

2011 CrossCheck Travel
BSP Billing Period
& Rec ID update



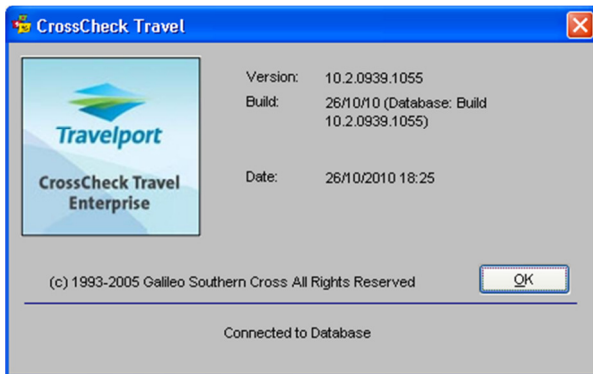
In order to follow the instructions below to add your BSP billing periods for 2011 you will need to know which version of CrossCheck Travel you are running.

To do this, click on 'Help' and select 'About'.

CrossCheck Travel v3.1 will look like the following:

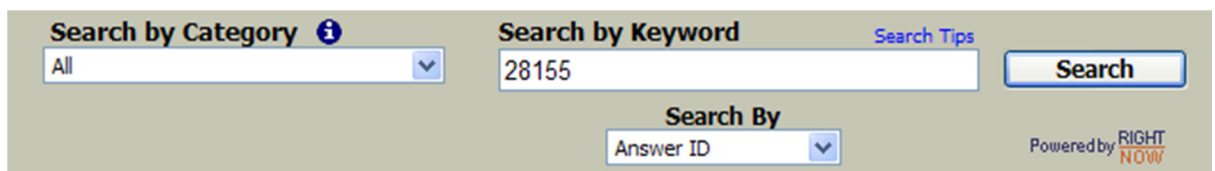


Alternatively you may now have been upgraded to CrossCheck Travel Enterprise which will look similar to the example underneath:

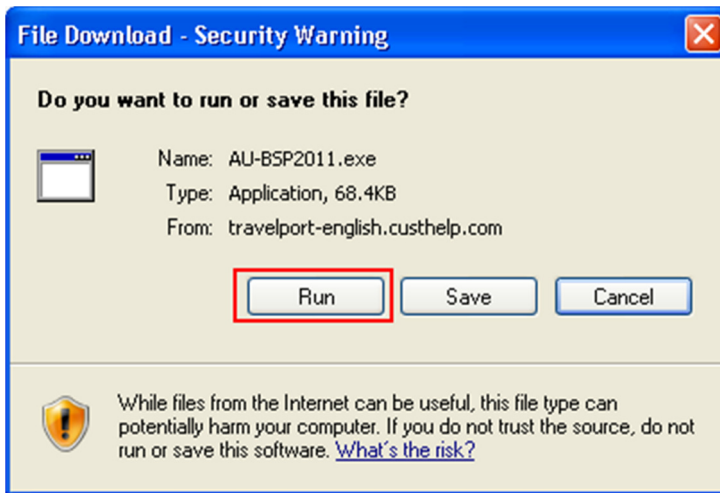


Once you have established which version you have, please follow the instructions below **(ALL agents in your office MUST be logged out of CrossCheck Travel before you run this update):**

1. **On the server that is running your CrossCheck Travel database**, you can access the update by going to the AskTravelport website (<http://travelport-english.custhelp.com>) and searching for **Answer ID 28155**.

