

# CrossCheck Travel 3.1 Client Management Guide



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# Module 1: Introduction

## Welcome

Welcome to the CrossCheck Travel Client Management Guide, a modulated reference guide designed to provide the necessary knowledge and skills to use the latest instalment of Australia and New Zealand's leading Travel Agency Management Software.

CrossCheck Travel (CCT) caters for storing client and corporate records, accounting facilities, document production and powerful search and reporting functions. CCT interfaces with the Galileo Desktop computer reservation system, incorporating Viewpoint and Focalpoint, and with other accounting software.

This guide includes instructions for daily Client Management functionality. For more detailed accounting topics, See *Account Management* guide.

The online guides are also referred to throughout our customer training sessions.

For more information on our training, see *Galileo Training* webpage.



# How to Use this Guide

This guide is divided into modules that cover different aspects of the CCT application. The modules are written so that users may read the topics that relate to them, without having to work through the entire contents of the guide.

In a class room environment, the instructor demonstrates processes outlined in the guide, then provide practice examples and role plays to simulate daily tasks that may arise in a normal travel agency office.

This guide can also be used as a reference manual. Where possible, summaries on procedures have been included that can be bookmarked or printed as a handy reference.

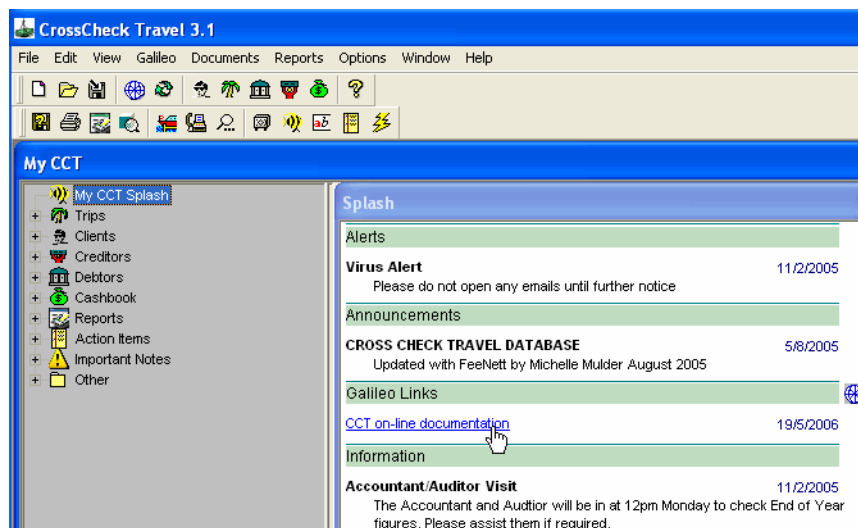
## Access

Both of CrossCheck Travel Online Guides are available from within the CrossCheck Travel application. There are various ways to access the guides:

- Help menu



- F1 key
- Permanent link on the splash screen

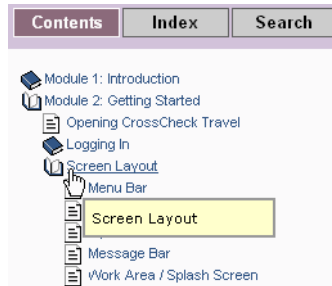


# Navigation

To navigate through this guide, use any of the following methods:

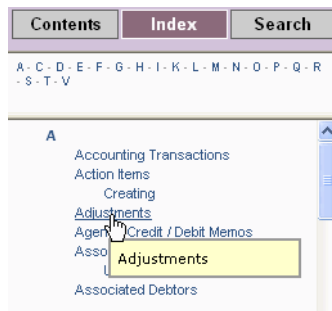
## Contents Menu

The Contents tab displays the major headings of the guide in an expandible/collapsible book view. Click closed book icons to reveal sub-topics and individual pages.



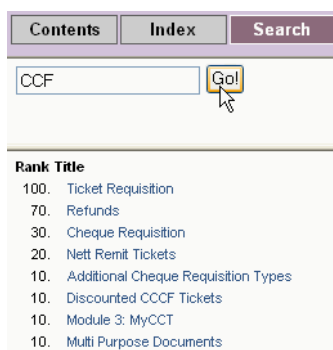
## Index

The index is alphabetical. Click on a letter to reveal topics. Click on topics to reveal display the corresponding topic.



## Search

The Search tab displays a list of all topics that contain the word or phrase you enter. The topics found by search are ranked in order of relevance.



## Navigation Bar

Using the **Up/Down** buttons, you can navigate to previous or next items.

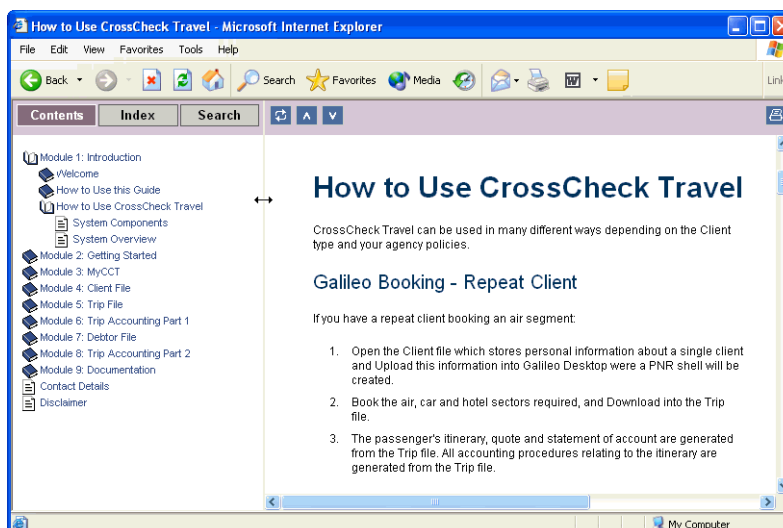
The **Show in Contents** button locates the currently displayed topic in the contents menu.

The **Print** icon prints only the topic page in view within the right-hand frame.



## Resizing the Navigation Frame

You may resize the navigation frame by dragging the vertical line that separates the navigation frame from the topic frame.



## Cross References

This help file contains numerous cross references. You may click on the cross reference link to go to the related topic.

Customs Field codes are entered through Tables. [See "Tables" in Module 2: System Administration.](#)

If you wish to go back to the previous page, use the back button on your web browser.



If the cross reference is to the CCT Account Management online guide, by clicking on the cross reference link will open the other guide in a new web browser window.

## Conventions Used in this Guide

Convention	Use
<b>Selection</b>	Button, key, screen tab or menu name that may be selected on your screen.
<i>Title</i>	Publication and course titles.
<b>EMPHASIS</b>	Very important directives and terms.
<b><u>K</u>eyboard</b>	The underlined letter indicates the alternative keyboard command (normally use with Alt key).
<u>Hyperlink</u>	Link to web page or cross reference.

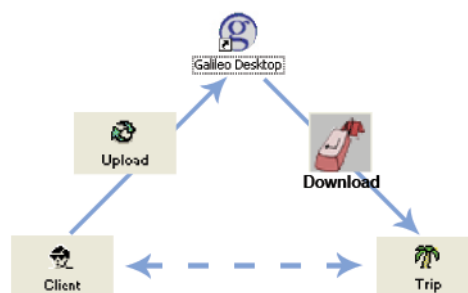
# How to Use CrossCheck Travel

CrossCheck Travel can be used in many different ways depending on the Client type and your agency policies.

## ***Galileo Booking - Repeat Client***

If you have a repeat client booking an air segment:

1. Open the Client file which stores personal information about a single client and Upload this information into Galileo Desktop where a PNR shell will be created.
2. Book the air, car and hotel sectors required, and Download into the Trip file.
3. The passenger's itinerary, quote and statement of account are generated from the Trip file. All accounting procedures relating to the itinerary are generated from the Trip file.



## ***Galileo Booking - One Off Client***

If a walk-in client wanting an air booking visits your agency and you do not wish to create a Client file: (e.g. an overseas tourist booking BNE -ASP), the process could begin in the Galileo host system and be downloaded to the Trip file.



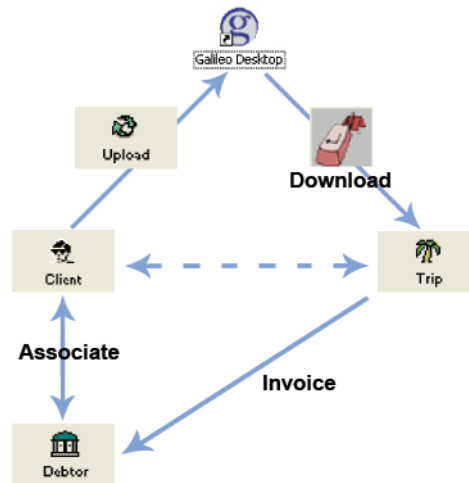
## ***Non Galileo Transaction***

For example, a cruise, rail and insurance booking information about the client can be transferred to the Trip file without the upload and download process by using the Trip Creation Wizard.



### Corporate Client

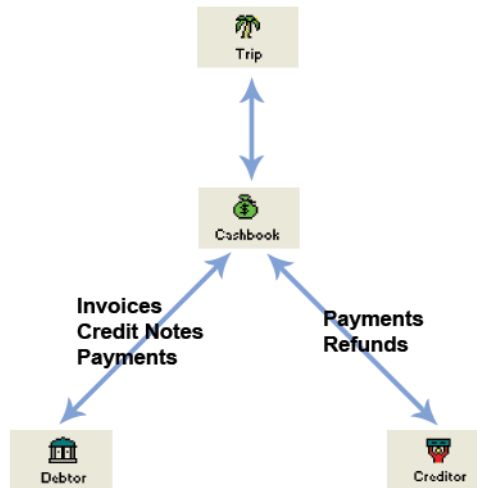
A Client file may have a Debtor attached and then the booking be processed with or without upload and download depending on the type of segments required. The costs for the travel can be passed back to the Debtor by invoice from the Trip file.



### Basic Financial Processing

The financial processing takes place from the Trip file, and all transaction flow in and out of the Cashbook.

Debtor and Creditor payments and refunds are received in the Cashbook all transactions are cross referenced back to the Trip file.



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# System Components

CrossCheck Travel consists of a number of components which are used to store information and carry out account processing.

The CrossCheck Travel components are:

## **MyCCT**

MyCCT gives quick access to all system files, through the use of hyperlinks in all modules. Additional reporting functionality has been included along with extensive search capabilities for Trip and Client files.

See Module 3: MyCCT

## **Client Files**

These are used to store details of regular travellers. Each Client file accommodates the details of one traveller only and includes phone numbers, addresses, business details, credit card records, passport/visa details, and travel preferences.

The **Upload** facility is available to transfer Client file data into Galileo which will automatically create a Galileo Booking file.

See Module 4: Client File

## **Trip Files**

These are used to record each journey undertaken by one or more passengers. The Trip file is your main working area, it is within these Trip files that passenger names and itinerary details are stored, and where the passenger accounting transactions are initiated.

The **Download** facility is available from the Galileo reservations system which will automatically create a Trip file and complete many fields with data from the Galileo Booking file.

See Module 5: Trip File

## **Debtor Files**

These are used to store information relating to your commercial clients. Company names, spending limits, business travel preferences can all be stored on Debtor files. Within each individual Debtor file accounting transactions are recorded, i.e. issue of statements, receipt of payments.

See Module 7: Debtor File

## **Creditor Files**

These store details of companies to which you owe money. Details such as name, phone numbers, and address details can be stored. Travel related and non travel related Creditors can be created.

See *Account Management* guide.

## Cashbook

This contains records of your General Ledger accounts. It is from the Cashbook that Bank Deposit Slips are created, Bank Statements are reconciled, and General Ledger transactions carried out.

See *Account Management* guide.

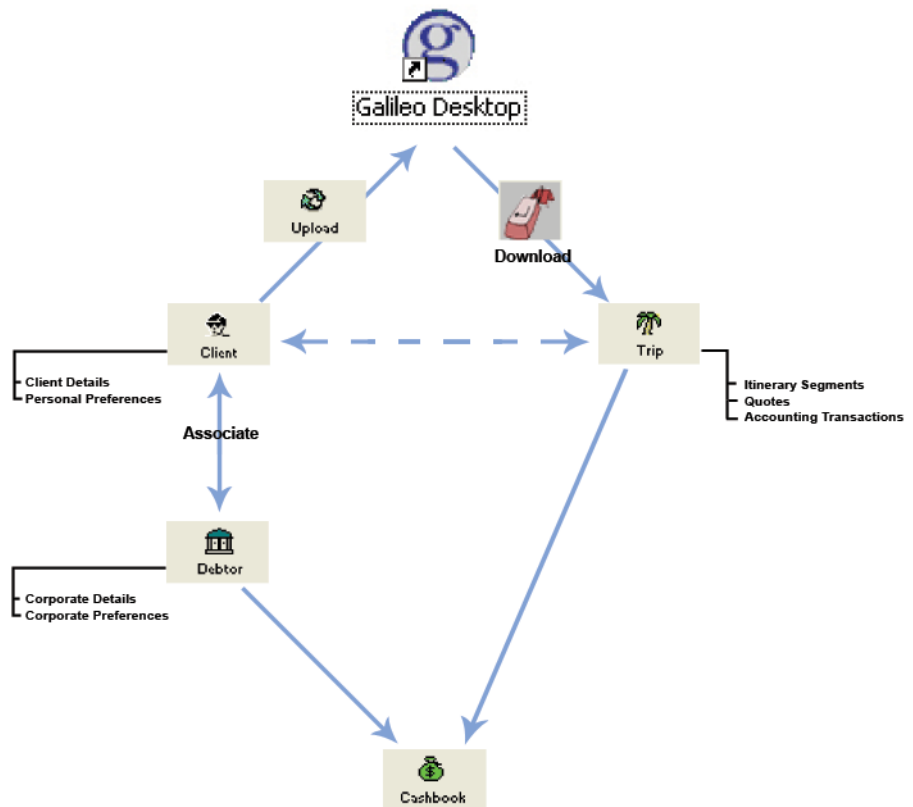
## Documentation

The **Documents** menu is context sensitive, meaning the contents on the menu change depending on the current file type open (i.e. **Trip**, **Client**, **Debtor** etc.)

See Module 9: Documentation

# System Overview

The following diagram provides a simplistic overview of the major system components involved in CrossCheck Travel client management.







# Module 2: Getting Started

## Opening CrossCheck Travel

CCT can be opened from the desktop as follows:

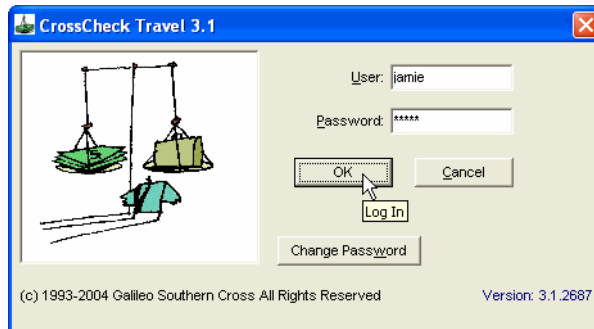
If a short cut icon for CCT has been added to the desktop, double click on the CCT Icon.



Alternatively, open CCT from the Windows Start Menu using the following steps:

1. Click the **Start** button to display the selection menu.
2. Move the cursor up the menu so that **Programs** is highlighted and a list of programs appears on the screen.
3. Highlight **Galileo Southern Cross** from the list to display a sub list of Galileo programs.
4. Select **CrossCheck Travel**.

# Logging In



CCT is governed by security and requires a user name and password to access the system. This user name and password is assigned by a System Administrator or Galileo Support Executive.

To log into the CCT application:

1. Complete the **User** field with your user name.
2. Press **Tab** and complete the **Password** field.
3. Click on **OK** (or press the **Enter** key).

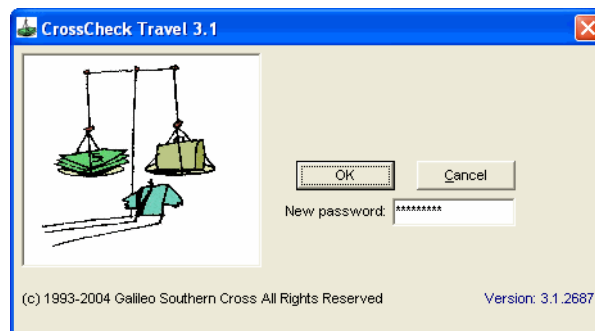
If a user has forgotten their password and attempts to Log In five times, the Log In screen will not appear again and the user must contact the service centre. See "Regional Service Centre" for contact details.

## Change Password

CCT allows a user to change their password whenever the system is accessed. It is recommended this be done at timely intervals to ensure the security of the data stored within the CCT application.

To change a password:

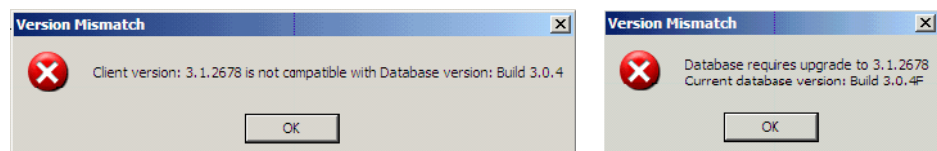
1. The user must Log In with their existing password.
2. Click on the **Change password** button.
3. Complete the dialogue box and click **OK**.



4. The screen now shows a field for the new password to be entered. Type a new password and press **Enter**, or click **OK**.
5. A prompt appears asking you to enter the password again. Click **OK** to close the prompt and re-type the new password, then click **OK**.
6. The Log In screen will be redisplayed with the new password automatically entered. Complete the CCT Log In by clicking **OK** one final time.

## Log In Error: Version Mismatch

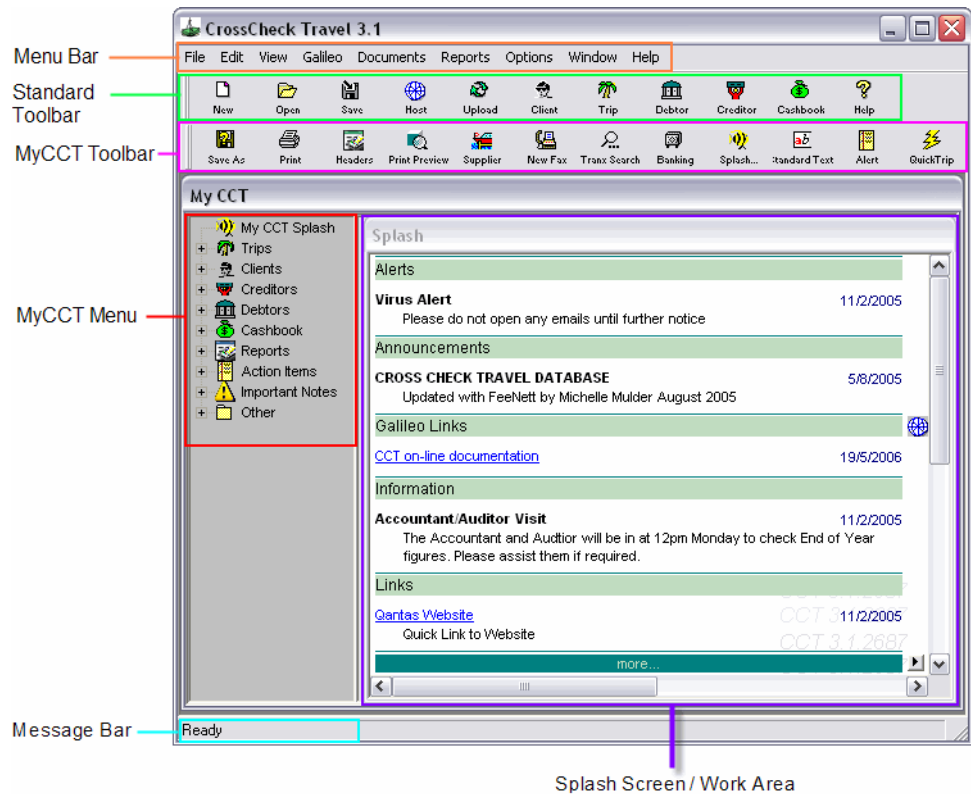
When logging in to CrossCheck Travel, the system will now check that the workstations are the same version as your database. If they are the same version the login will complete successfully. If a message appears with a title **Version Mismatch**, as per the examples below, it means that either the Workstation or Server upgrades were not completed successfully.



To rectify either situation, the best solution is to re-run both the Server and Workstation upgrades then try logging into CCT.

If you have further problems, please contact the Galileo Service Centre. See "Regional Service Centre".

# Screen Layout



## Menu Bar

The Menu bar provides several drop-down lists containing all the functions and options available in the CCT application. Selecting each Menu displays the drop-down list with several menu commands showing additional pop out lists when the mouse is placed over them. Clicking the mouse on the option performs the function selected.

# Toolbars

The Toolbars (both Standard and MyCCT) provide quick access to several commonly used CCT features. These toolbars can be adjusted to suit the individual working environment of each user.

## Standard Toolbar

The Standard Toolbar consists of a selection of buttons that perform frequently used tasks. Toolbar functions can also be accessed from the menu bar. The Standard Toolbar buttons are set and are unable to be reconfigured.



Button	Function
New	<p>Clicking the <b>New</b> button produces one of two results</p> <ul style="list-style-type: none"> <li>• If no files are open and you click on the New Icon a File Select dialogue box is displayed. Select the type of new file to be created by clicking the appropriate radio button</li> <li>• If a file is already open, click on the New Icon, and a new line is added to the field where the cursor sits e.g. Enter a name, click on the New Icon and a second name field fill-in box appears</li> </ul>
Open	Opens the File Select dialogue box
Save	Saves the active file or entry
Host	Opens the Galileo Host application
Upload	Uploads the Client file into the Galileo Host
Client, Trip, Debtor or Creditor	Displays the last corresponding file accessed
Cashbook	Opens at the Travel Account
Help	Opens the Galileo web page which contains a variety of reference documents

## MyCCT Toolbar

The MyCCT toolbar gives users easy access to commonly used tasks such as Transaction Search and to new functionality available in the MyCCT menu. These tasks can also be accessed from the Menu Bar.



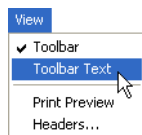
The toolbar buttons perform the following functions:

Button	Function
Save As	Allows an existing document to be saved
Print	Activates the printing function in CrossCheck Travel
Headers	Allows a header or title to be added to the top of a page
Print Preview	Activates the Print Preview function in CrossCheck Travel
Supplier	Accesses the Supplier Table
New Fax	Creates a Fax Header in Word
Transaction Search	Search for any Transactions, Ticket or Cheque numbers
Banking	Opens the Cashbook at the Deposit tab
Splash	Opens the dialogue box to create a new Splash screen entry
Standard Text	Opens the Maintain Standard Texts window for setting of itinerary headers and footers
Alert	Opens the dialogue box to create an Alert Item
Quick Trip	Opens the Quick Trip input screen

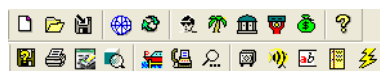
For further detail, See Module 3: MyCCT.

## Toolbar Text

The view of both toolbars can be changed to show the Toolbar buttons in a larger size with text prompts, or display smaller buttons with no text prompts. To switch between the two modes, select View from the Menu Bar and click Toolbar Text. Alternatively right-click on the toolbar itself and select from the menu that appears.



If the **Toolbar Text** option is unticked, the buttons show no text and are smaller.



The Toolbar icon text is still available by positioning the mouse pointer over the **Toolbar** button to display a pop up tip box.

## MyCCT Menu

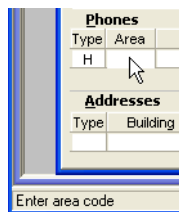
The MyCCT Menu gives users access to the full range of MyCCT functionality. It contains sub menus for most areas including Trips, Creditors, Debtors, Reports, Action Items and Important Notes.

## Message Bar

The Message Bar provides feedback to the user, providing quick tips or help to fill in dialog boxes, or the current status of the CCT application.

The message bar constantly updates to reflect movement of the mouse or cursor. The message bar is used to offer instruction pertinent to currently selected fields or menu items.

Clicking in a field displays a helpful tip in the message bar area.



## Work Area / Splash Screen

The Work Area is the main area of the CCT environment and displays many of the fill in screens and responses from the CCT application. Upon opening CCT, the Splash screen is appears in the work area.

See "Splash Screen" in Module 3: MyCCT.



# About CCT

When you need to call the Galileo Service Centre, they will need information about your program in order to help you. Click on **Help** on the menu bar and select **About** to display a window with details about CCT.



**NOTE:** The options available from the Menu Bar, Toolbars and MyCCT menu are dependant on the level of security that has been granted to each user. If an option described in this manual is not available when selecting a menu or toolbar button, this means access has not been granted for the current user to the relevant functionality. The security setup is handled by a Manager, Supervisor or Galileo Representative.

# Navigation Tips

Several short-cuts are available within the CCT application to allow for easy navigation.

## **New**

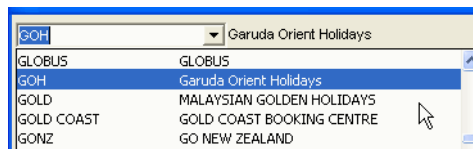
Dependant on the cursor location, the **New** icon can be used to create additional lines for fields, such as Phones, Address, Credit Cards, Preferences etc., or entirely new files. This function also has a keyboard short-cut, **Ctrl+N** and can also be accessed from the **File** menu.

## **Save**

On various windows and screens, the information must be saved before proceeding. Use the **Save** icon on the standard toolbar, the **Ctrl+S** keyboard short-cut, or the **File** menu.

## **File Drop-down Selection Lists**

Some file windows have a drop-down selection list available from the top of the window.



This list gives access to other files which can be opened by highlighting the required line.

## **Magnify Glass**

Whenever the cursor changes to the CCT Magnify Glass, double clicking on that item will open a related screen.

## **Mouse Right Click**

In several areas a menu is available to from the Right mouse button. It will display a list of functions pertinent to the currently accessed screen.

# Useful Keys

The following keys are useful short-cuts for functions that otherwise require menu selections.

Key	Function
<b>F4 or Alt+I</b>	Open List Box
<b>F5</b>	Move to File Code field (drop down list at top of file window)
<b>F10</b>	Same as <b>ALT</b> , displays keys to press in order to access menus
<b>F11</b>	Search - displays list of current file type, sorted by current field
<b>F12</b>	List - displays list of system table options for current field
<b>Ctrl+F4</b>	Closes the currently open file
<b>Ctrl+D</b>	Delete current file
<b>Ctrl+F</b>	Opens Upload / Preference screen to perform upload of client file
<b>Ctrl+H</b>	Open Galileo Host Application (Galileo Desktop)
<b>Ctrl+N</b>	New record, line, field etc.
<b>Ctrl+O</b>	Opens last accessed Trip, Client, Debtor, Creditor file (select from list of options)
<b>Ctrl+Q</b>	Enter Query mode
<b>Ctrl+S</b>	Save current file
<b>Ctrl+HOME</b>	Move cursor to first input field in current section
<b>Ctrl+END</b>	move cursor to last input field in current section
<b>Ctrl+TAB</b>	Move between open files
<b>Ctrl+ENTER</b>	Select enter data entry line
<b>TAB</b>	Move cursor forward to next input field
<b>Shift+TAB</b>	Move cursor back to previous input field
<b>Shift+ENTER</b>	Select entire field
<b>HOME</b>	Moves cursor to beginning of current field
<b>END</b>	Moves cursor to end of current field

# Adding Information

All Input fields in CCT utilise one of the following methods for adding or amending information.

## ***Mandatory Fields***

Mandatory fields are shown in blue. The colour disappears once typing takes place in the field. If all data is removed from the field it returns to the blue colouring.

## ***Date & Time Fields***

All date fields allow data to be entered in various formats - the most common is DD/MM/YY or 25/Dec/08. Dates can also be entered using the format of 25Dec08. When moving from any date field, CCT converts the date format to the windows date setting.

All Time fields can be added in either 12 or 24 hour format. The time reverts to the selection made in the 24 hour time box on the Trip tab screen.

## ***Data Specific Fields***

Data specific fields can be identified by the use of the word **Select** in the message bar. These fields require data that is stored in the CCT system tables to be used. In most cases these tables can be added to or amended by the user. In order to view the applicable table, use **F12** or double click in the field to display the search window.

## ***Free Format Fields***

These fields are not related to any CCT system tables and allow the input of any free format text. Note that certain fields may be used for document printing in which case the data prints exactly as it has been typed into the field.

## ***Drop-down List Box Fields***

These fields require specific system codes to be entered. They can be recognised by the presence of a small arrow indicator appearing when the mouse is clicked in this field. Click on the arrow to display the drop-down list. Highlight the required option using the mouse and click to transpose it into the field.

## ***Radio and Check Boxes***

These fields are provided to allow for easy selection. Radio buttons only allow for one option to be chosen. Check Boxes allow for multiple options to be selected.

## GST Button

Many screens within CCT require values to be entered inclusive of GST. These screens include

- Ticket and Cheque Requisitions
- Refunds from Creditor
- Trip Quotes

If the GST inclusive values are unknown, a GST button is provided, giving access to a GST Exclusive window.



The GST inclusive values are calculated by CCT automatically and transposed to the relevant fields on the transaction input screen after clicking **OK**. These screens can be printed by clicking on the Print icon.

**NOTE:** If GST inclusive values have been entered into the transaction input screens, the GST button can be used to view the GST exclusive amounts.

Exclusive	GST	Inclusive
Fare: 1,436.37	143.63	1,580.00
Discount 1: 36.37	3.63	40.00
Discount 2: .00	.00	.00
Commission: 143.64	14.36	158.00
Supplier Fee: 90.91	9.09	100.00
Agent Fee: 45.46	4.54	50.00
Non Comm Fee: 90.91	9.09	100.00
Taxes: .00	.00	.00

The items included in the GST window will vary according to the transaction type.

Ticket and Cheque Requisition screen allows for such fields as Fare, Discount, Commission and Non Comm Fees to be entered. Depending on the type of Ticket / Cheque Requisition screen being created, the Supplier Fee and Agent Fee may also be available.

A Refund from Creditor screen provides fields for the entry of Fare, Commission, Supplier Fee, Agent Fee and Non Comm Fee.

The Trip Quote screen will have fields for Fare, Discounts and Commissions only.

While creating a transaction, figures can be entered in the GST Exclusive window.

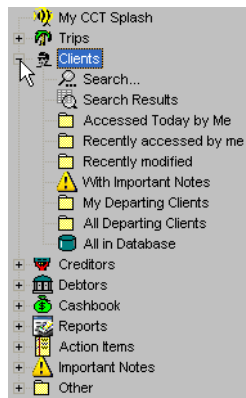
Once the transactions have been saved, this window becomes a view only screen.

# Module 3: MyCCT

## Navigating MyCCT

MyCCT gives quick access to all system files, through the use of hyperlinks in all modules. Additional reporting functionality has been included along with extensive search capabilities for Trip and Client files. Features such as Workflow Action Items and Important Notes are also accessed from the MyCCT menu.

The majority of options available in MyCCT are accessed using the MyCCT Menu. Each option, except for MyCCT Splash, contains sub menus that are displayable by clicking the + icon next to the relevant heading. Once a menu has been expanded, clicking the - icon collapses it. Selecting any folder from a sub menu will display the results in the Work Area.

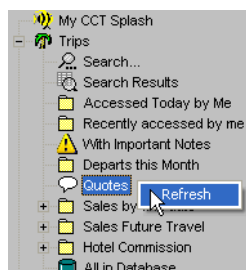


Other frequently used MyCCT functions are available from the MyCCT Toolbar. For a detailed description of the toolbar, See “Toolbars” in Module 2: Getting Started.



## Refreshing MyCCT

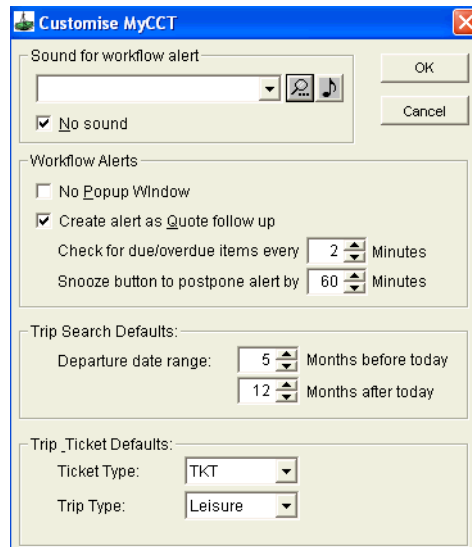
All MyCCT areas except Reports and Splash can be updated by right-clicking and selecting the **Refresh** function.



# Customising MyCCT

Customise some of the MyCCT default settings to suit your needs.

Select the **Options** heading on the menu bar, and then **Personalise MyCCT**, to open a fill-in mask with the pre-set default setting displayed. This mask is not available when a file is open.

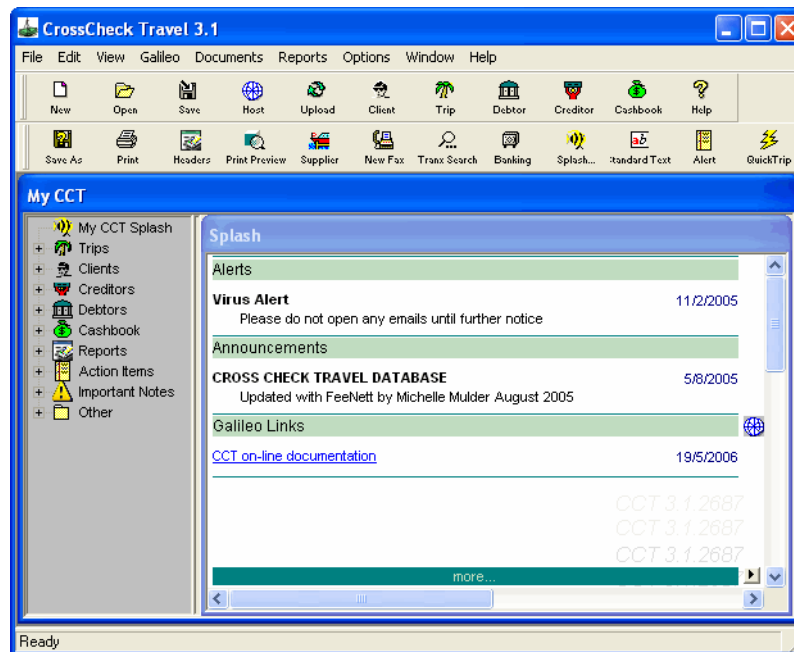


Function	Description
Sound for Workflow Alert	Allows customisation of the Ring Tone used when an Alert Item becomes due. Select a new Ring Tone from the drop-down box or click the browse button to search and select a new ring tone. The Musical Note icon plays the current selection
No Sound	Turns off all sound for Alert Items
No Popup Window	Turns off all pop-up windows for Action Items. Action Items are then only accessible from the <b>MyCCT</b> Action Items sub menu
Create Alert as Quote follow up	Configures CCT to automatically create a new Action Item when a quote is saved, ensuring all quotes are followed up
Check for due / overdue items	Sets the regularity of checking for new <b>Due</b> and <b>Overdue</b> Action Items. The smaller the number the quicker the Action Items will be displayed
Snooze button to postpone alert	Sets the number of default minutes an Action Item should be postponed when using the <b>Snooze</b> button within the <b>Alarm Field</b>
Search Defaults	<b>Trip Departure Date range:</b> Set the date range for the <b>Trip Search</b> function.
Ticket Type	Sets the default Ticket Type used when creating Manual Tickets -select from TKT or CCF
Trip Type	Sets the default trip type when creating new Trip files, select from Leisure or Business



# Splash Screen

The **MyCCT Splash screen** will be automatically displayed when CCT is first opened and whenever you are not working in a file, report or list. The Splash screen is similar to an agency bulletin board. It can be used to broadcast messages to all consultants within the agency, providing important information or hyperlinks to sites or documents. The messages can be set up with time limits to ensure they are only displayed for set periods. Five message types are available to categorise the display.



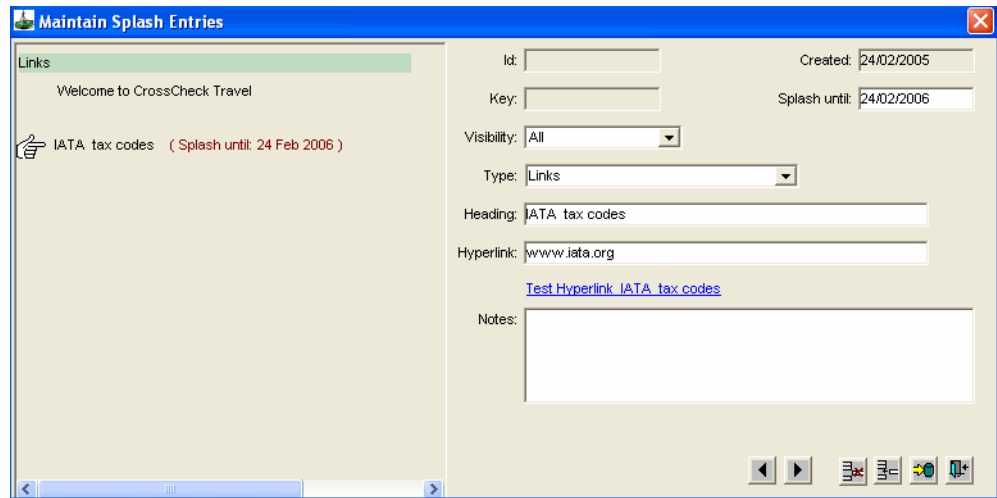
## Redisplaying the Splash Screen

After a file list has been displayed or a file open in the Work area, the Splash screen might not always be immediately re-displayed. Click on the **Splash** icon in the MyCCT area on the left hand side of the screen to re-display Splash. (Not the **Toolbar** button - this opens the Splash input window).

## Creating a Splash Screen Entry

1. Click on the **Splash** Icon on the **MyCCT** toolbar, or select **File, Splash** from the menu bar to create a new Splash entry.
2. The **Maintain Splash Entries** window will be displayed showing all previous entries made (if any).

- Click on the **Insert New** button to begin a new entry, otherwise a previous entry will be overtyped.



- Complete the following fields as required.





Field	Description
Splashed Until	enter the last date required for your message to be displayed on the Splash screen. After this date the entry will not be displayed in the Splash screen but will be stored as a history item on the left-hand side of the Maintain Splash Entries window. These stored entries can be deleted
Visibility	select <b>All</b> to send a message to all users or choose to send a message to a particular consultant by selecting from the drop-down list.
Type	select the type of message to be created from the following categories: Alerts, Announcement, Information, Link, Specials
Heading	enter the heading to be displayed when the Splash screen is accessed
Hyperlink	the entry may be hyperlinked to a web site or a document
Test Hyperlink	this button is used to test the hyperlink entered to ensure its validity – it only appears after both the hyperlink and a heading has been entered
Notes	a free text area which will appear on the Splash screen. This field is not mandatory.

- Click on the **Exit** button, to save the entry to the database and close the **Maintain Splash Entries** window.

## Action Buttons



The buttons at the bottom of the **Maintain Splash Entries** screen will assist with creating, changing and deleting entries.

	The Delete button will delete the message displayed on the right-hand side of this screen.
	The Insert New button should be clicked to begin a new Splash entry. Any number of messages can be created at the same time.
	The Save to database button saves your entry to the CCT database and displays it on the left-hand side of this window and on the Splash screen, and keeps the Maintain Splash Entries window open.
	The Exit this screen button saves your entry, displays it on the Splash screen, and closes the Maintain Splash Entries window.

## Changing a Splash Screen Entry

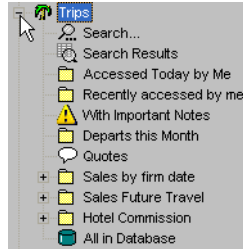
1. Click on the **Splash Icon** on the **MyCCT** toolbar, or select **File, Splash** from the menu bar, to open the **Maintain Splash Entries** window.
2. The message to be changed must be displayed in the right hand side of the **Maintain Splash Entries** window. Any messages can be moved from the left to the right-hand side of this window by clicking on the item in the list displayed on the left-hand side, or by clicking on the arrow buttons at the bottom of this screen.
3. Once the message is on the right-hand side, retype or alter any fields required. Click the **Save to Database**, or the **Exit** button to commit the changes.

## Deleting a Splash Screen Entry

Open the **Maintain Splash Entry** screen, and display the entry to be deleted on the right-hand side of the screen. Click the **Delete** button, and click **Yes** to the prompt to delete the entry.

# Trips

The **Trips** section provides quick access to trip files using pre-set search folders or by entering your own search criteria.



Click the + icon next to **Trips** to display the following options:

Options	Description
Search	Tailor the search by entering as many fields as required
Search Results	List of Trip files that match the above <b>Search</b> criteria
Accessed Today by Me	Trip files worked on Today by the current consultant
Recently Accessed By Me	Trip files recently worked on by current consultant
With Important Notes	Trip files with Important Notes attached
Departs this Month	Lists all trip files with a departure date in the current month, from the Home and Access branches
Quotes	Retrieves all files with <b>Quote</b> in the <b>Status</b> field. All <b>Quick Trip</b> files are automatically listed in this folder until their status is changed.
Sales by Firm Date	Opening this folder will display a list of sub-folders allowing the user to view the sales for given periods, dating from today back to the previous four months
Sales Future Travel	Opening this folder will display a list of sub-folders allowing the user to view the sales for given periods, dating from today to one year into the future
Hotel Commission	Opening this folder will display a list of sub-folders based on the status of the tracked commission. This tool allows users to track commission when the client has paid the hotel directly
All in Database	Displays an entire list of Trip files in the CCT application

# Trip Search

The **Departure** dates default to a 9 month range (3 months prior and 6 months forward of today's date) This period can be adjusted by selecting **Personalise MyCCT** from the **Options** menu. See "Customising MyCCT" in Module 3: MyCCT.

To use Search:

1. Open by clicking on the **Search** folder in the **MyCCT** menu.
2. A fill-in mask will then open where you can complete as many fields as required to tailor your own search.

Passenger Name:  (Primary or any passenger)

Group Name:

Departure:  To:

Trip Code:

Status:

Destination:  (Primary or any point in itinerary)

Consultant:

Booking File Id:

Search!

Reset

3. Complete any fields in this mask and click on the **Search** button to display a list of files in the Work Area.

The fields in this mask are taken from these fields on the **Trip tab**. The entries in this mask must match those on the Trip tab. (i.e. the Group Name field is a free text area, therefore the entry in the search screen can be any part of this entry).

4. If a **Trip code** is entered, CCT automatically moves straight to that Trip file. The first few characters or the full code can be entered.
5. To clear the fields and start a new search, click the **Reset** button.

## Preset Search

The MyCCT Trip section has many pre-determined search folders to retrieve files by commonly used groupings.

The following table describes the presets folders

Preset	Description
Accessed Today by Me	Trip files worked on today by current consultant.
Recently Accessed by Me	Trip files recently worked on by current consultant.
With Important Notes	Trip files with an Important Note attached.
Departs this Month	Trip files owned by the current consultant departing within the month.
Quotes	Retrieves all files with Quote in the Status field. All Quick Trip files are automatically listed in this folder until their status is changed.
Sales by firm date	Opening this folder will display a list of subfolders allowing the user to view the sales for given periods, dating from today back to the previous four months.
Sales Future Travel	Opening this folder will display a list of subfolders allowing the user to view the sales for given periods, dating from today to one year into the future.
Hotel Commission	Opening this folder will display a list of subfolders based on the status of the tracked commission. This tool allows users to track commission when the client has paid the hotel directly.
All in Database	All Client files in the CCT application will be listed.

Click on the required folder to display a list of Trip files in the adjacent work area, then click on the Trip code hyperlink to open any file. Some folders have a sub-menu attached to further qualify the search and can be opened in the same manner.

### Search Results

Once the Search has been conducted, a list of Trip files will be displayed in the Work Area. The results are also placed in the **Search Results** folder.

Trip Code	Agency	Passengers	Departure Date	Primary Dest	oking File	Group Name
<a href="#">GL1406040002</a>	Victoria	McIntyre/ Jack Mr, Tamoko/Ming Mr	10 Apr 2005	OSA		Cross Cultural Study tour
<a href="#">GL1406040003</a>	New South Wales	Bean/Basil Mr, Bean/Betty Mrs	1 May 2005	BCN		
<a href="#">GL1406040001</a>	Queensland	Klin/Oscar Mr	12 May 2005	Casablanca		
<a href="#">GL1406040001</a>	Victoria	Spencer/Cybil Mrs, Hackett/ George	15 Oct 2005	SHA		Dragon boat world competition
<a href="#">GL0906040007</a>	Queensland	Riscutto/Roger Mr	21 Sep 2006	Papeete		

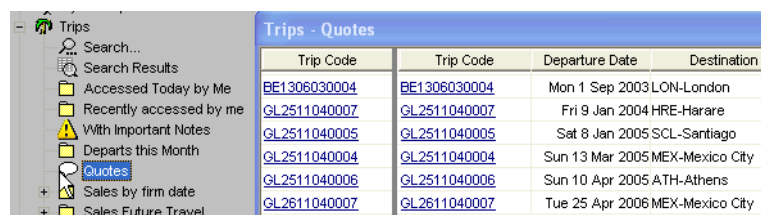
The number of visible columns and rows is dependant on screen resolution of the computer monitor, however the list can be moved down and / or across using the Scroll Bars. The columns can be sorted by clicking the column header e.g. to sort the list by Departure Date, click the **Departure Date** heading. The first click sorts the list into ascending order, clicking the header again sorts the list into descending order.

## File Access

Open any Trip file by left-clicking on the **Trip Code** hyperlink.

## Quote Folder

The Quote folder automatically stores all files created with the Quick Trip tool which have the status of Quote allocated to them on creation, along with any other Trip files with the status of Quote.



