# Messaging User Manual

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CHAPTER 1

# Getting Started with Messaging

The Tourplan messaging system enables document *templates* to be created and stored. These templates can then be used to create messages and documents that can be sent to Agents, Suppliers and passengers. The templates are created in Microsoft Word.

In this chapter ...

Messaging Overview ..... 2

TOURPLAN

## Messaging Overview

The Tourplan messaging application enables document *templates* to be created and stored. Templates are designed and defined in Microsoft Word and uploaded into the messaging application as a Message Definition. Message Definitions are used to generate messages and documents that can be sent to agents, suppliers, and passengers from within Tourplan NX. This User Manual will help you understand how to format your templates using messaging substitution codes and where to upload your messages as usable definitions.

## Message Types

The range of user documentation and printed output are generically called 'messages' although not all of the available message types are messages in the strict definition of the word—i.e., documentation which is communicated to agents or suppliers. There are 17 available types of documents, which can be created as message definitions. This User Manual will enable you to format your own documentation design.

Some templates which are used for speciality applications e.g. the Electronic Funds Transfer file (EFT) must be created in the NX Template Editor.

Message templates can be created to suit a wide variety of possible uses. Some examples are:

- Booking Confirmations to Agents
- Quotations to Agents
- Costing Sheets for office use
- Requests to Suppliers
- Amendments/Cancellations to Suppliers
- Pax Room Lists

Once message definitions are saved, they can be used to generate messages as frequently as is necessary. There is no limit to the number of saved message definitions, although for ease of use, the less message formats, and the more generic they are, the easier the messaging system is to use and maintain. Similarly, there is no restriction on the number of message definitions of the same type. For example, there can be an invoice message that (when output) displays pricing per service and another invoice message that only displays the total price.


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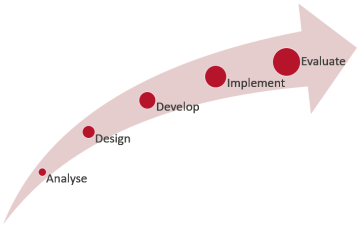
CHAPTER 2

# Planning Messages

It can be an exciting time redesigning your workplace documents and messages. It could also be a little daunting to know where and how to start.

We have a few ideas on how to plan your messaging project & over the years our support teams have helped many organisations with their messaging projects.

A 5 step approach in designing your messages allows you to analyse, design, develop, implement and evaluate each message. We have provided some tips and suggestions along the way.

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## Analyse

The analysis phase helps establish the content you require for each message. Involve key members of staff and brainstorm to identify content requirements.

**Decide**

Decide the message types your organisation requires. There are 17 message types available to message inTourplan from agent and supplier correspondence and financial documents to supplier requests and everything in-between. Assess what you need and work on one document at a time...

**Involve**

Its important to have input from specialists in your organisation to outline key content requirements for each message. Involve Subject Matter Experts (SME's) from your organisation.

- Supplier messages - it might be useful to have a product manager or operations manager as an SME.
- Financial documents - may be best suited to an accounts team member as an SME.

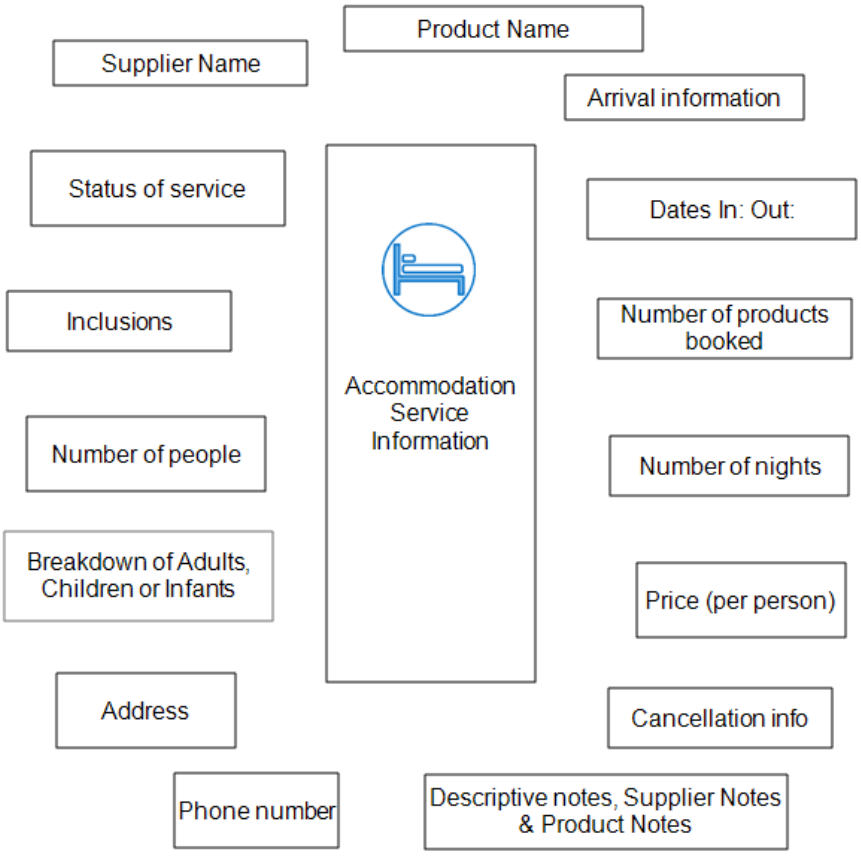
Decide on the message types your company requires, involve your SME's in each step.

**Brainstorm**

Perhaps have a brainstorm meeting with SME's. List or note down key information which needs to be included in each message. Including how the message is to be sent, is there a requirement to email the message from Tourplan?

This step can help to provide a testing check-list to ensure required elements are included in each message and it will also help in the following steps when identifying the required substitution codes.

This example itemises a brainstorm for an itinerary document for accommodation services.





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## Design

This is where you can get creative! From the listed content begin to design the look of the document. You may find it useful to conceptualise how the document will look when the message is generated.

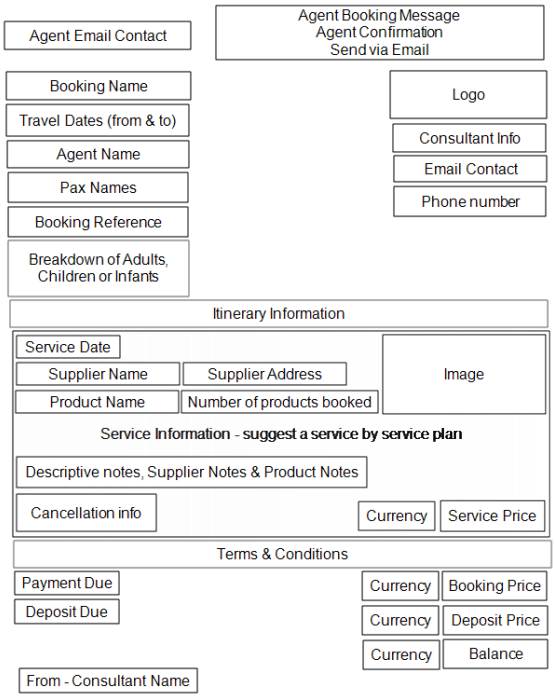
**Conceptualise**

We have a few of suggestions as to how you can create a concept document.

1. Write or type the content on a piece of paper, cut each portion; dates, supplier names, addresses, product names, inclusions, note information, images, pricing, etc. Now you can place the cut out content onto a piece of paper and play with the layout and look.
2. Create the document in Word (without placing the content in a table). Design what you would like the end result to look like. Type dates, supplier names, addresses, product names, inclusions, note information, images, pricing. Include your logo, contact information and terms and conditions required etc.
3. You may already have documents which are used in your company, you could base your Tourplan message formats on current documentation layouts.

Generating a concept document has great benefits for executing the overall design of each message. The more detail you provide in your concept allows for greater efficiency when locating substitution codes.

Here is an example of an Agent Booking Message concept.




**Identify**

From brainstorming and conceptualising your document design you can now begin to identify where the information is saved within Tourplan and the corresponding substitution code. It may be useful to list the content from your brainstorm and note where the field information is stored in Tourplan. If you are unaware of Message Template Header/Service/Footer elements we suggest you read up on this information first.

Additionally if the message is to be emailed, include email requirements in your analysis - which contact type is required? and are email addresses recorded in your system?

Once you have identified where in Tourplan the information is saved you can refer to our Messaging User Manual for substitution code topics - published and grouped into where the information is stored in Tourplan. Each topic has a list of substitution codes and the corresponding field name to help you identify the code required.

Parameters appended to the substitution codes will help output the required content from Tourplan.

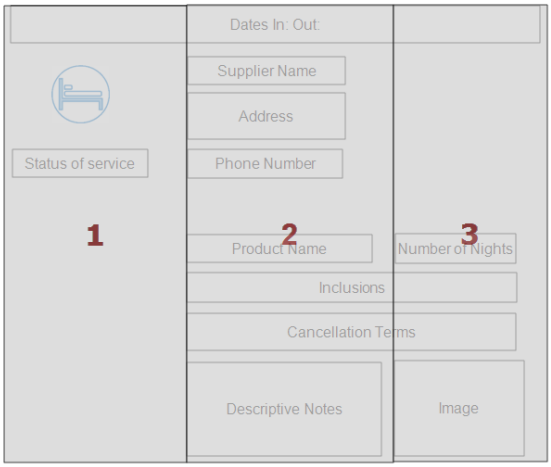
## Develop

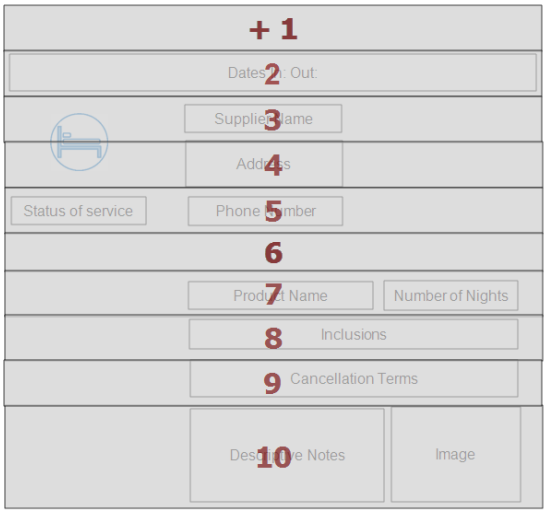
Once you have a prototype and have identified the required substitution codes it's time to format & style your message template. You can begin formatting the document into a Microsoft Word table. The suggestion we have here is to refer back to your concept document.

**Format**

Message templates are formatted in a Microsoft Word table. From the design phase work out the maximum number of columns you need - as you will probably merge table cells in some sections.

Example design - accommodation service:




Number of columns in this example = 3

Number of rows for this example = 10

We've inserted a blank table 3 columns, 10 rows for an accommodation service example.

| | | |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

We can now align column cells, merge or split cells, begin to format the message content within the table.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| | | |
|---|---|---|
| | | |
| Dates In: Out: | | |
| Icon image | Supplier Name | |
| | Address | |
| | Address | |
| | Phone Number | |
| Status | Product Name – Number of nights | |
| | Inclusions | |
| | Cancellation Terms | |
| | Descriptions | Image |

You should be able to identify fixed text components of the message content vs substitution code requirements.

1. Start with the header of your message, what information is required for your header? Start to insert text into the table cells.
2. Then work through the Service/Lines section, working with message formats to itemise the service layout requirements. This maybe where you need to merge or split cells to align your text.
3. Now the footer of your message.
4. Finally if the message is to be emailed, enter your email command tags. (Outside of the table)

Be mindful of the information the substitution code will generate. Is there enough space in the cell or will the text wrap within the cell? Also consider the alignment you want for the data being output and set that in the cell accordingly.

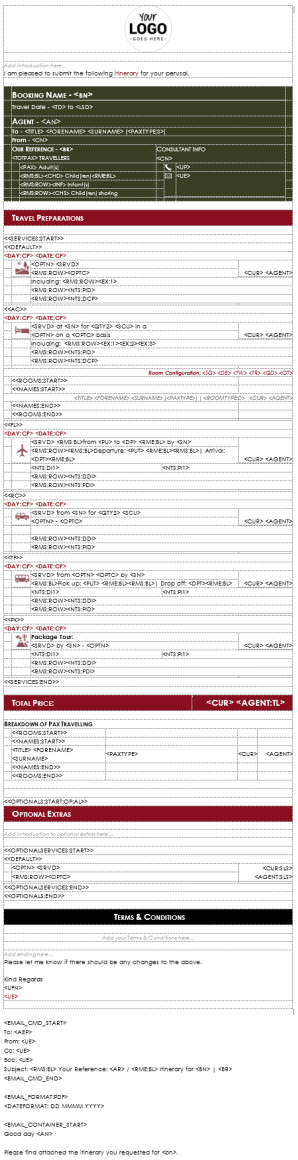
Don't be too concerned if the substitution code wraps in narrow financial columns. So long as when the message is generated there is enough room to extract values.

**Style**

Now you can make it look pretty... apply Microsoft Styles to the document, perhaps add table boarders to section your message.

**NOTE:** You may be working with a pre-approved style guide which you need to adhere to company fonts, font size, logo size and placement, or a company colour pallet. Remember Microsoft Word fonts, font colours and styles format how the message will generate from Tourplan.

Example Itinerary:




In this example table cell background colours are applied, font colour and a larger font size for Itinerary dates sections the message for the reader. Coloured icons are applied for different service types. An Italic font is used for the display of accommodation room types.



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## Implement & Evaluate

This phase is also known as the testing phase.

**Upload**

Upload the message template as a Message Definition in Tourplan. Create a test booking with multiple service types and generate your message.

It's unlikely you will get the layout right the first time. You will probably need to make tweaks to the template until you are happy with how the message is displaying.

**Test**

Test with multiple bookings, different; dates, supplier names, product name, and inclusions. This will ensure the layout is fit for purpose for all booking variations.

Send the generated message to your SME to make sure its received, and if the layout is displaying as intended for print and digital display.

**Evaluate**

Initial evaluation ensures the message is generating the right content including eliminating any spacing and formatting issues. Continue editing, testing and evaluating until you have the message operating as intended.

**Edit**

Message template edits occur in Microsoft Word. Each time a template is edited in Microsoft Word it will need to be re-uploaded to Tourplan's Message Definitions for re-testing with a booking.

**Approve**

Once you're happy with the message generation, approve the document for use within your organisation.

**Ongoing Evaluation**

The evaluation phase of messaging can occur regularly - is the message still fit for purpose? have you implemented a new feature in Tourplan? could this information be used in messaging communication?

If you're editing a message template we suggest you revisit the develop, implement phases each time to ensure the message is operating as expected.

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## Considerations

There are a number of considerations yourself and SME's should discuss to enable an efficient messaging design project.

- Who is the audience for each message? - which message type is required and which application will the message need to be generated from?
- What information needs to go on each message?
- Where should information be placed to generate the right field information?
- How will the user send the message? Are email addresses stored in Tourplan and what contact type parameters will need to be applied.

What are the non negotiable details for your documents?

Information such as:

- **Your contact information**

  Your name, address, phone number, email address, and the name of your company.
- **The client's information**

  Including pax name/booking name, and any pax profile information if applicable. Perhaps agent names and contact details could be important to have.
- **Description of service**

  Detail booking information, be sure to include the dates of service and FCU and SCU values. Per person pricing or total booking values. Do you use optional services, how do you want to display alternative options to up sell?
- **Payment methods**

  How do you want to communicate payment methods? What financial information needs to be included; bank account information, due dates, and deposit requirements. You may want to look at providing a QR code for clients to use...
- **Reference numbers**

  Ensure your invoice number and booking reference are noted for financial documents. Supplier messages may require rate codes, or supplier confirmation numbers.

**Display your brand**

This is the chance to show case your brand to your clients. When you create a message document, logos should be displayed in a prominent location.

Your logo provides the receiver with knowledge of who the message is from at a glance. Agent logos can also be used in an agent note field - a substitution code can be used to generate your agents logo on to your documentation.

Microsoft design elements makes your document look professional and selection of your company colours helps align your company brand identity.

**Format for print and digital**

Agents may want to print your documents for their clients, ensure your testing includes print and digital message generation. Check message print and digital displays properly when sent before giving the message sign off.

**Images**

Images can look smart and engaging on client facing messages such as itineraries. Images can be saved within supplier or product notes and substitution codes used to extract images from Tourplan. Saving of images within the note should however be re-sized (in software outside of Tourplan) to a uniform pixel size to ensure your generated message display is not compromised by a large image.

**Including descriptions for products**

Notes can store supplier, and product descriptions, cancellation information, check in & check out times. The formatting of your notes needs to be considered.

**Friendly sign off “Thank you!"**

Consider you sign off, substitution codes can be used to generate the name of the user sending the message or a signature created extracting the user contact fields from Tourplan.


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**Finally...**

Knowledge of Microsoft Word is essential to completing this project. The more knowledge you have on Word tables, cell alignment, merging/splitting cells and formatting in Microsoft Word the more equipped you'll be to design your messages. Tourplan messaging design allows your messaging to be as simple or as complex as necessary.

Microsoft Word does have some template designs which could help, or we have downloadable templates to help you get started.

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CHAPTER 3

# Message & Template Overview

The messaging system works on the basis of substituting details from Bookings, Quotes and Accounting Data by placing "substitution codes" in the message template in conjunction with text.

This chapter will help with an understanding the Template setup and the use of substitution codes.

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Message Configuration ..... 15
Template Configuration ..... 16
Message Template Creation ..... 21
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Message Template Setup and Testing Considerations ..... 31
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## Message and Template Structure

The substitution codes are enclosed in the < > ('Chevron') brackets (normally Shift/Comma, and Shift/Period) and on output, Tourplan NX substitutes the codes with the required text. A simple example is a booking agent message could have the following in it:

"Booking Confirmation For: <bn>" and on output, Tourplan NX will substitute the Booking Name for the substitution code <bn>.

A Substitution Code exists for almost every field in the Tourplan NX System. This allows documentation to be unique and designed for user companies' specific requirements.

Data that is output when substitution codes are in **bold**, *italic* or coloured will inherit the same enhancements.

Messages are able to be output from:

- PCMs
- Groups
- FIT's
- Agents (Debtors)
- Suppliers (Creditors)

Tourplan NX can control which messages can be edited and where they can be edited from. Accounting based messages cannot be edited as it is controlled internally. Message types can have their editing status set in Message Definitions where you can define a template with an editing destination.

## Generated Message Editing

When message definitions are uploaded into NX, the editing options can be set per message. The output editing methods offered are:

**User Choice**. The user can either edit in NX (in HTML only) or download and edit or print in Word.

**External Only**.If the message needs to be edited or printed, it must be downloaded. The assumption here is that the content and layout is complex and so can only be maintained by completing the edits in Word.

**Internal Only**. The message can only be edited in the NX Editor (HTML). The assumption here is that these are bulk/volume type messages with a layout and content that is not overly complex and does not require the overhead of download, edit, save, upload that editing in Word requires.

**None**. The message can only be viewed and downloaded. Changes can only be made in the System Code Setup.

At Booking/PCM level, if the template includes email commands, the message can be output to email.

Depending on the message template settings, messages output from the template can be saved for later review or resending.


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## Message Configuration

Messages are single documents that have three component sections - the Header section, the Body (or "Lines") section and the Tail section - with some special functions available in each of those sections. In simple terms, the Header and Tail contain data which relates to the Booking/PCM, and the Body contains data which relates to the individual services in the booking.

The Header and Tail contain information that relates to the message in general. In the Header of a Booking/PCM message, it's common to have details such as the Booking/PCM name, travel date, and message output date. In the Tail section, it's common to include details of total pricing, terms and conditions, and booking cancellation details.

The Body section of the template contains the format and detail of the individual services to be output.

The simple example Booking Agent message below shows the message sections. This message was created using the Template shown in "Template Configuration" on the next page.

> The example message below has been edited into a condensed form to allow all message sections to display in a reasonable amount of space.

ABC Tours & Travel

**Booking Confirmation For** **Hansford Mr & Mrs D**
**Travelling On** **17 Oct 19**

To: Aussie & Kiwi Travel
From: Geoff Bea
Date: 07 May 19

Message Header Section

I am pleased to confirm the following booking
Please let me know if you have any queries or require any alterations to be made to the details below.
We look forward to welcoming your clients.

**Date of Travel:** 17 Oct 19
**No Of People:** 2 adults, 0 child(ren), 0 infant(s)
**Our Reference:** NZFI104593
**Your Reference:** AKT-91021017
**Total Price:** NZD 3574.00

**Travel Arrangements**

Your itinerary is from **17 Oct 19** to **22 Oct 19.**

**Detailed Itinerary**

**Thursday 17 Oct 19 Christchurch**
**Rental Vehicle:Group C - Compact Automatic - Standard rate** NZD 898.27
**Budget Rent A Car** **Confirmed**
Total 2 Pax

**ACCOMMODATION: 1 Night at the Commodore Airport Hotel in a Superior Room** NZD 357.80
Rooms: 1 Double **Confirmed**
Total 2Pax: Mr Dick Hansford- Adult, Mrs Robyn Hansford- Adult

Message Body Section

**Friday 18 Oct 19 Mt Cook**
**ACCOMMODATION: 2 Nights at the The Hermitage Hotel in a Premium Room (Aoraki Wing).** NZD 1,462.79
Rooms: 1 Double **Confirmed**
Total 2 Pax: Mr Dick Hansford- Adult, Mrs Robyn Hansford- Adult
**Extras Included:** 2 Adults x 2 Full Bfast

**Sunday 20 Oct 19 Queenstown**
**ACCOMMODATION: 2 Nights at the Copthorne Lakefront Hotel in a Superior Room.** NZD 497.34
Rooms: 1 Double **Confirmed**
Total 2 Pax: Mr Dick Hansford- Adult, Mrs Robyn Hansford- Adult

**Tuesday 22 Oct 19 Christchurch**
**ACCOMMODATION: 1 Night at the Commodore Airport Hotel in a Superior Room.** NZD 357.80
Rooms: 1 Double **Confirmed**
Total 2 Pax: Mr Dick Hansford- Adult, Mrs Robyn Hansford- Adult

**End of Tour Arrangements**

This booking is subject to our Booking Conditions, a copy of which is attached.
I hope the above arrangements meet with your approval.
Please do not hesitate to contact me at the office for any further information you might require.
**Best regards,**
**Geoff**

Message Tail Section

## Template Configuration

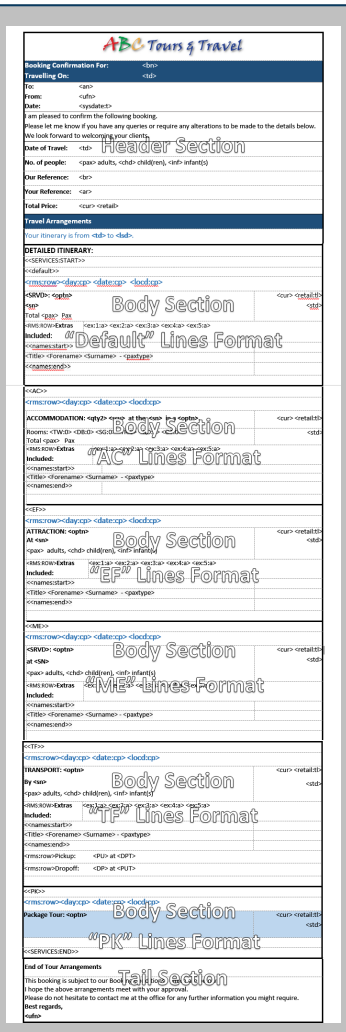
The substitution codes that output specific fields of data are enclosed in single chevron brackets< > e.g., <bn> will substitute the Booking Name.

A higher level of codes - enclosed in double chevron brackets << >> are used to define distinct sections within the template e.g., optional services or to indicate specific sections of the message e.g., pax names.

In addition to section codes and substitution codes, there are conditional codes that assist with the formatting and output of the message e.g., removing blank rows or containing email send commands.

The message template Body (Lines) Section can have different Line formats to suit different types of messages and different types of services. In addition to information, such as supplier name and address, services like transfers need to show a pick-up and drop-off date, time, and place. Sightseeing services need a service date (and possibly time); accommodation services need an in and out date, room types, and meals included. Products have a Message Format Type code attached to them that tells the system which format type to use for each product when the message is generated. In the event that a product does *not* have a Service Format Code attached, a "Default" format type must be included in each message template to allow some detail to be output for those products.

The example message in "Message Configuration" on the previous page was created using this template.




Although the example itinerary template includes the Default, AC (Accommodation), EF (Entry Fees), ME (Meals), TF (Transfers), and PK (Package Tours), only the Default, AC service formats were used in the booking. Selected template sections are detailed below.



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Substitution codes enclosed within the double chevron brackets e.g. <<SERVICES:START>>, <<SERVICES:END>>, <<DEFAULT>>, <<AC>>, <<EF>> are automatically removed during message generation. They indicate where specific formatting or data should be output in the template. See "Messaging Template Sections" on page 33.

The code <rms:row> does not have any output and it is used to remove an entire row from a table if no data is returned by the subsequent substitution code.

## Message Header Section

ABC Tours & Travel

| | |
|---|---|
| **Booking Confirmation For:** | <bn> |
| **Travelling On:** | <td> |
| **To:** | <an> |
| **From:** | <ufn> |
| **Date:** | <sysdate:t> |

I am pleased to confirm the following booking.
Please let me know if you have any queries or require any alterations to be made to the details below.
We look forward to welcoming your clients.

| | |
|---|---|
| **Date of Travel:** | <td> |
| **No. of people:** | <pax> adults, <chd> child(ren), <inf> infant(s) |
| **Our Reference:** | <br> |
| **Your Reference:** | <ar> |
| **Total Price:** | <cur> <retail> |

**Travel Arrangements**

Your itinerary is from **<td>** to **<lsd>**.

| | |
|---|---|
| <BN> | Booking Name |
| <TD> | Travel Date |
| <AN> | Booking Agent Name |
| <UFN> | Users Full Name |
| <SYSTEMDATE:T> | System Date: Time |
| <TD> | (From) Booking Travel Date |
| <PAX> | Total Adult Pax |
| <CHD> | Total Children |
| <INF> | Total Infants |
| <BSTD> | Booking Status Description |
| <BR> | Booking Reference |
| <AR> | Booking Agent Reference |
| <CUR> | Currency |
| <RETAIL> | Retail Amount |
| <TD> | (From) Booking Travel Date |
| <LSD> | (To) Booking Last Service Date |

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## Message Body Section - <<Default>> Service Format

**DETAILED ITINERARY:**

<<SERVICES:START>>

<<default>>

<rms:row><day:cp> <date:cp> <locd:cp>

| | |
|---|---|
| **<SRVD>: <optn>**<br>**<sn>**<br>Total <pax> Pax | <cur> <retail:tl><br><std> |
| <RMS:ROW>**Extras Included:** | <ex:1:a> <ex:2:a> <ex:3:a> <ex:4:a> <ex:5:a> |
| <<names:start>> | |
| <Title> <Forename> <Surname> - <paxtype> | |
| <<names:end>> | |

| | |
|---|---|
| <<SERVICES:START>> | Indicates the beginning of the message Body section. Row removed on output |
| <<DEFAULT>> | The service format type used by products that have no specific format defined in the template |
| <RMS:ROW> | If no data is substituted, the table row is removed |
| <DAY:CP> | Day of the Week. :CP - The output is not repeated for subsequent services on the same day/date |
| <DATE:CP> | Date of Service :CP - The output is not repeated for subsequent services on the same date |
| <LOCD:CP> | Service Location Description. Append :CP and the service location is not repeated for subsequent services on the same day/date/location |
| <SRVD> | Product Service (Type) Description |
| <OPTN> | Product Description/Name |
| <CUR> | Service Currency Code |
| <RETAIL> | Service Retail Amount. :TL = Total for all components of the service |
| <STD> | Service Status Description |
| <SN> | Product Supplier Name |
| <PAX> | Total Adult Pax (using this service) |
| <EX> | Additional Items available with the product and included in this booking<br>:1 - :5 = Extras 1 - 5 Short Description;<br>:a - include extras first & second charge unit quantities & descriptions |
| <<NAMES:START>> | Indicates the start of the pax names using the service |
| <TITLE> | Passenger name title e.g., Mr, Mrs, Master, Ms |
| <FORENAME> | Passenger first name |
| <SURNAME> | Passenger surname / family name |
| <PAXTYPE> | Passenger Type - Adult, Child or Infant |
| <<NAMES:END>> | Indicates the end of the pax names using the service |



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## Message Body Section - <<AC>> Accommodation Service Format

| | |
|---|---|
| <<AC>> | |
| <rms:row><day:cp> <date:cp> <locd:cp> | |
| **ACCOMMODATION: <qty2> <scu> at the <sn> in a <optn>.** | <cur> <retail:tl> |
| Rooms: <TW:0> <DB:0> <SG:0> <TR:0> <QD:0> <OT:0><br>Total <pax> Pax | <std> |
| <RMS:ROW>**Extras Included:** | <ex:1:a> <ex:2:a> <ex:3:a> <ex:4:a> <ex:5:a> |
| <<names:start>> | |
| <Title> <Forename> <Surname> - <paxtype> | |
| <<names:end>> | |

| | |
|---|---|
| <<AC>> | The service format type used by products that have the AC format code attached |
| <RMS:ROW> | If no data is substituted, the table row is removed |
| <DAY:CP> | Day of the Week. :CP - The output is not repeated for subsequent services on the same day/date |
| <DATE:CP> | Date of Service :CP - The output is not repeated for subsequent services on the same date |
| <LOCD:CP> | Service Location Description. Append :CP and the output is not repeated for subsequent services on the same day/date/location |
| <SRVD> | Product Service Type description |
| <OPTN> | Product Description/Name |
| <CUR> | Service Currency Code |
| <RETAIL> | Service Retail Amount. Append :TL to display the total for components of the service |
| <STD> | Service Status Description |
| <SN> | Product Supplier Name |
| <PAX> | Total Adult Pax (using this service) |
| <SCU> | Description of the second charge unit e.g. Nights |
| <EX> | Additional Items available with the product and included in this booking<br>:1 - :5 = Extras 1 - 5 Short Description;<br>:a - include extras first & second charge unit quantities & descriptions |
| <<NAMES:START>> | Indicates the start of the pax names using the service |
| <TITLE> | Passenger name title e.g., Mr, Mrs, Master, Ms |
| <FORENAME> | Passenger first name |
| <SURNAME> | Passenger surname / family name |
| <<NAMES:END>> | Indicates the end of the pax names using the service |

## Message Tail Section

The Tail section starts immediately after the <<SERVICES:END>> tag.

<<SERVICES:END>>

**End of Tour Arrangements**

This booking is subject to our Booking Conditions, which are below.
I hope the above arrangements meet with your approval.
Please do not hesitate to contact me at the office for any further information you might require.
**Best regards,**
**<ufn>**

| | |
|---|---|
| <<SERVICES:END>> | Indicates the end of the message Body section. Row removed on output |
| <UFN> | User Full Name |


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## Message Template Creation

With the exception of Booking Agent XML and EFT Output, (which are covered separately in this guide), the message templates are defined as Word documents and then stored in the Tourplan NX database. They can only be created and edited in Word.

When created, the document needs to be saved in the NX database. To edit the template, download it from NX, open in Word and change as required. Once the changes are made and saved, upload the template to NX and make it available to the NX users. The template will download with the message code and date time. As the name and the download and upload processes are not linked in any way, it is possible to:

- Create the template
- Upload and test
- Download
- Edit
- Upload & Test
- Download
- Edit
- Upload & Test

Continue with this process until the message content is fit for purpose and operation as intended.

## Message Definitions

The Tourplan messaging system enables message templates to be created and stored in - Code Setup > Message Definitions. These templates can then be used to create messages and documents that can be sent to Agents, Suppliers and Passengers/Clients.

The range of user documentation and printed output are generically called 'messages' although not all of the available message types are messages in the strict definition of the word—i.e., documentation which is communicated to Agents or Suppliers. The 16 available types of documents which can be created as message templates are:

1. Agent Statement Message
2. Batch Invoice Message
3. Booking Agent Message
4. Booking Supplier Message
5. Booking XML Message
6. Cheque Message
7. Credit Note Message
8. Debtor Receipt Message
9. EFT Payment Message
10. General Agent Message
11. General Supplier Message
12. Invoice Message
13. PCM Agent Message
14. PCM Supplier Message
15. Remittance Cheque Message
16. Remittance Message
17. Voucher Message

Message templates can be created to suit a wide variety of possible uses. Some examples are:

- Booking Confirmations to Agents
- Quotations to Agents
- Costing Sheets for office use
- Requests to Suppliers
- Amendments/Cancellations to Suppliers
- Pax Room Lists

Once the message templates are defined in Message Definitions, they can be used as frequently as is necessary. There is no limit to the number of message templates that can be defined, although for ease of use, the less message formats and the more generic they are, the easier the messaging system is to use. Similarly, there is no restriction on the number of message templates of the same type that can be created. For example, there can be an invoice template that when output displays pricing per service and another invoice template that only displays the total price.

Messages are able to be output from the following applications:

- PCMs
- Group Bookings
- FIT Bookings
- Agents (Debtors)
- Suppliers (Creditors)

The messaging system works on the basis of substituting details from Bookings or PCMs by placing 'substitution codes' in the message template. These codes are enclosed in the less than < and greater than > (Chevron) brackets (normally Shift/Comma, and Shift/ Period). The substitution codes can be in UPPER or lower case.


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A sample line in a PCM Message Format could be as follows:

We have pleasure in providing details and prices as requested for **<pn>** based on an approximate travel date of **<td>**.
If this message line was output for a Quote/PCM called (e.g.) **CBO Group - 7 Days** with a base date of **22 June 2025**, then the above line would output as:

We have pleasure in providing details and prices as requested for **CBO Group - 7 Days** based on an approximate travel date of **22 June 2025.**
The **<pn>** and **<td>** in the message format tells Tourplan NX to substitute the **PCM Name (<pn>)** and **Travel Date (<td>)** of the PCM when the message is being output.

When messages are output, they are able to be edited, and a choice of output methods is offered:

Email sending requires Email software to be present for the message to be automatically sent. Speak with your Local Tourplan Support office register your email address.

Depending on the way message templates have been setup, messages output from the template can to be saved for later review or resending.

The Messaging System is a powerful Tourplan feature and offers the following major benefits:

- Repetitive messages do not have to be manually created
- The incidence of errors is reduced, since detail in messages sent to both Agents and Suppliers are taken directly from the Booking/PCM
- Helps maintain a consistent Global Brand for your company
- Message Output can be edited and personalised if required
- Users can design and save their own templates

This section will cover the setup of messaging templates including uploading/downloading of formatted message templates from Microsoft Word. Message templates must be created in Word before uploading occurs in the Code Setup > Messaging > Message Definition application.

- Message output is covered in the User Manuals relevant to the areas of the system where messages can be output i.e., FITs, Groups and Accounting.
- Creation of message formats (templates) within Microsoft Word is covered in the Messaging User Manual. One fundamental rule in defining message formats (message templates) is that the required output must be known. Before attempting to create a message template we suggest making a draft of what you want the output of your message to look like; you can do this in Word or you can even draw a sketch.

A list of available substitution codes can be found under the heading Message Substitution Codes, Fixed Services Messaging, Translation Types. The list includes allowable code parameters and any use restrictions.

