TOURPLAN

webConnect
End User Guide

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Tourplan resources are regularly updated in parallel with the most recent Tourplan software release. It is possible that the documentation you read may not match the version you are currently using.

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CHAPTER 1

Getting Started

This User Manual describes the main functions associated with the Online Booking System, which enables FIT bookings and sometimes quotes to be created, changed and deleted.

Information accessed has been provided by the Tourplan Agents Product Database (and suppliers' systems directly if the Connectivity Edition is installed) allowing instant recall of products, costs, availability, etc. Prices are calculated automatically for each service added to a booking based on the travel date and agent specific settings.

Functions are available during the booking process to generate a range of more information pages allowing users to view amenities, hotel/product descriptions, and maybe even images. Online Tariffs can be obtained and exported to a CSV file and printed or saved.

In some systems client documentation, including vouchers and itineraries or invoices can be generated directly from within a booking.

The Online Booking system makes no judgement as to the difference between an FIT and a Group Booking; i.e. when should FITs be used and when should Groups be used. Passenger numbers do not enter into it. The only consideration is that online bookings cannot book large group numbers or Escorts/Drivers/Guides, so if a booking being handled has any of those elements in it, then a phone call to your Agent is necessary.

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About Tourplan

Tourplan is a global tourism technology company based across 5 continents, providing world class software and services to our customers.

Tourplan is a complete software solution designed for Tour Operators and Destination Management Companies (DMCs) providing Group, FIT, MICE, Tailor-Made and Packaged tours.

About webConnect

webConnect is a comprehensive web B2B suite by Tourplan offering online quotes and bookings, product tariff, product media and account information. webConnect provides real-time access to tour operator and DMC rates, availability and content for any product type including accommodation, non-accommodation and packages.

About the User Manual

The User Manual for webConnect is a User Guide, available both online and in print. It describes how to use the Online Booking System, Tariff, Product Search, Availability Tool, Media Library and how to view Accounts.

The Guide can then be used as a reference for queries and/or assistance after training has been completed.

If reading a PDF or Word version of this user manual, be aware that regular, underlined links 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).

> The images in this User Manual will differ from what you have showing on your screen. This is because your agent has been working hard to make their site unique to their requirements. There maybe functions discussed in this user manual that are not relevant in your context and are therefore unavailable.

Online Booking System Variations

Not all of our Tourplan clients will use all of the functions possible, and it will depend on the Booking Agents requirements as to which functions will be made available to you. There are some variations in style and depth of information provided.

Star Rating

Some, (not all) Online booking systems will use a star rating to visually show a property's star rating. If in use the star rating will look similar to:

Rate Stickers

The use of rate stickers may be visible when searching for online product. Some user systems may have chosen to highlight rate specials by using stickers similar to the ones showing below.

Rate Sticker	
	The rate is displaying a good deal
	There is a meal deal attached to the option
	There is a special deal available
	There is a stay pay attached to the rate
	There is value

Quick Steps

Use the following list to move quickly to "How to" procedures in this guide:

1. Create an Online Booking:
    a. Set Booking Detail
    b. Add a (Transfer) Service
    c. Find an Online Booking
2. Product Tariff:
    a. Viewing a Product Tariff
3. Product Search:
    a. Using Product Search
4. Availability:
    a. Availability Search
5. Media Library
    a. Using Media Library Search
6. My Account
    a. Viewing Online Accounts
    b. Maintaining User Accounts

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About the Log-in Page

The log-in page is restricted to allow only authorized users access to secure rates and make bookings directly into your agent's live booking system called Tourplan. WebConnect offers a single agent login to gain access to all of the online tools made available.

Online URL

The login URL would have previously been provided to you by your Agent/Wholesaler or Tour Company.

Please use this URL to access the Registered Login Page.

Online Booking URL

Login and Password

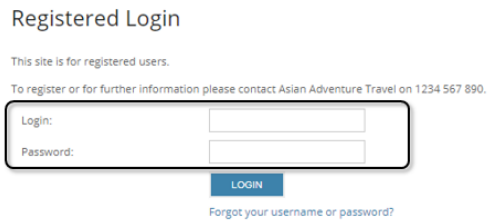
This is a secure site and access is given to registered users allowing rates and product information to display specific to your needs.

Please use the Login and Password provided.

Login:	Password:

Logging In

1. Enter the URL provided.
2. Type the **Login and Password**.



3. Select **Login**.

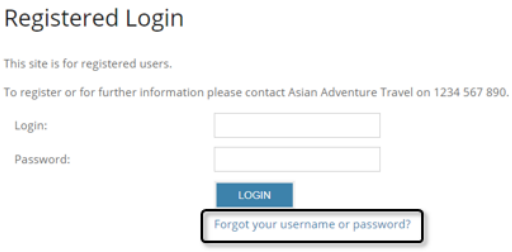
NOTE: Login and Passwords are case sensitive. We generally suggest that you don't copy and paste this information from an email into this location. Instead please ensure that you type the details into the fields provided.

Error

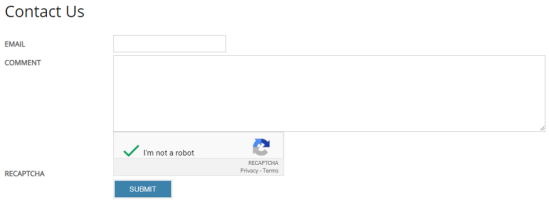
If you experience an error, you will need to contact your Booking Agent. There may be an error in your Login or Password.

Forgot your Username or Password?

In some instances there will be a link to send a request to your Booking Agent. If this is available you will see something similar to this screen capture. Otherwise you will need to contact them directly.



This link will then open a free format page for you to send an email to your agent.

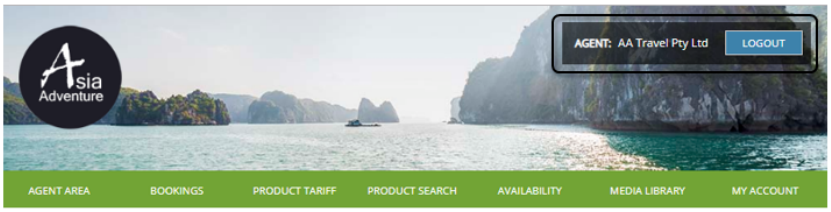


Logging Out

The correct procedure to follow when logging out is to select the log out button usually located at the top of the page.

Logging Out

1. Select **Logout**.



2. This will return you back to the Login screen.

NOTE: If you exit the tabs without using the log out button your login will still be active, and for a period of time you will be able to skip the log in requirement.

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Post Login Screen - Agent Area

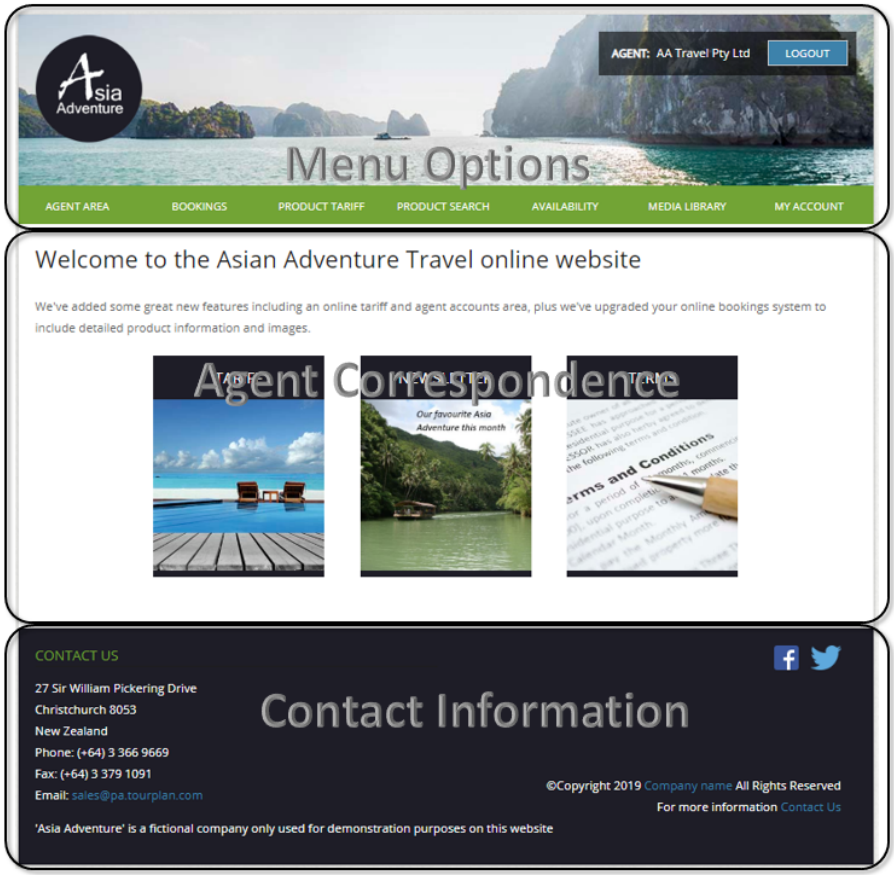
The Agent Area Page, is the very first page presented after logging-in to the Online Booking System. It comprises three main sections.

- **Menu Options** - Allowing quick selection to log out and to the following:
  - Agent Area
  - Bookings
  - Product Tariff
  - Product Search
  - Availability
  - Media Library
  - My Account
- **Agent Correspondence** - Welcome to the online website, and in some cases links to Booking Agents documents such as newsletters or terms and conditions.
- **Contact Information** - Often seen in the footer the Booking Agent details, contact information and often hyperlinks to contact the agent directly.

> The 'Asia Adventure' online booking website used in this user manual is a fictional company used for demonstration and documentation purposes.

Agent Area Screen

This screen capture shows the three distinct areas that most user systems will see. The Menu Options will remain as selectable options and the detail of the page below will change depending on the menu selection chosen.



CHAPTER 2

Bookings

Bookings can be created and maintained from within the bookings menu option. Existing bookings can be easily found and services can be added at any stage from the List Bookings menu selection. The booking engine provides users with a fast, easy-to-use web quoting and booking facility.

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Create an Online Booking

Online bookings will use rates from your Booking Agent's live system, and if possible provide instant confirmation of selected services. If instant confirmation is not available the booking will be created in your Booking Agent's live system and correspondence may be required inline with non-online booking practices. Some systems will allow reservations to be made online and can be automatically emailed or faxed to the supplier based on the status of the service.

Products can be searched for via a variety of filters including, destination, location, locality, service type, service, class, supplier name and option description/comment.

Itineraries can be built by selecting multiple products per reservation, and in some user systems confirmations, vouchers or other documents can be produced.

The procedures in this topic describe the initial steps needed to create a new Online Booking.

Create an Online Booking - Accommodation Service Example

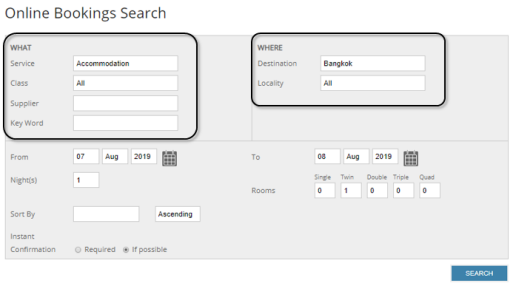
1. From the menu banner, select **Bookings**.

   BOOKINGS

2. Select **Online Bookings**.

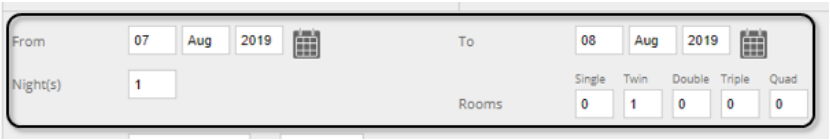
   ONLINE BOOKINGS

3. On the Online Booking Search screen select the type of **Service** and the **location** the booking is for.

4. Select the **dates, number of nights and rooms** required for Accommodation bookings.

   NOTE: Dates for a new booking will automatically default to today's date. Select the required dates by using the dropdown or the calendar option.

5. Click **Search**.

   SEARCH

6. A list of available services will be on screen, click **Book Now** to book the service.

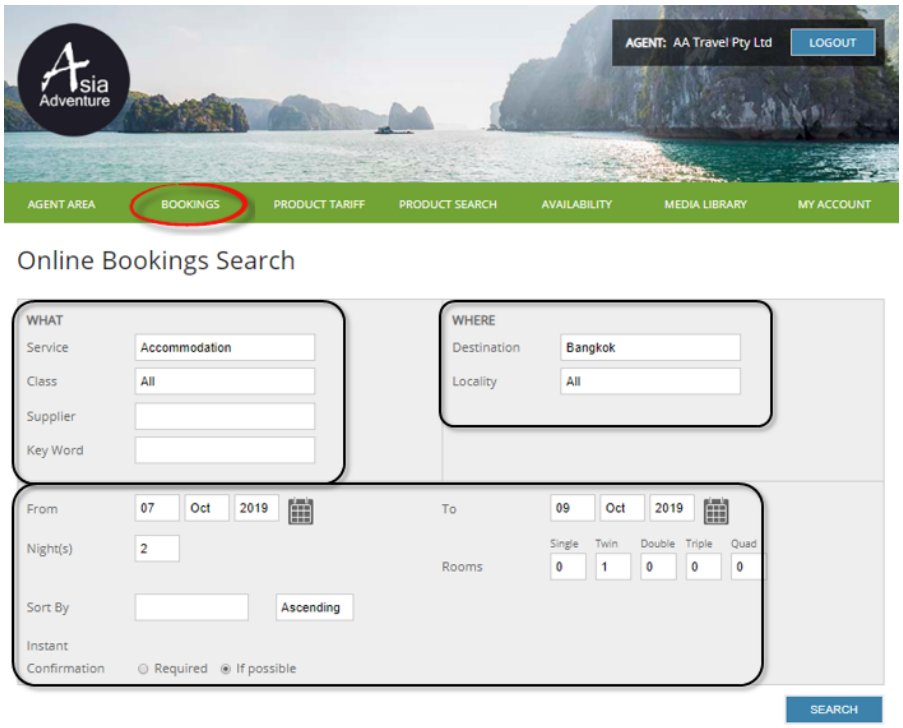
   BOOK NOW

7. To search again, click **Search Again**.

   SEARCH AGAIN

NOTE: The Online Booking Search results screen allows users to see the product that is available, and can provide in-depth information about the supplier and individual products through more information pages. To learn more about the Online Booking Search - Results Screen click here.

