Product User Manual

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Tourplan resources are regularly updated in parallel with the most recent Tourplan software release. It is possible that the documentation you read may not match the version you are currently using.

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CONTENTS

CHAPTER 5 Adding Product Detail

CHAPTER 6 Managing Rates

CHAPTER 1

Getting Started with Product

This document describes the main functions associated with the setup of products in the Tourplan Product Database application and Inventory/Allotments in the Allocations application.

The Product Database is where details of all types of products (accommodation, transportation, meals, attractions etc.) are stored. It is from this storehouse that users are able to retrieve products to enter into Bookings or Quotations, and the system uses the pricing and setup details that are stored within each product to calculate booking/quote costs, conditions and to produce documentation.

In this chapter ...

About the User Manuals

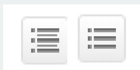
The user manuals for Tourplan NX are a set of manuals, available both online and in print, that assist users to use the system.

They are designed to supplement training; not replace it. The guides can be used as reference material for queries and assistance after training has been completed.

NOTE: If reading a PDF version of our user manuals, be aware that regular, underlined links (such as those in the following table) may go to online destinations *outside* the user manual. Bold, blue links are cross-references to places *inside* the user manual (for example, those under Quick Steps).

User Manuals are available when logged into MyTourplan.

User Manual Conventions: used in the user manuals to highlight different types of information.

Convention	Icon / Style	Definition
Any field, button or screen area	*Italics* in this font	Depending on context, relates to any of the following: on-screen label, field to select, button to click or text to enter.
Menu selection, screen or form name	**Bold** in this font	Indicates expandable text, where clicking the bold text expands into more detailed text or an image. The effect is available only for online pages - printed pages show the expanded text/images under the bold text (except for obvious menu selections, which are not expanded).
Note (simple)	**NOTE:**	Highlights a relevant comment or point about the section or procedure.
Note (more important)		Specific information to be aware of about the preceding paragraph(s). Might include further important detail in italics.
Drop-down text		(Online only) Right-arrow: expand more detail about the text immediately to the right. Down-arrow: collapse detail.
Previous / Next pages		(Online only) Links that go to either the immediately previous or next pages in the navigation Table of Contents. These are different from the browser Back / Forward buttons, which go to the last page visited in either direction.
Expand / Collapse procedures		Expand procedure providing more detail and example images. Collapse detail.
Procedure	**Enter rate details**	Heading label for procedures, which are specific tasks or sets of steps to be carried out.
Breadcrumb Trail	**Menu > Sub-menu > Selection**	Indicates a menu selection path to follow, to arrive at a particular screen. For example, **Home > Bookings and Quotes > FITs**.

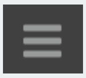
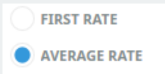
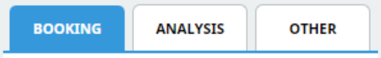
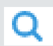
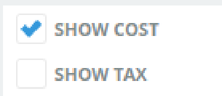
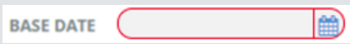
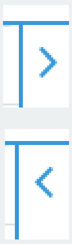
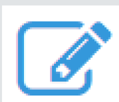
Getting Started With Tourplan NX

Tourplan NX is a software solution for tour operators and destination management companies. It is designed for multiple devices and is touch-screen capable. The user interface is fully browser based with a device and an internet connection, all users (including consultants, sales teams and managers on the move) can check or update any information in the system.

The Enterprise Edition allows users to open multiple tabs of the same application, providing the ability to have multiple bookings open at any given time. Small Business and Professional subscriptions allow single tab functionality where the user can have one tab of the same application open at a time. If the user tries to open a second tab of the same application on these subscriptions a message will display asking the user if they would like to open the application in enquiry mode which is read only.

Tourplan NX Application Conventions

Tourplan NX Application Conventions: used in Tourplan NX to describe different parts of the screen.

Convention	Icon / Style	Definition
Hamburger Menu		Menu icon used throughout Tourplan NX. Can represent different menus, depending on the application.
Check-box		Box that can be clicked (checked) to indicate true (i.e. include), or unchecked to indicate false (i.e. do not include).
Radio Button		Choice made by clicking the label or button.
Drop-down List Field		List of predefined codes/choices accessed by clicking the down arrow. Often found next to a Search button.
Tab		Overlapping area of the screen, whereby only the highlighted tab's real estate is displayed.
Search		An on-screen button with a magnifying glass icon indicates that a search for text entered into the adjacent field can be performed by clicking it.
Multi-Select List Box		List of check-boxes of which all, some or none can be selected.
Required Field		An area outlined in red on a form or screen indicates a field where data must be entered.
Side Panel Collapse		The side panel on some screens can be collapsed to increase the main panel width. Select the blue right arrow to collapse and the blue left arrow to expand.
Edit		An on-screen button with an edit icon indicates that users can drill down to edit/open/view/add information.

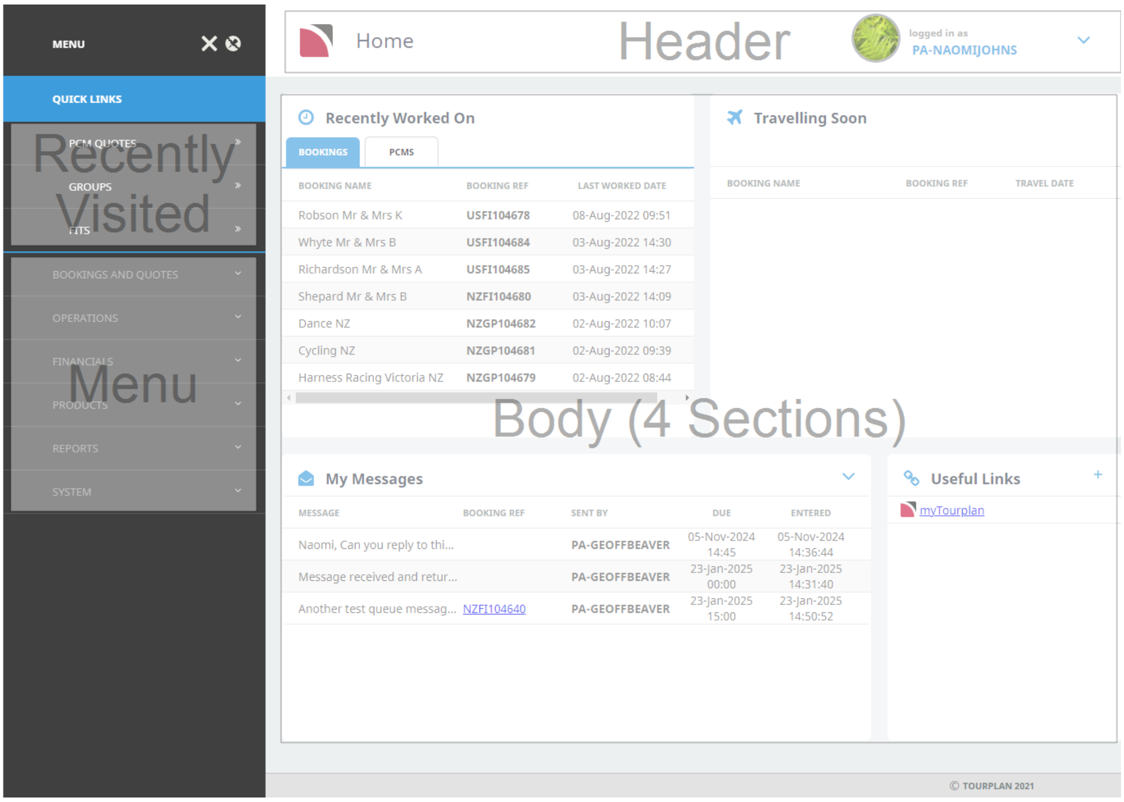
About the Landing Page

The Landing Page, also known as the Dashboard, is the very first page presented after logging-in to Tourplan-NX. It comprises four main sections, each of which contains a list of different transaction types:

- **Recently Worked On** - Bookings or PCMs.
- **Travelling Soon** - Bookings.
- **My Messages** - Internal Messages or reminders sent between consultants.
- **Useful Links** - Internal or external URLs.

There are two additional sections; the Tourplan-NX Menu at the left-hand side, which is covered in the landing page header at the top, which indicates the current menu (always **Home** for the landing page) and the currently logged-in user.

Landing Page Sections



About the Landing Page Sections

Recently Worked On

Provides consultants with a list of the last 15 bookings or PCMs that they have recently been working on. A scroll bar allows users to see extra data when hidden.

Travelling Soon

A list of bookings travelling soon for the consultant logged in. Two weeks is the default travel period the system will return bookings for. However user companies may have altered system settings to display an alternative travel period.

My Messages

If internal messages have been sent to users, a list of those messages displays on their dashboard when they first log in.

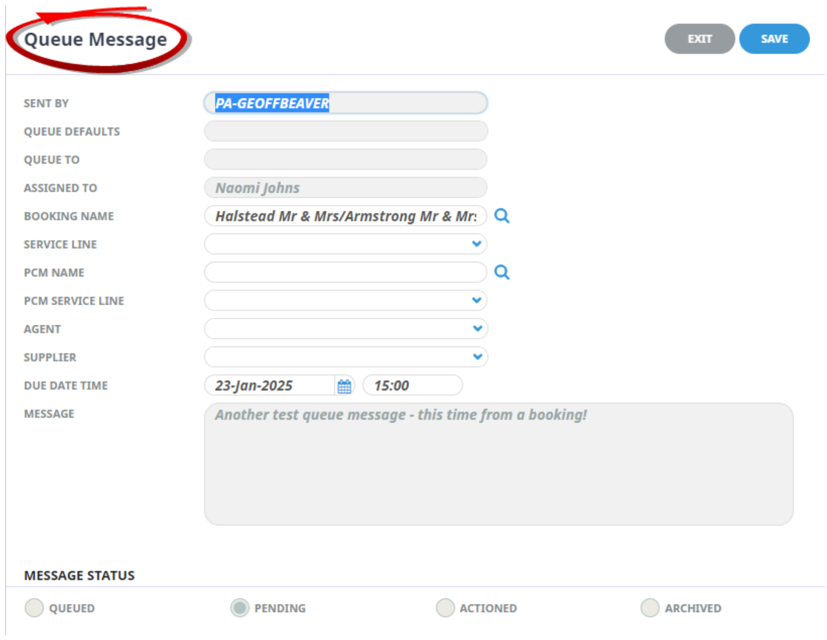
Messages can be sent to colleagues from the dashboard or from within the applications.

NOTE: Queued Message functions are covered in more detail within the applicable user manuals.

Respond to a Message in My Messages

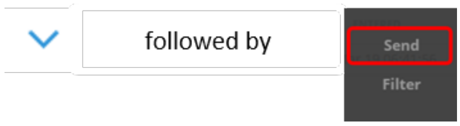
Messages can be responded to and the message status updated.

1. Click on a message under **My Messages** to open the **Queue Message** screen to read a message in full.

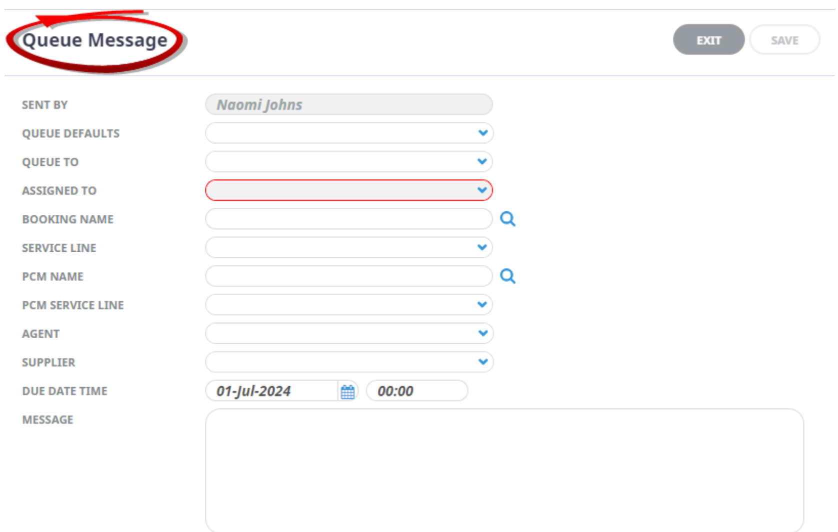


2. Modify any fields that might need updating and click **Save**.

3. To send a new message, click the blue **Drop-Down Icon** at the top right of the My Messages section and then click **Send**.

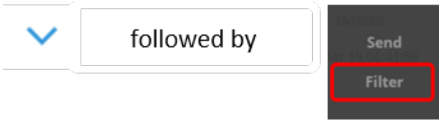


4. On the new **Queue Message** screen, assign an internal queue message to one or more colleagues. The message can identify a specific booking/PCM, Agent or Supplier for reference.

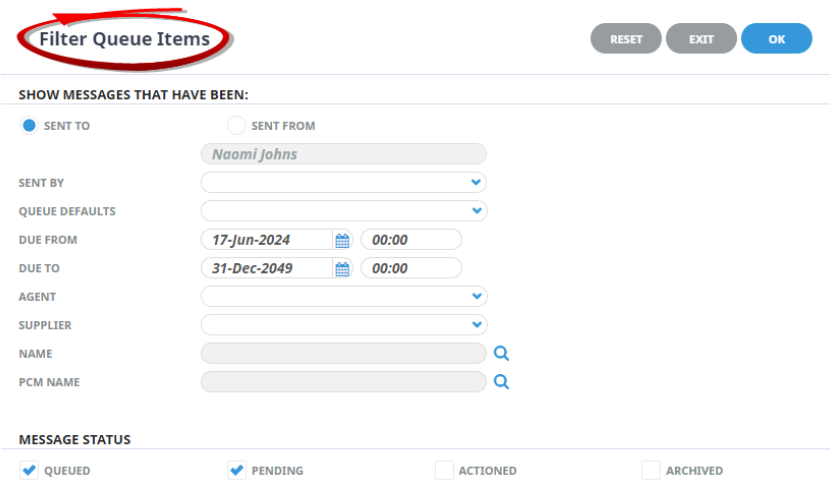


5. Click **Save** to send the message.

6. To filter messages, click the blue **Drop-Down Icon** at the top right of the My Messages section and then click **Filter**.



7. On the **Filter Queue Items** screen, enter filter criteria and click **OK**.



8. From the filtered list of messages returned, choose a message to view and/or respond to.

Useful Links

Useful links allows the insertion or amendment of useful URL links.

These are URLs that might be used on a regular basis and provide quick access from the dashboard. Tourplan allows company wide Useful Links to be created in Code Setup. Individual users can also nominate 'private' links, in other words URLs which might be unique to their requirement. This is done by either adding a link to their dashboard using the procedure below, or through Code Setup selecting a Private User type.

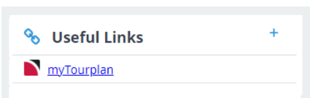
A number sequence provides the order the URL Name will display on the Dashboard.

> The URLs on a user's desktop may differ from those of another user.

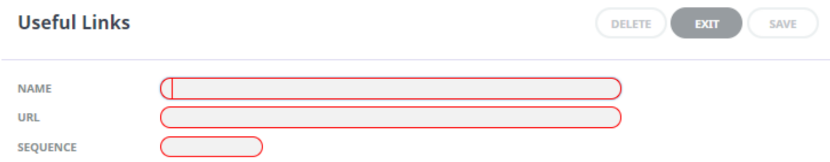
If the user no longer wants the URL to display a Useful Link can be removed from the Code Setup application. A System Administrator with access to Code Setup can change or remove a URL.

Add a Useful Link from the Dashboard

1. Click the blue **+** symbol to add useful URLs to this section:



2. Insert the **Name** of the URL, the full *URL* link, and insert a *Sequence* number.



About Useful Links

Name

This field is used for the Useful Link display name. The name inserted here will display on the Users Useful Link list on their dashboard.

URL

The full URL should be inserted here. This field will provide the hyperlink from the dashboard to the nominated website.

Sequence

A numerical sequence number allows users or organisations to order Useful Links, duplication of a numerical value can occur.

> Users will have the option to add / change or delete Useful Links if they are defined as a 'private' user link. Company-wide Useful Links will need to be maintained by a System Administrator through the Code Setup application. Instructions on Company-wide Useful Links can be found in the System Setup User Manual

About the Tourplan-NX Menu

The Hamburger Menu

The Tourplan NX menu is the hamburger icon at the top, left of the browser window:

Selections available from the hamburger menu can change, depending on context within the system; i.e. which application is currently running (examples of applications are Financials, FITs, Code Setup etc.).

When first logging-in to Tourplan NX, the **Home** menu displays, identified by the word "Home" up by the hamburger icon. Making a selection from any menu might go to another menu, or it might go into an application screen. For example, the task **Create a Default Currency**, requires two menu selections to arrive at the Currency screen:

1. a selection from the **Home** menu (**Home > System > Code Setup**), followed by
2. a selection from the **Code Setup** menu (**Code Setup > System > Currency**).

NOTE: In the user manuals, a series of menu selections such as the above is frequently referred to as **Home > System > Code Setup > System > Currency**.

In Tourplan-NX the full list of selections available from the Home menu is:

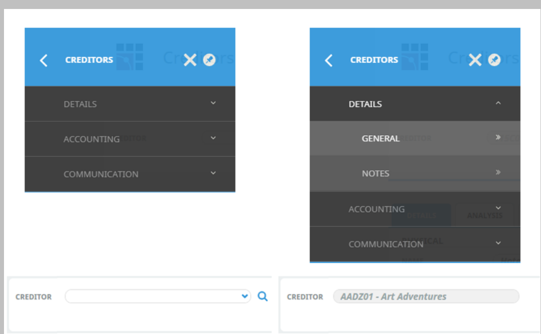
- Bookings and Quotes.
- Operations.
- Financials.
- Products.
- Reports.
- System.

Menu Changes with Selections

The menu can change when an item, such as a supplier or a product, is chosen in the screen. The following examples illustrate the differences.

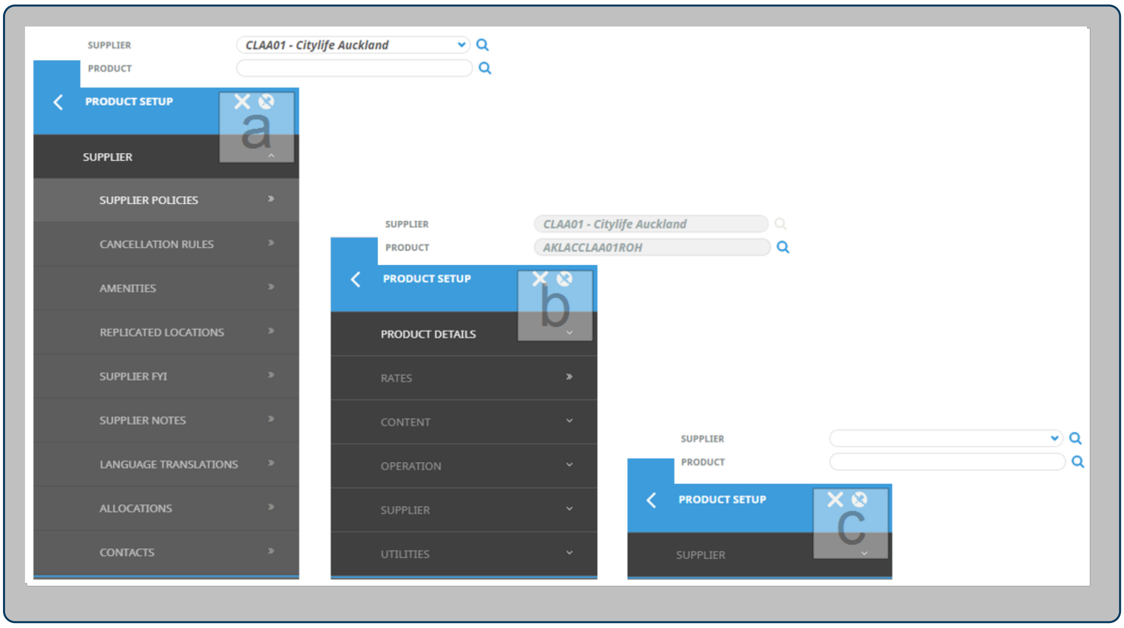
Example: Creditors Menu

Creditors menu (a) *before* and (b) *after* a Creditor is chosen from the Creditors screen:



Example: Product Setup Menu

Product Setup menu (C) *before* choosing anything, (a) *after* choosing a *Supplier* and (b) *after* choosing both *Supplier and Product*:



Menu Breadcrumb Trails

NOTE: Menu breadcrumb trails are used throughout our user manuals when referring to selections made from the left-hand menu. In printable versions (e.g. PDF), only the breadcrumb trails are included - small screenshots are not shown. However, in online versions, the menu breadcrumb trails are expandable, showing both the screenshot and text for each step.

About Quick Links

Quick links are places recently visited. The more frequently a place is visited (i.e. an application), the more often a link appears to that place in the **Quick Links** list.

About the Product Database

This User Manual describes the main functions associated with the setup of products in the Tourplan Product database.

The Product database is where details of all types of products (accommodation, transportation, meals, attractions etc.) are stored. It is from this storehouse that users are able to retrieve products to enter into Bookings or Quotations, and the system uses the pricing and setup details that are stored within each product to calculate booking/quote costs, conditions and to produce documentation.

NOTE: In this document, **Products**, **Services** and **Tariff Items** have the same meaning. Similarly, **Inventory**, **Allotments**, and **Allocations** also have the same meaning.

Key Elements

A product is uniquely identified by its product code, which is generated from the four codes below.

NOTE: A **Default Currency** is also required, to create a supplier. The creation of a default currency is the first task described in this guide.

1. **Location Code**: 3-character code indicating the city/town/locality where the product takes place, e.g. AKL - Auckland, SYD - Sydney.
2. **Service Code**: 2-character code that categorises the product by type, e.g. AC - Accommodation, TR - Transportation, SS - Sightseeing.
3. **Supplier Code**: 6-character Creditor/Supplier code indicating who will be paid for the product, e.g. HERA01 - Heritage Auckland Hotel
4. **Product Code**: (up to) 6-character code that "ties" the Location, Service and Supplier codes together to create a Product code; e.g. AKL AC CLAA01 **ROH** - Run of House Rooms. The Product Code can be common to other products.

These are key elements and are used as key fields when creating a product. The description associated with each key code is displayed, so remembering codes is not essential. Extensive search facilities within the Product Database and Booking/Quoting Modules make locating products easy.

NOTE: The Product Code is not pre-defined, but is a code (which can be common to other products) that "ties" the Location, Service & Supplier together to create a product.

Example: Product AKL AC CLAA01 ROH

Location Code - AKL, Service Code - AC, Supplier Code - CLAA01, Product Code - ROH

Once a default currency and elements 1, 2 and 3 have been defined, a base product (element 4) can be created. After creation, additional detail such as seasonal pricing, conditions and booking parameters can be added and any existing information can be updated or deleted.

Creating Key Elements

How to create these key elements is covered in different places in this guide:

- **Default Currencies** are required to set up suppliers and are created in the Code Setup module (see "Create a Default Currency" on the facing page).
- **Suppliers** are created in the Creditors module and are described in this document under "Create a Supplier" on page 23.
- **Locations** and **Service Types** are created in the Product module and are described in this document under "Create a Product Location" on page 103 and "Create a Product Service Type" on page 104.
- **Product Codes** are created in the Product Setup module, which is also where product services are set up and assigned to products (see "Add Product Detail" on page 113).

NOTE: Only codes that are essential to the creation of products in the database are discussed here. Features available in the Product Database that are not essential to their creation (such as Amenities, Localities and Destinations) are covered in the System Setup User Manual.

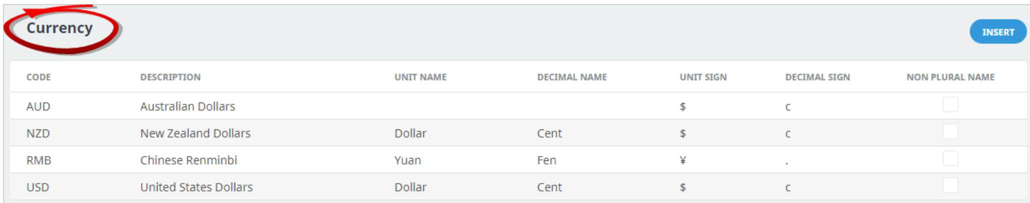
Create a Default Currency

Tourplan is a full multi-currency system. This means that in operating tours, the Tour Operator is able to purchase services from suppliers in different currencies and then sell those services to agents in a different currency.

Before the system can be used, at least one currency must be set up, and that is the *Base* or *Default Currency*. The default currency is generally the currency of the country in which the tour operator is based, and in which final accounting figures are going to be produced.

Add a Default Currency

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > System > Currency**.
3. On the **Currency list** screen, if the required currency is not already in the list, click **Insert**.

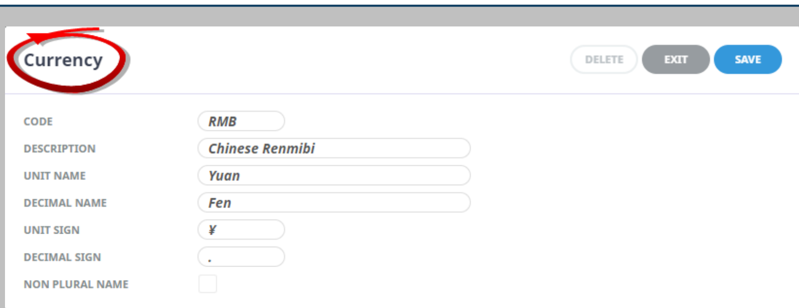


4. On the Currency screen, enter a *Code* and *Description* for the currency. Only *Code* and *Description* are mandatory, however, the example below (in procedure 5) shows a fully-completed screen.

   NOTE: The more information entered when a currency is created, the better, as it removes the need to revisit this currency and update details later. This applies to all codes in the Product Database, not just currencies.

   Although not a requirement, it is important to use the official ISO currency 3 character codes especially if user company's intend on using supplier connectivity.

5. Check the **completed screen**.



NOTE: To insert the character for yuan (or yen if Japanese), type ***Alt + 0165***.

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

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

NOTE: After clicking **Save**, the screen clears, ready for another currency - continue adding currencies or click **Exit** to close the screen.

For more information on currencies, refer to the System Setup User Manual .

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CHAPTER 2

Creating Suppliers

Creditors are those organisations that tour operators purchase goods or services from. They are known variously as Suppliers, Creditors or Vendors. All Creditors are identified by a user defined 6 character code. Tourplan recommends using 6-character codes for suppliers to allow flexibility and consistency. If less than 6 characters are used, it can make searching for suppliers difficult, since the system will always find, alphabetically, the supplier with the least number of characters in the code. If possible, use alphanumeric rather than numeric characters for Creditor/Supplier codes. It is easier for Consultants to remember and use them efficiently. Any company or person, from whom an invoice is received from, MUST be set up as a Creditor. This includes non-trade creditors (rent, utility companies etc), as well as normal trade creditors - hotels, transport companies etc.

In this chapter ...

Mandatory Fields

Creating a new supplier requires entering data into three mandatory fields:

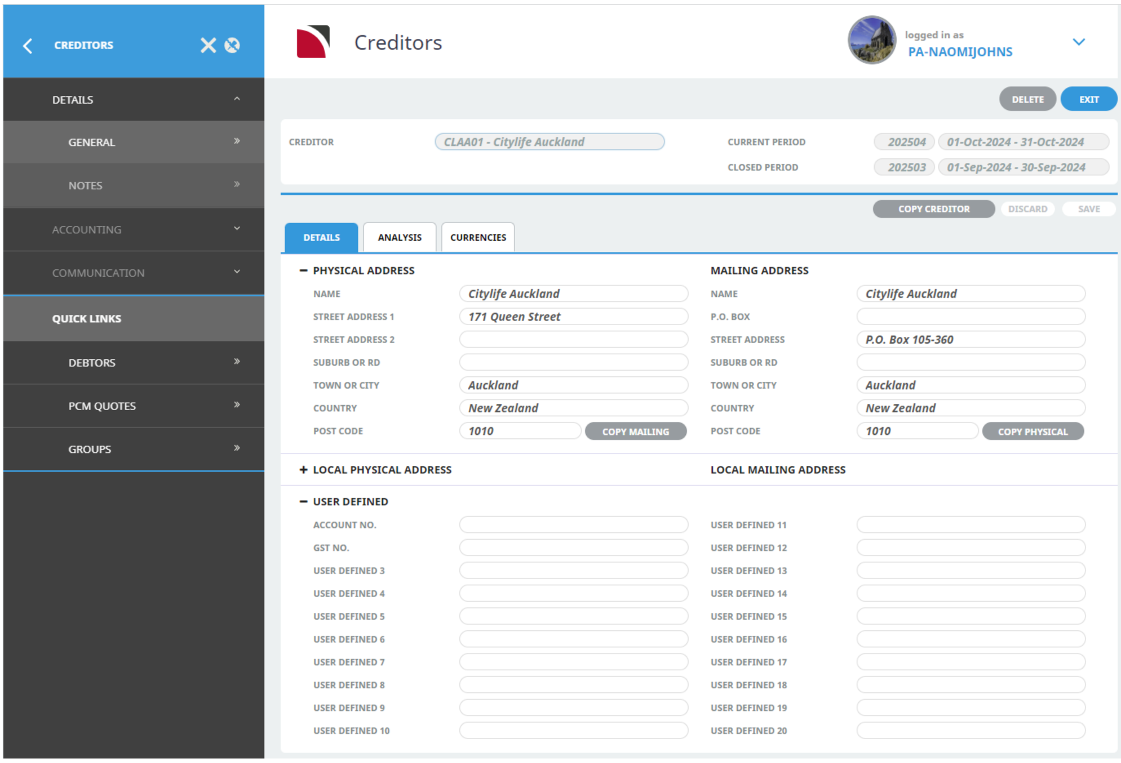
1. Creditor **Code** - 6-character alphanumeric code that uniquely identifies the supplier throughout Tourplan.
2. Creditor **Name** - the name or label by which the supplier is known (up to 60 characters of descriptive text).
3. **Default Currency** - typically the currency of the country in which the supplier is located. Other currencies can be added later.

Creditor Code and Creditor Name are entered manually when a new supplier is created (see "Create a Supplier" on the facing page next). Default Currency is a drop-down list, from which one selection must be made. Because a default currency is required to create a supplier, this is the first task covered in this guide.

NOTE: In this guide, the words **Creditor** and **Supplier** have the same meaning and may be used interchangeably.

Creditors Application

Suppliers are created in the Creditors application. The following screenshot is an example of the Creditors screen with the menu pinned and an existing supplier selected:



Create a Supplier

Tourplan recommends using 6-character codes for suppliers to allow flexibility and consistency. If less than 6 characters are used, it can make searching for suppliers difficult, since the system will always find, alphabetically, the supplier with the least number of characters in the code. If possible, use alphanumeric rather than numeric characters for Creditor/Supplier codes. It is easier for Consultants to remember and use them efficiently.

Add a Supplier

1. Select menu **Home > Product > Supplier Setup**.

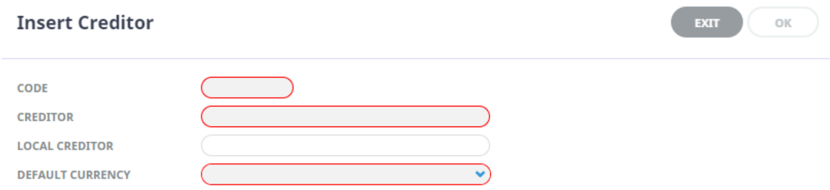
   or

   Select menu **Home > Financials > Creditors**.

2. Click **Insert New Creditor**.

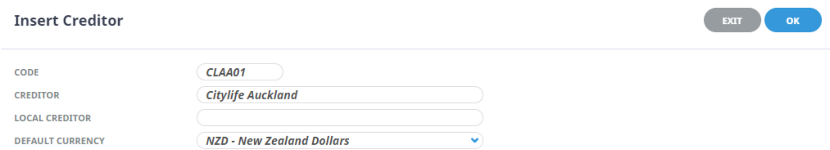
   

3. On the **Insert Creditor** screen, enter a **Code** and a **Creditor** name, and select a **Default Currency**. The Local Creditor field should only be used if there is a requirement to display an alternative local name.

   NOTE: Take care when entering names and descriptions. Names in particular, as they appear on documentation exactly as entered during the code setup.

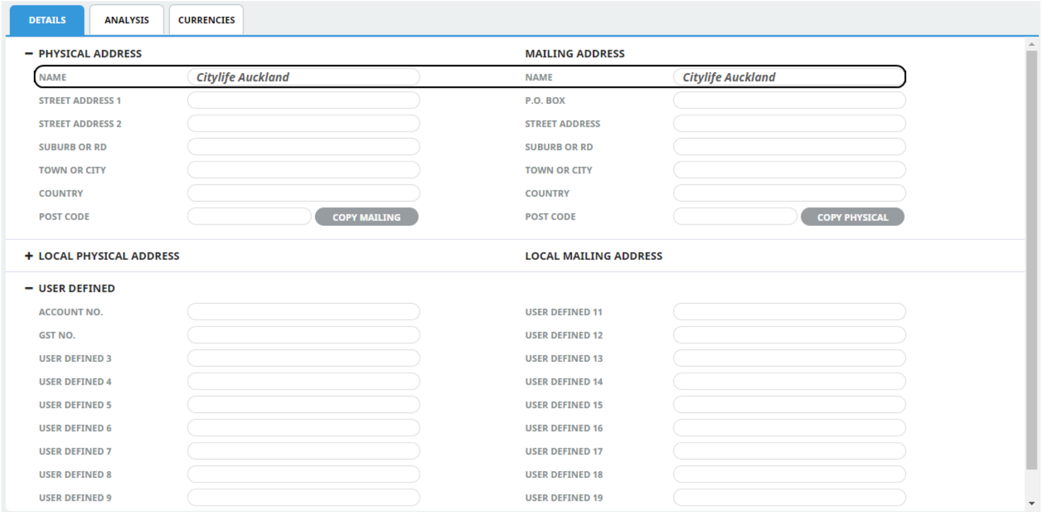
4. Check the **completed screen**.

5. Click **OK** to keep the changes and save or update the entry.

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

7. View the **Creditor Details** screen (for a new supplier, it will be empty except for the Creditor Name).



The procedure just described is sufficient to create and use a supplier in all subsequent procedures in this user manual. There are many more details that should be added to a supplier and a significant number require selection from drop-down fields - the creation of these drop-down entries is outside the scope of this user manual, however, you might see screenshot examples where such selections have been used.

NOTE: For more information on creating drop-down selections, see the System Setup User Manual .

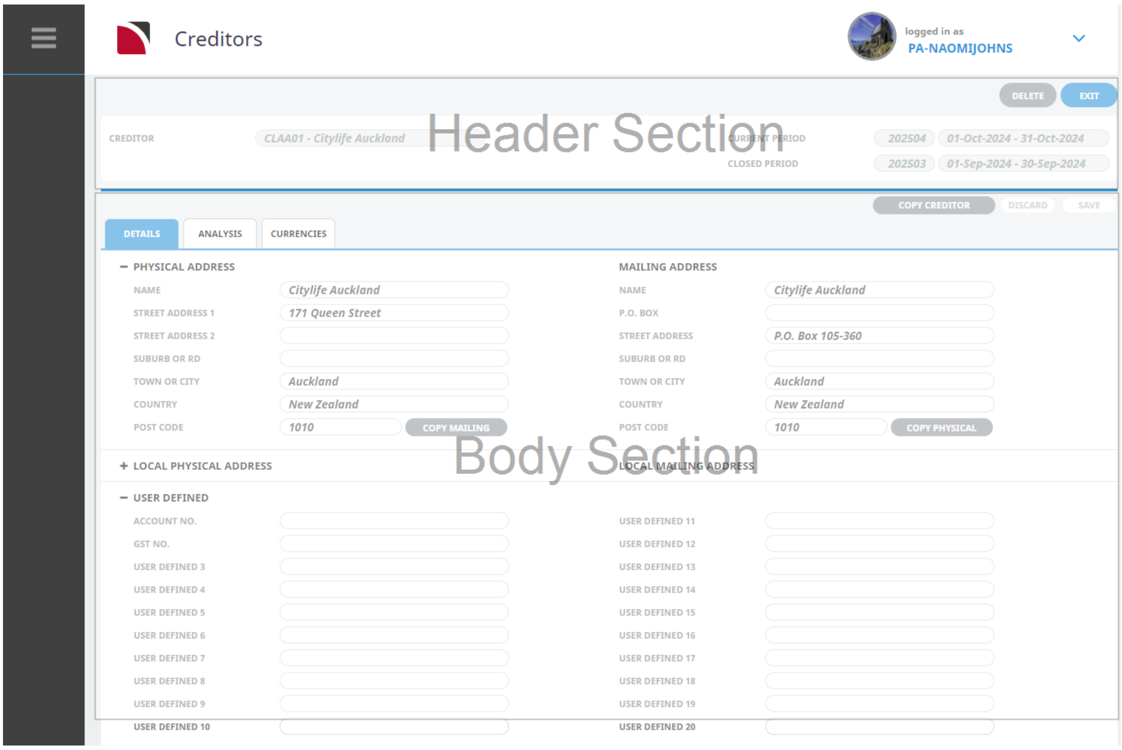
About Codes

There is constant debate about which is the best way to code suppliers. Tourplan makes no hard and fast rules. There is consensus that the location (or an indication of the locality) of the supplier should be included somehow in the code. This is because there are often chain hotels in different cities so, for example, the code CROWNP could not be used for Crowne Plaza Hotel when there may be more than one Crowne Plaza Hotel to be used in the system. So the coding structure CRPAKL could be Crowne Plaza Auckland; CRPCHC Crowne Plaza Christchurch and so on. Another point of discussion is whether the code should have the location first or last – i.e., CRPAKL or AKLCRP. We recommend the former – It's easier to find a supplier based on a portion of the name rather than the city and a portion of the name.

Another popular alternative is to use the first three characters of the code as an identifier for the supplier, and the last three characters as location/number, e.g. CROA01 meaning CRO = Crowne Plaza; A = Auckland; 01 = the first Auckland supplier coded CRO.

Add Supplier Information

Once a supplier has been created, further supplier information is added via the **Creditors screen**, which is divided into two main sections - a header section and a body section:



The header section comprises approximately the top quarter of the screen and includes the creditor code and name, date ranges for the Current and Closed Accounting Periods, and a number of buttons (Delete, Exit, Copy Creditor, Discard and Save). The body section comprises four tabs (Details, Analysis, Currencies) and the Details tab is highlighted by default after creating a new creditor. This arrangement of Header and Body sections applies to many screens in Tourplan-NX. Supplier and Product selections appear in the Header and data relevant to those selections appears in the Body.

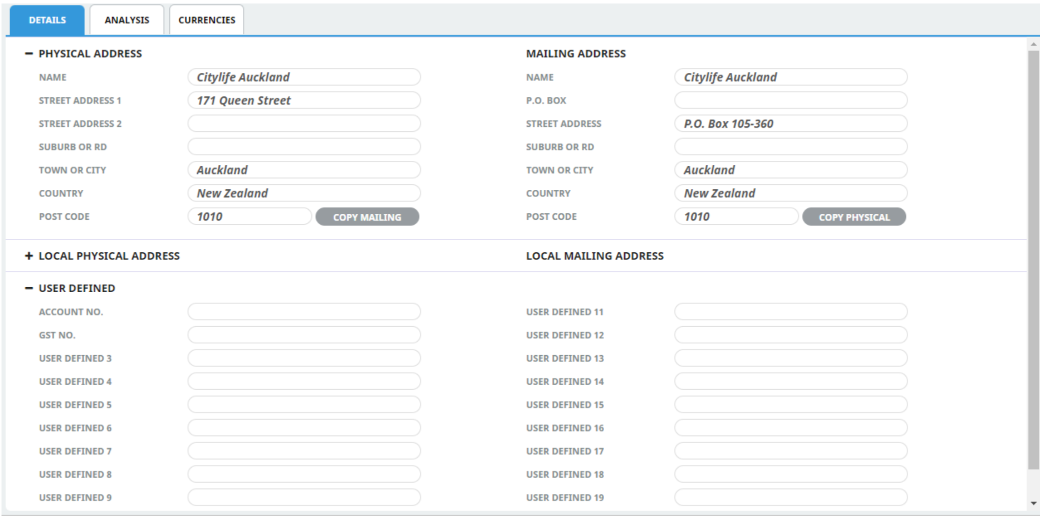
Details Tab

The Details Tab is further divided into three sections:

- **Physical** address and **Mailing** address details (see below)
- **Local Physical** address and **Local Mailing** address
- **User Defined** Details (see below)

Enter Address Details

1. If the supplier to which details are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. Enter details into **screen fields** as required (in no particular order).



4. To keep the changes, click **Save**.

NOTE: The labels and field data shown in screenshots in this guide provide examples of how supplier details might be entered. The following notes also describe fields within the Details Tab, to help with selections and decisions around supplier information.

About Physical Address and Mailing Address Fields

Two sets of name and address detail fields are available - physical address and mailing address and these can be different. When a new supplier is first created, the supplier name is entered into both the physical address and mailing address fields, either of which can be overwritten if necessary.

Entering data into the physical address fields will also update the mailing address fields, however if the mailing address is different the mailing address can be overwritten allowing different details to be stored.

NOTE: When installed, the field label for the physical address simply shows "Address" alongside address field 1 and all other address fields (including all mailing address fields) are blank. The System Setup application can be used to set address labels (menu **Home > System > Code Setup > INI Settings > Creditors**).

> For example, APADDRESS1LABEL - APADDRESS5LABEL and APMAILINGADDRESS1LABEL - APMAILINGADDRESS5LABEL can be set with the **Value** field having the appropriate user defined label in it; e.g. APMAILINGADDRESS2LABEL **P.O. Box**.

It is imperative that consistency be maintained when entering address detail; i.e. always use the same line for the Street Address and the same line for Town/City etc. Try not to use commas in supplier name and address fields.

For more information on setting address (and other) labels, refer to the System Setup User Manual .

Post Code

Enter the supplier's Post/Zip Code.

About Local Address and Local Mailing Address Fields

On screen insert these fields are collapsed, expanding this section will display two additional sets of local name and address fields. By default these fields are blank when a new supplier is first created and should remain blank if alternative address details are not required. These fields provide the ability to use local address and can be coded to display on messages or online.

NOTE: When installed, the field label for the local physical address simply shows "Address" alongside address field 1 and all other address fields (including all mailing address fields) are blank. The System Setup application can be used to set address labels (menu **Home > System > Code Setup > INI Settings > Creditors**).

For example, APADDRESS1LOCALLABEL - APADDRESS5LOCALLABEL and APMAILINGADDRESS1LABEL - APMAILINGADDRESS5LABEL can be set with the **Value** field having the appropriate user defined label in it; e.g. APMAILINGADDRESS2LOCALLABEL **P.O. Box**.

It is imperative that consistency be maintained when entering local address detail; i.e. always use the same line for the Street Address and the same line for Town/City etc. Try not to use commas in supplier name and address fields.

For more information on setting address (and other) labels, refer to the System Setup User Manual.

User Defined Details Section

As with the address fields, there are 20 user defined fields that can have labels defined for them via menu **Home > System > Code Setup > INI Settings**. If field headings have been inserted and the organisation is using these fields, insert the necessary information for this creditor. The User Defined section can be expanded to view or insert data.

Add Analysis Details

The Analysis Tab allows pre-determined analysis codes to be assigned to suppliers. Once assigned, the codes can be used to select suppliers for inclusion in Supplier, Booking & Management reports.

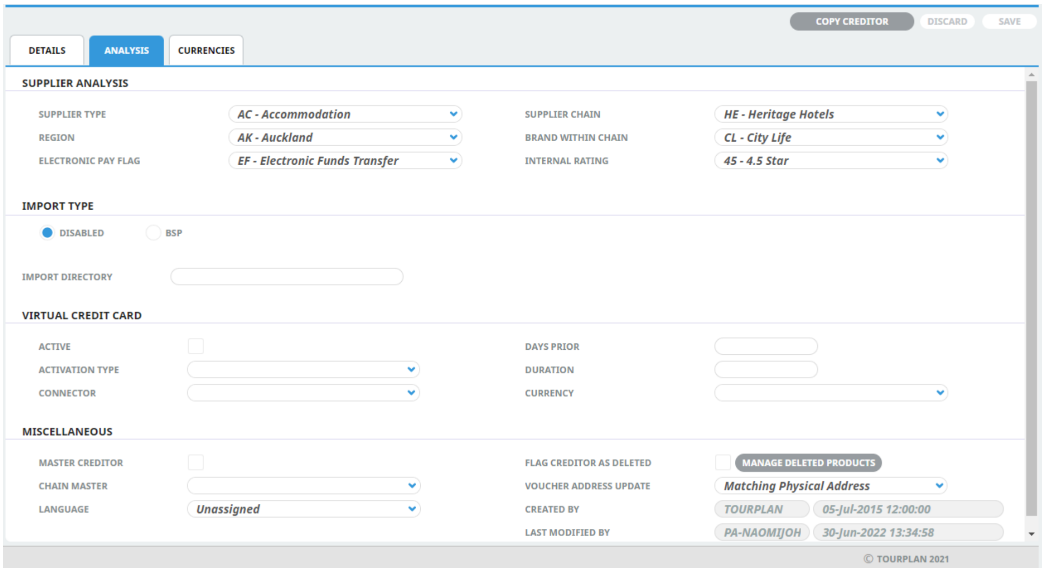
Analysis tab fields are grouped into four sections:

- Supplier Analysis
- Import Type
- Virtual Credit Card
- Miscellaneous

The fields in these sections are described below.

Enter Analysis Details

1. If the supplier to which details are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. Click the **Analysis** tab.



4. Enter details into fields as required and **Save**.

   NOTE: In a new system, there will be no drop-down selections available in the fields showing **Unassigned**, because these entries have not yet been created and creation of them is outside the scope of this user manual.

   See the System Setup User Manual for more information.

About Analysis Tab Fields

Supplier Analysis fields

There are six Supplier Analysis fields available. The labels for these fields can be user-defined in the System Setup User ManualHome Menu > System > Code Setup > INI Settings. If the labels have not been defined, they display as *Master Analysis 1*, *Master Analysis 2* etc. Once the labels have been defined, codes can be entered into the analysis data tables via Code Setup > Accounts Payable Code Setup > Accounts Payable. If analysis codes are not going to be used, the default blank value **Unassigned** should be left as is.

In the example above, the following fields have been defined:

- Supplier Type
- Region
- Electronic Pay Flag
- Supplier Chain
- Brand Witihin Chain
- Internal Rating

Do not confuse the **Supplier Chain** field here (in the Supplier Analysis section) with **Chain Master** from the Details Tab (Miscellaneous section). The Supplier Chain indicates which supplier/hotel chain the supplier may belong to and is used mainly for analysis, whereas Chain Master determines where payment is sent.

Import Type fields

Tourplan has the ability to import and airline BSP data. These fields work in conjunction with system settings. If BSP import functionality is not enabled the Import Type default setting 'Disabled' should be left unchanged.

NOTE: Additional configuration is required to implement BSP import features. A local Tourplan Support office team member will assist you with these fields if required.

Import Directory fields

The directory thatcontains the BSP import files.

Virtual Credit Card fields

If you are interested in this feature please speak with your local Tourplan Support office to setup a VCC configuration. If VCC has not been enabled these fields should be left blank.

Active

This check box selection will activate a VCC payment option for this supplier.

NOTE: This field works in conjuntion with other system settings. The VCC funtionality will not operate solely on this activation selection.

Activation Type

There are three options available which determine the Virtual Credit Card activation date.

- Immediate - as soon as the service is booked
- Check In Date - the first date of service
- Check Out Date - the last date of service

Connector

Details a pre configured Connector Code and Connector Name available from the dropdown selection.

Days Prior

Defines the number of days before the activation date the card becomes valid.

Duration

Defines the number of days the Credit Card is active for.

Currency

Determines the currency the VCC transaction will use.

Miscellaneous

Miscellaneous supplier information is a group of unrelated details, including:

- **Master Creditor**- checkbox, to indicate whether or not this is a master creditor. Who the **Chain Master** supplier is (if assigned)
- **Language** - pre defined list of language selections if the Supplier requires language translations.
- **Flag Creditor as Deleted** - indicates whether or not this creditor can be found in searches.
- **Manage Deleted Products Button** - provides the ability to view and edit the delete status of products attached to this supplier.
- **Voucher Address Update** - specifies how updates should be applied to voucher addresses
- Also included in miscellaneous details are four read-only metadata fields about this supplier record which includes: the user who created the Creditor and the date it was created; and the user who last modified the Creditor and the date it was last modified.

About Master Creditor / Chain Master

Tourplan allows suppliers to have *subsidiary* suppliers. This feature means, for example, that Supplier Remittance Advices detailing transactions for subsidiary suppliers can be sent to, and the cheques made out to, the head office/master supplier.

For this feature to work, the system has to know which supplier is the *Master* and which are the *subsidiaries*:

If the supplier being entered is a master, then click the check box **Chain Master**. If the supplier being entered is a subsidiary of a supplier which has already been entered and defined as a master, click the drop-down **Chain Master** list and select the master supplier from the list. If the supplier being defined is not a master or a subsidiary supplier, leave both fields blank.

This feature should only be used where payment for services from one supplier has to be made to another supplier/creditor, e.g. the payment for a supplier has to be made to a head office, not directly to the supplier.

Language

The language code in this field determines which set of document and message templates are displayed when sending messages to this supplier. These language codes must first have been set up via Code Setup (**Home > System > Code Setup > Messaging > Language**). If foreign language documents or messages are not required, then leave this field as **Unassigned**.

Flag Creditor as Deleted

This flag "hides" the supplier when bookings/quotations are made, so that consultants cannot use this supplier in a booking. The supplier is then only available for maintenance via the Creditors application.

Manage Deleted Products Button

MANAGE DELETED PRODUCTS

Selecting this button opens an additional screen to multi select products from the supplier and manage whether they are flagged as deleted or available for use in bookings and PCM's.

Voucher Address Update

This drop-down is used when address details of an existing supplier are modified. When the supplier is used in a Database Product, the physical address details are saved as the voucher address in the Product (see "Add Product Detail" on page 113 > "Add Voucher Details" on page 126). If the address details change, choose a drop-down selection to determine whether or not the address details in any Products in which the supplier is used should also be updated. The choices are:

Selection	Effect
None	Products will not be updated with new name or address details.
All With Physical Address	All Products that have this supplier's **physical** address will be updated, regardless of the voucher address.
All With Mailing Address	All Products that have this supplier's **mailing** address will be updated, regardless of the voucher address.
Matching Physical Address	Only Products for this supplier that have the exact original **physical** address (before modifying) will be updated with the new name or address details.

Selection	Effect
Matching Mailing Address	Only Products for this supplier that have the exact original **mailing** address (before modifying) will be updated with the new name or address details.

Add Supplier Currencies

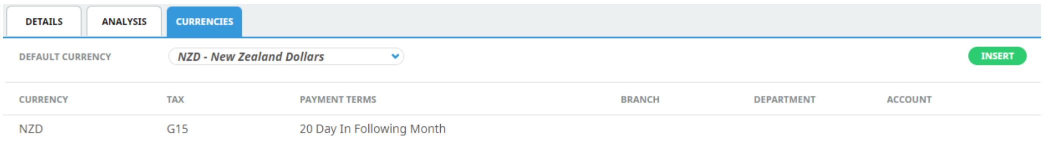
Supplier currencies are specific to the supplier and include financial details related to currency, such as:

Default Currency, Buy Currencies, Taxes, Default Expense Account, Payment Terms, Deposit Terms, Bank Account details.

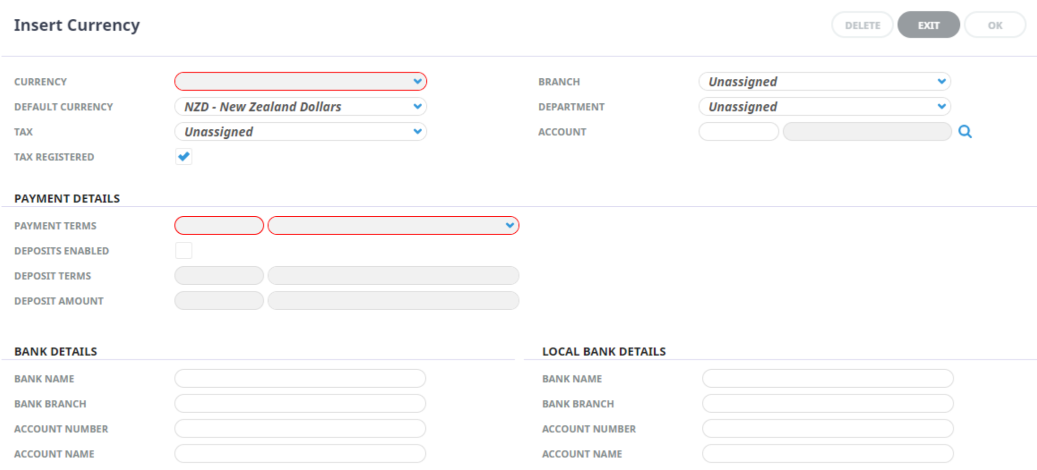
Supplier currencies are added and maintained via the Currencies Tab.

Enter Currency Details

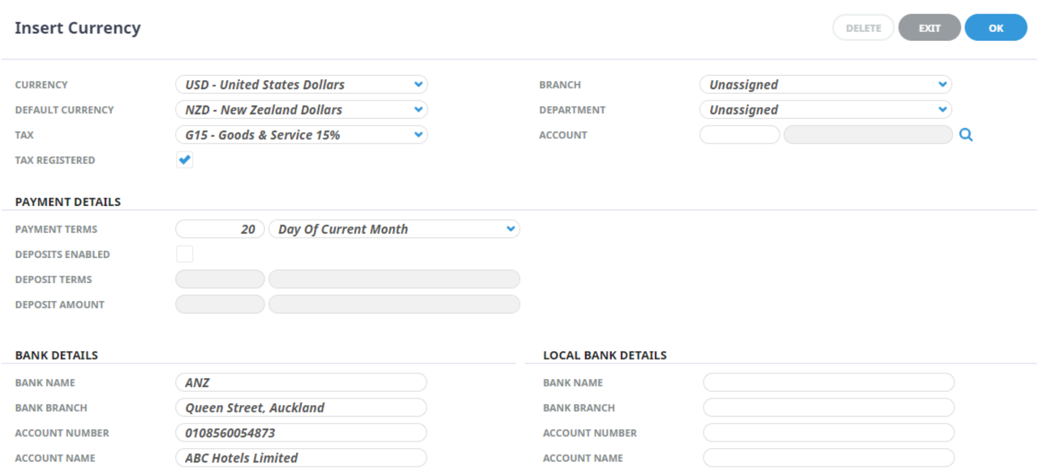
1. If the supplier to which details are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. Click the **Currencies** tab.



