

# Travelport® Cruise and Tour™ Administrator

User Guide



**Acknowledgement:**

**This document was developed by Galileo Training Services.  
Customer feedback is important to us. Please take a few minutes to send any  
questions or comments to us at [training.development@galileo.com](mailto:training.development@galileo.com)**

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## Introduction

You can use Travelport Cruise and Tour Administration to manage the following areas:

- User Administration
- Extended Website Administration
- Administrative Reports and Logs

The Admin menu option also provides a link to the Administration Guide.

To access this functionality, you must have administrative permissions, which allow administrative access to your own agency/agency group. Otherwise access to Administration is limited to personal settings.

**Note:** The menus shown in this guide apply to the Travelport Cruise and Tour core product. Some menus have additional options. They are described in the appropriate sections. These options are appropriate and available when/if you opt for them when signing up for Travelport Cruise and Tour.

## Objectives

At the end of this guide, you should be able to:

- Describe the administration options available in Travelport Cruise and Tour:
  - User Administration links
  - Extended Website Administration links
  - Administrative Reports and Logs
- Perform the functions associated with agent administration, e.g., reset passwords, update profiles, etc.
- Perform the functions associated with customer administration as they apply to a specific club, e.g., product service fee and credit card administration, etc.

## Get Started with Administration

To access the Administration page, use the following steps.

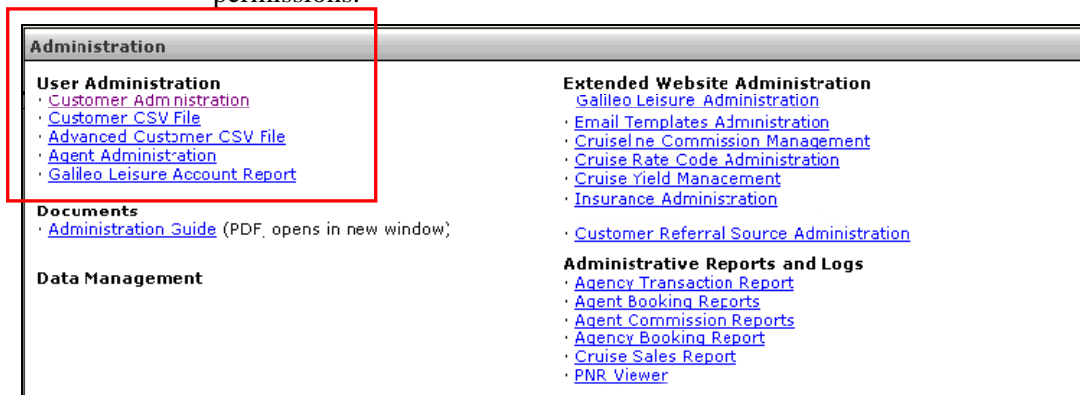
1. Click the Admin button.



2. Select Administration menu option

The Administration page opens.

**Note:** Your login determines the administration options available to you. The options below are only visible if you have administrative permissions.



## Personal Settings

This menu option allows editing of profile settings with the exception of First Name, Last Name and E-mail address.



## Change Personal Settings

To change personal settings, follow these steps:

1. Select the Admin menu. Admin Menu Options opens.
2. Select the Personal Settings menu option.

The Agent Profile page opens.

3. Enter any changes or complete the desired fields.
4. Select a desktop background theme by selecting the desired radio button.
5. Click the Submit button to make the changes.

**Note:** If there is an instance where incorrect information regarding names and email address is displayed, contact Galileo to initiate the changes.

The changes will not take effect until you log out and back in again. Desktop changes take effect when switching between desktops or when refreshing the page. If the refresh option is used ALL desktops revert their original setting and closes all leads, searches etc.

## Change Agent Password

An agent password can be changed using this function. The agent must be logged into Travelpport Cruise and Tour. The new password will take effect the next time the agent logs into Travelpport Cruise and Tour.

To change a password, follow these steps:

1. Select the Admin menu. Admin Menu Options display.
2. Select the Personal Settings menu option.

The Agent Profile page opens.

3. Select the Change Password button.

The Change Password page opens.

4. Enter the Current Password.
5. Enter the New Password. (Must be at least 6 characters long, one of which must be of a numeric value).
6. Enter the new password again in the Verify Password field to verify the correctness of the password.
7. Click the Submit button to change the password.

A Password Modification page opens stating that ‘Your password was successfully changed’.

8. Click the Continue button.
9. After a short time the Travelport Cruise and Tour Home page opens.

**Note:** If the Cancel button is selected, the Password does not change and after a short time the Home Page opens.

## Documents

You can link to the Travelport Cruise and Tour Administration document any time. Just click the Administration Guide link under Documents on the Administration page. Adobe Acrobat Reader is required.

## User Administration

Let’s begin with User Administration, which include the links on the top left side of the Administration page above. This User Administration menu allows you to search for a user, compile a client list, and manage agent profiles.

## Customer Administration

The first link is Customer Administration. You will use this feature as an additional resource to find customers you have not been able to locate using the Customer Search option on the home page. You can use Customer Administration to search by:

- Customer Name
- Confirmation Number
- Registration Date
- Phone Number



To search for a customer, use the following steps.

1. From User Administration menu, select the Customer Administration link.



The Customer Administration page opens.

**Customer Administration** [\[Administration Menu\]](#)

Search Customers by:

Customer Information	Search Criteria
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Email:	<input type="text"/>
Confirmation Number:	<input type="text"/>
Phone Number:	<input type="text"/>
Initial Registration Date:	January   1   2007
Ending Registration Date:	July   16   2007
Website:	All Websites <input type="button" value="Search"/>
Custom Profile Field	Select One <input type="button" value="Search"/>

2. Enter search criteria in the required field(s). To search by a registration date or range, use the drop down lists.
3. Click the associated Search button.

The customer list displays (in this case, registration dates were used to search).

**Customer Search Results** [New Customer Search](#) | [Administration Menu](#)

(\* indicates customer has an active login to website.)

Email Address/Full Name	Reg. Date/Reg. Site	Action
beth.sinclair@galileo.com	Apr 9, 2007 5:42 PM	<a href="#">[View Customer]</a>
beth sinclair	<a href="#">100412.revelex.com</a>	<input type="checkbox"/>
khoskins@revelex.com	Apr 17, 2007 1:51 PM	<a href="#">[View Customer]</a>
Beth Sinclair	<a href="#">100412.revelex.com</a>	<input type="checkbox"/>

## Customer CSV File

This Customer CSV File option helps you create a customer data file from the agency database. This file includes customer information including, name, e-mail, phone number(s), address, city, state and zip code.

You can save this file and subsequently import it into a third party application for manipulation. This is a useful feature for follow-on marketing to customers. The file is a Comma Separated Value (CSV) format, which spreadsheet applications recognize.

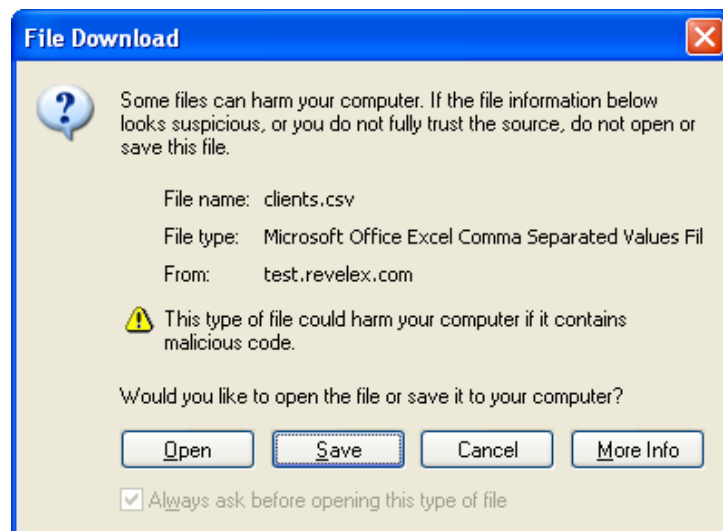
To create a CSV file, use the following steps.

1. From the User Administration menu, select the Client CSV File link.

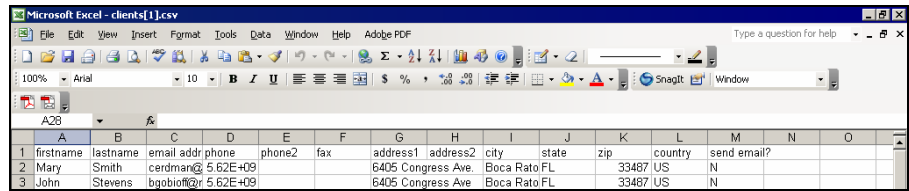
The Client CSV File page opens.

2. Select a Starting Date from the date drop down lists.
3. Click the Range drop-down to select the number of days to include in the file. The maximum number of days is 30.
4. Select an Agency Site from the drop-down, if applicable.
5. Click the Get File button.

The file download dialog opens.



- You can either Open or Save the file. Travelport Cruise and Tour detects type of spreadsheet application present on your workstation.



The screenshot shows a Microsoft Excel window titled 'clients[1].csv'. The spreadsheet contains the following data:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	firstname	lastname	email	addr	phone	phone2	fax	address1	address2	city	state	zip	country	send email?	
1	Mary	Smith	cerdman@	5.62E+09				6405 Congress Ave		Boca Rato	FL	33487	US	N	
2	John	Stevens	bgobio@	5.62E+09				6405 Congress Ave		Boca Rato	FL	33487	US	N	

## Advanced Customer CSV File

Use Advanced Customer CSV File when you want to specify the information you want to download to your spreadsheet.

To use the Advanced Customer CSV file, use the following steps.

- From User Administration menu, select the Advanced Customer CSV File link.

The Advanced Customer CSV File page opens.

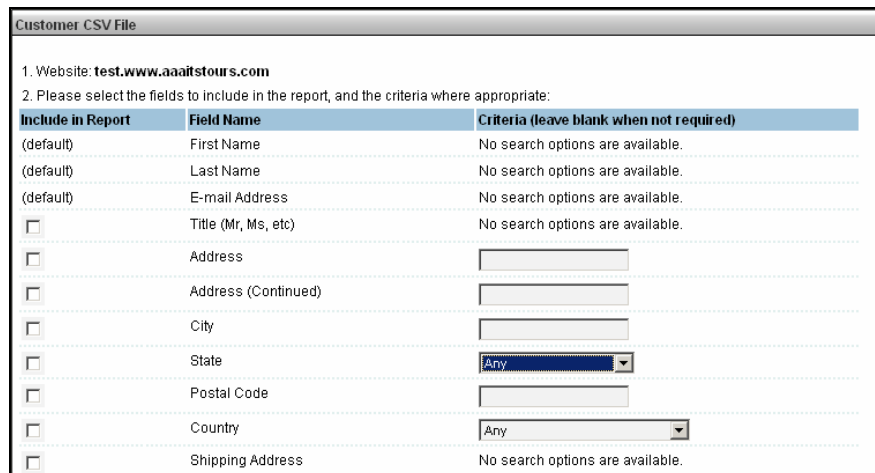


The screenshot shows a web form titled 'Customer CSV File'. It contains the following text and controls:

1. Please select a website:

- Select [www.travelportcruiseandtour.com](http://www.travelportcruiseandtour.com) from the drop-down list.

The selection screen opens.



The screenshot shows a web form titled 'Customer CSV File'. It contains the following text and controls:

1. Website: **test.www.aaaitstours.com**

2. Please select the fields to include in the report, and the criteria where appropriate:

Include in Report	Field Name	Criteria (leave blank when not required)
(default)	First Name	No search options are available.
(default)	Last Name	No search options are available.
(default)	E-mail Address	No search options are available.
<input type="checkbox"/>	Title (Mr, Ms, etc)	No search options are available.
<input type="checkbox"/>	Address	<input type="text"/>
<input type="checkbox"/>	Address (Continued)	<input type="text"/>
<input type="checkbox"/>	City	<input type="text"/>
<input type="checkbox"/>	State	<input type="text" value="Any"/>
<input type="checkbox"/>	Postal Code	<input type="text"/>
<input type="checkbox"/>	Country	<input type="text" value="Any"/>
<input type="checkbox"/>	Shipping Address	No search options are available.

- Click to select the fields that you would like to include and define the criteria in the field provided.

4. Click Submit.
5. When the report contains all the information you want to download, click Download. Otherwise, you can edit your request and repeat the process.

As above, the File Download dialog opens.

6. Select Save, or Open, as desired.

## Agent Administration

This feature allows administrators to view and edit agent profiles and skill sets. A link to recover an agent's password is provided which generates an automatic email to the requesting agent, reminding them of their password.

**A note about Skill Sets:** Skill Sets are only applicable for those agencies with a B to C Website. The main use of Skill Set is to associate leads (from interested consumers) in the electronic queue with a particular skill defined for an agent. If an agent is experienced with a particular cruise line and the destinations associated with that cruise line and that skill is defined, then any lead that comes into the queue with that criteria can be pulled by that agent no matter where it is in the queue. In other words it matches the skill set with the agent that is pulling the lead.

To view Agent Administration, use the following steps.

1. From the User Administration menu, select the Agent Administration link.

The Agent Administration page opens.

ID	Agent Name	Email Address	Agency	Actions
----	------------	---------------	--------	---------

2. Select an Agency (if applicable) from the drop-down list.
3. Enter a keyword (first name, last name, or both) to search for a single agent.
4. Click the Search button.

A list of all or one agent(s) appears depending on the field that was populated. The list displays the agent ID, agent name, email address, agency and additional links.

Agent Administration				
<div> Agency: <input type="text" value="-- Any Agency --"/> </div> <div> Keyword: <input type="text"/> <input type="button" value="Search"/> </div>				
ID	Agent Name	Email Address	Agency	Actions
47094	100412, gtest Created: 03-22-2007	<a href="mailto:khoskins@revelex.com">khoskins@revelex.com</a> Admin, Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47950	Augustin-Conley, Maribeth Created: 04-30-2007	<a href="mailto:maribeth.augustin-conley@galileo.com">maribeth.augustin-conley@galileo.com</a> Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47938	Bendelac, Chelsea Created: 04-25-2007	<a href="mailto:chelsea.bendelac@galileo.com">chelsea.bendelac@galileo.com</a> Admin, Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47085	Bendelac, Chelsea Created: 03-14-2007	<a href="mailto:Chelsea.Bendelac@travelport.com">Chelsea.Bendelac@travelport.com</a> Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47089	Cano, Michaela Created: 03-19-2007	<a href="mailto:michaela.cano@galileo.com">michaela.cano@galileo.com</a> Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47939	Cano, Michaela Created: 04-25-2007	<a href="mailto:michaela.cano@travelport.com">michaela.cano@travelport.com</a> Admin, Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>
47090	Christensen, Patty Created: 03-19-2007	<a href="mailto:pchristensen@galileo.com">pchristensen@galileo.com</a> Admin, Active	Travelport Test [100412] <a href="http://www.us.galileoisure.com">http://www.us.galileoisure.com</a>	<ul style="list-style-type: none"> <li>RECOVER PASSWORD</li> <li>EDIT PROFILE</li> <li>EDIT SKILLSET</li> </ul>

The following table lists the Agent Administration Actions and their function.

This link:	Does this:
Recover Password	Generates an email to agent reminding them of login details.
Edit Profile	<p>Displays agent details. Use the following options:</p> <p><b>Agency Sites:</b> Select single, combination, or all Web sites agent can work in. Selections then appear in agent option menus.</p> <p><b>Daily Customers:</b> Use drop down list to change number of customers the agent can pull (if a business-to-consumer website exists). This overrides agency default.</p> <p><b>Department ID:</b> Use drop down list to select department for agent. Department Description link shows various options in order of priority for each lead type.</p>
List Clients	Displays all clients for agent with client identifier, agent name, email address, telephone number, and street address.
Edit Skill Set	<p>Set the skill level for an agent depending on experience. Check either Training Skill Set or each of entries that apply. If you do not choose Training Skill Set, you must choose at least one entry from each of three columns: cruise lines, destinations, cruise lengths. As agent gains more experience, you can select more options for agent.</p> <p><b>Note:</b> Selecting a Training Skill Set for an agent removes the agent's ability to pull leads from a queue.</p>

## Travelport Cruise and Tour Account Report

Use the Travelport Cruise and Tour Account Report to view agency related reports.