About the Online Booking Search Fields



On the example screen the initial fields have been divided into two selections:

- What
- Where

And the remaining fields are in the last half of the screen.

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Class - accommodation services may allow selection of a particular class of accommodation. To select a class click on the class field and choose from the available dropdown.

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

From and To

For accommodation services users can select dates *from and to* by clicking on the **calendar**.

Night(s)

Users can select to insert the 'from' field and the number of nights, and the system will automatically insert the 'to' date.

Rooms

A default room category will have a number defaulted (this is so that there is always a room selected), however users can change and select the required room type(s) by clicking on the room field and selecting the required number of rooms.

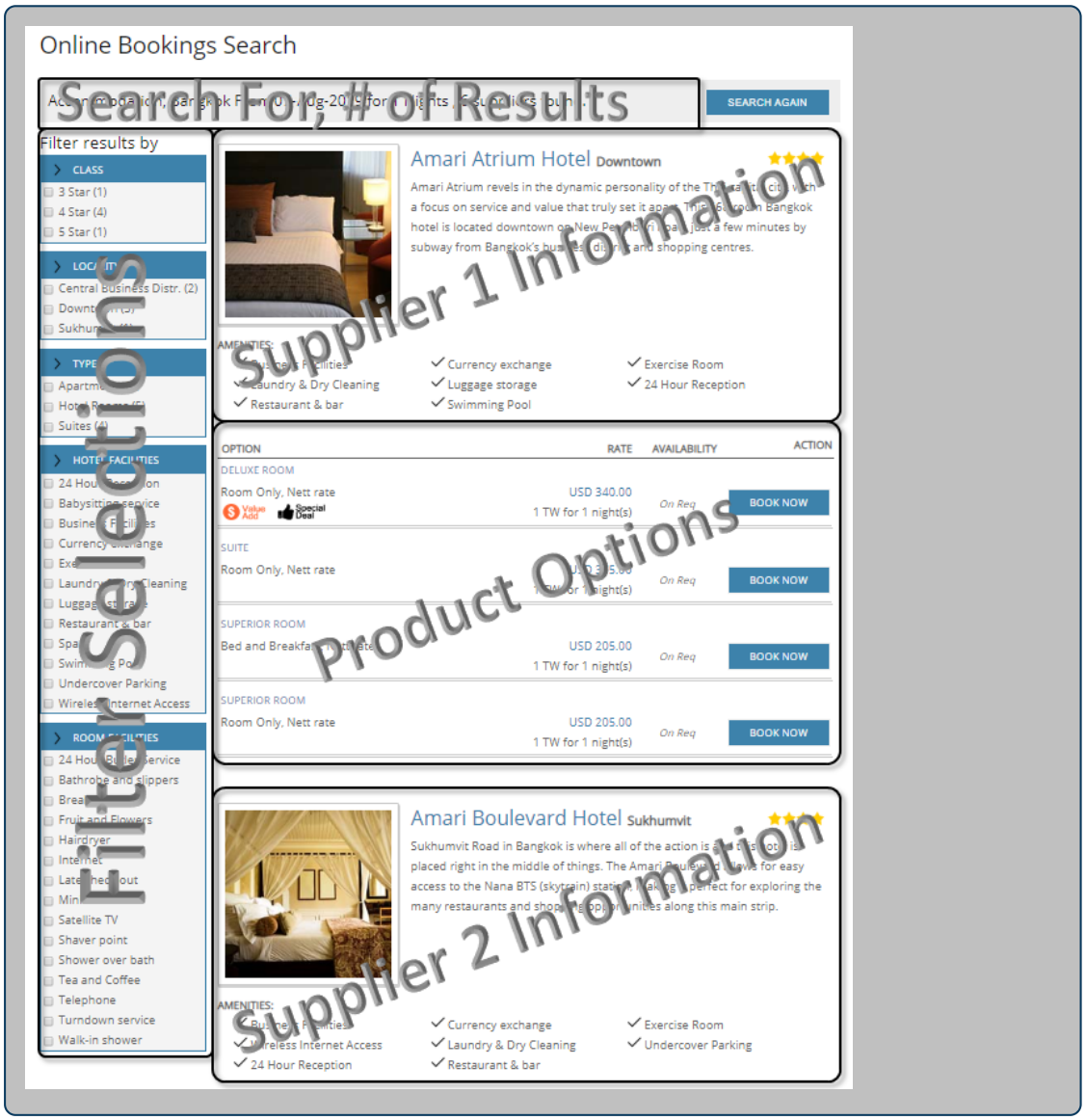
Sort By

Results can in some cases be sorted by; supplier name, availability, class, locality, option description, option comment, or rate in ascending or descending order.

Online Booking Search - Results Screen

The results screen provides a full list of product options that are available for the filters previously selected. Some online systems will have images and descriptions and maybe a list of amenities that can be seen.

It's also here on the Online Booking Search Screen that you may have the ability to filter product, view more information, such as brochure style pages for a supplier or product options. You may have the option to search again, or book now.



The above example includes an overview of the search at the top of the page. (The booking date searched, the number of nights and the number of supplier results returned). Two suppliers are showing on screen and the remaining suppliers will be available when the screen scroll function is used. Each supplier on this connection has an image and the product options attached to each supplier are below. (Supplier 1 has 4 product options available)

Filter Selections

Some users will also have the ability to filter the results by one or all of; class, locality, accommodation type, hotel facilities or room facilities. If users select the check box filters, the filtered result will be immediate.

Buttons Available

Search Again

Users can easily return to the previous search screen by selecting **Search Again**.

Book Now

Users can select to book product options from the results screen by clicking on the **Book Now** button next to the product they would like to book.

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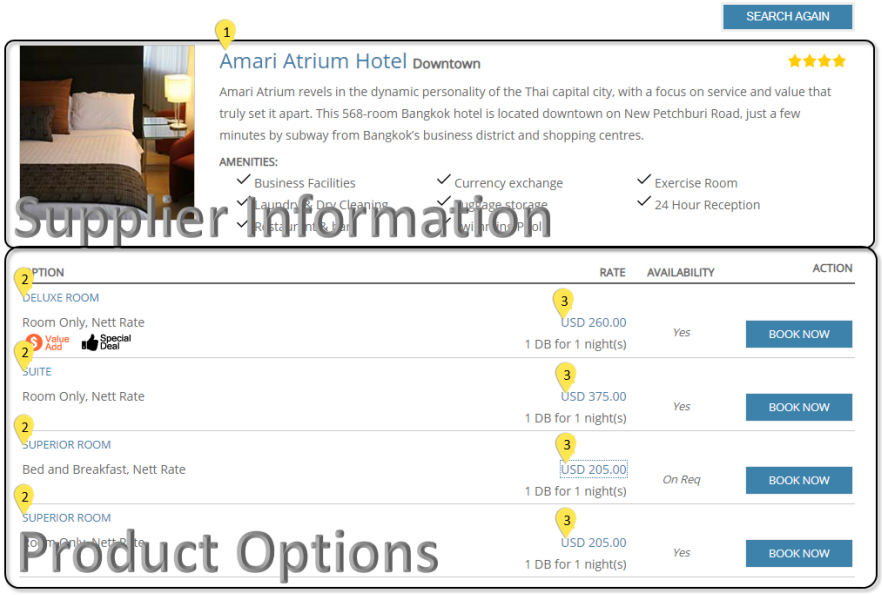
Brochure Style Information Pages

The remaining features discussed below allow the user to drill down into further information, opening a series of more information pages. These can be accessed from Online Bookings, Product Search, Availability Search and Online Tariff.

- Supplier More Information Pages - Information and in some cases images can be viewed on screen or a document printed and given to clients. (If we look to an accommodation example, a supplier information page would include information about the Hotel complex).
- Product More Information Pages - Information and in some cases images can be viewed on screen or a document printed and given to clients. (If we look to an accommodation example, a product information page would include information about the individual product - a particular room category).
- Rates More Information Pages - Rate information including detailed per day and per room type rate and availability will show on screen. It's also here that users can select alternative dates or room types to show updated results.

Drill down Links to further information - More Information Pages

Online Bookings Search



The scrollable list comprises of two sections per supplier:

- First is the supplier information
- Second is the product options available for the supplier. (In the example above there are 4 product options available for the Amari Atrium Hotel).

The remaining features discussed below allow the user to drill down into further information, opening a series of more information pages.

1. Supplier More Information Pages
2. Product More Information Pages
3. Rates More Information Pages

Supplier More Information Pages

1

Supplier More Information Pages are available by clicking on the supplier name.

INFORMATION

SAVE AS PDF

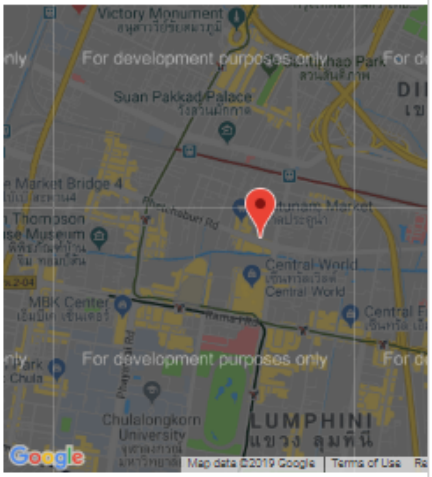
Amari Atrium Hotel

Accommodation

4 Star

1880 New Petchburi Road
Bangkok 10320
Thailand

Amari Atrium revels in the dynamic personality of the Thai capital city, with a focus on service and value that truly set it apart. This 568-room Bangkok hotel is located downtown on New Petchburi Road, just a few minutes by subway from Bangkok's business district and shopping centres.



Location

Amari Atrium Hotel is located on Petchburi Road, only a 10-minute walk from the Petchburi underground station. It is ideally situated for expressway access to and from both Suvarnabhumi and Don Muang airports as well as other parts of the city, and the Motorway to Pattaya and other beach areas a few hours' drive from Bangkok.

Bangkok's prime shopping and business districts, including Sukhumvit, Silom and Siam Square, are within easy distance from the hotel by subway. The Thailand Cultural Centre, Queen Sirikit National Convention Centre and several embassies are also easily accessed by train or taxi.

For your added convenience and ease, the hotel offers a free shuttle bus service every day to several tourist spots in the city, including shopping malls, markets, and nightlife attractions.

Facilities and Services

Swimming pool and Jacuzzi: Beat the heat and cool off with a dip in our outdoor swimming pool with a magnificent view of the Bangkok skyline. Or, enjoy some much-earned relaxation in the outdoor Jacuzzi.

Clark Hatch Fitness Centre: Get the adrenaline pumping at our full professional fitness centre. Our full range of exercise equipment and free weights mean you can easily complete your daily fitness routine while on the go.

Business Center: Meeting and event facilities include the ballroom, and nine other function rooms. Function rooms range in size from 120 square meters (1,300 square feet) to an exclusive deluxe meeting room of 24 square meters (258 square feet), suitable for boardroom-type meetings. Audiovisual equipment and event catering are available (surcharge).

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The supplier information pages may include information such as location addresses, more images, or perhaps information about cancellation policies and/or child policies.

Button Available

Save as PDF

Users can provide the Supplier More Information to a client or save on file by selecting **Save As PDF**.

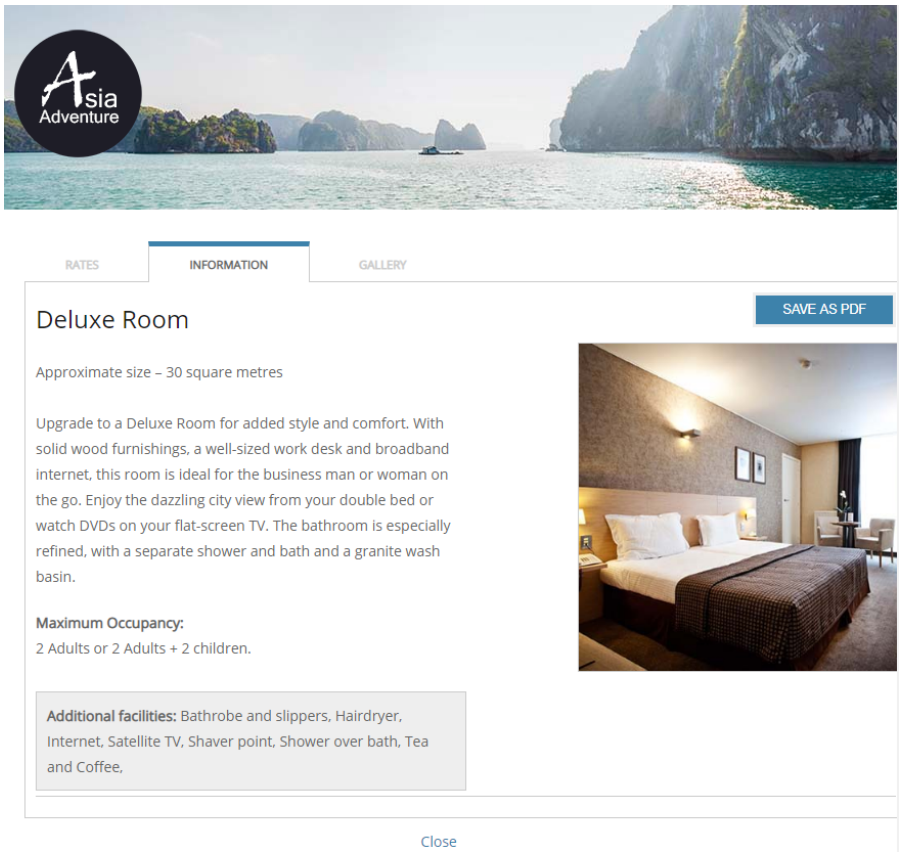
System variations may display

Online booking systems may show all or some of the features discussed above. The style and content may vary from the example provided.

Product More Information Pages

2

Product More Information Pages are available by clicking on the product name.



About Product Information Page

The product information pages may include information such as maximum occupancy, images, room facilities, or perhaps information about cancellation policies and/or child policies.

Rates Tab

Detailed rate information such as availability status, cancellation policies, room type rates, extra pricings (such as breakfast etc) can often be viewed.

Gallery Tab

Some systems will have a gallery tab available where images may be visible.

Button Available

Save as PDF

Users can provide the Supplier More Information to a client or save on file by selecting **Save As PDF**.