4. On the **Insert Currency** screen, enter details into fields as required.



5. Check the **completed screen**.



6. Click **OK** to keep the changes and save or update the entry.

About Currency Tab Fields

Currency

Available currencies display in the drop-down list. A currency can be added to the supplier individually by selecting it.

Do not add currencies that are not likely to be used by the supplier. This will only make reconciliation at the end of each accounting period more time consuming. Only attach currency(s) in which the supplier will be paid.

When a currency is selected, other Currency Settings fields become live and can be completed.

Default Currency

A Default Currency would have been selected when first creating the Creditor however the field can be changed. To amend choose the currency that is going to be used most of the time for this supplier. This becomes the default and it can be overridden at transaction entry time. This currency will be used by default when entering rates for products setup for this supplier.

Tax

Available taxes that have already been setup in the Code Setup application are available from the drop-down list. To attach a tax, select it. This tax will be used by default when entering rates for products setup for this supplier.

Any tax that is attached in this field is only used when Non-Booking transactions are entered against the supplier. This tax is not used when calculating the taxes in a booking. Booking taxes are calculated on a *service-by-service* basis (allowing for service components that could be non-taxable) and the tax on markup and commission is calculated based on the Tax Indicator attached to the booking or booking agent.

Tax Registered

This flag determines whether the supplier is registered for tax purposes. If the supplier is Tax Registered, this box must be checked and the payment of input tax is the responsibility of the supplier. If the supplier is *not* tax registered, then this box must be unchecked and the collection and payment of any input tax component becomes the responsibility of the Tour Operator. This flag automatically makes the correct calculations depending on whether it is checked or unchecked.

This setting is only required where Input/Output type taxes (GST/VAT) are used.

Branch / Department / Account

These three fields can be used to attach a GL expense account that *all* expenses generated by the supplier can be posted to. This is only encouraged where the supplier is not a Booking Supplier, i.e. a sundry supplier, and will never be paid for bookings-related expenses, e.g. phone company, landlord etc.

It is never recommended that booking expense GL Accounts be attached to booking suppliers. When these fields are left blank, the system will automatically post expenses to the default booking expense Account(s) setup via menu **Home > System > Code Setup > INI Settings > Financials** (GL Settings), which will allow Bookings expense analysis to be made. Supplier expense analysis can be performed using the Financial Analysis reporting tools, regardless of GL Account postings.

Payment Terms 1 / Payment Terms 2

There are two fields which make up the payment terms for the supplier. The first is a numeric value which is either a) a number of days or b) a date in the month depending on which setting is chosen from the drop-down list in the second field. Combined, these are used to calculate the payment due date of a suppliers invoice transaction. The available options are:

No. or Date	Condition	Example (20)
nn days	Prior to travel	20 days prior to travel
nn days	After travel	20 days after travel
nn days	After invoice	20 days after invoice
nn days	Prior to sevice	20 days prior to service
nn days	After invoice entry	20 days after invoice entry
Date	of following month	20th of following month
Date	of current month	20th of current month

Deposits Enabled

When checked, the Deposit Terms and Deposit amount fields become live.

Deposit Terms 1 / Deposit Terms 2

This combination of integer and drop-down field is used to determine if a deposit or pre-payment is required to be made to the supplier. If the **Deposit Enabled** box is checked, then the other fields are available for use. The first field is a numeric value that indicates the number of days that the second field describes.

The numeric value (*nn*) applies as follows:

No. of Days	Condition	Example (7)
nn days	Days prior to service	7 days prior to service
nn days	Days after entry	7 days after service entry

Deposit Amount

If deposits are being used, a save cannot be performed unless all 4 deposit fields have values in them.

The deposit amount works in conjunction with the drop-down and can be either an Amount or a Percentage.

Value Condition Example:

- 100.00 - Amount Based - $100.00
- 10.00 - Percentage Based - 10% of the service cost

Bank Details

Bank / Branch / Account / Account Name

These fields can be used to store the Supplier bank account details. The Bank, Bank Branch and Bank Account fields can be output on supplier messages and as well, the Bank Account field can be used in an Electronic Payment file.

NOTE: *Tourplan can generate an output file that can be processed through bank software. To use the EFT payment feature, the banks EFT file processing software and the necessary internet connections to the bank are required. Not available in all countries.*

Local Bank Details

Bank / Branch / Account / Account Name

These fields can be used to store Local Supplier bank account details. The Local Bank, Bank Branch and Bank Account fields can be output on supplier messages and as well, the Local Bank Account field can be used in an Electronic Payment file.

Add Supplier Notes

This screen enables free format notes (or graphics) to be entered against a supplier. Information stored within a notes category can be used as an internal note or can be used in your documentation.

NOTE: It is important to keep the consistency of your formatting within your notes field especially if the fields are going to be used in your documentation.

Prior to entering supplier notes, Supplier Note Categories or Database Supplier note categories must be setup in the Code Setup application (see the System Setup User Manual).

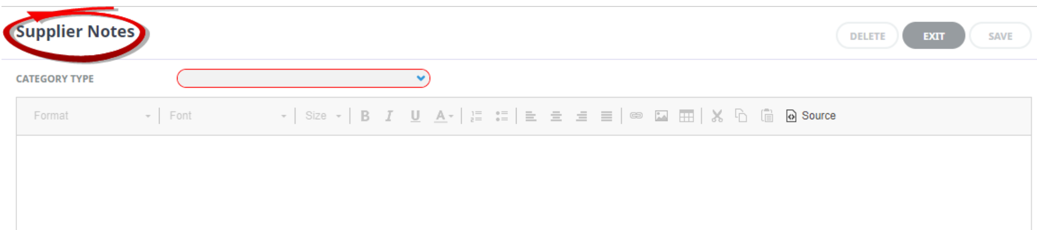
There are two locations that supplier/creditor notes can be inserted in the system. The first is noted in the procedure below, the second is from the Product module when a supplier has been searched and the supplier information is displaying on the screen users can add supplier notes from the Supplier > Supplier Notes menu.

Add Supplier Notes

1. If the creditor to which notes are to be added does not exist, create the supplier first (see Creating a New Creditor).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see Retrieve an Existing Creditor).
3. When supplier details are displayed on screen, select **Menu > Creditors > Details > Notes.**
4. Click **Insert** to add a new entry.

5. On the **Supplier Notes** screen, select a **Category Type** and enter text in the body of the note (the body is a rich text field - as well as formatting, graphics and tables can also be inserted).

6. Check the **completed screen**.
7. Click **Save** to keep the changes.

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

About Supplier Notes Category Types

The more information that can be inserted into the creditor/supplier at the time of creation reduces time in the long run. When you go to send a message to the creditor and you have no contact details entered, the message will not send.

NOTE: Formatting is important when inserting a note for documentation etc.

Available categories for creditors in the Standard Database system are:

Code	Description	Type
CAC	Accounting Notes	Creditor
CAG	Agreements	Creditor
CMV	Creditor Visit / Meeting Notes	Creditor
CTC	Client Complaints	Creditor

Code	Description	Type
DCP	Child Policy	Product Supplier
DEM	External Supplier Mapping	Product Supplier
DGN	Product General - Internal	Product Supplier
DGO	Geo Coordinates	Product Supplier
DI1	Default Image	Product Supplier
DI2	Additional Image (1)	Product Supplier
DI3	Additional Image (2)	Product Supplier
DID	Itinerary (Long) Description	Product Supplier
DRD	Directions	Product Supplier
DSP	Specials / Extras	Product Supplier
DTC	Service Terms and Conditions	Product Supplier
DWD	Web (Short) Description	Product Supplier
DXP	Cancellation Policy	Product Supplier

NOTE: In the above table:

Types marked Creditor notes are available for viewing/editing only in Creditors Types marked Product Supplier notes, can viewed/edited in both Product Setup and Creditors A note category that is defined as a Product Supplier Note will attach to *all* products that are created for the supplier.

If a note category displays that is not applicable to the supplier, leave the note blank.

As described in the procedure above, to enter a note, first highlight the required note category from the Category Type list, then click in the rich text editor section at the bottom of the screen and type a note. An alternative is to copy/paste information from the suppliers website and edit it accordingly.

NOTE: When copying and pasting information from a suppliers website, ensure that the text is first inserted into a word document or notepad document to strip the text into plain text before inserting (copy/paste) the text into Tourplan.

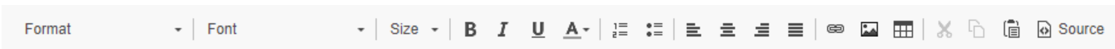
If a note applies to a particular product that the supplier offers; e.g., it applies to a **Suite** rather than an **ROH Room**, then it must not be attached here - it must be a **Product Note**, *not* a Supplier or Product Supplier note.

NOTE: If images are used in notes fields, the image size is determined by each user company's procedures.

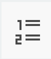
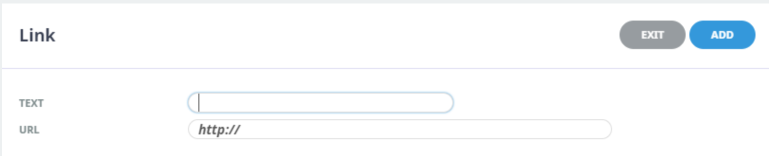
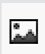
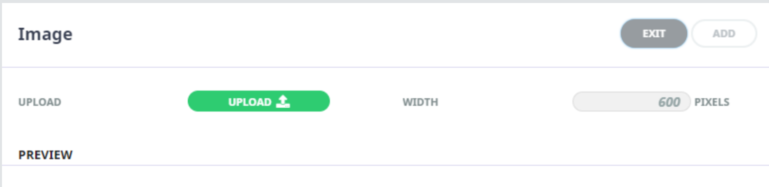
About Supplier Note Field Formatting

The rich text editor section (or body) of the note is a blank page for the note text to be inserted or edited.

The Editing screen has the following items:

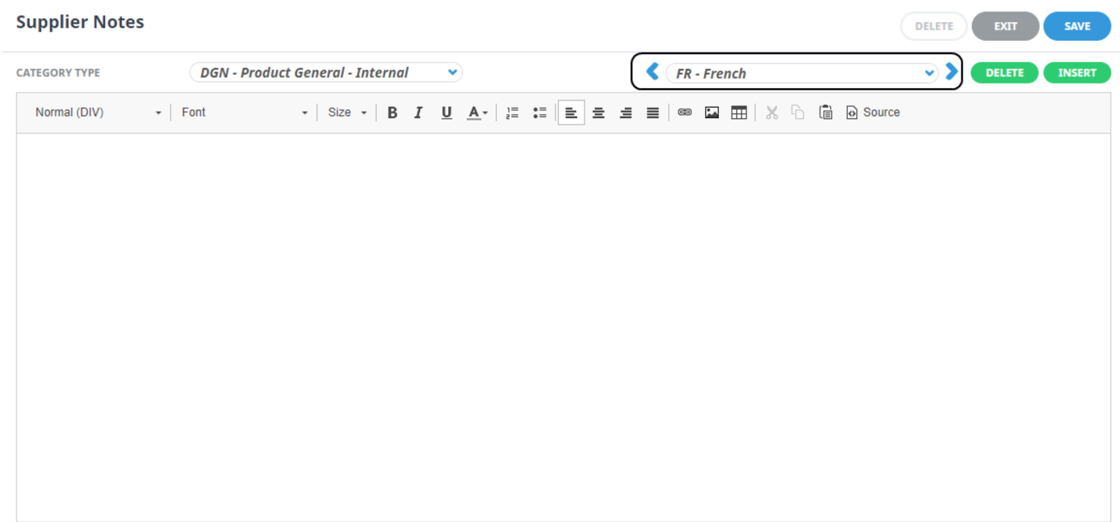


Format type	Format Option Descriptions
Format	Format of the paragraph text. Normal, Headings 1,2,3,4,5, & 6, Formatted, Address,
Font	Font of text (will default from the INI Setting DEFAULTFONT)
Size	Font Size of text (will default from the INI Setting DEFAULTEDITFONTSIZE)
	Style, Font and Font Size. The available styles and fonts are the Windows styles and fonts installed on the computer running Tourplan
B	Bold - highlight the text to be bold faced and click this button
I	Italics - highlight the text to be italic and click this button

Format type	Format Option Descriptions
	Underline - highlight the text to underlined and click this button
	Colour of text – highlight the text to change the colour and click this button
	Numbered bullet points - click this button to create a numbered list
	Bullet points - click this button to create a bulleted list
	Left aligned text - click this button to justify text on the left margin
	Centre aligned text - click this button to centre text between the left and right margins
	Right aligned text - click this button to justify text on the right margin
	Left and Right justified text. Click this button to justify text between the left & right margins
	Insert a URL link – click this button to insert the text you want showing as a hyperlink and insert the required URL 
	Upload an image – click this button to upload an image 
	Insert a table – click this button to insert a table
	Cut text (Ctrl+X) highlight text to be cut and click this button
	Copy text (Ctrl+C) highlight text to be copied and click this button
	Paste text (Ctrl+V) place the cursor at the point where copied/cut text is to be placed and click this button
Source	Selecting this button will show the text editor in CSS styling source code

Multi Language Note

If the multi language check box is enabled for the defined note category in **Code Setup > Notes** a language selection will be available to insert language translation text per language.



To insert notes for multiple languages, click the insert button next to the language. A Language selection screen will display for users to define the language assigned to the note text.

NOTE: Organisations can insert as many languages as they use .

Viewing alternative language note content

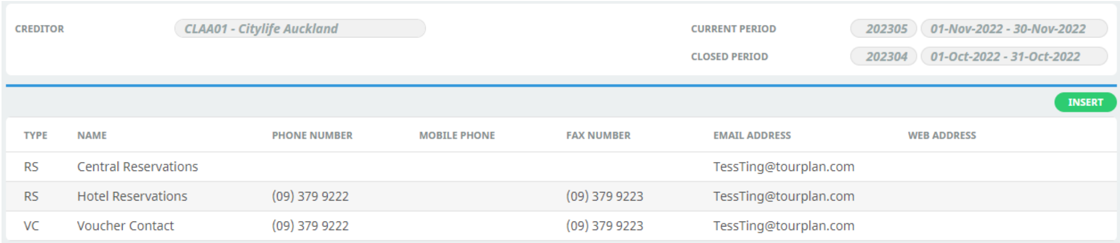
The arrows to the left and right of the language field allow users to view and edit alternative language note entries and a dropdown selection can be used to display a specific language note entry.

Add Supplier Contacts

> There are two locations that supplier/creditor contacts can be inserted into the system. The first is noted in the procedure below, the second is from the Product module when a supplier has been selected and the credtor information is displaying on the screen users can add creditor contacts from the Product > Product Setup > Supplier > Contacts menu.

This screen enables contacts to be added, changed and deleted for a supplier. Supplier contacts are used in Tourplan's messaging system to provide an automated phonebook when messages are sent by email or fax to a supplier. Prior to the set-up of a contact, a list of standard contact types must be set up in the Code Setup application.

If contacts have already been inserted a full list of contacts are available to view when selecting menu **Product Setup > Supplier > Contacts** or from the **Financial Menu Financials > Creditors > Communication > Contacts**.



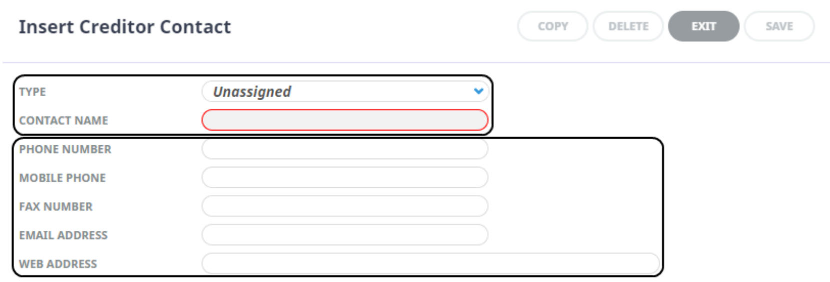
TYPE	NAME	PHONE NUMBER	MOBILE PHONE	FAX NUMBER	EMAIL ADDRESS	WEB ADDRESS
RS	Central Reservations				TessTing@tourplan.com	
RS	Hotel Reservations	(09) 379 9222		(09) 379 9223	TessTing@tourplan.com	
VC	Voucher Contact	(09) 379 9222		(09) 379 9223	TessTing@tourplan.com	

Adding Supplier Contacts

1. To search for a Creditor, select menu **Financials > Creditors**.
2. When supplier details are displayed on screen, select menu **Creditors > Communication > Contacts**.
3. Click **Insert**.

4. On the **Insert Creditor Contact** screen, select **Contact Type** from the dropdown.

5. Enter a **Contact Name** and relevant contact details required.

   NOTE: Compulsory fields are Contact Type, Contact Name and a least one contact field from Phone, Mobile, Fax, Email or Web.
6. Check the **completed screen**.
7. Click **Save** to keep the changes.

NOTE: The Contact Name field will be cleared and details of the next contact for this supplier can be entered. Phone, fax, email and web details are retained, but can be overridden if necessary.

About Insert Creditor Contact Fields

Having a standardised phone and fax format will allow phone numbers with messages to have a consistent display.

Contact Type

The type of contact.

Examples are: AC – Accounts; SA – Sales; RS – Reservations; AD – Administration etc. These must first be set up in **Code Setup > Messaging > Contact Types**.

NOTE: Contact Types can be used multiple times in this screen - e.g., there can be more than one contact with a Contact Type of 'RS' (Reservations), provided the Contact Name is different for each contact.

Contact Name

The name of the contact. E.g. Alec Brown. Generic names can also be used—e.g. Reservations, Accounts etc.

Phone Number

The phone number for this contact. The number may be different to other contacts at this supplier.

Mobile Phone Number

The mobile phone number for this contact. The number may be different to other contacts at this supplier.

Fax Number

The fax number for this contact. The number may be different to other contacts at this supplier.

Email Address

The email address for this contact.

Web Address

The web address for the supplier (optional).

Email details can be used by the Tourplan messaging system to send messages to the supplier.

Copy a Supplier

A supplier's details can be copied to another supplier. For example, if there are other Citylife properties in the area, whose details match very closely, the already-created supplier can be used as a template.

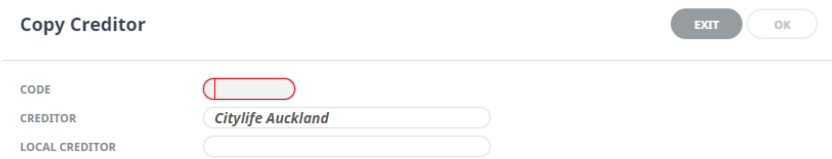
Copy a Supplier

1. If the supplier to be copied does not exist, create it instead (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. When the details of the supplier to be copied are loaded on screen, click **Copy Creditor**.

4. On the **Copy Creditor** screen, enter a *Code* for the new supplier and update the *Creditor* name.

   NOTE: The new supplier being created *must* have a different code to any other supplier that exists in the system.

   NOTE: The Local Creditor field should only be used if there is a requirement to display an alternative local name.
5. Click **Ok**.

Updating Details for a New Supplier

Any detail that needs to be modified can be accessed via tabs or the **Creditors menu**. Note that some menu items are not "live" until a supplier is selected.

The following table lists the supplier details and the menu paths to where they are found. Any that require a supplier to be selected are indicated as an intermediate step in the path selection.

Detail to Modify	Where Found (path)
Details and Miscellaneous Details	Tabs > Details
Analysis	Tabs > Analysis
Currencies	Tabs > Currencies
Notes	Menu > Creditors (Select Supplier) Menu > Details > Notes
The following information is available for editing from the Products > Supplier Menu	
Supplier Policies Selling Channels (if used) External Access (if used)	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Supplier Policies Menu > Supplier > Supplier Policies > Selling Channels Menu > Supplier > Supplier Policies > External Access

Detail to Modify	Where Found (path)
Cancellation Rules (if used)	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Cancellation Rules
Amenities (if used)	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Amenities
Replicated Locations (if used)	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Replicated Locations
Supplier FYI Messages (if used)	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Supplier FYI
Contacts	Menu > Products > Product Setup (Select Supplier) Menu > Supplier > Contacts

CHAPTER 3

Working with Suppliers

This chapter describes the tasks needed to enter additional Supplier information.

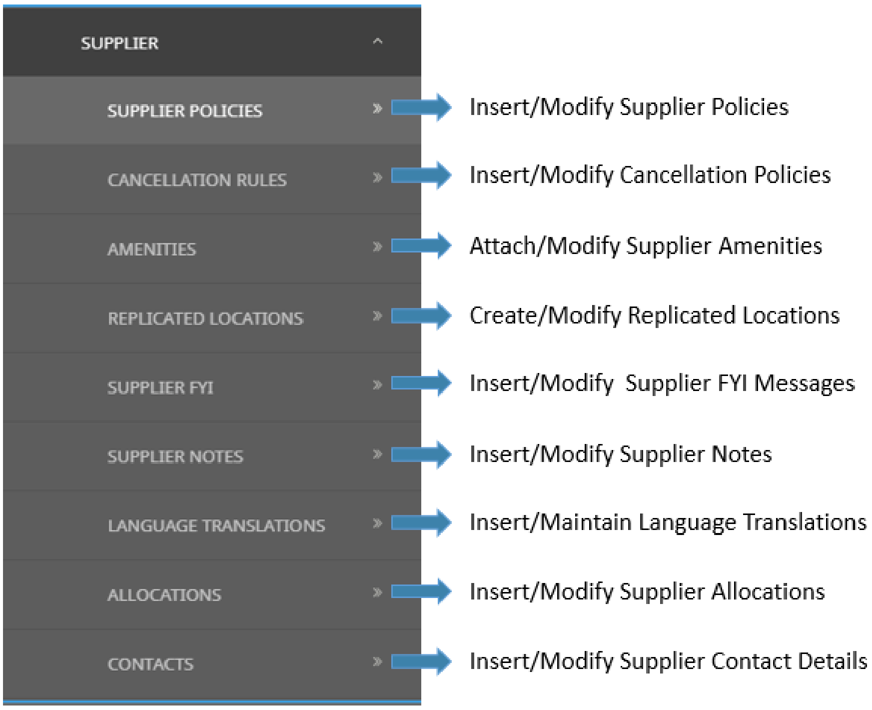
Once you have created a Creditor from the **Product Menu > Supplier Setup** (or **Financial Menu > Creditors** - Create Creditor) additional information can be inserted and stored against the Supplier. The Supplier must be selected from the Product Setup Menu to display the Supplier Menu.

Information such as supplier amenities, supplier contacts or the setup of allocations can be inserted and stored against the Supplier.

In this chapter ...

Supplier Menu

The following graphic shows the Supplier menu matched with corresponding procedures in the Product User Manual.



Searching for Products or Suppliers

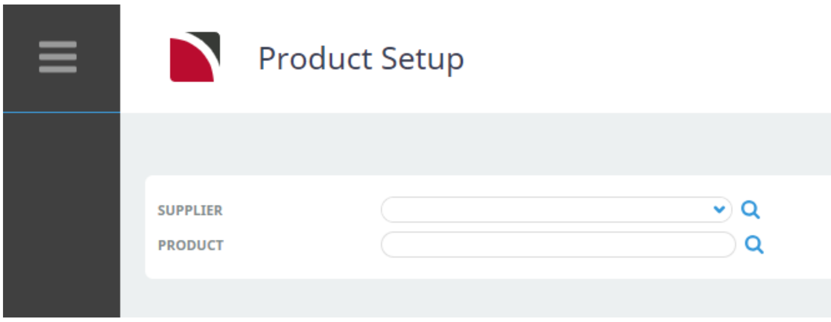
There are a number of screens in Tourplan NX where a selection must be made before continuing. In other words, an existing product or supplier (and sometimes both) must be chosen before further progress can be made within a particular screen.

A common example is "Add Supplier Information" on page 25, where the supplier must first exist before any additional information can be added.

NOTE: Refer to "About the Tourplan-NX Menu" on page 16 for more information about how Tourplan NX menus work.

Retrieve a Supplier or Product

1. Determine when a supplier or product is needed. To do this, look at the top of the screen (e.g. **Product Setup screen**). If the Supplier and Product fields are the only ones available, then you need to make a selection before doing anything else.



NOTE: On some screens, the Supplier field is labelled *Creditor*.

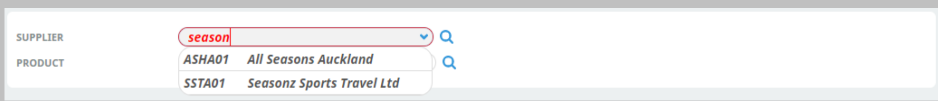
2. Search for the supplier or product to retrieve. There are four search options, two for a supplier and two for a product (locating a product automatically includes its supplier). Each of these search options is described in the steps below (the first option in step 2 a and the second option in step 4).

   a. Retrieve a supplier by entering characters in the **Supplier field** and using the drop-down list.

   This is the quickest option if you know all or part of the supplier name. Enter some characters in the Supplier field and select from the drop-down list - the scrollable list adjusts to show entries containing those characters.

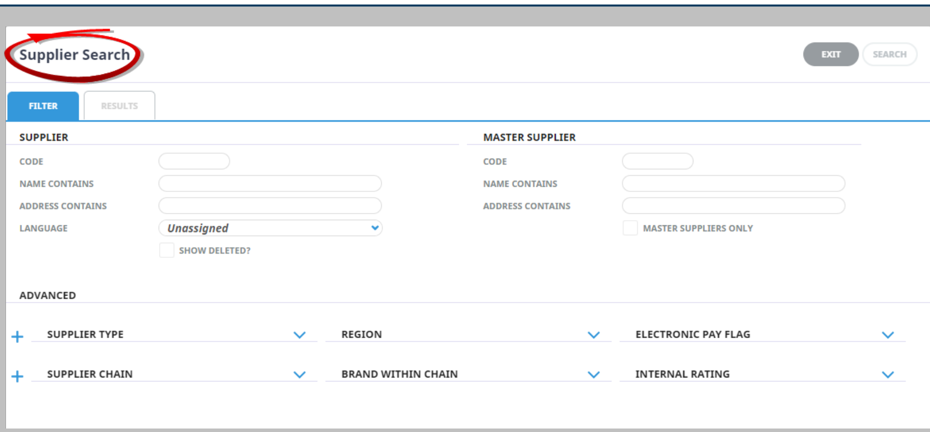
   This example shows the list of suppliers returned (from the Product Database used for the user manuals) when ***season*** is entered into the Supplier field and the drop-down clicked.

   The list starts with the first supplier that has "season" anywhere in the supplier name (not case-sensitive). If more suppliers are returned than can be displayed, scroll up or down to find the supplier to retrieve.



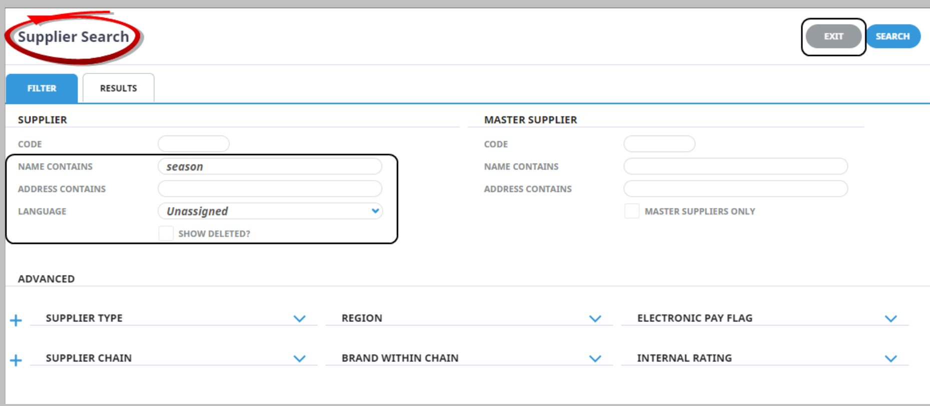
   b. Retrieve a supplier using the **Supplier Search** screen.

   This example shows a blank Supplier Search screen, which is displayed when you click the *Search for Supplier* icon.

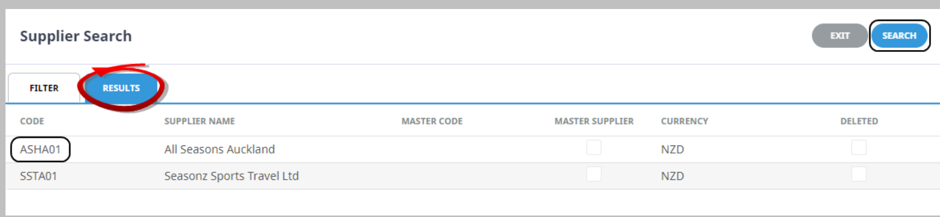


NOTE: The Advanced section is expanded in this screenshot (click **+** to expand and **-** to collapse). Also, the Search button is dimmed-out until at least one field contains data (excluding the check-boxes).

On the Filter tab, enter information in any of the available fields to refine search criteria (i.e. reduce the number of suppliers returned). The following screenshot shows two criteria: (1) ***season*** entered into the Supplier *Name Contains* field and (2) check-box *Show Deleted?* checked:



Suppliers matching the search criteria are returned in the Results tab - click on the supplier to open.



3. Retrieve a product by entering characters in the **Product field**.

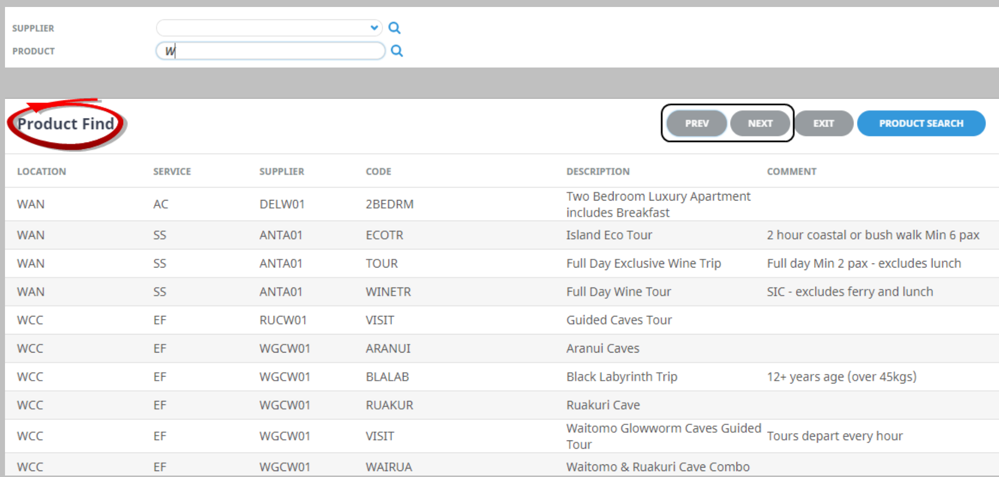
   This is the quickest option if you know all or part of the product code. Enter the first few characters of the product code in the Product field and click the **Search for Product** icon - a list of products is returned in the *Product Find* screen.

NOTE: The Product Code is described fully in the Product User Manual, Chapter 3 Creating Products.

This example shows the list of products returned (from the Product Database used for the user manuals) when ***W*** is entered into the Product field and the search icon clicked.

The list starts with the first product code beginning with W in the Location column. Click *Prev* to show the products immediately prior in the list (these will not start with W) and click *Next* to show the next set of products (these may or may not start with W).



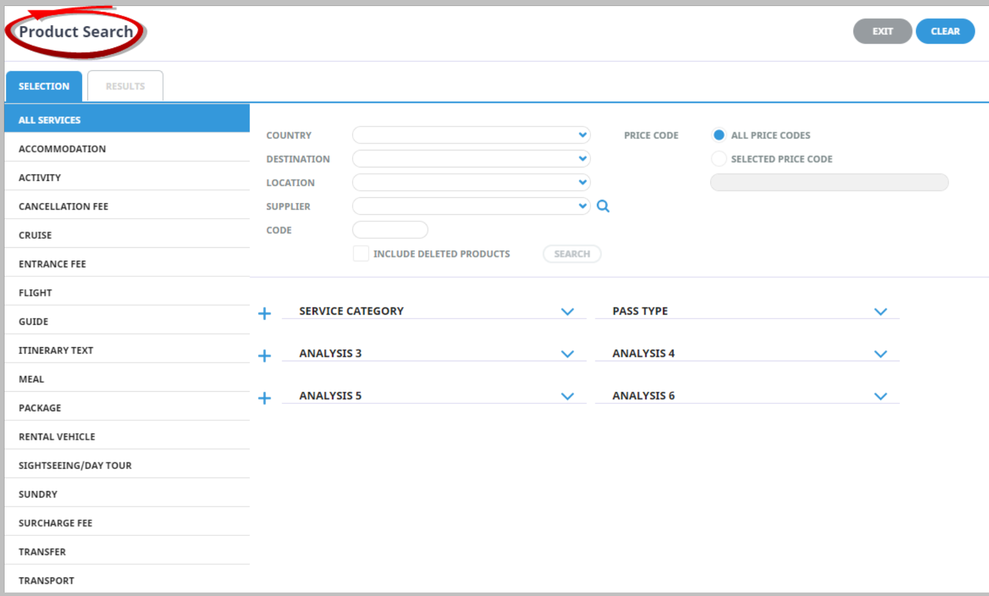
LOCATION	SERVICE	SUPPLIER	CODE	DESCRIPTION	COMMENT
WAN	AC	DELW01	2BEDRM	Two Bedroom Luxury Apartment includes Breakfast	
WAN	SS	ANTA01	ECOTR	Island Eco Tour	2 hour coastal or bush walk Min 6 pax
WAN	SS	ANTA01	TOUR	Full Day Exclusive Wine Trip	Full day Min 2 pax - excludes lunch
WAN	SS	ANTA01	WINETR	Full Day Wine Tour	SIC - excludes ferry and lunch
WCC	EF	RUCW01	VISIT	Guided Caves Tour	
WCC	EF	WGCW01	ARANUI	Aranui Caves	
WCC	EF	WGCW01	BLALAB	Black Labyrinth Trip	12+ years age (over 45kgs)
WCC	EF	WGCW01	RUAKUR	Ruakuri Cave	
WCC	EF	WGCW01	VISIT	Waitomo Glowworm Caves Guided Tour	Tours depart every hour
WCC	EF	WGCW01	WAIRUA	Waitomo & Ruakuri Cave Combo	

4. Retrieve a product using the **Product Search** screen. On the Selection tab, enter information in any of the available fields to refine search criteria (i.e. reduce the number of products returned). There are four main criteria: Service Category, Location, Supplier and Code - selecting or entering text in any of these fields enables the Search button.

   You can also check *Include Deleted Products*, which includes in the results returned those products in the Product Database that are flagged as deleted.

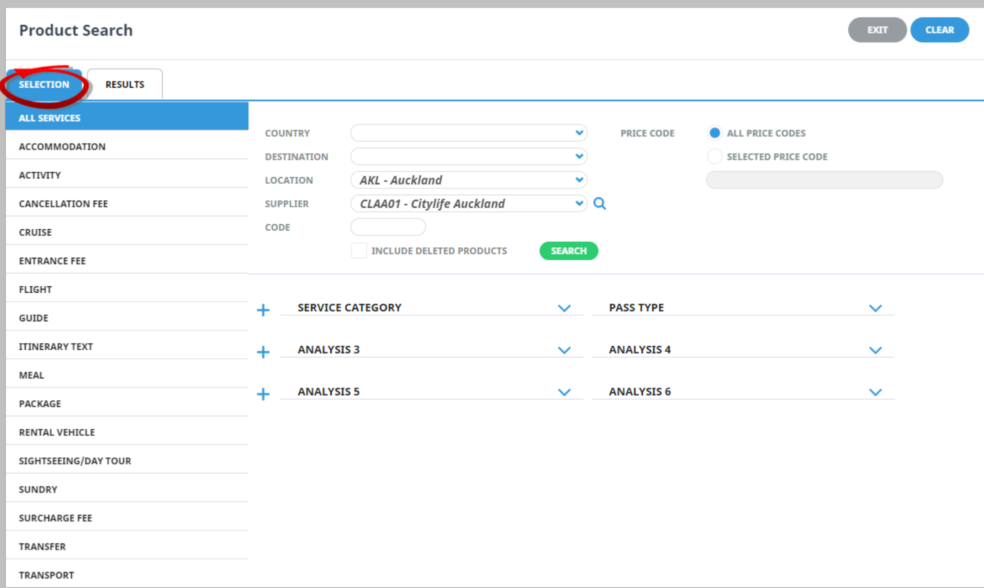
The Product Search screen works in a different way from entering a partial product code. Comparing this example with the previous example, there might be multiple locations beginning with ***W*** and one of these locations would need to be selected - on this screen, it is not possible to show all products at all locations starting with W.

This example shows a blank Product Search screen, which is displayed when you click the *Search for Product* icon.

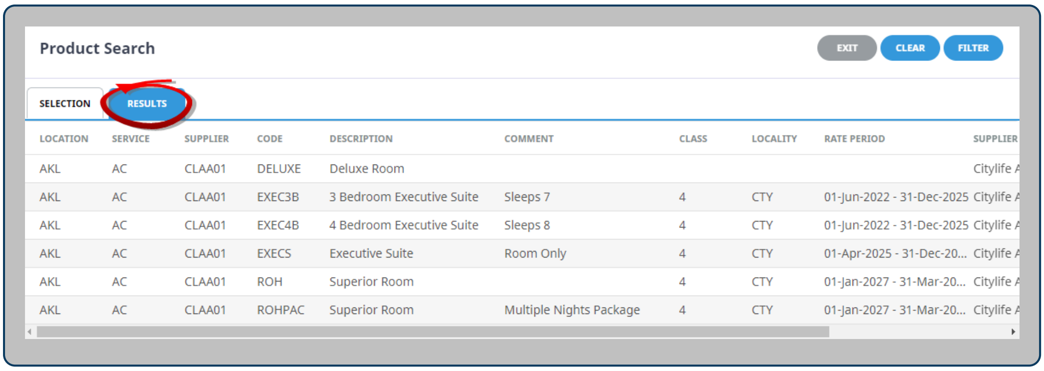


The default selection for Service category is ***All Services***. Location and Supplier are drop-down list selection fields and Code allows entry of up to six characters (the last part of a full product code).

The following screenshot shows three criteria: (1) ***Accommodation*** selected as the Service Category, (2) ***AKL-Auckland*** chosen for Location and (3) ***CLAA01-Citylife Auckland*** chosen for Supplier:



Click the green *Search* button and products matching the search criteria are returned in the Results tab - click a product to open it in the *Product Setup* screen.



5. Click, Search or the Results Tab.
6. Click on a Product to open.
7. If retrieving a supplier only, it will already be displayed in the *Product Setup* screen when selected from the drop-down list or returned results.

> **Clearing the *Product Setup* screen**
>
> When retrieving a supplier, there is no product selected, so the Product field will be empty. Further, the header section is not dimmed-out; it would seem that you can select a new supplier at any time, however, you should always click *Exit* to clear the Product Setup screen *before* selecting another supplier.

8. If retrieving a product, click the line item for the product in the *Product Find* or *Product Search* screen to show the Product Details tab on the Product Setup screen (the tabs available depend on the product, but typically include Price Rules, Policies, FOC Details and Voucher as well as Product).

   NOTE: In this case, there *is* a product selected and the header section is dimmed-out (i.e. read-only). To chose another product, you must first exit the currently- displayed product, which effectively clears the screen, ready for a new product search. To select another Supplier, you must exit the product, then exit the supplier.

Add Supplier Policies

This is the first of nine tasks described in this user manual for viewing or changing the following:

- Pick up and drop off prompts
- Room and age policies
- Stay must start on and stay must include information
- Commissionable components
- Cross season policies

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies (this task)
2. Cancellation Rules
3. Amenities
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts

Policies help Tourplan make the correct selection and correct costing of services when inserting products into bookings. Policies can be set at the supplier level or the product level.

If the policies are set at the Supplier level, they will apply to all products attached to your Supplier. An example of when a policy may apply to the supplier as a whole is age policies whereas the room policies may be more relevant to define as a product policy.

Supplier policies are defined in Product/Supplier; "product specific" policies are defined in the Product.

> Having policies set up is not critical to the operation of Tourplan — it will function without them. Set up can continue without setting them up; they can be added at a later stage if required.

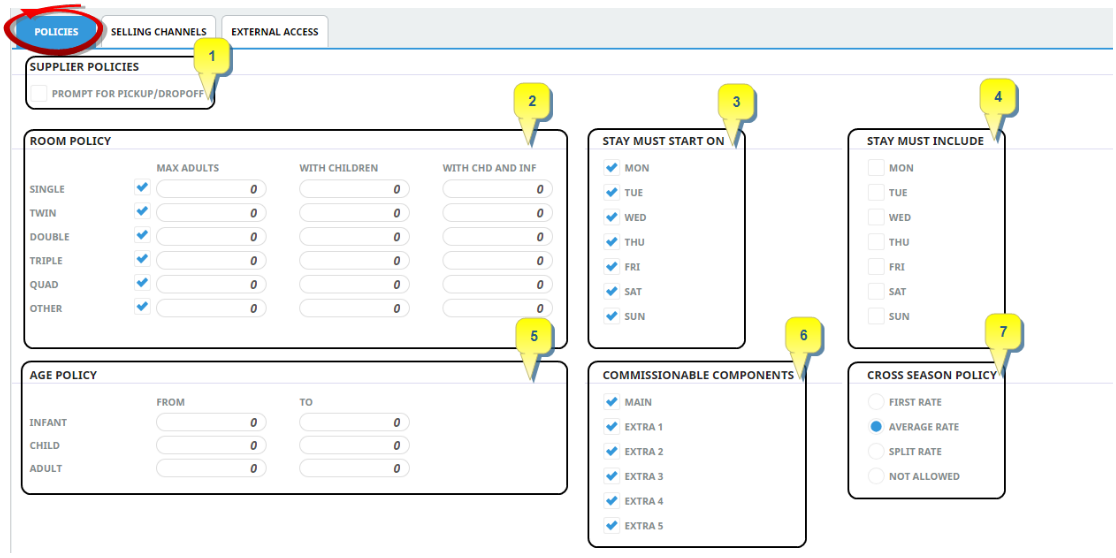
Modify Supplier Policies

It's not possible to show all the different variations that might be added to a supplier. The following steps describe common options for setting up supplier information.

1. Make sure the Supplier has already been created (see Creating Suppliers). If the Supplier is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
2. When supplier details are displayed on screen, select menu **Home > Product Setup > Supplier > Supplier Policies**.
3. Add/modify details to the Supplier Policy fields.
4. Click **Save** to keep the changes.

   SAVE

About the Policy Fields



Policies Tab

There are 6 distinct areas to the Policies Screen.

1. Pick-up/Drop-off Prompt

This flag is to control if the Pick-up/Drop-off tab is visible at the time of inserting a service into a booking or PCM.

2. Room Policy

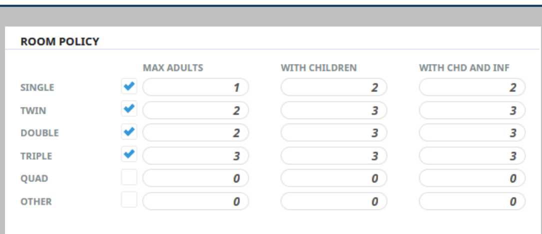
Check which room types are available for this Supplier. Selecting room policies here will apply to all products or services attached to the supplier. If the room policies differ from product to product we suggest room policies be applied at the product level policies. Remove the check from a particular room type to exclude that room type.

If a room type is available, then the room occupancy values entered in the **Max Adults**, **With Children**, and **With Chd and Inf** columns are calculated for the number of Pax (adults, children, and infants) using the accommodation service.

NOTE: Room type '**Other**' is only used by FITs, not Groups. When an accommodation service is entered in Groups, the room occupancy is not checked against the values set in the room policy. When a new Creditor is created, all room types are selected by default and the room occupancy values default to zero. This allows accommodation services to be inserted into FITs based on standard rooming rules.

If room policies are to be defined at the supplier level, for each room type enter the maximum number of

- adults permitted in the Max Adults column,
- adults plus children in the With Children column,
- adults plus children and/or infants With Chd and Inf column.



ROOM POLICY

		MAX ADULTS	WITH CHILDREN	WITH CHD AND INF
SINGLE	✔	1	2	2
TWIN	✔	2	3	3
DOUBLE	✔	2	3	3
TRIPLE	✔	3	3	3
QUAD		0	0	0
OTHER		0	0	0

For this room policy configuration example, the following would be able to be booked:

- Single: Maximum 1 adult and 1 child or 1 infant
- Twin/Double: Maximum 2 adults and 1 child or 1 infant

» Triple: Maximum 3 adults and 0 children

NOTE: If a room occupancy value is not zero, this value will be checked against the passenger number when a service is booked and results returned for available room rates. If the booked passenger number is higher than the occupancy value when trying to add passengers to rooms, the following system message will appear.

Error!

1008 Error updating Service Line 103343: Service on 1/10, failed to collect rates for the requested stay. Rooms of type SG allow a maximum of 2 adults.

OK

3. Stay Must Start On

When a new supplier is defined, all the days of the week are checked by default. This would mean that services created for the supplier can start on any day of the week.

If the first day of a service must start on a particular day or days, only check the relevant start day or days and remove the check mark from the other days.

When attempting to insert a service into a quote or booking which does not start on the correct day, the service will not show and cannot be booked.

NOTE: Stay must start on, can also be maintained at the product level. Inserting a stay must start on here at the supplier level would mean that all services attached to the supplier would have the restriction to start the service on a nominated day/s.

4. Stay Must Include

When a new supplier is defined no days are checked. This indicates that services created for the supplier do not have to include any specific day.

If the all product(s) for the supplier must start on a specific day, check the day or days of the week to force these days to be included when a service that uses this supplier is inserted into a quote or booking.

NOTE: Stay must include, can also be maintained at the product level too. Inserting a stay must include rule here at the supplier level would mean that all services attached to the supplier would have the restriction that must include the nominated day/s.

5. Age Policy

When a new supplier is defined, all age values are zero. Ages for children and infants entered in FIT's Pax Travelling are checked against the Age Policy.

NOTE: Age policy rule checks are only available in FIT Bookings - if the Age Policy is zero, ages are not validated. Age policy is not checked in Group bookings.

ROOM POLICY

		MAX ADULTS	WITH CHILDREN	WITH CHD AND INF
SINGLE	✔	1	2	2
TWIN	✔	2	3	3
DOUBLE	✔	2	3	3
TRIPLE	✔	3	3	3
QUAD		0	0	0
OTHER		0	0	0

AGE POLICY

	FROM	TO
INFANT	0	4
CHILD	5	13
ADULT	14	999

If a service entered in a FIT booking has the above Age Policy the service will be costed as follows:

- If an infant is between 0 and 4 years at date of service, the system will apply the infant price.
- If a child is between 5 and 13 years at date of service, the system will apply the child price.
- If a child is older than 13 years at date of service, the system will treat the child as an adult.

NOTE: If Age policies are being used the Adult To field must be 999 as shown above.

6. Commissionable Components

Allows organisations to nominate individual product components as commission-able or non commission-able. By default the Main option check box and the 5 Extras are checked.

NOTE: This feature is available for organisations who use Agent Commission calculations. It works in conjunction with a Tax (Code Setup) configuration which provides the ability to define if Taxes are to be applied to all commission calculated using an 'Apply to Commission' checkbox.

7. Cross Season Rates

If a service crosses two or more seasons and is entered into a booking for dates which cross the season boundary, a Manual Rate Entry overlay box stating “Service rate crosses season” boundary displays.

The rate proposed will depend on the Cross Season Rates settings described below:

- **First Rate**: This setting will force the rate to be based on the first season for the duration of the service. A good example of this would be Rental Cars. Most Rental Car companies charge the rate which is valid on the first day of the rental, for the duration of the rental.
- **Average Rate**: This is the default setting when a new supplier or product is defined. This setting will take in to account what the rates are across the season boundaries of the selected dates and then average the rate for the duration of the service.
- **Split Rate**: This setting will split the service into multiple service lines, one for each season crossed. Assume a service has week rates from Monday to Friday and weekend rates for Saturday. If the service is booked for 4 nights starting on Friday, the system will automatically create 3 service lines; one for the week rate for Friday, one for the weekend rate for Saturday and Sunday, and one for the week rate for Monday.

  NOTE: NO Manual Rate Entry overlay box displays on Split Service entry.
- **Not Allowed**: This setting will not allow the service to be booked. An example of this could be a Stay/Pay deal that is only for a specific period and not allowed outside the specified dates. A system message “Cross Season Rates not allowed for this Price Code” will display.

Add Selling Channels

A Selling Channel is a named set of rules defining different methods of distribution, providing further control to who and how products are sold.

A Selling Channel can be set at a supplier or product level and a set of criteria provides unique access to specific service searches, on an agent by agent basis, to a group of agents or for a particular booking type.

If a Selling Channel is set at the supplier level it will apply to all product attached to your supplier.

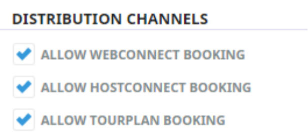
A Product Selling Channel, if set, will override Supplier Selling Channel rules.

NOTE: By default there is one Selling Channel pre-defined named: "Default Selling Channel Availability" this is a system configuration and is required for Tourplan systems to operate.

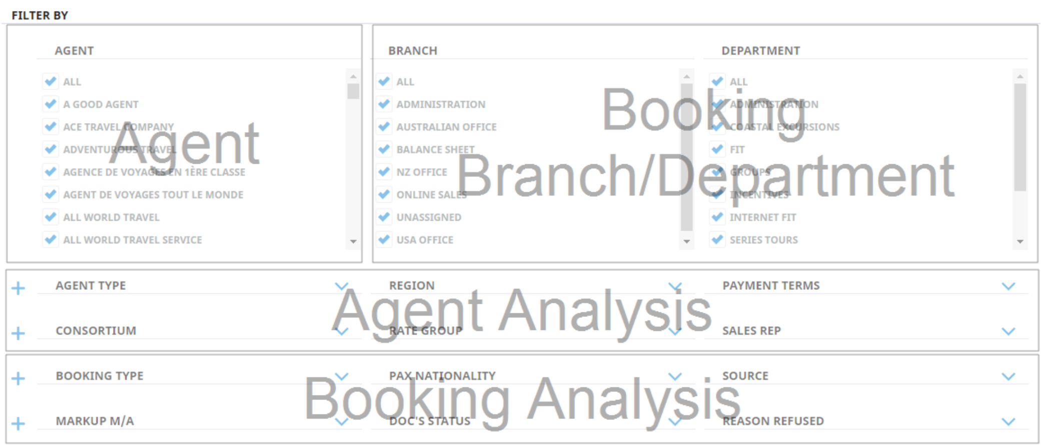
Add Supplier Selling Channels

1. Make sure the Supplier has already been created (see Creating Suppliers).
2. If the Supplier is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. When supplier details are displayed on screen, select menu **Home > Product Setup > Supplier > Supplier Policies > Selling Channel Tab**.
4. Add a **Channel Name**.

5. Select the **Distribution Channels** available for this Channel. Options are:*Allow Webconnect Booking*, *Allow HostConnect Booking*, and or *Allow Tourplan Booking.*



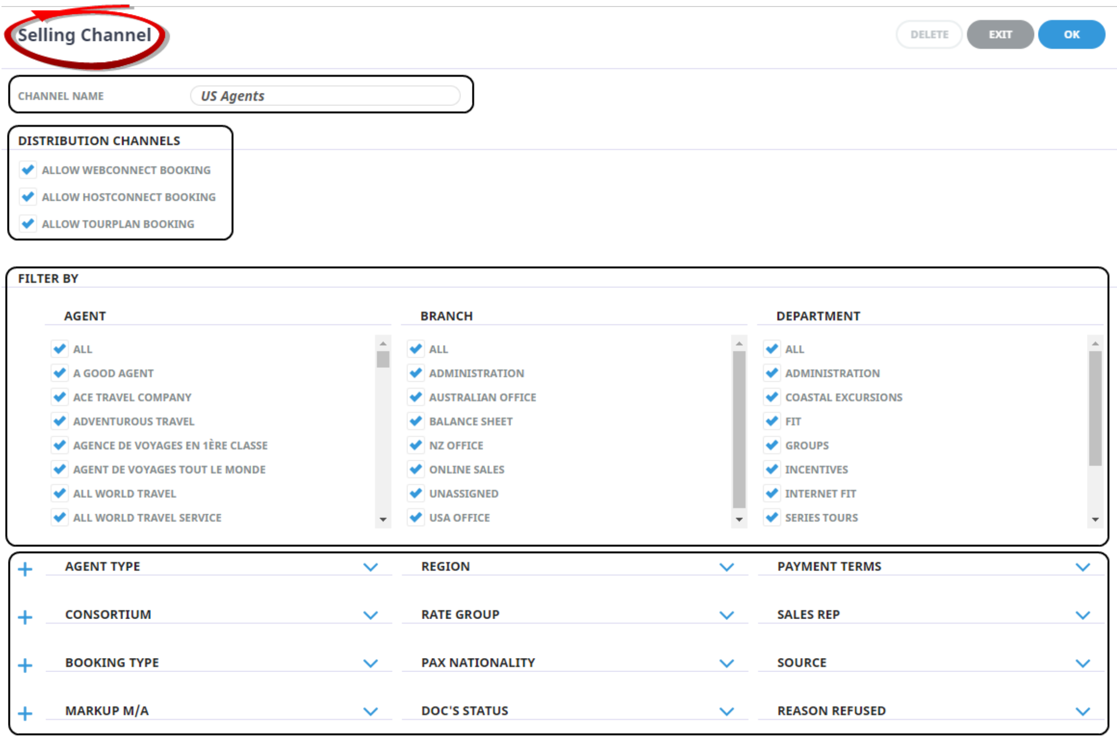
6. Configure selling criteria, by selecting **Filter By** rules.



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

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

About Selling Channel Fields



Channel Name

The Name of the Supplier Channel, this is a free text format to name the Channel. (The example above we have used a 'US Agents' Channel Name).

Distribution Channels

Defines one or more Distribution Channel methods. By default all three Distribution Channels will be checked.

The options available are:

- Allow WebConnect Booking - If checked this setting allows access to view and book product through webConnect. If un-checked product will not be available through webConnect for this channel.
- Allow HostConnect Booking - If checked this setting allows bookings through HostConnect. If un-checked product will not be available through HostConnect for this channel.
- Allow Tourplan Booking - If checked this setting allows users to view and book product in Tourplan. If un-checked product will not be available in Tourplan for this channel.

Setting selling channels will have no impact to the bookings the products are already used in.

Filter By

Agent

The 'Filter By' section provides the ability to select one or more Agents for this Selling Channel. By default this section will have "All" Agents selected.

Branch/Department

Organisations also have the ability to configure one or more Branch and/or Departments if the Selling Channel is to be made accessible for a particular group of bookings. By default this section will have "All" Branches and Departments selected.