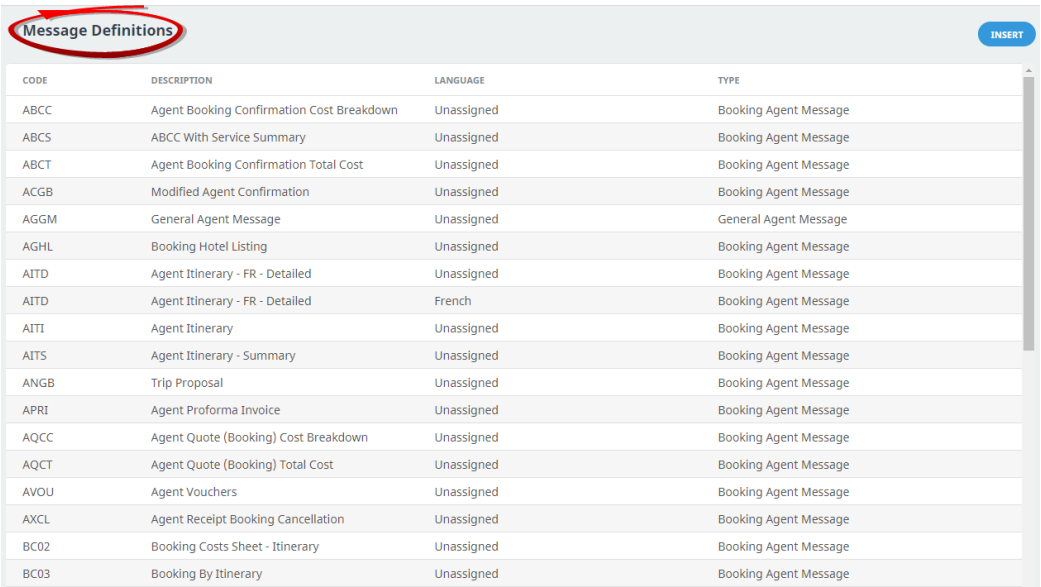
## Updating Existing Message Definitions (Templates)

Message templates are stored in Message Definitions and are initially created as Word documents and then uploaded and stored in the Tourplan NX database. New Tourplan NX systems come pre-populated with some example messages.

Existing message templates can be downloaded and edited in Word itself. Once the required changes have been made and saved, the message is re-uploaded into Message Defaults to make it available to NX users. When an existing message is downloaded into Word, the document down loads with a file name that includes the message code and date time.

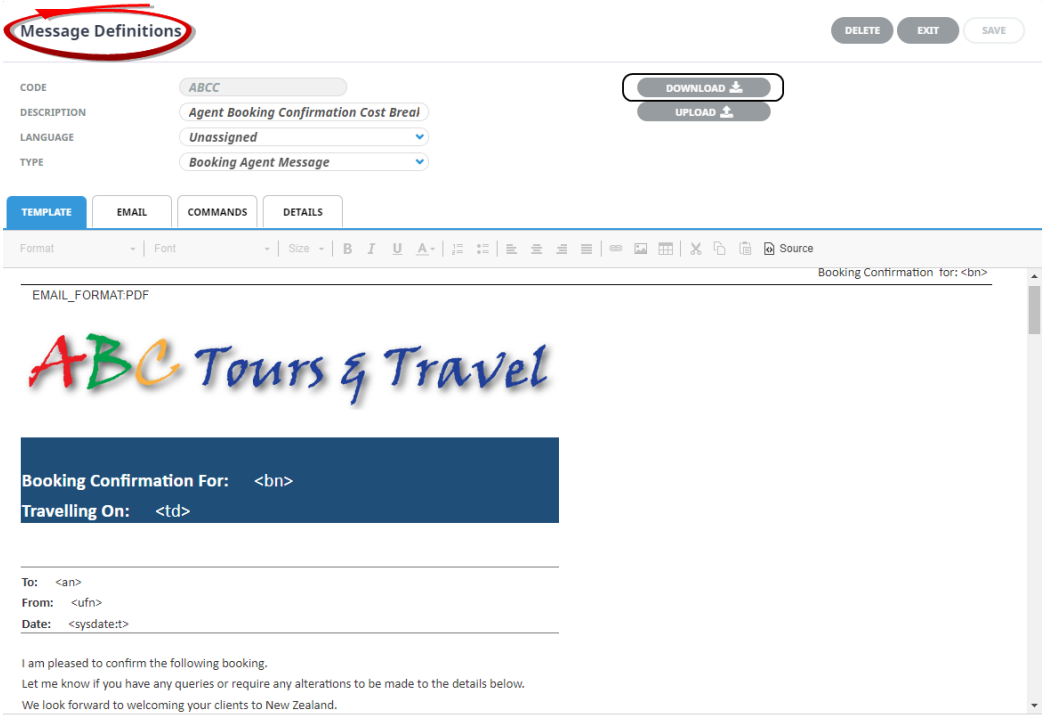
**NOTE:** This procedure may need to be performed multiple times until layout and message generation is finalised.

1. From the Home menu, select **Home > System > Code Setup**.
2. From the Code Setup menu, select **Messaging > Message Definitions**.
3. On the **Message Definitions** screen, select by clicking on the Message Definition to amend.




| CODE | DESCRIPTION | LANGUAGE | TYPE |
|---|---|---|---|
| ABCC | Agent Booking Confirmation Cost Breakdown | Unassigned | Booking Agent Message |
| ABCS | ABCC With Service Summary | Unassigned | Booking Agent Message |
| ABCT | Agent Booking Confirmation Total Cost | Unassigned | Booking Agent Message |
| ACGB | Modified Agent Confirmation | Unassigned | Booking Agent Message |
| AGGM | General Agent Message | Unassigned | General Agent Message |
| AGHL | Booking Hotel Listing | Unassigned | Booking Agent Message |
| AITD | Agent Itinerary - FR - Detailed | Unassigned | Booking Agent Message |
| AITD | Agent Itinerary - FR - Detailed | French | Booking Agent Message |
| AITI | Agent Itinerary | Unassigned | Booking Agent Message |
| AITS | Agent Itinerary - Summary | Unassigned | Booking Agent Message |
| ANGB | Trip Proposal | Unassigned | Booking Agent Message |
| APRI | Agent Proforma Invoice | Unassigned | Booking Agent Message |
| AQCC | Agent Quote (Booking) Cost Breakdown | Unassigned | Booking Agent Message |
| AQCT | Agent Quote (Booking) Total Cost | Unassigned | Booking Agent Message |
| AVOU | Agent Vouchers | Unassigned | Booking Agent Message |
| AXCL | Agent Receipt Booking Cancellation | Unassigned | Booking Agent Message |
| BC02 | Booking Costs Sheet - Itinerary | Unassigned | Booking Agent Message |
| BC03 | Booking By Itinerary | Unassigned | Booking Agent Message |

4. On the **Message Definition** screen, click **Download**.




5. The message will download as a **Word Document**; make the required amendments.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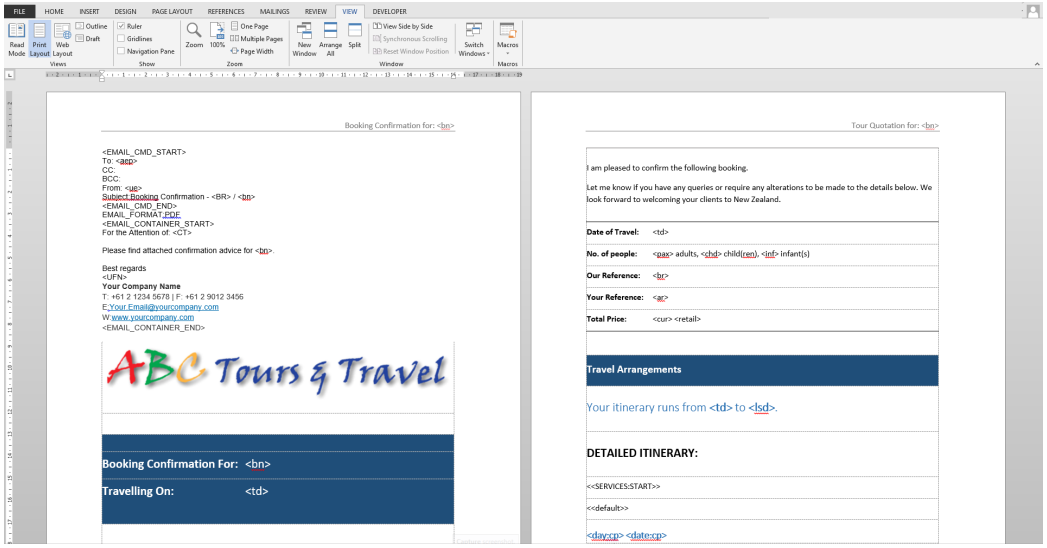
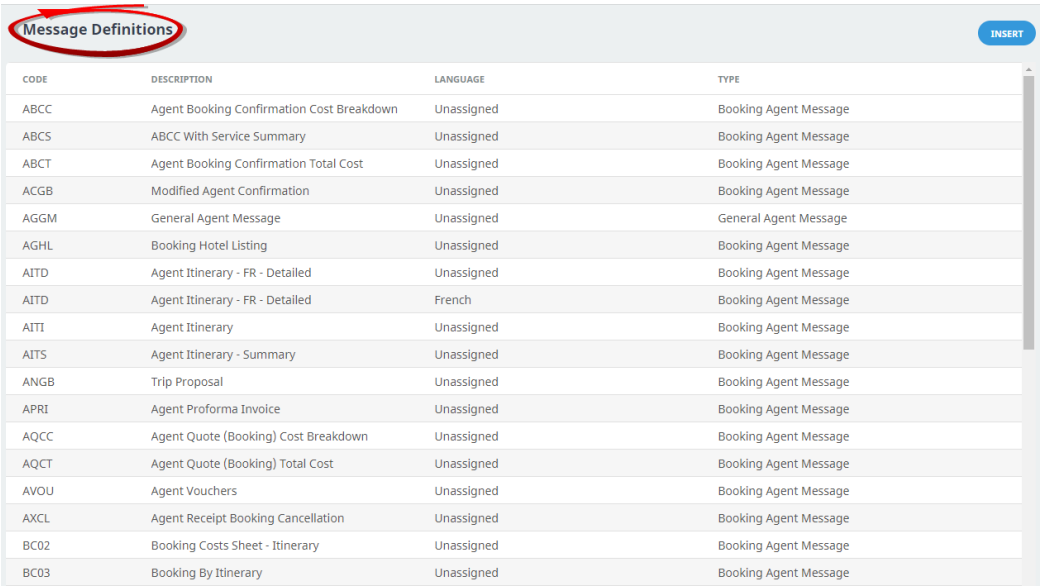



6. Review the document.

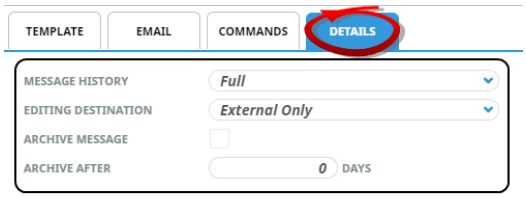
7. If you want to keep the changes, click **Save** in Word.

8. Return to the Tourplan NX **Message Definitions** screen, re-select the Message Definition.

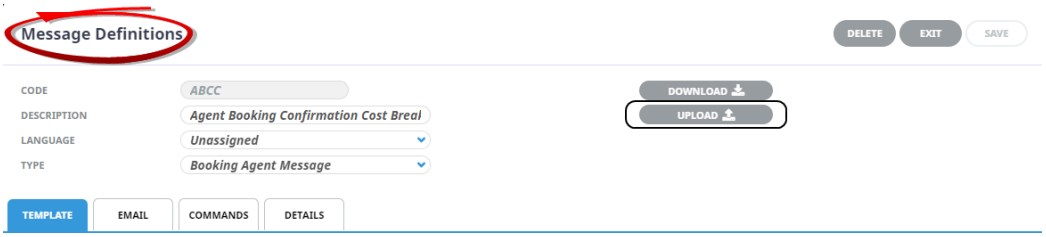



| CODE | DESCRIPTION | LANGUAGE | TYPE |
|---|---|---|---|
| ABCC | Agent Booking Confirmation Cost Breakdown | Unassigned | Booking Agent Message |
| ABCS | ABCC With Service Summary | Unassigned | Booking Agent Message |
| ABCT | Agent Booking Confirmation Total Cost | Unassigned | Booking Agent Message |
| ACGB | Modified Agent Confirmation | Unassigned | Booking Agent Message |
| AGGM | General Agent Message | Unassigned | General Agent Message |
| AGHL | Booking Hotel Listing | Unassigned | Booking Agent Message |
| AITD | Agent Itinerary - FR - Detailed | Unassigned | Booking Agent Message |
| AITD | Agent Itinerary - FR - Detailed | French | Booking Agent Message |
| AITI | Agent Itinerary | Unassigned | Booking Agent Message |
| AITS | Agent Itinerary - Summary | Unassigned | Booking Agent Message |
| ANGB | Trip Proposal | Unassigned | Booking Agent Message |
| APRI | Agent Proforma Invoice | Unassigned | Booking Agent Message |
| AQCC | Agent Quote (Booking) Cost Breakdown | Unassigned | Booking Agent Message |
| AQCT | Agent Quote (Booking) Total Cost | Unassigned | Booking Agent Message |
| AVOU | Agent Vouchers | Unassigned | Booking Agent Message |
| AXCL | Agent Receipt Booking Cancellation | Unassigned | Booking Agent Message |
| BC02 | Booking Costs Sheet - Itinerary | Unassigned | Booking Agent Message |
| BC03 | Booking By Itinerary | Unassigned | Booking Agent Message |

9. On the **Message Definition** screen, review the **Email**, **Command**, and **Detail** tabs to ensure the formatting and field settings are correct.




10. Keeping with the **Message Definition** screen, click **Upload**.




11. Locate the **Microsoft Word Saved** file.

12. Click **Save** to keep the changes.

13. Click **Exit** to discard any changes.

**NOTE:** Amendment to existing messages can occur at any stage, including edits to the following fields - message description, language, message type, message history or editing destination. The only field that cannot be amended once created is the Message Definition code; amendment to the code would require a new message to be inserted, reflecting the new Message Definition code.

> You can enable column to show when the message definition was created, who created it, and even who and when the message definition was modified by - this is particularly helpful when large Message Definition tables exist.

## Creating a New Message Definition (Template)

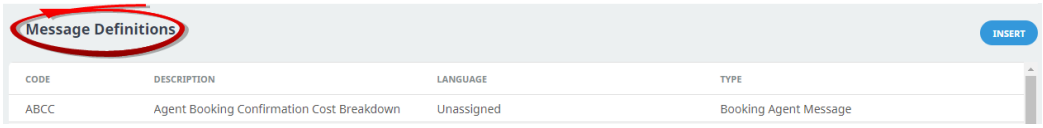
Creating a new message will require understanding of Microsoft Word formatting, including indepth table knowledge. Instruction on message creation including substitution codes is available in the Messaging User Manual.

When you have created and saved your message template in Microsoft Word, follow the procedure below.

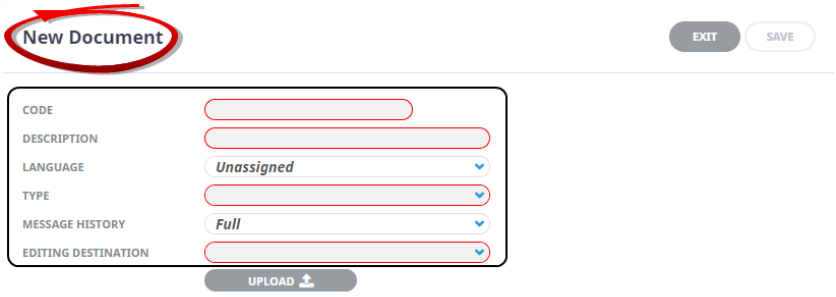
1. From the Home menu, select **Home > System > Code Setup**.

2. From the Code Setup menu, select **Messaging > Message Definitions**.

3. On the **Message Definitions** screen, Click **Insert**..




4. On the **New Document** screen, enter a *Code* and *Description*. Select a *Language, Type, History* and *Editing Destination*.




5. Review the **completed screen**.

6. Click **Upload**.

7. Locate the **Microsoft Word Saved** file.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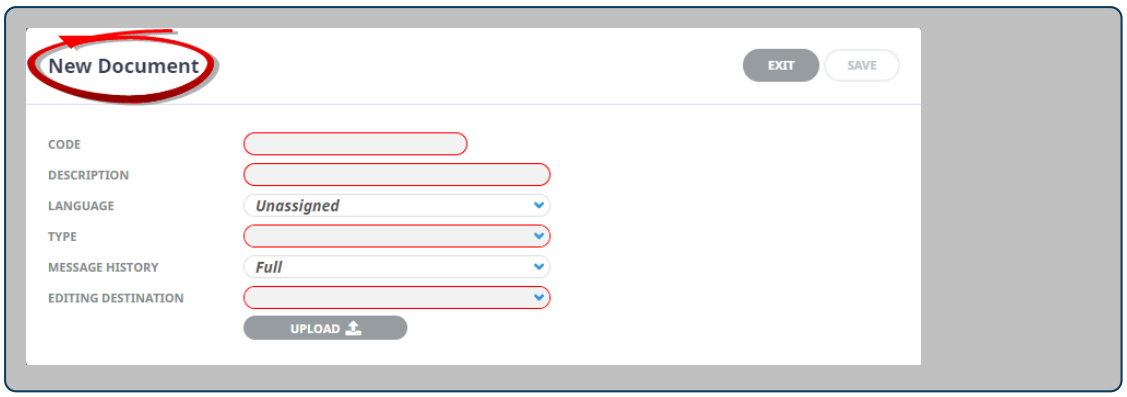
8. Click **Save** to keep the changes.

9. Click **Exit** to discard any changes.

## About New Document Fields




### Code

This code field is used to identify the Message Definition (message template). This field can be up to 4 characters.

### Description

This is a descriptive field to describe the Message Definition (message template). This field can be up to 60 characters.

### Language

If language translations are used, select the required language code from the dropdown.

**NOTE:** The language code field can not be left blank. If multiple languages are not being used, keep the defaulted 'Unassigned' language code.

> If a message is to be output in different languages, it must be setup in each language. For example, it must be setup in French, Spanish etc. The message code can be the same for each language instance, but the language code must be different.
>
> When sending a message the message code will display in the dropdown list. When selected, the appropriate language template will be used based on the language code defined within the Debtor or Creditor profile.

### Type

Message types are hard coded into Tourplan NX, and message selection types include:

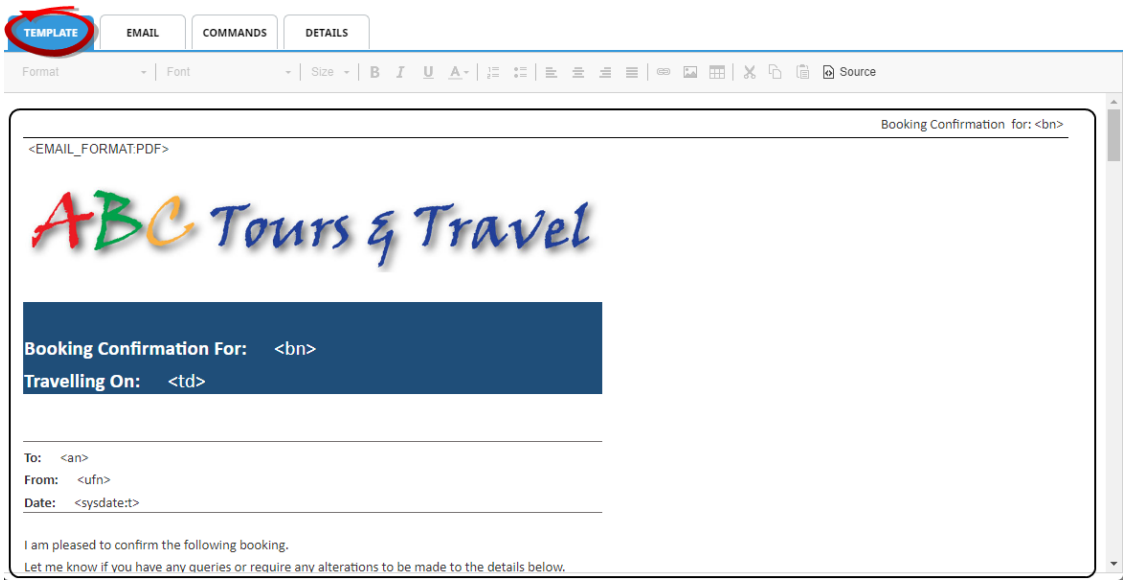
| Message Type | Used for |
|---|---|
| Agent Statement Message | Used for displaying a message to agents with the outstanding balance of each booking. |
| Batch Invoice Message | Used for sending Batch (Bulk) debtor invoices as a consolidated file. |
| Booking Agent Message | Used for all templates where the booking agent is to be the message recipient - e.g., booking confirmations, itineraries, proposals, internal costing sheets etc. |
| Booking Supplier Message | Used for all templates where the service supplier is to be the message recipient. Service request messages, service amendment messages, supplier rooming and name lists for example. |
| Booking XML Message | Used for creating templates that will send documents to third party systems. |
| Cheque Message | Used for printing cheques only. (For combined cheque/remittance advices, see Remittance/Cheque below). |

| Message Type | Used for |
|---|---|
| Credit Note Message | Used for debtor credit note templates. |
| Debtor Receipt Message | Used for agent receipt templates. |
| EFT Payment Message | For EFT (Electronic Fund Transfer) templates. |
| General Agent Message | Used for agent message templates where the message is sent from within the debtor, not from a booking. |
| General Supplier Message | Used for supplier message templates where the message is sent from within the supplier, not from a booking. |
| Invoice Message | Used for debtor invoice templates. |
| PCM Agent Message | Used for all templates where the PCM agent is to be the message recipient - e.g. quotations to agents, internal costing sheets etc. |
| PCM Supplier Message | Used for templates where the PCM service supplier is to be the message recipient - e.g. messages to check supplier pricing or service availability etc. |
| Remittance Cheque Message | For document templates that will be used to print combined cheque and remittance advices. For cheque only templates, see Cheque Message above. |
| Remittance Message | For document templates that will be used to print remittance advices only - e.g., EFT payment advices, remittances to accompany cheques only etc. |
| Voucher Message | Used for templates where the document output is to be used as service voucher. |

Once the message parameters 'New Document' screen has been saved, the message type can not be changed.

## Template Tab

This tab allows you to view the template previously uploaded without requiring the document to be downloaded into Word to view the contents.




**NOTE:** If amendments are required, the document will need to be downloaded into Word and re-uploaded.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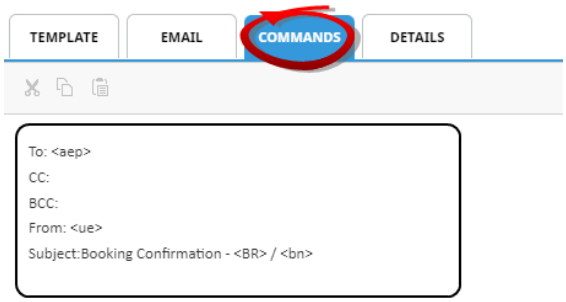
## Email Tab

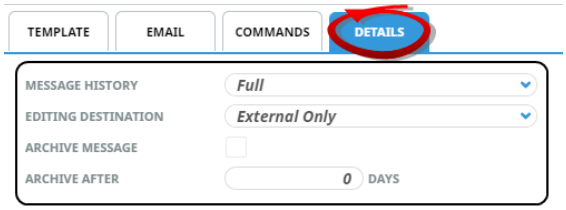
This tab will remain hidden unless the Word document has had an email container inserted and saved. The contents of the email tab are dependent on the text and substitution codes included within the tags <EMAIL_CONTAINER_START> and <EMAIL_CONTAINER_END>. For more information on email commands click "Email Commands" on page 92.

## Commands Tab




If email command tags (<EMAIL_CMD_START> and <EMAIL_CMD_END>) have been inserted into the Word document and uploaded, the details of the email commands will be available for viewing here. If the document is to be printed and no email commands are included in the saved Word document then this tab will be blank.

## Details Tab




### Message History

Message history is set per message template and history can be stored in several ways.

- **Date Time** - this selection will retain the Date/Time the message was sent as well as:
  - the message code
  - the message type
  - if a supplier message is sent, both the supplier and agent code display
  - if an agent message is sent, the agent code will display

  - the message title (booking reference, day, sequence, voucher number, pcm name)
  - the output method (printer, email, to file)
  - the address, email address
  - the date it was created
- **Full** - this selection will retain the exact format as it was sent, including any graphics. Messages retaining full history allow the user to view the original message sent.
- **Full Resend** - when full resend is selected, the message can be re-sent or viewed from the booking/PCM, or from the agent or supplier if it's an agent or supplier message.
- **None** - if selected, no record of any sort will be retained.

**Editing Destination**

- **External Only** - allows the user to edit the document within Word; the document must be downloaded into Word and amendments made external of NX. The assumption here is that the content and layout is complex, so edits are performed in Word.
- **Internal Only** - allows the user to edit the document in the NX editor. The assumption here is that the messages are bulk/volume messages, and layout and content is not complex. Message edits occur in NX and are saved in NX.
- **None** - no edits are required at the time of message generation.
- **User Choice** - allows the user to edit in NX or download and edit in Word.

**Archive Message**

Select the checkbox if messages of this type are allowed to be archived.

**Archive After**

Enter the minimum number of days after the message was generated for it to be archived.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## Message Template Setup and Testing Considerations

There are a number of general setup and testing considerations that will help in defining message formats effectively:

| | |
|---|---|
| **Reviewing the Generated Document** | You can review the generated document without downloading it to Word. When defining templates, utilise this with caution as what is seen here is a representation of the generated Word document converted to HTML and depending on the document structure there could be significant differences.<br>For example the HTML will not have:<br>» Page breaks<br>» Page Headers & Footers<br>» Margins |
| **Use Tables** | The layout of the generated document can vary significantly depending on how it has been constructed and the data being substituted.<br>The best outcomes are achieved by defining the entire template within a table in the document and within that, vary the number of columns per row as required.<br>This takes some getting used to but the benefit is that the substituted data is then contained within the cell and so the format and layout is much more predictable than if done in paragraphs outside of tables. |
| **Be Careful of Complexity** | The more complex the document layout the less likely it is to convert nicely to an HTML view and so if edits are required then the output will need to be downloaded to Word, edited and then uploaded back into NX for sending.<br>That process maybe fine for presentation style documents but for generic supplier advice, confirmations may not be seen as efficient.<br>There would be a strong case for those types of documents to be kept simple and only allow editing in the HTML view. |
| **Graphics Files** | Graphics can be embedded in the Word templates and in NX Notes. Graphics in the templates will likely be generic, whereas those in Notes will probably be Supplier or Product specific.<br>Pasting a graphic into the Word Template and re-sizing it to suit the document is relatively easy, but inserting the graphic into a note requires that it first be saved in a graphics format - .jpg, .png – then resized in a graphics application, such as Paint and then inserted into the note by using the Insert Graphics Button in the note editor Button Bar (See "Images in Templates and Notes" on page 150). |
| **Layout** | Discuss the options available for your messaging sections with a Tourplan expert. The suggested format to follow for Tourplan NX is to have a section per service type.<br>To view the list of service types available within your organisation open **System Setup > Code Setup > Product > Service Type**. Careful planning is encouraged to ensure that your messaging and documentation displays the required information for the different service types.<br>We suggest creating a booking with all service types whilst testing your message generation and formatting requirements. |

## Editing Generated Messages

The final message output format can be HTML, Word, or PDF depending on the context. It is important to understand what users can do with each format and what the system expects for each.

| Function | Format | Explanation |
|---|---|---|
| **Generation** | Word | When NX is generating the message, it is working with the template as a Word document and creating a new Word document containing the result of the generation logic. |
| **NX Display** | HTML | When the generated message is viewed within NX, the Word document has been converted to HTML and it is the HTML format that is displayed. |
| **NX Editing** | HTML | When editing in NX, the edits are being completed in HTML. There is no HTML to Word conversion, so the Download button is available for existing templates to export the template from NX to Word. Only specific templates allow editing within the NX editor. |
| **NX Editing User Input Fields** | User Input Fields | There is an alternative solution some organisation may choose to apply - User Input Fields can be created to nominate a selection of fields for updating on screen. Use the link to learn more about "User Input Fields" on page 158. |
| **Word Editing** | Word | To edit the document in Word the generated document has to be downloaded and then opened in Word to begin the editing process. When this is being done, the Download button will be renamed to Upload and other actions, including editing the HTML will be disabled.<br>At this point there is one copy of the message in Tourplan (the original generated one) and a second copy on the user's hard drive which may cause some potential issues:<br>» The user gets distracted and sends the unedited version<br>» The user edits and then emails it manually<br>» The user tries to make changes in both the Tourplan editor and Word<br>The correct process is that the user downloads the document, edits it, saves it and then uploads it back to Tourplan to be sent. If this is not what is required, then some action must be taken in Tourplan to indicate this. Currently that means exiting from the editor view. |
| **Sending** | HTML | Message content that is being emailed will be sent in HTML. |
| **Attachments** | PDF | Attachments that are on emails will be sent as PDF files which have been converted from the Word document.<br>**NOTE:** Documents can be sent as Word documents (.docx) if the email command has been configured to allow .docx files. |


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CHAPTER 4

# Messaging Template Sections

Some message templates have "sections" in them which are identified by section tags. Not all section tags will need to be used by all users. This page outlines the different sections, what their purpose is and provides links to the pages on how to use them.

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## Message Sections

This training session will provide the messaging example to display information for the Itinerary Services Section.

The message sections covered in the Messaging User Manual are:

1. "Services Section" on the next page. These tags define the points in the template where the message body or lines begin and end i.e. the individual service detail. Other section tags can be inside the Services tags.
2. "Service Cancellation Penalties Section" on page 37. This section allows the output of a product's cancellation penalties in conjunction with service details and dates.
3. "Assignments Section" on page 41. The assignments section is where details of any Driver-/Guide/Vehicle assignments can be formatted.
4. "Allocations Section" on page 43. This section is where details of allocations i.e. inventory, block, and allotments can be output.
5. "Attachments Section" on page 46. This section is used to specify the location and name of any file (s) that are attached to the message when emailed.
6. "Service Summary and Pax Breaks Section" on page 47. These sections allow the value of services in a booking or PCM to be summarised in the message header or tail.
7. "Optional Services Section" on page 53. Optional Services can be output in messages using the OPTIONALS and OPTIONALSERVICES section tags.
8. "Itinerary Section" on page 58. The ITINERARY and ITINERARYLINE tags are used to output details of different itineraries within a Group Booking.
9. "Air Ticket Section" on page 61. The sections SECTORS and TICKETS allow air ticket details to be extracted from air services that have been inserted into a booking via the PNR Import process.
10. "Room & Name List Section" on page 66. Pax Names and Rooming Lists can be included in messages for both FIT & Groups by using the Room & Names Sections.
11. "Debtors Invoice & Credit Notes Section" on page 69. The formatting of invoice (and credit note) templates is relatively simple. The templates use a LINES section to indicate where the transaction lines start and end and anything outside of those is considered to be the Header or Tail. A Tax Summary can also be incorporated at Header or Tail level if required.
12. "Agent - Debtor Statement Section" on page 73. Agent Statement templates have different ways they can be formatted and there are three section tags available to assist with formatting.
13. "Cheque/Remittance Advice Section" on page 76. Cheques, Remittances and combined Cheque/Remittance advices can have template(s) created allowing these documents to be output on pre-printed stationery.
14. "EFT Template" on page 81. The templates required for EFT payment files is different to other template designs in that they must defined in the NX editor (not MS Word).

## Services Section

Any booking or PCM message that is going to output the Booking/PCM services must have a <<SERVICES>> section. The Services section defines where the Booking/PCM services begin and end. The format is <<SERVICES:START>> and <<SERVICES:END>>.

The Services tags also indicate where the Message Header finishes (<<SERVICES:START>>) and where the Message Tail starts (<<SERVICES:END>>).

Within the Services section, the Line Format Type Codes are used to define the layout of each line type. Line Format Type Codes are defined for different product types and have different line formats in the messages. Message Line Format Types are discussed in the NX Product User Manual under Set Message Defaults.

For example, an accommodation service outputs detail that is different to a sightseeing service - e.g., room types, in/out dates, so the Line Type Format Codes attached to products indicate to the messaging system which format to use for each service.

It is essential to include a <<DEFAULT>> line type. This is used as the default line format to use for any service that a) does not have a service format code attached and b) if simple formatting is all that is required for all services.

Message design and planning is an important part of messaging setup. For more complex documentation where service type information and layout requirements may differ, we suggest that a 'services' section line type within the messaging template is configured to include a 'section' per service type.

There can be other sections inside the services section to output specific detail relating to services e.g., allocations taken or cancellation penalties.

Any product or pricing data relating to a service is able to be output in the Services section.

The Services section can be used more than once in a message template. This makes it possible to output the booking/PCM services in a chronological list and then following that, have a second services section where notes and graphics from the product or supplier can be included to highlight parts of the itinerary.


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## Service Cancellation Penalties Section

**NOTE:** There are several INI settings specific to Cancellation Penalties. These are not specifically required for message sending and would likely have been set when cancellation policies were being set up.

| | | |
|---|---|---|
| **Cancellation Policy INI** | CANCEL_POLICY_DEF_MSG_FORMAT *(Product INI)* | The default message format type of a cancellation fee service |
| | BKG_CANCEL_WITH_PENALTY_STATUS *(FIT, Group INI's)* | The status assigned to a booking that is cancelled and it has services in it which will attract penalties |
| | CANCEL_POLICY_NOTES *(System INI)* | Specifies the note categories to be displayed on the more info cancellation policy tab. |
| | CANCEL_POLICY_DEF_INVOICE1 *(Product INI)* | The default Invoice Text Line 1 for products with cancellation policies. Defaults to <SN> (Supplier Name). |
| | CANCEL_POLICY_DEF_INVOICE2 *(Product INI)* | The default Invoice Text Line 2 for products with cancellation policies. Defaults to blank but can be any text string - e.g. Cancellation Fee. |

**Section Tags**

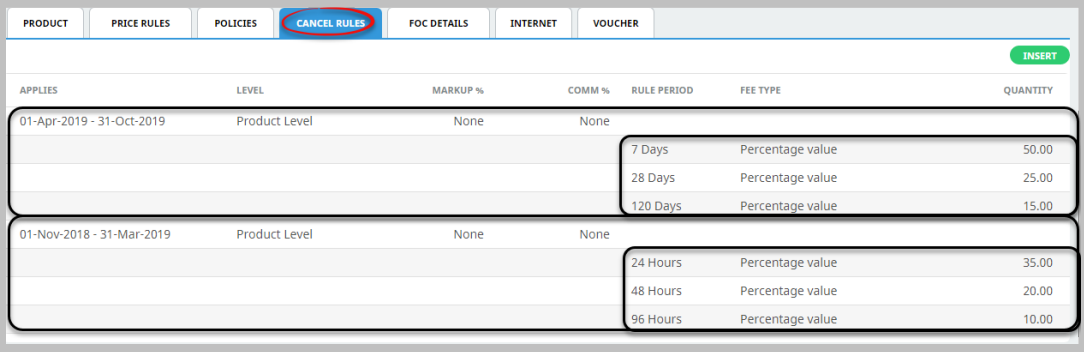
As well as the specifics of the product and it's booking detail, any cancellation policy details attached to a product can be output in messages. The Cancellation Policy substitution codes must be inserted between the <<CANCELPENALTIES:START>> and <<CANCELPENALTIES:END>> Section tags, and will only be output provided the CANCELPENALTIES tags are inside the Services tags.

