Travelport® Cruise and Tour™
Administrator

User Guide

Galileo by Travelport

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

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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.

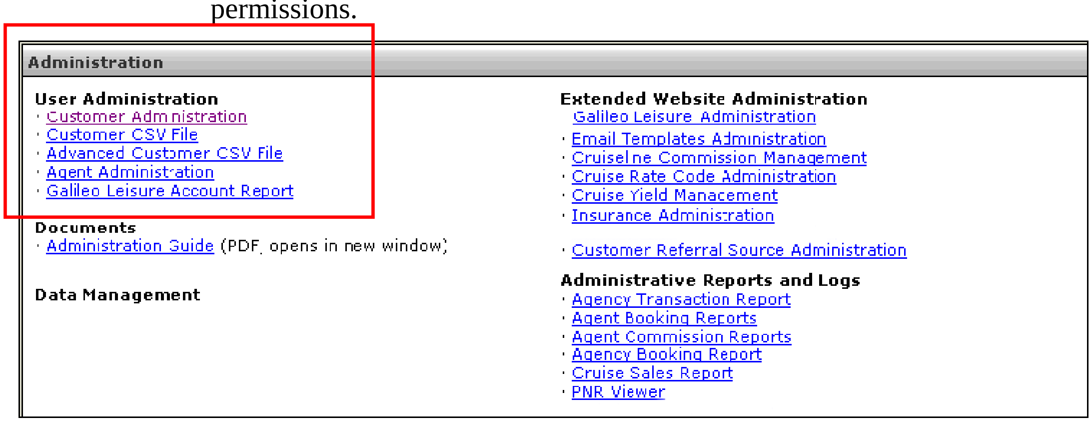
Get Started with Administration

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

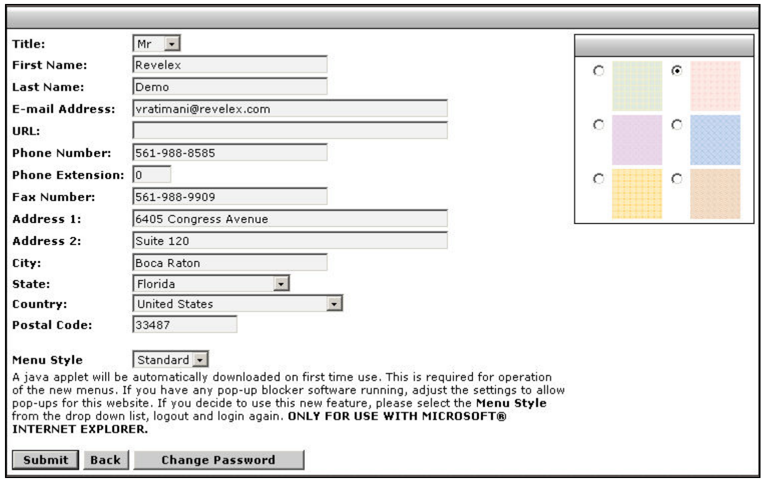
This menu option allows editing of profile settings with the exception of First Name, Last Name and E-mail address.

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

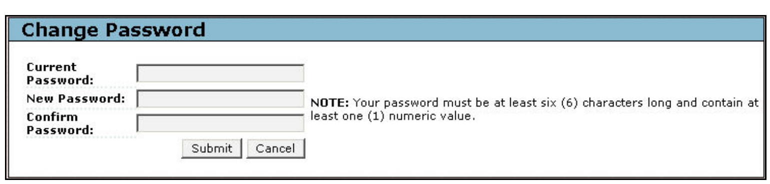
An agent password can be changed using this function. The agent must be logged into Travelport Cruise and Tour. The new password will take effect the next time the agent logs into Travelport Cruise and Tour.

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

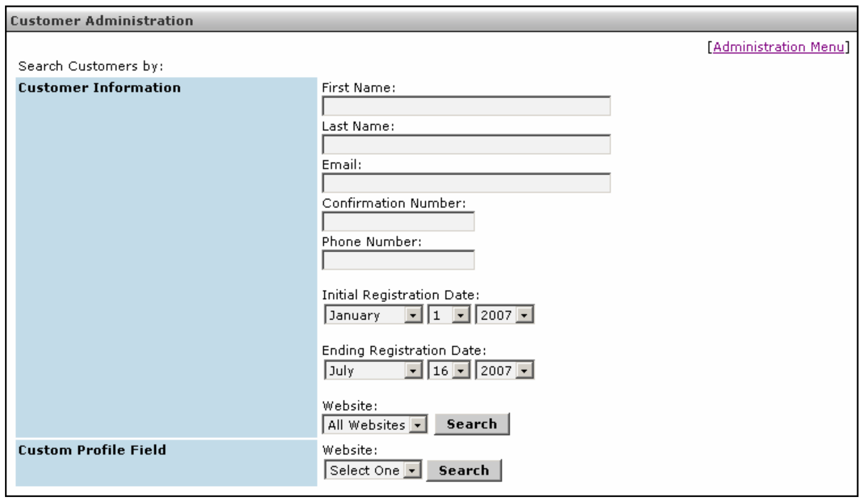
The first link is Customer Administration. You will use this feature as an additional resource to find customers you have not been able to locate using the Customer Search option on the home page. You can use Customer Administration to search by:

- 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.



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 CSV File

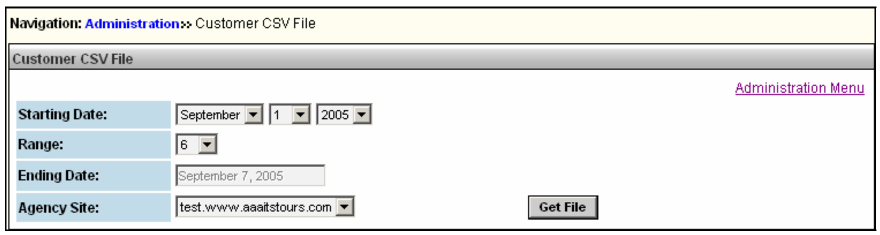
This Customer CSV File option helps you create a customer data file from the agency database. This file includes customer information including, name, e-mail, phone number(s), address, city, state and zip code.

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**.**

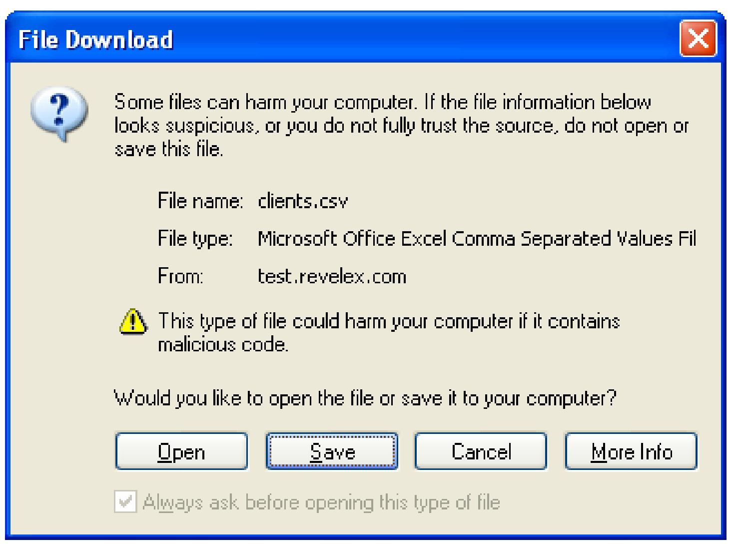
1. From the User Administration menu, select the Client CSV File link.

   The Client CSV File page opens.

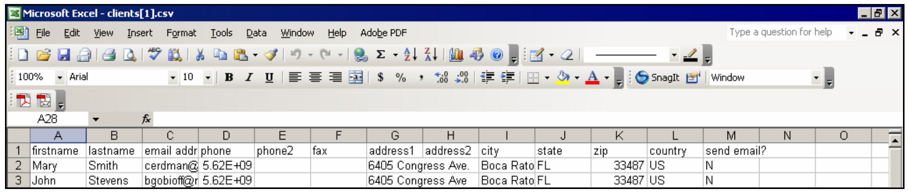


2. Select a Starting Date from the date drop down lists.
3. Click the Range drop-down to select the number of days to include in the file. The maximum number of days is 30.
4. Select an Agency Site from the drop-down, if applicable.
5. Click the Get File button.

   The file download dialog opens.



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



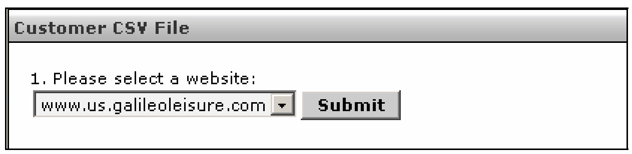
Advanced Customer CSV File

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.

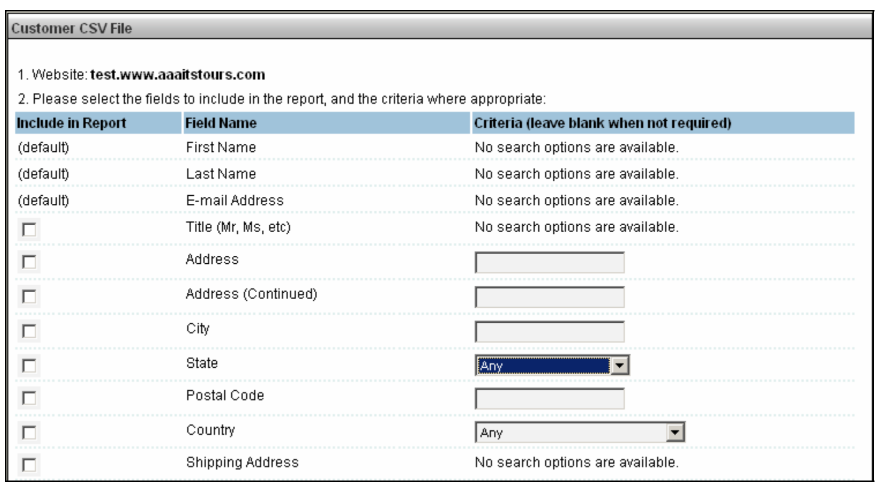
1. From User Administration menu, select the Advanced Customer CSV File link.

   The Advanced Customer CSV File page opens.



2. Select www.travelportcruiseandtour.com from the drop-down list.

   The selection screen opens.



3. 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.

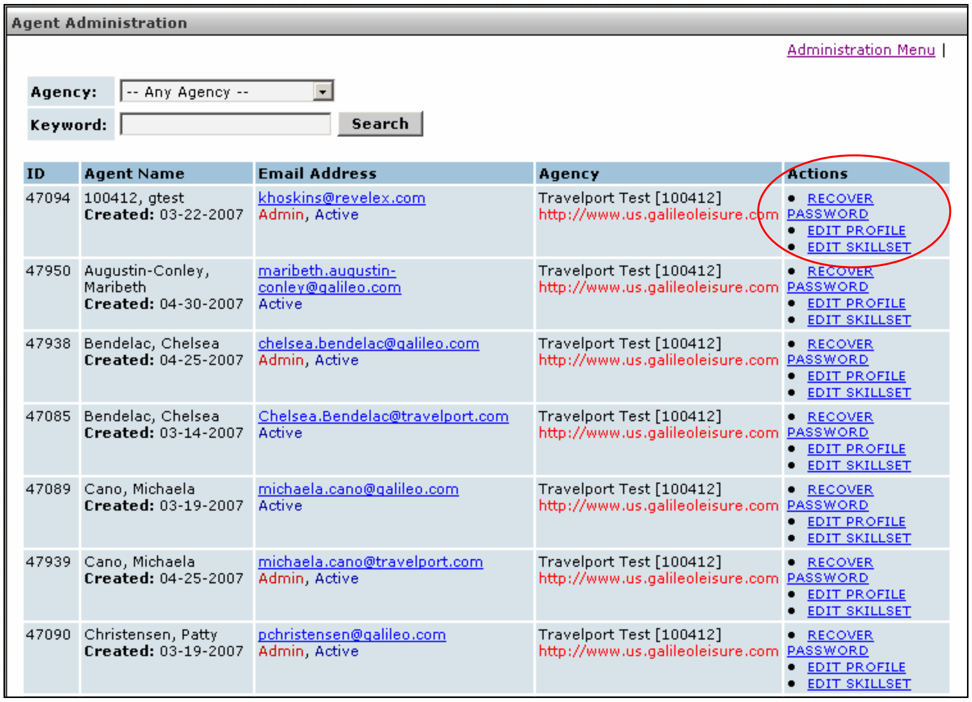
To view Agent Administration, use the following steps.

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

   The Agent Administration page opens.

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.