System variations may display

Online booking systems may show all or some of the features discussed above. The style and content may vary from the example provided.

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Rate More Information Pages

3

Rate More Information Pages are available by clicking on the rate. Rates will show per room type and will also display the costs associated with any extras that may be available.

RATES | INFORMATION | GALLERY

Bangkok Accommodation

Amari Atrium Hotel

Deluxe Room

Room Only

From 28 Oct 2019

Night(s) 1

Rooms

Single	Twin	Double
0	0	1

UPDATE

RATE DESCRIPTION	TOTAL	AVAILABILITY	ACTION
Nett Rate (Value Add, Special Deal)	USD 260.00	Yes	BOOK NOW

RATE INFORMATION

Date	Oct-28
Availability	Yes
Cancel Policy	24 hours
Double/Twin	260.00
Single	260.00
Full Breakfast	30.00
Full Breakfast - child	25.00

Close

About Rate More Information Page

Supplier Name - Supplier More Information

Users can open the supplier more information page by clicking on the Supplier Name.

Tabs

- **Product Option (Information Tab)** - The product option name displays below the Supplier Name. Selection of the Information Tab will display the Product Option More information page.
- **Gallery Tab** - Some systems will have a gallery tab available where images may be visible.

Rate Description

Detailed rate information such as availability, cancellation policies, room type rates, extra pricings (such as breakfast etc) can often be viewed.

Buttons Available

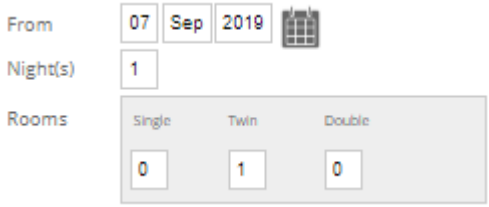
Update

Search criteria can be updated from the rate screen. Alternative dates, number of nights or the room type can be changed here and the Rate Information displaying on the Rate More Information page will be updated to the new selections.

Updating Product Rate Information Results

From the Rate More Information page

1. Select new **Search** criteria (*From date, Nights* and/or *Rooms).*



2. Select **Update**.

NOTE: The rate more information page will be for the newly searched criteria.

Book Now

Users can select to book product options from the results screen by clicking on the **Book Now** button next to the product they would like to book.

System variations may display

Online booking systems may show all or some of the features discussed above. The style and content may vary from the example provided.

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Set Booking Detail

After a service has been selected booking details need to be entered.

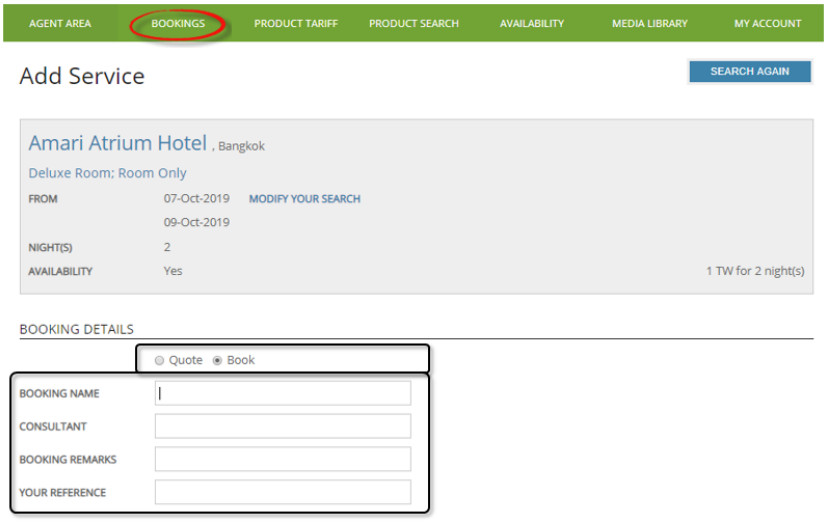
The procedures in this topic provide examples of how to insert booking detail, additional booking information and enter passenger names for pax travelling for an accommodation service.

Add Booking Details - Accommodation Service

The next step is to add the booking details.

1. On the Add Service screen enter the **Booking Name, Consultant Name, Booking Remarks** and **Your Reference**.

   NOTE: Some users will have the option to quote or book. If given the option make the required selection.



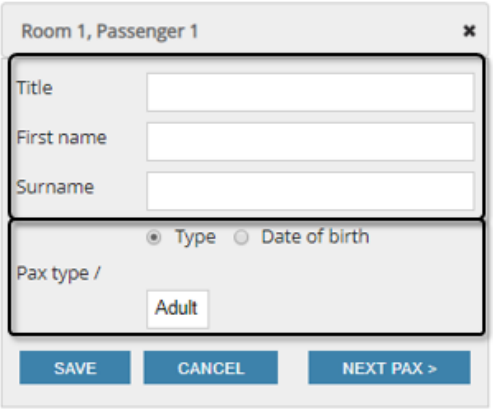
> How the information is inserted into these fields will determine how it displays in the Booking Agent's live system. Be sure to follow their suggested input requirements.

2. Continuing with the Booking Details enter the **Additional Booking Details**. This is not a compulsory field, however if you have arrival details they can be inserted here.

   NOTE: Some suppliers will offer additional items known as extras. In this example the Amari Atrium Hotel offers Full Breakfast, and Late Check Out. There may be a link available for you to look up the cost of the extras. If the extra is checked the cost will be applied to the booking.

> How the information is inserted into these fields will determine how it displays in the Booking Agent's live system. Be sure to follow their suggested input requirements for arrival details.

3. Scroll down to the Passenger Details section. To add Passenger Names click on the **Enter Passengers** fields. This will trigger a pop up to enter a passenger's Title, First Name, and Surname as well as the Date of Birth or pax type.



How the information is inserted into these fields will determine how it displays in the Booking Agent's live system. Be sure to follow their suggested input requirements for Passenger Names.

4. Click **Save**.

   SAVE

5. Click **Next Pax**.

   NEXT PAX >

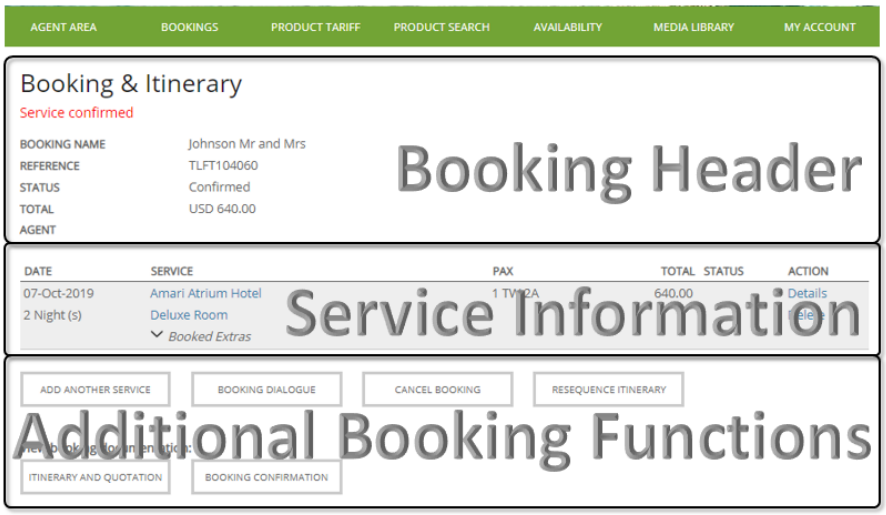
6. Check the **completed screen**.

   Click **Book Service**.

   BOOK SERVICE

7. The Booking and Itinerary Screen will display with the booking header, and the service details below.

About the Booking and Itinerary Screen



Booking Header Information

These fields cannot be amended. The reference number is a system generated reference number that is attached to this booking, and the status of the booking will display. You will also receive a total amount due for this booking in the booking currency.

Service Information

For each service booked a service line will show.

Date - the date of the service and if an accommodation service the number of nights.

Service - the name of the supplier and the product booked. A dropdown selection is available if extras have been booked. If you click on the Supplier Name a further screen will show with information about the Supplier, and if you click on the Product (in this example the Deluxe Room) information about the deluxe room will show. (These are known as more information pages, and are available throughout the system).

Pax - the number and type of rooms and how many adults. (This is booked for 1 Twin room for 2 Adults).

Total - the total amount for this service.

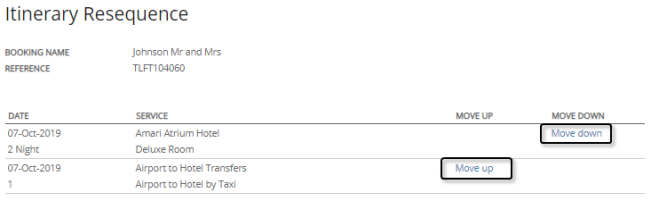
Status - the status, although this may also show at the top of the screen.

Action - the service can be deleted from here, or more details can be entered such as the arrival details by selecting **Details**.

DATE	SERVICE	PAX	TOTAL	STATUS	ACTION
07-Oct-2019	Amari Atrium Hotel	1 TW 2A	640.00		Details
2 Night (s)	Deluxe Room				Delete
	Booked Extras				

Additional Booking Functions

The buttons and functionality available here will differ depending on the users system. The buttons explained below are examples.

Button	Explanation
ADD ANOTHER SERVICE	Additional services can be entered into the booking by selecting the add another service button. Click on the link for more information about adding another service.
BOOKING DIALOGUE	Selecting this button will allow notes to be stored against the booking. This is a free format field and comments will be seen by the agent when they open the booking.
CANCEL BOOKING	If the entire booking is to be cancelled select this button. If only the service is to be cancelled then the *Delete* option under the Service Action column should be used.
RESEQUENCE ITINERARY	If you have multiple services in your booking, you may have the option to re-order or re-sequence the services in your itinerary. Selecting this option will show an Itinerary Resequence screen where services can be selected to move up or down. 
ITINERARY AND QUOTATION BOOKING CONFIRMATION	View booking documentation: Some Online Booking Systems will have the ability for users to obtain documentation such as Itineraries or booking confirmation letters. These will be PDF documents that can be given to clients. Documentation is only available if there are buttons enabled.

Adding a Service

There is no right or wrong way to enter a booking. Users may have inserted a transport service as the first service, or may have selected to insert an accommodation service first and then a transfer service. Services can easily be re-ordered to get the required sequence of services in the booking.

This user manual assumes that an accommodation service has been entered first and the add service function will be used to insert a transport transfer service.

The procedures in this topic describe the initial steps needed to create a transport service.

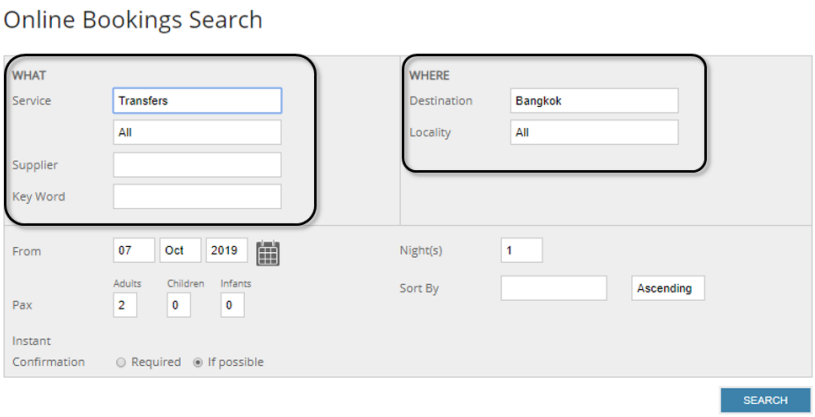
Add Another Service - Transport Service

1. If a booking is already created, search for and open the booking and click **Add Another Service**. See "Find Bookings Online" on page 29.

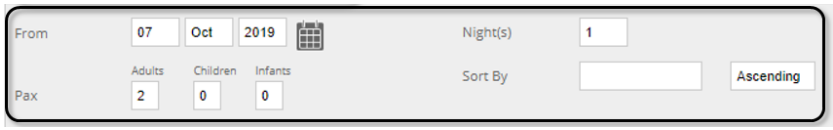
   ADD ANOTHER SERVICE

2. On the Online Booking Search screen select the type of **Service** and the **location** the booking is for.

   NOTE: For a transport example we have selected Transfers.

3. Select the **dates, number of nights** required for the transfer booking.

4. Click **Search**.

   SEARCH

5. A list of available services will be on screen, click **Book Now** to book the service.

   BOOK NOW

6. To search again, click **Search Again**.

   SEARCH AGAIN

   NOTE: The Online Booking Search results screen allows users to see the transport product that is available, and can provide in-depth information about the supplier and individual products through more information pages. Click Online Booking Search - Results Screen to learn more.

7. On the Add Service screen you will notice **Booking Name, Consultant Name, Booking Remarks, Your Reference** and **Passenger Details** have populated from when the booking was created.