For details of cancellation message substitution codes, see "Cancellation Policy Substitution Codes" on page 106.

| Section Tags | Substitution Codes | Data Source |
|---|---|---|
| <<CANCELPENALTIES:START>> | | |
| | APPLIESD | Cancellation penalty applies after this date |
| | APPLIEST | Cancellation penalty applies inside this time (xx Days or xx Hours) |
| | CNLAGENT | Cancellation penalty agent amount |
| | CNLAGENTTX | Cancellation penalty agent tax amount |
| | CNLCOST | Cancellation penalty cost amount |
| | CNLCOSTTX | Cancellation penalty cost tax amount |
| | CNLRETAIL | Cancellation penalty retail amount |
| | CNLRETAILTX | Cancellation penalty retail tax amount |
| | FEE | Cancellation penalty fee amount |
| | FEETYPE | Type of cancellation penalty - e.g., Fixed, Percentage |

| Section Tags | Substitution Codes | Data Source |
|---|---|---|
| | INEFFECT | If the cancel penalty is in effect then display 'In effect' otherwise displays blank |
| | PERIODF | Cancellation penalty period from date |
| | PERIODT | Cancellation penalty period to date |
| <<CANCELPENALTIES:END>> | | |

**Example Product Cancellation Policy**




This product has two Cancellation Policy periods (01 April 2018 - 31 March 2019 and 01 April 2019 - 31 October 2019) and within policy period, there are three rule periods.

When the policy is output in messaging, only the policy whose policy dates apply to the service date are output. All Rule Periods for the policy are output.

**Example Cancellation Policy Message Template**



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ABC Tours & Travel

Hotel Listing for: **<BN>, <BR>**

<<Services:start>>
<<AC>>

| **<SN> - <locd>** | **<IOD:4>** |
|---|---|
| **<rms:bl><VADD1>** | <OPTN>, <OPTC> |
| **<rme:bl><rms:bl><VADD2>** | <TW> <DB> <SG> <TR> <QD> <OT> |
| **<rme:bl><rms:bl><VADD3>** | Status: <st> - <std> |
| **<rme:bl><rms:bl><VADD4>** | |
| **<rme:bl><rms:bl><VADD5>** | |
| **<rme:bl>** | |

<<CANCELPENALTIES:START>>

**<rms:row>The following Cancellation Fees apply from : <appliesd>**

| **Apply Date** | **XXL Period** | **Fee Type** | **Fee** | **Agent Amt** | **Applies** | **From** | **To** |
|---|---|---|---|---|---|---|---|
| <appliesd> | <appliest> | <feetype> | <fee> | <cnlagent> | <ineffect> | <periodf> | <periodt> |

<<CANCELPENALTIES:END>>

<<services:end>>

The cancellation penalties are triggered from the cancellation policy setup i.e. when the status is set to allow a booking cancellation that incurs a charge (INI Setting).

**Example Cancellation Policy Message Output**

ABC Tours & Travel

Hotel Listing for: **Abbott/Harris, USFI104583**

| **Citylife Auckland-Auckland** | **In: Wednesday 23 Oct 2019 Out: Thursday 24 Oct 2019** |
|---|---|
| **171 Queen Street**<br>**Auckland**<br>**New Zealand** | Superior Room,<br>3 Doubles<br>Status: KK - Confirmed |

**The following Cancellation Fees apply from : 16 Oct 19**

| Apply Date | XXL Period | Fee Type | Fee | Agent Amt | Applies | From | To |
|---|---|---|---|---|---|---|---|
| 16 Oct 19 | 7 Days | Percentage | 50 | 229.95 | | 01 Apr 19 | 31 Oct 19 |

**The following Cancellation Fees apply from : 25 Sep 19**

| Apply Date | XXL Period | Fee Type | Fee | Agent Amt | Applies | From | To |
|---|---|---|---|---|---|---|---|
| 25 Sep 19 | 28 Days | Percentage | 25 | 114.97 | | 01 Apr 19 | 31 Oct 19 |

**The following Cancellation Fees apply from : 25 Jun 19**

| Apply Date | XXL Period | Fee Type | Fee | Agent Amt | Applies | From | To |
|---|---|---|---|---|---|---|---|
| 25 Jun 19 | 120 Days | Percentage | 15 | 68.98 | In Effect | 01 Apr 19 | 31 Oct 19 |



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## Assignments Section

The Tourplan NX Resource Assignment module allows resources - Drivers, Guides & Vehicles - to be assigned to services. The assignment details can be output on message documentation.

The Resource Assignment codes can be used between the SERVICES tags, they will resolve against a single resource assignment. If the service line is associated with multiple resource assignments it will resolve against the first one found.

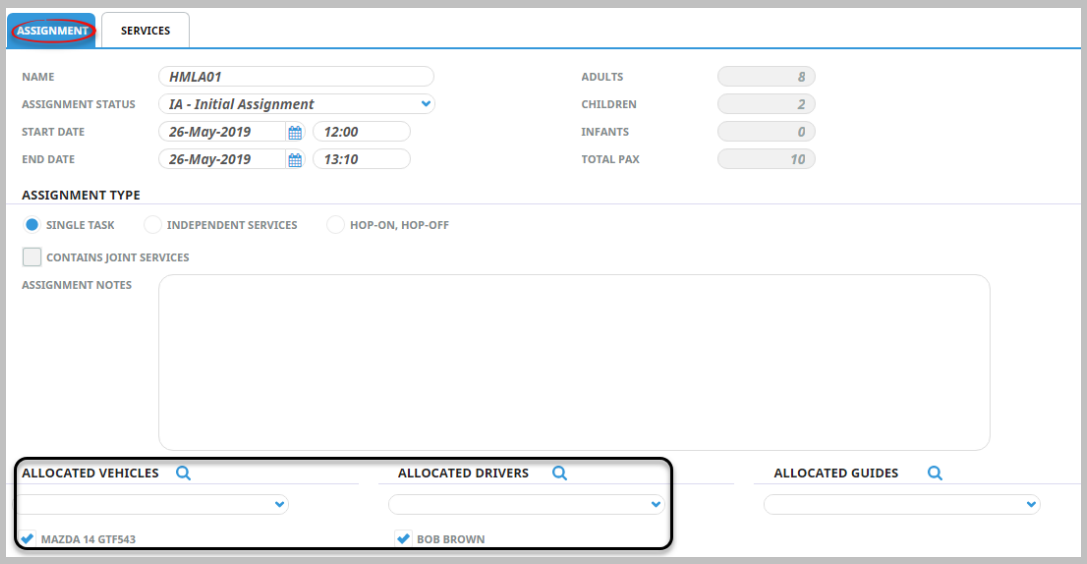
### Section Tags

The <<ASSIGNMENTS:START>> and <<ASSIGNMENTS:END>> Section tags can be used inside the SERVICES tags which will result in a resource assignment block for each resource assignment associated with the service

As well as listed here, Assignment Substitution Codes are listed with "Service Line Substitution Codes" on page 134

| Section Tags | Substitution Codes | Data Source |
|---|---|---|
| <<ASSIGNMENTS:START>> | | |
| | <ASID> | Assignment ID |
| | <ASN> | Assignment Name |
| | <ASS> | Assignment Status |
| | <ASTYPE> | Assignment Type |
| | <ASSTART> | Assignment Start Date |
| | <ASEND> | Assignment End Date |
| | <ASD> | Assigned Driver Code |
| | <ASDN> | Assigned Driver Name |
| | <ASG> | Assigned Guide Code |
| | <ASGN> | Assigned Guide Name |
| | <ASV> | Assigned Vehicle Code |
| | <ASVN> | Assigned Vehicle Name |
| <<ASSIGNMENTS:END>> | | |

**Example Resource Assignment**



**Example Resource Assignment Services**

ASSIGNMENT | SERVICES

| | BOOKING | PRODUCT | PAX | PU/DO DETAILS |
|---|---|---|---|---|
| ✔ | Hansen/Woodward<br>NZFI104591 | AKL/TF/HMLA01/INTHOT<br>International Airport to City Hotel (F | 5 | 26-May-2019 12:00 Terminal 1<br>26-May-2019 13:10 Citylife Hotel |
| ✔ | Hanser/Higgins<br>NZFI104581 | AKL/TF/HMLA01/INTHOT<br>International Airport to City Hotel (F | 5 | 26-May-2019 12:00 Terminal 1<br>26-May-2019 13:00 Hotel 115 |

There are passengers from two different bookings being transferred in this assignment - 5 from booking NZ FI 104591 and 5 from NZ FI 104581

The Resource Assignment substitution codes only output data that is on the 'Assignment' tab. Detail from the 'Services' tab is booking data and can be output in conjunction with the assignment data.

**Example Resource Assignments Message Template**

```
<<TF>>
<rms:row><day:cp> <date:cp> <locd:cp>
<srvd>:  <optn>                                   <cur> <retail:tl>
By <sn>                                                   <std>
<pax> adults, <chd> child(ren), <inf> infant(s)
<RMS:ROW>Extras   <ex:1:a> <ex:2:a> <ex:3:a> <ex:4:a> <ex:5:a>
Included:
<<names:start>>
<Title> <Forename> <Surname> - <paxtype>
<<names:end>>
<rms:row>Pickup:      <PU> at <PUT>
<rms:row>Dropoff:     <DP> at <DPT>
<rms:row>Remarks:     <rm>
<rms:row>Assignment: <asn>
<rms:row>Driver: <asdn>                Vehicle: <asvn>
```

**Example Resource Assignments Message Output**

```
Sunday 26 May 19Auckland
Transfer:  International Airport to City Hotel (Private Vehicle)      NZD 191.52
By Hallmark Limousines Ltd                                            Confirmed
4 adults, 1 child(ren), 0 infant(s)
Mr Bob Hanser- Adult
Mrs Hilary Hanser- Adult
Mr Harry Higgins- Adult
Mrs Pearl Higgins- Adult
Miss Rebecca Higgins- Child
Pickup: Terminal 1 at 12:00
Dropoff:        Citylife Hotel  at 13:00
Assignment: HMLA01
Driver: Bob Brown                          Vehicle: Mazda 14 GTF543
```



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## Allocations Section

Details of Allocations (a.k.a. Inventory/Block/Allotments) can be output on Booking Agent and Booking Supplier messages.

The Allocation substitution codes can be used between the SERVICES tags. This will output (depending on whether the substitution codes have been set up in table rows) one row per day of the allocation.

**Section Tags**

The section tags <<ALLOC:START>> and <<ALLOC:END>> are used within the SERVICES section tags and allow specific types of allocation to be output. The types are controlled by sub-codes which are appended to the <<ALLOC:START>> tag.

- <<ALLOC:START:OK>> Only output details for days with *Held* allocations.
- <<ALLOC:START:RQ>> Only output details for days with *not fully* allocated.
- <<ALLOC:START:SPLIT>> For each day where allocation is held from two or more Allocation Splits, there is one row per split.

Each sub-code can be used by itself - e.g., <<ALLOC:START:OK>>, but also in certain combinations. <<ALLOC:START:SPLIT:OK>> and <<ALLOC:START:SPLIT:RQ>> are supported, but any combinations in which both :RQ and :OK are used, will not work.

Where any of the three Section Tag sub-codes are used - e.g. <<ALLOC:START:SPLIT:OK>>, the end is signalled by <<ALLOC:END> - *not* <<ALLOC:END:SPLIT:OK>>

There are five message allocation substitution codes that *only* work inside the ALLOC section tags and they are noted in the table below.

For details of Allocation message substitution codes, see "Allocation Substitution Codes" on page 103.

| Section Tags | Substitution Codes | Data Source | Parameters |
|---|---|---|---|
| <<SERVICES:START>> | | | |
| | <ALD> | Allocation Description | |
| | <ALN> | Allocation Name | |
| | <ALSD> | Allocation Split Description | |
| | <ALSN> | Allocation Split Name | |
| | <ALUDESC> | Allocation Unit Description | |
| <<ALLOC:START>> | | | |
| | <ALDATE> | The date the allocation is for. | :CP Show the value once for the code |
| | <ALREQUIRED> | The number of units needed for this date | :CP Show the value once for the code |
| | <ALHELD> | The number of units held | |
| | <ALSPLIT> | The allocation split code | |
| | <ALSPLITD> | The allocation split description | |
| <ALLOC:END>> | | | |
| <<SERVICES:END>> | | | |

**Example Booking Allocation**

SUPERIOR ROOM KA

5/10 23-Oct-2019 AKL / AC / CLAA01 / ROH

DETAILS | COSTS | PAX | ALLOCATION | VOUCHER TEXT | PICKUP/DROPOFF | QUEUE ENTRIES

ALLOCATION USED — RETURN ALLOCATION

SERVICE STATUS: *KA - Conf from Allocation*

| ALLOCATION | UNIT | SUB ALLOCATION | TYPE | RELEASE | 23/10 |
|---|---|---|---|---|---|
| FIT Allocation | RM | GENERAL | Specific | 108 | 3 |

ALLOCATION AVAILABLE — AUTO ALLOCATION | SEARCH ALLOCATION

| ALLOCATION | UNIT | SUB ALLOCATION | TYPE | RELEASE | 23/10 |
|---|---|---|---|---|---|
| FIT Allocation | RM | GENERAL | Specific | 108 | 2 |

The above FIT allocation service screen shows that 3 rooms have taken from the 5 that were available (leaving 2 rooms available in the allocation) and the release period is 108 days in the future.

**Example Allocations Message Template**

ABC Tours & Travel

Hotel Listing for: **<BN>, <BR>**

<<Services:start>>

<<AC>>

| **<SN> - <locd>** | **<IOD:4>** |
|---|---|
| **<rms:bl><VADD1>**<br>**<rme:bl><rms:bl><VADD2>**<br>**<rme:bl><rms:bl><VADD3>**<br>**<rme:bl><rms:bl><VADD4>**<br>**<rme:bl><rms:bl><VADD5>**<br>**<rme:bl>** | <OPTN>, <OPTC><br><TW> <DB> <SG> <TR> <QD> <OT><br>Status: <st> - <std> |

<<ALLOC:START:SPLITS>>

**<rms:row>The following allocation is held: <alsd>** **Units: <aludesc>**

| Date | Split | Split Description | Number Held | Number Required | |
|---|---|---|---|---|---|
| <aldate> | <alsplit> | <alsplitd> | <alheld> | <alrequired:cp>> | |

<<ALLOC:END>>

<<services:end>>



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**Example Allocations Message Output**

ABC Tours & Travel

Hotel Listing for: **Abbott/Harris, USFI104583**

| | |
|---|---|
| **Citylife Auckland-Auckland** | **In: Wednesday 23 Oct 2019 Out: Thursday 24 Oct 2019** |
| **171 Queen Street**<br>**Auckland**<br>**New Zealand** | Superior Room,<br>3 Doubles<br>Status: KA - Conf from Allocation |

| **The following allocation is held: General Allocation** | | | | | **Units: Room** |
|---|---|---|---|---|---|
| **Date** | **Split** | **Split Description** | **Number Held** | **Number Required** | |
| 23 Oct 19 | GENERAL | General Allocation | 3RM | | |

## Attachments Section

**NOTE:** There are several INI settings specific to message attachments which may need to be set before attachments can be included on messages. They are:

| | | |
|---|---|---|
| **Attachment INI Settings** | ACCEPTABLE_ ATTACHMENTS *(System INI)* | Comma delimited list of acceptable attachment file extensions for users manually attaching files. e.g., .pdf, .png, .jpg, .xml, application/msword etc.<br>Can be overridden or changed during the attachment process |
| | MAX_ATTACHMENTS_SIZE *(System INI)* | Maximum total size of attachments (in bytes). Default is 5mb (5,242,880). |
| | ATTACHMENTS_ LOCATION *(System INI)* | The location the template specified attachments will be found in. Can be a relative or specific path. Relative paths should be used with care as they are relative to the home directory of the messaging webservices. |

There are two ways attachments can be added to messages:

1. During the 'Send' process, the Attachment Tab allows browsing for and selecting file(s) to be attached to the message.
2. The attachment details can be included as part of the message template.

Any attachment files specified in the templates will be located by the messaging web services. This means the messaging web services need to be able to access the file(s) with the correct rights, paths etc.

Attachments file name(s) are detailed in between the section tags <<ATTACHMENTS:START>> and <<ATTACHMENTS:END>> will attach the file terms.pdf to the email message.

**Example:**

<<ATTACHMENTS:START>>

terms.pdf

<<ATTACHMENTS:END>>

Attaching files can also be located using substitution codes.

For example, if there were terms and conditions for specific agents located in folders/directories specific to the agent, then the attachments section could be:

<<ATTACHMENTS:START>>

<AC>\terms.pdf

<<ATTACHMENTS:END>>

<AC> is the substitution code for the booking agent code, so if the message was being generated for booking agent ABC123 the system would look in folder ABC123 for the file terms.pdf.

## Deleting Attachements

By default, attachments can not be deleted from the message before sending. There is a :DEL parameter that can be incorporated which will allow attachment deletion:

<<ATTACHMENTS:START:DEL>>

terms.pdf

<<ATTACHMENTS:END>>

The attachment would be able to be deleted from the email message prior to sending.

Attachments can be added at service level. This allows product/supplier specific attachments to be included. If product/supplier specific attachments are not going to be included, the attachment section tags and attachment file name(s) can be in the message header or tail.


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## Service Summary and Pax Breaks Section

There are two notable sections for summarising costings within a message. The first is at a service level, where the cost can be summarised by service type, and the second is by pax break within a PCM message.

## Service Summary Section

The SUMMARY section tags allow services costs to be summarised in either the Header or Tail of the message.

The summary can be by

- Product Service Type, or
- Product Analysis Codes 1 - 6
- A number of variations on the output currency of the summary depending on user's organisation requirements. (Tourplan support offers assistance with specialised messaging variations)

**Section Tags**

The section tags <<SUMMARY:START>> and <<SUMMARY:END>> must be outside of the SERVICES section tags.

The type of summary is determined by sub-code(s) appended to the <<SUMMARY:START>> tag - e.g.,

- <<SUMMARY:START:SRV:AC>> would output a summary of costs for the services in the booking with (SRV) Service Code AC - Accommodation. No other services would have the costs summarised.
- <<SUMMARY:START:SRV:AC:SS:TF:RV:AV:CR:EF>> would output a summary of costs for the services in the booking for each of the service codes AC - Accommodation; SS - Sightseeing; TF - Transfers; RV - Rental Vehicles; AV - Activities; CR - Cruises and EF - Entrance Fees. Output is down the page.
- <<SUMMARY:START:DBA1>> would output a summary of costs for services in the booking whose Product Analysis Code 1 matched DBA1.

Cost summary's for multiple Product Analysis Codes must be set up as individual blocks - e.g., <<SUMMARY:START:DBA1:DBA2:DBA3:DBA4>> is not supported. The setup must be:

<<SUMMARY:START:DBA2>>

(Cost & Description substitution codes)

<<SUMMARY:END>>

<<SUMMARY:START:DBA3>>

(Cost & Description substitution codes)

<<SUMMARY:END>>

etc.

| Section Tags | Tag Parameters | Substitution Codes | Data Source |
|---|---|---|---|
| <<SUMMARY:START>> | :SRV (plus codes - :AC:SS etc) | | Summarise by product service type |
| | :DBA1 | | Summarise by product analysis code 1 |
| | :DBA2 | | Summarise by product analysis code 2 |
| | :DBA3 | | Summarise by product analysis code 3 |
| | :DBA4 | | Summarise by product analysis code 4 |

| Section Tags | Tag Parameters | Substitution Codes | Data Source |
|---|---|---|---|
| | :DBA5 | | Summarise by product analysis code 5 |
| | :DBA6 | | Summarise by product analysis code 6 |
| | | SUMCODE | Product service code |
| | | SUMCODEDESC | Product service description |
| | | DBA1 | Product analysis 1 code |
| | | DBA2 | Product analysis 2 code |
| | | DBA3 | Product analysis 3 code |
| | | DBA4 | Product analysis 4 code |
| | | DBA5 | Product analysis 5 code |
| | | DBA6 | Product analysis 6 code |
| | | DBAD1 | Product analysis 1 description |
| | | DBAD2 | Product analysis 2 description |
| | | DBAD3 | Product analysis 3 description |
| | | DBAD4 | Product analysis 4 description |
| | | DBAD5 | Product analysis 5 description |
| | | DBAD6 | Product analysis 6 description |
| | | COST | Summary in Cost price (incl tax) |
| | | RETAIL | Summary in Retail price (incl tax) |
| | | AGENT | Summary in Agent price (incl tax) |
| <<SUMMARY:END>> | | | |

**Example Service Summary in Message Template**



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ABC Tours & Travel

**Booking Confirmation For:** <bn>

**Travelling On:** <td>

**To:** <an>
**From:** <ufn>
**Date:** <sysdate:t>

I am pleased to confirm the following booking.
Let me know if you have any queries or require any alterations to be made to the details below.
We look forward to welcoming your clients.

**Date of Travel:** <td>

**No. of people:** <pax> adults, <chd> child(ren), <inf> infant(s)

**Our Reference:** <br>

**Your Reference:** <ar>

**Total Price:** <cur> <retail>

<<SUMMARY:START:SRV:AC:SS:TF:RV:AV>>

| | |
|---|---|
| <SUMCODEDESC> | <Retail> |

<<SUMMARY:END>>

**Travel Arrangements**

**Example Service Summary Message Output**

ABC Tours & Travel

**Booking Confirmation For:** Abbott/Harris

**Travelling On:** 19 Oct 19

| | |
|---|---|
| **To:** | Aussie & Kiwi Travel |
| **From:** | Geoff Beaver |
| **Date:** | 02 Jul 19 22:57:44 |

I am pleased to confirm the following booking.
Let me know if you have any queries or require any alterations to be made to the details below.
We look forward to welcoming your clients.

| | |
|---|---|
| **Date of Travel:** | 19 Oct 19 |
| **No. of people:** | 6 adults, 0 child(ren), 0 infant(s) |
| **Our Reference:** | USFI104583 |
| **Your Reference:** | |
| **Total Price:** | NZD 19,025.00 |

| | |
|---|---|
| Accommodation | 16,388.07 |
| Rental Vehicle | 887.04 |
| Sightseeing | 1,540.23 |
| Transfer | 209.66 |

**Travel Arrangements**



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## Pax Breaks Section

The <<PAXBREAKS>> section is designed to be used in PCM messages to output the Service Summary detail by PCM Pax Break.

Service Summaries can be output *without* the <<PAXBREAKS>> section and will be output by Service (or Analysis Code) with Summary detail for each Pax Range. There will be one row for each Service or Analysis Code. See "Service Summary Without Pax Breaks Section" below

When the Service Summary is output *with* the <<PAXBREAKS>> section, the summary will be by Pax Range, then Service or Analysis Code and there will be one row for each Service or Analysis Code and each Pax Range grouped within that row. See "Service Summary With Pax Breaks Section" on the next page

## Service Summary Without Pax Breaks Section

**Example Service Summary in PCM Message Template Tail - Without PAXBREAKS Section**

| <<SERVICES:END>> | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | Double/Twin | | Triple Reduction | | Quad Reduction | | Markup | |
| | | | | Cost | Agent | Cost | Agent | Cost | Agent | $ | % |
| TOTAL | | <pax:0> | <cur> | <cost:0> | <agent:0> | <cost:trd:r1> | <agent:trd:r1> | <cost:qr:r1> | <agent:qr:r1> | <mup:0> | <mupc:0> |
| <<SUMMARY:START:SRV:AC:SS:SD:TR:CR:EF>> | | | | | | | | | | | |
| <pax:0> | <esc:0> | <drv:0> | <sumcodedesc> | <cost> | <agent> | | | | | | |
| <<SUMMARY:END>> | | | | | | | | | | | |

In this template, the <<SUMMARY:START>> has been placed after the <<SERVICES:END>>, meaning it is in the Tail of the message template. The Summary is based on Service Codes (:SRV) for codes :AC (Accommodation), :SS (Sightseeing), :SD (Single Date Service), :TR (Transport), :CR (Cruise), and :EF (Entrance Fees).

There are 6 Pax Ranges in the PCM - 10 + 1 Escort +1 Driver, 15+1+1, 20+1+1, 25+1+1, 30+1+1 and 30+2+1.

**Example Service Summary in PCM Message Output - Without PAXBREAKS Section**

| | | | | | Double/Twin | | Triple Reduction | | Quad Reduction | | Markup | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Cost | Agent | Cost | Agent | Cost | Agent | $ | % |
| TOTAL | | | 10<br>15<br>20<br>25<br>30<br>30 | NZD | 1,401.70<br>1,231.27<br>1,080.25<br>1,046.23<br>1,023.55<br>1,077.46 | 1,570.00<br>1,380.00<br>1,210.00<br>1,172.00<br>1,147.00<br>1,207.00 | 81.76 | 92.00 | 0.00 | 0.00 | 168.30<br>148.73<br>129.75<br>125.77<br>123.45<br>129.54 | 12.01<br>12.08<br>12.01<br>12.02<br>12.06<br>12.02 |
| 10 | 1 | 1 | Accommodation | | 1,055.88 | 1,182.66 | | | | | | |
| 10 | 1 | 1 | Cruise | | 108.42 | 121.44 | | | | | | |
| 10 | 1 | 1 | Transport | | 237.40 | 265.90 | | | | | | |
| 15 | 1 | 1 | Accommodation | | 974.45 | 1,092.15 | | | | | | |
| 15 | 1 | 1 | Cruise | | 98.56 | 110.47 | | | | | | |
| 15 | 1 | 1 | Transport | | 158.27 | 177.38 | | | | | | |
| 20 | 1 | 1 | Accommodation | | 862.99 | 966.64 | | | | | | |
| 20 | 1 | 1 | Cruise | | 98.56 | 110.40 | | | | | | |
| 20 | 1 | 1 | Transport | | 118.70 | 132.96 | | | | | | |
| 25 | 1 | 1 | Accommodation | | 852.71 | 955.21 | | | | | | |
| 25 | 1 | 1 | Cruise | | 98.56 | 110.41 | | | | | | |
| 25 | 1 | 1 | Transport | | 94.96 | 106.38 | | | | | | |
| 30 | 1 | 1 | Accommodation | | 845.85 | 947.87 | | | | | | |
| 30 | 1 | 1 | Cruise | | 98.56 | 110.45 | | | | | | |
| 30 | 1 | 1 | Transport | | 79.13 | 88.68 | | | | | | |
| 30 | 2 | 1 | Accommodation | | 896.49 | 1,004.26 | | | | | | |
| 30 | 2 | 1 | Cruise | | 101.85 | 114.09 | | | | | | |
| 30 | 2 | 1 | Transport | | 79.13 | 88.65 | | | | | | |

## Service Summary With Pax Breaks Section

**Example Service Summary in PCM Message Template Tail - With PAXBREAKS Section**

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| <<SERVICES:END>> | | | | | | | | | | |
| | | | Double/Twin | | Triple Reduction | | Quad Reduction | | Markup | |
| | | | Cost | Agent | Cost | Agent | Cost | Agent | $ | % |
| TOTAL | <pax:0> | <cur> | <cost:0> | <agent:0> | <cost:trd:r1> | <agent:trd:r1> | <cost:qr:r1> | <agent:qr:r1> | <mup:0> | <mupc:0> |
| <<PAXBREAKS:START>> | | | | | | | | | | |
| <<SUMMARY:START:SRV:AC:SS:SD:TR:CR:EF>> | | | | | | | | | | |
| <pax:0> | <esc:0> | <drv:0> | <sumcodedesc> | <cost> | <agent> | | | | | |
| <<SUMMARY:END>> | | | | | | | | | | |
| <<PAXBREAKS:END>> | | | | | | | | | | |

The <<PAXBREAKS:START>> and <<PAXBREAKS:END>> do not have to be inside the SUMMARY tags, so have been wrapped around the <<SUMMARY:START>> and <<SUMMARY:END>> tags. Apart from adding the PAXBREAK tags, this is the same as the template tail used in the *Without Paxbreaks* example.

**Example Service Summary in PCM Message Output - With PAXBREAKS Section**

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Double/Twin | | Triple Reduction | | Quad Reduction | | Markup | |
| | | | | | Cost | Agent | Cost | Agent | Cost | Agent | $ | % |
| TOTAL | | | 10 | NZD | 1,401.70 | 1,570.00 | 81.76 | 92.00 | 0.00 | 0.00 | 168.30 | 12.01 |
| | | | 15 | | 1,231.27 | 1,380.00 | | | | | 148.73 | 12.08 |
| | | | 20 | | 1,080.25 | 1,210.00 | | | | | 129.75 | 12.01 |
| | | | 25 | | 1,046.23 | 1,172.00 | | | | | 125.77 | 12.02 |
| | | | 30 | | 1,023.55 | 1,147.00 | | | | | 123.45 | 12.06 |
| | | | 30 | | 1,077.46 | 1,207.00 | | | | | 129.54 | 12.02 |
| 10 | 1 | 1 | Accommodation | | 1,055.88 | 1,182.66 | | | | | | |
| 15 | 1 | 1 | | | 974.45 | 1,092.15 | | | | | | |
| 20 | 1 | 1 | | | 862.99 | 966.64 | | | | | | |
| 25 | 1 | 1 | | | 852.71 | 955.21 | | | | | | |
| 30 | 1 | 1 | | | 845.85 | 947.87 | | | | | | |
| 30 | 2 | 1 | | | 896.49 | 1,004.26 | | | | | | |
| 10 | 1 | 1 | Cruise | | 108.42 | 121.44 | | | | | | |
| 15 | 1 | 1 | | | 98.56 | 110.47 | | | | | | |
| 20 | 1 | 1 | | | 98.56 | 110.40 | | | | | | |
| 25 | 1 | 1 | | | 98.56 | 110.41 | | | | | | |
| 30 | 1 | 1 | | | 98.56 | 110.45 | | | | | | |
| 30 | 2 | 1 | | | 101.85 | 114.09 | | | | | | |
| 10 | 1 | 1 | Transport | | 237.40 | 265.90 | | | | | | |
| 15 | 1 | 1 | | | 158.27 | 177.38 | | | | | | |
| 20 | 1 | 1 | | | 118.70 | 132.96 | | | | | | |
| 25 | 1 | 1 | | | 94.96 | 106.38 | | | | | | |
| 30 | 1 | 1 | | | 79.13 | 88.68 | | | | | | |
| 30 | 2 | 1 | | | 79.13 | 88.65 | | | | | | |

Outputting additional pricing (e.g., Triple/Quad etc) by pax range/Service/Analysis Code is best done Without Paxbreaks, since the prices for the supplements/reductions are common to all pax ranges and are output once. This means there can be gaps left in the document. If values such as markups are being output, they can vary service by service and pax range by pax range, so the document output could be quite long.


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## Optional Services Section

The Optional Services section enables services that have an Optional Service status to be output in messages. An Optional service status is a Service Status that has the flag "Include in Total" unchecked. This means that although the value of services with those statuses does display, the total booking value does not include them.

The 'Optional' service statuses services to include when outputting optionals in messaging can be embedded into the template.

There are two format types - one for when the optional services are to be included in the Body/Lines section of the message (in Day/Sequence order with Confirmed/Request services) and the other to be used when the Optional Services are to be output bundled together in either the Header or Tail sections.

Whether the Optionals are in the Body/Lines or Header/Tail, the detail that can be output is the same - i.e., any of the product and/or booking detail that can be output for standard (non optional) services can be output for Optionals, including graphics, notes etc.

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## Optional Services in Lines Section

To include the Optional Service(s) in Message lines in the Body/Lines of the message, an example of the format is:

**Example Optional Services (In Services Section) Message Template**

```
<<SERVICES:START>>
DETAILED ITINERARY:
<<DEFAULT>>
<rms:row><day:cp> <date:cp> <locd:cp>
<SRVD>: <optn>                                        Total <cur> <retail:pp>
<sn>
Total <pax> Pax
<RMS:ROW>Extras   <ex:1:a> <ex:2:a> <ex:3:a> <ex:4:a> <ex:5:a>
Included:
<<names:start>>
<Title> <Forename> <Surname> - <paxtype>
<<names:end>>
<<DEFAULT:OPTIONAL:OP>>
The following optional service(s) are available at <locd> for the additional cost(s) specified.
<srvd> <sn> <optn>                                    Total <cur> <retail:tl>

<<AC>>
<rms:row><day:cp> <date:cp> <locd:cp>
ACCOMMODATION: <qty2> <scu> at the <sn> in a <optn>.  Total <cur> <retail:tl>
Rooms: <TW:0> <DB:0> <SG:0> <TR:0> <QD:0> <OT:0>                          <std>
Total <pax> Pax
<RMS:ROW>Extras   <ex:1:a> <ex:2:a> <ex:3:a> <ex:4:a> <ex:5:a>
Included:
<<names:start>>
<Title> <Forename> <Surname> - <paxtype>
<<names:end>>

<<AC:OPTIONAL:OP>>
An alternative for <locd> accommodation could be <qty2> <scu> at <sn> in a   Total <cur> <retail:tl>
<optn>.

<<EF>>
```

Two of the message template Lines Formats are shown in the above screen shot - <<DEFAULT>> and <<AC>>. These and other line format types that could have Optional Services - Sightseeing, Entry Fees etc - have been formatted with an additional section that has been added with the format to be used when any Optional Services for those Message Line Types are in the Booking/PCM.

The Optionals Section format is in the form <<Message Line Type Code:OPTIONAL:Service Status Code>> - e.g., for the accommodation service message line type AC, the format is:

<<AC:OPTIONAL:OP>

The message output from a booking using the above template has resulted in the following.


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**Example Optional Services (In Services Section) Message Output**

| | |
|---|---|
| **Friday 18 Oct 19 Mt Cook** | |
| **ACCOMMODATION: 2 Nights at The Hermitage Hotel in a Premium Room (Aoraki Wing).** | Total NZD 1,462.62 |
| Rooms: 1 Double<br>Total 2 Pax | Confirmed |
| **Extras Included:** 2 Adults x 2 Full Bfast | |
| Mr Dick Hansford- Adult | |
| Mrs Robyn Hansford- Adult | |
| **The following optional service(s) are available at Mt Cook for the additional cost(s) specified.** | |
| **Flight Mount Cook Ski Planes SPA2 - Grand Circle Flight** | **Total NZD 1,268.00** |
| **Sunday 20 Oct 19 Queenstown** | |
| **ACCOMMODATION: 2 Nights at the Copthorne Lakefront Hotel in a Superior Room.** | Total NZD 497.16 |
| Rooms: 1 Double<br>Total 2 Pax | Confirmed |
| Mr Dick Hansford- Adult | |
| Mrs Robyn Hansford- Adult | |
| **An alternative for Queenstown accommodation could be 2 Nights at Novotel Queenstown Lakeside Hotel in a Lakeside Room.** | **Total NZD 622.00** |
| **The following optional service(s) are available at Queenstown for the additional cost(s) specified.** | |
| **Sightseeing/Day Tour Dart Stables Glenorchy The Ride of the Rings** | **Total NZD 498.00** |
| **Tuesday 22 Oct 19 Dunedin** | |
| **ACCOMMODATION: 2 Nights at the Scenic Hotel Dunedin City in an Executive Room.** | Total NZD 801.87 |
| Rooms: 1 Double<br>Total 2 Pax | Confirmed |
| Mr Dick Hansford- Adult | |
| Mrs Robyn Hansford- Adult | |
| **The following optional service(s) are available at Dunedin for the additional cost(s) specified.** | |
| **Cruise Monarch Wildlife Cruises Tour 3L Otago Peninsula Wildlife Package plus Larnach Castle** | **Total NZD 644.00** |

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## Optional Services in Header or Tail Sections

To output the Optional Services in either the Header or Tail, the formatting must be outside of the SERVICES tags. To include the Optional Services in the message header or tail, an example of the format is:

**Example Optional Services (In Header/Tail) Message Template**

```
<<SERVICES:END>>

End of Tour Arrangements

<<OPTIONALS:START:OP>>

OPTIONAL EXTRAS

The following are some optional services which we know would compliment your tour (not included in the
above package price). Please advise if you would like us to book any of these optional extras:
<<OPTIONALSERVICES:START>>
<<DEFAULT>>
<locd>                                                    Total  <cur> <retail:pp>
<srvd>  <optn>

<<AC>>
<locd> <date>                                             Per person: <cur>
Alternate accommodation in a <optn> at the <sn>                <retail:tl:pp>

<<EF>>
<locd>                                                    Total  <cur> <retail:pp>
<srvd>  <optn>

<<SS>>
<locd>                                                    Total  <cur> <retail:pp>
<srvd>  <optn>

<<FL>>
<locd>                                                    Total  <cur> <retail:pp>
<srvd>  <optn>
<<OPTIONALSERVICES:END>>
<<OPTIONALS:END>>

This booking is subject to our Booking Conditions,  which are attached.
I hope the above arrangements meet with your approval.
Please do not hesitate to contact me at the office for any further information you might require.
Best regards,
<ufn>
```



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**Example Optional Services (In Header/Tail) Message Output**

**End of Tour Arrangements**

**OPTIONAL EXTRAS**

The following are some optional services which we know would compliment your tour (not included in the above package price). Please advise if you would like us to book any of these optional extras:

| | |
|---|---|
| **Mt Cook**<br>**Flight SPA2 - Grand Circle Flight** | Total NZD 634.00 |
| **Queenstown 20 Oct 19**<br>**Alternate accommodationin a Lakeside Room at the Novotel Queenstown Lakeside Hotel** | Per person: NZD 311.00 |
| **Queenstown**<br>**Sightseeing/Day Tour The Ride of the Rings** | Total NZD 249.00 |
| **Dunedin**<br>**Cruise Tour 3L Otago Peninsula Wildlife Package plus Larnach Castle** | Total NZD 322.00 |

This booking is subject to our Booking Conditions, which are attached.
I hope the above arrangements meet with your approval.
Please do not hesitate to contact me at the office for any further information you might require.
**Best regards,**
**Geoff Beaver**

## Itinerary Section

The Itinerary Section allows details of pax, services and costs etc to be output per Groups Itinerary.