To view the Travelport Cruise and Tour Account Report, follow these steps:

1. From the User Administration menu, select the Travelport Cruise and Tour Account Report link.

The Travelport Cruise and Tour Account Report page opens.

Galileo Leisure Account Report					
<a href="#">Galileo Leisure Account Report</a>   <a href="#">Administration Menu</a>   <a href="#">Export to CSV File</a>					
Company	TRAMS ID	Galileo Leisure	Galileo Leisure Lite	Free	Total
[100412] Travelport Test <a href="#">View Agents</a>	TPTEST	41	0	0	41
Totals:		41	0	0	41

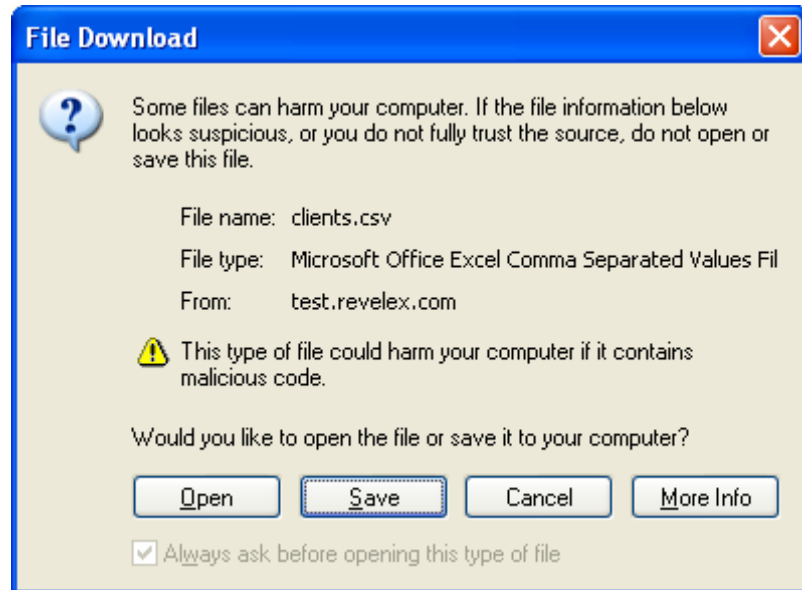
If you click the View Agents link, you see the Agent Administration list, as shown in the previous section.

Column headers are defined as follows:

Column Header:	Definition:
Company	Name of the participating agency.
TRAMS ID	Agency Accounting back office ID.
Travelport Cruise and Tour	Number of the full version of Travelport Cruise and Tour products.
Free	Free refers to the number of agents with free accounts. Free accounts are usually valid during the test period.
Total	The total number of agents for the club.
Click the following link:	To:
View Agents	View all agents associated with the agency shown.
(Not in this release) Related Agencies	View agencies related to the agency listed, and then view agents associated with each agency.

- Click Export to CSV File to export this report.

The file download dialog opens.



- You can either Open or Save the file. Travelport Cruise and Tour detects the type of spreadsheet application present on your workstation and opens the report.

## User Profile Matching

This feature is used to merge numerous profiles that have been created for the same lead into a Parent/Child relationship.

To use profile matching, follow these steps:

- Select the Admin menu.

Admin Menu Options display.

- Select the Administration menu option.

The Administration page opens.

- Select the User Profile Matching link. The User Profile Matching – Primary Profile Search Form page opens.

The image shows a web form titled 'User Profile Matching - Primary Profile Search Form'. In the top right corner, there is a link labeled 'Administration Menu'. The form is divided into two main sections. The first section is 'Customer Search', which contains a 'Search Text:' label followed by a text input field and a 'Submit' button. The second section is 'Registration Date Search', which contains two rows of date pickers. The first row is for 'Initial Date' with dropdowns for 'December', '14', and '2004'. The second row is for 'Ending Date' with dropdowns for 'December', '14', and '2004', followed by a 'Submit' button.

4. Enter the Name or select a Registration Date Range to search by.
5. Click the Submit button.
6. A list of matches displays. The following page opens.

User Profile Matching - Primary Profile Search Results		
<a href="#">New Primary Profile Search</a>   <a href="#">Administration Menu</a>		
Email Address/Full Name	Reg. Date/Reg. Site	Actions
trumell@revelex.com bruce smith	Apr 11, 2003 15:20:40 <a href="#">www.reservationsite.net</a>	<a href="#">View Customer</a> <a href="#">Choose as Parent</a>
bruceccrory@aol.com Walter McCrory	Mar 7, 2004 16:22:12 <a href="#">www.reservationsite.net</a>	<a href="#">View Customer</a> <a href="#">Choose as Parent</a>
loki_sm@indiatimes.com Prince Bruce	Jul 26, 2004 11:53:04 <a href="#">www.reservationsite.net</a>	<a href="#">View Customer</a> <a href="#">Choose as Parent</a>
bruce@company.com bruce wills	Sep 14, 2004 7:36:43 <a href="#">www.reservationsite.net</a>	<a href="#">View Customer</a> <a href="#">Choose as Parent</a>
<a href="#">New Primary Profile Search</a>   <a href="#">Administration Menu</a>		

7. Select the Choose as Parent link for the desired lead.

This would make the selected record as the parent record for all the subsequent entries and then it takes you back to the main search page.

## Custom Fields Management

This feature will enable administrators to add fields to the Customer Profile for storing customer related data. The data stored in these fields is for agency information purposes only; there is no automatic transfer of this information to any booking process.

**Warning:** The data is stored in a local table, if the field is deleted so is the data. There is no way to recall deleted fields and data

To add Custom Fields Management, follow these steps:

1. Select the Admin menu. Admin Menu Options display.
2. Select the Administration menu option.

The Administration page opens.

3. Select the Custom Fields Management link. The Custom Fields Management pages opens.

Custom Fields Management	
<a href="#">Administration Menu</a>	
Website Selection:	<input type="text" value="www.reservationsite.net"/> <input type="button" value="Submit"/>
Field Name	<input type="text"/>
Display Text	<input type="text"/>
Data Type	<input type="text" value="Choose One"/>
Usage	<input type="text" value="User Profile"/>
Administrator	<input type="text" value="None"/>
Agent	<input type="text" value="None"/>
User	<input type="text" value="None"/>
<input type="button" value="Add"/>	

4. Select a site from the drop down list, if applicable.



5. Enter a name for the new field and then select access permissions, display text and data types from the drop down lists for the new field. Before adding select where the field will be displayed; User Profile or Email Preferences. See the table at the end of these instructions for an explanation of what is available in the drop down lists.
6. Select the Add button to save the new field. The Custom Fields Management page displays the new field details.
7. If Radio Buttons, Check Box, Single, or Multiple Select field types are added select the Manage Allowed Values button to set the values.
8. Select the Inactive link to make the field Active. Inactive is the default setting for all new fields.
9. Select the Required check box if necessary.
10. To exit select the Administration Menu link.

<b>Field Name</b>	Maximum of 30 characters.		
<b>Data Type</b>	Date Field	Drop down list for dates	
	NumberField	Numbers with or without decimal.	
	SmallTextField	100 characters only	
	LargeTextField.	1000 characters only	
	Radio Buttons	Unlimited in number.	Field name text is displayed as typed. Display text is what is displayed in the Customer Profile and can be 255 characters Each value can be up to 50 characters long.
	Check Box	Unlimited in number.	Field name text is displayed as typed. Display text is what is displayed in the Customer Profile and can be 255 characters Each value can be up to 50 characters long.
	Single Select Box	Unlimited in number.	Field name text is displayed as typed. Display text is what is displayed in the Customer Profile and can be 255 characters. Each value can be up to 50 characters long.
	Multi-select Box	Unlimited in number.	Field name text is displayed as typed. Display text is what is displayed in the Customer Profile and can be 255 characters. Each value can be up to 50 characters long.

Field Name	Maximum of 30 characters.
Permissions Drop Down list	This can be set for to Administrators, Agents, and Users.
None	Field will not be visible.
Read	Field will be visible and be readable.
Read/Write	Field will be visible and editable.
Required Check Box	When checked will make this a required field that must be filled in.
Usage	Controls where the field will be displayed. User Profile is within the Customer Contact details. Email Preferences is within the Email Sign Up form on the consumer website.

## Update a Field

When a field has been added to the Customer Profile only the field name, display text, access permissions and required can be changed. The data type CANNOT be changed.

To update a field, follow these steps:

1. Select the Admin menu.  
Admin Menu Options display.
2. Select the Administration menu option.  
The Administration page opens.
3. Select the Custom Fields Management link. The Custom Fields Management page opens.
4. Make the necessary changes to the desired fields.  
**Note:** To make a field Active/Inactive select the link. This will either make the field active or inactive, depending on the state; it will not delete the field.
5. Click the Update button. This will update the fields in the customer profile page.
6. Select the Administration Menu link to return to the administration page.

## Edit Allowed Values

This option is used to administer the values that are applied to Radio buttons, Checks boxes, Single and Multiple selection list fields.

1. Select the Admin menu.  
Admin Menu Options display.

2. Select the Administration menu option.

The Administration page opens.

3. Select the Custom Fields Management link. It opens the following page.

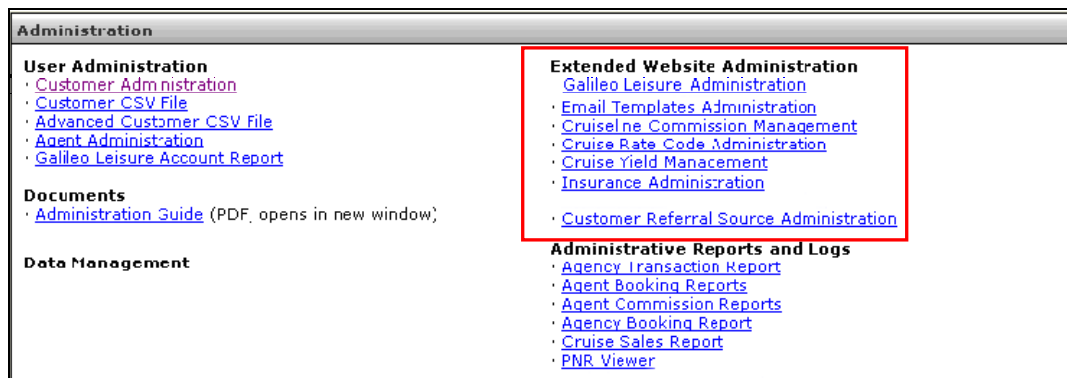
4. Select the Manage Allowed Values link for the field to be edited. It displays, depending on the data type, the following page. (Example: Product Type.)

**Note:** The displayed page is used to add a new value, change the state of a value, or delete a value. If a field is deleted all the data stored will be deleted and the value removed from the drop down list. If a value is set to inactive, the value is hidden but remains searchable using the customer administration search.

5. Select the Custom Fields Management link to return to the main page.
6. Select the Administration Menu link to return to the Administration page.

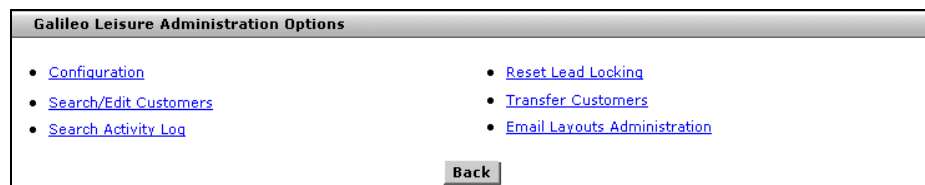
## Extended Website Administration

Extended Website Administration allows you to edit various configuration details, perform updates and searches, and create reports.



## Travelport Cruise and Tour Administration

This menu item contains several links related to the Travelport Cruise and Tour configuration and customer administration.



A brief description of each sub menu item is found below. Details and instructions on how to use each item are found in *Appendix A*.

### Configuration

This option is used to manage the number of customers per agent. This is a global setting and applies to all agents. The counts for individual agents can be returned to zero using the *Reset Lead Locking* function, which is explained later in this guide.

When a business-to-consumer Website exists, agents will pull customers from that site, similar to working a queue. This Configuration application sets limits on the number of customers that an agent can pull from the customer queue per day.

### Search/Edit Customers

Administrators can search and edit customers for any or all agents based on customer names, email or status. This application may be useful for supervisors who want or need to view agent activities for a specific customer.

## Search Activity Log

This option allows administrators to search activity logs for the entire agency or for specific agents for today, yesterday, last week or a specific date. This option also allows administrators to view customer details.

## Reset Lead Locking

Use Reset Lead Locking to reset the number of leads pulled from a customer 'queue' by an agent back to zero (see *Configuration* above). With this change, an agent is able to pull additional customers from the customer queue. This process generally applies when a business-to-consumer website exists.

## Transfer Customers

Administrators will use this option to transfer customer(s) from one agent to another. This is a bulk transfer. It will most likely be used when an agent has left the company or no longer uses an agent account.

## Email Layouts Administration

This option is used to define layouts for emails and quotes that you send to your customers. This type of customer interaction usually takes place when you have a B to C consumer Website. The format for the template is fully formed HTML. You can create several templates and select one as your default.

**Important!:** An administrator with some knowledge of HTML code should be assigned to create email templates. Within this application, you have the opportunity to review your template and delete or change it before making it your default.

**Note:** Successful use of the Send Quote Purchase Authorization or Send Quote Request Confirmation option is determined by your Generic E-mail Template setting. If you do not have a Travelport Cruise and Tour consumer (B to C) Website, this setting must be set to YES, otherwise these options will not work. If you want this setting changed, contact your Galileo Representative.

The following options are *not* available in the Travelport Cruise and Tour core product.

## Products Menu Administration

The Products Menu Administration link allows you to decide which menus appear as sub menus under Products menu. You can check/uncheck the options displayed here. The options checked are displayed as sub menus under the Product menu. At least one of the options must be checked. You can also use this tool to decide which product options your agent(s) and customers will see.

## **Reports**

The reports application displays reports on various activities relating to the agency both internally and on their consumer website(s). All the reports except Leads per agent and Agent sales summary are real time reports.

## **Website Content Administration**

This enables administrators to edit/replace notices to consumers on the consumer website. Links for Cruise Pricing notices, Cruise Quote notices, Privacy Policy and Terms of Use statements are listed for editing or replacing with your own text. The changes done here are reflected on the selected website.

## **Reason Code Administration**

Reason Code administration is used to set various cancellation codes for cruise as to why a cancellation took place. When set the agent will be required to select a cancellation reason before being able to cancel a cruise booking.

## Email Templates Administration

This option allows you to add or modify content for an email template as needed.

**Note:** This applies to agencies with Travelport Cruise and Tour consumer (B to C) Website presence.

Email Layouts Administration		
<a href="#">Galileo Leisure Administration Options</a>		
<a href="#">Add New Email Layout</a>		
<p>To select a single template to be your default, please click the "Make Default" link. This template will be used for all outgoing emails from the system.</p>		
Generic 'No Website' Layouts		
Layout Name	Modify	Status

Information on how to create/update email templates follows. Also see expanded instructions on Email Templates Administration in the Appendix.

Use the following steps to add or modify the content for an existing email template.

1. From Extended Website Administration menu, select the Email Templates Administration link.

A list of existing templates appears.

- If no email templates are present, click Add New Email Layout.

**Note:** See Email Layouts Administration under Travelport Cruise and Tour Administration for steps to create an email template.

2. Click the radio button for the template you want to add or modify content for and then click Submit.

The content of the template with associated HTML code appears at the below the list.

