

Module 8: Using Maps

When your customer asks you, “Which hotels are closest to...?” or “Can I walk from my hotel to...?”, you can use the map tool to assist you in answering these types of questions.

Note: The map tool is optional; your agency must subscribe in order for you to use it.

Module Objectives

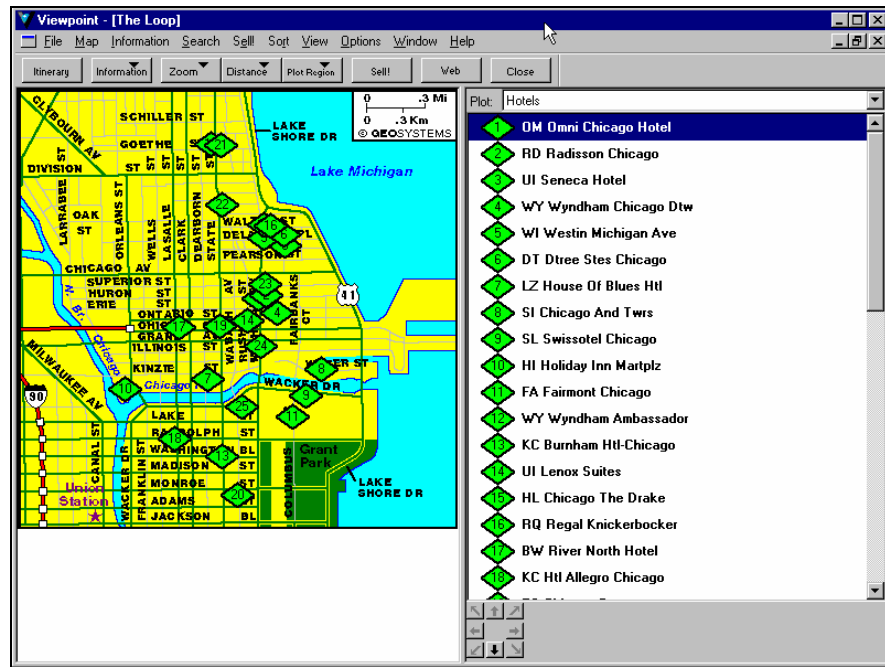
Upon completion of this module, you will be able to:

- Display hotels and attractions on a geographical map from a Hotel Availability or Hotel Index display.
- Find the approximate distance between two or more points on a map.
- Display a map using a booked segment.
- Display a map from the itinerary window by searching for a city or reference point.
- Create and display custom reference points for a map.

Maps

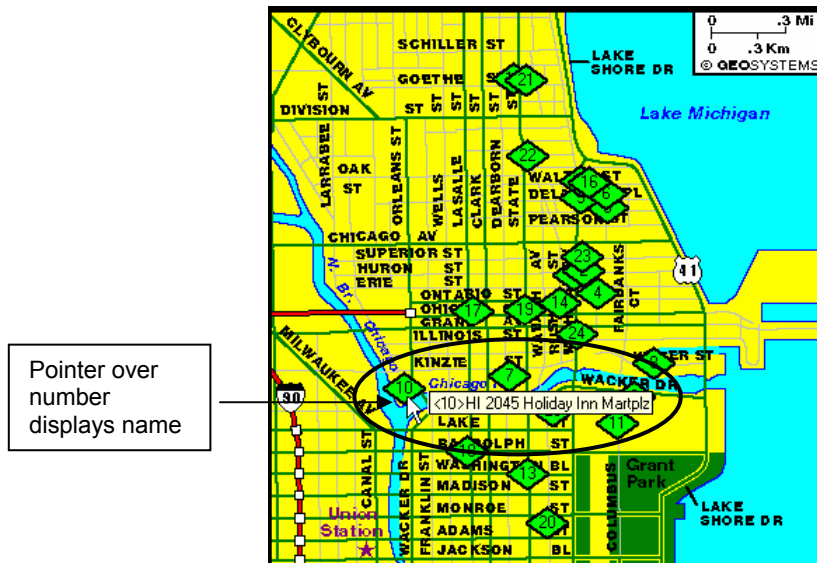
With the maps tool, you can display a geographical map of an area and plot hotels, attractions, and suburban cities. You can also create your own reference points and plot them on the maps.

Below is an example of a map displayed from Hotel Availability showing the hotels in downtown Chicago.



The right pane of the map window lists the names of the hotels that are plotted by number on the map.

You can display the name of a hotel by moving the pointer over one of the numbers on the map and holding it there a few seconds. The example below shows the pointer over number 10, the Holiday Inn Mart Plaza (Martplz).

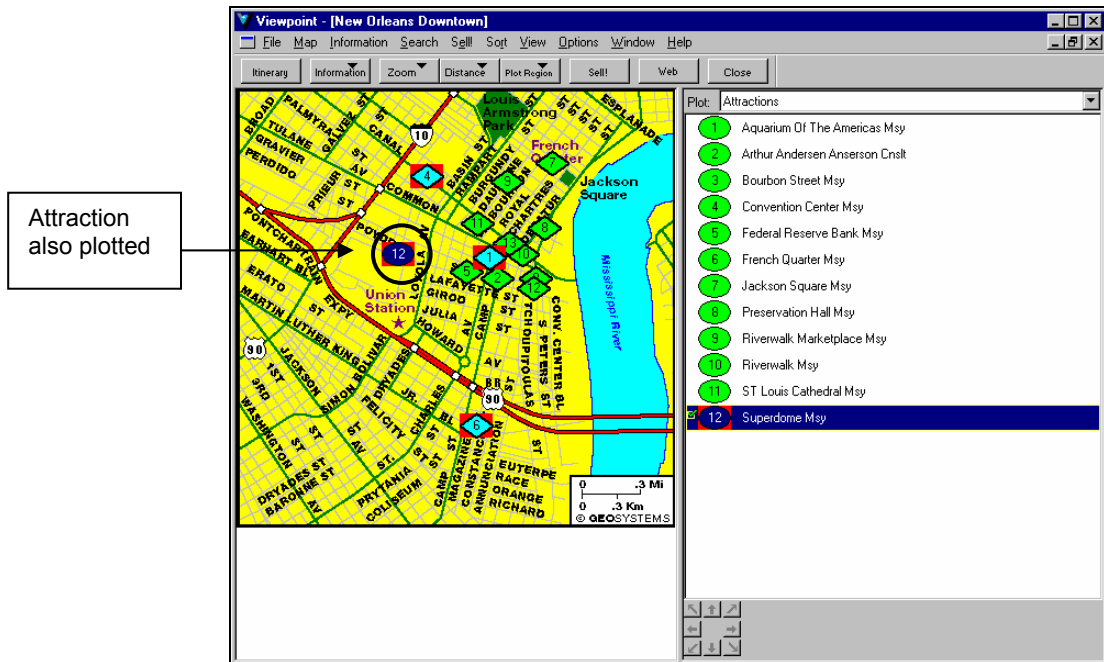


From a map display, you can do a number of things including:

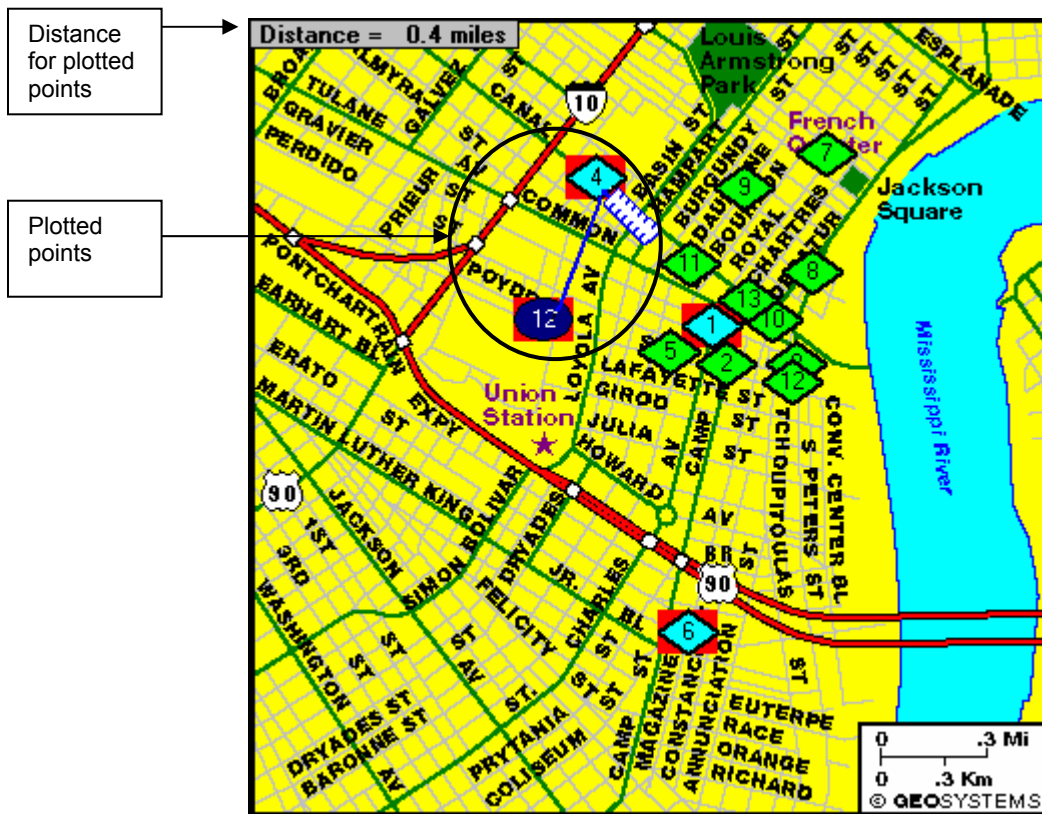
- Plotting hotels, attractions, custom reference points, and suburban cities
- Check hotel availability and sell hotels
- Find the distance between two or more points

Note: Many of the map functions require the use of a mouse.

The following example shows the Superdome in New Orleans selected from the list of attractions and plotted on the map along with area hotels.



The example below shows that the approximate distance between the Superdome (#12) and the Hotel New Orleans (#4) is four tenths of a mile.



Using Viewpoint™, you can display a map several different ways:

- From a Hotel Availability or Hotel Index display
- By selecting a booked hotel, car, or air segment
- By searching for a city or reference point

Each of these methods is described in the following pages.

Display Maps from Hotel Availability or Index

You can easily display a map of hotels from a Hotel Availability or Hotel Index display. You might display a map of hotels if you are working with a customer who is asking you specific questions about the location of a hotel.

When you request a map from a Hotel Availability or Hotel Index display, all hotels in the display are plotted on the map. If your customer is only interested in one or two hotels, you can mark them before requesting the map display so they appear differently from the others. You can also mark them after the map is displayed.

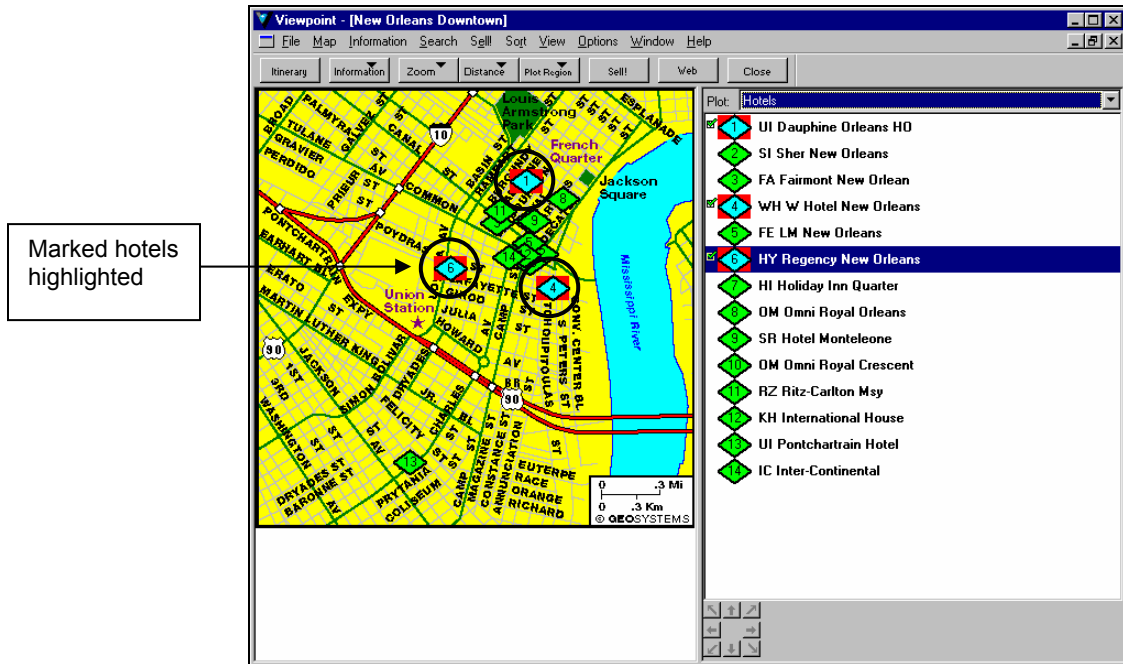
The example below shows three New Orleans hotels marked on a Hotel Availability display.

The screenshot shows the Viewpoint software interface for a hotel availability search. The search parameters are: Dates: Friday, June 08, 2001 - Sunday, June 10, 2001; City: New Orleans; Reference Point: NEW ORLEANS; Nbr Persons: 1; List of selected qualifiers: Distance <= 001M; Total Hotels: 13. The search results are displayed in a table with columns: #, Line, Chain, Link, Hotel Name, Address, Cur, Rates, Status, Rqmts, Dist, AAA. A callout box labeled "Checkmarks Indicate marked hotels" points to the checkmarks in the 'Line' column of rows 6, 7, and 12. Row 6 is highlighted in green, indicating it is a marked property.

#	Line	Chain	Link	Hotel Name	Address	Cur	Rates	Status	Rqmts	Dist	AAA	
	Select from one of the properties below											
	1	IC		INTER-CONTINEN...	444 ST CHARLES...	USD	189.00 - 265.00		Credit card		N	
	2	WY		WYNDHAM WHIT...	NEW ORLEANSA...	USD	109.00 - 309.00		Credit card		E	
	3	LW		WINDSOR COURT...	300 GRAVIER ST...	USD	310.00 - 400.00		Credit card		E	
	4	RD		RADISSON NEW O...	1500 CANAL STR...	USD	129.00 - 129.00		Deposit	1 NW		
	5	PH		LE PAVILLON HOT...	833 POYDRAS AVE	USD	105.00 - 230.00		Credit card		Nw	
	6	WY		WYNDHAM NEW ...	100 RUE IBERVIL...	USD	129.00 - 279.00		Credit card	1 S		
	7	WY		WYNDHAM BOUR...	NEW ORLEANS LA	USD	49.00 - 189.00		Credit card	1 NE		
	8	SR		BIENVILLE HOUSE	320 DECATURE S...	USD	99.00 - 180.00		Credit card	1 NE		
	9	UI		DAUPHINE ORLEA...	415 DAUPHINE S...	USD	119.00 - 179.00		Credit card	1 N		
	10	SI		SHER NEW ORLE...	500 CANAL STRE...	USD	399.00 - 399.00		Deposit		NE	
	11	FA		FAIRMONT NEW O...	123 BARONNE S...	USD	199.00 - 299.00		Credit card		N	
	12	WH		W HOTEL NEW O...	333 POYDRAS ST...	USD	179.50 - 359.00		Credit card		E	
	13	FE		LM NEW ORLEANS	614 CANAL STRE...	USD	184.00 - 305.00		Credit card		NE	

Legend:
✔ Marked Property
◆ Featured Property
🔗 Inside Link
🔗 Inside Availability Link
◇ AAA Rating
⊘ Returned Alternate Availability

The marked hotels appear differently from the others on the map.



When to Use

From a Hotel Availability or Hotel Index display, request a map to answer questions from your customer about the location of one or more hotels.

How to Use


To display maps, use the following steps.

1. Double-click each hotel on the Hotel Availability or Hotel Index display that you want to be highlighted when the map is displayed.

A checkmark appears at the beginning of the line. To uncheck a hotel, double-click the hotel line again.

2. Click the Map button on the toolbar and select View Map for Marked Properties.

The map appears. All of the hotels that are plotted on the map are listed with corresponding numbers in the right pane of the window.

The hotels that you selected display in a square box with a red border similar to the following: 

Continued on next page

How to use (*Cont.*)

3. From the map display, you can perform a number of tasks including the following:
 - To plot additional hotels from the Maps display, double-click a name from the list in the right pane.
 - To plot attractions, custom reference points, or suburban cities:
 - a. Click the Plot down arrow and select a category. A list of items appears.
 - b. Double-click the item(s) to be plotted on the map.

Note: Before you can plot custom reference points, you must create them.

 - To change the view of the map, click the Zoom button on the toolbar and click one of the available options (*Zoom in, Zoom out, East, West, etc.*). The options that are available may be different depending on the city or area that the hotels are located in.
 - To sell, display complete availability, or display a description for one hotel:
 - a. Select a hotel by clicking its number on the map or clicking its name in the list.
 - b. Click Sell, or click the Information button on the toolbar and select Complete Rates for Selected Hotel or Description for Selected Hotel.
 - To check availability for all hotels or only hotels that are marked, click the Information button on the toolbar, select Check Availability and select Marked Hotels or Selected Hotels.
4. To close the map window, click Close Window.

Determine Distance Between Points

When your customer asks, “How far is it...?”, you can display a map and get the answer using one of the map tools. Distance can be displayed in miles or kilometers.

After displaying a map, you can find the distance between two points or more than two points.

Note: This requires you to use your mouse.

When to Use

Display the distance between two or more points after you have displayed a map.

How to Use

To find the distance between two points on a map, complete the following steps:

1. Plot any hotels, custom reference points, attractions, or suburban cities.
2. Click the Distance button and select Miles or Kilometers.
3. Do any of the following:
 - To display the distance between only two points:
 - a. Click the Distance button and select Distance. The pointer icon changes.
 - b. Move the pointer over the first point.
 - c. Click the mouse button, and while holding the mouse button down, move the pointer to the second point.
 - d. Release the mouse button.
 - To display the distance between more than two points:
 - a. Click the Distance button and select Joint Distance. The pointer icon changes.
 - b. Move the pointer over the first point, and click the mouse button.
 - c. Move the pointer over the next point, and click the mouse button. Repeat this for as many points as desired.

The distance between the two points is displayed in the upper left corner of the map.

4. To exit from the distance tool, double-click anywhere on the map.
The pointer changes back to its original icon.

Practice

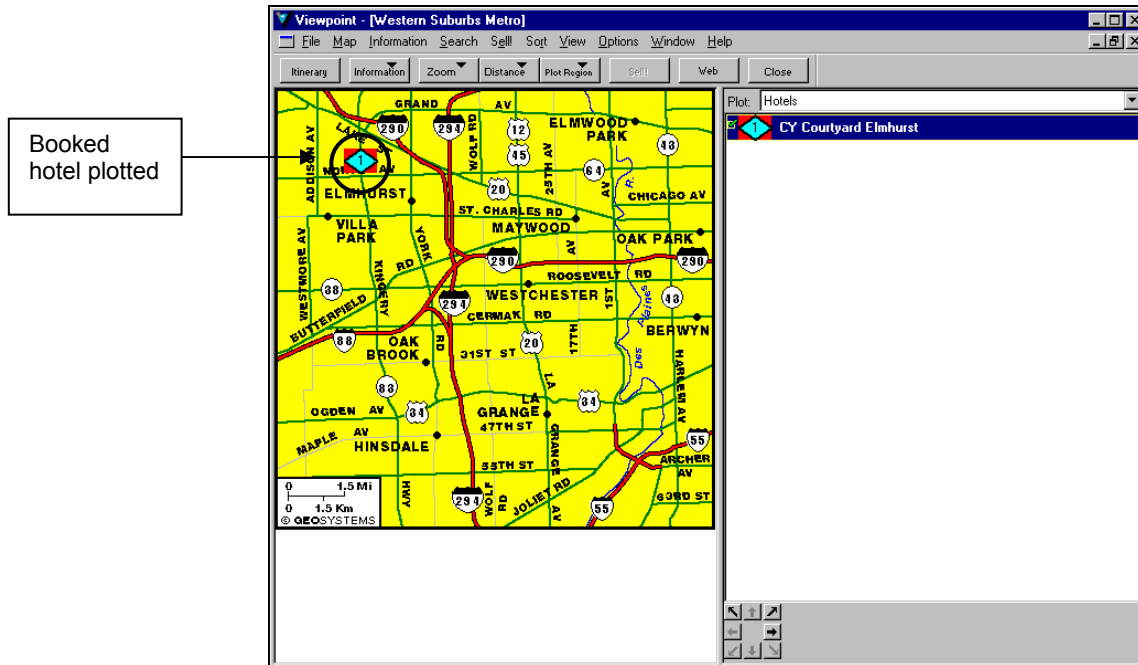
You are working with a customer who wants to book a hotel near the Art Institute in downtown Chicago six months from now.

1. Search for hotels within a mile of the Art Institute of Chicago.
2. Mark the first, third, and fifth hotels for plotting on a map.
3. Display the map.
4. Plot the Art Institute of Chicago on the map.
5. Your customer asks how far the Art Institute is from Union Station. Find the distance between these two points.

Display a Map using a Booked Segment

If your customer asks you questions about the location of hotel or driving distance from the airport to downtown *after* you've already booked an air, car, or hotel segment, you can use those booked segments to quickly display a related map to answer the questions.

The map in the example below was displayed from a booked hotel segment. Only the booked hotel is plotted on the map.



When to Use

Use a booked air, car, or hotel segment to display a map that relates directly to that segment to help answer any customer questions.

How to Use

To display a map that relates to a booked segment, use the following steps.

1. Select a booked air, car, or hotel segment on the itinerary window.
2. Click the Map button on the toolbar and select Display Map.

The map window appears.

Search for a Map

You can search for a map using a city, reference point or postal code. You can also display maps of selected airports.

To search for maps, you use the Map Search dialog box. You can display this dialog from the Map button on the toolbar or Map menu.