Analysis Field Selections

The analysis field selections allow a cohort of Agents or Bookings with the ability to use the Selling Channel.

Agent Analysis Codes 1-6 - The top 6 Analysis fields are the Agent Analysis Codes.

Booking Analysis Codes 1-6 - The bottom 6 Analysis fields are the Booking Analysis Codes.

Multi select list of Analysis codes can be used to refine the Selling Channel if necessary. To expand the fields use the +, and to minimise the analysis list use the -.

NOTE: Analysis codes in the above screen capture are used for training purposes. Users company systems will have analysis fields and codes unique to their organisational requirements.

These codes must have been previously defined in the Code Setup application and attached to the Debtor (for Agent Analysis) and within a booking (for Booking Analysis). See the System Setup User Manual.

Add Supplier Cancellation Rules

This is the second of nine tasks described in this user manual for viewing or changing the following:

- Cancellation Policies

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Rules (this task)
3. Amenities
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts

Cancellation rules can be defined against a Supplier or against individual Products. The initial presumption is that the Cancellation Rules are set at the Supplier level. If the Cancellation Rules for a particular product are different, you can set the rule specific for each Product at the Product level (see menu **Home > Products > Product Setup > Product Details > Cancel Rules Tab**). When Product level Cancellation Rules are inserted they will take priority over the Supplier level Cancellation Rules.

Insertion of Cancellation Rules allows users to view the cancellation information at the time of service search within the booking process, and provides the opportunity for users to calculate the cancellation amount due at any point in the booking process.

Service Statuses will determine if a particular service can allow cancellation and in-turn trigger the Cancellation Rules policies to calculate the value of the cancellation fee for the cancelled service.

As with product, cancellation fee rules can be defined individually for FIT bookings and/or Group bookings or a standard cancellation fee for all bookings can be applied.

Specific date ranges can be inserted to allow variations in cancellation policy rules for different calendar periods, and flexibility on how the rate is applied is available by selecting either a relative or fixed rule entry.

NOTE: If User Company's have enabled external service searches the system accommodates for defined cancellation fees to be applied to these external service rates as well as the internal rates.

Configure Cancellation Rules for Suppliers

There is no limit to the number of Cancellation Rules attached to a Supplier.

1. If the supplier to which cancellation rules are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).

2. If the supplier does exist, search for the supplier from Product Setup, select menu **Home > Product > Product Setup > Supplier > Cancellation Rules** (any existing cancellation rules will display on this screen).

3. Click **Insert** to add a new entry.

   INSERT

4. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is; *Relative* or *Fixed* and the type of booking/s the policy is for.

5. The **Service Tab** will be open on screen, enter the *Cancellation Fee Service Details* fields.

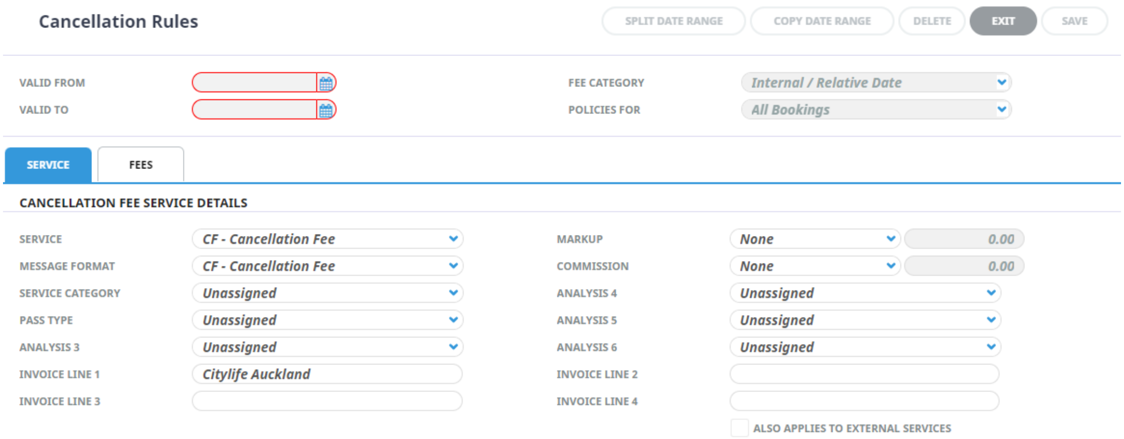
6. Click the **Fees Tab** and enter the Cancel Rule information.

7. Click **OK** to keep the changes and save or update the entry.

8. Click **Delete** to remove the entry and/or discard any changes.

a. Continue entering cancellation rules as required. Click **Insert Rule** and repeat instructions from Step 6 (above). This will create new rules for the defined 'Valid From/To' date range. *If a new date range is required repeat instruction from step 3.*

About the Cancellation Rules Fields



Valid From & To

This is the period that the cancellation rule applies for. When a service is cancelled in a booking the dates of the service will be compared with this date range, and where applicable will apply the cancellation rule.

Fee Category

NOTE: It is assumed that once set this field will not require change. If a change is required each rule will need to be re-visited individually to re-set the applies from field.

- Internal / Relative Date - selecting relative will provide the number of hours or days the cancellation rule applies for.

- Internal / Fixed Date - selecting fixed dates allows a specific date to be entered. If the cancellation date falls inside the defined 'Applies From' date the cancellation rule applies.

- External - This selection will allow the cancellation penalties to use the value calculated by the external system. If selected, the 'Fees Tab' will be removed as fee policy and values will apply from the external service cancellation policy rules.

  NOTE: This option should only be selected if external services have been enabled and the configuration allows the external service connection to pull rates and cancellation policies for this Supplier/Product.

Policies For

Cancellation fee rules can be inserted for different booking types. For example, some suppliers may offer different cancellation policies for Group bookings to their FIT bookings. The dropdown selection allows for these variations.

The options available are:

- All Bookings - provides one policy for all booking types.
- FIT and Groups - allows policy variations for FIT bookings and Group bookings. A pair of policies are defined: one for FIT bookings and one for Group bookings.
- FIT Only - provides a cancellation policy entry which will apply for FIT bookings only.
- Group Only - provides a cancellation policy entry which will apply for Group bookings only.

Additional tabs will be made available to insert the required cancellation policy content into each booking type.

Services Tab

Cancellation Fee Service Details

When the service is cancelled and a cancellation fee applied a new service line will be inserted automatically into the booking using the fields applied below.

Service

This field will determine the Service Type of the cancellation fee when the cancellation service is inserted into the booking. (The cancellation fee Service Type must first exist in **Code Setup > Product > Service** before it can be defined here).

Message Format

The Message Format is determined for the cancellation fee service from this field. (The cancellation fee Message Type must first exist in **Code Setup > Messaging > Message Type** before it can be defined here).

If a Service Type and Message Type are re-defined in Code Setup and the Service Type is linked to the Message Type in **Code Setup > Messaging > Message Defaults**, the system may automatically define the Message Format field when the Service Type is selected.

Product Analysis Fields 1-6

Select analysis codes from the dropdown fields. These codes must have been previously defined in the Code Setup Application. If you select analysis codes here they will automatically default into the product analysis fields for the cancellation fee service.

Mark up and Commission

These two fields default to None, however markup and commission calculations can be controlled by selecting one of the following options.

Markup or Commission Selections	
Matrix Look up	If selected, the service line will look to the Markup/Commission Matrix to see if a rule applies for the cancel fee service line. This should only be selected if the Matrix is used.
None (default)	No commission will be applied to the cancellation fee.
Percentage	A percentage value can be determined and will be applied to the cancellation fee.
Service	The commission or markup of the service being cancelled will be applied to the cancellation fee.

When the service is cancelled and the cancellation service line inserts into the booking the system will know what to charge and where to look for markup commission values.

Invoice Line 1

The text on Invoice Line 1 populates from the policies rules tab Invoice Line 1.

Invoice Line 2-4

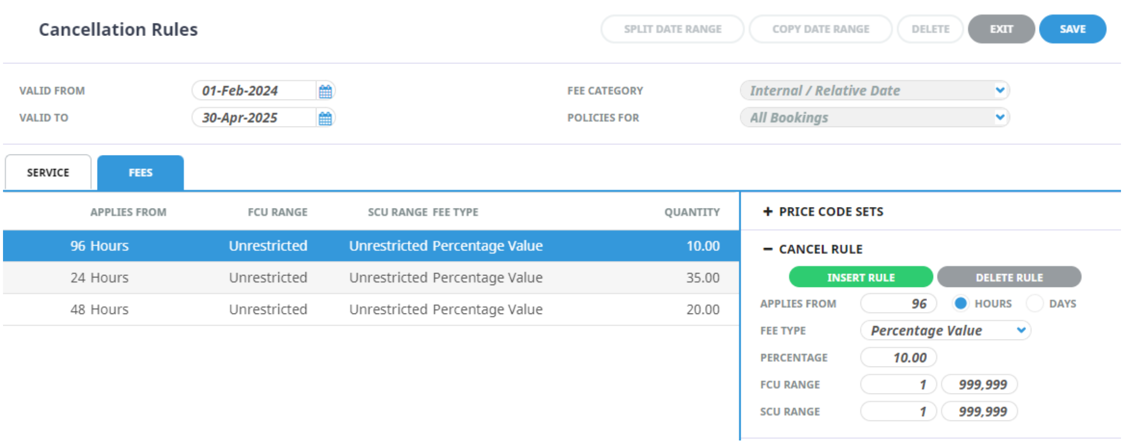
These field are a free format text field – Its primary purpose is to provide a description that will be used as an accounting transaction description.

NOTE: Invoice Lines 1-4 can be coded within your message templates to generate on your documentation and/or messages. Amendments can be made if necessary however these fields are generally left to populate automatically and in most cases will not require editing.

Also Applies to External Services

A check box allows for the cancellation fee to apply to external services. Users can view if the cancellation fee applies to external services from the More Information Policy pages (if the column is enabled) when making a booking.

Fees Tab



Cancellation Rules

Each rule will have a period as to how far in advance of a service date that a booking will incur cancellation fees.

1. The column on the left shows a list of rules attached to this cancellation period. Highlighting an existing rule will allow for maintenance of the rule fields.

2. The remaining fields within the column on the right allow for insertion or maintenance of the required cancellation rules.

Price Code Sets

The price code sets panel remains hidden until expanded using the + button. Companies can set different cancellation policies per Price Code allowing differing cancellation fees per market.

Using the 'Insert' button will open a Price Code screen, from here selection to apply the Cancel Rule to All Price Codes can occur (using the 'Applies To All Price Codes' check-box), or selection of the required Price Codes from the available list on the left hand column, use the right arrow to move highlighted Price Codes to the right hand column. This method will only apply the cancellation rules to the Selected Price Codes.

The 'Update' button will also open a Price Code screen allowing maintenance of the Price Code selections.

Cancel Rule

Applies From

This field can vary depending on the Type of Date In Rules selected:

- Relative - this field selection in the header will display a field to insert the number of days or hours prior to service date that a fee is incurred if cancelled.
- Fixed - this field selection in the header will display a field to insert a specific date which the rate will apply from.

Hours or Days

This field is only made available if a Relative date rule is selected. Buttons to set the policy for hours or days are available dependent on product cancellation policy requirements.

Fee Type

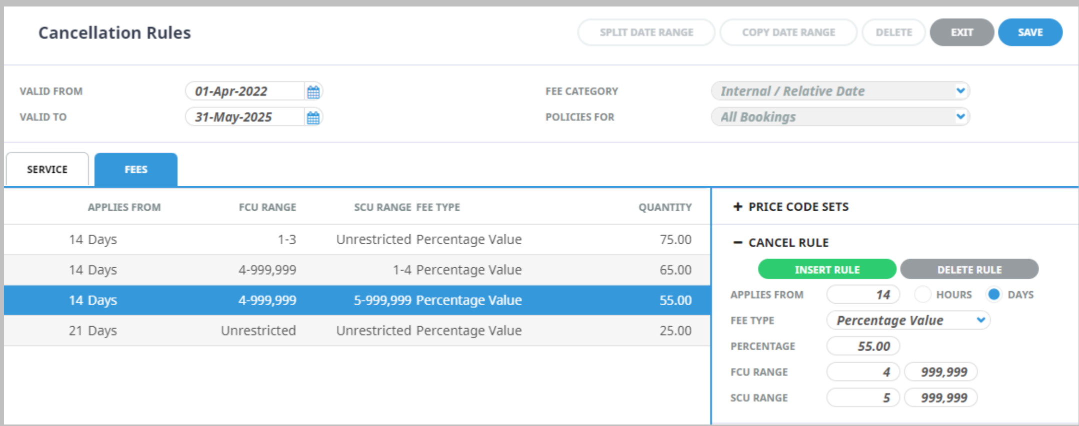
Select one of the choices for the system to know how to cost the cancellation fee:

Selection	Effect
First Night(s)	This setting will force the Cancellation Fee to be based on the first nightly rate if the booked service crosses season boundaries.
Fixed Amount	This setting will allow you to insert a fixed value. On cancellation of the service the amount defined here will be inserted into the booking as a Cancellation Fee.
Last Night(s)	This setting will force the Cancellation Fee to be based on the last nightly rate if the booked service crosses season boundaries.
Per Night Average	This setting will force the Cancellation Fee to be based on the average nightly rate. This setting will take into account what the rates are across the season boundaries for the selected service dates and then average the rate for the system to calculate the Cancellation Fee.
Percentage Value	This setting will force the Cancellation Fee to be a percentage value. On cancellation of the service the percentage amount defined will be calculated and inserted into the booking as a Cancellation Fee.

FCU/SCU Range

Cancellation rules offer complex rate rule entry where the rule can be determined by either the first charge unit or second charge unit values. This can assist with entering cancellation policies which may have alternative rules for different lengths of stay, or number of units booked in the service line. When a product is selected in a booking the service will look to the values of the FCU SCU and apply the cancellation fee based on the length of service and/or number of units booked.

This accommodation example shows that there are three rules that apply for 14 days, if a booking for 2 nights were cancelled the 75% cancellation fee would apply. Whereas if the booking was for 2 rooms for 5 nights a 65% cancellation fee would apply.



Add Supplier Internet Access

Add External Access

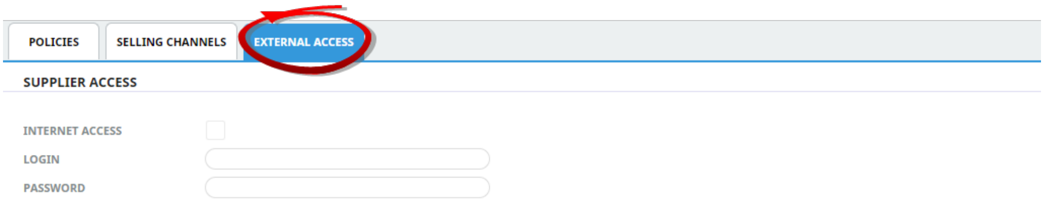
The External Access tab located under the Supplier Policies Menu (when viewing the supplier through the product menu). This Tab allows supplier access and a location for Login and Password fields to be stored. It is these fields are provided to the nominated supplier to allow private access to Tourplan via the Internet and the Tourplan Supplier Extranet to update rates and availability for their own services only.

Internet connectivity is not used by all Tourplan users:

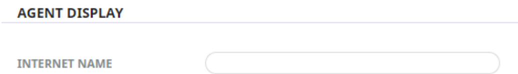
This tab is available for all Tourplan NX Systems however Supplier Connectivity is available when Tourplan NX Enterprise Edition is installed. Supplier Extranet is an additional component of the system and training on its use is given when it is purchased and installed.

Enter External Access Details

1. If the Creditor to which details are to be added does not exist, create the supplier first (see Creating New Creditors).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen from the Product menu.
3. You can add supplier External Access from **Product > Supplier > Supplier Policies**.
4. Click the **External Access** tab.



5. **NOTE:** Enter the details into fields as required (see "About External Access Fields" below below for explanations).
6. Enter **Internet Name** if an alternative name is required to display..



7. To keep the changes, click **Save**.

About External Access Fields

Supplier Access

Internet Access

The Internet Access check box must be checked to enable the Login and Password fields to activate.

When selected, a Login name and Password can be set up for the Supplier to access the Extranet. The save and discard buttons become active when data is entered.

Login

Enter a login name for the Supplier.

Password

Enter a password for the Supplier to use when logging in, ensure that the password includes a Capital Letter, Lower Case Letter, Number and a Symbol.

If Tourplan Supplier Extranet is not used, leave all fields blank.

Agent Display

Internet Name

The Internet Name allows a different supplier name to be presented to Agents via HostConnect and WebConnect.

Add Supplier Amenities

This is the third of nine tasks described in this user manual for viewing or changing the following:

- Amenities attached at the supplier level

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Rules
3. Amenities (this task)
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts

Amenities or facilities offered by suppliers can be set up and attached at both supplier level and/or product level.

This caters for the situation where a supplier e.g. a hotel may have amenities that are availble for all room types (at a supplier level) e.g., 24 Hr. Reception, Heated Pool, Baby Sitting Available etc., and product amenities would be attached to specific room types - e.g. Cooking Facilities or a Spa Bath.

Having amenities set up is not critical to the operation of Tourplan — it will function without them. Supplier and product set up can continue without them; they can be added at a later stage if required.

Attaching Amenities

1. If the supplier to which amenities are to be added does not exist, create the supplier first (see Create a Supplier)
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Home > Product > Product Setup > Supplier > Amenities** (if amenities are attached a list will display on this screen).
3. Click **Insert** to add a new entry.

   INSERT

4. On the **Insert Amenities** screen, select the required Amenities.
5. Click **Save** to keep the changes.

   SAVE

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

A list of all amenities loaded via Code Setup will display in the Insert Amenities Screen.

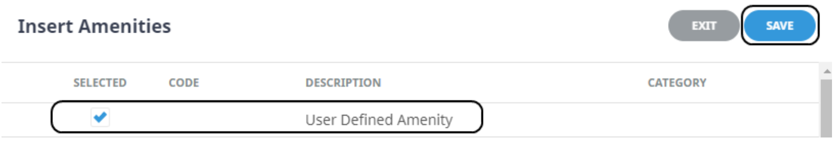
User Defined Amenity

There is an entry at the very top of the Insert Amenities list named User Defined Amenity. This procedure can be used to add a one off amenity. It can be added as an extra amenity for this one supplier only, without having to add the amenity to Code Setup.

To add additional amenities that have not been included in the list, select the check box for the User Defined Amenity and then type in the description required. Then select the Category from the drop-down to the right of the description.

Adding a one off Amenity - User Defined Amenity

1. On the **Insert Amenities** screen, select the **User Defined Amenity** and select **Save**.



2. Enter a *Description*.
3. Select a *Category*.
4. Click **Save** to keep the changes.

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

Removing Amenities

At anytime amenities can be removed if they no longer apply.

Remove an Amenity

1. If the supplier to which amenities are to be added does not exist, create the supplier first (see Create a Supplier).
2. If the supplier does exist, search for and retrieve it, so that supplier details are displayed on the screen (see Searching for Suppliers and/or Products).
3. When supplier details are displayed on screen, select menu **Home > Product Setup > Supplier > Amenities** (if amenities are attached a list will display on this screen).
4. Select the required *Amenity*.
5. On the Amenity screen, click **Delete**.

6. Alternatively, open the **Insert Amenities** screen, *unselect the check box* next to the Amenity to remove it, and **Save**.

Add Replicated Locations

This is the fourth of nine tasks described in this user manual for viewing or changing the following:

- Locations, attached as replicated locations
- Pick up and drop off locations

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Rules
3. Amenities
4. Replicated Locations (this task)
5. Supplier FYI
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts

Replicated Locations allow alternative locations and addresses to be stored against suppliers that have multiple pick-up and drop-off locations, (e.g. Rental Vehicle operators).

The first condition to consider before setting up the Replicated Location is that the supplier that is having the pick-up/drop-off points added is the supplier—i.e. for the example being shown, Budget Rent A Car is the supplier, and they only have pick-up/drop-off locations at other cities, not reservations and accounting offices.

The Product will be set up with the generic location (e.g.) NZL (New Zealand). When replicated locations are attached to a supplier consultants will search for product using the actual location they require the service for. The alternative (replicated) locations set up under the supplier replicated locations e.g., AKL, ROT, CHC, etc. Product will be returned in a service search for AKL, ROT, and CHC locations.

The benefit of this feature is that Rental Vehicles etc. only need to be set up in the Product Setup for one generic location, but in bookings, the actual pick-up and drop-off locations can be specified which means documentation etc. is showing the correct detail.

> Replicated locations are often mistakenly set up against Master Suppliers - e.g. a hotel chain head office. This is an incorrect use of the feature - a hotel stay can not commence in one location and finish in a different location. In the case of hotel chains, each property is set up as a separate supplier - e.g. Ramada Christchurch, Ramada Orewa. In the case of rental vehicles, there is one supplier (and reservations office) providing the service in multiple locations.

Creating Replicated Locations

For replicated locations to be used "Locations" must have been set up in Code Setup > Locations

1. If the supplier to which replicated locations are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Home > Product > Product Setup > Supplier >** (if Replicated Locations are attached a list will display on this screen).
3. Click **Insert** to add a new entry.

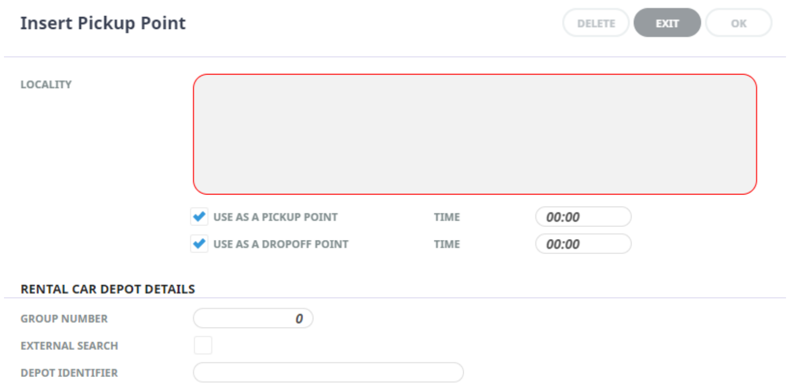
4. Saving here will add the location to the list of replicated locations for the supplier and allow their products to be found in this location.

5. To define **Pick-Up** and **Drop-Off** sites per location.
    a. Select a **Location**.

    b. Click **Insert** to add a new entry.

    c. Enter the **Locality information** and use the check boxes to assign if the locality can be used as a pick-up point and/or drop-off point and click **OK** to keep changes.

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

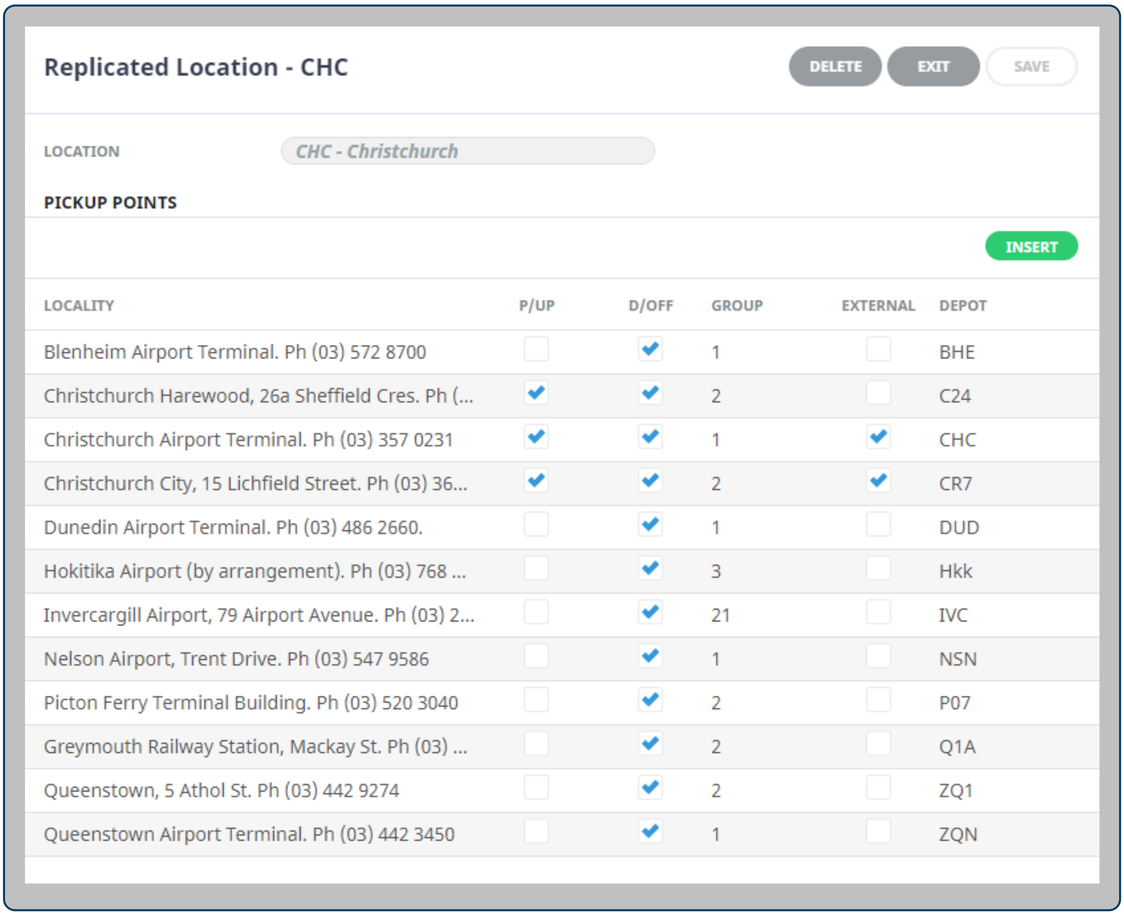
    

7. Click **Exit** to discard any changes.

A full list of Replicated Locations will display for this supplier and you can review/amend the details by double clicking on the location.

The generic location of the Service Option (NZL in this example) must also be added to the replicated locations.

In this example CHC-Christchurch there are three locations where rental cars can be picked up or dropped off for this supplier and this location, the remaining depots allow drop-off only (indicating one way hire is permitted).



Replicated Location - CHC

DELETE EXIT SAVE

LOCATION: CHC - Christchurch

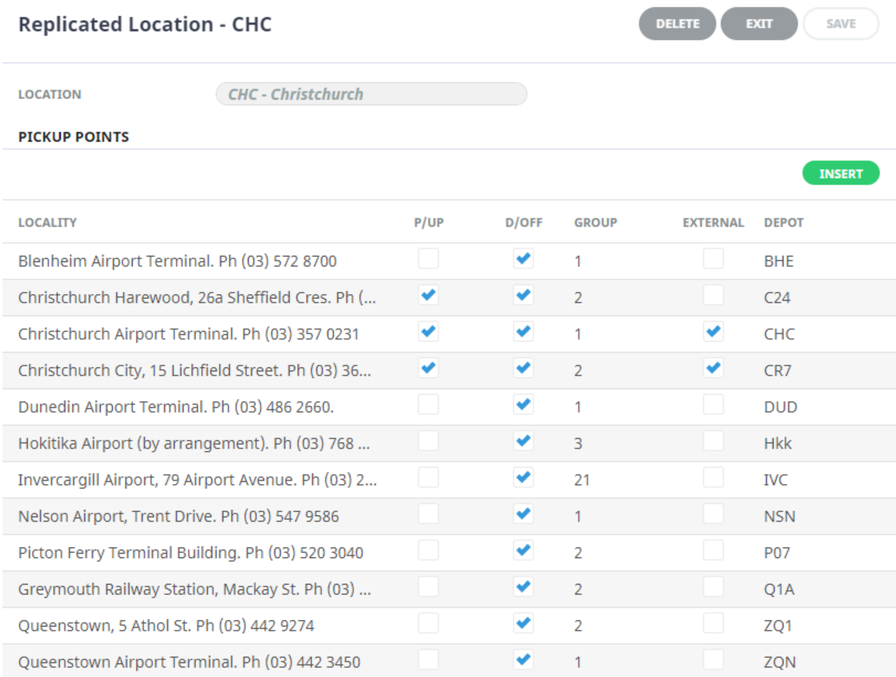
PICKUP POINTS

INSERT

LOCALITY	P/UP	D/OFF	GROUP	EXTERNAL	DEPOT
Blenheim Airport Terminal. Ph (03) 572 8700		✓	1		BHE
Christchurch Harewood, 26a Sheffield Cres. Ph (...	✓	✓	2		C24
Christchurch Airport Terminal. Ph (03) 357 0231	✓	✓	1	✓	CHC
Christchurch City, 15 Lichfield Street. Ph (03) 36...	✓	✓	2	✓	CR7
Dunedin Airport Terminal. Ph (03) 486 2660.		✓	1		DUD
Hokitika Airport (by arrangement). Ph (03) 768 ...		✓	3		Hkk
Invercargill Airport, 79 Airport Avenue. Ph (03) 2...		✓	21		IVC
Nelson Airport, Trent Drive. Ph (03) 547 9586		✓	1		NSN
Picton Ferry Terminal Building. Ph (03) 520 3040		✓	2		P07
Greymouth Railway Station, Mackay St. Ph (03) ...		✓	2		Q1A
Queenstown, 5 Athol St. Ph (03) 442 9274		✓	2		ZQ1
Queenstown Airport Terminal. Ph (03) 442 3450		✓	1		ZQN

About Replicated Location Fields

On entry the replicated locations screen will show a full list of locations assigned as a replicated location.



Replicated Location - CHC

DELETE EXIT SAVE

LOCATION: CHC - Christchurch

PICKUP POINTS

INSERT

LOCALITY	P/UP	D/OFF	GROUP	EXTERNAL	DEPOT
Blenheim Airport Terminal. Ph (03) 572 8700		✓	1		BHE
Christchurch Harewood, 26a Sheffield Cres. Ph (...	✓	✓	2		C24
Christchurch Airport Terminal. Ph (03) 357 0231	✓	✓	1	✓	CHC
Christchurch City, 15 Lichfield Street. Ph (03) 36...	✓	✓	2	✓	CR7
Dunedin Airport Terminal. Ph (03) 486 2660.		✓	1		DUD
Hokitika Airport (by arrangement). Ph (03) 768 ...		✓	3		Hkk
Invercargill Airport, 79 Airport Avenue. Ph (03) 2...		✓	21		IVC
Nelson Airport, Trent Drive. Ph (03) 547 9586		✓	1		NSN
Picton Ferry Terminal Building. Ph (03) 520 3040		✓	2		P07
Greymouth Railway Station, Mackay St. Ph (03) ...		✓	2		Q1A
Queenstown, 5 Athol St. Ph (03) 442 9274		✓	2		ZQ1
Queenstown Airport Terminal. Ph (03) 442 3450		✓	1		ZQN

Location

The locations which display in this panel are those that were inserted as a replicated location.

Pick-Up/Drop-Off for This Location

Displays the list of pick-up and drop-off points for the location which is currently highlighted in the Replicated Locations panel.

Locality

This field stores address and contact details for the pick-up/drop-off points.

NOTE: When used in Quotes/Bookings, the locality addresses are automatically available as valid pick-up/drop-off points which can be used in client documentation.

Pick-Up/Drop-Off Point Indicators

The initial screen lists localities available for this replicated location. The Pick-up/Drop-off point indicators display as a check box to determine if the locality can be used as a pick-up or drop-off locality. Amendments can be made here or additional information such as times for scheduled services can be inserted or amended by clicking the existing locality.

- **Valid Pickup/Dropoff Point** - If the locality is available as a pick-up and/or drop-off location the checkbox should be selected.
- **Time** - If the pick-up point is for (e.g.) a scheduled service, then the departure time can be entered here and it will automatically default into bookings.

> The 3 additional fields Group Number, External Search and Depot Identifier are used by the External Supplier Adapter to provide required detail to rental vehicle company systems. These should be left blank unless the adapter is installed and being used.

Add Supplier FYI Messages

This is the fifth of nine tasks described in this user manual for viewing or changing the following:

- Message content saved as FYI supplier messages
- The date periods for messages to display when the supplier is selected in a booking
- If the message is to be displayed as an internal message or if it should display as an external note (if webConnect is used)

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Rules
3. Amenities
4. Replicated Locations
5. Supplier FYI (this task)
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts

This facility enables simple notes to be set up against a supplier and these can be used as a prompt for consultants processing quotes and bookings. The detail of the note can also be shared with agents when making a booking using webConnect.

FYI messages can be used for a variety of reasons, e.g., a prompt to let the booking consultants know that a property is being refurbished, or perhaps an internal note to let consultants know that a deposit is required when a particular supplier is booked.

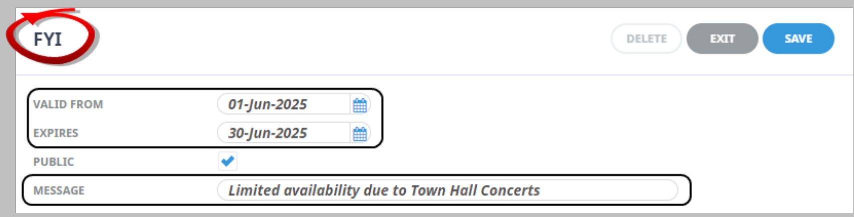
Insert a FYI Message

1. If the supplier to which the FYI Message is to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Home > Product > Product Setup > Supplier > Supplier FYI** (if FYI message are already attached a list will display on this screen).
3. Click **Insert** to add a new entry.

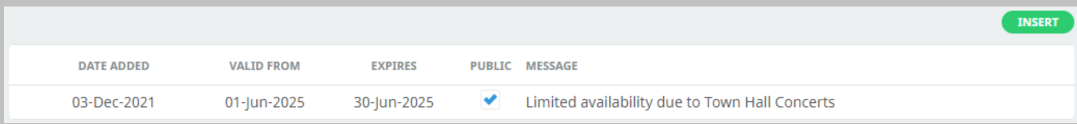
4. Select **Valid From** and **Expires** dates.
5. Select the **Public** checkbox if the message is to display online (on WebConnect).
6. Enter the **Message** text.
7. Click **Save** to keep the changes.

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

> The example below shows the text *Limited Availability due to townhall concerts* and will show when consultants book/quote rooms for this supplier between 01 June 2025 and 30 June 2025, the message will be available to agents online through webConnect.



NOTE: When saved the message will display in a list of FYI messages and will remain on the Supplier FYI list even when expired, dates can be amended for the message to become extended or active again.



About FYI Fields

Date Added

This defaults to the system date. It cannot be altered.

Valid From

The date that the message is valid from.

Expires

The date that the message expires and will no longer show when the product is booked. If the validity of the message needs to be extended, it can be by changing the date in this screen.

NOTE: The Valid From date and Expires Date work in conjunction with the service date when a service is booked. If the service date falls between the Valid From and Expires Date, the message will display for the consultant.

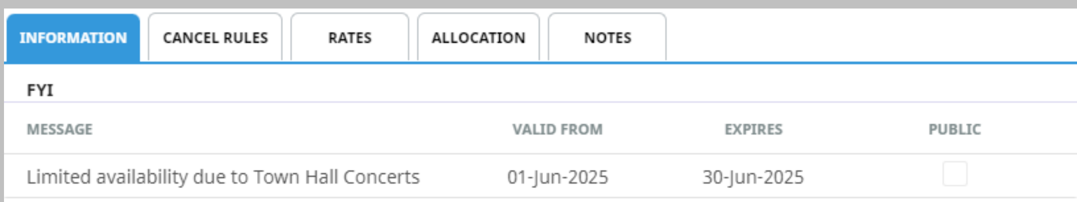
Public

When checked, this checkbox allows the message to display to agents via webConnect.

Message

Free format text the text limit is 128 characters per message.

The message will display in bookings provided the Service Date falls between the Valid From and Expires dates. If there are multiple messages for the same period, they are able to be scrolled through. FYI messages are visible from the Information Tab at the time of booking the product.



Add Supplier Notes

This is the sixth of nine tasks described in this user manual for viewing or changing the following:

- Notes attached at the supplier level

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Policies
3. Amenities
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes (this task)
7. Language Translations
8. Allocations
9. Contacts

Supplier Notes enables free format notes (or graphics) to be entered against a supplier. Information stored within a notes category can be used as an internal note or can be used in your documentation.

- The Note Category (in Code Setup) will need to be set to 'Include in Messaging' for the text to be able to display in generated messages.

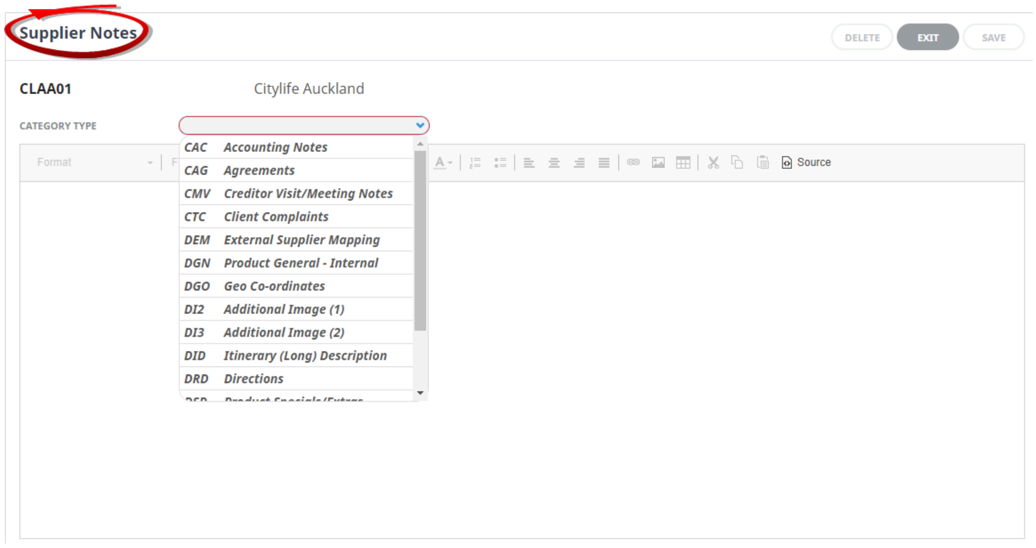
NOTE: It is important to keep the consistency of your formatting within your notes field especially if the fields are going to be used in your documentation.

Prior to entering Supplier Notes, Supplier Note Categories or Product/Supplier Note Categories must be setup in the Code Setup application (see the System Setup User Manual).

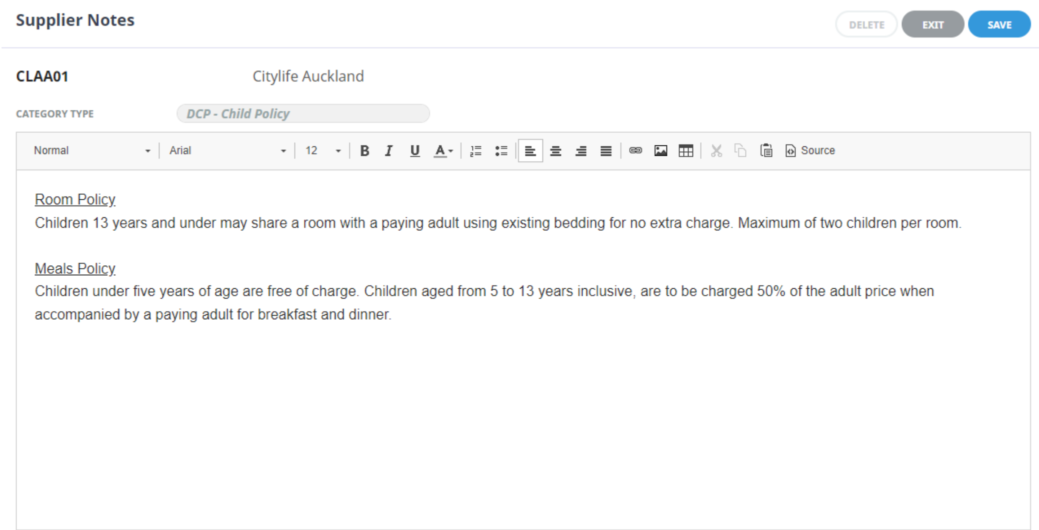
> There are two locations that supplier/creditor notes can be inserted in the system. The first is noted in the procedure below, the second is from the Financial Application when a Creditor has been searched and the Creditor information is displaying on the screen users can add Supplier Notes from the Creditor > Notes menu.

Add Supplier Notes

1. If the supplier to which notes are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for and retrieve it, so that creditor details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. You can add supplier notes from **Product Setup > Supplier Setup > Supplier Notes**.
4. On the **Supplier Notes** screen, select a **Category Type** and enter some notes into the rich text field.



5. Check the **completed screen**.



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

Supplier Notes Category Types

There is no limit to the number of note categories user company's may choose to use, however the selection made available to store supplier notes will be determined in the system setup stages.

NOTE: Formatting is important when inserting note information, the note categories have been setup to either use plain text or HTML formatting. Plain text notes will get the formatting from the document layout where the note is being output. Where as if HTML formatting is set then any formatted text (such as bold or italic for example) will hold within the note and transfer onto your generated message.

Available categories for creditors in the Standard Database system are:

Code	Description	Type
CAC	Accounting Notes	Creditor
CAG	Agreements	Creditor
CMV	Creditor Visit / Meeting Notes	Creditor
CTC	Client Complaints	Creditor

Code	Description	Type
DCP	Child Policy	Product Supplier
DEM	External Supplier Mapping	Product Supplier
DGN	Product General - Internal	Product Supplier
DGO	Geo Coordinates	Product Supplier
DI1	Default Image	Product Supplier
DI2	Additional Image (1)	Product Supplier
DI3	Additional Image (2)	Product Supplier
DID	Itinerary (Long) Description	Product Supplier
DRD	Directions	Product Supplier
DSP	Specials / Extras	Product Supplier
DTC	Service Terms and Conditions	Product Supplier
DWD	Web (Short) Description	Product Supplier
DXP	Cancellation Policy	Product Supplier

User Company's may display a different list, it will depend on the note categories that may have been added, amended or removed.

NOTE: In the above table:

Types marked Creditor are Creditor Notes that are available for viewing/editing in the Creditors Application and from the Product Application Supplier Menu. Types marked Product Supplier are Product Supplier Notes, which can viewed/edited in **Product Setup > Supplier > Supplier Notes**. A note category that is defined as a Product Supplier Note will attach to *all* products that are created for the supplier.

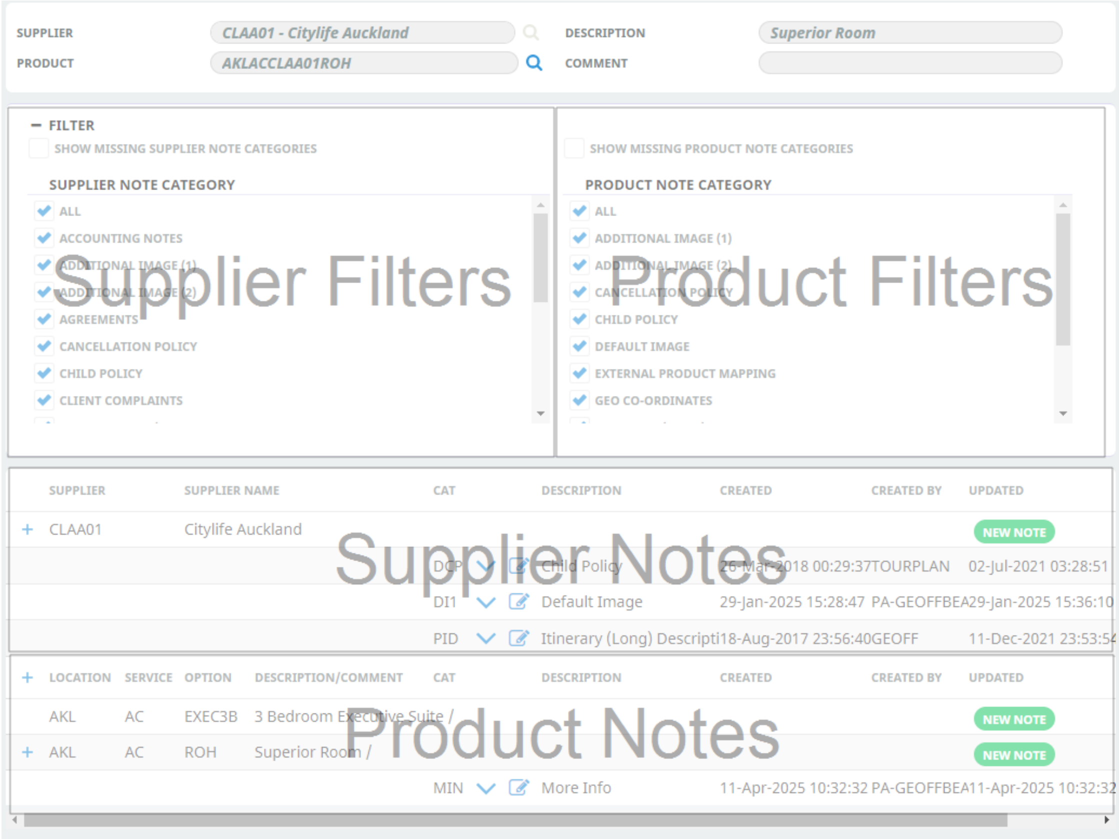
If a note category displays that is not applicable to the supplier, leave the note blank.

As described in the procedure above, to enter a note, first highlight the required note category from the Category Type list, then click in the rich text editor section at the bottom of the screen and type a note. An alternative is to copy/paste information from the suppliers website and edit it accordingly.

NOTE: When copying and pasting information from a suppliers website, ensure that the text is first inserted into a Microsoft Word document or Notepad document to strip the text into plain text before inserting (copy/paste) the text into Tourplan.

If a note applies to a particular product that the supplier offers; e.g., it applies to a **Suite** rather than an **ROH Room**, then it must not be attached here - it must be a **Product Note**, *not* a Supplier or Product Supplier Note. About Supplier Note format options

Supplier Notes Display Screen



Filters

The filter section can be expanded using the + button, a full list of Supplier Note Categories are available from the left hand column, and product filters are available from the right had column.

Users can select to filter by a specific note category - a useful feature when there is a large volume of notes attached to the supplier or product, and a filtered column scroll provides fast navigation for each alphabeticallised list of Note Category Descriptions.

Show Missing Supplier Note Categories & Show Missing Product Note Categories

When either of these settings are checked, a full list of selected (Supplier or Product) note categories will display within the bottom section of the screen. Users can choose to display "All" or define specific Notes Categories from either list.

This feature removes the requirement to use the "New Note" button for individual note insertion saving time when entering a large volume of note information.

Supplier Notes

Supplier/Creditor notes stores information about the supplier, information such as cancellation rules for the property as an accommodation example. Supplier notes are listed under the Supplier Name and editing of the note can occur by clicking on the edit note icon. If the note category listed has note text saved it can be viewed by selecting the down arrow, or by clicking on the note description to expand.

NOTE: The 'New Note' button will add a new note at the supplier level.

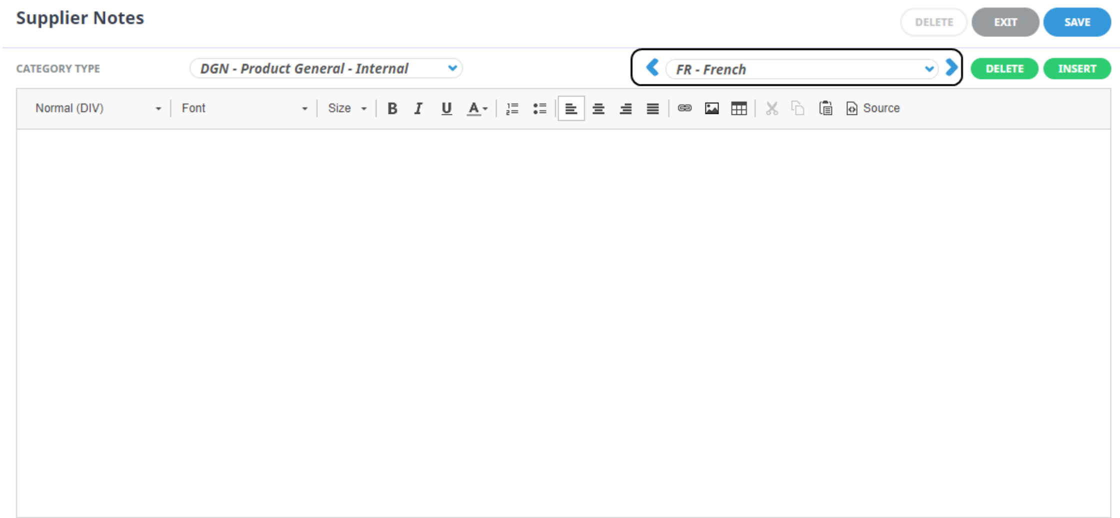
Product Notes

Product notes store information about the different products attached to the supplier. In an accommodation example this could be information about a specific room. If the note category listed has note text saved it can be viewed by selecting the down arrow, or by clicking on the note description to expand.

NOTE: The 'New Note' button will add a new note at the product level.

Multi Language Note

If the multi language check box is enabled for the defined note category in **Code Setup > Notes** a language selection will be available to insert language translation text per language.



To insert notes for multiple languages, click the insert button next to the language. A Language selection screen will display for users to define the language assigned to the note text.

NOTE: Organisations can insert as many languages as they use .

Viewing alternative language note content

The arrows to the left and right of the language field allow users to view and edit alternative language note entries and a dropdown selection can be used to display a specific language note entry.

Add Language Translations

This is the first of nine tasks described in this user manual for viewing or changing the following:

- Language Translations for Suppliers and Products

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

The full list is:

1. Supplier Policies
2. Cancellation Rules
3. Amenities
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes
7. Language Translations (this task)
8. Allocations
9. Contacts

NOTE: This feature of Tourplan will not be used by all Organisations. If this functionality is beneficial to your operational requirements a language translation project would be suggested and discussed by one of our Tourplan Consultants.

> Implementation of Language Translations is multifaceted, system wide setup elements are required throughout Tourplan and data entry within this section of Tourplan alone will not perform language translations.

Tourplan does not limit the number of languages used for alternative text translation, the number of languages required by organisations are pre-defined as Language Labels in System Setup providing the ability to save text entries for multiple languages.

If security permissions are set to allow Supplier Language Translation updates users will be able to insert, view, and amend alternative language text for Supplier and Product fields such as: Supplier Name, Product Name, Product Descriptive fields, (Replicated) Locations, Pickup Points, and Address fields.

Multi lingual agent message generation can be configured although Tourplan does not automatically translate data, the translation process requires manual entry of alternative text fields either from the Supplier/Product Multi Language Field entry (this procedure) or from a system wide language translation table of translation entries. Organisations will need to have messaging templates configured to use Language Translation - more information on message setup can be found in the Messaging User Manual.

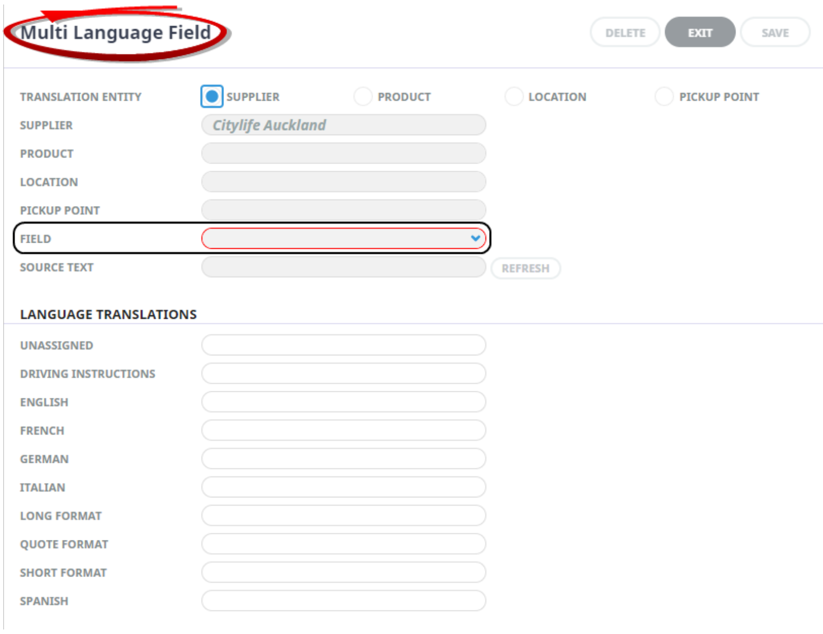
The procedure below provides instruction on how to insert Supplier Language Translation text. The instruction to insert: Product, Location, and Pickup Point Language Translation text is replaced by an alternative radio button selection (in task 4). Detailed differences in field selections are available in the About Multi Language Fields noted below.

Inserting a Supplier Translation Entity

1. If the supplier to which Language Translations are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. On the Product Setup screen, select menu **Home > Products > Product Setup**.
3. Click **Insert**.

4. On the **Multi Language Field** screen, select the **Supplier** radio button and the **Field** to translate.



5. Enter the translated text for the Supplier.

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

7. The Multi Language Field screen will remain open allowing users to continue entering field translations. Once all required entries are completed, Click **Exit**.

NOTE: A full list of Supplier Translations will show on screen, to edit an entry, click to Open.

About Multi Language Fields

On Insert, the Multi Language Field screen opens, the Supplier Name will show as a view only field and cannot be edited.

Translation Entity

The Translation Entity identifies the data level required for translation, there 4 Translation Entity radio buttons, once selected further nomination of fields are required.

Translation Entity selections include:

- Supplier - allowing alternative text entries for a Supplier Information.
- Product - allowing alternative text entries for Product Information.
- Location - allowing alternative text entries for Supplier (Replicated) Location Pick up Points.
- Pickup Point - allowing alternative text entries for Product Pick up Points.

Source Text

This is a view only field displaying text from the Source Supplier or Product for the field selected.

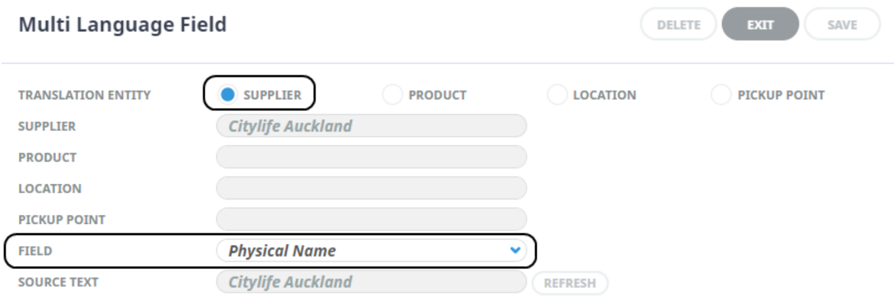
Supplier Translation

When the Supplier radio button is selected a dropdown Field list is enabled. There are 7 available options to insert Supplier level translations.

NOTE: The Source Fields used by your organisation to display a Supplier Name and Address information will determine the fields required for translation.

The Field selections available for Language Translation entry are:.