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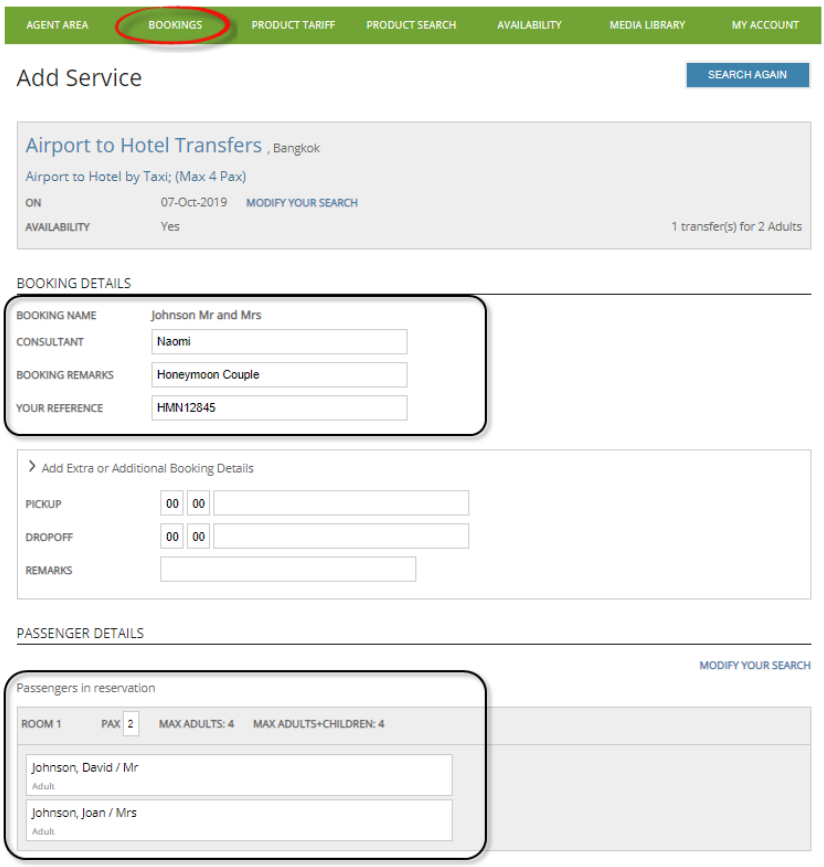
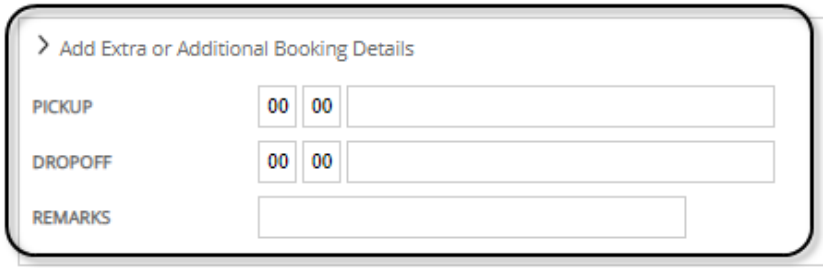


8. Continuing with the Booking Details enter the **Additional Booking Details**. This is not a compulsory field, however if you have pick up and drop off details they can be inserted here.



How the information is inserted into these fields will determine how it displays in the Booking Agent's live system. Be sure to follow their suggested input requirements for arrival details.

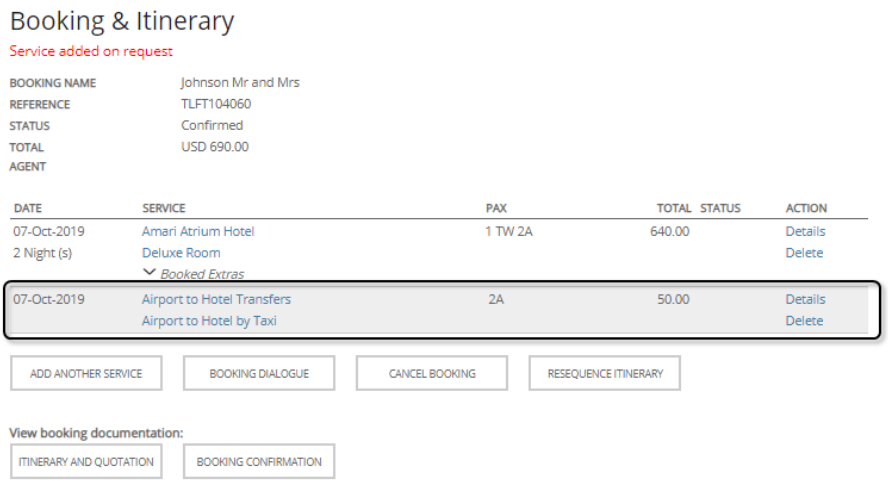
9. Check the **completed screen**.

   Click **Book Service**.

   BOOK SERVICE

10. The Booking and Itinerary Screen will display with added transport service.

About the Booking and Itinerary Screen



Booking Header Information

These fields cannot be amended. The reference number is a system generated reference number that is attached to this booking, and the status of the booking will display. You will also receive a total amount due for this booking in the booking currency.

Service Information

For each service booked a service line will show.

Date - the date of the transport service.

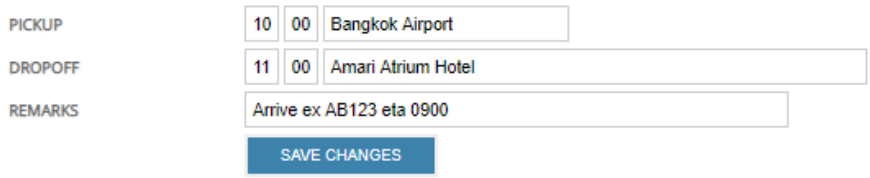
Service - the name of the supplier and the product booked. A dropdown selection is available if extras have been booked. If you click on the Supplier Name a further screen will show with information about the Supplier, and if you click on the Product (in this example the Airport to hotel by Taxi) information about the transfer will show. (These are known as more information pages, and are available throughout the system).

Pax - the number pax. (This service is booked for 2 Adults).

Total - the total amount for this service.

Status - the status, although this may also show at the top of the screen (this example shows that the service is added on request).

Action - the service can be deleted from here, or more details can be viewed or entered such as the pick up and drop off details by selecting **Details**.



Additional Booking Functions

The buttons and functionality available here will differ depending on the users system. The buttons explained below are examples.

Button	Explanation
ADD ANOTHER SERVICE	Additional services can be entered into the booking by selecting the add another service button.
BOOKING DIALOGUE	Selecting this button will allow notes to be stored against the booking. This is a free format field and comments will be seen by the agent when they open the booking.
CANCEL BOOKING	If the entire booking is to be cancelled select this button. If only the service is to be cancelled then the *Delete* option under the Service Action column should be used.

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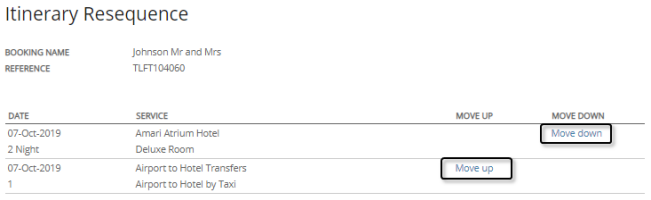
Button	Explanation
RESEQUENCE ITINERARY	If you have multiple services in your booking, you may have the option to re-order or re-sequence the services in your itinerary. Selecting this option will show an Itinerary Resequence screen where services can be selected to move up or down.  Itinerary Resequence BOOKING NAME Johnson Mr and Mrs REFERENCE TLFT104060 DATE / SERVICE / MOVE UP / MOVE DOWN 07-Oct-2019 Amari Atrium Hotel — Move down 2 Night Deluxe Room 07-Oct-2019 Airport to Hotel Transfers — Move up 1 Airport to Hotel by Taxi
ITINERARY AND QUOTATION BOOKING CONFIRMATION	View booking documentation: Some Online Booking Systems will have the ability for users to obtain documentation such as Itineraries or booking confirmation letters. These will be PDF documents that can be given to clients. Documentation is only available if there are buttons enabled.

Find Bookings Online

Using the list booking function, allows users to search for existing bookings by using filter fields to search for a particular booking or a list of bookings. Useful information such as client name and the status of the booking (confirmed, quoted, cancelled etc) can be displayed.

Quick recall of bookings allows users to add product or additional note information for existing services.

The procedures in this topic describe the steps to search for a Booking.

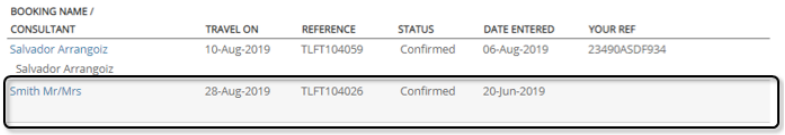
Find an Existing Booking

1. From the menu banner select **Bookings**.

2. Select **List Bookings**.

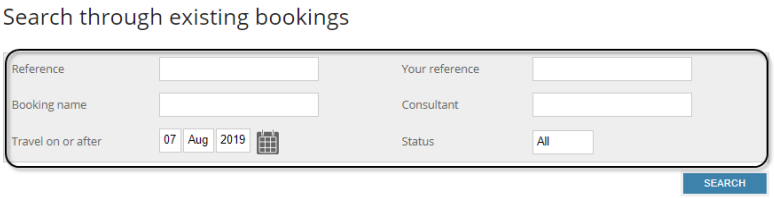
3. On the Search through existing bookings screen either:

   a. Scroll the list of bookings, and **click** on the required booking.



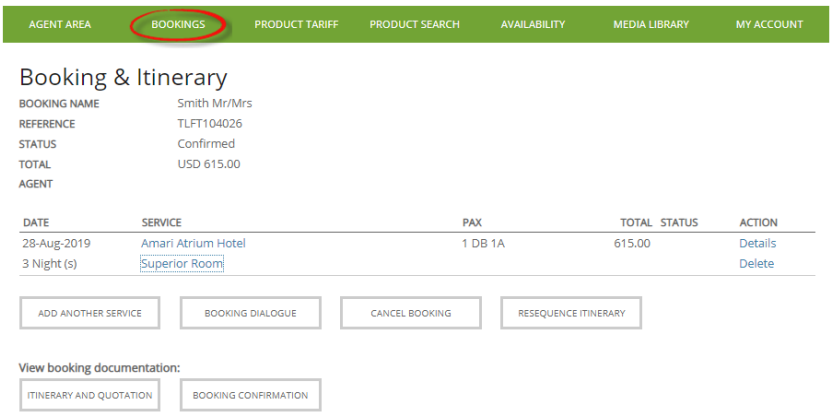
   b. Enter **fields** to filter the bookings by, and select search.

   NOTE: Users could search by Booking Name, Reference Number, Date of Departure, or by Consultant Name, Status of the booking, or a combination of these fields.



4. Click on the required booking.

5. The **Booking and Itinerary** screen will display and details of the booking can be viewed, booking amendments can be made, and in some cases documentation can be viewed.



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CHAPTER 3

Product Tariff

Rate Tariffs can be viewed or exported to a csv file allowing users who still prefer a 'hard copy' of the tariff. The tariff can be filtered by rate periods for different suppliers or locations, and will display rate information for different room types. Rate periods are defined per room category and sometimes a maximum occupancy is also visible from this screen.

The Product Tariff is a major time saving resource. Users can extract the approprate rates and other product information from the Tourplan database in real time, meaning that the tariff is always up-to-date.

Rates can be obtained for all service types not just accommodation rates.

In this chapter ...

Product Tariff Search 32

Product Tariff - Results Screen (Accommodation Example) 35

TOURPLAN

Product Tariff Search

The Product Tariff menu option allows users to select specific filtered options, and an on screen tariff allows users to easily read rate information, or the user can select to export or print the tariff.

In this Product Tariff example we have used an accommodation example, however if used, most service types will be made available by your booking agent.

The procedures in this topic describe how to display a product tariff for an accommodation example.

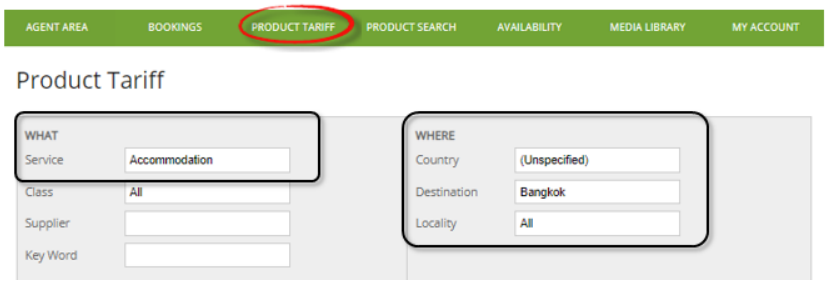
View Product Tariff

1. From the menu banner select **Product Tariff**.

   PRODUCT TARIFF

2. On the Product Tariff screen select the type of **Service** and the **location** the booking is for.

   NOTE: Additional filters selecting Class, Specific Supplier or a Key Word can be selected.



3. Select the **From and to dates** required for the Product Tariff rate period.

4. Click **Tariff**.

   NOTE: Clicking on the Tariff Button will display the tarriff, and search again will need to be used to re-search product criteria.

   TARIFF

   a. Or click **Search**.

      NOTE: Clicking on the Search button will keep the search fields at the top of the page and display the tarriff information below, the search criteria can be amended and the search button re-selected.

      SEARCH

5. A list of product will display on screen. View on screen or click **Export/Print** export to an Excel file. For more information on using the Export/Print button click here.

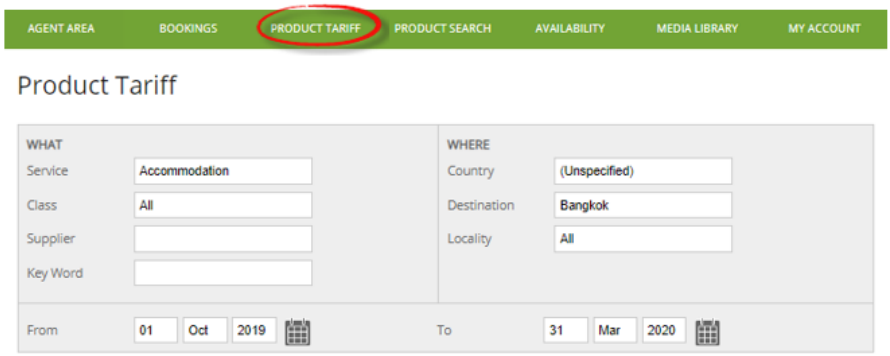
   EXPORT/PRINT

6. (If tariff was selected) Click **Search Again**, to re-enter search criteria.

   SEARCH AGAIN

NOTE: The Product Tariff results screen allows users to see the products rates, and can provide in-depth information about the supplier and individual products through more information pages.

About Product Tariff Search Fields - Accommodation



On the example screen the initial fields have been divided into two selections:

- What
- Where

And the remaining fields are in the last half of the screen.

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Class - accommodation services may allow selection of a particular class of accommodation. To select a class click on the class field and choose from the available dropdown.

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

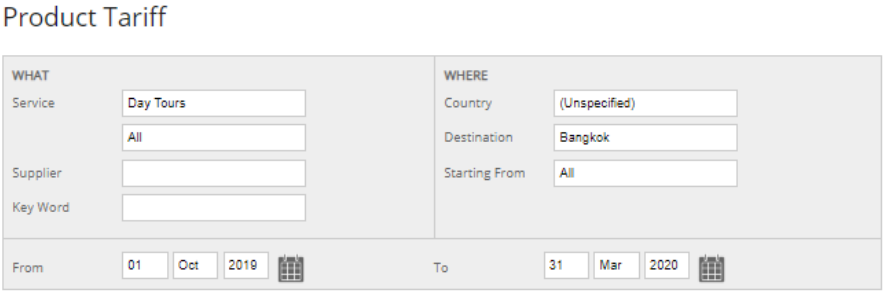
Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

From and To

For accommodation services users can select dates *from and to* by clicking on the **calendar**.