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	Displays agent details. Use the following options: **Agency Sites**: Select single, combination, or all Web sites agent can work in. Selections then appear in agent option menus. **Daily Customers**: Use drop down list to change number of customers the agent can pull (if a business-to-consumer website exists). This overrides agency default. **Department ID**: Use drop down list to select department for agent. Department Description link shows various options in order of priority for each lead type.
List Clients	Displays all clients for agent with client identifier, agent name, email address, telephone number, and street address.
Edit Skill Set	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. **Note**: Selecting a Training Skill Set for an agent removes the agent's ability to pull leads from a queue.

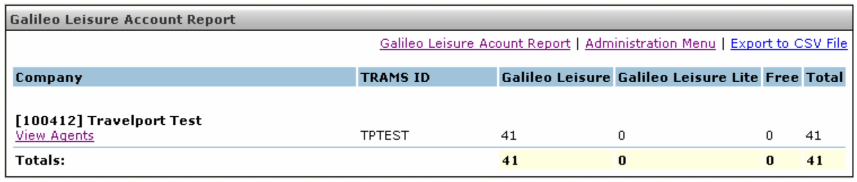
Travelport Cruise and Tour Account Report

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

Galileo Leisure Acount Report | Administration Menu | Export to CSV File

Company	TRAMS ID	Galileo Leisure	Galileo Leisure Lite	Free	Total
[100412] Travelport Test View Agents	TPTEST	41	0	0	41
Totals:		41	0	0	41

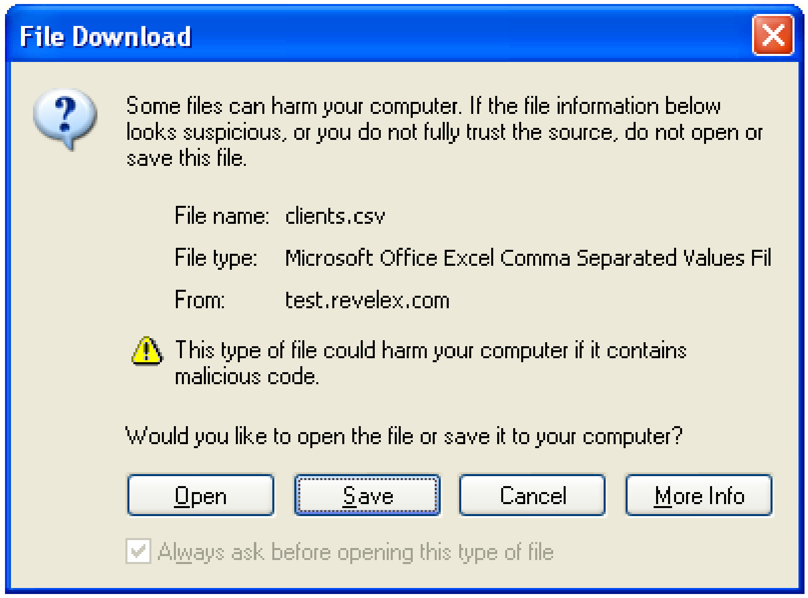
If you click the View Agents link, you see the Agent Administration list, as shown in the previous section.

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.

2. Click Export to CSV File to export this report.

   The file download dialog opens.



3. 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:

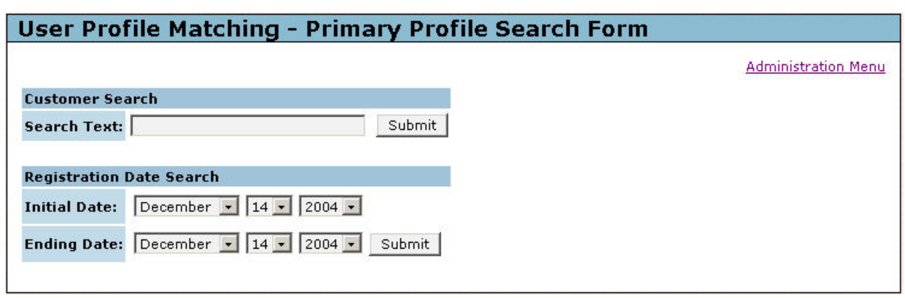
1. Select the Admin menu.

   Admin Menu Options display.

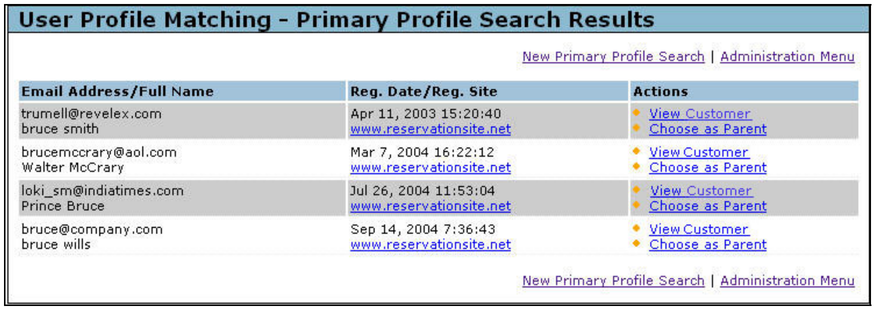
2. Select the Administration menu option.

   The Administration page opens.

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



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.



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

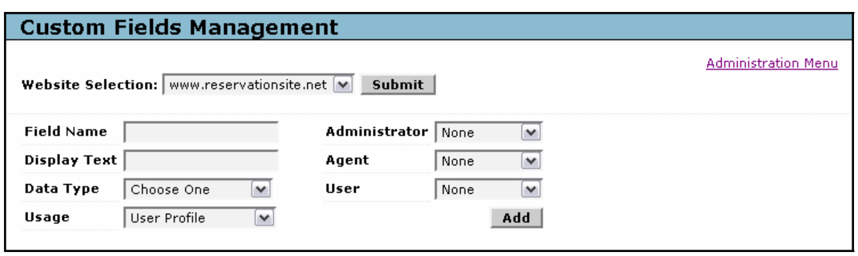
This feature will enable administrators to add fields to the Customer Profile for storing customer related data. The data stored in these fields is for agency information purposes only; there is no automatic transfer of this information to any booking process.

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.



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.

Field Name	Maximum of 30 characters.		
Data Type	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.

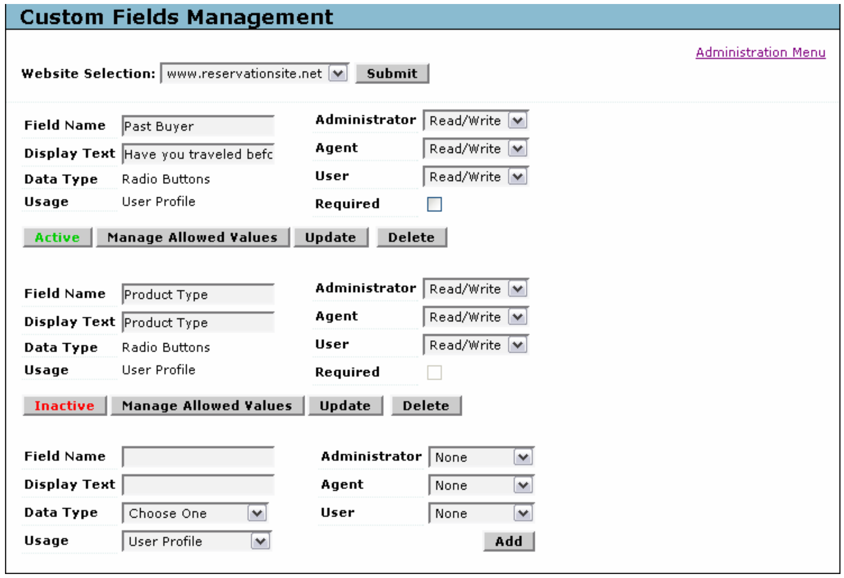
1. Select the Admin menu.

   Admin Menu Options display.

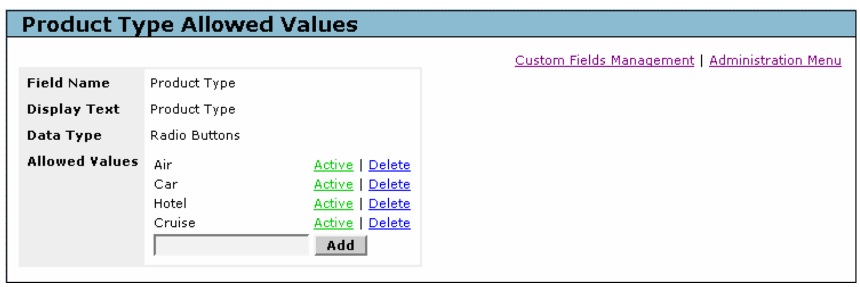
2. Select the Administration menu option.

   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.

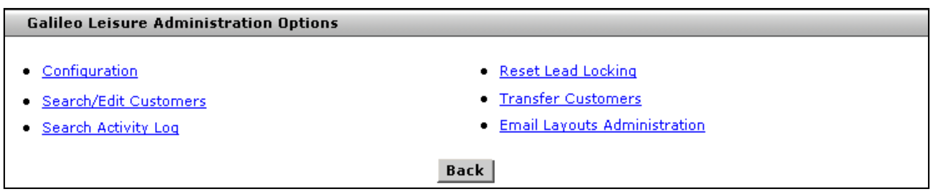
6. Select the Administration Menu link to return to the Administration page.

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.

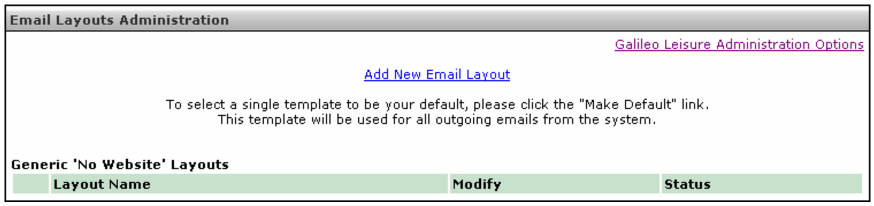
Reason Code Administration

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.



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.

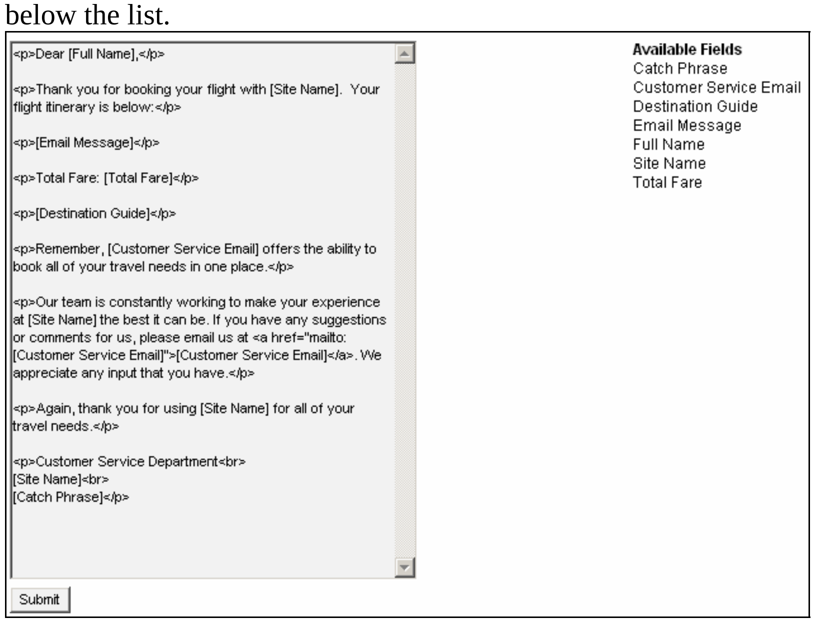
   A list of existing templates appears.

- 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.



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

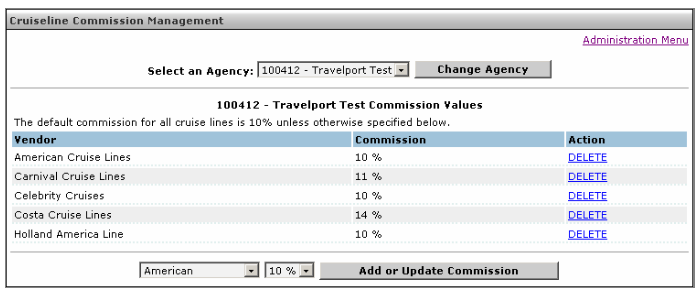
This feature is used to set the default commission percentages for all cruise lines. This rate affects the way the commission is calculated in the manual quote process and in association with the Minimum Commission in Yield Management.

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:

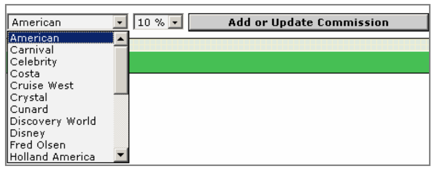
1. In the Travelport Cruise and Tour Administration/Extended Website Administration, select CruiseLine Commission Management.

   The Cruiseline Commission Management page opens.



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.

