TOURPLAN

System Setup User Manual

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Tourplan
27 Sir William Pickering Dr, Burnside
Christchurch, 8041
+64 3 366-9669

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CHAPTER 1

Getting Started with System Setup

The System Setup User Manual details the setting up and use of Tourplan NX setup applications - Code Setup, Security Setup.

Code Setup is where codes used by Tourplan are inserted so that they can be used in the various applications. Codes such as locations, service types are created in Code Setup and used throughout your system.

Within Code Setup there is an application called INI Settings, this application stores System Settings and controls the functions within Tourplan as well as providing organisations with the ability to label certain fields such as Analysis Field Labels or Address Field Labels.

Tourplan NX come pre-populated with many standard codes, for example common service types have been included; review of existing data is required in the setup stages of Tourplan.

The final application covered in this User Manual is Security Setup where Tourplan users are defined and security functions are available to limit users access to parts of the system.

NOTE: It is advised that all applications in this User Manual should eventually have high security settings placed on them to prevent unauthorised changes being made.

Many of the procedures covered in this User Manual are also covered in other User Manuals - for example, detail on setting up product locations is also covered in the Product User Manual.

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Tourplan NX basic setup will have been completed for you during system installation the basic setup gets the system up an running - training will provide you with the tools to make your Tourplan System unique to your organisation requirements. Any amendment to INI Settings should not be done without consultation from your Tourplan system administrator.

About the User Manuals

The user manuals for Tourplan NX are a set of manuals, available both online and in print, that assist users to use the system.

They are designed to supplement training; not replace it. The guides can be used as reference material for queries and assistance after training has been completed.

NOTE: If reading a PDF version of our user manuals, be aware that regular, underlined links (such as those in the following table) may go to online destinations *outside* the user manual. Bold, blue links are cross-references to places *inside* the user manual (for example, those under Quick Steps).

User Manuals are available when logged into MyTourplan.

User Manual Conventions: used in the user manuals to highlight different types of information.

Convention	Icon / Style	Definition
Any field, button or screen area	*Italics* in this font	Depending on context, relates to any of the following: on-screen label, field to select, button to click or text to enter.
Menu selection, screen or form name	**Bold** in this font	Indicates expandable text, where clicking the bold text expands into more detailed text or an image. The effect is available only for online pages - printed pages show the expanded text/images under the bold text (except for obvious menu selections, which are not expanded).
Note (simple)	NOTE:	Highlights a relevant comment or point about the section or procedure.
Note (more important)		Specific information to be aware of about the preceding paragraph(s). Might include further important detail in italics.
Drop-down text		(Online only) Right-arrow: expand more detail about the text immediately to the right. Down-arrow: collapse detail.
Previous / Next pages		(Online only) Links that go to either the immediately previous or next pages in the navigation Table of Contents. These are different from the browser Back / Forward buttons, which go to the last page visited in either direction.
Expand / Collapse procedures		Expand procedure providing more detail and example images. Collapse detail.
Procedure	**Enter rate details**	Heading label for procedures, which are specific tasks or sets of steps to be carried out.
Breadcrumb Trail	**Menu > Sub-menu > Selection**	Indicates a menu selection path to follow, to arrive at a particular screen. For example, **Home > Bookings and Quotes > FITs**.

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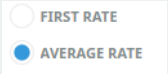
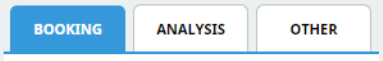
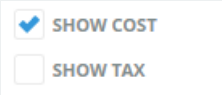
Getting Started With Tourplan NX

Tourplan NX is a software solution for tour operators and destination management companies. It is designed for multiple devices and is touch-screen capable. The user interface is fully browser based with a device and an internet connection, all users (including consultants, sales teams and managers on the move) can check or update any information in the system.

The Enterprise Edition allows users to open multiple tabs of the same application, providing the ability to have multiple bookings open at any given time. Small Business and Professional subscriptions allow single tab functionality where the user can have one tab of the same application open at a time. If the user tries to open a second tab of the same application on these subscriptions a message will display asking the user if they would like to open the application in enquiry mode which is read only.

Tourplan NX Application Conventions

Tourplan NX Application Conventions: used in Tourplan NX to describe different parts of the screen.

Convention	Icon / Style	Definition
Hamburger Menu		Menu icon used throughout Tourplan NX. Can represent different menus, depending on the application.
Check-box		Box that can be clicked (checked) to indicate true (i.e. include), or unchecked to indicate false (i.e. do not include).
Radio Button		Choice made by clicking the label or button.
Drop-down List Field		List of predefined codes/choices accessed by clicking the down arrow. Often found next to a Search button.
Tab		Overlapping area of the screen, whereby only the highlighted tab's real estate is displayed.
Search		An on-screen button with a magnifying glass icon indicates that a search for text entered into the adjacent field can be performed by clicking it.
Multi-Select List Box		List of check-boxes of which all, some or none can be selected.
Required Field		An area outlined in red on a form or screen indicates a field where data must be entered.
Side Panel Collapse		The side panel on some screens can be collapsed to increase the main panel width. Select the blue right arrow to collapse and the blue left arrow to expand.
Edit		An on-screen button with an edit icon indicates that users can drill down to edit/open/view/add information.

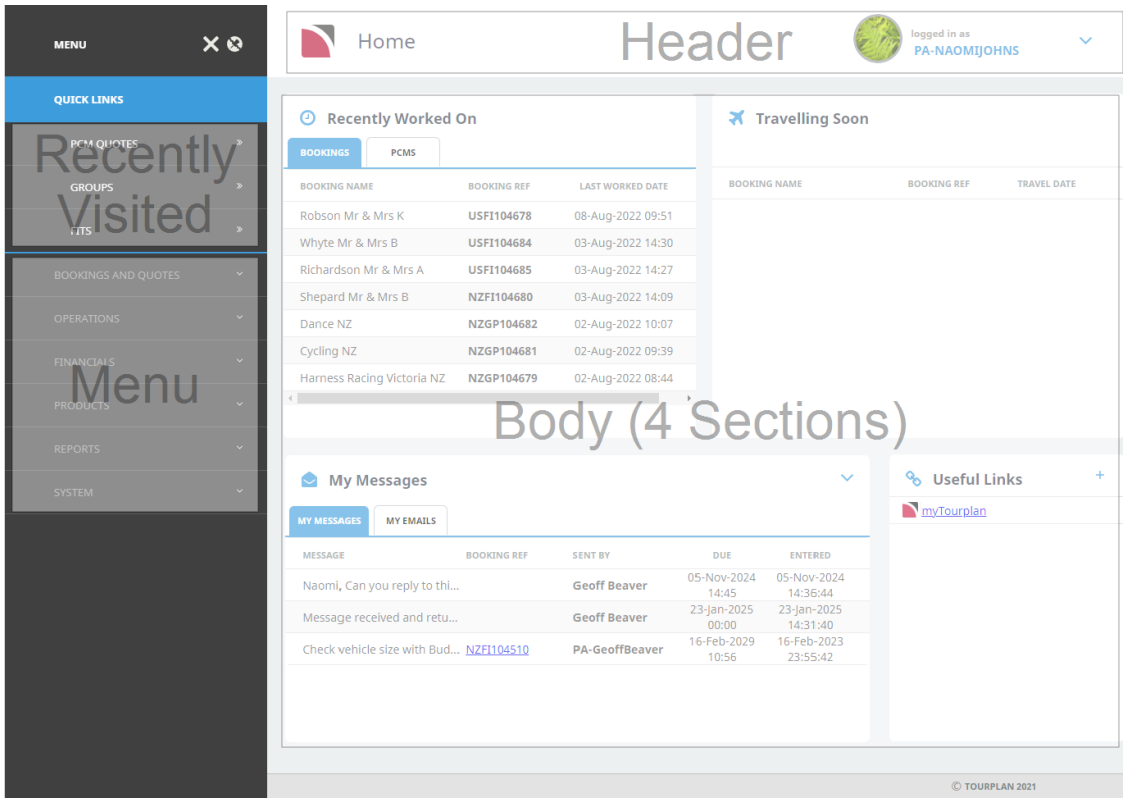
About the Landing Page

The Landing Page, also known as the Dashboard, is the very first page presented after logging-in to Tourplan-NX. It comprises four main sections, each of which contains a list of different transaction types:

- **Recently Worked On** - Bookings or PCMs.
- **Travelling Soon** - Bookings.
- **My Messages**
  - *My Messages* - Internal Messages or reminders sent between consultants.
  - *My Emails* - Imported Emails if the email import feature is enabled.
- **Useful Links** - Internal or external URLs.

There are two additional sections; the Tourplan-NX Menu at the left-hand side, which is covered in the landing page header at the top, which indicates the current menu (always **Home** for the landing page) and the currently logged-in user.

Landing Page Sections



About the Landing Page Sections

Recently Worked On

Provides consultants with a list of the last 15 bookings or PCMs that they have recently been working on. A scroll bar allows users to see extra data when hidden.

Travelling Soon

A list of bookings travelling soon for the consultant logged in. Two weeks is the default travel period the system will return bookings for. However user companies may have altered system settings to display an alternative travel period.

My Messages

My Messages - If internal messages have been sent to users, a list of those messages displays on their dashboard when they first log in.

Messages can be sent to colleagues from the dashboard or from within the applications.

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NOTE: Queued Message functions are covered in more detail within the applicable user manuals.

My Emails - If the email import feature is enabled, a list of received messages displays on their dashboard when they first log in.

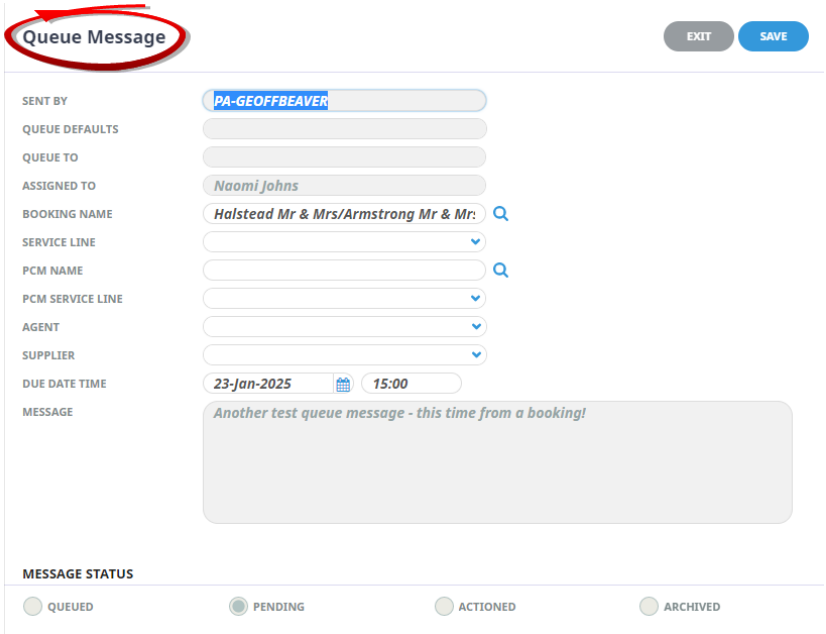
Bookings can be opened from the dashboard and the received message replied to from within the booking.

NOTE: Email Management functions are covered in more detail within the Operations user manuals.

Respond to a Message in My Messages

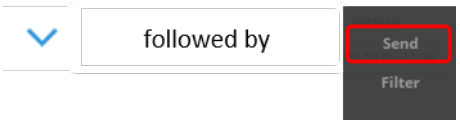
Messages can be responded to and the message status updated.

1. Click on a message under **My Messages** to open the **Queue Message** screen to read a message in full.

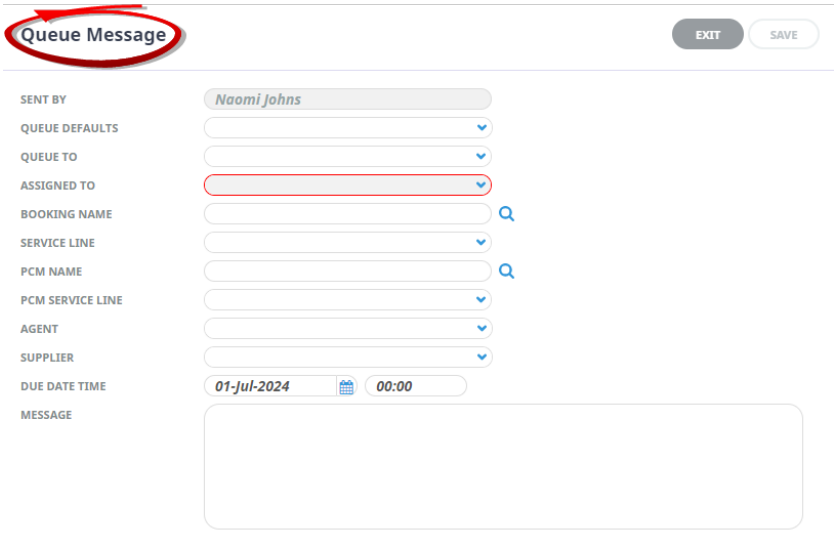


2. Modify any fields that might need updating and click **Save**.

3. To send a new message, click the blue **Drop-Down Icon** at the top right of the My Messages section and then click **Send**.

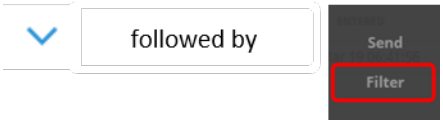


4. On the new **Queue Message** screen, assign an internal queue message to one or more colleagues. The message can identify a specific booking/PCM, Agent or Supplier for reference.

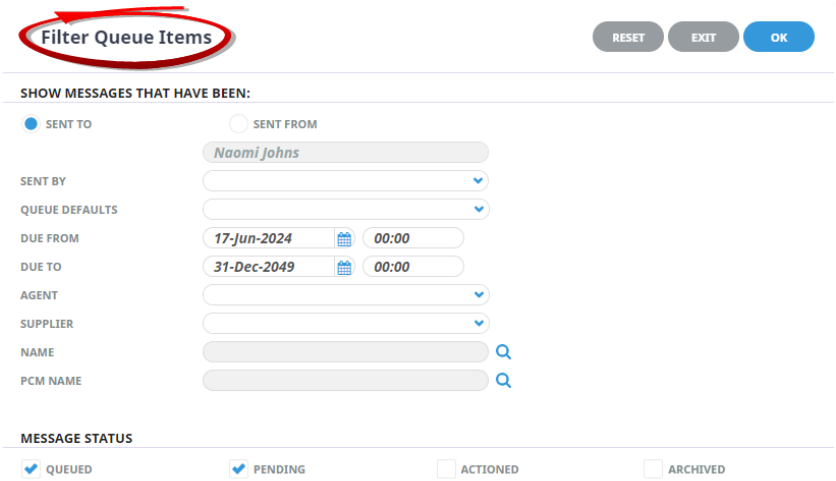


5. Click **Save** to send the message.

6. To filter messages, click the blue **Drop-Down Icon** at the top right of the My Messages section and then click **Filter**.



7. On the **Filter Queue Items** screen, enter filter criteria and click **OK**.



8. From the filtered list of messages returned, choose a message to view and/or respond to.

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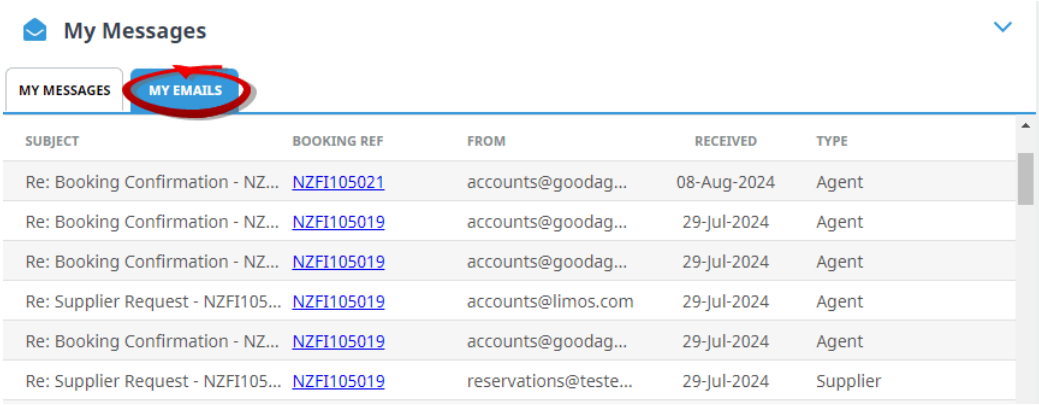
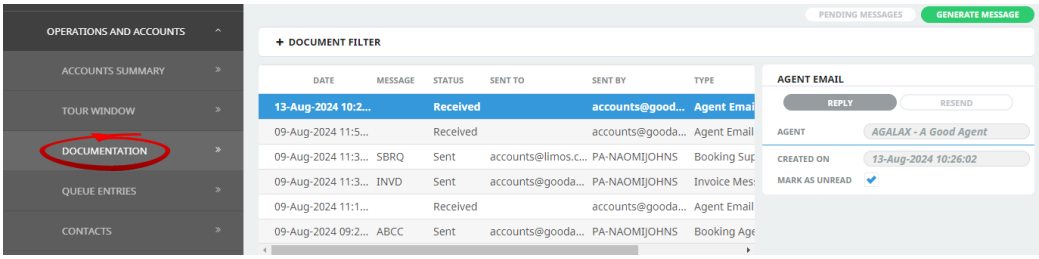
View Received Emails & Open Booking

1. Click on **My Emails** to open the Received **Email List**.



2. Click on the Booking Reference to **Open** booking.

3. The booking Dashboard will **Open** in a new browser tab, navigate to the Documentation Menu to process the email.



Useful Links

Useful links allows the insertion or amendment of useful URL links.

These are URLs that might be used on a regular basis and provide quick access from the dashboard. Tourplan allows company wide Useful Links to be created in Code Setup. Individual users can also nominate 'private' links, in other words URLs which might be unique to their requirement. This is done by either adding a link to their dashboard using the procedure below, or through Code Setup selecting a Private User type.

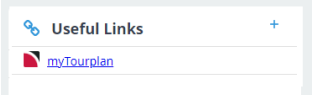
A number sequence provides the order the URL Name will display on the Dashboard.

> The URLs on a user's desktop may differ from those of another user.

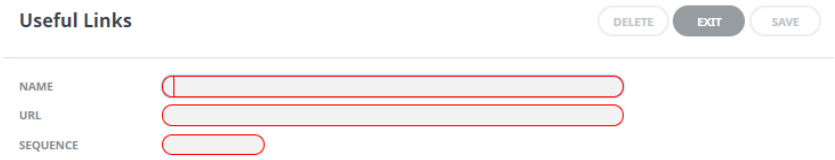
If the user no longer wants the URL to display a Useful Link can be removed from the Code Setup application. A System Administrator with access to Code Setup can change or remove a URL.

Add a Useful Link from the Dashboard

1. Click the blue **+** symbol to add useful URLs to this section:



2. Insert the **Name** of the URL, the full *URL* link, and insert a *Sequence* number.



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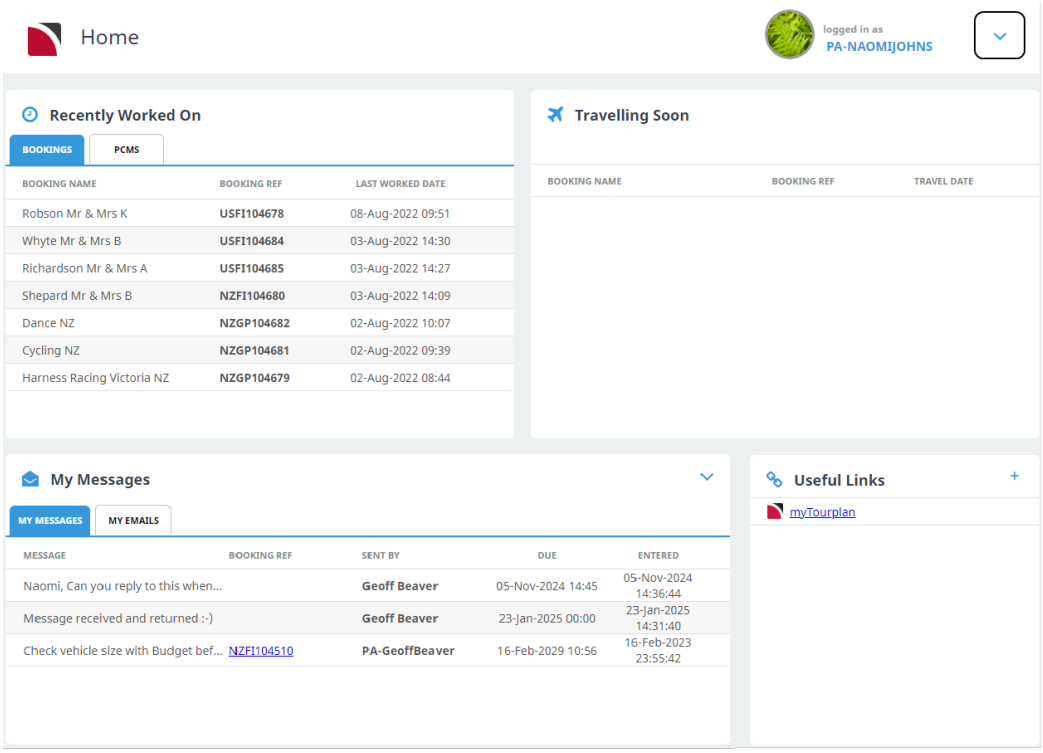
Logging Out

The correct procedure to follow when logging out is to return to the landing page and use log out. This will free a user licence for others in your organisation to log in. If you were to simply close the Tourplan module tabs your user licence will still be active.

User companies may have a maximum number of users who have access to Tourplan at any given time. A message will display, indicating that the maximum number of active users is exceeded and a licence will need to be made available. Logging out using the procedure below will quit the active user's licence to allow another user to log in.

Logging out

1. From the **landing page** select the blue drop down arrow.



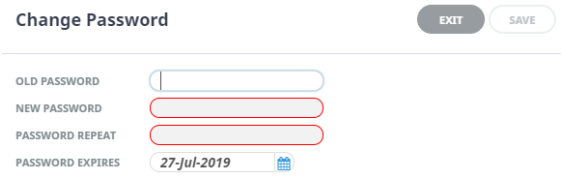
2. The logout screen will show, select **Logout**.

NOTE: This will return you to the log in screen.

About the Logout Screen

Settings

If the user has the appropriate level of security, they will have Change Password available. Selecting Change Password will allow the user to manually change their password and select a date as to when the password will expire.



Language

Allows the user to select a language if the system has been configured to allow multiple languages.

Version

The NX version of Tourplan.

Edition

The software edition installed - either Small Business, Professional or Enterprise.

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About the Tourplan-NX Menu

The Hamburger Menu

The Tourplan NX menu is the hamburger icon at the top, left of the browser window:

Selections available from the hamburger menu can change, depending on context within the system; i.e. which application is currently running (examples of applications are Financials, FITs, Code Setup etc.).

When first logging-in to Tourplan NX, the **Home** menu displays, identified by the word "Home" up by the hamburger icon. Making a selection from any menu might go to another menu, or it might go into an application screen. For example, the task **Create a Default Currency**, requires two menu selections to arrive at the Currency screen:

1. a selection from the **Home** menu (**Home > System > Code Setup**), followed by
2. a selection from the **Code Setup** menu (**Code Setup > System > Currency**).

NOTE: In the user manuals, a series of menu selections such as the above is frequently referred to as **Home > System > Code Setup > System > Currency**.

In Tourplan-NX the full list of selections available from the Home menu is:

- Bookings and Quotes.
- Operations.
- Financials.
- Products.
- Reports.
- System.

Menu Changes with Selections

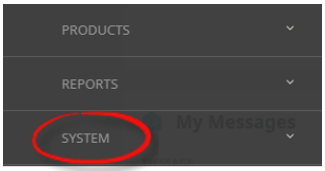
The menu can change when an item, such as a supplier or a product, is chosen in the screen. The following examples illustrate the differences.

Menu Breadcrumb Trails

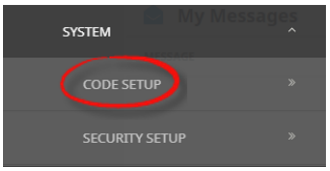
Earlier in this topic, we referred to a *menu breadcrumb trail* (**Home > System > Code Setup**). The meaning of this is straightforward; start with menu option **Home**, then select sub menu **System** and finally select **Code Setup**. This breadcrumb trail is expanded in the sequence of steps below, showing small screenshots at each step:

1. Click the **Home** menu to expand it:

2. Click the **System** menu option to expand it:



3. Click **Code Setup** to go to the Code Setup menu:



NOTE: Menu breadcrumb trails are used throughout our user manuals when referring to selections made from the left-hand menu. In printable versions (e.g. PDF), only the breadcrumb trails are included - small screenshots are not shown. However, in online versions, the menu breadcrumb trails are expandable, showing both the screenshot and text for each step.

About Quick Links

Quick links are places recently visited. The more frequently a place is visited (i.e. an application), the more often a link appears to that place in the **Quick Links** list.

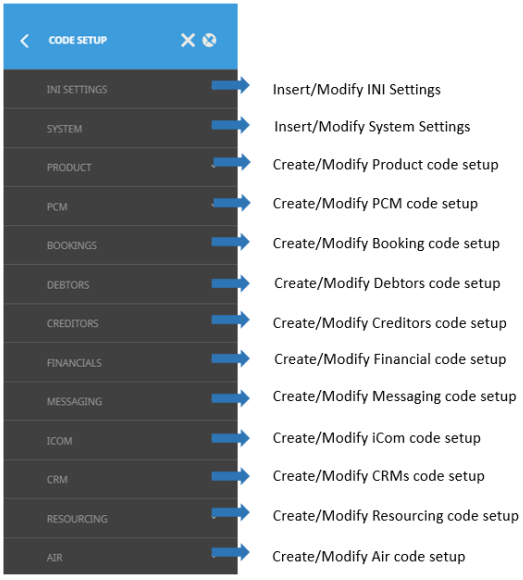
What Next?

This user manual comprises two main sections, each of which contains a number of sub-sections that explain both the purpose of, and how to set, Tourplan NX system settings. The sections are:

- **Code Setup** - Chapters 1-14 include creating codes so that they can be used throughout the different applications in Tourplan NX.
- **Security Setup** - Chapter 15 where users are inserted and security settings are controlled.

Code Setup

Code Setup. This is the application where codes used by Tourplan NX are set up, and maintained. — e.g., Location Codes; Service Codes; Analysis Codes etc. There are 13 menu 'nodes' in the Code Setup application and these enable access to the various code tables instruction on these menu items is within Chapters 1-14.



Security Setup

The Security Setup menu is divided into 4 sections, each menu selection below provides further security levels applied to individual users or groups of users. Security Setup instruction is covered in Chapter 15.

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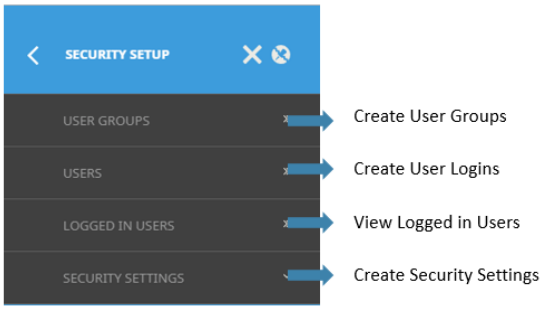
SECURITY SETUP
USER GROUPS
USERS
LOGGED IN USERS
SECURITY SETTINGS
Create User Groups
Create User Logins
View Logged in Users
Create Security Settings

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CHAPTER 2

INI Settings

The INI Settings application enables settings to be altered in Tourplan which can (to a degree) customise the software or implement features.

NOTE: INI Settings should not be altered or set without first obtaining advice from the local Tourplan Support Office. Altering some settings can make the system unusable.

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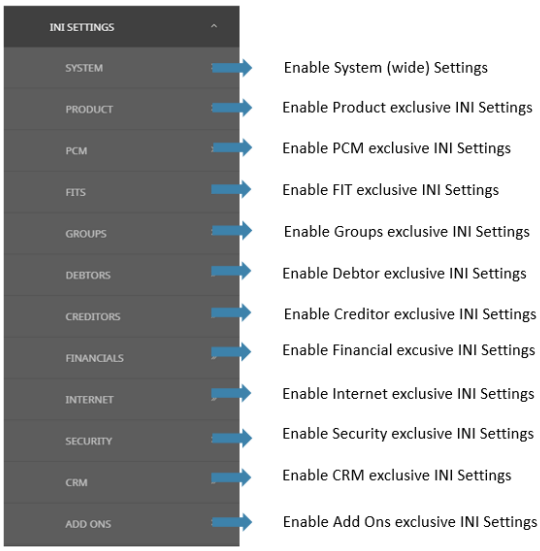
INI Settings

INI Settings are divided into 12 sections. Each one controlling the settings of separate applications of Tourplan. The available settings in each section will be discussed separately.



The INI setting names described in this chapter are listed in the same order as they appear in the INI Setting drop-downs.

Due to on-going system development, new INI settings are frequently being added or some redundant ones removed.

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About INI Setting Field Headings

It is not necessary for all values to be set. Only those that are required for specific purposes need to be set. If a value is not set, in general it will be the equivalent of N(o) if it was set.

Name

The pre-defined setting name.

NOTE: INI Setting names are not user defined or customisable. They are pre-defined in the INI Setting application. Any attempt to change the Name will make the function unusable.

Value

The value for the setting. In most cases the available values will be displayed in the description field.This fields allows up to 100 characters.

Description

A brief description of the setting and (space permitting) its available values. This fields allows up to 60 characters.

User ID

A number of INI Settings can be set on a per user basis. Where this is available, this field will be live — otherwise it will be dimmed out. If the INI Setting is available per user, the user name can be selected from the drop-down. If the setting is for all users, select ALL from the User ID drop-down.

NOTE: The system hierarchy of searching on user based INI Settings is that the user ALL will be searched last. This means that if an INI Setting is valid for all except one user, then the setting needs only to be inserted twice—once for ALL users and once for the specific user.

Colours

Some INI Settings allow the customisation of on screen colours. Care should be taken when changing the default colour values. Any errors will be trapped with an error 'Invalid Property or Value' and the application involved will terminate. It is not necessary to set values in any of the colour INI variables, since there are default values that will be used if the INI data value is blank.

Those colour fields already set up that have 10 characters (the first 4 being &H80) are referencing Windows system colours and should not be changed.

Those colour fields which have 8 characters (the first 2 being &H) are able to be edited. The &H indicates that the values are hexsadecimal and the next 6 characters are values which represent various shades of Red, Green and Blue - 2 characters per colour. The 6 characters representing the colour are made up as follows:

- &HXXnnnn - XX = Red colour value
- &HnnXXnn - XX = Green colour value
- &HnnnnXX - XX = Blue colour value

Valid values for XX are 0,1,2,3,4,5,6,7,8,9,A,B,C,D,E,F. Zero (0) is the lowest (or "lightest" shade and F is the highest (or "darkest") shade.

- White = FFFFFF
- Black = 000000
- Standard Red = FF0000
- Standard Green = 00FF00
- Standard Blue = 0000FF
- Standard Yellow = FFFF00

Increasing or decreasing the value of 00 and FF will lighten or darken the colour - e.g., 0000DE will display a slightly darker blue.

If experimenting with colours, it is imperative that the original colour values be noted down before changing any values so that they can be reset if necessary.

Dates

All date fields in Tourplan are able to have times stored in them, but the times are not always displayed on screen and in some instances times are displayed as seperate fields. It is possible to use INI switches to format how Dates and Times display. Before adjusting date/time formats, there are some issues that should be considered. First, the INI switch display settings are system wide, so whilst it maybe a nice to have for example, booking service dates displaying full Month/Year, it may be not so pratical when in Debtors Transactions. Remember there is an actual screen limitation as to how much can be displayed. Second, the INI system settings for date/time can be overridden in messaging by using the message code <DATEFORMAT:(parameter)> to get specific date/time formatting into specific messages. If a date/time is incorrect and not recognised, then a default Tourplan setting will be used.

In some circumstances, Tourplan may not always recognise the "standard" Windows date/time settings, but in general, the use of the same codes is supported, e.g.

- d = Numeric Date - e.g. 15
- ddd = Alpha Day (note - to obtain Alpha Day and Numeric date, a combination of the codes must be used - e.g. ddd-d)
- mm = Numeric Month - e.g. 05
- mmmm = Alpha Month - e.g. May
- yy = 2 digit year e.g. 19
- yyyy = 4 digit year - e.g. 2019
- hh = Hours (12 hour format)
- HH = Hours (24 hour format)
- nn = Minutes
- ss = Seconds

The following are the values which will be used if the INI settings data is unrecognised:

DATETIME_FORMAT_DISPLAY = dd-mm-yyyy hh:nn:ss

DATE_FORMAT_ENTRY - valid choices for this setting are: dd mm yy, dd mmm yy, dd mmm yyyy, dd/mm/yy, dd/mm/yyyy, dd/mmm/yyyy, dd.mm.yy, dd.mmm.yy, dd.mm.yyyy, dd.mmm.yyyy, dd-mm-yy, dd-mmm-yy, dd-mm-yyyy, dd-mmm-yyyy, d mmmm yyyy, dd mmmm yyyy, d mmmm yy, dd mmmm yyyy. (If unrecognised, dd/mm/yy will be used.

Any date formats set in Tourplan INI settings must be compatible with the Windows Regional settings defined in the Control Panel of the server and all workstations.

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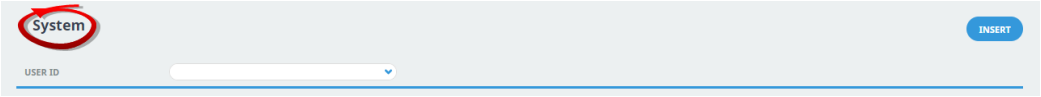
System

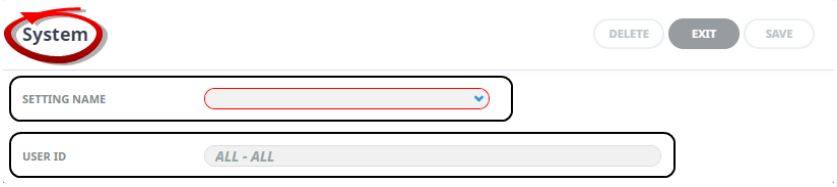
System INI Settings are system wide settings.

Enable System Settings

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > System**.
3. On the **System** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **System** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available System INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

ACCEPTABLE_ATTACHMENTS (All Users)

Is used to control the type of attachments that can be added to outgoing emails from NX. (Comma delimited list - e.g. .pdf, .png. xml) Acceptable email attachment types include:

- .doc
- .docx
- .xml
- application/msword
- application/vnd
- openxmlformats-officedocument
- wordprocessingml

AGENTANALYSIS1-6 (6 Fields) (All Users)

Labels for the six Agent Analysis fields. Once set, these field labels are available in Code Setup > Debtors "Debtor (Agent) Analysis Codes" on page 187 for the definition of data in the agent analysis tables. This data is then able to be set against agents in Debtors/Details/Analysis tab.

AGENT_BRANCH (All Users or Per User)

This setting allows an Agent branch code (or codes) to be set up against individual users and restricts the user to making bookings only for an agent whose branch code is in this setting. (Comma delimited list - e.g. NZ,US,AU).

AGENT_BRANCH_ANALYSIS (All Users)

The Agent Analysis field number (1 - 6) that the AGENT_BRANCH setting (above) is validated on.

AIR_SERVICE_MSG_TYPE (All Users)

The message code that is to be put on the air service line during the PNR download which determines which message line format will be used.

AIR_SERVICE_TYPE (All Users)

The service type that is to be used when creating a service line via the PNR download function.

ALL_EXCEPT_OVERRIDE (All Users, String)

When Y(es), the default radio button setting for Booking recalculation is "All Except Override".

ALLOCATION_OFFSET (All Users)

Allows negative release days in the Supplier allocation application.

ANALYSIS1-6 (6 Fields) (All Users)

Labels for the six Booking Analysis fields. Once set, these field labels are available in Code Setup > Bookings "Booking Analysis 1-6" on page 176 for the definition of data in the booking analysis tables. This data is then able to be set against bookings in Header Details tab.

ARCREDITLIMITBASE (All Users)

Determines the basis of how the Agent balance is calculated when being compared with the agent credit limit. The default is total outstanding including future entered and aged.

- CurrentAndFuture
- Current
- Warning

AR_NEXT_CREDIT, AR_NEXT_INVOICE, AR_NEXT_RECEIPT (3 Fields, All Users)

These three settings are used to provide the start numbering sequence for Debtors accounting documents — Credit Notes, Invoices and Receipts.

AR_NEXT_BATCH (All Users)

Defining the value for this setting activates the Batch Agent Invoicing function. This allows for batch numbers to be allocated to invoices created in 'Batch Agent Invoicing' and then be recalled via that number during the receipting process.

AR_BATCH_PREFIX (All Users)

Defining a value (alpha or numeric) for this setting allows for a 'Batch Prefix' to be added to the batch number defined in AR_NEXT_BATCH.

ATTACHMENTS_LOCATION (All Users)

File path to search for attached documents. Hosted client locations will need to be relative to the home directory of the messaging webservices.

AUTOMESSAGE (All Users)

Switches on the Auto messaging system. Additional options are also required to complete functional setup. The available options are: G = Group only; F = FIT only, B = Both Group & FIT; N = None.

AZURE_FILESHARE_ACCOUNT (All Users)

For hosted NX systems, the print function needs an Azure Fileshare Account. The account name needs to be in this INI setting.

AZURE_FILESHARE_KEY (All Users)

Azure Fileshare storage key for the account defined in AZURE_FILESHARE_ACCOUNT.

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BASECURRENCY (All Users)

The 3 character currency code of the currency that the final accounting will be done in. i.e., the currency of the country the system is domiciled in. This must match the currency code for the base currency that is set up under "Currencies" on page 77.

BOOKING_AUDITING (ALL Users)

NOTE: Auditing of a booking is available if there is an associated archive database (speak with your local Tourplan Office if you are interested in this feature)

To enable booking auditing for all users select 'Y', the setting will automatically default to 'N'.

BOOKON_NAME (All Users)

The default name for a Group booking generated via the Operations > Book On function for rolling up FIT Package Bookings into a Group series departure. Valid values are PCM – PCM Name or Service – Package Service Description. When setting this value it should be remembered that the BOOKON_PREFIX and the BOOKON_SUFFIX value are prepended and appended to the Booking Name (as obtained from the BOOKON_NAME variable), and there is a maximum limit of 60 characters for a booking name.

BOOKON_PREFIX (All Users)

A prefix which will be prepended to the BOOKON_NAME when the Group booking (generated via Operations > Book On) is created.

BOOKON_ROOMLIST (All Users)

There are two methods of outputting Group rooming lists — as text Notes (with a special note category), or as a passenger name record stored in the names table. When a Group booking is generated via the Operations > Book On function for rolling up FIT Package Bookings into a Group series departure, the system needs to know which method of rooming list is being used. The valid values are Notes or Booking.

BOOKON_ROOMLIST_CAT (All Users)

If NOTES is being used for the BOOKON_ROOMLIST, then the note category created specifically for rooming lists must be entered as the value here.

BOOKON_SUFFIX (All Users)

A suffix which will be appended to the BOOKON_NAME when the Group booking (generated via Operations > Book On) is created.

BSPPLATE (All Users)

The BSP Plate record which will be used as the default BSP Plate.

BSPPROCESSING (All Users)

Determines if BSP Processing is in use. Options - (Y/N), this setting will automatically default to 'N'.

BSPSUPPLIER (All Users)

The default BSP supplier that will be used if the BSP Supplier Plate is not defined.

CANCEL_POLICY_NOTES (All Users)

This setting controls the note category to be displayed on the more info cancellation policy tab within the service search screen.

COMPANYNAME (All Users)

The user company software license name. This is used on report headings, login screens etc.

Any attempt to change this value will result in the system being unusable.

COMPONENT_TOUR_COPY (All Users)

Allow a booking that has a component tour in it to be copied. There are 3 valid values:Yes, No, Warning.

CTR_ENABLED (All Users)

When set to 'Y', allows a Country description to be set up and Countries defined. These are then able to be used in the Service lookup process in PCMs and Bookings.

NOTE: The term Country is a default description. The INI setting CTR_LABEL allows a descriptive label to be set. The important thing is that the Country (and "Destination" on page 139 when set to Yes, allows a Destination description to be set up and Destinations defined. These are then able to be used in the Service lookup process in PCMs and Bookings and can be used as two additional descriptions in conjunction with the Location, Service, Supplier coding that services use.

CTR_LABEL (All Users)

The label to describe the Country level enabled in CTR_ENABLED above.

DATABASEVERSION (All Users)

The current version of the Tourplan SQL Database.

DO NO TOUCH, manual updating of this will field will result in the system being unusable.

DATABASE_ANALYSIS1-6 (6 Fields) (All Users)

Labels for the six Database Analysis fields. Once set, these fields labels are available in Code Setup > Product for the definition of data in the Database analysis tables. This data is then able to be set in the Options Cost Detail screen of services in the Product application.

DATE_FORMAT_DISPLAY (All Users)

As DATETIME_FORMAT_DISPLAY, but for those fields that only display dates (not dates and times). See Date/Time "About INI Setting Field Headings" on page 25.

DATE_FORMAT_ENTRY (All Users)

The format of date entry into date fields. See Date/Time "About INI Setting Field Headings" on page 25.

NOTE: Having separate settings for Date Format Entry and Date Format Display means that dates can be entered in one format, but display in another—e.g., a date entered as 01/01/17 can display as 01 Jan 2017.

DEFAULTEDITFONT (All Users or Per User)

The default font that will be used in Notes and Messaging set up and editing screens. This setting applies system wide.

The following fonts will translate into the correct HTML styles.

INI Setting	Font Family
Arial	Arial, Helvetica, Sans-serif
Comic Sans MS	Comic Sans Ms, Cursive
Courier New	Courier New, Courier, Monospace
Georgia	Georgia, Serif
Lucida Sans Unicode	Lucida Sans Unicode, Lucida Grande, Sans-serif
Tahoma	Tahoma, Geneva, Sans-serif
Times New Roman	Times New Roman, Times, Serif
Trebuchet MS	Trebuchet MS, Helvetica, Sans-serif
Verdana	Verdana, Geneva, Sans-serif

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DEFAULTEDITFONTSIZE (All Users or Per User)

The default font size that will be used in Notes and Messaging set up and editing screens. This setting applies system wide.

DEFAULTINCREMENT (All Users)

The default %age value that will be applied to expired Product rates when entered into PCMs and/or Bookings.

DEFAULT_ANALYSIS1-6 (6 Fields) (All Users or Per User)

Default analysis codes for the six PCM Analysis fields. Once set, these values will default into the analysis fields in a PCM header when the PCM is created.

DEF_BKG_FIND_FROM_DATE (All Users or Per User)

When searching for bookings, there are four date fields — Travel Date From/To and Booking Date Entered From/To. This INI setting is used to define the default 'From' value for the Booking Date Entered range in the booking find/scroll. Can be either a specific date or number of months. If months is used, the value must be preceded by a minus (-) sign - e.g. -12

DEF_BKG_TD_FROM_DATE (All Users or Per User)

As DEF_BKG_FIND_FROM_DATE, but the default 'From' value for the Booking Travel Date.

DEF_PCM_FIND_FROM_DATE (All Users or Per User)

When searching for PCMs, there are four date fields — Travel Date From/To and Booking Date Entered From/To. This INI setting is used to define the default 'From' value for the PCM Date Entered range in the booking find/scroll. Can be either a specific date or number of months. If months is used, the value must be preceded by a minus (-) sign—e.g., -12.

DEF_PCM_TD_FROM_DATE (All Users or Per User)

As DEF_PCM_FIND_FROM_DATE, but the default 'From' value for the Booking Travel Date.

DEPOSIT_INVOICE_PREFIX (All Users)

An alpha or numeric value which will be used as a prefix on Deposit invoices.

NOTE: The transaction reference field (Invoice Number) has a limit of 20 characters. The prefix set up in this field must be counted as part of the maximum 20 characters.

DST_ENABLED (All Users)

When set to Yes, allows a Destination description to be set up and Destinations defined. These are then able to be used in the Service lookup process in PCMs and Bookings.

NOTE: The term Destination is a default description. The INI setting DST_LABEL allows a descriptive label to be set. The important thing is that "Destination" on page 139 (and "Country" on page 142) can be used as two additional descriptions in conjunction with the Location, Service, Supplier coding that services use.

DST_LABEL (All Users)

The label to describe the Destination level enabled in DST_ENABLED above.

EXCHANGE_RATE_ON_OUT_DATE (All Users)

Without being set (and if the setting is 'N'), the exchange rate used is the rate on the first date of the service. When 'Y', the exchange rate used is the rate on the Service Out Date.

EXTERNAL_AIR_OK_STATUS (All Users) (User Special)

External Air Service Allocated OK Status.

EXTERNAL_AIR_RQ_STATUS (All Users) (User Special)

External Air Service Request Status.

EXTERNAL_AIR_XX_STATUS (All Users) (User Special)

External Air Service Cancelled Status.

EXTERNAL_MANUAL_STATUS (All Users).

The service status to apply when an external service has been disconnected from the external system.

EXTERNAL_OK_STATUS (All Users)

The service status to be automatically applied to an External Service that has been allocated ok.

EXTERNAL_QU_STATUS (All Users)

The service status to be automatically applied to an External Service that has been quoted.

EXTERNAL_RQ_STATUS (All Users)

The service status to be automatically applied to an External Service that is on request.

EXTERNAL_XX_STATUS (All Users)

The service status to be automatically applied to an External Service that has been cancelled.

FIND_BOOKINGS_MAX_RESULTS (All Users)

The maximum number of bookings that will be returned in a find bookings request. Numeric value and if 0 or not defined then there is no maximum.

FX_REVAL_SUBCODE (All Users)

The Currency Sub-code to use when Foreign Currency revaluations are being calculated.

GLANALYSIS1-6 (All Users)

Labels for the six General Ledger Analysis fields. Once set, these field labels are available in Code Setup > Financials for the definition of data in the Financial analysis tables.

HIDEUNUSEDDEFAULT (All Users or Per User)

This setting controls which Package Departures are displayed during the Operations > Book On procedure. When set to 'Y', those packages which have 0 bookings on them will not be displayed. This setting effectively sets/unsets the checkbox which is available in the Operations exe to control this function.

INVOICENOCOMM (All Users)

When commissions are paid to agents, the standard setting 'N' will generate an invoice showing Retail, Less Commission = Net. e.g., 1000.00 - 100 = 900.00. Internally (not displayed on an invoice transaction) a record is stored of the commission amount of each service. When this setting is 'Y', there are no commission records created and the invoice amount is calculated as 900.00 - 0.00 = 900.00.

LANGUAGES (All Users)

This is a comma delimited list of Languages available in the UI [(CN)Chinese, (DE)German, (EN)English, (ES)Spanish, (FR)French, (IT)Italian (JA)Japanese].

MANUAL_FLIGHT_DROPOFF (All Users)

Manual fight service dropoff remarks format.

MANUAL_FLIGHT_PICKUP (All Users)

Manual fight service pickup remarks format.

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NOTE: The above two INI Settings (MANUAL_ FLIGHT_ DROPOFF and MANUAL_ FLIGHT_PICKUP) control the format of manual flight sector pick up and drop off detail) Setting these two settings can control the appearance and order of the data within the populated field. For Example setting them to:

- FLIGHT, LOC will produce BA1234 (Flight), London (Location) - This is the default setting
- LOC will produce just the location
- LOC, FLIGHT will produce London (Location), BA1234 (Flight)

MARKUPTAX (All Users)

If tax is applied to booking mark-up e.g. GST or VAT, then the tax must be specified in this setting. The value entered must match a valid tax code as set up in "Tax" on page 119.

MAX_ATTACHMENTS_SIZE (All Users)

Defines the maximum size of message attachments in Bytes.

MAX_NOTE_SIZE (All Users)

This INI Setting defines the maximum bytes size of notes entered. The value defaults to 1,000,000 bytes. The maximum value permitted is 5,000,000 bytes.

MAXUSERS (All Users)

The maximum number of concurrent users the Tourplan system is licensed for.

DO NO TOUCH, manual updating of this will field will result in the system being unusable.

MOREINFO_GEONOTES (All Users or Per User)

More Information geo notes to show as maps [e.g. INF,12,SGN,14].

MOREINFO_NOTES (All Users or Per User)

More Information notes to show [e.g. INF,CON,DES].

MOREINFO_VALUEADDS (All Users or Per User)

More Information Value Adds [e.g. OptionRateText(1,2);RateValueText(1,2)].

MSG_FILE_TOP_LEVEL_DIR (All Users)

The top-level directory for print files printed via Azure Hosted systems.

MSG_FILE_USER_SUB_DIR (All Users or Per User)

Dependant on how the (either Azure hosted or In House) system printing is set up, sub-directories can be set up on a user basis. This setting can be per user and if sub-directories per user are being used, the top level per user is MSG_FILE_TOP_LEVEL_DIR/MSG_ FILE_USER_SUB_DIR.

MSG_SUP_CONSOLIDATE (All Users or Per User)

During output of supplier messages, a radio button is available which offers several options for consolidation—i.e., if the same supplier is used more than once in a booking, send the details of all that supplier's requirements in one message rather than individual messages. Setting this value to Yes will default consolidation by supplier.

MS_EMAIL_SYSTEM (All Users or Per User)

The email system used (Outlook or Raw)

MULTI_COMPANY_START (All Users)

When MULTI_COMPANY_SUPPORT is set to 'Y', the accounting period that Multi Company accounting is to commence is entered in to this setting. This must be an accounting period in the future - Multi Company accounting cannot be retrospectively applied. The Start Period format is yyyymm - e.g. 201912.

MULTI_COMPANY_SUPPORT (All Users)

Is Multi Company Accounting to be used. (Y/N).

MY_EMAIL_LIST_FROM (All or Per User)

Sets the date or number of months emails are visible in 'My Email's tab on the Tourplan home page.

MY_EMAILS_LIST

Configures the users email list in 'My Emails' tab on the Tourplan home page. This setting allows system wide, or user specific settings. Values can be comma delimited to apply multiple filters. The following filter values are available:

- Consultant
- All
- Branch
- Department
- Booking ANalysis Codes 1-6
- Unassigned
- Error

Example: If the INI Setting value was saved as: CONSULTANT,NEW,ERROR the user would see emails processed for their bookings, as well as new and error emails. If just set to CONSULTANT the users list would only see processed emails for the bookings they are the consultant for.

NATIONALITY_ANALYSIS_CODE (All Users)

Nationality Analysis Code.

NEXTBKGREF (All Users)

This setting is used to set the starting reference number for bookings. Once set, it should not be changed without contacting Tourplan Support.

NEXTPCMREF (All Users)

This setting is used to set the starting reference number for PCM Quotes and PCM Packages. Once set, it should not be changed without contacting Tourplan Support.

NO_COMMISSION_ON_INSERT (Per User)

When set to 'Y', agent commission will not be applied to invoice lines which are manually inserted.

OPTIONSCROLLPCRADIODEF (All Users or Per User)

Sets the default radio button in the bookings insert scroll which determines whether All Price Code services, System Price Code services, Applicable Price Code services are displayed or if manual price code filters are to be used.

This INI setting has four possible values:

1. **All**. Tourplan will display MULTIPLE lines per product, i.e. one line per price code. In effect, the system will show all products whether or not:
   a. The header price code is blank
   b. The INI-Setting USER_PRICECODE_OVERRIDE is used
   c. The price codes are valid agent price codes.

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2. **System**. Tourplan will display ONE line per product based on whether or not the header price code is blank:
   a. If the header price code is “blank”, Tourplan will display products in the following order:
      i. With the price code from USER_PRICECODE_OVERRIDE INI-setting (if set)
      ii. With the first valid agent price code
      iii. With blank price code (whether or not “blank” is a valid agent price code)
   b. If the header price code is NOT “blank”:
      i. Tourplan will display ONLY products that have the same price code as the header price code (whether or not the header price code is a valid agent price code).
3. **Selected**. This setting works the same as OPTIONSCROLLPCRADIODEF = A. It is only used if all price codes are to be shown, but the ability to filter a specific price code needs to be retained.
4. **Applicable**. Tourplan will display MULTIPLE lines per product, i.e. one line for each applicable price code. Applicable price codes are the header price code + the price code used in INI-setting USER_PRICECODE_OVERRIDE + all valid agent price codes.

PCM_ANALYSIS1-6 (6 Fields) (All Users)

Labels for the six PCM Analysis fields. Once set, these fields’ labels are available in Code Setup > PCM "PCM Analysis 1-6" on page 169, for the definition of data in the PCM analysis tables. This data is then able to be set against PCMs in the PCM Header screen.

PCM_SERVICE_IT_STATUS (All Users or Per User)

The default initial service entry status code of a service line in PCMs.

PERIOD_REBUILD_AUDIT (All Users)

When set to (Y)es, General Ledger audit data is saved to a log table.

PKG_DEFAULT_RETAIN_SELL (All Users or Per User)

Sets the default for the checkbox 'Retain Sell Price' when substituting a service in bookings.

PKG_EDIT_RETAIN_SELL (All Users or Per User)

Either allows or denies the user to change the setting in the 'Retain Sell Price'.

PRODUCT_AUDITING (All Users)

If set to 'Y', the system will record the product changes (Y/N).

(This INI setting works in conjunction with a Security Setting called View Change History)

QUEUE_POLL_INTERVAL (All Users or Per User)

The time in seconds that the system will poll the user’s message queue.

RECENT_LIST_BKG_BASED ON (All Users or Per User)

This INI setting controls the data displaying on the users landing page. The default setting for this is to filter bookings by Consultant. Available settings include: [Consultant, All, Branch, Department, or one of the 6 Booking Analysis codes].

RECENT_LIST_BKG_DAYS (All Users or Per User)

This INI setting controls the data displaying on the users landing page. Users can define the number of days to search for recent bookings. The default setting for this is 7 days however users can select an alternative length from 0 - 28 days.

RECENT_LIST_BKG_OMIT_STATUS (All Users or Per User)

This is a comma delimited list of statuses which can be defined to omit any bookings from showing on the landing page.

RECENT_LIST_PCM_BASED ON (All Users or Per User)

This INI setting controls the data displaying on the users landing page. The default setting for this is to filter PCMs by Consultant. Available settings include: [Consultant, All]

RECENT_LIST_PCM_DAYS (All Users or Per User)

This INI setting controls the data displaying on the users landing page. Users can define the number of days to search for recent PCMs. The default setting for this is 7 days however users can select an alternative length from 0 - 28 days.

RECENT_LIST_PCM_OMIT_STATUS (All Users or Per User)

This is a comma delimited list of statuses which can be defined to omit any PCMs from showing on the landing page.

REGIONDECIMALPOINT (All Users or Per User)

The value in this setting must be the same as the corresponding setting in the Windows Regional settings on the computer that Tourplan has been installed on. The value for this setting is usually a period (“.”).

REGISTRATIONCODE (All Users)

The system registration code.

DO NO TOUCH, manual updating of this will field will result in the system being unusable.

RELEASEPERIODCOLOUR (All Users or Per User)

The default colour for the cell displaying the allocation release period when any of the dates selected fall inside the release period. In hexadecimal format. See Colours "About INI Setting Field Headings" on page 25.

RESOURCEASSIGNMENT_NAME (All Users or Per User)

This setting determines how the name for the assignement will be generated. The available settings are:

- BR - Booking reference of the first service added to the assignment
- GEN - Generated name based on the group number and pick up date of the first service of the assignment
- LOC - Location description of the first service added to the assignement
- NONE - No default name generated, this setting is the same as if the INI is not inserted
- PROD - The 6 character product code of the first service added to the assignment
- SRV - Description of the first service added to the assignment
- SUP - Code of the supplier of the first service added to the assignment

Comma separated format for default resource assignment name [(None), (BR) Booking Ref, (PROD) Product Code, (GEN) Group Id, (SRV) Service Name, (LOC) Location Name, (SUP) Supplier Code].

RESOURCEASSIGNMENT_STATUS (All Users or Per User)

This setting sets the default status to be used when creating new assignments.

SERVICE_AUTO_SEQUENCE (All Users)

A system wide setting for All Users to auto sequence Itinerary services. The available settings are:

- Standard - the default method (no automated sequencing occurs)
- Pick Up - allows pickup times to auto sequence services based on pickup time.

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SERVICE_BASED_INV_GENERATION (All Users)

Enable Service Based Tax Reporting [(Y)es, (N)o]. This is used in conjunction with the Debtors INI settings AR_TAX_ANALYSIS and AR_TAX_ANALYSIS_VALUE to have a Database Analysis Code set as a Tax Analysis field.

SERVICE_FS_STATUS (All Users or Per User)

The default status code of a service line in bookings to indicate Free sold.

SERVICE_IT_STATUS (All Users or Per User)

The default initial service entry status code of a service line in bookings.

SERVICE_OK_STATUS (All Users or Per User)

The default status code of a service line in bookings to indicate all rooms have been taken from Allocation.

SERVICE_PA_STATUS (All Users or Per User)

The default status code of a service line in bookings to indicate some rooms have been taken from Allocation.

SERVICE_RQ_STATUS (All User or Per User)

The default status code of a service line in bookings to indicate the service is on Request.

SERVICE_XC_STATUS (All Users or Per User)

The default status code of a service line in bookings to indicate the service incurs a Cancellation Penalty.

SERVICE_XX_STATUS (All Users or Per User)

The default status code of a service line in bookings to indicate the service is Cancelled.

SHOW_CURR_CHG_WARN_MSG (All Users or Per User)

Setting this value to 'Y' will display a warning message when a booking currency is changed.

SHOW_SERVICE_COLOURS (Per User)

This value must be set to Yes before any service line colours associated with the service status will display. Valid settings are Yes/No/Off.

SS_DEFAULT_RETAIN_PUDO (All Users or Per User)

Sets the default for the checkbox 'Retain Pick-up/Drop-off Details' when substituting a service in bookings. (Y/N).

SS_VALIDATE_SALEDATE (All Users)

Validate the service option 'Sale From Date' and 'Sale To Date' fields when Substituting services. (Y/N).

SUPPLIERANALYSIS1-6 (6 Fields), (All Users)

Labels for the six Supplier Analysis fields. Once set, these fields' labels are available in CodeSetup > Accounts Payable for the definition of data in the supplier analysis tables. This data is then able to be set against suppliers in the Creditors > Details > Analysis tab.

SYS_FEATURE_FLAGS (All Users)

This setting is designed to recall information from an integrated system.

> This setting should not be enabled unless you have been instructed to do so from your Local Tourplan Support Team.

SUPPLIER_CONFIRMATION_URL (All Users)

The base URL of the supplier confirmation application allowing suppliers to confirm services and accept payment via VCC (if required).

TARIFFWRITERDISCOUNT (All Users)

This setting controls which elements of the Markup/Discount/Commission matrix are to be obeyed when the data in a Tariff Writer spread sheet is being inserted or refreshed. Valid options are:

- No
- Yes With Blank Defaults
- Yes With Internet Defaults

TAXINCLUSIVE (All Users)

System-wide setting to indicate whether values in bookings display Inclusive or Exclusive of tax.

TAX_DATE_CHANGE (All Users)

When the rate of an accountable tax (GST/VAT etc) changes, the date of the rate change must be entered in this setting.

TAX_FROM_FIRST_OR_LAST (All Users)

When an accountable tax rate changes, a new date range is inserted into the product database - the first season with the new tax rate, the last season with the old tax rate. This setting tells the system which cross-season tax rate to apply - [FIRST] or [LAST].

TIME_FORMAT_DISPLAY (All Users)

System-wide setting to set the time display formats. The seperator does not have to be a colon for example HH'mm would also work. Spacing between the values are counted as part of the required format so HH mm would mean a space between the hour is required.

Available values are as follows:

- HH:mm (Hours:Minutes) - Default
- HH - 24 Hours 2 digits 00-23
- H - 24 Hour 1 or 2 digits 0-23
- hh - 12 Hour 2 digits 00-12
- h - 12 Hour 1 or 2 digits 0-12
- mm - minutes 00-59
- a - am/pm indicator

Example entries:
HH:mm for 00:00 to 23:59 eg 01:23 , 13:23

H:mm for 0:00 to 23:59 eg 1:23 , 13:23

h:mm a for 12:00 am to 12:00 pm eg 1:23 pm

HHmm for 0000 to 2359 eg 0123 , 1323

Hmm for 000 to 2359 eg 123 , 0123, 1323

hmm a for 1200 am to 1200 pm eg 123 pm

TIME_FORMAT_ENTRY (All Users)

System-wide setting to control the time entry. The seperator does not have to be a colon for example HH'mm would also work. Spacing between the values are counted as part of the required format so HH mm would mean a space between the hour is required.

Available values are as follows:

- HH:mm (Hours:Minutes) - Default
- HH - 24 Hours 2 digits 00-23
- H - 24 Hour 1 or 2 digits 0-23
- hh - 12 Hour 2 digits 00-12

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- h - 12 Hour 1 or 2 digits 0-12
- mm - minutes 00-59
- a - am/pm indicator

Example entries:
HH:mm for 00:00 to 23:59 eg 01:23 , 13:23

H:mm for 0:00 to 23:59 eg 1:23 , 13:23

h:mm a for 12:00 am to 12:00 pm eg 1:23 pm

HHmm for 0000 to 2359 eg 0123 , 1323

Hmm for 000 to 2359 eg 123 , 0123, 1323

hmm a for 1200 am to 1200 pm eg 123 pm

TOUR_WINDOW_TAX_DISPLAY (All User)

Determines if the Tour Window will display tax values tax inclusive or tax exclusive: Available options are: 'Tax Inclusive and 'Tax Exclusive'.

TRANSACTION_AUDITING (All Users)

This INI setting allows the system to enable transaction auditing.

TRAVEL_LIST_BKG_DAYS (All Users or Per User)

Users can define the number of days to search for recent bookings. The default setting for this is 7 days however users can select an alternative length from 0 - 28 days.

TRAVEL_LIST_BKG_OMIT STATUS (All Users or Per User)

This is a comma delimited list of statuses which can be defined to omit any bookings from showing on the Travelling Booking List.

TOUR_WINDOW_TAX_DISPLAY (All Users)

System-wide setting to default the Tour Window tax radio button to tax INCLUSIVE or tax EXCLUSIVE.

UI_BIGSCREEN (All Users or Per User)

Determines the behaviour of the Tourplan UI on screen, the option selected dictates the UI width allowing it to be 'set' to a specific resolution or for it to 'respond' according to screen size - Available options are.

- Yes - This will allow the UI width to respond to 1366px, 1920px, 2650px, or 3840px depending on the monitor size.
- No - This will set the UI width to 1366px not matter the size of the monitor.
- Always - This will set the UI width to 1920px no matter the size of the monitor.

UI_ZOOM (All Users or Per User)

When set, the user Interface will automatically re-size to suit when not being used on a device that does not have the optimal NX display area. Available options are: Yes, No, Always

USERTEXT1-5 (5 Fields) (All Users)

These 5 settings are used for labelling the 5 User Defined Text fields which display in the Booking Header screen once the label(s) are set.

USERTEXTTYPE1-5 (5 Fields) (All Users)

The type of data to be entered in the User Text fields - 'Text' or 'Date'.

USER_PRICECODE_OVERRIDE (Per User)

The default price code that will be used on a service insert if the service chosen does not have the correct agent/booking header price code.

VALIDATE_LIABILITY_STATUS (Per User)

This setting determines whether the Liability Only voucher status must be validated if it is changed. If set to (Y)es, services with a liability voucher status cannot be deleted or substituted.

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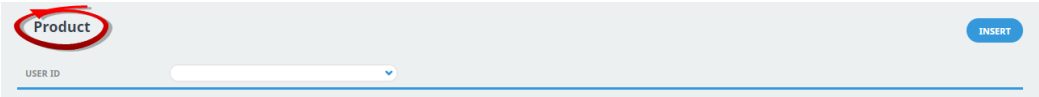
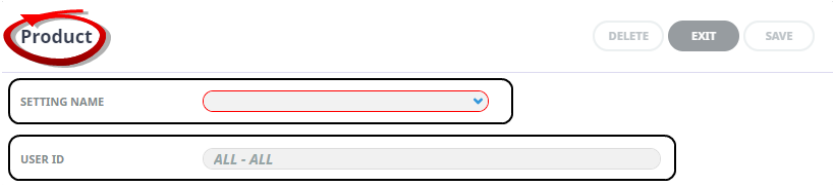
Product

Enable a Product INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Product**.
3. On the **Product** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Product** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Product INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

CANCEL_POLICY_DEF_COMM_TYPE (All Users)

This setting controls the default value for commission on a cancellation fee service. Available values are: [None - (Default), Percentage, Service, Matrix (Lookup)]

CANCEL_POLICY_DEF_INVOICE1 (All Users)

The default Invoice Text Line 1 for products with cancellation policies. Defaults <SN> so that the Supplier Name is substituted on invoice line 1 for any new cancellation policies created.

CANCEL_POLICY_DEF_INVOICE2 (All Users)

Invoice Text Line 2 for products with cancellation policies. This defaults to blank, but can be a text string - e.g. "Cancellation Fee"

CANCEL_POLICY_DEF_INVOICE3 (All Users)

Invoice Text Line 3 for products with cancellation policies. This defaults to blank, but can be a text string.

CANCEL_POLICY_DEF_INVOICE4 (All Users)

Invoice Text Line 4 for products with cancellation policies. This defaults to blank, but can be a text string.

CANCEL_POLICY_DEF_MSG_FORMAT (All Users)

This setting controls the default value for the message format type of a cancellation fee service, and will be stamped on each cancel policy service at the time the service is entered.

CANCEL_POLICY_DEF_MUP_TYPE (All Users)

This setting controls the default value used for Markup on a cancellation fee service. Available values are: [None - (Default), Percentage, Service, Matrix (Lookup)]

CANCEL_POLICY_DEF_PERIOD_UNIT (All Users)

This setting controls the default value for the rule period radio buttons on cancellation policies. Available values are: [Hours (Default), Days]

CANCEL_POLICY_DEF_SERVICE (All Users)

This setting controls the default service type to be used for the cancellation fee service. The value defined here will be stamped on each cancel policy at the time the policy is entered.

FOC_DEFAULTS (All or Per User)

The default sequence in which FOC quantities will be allocated when setting up a new service in the Product Database—e.g., (E)scort, (G)uide, (D)river.

MARKUP_OR_MARGIN (All or Per User)

Sets the default for radio button Markup/Margin in the Database Date Ranges screen. MARKUP/MARGIN.

NEWOPTIONTAX (All Users)

Indicates the default setting for the Tax Inclusive/Tax Exclusive radio buttons in the service Product Database/Price Rules screen. Valid choices are TaxInclusive, TaxExclusive or SystemTaxMode. SystemTaxMode will use the setting from the System INI TAXINCLUSIVE.

SHOW_DELETED_SERVICES (All or Per User)

Services in the Product Database can be flagged as Deleted. They are not actually deleted, but the flag hides them from users in the booking/quoting screens. Unless this flag is set to Y, they are also not visible in the Product Database application.

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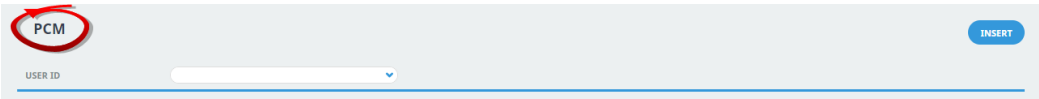
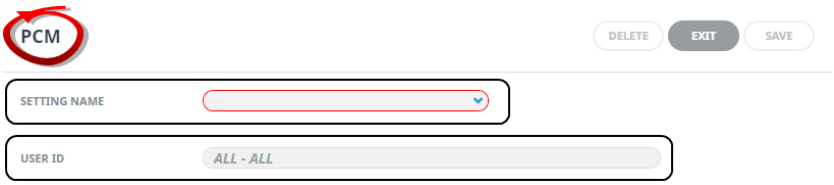
PCM

Enable a PCM INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > PCM**.
3. On the **PCM** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **PCM** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available PCM INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

BKG_CANCEL_STATUS (All or Per User)

The status that must be attached to a PCM before it can be deleted. (see "PCM Status" on page 167).

BKG_CANCEL_WITH_PENALTY_STATUS (All or Per User)

This setting specifies the Status assigned to a PCM when it is cancelled and the PCM has one or more services that will attract cancellation penalties. If no cancellation penalties are involved, the BKG_CANCEL_STATUS setting is used.

CALCULATE_SCU_FOC (All Users)

This setting indicates whether Second Charge Unit FOCs (i.e., Stay/Pay deals) should be used in PCMs.

CONSULTANT (All Users or Per User)

Used to link the Consultant's Tourplan login name (see " Create User " on page 282) with the Consultant's Initials (see "Consultant" on page 173).

COST_SELL_OVERRIDE_SYNC (All Users)

This setting determines if the sell price in a service line cost screen is automatically updated when the cost price is overridden.

The options are:

- (Y) Yes, always overwrite the sell price when the cost value is overridden. (Default setting)
- (N) No, do not automatically overwrite the sell price when the cost value is overridden.

DEFAULTPAXRANGES (All or Per User)

The values set in this string can be used to populate the Pax Ranges grid with default numbers when creating a new PCM. e.g., 10+1+1+0, 15+1+1+0 would populate the first pax

range column with 10 Pax, 1 Escort, 1 Driver, 0 Guides. The second pax range column would have 15 Pax, 1 Escort, 1 Driver, 0 Guides etc.

DEFAULT_AGENT (All or Per User)

Can be used to automatically default a specific agent into the PCM header based on the user's login name.

DEFAULT_BRANCH (All or Per User)

Can be used to automatically default a specific Branch into the PCM header based on the user's login name.

DEFAULT_DEPT (All or Per User)

Can be used to automatically default a specific PCM Department into the PCM header based on the user's login name.

DEFAULT_PCM_NAME (All or Per User)

Can be used to default a standard PCM name—e.g., Quote Reference. The value in the PCM_COUNT setting (below) can be used to append a numeric value to the default name—e.g. Quote Reference 125.

DEFAULT_SUBCODE (All or Per User)

Used to set a default foreign currency conversion sub-code (see "Currency Subcode" on page 78) into the PCM header.

DUPLICATE_NAME (All or Per User)

This setting determines what action will be taken when a duplicate PCM name is entered. The options are Yes (allow duplicate names), Warning (warn a duplicate exists, then allow), No (deny duplicate names).

EDIT_DATEENTERED (All or Per User)

This setting allows or denies the PCM Date Entered field to be accessed and the date changed. (Y/N).

INSERTPCM_MERGE (All Users)

When inserting an existing PCM into another PCM, there are two options. One is to insert the PCM at a specific day/sequence which will move any existing services following that Day/Sequence to the end of the PCM being inserted. The second is to 'Merge' the PCM being inserted so that the day/sequence numbers of it fit around the day/sequence numbers of the host PCM. This setting enables the default to be set to Merge when set to (Y)es or to Insert when set to (N)o.

PCM_COUNT (All or Per User)

Used in conjunction with the value set in DEFAULT_PCM_NAME (above) as a suffix to default the PCM name. The number increments automatically.

PCM_ENQUIRY_STATUS (All Users)

This setting allows security levels to be paired with PCM Status Codes. If the user has a security level less than the security value set for the PCM Status, then the application is forced into Enquiry only mode.

PCM_RETAIN_VCH_DEFAULT (All or Per User)

The default setting for the checkbox 'Retain Voucher Text' during Service Substitution. (Y/N)

STATUS (All or Per User)

The default initial status of the PCM.

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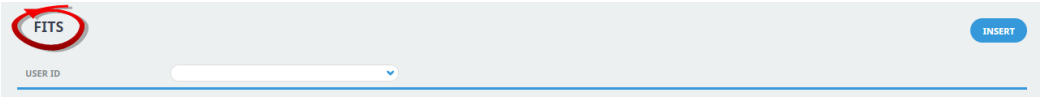
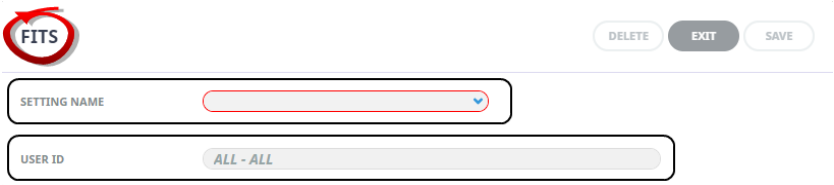
FITs

Enable a FITs INI Setting

1. From the Home menu, select**Home > System > Code Setup**.
2. From the Code Setup menu, select**INI Settings > FITs**.
3. On the**FITs**screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the**FITs**screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available FITs INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

BKG_CANCEL_STATUS (Per User)

The booking status that must be attached to a Booking before it can be deleted. (see "Booking Status" on page 179).

BKG_CANCEL_WITH_PENALTY_STATUS (Per User)

This setting specifies the Booking Status assigned to a booking when it is cancelled and the booking has one or more services that will attract cancellation penalties. If no cancellation penalities are involved, the BKG_CANCEL_STATUS setting is used.

BOOKING_COUNT (All or Per User)

Used in conjunction with the value set in DEFAULT_BOOKING_NAME (below) as a suffix to the default booking name. The number increments automatically.

BOOKINSIDERELEASE (All or Per User)

Setting that allows an allocation to display inside the set release period. (Y/N)o. If 'N' is selected and a date is released then the available units will show as 0.

CONSULTANT (Per User)

Used to link the Consultant's Tourplan login name (see " Create User " on page 282) with the Consultant's Initials (see Booking "Consultant" on page 173).

COST_SELL_OVERRIDE_SYNC (All Users)

This setting determines if the sell price in a service line cost screen is automatically updated when the cost price is overridden.

The options are:

- (Y) Yes, always overwrite the sell price when the cost value is overridden. (Default setting)
- (N) No, do not automatically overwrite the sell price when the cost value is overridden.

DEFAULT_AGENT (Per User)

Setting used to automatically default a specific agent code into the Booking header based on the user's login name.

DEFAULT_BOOKING_NAME (All or Per User)

Can be used to default a standard booking name—e.g., Quote Reference. The value in the BOOKING_COUNT setting (above) can be used to append a numeric value to the default name—e.g. Quote Reference 125.

DEFAULT_BRANCH (All or Per User)

Can be used to automatically default a specific Booking Branch into the Booking header based on the user's login name.

DEFAULT_COMM (All or Per User)

A numeric value indicating the default Agent Commission percentage on a booking. This value is overridden by any commission value attached to the agent record.

DEFAULT_DEPT (All or Per User)

Can be used to automatically default a specific Booking Department into the Booking header based on the user's login name.

DEFAULT_MUP (All or Per User)

A numeric value indicating the default Booking Mark-up percentage. This value is overridden if the agent has a mark-up percentage attached.

DEFAULT_ROOMTYPE (All or Per User)

A setting to default a particular room type to rooms in the Pax Travelling screen. If unset, the default is (TW) 2 pax/Twin.

DEFAULT_SALE1-6 (6 Fields) (All or Per User)

Can be used to automatically default a specific value into the Booking Analysis fields based on the user's login name.

DEFAULT_SUBCODE (All or Per User)

Used to set a default foreign currency conversion sub-code (see "Currency Subcode" on page 78) into the Booking header.

DELETE_FIXED_SERVICES (All or Per User)

Some third party web based booking applications insert services into Tourplan bookings which may or may not be stored in the Tourplan Product Database. These are known as Fixed Services. Under normal circumstances, only the (web) application that inserted the service has the permissions to delete it. Setting this value to Y allows fixed service deletion from within the Tourplan FIT application.

DUPLICATE_NAME (All or Per User)

This setting determines what action will be taken when a duplicate FIT booking name is entered. The options are: Yes (allow duplicate names), Warning (warn a duplicate exists then allow), and No (deny duplicate names).

EDIT_DATEENTERED (All Users or Per User)

This setting allows or denies the Booking Date Entered field to be accessed and the date changed. (Y/N).

EDITCLOSEDVOUCHER (All or Per User)

The value for this setting determines whether a service can be altered *after* the service has been (paid and) closed.

NOTE: This setting has an impact on any alterations which may be required to be made to services after the service has been paid and closed. If (e.g.) an exchange rate variation requires the booking to be recalculated, and some/all services have been closed, a message will advise that Closed services have not been updated.

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EDITABLETAX (All or Per User)

When the value for this setting is 'Y' the 'Tax' fields in the service cost screen can be accessed and changed.

> Warning: You will receive direction from your Local Tourplan Support Team if your organisation is to enable this INI Setting. We strongly suggest discussing this with a member of our Tourplan team ahead of implementing this setting.

FB_DEFAULT_CONFIG (All or Per User)

This allows users to have a default room configuration which the UI will apply when users create a new booking. The selections available are:

- Default - Two adults in a double room
- TwoAdultsDouble - Two adults in a double room
- TwoAdultsTwin - Two adults in a twin room
- OneAdultSingle - One adult in a single room
- Other Configuration - No stipulated configuration, this is to be selected at the time of booking.

FB_DEFAULT_RATE_SOURCE (All or Per User)

This INI allows users to select a default rate for the system to use when inserting product into FIT Bookings. The available selections are as follows:

- Default
- InternalAndExternal
- InternalOnly
- ExternalOnly

FBCREDITLIMITPW (All or Per User)

The password used in conjunction with FBCREDITLIMITTYPE (below).

FBCREDITLIMITTYPE (All or Per User)

The value entered against this setting determines system action in the event of an agent's credit limit being exceeded. The allowable values are: DENY which will not allow the booking to proceed; PASSWORD which will allow the booking to proceed once the password stored in FBCREDITLIMITPW (above) has been entered, WARNING which will warn that the credit limit has been exceeded, and NOLIMIT which will allow the booking to proceed without a warning or passwords requirement.

FB_CONTACT_LBL_ENABLE (All or Per User)

When set to 'Y', this setting allows users to define the 'Pax Details' > 'Contacts' tab field labels within FIT bookings and Pax CRM if this integration is enabled.

FB_CONTACT_LBL_EMAIL (All or Per User)

This setting allows users to customise the default label 'EMAIL ADDRESS' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_CONTACT_LBL_FAX (All or Per User)

This setting allows users to customise the default label 'FAX NUMBER' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_CONTACT_LBL_MOBILE (All or Per User)

This seting allows users to customise the default label 'MOBILE PHONE' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_CONTACT_LBL_NAME (All or Per User)

This setting allows users to customise the default label 'CONTACT NAME' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_CONTACT_LBL_PHONE (All or Per User)

This setting allows users to customise the default label 'PHONE NUMBER' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_CONTACT_LBL_WEB (All or Per User)

This setting allows users to customise the default label 'WEB ADDRESS' used in 'Pax Details' > 'Contacts' tab within FIT bookings and Pax CRM if this integration is enabled. When the FB_CONTACT_LBL_ENABLE setting above is set to (Y).

FB_DEL_EXTERNAL_NOTE_SECURITY (All Users)

The value entered here works in conjunction with users security level settings. Entering a numerical value here with a level greater than or equal to the users security level will determine if the user can amend or delete external service notes. Setting a value of 100 will block all changes or deletions, setting a value of 0 is the same as not setting this INI. This setting does not restrict access to all notes, only external service notes.