<p>Dear [Full Name],</p>

<p>Thank you for booking your flight with [Site Name]. Your flight itinerary is below.</p>

<p>[Email Message]</p>

<p>Total Fare: [Total Fare]</p>

<p>[Destination Guide]</p>

<p>Remember, [Customer Service Email] offers the ability to book all of your travel needs in one place.</p>

<p>Our team is constantly working to make your experience at [Site Name] the best it can be. If you have any suggestions or comments for us, please email us at <a href="mailto:[Customer Service Email]>[Customer Service Email]</a>. We appreciate any input that you have.</p>

<p>Again, thank you for using [Site Name] for all of your travel needs.</p>

<p>Customer Service Department<br>[Site Name]<br>[Catch Phrase]</p>

**Available Fields**

- Catch Phrase
- Customer Service Email
- Destination Guide
- Email Message
- Full Name
- Site Name
- Total Fare

Submit

3. Make any additions or modifications as needed and then click Submit.  
**Note:** Make sure you follow HTML guidelines when making modifications.

The template is updated with your modifications.

## Cruiseline Commission Management

This feature is used to set the default commission percentages for all cruise lines. This rate affects the way the commission is calculated in the manual quote process and in association with the Minimum Commission in Yield Management.

It is in your own interest to keep these rates up to date. If not edited, the default commission rate is 10%.

To set/update a cruise line commission, follow these steps:

1. In the Travelport Cruise and Tour Administration/Extended Website Administration, select CruiseLine Commission Management.

The Cruiseline Commission Management page opens.

Vendor	Commission	Action
American Cruise Lines	10 %	<a href="#">DELETE</a>
Carnival Cruise Lines	11 %	<a href="#">DELETE</a>
Celebrity Cruises	10 %	<a href="#">DELETE</a>
Costa Cruise Lines	14 %	<a href="#">DELETE</a>
Holland America Line	10 %	<a href="#">DELETE</a>

2. Select an agency (if applicable) from the drop down list.



3. Select the cruise line and commission percentage from the drop down lists.

4. Select the Add or Update Commission button.

The commission rate is updated.

When this particular cruise line is booked, this commission amount is charged.

To delete a commission rate:

- Select the Delete link for the appropriate cruise line to delete a commission from the list.

## Cruise Rate Code Administration

**Note:** Cruise Rate Code Administration is applicable for agencies with a Travelport Cruise and Tour consumer Website (B2C).

The rate codes that are returned in Travelport Cruise and Tour are based on the agency credentials held at the cruise line and are *NOT* automatically applied to your agency in Travelport Cruise and Tour. Some vendors do not automatically return the lowest fare available.

To ensure that the lowest available rate codes are displayed to your agents in Travelport Cruise and Tour you will need to add your own rate codes using this tool.

This feature is used to enter and select the cruise line rate codes and that will be displayed to your agents in Travelport Cruise and Tour that can be subsequently discounted, if desired, using the Cruise Yield Management tool. Restricted rate codes should not be used.

If only one rate code is entered and the cruise line does not return that rate code for the cruise search, *NO* discounting can take place. The 'Contact Us' form may be displayed.

To Add Cruise and Itinerary Rate Codes, follow these steps:

1. In the Travelport Cruise and Tour Administration/Extended Website Administration, select Cruise Rate Code Administration.

The Cruise Rate Code Administration page opens.

2. Select a Website from the drop down list.
3. Select a Cruise Line from the drop down list.
4. Select the Search button.

The Cruise Line Rate Code Administration page opens.

The displayed window is multi-functional and will allow you to choose which rate and itinerary codes to display to your agents within Travelport Cruise and Tour for a specific cruise line.

Rate Codes: {Cruise Line Name}

Multiple rate codes may be entered. These rate codes will be used in the cruise availability request to find the lowest fare available per category. Only the lowest fare per category is displayed.

Travelport Cruise and Tour does not distinguish between restricted and unrestricted rate codes. It is up to the agent to determine whether a customer qualifies for a particular rate code.

The rate codes that are returned in Travelport Cruise and Tour are based on the agency credentials held at the cruise line and are **NOT** automatically applied to your agency in Travelport Cruise and Tour.

Some rate codes may not be available at a particular time. If this is the case and a rate code is the *only* one that has been entered, no pricing will be displayed for that cruise.

To enter a rate code, follow these steps:

1. Enter a valid Rate Code and description if desired. Make sure that the rate code you enter is **EXACTLY** the same as the rate code returned by the cruise line, or you can use 'wild cards'.

The wildcard rate code is used in order to group specific rate codes of the same type. For example, if the cruise line returns rate codes:

BRKA

BRKB

BRKC

BRKD

All these rate codes can be "wild carded" to BRK using the format [2 Char Min] [Char Code] [\*]. For example:

BRK\*

Travelport Cruise and Tour then identifies BRK\* as wildcard and knows to consider BRKA, BRKB, BRKC and BRKD when performing availability.

2. Enter a valid From: and To: book by date range.
3. Choose a Category using the drop down list arrow.
  - Included: Include these rate codes only
  - Excluded: Exclude rate codes that you do not want to appear on the website, e.g. Net rates. All other valid rate codes are used.

**Note:** If there is a conflict between an Include and an Exclude rate code the *Include always takes precedence*.

4. Select the ADD button, to add discount to the discounts list.

#### Itinerary Rate Codes: {Cruise Line Name}

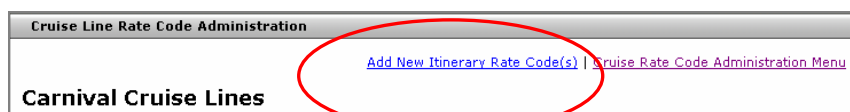
Multiple rate codes may be selected. These rate codes are specific to a selected itinerary and will be used in the cruise search to find the lowest fare available per category. Only the lowest fare per category is displayed.

If agents decide to select ALL rate codes including restricted codes, Travelport Cruise and Tour does not distinguish between restricted and unrestricted rate codes. It is up to the agent to determine whether a customer qualifies for a particular rate code.

Itinerary rate codes take priority over rate codes that have been entered using the previous method. Wild cards and include/exclude is not an option at this level.

To add new itinerary rate codes, follow these steps:

1. Click the Add New Itinerary Rate Code(s) link on the Cruise Line Rate Code Administration page.

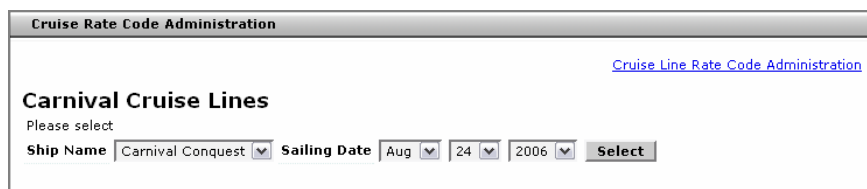


Cruise Line Rate Code Administration

[Add New Itinerary Rate Code\(s\)](#) | [Cruise Rate Code Administration Menu](#)

**Carnival Cruise Lines**

The following window opens.



Cruise Rate Code Administration

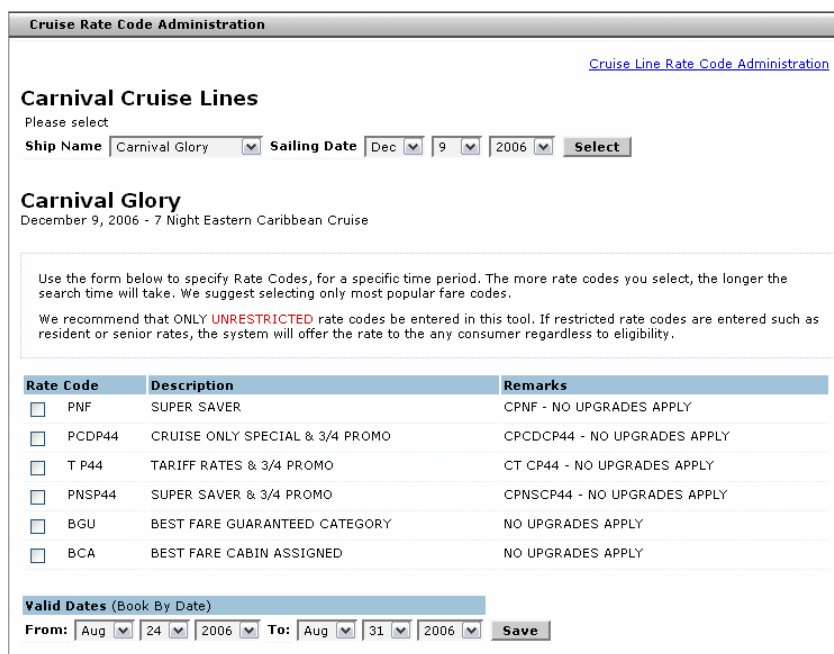
[Cruise Line Rate Code Administration](#)

**Carnival Cruise Lines**

Please select

Ship Name: Carnival Conquest Sailing Date: Aug 24 2006 Select

2. Select a Ship Name using the drop down list.
3. Select a Sailing Date using the date drop down list. (This must be a valid sailing date for the selected ship).
4. Click the Select button. The Cruise Rate Code Administration page opens.



Cruise Rate Code Administration

[Cruise Line Rate Code Administration](#)

**Carnival Cruise Lines**

Please select

Ship Name: Carnival Glory Sailing Date: Dec 9 2006 Select

**Carnival Glory**  
December 9, 2006 - 7 Night Eastern Caribbean Cruise

Use the form below to specify Rate Codes, for a specific time period. The more rate codes you select, the longer the search time will take. We suggest selecting only most popular fare codes.

We recommend that ONLY **UNRESTRICTED** rate codes be entered in this tool. If restricted rate codes are entered such as resident or senior rates, the system will offer the rate to the any consumer regardless to eligibility.

Rate Code	Description	Remarks
<input type="checkbox"/> PNF	SUPER SAVER	CPNF - NO UPGRADES APPLY
<input type="checkbox"/> PCDP44	CRUISE ONLY SPECIAL & 3/4 PROMO	CPCDCP44 - NO UPGRADES APPLY
<input type="checkbox"/> T P44	TARIFF RATES & 3/4 PROMO	CT CP44 - NO UPGRADES APPLY
<input type="checkbox"/> PNSP44	SUPER SAVER & 3/4 PROMO	CPNSCP44 - NO UPGRADES APPLY
<input type="checkbox"/> BGU	BEST FARE GUARANTEED CATEGORY	NO UPGRADES APPLY
<input type="checkbox"/> BCA	BEST FARE CABIN ASSIGNED	NO UPGRADES APPLY

**Valid Dates (Book By Date)**

From: Aug 24 2006 To: Aug 31 2006 Save

5. Select the Rate Code.
  6. Enter a valid From: and To: book by date range using the drop down list.
  7. Select the Save button.
- You are returned to main Cruise Rate Code Administration page.
8. Select the Cruise Rate Code Administration link to main Rate Code Administration page.

## Cruise Brochure Rate Code Management

If you have access to Cruise Brochure Rate Code Management, contact your Galileo representative for details.

Brochure Rate Code Managment

Create New Rule

Brochure Rate Code:

Website:

All Websites

Application Level:

Valid Dates:

August

06

2007

-

August

06

2007

Cruiseline:

Carnival Cruise Lines

Saling Date Range:

All

All

All

-

All

All

All

Create Rule

Search for Existing Rules

Application Level:

All

Website:

All Websites

Cruiseline:

All Vendors

Ship:

All Ships

Status

All

Search

## Cruise Yield Management

This feature used in conjunction with Rate Code Administration, it enables you to create rules that will either discount or markup fares (Base fare/Web fare) based on the rate codes entered in Rate Code Administration that are displayed to your agents.

Click the Cruise Yield Management User Guide link on the Cruise Yield Management page for additional information.

**Cruise Yield Management**

[Cruise Yield Management User Guide](#) (PDF, opens in a new window) [Administrative Menu](#)

**Add a new rule**

1. Select the agency: 100412 - Travelport Test

2. Select a website to manage: - All websites - (optional)

3. Select price rule to apply: General Rule

**Create New Rule**

**Search for an existing rule**

Agency: [dropdown]  
 Price Model Rule: [dropdown]  
 Web Site: - All websites -  
 Cruise Line or Ship: All Ships, All Vendors  
 Sailing Date: All | All | All  
 Status: All

**Search For Rules**

## Product Promotions Management

If you have access to Product Promotions Management, contact your Galileo representative for details. For details on how this application works, click the Product Promotions User Guide link. PDF Reader required.

**Product Promotions Management**

[Product Promotions User Guide](#) (PDF, opens in a new window) [Administrative Home](#)

**Add a New Product Promotion**

1. Select the Agency: Please select one

2. Select a Website: [dropdown] (optional)

3. Select a Type: [dropdown]

4. Select a Level: [dropdown]

**Create New**

**Search for a Product Promotion**

Agency: Please select one

Web Site: [dropdown]

Cruise Line or Ship: Any

Sailing Date: All | All | All

Type: Any

State: Any

Source Pool: Any

Promotion ID: [text box]

Offer ID: [text box]

Action Link Text: [text box]

**Search**

## Insurance Administration

Use Insurance Administration to manage insurance in Travelport Cruise and Tour. Travelport Cruise and Tour insurance defaults to Galileo Trip Protection by Access America Insurance. If you do not want this as your default, click the dropdown and select “No Insurance Vendor”.

Your agents can add links to another insurance vendor by clicking the Travel Links menu and selecting Personal Links, then Edit. Access America is a static link on this list.

Navigation: [Administration](#) >> Insurance Administration

### Insurance Administration

To change the insurance vendor used in Galileo Leisure and on your consumer website, select the insurance vendor you would like to use from the drop down below and press "Use This Insurance Vendor".

**You must have an account registered with your chosen insurance vendor BEFORE you can sell their insurance products. You must contact the vendor and get a confirmation of your account status before selecting them below.**

Some agencies require information such as a username and password. Please make sure that you fill in all the requested information below before selecting the insurance vendor. If you are not sure of any of the required fields below, please call the insurance vendor and ask for the proper values list below **by name**. If there is no information requested for a particular insurance vendor, then all you have to do is register yourself with the vendor before you can begin selling their insurance products.

Which insurance vendor would you like to use?

This will disable insurance in Galileo Leisure

[Use This Insurance Vendor](#)

## Customer Contact Management

You can use this tool to build a list of customers based on a specific search criteria. You can use this list to send these customers e-mails, or export the list to a CSV file. Before you send the e-mailing or create the CSV you must determine which template and the specific data you will use with that template. The following explains how to create templates and how to build the search criteria.

Start from the Administration page.

- Select the User Contact Management link. It displays the following.

**Note:** If templates have already been created they will be listed.

User Contact Manager

[Administration Home](#)

Step 1: Select an Email Template

Select	Last Sent	Template Title	Actions
			<a href="#">New Template</a>

Step 2: Select Search Criteria

Select	Last Sent	User Search	Actions
<input type="radio"/>	Never	All Users by Website <input type="text"/>	
<input type="radio"/>	Jun 8, 2005 10:43:20 AM	All Users	<a href="#">New User Search</a>

Step 3: What to do with selected users?

## Templates

You can create numerous templates that can be used to convey a different look and feel based on the type of e-mail you are sending. Templates can be simple text or HTML.

To add a template, follow these steps:

1. Select the New Template link. It displays the following.

User Contact Manager

[User Contact Manager](#) | [Administration Home](#)

Edit Template

Name

Subject

Message  

[Toggle Preview](#)

Keywords can be used in the Subject and Message that will be filled in at the time of E-Mail:  
"[FirstName], [LastName], [Title], [State], [City], [Email], [Country]"

2. Enter a Name for the template.
3. Enter a Subject.



4. Enter the message in the Message field for the e-mail. Plain text or HTML can be used.
  - Select the Toggle Preview link to see how the message and template will look. Select the Preview Toggle to return to the template view.
  - Keywords with [ ] brackets can be inserted into the Subject and/or the Message fields to personalize the e-mail.
5. Click the Save Template button when done. It opens the User Contact Manager page displaying a success message.