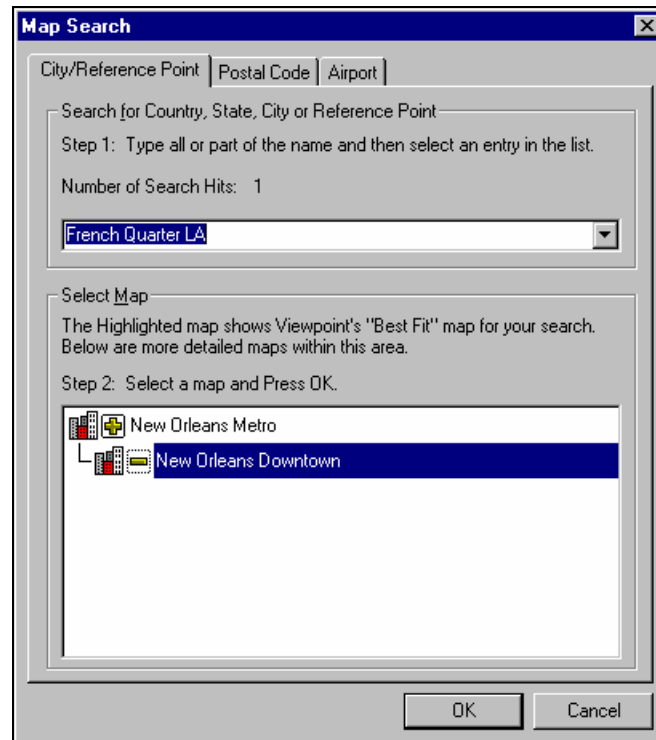
Searching for a map using the Map Search dialog is a two step process:

1. Enter or select information on the top part of the dialog box to narrow your search down to an area.
2. Select a specific map from the results of Step 1 in the bottom part of the dialog box.

Enter a City or Reference Point

To search by city or reference point, you type a name in the entry box. The search begins as soon as you stop typing. Depending on what you have entered, there may be an exact match or several matches.

If there is an exact match on what you typed, a selection of maps will appear in the bottom half of the dialog box. For example, when 'French Quarter' is typed, there is an exact match.



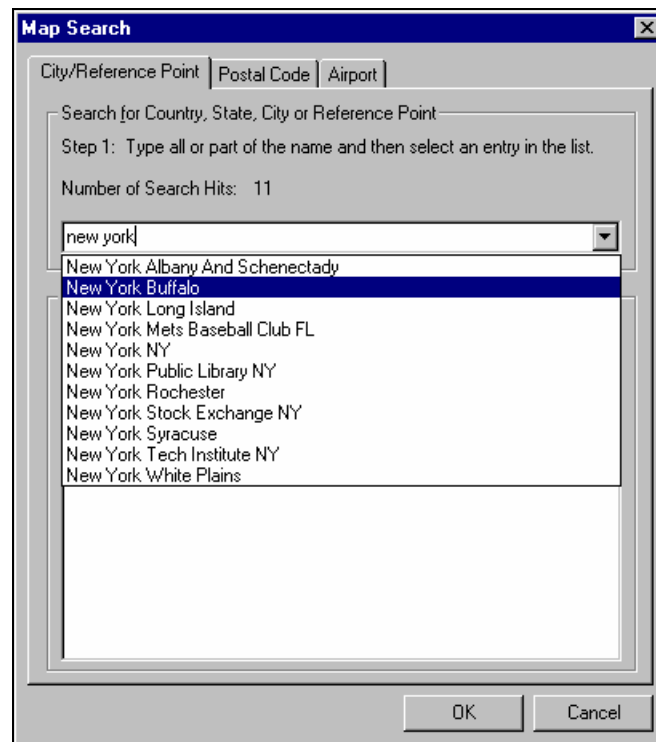
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Enter a City or Reference Point (Cont.)

Maps matching your search are displayed in the lower half of the dialog box. You can expand any areas that have plus signs (+) in front of them. Select a map by clicking it, and then click OK.

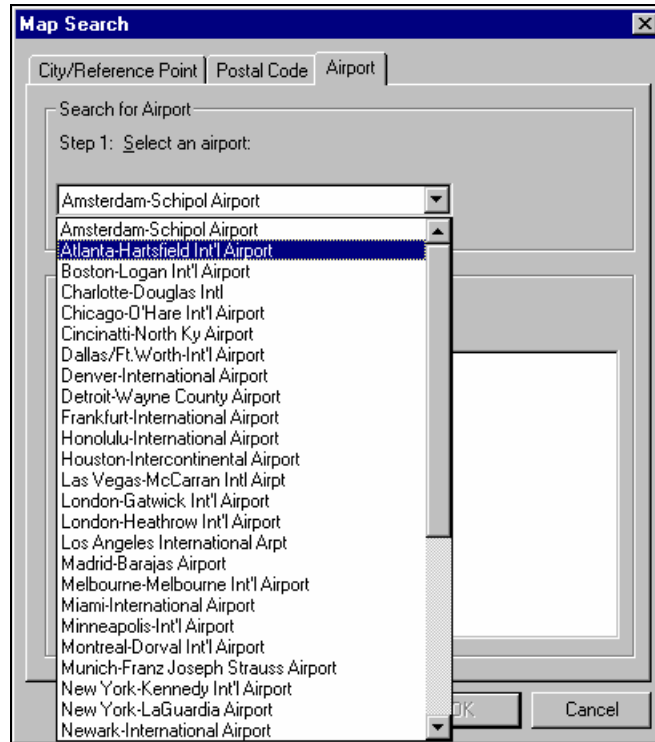
If there are several matches, a list of entries appears directly below the entry box. You must select one of the entries matching your search before selecting a map.

For example, if you type 'new york', there are several matches.

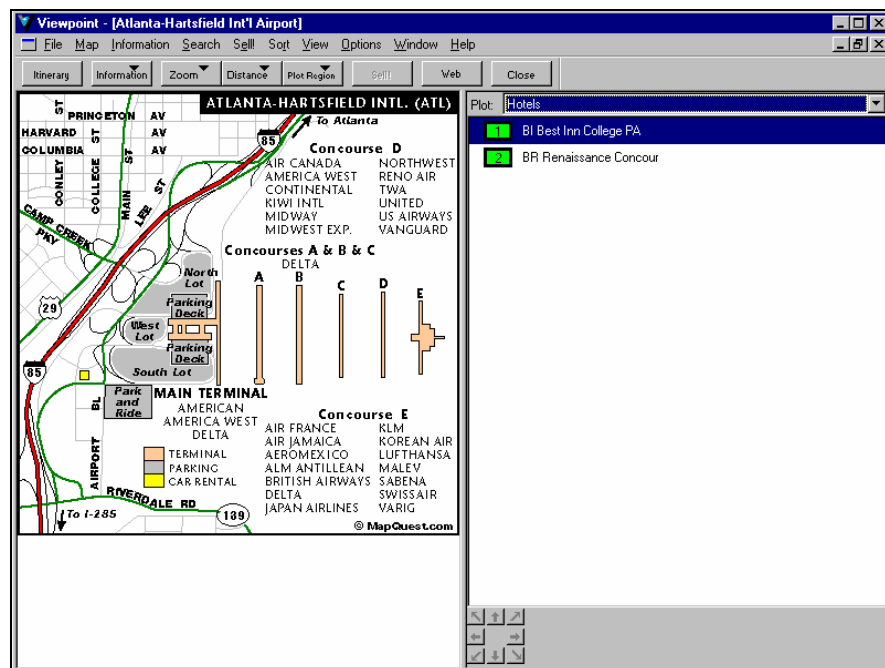


Search by Airport

Click the Airport tab to search for an airport. Select an airport from the drop down list. Then click OK.

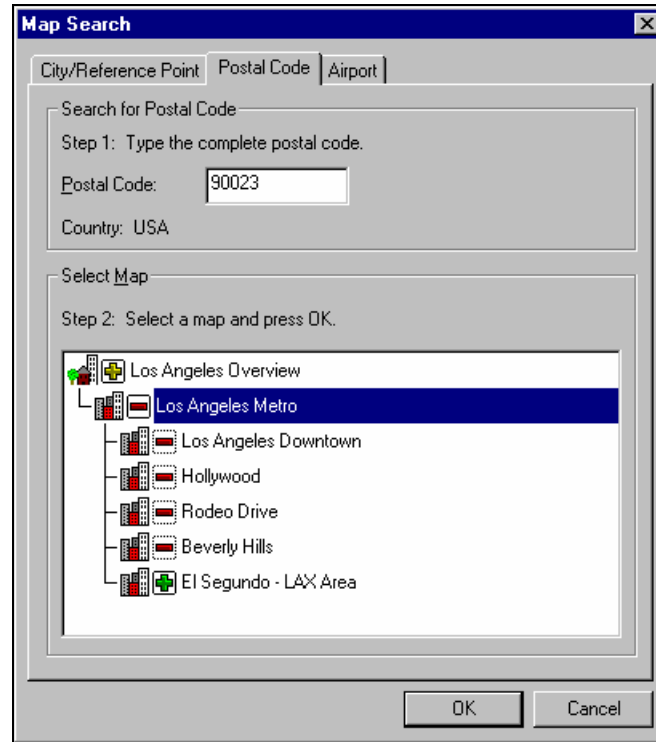


Below is the map of Atlanta's Hartsfield International airport.



Enter a Postal Code

Use the Postal Code tab to search for maps by postal code. Type the five-digit postal code to begin the search. The search begins as soon as you type the fifth number.

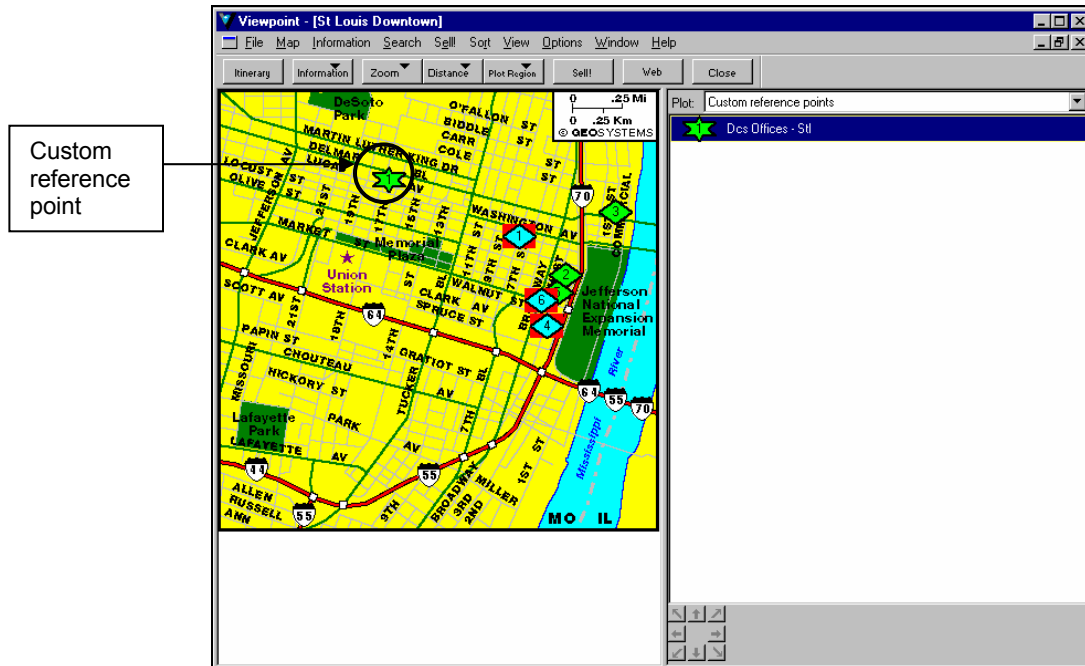


Select a map and click OK to display the map.

Custom Reference Points

If your customer travels to an office or client occasionally, but doesn't have any hotel preference, you can create a custom reference point to plot the office on a map to remind you of its location.

For example, your customer visits his client, DCS Enterprises, in downtown St. Louis a few times a year. You create a custom reference point to mark where the office is in downtown St. Louis.



Create Custom Reference Points

When to use

Create a custom reference point when you want to be able to plot something on a map that isn't listed in the hotels, attractions, or suburban city categories.

How to use

To create a custom map, use the following steps.

1. Display the map on which you want to create a custom map.
2. From the Map menu, select Insert Custom Reference Point.

The cursor icon changes.

3. Move the pointer over the point at which you want the custom reference point to display on the map and click the mouse button.

Note: The custom reference point is plotted where the pointer's arrow tip is pointing.

The Custom Reference Point dialog box appears.

4. Complete the fields on the Custom Reference Point dialog box.

Note: the Reference Point Name is required. It is the name that will display in the right pane of the map window.

5. Click OK.

The custom reference point is saved and plotted on the Map.

Note: To clear a custom reference point from displaying on the map, right-click on its name and select Clear.

Change Custom Reference Points

Once you've created a custom reference point, you can make changes to the name or address information.

Note: In order to change where the custom reference point is plotted, delete it, and the recreate it.

When to use

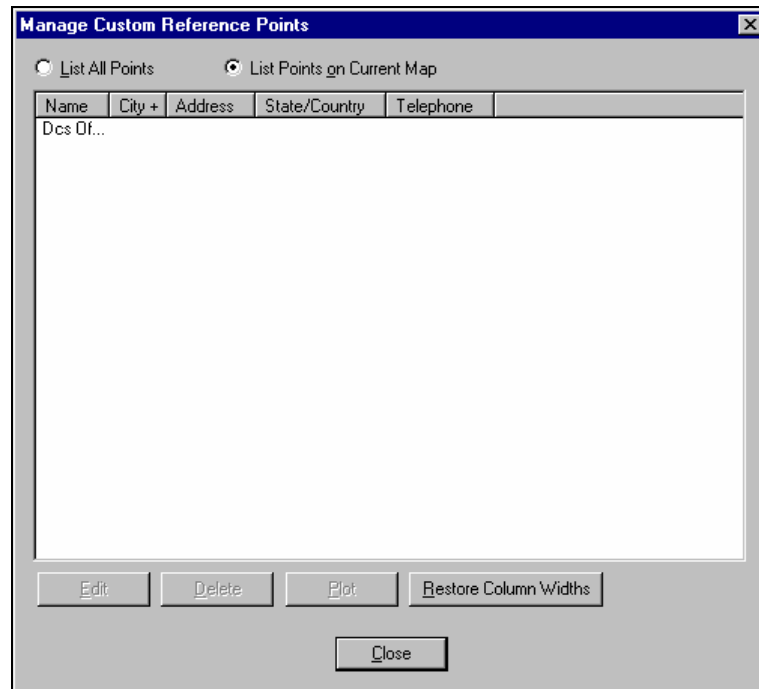
Change a custom reference point when the name changes or you no longer need it.

How to use

To change or delete a custom point, use the following steps.

1. From a map display, select Manage Custom Reference Points from the Options menu.

The Manage Custom Reference Points dialog box appears.



Note: By default, only custom reference points for the current map are listed. To list custom reference points for all maps, click List All Points.

2. Do one of the following:
 - To change the name or address information:
 - a. Click the custom reference point to be changed in the name column.
 - b. Click Edit. The Custom Reference Point dialog box appears.
 - c. Edit the information and click OK.
 - To delete the custom reference point:
 - a. Click the custom reference point to be deleted in the name column.
 - b. Click Delete. A confirmation dialog appears.
 - c. Click Yes. The custom reference point is removed from the dialog box.
3. To close the Manage Custom Reference Points dialog box, click Close.

Practice

1. Search for a map of South Lake Tahoe. Display the map.
2. Add the custom reference point, 'Heavenly Resort', to the lower right portion of the map, somewhere near where Saddle and Wildwood roads intersect. Optionally, add a fictitious address and telephone.
3. Display the name of your custom reference point by pointing to its number.
4. Change the 'Heavenly Resort' custom reference point name to 'Heavenly Ski Resort'.

Summary

In this module you learned how to:

- Display hotels and attractions on a geographical map from a Hotel Availability or Hotel Index display
- Find the approximate distance between two or more points on a map
- Display a map using a booked segment
- Display a map from the itinerary window by searching for a city or reference point
- Create and display custom reference points for a map

Module 9: Adding Optional PNR Fields

Optional PNR fields provide you with a way to include important data with your customer's reservation.

This module explains how to add these optional fields to a PNR.

Module Objectives

Upon completion of this module, you will be able to add remarks to a PNR.

Add and Change PNR Remarks

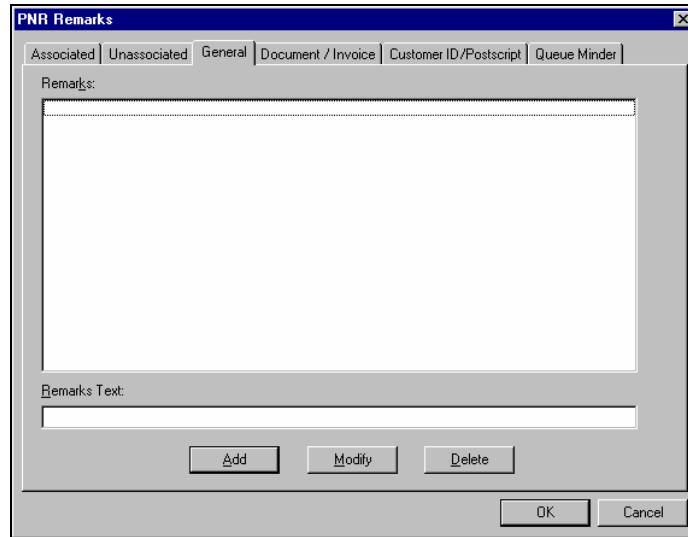
You can add a freeform note or message to a PNR. There are several types of PNR remarks:

- Associated—associated to a segment
- Unassociated—unassociated to a segment
- General—general information
- Document/Invoice—designate the format of, or the items that need to be printed out on, an Itinerary/Invoice
- Customer ID—customer remark.
- Postscript—displays at the top of the PNR, but does *not* print on a ticket or itinerary
- Queue Minder—place a PNR message onto a queue

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Add and Change PNR Remarks (Cont.)

You use the PNR Remarks dialog box to enter or change all types of remarks.



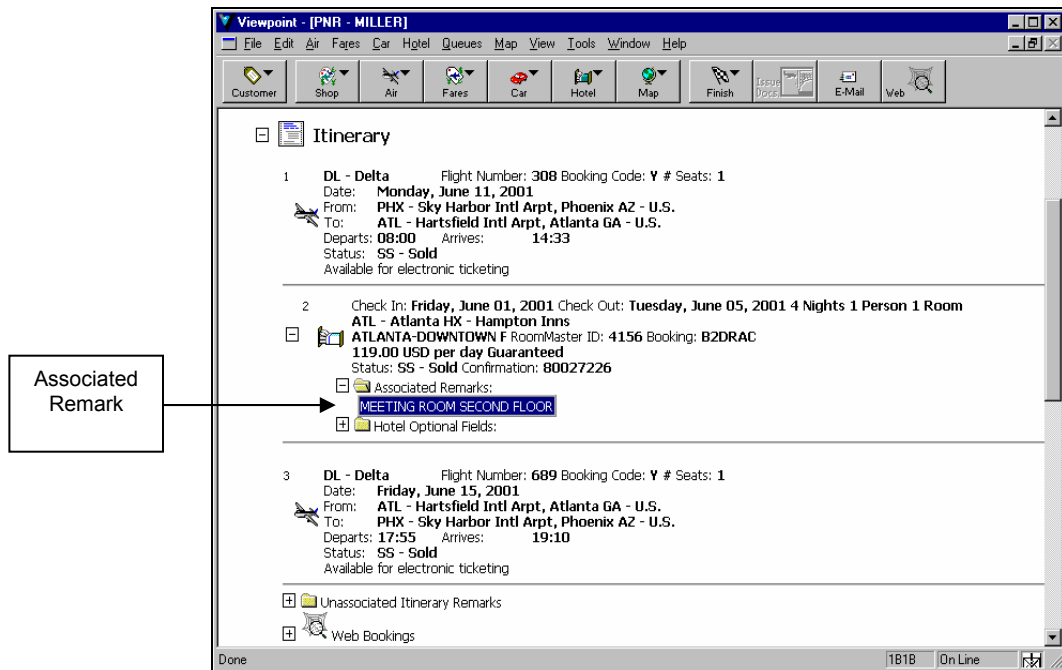
Add Associated Remarks

Associated remarks are itinerary remarks you create and associate to a specific segment in a PNR. When you print an itinerary, associated remarks print immediately after the segments they reference. You can have up to 70 freeform characters per associated remark.

Note: When you add, change, or delete associated remarks, that information does *not* go into the PNR history.

You can create a maximum of 1890 characters for combined associated and unassociated remarks.

Associated remarks display on the itinerary window as a part of the segment they are associated with. Below is an example of a remark associated with segment 2, a hotel segment.



When to use

Add an associated remark when you want to add information relating to a specific segment.

How to use

To add an associated remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Associated from the menu.

The Associated tab of the PNR Remarks dialog box appears. By default, the first segment is selected.

2. Click the segment to which the remark will be associated.
3. Click the Remarks Text text box and type the remark.
4. Click Add.

The remark is added to the Remarks text box, the top pane of the dialog box.

5. Click OK.

The remark is added to the PNR.

Modify and Delete Associated Remarks

When to use

Modify or delete an associated remark when you need to make a change to a remark associated with a specific itinerary segment.

How to use

To modify or delete an associated remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Associated from the menu.
The Associated tab of the PNR Remarks dialog box appears.
2. Click the segment that contains the associated remark that you want to change.
The segment is highlighted and the associated remark(s) display in the Remarks text box.
3. Click the remark that you want to change or delete.
The remark is highlighted.
4. Do one of the following:
 - To modify the remark, change the text in the Remark Text text box. Then click Modify.
 - To delete the message, click Delete.
 - Click OK.

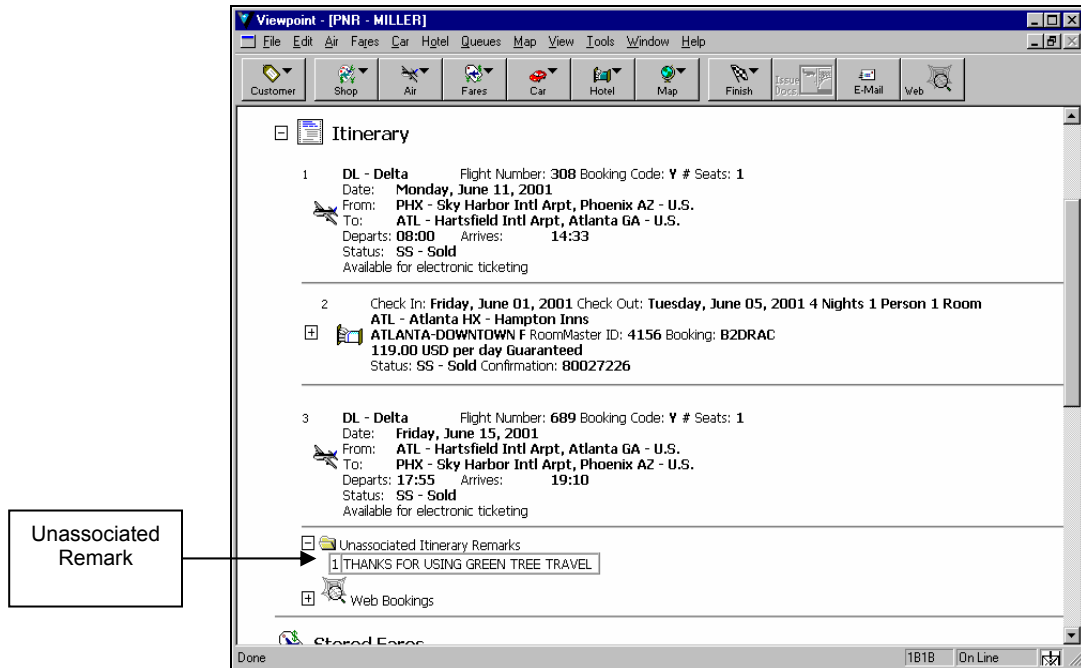
Add Unassociated Remarks

Unassociated remarks are freeform remarks you create for an itinerary that do *not* associate to a specific segment. When you print an itinerary, unassociated remarks display at the bottom of the itinerary. You can have up to 70 freeform characters per unassociated remark.