FB_ES_NOTE_CATEGORIES (All Users)

Applies only to external services and sets the Note Categories that will display in the Enquiry Notes or Service Notes in the booking Service List . Comma separated list - e.g. NT2,NT4,CHP etc.

FB_MODIFY_PCM_NOTES (All or Per User)

When a Package PCM is inserted into a FIT booking, one of the Package set up parameters is whether any PCM Notes should be automatically copied into the FIT booking. This setting determines whether those copied in notes are allowed to be edited in the FIT booking. (Y/N)

FB_PAXTEXTLABEL1–10 (10 Fields) (All or Per User)

These 10 settings can be used to label the general text fields used in 'Pax Details' > 'Details' tab within FIT bookings.

FB_RETAIN_VCH_DEFAULT (All or Per User)

The default setting for the checkbox 'Retain Voucher Text' during Service Substitution. (Y/N)

INSERTPCM_LINKED (All or Per User)

The default setting for the checkbox 'Retain Link to PCM' when inserting a PCM into a FIT Booking. (Y/N)

INSERTPCM_MERGE (All Users)

When inserting a PCM into a booking, there are two options. One is to insert the PCM at a specific day/sequence which will move any existing booking services following that Day/Sequence to the end of the PCM being inserted. The second is to 'Merge' the PCM being inserted so that the day/sequence numbers of it fit around the day/sequence numbers of the host Booking. This setting enables the default to be set to Merge when set to (Y)es or to Insert when set to (N)o.

NAVIGATION_ON_INSERT (All or Per User)

This sets which screen is displayed after the Insert new booking header screen has been completed. The available options are: Booking Details, Service Insert (Default), or PCM management.

PNR_AIRLINE_PLATES (All Users)

This setting allows specific PNR plates to be set per user. The format is a comma delimited list "xxx:nnnnn,xxx:nnnnn,..."etc where xxx= Ticket Prefix (airline code) and nnnnn = Plate Number. When set, the PNR Plate Selection List is ignored.

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PNR_USE_TICKETED_DATE_FOR_RATE (All Users)

Use Ticketed Date for Cost/Sell rates instead of Today (Y/N).

RATERULECHECK (All or Per User)

Check rate rules in batch processes such as insert bookings. (Y/N).

RECOST_PCM_LINES (All or Per User)

This will set the default re-cost option when inserting a PCM into an FIT booking. The values available are: No, All (Except Overides), and Overides.

STATUS (All or Per User)

The default initial status of the booking. The status code must already exist - see "Booking Status" on page 179

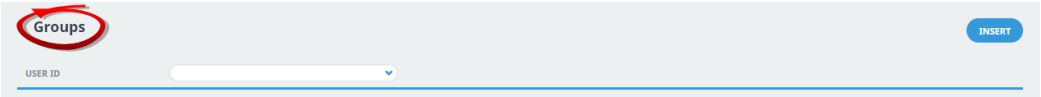
VALIDATE_TRANSACTIONS (All or Per User)

When this value is set to 'Basic', Tourplan will test for accounting transactions before allowing booking deletion. If transactions are found, deletion is denied.

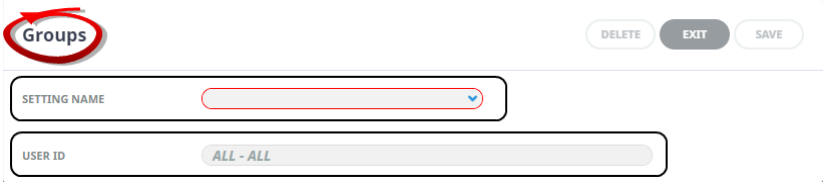
Groups

Enable a Groups INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Groups**.
3. On the **Groups** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Groups** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Groups INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

BKCREDITLIMITPW (All or Per User)

The password used in conjunction with BKCREDITLIMITTYPE (below).

BKCREDITLIMITTYPE (All or Per User)

The value entered against this setting determines system action in the event of an agent's credit limit being exceeded. The allowable values are: DENY which will not allow the booking to proceed; PASSWORD which will allow the booking to proceed once the password stored in BKCREDITLIMITPW (above) has been entered, WARNING which will warn that the credit limit has been exceeded, and NOLIMIT which will allow the booking to proceed without a warning or passwords requirement.

BKG_CANCEL_STATUS (All or Per User)

The booking status that must be attached to a Booking before it can be deleted. (see "Booking Status" on page 179).

BKG_CANCEL_WITH_PENALTY_STATUS (Per User)

This setting specifies the Booking Status assigned to a booking when it is cancelled and the booking has one or more services that will attract cancellation penalties. If no cancellation penalties are involved, the BKG_CANCEL_STATUS setting is used.

BK_INVOICELINE_MODE (All or Per User)

The radio button default for Service Line order when generating an agent invoice from Groups. Available options are:

- Service - Invoice line per service
- Room Type - Invoice line for each Itinerary/Room type with room based values.
- Person - Invoice line for each Itinerary/Room type with pax based values.

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BOOKING_COUNT (All or Per User)

Used in conjunction with the value set in DEFAULT_BOOKING_NAME (below) as a suffix to the default booking name. The number increments automatically.

BOOKINSIDERELEASE (All or Per User)

Setting that allows allocation to display inside the set release period. (Y/N).

CALCULATE_SCU_FOC (All Users)

This setting indicates whether Second Charge Unit FOCs (i.e., Stay/Pay deals) should be used in Groups. (Y/N).

CONSULTANT (Per User)

Used to link the Consultant's Tourplan login name with the "Consultant" on page 173 initials.

COST_SELL_OVERRIDE_SYNC (All Users)

This setting determines if the sell price in a service line cost screen is automatically updated when the cost price is overridden.

The options are:

- (Y) Yes, always overwrite the sell price when the cost value is overridden. (Default setting)
- (N) No, do not automatically overwrite the sell price when the cost value is overridden.

DEFAULT_AGENT (Per User)

Setting used to automatically default a specific agent into the Booking header based on the users login name.

DEFAULT_BOOKING_NAME (All Users or Per User)

Can be used to default a standard booking name—e.g., Quote Reference. The value in the BOOKING_COUNT setting (above) can be used to append a numeric value to the default name—e.g. Quote Reference 125.

DEFAULT_BRANCH (All or Per User)

Can be used to automatically default a specific Booking Branch into the Booking header based on the user's login name.

DEFAULT_COMM (All or Per User)

A numeric value indicating the default Agent Commission percentage on a booking. This value is overridden by any commission value attached to the agent record.

DEFAULT_DEPT (All or Per User)

Can be used to automatically default a specific Booking Department into the Booking header based on the user's login name.

DEFAULT_MUP (All or Per User)

A numeric value indicating the default Booking Mark-up percentage. This value is overridden if the agent has a mark-up percentage attached.

DEFAULT_SALE1–6 (6 Fields) (All or Per User)

Can be used to automatically default a specific value into the Booking Analysis fields based on the users login name.

DEFAULT_SUBCODE (All or Per User)

Used to set a default foreign currency conversion sub-code (see "Currency Subcode" on page 78) into the Booking header.

DUPLICATE_NAME (All or Per User)

This setting determines what action will be taken when a duplicate Group booking name is entered. The options are: Yes (allow duplicate names), Warning (warn a duplicate exists

then allow), and No (deny duplicate names).

EDITCLOSEDVOUCHER (All or Per User)

The value for this setting determines whether a service can be altered after the service has been (paid and) closed. (Y/N).

NOTE: This setting has an impact on any alterations to services which may be required after services have been paid and closed. If (e.g.) an exchange rate variation requires the booking to be recalculated, and some/all services have been closed, a message will advise that Closed services have not been updated.

EDIT_DATEENTERED (All or Per User)

This setting allows or denies the Booking Date Entered field to be accessed and the date changed. (Y/N).

EDITABLETAX (All or Per User)

When the value for this setting is 'Y' the 'Tax' fields in the service cost screen can be accessed and changed.

Warning: You will receive direction from your Local Tourplan Support Team if your organisation is to enable this INI Setting. We strongly suggest discussing this with a member of our Tourplan team ahead of implementing this setting.

GB_DEFAULT_PCM_EDG (All or Per User)

The default setting for the checkbox Use PCM EDG (Escort, Driver, Guide) Values when inserting a PCM into a Group booking. (Y/N).

GB_MODIFY_PCM_NOTES (All or Per User)

When a Package PCM is used to create a series departure master booking, one of the Package set up parameters is whether any PCM Notes should be automatically copied into the Group booking. This setting determines whether those copied in notes are allowed to be edited in the Group booking. (Y/N).

GB_PAXTEXTLABEL1–10 (10 Fields) (All or Per User)

These 10 settings can be used to label the general text fields in the Rooming List, Pax Names screen.

GB_RETAIN_VCH_DEFAULT (All or Per User)

The default setting for the checkbox 'Retain Voucher Text' during Service Substitution. (Y/N)

INSERTPCM_LINKED (All or Per User)

The default setting for the checkbox 'Retain Link to PCM' when inserting a PCM into a Group booking. (Y/N).

INSERTPCM_MERGE (All Users)

When inserting a PCM into a booking, there are two options. One is to insert the PCM at a specific day/sequence which will move any existing booking services following that Day/Sequence to the end of the PCM being inserted. The second is to 'Merge' the PCM being inserted so that the day/sequence numbers of it fit around the day/sequence numbers of the host Booking. This setting enables the default to be set to Merge when set to (Y)es or to Insert when set to (N)o.

NAVIGATION_ON_INSERT (All or Per User)

This sets which screen is displayed after the Insert new booking header screen has been completed. The available options are: Booking Details, Itinerary (Default), or PCM management.

RATERULECHECK (All or Per User)

Check rate rules in batch processes such as insert booking. (Y/N).

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RECOST_PCM_LINES (All or Per User)

This will set the default re-cost option when inserting a PCM into an FIT booking. The values available are: No, All (Except Overrides), and Overrides.

STATUS (All or Per User)

The default initial status of the booking. The status code must already exist - see "Booking Status" on page 179

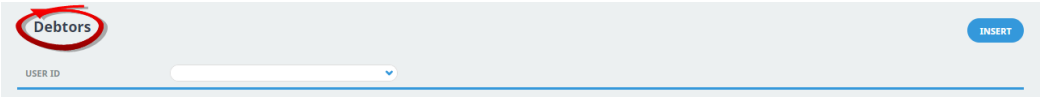
VALIDATE_TRANSACTIONS (Per User)

When this value is set to 'Basic', Tourplan will test for accounting transactions before allowing booking deletion. If transactions are found, deletion is denied.

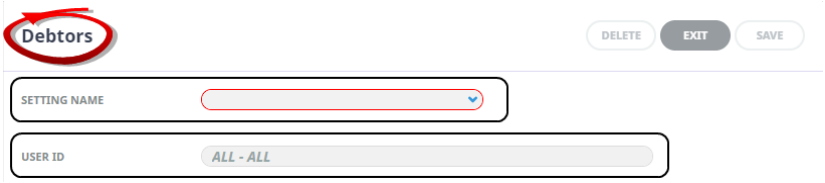
Debtors

Enable a Debtors INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Debtors**.
3. On the **Debtors** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Debtors** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Debtors INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

ARADDRESSnLABEL (5 Fields) (All Users)

These 5 settings can be used to label the physical address fields in Debtor set up > Details tab - e.g. Street, Suburb, and Town/City etc.

ARADDRESSnLOCALLABEL (5 Fields) (All Users)

These 5 settings can be used to label the local physical address fields in Debtor set up > Details tab - e.g. Street, Suburb, and Town/City etc.

ARCLOSEDPERIOD (All Users)

The Debtors ledger closed accounting period.

NOTE: This value is set when the system is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in debtor's balances being incorrect.

ARCREDITLIMITPW (All or Per User)

The password used in conjunction with ARCREDITLIMITTYPE (below).

ARCREDITLIMITTYPE (All or Per User)

The value entered against this setting determines system action in the event of an agent's credit limit being exceeded. The allowable values are: DENY which will not allow the booking to proceed; PASSWORD which will allow the booking to proceed once the password stored in ARCREDITLIMITPW (above) has been entered; WARNING which will warn that the credit limit has been exceeded and NOLIMIT which will allow the booking to proceed without a warning or passwords requirement.

ARCURRENTPERIOD (All Users)

The Debtors ledger current accounting period.

NOTE: This value is set when the system is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in debtor's balances being incorrect.

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ARMAILINGADDRESSnLABEL (5 Fields) (All Users)

These 5 settings can be used to label the mailing address fields in the Debtor set up > Details tab —e.g., P.O. Box, Suburb, and City etc.

ARMAILINGADDRESSnLOCALLABEL (5 Fields) (All Users)

These 5 settings can be used to label the local mailing address fields in the Debtor set up > Details tab —e.g., P.O. Box, Suburb, and City etc

ARUDLABELn (20 Fields) (All Users)

Used to label the 20 User Defined text fields which then display in the Debtors > Details tab.

AR_INVOICE_AGE (All Users)

The value in this setting determines how debtor invoices will age. Available options are by: 'Invoice Date', 'Last Service Date', 'Pay Due date', and 'Travel Date'.

NOTE: This value is set after ageing options have been discussed with the user company. It should ONLY be altered on the basis of support advice.

AR_INVOICE_DATE (All Users)

The value in this setting determines how the default debtor invoice date is calculated.

Available options are: Last day of 'Current period'; 'Last Service Date'; 'System Date'; 'Travel Date'.

A variation on the 'System Date' option is 'Period End Date' which, if the Travel Date period is closed, will adjust the Invoice Date to be the first day of the current period.

NOTE: This value is set after transaction date options have been discussed with the user company. It should ONLY be altered on the basis of support advice.

AR_INVOICE DAYSPRIORTRP (All Users)

If AR_INVOICE_DATE is set to 'Travel Date', this value can be used to default the Invoice Date to nn days prior to the Travel Date.

NOTE: The transaction period (controlled by AR_INVOICE_DATE) is overridden by this setting. If this setting is 10 (days prior to travel) and the booking travel date is 01 May and May is period 02, then the transaction period will be 01, since 10 days prior to 01 May is 21 April, which is the prior period.

AR_INVOICE_POSTING (All Users)

The value in this setting determines when the revenue is to be recognised. The period options available are: 'Age', 'Invoice', 'Last Service Date', 'Travel Date '.

NOTE: This value is set after expense recognition options have been discussed with the user company. It should ONLY be altered on the basis of support advice.

AR_MANUAL_CREDIT, AR_MANUAL_INVOICE, AR_MANUAL_RECEIPT (All Users)

These three settings can be used to allow or deny manual debtor transaction references. (Y/N)

NOTE: Transaction references are generated by the System INI Settings AR_NEXT_CREDIT, AR_NEXT_INVOICE, AR_NEXT_RECEIPT. Allowing transaction references to be manually entered is not recommended, since duplicate references can not be used for the same debtor.

AR_PKG_TAX_ANALYSIS (All Users)

When set to 'Y', the AR_TAX_ANALYSIS functionality (below) is enabled. (Y/N)

AR_RECEIPT_MULTI_CURRENCY (All or Per User)

Setting this value enables debtors cash receipts to be entered in different currencies - i.e., invoice issued in USD, cash received in NZD. (Y/N)

NOTE: Currency pairs and exchange rates must exist before this feature can be used.

AR_TAX_ANALYSIS (All Users)

Tax can be analysed by using one of the Agent Analysis fields (Agent Analysis Codes 1 – 6). The value for this INI setting is a numeric value 1 - 6, indicating which of the Agent Analysis fields is being used for the tax analysis. Used in conjunction with System INI SERVICE_BASED_INV_GENERATION.

AR_TAX_ANALYSIS_VALUE (All Users)

The Tax Code which is in the Agent Analysis field in AR_TAX_ANALYSIS (above).

DEBTOR_INCL_NIL_BAL_TRANS (All or Per User)

When this value is blank or set to (Y)es, the Include Nil Balance Transactions checkbox on the debtor's statement is checked by default. Setting this to (N)o will uncheck it be default. (Y/N)

DEFAULTAGENTTAXIND (All Users)

A tax indicator can be entered as the value in this setting which will then default into the debtor tax indicator field when a new debtor is created. Tax indicators are a numeric value 0 - 9.

DEFAULT_RECEIPT_TYPE (All or Per User)

A receipt type code can be entered as the value in this setting which will default into the Receipt Type field when a debtor's cash receipt is being issued.

IMPORT_AGENT_FIELD (All Users)

The Agent User Defined Text field used to validate the agent code when importing transactions [1-20]

IMPORT_DEPOSIT_STATUS (All Users)

The booking status to use if the Transaction Import has processed a deposit payment.

IMPORT_FINAL_STATUS (All Users)

The booking status to use if the Transaction Import has processed a final payment.

STMT_INCL_CURRENT_CASH (All Users)

Used in conjunction with DEBTOR_INCL_NIL_BALANCE_TRANS (above) to determine whether Current Cash/Credit amounts should be included in the nil balance tests. (Y/N)

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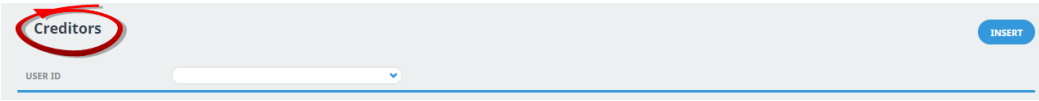
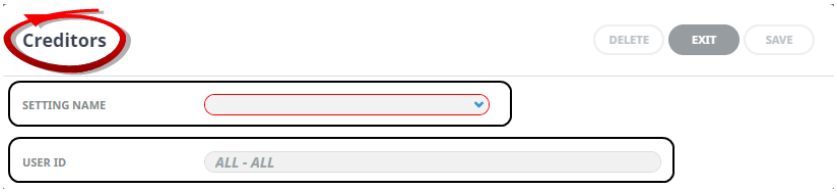
Creditors

Enable a Creditors INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Creditors**.
3. On the **Creditors** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Creditors** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Creditor INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

APADDRESSnLABEL (5 Fields) (All Users)

These 5 settings can be used to label the physical address fields in Creditor set up > Details tab - e.g. Street, Suburb, and Town/City etc.

APADDRESSnLOCALLABEL (5 Fields) (All Users)

These 5 settings can be used to label the local physical address fields in Creditor setup > Details tab - e.g. Street, Suburb, and Town/City etc.

APBANKACCOUNTVALIDATE (All Users) (User Special)

Setting this to 'Base11' forces a base 11 validation on the bank account entered. (Base11/None)

APCLOSEDPERIOD (All Users)

The Creditors ledger closed accounting period.

NOTE: This value is set when the system is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in creditor's balances being incorrect.

APCURRENTPERIOD (All Users)

The Creditors ledger current accounting period.

NOTE: This value is set when the system is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in creditor's balances being incorrect.

APMAILINGADDRESSnLABEL (5 Fields) (All Users)

These 5 settings can be used to label the mailing address fields in Creditor set up > Details tab - e.g., P.O. Box, Suburb, and City etc.

APMAILINGADDRESSnLOCALLABEL (5 Fields) (All Users)

These 5 settings can be used to label the local mailing address fields in Creditor set up > Details tab - e.g., P.O. Box, Suburb, and City etc.

APUDLABELn (20 Fields) (All Users)

Used to label the 20 User Defined text fields which then display in the Creditors > Details Tab.

AP_DEFAULT_CLOSE_VCH (All or Per User)

Enables the default value to be set for the checkbox 'Close Voucher' when paying creditors. (Y/N).

AP_EXCHANGE_RATES (All Users)

This setting determines whether the exchange rate used in foreign currency creditor payments is based on the 'Transaction Date' or 'Booking Date'.

AP_INVOICE_AGE (All Users)

The value in this setting determines how creditor's invoices will age. Available options are by: 'Invoice Date' or 'Pay Due Date'

NOTE: This value is set after ageing options have been discussed with the user company. It should ONLY be altered on the basis of support advice.

AP_INVOICE_IMPORTS (All Users)

This setting stipulates what invoice file formats will be will be permitted for 'Supplier Invoice Imports'. File formats permitted are: 'WEX' or 'STD'.

AP_INVOICE_POSTING (All Users)

The value in this setting determines when the expense is to be recognised. The period options available are: 'Age', 'Invoice', 'Last Service Date', 'Travel Date '..

NOTE: This value is set after expense recognition options have been discussed with the user company. It should ONLY be altered on the basis of support advice.

AP_OVER_INVOICED_LEVEL (All Users)

The minimum User Security Level for users authorised to allow Payables Over-Payments. Used in conjunction with AP_OVER_INVOICED_PW below.

AP_OVER_INVOICED_PW (All Users)

The password required to allow Payables Over-Payments. Used in conjunction with AP_OVER_INVOICED_LEVEL above.

AP_SET_SAME_PAYDUE - (All or Per User)

Setting this forces a common pay due throughout all lines in an AP transaction. Based on the Payment Due date for the creditor, the options available are: No, Earliest, or Latest.

- No - maintain the calculated pay due date.
- Earliest - base the payment due date on the earliest calculated pay due date.
- Latest - base the payment due date on the latest calculated pay due date.

Note: The date can be overridden.

AP_TAX_ANALYSIS (All Users)

Tax can be analysed by using one of the product analysis fields. The value for this INI Setting is a numeric value 1-6, indicating which of the Product Analysis fields is being used for the tax analysis. (This INI Setting is used for general creditor invoice lines that are not linked to a service)

AP_TAX_ANALYSIS_VALUE (All Users)

The Tax Code which is in the Product Analysis field in AP_TAX_ANALYSIS (above)

BSP_DISCREPANCY_AC (All Users)

The GL Expense Accounts for Tickets processed through BSP.

BSP_DISCREPANCY_BR (All Users)

The GL Expense Branch for Tickets processed through BSP.

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BSP_DISCREPANCY_DP (All Users)

The GL Expense Department for Tickets processed through BSP.

DEFAULT_PAYMENT_TYPE (All or Per User)

This setting can be used to determine the default cheque payment type to be used when creating creditor cheques.

Financial

Most settings in this section relate to default G.L. Account details which Tourplan uses to post transactions automatically. Why and how these accounts are used is discussed in the Accounts User Manual . This section simply lists the accounts that are available to be set up.

Each account setting has three components

- BR = Account Branch
- DP = Account Department
- AC = Account Number.

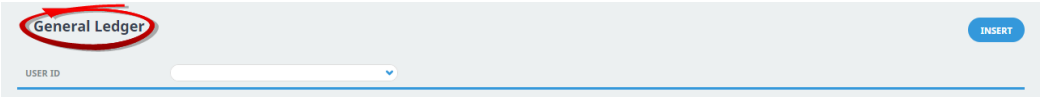
The G.L. Account Branch is the required value for the BR component; the G.L. Account Department is the required value for the DP component and the G.L. Account number is the required value for the AC component. The three components are listed as one in this section.

> Provided the account number is common, an INI setting can set to post to multiple accounts. An example is Booking Revenue and Booking Expenses. It is quite common for different departments of a user company to have the revenue and expenses broken down by department. e.g., If the company has a single branch (NZ) and multiple departments (FT, GR, IN, SE etc) and a common account for revenue (e.g. 010000), the GL_REVENUE_BR/DP/AC settings could be set up as follows:
>
> GL_REVENUE_BR = NZ
>
> GL_REVENUE_DP = (blank)
>
> GL_REVENUE_AC = 010000

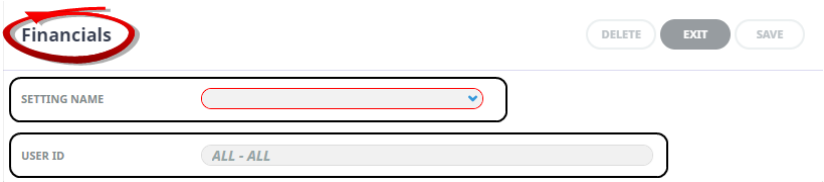
When the revenue postings were being done, Tourplan would recognise the Department value was blank and then get the appropriate Department from the Booking Reference field and post the revenue to that specific department's revenue account. Naturally G.L. Accounts must exist in the G.L. Chart for all possible Branch/Department combinations.

Enable a Financial INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Financials**.
3. On the **General Ledger** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Financials** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

GLCLOSEDPERIOD (All Users)

The General ledger closed accounting period.

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NOTE: This value is set when the system is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in G.L. Account balances being incorrect.

GLCURRENTPERIOD (All Users)

The General ledger current accounting period.

NOTE: This value is set when the systems is installed and should ONLY be altered on the basis of support advice. Altering this setting can result in G.L. Account balances being incorrect.

GLLOCKEDPERIOD (All Users, Period)

The accounting period that the G.L. is locked for. This value denies the posting of subsidiary ledger (Debtors & Creditors) transactions into a period prior to and including the GLLOCKEDPERIOD. Format is yyyynn.

GLUDLABELn (5 Fields) (All Users)

Used to label the 5 User Defined text fields which then display in the General Ledger > Details Tab.

GL_ARUNALLOCATEDCASH_AC/BR/DP (All Users)

The debtors unallocated cash account detail.

GL_CRBANK_AC/BR/DP (All Users)

The default bank account used for creditor payments.

GL_CRCONTROL_AC/BR/DP (All Users)

The creditors control (Creditors) account detail.

GL_CRFOREXREALISED_AC/BR/DP (All Users)

The account detail for the Creditors Foreign Exchange variations account, after realisation.

GL_CRFOREX_AC/BR/DP (All Users)

The G.L. account detail for the Creditors Foreign Exchange variations account, before realisation.

GL_CRFUTCASH_AC/BR/DP (All Users)

The account detail for the creditors Future Cash account.

GL_DRBANK_AC/BR/DP (All Users)

The default bank account used for debtors receipt postings.

GL_DRCOMMISSION_AC/BR/DP (All Users)

The detail of the account used to post agents commission payments to.

GL_DRCONTROL_AC/BR/DP (All Users)

The debtors control (Debtors) account detail.

GL_DRFOREXREALISED_AC/BR/DP (All Users)

The account detail for the Debtors Foreign Exchange variations account, after realisation.

GL_DRFOREX_AC/BR/DP (All Users)

The account detail for the Debtors Foreign Exchange variations account, before realisation.

GL_DRFUTCASH_AC/BR/DP (All Users)

The account detail for the Debtors Future Cash account.

GL_DRPREPAYMENT_AC/BR/DP (All Users)

This account is only used by the BSP/ARC import process to hold the debit posting for air tickets until the travel period becomes current.

GL_DRTAXONCOMMISSION_AC/BR/DP (All Users)

The detail for an account that will specifically hold Tax on Agents commission.

GL_EXPENSE_AC/BR/DP (All Users)

The detail of the account(s) that booking expenses are posted to.

GL_FUTCOMM_AC/BR/DP (All Users)

The detail of the account used to post agents commission payments to when the revenue is in a Future period.

GL_FUTEXPTAX_AC/BR/DP (All Users)

The account(s) that tax from creditors future expense transactions will post to. Only used when GL_POST_TAX_CURRENT = N.

GL_FUTEXP_AC/BR/DP (All Users)

The account(s) that creditors future expense transactions will post to.

GL_FUTREVTAX_AC/BR/DP (All Users)

The account(s) that tax from debtors future revenue transactions will post to. Only used when GL_POST_TAX_CURRENT = N.

GL_FUTREV_AC/BR/DP (All Users)

The account(s) that debtors future revenue transactions will post to.

GL_NEXT_JOURNAL (All or Per User)

This setting can be used to enter a starting reference number for G.L. Journals. Used in conjunction with GL_NEXT_JOURNAL_PREFIX and GL_NEXT_JOURNAL_SUFFIX.

GL_NEXT_JOURNAL_PREFIX (All or Per User)

A predefined Journal Reference which will precede any value in GL_NEXT_JOURNAL.

GL_NEXT_JOURNAL_SUFFIX (All or Per User)

A predefined Journal Reference which will follow any value in GL_NEXT_JOURNAL.

GL_POST_TAX_CURRENT (All Users)

The option selected in this setting will determine if tax is posted into the: Revenue/Expense posting period (N) or to the Transaction period (Y).

GL_REVENUE_AC/BR/DP (All Users)

The detail of the accounts that bookings revenue is posted to.

GL_SUSPENSE_AC/BR/DP (All Users)

The detail of the account which is used to post transactions to when the requested G.L. Account is not found in the chart.

NOTE: This is an account for the specific use of the system and there can only be one 'System Suspense Account'. It must be separate account, not used for any other purpose.

GL_TAXIN_AC/BR/DP (All Users)

The account(s) that input tax (from creditors transactions) will post to.

GL_TAXOUT_AC/BR/DP (All Users)

The account(s) that output tax (from debtors transactions) will post to.

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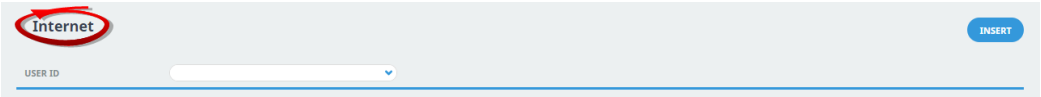
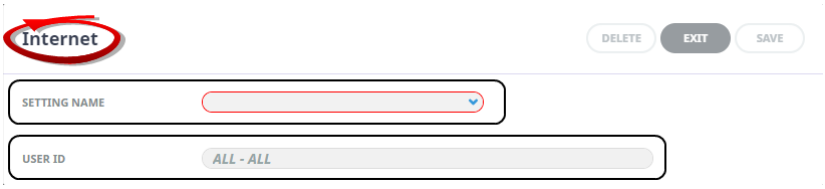
Internet

Enable an Internet INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Internet**.
3. On the **Internet** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Internet** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Internet INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

ES_ICOM_PRICE_SELECTION (All Users)

A setting that is only used where a Tourplan system can book product in external systems. It specifies what happens when a stay price lookup results in two or more stay prices (one of which may be the internal Tourplan rate, and others come from an external system).

The following are the settings and rules which will return one stay price:

- 'InternalOnly' = The internal system price is returned.
- 'GreaterThanMarkupAmount' = The one with the highest margin amount is returned.
- 'All' = Then all stay prices are returned.
- 'LessThanSell' = Then the one with the smallest sell price is returned.
- 'GreaterThanMarkupPercentage' = Then the one with the highest margin percentage is returned.

ES_MAX_SUPPLIERS_PER_ SEARCH (All Users)

Limits the number of suppliers to send to an external system in a single search request. The INI Setting is ignored if the search is under 10.

ES_MESSAGE_FORMAT (All Users)

The message format code applied to a service line where the service has been booked in an external system. See Message Types.

ES_OPTION_NOTE_CAT (All Users)

The Note Category attached at option level which holds detail of Tourplan product mapping to external data product mapping. See "Notes" on page 227

ES_SERVICE_LINE_NOTE_CAT (All Users)

If a service line has been booked in an external system, then a note with this category is created to hold details related to how the service has been booked in the external system. See "Notes" on page 227.

ES_SUPPLIER_NOTE_CAT (All Users, String)

The Note Category attached at supplier level which holds detail of Tourplan supplier data mapping to external supplier data mapping. See "Notes" on page 227.

ICOM_ADD_RQ_PKG_AS_OK (All Users)

If this setting is (Y)es, it allows iCom to override the allotment status of a package service and attempt to take allocation from the individual services in the package. (Y/N).

ICOM_ADD_SERVICE_UPDATE_PAX (All Users)

If set to (Y)es, then hostConnect's AddService request can update the Pax text fields (in the Pax Travelling Screen) for pax already in the booking. If set to (N)o the Pax text fields of existing pax cannot be updated by AddService.

ICOM_AGENT_PC_LINK_DAYS (All Users)

If set, Option Infomation will have limited access based on agent price codes. A value of 0-9999 can be entered, 0 means the date used is todays date and a value of 365 means the date used is one year ago.

ICOM_ALWAYS_USE_EXTRA_NAME (All Users)

If this setting is 'Y', iCom will always return the 'EXTRA NAME' field information, if set to (N)o then the 'EXTRA DESCRIPTION' field information is used.

ICOM_AUTOMESSAGE (All Users)

This setting can be set to allow iCom bookings to generate auto messages. There are restrictions on what iCom users can auto message and FIT users can auto message. Available Options: Yes/No/FITbooking only.

ICOM_AVAIL_FREESELL_LIMIT (All Users)

A value used to assess availability. For example setting a value of 10 - If 1 or more greater than this value will be reported as Freesell.

ICOM_BHD_NOTES_CATEGORY (All Users)

The notes category used for notes created by iCom. See Notes.

ICOM_BKG_MAIL_SUBJECT (All Users)

The Subject to use for iCom booking notification emails.

ICOM_BKG_MAIL_TO (All Users)

The email address that messages are sent to which are generated by iCom to report booking related events.

ICOM_BKG_MAIL_TYPES (All Users)

Zero or more letters that specify which iCom booking updates give rise to notification emails being sent (to the email address specified in ICOM_BKG_EMAIL_TO above). The valid letter options/updates are:

A = (A)dd service line

D = New agent (D)ialogue entry

N = SetBookingRemarks hostConnect request

Q = (Q)uote converted to a booking

R = Service line (R)emarks updated

T = Add service took a long (T)ime

U = (U)pdateService hostConnect request

X = Cancel or delete service line

Z = Cancel booking

Defaults to blank (no notifications)

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ICOM_CACHE_ALLOC_MAX_TIME (All Users)

The value in this setting is used by the web services to determine the maximum number of 'minutes' it should cache the inventory information. This INI is used for searches that get inventory information from the cache and not from the database. Default is 30 minutes.

ICOM_CACHE_BOOKING_MAX_TIME (All Users, Number)

Time in 'minutes' that booking and service line data remains in the iCom Cache (Default 30).

ICOM_CACHE_GROUP_RATES (All Users)

If 'Y' then the web services cache group rates from Tourplan, as well as FIT rates. (Y/N) system default 'N'.

ICOM_CACHE_LUT_CHECK_INTERVAL (All Users)

The value in this setting is used by web services to determine the number of 'minutes' between code table related data cache validations checks. Defaults to 5 minutes.

ICOM_CACHE_LUT_MAX_TIME (All Users)

Time in 'minutes' code table related data will remain in the cache. Defaults to 1 day.

ICOM_CACHE_MAX_TIME (All Users)

The value in this setting is used by the Tourplan.Net engine to determine the maximum number of 'minutes' it should cache the following: Options (Products), Suppliers and Agents. Defaults to 10080 minutes (7 days).

ICOM_CACHE_NOTE_DB_MAX_TIME (All Users)

Time in 'minutes' Product notes (Database and Database/Supplier) remain in the cache. Defaults to 0 day.

ICOM_CACHE_NOTE_MAX_TIME (All Users)

The value in this setting is used by the Tourplan.Net engine to determine the maximum number of 'minutes' it should cache notes not covered by the other INIs remaining in the cache.

ICOM_CACHE_PAX_MAX_TIME (All Users)

The value in this setting is used by the web services to determine the maximum number of 'minutes' it should cache the following: Notes, Pax Groups, Pax Names, PCM's, Queue Destinations and Security Groups. Defaults to 30 minutes.

ICOM_CACHE_TABLE_MAX_TIME (All Users)

The value in this setting is used by the web services to determine the maximum number of 'minutes' it should cache objects whose last update time cannot be validated against the database (such as INI values and code tables). Defaults to 5 minutes.

ICOM_CACHE_VALIDATION_INTERVAL (All Users)

The value in this setting is the maximum number of 'minutes' that the web services use to determine whether it should use a cached object (whose last update time can be validated against the database) or check the database for changes and reload the object from the database if it has changed. Defaults to 5 minutes.

ICOM_CACHE_VALIDATION_LIMIT (All Users)

The value in this setting limits the number of Cache vlidation checks done for a request. The setting is ignored if under 100.

ICOM_CAN_BOOK_ZERO_RATES (All Users)

A 'Y' or 'N' value allowing iCom to add a service line if the main rate is 0.00 on one or more of the days being booked. Default value 'N'.

ICOM_CANCEL_HOURS_BUFFER (All Users)

The value in this setting will be added to the Product Cancellation Hours value to provide an additional time buffer.

ICOM_CANCEL_MESSAGE_IGNORE (All Users)

If a service has a status on this (comma-seperated) list before cancellation, iCom will not send a message if the service is cancelled.

ICOM_CANCEL_MESSAGE_STATUS (All Users)

A (comma-separated) list of service Status/Message Code pairs (same format as ICOM_MESSAGE_STATUS below) used when supplier messages are sent when a service line is cancelled.

ICOM_CONTACT_TYPE (All Users)

The messaging contact type that iCom will use when sending messages.

ICOM_CREATE_CANCEL_PENALTY (All Users)

This setting determines if iCom will create cancel penalty service lines (Y/N).

ICOM_CREDIT_LIMIT_TYPE_CHECK (All Users)

Determines the level of credit checking that iCom will apply. Available Options: 'NoCheck', 'Current', and 'Current+Future' and if not defined will default to the credit checking level defined by the INI ARCREDITLIMITBASE.

ICOM_DATA_RELOAD_MINUTES (All Users)

The frequency , in 'minutes', that key data (INI's, Code Tables, Product and Supplier list) is reloaded into iCom.

ICOM_CURRENCY_RATES_LIMIT (All Users)

iCom upper date limit for currency exchange rate lookup

ICOM_DIALOGUE_NOTE_CAT (All Users)

This setting, when a valid Booking Header note category is entered as the value, enables the iCom Agent Dialogue feature.

ICOM_ENABLED (All Users)

This setting enables or disables iCom. (Y/N).

ICOM_ENABLED_CR_ANALYSIS_CODES (All Users)

The, comma- separated, list of database analysis codes returned by hostConnect's GetServiceButtonDetails and OptionInfo requests. Details of codes not on this list are not available through hostConnect. If the value is blank, no database analysis codes are available. Example format 1,2,4,6.

ICOM_ENABLED_DB_ANALYSIS_CODES (All Users)

The comma- separated list of database analysis codes returned by hostConnect's GetServiceButtonDetails and OptionInfo requests. Details of codes not on this list are not available through hostConnect. If the value is blank, no database analysis codes are available. Example format 1,2,4,6.

ICOM_EXCHANGERATETYPE (All Users)

This setting determines whether exchange rates are 'Multiplied' or 'Divided'.

ICOM_EXTERNAL_LANGUAGE_CODE (All Users)

This is the analysis code number sent to OptionInfo for use in the external searches, valid code numbers are 1-6 .

ICOM_EXTERNAL_QUOTE (All Users)

This setting provides the ability to turn off external quoting for internet bookings. (Y/N)

ICOM_FORCE_BKG_NAME_CASE (All Users)

This setting determines whether the 'Booking Name' case is forced as a certain type e.g. UPPERCASE, lowercase etc. Available options are: Upper, Lower, and None (Default).

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ICOM_HIDE_OPTION_COMMENT (All Users)

This setting will instruct iCom to hide product comments. (Y/N)

ICOM_HIDE_NON_ICOM_SERVICES (All Users)

This setting hides non icom services from hostConnect. (Y/N)

ICOM_LONG_ADD_EMAIL_TO (All Users)

The email address that an alert is sent to when a 'Long' add service request is detected.

ICOM_LONG_ADD_THRESHOLD_SECS (All User)

The time, in seconds, after which an alert email is sent when a 'Long' add service request is detected. The alert is sent to the email address specified in ICOM_LONG_ADD_EMAIL above.

ICOM_MAIL_FROM (All Users)

The generic From: email address that will be used in emails generated from iCom bookings. Must be a valid email user on the mail server.

ICOM_MAKEPAYMENT_INVOICE (All Users)

Setting used by hostConnect's RecordBookingPayment request if the booking is not yet fully invoiced.

Available options are:

- Booking (default) = An invoice is raised so that the booking becomes fully invoiced.
- Payment = An invoice in booking currency equivalent for the amount of the payment is raised.
- PaymentExact = An invoice for the same currency and value as the payment is raised.

ICOM_MAX_OPTS_DB_INVENTORY (All Users)

If 1 or more, OptionInfo requests for more than this number of product always use cached inventory (even if ACache=N)

ICOM_MESSAGE_STATUS (All Users)

A Service Status Code/Booking Supplier Message Code string that is used if iCom needs to send a supplier message, used when automessaging is not enabled.: Current-Service-Status:Message-To-Send:New-Service-Status. e.g.: MK:JSEK:EK,MQ:JSEQ:EQ.

ICOM_NON_ICOM_BKG_ACCESS (All Users)

This setting determines whether iCom is able to access non iCom generated bookings. Available options are 'No', 'Yes', 'Read', 'AddServices'.

ICOM_NOTES_TO_USERTEXT (All Users)

This setting controls where the iCom booking notes are stored. They are stored in one of the five User Defined Text Fields in the booking details screen, and the value of this setting is an integer in the range 1 to 5 specifying which of the five fields is used. Must be set.

ICOM_OUTPUT_LABEL1-5 (5 Fields) (All Users)

These 5 settings can be used to label the Booking documentation fields which display on the iCom webConnect web page.

ICOM_OUTPUT_MSG1-5 (5 Fields) (All Users)

These 5 settings can be used to determine the message codes which are triggered by the selection of the ICOM_OUTPUT_LABELs.

ICOM_PRICE_CODE_IN_STD_MODE (All Users)

If 'Y', PriceCode can be supplied as part of the AddService operation in iCom and if 'N' it can only be supplied if extensions are enabled (Y/N)

ICOM_QUOTE2BOOK_MESSAGE_STATUS (All Users)

A comma-separated list of Service Status/Message Code Pairs (same format as ICOM_MESSAGE_STATUS above) used when supplier messages are sent when a quote is converted to a booking.

ICOM_QUOTE_LABELn (5 Fields) (All Users)

If the webConnect quoting function is enabled, these settings can be used to label the 5 quote documentation fields.

ICOM_QUOTE_MSGn (5 Fields) (All Users)

These 5 settings can be used to determine the message codes which are triggered by the selection of the ICOM_QUOTE_LABELs.

ICOM_QUOTE_STATUS (All Users)

When a quotation status is entered as the value in this setting, quoting is enabled in iCom and quotes will be given this status.

ICOM_RATE_VOUCHER_TEXT_FIELDS (All Users)

Comma-separated list of rate voucher text fields returned by hostConnect's OptionInfo request. By default no rate voucher text fields are returned. e.g.: 1,2,5,10.

ICOM_RATES_IN_AGENT_CURRENCY (All Users)

This sets the default way OptionInfo will return rates. Are rates returned in agent currency (Y, N). If No is selected the system will use the product sell rate.

ICOM_RELEASE_BUFFER (All Users)

The value in this setting will be added to the Product Allocation Release days value to provide an additional time buffer.

ICOM_REM_NOTES_CATEGORY (All Users)

In conjunction with ICOM_SAVE_REM_IN_NOTES below, this is the note category used for any notes created to hold service line remarks.

ICOM_REQUESTS_TO_LOG (All Users)

Determines whether hostconnect logs all, some, or no incoming hostconnect requests. This is a comma-seperated list of requests and/or request groups.

Valid options are:

- 'AllRequests' = All incoming requests are logged.
- 'ChangeBooking' = The following are logged: AcceptService, AddDialogueEntry, AddService, AmendServiceRemarks, CancelServices, DeleteServices, GetSendSupplierMessage, QuoteToBook, RecordBookingPayment, Resequence, SetBookingRemarks, SupplierUpdateServiceLines, UpdateBooking, UpdateService.
- 'ReadBooking' = The following are logged: GetBooking, GetBookingMessage, GetBookingPaymentSummary, GetSupplierServiceLines, ListBookings.
- 'ChangeSubLogin' = The following are logged: AddAgentSublogin, DeleteAgentSublogin, UpdateAgentSublogin.

ICOM_RETURN_AGENT_AMOUNTS (All Users)

A (Y/N) value that affects the operation of hostConnect's GetBooking request (default No). If 'N', then the booking TotalPrice and service line LinePrice are retail amounts; if 'Y', they are agent amounts.

ICOM_RETURN_AGENT_AND_RETAIL (All Users)

A (Y/N) value that affects the operation of hostConnect's GetBooking request (default No). If 'Y', then AgentPrice is returned at service line and booking level.

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ICOM_RETURN_SELL_AMOUNTS (All Users)

A (Y/N) value that affects the operation of hostConnect's GetBooking request (default No). If 'Y' , then the Sell Amount is returned for service lines.

ICOM_SAVE_REM_IN_NOTES (All Users)

Determines how remarks notes are to be handled—either as separate records as notes; 'Always' = the 60 character service line remarks field; 'Overflow' = the 60 character remarks field plus overflow into a text file; 'Never'.

ICOM_SCU_LIST (All Users)

A, comma-seperated, list of second charge unit values exposed by iCom e.g. Day,Night. If left Blank or not defined then all are exposed.

ICOM_SELECTED_PRICECODE_ONLY (All Users)

A (Y/N) value that affects the operation of hostConnect's GetBooking and OptionInfo requests in the case where a PriceCode is included in the request (default Yes). If the value is 'Yes', when a price code is supplied to hostConnect then only that price code can be used. If the value is 'No', when a price code is supplied to hostConnect that price code is tried first, and if it can't be used then the various agent price codes are tried.

ICOM_SEND_CANCEL_MESSAGE (All Users)

If set to 'Always' then a message is sent unless a value of 'N' is supplied as part of the iCom CancelServices request. If 'Y' is supplied or the field is omitted then a message is sent. If set to 'YesWhenAsked' then a message is not sent unless a value of 'Y' is supplied as part of the CancelServices. If 'N' is supplied or this field is omitted then a message is not sent. If set to 'Never' then a message is never sent, no matter what is supplied in the CancelServices request.

ICOM_SEND_MESSAGE (All Users)

If set to 'Always' then a message is sent unless a value of 'N' is supplied as part of the iCom AddService request. If 'Y' is supplied or the field is omitted then a message is sent. If set to 'YesWhenAsked' then a message is not sent unless a value of 'Y' is supplied as part of the AddService. If 'N' is supplied or this field is omitted then a message is not sent. If set to 'Never' then a message is never sent, no matter what is supplied in the AddService request.

ICOM_SEND_QUOTETOBOOK_MESSAGE (All Users)

If set to 'Always' then a message is sent unless a value of 'N' is supplied as part of the iCom QuoteToBook request. If 'Y' is supplied or the field is omitted then a message is sent. If set to 'YesWhenAsked' then a message is not sent unless a value of 'Y' is supplied as part of the QuoteToBook. If 'N' is supplied or this field is omitted then a message is not sent. If set to 'Never' then a message is never sent, no matter what is supplied in the QuoteToBook request.

ICOM_SET_CURRENCY_FROM_SERVICE (All Users)

If this setting's value is 'Y', the currency of the booking will be set to the currency of the first service in the booking. The value can be set to (Y/N).

ICOM_SUBLOGINS_FULL_RIGHTS (All Users)

This flag determines if any webConnect agent sub-logins have the same rights as the main login. (Y/N).

ICOM_SUPPLIER_CONTACT (All Users)

Supplier Message Contact Type (see Contact Types) to be used when returning additional supplier information for a More Info page in webConnect.

ICOM_URL_PREFIX (All Users)

Prefix added to more info URLs that do no start with http://

ICOM_USERNAME (All Users)

The Tourplan user name the iCom Booking engine uses to log in to Tourplan. Bookings will be created and messages sent under this name.

ICOM_USE_LOCS_AS_DESTS (All Users)

If this setting is 'Yes', then all Tourplan locations are automatically also iCom destinations. (Y/N).

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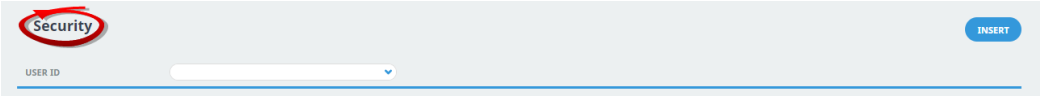
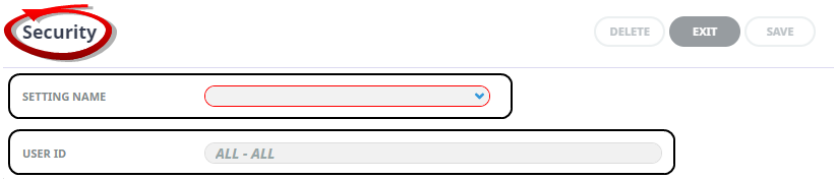
Security

Enable a Security INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > Security**.
3. On the **Security** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Security** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Security INI Settings

INI Settings can be enabled per user or for all users.

RESTRICTED_DEPARTMENTS (All Users)

A, comma-delimited/separated, list of departments for which access restrictions apply.

RESTRICTED_USER (All or Per User)

When set to 'Y' this will not allow access to restricted bookings. (Y/N) value.

SEC_FORCE_USER_PW (All Users)

When set to 'Y', Strict Passwords and Encryption are forced. (Y/N).

USER_PW_EXPIRES (All Users)

Default number of days between user password expiry.

CRM Settings

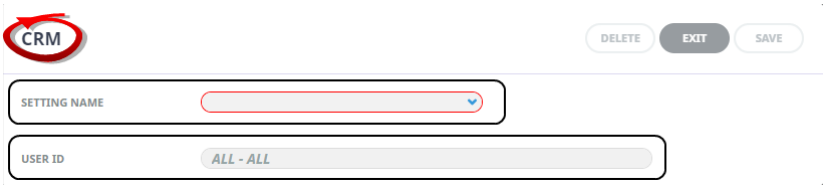
The CRM application allows collection and storage/retrieval of data at an individual booking level and in later versions of NX a seperate CRM application user interface allows pax based CRM data to be managed from outside of bookings.

Procedures below assist users with setting up CRM features.

Enable a CRM INI Settings

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > CRM**.
3. On the **CRM** screen, if the INI Setting that you want is not already in the list, click **Insert**.

4. In the **CRM** screen, select a *Setting Name* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available CRM INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

- There are 5 address labels on the Contact Tab in the FIT pax travelling screen and in the Group Rooming List/Pax Names screen. What lables do you want these fields to show?
- Will your organisation be using Group Types and should the Group Type default in a new Group booking?
- Should the CRM be accessable to the FIT application?
- Should the CRM be accessable to the Groups application?

CRM_ADDRESS1-5_LABEL (5 Fields) (All Users, String)

Used to define the labels of the Address fields on the Contacts tab in the FIT Pax Travelling screen. Also available in Group in the Rooming List/Pax Names screen.

CRM_DEFAULT_GROUP_TYPE (All Users, String)

The Group Type code that will be the default in new bookings. (See Pax Group Type).

CRM_FB_INTEGRATION (All Users, String)

Enable CRM integration in FITs (Y/N).

CRM_GB_INTEGRATION (All Users, String)

Enable CRM integration in Groups (Y/N).

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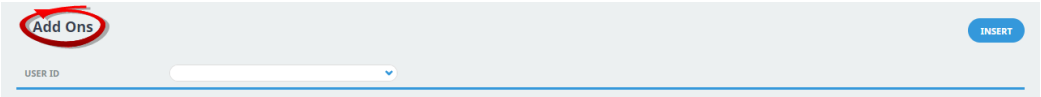
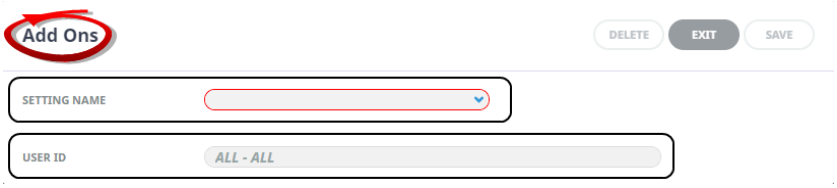
Add Ons

Enable an Add Ons INI Setting

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **INI Settings > CRM**.
3. On the **Add Ons** screen, if the INI Setting that you want is not already in the list, click **Insert**.



4. In the **Add Ons** screen, select a *Setting Name*, *value* and *User ID*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

Available Internet INI Settings

INI Settings can be enabled for all users or (where permitted) for specific users.

MOBILEAPP_AGENT_CONTACTS (All Users)

A comma-seperated list to define the Agent Contact Type/s used in the Mobile App add on.

MOBILEAPP_BOOKING_NOTES (All Users)

A comma-seperated list to define the Booking Note Category/ies used in the Mobile App add on.

MOBILEAPP_PAX_CONTACTS (All Users)

A comma-seperated list to define the Passenger Contact Type/s used in the Mobile App add on.

MOBILEAPP_SUPPLIER_CONTACTS (All Users)

A comma-seperated list to define the Supplier Contact Type/s used in the Mobile App add on.

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CHAPTER 3

System

This chapter describes the tasks you need to complete to create and maintain system settings in code setup. The system menu includes setup of system wide codes such as currencies, exchange rates, queue defaults and destinations.

Before the system can be used, currencies and exchange rates must be defined here.

NOTE: Many of the settings here will have been configured by your local Tourplan Support Office following consultation regarding your company's organisational needs, and may have been applied in the initial installation of the System.

In this chapter ...

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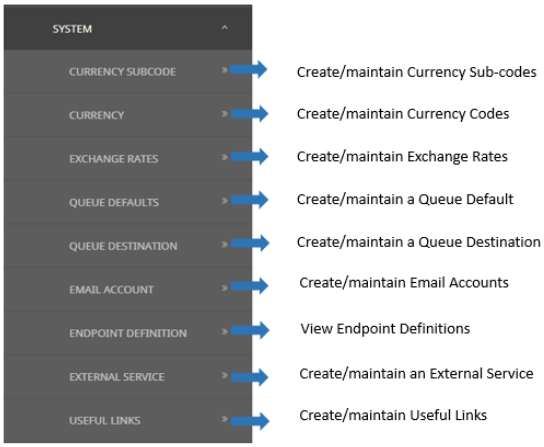
Queue Defaults 86
Queue Destination 90
Email Account 93
Endpoint Definition 98
External Service 99
Useful Links 104

System Procedures Included In This Chapter

The System menu is divided into 9 sections. Each menu selections below is applied to Tourplan system wide. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Currencies

Tourplan is a full multi-currency system. This means that in operating tours, the Tour Operator is able to purchase services from suppliers in different currencies and then sell those services to agents in a different currency.

Before the system can be used, at least one currency must be set up, and that is the Base Currency. The base currency is generally the currency of the country in which the tour operator is based, and in which final accounting figures are going to be produced.

Currencies must be predefined. Exchange rates between currencies must also be defined. Different exchange rates for the same currencies can be set up if required, separated by a "sub-code" which can be defaulted to apply at Booking and Agent level. This can assist with quoting tours in forward months, even years, ahead.

Each defined currency exchange rate has an input and an output currency, for example; an accommodation service in Auckland has an input currency of NZD (New Zealand Dollars). A quote or booking may then be made in any nominated currency (output currency) provided it has already been entered in the Exchange Rates application and paired with the required input currency.

The following sequence illustrates the definition of Input and Output currencies in a situation where a PCM is constructed and copied into a booking which then has an Agent Invoice issued:

Every combination of input & output currency must be set up in the currency exchange rate application.

> This means that a rate must be set up between the same currency "pairs" - e.g., the system needs to know that when the input currency is (e.g.) NZD and the output currency is (e.g.) NZD, the exchange rate is 1.00000000. There must be a rate of 1.000000 set between each 'same' currecny pair - e.g., AUD - AUD, USD - USD etc.

1. The currency of the service in the product database becomes the Input Currency of the service in a PCM or Booking.
2. The Output Currency of the Booking becomes the Input Currency of the Invoice.

> If an attempt is made to use a service in a quote or booking for which the currency exchange rate is invalid - i.e., expired or non-existant, a warning message will display advising the date, rate and currency affected and processing (or even opening) the booking can not proceed until the rate is corrected or added.

There are three steps required when setting up the currency tables:

1. Define currency sub-codes (if being used)
2. Define the currency codes
3. Define currency exchange rate

If foreign currencies are not being used, then only the base currency detail needs to be set up. Currency sub-codes are not used with base currencies. (Base currency code is set in System > INI Settings > System . This setting would have been applied at the time of system setup and sets the currency that the final accounting will be done in).

Currency Subcode

NOTE: Subcodes do not necessarily have to be used. They are only required if more than one exchange rate for the same currency pair, for the same date period is to be used.

Even if subcodes are not being used, there must be a blank currency subcode. When Tourplan NX is installed, a blank 'Unassigned' currency subcode is created - this needs to remain in the system and must not be removed.

Currency Subcodes enable multiple exchange rates between the same currency pairs to be stored. This means that exchange rate(s) could be stored under one subcode to be used as a default in bookings and quotes (allowing for fluctuations and requiring occasional updates), and another subcode could be used to identify a bank rate and updated frequently.

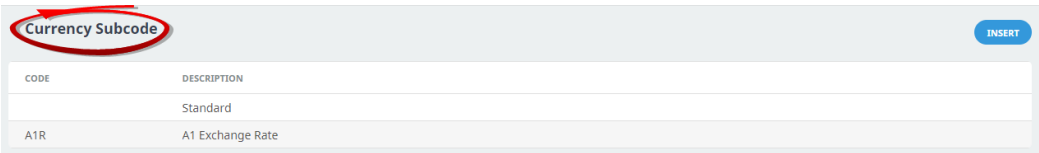
If Currency subcodes are being used, the exchange rates must also be added for each currency pair *and* currency subcode in the system. System > Code Setup > System > Exchange Rates.

Create Currency Subcodes

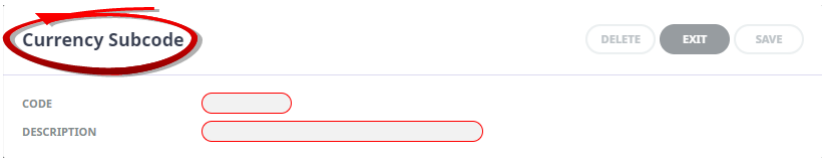
1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > System > Currency Subcode**.

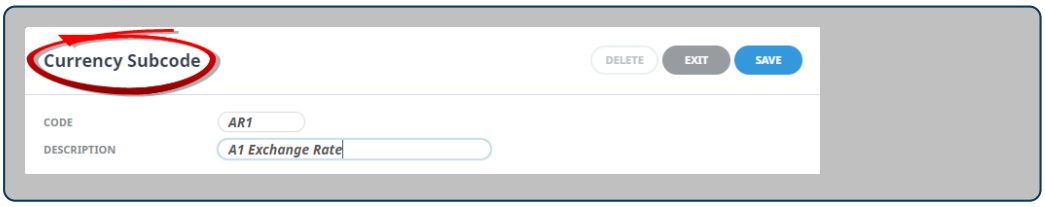
3. On the **Currency Subcode list** screen, if the currency subcode required is not already in the list, click **Insert**.



4. On the **Currency Subcode** screen, enter a *Code* and *Description* for the currency subcode (typically a variation of the generally accepted three-letter acronym for the currency, or a general code, for example AR1 = A1 Exchange Rate. Tourplan will accept any three alphanumeric characters).



5. Review the **completed screen**.



6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another currency subcode - continue adding currency subcodes or click **Exit** to close the screen.

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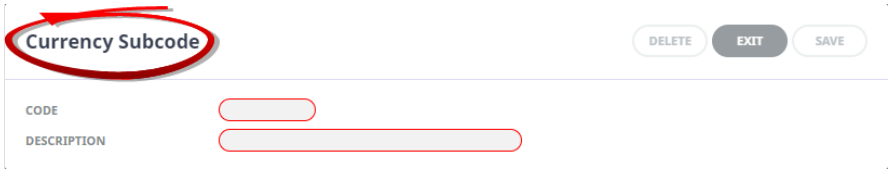
About Currency Subcode Fields



Code

A code for the Currency Subcode.

Description

The Currency Subcode description. Subcodes are used to separate rates between the same currency, pairs, so the description should reflect the difference, rather than have a relationship to the currency code.

Currency

Currency codes must be defined here before they can be used within the system.

Currency codes are used in pairs when defining exchange rates - From Currency - To Currency.

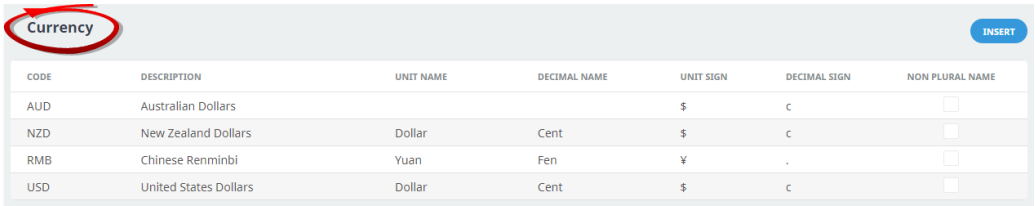
Currency codes are also attached to Debtors and Creditors as the default currency that the transactions will be defaulted to.

Create Currency Codes

1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > System > Currency**.

3. On the **Currency list** screen, if the required currency is not already in the list, click **Insert**.



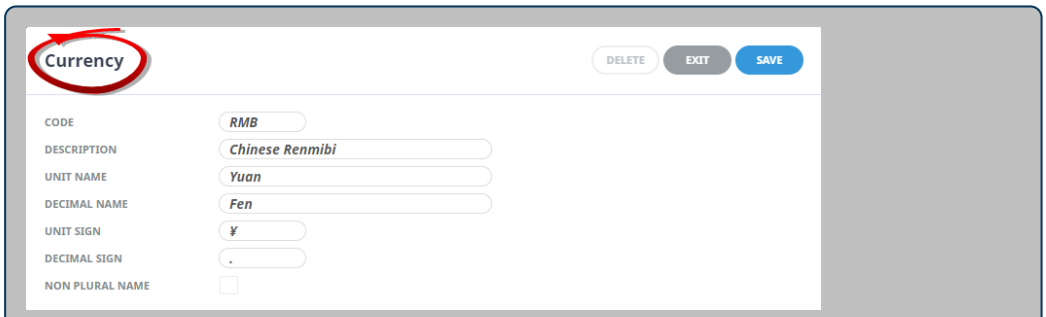
CODE	DESCRIPTION	UNIT NAME	DECIMAL NAME	UNIT SIGN	DECIMAL SIGN	NON PLURAL NAME
AUD	Australian Dollars			$	c	
NZD	New Zealand Dollars	Dollar	Cent	$	c	
RMB	Chinese Renminbi	Yuan	Fen	¥	.	
USD	United States Dollars	Dollar	Cent	$	c	

4. On the Currency screen, enter a *Code* and *Description* for the currency. Only *Code* and *Description* are mandatory, however, the example below (in procedure 5) shows a fully-completed screen.

   NOTE: The more information entered when a currency is created, the better, as it removes the need to revisit this currency and update details later. This applies to all codes in the Product Database, not just currencies.

   Although not a requirement, it is important to use the official ISO currency 3 character codes especially if user company's intend on using supplier connectivity.

5. Check the **completed screen**.



NOTE: To insert the character for yuan (or yen if Japanese), type ***Alt + 0165***.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another currency - continue adding currencies or click **Exit** to close the screen.

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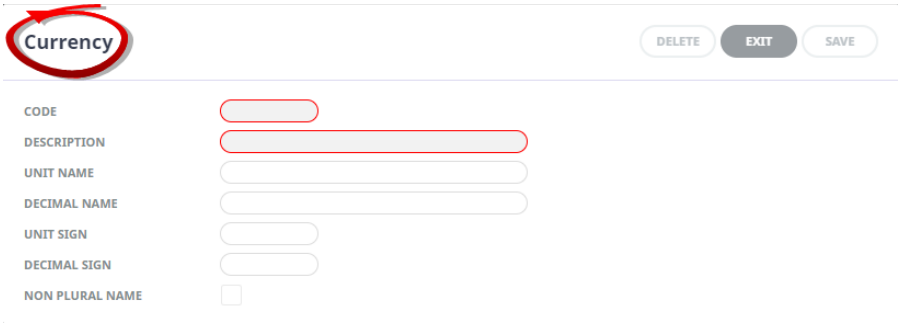
About Currency Fields



Code

The Currency Code, for example: NZD, AUD, USD, GBP etc. Typically the generally accepted three-letter acronym for the currency, but Tourplan will accept any three alphanumeric characters.

Description

The Currency Description is used for the full description of the Currency code. For example: New Zealand Dollar, Australian Dollar, Great British Pound etc.

Unit Name

The Unit Name is the Currency unit name, for example: Dollar, Pound, Rand etc.

Decimal Name

The Decimal Name is the Currency decimal name, for example: Cent, Pence etc.

Unit Sign

The Unit Sign is the Currency symbol, for example $, £, €, ¥ etc.

Decimal Sign

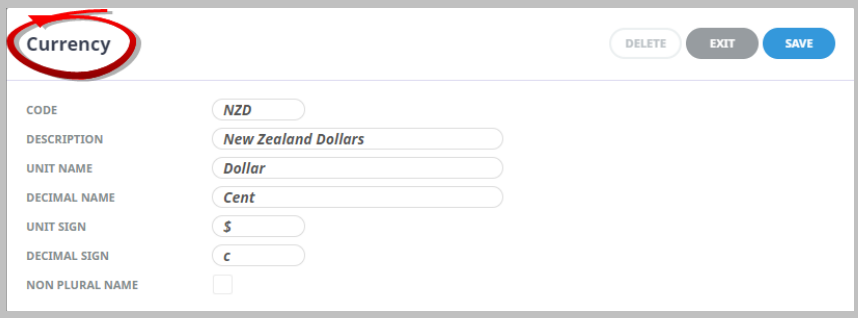
The Decimal Sign is the Currency decimal symbol, for example: c, p etc.

Non Plural Name

This check box allows the system to decide whether or not a currency has a plural. e.g. 1 Pound, or 50 Pounds.

Name and Sign fields can be used on Tourplan generated documentation. For this reason ignore plurals - the Unit and Decimal names will be pluralised if the value is greater than 1 - e.g., Dollars, Cents and if the check box is not selected.

This example shows completed Currency fields for the New Zealand Dollar.



Exchange Rates

The Exchange Rate application has two functions:

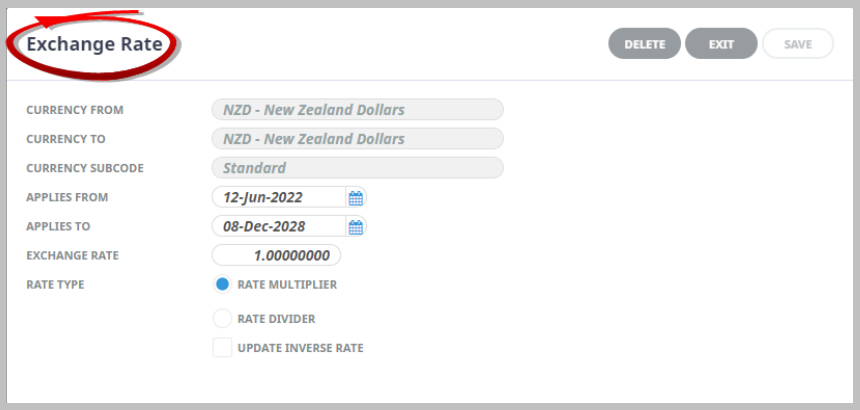
- Define Exchange Rates
- Maintain Exchange Rates

To define or maintain Currency Rates, click Exchange Rates in the System node. A date filter selection dialogue will display. This will allow the selection of the date range that rates are to be entered for or for existing rates to be scrolled. The default date range scroll is one month prior to todays date to one month past todays date.

Each currency code created needs to have a valid currency exchange rate defined. This includes one currency to another, and for the system to operate an exchange rate of 1.00000 is required for each currency to the same currency. In this example, NZD to NZD has an exchange rate of 1.000000

Completed Exchange Rate Example

In this example, the NZD to NZD 1.0000000 to 1.00000000 exchange rate has been set to apply to an extended date range of 08-Dec-2028. (Tourplan NX will allow a future date up to 31-Dec-2049). This is because the system requires a 1 to 1 rate for each currency pair defined in the system. These 1 to 1 exchange rates should be set to an extended future date, to reduce maitnenance.



NOTE: Inverse rates are not required when the two currency codes are the same and the rate is 1.0000000.

Create Exchange Rates

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > Exchange Rate**.
3. On the **Exchange Rate list** screen, if the exchange rate required is not already in the list, click **Insert**.

   NOTE: The date *Rate From* defaults to one month prior to today's date, while *Rate To* defaults to 1 month past today's date - change either of these as required.

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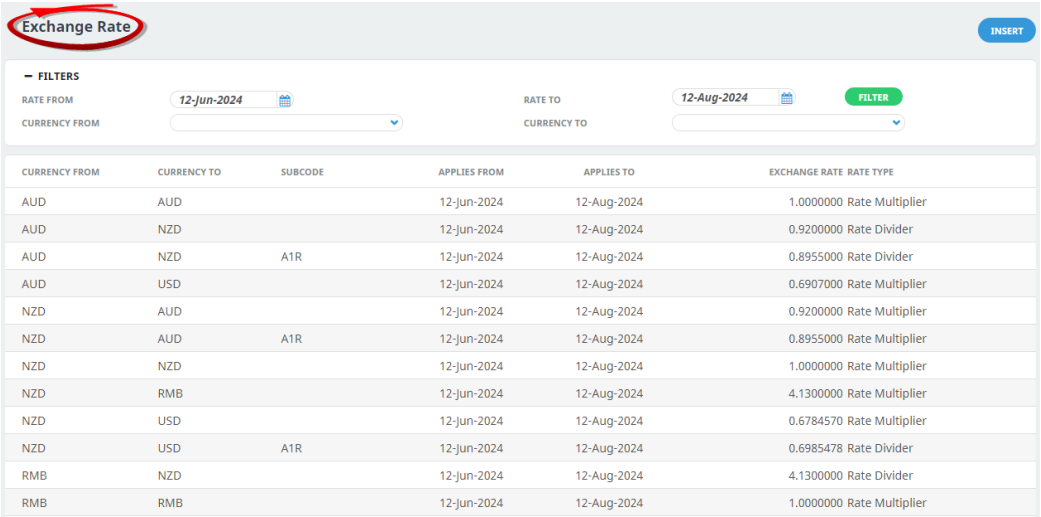
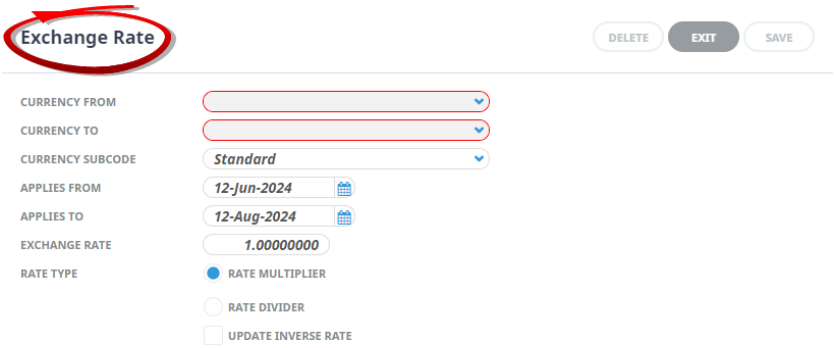


CURRENCY FROM	CURRENCY TO	SUBCODE	APPLIES FROM	APPLIES TO	EXCHANGE RATE	RATE TYPE
AUD	AUD		12-Jun-2024	12-Aug-2024	1.0000000	Rate Multiplier
AUD	NZD		12-Jun-2024	12-Aug-2024	0.9200000	Rate Divider
AUD	NZD	A1R	12-Jun-2024	12-Aug-2024	0.8955000	Rate Divider
AUD	USD		12-Jun-2024	12-Aug-2024	0.6907000	Rate Multiplier
NZD	AUD		12-Jun-2024	12-Aug-2024	0.9200000	Rate Multiplier
NZD	AUD	A1R	12-Jun-2024	12-Aug-2024	0.8955000	Rate Multiplier
NZD	NZD		12-Jun-2024	12-Aug-2024	1.0000000	Rate Multiplier
NZD	RMB		12-Jun-2024	12-Aug-2024	4.1300000	Rate Multiplier
NZD	USD		12-Jun-2024	12-Aug-2024	0.6784570	Rate Multiplier
NZD	USD	A1R	12-Jun-2024	12-Aug-2024	0.6985478	Rate Divider
RMB	NZD		12-Jun-2024	12-Aug-2024	4.1300000	Rate Divider
RMB	RMB		12-Jun-2024	12-Aug-2024	1.0000000	Rate Multiplier

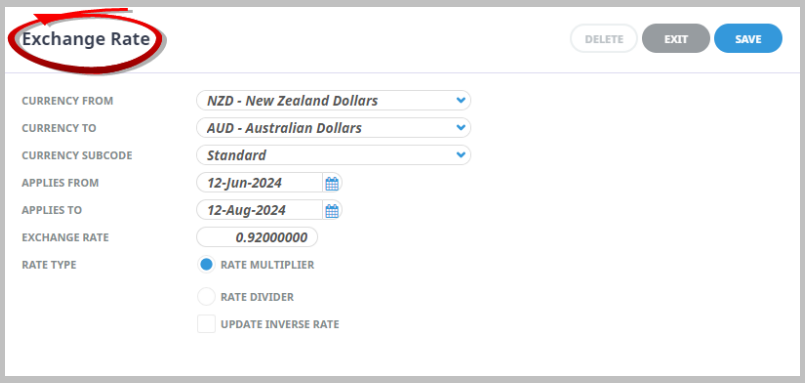
4. On the **Exchange Rate** screen, enter *Currency From*, *Currency To* and *Exchange Rate* value.



NOTE: In the *Rate Type* field, Rate Multiplier means Currency From is multiplied by the exchange rate to get Currency To.

5. Check the **completed screen**.

This example shows the exchange rate between NZD to AUD for the date range given.

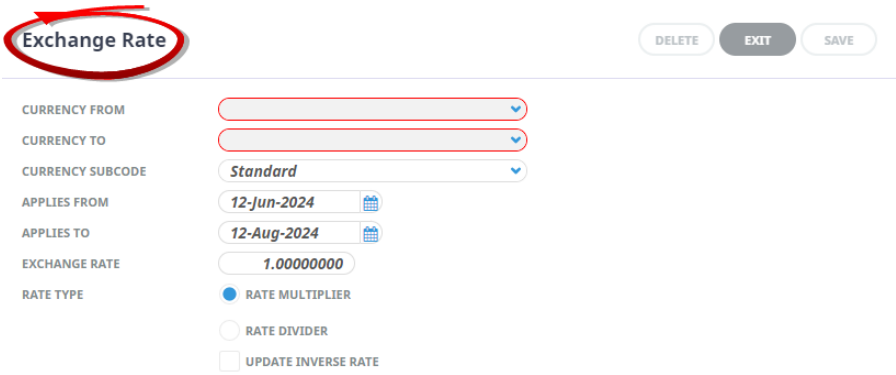


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another exchange rate – continue adding currencies or click **Exit** to close the screen.

About Exchange Rate Fields



Currency From

Select the pre-defined input Currency From the drop-down list.

Currency To

Select the output Currency Trom the drop-down list, again currency codes would need to have been set-up in Code Setup to be available here.

Currency Subcode

If a Currency Sub-Code is to be used for this exchange rate, select the sub-code from the drop-down list, otherwise leave this field blank.

Applies From

Enter the date that the exchange rate is to be valid from. Manually type the date, or use the calendar provided.

Applies To

Enter the date that the exchange rate is to be valid to. Manually type the date, or use the calendar provided.

Exchange Rate

Enter the exchange rate. This value can be up to 16 characters - 8 to the left of the decimal point and 8 to the right of the decimal point.

Rate Type

Two rate types are available - Rate Multiplier or Rate Divisor. Indicate if the exchange rate is to be multiplied or divided by selecting either correct radio button.

Update Inverse Rate

If the inverse rate check-box is selected, the system will also create the inverse rate using the converse divisor at the same exchange rate in the Exchange Rate field.

Maintaining Exchange Rates

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > Exchange Rates**.
3. In the **Filter** screen, select the required filters, and click the green filter button.
4. Select the exchange rate line to be amended.
5. On the Exchange Rates screen, make the required amendment.
6. Check the **completed screen**.
7. Click **Save** to keep the changes.
8. Click **Exit** to discard any changes.

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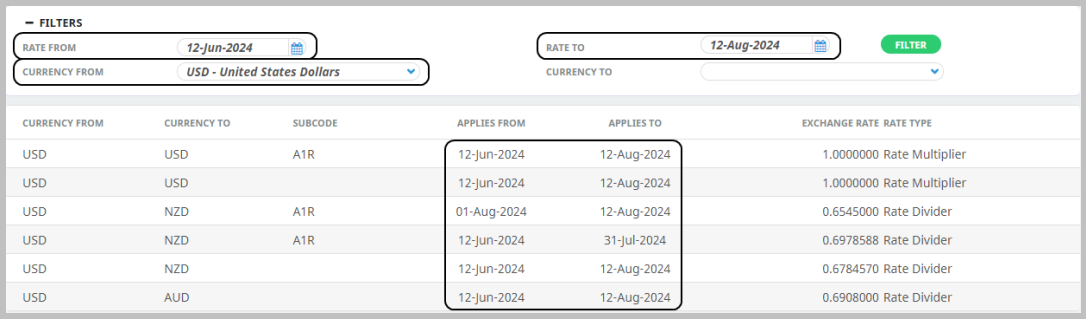
NOTE: Exchange Rate Maintenance Screen, the Applies From/Applies To dates and exchange rate can be modified. Checking the Update Inverse Rate box will automatically update the Inverse rate of the currency codes for the same dates.

Rate Filters

Rate Filters can be set to narrow down the search results. Filters can be by rate date from and to, and/or currency from and to.

In this example the rate dates 12-Jun-2024 to 12-Aug-2024 have been selected for the conversion rates from United States Dollars (USD). The filter button is used to return results for all USD currency exchange rates for the selected date range.



CURRENCY FROM	CURRENCY TO	SUBCODE	APPLIES FROM	APPLIES TO	EXCHANGE RATE	RATE TYPE
USD	USD	A1R	12-Jun-2024	12-Aug-2024	1.0000000	Rate Multiplier
USD	USD		12-Jun-2024	12-Aug-2024	1.0000000	Rate Multiplier
USD	NZD	A1R	01-Aug-2024	12-Aug-2024	0.6545000	Rate Divider
USD	NZD	A1R	12-Jun-2024	31-Jul-2024	0.6978588	Rate Divider
USD	NZD		12-Jun-2024	12-Aug-2024	0.6784570	Rate Divider
USD	AUD		12-Jun-2024	12-Aug-2024	0.6908000	Rate Divider

NOTE: We can view the Exchange Rate periods previously defined for United States Dollars USD, and in this example to: New Zeland Dollars NZD. The results displayed show two exchange rate variations defined for different periods. The system will use the exchange rate 0.6978588 during the months **12-June-24 to 31-July-24** and 0.6545000 during the month **01-August-24 to 12-August-24**.

Futhermore, if an exchange rate was due to expire within the filtered date range, the date visible in the 'Aplies To' column would display a date prior to the filtered date defined.

Queue Defaults

Queue Defaults are used as a template for standard text that may be frequently used when sending internally queued messages. It saves users from having to type Queue Message information that may be commonly used.

Queue Defaulted messages allow users to quickly attach and send internal messages; for services within a booking, for messages related to bookings, for agents, for PCMs, for Suppliers, for associated users or general messages can also be sent unrelated to a booking.