About Product Tariff Search Fields - Transport



On the example screen the initial fields have been divided into two selections:

- What
- Where

And the remaining fields are in the last half of the screen.

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

Starting From

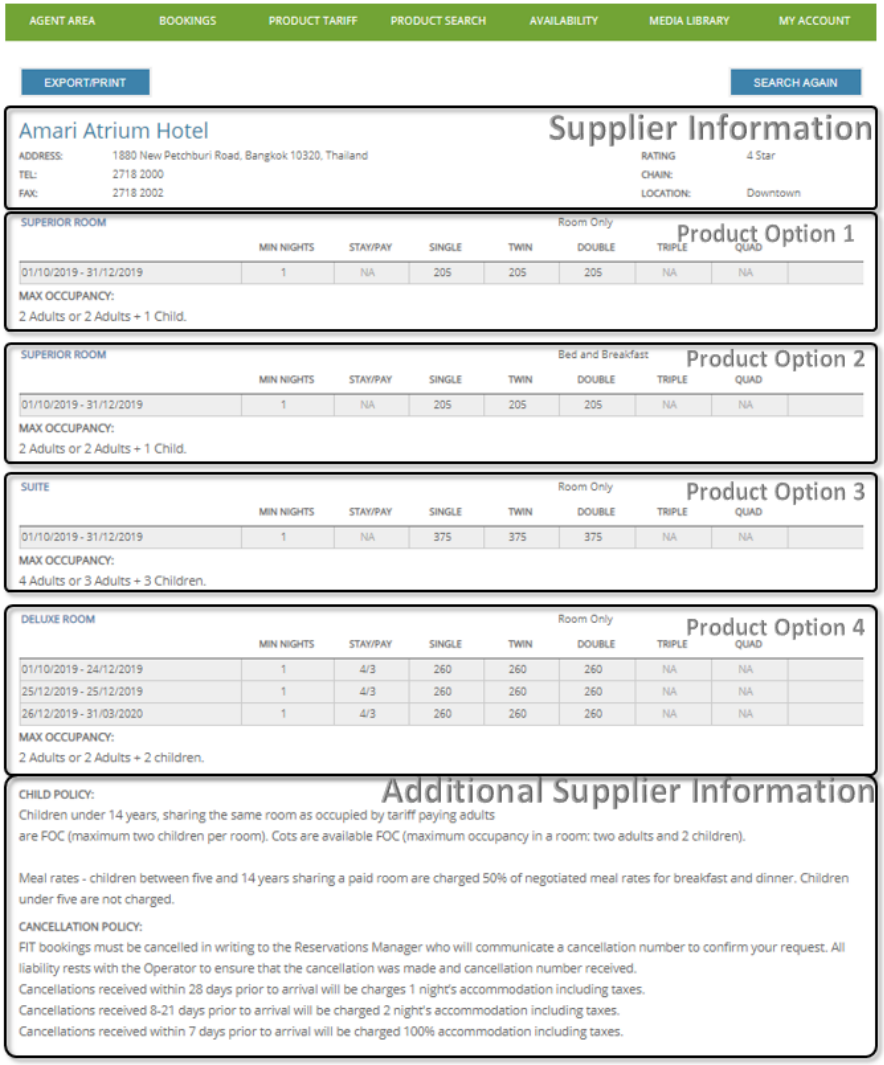
In this example the transport service is a day tour where the users have the option to select where the day tour will start from. (This selection may have been made available).

From and To

For transport services users can select dates *from and to* by clicking on the **calendar**.

Product Tariff - Results Screen (Accommodation Example)

Provides a new style of tariff output that groups data by supplier, providing the ability to output both supplier level and product level notes on the tariff. Search results can be returned across all service types and can be output to an Excel file.



The example tariff is for:

Supplier Amari Atrium Hotel, and there are 4 room categories or Product Options:

- Product Option 1 = Superior Room - Room Only
- Product Option 2 = Superior Room - Including Breakfast
- Product Option 3 = Suite - Room Only
- Product Option 4 = Deluxe Room - Room Only

The Supplier header shows details such as the address, class and a Supplier More Information page is available by selecting the Hotel Name.

The information after the room categories is supplier information such as cancellation policies, child policies and these will relate to all room categories.

Product Tariff Option Descriptions.

If we look at this example, we can see that there are 3 rate periods available between our filtered dates of 01 October 2019 and 31 March 2020. There are Single, Twin and Double room rates available and each have a stay 4 pay 3 special. There is a minimum night stay of 1 night.

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This Online Product Tariff is also showing the maximum occupancy for a Deluxe Room is 2 Adults or 2 Adults + 2 Children.

As previously indicated in this User Manual a Product More Information Page is available by clicking on the room name (Deluxe Room).

DELUXE ROOM — Room Only — Product Option 4

	MIN NIGHTS	STAY/PAY	SINGLE	TWIN	DOUBLE	TRIPLE	QUAD
01/10/2019 - 24/12/2019	1	4/3	260	260	260	NA	NA
25/12/2019 - 25/12/2019	1	4/3	260	260	260	NA	NA
26/12/2019 - 31/03/2020	1	4/3	260	260	260	NA	NA

MAX OCCUPANCY:
2 Adults or 2 Adults + 2 children.

Buttons Available

Search Again

Users can easily return to the previous search screen by selecting **Search Again**.

Collapse All

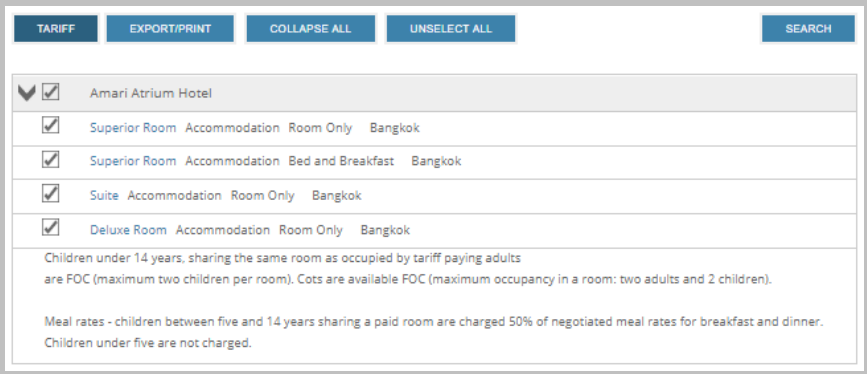
After the search button has been selected and the Tariff displays on screen, the supplier's product will be expanded so that each product shows on screen.

1. To collapse product, select **Collapse All**.

2. To Expand product, select **Expand All**.

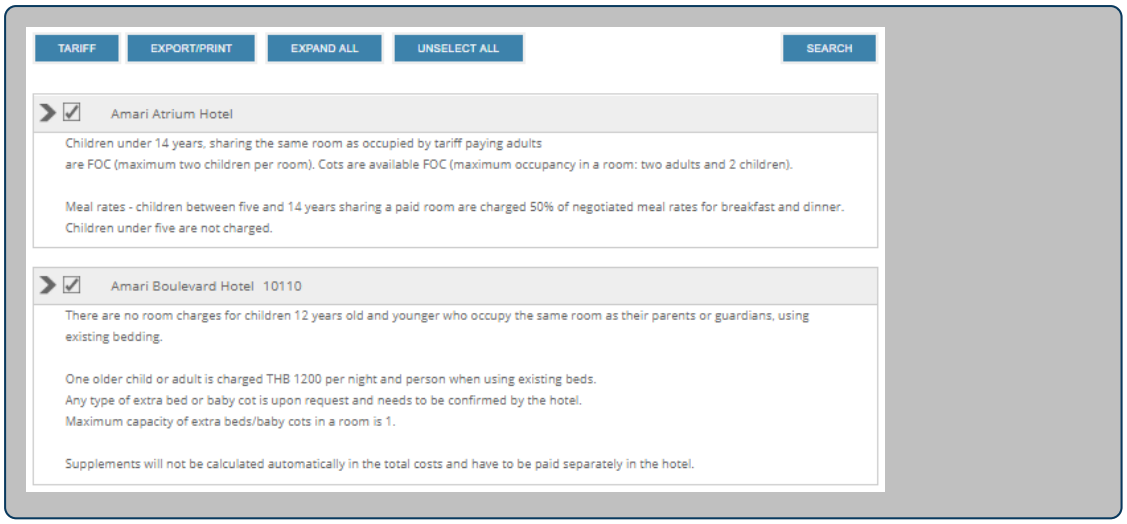
Expanded Example:

This is the default view for the Tariff Results screen. All product for the supplier will be visible.



Collapsed Exampe:

When the Supplier's product is collapsed a list of supplier names will display, often followed by specific supplier information.



Unselect All/Select All

After the search button has been selected and the tariff displays on screen, the supplier's product will be selected and tick boxes will show as selected by default. If these buttons are visible users will be able to unselect all, or select all suppliers/product.

1. To untick all suppliers/product tick boxes, select **Unselect All**.

   UNSELECT ALL

2. To tick all suppliers/product in bulk, select **Select All**.

   SELECT ALL

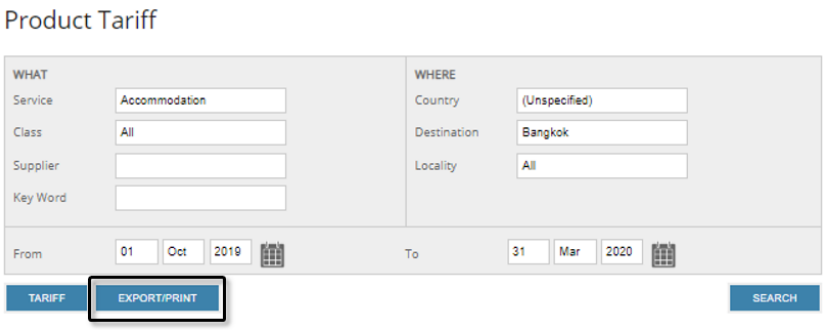
Export/Print

This function is available for those users who prefer a 'hard copy' of the tariff. The facility exists to download a copy to Excel where confidential rates can be exported to an Excel file which creates a seperate worksheet for each supplier. An index page will display for suppliers with hyperlinks to each worksheet. The exported tariff provides users with the ability to view extracted rates and other product information from the booking agents database in real time.

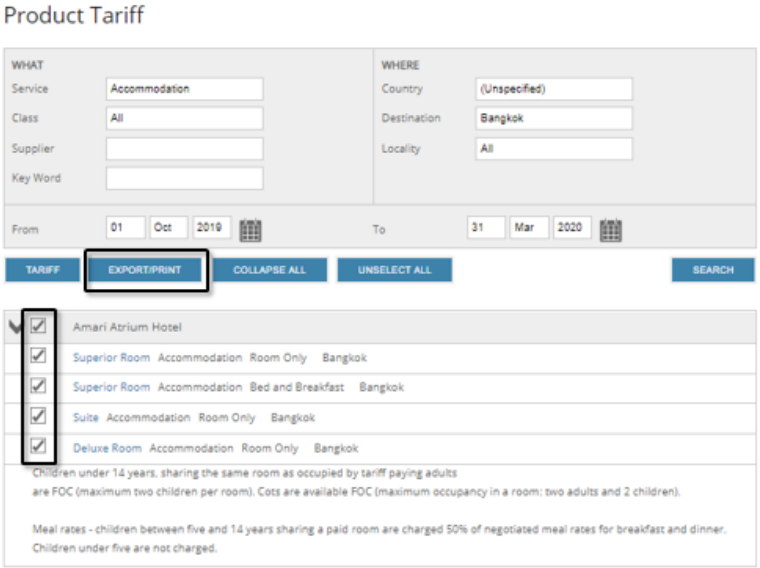
The tariff can be exported from the main Product Tariff Search screen or from the Product Tariff Results screen. Specific suppliers, or room categories can be selected by checking/unchecking tick boxes allowing users to specify particular suppliers or products before exporting.

Exporting Tariff to Excel

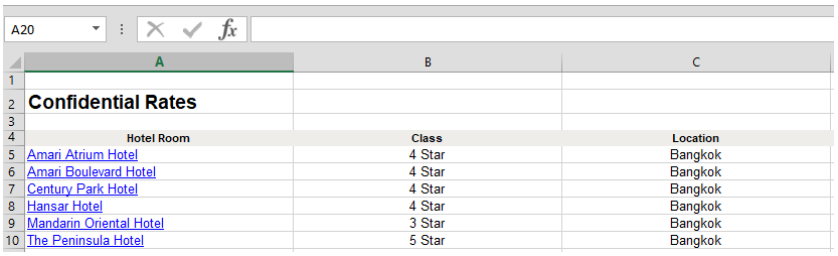
1. From the Prodcut Tariff Search screen, select **Export/Print**.



a. Or from the Product Tariff Search screen, identify the required suppliers/product by checking or unchecking the tick boxes and select**Export/Print**.



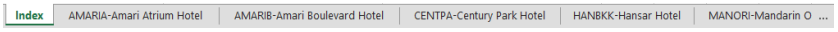
2. The Tariff will download into an **Excel spreadsheet** with the index worksheet open.



