactions))
- RM*ICC-MFID-(Fee Code)
- RM*ICC-MRKT-1ASF1/100.00*2AOF1/90.00*3(Reason)1/0.00
- RM*ICC-ZAPCOSTING
- RM*ICC-KEEPCOSTING
- RM*ICC-TRANCOMM<1-5> <Transaction comments>
- RM*ICC-EQUE
- RM*ICC-QFID<QuickfeeID Number>
- RM*ICC-MANCOMMR-<Manual Commission Rate>
- RM*ICC-MANCOMMV-<Manual Commission Value>
- RM*ICC-MANFARE-<Fare Value>
- RM*ICC-MANTAX-<Tax Value>
- RM*ICC-MANBDC-<Date of balance due>
- RM*ICC-CLIREF-<UNIQUECLIENTREFERENCE>



Galileo Prompt Card

Download Commands

TKP – Issues Ticket and Handoff

TKPDAD – Issues Handoff Only

Main Entries in PNR

- DI.AC-(Account Number)
- W.(Private Address)*(Second Line)*P/ST7 2JE
- DI.FT-DEPT-(Department Number)
- DI.FT-MAJDEST-(Major Destination)
- DI.FT-AIRLOC-(Airline Locator)
- DI.FT-BOOKED-(Booked By)
- DI.FT-MDP-(MPD Number, without Airline code and check digit.
- DI.FT-SP-(Selling Price Inc TAX)
- DI.FT-SE-(Selling Prince exc TAX)
- DI.FT-(User defined)-(User Defined entry)
- DI.FT-CONSOL*Space* (Operator override (AFB only transactions))
- DI.FT-MFID-(Fee Code)
- DI.FT-MRKT-1ASF1/100.00*2AOF1/90.00*3(Reason)1/0.00
- DI.FT-MRK2-4/(CostCentre)/1/0.00
- DI.FT-ZAPCOSTING
- DI.FT-KEEPCOSTING
- DI.FT-TRANCOMM<1-5> <Transaction comments>
- DI.FT-EQUE
- DI.FT-QFID<QuickfeeID Number>
- DI.FT-MANCOMMR-<Manual Commission Rate>
- DI.FT-MANCOMMV-<Manual Commission Value>
- DI.FT-MANFARE-<Fare Value>
- DI.FT-MANTAX-<Tax Value>
- DI.FT-MANBDC-<Date of balance due>
- DI.FT-CLIREF-<UNIQUECLIENTREFERENCE>



Sabre Prompt Card

Download Commands

W-Issues the ticket and UIR File
DIN – Issues the UIR file without any tickets
DIT – Issues Itinerary Only
DX STATUS to view the Sabre Q
DX TRANSMIT to Start the Q
DX HOLD – to hold all the Q's

Main Entries in PNR

- 5.ACCOUNT*Space*(Account Number) Version 2.5.3 or above
- 5/(Private Address)
- 5.DEPT-(Department Number)
- 5.MAJDEST-(Major Destination)
- 5.AIRLOC-(Airline Locator)
- 5.BBY-(Booked By)
- 5.FOP-(Form of Payment)
- 5.MDP-(MPD Number, without Airline code and check digit.
- 5.FT-SP-(Selling Price Inc TAX)
- 5.FT-SE-(Selling Price exc TAX)
- 5.(User defined)-(User Defined entry)
- 5.CONSOLE*Space* (Operator override (AFB only transactions))
- 5.MFID-(Fee Code)
- 5.MRKT-1ASF1/100.00*2AOF1/90.00*3(Reason)1/0.00
- 5.ZAPCOSTING
- 5.KEEPCOSTING
- 5.TRANCOMM<1-5> <Transaction comments>
- 5.EQUE
- 5.QFID<QuickfeeID Number>
- 5.MANCOMMR-<Manual Commission Rate>
- 5.MANCOMMV-<Manual Commission Value>
- 5.MANFARE-<Fare Value>
- 5.MANTAX-<Tax Value>
- 5.MANBDC-<Date of balance due>
- 5.CLIREF-<UNIQUECLIENTREFERENCE>