Note: When you add, change, insert and delete unassociated remarks, that information does *not* go into the PNR history.

The unassociated remark displays after the last segment on the itinerary.

Below is an example of an unassociated remark thanking the customer.



When to use

Add an unassociated remark when you want to add a remark that isn't specific to any one segment.

How to use

To add an unassociated remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Unassociated from the menu.

The Unassociated tab of the PNR Remarks dialog box appears.

2. Click the Remarks Text text box and type the remark.
3. Click Add.

The remark is added to the Remarks text box, the top pane of the dialog box.

4. Click OK.

The remark is added to the PNR.

Modify and Delete Unassociated Remarks

When to use

Modify or delete an unassociated remark when you need to make a change.

How to use

To modify or delete an unassociated remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Unassociated from the menu.

The Unassociated tab of the PNR Remarks dialog box appears.

1. Click the remark that you want to change or delete.

The remark is highlighted.

2. Do one of the following:
 - To modify the remark, change the text in the Remark Text text box. Then click Modify.
 - To delete the message, click Delete.
 - Click OK.

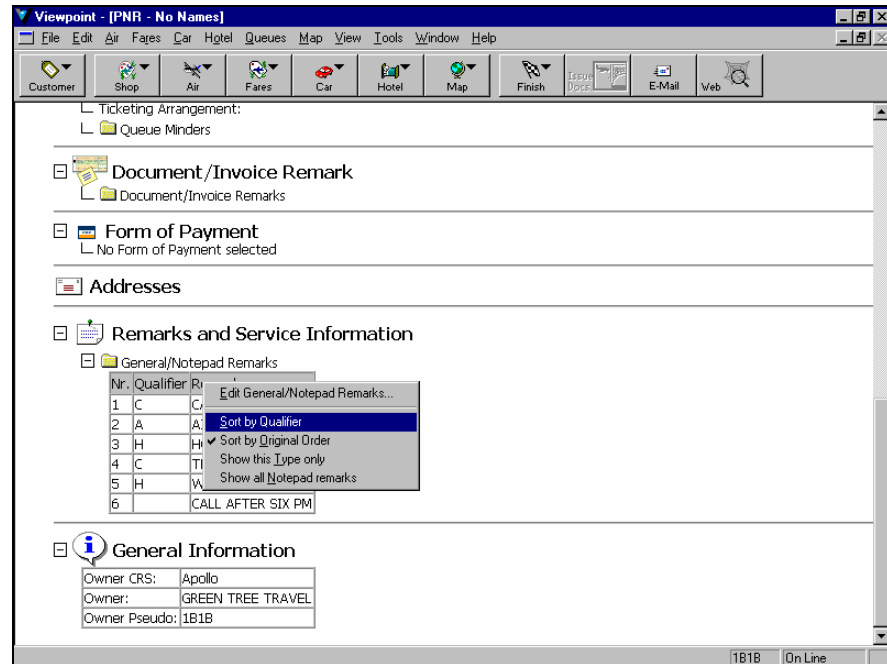
Add General Remarks

General PNR remarks are an optional way for you to keep notes about the record in Apollo®. These are freeform remarks and do *not* print on any documentation or transmit to any airline.

How you add, modify, and delete a general remark is similar to doing the same with unassociated remarks.

You can add a single-character qualifier to the general remark so that you can sort the remarks on the itinerary window. Preface your remark with a qualifier letter followed by a slash. For example, to add a qualifier for a hotel remark you would enter 'H/REMARK'.

General PNR remarks display in the Remarks and Service Information section on the itinerary window. If you've added qualifiers, you can sort them by right-clicking over any general remark and selecting Sort by Qualifier.



When to use

Add a general remark when you want to note something about the PNR that will not print or be transmitted to a vendor.

How to use

To add a general remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select General from the menu.

The General tab of the PNR Remarks dialog box appears.

2. Click the Remarks Text text box and type the remark.

Note: To add a qualifier, preface your remark with a letter and slash (e.g., C/remark).

3. Click Add.

The remark is added to the Remarks text box, the top pane of the dialog box.

3. Click OK.

The remark is added to the PNR.

Modify and Delete General Remarks

When to use

Modify or delete a general remark when you need to make a change.

How to use

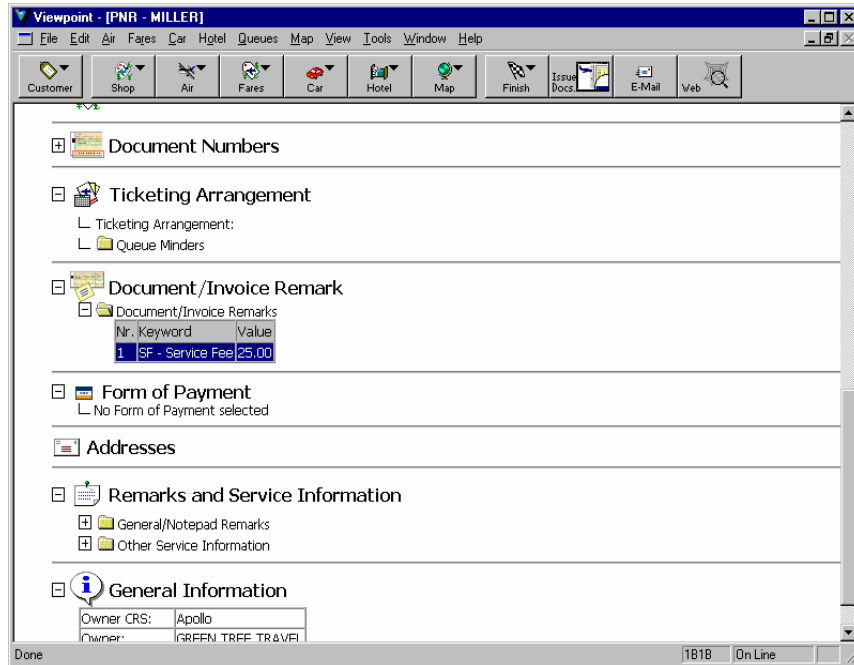
To modify or delete a general remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select General from the menu.
The General tab of the PNR Remarks dialog box appears.
2. Click the remark that you want to change or delete.
The remark is highlighted.
3. Do one of the following:
 - To modify the remark, change the text in the Remark Text text box. Then click Modify.
 - To delete the message, click Delete.
 - Click OK.

Add Document/Invoice Remarks

Document/Invoice remarks are frequently used itinerary remarks pre-stored in a file created and maintained by the agency secondary authorizer. You can choose remarks from the file and use them on a customer's itinerary.

Document/Invoice remarks display in the Document/Invoice Remark section of the itinerary window as shown in the example below.



When to use

Add a document or invoice remark when you want to designate items to be printed out on an itinerary or invoice.

How to use

To add a document or invoice remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Document/Invoice from the menu.

The Document/Invoice tab of the PNR Remarks dialog box appears.

2. Click the remark in the Invoice Remarks text box that you want to add. The remark is highlighted and information on how to complete the remark appears in the Hint area (right side of the dialog box).
3. Click in the text box above the Add button and type the appropriate information.
4. Click Add. The remark is added to the Invoice Remarks text box.
5. Click OK. The remark is added to the PNR.

Modify and Delete Document/Invoice Remarks

When to use

Modify or delete a document/invoice remark when you need to make a change.

How to use

To modify or delete a document/invoice remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Document/Invoice from the menu.

The Document/Invoice tab of the PNR Remarks dialog box appears.

2. Click the remark in the Invoice Remarks text box that you want to change or delete.
3. Do one of the following:
 - To modify the remark, change the text in the text box. Then click Modify.
 - To delete the remark, click Delete.
3. Click OK.

Add and Change Customer ID and Postscript Remarks

You can add a customer ID and a postscript remark to the PNR. You can enter *only* one customer ID and one postscript remark.

The customer ID that you enter displays in the Names section on the itinerary.

A postscript note is a freeform message you can add to a PNR. It displays at the top of the PNR, but does *not* print on a ticket or itinerary. A postscript note could act as a reminder to you that action is still required. The postscript remark displays next to the record locator.

When to use

Add or change a customer ID or postscript remark when you want to display a customer ID or header remark on the PNR.

How to use

To add or change a customer ID or postscript remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Customer ID/Postscript from the menu.

The Customer ID/Postscript tab of the PNR Remarks dialog box appears.

The screenshot shows a dialog box titled "PNR Remarks" with a close button (X) in the top right corner. The dialog has several tabs: "Associated", "Unassociated", "General", "Document / Invoice", "Customer ID/Postscript" (which is selected), and "Queue Minder". Inside the dialog, there are two text input fields. The first is labeled "Postscript Remark:" and the second is labeled "Customer ID:". At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

2. Type the Customer ID and/or Postscript remark in the appropriate text box.
4. Click OK.

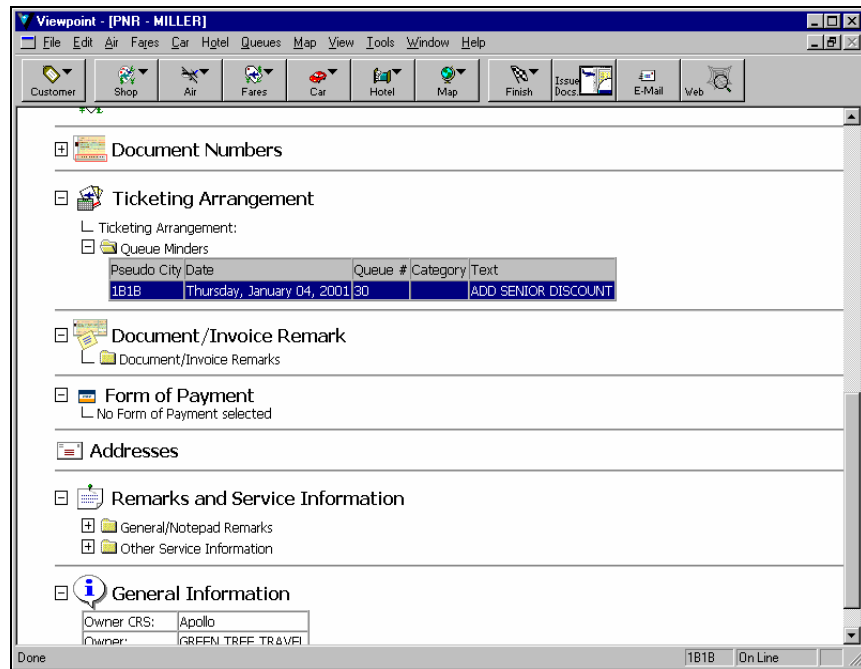
The remark is added to the PNR.

Add Queue Minders

Apollo[®] queue minders help you with follow up work needed for a PNR, such as seat assignments and car and hotel reservations. A queue minder is a note added to a PNR that places it in a queue on a specific date along with instructions on what needs to be done. When you add, change, and delete queue minders, that information is then stored as PNR history.

You can have up to 20 queue minders in one PNR. Each queue minder can contain up to 64 characters, including a queue number, a date, and freeform text.

Queue Minders display in the Ticketing Arrangement section as shown in the following example.



When to use

Add a queue minder remark to place a PNR message onto a queue as a reminder for actions that need to be made to the booking in the future.

How to use

To add a queue minder remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Queue Minders from the menu.

The Queue Minders tab of the PNR Remarks dialog box appears.

2. Type the date the message should go on queue or select one from the Calendar by clicking the down arrow.
3. Enter the Queue number and Category on which it should be placed.
If required, enter the pseudo of the agency to which you want to queue. This facility is only available if you have the necessary agreements with an associated agency.
4. Type the message in the Text text box.
5. Click Add.

The remark is added to the Items text box.

6. Click OK.

The remark is added to the PNR.

Modify and Delete Queue Minders

When to use

Modify or delete a queue minder when you need to make a change.

How to use

To add a queue minder remark, use the following steps.

1. Click the Customer button on the toolbar, select Create/Edit Remarks, and select Queue Minders from the menu.

The Queue Minders tab of the PNR Remarks dialog box appears.

2. Click the queue minder remark in the Items text box that you want to change or delete.
3. Do one of the following:
 - To modify the remark, change the information. Then click Modify.
 - To delete the message, click Delete.
 - Click OK.

Practice

Use the PNR that you saved in Module 6 (Avis intermediate size in San Francisco).

Associate the following remark to the car segment: HAVE A SAFE TRIP

Add the following remark to the itinerary (unassociated): THANKS FOR YOUR BUSINESS

Add a queue minder for two days from now to queue 30: CHECK FOR UPGRADE AVAILABILITY

Add the following postscript message: APPROVAL PENDING

Summary

In this module you learned how to add remarks to a PNR.

Module 10: Working with PNRs

Customers change their travel plans often. You may need to view or change the PNR after saving it. Viewpoint™ makes it easy to retrieve PNRs to accommodate your customers' needs.

This module describes how to retrieve a PNR. It also explains how to work with more than one PNR at time and reorder itinerary segments.

Module Objectives

Upon completion of this module you will be able to:

- Retrieve a PNR
- Explain and use agent assembly areas (AAAs)
- Reorder segments

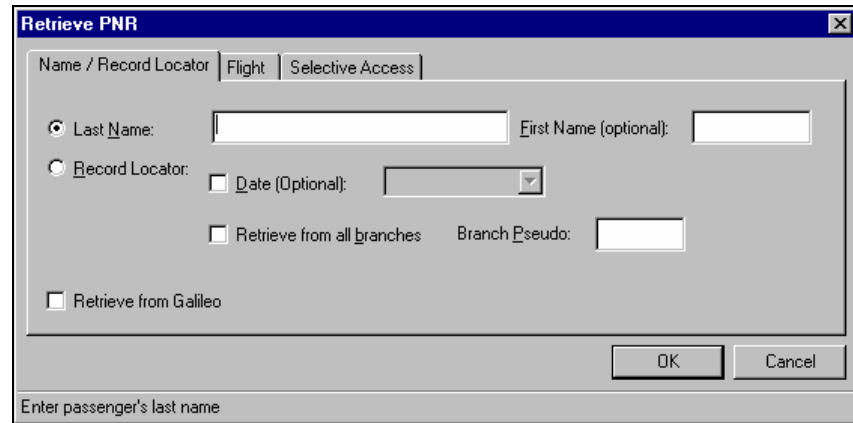
Retrieve PNRs

After you save a PNR, you can retrieve it to view or make changes to it.

You can retrieve a PNR using its record locator or by the first traveler's last name. If you choose to retrieve the PNR by last name, you can optionally enter additional information such as the departure date or flight number to narrow your search in the event there is more than one PNR with the same last name.

You use the Retrieve PNR dialog box to retrieve a PNR. This dialog box has three tabs:

- Name/Record Locator—used to retrieve a PNR by last name or record locator.
- Flight—used to retrieve a PNR by airline, flight, date, and last name.
- Selective Access—used to retrieve a PNR from another pseudo with Selective Access™.



The most common methods of retrieving a PNR by last name and by record locator are documented below.

Retrieve a PNR by Name

When to use

Retrieve a PNR when you want to view it or make changes to it.

How to use

To retrieve a PNR by name or record locator, use the following steps.

1. Click the Customer button and select Retrieve PNR.

The Retrieve PNR dialog box appears.

2. Type the last name of the first traveler in the Last Name text box.

Note: If you are *not* sure how to spell the customer's last name, or are only sure of the first few letters of the name, use a partial spelling plus a wildcard character (*) to display the PNR (e.g., "For*").

Optionally, you can complete the First Name text box to improve the search in the event there is more than one PNR with the same last name.

You can also use the Date checkbox to enter the date of departure. Use the drop down calendar to view the current month.

Retrieve from all branches: If you have Selective Access™ agreements, click this checkbox to retrieve from all branch offices associated to your pseudo city.

Branch Pseudo: Enter the pseudo city of a specific branch office associated to your pseudo city. If you have Selective Access™ you can enter an alternative pseudo city.

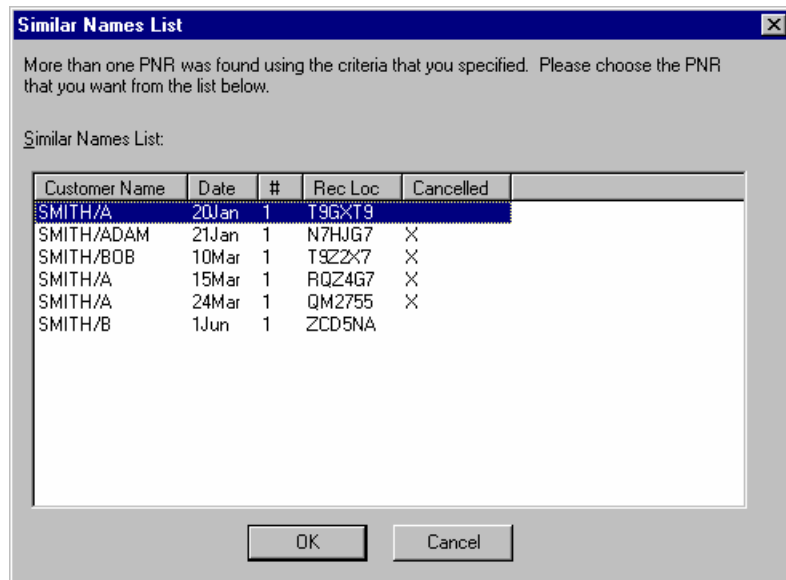
Continued on next page

How to use (*Cont.*)

3. Click OK.

If only one PNR matches the traveler name information you entered, the PNR is retrieved from the Apollo[®] system and displayed on the itinerary window.

If more than one PNR matches the traveler name information you entered, the Similar Names List dialog box appears.



4. To select a PNR from the Similar Names List, double-click it.
Keyboard: Use the Up and Down arrow keys to highlight the PNR, and then press Enter.

Retrieve a PNR by Record Locator

Retrieving a PNR by record locator is the most direct way of retrieving a PNR because a PNR's record locator is unique within the Apollo[®] system.

When to use

Retrieve a PNR by record locator when you know it.

How to use

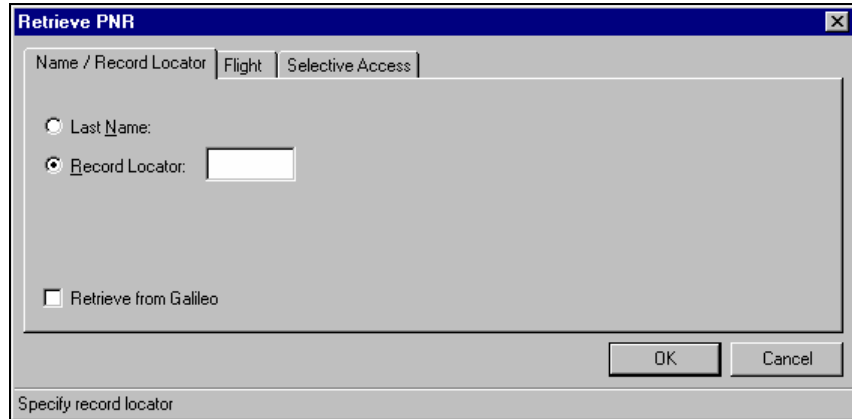
To retrieve a PNR by record locator, use the following steps.

1. Click the Customer button and select Retrieve PNR.

The Retrieve PNR dialog box appears.

2. Click the Record Locator radio button.

The Retrieve PNR dialog box changes, displaying the Record Locator text box.



3. Type the record locator, and then press Enter.

The PNR is retrieved from the Apollo[®] system and displayed on the itinerary window.

Practice

Retrieve Chris Zachs' PNR by name and cancel all segments. Save the PNR.

Agent Assembly Areas

You can work in five Agent Assembly Areas (AAA's). The areas are identified as A, B, C, D, and E. All five work areas can be active with different PNRs. However, only one PNR can be active in any one work area. After signing on to Viewpoint™, you work in Area A until you change to another area.

For example, you could work with three active PNRs: Jones in area A, Garcia in Area B, and Brown in Area C.

Area A Jones	Area B Garcia	Area C Brown	Area D	Area E
------------------------	-------------------------	------------------------	---------------	---------------

Before you sign off of the Apollo® system, all AAA's must be free of incomplete PNRs (records not yet saved).

Change Agent Assembly Area (AAA)

When to use

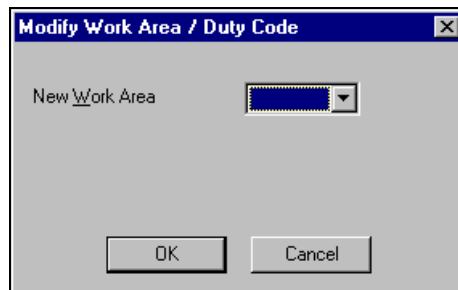
Change the Agent Assembly Area when you want to work with more than one PNR simultaneously.

How to use

To change the Agent Assembly Area, use the following steps.

1. From the Tools menu, click Change Work Area.

The Change Work Area / Duty Code dialog box appears.

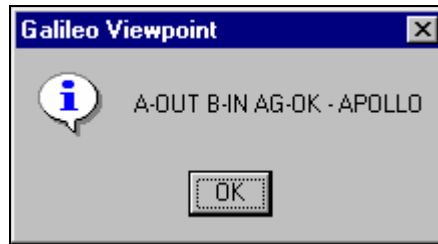


Note: You can only change Work Area's using this dialog box.

2. Click the New Work Area down area and select a letter.

- Click OK.

An information box similar to the one below confirming the Agent Assembly Area change appears.