**Section Tags**

The section tags <<ITINERARY:START>> and <<ITINERARY:END>> are used within the Header and/or Tail sections of the message template.

Within the ITINERARY tags, the section tags <<ITINERARYLINE:START>> and <<ITINERARYLINE:END>> can be used to output services specific to the relevant itinerary. The Line Format Type Codes are used to define the different line types required.

It is also possible to have multiple ItineraryLine tags within an Itinerary Section. Below outlines an example of a (one) set of ItineraryLine section tags within an Itinerary Section.

| Section Tags | Substitution Codes | Data Source |
|---|---|---|
| <<ITINERARY:START>> | | |
| | | Itinerary detail - pax /room numbers etc - can go here or in the Tail. |
| <<ITINERARYLINE:START>> | | |
| <<DEFAULT>>, <<AC>> etc.<br>Include all line format types required | Any service or pricing code | The default line format to be used if a product line format code is not included in the template |
| <<ITINERARYLINE:END>> | | |
| | | Itinerary detail - pricing etc - can go here or in the Header |
| <<ITINERARY:END>> | | |


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**Example Itinerary - Itinerary Lines Section Message Template**

ABC Tours & Travel

| | | |
|---|---|---|
| **Services & Costs By Itinerary For:** | | **<br>** |
| | | **<bn>** |
| **Total Rooms (All Itineraries): <tw> <db> <sg> <tr> <qd>** | | |
| **Total Pax (All Itineraries): <pax> adults, <chd> child(ren), <chs> Child Share(s) <inf> infant(s), <esc> Escort(s), <drv> Driver(s)** | | |
| | | |
| **Agent: <AN>** | **Tour Date – Start:** | <td> |
| All Itineraries detail in this section | **Tour Date – End:** | <lsd> |
| | Consultant: | <ufn> |
| <ct> | Status: | <bst> |
| <<ITINERARY:START>> | | |
| | | |
| **<itname> Services** | | **<pax> adults, <chd> child(ren), <inf> infant(s), <esc> Escort(s), <drv> Driver(s)** |
| **Rooms: <tw> <db> <sg> <tr> <qd>** | | |

**Tour Services:**

| | | | Twin PP | | Double PP | | Single PP | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Supplier/Service** | **Qty** | **Cur** | **Cost** | **Agent** | **Cost** | **Agent** | **Cost** | **Agent** | **Sell Total** | **Mup %** | **Mup** |
| <<ITINERARYLINE:START>> | | | | | | | | | | | |
| <<DEFAULT>> | | | | | | | | | | | |
| **<sn>** | | | **<optn>** | | | | | | **<qty1> <fcu> <qty2> <scu>** | | |
| | | <cur> | <cost:twpp:0> | <agent:twpp:0> | <cost:dbpp:0> | <agent:dbpp:0> | <cost:sgpp:0> | <agent:sgp:0> | <agent:tl:0> | <muppc> | <mup:0> |
| <<AC>> | | | | | | | | | | | |
| **<sn>** | | | **<optn>** | | | | | | **<qty1> <fcu> <qty2> <scu>** | | |
| | | <cur> | <cost:twpp:0> | <agent:twpp:0> | <cost:dbpp:0> | <agent:dbpp:0> | <cost:sgpp:0> | <agent:sgp:0> | <agent:tl:0> | <muppc> | <mup:0> |
| <<ITINERARYLINE:END>> | | | | | | | | | | | |
| **TOTAL** | | **<cur>** | **<cost:twpp:0>** | **<agent:tw:pp:0>** | **<cost:dbpp:0>** | **<agent:dbpp:0>** | **<cost:sgpp:0>** | **<agent:sgp:0>** | **<agent:tl:0>** | **<muppc>** | **<mup:tl:0>** |
| **<rms:row>Triple Pricing** | **Cost <cost:trpp:0>** | | | **Agent: <agent:trpp:0>** | | | | | | | |
| **<rms:row>Quad Pricing** | **Cost <cost:qdpp:0>** | | | **Agent: <agent:qdpp:0>** | | | | | | | |
| **<rms:row>Child Pricing** | **CH Supp: Cost: <cost:ch:pp:0>** | | | **Agent: - <agent:ch:pp:0>** | | | | | | | |
| | **CH Share Cost <cost:cs:pp:0** | | | **Agent: <agent:cs:pp:0>** | | | | | | | |
| | **IN Supp Cost <cost:in:pp:0>** | | | **Agent: - <agent:in:pp:0>** | | | | | | | |
| **<rms:row>Staff Pricing** | **Escort: Cost Twin PP <cost:e:tw:pp:0>** | | | | | | | | | | |
| | **Driver: Cost Twin PP <cost:d:tw:pp:0>** | | | | | | | | | | |
| <<ITINERARY:END>> | | | | | | | | | | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **BOOKING TOTAL** | | **<cur>** | **<cost:twpp:0>** | **<agent:tw:pp:0>** | **<cost:dbpp:0>** | **<agent:dbpp:0>** | **<cost:sgpp:0>** | **<agent:sgp:0>** | **<agent:tl:0>** | **<muppc>** | **<mup:tl:0>** |
| **<rms:row>Triple Pricing** | **Cost <cost:trpp:0>** | | | **Agent: <agent:trpp:0>** | | | | | | | |
| **<rms:row>Quad Pricing** | **Cost <cost:qdpp:0>** | | | **Agent: <agent:qdpp:0>** | | | | | | | |
| **<rms:row>Child Pricing** | **CH Supp: Cost: <cost:ch:pp:0>** | | | **Agent: - <agent:ch:pp:0>** | | | | | | | |
| | **CH Share Cost <cost:cs:pp:0** | | | **Agent: <agent:cs:pp:0>** | | | | | | | |
| | **IN Supp Cost <cost:in:pp:0>** | | | **Agent: - <agent:in:pp:0>** | | | | | | | |
| **<rms:row>Staff Pricing** | **Escort: Cost Twin PP <cost:e:tw:pp:0>** | | | | | | | | | | |
| | **Driver: Cost Twin PP <cost:d:tw:pp:0>** | | | | | | | | | | |

All Itineraries detail in this section

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**Example Itinerary - Itinerary Lines Section Message Output**

ABC Tours & Travel

**Services & Costs By Itinerary For:** NZGP104629
Harness Racing Victoria N.Z. 2019

**Total Rooms (All Itineraries): 10 Twins 16 Double 7 Single**
**Total Pax (All Itineraries): 56 adults, 0 child(ren), 0 Child Share(s), 0 infant(s), 1 Escort(s), 1 Driver(s)**

**Agent: New Zealand Travel Specialists**

**Tour Date – Start:** 28 Oct 19
**Tour Date – End:** 17 Nov 19
Consultant: Geoff Beaver
Status: KK

All Itineraries detail in this section

**Akaroa Accommodation Services** — 8 adults, 0 child(ren), 0 infant(s), 0 Escort(s), 0 Driver(s)
**Rooms: 4 Doubles**

Akaroa Accommodation Itinerary detail in this section

**Tour Services:**

| Supplier/Service | Qty | Cur | Twin PP Cost | Twin PP Agent | Double PP Cost | Double PP Agent | Single PP Cost | Single PP Agent | Sell Total | Mup % | Mup |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Akaroa Village Inn | | | Jacques Village Units | | | | | | 4 Room 1 Night | | |
| | | NZD | | | 88.20 | 106.00 | | | 848.00 | 20.18 | 142.40 |
| TOTAL | | NZD | | | 88.20 | 106.00 | | | 848.00 | 20.18 | 142.40 |

**Main Tour Services** — 42 adults, 0 child(ren), 0 infant(s), 1 Escort(s), 1 Driver(s)
**Rooms: 8 Twins 11 Doubles 6 Singles**

Main Tour Itinerary detail in this section

**Tour Services:**

| Supplier/Service | Qty | Cur | Twin PP Cost | Twin PP Agent | Double PP Cost | Double PP Agent | Single PP Cost | Single PP Agent | Sell Total | Mup % | Mup |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Pacific Tourways | | | Coach Charter | | | | | | 1 Coach 1 Tour | | |
| | | NZD | 282.26 | 324.78 | 282.26 | 324.78 | 282.26 | 324.78 | 13,640.77 | 15.06 | 1,785.77 |
| Chateau On The Park - A Doubletree by Hilton | | | Deluxe Room | | | | | | 23 Room 2 Nights | | |
| | | NZD | 254.57 | 292.85 | 254.57 | 292.85 | 441.57 | 507.93 | 13,160.06 | 15.04 | 1,720.06 |
| Kaikoura Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Entry | | |
| | | NZD | 26.50 | 30.49 | 26.50 | 30.49 | 26.50 | 30.49 | 1,280.59 | 15.04 | 167.39 |
| Novotel Queenstown Lakeside Hotel | | | Standard Room | | | | | | 23 Room 2 Nights | | |
| | | NZD | 399.24 | 459.27 | 399.24 | 459.27 | 580.24 | 667.44 | 20,122.04 | 15.04 | 2,630.04 |
| The Hermitage Hotel | | | Standard (Mt Cook View) Room with Alpine Dinner & Breakfast | | | | | | 24 Room 1 Night | | |
| | | NZD | 280.62 | 322.82 | 280.62 | 322.82 | 482.62 | 555.15 | 14,487.57 | 15.04 | 1,893.57 |
| Metropolitan Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 31.43 | 36.17 | 31.43 | 36.17 | 31.43 | 36.17 | 1,519.14 | 15.09 | 199.14 |
| Chateau On The Park - A Doubletree by Hilton | | | Deluxe Room | | | | | | 23 Room 1 Night | | |
| | | NZD | 127.29 | 146.43 | 127.29 | 146.43 | 220.79 | 253.96 | 6,580.03 | 15.04 | 860.03 |
| Timaru Harness Racing Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 15.71 | 18.08 | 15.71 | 18.08 | 15.71 | 18.08 | 759.36 | 15.05 | 99.36 |
| Kingsgate Hotel Brydone | | | Run of House Room | | | | | | 24 Room 1 Night | | |
| | | NZD | 122.94 | 141.42 | 122.94 | 141.42 | 204.94 | 235.73 | 6,317.02 | 15.04 | 825.66 |
| Riverton Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 15.71 | 18.08 | 15.71 | 18.08 | 15.71 | 18.08 | 759.36 | 15.05 | 99.36 |
| Ascot Park Hotel | | | Standard Hotel Room | | | | | | 24 Room 2 Nights | | |
| | | NZD | 277.57 | 319.31 | 277.57 | 319.31 | 475.57 | 547.04 | 14,321.92 | 15.04 | 1,871.92 |
| Real Journeys | | | RJ5510 Bluff to Stewart Island Return Ferry | | | | | | 42 Person 1 Trip | | |
| | | NZD | 157.00 | 180.66 | 157.00 | 180.66 | 157.00 | 180.66 | 7,587.72 | 15.07 | 993.72 |
| Real Journeys | | | RJ5590 Paterson Inlet Cruise & Ulva Island | | | | | | 42 Person 1 Cruise | | |
| | | NZD | 94.00 | 108.16 | 94.00 | 108.16 | 94.00 | 108.16 | 4,542.72 | 15.06 | 594.72 |
| Scenic Hotel Dunedin City | | | Superior Room | | | | | | 24 Room 3 Nights | | |
| | | NZD | 510.64 | 587.43 | 510.64 | 587.43 | 873.64 | 1,004.93 | 26,341.98 | 15.04 | 3,442.98 |
| Rangiora Harness Racing Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 15.71 | 18.08 | 15.71 | 18.08 | 15.71 | 18.08 | 759.36 | 15.05 | 99.36 |
| Chateau On The Park - A Doubletree by Hilton | | | Deluxe Room | | | | | | 23 Room 8 Nights | | |
| | | NZD | 748.00 | 860.48 | 748.00 | 860.48 | 1,496.00 | 1,720.82 | 39,581.35 | 15.04 | 5,173.35 |
| Black Cat Group | | | Two Hour Akaroa Harbour Nature Cruise | | | | | | 42 Person 1 Cruise | | |
| | | NZD | 80.00 | 92.05 | 80.00 | 92.05 | 80.00 | 92.05 | 3,866.10 | 15.06 | 506.10 |
| Metropolitan Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 31.43 | 36.17 | 31.43 | 36.17 | 31.43 | 36.17 | 1,519.14 | 15.09 | 199.14 |
| Ashburton Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 20.95 | 24.11 | 20.95 | 24.11 | 20.95 | 24.11 | 1,012.62 | 15.07 | 132.62 |
| Metropolitan Trotting Club | | | Race Meeting Admission | | | | | | 44 Person 1 Visit | | |
| | | NZD | 31.43 | 36.17 | 31.43 | 36.17 | 31.43 | 36.17 | 1,519.14 | 15.09 | 199.14 |
| TOTAL | | NZD | 3,523.01 | 4,053.00 | 3,523.01 | 4,053.00 | 5,577.51 | 6,416.00 | 179,677.99 | 15.04 | 23,493.43 |
| Staff Pricing | Escort: Cost Twin PP 13.36 | | | | | | | | | | |
| | Driver: Cost Twin PP 65.04 | | | | | | | | | | |

**Pre Tour Accommodation Services** — 7 adults, 0 child(ren), 0 infant(s), 0 Escort(s), 0 Driver(s)
**Rooms: 2 Twins 1 Double 1 Single**

Pre Tour Accommodation Itinerary detail in this section

**Tour Services:**

| Supplier/Service | Qty | Cur | Twin PP Cost | Twin PP Agent | Double PP Cost | Double PP Agent | Single PP Cost | Single PP Agent | Sell Total | Mup % | Mup |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Chateau On The Park - A Doubletree by Hilton | | | Deluxe Room | | | | | | 4 Room 1 Night | | |
| | | NZD | 93.50 | 93.50 | 93.50 | 93.50 | 187.00 | 187.00 | 748.00 | 0.00 | |
| TOTAL | | NZD | 93.50 | 93.50 | 93.50 | 93.50 | 187.00 | 187.00 | 748.00 | 0.00 | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| BOOKING TOTAL | | NZD | 3,616.51 | 4,146.50 | 3,704.71 | 4,252.50 | 5,764.51 | 6,603.00 | 181,273.99 | 14.99 | 23,635.83 |
| Staff Pricing | Escort: Cost Twin PP 13.36 | | | | | | | | | | |
| | Driver: Cost Twin PP 65.04 | | | | | | | | | | |

All Itineraries detail in this section


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## Air Ticket Section

For those Tourplan NX user companies that use the PNR Import module, imported flight details can be output on messages using special tags.

**NOTE:** There is one INI settings specific to Air messages which will need to be set before Air messages can used.

| | | |
|---|---|---|
| **Air Services INI** | AIR SERVICE MESSAGE TYPE *(System INI)* | Message format type for Air Services (e.g. FS) |

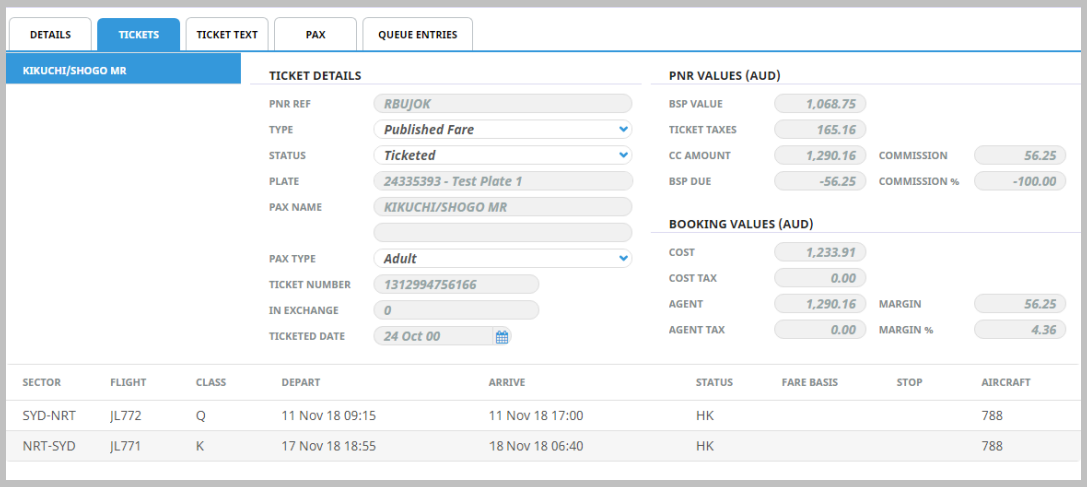
There are 2 Section tags and 23 air specific substitution codes.

The Air Ticket <<SECTORS>> section must be used between the SERVICES tags and the <<TICKETS>> section can be used within the <<SECTORS>> tags or outside of the <<SERVICES>> section.

For details of the available Air Sector message substitution codes, see "Air Substitution Codes" on page 102.

| Section Tags | Data Source |
|---|---|
| <<SERVICES:START>> | |
| <<FS>> | Message Format Type from INI setting |
| <<SECTORS:START>> | |
| | Flight details for each sector are output in this section |
| <<TICKETS:START>> | |
| | Passenger Name details are in this section |
| <<TICKETS:END>> | |
| | Sundry sector details can be anywhere between <<SECTORS:START>> and <<SECTORS:END>> |
| <<SECTORS:END>> | |
| <<SERVICES:END>> | |

**Example Booking Import PNR Flight Service**



**Example Air Ticket Service Message Template**

| | | |
|---|---|---|
| Itinerary For<br><BN> | Booking Number<br>Consultant<br>Departure Date<br>Debtor | <BR><br><CN><br><TD><br><AN> |

| | | | | |
|---|---|---|---|---|
| <<SERVICES:START>> | | | | |
| <<DEFAULT>> | | | | |
| Date | Service | Details | | |
| <DATE> | <SRVD> | <OPTN> | | |
| <<FS>> | | | | |
| <<SECTORS:START>> | | | | |
| Date | Service | Details | | |
| < DATE > | Flight | Airline: | <CAR:F> | Flight: <CAR><FLI> |
| <DAYNO>/<SEQ> | | Departure Date: | <DEPDATE:D> | <DEP:F> |
| <DAY> | | Departure Time: | <DEPDATE:T> | <DEP:CTY> |
| | | Arrival Date: | <ARRDATE:D> | <ARR:F> |
| | | Arrival Time: | <ARRDATE:T> | <ARR:CTY> |
| | | Aircraft: | <AIR:F> | |
| | | Class: | <CLA> = <CLA:F> | |
| | | Stops: | <STO> | |
| | | Meals Served: | <MEA> = <MEA:F> | |
| | | PNR Reference: | <REF> | |
| | | Airline Reference: | <CSH> | |
| | | Flight Status: | <FST> | |
| | | Passengers | | |
| <<TICKETS:START>> | | | | |
| <RMS:ROW> | | <TKPAX1> | | |
| <RMS:ROW> | | <TKPAX2> | | |
| <<TICKETS:END>> | | | | |
| | | Details: | <DEP:F>, <DEPTER> | |
| | | | <DEPDATE:D> <DEPDATE:T> | |
| | | | <ARR:F>, <ARRTER> | |
| | | | <ARRDATE:D> <ARRDATE:T> | |
| | | | <ELA> hours, <DIS> miles | |
| | | Meal Requests: | <SPM:F> | |
| | | Seat Requests | <SEA> | |
| <<SECTORS:END>> | | | | |
| <<SERVICES:END>> | | | | |

| Passenger Names | Price | Total Tax | Total |
|---|---|---|---|
| <<TICKETS:START>> | | | |
| <TKPAX1> <TKPAX2> | [<AGENT>-<TKTAX>] | <TKTAX> | <AGENT> |
| Ticket Number: <TKNUM> | | | |
| <<TICKETS:END>> | | | |

| | | |
|---|---|---|
| | Total Due including taxes | <RETAIL> |
| | | |
| | Less Deposit | <RECEIVED:B> |
| | **BALANCE** | **[<RETAIL> - <RECEIVED:B>]** |



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**Example Air Ticket Service Message Output**

| | | |
|---|---|---|
| Itinerary For<br>MR SHOGO KIKUCHI | Booking Number<br>Consultant<br>Departure Date<br>Debtor | Z4X4P68261<br>Unassigned<br>18 November 19<br>1001 Hoteless |

| Date | Service | Details | | |
|---|---|---|---|---|
| 11 Nov 18<br>1/10<br>Sunday | Flight | Airline: | JL Airlines | Flight: JL772 |
| | | Departure Date: | 11 Nov 18 | Sydney |
| | | Departure Time: | 09:15 | AUS |
| | | Arrival Date: | 11 Nov 18 | Narita |
| | | Arrival Time: | 17:00 | |
| | | Aircraft: | Boeing 788 | |
| | | Class: | Q = Economy | |
| | | Stops: | Non-Stop | |
| | | Meals Served: | M = Vegetarian Bacon Delight | |
| | | PNR Reference: | JL | |
| | | Airline Reference: | | |
| | | Flight Status: | HK | |
| | | Passengers | | |
| | | KIKUCHI/SHOGO MR | | |
| | | Details: | Sydney, TERMINAL 1 INTERNATIONAL<br>11 Nov 18 09:15<br>Narita, TERMINAL 2<br>11 Nov 18 17:00<br>9.45 hours, 4863 miles | |
| | | Meal Requests: | | |
| | | Seat Requests | | |

| Date | Service | Details | | |
|---|---|---|---|---|
| 17 Nov 18<br>7/10<br>Saturday | Flight | Airline: | JL Airlines | Flight: JL771 |
| | | Departure Date: | 17 Nov 18 | Narita |
| | | Departure Time: | 18:55 | |
| | | Arrival Date: | 18 Nov 18 | Sydney |
| | | Arrival Time: | 06:40 | AUS |
| | | Aircraft: | Boeing 788 | |
| | | Class: | K = Economy | |
| | | Stops: | Non-Stop | |
| | | Meals Served: | M = Vegetarian Bacon Delight | |
| | | PNR Reference: | JL | |
| | | Airline Reference: | | |
| | | Flight Status: | HK | |
| | | Passengers | | |
| | | KIKUCHI/SHOGO MR | | |
| | | Details: | Narita, TERMINAL 2<br>17 Nov 18 18:55<br>Sydney, TERMINAL 1 INTERNATIONAL<br>17 Nov 18 06:40<br>9.45 hours, 4863 miles | |
| | | Meal Requests: | | |
| | | Seat Requests | | |

| Passenger Names | Price | Total Tax | Total |
|---|---|---|---|
| KIKUCHI/SHOGO MR | 1,125 | 165.16 | 1,290.16 |
| Ticket Number: 1312994756166 | | | |

| | |
|---|---|
| Total Due including taxes | 1290.16 |
| Less Deposit | 0.00 |
| **BALANCE** | **1,290.16** |

## Alternate Output of Sector Detail

***Consolidate Flight Services***

The ticket message template and output above is designed to output the individual flight sectors basically as single "services". They will appear in date order and (depending on the template layout) will be interspersed with other booking services - accommodation, sightseeing etc.

For bookings that may have complex multi passenger and/or multi CRS PNR's imported into them, the layout in date order of flight sectors from different PNR's may be confusing.

An alternate method of outputting the sectors is to use the 'Consolidate' modifier in which case all sectors of one PNR are output before sectors from any additional PNR's are output. The PNR's are output by date order of the first sector(s) - e.g., PNR 1 - first sector 28th August, last sector 02 September would be output in it's entirety before PNR 2 - first sector 29th August, last sector 01 September.

The Consolidate modifier is set with the services tag as <<SERVICES:START:CONSOLIDATE>>. The <<SERVICES:END>> tag remains the same.

**Variable Sectors Formats**

The <<SECTORS>> tag can also allow some variation in the way the sector detail is output where there are multi sector flights. There are 3 different modifiers - :FIRST, :MIDDLE and :LAST. These modifiers allow different formats for the flight sectors to be incorporated in the message template.

The :FIRST, :MIDDLE and :LAST modifiers are used in a template which has <<SERVICES:START:CONSOLIDATE>> and are in the format <<SECTORS:START:FIRST>> (where the format for the first sector(s) is defined), <<SECTORS:START:MIDDLE>> (where the sectors for all except the first and last sectors is defined), and <<SECTORS:START:END>> (where the format for the last sector is defined.

The example below has the same detail for the First and Middle sectors, and includes the Pax Names and Ticket details with the Last sector.

| Section Tags | Substitution Codes/Parameters | Substution Codes/Parameters |
|---|---|---|
| <<SERVICES:START:CONSOLIDATE>> | | |
| <<FS>> | Message Format Type from INI setting | |
| <<SECTORS:START:FIRST>> | | |
| | <DEP:F> (Departure airport (full description)) | <DEP:CTY:F> (Departure city (full description)) |
| | <DEPDAT:D:T> (Departure date and time) | |
| | <ARR:F> (Arrival airport (full description)) | <ARR:CTY:F> (Arrival city (full description)) |
| | <ARRDAT:D:T> (Arrival date and time) | |
| | <CAR:F> (Carrier (full name) <FLI> (Flight number) | |
| <<SECTORS:END>> | | |
| <<SECTORS:START:MIDDLE>> | | |
| | <DEP:F> (Departure airport (full description)) | <DEP:CTY:F> (Departure city (full description)) |
| | <DEPDAT:D:T> (Departure date and time) | |
| | <ARR:F> (Arrival airport (full description)) | <ARR:CTY:F> (Arrival city (full description)) |
| | <ARRDAT:D:T> (Arrival date and time) | |


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| Section Tags | Substitution Codes/Parameters | Substution Codes/Parameters |
|---|---|---|
| | <CAR:F> (Carrier (full name) <FLI> (Flight number) | |
| <<SECTORS:END>> | | |
| <<SECTORS:START:LAST>> | <DEP:F> (Departure airport (full description)) | <DEP:CTY:F> (Departure city (full description)) |
| | <DEPDAT:D:T> (Departure date and time) | |
| | <ARR:F> (Arrival airport (full description)) | <ARR:CTY:F> (Arrival city (full description)) |
| | <ARRDAT:D:T> (Arrival date and time) | |
| | <CAR:F> (Carrier (full name) <FLI> (Flight number) | |
| <<TICKETS:START>> | | |
| | <TKPAX1> <TKPAX2> (Pax Names) | |
| | <TKNUM> (Ticket Number) | |
| | <RETAIL> (Ticket retail) | |
| <<TICKETS:END>> | | |
| <<SECTORS:END>> | | |
| <<SERVICES:END>> | | |
| | | |

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## Room & Name List Section

Names and rooming lists can be incorporated in messages using the section tags <<LISTS>>, <<ROOMS>> and <<NAMES>>.

<<LISTS>> is used to define Rooming List formats and is used in the form <<LISTS:START>> and <LISTS:END>>

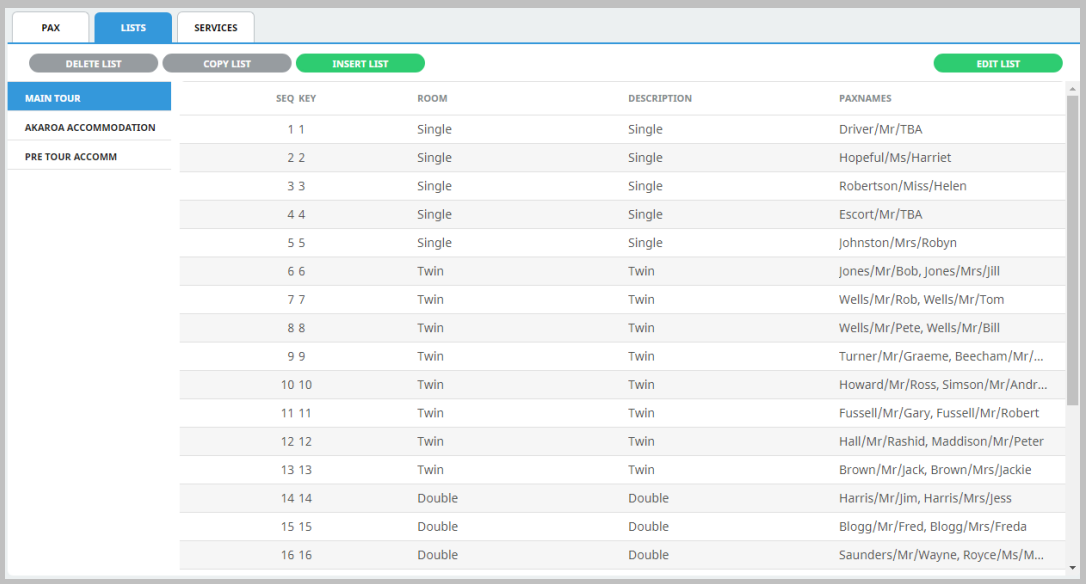
<<ROOMS>> is used to define the format for a Room, either within a Rooming List or in an FIT booking. Used in the form <<ROOMS:START>> and <<ROOMS:END>>

<<NAMES>> is used to define the format of individual pax details - either within a room, a list or the booking/service. Used in the form <<NAMES:START>> and <<NAMES:END>> Operates sorting by Surname then Forename.

Variations could include

- <<NAMES:START:LEAD>> will put the lead pax at the top and then sort the remaining pax at the top and then sort the remaining by Surname then Forename.
- <<NAMES:START:PAXTYPE>> will sort the pax by their type, so AD then CH then IN and then within the class sort by Surname then Forename.
- <<NAMES:START:LEAD:PAXTYPE>> will put the lead pax at the top and then sort the remaining as per :PAXTYPE sorting.

**Example Group Booking Names List**




| SEQ | KEY | ROOM | DESCRIPTION | PAXNAMES |
|---|---|---|---|---|
| 1 | 1 | Single | Single | Driver/Mr/TBA |
| 2 | 2 | Single | Single | Hopeful/Ms/Harriet |
| 3 | 3 | Single | Single | Robertson/Miss/Helen |
| 4 | 4 | Single | Single | Escort/Mr/TBA |
| 5 | 5 | Single | Single | Johnston/Mrs/Robyn |
| 6 | 6 | Twin | Twin | Jones/Mr/Bob, Jones/Mrs/Jill |
| 7 | 7 | Twin | Twin | Wells/Mr/Rob, Wells/Mr/Tom |
| 8 | 8 | Twin | Twin | Wells/Mr/Pete, Wells/Mr/Bill |
| 9 | 9 | Twin | Twin | Turner/Mr/Graeme, Beecham/Mr/... |
| 10 | 10 | Twin | Twin | Howard/Mr/Ross, Simson/Mr/Andr... |
| 11 | 11 | Twin | Twin | Fussell/Mr/Gary, Fussell/Mr/Robert |
| 12 | 12 | Twin | Twin | Hall/Mr/Rashid, Maddison/Mr/Peter |
| 13 | 13 | Twin | Twin | Brown/Mr/Jack, Brown/Mrs/Jackie |
| 14 | 14 | Double | Double | Harris/Mr/Jim, Harris/Mrs/Jess |
| 15 | 15 | Double | Double | Blogg/Mr/Fred, Blogg/Mrs/Freda |
| 16 | 16 | Double | Double | Saunders/Mr/Wayne, Royce/Ms/M... |

There are multiple pax names lists in this booking - one for each itinerary. The Main Tour Itinerary List **is shown.**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**Example Rooming List Message Template**

ABC Tours & Travel

| FINAL ROOMING/NAMES LIST | | |
|---|---|---|
| **Supplier** | <sn> | |
| **Booking Name** | <bn> | |
| **Booking Reference** | <br> | |
| <<services:start>> | | |
| <<default>> | | |
| **Service Date** | <date> | |
| **Service Booked** | <optn> | |
| | Total <pax> Adult Pax, <chd> Child(ren), <inf> Infant(s) | |
| **Pax names** | | |
| <<names:start>> | | |
| | <title> <forename> <surname> (<paxtype>) | <notes3> |
| <<names:end>> | | |
| <<ac>> | | |
| **Arrival/Departure** | <io> | |
| **Room Type** | <optn> | |
| | Total <pax> Adult Pax, <esc> Escort(s), <drv> Drivers, <chd> Child(ren), <inf> Infant(s) | |
| **Extras Included** | <rms:row><ex:1:a> | |
| | <rms:row><ex:2:a> | |
| | <rms:row><ex:3:a> | |
| | <rms:row><ex:4:a> | |
| | <rms:row><ex:5:a> | |
| <<lists:start>> | | |
| **Itinerary Name** | **<listname>** | |
| <<lists:end>> | | |
| <<rooms:start>> | | |
| **Rooms** | **<roomtype:d>** | |
| <<names:start>> | | |
| | <title> <forename> <surname> (<paxtype>) | <notes3> |
| <<names:end>> | | |
| <<rooms:end>> | | |
| <<services:end>> | | |
| Please confirm by return email or fax that you have received this rooming list. No further correspondence will be forwarded relating to this booking unless the details are amended in any way.<br>Best Regards<br><ufn> | | |

There are two NAMES Sections in the template - one for the default line type (in this instance, all except accommodation ) and one for the Accommodation services.

The example shown for non-accommodation is they way names can be used in FIT Bookings where a rooming list as such may not be required.

**Example Rooming List Message Output**

ABC Tours & Travel

**FINAL ROOMING/NAMES LIST**

| | |
|---|---|
| **Supplier** | Chateau On The Park - A Doubletree by Hilton |
| **Booking Name** | Harness Racing Victoria N.Z. 2019 |
| **Booking Reference** | NZGP104629 |
| **Arrival/Departure** | In: 27 Oct 19 Out: 28 Oct 19 |
| **Room Type** | Deluxe Room |
| | Total 7 Adult Pax, 0 Escort(s), 0 Drivers, 0 Child(ren), 0 Infant(s) |
| **Itinerary Name** | **Pre Tour Accomm** |
| **Rooms** | |
| | **Single** |
| | Ms Jane Tomkins (Adult) |
| | **Double** |
| | Mrs Hannah Innes (Adult) |
| | Mr John Innes (Adult) |
| | **Twin** |
| | Mr Rob Wells (Adult) |
| | Mr Tom Wells (Adult) |
| | **Twin** |
| | Mr Bill Wells (Adult) |
| | Mr Pete Wells (Adult) |

Please confirm by return email or fax that you have received this rooming list. No further correspondence will be forwarded relating to this booking unless the details are amended in any way.