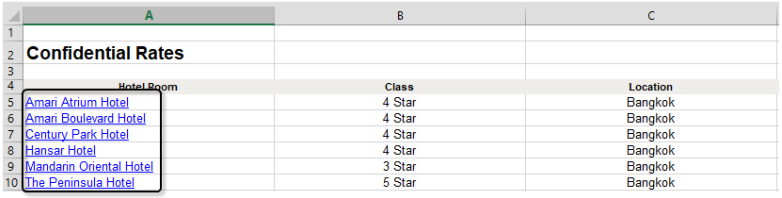
A20

	A	B	C
1			
2	**Confidential Rates**		
3			
4	Hotel Room	Class	Location
5	Amari Atrium Hotel	4 Star	Bangkok
6	Amari Boulevard Hotel	4 Star	Bangkok
7	Century Park Hotel	4 Star	Bangkok
8	Hansar Hotel	4 Star	Bangkok
9	Mandarin Oriental Hotel	3 Star	Bangkok
10	The Peninsula Hotel	5 Star	Bangkok

3. Select a **Supplier Tab** to open the Supplier tariff worksheet.



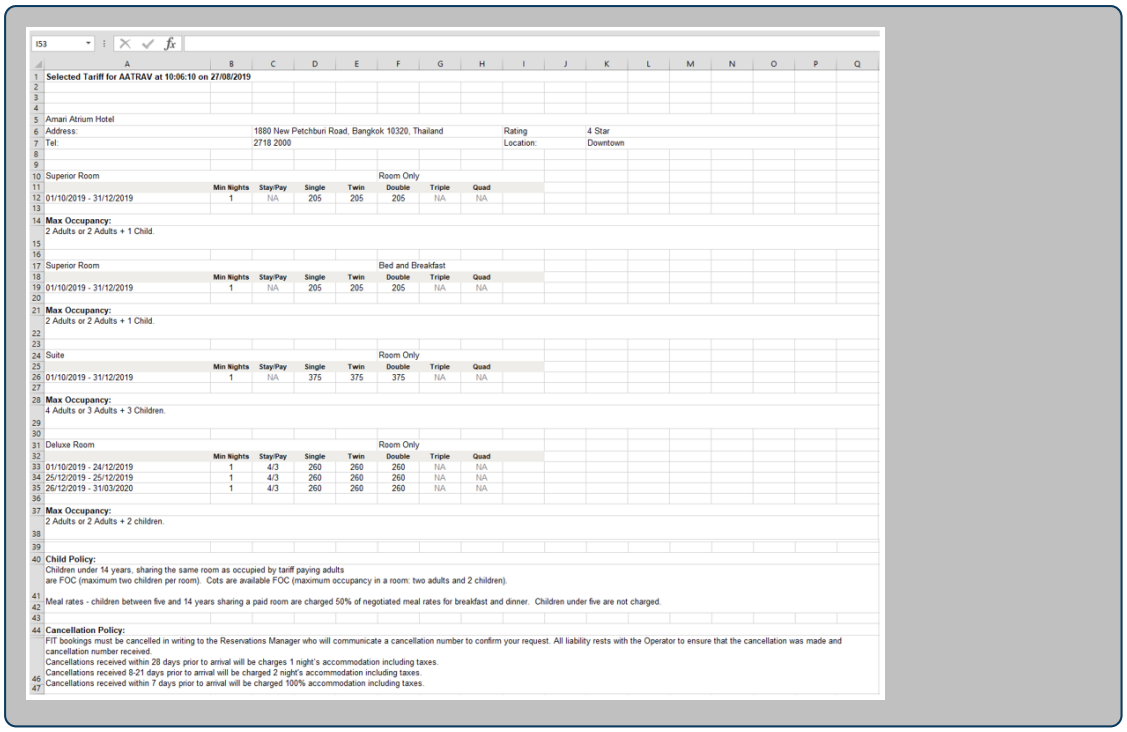
a. Or the **Supplier Hyperlink** from the index worksheet can be used to open the Suppliers tariff.



	A	B	C
1			
2	**Confidential Rates**		
3			
4	Hotel Room	Class	Location
5	Amari Atrium Hotel	4 Star	Bangkok
6	Amari Boulevard Hotel	4 Star	Bangkok
7	Century Park Hotel	4 Star	Bangkok
8	Hansar Hotel	4 Star	Bangkok
9	Mandarin Oriental Hotel	3 Star	Bangkok
10	The Peninsula Hotel	5 Star	Bangkok

Example Exported Tariff Data

This example shows the Exported Tariff for the Amari Atrium Hotel, where the tariff displays supplier information such as address, and telephone details. In this example each product type is sectioned into the different accommodation room categories and has the rate period displaying in column A. This is followed by minimum nights, stay pays and a room rate per room type.



Selected Tariff for AATRAV at 10:06:10 on 27/08/2019

Amari Atrium Hotel

Address:	1880 New Petchburi Road, Bangkok 10320, Thailand	Rating	4 Star
Tel:	2718 2000	Location:	Downtown

Superior Room — Room Only

	Min Nights	Stay/Pay	Single	Twin	Double	Triple	Quad
01/10/2019 - 31/12/2019	1	NA	205	205	205	NA	NA

Max Occupancy:
2 Adults or 2 Adults + 1 Child.

Superior Room — Bed and Breakfast

	Min Nights	Stay/Pay	Single	Twin	Double	Triple	Quad
01/10/2019 - 31/12/2019	1	NA	205	205	205	NA	NA

Max Occupancy:
2 Adults or 2 Adults + 1 Child.

Suite — Room Only

	Min Nights	Stay/Pay	Single	Twin	Double	Triple	Quad
01/10/2019 - 31/12/2019	1	NA	375	375	375	NA	NA

Max Occupancy:
4 Adults or 3 Adults + 3 Children.

Deluxe Room — Room Only

	Min Nights	Stay/Pay	Single	Twin	Double	Triple	Quad
01/10/2019 - 24/12/2019	1	4/3	260	260	260	NA	NA
25/12/2019 - 25/12/2019	1	4/3	260	260	260	NA	NA
26/12/2019 - 31/03/2020	1	4/3	260	260	260	NA	NA

Max Occupancy:
2 Adults or 2 Adults + 2 children.

Child Policy:
Children under 14 years, sharing the same room as occupied by tariff paying adults are FOC (maximum two children per room). Cots are available FOC (maximum occupancy in a room: two adults and 2 children).

Meal rates - children between five and 14 years sharing a paid room are charged 50% of negotiated meal rates for breakfast and dinner. Children under five are not charged.

Cancellation Policy:
FIT bookings must be cancelled in writing to the Reservations Manager who will communicate a cancellation number to confirm your request. All liability rests with the Operator to ensure that the cancellation was made and cancellation number received.
Cancellations received within 28 days prior to arrival will be charges 1 night's accommodation including taxes.
Cancellations received 8-21 days prior to arrival will be charged 2 night's accommodation including taxes.
Cancellations received within 7 days prior to arrival will be charged 100% accommodation including taxes.

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CHAPTER 4

Product Search

The product search menu selection provides users with the option to search for products without inserting a specific date for rates to be returned. More Information pages can be selected for users to learn more about product available and a specific date/ number of nights can be searched for from the rates tab. There is also an option to book product which triggers the requirment for booking information to be inserted.

Product search options can return results for product based on filtered selections including; service type, specific class, by supplier for a nominated destination.

In this chapter ...

Searching for Product 42

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Searching for Product

The difference in searching for product through the Product Search tool is for those situations where you may want to look up product without knowing the date of travel. Additional information about the product can be opened and the products rates can be searched for from the additional rates tab.

The procedures in this topic describe how to display products through the Product Search menu selection and check rates using the rates more information page.

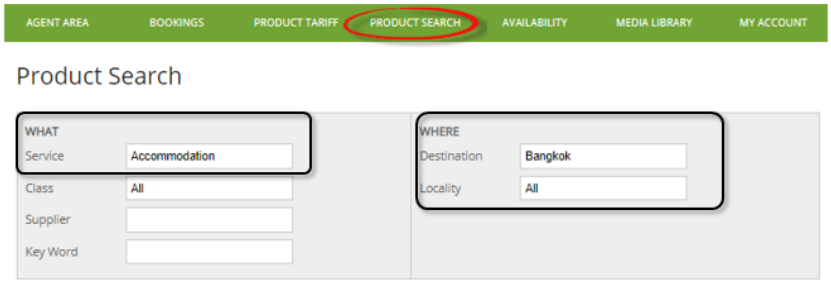
Using Product Search (Accommodation Example)

1. From the menu banner select **Product Search**.

   PRODUCT SEARCH

2. On the Product Search screen select the type of **Service** and the **location** the product search is for.

   NOTE: Additional filters selecting Class, Specific Supplier or a Key Word can be selected.



3. Click **Search**.

   SEARCH

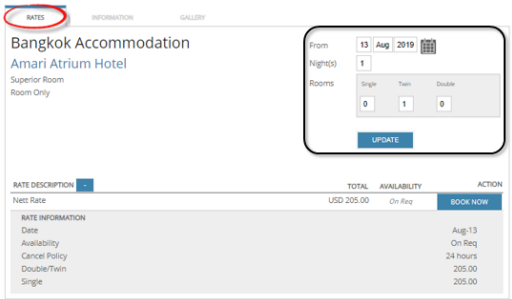
4. A list of Suppliers will display on screen and can be expanded to include the products attached to each Supplier by clicking **Expand All** (and collapsed again by selecting Collapse All).

   EXPAND ALL or COLLAPSE ALL

NOTE: More information pages can be opened by selecting the Product or Supplier name.

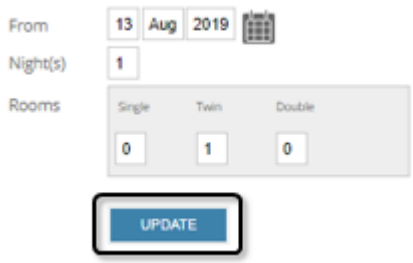
5. Rates can be obtained by opening the Product Option More Information Page and selecting the **Rates Tab**.

   NOTE: The rate information that displays in the bottom shaded section of the screen relates to the date selected in the top right of the screen.



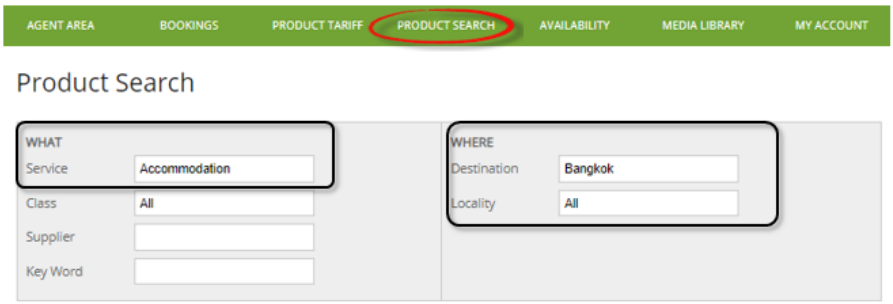
6. The **dates can be updated**, to learn more information about updating search criteria for Rate More

Information pages - click Update.



NOTE: The Product Search results screen allows users to see a full list of Suppliers which can be expanded to include the products listed for the supplier. More in-depth information about the supplier and individual products through more information pages can be selected.

About Product Search Fields



On the example screen the initial fields have been divided into two selections:

- What
- Where

And the remaining fields are in the last half of the screen.

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Additional filters can be used to select specific services and include:

Class - accommodation services may allow selection of a particular class of accommodation. To select a class click on the class field and choose from the available dropdown.

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

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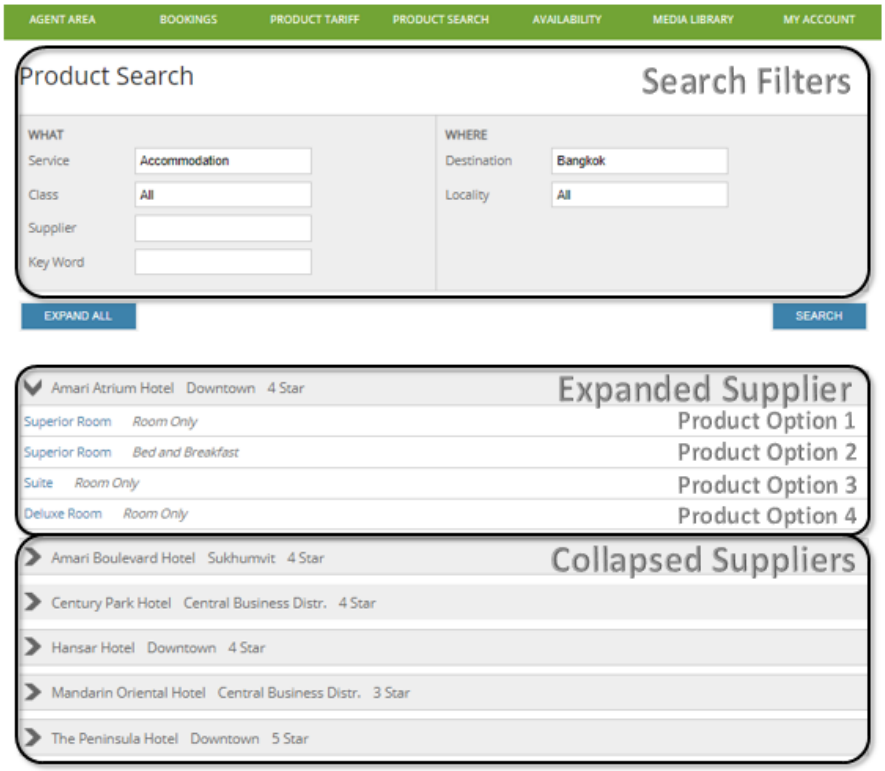
Product Search - Results Screen



The example is for:

Supplier Amari Atrium Hotel, and there are 4 room categories or Product Options:

- Product Option 1 = Superior Room - Room Only
- Product Option 2 = Superior Room - Including Breakfast
- Product Option 3 = Suite - Room Only
- Product Option 4 = Deluxe Room - Room Only

More Information Pages can be opened. To learn more about Supplier, Product or Rate More Information Pages click More Information Pages.

Buttons Available

Collapse All

After the search button has been selected and a supplier/product list displays on screen, the suppliers product will be collapsed by default so that a list of suppliers shows on screen.

1. To collapse product, select **Collapse All**.

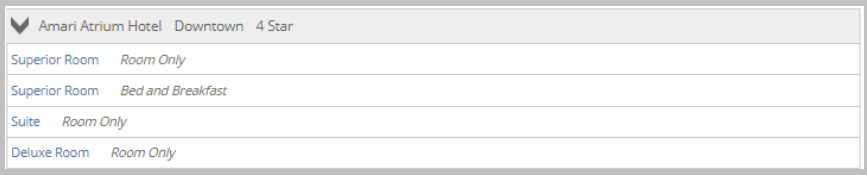
   COLLAPSE ALL

2. To Expand product, select **Expand All**.

   EXPAND ALL

Expand all examples are over the page.

Expand All - In this example the Amari Atrium Hotel has been expanded to show the 4 products listed for this Supplier.



Collapse All - In this example the Suppliers have not been expanded and a list of Suppliers displays (This is the default setting before Expand All is selected). Individual suppliers can be expanded using the > button.

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CHAPTER 5

Availability Search

The Availability function allows users to view a general availability led product seach. Users can then compare across products and rates in order to find suitable product. This is an alternative search path and allows users to find product based on availability rather than price. Once a product has been found users can then click on the availability and be taken through to the Online Bookings Add Services page.