The setup of Queue Defaults can determine the different destination types intended for the message defaulted text.

NOTE: Queue messages addressed to other users or queues will display on their system Dashboard.

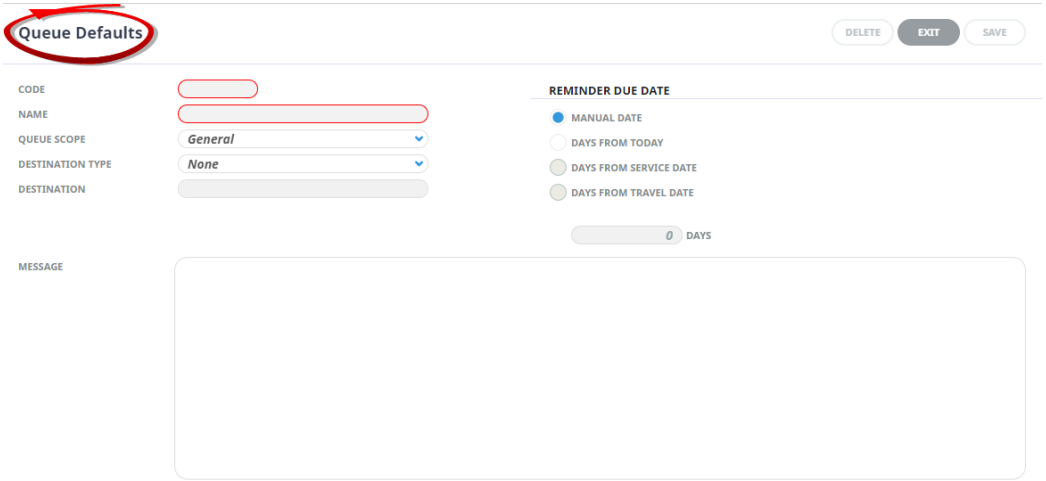
Create a Queue Default

1. Select menu **Home > System > Code Setup**.

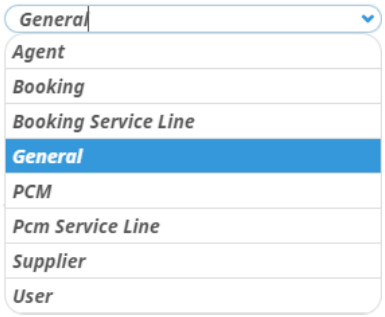
2. Select menu **Code Setup > System > Queue Defaults**.

3. Click **Insert**.

4. On the **Queue Defaults** screen, enter a *Code* and *Name*.



5. If required select a **Queue Scope**.



6. Select a **Destination Type**.

   NOTE: This is who the message is intended for. If the Destination Type selected is Group or User then the next field (**Destination**) must be selected.

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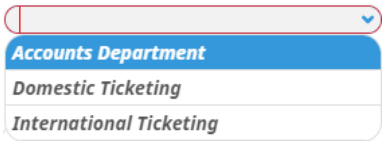
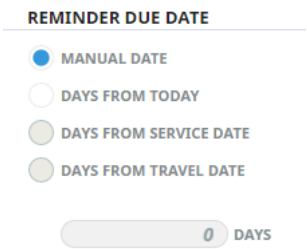
7. The **Destination** field will be enabled if Group or User was selected in procedure 6. Select a destination Group or User from the drop down.



8. Enter the required text into the *Message* field.

9. If required select a **Reminder Due Date**.

   NOTE: These fields are quite intuitive however field explanations can be found in the section called Reminder Due Date.



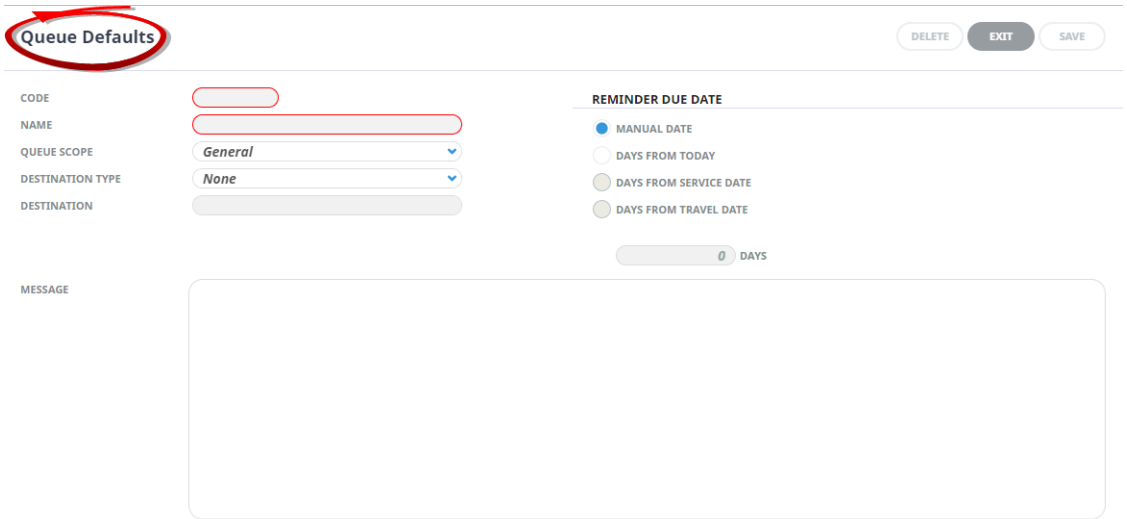
10. Check the **completed screen**.

11. Click **Save** to keep the changes.

12. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Queue Default – continue adding queue defaults or click **Exit** to close the screen.

About Queue Default Fields



Code

This field requires a code for the Queue Default, it can be up to 6 characters.

Name

A descriptive field name for the Queue Default.

Queue Scope

This field determines the entity that the queue applies to, selections include:

- Agent - the message will be associated with the Booking Agent.
- Booking - the message default will be associated with the Booking Header.
- General - the message will not be associated with a specific entity, this will be a General Message default.
- PCM - the message will be associated with the PCM Header.
- PCM Service - the message will be associated with a PCM Service Line.
- Supplier - the message will be associated with the Supplier.
- User - the message will be associated with a User.

Destination Type

A Queue Destination can be set to control the destinations that can be selected when a message of this type is created. In the example below the destination type is set to Creator which means that the user that creates a message of this type will automatically be set as the recipient of the message. Other destination types are:

- None - no pre-defined destination.
- Group - the message will be set up to send to a specific group.
- User - the message will be set up to send to a specific user.

Destination

This field will remain shaded, and an entry into this field will be unavailable unless the Destination Type selected is Group or User. If the Queue Default has used Group or User in the Destination Type fields then a dropdown selection will be enabled.

Reminder Due

Message Defaults allow for reminder due dates to be set to send for specific times the selections available are:

- **Manual Date** - if this message is selected by a user they will be able to select a manual date for the message to send.
- **NOTE:** selecting any of the three remaining check box (Days from today, Days from Service Date, Days From Travel Date will enable the number of days field to be used.
- **Days from Today** - the message will be sent using the 'number' of days from 'today'.
- **Days from Service Date** - the message will be sent using the 'number' of days from the service date.
- **Days from Travel Date** - the message will be sent using the 'number' of days from the booking travel date.
- **NOTE:** for Days from - Today, Service Date, Travel Date, the due *date* of the queue will be calculated by the system and the calculated date cannot be overridden.

Days - this can be a negative number for example, -20 for 20 days prior to service date or perhaps 20 days prior to travel. It can also be a positive number perhaps a quote follow up message for 10 days from today.

Message

A free text field that for the message associated with the queue default.

This example shows a queue default that has been inserted for a service line expiry message. When this queue is selected, the message text will automatically populate for the user and in this example for the creator of the booking. This is a very useful time saving tool when using message queues to communicate internally.

Additionally this message has a Reminder Due Date to appear 20 days before the service date.

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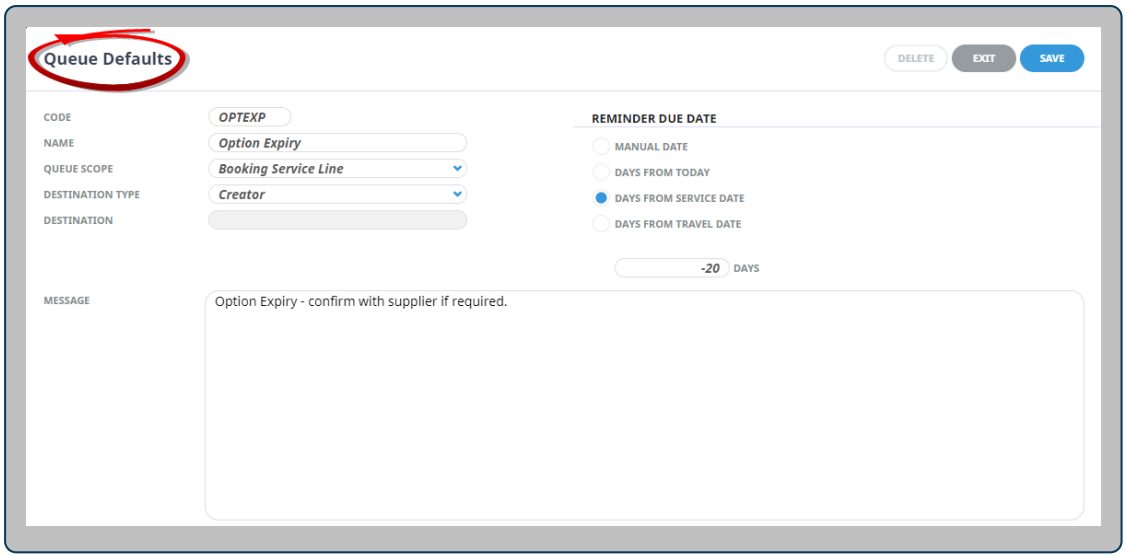

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Queue Destination

Each queue message has a destination. A destination can be either an individual Tourplan user or a group of users.

A Queue Destination in this instance is defining a destination which has a group of users. This enables a queue message(s) to be sent to a Queue Destination and Tourplan will distribute the message to all members of the queue group.

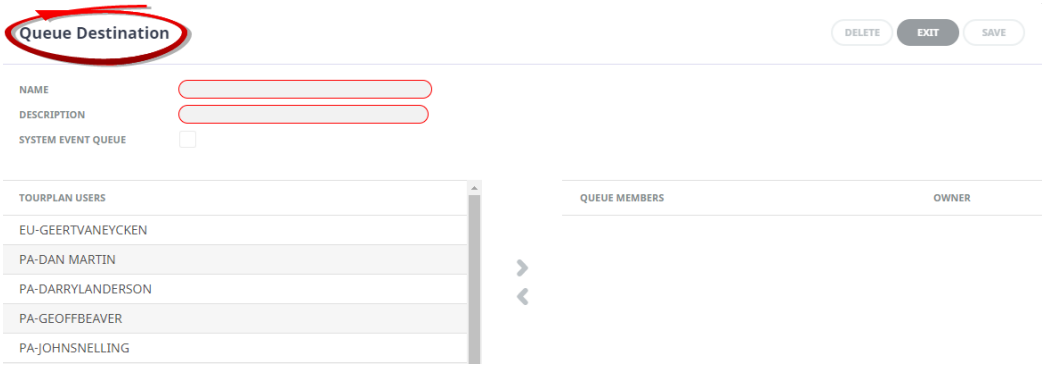
NOTE: Detail on the use of queues is provided in relevant User Manuals, the example booking queue instruction is covered in FIT and Groups User Manuals, whereas accounts queue instruction is covered in the Accounts User Manual.

> If the Email Import feature has been enabled, we suggest implementing an Email Error Queue Destination. An Email Error Queue Destination allows a queued message with the email error details to generate.
> Note: a defined Queue Destination must be configured in the Email Account setup to execute an error message.

Create a Queue Destination

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > Queue Destination**.
3. Click **Insert**.

4. On the **Queue Destination** screen, enter a *Name* and *Description* for the Queue Destination.

5. Attach the Tourplan Users to the *Queue Members*; highlight the required user then click on the button.
6. Check the **completed screen**.
7. Click **Save** to keep the changes.
8. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Queue Destination – continue adding queue destinations or click **Exit** to close the screen.

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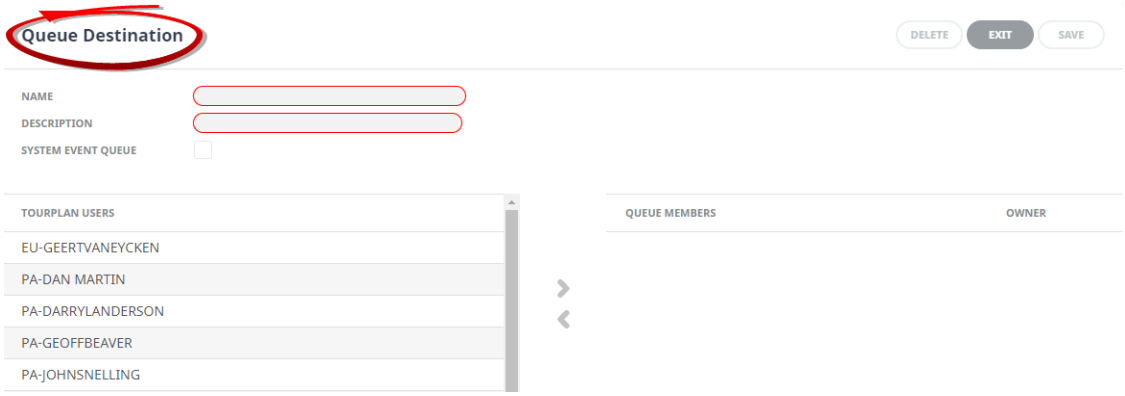
About Queue Destination Fields



Name

The name field is used for a short destination name.

Description

The description field is used for a longer destination name.

System Event Queue

This checkbox is intended for User Company's who have enabled supplier connectivity and are using external service searches. Additional setup is required with assistance from your Local Tourplan Support Office.

Tourplan Users

A list of Tourplan users who are not attached to this Queue Destination display in the left hand column.

Queue Members

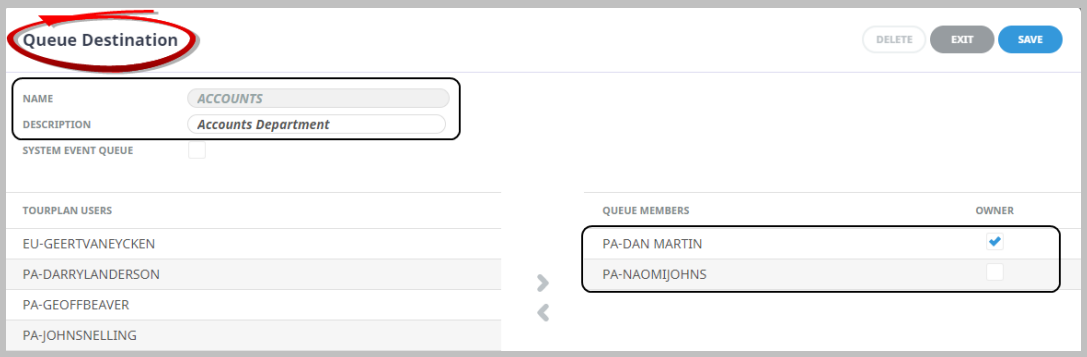
This column contains a list of Tourplan User's that are members of the Queue Destination.

To add a Tourplan user to the Queue Destination, highlight the users name and click the button. To remove a user from the Queue Destination, highlight the user's name to be removed, and click the button.

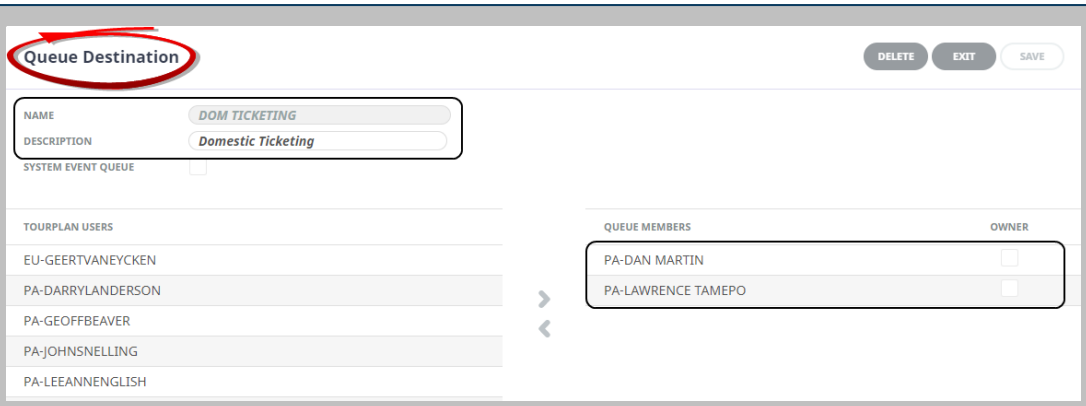
Owner

A Queue Destination can have an owner, and if one has been assigned they can action a queue and re-assign a message to other members of that destination. If an owner is not assigned no one can action that queue.

In the Accounts Department Destination, the check-box indicates Dan is the owner of the Destination. The Owner is able to re-assign the message to other members of the Destination.



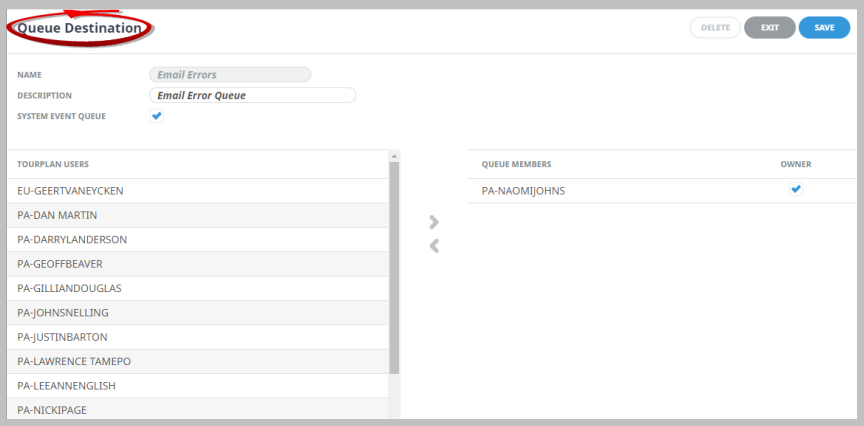
If a queued message is sent to the queue destination 'Domestic Ticketing' from within the bookings module, the message would be received by Dan and Lawrence.



The advantage of setting up Queue Destination Groups is that messages can be sent to multiple people in a group. When the user logs in the message will show in their home screen for them to action the Queued Message.

Email Error Queue Destination Example

In this example, an Email Error Queue is defined, and the System Event Queue is enabled. The Queue Member receiving the Queue alerts is Naomi, (also the owner of the destination). Depending on your business requirements you may select a group of members to monitor Error Queue messages.



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Email Account

The configuration of Email Accounts enables organisations to designate an email address for Tourplan to use when sending emails, and optionally to establish an email account for importing replies into Tourplan. This setup involves defining protocols, which are the rules and standards that manage data transmission and communication between your email system and Tourplan.

Tourplan will require account and password access to your email account provider.

The procedures below include creating an SMTP Email account to send emails from Tourplan, and an IMAP procedure to set up an Email account to Import Emails from.

Create an SMTP Email Account

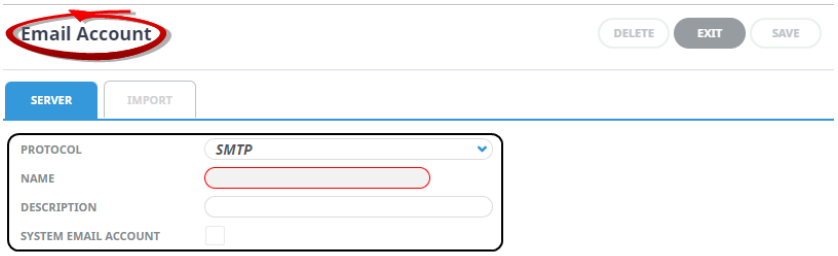
1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > System > Email Account**.

3. Click**Insert**.

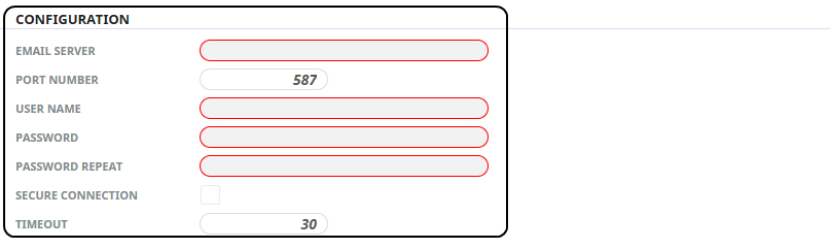
4. On the **Email Account** screen, **(Server Tab)**, select a *Protocol*, enter an Account *Name* and Account *Description*.

   NOTE: Account name is a mandatory field, the Description field is optional.

5. Check **the System Email Account** checkbox to enable sending emails from this account.

6. In the **Configuration** section, enter the *Email Server*, *Port Number* and login credentials including *User Name* and *Passwords* fields. Check the *Secure Connection* checkbox if required, and enter the *Timeout* value.

7. Insert the **Email Settings**, including the *Default Email Address*, and check the required checkboxes for this account. (By default the *Allow CC*, and *Allow BCC* are selected)

8. Complete the **Limit Mailbox Connections** section (*No Limit* is the default selection).

9. Check the **completed screen**.

10. Click **Save** to keep the changes.

11. Click **Exit** to discard any changes.

12. **NOTE:** After clicking **Save**, the screen clears, ready for another Email Account – continue adding the required Email Accounts, or click **Exit** to close the screen.

Create an IMAP Email Account

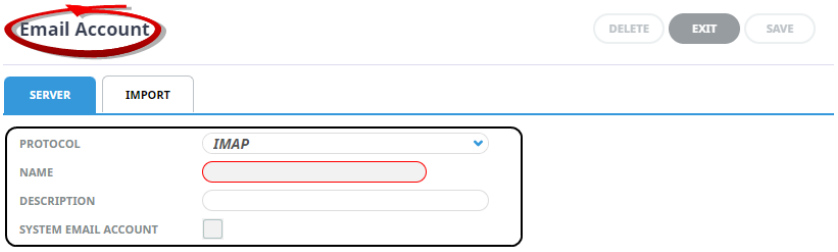
This setting is configured to import emails from an external email account.

1. Select menu **Home > System > Code Setup**.

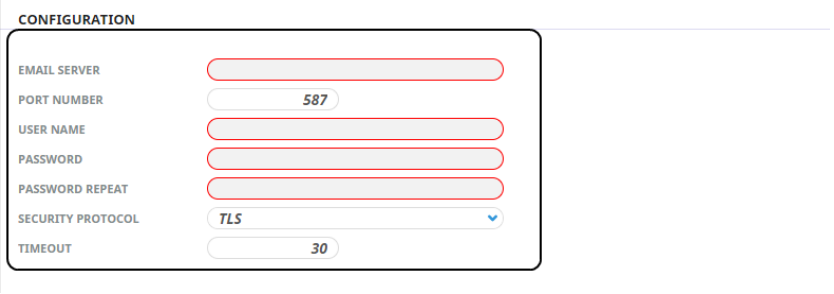
2. Select menu **Code Setup > System > Email Account**.

3. Click **Insert**.

4. On the **Email Account** screen, **(Server Tab)**, select a *Protocol*, enter an Account *Name* and Account *Description*.



5. In the **Configuration** section, enter the *Email Server*, *Port Number* and login credentials including *User Name* and *Passwords* fields.



6. Complete the **Limit Mailbox Connections** section (*No Limit* is the default selection).

7. Check the **completed screen**.

8. Click the **Import Tab**, check the *Import* checkbox, select an *Error Queue*, check the required *Contact* types for import for Agent and/or Suppliers.

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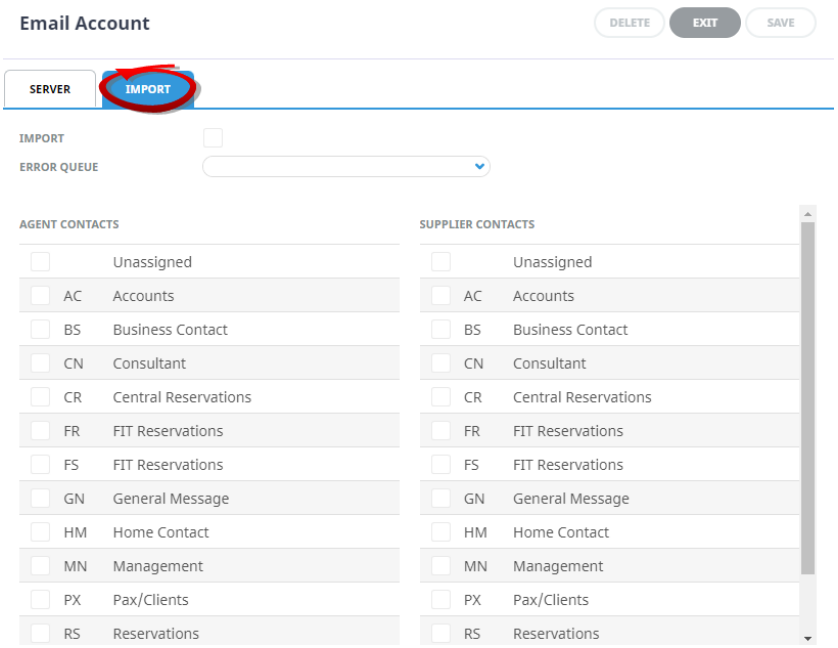
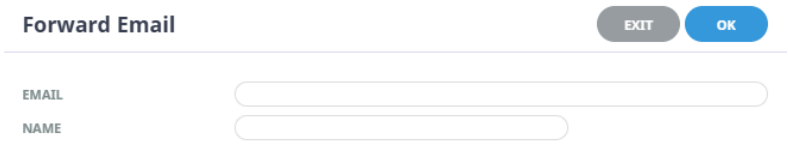


a. *If you want to forward emails to a nominated email address from this account*, click**Insert**.

b. The **Forward Email** modal opens, enter an *Email* address, and *Name*.



c. Click **OK** to keep the changes and save or update the entry.

9. Click **Save** to keep the changes.
10. Click **Exit** to discard any changes.
11. **NOTE:** After clicking **Save**, the screen clears, ready for another Email Account, click **Exit** to close the screen.

About Email Account Fields

Server Tab

Protocol

Protocols are a set of rules or standards that govern how data is transmitted and communicated between your email system and Tourplan. This field selection identifies the Email Protocol Tourplan will use for the Email Account created.

NOTE: The Protocol selections are pre-defined and are not user definable or editable.

Available options are:

- **IMAP** - IMAP stands for Internet Message Access Protocol, select to import emails into Tourplan.
- **Office 365 Modern Authentication** - select to allow Tourplan to use Office 365 as its email service.
- **SMTP** - SMTP stands for Simple Mail Transfer Protocol, select if the Email Account is used to send emails from Tourplan.

The Configuration fields noted below change depending on the Protocol selected.

Name

A name is required for the Email Account - this name is used to schedule tasks to import emails.

NOTE: Once a Email Account Name is saved it cannot be amended.

Description

Define a description for the Email Account - this field remains editable once saved.

System Email Account

When this setting is checked, it specifies the email account used to send messages from Tourplan. This option is available for SMTP, or Office 365 Modern Authentication protocols.

NOTE: Tourplan allows sending emails from one account, so multiple email accounts cannot be selected.

Configuration

The Configuration fields change depending on the Protocol selected.

IMAP Configuration Fields

- Email Server - Email server URL
- Port Number - Protocol Port Number (defaults to 587 - this can be amended to the required port number)
- User Name - The nominated Email Address for the Email Account
- Password - The Password of the nominated Email Account
- Password Repeat - The Password of the nominated Email Account (repeated)
- Security Protocol - None, Start TLS, and TLS
- Timeout - Number of minutes

Office 365 Modern Authentication

- Tenant ID - Office 365 Directory ID
- User Object ID - Office 365 User (licence) Object ID
- Client ID - Office 365 Application ID
- Client Secret - Office 365 Client Certificate Secret Description
- Client Secret Repeat - Office 365 Client Certificate Secret Description (repeated)

SMTP

- Email Server - Email server URL
- Port Number - Email server assigned port number
- User Name - The nominated Email Address for the Email Account
- Password - The Password of the nominated Email Account
- Password Repeat - The Password of the nominated Email Account (repeated)
- Secure Connection - Select the check box if the URL is a secure site
- Timeout - Number of minutes

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NOTE: These settings are all provided/defined by your email service provider and Tourplan support will not know the values that you should be using. If you don't know the required values then please contact your email service provider in the first instance.

Email Settings

- Default Email - Sets the default email account for outgoing emails (for Tourplan to send from)
- Send and From Match - Enable this option to ensure that the 'Send' email address matches the 'From' address
- Allow CC - By default this checkbox is selected enabling the use of CC (Carbon Copy) fields in email communications.
- Allow BCC - By default this checkbox is selected enabling the use of BCC (Blind Carbon Copy) fields in email communications.
- Allow Attachment of Docx - Select the check box if messages from this account can send attached .docx files.

Limit Mailbox Connections

Some email providers have a limit to the number of concurrent connections a mailbox can have - if a limit is required select the 'Limit To' radio button and set the maximum number of concurrent mailbox connections.

Import Tab

Import

Select the Import check box if the email account is to import email replies into Tourplan.

Error Queue

This is a drop down selection which allows the email messages to appear in the Email Management page if the message errored during import.

NOTE: The drop down selections for this field are configured as a Queue Destination in Code Setup. This is an optional setting and not a requirement to import emails into Tourplan.

Agent Contacts

Select the check boxes of the Contact Types the system will import email replies from.

For the import to be successful Debtors will need to have an email address saved for the Contact Type selected.

Supplier Contacts

Select the check boxes of the Contact Types the system will import email replies from.

For the import to be successful Suppliers will need to have an email address saved for the Contact Type selected.

Insert Button (Forward Email)

Select Insert to enter an approved forward email address.

NOTE: Defining Email Address here allows organisations to forward imported emails to another email address (from within the Email Management Page).

Endpoint Definition

Your local Tourplan Support Team will insert and manage the configuration of your Endpoint Definitions.

An endpoint is one end of a channel that communicates back and forth with an external network. Listed Definitions configured here store the external service endpoint name/address and source type.

Any change to these fields can make your external service connection unusable.

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External Service

The External Services Setup is where connection details are entered and setting configurations defined to allow Tourplan to connect to external reservation or host systems.

External Services are available for Professional and Enterprise licence editions of Tourplan. The connection setting details required in this dialogue are configured when the connection software is installed.

> The software required to connect to any external service is additional to a standard Tourplan system. When either the Professional or Enterprise Edition of Tourplan is purchased, the connection settings required in this dialogue are configured.

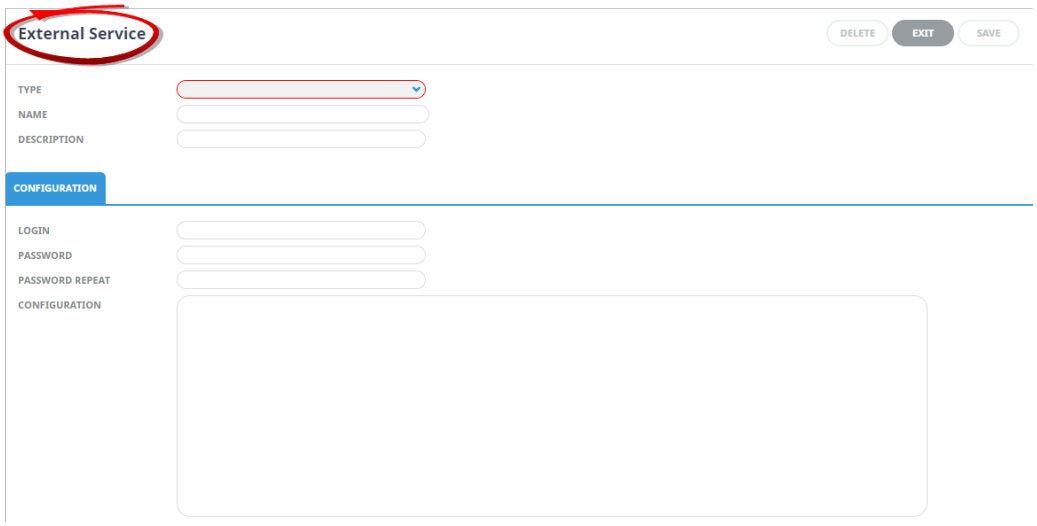
The External Product Search functionality can connect to various types of service providers to not only reserve services, but (depending on commercial relationships and availability of systems) use inventory, and dynamic pricing. Current external service connections are available to most accommodation, and rental car systems as well as to remote Tourplan systems. Development of additional system connectors is ongoing.

Create an External Service

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > External Services**.
3. Click **Insert**.

   INSERT

4. On the **External Service** screen, select a *Type*, enter a *Name* and *Description*.

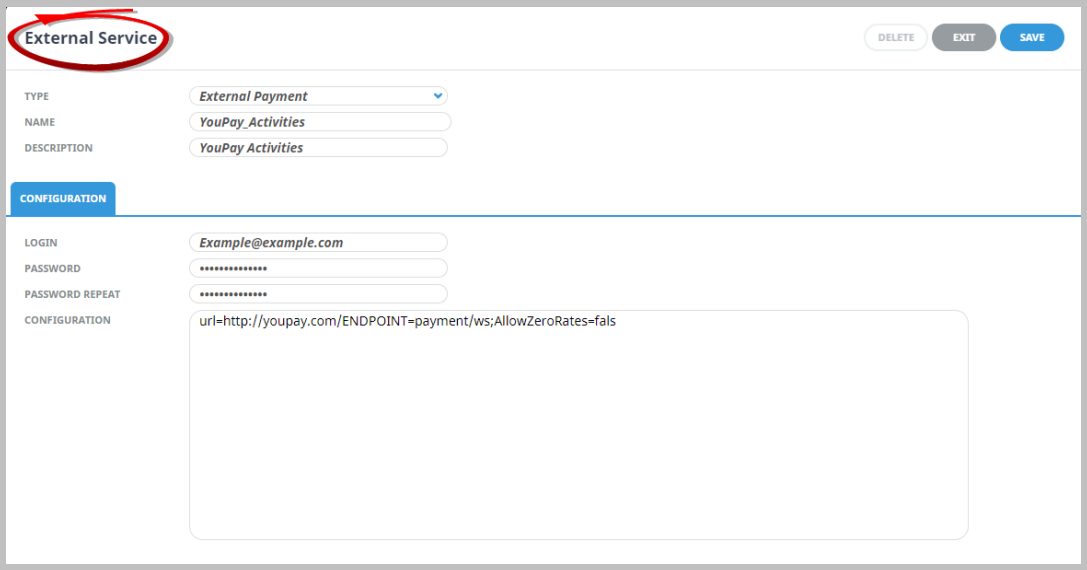


5. On the **Configuration** tab, enter the login credentials in the *Login* and *Password* fields.
6. Enter a URL and any other connection details in the *Configuration* field.
7. Check the **completed screen**.
8. Click **Save** to keep the changes.
9. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another External Service Connection – continue adding External Service Connection details, or click **Exit** to close the screen.

About External Service Fields

In this example the 'External Payment' option selected in the *Type* field has exposed the standard fields used for most External Service interactions.



Type

A selection of the applicable External Service types. The type codes are pre-defined and are not user definable or editable. Available options are:

- CRS/XML - Used for connections to external host computer reservation systems.
- EPS - A default setting is configured, this setting should not be removed.
- ESearch - This setting will only be required if advised by your Tourplan Support Team.
- External Air - Used for PNR import files.
- External payment - Used for connections to external payment providers.
- External Supplier - Used for connections to external suppliers - If selected, the 'Configuration' tab options are expanded and the 'Additional' tab is activated. Please see "If 'External Supplier' Type is selected" on the facing page to view the field and tab options.
- Manual Flight - Used for charter flight external service providers.

Name

A short name of the External Service.

Description

A long description of the External Service.

Login

The login credentials for the External Service.

Password

The Password required for the login credentials used in the *Login* field.

Password Repeat

The Password required for the login credentials used in the *Login* field repeated.

Configuration

The URL or any other connection details required to connect to the External Service.

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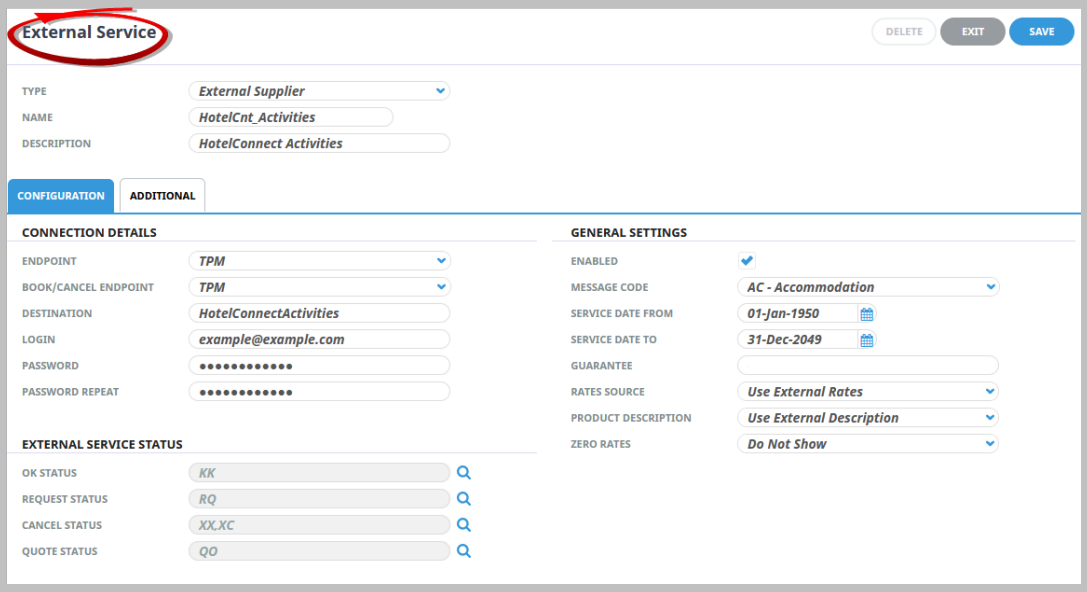
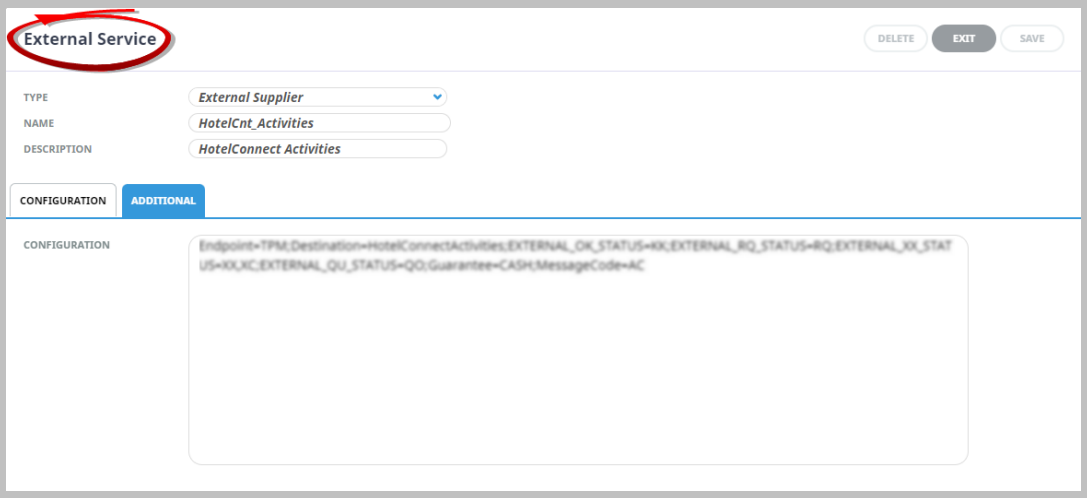
If 'External Supplier' Type is selected

In this example the 'External Supplier' option selected in the *Type* field has exposed extra fields and activated the *Additional* tab containing the configuration field which displays the configuration details string.





Connection Details

Endpoint

The endpoint configuration name to use when connecting to the adapter for the external service. This works in conjunction with an Endpoint Definition configured in Code Setup.

Destination

The destination name in the remote system (blank if not set).

Login

The login credentials for the External Service.

Password

The password required for the login credentials.

Password Repeat

The password required for the login credentials repeated.

External Service Status

NOTE: The Status fields offer organisations the ability to select a workflow variation for the displayed external service. If left unassigned the system will use the default INI Setting for external service statuses - for more information on default system settings click on the link "EXTERNAL_OK_STATUS (All Users)" on page 32.

OK Status

Search for and select the appropriate external service OK status(s) as configured in 'Code Setup'.

Request Status

Search for and select the appropriate external service Request status(s) as configured in 'Code Setup'.

Cancel Status

Search for and select the appropriate external service Cancel status(s) as configured in 'Code Setup'.

Quote Status

Search for and select the appropriate external service Quote status(s) as configured in 'Code Setup'.

General Settings

Enabled

The 'Enabled' checkbox is ticked by default when inserting a new external service connection. This setting enables the external service connection to send external requests.

If the checkbox is blank the external service connection is disabled.

Message Code

NOTE: Defining this field allows organisations to select a specific message type to display necessary information from the message default assigned in the INI Setting "ES_MESSAGE_FORMAT (All Users)" on page 63.

Select the appropriate *Message Type* code for external services as configured in Code Setup. Click here for more information on "Message Types" on page 217.

Service Date From

Enter the earliest arrival date for bookings made via this external system. Manually type the date, use the calendar provided or leave blank for no restrictions.

Service Date To

Enter the latest arrival date for bookings made via this external system. Manually type the date, use the calendar provided or leave blank for no restrictions.

Guarantee

NOTE: This field is required for virtual credit card functionality. If VCC functionality is not enabled this field is left blank.

If organisations use VCC functionality a value is assigned for a Guarantee type from the external supplier. If no guarantee value is found an exception will be thrown.

Rates Source

Select the 'Rates Source' used for external services either *Use Internal Rates - rates from the products in the Tourplan system* or *Use External Rates - rates from the external system*.

Product Description

Select the 'Product Description' used for external services either *Use Internal Description* or *Use External Description*.

Zero Rates

Select *Show* or *Do Not Show* external service 'Zero Rates'.

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The Additional Tab

In the Configuration field enter further connection details required to connect to the External Service. This is only required on advice from your local Tourplan Support Team.

Your local Tourplan Support Team will insert and manage the configuration of your External Service connection - any changes made to these fields can make your connection unusable.

Useful Links

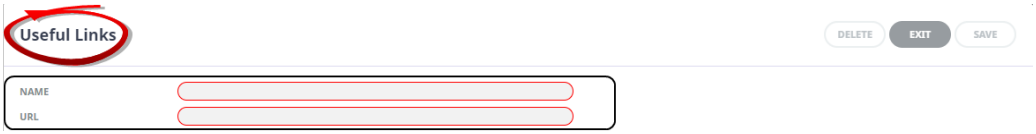
System wide Useful Links provide organisations with the ability to customise their landing page. Useful URL links that may be used on a regular basis can be created and made available to all users or groups of users. The order in which the URL links appear can be determined by a sequence number associated with each link.

NOTE: Links can be public giving all users access to the URL link on their homescreen, or individual users can continue to personalise their homesceen further with URL Links that are specific to their needs.

Create a Useful Link

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > Useful Link**.
3. Click **Insert**.

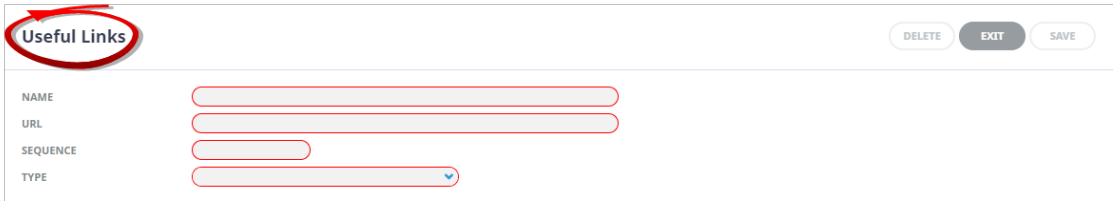
4. On the **Useful Links** screen, enter a *Name* and *URL* for the Useful Link.

5. Enter a *Sequence Number*.
6. Select a *Type* from the dropdown selection.
7. Check the **completed screen**.
8. Click **Save** to keep the changes.
9. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Useful Link – continue adding useful links or click **Exit** to close the screen.

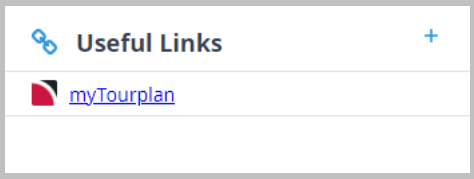
About Useful Links Fields



Name

The name field is used for a short URL name, this is the name that will appear on the home screen.

This example shows myTourplan was used as the Useful Link Name.



URL

The URL field is used to insert the Useful Link URL.

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Sequence

The order in which the URL's are to appear on the home screen can be determined by the sequence number attached here.

Type

There are four options available and each selection controls the users who will be able to see the URL link on their homescreen.

- All Users
- Group
- Private User
- User List

All Users - Selecting this will allow all users to have access to the URL.

Group - This selection allows a group of users to be selected.

NOTE: User Groups will need to have been setup up previously in **System > Security > User Groups**.

- To add a Tourplan group to the Useful Link, hightlight the group name and click the button.
- To remove a group from the Useful Link, highlight the groups name to be removed, and click the button.

Private User - Using this selection will enable another field for a specific user to be selected from the dropdown. This URL will only be available for the username selected.

User List - Selecting user list will provide a list of Tourplan users in a column to the left of the screen.

- To add a Tourplan user to the Useful Link, hightlight the user name and click the button.
- To remove a user from the Useful Link, highlight the users name to be removed, and click the button.

This page intentionally left blank to ensure new chapters start on right (odd number) pages.

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CHAPTER 4

Product Setup

This chapter describes the tasks needed to enter data required for product setup.

Creating codes in code setup is necessary as these codes will be used when setting up products and rates.

Principally, the items which require setting up are:

- Locations (where the service is located).
- Service Type (a code to describe the type of service; e.g., AC = Accommodation, TR = Transfer etc.).

Depending on user company requirements, not all menu items in this section will need to be completed.

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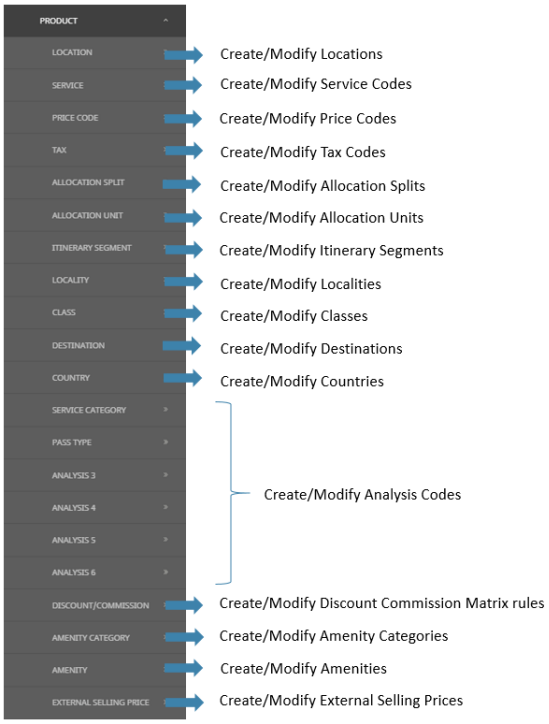
Product Procedures Included In This Chapter

The Product menu is divided into 21 sections. Each menu selection below provides further detail to be inserted or stored against your product options. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Location

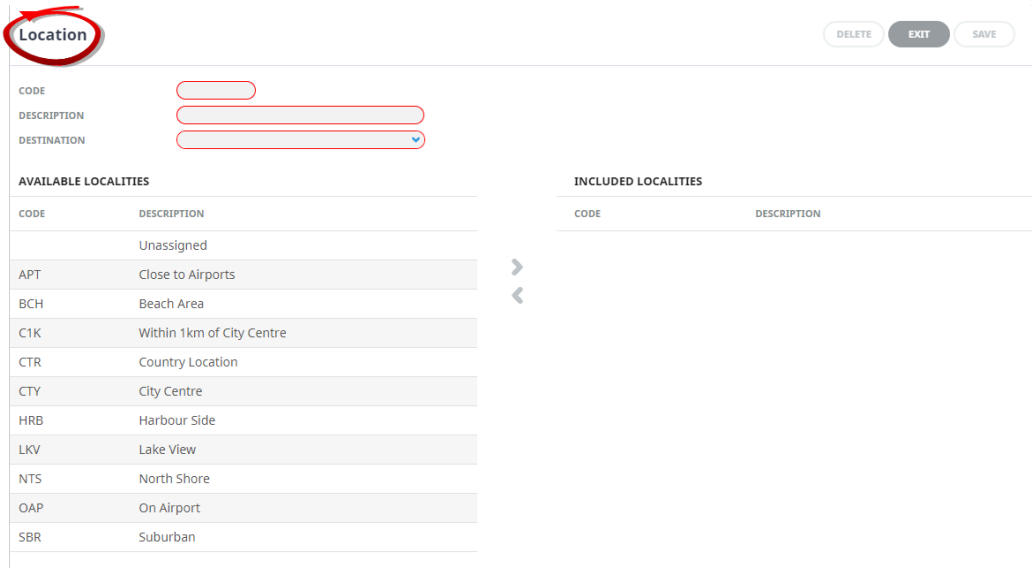
All products inserted into Tourplan must have a location specified. The location is necessary so that the quotation / booking can display the city, town or locality where the product is delivered (i.e. where the service takes place). It also enables easy retrieval of products from the product database. The Location Code is one of the 4 key fields of any product. The other 3 are Service Code, Supplier Code and Product Code.

NOTE: As extra (non-key) breakdown points, Locations can have Localities attached to them and Locations themselves can belong to Destinations. These are optional. The setup of localities is described in "Locality" on page 132, and the setup of destinations is described in "Destination" on page 139.

Create a Location

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Location**.
3. Click **Insert**.

4. On the **Location** screen, enter a *Code* and *Description* for the location.

5. Check the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

Modifying a Location

To **modify** an existing Location, click on the location to open the Location screen.

Make the required change and click **Save**.

NOTE: Only the description can be modified, the Code cannot be altered. Amendments to location codes can be requested through your local Tourplan Support Team.

Deleting a Location

To **delete** an existing Location record, click on the location code and click **Delete**.

Locations cannot be deleted if they have been used in a product in the Product Database, or within a Quote or Booking.

About Location Fields

Code

The Location code is usually the 3-character IATA code for the nearest airport, although using IATA codes in all instances may not be practical. There are situations where the location may not be served by an IATA identified code (e.g., remote locations) and there are other situations where the IATA code may not seem to bear any relationship to the location being named. In these situations, create a location code that will be meaningful to consultants.

Description

Is any meaningful name by which the Location is known.

NOTE: As referred to above, the additional fields on the Location screen, for Destinations and Localities display. If the data is available selections can be made from these fields, but only **Code** and **Description** are mandatory to create a product location.

Destination

If using Destinations for webConnect, the Destination field must first exist in Code Setup.

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Service

Each Product in the Product Database must have a Service Type.

The Service Type is used to find and select services of a similar type. For example, AC - Accommodation etc. The number of service types or codes required should be kept to a minimum. In other words, it's not necessary to have a code of HO - Hotels, MO - Motels, GH - Guesthouse etc. These can all be covered under the AC - Accommodation code and a breakdown can be obtained for analysis purposes by using the analysis codes inside the product.

Service type codes are designed to categorise services in the product database, assisting with service selection filters.

> For example: it is easier to ask the system to display services which match Location and Service rather than asking for location only. If a search is done for services in 'AKL', all Auckland services will display. Asking for 'AKL' 'AC'(commodation) services would display Auckland accommodation services only, rather than all Auckland services including Sightseeing, Transfers, etc.

The Service Code screen has additional fields, most of which may contain data that can be used as defaults when setting up products. The additional fields which display are:

- Product Analysis Codes. The six fields of analysis codes which are able to be attached to Service Codes. Creating Product Analysis Codes is covered in "Product Analysis Fields 1 - 6" on page 144. More detail on how the analysis codes are used are detailed below under
- Service Classes. The available Service Classes. Creating Classes is covered in "Class" on page 135

NOTE: Tourplan NX is pre-populated with a selection of commonly used service types. Organisations may have slightly different service code requirements from the codes noted below, and/or the code and description may also differ and these changes are easily made.

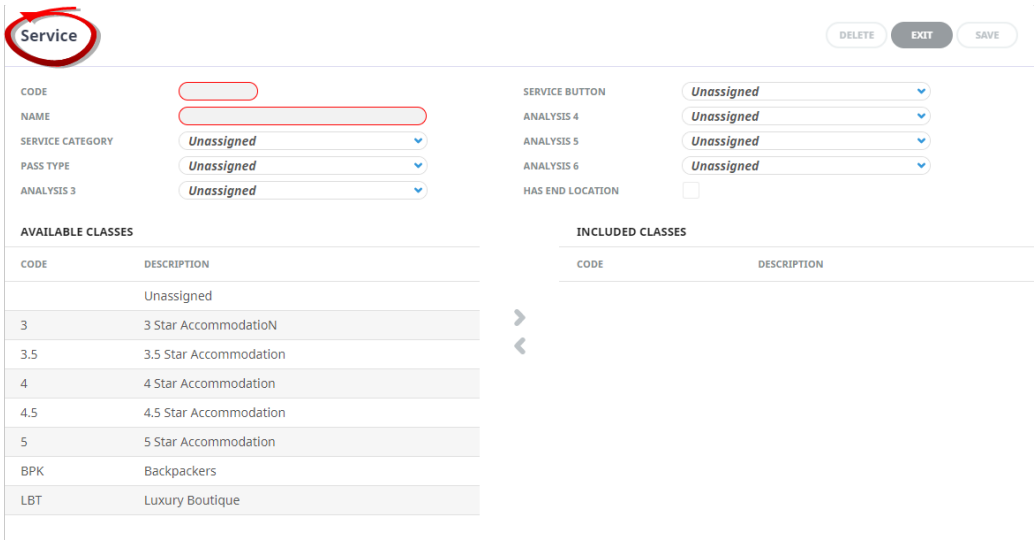
Service Type	Service Desscription
AC	Accommodation
AV	Activities
CR	Cruises
EF	Entrance Fees/ Attractions
FL	Flights
GU	Guides
IT	Itinerary Services
ME	Meals
PK	Packages
RV	Rental Vehicles
SS	Sight Seeing
SU	Sundry
TF	Transfers
TG	Ground Transport

Create a Service Code

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Service**.
3. Click **Insert**.

   INSERT

4. On the **Service** screen, enter a *Code* and *Name* for the service type.



5. Check the **completed screen**.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Service – continue adding Services or click **Exit** to close the screen.

Modifying a Service (code)

To **modify** an existing Service (Code), click on the Service row you wish to amend and the Service screen will open.

Modify the required fields and click **Save**.

NOTE: The description of the Service Code can be altered, the Code itself cannot.

Deleting a Service (code)

To **delete** an existing Service Code record, click on the service and click **Delete**.

Service Codes cannot be deleted if they have been used in a product in the Product Database, Quote or Booking.

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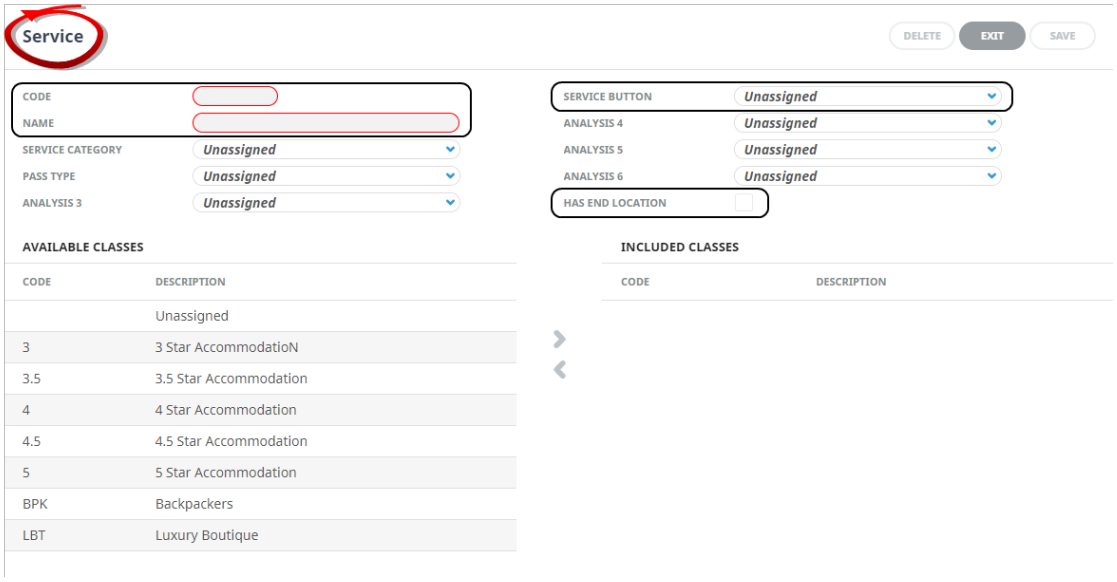
About Service Fields



Code

The code can be any 2 character Service Type code. If other codes already exist, use these as a guide.

Name

The name is a description of the service.

Only Code and Name are mandatory fields for setting up a Service Code.

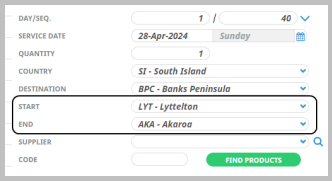
Service Button

This field is used to map web page buttons to specific service codes. Leave blank if iCom buttons have not been set up.

Has End Location

This field is used when replicated locations are used at the supplier level. Typically this field would be used for rental vehicle services as it triggers a start and end location to display when doing a service search in bookings as per the below example.

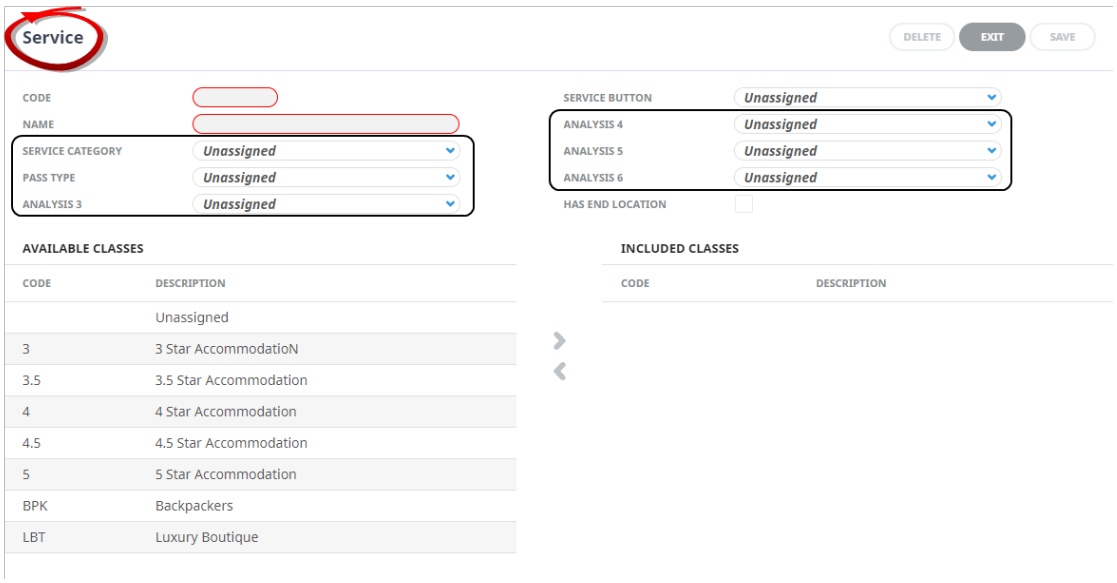
If the checkbox 'Has End Location' is selected within the service type setup, consultants will have the option within the booking applications to search for product locations that the service starts from and/or ends at.



Product Analysis Fields 1 - 6

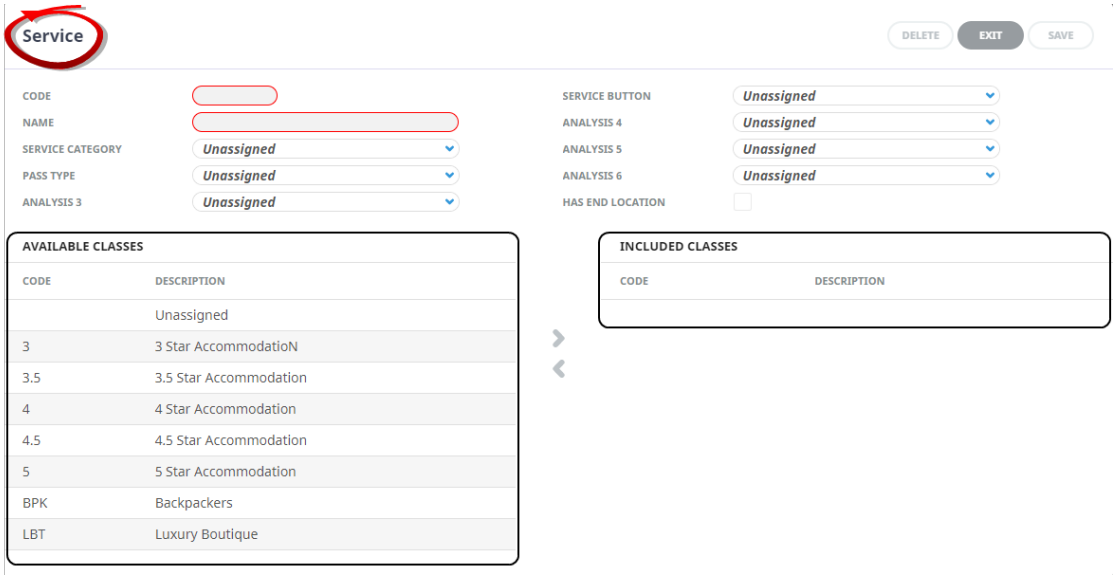
There are six product analysis fields. Analysis 1 has been renamed to Service Categories, and Analysis 2 has been renamed Pass Type (instruction on how to name these fields is in System Setup - INI Settings "INI Settings" on page 23,

Product Analysis Codes must be a minimum of 2 characters and can be attached to a Service Code here. When the Service Code is used to create a product in the Product Database, these Product Analysis Codes will default as Analysis Codes into the product. They can be edited from in the Product.



Available Classes and Included Classes

These lists are used to attach/dettach Service Classes to/from service codes. When the Service Code is used to create a product in the Product Database, these Service Classes will default as available Service Classes against the product. They can be edited from in the Product.



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Price Code

Price codes can be used to set different selling rates or prices for the same service and rate period(s). A price code (or multiple price codes) can be attached to an agent record. When the agent requests a quote or booking, the appropriate price code will be used when Tourplan NX is searching for valid prices for the service used. This means that varying prices can be set up in services in the Product database, differentiated by price codes.

NOTE: Price codes are not used to separate prices by expiry date. Each service in the Product database can have multiple expiry dates and multiple price codes.

An example of how price codes can be used is:

Rate Expiry	Price Code	Description	Group Cost	Group Sell	FIT Cost	FIT Sell
31 Mar 2026	(Blank)	Nett Rate	90.00	90.00	100.00	100.00
31 Mar 2026	T1	Tariff One	90.00	90.00	100.00	110.00
31 Mar 2026	T2	Tariff Two	90.00	90.00	100.00	115.00
31 Mar 2026	T3	Tariff Three	90.00	90.00	100.00	120.00

NOTE: Markups can be applied in Tourplan NX at different levels and at different or varying rates. These options will be discussed during System Installation. An alternative method of marking services up from the database is by using the Discount/Commission/Markup Matrix (see -" Discount/Commission/Mark-up" on page 147) which is more involved, but provides a greater level of mark-up flexibiliy.

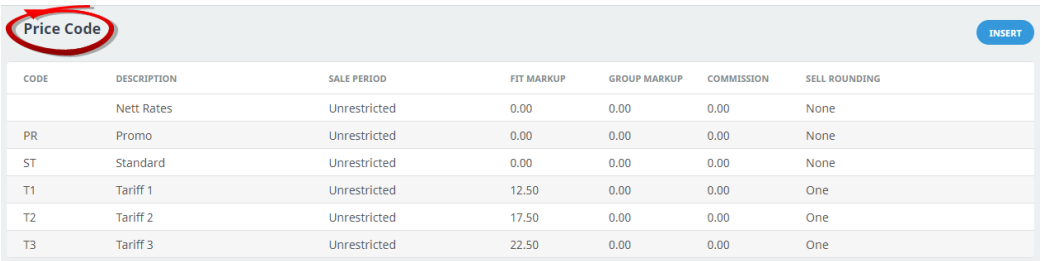
Markups applied Product Level - either by Price Code or DMC Matrix - will apply to the total Service being added to the Quote/Booking. That means all components of a service - the main product and any Extras will attract the same markup (e.g.) for an Accommodation Service with optional (and additional) Breakfast added will have the total of room & breakfast marked up at the same rate.

If Price Codes are not being used, then there must be at least a blank Price Code set up.

NOTE: On system installation, a blank Price Code described "Unassigned" is automatically created. The description of this can be changed to (e.g.) Nett Rate or Standard Rate, but the code field must be left blank.

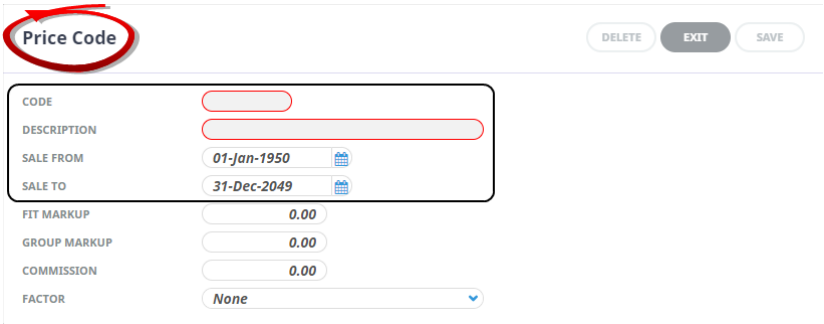
Create Price Codes

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Price Code**.
3. On the **Price Code** screen, if the code required is not already in the list, click **Insert**.



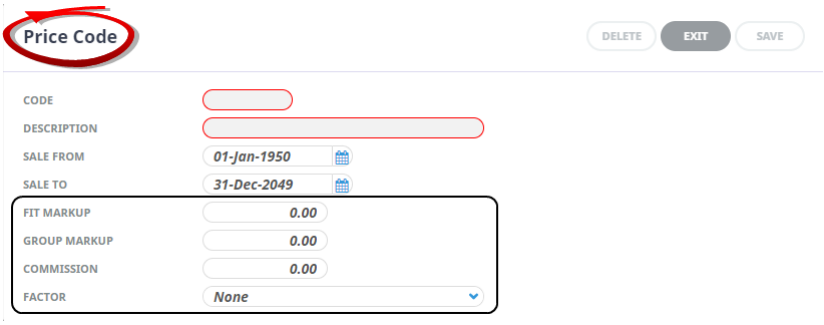
CODE	DESCRIPTION	SALE PERIOD	FIT MARKUP	GROUP MARKUP	COMMISSION	SELL ROUNDING
	Nett Rates	Unrestricted	0.00	0.00	0.00	None
PR	Promo	Unrestricted	0.00	0.00	0.00	None
ST	Standard	Unrestricted	0.00	0.00	0.00	None
T1	Tariff 1	Unrestricted	12.50	0.00	0.00	One
T2	Tariff 2	Unrestricted	17.50	0.00	0.00	One
T3	Tariff 3	Unrestricted	22.50	0.00	0.00	One

4. On the **Price Code** screen, enter a *Code* for the price code and a *Description*.



5. Continuing on the **Price Code** screen, insert FIT mark-up, Group mark-up, commission amounts, and select a rounding factor.

   NOTE: There are other areas in Tourplan which can support markup and commission, speak with your Tourplan Support Team to discuss the alternative options available.



6. Review the **completed screen**.

7. Click **Save** to keep the changes.

8. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Price Code - continue adding Price Codes or click **Exit** to close the screen.

Modifying a Price Code

To **modify** an existing price code, click on the price code and the price code screen will open.

Make the required change and click **Save**.

NOTE: All fields except the Code can be altered.

> Changing a value will not change any services that already have the price code attached. Any new rates added using the price code will default to the new values.

Deleting a Price Code

To **delete** an existing Price Code record, click on the price code and click **Delete**.

NOTE: Price Codes cannot be deleted if they have been used in a product in the Product Database, Quote or Booking, or are attached to an Agent.

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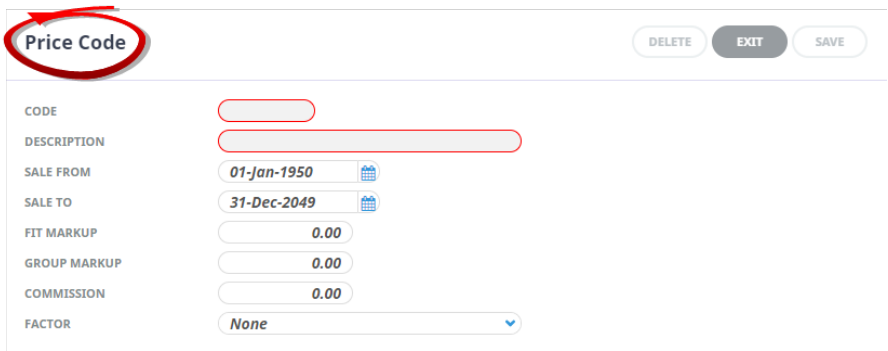
About Price Code Fields



Code

A code that is used to identify the Price Code. This code must a minimum of 2 characters.

Description

A long description of the Price Code, this field can be up to 40 characters.

Sale From/Sale To

Service rates available for sale within a specific date range. The Sale From/Sale To values are defaults only and can be overridden when rates are being entered.

> An example is where a service provider may advise a special rate that is available for use between Date A and Date B, provided it is sold between Date C and Date D.
>
> e.g.; Special Accommodation Rate for Stays between 01 July 2023 and 31 August 2023.
>
> Must be booked before 30 May 2023.
>
> In this example, the Sale From date could be left at 01 Jan (19)50 and the Sale To date changed to 30 May 2023— the last date the special is available for sale.

> If rates do not have any special selling periods (not to be confused with Expiry dates), then leave these two fields as the default values shown.

FIT Markup

This field can be used to store a percentage value which will be applied to the Cost Prices entered into the FIT rate fields and displayed and saved in the FIT Sell Price fields. This is a default value and can be overridden when rates are being entered.

Group Markup

This field can be used to store a percentage value which will be applied to the Cost Prices entered into the Group rate fields and displayed and saved in the Group Sell Price fields. This is a default value and can be overridden when rates are being entered.

> In these price code examples, the following percentages could have been set against the different price codes:

Price Code	Group	FIT
(Blank)	0%	0%
T1	0%	10%
T2	0%	15%
T3	0%	20%

NOTE: It is not uncommon for group rates to have no mark up at a product level, since frequently group booking mark ups are set or adjusted at a booking level, not service level.

Commission

Services can have an override commission % attached at a Rate/Date/Price code level. If an override commission is to apply by default when using this price code, enter the commission percentage in this field.

NOTE: Override commission percentages completely override any commission percentage attached to an Agent or Booking. If the price code commission value is 5% and the agent or booking has 10% commission attached, the commission on this service will be 5%, not 15%.

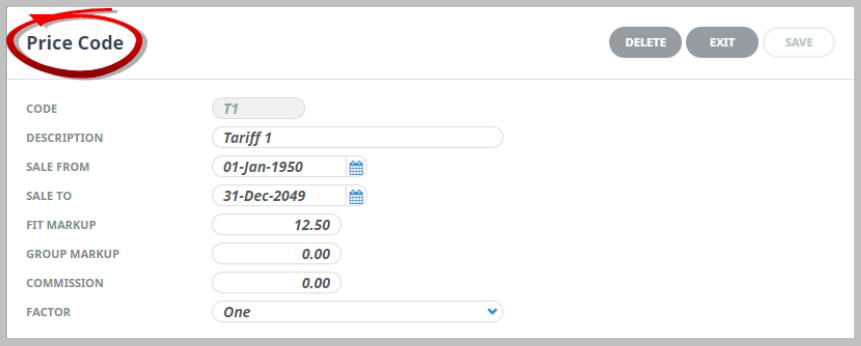
Factor

This field can have the following values in it:

Factor	Rounding To
None	No Rounding
One Tenth	Round to the nearest whole unit, values up to .5 will round down, values over .5 will round up
One Half	Round to the nearest 5 whole units
One	Round to the nearest 1
Five	Round to the nearest 5
Ten	Round to the nearest 10

Completed Price Code Example

This is an example of a 'Standard' Price Code, the Price Code has been called 'Tarrif 1' it has wide sales from and to dates, an FIT markup of 12.50%, no Group markup or Commission levels and a rounding factor of 1.



Guidance should be sought from your local Tourplan Support Office when using Price Codes, and if defining specific settings here is advised for your organisational requirements.

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Tax

Taxes can be defined which can then be used to calculate tax values (if any). Taxes can be applied to any portion of a service, or to any non-trade creditors or debtors.

NOTE: In a quote or booking, the tax value is not necessarily the booking/quote total plus tax at nn%. Tax is calculated for each component of each service and stated as a total. This means that in some circumstances (e.g., where non taxed or tax exempt services have been used), the tax value of the service would not exactly equate to Booking Price + nn% tax. The tax types defined can also be attached to creditors and debtors, so that if non booking invoices are raised in either payables or receivables, then Tourplan knows which tax to apply to those non booking related transactions.

It may not be necessary to set up taxes at all—it will depend totally on the tax regime which exists in the country of domicile. Bed taxes are a good example, where invoices from suppliers are inclusive of the bed tax and the tour operator pays that tax value directly to the hotel supplier, without any accounting liability by the tour operator—in other words, it's a tax which is included in the hotel rate.

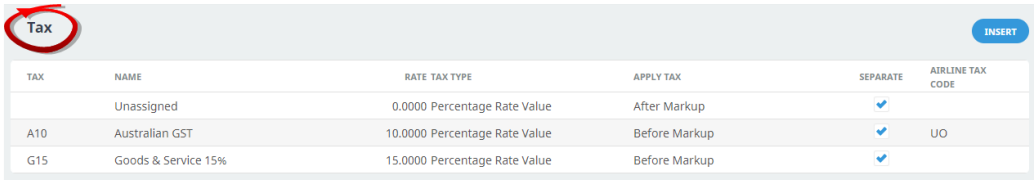
As a general rule, if a tax does *not* have to be accounted for, then there is no need to have it set up; rather, it could be included as part of the hotel or service provider's cost price. E.g., if a hotel is charging 100.00 and there is a Bed Tax of 2.00 for which there is no accounting responsibility, then the rate can be entered into the Tourplan Product Database as 102.00.

Having said non accountable taxes do not have to be set up, there is a case to have such taxes set up in the tax table so that it is easier to change prices if the tax rate changes.

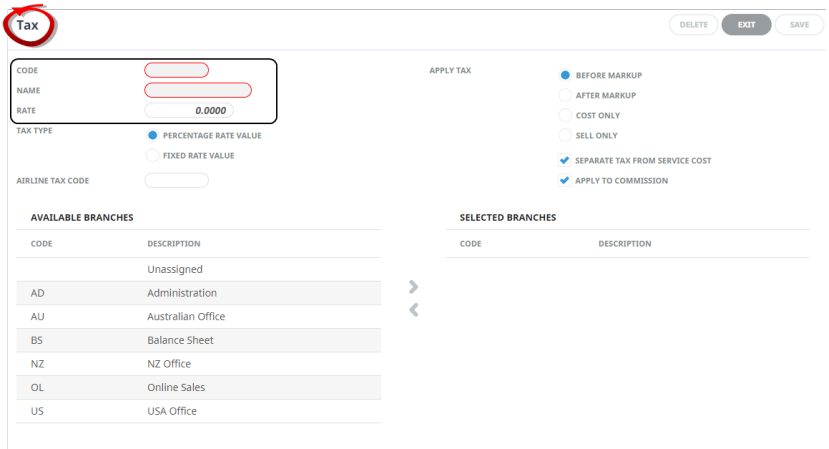
Any tax set up or changes to taxes should be discussed with the nearest Tourplan Support office.

Create a Tax Code

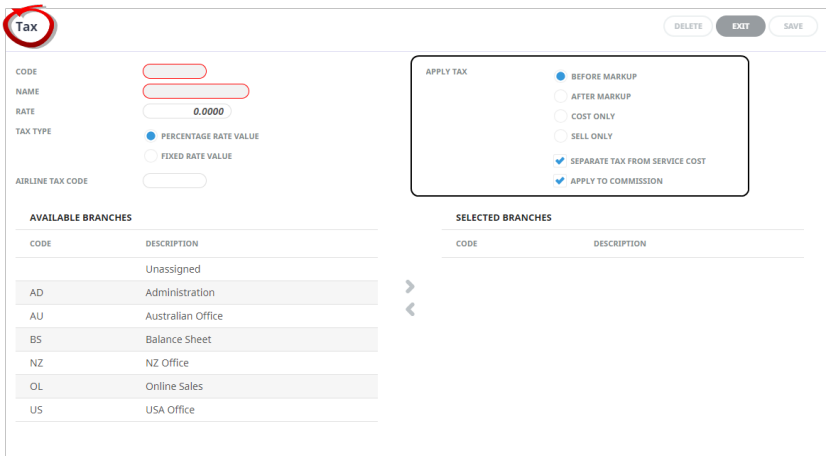
1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Tax**.
3. On the **Tax** screen, if the code required is not already in the list, click **Insert**.



4. On the **Tax** screen, enter a *Code* and a *Name* (Description) for the tax, and enter the *Tax Rate*.



5. Continuing on the **Tax** screen, select the *Tax Type*, how to *Apply Tax*, if that tax is to be *Separated* from the service cost, and if that tax should *Apply to Commission*.



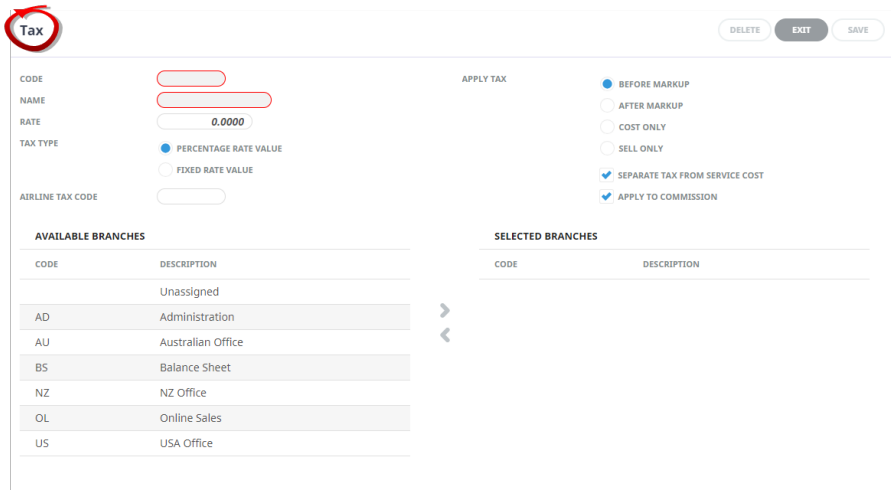
6. Review the **completed screen**.