**Note:** Links to View | Edit | Delete are available on this page for each template.

The following provides details for each link:

Template s	Description	Action
<b>Edit</b>	This link when selected allows access to a previously saved template. The template can be cleared by selecting the Clear button and then rebuilt or, edited directly in the displayed fields. For the changes to take effect the template must be saved.	<p>Select the Edit link.</p> <p>Make the necessary changes to the required fields or, select the Clear button to start over.</p> <p>Select the Toggle Preview link to see how the template will look.</p> <p>Select the Preview Toggle again to return to the template view.</p> <p>Select the Save Template button when done. It opens the User Contact Manager window displaying a success message.</p>
<b>View</b>	This link when selected opens the template in a separate window as it would appear if it were an e-mail.	<p>Select the View link. It opens a view of the template in a separate window.</p> <p>Select the close button (X) at the top right of the window.</p>
<b>Delete</b>	This link when selected will delete the selected template. There is no warning that you are about to delete a template.	<p>Select the Delete link for the template to be deleted.</p> <p>It opens the User Contact Manager window displaying a success message.</p>

### *Save a Search Criteria*

You can select titles from an available list to create the data used for the e-mail. The data fields are stored when the search is saved. You can edit these searches at any time.

To save a search criteria, follow these steps:

1. Select the User Contact Management link, if not already displayed.
2. Select the New User Search link.

The User Contact Manager page opens.

3. Enter a name for the search in the Search Name: field.
4. Select the title(s) to be used from the Available Criteria list.

**Note:** The title selected will determine the selection type, i.e. Dates will display a date drop down list. If a list selection is included an item from the list must be selected prior to saving.

5. Hold down the keyboard Control key (CMD for Mac) while selecting allows multiple selections. If you make a mistake, keep the key pressed, select the title again to remove it from the list.
6. Click the Save Search button when done. The User Contact Manager page displays a success message.

**Note:** Once a search has been saved links to Edit | Delete are displayed.

Search	Description	Action
<b>Edit</b>	<p>This link when selected allows access to a previously saved search. The search can be cleared by selecting the Clear button and then rebuilt or, edited directly in the Available Criteria field.</p> <p>For the changes to take effect the search must be saved.</p>	<p>Select the <a href="#">Edit</a> link for the search to be edited.</p> <p>Make the necessary changes to the required fields or, select the <b>Clear</b> button to start over.</p> <p>Select the <b>Save Search</b> button when done. It opens the User Contact Manager page displaying a success message.</p>
<b>Delete</b>	<p>This link when selected will delete the selected search. There is no warning that you are about to delete a search.</p>	<p>Select the <a href="#">Delete</a> link for the search to be deleted.</p> <p>It opens the User Contact Manager page displaying a success message.</p>

Select the Administration link to return to the main page.

## Build a List

Prior to building a list, templates should be created, and/or search criteria should be saved. Any template and any search can be used to compile the e-mail list.

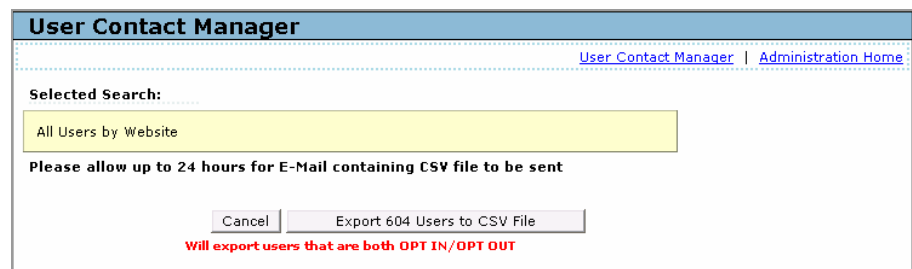
Start from the Administration page.

To build a list, follow these steps:

1. Select the User Contact Management link, if not already displayed.
2. Select the radio button for the template to be used in Step 1
3. Select the radio button for the search to be used in Step 2.

### a. For CSV Export

Select the CSV Export button. It displays the following.



The screenshot shows the 'User Contact Manager' interface. At the top, there is a header bar with the title 'User Contact Manager' and two links: 'User Contact Manager' and 'Administration Home'. Below the header, there is a section titled 'Selected Search:' with a dropdown menu showing 'All Users by Website'. Below this, a message states: 'Please allow up to 24 hours for E-Mail containing CSV file to be sent'. At the bottom, there are two buttons: 'Cancel' and 'Export 604 Users to CSV File'. Below the buttons, a red warning message reads: 'Will export users that are both OPT IN/OPT OUT'.

**Note:** The export will be e-mailed as a compressed attachment to the agent who created the list. This export list is for users based on the search criteria used in Step 2 above. If the All Users search is the selected search, the CSV e-mail will contain both Opt In and Opt Out.

- Select the Export XXX Users to CSV File button. It opens the User Contact Manager page with a message “XXX Users CSV file queued for processing. Please allow 24 hours for E-Mail to be sent.”

or,

- Select the Cancel button return to the User Contact Manager page.

## b. For E-mail

Select the Send E-mail button. It opens following page.

- Select the Send to XX Users button to send the e-mail. It opens the User Contact Manager page with a message “ XX User(s) have been queued for mailing.”

or,

- Select the Cancel button return to the User Contact Manager page.
- **Note:** The e-mail will be sent to OPT IN’S only.

Select the Administration Home return to the main administration page.

## Vacation Package Administration

This functionality is for agencies with a consumer facing (B to C) Website. It enables the administrator to create vacation packages and administer them. The vacation package created is displayed on the corresponding Website in the form of a link indicating the product type – Golf Package etc.

To administer vacation packages, follow these steps:

1. Open the Travelport Cruise and Tour administration page.
2. Select the Vacation Package Administration link. The Vacation Packages Administration page opens.

3. Select the Destination Region from dropdown list.
4. Select the Destination from dropdown list.
5. Select the Submit button.

The Vacation Package Administration page opens.

**Vacation Packages Administration**

Editing vendor vacation package display for: **La Romana**

Travel Impressions Packages

Package Name	Use On Consumer Site?	Display In Which Package?
All Inclusive Seasonal Sale (AAI)	<input checked="" type="checkbox"/>	<div>All Websites</div> <div>www.reservationsite.net</div>
Base Packages Seasonal Sale (AAO)	<input type="checkbox"/>	<div>Base Package</div> <div>All Inclusive Package</div> <div>Golf Package</div>
All Inclusive Special Rates (AI1)	<input type="checkbox"/>	
All Inclusive Reduced Rates (AIS)	<input type="checkbox"/>	
All Inclusive Package (ALL)	<input type="checkbox"/>	
Base Package (BAS)	<input type="checkbox"/>	
Family Vacations All Inclusive (FMA)	<input type="checkbox"/>	
Golf Package (GLF)	<input type="checkbox"/>	
Base Package Special Rates (RE1)	<input type="checkbox"/>	
Base Package Reduced Rates (RED)	<input type="checkbox"/>	
Senior Citizens Base Package (SEN)	<input type="checkbox"/>	
Honeymoon Package (HNY)	<input type="checkbox"/>	
Base Package Reduced Rates 2 (RE2)	<input type="checkbox"/>	

GoGo WorldWide Vacations Packages

Package Name	Use On Consumer Site?	Display In Which Package?
FREEDOM OF CHOICE- EP (SDQFOC)	<input type="checkbox"/>	
FREEDOM OF CHOICE- AI (SDQFOA)	<input type="checkbox"/>	
SANTO DOM GET CARRIED AWY (SDQGCA)	<input type="checkbox"/>	
SANTO DOMINGO ALL INCL. (SDQALL)	<input type="checkbox"/>	
FALL/WINTER SALE (SDQFAL)	<input type="checkbox"/>	
FALL/WINTER SALE (SDQFAL)	<input type="checkbox"/>	
FALL/WINTER SALE - AI (SDQFAI)	<input type="checkbox"/>	
SDQ-VILLAS EP PACKAGE (SDQVLA)	<input type="checkbox"/>	
SANTO DOM GET CARRIED AWY (SDQGCA)	<input type="checkbox"/>	
SANTO DOMINGO ALL INCL. (SDQALL)	<input type="checkbox"/>	
FALL/WINTER SALE (SDQFAL)	<input type="checkbox"/>	
FALL/WINTER SALE (SDQFAL)	<input type="checkbox"/>	
FALL/WINTER SALE - AI (SDQFAI)	<input type="checkbox"/>	
SDQ-VILLAS EP PACKAGE (SDQVLA)	<input type="checkbox"/>	

Save Package Settings

2004 Revelex™ Corporation

From this page you can view all the packages configured.

6. Select the required package from the list.
7. Select the consumer site related to particular Package name.
8. Select the package from the Package Name.
9. Click to select whether the advertisement is to be used on the Consumer Website. If yes, select the package.
10. Decide the details and click the Save Package Settings button.

A message is displayed indicating that the vacation package is successfully modified and is displayed on the consumer Website.

11. Click on the Continue button to return to the home page.

## Customer Referral Source Administration

Use this tool to add/store referral-advertising sources. Depending on how many referral sources are activated, agents may find several sources from which to choose.

Sources can be activated or deactivated as desired/required.

The screenshot shows the 'Current customer referral sources' page. At the top, there is a 'Web Site:' dropdown menu set to 'All Sites' and a 'Submit' button. Below this are two tabs: 'Active Sources' and 'Inactive Sources'. A message states: 'You can add a new referral customer source by entering the name of the source below:'. Below this message is a 'Referral Source Name:' text input field and an 'Add Referral Customer Source' button.

This screenshot shows the same page after one source has been added. The 'Active Sources' tab is selected and contains one entry: 'Chicago Tribune' with a 'deactivate' link next to it. The 'Inactive Sources' tab is also visible and contains one entry: 'Chicago Area Mailing' with an 'activate' link next to it. The 'Web Site:' dropdown and 'Submit' button remain at the top. The 'Referral Source Name:' input field and 'Add Referral Customer Source' button are at the bottom.

Active sources appear in the Enter a New Customer dialog.

The screenshot shows the 'Enter a New Customer' dialog box. It contains several input fields: 'First Name:', 'Last Name:', 'Phone Number:', 'E-mail Address:', and 'Member Number:'. Below these is a 'Country:' dropdown menu set to 'United States'. The 'Referral Source:' dropdown menu is highlighted with a red circle and shows 'Chicago Tribune' as the selected option. There is also an 'Enable Opt-In:' checkbox which is currently unchecked. A 'Continue' button is at the bottom right.

### Add a Customer Referral Source

Once a referral sources has been added to the list, it cannot be deleted, however, it can be activated or deactivated, as desired.

To add a Customer Referral Source, use the following steps.

1. Select the Customer Referral Source Administration link from Extended Website Administration menu.

The Current customer referral sources page opens.

2. Enter a name for the new referral source in the Referral Source Name field.

3. Click the Add Referral Customer Source button.

The new referral source appears in the Active Sources list.

## Activate a Customer Referral Source

To activate a customer referral source, use the following steps.

1. Select the Customer Referral Source Administration link from Extended Website Administration menu.

The Current lead referral sources page opens. Inactive Sources are on the right.

- Click the Activate link to activate an item in the Inactive Sources list.

## Deactivate a lead referral source

To deactivate a Customer Referral Source, use the following steps.

- Select the Customer Referral Source Administration link from Extended Website Administration menu.

The Current lead referral sources page opens.

- Select the deactivate link for the source you want deactivated.

The page refreshes and displays the selected referral source in the Inactive Source list.



## Back Office Invoice Settings Administration

If you have access to Back Office Invoice Settings Administration, contact your Galileo representative for details.

Back office invoice settings administration is available when you want to specify back office settings unique to your business process.

Back Office Invoice Settings Administration

Back Office PNR Creation Type (optional)

☐ None/Other - Set me up with a Generic PNR creation (*default if none chosen*)
☐ Globalware back office system

Revenue Code for Cruise

Revenue Code for Tour

☐ Trams back office system

Product	Payment Type	Code
Cruise	Deposit	
Cruise	Final Payment	
Tour	Deposit	
Tour	Final Payment	

Submit Agency Details

## Administrative Reports and Logs

Administrative Reports and Logs allow you to create reports.

Administration	
<b>User Administration</b> <ul style="list-style-type: none"><li>· <a href="#">Customer Administration</a></li><li>· <a href="#">Customer CSV File</a></li><li>· <a href="#">Advanced Customer CSV File</a></li><li>· <a href="#">Agent Administration</a></li><li>· <a href="#">Galileo Leisure Account Report</a></li></ul>	<b>Extended Website Administration</b> <ul style="list-style-type: none"><li>· <a href="#">Cruiseline Commission Management</a></li><li>· <a href="#">Cruise Rate Code Administration</a></li><li>· <a href="#">Cruise Yield Management</a></li><li>· <a href="#">Insurance Administration</a></li></ul>
<b>Documents</b> <ul style="list-style-type: none"><li>· <a href="#">Administration Guide</a> (PDF, opens in new window)</li></ul>	
<b>Data Management</b>	<b>Administrative Reports and Logs</b> <ul style="list-style-type: none"><li>· <a href="#">Agency Transaction Report</a></li><li>· <a href="#">Agent Booking Reports</a></li><li>· <a href="#">Agent Commission Reports</a></li><li>· <a href="#">Agency Booking Report</a></li><li>· <a href="#">Cruise Sales Report</a></li><li>· <a href="#">PNR Viewer</a></li></ul>

## Agency Transaction Report

This interface displays a report of agency transactions.

1. Select the Admin menu. It displays the admin menu options.
2. Select the Administration menu option. The Administration page opens.
3. Select the Agency Transaction Report link under Administrative Reports and Logs. The Agency Transaction Report page opens.

# Agency Transaction Report

[Administration](#)

This interface displays a report of agencies and transactions for agencies that are paying transaction fees to Revelex.

Date Range

From:

October

25

2004

To:

October

25

2004

Report Type

Transaction Summary Report

Include Revelex Affiliates:

☒

Transaction Types

All Transactions

4. Enter the date range, select the Report Type and Transaction Types and request the report.

Agency Transaction Summary Report

[Transaction Report Menu](#) | [Administration Menu](#) | [CSV Export](#)

Report for June 10, 2007 through June 18, 2007

Agency	Type	Air Car	GDS Hotel	NonGDS Hotel	Cruise	Tour	Insurance	Vacation	Excursion	Other	Total	
<a href="#">TravelPort - Generic</a> (100427)	Consumer	0	0	0	0	3	0	0	2	0	0	5
	PINs	0	0	0	0	0	0	0	0	0	0	0
	All	0	0	0	0	3	0	0	2	0	0	5
<a href="#">+ + Galileo Leisure -</a> <a href="#">OCALA TRAVEL</a> (100437)	Consumer	0	0	0	0	1	0	0	0	0	0	1
	PINs	0	0	0	0	0	0	0	0	0	0	0
	All	0	0	0	0	1	0	0	0	0	0	1
Total		0	0	0	0	4	0	0	2	0	0	6

## Agent Booking Reports

This report enables you to run several reports on a particular agent based on either a monthly, quarterly, yearly range or specific date criteria showing bookings for specific types of transactions. It also shows an agent's commission to date.

To run an agent booking report, use the following steps.

1. Select the Agent Booking Reports link on the Administrative Reports and Logs menu.

The Booking Reports page opens.

**Agent Booking Reports**

[Commission Report Menu](#) | [Administration Menu](#)

Booking reports show you all bookings made during a time period you choose. First, choose whether you want a monthly, quarterly or yearly report, or a report for a specific date range. Then, click the submit button next to the selection you choose.

**Agency** Travelport Test **SUBMIT**

**Monthly Report**

Agent/STI gtest 100412 Month and Year June 2007 **SUBMIT**

**Quarterly Report**

Agent/STI gtest 100412 Quarter First Quarter [January-March] 2007 **SUBMIT**

**Yearly Report**

Agent/STI gtest 100412 Year 2007 ☐ Year-To-Date report? **SUBMIT**

**User Specified Date Report**

Agent/STI gtest 100412 Start Date June 25 2007 End Date June 25 2007 **SUBMIT**

2. Select an agent from the drop-down list for the type of report to be run.
3. Select a date range, booking type and status from the drop-down lists.
4. Click the Submit button.