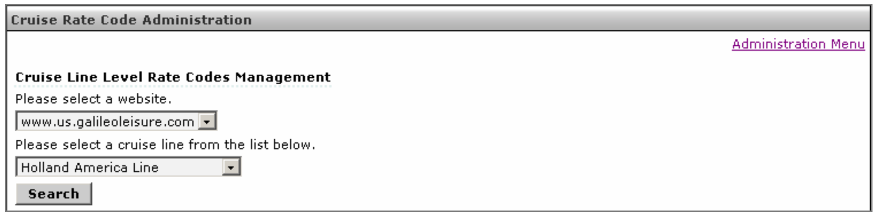
This feature is used to enter and select the cruise line rate codes and that will be displayed to your agents in Travelport Cruise and Tour that can be subsequently discounted, if desired, using the Cruise Yield Management tool. Restricted rate codes should not be used.

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}

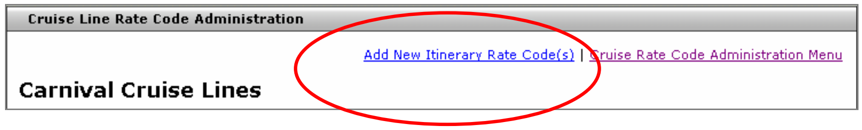
Multiple rate codes may be selected. These rate codes are specific to a selected itinerary and will be used in the cruise search to find the lowest fare available per category. Only the lowest fare per category is displayed.

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.

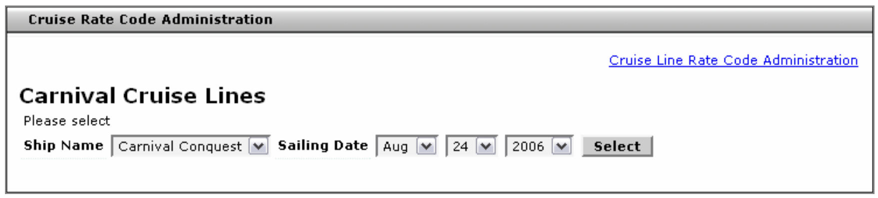
Itinerary rate codes take priority over rate codes that have been entered using the previous method. Wild cards and include/exclude is not an option at this level.

To add new itinerary rate codes, follow these steps:

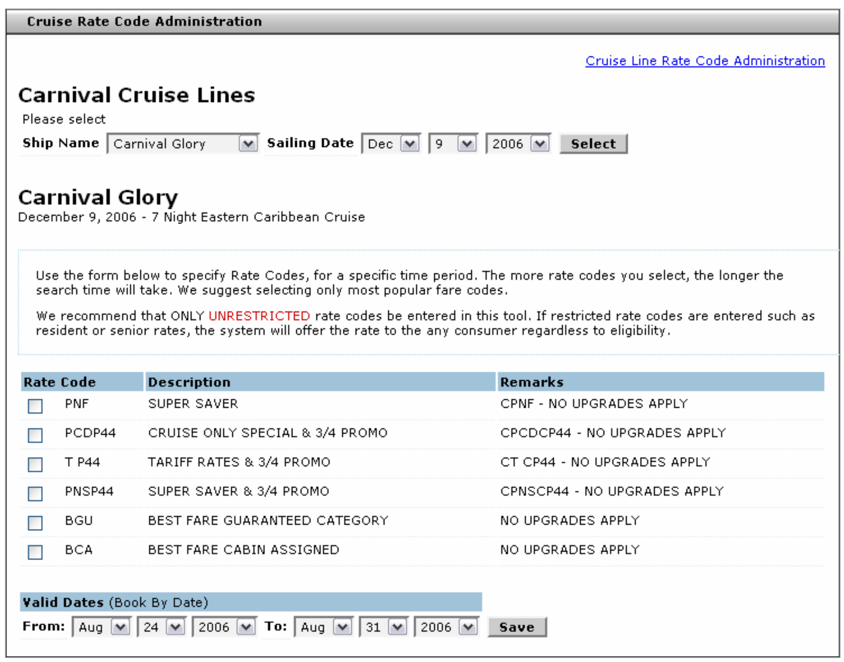
1. Click the Add New Itinerary Rate Code(s) link on the Cruise Line Rate Code Administration page.



The following window opens.



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.

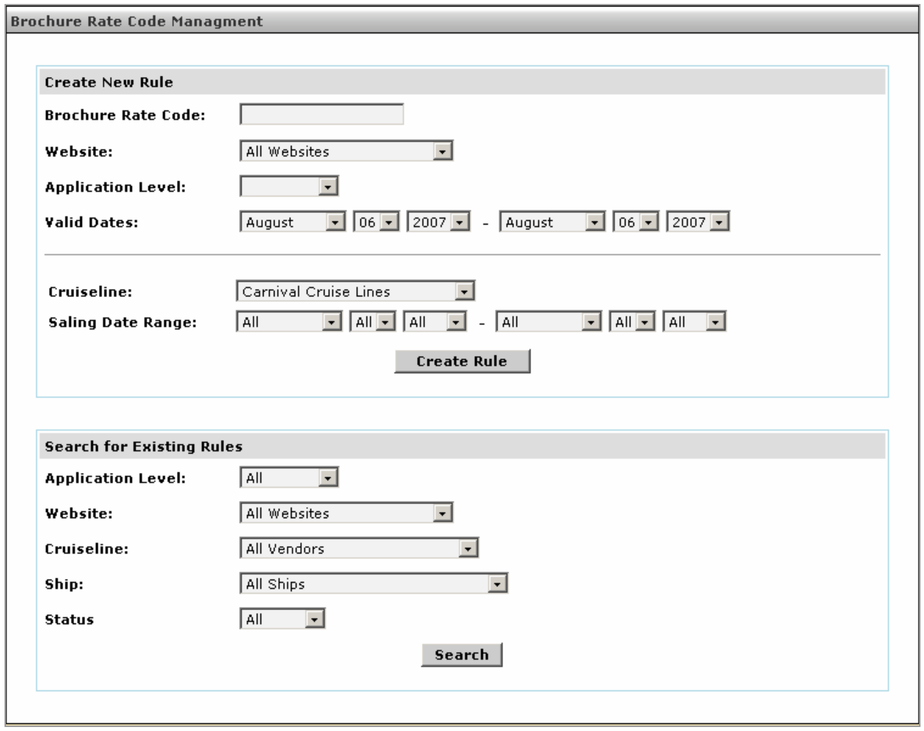


5. Select the Rate Code.
6. Enter a valid From: and To: book by date range using the drop down list.
7. Select the Save button.

   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

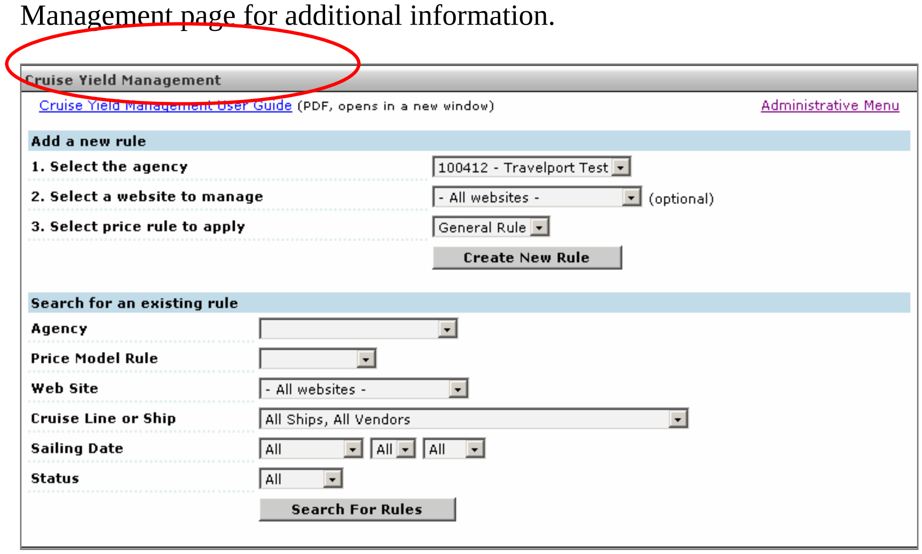
If you have access to Cruise Brochure Rate Code Management, contact your Galileo representative for details.



Cruise Yield Management

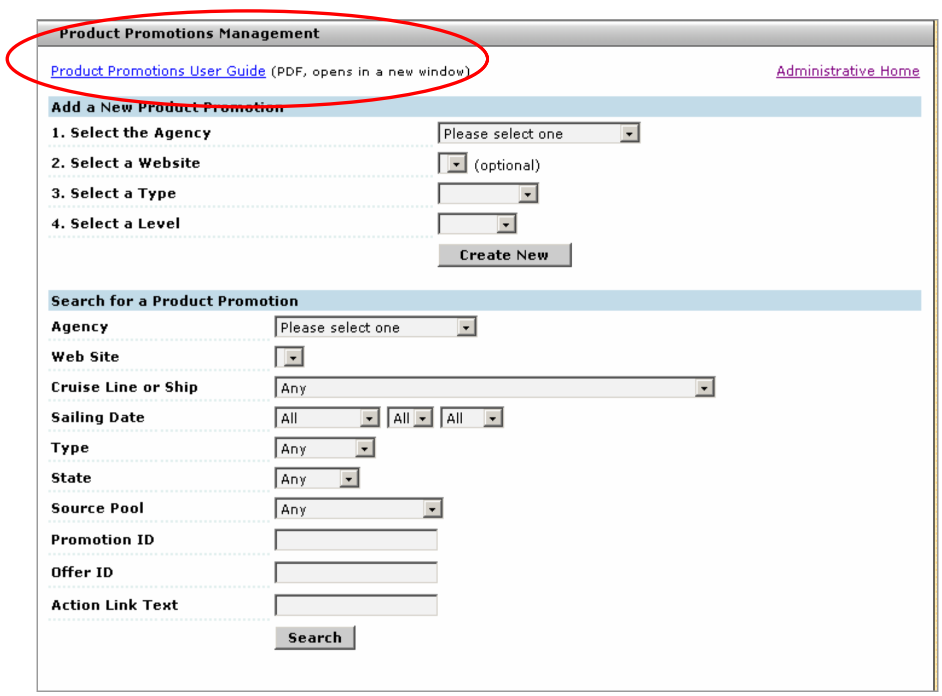
This feature used in conjunction with Rate Code Administration, it enables you to create rules that will either discount or markup fares (Base fare/Web fare) based on the rate codes entered in Rate Code Administration that are displayed to your agents.

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



Product Promotions Management

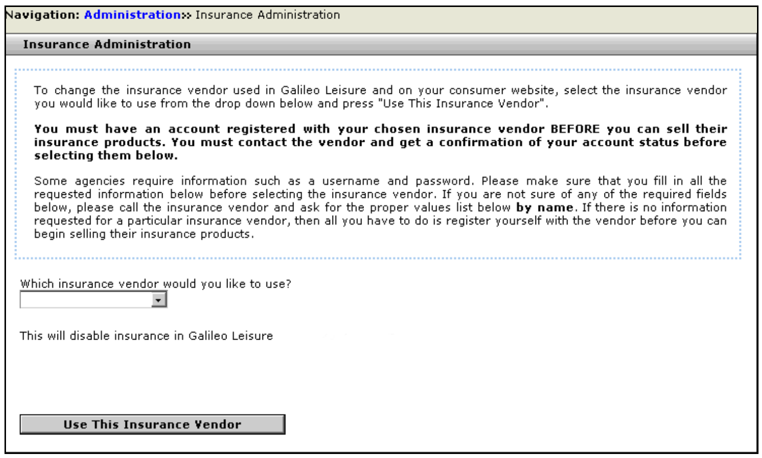
If you have access to Product Promotions Management, contact your Galileo representative for details. For details on how this application works, click the Product Promotions User Guide link. PDF Reader required.



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.



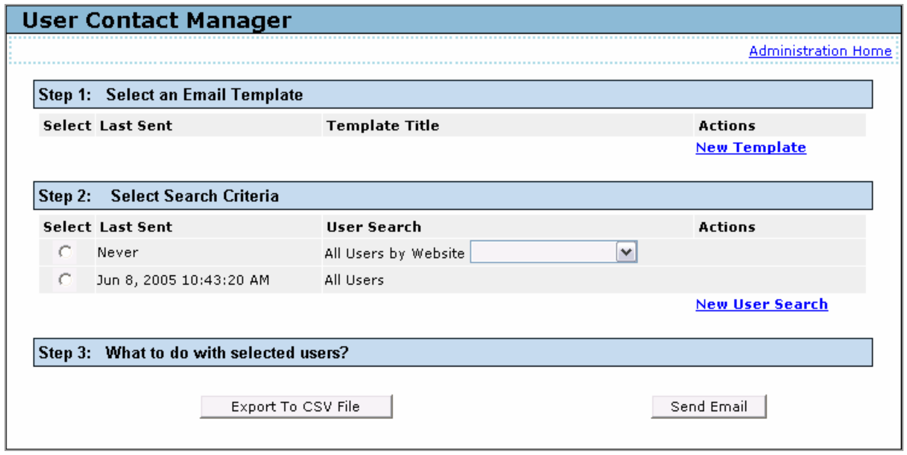
Customer Contact Management

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.