7. Click **Save** to keep the changes.

8. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Tax - continue adding Taxes or click **Exit** to close the screen.

About Tax Fields



Code

A code to describe the Tax.

Name

A long description of the Tax code.

Rate

The numeric value of this Tax code. The rate can be either a percentage type figure or a flat rate monetary figure, as required. The indication whether it is (F)ixed or (P)ercentage is determined in the next field.

Tax Type

These buttons determine how the system interprets the Tax rate value above.

- If the rate entered is a percentage, check the **Percentage Rate Value** button.
- If the rate entered is a fixed ($) monetary figure, check the **Fixed Rate** button.

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NOTE: If the value in the rate field is 10.0000, and Percentage Tax is checked, then the system interprets the Tax as 10.0000%. If the Fixed Rate button is checked, it is interpreted as $10.00.

Airline Tax Code

This field is only used in conjunction with the Tourplan flight Connect External Service

By and large, airline taxes are not accountable taxes. Airline taxes are generally the surcharges (fuel), Government and Airport charges that are levied. These are identified in the Tax fields of an airline ticket and are normally shown as an amount followed by a 2 character code—e.g., 60.80WY, 8.00WG, 59.00AU.

The 2 letter codes mean something and in this example they are:

Code Description WY Australia (Passenger Service Charge) WG Australia Safety & Security Charge ((Intl) & (Dom)) AU Australia Passenger Movement Charge (PMC)

In some instances, the Airline taxes are accountable taxes—e.g.

Code Description UO Australian GST, NZ New Zealand GST, FJ Fiji VAT.

Where a) the Tourplan user company is using Flight Connect and b) the tax is accountable by the tour operator (e.g. Australian GST), the Airline Tax Code must be entered against the applicable accountable tax.

Apply Tax

- **Before Mark-up** - if this button is checked, then the system will calculate the tax on the price before any mark-up(s) are applied.

Selecting this radio button does not mean that mark-ups cannot be taxed. The system allows for mark-ups to be taxed at a different rate (if necessary), and this is controlled by the System INI setting MARKUP_TAX. If the tax rate is consistent on the cost price and the mark-up, then there are two choices:

- Set the Before Mark-up radio button and then set the same tax code in the MARKUP_TAX INI setting or
- Do not check this radio button, leave the MARKUP_TAX INI setting blank and refer to the detail regarding After Mark-up below.

- **After Mark-up** - when this radio button is selected, this setting will apply the tax to all levels of the Costs - from Cost price through to Retail and Agent price.

NOTE: If the tax is not to be separated out (ie, to be included in the Revenue / Expense total), then the 'Apply After Markup' check box *must* be unchecked.

If a mark-up is applied to a service in the Product Database, the following effect occurs when this checkbox is set. Assume a tax inclusive rate of 10.0000%.

Product Cost: 110.00

Product Sell 132.00

Agent Price 132.00

Booking Total Tax value will be 12.00. The tax on the supplier invoice will be 10.00.

- **Cost Only** When this check box is selected, Tax is only calculated on the product Cost price. If a cost only tax is set against a product then no booking markup tax, or booking commission tax is calculated, regardless of the booking tax indicators assigned within the booking.
- **Sell Only** When this check box is selected, Tax is only calculated on the Sell (marked up) price of the service.

Separate Tax From Service Cost

This will determine how the system handles 'non accountable' taxes. In some jurisdictions where there may be differing State/Provincial taxes, as well as an input/output tax, then the State/Provincial taxes are set up with this box *unchecked*, and the input/output tax is set up with the box *checked.* This has the effect of

applying the State/Provincial Tax to the costs, as well as applying the Input/Output tax to the cost, but ONLY the Input/Output tax is stripped out for accounting purposes.

It is normal where State/Provincial taxes are incurred that they are billed to the tour operator by the Service Provider, and therefore as discussed above, may not necessarily be set up as a tax — rather, include the tax in the rates in the Product Database. If it is necessary to set the taxes up separately, then as an example, assuming that a State/Provincial Tax of 10% applies on Room Rates only and that a 10% GST applies to all components of the service (and all other Services) and that the value is $100.00. The TOTAL Tax amount in this scenario is $20.00 ($10.00 State and $10.00 GST).

NOTE: One tax is not applied on top of the other; the system does not take the 100.00, add the 10% State Tax for a sub total of $110.00 and then add the 10% GST which would make the Total $121.00.

Apply To Commission

On service components that have been deemed commission-able, this setting will define whether this tax is to be applied to any commission calculation.

Selected Branches

If Branches are selected, the tax will apply to all bookings using the selected branch.

The Selected Branch setting can be left unassigned which allows the tax to be applied to all bookings.

Branches can be attached to more than one tax which allows multiple taxes.

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Allocation Split

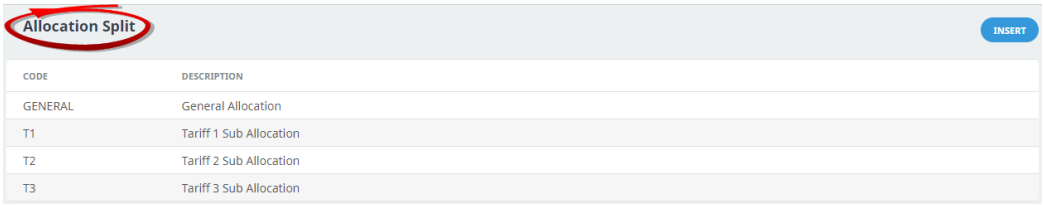
Prior to setting up allocations, the codes and names of any sub-allocations (also known as “Allocation Splits” or “Agent Allocations”) must be set up. Typically, sub-allocations are used to split supplier allotments by agent or market. For example, a hotel may give an allocation of 10 rooms a night which can then be split into three sub-allocations - a 6 room General sub-allocation for general use, and two 2 room sub-allocations which could be assigned to specific agents.

NOTE: If there is no intention to split allocations, at least one sub-allocation needs to be set up - this could be called “General” for example. Within the Debtors application, the sub-allocation needs to be selectively applied to agents to indicate which agents can take rooms/seats from allocation and which agents cannot.

> If some agents have their own Allocation Splits, they would have their own split attached within the Agent Application first and the General split attached second. The Allocation priority is determined by the order that the splits are attached to the agent. The attachment of allocations is covered in more detail within the Accounts User Manual.

Create Allocation Splits

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Allocation Split**.
3. On the **Allocation Unit** screen, if the code required is not already in the list, click **Insert**.

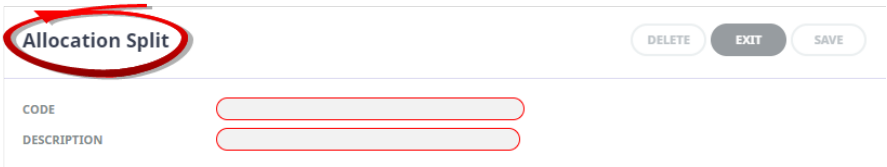


4. Enter a *Code* and *Description* for the allocation split and click **Save**.

NOTE: After clicking **Save**, the screen clears, ready for another Allocation Split – continue adding Allocation Splits or click **Exit** to close the screen.

> Allocation Splits cannot be deleted if they have been used in an Allocation, or are attached to an Agent.

About Allocation Split Fields



Code

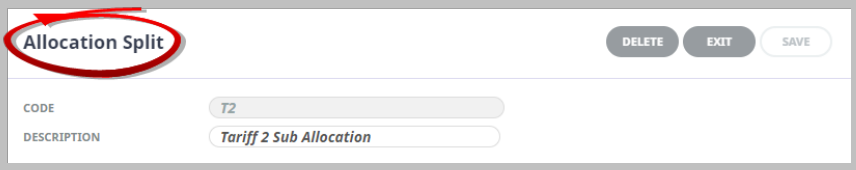
Enter a code for the Allocation Split.

Description

Is any meaningful name for the Allocation.

> This example is an allocation split that will be attached to specific agents who qualify for the Tariff 2 Rate. There is no limit to the number of allocation splits that can be entered into Tourplan, although too

many will make Allocation maintenance unnecessarily difficult.



The important thing to remember when setting up allocations splits is to then attach the allocation to the required agent(s). If this step is overlooked, when making a booking the system will not allow allocations to be viewed or taken from. Allocation splits are attached to agents in Financials > Debtors (select the agent) > Details > Allocations.

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Allocation Unit

Prior to setting up allocations, the codes and names of any allocation units must be set up. Typically allocation units are used to divide allocations into room types. If an accommodation supplier offers allocations of specific room types e.g. 'singles', 'doubles', 'twins', these can be set up. For coach, rail, airline, theatre tickets etc,services, define a 'seat' unit

> If suppliers simply provide allocations on a per room basis, at least one allocation unit called "Rooms" needs to be defined. For seat or ticket allocations, only one allocation unit on a Pax Count basis is needed.

Create an Allocation Unit

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Allocation Unit**.
3. Click **Insert** to add a new entry.

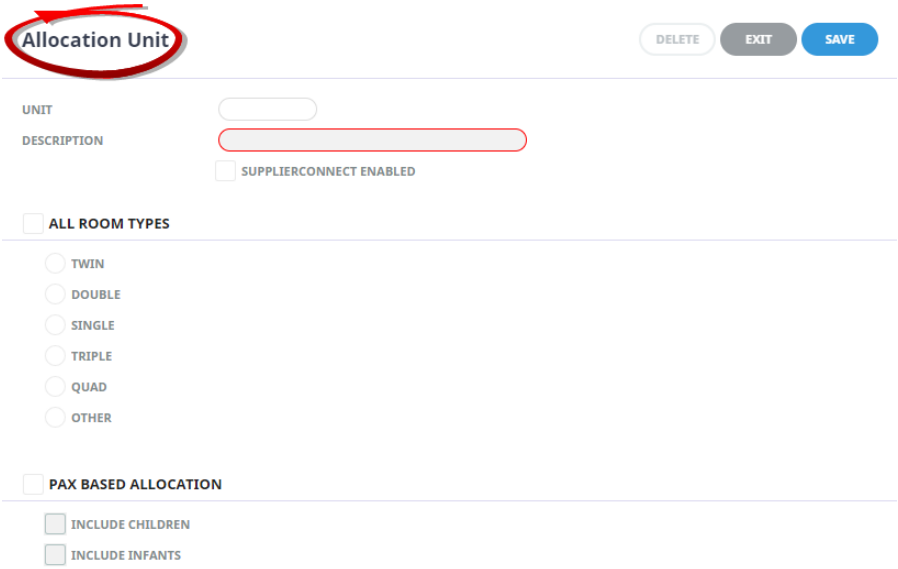
   INSERT

4. Enter a *Code* and *Description* for the allocation unit.
5. If room allocation unit is being created, decide if all room types apply or if individual rooms apply. If the Allocation unit is a pax based allocation, select the pax based allocation check box, and if children or infants are to be included in the pax count.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Allocation Unit – continue adding Allocation Units or click **Exit** to close the screen.

> Allocation Units cannot be deleted if they have been used in an Allocation.

About Allocation Unit Fields



Unit

Unit is the code used to distinguish the Allocation Unit.

Description

Is any meaningful name for the Allocation Unit to be known by.

Supplier Connect Enabled

This feature is only available to user sites who have Supplier Connect (aka Supplier Extranet). If the box is checked, then Suppliers who maintain their own allocations on a user site have maintenance access to their allocations.

All Room Types

If the Allocation Unit applies to all room types (including Apartments), check this checkbox. .

Specific Room Type Allocation Unit

Select the room type that the Allocation Unit is for.

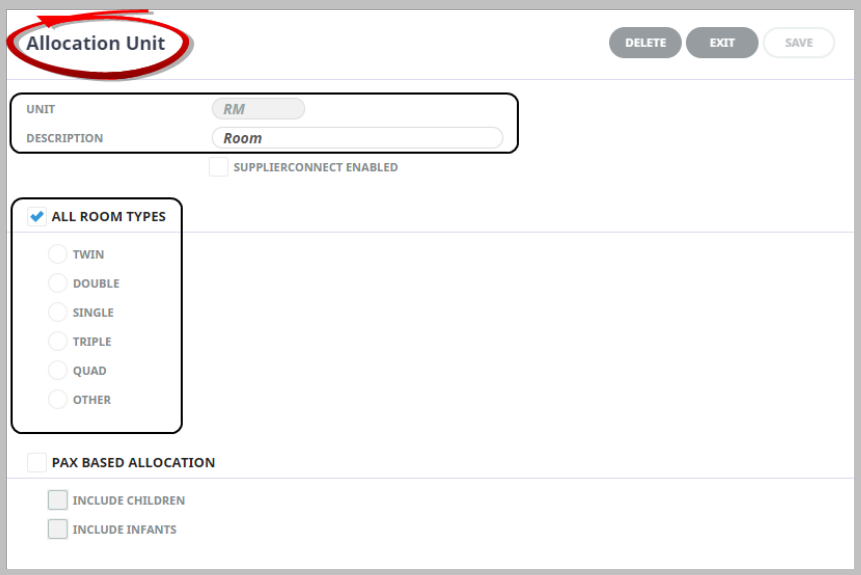
If entering an Allocation Unit of e.g. DB - Doubles only, then just check the Double check box. This then limits any other room type from holding this allocation within an FIT or Groups booking. This logic also applies to Singles, Twins, Triples and Quads Allocation Unit setup.

Pax Based Allocation

Check the box to indicate that this Allocation Unit applies to non-accommodation allocations. For seat allocations for example, a train or aircraft, check the Pax Based Allocation check box only. Check the Children and Infants boxes if children and/or infants are to be included in the allocation count.

NOTE: For seat allocations, only one Pax Count allocation needs to be created - it can be used for all seat-based allocations.

This example shows an allocation unit called 'Room' with "All Room Types" selected. Allocations can be setup using this Allocation Unit and the allocation will allow all room types to be sold from the allocation.



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Itinerary Segments

Itinerary Segments are pieces of text (and graphics if required) which can be attached to services in the Product Database. When the services are used in a Tourplan quote or booking, an Itinerary can be generated which will be made up of the Itinerary Segment text and graphics attached to the services.

There is no standard method of setting up Itinerary Text—i.e. how it should be used, but there are some points to consider which should be discussed with the local Tourplan Support office:

- Tourplan is able to output itineraries in different languages. A language code attached to each itinerary segment identifies which segments are to be used when an itinerary is output. Although the term language implies foreign language translation capabilities, this is not the case.

  Itinerary segments can be written in different languages and a translation table can be set up in which standard system output - days of the week, months of the year, etc. - can be stored in the foreign languages being used. An itinerary message template can be set up (with the standard text being in the foreign language) and when outputting an Itinerary, it is a case of selecting the itinerary message format of the language that is to be output, or letting the system choose, based on the language code attached to the agent.

  (Setting up "Language Codes" on page 220 and "Language Translation" on page 222 is in the Messaging Section of this user manual Itinerary Message Format setup is in the Messaging Setup Section).

- Language code can also be used to separate different styles of itineraries - e.g. a short format itinerary that for example may accompany quotations, and a long format itinerary which is used for bookings.
- There is more than one area where text can be written which can be included in itineraries. This means that the use of the Itinerary Segments is not essential to be able to output itinerary documents. Product Note Text can be used in lieu of, or in addition to, Itinerary segments.Booking Agent or PCM agent message types are used to construct Itineraries. Language codes can be used with booking agent messages and PCM agent messages.
- Images, tables, bulletpoints and hyperlinks are all supported for Itinerary Segments. If using images we suggest speaking with Tourplan Support to see if this is the best location for the image.

The most important aspect of creating message formats (of either type) that are to be used as itineraries is that the location of the text to be used in the message must be carefully thought through. One objective must be to ensure that the maintenance of the message formats should be kept as simple as possible - in other words, obtain the text from (e.g.) itinerary segments and one note category as opposed to obtaining it from multiple note categories depending on service type.

- If using either itinerary text, or a note category, try to keep the text as generic as possible and use the messaging substitution codes to obtain service and booking information to be included on the itinerary.
- There are some services in particular that cannot be generic - e.g. sightseeing and attractions. For these services, specific text will have to be written.

> If text is copied from a supplier's website, paste it into a Word document or notepad and convert it to plain text before pasting into the Itinerary Segment text field. This will remove any hidden characters or URL links that may become problematic when generating your messages.

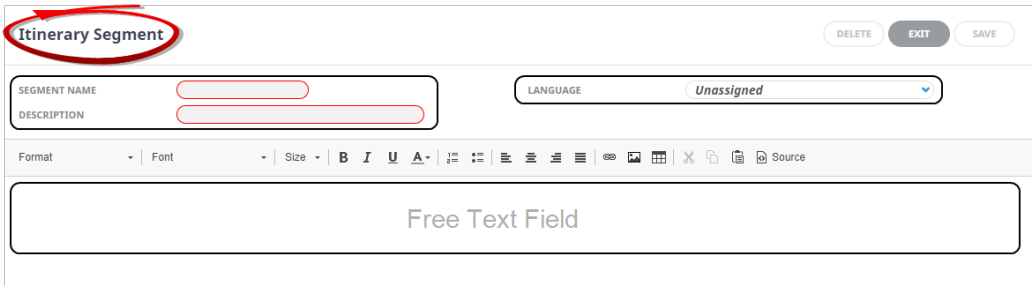
There are two basic types of itinerary segments.

- One is specific descriptive text about a location, or about point to point travel. These will generally be attached to products specifically designed to carry the text.
- The other type is product specific text and these will likely include codes that will substitute service and booking detail into the appropriate place when the document is generated.

Create Itinerary Segments

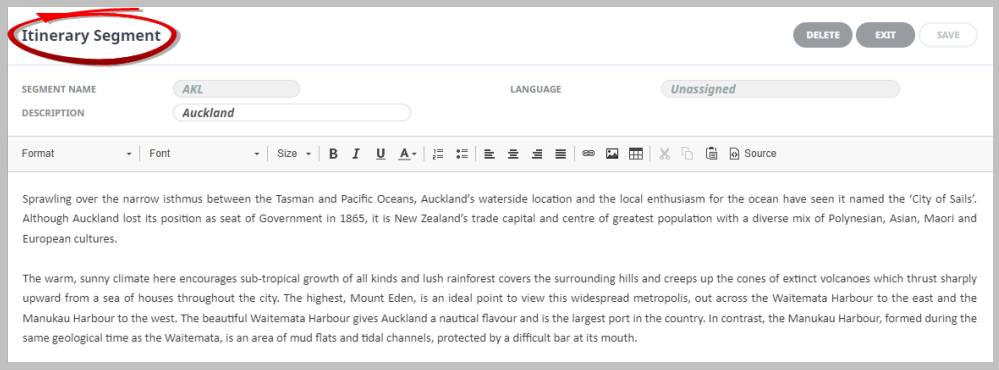
1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Itinerary Segment**.
3. On the **Itinerary Segment** screen, if the code required is not already in the list, click **Insert**.

4. On the **Itinerary Segment** screen, enter a *Segment Name* and a *Description*. If languages are being used, select a language, and insert the required *Itinerary Segment Text* in the free text field.



5. Review the **completed screen**.

This itinerary segment is an example of a Location specific segment.



6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Itinerary Segment - continue adding Itinerary Segments or click **Exit** to close the screen.

About Itinerary Segment Fields

This example shows a generic accommodation service itinerary segment which can be attached to all accommodation services. When output, the Supplier name, Product name, number of nights and In Date/Out Date. It will also include information from Product notes such as a graphic of the property and specific descriptive text. This itinerary segment has used substitution codes instead of hard-coding the information.

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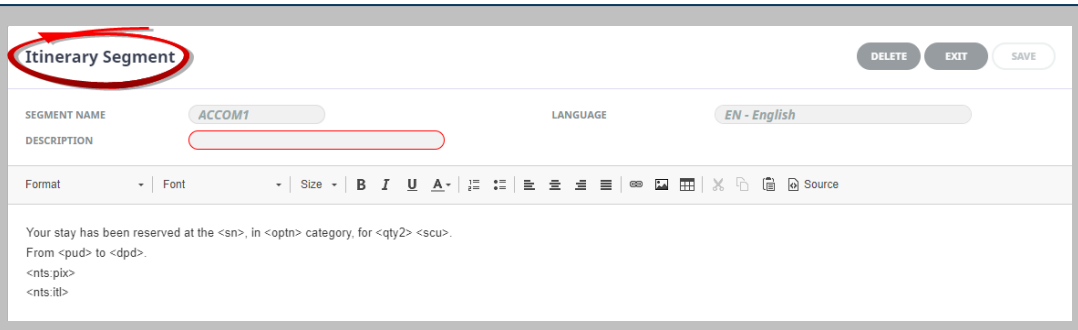
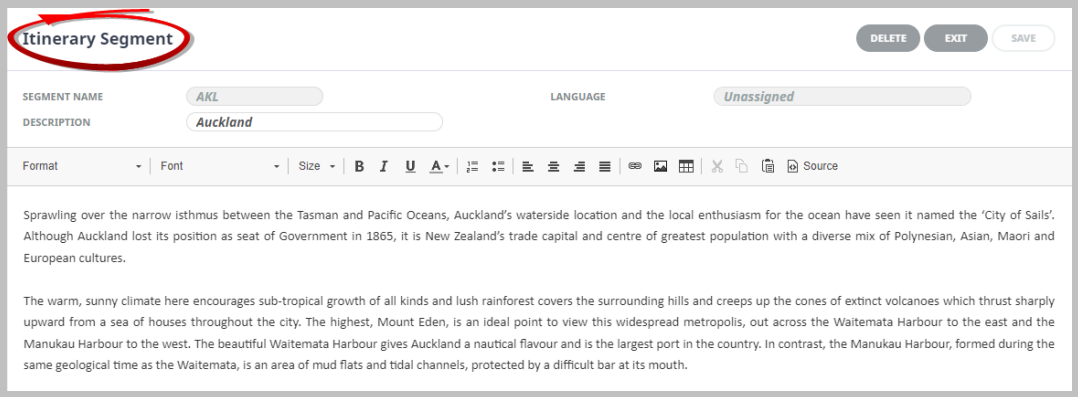


Another use for itinerary segments is a location specific itinerary segment. This example is a generic information segment providing information on Auckland.



Segment Name

A name for the itinerary segment.

Description

An additional optional description of the segment name, this field can be used in your documentation if coded to appear.

Language Code

If languages are being used, select a previously defined language code from the drop-down.

NOTE: If language codes are not being used, the blank unassigned code must be used.

Text Field

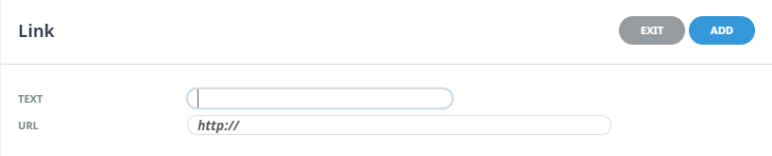
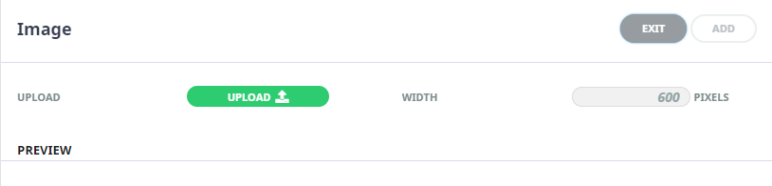
The remainder of the screen is basically a blank page for the itinerary segment to be written on.

When copying and pasting information from a website, ensure that the text is first inserted into a word document or notepad document to strip the text into plain text before inserting (copy/paste) the text into Tourplan.

The rich text editor section (or body) of the note is a blank page for the note text to be inserted or edited.

The Editing screen has the following items:

Format type	Format Option Descriptions
Format	Format of the paragraph text. Normal, Headings 1,2,3,4,5, & 6, Formatted, Address,
Font	Font of text (will default from the INI Setting DEFAULTFONT)
Size	Font Size of text (will default from the INI Setting DEFAULTEDITFONTSIZE)

Format type	Format Option Descriptions
	Style, Font and Font Size. The available styles and fonts are the Windows styles and fonts installed on the computer running Tourplan
B	Bold - highlight the text to be bold faced and click this button
I	Italics - highlight the text to be italic and click this button
U	Underline - highlight the text to underlined and click this button
A	Colour of text – highlight the text to change the colour and click this button
	Numbered bullet points - click this button to create a numbered list
	Bullet points - click this button to create a bulleted list
	Left aligned text - click this button to justify text on the left margin
	Centre aligned text - click this button to centre text between the left and right margins
	Right aligned text - click this button to justify text on the right margin
	Left and Right justified text. Click this button to justify text between the left & right margins
	Insert a URL link – click this button to insert the text you want showing as a hyperlink and insert the required URL 
	Upload an image – click this button to upload an image 
	Insert a table – click this button to insert a table
	Cut text (Ctrl+X) highlight text to be cut and click this button
	Copy text (Ctrl+C) highlight text to be copied and click this button
	Paste text (Ctrl+V) place the cursor at the point where copied/cut text is to be placed and click this button
Source	Selecting this button will show the text editor in CSS styling source code

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NOTE: If using indented text or tabs, ensure that all itinerary segments defined use the same indent/tab settings.

If graphics (e.g. photographs of hotels) are to be used, these should not be inserted here, they should instead be inserted into a specific note category attached to either the supplier as a supplier note (if the photograph is of the property) or attached to the specific product as a product note (if the photograph is of a specific room).

Itinerary Segment Search

Search Icon

There is a search icon located next to the column 'Name' heading. This allows users to quickly search the Itinerary Segment application for an existing entry. An additional search field will enable users to insert text to search, and previous and next (arrow buttons) identify entries which match the search criteria.

The Enter key can be used as a quick key to move to the next matched searched result.

Locality

Localities can be used in Tourplan to split locations into specific areas. In the example procedure the locality has been used to split locations into generic areas such as APT- Close to the Airport, BCH - Beach Area or CTY - City Centre. Localities can be used to identify specific areas of a location; for example if the location is Sydney, the localities could be BON - Bondi Beach, ROK - The Rocks, or MAN - Manley.

There are three steps required when creating Localities:

1. first the locality will need to be created in Code Setup
2. second step is to link the locality to the location also in Code Setup
3. third step is to open the product and attach the locality to the product.

Within bookings and quotes, the search for services is by Location, Service Type (and Supplier if necessary). Once a list of qualifying services display, they can be filtered by locality.

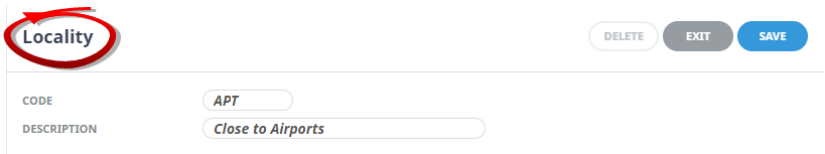
Create a Locality

1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > Product > Locality**.

3. On the **Locality** screen, if the code required is not already in the list, click **Insert** or select the locality from the list.

4. On the **Locality** screen, enter a *Code* and a *Description*.



5. Review the **completed screen**.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Locality - continue adding Localities or click **Exit** to close the screen.

> The Code field cannot be changed. Localities cannot be deleted if they have been linked to a Location, or used in a service in the Product Database.

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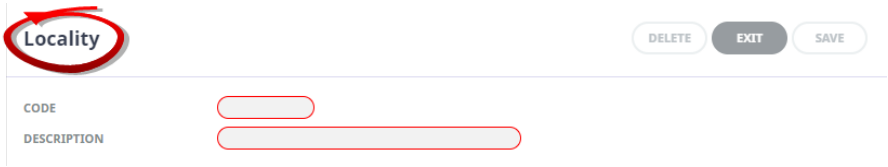
About Locality Fields



Code

A 3 character code for the Locality.

Description

The Locality description, this field can be up to 40 characters.

Attaching Localities to Locations

This is the second step to setting up localities. Localities belong to locations. This means that for the locality (e.g. CBD) to be able to be used as a filter for products, in the first instance it needs to be attached to each Location in the system that has a CBD.

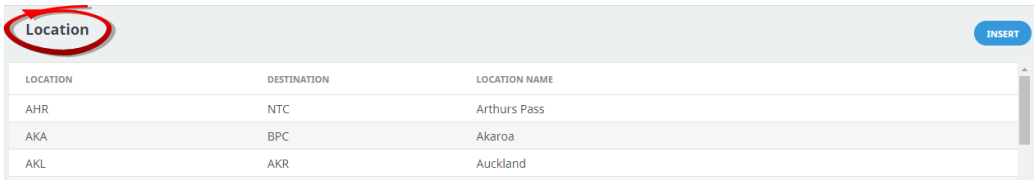
When the above procedure has been followed and localities have been inserted into Code Setup, the localities will then need to be linked to their required locations. If this has not been done the locality will not come up in the Product application for users to select the product locality.

NOTE: Not all locations will need to use localities, attachment of localities to locations will be dependant on user companys use of these fields.

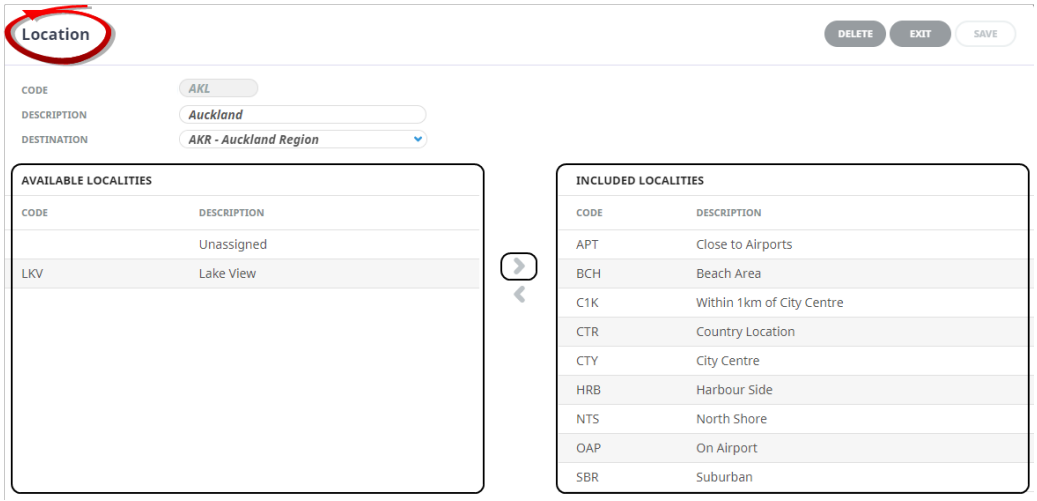
1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > Product > Location**.

3. On the **Location** screen, if the code required is not already in the list, click **Insert** or select the location from the list.



4. On the **Location** screen, use the button to move the required localities from the available localities column to the included localities column.



5. Review the **completed screen**.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the system returns back to the list (if selection had been made from an existing Location). If insertion of a new location occurs after clicking **Save**, the screen clears, ready for another Location.

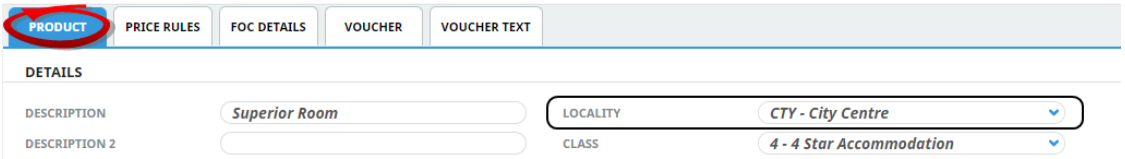
Continue linking localities or click **Exit** to close the screen.

Attach Localities to Product

The remaining step is to attach Localities to Products in the Product Database.

Create or search for existing product - instructions on how to search for existing product is covered in more detail within the Product User Manual.

When the product is open, select **product details** from the product setup menu, open the **product tab** and select the required **locality** from the dropdown.



Only Localities attached to the Location associated with the Product are available to attach.

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Class

Service Classes can be created and linked to Service Codes in Code Setup. Once they are linked, the classes can then be assigned to services in the product database. If you choose to use classes for your services, consultants (at the time of quotation or booking) will have the ability to filter service searches by classes.

There are three parts to setting up classes:

1. first is to create the Class in Code Setup.
2. second is to attach the Classes to the required Service Types also in code setup .
3. third is to attach the Classes to relevant products in the Product Database.

This page will take you through all parts of the required setup.

The most common use for classes is star rating for accommodation services; however tours, cruises and other service types may also adopt a class rating.

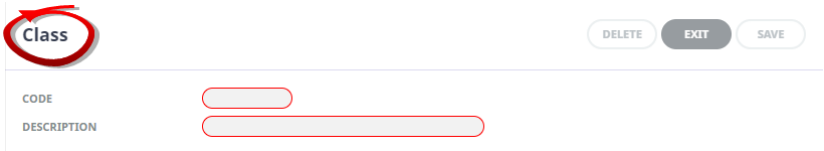
Create Classes

1. Select menu **Home > System > Code Setup**.

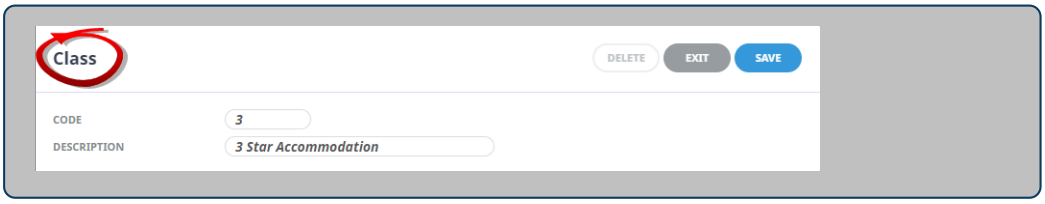
2. Select menu **Code Setup > Product > Class**.

3. On the **Class** screen, if the required code is not already in the list, click **Insert**.

4. On the **Class** screen, enter a *Code* for the class code and a *Description*.



5. Review the **completed screen**.

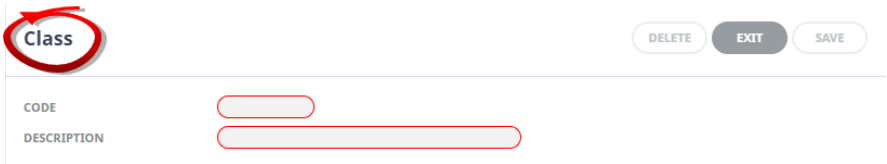


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Class Code. Continue adding Class Codes or click **Exit** to close the screen.

About Class Fields



Code

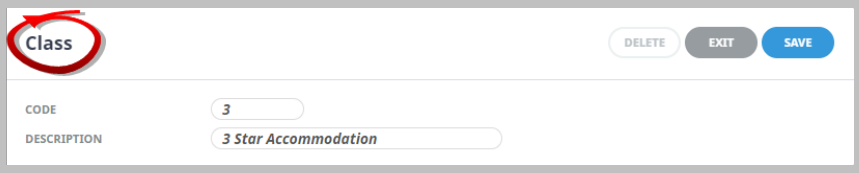
A code for the Class. Avoid symbols such as * for star ratings. It is better and more intuitive to use .5 for half stars. For example 2 for two star, 2.5 for two and a half star.

Description

The Class description. This should be as meaningful as possible.

NOTE: Class and/or description fields can be included in message templates to output on documentation or messaging. Classes can also be viewed in webConnect.

Completed Class example. This example is for Accommodation services, however you may wish to be more generic and use a description of 3 Star.



Classes could include, Budget or Standard and could be used for Tours or other service types too.

Attaching Classes to Service Codes

Classes of service - e.g. accommodation star ratings - are attached to Service Codes. When services are being created in the Product Database, Classes that have been linked to the Service Code of the product can be displayed and attached to it. Classes are most commonly associated with accommodation.

Select a Service

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Service**.
3. On the **Service** screen, select the service code that the Class is to be added to.

   Move the required available classes to the *Included Classes* column.

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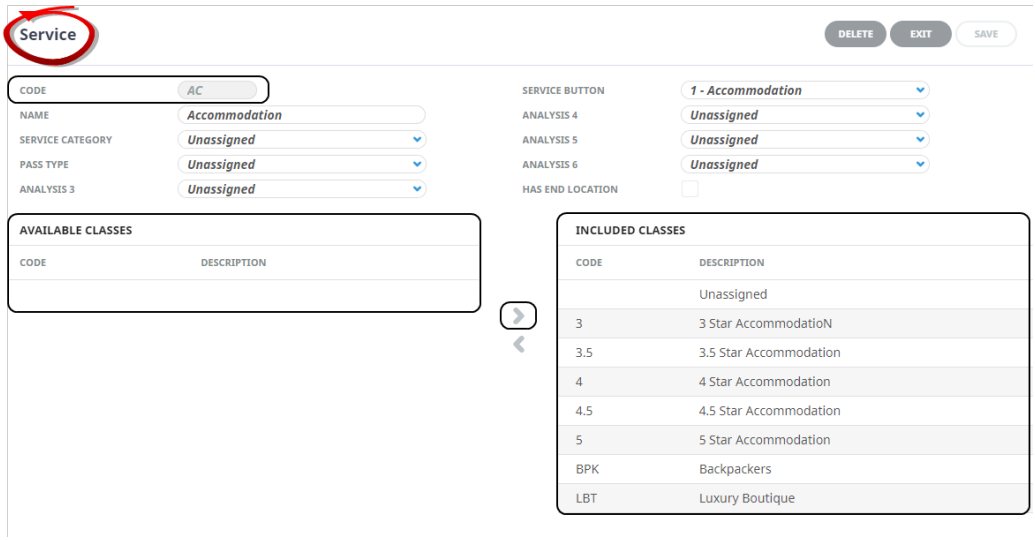


4. Review the **completed screen**.
5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears. If Classes are to be attached to other Service Types, repeat step 3 above.

Attaching Class Codes to Service Types

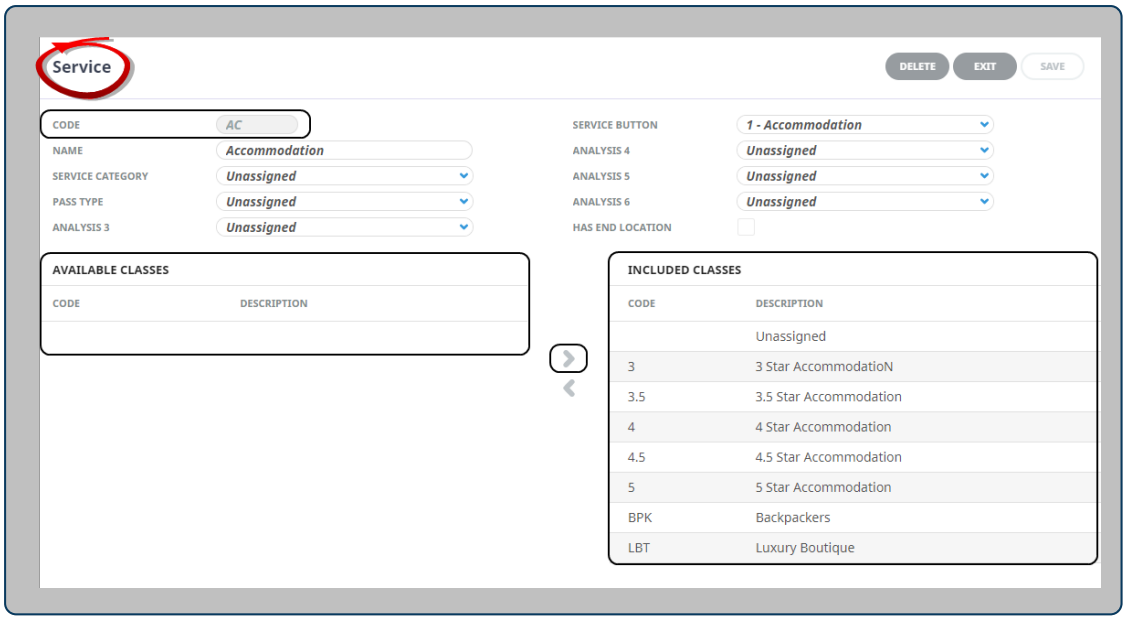
Available Classes (List)

A list of available classes will display in the left hand column; this list is the full list of classes created in the first procedure.

Included Classes (List)

Use the > button to move the required classes for the selected service type. To remove a class, highlight the Class and use the < button

This example shows that the star ratings have been attached for accommodation service code. Any product in the Product Database with a service type AC will have a drop down select within the product for classes.

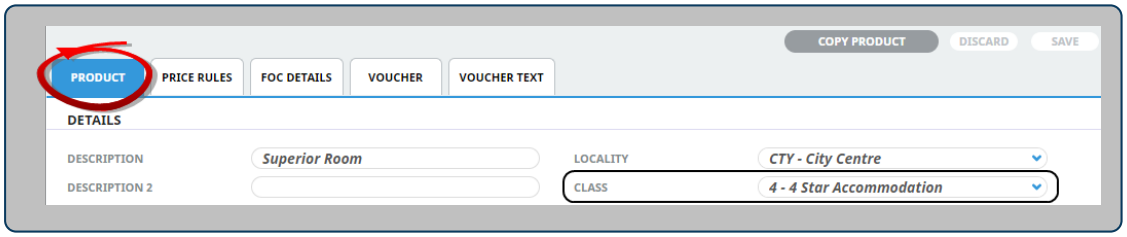


Attaching Classes to Product

Once Classes have been created and attached to Service Types in Code Setup, they can be added to Products in Product Setup

Create or search for existing product - instructions on how to search for existing product is covered in more detail within the Product User Manual.

With the Product open, select **Product Details** from the Product Setup menu, open the **Product** tab and select the required **Class** from the dropdown.



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Destination

Destinations are an optional, additional level of filtering of Products.

Destinations can have "Countries" linked to them. However, Destinations and Countries do not need to be setup for Tourplan product to display, this is an additional search function that can be turned on.

The terminology "Destinations" and "Countries" are used in Code Setup purely as a label for these two levels of product filtering which sit above the Location Code level. The functionality to search for services within Quotes and Bookings is not enabled by default.

There are four INI settings. Two of these - DST_ENABLED and CTR_ENABLED - will enable Destination and/or Country and the other two - DST_LABEL and CTR_LABEL will allow these fields to have user defined labels.

Examples of how the Destination/Country levels can be used are:

Locality	Lake Side
Location	Queenstown
Destination	Central Otago
Country	South Island, N.Z.

Or

Locality	CBD
Location	Brisbane
Destination	Queensland
Country	Australia

When enabled, searching for services based on Country and Destination is hierarchical, starting with Country. The find button cannot be used in the Country or Destination fields.

If country Australia is entered in the Country field, only Destinations that are linked to Australia (e.g., Queensland) will display. When the Destination (e.g. Queensland) is selected, only Locations that are linked to Queensland will be available to search on.

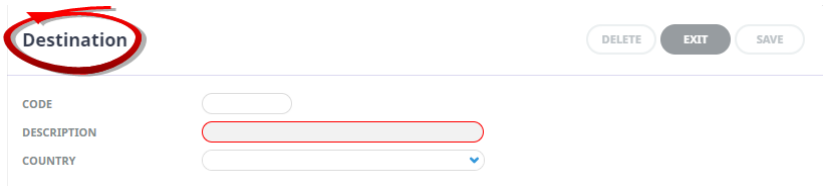
If webConnect is to be used, assistance on the levels of search functions should be discussed with the local Tourplan support office as there are a number of items relating to product searches to consider in the webConnect setup.

Create Destinations

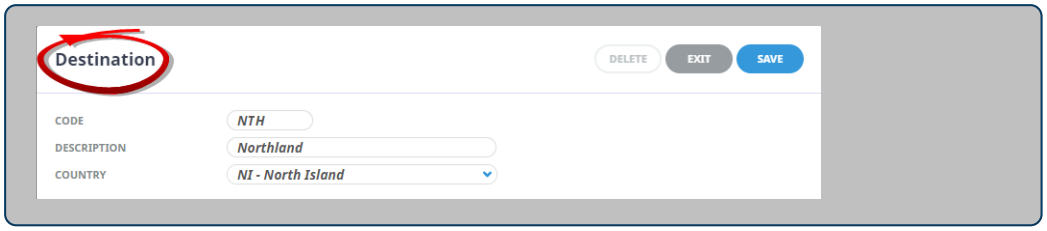
This is the first of two parts to the destination setup requirements.

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Destination**.
3. On the **Destination** screen, if the code required is not already in the list, click **Insert**.

4. On the **Destination** screen, enter a *Code* for the destination and a *Description*. If Countries are being used, select a *Country*.



5. Review the **completed screen**.

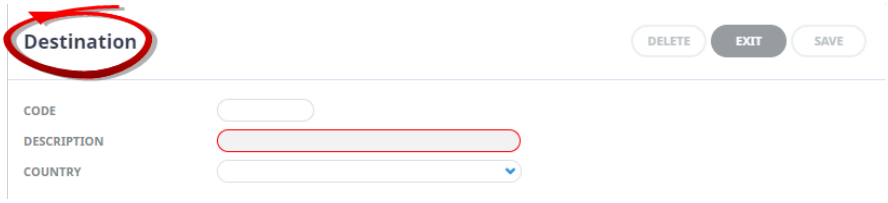


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Destination - continue adding Destinations or click **Exit** to close the screen.

About Destination Fields



Code

A code for the Destination. This code must be a minimum of 3 characters.

Description

A description for the Destination code.

Country

If countries are being used, a drop down selection of available countries will show. If countries are not being used leave this field blank. Instruction on how to insert a country is available in the create a country section of this user manual.

Linking Destinations to Locations

Once Destinations have been created in the procedure above, they need to be linked to locations, which is the second part of Destination set-up.

Attaching Destinations to Locations

1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > Product > Location**.

3. On the **Location** screen, if the required code is not already in the list, click **Insert** or select the location from the list.

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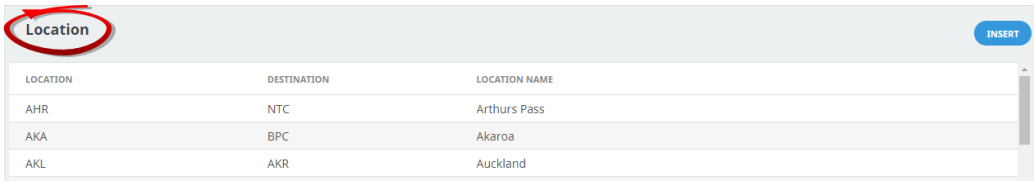
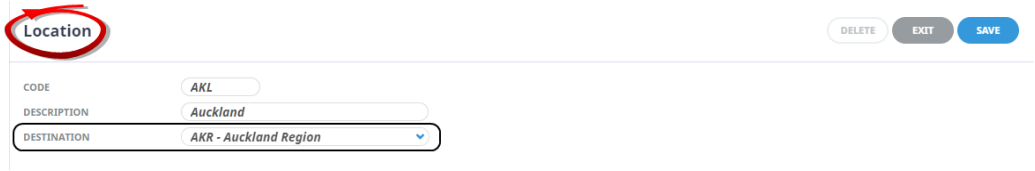


4. On the **Location** screen, select a *Destination*.



5. Review the **completed screen**.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, if selection had been made from an existing Location, the system returns back to the Locations list. If a new location has been created, after clicking **Save**, the screen clears, ready for another Location. Continue adding Locations linking Destinations or click **Exit** to close the screen.

Country

Countries can be set up and then be linked to Destinations. Tourplan will operate without Countries and Destinations being setup.

NOTE: Countries may not need to be defined, some companies may not need to group locations or destinations into countries. It is important to note that service searches are done by location in Tourplan.

The terminology "Destinations" and "Countries" are used in Code Setup purely as a label for these two levels of product filtering which sit above the Location Code level. The functionality to search for services within Quotes and Bookings is not enabled by default. There are four INI settings. Two of these - DST_ENABLED and CTR_ENABLED - will enable Destination and/or Country and the other two - DST_LABEL and CTR_LABEL will allow these fields to have user defined labels.

Examples of how the Destination/Country levels can be used are:

Location	Queenstown
Destination	Central Otago
Country	South Island, N.Z.

Or

Location	Brisbane
Destination	Queensland
Country	Australia

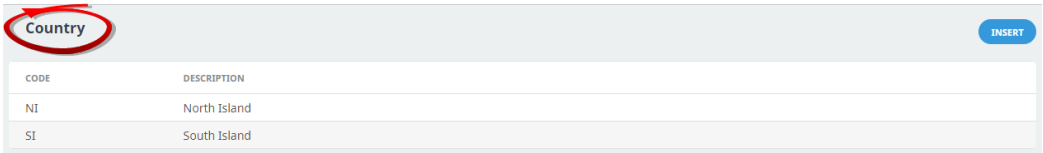
When enabled, searching for services based on Country and Destination is hierarchical, starting with Country. The find button cannot be used in the Country or Destination fields.

If country Australia is entered in the Country field, only Destinations that are linked to Australia (e.g., Queensland) will display. When the Destination (e.g. Queensland) is selected, only Locations that are linked to Queensland will be available to search on.

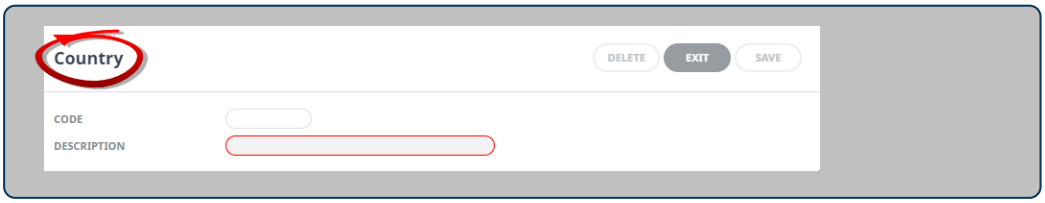
If webConnect is to be used, assistance on the levels of search functions should be discussed with the local Tourplan support office as there are a number of items relating to product searches to consider in the webConnect setup.

Create Countries

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Country**.
3. On the **Country** screen, if the code required is not already in the list, click **Insert**.



4. On the **Country** screen, enter a *Code* and a *Description*.



5. Review the **completed screen**.

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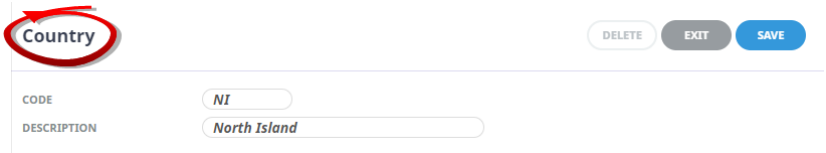
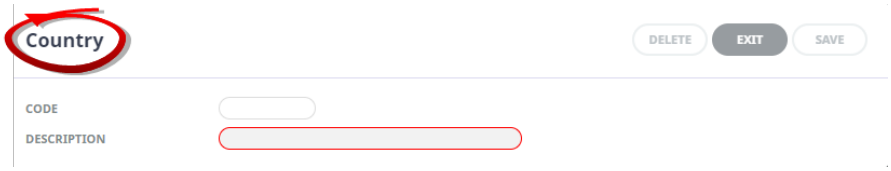


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Country - continue adding Countries or click **Exit** to close the screen.

About Country Fields



Code

A minimum of 2 character code for the Country.

Description

A description of the Country.

NOTE: Instruction on linking Destinations to Countries is covered in the detail on Destinations under the "Country" on page 140 field.

Linking Country to Destination

Follow the procedure Create Destinations and select a Country from the Dropdown.

Product Analysis Fields 1 - 6

Six user labelled and defined analysis codes are able to be created and applied to services in the Product database. They can then be used to provide analysis of services. Default analysis detail can be set up against Service Codes so that the Analysis Codes will automatically be applied when a new product with that Service Code is created.

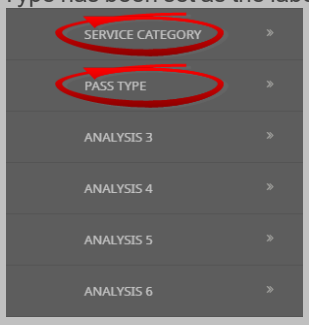
If user companies choose to use analysis codes for services, consultants (at the time of quotation or booking) will have the ability to use the advance filter to search services by analysis code(s).

The example given below is for only one of the Product Analysis Codes. The method to set up the remaining 5 is exactly the same. If not all analysis codes are going to be used, the blank 'Unassigned' code in the unused analysis codes must not be deleted.

In a new Tourplan NX system (or when Product Analysis Codes are not being used), these six menu nodes display as Analysis 1; Analysis 2; Analysis 3; Analysis 4; Analysis 5; Analysis 6.

When they are being used, these nodes assume the labels given to the Analysis Codes in INI Settings.

In the examples shown below, Service Category has been set as the label for Analysis 1 and Pass Type has been set as the label for Analysis 2.



The terminology Analysis Fields 1-6 are used in Code Setup purely as a label for these 6 Analysis Fields There are six INI settings that can label/re-lable these Analysis Field headings and will allow these fields to have user defined labels.

The INI Settings are found in **Code Setup > INI Settings > System >** DATABASE_ANALYSISn (1-6)

With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

Create Analysis Codes

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Analysis 1 to 6**.
3. On the **Service Category (Analysis 1)** screen, if the code required is not already in the list, click **Insert**.

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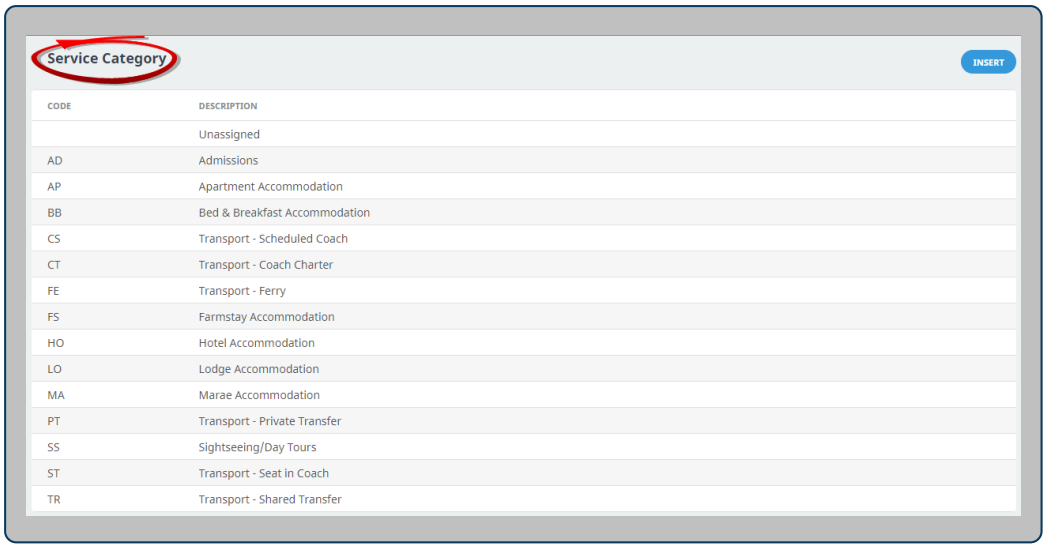
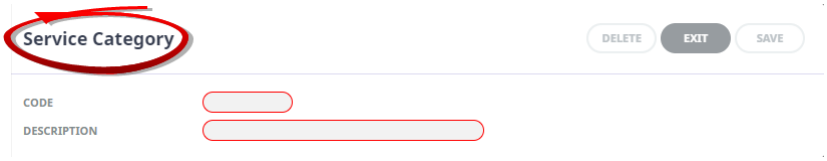
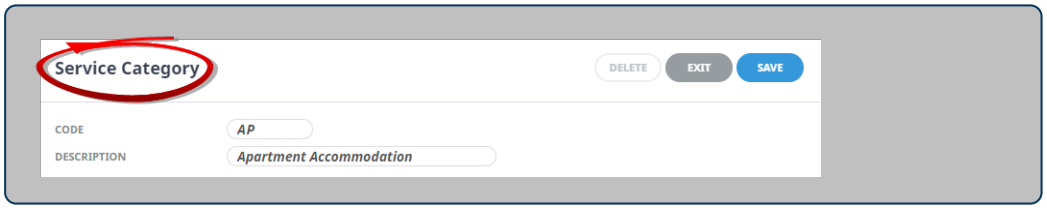
NOTE: This is an example list. It is not a requirement to insert Service Category as Analysis 1 with the codes below noted.



4. On the **Service Category (Analysis 1)** screen, enter a *Code* for the analysis code and a *Description*.



5. Review the **completed screen**.

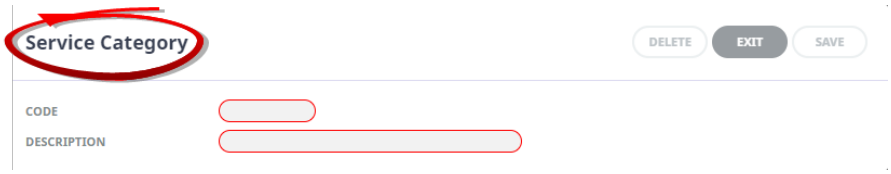


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Analysis Code- continue adding Analysis Codes or click **Exit** to close the screen.

About Analysis Fields



Code

A unique for the Analysis code. This must be a minimum 2 characters.

Description

The Analysis code description.

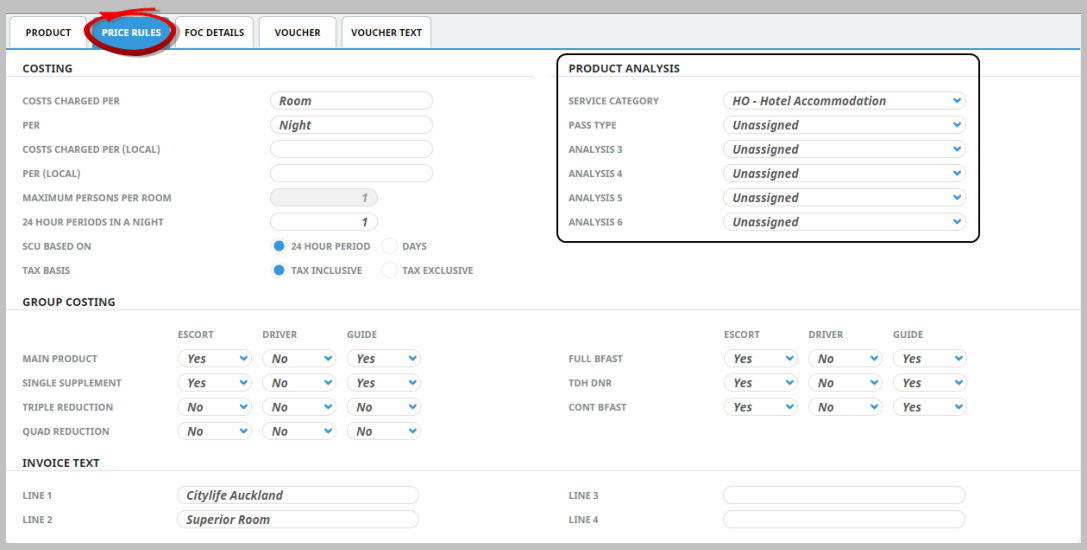
Attaching Analysis Codes to Product

Once created, Analysis codes need to be attached to Products.

Create or search for existing product - instructions on how to search for existing product is covered in more detail within the Product User Manual .

When the product is open, select **Product Details** from the product setup menu, open the **Price RulesTab** and select the required **Analysis Code** from the dropdown.

This example from the Product application shows the Analysis Code labelled "Service Category" is HO - Hotel Accommodation, since the property is a hotel.



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Discount/Commission/Mark-up

The definition of 'Commission' in this context is a value that is being passed on from the Tourplan user Company to an agent/customer. It is not what is earned by the Tourplan user Company from suppliers.

The Discount/Commission/Mark-up ("DCM") matrix allows either Discount(s), Commission(s) or Mark-up (s) to be set up, which can then be automatically applied against specific services or bookings, based on a range of user defined rules.

Each DCM record has a Valid From / Valid To date which means that Discounts, Commissions and Mark-ups can be set for specific periods or seasons.

NOTE: It is easier to change an agent from one DCM Mark-up level to another than to change the "Price Code" on page 115 of the agent.

One example is to use one of the Agent Analysis codes to determine what pricing level an agent is on and then have a DCM Mark-up record defined for that code. If for some reason the Agent Mark-up rate is to be changed, it is easy to change the Agent Analysis Code to the different mark-up level. This is an alternative to loading price codes with different mark-ups. Similarly, a discount can be applied against a marked up rate by setting up the discount record to apply to the Agent Analysis Code

The implementation of using DCM records to apply Mark-ups, Commissions and Discounts is a significant step and serious thought needs to be put into how to effectively use the combination of available codes to achieve the desired results. Assistance should be sought from the local Tourplan office.

It is important to understand both the overall concept and terminology that Tourplan uses when working with Discounts, Commissions and Mark-ups.

When the DCM Matrix is being used, Tourplan analyses all services as they are being entered into a Quote or Booking and looks for matches between the detail stored in the DCM record and the following parameters:

- The booking branch, department and booking analysis codes
- The service location, service code, supplier code, product code, and product analysis codes;
- The supplier analysis codes;
- The booking agent code and analysis codes;
- And if a PCM is involved, the PCM analysis codes.

Each DCM record has a Sequence Number, an Entry Type (Discount, Commission or Mark-up), a Code and a Description. When processing, It first looks at all DCM records that are either a **Discount** or a **Markup** type. Tourplan treats these as the same - the only difference being that the one named 'Discount' has the applied percentage reversed.

The search of DMC records is by sequence number and if a record is found that meets the criteria, the values are applied. If there is a Markup and a Discount record that could apply, the system stops at the one with the lowest sequence number.

It then makes the same assessment of the service to check if there is an applicable DCM record that is a **Commission** type that meets the criteria and again, if one is found applies the values from it.

This means there could be competing DCM records against Booking/PCM service lines, but equally it means that a Mark-up can be applied and a small commission offered - during a specific period for example.

Each service in the product database has a Cost price—i.e., the value that is being paid to the supplier. To this is added a mark-up for the tour operator. Tourplan is able to have mark-ups in 2 distinct places—within the Product (Product Mark-up) and/or in the booking (Booking Mark-up - also applies to Quotations /

PCMs). With Product Mark-up, the mark-up is calculated on a service by service basis as each service is entered into the quote or booking. Booking Mark-up is added to the Booking total. A booking can have both Product Mark-up and Booking Mark-up.

This is an example of a booking showing where mark-ups and commissions are applied.

DATE	LOCATION	PRODUCT DESCRIPTION	COST	MARKUP	MARKUP %	RETAIL	COMM	COMM %	AGENT
02-Mar-2025	AKL	City View ROH Room	1,357.44	477.74	35.19%	1,835.18	183.52	10.00%	1,651.66
05-Mar-2025	AKL	Group W - Large 4WD - All Inclusi...	4,623.36	794.71	17.19%	5,418.07	541.81	10.00%	4,876.26
05-Mar-2025	PIH	Two Bedroom Pool/Garden View ...	853.44	261.03	30.59%	1,114.47	111.45	10.00%	1,003.02
11-Mar-2025	WCC	Waitomo Glowworm Caves Guid...	161.28	27.72	17.19%	189.00	18.90	10.00%	170.10
11-Mar-2025	TUO	Two Bedroom Villa	2,235.52	675.45	30.21%	2,910.97	291.09	10.00%	2,619.88
13-Mar-2025	NPE	Studio Room	949.76	334.63	35.23%	1,284.39	128.44	10.00%	1,155.95
15-Mar-2025	WLG	Superior Room	2,195.20	767.35	34.96%	2,962.55	296.26	10.00%	2,666.29
17-Mar-2025	WLG	Wellington/Picton Ferry - Premiu...	461.44	79.32	17.19%	540.76	54.08	10.00%	486.68
17-Mar-2025	NSN	Two Bedroom Cottage	752.64	263.39	35.00%	1,016.03	101.60	10.00%	914.43
22-Mar-2025	CHC	Deluxe Room	374.00	132.25	35.36%	506.25	50.62	10.00%	455.63
		Booking Total	13,964.08	3,813.59	27.31%	17,777.67	1,777.77	10.00%	15,999.90

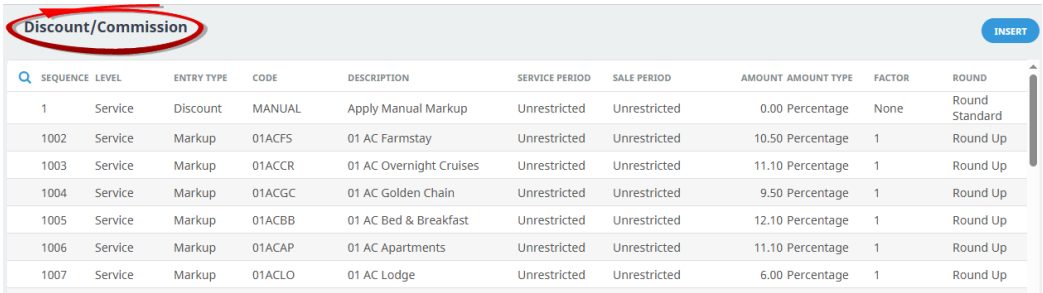
DMC Matrix Discounts and Mark-ups (Product Mark-ups) are applied to and included in the Booking Service Database Sell amount. On the Booking Markup/Commission screen (as seen in the image above) the DCM markup or discount is combined with any Booking Mark-up to show the total markup for the service or booking.

Create Matrix Rules

1. Select menu **Home > System > Code Setup**.

2. Select menu **Code Setup > Product > Discount/Commission**.

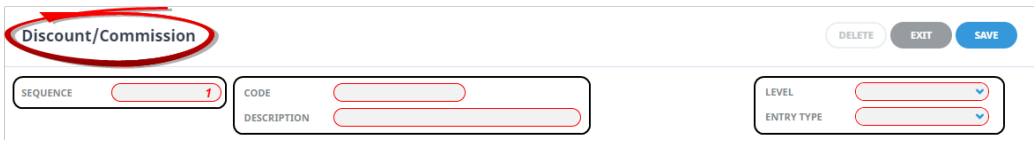
3. On the **Discount/Commission** screen, if the required Sequence/Code is not already in the list, click **Insert** or select the sequence from the list.



SEQUENCE	LEVEL	ENTRY TYPE	CODE	DESCRIPTION	SERVICE PERIOD	SALE PERIOD	AMOUNT	AMOUNT TYPE	FACTOR	ROUND
1	Service	Discount	MANUAL	Apply Manual Markup	Unrestricted	Unrestricted	0.00	Percentage	None	Round Standard
1002	Service	Markup	01ACFS	01 AC Farmstay	Unrestricted	Unrestricted	10.50	Percentage	1	Round Up
1003	Service	Markup	01ACCR	01 AC Overnight Cruises	Unrestricted	Unrestricted	11.10	Percentage	1	Round Up
1004	Service	Markup	01ACGC	01 AC Golden Chain	Unrestricted	Unrestricted	9.50	Percentage	1	Round Up
1005	Service	Markup	01ACBB	01 AC Bed & Breakfast	Unrestricted	Unrestricted	12.10	Percentage	1	Round Up
1006	Service	Markup	01ACAP	01 AC Apartments	Unrestricted	Unrestricted	11.10	Percentage	1	Round Up
1007	Service	Markup	01ACLO	01 AC Lodge	Unrestricted	Unrestricted	6.00	Percentage	1	Round Up

4. On the **Discount/Commission** screen, enter a *Sequence* number, *Code* and *Description*, then select the required *Level* and *Entry Type*.

   NOTE: Thought should be given to how sequence numbers are going to be allocated. If a year round discount has been allocated a sequence number of 00001 and it was then needed to introduce a discount with a lower sequence number in order to take precedence over the year round discount, it would be impossible to do.



5. On the **Filters Tab** screen, use the **+** to expand the required heading to select the required filters.

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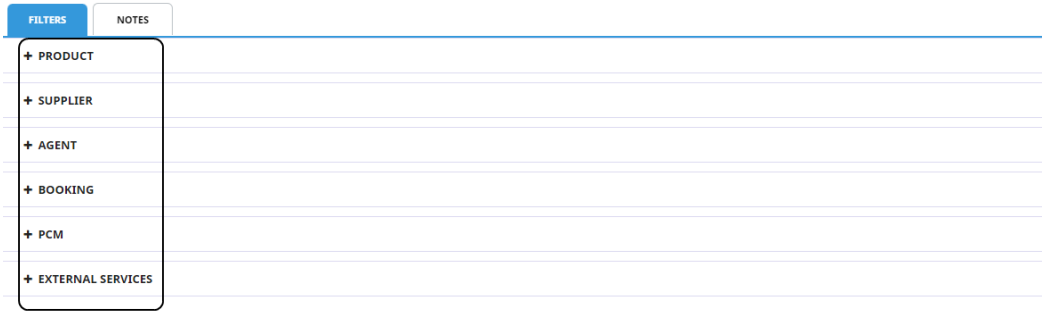


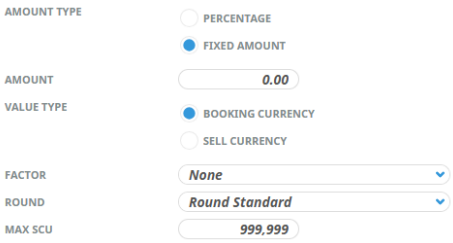
6. On the **Date Range** screen section, click **Insert**.

7. On the **Date Range** screen, select a *Service From/To* and *Sale From/To*.

8. Then **select** if this is to be a *Fixed Amount* or a *Percentage*.

   a. If **Percentage** is selected - Enter the required *Percent* and select the *Factor* and *Rounding* rule (if applicable).

   b. If **Fixed Amount** is selected - Enter the required *Amount* and select the *Value Type*, *Factor*, *Rounding* rule (if applicable) and *Max SCU*.

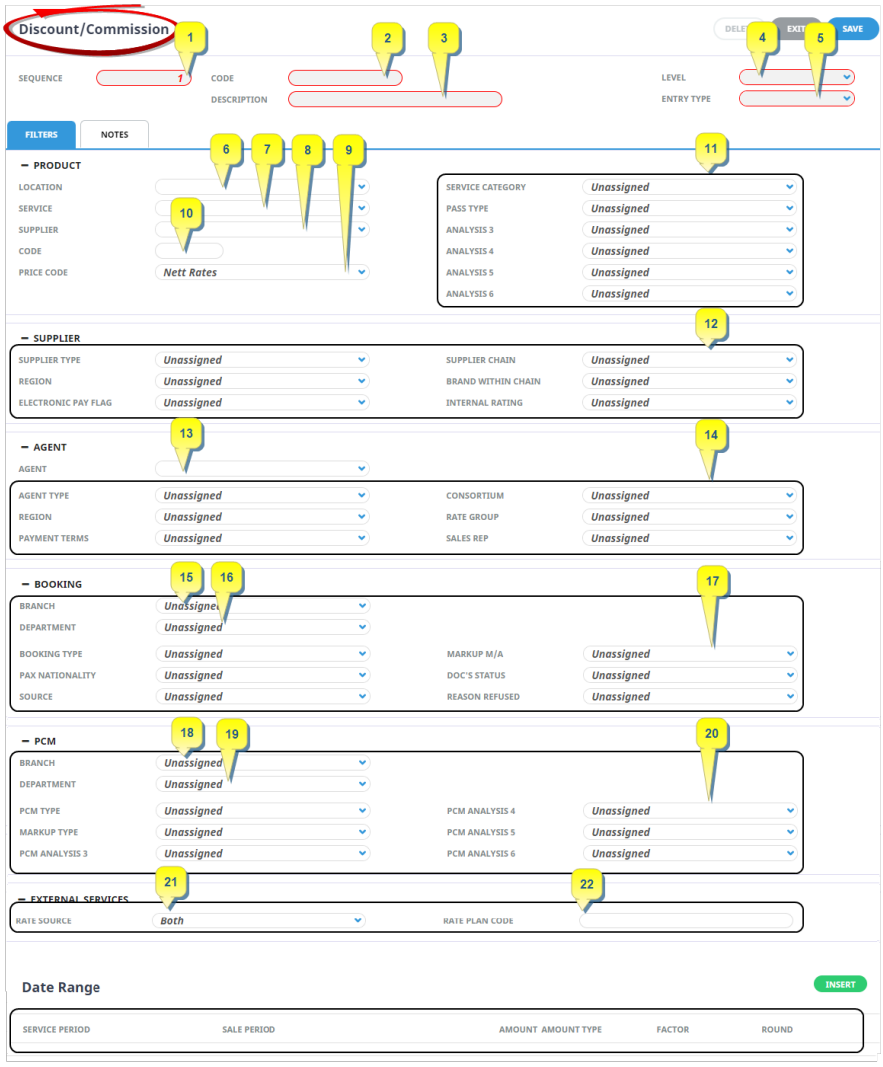


9. Click **OK** to keep the changes and save or update the entry.

10. Click **Save** to keep the changes.

11. Click **Exit** to discard any changes.

About Discount Commission Matrix Fields



Discount / Commission Matrix Record Header

1. Sequence

This field determines the order in which a Discount / Commission record will be used.

NOTE: If a year round discount applied for a particular agent group and a special discount deal is offered for a particular period, the sequence number for the special would be a value lower than the sequence number for the year round discount. This would force the system to use the special first and ignore any after that.

> Thought should be given to how sequence numbers are going to be allocated. If a year round discount has been allocated a sequence number of 00001 and it was then needed to introduce a discount with a lower sequence number in order to take precedence over the year round discount, it would be impossible to do.

Search Icon

There is a search icon located next to the column "Sequence" heading. This allows users to quickly search the Discount / Commission Matrix for an entry. An additional search field will enable users to insert a sequence number to search, and previous and next buttons identify the entry which matches the search criteria.

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The Enter key can be used as a quick key to move to the next matched searched result.

2. Code

A unique code to identify the Discount / Commission / Mark-up record.

3. Description

A full description of what the Discount / Commission entry is.

4. Level

This selection dictates whether the discount or commission is applied at the overall booking (*Header*) level or at an individual *Service* level.

NOTE: If *Header* is selected the Filter tab options are limited to Agent, Booking, PCM and Date Range only.

5. Entry Type

This selection indicates whether the record being created is a *Discount*, *Commission* or a *Mark-up*, and in turn determines at what stage the Discount / Commission will be processed.

- Records set as Discount will have the discount value taken from (or added to) the Product Sell price at insertion into the booking.
- Commission records will have the value taken from or added to the Retail value to obtain the Agent value.
- Records set as Mark-up will have the mark-up value taken from or added to the Database Cost price at insertion into the booking.

Discount/Commission Matrix Rules

There are two tabs below the header fields. (A Filters Tab and a Notes Tab)

Filters Tab

The filters are used to determine what services or bookings the Discount / Commission / Mark-up will apply to. Multiple selections can be made - e.g., specific product service code and product analysis code; specific agent analysis code plus specific booking branch.

There are six expandable options that will allow rules to be created including:

- **Product** (6-11) (Open by default).These are the Product Location, Service, Supplier (Code), Product Code, Price Code and the Product Analysis Codes.
- **Supplier Selections** (12) are the Supplier analysis Codes. The supplier codes are included with the Database selections.
- **Agent Selections** (13-14) include the Agent Code and the Agent Analysis fields.
- **Booking Selections** (15-17) include specific Booking Branch, Department and Booking Analysis Codes.
- **PCM Selections** (18-20) include specific PCM Branch, Department and PCM Analysis Codes.
- **External Services** (21-22) based on specific rate sources or rate plans.

The External Services fields are only used if the Tourplan Enterprise Edition is being used.

Date Range

These fields control the period that the Discount, Markup or Commission record is to apply for as well as the Amount Type to be applied.

NOTE: Multiple date ranges can be entered which allow different Discount / Commission / Mark-up rates for different periods. The default dates on entry are from 01 January 1950 to 31 December 2049 which is basically an unrestricted date range.

Service From / Service To

If the service date(s) being requested fall inside these Service From/To dates, and all other selection criteria are met, the Discount / Commission / Mark-up will be applied.

Sale From / Sale To

If a special is offered and is only able to be booked during a specific period, the dates the Discount / Commission / Mark-up applies can be limited by using these fields. If the service entered into the Quote/Booking matches all other selection criteria and today's date (booking date) is between these dates, then the Discount / Commission / Mark-up will be applied.

Amount Type

The type of Discount / Commission / Mark-up that will be applied - Percentage or Fixed Amount.

If the *Amount Type* = 'Percentage'

Percent

The percentage of Discount / Commission / Mark-up that is to be applied.

Factor

This controls how the system is to apply rounding. Below is a list explaining how the rounding will be applied with each selection.

Factor	Rounding
None	No Rounding will apply
0.10	Round to the nearest .10c
0.50	Round to the nearest .50c
1	Round to the nearest 1.00
5	Round to the nearest 5.00
10	Round to the nearest 10.00

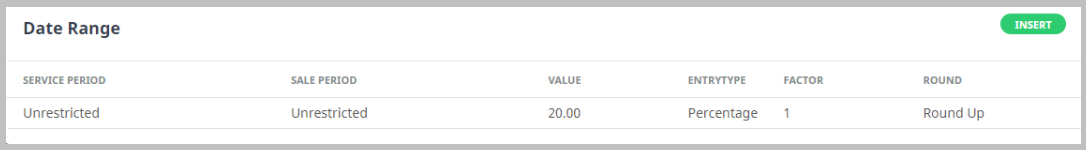
Round

Dictates how the system will round the value of the service after the Discount / Commission / Mark-up has been applied, based on any value in the Factor field. (This is a dropdown selection)

Available options are:

Setting	Rounding Explanation
Standard	Round down between .01 - .49, up between .50 - .99
Up	Will always round up to the nearest factor value
Down	Will always round down to the nearest factor value

A rounding factor of 1 (to the nearest whole dollar) and Rounding up (down up to .49; up to over .50) has been applied in the example.



If the *Amount Type* = 'Fixed Amount'

Amount

The amount of Discount / Commission / Mark-up that is to be applied.

Value Type

The currency (Booking or Product Sell) to be used for the Discount / Commission / Mark-up that is to be applied.

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Factor

This controls how the system is to apply rounding. Below is a list explaining how the rounding will be applied with each selection.