Worldspan Prompt Card

Download Commands

EZI – Download Only

EZTI – With ticket

Main Entries in PNR

- 5-CA(Account Number)
- 5ICC-DEPT-(Department Number)
- 5ICC-MAJDEST-(Major Destination)
- 5ICC-AIRLOC-(Airline Locator)
- 5ICC-BOOKED-(Booked By)
- 5ICC-MDP-(MPD Number, without Airline code and check digit.
- 5ICC-FT-SP-(Selling Price Inc TAX)
- 5ICC-FT-SE-(Selling Price exc TAX)
- 5ICC-(User defined)-(User Defined entry)
- 5ICC-CONSOL*Space* (Operator override (AFB only transactions))
- 5ICC-MFID-(Fee Code)
- 5ICC-MRKT-1ASF1/100.00*2AOF1/90.00*3(Reason)1/0.00
- 5ICC-ZAPCOSTING
- 5ICC-KEEPCOSTING
- 5ICC-TRANCOMM<1-5> <Transaction comments>
- 5ICC-EQUE
- 5ICC-QFID<QuickfeeID Number>
- 5ICC-MANCOMMR-<Manual Commission Rate>
- 5ICC-MANCOMMV-<Manual Commission Value>
- 5ICC-MANFARE-<Fare Value>
- 5ICC-MANTAX-<Tax Value>
- 5ICC-MANBDC-<Date of balance due>
- 5ICC-CLIREF-<UNIQUECLIENTREFERENCE>

FREQUENTLY ASKED QUESTIONS

TICKETS

Q. I have spoilt a ticket – how do I cancel it

A. Access the ticket view tab within the clients booking. Highlight the ticket in question and click on the view/amend button at the bottom of the screen. At the base of the next screen there is a CANCEL ISSUE button. Click on this and it will put the ticket back into stock. Then from file, stock control – there is a void/cancel option. Enter the ticket details in this area. The ticket will then show on your sales return as cancelled. If this a NBSP ticket you must enter the ticket prefix as well as the ticket code and ticket number. If you are unsure of this you can check through stock control – ticket stock and view the batch of tickets. The ticket prefix will be displayed on the screen.

Q. How do I refund a non-BSP ticket.

A. If you need to refund a ticket in Traveller you must follow the procedure detailed below:

1. Go to the ticket view screen within the client file
2. Highlight the appropriate ticket and view/amend
3. The screen will now automatically show the original costing details entered for the ticket. **THE FIGURES THAT YOU SEE REFLECT THE AMOUNT OF REFUND TO THE CUSTOMER.**
4. If there is a cancellation fee the difference is shown in the gross value field. Eg. If the original cost was 100.00 and there is a cancellation charge of 20.00 the gross value must read 80.00. Click OK
5. Enter the payment method for the refund. **IF THE ENTRY AT THE POINT OF SALE WAS CR THIS MUST ALSO BE ENTERED FOR THE REFUND.**
6. Go to payment entry and enter the refund amount ensuring that a minus (-) is shown before the figures. Make sure also that the form of payment is identical to that shown in the ticket refund screen. CR will produce a credit refund document
7. Enter a cancellation memo

Q. How do I amend/cancel/refund a BSP ticket

A. 1. All of the above including cancel issue/refunding/cancel refund can be accessed through the view tab within a client file.

2. Select the ticket required and click on the view/amend button.

Cancel issue will automatically put the ticket back into stock and allow you to either void/cancel or allocate the ticket to another booking.

Amend will allow you to alter the costs and commission amounts and re-check the payment method.

Refund will let you refund the amount required (full or partial)

Note: When viewing the details of the ticket remember that the figures you see are the figures for refunding. If there are any cancellation charges then these should be reflected in the gross value by reducing the cost. Eg. If the original cost was 100.00 and there is a cancellation charge of 20.00 the gross value must read 80.00.

If the partial or full refund has been done incorrectly then you will have to cancel the refund through the ticket viewer and process again.



Q. I have entered an incorrect ticket number on a booking what should I do.

Once the ticket has been allocated to a transaction an entry will appear in the ticket view tab. If you find that you have allocated the wrong ticket number to the booking or have spoilt the ticket you need to complete the following procedure.