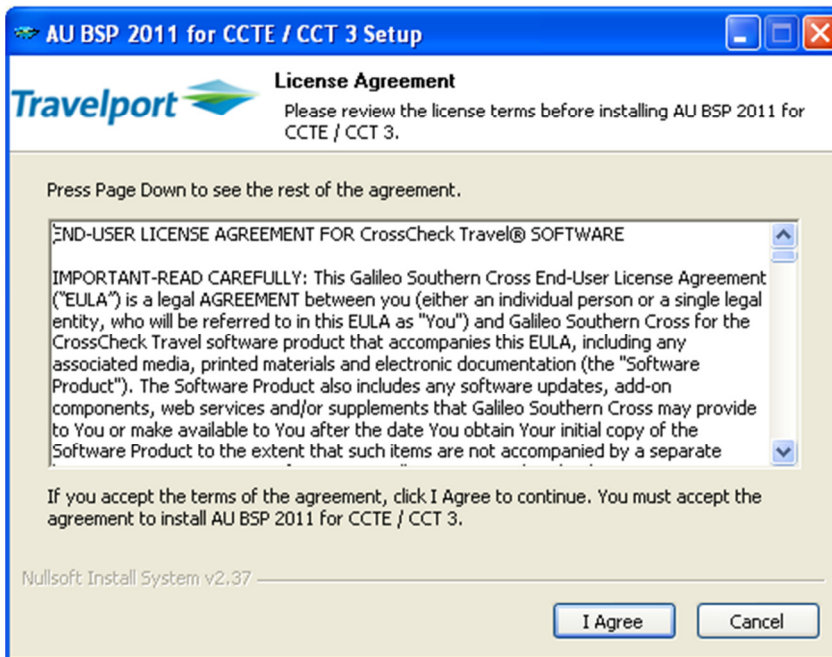


2. Click on the file attachment AU-BSP2011.exe and select 'Run'

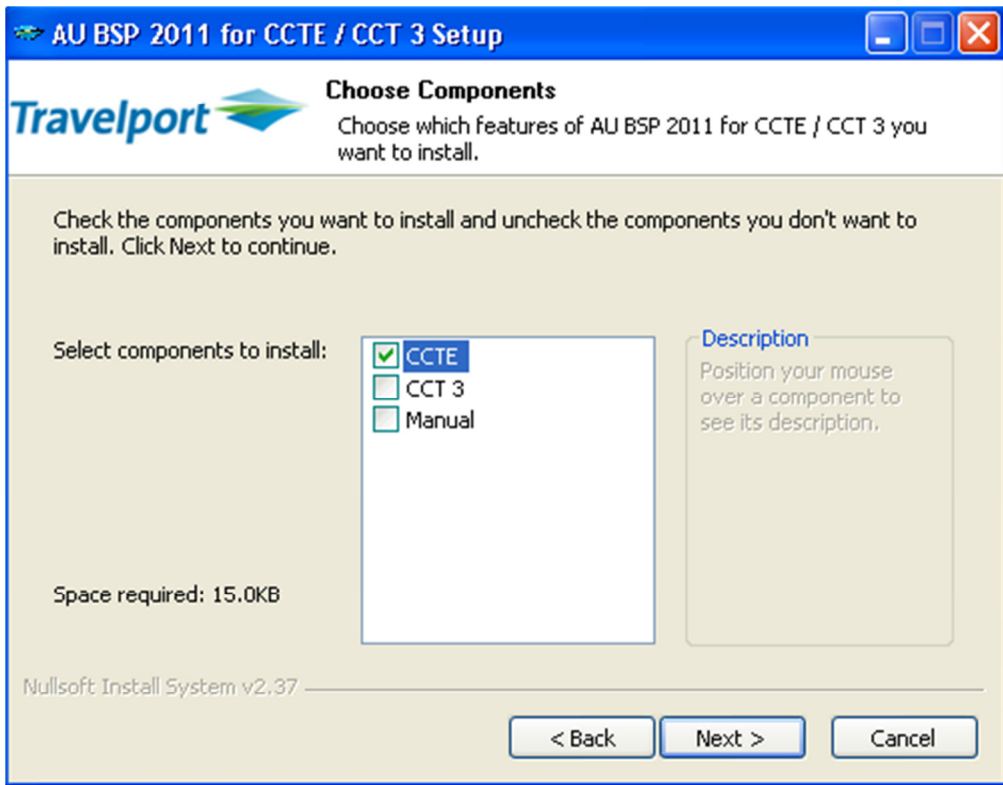


If prompted, select 'Run' again.