Factor	Rounding
None	No Rounding will apply
0.10	Round to the nearest .10c
0.50	Round to the nearest .50c
1	Round to the nearest 1.00
5	Round to the nearest 5.00
10	Round to the nearest 10.00

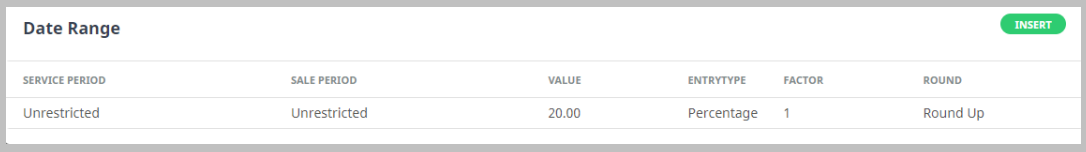
Round

Indicates how the system will round the value of the service after the Discount / Commission / Mark-up has been applied, based on any value in the Factor field. (This is a dropdown selection)

Available options are:

Setting	Rounding Explanation
Standard	Round down between .01 - .49, up between .50 - .99
Up	Will always round up to the nearest factor value
Down	Will always round down to the nearest factor value

A rounding factor of 1 (to the nearest whole dollar) and Rounding up (down up to .49; up to over .50) has been applied in the example.

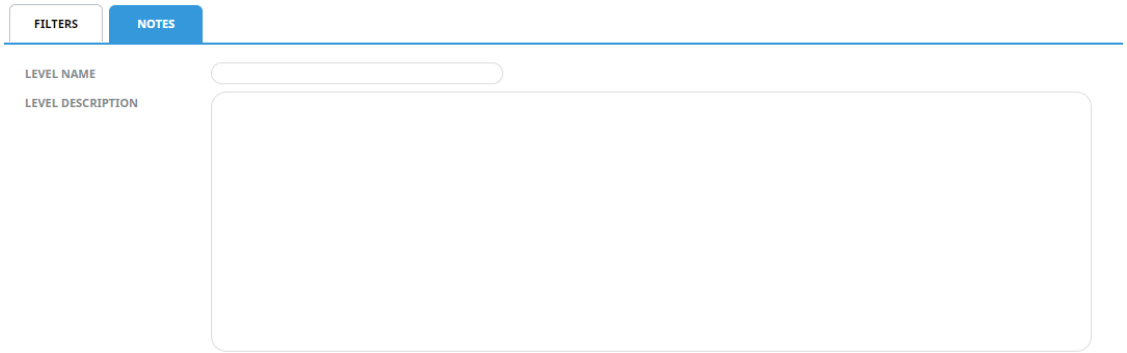


Max SCU

Indicates the maximum number of SCU's that this Discount / Commission / Mark-up will be applied for.

Notes Tab

In addition to the Filters Tab there is a Notes Tab that can be used for additional notes. There are two fields on the Notes Tab.



Level Name

The Level Name could be an extension field description used to indicate the special or to expand on the Discount Commission description seen in the header of the sequence.

An example could be that an Agent or a group of Agents has received an agreed special and the field below could be used for further description of the special.

Level Description

A free format text area to be used for internal notes for perhaps more detail of the special etc. It has a maximum of 1000 characters.

Search Existing Records

There is a search icon located next to the column 'Sequence' heading. This allows users to quickly search the Discount / Commission / Mark-up Matrix for an existing entry. An additional search field will enable users to insert data to search, and previous and next (arrow buttons) identify the entry which matched the search criteria.

The Enter key can be used as a quick key to move to the next matched searched result.

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Amenity Category

It is not necessary to setup Amenity Categories unless you are wanting to attach Amenities to suppliers or products. Tourplan will function without Amenity Categories or Amenities being set up. However if you are intending to use webConnect, the Amenties is a feature that would probably be utilised to provide additional filter functionality for agents looking for services - e.g., looking for a Hotel that has an on site Gymnasium.

Amenities need to be defined in two stages in Code Setup before they can be attached to suppliers or products.

1. The first stage is to define the Amenity Category.
2. The second to define the Amenity and attach it to the category.

Amenities can be refined and attached on a per product basis, which means that if a supplier provides more than one service (i.e., a hotel that has different facilities for different standards of room), then amenities which are common to all room types can be attached at supplier level, and amenities specific to a room type can be added at the Product level.

The Category is a code to group Amenities together. Some examples could be:

- Hotel Facilities
- Room Facilities
- Health & Recreation etc.

NOTE: New installs of Tourplan NX include some pre-defined categories and amenities. The steps below are required if the list of categories already defined need to be edited or added to.

Create Amenity Categories

1. Select menu **Home > System > Code Setup**.
2. Select menu **Product > Amenity Category**.
3. Click **Insert**.

   INSERT

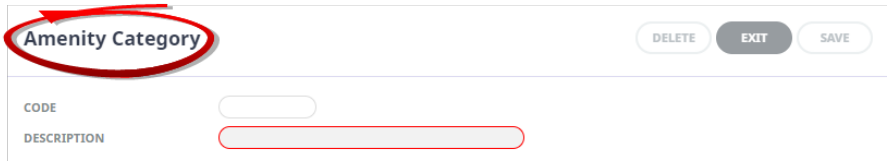
4. On the **Amenity Category** screen, enter a *Code* and a *Description*.

5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

On initial entry into the Amenity Category, screen any existing records will display.

Amenity codes cannot be modified or deleted if amenities have been linked to the Amenity code.

About Amenity Category Fields



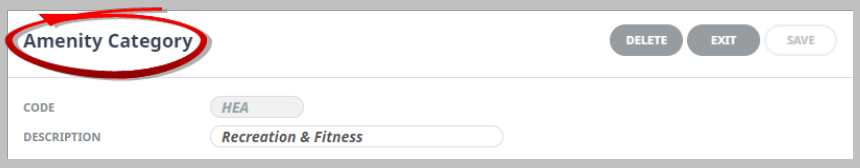
Code

The Amenity Category code, this can be up to 3 characters.

Description

A description of the Amenity Category.

An example completed Amenity Category.Remember to be consistent with how you load your descriptions, with this example we have used the & in place of 'and'. For consistency in our database we would use the & for all descriptions.



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Amenity

In Tourplan, Amenities are facilities that a supplier provides. This information can be attached to a supplier/creditor or to individual products. The advantage of attaching Amenities to suppliers or products is for consultants to filter by Amenities at the time of service search.

NOTE: There are pre-defined Amenities included in your setup of Tourplan, the steps below are required if you wanted to add to the list of Amenities already defined.

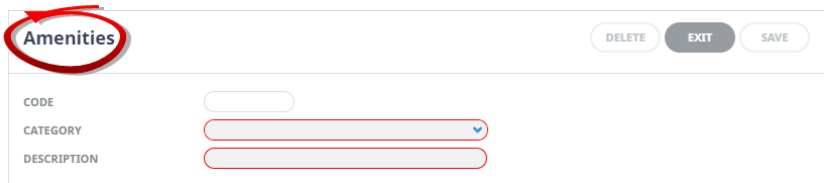
Amenity Categories must first exist in Code Setup before creating amenities. This is because the amenity categories are used to group types of amenities - e.g. Room Amenties, Restaurant/Bar Amenities etc.. Instructions on how to insert Amenity Categories can be found in this User Manual under "Amenity Category" on page 155.

It is not necessary to set-up Amenity Categories unless Amenities are to be attached to suppliers or products. Tourplan will function without Amenity Categories or Amenities being set up. However, Amenities provide an additional filter when searching for products and this can be especially useful - particularly if webConnect is being used.

Create an Amenity

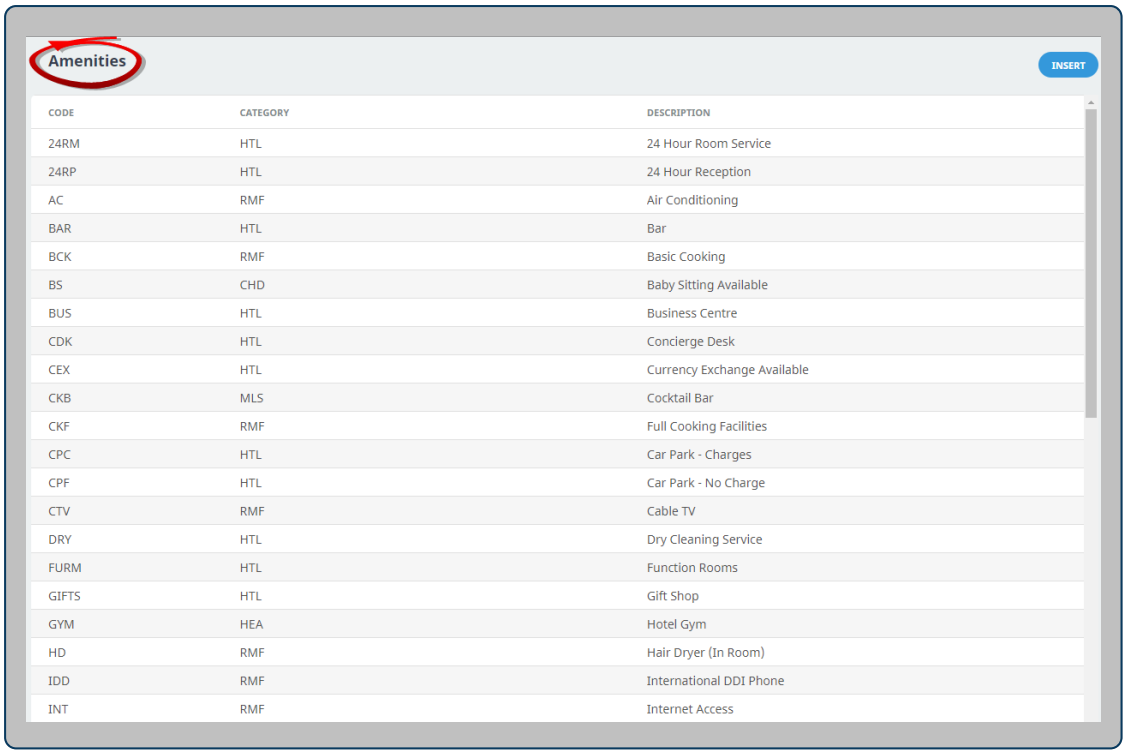
1. Select menu **Home > System > Code Setup**.
2. Select menu **Product > Amenity**.
3. Click **Insert**.

4. On the **Amenity** screen, enter a *Code*.

5. Select an Amenity *Category*.
6. Enter a *Description* for the Amenity.
7. Click **Save** to keep the changes.
8. Click **Exit** to discard any changes.

The list below shows some examples of Amenities. Tourplan NX comes with a pre-populated list of Amenities for new Tourplan clients, additional amenities can be inserted as per your company requirements.



CODE	CATEGORY	DESCRIPTION
24RM	HTL	24 Hour Room Service
24RP	HTL	24 Hour Reception
AC	RMF	Air Conditioning
BAR	HTL	Bar
BCK	RMF	Basic Cooking
BS	CHD	Baby Sitting Available
BUS	HTL	Business Centre
CDK	HTL	Concierge Desk
CEX	HTL	Currency Exchange Available
CKB	MLS	Cocktail Bar
CKF	RMF	Full Cooking Facilities
CPC	HTL	Car Park - Charges
CPF	HTL	Car Park - No Charge
CTV	RMF	Cable TV
DRY	HTL	Dry Cleaning Service
FURM	HTL	Function Rooms
GIFTS	HTL	Gift Shop
GYM	HEA	Hotel Gym
HD	RMF	Hair Dryer (In Room)
IDD	RMF	International DDI Phone
INT	RMF	Internet Access

About Amenity Fields

Code

The Amenity code can be up to 6 characters

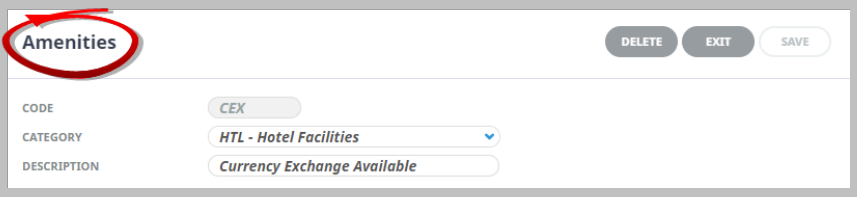
Category

Select the appropriate category from the drop-down selection of the categories previously defined in this user manual under "Amenity Category" on page 155 .

Description

A description of the Amenity.

An example completed Amenity. Here we have used a Currency Exchange Amenity, and have linked this to the Amenity Category of Hotel Facility.



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External Selling Price

The External Selling Price functionality has some basic rules:

1. External Services are only available for F.I.T. Bookings. They are not available for Groups or PCM's.
2. These rules are only ever used when Tourplan is connected to external supplier systems - e.g., Hotel Reservations, Rental Vehicle Reservations etc.
3. Rates must exist in the Tourplan Product Database for the prices received back from the external system to be compared to.

The External Selling Price set-up screen Is a method of managing rules to apply in given sets of circumstances when services are requested from and costs are received from external supplier systems.

The agreements Tourplan User Companies have with the Suppliers will detail what the costs are that are being returned from the External System - the Cost or the Agent Price, so the External Selling Price matrix allows rules to be established that will apply the correct mark-ups.

This means that the correct mark-up/margins can be obtained regardless of whether the service is sourced from the Internal Product Database or the External system.

When the cost is recieved back from the External System there are three potential scenarios:

- The External Cost is **Higher** than the Internal Cost
- The External Cost is **Lower** than the Internal Cost
- The External Cost is **Equal** to the Internal Cost

How the correct mark-up/margin is arrived at is controlled by the External Selling Price Rule. It allows the specification of Supplier, Product, Booking and Agent filter criteria, and then a date based specification of how the sell price is to be established.

Each record has Service From/To dates and Sale From/To dates which means that mark-ups can be set for specific periods or seasons.

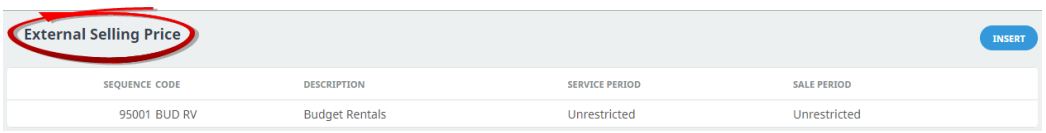
For each of the above three scenarios the options are:

- **Use External Cost** Apply no margin (mark-up) and use the cost price as the sell price.
- **Apply Internal Margin** - Apply the margin (mark-up) from the Tourplan Internal Product that would have applied for the booking agent, for this service, on this date, for this room configuration (number of pax), for this length of stay if the Internal rate had been booked.
- **Use Internal Selling Price** - Apply the sell price from the Tourplan Product the agent would have got for this service, on this date, for this room configuration, for this length if the Internal rate had been booked.

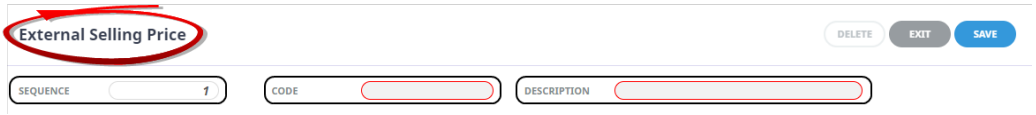
The External Selling Price rules are stored as a special type of Discount/Mark-up/Commission record and the rules around the creation of External Selling Proce rules are the same as for the Discount/Mark-up/Commission records.

Create an External Selling Rule

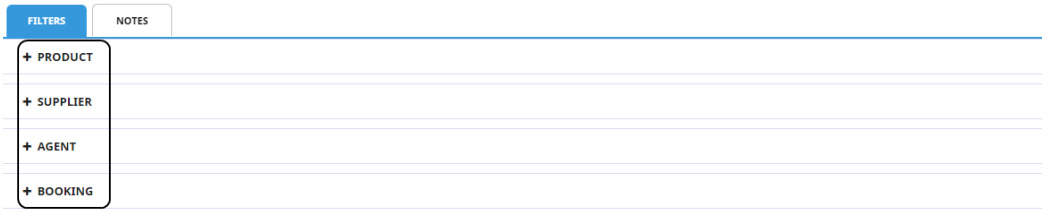
1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > External Selling Price**.
3. On the **External Selling Price** screen, if the Sequence/Code required is not already in the list, click **Insert** or select the record from the list.



4. On the **External Selling Price** screen, enter a *Sequence*, *Code* and *Description*.

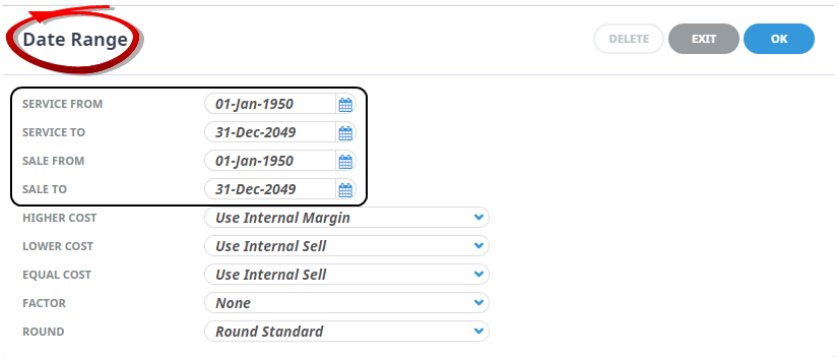


5. On the **Filters Tab** screen, use the **+** to expand the required headings and select the required filters.

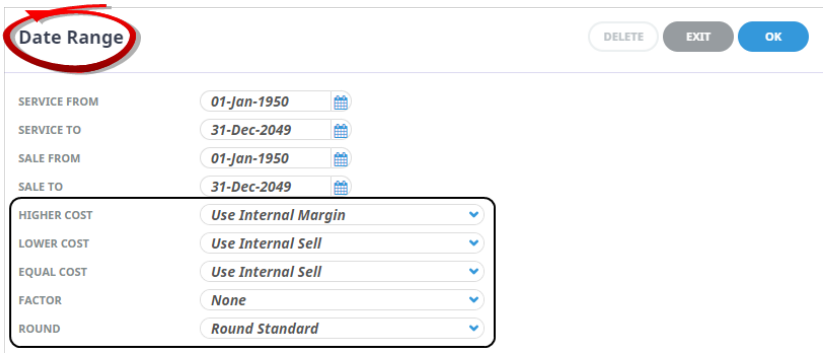


6. On the **Date Range** screen section, click Insert.

7. On the **Date Range** screen, select a *Service From/To* and *Sale From/To* dates (if applicable).



8. Continuing with the **Date Range** screen, select settings (where applicable) for higher cost, lower cost and equal cost, and select the *factor* and *rounding* rule.



9. Click **OK** to keep the changes and save or update the entry.

10. Click **Exit** to discard any changes.

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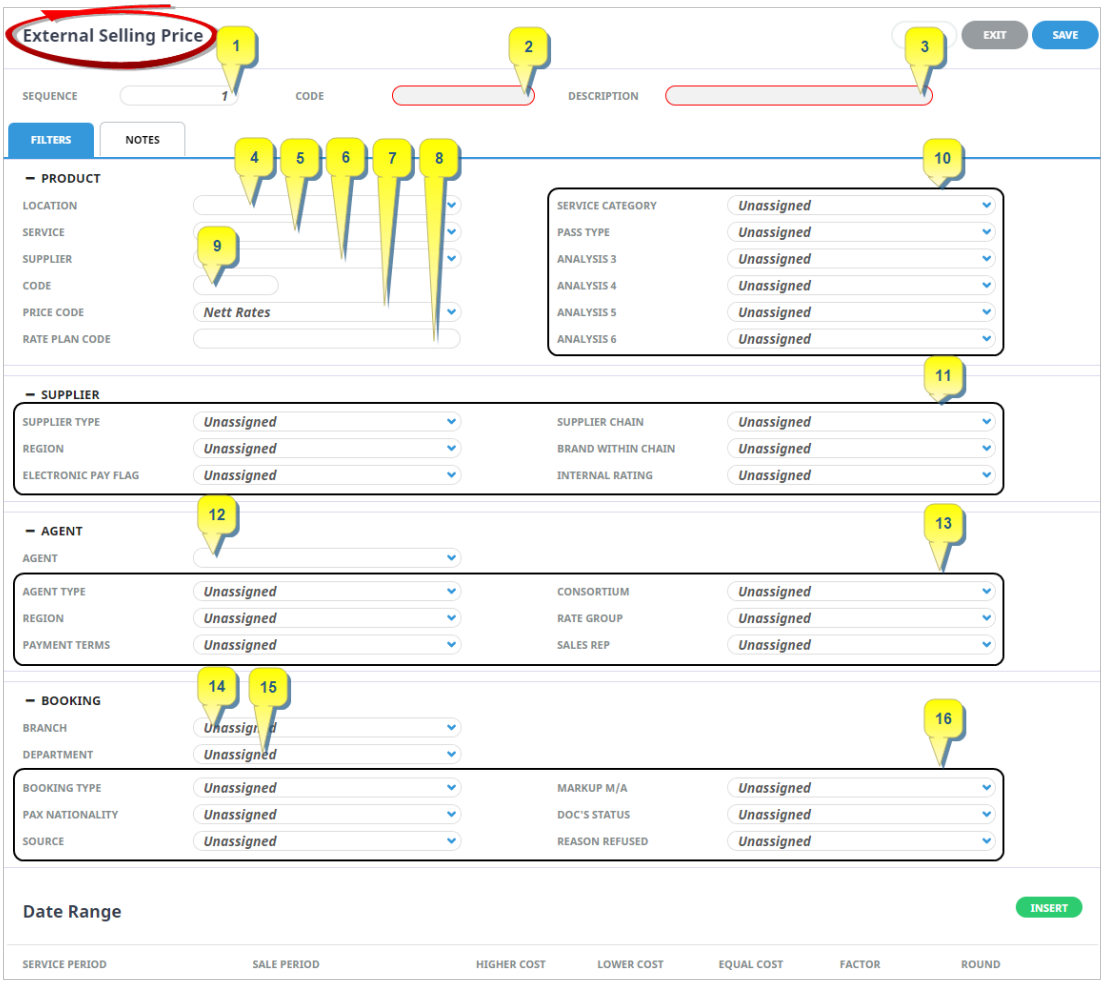
About External Selling Price Fields



External Selling Price Record Header

1. Sequence

This field will determine the order in which the External Selling Price rule will be used.

> Thought should be given to how sequence numbers are going to be allocated. If a year round discount has been allocated a sequence number of 00001 and it was then needed to introduce a discount with a lower sequence number in order to take precedence over the year round discount, it would be impossible to do.

2. Code

Unique code to identify the External Selling Price record.

3. Description

A full description of what the External Selling Price entry is.

External Selling Price Rules

There are two tabs below the header fields. (A Filters Tab and a Notes Tab)

Filters Tab

The filter fields set the criteria on how the External Selling Price will be calculated when the services are inserted into a booking. Multiple selections can be made.

There are four expandable options that will allow rules to be created:

- **Product Selections** (4-10) (Open by default).These are the Product Location, Service, Supplier (Code), Product Code, Price Code, Rate Plan Code, and the Product Analysis Codes.
- **Supplier Selections** (11) are the Supplier analysis Codes. The supplier code is included with the Database selections.
- **Agent selections** (12-13) include the Agent Code and the Agent Analysis fields.
- **Booking Selections** (14-16) include specific Booking Branch, Department and Booking Analysis Codes.

Date Range

These fields control the period that the External Selling Price record is to apply for as well as the type of Cost to be applied.

NOTE: Multiple dates can be entered or an unrestricted date range can occur.

Service From / Service To

These dates are tested against the Product Date Range(s). If the service date(s) being requested fall inside these Service From/To dates, and all other selection criteria are met, the External Selling Price rule will be applied.

Sale From / Sale To

If a special being offered is only able to be booked during a specific period, the dates the External Selling Price rule applies can be limited by using these fields. These are tested against the Sale Date From/To dates in the Product. If the service entered into the Booking matches all other selection criteria and today's date is between these dates, then the discount/commission/mark-up will be applied.

Higher Cost

Where the External Cost is **Higher** than the Internal Cost, there are three options available:

- **Use External Cost** - Apply no margin (mark-up) and use the cost price as the sell price.
- **Use Internal Margin** - Apply the margin (mark-up) from the Tourplan Product that would have applied for the agent for this service, on this date, for this room configuration, for this length of stay if the Internal rate had been booked.
- **Use Internal Sell** - Apply the sell price from the Tourplan Product the agent would have got for this service, on this date, for this room configuration, for this length if the Internal rate had been booked.

Lower Cost

Where the External Cost is **Lower** than the Internal Cost, there are three options available:

- **Use External Cost** - Apply no margin (mark-up) and use the cost price as the sell price.
- **Use Internal Margin** - Apply the margin (mark-up) from the Tourplan Product that would have applied for the agent for this service, on this date, for this room configuration, for this length of stay if the Internal rate had been booked.
- **Use Internal Sell** - Apply the sell price from the Tourplan Product the agent would have got for this service, on this date, for this room configuration, for this length if the Internal rate had been booked.

Equal Cost

Where the External Cost is **Equal** to the Internal Cost, there are three options available:

- **Use External Cost** - Apply no margin (markup) and use the cost price as the sell price.
- **Use Internal Margin** - Apply the margin (markup) from the Tourplan Product that would have applied for the agent for this service, on this date, for this room configuration, for this length of stay if the Internal rate had been booked.
- **Use Internal Sell** - Apply the sell price from the Tourplan Product the agent would have got for this service, on this date, for this room configuration, for this length if the Internal rate had been booked.

Factor

How the system is to apply rounding.

The choices are:.

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Setting	Rounding Explanation
None	No Rounding will apply
0.10	Round to the nearest .10c
0.50	Round to the nearest .50c
1	Round to the nearest 1.00
5	Round to the nearest 5.00
10	Round to the nearest 10.00

Round

Indicates how the system will round the value of the service after the External Selling Proce rule has been applied and based on any value in the Factor field.

Available options are:

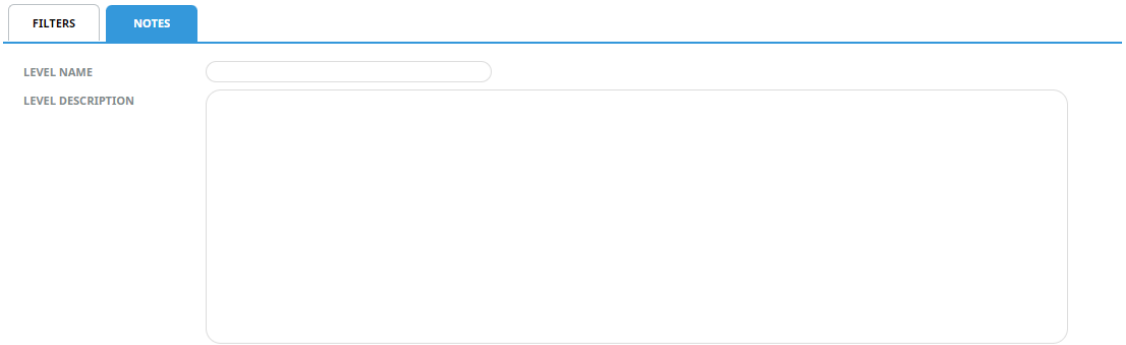
Setting	Rounding Explanation
Standard	Round down between .01 - .49, up between .50 - .99
Up	Will always round up to the nearest factor value
Down	Will always round down to the nearest factor value

A rounding factor of 1 (to the nearest whole dollar) and Rounding up (down up to .49; up to over .50) has been applied in the example.

SERVICE PERIOD	SALE PERIOD	HIGHER COST	LOWER COST	EQUAL COST	FACTOR	ROUND
Unrestricted	Unrestricted	Use Internal Margin	Use Internal Sell	Use Internal Sell	1	Round Up

Notes Tab

In addition to the Filters Tab, there is an area that can be used for additional notes. In the Notes tab there two areas.



Level Name

This field can be used to appear in messaging, similar to the Rate Text field in Product.

Level Description

A free format text area to be used for internal notes for perhaps more detail of the special etc.

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CHAPTER 5

PCM

The following Code Setup settings apply to PCMs (Pre Costed Modules) only.

PCM Statuses are required before PCMs can be created or worked on.

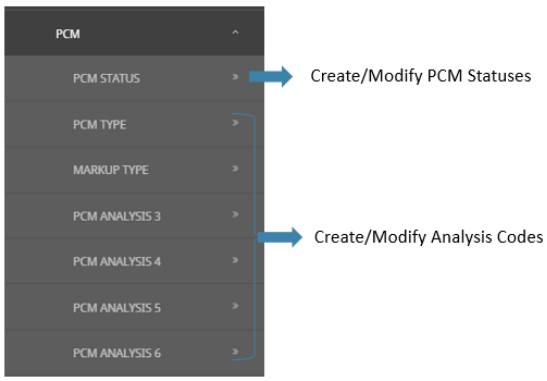
In this chapter ...

PCM Procedures Included In This Chapter 166
PCM Status 167
PCM Analysis 1-6 169

TOURPLAN

PCM Procedures Included In This Chapter

The PCM menu is divided into 7 sections. Each menu selection below applies to the PCM's (Pre Costed Modules) application only. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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PCM Status

All PCMs must have a status and a Default PCM status must be set up in System > Code Setup > INI Settings > "PCM " on page 43. When a PCM is created, the status applied will be the default PCM status. The status can be altered if necessary.

The PCM Status will determine if:

- The PCM can be deleted
- The PCM can be inserted into Bookings

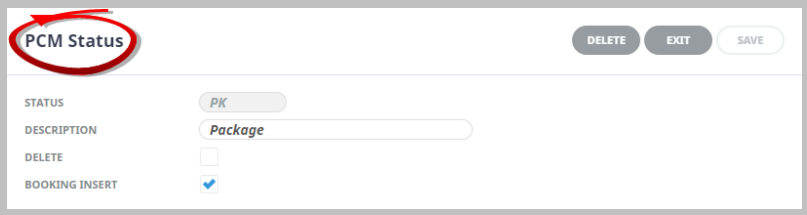
In PCMs, the status is generally used to indicate the type of PCM being created.

On initial entry to the PCM Status node, any existing records will display.

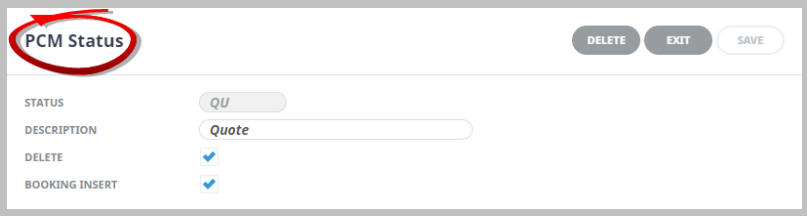
Create a PCM Status

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Code Setup > PCM > PCM Status**.
3. If the status that you want is not already in the list, click **Insert**.
4. On the **PCM Status** screen, add a 2-character code in the *Status* field, a *Description* in the Description field and check the Booking Insert check-box (to enable PCMs with this status to be imported into bookings).
5. Check the **completed screen**.

This completed example shows a PCM Status labelled *PK*, indicating a *Package*.



This completed example shows a PCM Status labelled *QU*, indicating a *Quote*.



6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

About PCM Status Fields

Status

A 2 character code is required for the PCM Status.

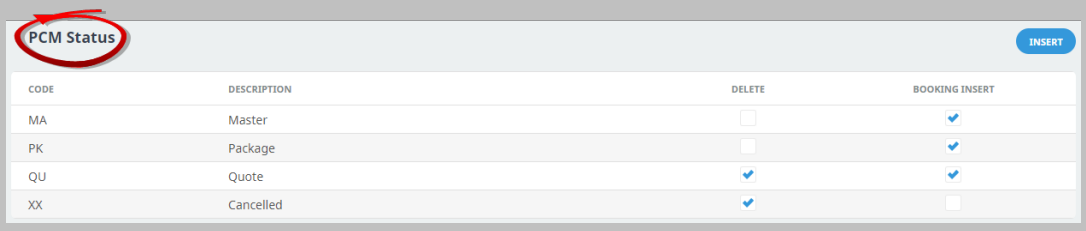
Description

A descriptive field for the status code, this field can be up to 30 characters.

PCM Status Control

- **Delete check-box** - if this is selected, PCM's with this status can be deleted.
- **Booking Insert check-box** - if this is selected, PCM's with this status can be inserted into bookings.

This example shows that if PCM's have a PCM Status of MA, PK, or QU, they can be inserted into bookings, and if PCM's have a status of QU or XX, the PCM can be deleted.



CODE	DESCRIPTION	DELETE	BOOKING INSERT
MA	Master	☐	☑
PK	Package	☐	☑
QU	Quote	☑	☑
XX	Cancelled	☑	☐

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PCM Analysis 1-6

There are six analysis code fields available in PCMs.

The analysis codes can have user defined labels assigned to them and can be specific to your organisations requirements.

The Tourplan NX standard database comes pre coded with one pre defined PCM Analysis Field - PCM Type.

The analysis codes can be used for reporting purposes. Using these codes in PCMs enables reports to be selectively output based on the analysis codes.

Although not in common use, some uses of these codes include:

- PCM Destination
- PCM Type
- PCM Standard etc.

PCM analysis codes can also be used as a filter when selecting the advance PCM search feature. If user company's choose to use analysis codes for PCMs, consultants (at the time of quotation or booking) have the ability to use the advance filter to search PCM's by analysis code(s).

If PCM Analysis Fields are going to be used, the analysis field headings will need to have been inserted or defined before analysis codes can be set up in against the labelled headings. Instruction on how to label these headings is covered in this User Manual "System" on page 27. The INI setting to amend or insert is PCM_ ANALYSIS*n*

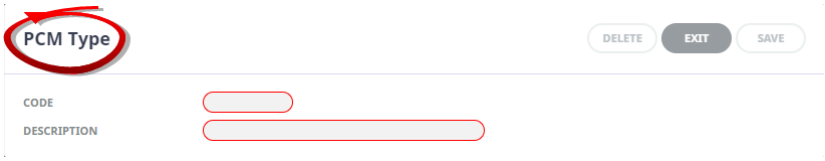
> With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

Create PCM Analysis Codes

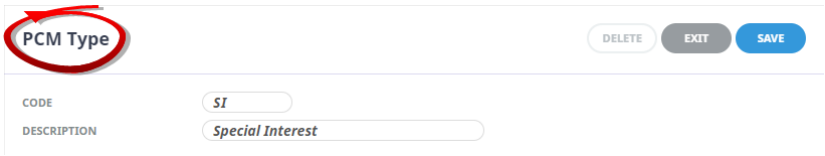
The following procedure uses PCM Analysis 1-6, however users may have different PCM Analysis field headings based on organisational requirements of this field.

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Code Setup > PCM > (PCM) Analysis Headings**.
3. If the Analysis Code that you want is not already in the list, click **Insert**.

4. On the **PCM Analysis** screen, add a 2-*Character Code* in the Code field, and a *Description* in the Description field.

5. Check the **completed screen**.

6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

About PCM Analysis Fields

Code

A code for the Analysis Field, the Analysis code must be 2 characters.

Description

A descriptive field to describe the Analysis code, this field can be up to 40 characters.

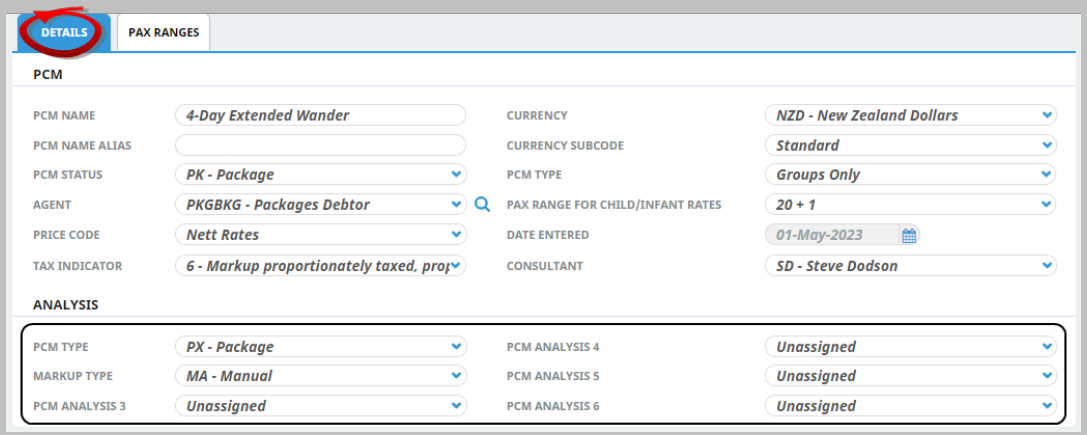
Attaching Analysis Codes to PCM's

For every Analysis Code you have previously inserted into Code Setup from the procedure above, you will now be able to select an analysis code within the PCM Quotes application.

Create or search for existing PCM, instructions on how to search for existing PCM is covered in more detail within the PCM User Manual.

When you have the PCM open, select **PCM Details**, **General Setup** from the PCM Details menu, open the **Details** tab and select the required **Analysis Code** from the dropdown.

This example shows there has been two PCM analysis codes attached to the example PCM. The codes PX - Package and MA-Manual would have been setup using the procedure above for Analysis 1 and 2 (renamed to PCM Type and Markup Type). Allowing the codes to be used within the PCM application.



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CHAPTER 6

Bookings

The Code Setup settings under the Bookings Menu apply to bookings only. They are common to FITs (FIT Bookings) and Groups (Group Bookings).

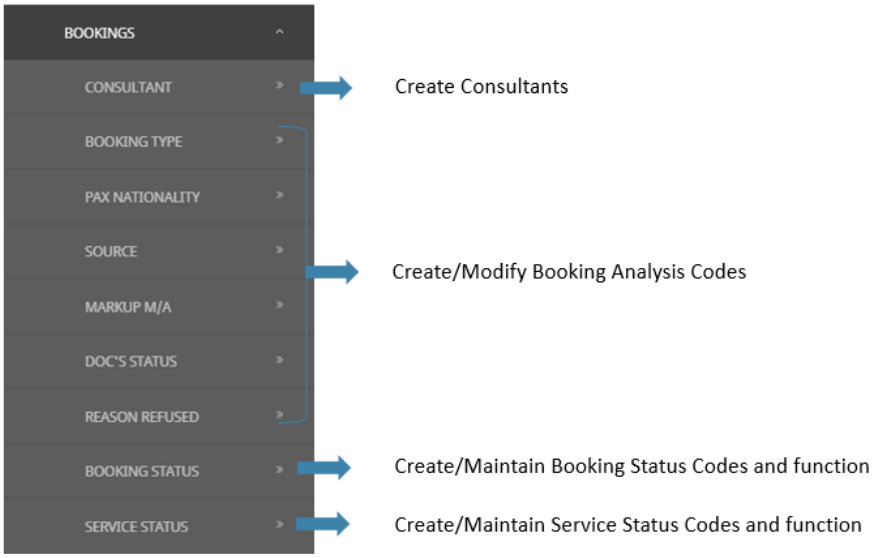
This chapter will help with inserting the necessary codes; Booking Consultants, Booking Statuses and Service Line Statuses are required before bookings can be created or worked on.

In this chapter ...

Bookings Procedures Included In This Chapter 172
Consultant 173
Booking Analysis 1-6 176
Booking Status 179
Service Status 182

Bookings Procedures Included In This Chapter

The Bookings menu is divided into 9 sections, each menu selections below applies to booking applications: FITs (FIT Bookings) and Groups (Group Bookings) applications, code setup of consultants also applies to PCM's (Pre Costed Modules). The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Consultant

The Consultant table stores a list of users who will be making quotes (PCMs) and Bookings (both FITs and Groups). A PCM or Booking cannot be started until the logged in user has a Consultant record attached to their Tourplan login name.

This is one of a three step process in creating consultants in Tourplan.

1. Users are provided with a login and password created in System > Security > Users.
2. Consultant code (initials) and consultant name created (this task).
3. Bind the consultant's initials to the user ID within System > Code Setup > INI Settings (PCM, FITs and/or Groups – depending on the modules consultants will be working with). This will automatically assign the Consultant initials and name to PCMs and Bookings that they create (this task).

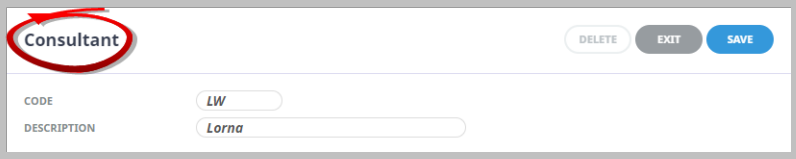
Create a Booking Consultant

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Code Setup > Bookings > Consultant**.
3. If the consultant that you want is not already in the list, click **Insert**.

4. On the blank **Consultant** screen, enter *Code* and *Description* into the relevant fields.

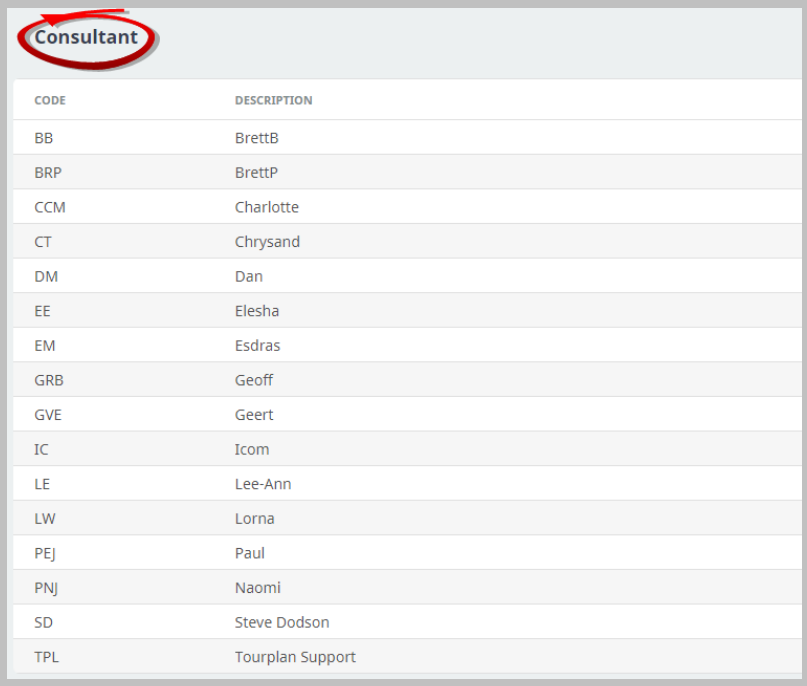
NOTE: A consultant code is typically two or three characters indicating the person's initials.

This completed example shows a Consultant with code *LW* and Description *Lorna*.



5. Click **Save** to keep the changes.

If you click *Save*, the consultant appears in the list of consultants on the Code Setup (Consultant) screen.

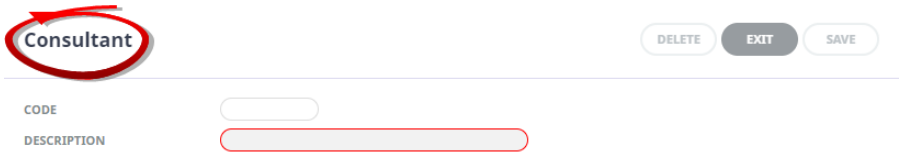


CODE	DESCRIPTION
BB	BrettB
BRP	BrettP
CCM	Charlotte
CT	Chrysand
DM	Dan
EE	Elesha
EM	Esdras
GRB	Geoff
GVE	Geert
IC	Icom
LE	Lee-Ann
LW	Lorna
PEJ	Paul
PNJ	Naomi
SD	Steve Dodson
TPL	Tourplan Support

6. Click **Exit** to discard any changes.

The initials field cannot be changed. Consultants cannot be deleted if they have been used in a PCM or Booking.

About Consultant Fields



Initials

The Consultant's initials, typically this is a 2 or 3 character code however this field allows up to 6 characters. (It is this field that will show in the header of the booking, identifying the Consultant who made the booking).

Name

The Consultant's name, this field allows up to 120 characters. Typically this field is used for Consultant's christian name, as the Consultant's full name is stored in the users login full name field.

Linking the User to Booking Modules.

The idea behind linking the user to a booking module, or binding the entry to a user ID is so that when the consultant logs in their name will appear in the consultants name within a booking, without having to manually select their name.

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NOTE: The procedure below will bind the entry (of a booking) to a user ID for FIT bookings. This procuedure would need to be done for Groups and PCMs if the consultant/user is using Groups and or PCM applications.

Bind the Entry to a User ID

1. From the Code Setup menu, select **Code Setup > INI Settings > FITs**.
2. Click **Insert** to add a new entry.

   INSERT

3. Select CONSULTANT as the **Setting Name**.
4. Type the consultant description from the previous procedure (Create a booking consultant - procedure number 4).
5. In the **User ID** drop-down field select the user who, when logged-in, is bound to this consultant entry.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

In this example Geoff is the consultant. If the above procedures are completed Geoff will not have to select his name as the consultant at the time of booking, this will occur automatically. (Manual adjustment of the consultants name can occur within the booking if required).

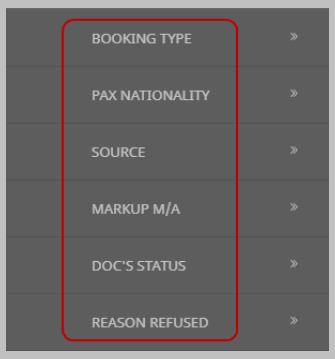
Booking Analysis 1-6

There are six analysis code fields available in Bookings. The analysis codes can have user defined labels assigned to them in INI Settings > System > ANALYSIS1-6

With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

Once labels have been set up in INI Settings > System > ANALYSIS1-6 for the analysis codes, they will display under this menu.

In this example system the 6 Analysis Codes have been labelled already – Booking Type, Pax Nationality, Source, Markup M/A, Doc's Status, Reason Refused.



Using analysis codes in bookings enables reporting to be selectively based on the required analysis codes. They can be used in a wide variety of standard bookings reports as well as in the Excel based analysis reports.

Booking analysis codes can also be used as a filter when selecting the advance booking search feature.

Create a Booking Analysis Code

The following procedure uses Booking Analysis 1-6, however users may have different Booking Analysis field headings based on organisational requirements of this field. Tourplan NX pre-populated data, includes Type, Source, and Client Nationality as Analysis headings 1-3

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Bookings > Analysis 1 to 6**.
3. On the **Analysis 1** (Booking Type) screen, if the code that you want is not already in the list, click **Insert**.

This is an example list, it is not a requirement to insert Booking Type as Analysis 1 with the codes below noted.

CODE	DESCRIPTION
	Unassigned
CO	Conference
FA	Fam Trip
IC	Incentive
PK	Package
SE	Series
SI	Special Interest
TM	Tailor Made/Bespoke

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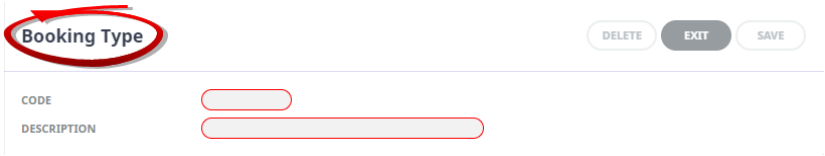
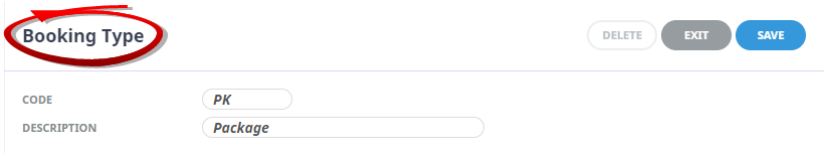
4. On the **Analysis 1** (Booking Type) screen, enter a *Code* for the analysis code and a *Description.*



5. Review the **completed screen**.



6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Analysis Code - continue adding Analysis Codes or click **Exit** to close the screen.

Removing 'unassigned' from the list of Analysis codes means that all bookings will need to have an Analysis field selected - the field will not be able to be left blank, forcing an Analysis field to be selected at the time of booking entry. This can be problematic for existing bookings and an error message will display when new bookings are created. Our suggestion is to keep the 'unassigned' option.

About Booking Analysis Fields

Code

A code for the Analysis code, this field must be 2 characters.

Description

The Analysis code description, this can be up to 40 characters.

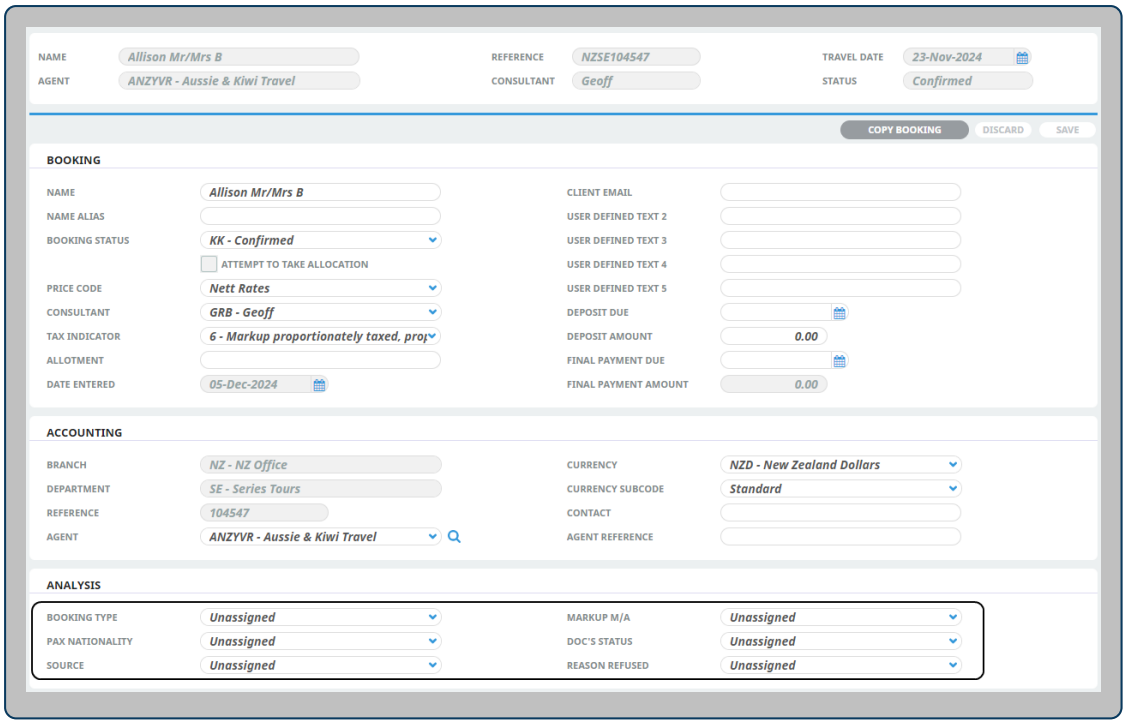
Attaching Analysis Codes within Bookings

Once the above procedure has been completed, consultants will be able to select applicable analysis fields within their bookings.

Attaching Analysis Codes to Bookings - this example shows you where consultants will have the option to attach the previously defined Analysis Codes from the procedures above to FIT bookings.

Create or search for an existing Booking, instructions on how to search for existing bookings is covered in more detail within the FIT User Manual.

When you have a booking open, from the Booking Details menu select **General Setup** , in the analysis section select the required **Analysis Code** from the dropdown.



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Booking Status

Booking statuses control what can and cannot be done to a booking. The functions that can be controlled are:

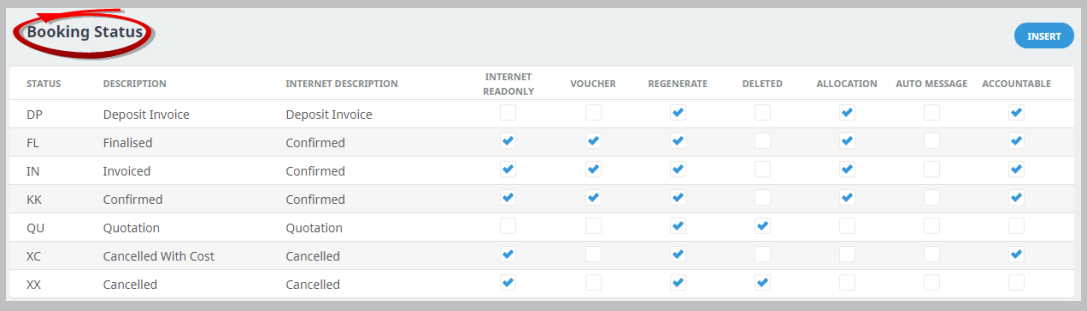
Control	Allows
Internet Read Only	What an agent will see when accessing the booking via HostConnect or WebConnect.
Voucher	Allow vouchers to be produced (dependant on service status codes)
Regenerate	Allow the booking to be regenerated (copied)
Delete	Allow the booking to be permanently deleted
Allocation	Allow service allocations to be used
Auto Message	Force the booking to obey auto-messaging settings
Accountable	Allows the booking to be an accountable entity generate booking invoices

It is important that consideration be given to what stages bookings pass through, before deciding on how booking statuses are set up. There should be sufficient statuses set up to allow normal processing, and their descriptions should be a clear indication of what stage the booking is at.

The status codes, descriptions and functions are user definable—they are set up by each user company depending on their method of operation. For example, a company that always asks for deposit payments would require a selection of different status codes over a company that doesn't require deposit payments.

Booking statuses are not changed automatically by the system—it is a manual task within bookings to ensure that the appropriate status is set, and possibly more importantly, at the correct booking stage.

Some examples of Booking Status are:



STATUS	DESCRIPTION	INTERNET DESCRIPTION	INTERNET READONLY	VOUCHER	REGENERATE	DELETED	ALLOCATION	AUTO MESSAGE	ACCOUNTABLE
DP	Deposit Invoice	Deposit Invoice			✔		✔		✔
FL	Finalised	Confirmed	✔	✔	✔		✔		✔
IN	Invoiced	Confirmed	✔	✔	✔		✔		✔
KK	Confirmed	Confirmed	✔	✔	✔		✔		✔
QU	Quotation	Quotation			✔	✔			
XC	Cancelled With Cost	Cancelled	✔		✔				✔
XX	Cancelled	Cancelled	✔		✔	✔			

The current status of a Booking is indicated by a Booking Status Code and at least one must exist before a booking can be created.

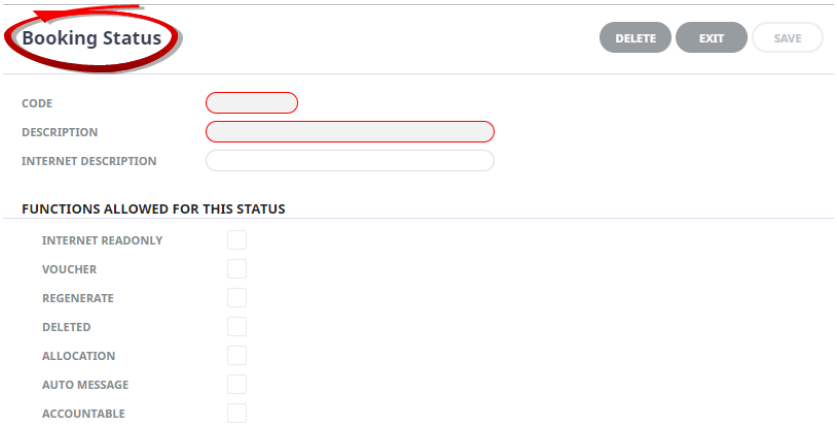
There can be different status codes to indicate the various stages of the booking process; e.g., Quoted, Confirmed, Working, Travelling, Invoiced, Finalised etc. "Example: Booking Status - Confirmed" on the next page shows a list of typical booking status codes, including the entry screen for adding a status of Confirmed.

Add a Booking Status Code

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Code Setup > Bookings > Booking Status**.
3. If the Booking Status Code that you want is not already in the list, click **Insert**.

   INSERT

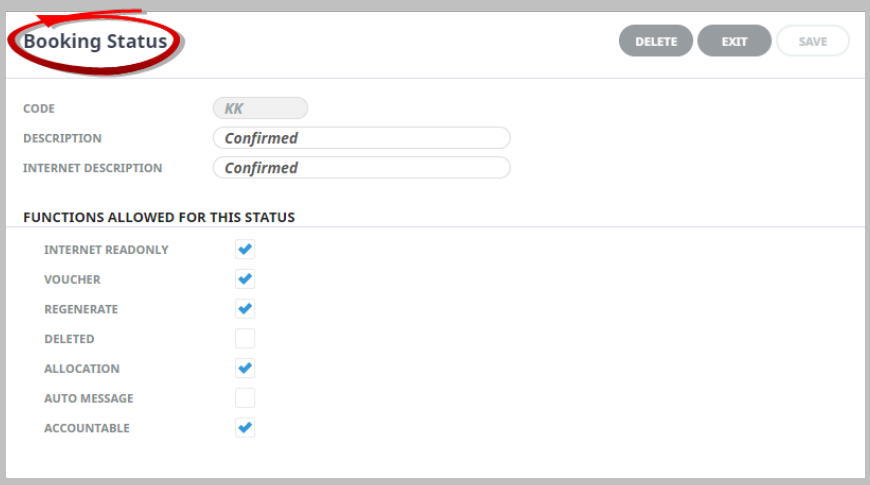
4. On the blank **Booking Status** screen, enter a *Code* and *Description* for the status (mandatory) and check any **Functions Allowed for this Status**.



5. Click **Save** and verify the new code appears in the list of booking status codes.

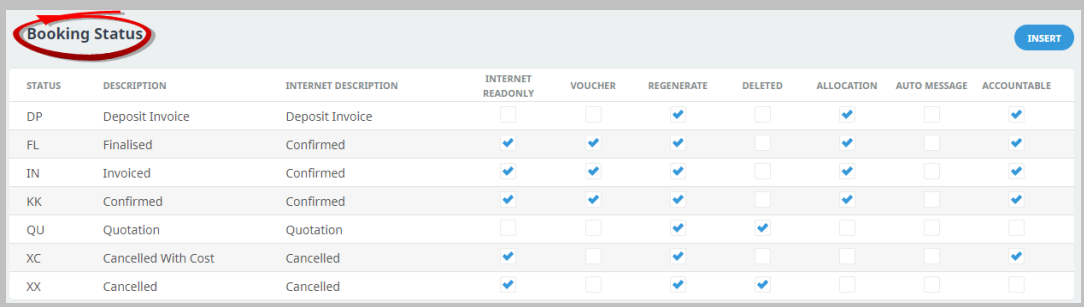
Example: Booking Status - Confirmed

The KK Code has been inserted into the system as a confirmed Booking Status, each check box has been selected except the Auto Message check box, as Auto Messaging is not turned on for this Tourplan User.



The KK booking status will then appear in the Booking Status list. To amend, click on the required status and make the required amendment.

NOTE: Amendment to a Booking Status can occur only if the user securities permit users to amend booking statuses.



STATUS	DESCRIPTION	INTERNET DESCRIPTION	INTERNET READONLY	VOUCHER	REGENERATE	DELETED	ALLOCATION	AUTO MESSAGE	ACCOUNTABLE
DP	Deposit Invoice	Deposit Invoice			✔		✔		✔
FL	Finalised	Confirmed	✔	✔	✔		✔		✔
IN	Invoiced	Confirmed	✔	✔	✔		✔		✔
KK	Confirmed	Confirmed	✔	✔	✔		✔		✔
QU	Quotation	Quotation			✔	✔			
XC	Cancelled With Cost	Cancelled	✔		✔				✔
XX	Cancelled	Cancelled	✔		✔	✔			

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About Booking Status Fields

Code

A 2 character code used for the Booking Status.

Description

A descriptive field for a description of the Booking Status, this field can be up to 20 characters.

Internet Description

This is a description that the agent will see when they access the booking via HostConnect or WebConnect. It can be used to simplify the operational statuses used internally.

Functions Allowed For This Status

- **Internet Read Only** - when this status is checked the Agent will not be able to make any changes on the booking.
- **Voucher** - check this box if bookings with this status can have vouchers created.

  NOTE: The Bookings Node checkbox 'Voucher' works in conjunction with the 'Voucher' checkbox under Service Status Codes. For a service to be able to have a voucher produced the Booking Status must allow vouchers and the Service Status must also allow vouchers.

  NOTE: The term voucher does not mean that vouchers must be physically printed. It is perhaps more accurate to describe 'Voucher' as the service being made an accountable entity. For example, a payment can be made to the supplier regardless of if a 'Voucher' has been printed or not.

- **Regenerate** - check this box if bookings with this status can be regenerated (copied).
- **Deleted** - check this box if bookings with this status can be deleted.

  NOTE: Further deletion control is available with an INI Setting for both FIT and Groups which can deny deletions if accounting transactions are present.

- **Allocation** - check this box if bookings with this status can use supplier allocations.

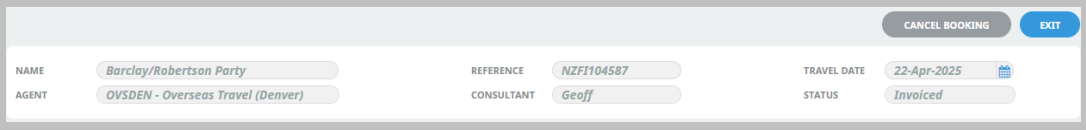
  NOTE: If user company's are not using allocations and no supplier allocations are setup in Tourplan avoid checking this box for any booking status.

- **Auto Message** - check this box if bookings with this status can use supplier auto messaging.

  NOTE: If user company's do not use auto messaging features this check box should be left un-checked. Auto Messaging functions can be activated at a later date and guidance will be offered from your local support office during the auto messaging set-up phase.

- **Accountable** - check this box if bookings with this status are to be able to generate agent invoices.

The example below shows where in the FIT application the booking status will show for consultants (in the header of the booking) if the above procedure has been completed amendment to booking status can occur within the FIT, or Groups applications to reflect your organisational booking work flow.



Service Status

Service Statuses have two main functions. First, within a booking service list, they offer a visual indication of the status of the service — Confirmed, On Request, Off Allotment etc.; second, they control (in conjunction with the booking status codes) whether a service is accountable and is able to have a voucher generated or a supplier payment made.

NOTE: Although the screen labels use the word voucher, it does not mean that vouchers must be physically printed. It is perhaps more accurate to describe Voucher as the service being made an accountable entity — i.e., a payment can be made to the supplier, regardless of whether a voucher has been printed or not.

Service Status Codes can have colours assigned to them so that services in a booking will display in the colour assigned to the status. A colour palette is provided to set a colour if required and an INI Setting > System > SHOW_SERVICE_COLOURS set to Yes will activate the service status colours to show in bookings.

Service statuses also play a role in auto messaging by determining which messages must be sent to suppliers.

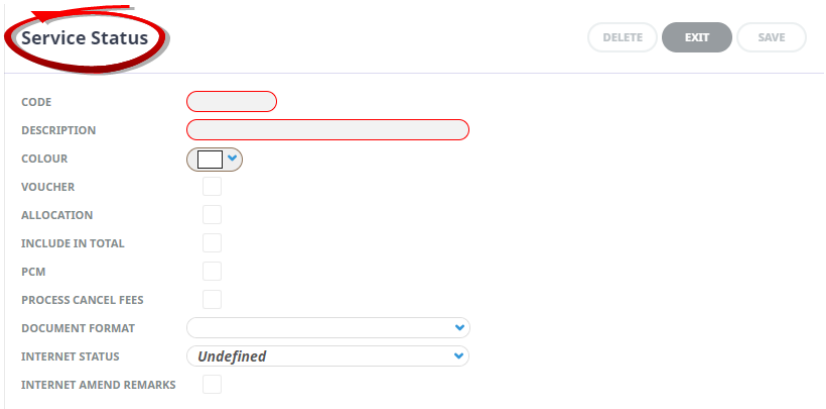
The quantity of service statuses required will vary on a site by site basis. If iCom webConnect is installed,specific service status codes are needed to control the statuses of the services of those bookings.

Create Service Status

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Code Setup > Bookings > Service Status**.
3. If the Service Status Code that you want is not already in the list, click **Insert**.

   INSERT

4. On the blank **Service Status** screen, enter a *Code* and *Description* for the status (mandatory), select a colour and check any **Functions Allowed for this Status**.



5. Click **Save** and verify the new code appears in the list of booking status codes.

   SAVE

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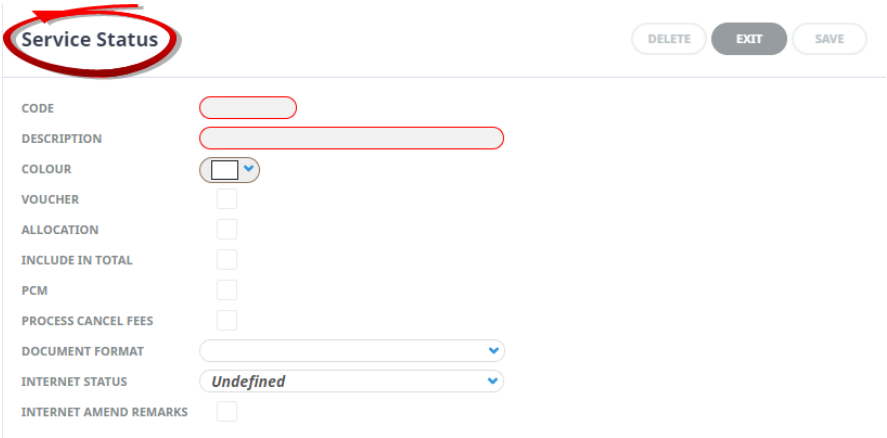
About Service Status Fields



Code

A 2 character code for the Service Status.

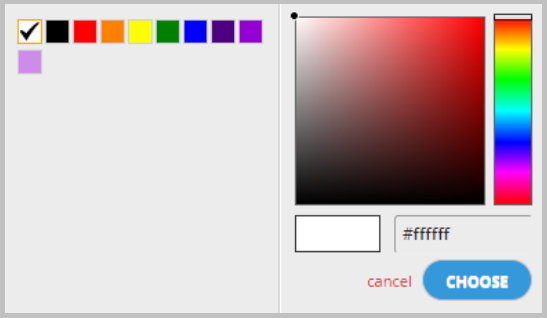
Description

A descriptive field for the Service Status description, this field allows up to 20 characters.

Colour

Clicking the dropdown selection for this field will open a colour palette, a colour can be attached to the Service Status. This is the colour that will display in the booking service list.

Basic colours can be selected by clicking in the basic colours section at the left of the palette. A primary colour can be set by clicking in the main palette and the side scroll up or down until the desired shade is reached.



Alternatively the HTML hex colour code can be inserted into the field above the choose button. Further information on hex colours can be found at the begining of the System Setup User Manual within INI Settings Field Headings > Colours

Voucher

Check this box if services with this status can have vouchers created.The Service Status voucher checkbox works in conjunction with the Booking Status voucher checkbox. For a service to be able to have a voucher produced, the Service Status and the Booking Status must allow vouchers.When the Voucher check box is checked, the system recognises that the service is able to have creditors transactions applied and the service status records the services as a liability. This means that once a service in a booking has a booking status and a service status that allows vouchering, payments can be made to the supplier of the service, without a voucher necessarily being printed. This enables transactions such as advance deposits to suppliers to be made without the production of a physical voucher and will form part of the expected total in the Tour Financial Summary Report.

Allocation

Check this box to allow services that have this status to take allocation, provided all other rules surrounding the allocation have been met.

NOTE: If user companies are not using allocations and no supplier allocations are setup in Tourplan avoid checking this box for any service status.

Include in Total

Check this box to determine if the value of a service with this service status is to be included in the total booking values. A service with a status attached that does not have the Include in Total box checked will be excluded from the booking total value. This could apply to, for example, Optional Sightseeing, Waitlisted services etc.

PCM

When checked, the service status will be able to be used in PCMs (Pre-costed Modules). There may be a requirement to show, for example, Optional Sightseeing services in a PCM, so a status can be tagged as being available in PCMs for this purpose.

The treatment of the PCM service line status when inserting a PCM into a booking depends on whether the service status is included in the PCM/Booking total here in Code Setup:

- If the service status is not included in the total, it will remain the same in the booking as it is in the PCM.
- If the service status is included in the total, the service is treated as if it's being added for the first time. The status is reset to its initial value, and the appropriate automessaging and allocation checks are triggered.

NOTE: Additionally, there is a checkbox when inserting a PCM into a booking, allowing consultants to retain the PCMs Service Statuses on insert.

Process Cancel Fees

When checked, services with this status will qualify for any cancellation rules that may apply to the service.

Document Format

If *Auto Messaging* is turned on, the user will see a Document Format field selection for a message to be attached to the service status.

Internet Status

If required select the appropriate HostConnect or WebConnect status related to this service status.

Internet Amend Remarks

When this is checked the agent will be able to amend Pick-up/Drop-off and Remarks on HostConnect or WebConnect bookings.

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CHAPTER 7

Debtors

The Code Setup for Debtors consists only of two main items:

- The 6 available Debtors Analysis Codes
- Receipt Types

Using the analysis codes in Agents (Debtors) enables reporting to be selectively based on them. The analysis codes can be used in a wide variety of standard Bookings Reports as well as in the Excel based Analysis Reports.

NOTE: Tourplan NX will operate without setting up Analysis Codes, and Tourplan User Organisations will define if Analysis Codes are to be used.

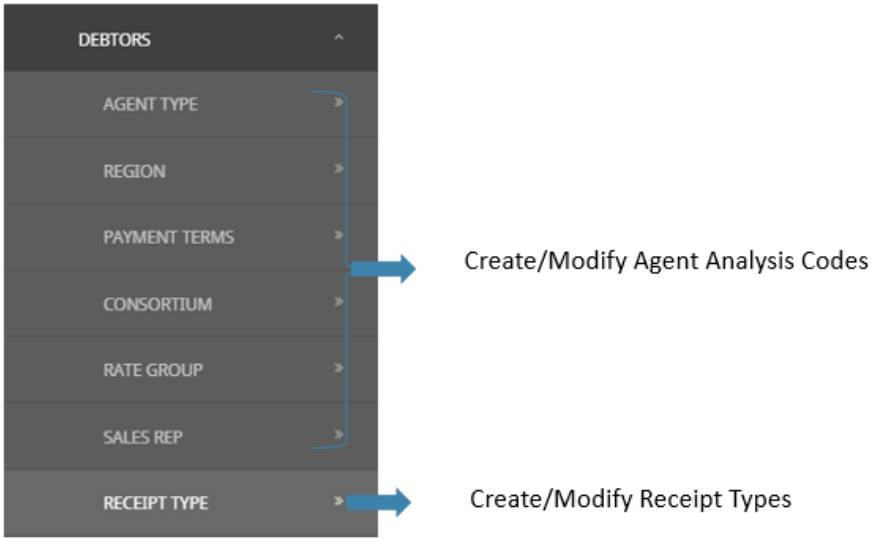
Receipt Types are used to direct the debit posting of debtor receipts to the correct Bank/G.L. Account.

In this chapter ...

Debtors Procedures Included In This Chapter 186
Debtor (Agent) Analysis Codes 187
Receipt Types 190

Debtors Procedures Included In This Chapter

The Debtors menu is divided into 7 sections. Each menu selection below applies to the Debtors (Agent). Analysis codes can be used in a wide variety of standard Bookings Reports as well as in the Excel based Analysis Reports. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Debtor (Agent) Analysis Codes

NOTE: The Agent Analysis menu nodes display on the Code Setup menu as Agent Analysis unless they have been labelled in "AGENTANALYSIS1-6 (6 Fields) (All Users)" on page 27.

There are two steps to the setup of an analysis field:

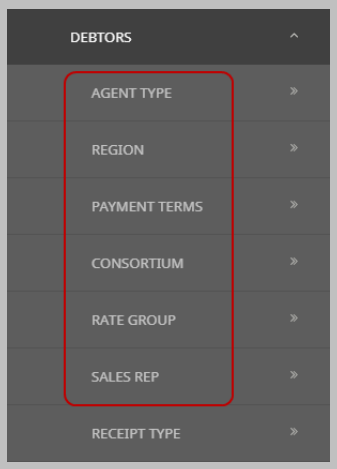
- First the Agent Analysis field heading must first exist (in INI Settings). - This task may have been completed, and the procedure in this topic will show users how to insert new data into these fields.
- Second the definition of data (selectable options) must be configured in Code Setup.

INI Setting: AGENTANALYSIS1-6 (6 Fields) (All Users)

Labels for the six Agent Analysis fields. Once set, these field labels are available in Code Setup > Debtors "Debtor (Agent) Analysis Codes" above for the definition of data in the agent analysis tables. This data is then able to be set against agents in Debtors/Details/Analysis tab.

With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

In this example; Agent Analysis 1 has been labelled Agent Type; Agent Analysis 2 has been labelled Region; Agent Analysis 3 has been labelled Payment Terms; Agent Analysis 4 has been labelled Consortium; Agent Analysis 5 has been labelled Rate Group; and Agent Analysis 6 has been labelled Sales Rep.



Using analysis codes in Agents (Debtors) enables reporting to be selectively based on each analysis field. The analysis codes can be used in a wide variety of standard booking reports as well as in the Excel based analysis reports.

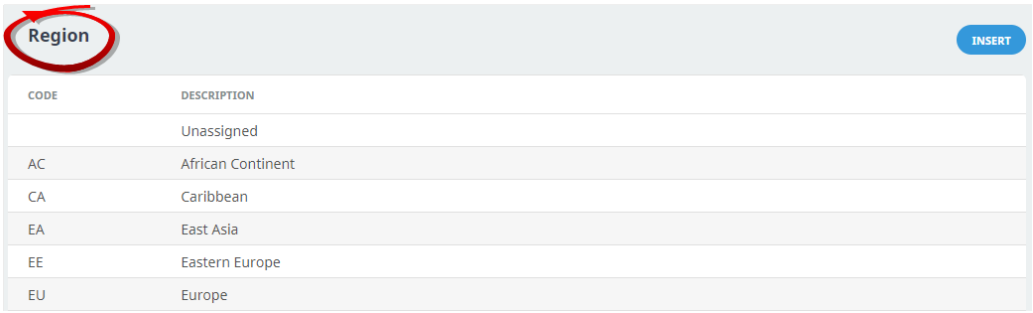
Another advantage could be if user organisations are using the discount commission matrix. The analysis field can be used to distinguish a group of agents, and the matrix could apply a discount or markup.

Create Agent Analysis Codes

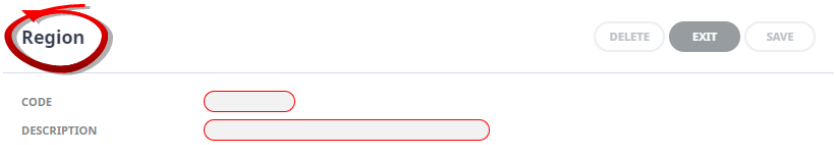
The following procedure uses Agent Analysis 1-6, however users may have different agent analysis field headings based on organisational requirements of this field.

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Debtors > Analysis 1 to 6**.
3. On the **Analysis 2** (Region) screen, if the code that you want is not already in the list, click **Insert**.

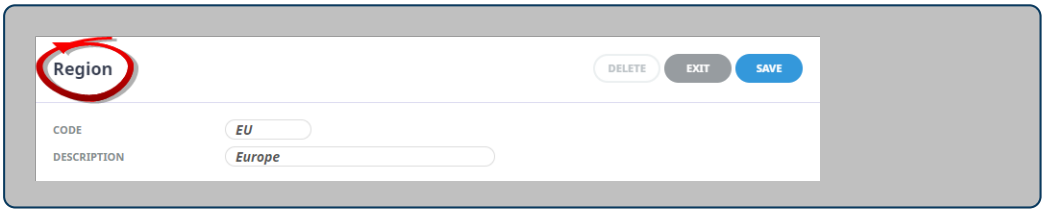
This is an example list, it is not a requirement to insert Service Category as Analysis 1 with the codes below noted.



4. On the **Analysis 2** (Region) screen, enter a *Code* for the Analysis Code and a *Description*.



5. Review the **completed screen**.

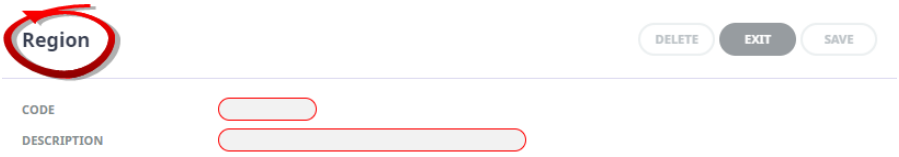


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Analysis Code - continue adding Analysis Codes or click **Exit** to close the screen.

About Debtor Analysis Fields



Code

A 2 character code for the Analysis code.

Description

A descriptive field for the Analysis code description, this field can be up to 40 characters.

Where to Attach Debtor Analysis Codes

When the procedure above has been completed, a list of Debtor Analysis codes will appear in the Debtor Analysis fields. Users will be able to attach codes to the applicable Debtors.

Below is an example of where to attach Debtor Analaysis codes to Agents.

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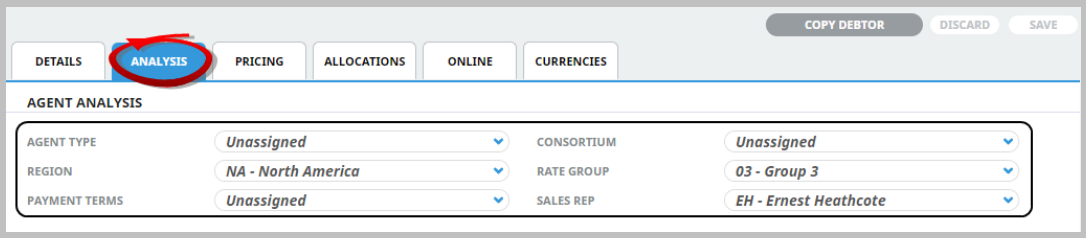
The option to attach the previously defined Analysis Codes from the proceedures above to your Agents will now be available.

Create or search for an existing Agent, instructions on how to search for existing Agents is covered in more detail within the Accounts User Manual.

When an Agent record is open, select the **AnalysisTab.** The Agent Analysis fields are in the top section of the screen. Select the required **Agent Analysis Codes** from the drop-downs.



Receipt Types

When Agent Cash Receipts are entered into Tourplan NX a 'Receipt Type' is applied to the transaction. The receipt type has two uses.

First, it is used to identify the type of payment—e.g., Cash, Cheque, Telegraphic Transfer, Credit Card Payment etc., and second, it can have a General Ledger account attached to it which will direct the debit side of the transaction (which is normally the Bank Account) to the G.L. Account which is attached to the receipt type. This means that Receipt Types can be set up for (e.g.) Bank Fees or Bad Debts etc.