The report opens.

SINGLE MONTH REPORT FOR: Beth Sinclair

[Back To Report Selection Page](#)

SINGLE MONTH REPORT FOR: Beth Sinclair

06-01-2007 to 06-30-2007

AIR					
Customer Name (Passenger Name)	Booking Date	Travel Dates	Ticket Price	Commission	Rate

CAR						
Customer Name Conf. Number	Booking Date	Travel Dates	Pick-up Location	Total	Commission	Rate

HOTEL							
Customer Name Conf. Number	Hotel Information	Booking Date	Travel Dates	Rooms	Total	Commission	Rate

CRUISE					
Customer Name (Passenger Name)	Booking Date	Sailing Dates	Cruise Price	Commission	Rate

VACATION					
Customer Name (Passenger Name)	Booking Date	Travel Date	Price	Commission	Rate

POWER TOUR					
Customer Name	Booking Date	Travel Dates	Price	Commission	Rate

POWER TOUR INSURANCE			
Customer Name	Booking Date	Travel Dates	Price

Total Value:0.00 USD

Total Commission:0.00 USD

**Note:** When applicable, the displayed report provides links in the Customer Name column to view customer information (Customer Profile) or Go To Customer (if displayed).

## Agent Commission Reports

This report enables you to run several reports on a particular agent based on either a monthly, quarterly, yearly range or specific date criteria showing commission earned.

To run an agent commission report, use the following steps.

1. Select the Agent Commission Reports link on the Administrative Reports and Logs menu.

The Commission Reports page opens.

**Agent Commission Reports**

[Booking Report Menu](#) | [Administration Menu](#)

Commission reports show you all bookings made where commission will be earned during a time period you choose. First, choose whether you want a monthly, quarterly or yearly report, or a report for a specific date range. Then, click the submit button next to the selection you choose.

**Agency** Travelport Test **SUBMIT**

**Monthly Report**

Agent/STI gtest 100412 Month and Year June 2007 **SUBMIT**

**Quarterly Report**

Agent/STI gtest 100412 Quarter First Quarter [January-March] 2007 **SUBMIT**

**Yearly Report**

Agent/STI gtest 100412 Year 2007 ☐ Year-To-Date report? **SUBMIT**

**User Specified Date Report**

You may only generate reports for five weeks at a time.

Agent/STI gtest 100412

From June 25 2007 To June 25 2007 **SUBMIT**

2. Select an agent from the drop down list for the type of report to be run.
3. Select a date type range using the drop down lists.
4. Click the Submit button.

**Note:** There is a link on the report that will display the Agent Booking report page with the same options for the Agent Commission report.

## Agency Booking Reports

This report enables you to run reports by date, agency, type of booking, status, and report format. The result of the search appears in the area below the search parameter, and includes Status, Confirmation, Product, Source (STI), Description, Date Of Sale, Gross Cost, Agent Name, and Customer Name.

**Agency Booking Report**
[Return To Admin](#)

You may only generate reports for five weeks at a time.  
Select a booking date range, then press [Go] to continue.

**Start Date:** June 18 2007      **End Date:** June 25 2007

**Select Agency:** Travelport Test

**Select Type:** All Booking Types

**Status:** Booked/Canceled **Go -->**

Status	Confirmation	Product	Source (STI)	Description	Date Of Sale	Gross Cost	Agent Name	Customer Name
Total Sales								

To run an agency booking report, follow these steps:

1. Select Agency Booking Report from the Administrative Reports and Logs menu.
2. Select a booking date range, agency, type, status, and report format from the drop-down menus. You may only generate reports for five weeks at a time.
3. Click Go. The results of the report appear beneath the report request.

**Agency Booking Report**
[Return To Admin](#)
[CSV Export](#)

You may only generate reports for five weeks at a time.  
Select a booking date range, then press [Go] to continue.

**Start Date:** June 1 2007      **End Date:** June 25 2007

**Select Agency:** Travelport Test

**Select Type:** All Booking Types

**Status:** Booked/Canceled **Go -->**

Status	Confirmation	Product	Source (STI)	Description	Date Of Sale	Gross Cost	Agent Name	Customer Name
Canceled	3SN639	Cruise	GalileoLeisure	Carnival Cruise Lines 7 Night Eastern Caribbean Itiner departing December 9, 2007	6/4/07 8:30:36 PM	2509.06 USD	Michaela Cano	Michaela jones <a href="#">View Itinerary</a> <a href="#">Go To Customer</a>
Canceled	3SN639	Cruise	GalileoLeisure	Carnival Cruise Lines 7 Night Eastern Caribbean Itiner departing December 9, 2007	6/4/07 8:30:36 PM	2509.06 USD	Michaela Cano	Michaela jones <a href="#">View Itinerary</a> <a href="#">Go To Customer</a>
Canceled	9SM140	Cruise	GalileoLeisure	Carnival Cruise Lines 8 Night E.caribbean Cruise From departing December 8, 2007	6/4/07 4:35:35 PM	3153.66 USD	Michaela Cano	Michaela michaels <a href="#">View Itinerary</a> <a href="#">Go To Customer</a>
Canceled	9SM140	Cruise	GalileoLeisure	Carnival Cruise Lines 8 Night E.caribbean Cruise From departing December 8, 2007	6/4/07 4:35:35 PM	3153.66 USD	Michaela Cano	Michaela michaels <a href="#">View Itinerary</a> <a href="#">Go To Customer</a>
Canceled	1SN503	Cruise	GalileoLeisure	Carnival Cruise Lines 4 Night Western Caribbean Itiner departing July 26, 2007	6/4/07 5:36:15 PM	785.42 USD	Julio Palacios	Julio Palacios <a href="#">View Itinerary</a>
	904819	Tour	GalileoLeisure	Travel Impressions Vacation From 2007-12-03 To 2007-12-10	6/4/07 7:51:22 PM	1361.48 USD	Michaela Cano	Michaela smith <a href="#">View Itinerary</a>

**Note:** Use the available links in the report to view customer information from the customer profile.

## Cruise Sales Report

This report is similar to the Agency Booking Report but is for Cruises only. The report will detail the cruises booked through Travelport Cruise and Tour Quote or Products (Quick Cruise). The report contains links to View Invoice and View Snapshot which opens in a separate window showing the Purchase and Passenger Information). You can View Lead details from this display.

There is an option to see the reports based on Date of Sale and Payment Due Date. This can be achieved by selecting either of the radio buttons.

There are different statuses such as Booking, Cancelled, and Booking/Cancelled. Depending upon the selection of the particular status the reports are generated.

To run a cruise sales report, follow these steps:

1. Click the Admin menu and select Administration.  
The Administration Page opens.
2. Select the Cruise Sales Report link (Administrative Reports and Logs menu).

The Cruise Sales Report page opens.

(Abbreviated view.)

Cruise Sales Report

You may only generate reports for five weeks at a time.  
Select a booking date range, then press [Go] to continue.

Start Date: June 18 2007
End Date: June 18 2007

☒ Date Of Sale
☐ Payment Due Date

Agency: Travelport Test

Status: Booked/Cancelled Go -->

Status	Record Locator	Res Number	Date of Sale	Source	Agent Name / STI	Customer Name	Cruiseline	Departure Date	Ship Name	Total Fare	Base Cruise Fare	NCCF	Taxes / Fees	Air Fare	Options	Gross Comm	Cruise Coupon	Multi Tier Disc
Totals:																		

The following links appear on the far upper right of the display:

[Administration Menu](#) | [Printable View](#) | [CSV Export](#)

- Administration Menu: Click this link to return to the Admin Menu page.
  - Printable View: Click this link for a printable view of the display.
  - CSV Export: Click this link to send this report to a spreadsheet.
3. Select Start Date: range using the drop down list.
  4. Select End Date: range using the drop down list.
  5. Select either Date of Sale or Payment Due Date radio button.
  6. Select the agency from the drop down list.

7. Select a booking status from the drop down list.
8. Select Go button to display the report.

Administration Menu | Printable View | CSV Export

You may only generate reports for five weeks at a time.  
Select a booking date range, then press [Go] to continue.

Start Date: June 1 2007 End Date: June 19 2007

☒ Date of Sale ☐ Payment Due Date

Agency: Travelport Test

Status: Booked/Canceled 66--5

Status	Record Locator	Res Number	Date of Sale	Source	Agent Name / STI	Customer Name	Cruiseline	Departure Date	Ship Name	Total Fare	Base Cruise Fare	NCCF	Taxes / Fees	Air Fare	Options	Gross Comm	Cruise Coupon	Multi Tier Disc	Disc	Markup	Net Comm	Amount Paid (Attempts)	Balance	Currency	Payment Due Date	Final Payment Due Date
	6WPL7C	1215796	6/10/07 11:58:29 AM	GalleonLeisure	Beth Sindar	Beth Sindar	Oceania Cruises	Jan 28, 2008	Regatta	13304.00	9898.00	799.00	608.00	0.00	0.00	1781.64 (18%)	0	0.00	0.00	0.00	1781.64	0.00 (1)	11304.00	USD	Oct 30, 2007	Oct 30, 2007
Canceled	SP9K32	557944	6/10/07 11:21:59 AM	GalleonLeisure	Beth Sindar	Beth Sindar	Carnival Cruise Lines	Jan 7, 2008	Carnival Paradise	470.36	398.00	0.00	72.36	0.00	0.00	0.00 (0%)	0	0.00	0.00	0.00	470.36 (3)	0.00	USD	Nov 8, 2007	Nov 9, 2007	
	88P48E	1215737	6/12/07 12:19:12 AM	GalleonLeisure	Beth Sindar	Beth Sindar	Oceania Cruises	Feb 29, 2008	Navlick	21556.00	18998.00	998.00	912.00	0.00	598.00	2449.54 (12%)	0	0.00	0.00	0.00	3449.54	21506.00 (3)	0.00	USD	Nov 8, 2007	Oct 2, 2007
Canceled	TRQDSC	1215752	6/11/07 9:31:17 AM	GalleonLeisure	Wanda King	Wanda King	Oceania Cruises	Feb 13, 2008	Regatta	7974.00	7447.00	299.00	228.00	0.00	0.00	1340.46 (15%)	0	0.00	0.00	0.00	1340.46	0.00 (0)	0.00	USD	Nov 15, 2007	Nov 15, 2007
	KDZJ9U	759895	6/15/07 2:59:25 PM	GalleonLeisure	Julia Palacios	Julia Palacios	Carnival Cruise Lines	Feb 8, 2008	Carnival Elation	0.00	0.00	0.00	0.00	0.00	0.00	73.00 (0%)	0	0.00	0.00	0.00	73.00	900.00 (0)	-500.00	USD	Nov 25, 2007	Nov 25, 2007
<b>Totals:</b>										<b>32810.00</b>	<b>28896.00</b>	<b>1796.00</b>	<b>1320.00</b>	<b>0.00</b>	<b>398.00</b>	<b>5303.18</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>5303.18</b>	<b>51096.00</b>	<b>10804.00</b>			

Canceled sales are highlighted in pink.

The following links are associated with the name:

- View Itinerary
- View Snapshot

## PNR Viewer

This option displays PNR's (Passenger Name Record) from specific cruise vendors where available (direct connect only). By default the Advanced Cruise Viewer is displayed. This is also available from the Customer menu.

**Note:** The PNR Viewer will not display all cruise PNRs, Apollo® PNRs or any tour PNR.

We recommend you use Apollo® to view PNRs.

**PNR Viewer**

Please be aware that the PNR Viewer will only display active PNRs in Apollo. Passive PNRs must be displayed using the Apollo GDS system.

<b>Viewer</b> Advanced Cruise Viewer	<b>Source</b> Cruise Vendor...	<b>PNR Locator</b> <input type="text"/>	<input type="button" value="View PNR"/> <input type="button" value="Print"/>
---	-----------------------------------	--	---

To view a cruise PNR:

1. Click the Customer button on the navigation toolbar.
2. Click the View PNR option.
3. Choose a Source using the drop down list.
4. Enter the PNR locator in the PNR Locator field.
5. Click the View PNR button.



To view a non-cruise PNR:

1. Click the Viewer Field drop down list and select Standard Viewer. The viewer will change in appearance.
2. Choose a Source (the Web site must be the Web site where the booking took place (e.g. Travelport Cruise and Tour).
3. Click GDS drop down list and select Apollo®.
4. Enter the PNR Locator.
5. Click the View PNR button.
6. Choose the applicable tool bar navigation button to exit the PNR Viewer page.

In both cases, above, the following applies:

- Booking information is displayed. Areas of the record can be hidden / unhidden by clicking the section heading i.e. Cruise Options.
- To print, click the Print button. The page refreshes. Print from this new page. When printed, close the page to return to the PNR view. Hidden sections are automatically printed.

## Data Management – Group Space Administration

This option is used to administer and create group space. The details of the group will be provided in the form of a contract by the cruise line based on the information that was requested by the agency.

A lead should be created in the database for the customer requesting the group so that the group leader can be associated with the group, if required.

Payments for group space are made manually.

**Note:** Data Management Options are not available in the Travelport Cruise and Tour core product.

### Adding a New Group Space

To add new group space, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Groups Space Administration link. The Cruise Group Selection page opens.

4. Select the Add New Group Space link. The Cruise Itinerary Selection page opens.

5. Select the cruise ship and sailing date from the drop down lists.
6. Click the Get The Cruise Itinerary button. The itinerary is displayed if it is a valid sailing for the ship and date selected.
7. Click on the Select link. The Group Space Contract page opens.
8. Enter the details into the contract. Note all fields are required unless [opt] (optional) is indicated.

9. Click the Save button. (Saves the contract so that cabin categories can be added.
10. Click Continue button. The Group Space page opens. The contract details are:
11. Click the Done Working Contract button to return back to the Cruise Group Selection page.

Field Name		Field Name	
Group Name – Enter a name to identify the group.		Agency - Select the agency from the drop down list.	
Group Booking Number - Insert the group number assigned by the cruise line.		Agent - Select the agent of record from the drop down list if this group has reserved inventory.	
Group Type - Select the group type from the drop down list (Incentive, Affinity, Open Promo).		Tour Conductor Ratio - Enter ratios as stipulated by the cruise line.	
Total Number of Passengers [OPT] - Insert the total number if desired.		Customer Tour Conductor Ratio - Enter the agencies ratios, can be the same as the Tour Conductor Ratio	
Status - Select the desired status from the drop down list. (Active, Inactive).		Full Deposit Amount (Per Person) – Enter total deposit amount per person in USD.	
Deposit Due Date 1 - Date that the initial deposit is due.			
Deposit Due Date 2 [OPT] - Second deposit date if desired.			
Balance Due - Date that the final balance is due for the group.		Corporate Deposit - Deposit amount paid by the agency to the cruise line to secure the group.	
Corporate Deposit - Deposit amount paid by the agency to the cruise line to secure the group.			
Cancellation Deadline 1 - Enter a Date for the first cancellation deadline.	Day Range - Enter a day range for the first cancellation. If this field is populated first then dates will be automatically set based on the date range.	Penalty - Enter the penalty charges for the first cancellation option. Either text or USD.	
Cancellation Deadline 2 - Enter a Date for the second cancellation deadline.	Enter a day range for the second cancellation deadline.	Enter the penalty charges for the second cancellation option. Either text or USD.	
Cancellation Deadline 3 - Enter a Date for the third cancellation deadline.	Enter a day range for the third cancellation deadline.	Enter the penalty charges for the third cancellation option. Either text or USD.	
Dining Option - Optional field to specify the dining option for the group. (Main, Late, Open).		Table Size - Optional field to specify the table size option for the group. (Small, Large).	
Commission Percentage - Commission paid to the agency by the cruise line.			
Amenity Options and Group Details - Enter details that will be visible to the customer in the customer's contract.			
Agent Notes - Enter notes for the agents. These notes will appear in the Agents notes field in quotes for the group.			
Port Charges (per person) - Enter a USD amount for Port Charges (NCCF) per person.		Taxes (per person) - Enter a USD amount for Government taxes per person.	