- Internet Name - allowing alternative text entries for the Agent Display Internet Name.
- Physical Address 1 - 5 There are five address fields which allow alternative language text entries for the Suppliers Physical Address (if required).
- Physical Name - allowing alternative text entries for the Suppliers Physical Name.



Product Translation

When the Product radio button is selected, the Product field will be enabled with a dropdown list of Product attached to the Supplier.

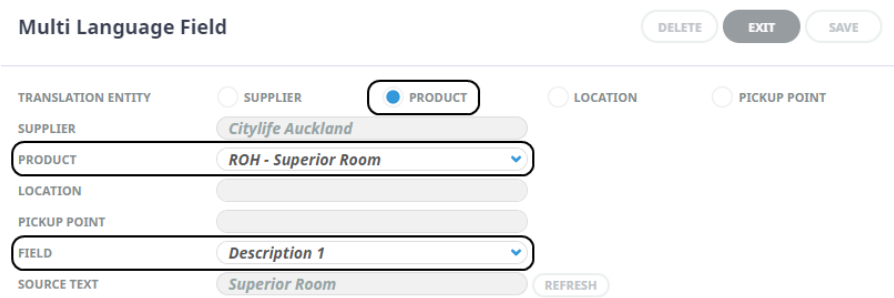
Select a Product option, and then select the (product) Fields that require alternative language text.

NOTE: The Source Fields used by your organisation to display Product inclusions (extras) and descriptive information will determine the Fields required for translation.

The Field selections available for Language Translation entry are:

- Description Fields - allowing alternative language text entries for the selected product Descriptions.
- Comment - allowing alternative language text entries for the selected product Comments.
- Extra Names 1-5 - There are five Extra fields which allow alternative language text entries for the selected products Extra Names (if used).
- Extra Descriptions 1-5 - There are five Extra fields which allow alternative language text entries for the selected products Extras Descriptions (if used).

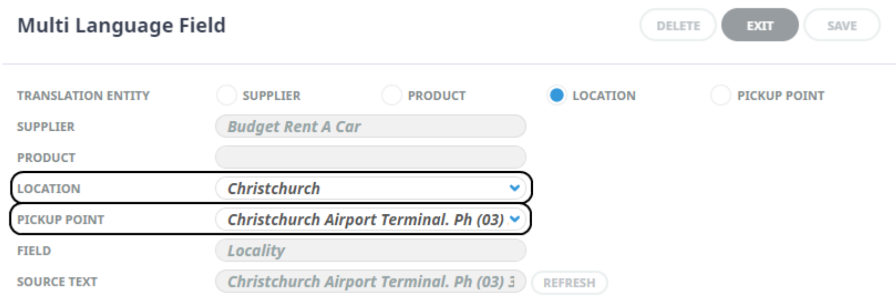
> If Code Setup language translation records are configured for common terms such as room types or Extras, the system may recognise the source text and insert the pre-defined language translations from Code Setup.



Location Translation

When the Location radio button is selected, the Location Field will be enabled with a dropdown list of (replicated) Locations attached to the Supplier. Select a Location, the Pickup Point localities defined for this Location will display in a further dropdown list.

NOTE: Locations may have multiple Pickup Point localities which can be translated individually if required.

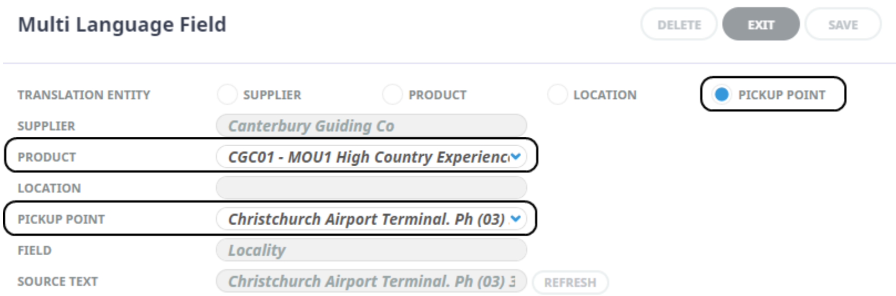


Pick Up Point Translation

When the Pickup Point radio button is selected, the Product field will be enabled with a dropdown list of Product attached to the supplier.

Select a Product option, the Pickup Point localities attached to the Product will display in a dropdown field for Language Translation entries.

NOTE: Products may have multiple Pickup Point localities which can be translated individually if required.



Setting Up Allocations

Using Allocations

While Tourplan-NX Allocations is most often used for Hotel rooms, it may also be used to store allocations of any other product for which ‘stock’ is held e.g. seats on a coach, train or aircraft.

General points about allocations:

- Allocations only stores quantities and not specific room, seat or cabin numbers.
- Allocations may be stored against a supplier or against one or more products for a supplier.
- Allocations are linked to the FITs & Groups applications so that availability can be viewed and optionally taken from the allocation during the booking process.

Using the "Allocation Splits (Sub-Allocations)" below, multiple allocations are able to be created. These ‘sub’ allocations can be given to specific agents (or a number of agents) as their ‘own’ allocation if required; e.g., an allocation can be held on behalf of an agent.

Facilities are also provided to report availability for each allocation and release unused allocations back to suppliers. (Development of report functionality for allocations is due in future enhancements of Tourplan NX and not currently available).

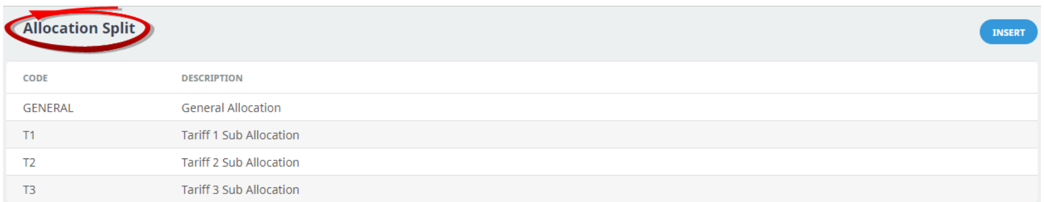
Allocation Splits (Sub-Allocations)

Prior to setting-up allocations, the codes and names of any sub-allocations (also known as ‘Allocation Splits’ or ‘Agent Allocations’) must be set up. Typically sub-allocations are used to split supplier allotments by agent or market. For example a hotel may give an allocation of 10 rooms a night which can then be split into two sub-allocations – an 8 room General sub-allocation for general use, and a 2 room sub-allocation which can be assigned to a specific agent or Price Code.

NOTE: If split allocations are not going to be used, at least one Split code needs to be set up and called e.g. “General”. In the Debtors application this sub-allocation can be selectively applied to agents to indicate which agents can use the allocation and which agents cannot.

Insert an Allocation Split

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Allocation Split**.
3. On the **Allocation Unit** screen, if the code required is not already in the list, click **Insert**.



4. Enter a *Code* and *Description* for the allocation split and click **Save**.

About Split Code and Description

- **Code** is up to 15 characters.
- **Description** is any meaningful name.

NOTE: Something to consider is that allocations will display in alpha numeric order of split code. If a main allocation is called general and you wanted to this appear first we suggest using 010 GENERAL instead of just GENERAL.

Allocation Units

If an accommodation supplier offers allocations of specific room types e.g. ‘singles’, ‘doubles’, ‘twins’ etc., these can also be set up as an Allocation unit. If suppliers simply provide allocations on a per room basis at least one allocation unit (e.g., ‘Rooms’) needs to be defined.

For seat in coach, coach, rail, theatre ticket or airline product, define a “seats” allocation unit.

NOTE: For seat allocations, only one Pax Count allocation needs to be created - it can be used for all seat-based allocations.

Insert an Allocation Unit

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Allocation Unit**.
3. Click **Insert** to add a new entry.

4. Enter a *Code* and *Description* for the allocation unit.
5. If room allocation unit is being created, decide if all room types apply or if individual rooms apply. If the Allocation unit is a pax based allocation, select the pax based allocation check box, and if children or infants are to be included in the pax count.
6. Click **Save** to keep the changes.

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

About Allocation Unit Fields

Code

Is a 2 character code.

Description

Is any meaningful name (up to 30 characters) for the Allocation Unit to be known by.

Room Types - Twin/Double/Single/Triple/Quad/Other

Check the box(es) to indicate what type of room this allocation Unit applies to

NOTE: If entering an Allocation Unit of e.g. DB - Doubles only, then just check the Double check box. This then limits any other room type from holding this allocation within a FIT or Groups booking. This logic also applies to Singles, Twins, Triples and Quads Allocation Unit setup.

NOTE: In the case of room Allocation Units, check all check boxes *except* Pax Count. In Bookings any allocation can be taken for any room type.

Pax Based Allocation

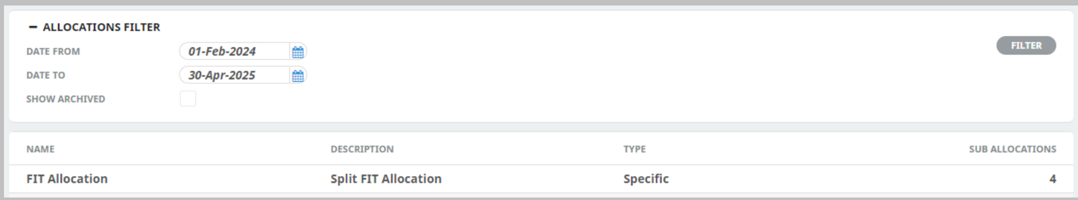
For seat allocations in for example, a train or aircraft, check the Pax Count check box only. Check the Children and Infants boxes if Children and/or Infants are to be included in the allocation count.

supplierConnectEnabled

This feature is only available to user sites who have supplierConnect (aka supplierExtranet). If the box is checked, then suppliers who maintain their own allocations on a user site have access to allocations using the Allocation Unit.

Add a New Allocation

The example in this procedure adds an Allocation to the product AKLACCLAA01ROH - Superior Room at Citylife Auckland



NOTE:
Allocations can be added from two different places in Product Setup, although the end result is the same

1. One is with the Supplier only loaded and
2. the other is with the Supplier *and* Product loaded.

Adding an Allocation

Add an Allocation

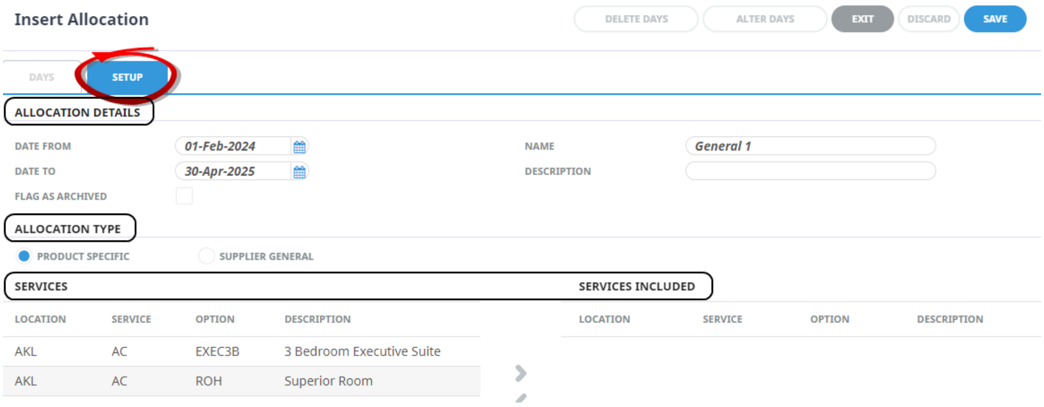
1. On the Product Setup screen, select menu **Home > Products > Product Setup**.

2. On the Product Setup screen, with the Supplier and/or Product loaded, select menu **Product Setup > Supplier > Allocations**.

3. Click **Insert Allocation**.

4. On the **Insert Allocation** screen, enter **Date From**, **Date To**, **Name** and Description.

   NOTE: Dates and Name are mandatory, Description is optional.



5. Select allocations by clicking each of the products required under **Services** and then clicking the grey right arrow (which turns blue when a product is highlighted). Move the required products from **Services** to **Services Included**.

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

   NOTE: If Save is clicked, the Add Unit Type screen appears - continue with " Add a Unit Type" on the facing page.

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

The Insert Allocation screen can be used to insert new allocations, or amend, or delete, existing allocations.

About the Insert Allocation (Setup tab) Fields

Allocation Details group

On initial display of this screen, the Date From field defaults to the current date and Date To field defaults to the same day next month.

Date From/To

The dates that the allocation starts and ends on.

NOTE: If there are close out periods that are known *prior* to setting up the allocation, then there are different methods of handling the allocation set up. One method is to set the end date to the date *before* the close out and when that allocation has been set up, insert another allocation with the beginning date the day *after* the close out date. Another method is to insert the allocation, ignoring the close out(s) and then modifying or deleting each close out date as required. The same methods can be used if the allocation quantities vary during the period of the allocation.

Name

Enter the allocation name. If there is only one allocation with the supplier then use e.g. the supplier name or "General", "Standard", FIT" etc. If the allocation is for a special event then it should be named as such. There can be unlimited allocation names per supplier and each can be defined for a different range of dates.

If multiple allocations are set against a product Tourplan will use the allocation based on allocation name. It might therefore be useful to use alphanumerical codes like 010 FIT Allocation, 090 Freesale Allocation.

The Allocation Name *cannot* be edited/changed once the allocation has been saved.

NOTE: The same Allocation name can be used against multiple suppliers; e.g. Run of House, FIT etc.

Description

Enter a long description of the allocation.

NOTE: The Allocation Description *can* be edited/changed after the allocation has been saved.

Flag as Archived

This checkbox allows the allocation to be archived which will prevent the allocation from being used.

Allocation Type group

This can be either:

- **Supplier General** – The allocation will apply to *all* of the services displayed in the Services Group.
- **Option Specific** – The allocation applies only to one or a selection of the services displayed in the Services Group.

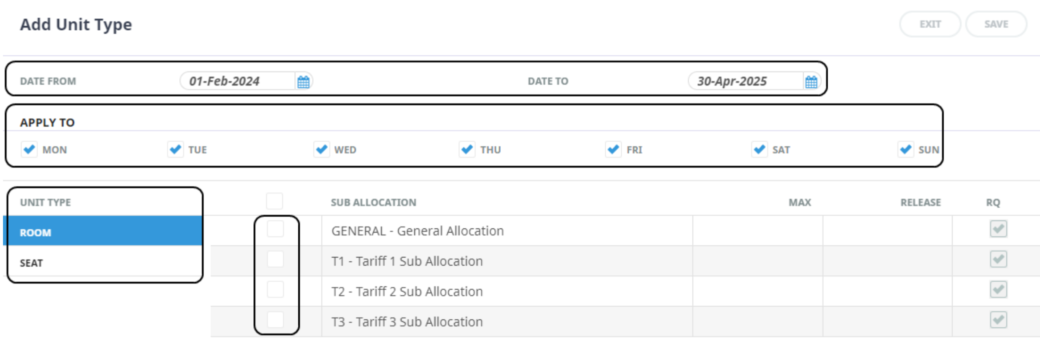
Services/Services Included group

If the Allocation Type is "Supplier General", then the Left and Right arrows in the Services list will be dimmed-out. To include a Service that can use the Allocation, highlight it in the list of Services and click the right arrow (**>**) to move it to the Services Included list.

To remove a service from the Services Included list, highlight the service and click the left arrow (**<**).

Add a Unit Type

1. On the **Add Unit Type** screen, select a Unit Type from the drop-down list.



2. Check the **Date From** and **Date To** dates - they can be changed here if necessary.
3. Make whatever selections are required to days of the week listed in the **Apply To** group and select **Sub-Allocations** by clicking in the checkbox alongside each sub-allocation.

4. Enter values into the **Max** and **Release** fields for an allocation quantity applying for each sub-allocation and the release period prior to use (in days).

   The **Save** button remains dimmed until values are entered into these fields.

5. Uncheck the **RQ** checkbox if the allocation *cannot* be sold on request, otherwise leave it checked.

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

   SAVE

   NOTE: If Save is clicked, the Allocation Detail screen appears - continue with " Add Allocation Detail" on the facing page.

   At this point, the allocation has not yet been saved.

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

About the Add Unit Type Fields

Unit Type

Click the drop-down to display a list of Unit Types and select one from the list.

NOTE: The Unit Types must have been previously defined in Allocations - Introduction, "Allocation Units" on page 82.

Date From/To

These dates are inherited from the date fields on the 'Insert Allocation' screen.

Apply To Group

NOTE: All settings in these fields will apply to all dates and days in the allocation. If a few specific date(s) have different settings, these can be edited/changed on a date by date basis once the allocation has been created.

Days of the Week Section

By default the allocation will be created for all days of the week. Uncheck any days of the week which this allocation will not apply to.

Sub-Allocation Specifics Section

If the allocation is going to be split over several Sub-Allocations, click the checkbox next to the sub-allocation name. When Sub Allocations are selected, the Max, Release and RQ fields become active.

NOTE: The Sub Allocations must have been previously defined in Allocations - Introduction, "Allocation Splits (Sub-Allocations)" on page 81,

Max

Enter the maximum allocation quantity applying for each sub-allocation. (e.g. number of rooms, seats etc.).

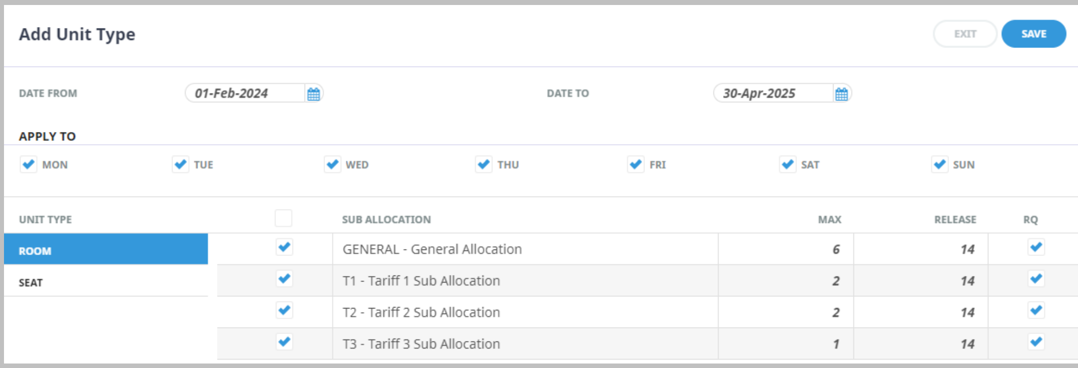
Release)

Enter the release period prior to use (in days). This value is used to prevent the allocation being used inside the release period and to calculate the Release Report.

RQ

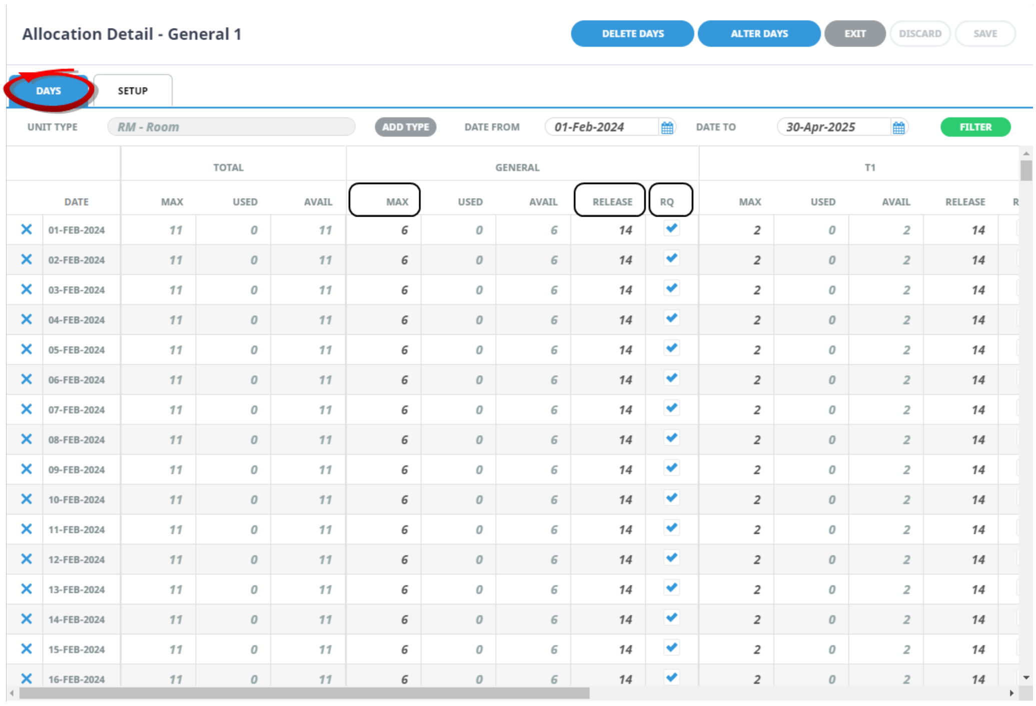
Uncheck this box if allocation *cannot* be sold on request.

In **this example**, the General Allocation Split can be used for all agents and the Tariff 1, Tariff 2 and Tariff 3, Allocation Splits used for specific agents. Each Sub-Allocation can have different quantities and release periods.There is a total allocation of 11 rooms per night, and these have been split across 4 sub allocations. All have a 14 day release period and all are available to be sold on request when the allocation has been used up.



Add Allocation Detail

1. On the **Allocation Detail** screen, if no further changes are required, click **Exit** to save the allocation.



2. If changes are required review fields **Max**, **Release** and the **RQ** checkbox and make changes.

   NOTE: No other fields on this screen can be changed.

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

4. Click **Discard** to discard all changes.

About the Allocation Details Fields

The only editable data on this screen are the values in the Max, Release and the RQ checkboxes in the columns under each of the Sub-Allocation names (in the example, sub-allocations visible are General and T1 - a user would scroll right to see the others). The values in the "Total" columns cannot be changed - they will update automatically when the sub-allocation data is changed. This screen can be accessed at any time and the values altered as required.

The columns show (for each subscribing Sub-Allocation and the Total) the Maximum quantity available; the Used Quantity and the balance Available.

The rows show the day by day Maximum, Used and Available quantities for each Sub-Allocation.

NOTE: If a date (or dates) are closed out subsequent to the allocation being created, set the Max on the applicable dates to 0.

NOTE: Allocation Splits (Sub Allocations) and later dates are able to be viewed by clicking/dragging the scroll bars at the bottom and right of the screen.

Add Type Button

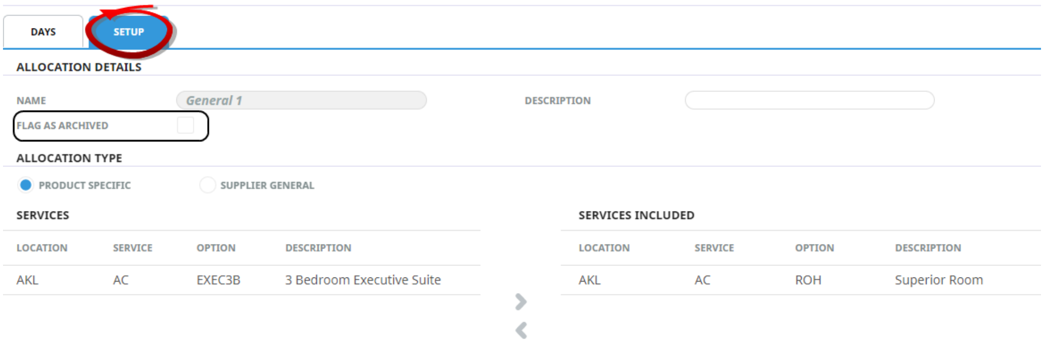
Editing of the allocation can occur using the Add Type Button seen within the Days tab. This allows direct access back to the Add Unit Type screen for additional Unit Types to be included in this allocation.

Archiving Allocations

Allocations can be flagged as archived, which allows existing bookings using the allocation remain, however any future bookings the allocation will not be visible to used.

Archiving an Allocation

1. Open the **Allocation**.
2. Click on the **Setup Tab**.
3. Select the **Flag as Archived** check box.



Allocation Maintenance

Within an Allocation, you can:

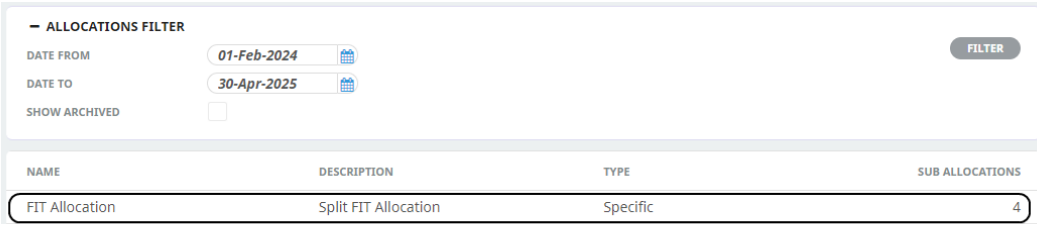
1. View and Edit Allocations and identify which bookings are using them on a day-by-day basis (see " View or Edit Existing Allocations" below).
2. Remove or attach products that can use the allocation (see " Remove or Attach Subscribing Products" on page 92).
3. Extend or add additional date(s) (see " Extending or Adding to Allocations" on page 92).
4. If the supplier advises close outs or unavailability, or changes to release periods, this function can be used to change the values (see " Change Allocation Quantities/Release Period" on page 92).
5. Move allocations and sub allocations (see " Move Allocations Between Allocations and Sub-Allocations" on page 93).
6. Remove one or more allocations (see " Delete Allocations" on page 94).

All allocation functions are accessed from the list of allocations currently available from a supplier/product combination, so the first task is to retrieve a list of existing allocations.

Retrieve an Allocation

1. Make sure at least one allocation exists for the supplier/product combination (see " Add a New Allocation" on page 83).

2. From the **list of allocations**, click the one you want to work with to open it.



A highlighted row identifies the last allocation worked on.

View or Edit Existing Allocations

1. "Retrieve an Allocation" above

2. Expand the Allocations Filter, enter the affected date range in the Date From/Date To fields and click **Filter**.

The records for the filtered dates will display or the default filter dates are set at *from* today's date *to* the same date next month.

- The Allocation Detail screen with the Days Tab will open, view or edit the Max, Release and RQ columns, per Split Code, per day as in " Add a New Allocation" on page 83.

NOTE: If specific non-consecutive days need to have the values altered, this is the most practical way of doing it.

- Check the **completed screen**.
- Click **Exit** to discard any changes.
- If changes were made to the allocation.

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

  b. Click **Discard** to discard all changes.

In addition, two buttons at the top of the screen allow a range of days to be Deleted or Altered.

NOTE: Individual dates can be deleted by clicking the **X** alongside each date within the Days Tab. Deletion confirmation is required.

Delete a Range of Dates

1. "Retrieve an Allocation" on the previous page

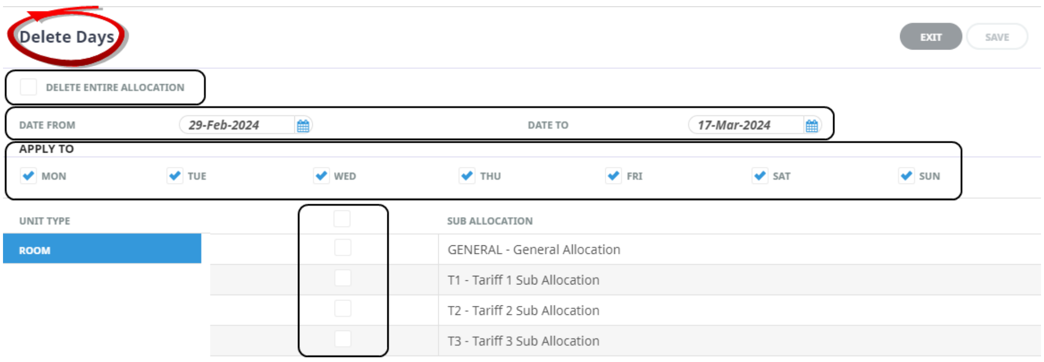
2. Enter the affected date range in the Date From/Date To fields and click **Filter**.

The records for the filtered dates will display.

3. The days tab will open to delete the allocation for a paticular day, click the blue **X** to the left of the Date column. Click as many lines as needed to delete a range of days.

4. Alternatively, click **Delete Days** to specify a Date From and Date To range of days.

5. On the **Delete Days** screen, specify dates in the Date From and Date To fields, and make any other relevant selections in the Apply To and Sub-Allocation checkbox fields.



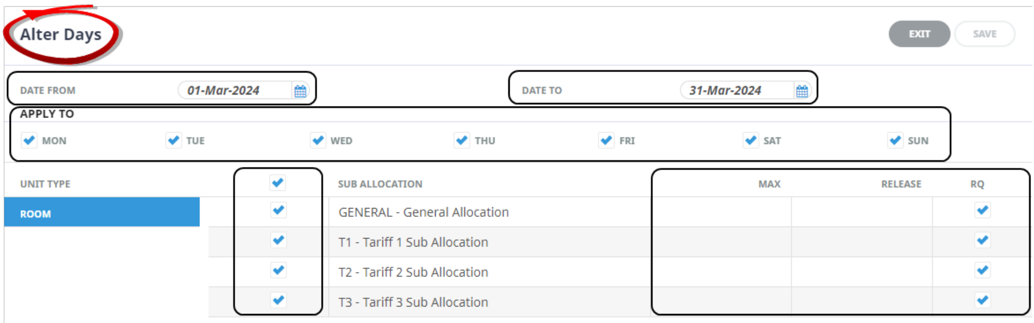
The only fields that can be altered in this screen are the **From/To Dates**, **Day of Week** check boxes and the **Sub-Allocation check boxes** to select/de-select the days/Sub Allocations to be deleted. Two types of deletion can be done: Days can be deleted for all, or specific, days of the week; for all, or specific, sub allocations, within the filtered date range. The entire allocation can be deleted by checking the Delete Entire Allocation check box. The Delete Entire Allocation check box ignores the dates selected and deletes the entire allocation. Allocations which have been used inside the deletion period dates are retained.

Alter a Range of Days

1. "Retrieve an Allocation" on the previous page

2. To Alter the range of days, click **Alter Days**.

3. On the **Alter Days** screen, specify dates in the Date From and Date To fields, and make any other relevant selections in the Apply To and Sub-Allocation check box fields.



The fields that can be altered in this screen are:

- The From/To Dates
- Day of Week checkboxes
- The Sub-Allocation checkboxes (used to select/de-select the days/Sub Allocations to be deleted)
- Max, Release and RQ fields

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

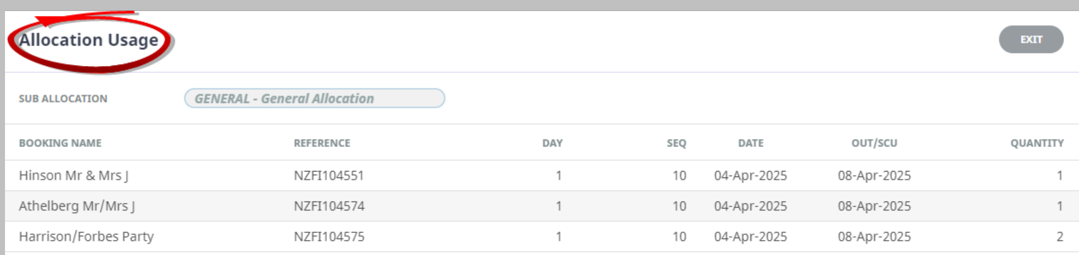
5. Click **Exit** to discard any changes.

View Used Allocation Details

NOTE: Ensure the date that Bookings are to be viewed for is in the filtered range.

1. Scroll to the required **Dates** and click the alongside the Allocation Date. The **Allocation Usage** screen will display.
2. The **booking name** and **reference**, **day** and **sequence** of the service, In Date and quantity of units used are displayed.

In the setup of the allocation for CLAA01, Fit Allocation, four Allocation Splits were set up – General (9 Rooms), T1 (2 Rooms), T2 (2 Rooms) and T3 (1 Room) for a total of 14 Rooms. The dates of 04 - 07 April are highlighted to show the display of Used and Available rooms etc. Rooms have been taken accross the allocation, and the three columns next to the date are the Max number of rooms, used rooms, and available number of rooms remaining.



NOTE: All data in this screen is view only and can not be edited. However, the booking reference can be copied and then pasted into a bookings application to retrieve the physical booking.

Remove or Attach Subscribing Products

1. To remove or add Products that are able to use the allocation, select the Allocation from the suppliers allocation list. See "Retrieve an Allocation" on page 89
2. The Allocation will open with the **Days tab** displaying.
3. Click the **Setup tab**.
4. The **Allocation Description**, **Allocation Type** and **Services Included or excluded** can all be edited in this screen.

   > If the Allocation Type is set to Product Specific and the type is changed to Supplier General, all products in the Services Included column will be removed.

5. To remove a product that is in the Services Included column, **highlight** it by clicking it and then click the **leftarrow** .
6. **NOTE:** If a service is removed and no longer able to be used for the allocation, any existing allocations applying to that service will not be affected.
7. Click **Save** to keep the changes.

   SAVE

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

Extending or Adding to Allocations

An Allocation can have it's dates extended. To do this, the 'Alter Days' function can be used.

NOTE: If allocations are offered on an annual basis, do not create a new allocation per year – simply extend the existing allocation.

Extend or Add to Allocations

1. Select the allocation to be extended and enter the dates it is to be extended From/To in the Date From/Date To fields and click the **Filter** button.

   FILTER

2. Click the **Alter Days** button.

   ALTER DAYS

The procedure for extending the allocation from this point on is exactly the same as setting up a new allocation. The Allocation Splits used in the original allocation default into the Alter Days screen.

Follow the steps shown in " Add a New Allocation" on page 83.

NOTE: If the extended allocation does not appear in the scroll, check the Date From/Date To fields in the Allocation Header or Alter Dates screen to ensure that the newly extended dates are in the date range displayed.

Change Allocation Quantities/Release Period

There are two methods of making changes to quantities:

1. Edit the cells individually.
2. Use the 'Alter Days' button.

Which method is used will depend on the scope of the changes required. If relatively minor changes are required – e.g., an occasional night closed out, then method 1 would probably be easier. If wholesale changes are required, then method 2 would be appropriate.

Example 1 – Edit Individual Cells

For the purposes of this example, the hotel has advised the allocation is closed out between 24 December and 04 January, and rooms will be available on request for some nights within that period.

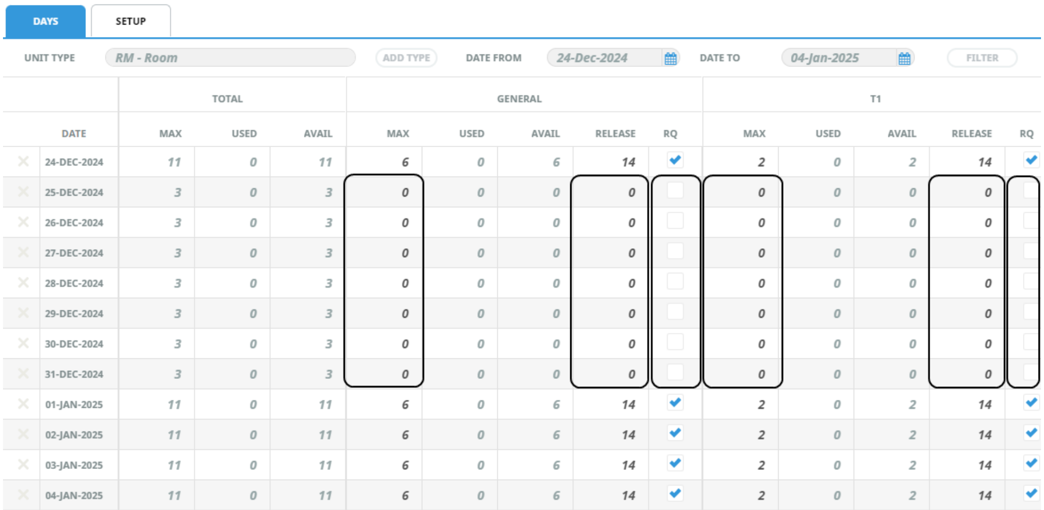
There are two choices of method to achieve this

a. Set the values in the cells to 0

b. Delete the lines for 25 Dec–31 Dec

Setting Values in the Cells to 0

1. Method a. has been used and the allocation has been changed by editing the **'Max'** fields so that all sub allocations will be 0; the Release Days have been set to 0 and the RQ check boxes have been unchecked.



DAYS | SETUP

UNIT TYPE: RM - Room | ADD TYPE | DATE FROM: 24-Dec-2024 | DATE TO: 04-Jan-2025 | FILTER

	TOTAL			GENERAL					T1				
DATE	MAX	USED	AVAIL	MAX	USED	AVAIL	RELEASE	RQ	MAX	USED	AVAIL	RELEASE	RQ
24-DEC-2024	11	0	11	6	0	6	14	✔	2	0	2	14	✔
25-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
26-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
27-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
28-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
29-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
30-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
31-DEC-2024	3	0	3	0	0	0	0		0	0	0	0	
01-JAN-2025	11	0	11	6	0	6	14	✔	2	0	2	14	✔
02-JAN-2025	11	0	11	6	0	6	14	✔	2	0	2	14	✔
03-JAN-2025	11	0	11	6	0	6	14	✔	2	0	2	14	✔
04-JAN-2025	11	0	11	6	0	6	14	✔	2	0	2	14	✔

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

3. Click **Discard** to discard all changes.

NOTE: The cells in the 'Total' column cannot be edited – only the sub-allocation cells are editable, and within those columns, only the 'Max' and 'Release' and 'RQ' cells can be edited. The Total column values do not update until the changes have been saved.

Delete Allocation by Individual Date

For method b. above, an individual allocation date can be deleted completely by clicking on the × button next to the date to be deleted.

NOTE: Dates can only be individually deleted - multiples can not be marked and then deleted. All sub allocations - GENERAL, T1, T2 etc are deleted for each date.

Move Allocations Between Allocations and Sub-Allocations

Again, there are 2 methods to do this.

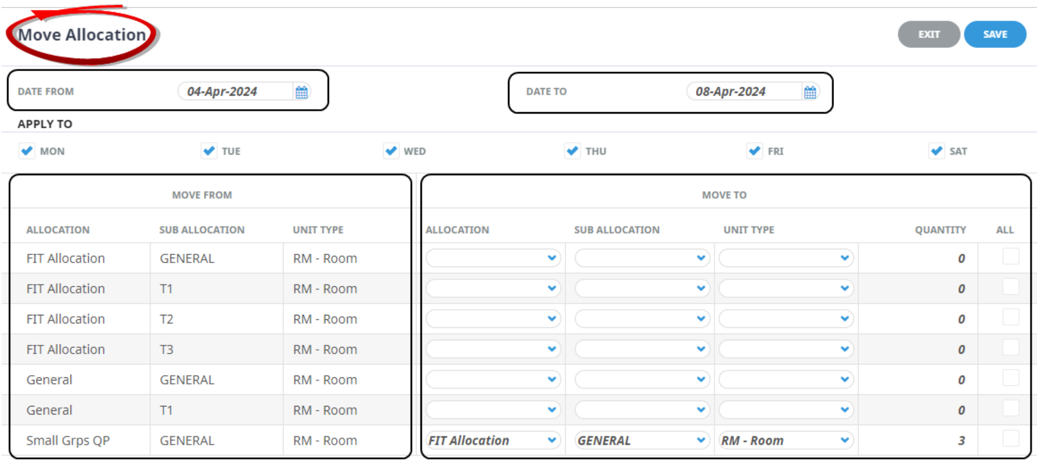
NOTE: If only one allocation is set up on the system for a supplier with different Allocation Splits and a few individual days need to be moved around between sub allocations, then it is easier to reduce the amount on the sub-allocation and then increase the one being moved to. This is done by changing the Max column values in the split being taken from/given to. This is the same procedure as covered in Change Allocation Quantities/Release Period, "Example 1 – Edit Individual Cells" above.

1. To move more than one date at a time between Sub Allocations within the same allocation, use the 'Move Allocation' button.
2. To move numbers from one Allocation to another Allocation, click the Move Allocation button

NOTE: The same screen is used for both methods

Moving Allocations from One Allocation to Another

1. The exact number to be moved needs to be known – from which Allocation Split, to which Allocation Split. In the example, for the period 04/08 April, there are 6 rooms loaded against GENERAL Split (of which 4 have been used). The rooms being held against the T1, T2 & T3 splits, are going to be retained, because those rooms are likely to be used. 3 rooms are going to be moved from Small Grps QP allocation the FIT Allocation GENERAL split.

   NOTE: The system will not move rooms that it does not have. If one of the days in the date range specified if fully booked, no availability, then none will be transferred. Likewise selecting the 'All' checkbox will move all the available rooms for the dates selected.

2. In the 'Move To' section, click in the row of the Allocation Name in the Move From section (Small Grps QP row) that the allocation is to be taken from and select the Allocation Name that the rooms are to be moved to (FIT Allocation). Click in the Sub-Allocation and Unit Type fields to reveal the drop downs and select Sub-Allocation name and Unit type to move to. Enter the quantity to be moved (or if it is All available to be moved, click the 'All' check box)

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

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

Delete Allocations

There are several methods to do this, depending on the deletion that is required:

1. Delete one Date only.
2. Delete a range of dates and/or Splits (Sub Allocations)
3. Delete the Allocation completely.

Example 1 – Delete Individual Date

To delete one date only, click on the × on the left of the 'Date' column. Using this method will delete *all* Split Code (Sub Allocations) for the date selected.

Confirmation of deletion is required.

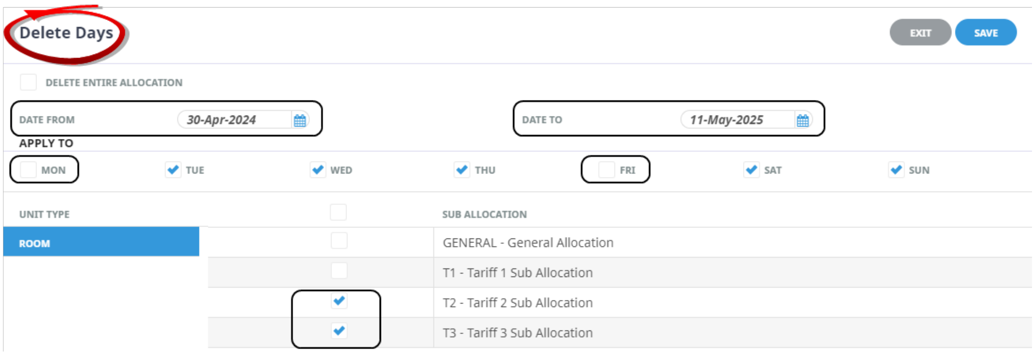
Example 2 – Delete Range of Dates and Sub Allocations

For the purposes of the example, the T2 and T3 Splits are to be deleted for the period 30 April - 11 May for Mondays and Fridays only.

1. Set the date filters and click the **Delete Days** button.

2. Set the **Date From and Date To** fields as required. If only specific days are to be deleted, uncheck the days that are not to be deleted. **Date From** and **Date To** fields as required.

   NOTE: If only specific days are to be deleted, uncheck the days that are not to be deleted.



3. Check the check-box(es) on the rows of the Sub-Allocation(s) to be deleted.

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

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

Example 3 – Delete Complete Allocation

1. Set the date filters and click the **Delete Days** button.

2. Click the **Delete Entire Allocations** checkbox.

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

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

NOTE: Only unused allocations will be deleted. Any dates where allocation has been used will remain. If the Unit Type still displays in the side bar after the deletion has completed, it means that there are used allocations for the unit type remaining. The date criteria may need to be widened to locate them.

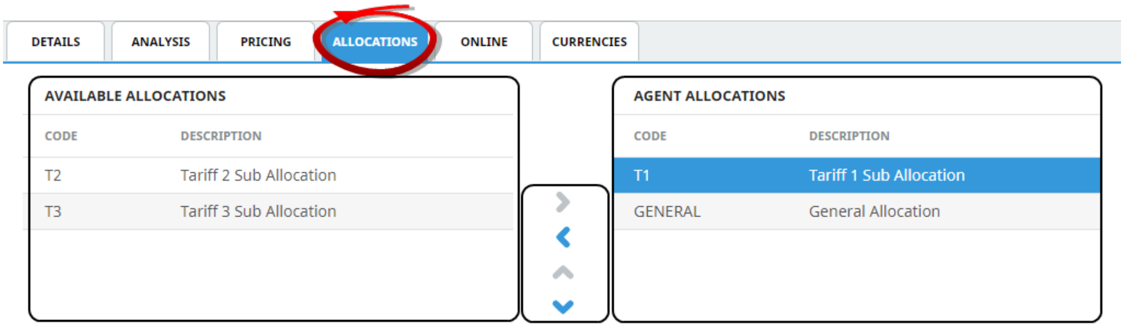
NOTE: This deletion process ignores any dates which may be in the Date From/Date To fields

Set Agent Allocations

In order to use allocations in bookings, one or more Sub Allocations/Splits needs to be applied against agents who are entitled to use the Allocation. These are applied in the Debtors application.

1. Click menu **Home > Financials > Debtors**.
2. On the Debtors screen, search for the Debtor to which the allocation/split will be applied.
3. Click the Allocations tab.

NOTE: By default, any agent that does not have an Allocation Split attached will not be able to take allocations in bookings.



Available Allocation Splits display in the left hand column, attached Allocation Splits display in the right hand column.

To attach allocation split(s) to an agent, highlight the split to be attached in the left hand column and Click the right arrow .

To dettach allocation split(s) from an agent, highlight the split to be removed in the right hand column and Click the left arrow .

NOTE: The order in which these are listed in the Agent Allocations box is important. During the booking process NX will take allocation first from the T1 sub-allocation and if there is not sufficient availability will then take from the GENERAL sub-allocation.

To adjust the priority order of the Agent allocations highlight the sub-allocation to be moved and click either the Up or Down arrows.

Add Supplier Contacts

This is the last of nine tasks described in this User Manual for viewing or changing the following:

- Supplier Contact information

NOTE: The numbering is simply for reference - there is no particular order in which tasks need to be completed and, depending on the supplier, they might not all be needed.

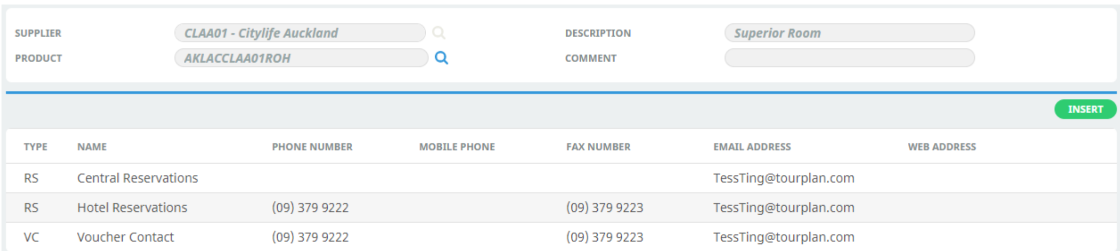
The full list is:

1. Supplier Policies
2. Cancellation Rules
3. Amenities
4. Replicated Locations
5. Supplier FYI
6. Supplier Notes
7. Language Translations
8. Allocations
9. Contacts (this task)

There are two locations that supplier/creditor contacts can be inserted into the system. The first is noted in the procedure below, the second is from the Financial module when a creditor has been selected and the credtor information is displaying on the screen. Users can add creditor contacts from the Financial > Credtor > Communication > Contacts menu.

This screen enables contacts to be added, changed and deleted for a supplier. Supplier contacts are used in Tourplan's messaging system to provide an automated phonebook when messages are sent by email to a supplier. Prior to the set-up of a contact, a list of standard contact types must be set up in the Code Setup application.

If contacts have already been inserted a full list of contacts are available to view when selecting menu **Product Setup > Supplier > Contacts**.



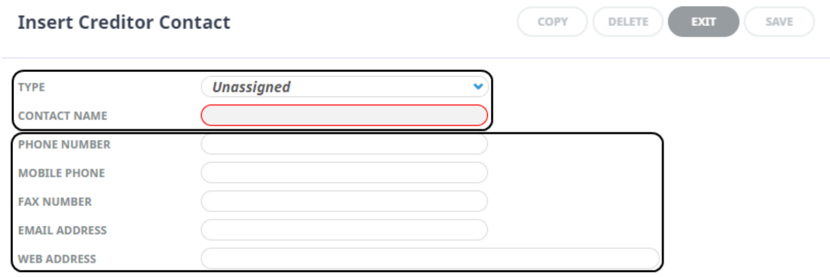
Adding Supplier Contacts

1. If the supplier to which contacts are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).

2. If the supplier does exist, search for the supplier from Product Setup, select menu **Home > Product > Product Setup > Supplier > Contacts** (if contacts are attached a list will display on this screen).

3. Click **Insert**.

4. On the **Insert Creditor Contact** screen, select contact type from the dropdown.

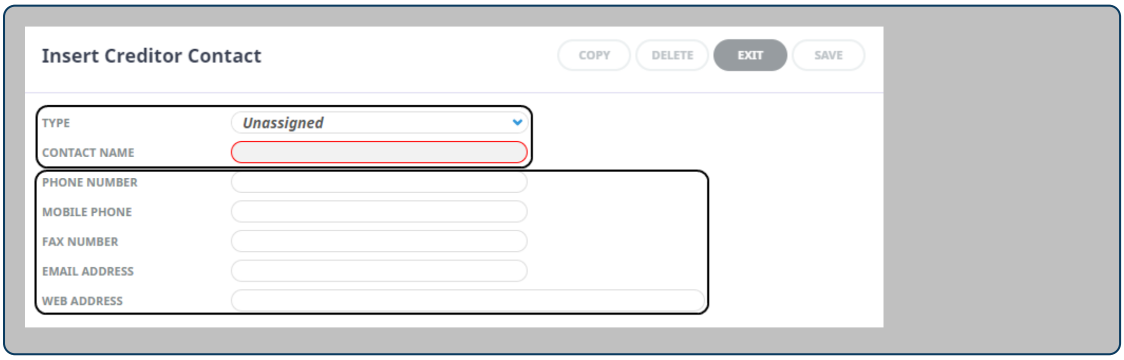


5. Enter a **Contact Name** and relevant *contact details* required.
6. Check the **completed screen**.
7. Click **Save** to keep the changes.

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

NOTE: The Contact Name field will be cleared and details of the next contact for this supplier can be entered. Phone, fax, email and web details are retained, but can be overridden if necessary.

About Insert Creditor Contact Fields



Type

The type of contact.

Examples are: AC – Accounts; SA – Sales; RS – Reservations; AD – Administration etc. These must first be set up in **Code Setup > Messaging > Contact Types**.

NOTE: Contact Types can be used multiple times in this screen - e.g., there can be more than one contact with a Contact Type of 'RS' (Reservations), provided the Contact Name is different for each contact.

Contact Name

The name of the contact. E.g. Alec Brown. Generic names can also be used—e.g. Reservations, Accounts etc.

Phone Number

The phone number for this contact. The number may be different to other contacts at this supplier.

Mobile Phone

The mobile phone number for this contact. The number may be different to other contacts at this supplier.

Fax Number

The fax number for this contact. The number may be different to other contacts at this supplier.

Email Address

The email address for this contact.

Web Address

The web address for the supplier (optional).

Email details can be used by the Tourplan messaging system to send messages to the Supplier.

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CHAPTER 4

Creating Products

Once suppliers have been created, products can be established for them. However, there are two additional items that need to be set up before a product can be created. These items are a Location and a Service Type.

As with suppliers, products have codes, which are formed from other codes. The next section describes how product codes are put together.

In this chapter ...

Key Elements

Each product has four key elements to it:

1. **Location Code**: 3-character code indicating the city/town/locality where the product takes place, e.g. AKL - Auckland, SYD - Sydney.
2. **Service Code**: 2-character code that categorises the product by type, e.g. TR - Transport, SS - Sightseeing/Day Tour.
3. **Supplier Code**: 6-character Creditor/Supplier code indicating who will be paid for the product, e.g. HERA01 - Heritage Auckland Hotel
4. **Product Code**: 6-character code that summarises the product description, e.g. ROHRMS - Run of House Rooms.

These four codes are used as key fields, but the description associated with each code is also displayed, so remembering codes is not essential. Extensive search facilities within the Product Database and Booking/Quoting Modules make locating products easy.

Once these four key elements have been defined, the product can be created. After creation, additional detail such as seasonal pricing, conditions and booking parameters can be added and any existing information can be updated or deleted.

Creating Key Elements

- **Locations** and **Service Types** are created in the Tourplan Code Setup - Product module and are described in this guide under "Create a Product Location" on the facing page and "Create a Product Service Type" on page 104.
- **Suppliers** are created in the Tourplan Code Setup - Creditors module and are described in this guide under "Create a Supplier" on page 23.
- **Product Codes** are created as product services are setup and assigned to products under "Add Product Detail" on page 113.

NOTE: In this document, **Products**, **Services** and **Tariff Items** have the same meaning. Similarly, **Inventory**, **Allotments**, and **Allocations** also have the same meaning. We have dedicated courses which will be on offer in late 2020 to help with setting up allocations.

Only codes that are *essential* to the creation of products in the database are discussed here.

NOTE: Features available in the Product Database that are not essential to their creation (such as Amenities, Localities and Destinations) are covered in the System Setup User Manual and System Setup Courses.

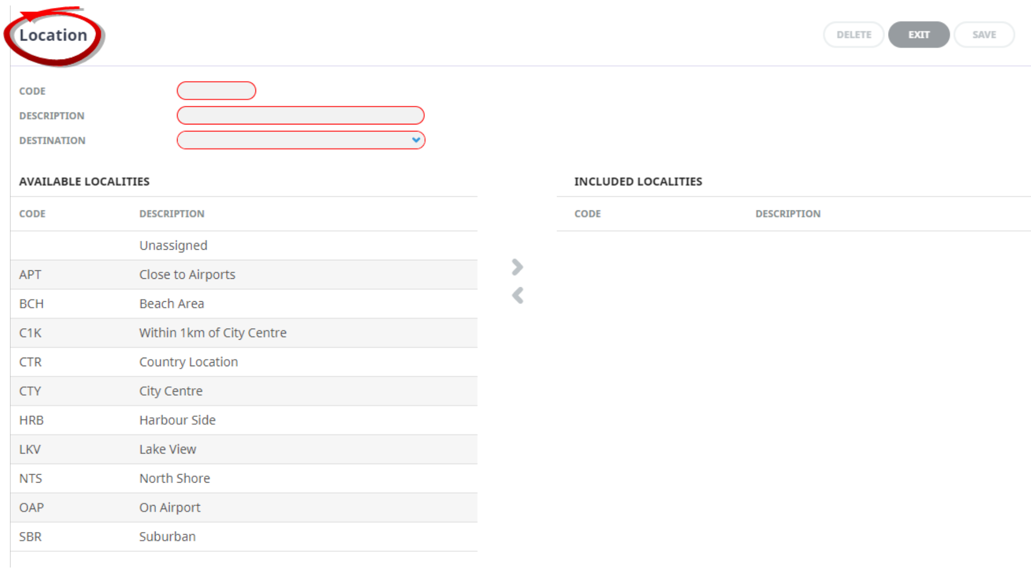
Create a Product Location

Each Product must have a location. The location is necessary so that the quotation/booking can display the city, town or locality where the product is delivered (i.e. where the service takes place). It also enables easy retrieval of products from the Product Database.