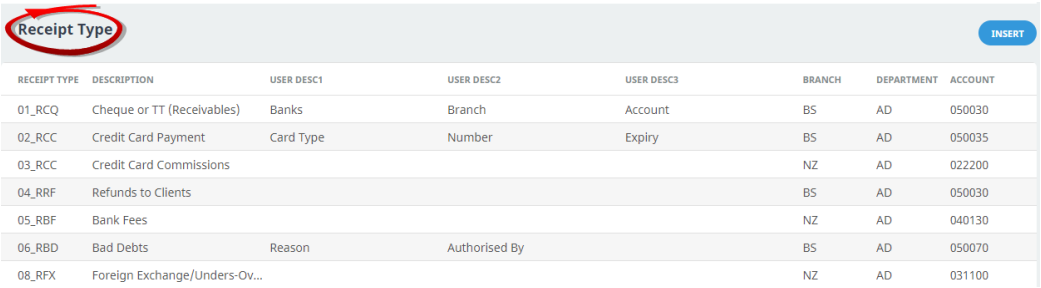
NOTE: Some organisations will be using the Multi Branch accounting feature in Tourplan for their accounting requirements. If this has been enabled for your organisation a Receipt Type will need to be created for *each* Branch and Department to prevent cross branch postings.*If your organisation is not using Multi Branch accounting this statement does not apply.*

Create Receipt Types

1. Select menu **Home > System > Code Setup**.

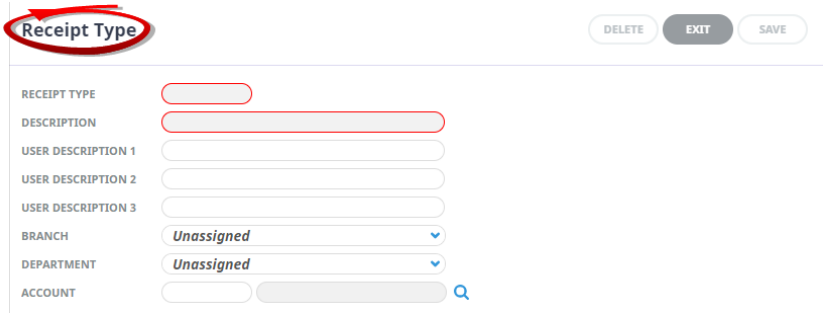
2. Select menu **Code Setup > Debtors > Receipt Type**.

3. On the **Receipt Type** screen, if the code that you want is not already in the list, click **Insert**.

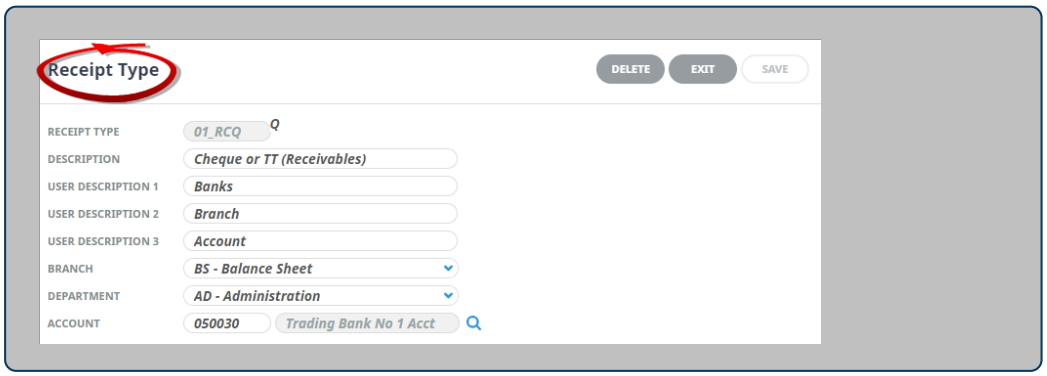


RECEIPT TYPE	DESCRIPTION	USER DESC1	USER DESC2	USER DESC3	BRANCH	DEPARTMENT	ACCOUNT
01_RCQ	Cheque or TT (Receivables)	Banks	Branch	Account	BS	AD	050030
02_RCC	Credit Card Payment	Card Type	Number	Expiry	BS	AD	050035
03_RCC	Credit Card Commissions				NZ	AD	022200
04_RRF	Refunds to Clients				BS	AD	050030
05_RBF	Bank Fees				NZ	AD	040130
06_RBD	Bad Debts	Reason	Authorised By		BS	AD	050070
08_RFX	Foreign Exchange/Unders-Ov...				NZ	AD	031100

4. On the **Receipt Type** screen, enter a *Code* for the receipt type and a *Description*. If using user description 1-3 fields, enter required description text for and select branch, department and account for the receipt type.



5. Review the **completed screen**.



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6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Receipt Type - continue adding Receipt Types or click **Exit** to close the screen.

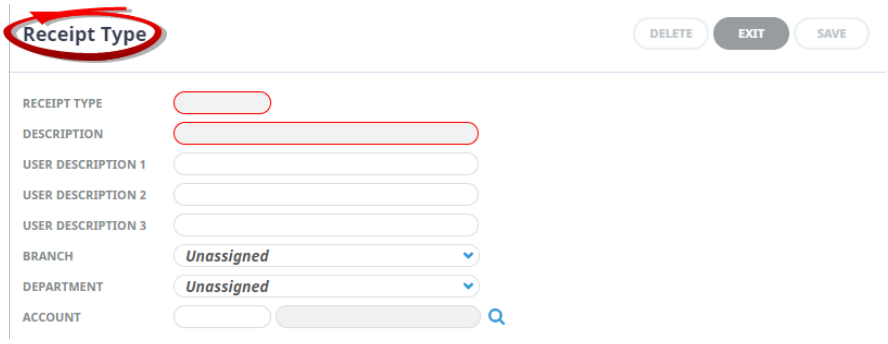
NOTE: If the Branch, Department and Account fields are left blank, the postings will be to the Debtors Bank Account set up in the Financials INI.

The column headings at the top of the scroll are the only column headings available in this screen, individual selection of column headings is not available.

The list below provides an example of what receipt types can be used for. The Receipt Type 05_RBF for example can be used to direct a portion of a receipt value to the bank fees expense account; type 06_RBD can be used to post an amount from a debtors account to the bad debts G.L. account, etc.

RECEIPT TYPE	DESCRIPTION	USER DESC1	USER DESC2	USER DESC3	BRANCH	DEPARTMENT	ACCOUNT
01_RCQ	Cheque or TT (Receivables)	Banks	Branch	Account	BS	AD	050030
02_RCC	Credit Card Payment	Card Type	Number	Expiry	BS	AD	050035
03_RCC	Credit Card Commissions				NZ	AD	022200
04_RRF	Refunds to Clients				BS	AD	050030
05_RBF	Bank Fees				NZ	AD	040130
06_RBD	Bad Debts	Reason	Authorised By		BS	AD	050070
08_RFX	Foreign Exchange/Unders-Ov...				NZ	AD	031100

About Receipt Type Fields



Receipt Type

A code for the Receipt Type, this field must be 6 characters.

Description

A descriptive field to describe the Receipt Type, this field can be up to 30 characters.

User Description 1–3

The text in these three fields are labels for 3 text fields which display when the receipt/cheque is being issued. In the table of completed Receipt Types shown in the example above, the **02-RCC** labels for the three fields when creating the receipt will show as 'Card Type', 'Number', and 'Expiry'. This Receipt Type is designed to allow client credit card details to be associated with the payment transaction. Each field allows up to 30 characters.

Branch/Department/Account

Drop-down selection for a previously created General Ledger account to attach to the Receipt Type.

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CHAPTER 8

Creditors

The Code Setup for Creditors consists only of two main items -

- The 6 available Creditor Analysis Codes
- Payment Types

Using these analysis codes in Creditors (Suppliers) enables reporting to be selectively based on them. The analysis codes can be used in a wide variety of standard booking reports as well as in Excel based Analysis Reports.

NOTE: Tourplan NX will operate without setting up Analysis Codes, and Tourplan User Organisations will define if Analysis Codes are to be used.

Payment Types are used to direct the credit posting of creditor payments to the correct Bank/G.L. Account.

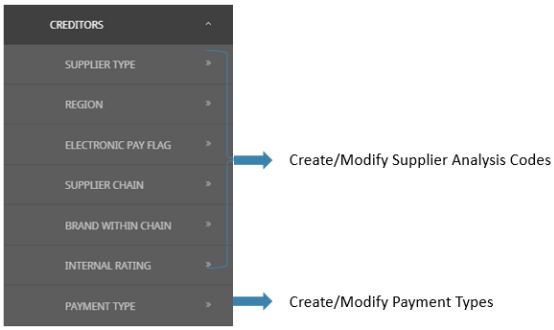
In this chapter ...

Creditors Procedures Included In This Chapter 194
Creditors (Suppliers) Analysis Codes 195
Payment Type 197

TOURPLAN

Creditors Procedures Included In This Chapter

The Creditors menu is divided into 7 sections. Each menu selection below applies to Creditors (Suppliers). Analysis codes can be used in a wide variety of standard Bookings Reports as well as in the Excel based Analysis Reports. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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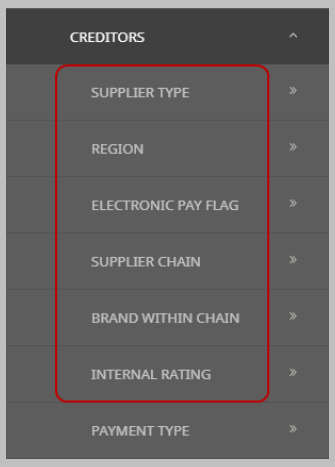
Creditors (Suppliers) Analysis Codes

NOTE: The Supplier Analysis menu nodes display on the Code Setup menu as 'Supplier Analysis 'n' unless they have been labelled in "SUPPLIERANALYSIS1-6 (6 Fields), (All Users)" on page 37

In this example; Supplier Analysis 1 has been labelled Supplier Type; Supplier Analysis 2 is Region and Supplier Analysis 3 is Electronic Pay Flag. Supplier Analysis 4 has been labelled Supplier Chain; Supplier Analysis 5 is Brand Within Chain; and Analysis 6 is labelled Internal Rating.



Using these codes in Suppliers (Creditors) enables reporting to be selectively based on them. The analysis codes can be used in a wide variety of standard booking reports as well as in the Excel based analysis reports.

INI Setting: SUPPLIERANALYSIS1-6 (6 Fields) (All Users)

Labels for the six Creditor Analysis fields. Once set, these field labels are available in Code Setup > Creditors > Analysis Fields for the definition of data in the Creditor analysis tables. This data is then able to be set against Creditors/Details/Analysis tab.

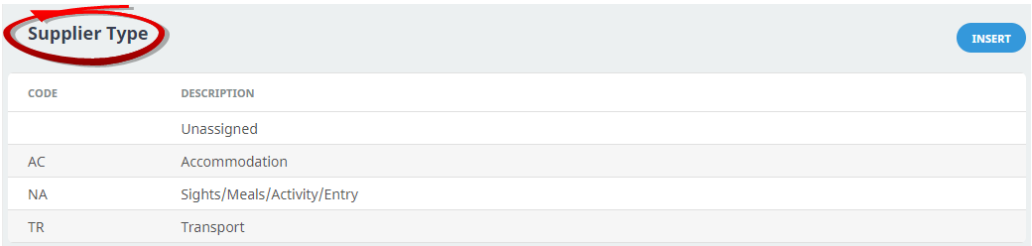
With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

Create a Creditor (Supplier) Analysis Code

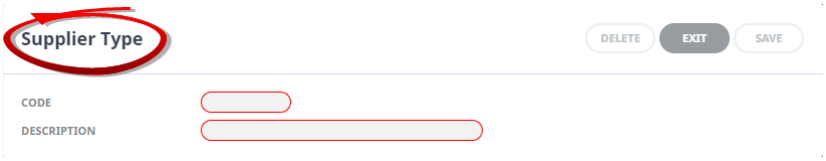
The following procedure uses Supplier Analysis 1-6, however users may have different Creditor Analysis field headings based on organisational requirements of this field.

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Creditor > Analysis 1 to 6**.
3. On the **Analysis 1** (Supplier Type) screen, if the code that you want is not already in the list, click **Insert**.

   This is an example list, it is not a requirement to insert Supplier Type as Analysis 1 with the codes below noted.



4. On the **Analysis 1** (Supplier Type) screen, enter a *Code* for the analysis code and a *Description*.



5. Review the **completed screen**.

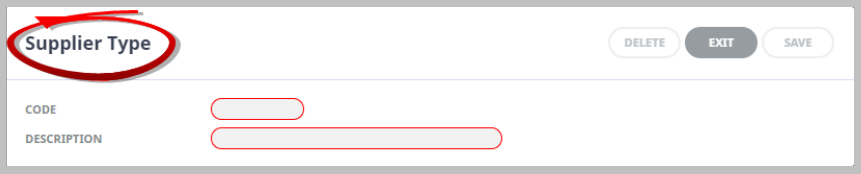
6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Analysis Code - continue adding Analysis Codes or click **Exit** to close the screen.

About Supplier Analysis Fields

This example uses Supplier Analysis 1 which has been renamed in INI Settings as Supplier Type.



Code

A 2 character code for Analysis 1 code.

Description

A descriptive field to describe the Analysis code. This field can be up to 40 characters.

Where to Attach Creditor Analysis Codes to Suppliers

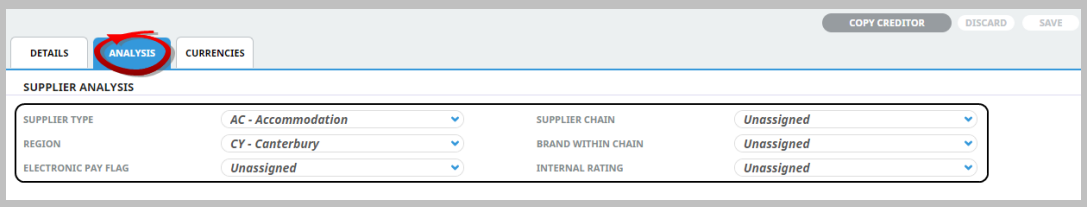
Once the above procedure has been completed users will be able to select Analysis Codes for the applicable Analysis fields.

Example on where to Attach Creditor Analayis Codes to Suppliers

The option to attach the previously defined Analysis Codes from the proceedures above to Suppliers will now be available.

Create or search for an existing Supplier. Instructions on how to search for existing Supplier is covered in more detail within the Accounts User Manual

When a Supplier record is open, select the **Analysis Tab**. The Supplier Analysis fields are in the top section of the screen. Select the required **Supplier Analysis Code** from the drop-downs.



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Payment Type

When Supplier/Creditor payments (cash/cheque transactions) are entered into Tourplan NX, a Payment Type is applied to the transaction. The payment type has two uses.

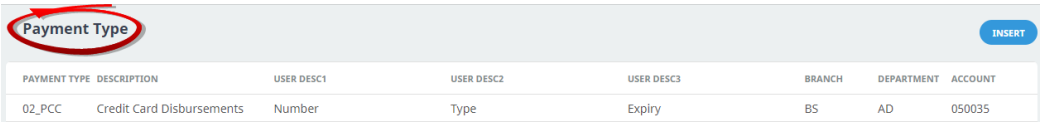
First, it is used to identify the type of payment—e.g., Trust Account, Trading Account, etc. and secondly it can also have a General Ledger account attached which can re-direct the credit side of the transaction (which is normally the Bank Account) to the G.L. account attached to the Payment Type.

Details on processing these cash transactions are in the Accounts User Manual.

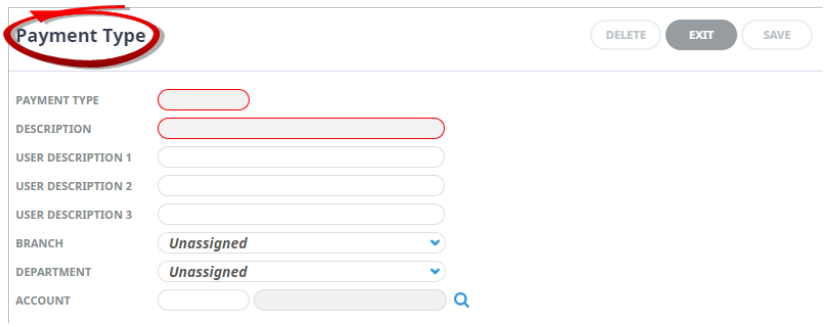
> **NOTE:** Some organisations will be using the Multi Branch accounting feature in Tourplan for their accounting requirements. If this has been enabled for your organisation a payment type will need to be created for *each* Branch and Department to prevent cross branch postings. *If your organisation is not using Multi Branch accounting this statement does not apply.*

Create a Payment Type

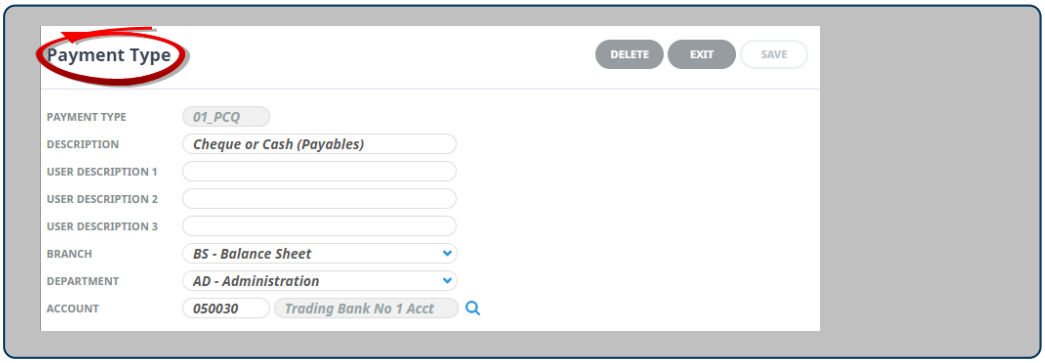
1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Creditors > Payment Type**.
3. On the **Payment Type** screen, if the code that you want is not already in the list, click **Insert**.



4. On the **Payment Type** screen, enter a *Code* for the payment type and a *Description*. If using *User Description 1-3*, enter text into these fields and select required *Branch, Department* and *Account*.



5. Review the **completed screen**.



6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Payment Type - continue adding Payment Types or click **Exit** to close the screen.

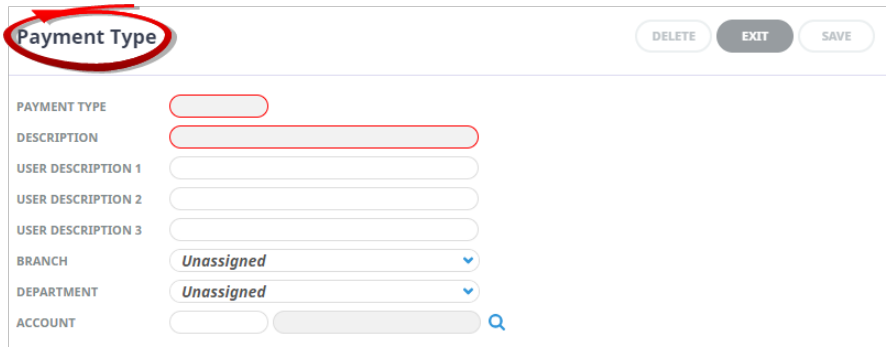
NOTE: If the Branch, Department and Account fields are left blank, the postings will be to the Creditors Bank Account set up in the Financials INI.

The column headings at the top of the scroll screen are the only column headings available in this screen.

The examples listed below are examples of what Payment Types can be used for. The Payment Type 01_PCQ for example can be used to direct a payment value to the trading account, whilst the Payment Type 02_PCC can be used to direct payment values to the Credit Card Clearing Account.

PAYMENT TYPE	DESCRIPTION	USER DESC1	USER DESC2	USER DESC3	BRANCH	DEPARTMENT	ACCOUNT
01_PCQ	Cheque or Cash (Payables)				BS	AD	050030
02_PCC	Credit Card Disbursements	Number	Type	Expiry	BS	AD	050035

About Payment Type Fields



Payment Type

A code for the Payment Type, this field must be 6 characters.

Description

A descriptive field to describe the Payment Type, this field can be up to 30 characters.

User Description 1–3

The text in these three fields will display as labels for 3 text fields when the cheque is being issued. These fields allow up to 30 characters for each user description.

Branch/Department/Account

Drop down selections to select an already created General Ledger account attached to the Payment Type.

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CHAPTER 9

Financials

Tourplan enables multiple Branch and Department G.L. account coding if Professional or Enterprise Edition of Tourplan NX is installed. Small Business Edition includes basic Accounts Receivable and Accounts Payable functions.

Code Setup of Financial Calendars, and Branch and Department is necessary for Bookings to be made.

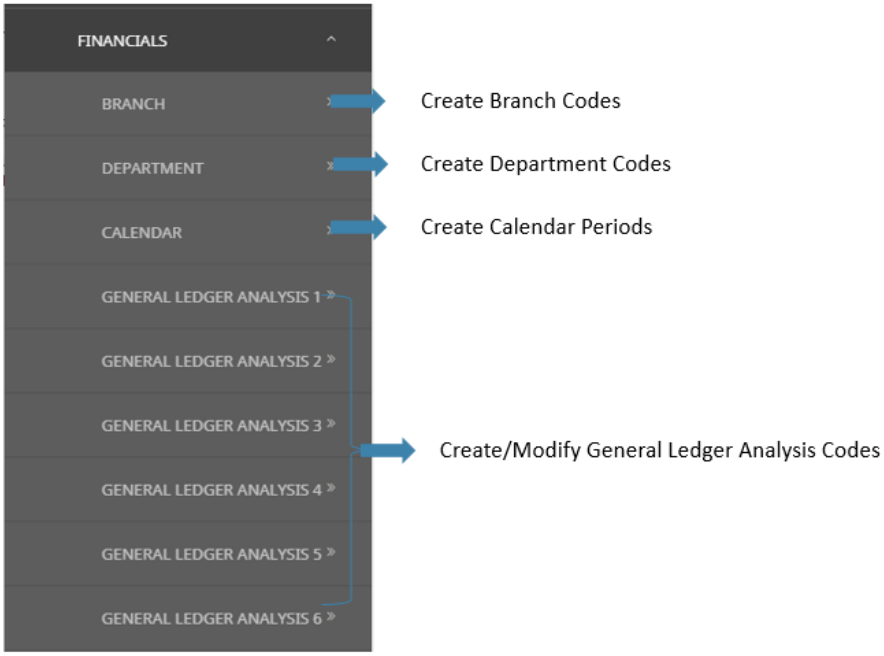
In this chapter ...

Financials Procedures Included In This Chapter 200
Understanding Tourplan Financial Options 201
Branch 203
Department 205
Calendar 207
General Ledger Analysis Codes 212

TOURPLAN

Financials Procedures Included In This Chapter

The Financials menu is divided into 9 sections. Each menu selection applies system wide, although Branch and Department can be selected to apply to FITs and/or Groups applications. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Understanding Tourplan Financial Options

Tourplan enables multiple Branch and Department G.L. account coding. The terms Branch and Department have become somewhat ingrained through historic usage, but they mean that there can be two distinct levels of G.L. account setup, thereby providing two reporting levels within the G.L.

Each combination can simply be viewed as being a Profit Centre.

For example; Bookings/Tour Revenue, could post to account number 010000, but that number can represent different business revenue areas, by way of the Branch and Department fields. In a simple example, a Tour Operator may be running F.I.Ts, Groups and Series Tours. GL accounts for Tour Revenue could be set up in the GL Chart of Accounts as follows:

Example Tour Revenue Account Setup –1

Branch	Department	Account	Description
NZ	FI	010000	FIT Revenue
NZ	GP	010000	Group Revenue
NZ	SE	010000	Series Revenue

The NZ indicates that the revenue is all from New Zealand Branch Tours, the FI, GP and SE indicate the business areas FIT, Groups and Series. The account number (010000) is consistent over all branch and department combinations.

The Booking Reference numbers in Tourplan are also made up with the same Branch and Department structure, which enables the system to post revenue and expenses automatically based on the booking reference Branch and Department.

If the company has multiple sources for the same types of business - e.g., bookings received from an off shore branch, then the revenue accounts could be structured as in Table 4 below:

Example Revenue Account Setup – 2

Branch	Department	Account	Description
NZ	FI	010000	FIT Revenue
NZ	GP	010000	Group Revenue
NZ	SE	010000	Series Revenue
US	FI	010000	FIT Revenue
US	GP	010000	Group Revenue
US	SE	010000	Series Revenue
OL	FI	010000	FIT Revenue

The US indicates the United States branch and the OL is the Online Bookings branch. Again, the revenue account number is maintained as 010000

If there are debtors who are invoiced for different business areas—e.g., the company owned rental property, then the chart could be setup as:

Example Revenue Account Setup – 3

Branch	Dept.	Account	Description
NZ	FI	010000	FIT Revenue
NZ	GP	010000	Group Revenue
NZ	SE	010000	Series Revenue
US	FI	010000	FIT Revenue
US	GP	010000	Group Revenue
US	SE	010000	Series Revenue
OL	FI	010000	FIT Revenue

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Branch	Dept.	Account	Description
AD	01	010000	Rental Income No.1 Property

The AD branch indicates the revenue is an Administration or non-trading revenue item, and the 01 department indicates property number one.

The setting up of G.L. Accounts and their use is covered in the Accounts User Manual. The examples above are to show how Branch & Departments are used.

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Branch

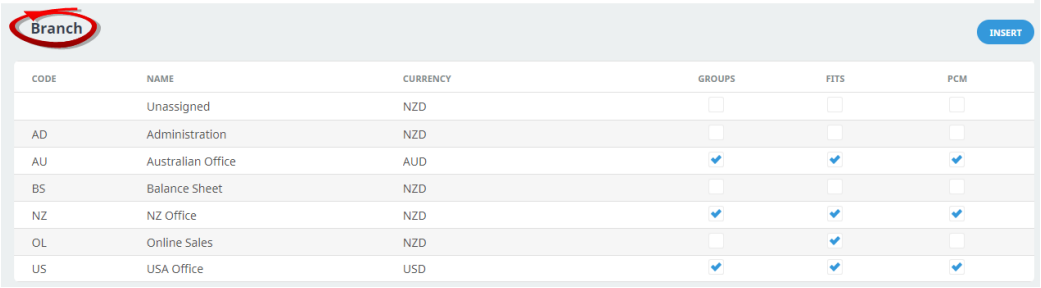
The Branch code also makes up the first two characters of the Booking Reference number.

Branch and Department codes together with a system generated number make up the booking reference. PCMs can have a Branch defined for costing purposes however the Branch does not make up the PCM Reference.

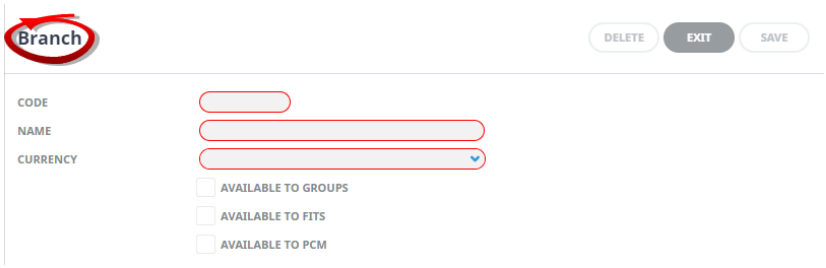
NOTE: The Branch Code field cannot be changed. Branches cannot be deleted if they have been used in Bookings, PCMs, G.L. Account Setup, Commission/Discount/Mark-up structures, External Selling Proce records, Debtor, Creditor or G.L. Journal transactions, Debtors Receipt Types, Creditor Payment Types, Debtor Currencies, Creditor Currencies, and Bank Reconciliation Setup.

Create Branch Codes

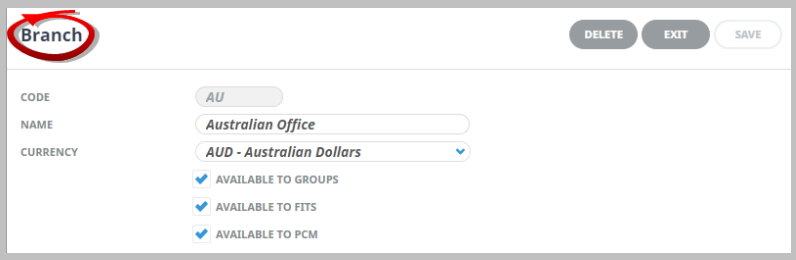
1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Financials > Branch**.
3. On the **Branch list** screen, if the branch that you want is not already in the list, click **Insert**.



4. On the blank **Branch** screen, enter a 2-character *Code* and a *Name* (mandatory), select a *Currency* and check the relevant check boxes to make the branch available for FIT and/or Group bookings.

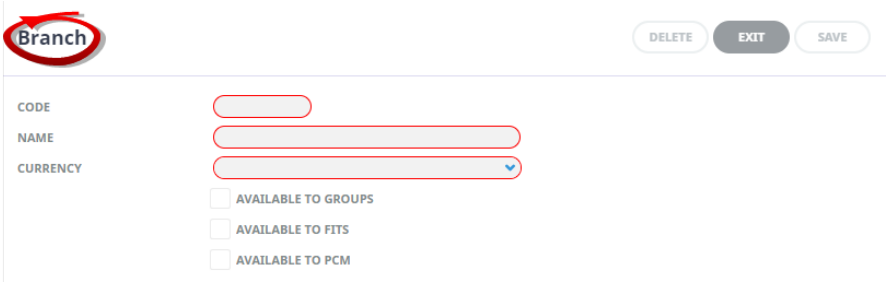


This example shows typical data for setting up an Australian office:



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

About Branch Fields



Code

A code for the Branch, this field must be 2 characters.

Name

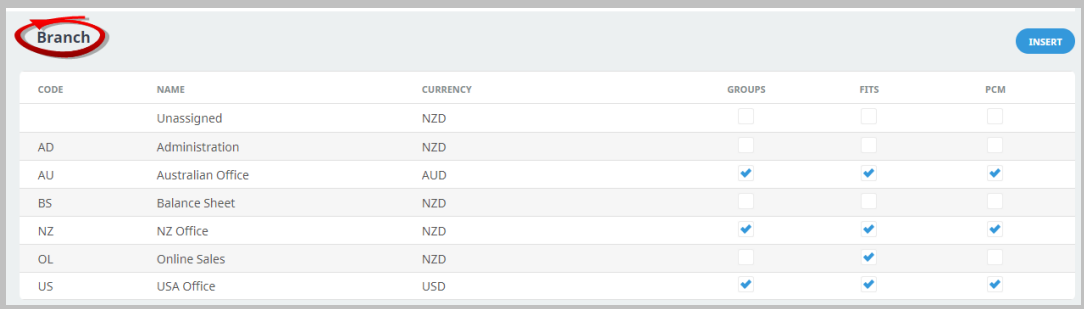
A descriptive field for the Branch, this field can be up to 30 characters.

Booking Branch Availability

- **Available to Groups** - If the branch is to be available in the Group Bookings application as a valid Booking Reference Branch, then check this box. Otherwise leave unchecked.
- **Available to FITs** - If the branch is to be available in the FITs application as a valid Booking Branch, then check this box. Otherwise leave unchecked.
- **Available to PCMs** - If the branch is to be available in the PCM Quotes, PCM Packages applications as a valid Branch, then check this box. Otherwise leave unchecked.

NOTE: Being able to selectively allow a branch code to be used for either Groups, FITs, PCMs or all, means that the likelihood of an incorrect branch being used in bookings is minimised.

In the list of completed branch code screen below, the Online Sales Branch has been flagged as not being available for Group Bookings (i.e., Groups checkbox is unchecked). This means that when a consultant in Group bookings is choosing the Branch Code to apply as the first part of the Booking Reference, the branch OL will not display on the list of available branches.



CODE	NAME	CURRENCY	GROUPS	FITS	PCM
	Unassigned	NZD			
AD	Administration	NZD			
AU	Australian Office	AUD	✔	✔	✔
BS	Balance Sheet	NZD			
NZ	NZ Office	NZD	✔	✔	✔
OL	Online Sales	NZD		✔	
US	USA Office	USD	✔	✔	✔

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Department

The Department code makes up the second two characters of the Booking Reference number.

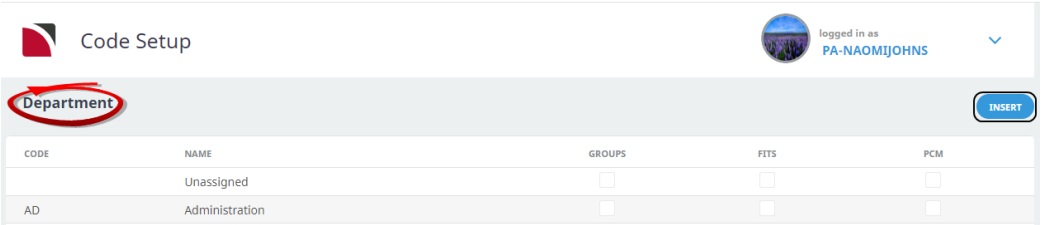
Branch and Department codes, together with a system generated number make up the Booking Reference for FIT and Group bookings. PCMs can have a Department defined for costing purposes however the Department does not make up the PCM Reference.

The Code field cannot be changed. Departments cannot be deleted if they have been used in Bookings, PCMs, G.L. Account Setup, Commission/Discount structures, External Selling Price records, Debtor or Creditor transactions or G.L. Journal transactions, Debtors Receipt Types, Creditor Payment Types, Debtor Currencies, Creditor Currencies, and Bank Reconciliation Setup.

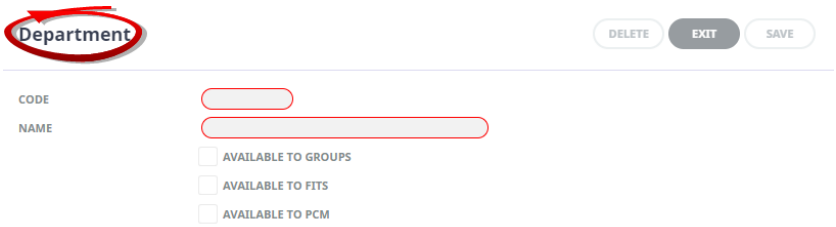
Create Department Codes

1. From the Code Setup menu, select **Financials > Department**.

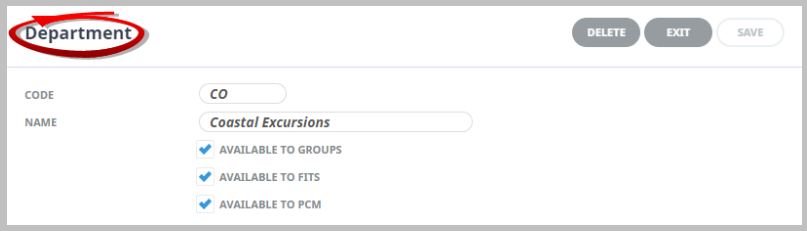
2. On the **Department** list screen, if the department that you want is not already in the list, click **Insert**.



3. On the blank **Department** screen, enter a 2 character *Code* and a *Name* (mandatory), and check the relevant check boxes to make the department available for FIT and/or Group bookings.



This example shows typical data for setting up a Coastal Excursions Department:

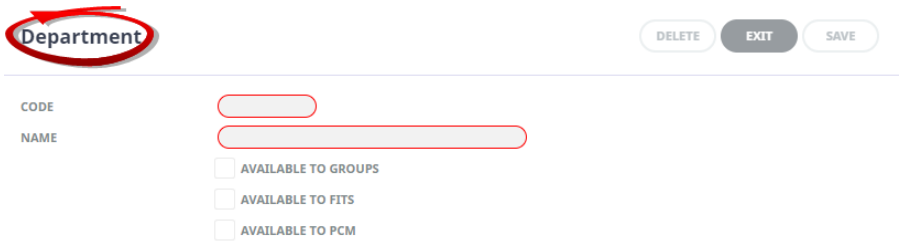


4. Review the **completed screen**.

5. Click **Save** to keep the changes.

6. Click **Exit** to discard any changes.
   NOTE: You might have to click **Exit** again to close the Department insert screen.

About Department Fields



Code

A 2 character code for the Department, this field must be 2 characters.

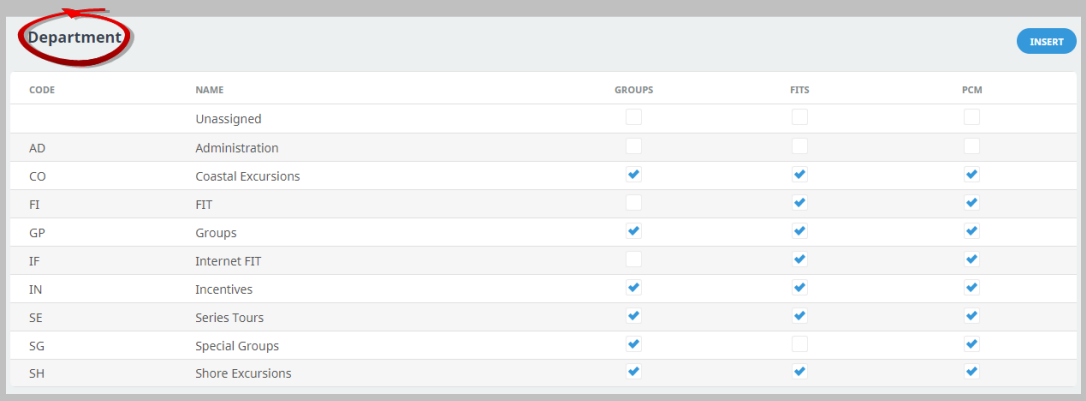
Name

A descriptive field to describe the Department, this field can be up to 30 characters.

Booking Department Availability

- **Available to Groups** - If the Department is to be available in the Group Bookings application as a valid Booking Department, then check this box. Otherwise leave unchecked.
- **Available to FITs** - If the Department is to be available in the FIT Bookings application as a valid Booking Department, then check this box. Otherwise leave unchecked.
- **Available to PCMs** - If the Department is to be available in the PCM Quotes, PCM Packages applications as a valid Department, then check this box. Otherwise leave unchecked.

Select Available to Groups, Available to FITs and Available to PCMs if the department can be used in all applications.
In the example shown, the FIT Department has been flagged as not being available for Group Bookings. This means that when a consultant in Group Bookings is choosing the Department Code to apply as the second part of the Booking Reference, the Department FIT will not display on the list of available departments.



CODE	NAME	GROUPS	FITS	PCM
	Unassigned			
AD	Administration			
CO	Coastal Excursions	✔	✔	✔
FI	FIT		✔	✔
GP	Groups	✔	✔	✔
IF	Internet FIT		✔	✔
IN	Incentives	✔	✔	✔
SE	Series Tours	✔	✔	✔
SG	Special Groups	✔		✔
SH	Shore Excursions	✔	✔	✔

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Calendar

It is necessary to define the Accounting Calendar with the number of accounting periods in each accounting year before any Bookings, Agents or Suppliers and accounting transactions can be entered into Tourplan NX.

The Bookings modules (FITs and Groups) allow production of Invoices to agents. The invoice generation program needs to know the accounting period the invoice is being raised in, the period the revenue is to post to, the period the revenue is to age to and the period of the date entered. For this reason, the calendar must be set up as a pre-requisite to any use of the system—whether full accounting is being used or not.

The basis of the calendar is the user company's accounting financial year. The majority of companies account each month; i.e., 12 one month periods in each financial year.

The calendar periods are in the form YYYYNN where YYYY is the Financial Year (e.g. 2024), and NN is the accounting period in that year (e.g. 01). 01 does not refer to the month of January, unless the financial year is the same as the calendar year. Taking the year 2024 as an example, the following are the period numbers and dates for the three most common financial years:

Period	01 Jan - 31 Dec Financial Year		01 Apr - 31 Mar Financial Year		01 Jul - 30 Jun Financial Year	
201901	01-Jan-24	31-Jan-24	01-Apr-23	31-Apr-23	01-Jul-23	31-Jul-23
201902	01-Feb-24	31-Feb-24	01-May-23	31-May-23	01-Aug-23	31-Aug-23
201903	01-Mar-24	31-Mar-24	01-Jun-23	01-Jun-23	01-Sep-23	31-Sep-23
201904	01-Apr-24	31-Apr-24	01-Jul-23	31-Jul-23	01-Oct-23	31-Oct-23
201905	01-May-24	31-May-24	01-Aug-23	31-Aug-23	01-Nov-23	31-Nov-23
201906	01-Jun-24	31-Jun-24	01-Sep-23	31-Sep-23	01-Dec-23	31-Dec-23
201907	01-Jul-24	31-Jul-24	01-Oct-23	31-Oct-23	01-Jan-24	31-Jan-24
201908	01-Aug-24	31-Aug-24	01-Nov-23	31-Nov-23	01-Feb-24	31-Feb-24
201909	01-Sep-24	31-Sep-24	01-Dec-23	31-Dec-23	01-Mar-24	31-Mar-24
201910	01-Oct-24	31-Oct-24	01-Jan-24	31-Jan-24	01-Apr-24	31-Apr-24
201911	01-Nov-24	31-Nov-24	01-Feb-24	31-Feb-24	01-May-24	31-May-24
201912	01-Dec-24	31-Dec-24	01-Mar-24	31-Mar-24	01-Jun-24	31-Jun-24
201913						
201914						
201915						

Where a Financial Year spans a calendar year, then it is normal that the Tourplan NX Calendar Year be named the year of the Financial Period *end.* The cells that are shaded green in the columns 01-Apr - 31 Mar and 01-Jun - 30 Jul reflect that the financial year begins in the 2023 calendar year and ends in the 2024 calendar year.

Up to 15 Calendar Periods per year may be specified, but this should only be done on the advice of Tourplan Support. This facility enables a user company to change their balance date.

It is not uncommon for some companies to have their accounting periods in line with Airline accounting periods which generally consist of 13 four weekly periods, rather than 12 calendar month periods.

The calendar in this example system actually commences with the 2010 financial year which begins on 01 Jul 2009. The calendar periods currently terminate at the end of the 2030 financial year on 30 Jun 2030. Periods can be viewed a financial year at a time.

Code Setup

logged in as
PA-DAN MARTIN

Calendar

ACCOUNTING YEAR	START DATE	END DATE	NO. OF PERIODS
2010	01-Jul-2009	30-Jun-2010	12
2011	01-Jul-2010	30-Jun-2011	12
2012	01-Jul-2011	30-Jun-2012	12
2013	01-Jul-2012	30-Jun-2013	12
2014	01-Jul-2013	30-Jun-2014	12
2015	01-Jul-2014	30-Jun-2015	12
2016	01-Jul-2015	30-Jun-2016	12
2017	01-Jul-2016	30-Jun-2017	12
2018	01-Jul-2017	30-Jun-2018	12
2019	01-Jul-2018	30-Jun-2019	12
2020	01-Jul-2019	30-Jun-2020	12
2021	01-Jul-2020	30-Jun-2021	12
2022	01-Jul-2021	30-Jun-2022	12
2023	01-Jul-2022	30-Jun-2023	12
2024	01-Jul-2023	30-Jun-2024	12
2025	01-Jul-2024	30-Jun-2025	12
2026	01-Jul-2025	30-Jun-2026	12
2027	01-Jul-2026	30-Jun-2027	12
2028	01-Jul-2027	30-Jun-2028	12
2029	01-Jul-2028	30-Jun-2029	12
2030	01-Jul-2029	30-Jun-2030	12

The column headings at the top of the scroll are the only column headings available in this screen.

The calendar periods will need to be updated from time to time. During the initial system setup, only 3 - 5 years of calendar are set up, so regular updating of the calendar is required. If the calendar is not updated, financial transactions will not be able to be saved into accounting periods that do not exist in the system. An error message to that effect will display.

- Start Dates cannot be modified. Changing an End Date will adjust the Start Date of the next period.
- Changing Calendar Dates can have a significant impact on the validity of the financial transactions in a Tourplan system. The Transaction Date, Age period and Posting period on existing transactions have been calculated based on the dates attached to the Calendar period records. These dates and postings will be in incorrect periods if changes are made. Consult the local Tourplan support office if any type of change is needed for calendar periods.

NOTE: Individual periods within a year cannot be deleted. Selecting a period within a financial year and clicking the delete button will delete all periods for that financial year.

Entering on the calendar year will display the calendar periods.

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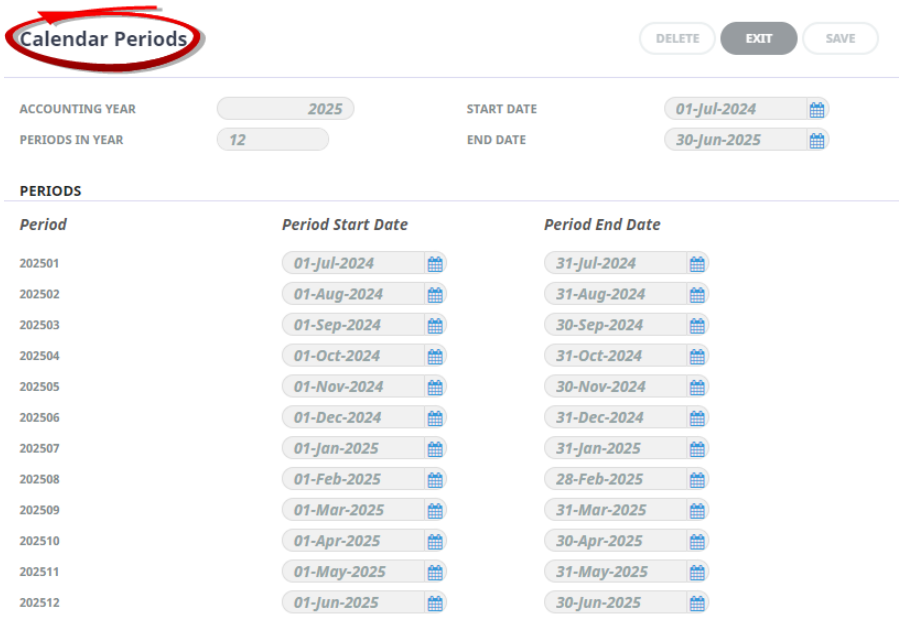
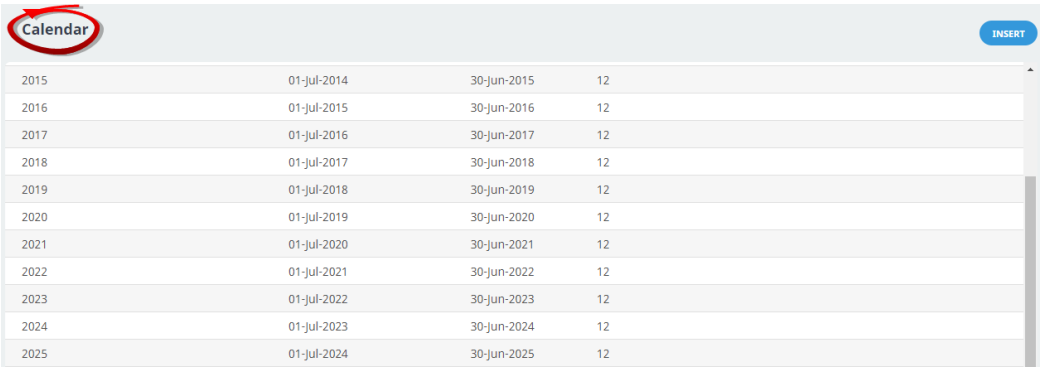
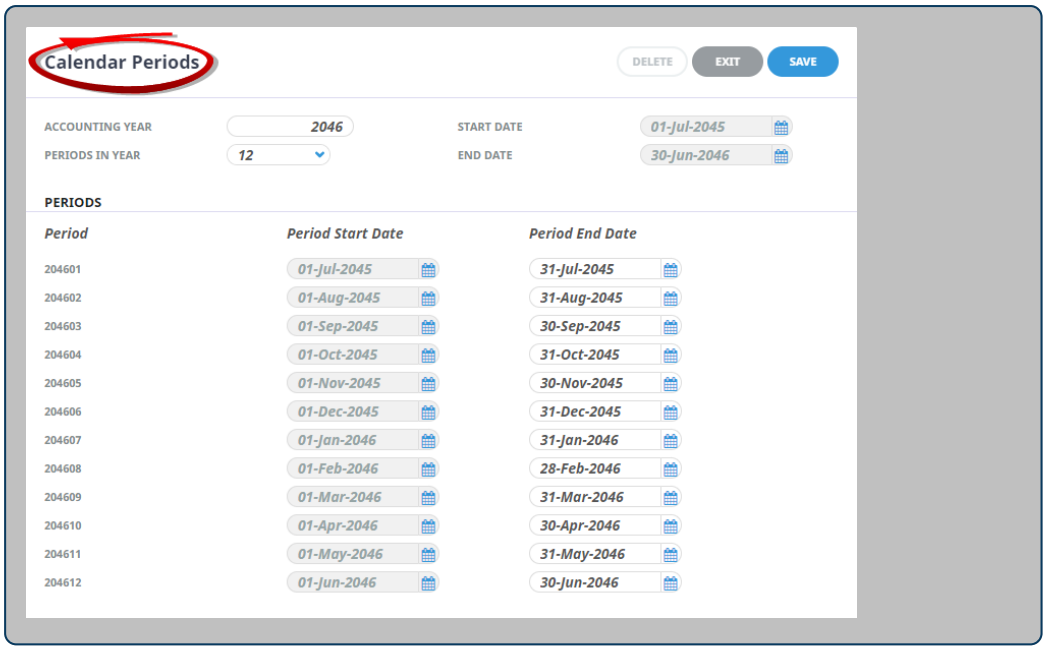


Create Calendar Periods

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Financials > Calendar**.
3. On the **Calendar list** screen, if the Accounting Year that you want is not already in the list, click **Insert**.

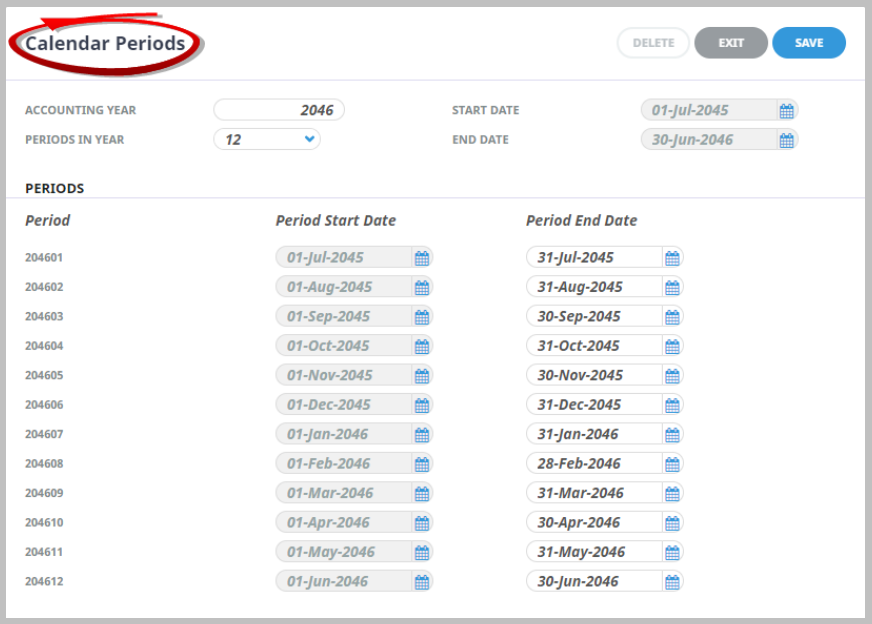


4. On the **Calendar Periods** screen, the accounting year, periods in year will default from the previous calendar period, review the *Accounting Year*, and *Periods In Year* fields to ensure they have populated correctly.



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

In this example the next Financial Year to be added into this system is 2046



About Calendar Period Fields

The system will default these fields based on the previous calendar period. The fields can be overridden if required, otherwise check the completed screen and proceed to enter additional calendar periods.

Accounting Year

If inserting calendar periods for the very first time, the Accounting Period year will need to be entered. If updating the system to include a new Accounting Year, the system will automatically default from the previous Accounting Period.

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Periods in a Year

If inserting calendar periods for the very first time, the number of accounting periods in the financial year will need to be selected. If updating the system to include a new Accounting Year, the system will automatically default from the previous Accounting Period.

Start Date and End Date

These fields will default from the previous year.

- **Period** - review or enter the next year to be entered into this field. This field is a 4 digit numerical field.
- **Period Start Date** - provided the year entered in the Period Year field is the next consecutive year, the start date will automatically default to the last saved period plus one day—i.e., 01 Jul 2030. This field cannot be amended
- **Period End Date** - clicking in the End Date field for the first period in this financial year (203101), will default the last day of the month (July 2031). This enables the end date to be changed if required. If no change is needed, simply click the save button.

General Ledger Analysis Codes

NOTE: The Financial menu nodes display on the Code Setup menu as 'General Ledger Analysis unless they have been labelled in Code Setup > INI Settings > "System" on page 27

There are two steps to the setup of an analysis field:

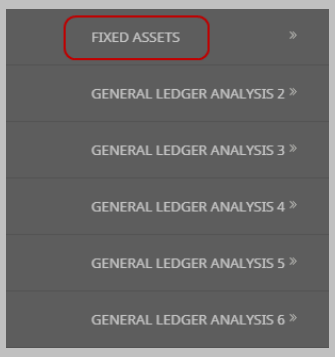
- first the General Ledger Analysis field heading must first exist (in INI Settings). This task may have been completed, and the procedure in this topic will show users how to insert new data into these fields
- second the definition of data (selectable options) must be configured in Code Setup.

INI Setting: GLANALYSIS1-6 (6 Fields) (All Users)

Labels for the six General Ledger Analysis fields. Once set, these field labels are available in Code Setup > Financials for the definition of data in the General Ledger analysis tables. This data is then able to be set against the General Ledger.

With a large number of analysis codes being available through the Tourplan system, advice should be sought from the local Tourplan office on possible coding that will meet individual companies' reporting requirements.

In this example, General Ledger 1 has been labelled Fixed Assets.



The General Ledger Analysis Fields could be used to categorise your accounts seen in different cashflow activities such as Operating, Financing & Investing.

Alternatively GL Analysis Fields could be used to create a report with Financial ratios and could be classified in Current/Fixed Assets, or Current/Long Term Liabilities as an example.

Using analysis codes in General Ledger enables reporting to be selectively based on each analysis field. The analysis codes can be used in a wide variety of standard accounting reports to categorise accounts as well as in Excel based analysis reports.

Another advantage could be if user organisations are using the discount commission matrix. The analysis field can be used to distinguish a group of agents, and the matrix could apply a discount or markup.

Create General Ledger Analysis Codes

The following procedure uses Agent Analysis 1-6, however users may have different agent analysis field headings based on organisational requirements of this field.

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Financials > Analysis 1 to 6**.
3. On the **Analysis 1** (Fixed Assets) screen, if the code that you want is not already in the list, click **Insert**.

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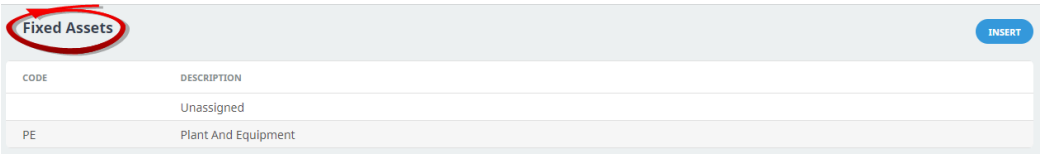
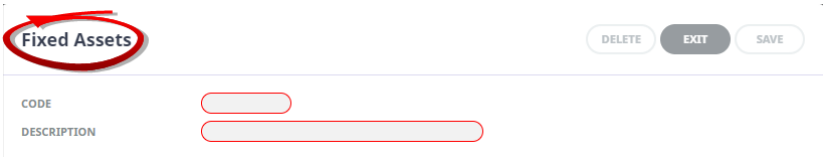
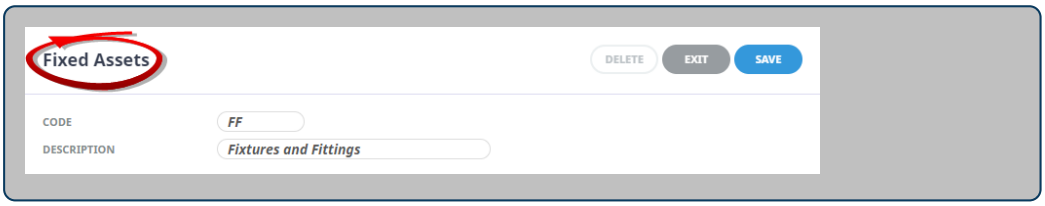
This is an example list, it is not a requirement to insert Fixed Assets as Analysis 1 with the codes below noted.



4. On the **Analysis 1** (Fixed Assets) screen, enter a *Code* for the Analysis Code and a *Description*.



5. Review the **completed screen**.

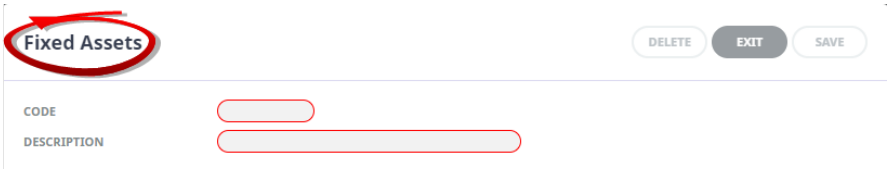


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Analysis Code - continue adding Analysis Codes or click **Exit** to close the screen.

About General Ledger Analysis Fields



Code

A 2 character code for the Analysis code

Description

A descriptive field for the Analysis code description, this field can be up to 40 characters.

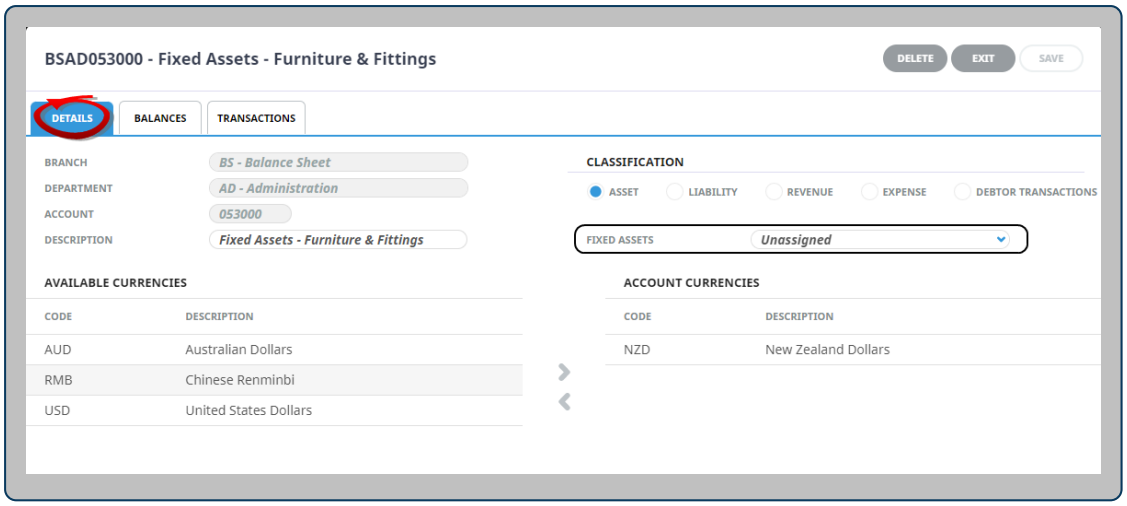
Where to attach General Ledger Analysis Codes

When the procedure above has been completed, a list of General Ledger Analysis codes will appear in the General Ledger Analysis fields. Users will be able to attach codes to the applicable Ledger.

Example on where to Attach General Ledger Analayis Codes to the Account.

The option to attach the previously defined Analysis Codes from the proceedures above to your Agents will now be available.

When A General Ledger record is open, select the **Details Tab.** The General Ledger Analysis fields are in the top section of the screen. Select the required **Analysis Codes** from the drop-downs.



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CHAPTER 10

Messaging

This top section of the Messaging Menu Node details the setting up of codes required for the messaging sub system to work. Settings such as contact types, note types and message types are all necessary for operating messaging functions from Tourplan.

Some User Companies may require messages to output in multiple languages, words or phrases can be translated here via the Language Translation application.

The last menu node is Message Definitions. This is where message templates are created/maintained and stored. When a Message Definition is uploaded into "Message Definitions" on page 239 (Code Setup > Message Definitions), the message templates will become selectable message options to produce/send from Bookings.

In this chapter ...

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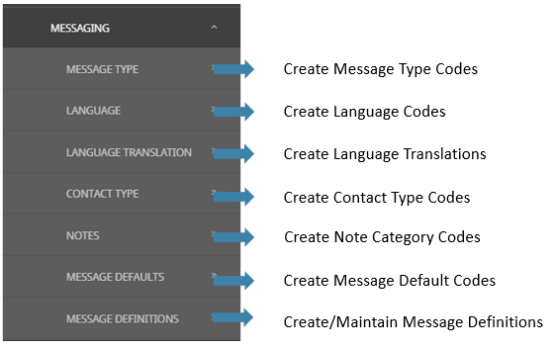
Language Translation 222
Contact Types 226
Notes 227
Message Defaults 233
Message Definitions 239

Messaging Procedures Included In This Chapter

The Messaging menu is divided into 7 sections. Each menu selection below provides further detail to be applied system-wide dependant on the settings selected within the procedures. The available procedures in each menu section will be discussed separately, and proedures covered in this chapter include:



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Message Types

Message types (or more correctly Message Line Types) allow the body of a message to display/print different detail depending on the type of service. Layout and formatting of generated messages from bookings relies on two things:

1. The message type formatting set up in the message templates.
2. The message type defined within the product so that the message produces the correct format when the message is generated. More on this step is provided in the Product User Manual in Set Message Defaults

The text in this example Agent Confirmation message has three Message Line Types.

There are three types of service in this reproduced portion of the message:

- Rental Car
- Accommodation
- Sightseeing

Each of these services have different requirements for information to show in the message.

- **Rental Car** - shows the number of adults/children, the service booked, the number of days, the pick up and drop off dates, times, and locations. This message type has also been coded to show the status of the service.
- **Accommodation** - shows the number of adults/children, the service booked, the number of rooms and room type, the number of nights, and the in and out dates. This message type has also been coded to show the status of the service.
- **Sightseeing** - shows the number of adults/children, the service booked and the day the service is booked for and again this message type has been coded to show the status of the service.

Message Line Types allow the information to output per service, as well as the layout of information and can be controlled by having a separate line style by common types of service.

Minimal Message Types

A common misconception is that it is necessary to have a Message Line Type for every different Service Code that has been set up. This is not so. In reality, there are only 4 or 5 different types of service information that require a Message Line Type:

- Accommodation service message line type - this needs to specify in/out dates, room types, service description etc.
- A Single Date service message line type - this can encompass transfers, meals, sightseeing, flights etc. and needs to specify the service date, the service type, the service description, pick-up and drop off details etc.
- A Double Date (Non-accommodation) service message line type - could include rental vehicles, extended touring etc. where the details need to include the service start date, the service end date, the service type, the service description, pick-up and drop-off details etc.
- A Generic message line type based on the single date type which can be used for all other services that don't fall into the category of the first three.

NOTE: In some instances a Blank Message Line Type may also be needed.

For example, these message types have been created showing minimal message types.

Message Type

INSERT

CODE	DESCRIPTION
	Unassigned
AC	Accommodation
CF	Cancellation Fee
FE	Surcharge Fee
IT	Itinerary Text
PK	Package
SD	Single Date
TD	Two Dates - From/To

Message Type per Service Type

An alternative solution is to have a Message Line Type for every different Service Type that has been created. Organisations may decide to set up message types to match service types, for example AC service type has an AC message type. There is no right or wrong way of setting up message types, but having a message line type for each service code can mean that message template maintenance can be time consuming.

For example, these message types have been created showing setup mirroring the service type codes.

Message Type

INSERT

CODE	DESCRIPTION
	Unassigned
AC	Accommodation
AV	Activities
CF	Cancellation Fee
CR	Cruises
EF	Entrances / Attractions
FE	Surcharge Fee
FL	Flights
GD	Guides
GT	Group Tour
IT	Itinerary Text
ME	Meals and Beverage
MG	Meet and Greet
PF	Park Fee / Permit
PK	Package
RC	Rental Cars
RL	Rail
SD	Single Date
SS	Sightseeing / Day Tours
SU	Sundry
TD	Two Dates - From / To
TF	Transfers

Defaulting Message Line Types to Products

When a Product is created, the applicable Message Line Type (Message Default) can be selected for attachment to the service in the product database service Message Defaults screen. This means that when a message is output, Tourplan selects the message line type which is attached to the product service and outputs the service detail in the format specified in that line type. Further information on inserting message types to product is available in the Product User Manual Set Message Defaults.

Auto Messaging

There is an additional step that can link the message type to a service type in message defaults. This is used in conjunction with Auto Messaging and allows the system to automatically change and update service statuses and output messages for given actions. Further detail is discussed here in the System Setup User Manual.

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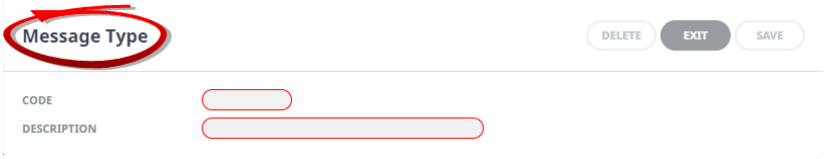
Create Message Types

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Message Types**.
3. On the **Message Type** screen, if the Message Type code that you want is not already in the list, click **Insert**.

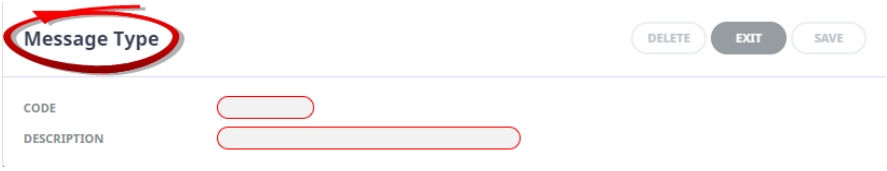
4. On the blank **Message Type** screen, enter a 2-character *Code* and a *Description* .



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Message Type - continue adding Message Type codes or click **Exit** to close the screen.

About Message Type Fields



Code

This is a 2 character field used for the Message Type code.

Description

A descriptive field to describe the Message Type. This field allows up to 40 characters.

Language Codes

Tourplan NX is able to output messages and itineraries in different languages. For messages, the Language code is attached to the message header, so the complete message is written and output is based on that Language code. For some itineraries, a Language code attached to each Itinerary Segment identifies which segments are to be used when an itinerary is output.

> Although the term "Language" implies the system has foreign Language Translation capabilities, this is not the case. Itinerary Segments can be written in different Languages and a translation table can be set up, entering standard system output terms such as days of the week, months of the year etc. — can be stored in the foreign languages being used. Words or phrases can be inserted into Language Translations and an itinerary message format can be set up (with the standard text being in the foreign language). When outputting an itinerary, it will be a case of selecting the itinerary message format of the language that is to be output, or letting the system choose, based on the language code attached to the agent. Itinerary Message

The language code can also be used to separate different styles of itinerary—e.g., a short format itinerary that for example, may accompany quotations, and a long format itinerary which may be used for bookings.

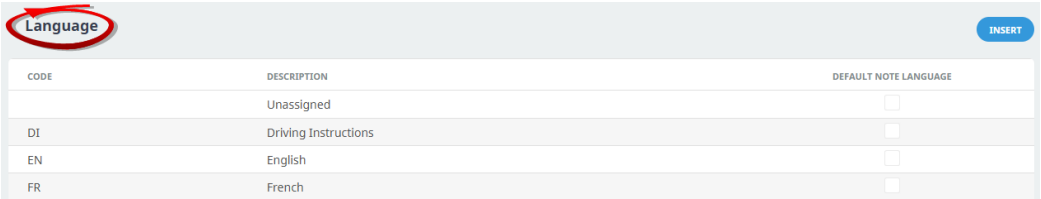
NOTE: Itinerary segments may not be used by all organisations; instead companies may decide to use supplier notes or product notes in place of itinerary segments.

> Multiple language translations can be applied to itinerary segments, supplier and product notes. If Multi Language Notes are used in your organisations system, a Default Note Language will need to be defined here.

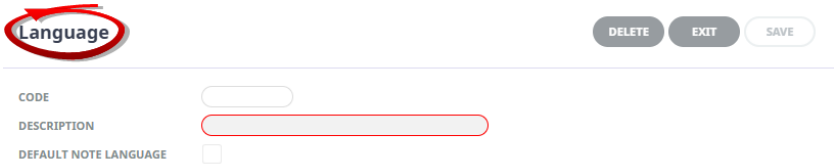
The following procedure shows users how to create Language codes for the different languages which may be necessary.

Create Language Codes

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Language**.
3. On the **Language** screen, if the Language Code that you want is not already in the list, click **Insert**.



4. On the blank **Language** screen, enter a 2-character *Code* and a *Description*.



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

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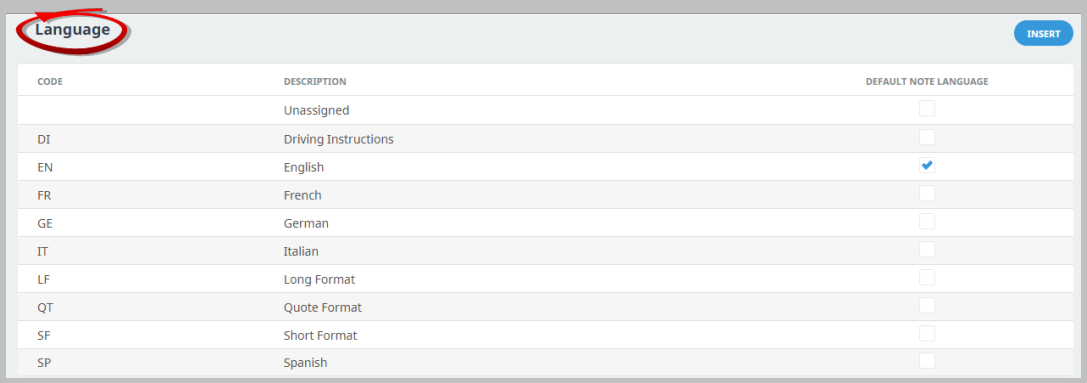
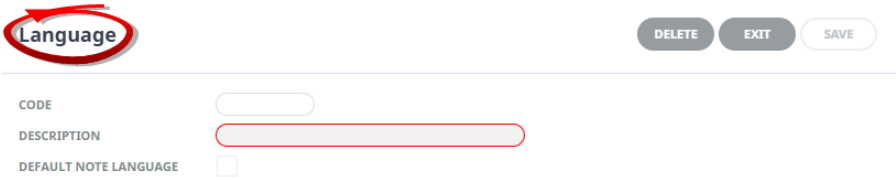
NOTE: After clicking **Save**, the screen clears, ready for another Language - continue adding Language codes or click **Exit** to close the screen.

On initial entry to the Language node, any existing records will display. This example uses a mixture of languages, and has used long and short formatting for different text variations to display when itinerary segments are used.



CODE	DESCRIPTION	DEFAULT NOTE LANGUAGE
	Unassigned	
DI	Driving Instructions	
EN	English	✔
FR	French	
GE	German	
IT	Italian	
LF	Long Format	
QT	Quote Format	
SF	Short Format	
SP	Spanish	

About Language Code Fields



Code

A 2 character code is required for the Language code.

Description

A descriptive field used to describe the Language code. This field can be up to 20 characters.

Default Note Language

A checkbox used to assign a default language when multi language notes are used. Only one language can have the default language checkbox ticked.

NOTE: The multi language notes feature works when a default language is set. If no language is marked as the default, the multi-language notes feature will be considered inactive or disabled.

Language Translation

The Language Translations table allows text entries to be substituted in messages and text translated to a different language.

> Only text and values which are being substituted are translated. Message body text is not scanned for translation - i.e., text that is hard coded into a message template is not translated. Only text generated using a message substitution code which has language translation text inserted as a language translation will translate on a generated message.

Foreign Language Substitution Example

Foreign Language Substitution Example. Only the values returned for the substitution codes (inside the <> brackets) will be translated. Any component of these values can also be translated. For example, if a Service Extra has been defined as "Cooked Breakfast" - and the extra description is being output in the message, then translations for the English words Cooked Breakfast can be set up in the Language Translation table and the system will translate on message output. If the sentence reads:

Your stay has been reserved at the <sn>, in <optn> category, for <qty2> <scu>.
Extras Included - <ex:1> <ex:2> <ex:3> <ex:4> <ex:5>
From <pud> to <dpd>

Cooked Breakfast	FR	Déjeuner cuit	Language
Cooked Breakfast	GE	Gekochtes Frühstück	Language
Cooked Breakfast	IT	Prima colazione cucinata	Language
Cooked Breakfast	SP	Desayuno cocinado	Language

When the message is output in a valid foreign language (valid being determined by a Language Code having been set up and the translations having been entered into the Foreign Language Translations table). The Cooked Breakfast is included in the service as Extra 1, and if a translation exists it will be translated. In this example, Cooked Breakfast has been entered into the Language Translation for French, German, Italian and Spanish so Cooked Breakfast would be substituted for the language translation text.

Hard Coded Example

If however the sentence read as follows:

Your stay has been reserved at the <sn>, in <optn> category, for <qty2> <scu> and includes Cooked Breakfast.
From <pud> to <dpd>.

Then the words 'and includes Cooked Breakfast' would not be translated because they are in the body of text (hard coded into the message), and not output via a substitution code.

The translation of dates and portions of a date can also be performed. Depending on the user's local Windows settings and whether or not short or long date formats are being used, the alpha values in a date can be translated. This means that the following should be set up in the translation table to cover both long and short date eventualities:

- Days of the week– long format: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
- Days of the week–short format: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- Months of the year– long format: January, February, March, April, May, June, July, August, September, October, November, December.
- Months of the year–short format: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec.

Other fields which can have data that could be translated are:

- Service First Charge Unit/Second Charge Unit descriptions - e.g. Room/Night; Person/Visit etc.
- Service Class/Service Locality descriptions - e.g. 3 Star/Downtown etc.

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- Option Description - e.g., Run of House etc.
- Extra Descriptions - e.g., American Breakfast, Porterage.
- Room Type Descriptions - e.g., Single, Twin, Double, Triple, Quad, Other.
- Pax Descriptions - e.g., Adult/Adults, Children, Infants.
- Booking/Service Statuses - e.g., Confirmed, On Request, Off Allotment etc.

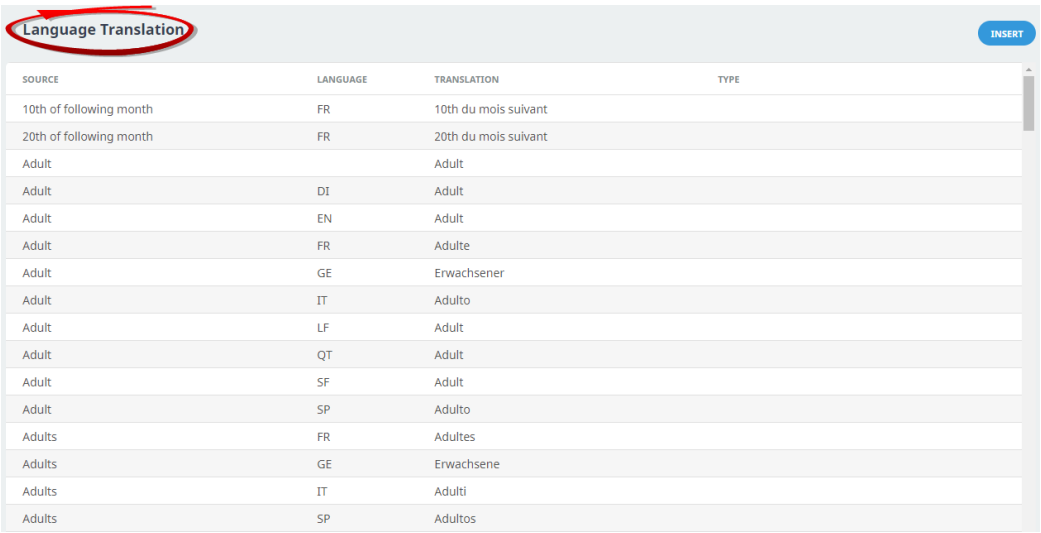
This is not an exhaustive list, but gives an idea of the types of translations that can be made.

Create Language Translations

1. From the Home menu, select **Home > System > Code Setup**.

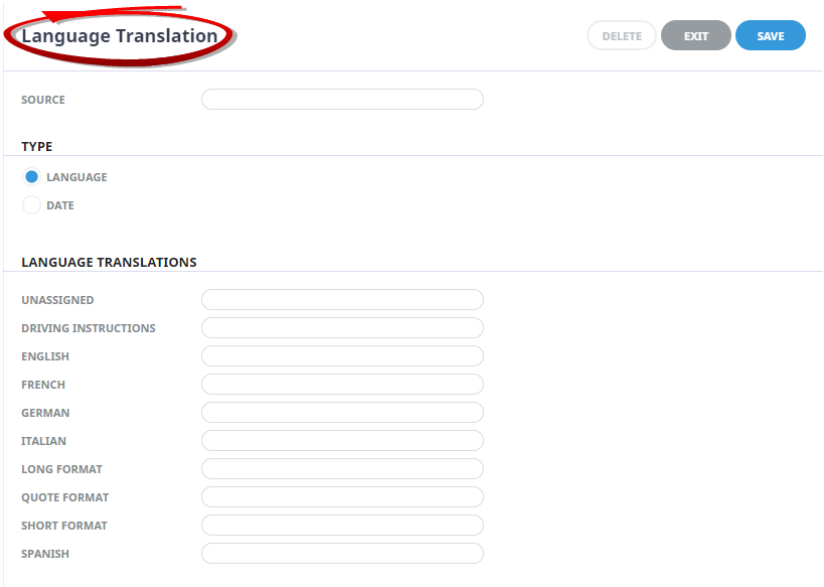
2. From the Code Setup menu, select **Messaging > Language Translations**.

3. On the **Language Translation** screen, if the Language Translation that you want is not already in the list, click **Insert**.

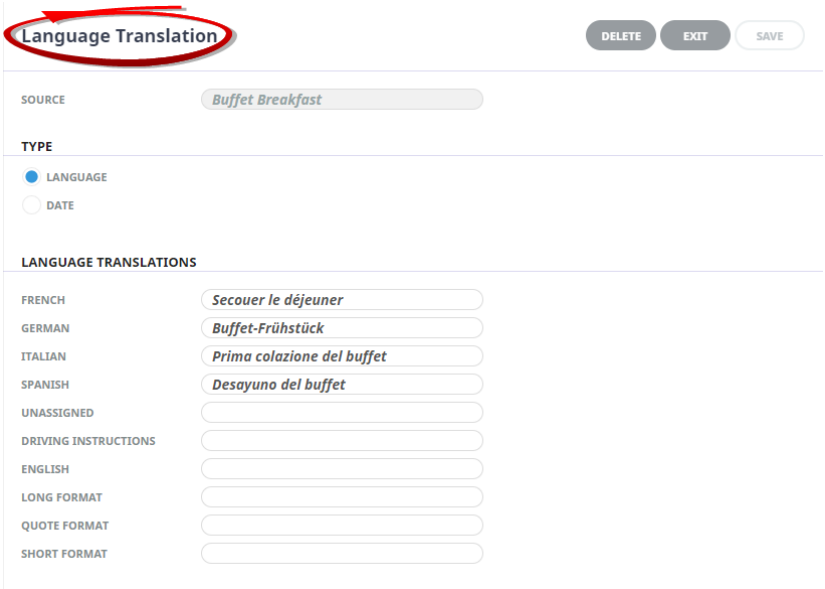


SOURCE	LANGUAGE	TRANSLATION	TYPE
10th of following month	FR	10th du mois suivant	
20th of following month	FR	20th du mois suivant	
Adult		Adult	
Adult	DI	Adult	
Adult	EN	Adult	
Adult	FR	Adulte	
Adult	GE	Erwachsener	
Adult	IT	Adulto	
Adult	LF	Adult	
Adult	QT	Adult	
Adult	SF	Adult	
Adult	SP	Adulto	
Adults	FR	Adultes	
Adults	GE	Erwachsene	
Adults	IT	Adulti	
Adults	SP	Adultos	

4. On the blank **Language Translation** screen, enter a *Source* and select if this is a language or a date format translation. In the Language Translations section, enter the *Translation Text* into the required language field.