## Edit Contract

Once the contract details have been entered it is possible to edit the content (options, dates etc.) of the contract by selecting the edit contract button. Any changes made will update the Group Space.

## Search for a Group Space

Using this option the admin user is allowed to search for the cruise groups created.

To search for a group space, follow these steps:

1. Enter the cruise group number
2. Select the Cruise Ship and sailing date from the pull down list.
3. You can also specify the website.
4. Click the Search button.
5. If there is a match to the search criteria then the results are displayed. Each resultant record is associated with the following links: Inventory Administration, Customer Contracts, Group Management, Group Payment Summary and Reconciliation Report. Each of these links is explained below.
6. The screen display is as shown below:

SEARCH OPTIONS	Group Number:	Cruise Ship:	Sailing Date:	Website:
<a href="#">Inventory Administration</a> <a href="#">Customer Contracts</a> <a href="#">Group Management</a> <a href="#">Group Payment Summary</a> <a href="#">Reconciliation Report</a>	Legend Of The Seas	14 Night Panama Canal Cruise	Linden's Group	
	January 23, 2005	Group Number: 12345678	Revelex Demo	
			Revelex Affiliates	

**Note:** If no search criterion is entered and the Search button selected, all groups for the agency will be displayed. Groups that appear in pink are groups that are inactive or the sailing date has passed. Seven days after the sailing date for the group has passed, the group will be deleted from the group list.

## Payment Projection Report

To view the Payment Projection Report, follow these steps:

1. Select the [Payment Projection Report](#) link. The Cruise Group Space Payment Projection Report page opens.

Cruise Group Space Payment Projection Report			
<a href="#">Group Space Selection</a>   <a href="#">Administration Home</a>			
From Date:	December	1	2004
To Date:	December	31	2004
<input type="button" value="View Payments"/>			

2. Select a From Date and a To Date from the drop down list.
3. Click the View Payments button. The Cruise Group Space Payment Projection Report page opens, which includes a list for Group Name and Details, Payments Due, Due Date and Options.
4. Select the Group Name link. The Group Space Summary page opens, which gives information about the cabins allocated, cabins sold, available cabins Including the details of the cabins being reserved /surplus / or held.
  - **Surplus:** Is used to denote cabins that can be sold by any agent or on consumer Website(s).
  - **Reserved:** Is used to denote a block of cabins that is allocated for sale by the agent of record. This is not available on the websites, only the agent of record, the one added in the contract, can sell this type of cabin.
  - **Hold:** Is used whenever a cabin reservation has not been confirmed; it is in hold status, has not been purchased, and is subject to expiration.
5. It has further links for the Group Menu, Cruise Group Space List, Printable Version.
6. The Options list has two links: Payment Details and Reconciliation Report.
7. The Payment details will display the details regarding the due payment to be done along with the due date.
8. The Reconciliation Report is the report generated giving the entire details of the Group Space besides the accounting details.

**Note:** The report displays details of payments due for groups that fall within the date range specified. Payments to the various cruise lines (cruise lines registered under the Group Space Contract) are made by the agency contacting the vendor and making payments. Navigation links are available to view the group contract, go to payment details or the reconciliation report.

Select the Group Space Selection link to return Cruise Group Selection page or, Select the Administration home link to return to the home page.

**Note:** If no search criterion is entered and the Search button selected, all groups for the agency will be displayed. Groups that appear in pink are groups that are inactive or the sailing date has passed. Seven days after the sailing date for the group has passed, the group will be deleted from the group list. Changing the status back to active can reinstate the group. Be sure that the 1<sup>st</sup> deposit due date is valid or the group will not be viewable to the agents.

## Inventory Administration

This feature enables you to add/edit cabin categories, group options and group bonus commissions to a new group under the group space. This option gives details about the Category, Number of Passengers traveling, the passenger rate, initial deposit amount, per person deposit, quantity and reserved seats.

All these details will be provided for those cruises registered under the Group Space.

### Add Cabin to Inventory

To add a cabin to inventory, follow these steps:

1. Select the Inventory Administration link for the desired group. The Group Space page opens.
2. Click the Add Cabin to Inventory button. The Cruise Group Space Cabin Inventory page opens.
3. Enter the cabin details (from cruise line contract).
4. Click Store and Add More button to continue adding cabin categories.
5. Select the link Delete this cabin to delete the selected cabin.
6. Click the Store and Return to Contract button, when finished adding cabins.
7. To return to the previous page (Group Space) without making any changes select the Return to Group Space Contract link.

### Add a Group Option

This feature is used to add and edit activities in the group space; the options added here would be available to the group at Cabin and Passenger level. Options would be available for selection on **Cruise Quote Page 4**.

To add a group option, follow these steps:

1. Select the Inventory Administration link for the desired group. The Group Space page opens
2. Click the Add Group Options button. The Cruise Group Space Option page opens.
3. The Add New Option link is used for adding/editing/deleting options to and from the available list.

Cruise Group Space Option	
Option Item:	\$100.00 Shipboard Credit Per Cabin
Description:	\$100.00 Shipboard Credit Per Cal
Customer Cost:	0.00
House Cost:	0.00
Commission Amount:	0.00
Level:	Group
<input type="button" value="Save and Return to Contract"/> <input type="button" value="Save and Add More Options"/> <input type="button" value="Delete Option"/>	
<input type="button" value="Return to Contract"/>	

<b>Option Item:</b>	Select from the drop down list the desired option
<b>Description:</b>	Description of selected option
<b>Customer Cost:</b>	Cost to customer
<b>House Cost:</b>	Cost to the agency
<b>Commission: Amount:</b>	Amount of commission agency will make for this option
<b>Level:</b>	Group, Cabin or Passenger will bear the cost

## Delete a Group Option

To delete a cruise group that has been added to a group space, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select Cruise Group Space Administration link. The Cruise Space Selection page opens.
4. Search for the desired Group Space. The results are displayed based on the criteria specified.
5. Select the Inventory Administration link for the desired group .The Group Space page opens.
6. Click the Add Group Option button. The Cruise Group Space Option page opens.
7. Select the desired group option to be deleted by selecting the link in the option list.
8. Click the Delete Option button, to delete the option from the group. A dialog box is displayed prompting the user to confirm the action.
9. Select OK to delete or Cancel to return to options page.
10. Click the Return to Contract button.

## Add a Group Bonus Commission

This feature is used to add bonus commission to group space based on commission from cruise line on the inventory sold.

To add bonus commission to a group:

1. Click the Add Group Bonus Commission button. The Cruise Group Space Bonus Commission page opens.

Cruise Group Space Bonus Commission	
<a href="#">Delete this Bonus Commission Record</a>   <a href="#">Return to Group Space Contract</a>	
Commission Amount:	<input type="text" value="0.00"/>
Minimum Required:	<input type="text" value="1"/>
Condition:	<input type="text" value="Per X Cabins Sold"/>
Paid To:	<input type="text" value="House"/>
<input type="button" value="Store and Return to Contract"/> <input type="button" value="Store and Add More"/>	

**Commission Amount:** Amount of bonus commission taken from the cruise line contract

**Minimum Required:** Required minimum cabins sold to earn bonus commission

**Condition:** Per cabins sold or Total cabins sold

**Paid To:** House, Agent or Split

2. Enter or select the required details in the Group bonus commission page.
3. Click the Store and Return to Contract button to save the group bonus commission or select the Store and Add More button to add more bonuses.

**Note:** Several bonuses can be added here depending on the incentives that the agency decides.

## Delete a Group Bonus Commission

This option is used to delete a group bonus commission that has been added to a group space.

To delete a group bonus commission, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select Cruise Group Space Administration link. The Group Space selection page opens.
4. Search for the desired group space.



5. Select the Inventory Administration link for the desired group. The Group Space page opens.
6. From the Group Bonus Commission section, select the Edit link for desired bonus amount.
7. Select the Delete this Bonus Commission Record link. An alert message is displayed prompting the user to confirm the action.
8. Click OK to delete or click on Cancel button to cancel the action.
9. Select the Return to Group Space Contract link.

**Search:** - Inactive groups are hidden.

Search by Group Number, Ship, Sailing Date, Search > Select Inventory Administration > Edit Contract > Active/Inactive > Store > Continue > Admin home.

The inactive/active can also be used to store groups for a time before making them active on the site.

## Customer Contracts

This option enables the admin to create different versions of a contract. These contracts are drafted to deal with the customers who are included in the cruise group space. Editing these contracts will create different versions. You can select the version required and view the same.

**Note:** Cruise Group Space Engine is an application that provides agencies with the ability to create and manage small to very large cruise groups in an easy interface that allows all the agents to book in to those groups.

To create a new Customer Contact version, follow these steps:

1. Select Customer Contracts link from the Cruise Group Selection page.
2. A Customer Contract Version History page is displayed

Customer Contract Version History
<a href="#">New Contract Version</a>   <a href="#">Return to Group Space Menu</a>   <a href="#">Group Space Details</a>   <a href="#">Administration Home</a>

The following links are displayed:

- **New Contract Version** - Selecting this link would take you to Cruise Group Space Customer Contract Editor page.

The content for this contract is taken from the Group Space Contract and is in a detailed, fully modifiable printable format that can be faxed to the customer for approval.

- Any changes to the group space contract will require that a new version of the customer contract be produced and should be forwarded to the customer for approval and signing.
- **Return to Group Space** – Returns you to Group Space.

## Edit the Customer Contract

Using this option the admin user can edit the contract, which is drafted. Editing the contract would create a different version.

To edit the customer contract, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Select the Customer Contract link for the group to be edited. It opens the customer contract if one has already been created, if not you have the option to create the new version.
5. Select the New Contract Version link. It opens the customer contract.
6. Make the necessary changes (such as insert new paragraph, edit, delete) to the contract.
7. Select the Save and Exit link to save (Save and Print; Exit, Do Not Save links are also available).

**Note:** Once the customer contract has been saved a Version of the contract is stored. Any subsequent changes to the contract will become a version of the original.

## Group Management

Group Management is a comprehensive reporting tool to view every aspect of the groups in the system. It has further links to Group Summary, Option Summary, Passenger Manifest, Group Space Statement, Air Manifest and Transfers.

<b>Group Summary</b>	Gives all the details regarding Group Space, cabin allocated, number of cabin sold, Customer name, Amount paid and Passenger rates. Gives information about reserved/surplus/hold seats
<b>Options Report</b>	Displays report of the group including the Group name, Group Number, Vendor, Ship name, Sailing date, and Plan name. It gives the information about the facility given per group options.

<b>Passenger Manifest</b>	Gives details about the group. It gives the information of the passenger (Customer name, Category, allocation of seats, cabin total, discount, commission, Passengers traveling amount, Payment details.
<b>Group Space Statement</b>	Gives information about the group. It gives information related to the Cabin allocation, Passenger rates, total paid amount and due amount.
<b>Air Manifest and Transfers</b>	Includes information about the passenger along with the arrival and departure flights. There are other buttons i.e. <b>Reset form</b> button, <b>Update Manifest</b> button and <b>Add transfer to Manifest</b> button.

## Group Summary

The Group Summary option is used get summary on the status of Cabin Allocation, Cabin Sold and Available Cabins in the selected cruise line.

To view a group space summary, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Enter the details in the required fields.
5. Click the Search button.
6. The results are displayed based on the criteria specified. It displays a list of links.
7. Select Group Management link. The Group Space Menu page opens
8. Click on the link Group Space Summary. The Group Space Summary page opens.

Group Space Summary					
<a href="#">Group Menu</a>   <a href="#">Cruise Group Space List</a>   <a href="#">Printable Version</a>				Revelex Demo December 14, 2004	
<b>Group Name:</b>	Linden's Group				
<b>Group Number:</b>	12345678				
<b>Vendor:</b>	Royal Caribbean International				
<b>Ship Name:</b>	Legend Of The Seas				
<b>Sailing Date:</b>	January 23, 2005				
<b>Plan Name:</b>	14 Night Panama Canal Cruise				
<p><b>*Please familiarize yourself with the following terms:</b>  "Reserved" is used to denote a block of cabins that is allocated for sale by the agent of record.  "Surplus" is used to denote cabins that can be sold by any agent or on consumer website(s).  "HOLD" is used whenever a cabin reservation has not been confirmed; it is in hold status, has not been purchased, and is subject to expiration.</p>					
Cabin Allocation					
Category	Passengers/Cabin	Total Allocated	*Reserved	*Surplus	
D1 Superior Balcony	2 Passengers	5	3	2	
N Interior	2 Passengers	8	1	7	
N Interior	2 Passengers	8	1	7	
Cabins Sold					
Category	Allocation	Customer	Pax Total	Amount Paid	Total Due
Available Cabins					
Category	Passengers/Cabin	Total Available	*Reserved	*Surplus	
D1 Superior Balcony	2 Passengers	5	3	2	
N Interior	2 Passengers	8	1	7	
N Interior	2 Passengers	8	1	7	

9. View the summary in different categories.
10. Click on Group Menu link to come back to the main group page.

## Options Summary

This option generates a brief report on all the options like Per Group Option, Per Cabin Options and Per Passengers Options.

To view a group space options summary, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Enter the details in the required fields. Click the Search button.  
The results are displayed based on the criteria specified. It displays a list of links.
5. Select Group Management link. The Group Space Menu page opens.
6. Select the Option Summary link.

The Options Report page opens.



Details about the group selected display including group details such as Category, Allocation of the cabins, total amount paid toward the cabin, the numbers of passengers /customers, the total discount availed, the amount of commission earned and the payment details such as the paid amount and total due are displayed.

7. Click the Customer/Passenger name link to view the Quote Preview window with all details.

## Group Space Statement

This option is used to generate group space statement. This statement has all the information of the selected group. The page is in a printable format. All the Group Space details, Category details and cabin allocation details are present in this page.

To generate a group space statement, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Enter the details in the required fields. Click the Search button.

The results are displayed based on the criteria specified. It displays a list of links.

5. Select the Group Management link. The Group Space Menu page opens.
6. Select Group Space Statement link. The Group Space Statement page opens.

This page displays all details regarding the group space selected. The page is in printable format.

Group Space Statement				
<a href="#">Group Menu</a>   <a href="#">Cruise Group Space List</a>   <a href="#">Printable Version</a>				
Group Name:	Jolly	Dan Fletcher		
Group Number:	5555	September 29, 2004		
Vendor:	Carnival Cruise Lines			
Ship Name:	Carnival Destiny			
Sailing Date:	March 25, 2005			
Plan Name:	7 Night Southern Caribbean Cruise			
Category	Customer/Passengers	Pax Total	Total Paid	Total Due
Total		0.00	0.00	0.00
Cabin Allocation				
Category	Passengers/Cabin	Allocated	Sold	Available
8D Oceanview with Private Balcony	2 Passengers	3	0	3

## Air Manifest and Transfers

Use this option to get information on the air itinerary for the customer. It also enables you to add new itinerary.

To view air manifest and transfers, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Enter the details into the required fields and click the Search button.

The results are displayed based on the criteria specified. A list of links displays.

5. Select the Air Manifest and Transfers link.

The Group Air Transfer Manifest page opens.

**Group Air Transfers Manifest**
[Group Menu](#) | [Cruise Group Space List](#) | [Printable Version](#)

You may adjust any and all transfers below. Press [Update Manifest] when you are done. To remove a line remove the name from the line.

Passenger Names	Arrival Flights			Departure Flights		
	Airport	Time	Flight	Airport	Time	Flight

Reset Form
Update Manifest

Add new passenger transfers below.

Passenger Names	Arrival Flights			Departure Flights		
	Airport	Time	Flight	Airport	Time	Flight

Add Transfer to Manifest

6. Enter the required details such as the Passenger name, arrival and departure timings of the flight.
7. Click the Add Transfer to Manifest button. This adds the entered details and saves it in the database.
  - If you want to reset the details added, click the Reset Form button.
8. To update the form click Update Manifest button after making changes to the record.