Best Regards

Geoff

The Message example is from the Pre Tour Accomm Itinerary.

The colour coding on both the template and message output has been overlaid to show which sections output what data. The colours are not part of the template or output.



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## Debtors Invoice & Credit Notes Section

Different types of financial transaction documents need different types of information on them. For that reason the different document types are discussed separately, although some of the Sections are common to more than one transaction document.

Debtors invoices can as simple or as complex as necessary, and most companies have at least two invoice layouts - one showing individual service costs and a total, one showing just the booking total and possibly one specific to deposit invoices which could have different terms and conditions on it.

**Section Tags**

The most common section (used in all transaction documents) is the <<LINES>> section (this is the equivalent of the <<SERVICES>> section in Booking/PCM message templates) and the implication is that areas of the template before and after the <<LINES>> section are the Header and the Tail.

If different line detail is required (based on Message Type Format Codes), then these can be incorporated into the template.

| Section Tags | Data Source | |
|---|---|---|
| <<LINES:START>> | | |
| <<DEFAULT>> | Default message line type format | |
| Transaction substitution codes for Default message line type | | |
| <<AC>> | Accommodation message line type format | |
| Transaction substitution codes for accommodation message line type, including Room quantities and types. | | |
| <<LINES:END>> | | |

An example Invoice Message template is below.

The header has billing name/address details as well as booking name, booking reference, payment due date etc.

The Lines section has three Line Format types - <<DEFAULT>>, <<AC>> and <<FL>>. All services, except those with an AC or FL line format type attached, will be in the DEFAULT format.

This example will outputting the unit price (<TRNPRICE>) and the extended total price (<TRNEXT>) per service.

**Example Invoice Message Template**

ABC Tours & Travel

## BOOKING INVOICE

| | |
|---|---|
| **BILLED TO:** | <an> |
| **ADDRESS:** | <aa1> |
| | <aa2> |
| | <aa3> |
| | <aa4> |
| **Invoice Reference:** | **<trnref>** |
| **Invoice Date:** | **<trndate>** |
| **Payment Due:** | **<trndue>** |
| **Booking:** | **<bn>** |
| **Reference** | **<BR>** |

| **DESCRIPTION** | **QUANTITY** | **PRICE** | **AMOUNT** |
|---|---|---|---|
| <<LINES:START>> | | | |
| <<DEFAULT>> | | | |
| <TRNDESC1><br><TRNDESC2> | <TRNQTY1> <FCU> x<br><TRNQTY2> <SCU> | <TRNPRICE> | <TRNEXT> |
| <<AC>> | | | |
| <TRNDESC1><br><TRNDESC2><br><DB> <TW> <SG> <TR> <QD> <OT> | <TRNQTY1> <FCU> x<br><TRNQTY2> <SCU> | <TRNPRICE> | <TRNEXT> |
| <<FL>> | | | |
| <TRNDESC1><br><OPTN> | <TRNQTY1> <FCU> x<br><TRNQTY2> <SCU> | <TRNPRICE> | <TRNEXT> |
| <<LINES:END>> | | | |
| | **INVOICE TOTAL:** | | **<cur> <trntot>** |

| **Tax Summary** | **Nett Amount** | **Tax Amount** | **Total** |
|---|---|---|---|
| <<TRANSUMMARY:START:DB6><br>> | | | |
| <SUMCODEDESC> | <TRNEXCLTAX> | <TRNTAX> | <TRNTOT> |
| <<TRANSUMMARY:END>> | | | |

**Please remit funds directly to our bank account:**

| | |
|---|---|
| | ABC Tours & Travel ANZ Bank, Christchurch |
| Account: | 12 3456 789012 00 |

**All payments must be made net and free of dues for the recipient**

An example of the output generated from the above template is below.



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Invoice documents can only be output in PDF format. There are allowances for modification of these documents, although this alternative is not advised and will depend on specific security settings.

## Example Invoice Message Output

ABC Tours & Travel

**BOOKING INVOICE**

**BILLED TO:** New Zealand Travel Specialists
**ADDRESS:** Level 2
88 Pitt St
Sydney
NSW

**Invoice Reference:** **20800**
**Invoice Date:** **07 Aug 19**
**Payment Due:** **28 Sep 19**
**Booking:** **Harness Racing Victoria N.Z. 2019**
**Reference** **NZGP104629**

| DESCRIPTION | QUANTITY | PRICE | AMOUNT |
|---|---|---|---|
| The Chateau On The Park<br>Deluxe Room<br>1 Double 2 Twins 1 Single | 4 Room x 1 Night | 56.10 | 224.40 |
| Pacific Tourways<br>Coach Charter | 1 Coach x 1 Tour | 4,092.23 | 4,092.23 |
| The Chateau On The Park<br>Deluxe Room<br>11 Doubles 8 Twins 5 Singles | 23 Room x 2 Nights | 85.83 | 3,947.99 |
| Kaikoura Trotting Club<br>Race Meeting Admission | 42 Person x 1 Entry | 7.59 | 318.78 |
| Novotel Queenstown Lakeside<br>Standard Room<br>11 Doubles 8 Twins 6 Singles | 23 Room x 2 Nights | 131.23 | 6,036.56 |
| The Hermitage Hotel<br>Standard (Mt Cook View) Room<br>with Alpine Dinner & Breakfast<br>11 Doubles 8 Twins 6 Singles | 24 Room x 1 Night | 181.09 | 4,346.24 |
| Metropoliton Trotting Club<br>Race Meeting Admission | 42 Person x 1 Visit | 7.59 | 318.78 |
| The Chateau On The Park<br>Deluxe Room<br>11 Doubles 8 Twins 5 Singles | 23 Room x 1 Night | 85.83 | 1,974.00 |
| Timaru Harness Racing Club<br>Race Meeting Admission | 42 Person x 1 Visit | 5.42 | 227.70 |
| Kingsgate Hotel Brydone<br>Run Of House Room<br>11 Doubles 8 Twins 6 Singles | 24 Room x 1 Night | 78.96 | 1,895.09 |
| Riverton Trotting Club<br>Race Meeting Admission | 42 Person x 1 Visit | 5.42 | 227.70 |
| Ascot Park Hotel<br>Standard Hotel Room<br>11 Doubles 8 Twins 6 Singles | 24 Room x 2 Nights | 89.51 | 4,296.55 |
| Real Journeys<br>Bluff to Stewart Island Return<br>Ferry | 42 Person x 1 Trip | 54.20 | 2,276.32 |
| Real Journeys<br>RJ5590 Paterson Inlet Cruise &<br>Ulva Island | 42 Person x 1 Cruise | 32.45 | 1,362.82 |
| Scenic Hotel Dunedin City<br>Superior Room<br>11 Doubles 8 Twins 6 Singles | 24 Room x 3 Nights | 109.76 | 7,902.54 |
| Rangiora Harness Racing Club<br>Race Meeting Admission | 42 Person x 1 Visit | 5.78 | 242.88 |
| The Chateau On The Park<br>Deluxe Room<br>11 Doubles 8 Twins 5 Singles | 23 Room x 8 Nights | 64.53 | 11,874.36 |
| Black Cat Group<br>Two Hour Akaroa Harbour<br>Nature Cruise | 42 Person x 1 Cruise | 27.62 | 1,159.83 |
| Akaroa Village Inn<br>Jacques Village Units<br>4 Doubles | 4 Room x 1 Night | 63.60 | 254.40 |
| Metropoliton Trotting Club<br>Race Meeting Admission | 42 Person x 1 Visit | 7.59 | 318.78 |
| Ashburton Trotting Club<br>Race Meeting Admission | 42 Person x 1 Visit | 7.59 | 318.78 |
| Metropoliton Trotting Club<br>Race Meeting Admission | 42 Person x 1 Visit | 7.59 | 318.78 |
| | **INVOICE TOTAL:** | | **NZD 53,935.50** |

| **Tax Summary** | **Nett Amount** | **Tax Amount** | **Total** |
|---|---|---|---|
| Zero Rated | 2,292.18 | 0.00 | 2,292.18 |
| GST 15% | 44,907.24 | 6,736.08 | 51,643.32 |

**Please remit funds directly to our bank account:**

ABC Tours & Travel ANZ Bank, Christchurch

Account: 12 3456 789012 00

**All payments must be made net and free of dues for the recipient**

## Tax Summary

It is not uncommon in some countries for a breakdown of taxes to be shown on invoice documents. There is some setup at Product Level to achieve this and the local Tourplan office will be able to assist. The formatting of Tax Summary from the above template is shown in detail below.

| Section Tags | Substitution / Data Source | | |
|---|---|---|---|
| <<TRANSUMMARY:START:DBA6>> | The start of the Tax summary, and the Product DB Analysis Code being used. | | |
| <SUMCODEDESC> = DBA6 Description | <TRNEXCLTAX> = Tax exclusive amount | <TRNTAX> = Tax amount | <TRNTOT> = Total amount |
| <<TRANSUMMARY:END>> | End of the Tax summary | | |


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## Agent - Debtor Statement Section

Agent Statements have a minimum of two sections - .<<ITEMTOTALS>> and inside that section, <<LINES>>. The ITEMTOTALS section indicates the start of transactions found for a booking to be included on the statement and also includes the booking detail that is to be output. The LINES section contains the formatting of the transaction lines.

For details of Agent Statement message substitution codes, see "Agent Statement Substitution Codes" on page 99.

| Section Tags | Data Source | |
|---|---|---|
| <<ITEMTOTALS:START>> | | |
| Heading detail for lines section. | | |
| <<LINES:START>> | | |
| Transaction substitution codes for booking financial transactions | | |
| <<LINES:END>> | | |
| Booking detail - e.g., Booking name, Reference, Travel date etc as well as the Booking Balance. | | |
| <<ITEMTOTALS:END>> | | |

An example Statement Message template is below.

The header has the Agent name and address details as well as booking name, booking reference etc.

The formatting suggestions here will output the transactions and booking detail on a booking by booking basis. The booking detail follows the transactions - but it could just as easily be above the transactions.

**Example Agent Statement Message Template**

| | | | | | |
|---|---|---|---|---|---|
| ABC Tours & Travel<br>P.O. Box 123<br>Christchurch, New Zealand<br>Email: accts@abctours.co.nz | | | | | ABC Tours & Travel |
| | | | | | **STATEMENT as at <stmtdate>** |
| **To:** | <an> | | | | **Account Code:** <ac> |
| | <aa1> | | | | |
| | <aa2> | | | | **Statement Date:** <stmtdate> |
| | <aa3> | | | | |
| | <aa4> | | | | |
| <<ITEMTOTALS:START>> | | | | | |
| **Date** | **Tran Type** | **Reference** | **Debit** | **Credit** | **Balance** |
| <<LINES:START>> | | | | | |
| <trndate> | <trntype> | <trnref> | <trndramt> | <trncramt> | |
| <<LINES:END>> | | | | | |
| **Your Ref:** <AR> | | **Booking:** <bn> | | | |
| **Travel Date:** <td> | | **Our Ref:** <br> | | | **Item Balance:** <cur> **<itemtot>** |
| <<ITEMTOTALS:END>> | | | | | |
| | | | | **Balance Due:** | **<cur>** <balt> |
| **PLEASE REMIT TO:** | | | | | |
| **BANK ACCOUNT DETAILS** | | | **BANK NAME & ADDRESS** | | |
| Account Name: | ABC Tours Ltd | | ANZ Banking | | |
| Account No.: | 06 0987 0123456-00 | | 38 High Street | | |
| | | | Christchurch | | |
| | | | New Zealand | | |

An example of the output generated from the above template is below.

Agent Statements can only be output in PDF format - they can not be output in an editable form.

**Example Agent Statement Message Output**

ABC Tours & Travel
P.O. Box 123
Christchurch, New Zealand
Email: accts@abctours.co.nz

ABC Tours & Travel

**STATEMENT as at 31 Aug 19**

**To:** A Good Agent
9708 Venice Blvd
Culver City
Los Angeles
California 90232

**Account Code**: AGALAX

**Statement Date:**31 Aug 19

| Date | Tran Type | Reference | Debit | Credit | Balance |
|---|---|---|---|---|---|
| 06 Aug 19 | INV | 20806 | 6,295.63 | | |
| **Your Ref:** | | **Booking:** Smythe Mr & Mrs M. | | | |
| **Travel Date:** 25 Jul 19 | | **Our Ref:** USFI104665 | | | **Item Balance:** NZD **6,295.63** |
| **Date** | **Tran Type** | **Reference** | **Debit** | **Credit** | **Balance** |
| 02 Aug 19 | INV | 20802 | 15,400.10 | | |
| **Your Ref:** | | **Booking:** US Ski Group | | | |
| **Travel Date:** 25 Aug 19 | | **Our Ref:** NZGP104667 | | | **Item Balance:** NZD **15,400.10** |
| **Date** | **Tran Type** | **Reference** | **Debit** | **Credit** | **Balance** |
| 05 Aug 19 | INV | 20803 | 1,134.00 | | |
| **Your Ref:** | | **Booking:** Huskey Club Booking | | | |
| **Travel Date:** 31 Aug 19 | | **Our Ref:** NZGP104664 | | | **Item Balance:** NZD **1,134.00** |
| **Date** | **Tran Type** | **Reference** | **Debit** | **Credit** | **Balance** |
| 13 May 19 | INV | 20782 | 328.80 | | |
| 13 May 19 | RCT | 5690 | | 328.80 | |
| 13 May 19 | INV | 20783 | 328.80 | | |
| 13 May 19 | RCT | 5691 | | 328.80 | |
| 13 May 19 | INV | 20784 | 2,630.41 | | |
| 13 May 19 | RCT | 5693 | | 2,000.00 | |
| **Your Ref:** | | **Booking:** Hanson Mr & Mrs K | | | |
| **Travel Date:** 17 Oct 19 | | **Our Ref:** NZFI104592 | | | **Item Balance:** NZD **630.41** |
| | | | **Balance Due:** | | **NZD** 23,460.13 |



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## Statements by Agent Branch

During the filtering process when outputting agent statements, a filter by agent currency branch can be made. A section code is available to output the branch information:

| Section Tags | Data Source | |
|---|---|---|
| <<BRANCHES:START>> | | |
| Currency branch substitution codes - e.g., <BBR> (Branch Code) <BHN> (Branch Name) | | |
| <<ITEMTOTALS:START>> | | |
| Heading detail for lines section. | | |
| <<LINES:START>> | | |
| Transaction substitution codes for booking financial transactions | | |
| <<LINES:END>> | | |
| Booking detail - e.g., Booking name, Reference, Travel date etc as well as the Booking Balance. | | |
| <<ITEMTOTALS:END>> | | |
| <<BRANCHES:END>> | | |

**Example Agent Statement Branches Template**

ABC Tours & Travel
P.O. Box 123
Christchurch, New Zealand
Email: accts@abctours.co.nz

**STATEMENT as at <stmtdate>**

| | | |
|---|---|---|
| **To:** | <an> | **Account Code:** <ac> |
| | <aa1> | |
| | <aa2> | **Statement Date:** <stmtdate> |
| | <aa3> | |
| | <aa4> | |

<<BRANCHES:START>>

**Transactions For <bbr> - <bhn>**

<<ITEMTOTALS:START>>

| Date | Tran Type | Reference | Debit | Credit | Balance |
|---|---|---|---|---|---|
| <<LINES:START>> | | | | | |
| <trndate> | <trntype> | <trnref> | <trndramt> | <trncramt> | |
| <<LINES:END>> | | | | | |

| | | |
|---|---|---|
| **Your Ref:** <AR> | **Booking:** <bn> | |
| **Travel Date:** <td> | **Our Ref:** <br> | **Item Balance:** <cur> **<itemtot>** |

<<ITEMTOTALS:END>>

<<BRANCHES:END>>

## Cheque/Remittance Advice Section

Although the use of cheques as a payment method is reducing, most organisations that use cheques have a pre-printed document that has a remittance advice section with details of the transactions being paid, and a specifically formatted section for the cheque which fits their banks cheque layout and specification.

This example template is a simple combined Remittance/Cheque. This type of format has a minimum of two sections - the <<LINES>> section contains the formatting of the transaction lines being paid on the attached cheque, and <<CHEQUE>> contains the formatting for the cheque portion of the document.

Above the lines section is the supplier and relevant addressing detail.

For detail on the available substitution codes, see "Transaction Substitution Codes" on page 142.

| Section Tags | Data Source | |
|---|---|---|
| <<LINES:START>> | | |
| Transaction substitution codes for booking financial transactions | | |
| <<LINES:END>> | | |
| <<CHEQUE:START>> | | |
| Substitution codes to print cheque detail | | |
| <<CHEQUE:END>> | | |

**Example Remittance Advice/Cheque Template**

| | | | | |
|---|---|---|---|---|
| **Remittance Advice** | | ABC Tours & Travel | | |
| | | | | |
| <sn> | | | **Date:** | <trndate> |
| <sa1> | | | | |
| <rms:row><sa2> | | | | |
| <rms:row><sa3> | | | | |
| <rms:row><sa4> | | | | |
| <rms:row><sa5> | | | | |
| | | | | |
| | | | | |
| | | | | |
| **Date** | **Reference** | **Description** | **Withheld** | **Amount** |
| <<LINES:START>> | | | | |
| <trndate> | <trnaref> | <trnitem> | <trnwha> | <trnsub> |
| <<LINES:END>> | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | **Total paid on <trnref>** | | **<trncurr> <trntot>** |
| | | | | |
| <<cheque:start>> | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | <trndate> |
| | <snm> | | | |
| | | | | |
| <cw> | | | | |
| | | | | <trntot> |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| <trnref> | | | | |
| <<cheque:end>> | | | | |



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Any template which has cheque formatting substitution codes in it can only be output to a printer - it can not be output to any editable target such as a document file etc.

**Example Remittance Advice/Cheque Message Output**

## Remittance Advice

ABC Tours & Travel

Budget Rent A Car
Private Bag 92144
Auckland
New Zealand

**Date:** 20 Dec 19

| Date | Reference | Description | Withheld | Amount |
|---|---|---|---|---|
| 20 Dec 19 | 7609006-3 | USFI104655 | 0.00 | 309.44 |
| 20 Dec 19 | 7609006-3 | NZFI104656 | 0.00 | 408.80 |

**Total paid on CHQ798435** **NZD 718.24**

20 Dec 19

Budget Rent A Car

Seven Hundred Eighteen Dollars And Twenty-Four Cents

718.24

CHQ798435

## Pax CRM Section

For those Tourplan NX user companies that use the Pax CRM, the CRM detail can be output on messages using special tags.

There are 2 Section tags and 5 CRM specific substitution codes.

The Pax CRM <<PROFILE>> section must be used between the NAMES tags, in any place where the NAMES tags are valid. The <<ENTRY>> section must be used within the <<PROFILE>> tags.

For details of the available Pax CRM message substitution codes, see "Pax CRM Substitution Codes" on page 146.

DR and LP Profile Entry Types used below are specific to the Documentation Teams system. Each company will have it's own Profile Entry Codes

| Section Tags | Data Source |
|---|---|
| <<NAMES:START>> | |
| <<AC>> | Message Format Type |
| <<PROFILE:START>> | Beginning of Profile Section |
| <<ENTRY:DR>> | Details for the DR Profile Entry Type |
| | Substitution codes for DR Profile Detail |
| <<ENTRY:LP>> | Details for the LP Profile Entry Type |
| | Substitution codes for LP Profile Detail |
| <<PROFILE:END> | End of Profile Section |
| <<NAMES:END>> | |

Apart from defining just the Profile Entry Type, the ENTRY tag can also be used with the following parameters:

| Entry Tag | Explanation |
|---|---|
| <<ENTRY:XX>> | Defines the template for Profile Entry Type XX. |
| <<ENTRY:XX:ENT001>> | Defines the template for Profile Entry Type of XX and entries with a code of ENT001 |
| <<ENTRY:XX:TrueFalse>> | Defines the template for Profile Entry Type of XX and entries with a data type of True or false |
| <<ENTRY:XX:Date>> | Defines the template for Profile Entry Type of XX and entries with a data type of Date |
| <<ENTRY:XX:Text>> | Defines the template for Profile Entry Type of XX and entries with a data type of Text |
| <<ENTRY:XX:Number>> | Defines the template for Profile Entry Type of XX and entries with a data type of Number |
| | |


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## Example Booking Pax CRM Detail

**Pax Details**

FIND EXISTING PAX | DELETE | EXIT | SAVE

DETAILS | PROFILE

| | CATEGORY | VALUE | EXPIRY |
|---|---|---|---|
| **Profile** | | | |
| Specail Diet | Gluten Free | ✓ | 30-Nov-2019 |
| **Passport Details** | | | |
| **Membership** | | | |
| Loyalty Program | Qantas/OW # | 8907070 | 28-Jun-2020 |
| **Analysis Data** | | | |

INSERT | DELETE

**Pax Details**

FIND EXISTING PAX | DELETE | EXIT | SAVE

DETAILS | PROFILE

| | CATEGORY | VALUE | EXPIRY |
|---|---|---|---|
| **Profile** | | | |
| **Passport Details** | | | |
| Visa Detail | NZ Visa | 90 Day Visitor Visa UF98799595 22/... | |
| **Membership** | | | |
| Loyalty Program | Hilton Honors # | 46996390 | |
| Loyalty Program | Qantas/OW # | 9786965 | |
| **Analysis Data** | | | |

INSERT | DELETE

## Example Pax CRM Message Template

**FINAL ROOMING/NAMES LIST**

| | |
|---|---|
| **Supplier:** | <SN> |
| **Booking Name:** | <BN> |
| **Booking Reference:** | <BR> |

<<services:start>>
<<default>>

| | |
|---|---|
| **Arrival/Departure:** | <IO> |
| **Room Type:** | <OPTN> |
| **Meal Basis:** | <OPTC> |
| **PAX DETAILS** | |

<<Names:Start>>
**<SURNAME>** / <TITLE> <FORENAME> (<paxtype>)
<<profile:start>>
<<entry:DR>>
**<PFTYPE:D> :** <PFCODE:L> - <PFDETAIL>
<<entry:LP>>
**<PFTYPE:D> :** <PFCODE:L> - <PFDETAIL>
<<profile:end>>
<<Names:End>>

<<services:end>>

Please confirm by return email or fax that you have received this rooming list. No further correspondence will be forwarded relating to this booking unless the details are amended in any way.

Best regards,

<UN>
**Tour Consultant**

**Example Pax CRM Message Output**

**FINAL ROOMING/NAMES LIST**

| | |
|---|---|
| **Supplier:** | Auckland Harbour Oaks |
| **Booking Name:** | Harris Mr/Mrs |
| **Booking Reference:** | NZFI104637 |
| **Arrival/Departure:** | **In: 09 Oct 19 Out: 10 Oct 19** |
| **Room Type:** | Studio - Serviced |
| **Meal Basis:** | |
| **PAX DETAILS** | |

**Harris** / Mrs Jo (Adult)
**Dietry Requirements :**Gluten Free - Yes
**Loyalty Programs :**Qantas/OW # - 8907070
**Harris** / Mr John (Adult)
**Additional Passport :**NZ Visa - 90 Day Visitor Visa UF98799595 22/06/21
**Loyalty Programs :**Hilton Honors # - 46996390
**Loyalty Programs :**Qantas/OW # - 9786965

Please confirm by return email or fax that you have received this rooming list. No further correspondence will be forwarded relating to this booking unless the details are amended in any way.

Best regards,

Geoff
**Tour Consultant**


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## EFT Template

Because the EFT output needs to be plain text (as opposed to formatted text in Word or HTML), EFT templates are still defined in Code Setup/Message Definitions, but with significant differences:

1. They are defined as plain text in the NX Editor.
2. There is no ability or need to Upload/Download EFT Templates, since they can be created and edited in NX Message Definitions.
3. The EFT file generated is a plain text file downloaded to the users local or network drive for use with their banks software.

The following principles apply when defining an EFT Template:

1. There are both Commands and Substitution Codes available to create the template and to ensure the output is in the correct format.
2. Commands are wrapped in {{ and }} delimiters.

Valid Commands are:

| Command | Description | Example |
|---|---|---|
| Writefield | Used to define that data which is to be output data from Tourplan and can also define the length of that data | {{writefield "trntot" 10"}} |
| Writetext | Used to define a specific block of text to be output | {{writetext "7999-999  "}} |
| Moneyformat | Defines the format of any amounts to be output include in-fill character to use | {{moneyformat " cents " "0"}} |
| Dateformat | Defines the format of any dates to be output | {{dateformat "yymmdd"}} |
| Newline | Tells the output engine to insert a new line character | {{newline}} |
| Data | Tells the output engine the this is the data section and will repeat once for each transaction | {{data}} |
| /Data | Tells the output engine the this is the end of the data section | {{/data}} |

For details of EFT message substitution codes, see "EFT Substitution Codes" on page 108

**Example EFT Fixed Field Length Format**

```
{{moneyformat " cents " "0"}}
{{dateformat "yymmdd"}}
{{writetext "0                 01WBC       XYZ Limited              087434Creditor"}}
{{newline}}
{{data}}
{{writefield "trndate"}}
{{writefield "sbr" 7}}
{{writefield "sba" 9}}
{{writetext "50"}}
{{writefield "trntot" 10}}
{{writefield "sn" 32}}
{{writetext "Invoices Paid    032-003  19-4812XYZ Limited"}}
{{newline}}
{{/data}}
{{writetext "7999-999" 20}}
{{writefield "eftbt" 10}}
{{writetext "0000000000" 34}}
{{writefield "trncount" 6}}
{{newline}}
```

**Example EFT Fixed Length Output**

```
0                 01WBC       XYZ Limited              087434Creditor
190720       12316201150000045700Adrift Guided Outdoor AdventuresInvoices Paid    032-003  19-4812XYZ Limited
190720       03093103350000373500Ascot Park Hotel                Invoices Paid    032-003  19-4812XYZ Limited
190720       02080004350000154704 0Chateau On The Park - A DoubletrInvoices Paid    032-003  19-4812XYZ Limited
190720       03025204150000020820Crowne Plaza Auckland           Invoices Paid    032-003  19-4812XYZ Limited
190720       03025204150000000124Crowne Plaza Auckland           Invoices Paid    032-003  19-4812XYZ Limited
190720       02010005850000104160Chateau Tongariro Hotel         Invoices Paid    032-003  19-4812XYZ Limited
190720       03010402250000008290Fullers Group Ltd               Invoices Paid    032-003  19-4812XYZ Limited
190720       12315100950000377820The Hermitage Hotel             Invoices Paid    032-003  19-4812XYZ Limited
190720       03058402550000058800Hotel Intercontinental          Invoices Paid    032-003  19-4812XYZ Limited
190720       02053603750000023000The Interisland Line            Invoices Paid    032-003  19-4812XYZ Limited
190720       06094100150000164740Kingsgate Hotel Brydone         Invoices Paid    032-003  19-4812XYZ Limited
190720       03010405650000050800Novotel Rotorua Lakeside Hotel  Invoices Paid    032-003  19-4812XYZ Limited
190720       03025208450000524760Novotel Queenstown Lakeside HoteInvoices Paid    032-003  19-4812XYZ Limited
190720       02091200500000686970Scenic Hotel Dunedin City       Invoices Paid    032-003  19-4812XYZ Limited
190720       01010206950000061000Skycity Hotel                   Invoices Paid    032-003  19-4812XYZ Limited
190720       02041204050000022400Tamaki Tours                    Invoices Paid    032-003  19-4812XYZ Limited
190720       03041506150000006500Te Puia Rotorua                 Invoices Paid    032-003  19-4812XYZ Limited
7999-999            00040764240000000000                      17
```

**Example EFT Comma Delimited Format**

```
{{moneyformat " cents " "0"}}
{{dateformat "yy-mm-dd"}}
{{writetext "0,01WBC,XYZ Limited,087434,Creditor"}}
{{newline}}
{{data}}
{{writefield "trndate"}},
{{writefield "sbr" 7}},
{{writefield "sba" 9}},
{{writefield "trntot"}},
{{newline}}
{{writetext "50"}},
{{writefield "sn" 32}},
{{writetext "Invoices Paid,032-003,19-4812,XYZ Limited"}}
{{newline}}
{{/data}}
{{writetext "7999-999"}},
{{writefield "eftbt" 10}},
{{writetext "0000000000"}},
{{writefield "trncount" 6}}
{{newline}}
```


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**Example EFT Comma Delimited Output**

```
0,01WBC,XYZ Limited,087434,Creditor
19-07-20,       ,123162011,45700,
50,Adrift Guided Outdoor Adventures,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030931033,373500,
50,Ascot Park Hotel                ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,020800043,1547040,
50,Chateau On The Park - A Doubletr,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030252041,20820,
50,Crowne Plaza Auckland           ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030252041,124,
50,Crowne Plaza Auckland           ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,020100058,104160,
50,Chateau Tongariro Hotel         ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030104022,8290,
50,Fullers Group Ltd               ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,123151009,377820,
50,The Hermitage Hotel             ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030584025,58800,
50,Hotel Intercontinental          ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,020536037,23000,
50,The Interisland Line            ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,060941001,164740,
50,Kingsgate Hotel Brydone         ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030104056,50800,
50,Novotel Rotorua Lakeside Hotel  ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030252084,524760,
50,Novotel Queenstown Lakeside Hote,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,020912000,686970,
50,Scenic Hotel Dunedin City       ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,010102069,61000,
50,Skycity Hotel                   ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,020412040,22400,
50,Tamaki Tours                    ,Invoices Paid,032-003,19-4812,XYZ Limited
19-07-20,       ,030415061,6500,
50,Te Puia Rotorua                 ,Invoices Paid,032-003,19-4812,XYZ Limited
7999-999,0004076424,0000000000,17
```

## Booking Agent Message XML Formatting

Tourplan NX is able to output Booking Agent messages in an xml format that can be read by external systems. The format and structure of these will vary company by company and instruction on template formatting will be given when xml output is required.

Booking XML Formats are created in the NX Editor, not Word.

### Example XML Format

```
<DATEFORMAT:YYYY-MM-DD>
<?xml version="1.0"?>
<GetBookingReply>
<BookingId><bhd></BookingId>
<Ref><br></Ref>
<Name><bn></Name>
<Consult><ct></Consult>
<AgentRef><ar></AgentRef>
<Email><ue></Email>
<UDText1><ut1></UDText1>
<TourplanConsultant><cn></TourplanConsultant>
<TravelDate><td></TravelDate>
<EnteredDate><de></EnteredDate>
<BookingStatus><bst></BookingStatus>
<Currency><cur></Currency>
<TotalPrice><agent></TotalPrice>
<Services>
<<services:start>>
<<default>>
<Service>
<ServiceLineId><VN></ServiceLineId>
<Prod><loc><srv><sc><optd></Prod>
<Date><date></Date>
<SequenceNumber><seq></SequenceNumber>
<<ROOMS:START>>
<RoomConfigs>
<RoomType><roomtype></RoomType>
<<Names:Start>>
<PaxDetails>
<Title><title></Title>
<FirstName><forename></FirstName>
<LastName><surname></LastName>
<PaxType><Paxtype></PaxType>
<PaxText1><notes1></PaxText1>
</PaxDetails>
<<Names:End>>
</RoomConfigs>
<<Rooms:End>>
<Adults><pax></Adults>
<Children><chd></Children>
<Infants><inf></Infants>
<LinePrice><agent></LinePrice>
<SCU><scu></SCU>
<SCUqty><qty2></SCUqty>
<Dropoff_Date><dpd></Dropoff_Date>
<doTime><dpt></doTime>
<SupplierName><sn></SupplierName>
<Description><optn></Description>
<TourplanServiceStatus><st></TourplanServiceStatus>
<ServiceCategory><SRV></ServiceCategory>
<LocationCode><LOC></LocationCode>
<Voucher_Status><VS></Voucher_Status>
<SupplierConfirmation><scf></SupplierConfirmation>
<Pickup_Date><pud></Pickup_Date>
<puTime><put></puTime>
</Service>
<<services:end>></Services>
</GetBookingReply>
```

### Example XML Output

```
<?xml version="1.0" encoding="utf-16"?> <GetBookingReply> <BookingId>9633</BookingId> <Ref>NZFI104637</Ref> <Name>Harris Mr/Mrs</Name> <Consult></Consult>
<AgentRef></AgentRef> <Email></Email> <UDText1></UDText1> <TourplanConsultant>Geoff</TourplanConsultant> <TravelDate>2019-10-09</TravelDate>
<EnteredDate>2019-09-02</EnteredDate> <BookingStatus>QU</BookingStatus> <Currency>NZD</Currency> <TotalPrice>177.30</TotalPrice> <Services> <Service>
<ServiceLineId>103266</ServiceLineId> <Prod>AKLACAHOA01AKLACAHOA01STUDIO</Prod> <Date>2019-10-09</Date> <SequenceNumber>10</SequenceNumber>
<RoomConfigs>  <RoomType>DB</RoomType> <PaxDetails> <Title>Mr</Title> <FirstName>John</FirstName> <LastName>Harris </LastName> <PaxType>Adult</PaxType>
<PaxText1></PaxText1> </PaxDetails> <PaxDetails> <Title>Mrs</Title> <FirstName>Io</FirstName> <LastName>Harris </LastName> <PaxType>Adult</PaxType>
<PaxText1></PaxText1> </PaxDetails> </RoomConfigs> <Adults>2</Adults> <Children>0</Children> <Infants>0</Infants> <LinePrice>177.30</LinePrice> <SCU>Night</SCU>
<SCUqty>1</SCUqty> <Dropoff_Date>2019-10-09</Dropoff_Date> <doTime></doTime> <SupplierName>Auckland Harbour Oaks</SupplierName> <Description>Studio -
Serviced</Description> <TourplanServiceStatus>KK</TourplanServiceStatus> <ServiceCategory>AC</ServiceCategory> <LocationCode>AKL</LocationCode>
<Voucher_Status>NotPrinted</Voucher_Status> <SupplierConfirmation></SupplierConfirmation> <Pickup_Date>2019-10-09</Pickup_Date> <puTime></puTime> </Service>
</Services> </GetBookingReply>
```


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## QR Codes Section

Tourplan NX can generate QR Codes from Tourplan data or from text hard coded into the Message Template itself. QR Start and End substitution tags allow the code to display on generated messages. These QR codes can be used to direct customers to external websites or to display important information from within the booking.

Examples of how QR codes can be setup and used:

- **Example 1:** To create a QR code pointing to the required website/URL and hard coded in the message template in this example we have used our Tourplan Website https://www.tourplan.com

  <<QR:START>> https://www.tourplan.com <<QR:END>>

- **Example 2:** To create a QR code pointing to the Agent Web Address.

  <<QR:START>><AWP:QR><<QR:END>>

  The QR Contact Type will need exist in Code Setup and the Agent will need to have a URL entered into their QR Contact Web Address field to know which URL to use.

- **Example 3:** To create a QR code using text from the (Cash Transaction Details) user description 3 field.

  <<QR:START>><TRNADDESC3><<QR:END>>

  Transaction Description Field 3 in this example would need to have data within the field to generate a code.

- **Example 4:** To create a QR code pointing to the User Input Text ( [UIT:] ), in this case a payment URL.