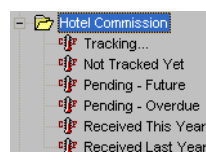
Trip Code	Trip Code	Departure Date	Destination
<a href="#">BE1306030004</a>	<a href="#">BE1306030004</a>	Mon 1 Sep 2003	LON-London
<a href="#">GL2511040007</a>	<a href="#">GL2511040007</a>	Fri 9 Jan 2004	HRE-Harare
<a href="#">GL2511040005</a>	<a href="#">GL2511040005</a>	Sat 8 Jan 2005	SCL-Santiago
<a href="#">GL2511040004</a>	<a href="#">GL2511040004</a>	Sun 13 Mar 2005	MEX-Mexico City
<a href="#">GL2511040006</a>	<a href="#">GL2511040006</a>	Sun 10 Apr 2005	ATH-Athens
<a href="#">GL2611040007</a>	<a href="#">GL2611040007</a>	Tue 25 Apr 2006	MEX-Mexico City

These files can be opened with the hyperlink. When these quotes are turning into bookings the status should be changed to Active and the file will not appear again in the Quote folder.

## Hotel Commission

Click on the **Hotel Commission** folder to display a list of sub-folders. As you click on each sub-folder a description of the contents will be displayed in the pop-up dialogue box and in the Message bar, and a list of relevant files displayed in the Work Area.

Each retrieved list will have scroll indicators along the bottom, displaying all fields including check-in and out dates, hotel location and contacts.



## Commission Status

As you open each folder you will see a variety of commission status entries.

Status	Description
Pending	This file has been tracked and is awaiting the commission payment.
Create	A Hotel segment has been created in this file but has not been tracked for commission to be sent to this agency.
Received	This file was tracked and the commission has been received.
Write Off	This file was tracked, but the commission not sent, so the user has altered the status from Pending to Write Off.

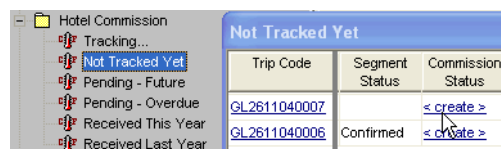
## Tracking

Click on the **Tracking** folder to display a list of all Accommodation Segments with a Check Out Date in the last month, as well as files with overdue commission.

## Not Tracked Yet

Clicking on the **Not Tracked Yet** filter will produce a list of files with the check out date six months prior, that have not been flagged to track the commission.

To Track the commission, access the **Segment Commission Tracking** screen by clicking on the **Create** hyperlink, or access the whole trip file by clicking on the **Trip Code**. Open the segment tab and click on the green flag attached to the hotel segment to change this file to a pending status.



- The **Pending Future** folder lists files with a **Pending** status and the accommodation date in the future.
- The **Pending Overdue** folder lists files with a Pending and with a past accommodation date.



## Sending a Reminder

Click on the **Pending** hyperlink to open the **Segment Commission Tracking** screen and click on the **Printer** Icon to display a **Reminder** notice.

Hotel Commission		Pending - Overdue						
Trip Code	Segment Status	Commission Status	Amount Expected	Amount Received	Variation	Check Out Date	Date Expected	
<a href="#">GL2511040003</a>	Confirmed	<a href="#">Pending</a>	168.00			29Sep04	06Oct04	
<a href="#">GL2511040001</a>	Confirmed	<a href="#">Pending</a>	136.00			26Sep04	03Oct04	

If not successful in obtaining your expected commission, click on **Write Off** radio button in the **Segment Commission Tracking** window.

Date Booked: 10Mar2003  
 Check In: 13Dec2003  
 Check Out: 20Dec2003

Status:  Pending  **Write Off**  Received

7 Days 1 room

Nightly Rate: \_\_\_\_\_ Amount Received:

Amount Expected:  Date Received: 14/06/2004

Date Expected: 27/12/2003 Variation:

Comment: I have sent 3 reminders and phoned and get no response

The file will no longer be retrieved with the **Pending Overdue** after the status has been changed to **Write Off**.

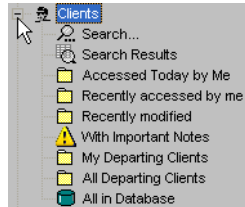
The **Received This Year** and **Received Last Year** folders display the received amount along with a reason for any **Variation** from the expected amount, if one was entered when received.

Trip Code	Segment Status	Commission Status	Amount Expected	Amount Received	Variation
<a href="#">MTPM8Q180703</a>	Confirmed	<a href="#">Received</a>	62.00	52.00	Shorter Stay
<a href="#">BE1306030004</a>	Confirmed	<a href="#">Received</a>	30.00	28.00	Exch Rate Variation

# Clients

Client files can be retrieved using Pre-set folders or by completing a Search mask.

Click on the + icon next to **Clients** to see the search folders.



## Client Search

Click on the **Search** folder to open a fill-in mask where you can complete as many fields as required to tailor your own search.

Client Family Name:	<input type="text"/>	<input type="button" value="Search!"/> <input type="button" value="Reset"/>
Client Given Name:	<input type="text"/>	
Gender:	<input checked="" type="radio"/> Any <input type="radio"/> Male <input type="radio"/> Female	
Client Code:	<input type="text"/>	
Other ID:	<input type="text"/>	
Client Birthday:	<input type="text"/>	
Debtor Id:	<input type="text"/>	
Group Id:	<input type="text"/>	
Consultant Id:	Any <input type="text"/>	
Client Created After:	1/8/12/1994	

Click on the **Search** button to display a list of files in the Work Area. Any file can then be opened by clicking the hyperlink on the Client Code.

To clear the fields and start a new search click the **Reset** button.

### Search Results

Once a **Search** has been conducted, a list of Clients files will be displayed in the Work Area and the results stored in the **Search Results** folder, until the Search function is used again.

## Preset Search

The MyCCT Client section has many pre-determined search folders to retrieve files by commonly used groups.

The following table describes the presets folders

Preset	Description
Accessed Today by Me	Client files worked on today by current consultant
Recently Accessed by Me	Client files recently worked on by current consultant
Recently Modified	Client files modified or created recently
With Important Notes	Client files with an Important Note attached
My Departing Clients	Client files owned by the current consultant, linked to a Trip file with a future departure date
All Departing Clients	All Client files linked to Trip files containing a future departure date
All in Database	All Client files in the CCT application will be listed

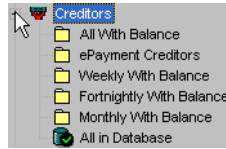
Clicking on a preset folder will display a list in the main **Work Area**. Each result has slightly different column headers and the data can be re-sorted by clicking on the required column heading.

Trip Code	Client Code	Trip Departure	Other ID	Client Name
<a href="#">GL0906040001</a>	<a href="#">YUENBRO001</a>	22/10/2006	PHOTOGRAPHER	Ms Brooke Yuen
<a href="#">GL0906040004</a>	<a href="#">WOODJH001</a>	8/12/2006		Mr James Woodward
<a href="#">GL0906040003</a>	<a href="#">WIMADAN001</a>	1/11/2006	JOURNALIST	Mr Daniel Wimalasekera
<a href="#">GL0906040002</a>	<a href="#">ZELELUC001</a>	31/10/2006	EMPLOYEE 416	Miss Lucy Zelek

# Creditors

For Creditor Payments, See *Account Management* guide.

Click on the + next to the **Creditor** icon to display the pre-set folders which categorise Creditors into commonly used groupings.



Clicking on any of these sub-folders will display a list of Creditors in the Work Area. Any file can then be opened by clicking on the hyperlink attached to the Creditor ID.

# Debtors

For Debtor Payments, See *Account Management* guide.

Click on the + next to the **Debtor** icon to display the pre-set folders for all Debtors with a balance, and a folder for all Debtors in CCT.



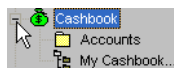
Clicking on any sub-folders will display a list of Debtors with their balance and Credit limit in the Work Area. Any file can then be opened by clicking on the hyperlink attached to the Debtor ID.

Debtor Id	Name	Balance	Credit Limit	Contact Name
<a href="#">AMEX</a>	American Express	300.00	0.00	
<a href="#">CBR UNI</a>	Canberra University	165.00	50,000.00	
<a href="#">DINERS</a>	Diners Club	2,780.00	0.00	
<a href="#">PMS</a>	Pavement Management Services	539.00	5,000.00	Denise
<a href="#">PER UNI</a>	Perth University	55.00	50,000.00	Cybil Symes

# Cashbook

The Cashbook is normally only accessed by Agency Managers and Accountants, therefore See *Account Management* guide.

The Cashbook files record the details of all CCT accounting transactions. Two options are available after clicking the + next to Cashbook on the **MyCCT** menu - **Accounts** and **MyCashbook**.



Selecting the **Accounts** option will display the Chart of Accounts held within the CCT application, along with the current balances.

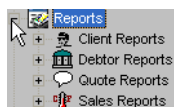
A/C #	Account Description	A/C Name	A/C Alias	A/C Type	Debit	Credit
20060	Commission Adjustment	<a href="#">COMMADJ</a>	20060	P/L	5,418.83	
20020	Cost of Sales	<a href="#">COS</a>	20020	P/L	4,335,748.69	
20050	Credit Card Expenses	<a href="#">CCEXPENSE</a>	20050	P/L	6,719.92	
50030	Creditor Control	<a href="#">CREDITOR</a>	50030	Balance		311,755.36

The **My Cashbook** option gives access to budgeting, forecasting and cashbook statement functionality.

# Reports

For MyCCT Reports, See *Account Management* guide.

Click on the + next to the **Reports** icon to display the pre-set folders for Client, Debtors, Quote and Sales reports.



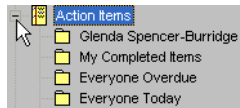
# Action Items

The Action Items folders in MyCCT are like the Queue system in the host application. The Action Items also have pop up reminders which can have the time of the reminder set as required.

Each user will have a folder. Items can be placed in your own folder or in any other users folders. Action Items can be attached to any file type, making this function more useful than e-mail, as the consultant has the file they need with the message attached.

The signed in user's folder will be first on the list and then all other consultants will be in alphabetical order.

All Actions Items can be viewed in the folders as well as be set up to display an alert at specific dates and times, and vary in style according to the urgency of the message.



## Opening Action Items in MyCCT

1. Click on the + next to **Action Items** to display the attached sub folders. All consultants can access the **My Completed Items, Everyone Overdue and Everyone Today** folders.
2. Opening any folder will display the Actions Items in the main Work Area with two hyperlinks:
  - The **File ID** hyperlink is used to access the corresponding Client, Trip, Creditor or Debtor file.
  - The **Due** hyperlink, opens the Action Item entry, and the user can action or reset the item.

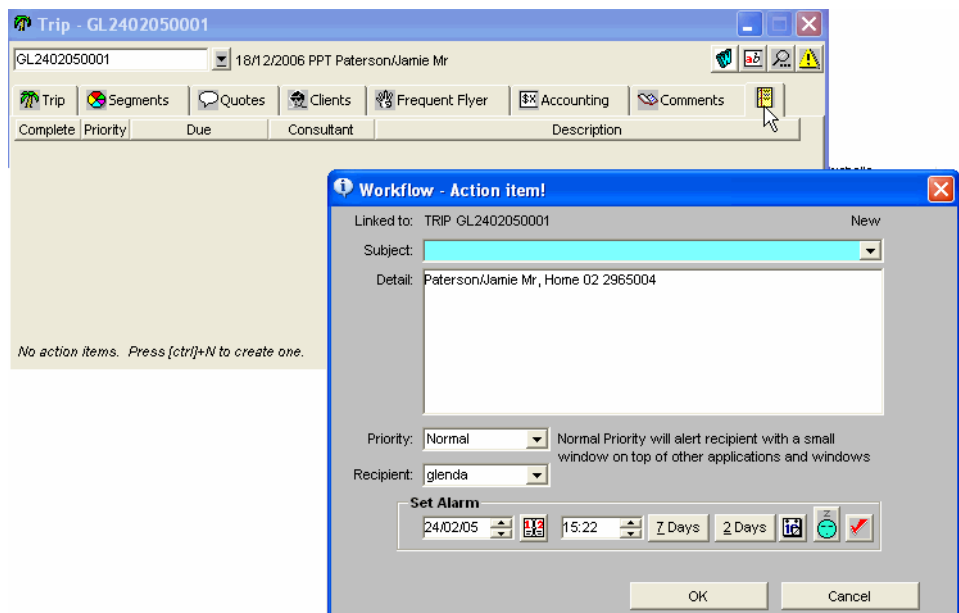
# Creating Action Items

Action Items can be created:

- From within a file using the **File** tab.
- Outside a file by using the toolbar buttons.
- By using the drag and drop method within the MyCCT environment.

## Within a File

Begin a Workflow Action Item within any Trip, Client, Creditor or Debtor file. The location of the tab changes depending on the file type open, however it can always be identified by its icon.



Click on this tab, then the **New** button (on the standard toolbar) or press **Ctrl+N**, to create a new Action Item (e.g. to set a reminder to collect the visa applications on a Client file).

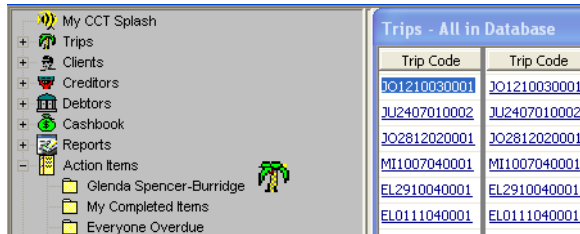
## Toolbar Buttons

Click the **Alert** button located on the MyCCT toolbar to begin a new non file related Action Item. (e.g. An Action Item might be sent to a junior consultant to order brochures tomorrow).



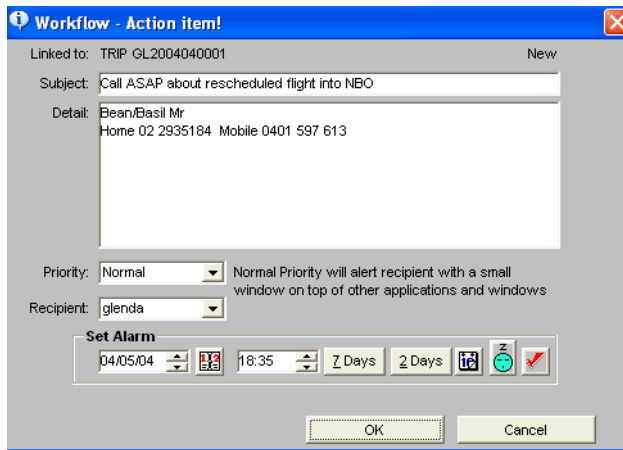
## Drag and Drop

This method is performed from within the MyCCT windows and does not require the relevant file to be opened. Any file can be dragged from a displayed list in the Work Area by clicking on the **File ID** and dragging it onto a recipient consultant's folder. While dragging, the mouse pointer icon changes to reflect the file type selected.

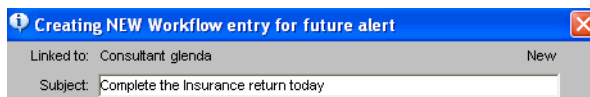


All methods will open a **Creating NEW Workflow** entry for future alert window where a message can be entered.

## Entering a Workflow Action Item



Complete as many fields as required. An Action Item can be generated by entering a Subject and clicking on OK, or all fields in this window can be used.



The Linked to line at the top of the Creating New Workflow entry for future alert window is system-generated. It will be the file type and ID code, or if it has been created without a file it will show the name of the person who sent the message.



To complete the **Creating New Workflow** entry for future alert screen:

- Type a heading or short message in the **Subject** field
- Type details about the Action to be performed in the **Detail** field. The contact phone numbers are automatically taken from the file.
- Select the appropriate **Priority** (Urgent / High / Normal / Low) from the drop-down list. See how each priority will be displayed before making your selection by changing the priority and reading the corresponding description next to this field.
- The **Recipient** field defaults to the current User name when you start your entry from within a file or from the toolbar icon. When using Drag and Drop technology, the recipient name defaults to the selected folder under the Action Items menu. The **Recipient** can be changed to any other CCT user by selecting a name from the drop-down list.
- Choose the **Set Alarm** fields required.

### Set Alarm Field

CCT provides several fields to stipulate the date and time for the alert to sound and display. Set as many of these items as required or leave the default setting.



A specific **Date** can be entered or selected using the **calendar** button. The **Date** defaults to today's date



A specific time can be entered. The time defaults to the current time



The 7 days button sets the alarm date to seven days from today's date and closes the dialogue box



The 2 days button sets the alarm date to two days from today's date and closes the dialogue box



The Postpone until tomorrow, sets the alarm for tomorrow's date (at 9AM) and closes the dialogue box



The snooze button closes the dialogue box and resets the alarm for a predetermined time period



The Complete button is used to set the alarm status to complete and close the dialogue box

After choosing the alarm settings, click the **OK** button.

The CCT application stores the item, and when the time set for the reminder occurs, alerts the user. The alert takes the form of a message dialogue box and a ring tone will sound if set. The alert displays over the top of any application currently in use. CCT must be open and at least minimized for the Action Items system to operate correctly.

# History

A history of all Action Items created for a file is shown on the Workflow Action Items tab in a view only format.

Complete	Priority	Due	Time	Consultant	Description
<input type="checkbox"/>	2	16/12/04	3:14 PM	glenda	Call about doctors letter for insurance cover
<input checked="" type="checkbox"/>	2	29/11/04	9:00 AM	glenda	Call Taruna about changes requested for stopover

Both pending and completed Action Items are shown with the Priority, Due Date, time, Consultant and brief Description (subject). Action Items can be ticked as Completed without having to manually open the item. The priorities are:

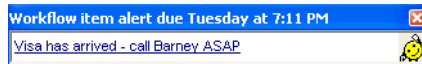
- 4-Urgent
- 3-High
- 2-Normal
- 1-Low

# Message Alerts

Action Items can be displayed in two ways, depending on the Priority selected in the input screen.

## Normal Priority

Action items with a priority set at **Normal** use a simple alert window and sound a ring tone when they become due.

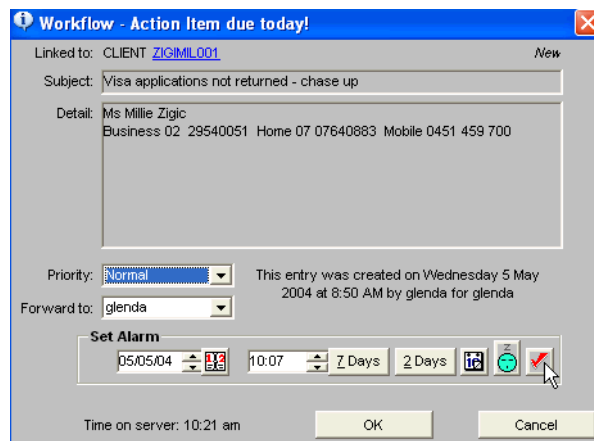


The alert remains on the screen until actioned. The provided hyperlink opens the Workflow - Action Item due today! window.

## Actioning Workflow Alerts

The user has several options with the open Workflow - Action Item due today! window.

- Once the required action has been performed, the action item can be marked as completed by clicking on the red tick button. This will move the item from the consultant's folder to the My Completed folder in MyCCT and the reminder prompt will not appear again.
- The Action Item can be reset to a new time and date in the Set Alarm fields.
- The item can be redirected to another consultant if required, by selecting a new recipient in the Forward to field.

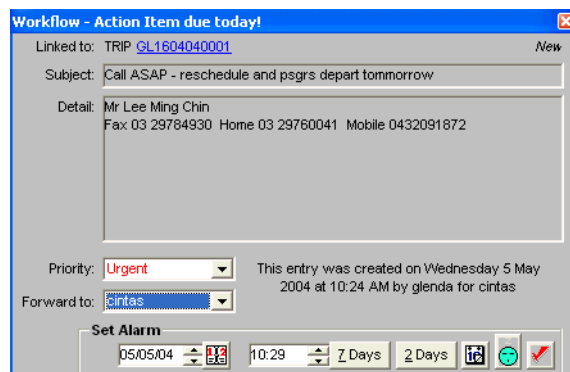


The alert can be ignored if the priority is low, normal or high. To ignore the reminder- either click the close (x) button or click **OK** on the Workflow - Action Item Due Today! window (without changing any settings).

The reminder message will continue to be displayed at regular intervals and alert details shown in the CCT Message Bar. It is possible to return to the Action Items list in the MyCCT menu and open any alert to action it.

## Urgent Priority

If the priority of an Alert has been set to Urgent or High, the Workflow - Action Item due today! dialogue box will be displayed on the recipient's screen as soon as the alert becomes due. If the priority is Urgent this box will be displayed on top of all other applications.



Urgent priority alerts have no **OK** or **Cancel** buttons so they cannot be ignored. The dialogue box will remain on screen until some action has been taken.

## Personalising Alerts

Personalise the way Workflow Alert messages will be displayed on the screen - set the frequency, the snooze period and select sound options.

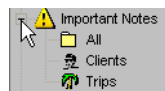
For instruction on how to adjust these settings, See "Customising MyCCT" in Module 3: MyCCT.

# Important Notes

The **Important Notes** feature is similar in functionality to using Post-It<sup>®</sup> Notes on paper files. Important Notes can be attached to Trip, Creditor, Debtor, Client and Cashbook files.

The **Important Notes** folder in the **MyCCT** menu has three preset folders:

- All
- Clients
- Trips.



Selecting the **All** sub menu option displays every file. A list of all files in the Work Area showing the type of file, an extract of the important note, and the name on the File. The **File** reference becomes a hyperlink to the file.

<a href="#">SS</a>	Talk to Millie for outstanding for outstanding invoices	Sea Sports
<a href="#">SMITT**001</a>	This is an important customer	SMITH, Robert
<a href="#">NUFNKY100503</a>	this is an important trip	SMITH/TMR
<a href="#">GL1106040001</a>	Remind psgr to bring doctors letter for insurance cover	Tran/Phuong Miss
<a href="#">YUENBRO001</a>	chase visa applications	Yuen, Brooke

Important Notes are often used on Client and Trip files, so sub-folders are available under these Modules in **MyCCT**, as well as separate folders for these file types under Important Notes. Any other modules containing Important Notes will appear in the **All** filter.

## Creating Important Notes

Important Notes are created within the Trip, Client, Debtor or Creditor file.



With the relevant file open, click the **Important Note** button in the top right corner of the file.

A small yellow message pad will open on top of the file. Type a free text message in the notepad.

When the file is closed, the Important Note is automatically saved. Do **NOT** close the Important Note.

The Important Notes will then appear every time the file is opened. The note pad can be moved to any position on the screen.

This tool is very useful for relief consultants.



## Changing Important Notes

Click within the Important Note message pad, make corrections or changes, and click **Save (Ctrl+S)**.

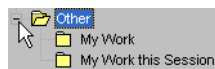
## Deleting Important Notes

**NOTE:** Do not close the Note itself or the change / deletion is not saved.

To delete an Important Note and permanently remove it from screen, highlight and delete all text within the Important Note. Ensure the empty note remains open on the screen and close the file. This automatically deletes the Important Note.

# Other

The **Other** folder in MyCCT holds statistics and tracking information for the current user.



Selecting **My Work** provides a bar graph, depicting time spent on the various files and functions of CCT, broken down by date of operation.

The **My Work This Session** option shows a step-by-step breakdown of activities undertaken since starting the CCT application.

# Module 4: Client File

## Opening Client Files

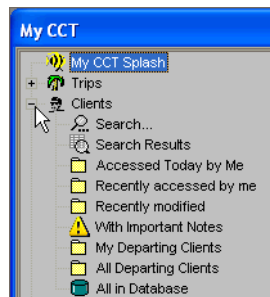
Client files contain information on travellers such as contacts, passport details and preferences. Each Client file stores information about one traveller, however CCT provides the ability to associate Clients (such as husband and wife or business colleagues).

Client files can be accessed using any of the following methods:

- Using the Client file icon on the standard CCT toolbar.



- Using the MyCCT pre-set or Client search folders. See "Clients" in Module 3: MyCCT.

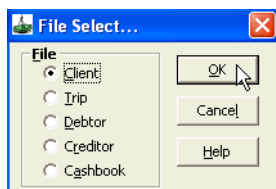


- Once a Client file is open, you can switch to another file by selecting it from the drop-down list attached to the Client code field.



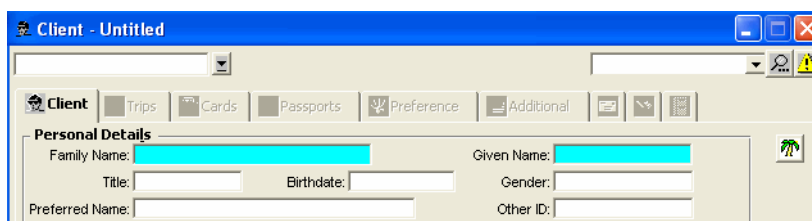
# Creating Client Files

With no other files open in CCT, click the **New** icon on the standard toolbar to open the **File Select** dialogue box.



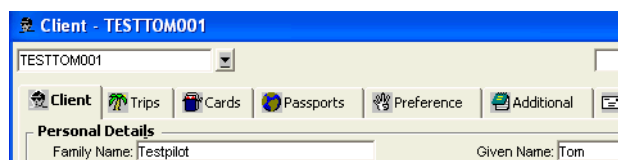
Client file is the default setting. Click **OK** to open a new Client File window.

In the new window, blue fields indicate mandatory information.



The recommended procedure to complete a Client file is to enter the mandatory fields, save the new file (making the additional tabs available), then complete other non-mandatory areas.

1. Type the clients **Family Name** (Surname).
2. Type the client's first or **Given Name**.
3. Click the **Save** Icon on the Standard Toolbar.
4. A unique **Client Code** is created for the record when it is saved and is displayed in the top field. (e.g. TESTTOM001).

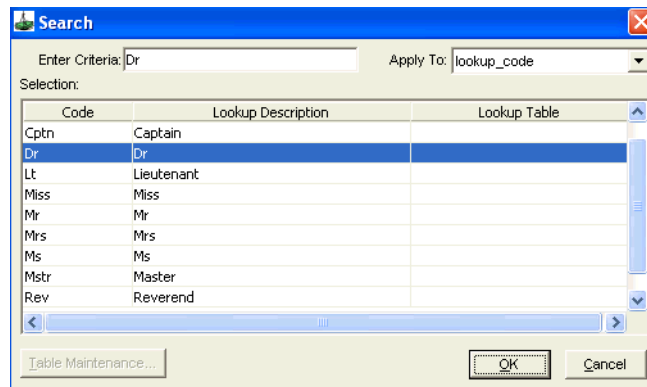


5. The **Client Code** is constructed using:
  - The first 4 characters of the Surname.
  - The first 3 characters of the Given Name.
  - A system assigned number.
6. As the Client file is now saved, the non-mandatory fields on the **Client** tab and other tabs can be completed.

# Client Tab

The Client tab contains personal and contact information relating to the client and any associated debtor.

If you are not sure what to enter in a field press the **F12** key with your cursor in that field to open a search screen. The search screen can also be accessed by double clicking in the field.



Take the following steps to complete the Client tab:

- Click in the **Title** field and enter the client's title. If you are not sure what to enter in a field press the **F12** key with your cursor in that field to open a search screen. The search screen can also be accessed by double clicking in the field.
  - Use the scroll bars to move through the list of **Codes** in the Search screen.
  - Using the mouse, either double click on the chosen Code or click once to highlight the **Code** and click the **OK** button.
- Birthdate** - must be entered using the following format: DDMMYY or 02MAR87.
- Gender** – type **M** or **F** or select from the attached scroll.
- Preferred Name** -If a client has a name they prefer to be called, this can be stored in the field (e.g. Elizabeth – prefers to be called Beth).
- The **Other ID** field (if activated) can be used to cross reference profiles held in CCT with profile in other systems. Enter the other applications ID reference number into this field.
- The **Company Details** area only needs to be completed if the Client is linked to a Debtor.

Company Details	
Debtor Code:	MARINE
Position:	Supervisor
Department:	Medical
Cost Centre:	114

- Enter the Debtor Code or use the **F12** key (or double click of the mouse) to retrieve a search window and make your selection. Highlight the appropriate Debtor ID from the search window and click **OK**.
- The **Position** and **Department** fields are free text areas.



9. The **Cost Centre** field is used to store the clients Cost Centre in relation to the Debtor.
10. The **Consultant** and **Created** fields under the **Other Details** area are automatically entered by CCT. The consultant field can be edited by pressing **F12** and making a selection.
11. The **Walk-in** tick box has been included to help with marketing statistics. Click on this box if your client fits this description.

**Other Details**  
 Consultant: glenda  
 Created: 05/05/2004  
 Walkin Client:

12. The lower part of the Client tab is used to store the contact details. Additional lines can be added by clicking on the **New** icon or by pressing **Ctrl+N** when the cursor is in the appropriate field.

**Phones**

Type	Area	Number	Ext.	City Code	Comments	Primary
E					lashita@yahoo.com.au	<input checked="" type="checkbox"/>
H		02 2934591		SYD	after 7pm	<input type="checkbox"/>

**Addresses**

Type	Building	Street	Suburb	State	P'Code	City	Country	Primary
H		13 Right St	CHATSWOOD	NSW	2067			<input checked="" type="checkbox"/>
I		1 LORD ST	BOTANY	NSW	2019		Australia	<input type="checkbox"/>

## Phones

Field	Description
Type	Phone contact type, e.g. Home, Business, Mobile, Fax, Email. <b>F12</b> (or double click) to access selection list. When a Debtor is entered in the Company Details field, their phone number will automatically be entered in this section as the Business number.
Area	Area code.
Number	Phone or fax number.
Ext.	Extension number, where applicable.
City Code	City code of phone location - use the three letter IATA codes - if left blank this field defaults to the Branch city code.
Comments	Free format comments field.
Primary	Tick this box if this phone number is the Primary number to use.

## Address

Field	Description
Type	Address type, e.g. <b>H</b> for Home, <b>B</b> for Business. <b>F12</b> (or double click) can be used to access selection list. When a Debtor is entered in the Company Details field, any address items completed in that file will be transposed into this section.
Building	Free format field to record a building name, or floor level.
Street	Free format field to record the street number and name. If a post box address is to be added, populate the PO Box number in this field (e.g. PO Box 123).
Suburb	Type in the suburb name and tab to the next field. Upon tabbing out of the field the State and Post Code fields are completed automatically.
State	Normally system generated based on the Suburb input.
P'Code	Normally system generated based on the Suburb input.
City	If required a city name can be added.
Country	Country of address, if required.
Primary	Tick this box if this Address is the Primary one and is to be used for all documentation for the Client.

## Trips Tab

The **Trips** tab is used to display a list of Trip files that have been linked to this **Client File**.

Trips					
Departure Date	Trip Code	Primary Dest	Status	Passenger	Trip Summary
20/12/2005	GL2312040001	MEX	Active	BEAN/BASIL MR	BNE/SYD/LAX/MEX/SCL/SYD/BNE
18/05/2005	GL2411040001	BNC	Active	Bean/Basil Mr	BNE/BKK/BCN/SIN/BNE

This screen provides a summary of all the trips undertaken by this client.

Double click on any of the Trips listed to open that Trip file. A dialogue box will appear asking if you wish to close the Client file prior to opening the Trip file, click **Yes** or **No** accordingly.

## Cards Tab

The **Cards** tab is used to store the client's personal credit card details.

Card Type	Number	Expiry Date	Comment
VI	1209580005946	11/09	Gold Card

Enter the Credit Card code in the **Card Type** field – or use the **F12** key and select a code. The **Number** field should be filled in with the Credit Card Number. Fill in the **Expiry Date** and any notes can be entered into the **Comment** free text field.

You can enter multiple credit cards. Create a new line, by clicking on the **New** icon on the toolbar while the cursor is in this area or press **Ctrl+N**.

### Card Number Validation

Upon entering a Credit Card number it is validated using the Check Sum calculation. If the number is found to be invalid, a warning is displayed. This warning can be ignored if required, as the system does not prevent saving an invalid Credit Card Number.

### Corporate Credit Cards

If a client has a **corporate credit card**, the card details should be entered through the **Debtor** file and are made visible in the client file. This scenario is covered in the Debtor module.

## Passport Tab

The **Passport** tab is used to store the client's Passport and visa details. Take the following steps to complete:

1. Click on the **Passport** tab then on the **New** icon on the toolbar or press **CTRL+N** to access the passport and visa input screen. The blue colour indicates the mandatory fields that must be completed before this information can be saved.

2. Enter the Country reflected as the Passport Nationality in the **Country** field or use the **F12** key and select from the list.
3. Type the **Passport Number** in the next field.

4. Complete the **Expires** field with the Expiry date shown in the passport.
5. Enter the date in the following format: Day/Month/Year, e.g. 31/10/09.
6. Click on **OK** to save your entry and close the input screen.

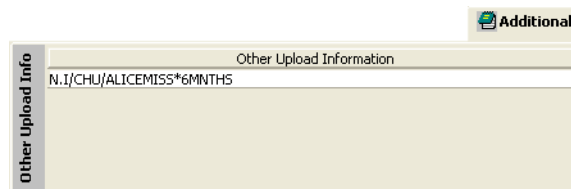
Country	Number	Expiry Date	Visa
Australia	J3480155	03/10/2012	NEW

**NOTE:** Passport and Visa details are not uploaded to Galileo Desktop but can be added to the Additional, Other Upload tab discussed later in the section under the **Preference** tab.

### Adding a Second Passport

Some travellers have more than one passport.

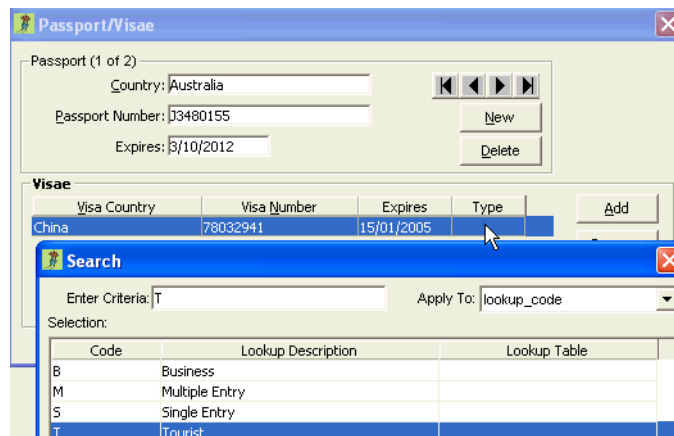
1. Click anywhere on the closed passport entry to re-open the input screen.
2. Click on the **New** button to add information about a second passport.



3. View the passport entries using the arrow buttons.

### Adding Visa Information

The visa is attached to the passport. If more than one passport is recorded in the system, use the arrows to make sure the correct passport is displayed in order to attach the visas.



Take the following steps to complete:

1. Enter the country name in the **Visa Country** field.
2. Type the **Visa Number**.
3. Complete the **Expires** field using the following format: Day/Month/Year, e.g. 15/12/08
4. Click in the **Type** field and press F12 to select the type of visa required.
5. If only entering one visa, click on **OK**.

6. If entering multiple visas click on the **Add** button, enter the additional visa information.
7. Click **OK** to save once all visas have been entered.
8. The summary screen details all Passports and visas entered for the client.

Passports						
Country	Number	Expiry Date	Visa	Visa Number	Visa Expiry	Type
Australia	J3480155	03/10/2012	China	78032941	15/01/2005	T
			Japan	4381002	22/02/2005	B
Uk	K14572300	18/05/2010	South Africa	2047811	18/02/2005	B

9. To access the Passport or Visa information to edit or delete, double click on the appropriate line on the **Passport** tab.

### Deleting a Passport

1. Position the cursor on the appropriate passport line and double click to open the dialogue window.
2. Ensure the correct Passport is displayed on the screen, using the arrows to scroll through the entries, and click the **Delete** button.
3. A dialogue box will appear to confirm the deletion, click **Yes** to delete or **No** to cancel the action.

Passport (2 of 3)

Country: BRITISH

Passport Number: Y491028

Expires: 10/09/2010

Visae

Visa Country	Visa Number	Expires	Type
Egypt	53199283	08/09/2005	T

Buttons: New, Delete, Add, Remove, OK, Cancel

4. When a passport is deleted, all attached visa entries are also deleted.

### Deleting a Visa

To Delete a visa entry, open the input screen by double clicking on the appropriate passport under the Passport tab then follow the simple steps:

1. **Highlight** the visa from the list that is to be deleted.
2. Click on the **Remove** Button.
3. A dialogue box will appear to confirm the deletion, click on **Yes**.
4. Click **OK** to return to the **Passport** tab.

Visae

Visa Country	Visa Number	Expires	Type
China	12507884	10/09/2005	M
Japan	78430121	10/09/2005	M

Buttons: Add, Remove, OK, Cancel

## Advanced Users Tip

If a client is being accompanied by another passenger and you do not wish to create a Client file for the companion, try the suggestion below.

Add the accompanying passenger's passport details in the first passenger's file, by adding a name after the passport number, as shown in the screen below.

Passports						
Country	Number	Expiry Date	Visa	Visa Number	Visa Expiry	Type
Australia	H1258733	15/04/2010	China	1568821	13/05/2005	T
	H9237714 - INFANT	15/04/2010	China	18509288	13/05/2005	T

Enter the accompanying passenger's name under the **Other Upload Info** in the **Additional** tab.

Additional	
Other Upload Information	
Other Upload Info	N.I./CHU/ALICEMISS*6MNTHS

## Preference Tab

The **Preference** tab is used to store preferred travel options for a Client. There are three different sections which are accessed by the tabs on the left hand side of the window. The third tab, **Company**, only appears after a Client is linked to a Debtor.

### Personal Preferences

This section is used to store the client's personal preferences. These are added according to their Service Type, Flight, Car or Hotel. To enter Personal Preferences:

1. Make a selection for the **Service Type** field by clicking the drop-down arrow
2. Enter the **Supplier ID** or access the Search box by double clicking or pressing **F12** in the **Supplier ID** field.

Preference			
Personal	Service Type	Supplier Id	Preferred
	Car	ZE	Yes
			Yes
			No

3. Select either Yes or No from the **Preferred** field drop-down menu. Selecting No indicates the Client prefers to not use the supplier selected.

- The **Preference** field requires specific codes depending on the **Service Type** selected. Double click or press **F12** on the **Preference** field, select from the search box the click **OK**.

Service Type	Supplier Id	Preferred	Preference
Car	ZE	Yes	

Code	Lookup Description	Lookup Table
12SEAT	12 SEATER VEHICLE	
4WD	4WD wagon auto	
5 DOOR	5 DOOR MANUAL HATCH BACK	
CBAN	Compact/2 door car(s)/Automatic/Without Ai	

- The **Comment** field is used to enter additional, free text, comments. To enter additional Personal Preferences, click the **New** icon on the standard toolbar or press **Ctrl+N** to create new lines. It is possible to make multiple entries for each Service Type as demonstrated.

Service Type	Supplier Id	Preferred	Preference	Comment
Car	ZE	Yes	CBMR	book airport pickups and drop offs
Hotel	HY	Yes	A1Q	try to get rooms with balconies
Flight	SQ	Yes		
Flight	AA	No		

## Membership Preferences

The second sub tab of the Preference tab is the **Membership** tab. This area is utilized to store all information in relation to Frequent Flyer memberships, otherwise known as Frequent Traveller Cards (FQTV). Frequent Rental (Car) or Frequent Guest (Hotel) memberships are classed as Club Membership.

Membership	Program Name	Nbr	Expiry Date	Service Type	Supplier Id	Last Updated By
FQTV	Silver Kris	187501873	11/09	Flight	SQ	
Club Member	Wizard	12868	12/09	Car	ZI	
Club Member	12 mnth tvl ins policy	186938271	12/06	Insurance	COVER	

- Click on the scroll indicator under the **Membership** heading and select the type
- Enter a **Program Name**, e.g. Silver Kris, Gold Member.
- Type the Membership Number in the **Nbr** field. If the number is too long, it can be entered under the Additional tab.
- The **Expiry Date** is entered as MM/YY (i.e. 01/09).
- Select the **Service Type** from the scroll list.
- Enter the **Supplier ID** or make a selection from the Search box (**F12** or double click the field).
- New lines can be added by clicking the **New** icon or pressing **Ctrl+N**.

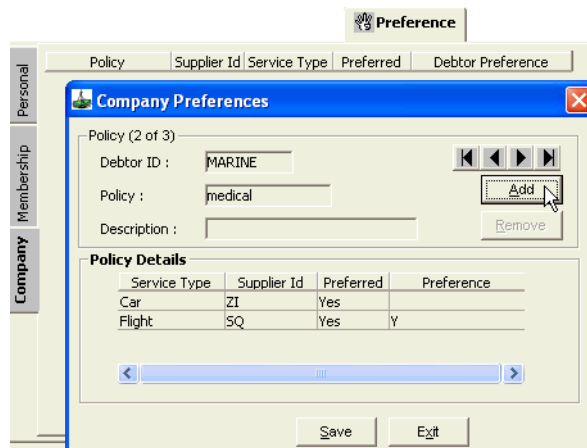
**NOTE:** During the upload of client information to the Galileo Host, only the Frequent Flyer details (FQTV) are transmitted. To include other membership information, it must be entered under the Other Upload area on the **Additional** tab.

## Company Preferences

Company Preferences are available once the Client is linked to a Debtor.

To enter Company Preferences:

1. Select the **Company** tab and press **Ctrl+N** (or click the **New** button on the standard toolbar) to open the **Company Preferences** window and select the policy to be added.
2. Use the arrow buttons to scroll through the policies created in the debtor until the appropriate one is displayed. Click **Add** to transpose the details to the Client file. Once all policies have been added, click **Exit** to return to the **Preferences** tab.



For details on the creation of Company Policies and Preferences, See "Preference Tab" in Module 7: Debtor File.

## Removing Company Preferences

To remove a company preference:

1. Press **Ctrl+N** to open the Company Preferences window.
2. Use the arrows to display the policy to be removed and click the **Remove** button.
3. Answer **Yes** to the confirmation prompt.
4. Click **Exit** once all policies have been removed.



## Additional Tab

The Additional tab allows for the storage of Other Upload Information which is transmitted to Galileo Desktop during upload.

### Other Upload Information

Other Upload Information can include Notepads, SSR's and OSI's. All Other Upload Information must be entered using full Galileo Cryptic formats (e.g. **SI . VGML**).

If more lines are required, click on the **New** icon or press **Ctrl+N**. Complete your entry and click on the **Save** icon.

The screenshot shows a window titled 'Additional' with a tab labeled 'Other Upload Information'. On the left, there is a vertical sidebar with 'Other Upload Info' and 'Interface' sections. The main area contains a list of text entries:

- SI.P1/ DBML
- SI.P2/VGML
- SI.P3/BBML
- F.475690383766254\*D0906
- N.I/CHU/ALICE MISS\*6MNTHS
- R.I.WINDOW SEAT HAS BEEN REQUESTED
- S.NW

**NOTE:** Certain data requires a Booking File with confirmed, live segments to be present before the Upload can occur, e.g. seat and meal requests.

### Interface

The **Interface** tab is designed to hold information that allows CCT to interface with external applications.

The **Other ID** field, found on the **Client** tab, is duplicated here. Changing the **Other ID** field on this tab updates automatically to the **Client** tab. The **Other ID** field is a way of grouping client files other than by their Debtor link. Files can be retrieved in the Client Search window from the entry in this field.

If more lines are required, click on the **New** icon or press **Ctrl+N**. Complete your entry and click on the **Save** icon.

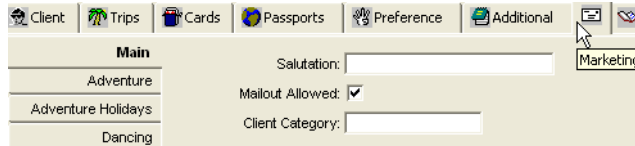
The screenshot shows a window titled 'Additional' with a tab labeled 'Interface'. On the left, there is a vertical sidebar with 'Other Upload Info' and 'Interface' sections. The main area contains two sets of input fields:

- Other Id: EMPLOYEE 146
- External Client Group: [Empty]
- External Client Id: [Empty]
- Other Id: RESEARCH
- External Client Group: [Empty]
- External Client Id: [Empty]

# Marketing Tab

The **Marketing** tab gives the consultant the opportunity to collect marketing information about their clients.

Different information types are accessible from the tabs on the left hand side. Two types, **Main** and **Special Interest**, are initially provided with CCT, however additional types can be easily added.



## Main Tab

The Main tab contains basic information about the client and their acceptance of marketing materials.

Complete the **Salutation** box with the form of address to be used in all documents.

The **Mailout Allowed** box should be ticked if the client wishes to receive marketing mail outs.

The **Client Category** field will have a selection list attached if your agency has entered client categories. Press **F12** or double click in the Client Category field and select from the list.

## Adding New Tabs

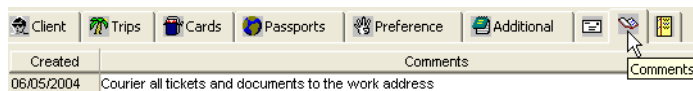
All tabs other than the **Main** tab can have extra categories added, to collect pertinent information for your agency.

New tabs may also be created. For further details, See *Account Management* guide.

Main	long week-end breaks	<input type="checkbox"/>
Adventure	any time with specials	<input type="checkbox"/>
Adventure Holidays	Australian summer period	<input type="checkbox"/>
Dancing	Australian winter months	<input type="checkbox"/>
Hockey	mid week specials	<input type="checkbox"/>
Special Interests	school holidays	<input type="checkbox"/>
Sport		
<b>travelling times</b>		

## Comments Tab

The **Comments** field is a free text area and should be used to store any general notes relating to a client. The information stored in this area is for reference only and does not print on documents.



To add a comment:

1. Click on the **Comments** tab.
2. Type your note. To create additional lines click **New** or press **Ctrl+N**.)
3. Click on the **Save** icon (or press **Ctrl+S**) on the toolbar.

### ***Workflow Action Items Tab***

The **Workflow Action Items** tab is used to begin new alerts and to store all Action Items created for this file. For further detail, See "Action Items" in Module 3: MyCCT.