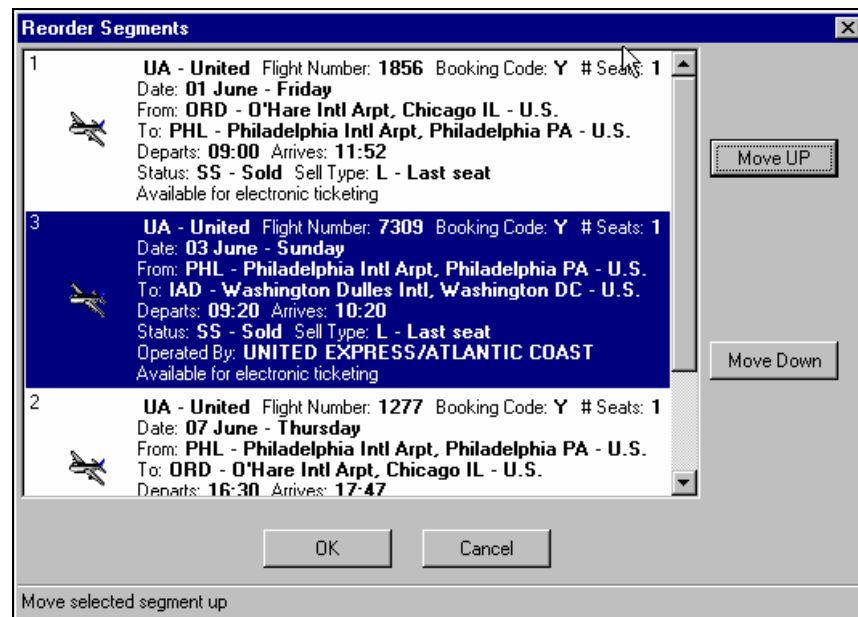


- Click OK to confirm the switch.

Reorder Segments

You can change the order of segments in an itinerary. This is useful for itineraries where the segments are *not* in sequential order.

You use the Reorder Segments dialog box to change the order of the segments. You can click and drag a segment or use the Move UP and Move Down buttons to reorder the segments.



As you reorder segments within the Reorder Segments dialog, the segment's original sequence number is retained. The sequence numbers are changed after you OK the changes. In the example above, the third segment on the itinerary was moved before the second segment.

When to use

Reorder itinerary segments when one or more of them are sequentially ordered.

How to use

To reorder itinerary segments, complete the following steps:

1. On the itinerary window, right-click any air segment.
The segment is highlighted.
2. Select Reorder Segments from the menu.
The Reorder Segments dialog box appears.
3. Click the segment you want to move.
The segment is highlighted.
4. Click Move Up or Move Down to change the placement of the highlighted segment.
The segment is moved up or down.
Note: You can click and drag the segment within the Reorder Segments dialog box instead of using the Move UP and Move Down buttons.
5. Click OK.
The segments are reordered on the itinerary window.

Summary

In this module you learned how to:

- Retrieve a PNR.
- Explain and use agent assembly areas (AAAs).
- Reorder segments.

Notes

Module 11: Using TravelScreen™

TravelScreen™ is an Apollo® solution that will tailor your availability screens based on your client's preferences. You use TravelScreen™ Plus to define which vendors your client prefers. Then, when you request availability for air, car, or hotel, the response will only include those preferred vendors.

TravelScreen™ is also used to append frequently used information to a reservation, such as frequent flyer numbers, car and hotel membership numbers, airline preferences, forms of payment, and more. It saves you the time of having to type in that information over and over again.

Module Objectives

Upon completion of this module you will be able to:

- Use TravelScreen™ preferences to streamline your business process, including activating and deactivating preferences for:
 - Car availability
 - Hotel availability
 - Air availability
- Apply and transfer TravelScreen™ preferences to the booking

TravelScreen™ Overview

For agencies using TravelScreen™, the easiest way to complete the air portion of the PNR is to apply TravelScreen™ preferences (pre-stored information). By applying these preferences, you can:

- Make generic seat requests
- Append Frequent Flyer numbers
- Append the preferred form-of-payment
- Submit special service requests

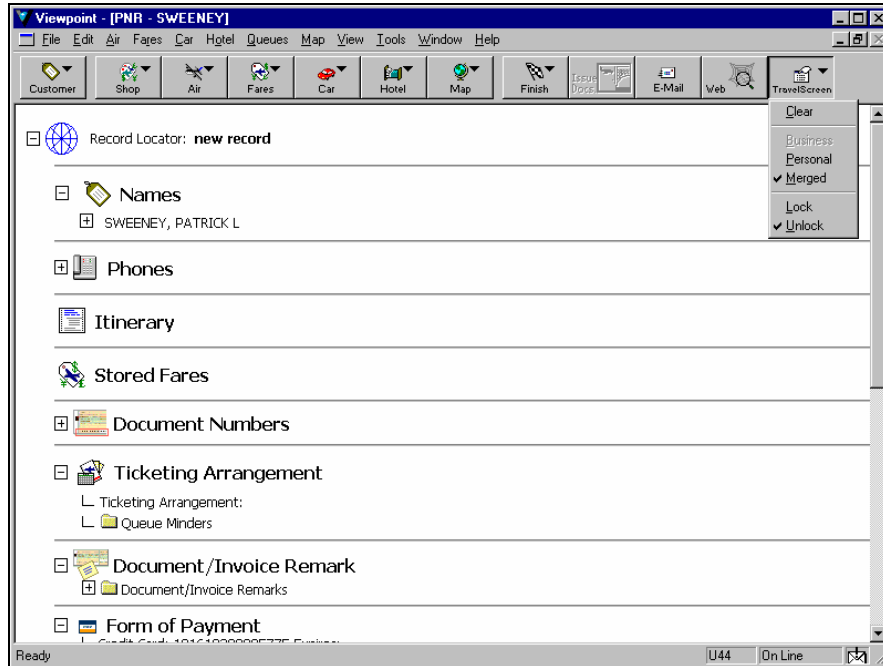
When you sell air, car, and hotel segments using TravelScreen™, all client information stored in the preference records of the profile is moved into your PNR automatically. This guarantees that your client preferences will be met every time.

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TravelScreen™ Overview (Cont.)

Adding TravelScreen™ to your profiles is optional and consists of different preference records, on two different levels: business and personal.

When TravelScreen™ preferences are active, a TravelScreen button appears to the right of the Web button on the toolbar as shown below.



You can control TravelScreen™ preferences using this button or similar buttons when searching for air, hotel, and car availability. The following table describes the options on the menu.

Click this:	To:
Clear	Override and turn off preferences.
Business	Activate business preferences.
Personal	Activate personal preferences.
Merged	Merge both Business and Personal preferences.
Lock	Lock preferences so that they remain active at end of booking. There may be times when it is desirable to keep some business, personal or merged preferences active for a number of new bookings.
Unlock	Unlock preferences so that they are cleared at end of booking.

Activate and Use TravelScreen™ Preferences

TravelScreen™ preferences are automatically activated when you move a profile with TravelScreen™ preferences into a PNR. When these preferences are activated, Apollo® filters responses so that only the client's preferences are considered. You can work with any TravelScreen™ preferences that have been attached to the profile.

When TravelScreen™ preferences are activated, the air, car, and hotel availability request dialog boxes will appear with a TravelScreen button, indicating TravelScreen™ is activated. With preferences activated, Viewpoint™ automatically enters any corporate discount numbers, frequent traveler numbers, and frequent flyer numbers on air, car, and hotel availability request and sell screens.

Following is an example of the Car Availability dialog box with the TravelScreen button in the lower right corner.

Car Availability

Basic Fields | Vendor Specific | One Way | More Car Types | Rate Categories

Dates
 Pickup Date: 08/23/01 Thursday Time:
 Return Date: 08/23/01 Thursday Time:

Rental Company
 Vendor 1:
 Vendor 2:
 Vendor 3:

Rental Location
 City or Airport:
 Airport
 City Locations
 Via Reference Point
 Location ID Non-CarMaster Location

Rate Type: D - Daily Car Size: * - (Any)

TravelScreen

Neutral Availability

Search Cancel

List of Selected Qualifiers
 Pickup Date: 08/23/01
 Return Date: 08/23/01
 Rate Type: D - Daily

Enter date or press Alt+Down Arrow to select date from calendar

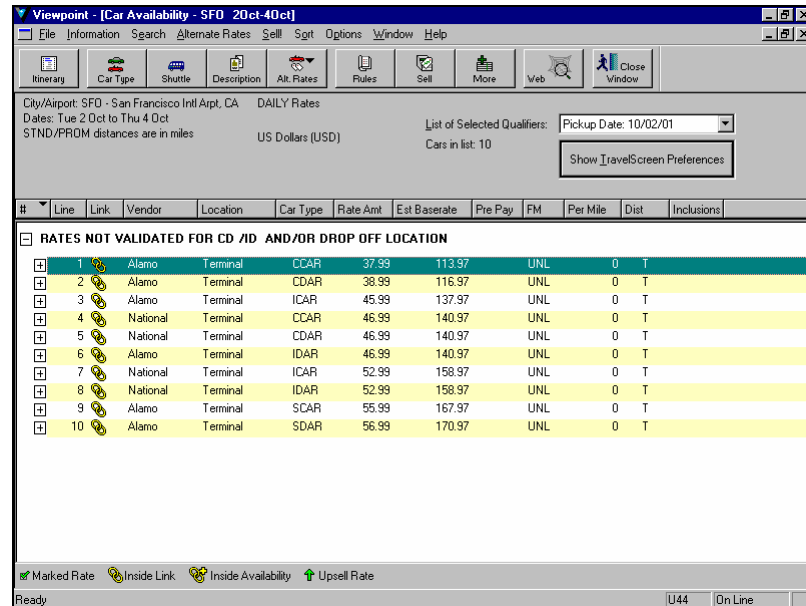
Note: If you don't want TravelScreen™ preferences to apply to an availability request, check the 'Neutral Availability' checkbox.

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Activate and Use TravelScreen™ Preferences (Cont.)

When TravelScreen™ preferences are active, air, car, and hotel availability displays will be filtered to the client's preferences. The displays will contain an active 'Show TravelScreen Preferences' (or abbreviated 'Show Pref.')

The following example shows a Car Availability display with the Show TravelScreen Preferences button, indicating preferences are active.



You can click the Show TravelScreen Preferences button to display the active preferences.

Following is an example of clicking the Show TravelScreen Preferences button from the above Car Availability display.



This shows that business and personal preferences have been 'merged', and Alamo and National are the preferred vendors.

In addition to the Show Pref. button, 'TS' displays after 'Availability: General' in an Air Availability screen when TravelScreen™ preferences are active. When you choose to display a *neutral* display, 'X' displays after 'Availability: General' instead.

The following Air Availability shows 'TS' after 'Availability: General' for the first flight segment, indicating preferences are active for that segment, and 'X' for the second flight segment, indicating they are off.

Preferences
Are
Active

Preferences
Are
Not Active

The screenshot shows the Viewpoint interface for Air Availability. The title bar reads 'Viewpoint - [Air Availability (08/24/01, ORD-MIA) (08/29/01, MIA-ORD)]'. The main window displays a table of flight segments. The first segment is 'ORD - MIA, 08/24/01, 18:00' with an availability of 'General TS'. The second segment is 'MIA - ORD, 08/29/01, 18:00' with an availability of 'General X'. The table columns include Airline, Flight, From, To, Departs, Arrives, and Booking Codes and Availability. The status bar at the bottom shows 'Ready' and 'U44 On Line'.

Deactivate and Reactivate TravelScreen™ Preferences

When TravelScreen™ preferences are activated, Apollo® filters availability displays so that client preferences are considered. There may be situations, however, when you will want to turn off those preferences. For example, if there is nothing available from your client's preferred vendors, you may want to deactivate TravelScreen™ preferences so that you can see what other vendor's have available.

For cars and hotels, use the 'Neutral Availability' check box on the request dialog box to deactivate or activate TravelScreen™ preferences. If you have already requested availability, simply update the search and select or deselect the 'Neutral Availability' check box and re-submit your request.

You can do the same for air when requesting availability. In addition, you can deactivate and reactivate air preferences directly from an availability display.

Deactivate Air Availability TravelScreen™ Preferences

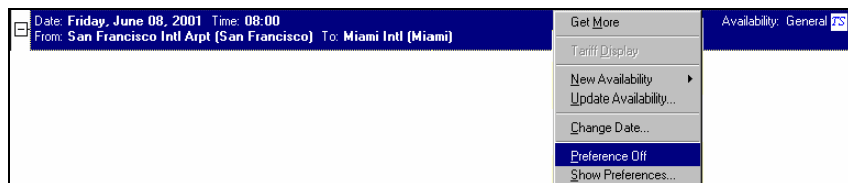
When to use

From an existing Air Availability display, deactivate TravelScreen™ air preferences so you can see all vendor availability (neutral display).

How to use

To return to the Apollo® neutral display:

1. Right-click the flight segment head object, and then click Preference Off.



A neutral Air Availability appears.

Note: The TS indicator on the top right-hand side of the flight segment head is crossed, indicating the preferences are switched off.

Re-Activating Air Availability TravelScreen™ Preferences

When to use

Reactivate air preferences so you can return to TravelScreen™ preferences.

How to use

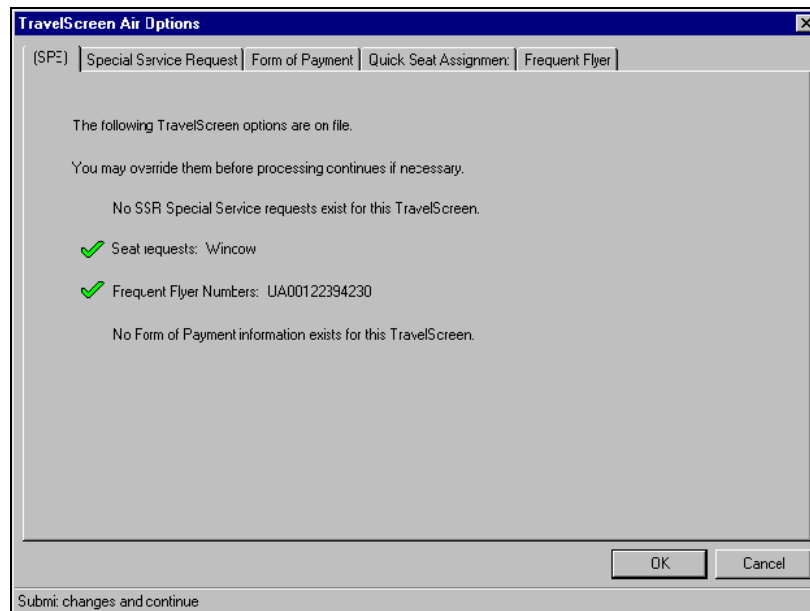
To reactivate the TravelScreen™ preferences from Availability:

1. Right-click the flight segment head object, and then click Preference On.
The Air Availability reflecting the TravelScreen™ preferences reappears.

Transfer TravelScreen™ Preferences to the Booking

Once an air itinerary is booked from an availability display with TravelScreen™ preferences, personal preferences, such as meal requests and mileage membership information, can be transferred into the PNR. This may be done on a new PNR or one that you've retrieved.

You apply TravelScreen™ preferences using the following dialog box. The first tab summarizes the stored preferences. You can make changes by selecting the appropriate tab and modifying the preferences. In the example below, there is a seating preference and frequent flyer number.



When to use

Transfer TravelScreen™ preferences after you book an air itinerary from an availability display with preferences.

How to use

To apply and transfer TravelScreen™ preferences, use the following steps.

1. Select Append TravelScreen Preferences from the Air menu.
2. Review the information in the first tab (SPE). It summarizes the stored TravelScreen™ preferences.
3. Click the tab containing the information you want to change, and make the changes.
4. Click OK to transfer the stored preferences to the PNR/Booking File.
Keyboard: Press Enter.

As appropriate, information such as seats requests, mileage membership details, and Special Service Requirements (SSRs) are added to the Booking File for transmission to the carriers at end transact.

Use this tab:	To provide:
Special Service Requests	Special service requirements together with any appropriate text.
Form of Payment Choices	Default form of payment for air tickets, car rental deposits, and hotel reservation deposits/guarantees.
Quick Seat Assignments	Seating preferences. These can be applied to selected or all segments with unassigned seats.
Mileage Membership	Club membership numbers that your client has with air carriers.

Summary

In this module, you learned how to:

- Use TravelScreen™ preferences to streamline your business process including activating and deactivating preferences for:
 - Car availability.
 - Hotel availability.
 - Air availability.
- Apply and transfer TravelScreen™ preferences to the booking.

Notes

Module 12: Customizing Viewpoint™

There are several Viewpoint™ tools that you can use to enhance your proficiency and customize Viewpoint™ to the way you work. This module introduces you to a few of these tools.

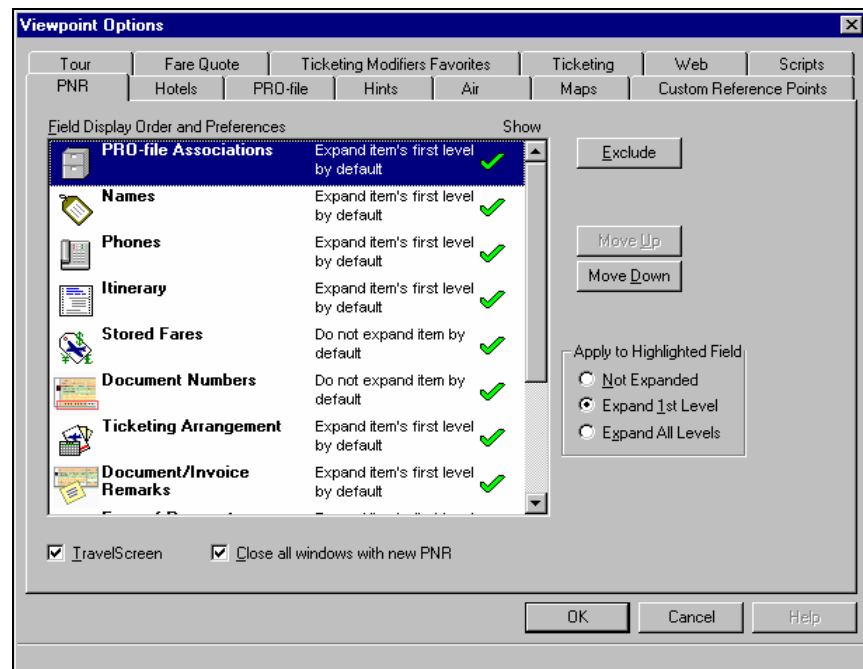
Module Objectives

Upon completion of this module, you will be able to:

- Customize the itinerary window.
- Change the view to minimum or maximum.
- Change several Viewpoint™ options.

Customizing the Itinerary Window

You can customize various parts of Viewpoint™ to the way you work, including how PNRs display on the itinerary window. To customize Viewpoint™, you use the Viewpoint Options dialog box. You access the Viewpoint Options dialog box from the Tools menu.



Each tab on the dialog box allows you to customize a part of Viewpoint™. This section focuses only on the PNR tab.

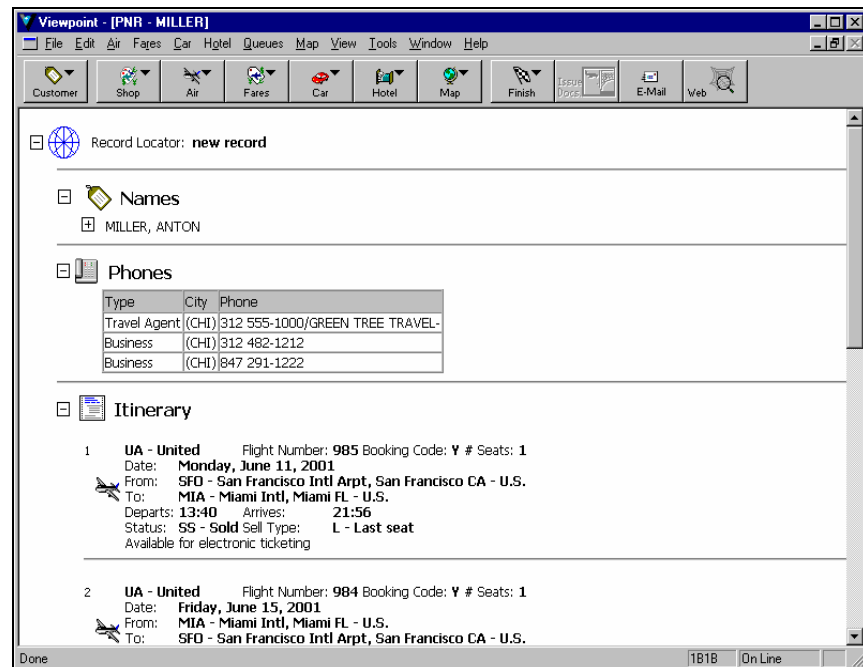
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Customizing the Itinerary Window (Cont.)

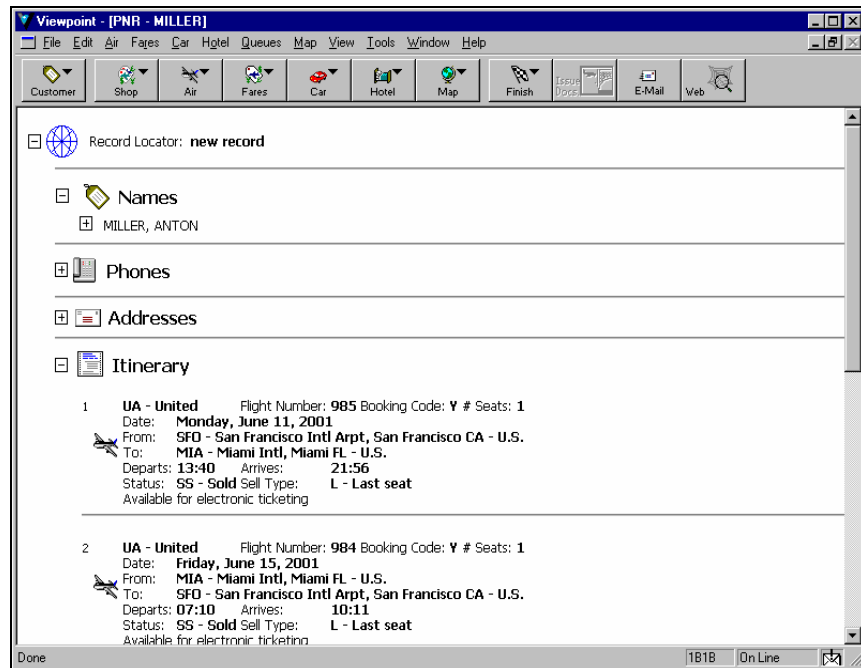
Using the PNR tab, you can change how PNRs display in the itinerary window. You can change the following:

- Which fields of the PNR display
- The order in which the PNR fields display
- The default levels at which fields display (expanded or collapsed)
- Whether to use TravelScreen™
- Whether to close all open windows with a new PNR

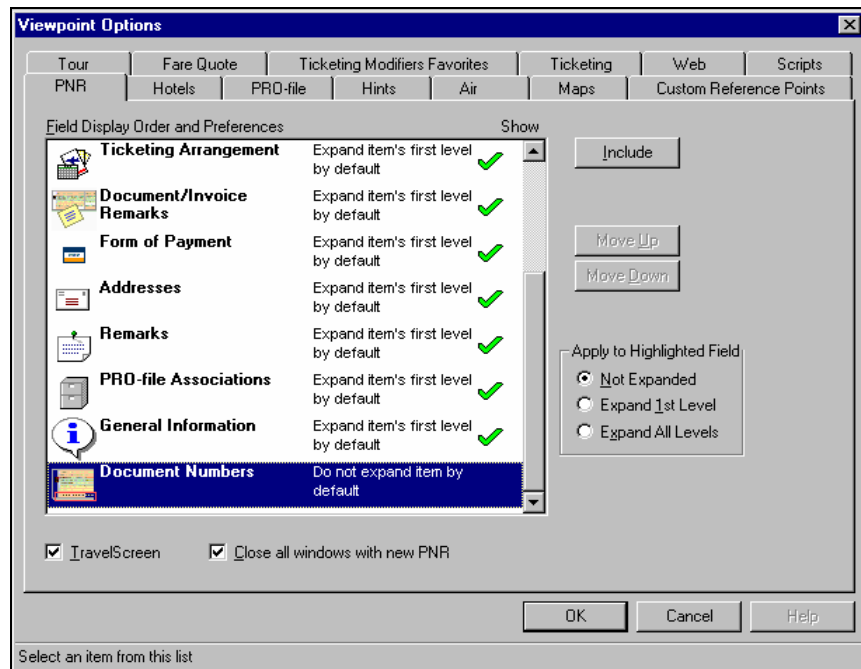
By default, Viewpoint™ displays PNR fields in a specific order and at a certain level of detail. The example below shows that by default, the first three fields on the itinerary window are Names, Phones, and Itinerary. Also notice that Phones is expanded, enabling you to see the different phone numbers.