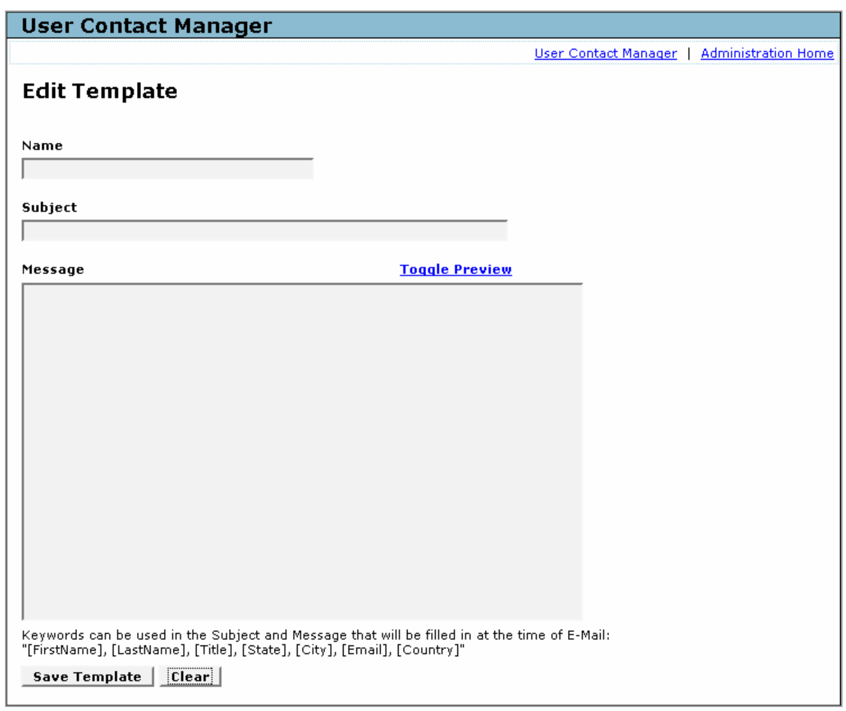


Templates

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.



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:

Templates	**Description**	**Action**
Edit	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.	Select the Edit link. Make the necessary changes to the required fields or, select the Clear button to start over. Select the Toggle Preview link to see how the template will look. Select the Preview Toggle again to return to the template view. Select the Save Template button when done. It opens the User Contact Manager window displaying a success message.
View	This link when selected opens the template in a separate window as it would appear if it where an e-mail.	Select the View link. It opens a view of the template in a separate window. Select the close button (X) at the top right of the window.
Delete	This link when selected will delete the selected template. There is no warning that you are about to delete a template.	Select the Delete link for the template to be deleted. It opens the User Contact Manager window displaying a success message.

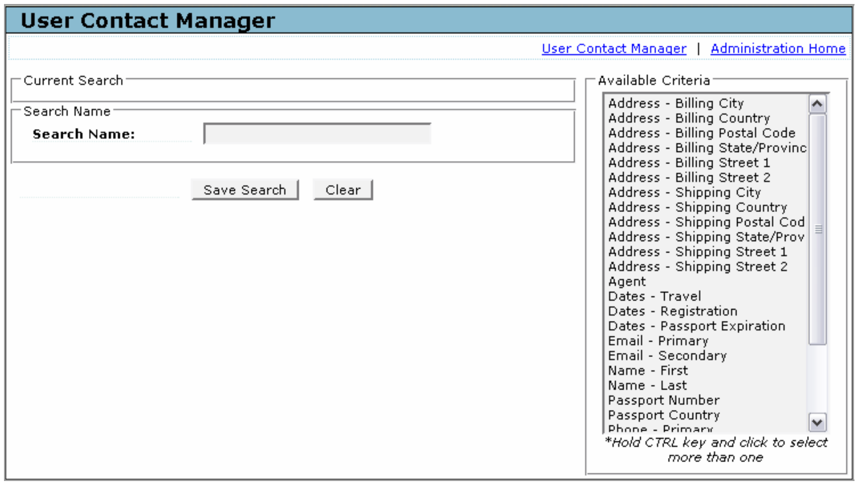
Save a Search Criteria

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
Edit	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. For the changes to take effect the search must be saved.	Select the Edit link for the search to be edited. Make the necessary changes to the required fields or, select the **Clear** button to start over. Select the **Save Search** button when done. It opens the User Contact Manager page displaying a success message.
Delete	This link when selected will delete the selected search. There is no warning that you are about to delete a search.	Select the Delete link for the search to be deleted. It opens the User Contact Manager page displaying a success message.

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.

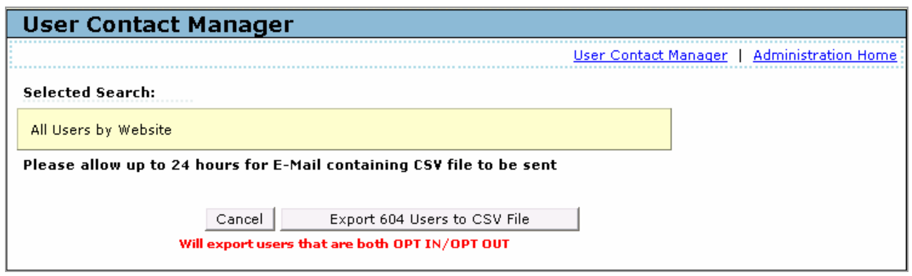
Start from the Administration page.

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.



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.

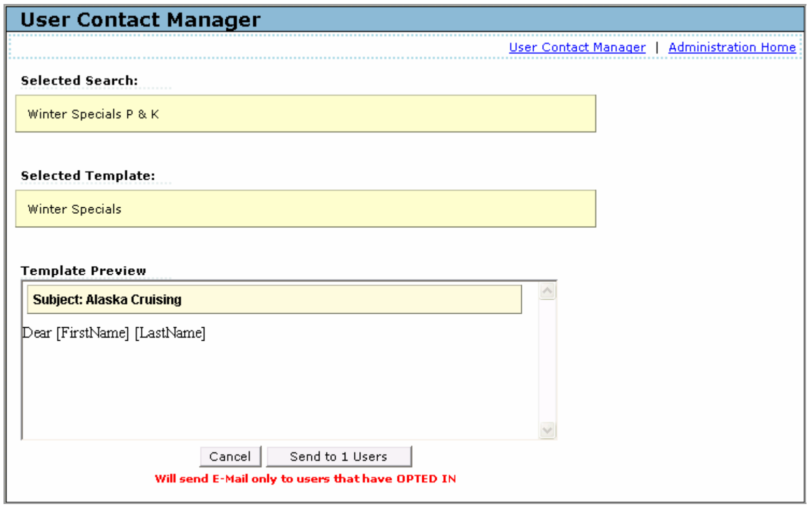
– Select the Export XXX Users to CSV File button. It opens the User Contact Manager page with a message “XXX Users CSV file queued for processing. Please allow 24 hours for E-Mail to be sent.”

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.

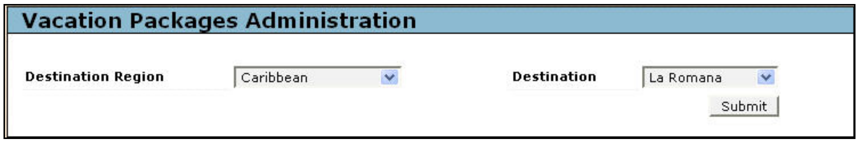
Select the Administration Home return to the main administration page.

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.

   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.

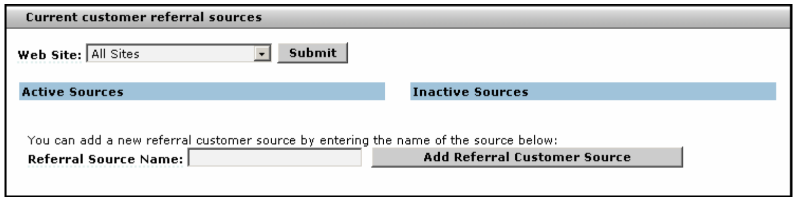
    A message is displayed indicating that the vacation package is successfully modified and is displayed on the consumer Website.

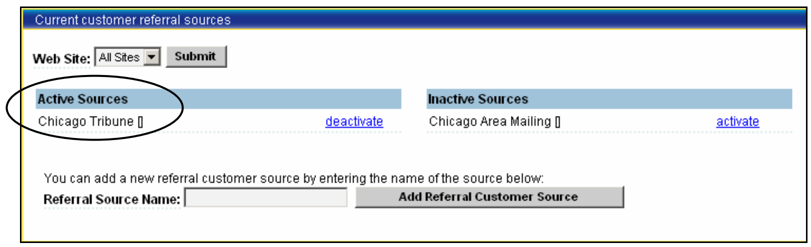
11. Click on the Continue button to return to the home page.

Customer Referral Source Administration

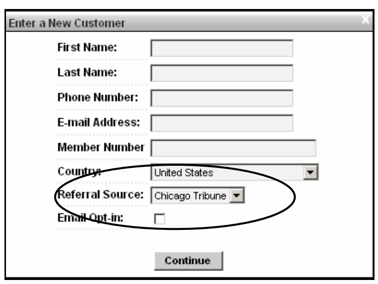
Use this tool to add/store referral-advertising sources. Depending on how many referral sources are activated, agents may find several sources from which to choose.

Sources can be activated or deactivated as desired/required.





Active sources appear in the Enter a New Customer dialog.



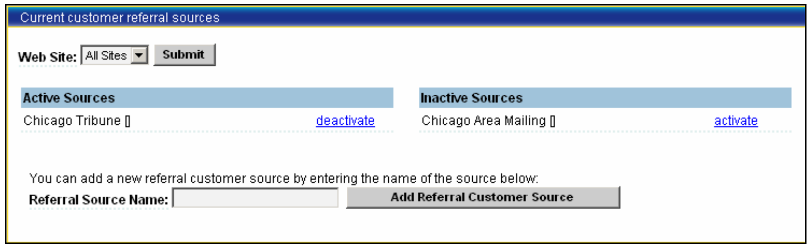
Add a Customer Referral Source

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

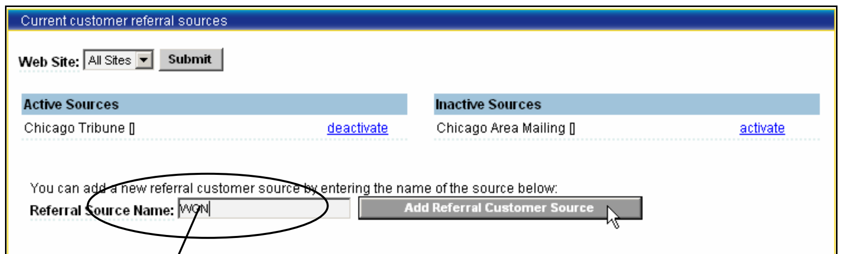
To add a Customer Referral Source, use the following steps.

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

The Current customer referral sources page opens.

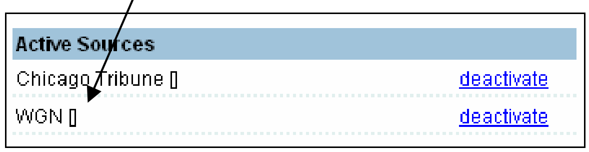


2. Enter a name for the new referral source in the Referral Source Name field.



3. Click the Add Referral Customer Source button.

The new referral source appears in the Active Sources list.

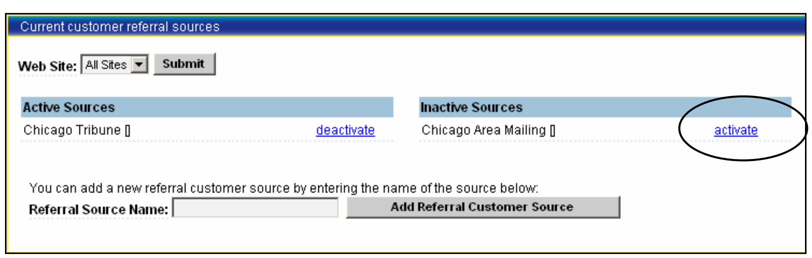


Activate a Customer Referral Source

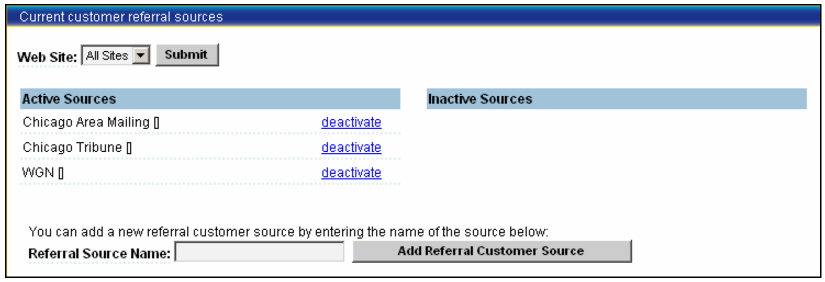
To activate a customer referral source, use the following steps**.**

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.