In this chapter ...

Searching for Availability 48

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Searching for Availability

This function is an availability led search for all product types, and will display the product availability in a grid across a range of dates. Users have the ability to scroll backwards and forwards through a calendar grid to see a varied range of dates.

The procedures in this topic describe how to display products through the availability menu selection, and how to book product through the Rate More information page.

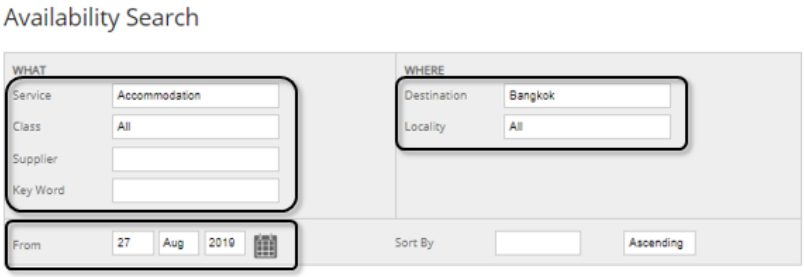
Using Availability Search - Accommodation Example

1. From the menu banner select **Availability**.

   AVAILABILITY

2. On the Availability Search screen select the type of **Service** and the **location** the product search is for.

   NOTE: Additional filters selecting Class, Specific Supplier or a Key Word can often be selected for accommodation services.



3. Click **Search**.

   SEARCH

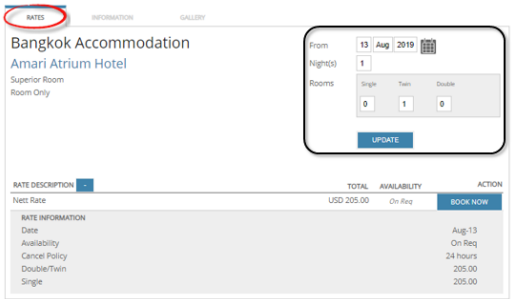
4. A list of Suppliers will display on screen and can be expanded to include the products attached to each Supplier by clicking **Expand All** (and collapsed again by selecting Collapse All).

   EXPAND ALL or COLLAPSE ALL

NOTE: More information pages can be opened by selecting the Product name.

5. Rates can be obtained by opening the Product Option More Information Page and selecting the **Rates Tab**.

   NOTE: The rate information that displays in the bottom shaded section of the screen relates to the date selected in the top right of the screen.

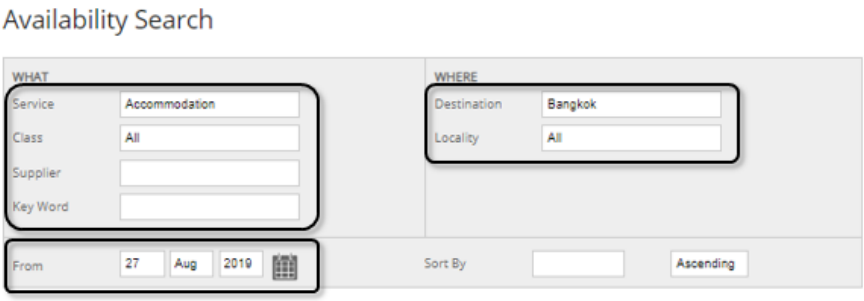


6. To book the product from the rates tab, select **Book Now**.

   BOOK NOW

NOTE: The Availability Search results screen allows users to see a full list of Suppliers which can be expanded to include the products listed for the supplier and their daily availability. More in-depth information about the supplier and individual products through more information pages can be selected when clicking on the Supplier or Product name.

About Availability Search Fields - Accommodation



On the example screen the initial fields have been divided into three selections:

- What
- Where
- From and Sort By

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Additional filters can be used to select specific services and include:

Class - accommodation services may allow selection of a particular class of accommodation. To select a class click on the class field and choose from the available dropdown.

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

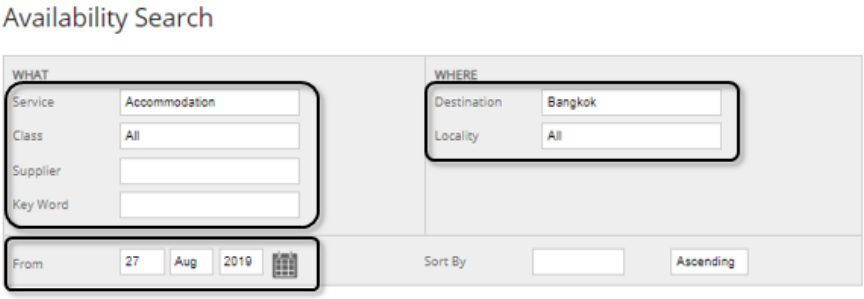
Key Word - inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

Availability Search - Transport Services



On the example screen the initial fields have been divided into three selections:

- What
- Where

» From and Sort By

What - What services are to be selected?

Service - a dropdown list will show when the service field is clicked on allowing selection of a specific service type.

Additional filters can be used to select specific services and include:

Supplier - if the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - inserting a key word will narrow the search, this field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

The system will store the last service type selected.

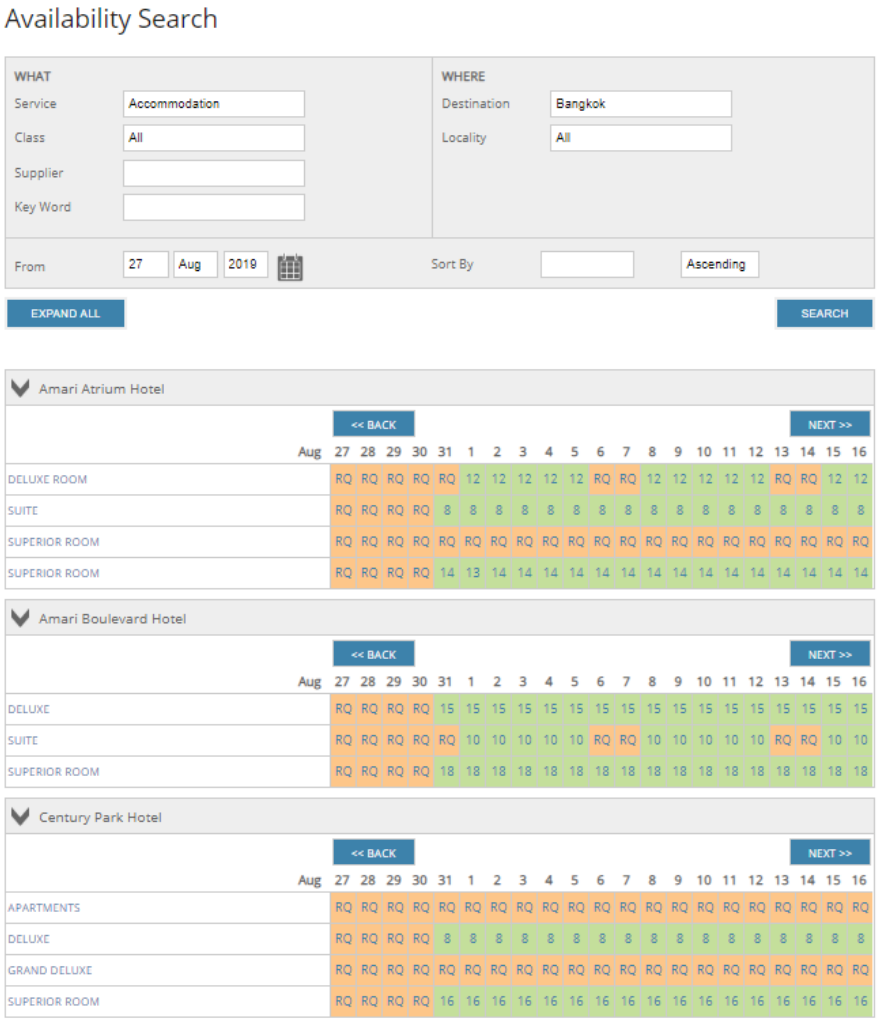
Where - Where is the location? Which location do you want the system to search for product/services?

NOTE: The selection available here could be by Destination, Locality as shown in our example procedure, or users could see Country, Destination, Locality, or a Location field. Insertion of at least one of these fields is required for the system to narrow the search criteria.

Starting Point

With some transport services, there will be an option for users to determine the location that the service is to start from. (The example below is of an accommodation service and a starting point field is not available for accommodation services.)

Availability Search - Results Screen



The example Availability is for:

Supplier Amari Atrium Hotel, and there are 4 room categories or Product Options:

- Product Option 1 = Deluxe Room
- Product Option 2 = Suite
- Product Option 3 = Superior Room
- Product Option 4 = Superior Room

Availability is easily viewed within the calendar grid. The green shaded cells show that there is availability and the number showing in the green cell is (in this case) the number of rooms available. The Red cells with RQ show that the product would need to be requested.

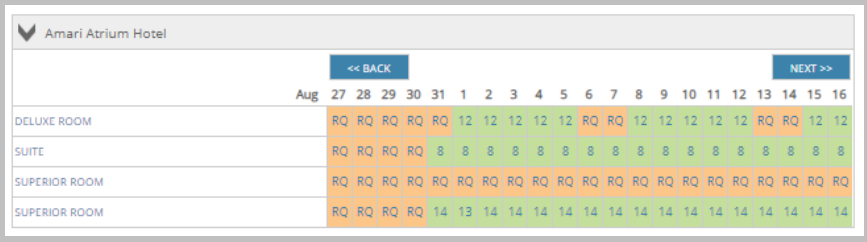
More Information Pages can be opened. To learn more about Supplier, Product or Rate More Information Pages click More Information Pages.

Buttons Available

Expand or Collapse All

Users can select to view all availability by way of a grid for all products attached to suppliers by selecting **Expand All**.

Expand All - In this example the Amari Atrium Hotel has been expanded to show the 4 products listed for this Supplier. The availability grid allows users to see how many rooms are available or if a particular day of the week requires the product to be requested instead of selling of allocation.



Collapse All - In this example the Suppliers have not been expanded and a list of Suppliers displays (This is the default setting before Expand All is selected). Individual suppliers can be expanded using the > button.

Search

Search criteria at any point can be re-entered at the top of the page, and the **search** button can be used to search for new product.

Back and Next

Users can scroll the calendar grid to view availability for dates prior to or after the dates currently shown on screen. This allows for quick navigation to alternative dates instead of re-searching.

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To scroll to alternative availability dates, select **Back or Next.**

NEXT >>

<< BACK

CHAPTER 6

Media Library

Online Media is a tool for users to view or download images, videos, and other media including slideshows and documents.

Media Library can be presented per destination, supplier or product. If this feature is available users will have the option of viewing in a gallery layout.

Some Booking Agents will use this function and will have a library of resources for you to view, however not all webConnect users have enabled this function.

In this chapter ...

Searching for Media 54

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Searching for Media

A range of media types are supported. If your booking agent is using this feature you will see a menu selection called Media Library. Within the selections available you will be able to search by location or supplier for all media types that are available. The most commonly used media type is images, however You Tube clips and other video media are supported.

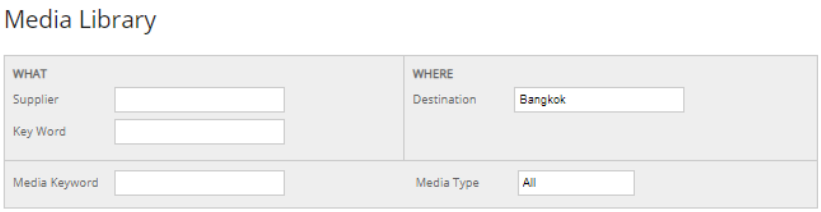
Using Media Library Search - Location Example

1. From the menu banner select **Media Library**.

   MEDIA LIBRARY

2. On the **Media Library** Search screen select the search criteria. In this example we are using **location**.

   NOTE: Additional filters selecting Specific Supplier or a Key Word can often be selected for accommodation services, or (if available) a particular media type could be selected from a dropdown menu.

3. Click **Search**.

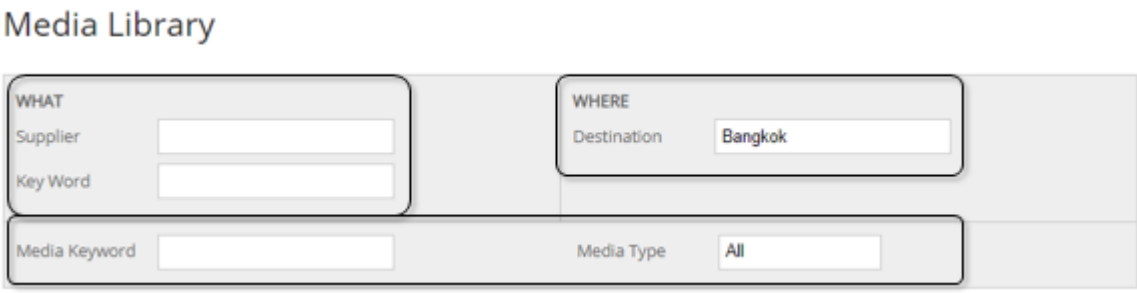
   SEARCH

4. A list will display on screen and can be expanded to include all media results retuned by selecting **Expand All** (and collapsed again by selecting Collapse All).

   EXPAND ALL or COLLAPSE ALL

5. Images can be downloaded or viewed by clicking on **View or Download** next to the file name.

About Media Library Search Fields - Location



On the example screen the initial fields have been divided into three selections:

- What
- Where
- Media Keyword and Media Type

What - What Supplier is to be selected?

Supplier - A dropdown list will show when the service field is clicked on allowing selection of a specific Supplier.

Additional filters can be used to select specific Media and include:

Supplier - If the name of a particular supplier is known, the supplier name can be inserted to show only product for this supplier.

Key Word - Inserting a key word will narrow the search. This field is not used to filter by specific amenities (i.e. pool or spa), it will simply search for product with the key word in the name such as 'superior' for a superior room.

Where - Where is the location? Which location do you want the system to search for product/services?