1. Access ticket enquiry
2. Highlight the appropriate ticket details
3. View/amend
4. At the bottom of the screen there is a cancel issue button. Click on this
5. Traveller will ask you to confirm that you want to go ahead with the procedure
6. Once this has been completed the ticket will have been put back into stock

This will allow you to either re-allocate the ticket number to another booking

Or

If the ticket is spoilt you can then access void/cancel tickets from the stock control menu and enter the ticket details. The ticket will then appear on your sales return as a cancelled item.

Q. I have entered the wrong amount of commission against a ticket – how do I change it.

- A. Access the ticket view tab within the clients booking. Highlight the ticket and click on the view/amend button at the bottom of the screen. Amend the applicable fields and the correct figures will then automatically update document entry. If the ticket is NBSP you can also amend the commission in document entry using the document type TCM. However using this method will not post the amended commission figures into the accounts. If you wish to see the new figures in your accounts package you must use the ticket view option instead of document entry.

Q. I have entered a manual insurance transaction but cannot find the ticket number in the booking.

- A. If the ticket number is not showing in the ticket view tab this generally means that although the transaction has been entered you have not accessed the ticket issue screen and allocated a specific ticket number to the transaction. To do this – go to the transaction details screen for the insurance and at the bottom of the screen there is a ticket button. Click on this – highlight the issue field, enter the ticket code and OK the screen. The following screen should then be completed. Once this has been done the ticket details will appear in the ticket tab.

Q. I am unable to get Traveller to accept a ticket number entered. Why.

- A. The ticket number could either already be allocated to another booking or the ticket maybe part of a batch that is not set to Active. If it is the latter you will need to go to - Stock Control – Ticket Stock – enter the batch information and amend the status of the batch to Active. To check to see if the ticket has already been allocated against another customer go to File – Client Consultations – Ticket Search. Enter the ticket details and if the ticket has been allocated elsewhere this procedure will highlight the booking.

Q. How do I account for tickets on the unreported report.

- A. Find the audit copy of the ticket. Access the booking, transaction details, click on the ticket button and allocate. All the tickets on the unreported ticket report need to be accounted for and this report must be cleared prior to the returns being generated. If a ticket is spoilt you must clear this off the report by going to void/cancel in stock control and completing the fields.

Q. The sales return doesn't balance what do I do.

- A. Hopefully this has been discovered at the draft stage. Check all the item values against the ticket copies issued. If there are ticket numbers missing it could mean that the ticket has not been allocated to the booking. Run the unreported ticket report and if the ticket number is showing go to the booking and allocate the ticket. Once this has been completed the ticket number will show on the sales return. The draft report should balance before a final report is generated. If a ticket you expect to show doesn't appear it may be because it has been issued outside the date criteria entered for the sales return.



BANKING

Q. I need to reprint the previous cash book. How do I do this.

A. Go to File – End Of Day – Banking and in the field reprint previous cash book – highlight – yes. Traveller will then ask you for the cash book run number.

Q. My banking doesn't balance. There is a cash payment showing when it should be a cheque.

A. The above can happen with other payment methods also. Access the booking that is showing the error. Reduce the costing on the transaction(s) to nil. Go to payment entry and refund the amount by the method that it had been originally shown as being paid by. A refund document will generate. Return to the costing screen and enter the correct figures. Go back to payment entry and retake the money by the correct method. Once this is completed the banking should balance and the end of day procedure can continue.

Q. On the banking what is the ticket reconciliation report.

A. This report will show if any tickets have been allocated to a booking from stock but have not been financially accounted for that day.

Q. I cannot see the previous days cash sheet information in the accounts.

A. Check to make sure that a final banking was completed. The draft report will be named as such at the top of the page. A final will display a cash sheet run number. If a final report has been generated then check to make sure that the prepared postings procedure has been completed. Finally go into the accounts package (if applicable) and try to update the accounts. If there are no accounts to update email/fax Micros Support.

REPORTS

Q. A marketing report is required by Management/Head Office. How do I do this.

A. From the main screen of Traveller go to report at the top, choose either retail or business house report depending on which report you need to generate. Enter the required criteria and generate the report. Print in the normal way.