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

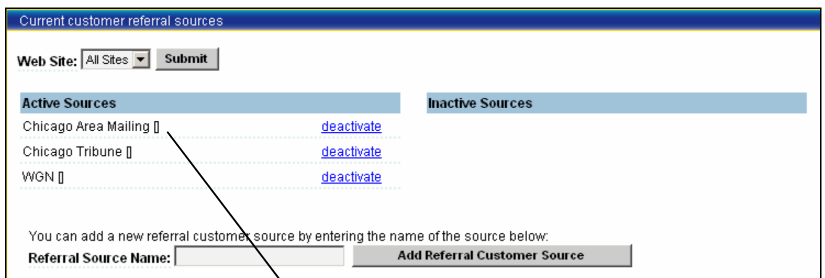


Deactivate a lead referral source

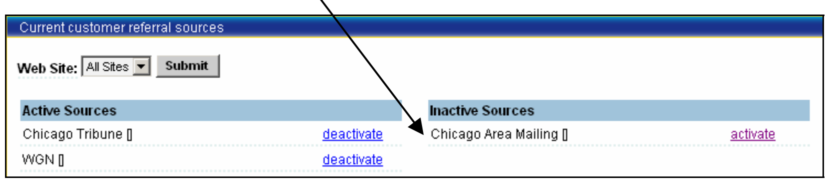
To deactivate a Customer Referral Source, use the following steps**.**

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

   The Current lead referral sources page opens.



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

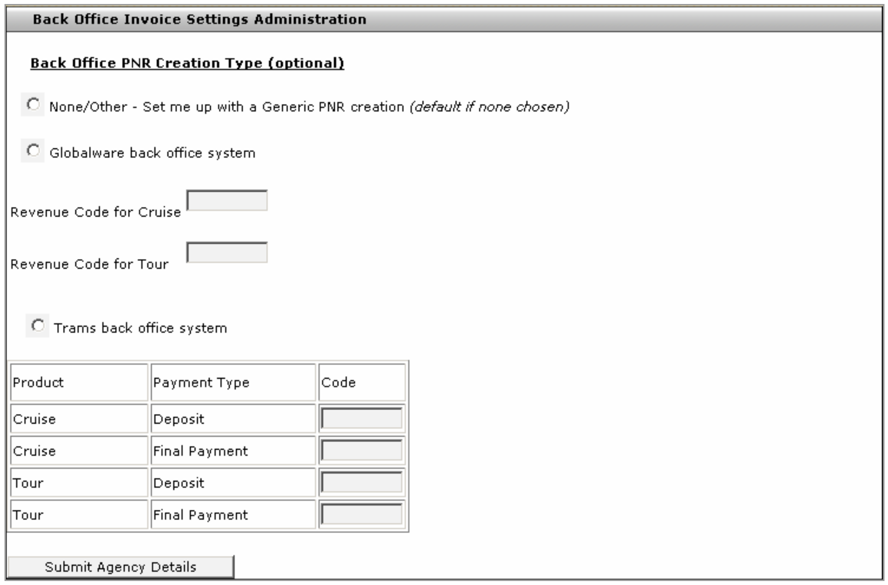


   The page refreshes and displays the selected referral source in the Inactive Source list.

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.



Administrative Reports and Logs

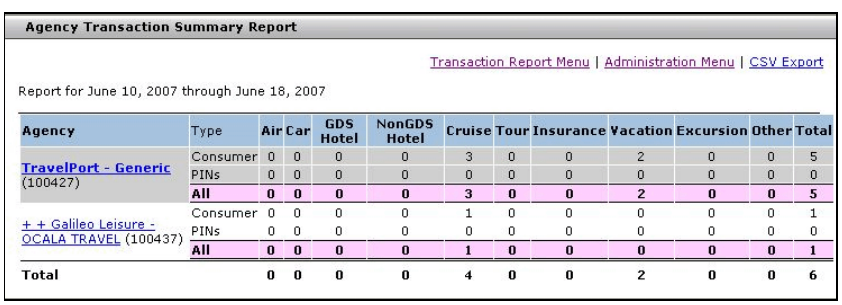
Administrative Reports and Logs allow you to create reports.

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.

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
TravelPort - Generic (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**
+ + Galileo Leisure - OCALA TRAVEL (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**

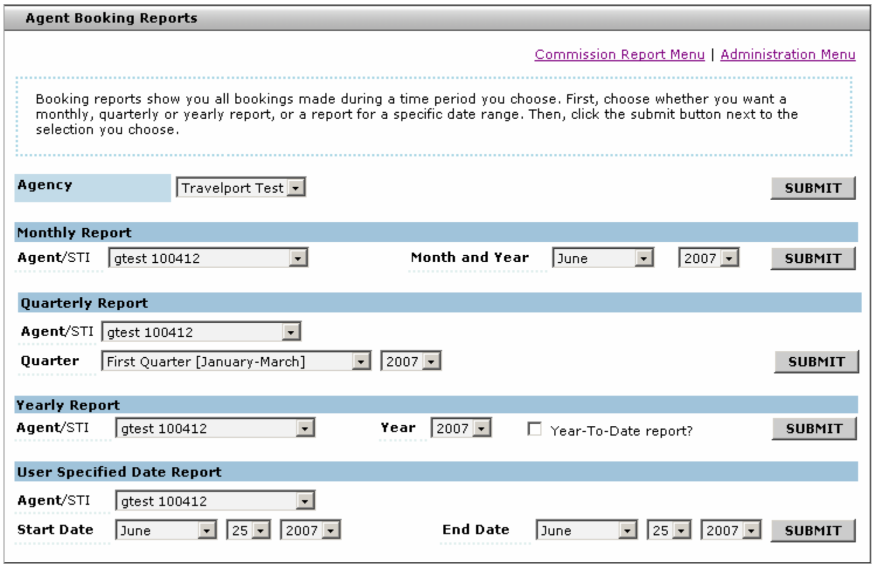
Agent Booking Reports

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.

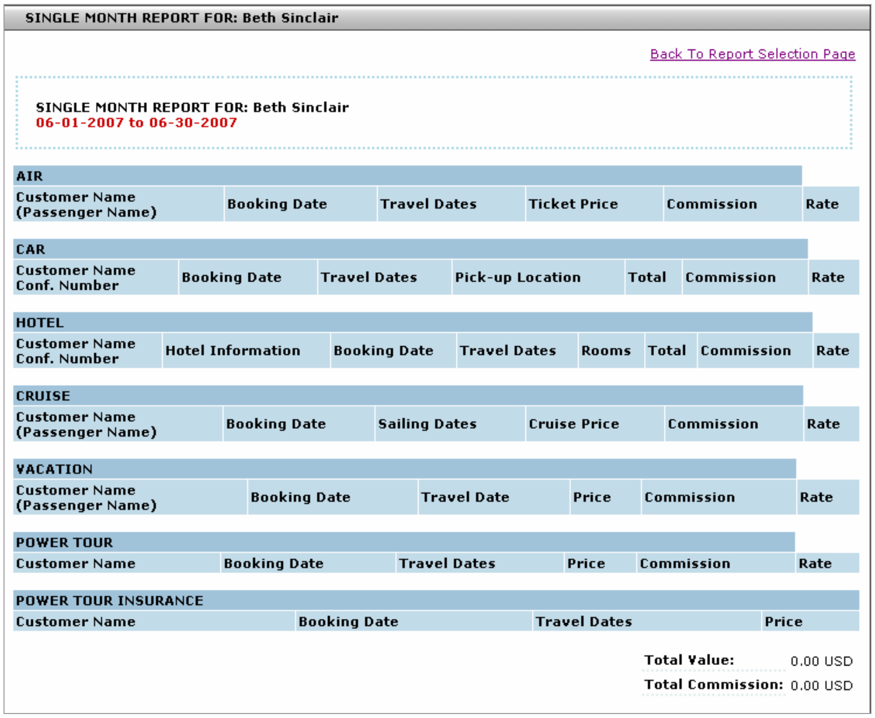
1. Select the Agent Booking Reports link on the Administrative Reports and Logs menu.

   The Booking Reports page opens.

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.

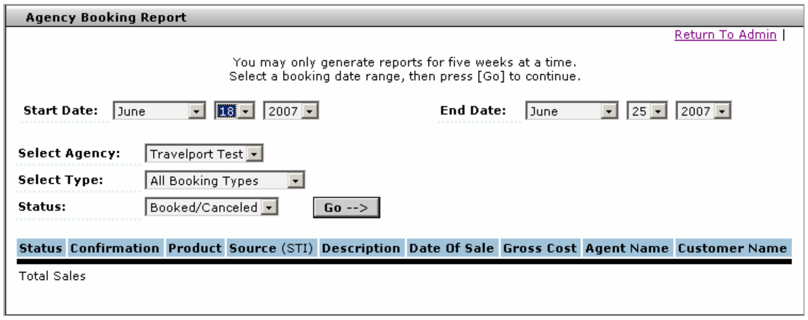
   The Commission Reports page opens.

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.

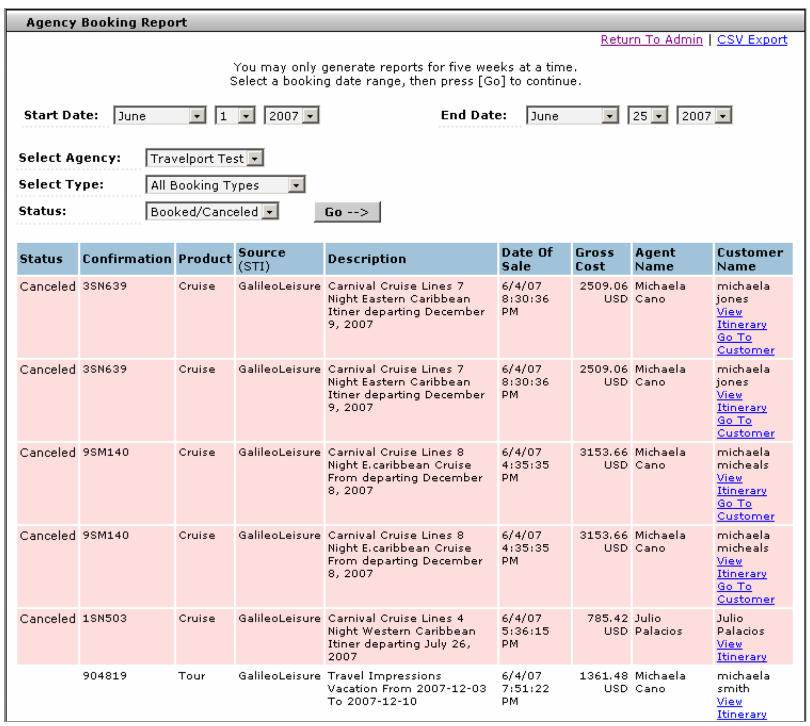
Agency Booking Reports

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.



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.



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 View Itinerary Go To Customer
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 View Itinerary Go To Customer
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 micheals View Itinerary Go To Customer
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 micheals View Itinerary Go To Customer
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 View Itinerary
	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 View Itinerary

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:

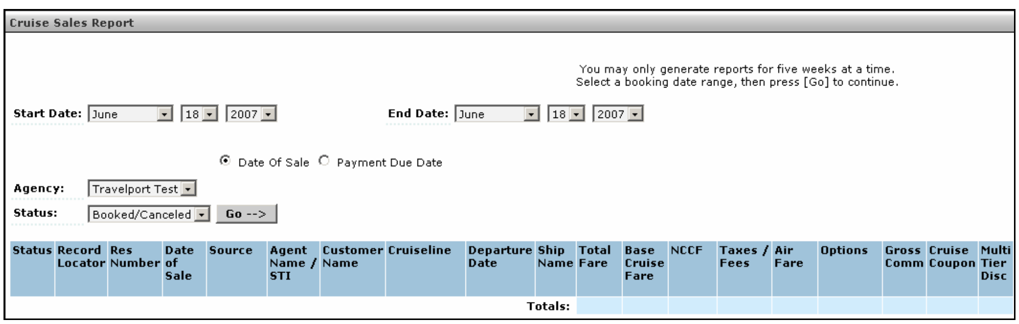
1. Click the Admin menu and select Administration.

   The Administration Page opens.

2. Select the Cruise Sales Report link (Administrative Reports and Logs menu).

   The Cruise Sales Report page opens.

   (Abbreviated view.)