### ***Important Notes Icon***

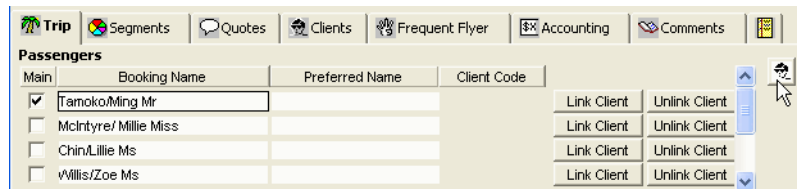
The **Important Notes** icon is used to create and access **Important Notes** for this file. For further detail, See "Important Notes" in Module 3: MyCCT.

# Client File from a Trip File

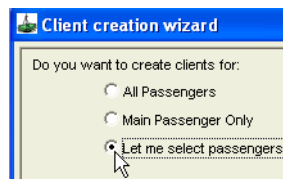
Client files can be created from Trip files and all identical fields will be transposed.

1. Before creating a Client file from a Trip file check to see that a file does not already exist.
2. Open the relevant Trip file and selecting the **Link Client** button to retrieve a list of client files with matching surnames. This will ensure that duplicate client files are not accidentally created. If a match is found, follow the procedures: See "Trip File and Client File Linkage" in Module 5: Trip File.

If no matches are found, click the **Create Client File Wizard** button on the **Trip** tab in the Trip file.

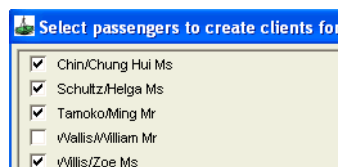


3. The **Client Creation Wizard** screen offers 3 options:
  - If the Client file contains multiple passengers, a new client file can be created for each by clicking **All Passengers**.
  - To create a client file for the **Main Passenger Only**.
  - To choose which passengers, click on **Let me select passengers**.
4. Click **Next** to continue.



5. If **Let me select passengers** is chosen, a new screen lists all passengers in that Trip file.

Tick the passengers to have Client files created and click **Next**.



6. All Phone and Address details on the Trip file will be displayed so that they can be selected for inclusion in the new Client files. The passengers name is shown in each screen so that the correct contact details can be attached. This screen is repeated for each passenger selected.

Select phone numbers and addresses to add to this client

Select contact details and addresses for **Chin/Chung Hui Ms**

Phones		Addresses	
<input type="checkbox"/>	B (02) 2945029	<input type="checkbox"/>	H 18 South Rd, CLOVELLY
<input type="checkbox"/>	E willis@picknowl.com.au	<input type="checkbox"/>	M PO Box 239, WOOLLOOMOOLOO
<input checked="" type="checkbox"/>	H (02) 2945679	<input checked="" type="checkbox"/>	H U3/15 College Rd, DOUBLE BAY
<input type="checkbox"/>	H (02) 2969834	<input type="checkbox"/>	H 121 Park Tce, WOY WOY
<input type="checkbox"/>	H (02) 2934611	<input type="checkbox"/>	H 652 Dunrobin Rd, NORTH CURL CUF
<input type="checkbox"/>	M 0401 348 762		
<input type="checkbox"/>	M 0411 493 451		

< Back   Next >   Finish   Cancel

7. When all selections are complete the **Next** button will be greyed out.
8. Click the **Finish** button to complete the creation of the Client file(s).
9. The Trip file will be re-displayed showing the newly created Client Codes.

Main	Booking Name	Preferred Name	Client Code		
<input type="checkbox"/>	Schultz/Helga Ms		<a href="#">SCHUHEL001</a>	Link Client	Unlink Client
<input type="checkbox"/>	Chin/Chung Hui Ms		<a href="#">CHINCR001</a>	Link Client	Unlink Client
<input type="checkbox"/>	Tamoko/Ming Mr		<a href="#">TAMOMIND01</a>	Link Client	Unlink Client

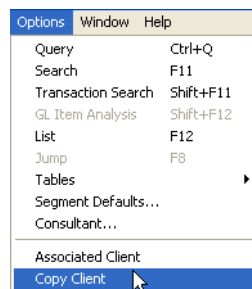
10. You can move to the attached Client file by clicking on the hyperlink.

# Copying a Client File

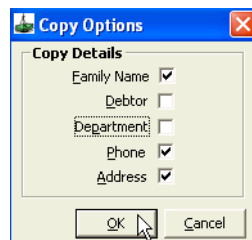
You can save time creating new client files by using the Copy Client function. This functionality is particularly useful when creating a new client file for a partner or business associate.

To copy a client file:

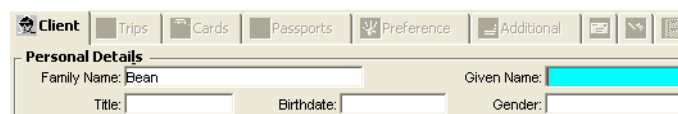
1. Open the Client file to be copied
2. Click **Options** on the menu bar
3. Select **Copy Client**



4. A Copy Options dialogue will be displayed with all options marked for automatic inclusion.



5. If there are any areas not to be copied, untick them and click **OK**. A new client file will be created with the new Given Name marked as mandatory (blue).
6. Enter the **Given Name** for the new client and click **Save (Ctrl+S)**.



7. All other personal details must be completed under the relevant tabs, as detailed in the Client file tabs section of this Client tab.

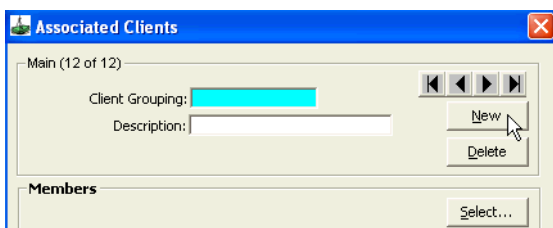
**NOTE:** The Copy Client file function does not link the files together for upload.

# Associated Client Files

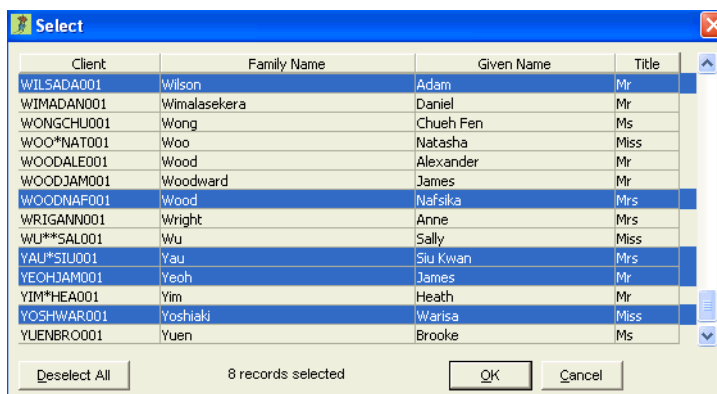
The Associated Client function allows for the linking of Client files for the purpose of identifying family groups or business associations. A client may only belong to one Client Grouping at a time. Associated Client files automatically upload together.

## Creating an Association

Open one of the Client files to be associated then open **Options** on the main menu bar and select **Associated Client** to display the input window. Alternatively, right-click the mouse anywhere on the **Client** tab and select **Associated Client** from the menu.

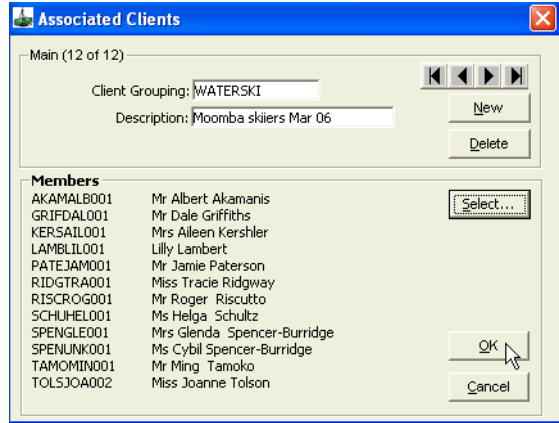


1. Click on the **New** button to start a new Client Grouping.
2. Enter the **Client Grouping** name. i.e. family surname, Netball team, Gourmet travellers.
3. Enter a **Description** for the client grouping, e.g. Family, Perth Competition, Worktrip 2008.
4. Click on the **Select** button, on the right hand side of the screen, to display a list of Client files.

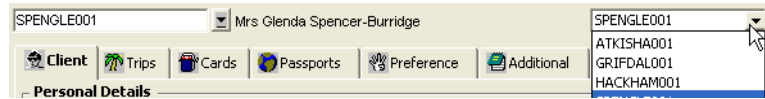


5. Use the mouse and scroll bar to find and highlight the passengers to be associated together. It is important to also select the currently open client in this process.

- Click on **OK**. The Associated Clients screen will be redisplayed, with the grouped Client files listed in the Members area. Click **OK** to **Save** and close the input screen and return the Client file.



- The file codes for the associated client files will be displayed in the drop down selection scroll as shown below.



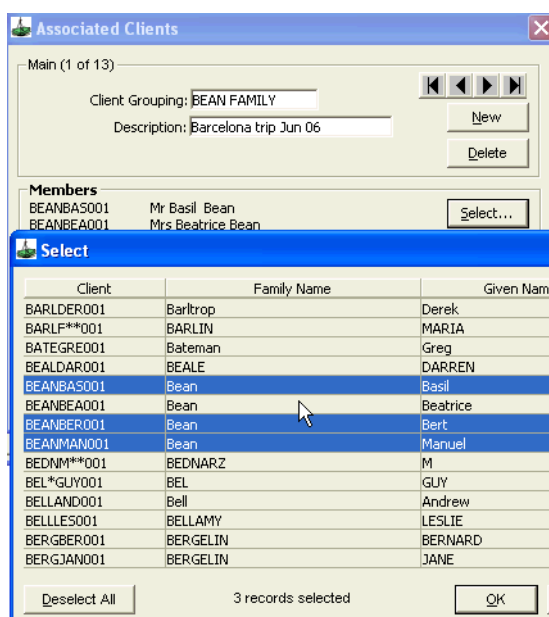
You can open any other file in the associated group by clicking the file code in this box.

An associated grouping can contain any number of client files; however each client file can only belong to one associated group at any one time.



## Removing a Client File from an Association

1. Open any Client file that is a part of the associated group, then open **Options** on the main menu bar and select **Associated Client**, or right-click anywhere on the client file to display the input window.
2. The arrow buttons can also be used to scroll through the client groupings to ensure the correct one is selected.
3. Click the **Delete** button to delete the entire Association.



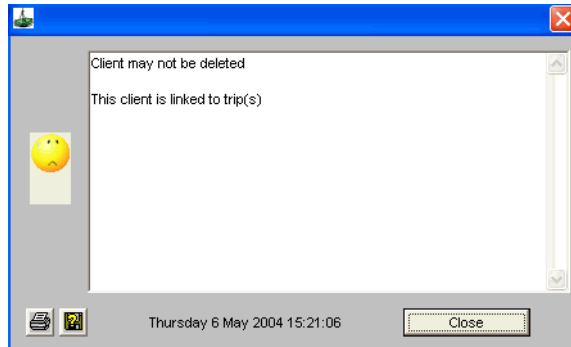
4. To remove individual client files, click the **Select** button to display the list of client files to remove individual clients from the association. Client files that are members of the group are highlighted.
5. There are two methods for removing a client file:
  - Click on the **Deselect All** button to remove all members from the group. This action displays a dialogue box asking for confirmation to delete the grouping. Click Yes or No depending on requirements. Finally, click **OK** to be returned to the Client File.
  - Click on the individual client file to be removed from the group. This removes the highlight on the file, indicating it is no longer to be included in the association. Click on **OK** to confirm the change. This method means that all other selected members stay in the associated group.

# Deleting Client Files

A Client file can only be deleted if it has not been linked to a Trip file.

Open the Client file to be deleted. Ensure the **Client** tab is open and select the **Delete** option from **File** on the menu bar. A confirmation prompt will be displayed, click **Yes** to confirm deletion of the file.

If the client file contains links to a trip file, the following warning will be displayed.



The links must be removed between the Client and Trip files. See "Unlinking" in Module 5: Trip File.

# Uploading Client Files

Uploading of Client files automatically creates a Galileo booking file profile adding information held in the CCT application. This helps reduce manual entries and increases information accuracy.

To perform an upload, Galileo Desktop must be running and signed in.

Open the Client file you wish to upload and click on the **Upload** icon on the toolbar to display the Preference / Upload window.



Category	Preference	Value
Personal	Car	ZE Preferred CBMR
	Flight	AA NOT Preferred

This window will default with all the highlighted items already selected for upload. If any items are not to be transmitted during the upload, untick or remove the highlight.

## Consultant

The consultant field will default to the logged-in user. If another consultant name is required it can be selected from the drop down scroll attached to this field.

The **All Data** field -indicates that the Agency MAR, Passenger Name(s) and both Home and Business address are sent to the Galileo Host.

## MAR

The default setting **All Data** includes moving the MAR and assumes that you are uploading to a booking file before Ending and Retrieving the booking file.

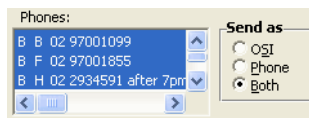
If uploading into an existing Booking File, including adding a second client into a booking file, you must remove the tick in the MAR box.

## Mileage membership

Up to ten Mileage membership numbers can be uploaded to the host. A live flight segment must exist to correctly upload the Mileage details.

## Phones

The radio buttons in the Send As area provide options to upload the Client phone numbers into the **OSI** or **Phone** fields or to **Both**.



In the adjoining Phones box the first character indicates the Upload option, (i.e. **O** for OSI, **P** for Phone field, and **B** for Both). The second character indicates the phone type (i.e. **B** for business, **H** for home, **M** for mobile, etc.).

## Email

Email addresses must be added in Galileo Desktop using the Mail to (MT.) format.

## Other Upload Info

If a client file contains Seating and Special Service Requests recorded under the Additional tab, the recommended procedure is to book all flight segments prior to performing the upload. CCT only transmits this information when live flights already exist in the Galileo Booking File.

Credit Card and Passport details are not transposed in the upload process. If you wish to include these items you can enter them as Note Pad entries under the Additional tab.

## DYO

The DYO setting is used to stipulate a particular format to be used when producing Itineraries directly from the host. Tick and type the required format number in the DYO area.

## Canned Remarks

Select which category of Canned Remarks you wish to attach to this booking file from the drop down scroll. The options in this field are preset by the System Administrator or Galileo Representative. Domestic, International and Free Text are the normal categories available.


Adding Canned Remarks into the booking file, saves having to add itinerary remarks into each Galileo booking file before producing a standard Galileo itinerary.

## Preferences



Preference details are displayed for reference and do not upload. You can view Personal or Company Preferences.


## Transmitting the Upload

Click the **OK to Send** button. CCT transmits this information to Galileo Desktop and it is displayed in a booking file on the main Itinerary screen. If you wish to view the booking file in Focalpoint, click on the Terminal button and enter **\*R** in a Focalpoint window.



 Record Locator: **new record**

---

  **Names**


 CHU, LASHITADR

---


  **Phones**



Type	City	Phone
Business	(SYD)	02 97001099
FAX	(SYD)	02 97001855
Home	(SYD)	02 2934591 AFTER 7PM
Mobile	(SYD)	0411 458 667 LEAVE A MESSAGE
E-mail	(SYD)	LASHITA@YAHOO.COM.AU

---

 **E-mail**

---

 **Itinerary**

  **Web Bookings**

# Associated Client File Upload

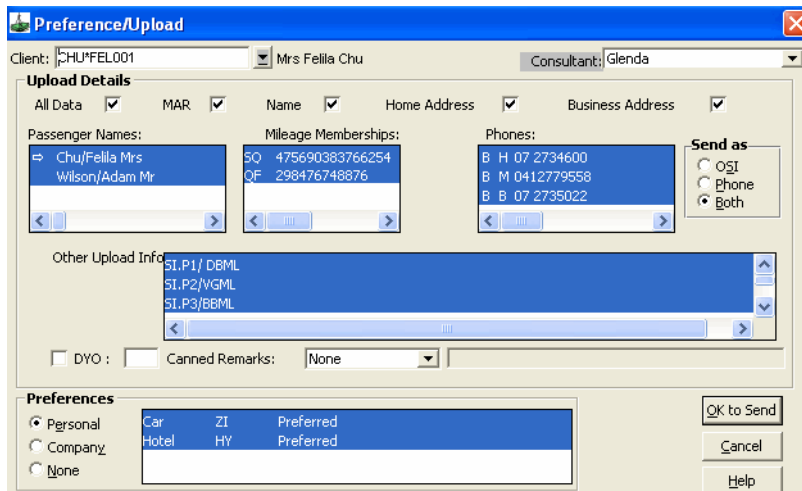
Associated Client files can be uploaded together.

Before uploading check that you have the correct files linked together. A business man's file might be linked to his work colleague's files for a business trip and to his partners file for a leisure booking.

See "Associated Client Files" in Module 4: Client File.



Both names from the associated files will be displayed in the **Upload** screen with the arrow next to the open file name.



There are minor differences in the information transmitted to the Galileo host when uploading Multiple Client files.

1. Mileage Membership is extracted from both Client files.
2. Other Upload information is only taken from the open file.
3. Preference information is only displayed for the open file.

## Uploading Multiple Client Files

Several Client files can be uploaded into the one Galileo booking file. This is useful when two unassociated clients are travelling together. Open and upload each client file individually into Galileo Desktop. Ensure that the Agency File (MAR) is deselected when uploading each additional Client file after the first.

All details from each Client file are uploaded and automatically associated to the relevant passenger name. If any details are not required, deselect them prior to clicking **OK to Send**.

### *Two Passengers, One Client file.*

If a client is accompanied by another, and a Client file is not required for this passenger, enter the accompanying passenger's name, in Galileo host format, under **Other Upload Info** in the **Additional** tab.

This is also the method for entering an infant on the parents client file.

The screenshot shows the 'Preference/Upload' dialog box for client 'MCINMOL001' (Mrs Molly McIntyre) with consultant 'Glenda'. The 'Upload Details' section has several checked options: All Data, MAR, Name, Home Address, and Business Address. The 'Passenger Names' field contains 'McIntyre/Molly Mrs'. The 'Mileage Memberships' field contains 'MH 180767867865'. The 'Phones' field contains three entries: 'B H 08 8560811', 'B M 0411387004', and 'B B 08 92854011'. The 'Send as' section has radio buttons for 'OSI', 'Phone', and 'Both', with 'Both' selected. The 'Other Upload Info' field contains the text 'N,I/MCINTYRE/MAX MSTR\*10MNTS', 'SI,P1/SFML', and 'SI,P2/BBML'. The 'DYO' checkbox is unchecked, and the 'Canned Remarks' dropdown is set to 'None'. The 'Preferences' section has radio buttons for 'Personal', 'Company', and 'None', with 'Personal' selected. A table shows preferences for Car (ZI Preferred), Flight (MH Preferred), and Hotel (HY Preferred). The 'OK to Send', 'Cancel', and 'Help' buttons are at the bottom right.

# Module 5: Trip File

## Opening Trip Files

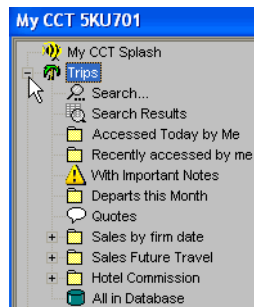
A Trip file is used to store segment information and accounting transactions for each itinerary within the CCT application. Trip files store information about passengers travelling together and have various methods of creation, the most useful being an automatic download from Galileo Desktop.

Trip files can be accessed using any of the following methods:

- Using the Trip file icon on the standard CCT toolbar.



- Using the MyCCT pre-set or Trip search folders. See "Trips" in Module 3: MyCCT.



- Via the relevant Client Files. Select the **Trips** tab to display a list of trips linked to the client. Double clicking on line will open the Trip file.

Client		Trips			
Departure Date	Trip Code	Primary Dest	Status	Passenger	Trip Summary
20/12/2005	GL2312040001	MEX	Active	BEAN/BASIL MR	BNE/SYD/LAX/MEX/SCL/SYD/BNE
18/05/2005	GL2411040001	BNC	Active	Bean/Basil Mr	BNE/BKK/BCN/SIN/BNE

## Creating Trip Files

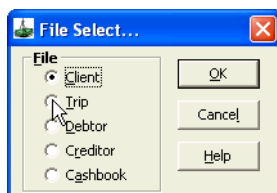
Trip files can be created:

- Manually - See "Manually Creating Trip Files" in Module 5: Trip File.
- Using the Quick Trip Wizard - See "Quick Trip" in Module 5: Trip File.
- Creating from a Client file - See "Creating a Trip File from a Client File" in Module 5: Trip File.
- Automatically, by downloading a booking file from Galileo Desktop - See "Automatically Creating Trip Files" in Module 5: Trip File.

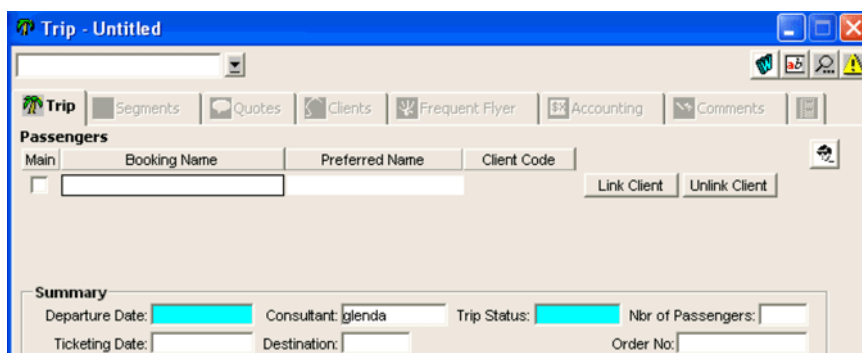


# Manually Creating Trip Files

With no file open, click the **New** icon on the standard toolbar to open a selection screen.



Click on the **Trip radio** button to start a new Trip file manually then click on **OK** to open a new blank Trip window.



## Mandatory Items

The blue colour indicates the mandatory fields, which must be completed before the file can be saved and a file code created.

A Booking Name or Group Name must also be entered before saving. Because there is the option to complete either of these fields they are not coloured blue.

Completing the mandatory fields:

Field	Description
Booking Name	Use standard Galileo cryptic formats (e.g. FINCH/CHRISMR)
Group Name	This is a free text area, and can be completed instead of, or as well as, the Booking Name field
Departure Date	Use the DD/MM/YY format to enter the date of departure
Trip Status	Enter the status of the trip, press <b>F12</b> for a list of options available. Reports are able to be sorted according to this field. The Trip Status should be updated as the booking changes.

### **File Identity**

After the Mandatory fields have been entered click on the **Save** icon to save the file and create a Trip file code.



A unique Trip code is assigned by the system to each Trip file and displayed in both the drop-down list and window title bar. The structure of this Trip code will depend on whether the Trip has been manually created or downloaded from the Galileo host system.

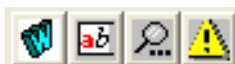
Manually Created / Quick Trip Wizard Trip Code: **GL2912040001**

Breakdown	Description
GL	The first two letters of the creating consultants code
291204	The date of creation of the Trip file
001	Trip Number allocated by the CCT application

Downloaded Trip Code: **QTV89E140503**

Breakdown	Description
QTV89E	this is the 6 characters Galileo Record Locator reference
140503	the date of creation of the trip file

## Trip File Action Buttons



The action buttons in the top right hand of a Trip file perform the following functions:

- The **W icon** outputs the current itinerary details to Microsoft Word, using Itinerary style 4. See "Itinerary from MS Word Icon" in Module 9: Documentation.
- **Trip Texts** provides a way to easily add comments to each segment before creating an itinerary. See "Trip Texts" in Module 9: Documentation.
- **Trip Search** – opens the Trip search window. See "Trip Search" in Module 3: MyCCT.
- The **Important Notes** icon opens a blank Important Note to enable the user to add a message. See "Important Notes" in Module 3: MyCCT.

## Downloading to a Manually Created Trip File

Once a trip file has been manually created, segment information can be downloaded without creating an entirely new Trip file. This is useful where a client may have booked a land package and then returned to ask for flights to be booked.

To add the segment information into the Trip file:

1. Book the required segments in Galileo Desktop and ensure the file is saved. Make a note of the Record Locator.
2. Open the manually created trip file in CCT and enter the record locator (exactly as it given in Galileo Desktop) into the **Booking File** field on the **Trip** tabs **Summary** section, and save the Trip file.

24 Hour Time?: Yes    Booking File: M6DXV8    Created: 23/12/2004

3. Re-open Galileo Desktop and retrieve booking file (if not already open). Select the download button and a prompt appears, confirming the choice to download into an existing manually created Trip file.
4. If the **name** in the Trip file does not match the name in the Galileo Desktop file exactly, the download will copy the name from Galileo Desktop over the name in the original Trip file.
5. The new segment is automatically added under the **Segment** tab, with the Source code of **G** for Galileo.

Segments											
Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F Flight	QF	SYD	21/05/2003	09:00	MEL	21/05/2003	10:25	HK	M6DXV8	G
2	H Hotel	HY	MEL	21/05/2003	11:00		22/05/2003	12:00	KK	HY1431	L
3	F Flight	QF	MEL	22/05/2003	13:00	SYD	22/05/2003	14:20	HK	M6DXV8	G

**NOTE:** If quotes have been created against the manually created trip file, these may require adjustment to include the new segment information. See "Working with Quotes" in Module 5: Trip File.

# Quick Trip

The **Quick Trip** functionality can be used to provide clients with a detailed quote and to create a Trip file with segments and quotes, from one input screen.

To create a new **Quick Trip**, click on the Quick Trip icon on the **MyCCT** toolbar or select **Quick Trip Wizard** from the **File** menu.

The **Quick Trip - Create New Trip and Quote** screen will be opened.

**QuickTrip - Create New Trip and Quote**

Origin: ADL Destination: NBO Via: ...

Adelaide Nairobi

Departure: 27/04/2005 Return: 27/06/2005 1 Way:

Flight	Hotel	Car	Tour	Insurance		
SQ	MC	ZT	ADVEN	COVER		
BSP	MARRIOTT	THRIFTY	ADVEN	COVER		
Paxs	Fare (per pers)	Taxes	Nights	Nightly Rate		
1	1,750.00	200.00	2	115.00		
Days	Daily Rate	Paxs	Fare (per pers)	Paxs	Days	Premium (p.p.)
2	64.00	1	3,400.00	1	61	360.00

Passengers			Generated Segments					
Title	First Name	Surname	Service Type	Supplier Id	Segment Begin City	Segment Begin Date	Segment End City	Segment End Date
Mr	Fredrick	Faulty	Flight	SQ	ADL	27/04/2005	NBO	27/04/2005
			Flight	SQ	NBO	27/06/2005	ADL	27/06/2005
			Hotel	MC	NBO	27/04/2005	NBO	27/06/2005
			Car Hire	ZT	NBO	27/04/2005	NBO	27/06/2005
			Tour	ADVEN	ADL	27/04/2005	NBO	27/06/2005

**Follow Up**

Mailing Address: Po. Box 126  
Henley Beach SA 5022

Phone: Home 08 2934182  
E-mail: fredrick.faulty@ozmail.com.au

Alert: 30/12/04 09:30 7 Days 2 Days

Phone  Mail  Email

Subject: Follow up QuickTrip Quote  
Note: Follow up quote on (08) 2934182

Consultant: qjenda

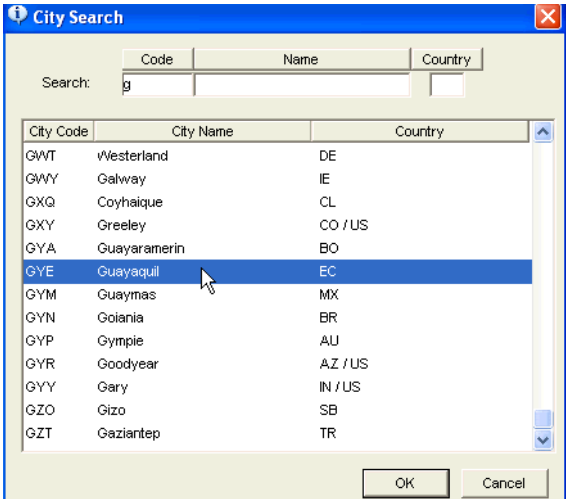
Create Follow Up Alert  
Marketing Code: jeg  
 Leisure  Business

OK Cancel

You can have hotel, car or insurance dates that do not equal the total duration of the trip. You can change the dates on the segment in the trip file appropriately after completing this form.

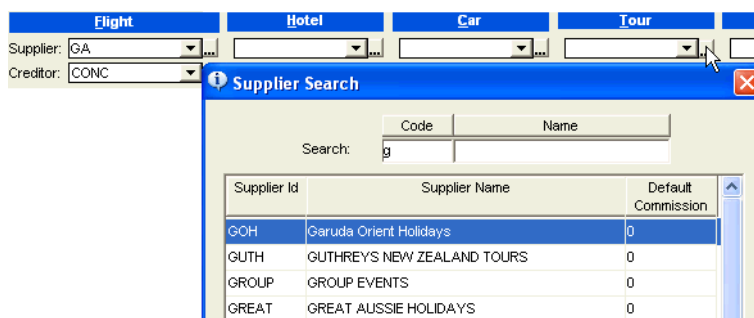
# Quick Trip Screen Sections

## Itinerary Dates and Destinations

Field	Description
Origin	Defaults from the Branch configuration. Enter the IATA code for the Origin city or airport.
Destination	<p>Enter the IATA code for the Destination city or airport. A drop-down scroll provides a list of Cities that have been previously used in segment files. For a full list of city and airport codes select the search button (...)</p>  <p>Scroll through the list or type in details in the <b>Code</b>, <b>Name</b> or <b>Country</b> boxes to refine the list. Double click the required line.</p>
Via	If required, enter a via point IATA city / airport code. This functionality is useful when quoting trips via different routes.
Departure	Enter a Departure date (using DD/MM/YY) or use the calendar button to select a date
Return	Enter the Return date (using DD/MM/YY), or use the calendar button to select a date
1 way	If this quote is for one-way travel, tick this field

## Suppliers / Segments

Drop-down lists are available to access the most commonly used Suppliers from previously booked segments. A full list is available from the search (...) button.



Section	Field	Description
All	Supplier	Select or enter the supplier code for each segment type to be included in the quote
	Creditor	(appears after a supplier has been entered) Provide the Creditor code to be used for the supplier. Defaults can be configured by system administrators if required
Rates		All rates fields only become available after a Supplier and Creditor has been entered for that service.
Flight	Paxs	Number of Passengers using the flight segment
	Fare	Total Fare per person
	Taxes	Total value of taxes to be included or enter detailed tax information by selecting the (...) button  <div data-bbox="852 1361 1209 1574" data-label="Image"> </div> <p>Select from the commonly used codes, or enter each tax code and the tax amount. Click <b>Close</b> to transpose the total to the <b>Taxes</b> field.</p>
Hotel	Nights	Number of nights required at the hotel
	Nightly Rate	Nightly rate for the hotel room
Car	Days	Number of days the car is required
	Daily Rate	Daily rate for the car hire
Tour	Paxs	Number of passengers participating on the tour

	Fare	Total cost of tour (per person)
Insurance	Paxs	Number of passengers to be included on insurance
	Days	Number of days of cover included in the quote
	Premium	Cost of insurance policy ( <b>per person</b> )

The **Generated Segments** section of the **Quick Trip** screen is populated as each service type is completed, and is a summary of the quote.

### Passengers

The number of lines available is governed by the number of passengers indicated in the **Pax** field. Enter the name in airline format (i.e. Surname/ Given Name/ Title.). If the name is not entered in this format the Trip and Client file codes will not be created to correctly identify this file.

### Follow Up and Passenger Details

Tick the **Create Follow Up Alert** box if a reminder to follow up on the quote is required. Complete the passenger contact detail fields and set the **Alert** date and time.

Tick the radio button to specify the means of contact (i.e. Phone, Mail or Email).

Enter the **Marketing Code** by selecting a code from the list (**F12**) or entering free text. Select the appropriate trip type, **Business** or **Leisure**.

Click on **OK** to save the trip details.



The Quick Trip information is transposed into a new **Trip** file, and a User **Comment** is automatically created, advising that this Trip was created from a Quick Trip.

The **Trip Status** field is automatically completed as **Quote**.

The **Segment** and **Quote** areas have also been completed.

Segments											
Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F Flight	SQ	ADL	27/04/2005		NBO	27/04/2005				L
2	F Flight	SQ	NBO	27/06/2005		ADL	27/06/2005				L
3	H Hotel	MC	NBO	27/04/2005		NBO	27/06/2005				L
4	C Car Hire	ZT	NBO	27/04/2005		NBO	27/06/2005				L
5	T Tour	ADVEN	ADL	27/04/2005		NBO	27/06/2005				L
6	I Insurance	COVER	ADL	27/04/2005		NBO	27/06/2005				L

Quotes												
Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty	Per	Unit Price	Duration	GST	Charge
1	15/06/2004	78	I	COVER	Cost	360.00	1	Pax	360.00	1	N	Yes
2	15/06/2004	77	T	ADVEN	Cost	3400.00	1	Pax	3400.00	1	Y	Yes
3	15/06/2004	76	C	ZT	Cost	128.00	1	Day	64.00	2	N	Yes
4	15/06/2004	75	H	MC	Cost	230.00	1	Night	115.00	2	N	Yes
5	15/06/2004	74	F	SQ	Cost	1950.00	1	Pax	1750.00	1	N	Yes
<b>Total:</b>						<b>6,068.00</b>						<b>6,068.00</b>

Re-open the **Quick Trip** input screen from the Quotes area by clicking on the icon. This will re-display the Quick Trip screen with the Follow-up details and Origin, Destination and dates transposed from the existing quote.

### Creating a Booking from a Quick Trip

If the quote has been accepted, update the status of the Trip file to **Active** (from Quote). The same Trip file can be used to store the Galileo booking once it has been created. See "Manually Creating Trip Files" in Module 5: Trip File.

# Service Fee Quotes Generated from the Quick Trip Window

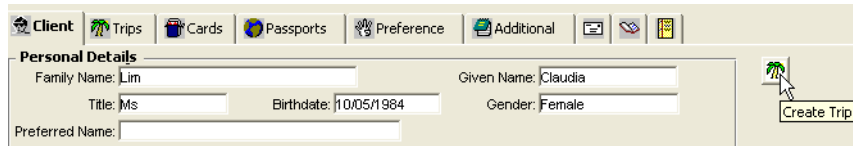
Fees entered in the Quick Trip window will now always appear in the Quotes grid below all other types of Quotes.

Nbr	Date	ID	Type	Supplier	Cost/Ref	Qty	Per	Unit Price	Duration	GST	Sell	Commission	Charge
1	15/02/2006	4479	Flight	DJ	Cost	1	Person	200.00	1	Y	203.74	10.00	Yes
2	15/02/2006	4480	Service Fee	SRVFEE	Cost	1	Total	22.00	1	Y	22.00	22.00	Yes
3	15/02/2006	4481	Amendment F	SRVFEE	Cost	1	Total	55.00	1	N	55.00	55.00	Yes
<b>Total:</b>											<b>280.74</b>	<b>87.00</b>	<b>280.74</b>

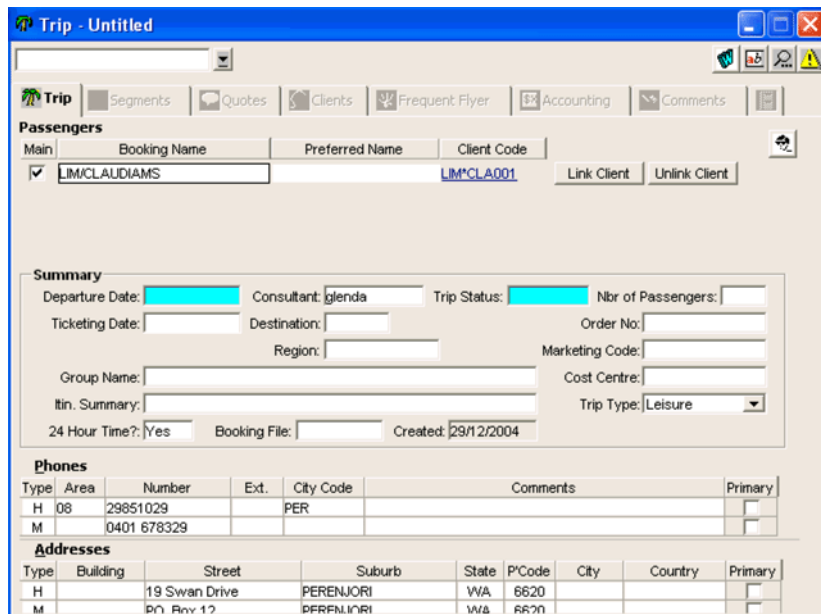
# Creating a Trip File from a Client File

A Trip file can be created from the stored details in the Client file, without uploading and downloading through Galileo Desktop. This is useful when a regular client books a land only itinerary.

Open the **Client** file and click on the **Create Trip** icon located on the Client tab.



A Trip file has been created, with the contact details transferred from the Client file. Complete the **mandatory** fields and **Save** the file.



CCT also automatically creates a link between the Trip file and Client file, indicated by the hyperlink on the **Trip** tab.

# Trip File Tabs

The Trip file consists of the Summary bar plus a series of tabs. The initial screen or Trip tab is used as a summary screen, while the remaining tabs are used for more specific information.

**Passengers**

Main	Booking Name	Preferred Name	Client Code	
<input checked="" type="checkbox"/>	HOCKLEY,DAVIDMR	Dave	HOCKDAV001	Link Client Unlink Client

**Summary**

Departure Date: 17/04/2005 Consultant: jalli Trip Status: Active Nbr of Passengers: 1  
 Ticketing Date: Destination: WMB Order No: H1022  
 Region: VIC Marketing Code: CORLES  
 Group Name: Cost Centre: 090  
 Itin. Summary: MEL/WMB/MEL Trip Type: Leisure  
 24 Hour Time?: Yes Booking File: Created: 30/04/2005

**Phones**

Type	Area	Number	Ext.	City Code	Comments	Primary
B	03	9837 4833		MEL	Reception	<input type="checkbox"/>
E				MEL	dave@mesharchitects.com.au	<input type="checkbox"/>

**Addresses**

Type	Building	Street	Suburb	State	P'Code	City	Country	Primary
B	Level 9	110 Bourke Street	MELBOURNE	VIC	3000			<input type="checkbox"/>
H		101 Liverpool Street	CARLTON	VIC	3053		Australia	<input type="checkbox"/>

## Trip Tab

After the file has been saved, other areas on the Trip tab can be completed.

### Passenger items

- **Main box**

If there is only one passenger in the Trip file, this box will be automatically ticked on saving the file. If there is more than one passenger, place a tick next to the main passenger. More names fields can be added by clicking on the New icon or pressing Ctrl+N with your cursor in the name field.

- **Preferred Name**

Enter the name the passenger uses, (e.g. Ho Lee Fong Cheung prefers to be called Lee).

The **Link Client** and **Unlink Client** buttons are used to create passenger links from the Trip file to Client files. After these links have been created, the **Client Code** will be displayed. See "Trip File and Client File Linkage" in Module 5: Trip File.

- **Summary**

The Summary area in the middle of the screen also holds information on the actual trip being undertaken, and should have as much data as possible entered.

The following table details each field

Field	Description
Consultant	Automatically completed with the current user name
Trip Status	Double click the field ( <b>F12</b> ) to select an appropriate status for the Trip file. This field should be regularly updated to ensure it reflects the current state of the file (mandatory)
Nbr of Passengers	Enter the number of passengers in the Trip file (maximum 99)
Ticketing Date	Enter the date the trip should be ticketed using the DD/MM/YY format
Destination	Enter the IATA code for the destination airport / city. Use <b>F12</b> for a list of available codes
Region	Enter the relevant region for this trip. Use <b>F12</b> for a list of available regions
Created	System generated - records the date of Trip file creation
Order No	Enter the order number provided by a Debtor. This order number prints on Invoices and Credit Notes.
Group Name	If this trip file forms part of a Group booking, enter the group name.
Marketing Code	Enter an appropriate Marketing Code or, dependant on settings, press <b>F12</b> to select from a list of pre-defined codes.
Itinerary Summary	This field is automatically completed when an itinerary is downloaded for the host system. It can also be entered manually in free format.
Cost Centre	A Cost Centre code would be provided by a Debtor and prints on Invoices and Credit Notes
24 Hour Time	Set the time format required for the Trip file. This impacts documents such as itineraries
Booking File	Used to store the Galileo booking file Record Locator, if applicable

Trip Type	Select a category; - business, leisure, group or mixed from the drop-down list
Created	System generated - records the date of Trip file creation

### Viewtrip.com

The Viewtrip.com link provides easy access to the Galileo Viewtrip web site for viewing itineraries. Clicking the link opens [www.viewtrip.com](http://www.viewtrip.com) and populates the Galileo Reservation # and Last Name automatically.

Once the Viewtrip.com window opens, click the **Sign In** button to view the itinerary.

The Viewtrip.com link only appears if a valid Galileo Record locator is stored in the **Booking File** field of the Trip tab.

### Phones and Address Fields

The lower part of the Trip tab is used to store the contact details. Refer to the table below to complete these fields. Additional lines can be added by clicking on the **New** icon while the cursor is in the appropriate field or by pressing **Ctrl+N**.

Phones									
Type	Area	Number	Ext.	City Code	Comments				Primary
E					brown@picknowl.com.au				<input checked="" type="checkbox"/>
H	08	2980644							<input type="checkbox"/>
Addresses									
Type	Building	Street		Suburb	State	PCode	City	Country	Primary
H		12 Esplanade		HENLEY BEACH	SA	5022			<input checked="" type="checkbox"/>
M		PO Box 445		Henley Beach	SA	5022			<input type="checkbox"/>

## Phones

Field	Description
Type	Phone contact type, e.g. Home, Business, Mobile, Fax, Email. <b>F12</b> (or double click) to access selection list.
Area	Area code.
Number	Phone or fax number.
Ext.	Extension number where applicable.
City Code	City code of phone location - use the three letter IATA codes - if left blank this field defaults to Branch city code.
Comments	Free format comments field.
Primary	Tick this box if this is the Primary phone number. The Primary item will move to the top of the display.

## Address

Field	Description
Type	Address type (e.g., <b>H</b> for Home, <b>B</b> for Business). <b>F12</b> (or double click) to access selection list.
Building	Free format field to record a building name, or floor level.
Street	Free format field to record the street number and name.
Suburb	Type in the suburb name and tab to the next field. Upon tabbing out of the field, the State and Post Code fields are completed automatically.
State	Normally system generated based on the Suburb input.
P'Code	Normally system generated based on the Suburb input
City	A city name can be added, if required.
Country	Country of address, if required
Primary	Tick this box if this is the Primary Address. The Primary item will move to the top of the display.

## Segments Tab

The Segments tab provides access to all itinerary details related to the current Trip file. Segments can be manually added or generated automatically through a download from Galileo Desktop.

Segments											
Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F Flight	SQ	SYD	23/04/2004	11:45 am	SIN	23/04/2004	5:55 pm	HK	ch574389	L
2	F Flight	SQ	SIN	23/04/2004	11:55 pm	MAN	24/04/2004	6:50 am	HK	CH574389	L
3	C Car Hire	ZE	MAN	24/04/2004	8:30 am	MAN	21/05/2004	8:30 am	HK	CH574389	L
4	F Flight	SQ	MAN	21/05/2004	10:00 am	SIN	22/05/2004	6:25 am	HK	574389	L
5	F Flight	SQ	SIN	22/05/2004	9:30 am	SYD	22/05/2004	6:50 pm	HK	CH574389	L
6	I Insurance	HINS	SYD	23/04/2004			22/05/2004		HK		L
7	I Insurance	HINS	SYD	23/04/2004			22/05/2004		HK		L

**Policy Details**

Plan/Type: SINGLE    Cover: SUPER PLUS    Duration: 4 WEEKS    Premium: 235.00

The segment summary window provides an overview of the itinerary and a **Source** code of **L** means this segment was created locally and a **G** means it was downloaded from Galileo Desktop.

Highlighting any line will display a summary of the segment information in the lower half of the screen.

Double clicking on a line will open the segment input window where any of the details can be viewed, edited or deleted.

For further details, See "Working with Segments" in Module 5: Trip File.

## Fees Tab

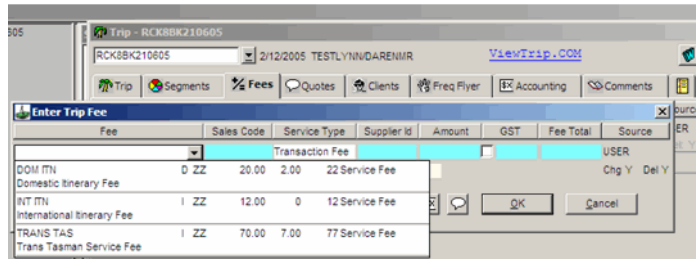
Fees created in this area can then be converted into a Quote item or directly into a Cheque Requisition. For any Fees to be charged to customers, the agency administrator needs to setup standard fee types in CrossCheck Travel which will become available for all users in your office. See *Account Management* guide.

The number of Fee Types that can be setup is unlimited, but they must be linked to one of these new fees related Service Types.

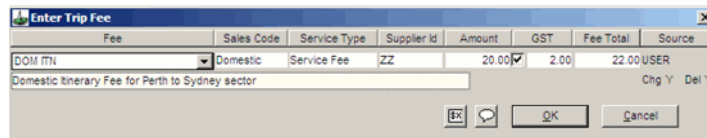
Transaction Fee
Merchant Fee
Amendment Fee
Service Fee
Management Fee
Cancellation Fee

### Using the Fee Rules

When Fees are to be charged to the passenger(s) on the Trip File, the Fees Tab is accessed and the New button is selected. In the Fee field is a drop-down list of Fees Rules created by your agency administrator. These will appear in alphabetical order of the Fee Codes created.