NOTE: IF YOU ARE USING THE COMMISSION ANALYSIS REPORT AND WISH THE DISCOUNT TO SHOW ON THE REPORT – PRIOR TO ENTERING THE CRITERIA GO TO THE OPTIONS TAB AND PLACE A TICK IN THE DISCOUNT BOX.

Q. The discount figure on the commission analysis report is very high – what is the cause of this.

A. The discount figures on this report are taken from the costing fields within the transaction screen within the client booking. If it is your own discount this must be shown at the bottom of the costing screen using DISC as the discount type. A supplier discount must be shown in the main body of the costing screen. Place this in the wrong area and Traveller will identify this as an agency discount instead of the supplier. These areas of the booking therefore need to be checked if you feel that the discount figures on the report are incorrect.



LETTERS/DOCUMENTS

Q. How do I reprint a document.

A. Within a clients booking access the document tab, highlight the appropriate document, right click and the document will display on the screen. Print in the usual way.

NOTE: PLEASE NOTE THAT THE DOCUMENT WILL REPRINT IN ITS ORIGINAL FORMAT. IN ADDITION IF YOU WERE ORIGINALLY A CONCORD DOS USER THE DOCUMENT REPRINT OPTION IS ONLY AVAILABLE ON DOCUMENTS FIRST PRINTED ON THE DAY TRAVELLER WAS INSTALLED AND THEREAFTER.

Q. I want to raise a credit invoice but Traveller won't let me. Why.

A. This normally means that the account number field in the client header has not been completed and therefore Traveller does not recognise this customer as having a credit account.

Q. How do I print an itinerary.

A. From within the clients file access the document tab, right click and the itinerary and chronological itinerary options will appear. Make your choice and the document will generate. Print in the normal way.

Q. How do I reprint letters.

A. When the first letter run has printed a question will appear – have the letters printed ok. If you answer NO this will allow you to return to the diary/letters function and re-generate the letters that were printed. If you answer YES then the transaction statuses will change within the booking and the same letter will no longer appear on the list.

Q. I need to run a mailshot. How do I do this.

A. Firstly you need to access the document designer from the Tools menu and click on the mailshot option. Set up the text of the letter. On completion of this go to the Reports menu and highlight Mailshot. Enter the appropriate criteria. A report will generate showing the customer details that apply and Print Mailshot highlights.

Q. I need to print a statement. How do I do this.

A. From within the clients file access the document tab, right click and highlight the statement. The document will generate. Print in the normal way.

AUTO INSURANCE

Q. How do I switch on auto insurance.

A. This can only be done by users who have a high security level within Traveller. From the main menu go to options/tools, global options and choose the inop0s tab. Within this area place a tick against auto insurance and ok the screen. This will then enable the facility and allow the matrix to be set up, all users view a slightly different transaction screen, and generate a sales return at the appropriate time.

Q. How can I change policy details on a client file.

A. A policy cannot be changed. The policy will need to be refunded and a new transaction created showing the revised details. The original transaction costing will need to be reduced to zero, a refund generated in payment entry and the monies shown on the refund credited to the new insurance transaction.



Q. The insurance company have changed their rates. How do I change these in Traveller.

A. Within the matrix setup there is the opportunity to increase the nett and gross rates either individually or globally. Details of how to do this are shown in the auto insurance section of this manual.

Q. Can I have more than one insurance company set up in the matrix.

A. Yes. There is now a facility within Traveller that enables you to choose whether you wish to setup the insurance supplier using auto or manual insurance. From the main menu in Traveller access options/tools, global options, system tab. Place a tick against auto insurance only for specific operators. With this enabled it will allow you access to the auto insurance facility for one operator and have the manual option for another.

Q. Is it possible to change the text on the insurance policy and insurance quote documents.

A. Yes this is possible. You will need to access the document designer where the templates are held. Highlight the document and amend where required in the normal way.

CLEARING LOCKS

Q. Trying to access a client file and the message 'you already have the client locked'

A. Click OK and if you are still given access come out of Traveller. Sign back in and try to retrieve the client again. You will still get the message but this time when you click OK you should be given access.

Q. Trying to access a client file and the message 'client???? is already open by ???.'

A. If you know that your colleague is not in this booking go to options/tools, clear locked user and enter the client file number in question together with the initials of the person reported whose is locked. Following this you should have gained access.