## **Group Payment Summary**

The reporting tool will generate the reports about the payments that are due and the payments done for the groups (Cruise lines registered within the Group Space).

To view the group payment summary, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Group Payment Summary link. The Cruise Group Space Accounting Payment Summary page opens.
4. Click the Select Group button to display the report.

The report displays, providing details about the group, amount paid, due amount, amount unpaid and total commission amount.

## **Delete a Group**

To delete a group, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Group Space Administration link. The Cruise Group Selection page opens.
4. Search for the group to be deleted. Based on the search criteria the group is displayed.
5. Select the Inventory Administration link for the desired group.
6. Select the Edit Contract button. The contract opens.
7. Change the Status to Inactive.
8. Select the Save button. The Group Space Modification page displays a message that modification made was successful.
9. Select Continue button.
10. Select Done Working Contract button.



## Reconciliation Report

This link enables you to get an idea on the amount spent by the agency on different aspects and the commission earned by that group space.

To view the reconciliation report, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Under the Data Management section, click on the “Cruise Group Space Administration” link.
4. The Cruise Group Selection page is displayed.
5. Click on the Search button. You are allowed to search without specifying any values in the field.
6. All the group spaces are displayed with a set of links. Click on the link “Reconciliation Report”. The Cruise Group Space Accounting Reconciliation page is displayed.
7. All the details of the group space like Group Name, Group Space, Vendor, Ship Name, Plan Name and sailing dates are displayed.
8. The accounting details like passenger, cruise fare, port fare, government fee and other details are displayed. Also the commission earned from the group space is displayed. The amount earned from Tour Conductor Ratio is also displayed.

## Cruise Specials Administration

This application is used to view/create the special offers offered by the cruise lines on the consumer websites along with the start and end date offer. This feature is also used to add; search or edit Cruise Specials in the system that can be displayed on the agency/consumer Website(s).

The special will normally be displayed on the cruise search page. The special offers are for a specific date range. If the specified date range crosses, then the users are not allowed to register for the special offers.

You can search for specials based on special status. There are three special statuses. They are:

- **Active:** This status will display the present and forthcoming special offers of the cruise lines on the websites.
- **Inactive:** This status would display the special offer that has been expired.

- **All:** This status would display all the active and inactive offers provided by the cruise lines.

The cruise line code is the code generated for the specific cruise lines. The promotional ID is for the promotional offers provided by the cruise lines.

## Add Cruise Specials

To add a cruise special, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Cruise Specials page opens.

4. Click the Add New Special button. It displays the following fields.

Field names in Red are the required fields.

5. Select a Cruise Line from the drop down list. (This determines the cruise line for this special).
6. Select Special's Start Date and Special's End Date from the drop down lists. These dates are displayed to your agents (or consumer Website, if applicable).
7. Select a Website from the drop down list (this defaults to Travelport Cruise and Tour. If you have your own Website, select it, if applicable).
8. Enter a Promo Number and a Contract Number if applicable.
9. Enter Special Number if applicable.
10. Enter the Call to Action text (this text replaces the default Special Rates text displayed on the search results page).
11. Enter detailed comments relating to the special, this will appear when a potential customer selects the special on the consumer website.
12. Enter the details inside the Exclusive Bonus Booking Offer text box.
13. Enter agent instructions inside the text box.
14. Click the Submit button. It displays the following fields:

Enter Cruise Ship and Sailing date

Cruise Specials				
To add <i>Special Promotion Items</i> to this special, please select the <b>Cruise Ship</b> and the <b>Sailing Date</b> and press <b>Submit</b> , and then from the resulting list, click <b>SELECT</b> next to the appropriate itinerary.				
Cruise Ship:	Artistry	Sailing Date:	January	5
			2005	
				Submit Cancel
Cruise Line & Ship	Plan Name	Sailing Date	Action	

15. Enter Cruise Ship and Sailing date and click Submit. A link to Select the returned itinerary displays.

Cruise Specials			
Please select the <b>Room Category</b> and enter the <b>Fare</b> for each special rate available on this cruise. To delete an item, please clear both the <b>Room Category</b> and the <b>Fare</b> . <b>NOTE:</b> Please do not put any dollar signs in the <b>Fare</b> column!			
Vendor Name: Carnival Cruise Lines Ship Name: Elation Plan Name: 7 Night Western Caribbean Cruise Sailing Dates: December 5, 2004			
Promotion Code	Room Category	Fare PP	Rate Code
New			
New			
New			
New			
New			
New			
New			
New			
New			
New			
New			
			Submit Cancel

16. Select a Room Category from the drop down list.
17. Enter the fare (per person – do not include any port charges or taxes).

18. Follow steps 16 –17 to add more cabin categories and fares.
19. Click the Submit button. It displays a Cruise Special submission complete message stating that the cruise special was successfully updated.
20. Click the Continue button. The Cruise Specials page opens.
21. Click the Cancel button to return to Cruise Specials home page.

**Note:** The start date is when the cruise or tour special appears to your agents or on your consumer Web site, if applicable. The end date is when the special will expire and withdrawn.

**The special will appear in the search results instantaneously but will not appear as a graphic until an automatic synchronization is performed, normally midday and midnight on the day the special was added.**

## Search for a Cruise Special

This tool is used to search for a cruise special that enables administrators to edit/delete that special. The search can be across all cruise lines (Search All Ships); specific cruise line, all ships ([cruise line] ALL SHIPS); specific cruise line, specific ship ([cruise line] ship name); Sailing Date (optional); Select Special Status; (Active, Inactive – highlighted in pink; All); Cruise line code (Random generated code to identify the special). The search can be a single field selection or a combination of fields depending on the situation.

To search specials, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Cruise Specials page opens.
4. Select Ship: choose the desired search criteria from the drop down list.
5. Select a Sailing Date: (optional). Select a Special Status: from the drop down (optional).
6. Enter a Cruise Line Number: (optional)
7. Click the Search button – the returned results will be dependant on the search criteria.
8. Select the Cruise Line link for the desired special will display the special with links to Edit |Delete the special

## **Edit a Cruise Special**

To edit a cruise special, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Search for a Specific Specials page opens.
4. Select Ship: choose the desired search criteria from the drop down list.
5. Select a Sailing Date: (optional). Select a Special Status: from the drop down (optional).
6. Enter a Cruise Line Number: (optional)
7. Click the Search button – the returned results will be dependant on the search criteria.
8. Select the Cruise Line link for the desired special will display the special with links to Edit |Delete the special.
9. Select the Edit link to open the special.
10. Make the necessary cabin category changes using the drop down lists or fare changes.
11. Click the Submit button. A confirmation message is displayed indicating cruise special promotion has been successfully updated. .
12. Click Continue button to save the changes and return back to the Cruise Special's first page.

## **Deleting Part of a Cruise Special**

This procedure will allow part of a cruise special to be deleted without affecting the rest of the Cruise Special.

To delete part of a special, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Cruise Specials Administration link in the Data Management menu options. The Search for a Specific Specials page opens.
4. Select Ship: choose the desired search criteria from the drop down list.
5. Select a Sailing Date: (optional). Select a Special Status: from the drop down (optional).
6. Enter a Cruise Line Number: (optional)

7. Click the Search button – the returned results will be dependant on the search criteria.
8. Select the Cruise Line link for the desired special. It displays the special with links to Edit |Delete the special.
9. Select the Edit link to open the special.
10. Select the Room Category drop down and select a blank category. Select the Fare PP and delete it.
11. Click the Submit button. It displays a Submission Complete message.
12. Click the Continue button.

The page refreshes and displays the Cruise Specials page.

## **Delete a Cruise Special**

To delete a cruise special, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Search for a Specific Specials page opens.
4. Select Ship: choose the desired search criteria from the drop down list.
5. Select a Sailing Date: (optional). Select a Special Status: from the drop down (optional).
6. Enter a Cruise Line Number: (optional)
7. Click the Search button – the returned results will be dependant on the search criteria.
8. Select the Cruise Line link for the desired special. It displays the special with links to Edit |Delete the special.
9. Select the Delete link. A confirmation message is displayed prompting the admin user to confirm the action.
10. Click the OK button on the displayed pop up window. – This will delete the selected special.

## **Set an Expiration for a Cruise Special**

Using this option the cruise special offer can be removed or marked as expired; however this would not delete the specials.

To set an expiration date for a cruise special, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Search for a Specific Specials page opens.
4. Select Ship: choose the desired search criteria from the drop down list.
5. Select a Sailing Date: (optional). Select a Special Status: from the drop down (optional).
6. Enter a Cruise Line Number: (optional)
7. Click the Search button – the returned results will be dependant on the search criteria.
8. Select the Cruise Line link for the desired special will display the special with links to Edit |Delete the special.
9. Change the Special's End Date to yesterday.
10. Click the Submit button – when the page refreshes select the Cancel number
11. Ensure that the End Date has been changed.
12. Click the Cancel button to return to the Cruise Special home page.

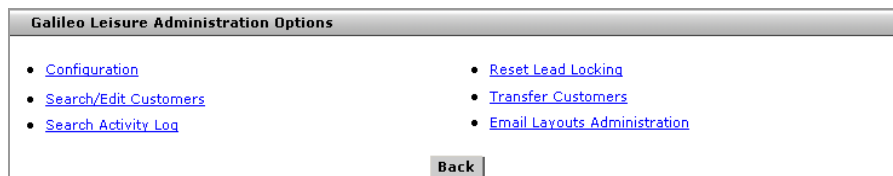
## **Change Cruise Special from Inactive to Active**

To change the status of a cruise special from inactive to active is the reverse of the above procedure (Set an Expiration for a Cruise Special) in that the End Date is changed to a date in the future.

## Appendix A: Travelport Cruise and Tour Administration Options

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As you learned earlier in this guide, the Travelport Cruise and Tour Administration Options link contains several sub-items related to the Travelport Cruise and Tour configuration and customer administration.



A screenshot of a web application menu titled "Galileo Leisure Administration Options". The menu is displayed in a box with a grey header. Below the header, there are two columns of blue hyperlinks. The left column contains "Configuration", "Search/Edit Customers", and "Search Activity Log". The right column contains "Reset Lead Locking", "Transfer Customers", and "Email Layouts Administration". At the bottom center of the menu box is a grey button labeled "Back".

Details on how you can use each link are found below.

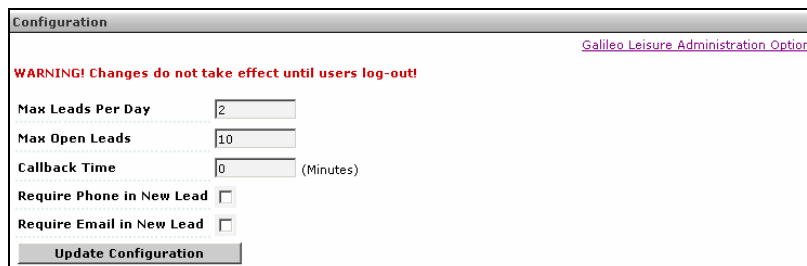
### Configuration

This option is used to manage the number of customers per agent. This is a global setting and applies to all agents. The counts for individual agents can be returned to zero using the *Reset Lead Locking* function, which was explained earlier in this guide.

When a business-to-consumer website exists, agents will pull customers from that site, similar to working a queue. This Configuration application sets limits on the number of customers that an agent can pull from the customer queue per day.

You may also use this option to:

- Limit the number of customer files that may be open at any one time.
- Set default callback time when a 'Set for Callback' reminder is set. Setting the call back time generates a reminder for the agent to call a client back once customer status has been changed to Set for Callback.  
**Note:** Time is set in minutes, so one hour would be 60 minutes. To make the customer phone and email required fields you set the 0 (off) to 1 (on).



A screenshot of the "Configuration" page in the Galileo Leisure Administration Options. The page has a grey header with the title "Configuration" on the left and a link "Galileo Leisure Administration Options" on the right. Below the header, there is a red warning message: "WARNING! Changes do not take effect until users log-out!". The main content area contains four configuration items, each with a label and a text input field: "Max Leads Per Day" with a value of "2", "Max Open Leads" with a value of "10", "Callback Time" with a value of "0" and "(Minutes)" to its right, and two checkboxes: "Require Phone in New Lead" and "Require Email in New Lead", both of which are currently unchecked. At the bottom of the page is a grey button labeled "Update Configuration".



## Products Menu Administration

The Products Menu Administration link enables the administrator to decide the menus that appear as sub menus under Products menu. The Administrator can check/uncheck the options displayed here. The options checked are displayed as sub menus under the Product menu. At least one of the options needs to be checked. The administrator can also use this tool to decide what product options the agent(s) and customers, where applicable, will have access to.

To modify the Products Menu, follow these steps:

If necessary follow steps 1 – 3 to get to the Products Menu Administration option link.

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Travelport Cruise and Tour Administration link.
4. Select the Product Menu Administration link. It displays the Product Administration page as in the following.

Product Menu Administration		
<a href="#">Reservationsite.net Administration Options</a>		
Check the items you'd like available in the products menu.	Check the items you'd like to be accessible through the quotes menu.	Check the items you'd like to be accessible through itineraries.
<input checked="" type="checkbox"/> Quick Air <input checked="" type="checkbox"/> Quick Car <input checked="" type="checkbox"/> Quick Hotel <input checked="" type="checkbox"/> Quick Cruise <input type="checkbox"/> Quick Lodge <input checked="" type="checkbox"/> Quick Vacations <input checked="" type="checkbox"/> Cruise Group Space <input checked="" type="checkbox"/> Shore Excursions	<input checked="" type="checkbox"/> Air Search <input checked="" type="checkbox"/> Car Search <input checked="" type="checkbox"/> Hotel Search <input checked="" type="checkbox"/> Cruise Search <input checked="" type="checkbox"/> Lodge Search <input checked="" type="checkbox"/> Vacation Package Search <input checked="" type="checkbox"/> Cruise Specials and Group Space Search <input checked="" type="checkbox"/> Shore Excursion Search <input checked="" type="checkbox"/> Travel Insurance <input checked="" type="checkbox"/> Air from PNR <input checked="" type="checkbox"/> Manual Entry Cruise <input checked="" type="checkbox"/> Manual Entry Travel Insurance <input checked="" type="checkbox"/> Manual Entry Shore Excursion <input checked="" type="checkbox"/> Manual Vacation Package search <input checked="" type="checkbox"/> Manual Deals Search <input checked="" type="checkbox"/> Administrative Fee	<input checked="" type="checkbox"/> Air Search <input checked="" type="checkbox"/> Car Search <input checked="" type="checkbox"/> Hotel Search <input checked="" type="checkbox"/> Cruise Search <input checked="" type="checkbox"/> Vacation Package Search <input checked="" type="checkbox"/> Lodge Search <input checked="" type="checkbox"/> Other
<input type="button" value="Submit"/>		

5. Check/Uncheck the respective products you want/do not want displayed.
6. Click on Submit button to save the changes done. These changes are reflected in the Home page>>PRODUCTS navigation menu.
7. Select the Administration Options link to return to Travelport Cruise and Tour Agent Administration.

## Search/Edit Customers

Administrators can search and edit customers for any or all agents based on customer names, email or status. This application may be useful for supervisors who want or need to view agent activities for a specific customer.

To search or edit a customer, use the following steps.

1. Select the Search/Edit Customers link from the Travelport Cruise and Tour System Administration Options menu.

The Search/Edit Customers page opens.

2. Enter details to search by.
  - If the search is for one agent's customers (leave the Name fields blank) select the agent's name from the Agent drop down list and click the Search button. All customers for that agent appear. For example:

Customer Name	Customer Date	Action
Madison Madison	4/30/07 2:17:23 PM	<a href="#">VIEW   EDIT</a>

- Click View to view the customer information.

-- The View Profile link displays customer details in a new window.