Add a Product Location

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Location**.
3. Click **Insert**.

4. On the **Location** screen, enter a *Code* and *Description* for the location.



5. Check the **completed screen**.
6. Click **Save** to keep the changes.

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

About Location Fields

Code

Is usually the 3-character IATA code for the nearest major International airport, although using IATA codes in all instances may not be practical. There are situations where the location may not be served by an IATA identified code (e.g., remote locations) and there are other situations where the IATA code may not seem to bear any relationship to the location being named. In these situations, create a location code that will be meaningful to consultants.

Description

Is any meaningful name (up to 40 characters) by which the location is known.

NOTE: You might see additional fields on the Location screen, such as Destination Areas and Available Localities. If the data is available (and you know what to look for) selections can be made from these fields now, but only **Code** and **Description** are mandatory to create a Product Location. The additional fields are explained fully in the System Setup User Manual.

Create a Product Service Type

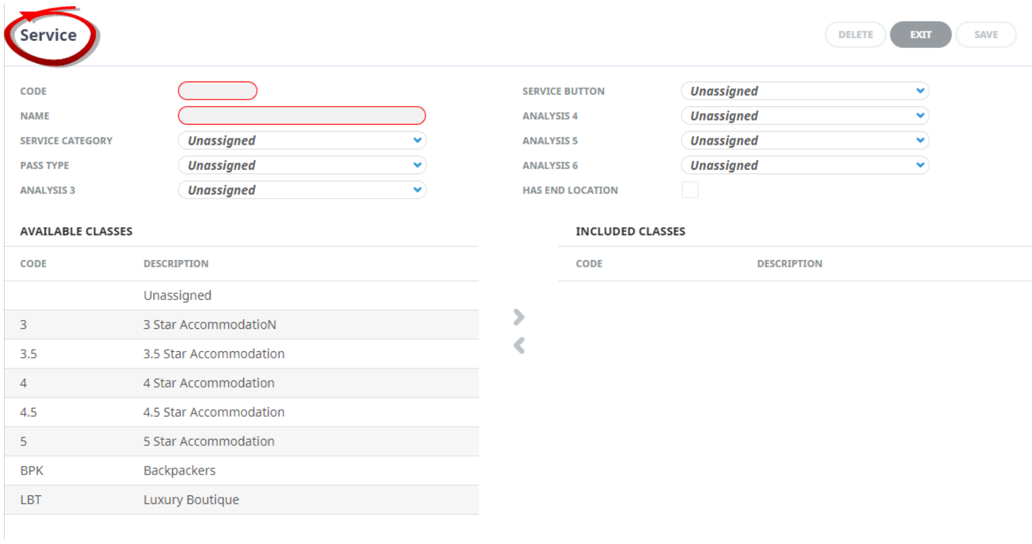
Each Product in the Product Database must have a Service Type.

The Service Type is used to find and select services of a similar type together. For example, AC - Accommodation etc. The number of service types or codes required should be kept to a minimum. In other words, it's not necessary to have a code of HO - Hotels, MO - Motels, GH - Guesthouse etc. These can all be covered under the AC - Accommodation code and a breakdown can be obtained for analysis purposes by using the analysis codes inside the Product.

Add a Product Service Type

1. Select menu **Home > System > Code Setup**.
2. Select menu **Code Setup > Product > Service**.
3. Click **Insert**.

4. On the **Service** screen, enter a *Code* and *Name* for the service type.



5. Check the **completed screen**.
6. Click **Save** to keep the changes.

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

About Service Fields

Code

Can be any 2-character Service Type code. If other codes already exist, use these as a guide.

Name

Is a description of the service (up to 40 characters).

NOTE: You might see additional fields on the Service screen, including a number of drop-down fields and pre-defined analysis fields. If data is available (and you know what to look for) selections can be made from these fields now, but only **Code** and **Name** are mandatory to create a Product Service Type. The additional fields are explained fully in the [System Setup User Manual](#).

Creating Amenities

Amenities/facilities that a supplier provides can be attached to a supplier/creditor. Amenities need to be defined in two stages in the Code Setup module before they can be attached to suppliers or products.

The first step is to define the Amenity Categories and the second step is to define the Amenity Description.

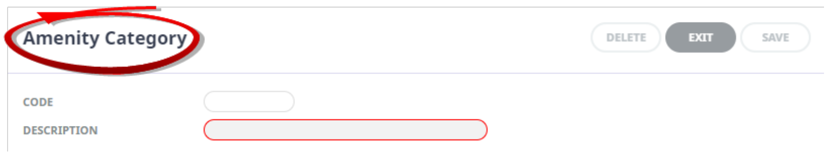
NOTE: There are pre-defined categories and amenities included in your setup of Tourplan, the steps below are required if you wanted to add to the list of categories or amenities already defined.

Amenitiy Categories are used to group amenities, examples of amenity categories could include HTL - for hotel categories and RMF - for room facilities.

Add an Amenity Category

1. Select menu **Home > System > Code Setup**.
2. Select menu **Product > Amenity Category**.
3. Click **Insert**.

4. On the **Amenity Category** screen, enter a *Code* and a *Description*.



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

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

About Amenity Category Fields

Code

Can be any 3-characters (alpha or numeric). Must be a unique code.

Description

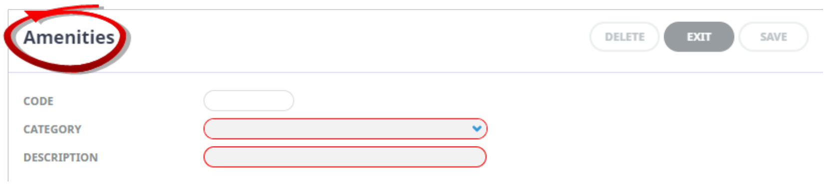
Is a description of the amenity category.

Insert an Amenity Code

Add an Amenity

1. Select menu **Home > System > Code Setup**.
2. Select menu **Product > Amenity**.
3. Click **Insert**.

4. On the **Amenity** screen, enter a **Code.**



5. Select an Amenity **Category**.
6. Enter a **Description** for the Amenity.
7. Click **Save** to keep the changes.

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

About the Amenity Fields

Code

Can be up to 6 characters (alpha or numeric).

Category

A drop down selection of the Categories previously defined.

Description

Is a description of the amenity.

Insert an Accommodation Product

The Product Database is where details of all types of services – accommodation, transportation, meals, attractions etc. – are stored. It is from this storehouse of services that users are able to retrieve Products to enter into Bookings or Quotations and the system uses the pricing and setup detail that is stored within each product to calculate booking/quote costs, conditions and to produce documentation.

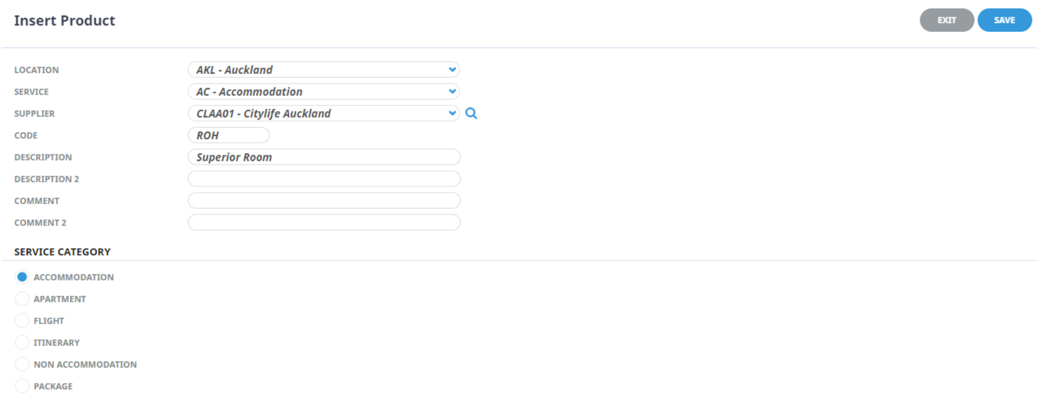
Insert a Product (Accommodation)

1. Select menu **Home > Products > Product Setup**.

2. Click **Create New Product**.

3. On the **Insert Product** screen, enter data into fields (the top three are drop-down selection fields - entries must already exist before you can select them). Refer to "About the Insert Product Fields" on the next page for more information on the data you can enter.

4. Check the **completed screen**.



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

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

NOTE: Although the example product being discussed here is an accommodation product, the forms and fields are common to all product types - sightseeing, transport, meals etc. Where fields are discussed that are specific to, or have a special relevance to, an accommodation product, that relevance is noted.

About the Insert Product Fields

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name contains; Supplier chain, plus the additional criteria of Language code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Accommodation**
  - RO = Room Only
  - BB = Bed & Breakfast
  - DLXSUI = Deluxe Suite
  - ROH = Run of House
  - 1BEDRM = 1 Bedroom Suite/Apartment
  - DAYROM = Day Room
  - STUDIO = Studio Apartment
- **Non-Accommodation**
  - Admissions should try to capture the type of admission and there are no hard and fast rules for this - e.g. VIST; ADMIT.
  - Sightseeing Tours should try to use the suppliers tour code where appropriate
  - Rental Vehicle services can use the suppliers vehicle code - e.g. CDAR, EDMR
  - Codes for transfers should try to convey what the transfer is - INTCYH = International Aiport - City Hotel etc.

Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes i.e. all Run of House rates for all suppliers should have the same Code – e.g. ROH; all City to Airport Transfers CTYAPT etc. This will save time for reservations staff when locating the correct service to add to a quote or booking.

Description

A one line description of the product.

Description 2

A second descriptive line for the product. This field can be used for messaging to display additional information within a message.

Comment

A one line comment regarding this product can be entered. This field can be optionally displayed in the FITs, Groups and PCM programs when listing and searching for products.

Comment 2

A second descriptive line for the product. This field can also be used for messaging to display additional information within a message.

NOTE: Thought should be given to how the fields Descriptions and Comments are used. Along with most other data fields in Products, these fields are able to be output in messages and documentation. It is not uncommon for the Comments fields to be used for 'in house' comments about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

> The length of all descriptions and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

Service Category

The product must have one of these selected. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

They are used as follows:

Radio Button	Definition
Accommodation	**Selected for all accommodation related products (except apartment/dormitory type accommodation).**
Apartment	Specifically for apartment/dormitory type accommodation products where pricing is for five or more pax.
Flight	Identifies a flight product that will allow sector by sector lines to be inserted into a quote or booking.
Itinerary	Identifies a product that has no pricing, but is used simply to carry itinerary text to be inserted into a booking/quote.
Non-Accommodation	Meals, Transfers, Sightseeing, Coach Transport, Rental Cars etc.
Package	Applied to products that are specifically set up and attached to PCM modules to carry package pricing. The setting up of products for this specific purpose is covered in the PCM Packages User Manual. Complete packages purchased from another supplier must not have this button selected.

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CHAPTER 5

Adding Product Detail

Inserting a product is the first step in setting up a product in Tourplan; many pieces of information must be added to it before it can be used (i.e. sold to customers). Setting up this information is called *adding product detail* and is the subject of this chapter.

Product detail is created in two main parts:

- The first part contains data which is specific to the *service provided,* regardless of the date the service will be used. This includes such things as minimum/maximum capacity, analysis detail, address detail, contact detail etc.
- The second part contains data which is specific to the *date of the service*, which means that if different conditions apply during different rate periods, only one service needs to be setup which will handle the different conditions.

In this chapter ...

About Products

There are some simple rules to remember regarding setting up products. These rules apply, not only to the Tourplan Product Database, but also to travel industry pricing generally.

1. There are only two types of pricing – **per person** or **per group**. Even though accommodation is generally given by accommodation suppliers as *per room*, it is, in the final event, a *per person* price, i.e. *$nnn.nn per person, share twin*. Tourplan translates pricing entered on a *per room* basis to a *per person* basis in the Quoting or Booking process.

   Per person prices are exactly that – the price is in the Product Database as a price per person, and in a quotation or booking, these are added together to obtain the total cost per person. Examples of per person pricing are such things as Admission Fees, Meals, Seat in Coach Travel/Transfers, Flights (excluding Group Charters) etc.

   Per group prices are those that are divided by the number of passengers to obtain a per person price. Examples are Coach Charter, Rental Vehicles etc.
2. Every product in the Product Database has two *charge units*. This means that prices are charged **per xxx, per yyy**. For example, accommodation is *per room, per night*. Any system – computer or manual – needs to know the number of rooms and number of nights. Similarly, a rental vehicle could be *per car, per day*; an attraction admission could be *per person, per visit*.

This data, along with rates, FOC policies, etc. are entered and maintained in the Product Database application.

Examples of Products

The Product Database has the flexibility to be able to cope with all types of products (i.e. services provided). Specific examples are covered in this Guide for:

- Accommodation:
  - "Apply Special Rates - Weekday/Weekend" on page 177
  - "Apply Special Rates - Minimum Stays" on page 179
  - "Apply Special Rates - Product "Package" Deals" on page 180
  - "Apartment/Dormitory Rate Entry" on page 226
- Transport:
  - "Seat in Coach " on page 198
  - "Insert a Rental Car Product" on page 218
- "Sightseeing – Entrance Fees " on page 230
- "Restaurant Meals (Separate From Accommodation) " on page 230
- Products that "Apply Different Buy/Sell Currencies" on page 173

> For example, if a hotel has a Stay/Pay or other value add available for a certain period of the year and Minimum/Maximum stay restrictions in another period, these can be incorporated into the one product. When using the product in a booking, Tourplan will automatically choose the correct pricing based on the qualifying conditions.

NOTE: In the main option, the fields in each of the Product Database screens are completed in the same manner, regardless of the type of product being created. Where there are significant differences in the method of completion, these are highlighted and different screen shot examples shown.

> *All rates and details depicted in this document are examples only and do not reflect any actual rates, conditions or details that may or may not be offered by, or pertain to, any named supplier.*

Add Product Detail

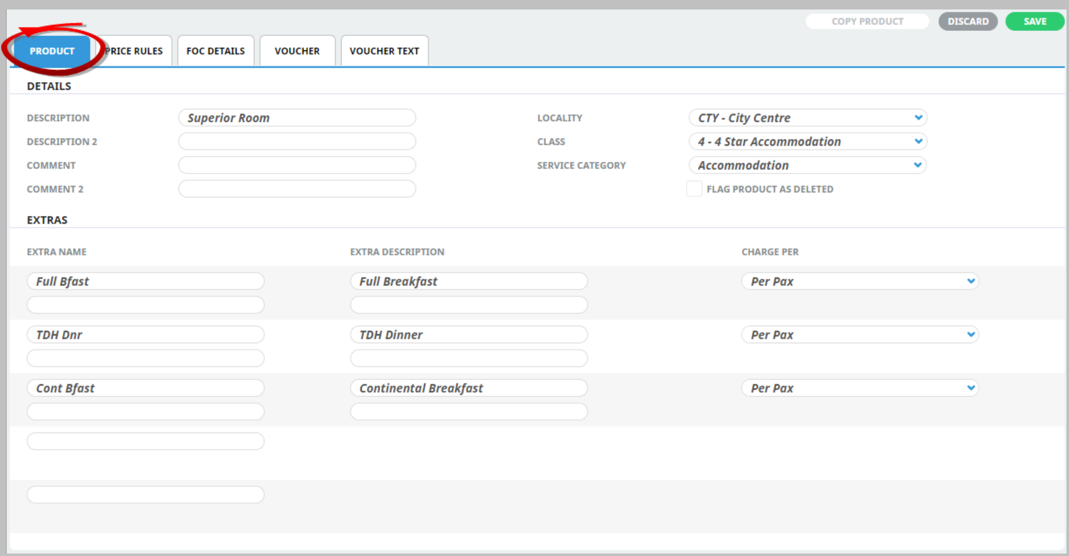
Once a product has been created, additional product detail can be added to it. Many pieces of information may be added to a product, such as defining rules about how product variations are charged, what the room policies are or how vouchers might be handled.

Adding product detail is done via the **Product Setup** screen. The two key pieces of identifying information (Supplier and Product) are displayed as read-only fields at the top of the screen and Product related information is added via three Product Detail Menu Selections:

- General Menu which includes the following Tabs:
  - Product Details
  - Price Rules
  - FOC Details
  - Voucher
  - Voucher Text

  NOTE: For Non-Accommodation products, an additional tab (called **Pax Breaks**) is available.
- Policies Menu which includes the following Tabs:
  - (Product) Policies
  - Selling Channels
  - Cancel Rules
  - Internet
- PickUp Points

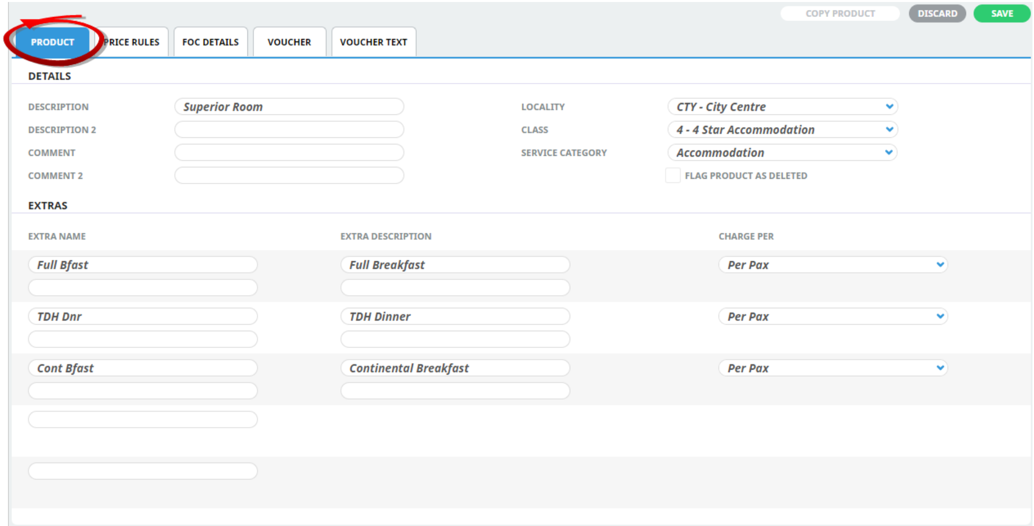
The example in this procedure adds information to the product AKLACCLAA01ROH - Superior Room at Citylife Auckland



Add Product Information Details

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify. For this example, click **Product Details > General** and the **Product** tab (if not already shown).
4. Add details to the **Product tab** fields.

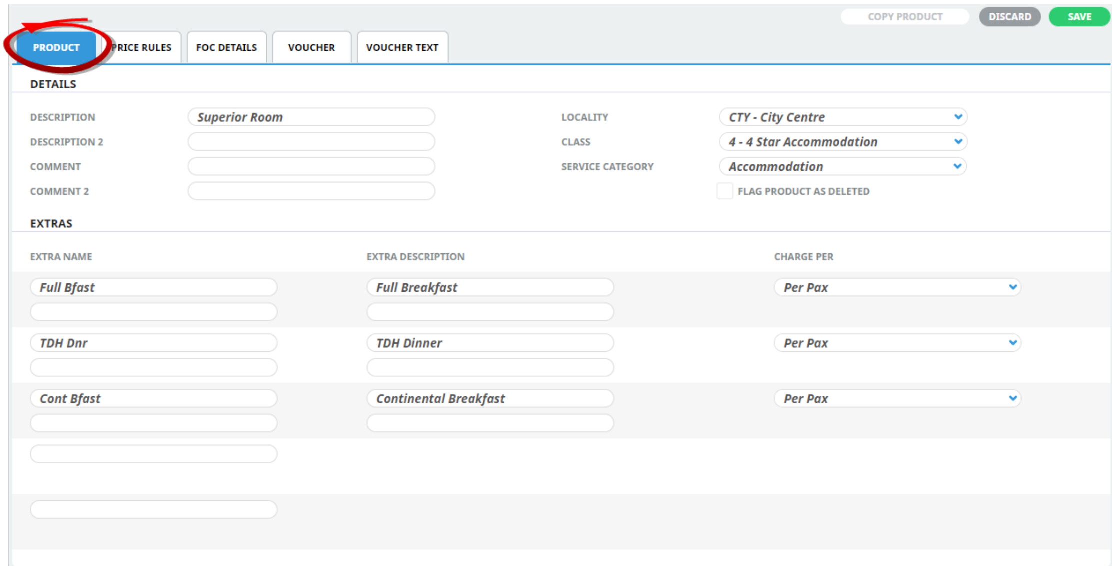


Feel free to use your own data - refer to the System Setup User Manual for information on how to add entries to drop-down fields.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the Product Tab Fields



NOTE: On initial display of this screen, most fields are empty. Typically, only **Description** and **Service Category** are populated.

Description & Description 2

The product descriptions that were entered when inserting the product can be edited in these fields.

Comment & Comment 2

Any comments that were entered when the product was inserted can be edited from these fields.

Locality

This is a break-down of the Location field and is typically used to categorise, for example, Hotels by Airport, Downtown or Suburbs. This field can also be used to filter services by locality in the Bookings.

Class

Typically for accommodation, classes are used to denote the number of stars allocated to a property. This field can also be used to filter services by class in the Bookings.

NOTE: Localities and Class are not imperative to the operation of the system and may not have been set up. If that is the case, use the "Unassigned" defaults. If they are to be set up, they must be defined in **Code Setup > Product > Locality** (and/or **Class**).

Flag Product as Deleted

Checking this box hides the product within the Booking/Quoting applications if, for some reason, it is not to be used. The product is still present in the Product database and if the product has been used the note information will still display.

NOTE: Flagging products as deleted is preferable to actually deleting them from the Product Database. If a product has been used in a PCM or booking then it cannot be deleted.

Service Category

A service category was chosen when the product was created (see "Insert an Accommodation Product" on page 107). If necessary, the service category chosen on the Insert Product screen can be changed here.

NOTE: Once the product has been used in a quote/booking, the service category for it cannot be changed.

Extras

This group of fields enables:

- Defining up to 5 extra services per Product. Extras are additional components of the product that are optionally available when the product is used.
- Defining how costs for Extras are to be charged.

> How costs are charged is important and is used throughout Tourplan NX.

NOTE: For more information, refer to "Configure Price Rules" on page 117.

Extra Name 1-5

Up to five extra services and rates can optionally be defined per service. Extras are prompted to Consultants when adding a service to a booking. Each extra has two name fields to allow additional or alternative text to display as the Extra Name in messages.

Extra Description 1-5

These are fields which are designed to cater for descriptions that will not fit in the 20 character **Extra Name** field. Each extra has two description fields to allow additional or alternative text to display as the Extra Description in messages.

NOTE: Where both the Extra Description fields and the Extra Name fields have been used because of the length constraint of the Extra Name field(s), then those Extra Names *whose length does not exceed the field length constraint* should also be entered into the additional Extra Name or Extra Description field. This is to avoid confusion when deciding which fields to output on documentation.

Charge Per

These drop-down fields determine how the charging for extras is to be handled. They have the following values:

Selection	Meaning
Compulsory Group	(Compulsory per Group). Use this setting when the extra is a Group cost and compulsory and is to be charged on each second charge unit that has a rate.
Compulsory Group Single	(Compulsory per Group, single). Use this setting when the extra is a Group Cost and compulsory, and is to be charged on the first occurrence of the rate.

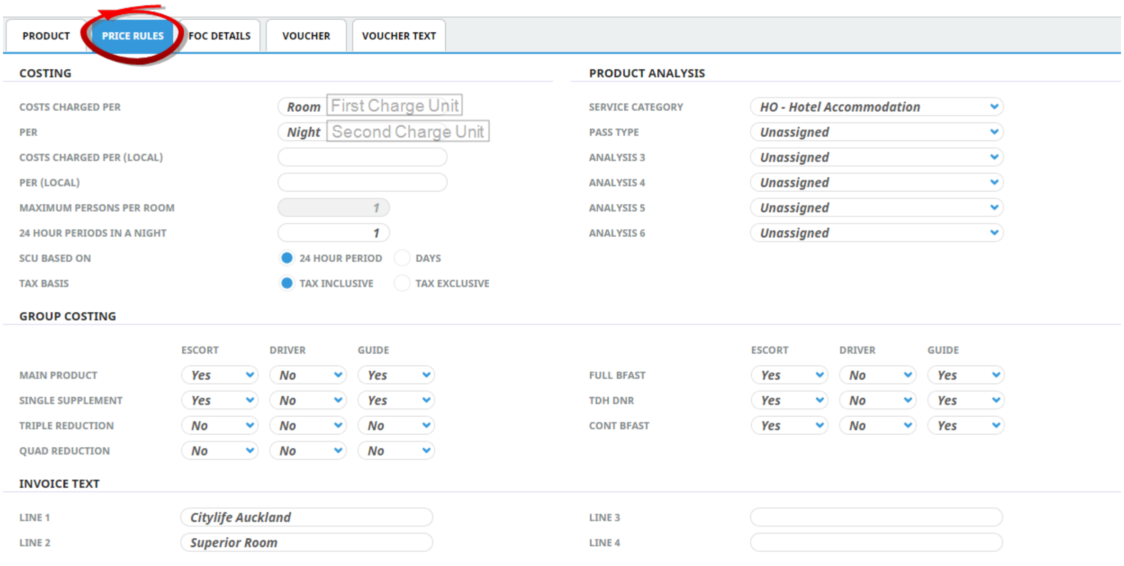
Selection	Meaning
Compulsory Pax	(Compulsory per Pax). Use this setting when the extra is a Per Person cost and compulsory, and is to be charged for all pax for each second charge unit that has a rate.
Compulsory Pax Single	(Compulsory per Pax, single). Use this setting when the extra is a Per Person cost and compulsory, and is to be charged for all pax on the first occurrence of the rate.
Per FCU Per SCU	Use this setting if an extra is to be costed per First Charge Unit (FCU) multiplied by the Second Charge Unit (SCU). This means that if there are (e.g.) 3 Rooms (FCU) for 3 nights, the default extra quantity will be 9 (3 rooms x 3 nights).
Per Group	Used when the extra is costed on a Group basis - the cost is split between all pax.
Per Pax	Used when the extra is costed on a Per Person basis. The cost is paid by all pax.
Per Room	Use this setting if an extra is costed Per Room.
Per SCU	Use SCU if an extra is costed per Second Charge Unit (SCU) e.g. per night, per day, per visit etc. This means that when using the service in a quote/booking, for (e.g.) 3 nights, the default quantity for the extra will be 3. It can be overridden in the quote/booking.

Where the FCU is used as the basis of charge for Service Extras, the determination of whether the charge basis for the extra(s) is by Person, Room or Group is dependant on what has been entered in the FCU field in the price rules tab.

Configure Price Rules

Price rules govern how pricing is done for First Charge Units (FCUs) and Second Charge Units (SCUs).

The following discussion describes the concepts of FCU and SCU, as indicated in the Price Rules tab for a product.



First Charge Unit (FCU)

The idea of **Costs Charged Per** is important because it determines how costs are charged throughout Tourplan NX. Called the **First Charge Unit (FCU)**, it defines what the prime basis of charging is; e.g. **Costs Charged Per** Room.

Room and Person

There are two reserved words for the First Charge Unit – **Room** and **Person**. When these are used in the FCU field, Tourplan knows how to handle the charging:

- In the case of **Room**, the system knows how to calculate the required number of rooms based on passenger numbers, room types and configurations.
- In the case of **Person**, where Service Category is Accommodation, Tourplan uses this specific word to calculate accommodation costs on a Per Person basis rather than a Per Room Basis. If any word other than Room or Person is used in the FCU field, the system deems the charging basis to be Per Group.

FCU Example - Accommodation Products

- For standard type accommodation, this would normally be Per Room.
  - If the accommodation supplier has provided rates on a Per Person basis, then the FCU can be Person.
  - Accommodation rates can be entered on a Per Room or Per Person basis, regardless of what the First Charge Unit is.
  - The documentation output from bookings can be set up to be either Room or Person based.
- For apartment or dormitory style accommodation, this could be Per Aptmnt or Per Dorm.

NOTE: **Extras**, such as Breakfasts, Porterage, Cots etc. can be attached to services (see "Extras" on page 115).

FCU Example: Non-Accommodation Products

There is a very simple rule for defining the First Charge Unit for Non-Accommodation services - whatever type of service they might be:

- If the supplier is charging on a Per Person basis, the First Charge Unit will ***always*** be Person.
- If the supplier is charging by (e.g.) Per Coach, then the First Charge Unit should try to reflect the supplier's charge basis: Coach, Car, Camper, Guide etc.

With only 6 characters available in this field, some creativity may be required to convey an accurate description of what the first charge unit description is.

Second Charge Unit (SCU)

The field **Per** is called the Second Charge Unit (SCU). It is used to label the field where a quantity is being entered and further qualifies the FCU; e.g. per Room (FCU), **Per** Night (SCU).

In the case of accommodation, the FCU description could be Rooms and in a booking, the number of rooms is known based on the pax numbers, room types etc. What the system needs to be told is how many nights (SCU) that the room is to be costed/reserved for.

SCU Example: Accommodation Services

- For accommodation, this will most likely be Night, regardless of the type of accommodation. It will ***always*** be a unit of time based on the pricing that the supplier has provided.
  - If the pricing is supplied based on nights, then **Night** is the correct unit description.
  - If the pricing is given as (e.g.) Per Week (for example, an apartment on a weekly basis) then the SCU will be **Week** (a day room could be **Day**).
- If more than one SCU is booked, the system will automatically append ***s*** to the SCU description; e.g. **Nights** or **Weeks**.

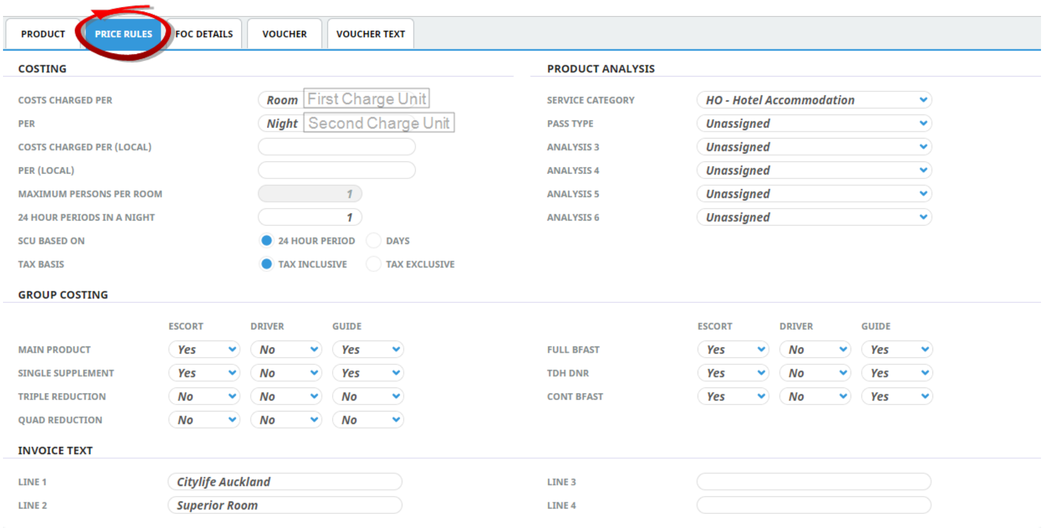
SCU Example: Non-Accommodation Services

- For same day services - e.g. Admissions, Sightseeing, Ferry, Cruise, Transfer, Flight, Meals etc, it could be Visit, Tour, Walk, Entry, Cruise, Trip, Game, Meal, Lunch, Dinner, Lunch, Show, Ride, Taste, Flight, etc.
- Rental Vehicles: Day.
- Extended Touring will depend on supplier pricing. If the Tour/Cruise is (e.g.) 12 Days, then Per Tour or Cruise can be used and the How Many 24 Hour Periods in a Night field can be used to indicate the duration.

Configure Price Rules for a Service

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click **Product Details > General** the **Price Rules** tab.
4. Add details to the **Price Rules tab fields**.



Feel free to add your own price rule configurations.

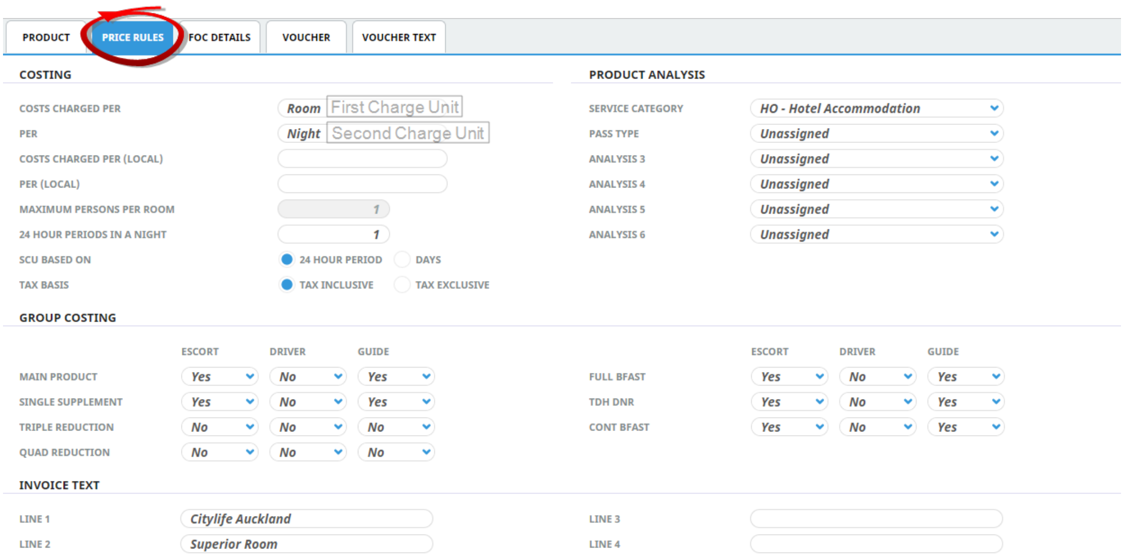
5. To keep the changes, click **Save**.

SAVE

6. Click **Discard** to discard all changes.

DISCARD

About the Price Rule Tab Fields (Costing)



Costs Charged Per

This is the FCU (first charge unit); e.g. Room.

Per

This is the SCU (second charge unit); e.g. Night.

Maximum Persons Per <FCU>

A quantity used for other services to determine maximums.

Example: Max Persons per Room

Rental Cars FCU is **Car**. Maximum Persons Per Car **4**. If there are 6 pax in a booking and this service was selected, the system would cost in two cars. Similarly, for a Charter Coach Service, if the maximum number of pax in the coach is 46, then enter that in this field.

NOTE: This field is not used if the Service Category is **Accommodation** - it will be dimmed out.

How Many 24 Hour Periods in a <SCU>

This field is used to generate an end date for a service. When this is a value other than 0, it triggers the use of the **SCU Based On** field. Most accommodation services would probably have a value of some sort in his field and that value is driven by the Second Charge Unit (SCU). If the SCU is Night then the value in this field would be **1**, meaning that when the service was used in a booking for, say, 3 Nights, the system would add 1 to the last date to get the out date to print on vouchers.

Example: How Many 24 hr Periods in a Night

If the stay was on 01 April, then the 3 Nights would be **01 Apr**, **02 Apr** and **03 Apr**, but the voucher would be able to print **In 01 Apr – Out 04 Apr**. If the accommodation was Per Room Per Week (meaning that the pricing is being entered as a weekly rate), then this field would have **7** in it.

When the service was subsequently used in a quote or booking, the number of Second Charge Units entered would be the number of weeks; e.g., 2 = 2 Weeks = 14 Days. The system would automatically calculate the 15th day as the out date.

SCU Based On

Used to determine the charging basis for the Second Charge Unit – in the case of accommodation: **24 Hour Period**.

It has no effect on accommodation services, but is used for those services; e.g. some Rental Vehicle products, which are charged by **Days** rather than a 24 Hour Period.

The use of either **Days** or **24 Hour Period** is only valid where the **How Many 24 Hour Periods in a <SCU>** field is greater than **0**. If that field is 0, then these fields are ignored.

Tax Basis

Are the rates that will be entered for this Service inclusive or exclusive of taxes? This is set as a default in the Settings application (**System > Code Setup > INI Settings > System**), but can be changed on a service by service basis here if required.

Tax Inclusive vs Tax Exclusive

The system does not care whether rates are entered on a Tax Inclusive or Tax Exclusive basis. How the rates are entered in the Services database has no bearing on how tax is handled for accounting or service calculation purposes. It is recommended, however, that a consistency is maintained; i.e. either all Tax Inclusive or all Tax Exclusive.

The main reason for this is when consultants are required to manually enter a rate during the booking process – because the rate has expired, or it's a 'manual rate' service, or a special price has been given – then they need to know to check on the manual rate entry screen that will display whether the values they are entering are to be Tax Inclusive or Tax Exclusive.

There is a strong argument toward Tax Inclusive, since rate rounding can take place in the Services database and if Tax Exclusive rates are rounded at this level, then when used in a quote or booking and the tax is then added to them, any rounding is lost. Similarly, if the Distribution Edition Internet booking system is being used, services flagged as being Tax Exclusive will display on web sites as tax exclusive.

Product Analysis

Select analysis codes from the drop-down lists. These codes must have been previously defined in the Code Setup application. The codes are used to filter reporting and can also be used to filter services in the Bookings.

Example: Product Analysis

These fields could be used to differentiate accommodation passes from an accommodation wholesale supplier; e.g. **BW Blue Accommodation Pass** or **CC Gold Pass** or **BW Silver Accommodation Pass**. They could also be used to subdivide a Service Type; e.g., accommodation into **Hotels**, **Motels** and **B&B Houses**.

Group Costing

This section defines default settings for when and how Product and Extras costs are automatically applied by Tourplan in quotes and group bookings when escorts and/or drivers and/or guides are using the product.

NOTE: These settings should be considered in isolation from any Free of Charge (FOC) components of the service that may be offered by a supplier. The FOC Details screen allows the setting up of FOC thresholds. These settings apply when a) no FOCs are applicable or b) up to the point where the threshold applies.

There are separate sets of defaults for Escorts, Drivers and Guides and each default setting includes three possible answers:

Selection	Effect
Yes	Escort/driver/guide will be included in the total Pax count and cost only if the service component is used by Pax
No	Escort/driver/guide will NOT be included in the total Pax count and cost if the Extra is being used by Pax
Always	Escort/driver/guide will ALWAYS be included in the total Pax count and cost even if the Pax are not using the service component.

Examples of using **Always**:

Example 1

- *A group overnights in an area where all driver/guide expenses have to be met. The groups accommodation is based on Room Only but an invoice will be received for DBB for the driver-/guide.*

  Breakfast and Dinner are setup as extras and if **Always** is used in the extras fields against the driver/guide then the system will always add in the costs of Dinner and Breakfast for the Driver and Guide regardless of whether the rest of the group is having the meals.

Example 2

- *Scheduled Tours where driver and maybe guide need to have certain extras always costed (e.g. breakfast) even if the passengers don't have the breakfast.*
  NOTE: A problem in this scenario is, if the extra is set to **Always** then if the product is used in quotes/bookings that are *not* scheduled tours, the extra would also be costed in. If the product is setup *specifically* for a scheduled tour, then it could be done without repercussions in other quotes / bookings.

Example 3

- *If an establishment offers half price rather than full FOC for Escort, Driver, Guide.*

  Define a minus $ extra against the product for the amount of the Escort/Driver/Guide discount and set apply cost to Always for Escort, Driver and Guide.

  The extra would not be selected for the passengers, but if there is an Escort, Driver or Guide the discount would automatically be applied.

Invoice Text x 4

These are four additional lines of text which can be output on documentation. Their primary purpose is to provide a description that will be used as an accounting transaction description, and can (provided the invoice document is setup to include it) appear on an agent invoice when the product is used in a booking.

- Line one defaults to the supplier’s name but can be overridden.
- Line two defaults to the product description, and can also be overridden.
- Line three and four are blank and can be used as additional or alternative text on invoice messages, these fields can also be overidden when raising an invoice.

Add FOC Details

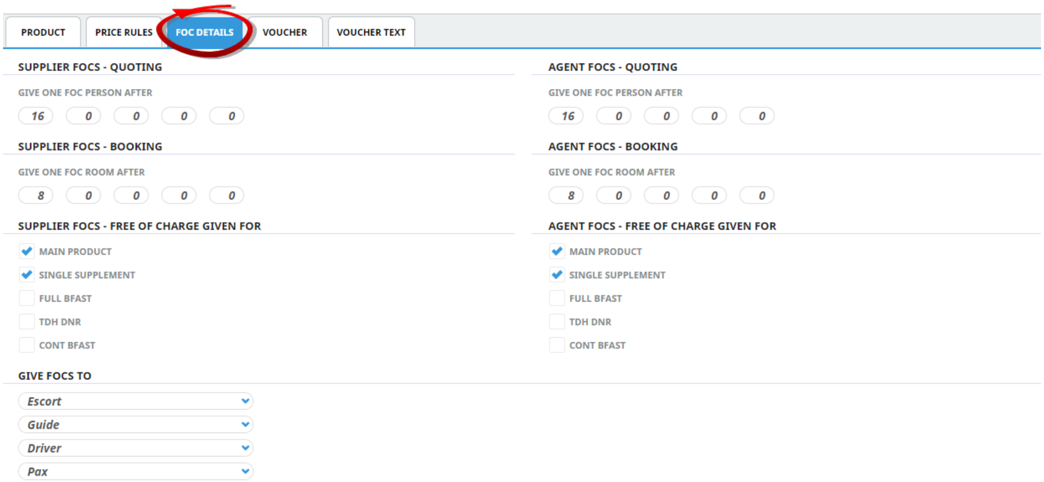
This tab relates to FOCs provided by the supplier for this service, which may or may not be passed onto an agent. If no FOCs are provided, then this tab can be ignored.

NOTE: The FOC entries in this screen are used in Quoting (PCM) and Group bookings. They are not used in the FITs application.

Configure FOC Details for a Product

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click **Product Details > General** the **FOC Details** Tab.
4. Add details to the **FOC Details** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the FOC Details Tab Fields

Supplier FOCs - Quoting and **Supplier FOCs - Booking**

This is the FOC policy given by the supplier. Suppliers will traditionally give FOCs on the basis of Paid Persons or Paid Rooms. Tourplan can automatically calculate FOCs on Paid Persons **or** Paid Rooms, but not a combination of Paid Persons **and** Paid Rooms.

The row headed ***'Give one FOC Person After'*** is for *Paid Person*- based FOCs. This will always be used in Quoting (PCMs) since room types and quantities are not used in that application – all quote costs are generated on a 'Half Twin' plus 'Single Supp' basis.

NOTE: In PCMs, the costs are displayed on both Per Person and Per Room basis and can be output by Person or Room on documentation.

The row headed ***'Give one FOC Room After'*** is for *Paid Room*-based FOCs.

If there are no values in the 'Booking' (Room-Based) FOC line, then the system will calculate Bookings FOCs based on the Person Based (Quoting) FOC values.

Up to 5 FOC person break points can be entered - e.g. 15 in the first field, 30 in the second field, 45 in the third field, 60 in the fourth field and 75 in the fifth field. This would equate to – 1 FOC person after 15 paying Pax, 2 FOC persons after 30 paying Pax etc. If the supplier gives only one FOC after (e.g.) 15 paying pax and no more, then only the first field is filled in and the others are left at 0.

Up to 5 FOC Room break points can be entered, on the same basis as for FOC persons – e.g., 10, 20, 30 would mean 1 FOC Room after 10 paid rooms, 2 FOC Rooms after 20 paid rooms etc.

In the procedure **Configure FOC details for a service**, the supplier's policy is to give One FOC after 16 paid persons (quoting) and 8 paid rooms (bookings). Because the PCM/Quotes application does not use room types (rates are Half Twin plus Single Supp etc) in order to have an FOC calculated in PCMs/Quotes, it is necessary to enter a value in the 'Give One FOC Person after' (top) row. Doubling the Room Based number in the top (person based) row will effectively give FOCs in quotes based on half twin share numbers.

Supplier FOCs - Free of Charge Given For

The FOCs can be made applicable to just the main product (the Half Twin in the case of an accommodation service) or also include a single supplement and any of the extras. For Accommodation, it is unusual for the extras to be given FOC by the supplier. It is however common to check the Main Product and Single Supplement boxes to indicate that the FOC is for a whole room and not just a half twin share, although that feature can be used if required.

Agent FOCs - Quoting and **Agent FOCs - Booking**

The values entered against Supplier FOC's default to Agent FOC's section. This is the FOC policy that is passed on to agents. The agent FOC policy can be different to the supplier's FOC policy. For example, it could be changed to 1 FOC room after 4 paid rooms/8 paid persons.

Agent FOCs - Free of Charge Given For

The above FOCs can be made applicable to just the main product (the Half Twin in the case of an accommodation service) or also include a single supplement and up to 5 extras. For Accommodation it is unusual for the extras to be given FOC by the supplier. For accommodation It is however common to check the Main Product and Single Supplement boxes to indicate that the FOC is for a whole room and not just a half twin share.

Give FOCs To

Click the drop down buttons to indicate who can receive the supplier FOCs and in which order. The default recipients in order are Escort, Driver, Guide & Pax. In this example, if there are no escorts, guides or drivers costed into a quotation or booking, any FOCs available will be allocated to the Pax.

Set Pax Breaks

The Pax Breaks tab is available for non-accommodation services. Pax breaks are used when the product costs vary depending on the number of travelling Pax using the service in a quote/booking.

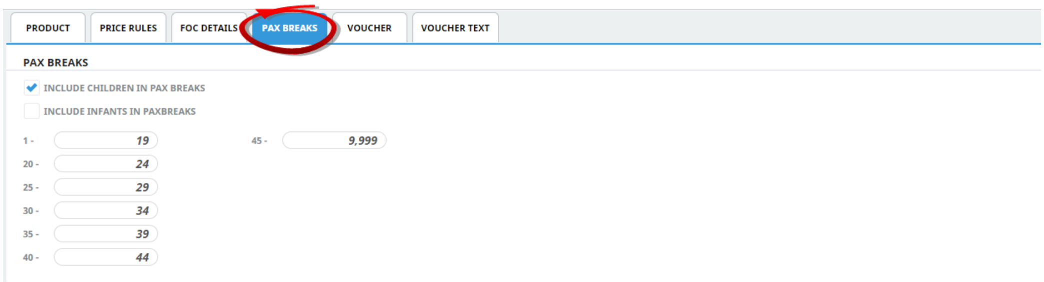
> The Pax Breaks fields and checkboxes are suppressed where pax breaks are not available for use in a product.
>
> Pax Breaks are not used for accommodation products, although those accommodation products whose Service Category has been setup as **Apartment** use the **Include Children/Infants in Pax Breaks** settings. Pax breaks are more commonly used in transport, meals or sightseeing Services.

NOTE: This section should also not be confused with FOC entitlements or pricing which is detailed in "Add FOC Details" on page 123.

Configure Pax Breaks

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click **Product Details > General** the **Pax Breaks** Tab.
4. Add details to the **Pax Breaks** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

> **Example: Charter Coach**
>
> Pax Breaks for a Charter Coach, where pricing is based on coach size. Tourplan uses these breaks in 2 ways:
>
> 1. To breakdown the pricing based on coach size and
> 2. To determine at which coach size, and if more than one coach will be required

About the Pax Breaks Fields

This section allows the definition of up to 24 pax breaks and whether children and/or infants should be included in the count.

When the **Include Children/Infants in Pax Breaks** boxes are checked, they indicate that the children and/or infants will be included in the total count.

Add Voucher Details

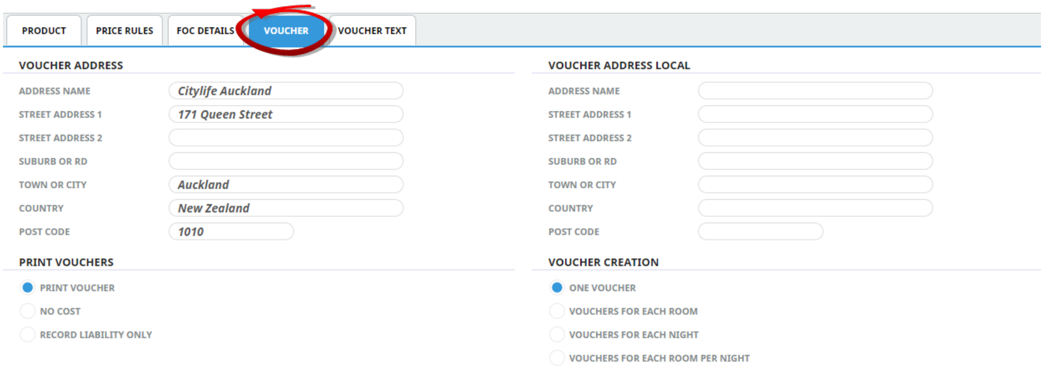
This tab determines:

- How Tourplan creates vouchers for a product.
- Whether or not a voucher should be printed for a product.
- The address details that should be printed on the voucher.

Configure Voucher Details

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click **Product Details > General** and the **Voucher** Tab.
4. Add details to the **Voucher** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the Voucher Tab Fields

Voucher Address

The voucher name and address fields default to the same as the Physical Address fields of the supplier/creditor. These details can be altered. The phone, fax and contact details cannot be defaulted from the supplier because suppliers can have multiple contact details. These are created/edited in Creditors Application, Add Supplier Information.

Voucher Local Address

The voucher local name and address fields default to the same as the Local Physical Address fields of the supplier/creditor. These details can be altered. The Voucher Format message template can determine which of the contact details will print.

Print Vouchers

Choices are:

Selection	Effect
Print Voucher	The standard (and default setting). A voucher will be printed for the product.

Selection	Effect
No Cost	Indicates that the product is a no-cost item for which no voucher is printed; e.g. a product containing itinerary text only.
Record Liab-ility Only	Indicates that the product is a cost item, however no voucher is to be printed; e.g. an overhead booking charge.

NOTE: Regardless of the Print Vouchers setting, a ‘Product Default/Never Print/Always Print’ override button is available on a *service line*-by-*service line* basis in bookings.

Voucher Creation

The choices available are:

Selection	Effect
One Voucher	The most common (and the default setting) which creates one voucher for the product, regardless of the number of passengers.
Vouchers for each Room (i.e. FCU)	Creates a voucher for each FCU (Room, Person, Car, Coach etc) booked for a product. Can be used where each person or Room wishes to have their own set of vouchers.
Vouchers for each Night (i.e. SCU)	Creates a Voucher for each SCU (Night, Day, Trip, Visit etc) Commonly used for self-drive style bookings where vouchers can be redeemed at, for example, any Best Western Motel.
Vouchers for each Room per Night (i.e. FCU x SCU)	Creates vouchers for each FCU (e.g. Room) x each SCU (e.g. Night).

These settings *cannot* be overridden on a Booking by Booking basis.

Add Voucher Text Details

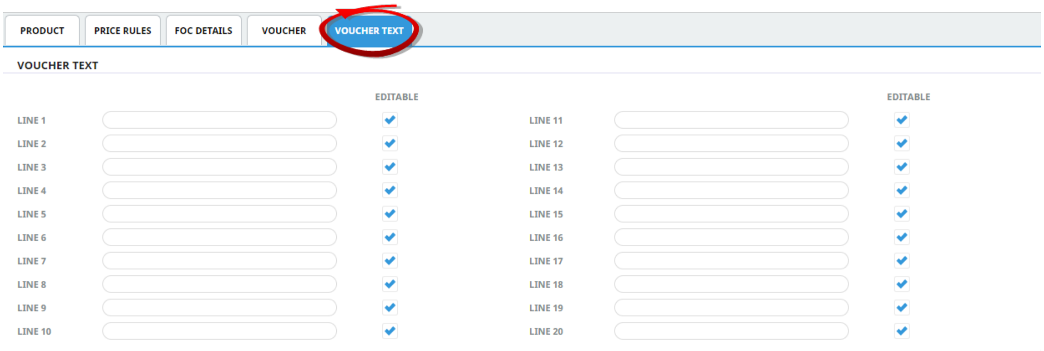
This tab determines:

- Additional Text Fields with set field lengths for vouchered information.

Configure Voucher Text Details

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Voucher Text** tab.
4. Add details to the **Voucher Text** tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the Voucher Text Tab Fields

Voucher Text

This section enables up to 20 lines, (60 characters each) of voucher instructions to be entered which are applicable to the service.

Lines 1-20

Each line of text is numbered and held as a separate record in Tourplan. This is very useful when designing Tourplan messages because, for example, an agent message format can be designed which uses only line 1 of the voucher text and a supplier message which uses both lines 1 & 2 of the voucher text.

Another example could be when organisations use WebConnect. A dedicated voucher line could be used to store and setup promotional details for displaying onnline.

Editable

Determines whether or not this line of text is allowed to be edited during voucher production.

NOTE: Using Voucher Text is optional. Useful voucher templates can still be created without this extra service information. However, if the Voucher Text is used, then ensure that common information is entered on each line for the product.

> For example – for accommodation services – line one could be reserved for entering any product description information which will not fit into the service description and comments fields e.g. “Includes

Complimentary Shuttle Transfer".

All of the data entered so far applies to the *Product* overall, regardless of the date that it is going to be used. Once overall product information has been entered, the next step is to enter the applicable dates and the rates and conditions which apply for those date(s). More information on entering product rates can be found in the "Managing Rates" on page 151 procedures.

Add Product Policies

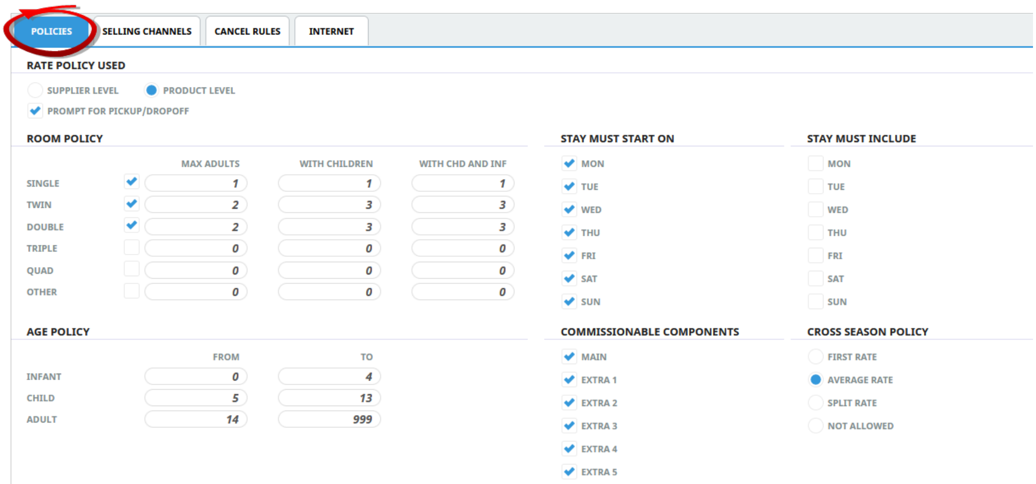
The initial presumption is that the policies are set at Supplier level (see menu **Home > Products > Product Setup > Supplier > Supplier Policies**). If the policy for this particular product is different, the policies can be changed to be product-specific by clicking the 'Product Level' Radio button.