Q. Trying to run an administrative utility. eg. Banking, letter run, management report and the message appears that the facility is locked.

A. Go to options/tools, clear concordance lock and there should be a tick against the function. Place a tick in the unlock field and OK the screen. You should now be able to gain access.

GENERAL

Q. The diary shows bookings with 'commission greater than booking value'. Why.

A. Normally if this happens the booking has been amended or cancelled. During the process the total cost has been changed but the commission hasn't. Either increase the cost of the transaction to be the same or more than the commission or reduce the commission figure to the same or less than the total cost. The changing of commissions would be done in document entry unless it is a ticket when it should be done by amending the ticket issue screen.

Q. Where is the screen to enter terminal, check in times and seat number details.

A. This is only available where there is a flight only screen present in the booking. Within the transactions tab, highlight the flight and at the bottom of the screen air itinerary will show. Within this area you can enter the information required.

Q. A new member of staff has to be set up in Traveller. Where do I do this.

A. From File – System Utilities – Consultant Maintenance enter the employee details. This should be done by the Manager/Assistant Manager only. For **Web Traveller** customers consultant maintenance can be found in masterfile maintenance.



Q. How do I set up a PC for Micros/Head Office to dial in.

- A. On one of the pc's in the office there should be an icon on the Windows desktop titled similar to: Remote support/Micros support/Overnight link/Head Office link. Double click on this and the icon should then appear on the toolbar. In some cases 'waiting for connection or PC Anywhere waiting will appear on the screen. The line has now been opened up to allow for the dialling in to proceed. Once the procedure has been completed if you place the mouse over the icon on the toolbar and right click once a box will then appear. All you need to do then is click on cancel host and the icon will return to the main desktop area. **Note:** If the Micros remote connection is via the internet there maybe an icon on a desktop to show this. Click on the icon and this will allow Micros Support to view your data. If there is no icon you should go to your desktop and access start, programs, Symantec pc anywhere. You should then see an option for NETWORK,CABLE,DSL If you highlight the option and then right click call remote should appear. Within the field provided you should enter the IP address that a member of our Support team give you. When you OK the screen the connection should be made.

Q. I need a hotel screen added to an Operator. How do I do this.

- A. The department responsible for these updates must be notified as they have control over this area. If you have Concord Books as your accounts package the new screen can be entered by the masterfiles administrator.

Q. Where is the Traveller booking number.

- A. Within the client details tab and is highlighted in blue. Micros Support would require this number if any problems arose within a particular booking.

Q. How do I cancel or amend a booking.

If a booking is entered in Traveller and then subsequently cancelled by the passenger(s) the following procedure should adopted.

1. Access the file within Traveller
2. Access transaction notes and record any details relating to the cancellation.
3. Enter a cancellation memo
4. Go to the full transaction details and click on the costing button.
5. Within the costing screen you need to reduce the original cost to its new value showing any appropriate cancellation charges. An easy way to do this is to leave the original costing as shown and on the next available line enter – cancelled – 1 and the full original cost of the arrangements (use the minus key prior to the figures). On the next line enter the cancellation charges. The total cost at the bottom of the screen should now reflect the cancellation charges. OK and return to the transaction details.
6. **If it is a non-BSP** booking for which a ticket has been issued from your own ticket stock click on the tickets button in the transaction details screen and you will see that the screen shown is the one that you originally allocated the ticket details. This time highlight the refund/cancel option. Complete the rest of the fields in the normal way. Click OK. On the next screen enter the ticket number that is being cancelled and the original details will appear.
If the ticket is BSP you will need to access the ticket view tab, highlight the appropriate ticket number and click view/amend at the bottom of the screen.
7. THE FIGURES THAT APPEAR ARE THE AMOUNTS THAT YOU ARE REFUNDING TO THE CUSTOMER. IF THERE ARE ANY CHARGES THE GROSS VALUE FIELD NEEDS REDUCING TO REFLECT THIS. E.g. Original gross value 100.00 tax 10.00 comm 5.00. If there are charges of 20.00 the gross value should read 80.00. Once these fields have been completed OK
8. Refund the corporate customer by the method originally paid. Access the payment entry field and the refund is identified by the minus. When entering the amount to refund enter a minus as well. The document that this will generate is either a credit note or a nil value credit note depending on the payment method used.
9. If it is a retail customer the payment method entered must be the same one that was originally used when the client paid you. The only exception to this would be if a client had paid by cash. In this instance you would probably refund the customer with a cheque. When completing the cheque field it is important that the cheque number or branch number is entered. If you do not have the cheque details and need to enter



the branch number enter 1 for a single office and your branch number if you are part of a multiple. Failure to complete this field will mean that the accounts department will not see the customer refund.