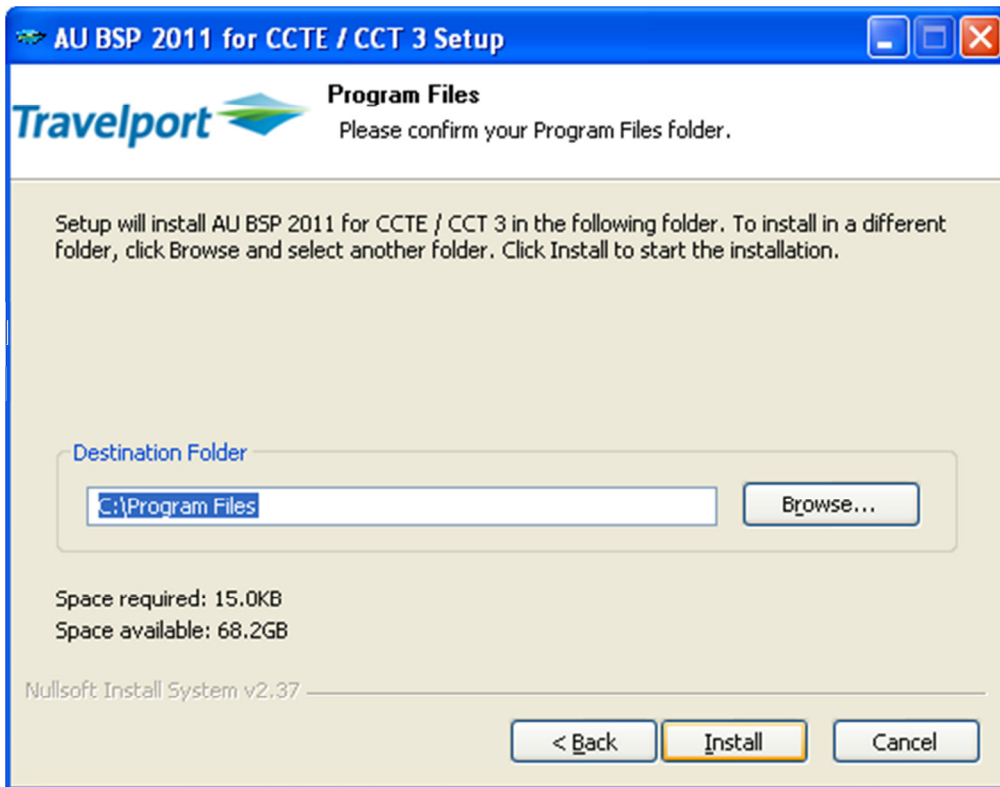
3. Click 'I Agree'



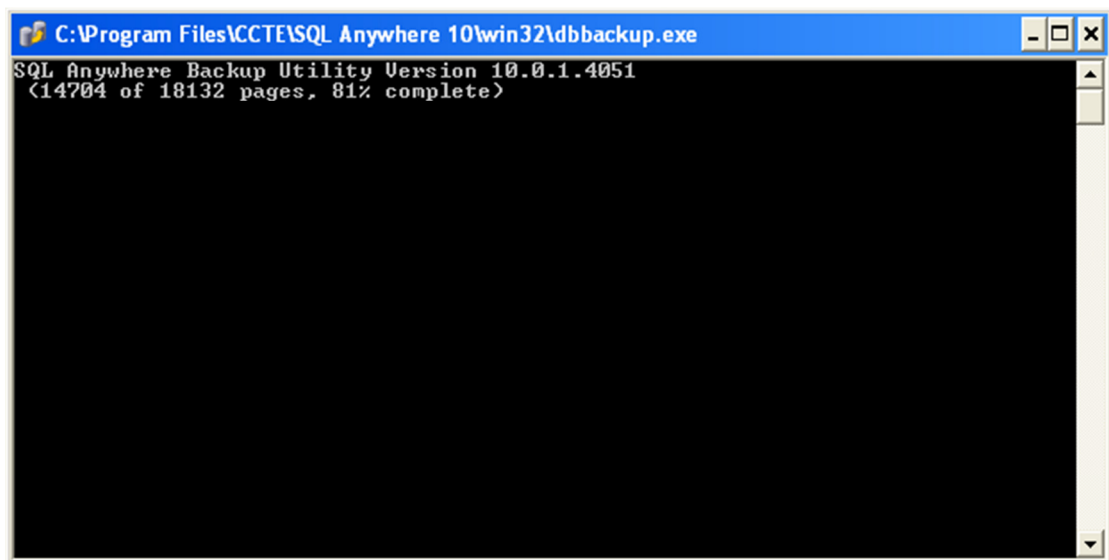
4. Select the Version of CrossCheck that you are using (please refer the beginning of this document) by clicking in the relevant box and then click on Next



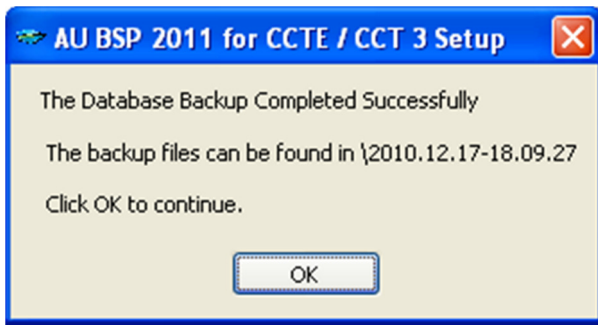
5. In the Destination Folder browse to the default path for Program Files. This will show as *C:\Program Files* or *C:\Program Files (x86)* if you have a 64bit machine. Simply click 'Install' after adding your default path to continue.