  <<QR:START>>[UIT:*payment URL*]<<QR:END>>

| Section Tags | Substitution Code/UIT Example | Data Source |
|---|---|---|
| <<QR:START>> | | |
| | http://www.tourplan.com | Tourplan Website URL |
| | <AWP:QR> | Agent Web Address |
| | <TRNADDESC3> | Transaction Header Description 3 field |
| | [UIT:*payment URL*] | Online Payment Gateway |
| <<QR:END>> | | |

## Formatting a QR Code

There are also additional options to format how the QR Code looks:

<<QR:START:pixels:dark:light:quiet>>text<<QR:END>>

| Code | Definition |
|---|---|
| pixels | The size of the pixels of each individual block of the QR code, default to 10 pixels |
| dark | The colour of the dark QR blocks, defaults to #000000 (black) |
| light | The colour of the light blocks, defaults to #ffffff (white) |
| quiet | This enables a 'quiet zone' (border) around the QR code - options are 'Yes or No' |

An example of how a QR code for our website address Tourplan.com is coded into a message template as follows:

<<QR:START:15:#002F6C:#f1f1f1:yes>> http://www.tourplan.com <<QR:END>>

This example has a pixel size of 15 pixels, uses a blue and off white colour pallet and is set to have a surrounding boarder.

When the message is generated the QR code will display using the defined; pixel size; hex colour of the QR blocks; and in this example, is formatted to use a surrounding boarder.

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## Bar Codes Section

Tourplan NX can generate bar codes from Tourplan data. Bar code Start and End tags allow a code to display on generated messages. These Bar codes can be used to direct customers to bank account numbers, booking reference numbers, voucher numbers or any numerical number.

They formats currently supported in messaging are PDF417 and Code 39 formats - these are ideal for scanning vouchers or tickets.

Examples of how QR codes can be setup and used:

- **Example 1:** To create a Barcode for a voucher number

  <<BARCODE:START>><VN><<BARCODE:END>>

- **Example 2:** To create a Barcode code pointing to the Agent Bank Account

  <<BARCODE:START>><AGA><<BARCODE:END>>

The bar code tags work in conjunction with the substitution code or hard coded text placed within the start and end tags. When setting up bar codes in your messages, consider the following:

- Where is the data stored in Tourplan (this is where the substitution code will pull the information from)
- Which message type is appropriate for your use case
- Where the bar code output appears, weather the substitution code is header, tail or within the service section of messages.

| Section Tags | Substitution Code | Data Source |
|---|---|---|
| <<BARCODE:START>> | | |
| | <ABA> | Agent Bank Account |
| | <BRN> | Booking Reference Number |
| <<BARCODE:END>> | | |

## Formatting a Bar Code

There are also additional options to format how the Bar Code looks:

<<BARCODE:START>>text or substitution code<<BARCODE:END>>

| Code | Definition |
|---|---|
| PDF417 | Bar code format type - 2D bar code that stores<br>» up to 2335 alphanumerical characters or<br>» 3116 numerical characters or<br>» 1556 bytes of information<br>*(this is the default format if not defined)* |
| CODE39 | Bar code format type - 1D bar code that stores<br>» a maximum of 43 characters of alphanumeric data. |
| WIDTH | Configure width of bar code in pixels. |
| HEIGHT | Configure height of bar code in pixels. |
| LEFT | Rotates the bar code 90 degrees to the left. |
| RIGHT | Rotates the bar code 90 degrees to the right. |

## Examples of PDF417 bar codes

1. Bar Code Bank Account

   <<BARCODE:START:PDF417>><ABA><<BARCODE:END>>

2. Bar Code Hard Coded 16 character hash

   <<BARCODE:START:PDF417>>31eba7a5d0df048d<<BARCODE:END>>
3. Bar Code Booking Number

   <<BARCODE:START:PDF417>> <BRN><<BARCODE:END>>
4. Bar Code Booking Number, Left Rotation

   <<BARCODE:START:PDF417:LEFT>><BRN><<BARCODE:END>>
5. Bar Code Booking Number, Right Rotation

   <<BARCODE:START:PDF417:RIGHT:W=1:H=1>><BRN><<BARCODE:END>>

The physical size of a PDF417 barcode depends on the amount of data. **It is not recommended to specify fixed width and height values**, as this may cause distortion or unreadability.
To produce the smallest possible size for PDF417, set width and height to 1px. This allows the generator to determine optimal dimensions.

## Examples of Code 39 bar codes

1. Bar Code Bank Account

   <<BARCODE:START:CODE39>><ABA><<BARCODE:END>>
2. Bar Code Hard Coded 16 character hash

   <<BARCODE:START:CODE39>>31eba7a5d0df048d<<BARCODE:END>>
3. Bar Code Booking Number

   <<BARCODE:START:CODE39>><BRN><<BARCODE:END>>
4. Bar Code Booking Number, Width and Height Specified in Pixels

   <<BARCODE:START:CODE39:W=300:H=300>><BRN><<BARCODE:END>>
5. Bar Code Booking Number, Width, Height, and Left Rotation

   <<BARCODE:START:CODE39:W=50:H=500:LEFT>><BRN><<BARCODE:END>>
6. Bar Code Booking Number, Width, Height, and Right Rotation

   <<BARCODE:START:CODE39:W=100:H=100:RIGHT>><BRN><<BARCODE:END>>

Example

This examples shows the CODE39 bar code tags used in a voucher message template. Within the services section, each service type has the Bar code start and end tags with the Voucher Number Substitution code saved within the tags... this example has also set the width and height to be 100 pixels.

BOOKING SERVICE VOUCHER: **<BR>**

**Voucher Number <vn>**

<<BARCODE:START:CODE39:W=100:H=100>><VN><<BARCODE:END>>

When the message is generated the following bar code is created.


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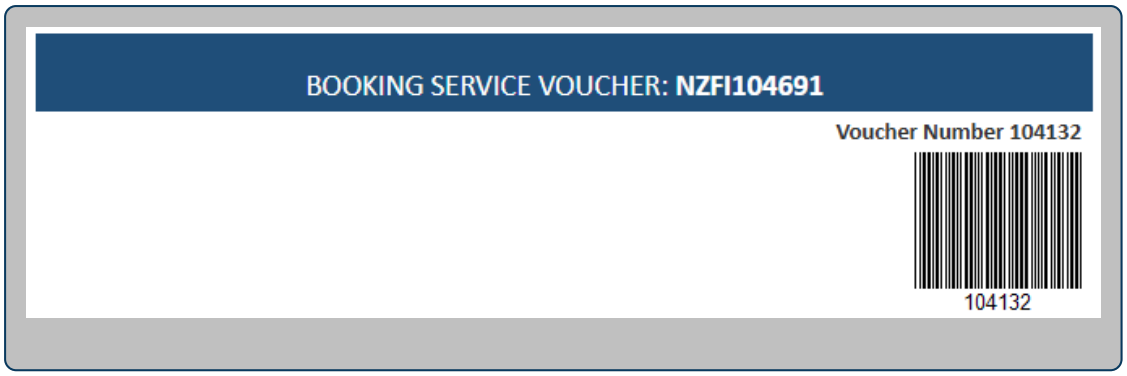
BOOKING SERVICE VOUCHER: NZFI104691
Voucher Number 104132
104132

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CHAPTER 5

# Message Substitution Codes

The messaging substitution codes are listed by category of message they are used in. This doesn't necessarily mean that they are limited to that particular message type - a lot can be used in message types other than the types they're listed in.

The messaging system understands the context in which the codes are being used - both by the Message Type and the section that the code is in. This means that the same code, used in different parts of a message will produce different results. An example is pricing codes. Using the code to output the agent price in either the message header or tail will output the *booking* agent price. Using the same code in the <<services>> section will output the *service* price.

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## Commands and Conditional Substitutions

There are some commands and codes which are able to be used in a variety of places in message templates which perform special tasks. Commands and Conditionals are removed on output, so they are not visible in the generated messages.

## Commands

Commands are codes which tell the messaging engine how to handle certain aspects of the message output e.g., emailing and printing.

Commands are always placed at the top of the template document outside of the header area. The commands always have a START and END and they are in single chevron brackets < >.

In the table following are the Commands and examples of their usage.

## Email Commands

| Command | Description & Comment |
|---|---|
| The EMAIL_CMD commands define the email addressing format - From, To, Subject etc. Other email codes are supported - e.g., CC, BCC, Reply To etc. | |
| **<EMAIL_CMD_START>** | Indicates beginning of email send command |
| To: <aep> | The email "To" line - e.g., <aep> = the Agent email address from the agent contact list |
| From: <ue> | The email "From" line - e.g., <ue> = the Tourplan users email address |
| Reply To: <sep> | The email "Reply To" line - e.g., <sep:rs> = the Suppliers email address from the supplier contact list. (For this example the RS contact code will generate the "Reservations" email address. |
| Subject: | This can be a combination of text and substitution codes - e.g., "Booking Confirmation for <bn> Travelling on <td> |
| **<EMAIL_CMD_END>** | Indicates end of the email send command. |
| The EMAIL_CONTAINER commands mark the beginning and end of email text that is the email carrying the message as an attachment. The attachment type needs to be declared somewhere in the command area e.g.,<br>**EMAIL_FORMAT:PDF** will convert the message output from Tourplan NX to pdf format and attach it to the email defined between the EMAIL_CONTAINER tags. | |
| **<EMAIL_CONTAINER_START>** | Indicates the beginning of the Container email message. |
| Dear <ct> | e.g., Address the email to the Booking Agent Contact Name. |
| The booking confirmation for <bn> travelling on <td> is attached. The confirmation shows the current status of the booking services.<br>Please contact me if you have any queries,<br>Best regards,<br><ufn> | |
| **<EMAIL_CONTAINER_END>** | Indicates the end of the Container email message. |

Everything below the <EMAIL_CONTAINER_END> command will be converted into the email attachment.

**NOTE:** Email subject lines can use substitution codes, for example you may want the subject line to display the booking reference, you can use the substitution code to insert the booking reference.

## Print Command

Print commands do not have to be embedded in the message template if the message output is to be printed. A list of available printers will display for the user to choose from. If a specific printer is required for a specific document type - e.g., Cheques - then the Print Command can be used. The Print Commands are also placed at the top of the template document outside of the header area.


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More than 1 print command can be between the start and end. In this example, there is Printer1, but there could also be Printer2 and Printer3.

| Command | Description & Comment |
|---|---|
| **<PRINT_CMD_START>** | Indicates the beginning of the print command |
| Printer1: HP Color Laserjet 3600 | The print queue name that the messaging webservices will use to direct the output to. |
| PrinterName1: Accounts | The printer display name that the user will see |
| **<PRINT_CMD_END>** | Indicates the end of the print command |
| | |

## Conditional Substitutions

Conditional Substitutions allow codes to be used that will only be substituted if the criteria of the code are met. The most common of these are a) to remove blank lines if the field being substituted has no data in it - e.g., a Remarks field or Pickup/Dropoff fields etc and b) suppressing numeric values if 0 is returned.

These two conditions refer to the codes <RMS:??> and <RME:??>

| Purpose | Description & Comment |
|---|---|
| *Zero Flagging* | All numeric substitution codes can have a :0 parameter specified. This means that when their value is zero, the code will be substituted as a blank. for example <SG:0> will output blank if the value for SG (Single Room) is 0 This is the same as using <RMS:BL><SG><RME:BL> |
| *Row Deletion* | When defining message templates within tables in Word, there is a command to remove the entire table row - <RMS:ROW>. This does not need a corresponding <RME>, since the table row that <RMS:ROW> is in will be removed entirely.<br>As an example, the booking only had text in Voucher Text 3, the following template definition:<br>**Booking Name** **<BN>**<br><RMS:ROW>Voucher Text 1 <VT1><br><RMS:ROW>Voucher Text 2 <VT2><br><RMS:ROW>Voucher Text 3 <VT3><br><RMS:ROW>Voucher Text 4 <VT4><br><RMS:ROW>Voucher Text 5 <VT5><br>would be output as:<br>**Booking Name** **Harness Racing Victoria N.Z. 2019**<br>Voucher Text 3 Voucher Text 3 field data |
| *Value Deletion* | The existing <RMS:BL> and <RME:BL> tags are still available and will delete zero value content that is between those tags. They will only delete the data content not the structure of the document and so will not remove rows if they are used within a table |

## Zero Flagging

Zero flagging can be used in conjunction with either Row or Value deletion so that sections of the document can be removed based on only some of the substitution codes being 0 value.

One example is Service Extras where a message section could be defined as:

| | | |
|---|---|---|
| <RMS:ROW><EX1> | <AGENT:EX1:0> | <CUR> |
| <RMS:ROW><EX2> | <AGENT:EX2:0> | <CUR> |
| <RMS:ROW><EX3> | <AGENT:EX3:0> | <CUR> |

| | | |
|---|---|---|
| <RMS:ROW><EX4> | <AGENT:EX4:0> | <CUR> |
| <RMS:ROW><EX5> | <AGENT:EX5:0> | <CUR> |

If Extra 2 was the only extra being used, the output would appear as:

| | | |
|---|---|---|
| Cooked Breakfast | 31.00 | NZD |

The same technique can also be used inside table contents and for non-numeric data where the entire row is not to be deleted. For example:

| | | | |
|---|---|---|---|
| **Booking Name** | **<BN>** | **Travelling** | **<TD>** |
| **<RMS:BL> Agent Reference** | <AR> <RME:BL> | **Agent** | <AC> |
| **<RMS:BL> Special Requirements** | <UDTEXT2> <UDTEXT3> <RME:BL> | **Consultant** | <CN> |
| **<RMS:ROW> Additional Information** | <NTS:TP> <NTS:TG> | | |

If the booking used the Agent Reference field and the 4 UDText fields then the message generated would be:

| | | | |
|---|---|---|---|
| **Booking Name** | **Snelling Party x 4** | **Travelling** | **05/10/2019** |
| **Agent Reference** | AG1019089 | **Agent** | ABC001 |
| **Special Requirements** | Prefers rooms below level 4<br>Fast WiFi for teenagers | **Consultant** | GRB |
| **Additional Information** | Tour Code TG1909<br>Tour Prefix XYZ | | |

If none of the Agent Reference field, 2 UDText and 2 Notes fields had data in them it would look like:

| | | | |
|---|---|---|---|
| **Booking Name** | **Snelling Party x 4** | **Travelling** | **05/10/2019** |
| | | **Agent** | ABC001 |
| | | **Consultant** | GRB |


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## Agent Substitution Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AC | Agent Code | | | |
| AN | Agent Name | :P - Physical; :M - Mailing; :L - Local | | |
| AA1 | Address 1 | :P - Physical; :M - Mailing; :L - Local | | |
| AA2 | Address 2 | :P - Physical; :M - Mailing; :L - Local | | |
| AA3 | Address 3 | :P - Physical; :M - Mailing; :L - Local | | |
| AA4 | Address 4 | :P - Physical; :M - Mailing; :L - Local | | |
| AA5 | Address 5 | :P - Physical; :M - Mailing; :L - Local | | |
| APC | Agent Post (Zip) Code | :P - Physical; :M - Mailing; :L - Local | | |
| AGA1 | Agent Analysis Code 1 | | | |
| AGA2 | Agent Analysis Code 2 | | | |
| AGA3 | Agent Analysis Code 3 | | | |
| AGA4 | Agent Analysis Code 4 | | | |
| AGA5 | Agent Analysis Code 5 | | | |
| AGA6 | Agent Analysis Code 6 | | | |
| AGAD1 | Agent Analysis 1 Description | | | |
| AGAD2 | Agent Analysis 2 Description | | | |
| AGAD3 | Agent Analysis 3 Description | | | |
| AGAD4 | Agent Analysis 4 Description | | | |
| AGAD5 | Agent Analysis 5 Description | | | |
| AGAD6 | Agent Analysis 6 Description | | | |
| AUDT1 | Agent User Defined Text 1 | | | |
| AUDT2 | Agent User Defined Text 2 | | | |
| AUDT3 | Agent User Defined Text 3 | | | |
| AUDT4 | Agent User Defined Text 4 | | | |

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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AUDT5 | Agent User Defined Text 5 | | | |
| AUDT6 | Agent User Defined Text 6 | | | |
| AUDT7 | Agent User Defined Text 7 | | | |
| AUDT8 | Agent User Defined Text 8 | | | |
| AUDT9 | Agent User Defined Text 9 | | | |
| AUDT10 | Agent User Defined Text 10 | | | |
| AUDT11 | Agent User Defined Text 11 | | | |
| AUDT12 | Agent User Defined Text 12 | | | |
| AUDT13 | Agent User Defined Text 13 | | | |
| AUDT14 | Agent User Defined Text 14 | | | |
| AUDT15 | Agent User Defined Text 15 | | | |
| AUDT16 | Agent User Defined Text 16 | | | |
| AUDT17 | Agent User Defined Text 17 | | | |
| AUDT18 | Agent User Defined Text 18 | | | |
| AUDT19 | Agent User Defined Text 19 | | | |
| AUDT20 | Agent User Defined Text 20 | | | |
| ABA | Agent Bank Account Number | :L - Local | | |
| ABAN | Agent Bank Account Name | :L - Local | | |
| ABK | Bank Name | :L - Local | | |
| ABR | Bank Branch | :L - Local | | |
| ACREATEDBY | Agent Created By | | | |
| ACREATEDDATE | Date Agent Created | | | |
| AEDITEDBY | Agent Edited By | | | |
| AEDITEDDATE | Agent Edited Date | | | |
| ACM | Agent Master Code | | | |
| ANM | Agent Master Name | :P - Physical; :M - Mailing; :L - Local | | |
| AAM1 | Agent Master Address 1 | :P - Physical; :M - Mailing; :L - Local | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AAM2 | Agent Master Address 2 | :P - Physical; :M - Mailing; :L - Local | | |
| AAM3 | Agent Master Address 3 | :P - Physical; :M - Mailing; :L - Local | | |
| AAM4 | Agent Master Address 4 | :P - Physical; :M - Mailing; :L - Local | | |
| AAM5 | Agent Master Address 5 | :P - Physical; :M - Mailing; :L - Local | | |
| APCM | Agent Master Post (Zip) Code | :P - Physical; :M - Mailing; :L - Local | | |
| AUDTM1 | Agent Master User Defined Text 1 | | | |
| AUDTM2 | Agent Master User Defined Text 2 | | | |
| AUDTM3 | Agent Master User Defined Text 3 | | | |
| AUDTM4 | Agent Master User Defined Text 4 | | | |
| AUDTM5 | Agent Master User Defined Text 5 | | | |
| AUDTM6 | Agent Master User Defined Text 6 | | | |
| AUDTM7 | Agent Master User Defined Text 7 | | | |
| AUDTM8 | Agent Master User Defined Text 8 | | | |
| AUDTM9 | Agent Master User Defined Text 9 | | | |
| AUDTM10 | Agent Master User Defined Text 10 | | | |
| AUDTM11 | Agent Master User Defined Text 11 | | | |
| AUDTM12 | Agent Master User Defined Text 12 | | | |
| AUDTM13 | Agent Master User Defined Text 13 | | | |
| AUDTM14 | Agent Master User Defined Text 14 | | | |
| AUDTM15 | Agent Master User Defined Text 15 | | | |
| AUDTM16 | Agent Master User Defined Text 16 | | | |
| AUDTM17 | Agent Master User Defined Text 17 | | | |
| AUDTM18 | Agent Master User Defined Text 18 | | | |
| AUDTM19 | Agent Master User Defined Text 19 | | | |
| AUDTM20 | Agent Master User Defined Text 20 | | | |

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## Agent Statement Substitution Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AR | Transaction Booking Agent Ref | | | <<ITEMTOTALS>> |
| BAL1 | Agent Aged Balance 1 Month | :+ 1 Month plus all overdue periods | | |
| BAL2 | Agent Aged Balance 2 Month | :+ 2 Month plus all overdue periods | | |
| BAL3 | Agent Aged Balance 3 Month | :+ 3 Month plus all overdue periods | | |
| BAL4 | Agent Aged Balance 4 Month | :+ 4 Month plus all overdue periods | | |
| BALC | Agent Aged Balance Current Period | :+ Current plus all overdue periods | | |
| BALE | Agent Future Entered Balance | | | |
| BALF1 | Agent Aged Balance Future 1 | :+ Future 1 plus all Future periods | | |
| BALF2 | Agent Aged Balance Future 2 | :+ Future 2 plus all Future periods | | |
| BALF3 | Agent Aged Balance Future 3 | :+ Future 3 plus all Future periods | | |
| BALF4 | Agent Aged Balance Future 4 | :+ Future 4 plus all Future periods | | |
| BALT | Total Agent Balance | :FA Balance + Future Aged<br>:FE Balance +Future Entered | | |
| BBR | Branch | | | |
| BHN | Branch Name | | | |
| BN | Transaction Booking Name | :A - Alias | | <<ITEMTOTALS>> |
| BR | Full Transaction Booking Reference | | | <<ITEMTOTALS>> |
| BRN | Booking Reference Number | | | |
| BST | Status Code | | | |
| BSTD | Status Description | | | |
| CN | Consultant Name | | | |

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| CS | Consultant Code | | | |
| CT | Transaction Booking Res Contact | | | <<ITEMTOTALS>> |
| CUR | Transaction Booking Currency | | | <<ITEMTOTALS>> |
| ITEMTOT | Transaction Item Total | | | <<ITEMTOTALS>> |
| STMTDATE | Statement Date | | | |
| TERMS | Agent Term | | | |
| TD | Booking Travel Date | | | <<ITEMTOTALS>> |
| TRNADCASHTYPE | Transaction Payment Type | | <<LINES>> | <<ITEMTOTALS>> |
| TRNADDESC1 | Transaction Header Description 1 | | <<LINES>> | <<ITEMTOTALS>> |
| TRNADDESC2 | Transaction Header Description 2 | | <<LINES>> | <<ITEMTOTALS>> |
| TRNADDESC3 | Transaction Header Description 3 | | <<LINES>> | <<ITEMTOTALS>> |
| TRNAREF | Transaction Apply To Reference | | <<LINES>> | <<ITEMTOTALS>> |
| TRNCRAMT | Transaction Credit Amount | | <<LINES>> | <<ITEMTOTALS>> |
| TRNDATE | Transaction Date | | <<LINES>> | <<ITEMTOTALS>> |
| TRNDESC1 | Transaction Line Description 1 | | <<LINES>> | <<ITEMTOTALS>> |
| TRNDESC2 | Transaction Line Description 2 | | <<LINES>> | <<ITEMTOTALS>> |
| TRNDRAMT | Transaction Debit Amount | | <<LINES>> | <<ITEMTOTALS>> |
| TRNDUE | Transaction Due Date | | <<LINES>> | <<ITEMTOTALS>> |
| TRNENTDATE | Transaction Header Entered Date | | <<LINES>> | <<ITEMTOTALS>> |
| TRNENTPER | Transaction Header Entered Period | | <<LINES>> | <<ITEMTOTALS>> |
| TRNENTTIME | Transaction Header Entered Time | | <<LINES>> | <<ITEMTOTALS>> |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| TRNEXT | Transaction Extended Price Amount | | <<LINES>> | <<ITEMTOTALS>> |
| TRNITEM | Transaction Item | | <<LINES>> | <<ITEMTOTALS>> |
| TRNPER | Transaction Period | | <<LINES>> | <<ITEMTOTALS>> |
| TRNPRICE | Transaction Unit Price Amount | | <<LINES>> | <<ITEMTOTALS>> |
| TRNREF | Transaction Reference | | <<LINES>> | <<ITEMTOTALS>> |
| TRNTOT | Transaction Total Amount | | <<LINES>> | <<ITEMTOTALS>> |
| TRNTYPE | Transaction Type | | <<LINES>> | <<ITEMTOTALS>> |
| UT1 | Booking Header User Text 1 | | | <<ITEMTOTALS>> |
| UT2 | Booking Header User Text 2 | | | <<ITEMTOTALS>> |
| UT3 | Booking Header User Text 3 | | | <<ITEMTOTALS>> |
| UT4 | Booking Header User Text 4 | | | <<ITEMTOTALS>> |
| UT5 | Booking Header User Text 5 | | | <<ITEMTOTALS>> |

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## Air Substitution Codes

Use standard messaging codes to output ticket pricing - e.g., COST, SELL, AGENT, RETAIL etc.

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AIR | Aircraft Type | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| ARR | Destination | :F - Full Description<br>:CTY - Country<br>:4 - Product Extra 4<br>:5 - Product Extra 5<br>:A - Extra Details first & second charge units<br>:F - Extra Details first charge unit<br>:D - Extra Details<br>:S - Extra Details second charge unit<br>:C - Output Extras Charge Basis - eg., Per Person, Per Group Per Room. | <<SECTORS>> | <<SERVICES>> |
| ARRDATE | Arrival Date | D - Day of week, full month<br>:T - Time | <<SECTORS>> | <<SERVICES>> |
| ARRTER | Arrival Terminal | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| CAR | Carrier | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| CLA | Class | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| CSH | Code Share | | <<SECTORS>> | <<SERVICES>> |
| DEP | Origin | :F - Full Description<br>:CTY - Country | <<SECTORS>> | <<SERVICES>> |
| DEPDATE | Depart Date | D - Day of week, full month<br>:T - Time | <<SECTORS>> | <<SERVICES>> |
| DEPTER | Departure Terminal | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| DIS | Distance | | <<SECTORS>> | <<SERVICES>> |
| ELA | Elapsed Time | | <<SECTORS>> | <<SERVICES>> |
| FLI | Flight Number | | <<SECTORS>> | <<SERVICES>> |
| FST | Flight Status | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| MEA | Meals on Sector | :F - Full Description | <<SECTORS>> | <<SERVICES>> |
| REF | PNR | | <<SECTORS>> | <<SERVICES>> |
| STO | Stops in Sector | | <<SECTORS>> | <<SERVICES>> |
| SEA | Seat Request | | <<SECTORS>> | <<SERVICES>> |
| SPM | Meal Request | | <<SECTORS>> | <<SERVICES>> |
| TKNUM | Ticket Number | | | |
| TKFF | Frequent Flyer Number(s) | | | |
| TKPAXn | Ticket Pax Name(s) | n = 1 or 2 Each pax on a new line | | |
| TKTAX | Tax Amount | | | |


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## Allocation Substitution Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| ALD | Allocation Description | | | <<SERVICES>> |
| ALN | Allocation Name | | | <<SERVICES>> |
| ALLOC | Allocation Taken | | | |
| ALSD | Allocation Split Description List | | | <<SERVICES>> |
| ALSN | Allocation Split Name List | | | <<SERVICES>> |
| ALUDESC | Allocation Unit Description List | | | <<SERVICES>> |
| ALDATE | The date the data is for. | CP - Show the value once for the code | <<ALLOC>> | <<SERVICES>> |
| ALREQUIRED | The number of units needed for this date | CP - Show the value once for the code | <<ALLOC>> | <<SERVICES>> |
| ALHELD | The number of units held | | <<ALLOC>> | <<SERVICES>> |
| ALSPLIT | The Allocation Split Code | | <<ALLOC>> | <<SERVICES>> |
| ALSPLITD | The Allocation Split Description | | <<ALLOC>> | <<SERVICES>> |

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## Booking (Header) Substitution Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AR | Agent Reference | | | |
| BBR | Booking Branch | | | |
| BDP | Booking Department | | | |
| BHD | Booking Header ID | | | |
| BHN | Branch Name | | | |
| BN | Booking Name | :A - Alias | | |
| BR | Booking (Full) Reference | | | |
| BRN | Reference Number only | | | |
| BST | Booking Status Code | | | |
| BSTD | Booking Status Description | | | |
| CN | Consultant Name | | | |
| CS | Consultant Code | | | |
| CT | Agent Contact | | | |
| DE | Date Entered | | | |
| DEPOSITDATE | Deposit Due Date | | | |
| DN | Department Name | | | |
| FINALDATE | Final Due date | | | |
| ITIN | Itinerary Segments | Append your Itinerary Segment code eg: ITIN:LGSI | | |
| LSD | Last Service Date | | | |
| LW | Last Work Date | :A – Alpha Date Format | | |
| PEDG | Summary of Pax, Escorts, Drivers, Guides | :IN - Infants<br>:CH - Children | | |
| RN | Registered Company Name | | | |
| SL1 | Booking Analysis Code 1 | | | |
| SL2 | Booking Analysis Code 2 | | | |
| SL3 | Booking Analysis Code 3 | | | |
| SL4 | Booking Analysis Code 4 | | | |
| SL5 | Booking Analysis Code 5 | | | |
| SL6 | Booking Analysis Code 6 | | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| SL1D | Booking Analysis Description 1 | | | |
| SL2D | Booking Analysis Description 2 | | | |
| SL3D | Booking Analysis Description 3 | | | |
| SL4D | Booking Analysis Description 4 | | | |
| SL5D | Booking Analysis Description 5 | | | |
| SL6D | Booking Analysis Description 6 | | | |
| SUMCODE | Summary Analysis Code | | | |
| SUMCODEDESC | Summary Analysis Description | | | |
| TD | Booking Travel Date | | | |
| UT1 | Booking Header User Text 1 | Supported in date format to allow the use of + and - days by using a formula such as UT1:-7 (date -7 days) | | |
| UT2 | Booking Header User Text 2 | Supported in date format to allow the use of + and - days by using a formula such as UT1:-7 (date -7 days) | | |
| UT3 | Booking Header User Text 3 | Supported in date format to allow the use of + and - days by using a formula such as UT1:-7 (date -7 days) | | |
| UT4 | Booking Header User Text 4 | Supported in date format to allow the use of + and - days by using a formula such as UT1:-7 (date -7 days) | | |
| UT5 | Booking Header User Text 5 | Supported in date format to allow the use of + and - days by using a formula such as UT1:-7 (date -7 days) | | |

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## Cancellation Policy Substitution Codes

These can be used in messages that include service detail and only in- between the <<CANCELPENALTIES:START>> and <<CANCELPENALTIES:END>> section, within the <<SERVICES>> section 'Start' and 'End' tags.

| Code | Data | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| APPLIESD | Cancellation penalty applies after this date | :12; :24 | <<CANCELPENALTIES>> | <<SERVICES>> |
| APPLIEST | Cancellation penalty applies inside this time (xx Days or xx Hours) | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLAGENT | Cancellation penalty agent amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLAGENTTX | Cancellation penalty agent tax amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLCOST | Cancellation penalty cost amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLCOSTTX | Cancellation penalty cost tax amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLRETAIL | Cancellation penalty retail amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| CNLRETAILTX | Cancellation penalty retail tax amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| FEE | Cancellation penalty fee amount | | <<CANCELPENALTIES>> | <<SERVICES>> |
| FEETYPE | Type of cancellation penalty - e.g,, Fixed, Percentage | | <<CANCELPENALTIES>> | <<SERVICES>> |
| INEFFECT | If the cancel penalty is in effect then display 'In effect' otherwise blank | | <<CANCELPENALTIES>> | <<SERVICES>> |
| PERIODF | Cancellation penalty period from date | | <<CANCELPENALTIES>> | <<SERVICES>> |
| PERIODT | Cancellation penalty period to date | | <<CANCELPENALTIES>> | <<SERVICES>> |


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» Messaging codes include :12 and :24 parameter sub-codes. These can be applied to Cancellation by (Date and Time) for cancellation policy substitution codes.