   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.

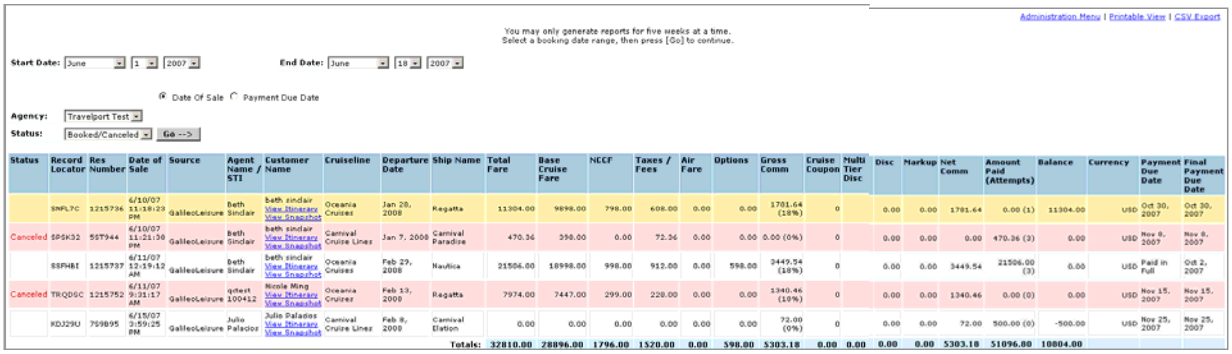
3. Select Start Date: range using the drop down list.

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.



Canceled sales are highlighted in pink.

The following links are associated with the name:

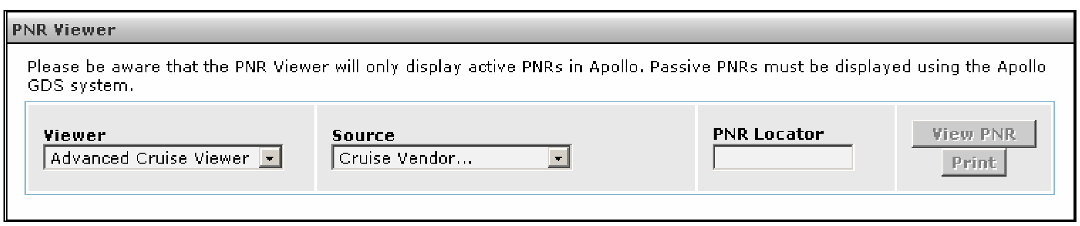
- View Itinerary
- View Snapshot

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.



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.

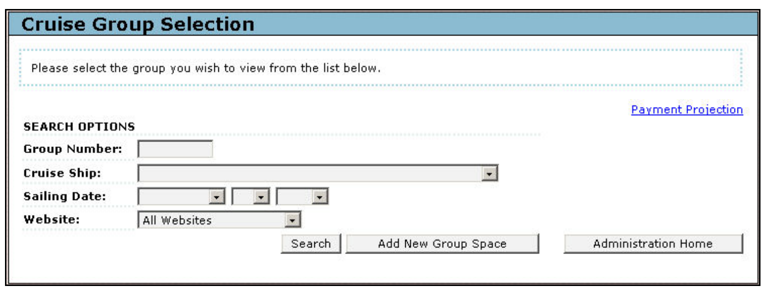
Payments for group space are made manually.

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

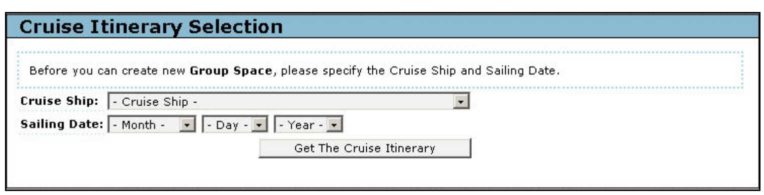
Adding a New Group Space

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.

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

Edit Contract

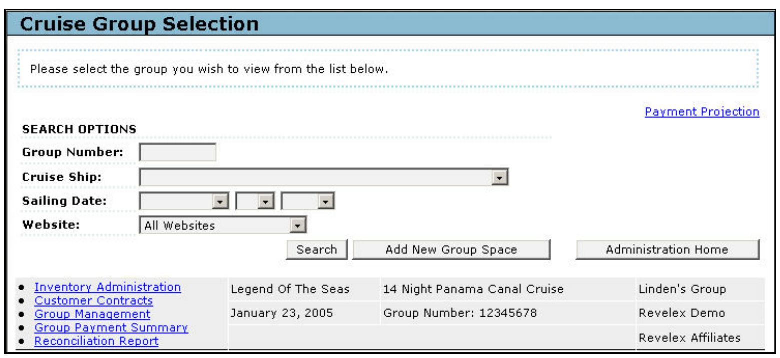
Once the contract details have been entered it is possible to edit the content (options, dates etc.) of the contract by selecting the edit contract button. Any changes made will update the Group Space.

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:

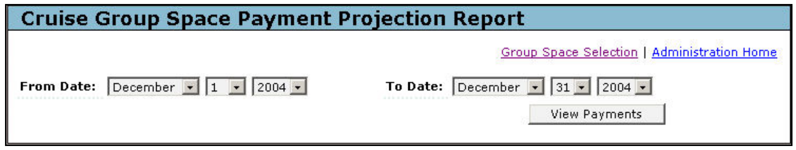


Note: If no search criterion is entered and the Search button selected, all groups for the agency will be displayed. Groups that appear in pink are groups that are inactive or the sailing date has passed. Seven days after the sailing date for the group has passed, the group will be deleted from the group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



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 1st 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:

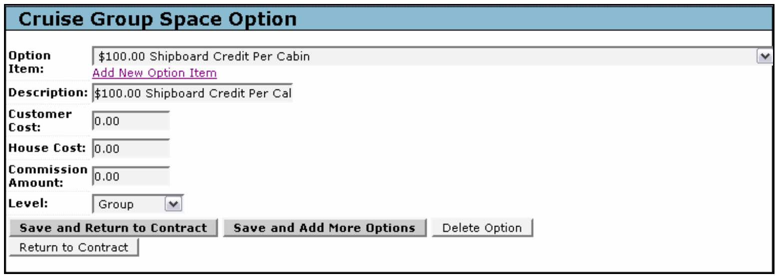
1. Select the Inventory Administration link for the desired group. The Group Space page opens.
2. Click the Add Cabin to Inventory button. The Cruise Group Space Cabin Inventory page opens.
3. Enter the cabin details (from cruise line contract).
4. Click Store and Add More button to continue adding cabin 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.



Option Item:	Select from the drop down list the desired option
Description:	Description of selected option
Customer Cost:	Cost to customer
House Cost:	Cost to the agency
Commission: Amount:	Amount of commission agency will make for this option
Level:	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.

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

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.

Group Summary	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
Options Report	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.

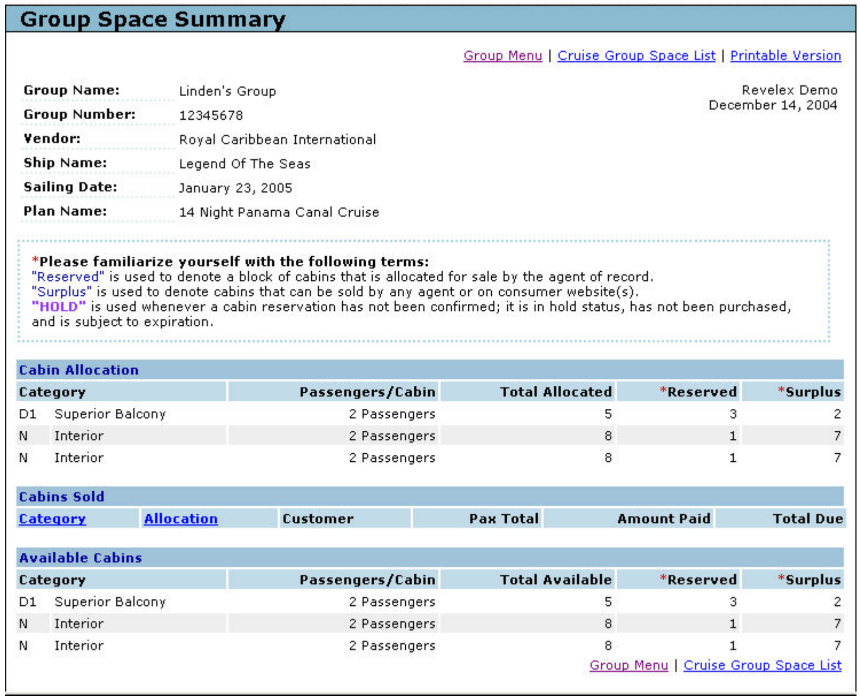
Passenger Manifest	Gives details about the group. It gives the information of the passenger (Customer name, Category, allocation of seats, cabin total, discount, commission, Passengers traveling amount, Payment details.
Group Space Statement	Gives information about the group. It gives information related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

Group Menu | Cruise Group Space List | Printable Version

Group Name:	Linden's Group
Group Number:	12345678
Vendor:	Royal Caribbean International
Ship Name:	Legend Of The Seas
Sailing Date:	January 23, 2005
Plan Name:	14 Night Panama Canal Cruise

Revelex Demo
December 14, 2004

***Please familiarize yourself with the following terms:**
"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.

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

Group Menu | Cruise Group Space List

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

Options Summary

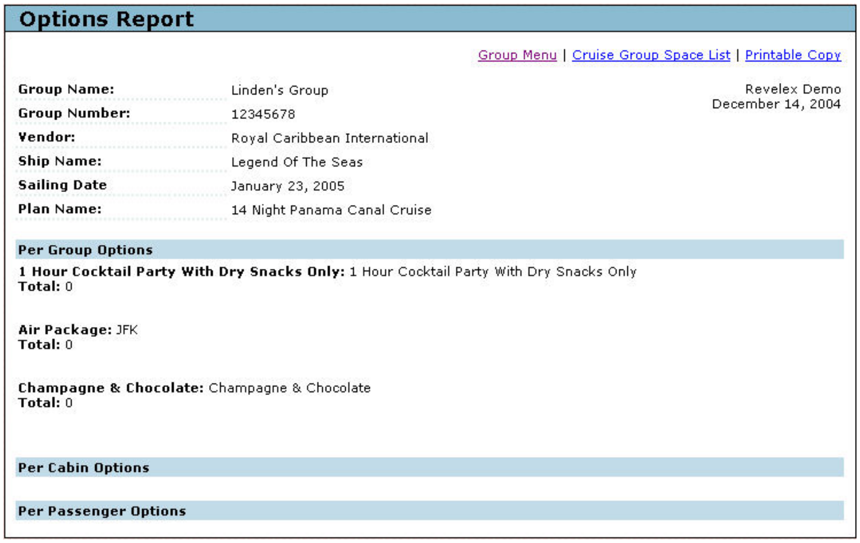
This option generates a brief report on all the options like Per Group Option, Per Cabin Options and Per Passengers Options.

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.



A report of each group is displayed. This includes the following: Group name, Group Number, Vendor, Ship name, Sailing date, and Plan name. It gives the information about the facility given per group options.

Passenger Manifest

This option is used to get all the details about the group space including the due and the payment done details.

To display the passenger manifest, 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. A list of links displays.
5. Select the Group Management link. The Group Space Menu page opens.
6. Select the Passenger Manifest link. The Group Space Passenger Manifest 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

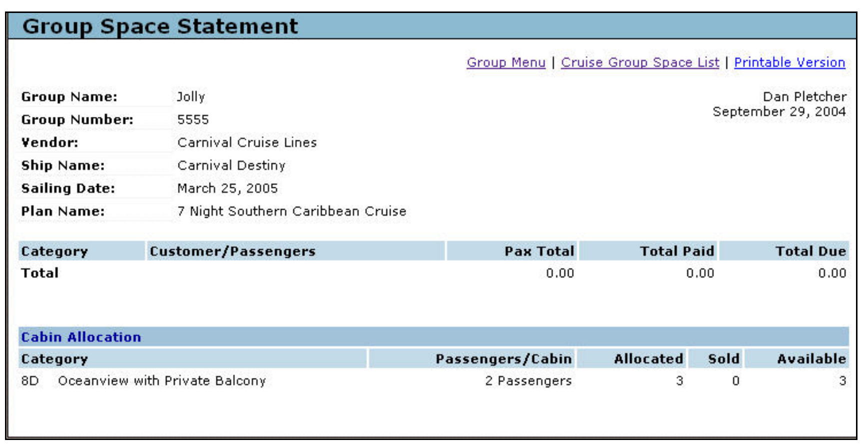
This option is used to generate group space statement. This statement has all the information of the selected group. The page is in a printable format. All the Group Space details, Category details and cabin allocation details are present in this page.

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.