5. Review the **completed screen**.

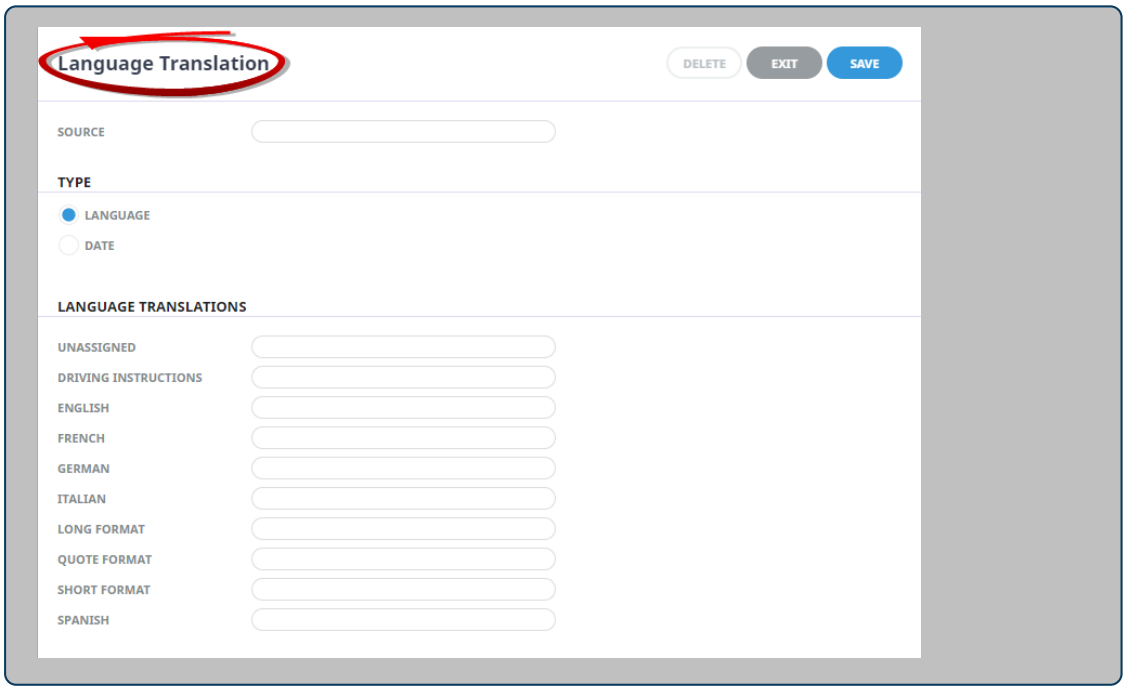


6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Language translation entry - continue adding Language translation codes or click **Exit** to close the screen.

About Language Translation Fields



Source

The source field is the word or phrase to be translated, this field can be up to 120 characters.

NOTE: With the exception of some date detail, the Source will probably be in English, regardless of the Windows local setting. If (e.g.) the system base language is French and accommodation charge units have been set up as per Room per Night, then the translation will be from Room to Chambre, Night to Nuit (English to French) rather than French to English.

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Type

The default check box selected for this field is language. Any components of a date field (Date) must be set as a Date Type. This means that if the date format in the message is set to be (e.g.) Windows date format "dddd, d MMMM yyyy", which would be output as (e.g.) Wednesday, 01 June 2016, then the translation for the words "Wednesday" and "June" must also be set as a date

Translation

Translation text for each required language will need to be entered here, this field can be up to 120 characters.

NOTE: Language translation codes must first have been defined. If the language code you require is not listed, refer to "Language Codes" on page 220 to setup the language code. Language translations work in conjunction with message templates and the language that is assigned at the Agent level.

What Message Types Will Translations Work In?

Language Translations will work in the following message types:

- Booking Agent
- Booking Supplier
- PCM Agent
- PCM Supplier

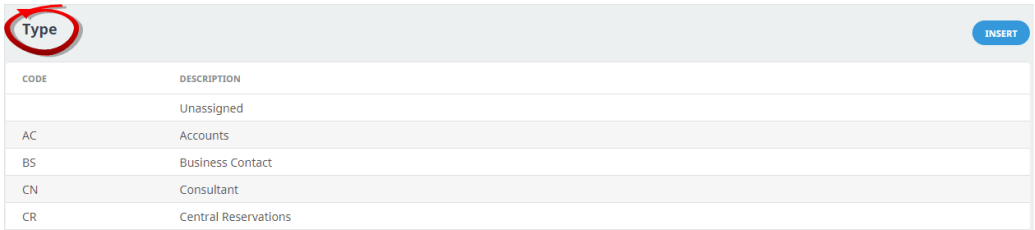
Contact Types

Contact Types allow the separation of contacts (Agent, Supplier and client) by category. A supplier could have different contacts for reservations, accounts, sales etc. An agent may have different consultants as well as accounts, sales, management etc. Contact types can be set up to reflect these requirements and then names and details entered for the different contacts can be inserted within the neccessary application.

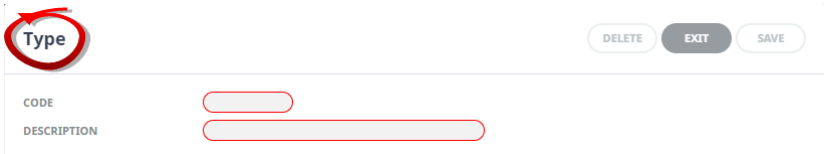
If contact details are attached to the agent or supplier, and the message template is coded correctly, messages can be emailed directly from within bookings. Contact Types also assists with email import functionality allowing imported emails from known Contact Types.

Create Contact Types

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Contact Type**.
3. On the **Contact Type** screen, if the contact type that you want is not already in the list, click **Insert**.

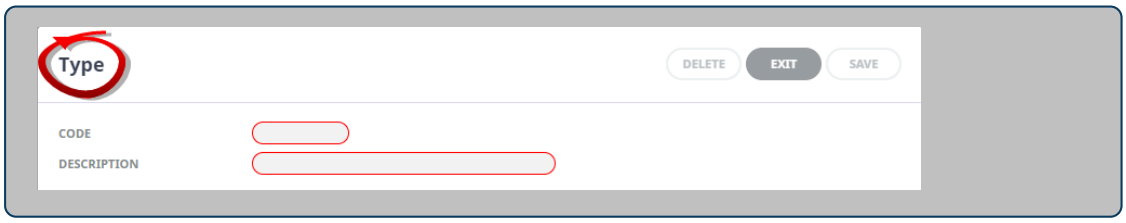


4. On the blank **Contact Type** screen, enter a 2 character *Code* and a *Name*.



5. Review the **completed screen.**
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

About Contact Type Fields



Code

A 2 character code for the Contact Type.

Description

A descriptive field to describe the Contact Type code.

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Notes

The Notes application enables Note Categories to be set up. Note Categories allow different types of note text to be created and attached to bookings and services at various levels. Notes, by category, can be incorporated into agent and supplier messages. There is no limit to the number of Note Categories as multiple note categories can be created per type.

For example, for **product supplier notes**, there could be one note category in which check-in/checkout time detail is stored; another note category for a description of the service; another for a summary of the child policy, and another note category to store images etc.

A Note Category type determines where the note text can be inserted

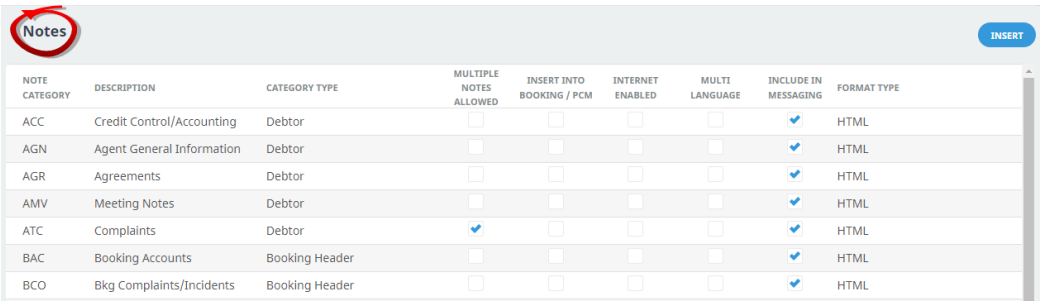
Available note category types are:

Note Category Type	Used For
Booking Header	Booking Header notes can be created at booking header level—i.e., they apply to the booking as opposed to applying to a specific service in a booking which is a booking service line note.
Booking Itinerary	Booking Itinerary notes can be created at booking header level, similar to booking header notes, but they apply to an individual Group Book itinerary.
Booking Service Line	Booking Service Line notes can be created at an individual service level in a booking—i.e., they apply to the service as opposed to applying to the overall booking (Booking Header Note).
Creditor	Creditor notes are created against the Creditor (Supplier) and can be viewed or edited in the creditors application or from the product supplier application.
Debtor	Debtor notes are created against the Debtor (Agent) and can be viewed or edited in the Debtors application. They are also able to be viewed in bookings.
PCM Header	PCM Header notes can be created at PCM header level—i.e., they apply to the PCM as opposed to applying to a specific service in a PCM (PCM service line note).
PCM Service Line	PCM Service Line notes can be created at an individual service level in a PCM—i.e., they apply to the service as opposed to applying to the overall PCM (PCM header note).
Product	Product Notes are able to be created and edited in the product and viewed in product and bookings.
Product Supplier	Supplier Notes are able to be created and viewed in the product database and suppliers and can be viewed in products, suppliers and bookings. Notes created in this category apply to all services in the product database that has the supplier attached.

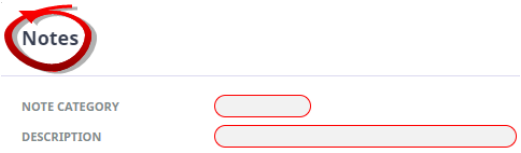
There is no limit to the number of codes that can be set up under each category, but as with most coding in Tourplan NX, some thought should be put into the definitions of note categories, otherwise later maintenance can become a burden - i.e., it may be easier to have a product supplier note covering most aspects of all services that the supplier provides, rather than having product notes set up which, if applying to specific services, would need editing in every service if the note detail had to be changed.

Create Note Categories

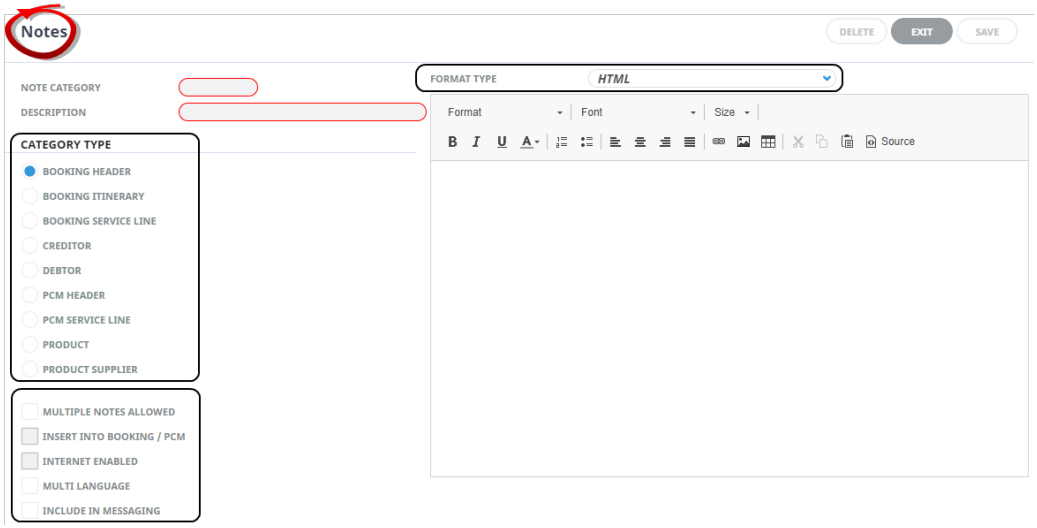
1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Notes**.
3. On the **Notes** screen, if the Note Category that you want is not already in the list, click **Insert**.



4. On the blank **Notes** screen, enter a *Note Category* and *Description*.



5. Keeping with the **Notes** screen, select the *Category Type* and *Format Type*, and check if the note can be *Inserted into a Booking/PCM*, if the note is to be *Internet Enabled*, and if *Multi Language* is to be used.



6. Review the **completed screen**.

7. Click **Save** to keep the changes.

8. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Note Category - continue adding Note Categories or click **Exit** to close the screen.

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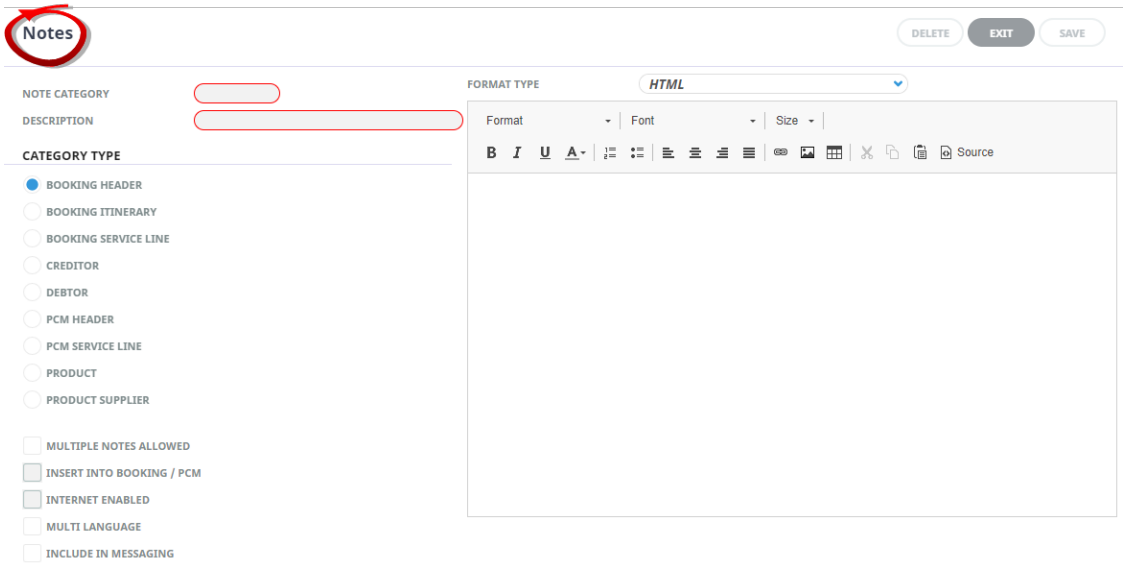
About Note Fields



Note Category

A 3 character field used for the Note Category code.

Description

A descriptive field to describe the Note Category, this field can be up to 30 characters.

Category Type

Only one category type can be selected per Note Category, a full list and description of available note category types is in the table above the procedure to create note categories.

Multiple Notes Allowed

Note categories that have this box checked can have multiple notes created—for example new pages are added to the note each time the note is edited. When the check box is unchecked, any additional notes are appended to the same page as the original.

NOTE: When note categories that allow multiples are to be included in message output, it is not possible to control which page is to be output. Where multiple copies do exist, the last entered/edited note will be output.

Insert Into Booking /PCM

When this check box is selected, any notes attached to a PCM will be copied into the booking when a PCM is inserted or a package PCM is copied into a booking.

Internet Enabled

When this check box is selected, notes attached to suppliers, product and product supplier notes are available to be viewed via the Tourplan webConnect Internet booking system (this check box applies to creditor, product, product/supplier note category selections).

Multi Language

If you are using multiple languages in your system, select this checkbox to allow the note category to have notes in multiple languages entered.

NOTE: When Multi language is checked an addtional *Language* field will default above the dedicated note field.

Include In Messaging

When this setting is checked the note category is assigned as a note which can output text in your documentation when a message is generated.

NOTE: The message substitution code, followed by the note code will need to be inserted within your message definition template. Plese see the Messaging User Manual to learn more about message definitions and substitution codes.

If this setting is not selected the note category will be assigned as an internal note and not have the ability to output on documentation.

Format Type

Two types of text format are available:**Html** - will generate the note including all paragraph and font formatting including bold, italic, underline etc. as well as the importing/pasting of images.**Plain Text** - will generate the note in plain text, stripping any formatting.

Language

If the *Multi Language* checkbox is checked, select the language(s) to be used for this note template.

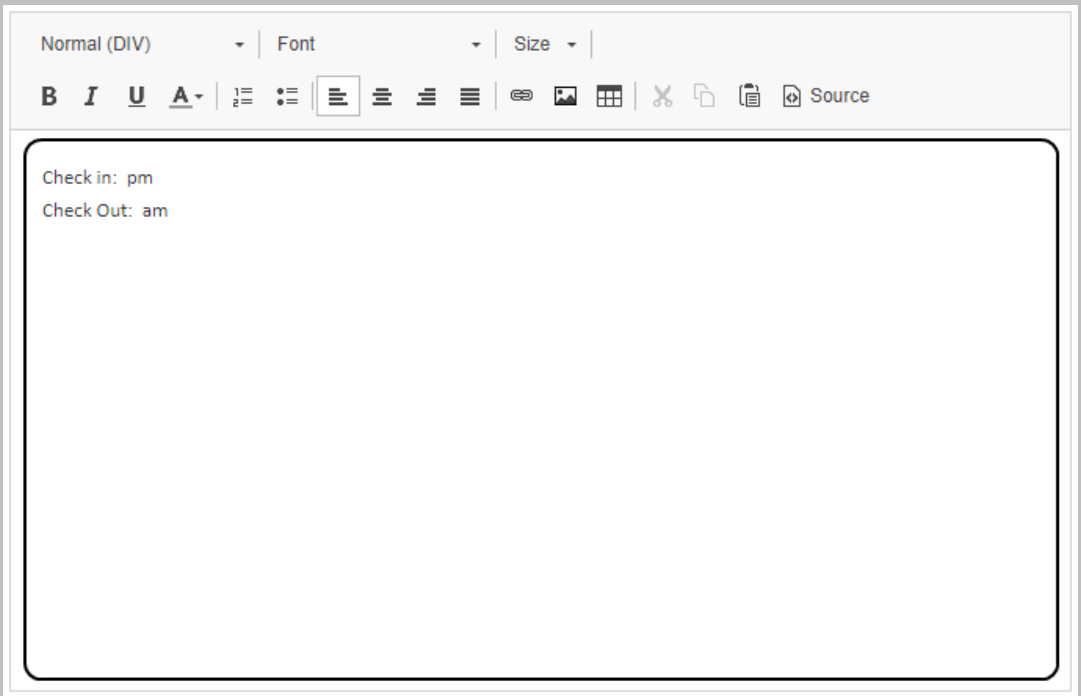
Notes and Language Translations

Information saved within notes cannot use the language translation table to translate text. If notes are used as part of the messaging setup for generating text onto your messages, an added Note Translation must be used for each language. This provides users with the ability to save note information with (already) translated text within the dedicated note field.

Setting the Note as a Template

The note can be made into a template by adding text to the free text format field. A note template will then appear within the note for consistent entry of data.

As an example, the text (Check In: pm Check Out: am) has been inserted into the free text format; when this note category is selected to insert the check in and check out times within the product or product/supplier note, this text will display for users to insert the times. Allowing for consistent formatting of the notes field.



About Template Note Fields

The free text format field is a blank page for the note template information text to be inserted.

The rich text editor section (or body) of the note is a blank page for the note text to be inserted or edited.

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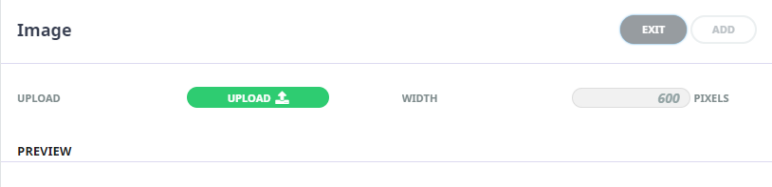
The Editing screen has the following items:

Format type	Format Option Descriptions
Format	Format of the paragraph text. Normal, Headings 1,2,3,4,5, & 6, Formatted, Address,
Font	Font of text (will default from the INI Setting DEFAULTFONT)
Size	Font Size of text (will default from the INI Setting DEFAULTEDITFONTSIZE)
	Style, Font and Font Size. The available styles and fonts are the Windows styles and fonts installed on the computer running Tourplan
B	Bold - highlight the text to be bold faced and click this button
I	Italics - highlight the text to be italic and click this button
U	Underline - highlight the text to underlined and click this button
A	Colour of text – highlight the text to change the colour and click this button
	Numbered bullet points - click this button to create a numbered list
	Bullet points - click this button to create a bulleted list
	Left aligned text - click this button to justify text on the left margin
	Centre aligned text - click this button to centre text between the left and right margins
	Right aligned text - click this button to justify text on the right margin
	Left and Right justified text. Click this button to justify text between the left & right margins
	Insert a URL link – click this button to insert the text you want showing as a hyperlink and insert the required URL
	Upload an image – click this button to upload an image 
	Insert a table – click this button to insert a table
	Cut text (Ctrl+X) highlight text to be cut and click this button

Format type	Format Option Descriptions
	Copy text (Ctrl+C) highlight text to be copied and click this button
	Paste text (Ctrl+V) place the cursor at the point where copied/cut text is to be placed and click this button
Source	Selecting this button will show the text editor in CSS styling source code

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Message Defaults

Message Defaults are used only when Tourplan auto messaging is turned on. Auto messaging controls which message(s) must be sent to suppliers when services have a particular service status attached to them. The process starts when a service is inserted into a booking. The auto messaging settings will determine which message must be sent to the supplier and from that point, what service statuses must be applied to the service in order for the booking process to continue.

NOTE: Auto Messaging places quite strict operational restraints on the booking process. A discussion with the local Tourplan Support Office to discuss implementation is recommended.

Message Defaults are one aspect of the auto messaging set up, and these control:

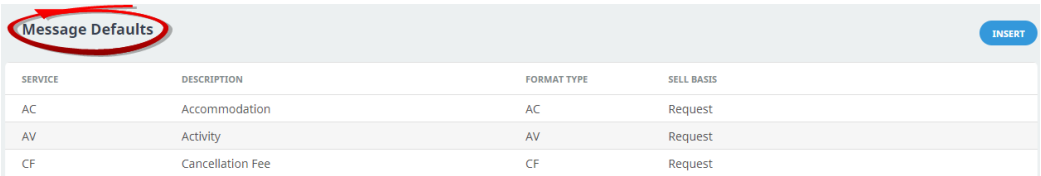
- What the initial sell basis is – request, allocation, free sell etc. and,
- Which service statuses a service will assume in a given set of circumstances and,
- What action constitutes a change that will trigger message sending or a status change

Message Defaults can be set at specific product level (Product Setup > Operation > Message Defaults) or they can be set here to apply to all services with the selected service codes. These settings can then be overridden on a service-by-service basis in the product database.

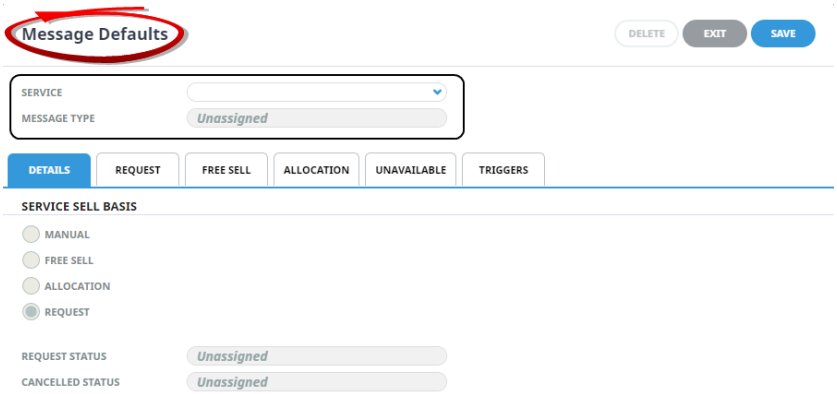
Message Defaults also dictate the message type line format that will be used when the message is output from a booking.

Create Message Defaults

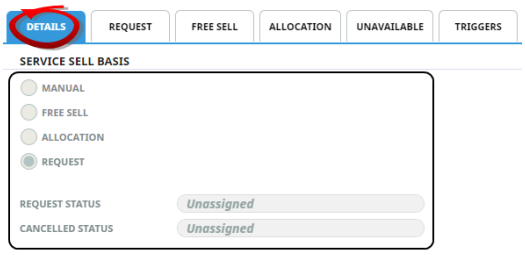
1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Message Defaults**.
3. On the **Message Defaults** screen, if the Message Default that you want is not already in the list, click **Insert**.



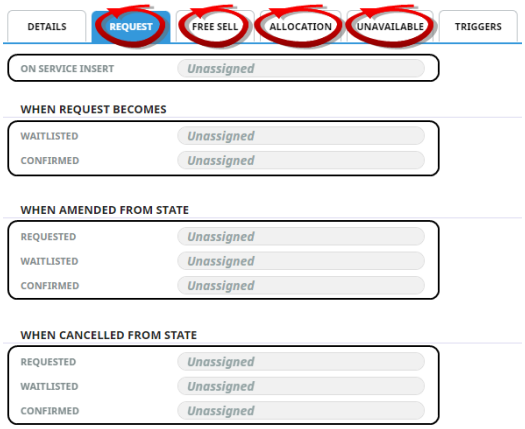
4. On the blank **Message Defaults** screen, select a *Service* and *Message Type*. Saving here will set the message type for the service type. The additional steps below assist with setting up Auto Messaging functions.



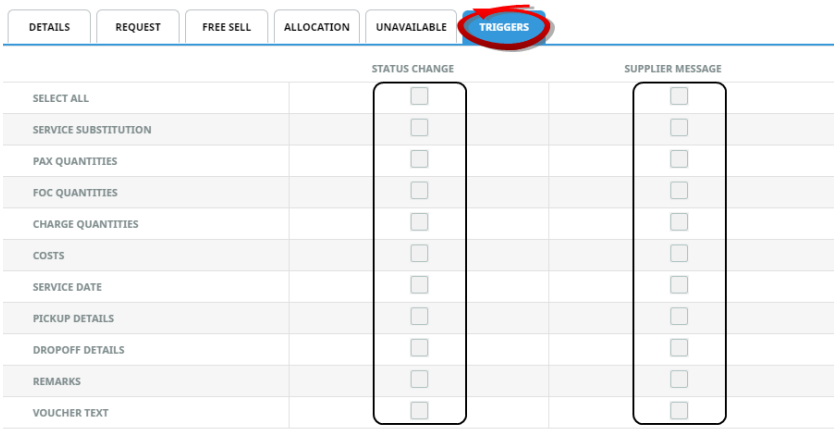
5. Keeping with the **Message Defaults** screen, select the required *Service Sell Basis*, *Request Status* and *Cancelled Status*.



6. Work your way through the tabs on the **Message Defaults** screen, selecting the required *Service Status* for each action.



7. Keeping with the Tabs on the **Message Defaults** screen, select the *Triggers Tab* and check the required *Status Change* and *Supplier Message* check boxes to control the Auto Message triggers.



8. Review the **completed screens**.

9. Click **Save** to keep the changes.

10. Click **Exit** to discard any changes.

NOTE: After clicking **Save**, the screen clears, ready for another Message Default - continue adding Message Defaults or click **Exit** to close the screen.

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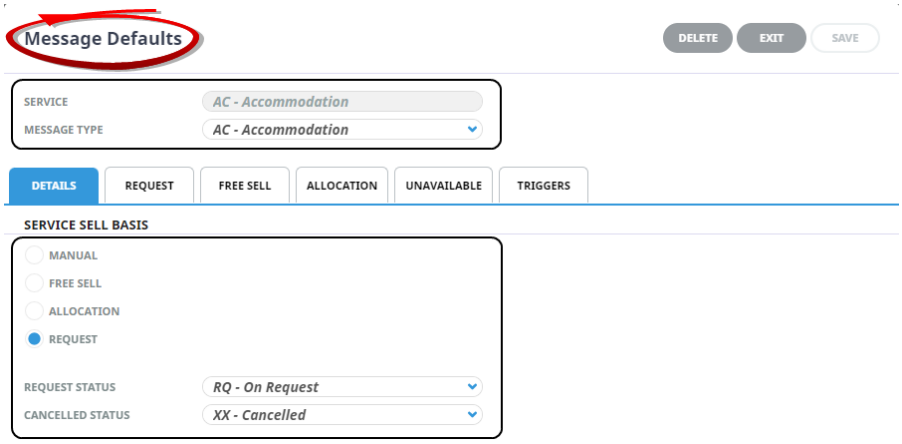
About Message Default Fields



NOTE: Setting these two fields will link the service type with the message type. When a product option is first inserted into the product application, the message type will default based on the service type selected here.

Service (Type)

Selecting the service type and the message type here will apply to all tabs. The list of available service types has been previously defined in codes set up under Product > Service Codes.

Message Type

Selecting the message type default for the service type here will apply to all tabs. The list of available message types has been previously defined in codes set up under Messaging > Message Types.

Details Tab

- **Service Sell Basis** - the default sell basis for all services of this service type (AC - Accommodation) is set to the default sell on Request. If some accommodation services have allocation available, these particular services can have the message defaults overridden with a default sell basis of Sell off Allocation applied to them in the Product level. For instructions on setting message defaults at the product level, see Product Setup > Operation > Message Defaults.

  NOTE: All status fields are drop-downs and display the list of Service Statuses as set up under Service Status Codes.

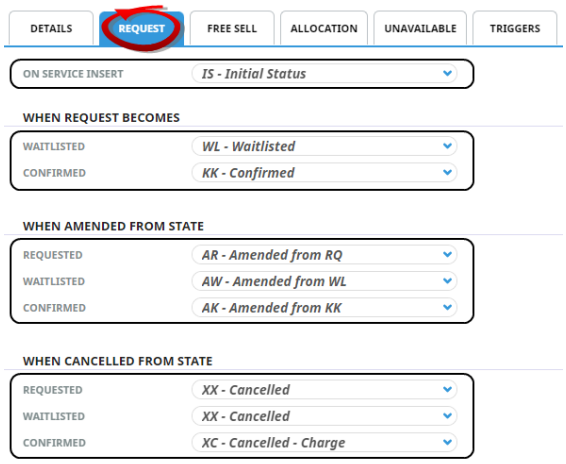
- **Request Status** - this field displays regardless of the Service Sell Basis selected. This is because at some stage, the default basis will not be available, and Request will have to be used.

- **Cancelled Status** - this field must be populated with the service status specifically set up to allow service deletion. If this field is left blank, services will not be able to be deleted from a booking.

Request Tab

This screen details the Service Statuses to be applied when the sell basis of the service is Request.

NOTE: Service Statuses set here also apply when the message has been sent; the service line is updated with the status attached to the message template.



- **On Service Insert** - the status that will be given to the service when it is first inserted into a booking. This status can be applied to the service automatically.

When request becomes

- **Waitlisted** - the status that must be applied to the service if the result of a request message is that the service is waitlisted. Manually applied.
- **Confirmed** - the status that must be applied to the service if the result of a request message is that the service is confirmed. Manually applied.

When amended from state

- **Requested** - the status that must be applied to the service if an amendment needs to be made to the service while the status is on request. This status can be applied to the service automatically.
- **Waitlisted** - the status that must be applied to the service if an amendment needs to be made to the service while the status is waitlisted. This status can be applied to the service automatically.
- **Confirmed** - the status that must be applied to the service if an amendment needs to be made to the service while the status is confirmed. This status can be applied to the service automatically.

When cancelled from state

- **Requested** - the status that must be applied to the service if it is cancelled while the status is on request. This status can be applied to the service automatically.
- **Waitlisted** - the status that must be applied to the service if it is cancelled while the status is waitlisted. This status can be applied to the service automatically.
- **Confirmed** - the status that must be applied to the service if it is cancelled while the status is confirmed. This status can be applied to the service automatically.

Freesell Tab

This tab details the Service statuses to be applied when the sell basis of the service is on freesell.

- **On Service Insert** - the status that will be given to the service when it is first inserted into a booking. This status can be applied to the service automatically.
- **On Amendment** - the status that must be applied to the service if an amendment needs to be made to the service. This status can be applied to the service automatically.
- **On Cancellation** - the status that must be applied to the service if it is cancelled. This status can be applied to the service automatically.

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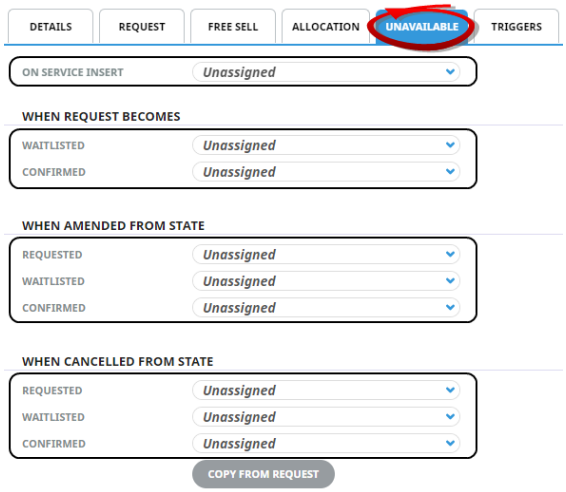
Allocation Tab

This screen details the Service Statuses to be applied when the sell basis of the service is 'Sell of Allotment/Allocation'

- **On Service Insert** - the status that will be given to the service when it is first inserted into a booking. This status can be applied to the service automatically.
- **On Amendment** - the status that must be applied to the service if an amendment needs to be made to the service. This status can be applied to the service automatically.
- **On Cancellation** - the status that must be applied to the service if it is cancelled. This status can be applied to the service automatically.

Unavailable Tab

The service status settings in this tab are used when allocation is unavailable.



- **On Service Insert** - the status that will be given to the service when it is first inserted into a booking. This status can be applied to the service automatically.

When request becomes

- **Waitlisted** - the status that must be applied to the service if the result of a request message is that the service is waitlisted. Manually applied.
- **Confirmed** - the status that must be applied to the service if the result of a request message is that the service is confirmed. Manually applied.

When amended from state

- **Requested** - the status that must be applied to the service if an amendment needs to be made to the service while the status is on request. This status can be applied to the service automatically.
- **Waitlisted** - the status that must be applied to the service if an amendment needs to be made to the service while the status is waitlisedt. This status can be applied to the service automatically.
- **Confirmed** - the status that must be applied to the service if an amendment needs to be made to the service while the status is confirmed. This status can be applied to the service automatically.

When cancelled from state

- **Requested** - the status that must be applied to the service if it is cancelled while the status is on request. This status can be applied to the service automatically.
- **Waitlisted** - the status that must be applied to the service if it is cancelled while the status is waitlist. This status can be applied to the service automatically.

» **Confirmed** - the status that must be applied to the service if it is cancelled while the status is waitlist. This status can be applied to the service automatically.

Copy from Request (Button)

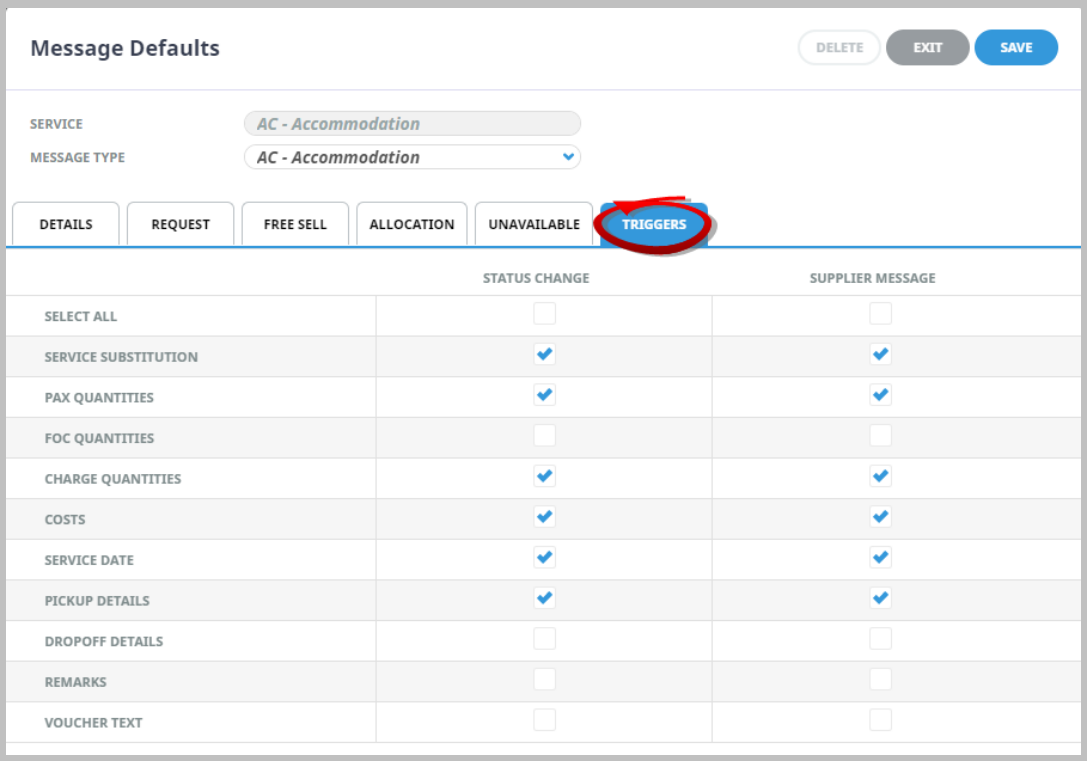
Selecting this button will populate the fields with settings identical to those set under the Request Tab.

NOTE: If the Request tab fields are unassigned, this button will be disabled.

Triggers Tab

This screen allows settings to be made which determine if specific changes to a service will trigger a change in service status and/or the sending of a supplier message.

The Supplier Message column can not be checked in isolation - for example there can not be a Supplier Message checked without having Status Change checked. This is because supplier sending is only ever triggered by a status change.



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Message Definitions

The Tourplan messaging system enables message templates to be created and stored in - Code Setup > Message Definitions. These templates can then be used to create messages and documents that can be sent to Agents, Suppliers and Passengers/Clients.

The range of user documentation and printed output are generically called 'messages' although not all of the available message types are messages in the strict definition of the word—i.e., documentation which is communicated to Agents or Suppliers. The 16 available types of documents which can be created as message templates are:

1. Agent Statement Message
2. Batch Invoice Message
3. Booking Agent Message
4. Booking Supplier Message
5. Booking XML Message
6. Cheque Message
7. Credit Note Message
8. Debtor Receipt Message
9. EFT Payment Message
10. General Agent Message
11. General Supplier Message
12. Invoice Message
13. PCM Agent Message
14. PCM Supplier Message
15. Remittance Cheque Message
16. Remittance Message
17. Voucher Message

Message templates can be created to suit a wide variety of possible uses. Some examples are:

- Booking Confirmations to Agents
- Quotations to Agents
- Costing Sheets for office use
- Requests to Suppliers
- Amendments/Cancellations to Suppliers
- Pax Room Lists

Once the message templates are defined in Message Definitions, they can be used as frequently as is necessary. There is no limit to the number of message templates that can be defined, although for ease of use, the less message formats and the more generic they are, the easier the messaging system is to use. Similarly, there is no restriction on the number of message templates of the same type that can be created. For example, there can be an invoice template that when output displays pricing per service and another invoice template that only displays the total price.

Messages are able to be output from the following applications:

- PCMs
- Group Bookings
- FIT Bookings
- Agents (Debtors)
- Suppliers (Creditors)

The messaging system works on the basis of substituting details from Bookings or PCMs by placing 'substitution codes' in the message template. These codes are enclosed in the less than < and greater than > (Chevron) brackets (normally Shift/Comma, and Shift/ Period). The substitution codes can be in UPPER or lower case.

A sample line in a PCM Message Format could be as follows:

We have pleasure in providing details and prices as requested for **<pn>** based on an approximate travel date of **<td>**.
If this message line was output for a Quote/PCM called (e.g.) **CBO Group - 7 Days** with a base date of **22 June 2025**, then the above line would output as:

We have pleasure in providing details and prices as requested for **CBO Group - 7 Days** based on an approximate travel date of **22 June 2025.**
The **<pn>** and **<td>** in the message format tells Tourplan NX to substitute the **PCM Name (<pn>)** and **Travel Date (<td>)** of the PCM when the message is being output.

When messages are output, they are able to be edited, and a choice of output methods is offered:

Email sending requires Email software to be present for the message to be automatically sent. Speak with your Local Tourplan Support office register your email address.

Depending on the way message templates have been setup, messages output from the template can to be saved for later review or resending.

The Messaging System is a powerful Tourplan feature and offers the following major benefits:

- Repetitive messages do not have to be manually created
- The incidence of errors is reduced, since detail in messages sent to both Agents and Suppliers are taken directly from the Booking/PCM
- Helps maintain a consistent Global Brand for your company
- Message Output can be edited and personalised if required
- Users can design and save their own templates

This section will cover the setup of messaging templates including uploading/downloading of formatted message templates from Microsoft Word. Message templates must be created in Word before uploading occurs in the Code Setup > Messaging > Message Definition application.

- Message output is covered in the User Manuals relevant to the areas of the system where messages can be output i.e., FITs, Groups and Accounting.
- Creation of message formats (templates) within Microsoft Word is covered in the Messaging User Manual. One fundamental rule in defining message formats (message templates) is that the required output must be known. Before attempting to create a message template we suggest making a draft of what you want the output of your message to look like; you can do this in Word or you can even draw a sketch.

A list of available substitution codes can be found under the heading Message Substitution Codes, Fixed Services Messaging, Translation Types. The list includes allowable code parameters and any use restrictions.

Updating Existing Message Definitions (Templates)

Message templates are stored in Message Definitions and are initially created as Word documents and then uploaded and stored in the Tourplan NX database. New Tourplan NX systems come pre-populated with some example messages.

Existing message templates can be downloaded and edited in Word itself. Once the required changes have been made and saved, the message is re-uploaded into Message Defaults to make it available to NX users. When an existing message is downloaded into Word, the document down loads with a file name that includes the message code and date time.

NOTE: This procedure may need to be performed multiple times until layout and message generation is finalised.

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Message Definitions**.
3. On the **Message Definitions** screen, select by clicking on the Message Definition to amend.

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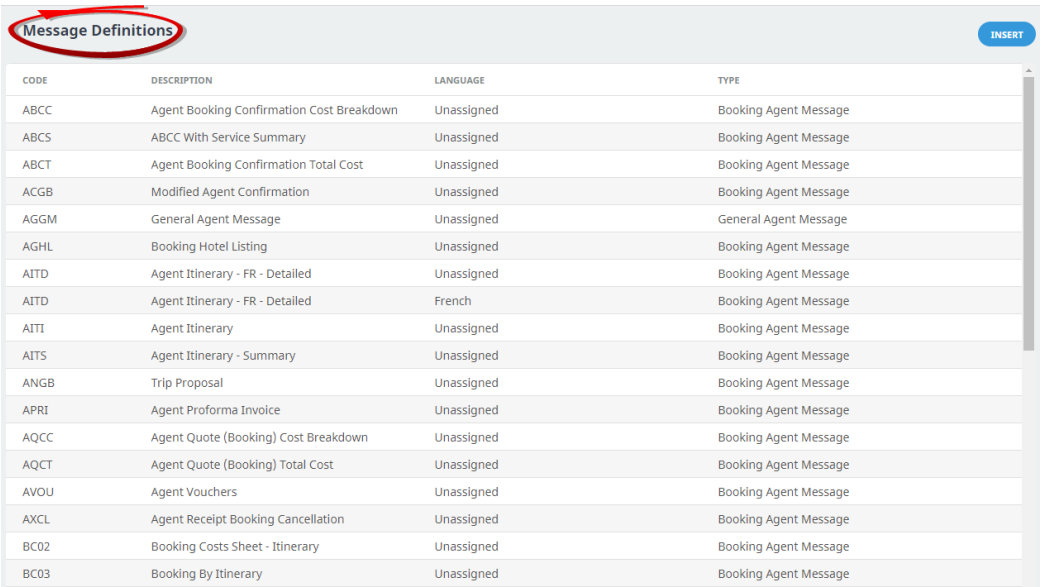
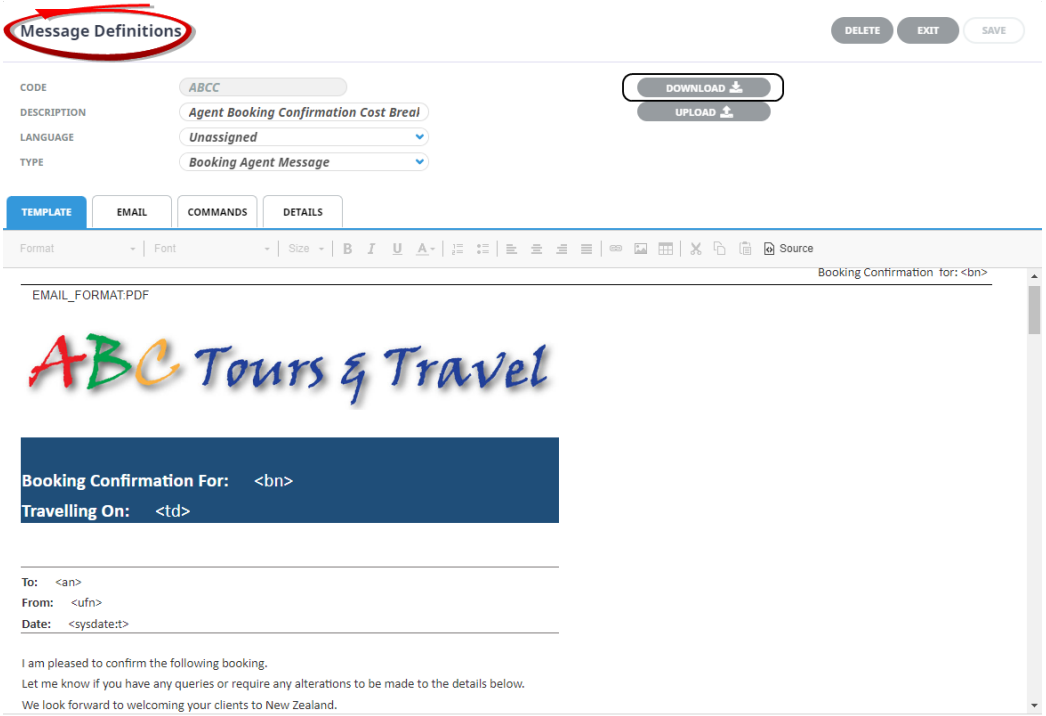
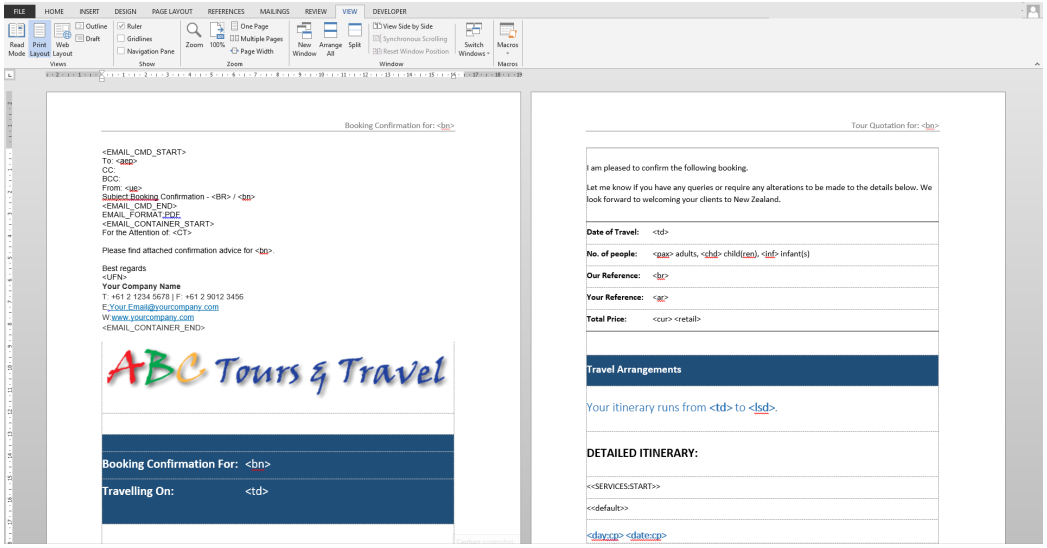


CODE	DESCRIPTION	LANGUAGE	TYPE
ABCC	Agent Booking Confirmation Cost Breakdown	Unassigned	Booking Agent Message
ABCS	ABCC With Service Summary	Unassigned	Booking Agent Message
ABCT	Agent Booking Confirmation Total Cost	Unassigned	Booking Agent Message
ACGB	Modified Agent Confirmation	Unassigned	Booking Agent Message
AGGM	General Agent Message	Unassigned	General Agent Message
AGHL	Booking Hotel Listing	Unassigned	Booking Agent Message
AITD	Agent Itinerary - FR - Detailed	Unassigned	Booking Agent Message
AITD	Agent Itinerary - FR - Detailed	French	Booking Agent Message
AITI	Agent Itinerary	Unassigned	Booking Agent Message
AITS	Agent Itinerary - Summary	Unassigned	Booking Agent Message
ANGB	Trip Proposal	Unassigned	Booking Agent Message
APRI	Agent Proforma Invoice	Unassigned	Booking Agent Message
AQCC	Agent Quote (Booking) Cost Breakdown	Unassigned	Booking Agent Message
AQCT	Agent Quote (Booking) Total Cost	Unassigned	Booking Agent Message
AVOU	Agent Vouchers	Unassigned	Booking Agent Message
AXCL	Agent Receipt Booking Cancellation	Unassigned	Booking Agent Message
BC02	Booking Costs Sheet - Itinerary	Unassigned	Booking Agent Message
BC03	Booking By Itinerary	Unassigned	Booking Agent Message

4. On the **Message Definition** screen, click **Download**.



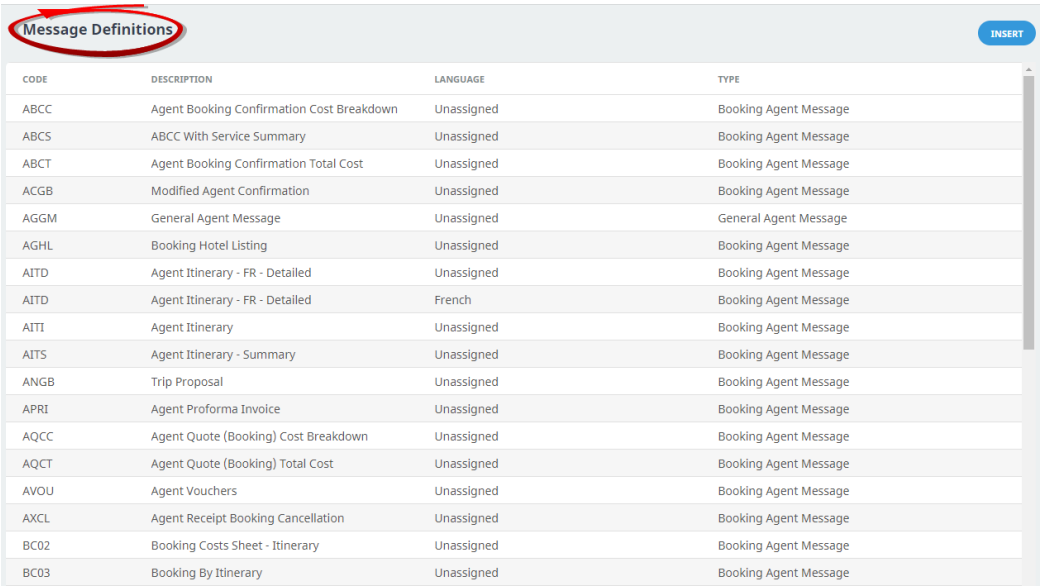
5. The message will download as a **Word Document**; make the required amendments.



6. Review the document.

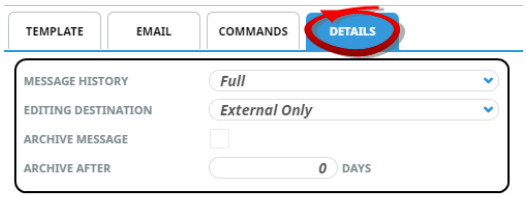
7. If you want to keep the changes, click **Save** in Word.

8. Return to the Tourplan NX **Message Definitions** screen, re-select the Message Definition.



CODE	DESCRIPTION	LANGUAGE	TYPE
ABCC	Agent Booking Confirmation Cost Breakdown	Unassigned	Booking Agent Message
ABCS	ABCC With Service Summary	Unassigned	Booking Agent Message
ABCT	Agent Booking Confirmation Total Cost	Unassigned	Booking Agent Message
ACGB	Modified Agent Confirmation	Unassigned	Booking Agent Message
AGGM	General Agent Message	Unassigned	General Agent Message
AGHL	Booking Hotel Listing	Unassigned	Booking Agent Message
AITD	Agent Itinerary - FR - Detailed	Unassigned	Booking Agent Message
AITD	Agent Itinerary - FR - Detailed	French	Booking Agent Message
AITI	Agent Itinerary	Unassigned	Booking Agent Message
AITS	Agent Itinerary - Summary	Unassigned	Booking Agent Message
ANGB	Trip Proposal	Unassigned	Booking Agent Message
APRI	Agent Proforma Invoice	Unassigned	Booking Agent Message
AQCC	Agent Quote (Booking) Cost Breakdown	Unassigned	Booking Agent Message
AQCT	Agent Quote (Booking) Total Cost	Unassigned	Booking Agent Message
AVOU	Agent Vouchers	Unassigned	Booking Agent Message
AXCL	Agent Receipt Booking Cancellation	Unassigned	Booking Agent Message
BC02	Booking Costs Sheet - Itinerary	Unassigned	Booking Agent Message
BC03	Booking By Itinerary	Unassigned	Booking Agent Message

9. On the **Message Definition** screen, review the **Email**, **Command**, and **Detail** tabs to ensure the formatting and field settings are correct.



10. Keeping with the **Message Definition** screen, click **Upload**.

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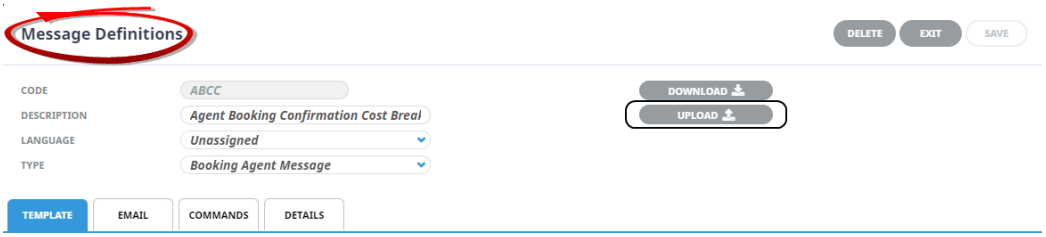


11. Locate the **Microsoft Word Saved** file.

12. Click **Save** to keep the changes.

13. Click **Exit** to discard any changes.

NOTE: Amendment to existing messages can occur at any stage, including edits to the following fields - message description, language, message type, message history or editing destination. The only field that cannot be amended once created is the Message Definition code; amendment to the code would require a new message to be inserted, reflecting the new Message Definition code.

> You can enable column to show when the message definition was created, who created it, and even who and when the message definition was modified by - this is particularly helpful when large Message Definition tables exist.

Creating a New Message Definition (Template)

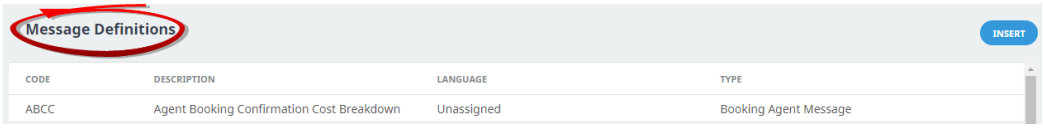
Creating a new message will require understanding of Microsoft Word formatting, including indepth table knowledge. Instruction on message creation including substitution codes is available in the Messaging User Manual.

When you have created and saved your message template in Microsoft Word, follow the procedure below.

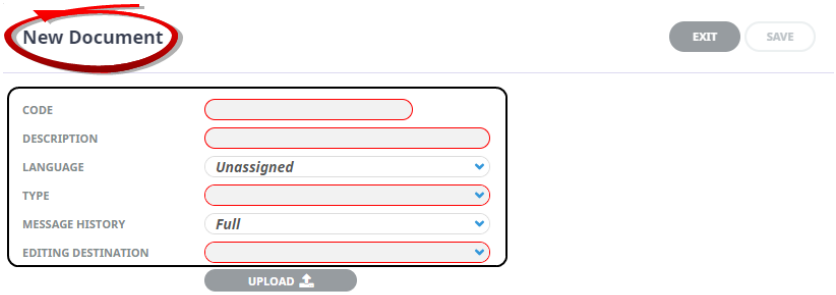
1. From the Home menu, select **Home > System > Code Setup**.

2. From the Code Setup menu, select **Messaging > Message Definitions**.

3. On the **Message Definitions** screen, Click **Insert**..



4. On the **New Document** screen, enter a *Code* and *Description*. Select a *Language, Type, History* and *Editing Destination*.



5. Review the **completed screen**.

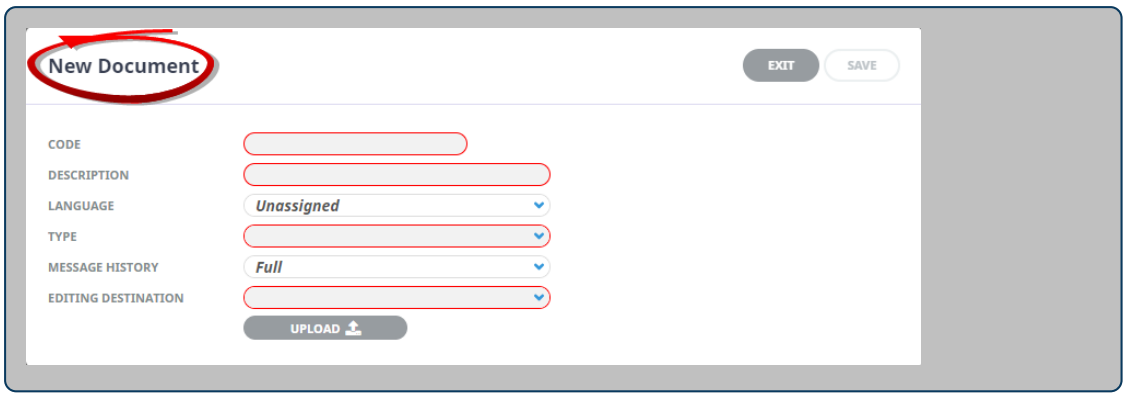
6. Click **Upload**.

7. Locate the **Microsoft Word Saved** file.

8. Click **Save** to keep the changes.

9. Click **Exit** to discard any changes.

About New Document Fields



Code

This code field is used to identify the Message Definition (message template). This field can be up to 4 characters.

Description

This is a descriptive field to describe the Message Definition (message template). This field can be up to 60 characters.

Language

If language translations are used, select the required language code from the dropdown.

NOTE: The language code field can not be left blank. If multiple languages are not being used, keep the defaulted 'Unassigned' language code.

> If a message is to be output in different languages, it must be setup in each language. For example, it must be setup in French, Spanish etc. The message code can be the same for each language instance, but the language code must be different.
>
> When sending a message the message code will display in the dropdown list. When selected, the appropriate language template will be used based on the language code defined within the Debtor or Creditor profile.

Type

Message types are hard coded into Tourplan NX, and message selection types include:

Message Type	Used for
Agent Statement Message	Used for displaying a message to agents with the outstanding balance of each booking.
Batch Invoice Message	Used for sending Batch (Bulk) debtor invoices as a consolidated file.
Booking Agent Message	Used for all templates where the booking agent is to be the message recipient - e.g., booking confirmations, itineraries, proposals, internal costing sheets etc.
Booking Supplier Message	Used for all templates where the service supplier is to be the message recipient. Service request messages, service amendment messages, supplier rooming and name lists for example.
Booking XML Message	Used for creating templates that will send documents to third party systems.

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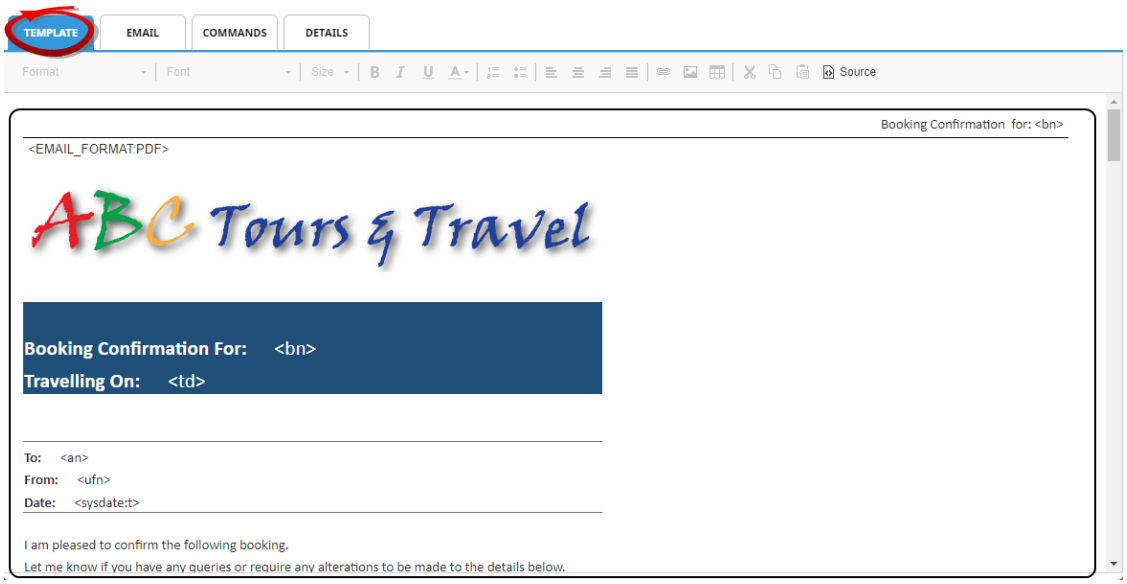
Message Type	Used for
Cheque Message	Used for printing cheques only. (For combined cheque/remittance advices, see Remittance/Cheque below).
Credit Note Message	Used for debtor credit note templates.
Debtor Receipt Message	Used for agent receipt templates.
EFT Payment Message	For EFT (Electronic Fund Transfer) templates.
General Agent Message	Used for agent message templates where the message is sent from within the debtor, not from a booking.
General Supplier Message	Used for supplier message templates where the message is sent from within the supplier, not from a booking.
Invoice Message	Used for debtor invoice templates.
PCM Agent Message	Used for all templates where the PCM agent is to be the message recipient - e.g. quotations to agents, internal costing sheets etc.
PCM Supplier Message	Used for templates where the PCM service supplier is to be the message recipient - e.g. messages to check supplier pricing or service availability etc.
Remittance Cheque Message	For document templates that will be used to print combined cheque and remittance advices. For cheque only templates, see Cheque Message above.
Remittance Message	For document templates that will be used to print remittance advices only - e.g., EFT payment advices, remittances to accompany cheques only etc.
Voucher Message	Used for templates where the document output is to be used as service voucher.

Once the message parameters 'New Document' screen has been saved, the message type can not be changed.

Template Tab

This tab allows you to view the template previously uploaded without requiring the document to be downloaded into Word to view the contents.

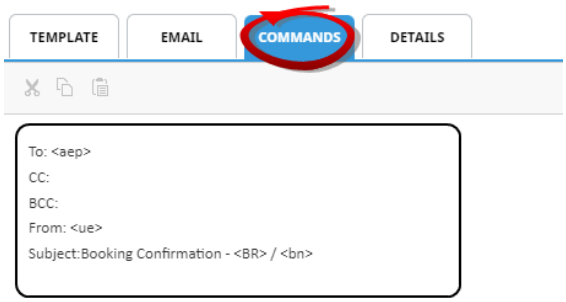


NOTE: If amendments are required, the document will need to be downloaded into Word and re-uploaded.

Email Tab

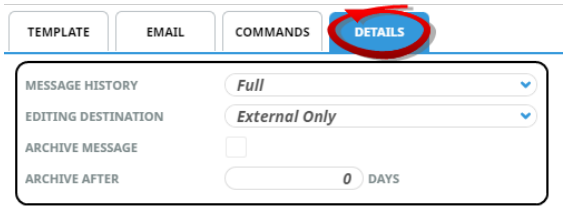
This tab will remain hidden unless the Word document has had an email container inserted and saved. The contents of the email tab are dependent on the text and substitution codes included within the tags <EMAIL_CONTAINER_START> and <EMAIL_CONTAINER_END>. For more information on email commands click here.

Commands Tab



If email command tags (<EMAIL_CMD_START> and <EMAIL_CMD_END>) have been inserted into the Word document and uploaded, the details of the email commands will be available for viewing here. If the document is to be printed and no email commands are included in the saved Word document then this tab will be blank.

Details Tab



Message History

Message history is set per message template and history can be stored in several ways.

- **Date Time** - this selection will retain the Date/Time the message was sent as well as:
  - the message code
  - the message type
  - if a supplier message is sent, both the supplier and agent code display
  - if an agent message is sent, the agent code will display

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    - the message title (booking reference, day, sequence, voucher number, pcm name)
    - the output method (printer, email, to file)
    - the address, email address
    - the date it was created
- **Full** - this selection will retain the exact format as it was sent, including any graphics. Messages retaining full history allow the user to view the original message sent.
- **Full Resend** - when full resend is selected, the message can be re-sent or viewed from the booking/PCM, or from the agent or supplier if it's an agent or supplier message.
- **None** - if selected, no record of any sort will be retained.

Editing Destination

- **External Only** - allows the user to edit the document within Word; the document must be downloaded into Word and amendments made external of NX. The assumption here is that the content and layout is complex, so edits are performed in Word.
- **Internal Only** - allows the user to edit the document in the NX editor. The assumption here is that the messages are bulk/volume messages, and layout and content is not complex. Message edits occur in NX and are saved in NX.
- **None** - no edits are required at the time of message generation.
- **User Choice** - allows the user to edit in NX or download and edit in Word.

Archive Message

Select the checkbox if messages of this type are allowed to be archived.

Archive After

Enter the minimum number of days after the message was generated for it to be archived.

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CHAPTER 11

ICOM

This chapter describes the tasks needed to define Service Buttons and (in some circumstances) map those Service Buttons to services in the Tourplan NX Product database so they can be used by Tourplan HostConnect.

Service Buttons are able to be used by HostConnect without being mapped. There are some instances where some service(s) may require very specific Button mapping based on Product Destination, Location and Service Type.

All items under this heading are only relevant when Tourplan HostConnect has been enabled. HostConnect is the Tourplan component that allows websites to communicate with Tourplan to make bookings and for Tourplan to communicate with external reservations systems to make bookings in those systems.

HostConnect is an additional component of the Tourplan NX system and training on its use is given when it is installed.

In this chapter ...

ICOM Procedures Included In This Chapter 250
Service Buttons 251
Button Map 255

ICOM Procedures Included In This Chapter

The iCom menu is divided into 2 sections. Each menu selection below is only relevant when Tourplan HostConnect has been enabled. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:

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Service Buttons

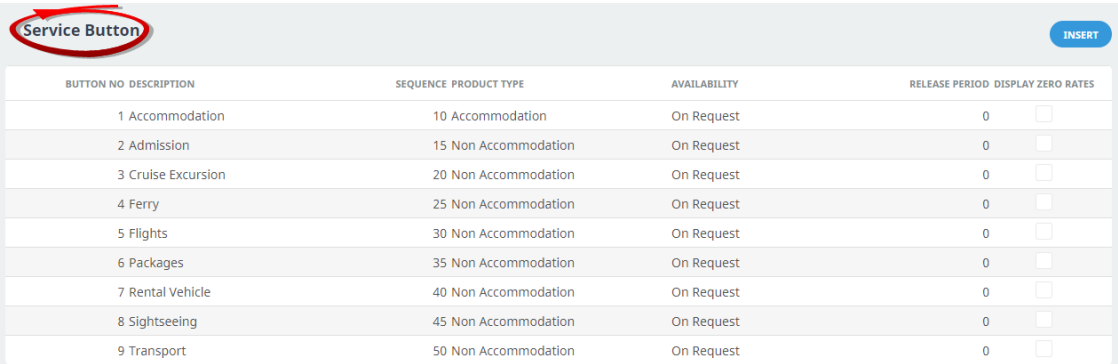
Service Buttons are where service types are defined for agents to search by. The service button description displays on a hostConnect users' web page providing a filter of the various types of services offered from Tourplan NX to the web page.

As well as defining the button number and order of service selection list, certain parameters surrounding the display can also be set such as:

- If the service is to show pick up and drop off fields.
- Determining the SCU label per service (for example Nights for Accommodation).
- If locality or class information is to appear.

The buttons are then linked to Services in Service Codes setup.

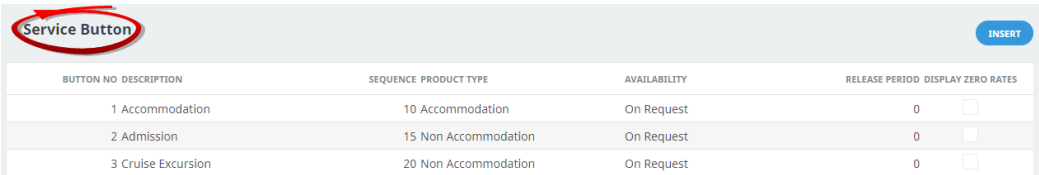
On initial entry to the Service Button model, any existing records will display. The sequence number determines the order in which each service type will display in the service search listed dropdown in webConnect.



BUTTON NO	DESCRIPTION	SEQUENCE	PRODUCT TYPE	AVAILABILITY	RELEASE PERIOD	DISPLAY ZERO RATES
1	Accommodation	10	Accommodation	On Request	0	
2	Admission	15	Non Accommodation	On Request	0	
3	Cruise Excursion	20	Non Accommodation	On Request	0	
4	Ferry	25	Non Accommodation	On Request	0	
5	Flights	30	Non Accommodation	On Request	0	
6	Packages	35	Non Accommodation	On Request	0	
7	Rental Vehicle	40	Non Accommodation	On Request	0	
8	Sightseeing	45	Non Accommodation	On Request	0	
9	Transport	50	Non Accommodation	On Request	0	

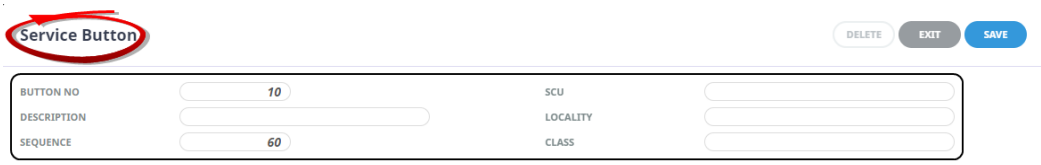
Create Service Buttons

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **ICOM > Service Button**.
3. On the **Button Map** screen, if the Button that you want is not already in the list, click **Insert**.

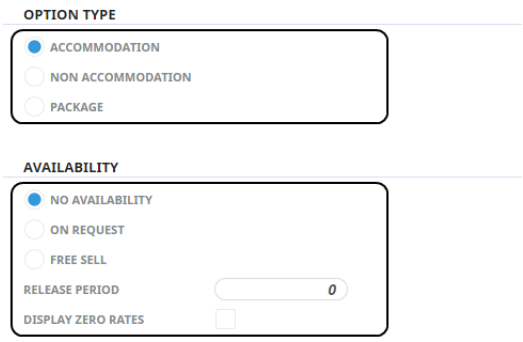


BUTTON NO	DESCRIPTION	SEQUENCE	PRODUCT TYPE	AVAILABILITY	RELEASE PERIOD	DISPLAY ZERO RATES
1	Accommodation	10	Accommodation	On Request	0	
2	Admission	15	Non Accommodation	On Request	0	
3	Cruise Excursion	20	Non Accommodation	On Request	0	

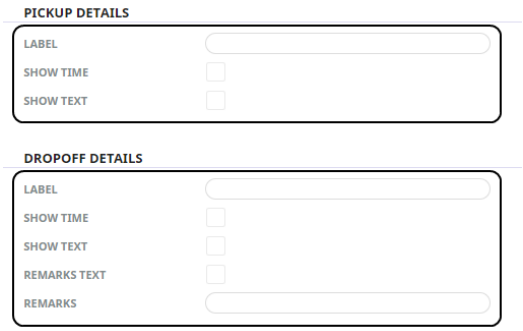
4. On the blank **Service Button** screen enter a *Button No*, *Description*, and *Sequence*. If using, enter a *SCU*, *Locality*, and *Class*.



5. Keeping with the **Service Button** screen, select the *Option Type* and *Availability* requirements for this Service Button.



6. The last requirement of the **Service Button** screen is to enter *Pick up* and *Drop off* label descriptions, and select if Pick up and Drop off *times* are to show for this Service Button.

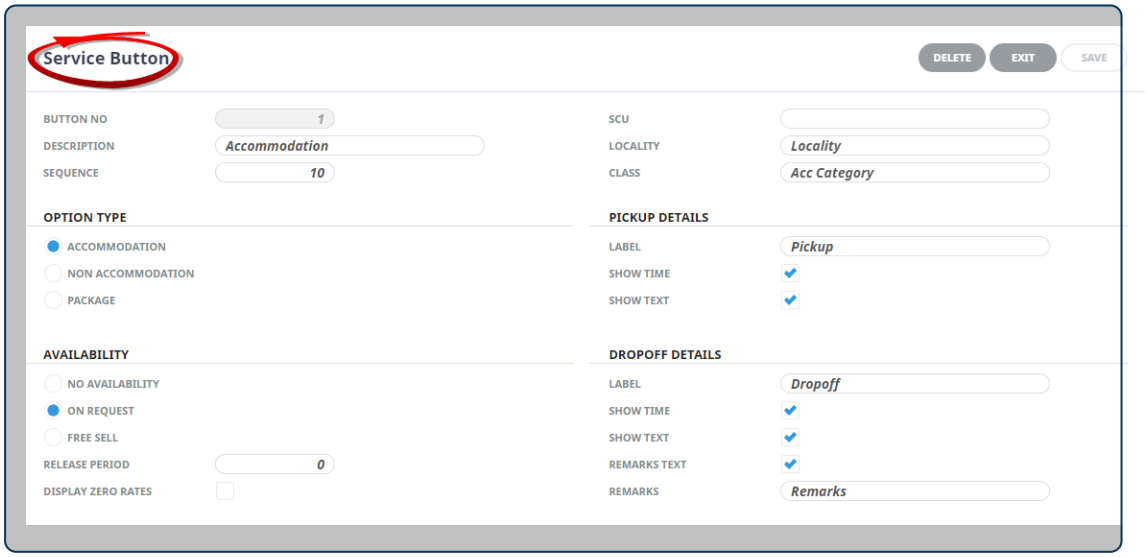


7. Review the **completed screen**.

8. Click **Save** to keep the changes.

9. Click **Exit** to discard any changes.

About Service Button Fields



Button Number

The number of the button. The Button Number determines the order in which they display on the Web page. Inserting a new button will default to the next available number.

NOTE: The same Button Number cannot be used more than once. A Button Number cannot be changed once the button record detail has been saved.

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Description

A service button description which will display on the Web page, this field allows up to 20 characters.

Sequence

The sequence number determines the order the button displays in the button list in webConnect, regardless of the button number. This means that (e.g.) button No. 1 with Sequence No. 60 will display below button No. 8 with Sequence No 20. This field is a numerical code requiring 2 Numbers.

SCU

This field determines the label that displays on the Web page for the quantity of SCU (Second Charge Units) e.g., Nights, Days etc., this field allows up to 20 characters.

Locality

This field determines the label that will display on the Web page for the locality field, this field allows up to 20 characters. Enter the appropriate label for webConnect to use when presenting localities.

Class

The class field determines the label that will display on the Web page for the service class field. If the service types associated with the service button have classes defined then an appropriate label should be entered, this field allows up to 20 characters.

Option Type

The selection influences search choices for this button. If *Accommodation* or *Package* is slected then room types are included as search parameters.

This selection is used to indicate if the service(s) attached to this button are:

- Accommodation
- Non-accommodation
- Package

The selection here influences search choices for this button type. If Accommodation or Package is selected then room types are included as online search parameters for your agents to search.

NOTE: It is not possible to have a mix of service types pointing to the same button. e.g., Accommodation and Non-accommodation.

Availability

This selection is used to indicate the default status if an allocation is not available. The way the allocation has been set up in the Allocations application has a bearing on this availability setting within the Service Button. When an allocation is set up in the Allocations application, there is a checkbox which, when checked, indicates that the service is able to be sold *'On Request'* if the allocation is not available. That check-box takes complete precedence over the Availability radio button settings below.

The available settings are:

- No Availability - webConnect refuses to add the service option if no inventory is available.
- On Request - the option is added on request if no inventory is available.
- Free-Sell - the option is added with a free sale status and no inventory check is made.

NOTE: For reference, the Allocations application RQ check-box can be viewed in the Product & Allocations User Manual by clicking .

Release Period

The Release Period defines a number of days and has two purposes:

- It determines the Release Period when Freesale is used. If the service is available off Freesale, this field can prevent a sale being made for (e.g.) same day.
- It is used to determine whether a HostConnect/iCom service can be cancelled. If an attempt is made to delete a service inside the number of days in this field, deletion is denied.

Display Zero Rates

Selection of this check box will allow rates that are 0.00 to display, or rates that cannot be located for the period will display as 0.00.

Pick Up Details Fields

The next group of fields contain check boxes which control if pick up/drop off and general service line remarks can be entered when a service line is added.

If these fields are enabled, an appropriate label should be defined for webConnect to use.

- **Label** - is the label describing the Pick Up Time and Text. E.g., for Accommodation Services, the label could be Arrive; for Rental Vehicles, it could be Collect From etc., this field allows up to 20 characters.
- **Show Time** - if the service start/pick up time is required to be entered check this box.
- **Show Text** - selecting this check box will display a text field for the pick up/arrival details to be entered into on the Web page.

Drop Off Fields

- **Label** - is the label describing the Drop off Time and Text. E.g., for Accommodation services, the label could be Depart; for Rental Vehicles, it could be Return To etc., this field allows up to 20 characters.
- **Show Time** - if the service end/drop off time is required to be entered, check this box.
- **Show Text** - selecting this check box will display a text field for the drop-off/depart details to be entered into.
- **Remarks Text** - selecting this check box will enable a remarks text field to be available in the Web page - allowing Agents to record additional comments into their booking.
- **Remarks** - this field allows organisations to configure a field name label the Remarks field that will display if the Remarks Text check-box is selected, this field allows up to 20 characters.

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Button Map

The button map can be used to link a service button to specific Destinations, Locations and Service Types. In the HostConnect web page, service searches can be performed based on a destination.