> Supplier-specific policies can also be defined by selecting "Product Setup" and entering the Supplier Code. Leave the Product field blank and the Supplier Policies screen will display.
>
> Within the Product Policies screen, there is a check-box to indicate if the policies are Supplier-specific or Product-specific.

Configure Policies for a Product

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps describe common options for setting up product information.

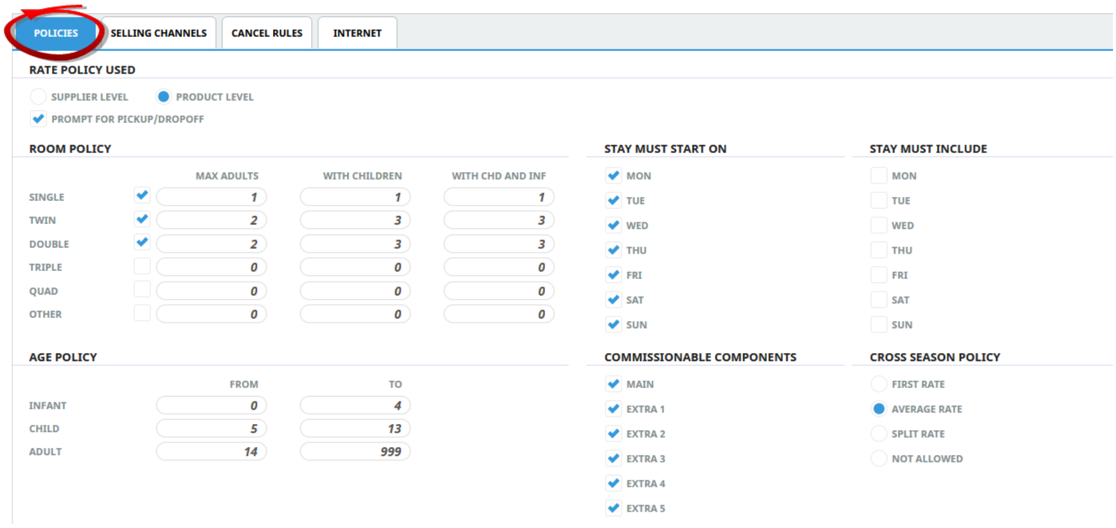
1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Product Details > Policies** Menu for the Policies tab to open.
4. Add details to the **Policies tab fields**.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the Policies Tab Fields



The default policies are set when the supplier is created and all Room Types and Stay Must Start On check-boxes are checked by default. This means that when the policies tab is entered during Product creation, all services created for the supplier can be booked for any possible room type.

NOTE: To change the policies at the supplier level, from within the product, select menu **Product Setup > Supplier > Supplier Policies**. Any changes made will apply to new products created *after* the policy changes have been made.

If the policies of a product conflict with the Room Configuration of the booking, then an error message advising why the save fails will display.

Rate Policy Used

To set the policies on a product level, click the Product Level checkbox. To set the policies to be at supplier level (i.e. applying to all products for the Supplier), check the Supplier Level checkbox.

Pick Up Drop Off

If selected the pick up or drop off button will show green on service insert. (Defaults to checked)

Room Policy

When a new product is defined, all room types are selected by default. Check which room types are available for this Product and remove the check for a particular room type to exclude it from the product.

If a room type is available, then the room occupancy values entered in the **Max Adults**, **With Children**, and **With Chd and Inf** columns are calculated for the number of Pax (adults, children, and infants) using the accommodation service.

NOTE: Room occupancy values are only valid for FIT Bookings.

When a new Product is defined, unless the Policies have been changed at Supplier level, the room occupancy values default to zero. This allows accommodation services to be inserted into FITs based on standard rooming rules.

If room policies are to be defined at the product level, for each room type enter the maximum number of

- adults permitted in the Max Adults column,
- adults plus children in the With Children column,
- adults plus children and/or infants With Chd and Inf column.

When a new product is defined, all room types are selected by default - remove the check mark from a particular room type to exclude that room type.

Age Policy

When a new product is defined, all age values are zero. Ages for children and infants entered in FITs Pax Travelling are checked against the Age Policy.

NOTE: Note: Age policy is only available in FIT Bookings - if the Age Policy is zero, ages are not validated. Age policy is not tested in Groups because of the different types of Child pricing - Children Supplements and Child Sharing.

Stay Must Start On

When a new supplier is defined, all the days of the week are checked by default. This would mean that services created for the supplier can start on any day of the week.

If the first day of a service must start on a particular day or days, only check the relevant start day or days and remove the check from the other days.

When attempting to insert a service into a quote or booking which does not start on the correct day, a system message will display advising that the service cannot be used.

Stay Must Include

When a new product is defined, no days are checked. This indicates that services created for the supplier do not have to include any specific day.

If the product(s) for the supplier must include a specific day, check the day or days of the week to force these days to be included when a product that uses this supplier is inserted into a quote or booking.

Commissionable Components

Allows organisations to nominate individual product components as commissionable or non commissionable. By default the Main option check box and the 5 Extras are checked.

NOTE: This feature is available for organisations who use Agent Commission calculations. It works in conjunction with a Tax (Code Setup) configuration which provides the ability to define if Taxes are to be applied to all commission calculated using an 'Apply to Commission' checkbox.

Cross Season Policy

If a product crosses two or more seasons and is entered into a booking where dates cross the season boundary, a Manual Rate Entry overlay box stating “Service rate crosses season boundary” appears. The user can either accept or override the proposed rate in the overlay box.

The rate proposed will depend on the Cross Season Rates settings described below:

- **First Rate**: This setting will force the rate to be based on the first season for the duration of the service. A good example of this would be Rental Cars. Most Rental Car companies charge the rate which is valid on the first day of the rental, for the duration of the rental.
- **Average Rate**: This is the default setting when a new supplier or product is defined. This setting will take in to account what the rates are across the season boundaries of the selected dates and then average the rate for the duration of the service.
- **Split Rate**: This setting will split the service into multiple service lines, one for each season crossed. Assume a service has week rates from Monday to Friday and weekend rates for Saturday. If the service is booked for 4 nights starting on Friday, the system will automatically create 3 service lines; one for the week rate for Friday, one for the weekend rate for Saturday and Sunday, and one for the week rate for Monday.

  NOTE: No Manual Rate Entry overlay box displays on Split Service entry.
- **Not Allowed**: This setting will not allow the service to be booked. An example of this could be a Stay/Pay deal that is only for a specific period and not allowed outside the specified dates. A system message “Cross Season Rates not allowed for this Price Code” will display.

Add Product Cancellation Rules

Cancellation rules can be defined against a supplier or against individual products. The initial presumption is that the Cancellation Rules are set at the supplier level (see menu **Home > Products > Product Setup > Supplier > Cancellation Rules**). If the Cancellation Rules for a particular product are different, you can set the rule specific for each product at the product level. When product level Cancellation Rules are inserted they will take priority over the supplier level Cancellation Rules.

Insertion of Cancellation Rules allow users to view the cancellation information at the time of service search within the booking process, and provides the opportunity for users to calculate the cancellation amount due at any point in the booking process.

Service Status' will determine if a particular service can allow cancellation and in-turn trigger the Cancellation Rules policies to calculate the value of the cancellation fee for the cancelled service.

Cancellation fee rules can be defined individually for FIT bookings and/or Group bookings or a standard cancellation fee for all bookings can be applied.

Specific date ranges can be inserted to allow variations in cancellation policy rules for different calendar periods, and flexability on how the rate is applied is available by selecting either a relative or fixed rule entry.

NOTE: If User Company's are have enabled external service searches the system accommodates for defined cancellation fees to be applied to these external service rates as well as the internal rates.

Configure Cancellation Rules for Product

There is no limit to the number of Cancellation Rules attached to a product.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Product Details > Policies > Cancel Rules** tab.
4. Click **Insert** to add a new entry.

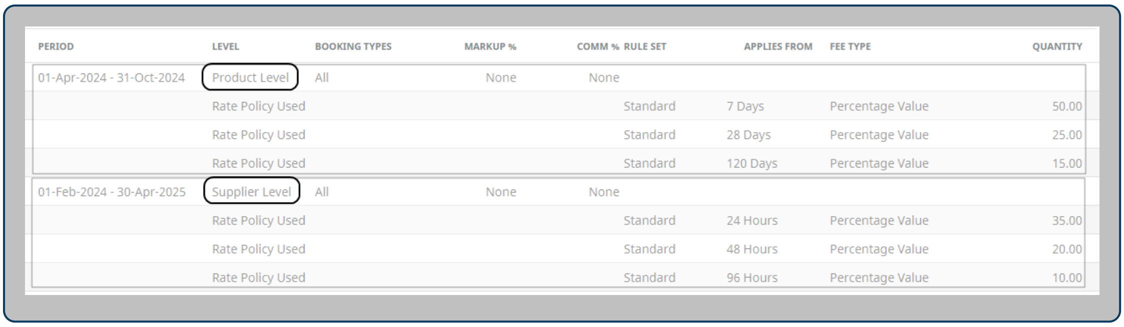
   

5. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is *Relative* or *Fixed* and the type of bookings the policy is for.
6. The **Service Tab** will be open on screen, enter the *Cancellation Fee Service Details* fields.
7. Click the **Fees Tab** and enter the Cancel Rule information.
8. Click **Insert Rule** to save the rule, and insert a new rule.
9. Click **OK** to keep the changes and save or update the entry.
10. Click **Delete** to remove the entry and/or discard any changes.

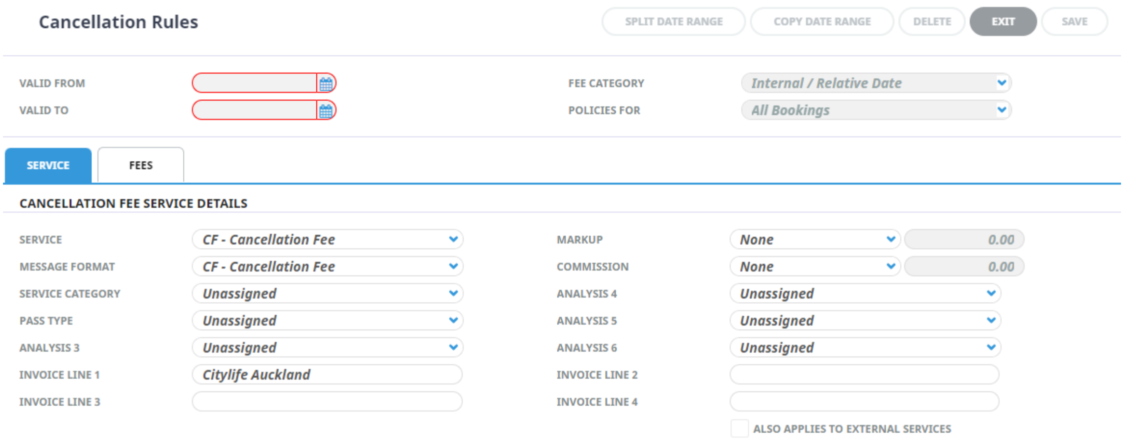
11. Click **Exit** to discard any changes.

> Example: In this example the product has two date ranges defined, and each date range has three rules attached. Each rule defines the different fee amounts dependant on the number of days or hours that the service is cancelled prior to service date.
>
> One set of cancellation rules is applied at the Supplier level, and the top set is applied at the Product Level. In this example if a service was cancelled between 01Apr2024 and 31Oct2024 the product level cancellation fees would apply.



PERIOD	LEVEL	BOOKING TYPES	MARKUP %	COMM %	RULE SET	APPLIES FROM	FEE TYPE	QUANTITY
01-Apr-2024 - 31-Oct-2024	Product Level	All	None	None				
	Rate Policy Used				Standard	7 Days	Percentage Value	50.00
	Rate Policy Used				Standard	28 Days	Percentage Value	25.00
	Rate Policy Used				Standard	120 Days	Percentage Value	15.00
01-Feb-2024 - 30-Apr-2025	Supplier Level	All	None	None				
	Rate Policy Used				Standard	24 Hours	Percentage Value	35.00
	Rate Policy Used				Standard	48 Hours	Percentage Value	20.00
	Rate Policy Used				Standard	96 Hours	Percentage Value	10.00

About the Cancellation Rules Fields



Cancellation field information is the same for Supplier Cancellation Policies and Product Cancellation Policies. Please see the field information found for "About the Cancellation Rules Fields" on page 58

Add Internet Details

This screen is used to setup each product for sale via iCom (hostconnect and webConnect). For a product to be available in webConnect, it must be Internet enabled.

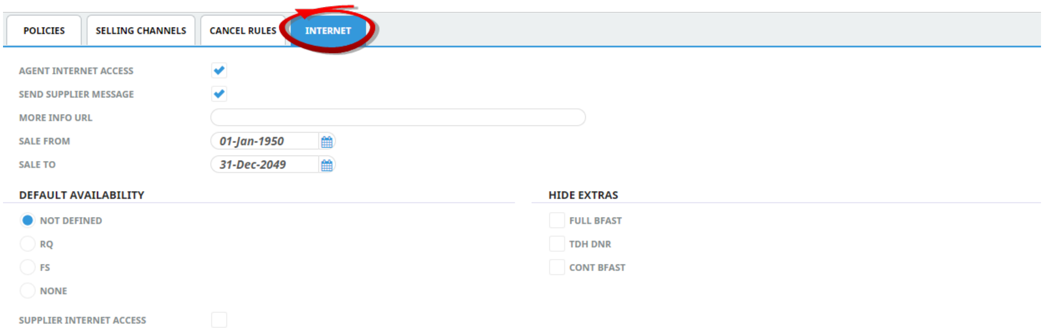
NOTE: The Internet tab will display for all Tourplan NX editions. Tourplan user companies can offer agents an internet connection allowing them to log on to the Tourplan system and make their own bookings. The Internet tab screen enables this particular product to be viewed and booked by agents online.

> webConnect is an additional component of the Tourplan NX system and training on its use is given when it is installed.

Configure Internet Details

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click **Product Details > Policies** the **Internet** tab (if not already shown).
4. Add details to the **Internet tab fields**.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About the Internet Tab Fields

Agent Internet Access

Check this box to enable the product to be available for sale on webConnect and viewed/booked via the internet by agents.

Send Supplier Message

By default this setting is checked. De-selecting the checkbox will prevent messages from being sent to the supplier for this product.

More Info URL

A URL pointing to additional service information can be entered in this field.

The URL of an external web page with additional information about this Product can be entered here. (webConnect will provide a *more information* link if the More Info URL is present).

Sales From/Sales To

A selectable date range for internet sales to start and finish. (Only enable these if there is a specific sales period for this product to be sold online)

Default Availability

An overall default availability setting is attached to the "Service Button" (e.g. Accommodation) that displays when the agent makes a booking. These checkboxes allow that default setting to be overridden for this particular product only if the product is not available from inventory/allocation.

Settings are:

- **Not Defined**: A default service button setting will be used.
- **RQ**: Product will be put on request if no inventory/allocation is available. The Tourplan consultant will need to check availability and advise the agent.
- **FS**: Product is freesold and no inventory/allocation check is made.
- **None**: Product cannot be booked if there is no inventory/allocation.

Hide Extras

If the product extra(s) are not to display or be booked via the Internet, check the appropriate box(es) to hide them.

Supplier Internet Access

Check this box if this product is able to be accessed by the product supplier (via the supplier extranet **supplierConnect**) to modify rates and inventory.

Product will be available for viewing online once the cache has re-reshed. This is set to re-fresh on the hour every hour.

Add Product Pick Up Points

Provides the ability to:

- Define pick up and drop off points at a product level rather than just at a supplier level.

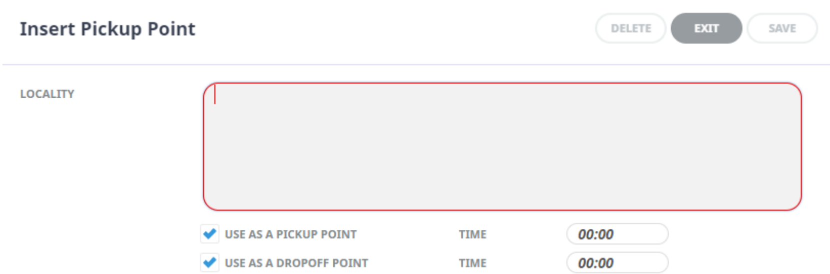
Product pick up and drop off points can be defied at a Product level as well as within the Supplier Replicated Locations. If there are Product level points defined then these will be used in preference to any Supplier level points that have been defined.

The Product Pick up Points menu allows alternative locations and addresses to be stored against products that have multiple pick-up and drop-off locations e.g. Tour pick up locations.

Creating Pick Up and Drop Off Points

1. If the supplier to which replicated locations are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Product Details > Pickup Points.**
3. Click **Insert** to add a new entry.

4. Enter the **Locality** information and use the check boxes to assign if the locality can be used as a pick-up point and/or drop-off point and click **OK** to keep changes.



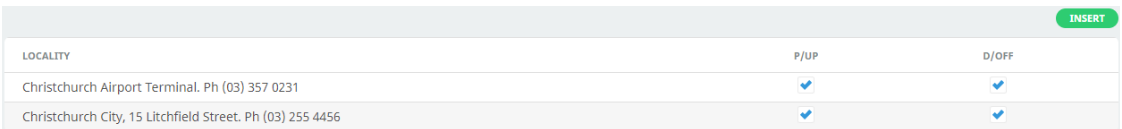
5. Click **Save** to keep the changes.

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

A full list of Localities will display for this product and you can review/amend the details by double clicking on the locality.

About Product Locality Fields

On entry the Pickup Point screen will show a full list of localities assigned as a Pick up or Drop off points.



LOCALITY	P/UP	D/OFF
Christchurch Airport Terminal, Ph (03) 357 0231	✔	✔
Christchurch City, 15 Litchfield Street, Ph (03) 255 4456	✔	✔

Pick Up/Drop Off Locality

The localities which display in this panel are those that were inserted as pick up and drop off points. This field stores address and contact details for the pick-up/drop-off points.

NOTE: When used in Quotes/Bookings, the locality addresses are automatically available as valid pick-up/drop-off points which can be used in client documentation.

Pick-Up/Drop-Off Point Indicators

The initial screen lists localities available for this product. The Pick-up/Drop-off point indicators display as a check box to determine if the locality can be used as a pick-up or drop-off point. Amendments can be made here or additional information such as times for scheduled services can be inserted or amended by clicking the existing locality.

- **Valid Pickup/Dropoff Point** - If the locality is available as a pick-up and/or drop-off location the checkbox should be selected.
- **Time** - If the pick-up point is for (e.g.) a scheduled service, then the departure time can be entered here and it will automatically default into bookings.

> If there are pre-defined times that the pick up/drop off are valid for these can be assigned in the setup. Clicking on the header of the table allows the pick up and drop off column to display the nominated times.

Add Product Amenities

Amenities or facilities offered by suppliers can be set up and attached at both supplier level and/or product level.

This caters for the situation where a supplier e.g. a hotel may have amenities that are availble for all room types (at a supplier level) e.g., 24 Hr. Reception, Heated Pool, Baby Sitting Available etc., and product amenities would be attached to specific room types - e.g. Cooking Facilities or a Spa Bath.

Having amenities set up is not critical to the operation of Tourplan — it will function without them. Supplier and product set up can continue without them; they can be added at a later stage if required.

Attaching Amenities

1. If the product to which amenities are to be added does not exist, create the product first (see Creating Products)
2. If the product does exist, search for and retrieve it, so that product details are displayed on the screen (see Searching for Suppliers and/or Products)
3. When product details are displayed on screen, select menu **Content > Amenities** (if amenities are attached a list will display on this screen).
4. Click **Insert** to add a new entry.

   INSERT

5. On the **Insert Amenities** screen, select the required Amenities.
6. Click **Save** to keep the changes.

   SAVE

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

NOTE: A list of all amenities loaded via Code Setup will display in the Insert Amenities Screen.

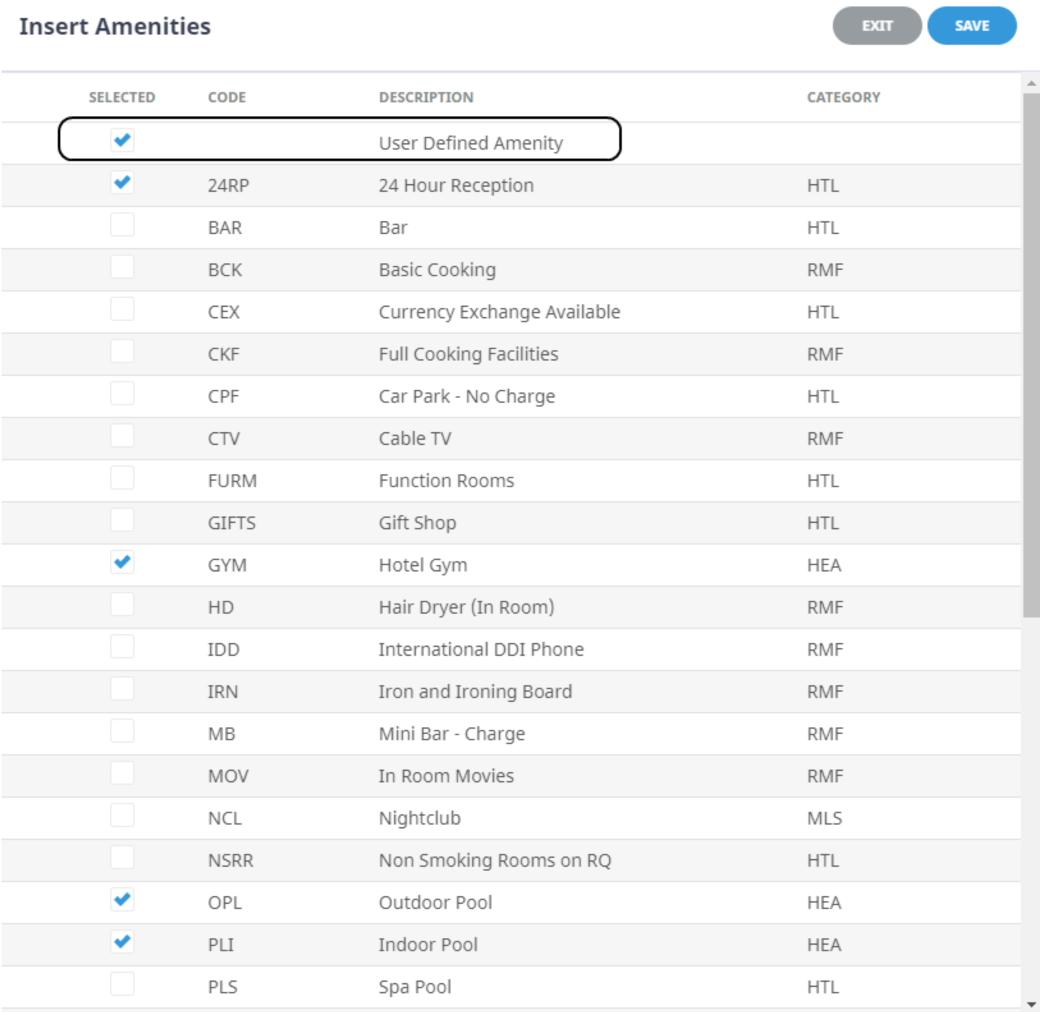
User Defined Amenity

There is an entry at the very top of the insert amenities list named User Defined Amenity. This can be used to add a one off amenity if necessary. For example, if there is an item of 'Circular Bed' and this affects only one product, then rather than adding this once only item via code setup, it can be added as an extra to the product only.

To add additional amenities that have not been included in the list, select the check box for the User Defined Amenity and then type in the description required. Then select the category from the drop-down to the right of the description.

Adding a One Off Amenity - User Defined Amenity

1. On the **Insert Amenities** screen, select the User Defined Amenity.



SELECTED	CODE	DESCRIPTION	CATEGORY
✔		User Defined Amenity	
✔	24RP	24 Hour Reception	HTL
	BAR	Bar	HTL
	BCK	Basic Cooking	RMF
	CEX	Currency Exchange Available	HTL
	CKF	Full Cooking Facilities	RMF
	CPF	Car Park - No Charge	HTL
	CTV	Cable TV	RMF
	FURM	Function Rooms	HTL
	GIFTS	Gift Shop	HTL
✔	GYM	Hotel Gym	HEA
	HD	Hair Dryer (In Room)	RMF
	IDD	International DDI Phone	RMF
	IRN	Iron and Ironing Board	RMF
	MB	Mini Bar - Charge	RMF
	MOV	In Room Movies	RMF
	NCL	Nightclub	MLS
	NSRR	Non Smoking Rooms on RQ	HTL
✔	OPL	Outdoor Pool	HEA
✔	PLI	Indoor Pool	HEA
	PLS	Spa Pool	HTL

2. Enter a **Description**.
3. Select a **Category**.
4. Click **Save** to keep the changes.

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

Removing Amenities

At anytime amenities can be removed if they no longer apply.

Remove an Amenity

1. Search for and retrieve the product, so that product details are displayed on the screen (see Searching for Suppliers and/or Products).
2. When supplier details are displayed on screen, select menu **Home > Product Setup > Content > Amenities** (if amenities are attached a list will display on this screen).
3. Select the required **Amenity**.
4. On the Amenity screen, click **Delete**.

5. Alternatively, open the **Insert Amenities** screen, *unselect the check box* next to the Amenity to remove it, and **Save**.

Add Product Notes

This screen enables free format notes (or graphics) to be entered against a product. Information stored within a notes category can be used as an internal note or can be used in your documentation or to display on webConnect.

NOTE: It is important to keep the consistency of your formatting within your note fields especially if the fields are going to be used in your documentation.

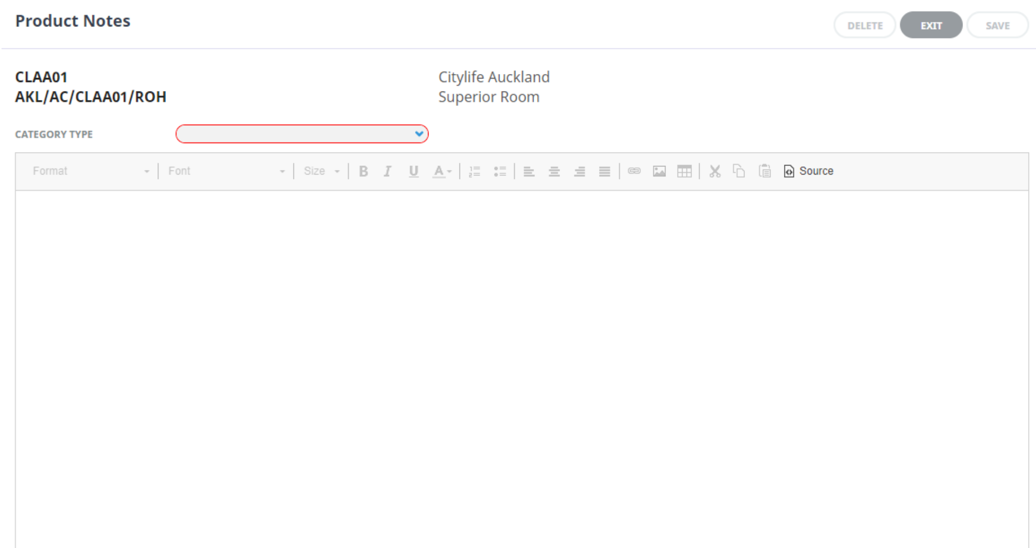
Prior to entering product notes, product note categories or product supplier note categories must be setup in the Code Setup application (see the System Setup User Manual).

> Product notes relate to the product or service, whereas supplier notes relate to the supplier as a whole. A good example would be where you had information for a specific room category that you wanted to make available. This would be entered inserted as a product note - giving you the flexability to insert different room descriptions or images against the different product options. Whereas a supplier note would be information related to the supplier as a whole, location descriptions, or images of the hotel.

Add Product Notes

1. If the product to which notes are to be added does not exist, create the product first (see "Creating Products" on page 101).
2. If the product does exist, search for and retrieve it, so that product details are displayed on the screen (see " Retrieve a Supplier or Product" on page 45).
3. When product details are displayed on screen, select menu **Content > Product Notes**.
4. Click **Insert** to add a new entry.

5. On the **Product Note** screen, select a **Category Type** and enter some notes into the rich text field.



6. Check the **completed screen**.
7. Click **Save** to keep the changes.

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

Product Notes Category Types

The more information that can be inserted into the product at the time of creation reduces time in the long run.

NOTE: Formatting is important when inserting note information especially if you are going to output this information for your clients. Consistent use of bold, tabs, text size and font will make your documentation uniform.

Available categories for creditors in the Standard Database system are:

Code	Description	Type
DCP	Child Policy	Product Supplier
DEM	External Supplier Mapping	Product Supplier
DGN	Product General - Internal	Product Supplier
DGO	Geo Coordinates	Product Supplier
DI1	Default Image	Product Supplier
DI2	Additional Image (1)	Product Supplier
DI3	Additional Image (2)	Product Supplier
DID	Itinerary (Long) Description	Product Supplier
DRD	Directions	Product Supplier
DSP	Specials / Extras	Product Supplier
DTC	Service Terms and Conditions	Product Supplier
DWD	Web (Short) Description	Product Supplier
DXP	Cancellation Policy	Product Supplier
MIN	More Info	Product
PCP	Child Policy	Product
PEM	External Product Mapping	Product
PGN	Product General - Internal	Product
PGO	Geo Co-Ordinates	Product
PI1	Default Image	Product
PI2	Additional Image (1)	Product
PI3	Additional Image (2)	Product
PID	Itinerary (Long) Description	Product
PWD	Itinerary (Short) Description	Product
PXP	Cancellation Policy	Product

NOTE: In the above table:

- Types marked Product Supplier Notes can viewed/edited in both Product Setup > Product Notes and Supplier Notes and will attach to all products that are created for the supplier.
- Types marked Product are Product Notes, these are specific to the product or service only.

If a note category displays that is not applicable to the Product, leave the note blank.

As described in the procedure above, to enter a note, first highlight the required note category from the Category Type list, then click in the rich text editor section at the bottom of the screen and type a note. An alternative is to copy/paste information from the suppliers website and edit it accordingly.

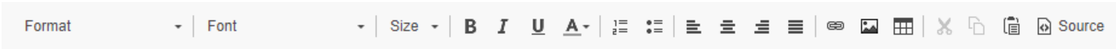
NOTE: When copying and pasting information from a website insert the text into a Word document or Notepad to strip the hidden HTML formatting before inserting (copy/paste) the plain text into Tourplan.

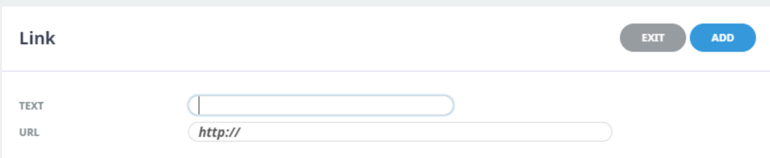
> If a note applies to a particular product that the supplier offers; e.g., it applies to a **Suite** rather than an **ROH Room**, then it must not be attached here - it must be a **Product Note**, *not* a Supplier or Product Supplier note.

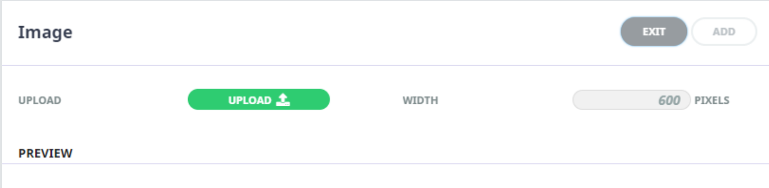
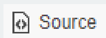
About Note Formatting Fields

The rich text editor section (or body) of the note is a blank page for the note text to be inserted or edited.

The Editing screen has the following items:

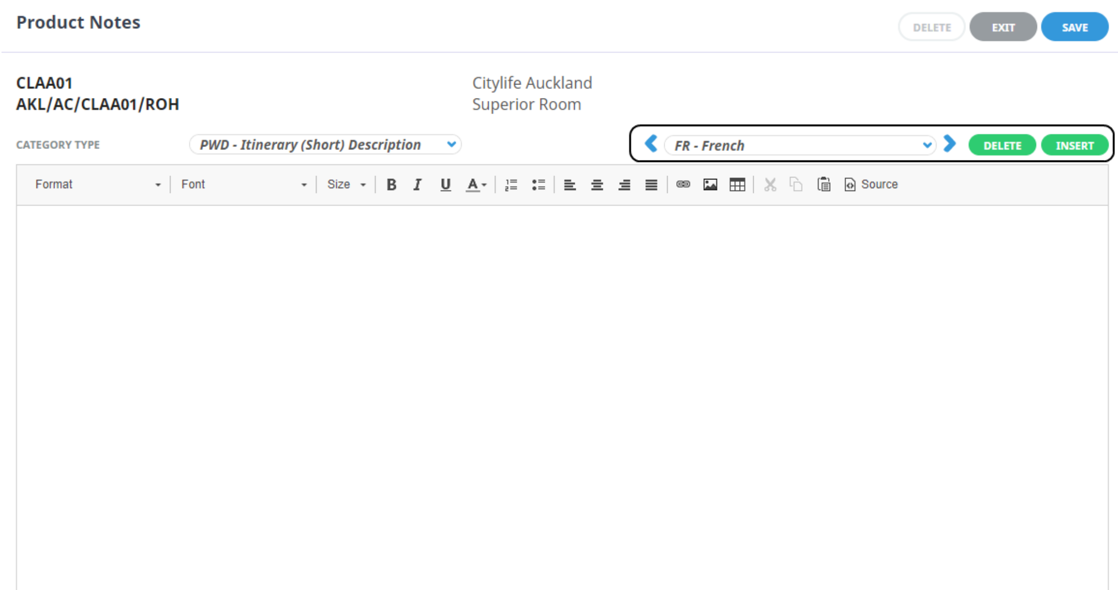


Format type	Format Option Descriptions
Format	Format of the paragraph text. Normal, Headings 1,2,3,4,5, & 6, Formatted, Address,
Font	Font of text (will default from the INI Setting DEFAULTFONT)
Size	Font Size of text (will default from the INI Setting DEFAULTEDITFONTSIZE)
	Style, Font and Font Size. The available styles and fonts are the Windows styles and fonts installed on the computer running Tourplan
B	Bold - highlight the text to be bold faced and click this button
I	Italics - highlight the text to be italic and click this button
U	Underline - highlight the text to underlined and click this button
A	Colour of text – highlight the text to change the colour and click this button
	Numbered bullet points - click this button to create a numbered list
	Bullet points - click this button to create a bulleted list
	Left aligned text - click this button to justify text on the left margin
	Centre aligned text - click this button to centre text between the left and right margins
	Right aligned text - click this button to justify text on the right margin
	Left and Right justified text. Click this button to justify text between the left & right margins
	Insert a URL link – click this button to insert the text you want showing as a hyperlink and insert the required URL 

Format type	Format Option Descriptions
	Upload an image – click this button to upload an image 
	Insert a table – click this button to insert a table
	Cut text (Ctrl+X) highlight text to be cut and click this button
	Copy text (Ctrl+C) highlight text to be copied and click this button
	Paste text (Ctrl+V) place the cursor at the point where copied/cut text is to be placed and click this button
	Selecting this button will show the text editor in CSS styling source code

Multi Language Note

If the multi language check box is enabled for the defined note category in **Code Setup > Notes** a language selection will be available to insert language translation text per language.



To insert language translation text for a note, click the insert button next to the language. A Language selection screen will display for users to define the language assigned to the note text.

NOTE: Organisations can insert as many language translations as required.

Viewing Alternative Language Note Content

The arrows to the left and right of the language field allow users to view and edit alternative language note entries and a dropdown selection can be used to display a specific language note entry.

Add Itinerary Information

Itinerary text can be attached to a product, and is typically used for itinerary product, where the service does not hold a cost. Itinerary text allows one or more itinerary segments of pre-defined itinerary text (which can include graphics) to be attached to services.

For example: you may want to include arrival text for a destination, that is not linked to a particular paid service. This is general information about a destination. The example below shows a product option for location AKL, and service type IT (itinerary service type).

LOCATION	SERVICE	SUPPLIER	CODE	DESCRIPTION	COMMENT
AKL	IT	OOOC01	AKLARR	Auckland Arrival - basic text	

Itinerary text does not need to be used to produce itinerary documents. Tourplan's supplier note and product note functions offer itinerary text alternatives. Guidance from your local Tourplan Support Office should be sought when deciding if Itinerary information is to be inserted here or within supplier notes and product notes.

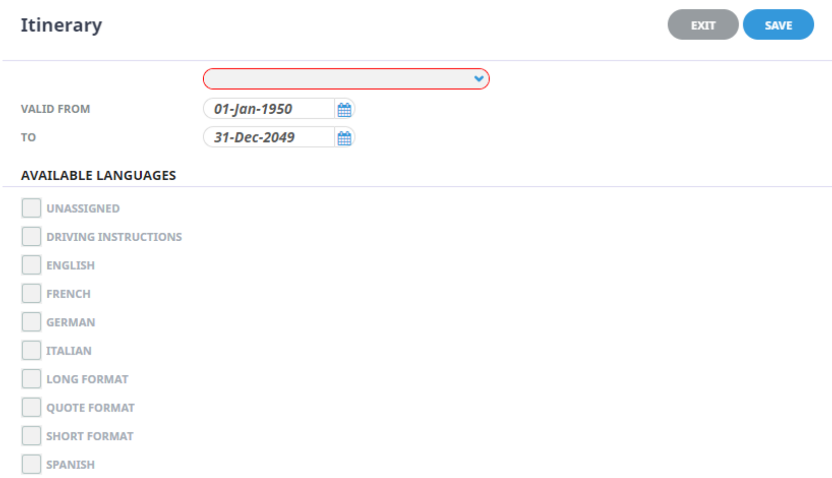
NOTE: Itinerary text cannot display on Websites or in webConnect.

If you are using itinerary texts, the itinerary text must first be defined in **Code Setup > Product > Itinerary** for more information see the System Setup User Manual.

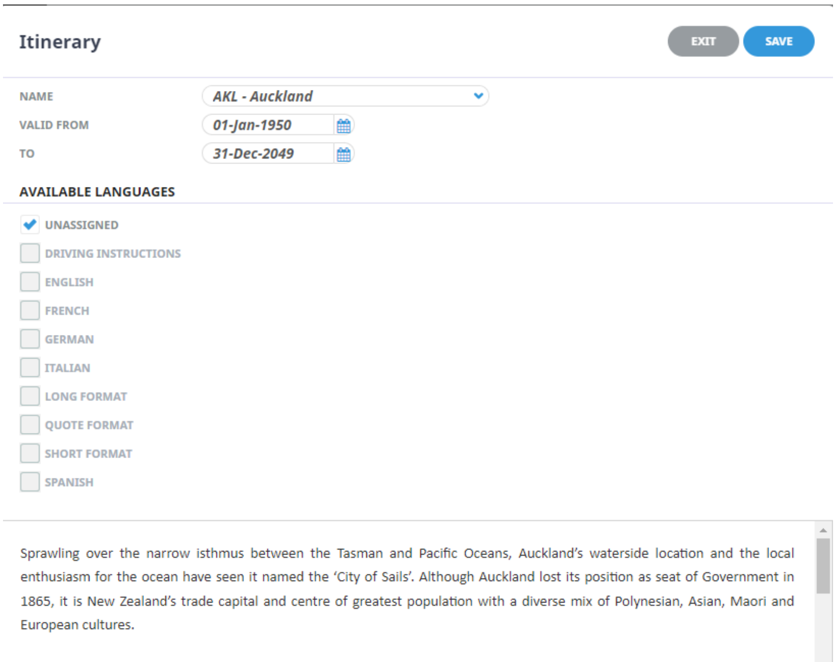
Add Itinerary Segments

1. If the product to which Itinerary text is to be added does not exist, create the product first (see Creating Products).
2. If the product does exist, search for and retrieve it, so that product details are displayed on the screen (see " Retrieve a Supplier or Product" on page 45).
3. When product details are displayed on screen, select menu **Content > Itinerary**.
4. Click **Insert** to add a new entry.

5. On the **Itinerary Note** screen, enter a **Name**, select **Valid From/To** dates, the required **Language** and enter some notes into the rich text field.



6. Check the **completed screen**.



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

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

About Product Itinerary Fields

Name

Select a previously defined Itinerary Segment from the list.

Valid to and From

Dates can be selected for this itinerary text to display, allowing for specific itinerary text to display for set periods of time.

Available languages

If using multi language functions for your messaging, the language attached to this text in Code Setup will display in this field. The additional options are greyed out and only the available language options will display here.

Set Message Defaults

This screen allows previously set up messaging defaults to be applied to the service.

The majority of fields in this screen relate to exceptions set up for this service where Auto Messaging is used. In this document, the presumption is made that Auto Messaging is not set up. Auto Messaging set up is covered in the System Setup User Manual. Without Auto Messaging turned on, when this screen is accessed, the only field able to be edited is the ‘Format Type’ field.

The Format Type dictates what message ‘Line Type’ should be used when outputting messages/documentation when this service is in a quotation/booking.

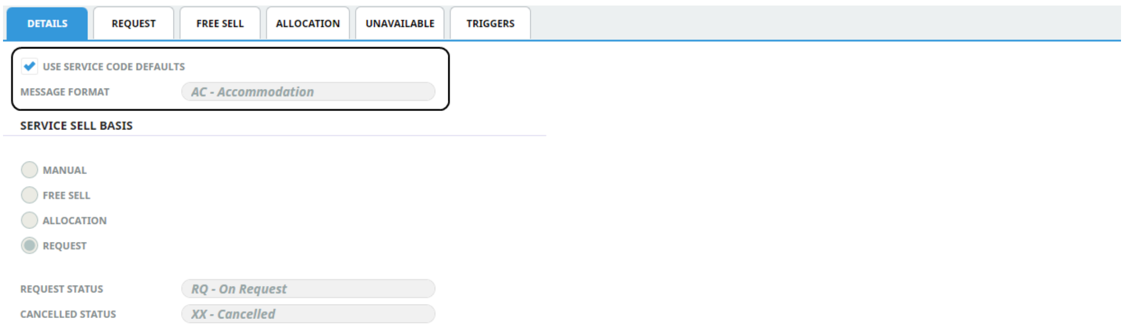
If message defaults are set correctly in System Setup then the default will be applied here, this procedure explains how to set the message default for this product, on a product by product scenario.

Selecting a Message Format

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. When supplier details are displayed on screen, select menu **Operation > Message Defaults**.
4. Unselect **Use Service Code Defaults** and select the required **Message Format.**
5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

About Message Defaults - Details Tab Fields



Use Service Code Defaults

Message Format

Use the dropdown to select the Format Type appropriate to the service.

Service Sell Basis and Remaining Tabs

The other tabs available are used for Auto Messaging functions, if you are interested in auto messaging we suggest you seek advice from your local Tourplan Support Office.

Add Product Contacts

This screen enables contacts to be added, changed and deleted for individual products. Contacts are used in Tourplan's messaging system to provide an automated phonebook when messages are sent by email to a supplier, or to provide contact information to your clients in their documentation.

> For example, tour companies may want to provide a different phone number for clients to have on their documentation to confirm their reservation for a particular tour.

NOTE: It may not be necessary to insert contact details for individual products, most organisations will require the correspondence to be sent to suppliers through the contact information stored at the supplier level.

Prior to the set-up of a contact, a list of standard contact types must be set up in the Code Setup application.

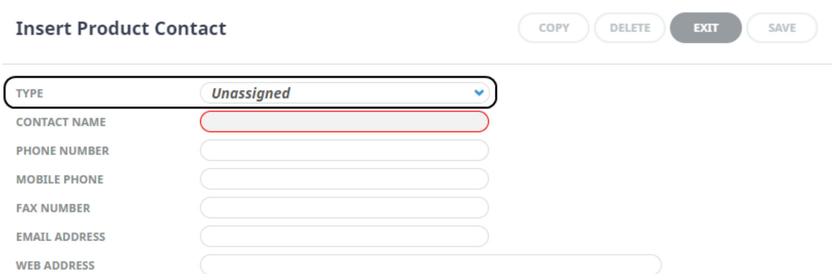
If contacts have already been inserted a full list of contacts are available to view when selecting menu **Product Setup > Operation > Contacts.**

Add Product Contacts

1. If the product to which contacts are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the product does exist, search for and retrieve it, so that product details are displayed on the screen (see "Searching for Products or Suppliers" on page 45).
3. When Product details are displayed on screen, select menu **Operation > Contacts** (if contacts are attached a list will display on screen).
4. Click **Insert** to add a new entry.

5. On the **Insert Product Contact** screen, select contact type from the dropdown.

6. Enter a **Contact Name** and relevant contact details required.

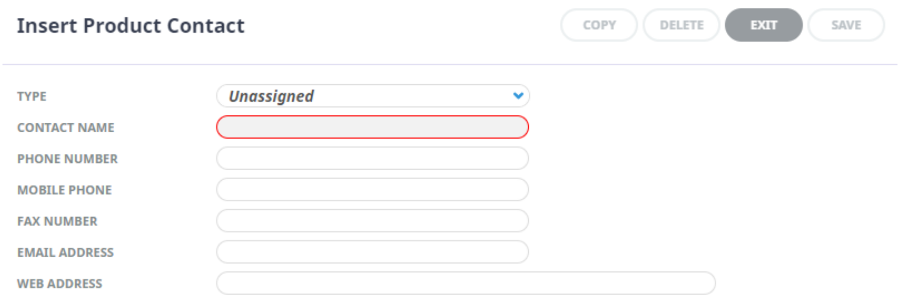
   NOTE: At least one field from phone number, mobile number, fax number, email address, or web address is required to save the entry.
7. Check the **completed screen**.
8. Click **Save** to keep the changes.

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

> If Save is selected the Contact Name field will be cleared and details of the next contact for this product can be entered. Phone, fax, email and web details are retained, but can be overridden if necessary.

About Insert Product Contact Fields



Contact Type - of the Product

The type of contact.

Examples are: AC – Accounts; SA – Sales; RS – Reservations; AD – Administration etc. These must first be set up in **Code Setup > Messaging > Contact Types.**

NOTE: Contact Types can be used multiple times in this screen - e.g., there can be more than one contact with a Contact Type of 'RS' (Reservations), provided the Contact Name is different for each contact.

Contact Name

The name of the contact. E.g. Alec Brown. Generic names can also be used—e.g. Reservations, Accounts etc.

Phone Number

The phone number for this contact.

Mobile Phone Number

The mobile phone number for this contact.

Fax Number

The fax number for this contact.

Email Address

The email address for this contact.

Web Address

The web address for the supplier/product (optional).

CHAPTER 6

Managing Rates

Every rate stored in Tourplan has a Start Date, an End (expiry) Date and a Price Code. There are other details stored, but a rate cannot be entered without these 3 pieces of information.

There is no limit to the number of future rate periods for each product.

In this chapter ...

About Rates

Tourplan has different mechanisms for marking up rates and bookings. This can be done at three levels:

a. at rate level (i.e., in the Product),
b. using the Markup function of the Discount/Commission/Markup Matrix which applies the markup during product entry into the booking, or
c. at booking level by manually adjusting the booking product (and/or component) values and the booking total.

Marking up at a rate level and product/rate level has the advantage of being able to specify a sell rate for a service to match published rates, whereas adjusting at booking level requires detailed line and total manipulation.

At rate level, there is one method of markup which is by entering cost rates and sell rates against Price Codes. This method allows the cost price provided by the supplier to be entered and the price at which the service is to be sold to be entered. Tourplan will display the markup percentage and amount. Multiple Price Codes can be used to for (e.g.) , different tariff/rate levels.

At booking service level the Markup Matrix can be used to apply markup based on certain criteria set up in the matrix record. Cost rates then have markup applied within bookings based on a large range of possible criteria - Product Analysis Codes, Agent Analysis Codes, Supplier Codes, Service Dates etc. At least one non-markup Price Code is still required for this method, in order to provide date separation.

NOTE: Price Codes must have been previously setup via menu **Home > System > Code Setup > Product > Price Code**. The markup method(s) to be used will be discussed during system implementation.

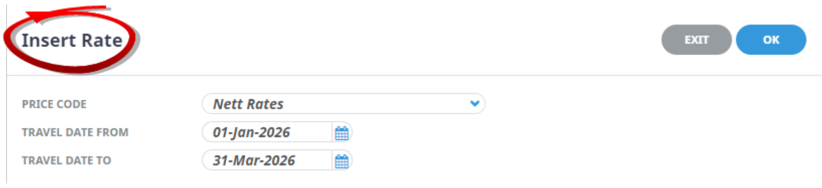
Add a Rate

Rate information is created and maintained from the Rates menu option, which is accessible from the Product Setup screen. When a product is first created, there is no rate data associated with it.

Add a Rate for a Product

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. From the Product Setup menu, select **Rates**.
4. Click **Insert** to add a new entry.

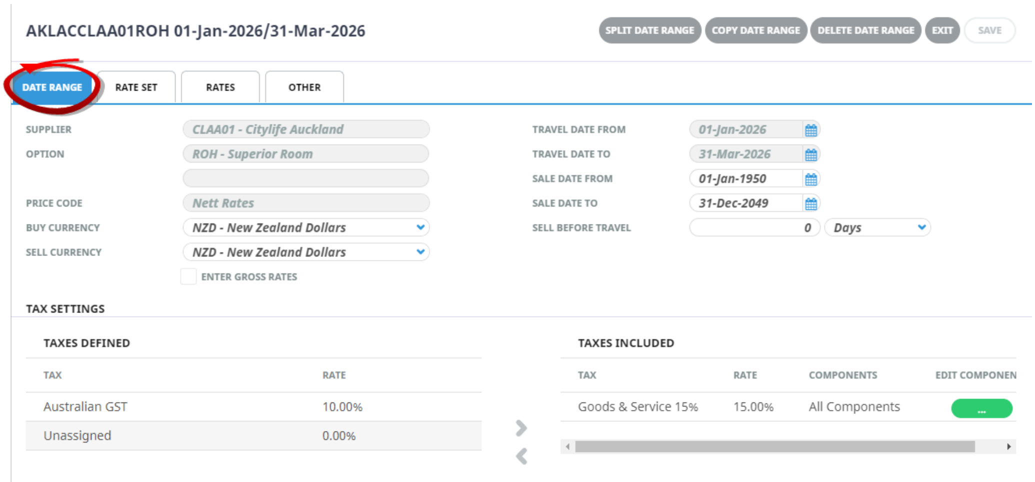
5. On the **Insert Rate** screen, select the appropriate **Price Code** from the drop-down list. Refer to "About the Insert Rate Fields" on the next page for more information on Price Codes.



6. Enter, or use the Calendar(s) to select, the appropriate **Travel Date From** and **Travel Date To** dates and click **OK**.

> Once **OK** has been clicked on the **Insert Rate** screen, the dates as entered cannot be changed. They can be deleted, or split, but they cannot be edited.

7. A rate must have a date range associated with it before it can be saved - the **Date Range** screen will appear automatically after clicking OK. Enter, or use the Calendar(s) to select, the **Sale Date From** and **Sale Date To** fields.



Refer to About Date Range Tab for more information on fields.

8. Enter a number of days/months into the **Sell Before Travel** field (or leave it at 0 Days, which is the default).
9. Click **Save** to keep the changes.

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

About the Insert Rate Fields

Price Code

Select a Price Code from the drop-down list. Regardless of how rates are going to be marked up, there must be a Price Code selected in this screen. Without it, rates for different dates/seasons cannot be defined. In this example the Price Code "Nett Rates" is being used.

Travel Date From

The beginning date of the rate period. Once entered in the Insert Rate screen, it cannot be changed. It is displayed for information only.

All rates are date sensitive. This means that a rate will not display as being available in quotes and bookings if the **Travel Date From** is in the future of the quote or booking.

Travel Date To

The expiry date of this rate period. Once entered in the Insert Rate screen, it cannot be changed. It is displayed for information only.

Set Date Range Information

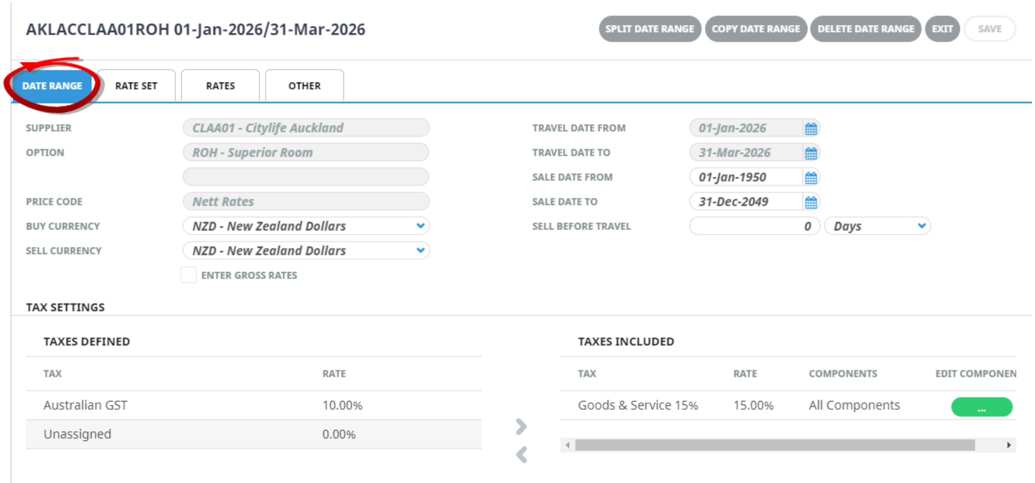
The Date Ranges screen has four tabs across it:

1. **Date Range** (this page)
2. "Date Range - Rate Set" on page 157
3. "Date Range - Rates" on page 160
4. "Date Range - Other" on page 163

NOTE: These four tabs apply to the Date Range/Price Code rates season with which you are currently working.

Set the Date Range for a Rate

1. Make sure a rate and date range has already been added (see "Add a Rate" on the previous page).
2. From the Product Setup - Rates screen, click a **Rate Period** to update it.
3. Select the **Date Range** tab.



4. Make any changes required (in fields that are not read-only). Refer to About the Date Range tab fields for more information on these fields.
5. If necessary, continue with updates to information in other Rate tabs.
6. Click **Save** to keep the changes.