You can change the order of PNR fields and level of detail displayed. In the example below, the Addresses field displays after the Phones field, and the Phones field by default is collapsed.



To change the itinerary options, you use the PNR tab of the Viewpoint Options dialog box.



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Customizing the Itinerary Window (Cont.)

The PNR tab displays the fields in the order in which they will display on the itinerary window. A text description indicates at which level a field displays. A checkmark indicates those fields selected to display on the itinerary window.

In the example above, all fields except for Document Numbers are selected for display and will be expanded to the item's first level by default. Document Numbers is set to not display on the itinerary window.

You use the buttons on the right side of the dialog box to change a field's itinerary display characteristics.

The dialog box also has two checkboxes that enable TravelScreen™ options and control whether or not open windows, such as air or car availability, are automatically closed when you work with a new PNR. When active, TravelScreen™ preferences are applied instantly to air, car and hotel availability displays, editing the displays to the client's requirements.

When to use

Customize the itinerary window display when you want to change the way a PNR field displays.

How to use

To change the way Viewpoint™ displays a PNR, use the following steps.

1. From the Tools menu, select Options.
The PNR tab of the Viewpoint Options dialog box appears.
2. Click the field that you want to change.
3. Do one or more of the following:
 - a. To remove a field from the itinerary window, click Exclude.
 - b. To display a field that has been removed from the itinerary window, click Include.
 - c. To change the position of the field, click Move Up or Move Down.
 - d. To change the level at which the field displays, click one of the buttons:
 - Not expanded—to display the field fully collapsed.
 - Expand to 1st Level—to display the first level.
 - Expand to All Levels—to display the field fully expanded.
 - e. To apply TravelScreen™ preferences, select the TravelScreen check box.
 - f. To close all windows with a new PNR, select the Close all windows with a new PNR check box.

- Click OK to apply your changes.

The itinerary window refreshes with your changes in effect. The changes remain in effect until you change them back.

Practice

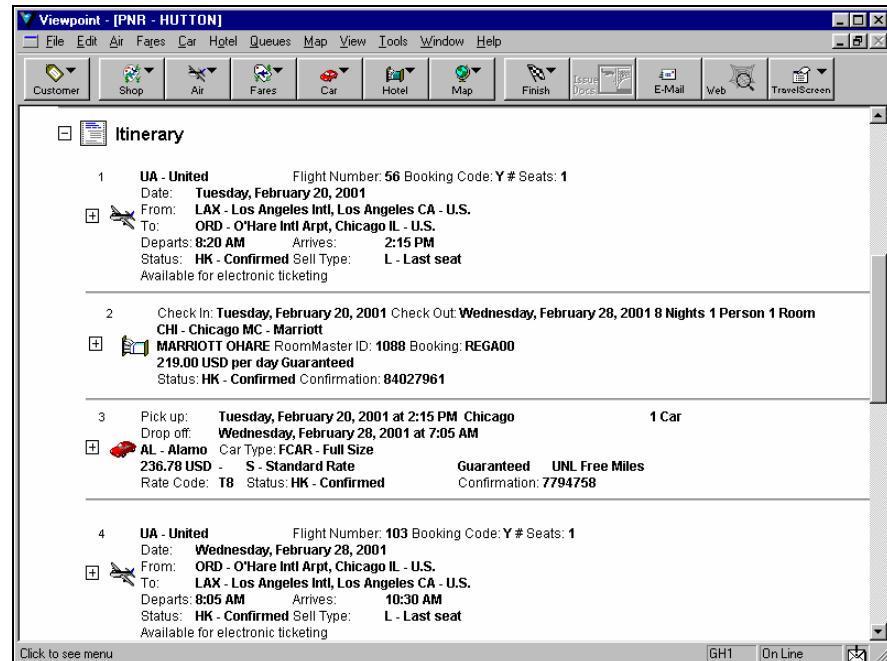
Make the following display changes to your itinerary window:

- Display Phones *after* the Itinerary.
- Do not show Profile Associations.
- By default, do not expand Ticketing Arrangement.

Change to Minimum or Maximum View

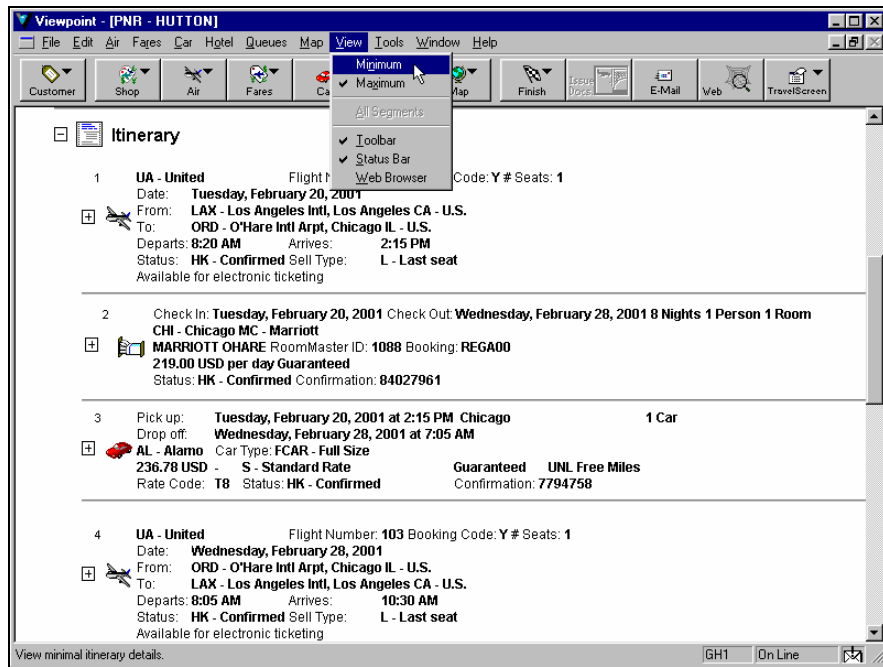
By default, Viewpoint™ displays the maximum amount of information on all of the windows that you work with, including the itinerary window, air availability window, and hotel availability window.

Below is an example of a round trip with a car and hotel displayed in “maximum” view on the itinerary window.

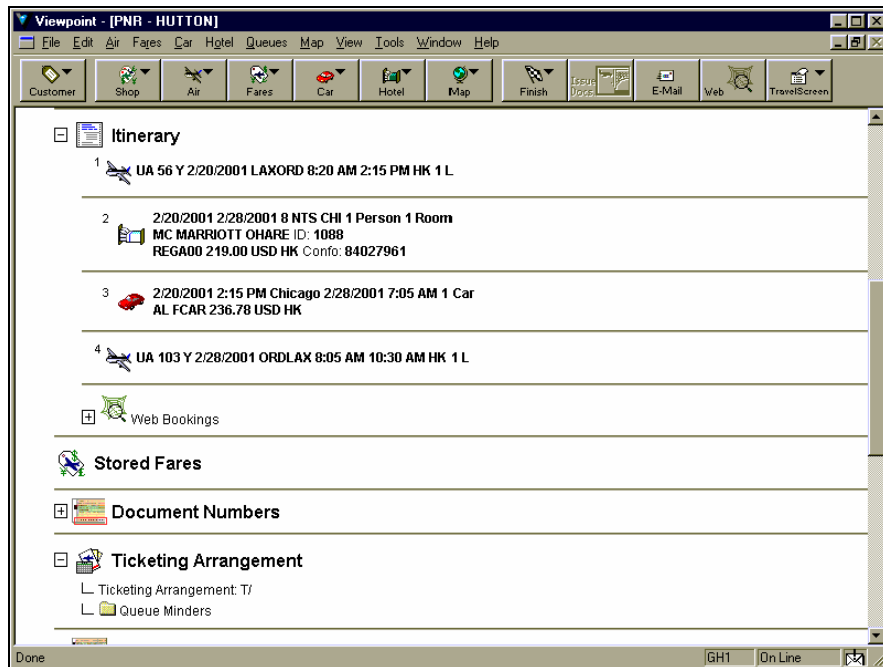


You can change the view to a “minimum” view. For example, if you are working with an itinerary that contains a number of air and hotel segments, you might want to change the view to the minimum so that you can see more segments at once.

To change to a minimum view, select Minimum from most any View menu as shown below...



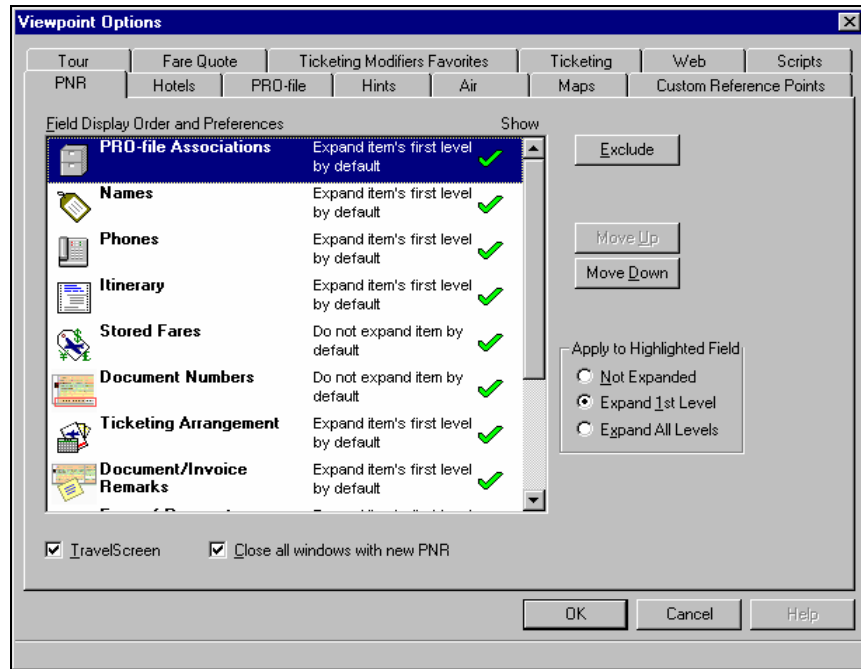
...and the itinerary window changes to a minimum display.



To change back to a maximum view, select Maximum from the View menu. Your selection, minimum or maximum, applies to all Viewpoint™ windows. It remains in effect until the next time you change it.

Change Viewpoint™ Options

You can customize various parts of Viewpoint™ to the way you work. To customize Viewpoint™, you use the tabs on the Viewpoint options dialog box.



The following table summarizes what the tabs do on the Viewpoint Options dialog box.

Use this tab:	To do this:
PNR	Change how PNR displays on itinerary window.
Hotels	Change order in which hotel rules display.
PRO-file	Change how profiles display.
Hints	Turn hints on or off.
Air	Change which button on air availability requests is default (when the Enter key is pressed), Search or Add.
Maps	Change where Viewpoint™ looks for Maps files.
Custom Reference Points	Change where Viewpoint™ looks for custom reference point file, file you create while using the maps and airport layouts that can be opened from Viewpoint™.
Tour	Change where Viewpoint™ looks for the <i>Touring Viewpoint™</i> training course.
Fare Quote	Change default Fare Quote Type (Best Buy, Best Buy Quote™, etc.) and default commission.

Use this tab:	To do this:
Ticketing Modifiers Favorites	Add your most often used ticketing modifiers to the Ticketing Modifiers Favorites tab.
Ticketing	Select action to take in case of an Electronic ticket failure, issue a paper ticket or cancel issuance.
Web	Add an additional web site and change the way it displays, if available.
Scripts	Automatically launch scripts at five specific actions in booking process: after any air, car, or hotel sell and after you click Finish or move a profile. You must have Scriptwriter Plus™ installed on your computer.

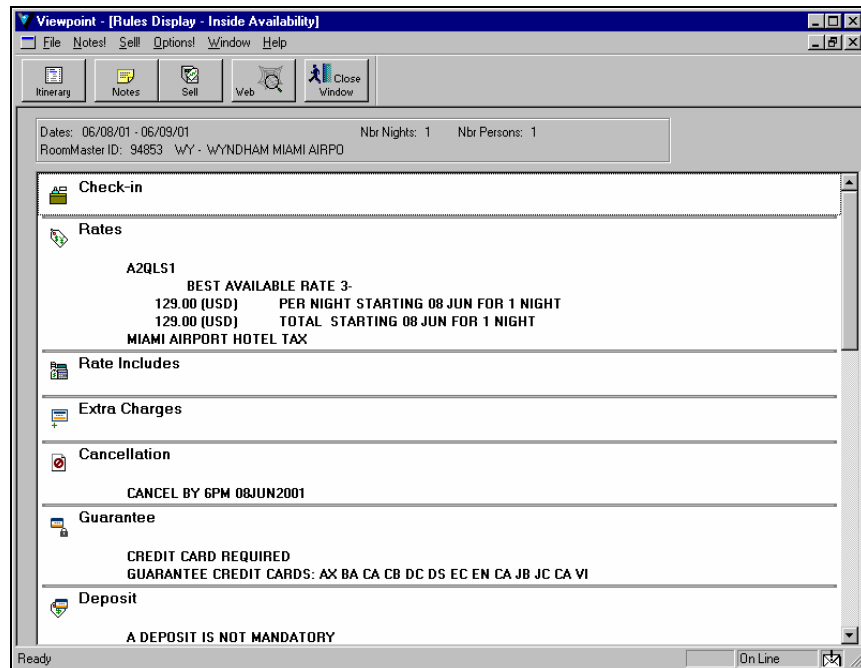
The following sections describe how to change three Viewpoint™ options:

- Hotel Rules Display
- Hints on or off
- File Locations

Change Hotel Rules Display

The Hotels options allow you to determine the default order of both RoomMaster® and Inside Availability® rules. Inside Availability® vendors are able to display rules that apply to the room rate directly from their own computer system. For vendors that are not showing Inside Availability®, rules are displayed from RoomMaster®.

Rules can be viewed after displaying the Complete Rates for a selected property. Below is an example of the default order in which Viewpoint™ displays rules for an Inside Availability® vendor.



You can change the default order in which rules are shown. For example, you could display Guarantee and Deposit information first.

When to use

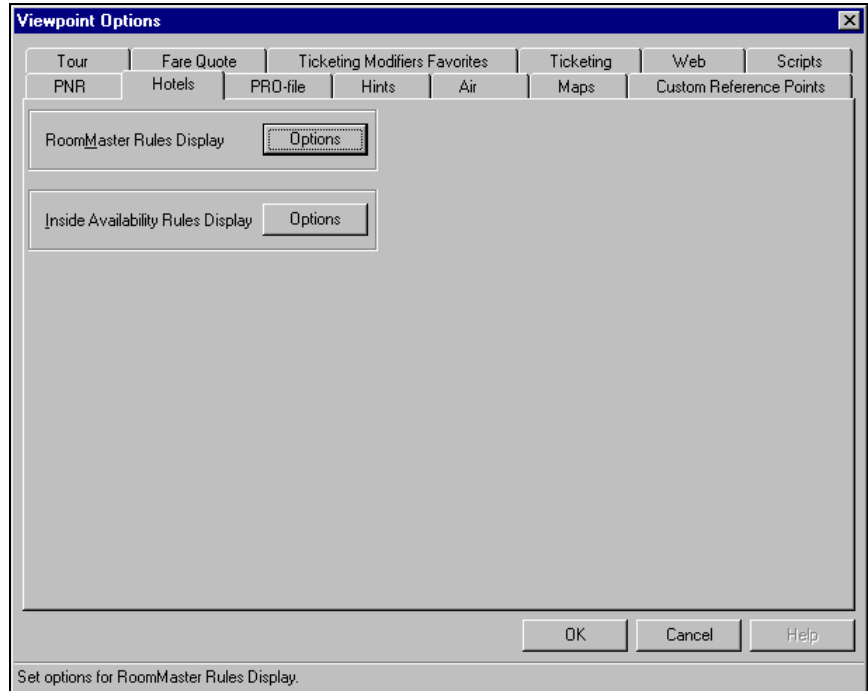
When you want to see RoomMaster® and Inside Availability® rules in a specific order, change the default order.

How to use

To change the order of hotel rules, use the following steps.

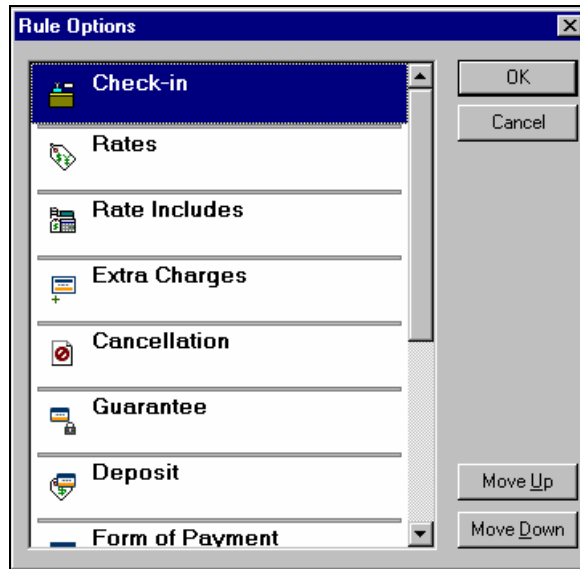
1. From the Tools menu, select Options.
2. Click the Hotels tab.

The Hotels tab appears.



3. Click the Options button for either the RoomMaster Rules Display or Inside Availability Rules Display.

The Rules Options dialog box appears.



4. Select an option to move.

Continued on next page

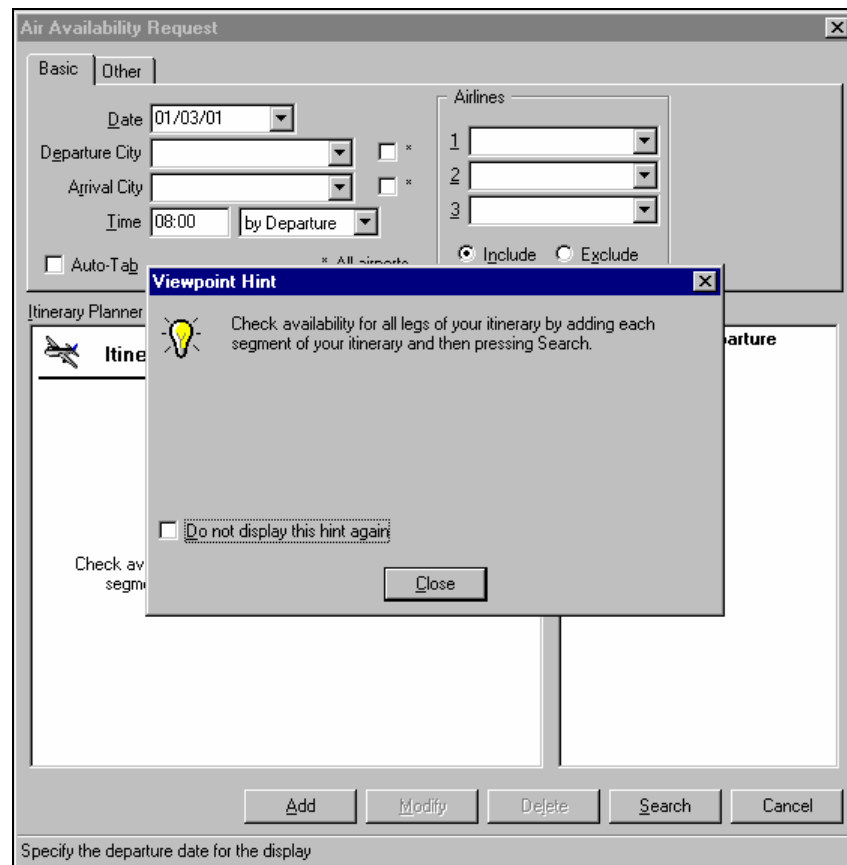
How to use (Cont.)

5. Click the Move Up or Move Down button.
6. Click OK.
7. Click OK.

Turn Hints On or Off

Hints are the messages that give advice before using particular windows and dialog boxes.

For example, when hints are turned on and you display the Air Availability Request window, a hint is displayed.



Individual hints can be turned off by clicking their own *Do not display this hint again* check box.

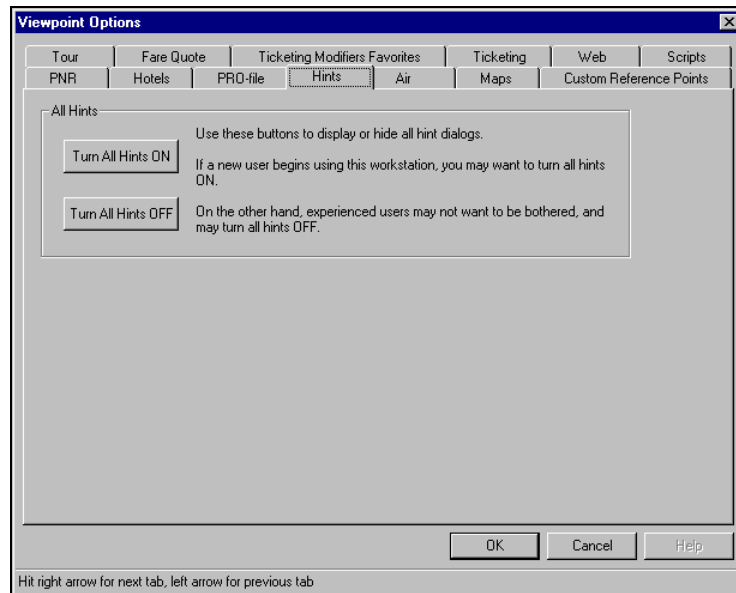
Once you become familiar with using Viewpoint™, you might want to turn off all Viewpoint™ hints.