NOTE: At the time of cancellation if you would like an Operator cancellation letter to print as part of your standard letter run you will need to enter CXL against the appropriate transaction in document entry.

Once the cancellation invoice has been received from the Operator you will need to enter the revised invoice details in document entry not forgetting to amend the commission and vat value fields.

If the client is amending the holiday but is still travelling with the same operator/if the number of passengers change in the booking.

1. Firstly you will need to speak to the Operator concerned to see if the changes are possible. Detail this conversation in transaction notes.
2. Amend the holiday details by accessing the transaction details screen.
3. Amend the costing details in the costing screen. If the costing has changed dramatically reduce the original cost to zero by entering cancelled on the next available line together with the original full amount as a minus and then underneath detail the new costing.
4. OK the costing screen and OK the transaction details screen
5. If there is any difference in the number of people travelling amend the header.
6. Amend additional details if applicable
7. If there is an additional charge payable by the client – collect the money. In Traveller go into payment entry and issue the client with a receipt.
8. When the amended invoice is received from the Operator enter this in document entry not forgetting to enter the new amounts of commission and vat.
9. Refund any monies due to the client (if applicable)

NOTE: IF THE CUSTOMERS ARE CHANGING THE HOLIDAY AND THE OPERATOR THE ORIGINAL BOOKING MUST BE TREATED AS A CANCELLATION

MULTI BRANCH CUSTOMERS ONLY

Q. Head Office have not received the banking. Why.

- F. It may be that the branch only ran a draft banking and not a final. The Head Office needs to check this with the branch. There are two ways of finding out.
1. Ask them if there is a cash book run number at the top of the report. If there isn't it is possible that the branch have not completed the final cash book run.
 2. The branch could go and run another draft banking. If the customer details shown are relevant to the day in question then the final has not been completed. The Head Office can then decide whether the branch should run a final at this time or wait until the banking is due to be completed for the present day.

Q. A cheque refund has not been received by a client/branch – why.

- D. When the refund was generated in Traveller through payment entry a field appeared asking for a cheque number. It is imperative that if the branch does not know the cheque number they must enter their branch number in this area. Failure to do this will result in the refund not being visible in the accounts.

Q. How do I initiate communications for Head Office to dial in. (if applicable)

- A. On one of the pc's in the office there should be an icon on the Windows desktop titled similar to: Remote support/Micros support/Overnight link/Head Office link. Double click on this and the icon should then appear on the toolbar. In some cases 'waiting for connection or PC Anywhere waiting will appear on the screen. The line has now been opened up to allow for the dialling in to proceed. Once the procedure has been completed if you place the mouse over the icon on the toolbar and right click once a box will then appear. All you need to do then is click on cancel host and the icon will return to the main desktop area.



SUPPORT

From time to time you may require the assistance of Micros Support.

You should contact Micros Support if:

1. There is a problem with your hardware and it has been supplied by Micros.
2. If you are experiencing issues with software supplied by Micros.
3. If you are a Web Traveller user and cannot access the server but your local internet access is working ok.
4. If you are experiencing difficulties with Traveller bookings/accounts/setup.

All issues should be emailed to UKTravel-Support@micros.com

The issue will be logged and you will receive a log number from the Support team together with the expected response time and a member of the Support team will contact you as soon as possible.

If you have a training issue and are unable to find answers in your notes, manual or on the Micros website please email your question through to the Support department who will either log the question and contact you as soon as possible or contact a member of the training team who will respond as soon as possible.

**FURTHER HELP AND DOCUMENTATION CAN BE FOUND
ON THE
MICROS TRAVEL WEBSITE**

help.microstravel.com