SAVE

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

About the Date Range Tab Fields

Header - Full Product Code (view only)

The full product code displays at the top left of the screen. The full product code is generated from the fields inserted at the time of product set up:

- Location
- Service Type
- Supplier Code
- Product Code

Location / Service Type / Supplier / Product Code

AKLACCLAA01ROH 01-Jan-2026/31-Mar-2026

This example is showing a:

- Location of = **AKL** (Auckland)
- Service type of = **AC** (Accommodation)
- Supplier of = **CLAA01** (Citylife Auckland)
- (Product) Code of = **ROH** (Run of House)

At a glance users can see the date range selected is **01-January-2026 - 31-March-2026**

Header - Dates (view only)

The dates displaying here are the dates entered in previous screen for the rate period.

Supplier, Option, Comment, Price Code (view only)

These fields display to show users the product selected. (these fields are view only and cannot be edited)

Sale Date From/To

The Dates that this rate is able to be sold from/to. These dates default from the Price Code set up but can be overridden here.

Sell Before Travel Days/Months

This field is used when a rate is only valid if booked *nn days* (or *nn months*) prior to the date the service is booked for.

Buy Currency

Select the buy currency from the drop-down list. This should be the currency in which the supplier is to be paid – i.e., the default currency that was entered against the supplier when it was setup. (See "Add Supplier Currencies" on page 32). Currencies other than the default can be used if required, but Tourplan will generate the Vouchers and Accounts Payable transactions in the Buy Currency.

Sell Currency

The sell currency can be different from the buy currency. If this is the case, the required Sell Currency can be selected from the drop-down.

NOTE: The sell currency set here does not mean that it is the only currency that the service can be sold at. When a quote or booking is setup, the Agent (client) currency will generally determine what the Booking sell currency is. This means that the service could be in Buy NZD (New Zealand Dollars) and Sell AUD (Australian Dollars), but can be used in a booking which is being output in USD.

Enter Gross Rates

Checking this box will allow gross rates and commissions to be entered, (as opposed to net rates and mark-ups). The cost price will then be calculated.

NOTE: This feature simply operates as a calculator to allow the net price to be calculated and is only available when the buy and sell currencies are the same.

If the supplier provides a rate of '200.00 commission-able at 20%', then 200.00 can be entered as the Rack rate, and the field normally labelled 'Mup' will be labelled 'Comm', which can have 20 (%) entered into it, which then calculates the net rate as 160.00 with 40.00 showing as the markup.

If different Buy and Sell Currencies are used in this screen, it must be understood that there is no relationship between the exchange rate which may have been used to calculate the Sell Price at product rate level, and the exchange rate which may be used to calculate the actual selling price in a quote or booking.

In other words, in this screen there are two values – a buy value and a sell value which happen to have different currency labels on them and at the quoting/booking stage Tourplan's exchange rate mechanism works out the necessary values based on what currency the quote or booking is being output in.

To make the process of setting up multi-currency rates easier, an exchange rate field is provided below the Sell Currency drop-down, which replaces the Enter Gross Rate checkbox and label, and is only visible when multiple currencies are used. The currency conversion can be based on this field. This editable field also displays under the Rates tab. This exchange rate is not used in the bookings process – the exchange rate(s) from the Tourplan currencies table are used at that time.

NOTE: The Product Database currency rates can be updated in bulk via **Home > Products > Product Setup > Rates** and examples of that process are covered in the "Rate Maintenance" on page 252 section of this document. Examples of using different buy and sell currencies are described in "Apply Different Buy/Sell Currencies" on page 173.

Applying Tax Settings

A Word About Taxes and Tourplan

In general, taxes should only be applied here *if* there is a responsibility to account for the tax. This would normally be some type of Input/Output tax (VAT, GST etc.). If there is no accounting responsibility associated with the tax,(i.e. Sales Taxes, Bed Taxes etc.) then the cost/sell values entered in the Option Rates screen can include the tax.

This method however raises issues of rate maintenance when the tax rate changes, so the taxes can be setup in the Code Setup Module and then applied here. In doing this, when the tax rate changes, a new tax can be setup with the new tax rate and the "Rate Maintenance" on page 252 utility program can be used to add the new tax and update the rates.

NOTE:

- Available taxes display in the 'Taxes Defined' column.
- Taxes already attached to the rate, are listed in the 'Taxes Included' column.

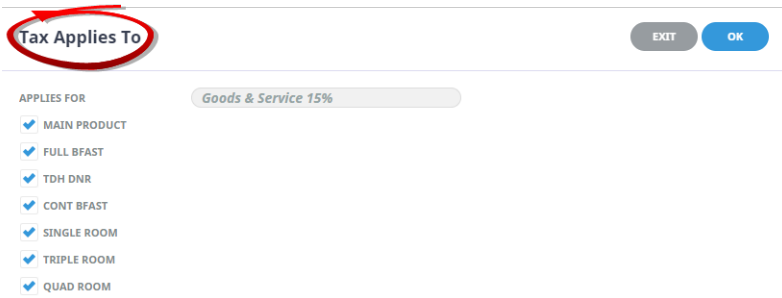
Add a Tax to the Taxes Included Column

1. Highlight the tax and click the **>** button (grey right-arrow, which changes to blue when a tax is highlighted).
2. Any taxes that have been attached in error can be removed by highlighting the tax in **Taxes Included** column and clicking the **<** button (grey left-arrow).
3. To view which components of the service the tax applies to, highlight the tax when it is in the Taxes Included column.

    a. Click the Edit Components **Ellipsis** button.

    ...

    b. In the **Tax Applies To** screen, select the required **Applies For** check boxes. (By default all check boxes are selected).



c. Click **OK** to keep the changes and save or update the entry.

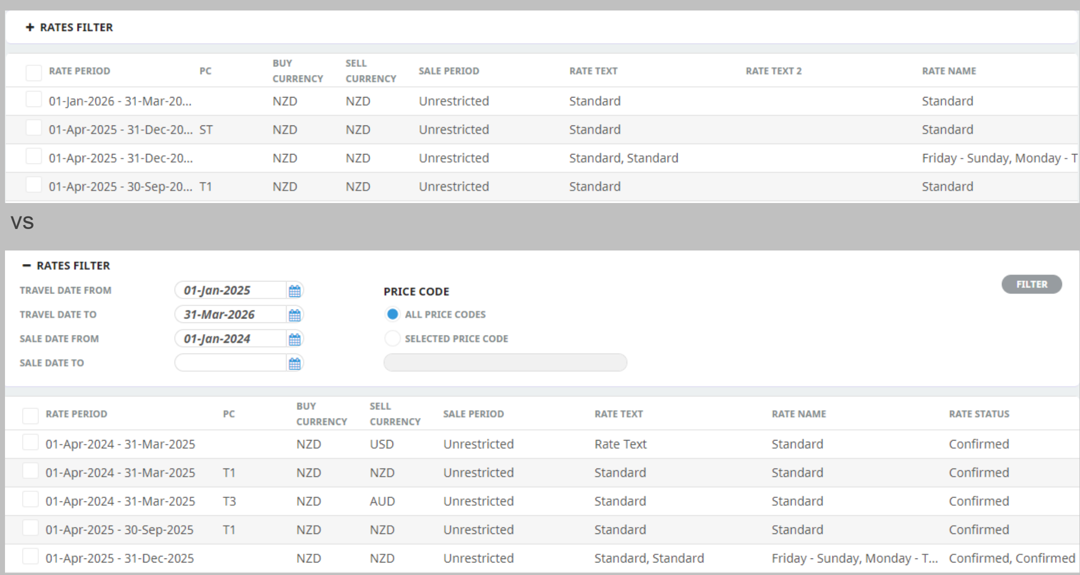
> The tax to apply to the rate must be attached here, regardless of whether the rate entry is Tax Inclusive or Tax Exclusive.

NOTE: If the supplier has a tax attached to a currency record (see "Add Supplier Currencies" on page 32), and that currency is used as either the Buy or Sell currency of the service , then the tax that is attached at *supplier level* will default in this screen.

About the Rates Filter

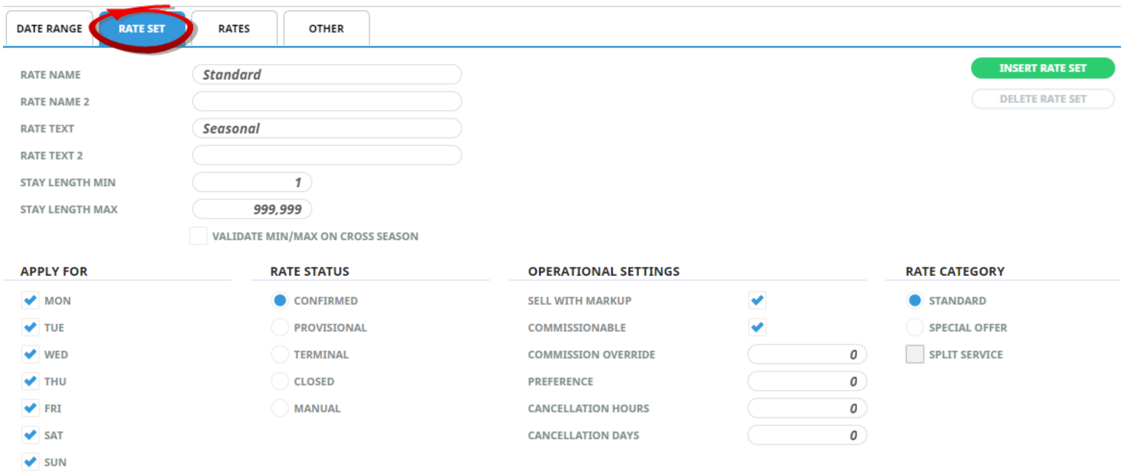
Once several rate entries exist (covering several date ranges), you can use the Rates Filter to find a range. Click the **+** or **-** next to the words **Rates Filter** to expand or collapse the filter fields.

Rates Filter: Collapsed vs Expanded



Date Range - Rate Set

The following screenshot shows fields on the Rate Set tab. This is where you define the rate name and configure rate rules. Settings such as, selecting a Rate Status, the day/s of the week the rate is valid for, minimum/maximum stay lengths and if these conditions can be validated when seasons are crossed. Fields are described below.



Rate Name & Rate Name 2

On rate insert, the default rate name is ‘Standard’. The fields can be edited to reflect the type of rate being entered; e.g. "Weekend Rate"; "3 - 7 Day Rate" etc. Examples are used in this user manual.

Rate Text & Rate Text 2

Can be used to enter (e.g.) a special rate code given by Suppliers that can then be output on supplier documentation.

Stay Length Min/Max

These two fields are used to indicate any Minimum or Maximum stay/use requirements. Examples of use are Special Events where a property imposes a minimum stay. Another example is for rental cars where a rate is for (e.g.) 3 – 7 days; they can also be used in conjunction with Stay/Pay deals which are covered later in this document.

Validate Min/Max on Cross Season

When checked, the Minimum/Maximum stay lengths (if applicable) will be checked against the rules for both rate periods when the rate crosses a season boundary. This is to ensure that the Min/Max values are allowed to be used in both periods.

Apply For

These 7 check boxes can be used to prevent a service being used on certain days of the week. For Non Accommodation Services (e.g. Sightseeing) that only operate on certain days of the week, check the days that the service operates. For a standard accommodation service, all 7 check boxes would probably remain checked (i.e., the rate being entered applies for any day of the week). An example of why boxes for an accommodation service should be unchecked is when Weekend Rates are being setup. (An example of weekend rates is shown in "Apply Special Rates - Weekday/Weekend" on page 177.

Rate Status

Select one of the choices:

Selection	Effect
Confirmed	The rates for this period/price code have been confirmed by the supplier.
Provisional	The rates for this period/price code have not yet been confirmed by the supplier. They are an estimate only – typically based on the previous periods confirmed rates.
Terminal	The rates for this period/price code cannot be extended past the 'to date'. When this button is selected the rate will not be available for bookings or quotes travelling after the 'to date'. A message will display advising that the rate has terminated.
Closed	The rates for this date range/price code are for a 'close-out' period e.g. the product cannot be booked using this rate/price code for this date range period.

Selection	Effect
Manual	No rates will be entered in the Rates screen – the buy and sell rates will be entered manually each time this rate period/price code is used in a quote or booking. This is commonly used for (e.g.), Coach Charter service options where the actual prices will vary depending on the charter length, or Manual Flight Services where the Flight sector values are entered as one total etc.

NOTE:

- When a 'Manual' Rate Status is used (and the pricing in the Rates tab is left at 0.00), the expiry date of the rate should be as far in the future as possible – e.g. 31 Dec 2049. If the expiry date is e.g., only 1 year away, then consultants will get an 'Expired Rate' message when they try to use the service after the expiry date. Even though the rate is blank, the expiry date will have passed.
- When the 'to date' for Confirmed or Provisional rates have been passed and a) there are no rate periods following and b) the service is used in a quote/booking, a window opens which advises the user that the rates have expired and invites manual entry.
- When a date range is added to a rate that is terminal, the terminal flag is removed from the original rate period and applied to the new expiry date.

Operational Settings Section

Sell With Markup

Checking this box will price the product according to the mark-ups and sell prices entered under the Rates tab. If this box is not checked, then the Service will be priced in the Quote/Booking according to the *cost* prices entered under the Rates tab. This setting can be overridden during quoting and booking.

Commissionable

Leaving this box checked indicates that when this rate is used in bookings and the Agent (client) is being paid a commission, this rate qualifies for the commission. If this box is unchecked, then the rate is non-commissionable.

Commission Override

Any value entered in this field is the commission level applied *instead* of any commission that the Agent (client) could be receiving. If the agent is configured to receive 10% commission and the value in this field is 5, then this product will only attract a 5% commission, not 15% (10%+5%).

Preference

We suggest leaving this field blank and encourage an alternative method to identify a preferred product, e.g. an Analysis Field. You will be advised by a Tourplan Support Consultant if this field entry is required.

Cancellation Hours/Days

The Cancellation Policy applying to the rate can be entered in these fields. Entering a value in one field will automatically update the other – i.e., entering 72 Hours will automatically set '3' in the Days field.

Rate Category Section

The two buttons here are used when the rate applies over a period – e.g., valid for 7 days, and additional days are at a rate which is not equal to 1/7 of that rate. i.e., if a seven day stay is 700.00, additional days at 110.00, then the 7 day rate is setup as Standard and the additional days as a Special Offer. An example is shown in "Apply Special Rates - Product "Package" Deals" on page 180.

NOTE:

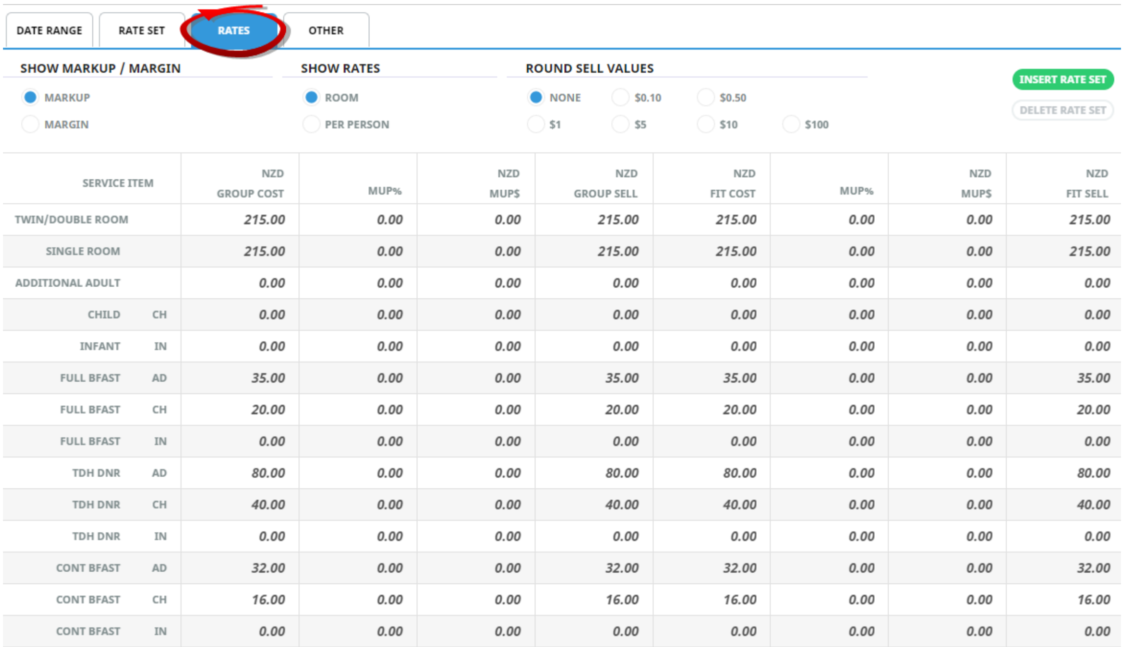
- In the example figures mentioned, if the service has been setup as *Per Room Per Week* and *How Many 24 Hour Periods in a Week* as '7', then when the rate for the Standard Category is entered it must be 700.00 and the Special Offer as 110.00.
- If the service has been setup as *Per Room Per Night* and *How Many 24 Hour Periods in a Week* as '1', then when the rate for the Standard Category is entered it must be 100.00 and the Special Offer as 110.00.

Split Service

The Split Service check-box is enabled for Users when the Special Offer Rate Category is selected. An Extra Night tab allows for the extra nightly rate to be loaded. Selecting this check box will allow the system to insert two service lines for the booked service - the first will be the rate for the special offer, and the second service line will be for the additional nights. If this check box is left unselected the service costs will be an average nightly rate for the entire stay.

Date Range - Rates

The following screenshot shows fields on the Rates tab. Each field is described below.



SERVICE ITEM		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
TWIN/DOUBLE ROOM		215.00	0.00	0.00	215.00	215.00	0.00	0.00	215.00
SINGLE ROOM		215.00	0.00	0.00	215.00	215.00	0.00	0.00	215.00
ADDITIONAL ADULT		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHILD	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
INFANT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FULL BFAST	AD	35.00	0.00	0.00	35.00	35.00	0.00	0.00	35.00
FULL BFAST	CH	20.00	0.00	0.00	20.00	20.00	0.00	0.00	20.00
FULL BFAST	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TDH DNR	AD	80.00	0.00	0.00	80.00	80.00	0.00	0.00	80.00
TDH DNR	CH	40.00	0.00	0.00	40.00	40.00	0.00	0.00	40.00
TDH DNR	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CONT BFAST	AD	32.00	0.00	0.00	32.00	32.00	0.00	0.00	32.00
CONT BFAST	CH	16.00	0.00	0.00	16.00	16.00	0.00	0.00	16.00
CONT BFAST	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Show Markup/Margin

The difference between cost and sell prices can be expressed as either Markup (percentage and amount) or Margin (percentage and amount) by clicking the appropriate button.

NOTE:

- Markup% is 'the markup amount as a percentage of the *cost* price' e.g. 100.00+10.00 markup = 110.00.
- Markup percentage calulation is 10.00 of Markup/100.00 Cost = 10% Markup.
- Margin% is 'the markup amount as a percentage of the *sell* price' e.g. 100.00 +10.00 markup = 110.00
- Margin percentage calculation is 10.00 of Markup/110.00 Sell = 9.09% Margin.
- In both cases the Currency amount of the Markup/Margin is 10.00

Show Rates

The default setting for this is determined by the First Charge Unit (FCU) set up on the Price Rules Screen. If the FCU is ‘Room’, then the 'Room' radio button will be selected by default. For an accommodation product (i.e. a product that has the Service Category Radio Button 'Accommodation' or 'Apartment' checked), If the FCU is anything other than ‘Person’ then the box is unchecked. For Non-Accommodation products, the buttons are dimmed out.

When the Room is selected, the rates can be entered on a room basis. If unchecked, the rates must be entered on the basis of a twin share, single supplement, triple reduction etc.

Round Sell Values

Checking one of the radio buttons ‘None’, ‘$0.10’, ‘$0.50’, ‘$1’, ‘$5’ or ‘$10’ will round the sell values accordingly. Rounding is down for less than .5 and up for greater than .5.

NOTE:

- A ‘Round Sell Values’ default setting can be set against Price Codes in the Code Setup application.
- The ‘Round Sell Values’ apply to both Group Rates and FIT Rates.

Column Headings (Display Only)

Service Item

The Service Item column displays the components of the product. These are the 'Main Service' (which in the case of accommodation are room types; for non accommodation, the Product Code) and any Extras which have been defined (includes rows for AD (Adult), CH (Child) and IN (Infant) for each of the extras defined).

Group Cost

This column is used to store the Cost rates from the supplier which apply for Group bookings and will show in the currency displaying in the column heading. These may well be the same costs as for FIT Bookings.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'Group Rack'.

Mup%

This column enables (optionally) a markup percentage to be entered which will be used to calculate the Group sell price.

NOTE:

- A markup % can be attached to a Price Code (in the Code Setup application) and if attached, it will automatically default to this column.
- When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'Comm%'.

Mup$

If a markup % is entered, the calculated markup amount will display in this column. This value can be edited.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'Comm$'.

Group Sell

Either enter the Group sell price, or accept the price calculated by the Markup percentage, or edit the calculated value. This rate will be used in the PCM (when it is a Group Quote) and Group booking, and is the rate used when the 'Sell With Markup' flag (in the "Date Range - Rates" on the previous page) is checked. The currency of the Group Sell rate displays in the column heading.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'Group Cost'.

FIT Cost

This column is used to store the Cost rates from the supplier which are to be used for FIT bookings and will show in the currency displaying in the column heading. These may well be the same costs as for Group bookings.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'FIT Rack'.

Mup%

This column enables (optionally) a markup percentage to be entered which will be used to calculate the FIT sell price.

NOTE:

- When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'FIT Rack'.
- A markup % can be attached to a Price Code (in the Code Setup application) and if attached, it will automatically default to this column.

Markup$

If a markup % is entered, the markup amount will display in this column. This value can be edited.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'Comm$'.

FIT Sell

Either enter the FIT sell price, or accept the price calculated by the Markup percentage, or edit the calculated value. This rate will be used in the PCM (when it is an FIT Quote) and FITs bookings, and is the rate used when the 'Sell With Markup' flag is checked. The currency of the FIT Sell rate displays in the column heading.

NOTE: When the 'Enter Gross Rates' checkbox (in "Set Date Range Information" on page 154) is checked, this heading will read 'FIT Cost'.

Row Headings Accommodation Products (Display Only)

For accommodation products, up to the first 4 rows will be Room Types, based on the types available that were checked in the "Add Product Policies" on page 130 screen for the Supplier/Product. Additional Adult, Child Supplement and Infant Supplement also display.

Twin Room

The cost and sell rates for Group and FIT for Twin Room are entered on this row.

NOTE: In Tourplan, a Twin Room (2 single beds) and a Double Room (1 double bed) are deemed to be the same as far as costs are concerned.

Single Room

The cost and sell rates for Group and FIT for a Single Room are entered on this row.

Triple Room

The cost and sell rates for Group and FIT for a Triple Room are entered on this row.

Quad Room

The cost and sell rates for Group and FIT for a Quad Room are entered on this row.

Additional Adult

The cost and sell rates for an additional adult in a room are entered on this row. Typically this will be for an additional adult in rooms that can take more than 4 pax, *excluding* Units / Apartment type rooms for which special settings are available (shown in Special Accommodation Rate Types,"Apartment/Dormitory Rate Entry" on page 226).

Child Supplement

The cost and sell rates for a child if the supplier ALWAYS charges for a child sharing the same room as adult/s are entered on this row.

Infant Supplement

The cost and sell prices for an infant are entered on this row, if the supplier ALWAYS charges for an infant sharing the same room as adult/s. If a cot is required then it should be loaded as an Extra on the option.

Row Headings - Non Accommodation Products (Display Only)

For non accommodation products, the first row will always display 'Main Option'.

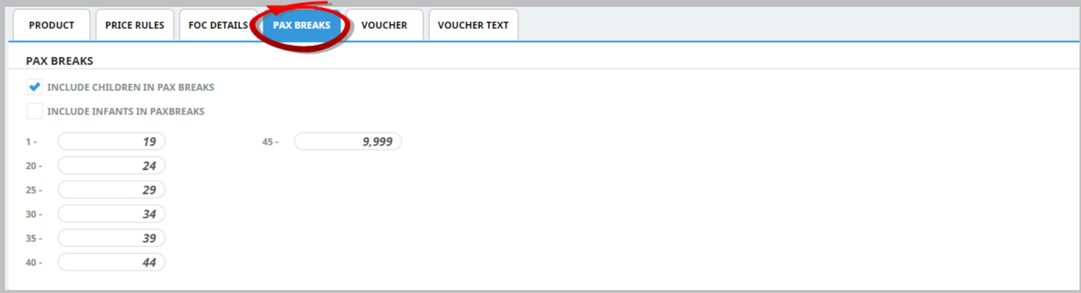
Extras

For both Accommodation and Non Accommodation products, any Extras that have been defined in the **Product** tab (see "Add Product Detail" on page 113) will display, with separate rows that allow for (AD)ult, (CH)ild and (IN)fant costs to be entered against them.

NOTE:

- In the example being created, the 'Net Rates' price code will have no markup attached at this level; i.e., the cost and sell rates for both Group and FIT rates will be the same. Markups will be applied when a different Price Code is added to the Date Range.
- Remember when entering the rates, if tax is involved, then the values entered into these Rate fields must reflect the Tax Inclusive/Exclusive setting from the Tax Setting section. Taxes in general are discussed in more detail under ("Set Date Range Information" on page 154).
- The layout of the rates screen will change depending on two factors - first, if the Buy and Sell currencies are different discussed under ("Date Range - Rates" on page 160) and second, if the Service Category has been set as 'Apartment' (see "Apartment/Dormitory Rate Entry" on page 226)

Example: Product Setup/Date Range Screen, Pax Breaks Tab. The rates screen allows for a price for each pax range noted below.



When the Product Setup screen, Pax Breaks tab has had Pax Breaks entered into it (non-accommodation services only), the pax break values are replicated in the Rates Screen (for a non-accommodation service).

All service rates and details depicted in this document are examples only and do not reflect any actual rates or conditions that may or may not be offered by any named supplier.

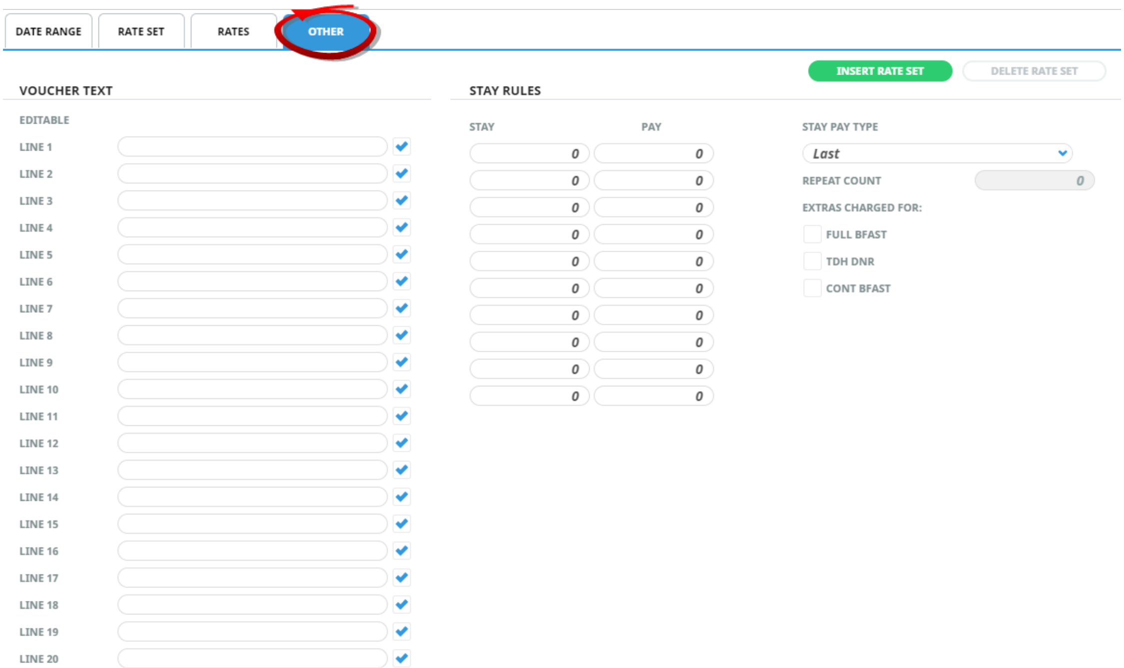
Complex Rates

There are times when a supplier may provide rates which will require a more complex rate setup for Tourplan NX to correctly cost the service within a booking. The following topics assist with complex rate entry for:

- "Double for Sole Use" on page 183
- "First Child Free 2nd Child 50 Percent" on page 186

Date Range - Other

The following screenshot shows fields on the Other tab. Each field is described below.



Voucher Text

This screen enables a further 20 lines x 60 characters per line of voucher text to be added *which are specific to this date range/price code.* This allows text and detail to be entered which (e.g.) must be specified on vouchers to qualify for the rate.

Lines 1-20

Each line of text is numbered and held as a separate record in Tourplan. This is useful when designing Tourplan messages because, for example, an agent message format can be designed which uses only line 1 of the voucher text and a supplier message which uses both lines 1 & 2 of the voucher text.

Editable

Determines whether or not this line of text is allowed to be edited during voucher output.

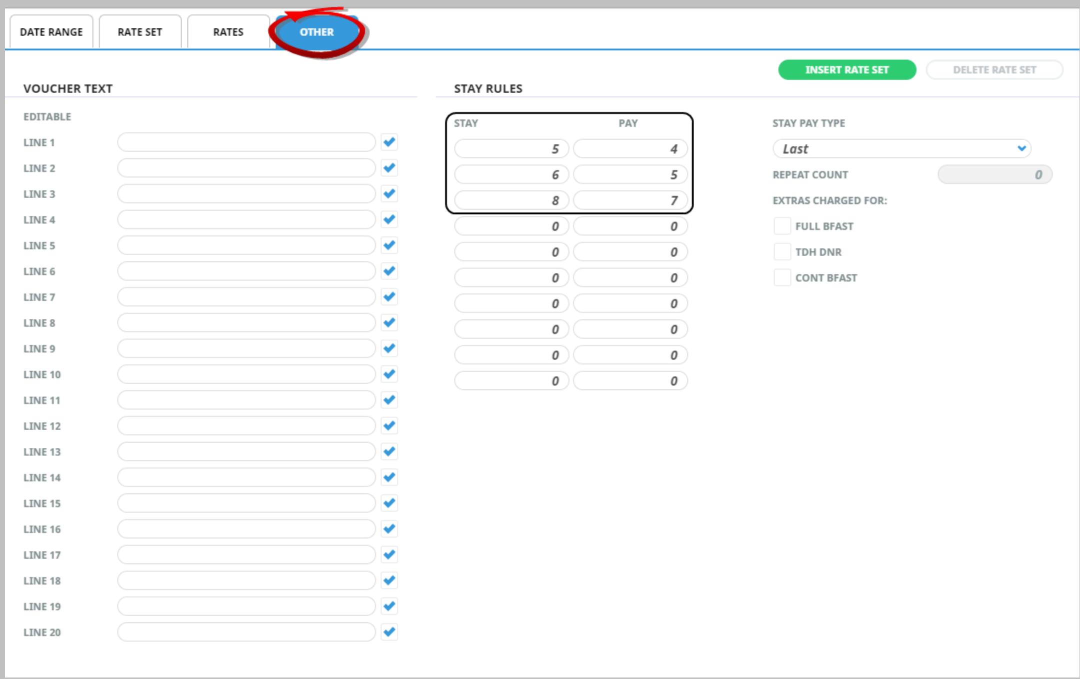
NOTE: Using the Voucher Text is optional. Useful voucher formats can be created without this additional Service information. However if the Voucher Text is used, then ensure that common information is entered consistently on lines - i.e., don't enter (e.g.) a special rate code on line 3 in one rate period and the rate code on line 4 in another period.

Stay Rules

'Stay/Pay' deals are able to be defined for a Product Rate/Period/Price Code. With Stay/Pay deals defined, the system will calculate the correct cost and sell.

Enter the Stay/Pay fields as per you contract with the Supplier. In the example below, the system would calculate the In/Out dates based on the actual stay period. If the stay was 5 nights, the cost would be calculated as (5 – 1) Nights times the rate (Stay 5 / Pay 4).

If the supplier allows variations of the deal, then load it accordingly; e.g. 'Stay' 'Pay' fields below 5 & 4, 6 & 5, 8 & 7.



NOTE: The ratio between Stay and Pay does not have to be consistent; e.g. the second entry above could be Stay 7/Pay 5. The only constraint is that the rates (set under the Rates Tab) must apply to all Stay/Pay breaks in this screen.

Stay Pay Type

Defines how the stay pays are to be calculated the following selection is available.

Deal Type	Effect
First	This setting will force the system to apply the free of charge night/s to the first nights stay. For example if you have stay 5 pay 4 the system would apply the 1st night stay as FOC.

Deal Type	Effect
Last	This setting will force the system to apply the free of charge night/s to the last nights stay. For example, if you have a stay 7 pay 5 the system would apply the 6th and 7th nights stay as FOC.
Lowest	This setting will force the system to apply the free of charge night/s to the lowest rate if the stay crosses seasonal boundaries. For example, if you have a stay 5 pay 4, and the 1st night is the lower rate the system would apply the 1st night stay as FOC, or if the lower rate was the last night the system would apply the 5th night stay as FOC.
Repeats on First	This setting allows the stay pay offer to repeat on the first night of the deal. For example, if the stay pay offer is stay 3 pay 2 and the client books for 7 nights the system would calculate the 1st and 4th nights FOC.
Repeats on Last	This setting allows the stay pay offer to repeat on the last night of the deal. For example, if the stay pay offer is stay 3 pay 2 and the client books for 7 nights the system would calculate the 3rd and 6th nights FOC.

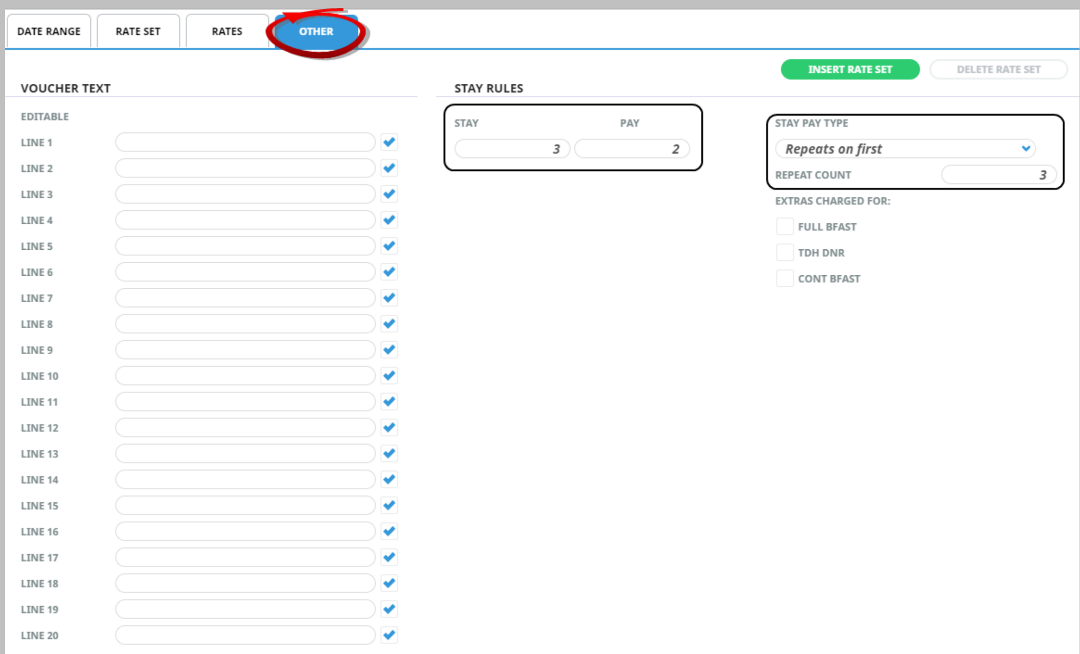
Repeat Count

Defines how many times the stay pay deal can be repeated.

Extras Charged For

The checkboxes can be checked to charge for any extras on the FOC night, or left unchecked to indicate that they are included as part of the free night/s.

Example: When the stay pay type 'Repeats on First' (or Repeats on Last) is selected the **Stay Rules** would have a single Stay Pay pair defined and the number of times this deal can be repeated in the Repeat Count. In this example the deal (Stay 3 Pay 2) can be repeated 3 times. This allows the system to accept Stay 3 Pay 2, Stay 6 Pay 4, and Stay 9 Pay 6.



Add New Date Range or Price Code

The same procedure is used in Tourplan NX when:

1. Inserting a new date range.
2. Adding another price code to an existing date range.

If a new date range is being inserted, use the green **Insert** button on the **Product Setup > Rates** screen and select the required Price Code from the drop-down. Choose the new date range and set the From and To dates accordingly.

> The new date range dates must be entered and they **must not overlap** any existing date range that may exist for the same Price Code.

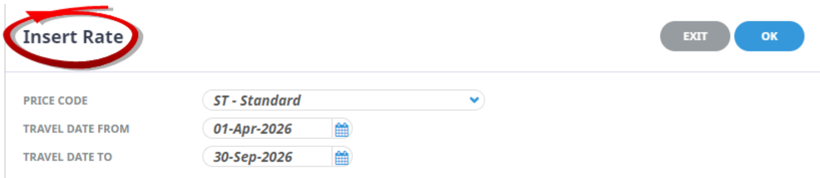
If an additional price code rate is being added to an existing Date Range, use the green **Insert** button on the Product Setup > Rates screen and select the new Price Code from the drop-down. This time, set the start and end dates to be the *same* as the existing Date Range.

Insert a New Date Range

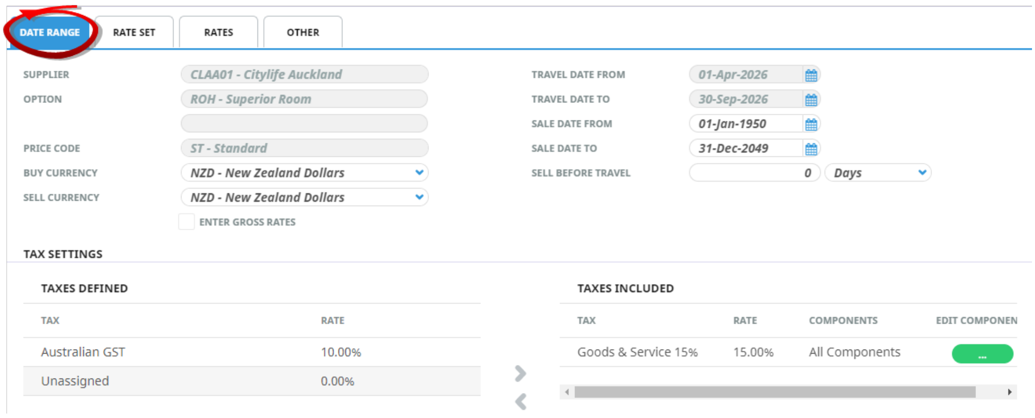
1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Check all existing date ranges to make sure the new one does not overlap and click **Insert**.

3. On the **Insert Rate** screen, choose a Price Code from the drop-down field.

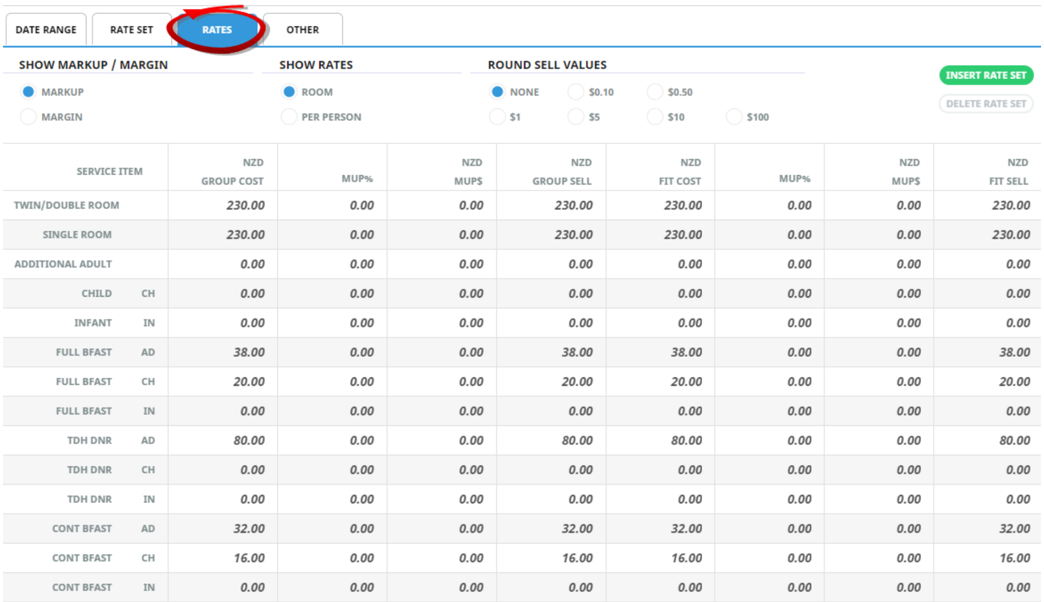
4. Enter (or select from the pop-up calendar) **Travel Date From** and **Travel Date To** and click **OK**.
5. On the **Date Range** screen, change the **Sale Date From** and **Sale Date To** fields and make any other changes required (e.g. a different Sell Currency or using gross rates).

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

7. Click the **Rates Tab** to enter the rate values.



SERVICE ITEM		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
TWIN/DOUBLE ROOM		230.00	0.00	0.00	230.00	230.00	0.00	0.00	230.00
SINGLE ROOM		230.00	0.00	0.00	230.00	230.00	0.00	0.00	230.00
ADDITIONAL ADULT		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHILD	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
INFANT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FULL BFAST	AD	38.00	0.00	0.00	38.00	38.00	0.00	0.00	38.00
FULL BFAST	CH	20.00	0.00	0.00	20.00	20.00	0.00	0.00	20.00
FULL BFAST	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TDH DNR	AD	80.00	0.00	0.00	80.00	80.00	0.00	0.00	80.00
TDH DNR	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TDH DNR	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CONT BFAST	AD	32.00	0.00	0.00	32.00	32.00	0.00	0.00	32.00
CONT BFAST	CH	16.00	0.00	0.00	16.00	16.00	0.00	0.00	16.00
CONT BFAST	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

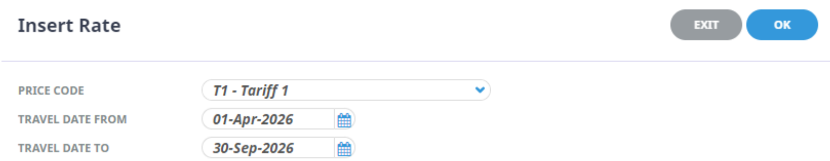
8. From the Rates tab (or any tab on this screen), click **Exit** to return to the rates list on the Product Setup main screen.

Add Another Price Code to an Existing Date Range

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).

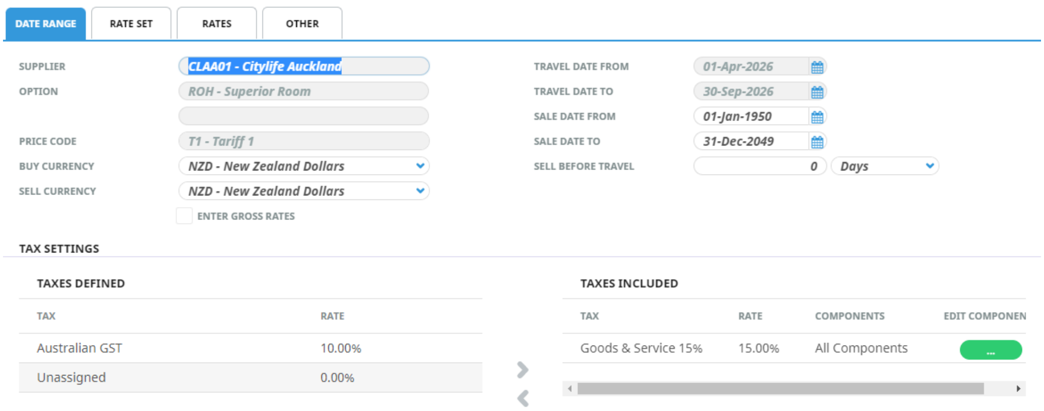
2. Identify the existing date range to which you want to add a new price code and click **Insert**.

3. On the **Insert Rate** screen, choose the new Price Code from the drop-down field.



4. Enter (or select from the pop-up calendar) **Travel Date From** and **Travel Date To** and click **OK**.

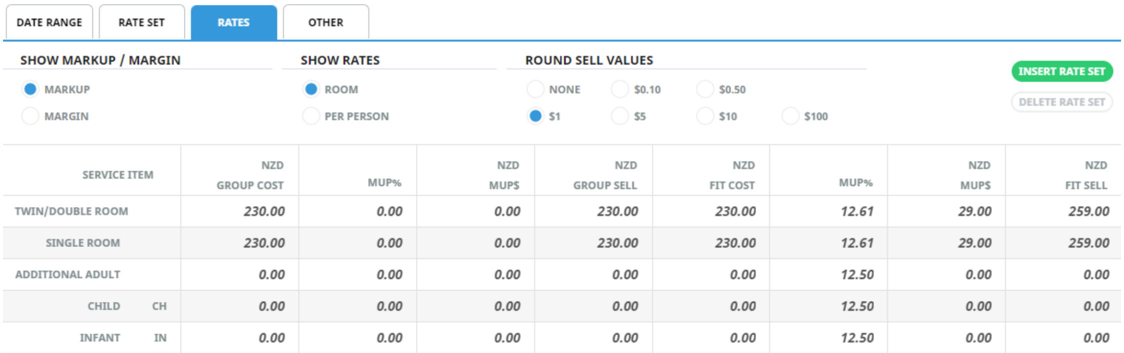
5. On the **Date Range** screen, make any changes as required (e.g. a different Sell Currency or using gross rates).



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

7. Click **Exit** to discard any changes.
8. Select the **Rates** Tab to enter the rate values.
9. From the Rates tab (or any tab on this screen), click **Exit** to return to the rates list on the Product Setup main screen.

About Date Ranges and Rates



SERVICE ITEM	NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
TWIN/DOUBLE ROOM	230.00	0.00	0.00	230.00	230.00	12.61	29.00	259.00
SINGLE ROOM	230.00	0.00	0.00	230.00	230.00	12.61	29.00	259.00
ADDITIONAL ADULT	0.00	0.00	0.00	0.00	0.00	12.50	0.00	0.00
CHILD CH	0.00	0.00	0.00	0.00	0.00	12.50	0.00	0.00
INFANT IN	0.00	0.00	0.00	0.00	0.00	12.50	0.00	0.00

The trend for most group operators appears to be the FIT Rates marked up, but the Group Sell still at net. Group Rates are not marked up at Product Database level; Group Quotes and Bookings are marked up after all services have been added to the quote or booking. FIT rates need to have a fixed selling price which is able to be modified at booking level if needed.

The T1 Price Code has an FIT markup of 12.50% attached to it, and a rounding value of 1 (nearest 1.00). In applying the rounding, the FIT markup %age display will change to reflect the actual applied percentage, including rounding.

When copying then modifying a rate, the markup % attached to the price code record does not automatically apply to rates that already exist - the theory being that rates could have been manually set already and any adjustment made automatically is not desirable. When creating a new Date Range using price codes (i.e. not copying from another date range/price code), then the default markup % from the price code record will calculate correctly and rates can be modified manually if necessary.

> The markup values displayed in this screen (both % and value) are not stored in the system - they are calculated and displayed *on screen* only.

Split an Existing Date Range

If a supplier advises that another rate period is available inside an existing rate period, or an error in setting the dates has been made, then inserting a new date range inside an existing date range requires the existing date range to be split.

For example, if the existing date range is 01 Apr 2024 – 31 Mar 2025 and the new rates apply for the period 24 Dec 2024 – 02 Jan 2025, then in effect, there will be three date ranges:

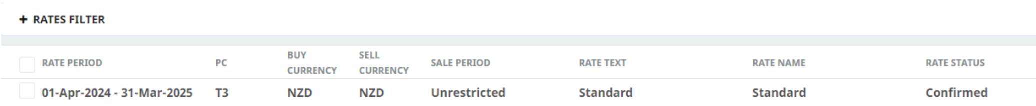
- 01 Apr 2024 – 23 Dec 2024.
- 24 Dec 2024 – 02 Jan 2025.
- 03 Jan 2025 – 31 Mar 2025.

In splitting a date range, the Start Date of each rate period is entered into the Date Range Start field. This means that, for this example, 2 new start dates need to be entered; 24 Dec 2024 and 03 Jan 2025.

Because the start date of the date split is the only date that needs to be entered, multiple splits can be performed in the same operation if necessary.

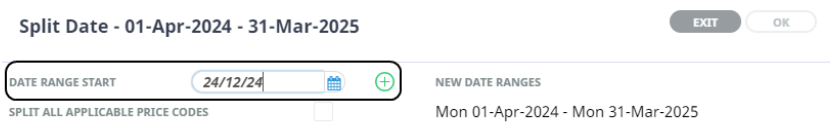
Split a Date Range

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Click the **Rate Period** that you want to split (single click only - this opens the date range).

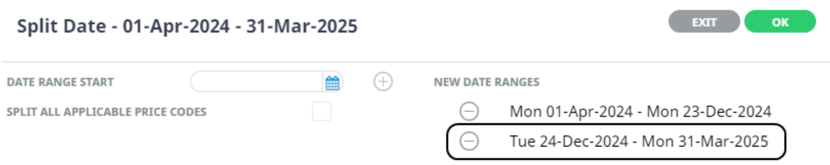


3. Click **Split Date Range**.

4. Add the start date of the first new rate period on the **Split Rate** screen (e.g. *24/12/2024*).

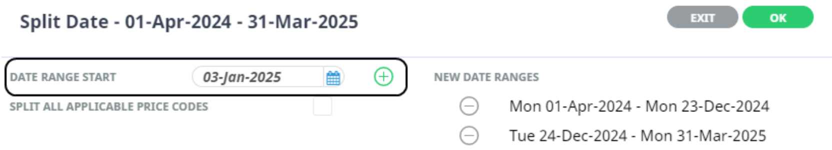


5. Click the **+ symbol** beside the Date Range Start calendar icon.



> This action has created a new end date of ***23 Dec 2024*** for the existing date range. It now has validity periods of:
> - *01 Apr 2024 – 23 Dec 2024*
> - *24 Dec 2024 – 31 Mar 2025*
>
> The Date Range Start field will now be blank and the current date range(s) will display.

6. Enter the start date of the second rate period on the **Split Rate** screen (e.g. *03/01/2025*).

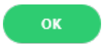


7. Click the **+ symbol** beside the Date Range Start calendar icon.

> This has created a new end date of ***02 Jan 2024*** for the existing date range. It now has validity periods of:
> - *01 Apr 2024 – 23 Dec 2024*
> - *24 Dec 2024 – 02 Jan 2025*
> - *03 Jan 2025 – 31 Mar 2025*
>
> The Date Range Start field will now be blank and the current date range(s) will display.

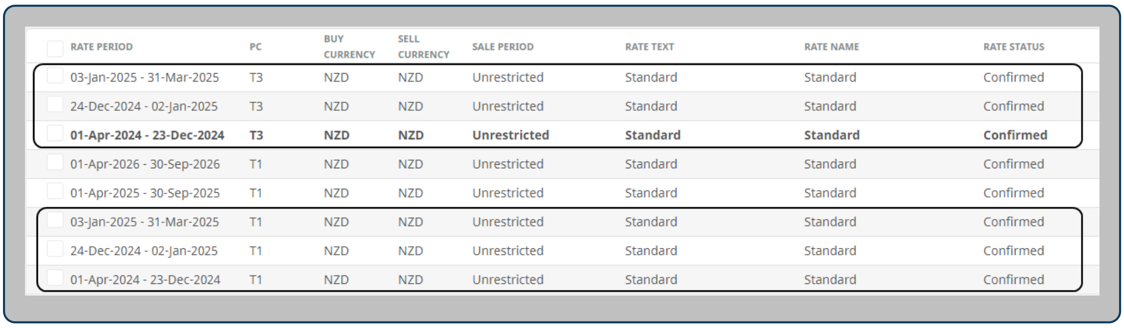
8. If the Date Range is to be Split for all Price Codes, select *Split All Applicable Price Codes*.

9. If you want to keep the changes, click **OK**.



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

When 'OK' is clicked, the new date ranges will be inserted, with all Price Codes and rate types from the date range which has been split.



RATE PERIOD	PC	BUY CURRENCY	SELL CURRENCY	SALE PERIOD	RATE TEXT	RATE NAME	RATE STATUS
03-Jan-2025 - 31-Mar-2025	T3	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
24-Dec-2024 - 02-Jan-2025	T3	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
01-Apr-2024 - 23-Dec-2024	**T3**	**NZD**	**NZD**	**Unrestricted**	**Standard**	**Standard**	**Confirmed**
01-Apr-2026 - 30-Sep-2026	T1	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
01-Apr-2025 - 30-Sep-2025	T1	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
03-Jan-2025 - 31-Mar-2025	T1	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
24-Dec-2024 - 02-Jan-2025	T1	NZD	NZD	Unrestricted	Standard	Standard	Confirmed
01-Apr-2024 - 23-Dec-2024	T1	NZD	NZD	Unrestricted	Standard	Standard	Confirmed

Split Date Range Result

Splitting the rate performs the following functions automatically:

- Truncates the original date range (prior to the split) to be the day before the split starts (changed from 31 Mar 24 to 31 Mar 25).
- Inserts the new date range.
  - (24 Dec 19 - 02 Jan 25)
  - (03 Jan 25 - 31 Mar 25)
- Inserts a new date range with the start date being the day after the new split end date, and the end date being the original end date of the range that was spilt.

The rates for the new date range can be edited via the Rates tab.

Copy a Date Range

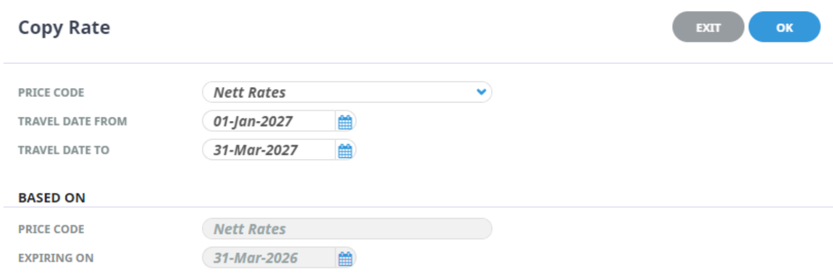
Existing date range and price code data is able to be 'Copied' into the new date range or price code and therefore only the data that needs changing has to be modified.

NOTE: When an existing date range/price code is copied, all existing sub levels (e.g. Weekend Rates etc.) are copied with it.