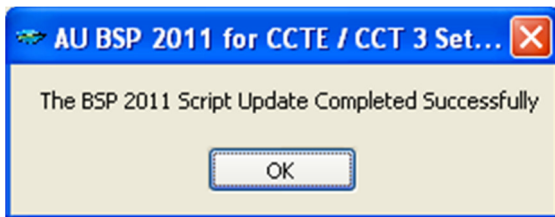
6. A backup of your database will then be taken. Please do not close this screen. It will close automatically once completed.



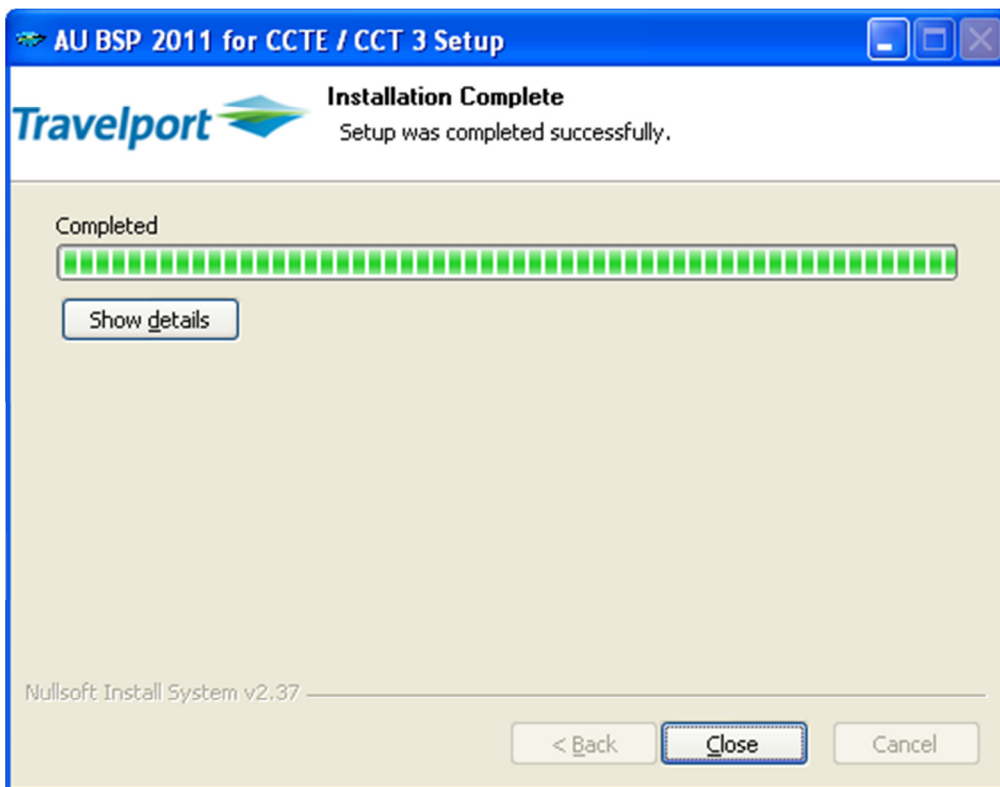
7. A message will appear once the backup is taken successfully. Click 'OK' on this message. If you need to restore the backup it can be found in *C:\ date listed in message*.



8. Once completed the message below will be shown. Click 'OK'.



9. Click 'Close' once you see the Installation Complete message which is shown below.

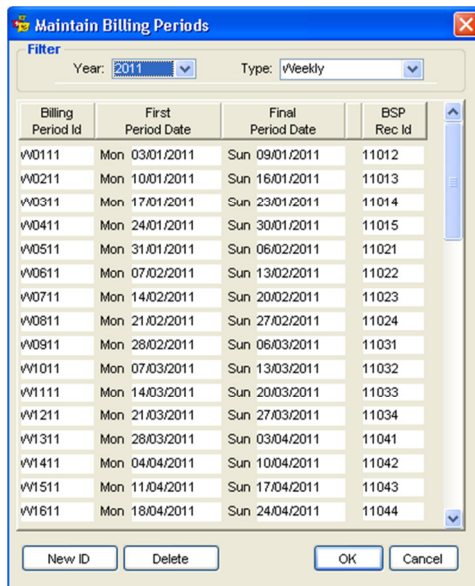


To check that the update has been completed successfully:

CrossCheck Travel v3.1 users, go to Options, select Tables and then choose Billing Period.