## EFT Substitution Codes

### Supplier EFT Substitution Codes

| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| EFTBT | EFT Batch Total | | |
| HASHTOTAL | Hashtotal | | |
| SBA | Supplier Bank Account Number | | |
| SBAN | Supplier Bank Account Name | | |
| SBK | Supplier Bank Name | | |
| SBR | Supplier Bank Branch | | |
| SC | Supplier Code | | |
| SCREATEDBY | Supplier Created By | | |
| SCREATEDDATE | Supplier Created Date | | |
| SEDITEDBY | Supplier Last Modified By | | |
| SEDITEDDATE | Supplier Last Modified Date | | |
| SMA1 | Supplier Mailing Address Line 1 | | |
| SMA2 | Supplier Mailing Address Line 2 | | |
| SMA3 | Supplier Mailing Address Line 3 | | |
| SMA4 | Supplier Mailing Address Line 4 | | |
| SMA5 | Supplier Mailing Address Line 5 | | |
| SMAM1 | Supplier Master Mailing Address Line 1 | | |
| SMAM2 | Supplier Master Mailing Address Line 2 | | |
| SMAM3 | Supplier Master Mailing Address Line 3 | | |
| SMAM4 | Supplier Master Mailing Address Line 4 | | |
| SMAM5 | Supplier Master Mailing Address Line 5 | | |
| SMPC | Supplier Mailing Address Post Code | | |
| SMPCM | Supplier Master Mailing Address Post Code | | |
| SN | Supplier Name | | |
| SNM | Supplier Master Name | | |
| SPA1 | Supplier Physical Address Line 1 | | |
| SPA2 | Supplier Physical Address Line 2 | | |


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| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| SPA3 | Supplier Physical Address Line 3 | | |
| SPA4 | Supplier Physical Address Line 4 | | |
| SPA5 | Supplier Physical Address Line 5 | | |
| SPAM1 | Supplier Master Physical Address Line 1 | | |
| SPAM2 | Supplier Master Physical Address Line 2 | | |
| SPAM3 | Supplier Master Physical Address Line 3 | | |
| SPAM4 | Supplier Master Physical Address Line 4 | | |
| SPAM5 | Supplier Master Physical Address Line 5 | | |
| SPPC | Supplier Physical Address Post Code | | |
| SPPCM | Supplier Master Physical Address Post Code | | |
| SUDT1 | Supplier User Defined Text 1 | | |
| SUDT2 | Supplier User Defined Text 2 | | |
| SUDT3 | Supplier User Defined Text 3 | | |
| SUDT4 | Supplier User Defined Text 4 | | |
| SUDT5 | Supplier User Defined Text 5 | | |
| SUDT6 | Supplier User Defined Text 6 | | |
| SUDT7 | Supplier User Defined Text 7 | | |
| SUDT8 | Supplier User Defined Text 8 | | |
| SUDT9 | Supplier User Defined Text 9 | | |
| SUDT10 | Supplier User Defined Text 10 | | |
| SUDTM1 | Supplier Master User Defined Text 1 | | |
| SUDTM2 | Supplier Master User Defined Text 2 | | |
| SUDTM3 | Supplier Master User Defined Text 3 | | |
| SUDTM4 | Supplier Master User Defined Text 4 | | |
| SUDTM5 | Supplier Master User Defined Text 5 | | |

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| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| SUDTM6 | Supplier Master User Defined Text 6 | | |
| SUDTM7 | Supplier Master User Defined Text 7 | | |
| SUDTM8 | Supplier Master User Defined Text 8 | | |
| SUDTM9 | Supplier Master User Defined Text 9 | | |
| SUDTM10 | Supplier Master User Defined Text 10 | | |
| SYSDATE | System Date | | |
| TRNCOUNT | Number of Transaction in the Batch | | |
| TRNCURR | Transaction Currency | | |
| TRNDATE | Transaction Date | | |
| DESC1 | Transaction Description 1 | | |
| DESC2 | Transaction Description 2 | | |
| DESC3 | Transaction Description 3 | | |
| TRNREF | Transaction Reference | | |
| TRNTOT | Transaction Total Amount | | |

## Agent EFT Substitution Codes

| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| EFTBT | EFT Batch Total | | |
| HASHTOTAL | Hashtotal | | |
| ABA | Agent Bank Account Number | | |
| ABAN | Agent Bank Account Name | | |
| ABK | Agent Bank Name | | |
| ABR | Agent Bank Branch | | |
| AC | Agent Code | | |
| ACREATEDBY | Agent Created By | | |
| ACREATEDDATE | Agent Created Date | | |
| AEDITEDBY | Agent Last Modified By | | |
| AEDITEDDATE | Agent Last Modified Date | | |
| AMA1 | Agent Mailing Address Line 1 | | |
| AMA2 | Agent Mailing Address Line 2 | | |
| AMA3 | Agent Mailing Address Line 3 | | |
| AMA4 | Agent Mailing Address Line 4 | | |
| AMA5 | Agent Mailing Address Line 5 | | |


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| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| AMAM1 | Agent Master Mailing Address Line 1 | | |
| AMAM2 | Agent Master Mailing Address Line 2 | | |
| AMAM3 | Agent Master Mailing Address Line 3 | | |
| AMAM4 | Agent Master Mailing Address Line 4 | | |
| AMAM5 | Agent Master Mailing Address Line 5 | | |
| AMPC | Agent Mailing Address Post Code | | |
| AMPCM | Agent Master Mailing Address Post Code | | |
| AN | Agent Name | | |
| ANM | Agent Master Name | | |
| APA1 | Agent Physical Address Line 1 | | |
| APA2 | Agent Physical Address Line 2 | | |
| APA3 | Agent Physical Address Line 3 | | |
| APA4 | Agent Physical Address Line 4 | | |
| APA5 | Agent Physical Address Line 5 | | |
| APAM1 | Agent Master Physical Address Line 1 | | |
| APAM2 | Agent Master Physical Address Line 2 | | |
| APAM3 | Agent Master Physical Address Line 3 | | |
| APAM4 | Agent Master Physical Address Line 4 | | |
| APAM5 | Agent Master Physical Address Line 5 | | |
| APPC | Agent Physical Address Post Code | | |
| APPCM | Agent Master Physical Address Post Code | | |
| AUDT1 | Agent User Defined Text 1 | | |
| AUDT2 | Agent User Defined Text 2 | | |
| AUDT3 | Agent User Defined Text 3 | | |
| AUDT4 | Agent User Defined Text 4 | | |
| AUDT5 | Agent User Defined Text 5 | | |
| AUDT6 | Supplier User Defined Text 6 | | |
| AUDT7 | Agent User Defined Text 7 | | |
| AUDT8 | Agent User Defined Text 8 | | |

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| Code | Data Source | In Message Section | In Message Section |
|---|---|---|---|
| AUDT9 | Agent User Defined Text 9 | | |
| AUDT10 | Agent User Defined Text 10 | | |
| AUDTM1 | Agent Master User Defined Text 1 | | |
| AUDTM2 | Supplier Master User Defined Text 2 | | |
| AUDTM3 | Agent Master User Defined Text 3 | | |
| AUDTM4 | Agent Master User Defined Text 4 | | |
| AUDTM5 | Supplier Master User Defined Text 5 | | |
| AUDTM6 | Agent Master User Defined Text 6 | | |
| AUDTM7 | Agent Master User Defined Text 7 | | |
| AUDTM8 | Agent Master User Defined Text 8 | | |
| AUDTM9 | Agent Master User Defined Text 9 | | |
| AUDTM10 | Agent Master User Defined Text 10 | | |
| SYSDATE | System Date | | |
| TRNCOUNT | Number of Transaction in the Batch | | |
| TRNCURR | Transaction Currency | | |
| TRNDATE | Transaction Date | | |
| DESC1 | Transaction Description 1 | | |
| DESC2 | Transaction Description 2 | | |
| DESC3 | Transaction Description 3 | | |
| TRNREF | Transaction Reference | | |
| TRNTOT | Transaction Total Amount | | |


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## Pax Substitution Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| ADDR1 | Pax Address Line 1 | :L – Field Label | | |
| ADDR2 | Pax Address Line 2 | :L – Field Label | | |
| ADDR3 | Pax Address Line 3 | :L – Field Label | | |
| ADDR4 | Pax Address Line 4 | :L – Field Label | | |
| ADDR5 | Pax Address Line 5 | :L – Field Label | | |
| AGE | Pax Age | | | <<NAMES>> |
| CHD | Number of Children | | | |
| CHS | Number of Children Sharing | | | |
| DOB | Pax Date of Birth | | | <<NAMES>> |
| DRV | Number of Driver(s) | | | |
| ESC | Number of Escort(s) | | | |
| FOCCOST | Number of FOC Cost Units | | | |
| FOCSELL | Number of FOC Sell Units | | | |
| FORENAME | Pax Christian Name/Forename | :A - Alias | | <<NAMES>> |
| GDE | Number of Guide(s) | | | |
| INF | Number of Infant(s) | | | |
| NOTES1 | Pax Notes Field 1 | | | |
| NOTES2 | Pax Notes Field 2 | | | |
| NOTES3 | Pax Notes Field 3 | | | |
| NOTES4 | Pax Notes Field 4 | | | |
| NOTES5 | Pax Notes Field 5 | | | |
| NOTES6 | Pax Notes Field 6 | | | |
| NOTES7 | Pax Notes Field 7 | | | |
| NOTES8 | Pax Notes Field 8 | | | |
| NOTES9 | Pax Notes Field 9 | | | |
| NOTES10 | Pax Notes Field 10 | | | |
| PAX | Number of Adult(s) | | | |
| PAXID | Customer Number | | | <<NAMES>> |
| PAXTYPE | Pax Type (eg Adult) | :S - Short (e.g 'A') | | <<NAMES>> |
| PAXROOMTOT | Pax Room Totals | :ES - Escort<br>:DR - Driver<br>:GD - Guide | | |
| PEDG | Summary of Pax, Escorts, Drivers & Guides | :IN - Infant<br>:CH - Children | | |
| PEP | Passenger Email Address | | | |

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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| PFCODE | Profile Code | :L - Label<br>:D - Description | | |
| PFDETAIL | Profile Details | | | |
| PFEDATE | Profile Entered Date | | | |
| PFEXDATE | Profile Review Date | | | |
| PFP | Passenger Fax Number | | | |
| PFTYPE | Profile Type | :L - Label<br>:D - Description | | |
| POSTCODE | Pax Postcode | | | |
| PMP | Passenger Mobile Phone Number | | | |
| PPCN | Passenger Contact name | | | |
| PPEXPIRY | Passport Expiry Date | | | |
| PPISSUED | Passport Issued Date | | | |
| PPNAME | Passport Name | | | |
| PPNATIONALITY | Passport Nationality | | | |
| PPNUMBER | Passport Number | | | |
| PPP | Passenger Phone Number | | | |
| PPPLACE | Passport Place of Issue | | | |
| PWP | Passenger Web Address | | | |
| SURNAME | Pax Surname | :A - Alias | | <<NAMES>> |
| TITLE | Pax Title | :A - Alias | | <<NAMES>> |
| TOTPAX | Total Pax Count | | | |


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## PCM Substitution Codes

PCM Header Codes

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| AGENT | Agent Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement<br>:R1 - From Pax Range 1 Only | | |
| ATAX | Agent Tax Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement | | |
| BHD | PCM ID Number | | | |
| CN | Consultant Name | | | |
| COMM | Commission Amount | | | |
| COMPC | Commission Percentage | SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant<br>:R1 - Repeat Once | | |

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| COST | Cost Amount | SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CH - Child<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement<br>:D - Driver<br>:E - Escort<br>:G - Guide | | |
| CS | Consultant Code | | | |
| CTAX | Tax value on Cost | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement | | |
| CUR | Currency Amount | :BC - Base Currency output<br>:SLC - Service Line Cost Currency output.<br>:SLS - Service Line Sell Currency output | | |
| CURD | Currency Description | :BC - Base Currency output<br>:SLC - Service Line Cost Currency output.<br>:SLS - Service Line Sell Currency output | | |
| DATE | Service Date | :CP Show value once until it changes | | |
| DAY | Day of Week | :CP Show value once until it changes | | |
| DAYNO | Day Number | :CP Show value once until it changes | | |
| DE | Date Entered | | | |
| DP | Service Line Drop-Off | | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| DPD | Drop-Off Date | | | |
| DPDAY | Drop-Off Day | :L3 - Display first 3 characters of the day name | | |
| DPT | Drop-Off Time | :12 - Will output 12 Hour time - e.g., 10:35pm<br>:24 - (or no modifier) will output 24 hour time - e.g., 22.35 | | |
| DRV | Driver Count | | | |
| ESC | Escort Count | | | |
| EX | Extra Description | :1 - Product Extra 1<br>:2 - Product Extra 2<br>:3 - Product Extra 3<br>:4 - Product Extra 4<br>:5 - Product Extra 5<br>:A - Extra Details first & second charge units.<br>:F - Extra Details first charge unit.<br>:D - Extra Details.<br>:I - Long Description<br>:S - Extra Details second charge unit.<br>:BC - Base Currency output.<br>:C - Output Extras Charge Basis - e.g., Per Person, Per Group, Per Room etc.<br>:ND - No Description - e.g., EX:1:S:ND = Extra 1 SCU with no description | | |
| FOCCOST | Total Free of Charge Cost | :PAX - Per Passenger<br>:ESC - Per Escort<br>:DRV - Per Driver<br>:GDE - Per Guide | | |

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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| FOCSELL | Total Free of Charge Sell | :PAX - Per Passenger<br>:ESC - Per Escort<br>:DRV - Per Driver<br>:GDE - Per Guide | | |
| FCU | First Charge Unit | :ND - No Description | | |
| GDE | Guide Count | | | |
| IO | In/Out Date (Dates only) | :CP - Show the value once for the code | | |
| IOD | In/Out Dates, incl Day of Week | :CP - Show the value once for the code | | |
| LSD | Last Service Date | | | |
| LW | Last Work Date | :A - In Alpha Format | | |
| MUP | Markup Amount | | | |
| MUPPC | Margin Percentage | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant<br>:R1 - Repeat Once | | |
| MARPC | Markup Percentage | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant<br>:R1 Repeat Once | | |
| PAX | Adult Pax Count | | | |
| PBR<br>(In header) | PCM Branch | | | |
| PC | Service Line Price Code Used | | | |
| PCD | Service Line Price Code Description | | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| PDP<br>(In header) | PCM Department | | | |
| PN or BN | PCM Name | :A - Alias | | |
| PRN<br>(In header) | PCM Reference | | | |
| PST or BST | Header Status Code | | | |
| PSTD or BSTD | Header Status Description | | | |
| PU | Service Line Pickup | | | |
| PUD | Pickup Date | | | |
| PUDAY | Pickup Day | :L3 - Display first 3 characters of the day name | | |
| PUT | Pickup Time | :12 - Will output 12 Hour time - e.g., 10:35pm<br>:24 - (or no modifier) will output 24 hour time - e.g., 22.35 | | |
| QTY1 | Quantity of First Charge Units | :C - Cost.<br>:S - Sell (Default) | | |
| QTY2 | Quantity of Second Charge Units | :C - Cost.<br>:S - Sell (Default)<br>:FOC - Number of FOC SCUs<br>:PAY - Number of Paid FOCs | | |
| RATEBUY | Service Line Database buy rate | :HT - Half Twin<br>:SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:EX1 - EX5 - Extra 1 - 5 (Use individually)<br>:AD - Adult<br>:CHS - Child<br>:CSS - Child Share<br>:IS - Infant<br>:DOWN - Display down the page<br>:R1 - From Pax Range 1 Only<br>:BKC - Output in Booking Currency | | |

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| RATESELL | Service Line Database sell rate | :HT - Half Twin<br>:SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:EX1 - EX5 - Extra 1 - 5 (Use individually)<br>:AD - Adult<br>:CHS - Child<br>:CSS - Child Share<br>:IS - Infant<br>:DOWN - Display down the page<br>:R1 - From Pax Range 1 Only<br>:BKC - Output in Booking Currency | | |
| RETAIL | Retail Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement<br>:R1 - From Pax Range 1 Only | | |
| RM | Service Line Remarks | | | |
| RTAX | Retail Tax Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement | | |
| RST | Rate Status | | | |
| RVT1 | Rate Level Voucher Text Line 1 | | | |
| RVT2 | Rate Level Voucher Text Line 2 | | | |
| RVT3 | Rate Level Voucher Text Line 3 | | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| RVT4 | Rate Level Voucher Text Line 4 | | | |
| RVT5 | Rate Level Voucher Text Line 5 | | | |
| RVT6 | Rate Level Voucher Text Line 6 | | | |
| RVT7 | Rate Level Voucher Text Line 7 | | | |
| RVT8 | Rate Level Voucher Text Line 8 | | | |
| RVT9 | Rate Level Voucher Text Line 9 | | | |
| RVT10 | Rate Level Voucher Text Line 10 | | | |
| RVT11 | Rate Level Voucher Text Line 11 | | | |
| RVT12 | Rate Level Voucher Text Line 12 | | | |
| RVT13 | Rate Level Voucher Text Line 13 | | | |
| RVT14 | Rate Level Voucher Text Line 14 | | | |
| RVT15 | Rate Level Voucher Text Line 15 | | | |
| RVT16 | Rate Level Voucher Text Line 16 | | | |
| RVT17 | Rate Level Voucher Text Line 17 | | | |
| RVT18 | Rate Level Voucher Text Line 18 | | | |
| RVT19 | Rate Level Voucher Text Line 19 | | | |
| RVT20 | Rate Level Voucher Text Line 20 | | | |
| SCU | Second Charge Unit | :ND - No Description | | |
| SELL | Sell Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement | | |
| SEQ | Service Sequence | | | |
| SL1 | Analysis Code 1 | | | |

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| SL2 | Analysis Code 2 | | | |
| SL3 | Analysis Code 3 | | | |
| SL4 | Analysis Code 4 | | | |
| SL5 | Analysis Code 5 | | | |
| SL6 | Analysis Code 6 | | | |
| SL1D | Analysis Description 1 | | | |
| SL2D | Analysis Description 2 | | | |
| SL3D | Analysis Description 3 | | | |
| SL4D | Analysis Description 4 | | | |
| SL5D | Analysis Description 5 | | | |
| SL6D | Analysis Description 6 | | | |
| ST | Service Status | | | |
| STAX | Sell Tax Amount | :SS - Single Supplement<br>:TRD - Triple Reduction<br>:QR - Quad Reduction<br>:CHS - Child Supplement<br>:CSS - Child Share Supplement<br>:IS - Infant Supplement | | |
| STD | Service Status Description | | | |
| SUMCODE | Summary Analysis Code | | | <<SUMMARY>> |
| SUMCODEDESC | Summary Analysis Description | | | <<SUMMARY>> |
| TERMS | Payment Terms | | | |
| TD | Travel/Base Date | | | |
| VT1 | Product Voucher Text Line 1 | | | |
| VT2 | Product Voucher Text Line 2 | | | |
| VT3 | Product Voucher Text Line 3 | | | |
| VT4 | Product Voucher Text Line 4 | | | |
| VT5 | Product Voucher Text Line 5 | | | |


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| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| VT6 | Product Voucher Text Line 6 | | | |
| VT7 | Product Voucher Text Line 7 | | | |
| VT8 | Product Voucher Text Line 8 | | | |
| VT9 | Product Voucher Text Line 9 | | | |
| VT10 | Product Voucher Text Line 10 | | | |
| VT11 | Product Voucher Text Line 11 | | | |
| VT12 | Product Voucher Text Line 12 | | | |
| VT13 | Product Voucher Text Line 13 | | | |
| VT14 | Product Voucher Text Line 14 | | | |
| VT15 | Product Voucher Text Line 15 | | | |
| VT16 | Product Voucher Text Line 16 | | | |
| VT17 | Product Voucher Text Line 17 | | | |
| VT18 | Product Voucher Text Line 18 | | | |
| VT19 | Product Voucher Text Line 19 | | | |
| VT20 | Product Voucher Text Line 20 | | | |

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## Phone Book Substitution Codes

| Code | Data Source | Parameters |
|---|---|---|
| AEP | Agent Email Address | : Contact Type Code - e.g., <AEP:AC> for Accounts Contact |
| AEPM | Agent Master Email Address | : Contact Type Code - e.g., <AEPM:AC> for Accounts Contact |
| AFP | Agent Fax Number | : Contact Type Code - e.g., <AFP:AC> for Accounts Contact |
| AFPM | Agent Master Fax Number | : Contact Type Code - e.g., <AFPM:AC> for Accounts Contact |
| AMP | Agent Mobile Phone | : Contact Type Code - e.g., <AMP:AC> for Accounts Contact |
| AMPM | Agent Master Mobile Phone | : Contact Type Code - e.g., <AMPM:AC> for Accounts Contact |
| ANP | Agent Contact Name | : Contact Type Code - e.g., <ANP:AC> for Accounts Contact |
| APP | Agent Phone | : Contact Type Code - e.g., <APP:AC> for Accounts Contact |
| APPM | Agent Master Phone | : Contact Type Code - e.g., <APPM:AC> for Accounts Contact |
| AWP | Agent Web Address | : Contact Type Code - e.g., <AWP:AC> for Accounts Contact |
| AWPM | Agent Master Web Address | : Contact Type Code - e.g., <AWPM:AC> for Accounts Contact |
| PEP | Passenger Email Address | : Contact Type Code - e.g., <PEP:HM> for Home Contact |
| PFP | Passenger Fax Number | : Contact Type Code - e.g., <PFP:BN> for Business Contact |
| PMP | Passenger Mobile Phone Number | : Contact Type Code - e.g., <PMP:HM> for Home Contact |
| PPP | Passenger Phone Number | : Contact Type Code - e.g., <PPP:HM> for Home Contact |
| PPCN | Passenger Contact Name | : Contact Type Code - e.g., <PPCN:HM> for Home Contact - If using the contact name field from the phone book the a Contact Type code must be defined. |
| PWP | Passenger Web Address | : Contact Type Code - e.g., <PWP:BN> for Business Contact |
| SEP | Supplier Email Address | : Contact Type Code - e.g., <SEP:AC> for Accounts Contact |
| SEPM | Supplier Master Email Address | : Contact Type Code - e.g., <SEPM:AC> for Accounts Contact |
| SFP | Supplier Fax Number | : Contact Type Code - e.g., <SFP:AC> for Accounts Contact |
| SFPM | Supplier Master Fax Number | : Contact Type Code - e.g., <SFPM:AC> for Accounts Contact |
| SMP | Supplier Mobile Phone | : Contact Type Code - e.g., <SMP:AC> for Accounts Contact |
| SMPM | Supplier Master Mobile Phone | : Contact Type Code - e.g., <SMPM:AC> for Accounts Contact |


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| Code | Data Source | Parameters |
|---|---|---|
| SNP | Supplier Contact Name | : Contact Type Code - e.g., <SNP:AC> for Accounts Contact |
| SPP | Supplier Phone | : Contact Type Code - e.g., <SPP:AC> for Accounts Contact |
| SPPM | Supplier Master Phone | : Contact Type Code - e.g., <SPPM:AC> for Accounts Contact |
| SWP | Supplier Web Address | : Contact Type Code - e.g., <SWP:AC> for Accounts Contact |
| SWPM | Supplier Master Web Address | : Contact Type Code - e.g., <SWPM:AC> for Accounts Contact |
| VEP | Product Contact Email | |
| VFP | Product Contact Fax | |
| VMP | Product Contact Mobile | |
| VNP | Product Contact Name | |
| VPP | Product Contact Phone | |
| VWP | Product Contact Web | |

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## Price Substitution Codes

The use of these codes at the header level will return pricing defined within the booking. Where as if these codes are used at the service level the pricing will be dependant on the configuration of the service.

| Code | Data Source | Parameters |
|---|---|---|
| AGENT | Agent Amount | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:RE - Round Value (when prices use currency exchange conversions) |
| ATAX | Agent Tax Amount | |
| COMM | Commission Amount | :RE - Round Value (when prices use currency exchange conversions) |
| COMPC | Commission Percentage | |
| COST | Cost Amount | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:RE - Round Value (when prices use currency exchange conversions) |
| CTAX | Cost Tax Amount | |
| CUR | Currency Amount | :BC – Base Currency output.<br>:SLC - Service Line Cost Currency output.<br>:SLS – Service Line Sell Currency output |
| CURD | Currency Description | :BC – Base Currency output.<br>:SLC - Service Line Cost Currency output.<br>:SLS – Service Line Sell Currency output |
| CURS | Currency Sub-Code | :D - Sub-Code Currency Description |
| DEPOSITAMOUNT | Deposit Amount | |
| EXCH | Exchange Rate | :SLC - Service Line Cost Currency output.<br>:SLS – Service Line Sell Currency output |
| FINALAMOUNT | Retail or Agent minus deposit amount | :RT - Retail<br>:AG - Agent |
| INVOICED | Amount Invoiced for Booking | :B - Sum of all invoice transactions for the booking that are in this invoices currency.<br>:I - Value only of the invoice being output<br>:E - Value of all invoices for the booking in this invoices currency, except the receipt value (if any) of this invoice |
| MAR | Margin Amount | |


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| Code | Data Source | Parameters |
|---|---|---|
| MARPC | Margin Percentage | |
| MUP | Markup Amount | |
| MUPPC | Markup Percentage | |
| RATEBUY | Service Line Database buy rate | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:BKC - Output in Booking Currency |
| RATESELL | Service Line Database sell rate | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:BKC - Output in Booking Currency |
| RECEIVED | Amount Received for Booking | :B – Sum of all receipt transactions for the booking that are in the invoice currency.<br>:I – Sum of all receipt transactions for the invoice.<br>:E Sum of all receipt transactions for the booking that are in the invoice currency excluding this invoice receipts |
| RETAIL | Retail Amount | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:RE - Round Value (when prices use currency exchange conversions) |
| RTAX | Retail Tax Amount | |

| Code | Data Source | Parameters |
|---|---|---|
| SELL | Sell Amount | :TW - Twin<br>:SG - Single<br>:DB – Double<br>:TR – Triple<br>:QD - Quad<br>:OT - Other<br>:EX1 - EX5 – Extra 1 - 5 (Use individually)<br>:AD – Adult<br>:CH – Child<br>:CS – Child Share<br>:IN – Infant<br>:AA – Additional Adult<br>:PP – Per Person<br>:RE - Round Value (when prices use currency exchange conversions) |
| STAX | Sell Tax Amount | |
| TERMS | Payment Terms | |
| TOC | Tax On Commission | :RE - Round Value (when prices use currency exchange conversions) |


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## Product Substitution Codes

| Code | Data Source | Parameters |
|---|---|---|
| AML | Amenities List | |
| CLS | Class Code | |
| CLSD | Class Description | |
| CNTRY | Country Code | :CP - Show the value once for the code |
| CNTRYN | Country Name | :CP - Show the value once for the code |
| DBA1 | Analysis Code 1 | |
| DBA2 | Analysis Code 2 | |
| DBA3 | Analysis Code 3 | |
| DBA4 | Analysis Code 4 | |
| DBA5 | Analysis Code 5 | |
| DBA6 | Analysis Code 6 | |
| DBAD1 | Analysis Description 1 | |
| DBAD2 | Analysis Description 2 | |
| DBAD3 | Analysis Description 3 | |
| DBAD4 | Analysis Description 4 | |
| DBAD5 | Analysis Description 5 | |
| DBAD6 | Analysis Description 6 | |
| DES | Destination Code | :CP - Show the value once for the code |
| DESD | Destination Description | :CP - Show the value once for the code |
| FCU | First Charge Unit | :ND - No Description; :L - Local |
| INVTXT1 | Invoice Text 1 | |
| INVTXT2 | Invoice Text 2 | |
| INVTXT3 | Invoice Text 3 | |
| INVTXT4 | Invoice Text 4 | |
| LCL | Locality Code | :CP - Show the value once for the code |
| LCLD | Locality Description | :CP - Show the value once for the code<br>:NT - No Translation |
| LOC | Location Code | :CP - Show the value once for the code |
| LOCD | Location Description | :CP - Show the value once for the code |
| OPTC | Product Comment | :CP - Show the value once for the code<br>:NT - No Translation |
| OPTC2 | Product Comment 2 | :CP - Show the value once for the code<br>:NT - No Translation |
| OPTD | Product Code | :CP - Show the value once for the code |
| OPTN | Product Description | :CP - Show the value once for the code<br>:NT - No Translation |
| OPTN2 | Product Description 2 | :CP - Show the value once for the code<br>:NT - No Translation |
| OPTSD | Option Short Code | :CP - Show the value once for the code |
| ORT | Option Rate Text | |

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| Code | Data Source | Parameters |
|---|---|---|
| ORT2 | Option Rate Text 2 | |
| OST | Option Stay Type from Rate Name | |
| OST2 | Option Stay Type 2 | |
| SCU | Second Charge Unit | :ND - No Description; :L - Local |
| SRV | Service Code | :CP - Show the value once for the code |
| SRVD | Service Code Description | :CP - Show the value once for the code |
| VADD1 | Voucher Supplier Address 1 | :L - Local |
| VADD2 | Voucher Supplier Address 2 | :L - Local |
| VADD3 | Voucher Supplier Address 3 | :L - Local |
| VADD4 | Voucher Supplier Address 4 | :L - Local |
| VADD5 | Voucher Supplier Address 5 | :L - Local |
| VEP | Product Voucher Email | |
| VFP | Product Voucher Fax | |
| VMP | Product Voucher Mobile | |
| VNAME | Voucher Supplier Name | :L - Local |
| VNP | Product Voucher Name | |
| VPC | Voucher Supplier Address Post Code | :L - Local |
| VPP | Product Voucher Phone | |
| VT1 | Voucher Text Line 1 | |
| VT2 | Voucher Text Line 2 | |
| VT3 | Voucher Text Line 3 | |
| VT4 | Voucher Text Line 4 | |
| VT5 | Voucher Text Line 5 | |
| VT6 | Voucher Text Line 6 | |
| VT7 | Voucher Text Line 7 | |
| VT8 | Voucher Text Line 8 | |
| VT9 | Voucher Text Line 9 | |
| VT10 | Voucher Text Line 10 | |
| VT11 | Voucher Text Line 11 | |
| VT12 | Voucher Text Line 12 | |
| VT13 | Voucher Text Line 13 | |
| VT14 | Voucher Text Line 14 | |
| VT15 | Voucher Text Line 15 | |
| VT16 | Voucher Text Line 16 | |
| VT17 | Voucher Text Line 17 | |
| VT18 | Voucher Text Line 18 | |


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| Code | Data Source | Parameters |
|---|---|---|
| VT19 | Voucher Text Line 19 | |
| VT20 | Voucher Text Line 20 | |
| VWP | Product Voucher Web Address | |

## Room Substitution Codes

| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| DB | Count of Double Rooms | :ND No Description | |
| DRV | Driver | :TW - Twin<br>:DB - Double<br>:SG - Single<br>:TR - Triple<br>:QD - Quad<br>:OT - Other | |
| ESC | Escort | :TW - Twin<br>:DB - Double<br>:SG - Single<br>:TR - Triple<br>:QD - Quad<br>:OT - Other | |
| GDE | Guide | :TW - Twin<br>:DB - Double<br>:SG - Single<br>:TR - Triple<br>:QD - Quad<br>:OT - Other | |
| ITNAME | Itinerary Name | | |
| KEY | Room Key | | <<ROOMS>> |
| LISTNAME | Rooming List Name | | <<LISTS>> |
| OT | Count of 'Other' Rooms | :ND No Description | |
| PAXROOMTOT | Total Pax/Rooms | Additional staff and children totals can be added to the pax/-rooms summary using<br>:CH - Children<br>:DR - Drivers<br>:ES - Escorts<br>:GD - Guides | |
| PEDG | Summary of Pax, Escorts, Drivers & Guides | :IN - Infant<br>:CH - Children | |
| QD | Count of Quad Rooms | :ND No Description | |
| ROOMNAME | Room Type Description | Equivalent to <ROOMTYPE:D> | <<ROOMS>> |
| ROOMSEQ | Room Sequence | | <<ROOMS>> |


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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| ROOMTOT | Booking Room count | :FOCCOST - Number of Cost FOC Rooms<br>:FOCSELL - Number of Sell FOC Rooms<br>:-FOCCOST - Number of Booking rooms less Cost FOC Rooms<br>:-FOCSELL - Number of Booking rooms less Sell FOC Rooms | |
| ROOMTYPE | Room Type - (e.g. TW) | :D Description - e.g. Twin | <<ROOMS>> |
| SG | Count of Single Rooms | :ND No Description | |
| TR | Count of Triple Rooms | :ND No Description | |
| TW | Count of Twin Rooms | :ND No Description | |

## Service Line Substitution Codes

| Code | Data Source | Parameters |
|---|---|---|
| ASD | Assigned Driver Code | |
| ASDN | Assigned Driver Name | |
| ASEND | Assignment End Date/Time | |
| ASG | Assigned Guide Code | |
| ASGN | Assigned Guide Name | |
| ASID | Assignment ID | |
| ASN | Assignment Name | |
| ASS | Assignment Status | |
| ASSTART | Assignment Start Date/Time | |
| ASTYPE | Assignment Type | One of either Single Task, Independent Services or Hop On Hop Off |
| ASV | Assigned Vehicle Code | |
| ASVN | Assigned Vehicle Name | |
| CANCEL | Cancellation Period | :D - Days,<br>:H - Hours,<br>:DATE - Date<br>:DH - Days and Hours |
| DATE | Service Date | :CP - Show the value once for the code |
| DAY | Service Day of Week | :L3 - Limit to 3 characters<br>:CP - Show the value once for the code |
| DAYNO | Day Number | :CP - Show the value once for the code |
| DP | Service Line Drop-Off | |
| DPD | Drop-Off Date | |
| DPDAY | Drop-Off Day | :L3 - Limit display of day to three characters |
| DPT | Drop-Off Time | :12 - Output 12 Hour time - e.g., 10:35pm<br>:24 - (or no parameter) will output 24 hour time - e.g. 22:35 |
| EX | Extra Description | :1 - Product Extra 1<br>:2 - Product Extra 2<br>:3 - Product Extra 3<br>:4 - Product Extra 4<br>:5 - Product Extra 5<br>:A - Extra Details first & second charge units.<br>:F - Extra Details first charge unit.<br>:D - Extra Details<br>:S - Extra Details second charge unit.<br>:C - Output Extras Charge Basis - e.g., Per Person, Per Group, and Per Room etc.<br>:L - Long Description<br>:LOC - Local Description<br>:ND - No Description - e.g., EX:1:S:ND = Extra 1 SCU with no description<br>:NT - No Translation |
| IO | In/Out Date (Dates only) | :CP - Show the value once for the code |
| IOD | In/Out Dates, incl Day of Week | :CP - Show the value once for the code |
| ITIN | Itinerary Segments | Append your Itinerary Segment code eg: ITIN:LGSI |
| PC | Price Code Used | |


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| Code | Data Source | Parameters |
|---|---|---|
| PCD | Price Code Description | |
| PCMNAME | Package Name | :A - Alias |
| PEDG | Summary of Pax, Escorts, Drivers, Guides | :IN - Infants<br>:CH - Children |
| PU | Service Line Pickup | |
| PUD | Pickup Date | :L3 - Limit display of day to three characters |
| PUT | Pickup Time | :12 - Output 12 Hour time - e.g., 10:35pm<br>:24 - (or no parameter) will output 24 hour time - e.g. 22:35 |
| QTY1 | Quantity of First Charge Units | :C - Cost.<br>:S - Sell (Default)<br>:1 - Product Extra 1<br>:2 - Product Extra 2<br>:3 - Product Extra 3<br>:4 - Product Extra 4<br>:5 - Product Extra 5<br>:EX:1 - Extra 1<br>:EX:2 - Extra 2<br>:EX:3 - Extra 3<br>:EX:4 - Extra 4<br>:EX:5 - Extra 5<br>Parameter could read QTY1:C:EX:1 (Quantity of first charge unit Cost for extra 1) |
| QTY2 | Quantity of Second Charge Units | :C - Cost<br>:S - Sell (Default)<br>:FOC - Number of FOC SCUs<br>:PAY - Number of SCUs minus FOCs<br>:1 - Product Extra 1<br>:2 - Product Extra 2<br>:3 - Product Extra 3<br>:4 - Product Extra 4<br>:5 - Product Extra 5<br>:EX:1 - Extra 1<br>:EX:2 - Extra 2<br>:EX:3 - Extra 3<br>:EX:4 - Extra 4<br>:EX:5 - Extra 5<br>Parameter could read QTY2:S:EX:1 (Quantity of second charge unit Sell for extra 1) |
| RM | Service Line Remarks | |
| RST | Rate Status | |
| RVT1 | Rate Level Voucher Text Line 1 | |
| RVT2 | Rate Level Voucher Text Line 2 | |
| RVT3 | Rate Level Voucher Text Line 3 | |
| RVT4 | Rate Level Voucher Text Line 4 | |
| RVT5 | Rate Level Voucher Text Line 5 | |
| RVT6 | Rate Level Voucher Text Line 6 | |
| RVT7 | Rate Level Voucher Text Line 7 | |

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| Code | Data Source | Parameters |
|---|---|---|
| RVT8 | Rate Level Voucher Text Line 8 | |
| RVT9 | Rate Level Voucher Text Line 9 | |
| RVT10 | Rate Level Voucher Text Line 10 | |
| RVT11 | Rate Level Voucher Text Line 10 | |
| RVT12 | Rate Level Voucher Text Line 10 | |
| RVT13 | Rate Level Voucher Text Line 10 | |
| RVT14 | Rate Level Voucher Text Line 10 | |
| RVT15 | Rate Level Voucher Text Line 10 | |
| RVT16 | Rate Level Voucher Text Line 10 | |
| RVT17 | Rate Level Voucher Text Line 10 | |
| RVT18 | Rate Level Voucher Text Line 10 | |
| RVT19 | Rate Level Voucher Text Line 10 | |
| RVT20 | Rate Level Voucher Text Line 10 | |
| SEQ | Service Sequence | |
| ST | Service Status | |
| STD | Status Description | |
| SCF | Supplier Confirmation | |
| TOKEN | Token | <TOKEN:type:alternative text><br>(is currently limited to 'SupplierConfirmation') |
| VN | Voucher Number | :SEQ - Append sequence number to multiple same service vouchers - 12345/1<br>:NO - appends - 'Of nn e.e. 12345/1 of 4. Can be :SEQ:NO or :NO:SEQ |
| VS | Voucher Status | |
| VT1 | Product Voucher Text Line 1 | |
| VT2 | Product Voucher Text Line 2 | |
| VT3 | Product Voucher Text Line 3 | |
| VT4 | Product Voucher Text Line 4 | |
| VT5 | Product Voucher Text Line 5 | |
| VT6 | Product Voucher Text Line 6 | |


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| Code | Data Source | Parameters |
|---|---|---|
| VT7 | Product Voucher Text Line 7 | |
| VT8 | Product Voucher Text Line 8 | |
| VT9 | Product Voucher Text Line 9 | |
| VT10 | Product Voucher Text Line 10 | |
| VT11 | Product Voucher Text Line 11 | |
| VT12 | Product Voucher Text Line 12 | |
| VT13 | Product Voucher Text Line 13 | |
| VT14 | Product Voucher Text Line 14 | |
| VT15 | Product Voucher Text Line 15 | |
| VT16 | Product Voucher Text Line 16 | |
| VT17 | Product Voucher Text Line 17 | |
| VT18 | Product Voucher Text Line 18 | |
| VT19 | Product Voucher Text Line 19 | |
| VT20 | Product Voucher Text Line 20 | |

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## Supplier Substitution Codes

| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| SA1 | Address 1 | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SA2 | Address 2 | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SA3 | Address 3 | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SA4 | Address 4 | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SA5 | Address 5 | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SAM1 | Master Address 1 | :P - Physical<br>:M - Mailing<br>:L - Local | |
| SAM2 | Master Address 2 | :P - Physical<br>:M - Mailing<br>:L - Local | |
| SAM3 | Master Address 3 | :P - Physical<br>:M - Mailing<br>:L - Local | |
| SAM4 | Master Address 4 | :P - Physical<br>:M - Mailing<br>:L - Local | |