Air Manifest and Transfers

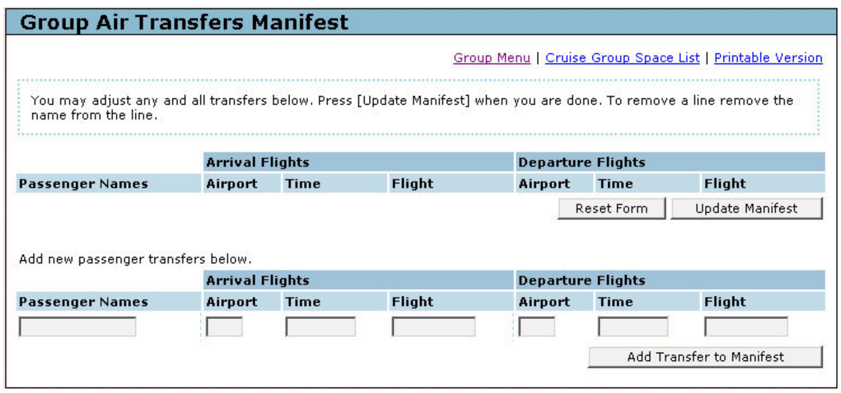
Use this option to get information on the air itinerary for the customer. It also enables you to add new itinerary.

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.

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.

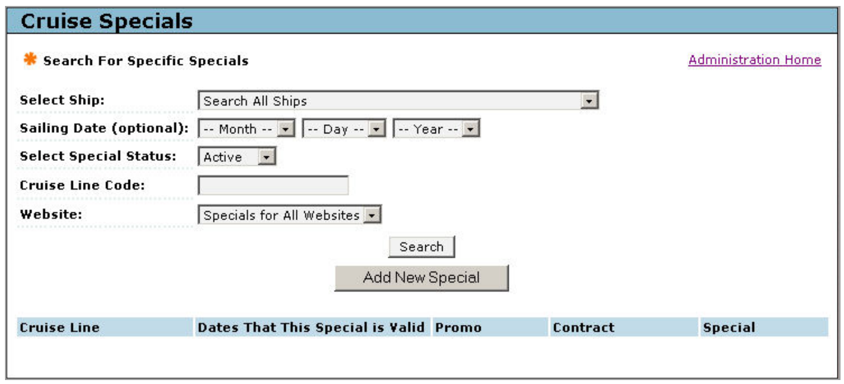
- **All**: This status would display all the active and inactive offers provided by the cruise lines.

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.

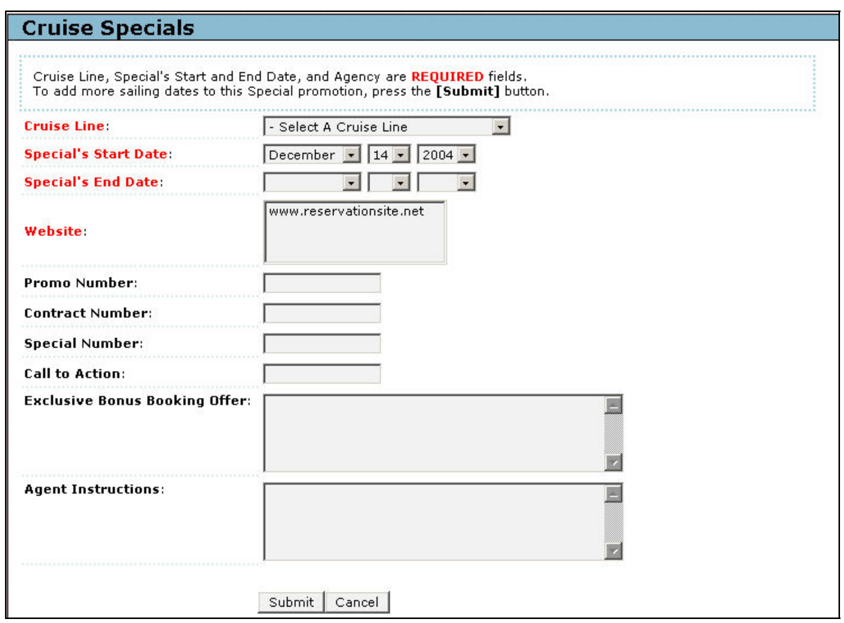
Add Cruise Specials

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.



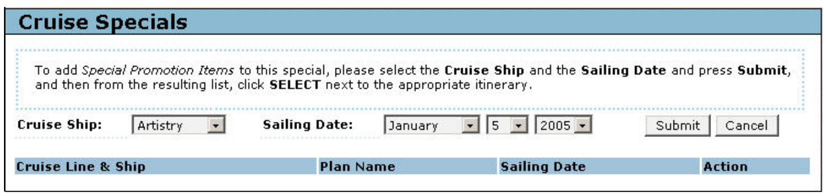
4. Click the Add New Special button. It displays the following fields.



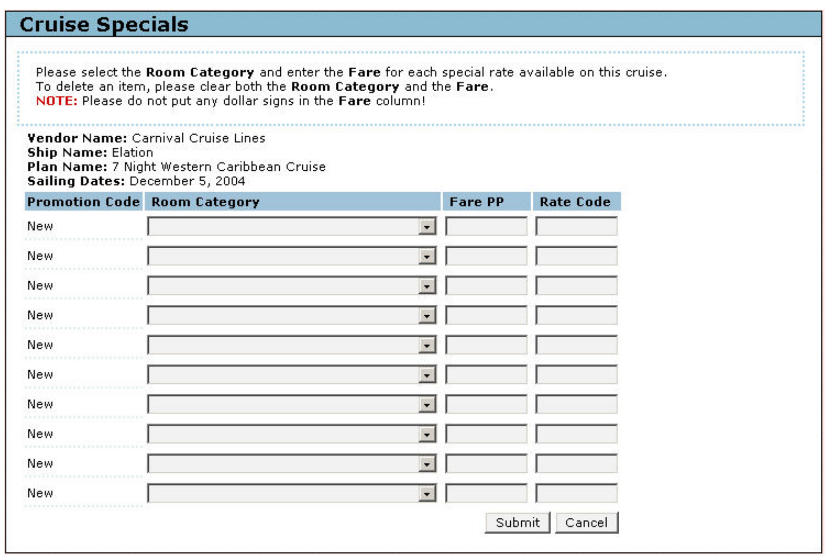
Field names in Red are the required fields.

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



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



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 stesps:

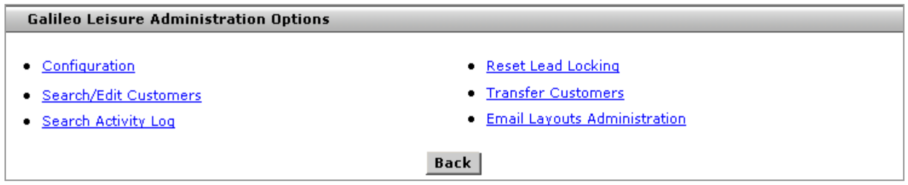
1. Select the Admin menu. The Admin menu options display.
2. Select the Administration menu option. The Administration page opens.
3. In the Data Management menu options, select the Cruise Specials Administration link. The Search for a Specific Specials page opens.
4. Select Ship: choose the desired 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

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.



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

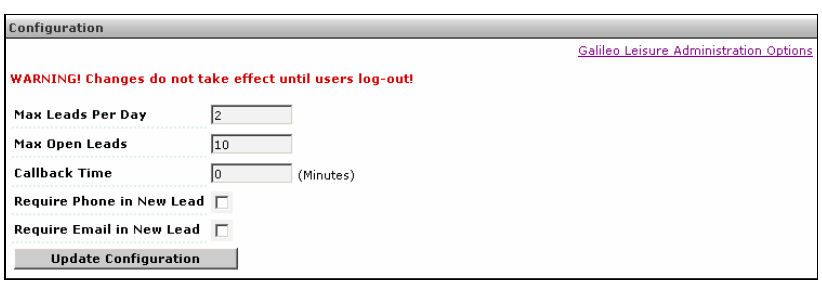
Configuration

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).



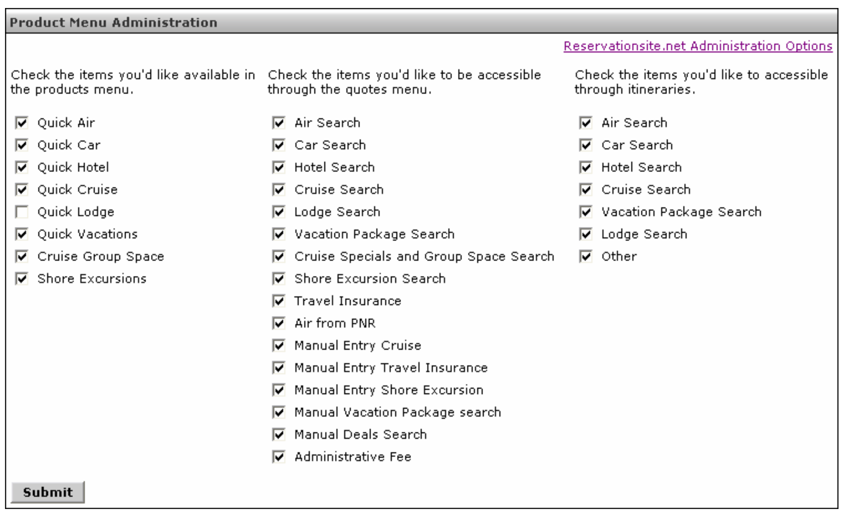
Products Menu Administration

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.



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.

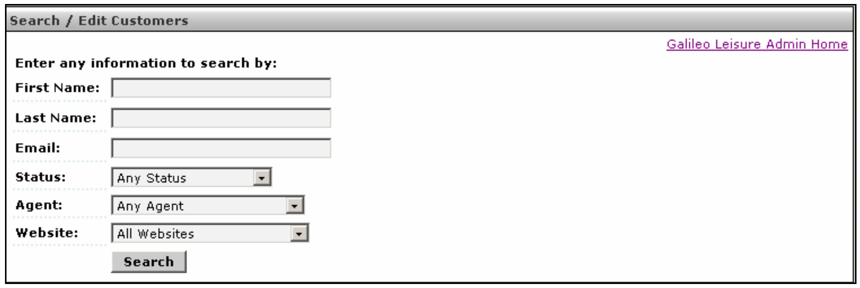
Search/Edit Customers

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.

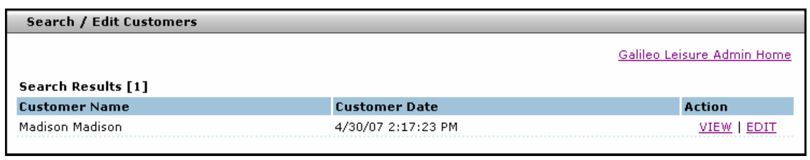
To search or edit a customer, use the following steps.

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

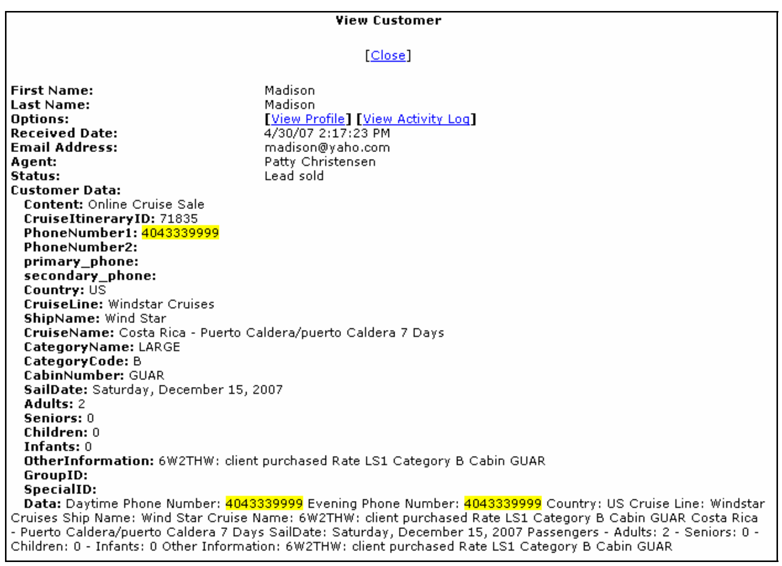
   The Search/Edit Customers page opens.