When to use

Turn hints on if you are a new Viewpoint™ user; turn hints off if you are an experienced user.

How to use

To turn hints on or off, display the Hints tab and click the appropriate button.



Change File Locations

Once Viewpoint™ is installed on your computer, it works seamlessly without you or your administrator having to make any technical changes.

Viewpoint™ does, however, give you or your administrator the flexibility of installing several files anywhere on your computer or network.

You can tell Viewpoint™ where to look for the following files:

- Maps—the files associated with the optional product Maps.
- Custom Reference Points—the file you create while using Maps and airport layouts that can be opened from Viewpoint™.
- Tour—the files for *Touring Viewpoint™*, the computer-based training course that introduces new users to the booking process.

Each of these has its own tab on the Viewpoint Options dialog box where you can specify where to look for these files. You or your system administrator will most likely set these only once.

When to use

When required, change the location where Viewpoint™ looks for Maps, Custom Reference Points, or Touring Viewpoint™ files.

How to use

To specify the location of Maps, Custom Reference Points, or Touring Viewpoint™ files, complete the following steps:

1. From the Tools menu, select Options.
The PNR tab of the Viewpoint Options dialog box appears.
2. Click the Maps, Custom Reference Points, or Tour tab.
3. Type the path or click the Browse button to specify the location of the files.
4. Click OK.

Summary

In this module, you learned how to:

- Customize the itinerary window.
- Change the view to minimum or maximum.
- Change select Viewpoint™ options.

Appendix A: Module Practice Answers

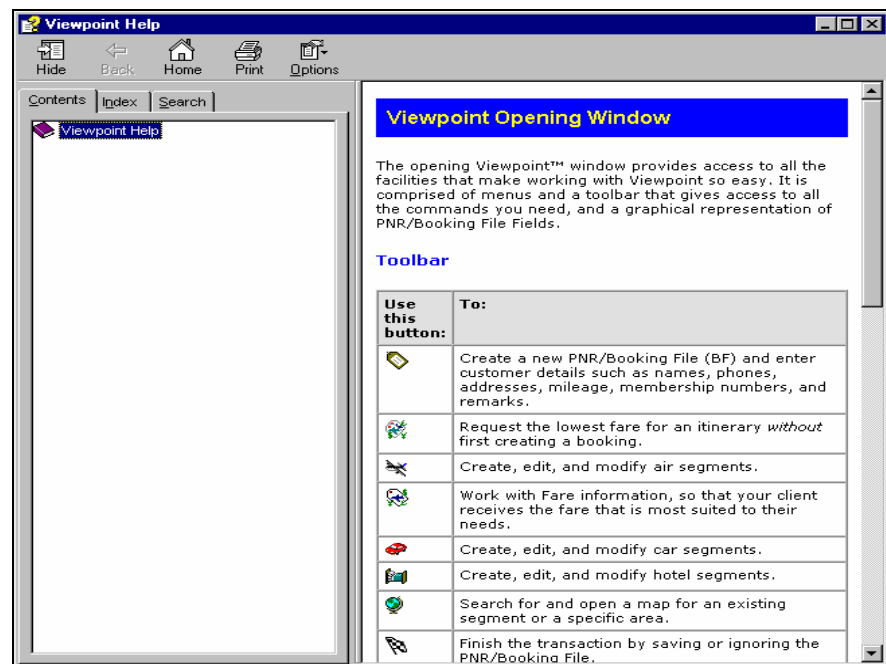
This appendix contains the answers to the Practice questions in the modules throughout the course book. Use it to check your answers.

Module 2: Getting Started

Display Context-Sensitive Help

Sign on to Viewpoint™ and display the Itinerary window. Display context-sensitive help. What is the name of the Help topic that is displayed?

Answer: To display context-sensitive help from the Itinerary Window, press F1. The following Help topic appears:



Display General Help

1. Use the Viewpoint Help Content tab and look up the glossary definition for 'AAA'. What does it stand for?
Answer: Agency Assembly Area
2. Use the Viewpoint Help Search tab and search for 'AAT'. What does it stand for?
Answer: Agency Account Table

Module 3: Building a Basic PNR

Create a new PNR for your customer who lives and works in your city. Use your name for the customer unless instructed otherwise. Add your name and a work telephone number, 555-1717. Add your agency telephone number as well.

1. Display your name on the itinerary window.

Answer: To create a new PNR, select Create/Edit Customer Information-Name from the Customer menu. Type your last name in the Last Name text box and your first name in the First Name text box. Click Add. The Name tab of the Customer Information dialog box should look similar to the one shown below, where we are using Chris Zachs as the customer.

Customer Information

Name | Frequent Flyer | Phone | Addresses | Ticketing | Form of Payment

Last Name (required): ZACHS

First Name (required) and Title (optional): CHRIS

Name Field Remarks (optional): Infant

Add Modify Delete

Names:

Type	Last Name	First Name	Name Remarks - Optional
	ZACHS	CHRIS	

OK Cancel

Press Ctrl + Tab twice to display the Phone tab. Type your city code in the City Code text box or select it from the list, select Travel Agent as the Type, and enter a telephone number in the Phone Number text box. Click Add. The Phone tab of the Customer Information dialog box should look similar to the one shown below.

Customer Information

Name | Frequent Flyer | Phone | Addresses | Ticketing | Form of Payment

Freeform:

Standard: City Code: CHI - CHICAGO, IL Type: TRAVEL AGENT Phone Number: EE TRAVEL

Phones:

City Code	Type	Number / Message
CHI	Travel Agent	312 555-1000 GREEN TREE TRAVEL

Perform similar steps to add the business telephone number, selecting Business as the Type. After clicking Add, click OK.

Customer Information

Name | Frequent Flyer | Phone | Addresses | Ticketing | Form of Payment

Freeform:

Standard: City Code: CHI - CHICAGO, IL Type: BUSINESS Phone Number: 312 555-1717

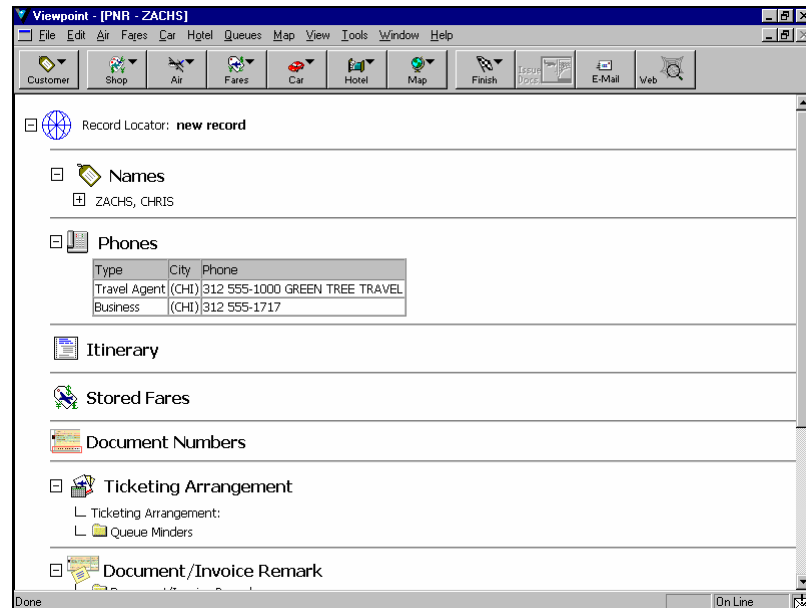
Phones:

City Code	Type	Number / Message
CHI	Travel Agent	312 555-1000 GREEN TREE TRAVEL
CHI	Business	312 555-1717

Continued on next page

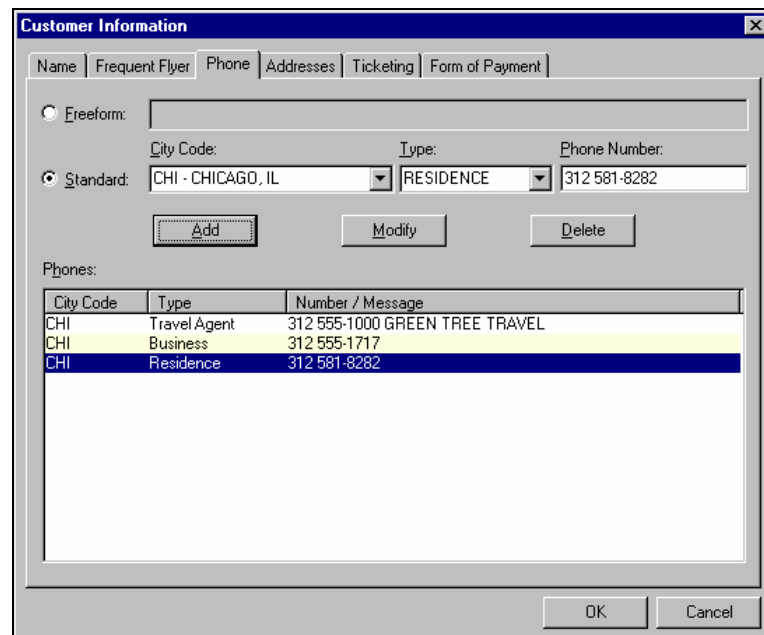
Building a Basic PNR (Cont.)

The name and phone numbers are added to the Itinerary window. Note that in our example the title bar now shows PNR – ZACHS.



2. Add a home telephone, 581-8282.

Answer: To add the home telephone number, right-click on the Phones section or click the Customer button and select Create/Edit Customer Information – Phone. Add the home phone, selecting Residence as the Type.



3. Change the work telephone to 555-2179.

Answer: To change the work telephone, click the Business phone to highlight it, make the changes in the Phone Number text box, and click Modify. Then click OK.

Customer Information

Name | Frequent Flyer | **Phone** | Addresses | Ticketing | Form of Payment

Freeform: _____

Standard: City Code: CHI - CHICAGO, IL | Type: BUSINESS | Phone Number: 312 555-2179

Add | **Modify** | Delete

Phones:

City Code	Type	Number / Message
CHI	Travel Agent	312 555-1000 GREEN TREE TRAVEL
CHI	Business	312 555-2179
CHI	Residence	312 581-8282

OK | Cancel

Viewpoint - [PNR - ZACHS]

File Edit Air Fares Car Hotel Queues Map View Tools Window Help

Customer Shop Air Fares Car Hotel Map Finish E-Mail Web

Record Locator: **new record**

Names
ZACHS, CHRIS

Phones

Type	City	Phone
Travel Agent	(CHI)	312 555-1000 GREEN TREE TRAVEL
Business	(CHI)	312 555-2179
Residence	(CHI)	312 581-8282

Itinerary

Stored Fares

Document Numbers

Ticketing Arrangement
 Ticketing Arrangement:
 Queue Minders

Document / Invoice Remark

Done | On Line

Module 4: Adding Agency, Company, and Traveler Information

Move Profiles

Use Viewpoint™ to perform the following tasks.

1. You are making a reservation for a new customer, Joey Sanchez. You have *no* information on file yet. Move your agency file to include the agency phone number with your name. Type the customer's first name for the Received field.
2. Ignore the PNR.

Answer: Select Get PRO-file from the Customer menu. Type Joey in the Received from text box and click the Move Agency Only button.

Display Profiles and Move Selected Lines

Use Viewpoint™ to perform the following tasks.

1. Display your agency profile.

Answer: Select Get PRO-file from the Customer menu. Type a name in the Received from text box and click the Display button.

2. Providing there is more than one line available to move, change one of lines to move or not move (e.g., change a line that is selected to move so it doesn't move).

Answer: Click the green check mark to prevent a line from moving. Click an empty check box to move an optional line.

3. Move the agency profile.

Answer: Click the Move button and select Agency Only.

4. Ignore the PNR.

Module 5: Selling Cars

Reference Sell

Use the PNR you started in Module 3. Your customer will be in Chicago six months from now and needs a car. Your customer wants to pick up the car at O'Hare airport Tuesday morning at 10:00 and drop it off Thursday afternoon at 4:00. Your customer prefers Hertz intermediate sized cars with unlimited mileage. Your customer doesn't have a corporate discount number and wants the least expensive car.

1. Display low-to-high availability.

Answer: From the Car menu, select Availability. The Car Availability dialog box appears. The Basic Fields tab of the Car Availability dialog box should look similar to the following.

Car Availability

Basic Fields | Vendor Specific | One Way | More Car Types | Rate Categories

Dates
 Pickup Date: 02/05/02 Tuesday Time: 10:00
 Return Date: 02/07/02 Thursday Time: 16:00

Rental Company
 Vendor 1: ZE - Hertz
 Vendor 2:
 Vendor 3:

Rental Location
 City or Airport: ORD - O'Hare Intl Arpt
 Airport O'Hare Intl Arpt
 City Locations Chicago
 Via Reference Point
 Location ID Non-DarMaster Location

Rate Type: D - Daily Car Size: I - Intermediate

Search Cancel

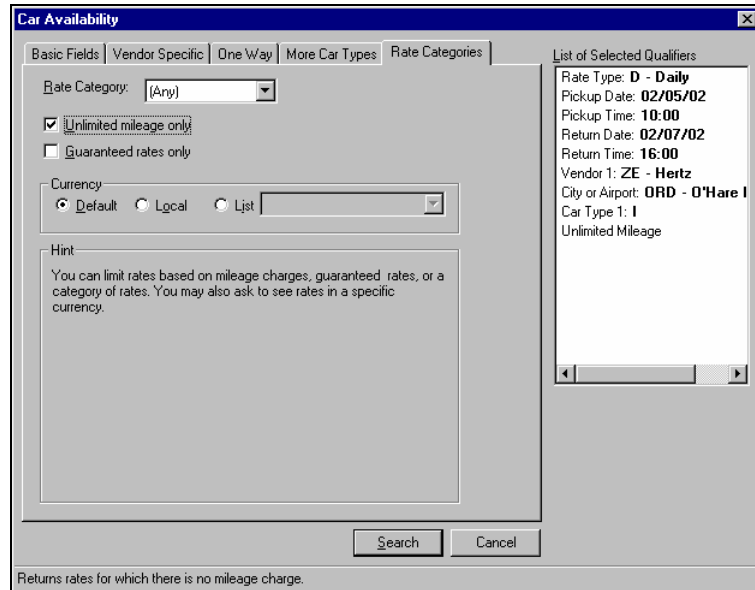
Time when car will be rented

List of Selected Qualifiers
 Rate Type: D - Daily
 Pickup Date: 02/05/02
 Pickup Time: 10:00
 Return Date: 02/07/02
 Return Time: 16:00
 Vendor 1: ZE - Hertz
 City or Airport: ORD - O'Hare Intl
 Car Type 1: I

Continued on next page

Reference Sell (Cont.)

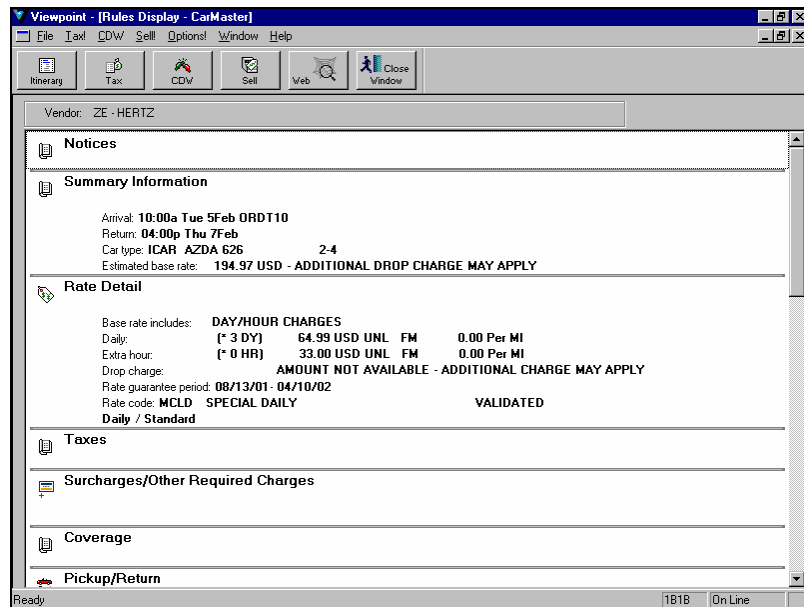
The Rate Categories tab should look similar to the following:



Click the Search button. The Car Availability window appears.

2. Display the rules for the least expensive car.

Answer: From availability, select the car with the lowest fare and click the Rules button. A window similar to the following appears.

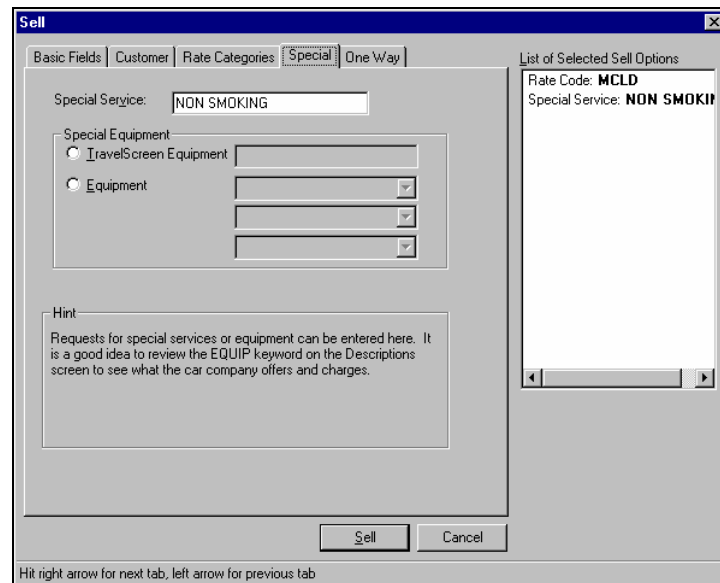


3. Sell the least expensive car.

Answer: Click the Sell button. The Sell dialog box appears.

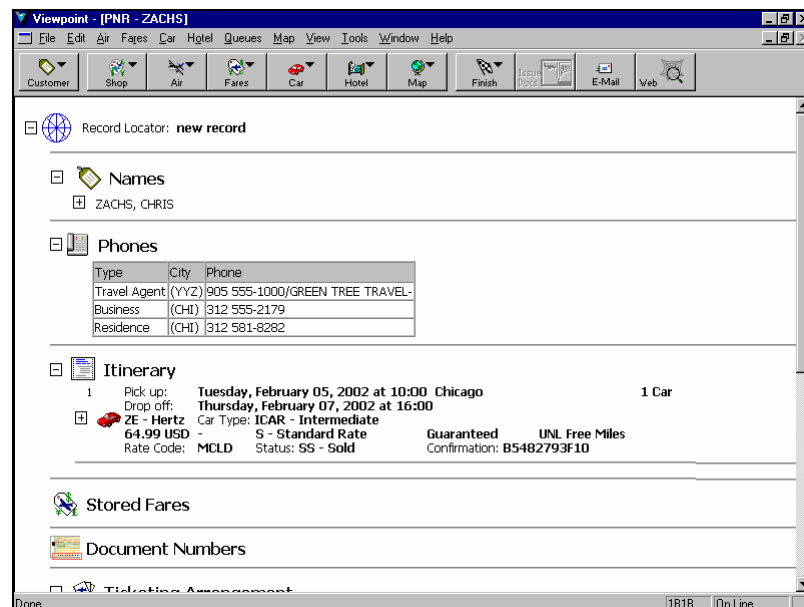
4. Add a special service request indicating that the customer requests a non-smoking car.

Answer: The Special tab should look similar to the following before clicking Sell:



5. Display the Itinerary to view the car segment.

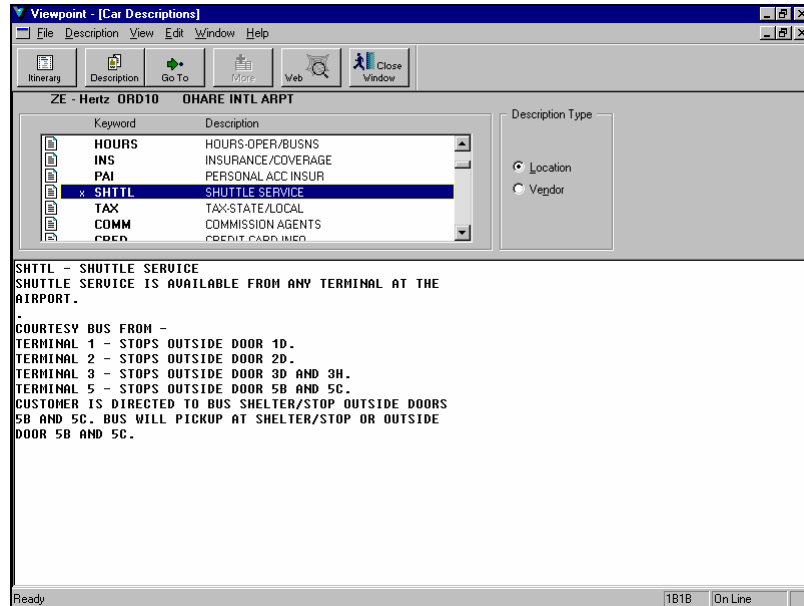
Answer: Click Itinerary. The screen should look similar to the following:



Display Car Descriptions

Use the PNR from the previous car practice (Chicago, Hertz intermediate sized car). Display shuttle information for the location that you have booked.

Answer: Select the car segment. Then, select 'Description' from the Car menu. The Car Description window appears. Double-click the 'SHTTL SHUTTLE SERVICE' Keyword. The Car Description should look similar to the following:

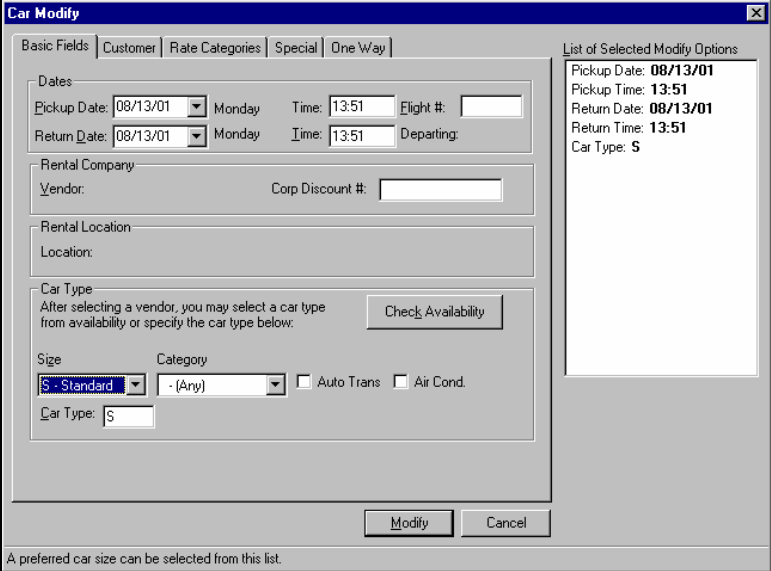


Modify a Car Segment

Use the PNR from the previous practice (Chicago, Hertz intermediate sized car).