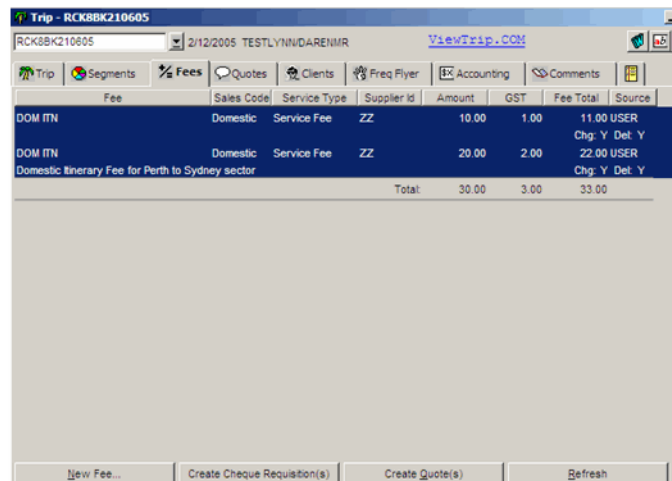


The selection of one of these Fee Codes will retrieve all the associated Fee data into the screen. This information can then be edited, particularly if needing to alter the amounts or change the Description so that it is customised to help explain the reason for the Fee being charged to the customer.



From within the Trip Fee window, a Quote OR a Cheque Requisition can be generated and the choice of these two options is likely to be dependant on the type of customer being charged.

That is, for a Corporate customer you are likely to go straight into creating a Cheque Requisition (then Invoice this transaction) while for a retail customer, a Quote could be created so that these amounts can be included in the overall Quotation to the customer. Otherwise, the Fees can be Saved without creating either a Quote or a Cheque Requisition. When the Service Fee items have been saved, they will display on the Trip Fees tab as individual items, similar to this example:



From this screen, the existing Fee items can be re-opened and edited or one of the four buttons at the bottom of the screen can be selected or the user may just exit the Fees Tab. When selecting any of the above four buttons the following will occur:

### **Adding a New Fee**

A new fee can be added to the Trip File at any time.



## Creating a Cheque Requisition

For the fees selected on the screen (which will be highlighted in dark blue), this option will create Cheque Requisitions on the Trip File. The Chq Rec transaction number will display on the right hand side of the Fee Tab.

DOM ITN	Domestic	Service Fee	ZZ	10.00	1.00	11.00 USER
				Chq Rec: Q8305		Chq: Y Del: Y

## Create Quotation

If the Create Quotation option is selected, for the fees selected on the screen (which will be highlighted in dark blue), Quotes on the Trip File will be created. The Quote transaction number will display on the right hand side of the Fee Tab.

DOM ITN	Domestic	Service Fee	ZZ	20.00	2.00	22.00 USER
				Quote: 16970		Chq: Y Del: Y

## Refresh

The Refresh button has relevance when Fees generated through Galileo Fee Manager are downloaded into the Trip File.

## Flexible Commission Rate on Fees

It is now possible to set up some Fee types so that the Commission Rate is a percentage less than 100%. This option would be used when the agency is not deriving the total revenue from the fee being charged to the customer.

e.g. A standard courier fee is (\$15.00 plus GST)) charged to the Travel Agency and the Agency adds on an additional \$15.00 so that cost to the customer is a total of \$30.00 plus \$3.00 GST.

To set up a Fee in this way, the applicable Commission Percentage rate is entered in the Supplier Profile in the Commission field:

When this Fee is used by the standard methods (downloaded from Fee Manager or entered manually), the Fee Total will be the full amount of the fee being charged to the customer.

Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Per
COURIER FEE	Domestic	Service Fee	COURFEE	30.00	3.00	33.00 Total	
Courier for VISA Application				30.00	3.00	33.00	

A Cheque Requisition subsequently created from the Service Fee will generate a transaction that has the applicable amount of commission but also a Net Amount payable to the Creditor. The amount payable to the Creditor can later be included in a Payment entry incorporating other outstanding amounts.

### Deleting of Fees

It is now possible to delete a Fee that has a Quote or Cheque Requisition attached, but you must first delete the related Quote or reverse the Cheque Requisition.

When a Quote is being deleted, the system will check whether this Quote was originally created from a Trip Fee. If it was generated from a Fee, the following prompt will appear so that the user can delete the original fee as part of this process. Click on Yes to complete the process.

When reversing a Cheque Requisition that was created from a Fee, no prompt will appear. However, you can now go into the Fee tab and delete the fee by highlighting it then pressing the {CTRL and D} keys simultaneously.

### New Per and Quantity Fields in the Fees Tab

The updated Fee window now has an additional field labelled Per which allows for a method of calculating Fees per Pax (Passenger) or as a Total amount. There is also a space to enter the Quantity of Passengers for the purposes of calculating the total fee amount. When a Fee is created using the pax option in the Per field, the pax quantity will be automatically calculated from the number of passengers on the Trip file.

When converting a Fee into a Quote, the value entered into the Quantity field on the Fee is copied into the Quantity field of the Quote.

**Trip Quote**

Detail Segments Names Custom Data Comments

Service: Service Fee Discount1: .00 % 0.00 Fare exc Inc. GST  
 Supplier Id: ZZ Discount2: .00 % 0.00 400.00 450.00  
 Sales Code: Domestic Commission: 100.00 % 450.00 Total  
 Creditor Id: SF DOM GST: Yes 400.00 450.00  
 Quantity: 2 Applies to Trip:  Sell  
 Unit Price: 225.00 Marketing:  400.00 450.00  
 Per: Person Nett  
 0.00 0.00

A further change within the Fees Tab is that the calculated total amount field of the Fee will display on the Fee Tab beneath the individual fee values.

Trip Segments Fees Quotes Clients Freq Flyer Accounting Comments

Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Per	Source
LATE BOOKING FEE	Sundry	Service Fee	SRVFEE	110.00	0.00	110.00	Pax 2 USER	
				Total:	110.00	0.00	110.00	
				Chq Rec:	0.00	0.00	0.00	
				Quote:	0.00	0.00	0.00	

## Quotes Tab

The **Quotes** tab stores detailed quotes for passengers and produces a high quality quotation documents. The quote can also be used to generate Ticket and Cheque Requisitions (See "Ticket and Cheque Requisitions" in Module 6: Trip Accounting Part 1) and to produce Invoices and Credit Notes.

Quotes

Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Gty	Per	Unit Price	Duration	GST	Charge
1	04/12/2003	14182	T	CREATE	Cost	8038.58	3	Person	2692.86	1	N	Yes
2	04/12/2003	14184	I	HINS	Cost	458.00	1	Total	458.00	1	N	Yes
3	04/12/2003	14186	I	HINS	Cost	235.00	1	Total	235.00	1	N	Yes
<b>Total:</b>						<b>8,731.58</b>						<b>8,731.58</b>

### Quotes Tab Fields

Field	Description
Nbr	Quote Number
Date	Date the quote was created
ID	System generated unique identifier for the quote
Type	Type of quote (i.e. F for flight, H for hotel)
Supplier	Supplier code
Cost / Ref	Indicates if the quote is for a cost or refund to client
Sell	The selling price indicated in the quote
Qty	Number of people, days, nights or total; taken from the <b>Per</b> field in the quote input screen.
Per	Unit of measurement, Day, Night, Person & Service
Unit Price	Price per unit / item
Duration	Number of days
GST	Indicates if GST is applicable <b>Yes, Comm</b> or <b>No</b>
Charge	Indicates if this is a chargeable item and that it will appear on documentation
Total	A total of all quotes associated to the trip file

The lightning bolt button gives direct access to the **Quick Trip** functionality which is fully detailed in this See "Trip File and Client File Linkage" in Module 5: Trip File.

See "Working with Quotes" in Module 5: Trip File.

## Clients Tab

The Clients tab displays a list of all clients that have been linked to this Trip.

Clients				
Link	Client	Title	Family Name	Given Name
PSGR	BEANBAS001	MR	Bean	Basil
PSGR	BEANBET001	Mrs	Bean	Betty
PSGR	TAMOTAR001	Mrs	Tanoko	Taruna
PSGR	TAMOTM001	MR	Tanoko	Tim

For further details, See "Trip File and Client File Linkage" in Module 5: Trip File.

## Frequent Flyer Tab

The Frequent Flyer tab displays information on Frequent Flyer programs associated with the trip file. This information can be passed through automatically from the download procedure or can be added manually. Ten Frequent Flyer or membership numbers can be uploaded and downloaded.

Frequent Flyer		
Supplier Id	Nbr	Passenger
SQ	195837228	O'Neil/Lillie Ms

Enter Frequent Flyer Details	
Passenger:	O'NeilLillie Ms
Supplier:	LH
Number:	1029584703
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

To add Frequent Flyer information manually:

1. Click in the **New** icon on the standard toolbar (**Ctrl+N**).
2. Select the **Passenger** name from the list and enter the relevant **Supplier** and **Number**.
3. Click **OK** to save the details. Repeat this for each passenger and Frequent Flyer program.

# Accounting Tab

The Accounting tab lists all accounting transactions in relation to the Trip file. The details at the bottom of the screen assist with financial analysis.

Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
29/12/2004	Q000000065	Chq Req	CQC - ADVEN	C	N	3,800.00	
	R000000143	Receipt	R000000143	C			3,800.00
24/11/2004	T000000295	Ticket	TKT - BSP	C	N	4,950.00	
	R000000136	Receipt	R000000136	C			5,000.00

Out of Balance			8,750.00	8,800.00
Balance: 50.00 CR	Trip Value: 8800.00	Net Commission: 818.00	Percentage Profit: 9.30	

For details about creating accounting transactions, See Module 6: Trip Accounting Part 1 and See Module 8: Trip Accounting Part 2.

Field	Description
Date	Date transaction was created.
Tranx ID	System generated Transaction number.
Tranx Type	Type of transaction i.e. Receipt, Ticket, Cheque etc.
Reference	A cross reference between the transaction and the next stage in it's processing i.e. Tickets and Cheques are referenced to their subsequent Payment number, Receipts are referenced to their subsequent deposit batch number.
Status	Current status of the transaction. See "Transaction Status Codes" in Module 6: Trip Accounting Part 1.
Inv	Indicates if an invoice has been raised.
Debit	Amount being paid <b>OUT</b> of this trip file.
Credit	Amount being paid <b>INTO</b> this trip file.
Balance	Total Balance of the trip file.
Trip Value	Total value of Tickets and Cheques issued, excluding taxes.
Nett Commission	Nett commission earned on the Trip file to date (excluding GST).
Percentage Profit	Commissions less discounts as a percentage of total gross value.

Clicking on the **Out of Balance** button will open a screen where consultants can record the reasons for the file not balancing. This function needs to be activated in the administrator settings and codes entered in Tables. For more details, See Module 6: Trip Accounting Part 1.

# Comments Tab

The Comments tab is used to record any additional information relating to a Trip file. The tabs on the left hand side of the screen divide Comments into two categories:

- Those entered by the User.
- Those downloaded from the Galileo Desktop.

## User Tab

Select the **User** tab and enter any free text comments.

Comments			
User	Created	Type	Comments
	10/05/2004	USER	Basil has been a repeat client for 40 years - personal cheques accepted

## Host Tab

When the Trip file has been created via a download from Galileo Desktop, data from various Booking File fields is automatically placed into the Host Comments screen.

Comments			
User	Created	Type	Comments
	13/02/2004	NOTE	CONCORDE ACKNOWLEDGES YOUR PNR - THANKYOU - 13FEB 1404
Host		MISC	VLOC-1A*214EQ8/04 0240
		FOP	4509492161248650
		MISC	SYD QF OOL OOL QF SYD FARE AUD188.00 TAX3.40GK TAX20.70GR TAX6.11WG TAX12.00YQ TAX23.02UO TOT AUD253.23

# Workflow Action Items Tab

The Workflow Action Items tab is used to list all Action Items that have been created for the currently selected Trip file. See "Action Items" in Module 3: MyCCT.



# Automatically Creating Trip Files

## Downloading

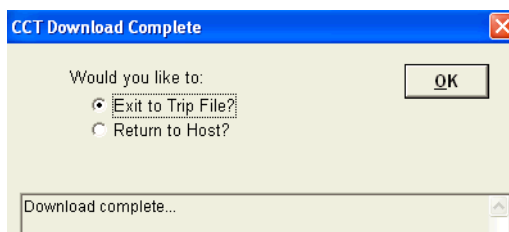
A Trip file is automatically created when a booking file is **downloading** from Galileo Desktop into CCT.

Take the following steps to download the booking file:

1. Display the booking file in Galileo Desktop and click the **Download** icon on the Toolbar.



2. CCT will confirm the completion of the download and provides options to return to Galileo or proceed to the Trip file.



3. The recommended procedure is to select **Exit to Trip File** (default) and click **OK**. This will open the new Trip file, make any additions and **Save** the file.

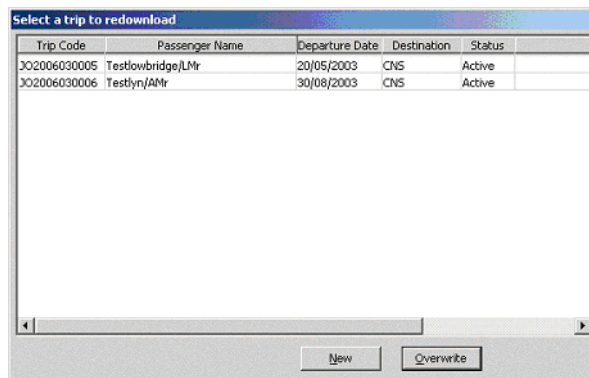
**NOTE:** Phone numbers are only downloaded on the initial download. Both Waitlisted and Confirmed sectors for the same flight, in different classes, are downloaded. Text Segments (i.e. **RD . T**) do not download to CCT.

**NOTE:** Service Fees recorded in Galileo Desktop using Galileo Fee Manager are also downloaded into CCT. See "Galileo Fee Manager Integration" in Module 8: Trip Accounting Part 2.

## Downloading with Duplicate Record Locators

Galileo Record Locators are recycled therefore the CCT application could already hold a Trip file using the Record Locator currently being downloaded. In this case, the download process performs an analysis using the departure date and the Record Locator.

The system searches for departure dates matching, within 30 days, to the booking file being downloaded. If none are found, the download proceeds as normal. If booking files are found, a **Select Trip to redownload** screen will appear.



If the booking file being downloaded should replace an existing Trip file, highlight the file from the list and click **Overwrite**, otherwise click **New** to create a new Trip file.

## Downloading Past Date Booking Files (PDQ)

If it is necessary to download a Galileo booking file with a past date, the download process looks for files in CCT with the same name, record locator and creation date as the host file.

The system does not look at manually created trip files if the name, record locator and the creation date do not match the PDQ file.

If the booking file has been downloaded before, CCT will display a list of matching trip files. Select the booking file from the list and click the **Overwrite** button. If no booking files are found, the list is empty and the option to create a **New** trip file is available.

## Downloads with New Codes

If a Booking File is downloaded containing a supplier or city code not previously used in CCT, the download will continue and CCT will create a new Workflow Action Item. The Action Item ensures the new code is updated in the CCT system tables. The Alert Item is given a Priority of Urgent and is assigned to the currently logged in user. If the current user doesn't have appropriate security settings to update the tables, the Alert Item can be forwarded to the Manager for action.

### Updating the Table

To update CCT with a new code, select **Tables** from the **Tools** menu. Select **Supplier** or **City Code** from the sub menu (depending on requirements).

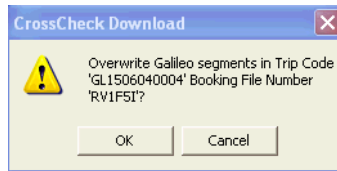
Search for the new code, or scroll the list and highlight the code in the **Maintain Supplier** window.

Service Type	Code	Name	Numeric Code	Sales Code	Creditor
F-Flight	FJ	AirPacific Limited	260	I	
	FL	Airtran Airways Inc			
	FM	Shanghai Airlines	774		
	FN	F.S. Air service			
	FQ	Air Aruba	276	I	
	FR	Ryanair	224	I	
	FU	Air Littoral	659	I	
	FV	Viva Air	728		
	FW	Isle of Scilly Skybus Inc			
	G2	Trorderfly air Service			
	GA	Garuda Indonesia Airlines	126	I	
	GF	Gulf Air Company	072	I	
	GG	Tamair			
	GH	Ghana Airways			
	GL	Greenland Air	631	I	
	GN	Air Gabon	185	I	

Complete the mandatory fields and any other details required. Click **Save** to commit the changes to the tables.

# Redownloading

Once a Galileo Booking File has been downloaded into CCT, further changes to the itinerary can still be made in Galileo Desktop and re-downloaded. Perform the normal download procedures i.e. retrieve a booking file and click the download icon on the Galileo Desktop toolbar. A message is displayed confirming an Overwrite of the existing Trip file.

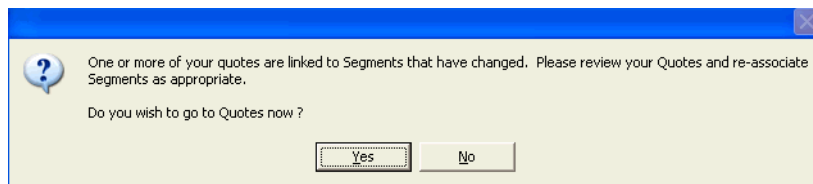


- **Without Quotes**

If there are no quotes attached to the Trip file, selecting **OK** deletes all previously downloaded segment data and replaces them with the new downloaded itinerary. Any details that were manually added to the previous segments are lost.

- **With Quotes**

If quotes were attached to the Trip file, any new / changed segments are added to the existing segments. The original segments are shown in red and need to be removed through the Quotes screen. Once the download has been completed, a reminder will be displayed.



Select **Yes** to move directly to the Trip Quotes screen. Select the **Segments** tab to see the changes, indicated by a line through the redundant segment.

Trip Quote								
Detail Segments Names Custom Data Comments								
Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time
1	F Flight	SQ	SIN	20/03/2005	12:40:00	LHR	20/03/2005	18:50:00
2	F Flight	SQ	SIN	10/04/2005		LHR	10/04/2005	

Click the changed segment (it turns red); **highlight** the new segment to be included and click **OK**. Return to the **Details** tab and overwrite the old quote with any new information. Click **OK** to save the updated quote data. For further details on adjusting and deleting quote information, See "Working with Quotes" in Module 5: Trip File.

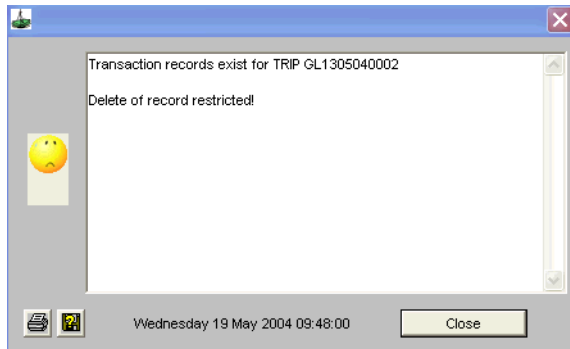
## Redownloading a Cancelled Booking

If a booking was initially downloaded into CCT and has since been cancelled in Galileo Host, the booking can still be redownloaded into CCT to update the Trip file status to **Cancelled**.

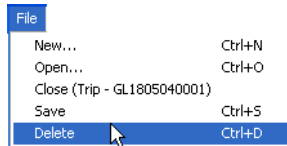
When the booking file is found, a Select Trip to Redownload screen will appear, highlight the file from the list and click **Overwrite**.

# Deleting a Trip File

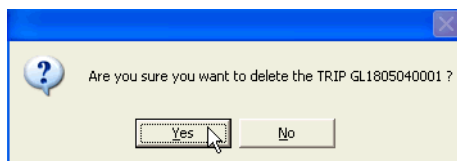
A Trip file can only be deleted if no accounting transactions have occurred. If any attempt is made to delete a trip file which contains accounting transactions, a warning message will be displayed.



To delete a trip file, ensure the **Trip** tab is displayed and click within the **Trip Code** field. Select **Delete** from the **File** option on the menu bar.



A confirmation dialog box, with the Trip Code, will be displayed.



Click on **Yes** to perform the deletion.

# Working with Segments

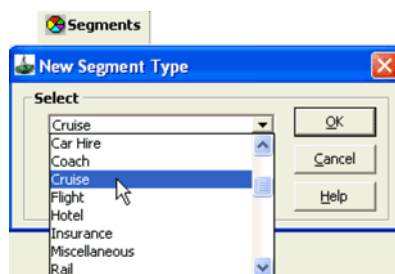
Segments can be created manually, downloaded from Galileo Desktop, or produced from a Quick Trip. Itineraries are created from Segment entries and Statement of Account, Quotations and Vouchers source segment detail.

Not all screens are covered in this module; however the process for completing the screen follows the same principle, regardless of the fields required.

## Creating Manual Segments

To manually create a Segment:

1. Highlight the **Segment** tab and click the **New** icon (**Ctrl+N**) on the standard toolbar. The **New Segment Type** window will open, providing a list of segments types that can be created. See "Inserting a Segment" in Module 5: Trip File.



2. Select the type required from the list and click **OK**.
3. The Segment Input screens will vary, to reflect the information required for the type of segment selected. (e.g. an Insurance segment will ask for the Plan Type, a Travellers Cheque Segment will ask for the Currency.)
4. Web segments cannot be created manually they can only be downloaded from the host system.
5. When completing all segment input screens:
  - Remember to tab to move forward between fields and **Shift+Tab** to move backwards.
  - If unsure of the entry required, press the **F12** key and select from the list.
  - There are **no mandatory fields** in Segment screens, so enter as many fields as required and tab past others.
  - The **Comments** field is a free text format and will print on the itinerary. Extra lines can be added by pressing **Ctrl+N** or by clicking on the **New** button on the standard toolbar.
6. When complete, the entry is transformed into a one-line summary under the **Segment** tab. The details entered are displayed in the lower part of this screen.

**NOTE:** Fee segments created in Galileo Desktop will be automatically created in CCT upon download. See "Galileo Fee Manager Integration" in Module 8: Trip Accounting Part 2.

# Changing Existing Segments

Any previously created segments can be updated by double clicking anywhere in a summary line. Make any changes required, and **Save** over previous entries by clicking **OK**.

Segments										
Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference
1	T Tour	WORLDE	MOV	20/10/2006	09:30	MOV	30/10/2006	18:00	L	History & Culture
2	R Rail	RAILP	MOV	15/11/2006	08:00	VIE	15/11/2006	14:00	L	LX29Y
3	Q Travellers cheque	HONEY							HK	DEM

# Flight Segment Screen

**Flight Segment**

Segment: 1    Supplier: SQ    Booking Date: 14/05/2004    Origin: G

**Departure**  
 Date: 20/03/2005    City: SIN    Time: 12:40    Status: HK

**Arrival**  
 Date: 20/03/2005    City: LHR    Time: 18:50    Number of Seats: 1  
 Booking Reference: N3PKQ8

**Flight Details**  
 Flight Nbr: 320    Class: Y    Nonstop?     Aircraft Type: 744  
 Check in Time:    Check in Terminal: Terminal 2  
 Journey Time: 14hrs 10mins    Arrival Terminal: Terminal 3  
 Operating Carrier:    Operating Carrier Name:  
 Mileage: 6748    Linked Segment Id:

Created: 17/05/2004    Comments: Check in is 120 minutes prior to departure

Buttons: Delete    Transits/Meals/SSR    OK    Cancel

Enter as many fields as possible, including a carrier record locator in the **Booking Reference** field.

The **Transits/Meals/SSR** button provides access to a second screen where any special information and services required on the flight segment can be entered.

**Transits/Meals/SSR**

**Meals**  
 Departure City: SYD    Meal(s): Hot Meal

**Services**  
 Departure City: SYD    Service: Movie  
 SYD    Duty Free Sales

**SSR**

SSR Code	Status	Passenger Names	SSR Text
VGML	PN	Bean/Basil Mr	

**Transits**

City Code	Aircraft Type	Seat Nbr	Seat Type	Status	Passenger Names
	747	12A	N5SW	KK	Bean/Basil Mr
SIN	737	10A	N5SW	KK	Bean/Basil Mr

Buttons: OK    Cancel



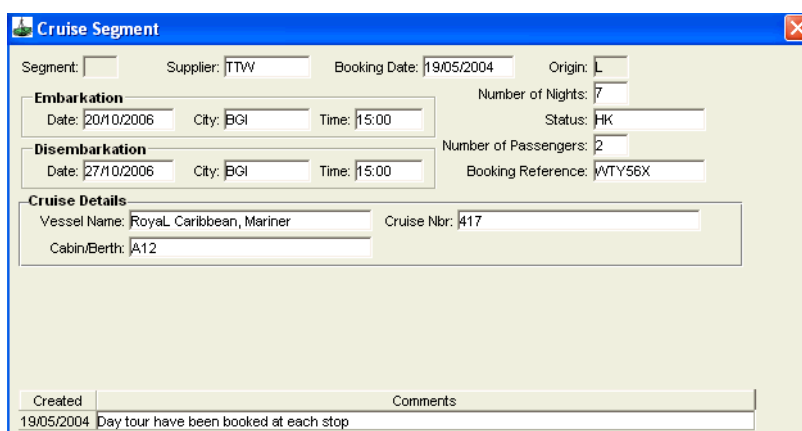
This area will be populated from the information downloaded from Galileo Desktop, and you can make additions to this screen.

If known, provide the Meals and Services offered on the flight. If special requests have been made, enter the corresponding Galileo SSR code, status and details (the status and code can be accessed using the **F12** key or by double clicking the field).

The **Transits** information is generally used for storing Seat Numbers and Aircraft types. Leave the **City Code** field blank for the first line. If the seats or aircraft change during the journey, enter the details on subsequent lines.

Click **OK** to save these details. To **Save** the flight segment, click **OK**.

## Cruise Segment Screen

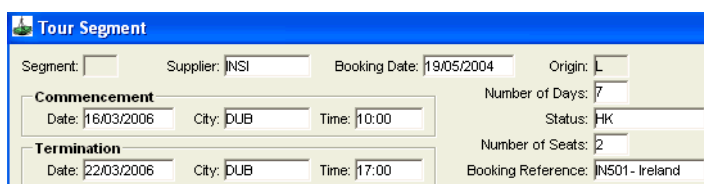


A **Cruise** segment input screen provides a **Cruise Details** area to record the name of the vessel, Cruise number, and Cabin or Berth that has been booked for the passenger.

Complete as many other fields as is possible. Double click (**F12**) on the **Supplier** field to access a list of available Cruise suppliers.

Any additional comments associated with the cruise segment can be added into the **Comments** field. Click **OK** to save the segment.

## Tour Segment Screen



The Tour segment input screen contains general information about any tours that have been booked for the passenger. If multiple tour segments are to be included in the one Trip file, the tour name can be added after the booking reference.

# Hotel Segment Screen

The screenshot shows the 'Accommodation Segment' window with the following data:


- Segment: [ ] Supplier: MC Booking Date: 19/05/2004 Origin: L
- Check in: Date: 21/05/2006 City: CAI Time: 14:00 Number of Nights: 4 Status: HK
- Check out: Date: 25/05/2006 Time: 12:00 Number of Rooms: 1 Booking Reference: MC218
- Hotel Details:
  - Room Type: A1Q Room Rate: 220 Rate Currency: USD
  - Hotel Name: Marriott Cairo Prop. Nbr: 104
  - Street: Saraya Al Gezira, Suburb: Zamalek
  - State: CAIRO Postcode: [ ] Country: Egypt
  - Phone: 9792045138 Fax: 9792045139
  - Member Nbr: MC843710 FF Nbr: QF 47802367 Gtee: [ ]
  - Host Addr: [ ]
- Created: 19/05/2004 Comments: balcony room on request

The detail entered in segments will print in the itinerary, including the guarantee and membership numbers. When a **Room Rate** is entered on this screen, it is transposed into the itineraries and used for Hotel Commission tracking calculations. The list attached to the **Room Type** field includes condominiums, apartments and room rate inclusions.

## Hotel Commission Tracking

The commission due back to an agency when a client pays a hotel direct can be tracked by clicking on the **green flag** icon in the **accommodation segment** input screen.

The screenshot shows the 'Segment Commission Tracking' window with the following data:

- GL1905040002 MC Booking Reference: MC218 Status: Confirmed
- Marriott Cairo Phone: 9792045138 Fax: 9792045139
- Saraya Al Gezira, Zamalek CAIRO Egypt
- Date Booked: 19May2004
- Check In: 21May2006 14:00:00 Check Out: 25May2006 12:00:00
- Status:  Pending  Write Off  Received
- 4 Days 1 room
- Nightly Rate: 220 USD
- Amount Expected: 147.84  Amount Received: [ ]
- Date Expected: 01/06/2006 Date Received: [ ]
- Variation: None
- Comment: [ ]

The status of the commission tracking is initially set to **Pending**. The **Write Off** and **Received** are used to update the status once commission has been banked, or if the commission is unlikely to be received.

Enter the commission **Amount Expected** or select the **Calculate** button to work out the commission.

Calculate expected commission

Room Rate: 220.00

Exchange Rate: 1.68

Commission Rate: 0.10

Number of Nights: 4

Expected Commission: 147.84

OK Cancel

If the **Room Rate** and **Number of Nights** fields were entered into the Hotel Segment screen the details are automatically filled in.

The **Exchange Rate** defaults to 1.00 and the **Commission** to 10%. However both fields can be overtyped. The system will automatically calculate the **commission in AUD** if the amount per night has been entered in another currency and the **Currency tables** have been updated with current exchange rates.

Click **OK** to close the screen and update the **Amount Expected** field in the **Segment Commission Tracking** window.

The **Date Expected** field defaults to one week after check out date; however this date can be overtyped to suit the booking. The **Comment** field is a free text area.

Click **OK** to save the commission tracking details.

Status:  Pending  Write Off  Received

Days rooms

Nightly Rate: Amount Received: 58.90

Amount Expected: 61.60 Date Received: 30/12/2004

Date Expected: 30/11/2004 Variation: Exch Rate Variat

Comment:

OK

### **Commission Received**

When the commission is received and a **Commission Receipt-Other** window completed in the **Creditor** file, the status is automatically changed to **Received** and the details are transposed into the following fields:

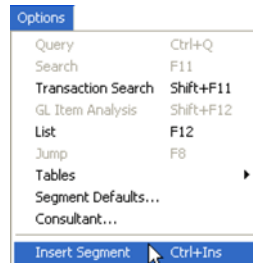
- Amount Received
- Date Received
- Variation

These fields can also be updated manually.

Unpaid hotel commission can be tracked and reminders sent. See "Hotel Commission " in Module 3: MyCCT

## Inserting a Segment

Each time a new segment is created it is added as the last line, which would produce an out of sequence itinerary. Using the **Insert Segment** function means new segments can be entered in chronological order.



1. Highlight the segment that the new segment is to be inserted above.
2. **Select Insert Segment** from the **Options** menu.
3. The **New Segment Type** selection box will be displayed.
4. Choose the **Segment type** required and complete the screen as normal.
5. When complete, click **OK** and the new segment will be inserted as requested.

## Re-ordering Segments

If segments have been added and the itinerary is not in date order, it can be manually re-sorted by using **Drag and Drop** procedures. Highlight the segment to be moved and, using the mouse, drag it to the new position on the segments list. Alternatively, highlight the segment to be moved and press **Ctrl+↑** or **Ctrl+↓**. Click on the **Save** icon to commit the changes.

## Deleting a Segment

To **Delete** a segment, open the Segment input screen by double clicking anywhere on the summary line.

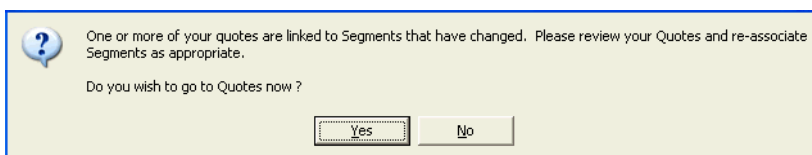
### ***Segment without a Quote Attached***

Click on the **Delete** button in the bottom left hand corner of the segment screen and answer **Yes** to the confirmation prompt to remove the segment.

### ***Segment with a Quote Attached***

Click on the **Delete** button in the bottom left hand corner of the segment screen and answer **Yes** to the confirmation prompt. The Segment tab is redisplayed and shows the deleted segment as crossed out, if selected, or in red if not selected.

Opening a trip file where segments have been deleted and the quote has not been updated displays a warning message.

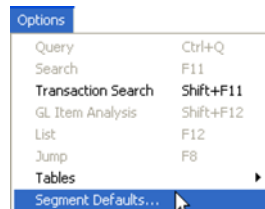


Select **Yes** to move straight to the **Quotes** tab and update accordingly. For further details, See "Working with Quotes" in Module 5: Trip File.

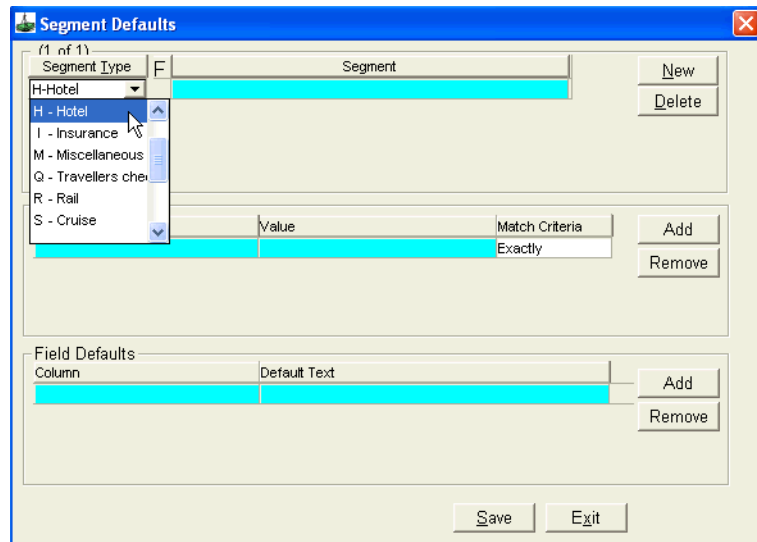
# Segment Defaults

Segment Defaults are used to store frequently used segment information, such as hotel name and address details. This function saves time when documents such as hotel vouchers are produced. Once stored, segment default data is automatically transferred to each new Trip segment after nominated key data has been entered.

1. Select **Segment Defaults** from **Options** on the menu bar.



2. The screen may open with previously entered defaults.
3. Click on the **New** button, and the new mandatory fields will be displayed.



4. Click on the **Segment Type** to open the scroll and select the type of default you wish to create.
5. Type in a title which uniquely identifies this Segment Default in the blue coloured line under the **Segment** heading.
6. The heading **Conditions** means the conditions for retrieval of your default entry. To add **Conditions**, click the **Add** button.



7. Select a field from the **Column** scroll. This scroll displays a list of field labels from a Segment screen.
8. Enter the text to be matched under the **Value** heading. This text is matched by CCT and activates the Default Segment transfer.

9. Select the **Match Criteria** to specify the constraints of pattern matching:
  - **Exactly** - value must be same and complete spelling.
  - **Word** - the value specified must be found somewhere within the field for the match to be true.
10. Additional Conditions can be created by clicking the **Add** button.
11. Conditions can be removed by highlighting the required item and clicking the **Remove** button. Answer **Yes** to the confirmation prompt for the deletion of the record.
12. Information specified in the Field Defaults is used to pre-fill the fields on the segment screens and vouchers.

Field Defaults	
Column	Default Text
hotel_address_street	Jalan Sultan Ismail
segment_departure_city_code	KUL
hotel_address_country	Malaysia
hotel_address_phone	66-3-836-4700

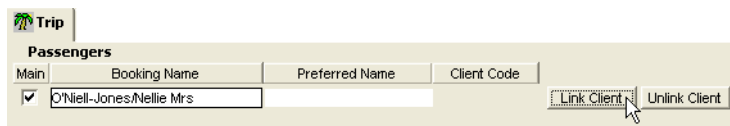
13. Click the **Add** button.
14. Select a heading from the **Column** area.
15. Type your entry under the **Default Text** heading.
16. Click on the **Add** button to start a new line.
17. When satisfied with your entries **DO NOT** click on **ADD**.
18. Click on the **Save** button then on the **Exit** button.

# Trip File and Client File Linkage

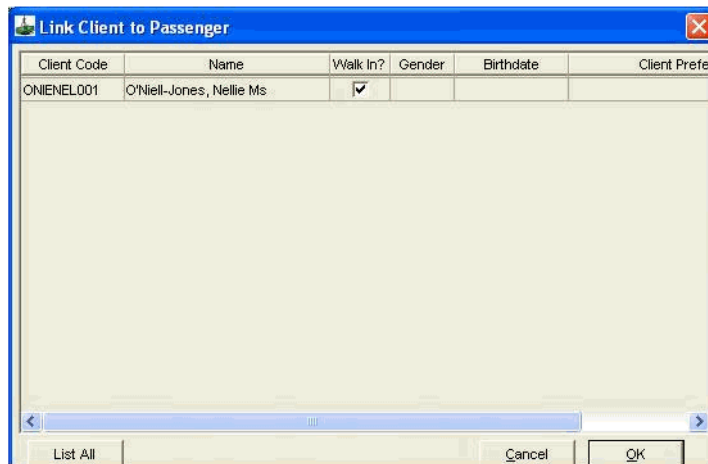
The linking of Trip and Client files allows for improved tracking of activity and sales. A Trip file can be linked to many Client files and a client may be linked to several Trip files.

In previous versions of CCT, a Trip file was linked to a Client file through the **Client** tab. This facility still remains, however it has been superceded by the ability to create links using individual passengers.

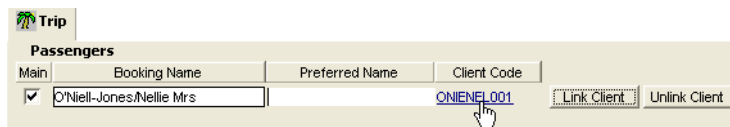
To link files, open the Trip file and select the **Link Client** button from the Trip tab, and the matching Client file will be retrieved in the preceding dialogue box.



If the client record is in a different name, enter the name, or part of the name and press the **Search** button to display the closest match. This is useful when a passenger has a trip file in her married name and the client file is still under her maiden name.



Select the Client name and click **OK**. The Client code hyperlink is displayed on the **Trip** tab and can be used to access the Client file.



## Linking Multiple Passengers

If there are multiple passengers on the Trip file, each can be linked to its own client file. Repeat the linking procedure for each passenger on the trip file.

## Unlinking



If the incorrect Client file has been linked to the Trip file, they can be unlinked.

There are two types of links, Trip and Passenger links. **Trip** links are those created through the upload/download procedure. **Passenger** links are those created manually using the **Link** button.

Clients					
Link	Agency	Client	Title	Family Name	Given Name
PSGR	SKX901	BALEGLE001	Mrs	testBALE	GLEENDA
TRIP	SKX901	BANOZEL001	Mr	TestBANOVIC	ZELJIKO
PSGR	SKX901	BERRJEN001	Mrs	TestBERRYMAN	THOMAS
TRIP	SKX901	BROWMER001	Mr	TestBROWN	MERVYN

Both link types can be reversed using the **Unlink** button.

Display the correct Trip file and click on the **Unlink** button on the Trip tab.

Trip				
Passengers				
Main	Booking Name	Preferred Name	Client Code	
<input checked="" type="checkbox"/>	Bean/Basil Mr		BEANBAS001	Link Client Unlink Client
<input type="checkbox"/>	Bean/Betty Mrs		BEANBET001	Link Client Unlink Client

The hyperlink to the **Client** file will be removed.

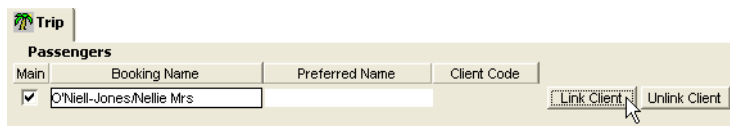
Save the changes using the **Save** button on the standard toolbar (**Ctrl+S**).

# Trip File and Client File Linkage

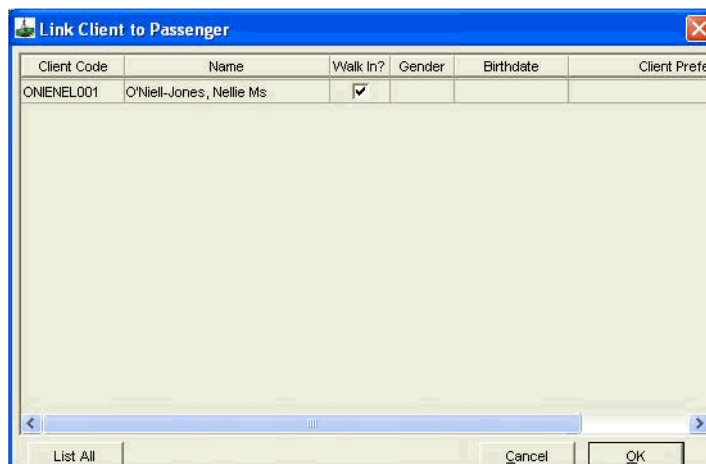
The linking of Trip and Client files allows for improved tracking of activity and sales. A Trip file can be linked to many Client files and a client may be linked to several Trip files.

In previous versions of CCT, a Trip file was linked to a Client file through the **Client** tab. This facility still remains, however it has been superceded by the ability to create links using individual passengers.

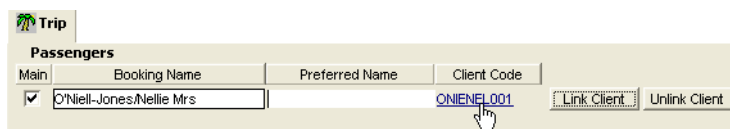
To link files, open the Trip file and select the **Link Client** button from the Trip tab, and the matching Client file will be retrieved in the preceding dialogue box.



If the client record is in a different name, enter the name, or part of the name and press the **Search** button to display the closest match. This is useful when a passenger has a trip file in her married name and the client file is still under her maiden name.



Select the Client name and click **OK**. The Client code hyperlink is displayed on the **Trip** tab and can be used to access the Client file.



## Linking Multiple Passengers

If there are multiple passengers on the Trip file, each can be linked to its own client file. Repeat the linking procedure for each passenger on the trip file.

# Unlinking

If the incorrect Client file has been linked to the Trip file, they can be unlinked.

There are two types of links, Trip and Passenger links. **Trip** links are those created through the upload/download procedure. **Passenger** links are those created manually using the **Link** button.

Clients					
Link	Agency	Client	Title	Family Name	Given Name
PSGR	SKX901	BALEGLE001	Mrs	testBALE	GLENDIA
TRIP	SKX901	BAHOZEL001	Mr	TestBANOVIC	ZELJKO
PSGR	SKX901	BERRJEND001	Mrs	TestBERRYMAN	THOMAS
TRIP	SKX901	BROWMER001	Mr	TestBROWN	MERVYN

Both link types can be reversed using the **Unlink** button.

Display the correct Trip file and click on the **Unlink** button on the Trip tab.

Passengers			
Main	Booking Name	Preferred Name	Client Code
<input checked="" type="checkbox"/>	Bean/Basil Mr		BEANBAS001
<input type="checkbox"/>	Bean/Betty Mrs		BEANBET001

Buttons: Link Client, Unlink Client (for both rows)

The hyperlink to the **Client** file will be removed.

Save the changes using the **Save** button on the standard toolbar (**Ctrl+S**).

# Working with Quotes

The **Quotes** screen allows for the storage of quotation information for the passengers. This data can be used to produce quotation documents, or used for the issue of Ticket / Cheque requisitions and Invoices or Credit Notes. For further information on accounting functions, See Module 6: Trip Accounting Part 1.

## Creating a Quote

Quotes can be created using the Quick Trip function or from within a Trip file by highlighting the Quote tab and clicking on the **New** icon (**Ctrl+N**) on the toolbar.

A new **Trip Quote** window will open with the mandatory fields in blue.

Quotes

**Trip Quote**

Detail Segments Names Custom Data Comments

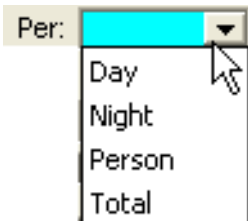
Service: H-Hotel Discount1: 5.00 % 81.00 Fare exc Inc. GST  
 Supplier Id: MC Discount2: .00 % 0.00 1,620.00 1,620.00  
 Sales Code: International Commission: 15.00 % 243.00 Total  
 Creditor Id: MC GST: No 1,620.00 1,620.00  
 Quantity: 1 Applies to Trip:  Sell  
 Unit Price: 180.00 Marketing: 1,539.00 1,539.00  
 Per: Night Nett  
 Duration: 9 1,377.00 1,377.00  
 Description:  
 Chargeable:   Cost to Client  Refund to Client

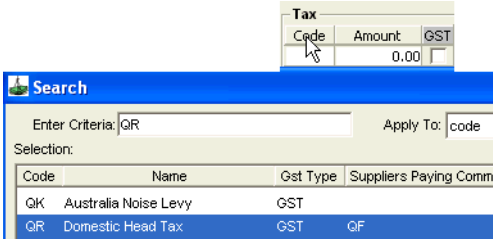
Code	Amount	GST
	0.00	<input type="checkbox"/>

Create follow up after OK: GST Repeat Delete OK Cancel

## Trip Quote Tabs

Complete the mandatory fields and as many others as required.