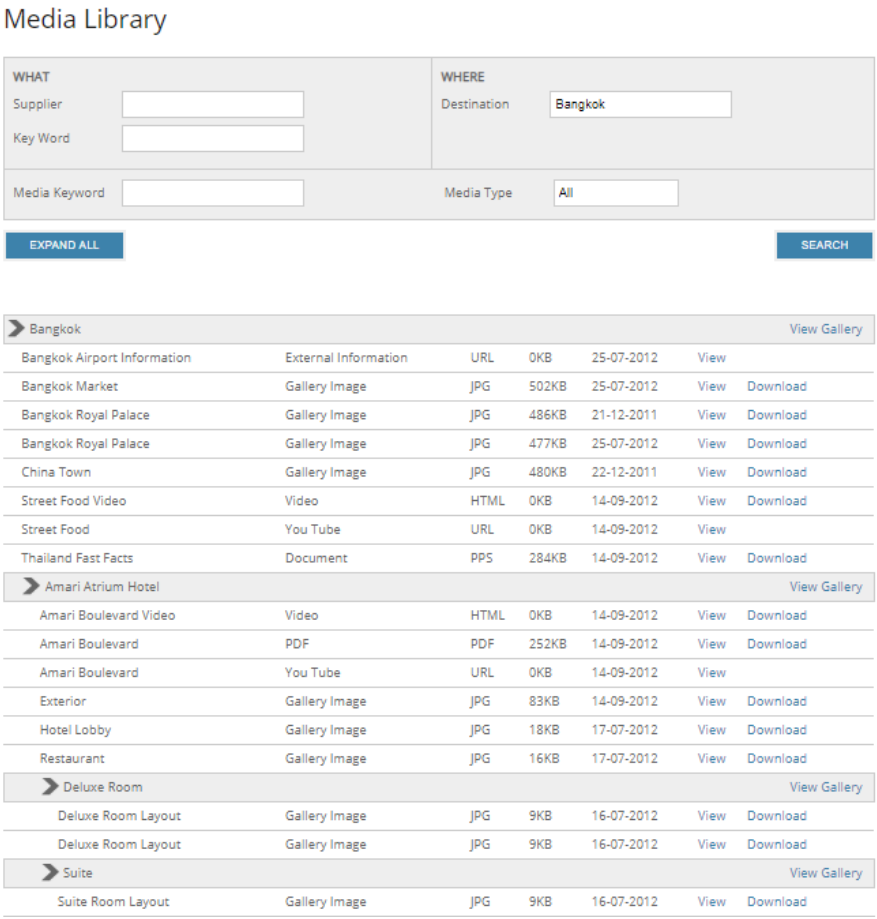
NOTE: The selection available here could be by Destination as per our example, or maybe Locality. Insertion of at least one of these fields is required for the system to narrow the search criteria.

Media Keyword - If this field is available, manual entry for different files or links such as JPG, HTML, URL or simply image could be used. The system will then only return results for a particular media based on the keyword used.

Media Type - A dropdown selection may be available where results can be returned based on the Media Type. Media Types could include: Gallery Image, External Information, You Tube, PDF, Video, or perhaps Document.

It will depend on the media types that are available to you as to what selections can be made.

Availability Search - Results Screen



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The example Media Library Results have returned for:

- Bangkok - These media files are not linked to a supplier, instead they are linked to a location.
- Supplier - Amari Atrium Hotel, supplier related media that have files to download or view:
- Product related media
  - Product Option 1 = Deluxe Room
  - Product Option 2 = Suite

Hyperlinks Available

View Gallery - A gallery of images will display, this allows users to view media content and can choose to download from the gallery view.

View - Individual files, images, URL links, or videos can be viewed, users will need to return to the previous screen to download.

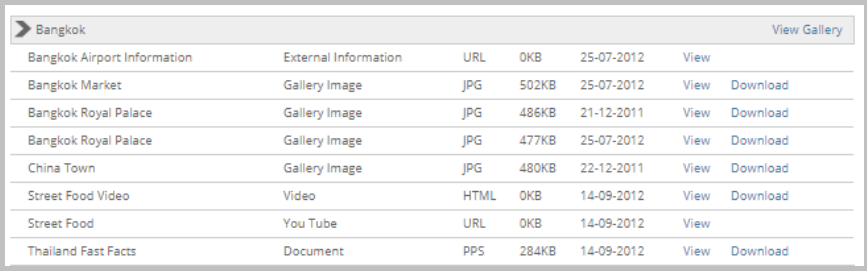
Download - Images, html files, and documents can be downloaded and saved in a location on user's local computer.

Buttons Available

Expand or Collapse All

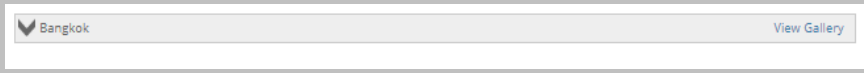
Users can select to view all files by selecting **Expand All**.

Expand All - In this example the Bangkok has been expanded to show the 8 Media files for this location.



Bangkok						View Gallery
Bangkok Airport Information	External Information	URL	0KB	25-07-2012	View	
Bangkok Market	Gallery Image	JPG	502KB	25-07-2012	View	Download
Bangkok Royal Palace	Gallery Image	JPG	486KB	21-12-2011	View	Download
Bangkok Royal Palace	Gallery Image	JPG	477KB	25-07-2012	View	Download
China Town	Gallery Image	JPG	480KB	22-12-2011	View	Download
Street Food Video	Video	HTML	0KB	14-09-2012	View	Download
Street Food	You Tube	URL	0KB	14-09-2012	View	
Thailand Fast Facts	Document	PPS	284KB	14-09-2012	View	Download

Collapse All - In this example the Location has not been expanded (this is the default setting before Expand All is selected). Result can be expanded using the dropdown arrow.



Search

Search criteria at any point can be re-entered at the top of the page, and the **search** button can be used to search for new product.

CHAPTER 7

My Account

Online accounts provides users with a real time status of accounts with your booking agent. Key features of the Online Accounts functionality include balances, credit status and booking transactions. Users can also drill down to individual bookings in order to view all related financial transactions.

Some Booking Agents will use this function and will have a tab called My Account for users to view, however not all webConnect users have enabled this function.

In this chapter ...

Viewing Online Accounts 58

User Accounts 61

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Viewing Online Accounts

The online accounts function allows you to view the account status in real time. Users also have the ability to drill down into an individual booking.

The key features of Online Accounts include:

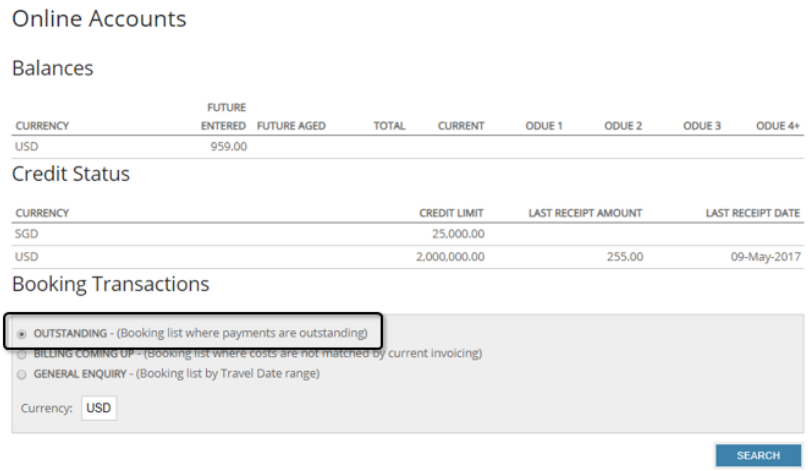
- Balances - A real-time view of the account status including overdue, current and future balances.
- Credit Status - Details of the user's credit limit and last payment.
- Booking Transactions - Users can obtain an 'online statement' with booking selected and displayed based on outstanding transactions, future billing, or just a general enquiry by booking travel date.

View Accounts Online

1. From the menu banner select **My Account**.

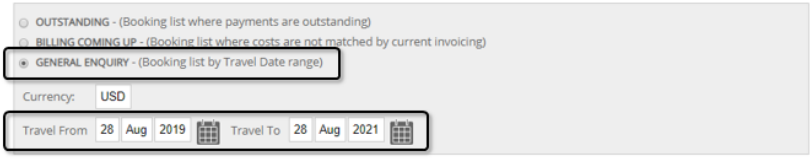
2. The **Online Accounts** screen will display an overview of outstanding Balances, Credit Status and Booking Transactions.

   NOTE: By default the Outstanding button is selected.

3. Alternative selections of *Billing Coming Up* or *General Enquiry* can be checked.

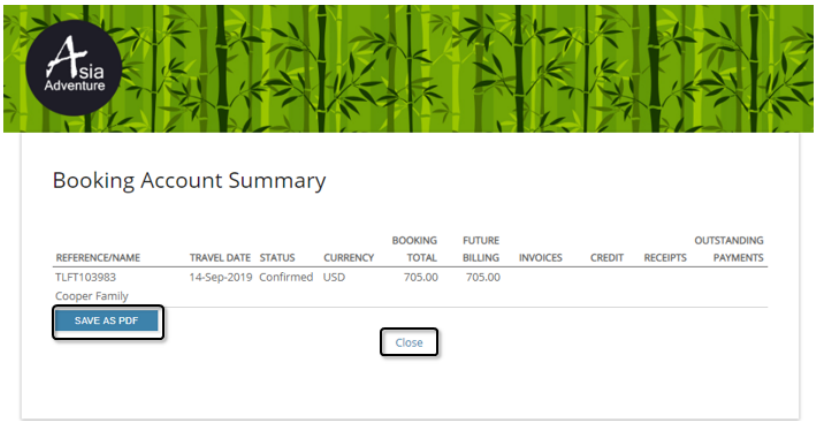
4. If selected, **General Enquiry** will trigger an alternative **date selection** and allows users to select travel dates to and from.

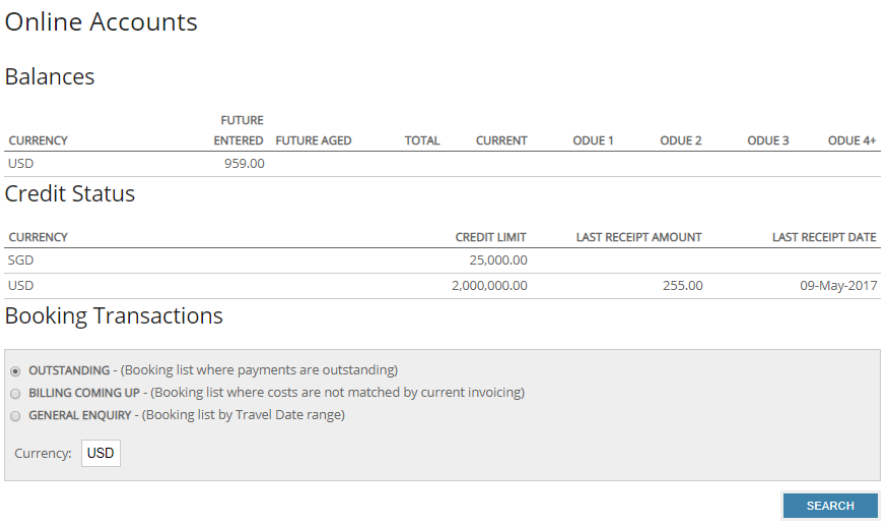
5. Click **Search** to view a list of all bookings.

6. A booking summary can be opened for individual bookings. Select **booking reference - hyperlink** which will open in another page.

   The booking summary can be closed by selecting close, or the file can be saved as a PDF when selecting save as PDF.



Online Accounts - Results Screen



The example Online Accounts Results have returned for:

- Balances - including the currency
- Credit Status - including limits, last receipted amounts, and last receipt date.
- Booking transactions can search for bookings based on the following filters:
  - Outstanding (default) - list of bookings where payments are outstanding
  - Billing Coming Up - list of bookings where costs are not matched by current invoicing.
  - General Enquiry - listing bookings by travel dates, users can also define the travel to and from period for the system to filter based on the dates entered.

Hyperlinks Available

Booking Number - An individual Booking Account Summary can be obtained, and saved as a PDF if required.

Buttons Available

Expand or Collapse All

Search

Select a filter criteria from either; *Outstanding*, *Billing Comming Up* or *General Enquiry*, and select **search**.

A list of bookings that match the search criteria will display.

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Save as PDF

Users can print Online Accounts or save on file by selecting **Save As PDF**. Saving to PDF can be done from the Results screen or for individual booking account summaries.

User Accounts

User Accounts is a login management function where users have the ability to maintain login names, passwords and can add users when necessary.

> If this feature is made available to you it will be available under the My Account menu.

Adding Users

Users within your orgainsation can be added if this feature is enabled for you.

Adding a user

1. From the menu banner select **My Account**.

   MY ACCOUNT

2. Select **User Accounts**.

   USER ACCOUNTS

3. The Login Management screen will display a list of existing user names.
4. Click **Add**.

   ADD

5. On the **Add New Sub-Login Details** screen add a **Login**, **Name**, **Password** and **Confirm Password**.

   Add new Sub Login Details

   LOGIN AATRAV.
   NAME
   PASSWORD
   CONFIRM PASSWORD

6. Click **Add** to save the login.

   ADD

   a. Or Click **Cancel** to exit.

      CANCEL

About Add new Sub Login Details screen

Add new Sub Login Details

LOGIN AATRAV. JohnSmith
NAME John Smith
PASSWORD
CONFIRM PASSWORD

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Login - The 6 Character code that is hard coded is your agency's Login Name. Insert a login name for the new user.

Name - This is the name that will appear in the consultant's name when a booking is made.

Password/Confirm Password - Insert a password (and confirm the password).

NOTE: Passwords must be secure and password must contain: upper case, lower case, a number and a symbol.

Deleting a User

Users within your organisation can be deleted if this feature is enabled for you.

Deleting a User

1. From the menu banner select **My Account**.

   MY ACCOUNT

2. Select **User Accounts**.

   USER ACCOUNTS

3. The Login Management screen will display a list of existing user names.
4. Click on the Update hyperlink next to the user's name.
5. Click **Delete**.

   DELETE

   a. Or Click **Cancel** to exit.

   CANCEL

Updating Users' Details

Users within your orgainsation can be updated if this feature is enabled for you.

Updating a User

1. From the menu banner select **My Account**.

   MY ACCOUNT

2. Select **User Accounts**.

   USER ACCOUNTS

3. The Login Management screen will display a list of existing user names.
4. Click on the Update hyperlink next to the name.
5. Amend User details, check the completed screen and click **Update**.

   UPDATE

   a. Or Click **Cancel** to exit.

   CANCEL

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