1. Your customer's plans have changed. Modify the car segment, changing the car from an intermediate to a standard sized car.
2. Sell any Hertz standard sized car.

Answer: Highlight the car segment. Then select Modify from the Car menu. The Car Modify dialog appears. Change the Size to standard. The Car Modify dialog box should look similar to the following:



Car Modify

Basic Fields | Customer | Rate Categories | Special | One Way

Dates
 Pickup Date: 08/13/01 Monday Time: 13:51 Flight #:
 Return Date: 08/13/01 Monday Time: 13:51 Departing:

Rental Company
 Vendor: Corp Discount #:

Rental Location
 Location:

Car Type
 After selecting a vendor, you may select a car type from availability or specify the car type below:

Size: **S - Standard** Category: - (Any) Auto Trans Air Cond
 Car Type: S

List of Selected Modify Options
 Pickup Date: 08/13/01
 Pickup Time: 13:51
 Return Date: 08/13/01
 Return Time: 13:51
 Car Type: S

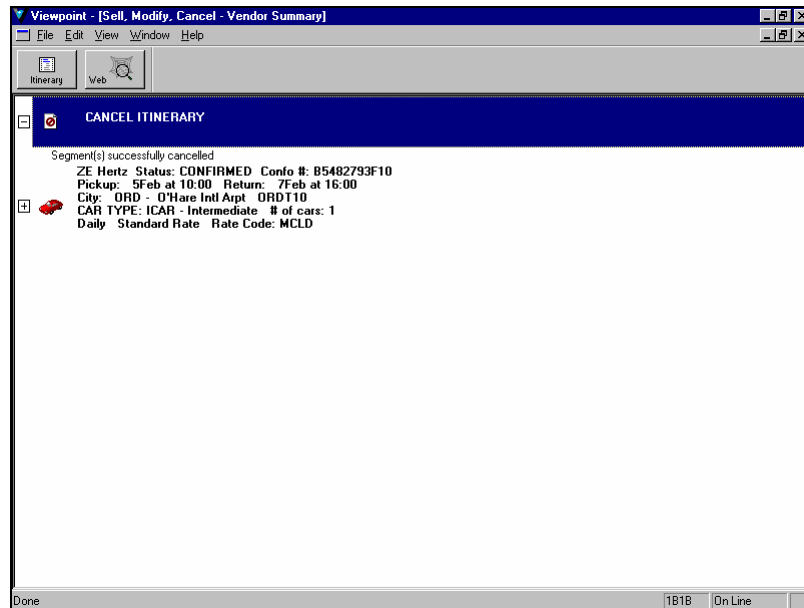
A preferred car size can be selected from this list.

Click the Check Availability button to see if the standard car is available. The Car Type Availability window appears. Click a standard car. Click OK, then click Modify to rebook the car segment. The Sell, Modify, Cancel – Vendor Summary window appears.

Cancel a Car Segment

Use the PNR from the previous practice (Chicago, Hertz standard sized car). Cancel the car segment.

Answer: Select the car segment. Click the Customer button and select 'Cancel Segment(s)'. A confirmation dialog appears. Click Yes to confirm the cancellation. The Sell, Modify, Cancel – Vendor Summary window appears. It should look similar to the following:



Direct Sell

Your customer will be in San Francisco six months from now. Your customer wants to pick up a car at the airport Monday morning at 10:00 and return it Wednesday afternoon at 3:00.

1. Direct sell a car. Your customer would like a 2/4 door, intermediate size with Avis. Sell the car using A123456 as the corporate discount number or one provided by your instructor.

Answer: Select Direct Sell from the Car menu. Complete the Vendor, Corp Discount#, and Car Type. The Car Direct Sell should look similar to the following.

Click Sell. The Sell, Modify, Cancel – Vendor Summary window appears.

Continued on next page

Direct Sell (Cont.)

2. Display the itinerary.

Answer: Click the Itinerary button to display the sold segment. The itinerary should look similar to the following:

The screenshot shows the Viewpoint software interface for a record locator 'new record'. The main content area is divided into several sections:

- Record Locator:** new record
- Names:** ZACHS, CHRIS
- Phones:** A table listing contact information:

Type	City	Phone
Travel Agent	(YYZ)	905 555-1000/GREEN TREE TRAVEL-
Business	(CHI)	312 555-2179
Residence	(CHI)	312 581-8282
- Itinerary:**
 - 1 Pick up: **Monday, February 04, 2002 at 10:00** San Francisco 1 Car
 - Drop off: **Wednesday, February 06, 2002 at 15:00**
 - Car Type: **ICAR - Intermediate**
 - Rate: **48.50 USD**
 - Rate Code: **YF** Status: **SS - Sold** Guaranteed UNL. Free Miles
- Stored Fares:**
- Document Numbers:**
- Ticketing Agreement:**

The status bar at the bottom indicates 'Done', '1818', and 'On Line'.

Module 6: Saving and Ignoring a PNR

Save a PNR

Save the PNR from previous modules. Re-retrieve the PNR after it has been saved.

Answer: From the itinerary window, click the Finish button and select Save PNR. The Save PNR dialog box appears. Type a name in the Received text box. Make sure the 'Re-retrieve this PNR after it has been saved' check box is selected. The Save PNR dialog box should look similar to the following before clicking Save.

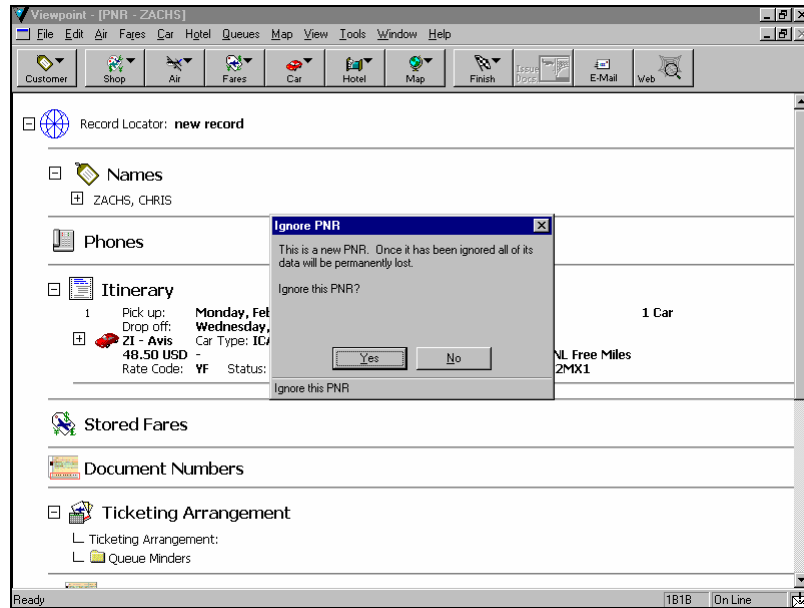
The screenshot shows a 'Save PNR' dialog box with the following elements:

- Received:** PAT
- Re-retrieve this PNR after it has been saved
- Queues:**
 - Do Not Route
 - Route to Favorite: Ticketing
 - Route to: Pseudo, 1B1B, Queue #: 90, Category, Date Range, Host: Apollo
- Stored Fares:** Verify All, Verify Select..., Retain All, Retain Select...
- Ticketing Arrangement:** Change Ticketing...
- Buttons:** Save, Cancel
- Footer:** Enter received field

Ignore a PNR

Ignore the PNR from previous practices.

Answer: Ignore a transaction by selecting Ignore from the Finish or Customer menu. You should receive the following dialog box when ignoring a transaction.



Module 7: Selling Hotels

Create a new PNR for your customer. Enter your name in the name field (as the customer) unless instructed otherwise.

1. Display a Hotel Index for a hotel near Manhattan Beach, near LAX airport, for six months from now beginning with Monday night for six nights. Search for hotels that are under \$175.00 per night and have an outdoor pool and meeting rooms.

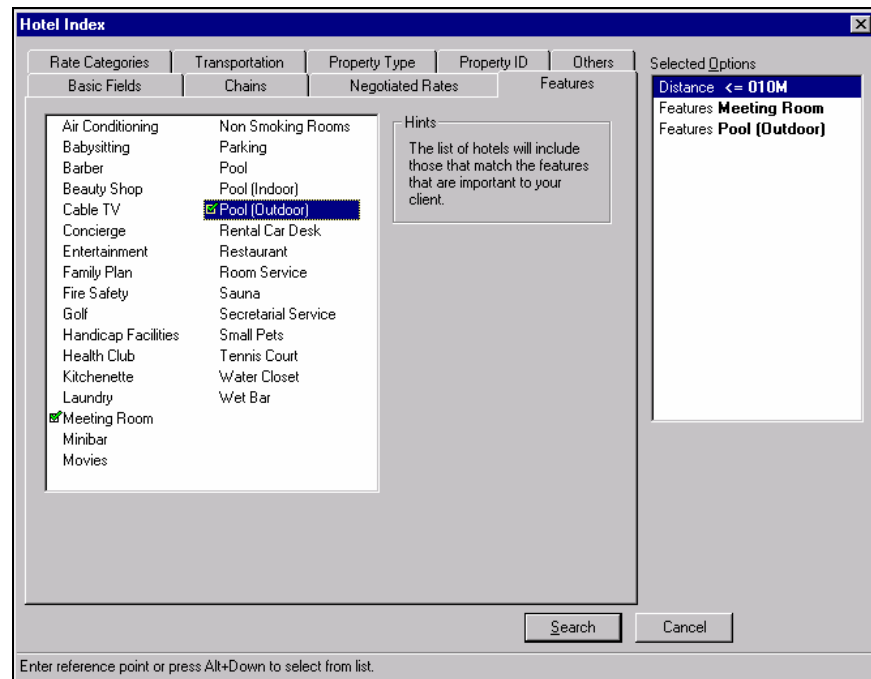
Answer: Select Index from the Hotel menu. Enter the In and Out dates, and enter LAX in the City or Airport text box. Click Reference Point, and select 'Manhattan Beach'. The Basic Fields tab should look similar to the following.

The screenshot shows the 'Hotel Index' search window. The 'Basic Fields' tab is selected. The 'In' date is 2/4/02, 'Out' date is 2/10/02, and 'Nights' is 6. The 'City or Airport' is set to LAX - Los Angeles Intl. The 'Reference Point' is set to MANHATTAN BEACH. The 'Distance' is set to Less Than 010. The 'Direction' is set to All. The 'Occupancy' is set to Single and the 'Currency' is set to Default. The 'Selected Options' pane on the right shows 'Distance <= 010M'. The 'Search' and 'Cancel' buttons are at the bottom.

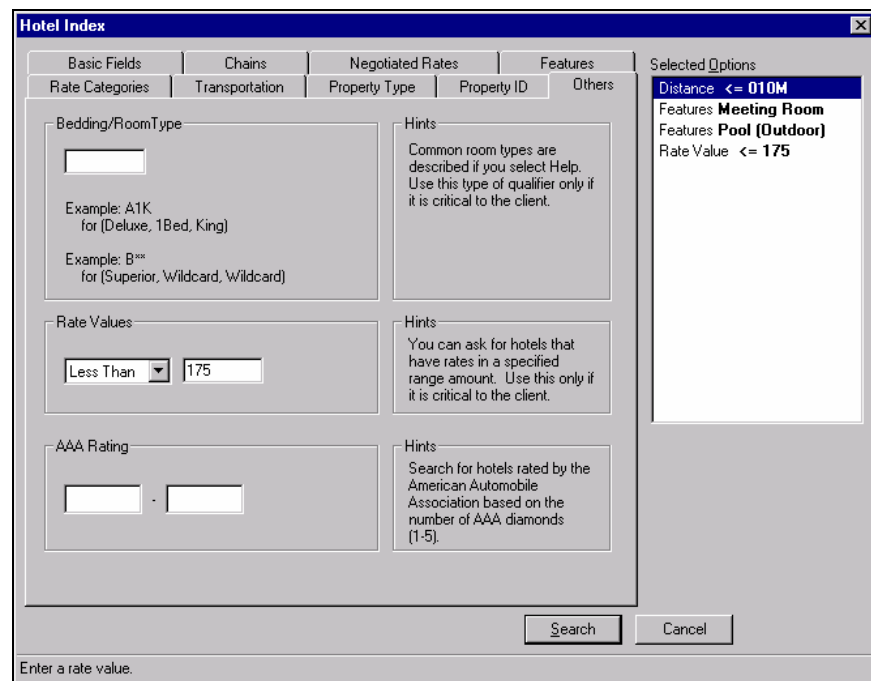
Continued on next page

Selling Hotels (Cont.)

The Features tab should look similar to the following.



The Others tab should look similar to the following.



Click Search. The Hotel Index results window appears.

2. Access a complete list of available rates for the third hotel listed.

Answer: From the Hotel Index display, click the third hotel listed. Then click the Complete button. A Complete Availability window similar to the following appears.

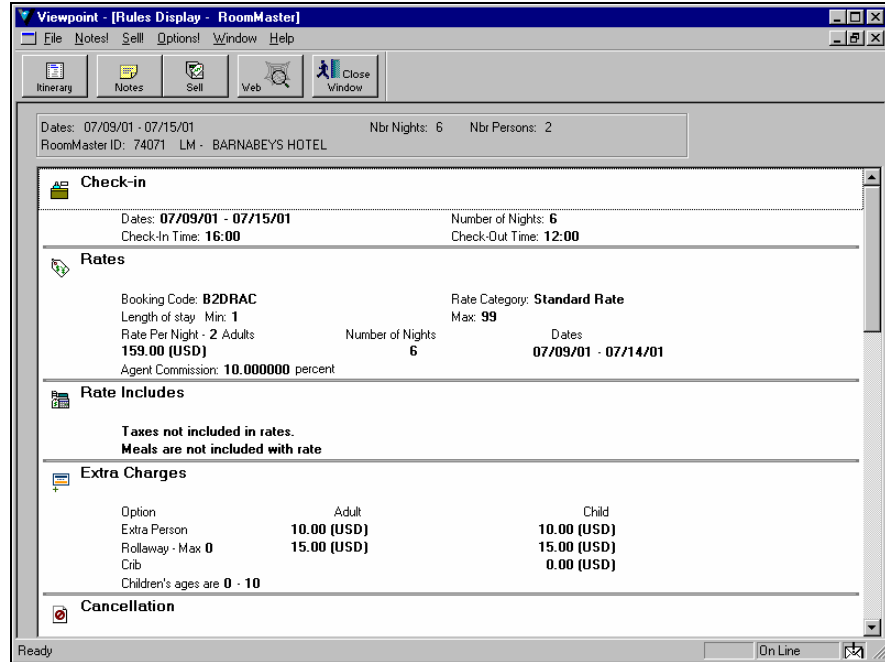
Line #	Booking Code	Description	Rate Category	Rate Amount	On Request	Rate Change	Comm- ission	Meal Plan	Cancel Policy
1	A1KRAC	Deluxe Room 1 King bed	Standard	169.00			x		x
2	A2DRAC	Deluxe Room 2 Double be	Standard	169.00			x		x
3	B1KRAC	Superior Room 1 King bed	Standard	159.00			x		x
4	B2DRAC	Superior Room 2 Double t	Standard	159.00			x		x
5	A1KCOR	Deluxe Room 1 King bed	Corporate	165.00			x		x
6	A2DCOR	Deluxe Room 2 Double be	Corporate	159.00			x		x
7	B1KCOR	Superior Room 1 King bed	Corporate	155.00			x		x
8	B2DCOR	Superior Room 2 Double t	Corporate	155.00			x		x
9	A1KAAA	Deluxe Room 1 King bed	Associati	149.00		x	x		x
10	A2DAAA	Deluxe Room 2 Double be	Associati	149.00		x	x		x
11	B1KAAA	Superior Room 1 King bed	Associati	139.00		x	x		x
12	B2DAAA	Superior Room 2 Double t	Associati	139.00		x	x		x
13	A1KSEN	Deluxe Room 1 King bed	Senior Cit	140.00			x		x
14	A2DSEN	Deluxe Room 2 Double be	Senior Cit	140.00			x		x
15	B1KSEN	Superior Room 1 King bed	Senior Cit	115.00			x		x
16	B2DSEN	Superior Room 2 Double t	Senior Cit	115.00			x		x
17	A1KGOV	Deluxe Room 1 King bed	Governm	115.00			x		x
18	A2DGOV	Deluxe Room 2 Double be	Governm	115.00			x		x
19	B1KGOV	Superior Room 1 King bed	Governm	89.00			x		x
20	B1KGOV	Superior Room 1 King bed	Governm	105.00			x		x
21	B2DGOV	Superior Room 2 Double t	Governm	89.00			x		x
22	B2DGOV	Superior Room 2 Double t	Governm	105.00			x		x

Continued on next page

Selling Hotels (Cont.)

3. Check the rate rules for the least expensive room rate that the customer can use.

Answer: Select a room, and then click the Rules button. A Rules Display similar to the following appears.



4. Sell the hotel using the American Express card (370000000000028 expiration 12/05) for the guarantee.

Answer: Click the Sell button. Enter the guarantee information. The Hotel Reference Sell dialog box should look similar to the following.

Viewpoint - [Hotel Reference Sell]

In Date: 07/09/01 Out Date: 07/15/01
Nbr Persons: 2 Nbr Rooms: 1
Chain: LM BARNABEYS HOTEL
RoomMaster ID: 74071 MANHATTAN BEACH CA
Booking Code: B2DRAC Rate: 159.00 USD

Sell Options
 Rate
 Customer
 Extra

Hints
You can indicate how the client wants to guarantee the reservation or supply other details you need to send to the hotel.

List of Selected Optional Fields
Res. Guar. = AX370000000000028E

Res. Guarantee: AX370000000000028EXP1202
CD Number:
Negotiated Rate:
Booking Source:

Guarantee Required
Sell
Cancel

Additional rate related sell options.

Click Sell.

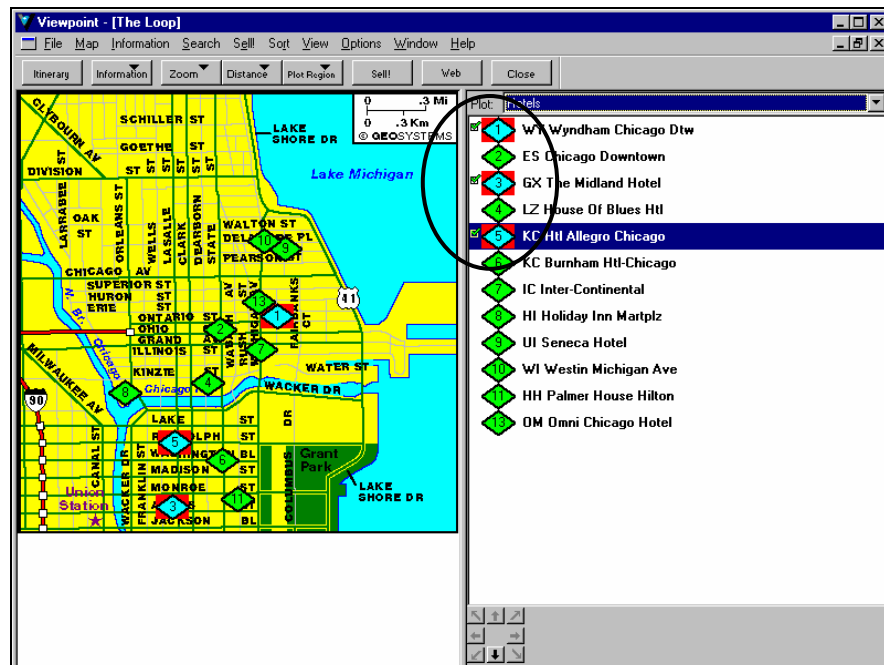
Module 8: Using Maps

Determine Distance Between Points

You are working with a customer who wants to book a hotel near the Art Institute in downtown Chicago six months from now.

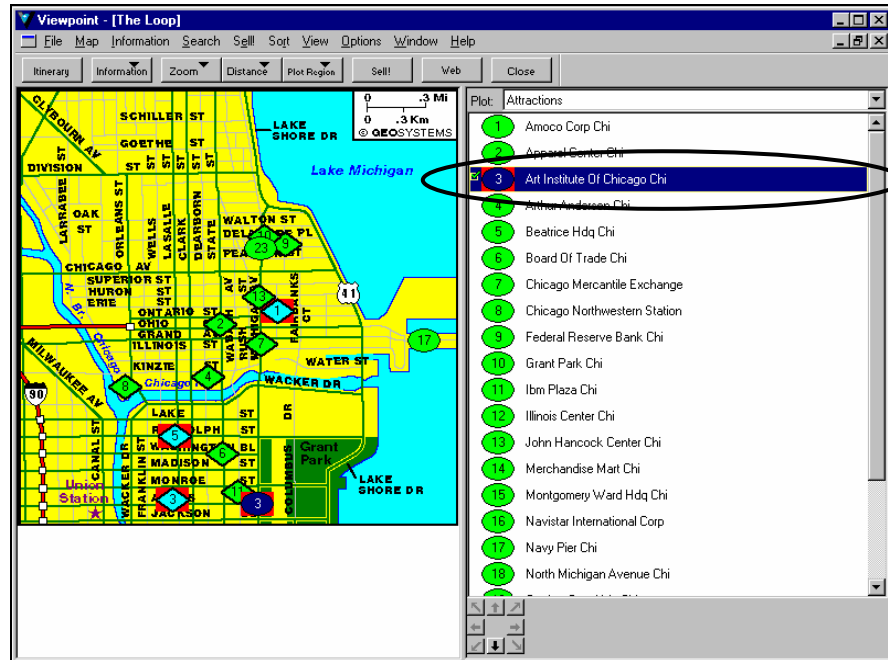
1. Search for hotels within a mile of the Art Institute of Chicago.
2. Mark the first, third, and fifth hotels for plotting on a map.
3. Display the map.

Answer: The map should display with the first, third, and fifth hotel selected as shown below.



4. Plot the Art Institute of Chicago on the map.

Answer: Select Attractions from the Plot drop-down arrow list. Double-click Art Institute of Chicago. The map display should look similar to the following.