Field	Description
Service	Defaults to Flight. Select the service type being quoted
Supplier Id	Enter or select ( <b>F12</b> ) the supplier code
Sales Code	Select from International, Domestic or Sundry
Creditor Id	Enter or select ( <b>F12</b> ) the creditor code
Quantity	Input the number of services being sold on the quote (i.e. number of airfares or number of hotel rooms)
Unit Price	The gross price of the service, inclusive of GST
Per	Select from per day, per night, per person, etc. 
Discount 1	Enter a discount as a percentage or dollar amount
Discount 2	2nd discount field
Commission	Enter the commission as a percentage or dollar amount
GST	Select from <b>Yes, No or Comm</b>
Applies to Trip	Select the tick box if the quote applies to all passenger on the Trip file i.e. insurance policy may cover all travellers (the <b>Names</b> tab will be greyed out when this item is ticked). When this box is unticked, this quote can be attached to a set passenger by selecting their name under the Names tab within the quote.
Marketing	Dependant on settings, enter an free text marketing code or select from the list ( <b>F12</b> )
Fare Total, Sell, Nett	System generated calculations

Tax	<p>Enter any tax codes and amount applicable to the quote. Tick the <b>GST</b> box to indicate GST is included in the tax amount. If unsure of the tax codes double click in this field and select from the Search window.</p> 
Description	Free format text area. Information entered in this field is used for producing <b>Quotation using Segments</b> documents
Chargeable	Leave the default setting with this box ticked if the passenger is paying for this item. Unticking this box prevents the item printing on the <b>Quote</b> and <b>Statement of Account</b> . The <b>Chargeable</b> column in the Quote summary screen will change to <b>No</b> when this box is unticked.
Cost to Client	Indicates payment is due from the passenger. Item becomes selectable when producing invoices from quotes
Refund to Client	Indicates a refund is due to the passenger. Item becomes selectable when producing Credit Notes from Quotes
Create Follow Up	When this box is ticked, a Workflow Alert is automatically created to ensure the quote is followed up

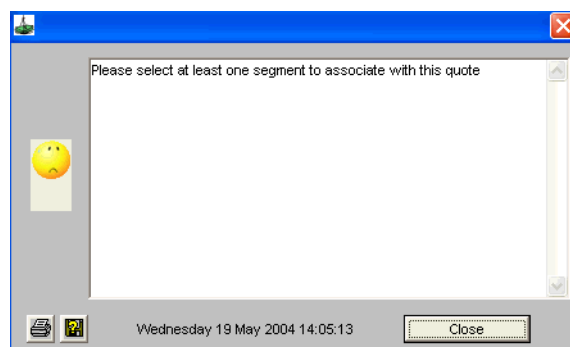
The **GST** button can be used to enter GST exclusive data. See "Adding Information" in Module 2: Getting Started.

### Trip Quote Segments Tab

A quote cannot be saved until it has been linked to the relevant segments.

A system generated reminder will appear if you click on **OK** in the quote screen without selecting a segment.

Click on the **Close** button and the segment screen will be displayed, to allow selection to be made.



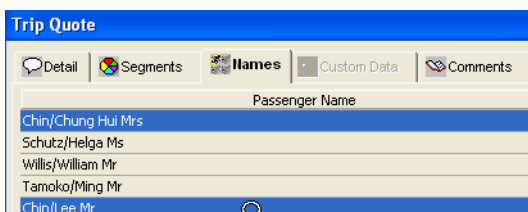
Click on the **Segment** tab within the quote window, highlight the segments for this quote and click on **OK**.

Nbr.	Type	Supplier	Dep City	Dep Date	Dep Time	Arr City	Arr Time	Arr Date	Status	Bkg Ref	Source
1	F	QF	SYD	31.03/2006		MEL		31.03/2006			L
2	F	QF	MEL	31.03/2006		SYD		31.03/2006			L
3	F	DJ	SYD	10/12/2005	14:45	ASP	17:20	10/12/2005	HK	AAEROP/S.IKEFG/L	L
44		ZZ									L

Note: Fee segments can also be selected for quote.

### Trip Quote Names Tab

If the **Applies to Trip** box is left unticked on the **Details** tab, you can select which passengers the Quote relates to from the **Names** tab.



This tab will display the names of all members in the Trip file.

If this quote applied to a particular traveller, highlight their name on this screen, and click on **OK**. E.g. Insurance or a special senior's price applying to one member on the Trip file.

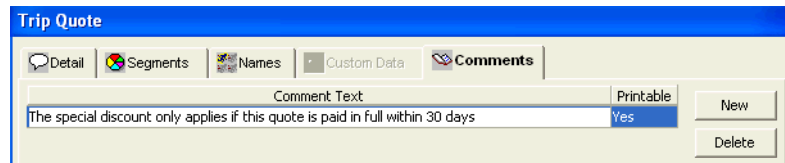
### Trip Quote Custom Data Tab

Custom Field Name	Type	Value
Published fare/rate	Currency	
Lowest fare/rate	Currency	
Accepted fare/rate	Currency	
Reason Code	Character	
Department	Character	

This option only appears if **Custom Data** has been activated by a system administrator. Provide the following mandatory details:

- **Published fare / rate:** Input the normal / published cost i.e. the full IATA fare level
- **Lowest fare / rate:** Input the lowest fare available
- **Accepted fare / rate:** Input the fare accepted by the passenger
- **Reason Code:** Press **F12** to access a list of available Reason Codes set up by the system administrator.

## Trip Quote Comments Tab



The **Comment Text** field is used to store additional comments relating to the Trip Quote only. Click the **New** button to create additional lines or the **Delete** button to delete the currently selected line.

The **Printable** column is used to stipulate if the comment is available for printing on documentation such as **Quotation Using Comments, Invoice, Credit Notes and Statements**.

## Completing the Trip Quote

Once all fields on each tab have been completed, click **OK** to save the quote. If the **Create follow up after OK** option was selected, a new Workflow action item will be displayed. See "Action Items" in Module 3: MyCCT for details on setting the reminder alert.

The Quotes tab will be redisplayed, showing a summary of the completed quote.

## Repeat Button

The Detail Quote screen has a **Repeat** button on the bottom which could be used to replicate the

Original quote, make modifications and save by clicking the **OK** button.

## Changing Existing Quotes

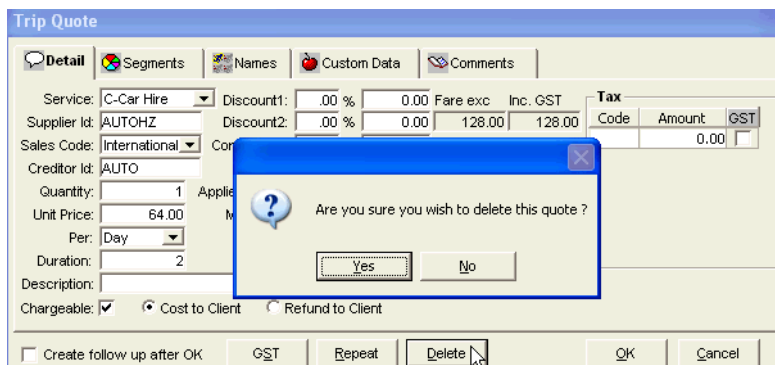
A quote may be changed as many times are required. Double click on the existing trip quote to open the input screen. Make any changes by overtyped, and click on the **Save** button. (**Ctrl+S**).

Quotes							
Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty
1	19/05/2004	18076	I	TCTINS	Cost	340.00	1



## Deleting a Quote

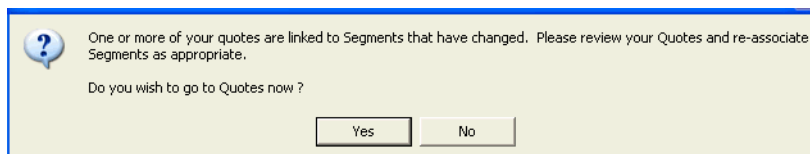
Open the quote required from the **Quotes** tab of the Trip file. Click on the **Delete** button.



A confirmation prompt will be displayed. Click on **Yes** to permanently delete the quote.

## Updating Quotes

When Galileo booking file segments are deleted or changed and subsequently re-downloaded, the associated quotes may need to be updated. The following warning message may be encountered when CCT realizes changes have been made that need attention.



Select **Yes** to move directly to the **Trip Quote**. Alternatively, the required quote can be opened by double clicking on it from the **Quotes** tab.

The screenshot shows the 'Trip Quote' window with the 'Segments' tab selected. It displays a table of segments with columns for Nbr., Service Type, Supplier, Dep City, Depart Date, Dep Time, Arr City, Arrival Date, Arr Time, Status, Booking Reference, and Source. The third row is highlighted with a blue line through it, indicating it is a redundant segment.

Nbr.	Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F Flight	SQ	SIN	20/03/2005	12:40:00	LHR	20/03/2005	18:50:00	HK	N3PKG8	G
2	H Hotel	HI	SYD	20/05/2004	12:00:00		20/05/2004	13:00:00	HK	2434234234	L
3	F Flight	SQ	SIN	20/06/2005	12:40:00	LHR	20/06/2005	18:50:00	HK	N3PKG8	G

Select the **quote segments tab** and the changed or redundant segments will be shown with a line through them.

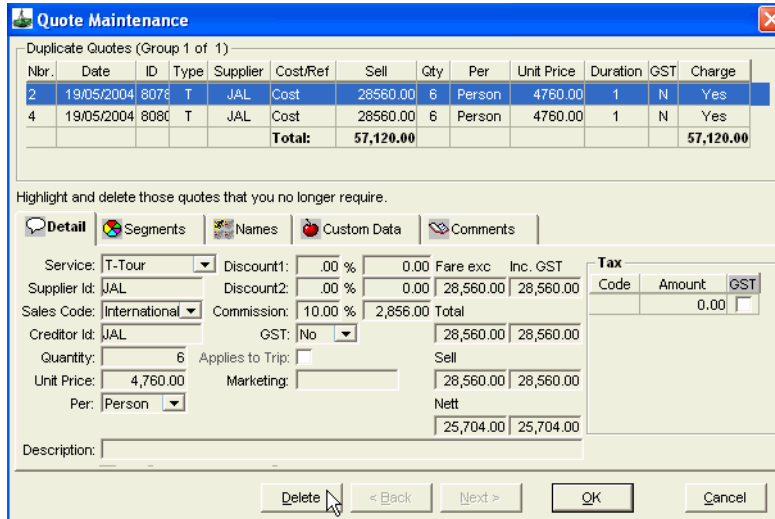
Highlight the redundant segments and they will turn **RED**. Click the new segments to be associated with the quote.

Update the quote **Details** tab if required and click **OK** to save the changes.

# Duplicate Quotes

CCT analyses all quotes, and if similar quotes are found, a warning message will be displayed.

Click **Yes** to move directly to the relevant **Quotes** tab, alternately select **Options** from the menu bar and choose **Quote Maintenance**.



The similar or duplicate quotes will be displayed. Highlight the quote to be removed and click the **Delete** button. Answer **Yes** to the confirmation prompt.

# Trip Documents

Documents related to Trip files, See "Trip Documents" in Module 9: Documentation.

Documents available from the **Accounting** tab of the Trip file, See Module 6: Trip Accounting Part 1 and See Module 8: Trip Accounting Part 2.



# Module 6: Trip Accounting

## Part 1

### Accounting Transactions

This module covers the basic, day to day accounting functions performed through the Trip file.

For more complex Trip accounting functions, See Module 8: Trip Accounting Part 2.

A number of other accounting functions are carried out through the Debtor and Creditor files. See *Account Management* guide.

CCT provides a wide selection of accounting transactions that are able to be performed on individual Trip files.

Transaction	Description
Adjustment	Adjust funds between accounts
Cheque Requisition	Record details of payment to creditor
Credit Note	Issue Credit Notes to Debtors using ticket/cheque, refund, or adjustment data
Credit Note Quote	Issue Credit Notes to debtors using Refund to Client quote information
Invoice	Issue Invoices to Debtors using ticket/cheque issue, or adjustment data
Invoice Quote	Issue Invoices to Debtors using Cost to Client quote information
Receipt	Issue Receipts for payments received
Receipt CCCF	Issue Receipts for credit card transactions where the creditor is acting as the merchant (information only)
Refund CCCF	Record the processing of credit card refunds when the creditor is acting as the merchant (information only)
Refund from Creditor	To receipt refunds received from creditors
Refund to Passenger	Record refund payments to passengers
Ticket Requisition	Record ticket issues and refunds.

Items highlighted are detailed in the Trip Accounting Part 2 module, along with several advanced Ticket Requisition types.

**NOTE:** Accounting transactions **CANNOT** be deleted but most can be reversed.

## Transaction Status Codes

Accounting transactions take on a number of status codes depending on the stage the transaction has reached.

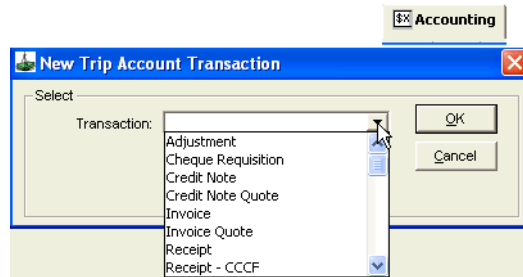
The status code of each transaction is displayed on the Accounting tab screen.

Code	Meaning	Description
\$	Allocated	Invoices and Credit Note items that have been paid by Debtor and allocated.
A	Approved	Approved ticket/cheque requisitions or adjustments awaiting payment.
B	Banked	Items added to Bank deposit (e.g. receipts).
C	Confirmed	Record is saved and can no longer be altered, but some can be reversed.
F	Finalised	Bank statement pages that are balanced and finalised.
O	Comm Rcvd	Ticket/cheque requisitions or adjustments where commission receipt open item has been processed for commission received.
P	Paid	Ticket/Cheque requisitions, adjustments, and refunds that have been processed to Creditors.
R	Reversed	Reversed transaction.
X	Cancelled	Automatically applied to the balancing item of a reversed transaction.
S	Statement	Deposit batches and payment transactions reconciled to the Bank Statement.
U	Unconfirmed	Downloaded Ticket requisitions not confirmed.

# Creating Transactions

To create a new transaction from the Trip file's **Accounting** tab:

1. Click the **New** icon from the standard toolbar (or press **Ctrl+N**). The New Trip Account Transaction screen appears, providing a list of all transactions.



2. Click on the down arrow in the Transaction field and highlight your choice.
3. Click on **OK** to open an input screen.

# Receipts

Payments received from clients are recorded on the Trip file as a receipt.

Two types of receipts are available from the **New Trip Account Transaction** window, **Receipt** and **Receipt CCCF**.

Type	Used when
Receipt	Receiving payment from clients in the form of: <ul style="list-style-type: none"> <li>• Bank Draft</li> <li>• Cash</li> <li>• Cheque</li> <li>• Credit Card (when the agency is acting as merchant)</li> <li>• Direct Deposit</li> <li>• Electronic Transfer (EFTPOS)</li> <li>• Non-bankable Credit Cards (Amex/Diners, when the agency is acting as a merchant)</li> </ul>
Receipt CCCF	A client's credit card is being used to pay the creditor directly and the creditor is acting as the merchant - e.g. where an air ticket is issued as a CCCF or when credit card details are forwarded to the creditor. <b>This transaction has no affect on the Trip file balance</b> , and is only produced to satisfy the client if it is requested (as no money is accepted by the agency). <b>It cannot be deleted or reversed</b> . As with standard Receipts, this type of receipt still appears on the statement of account.

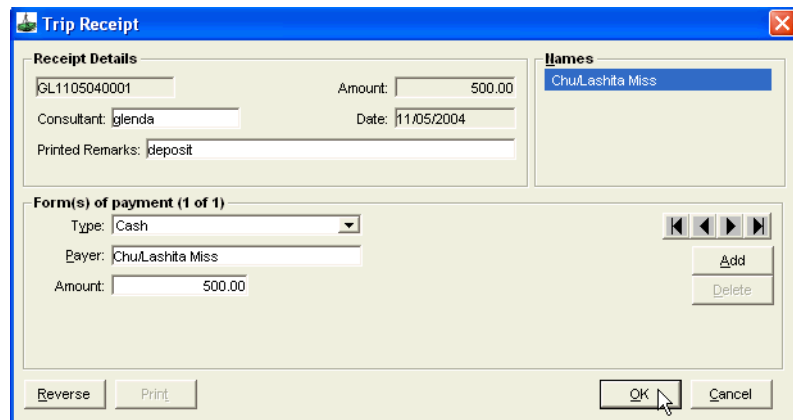
## ***Debtor Receipts***

Payments for Debtor accounts are not entered through the trip file but are processed through the Debtor file. These transactions are normally dealt with by Supervisors or Management and are considered advanced functions. See *Account Management* guide.

# Creating a Receipt

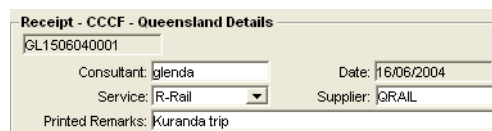
Take the following steps to create a receipt:

1. Open a Trip file and click on the **Accounting** tab.
2. Click on the **New** icon or press **CTRL+N** to open the New Trip Accounting Transaction window.
3. Select **Receipt** and click **OK**.
4. The Trip Receipt window is broken into three parts, Receipt Details, Names and Form(s) of Payment.



## Receipt Details

- The **Trip Code**, **Consultant**, and **Name** fields have been transposed from the Trip file.
- The **Date** is a system default setting.
- The greyed out **Amount** field is completed by the system after the user enters the amount in the lower half of the screen.
- **Printed Remarks** is a free text area, which will be printed on the receipt.
- The **Receipt CCCF** screen has additional Service and Supplier fields to stipulate the type of service and the supplier acting as merchant.





## Form(s) of Payment

The **Form(s) of Payment** section is used to record the details of the actual payment received from the client. For **Receipt CCCF**, the **Type** field defaults to **CCCF** and is unable to be changed.

For a standard **Receipt**, select the appropriate payment **Type** from the drop-down list

Form(s) of payment (1 of 1)

Type: Bank Draft  
Payer: Cash  
Amount: Cheque  
Nbr: Credit Card  
Direct Deposit  
Electronic Transfer  
Non-Bankable Credit Card

Type	Description
Bank Draft	Used to receipt an international money order or bank draft
Cash	Used to receipt payments received by cash
Cheque	Used to receipt payments received by cheque
Credit Card	Used for all bankable credit card i.e. Visa / Mastercard
Direct Deposit	Used where the client has deposited funds directly into the agency bank account
Electronic Transfer	Used for EFTPOS transactions where a card has been swiped through an EFTPOS machine and a pin number used (i.e. Savings and Cheque accounts only, not Credit accounts).
Non-bankable Credit Card	Used when accepting cards that are unable to be banked, such as Amex and Diners.

The **Type** of payment selected will alter the input fields that appear on this receipt screen.

The **Payer** and **Amount** fields appear on **all receipts**:

### Payer

Type the payer's name, or if the payer is the passenger whose name is shown in the upper half of the screen, click on this name to transpose it into the payer field. This is useful if the passenger's name is difficult to spell.

**Note:** Only the passenger names selected in the receipt screen will print on the receipt. The names are not automatically taken from the Booking Name field on the Trip tab.

Enter the **Amount** being paid without \$ signs.

Complete the **Nbr**, **Bank** and **Branch** fields if applicable.

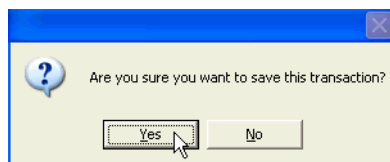
The **Nbr**, **Bank** and **Branch** fields appear when one of the following **Types** of payment is selected:

- Bank Draft
- Cheque
- Electronic Transfer (EFTPOS)
- Direct Deposit

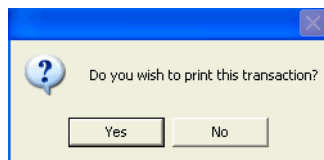
These fields are optional, but should be completed to enable bank deposits to be easily reconciled.

After completing all fields, click **OK** to save the transaction.

A confirmation prompt will be displayed. Click **Yes** to complete the save.



A second confirmation prompt will be displayed. Click **Yes** to print the receipt.



The **Accounting** tab will be re-displayed automatically, with a summary of the entry.

See Account tab details for explanations of this summary line. See "Accounting Tab" in Module 5: Trip File.

Accounting						
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Credit
30/12/2004	R000000144	Receipt	R000000144	C		2,500.00

Double click on this line to re-open the input screen.

## Accessing Stored Credit Card Details.

Stored credit card details can be accessed from the **Client** file using the **Card** button.

A list of stored card details will be displayed. Highlight the passengers name to display the linked credit cards, then highlight the card required and click **OK** to transpose the details back into the relevant fields in the receipt.

Link	Agency	Client	Title	Family Name	Given Name
PSGR 50CE01		ONIELLIL001	Mrs	O'Niell	Lilly

Card Type	Number	Expiry Date	Comment
MC	9023176548111	03/09	
VI	0295810002364	08/10	

**NOTE:** the list shows all cards stored, including American Express and Diners - however these two can only be used if the Non-bankable Credit Card type is selected on the Standard Receipt screen.

If there are no stored credit card details, do not click on the **Card** button. Type the details in the **Nbr**, **Card Type**, and **Expiry Date** fields.

## Multiple Forms of Payment

A standard **Receipt** can include multiple forms of payment allowing for cash, cheque and credit card amounts to be recorded on one receipt.

### Exceptions:

Direct Deposits and Non-bankable Credit Cards cannot be combined with other Forms of Payment.

To enter multiple forms of payment:

1. Select the **first Type** of payment from the scroll.
2. Select the name of the **Payer**.
3. Type the **Amount**.
4. Click on the **Add** button. Select the next **Type** of payment from the scroll.
5. The **Payer** field is retained from the first entry.
6. Type the **Amount**.

- Repeat this process until the total payment detail has been entered.

- If the passenger changes their mind about any of the forms of payment, **before** you press **OK**, remove this entry by pressing the **Delete** button, then click on **Yes** to be returned to complete this receipt.

- Click on **OK**.
- Complete the **Save** and **Print** dialogue boxes which will follow after the **OK** button is pressed. The amounts are combined as one figure on the Trip file Accounting tab summary.

### Viewing Multiple Forms of Payment

Double click on the receipt summary line to reopen it.

Use the Arrows as shown in the screen below to move through the various receipt entries.

## Multiple Passengers and Forms of Payment

In a multiple form of payment receipt, only the name entered in the Payer field for the first form of payment will appear on the printed document. Payer details from the other forms of payment will not appear.

e.g. In the example below all four passengers have paid \$1000 and each form of payment can be viewed on the screen showing each of the four different passenger names aligned to a payment. The printed receipt will read as though Felila Ng, the first passenger has paid the entire amount.

### RECEIPT - RETAIL

<b>Date of Issue</b>	10 Jan 2006	<b>RECEIPT</b>	<b>R00000070</b>
<b>Received From</b>	NG/FELILAMS	<b>Original</b>	
<b>Booking Reference</b>	GL0607050002	<b>Date Printed</b>	10 Jan 2006
<b>Passenger Name</b>	NG/FELILAMS		
<b>Total Amount</b>	<b>\$ 4,000.00</b>		
	Four thousand dollars only		

#### Payment Details

Cash		\$1,000.00
Cheque No. 27508750054	National Australia Bank MEL	\$1,000.00
Credit Card	MasterCard	\$1,000.00
Credit Card	VISA International	\$1,000.00
		<hr/>
		<b>\$4,000.00</b>

## Viewing Direct Deposit Detail

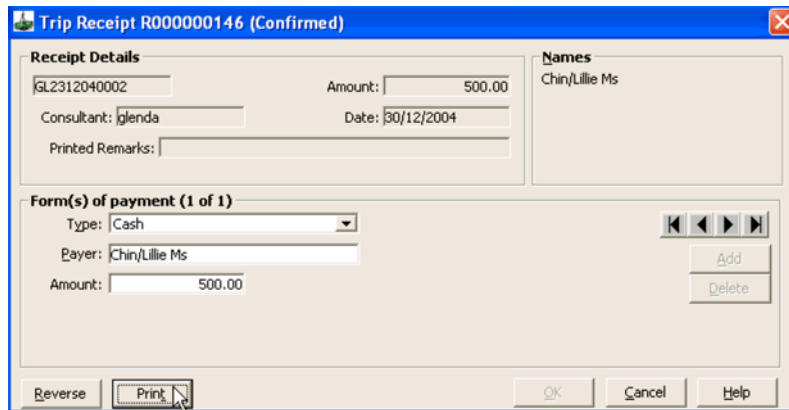
When direct deposit has been selected as the form of payment the transaction banner will show the bank account ID with the deposit batch number when re-opened.

Trip Receipt R00000145 (Banked Deposit 44)

# Reprinting a Receipt

A receipt can be reprinted by reopening (double click) the Receipt from the **Accounting** tab and clicking on the **Print** button.

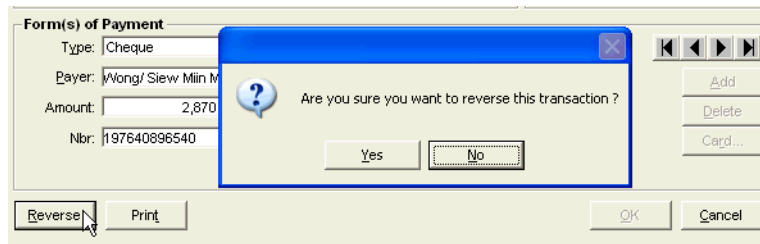
If the receipt has been previously issued, a new copy is produced with the word **COPY** printed on it.



# Reversing a Receipt

If an error has been made in a receipt entry, or payment has been made into the wrong Trip file, the transaction can be reversed provided the status is **C** for confirmed. Transactions with a **B** status, for banked, are unable to be reversed until they are first removed from the Bank Deposit.

To **Reverse** a receipt, open the relevant receipt from the Accounting tab of the Trip file. Click the **Reverse** button and answer **Yes** to the confirmation prompt.



The Accounting tab summary line will change, showing a status of **R** for reversed and a new line with an **X** status, for cancelled, is automatically created to balance the reversed receipt.

Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
4/01/2005	R000000148	Receipt	Reversal R000000147	X		250.00	
	R000000147	Receipt	Reversal R000000148	R			250.00

**NOTE:** A Receipt CCCF can not be reversed and must be refunded using a Refund to CCCF transaction. See "Trip Refund CCCF" in Module 8: Trip Accounting Part 2.

# Ticket and Cheque Requisitions

After a passenger has paid for their trip, or a corporate client (with agreed credit terms) has made a booking, the process of recording payments for goods and services from the Trip file begins.

There are two main accounting functions used for allocating payments and issuing refunds in the Trip file:

Document	Description
Ticket Requisition	Used for accountable documents. These documents are generally paid (or refunded) via a Sales Return e.g. Airline, Coach or Rail tickets, Insurance Policies and Consolidators
Cheque Requisition	Used every time a cheque is issued to pay for a service i.e. Accommodation, wholesale product or Visa fee.

**NOTE:** Cheque Requisitions must **NOT** be used to record refund cheques made out to passengers. See "Refund to Passenger" in Module 8: Trip Accounting Part 2.

Several types of **Ticket Requisitions** and **Cheque Requisitions** are available within the CCT application. It is important to ensure the correct **Type** is selected prior to saving the transaction, to ensure the correct Trip file balance.



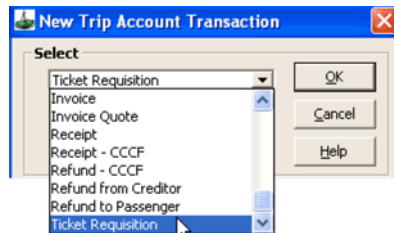
# Ticket Requisition

There are two ways to create a Ticket Requisition:

- Automatically, through a download, or
- Manually.

To create a Manual Ticket Requisition:

1. Open the relevant Trip file and select the **Accounting** tab.
2. Click **New** on the standard toolbar (**Ctrl+N**) to open the New Trip Account Transaction window.
3. Select **Ticket Requisition** from the list (or press **T**) and click **OK**.



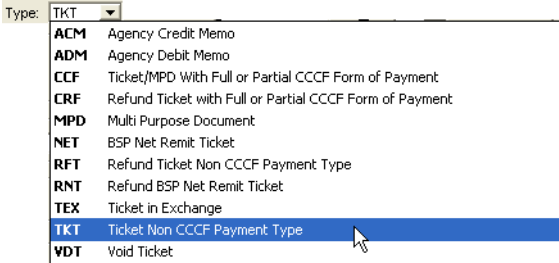
4. Click on **OK** to open an input screen.

A blank Ticket Requisition screen will be opened. To complete the entries on this screen select the **Create New** radio button, or populate a majority of the fields from the quote, by selecting the **Create from Quote** radio button.

**NOTE:** To enter details in the various fields of the Ticket Requisition screen, use the **Tab** key to move between the fields. Pressing **Enter** is **NOT** recommended as this mimics clicking the **OK** button.

# Ticket Requisition Fields

## General


Field	Description
Create New	Create manual ticket requisition. All fields are manually entered
Create from Quote	When this radio button is selected, all <b>Quotes</b> will be displayed <b>in</b> the lower section of the screen instead of <b>Segments</b> . Selecting a Quote from this section automatically completes the <b>Service, Supplier, Creditor, Fare, Discounts, Commission and Taxes</b> fields.
Type	<p>Ticket requisitions can be set to open at either the Type <b>TKT</b> or <b>CCF</b>. Selecting a ticket requisition type will alter the fields in the input window to meet the needs of that entry.</p> 
Consultant	System generated with the current consultant name - can be over typed or selected from a list ( <b>F12</b> or double click).
GST	<p>Select either:</p> <ul style="list-style-type: none"> <li>• <b>Yes:</b> GST is applicable on this ticket.</li> <li>• <b>Comm:</b> GST is applicable only on the commission.</li> <li>• <b>No:</b> GST is not applicable on this ticket.</li> </ul>
Tranx Date	Date of Ticket Requisition transaction (defaults to today).

## Ticket Type

It is extremely important to select the correct Type code as this field will generate different fields in the Ticket Requisitions.

Field	Description
ACM	Used if an ACM is required on this Trip file.
ADM	Used if an ADM is required on this Trip file.
CCF	Used if the client is paying by credit card and the supplier/creditor is acting as merchant (i.e. processing the card, and commission will be sent to the agency).
MPD	Multi Purpose Documents (MPDs), previously known as MCO's, can be used for a variety of functions including issuing PTA's (Prepaid Ticket Advice), issuing TOD's (Tickets on Departure), Excess Luggage Charges and Carrier Related Stopover Packages.  <b>If the MPD is being paid by Credit Card direct to the supplier, use type of CCF instead of MPD.</b>
NET	The Nett Remit costing type is used when BSP tickets need to be recorded at nett fare levels. The Tickets entered must be completed using the Nett ticket requisition type and include the relevant Nett Remit Code provided by the airline.  <b>If the transaction is being paid by Credit Card direct to the supplier, use type of CCF instead of NET.</b>  See "Nett Remit Tickets" in Module 8: Trip Accounting Part 2.
RNT	Used to record the refund of a Nett Remit ticket.
TEX	Used to record an exchange ticket.
TKT	Used when the ticket is paid by Cash, Cheque, Credit Card (when the agency is the merchant).
VDT	Used when a Void ticket needs to be recorded so that accurate Sales Returns and BSP reports can be generated. If a ticket is damaged without any previous record being created it can be entered as a Void (VDT) ticket type. If the ticket has already been recorded against a Trip file, it must be reversed prior to completing the Void (VDT) Ticket Type.

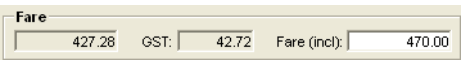
## Issue Details

Field	Description
Service	<p>Select the appropriate service type from the list, and the applicable segments or quotes will be displayed in the lower section of the screen.</p> 
Supplier	Enter the relevant Supplier code. For flights it is the Carrier code whose ticket stock is being used. Access a list of available suppliers by pressing <b>F12</b> or double clicking the field
Creditor	Enter the relevant Creditor being paid for this service. For airlines this would be BSP or a Consolidator. Access a list of available creditors via <b>F12</b> or double clicking the field
Date	Defaults to today's date. Adjust the date into the appropriate billing period required
Sales Code	Select either <b>International</b> , <b>Domestic</b> or <b>Sundry</b> (press <b>I</b> , <b>D</b> or <b>S</b> )
Billing	System-generated, based on <b>Date</b> entered

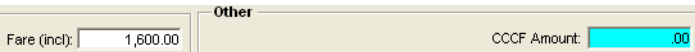
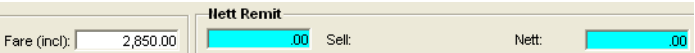
## Ticket Details

Field	Description
Ticket Nbr / ADM Nbr	This field changes name, depending on the various ticket requisition types. Use this field to record the relevant ticket or document numbers. For airline tickets, the airline ticketing code is entered into the smaller field and the actual ticket number into the larger one. If there are conjunction tickets, enter the last three digits into the adjacent <b>Conjunction</b> field.
Nett Remit Code	Only appears when creating a Nett type transaction - enter the airline supplied Nett Remit code
Exch Nbr	Only appears when performing a Ticket Exchange (TEX) requisition. The old ticket number (i.e. the one being exchanged) should be entered into this field. If there are conjunction tickets, enter the last three digits into the adjacent <b>Conjunction</b> field.

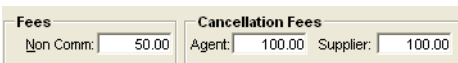
### Fare

Field	Description
Fare	 <p>System-generated figures are displayed when <b>GST</b> is set to <b>Yes</b></p>
(blank)	Total fare exclusive of GST.
GST	System-generated - displays the GST based on fare amount.
Fare (incl)	Enter total fare, inclusive of GST if applicable, exclusive of any non-commissionable fees or other tax amounts.

### Other/Nett Remit

Field	Description
CCCF Amount	 <p>Appears when <b>CCF / CRF / TEX</b> have been selected as the <b>Type</b> of transactions. Used for recording amounts charged to credit cards - CCCF stands for Credit Card Charge Form.</p>
Sell Nett	 <p>These fields appear when creating a <b>Nett</b> has been selected as the <b>Type</b> of transaction. Enter the <b>Selling</b> price of the ticket, inclusive of taxes and the <b>Nett</b> price of the ticket, inclusive of taxes</p> <p><b>Sell</b> = Nett + taxes + mark-up.</p> <p><b>Nett</b> = Nett = taxes <b>ONLY</b>.</p>

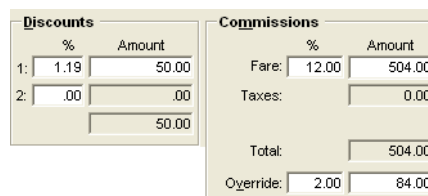
### Fees / Cancellation Fees

Field	Description
	 <p>The <b>Agent</b> and <b>Supplier</b> fields only appear when <b>CRF</b> or <b>RFT</b> have been selected as the <b>Type</b> of transactions.</p>
Non Comm	Enter any additional fees not attracting commission.
Agent	Enter any Agency imposed cancellation or service fee.
Supplier	Enter any Supplier imposed cancellation or service fee.

### Fare Details

Field	Description
Fare Basis	Enter the Fare Basis or press <b>F12</b> for a list of valid codes.
Remark	<p>Free format text field where additional comments or the fare construction can be entered. Text entered can scroll past the boundaries of the field if required.</p> <p>Ticket data downloaded from Galileo Desktop automatically populates this field with the fare construction.</p>

### Discounts



The screenshot shows two side-by-side forms. The 'Discounts' form has two columns: '%' and 'Amount'. It contains two rows of input fields. The first row has '1.19' in the '%' field and '50.00' in the 'Amount' field. The second row has '.00' in the '%' field and '.00' in the 'Amount' field. Below these is a total field with '50.00'. The 'Commissions' form also has two columns: '%' and 'Amount'. It contains three rows of input fields. The first row has '12.00' in the '%' field and '504.00' in the 'Amount' field. The second row has '0.00' in the 'Amount' field. The third row has '504.00' in the 'Amount' field. Below these is a total field with '504.00' and an 'Override' field with '2.00' in the '%' field and '84.00' in the 'Amount' field.

Field	Description
1 / 2	Discount can be entered as a <b>Percentage</b> or as a <b>Dollar</b> value.

## Commissions

Field	Description
Fare	Enter the Fare commission as either a <b>Percentage</b> or dollar <b>Amount</b> (entering one value calculates the other).
Taxes	System-generated from values entered in the <b>Taxes - Commission</b> fields.
Total	System-generated - total of all commissions.
Override	Enter any override commissions as either a <b>Percentage</b> or <b>Dollar Value</b> .

## Taxes

The screenshot displays three overlapping windows from a software application:

- Taxes Window:** A table with columns for Code, Amount, GST, Status, %, and Commission. The Amount field contains ".00" and the Commission field contains "0.00".
- Search Window:** A dialog box with a search criteria field and a list of tax codes. The list includes:
 

Code	Name	Gst Type	Suppliers Paying Commission on Tax
QK	Australia Noise Levy	GST	
QR	Domestic Head Tax	GST	QF
WX	Domestic Passenger Levy	GST	QF
YQ	Airline and Security Levy	GST	QF
AB	Air Passenger Ticket Levy	NO	
WG	Safety and Security Charge	GST	QF
CE	Domestic Screening Levy	GST	
- Requisition Totals Window:** A summary table showing tax amounts:
 

Total excl.	inc. GST
1,854.00	1,854.00
Sell	
1,854.00	1,854.00
Nett	
1,687.14	1,687.14

Field	Description
Code	Enter the IATA tax code, or double click on this field to open the Search window and make your selection.
Amount	Enter the tax amount as a dollar value, inclusive of GST.
GST	Tick this box if GST is applicable on the tax amount (automatically ticked if Yes is select in the <b>GST</b> field).
Status	Used for exchange tickets <b>ONLY</b> - enter <b>PD</b> to indicate paid status.
Commission	Taken from the % entered for Comm, can be overtyped if required.

**Requisition Totals (All system generated)**

Field	Description
Total	Fare + Non Comm Fees + Taxes.
Sell/Refund	Total - Discount - CCCF Amount - Agent Fees - Supplier Fees.
Nett	Total - Commission - CCCF Amount - Supplier Fees.

**Marketing Code**

Field	Description
Marketing code	Enter an appropriate Marketing Code, or, dependant on settings, <b>F12</b> or double click to select from a list of predefined codes.

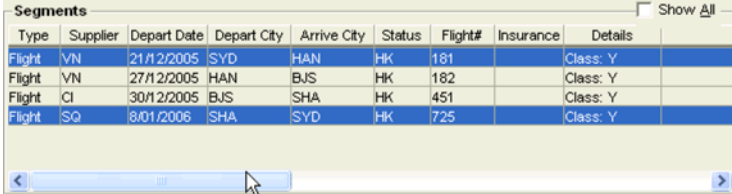

**Names**

Field	Description
Names	List of passenger names on the Trip file. Highlight the passenger name being ticketed. If only one name exists, it is automatically highlighted.



## Segments / Quotes

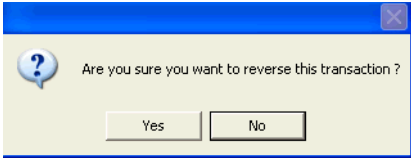
Segments will only be displayed when **Create New** has been selected. Quotes will only be displayed when **Create from Quote** was selected.

Field	Description
Segments	<p>Highlight the segments to be included in the ticket requisition. This provides a record of which segments have been ticketed, as well as providing information for invoice production.</p>  <p>Use the scroll indicators to view all segment related fields.</p>
Quotes	<p>All quotes associated to the Trip file will be displayed. If more than one quote exists for a service type, ensure the correct quote details have been used. Selecting the quote automatically completes the <b>Service, Supplier, Creditor, Fare, Discounts, Commission and Taxes</b> fields.</p> 

# Ticket Requisition Action Buttons

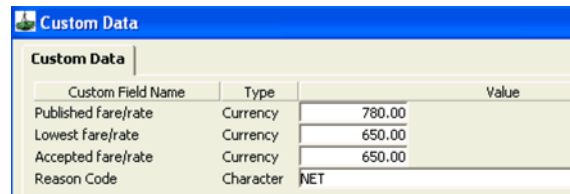
Several buttons are available along the bottom of the Ticket Requisition screen, to perform various functions once the relevant fields have been completed.



Button	Description																																
<b>Reverse</b>	<p>Only available for Ticket Requisitions with a status of <b>C</b> (for confirmed). Redisplay the Ticket Requisition window and select the <b>Reverse</b> button. A prompt will appear to confirm the Reversal, answer <b>Yes</b> to proceed with the reversal.</p>  <p>A reversal transaction is added to the Trip file with a status code of <b>X</b> (for cancelled) - the original transaction changes to a status of <b>R</b> (for reversed).</p> <table border="1" data-bbox="737 1137 1406 1240"> <thead> <tr> <th colspan="8">Accounting</th> </tr> <tr> <th>Date</th> <th>Tranx ID</th> <th>Tranx Type</th> <th>Reference</th> <th>Status</th> <th>Inv</th> <th>Debit</th> <th>Credit</th> </tr> </thead> <tbody> <tr> <td>4/01/2005</td> <td>T000000314</td> <td>Ticket</td> <td>Reversal T000000313</td> <td>X</td> <td>N</td> <td></td> <td>3,400.00</td> </tr> <tr> <td></td> <td>T000000313</td> <td>Ticket</td> <td>Reversal T000000314</td> <td>R</td> <td>N</td> <td>3,400.00</td> <td></td> </tr> </tbody> </table> <p>If a transaction has a status of <b>P</b>, the payment must be reversed prior to reversing the requisition.</p>	Accounting								Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit	4/01/2005	T000000314	Ticket	Reversal T000000313	X	N		3,400.00		T000000313	Ticket	Reversal T000000314	R	N	3,400.00	
Accounting																																	
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit																										
4/01/2005	T000000314	Ticket	Reversal T000000313	X	N		3,400.00																										
	T000000313	Ticket	Reversal T000000314	R	N	3,400.00																											
<b>Print</b>	Available after a Ticket Requisition has been saved. Use this button to produce a copy of the original hard copy print.																																
<b>GST</b>	The GST button displays a window used to view or enter GST exclusive values. See "Adding Information" in Module 2: Getting Started.																																
<b>Repeat</b>	The repeat button only appears when redisplaying a saved Ticket Requisition. The button is used to duplicate the Ticket Requisition and is especially useful when more than one passenger is in a Trip file. Click the <b>Repeat</b> button, adjust any fields (such as name, ticket number and segments) and click <b>OK</b> to save the new transaction.																																
<b>Payment</b>	Used to process the payment of the ticket requisition. See "Payment" in Module 6: Trip Accounting Part 1.																																

**Custom**

Used to access the custom data fields (if activated). If attempting to save the Ticket Requisition without filling in all Custom Data fields, CCT displays a warning prompt. Click **Close** and then select the **Custom** button.



**Published fare/rate:** Input the normal/published cost i.e. the full IATA fare level

**Lowest fare/rate:** Input the lowest fare available

**Accepted fare/rate:** Input the fare accepted by the passenger

**Reason Code:** Press **F12** to access a list of available Reason Codes set up by the system administrator.

All fields are mandatory on this screen, click **OK** once completed.

**OK**

Use this button to **Save** the transaction. A confirmation prompt will be displayed

Select **Yes** to save the transaction or **No** to return to the Ticket Requisition window.

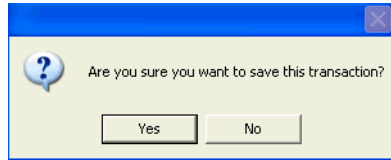
**Cancel**

Cancels the transaction and closes the window without making any entry to the Trip file **Accounting** tab.

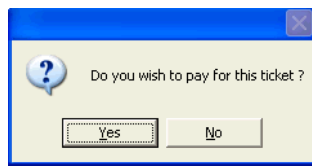
# Closing a Ticket Requisition

The prompts which follow clicking the **OK** button will vary, and depend on the Creditor selected.

The first prompt asking if you wish to Save the transaction will always be displayed.



The second prompt will only be displayed if the Creditor selected does not have a billing cycle selected and is not an e-payment Creditor.



Click **Yes** if you wish to pay for this ticket immediately, and **No** if this ticket will be batched, along with others, to pay this creditor later.

If you say **No** at this prompt and then decide to proceed with immediate payment, re-open the Ticket requisition by double clicking on it in the accounting summary screen and click on the **Payment** button to redisplay this prompt and proceed.

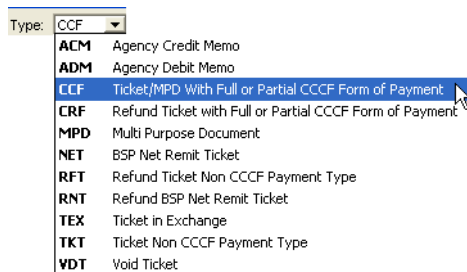
See "Payment" in Module 6: Trip Accounting Part 1.



# Issuing a Ticket Type CCCF

The Ticket Type CCCF is used when the passenger is paying either fully or partly by credit card and the Creditor is acting as the merchant. i.e. when a BSP Credit Card Charge Form is used.

A CCCF is created by selecting CCF from the drop down menu attached to the **Type** field.



The entries required for a CCF ticket are the same as the Ticket screen entries previously described, but the CCF screen has one addition field for the **CCCF Amount**.

Enter the amount to be charged to the Credit card in this field, (i.e. the value of the CCCF) and complete all other fields.

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: Flight, Supplier: JL, Creditor: BSP, Date: 1/03/2005, Sales Code: Internet, Billing: W0905
- Ticket Details:** Ticket Nbr: 131, 1937856327, Conjunction: [empty]
- Fare:** Fare: 3,513.00
- Other:** CCCF Amount: 3,604.75
- Commissions:** Fare: 9.00, Amount: 316.17; Taxes: 0.00; Total: 316.17; Override: .00, Amount: .00
- Taxes:**

Code	Amount	GST	Status	%	Amount
AJ	38.00			0.00	0.00
WG	9.30			0.00	0.00
WY	9.65			0.00	0.00
YQ	34.80			0.00	0.00
91.75					0.00
- Requisition Totals:**

Total excl.	inc. GST
3,604.75	3,604.75
Sell	
0.00	0.00
Nett	
(316.17)	(316.17)
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	JL	22/12/2006	BNE	TYO	HK	762		

### Requisition Totals

The Requisition totals are system-generated and are made up as follows:

Total	Fare + Non Comm Fees + Tax
Sell Amount	Total + Discount – CCCF When the full amount is charged to the Credit Card this field will be 0.00.
Nett	Total – Commission – CCCF Amount When the full amount is charged to the Credit Card this field will show a negative amount, being the commission charged to the creditor billing.

The accounting summary screen shows a Nil balance because the amount has been transferred straight to the Creditor.

Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
4/01/2005	T000000316	Ticket	CCF - 2416147576	C	N		0.00

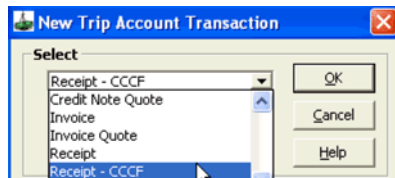
When the commission is received from the creditor for this transaction, a Commission Receipt Open Item **MUST** be raised in the applicable creditor file. For more detail, See *Account Management* guide.

# Receipt CCCF

CCT records that the Creditor has received the payment directly when the CCF ticket requisition is completed and no monies have entered or exited our agency account.

**NOTE:** A Receipt CCCF cannot be deleted or reversed!

The **Receipt CCCF** must be selected from the **New Trip Account Transaction** window and completed in the same way as a normal receipt.



The Account summary screen will correctly record both the Ticket Requisition CCCF and the Receipt CCCF as a nil balance.

Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
4/01/2005	F000000001	Receipt - CCCF	1750.00	C	-		
	T000000317	Ticket	CCF - 6795634	C	N		0.00

# Automatic Completion

**NOTE:** Having any Unconfirmed Ticket Requisitions prevents the End of Day Report from running. It is therefore recommended that the Ticket Requisition be completed immediately after performing the download.

If Automated Ticketing has been used in a Galileo Booking file, CCT automatically creates a new, unconfirmed Ticket Requisition.

**NOTE:** If changes are made to the booking resulting in the field fare being deleted or invalidated, an unconfirmed ticket requisition may not be created. Similarly, a Filed Fare (FF) that is not ticketed does not generate to an unconfirmed Ticket Requisition. It is recommended that files are downloaded immediately after ticketing, otherwise manual ticket requisitions need to be created.

The **CCT Download Complete** screen displays details of any unconfirmed Ticket Requisition transaction created.

This process creates an **Unconfirmed** ticket record, able to be viewed from the **Accounting** tab

Unconfirmed Ticket Requisitions should be opened immediately after completing the download, to finalise required fields.

Downloaded tickets default to type **TKT/CCF**. Adjust the **Type** field to properly reflect the transaction being saved, if required. Check all fields, making any adjustments. The following areas may require further manual completion.

- Fees
- Fare Basis
- Discount
- Commissions (incl override)
- Marketing Code
- Taxes

Click **OK** to save the completed ticket requisition and answer **Yes** on the confirmation prompt. The status changes to **C** for confirmed on the Trip file's Accounting tab.

**NOTE:** Having any Unconfirmed Ticket Requisitions prevents the End of Day report from running. It is therefore recommended that the Ticket Requisition be completed immediately after performing the download.

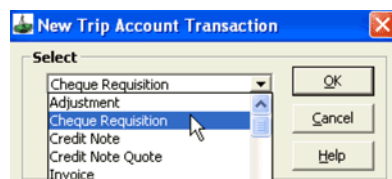
# Cheque Requisition

A Cheque Requisition is issued for items which do not have an accountable document number. The Cheque Requisition is a record of payment details to be made to a creditor.

Cheque Requisitions can only be created manually, however the steps and fields involved are similar to those used for Ticket Requisitions.

Take the following steps to create a new Cheque Requisition:

1. Click on the **Accounting** tab in the relevant Trip file.
2. Click **New** on the standard toolbar (**Ctrl+N**) to access the New Trip Account Transaction window.
3. Select **Cheque Requisition** and click **OK**.



4. Click on **OK** to open an input screen. A new Cheque Requisition screen will be opened with the mandatory items in blue.

**Issue Details**  
 Service: Tour Supplier: [redacted] Creditor: [redacted]  
 Date: 4/01/2005 Sales Code: [redacted]

**Ticket Details**

**Fare**  
 Fare: [redacted].00

**Other**  
 Dep: [redacted].00

**Fees**  
 Non Comm: [redacted].00

**Cancellation Fees**

**Fare Details**  
 Fare Basis: [redacted] Remark: [redacted]

Discounts		Commissions		Taxes		Requisition Totals	
%	Amount	%	Amount	Code	Amount	Total excl.	inc. GST
1: .00	.00	Fare: .00	0.00			0.00	0.00
2: .00	.00	Taxes:	0.00			Sell	
	.00	Total:	.00			0.00	0.00
		Override:	.00			Nett	
			.00			0.00	0.00

**Names**  
 Spencer-Burridge/GlendaMrs

**Segments**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Tour	INCATO	25/04/2006	SYD	MEX				

Buttons: Reverse, Print, GST, Payment, Custom, OK, Cancel, Help

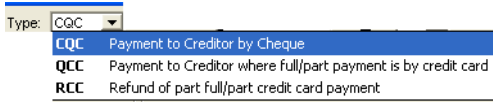
**NOTE:** This screen defaults to display the service type of Flight when first opened.

**NOTE:** Cheque Requisitions can also be created automatically from the Fees tab. See "Fees Tab" in Module 5: Trip File.



# Cheque Requisition Fields

## General

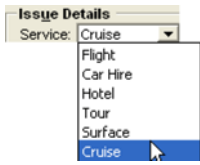
Field	Description
Create New	Create manual cheque requisition - all fields are manually entered
Create from Quote	If Quotes exist on the trip file, the system <b>defaults</b> to this radio button. The <b>Segment</b> section changes to a <b>Quote</b> section in the lower part of the screen. Selecting a Quote from this section automatically completes the <b>Service, Supplier, Creditor, Fare, Discounts, Commission</b> and <b>Taxes</b> fields.
Type	Select the type of cheque requisition being created (default CQC) 
Consultant	System-generated with the current consultant name - can be overtyped if required ( <b>F12</b> /double click for a list of consultant names)
GST	Select either: <ul style="list-style-type: none"> <li>• <b>Yes:</b> GST is applicable on this ticket</li> <li>• <b>Comm:</b> GST is applicable only on the commission</li> <li>• <b>No:</b> GST is not applicable on this ticket</li> </ul>
Tranx Date	Date of Ticket Requisition transaction (defaults to today)

## Type

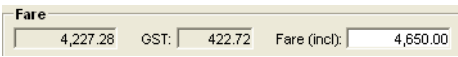
It is extremely important to select the correct Type code as this field will generate different fields in the Cheque Requisitions.

Field	Description
CQC	Used when the service is paid by Cash, Cheque, Credit Card (when the agency is the merchant).  This is similar to a TKT but is used when an actual ticket is not involved (i.e. Hotels, Cars, Tours).
QCC	Used if the client is paying by credit card and the supplier/creditor is acting as merchant (i.e. processing the card, and commission will be sent to the agency). This is similar to a CCF but is used when a ticket is not involved (i.e. Hotels, Cars, Tours).
RCC	Used when the client is being issued a refund on their credit card from the Creditor (and your agency will be subsequently repaying the commission back to that creditor). This is similar to a CRF but is used when a ticket is not involved (i.e. Hotels, Cars, Tours).

## Issue Details

Field	Description
Service	Select the appropriate service type from the list.  
Supplier	Enter the relevant Supplier code or access a list of suppliers by pressing <b>F12</b> or double clicking the field.
Creditor	Enter the relevant Creditor being paid for this service or access a list of creditors via <b>F12</b> or double clicking the field.
Date	Defaults to today's date, adjust the date if required.
Sales Code	Select either <b>International</b> , <b>Domestic</b> or <b>Sundry</b> (press <b>I</b> , <b>D</b> or <b>S</b> ).


### Fare

Field	Description
	 <p>System-generated figures are displayed when <b>GST</b> is set to <b>Yes</b>.</p>
(blank)	Total fare exclusive of GST
GST	System-generated - displays the GST based on fare amount.
Fare (incl)	Enter total fare, or amount of deposit, GST inclusive if applicable, exclusive of any non-commissionable fees or other tax amounts.

### Other

Field	Description
Dep	This field appears on CQC / QCC transactions to record any deposit or part payment which has already been sent to the Creditor. (Do not use if this cheque is for payment of a deposit).
CCCF Amount	appears in QCC and RCC transaction. Used when paying Creditor by Credit Card (QCC) Record the amount to be charged to the Credit Card in this field.

### Fees / Cancellation Fees

Field	Description
	 <p>The <b>Agent</b> and <b>Supplier</b> fields only appear when RCC (refund – of part or full to credit card) have been selected as the <b>Type</b> of transactions.</p>
Non Comm	Enter any additional fees not attracting commission
Agent	Enter any Agency imposed cancellation or service fee
Supplier	Enter any Supplier imposed cancellation or service fee

### Fare Details

Field	Description
Fare Basis	Enter the Fare Basis or press <b>F12</b> for a list of valid codes
Remark	Free format text field where additional comments can be entered. Text entered can scroll past the boundaries of the field if required. These remarks are printed on the Remittance Advice generated from the Payment screen.

The image shows two screenshots of input forms. The left screenshot is titled 'Discounts' and has two columns: '%' and 'Amount'. It contains two rows of input fields. Row 1 has '2.45' in the '%' field and '100.00' in the 'Amount' field. Row 2 has '.00' in the '%' field and '.00' in the 'Amount' field. Below these rows is a total field with '100.00'. The right screenshot is titled 'Commissions' and has two columns: '%' and 'Amount'. It contains four rows of input fields. Row 1 is labeled 'Fare:' and has '12.00' in the '%' field and '489.60' in the 'Amount' field. Row 2 is labeled 'Taxes:' and has '0.00' in the 'Amount' field. Row 3 is labeled 'Total:' and has '489.60' in the 'Amount' field. Row 4 is labeled 'Override:' and has '.00' in the '%' field and '.00' in the 'Amount' field.

### Discounts

Field	Description
1 / 2	Discount can be entered as a <b>Percentage</b> or as a <b>Dollar</b> value

### Commissions

Field	Description
Fare	Enter the Fare commission as either a <b>Percentage</b> or dollar <b>Amount</b> (entering one value calculates the other)
Taxes	System-generated from values entered in the <b>Taxes - Commission</b> fields
Total	System generated - total of all commissions
Override	Enter any override commissions as either a <b>Percentage</b> or <b>Dollar</b> Value

**Taxes**

Field	Description
Code	Enter the IATA tax code, or double click on this field to open the Search window and make your selection.
Amount	Enter the tax amount as a dollar value, inclusive of GST
GST	Tick this box if GST is applicable on the tax amount (automatically ticked if Yes is selected in the <b>GST</b> field)
Status	Enter <b>PD</b> to indicate paid status when this tax has been previously paid
Commission	Taken from the % entered for Comm, can be overtyped if required

**Requisition Totals (All System Generated)**

Field	Description
Total	Fare + Non Comm Fees + Taxes
Sell/Refund	Total - Discount - CCCF Amount - Agent Fees - Supplier Fees
Nett	Total - Commission - CCCF Amount - Supplier Fees

## Marketing Code

Field	Description
Marketing code	Enter an appropriate Marketing Code or, dependant on settings, use <b>F12</b> to select from a list of predefined codes.

## Names

Field	Description
Names	Highlight the passenger relating to this cheque requisition. If only one name exists, it is automatically highlighted

## Segments / Quotes

Segments will only be displayed when **Create New** has been selected and Quotes will only be displayed when **Create from Quote** has been selected.

### Segments

The segments displayed will match the **Service** type selected, unless the **Show All** box is ticked. When this box is ticked all segments of all service types will be displayed. Highlight the services to be included on this cheque requisition.

Segments										<input checked="" type="checkbox"/> Show All
Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Fare Basis		
Tour	INSJ	22/04/2006	VIE	VIE	HK					
Rail	RPLUS	30/06/2006	PAR	AMS						
Q	HMONY				HK					
Insurance	COVER	19/04/2006	BNE							
Hotel	AUSTR	20/04/2006	VIE		HK					
Miscellaneous	FECCOU	19/04/2006	BNE		NO					

### Quote

All quotes associated to the Trip file will be displayed. If more than one quote exists for a service type, ensure the correct quote details have been used.

Selecting the quote automatically completes the **Service, Supplier, Creditor, Fare, Discounts, Commission and Taxes** fields.

Quotes												
Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty	Per	Unit Price	Duration	GST	Charge
1	12/05/2004	4684	T	INSIGHT	Cost	3150.00	1	Total	3150.00	1	N	Yes
2	12/05/2004	4685	I	COVER	Cost	780.00	1	Total	780.00	1	N	Yes
3	12/05/2004	4686	R	RPLUS	Cost	170.00	1	Total	170.00	1	N	Yes
<b>Total:</b>						<b>4,100.00</b>						<b>4,100.00</b>

# Cheque Requisition Action Buttons

The action buttons along the bottom of the Cheque Requisition screen perform the same functions as those on the Ticket Requisition. See "Ticket Requisition Action Buttons" in Module 6: Trip Accounting Part 1.

## Paying the Creditor with the Passenger's Credit Card

This entry is created under a Cheque requisition, type QCC meaning – Payment to Creditor where full/part payment is by credit card and where the supplier/creditor processes the CCF.

The client's payment is direct to the creditor so no balance is recorded on the Trip file accounting summary, and the Creditor pays the merchant fee.

**Cheque Requisition**

Create New  Create from Quote  Type: QCC Consultant: glenda GST: No Tranx Date: 2/03/2005

Issue Details  
 Service: Cruise Supplier: CSPIRIT Creditor: QCC  
 Date: 2/03/2005 Sales Code: Internat

**Other**  
 Fare: 2,600.00 Dep: .00 CCCF Amount: 2,550.00

**Fees**  
 Non Comm: .00

**Commissions**  
 Fare: 15.00 Amount: 390.00  
 Taxes: 0.00  
 Total: 390.00  
 Override: .00 Amount: .00

**Taxes**

Code	Amount	GST	Status	%	Amount
	.00				0.00

**Requisition Totals**

Total excl.	inc. GST
2,600.00	2,600.00
Sell	
0.00	0.00
Nett	
(340.00)	(340.00)

**Names**  
 BEAN/BASIL MR

**Quotes**

Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty	Per	Unit Price	Duration	GST	Charge
1	4/01/2005	85	F	SQ	Cost		0	Total	2800.00	1	N	No
2	4/01/2005	84	F	CI	Cost	650.00	1	Total	650.00	1	N	Yes
3	2/03/2005	91	S	CSPIRIT	Cost	2550.00	1	Person	2600.00	1	N	Yes
<b>Total:</b>						<b>3,200.00</b>						<b>3,200.0</b>

Buttons: Reverse, Print, GST, Payment, Custom, OK, Cancel, Help

The code QCC must be selected from the Type field, then all other input fields are the same as the cheque requisition type CQC, except for the additional CCF Amount field. Enter the amount being charged to the credit card in this field.

The Requisition Totals show the commission owed to the agent in red.

The agent can run a report based on QCC Cheque Requisitions and CCF Ticket Requisitions to keep track of this commission.

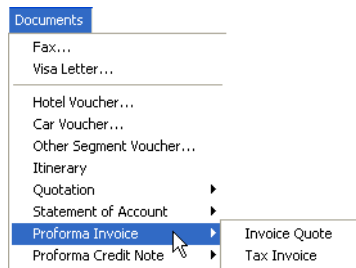
# Proforma Invoice/Credit Note

Standard Invoices and Credit Notes can only be issued for Debtor accounts, however a client may ask for a tax invoice prior to paying for their travel.

To satisfy this request, a Proforma Invoice or Credit Note can be produced.

These functions do not have any effect on the Trip balance.

Proforma Invoices are raised from within the Trip file via the Documents option on the main CCT menu bar.

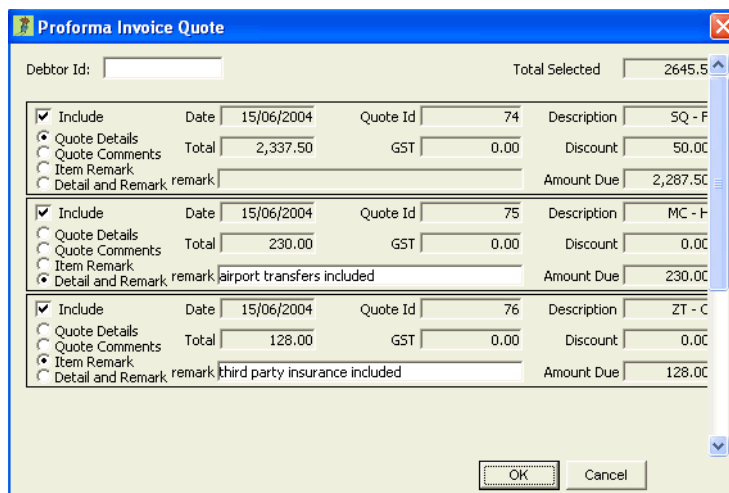


Two options are available:

- **Invoice Quote**, where data is taken from quotes existing within the Trip file.
- **Tax Invoice**, a proforma invoice is produced with the title of Tax Invoice.

Select Invoice Quote to display the Proforma Invoice Quote window or Tax Invoice to display the Proforma Invoice window. Both of the preceding windows will display each item separately so that the details to be included can be selected individually.

If you wish to include the passenger names in the Proforma Invoice Quote, the names must be attached to the quote. See "Creating a Quote" in Module 5: Trip File.



If this document is being produced for a Debtor, enter the Debtor ID.

Click the Include tick box to select the items for inclusion in this document.



Click the required radio button for each quote item separately. You can choose from:

Option	Description
Quote Details	Prints segment data, plus data contained in the Description field of the Quotes screen
Quote Comments	Prints comments marked as Printable in the Comments tab of the Quote screen
Item Remarks	Opens the adjacent free text field where remarks can be added in free text format
Detail and Remarks	Includes the Quote Details, and the Item Remarks.

Click **OK** to produce the Proforma Invoice.

**PROFORMA TAX INVOICE (From Quotation)**

DATE OF ISSUE 17 Jun 2004  
 DUE DATE 17 Jun 2004  
 CONSULTANT Glenda Spencer

DATE DEPART 27 Apr 2005

PASSENGER Mr. Baldrick Burridge TOTAL DUE \$2,645.50

SERVICE	AMOUNT EXC	AMOUNT GST	AMOUNT TAX / LEVY	AMOUNT DISCOUNT	AMOUNT GST INC	AMOUNT GST
<b>FLIGHT Singapore Airlines</b> Taxes/Levies no GST: XT 197.50 27/04/2005 Adelaide/Nairobi/Adelaide 1 x \$2,140.00	\$2,140.00	\$197.50	\$50.00	\$0.00	\$2,287.50	\$0.00
<b>ACCOMMODATION Marriott</b> In: 27APR Out: 29 APR 1 x \$115.00 x 2NIGHTS Airport transfers included	\$230.00	\$0.00	\$0.00	\$0.00	\$230.00	\$0.00
<b>CAR HIRE Thrifty</b> Third party insurance included	\$128.00	\$0.00	\$0.00	\$0.00	\$128.00	\$0.00
<b>GRAND TOTAL</b>	<b>\$2,498.00</b>	<b>\$197.50</b>	<b>\$50.00</b>	<b>\$0.00</b>	<b>\$2,645.50</b>	<b>\$0.00</b>

The Proforma Credit Note option on the Documents menu provides access to two other Proforma documents.



Option	Description
Credit Note Quote	Produces a Credit Note using data from existing quotes on the trip file
Tax Invoice	Produces a Credit Note with the title of Tax Invoice

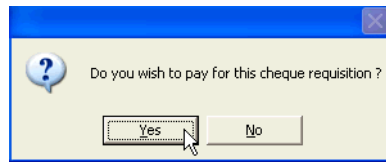
The procedure for creating these documents follows the same steps as for the Proforma Invoice Quote. The quote must have the Refund to Client radio button selected.

# Payment

There are several Payment options available in CCT. Batch processing of payments is often used to process Multiple payments as well as ePayments. This functionality is performed from the Creditor file by the System administrator or Manager. This is covered in the Account Management course.

Individual payments can be processed from Ticket or Cheque Requisition screens:

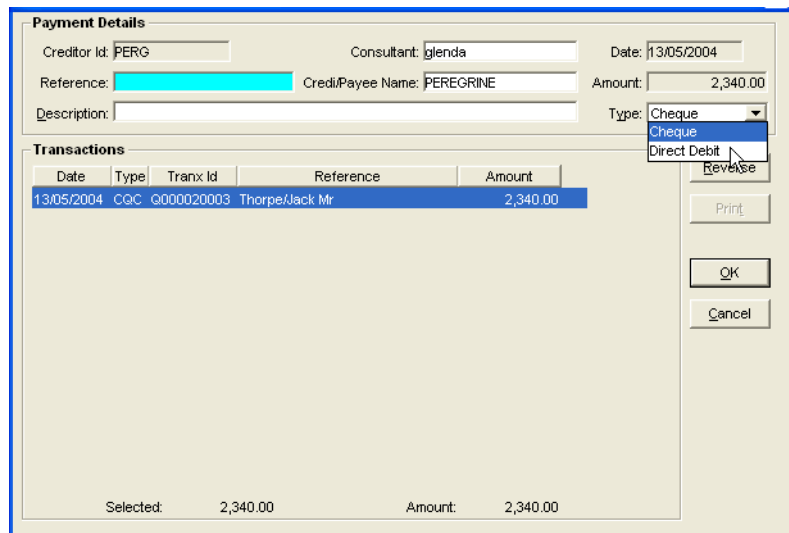
1. There are 2 ways to access the payment window:
  - By clicking on **Yes** to the question shown below, after clicking on **OK** and saving the transaction.



- By reopening a previously created **Cheque or Ticket Requisition**, by double clicking on this item in the account summary screen and clicking on the **Payment** button at the bottom on the displayed requisition.



2. A confirmation prompt will be displayed, click **Yes** to proceed to the Payment screen.
3. Both methods will retrieve the payment window, with details transposed from the Cheque or Ticket Requisition.



## Completing the Payment screen

1. Select the **Type** of payment from the scroll: **Cheque** or **Direct Deposit**.
2. Enter a **Reference** number. If **Direct Deposit** has been selected, enter the enett, Money Direct or TIAS TIPS transaction number, or enter a cheque number if **Cheque** has been entered in the **Type** field.
3. The **Description** field is optional and does not print.
4. The current Transaction will be highlighted and the amount transposed into the Amount field.
5. Click on **OK**.
6. Click **Yes** to **Save** the Transaction.
7. Click **Yes** or **No**, to print question.
8. The accounting summary screen shows an updated status code **P** for Paid on the transaction.

Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
5/01/2005	Q000000066	Chq Req	CQC - PERRIG	P	N	1,650.00	

## Reversing Payments

If an error has been made and a payment needs to be reversed, double click on Cheque or Ticket Requisition showing the Paid status in the accounts summary screen.

The Requisition **CANNOT** be reversed without reversing the payment first.

 Cheque Requisition Q000000066 (Paid M000000056)

The title bar shows the requisition and payment screen transaction codes.

The Transaction Search facility can be used to locate the exact payment transaction. See "Transaction Search" in Module 6: Trip Accounting Part 1.

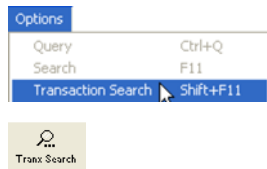
Open the Payment transaction and select the Reverse button.

**NOTE:** When processing payments it is important not to process any individual payments for creditors using the ePayment system. These payments are processed by Administrators in one transaction for all ePayment creditors.

# Transaction Search

The Transaction Search functionality allows for the retrieval of numbered accounting transactions using the Transaction ID, Ticket Number or Cheque Number buttons.

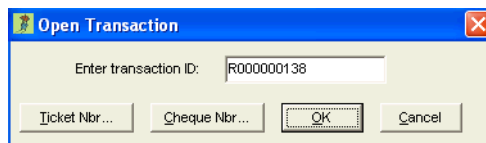
To access the Transaction search window click on the Transaction Search icon on the MyCCT toolbar or select it from **Options** on the menu bar.



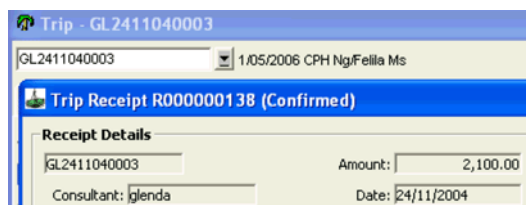
## Transaction ID

This functionality can be used to locate any accountable document using the CCT allocated ID.

Enter the Transaction ID into the field provided. If the ID has several zeros, these do not need to be entered i.e. R000000138 can be entered as R138.



Click **OK** to complete the search and open the transaction. The actual transaction will be opened along with any associated system files in the background.



## Ticket Search

Open the Transaction search window and click the Ticket Nbr button to display the ticket search screen. A transaction can be retrieved by entering the full ticket number (not including Airline Code) and clicking **OK**, or by entering at least the first five digits and clicking **OK** to display a matching list of ticket numbers.

Ticket Nbr	Tranx Id	Type	Ticketed Date	Conj Nbr
1649004839	T000018098	TKT	04/01/2004	
1649004840	T000018100	CCF	05/01/2004	

Highlight the required transaction from the list and click **OK** (or double click the item) and the related Ticket Requisition will be displayed.

## Cheque Search

Open the Transaction search window and click the **Cheque Nbr** button to display the cheque search screen.

Enter the entire cheque number if known and click **OK**, or enter the first four digits of the cheque number to display a list of matching cheques.

Tranx Id	Amount	Reference Id
----------	--------	--------------

The payment screen will be opened showing the cheque number entered when the entire number has been entered. If the first four digits were entered a list of transactions may be displayed highlight the required item and click **OK** to open the transaction.

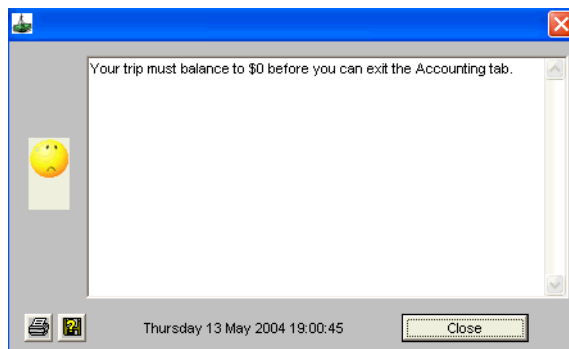
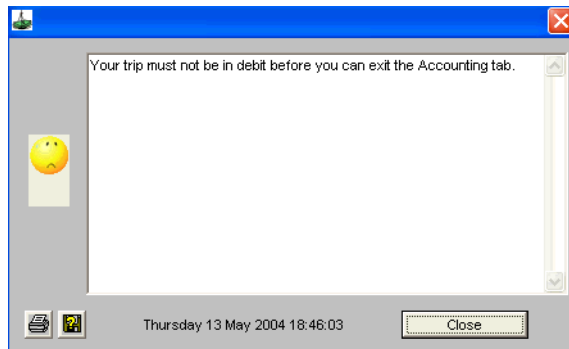
# Trip Balance Nanny

Trip Balance Nanny provides supervisory functionality in balancing Trip files. The system administrator is able to set the level of management from five options.

- Balance always Zero, can't exit trip.
- Balance always Zero, reason required.
- Balance greater than zero, can't exit trip.
- Balance greater than zero, reason required.
- Any balance allowed.

## ***Can't Exit Trip***

If any can't exit trip options are selected, exiting a trip file accounting tab with an out of balance amount displays a message, warning the trip balance must equal \$0 or must not be in debit.



Click Close and perform the required transactions to ensure the balance of the Trip file is \$0, or not in debit, to proceed.

### Reason Required

If an option has been selected that requires a reason to be entered, closing an out of balance Trip file will display the Enter Reason window.

Consultant Id	Date	Reason	Trip Balance
glenda		Chasing debt Customer to pay ASAP Invoice to be raised	1,925.00 DR

The system administrator creates predefined reasons that can be selected from the Reason drop-down list. Highlight the appropriate response and click **OK**.

### Displaying Out of Balance reasons

Previously used reason codes can be displayed for review by selecting the **Out of Balance** button on the **Accounting** tab.

Consultant Id	Date	Reason	Trip Balance
glenda	13/05/2004 03:55PM	Customer to pay ASAP	250.00 DR

Total 1,150.00

Out of Balance  
 Balance: 250.00 DR    Trip Value: 1,150.00    Commission: 103.50    Percentage Profit: 9.00%

The various reasons, including Consultant name, date and balance of the trip file will be displayed.

# Module 7: Debtor File

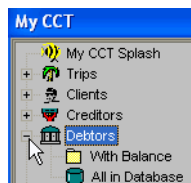
## Opening Debtor Files

The Debtor file stores information about Debtor accounts. These are companies which owe your agency money.

Debtors include corporate travel accounts as well as companies dealt with on a commercial basis.

American Express and Diners are default Debtors provided with the application, and cannot be deleted.

Debtor files are accessed from the MyCCT menus or from the Debtor icon on the CCT standard toolbar. The folders in MyCCT display for all Debtor files with a balance, and all files in the database.



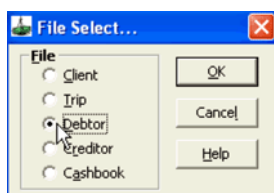
Once a Debtor file is open, switch to another file by selecting from the drop-down list at the top of the Debtor File window.



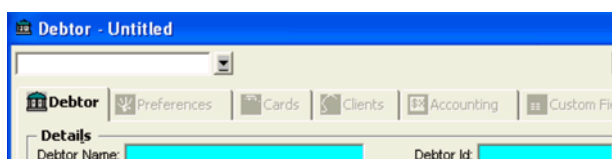


# Creating a Debtor File

Click **New** on the standard toolbar and select **Debtor** then click **OK**.



A blank Debtor file will be displayed with Debtor Name and Debtor ID marked as mandatory fields.



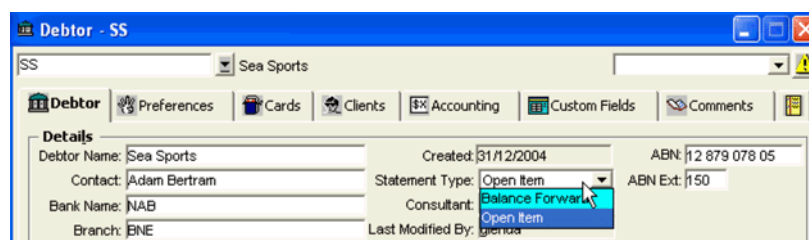
## Debtor Tab

1. Enter the full company name in the **Debtor Name** field and create a **Debtor ID** code using a maximum of 12 characters. The **Debtor ID** field only appears when creating a new file, and is replaced with the Creation date once the file has been saved.
2. All other fields on the screen are optional.

The recommended procedure is to fill in the mandatory fields, click the **Save** icon, then fill in any remaining fields and information on additional tabs. Upon clicking **Save**, a prompt confirms if the invoice address is to be entered. Click **Yes** to continue entering information. This address information is used for all documentation.

Once the file has been saved, the **Debtor Id** and **Branch** access will be attached.

3. Enter:
  - The prime contact for the debtor account in the Contact field
  - Bank name and Branch details into the relevant fields
  - ABN and ABN Ext numbers



4. Select the **Statement Type** from:

- **Open Item**

Shows all invoices that have not been fully paid, plus all receipts and invoices for the current period. An aged balance break up is also provided.

- **Balance Forward**

Shows only a brought forward balance plus all receipts and invoices for the current period.

### The Credit Field

The amount of credit being offered to the debtor can be set on the Limit Amount field.

The Current Bal and Available Bal are generated by the system and are unable to be modified.

<b>Credit</b>			
Limit Amount:	50,000.00	<input checked="" type="checkbox"/> Active	Comment:
Current Bal.:	0.00		Limit Days: 7
Available Bal.:	50,000.00		Start Days: Invoice Date

The **Active** tick box is used to activate the Debtors credit arrangements. If un-ticked, the screen displays a warning that Credit is stopped. If **Active**, the current and Available Balances constantly adjust as invoices are paid.

<b>Credit</b>	
Limit Amount:	8,000.00 <input checked="" type="checkbox"/> Active
Current Bal.:	3,200.36
Available Bal.:	4,799.64

For Debtors who have not provided an ABN number, this box should be un-ticked to prevent invoice production. By default, CCT only provides this option to Managers. However this can be adjusted if required, See *Account Management* guide.

The Limit Days field is used to stipulate the number of days the Debtor has in which to make payment. This is used in conjunction with the Start Days field which indicates when the Limit Days is counted from. The options are Invoice Date or Month End. Enter any related comments in free text format in this field.

Enter **Address** and **Phones** details. Use **Ctrl+N** to create additional lines.

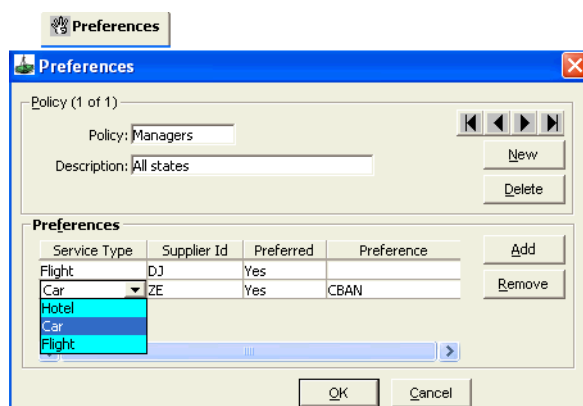
# Preference Tab

The Preferences tab is used to store the company’s preferred travel arrangements, grouped into Policies. These preferences can be transferred to any linked clients and are displayed on the **Company** tab of the Client file **Preferences** tab. Preferences must be added and saved. For an outline of the steps, See "Preference Tab" in Module 4: Client File.

## Adding a Preference

Take the following steps to add a preference:

1. Highlight the **Preference** tab and click the **New** icon on the standard toolbar to access the Preferences input window.



2. Enter a short name for the policy in the **Policy** field and fill in a brief description.
3. Preferences are set using the small table in the lower section of the screen.
4. Select the appropriate **Service Type** from the list.
5. Enter the supplier code into the **Supplier ID** field (**F12** or double click the field for a list).
6. Select **Yes** or **No** to indicate if the supplier is preferred or not.
7. Enter additional details about the preference, such as cabin class, in the **Preference** field.
8. To enter additional preferences for the policy, click the **Add** button. Once all preferences have been added, click the **OK** button, or to start a new policy click the **New** button.

## Editing Preferences

Preferences can be changed by re-opening the input window. Double click on the Policy to be changed, from the list under the **Preferences** tab.

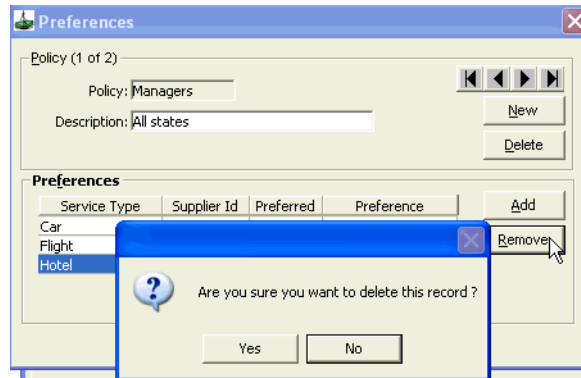
Policy	Service Type	Supplier Id	Preferred	Preference
Managers	C	ZE	Yes	CBAN
	F	DJ	Yes	
Sales	C	ZE	Yes	EBMN
	F	DJ	Yes	

## Deleting Preferences or Policies

To delete an entire Policy, ensure the correct Policy is displayed by using the Arrow buttons then click the **Delete** button. A prompt will ask to confirm the action. Click **Yes** to delete the entire Policy Record.

Individual preferences belonging to a Policy can be deleted. Locate the required policy.

Using the mouse, highlight the **Preference** line to be removed and click the **Remove** button.

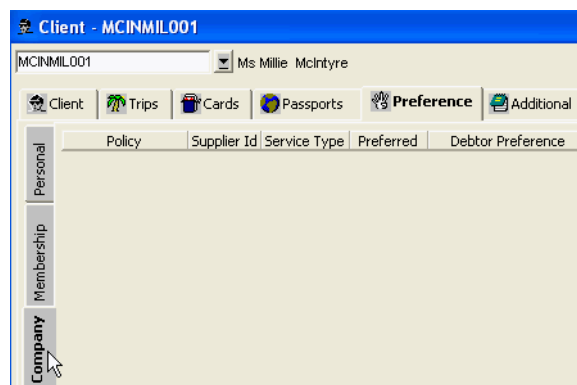


A prompt will ask you to confirm the action. Click **Yes** to delete this preference.

## Linking Debtor Preferences to the Client File

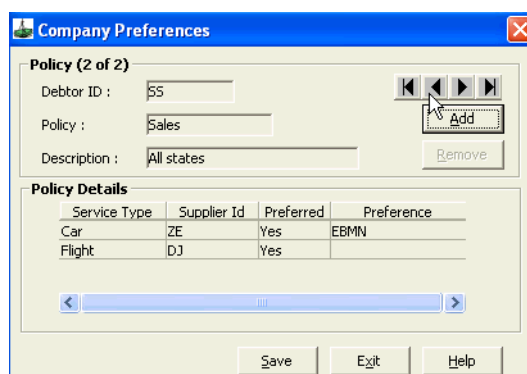
The company preferences recorded in the Debtor file can be linked to an individual client file.

1. Open the Client file and click on the **Preferences** tab and then on the **Company** tab.

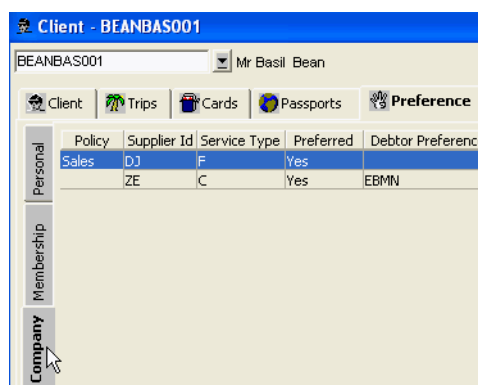


2. Press **Ctrl+N** to display the Preference selection screen.

3. Locate the Preference required using the arrow buttons if necessary.

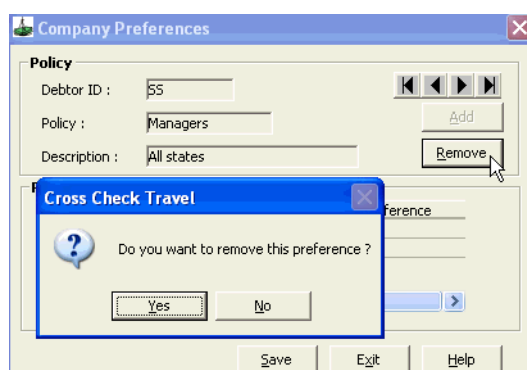


4. Click on the **Add** button.
5. If required use the arrow buttons to display any other policy to be added and carry out the same procedure.
6. Click on the **Save** and **Exit** buttons. The company preference will then appear on the client file.



### ***How to Remove a Preference Policy***

1. In the Client file open the Preference screen and highlight the **Company** tab.
2. Double click on the Preference to be removed to re-display the Preference selection screen



3. Click on the **Remove** button.
4. A confirmation message will be displayed, select **Yes**.
5. Click on the **Save** and **Exit** buttons.

# Cards Tab

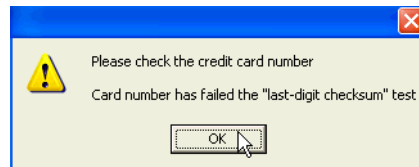
The Cards tab is used to store all company credit card details. These details are automatically transferred to any Linked Client files (if the Active field is set to **Yes**).

Cards				
Card Type	Number	Expiry Date	Comment	Active
VI	12904582376	02/09		Yes No

## Entering Card Details

Take the following steps:

1. Enter the **Card Type** and **Card Number**.
2. The CCT application automatically checks the Credit card number (check sum only) and displays warnings when an incorrect number is entered. Click **OK** to clear the warning message and re-enter the correct number.



3. The **Expiry Date** must be entered in the **MM/YY** format.
4. Use the Comment free text area to make any additional notes about the card.
5. Select **Yes** in the Active field if this card is to be made available to linked Client files.
6. To enter more Credit Cards, click the **New** icon on the standard toolbar or press **Ctrl+N**.
7. To save your entries click on the **Save** icon or press **CTRL+S**.

## Client Tab

A list of all client files linked to this Debtor is displayed on this tab. The linking of client files to debtor files can be performed from either file.

Once the two files have been linked:

- Debtor contact details are displayed in the Client file and can be accessed for invoicing.
- Debtors credit card details can be accessed through the Client file, depending on the **Active** field on the **Card** tab, and used for payment of services.

## Linking Debtor and Client Files

Take the following steps:

1. Highlight the **Client** tab and click the **New** icon or press **CTRL+N** to display a list of the client files in CCT.



2. Select the client(s) to be linked.
3. Clients already linked are indicated by the highlight. Clicking an already highlighted client file deselects it and removes the link from this debtor.
4. Click the **OK** button once all selections have been made and then client names will be listed under this tab.

Client	Name
WONGAMY002	Amy Wong
WOO*NAT001	Miss Natasha Woo
WOODNAF001	Mrs Nafsika Wood
YAU*SIU001	Mrs Siu Kwan Yau
YIM*HEA001	Mr Heath Yim

5. The **New Request** column is only activated if the Debtor uses Online Corporate Reports.
6. Clicking the **Deselect All** button removes all highlights from the list and clears all linkage between this debtor and client files.
7. Linking Debtors and Clients is also available from the Client file by selecting an appropriate Debtor in the **Debtor Code** field of the Company Details area. For more detail, See "Client Tab" in Module 4: Client File.

# Accounting Tab

This screen provides a **view only summary** of accounting transactions, including an account balance for the current debtor. This information is drawn from accounting functions performed on a Trip file.

Accounting								
Date	Tranx Id	Tranx Type	Item Reference	Status	Amount	Dr Cr	Allocated Amount	Unallocated Amount
8/12/2004	C000000011	Credit Note	Reversal I000000055	C	330.24	Cr	330.24	0.00
	C000000010	Credit Note	VETAF	C	220.00	Cr	0.00	220.00
23/07/2003	I000000055	Invoice	Reversal C000000011	R	330.24	Dr	330.24	0.00
	I000000053	Invoice	VETAF	C	541.16	Dr	0.00	541.16
2/07/2003	R000000112	Receipt	Deposit 34	B	550.00	Cr	550.00	0.00
27/06/2003	I000000030	Invoice	VETAF	\$	550.00	Dr	550.00	0.00
Total Debits:					1,421.40			
Credits:					1,100.24			
Balance: 321.16 DR								

## Column Descriptions

Field	Description
Date	Date the transaction was added to the file
Tranx ID	A system generated transaction identification number. The transaction will be created in the branch identity for this file unless otherwise selected.
Tranx Type	Type of transaction, e.g. Receipt, Credit Note, Invoice
Item Reference	Reference relevant to the accounting transaction entered e.g. Invoice number, or Code of specific transaction sub-type
Status	Current status of the transaction
Amount	Total dollar value of transaction
DR CR	Indicates if transaction is a debit or credit against the account
Allocated Amount	Displays the amount already allocated against the transaction
Unallocated amount	Displays amounts that have not been allocated against the transaction



## Custom Fields Tab

The Custom Fields tab is used to turn on additional fields for the collection of data used on the Fare Savings Report.

Custom Fields			
Field Name	Label	Required	Type
PUBFARE	Published fare/rate	<input type="checkbox"/>	Currency
LOWESTFARE	Lowest fare/rate	No	Currency
ACCEPTEDFARE	Accepted fare/rate	No	Currency
REASONCODE	Reason Code	No	Character

The Fare Savings Report provides the Debtor with a per trip fare analysis. Other Custom Field entries can be created by the supervisor. Access to this tab is governed by the System Administrator; therefore this tab may not be available.

## Comments Tab

The **Comments** tab can be used for storing any comments about a Debtor file. This field is free text and does not print on any documents.

Comments	
Created	Comments
14/05/2004	Payments come from the national office only

To add additional comments, click the **New** icon or press **Ctrl+N** to display more input lines.

## Workflow Action Items Tab

The Workflow Action Items tab lists all the action items associated with the current debtor. This functionality is covered in detail in the MyCCT module under the Action Items section.

## Important Notes

The **Important Notes** icon is used to access important notes for this debtor. For more detail, See "Important Notes" in Module 3: MyCCT.

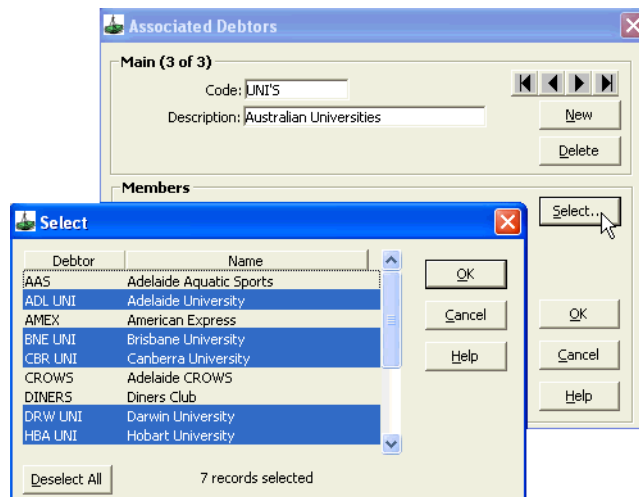
# Associated Debtors

Individual companies or Debtors may belong to a larger company group. This relationship can be reflected in CCT by using the Associated Debtors function, allowing for easier navigation between each file using a drop-down list.

A Debtor file may only belong to one associated Debtor group at a time. Accounting transactions between Associated Debtors are not linked.

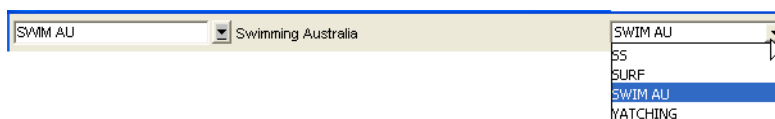
## Creating an Association

1. Open a **Debtor** file to be included in the association, select **Options**, then **Associated Debtors** from the main CCT menu bar to open the input window (or, right-click anywhere in the Debtor window, and select **Associated Debtors**).