CrossCheck Travel Enterprise users, go to Tools, select Tables and then choose Billing Period.

In the Year field dropdown, select 2011. If the periods have been updated these will then show under the column headings.

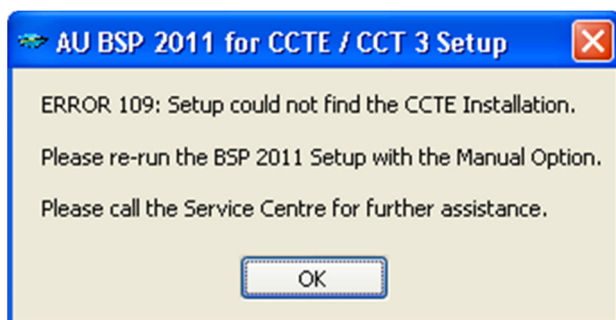


Billing Period Id	First Period Date	Final Period Date	BSP Rec Id
vW0111	Mon 03/01/2011	Sun 09/01/2011	11012
vW0211	Mon 10/01/2011	Sun 16/01/2011	11013
vW0311	Mon 17/01/2011	Sun 23/01/2011	11014
vW0411	Mon 24/01/2011	Sun 30/01/2011	11015
vW0511	Mon 31/01/2011	Sun 06/02/2011	11021
vW0611	Mon 07/02/2011	Sun 13/02/2011	11022
vW0711	Mon 14/02/2011	Sun 20/02/2011	11023
vW0811	Mon 21/02/2011	Sun 27/02/2011	11024
vW0911	Mon 28/02/2011	Sun 06/03/2011	11031
vW1011	Mon 07/03/2011	Sun 13/03/2011	11032
vW1111	Mon 14/03/2011	Sun 20/03/2011	11033
vW1211	Mon 21/03/2011	Sun 27/03/2011	11034
vW1311	Mon 28/03/2011	Sun 03/04/2011	11041
vW1411	Mon 04/04/2011	Sun 10/04/2011	11042
vW1511	Mon 11/04/2011	Sun 17/04/2011	11043
vW1611	Mon 18/04/2011	Sun 24/04/2011	11044

Common error messages

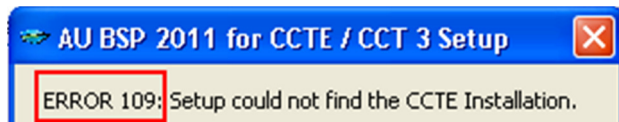
Incorrect version selected

If you choose the incorrect version of CrossCheck Travel the update will give you an error



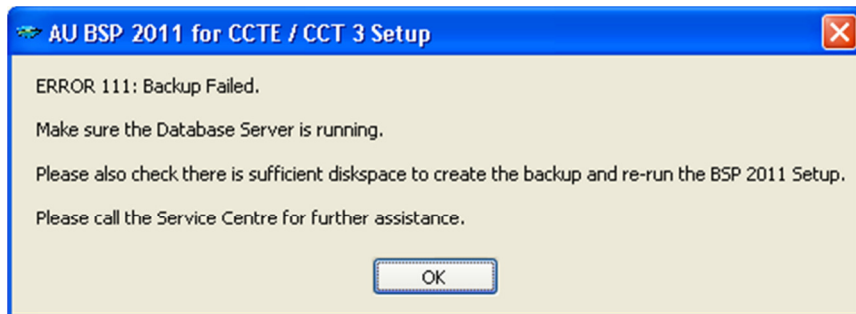
First take a copy of the screenshot by pressing CTRL ALT and pasting in an email or Word document and then click 'OK'. You should then check your CrossCheck Travel version. If you believe you have selected the correct version when running the update, please contact the Service Centre.

You will need to provide them with the Error number in the message and also advise the version of CrossCheck Travel your office is using.



Backup interrupted

During the update if the backup is interrupted an error message will appear



If you receive this error, take a copy of the screenshot by pressing CTRL ALT and paste it in an email or Word document and then click 'OK'. Then please contact the Service Centre.

You will need to provide them with the Error number in the message and also advise the version of CrossCheck Travel your office is using.