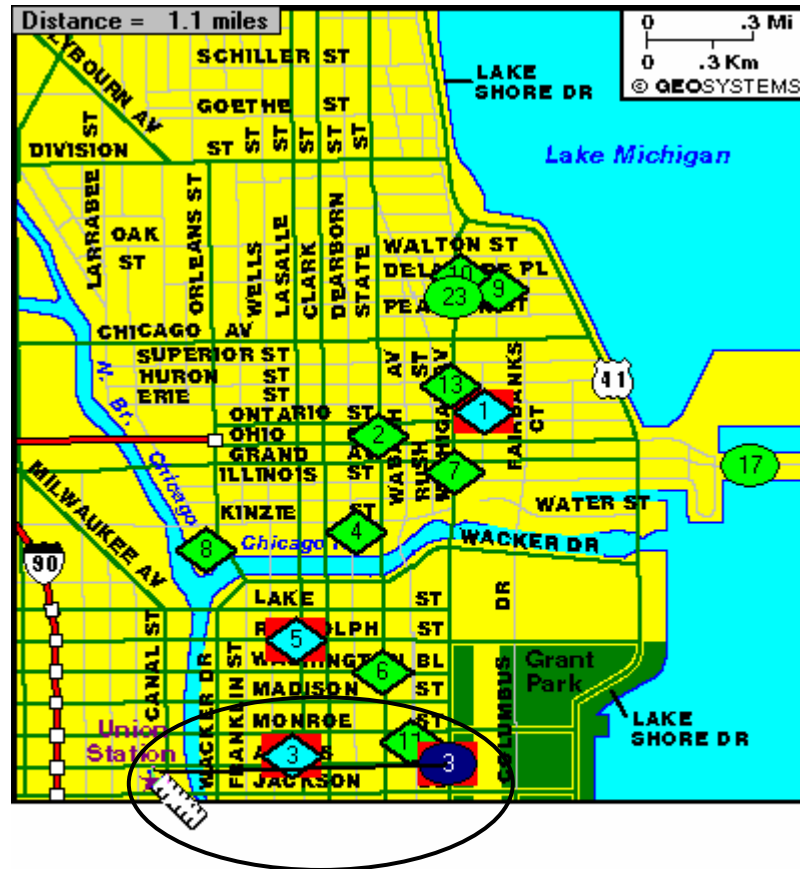


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Determine Distance Between Points (Cont.)

- Your customer asks how far the Art Institute is from Union Station. Find the distance between these two points.

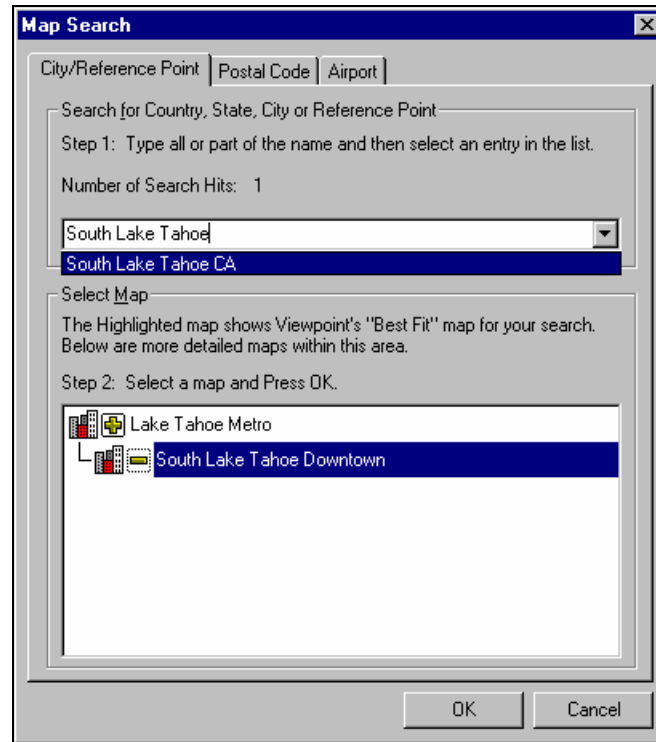
Answer: Click Distance and select Miles. Then click Distance and select Distance. Move the pointer over one of the points and click, and while holding the mouse button down move the pointer over the second point.



Create Custom Reference Points

1. Search for a map of South Lake Tahoe. Display the map.

Answer: Click the Map button and select Search. Complete the Map Search dialog box as shown, then click OK.

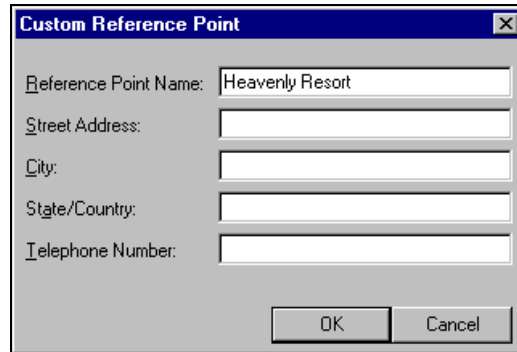


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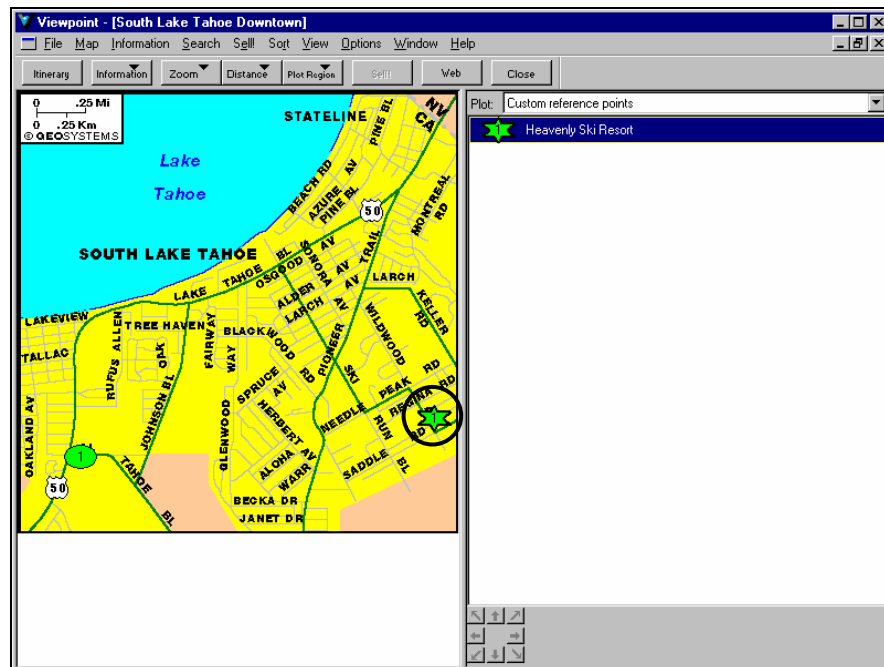
Create Custom Reference Points (Cont.)

2. Add the custom reference point, 'Heavenly Resort', to the lower right portion of the map, somewhere near where Saddle and Wildwood roads intersect. Optionally, add a fictitious address and telephone.

Answer: Select Insert Custom Reference Point from the Map menu. Move the pointer over the lower right corner of the map and click the mouse button. Type at least the name in the Custom Reference Point dialog box as shown. Then click OK.

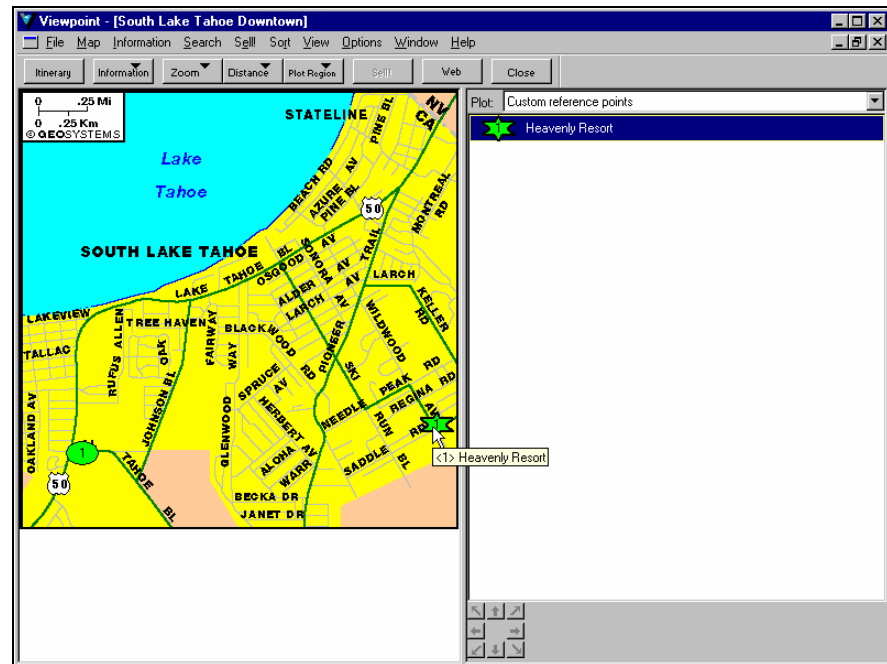


The map should look similar to the following.



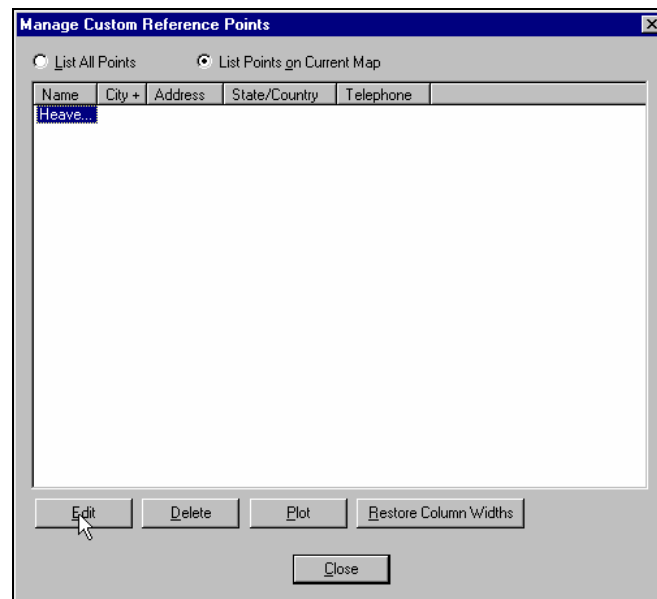
- Display the name of your custom reference point by pointing to its number.

Answer: Move the point over the custom reference point number.



- Change the 'Heavenly Resort' custom reference point name to 'Heavenly Ski Resort'.

Answer: Select Manage Custom Reference Points from the Options menu. Click the name, and then click Edit.



Change the name and click OK.

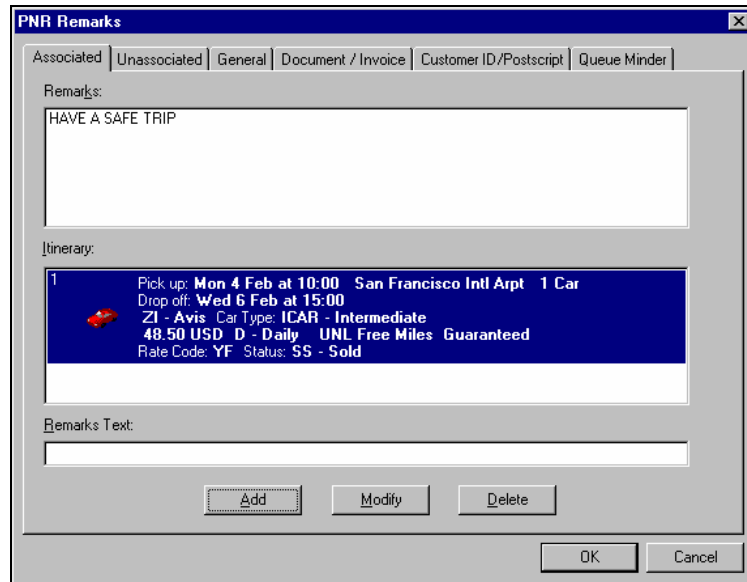
Module 9: Adding Optional PNR Fields

Add and Change PNR Remarks

Use the PNR that you saved in Module 6 (Avis intermediate size in San Francisco).

1. Associate the following remark to the car segment: HAVE A SAFE TRIP

Answer: Select Create/Edit PNR Remarks – Associated from the Customer Menu. On the PNR Remarks dialog box, select the car segment by clicking it. Type the remark in the Remarks Text field. Click Add. The PNR Remarks dialog box should look similar to the following.



The screenshot shows a dialog box titled "PNR Remarks" with a close button (X) in the top right corner. The dialog has several tabs: "Associated" (selected), "Unassociated", "General", "Document / Invoice", "Customer ID/Postscript", and "Queue Minder". Below the tabs, there is a "Remarks:" section with a text area containing "HAVE A SAFE TRIP". Below that is a "Itinerary:" section with a blue background and white text: "1 Pick up: Mon 4 Feb at 10:00 San Francisco Intl Arpt 1 Car", "Drop off: Wed 6 Feb at 15:00", "ZI - Avis Car Type: ICAR - Intermediate", "48.50 USD D - Daily UNL Free Miles Guaranteed", and "Rate Code: YF Status: SS - Sold". Below the itinerary is a "Remarks Text:" section with an empty text area. At the bottom of the dialog are three buttons: "Add", "Modify", and "Delete". At the very bottom right are "OK" and "Cancel" buttons.

2. Add the following remark to the itinerary (unassociated): THANKS FOR YOUR BUSINESS

Answer: Click the Unassociated tab. Type the remark in the Remarks Text field. Click Add. The dialog box should look similar to the following.

The screenshot shows the 'PNR Remarks' dialog box with the 'Unassociated' tab selected. The 'Remarks' field contains the text 'THANKS FOR YOUR BUSINESS'. Below the field is a 'Remarks Text' input box. At the bottom are buttons for 'Add', 'Modify', 'Delete', 'OK', and 'Cancel'.

3. Add a queue minder for two days from now to queue 30: CHECK FOR UPGRADE AVAILABILITY

Answer: Click the Queue Minder tab. Enter a date, 30 in the Queue text box, and your pseudo city code. Type the remark and click Add. The PNR Remarks dialog box should look similar to the following.

The screenshot shows the 'PNR Remarks' dialog box with the 'Queue Minder' tab selected. The 'Items' table contains one entry:

Date	Queue	Cat	Pseudo	Queue Text
02/02/02	30		1B1B	CHECK FOR UPGRADE AVAILABILITY

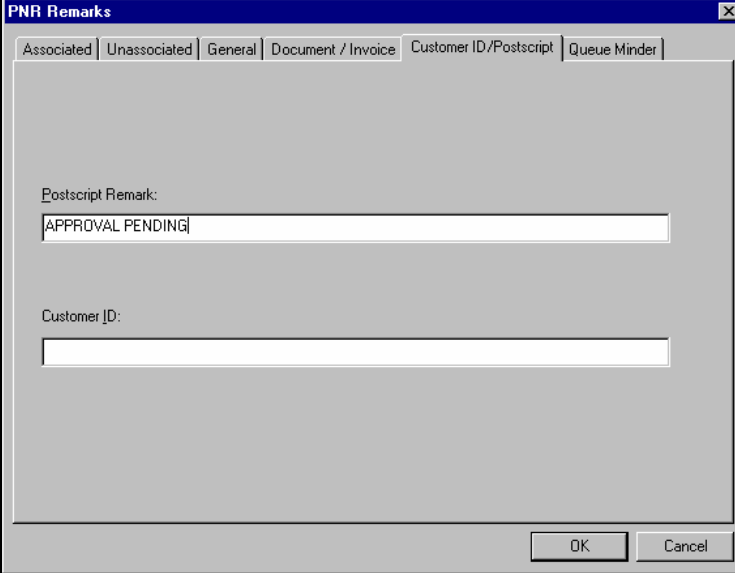
Below the table are input fields for 'Date' (02/02/02), 'Queue (0-99)' (30), 'Category' (empty), and 'Pseudo' (1B1B). A 'Text' field contains 'CHECK FOR UPGRADE AVAILABILITY'. At the bottom are buttons for 'Add', 'Modify', 'Delete', 'OK', and 'Cancel'.

Continued on next page

Add and Change PNR Remarks (Cont.)

4. Add the following postscript message: APPROVAL PENDING

Answer: Click the Customer ID/Postscript tab. Type the remark. The PNR Remarks dialog box should look similar to the following.



The screenshot shows a dialog box titled "PNR Remarks" with a close button (X) in the top right corner. The dialog has several tabs: "Associated", "Unassociated", "General", "Document / Invoice", "Customer ID/Postscript", and "Queue Minder". The "Customer ID/Postscript" tab is selected. Inside the dialog, there are two text input fields. The first is labeled "Postscript Remark:" and contains the text "APPROVAL PENDING". The second is labeled "Customer ID:" and is currently empty. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

Module 10: Working with PNRs

Retrieve a PNR

Retrieve Chris Zachs' PNR by name.

Answer: Click the Customer button and select Retrieve PNR. The Retrieve PNR dialog box appears. Type the last name in the text box. The Retrieve PNR dialog box should look similar to the following:

The screenshot shows a dialog box titled "Retrieve PNR" with three tabs: "Name / Record Locator", "Flight", and "Selective Access". The "Name / Record Locator" tab is selected. The dialog contains the following elements:

- A radio button labeled "Last Name:" is selected, with a text box containing "ZACHS" and a "First Name (optional):" text box.
- A radio button labeled "Record Locator:" is unselected, with a "Date (Optional):" dropdown menu.
- Below the "Record Locator:" section, there is a checkbox labeled "Retrieve from all branches" and a "Branch Pseudo:" text box.
- At the bottom left, there is a checkbox labeled "Retrieve from Galileo".
- At the bottom right, there are "OK" and "Cancel" buttons.
- At the very bottom, a status bar reads "Enter passenger's last name".

Click OK.

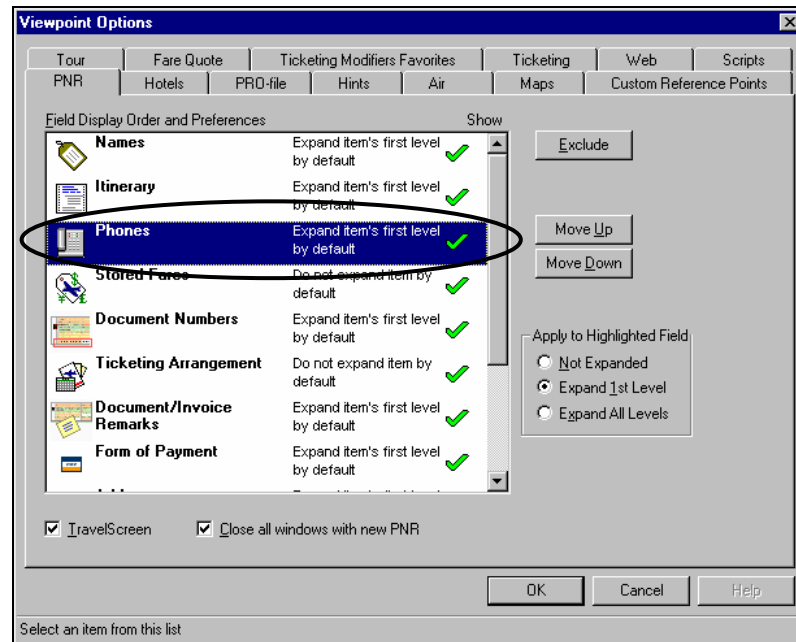
Module 12: Customizing Viewpoint™

Customize PNR fields on Itinerary Window

Make the following display changes to your itinerary window:

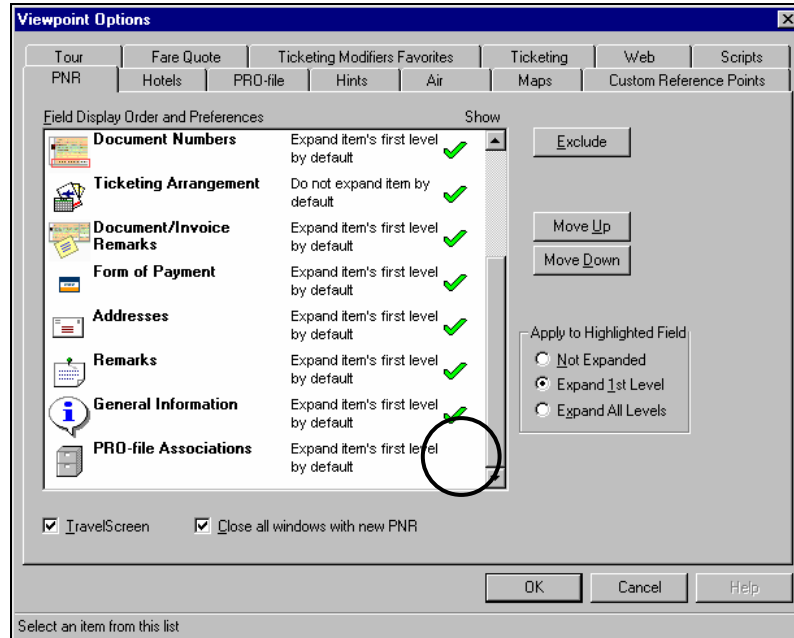
1. Display Phones *after* the Itinerary.

Answer: Select Options from the Tools menu. Click Phones, and then click the Move Down button. The Viewpoint Options should look like the following.



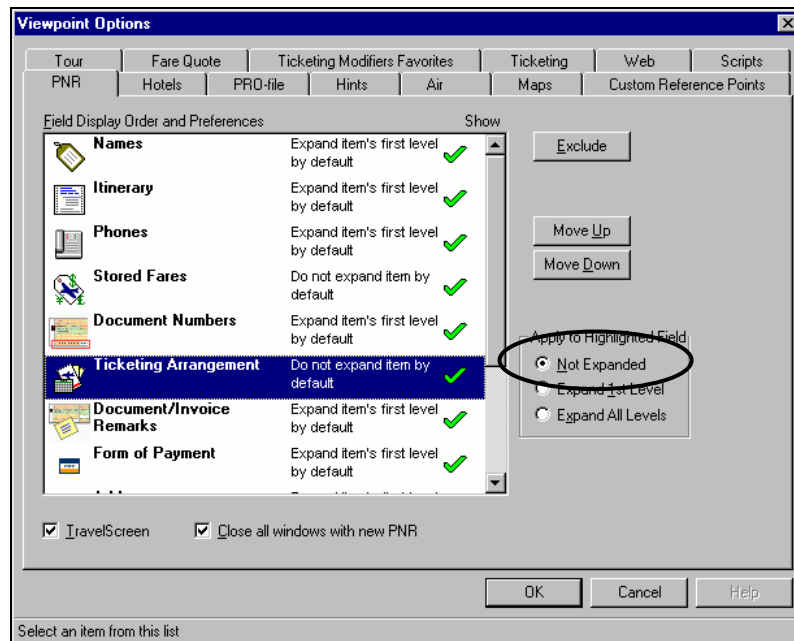
2. Do not show Profile Associations.

Answer: Click Profile Associations, and then click Exclude. There should not be a checkmark next to Profile Associations as shown below.



3. By default, do not expand Ticketing Arrangement.

Answer: Click Ticketing Arrangement, and then click Not Expanded as shown below.



Notes