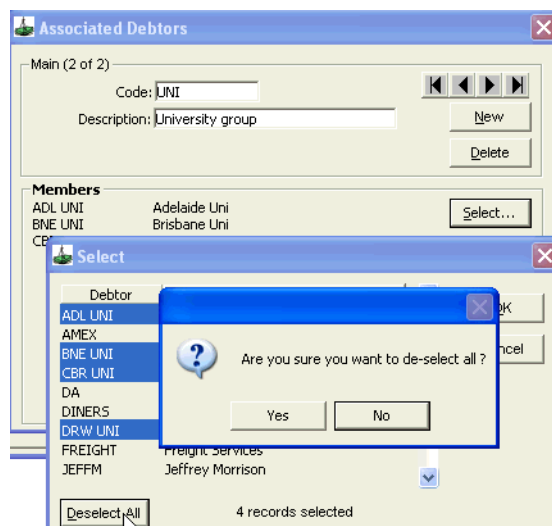
2. Click on the **New** button, to start a new Debtor grouping.
3. Enter an appropriate **Code** to be used for this association.
4. Enter a **Description** for the Debtor grouping. This field is free text.
5. Click the **Select** button to show a list of all Debtors in the CCT application.
6. Use the mouse and scroll bars to find and highlight **ALL** debtors to be included in the association. It is important to select the currently open Debtor.
7. Click on **OK** to finalize the selections. The selected debtors are displayed under the Members area of the associated debtors screen.
8. Click on **OK** to complete the creation of the Associated Debtors.

The Associated Debtor codes can be seen in the drop-down selection box located at the top of the Debtor File window. Move between Associated Debtors by clicking on the codes in this list.



## Removing a Debtor from an Association

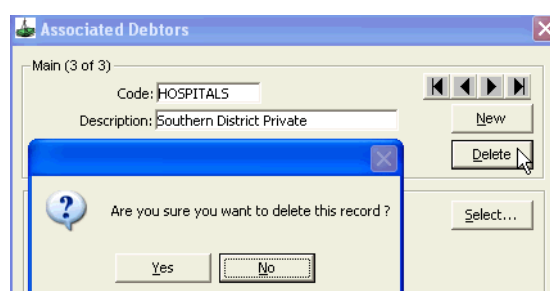
1. Open any Debtor file that is part of the association and select **Tools**, then **Associated Debtor** from the CCT menu bar to open the input window.



2. Use the arrow buttons to locate the correct group.
3. Click the **Select** button to display the list of Debtor files. Those highlighted are a part of this group.
  - Click on the **Deselect** button, **OR** remove the highlight from the relevant Debtor individually.
  - Click on the **Deselect All** button to remove all members from the group. This action displays a dialogue box asking for confirmation to delete the entire group. Click **Yes** or **No** depending on requirements.
  - Click **OK** to be returned to the Associated Debtor input screens and click **OK** to save the change.

### Deleting an Association

- Open any Debtor files and display the input screen by selecting **Associated Debtors** from the drop down menu attached to the **Tools** heading on the main menu bar.
- Use the arrows to locate the group code to be deleted.
- Click on the **Delete** button, click **Yes** in the dialogue box, then click **OK** to save the change.



# Deleting a Debtor

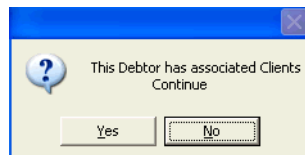
A Debtor can only be deleted if no accounting transactions are attached.

The default debtors, Amex and Diners, cannot be deleted.

1. Open the relevant Debtor file.
2. Click in the **Debtor Code** field.
3. Select **Delete** from the **File** option on the menu bar.
4. A confirmation prompt displays. Select **Yes** to delete the Debtor file.
5. If an attempt is made to delete a Debtor file with accounting transactions or a brought forward balance, the following warning is displayed.



6. If this occurs, the Debtor file is unable to be deleted from the CCT application.
7. When deleting a Debtor file linked to Client files a warning message will be displayed.



8. Clicking **Yes** continues with the delete action and removes the linkage from the Client files. Selecting **No** cancels the deletion.

# Debtor Documents

See *Account Management* guide.



# Module 8: Trip Accounting Part 2

## Invoices

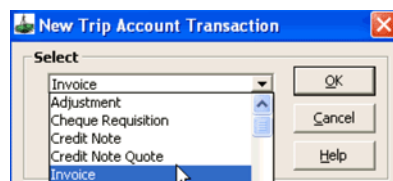
Invoices are raised against a Trip file for corporate clients linked to Debtor files. The invoice is sent to the Debtor for payment. Invoices are raised from:

- Ticket or Cheque Requisitions, See "Ticket and Cheque Requisitions" in Module 6: Trip Accounting Part 1.
- Quotes, See "Working with Quotes" in Module 5: Trip File.

Before raising an invoice, ensure one of the above is present on the **Accounting** tab or **Quote** tab of the Trip file.

## Invoices from Ticket / Cheque Requisitions

1. Open the relevant Trip file and select the **Accounting** tab.
2. Click **New** or press **Ctrl+N**.
3. In the New Trip Account Transaction window, select **Invoice** from the drop-down selection.



4. Click **OK** to open an input screen.

5. The Invoice screen will open showing:
  - A system generated Invoice number.
  - **Consultant** and **Date** fields populated by the system.
  - The Due date calculated from the due date entered in the Debtor file.
  - The Debtor code and name carried across from the debtor, client, and trip file links. If there is no code, select it manually by double clicking in this field and selecting from the list of Debtors displayed.
  - Invoice Remarks will print on the Invoice. This is a free text area.
  - The **Amount** field will be system generated and depends on which items are selected for inclusion below.
  - The Invoice Items area, lists the Ticket and Cheque Requisitions in this Trip file.

The screenshot shows the 'Invoice' window with the following details:

- Invoice: GL2005040001
- Consultant: glenda
- Date: 20/05/2004
- Due: 20/05/2004
- Debtor: SURF Surf Safaris
- Invoice Remarks: for George Kenny only
- Amount: 7,320.00

The 'Invoice Items' section contains five rows of requisitions:

Include	Date	Transaction ID	Desc	Total	Discount	GST	Total (GST)	Amount Due
<input checked="" type="checkbox"/>	20/05/2004	T000011047	QF - F	3,100.00	0.00	0.00	3,100.00	3,100.00
<input checked="" type="checkbox"/>	20/05/2004	G000011292	HY - H	3,480.00	0.00	0.00	3,480.00	3,480.00
<input checked="" type="checkbox"/>	20/05/2004	T000011053	WORLD - C	740.00	0.00	0.00	740.00	740.00
<input type="checkbox"/>	20/05/2004	T000011048	QF - F	3,240.00	0.00	0.00	3,240.00	3,240.00
<input type="checkbox"/>	20/05/2004	T000011052	COVER - I	161.00	0.00	0.00	161.00	161.00

Buttons at the bottom: Reverse, Print, OK, Cancel.

6. Tick the **Include** box on the requisitions to be included on this invoice.
7. Select your inclusions:
  - **Item Detail**  
Details are taken from the segment entries.
  - **Item Remarks**  
After selecting this radio button, a Remarks field becomes available
  - **Both**  
Both of the above

This close-up shows the 'WORLD - C' requisition with the 'Both' radio button selected and the following details:

- Include:
- Date: 20/05/2004
- Transaction ID: T000011053
- Desc: WORLD - C
- Total: 740.00
- Discount: 0.00
- GST: 0.00
- Total (GST): 740.00
- Item Detail:
- Item Remark:
- Both:
- Remarks: roof racks included
- Amount Due: 740.00

8. Click **OK** once all selections are made.
9. A confirmation prompt will ask you to save the transaction. Click **Yes**.
10. A second prompt offers printing. Click **Yes** to print the invoice.

## Reprinting Invoices

If a debtor asks for a second copy of the invoice, double click the invoice from the **Accounting** tab of the Trip file and press the **Print** button. This regenerates the invoice with the word **COPY** indicated in the top right corner. The word **ORIGINAL** appears on new invoices.

CLIENT ABN	12 879 078 05	INVOICE NO	1000000082
COST CENTRE		DATE OF ISSUE	03 Mar 2005
ORDER NO		DATE DUE	03 Mar 2005
CONSULTANT	Glenda Spencer-Burridge	<b>COPY</b>	
DATE DEPART	18 Dec 2006		
TRIP PASSENGER (S)	KENNY/GEORGEMR	TOTAL DUE	\$ 7,320.00

TAX INVOICE				
SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT GST	AMOUNT INC GST
ACCOMMODATION TRANSACTION Q000000137 . Honolulu	\$3,480.00	\$0.00	\$0.00	\$3,480.00
CAR HIRE TRANSACTION Q000000138 WORLD CARS 19 Dec 06 Honolulu roof racks included	\$740.00	\$0.00	\$0.00	\$740.00
FLIGHT TICKET NO 0818535123152 TRANSACTION T000000381 QF 185 J 18DEC06 Sydney/Honolulu	\$3,100.00	\$0.00	\$0.00	\$3,100.00
<b>GRAND TOTAL</b>	<b>\$7,320.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$7,320.00</b>

## Accounting Tab

The **Accounting** tab shows the new transaction with details displayed in the reference field. Any ticket or cheque requisitions that have been invoiced are shown with a **Y** in the Inv column (also displayable under the **Debtor Accounting** tab).

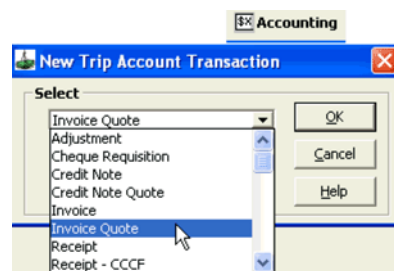
Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
5/01/2005	1000000064	Invoice	SS	C			3,100.00
	T000000318	Ticket	TKT - BSP	C	Y	3,100.00	



# Invoices from Quotes

Creating invoices from quotes allows an invoice to be produced using **Cost to Client** details stored on the **Quotes** tab of the Trip file. This option allows an invoice to be raised prior to the completion of a Ticket or Cheque Requisition or where the debtor is not being invoiced for the full value of the ticket or cheque requisition (i.e. partial payment has already been received on the trip file from the client).

1. Open the Trip file, select the **Accounting** tab and click **New** (or **Ctrl+N**) to display the New Trip Accounting Transaction.
2. Select **Invoice Quote**.



3. Click on **OK** to open an input screen.
4. As with other invoice types, the Invoice Quote details are provided with a system generated invoice number, date of invoice, due date and debtor details. The Amount field is system generated as a total of all items selected from the Invoice Quote Items ticked for inclusion.

Invoice Quote				
GL0303050002	Consultant: glenda	Date: 3/03/2005	Due: 3/03/2005	
Debtor: PER UNI Perth University				
Invoice Remark: for Mrs Claudia Lim only				Amount: 4,308.00
Invoice Quote Items				
<input checked="" type="checkbox"/> Include	Date: 3/03/2005	Quote Id: 92	Description: JL - F	
<input type="checkbox"/> Quote Details	Amount: 3,840.00	GST: 0.00	Discount: 0.00	
<input type="checkbox"/> Quote Comments				
<input type="checkbox"/> Item Remark				
<input checked="" type="checkbox"/> Detail and Remark	Mr Lim has paid \$1920.00 for his airfares		Amount Due: 3,840.00	
<input checked="" type="checkbox"/> Include	Date: 3/03/2005	Quote Id: 93	Description: HY - H	
<input checked="" type="checkbox"/> Quote Details	Amount: 340.00	GST: 0.00	Discount: 0.00	
<input type="checkbox"/> Quote Comments				
<input type="checkbox"/> Item Remark				
<input type="checkbox"/> Detail and Remark			Amount Due: 340.00	
<input checked="" type="checkbox"/> Include	Date: 3/03/2005	Quote Id: 94	Description: COVER - I	
<input checked="" type="checkbox"/> Quote Details	Amount: 128.00	GST: 0.00	Discount: 0.00	
<input type="checkbox"/> Quote Comments				
<input type="checkbox"/> Item Remark				
<input type="checkbox"/> Detail and Remark			Amount Due: 128.00	

5. Use the mouse to tick the **Include** check box for all items to be invoiced and select an appropriate radio button for details to be included on the invoice.

Item	Description
Quote Details	Prints segment data plus data contained in the Description field of the Quotes screen
Quote Comments	Prints data contained on the Comments tab of the Quotes screen that has been marked as printable
Item Remarks	A free text input field appears where remarks can be added for inclusion on the invoice
Detail and Remarks	Prints both the quote details and allows for free text remarks to be included

- Once all selections have been made, click **OK** to save and print the invoice.

This item will be displayed in the Account summary screen in the same way as a normal invoice.

## Reversing Invoices

Invoices can be reversed only when they have a **C** (for confirmed) in the status column.

To reverse an invoice:

- Double click the invoice from the **Accounting** tab of the trip file to re-display the invoice.
- Click the **Reverse** button from the bottom of the window.
- When a confirmation prompt appears, click **Yes** to proceed with the reversal.
- Click **Yes** again if printing of the reversal is required.
- This process results in a Credit Note being raised against the debtor.

**NOTE:** All reversed invoices print on Debtor statements.

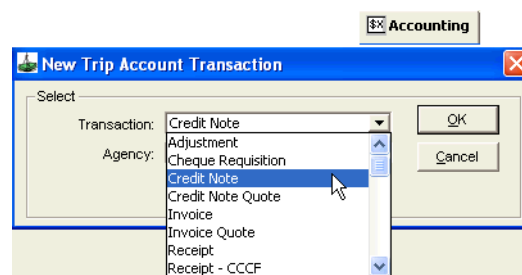
Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
5/01/2005	C000000013	Credit Note	Reversal I000000064	C		3,100.00	
	I000000064	Invoice	Reversal C000000013	R			3,100.00

# Credit Notes

Credit Notes are created to refund monies to debtor accounts. They are created automatically when reversing an Invoice or can be raised against previously created Refund type Ticket and Cheque Requisitions or Refund to Client Quotes.

## Credit Notes from Refund Type Ticket/Cheque Requisitions

1. Open the relevant Trip file, select the **Accounting** tab and click **New** (or **Ctrl+N**) and choose **Credit Note**.



2. Click on **OK** to open an input screen.
3. The Credit Note window displays with a system generated Credit Note number, Date of issue, Due date and Debtor details (if not system generated, add the debtor by double clicking in this field or pressing the **F12** key and make your selection).

Credit Note Items					
<input checked="" type="checkbox"/> Include	Date: 20/05/2004	Transaction ID: T000011058	Total (GST):	2,840.00	
Total:	2,840.00	Discount:	0.00	GST:	0.00
				Paid:	0.00
<input checked="" type="radio"/> Item Detail	<input type="radio"/> Item Remark	<input type="radio"/> Both	Amount Due: 2,840.00		
<input checked="" type="checkbox"/> Include	Date: 20/05/2004	Transaction ID: T000011059	Total (GST):	335.00	
Total:	335.00	Discount:	0.00	GST:	0.00
				Paid:	0.00
<input checked="" type="radio"/> Item Detail	<input type="radio"/> Item Remark	<input type="radio"/> Both	Amount Due: 335.00		

4. If a relevant invoice exists, it can be selected from the Invoice drop-down.
5. An Invoice Remark can be added in the free text input field if required.
6. The Amount field is system generated and includes a total of all Credit Note Items to be included on the Credit Note (indicated by a tick).

- Select the details to be included with each item and click **OK** to generate the Credit Note. When prompted to save the transaction, select **Yes**.

HENRY HONG  
HOBART UNIVERSITY  
PO. BOX 12  
HOBART TAS 7000

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CLIENT ABN	87 647 830 27	CREDIT NOTE	C00000023
COST CENTRE		DATE OF ISSUE	04 Mar 2005
ORDER NO			
CONSULTANT	Glenda Spencer-Burridge		
DATE DEPART	02 Dec 2006		
TRIP PASSENGER (S)	NGUYEN/INGRID MS		

---

<b>ORIGINAL</b>	<b>I000000087</b>
<b>TOTAL DUE</b>	<b>\$ 2,551.85</b>

**CREDIT NOTE - TAX INVOICE**

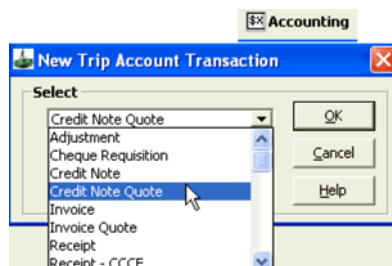
SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT SERVICE	AMOUNT GST	AMOUNT INC GST
FLIGHT	\$2,463.00	\$88.85	\$0.00	\$0.00	\$2,551.85
<small>Taxes/Levies no GST: AU 38.00, Safety and Security Charge 5.24, WY 10.61, Airline and Security Levy 35.00</small>					
<small>TICKET NO 079 3651873040</small>					
<small>TRANSACTION T000000366</small>					
<small>PR 210 Y02DEC06 MelbourneManila</small>					
<small>Conference presenter</small>					
<b>GRAND TOTAL</b>	<b>\$2,463.00</b>	<b>\$88.85</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$2,551.85</b>

- The resulting accounting transactions are displayed on both the Trip files **Accounting** tab and on the relevant Debtor **Accounting** tab.

## Credit Notes from Quotes

This option allows Credit Notes to be raised using the **Refund to Client Quote** information stored on the Trip file. This allows a Credit Note to be created prior to completing a Refund Ticket / Cheque Requisition or Creditor refund, or where the full amount is not being refunded back to the debtor (e.g. the client may have paid some monies towards the value and must be refunded).

- Open the required Trip file and select the **Accounting** tab.
- Click the **New** toolbar icon (or **Ctrl+N**) to access the New Trip Account Transaction window and select **Credit Note Quote**.
- Click on **OK** to open an input screen.



- Complete the Credit Note quote in the same way as described earlier.

## Reversing Credit Notes

Reversing of Credit Notes is not permitted, and the **Reverse** button on a previously saved Credit Note is greyed out.

## Additional Ticket Requisition Types

All of the following transactions are carried out on a ticket requisition by selecting the required function in the **Type** field.

In each scenario, create a new Ticket Requisition by following these steps:

1. Open the appropriate Trip file, select the **Accounting** tab and click the **New** button on the toolbar (or **Ctrl+N**).
2. Select **Ticket Requisition** from the New Trip Account Transaction window.
3. Click **OK** to open an input screen.

## Nett Remit Tickets

The Nett Remit facility allows agents authorised by airlines to issue BSP tickets at nett fare levels to record details of the tickets in CCT. The Tickets entered must be completed using the **Nett Ticket** requisition type and include the relevant **Nett Remit Code** provided by the airline.

When a ticket is downloaded from Galileo desktop the ticket type is always **TKT**. When you open the Ticket requisition you will need to change the ticket type to **NET** before proceeding when a nett remit ticket is required.

Nett Remit tickets may be entered in CCT with either:

- **Option 1** - showing the Trip value as Gross (Published or Ticket) fare with a discount to reflect the selling fare.
- **Option 2** - showing the Trip value as the selling fare with zero discount. This method ensures that no unusually large discount amounts appear in the consultants reports.

### Option 1: Trip Value as Gross Fare

Example:

Gross Published Fare (excluding taxes)	\$ 1346.00
Selling Fare incl. taxes	\$ 1410.88
Nett Fare incl. taxes	\$ 1310.88
Taxes	\$ 164.88

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: Flight, Supplier: SQ, Creditor: BSP, Date: 18/03/2005, Sales Code: Internat, Billing: W1105.
- Ticket Details:** Ticket Nbr: 618, 3780455588, Conjunction: , Nett Remit Code: NRW4578.
- Fare:** Fare: 1,346.00
- Nett Remit:** 1,410.88 Sell: , Nett: 1,310.88
- Discounts:** 1: 7.43 % Amount: 100.00
- Commissions:** Fare: 9.00 % Amount: 121.14, Taxes: 0.00, Suppl.: 5.86 % Amount: 78.86, Total: 200.00, Override: 00 % Amount: .00
- Taxes:**

Code	Amount	GST	Status	Commission %	Amount
AU	38.00				0.00
QK	3.40				0.00
SQ	16.80				0.00
WY	37.48				0.00
YQ	69.20				0.00
					164.88
- Requisition Totals:**

Total excl.	inc. GST
1,510.88	1,510.88
Sell	
1,410.88	1,410.88
Nett	
1,310.88	1,310.88
- Quotes Table:**

Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty	Per	Unit Price	Duration	GST	Char
1	7/12/2004	84	H	HY	Cost	1350.00	1	Night	150.00	9	N	Ye
2	7/12/2004	86	I	AFTA	Cost	250.00	1	Person	250.00	1	N	Ye
3	7/12/2004	83	F	SQ	Cost	2573.30	1	Person	2500.00	1	N	Ye
4	7/12/2004	85	T	SQ	Cost	45.00	1	Person	45.00	1	Y	Ye
5	18/03/200	94	F	SQ	Cost	1510.88	1	Person	1346.00	1	N	Ye

Take the following steps to complete the Ticket Requisition screen for this scenario:

1. Select **NET** from the **Type** drop-down. If the transaction is being paid by Credit Card direct to the supplier, use type of **CCF** instead of **NET**
2. Select **Yes, No** or **Comm** in the GST field.
3. Enter the Ticket number and ticket details.
4. Enter the Nett Remit Code.
5. Enter the Fare as the full published fare shown on the ticket including GST (if applicable). This amount should exclude non comm fees and taxes.

6. Enter the required details for the Nett Remit section:
  - **Sell:** the selling price of the ticket, including GST (if applicable) and all taxes.
  - **Nett:** the nett price of the ticket including GST (if applicable) and all taxes.

The system automatically generates the **Discount** field, displaying the difference between the **Sell** and **Nett** fields.

7. Enter the normal Fare Commission as a percentage. The system calculates the Supplementary commission (the difference between the Fare and Nett fields less any normal commission amount). A total of all commissions is provided at the bottom of the section.
8. Enter any applicable Taxes and a Marketing Code if required.

The Requisition Tools section is system generated, detailing the totals as entered in other fields.

9. Select the **Passenger Name** from the Names section. If not working from a Quote, select the appropriate segments.
10. Save the Ticket Requisition by clicking **OK** and answering **Yes** to the confirmation prompt.
11. This transaction will be reflected under the accounting tab as shown below:

Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
4/03/2005	R000000204	Receipt	R000000204	C			1,410.88
	T000000368	Ticket	NET - BSP	C	N	1,410.88	
						1,410.88	1,410.88

Balance: 0.00      Trip Value: 1346.00      Net Commission: 100.00      Percentage Profit: 7.43

### Option 2: Trip Value as Selling Fare

Example:

Fare (excluding taxes)	\$ 1246.00
Selling Fare incl. taxes	\$ 1410.88
Nett Fare incl. taxes	\$ 1310.88
Taxes	\$ 164.88

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: Flight, Supplier: SQ, Creditor: BSP, Date: 4/03/2005, Sales Code: Internat, Billing: W0905.
- Ticket Details:** Ticket Nbr: 618, \$980271535, Conjunction: , Nett Remit Code: SQ 2657.
- Fare:** 1,246.00
- Nett Remit:** 1,410.88, Sell: , Nett: 1,310.88
- Fare Details:** Fare Basis: , Remark:
- Discounts:** 1: 0.00 % Amount 0.00
- Commissions:** Fare: .00 % Amount 0.00, Taxes: , Suppl.: 8.03 % Amount 100.00, Total: 100.00, Override: .00 % Amount .00
- Taxes:**

Code	Amount	GST	Status	%	Amount
AU	38.00			0.00	0.00
YQ	69.20			0.00	0.00
WY	37.48			0.00	0.00
SG	16.80			0.00	0.00
GK	3.40			0.00	0.00
164.88				0.00	0.00
- Requisition Totals:**

Total excl.	inc. GST
1,410.88	1,410.88
Sell	
1,410.88	1,410.88
Nett	
1,310.88	1,310.88
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	SQ	10/12/2006	SYD	SIN	HK	187		Class: Y
Flight	SQ	17/12/2006	SIN	SYD	HK	165		Class: Y

Complete the ticket requisition as described above except for the Fare field where you should enter the selling fare rather than the full published fare.

The Trip value now reflects your sell price.

This transaction will be reflected under the accounting tab as shown below:

Accounting							
Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
4/03/2005	R000000205	Receipt	R000000205	C			1,410.88
	T000000369	Ticket	NET - BSP	C	N	1,410.88	
						1,410.88	1,410.88
Balance: 0.00		Trip Value: 1246.00		Net Commission: 100.00		Percentage Profit: 8.03	



# Nett Remit Discrepancies

When an error has occurred and BSP charge your agency a higher fare, take the following procedures:

1. Create a new ticket requisition (**Ctrl+N**) and select **ADM** from the **Type** drop-down.
2. In the **Fare** box, enter the difference of what the nett amount should have been and what your agency has been charged on the billing.
3. This will put the Trip file in Debit and act as a reminder to chase the ACM from the airline.

The screenshot shows the 'Ticket' application window with the following details:

- Buttons:** Create New (selected), Create from Quote
- Type:** ADM
- Consultant:** glenda
- GST:** No
- Tranx Date:** 24/01/2005
- Issue Details:**
  - Service: Flight
  - Supplier: CX
  - Creditor: BSP
  - Date: 24/01/2005
  - Sales Code: Internat
  - Billing: W0405
- Ticket Details:**
  - ADM Nbr: 160
  - 6712857682
  - Conjunction:
- Fare:** 300.00
- Commissions:**

	%	Amount
Fare:	.00	0.00
Taxes:		0.00
Total:		.00
Override:	.00	.00
- Taxes:**

Tax		Commission	
Code	Amount	GST	Status
	.00		
		0.00	0.00
			0.00
- Requisition Totals:**

Total excl.	inc. GST
300.00	300.00
Sell	
300.00	300.00
Nett	
300.00	300.00
- Names:** Bean/Basil Mr
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	CX	18/12/2006	SYD	HKG	HK	127		

Buttons at the bottom: Reverse, Print, GST, Payment, Custom, OK, Cancel, Help

# Nett Remit Tickets Paid by Credit Card

To enter Net Remit Credit card transaction in CCT:

1. Open a Ticket requisition (**Ctrl+N**) and select **CCF** from the **Type** drop-down.
2. Enter the **Sell amount** in the **Fare** field.
3. In the **CCCF** field enter the **Sell amount including taxes**.
4. Calculate and enter the **Commission** amount. This will be the difference between your Sell and Net amounts.
5. Enter the **Taxes**.
6. The Requisition Totals in the Sell field will show zero.

**Ticket** (Type: CCF, Consultant: glenda, GST: No, Tranx Date: 4/03/2005)

**Issue Details:** Service: Flight, Supplier: QF, Creditor: BSP, Date: 4/03/2005, Sales Code: Internat, Billing: W0905

**Ticket Details:** Ticket Nbr: 081, 1244457687, Conjunction:

**Fare:** Fare: 2,400.00

**Other:** CCCF Amount: 2,535.04

**Fees:** Non Comm: .00

**Fare Details:** Fare Basis: Remark: Nett remit 184 T

Discounts		Commissions		Taxes		Requisition Totals	
%	Amount	%	Amount	Code	Amount	Total excl.	inc. GST
1:	.00	Fare:	6.25	AU	38.00	2,535.04	2,535.04
2:	.00	Taxes:	0.00	WG	10.74	Sell	0.00
	.00	Total:	150.00	WY	19.30	Nett	(150.00)
		Override:	.00	YQ	67.00		(150.00)
					135.04		

**Names:** Macchiavelli/ Clarice Ms

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	QF	1/12/2006	BNE	BKK	HK	281		Class: Y
Flight	QF	23/12/2006	BKK	BNE	HK	832		Class: Y

Buttons: Reverse, Print, GST, Repeat, Payment, Custom, OK, Cancel, Help

# Multi Purpose Documents

Multi Purpose Documents (MPDs), previously known as MCO's, can be used for a variety of functions including:

- Issuing PTA's (Prepaid Ticket Advice)
- Issuing TOD's (Tickets on Departure)
- Excess Luggage Charges
- Carrier Related Stopover Packages

**NOTE:** If the MPD is being paid by Credit Card direct to the supplier, use Ticket Requisition type of **CCF** instead of **MPD**.

To create an MPD transaction:

1. Open a Ticket Requisition (**Ctrl+N**) and select **MPD** from the **Type** drop-down list.
2. Select **Create New** or **Create from Quote**.
3. Enter the MPD number in the **Ticket Nbr** field and complete all other details as required.

The screenshot shows the 'Ticket' software window with the following details:

- Buttons:** Create New, Create from Quote
- Type:** MPD
- Consultant:** Glenda
- QST:** No
- Tranx Date:** 20/05/2004
- Issue Details:** Service: H-Hotel, Supplier: HI, Creditor: MH, Date: 20/05/2004, Sales Code: Internat, Billing:
- Ticket Details:** Ticket Nbr: 1290098750, Conjunction:
- Fare:** Fare: 280.00
- Fees:** Non Comm: .00
- Cancellation Fees:**
- Fare Details:** Fare Basis: , Remark: Stopover accom
- Discounts:**

	%	Amount
1:	.00	.00
2:	.00	.00
		.00
- Commissions:**

	%	Amount
Fare:	10.00	28.00
Taxes:		0.00
Total:		28.00
Override:	.00	.00
- Taxes:**

Code	Amount	GST	Status	Commission %	Commission Amount
	.00			0.00	0.00
	.00				0.00
- Requisition Totals:**

	Total excl.	inc. GST
Sell	280.00	280.00
Nett	252.00	252.00
- Names:** Spencer-Burridge/Glenda Mrs
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Fare Basis	Fare Amount
Hotel	HI	01/04/2006	KUL		HK				\$0,000.00
- Buttons:** Reverse, Print, QST, Payment, Custom, OK, Cancel

# Void Tickets

All Void Tickets need to be recorded in CCT so that accurate Sales Returns and BSP reports can be generated. If a ticket is damaged without any previous record being created, simply enter as a Void (VDT) ticket type. If the ticket has already been recorded against a Trip file, it must be reversed prior to completing the Void (VDT) Ticket Type.

To create a VDT transaction:

1. Open a Ticket Requisition (**Ctrl+N**) and select **VDT** from the **Type** field.
2. Select **Create New**
3. Enter the relevant issue details and the void ticket number in the **Ticket Nbr** field.
4. Complete the mandatory fields (marked in blue), select a **Passenger** and **Segment** and click **OK** to save the transaction.

The screenshot shows the 'Ticket' window in the CCT system. The 'Type' field is set to 'VDT'. The 'Issue Details' section includes 'Service: F-Flight', 'Supplier: VN', 'Creditor: BSP', 'Date: 20/05/2004', 'Sales Code: Internet', and 'Billing: V/2004'. The 'Ticket Details' section shows 'Ticket Nbr: 738' and '1069540367'. The 'Fare' field is set to '.00'. The 'Taxes' section shows 'Taxes: 0.00' and 'Total: .00'. The 'Requisition Totals' section shows 'Total excl. 0.00', 'Sell 0.00', and 'Nett 0.00'. The 'Segments' table is visible at the bottom, showing a flight segment for 'VN' on '03/07/2006' from 'SYD' to 'SON' on flight '114' with a fare amount of '\$0,000.0'. The 'Names' section shows 'Tran/Daniel Mr'. The 'Buttons' at the bottom include 'Reverse', 'Print', 'Payment', 'Custom', 'OK', and 'Cancel'.

# Exchange Tickets

There are three methods for the creation of an Exchange Ticket Requisition:

- Even Exchanges
- Additional Collection
- Refund to Passenger

To create any type of ticket exchange:

1. Open a Ticket Requisition (**Ctrl+N**) and select **TEX** in the Type field.
2. Select from **Create New** or **Create from Quote**
3. Select **Yes**, **No** or **Comm** from the **GST** field, depending on the requirements.
4. Under the **Ticket Details** area, enter the new ticket number in the **Ticket Nbr** field.
5. The old ticket number should be entered into the **Exch Nbr** field.

The screenshot shows the 'Ticket' window with the following data:

**Issue Details:** Service: Flight, Supplier: UM, Creditor: BSP, Date: 5/03/2005, Sales Code: Internat, Billing: W0905

**Ticket Details:** Type: TEX, Consultant: glenda, GST: No, Tranx Date: 5/03/2005, Ticket Nbr: 168, Exch Nbr: 168

**Fare:** Fare: .00

**Fees:** Non Comm: .00

**Discounts:**

	%	Amount
1:	.00	.00
2:	.00	.00
		.00

**Commissions:**

	%	Amount
Fare:	.00	0.00
Taxes:		0.00
Total:		.00
Override:	.00	.00

**Taxes:**

Tax		Commission	
Code	Amount	GST	Status
AU	38.00		PD
WVG	4.30		PD
YQ	14.60		PD
YR	14.60		PD
ZA	27.30		PD
	98.80		

**Requisition Totals:**

Total excl.	inc. GST
0.00	0.00
Sell	0.00
Nett	0.00
0.00	0.00

**Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	UM	2/12/2006	PER	HRE	HK	712		Class: Y
Flight	UM	22/12/2006	HRE	PER	HK	714		Class: Y
Flight	UM	6/12/2005	HRE	LOS	HK	187		Class: Y

## Even Exchange Tickets

For Even Exchange tickets:

1. Leave **Fare**, **CCCF Amount** and **Commission** as zero.
2. Add **PD** (using capital letters) for paid next to any **Taxes** amounts paid on the original ticket.
3. Highlight the names and segments applicable to the ticket and click **OK** to save.

## Additional Collection

For Additional Collection exchanges:

1. Work out the difference between the original base fare and new fare. This additional collection is entered in the **Fare** field.
2. When the additional collection is being paid to the carrier using a credit card, enter the amount into the **CCCF** field (including the additional collection value plus any new taxes).

The screenshot shows the 'Ticket' window with the following data:

**Issue Details:** Service: Flight, Supplier: QF, Creditor: BSP, Date: 5/03/2005, Sales Code: Domestic, Billing: W0905

**Ticket Details:** Ticket Nbr: D81, 6789340765, Exch Nbr: D81, 6789340750

**Fare:** 47.28, GST: 4.72, Fare (incl): 52.00

**Other:** CCCF Amount: .00

**Commissions:** Fare: 5.00, Amount: 2.60, Taxes: 0.00, Total: 2.60, Override: .00

Discounts		Commissions		Taxes		Requisition Totals	
%	Amount	%	Amount	Code	Amount	inc.	GST
1: .00	.00	Fare: 5.00	2.60	QR	9.00	5.00	0.45
2: .00	.00	Taxes: 0.00		WG	4.35	5.00	0.22
		Total: 2.60		YQ	22.90	5.00	1.15
		Override: .00	.00	YR	33.00	0.00	0.00
					69.25	1.82	
						77.28	85.00
						77.28	85.00
						74.91	82.40

**Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	QF	8/12/2006	BNE	SYD	HK	509		Class: Y
Flight	QF	18/12/2006	SYD	BNE	HK	516		Class: Y

3. If the additional collection is solely due to taxes, enter these details in the **Taxes** field.
4. All taxes paid on the original ticket must be entered in the **Taxes** area and shown as paid using the status code of **PD** (using capital letters). Enter any additional taxes to be collected for the new ticket. Ensure these new taxes have no Status code.
5. Complete all other fields as required, including Commissions and select the Name and Segments. Click **OK** to save the transaction.

**NOTE:** When downloading a booking file from Galileo with an additional collection, the unconfirmed ticket window displays the full fare amount in the Fare field and must be adjusted to show only the additional collection amount. Any pre-paid taxes do not download and need to be entered manually.

## ***Exchange with Refund to Passenger***

Ticket Exchanges resulting in a refund to the passenger require the necessary BSP documents to be raised:

- A new ticket at the new fare level showing **NIL** collection.
- An MPD for the refund amount due to the passenger, also with a **NIL** collection.

This typically occurs when a ticket is issued in exchange at a lower fare level than the original ticket. To record these transactions in CCT, four steps need to be completed.

1. Complete a **TEX** type ticket requisition for **NIL** value for the new **Ticket Number** (same as for an even exchange screen).
2. Complete another **TEX** type ticket requisition for **NIL** value, entering the **MPD number** in the **TKT Number** field. The physical **MPD** is for the refund value which is then processed and refunded to the client.
3. Complete a **RFT** type ticket requisition for the **MPD** with the amount to be refunded to the passenger.
4. The refund is credited to the Trip file and can be refunded to the passenger.

After the three ticket screens have been completed, the trip accounting tab shows a credit balance, which is the refund due to the client.

# Discounted CCCF Tickets

When a discount has been given and payment is made by credit card, two methods can be used to record this accurately in CCT, ensuring the trip file is in balance and accurate reports are produced.

## Method 1

The physical BSP ticket is issued with the Credit field of the Remittance Area containing the amount being charged to the passenger and the Cash box containing the discounted amount.

1. Open a Ticket Requisition transaction and select **Create New** or **Create from Quote**.
2. Select **CCF** in the **Type** field. Set the correct **GST** setting.

The screenshot shows the 'Ticket' window with the following details:

- Issue Details:** Service: F-Flight, Supplier: OA, Creditor: BSP, Date: 24/05/2004, Sales Code: Internet, Billing: W2104.
- Ticket Details:** Ticket Nbr: 050, 1968472049, Conjunction: [empty].
- Fare:** Fare: 4,210.00
- Other:** CCCF Amount: 4,250.00
- Fees:** Non Comm: .00
- Fare Details:** Fare Basis: F, Remark: [empty]
- Discounts:**

%	Amount
1: 1.40	58.75
2: .00	.00
	58.75
- Commissions:**

%	Amount
Fare: 9.00	378.90
Taxes:	0.00
Total:	378.90
Override: .00	.00
- Taxes:**

Code	Tax Amount	GST	Status	%	Commission Amount
AUJ	38.00			0.00	0.00
WY	21.10			0.00	0.00
WVG	7.05			0.00	0.00
QK	3.40			0.00	0.00
YQ	29.20			0.00	0.00
	98.75				0.00
- Requisition Totals:**

Total excl.	inc. GST
4,308.75	4,308.75
Sell	0.00
Nett	(320.15)
	(320.15)
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Fare Basis	Fare Amount
Flight	OA	18/10/2006	ADL	ATH	HK	627			\$0,000.0
Flight	OA	28/10/2006	ATH	MEL	HK	628			\$0,000.0

3. Complete the fields in the **Issue Details** section and enter the **Ticket Number**.
4. The **Fare** should be inclusive of applicable GST but must exclude any non-commissionable fees or taxes. Enter the amount charged to the credit card in the **CCCF Amount** field.
5. Discounts to be applied can be entered in the **Discounts** area as either a percentage or fixed value amount. Complete the **Commissions** and **Taxes** sections as required.
6. The **Requisition Tools** area details the system generated totals and reflects the following values
  - **Total:** Total fare including taxes
  - **Sell:** When the discount equals the difference between the total and the CCCF amount this box equals zero.
  - **Nett:** Total fare less the commission and the CCCF amount



- To save the transaction, click **OK** and answer **Yes** to the confirmation prompt.

### Method 2

An alternative method is to make all entries as described in Method 1, except enter the full total into the CCCF amount field.

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: Flight, Supplier: MH, Creditor: BSP, Date: 5/03/2005, Sales Code: Internat, Billing: W0905
- Ticket Details:** Ticket Nbr: 232, 1241367688, Conjunction: [empty]
- Fare:** Fare: 2,632.00
- Other:** CCCF Amount: 2,762.69
- Commissions:** Fare: 9.00, Amount: 236.88; Taxes: 0.00; Total: 236.88; Override: .00, .00
- Taxes:**

Code	Amount	GST	Status	%	Amount
AU	38.00				0.00
WG	11.44				0.00
YQ	46.40				0.00
MY	15.10				0.00
WY	19.75				0.00
<b>Total</b>	<b>130.69</b>				<b>0.00</b>
- Requisition Totals:**

Total excl.	inc. GST
2,762.69	2,762.69
Sell	
(100.00)	(100.00)
<b>Nett</b>	<b>(236.88)</b>
	<b>(236.88)</b>
- Quotes Table:**

Nbr.	Date	ID	Type	Supplier	Cost/Ref	Sell	Qty	Per	Unit Price	Duration	GST	Charge
1	5/03/2005	99	F	MH	Cost	2762.69	1	Person	2632.00	1	N	Yes
<b>Total:</b>						<b>2,762.69</b>						<b>2,762.6</b>

This leaves the discount amount in the Sell field, which becomes the amount credited to the Trip file and the refund to be paid to the passenger.

The screenshot shows the 'Refund to Passenger' window with the following data:

- Accounting Table:**

Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
5/03/2005	T000000374	Ticket	CCF - 1241367688	C	N		100.00
- Refund Details:** GL0503050003, Consultant: glenda, Date: 5/03/2005, Amount: 100.00
- Passenger(s):** MCINTYREMOLLYMISS
- Form(s) of payment (1 of 1):** Type: Cheque, Payee: Galileo Travel, Amount: 100.00, Nbr: 1267526900984, Bank: ANZ, Branch: QUEEN STREET, BRISB

# Additional Cheque Requisition Types

## Processing Pensioner Rail Tickets

A pensioner rail ticket needs to be recorded on two ticket requisitions because GST only applies to the commission on the ticket but any fee charged for issuing the ticket will attract GST.

To enter the rail fare:

1. Open a Ticket Requisition and select **CCF** in the **Type** field.
2. Select from **Create New** or **Create from Quote**.
3. Select the rail operator in the **Supplier** and **Creditor** fields.
4. Select **Comm** in the **GST** field.
5. Complete the **Ticket Nbr** field.
6. Enter the ticket value in the **Fare** and **CCCF** amount fields.
7. Complete the **Commission** field and any other fields required, and click on **OK**.

The screenshot shows the 'Ticket' window with the following details:

- Issue Details:** Service: Rail, Supplier: QRAIL, Creditor: QRAIL, Date: 25/01/2005, Sales Code: Domestic, Billing: Jan05.
- Ticket Details:** Ticket Nbr: 28655140, Conjunction: (empty).
- Fare:** Fare: 176.00, CCCF Amount: 176.00.
- Fees:** Non Comm: .00.
- Fare Details:** Fare Basis: (empty), Remark: Pensioner fare.
- Discounts:** Table with 2 rows, % and Amount columns.
- Commissions:** Table with Fare (10.00%, 19.36), Taxes (0.00), Total (19.36), and Override (.00, .00).
- Taxes:** Table with Code, Amount, GST, Status, % and Commission columns.
- Requisition Totals:** Total excl. 176.00, inc. GST 176.00, Sell 0.00, Net (17.60) / (19.36).
- Names:** Nguyen/Ingrid Ms.
- Segments:** Table with columns: Type, Supplier, Depart Date, Depart City, Arrive City, Status, Flight#, Insurance, Details. Row: Rail, QRAIL, 1/12/2006, CNS, TSV, HK.

## Issuing Fee

To record the issuing fee:

1. Open a Ticket Requisition and select **TKT** in the **Type** field.
2. Select from **Create New** or **Create from Quote**.
3. Select the Rail operator in the **Supplier** and **Creditor** fields.
4. Select **Yes** in the **GST** field.
5. Enter the same ticket number as recorded in the previous ticket requisition in the **Ticket Nbr** field.
6. Enter the issuing fee (inclusive of GST) in the **Fare** field. (e.g. \$5 for one way and \$11 for return), could also include any additional collections for sleepers etc.
7. Complete the **Commission** field and any other fields required, and click on **OK**.

The screenshot displays the 'Ticket' application window. At the top, there are options for 'Create New' and 'Create from Quote', and a 'Type' dropdown set to 'TKT'. The 'Issue Details' section contains fields for Service (Rail), Supplier (QRAIL), Creditor (QRAIL), Date (25/01/2005), Sales Code (Domest), and Billing (Jan05). The 'Fare' section shows Fare (5.00), GST (0.50), and Fare (incl) (5.50). The 'Commissions' section shows a total of .55. The 'Taxes' section shows a total of .00. The 'Requisition Totals' section shows Total excl. (5.00), inc. GST (5.50), Sell (5.00), and Nett (4.50). The 'Segments' table shows a single segment for Rail with Supplier QRAIL, Depart Date 1/12/2006, Depart City CNS, Arrive City TSV, Status HK, Flight#, Insurance, and Details.

## Processing Phone Card Sales

In the Trip file, receipt the passenger's payment in the normal manner and complete a Cheque Requisition as follows:

1. Select **CQC** in the **Type** field.
2. Select from **Create New** or **Create from Quote**.
3. Select the phone card **Supplier** and **Creditor**.
4. Select **Yes**, **No** or **Comm** in the **GST** field.
5. Enter the cost of the phone card (inclusive of GST) in the **Fare** field.

- Complete the **Commission** field and any other fields required, and click on **OK**.

**Cheque Requisition**

Create New   
  Create from Quote   
 Type: CQC   
 Consultant: Glenda   
 GST: Yes   
 Tranx Date: 27/01/2005

**Issue Details**  
 Service: Miscellaneous   
 Supplier: PHONE CAF   
 Creditor: PHONE CA  
 Date: 27/01/2005   
 Sales Code: Sundry

**Fare**  
 45.46   
 GST: 4.54   
 Fare (incl): 50.00

**Fees**  
 Non Comm: .00

**Commissions**  
 Fare: 10.00   
 Amount: 5.00  
 Taxes: 0.00  
 Total: 5.00  
 Override: .00   
 Amount: .00

**Taxes**  

Tax			Commission	
Code	Amount	GST	%	Amount
	.00		0.00	0.00
.00			0.00	

**Requisition Totals**  

Total excl.	inc. GST
45.46	50.00
Sell	
45.46	50.00
Nett	
40.91	45.00

**Names**  
 McIntyre, Millie Ms  
 O'Neill, Lillie Ms

**Segments**  Show All  

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Miscella	PHONE CA	30/10/2006	MEL		KK			

# Recording Fees

To record Fees in CCT, See "Fees Tab" in Module 5: Trip File.

Service Fees recorded in Galileo Desktop using Galileo Fee Manager are now downloaded into CCT.

The following products comprise Galileo's Fee Management suite:

## **Galileo Fee Manager**

Galileo Fee Manager (GFM) fee rules are created by Galileo for the agent to automatically record service fees into their Galileo booking file.