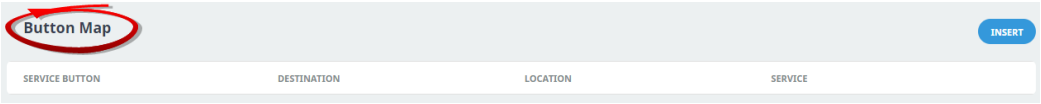
> The use of button mappings has been made largely redundant with the advent of the INI setting ICOM_USE_LOCS_AS_DESTS. If locations are sufficient as Destinations, then the button mappings can be ignored, and the INI setting ICOM_USE_LOCS_AS_DESTS set to Y.

NOTE: If Button Mapping is going to be used, it is recommended that the local Tourplan Support Office be contacted for advice before commencing.

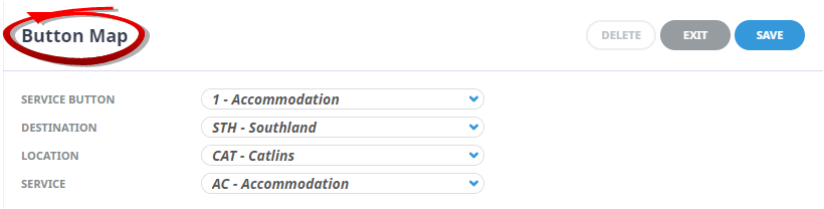
If specific mappings are required, then it is necessary to set up a mapping for each location, and each service code that is available to iCom.

Insert Button Maps

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **ICOM > Button Map**.
3. On the **Button Map** screen, if the Button that you want is not already in the list, click **Insert**.



4. On the blank **Button Map** select a *Service Button*, *Destination*, *Location* and *Service Type*.



5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

About Button Map Fields

Service Button

Selection of pre-defined service buttons is required to map the destination, location and service type to the service button.

Destination

Selection of pre-defined destinations to be associated with the service button, location and service type. For information on setting up destinations, refer to "Destination" on page 139 in the System Setup User Manual.

Location

Selection of pre-defined locations to be associated with the service button, destination and service type. For information on setting up locations, refer to "Location" on page 109 in the System Setup User Manual.

Service

Selection of pre-defined service code to be associated with the service button, location and destination. For information on setting up services, refer to "Service" on page 111 in the System Setup User Manual.

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CHAPTER 12

CRM

The CRM (Customer Relationship Management) System allows collection and storage / retrieval of data at an individual booking passenger level. Some types of information stored — contact details, passport details etc. are in a fixed format under the FITs Pax Travelling/Pax tab or Groups/Rooming List/Pax Names.

Specific types of data - e.g., Loyalty Programs, Dietary Requirements, Additional Passport / Visa Details etc - can be set up as Profile Entry Types and Profile Entry Codes attached to the Profile Entry Types - e.g., Vegetarian, Gluten Free, Vegan etc would be Profile Entry Codes stored against the Dietary Requirements Entry Type.

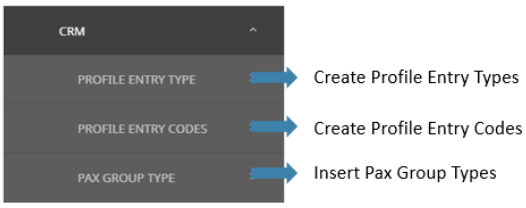
In this chapter ...

CRM Procedures Included In This Chapter 258
Profile Entry Type 259
Profile Entry Codes 261
Pax Group Type 263

CRM Procedures Included In This Chapter

The CRM menu is divided into 3 sections. Each menu selection below provides further detail to be inserted or stored against your clients.

The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Profile Entry Type

Profile Entry Types are used to define what type of information is to be recorded against booking pax. The Profile Entry Types when defined and associated with Profile Entry Codes, will be available for selection from Pax Travelling screens in bookings.

NOTE: Profile Entry Types are the highest level of data and are basically headings for lower level data to be inserted.

The following are some examples of Profile Entry Types:

- Brochure Requests
- Occupation
- Travel Preferences
- Visas Held
- Loyalty Programs
- Vaccine Certificates/Passports, etc.

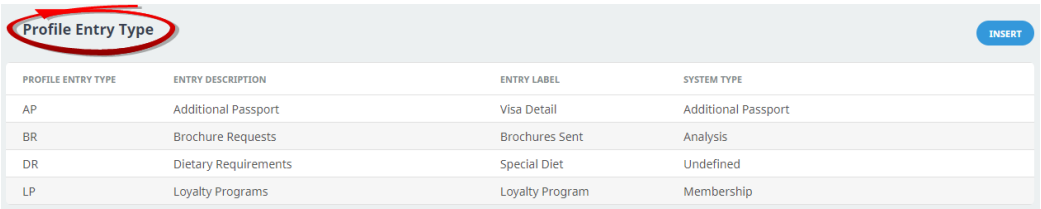
In the Profile Entry Type, the (e.g.) type of Brochure or (e.g.) Occupation are not being defined—only the label is being set up.

> Once the Profile Entry Types have been defined and Entry Codes entered against them, the profile details should not be changed.

On initial entry to the Profile Entry Types screen, any existing records will display.

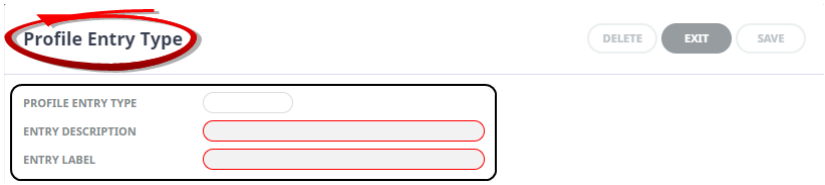
Create Profile Entry Types

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **CRM > Profile Entry Type**.
3. On the **Profile Entry Type** screen, if the Code required is not already in the list, click **Insert**.

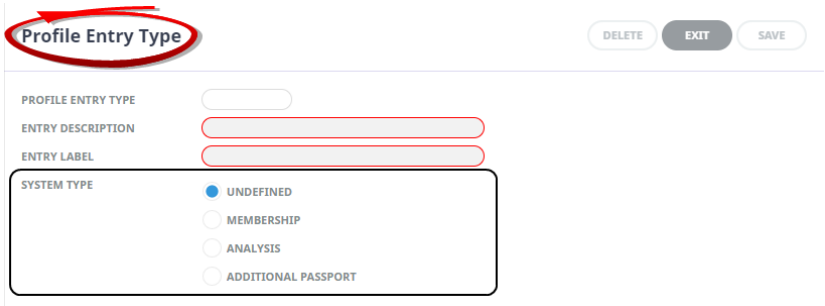


PROFILE ENTRY TYPE	ENTRY DESCRIPTION	ENTRY LABEL	SYSTEM TYPE
AP	Additional Passport	Visa Detail	Additional Passport
BR	Brochure Requests	Brochures Sent	Analysis
DR	Dietary Requirements	Special Diet	Undefined
LP	Loyalty Programs	Loyalty Program	Membership

4. On the blank **Profile Entry Type** screen enter a *Profile Entry Type*, *Description*, and *Entry Label*.

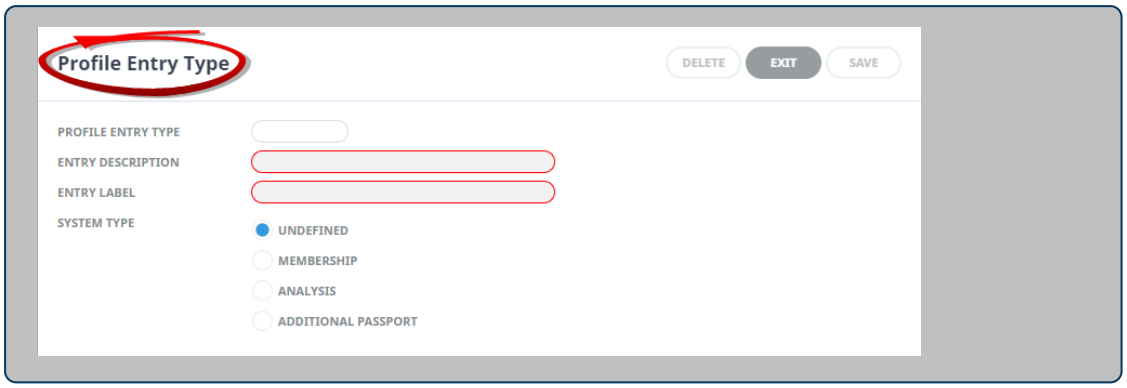


5. Keeping with the **Profile Entry Type** screen, select a *System Type*.



6. Review the **completed screen**.
7. Click **Save** to keep the changes.
8. Click **Exit** to discard any changes.

About Profile Entry Type Fields



Profile Entry Type

This is a 2 character field that is used for the Profile Entry Type code.

Entry Description

A descriptive field used to describe the Profile Entry Type. This description is visible while inserting the code into a booking and can be used in documentation and messaging, this field allows up to 30 characters.

Entry Label

The label that will appear in the Profile Selection Tab in bookings and output on documentation/messages, this field allows up to 15 characters.

System Type

This field determines where the entry will be stored in the booking applications. There are 4 System Types available:

- Undefined = Additional information connected to the client.
- Membership = Any type of membership information for the passenger, e.g. Frequent Flyer, Hotel Loyalty Program etc.
- Analysis = Data that can be used for analysis/tracking. E.g., when brochures have been sent out, a follow up message asking if further information is required could be sent.
- Additional Passport = If other passport information that was not indicated on the Passport section of Pax Travelling - e.g., visas issued needs to be tracked.

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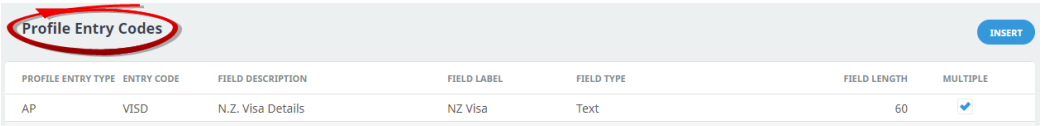
Profile Entry Codes

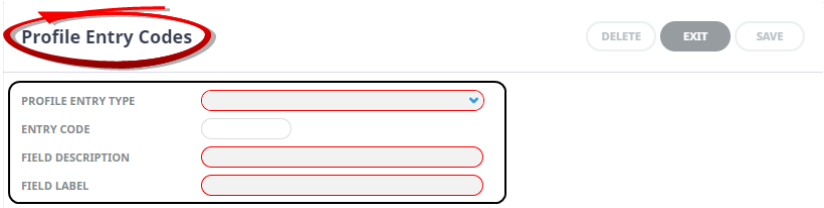
Profile Entry Codes are the lower level labels beneath the Profile Entry Types — e.g., various Hotel Loyalty and/or Airline Frequent Flyer programs can be grouped under the LP–Loyalty Programs Profile Entry Type. Organisations could choose to store vaccine certificate/passport information.

Create Profile Entry Types

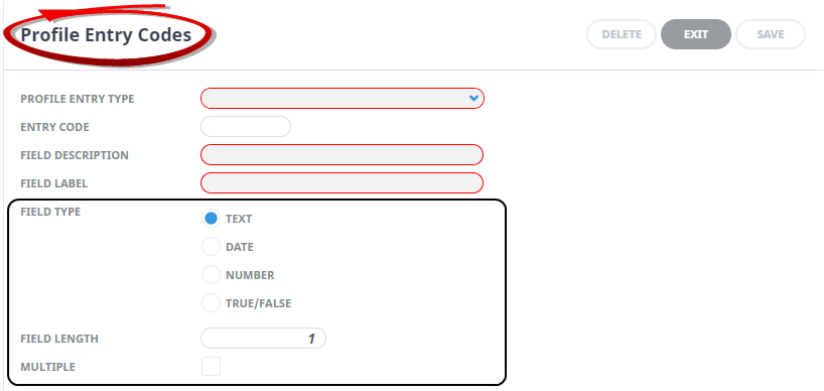
1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **CRM > Profile Entry Codes**.
3. On the **Profile Entry Code** screen, if the Code required is not already in the list, click **Insert**.



4. On the blank **Profile Entry Type** screen, select a *Profile Entry Type*, enter an *Entry Code*, *Field Description* and *Field Label*.

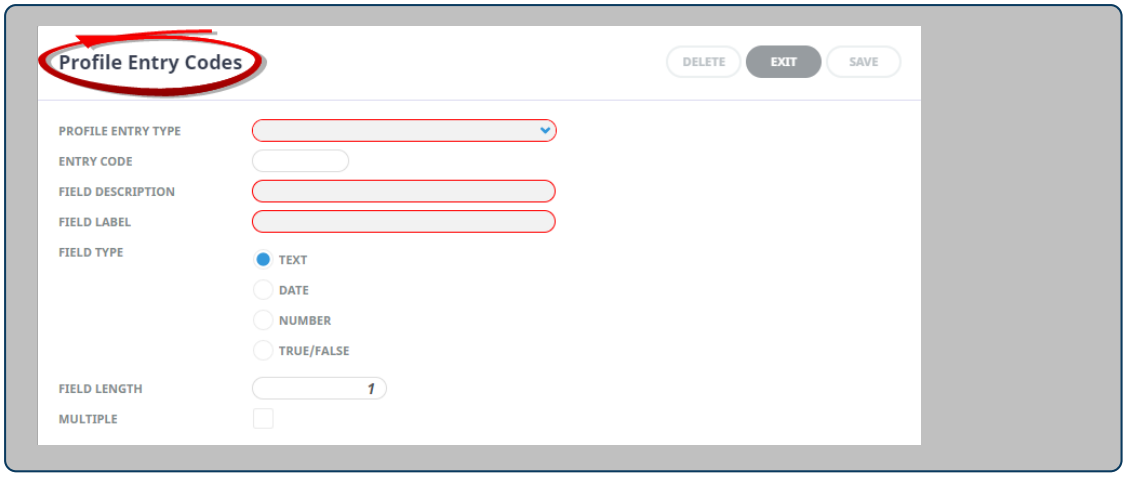


5. Keeping with the **Profile Entry Codes** screen, select a *Field Type*, enter the *Field Length*, and select if *Multiple* codes can be used.



6. Review the **completed screen**.
7. Click **Save** to keep the changes.
8. Click **Exit** to discard any changes.

About Profile Entry Type Fields



Profile Entry Type

Select one of the Profile Entry Types defined in the previous section.

Entry Code

This is a field used for the profile entry code. This field is used for the actual brochure or loyalty program code, for example: 'QF' code for Qantas Frequent Flyer Program, or 'PC' for IHG Priority Club, this field allows up to 6 characters.

Field Description

A descriptive field used to describe the profile entry code. This description is visible while inserting the code into a booking and can be used in documentation and messaging. For example Qantas Frequent Flyer Program, or IHG Priority Club, this field allows up to 60 characters.

Field Label

The label that will display next to the entry in the booking, this field allows up to 15 characters.

Field Type

This field determines how the entry will be stored in the booking applications.

- Text = the field will be free format text.
- Date = the field will be a date.
- Number = the field will be numeric only.
- True/False = will be a Check Box selection.

Field Length

This field must be set for text and number field types, and will determine the length of the field for consultants to enter information into the booking.

- Text Field Type - the maximum field length is 60 characters, the minimum requirement for this field is 1.
- Number Field Type - the maximum numeric value for the field is 9 digits, for example 999999999.

Multiple

This check box, if selected, allows multiple entries of profile information. For example if a client had 2 Qantas Frequent Flyer Accounts, one business and one personal, then both can be entered.

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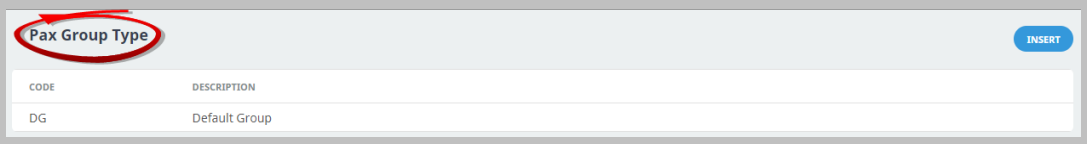
Pax Group Type

For the CRM sub system to work, there must be one Group set up. A 'Default Group' (DG) is created when the system is installed, and pax records are automatically assigned to this group.

Pax Group Types can be used to analyse group types eg: Leisure or Corporate. The Pax Group Type allows organisations to search for pax groups depending on their organisational needs.

Another example for organisations who operate with Drivers and Guides could be to use a Pax Group Type for an internal staff contact list.

Example Default Pax Group Type entry.



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CHAPTER 13

Resourcing

The Tourplan Resourcing application allows resources to be defined. Categories for these resources are also defined and then applied to the various resources. In the Operations Application, resources can then be assigned to bookings.

This section of the document includes procedures on the Code Setup requirements of resourcing. Operational details on creating resource assignments are in the Operations User Manual.

NOTE: By default (and in this Guide), the Resources are defined as 'Drivers', 'Guides' and 'Vehicles'.

In this chapter ...

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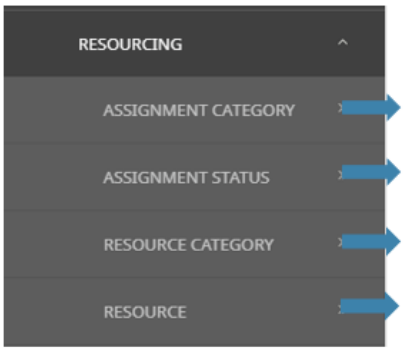
Assignment Category 267
Assignment Status 269
Resource Category 270
Resources 272

TOURPLAN

Resourcing Procedures Included In This Chapter

The Resourcing menu is divided into 4 sections. Each menu selection below provides further detail to be used within the product and operation applications. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



Create and Maintain Assignment Categories

Create and Maintain Assignment Status

Create and Maintain Resource Categories

Create and Maintain Resources

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Assignment Category

There is an alternative feature available to organisations who may require a resource assignment to involve more than one category. This is designed for organisations who may have another layer of resources to assign to a group or individual services.

For example; a common scenario is for passengers to be assigned to a particular vehicle, driver and guide for their service. Some organisations may wish to offer another meet and greet service provided by the tour operator, or perhaps a hotel representative is to be assigned on arrival. The traditional method of Resource Assignment setup would not allow two records to be held for one service as required in this situation.

Examples may include:

HTR - Hotel Representative

MET - Meet & Greet

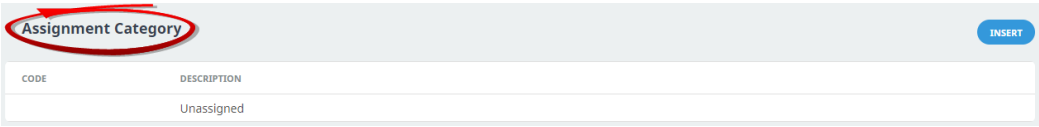
TRP - Tour Representative

GRL - General Assignement

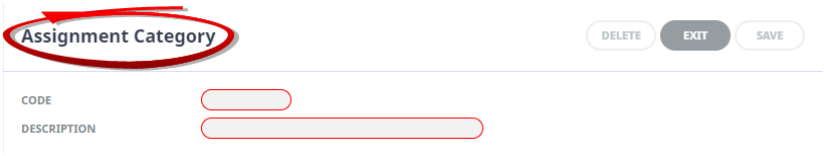
TAG - Tour Agent

Create an Assignment Category

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Resourcing > Assignment Category**.
3. On the **Assignment Category** screen, if the Assignment Category required is not already in the list, click **Insert**.



4. On the blank **Assignement Category** screen, enter a *Code* and *Description*.



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

NOTE: Category records cannot be deleted if they have been attached to a resource, or used in an assignment.

About Assignment Category Fields

Code

This field is used to identify the Assignement Category. The code can be up to 3 characters.

Description

Is a descriptive field to describe the Assignment Category code. Example descriptions are available at the top of this page, this field allows up to 30 characters.

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Assignment Status

When Resource Assignments are created in the Operations application, the Assignment must have a status. The setup of Assignment status codes is described in the procedure below. Assignment statuses will be unique to each user company thought and planning for flow of statuses is important.

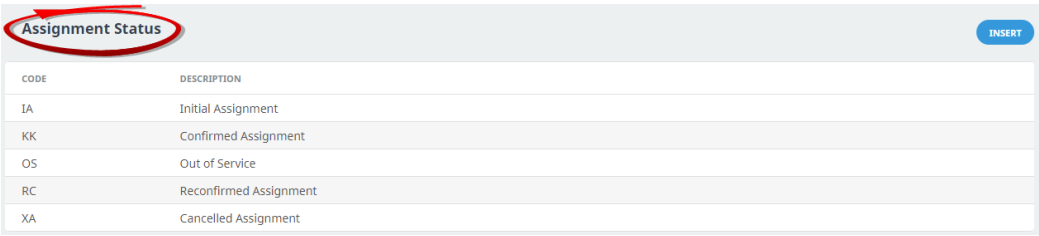
NOTE: Additionally reports can be generated based on assignement status.

The setup of Assignment Status Codes here will allow the Resource Assignment status to be updated in the Operations Application.

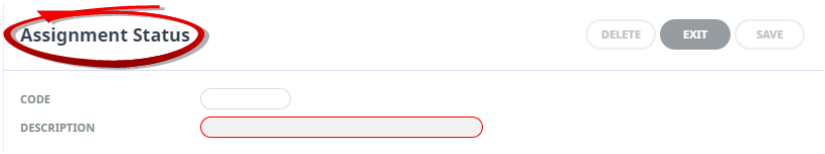
> An assignement status will also need to be defned as a default status when creating new assignments. The INI Setting required is RESOURCEASSIGNMENT_STATUS

Create an Assignment Status

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Resourcing > Assignment Status**.
3. On the **Assignment Status** screen, if the Assignment Status required is not already in the list, click **Insert**.



4. On the blank **Assignment Status** screen, enter a *Code* and *Description*.



5. Review the **completed screen**.
6. Click **Save** to keep the changes.
7. Click **Exit** to discard any changes.

About Assignment Status Fields

Code

A code for the Assignment Status. The status code must be 2 characters.

Description

A descriptive field to describe the Assignment Status. This field will allow up to 30 characters.

Resource Category

Resource categories allow specific resource capabilities to be attached to individual resource records; codes and descriptions are used to categorise resources.

Some organisations may choose to categorise their drivers based on the licence class or type of licence they hold. Perhaps they can only drive a standard vehicle size, or have a licence that can only drive a certain vehicle size with a set number of seats. Whereas other organisations may choose to categorise their drivers by the language they speak, similar to the guide categories. How organisations choose to categorise their drivers, guides and vehicles will be determined on the buisness requirements of the operating organisation.

Examples of Driver Categories, Guide Categories, and Vehicle Categories could include resources such as:

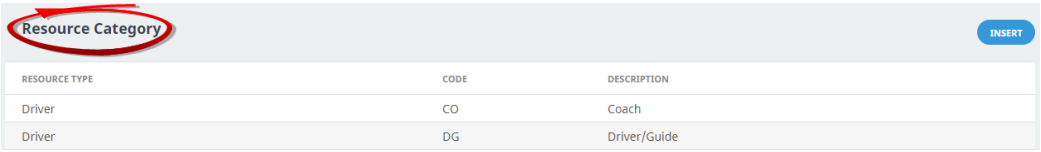
- Driver categories and the vehicles they can drive (or perhaps the language they speak).
- Guides that speak specific languages.
- Vehicle categories could include the size vehicle or type of vehicle.

Driver Categories		Guide Categories		Vehicle Categories	
CO	Coach	FR	French Speaking	C1	Coach - 15 Seater
DG	Driver/Guide	GE	German Speaking	C2	Coach - 24 Seater
LI	Limousine	GR	Greek Speaking	C3	Coach - 29 Seater
MB	Mini Bus	IT	Italian Speaking	C4	Coach - 35 Seater
MV	Mini Van	SP	Spanish Speaking	C5	Coach - 48 Seater
ON	Overnight	TG	Travelling Guide	LM	Limousine
ST	Standard Car			MB	Mini Bus - 12 Seater
				MV	Mini Van
				SC	Standard Car

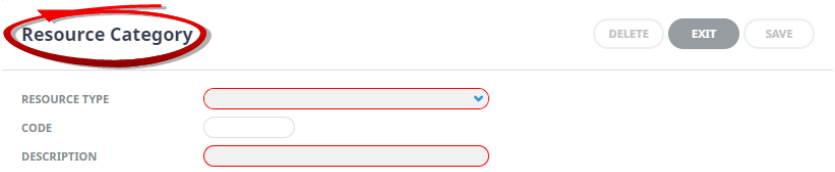
NOTE: The table above includes examples of codes and descriptions for different categories. The column to the left of each category shows the two character resource category codes, and the column to the right of each category are resource category description examples. Each category can be coded and named using categories and terminology specific to your organisational needs.

Create Resource Categories

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Resourcing > Resource Category**.
3. On the **Resource Category** screen, if the Resource Category required is not already in the list, click **Insert**.



4. On the blank **Resource Category** screen, select a *Resource Type*, enter a *Code* and *Description*.



5. Review the **completed screen**.

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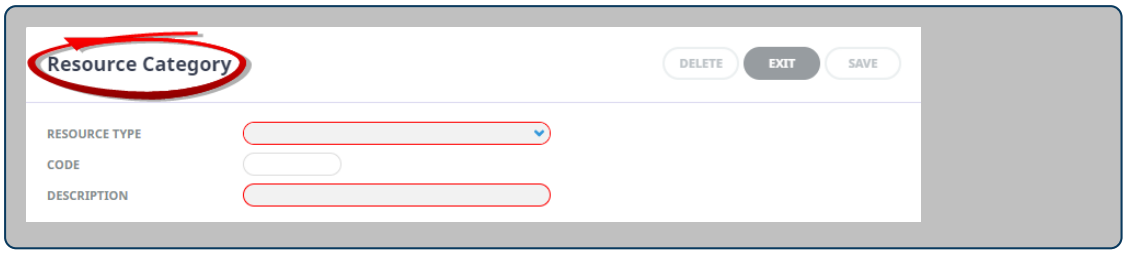
6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

NOTE: Category records cannot be deleted if they have been attached to a resource, or used in an assignment.

About Resource Category Fields



Resource Type (Drop-down)

This field will default to Driver with selection of Guide, or Vehicle also available. The selection should be made as per the resource category requirement.

Code

This field is used to identify the Resource Category. The code can be up to 3 characters.

Description

Is a descriptive field to describe the Resource Category code. Example descriptions are available at the top of this page. This field will allow up to 30 characters.

Resources

The Tourplan Resourcing application allows resources to be defined. Categories for these resources are also defined and then applied to each resource. The Operations application allows resources to be assigned to booking services.

This section of the document includes procedures on the Code Setup requirements of resourcing. Operational details on creating resource assignments are in the Operations User Manual.

Driver/Guide/Vehicle Categories must be set up prior to setting up Drivers, Guides or Vehicles.

The Code field cannot be changed. Records cannot be deleted if they have been used in Resource Assignments.

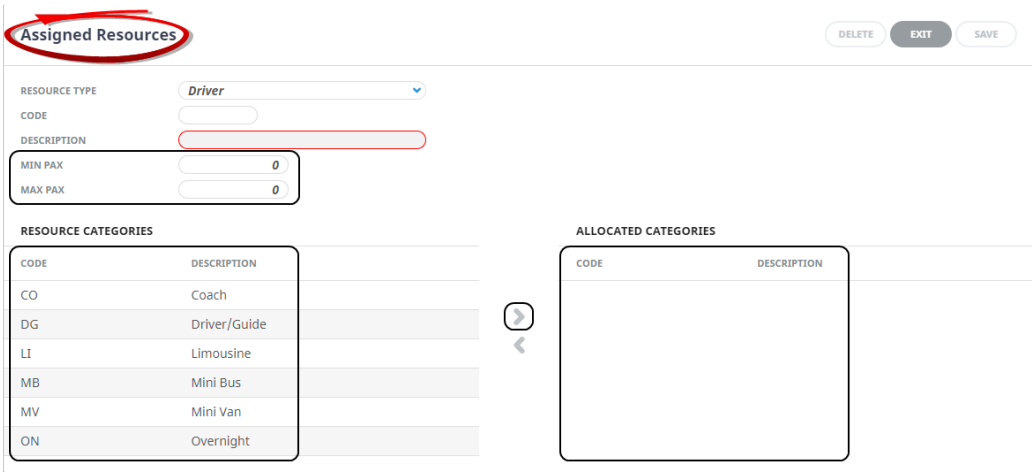
Create a Resource

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Resourcing > Resource**.
3. On the **Assigned Resources** screen, if the Resource required is not already in the list, click **Insert**.

RESOURCE TYPE	CODE	DESCRIPTION	MIN PAX	MAX PAX
Driver	BB	Bob Brown	1	15
Driver	JH	Jim Hopgood	1	45
Driver	PR	Peter Rellips	1	45
Guide	AM	Akio Matsuo	1	49
Guide	DC	Denis Callaghan	1	40
Guide	HW	Harold Wilson	1	40
Vehicle	MB1	Mercedes Benz Minibus JHT970	2	8
Vehicle	MR1	Rosa GTE65	12	24
Vehicle	MS1	Mazda 14 GTF543	1	15
Vehicle	VB1	Volvo B12 GFN921	28	48

4. On the blank **Assigned Resource** screen, select a *Resource Type*, enter a *Code* and *Description*.

5. Keeping with the blank **Assigned Resources** screen, enter *Min Pax* and *Max Pax* numbers, and select the required *Resource Category* to the *Allocated Categories* column using the button.



6. Review the **completed screen**.

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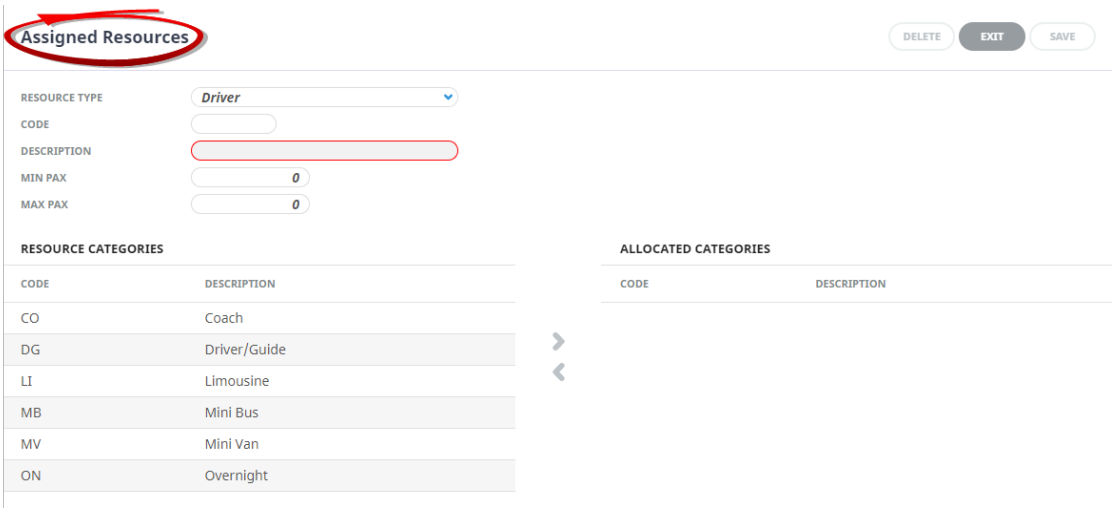
7. Click **Save** to keep the changes.

8. Click **Exit** to discard any changes.

About Resource Fields



Resource Type

This field will default to DriverDriver with selection of Guide, or Vehicle also available. The selection should be made as per the resource category requirement.

Code

A code for the Resource record. For a Driver or Guide this could be the initials of the person, and for a Vehicle it could be a unique code relevant to the vehicle. This field will allow up to 6 characters.

Description

The Resource description. For a Driver or Guide this could be the name of the person, and for a Vehicle resource type this could be a vehicle description and/or registration number. This field will allow up to 60 characters.

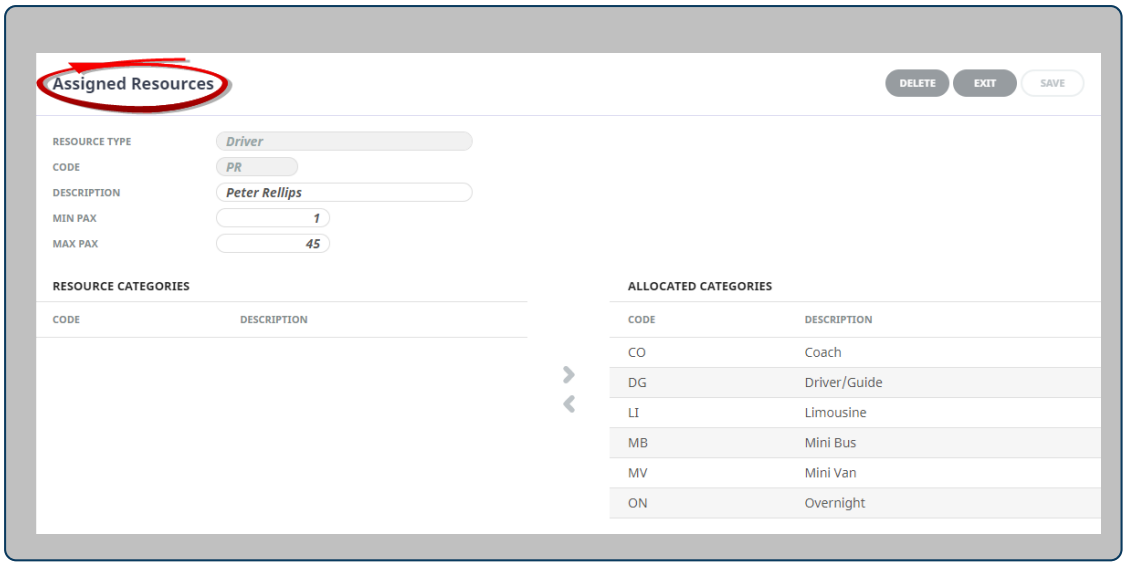
Min Pax/Max Pax

A numerical number is required if the resource (e.g. the Driver) has limitations on the size of (e.g.) the vehicle(s) they are able to drive the limitations can be expressed in the Min/Max pax fields. If a driver is only licensed for Limousines, then the Min/Max could be 1–4. The driver would not be able to be assigned to e.g. a group of 15 pax.

Resource Categories/Allocated Categories

Available defined categories will display on the left hand column under Resource Categories. These will differ depending on whether Drivers, Guides or Vehicles are being set up. If the resource category is not available, it will need to be defined as an available resource category. Instruction on setting up rescource categories can be found here. To add a Resource Cagegory to the Allocated Categories column, use the button. To remove an Allocated Category from the resource, highlight the category and use the button.

> In this example the Driver has a maximum passenger number of 45 assigned, and is authorised to drive any vehicle in the fleet (where passenger numbers do not exceed 45). Drivers can be assigned to specific vehicles by selecting the required 'vehicle' resource from the resource categories list on the left and moving them to the allocated categories list on the right.



Search Icon

There is a search icon located next to the column 'Resource Type' heading. This allows users to quickly search the Assigned Resources application for an existing entry. An additional search field will enable users to insert text to search, and previous and next (up and down) buttons identify entries which match the search criteria.

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CHAPTER 14

Air

The Air Menu is only enabled when Air PNR processing has been turned on.

This Tourplan add-on has an import function which will download an airline PNR into Tourplan and Tourplan will format the data into a booking service line with the details being able to be output on documentation.

NOTE: Air bookings cannot be made from within Tourplan, they can only be imported into Tourplan. The air bookings must be made in a CRS.

In this chapter ...

Air 276

Air

The Air Menu is only enabled when Air PNR processing has been turned on.

The menu items within this menu structure allow the following data to be set up:

- Airline Plate data - Fields: Plate Code, Plate (Carrier) Name and the Tourplan supplier attached to it.
- Air Carrier - Fields: Carrier Code (Designation), Carrier Name, Tourplan Supplier Code
- Meal - Fields: Meal Code and Meal Description.
- Equipment Types - Fields: Equipment Code and Equipment Description.

If the Air PNR Download option is being used, training and documentation will be provided by the local Tourplan Support Office.

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CHAPTER 15

Security Setup

The Security Setup allows Securities to be defined. It is also where user login and password details are defined and where logged in users can be identified and logged out if a user forgot to sign out and another user requires their licence.

The Security Settings are designed to allow or deny access to the various Tourplan applications—Product, Accounting, FITs etc.—and if access is allowed, restrictions can be placed on the actions of the user inside the application. For example, an accounts user could have access to the FIT application and have rights to add notes to the services, but no rights to alter any pricing.

In this chapter ...

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Security Introduction 279
User Groups 280
Create User 282
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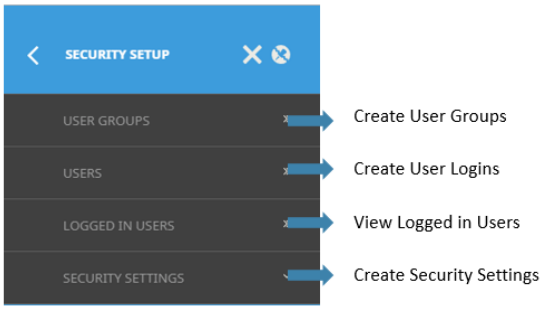
Logged in Users 288
Remove User Access 289
Low Level Security Example 290
High Level Security 293
Security Settings 295

Security Procedures Included In This Chapter

Tourplan has System Securities which allow flexibility and adaptability depending on user company requirements.

The Security Setup menu is divided into 4 sections, each menu selection below provides further security levels applied to individual users or groups of users. The available procedures in each menu section will be discussed separately, and procedures covered in this chapter include:



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Security Introduction

The Security levels application is accessed from the main Tourplan menu > System > Security Setup.

The Security System is made up of 3 different areas of security:

1. Group Security

   Each User is assigned to a Group. Through the Group setting, the User is linked to the Application and Process/Node within the application, rather than setting each Users access to each particular program individually. It is possible with the Groups to split the company into different work sections. These Groups are then assigned to particular applications.

2. User Security

   Each individual user is assigned an overall security level for the system. The security level is a numeric value in the range 0 to 99. Level 99 is the highest security level and will have access to all areas within the system. Gradation of security levels will help control access to areas for the different grades of users.

   There is also the ability to grant or revoke access to specific users through a series of tick boxes. If the system function is unchecked (it will display in red text) the action is not available in that node of the application for the highlighted user.

3. Application Security

   The selection layout for the Application Security is based on a menu selection. The further down the tree selection, the more process nodes appear for security settings. The menus are based on the same tree menus in the actual applications. Security levels here can be as simple or as complex as is required. Each node of the tree allows for a security level to be set

It is possible to define Security settings for each Application (program) that is available in Tourplan, as well as the Processes that may occur within the Application.

NOTE: it is not necessary for full Security levels to be set up for Tourplan to run. When the system is installed, no security is set. If full Security levels are to be set up, clear planning beforehand will help make the process less complicated.

Security setup is dependant on the level of security your organisation requires. We have provided examples of Low Level Security and High Level Security for a User or a Group.

The User group 'Everyone' can be attached to all or some of the Applications on the system and the security then controlled by the level set against the permitted action.

User Groups

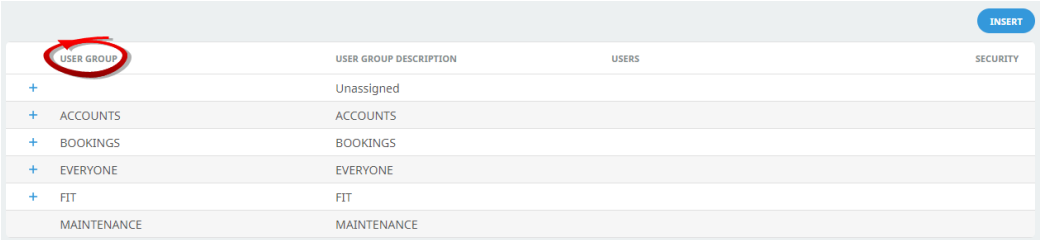
User Groups can be created and individual users can be assigned to the Group, allowing you to split the company into different work sections.

User Groups can then be assigned to particular applications in Security Settings.

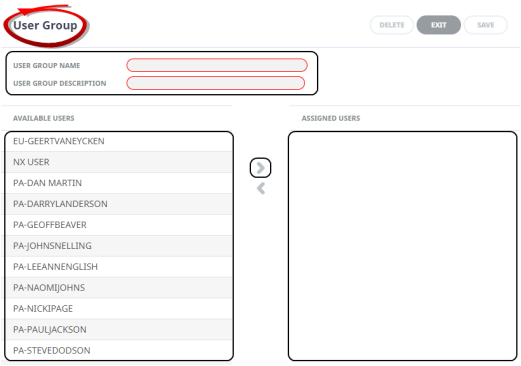
> It is not necessary for User Groups to be set up for Tourplan NX to run. If full securities are to be set up, clear planning beforehand will help to make the process less complicated.

Create a User Group

1. From the Home menu, select **Home > System > Security Setup**.
2. From the Security Setup menu, select **User Groups**.
3. On the **User Group** screen, if the User Group that you want is not already in the list, click **Insert**.

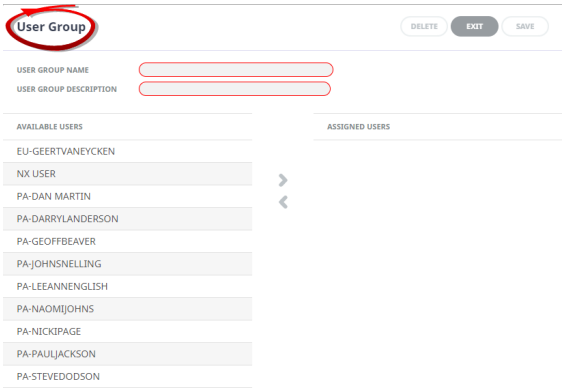


4. On the blank **User Group** screen, enter a *User Group Name* and *User Group Description*, then select *Assigned Users* from the *Available Users* list.



5. Click **Save** to keep the changes.
6. Click **Discard** to discard all changes.

About User Group Fields



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User Group Name

The name of the User Group allows up to 30 characters, this could be departmental, or you could choose to have security levels such as General Staff, Supervisors, Management, Maintenance etc.

User Group Description

A descriptive field to describe the user group further.

Available Users & Assigned Users

A list of all users created in Tourplan will display in the left hand column, and users assigned to the user group will display on the right hand side. You can move the users from Available to Assigned by highlighting the user and selecting the chevron. Alternatively the user group can be defined against the user.

NOTE: Users can be removed by highlighting the user's name from Assigned users and selecting the chevron to move the user to Available users.

Once User Groups have been created, the next step will be to define the Security Settings by Group. Please refer to the Group examples in the following locations to better understand how Group Security Settings can be used for "High Level Security" on page 293, and "Low Level Security Example" on page 290.

Create User

For users to have access to TourplanNX, they must have a unique user login and password created within Security Setup. Information such as user contact details are stored here and can be used to output on your documentation or messages. User specific INI settings can also be created, streamlining these processes for user setup.

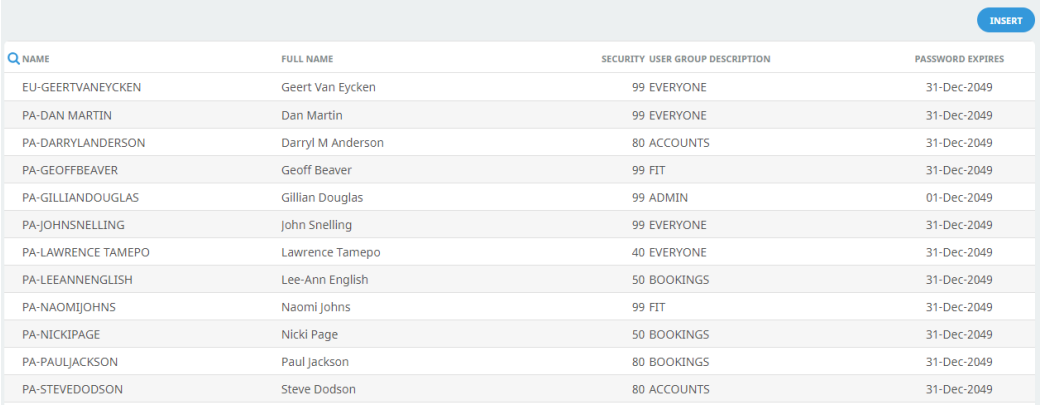
NOTE: Each Tourplan NX system is licensed for a maximum number of concurrent users being able to access the system. This does not mean that the maximum number of user names that can be set up is the same as the number of concurrent users the system is licensed for. As many user names as required can be set up; the limit is how many of those users are logged into Tourplan NX at any particular time.

Create a User

1. From the Home menu, select **Home > System > Security Setup**.

2. From the Security Setup menu, select **Users**.

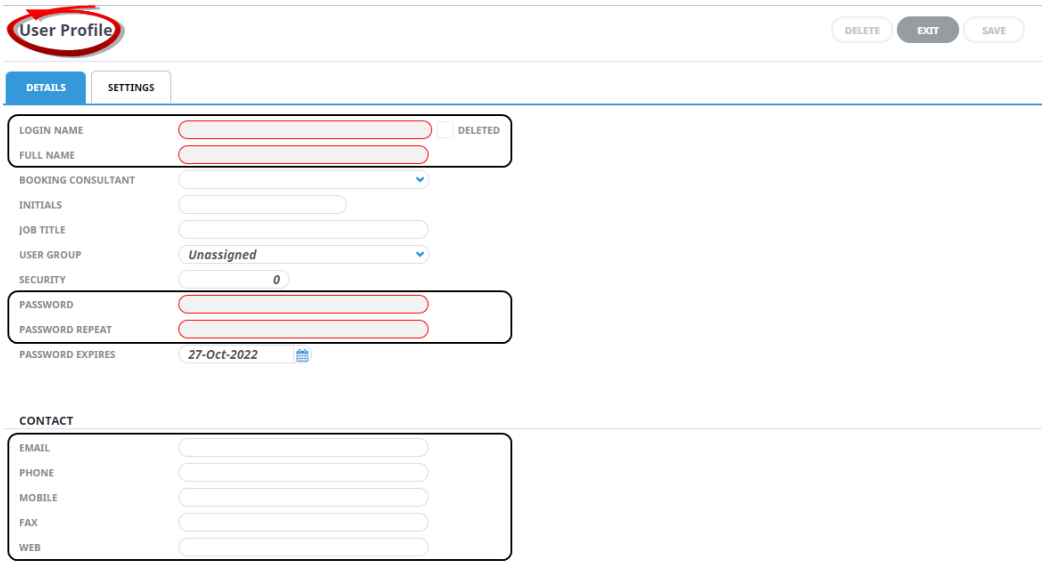
3. On the **Users** screen, if the User that you want is not already in the list, click **Insert**.



INSERT

NAME	FULL NAME	SECURITY	USER GROUP DESCRIPTION	PASSWORD EXPIRES
EU-GEERTVANEYCKEN	Geert Van Eycken	99	EVERYONE	31-Dec-2049
PA-DAN MARTIN	Dan Martin	99	EVERYONE	31-Dec-2049
PA-DARRYLANDERSON	Darryl M Anderson	80	ACCOUNTS	31-Dec-2049
PA-GEOFFBEAVER	Geoff Beaver	99	FIT	31-Dec-2049
PA-GILLIANDOUGLAS	Gillian Douglas	99	ADMIN	01-Dec-2049
PA-JOHNSNELLING	John Snelling	99	EVERYONE	31-Dec-2049
PA-LAWRENCE TAMEPO	Lawrence Tamepo	40	EVERYONE	31-Dec-2049
PA-LEEANNENGLISH	Lee-Ann English	50	BOOKINGS	31-Dec-2049
PA-NAOMIJOHNS	Naomi Johns	99	FIT	31-Dec-2049
PA-NICKIPAGE	Nicki Page	50	BOOKINGS	31-Dec-2049
PA-PAULJACKSON	Paul Jackson	80	BOOKINGS	31-Dec-2049
PA-STEVEDODSON	Steve Dodson	80	ACCOUNTS	31-Dec-2049

4. On the blank **User Profile** screen within the **Details tab**, enter a *Login Name*, *Full Name*, *Password* and *Password Repeat*. Complete the available contact fields.



5. If you are using **Security** levels or **User Groups**, insert the required *Security Level* and select the *User Group*.

   NOTE: *User Groups and Security Levels do not have to be defined.*

6. Open the **Settings tab**, click **Insert**.

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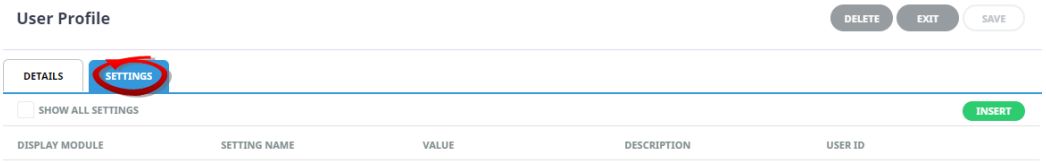
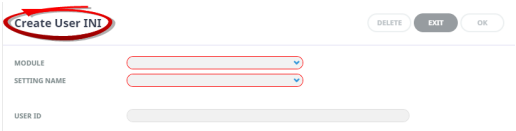


7. On the **Create User INI** screen, select the required *Module*, and *Setting Name* from the dropdown fields. Enter values or select required options in the additional fields that display.

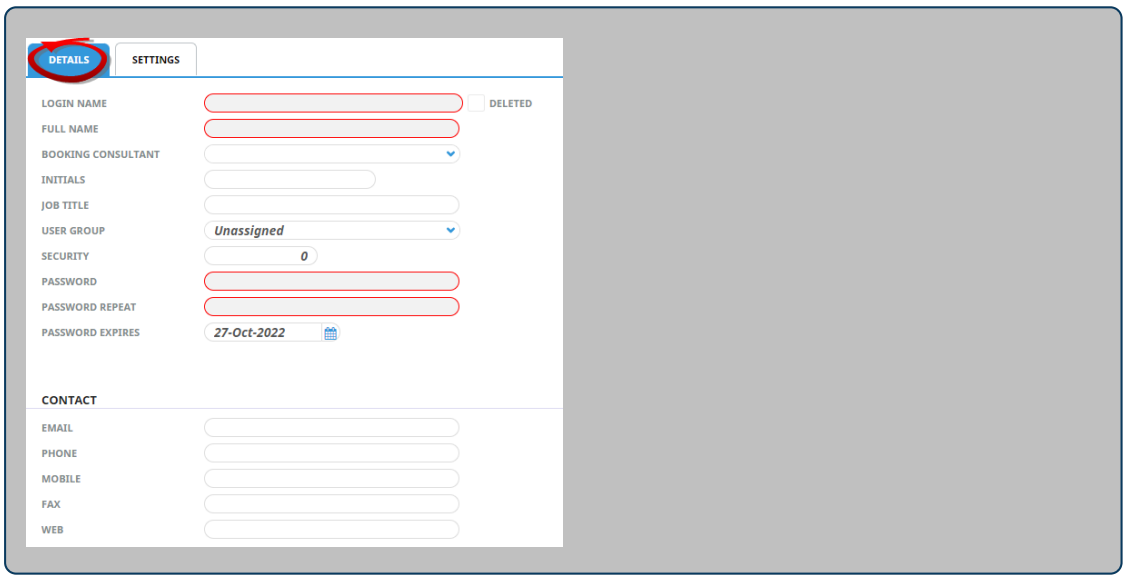


8. Click **OK** to keep the changes and save or update the entry.

9. Click **Save** to keep the changes.

10. Click **Exit** to discard any changes.

About User Fields - Details Tab



Login Name

This is the name that the user logs on to Tourplan with. The Login Name field will allow up to 30 characters.

NOTE: This field is forced Caps.

Deleted

This check box prevents the user from being able to log in.

Full Name

The user's full name (forename and surname) can be entered in this field. The maximum number of characters this field will allow is 100. Remember that the users name can output onto your documentation so formatting of this field should be considered.

Booking Consultant

If the consultant record has already been created in the Code Setup > Bookings > Consultant, and if the new user is going to create bookings (PCM, FITs and/or Groups), select the appropriate booking consultant record from the dropdown. If the consultant record has not yet been created, refer to Creating Consultants.

Initials

Enter the Initials required for the New user.

Job Title

The user's job title can be entered in this field. This field will allow up to 100 characters.

There is a case for entering the user's forename in the Full Name field (not in caps as per the login name), and the user's Surname in the Job Title field if this is not going to be used for the Job Title. The rationale being that on some messages/documentation, the Forename only is output and on others, the Forename and Surname are required.

User Group

If Groups have already been created in the Security Setup > User Groups application, select the applicable group name from the drop-down. If groups have not been set up, leave this field blank. If User Groups have not yet been defined, refer to Creating User Groups.

Security Level

Enter the numeric security level value for the user (if required). This can be a value between 0 and 99. Each item on Tourplan NX's menus (and the menu nodes within each application) can have a security level number assigned to them which then determines the individual user's rights to access that particular menu item. Further details on the setting of system/menu security levels, is detailed in the Security Introduction of this User Manual.

Password/Password Repeat

Enter the user's password. This is the password that the user logs on to Tourplan with.

Tourplan NX has enhanced security settings requiring passwords to include Uppercase, Lowercase, a Number and a Character. (Characters include: !,@,#,$,%,^,&,*, etc.)

Password Expires

This will always default to today's date. You can set the date right out until 31 Dec 2050 or if your organisation's policies are to enforce passwords to change regularly, you can select a date not as far forward in the future.

If the password has expired the user will be prompted to insert their old password and create a new password when they log in.

Email

Enter the user's email address in this field. This is used as the From email address when outputting messages to email. This field will allow up to 100 characters.

Phone

Enter the user's phone number. This is information only and can be output on documentation. This field will allow up to 100 characters.

Mobile

Enter the user's mobile number. This is information only and can be output on documentation. This field will allow up to 100 characters.

Fax

Enter the user's fax number. This is information only and can be output on documentation. This field will allow up to 100 characters.

NOTE: Some thought needs to be considered with regard to the consistency of your phone/mobile/fax fields. For example, will you use + in place of 00, and the spacing between or the use of brackets for area codes. Consistent entry of these fields will make your documentation consistent.

Web

Enter the user's web URL. This is information only and can be output on documentation. This field will allow up to 250 characters.

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About Settings Tab

Any settings already defined will default into the *Settings* tab table. On clicking **Insert** the *Create User INI* screen will display, allowing you to insert or view user specific INI Settings.

NOTE: Clicking the *Show All Settings* check box will display a list of ALL the INI Settings currently assigned to the user within the system. Which is helpful to identify what INI Settings permissions could or should be added to the user at this point.

Display Module

The INI Settings application the setting applies to.

Setting Name

The Setting Name chosen from the list of INI Settings available within the Module.

Value

The set Value.

NOTE: Depending on the Setting Name chosen, value types may include dropdown options, Y/N selections, and entered data.

Description

A hard coded description for the Setting Name. This description will default when the Setting Name is selected.

User ID

The users User ID. This is a combination of the Login Name and Full Name details.

Creating a Consultant

Once a user has been provided a log in and password the next step in the setup process is to assess if the user will require consultant access to applications within Tourplan.

For system setup of multiple consultants we advise creating linked consultants from a systemwide setup - Please see additional procedures on creating Consultants.

Search for Existing User

Search Icon

There is a search icon located next to the column 'Name' heading. This allows users to quickly search the Security Setup application for an existing user name entry. An additional search field will enable users to insert text to search, and previous and next (arrow buttons) identify entries which match the search criteria.

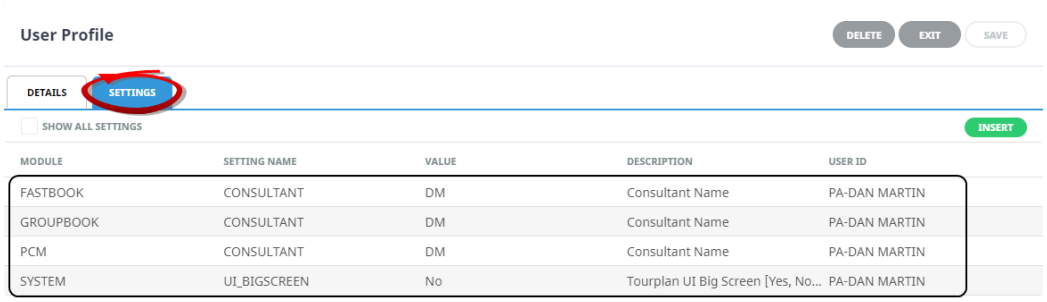
The Enter key can be used as a quick key to move to the next matched searched result.

View Users INI Settings

Many INI Settings within Tourplan NX can be set system wide for all users and/or defined where necessary for individual users. The ability to view configured INI Settings per User Profile is a useful tool which easily identifies user specific settings.

View a Users INI Settings

1. From the Home menu, select **Home > System > Security Setup**.
2. From the Security Setup menu, select **Users**.
3. Click to open the **User Profile** screen.
4. Select the **Settings Tab** to view assigned INI Settings. The default view lists unique INI Settings configured for this User.



5. Click the **Show All Settings** checkbox to view a full list of System Wide and User specific INI Settings.
6. Click **Exit** to discard any changes.

   NOTE: User INI Settings can be amended before clicking Exit, see " Amend User INI Settings" below for more information.

Amend User INI Settings

From the User Profile screen existing INI settings can be amended.

Amend User INI Settings

1. Locate the User Profile INI Settings Tab (see " View a Users INI Settings" above).
2. Click a **Setting Name** to amend.
3. Edit the **Value** field.
4. Click **OK** to keep the changes and save or update the entry.
5. Click **Save** to keep the changes.
6. Click **Exit** to discard any changes.

About Settings Tab

Any settings already defined will default into the *Settings* tab table. On clicking **Insert** the *Create User INI* screen will display, allowing you to insert or view user specific INI Settings.

NOTE: Clicking the *Show All Settings* check box will display a list of ALL the INI Settings currently assigned to the user within the system. Which is helpful to identify what INI Settings permissions could or should be added to the user at this point.

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Display Module

The INI Settings application the setting applies to.

Setting Name

The Setting Name chosen from the list of INI Settings available within the Module.

Value

The set Value.

NOTE: Depending on the Setting Name chosen, value types may include dropdown options, Y/N selections, and entered data.

Description

A hard coded description for the Setting Name. This description will default when the Setting Name is selected.

User ID

The users User ID. This is a combination of the Login Name and Full Name details.

Logged in Users

Each Tourplan system is licensed for a maximum number of concurrent users. If the maximum number of users is exceeded and another user is wanting to log in, they will be given the option to log out an existing user to then be able to log in.

Alternatively there is a function in Tourplan Security Setup that allows users to be logged out manually. This is a handy function if you want to log out multiple users or if someone is away on leave and has forgotten to log out.

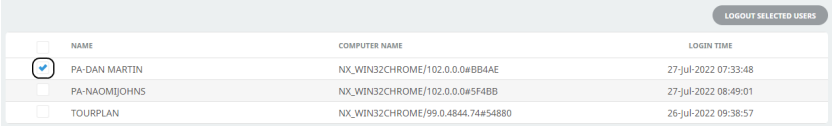
A full list of current users will display, including their computer name and the date and time they logged in.

See Logged In Users

1. From the Home menu, select **Home > System > Code Setup**.

2. From the Security Setup menu, select **Logged In Users**.

3. On the **Logged In Users** screen, if the Logged In User you want to log out is on the list, click the *Check Box*.



4. If you want to log the user out, click **Logout Selected User**.

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Remove User Access

Restricting access to users allows the users details to remain tied to the system for reporting. There are a couple of security methods that will remove a Users ability access to Tourplan, including limiting security access or changing their password.

A user can be flagged as deleted, which saves their ID record within the system and removes the user from future selection.

Check if User is Logged In

1. Open the **Security Setup Menu > Logged In Users**.
2. Check the list to ensure the User you want to delete is not logged in.
3. If they are not logged in you can open the Security Setup menu and proceed to "Remove User Access to Tourplan" below.

Log the User Out From Tourplan

1. If the user is showing on the list of logged in users select the check-box next to their name.
2. Click the button **Logout Selected Users**.

Remove User Access to Tourplan

1. Open the **Security Setup > Security Settings > By User**.
2. Highlight the Users Name.
3. Un-tick the box for the top level Tourplan function. Alternatively there may be parts of the system you wish to block for the user within the Group.
4. Click **Save**.

Change a Users Password

An administrator can block the employee by changing their password.

1. Open **Security Setup > Users**.
2. Click on the **Users Name**.
3. Change the **Password** and **Password Repeat** fields.

NOTE: You can also increase their Security Levels at this point too by changing the security to 100.

Flag a User as Deleted

An administrator can flag the employee as deleted.

1. Open **Security Setup > Users**.
2. Click on the **Users Name**.
3. Select the **Deleted** checkbox.

Low Level Security Example

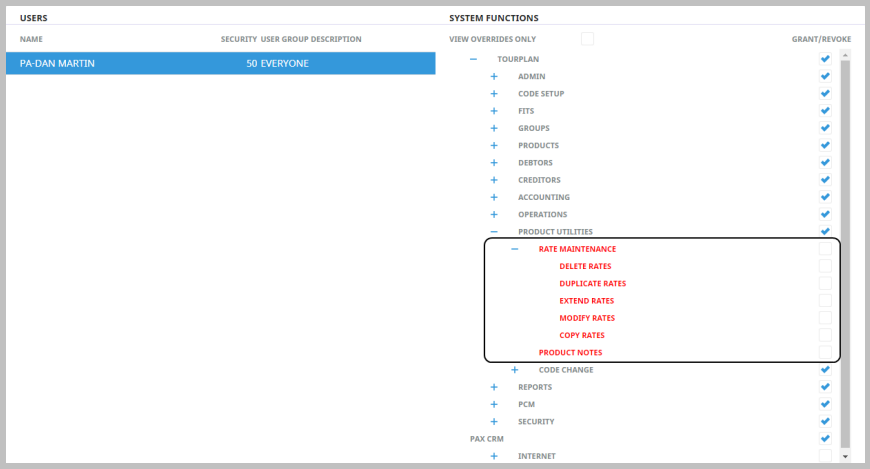
A simple system would be to have only one group set up called EVERYONE. The Security levels assigned to the individual user will be in conjunction with security settings - by user, and will govern the security control individually.

User Security Example

In this example, individual users security levels are defined against the user and each user is assigned to user group EVERYONE.

PA-DAN MARTIN	Dan Martin	50	EVERYONE	31-Dec-2049
PA-JOHNSNELLING	John Snelling	99	EVERYONE	31-Dec-2049
PA-LAWRENCE TAMEPO	Lawrence Tamepo	40	EVERYONE	31-Dec-2049

All Users are set up with a Security Level which will allow them access to different areas in Tourplan and the system function access is granted in the Security Settings application. This user has not been granted access to update rates through rate maintenance.



Group Security Example

Only one Group named 'Everyone' is set up . All Users are attached as Group Members. This means the Security Levels will be governed by the Security Levels attached to the User name. For example: the three users seen in the screen capture below will have access to applications or functions within Tourplan.

- Dan will have access to applications or functions with security settings of 0-50.
- John will have access to applications or functions with security settings of 0-99.
- Lawrence will have access to applications or functions with security settings of 0-40.

PA-DAN MARTIN	Dan Martin	50	EVERYONE	31-Dec-2049
PA-JOHNSNELLING	John Snelling	99	EVERYONE	31-Dec-2049
PA-LAWRENCE TAMEPO	Lawrence Tamepo	40	EVERYONE	31-Dec-2049

The User group 'Everyone' can be attached to all or some of the Applications on the system and the security then controlled by the level set against the permitted action.

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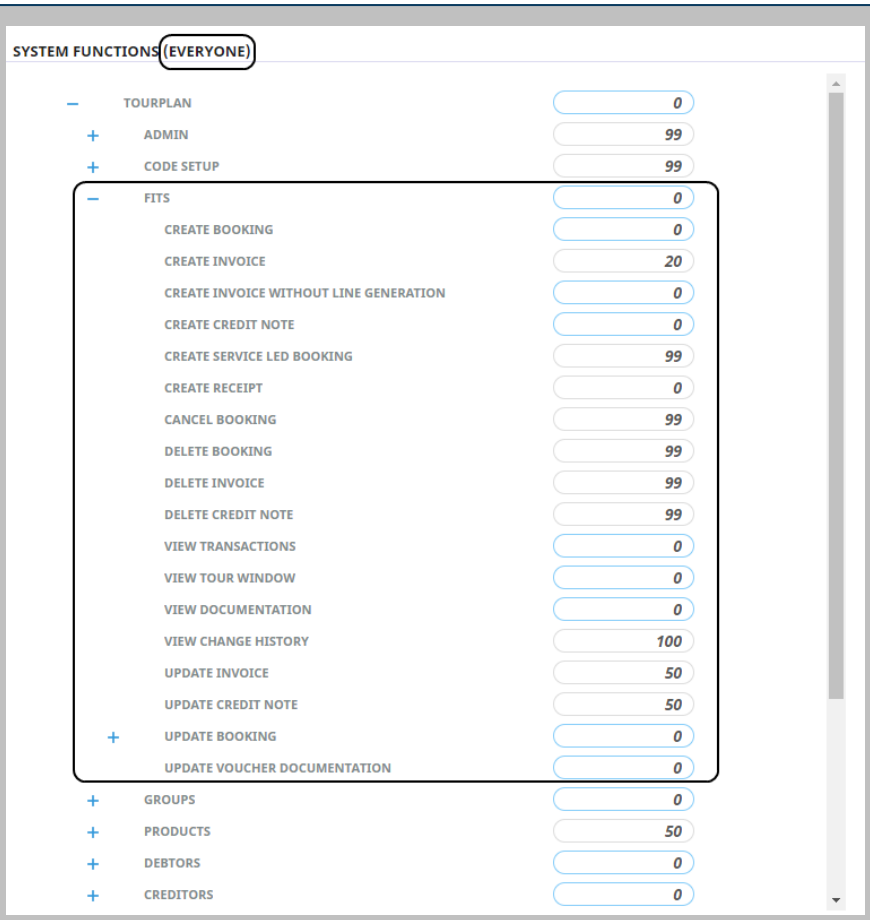

In the FIT example in Low Level Security – FIT Application Example, anyone with security level 30 would be able to create an invoice and enquire on an invoice, but would not be able to change an invoice or delete an invoice in FITs. Only a User with 50 and above would be able to change the invoice and a User with a security level of 99 would be able to delete an invoice.

NOTE: As the Users are set all under one Group, it is not possible to separate the Users out into Departments - i.e., separate security levels for accounts staff vs operations staff.

Security Levels can also be applied at the top of the Menu Item (the application level) and applied to all nodes/levels below. An example is shown in the Accounting example. The Accounting application has had a Security level of 50 for all actions that apply to the entire Accounting application. Only a User with Security Level 50 and above will be able to access any part of the Accounting application.

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High Level Security

Next we explore high level security measures. There are two possibilites which can be applied; User Security, and Group Security.

User Security - High Level

User Security Levels could be broken down as follows:

- General Staff: (e.g. Reservation Consultants, Accounts Clerks). All General Staff will have a Security Level of 0. Only applications and processes that are set to allow all access - 0 will allow these Users to access them. Any applications or processes that have a security level higher than 0 will not show on these user's menus (in the case of applications) or will be greyed out (in the case of processes).
- Supervisors: (e.g. Reservations Supervisors). All Supervisors will have a security level of 50. Therefore they will be able to access all applications and processes that are set to 0 and also higher - but NO higher than level 50.
- Management: (e.g. Sales Managers, Accounts Managers). All Managers will have a Security Level of 80. They will be able to access the same applications and processes that the General Staff and Supervisors can access - and also ones that have a security level up to 80.
- Maintenance: (e.g. System Administrator, Tourplan Support). These Users will have a security level of 99 which will allow them access to the entire system.

NOTE: a security level of 99 should be restricted to no more than 1 or 2 Users.

In this example, the User Security Levels are defined per user and users have been assigned to different user groups.

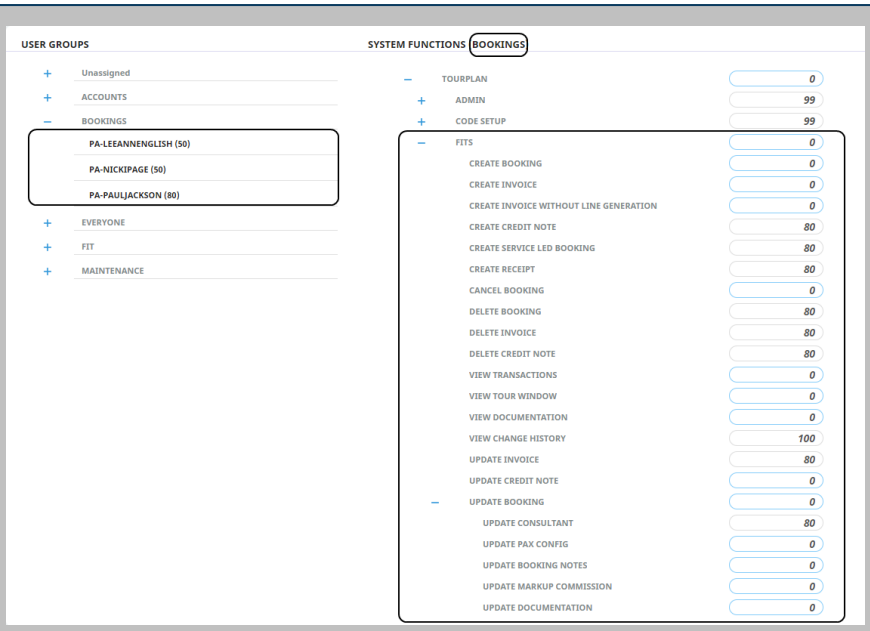
NAME	FULL NAME	BUSINESSENTITY	SECURITY	USER GROUP DESCRIPTION	PASSWORD EXPIRES
PA-LAWRENCE TAMEPO	Lawrence Tamepo		40	EVERYONE	31-Dec-2049
PA-LEEANNENGLISH	Lee-Ann English		50	BOOKINGS	31-Dec-2049
PA-NICKIPAGE	Nicki Page		50	BOOKINGS	31-Dec-2049
PA-DARRYLANDERSON	Darryl Anderson		80	ACCOUNTS	31-Dec-2049
PA-PAULJACKSON	Paul Jackson		80	BOOKINGS	31-Dec-2049
PA-STEVEDODSON	Steve Dodson		80	ACCOUNTS	31-Dec-2049
PA-JOHNSNELLING	John Snelling		99	MAINTENANCE	31-Dec-2049
TOURPLAN			99	MAINTENANCE	31-Dec-2050

Group Securities – High Level

Bookings Example: All Users that are in the Bookings Department are added to this group and system functions can be enabled or disabled per Group.

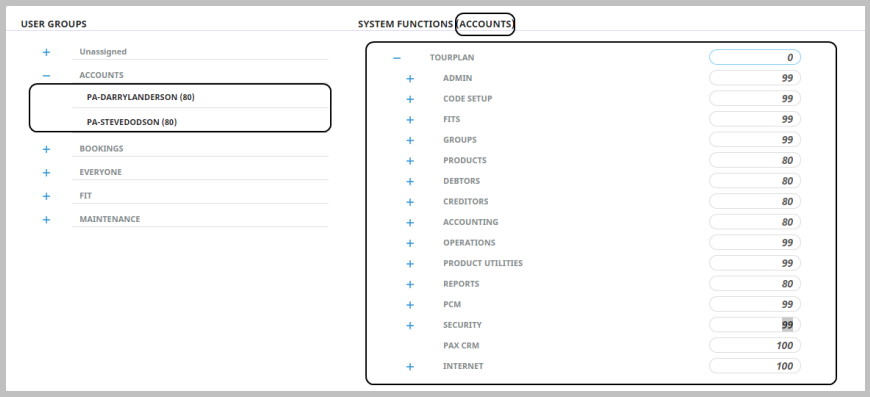
In this example, the Group Security Levels are broken down into smaller groups to suit organisational needs. To the left of the screen you will see there are 6 User Groups that have been defined, the 'Bookings' user group has been expanded to show three consultants attached to the user group. The consultants individual security levels are showing in the brackets next to their name. (Paul has the highest security level as he has a security level that is higher than Lee-Ann and Nicki and will have access to higher level functions within Tourplan.

The System Functions display to the right of the screen and provides a list of applications or functions, the **+** or **-** can be used to expand or minimise additional functions within the application list. In this example a user group is selected and is showing in brackets next to the System Function heading.



The FITs list has been expanded to show the System Functions available within the FIT application. Security levels are assigned per function, or at an application level. The above example shows that the Admin, and Code Setup Applications have been locked for a security of 99 or higher, where as the FITs functions have been itemised per function. Functions with a security level of 80 will allow users with a user security level of 80 or more access and allow amendment to bookings for these functions. The 0 setting will allow any users access to these functions.

Accounts Example: All Users that are in the Accounts Department have been added to the 'Accounts Group', and system functions are limited to accounting functions for the accounts group. Anything set to 99 the Accounts group will not be able to access, anything with 80 or below they will be able to access.



NOTE: The above example has the security levels set at the application level, if there was a requirement for accounts users to have different security levels for different accounts functions this could be done by expanding the security function application list as shown in the previous example and setting the security level per function.

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Security Settings

Once you have decided on your security requirements, you can choose to allow or deny access to the various Tourplan applications either by User or by User Groups.

The next section of this User Manual will provide instruction on how to set security settings by Group or by User.

Careful planning together with assistance from your local Tourplan Support Office should have been undertaken prior to entering this procedure.

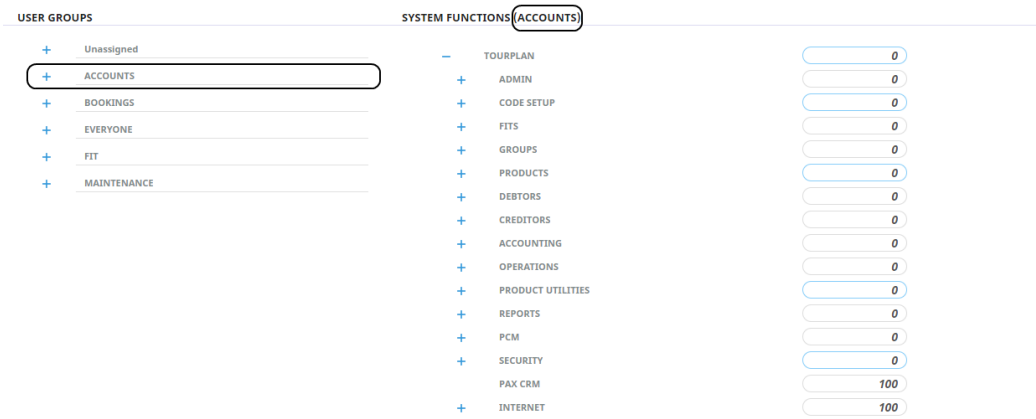
Further understanding on low level and high level security settings can be seen on the previous pages of this User Manual.

Set Security Levels By Group

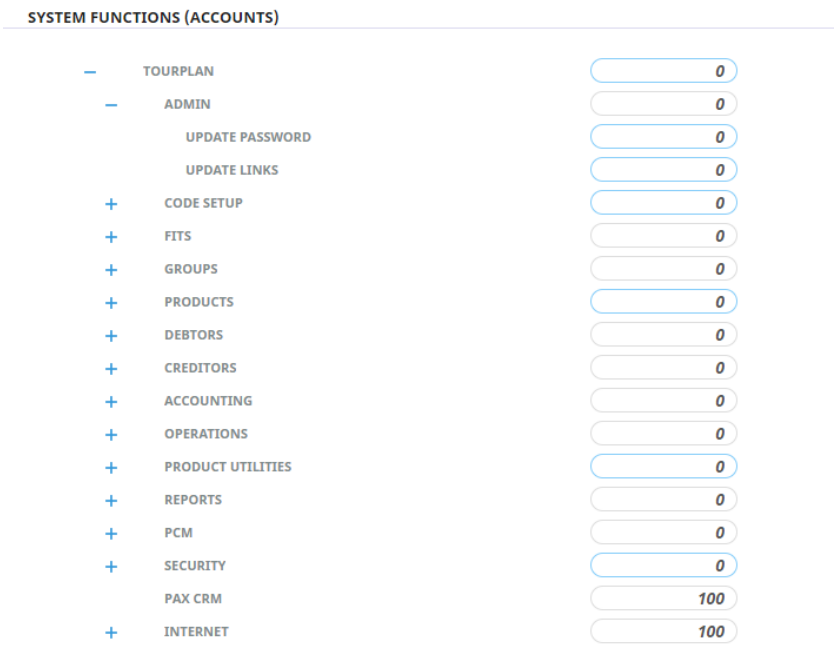
1. From the Home menu, select **Home > System > Security Setup**.

2. From the Security Settings menu, select **By Group**.

3. On the **User Groups System Function** screen, select the Group, so that the **Group Name** appears in brackets next to the heading.



4. In the **System Functions** enter the applicable *Numeric Security Number* required next to each function within the application, at the appropriate level.



5. Review the **completed screen**.

6. Click **Save** to keep the changes.

7. Click **Exit** to discard any changes.

Override Security Levels by User

1. From the Home menu, select **Home > System > Security Setup**.

2. From the Security Settings menu, select **By User**.

3. On the **Users System Function** screen, click **Insert** and select the *User Name* to override the users security.

4. In the **System Functions** column, select the applicable application (or expand the application for further application functions), use the check box to grant the User access or, de-select to revoke their access.

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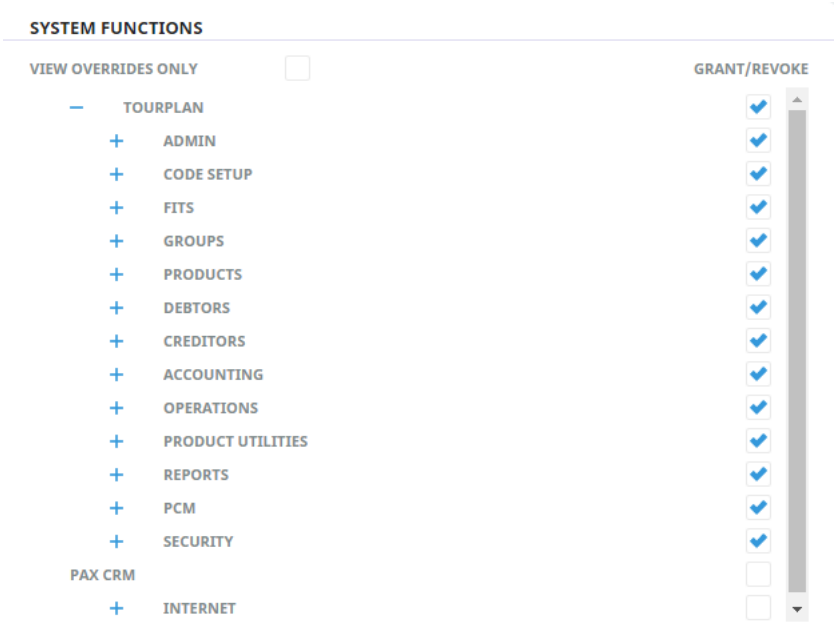

5. Click **Save** to keep the changes.
6. Click **Discard** to discard all changes.

This page intentionally left blank to ensure new chapters start on right (odd number) pages.

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