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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| SAM5 | Master Address 5 | :P - Physical<br>:M - Mailing<br>:L - Local | |
| SBA | Bank Account | :L - Local | |
| SBAN | Bank Account Name | :L - Local | |
| SBK | Bank Name | :L - Local | |
| SBR | Bank Branch | :L - Local | |
| SC | Code | :CP - Show the value once for the code | |
| SCM | Master Code | | |
| SCREATEDBY | Created By | | |
| SCREATEDDATE | Created Date | | |
| SEDITEDBY | Edited By | | |
| SEDITEDDATE | Edited Date | | |
| SN | Name | :CP - Show the value once for the code<br>:L - Local<br>:M - Mailing<br>:NT - No Translation<br>:P - Physical | |
| SNM | Master Name | :P - Physical<br>:M - Mailing<br>:L - Local | |
| SPA1 | Analysis Code 1 | | |
| SPA2 | Analysis Code 2 | | |
| SPA3 | Analysis Code 3 | | |
| SPA4 | Analysis Code 4 | | |
| SPA5 | Analysis Code 5 | | |
| SPA6 | Analysis Code 6 | | |
| SPAD1 | Analysis Description 1 | | |
| SPAD2 | Analysis Description 2 | | |
| SPAD3 | Analysis Description 3 | | |
| SPAD4 | Analysis Description 4 | | |
| SPAD5 | Analysis Description 5 | | |
| SPAD6 | Analysis Description 6 | | |
| SPC | Post Code | :L - Local<br>:M - Mailing<br>:P - Physical | |
| SPCM | Master Post Code | :P - Physical<br>:M - Mailing<br>:L - Local | |

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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| SUDT1 | User Defined Text Field 1 | | |
| SUDT2 | User Defined Text Field 2 | | |
| SUDT3 | User Defined Text Field 3 | | |
| SUDT4 | User Defined Text Field 4 | | |
| SUDT5 | User Defined Text Field 5 | | |
| SUDT6 | User Defined Text Field 6 | | |
| SUDT7 | User Defined Text Field 7 | | |
| SUDT8 | User Defined Text Field 8 | | |
| SUDT9 | User Defined Text Field 9 | | |
| SUDT10 | User Defined Text Field 10 | | |
| SUDT11 | User Defined Text Field 11 | | |
| SUDT12 | User Defined Text Field 12 | | |
| SUDT13 | User Defined Text Field 13 | | |
| SUDT14 | User Defined Text Field 14 | | |
| SUDT15 | User Defined Text Field 15 | | |
| SUDT16 | User Defined Text Field 16 | | |
| SUDT17 | User Defined Text Field 17 | | |
| SUDT18 | User Defined Text Field 18 | | |
| SUDT19 | User Defined Text Field 19 | | |
| SUDT20 | User Defined Text Field 20 | | |
| SUDTM1 | Master User Defined Text 1 | | |
| SUDTM2 | Master User Defined Text 2 | | |
| SUDTM3 | Master User Defined Text 3 | | |
| SUDTM4 | Master User Defined Text 4 | | |
| SUDTM5 | Master User Defined Text 5 | | |


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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| SUDTM6 | Master User Defined Text 6 | | |
| SUDTM7 | Master User Defined Text 7 | | |
| SUDTM8 | Master User Defined Text 8 | | |
| SUDTM9 | Master User Defined Text 9 | | |
| SUDTM10 | Master User Defined Text 10 | | |
| SUDTM11 | Master User Defined Text 11 | | |
| SUDTM12 | Master User Defined Text 12 | | |
| SUDTM13 | Master User Defined Text 13 | | |
| SUDTM14 | Master User Defined Text 14 | | |
| SUDTM15 | Master User Defined Text 15 | | |
| SUDTM16 | Master User Defined Text 16 | | |
| SUDTM17 | Master User Defined Text 17 | | |
| SUDTM18 | Master User Defined Text 18 | | |
| SUDTM19 | Master User Defined Text 19 | | |
| SUDTM20 | Master User Defined Text 20 | | |
| | | | |

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## Transaction Substitution Codes

| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| ACTION1 | Remittance advice Action Message (line 1) | | |
| ACTION2 | Remittance advice Action Message (line 2) | | |
| AR | Transaction Booking Agent Reference | | |
| BATCHDUE | Batch Due | | |
| BATCHENTDATE | Batch Entered | | |
| BATCHREF | Batch Reference | | |
| BATCHTOT | Batch Total | :BC - Base Currency | |
| BATCHTOTCOMM | Batch Total Commission | :BC - Base Currency | |
| BATCHTOTEXCLTAX | Batch Total minus Tax | :BC - Base Currency | |
| BATCHTOTMUP | Batch Total Markup | :BC - Base Currency | |
| BATCHTOTNETTAX | Batch Total Tax minus Commission | :BC - Base Currency | |
| BATCHTOTTAX | Batch Total Tax | :BC - Base Currency | |
| BATCHTOTTOC | Batch Total Tax on Commission | :BC - Base Currency | |
| BN | Transaction Booking Name | | |
| BR | Transaction Booking Reference | | |
| CW | Cheque Words | Prints transaction value as text | |
| CWD | Cheque Word Decimals | | |
| CWH | Cheque Word Hundreds | | |
| CWHT | Cheque Word Hundreds of Thousands | | |
| CWM | Cheque Word Millions | | |
| CWT | Cheque Word - Thousands | | |
| CWTT | Cheque Word - Tens of Thousands | | |
| CWTU | Cheque Word - Tens of Units | | |
| CWU | Cheque Words - Units | | |


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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| DATE | Transaction Booking Line Service Date | | |
| OPTN | Transaction Service Line Product Description | :NT - No Translation | |
| PAYLINK | Payment URL | Of the form <PAYLINK:-provider:alternative text:xxx> where xxx is the maximum length of the text of the link (i.e. it will be truncated) | |
| TD | Transaction Booking Travel Date | | |
| TRNAC | Posting Account | :F - Full Account Number (BR/Dp/Acct)<br>:FD - Full Account Description | |
| TRNADATE | Transaction Apply Date | :T - Output Travel Date (if there is one) else the Apply Date. | |
| TRNADCASHTYPEDESC | Payment / Receipt Type Description | | |
| TRNCOMM | Transaction Commission Amount | | <<LINES>> |
| TRNCRAC | Credit Posting Account | :F - Full Account Number (BR/Dp/Acct)<br>:FD - Full Account Description | |
| TRNCRAMT | Credit Amount | :N - Show amount as a Negative | |
| TRNCRBR | Credit Account Branch | | |
| TRNCRDP | Credit Account Department | | |
| TRNCURR | Transaction Currency | | |
| TRNDATE | Transaction Date | | |
| TRNDESC1 | Description Line 1 | | |
| TRNDESC2 | Description Line 2 | | |
| TRNDRAC | Debit Posting Account | :F - Full Account Number (BR/Dp/Acct)<br>:FD - Full Account Description | |
| TRNDRAMT | Debit Amount | | |
| TRNDRBR | Debit Account Branch | | |
| TRNDRDP | Debit Account Department | | |
| TRNDUE | Payment Due Date | | |
| TRNENTBY | Transaction Entered By | | |

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| Code | Data Source | Parameters | In Message Section |
|---|---|---|---|
| TRNEXT | Transaction Extended Price Amount | | |
| TRNEXCLTAX | Amount Excluding Tax | :BC - Output in Base Currency. | <<LINES>> |
| TRNITEM | Booking or Transaction Reference | | |
| TRNNETTAX | Tax amount with Commission Subtracted | :BC - Output in Base Currency. | <<LINES>> |
| TRNENTBY | Transaction Entered By | | |
| TRNPRICE | Unit Price Amount | | |
| TRNQTY1 | Quantity of 1st Charge Units | | |
| TRNQTY2 | Quantity of 2nd Charge Units | | |
| TRNREF | Reference | | |
| TRNSC | Booking Service Line Supplier Code | | |
| TRNSN | Booking Service Line Supplier Name | | |
| TRNSUB | Sub-total Amount | | |
| TRNTAX | Tax Amount. | :BC - Output in Base Currency. | <<LINES>> |
| TRNTOC | Tax on Commission Amount | :BC - Output in Base Currency. | <<LINES>> |
| TRNTOT | Total Amount | :BC - Output in Base Currency. | |
| TRNTOTCOMM | Total Commission Amount | | <<ITEMTOTALS>> |
| TRNTOTEXCLTAX | Total Amount Excluding Tax | :BC - Output in Base Currency. | <<ITEMTOTALS>> |
| TRNTOTNETTAX | Total Amount with Commission Subtracted | :BC - Output in Base Currency. | <<ITEMTOTALS>> |
| TRNTOTTAX | Total Tax Amount. | :BC - Output in Base Currency. | <<ITEMTOTALS>> |
| TRNTOTTOC | Total Tax on Commission Amount | :BC - Output in Base Currency. | <<ITEMTOTALS>> |
| TRNTYPE | Transaction Header Type | :F - Full Transaction Type Name<br>:R - Receipt | |
| TRNWHA | Transaction Withheld Amount | | |


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## User Substitution Codes

| Code | Data | Parameters |
|---|---|---|
| SYSDATE | System Current Date | :DAY - Day of the week<br>:TIME - Include time<br>:T - Include current time<br>:NS - Removes white spaces from sysdate output |
| UE | Users Email Address | |
| UF | Users Fax Number | |
| UFN | Users Full Name | |
| UM | Users Mobile Number | |
| UN | Users Name | |
| UP | Users Phone Number | |
| UPWD | Users Password | |
| UT | Users Title | |
| UW | Web Address | |

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## Pax CRM Substitution Codes

The <<ENTRY>> Section code *must* have an entry code appended - e.g., <<ENTRY:LP>> (Loyalty Program).

| Code | Data Source | Parameters | In Message Section | In Message Section |
|---|---|---|---|---|
| PFCODE | Code of current Profile Entry | :D - Code Description; :L - Code label | <<ENTRY:??>> | <<PROFILE>> |
| PFDETAIL | Detail of current Profile Entry | | <<ENTRY:??>> | <<PROFILE>> |
| PFEDATE | Entered Date for current Profile Entry | | <<ENTRY:??>> | <<PROFILE>> |
| PFEXDATE | Review/Expiry Date for current Profile Entry | | <<ENTRY:??>> | <<PROFILE>> |
| PFTYPE | Profile Entry Type | :D - Code Description | <<ENTRY:??>> | <<PROFILE>> |


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CHAPTER 6

# Message Hints, Tips and Tricks

The messaging system may look complex, but it's not. One of the hardest parts is formulating and designing templates that suit. Once that has been achieved, formatting of templates will be relatively easy.

In this chapter ...


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## Hints, Tips and Tricks

The following pages contain some hints and tips to assist in the template creation process.


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## Basic Tips & Hints

- When designing a template, start by manually typing in Word what the finished document should look like, then work out what substitution codes need to be used and in which position.
- If a series of substitution codes on one line (or cell) in the template wraps to the next line, don't worry! On output, the substituted values will not wrap. (Unless the length of the substituted text exceeds the line length).
- It is easy to experiment with the setting up of messages and then outputting them to a document to view the results. Remember, that a message is a type of report based on the data which exists in the system, so no data corruption is going to arise through experimentation.
- Substituted text will inherit the formatting of the substitution codes - i.e., if the code is in **bold** text, the substituted text will be in **bold** text.
- Substitution codes can be entered in UPPER case or lower case.
- It's easier to define a message template in Word with Codes turned on. This enables formatting codes such as carriage return/line feeds tabs etc. to be seen.
- Messages can be created with more than one language code—i.e., the same message code is used, but with separate language codes. This means that (e.g.) an Itinerary Message could be set up in ENnglish, SPanish, ITalian, etc. The Itinerary messages available to send would show the message code and the correct language (provided the language code is assigned to the Agent) will be selected on message output.
- When Itinerary messages (or any Messages using Itinerary or Note text) are created, there is no hard and fast rule as to where the text should be taken from. There are a number of places where this can be stored—as a Product Note category; a Product Supplier Note category; a Supplier Note or as Itinerary Text attached to a service. The critical issue is to make sure that the text repository is determined (in consultation with Tourplan Support if necessary) to ensure that the correct text is available for all services, and that re-entering of text in multiple locations is not required.
- We suggest messaging templates are configured to include a 'section' per service type.

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## Images in Templates and Notes

Logos and images can be added to message templates and NX Notes at Supplier, Product, Agent etc level. It is important that they are added in a manner that will allow them to be converted into HTML which is the format that is seen when viewing in the NX editor.

### Images in Word Templates

Word allows the insert of images via 2 techniques:

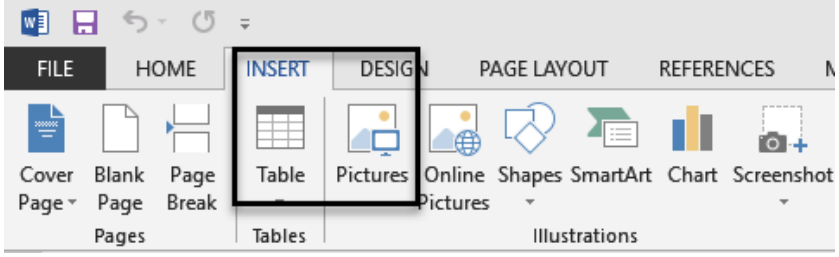
1. **Via the Windows Clipboard**

   This is probably the common technique where a copy is taken of the image into the Windows clipboard and then from inside Word it is pasted into the template document.

   When images are inserted in this manner they are represented in the Word document in a proprietary format that only Word can decode/manage. When these images are converted it HTML for display in NX then the content will be lost. They will be represented in a frame that is the correct size, but the image itself will not appear.

   If the template is downloaded or a message is generated and downloaded then the images will still be in the document and will appear when opened in Word.

2. **Via the Insert Picture Process**




   The second method of getting images into the document in Word is via Insert/Pictures where it is easy to navigate via a file dialogue to find the image on disk and select that to be inserted into the document. When this technique is used the image is encoded in such a way that it will appear in Word correctly and be able to be converted into a valid HTML structure for display in the NX editor.

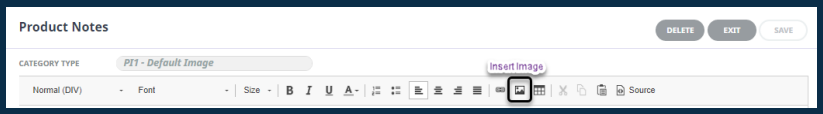
   This is the technique that should be used to get images into the message template.

If there are templates that have been created with the first method they can be converted to the second method by:

a. Downloading the template and opening it in Word
b. Right clicking on each image and saving it as a file
c. Deleting the image from the document
d. Use the Insert/Picture method to insert the image file saved in step 2
e. Save the document and upload it back into the message template

**Images in NX Notes**

A method similar to Word method 2) above allows images to be inserted into NX Notes via a Windows dialogue.




In the NX Note Editor, click on the Insert Image icon and a dialogue box will open allowing navigation to the image file to be inserted.

This is the only method to be used to put images into NX Notes.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## Outputting Notes in Messages

Important Note: For note information to display when generating messages there is a requirement for the Note Category to be configured to 'Include In Messaging'. For more information on this setting please see the System Setup User Manual - Messaging Chapter (Notes topic).

There can be some unexpected outcomes when Notes are included in messages.

| Issue | Detail |
|---|---|
| **Notes don't append as expected** | This can occur when the message format has defined multiple notes codes in a single cell. e.g.,<br>**Details** <NTS:(AB)> - <NTS:(CD)><br>would substitute as<br>**Details** Note Text (AB) - Note Text (CD)<br>The note detail displays, but the format and structure of the cell content is not what was expected and has additional padding and line spacing in it. See "Formatted v Unformatted Notes" below and "Notes Processing in Messaging" below |
| **Notes don't align with other cells** | The message format could contain a row that has two cells in it - the first is a heading and the second a note code.<br>**Details** <NTS:AB><br>and when the substitution is done, it looks similar to:<br>**Details** Note content appears out of alignment<br>Again, it additional spacing around the content. See "Notes Processing in Messaging" below |
| **The Note Font is not what was expected** | This is a bit of a contentious issue but the content of the note will attempt to retain the font definition of the note itself and not convert to the font of the message definition. The issue usually arises from notes entered in previous Tourplan versions that are in a font that does not translate to an equivalent font that is available/supported in NX |

## Formatted v Unformatted Notes

NX supports 2 types of notes - Formatted and Unformatted (text based). Formatted notes entered directly in NX will be stored in HTML format and notes entered in previous Tourplan versions will be in RTF format until they are edited in NX at which point they will be converted to HTML format. The format that the note is to be treated as, is defined against the note category and when the note is read by the webservices it is converted to the correct format based on the setting of the note category, regardless of how it has been stored in the database.

Formatted notes are returned as a complete set of valid HTML including all paragraph and font formatting whist text based notes have any font and formatting data stripped from them and are returned in plain text.

In the majority of the examples seen, the content of the note in question is relatively short, often single line, and not requiring all of the formatting and related function of a traditional note. They are more like the user defined text fields available at a booking header level or the voucher text fields that are on the service lines.

## Notes Processing in Messaging

In Tourplan NX (as of version 1.1) Notes are being retrieved as plain text and are not going through the same logic as formatted notes when being inserted into the Word document that is the generated message. This means a couple of things:

1) They will not get paragraph markers before or after them

2) They will not contain any font or styling information and so will inherit the font/style of the substitution code itself

As a result message definitions that have layouts such as:

| | | | | |
|---|---|---|---|---|
| **Details:** | <NTS:AB> - <NTS:CD> | will now substitute as | **Details:** | Notes Text (AB) - Notes Text (CD) |

| | | | | |
|---|---|---|---|---|
| **Details:** | <NTS:AB> - <NTS:XX> | will now substitute as | **Details:** | Note content is aligned correctly |

## Formatted Notes

In NX, notes with tables defined in them retain the table layout when inserted into the table cell of the <nts:xx> code. Formatted notes processing uses a different technique to process the note so that it can retain any formatting that the note has. To do this new table cells are generated in the table that can then host the content of the NTS record. Doing this forces the new cell to inherit default settings from Word. In many instances this includes padding around the content. NX has no control over this, and for multi-line formatted notes the outcome is usually acceptable.

For shorter notes it typically isn't and makes the alignment appear incorrect. In these cases the note template itself should be changed to unformatted.


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## Mathematics Operators

Basic mathematics operators can be used in messaging. The allowed operators are +, -, *, /.

a. Maths operators must be inside [ ] characters
b. Only numeric values will work
c. Dates can be added and subtracted from by specifing the number of days to add/subtract as a parameter of the substitution code e.g. <td:14> or <td:-14>

An example of using a simple maths operator is:

| | |
|---|---|
| Transaction Nett Total | [ <TRNTOT>-<TRNTOTCOMM>] |

The equation would generate the value of the transaction total minus the transaction total commission.

## Technical Tips & Hints

| Issue | Cause | Solution |
|---|---|---|
| **Blank Lines Around Notes**<br>When the note is substituted it has blank lines inserted when they're not expected or wanted. | <NTS: code works best, like many code when in a cell of its own. The reason for this is that the way the HTML formatted NTS data has to be inserted into a cell that contains other data and it forces a paragraph marker. | Ensure the <NTS:XX> code is in a cell of its own so that there is no paragraph required. Also consider using plain text rather than formatted notes. |
| **Additional Spacing In General**<br>The message has unexpected and/or unwanted spacing. | This is often actually not a problem but is in fact related to the styles attached to Word content. | The solution is to ensure that the styles are correct and not overridden within the document, especially the Normal style. A good way of dealing with this is to turn non-printing characters on which will show the spacing created by each paragraph marker.<br>Also note the comment re fonts as an unknown font will cause the document to revert to a different style, often with additional spacing before and/or after a paragraph. |
| **Remove Rows**<br>Cell content has been removed but the row is still there. | Incorrect usage of <RMS:ROW>. The intention of this is that it is at the start of the very first cell in the row. If it is not in that position then rows are not removed. | If it is placed there and all of the subsequent substitution codes in that row resolve to empty values then the entire row will be removed |
| **Remove Cells**<br>Codes have been used to remove data when substitutions are empty but it doesn't work | The codes <RMS:BL> & <RME:BL> will delete cell content but not row content and so whilst they work as designed they may not give the expected or wanted result. | When designing the template consider what content needs to be deleted when substitutions are blank.<br>The key difference between <RMS:BL> and <RMEL:BL> versus <RMS:ROW> is the former will empty cells but not change the table structure whereas the latter will change the table structure by actually deleting rows. |


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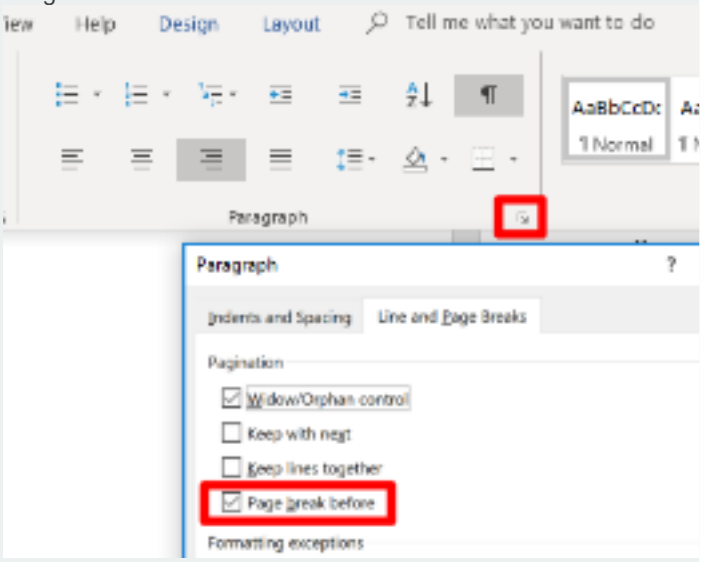
| Issue | Cause | Solution |
|---|---|---|
| **Font Compatibility**<br>The font used in the note or message isn't retained in the generated document | Not all fonts can be translated between HTML and Word. This is especially an issue for RTF notes in existing databases. Fonts are actually defined as font families which are related sets fonts that can be substituted amongst each other. The font families that NX supports are:<br>» Arial/Arial, Helvetica, sans-serif<br>» Comic Sans MS/Comic Sans MS, cursive<br>» Courier New/Courier New, Courier, monospace<br>» Georgia/Georgia, serif<br>» Lucida Sans Unicode/Lucida Sans Unicode, Lucida Grande, sans-serif<br>» Tahoma/Tahoma, Geneva, sans-serif<br>» Times New Roman/Times New Roman, Times, serif<br>» Trebuchet MS/Trebuchet MS, Helvetica, sans-serif<br>» Verdana/Verdana, Geneva, sans-serif | Change the source data to have a font matching one of the families that NX supports |
| **Table Alignment**<br>The alignment and sizing of the cells in the generated document are not what was expected | Inconsistent layout, especially a variable number of cells per row. When these are are generated into the destination document then Word can get the cell alignment 'wrong'. This is especially the case when the output is displayed in the HTML editor. (see **HTML View Doesn't Look Right** below) | Try to make the message template have a consistent number of cells per row throughout. This may require using empty cells rather than merging cells in some cases. |
| **HTML View Doesn't Look Right**<br>When the generated document is viewed in NX, the format and alignment is not correct. | When the generated message is shown in the NX User Interface (UI) the view is the Word .DOCX formatted output after it has been converted to HTML. HTML does not have the same level of control, especially around alignment and sizing of tables. Typically this is not an issue for 'simple' document structures but can be for more complex ones. | Use the HMTL view to check content, but for layout view the document in Word or PDF format as that is the true representation of the layout. |
| **Tables in Notes**<br>When there is a table in a note and it is output on a message, the format is lost. | The issue here is that there is an HTML table in the note that is being inserted into a single cell of a table in the Word document. Technically there is no capability to split the cell into nn cells and even if that capability was available, chaos is still likely to reign with the overall column alignment and widths etc. | There isn't a specific solution. The best outcome would be to reformat the structure of the notes so they didn't need a table within the note record itself. |

| Issue | Cause | Solution |
|---|---|---|
| **Section Tags** Where is it valid to place section tags | Section tags are the codes that are placed in << >> delimiters. (See "Messaging Template Sections" on page 33). They indicate that there is repeating data to be injected into the document. Once generated, the section tags then need to be removed from the document but if they have been placed in a cell part way through a row the results are at best variable and at worst create an invalid .docx on output | Word doesn't deal well with deleting a cell and invariably results in a table that is a very odd shape from what would be expected. Trying to do the same when generating the message is similar and so these types of codes should always be in a row of their own. |
| **Column Width from layout not maintained when saved to PDF** | Columns set in the layout are maintained in HTML and .DOCX but not in .PDF. | If when the template is created, table properties are set to Autofit/Fixed Column Width the width is likely to also be maintained when exported to PDF. To set Fixed Column Width in Word, click on the table in the template, and in the Table Tools/Layout tab/Cell Size group, click on AutoFit and select Fixed Column Width, then enter the required width into Width field to the right of the AutoFit button. |
| **Outputting Data From XML Notes** | In some systems, some fields in the XML notes had short codes so that either could be used: In NX only the full tag name is used e.g <XML:ESL:OptionDescription> | Use the full tag name. This means that when any new ESL tags are added they can be used with changes to the messaging engine. |
| **Spaces between text and substitution codes is lost** | When a message substitution code and static text exist in the same cell the space between the two can be lost. For example <TW> Rooms can become 2 Rooms when substituted. | The cause of this is unknown but assumed to be related to the representation of the space in the Word document itself. The solution is to ensure that the substitution code is in a cell of its own and the static text is in a cell of its own so that the space is not relevant to the display. |
| **Maintaining the integrity of the table** | Using Ctrl+Enter within a table, will not only insert a page break but will also split the table into two separate tables at that row. | In the .docx, click the dialog launcher button in the Paragraph group on the Home tab. On the Line and Page Breaks tab, select "Page break before."   |
| **Page Break** | Text is running over the page and a page break is required. | Hard Coding a page break into the message template. Message templates allow a substitution code <PAGEBREAK>. |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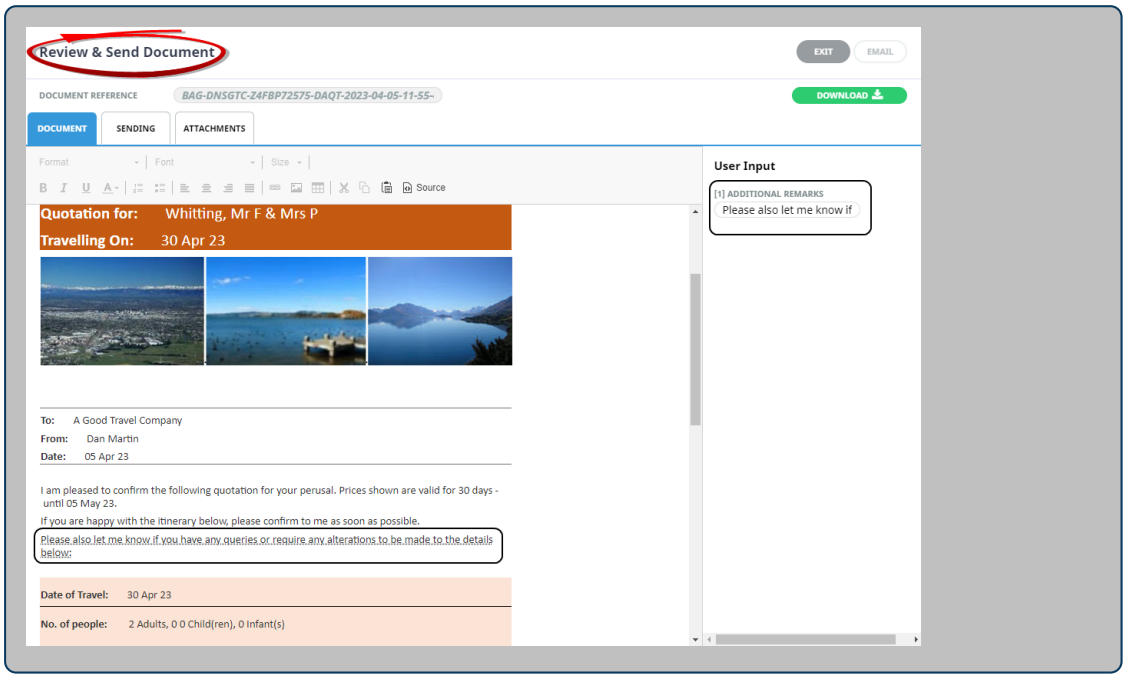
| Issue | Cause | Solution |
|---|---|---|
| **Sending Email via Outlook 365** | Outlook 365 will not allow bulk sending of Email's from the same 'connection' and if it detects this occurring it will issue an error:<br><br>"Error 1026 - Error for operation SendMessages: System.Net.Mail.SmtpException:Syntax Error, command unrecognized. The server response was : 4.3.2 STOREDRV.ClientSubmit; sender thread limit exceeded" | In NX there is the ability to throttle the rate at which connections to the mail server are generated. This can be controlled through a setting in the config: MailConnectionsMax=1<br>In the messaging.config file in the config sub-directory of the messaging webservices. |

## User Input Fields

User input fields are editable fields within a generated message that can be updated prior to a message being sent. The text edits are made within the Messaging UI removing the requirement to download, edit, and re-upload an amended message.

These fields can be used either as named input fields or in combination with message substitution codes allowing default values to be edited when necessary.

> Due to audit risk, some transactional substitution codes cannot be used. This functionality is best suited for Invoice Messages, Credit Notes, and Receipts as it allows the editing of message contents while ensuring that auditable transaction data remains unchanged.




**NOTE:** Booking Agent Messages, Booking Supplier Messages, Voucher Messages, Invoice Messages, Credit Notes and Receipts can be configured to use User Input Fields. The message template will need to be set to External editing in Code Setup

> User Input field editing does not update data within a booking - the edited text will only display on the generated message.

## Configuring User Input Fields

Editable fields can be configured within a message template by using the following field codes.

Entering text in place of the example 'Label Text' will create a Labelled Field Name in the User Input list.

| Field Code | Field Type |
|---|---|
| [UID:Label Text] | User input date or selection field described by the label text. |
| [UIS:Label Text] | User input string field described by the label text (max length 120 characters). |
| [UIT:Label Text] | User input text field described by described by the label text. |
| [UIN:Label Text] | User input numeric field described by described by the label text. |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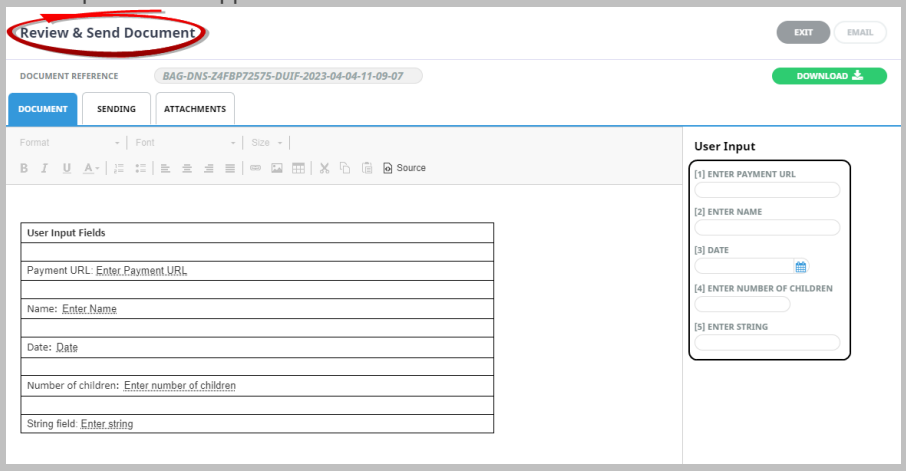
| Field Code | Field Type |
|---|---|
| [UIV:Label Text] | User input data value field described by described by the label text and with 2 decimal places. |

### User Input Field Code Example

This example displays a message generated with User Input fields. When the message is generated a User Input window appears with a numbered list of fields to enter data.




### User Input with Substitution Codes

Using field codes and message substitution codes together defaults a value which the user can change.

| Field Code | Field Type |
|---|---|
| [UIx:Label Text:<SubCode>] | User Input field described by the 'Label Text' with a default value based on a Substitution Code. |

**NOTE:** The following transaction substitution codes can not be used in combination with User Input field codes as this would present an audit risk:

- TRNEXT
- TRNPRICE
- TRNTOT
- TRNCOMM
- TRNTOTCOMM
- TRNCURR
- TRNEXCLTAX
- TRNTOTEXCLTAX
- TRNDRAMT
- TRNCRAMT
- TRNSUB
- TRNTAX
- TRNTOTTAX
- TRNTOC
- TRNTOTTOC

## Language Translations

The Language Translations table allows text entries to be substituted in messages and text translated to a different language.

> Only text and values which are being substituted are translated. Message body text is not scanned for translation - i.e., text that is hard coded into a message template is not translated. Only text generated using a message substitution code which has language translation text inserted as a language translation will translate on a generated message.

**Foreign Language Substitution Example**

**Foreign Language Substitution Example.** Only the values returned for the substitution codes (inside the <> brackets) will be translated. Any component of these values can also be translated. For example, if a Service Extra has been defined as "Cooked Breakfast" - and the extra description is being output in the message, then translations for the English words Cooked Breakfast can be set up in the Language Translation table and the system will translate on message output. If the sentence reads:

Your stay has been reserved at the <sn>, in <optn> category, for <qty2> <scu>.
Extras Included -<ex:1> <ex:2> <ex:3> <ex:4> <ex:5>
From <pud> to <dpd>

| | | | |
|---|---|---|---|
| Cooked Breakfast | FR | Déjeuner cuit | Language |
| Cooked Breakfast | GE | Gekochtes Frühstück | Language |
| Cooked Breakfast | IT | Prima colazione cucinata | Language |
| Cooked Breakfast | SP | Desayuno cocinado | Language |

When the message is output in a valid foreign language (valid being determined by a Language Code having been set up and the translations having been entered into the Foreign Language Translations table). The Cooked Breakfast is included in the service as Extra 1, and if a translation exists it will be translated. In this example, Cooked Breakfast has been entered into the Language Translation for French, German, Italian and Spanish so Cooked Breakfast would be substituted for the language translation text.

**Hard Coded Example**

If however the sentence read as follows:

Your stay has been reserved at the <sn>, in <optn> category, for <qty2> <scu> and includes Cooked Breakfast.
From <pud> to <dpd>.

Then the words 'and includes Cooked Breakfast' would not be translated because they are in the body of text (hard coded into the message), and not output via a substitution code.

The translation of dates and portions of a date can also be performed. Depending on the user's local Windows settings and whether or not short or long date formats are being used, the alpha values in a date can be translated. This means that the following should be set up in the translation table to cover both long and short date eventualities:

- Days of the week– long format: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
- Days of the week–short format: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- Months of the year–long format: January, February, March, April, May, June, July, August, September, October, November, December.
- Months of the year–short format: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec.

Other fields which can have data that could be translated are:

- Service First Charge Unit/Second Charge Unit descriptions - e.g. Room/Night; Person/Visit etc.
- Service Class/Service Locality descriptions - e.g. 3 Star/Downtown etc.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- Option Description - e.g., Run of House etc.
- Extra Descriptions - e.g., American Breakfast, Porterage.
- Room Type Descriptions - e.g., Single, Twin, Double, Triple, Quad, Other.
- Pax Descriptions - e.g., Adult/Adults, Children, Infants.
- Booking/Service Statuses - e.g., Confirmed, On Request, Off Allotment etc.

This is not an exhaustive list, but gives an idea of the types of translations that can be made.

Language translation entries in Code Setup are necessary to translate specific text from the Messaging Substitution Codes provided in the messaging templates. If you are not currently using message translations and are interested in a translation project, we encourage you to speak with your local Tourplan Support Office for assistance.

**How can I output a message with a specific field not translating?**

There are of course times where a language translation is not necessary, it may be that a specific supplier requires the product description in one language, and you may want the itinerary to the client to be in a different language. Perhaps a Suppliers Name needs to remain un-translated.

The messaging parameter :NT can be used to Not Translate a particular field.

For example:

- <SN:NT> - Supplier (No Translate)
- <OPTN:NT> - Product Description (No Translate)

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