The agent can also use GFM to manually create service fees in addition to having the auto fee functionality.

Alternatively, the agent can use GFM to manually add service fees to the booking file without the additional functionality of auto fees.

## **Galileo FeeNett**

**Note:** For Australian Agents Only

Galileo FeeNett is used by the agent to charge the passenger's credit card for the service fees as recorded by GFM in the Galileo booking file. The receipt is recorded by FeeNett in the booking file Notepads (NP. fields) and is downloaded into the accounting tab of the Trip file. Agencies who do not use GFM can still use Galileo FeeNett and would manually enter the amount to charge the credit card.

Galileo FeeNett acts as a path to the payment gateway, eNett, where the passenger's credit card is debited and the agency bank account is credited overnight. Note that eNett is the merchant in the transaction, but the agency's name is still recorded on the customer's credit card statement.

## **eNett**

**Note:** For Australian Agents Only

eNett acts as the payment gateway between Galileo FeeNett and the relevant credit card company (Mastercard, Amex etc.). eNett advises the credit card company of the transaction, who in turn charge the credit card. The funds are then sent via eNett to the agency bank account overnight (excluding the Merchant Services Fee).

eNett then email the Receivables file to the agent to import into CCT. A debtor receipt is automatically created and allocated against the invoice created by the original download from Galileo to CCT.

**Note:** The Galileo support website includes several animated product presentations which demonstrate how to integrate Galileo's fee management tools with CCT. See <http://support.galileo.com/SGC/GSC/Mid+-+Back+Office/CrossCheck+Travel+3/Enhancements+3.1.htm>

# Galileo Fee Manager Integration

If using the Galileo Fee Manager product, fees generated in Viewpoint can be updated automatically into CCT as part of the Booking File Download process.

If fees have been generated in Galileo Fee Manager, these will display in Viewpoint as Service Fees under the Remarks, Fees and Service Information folder.

**Remarks, Fees and Service Information**

- + Vendor Locators
- + Vendor Remarks
- + General/Notepad Remarks
- Service Fees

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
DOM ITN	28.18	2.82	31.00	AUD	Y	Y	Automatic
DOM ITN MC	1.00	0.00	1.00	AUD	Y	Y	Automatic

The Booking File download process will generate Host Comments into the Trip File that have the Fee Manager information in a specific format.

Viewpoint Trip - LZSHQE240605

27/10/2005 TESTOLDFIELD/LMS

ViewTrip.COM

Trip Segments Fees Quotes Clients Freq Flyer Accounting Comments

User	Created	Type	Comments
Host	27/05/2005	NOTE	GFM:INSUR RESEA
Host	27/05/2005	NOTE	GFM:COURIER
Host	27/05/2005	NOTE	I/1"N/DOM ITN*A/28.18*FC/AUD*TT/2.82*TL/31.00*D1*C1*A
Host	27/05/2005	NOTE	I/2"N/DOM ITN MC*A/1.00*FC/AUD*TT/0.00*TL/1.00*D1*C1*A
Host	27/05/2005	MISC	VLOC-1A**LYE6P/05 0623

Clicking on the Fees Tab will then generate these Comments into actual Fees within the Trip File.

If any of the Fee Codes used in Fee Manager did not exist in the CCT Fee Rules, none of these Fees will be created in CCT and an error message will display:

CrossCheck Travel 3.0.4F

Could not find a Fee called 'DOM ITN'  
Unable to create fees from host notepad without this fee in Fee Rules

bob - Friday 24-Jun-2005 5:07 PM  
CrossCheck Travel 3.0.4F Version: 3.0.4f

Close

Once the Fee is setup in the CCT Fee Rules, the Refresh button in the Fees Tab can be selected to generate the Fees.

Viewpoint Trip - LZSHQE240605

27/10/2005 TESTOLDFIELD/LMS

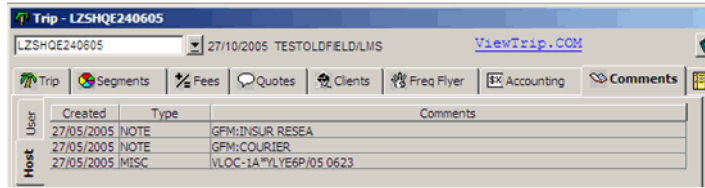
ViewTrip.COM

Trip Segments Fees Quotes Clients Freq Flyer Accounting Comments

Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Source
DOM ITN	Domestic	Service Fee	ZZ	28.18	2.82	31.00	GALLIEO
Domestic Itinerary							Chg: Y Det: Y
DOM ITN MC	Domestic	Service Fee	ZZ	1.00	0.00	1.00	GALLIEO
							Chg: Y Det: Y
Total				29.18	2.82	32.00	

From there, these Fees can be converted into a Quote or Cheque Requisition as per manual fee entries,

Once the Fee information has been converted from the Trip File Comments into Fees within the Fees Tab, this information no longer appears within the Comments Tab.



Of course though, this information still exists within the Viewpoint Booking File.

# Agency Credit / Debit Memos (ACM & ADM)

An Agency Credit Memo (ACM) is received when a Creditor owes an agency money. This may occur when incorrect commission has been taken on a ticket; an overpayment of a fare has been made, or used by airlines to process passenger refunds.

Two types of ACM can be received and it is important to know which type is being entered into the CCT application.

- **Refund to Passenger:** used when a refund is due to a client; such as an overcharge on a ticket
- **Commission Refund:** used when Commission is owed to an agency.

An Agency Debit Memo (ADM) is the reverse of an ACM and generally ADM's are received to claim either:

- **Undercollection of Fare:** used when an agent has under charged the client and a payment is due back to the creditor
- **Overcollection of Commission:** used when too much commission has been collected and a payment is required to reimburse the creditor

The Ticket Requisition screen differs for these four scenarios. It is important to ensure the correct process is used.

## ***Processing an ACM***

Take the following steps:

1. Open a Ticket Requisition and select **ACM** from the **Type** field.
2. Select **Create New**.
3. Select the correct **GST** entry and **Service** type. Enter the **Supplier** and **Creditor** code.
4. To set the **Billing Period**, enter a date which falls within the period shown on the ACM.
5. Under the **Ticket Details** area, enter the **ACM number**.

## ***Fare Field***

- For a **Refund to Passenger** type ACM, the full GST inclusive value of the ACM should be entered in the **Fare** field.
- For a **Commission Refund** type ACM, leave the **Fare** field as zero.



The screenshot shows the 'Ticket' application window with the following sections:

- Issue Details:** Service: Flight, Supplier: CI, Creditor: BSP, Date: 5/01/2005, Sales Code: Internat, Billing: M0105.
- Ticket Details:** ACM Nbr: 297, 7562586456, Conjunction: (empty).
- Fare:** Fare: 30.00.
- Commissions:** Fare: 9.00%, Amount: 2.70; Taxes: 0.00; Total: 2.70; Marketing Code: (empty); Override: .00.
- Taxes:** Table with columns: Code, Amount, GST, Status, Commission % (0.00), Commission Amount (0.00).
- Requisition Totals:**

Total excl.	inc. GST
30.00	30.00
Sell	
30.00	30.00
Nett	
27.30	27.30
- Names:** BEAN/BASIL MR
- Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	VN	21/12/2005	SYD	HAN	HK	181		Class: Y
Flight	VN	27/12/2005	HAN	BJS	HK	182		Class: Y
Flight	CI	30/12/2005	BJS	SHA	HK	451		Class: Y
Flight	SQ	8/01/2006	SHA	SIN	HK	725		Class: Y

### Commissions

- For a **Passenger Refund**, enter the normal commission.
- For a **Commission Refund**, enter the amount of commission shown on the ACM in dollars.

The Requisition Totals are system generated and for Commission Refund ACMs, the **Nett** field shows the amount to be charged to the BSP billing and credited to the commissions account. Click **OK** to save the transaction. At the payment prompt answer **No**.

- For **Refund to Passenger** ACM's, the trip file is credited and a refund to the client can then be processed.
- For **Commission Refund** ACMs there is no change to the Trip balance.

## Processing an ADM

Take the following steps:

1. Open a Ticket Requisition and select **ADM** from the **Type** field.
2. Select **Create New**.
3. Select the correct **GST** option and enter the **Issue Details**.
4. Enter a **Date** which falls within the Billing period shown on the ADM to automatically set the **Billing** field.
5. Enter the ADM number in the **Ticket Details** section in the **ADM Nbr** field.

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: F-Flight, Supplier: SQ, Creditor: BSP, Date: 10/03/2004, Sales Code: Internat, Billing: W1004
- Ticket Details:** ADM Nbr: 618, 1087574029, Conjunction: [empty]
- Fare:** 30.00
- Commissions:** Fare: 9.00 (2.70), Taxes: 0.00, Total: 2.70, Override: .00 (.00)
- Taxes:** Table with columns: Code, Amount, GST, Status, Commission % Amount. Values: .00, .00, 0.00, 0.00
- Requisition Totals:**

Total excl.	inc. GST
30.00	30.00
Sell	
30.00	30.00
Nett	
27.30	27.30
- Segments Table:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Fare Basis	Fare Amount
Flight	SQ	20/03/2006	SIN	CAS	HK	139			\$0,000.00

### Fare Field

- For an **Undercollection of Fare ADM**, enter the value of the ADM, excluding taxes, in the **Fare** field.
  - For an **Overcollection of Commission ADM**, leave the **Fare** field as zero.
1. Fill in the commission field as shown on the ADM.
  2. The **Requisitions Totals** are system generated.
    - For **Undercollection of Fare ADMs**, the **Sell** field will show the gross amount charged to the Trip file.
    - For **Overcollection of Commission ADMs**, the **Nett** field shows a figure representing the commission amount to be credited to the BSP billing and charged to the commission account.
  3. Click **OK** to save the transaction.

An **Undercollection of Fare ADM** results in a debit to the trip balance, whereas an **Overcollection of Commission** results in no change to the trip balance.

# Refunds

There are several refund types that can be processed in CCT

- Ticket refunds
- Credit Card refunds
- Refunds from creditors
- Refunds to passengers.

The methods used to generate the refunds include Ticket and Cheque requisitions and specialised Creditor and Passenger refund screens.

## Ticket Refunds

The type of Ticket refund used is governed by the original requisition type raised

Original Type	Refund Type
<b>TKT</b>	Use the <b>RFT</b> type refund requisition.
<b>CCF</b>	Use the <b>CRF</b> type refund requisition.
<b>NET</b>	Use the <b>RNT</b> type refund requisition.

Special care must be taken to ensure the correct type of Ticket Requisition Type code is used for the circumstances surrounding the refund.

## Refunding a Standard Ticket

Take the following steps:

1. If a ticket window exists, repeat the existing (paid) transaction and change the **Type** field to **RFT**.

Alternatively, open a Ticket Requisition and select **RFT** in the **Type** field.

The screenshot shows the 'Ticket' window with the following data:

- Issue Details:** Service: F-Flight, Supplier: OA, Creditor: CONI, Date: 10/03/2004, Sales Code: Internat, Billing: [blank]
- Ticket Details:** Ticket Nbr: 050, 1924075380, Conjunction: [blank]
- Fare:** 3,800.00
- Fees:** Non Comm: .00
- Cancellation Fees:** Agent: 50.00, Supplier: 100.00
- Fare Details:** Fare Basis: [blank], Remark: [blank]
- Discounts:**

	%	Amount
1:	2.63	100.00
2:	.00	.00
		100.00
- Commissions:**

	%	Amount
Fare:	9.00	342.00
Taxes:		0.00
<b>Total:</b>		<b>342.00</b>
- Taxes:**

Code	Amount	GST	Status	%	Amount
	.00			0.00	0.00
	.00				0.00
- Requisition Totals:**

Total excl.	inc. GST
3,800.00	3,800.00
<b>Refund</b>	
3,554.54	3,550.00
<b>Nett</b>	
3,358.00	3,358.00

2. Select **Create New** or **Create from Quote**.
3. Choose the correct **GST** setting and complete the **Issue Details**. The **Date** should reflect the Date of ticket issue (defaults to today).
4. Enter the Ticket Nbr in the **Ticket Details** section.
5. The **Fare** should reflect the refund fare (inclusive of GST) excluding any non-commissionable fees and taxes.
6. Enter any non-commissionable Fees applied to the original ticket to be refunded.
7. Cancellation fees imposed by the Agent or Supplier must be entered as dollar amounts in the **Cancellation Fees** section.
8. Enter the **Commission** and **Discount** fields matching the original ticket.
9. Add any **Taxes** amounts already paid that are to be refunded (including GST if applicable).
10. Select a **Passenger** name and the appropriate **Segments** and click **OK** to save the transaction.

This process credits the refund amount back to the Trip file.

- To refund the Passenger, See "Refund to Passenger" in Module 8: Trip Accounting Part 2.
- For a debtor account, a Credit Note should be raised. See "Proforma Invoice/Credit Note" in Module 6: Trip Accounting Part 1.

## Refunding a Nett Remit Ticket

Completing a Refund of a Nett Remit ticket (type **RNT**) is similar to a standard ticket with the following exceptions:

- **RNT** must be selected from the **Type** drop-down options.
- The Nett Remit Code must be entered in the **Ticket Details** section.
- The refund amount, including taxes, must be entered into the **Nett Remit** section in the **Sell** field.
- The nett refund including taxes must be entered into the **Nett Remit** section in the **Nett** field.
- There are no Cancellation Fee fields available on **RNT** type ticket requisitions.

The screenshot shows the 'Ticket' software interface with the following data:

**Issue Details:** Service: Flight, Supplier: GF, Creditor: BSP, Date: 5/03/2005, Sales Code: Internat, Billing: M0905

**Ticket Details:** Ticket Nbr: 081, 3541374900, Conjunction: , Nett Remit Code: GF1783

**Fare:** Fare: 1,050.00

**Fees:** Non Comm: .00

**Discounts:** 1: 0.00, .00

**Commissions:** Fare: 9.00, 94.50; Taxes: 0.00; Suppl.: 4.92, 51.67; Total: 146.17; Override: .00, .00

**Taxes:**

Code	Amount	GST	Status	%	Amount
RN	7.60			0.00	0.00
VV	1.80			0.00	0.00
SG	18.00			0.00	0.00
CJ	2.80			0.00	0.00
YQ	13.20			0.00	0.00
43.40				0.00	0.00

**Requisition Totals:** Total excl. 1,093.40, inc. GST 1,093.40; Refund 1,093.40, 1,093.40; Nett 947.23, 947.23

**Names:** O'NEILL,ILLIE MS

**Segments:**

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	GF	17/12/2006	SIN	DUB	HK	9		Class: J

Buttons: Reverse, Print, GST, Payment, Custom, OK, Cancel, Help

## Refunding a CCF Ticket

When refunding a ticket which was originally issued against a CCF, it will be necessary to complete a **Credit Card Refund Notice** and forward all documents directly to the carrier. The carrier then processes the refund and forwards an ADM back to the agency to reclaim the commission.

It is important to note that although an ADM is received, it must be entered in CCT using the **CRF** ticket requisition type and not the **ADM** type, to ensure the office sales figures can be adjusted to reverse the sale value of the ticket.

1. Open a Ticket Requisition and select **CRF** in the **Type** field.

The screenshot shows the 'Ticket' software window with the following details:

- Buttons:** Create New (selected), Create from Quote
- Type:** CRF
- Consultant:** glenda
- GST:** No
- Tranx Date:** 5/03/2005
- Issue Details:** Service: Flight, Supplier: SQ, Creditor: BSP, Date: 5/03/2005, Sales Code: Internat, Billing: W0905
- Ticket Details:** Ticket Nbr: 818, 8716873659, Conjunction:
- Fare:** Fare: 2,100.00
- Other:** CCCF Amount: 2,088.40
- Fees:** Non Comm: .00
- Cancellation Fees:** Agent: .00, Supplier: 100.00
- Fare Details:** Fare Basis: , Remark:
- Discounts Table:**

	%	Amount
1:	.00	.00
2:	.00	.00
		.00
- Commissions Table:**

	%	Amount
Fare:	9.00	189.00
Taxes:		0.00
Total:		189.00
Override:	.00	.00
- Taxes Table:**

Code	Tax		GST	Status	Commission	
	Amount				%	Amount
SG	16.80				0.00	0.00
UB	31.40				0.00	0.00
YQ	40.20				0.00	0.00
	88.40				0.00	0.00
- Requisition Totals Table:**

Total excl.	inc. GST
2,188.40	2,188.40
Refund	0.00
	0.00
Nett	(189.00)
	(189.00)
- Marketing Code:**

2. Select either **Create New** or **Create from Quote**.
3. Select the correct **GST** option and complete the **Issue Details**.
4. Enter the Ticket Nbr in the **Ticket Details** area.
5. Enter the applicable refund fare, excluding any non-commissionable fees and taxes in the **Fare** field.
6. Enter the total amount to be refunded to the passenger's Credit Card in the **CCCF Amount** field.
7. Enter any **Fees** in dollar amounts. The agent cancellation fee will appear as a debit on the Trip file.
8. Complete all other fields, select the passenger **Names** and **Segments** and click **OK**.

# Trip Refund CCCF

A Trip Refund CCCF is similar to a receipt CCCF in that it is for customers' records only. The entry has no impact on the file balance but it does appear on the Statement of Account.

A Trip Refund CCCF is used to document the transfer from the Creditor back to the Client's Credit Card, without any money exchanging hands through the agency.

The Refund CCCF **CANNOT** be reversed or deleted.

1. Create a new **Refund CCCF** by opening the appropriate Trip file, selecting the **Accounting** tab and clicking **New** button on the toolbar (or press **Ctrl+N**).
2. Select **Refund CCCF** from the New Trip Account Transaction window.
3. Click on **OK** to open an input screen.

4. Enter the appropriate **Service** type and **Supplier** code.
5. Enter **Printed Remarks** in a free text format.
6. The **Form(s) of payment** defaults to **CCCF** and is unable to be adjusted.
7. Enter the **Payer** name and **Amount** of refund.
8. Fill in the passenger's credit card details and click **OK**.

# Non Air Credit Card Refunds

A cheque requisition type **RCC** must be completed when a Credit Card Charge Form has been used to pay a creditor and the arrangements have been cancelled. It is used to refund QCC & CQC type Cheque Requisitions. This process results in a reclaim of commission by the creditor.

To process a Non Air Credit Card refund:

1. Open a new Cheque Requisition from the **Accounting** tab in the Trip file (**Ctrl+N**).

2. Select **Create New** or **Create from Quote**.
3. Select **RCC** in the **Type** field.
4. Select the correct **GST** option and complete the **Issue Details**.
5. Enter the gross amount originally paid into the **Fare** field.
6. Enter the amount to be refunded to the passenger's Credit Card in the **CCCF Amount** field.
7. Enter any non-commissionable **Fees** that were applied to the original cheque requisition and are now being refunded.
8. Enter any **Agency** or **Supplier Cancellation Fees** as dollar amounts.
9. Complete all other fields as required.
10. Highlight the name of the passenger and the applicable segments and click **OK**.



# Refunds from Creditor

The Refund from Creditor screen is used to record refund payments from a Creditor and can include service fees. A Creditor Refund screen should be completed whenever payments are received from a Creditor, regardless of the method of payment. The refund from Creditor is a receipt.

1. Open the relevant Trip file and select the **Accounting** tab.
2. Select **Refund from Creditor** from the **New Trip Account Transaction** window.
3. Click on **OK** to open an input screen.

4. Open the scroll on the **Chq Req** field and select from the list of paid cheque requisitions relating to this file.
5. Once selected the cheque requisition will populate the following fields:
  - **GST**
  - **Sales Code**
  - **Service**
  - **Supplier**
  - **Creditor**
6. If there is no related cheque requisition these fields must be completed manually.
7. Enter a **Marketing** code if required.
8. The **Amount Received** should equal the amount of the refund received from the Creditor. Enter any amount to be refunded to a credit card in the **Credit Card Amount** field.
9. The **Calculations** fields are mostly system generated with data extracted from the original Cheque Requisition. These values can be overtyped if required.

Field	Description
Fare	The original amount paid by the passenger inclusive of GST.
Comm	Any commission taken on the fare amount.
Supplier Canx Fee	Enter any cancellation fee imposed by the supplier.
Tax	Reflects the tax amounts originally paid and now being refunded - where applicable, this includes GST on the individual tax amounts.
Tax GST (not depicted)	Only appears if GST is set at <b>Yes</b> or <b>Comm</b> . Manually calculate and input any GST amount being refunded from the taxes shown in the <b>Tax</b> field.
Non Comm Fee	Any non-commissionable fees.

- The **Agency** fields should be completed, with any **Discounts** to be reclaimed and any **Cancellation** or service fees imposed. The **Nett to Client** field is system generated.

The Amount Received field must match the greyed out total supplied in the Calculations area or the transaction is unable to be saved. If the totals are not equal, double check the commissions, taxes and fees.

- A free text **Remarks** field is provided for any additional notes or comments to be added to the Refund.
- Complete the **Form(s) of Payment** details by selecting the appropriate **Type** from the drop-down list, entering the **Payer** details (pre-populated from Creditor) supply the **Nbr**, **Bank** and **Branch** details, and click **OK**.

For more complex examples of Creditor refunds and commission payments, See *Account Management* guide.

# Refund to Passenger

The Refund to Passenger screen is specifically to record such transactions.

1. The screen is accessed from the Accounting tab of the Trip file. Click the **New** toolbar button and select **Refund to Passenger** from the New Trip Accounting Transaction window.
2. Click on **OK** to open an input screen.
3. CCT may display a warning prompt to say no funds are available - this occurs if the file has no credit available. Click **OK** to close the warning.



4. When your file has a credit available, the screen below will open automatically.
5. Enter any **Remarks**, and choose to **Pay Now** or **Pay Later**. The Pay Later option will send the funds to the **PAXREFUND** creditor for payment by a supervisor or manager.

 The "Refund to Passenger" window contains the following fields and controls:
 

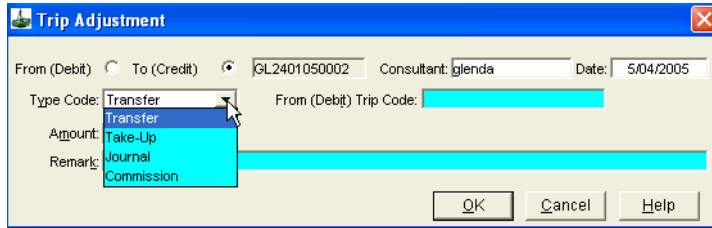
- Refund Details:**
  - GL1001050002
  - Consultant: glenda
  - Date: 5/03/2005
  - Remark: [empty]
  - Pay Now  Pay Later
  - Amount: 855.00
- Passenger(s):**
  - Thorpe/Max Mr
- Form(s) of payment (1 of 1):**
  - Type: Cheque
  - Payee: Thorpe/Max Mr
  - Amount: 855.00
  - Nbr: 1297656430812
  - Bank: ANZ
  - Branch: QUEEN STREET, BRISB

 Navigation buttons include "Reverse", "Print", "OK", "Cancel", and "Help".

6. Complete the Form(s) of Payment and click **OK**.

# Adjustments

The adjustment screen is used to transfer funds from one trip to another, load opening balances for a financial Take Up, enter Journals between the cashbook and the Trip file or manipulate commission. See *Account Management* guide.



When **Transfer** has been selected as the type of adjustment, all Trip files will be available by double clicking in the **From Trip Code** field.

Adjustments are unable to be reversed and should never be attempted prior to receiving thorough training in this area.



# Module 9: Documentation

Document production options are pre-set and can be viewed in the supervisor settings.

The document header is taken from the information entered in the supervisor settings and can include:

1. Company Name and Trading Name
2. Phone numbers (including toll free and after hours)
3. Fax Numbers
4. ABN (for Aust.) or GST (for NZ) Number
5. Licensee name
6. Email and Web address
7. Prefix and Suffix entries and their position in a document are also set under the Supervisor log-in.

All documents, except MS Word itineraries, are available from the **Documents** heading on the menu bar (or right-click the file window). The **Documents** menu is context sensitive, meaning the contents on the menu change depending on the current file type open, such as Trip, Client, Debtor etc.

When there are no files open, the **Documents** menu will only show **Fax** and **Visa Letter**.

## Fax

Faxes may be opened from the **Documents** menu or by clicking the **New Fax** icon on the toolbar.

CCT produces a fax document using details already stored in the **Client**, **Creditor**, **Debtor** or **Supplier** files along with a free format **General** option.

The screenshot shows a 'Fax' dialog box with the following details:

- Client: FAN\*ISA001
- To: Mr Isacc Fan
- Company:
- Fax Number: 03 2756144
- Consultant: glenda
- Subject: Please return visa applications ASAP

Selecting a file type displays a list of files held in CCT.

Select the recipient to transpose the required information to the **Fax Details** area. The fax number will display if it is stored in the file.

Enter a fax subject and click **OK** to generate the fax.

The fax content is completed and will be sent directly from Word.

## Visa

The **Visa Letter** is used to support a client's visa application and confirms details of the itinerary. Selecting **Visa Letter** without any files open displays a fill in screen. The recommended procedure is to open a **Trip** file then select the Visa Letter menu option, as the name and travel details are transposed to the visa fill in screen.

Country		Trip Details		
Nigeria		Departure Date	18/10/2006	
Names		Consultant	glenda	
Lim/Claudia Mrs		Purpose	tourism	
Lim Lawrence Mr				
Travel Details				
FlighUM	712	18/10/2006	PER	HRE
FlighUM	631	18/10/2006	HRE	LOS
FlighUM	681	29/11/2006	LOS	PER

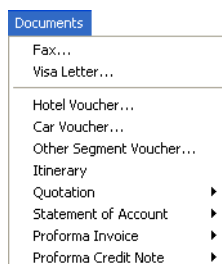
The **Country** is a mandatory field, as indicated by the blue colour, and provides access to a list of countries (double click or press **F12**).

The related segments must be selected (highlighted) from within the Travel Details area of the screen, or manually entered if not using a Trip file.

Click **OK** to generate the letter.

## Trip Documents

Several options can be selected from the **Documents** menu bar while working within a Trip file (or right-click the mouse anywhere on the Trip file window).



The **Statement of Account**, **Proforma Invoice** and **Proforma Credit Note** are covered in the relevant accounting modules. All other Trip documents are detailed in this section.

## Hotel, Car and Other Segment Vouchers

The **Hotel**, **Car** or **Other Segment Voucher** can be used as either letters of introduction or as prepaid vouchers.

1. Open the Trip file containing relevant Hotel, Car or manual (other) segments and then select the appropriate voucher from the **Documents** menu. This procedure transposes the details from the segment directly into the voucher window. If multiple segments exist, select from the drop-down list at the top of the voucher window.

2. Any missing fields should be completed manually. Double click (or press **F12**) in the **Accom Type** (hotel) or **Car Type** (car) fields to select from the acceptable codes in CCT.

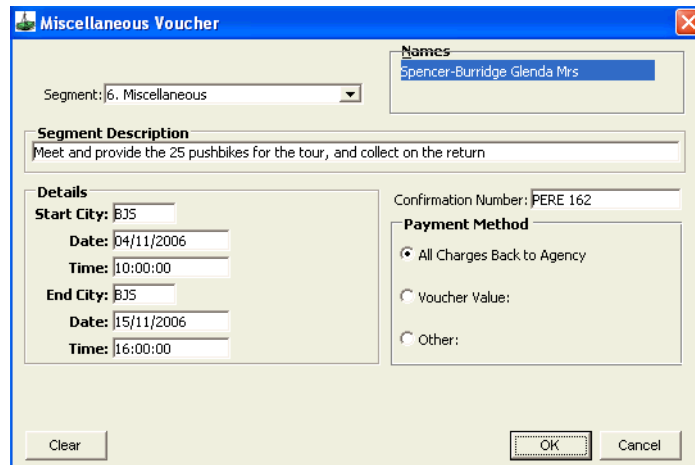
3. The **Payment Method** area has three options:
  - **All Charges Back to Agency** generates the voucher plus an additional authority document to be forwarded to the vendor, authorising charges to be referred back to the agency.
  - **Voucher Value** displays a **Value** and **Currency** field. Use these to store the voucher amount. Enter the exchange **Rate** and **Currency** code. The exchange rate can be accessed by double clicking in the currency field, if it has been entered in Tables.
  - **Other** is a free text field.



- Once all selections have been made, click **OK** to generate the voucher.

### **Other Segment Voucher**

The **Other Segment Voucher** is used to generate vouchers for manually entered segments such as Cruise, Coach, Rail trips. The **Segment** can be selected from the scroll attached to this field and the voucher title will change accordingly.



The screenshot shows a dialog box titled "Miscellaneous Voucher" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Segment:** A dropdown menu showing "6. Miscellaneous".
- Names:** A list box containing "Spencer-Burridge, Glenda Mrs".
- Segment Description:** A text area containing "Meet and provide the 25 pushbikes for the tour, and collect on the return".
- Details:** A section with fields for:
  - Start City:** BJS
  - Date:** 04/11/2006
  - Time:** 10:00:00
  - End City:** BJS
  - Date:** 15/11/2006
  - Time:** 16:00:00
- Confirmation Number:** PERE 162
- Payment Method:** A section with three radio button options:
  - All Charges Back to Agency
  - Voucher Value:
  - Other:

At the bottom of the dialog, there are three buttons: "Clear", "OK", and "Cancel".

# Itinerary from Documents Menu

Select **Documents - Itinerary** from the menu bar to produce an itinerary in Style 5, or as selected in the supervisor settings

# Itinerary from MS Word Icon

Itineraries can be generated using the blue **W** (for MS Word) icon button found at the top of **Trip** file windows. This will automatically generate a new Itinerary into Word in standard text format to edit, print or email.



This will produce itinerary Style 4.

## ITINERARY

ITINERARY ESPECIALLY PREPARED FOR Mr Baldrick Burridge and Mr Shamus Spencer

**DATE OF ISSUE** 26 May 2004 **OUR REFERENCE** GL2405040002  
**CONSULTANT** Glenda Spencer-Burridge

### CONFIRMED FLIGHT CHINA AIRLINES CI 141

30 Oct 06	Mon	Check in at Adelaide International no later than 11:00		Booking Reference LZ8XB
31 Oct 06	Tue	<b>Depart</b>	Adelaide	13:00 Economy/Coach
		<b>Arrive</b>	Beijing	07:00 Via Singapore
		Aircraft Type	Boeing 747	
		Flight Operator	Singapore Airlines	
		Special Request	Vegan Meal On Request for Mr. Shamus Spencer	
		Seat Request	11A,11B,7A,7B	

### CONFIRMED HOTEL HOLIDAY INN CROWNE PLAZA

31 Oct 06	Tue	<b>Check in</b>	Beijing	09:00	Booking Reference HI 14592
04 Nov 06	Sat	<b>Check Out</b>		09:00	
<b>Holiday Inn Crowne Plaza</b>					
<b>Beijing</b>					
48 Wangfujing Dajie					
Deng Shi Xi Kou					
Tel (10) 5133388			Fax (10) 3132513		
4 nights accommodation - 1 - Standard Room					

All these documents will display information within MS Word using a template file called **tplate.rtf**. This file resides on the hard disk of each individual CCT user's workstation and it's purpose is to generate standard customised information onto the itinerary including font type and size, company logo (header) and footer details.

# Trip Texts

Click on the **Trip Texts** action buttons with a Trip file open to display the Trip Text input screen. This function provides an easy way to add comments to each segment before generating an itinerary.



The **Itinerary** tab will display preset **Intro** and **Trailer** text (set from the Standard Texts function, covered in this module) along with a **Segments Texts** entry boxes.

The Segment Texts will display information from the **Comments** field of the individual Segment screens. See "Working with Segments" in Module 5: Trip File. The displayed comments can be edited or added to and will be automatically saved to the Segments screen.

Click the **Save** button to save the information or click **Print** to produce the itinerary. Further modifications can be made to the itinerary by editing it in Microsoft Word.

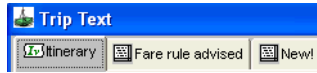
The **New!** tab is used for adding any other notes applicable to the Trip file which do not print on the itinerary. This may be used to store a copy of the fare rules that applied at the time of ticketing or copying across email correspondence.

Selecting the **New!** tab will display a fill in screen allowing for the entry of a **Title** for the data and a free text area. Enter any text required and click the **Save** button.

The buttons at the top of the free text field allow the text to be selected and copied (to take to an external source). A final button is also provided to paste any copied text into the free text area.

Click the **OK** button to close the Trip Text window.

When the Trip Text window is re-opened, the Tile will appear as a tab.

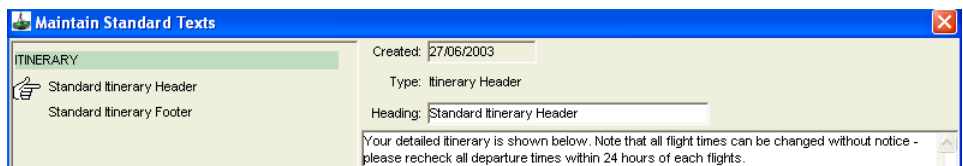


## Standard Texts

Standard text can be setup for automatic insertion as Header and Footer information on all itineraries for the entire office and cannot be modified for each individual consultant. Click the **Standard Texts** icon on the toolbar to configure the standard text.



The Maintain Standard Texts screen will open and allows for the editing of the Header and Footer text.



Point the Hand cursor to Standard Itinerary Header or Standard Itinerary Footer and enter the information to be included in all itineraries, in the right hand side of the screen.

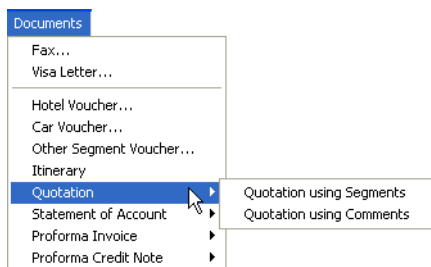
This information can be typed in, or pasted from another source.

Click on the **Save** icon and then the **Exit** icon to close the screen.

This text can be re-opened and changed by overtyping and resaving.

## Quotes

Quotations can be created using either segment information or comments attached to each quote. This choice is selected from the Documents - Quotation menu.



## Quotation using Segments

This option creates a quote document using segment data, plus any information added in the Description field and marked as printable, on the Quote screen.

### QUOTATION

DATE OF ISSUE 26 May 2004  
 REFERENCE GL2105040003  
 CONSULTANT Glenda Spencer-Burridge  
 PASSENGER Lim/Claudia Mrs  
 Lim Lawrence Mr  
 DATE DEPART 18 Oct 2006

SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT DISCOUNT	AMOUNT GST	AMOUNT IIC GST
<b>INSURANCE THOMAS COOK INTL INSURANCE</b> 1 x \$370.00 Approval for cover from Underwriter	\$370.00	\$0.00	\$0.00	\$0.00	\$370.00
<b>ACCOMMODATION Hyatt</b> Check In:19 OCT Check Out:22 OCT 1 x \$250.00 x 3 NIGHTS Continental breakfast included	\$750.00	\$0.00	\$0.00	\$0.00	\$750.00
<b>FLIGHT Air Zimbabwe</b> 18OCT06 Perth/Harare/Lagos/Perth 2 x \$2,750.00	\$5,500.00	\$0.00	\$0.00	\$0.00	\$5,500.00
<b>QUOTATION TOTAL</b>	<b>\$6,620.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$6,620.00</b>

## Quotation using Comments

This option creates a quote document using the comments information from the Quote screen.

### QUOTATION

DATE OF ISSUE 26 May 2004  
 REFERENCE GL2405040002  
 CONSULTANT Glenda Spencer-Burridge  
 PASSENGER Burridge Baldrick Mr  
 Spencer Shamus Mr  
 DATE DEPART 30 Oct 2006

SERVICE	AMOUNT EXC GST	AMOUNT TAX / LEVY	AMOUNT DISCOUNT	AMOUNT GST	AMOUNT IIC GST
<b>TOUR PEREGRINE ADVENTURES</b> Pushbike drop off and pick up included and bike locks	\$950.00	\$0.00	\$0.00	\$0.00	\$950.00
<b>INSURANCE QBE INSURANCE</b>	\$480.00	\$0.00	\$0.00	\$0.00	\$480.00
<b>FLIGHT China Airlines</b> This fare is only available if paid by 30 June.	\$1,780.00	\$98.75	\$0.00	\$0.00	\$1,878.75
<b>ACCOMMODATION Holiday Inn</b> Continental Breakfast included	\$675.00	\$0.00	\$0.00	\$0.00	\$675.00
<b>QUOTATION TOTAL</b>	<b>\$3,885.00</b>	<b>\$98.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,983.75</b>

All airfares and prices are subject to availability upon booking.  
 Please note: prices are subject to change until such time as full payment is made. Amendment and cancellation fees may apply.

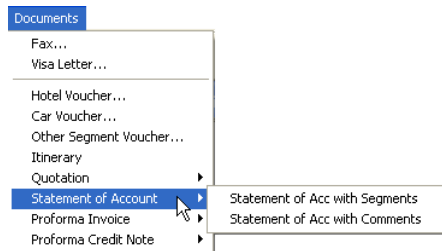
# Statement of Account

The statement of account automatically includes:

- A list of quoted items.
- Record of all monies paid to date.
- Balance of account.

To generate a **Statement of Account**, open the relevant Trip file and select **Statement of Account** from **Documents** on the main menu bar.

Two options are available, with **Segments** or with **Comments**.



Option	Description
Segments	includes all segment data plus any text added to the <b>Description</b> field on the <b>Quote</b> screen
Comments	includes the text added under the <b>Comments</b> tab of the <b>Quote</b> screen (marked as printable)

## STATEMENT OF ACCOUNT

		<b>DATE OF ISSUE</b>	26 May 04			
		<b>DATE DUE</b>				
		<b>REFERENCE</b>	GL2605040001			
		<b>CONSULTANT</b>	Glenda Spencer-Burridge			
<b>PASSENGER</b>	<u>Riscutto, Roger Mr.</u>	<b>DATE DEPART</b>	01 Sep 2006			
<b>SERVICE</b>		<b>AMOUNT EXC GST</b>	<b>AMOUNT TAX / LEVY</b>	<b>AMOUNT DISCOUNT</b>	<b>AMOUNT GST</b>	<b>AMOUNT IIC GST</b>
<b>FLIGHT VIRGIN AUSTRALIA OPERATIONS</b> Only valid if paid by 1700 on 28 May		\$381.82	\$64.00	\$0.00	\$38.18	\$484.00
<b>ACCOMMODATION COLONY RESORTS</b> Includes continental breakfast		\$545.46	\$0.00	\$0.00	\$54.54	\$600.00
<b>TOUR SUNLOVER HOLIDAYS</b> Diabetic meals will be provided		\$1,163.65	\$0.00	\$45.46	\$111.81	\$1,230.00
<b>TOTAL</b>		<b>\$2,090.93</b>	<b>\$64.00</b>	<b>\$45.46</b>	<b>\$204.53</b>	<b>\$2,314.00</b>
<b>LESS MONIES PAID</b>						
<b>DATE OF TRANSACTION</b>	<b>TRANSACTION DESCRIPTION</b>					<b>AMOUNT PAID</b>
26 May 2004	RECEIPT R000011190 deposit					\$500.00
<b>TOTAL PAID</b>						<b>\$500.00</b>
<b>BALANCE DUE</b>						<b>\$1,814.00</b>

# Creditor Documents

There are no further options for Creditor Documents apart from **Fax** and **Visa Letter**.

See "Fax" in Module 9: Documentation.

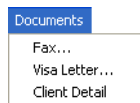
See "Visa" in Module 9: Documentation.

# Debtor Documents

A statement run is included as part of the end of month procedures. However, individual statements can be viewed or printed at any time. See *Account Management* guide.

# Client Documents

Fax and Visa Letter are available from the Client file as well as the Client Detail document.



See "Fax" in Module 9: Documentation.

See "Visa" in Module 9: Documentation.

The Client Detail document produces a printable listing of all information relevant to the currently open client file.

CLIENT DETAIL					
<b>Personal Details</b>					
<b>Family Name</b>	Bean		<b>Given Name</b>	Basil	
<b>Client Title</b>	Mr		<b>Gender</b>	Male	
<b>Client Birthdate</b>	13/10/1975				
<b>Company Details</b>					
<b>Debtor Name</b>				<b>Department</b>	Orthopedics
<b>Position</b>	chief surgeon		<b>Project Code</b>		
<b>Address Details</b>					
<b>Type</b>	<b>Building</b>	<b>Street</b>	<b>Suburb</b>	<b>State</b>	<b>Postcode</b>
Home		181 Coast Rd	COOLABUNIA	QLD	4610
<b>Phone Details</b>					
<b>Type</b>	<b>Area</b>	<b>Number</b>	<b>Extension</b>	<b>City</b>	<b>Comments</b>
E-mail					basil@yahoo.com.au
Fax	07	2735014		Brisbane	
Home	07	2735014		Brisbane	
<b>Passport Details</b>					

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# Galileo Support Contact Details

## Ask Galileo

Ask Galileo is our new on-line help service. It is designed to provide customers with answers to the most frequently asked questions handled by our Service Centre.

If you have a query relating to Galileo, you can now obtain an answer at your convenience, saving you phone calls or waiting in line.

To View a short demo of Ask Galileo, visit <http://www.agentofthefuture.com/AskGalileo.htm>

Then, when you wish to use the online service, go to [www.galileo-au.custhelp.com](http://www.galileo-au.custhelp.com) and register. Add this to your list of favourite web sites and start making your life simpler!

## Regional Service Centre

Our Regional Service Centre team in Sydney receive up to 4,000 calls per week from travel agents throughout Australia & New Zealand. Their breadth of knowledge and experience is comprehensive, enabling them to answer all your Galileo queries.

Please remember to have your **PSEUDO CITY CODE** ready to quote to our service centre specialists.

**Service Centre Australia: 1300 555 000**

**Service Centre New Zealand: 0800 425 453**

The Regional Service Centre is divided into three specialised teams to ensure expert support. When your call is answered, you will be prompted to select from the following options:

For Assistance With...	You Should Talk To...	Dial
Galileo Sign-on Fares Ticketing issues Booking file issues	Galileo Host Team	1



Technical support Galileo printing issues Site Down / Connection issues Galileo Leased hardware issues	Equipment & Data Communications Team	2
CrossCheck Travel	Business Applications Team	3

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<b>Victoria / South Australia / Tasmania</b>	<b>Queensland</b>	<b>Western Australia / Northern Territory</b>
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<b>New Zealand - Auckland</b>	<b>New Zealand - Christchurch</b>	<b>New Zealand - Wellington</b>
Level 8, Auckland Club Building 34 Shortland Street Auckland NZ  Telephone: 03 379 0545 nz@galileo.com	Level 1, Sir George Seymour College 829 Colombo Street Christchurch NZ  Telephone: 03 379 0545 nz@galileo.com	Level 6, Tourism and Travel House 73-89 Boulcott Street Wellington NZ  Telephone: 04 473 4826 nz@galileo.com

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[www.galileo.com](http://www.galileo.com)

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# Galileo Training

## Galileo Classroom Learning

To gain maximum competitive advantage from the Galileo reservations system, it's vital that you keep up to date with the latest features of the Galileo products you've invested in. Galileo Southern Cross addresses this need by providing a complete range of expert training solutions designed to ensure peak productivity in your day to day use of the Galileo system.

We operate fully equipped training facilities at our offices in Sydney, Melbourne, Brisbane, Perth, Auckland, Christchurch and Wellington. Each of our training facilities conducts an extensive course curriculum covering all aspects of the Galileo system.

For further course information and schedules, please refer to:

- [http://www.galileo.com/galileo/en-au/agency/Products/Training\\_for\\_Agents.htm](http://www.galileo.com/galileo/en-au/agency/Products/Training_for_Agents.htm) (Australia)  
or  
[http://www.galileo.com/galileo/en-nz/agency/Products/Training\\_for\\_Agents.htm](http://www.galileo.com/galileo/en-nz/agency/Products/Training_for_Agents.htm) (New Zealand).
- Galileo GIS pages:  
**GC\*403/22** (Australia)  
or  
**GC\*413/9** (New Zealand)

## Galileo 360° e-Learning

You can now access a whole series of Galileo 360° eLearning courses on the internet. Courses are free to Australian travel agents; all you will need is your agency pseudo code and a PIN number which will be supplied to you by Galileo on request. The courses are web based which means you will be able to access them from the office or home! No downloads, no disks, no hassle.

To register for the course you will need a PIN. Please send an email containing your Pseudo City Code to [elarning\\_au@galileo.com](mailto:elarning_au@galileo.com), with the words "AU Galileo 360 pin application" in the subject line of your email.

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Once you have your PIN, you will need to register the first time you enter the site, but after that you will automatically go to the home page where you can select the course you wish to study.

- To register for our e-Learning courses, go to:  
[http://www.galileo.com/galileo/en-au/agency/Products/Training\\_elearning.htm](http://www.galileo.com/galileo/en-au/agency/Products/Training_elearning.htm) (Australia)  
or  
[http://www.galileo.com/galileo/en-nz/agency/Products/Training\\_elearning.htm](http://www.galileo.com/galileo/en-nz/agency/Products/Training_elearning.htm) (New Zealand)

## Live Training Restrictions

When you undertake any training on the live Galileo system, please adhere to the following guidelines:

- Bookings **MUST** be made at least 6 months ahead and avoiding holiday periods.
- Different dates must be used by each member of a training class.
- Names must follow best practice, using student surname and the word Galileo (i.e. **N. 1GALILEOSMITH/JOHNMR**). Avoid famous names.
- Do **NOT** book vendors other than those recommended by your instructor.
- Be sure to cancel or ignore any bookings you have made or **YOUR AGENCY MAY BE CHARGED**.

## Air Bookings

- Where possible, flights should be booked in economy class. Under **NO** circumstances should they be booked in First or Business class.
- Do **NOT** book the last seats on any flight.

## Car and Hotel Bookings

### ***Very Important***

When a car or hotel room is sold do **NOT** select **Ignore** from the **Finish** menu, because the booking may exist in the vendor's reservations system. Any car or hotel segments not required **MUST BE CANCELLED**.

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