-- The View Activity Log link displays a summary of log entries underlined which when selected displays the details for that log entry

- Click Edit to edit customer information.

**Edit Customer**

[Close]

First Name: Madison  
 Last Name: Madison  
 Options: [View Profile] [View Activity Log]  
 Received Date: 4/30/07 2:17:23 PM Lead ID: 1241673  
 Email Address: madison@yahoo.com  
 Agent: Patty Christensen [No Change]  
 Status: Lead sold [No Change]

**Customer Data:**  
 Content: Online Cruise Sale  
 CruiseItineraryID: 71835  
 PhoneNumber1: 4043339999  
 PhoneNumber2:  
 primary\_phone:  
 secondary\_phone:  
 Country: US  
 CruiseLine: Windstar Cruises  
 ShipName: Wind Star  
 CruiseName: Costa Rica - Puerto Caldera/puerto Caldera 7 Days  
 CategoryName: LARGE  
 CategoryCode: B  
 CabinNumber: GUAR  
 SailDate: Saturday, December 15, 2007  
 Adults: 2  
 Seniors: 0  
 Children: 0  
 Infants: 0  
 OtherInformation: 6W2THW: client purchased Rate LS1 Category B Cabin GUAR  
 GroupID:  
 SpecialID:  
 Data: Daytime Phone Number: 4043339999 Evening Phone Number: 4043339999 Country: US Cruise  
 Line: Windstar Cruises Ship Name: Wind Star Cruise Name: 6W2THW: client purchased Rate LS1  
 Category B Cabin GUAR Costa Rica - Puerto Caldera/puerto Caldera 7 Days SailDate: Saturday,  
 December 15, 2007 Passengers - Adults: 2 - Seniors: 0 - Children: 0 - Infants: 0 Other Information:  
 6W2THW: client purchased Rate LS1 Category B Cabin GUAR

[Update]

[Close]

**Note:** Edit displays customer details in a new window with the same links as View, but with the option to transfer a customer from one agent to another by changing the Agent: and Status: and clicking Update. Once Update is selected and the screen refreshed, the selected customer is removed from the list of agent customers. By using this method of transferring a customer from one agent to another there is no indication to the new agent that they have had a customer transferred to them. The administrator must indicate to the new agent that they have a transferred customer.

- If you want to search for all customers with a specific status, e.g., Work in Progress, simply change the status on the Search/Edit Customers page to the specific status and then click Search.

**Search / Edit Customers**

Enter any information to search by:

First Name:   
 Last Name:   
 Email:   
 Status: [Any Status]  
 Agent: [Any Status]  
 Website: [Any Status]

Owned Lead  
 Lead sold  
 Waiting for callback  
 Cancelled itinerary  
 No contact made  
 Work in Progress  
 Set for callback  
 Bogus Lead  
 Booked Elsewhere  
 Ship Sold Out

A list of customers with the specific status appears.

Search / Edit Customers		
<a href="#">Galileo Leisure Admin Home</a>		
Search Results [161]		
Customer Name	Customer Date	Action
Philip King	1/12/07 3:07:20 PM	<a href="#">VIEW</a>   <a href="#">EDIT</a>
Nicole Ming	2/9/07 1:07:02 PM	<a href="#">VIEW</a>   <a href="#">EDIT</a>
Nicole Ming	2/13/07 10:57:55 AM	<a href="#">VIEW</a>   <a href="#">EDIT</a>
Niyoka Smith	2/14/07 11:16:00 AM	<a href="#">VIEW</a>   <a href="#">EDIT</a>

## Search Activity Log

This option allows administrators to search activity logs for the entire agency or for specific agents based on today, yesterday, last week or a specific date search. This option also allows administrators to view client details.

To search activity logs, use the following steps.

1. Select the Search Activity Log link from the Travelport Cruise and Tour System Administration Options menu.

The Search Activity Log page opens.

Search Activity Log	
<a href="#">Galileo Leisure Administration Options</a>	
Enter any information to search by:	
Agent:	<input type="text" value="Patty Christensen"/>
Date:	<input type="text" value="Today"/>
Or: Enter a date:	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>
<input type="button" value="Search"/>	

2. Select an agent from the drop down list.
3. Select a Date from the drop down list, e.g., Today, Yesterday, Last Week or enter by using the drop down lists.
4. Click the Search button.

The Search Activity Log appears with all log activity. You have the option to View the Log Entry.

Search Activity Log			
<a href="#">Galileo Leisure Admin Home</a>			
Search Results [3]			
Lead	Agent	Date	Log Entry
<a href="#">Madison Madison</a>	Patty Christensen	4/30/07 2:17:24 PM	<a href="#">Payment of 120.00 USD Cruise S</a>
<a href="#">Madison Madison</a>	Patty Christensen	4/30/07 2:17:23 PM	<a href="#">Cruise purchased online: 6W2TH</a>
<a href="#">Madison Madison</a>	Patty Christensen	4/30/07 2:27:49 PM	<a href="#">Cruise booking 6W2THW was canc</a>

Click the Log Entry link.

View Log Entry	
<a href="#">[Close]</a>	
Agent Name:	Patty Christensen
Action Date:	4/30/07 2:17:24 PM
Action:	Payment of 120.00 USD Cruise Service Fee Successful.
<a href="#">[Close]</a>	

## Reports

The reports application displays reports on various activities relating to internal operations and consumer Website(s). All the reports except Leads per agent and Agent sales summary are real time reports.

To initiate reports, follow these steps:

If necessary follow steps 1 – 3 to get to the Reports option link.

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Travelpport Cruise and Tour Agent Administration link.
4. Select the Reports link. It displays the Reports page.

New Leads In Queue	
Request type	Total
Request for a cruise	1

5. There are several links that produce different reports. The following table explains each report type.

<b>Leads in Queue:</b>	Displays the amount of leads currently in the queue waiting for an agent to pull.
<b>Lead Status Count:</b>	Displays lead status by type and status.
<b>New Leads Per day:</b>	Displays by ascending date and lead type the total of leads entered into the system.
<b>Unworked Leads:</b>	Displays Unworked leads alphabetically by agents last name.
<b>Leads Per Agent:</b>	Displays a report on number of leads closed by the agent. It also provides a summary of leads in different status.
<b>Agent Sales Summary:</b>	Displays a detailed report of all the booking and cancellation done by each agent in different categories like Air, Car, Cruise hotel and Insurance.
<b>Leads Per Referrer:</b>	Displays a report of leads entered into the system by the agency based on a date range by a referral source. Any leads that where generated on the consumer website will appear as 'Unknown' in the displayed report window.

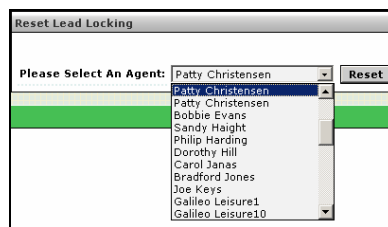
## Reset Lead Locking

Use Reset Lead Locking to reset the number of leads pulled from a customer 'queue' by an agent back to zero (see *Configuration*). With this change, an agent is able to pull additional leads from the lead queue. *This process generally applies when a business-to-consumer Website exists.*

To reset customer locking, use the following steps.

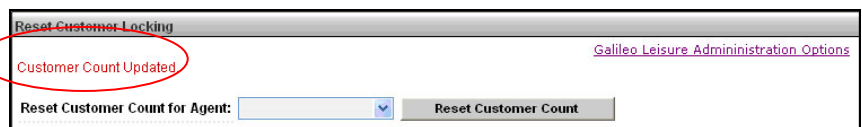
1. Select the Reset Customer Locking link from the Travelport Cruise and Tour System Administration Options menu.

The Reset Lead Locking page opens.



2. Select the agent from the drop down list and click Reset.

You receive the message Customer Count Updated.



## Transfer Customers

The feature enables administrators to bulk transfer customers from one agent to another. It will most likely be used when an agent has left the company or no longer uses an agent account.

To transfer customers, use the following steps.

1. Select the Transfer Customers link from the Travelport Cruise and Tour System Administration menu.

The Customer Transfer page opens.

2. Select an agent name in the From: drop-down menu.
3. Select an agent name in the To: drop-down menu.
4. Click the Continue button to transfer (Cancel to abort this operation).

The Verify customer transfer message appears.

5. Click Yes to complete the transaction (No to abort the transaction).

You have transferred the customers from one agent to another.

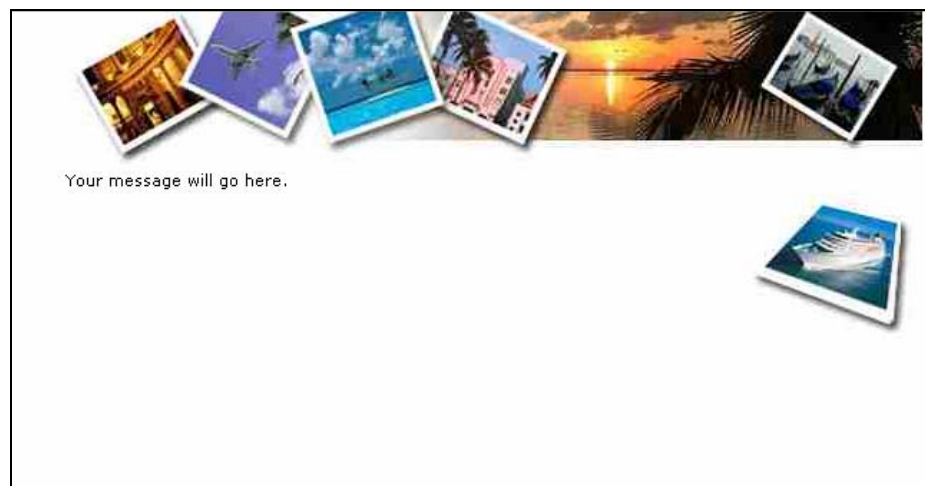
## Email Layouts Administration

This option is used to define layouts for emails and quotes that you send to your customers. This type of customer interaction usually takes place when you have a B to C consumer Website. The format for the template is fully formed HTML. You can create several templates and select one as your default.

One of these templates can be used to send quotes to your customers who are only interested in receiving price quotes through the mail.

The first page of Email Templates Administration is shown below.

This is an example of a Generic Template. When you View the content of the Generic template, it looks like this:



Templates are written in HTML. If you click the Edit link you can view the code behind this template on the next page.

This is the template with code in Edit mode.

**Template Name:**

**Choose website to use this email template:**

**Template HTML:**  

```
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
</head>

<body bgcolor="#FFFFFF" topmargin="0" marginwidth="0" marginheight="0">
<div align="center">
  <table width="600" border="0" cellspacing="0" cellpadding="0"
bordercolor="#000000">
    <tr>
      <td>
        <div align="right"></div>
      </td>
    </tr>
  </table>
  <table width="600" border="0" cellspacing="0" cellpadding="2">
    <tr>
      <td>
        <div align="left" style="color:#000000; font-family: Verdana, Arial, Helvetica,
```

**Update Email Template**

The rest of the code appears here.



**Template HTML:**

```

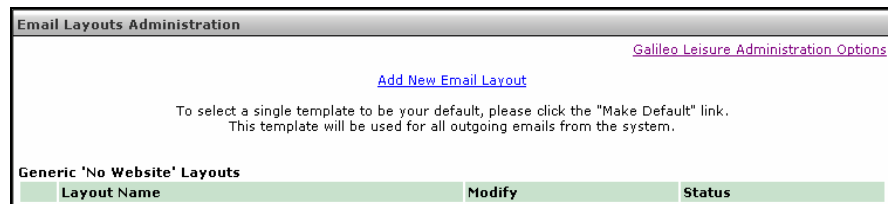
<div align="left" style="color:#000000; font-family: Verdana, Arial, Helvetica,
sans-serif; font-size: 11px;">[body]</div>
</td>
</tr>
</table>
<table width="600" border="0" cellspacing="0" cellpadding="0">
<tr>
<td>
<div align="right"></div>
</td>
</tr>
</table>
</div>
<br>
<div align="right"></div></body>
</html>

```

An administrator with some knowledge of HTML code should be assigned to create templates. Within this application, you have the opportunity to review your template and delete it or change it before making it your default.

## Add New Email Template

To add a new Email template, follow these steps.



1. Click the Add New Email Template link.

The Add New template page opens. Instructions appear on the page.

[Galileo Leisure Admin Home](#)

[Back to Email Layouts Administration](#)

1. Please enter a name for your template. You can have multiple email templates for a specific website, but only one will be active at any given time.
2. Choose the website that will use this email template. Any bookings made on this website will use this email template.
3. In the Layout section, enter the information to be included in the email. For example, you can include a header image, a footer image, any disclaimers in the closing part of the email, etc. (see examples). The images may reside on your web server.
4. If using HTML, use only the following tags: <table>, <tr>, <td>, <div>, <span>, <a href>, <img>, <b>, <i>, <u>, <font>, <p>, <br>.
5. [body] will contain the system generated content about the booking. For example, a cruise booking confirmation will contain information on the cruise line, ship, sailing, and itinerary along with the passenger details and the cost and payment details.

Example HTML code:	Will display this:
<pre>&lt;p&gt;Cruise Agency&lt;/p&gt; [body] &lt;p&gt;Please visit our website.&lt;/p&gt;</pre>	<pre>Cruise Agency Thank you for booking with us! Please visit our website.</pre>

**Layout Name:**

**Choose website to use this email layout:**

**Layout HTML:**

2. Enter a Template Name.
3. Select the Website that will use this template.
4. Enter the HTML code for the template.

Here is simple sample of the code:

```
<html> <head> <title></title>

<p></p> [body] </body> </html>
```

**Note:** You must store the image source (<img src) in a file either with Travelport Cruise and Tour or whomever is hosting your consumer Website.

5. Click Update Email Template.

The Home page opens.

You can View, Edit or Delete the template you created. Use Edit to modify your template.

6. Select the Make Default link to make a template the default for the system. The word Default will appear after the Make Default link for that template.

## Delete an Email Template

To delete a template, use the following steps.

1. Select the Delete link for the desired template.
2. Click OK to delete the template (Cancel to return to the New Template page).

The selected template is deleted from the list of available templates.

## Website Content Administration

This enables administrators to edit/replace notices to consumers on the consumer website. Links for Cruise Pricing notices, Cruise Quote notices, Privacy Policy and Terms of Use statements are listed for editing or replacing with your own text. The changes done here are reflected on the selected website.

**Note:** Change the text to reflect your own policies and terms.

To change Website content, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Website Content Administration. The following options opens:

Website Content Administration	
<a href="#">Administration Home</a>	
<a href="#">Website Content Administration</a>	
Currently administrating contents for <a href="#">www.reservationsite.net</a>	
Document Name	Action
<a href="#">Affiliate Join</a>	
<a href="#">Cruise Pricing Notice</a>	
<a href="#">Cruise Quote Notice</a>	
<a href="#">Privacy Policy</a>	
<a href="#">Terms of Use</a>	

4. Click a link. Your options include: Affiliate Join, Cruise Pricing Notice, Cruise Quote Notice, Privacy Policy and Terms of Use.

The corresponding page opens.

5. Edit the statement in the window, or copy and paste the existing statement into another application to edit, and paste back in when finished.
6. Click the Submit button. Your update is confirmed.
7. Select another link, or select the Administration Home link to return to the Administration page.

## Reason Code Administration

Reason Code administration is used to set various cancellation codes for cruise as to why a cancellation took place. When set the agent will be required to select a cancellation reason before being able to cancel a cruise booking.

To administer reason codes, follow these steps:

1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. Select the Travelport Cruise and Tour Administration link.
4. Select the Reason Code Administration link. The Reason Code Administration page opens.
5. Select an Agency from the drop down list, if applicable.
6. Click the Select button.
7. Enter the Reason code and the required details in the Description section and select the Add button.
8. Click the OK button on the displayed screen.

The reason code is added to the list and is now live.

You have an option to make the reason code active or inactivate.

9. Click the Submit button.

**Note:** The activate status is marked by red color and deactivated status is marked by green color.