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:



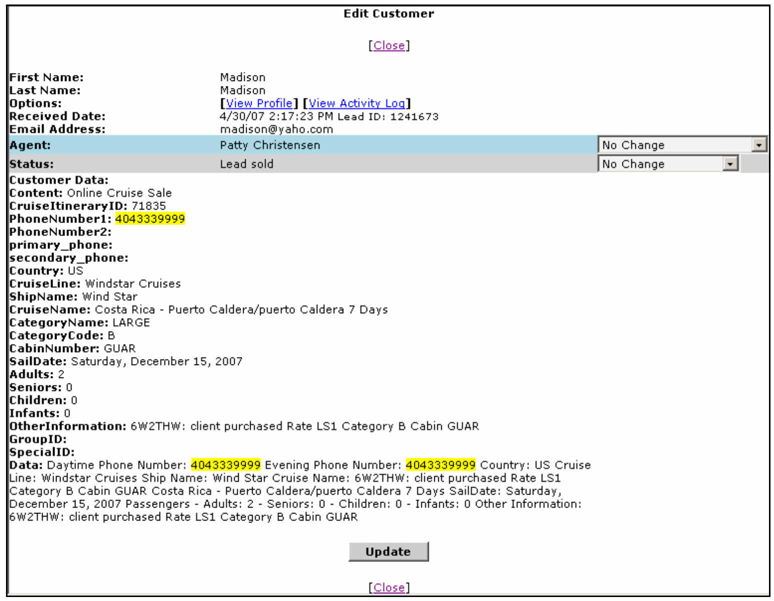
- Click View to view the customer information.



-- 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

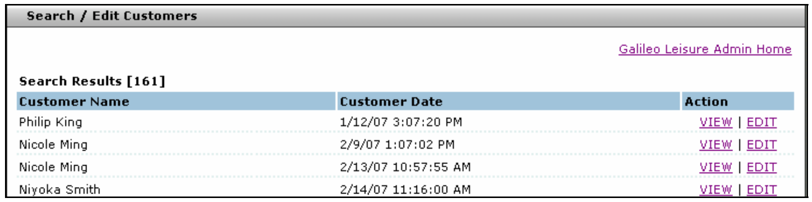
- Click Edit to edit customer information.



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.

A list of customers with the specific status appears.



Search / Edit Customers

Galileo Leisure Admin Home

Search Results [161]

Customer Name	Customer Date	Action
Philip King	1/12/07 3:07:20 PM	VIEW | EDIT
Nicole Ming	2/9/07 1:07:02 PM	VIEW | EDIT
Nicole Ming	2/13/07 10:57:55 AM	VIEW | EDIT
Niyoka Smith	2/14/07 11:16:00 AM	VIEW | EDIT

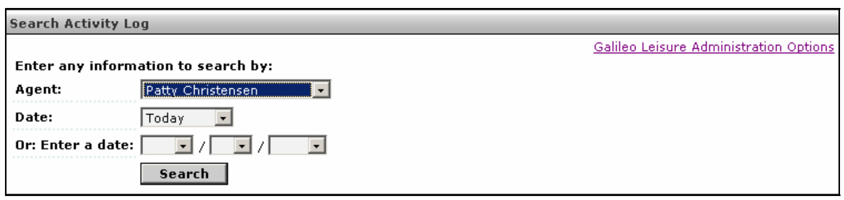
Search Activity Log

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

Galileo Leisure Administration Options

Enter any information to search by:

Agent: Patty Christensen

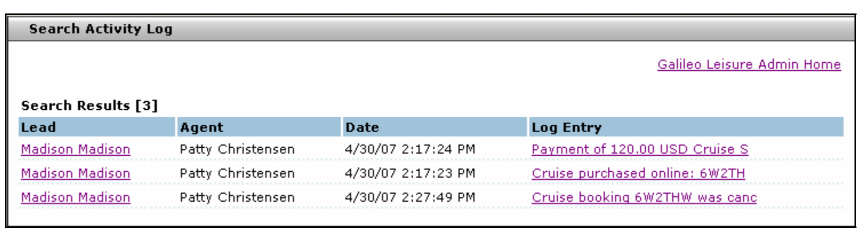
Date: Today

Or: Enter a date: / /

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.



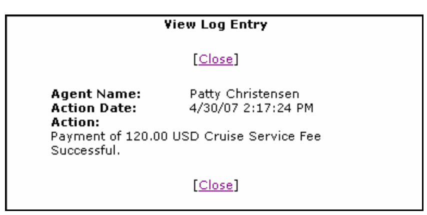
Search Activity Log

Galileo Leisure Admin Home

Search Results [3]

Lead	Agent	Date	Log Entry
Madison Madison	Patty Christensen	4/30/07 2:17:24 PM	Payment of 120.00 USD Cruise S
Madison Madison	Patty Christensen	4/30/07 2:17:23 PM	Cruise purchased online: 6W2TH
Madison Madison	Patty Christensen	4/30/07 2:27:49 PM	Cruise booking 6W2THW was canc

Click the Log Entry link.



View Log Entry

[Close]

Agent Name: Patty Christensen
Action Date: 4/30/07 2:17:24 PM
Action:
Payment of 120.00 USD Cruise Service Fee Successful.

[Close]

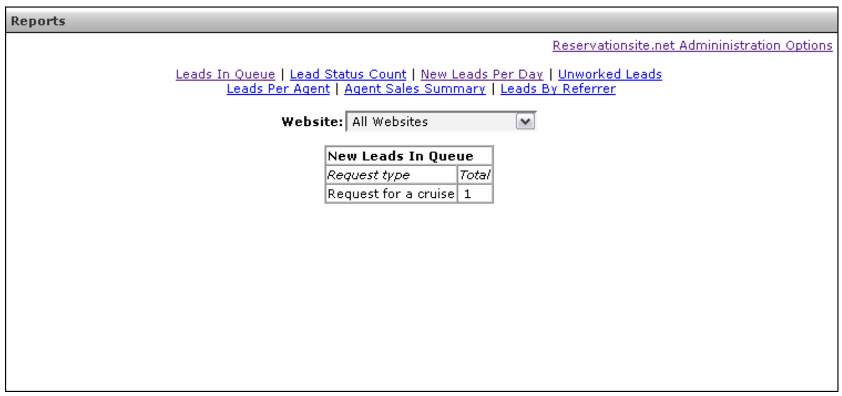
Reports

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 Travelport Cruise and Tour Agent Administration link.
4. Select the Reports link. It displays the Reports page.



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

Leads in Queue:	Displays the amount of leads currently in the queue waiting for an agent to pull.
Lead Status Count:	Displays lead status by type and status.
New Leads Per day:	Displays by ascending date and lead type the total of leads entered into the system.
Unworked Leads:	Displays Unworked leads alphabetically by agents last name.
Leads Per Agent:	Displays a report on number of leads closed by the agent. It also provides a summary of leads in different status.
Agent Sales Summary:	Displays a detailed report of all the booking and cancellation done by each agent in different categories like Air, Car, Cruise hotel and Insurance.
Leads Per Referrer:	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.

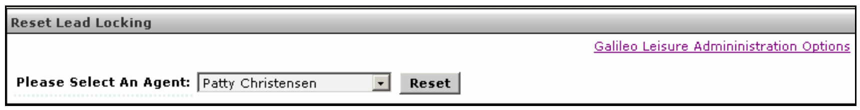
Reset Lead Locking

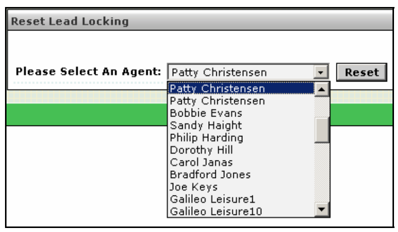
Use Reset Lead Locking to reset the number of leads pulled from a customer ‘queue’ by an agent back to zero (see *Configuration*). With this change, an agent is able to pull additional leads from the lead queue. *This process generally applies when a business-to-consumer Website exists*.

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.

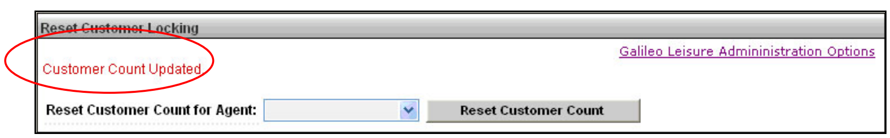
   The Reset Lead Locking page opens.





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

   You receive the message Customer Count Updated.



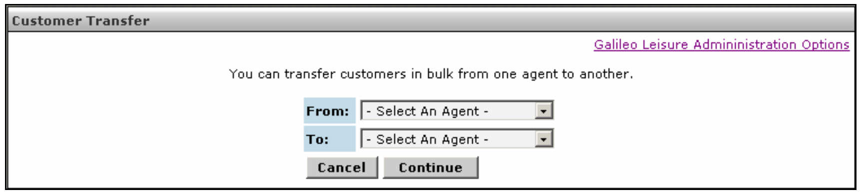
Transfer Customers

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.

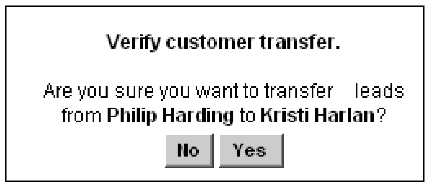
1. Select the Transfer Customers link from the Travelport Cruise and Tour System Administration menu.

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).

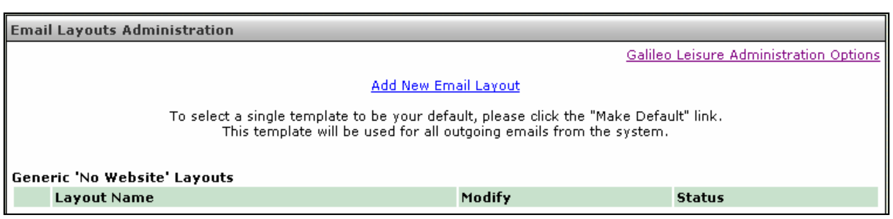
   You have transferred the customers from one agent to another.

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.

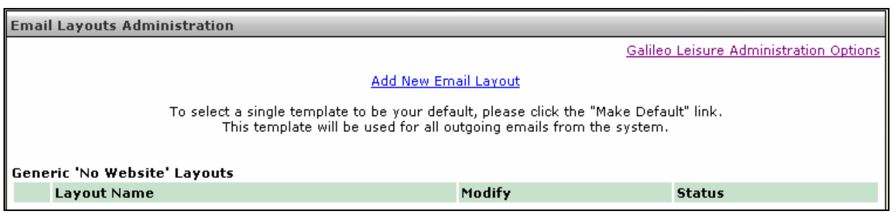
The rest of the code appears here.

```
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"><img
src="http://www.revelex.com/images/email/bottom.jpg" width="126"
height="102"></div>
     </td>
   </tr>
  </table>
</div>
<br>
<div align="right"><img
src="/www.aaaitstours.com/aaa/images/revelex_powered_trans2.gif"
style="filter: Alpha(Opacity=30)"></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.

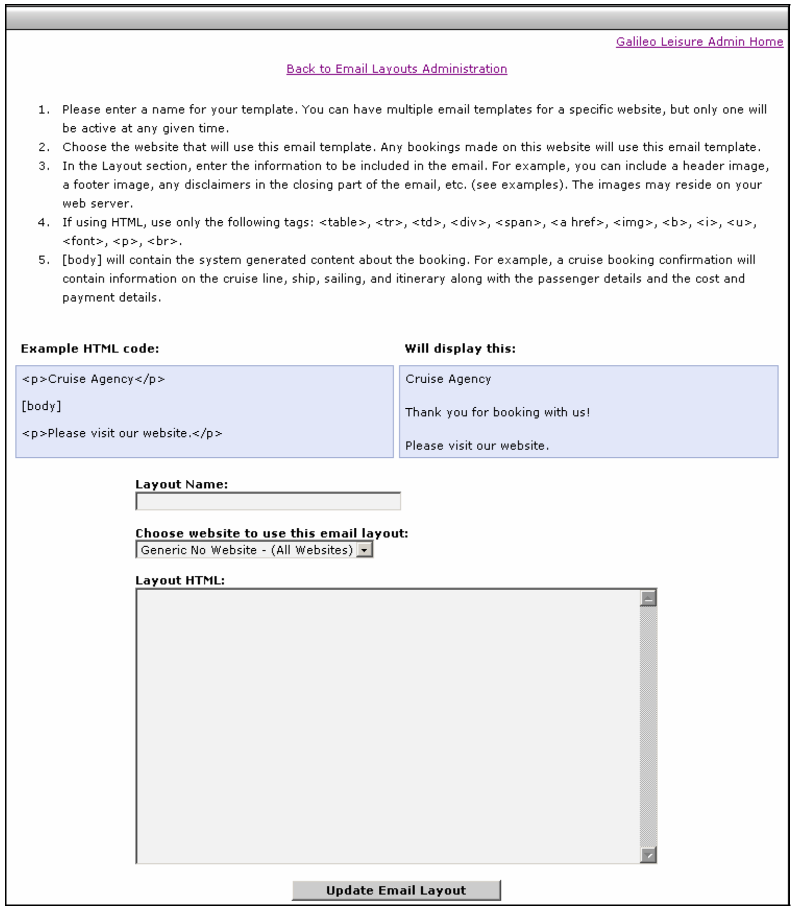
Add New Email Template

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.



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><img
src="http://www.us.galileoleisure.com/images/email/600x50_generic.jpg
" width="600" height="50" border="1"></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:

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.