Copy an Existing Date Range

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Click the Date Range you want to copy (single click only - this opens the date range).
3. Click **Copy Date Range**.

4. Modify **Copy Rate** details as required.



5. Click **OK** to keep the changes and save or update the entry.
6. Click **Exit** to discard any changes.

Delete Rate Information

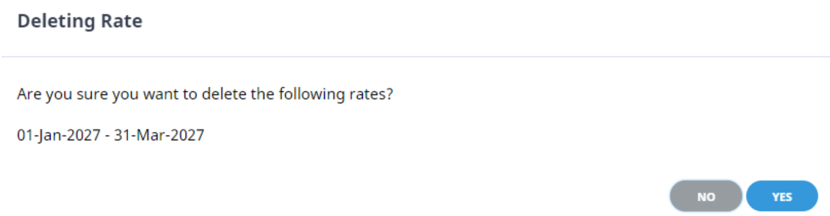
Rates can be deleted from within each Product or rates can be deleted from the main Rates screen by selecting the check box against each date range. Rates for individual Price Codes within a Date Range can be deleted, or all Price Codes within the Date Range can be deleted.

NOTE: The procedure described here deletes rate information for a specific product. It is possible to delete rate information in bulk (i.e. across many products) - see "Rate Maintenance" on page 252 (Delete Rates). Alternatively multiple rate entries can be selected from the rates screen and deleted in bulk using the delete button.

Delete Rate Information for a Product

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Click the Date Range you want to delete (single click only - this opens the date range).
3. Click **Delete Date Range**.

4. Double-check that this is indeed the **date range** you want to delete.



5. To delete the date range, click **Yes**.

Apply Different Buy/Sell Currencies

Tourplan is capable of handling foreign currencies at different levels within a booking. In general, there should be no need to change what are standard settings as applied to the system, but it is important that there be an understanding of how multiple currencies in a booking are calculated.

NOTE: Any exchange rates used in this document are examples only and are included solely to show the calculation method.

At the lowest level, each Product in the Product Database has a Buy Currency and a Sell Currency. It is quite common for these to be the same currency, but they do not have to be. Inbound Operators will generally have the same Buy and Sell currencies; Outbound Wholesalers generally not. The Sell Currency attached to the product does not limit it being sold in other currencies.

How a product has been setup in the Product Database, what the Agent currencies are, what the Booking currency is and what the Invoice Currency is, all go toward determining what currency calculations are made, and how they will affect the booking.

If bookings are going to be created and sold in currencies that are different to the buy currency, it is not mandatory to have products set up with buy and sell currencies - the booking could be created in the user base currency (e.g. NZD) and then invoiced in USD (as Example 2 in the table below). This example does not require different buy and sell currencies at Product level.

NOTE: The most common circumstance is where a tour operator based in country A (e.g. NZ) is selling products in-country B (e.g. USA) and has those products published (brochure/web etc) in USD. In this case, having the Products in the Product Database in Buy = NZD and Sell = USD is the best alternative because the sell prices in USD can be rounded at database level and displayed in USD.

Currency Examples

Agent Currencies, Booking or PCM Currencies, Service Currencies and Invoice Currency

Tourplan is capable of handling foreign currencies at different levels within a booking or PCM. In general, there should be no need to change what are standard settings as applied to the system, but it is important that there be an understanding of how multiple currencies in a booking/PCM are calculated.

At the lowest level, each service in the Tourplan Product Database has a Buy Currency and a Sell Currency. It is quite common for these to be the same currency, but they do not have to be. Inbound Operators will generally have Buy and Sell currencies the same; Outbound Wholesalers generally not.

How a service has been set up in the Product Database, what the Agent currencies are, what the Booking/PCM currency is and, in bookings, what the Invoice Currency is, all go toward determining what currency calculations are made, and how they will impact on the pricing of the booking or PCM.

The following table provides some examples.

Example 1 - Service Cost & Sell NZD: Agent/Booking NZD; Invoice NZD						
Agent Currency - NZD, Booking/PCM Currency - NZD						
Service Cost NZD	Service Sell NZD	Exchange Rate	Booking Cost NZD	Booking Sell NZD	Exchange Rate	Invoice NZD
100.00	130.00	1.00	100.00	130.00	1.00	130.00

Example 2 - Service Cost & Sell NZD: Agent/Booking NZD; Invoice USD						
Agent Currency - NZD, Booking/PCM Currency - NZD						
Service Cost NZD	Service Sell NZD	Exchange Rate	Booking Cost NZD	Booking Sell NZD	Exchange Rate	Invoice USD
100.00	130.00	1.00	100.00	130.00	.75	97.50

Example 3 - Service Cost & Sell NZD: Agent/Booking USD; Invoice USD						
Agent Currency - USD, Booking/PCM Currency - NZD						
Service Cost NZD	Service Sell NZD	Exchange Rate	Booking Cost USD	Booking Sell USD	Exchange Rate	Invoice USD
100.00	130.00	0.75	75.00	97.50	1.00	97.50

Example 4 - Service Cost & Sell NZD: Agent/Booking USD; Invoice NZD						
Agent Currency - USD, Booking/PCM Currency - USD						
Service Cost NZD	Service Sell NZD	Exchange Rate	Booking Cost USD	Booking Sell USD	Exchange Rate	Invoice NZD
100.00	130.00	0.75	75.00	97.50	0.75	130.00

Example 5 - Service Cost NZD, Service Sell USD; Agent/Booking NZD; Invoice NZD						
Agent Currency - USD, Booking/PCM Currency - USD						
Service Cost NZD	Service Sell USD	Exchange Rate	Booking Cost USD	Booking Sell USD	Exchange Rate	Invoice NZD
100.00	130.00	0.75	75.00	97.50	1.00	130.00

Example 6 - Service Cost NZD, Service Sell USD; Agent/Booking USD; Invoice USD						
Agent Currency - USD, Booking/PCM Currency - USD						
Service Cost NZD	Service Sell USD	Exchange Rate	Booking Cost USD	Booking Sell USD	Exchange Rate	Invoice USD
100.00	97.50	0.75	75.00	97.50	1.00	97.50

The table above shows the exchange rate calculations that the system does in the situations where Products and/or Bookings and/or Agencies have currencies different to the currency that the product is in.

When different Buy and Sell Currencies are used in the Product Database, there is no relationship between the exchange rates at Service Option rate level and the rate that may be used at Booking/Quoting level.

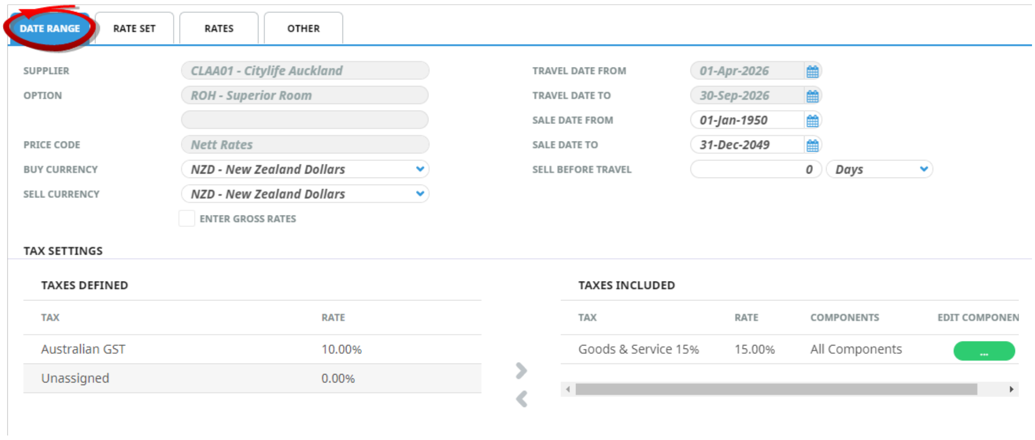
In other words, in the Rates screen there are two values – a buy value and a sell value - which happen to have different currency labels on them and at the quoting/booking stage Tourplan's exchange rate mechanism works out the necessary values based on what currency the quote or booking is being output in.

To make the process of setting up multi-currency rates easier, an exchange rate field is available below the Sell Currency drop-down (only visible when multiple currencies are used) which can be used to calculate the currency conversion. This editable field also displays under the Rates tab.

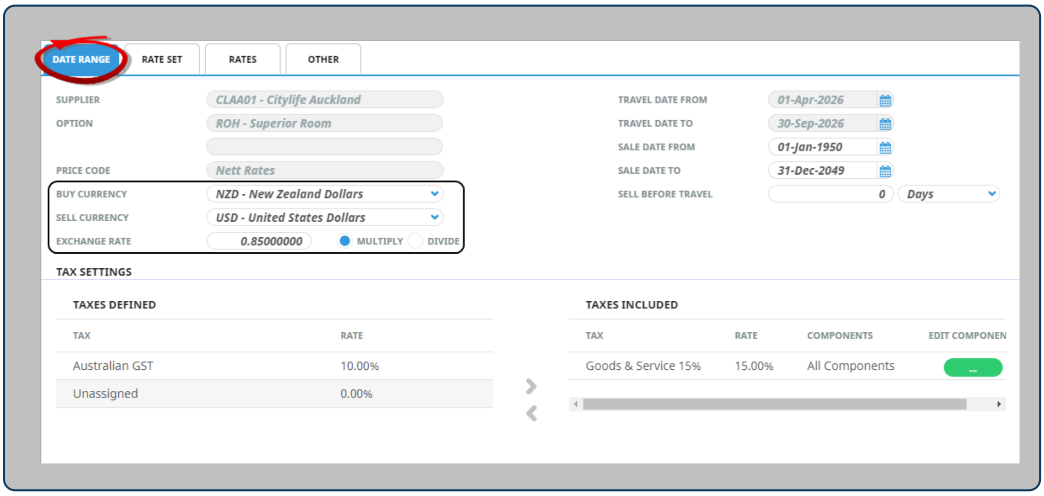
NOTE: The Product database currency rates can be updated in bulk using "Modify Rates" on page 266.

Apply Different Buy/Sell Currencies

1. Make sure the currencies you need already exist in the system - see System Setup User Manual (Currencies).
2. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
3. In the Product Setup screen, click the Date Range you want to work with (single click only - this opens the date range).
4. If not already displayed, click the **Date Range tab**.



5. Select either **Buy Currency** or **Sell Currency** from the drop-down fields, to choose the currencies you want to apply. This **example** shows Buy = NZD and Sell = USD.



6. Update the **Exchange Rate** and choose **Multiply or Divide** as required (the default is Multiply, as indicated above).

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

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

About the Buy/Sell Currency Fields

Buy Currency

This field will initially display the default currency of the supplier. This can be changed by selecting the required *Buy* currency from the drop-down

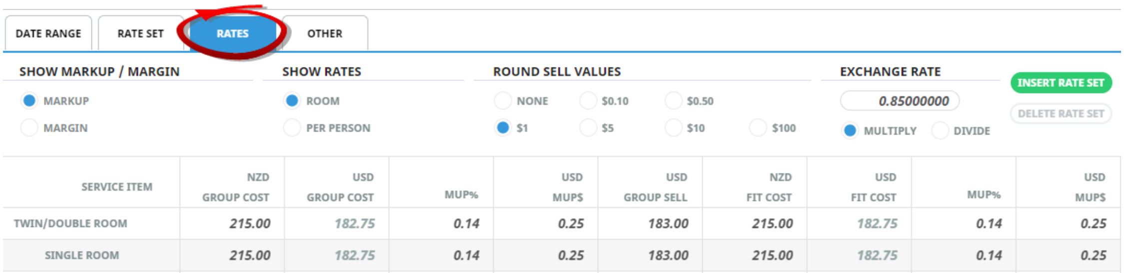
Sell Currency

This field will also initially display the default currency of the supplier, but can be changed by selecting the required *Sell* currency from the drop-down.

Exchange Rate

This field can be used to calculate the amounts in Sell currency. This field defaults to a rate of 1.000000, meaning that the Sell prices will be the same as the Buy prices in the Rates tab.

Once a different rate is entered in this field, the Sell prices in the **Rates Tab** will be calculated at that rate.



NOTE: The Rates tab with Buy/Sell Currencies applied might include additional columns, which can be viewed by scrolling left and right. The example shown has one additional column to the right that cannot be seen in the screenshot - **USD FIT Sell** (see "Rates tab - Different Buy/Sell Currencies" below).

The Exchange Rate field is used ***only*** to calculate the sell prices in the rates screen. It is not used as the rate between the Sell currency and Buy currency when bookings are made - the rate that is used in the booking process is taken from the Currency Rate table from Code Setup and is applicable to the date of travel.

Multiply/Divide

Select whether the exchange rate entered is a Multiplier (buy currency amount * exchange rate) or a Divisor (buy currency/exchange rate).

NOTE: When Buy and Sell currencies are different, the Columns under the Rates tab are headed up with the different currency codes.

Rates tab - Different Buy/Sell Currencies

If the example shown was in the Product Database of a user company in the USA and bookings were being output in USD, then Tourplan would use its exchange rate mechanism to calculate the *buy price* in USD. The sell price would not be touched, since it is already in USD.

If the same example was in the Product Database of a user company in NZ, then the Output Currency of the Quote/Booking would determine what exchange rate mechanisms were used. If the Output Currency of the quote/booking was in USD, then the totals would be in USD, but internally, Tourplan would be calculating the Sell price on all services in NZD (so accurate margins could be reported). If the Output Currency of the quote/booking is in NZD, then all services and totals would be converted to NZD.

Handling Rate Markup

There are different methods of handling the markup of rates where the Sell Currency is different to the Buy Currency:

- One is to apply the markup as a percentage; e.g. using Price Codes and applying the markup percentage by price code.
- Another method is to apply an exchange rate 'Factor'. The Factor is a combination of exchange rate and markup, calculated as per the following example:

> Cost NZD100.00 x .70 = USD70.00 +12.5% = 8.75= Total 78.75. The 'Factor' therefore is .7875. Taking the cost of NZD290.00 and multiplying by the factor of .7875 = USD 228.375. This Factor is correct when working out the rate in (e.g.) USD from the cost price of NZD.
>
> The difference between the factor (.7875) and 1 - e.g. 1 minus .7875 = -21.25% can also be used to calculated the sell amount - e.g., NZD290.00 - 21.25% (61.625) = USD228.375.

Apply Special Rates - Weekday/Weekend

As an example, for this service, a different rate applies to room rates during Week Day stays Monday - Thursday. This, by default, means that a different rate applies during Friday - Sunday stays.

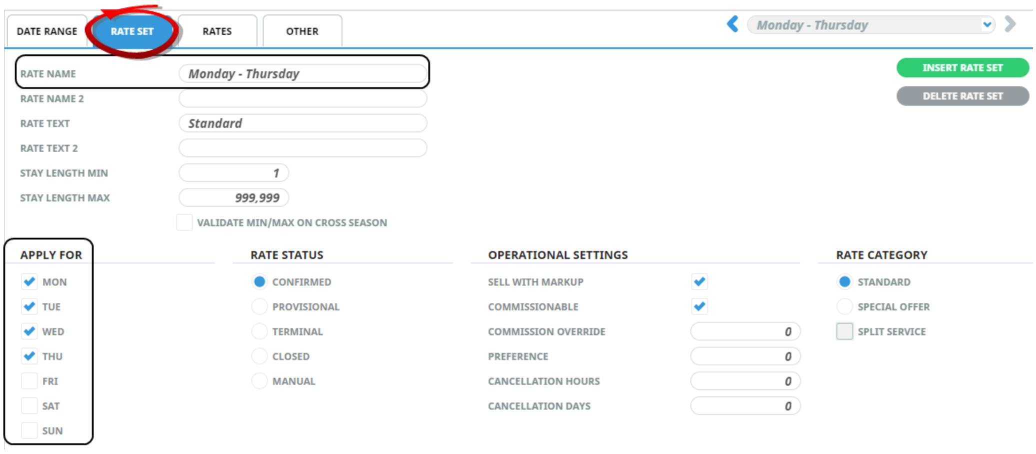
NOTE: If a weekend/weekday (or any type of special rate) applies across *all* date ranges/price codes for the product, it is easier to create both the standard rate *and* the special rate when *setting up the first date range/price code*. This means that all rates for the first date range can to be copied to new date ranges. This also means that only the rates themselves will have to be edited per date range – not the entire special rates created for each new date range.

There are four stages to setting up different rates for different days of the week (there is no fixed order for carrying out the steps; they are numbered simply for convenience):

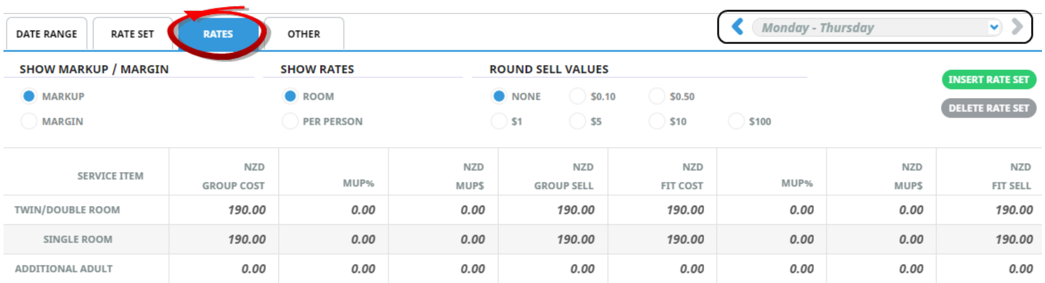
1. Edit the name of the rate to reflect what it is.
2. Edit the days of the week for which the rate is valid.
3. Edit the affected rate.
4. Setup another rate and name to cater for the days when the rate is standard.

Enter Weekend/Weekday or Special Rates in the Same Price Code

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Open the rate you wish to edit by clicking its **Rate Period** line in the list of rates.
3. On the Date Range screen, switch to the **Rate Set** tab and change the name of the rate in the Rate Name field to reflect what it is and also check the days of the week for which it applies.

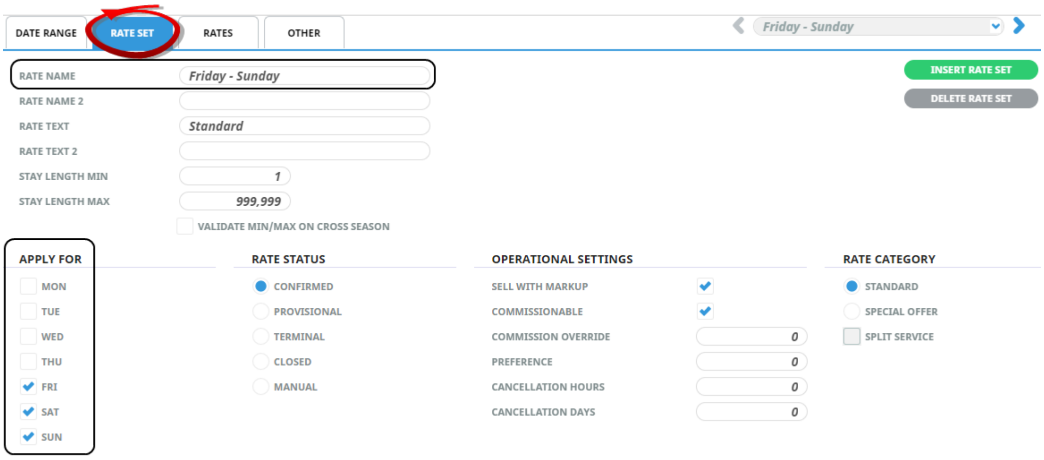


4. Switch to the **Rates** tab and edit the **rate values** so that they are accurate for the days selected.

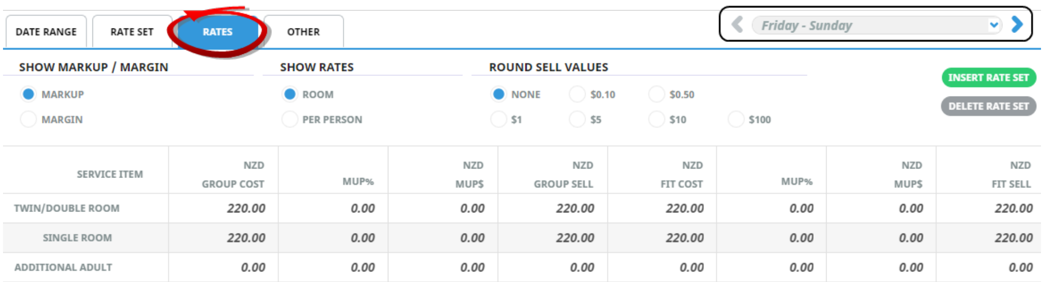


5. On either the Rates or Rate Set tab, click **Insert Rate Set**.

6. Open the **Rate Set** tab and enter the name of the new rate set to reflect what it is and also check the days of the week for which it applies.



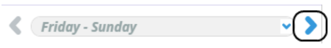
7. Switch to the **Rates** tab and edit the **rate values** so that they are accurate for the days selected.



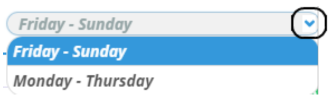
8. Click **Save** to keep the changes.

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

NOTE:
You can see the different rates that apply for different days of the week (in this example) simply by clicking the left or right **days of the week arrow** above the Insert Rate Set button.



Alternatively the drop-down menu selection will provide a list of available Rate Sets.



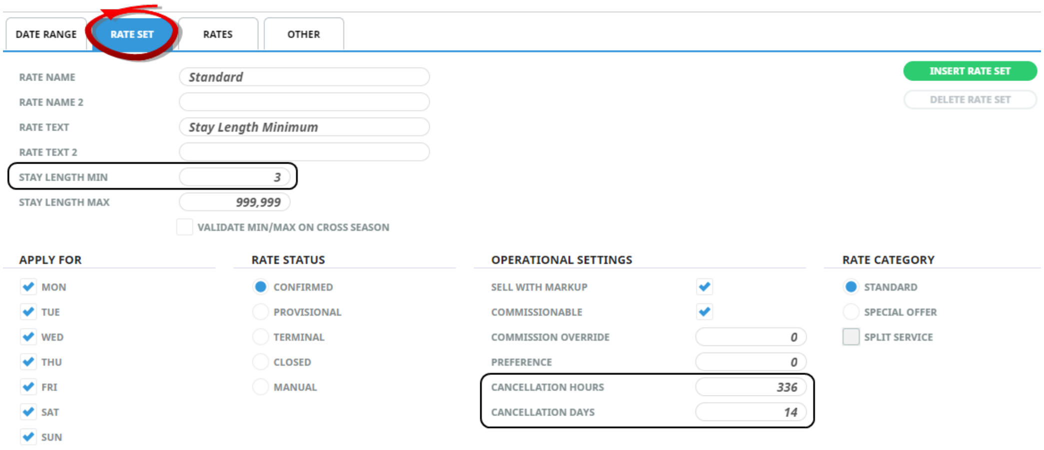
Multiple rates within the same date range/price code must have a differentiating factor; e.g. different days of the week, or different Min/Max stays etc. There cannot be multiple rates for the same days or min/max stay values within the same date range/price code. A save is not permitted if a conflict exists.

Apply Special Rates - Minimum Stays

Using the ‘Stay Length Min’ and ‘Max’ fields can force Quotes or Bookings to adhere to any Minimum or Maximum length stays that have been imposed by a supplier. As an example, the date range 01 Dec 24 - 31 Mar 25 that was added in the example shown in, has a minimum 3 night stay period and the cancellation period is 14 days.

Set a Minimum or Maximum Stay Period

1. Make sure at least one rate has already been added (see "Add a Rate" on page 153).
2. Open the rate you wish to edit by clicking its **Rate Period** line in the list of rates.
3. On the Date Range screen, switch to the **Rate Set tab** and set the Stay Length Min value to 3 (for this example). Also set values for Cancellation Hours and Cancellation Days.



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

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

The Stay Length Min field has been changed to ‘3’ and (as an example) the Cancellation period has been changed to 14 days.

If an attempt is made to book this product from a booking within the cancellation period, a warning message is displayed advising that it is inside the cancellation period. However, if User Company's are using the cancellation policy function within the Supplier or Product cancellation policies the system will apply necessary fees. The Cancellation hours/days fields seen here will only show consultants at the time of booking if the stay is within the cancellation period.

Repeat this procedure on any other Price Codes within the date range that these conditions apply to. Don’t forget to edit the rates for subsequent Price Codes that are changed.

NOTE:

» Since Tourplan is aware that these conditions expire on 31 March, should a stay go past this time, then the standard conditions would apply. This means that for any nights past 31 March, the standard rate (that applies for the period 01 April - 30 November) would be applied. In this example, there is no need to edit the Days of the Week in the ‘Apply For’ section of the screen when imposing Minimum/Maximum stays, since the conditions imposed apply to a date period, not specific days of the week (although this situation can arise; e.g. a rate valid for a minimum 3-night stay, provided it's on a Monday, Tuesday or Wednesday in this scenario the days of the week checked would be: Mon, Tue, and Wed).

» The Maximum Stay field is not often used for accommodation services - generally only when the rate changes after a period of stay; e.g. a rate valid for 1 - 4 nights and a different rate for 5 nights and longer. A more common use is in the setup of Rental Vehicle rates where different rates apply for different lengths of hire and examples are given in "Admission/Entrance Fee/Meals" on page 229.

Apply Special Rates - Product "Package" Deals

The term 'Package' can apply to different types of products and services, and there is a clear distinction in the way Tourplan handles different 'Package' types.

Examples of types of Package

1. An FIT Self Drive or Seat in Coach (SIC) multi day tour that the Tourplan user company *purchases in total from another operator.*
2. An FIT Self Drive or Seat in Coach (SIC) multi day tour that the Tourplan user company *operate themselves*.
3. An accommodation service which the supplier has priced at $xxxx.xx for nn days/nights and $yyyyy.yy for additional days/nights. The values for $xxxx.xx and $yyyy.yy are different.

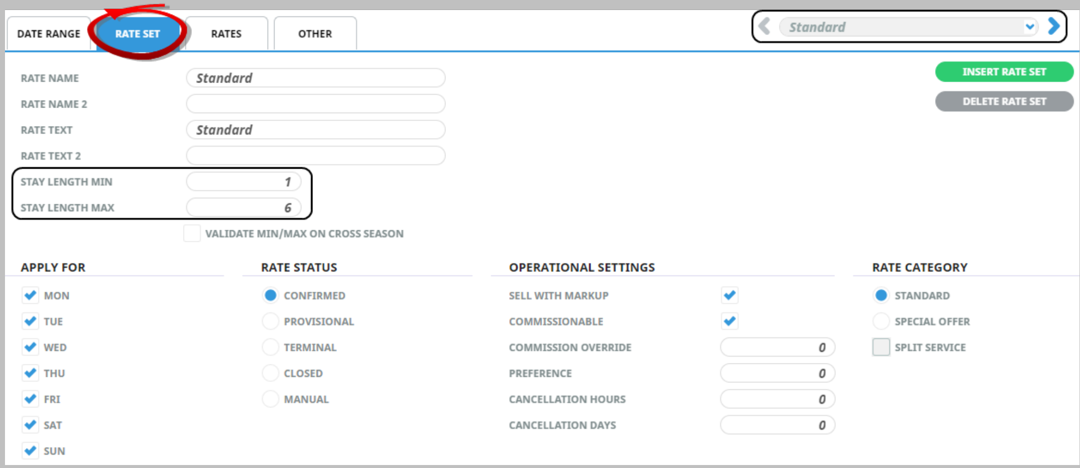
In the case of 1 above, the Package will be one service in the Tourplan Product database, since only one supplier is being paid for all of the services in the product.

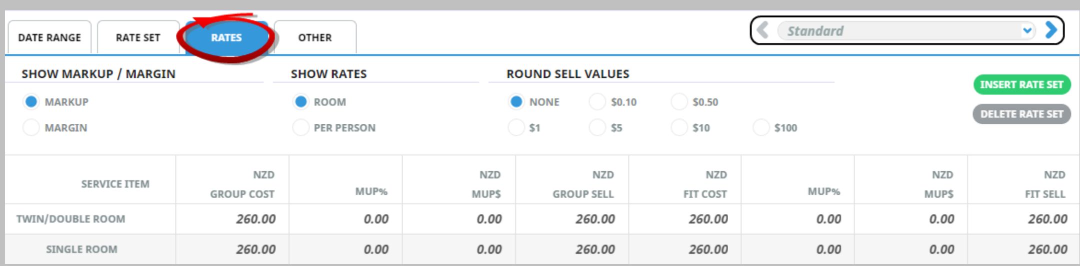
In the case of 2, the package will be created in-house using multiple suppliers and will be packaged using the PCM application and operated via the FITs/Groups applications. Details on the setup of this type of package are in the PCM Packages User Manual and details on the operation of the Package are in the FITs User Manual (for F.I.T. Packages) and the Groups User Manual (for S.I.C. Packages).

It is the type of package in 3 above that this section relates to - where an accommodation service has a standard contract price of (e.g.) 200.00, but at a certain time of the year has a special of (e.g.) 7 Nights for 1190.00 (=170.00 per night) with additional nights at 190.00.

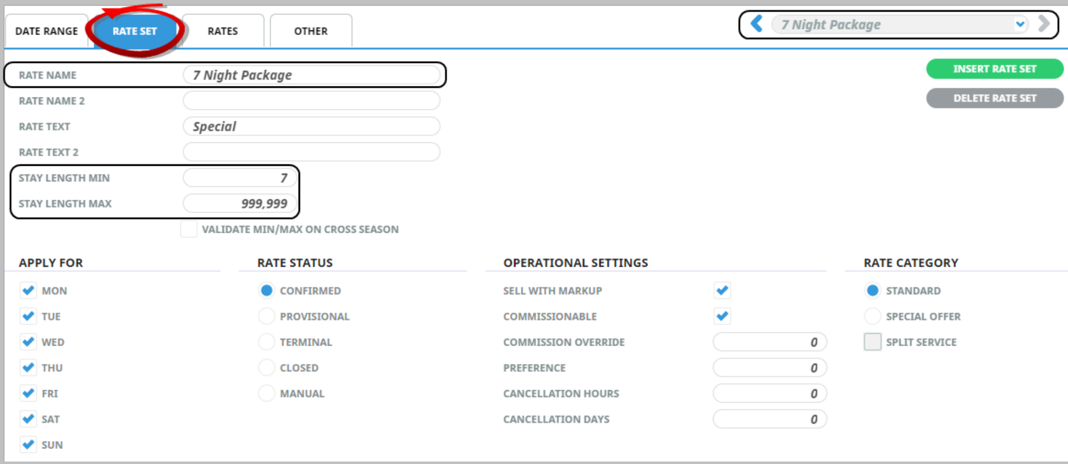
The following examples illustrate how rates are set for different types of packages.

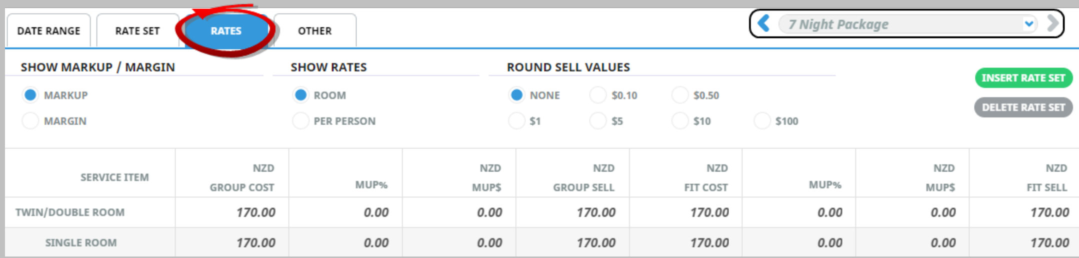
Standard



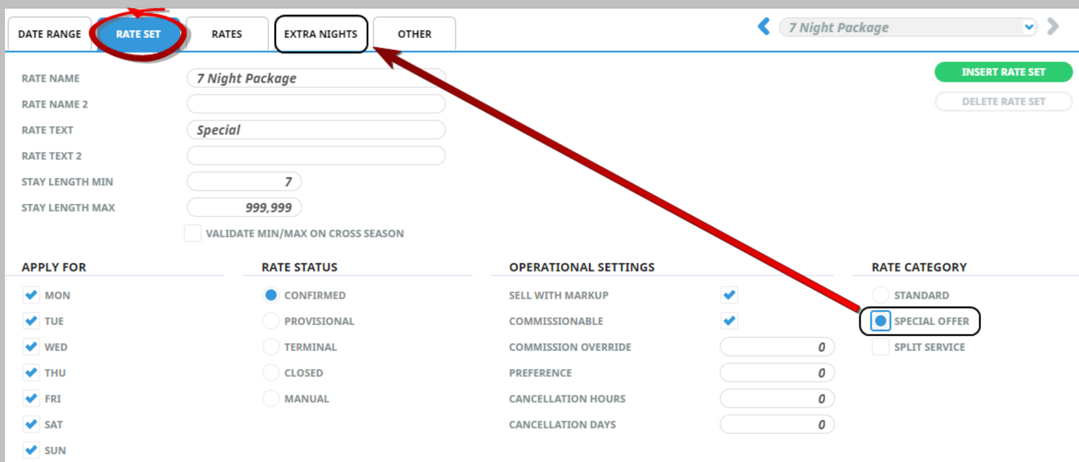


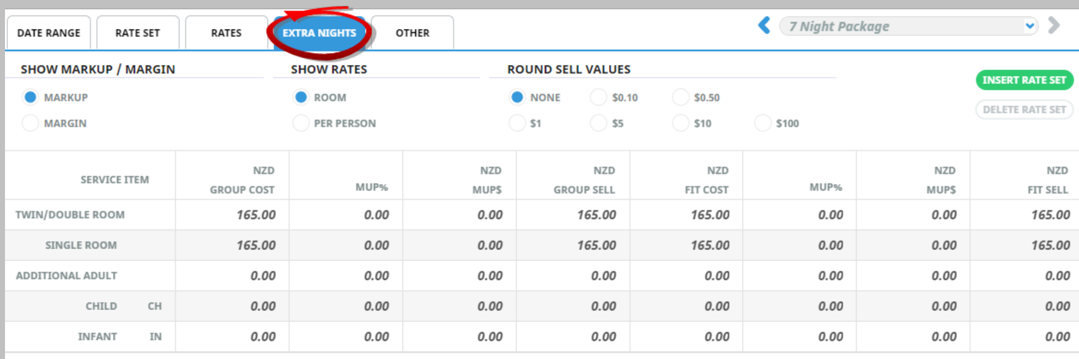
7 Night Package





7 Night Package - Extra Nights





About the Package Deal Examples

Package Deal: Standard Rate

This example shows the detail screen of the Standard rate set with Min 1 and Max of 6. This is the detail of the rate that does not qualify for the rate package deal; i.e. less than 7 days. There are no Stay Rules loaded.

Package Deal: 7 Night Package Rate (Rate Set Tab)

A new rate has been created and named '7 Night Package'. The minimum stay is 7 and maximum stay (in this example) is 999,999.

NOTE: Before editing the rates to be 170.00 (SG, TW/DB), ensure that the ‘Standard’ Rate Category option button is checked.

Package Deal: 7 Night Package Rate (Rates Tab)

In the Rates Tab, the rates have been changed to reflect the package price.

NOTE: Although the package is quoted at 1190.00 for a 7 night stay, the rates must be entered on a per night basis. This is because the additional night rate of 165.00 is quoted as a 'Per Night' extra, so the product Second Charge Unit (see "Configure Price Rules for a Service" on page 118) *must* be set to 'Night'.

Package Deal: 7 Night Package Rate - Extra Nights (Rate Set Tab)

In the Rate Detail screen, highlight the Package Deal rate name and then check the ‘Special Offer’ Rate Category radio button. This opens a new tab (between the Rates and Others tabs) named ‘Extra Nights’.

Package Deal: 7 Night Package Rate - Extra Nights (Rates Tab)

Click the ‘Extra Nights’ tab and enter the rates that apply for the nights that are additional to the package.

NOTE: There is no provision in the Extra Nights screen for the costs of product extras (breakfasts etc.) to be amended. The costs for these are controlled in the Standard Rate category screen, and must be the same rate regardless of the total length of stay.

Double for Sole Use

Most hotels will charge a Double room rate whether the room is occupied by one or two adults. Some hotels however charge a different room rate for a Double Room occupied by one adult, this is achieved by setting up two product services.

This procedure will help you to...

- Setup Double for Sole use if rate is different to Double rate

How?

- By setting up two product services

Overview

You may have some suppliers that provide a different rate for sole occupancy.

Example: this hotel has made the following rates available:

Room	Rate
Double/Twin	300
Double for Sole Use	280
Single	250
Triple	350

Follow the set up below to allow a Double Room for Sole Occupancy to be selected at the time of booking.

Setup

Create two Products:

- One for the standard rooms.
- One for the Double for Sole Use.

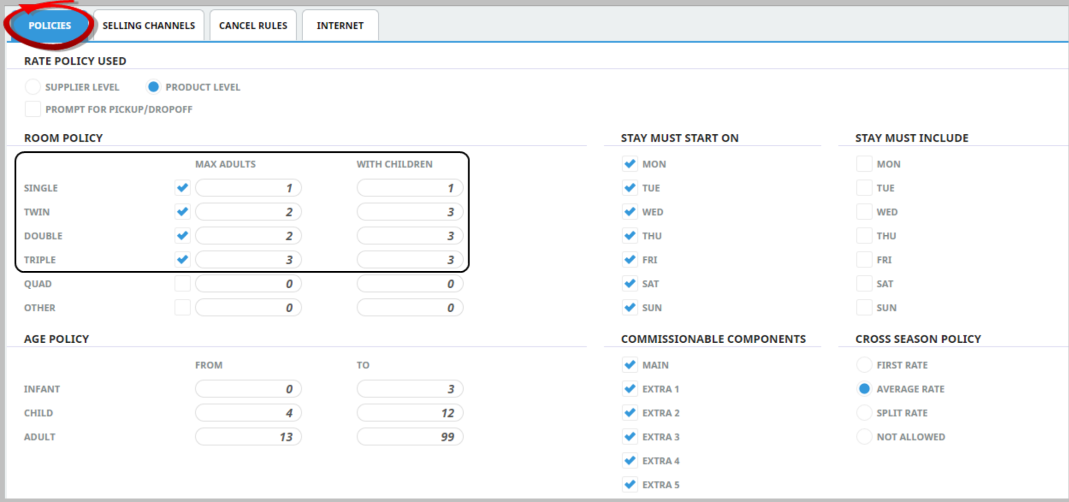
Standard Room Product

Hotel gives the following rates:

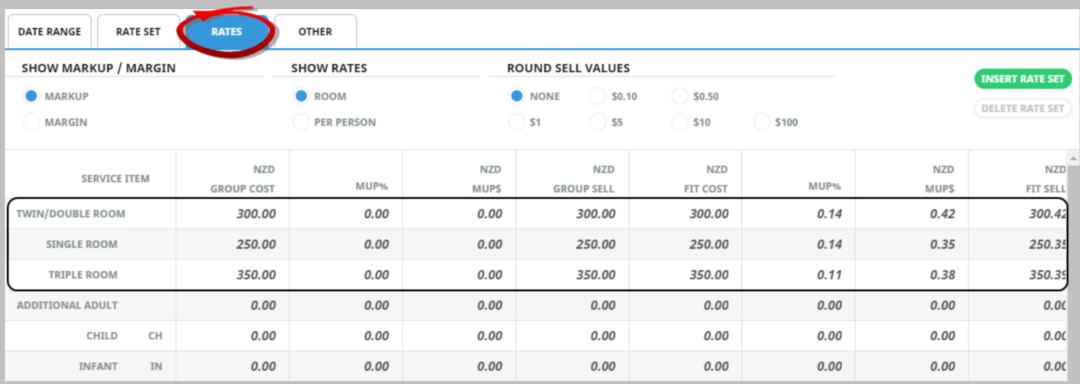
Room	Rate
Double/Twin	300
Single	250
Triple	350

Create the product option - Run of House Room (see "Insert a Product (Accommodation)" on page 107 for detailed instructions on creating product)

Example Policies for Standard Run of House Room.



Example Rates Standard Run of House Room



Double for Sole Use Product

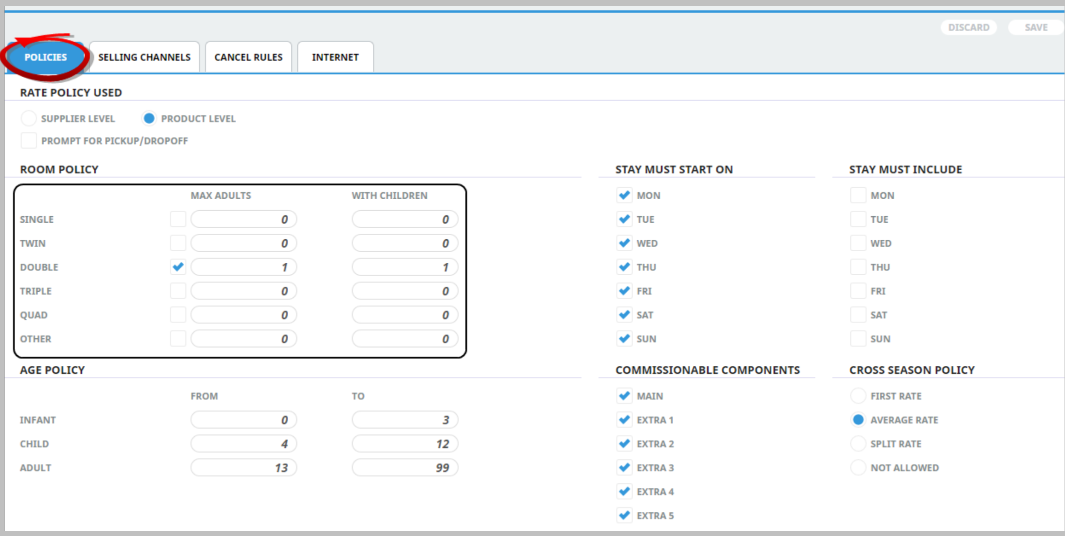
Create another product using a field such as Description or Comment fields to determine Double for Sole Use. In our example you will see we have used the comment field.

Hotel gives the following rates:

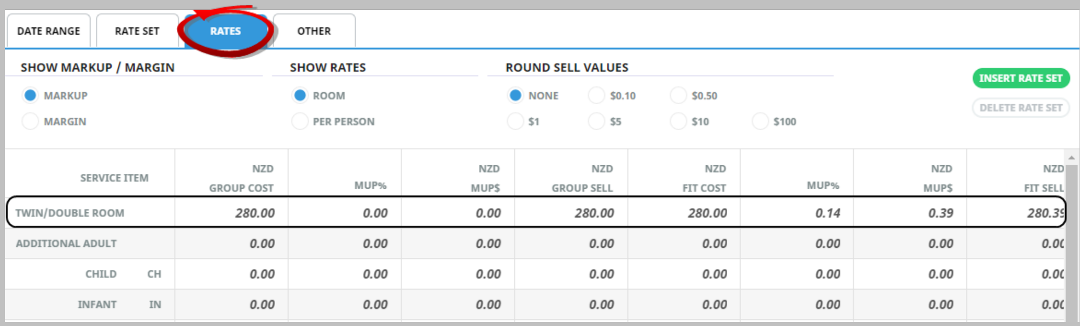
Room	Rate
Double for Sole Use	280

Create the product option - Run of House Room (Double for Sole Use) see Product User Manual for detailed instructions on creating product.

Example Policies (Double for Sole Use) Product

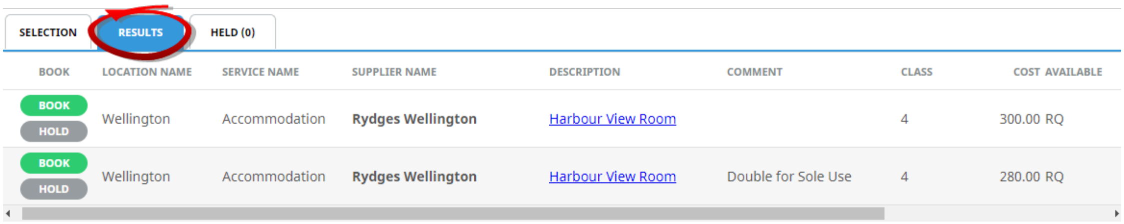


Example Rates (Double for Sole Use) Product



Selling the Room

When searching for a Double room in the FITs Application a user will be given the option of both services and will be able to choose to book the Double for Sole Use service.



First Child Free 2nd Child 50 Percent

Some hotels will only charge a supplement for the second child sharing a room with adults; the hotel offers the first child free of charge.

This procedure will help you to...

- Setup a workaround so a user can apply the supplement to the second child
- Apply the second child supplement in an FIT booking

Overview

NOTE: Only one child price and one infant price can be stored in a Tourplan product.

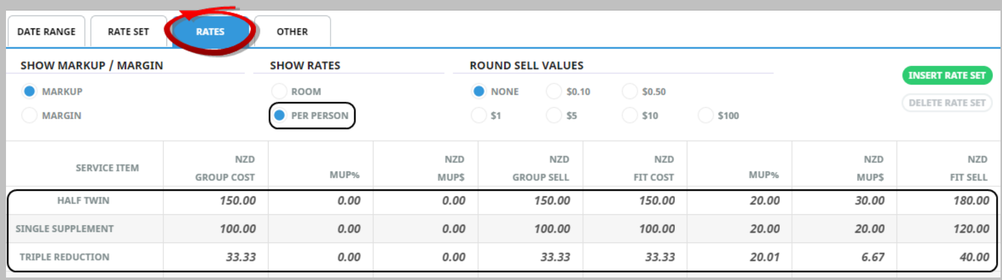
- In FITs a person is treated as an adult, child or infant based on the age policy.
- In GROUPS a person is a child or an infant if the child and/or infant field has been completed. Ages from the Product Policies do not apply in GROUPS.

Scenario

A hotel offers first child free and charges a supplement of 50% of the adult price for the second child. The price per adult in a double is 150 with a single supplement of 100.

Suggested Product Setup

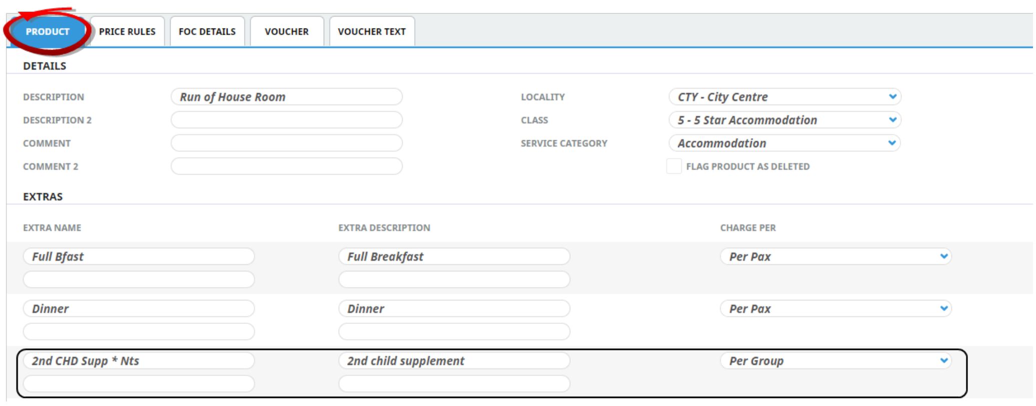
1. Enter the standard rate for the room. (For further instruction on entering rates, see the "Add a Rate" on page 153 section).



This example shows a Run of House Room per person sell price of 180.00 with a markup of 20%

2. Return to the **Product Tab** screen to enter Extra Details.
3. Enable one of the 5 extras as a place holder for the second child supplement.

   NOTE: It is important to set the Charging Per to *Group* and indicate in the extra text that the extra has to be multiplied by the number of nights in the booking.



4. In the Rates tab leave the child rate zero and enter 50% of the adult price against the chosen extra.

DATE RANGE | RATE SET | RATES | OTHER

SHOW MARKUP / MARGIN: MARKUP, MARGIN
SHOW RATES: ROOM, PER PERSON
ROUND SELL VALUES: NONE, $0.10, $0.50, $1, $5, $10, $100
INSERT RATE SET
DELETE RATE SET

SERVICE ITEM		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
HALF TWIN		150.00	0.00	0.00	150.00	150.00	20.00	30.00	180.00
SINGLE SUPPLEMENT		100.00	0.00	0.00	100.00	100.00	20.00	20.00	120.00
TRIPLE REDUCTION		33.33	0.00	0.00	33.33	33.33	20.01	6.67	40.00
ADDITIONAL ADULT		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHILD	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
INFANT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FULL BFAST	AD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FULL BFAST	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
FULL BFAST	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DINNER	AD	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DINNER	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DINNER	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2ND CHD SUPP * NTS	AD	75.00	0.00	0.00	75.00	75.00	20.00	15.00	90.00
2ND CHD SUPP * NTS	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2ND CHD SUPP * NTS	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

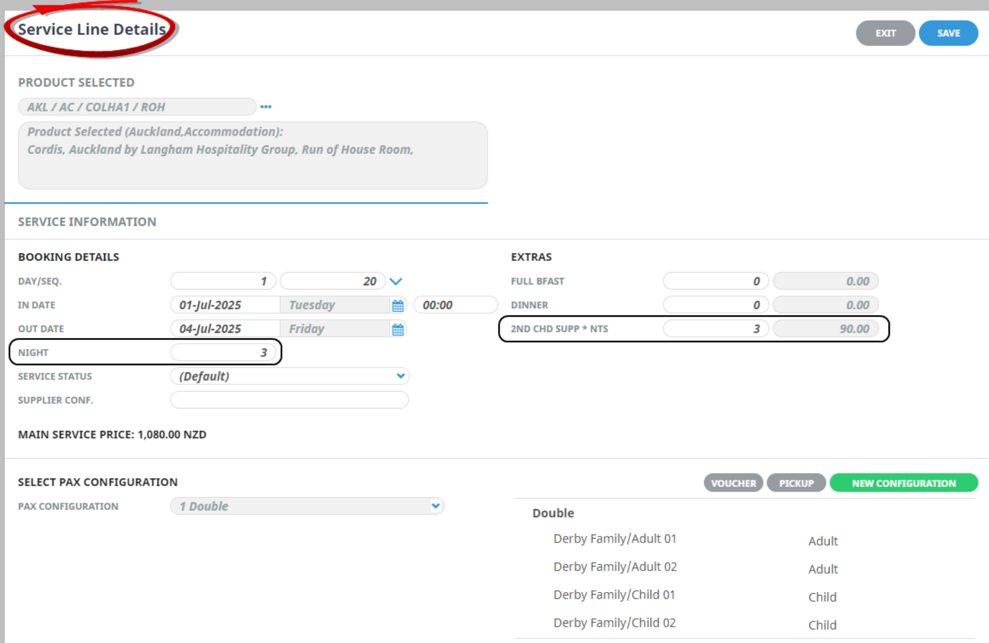
FIT Operation

In this example we will make an FIT booking for a Double room with 2 children.

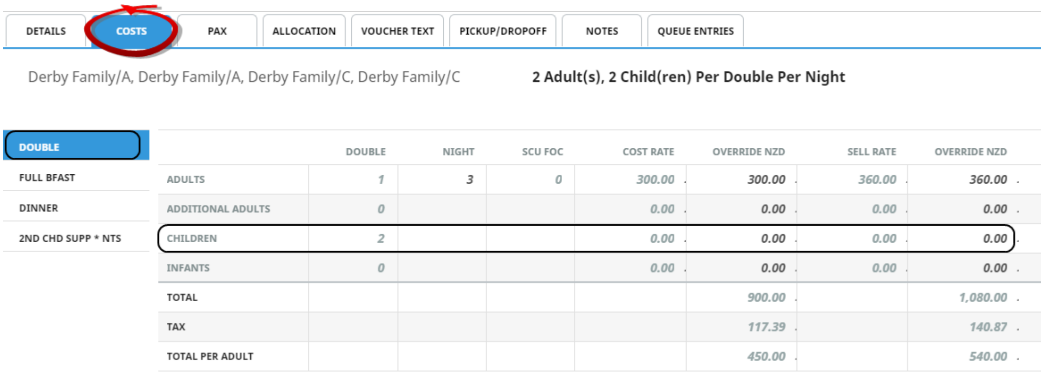
Booking the service using 2nd Child Supplement

1. Book the service for the number of nights required, at the same time apply the extra '2nd CHC SUPP * NTS' for the same number of nights.

Our example we have booked the service for three nights, and we have booked the extra for 3 nights also.

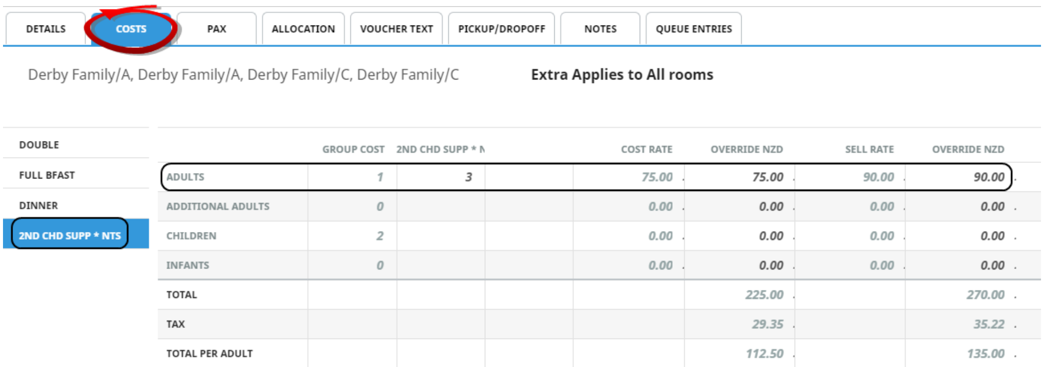


2. Once the service is saved, check the Service Details Costs tab where you will see that the Double room has 2 children with a rate of zero:



	DOUBLE	NIGHT	SCU FOC	COST RATE	OVERRIDE NZD	SELL RATE	OVERRIDE NZD
ADULTS	1	3	0	300.00	300.00	360.00	360.00
ADDITIONAL ADULTS	0			0.00	0.00	0.00	0.00
CHILDREN	2			0.00	0.00	0.00	0.00
INFANTS	0			0.00	0.00	0.00	0.00
TOTAL					900.00		1,080.00
TAX					117.39		140.87
TOTAL PER ADULT					450.00		540.00

3. The extra 2ND CHD SUPP * NTS now holds the price for the 2nd child.



	GROUP COST	2ND CHD SUPP * N		COST RATE	OVERRIDE NZD	SELL RATE	OVERRIDE NZD
ADULTS	1	3		75.00	75.00	90.00	90.00
ADDITIONAL ADULTS	0			0.00	0.00	0.00	0.00
CHILDREN	2			0.00	0.00	0.00	0.00
INFANTS	0			0.00	0.00	0.00	0.00
TOTAL					225.00		270.00
TAX					29.35		35.22
TOTAL PER ADULT					112.50		135.00

Copy Product

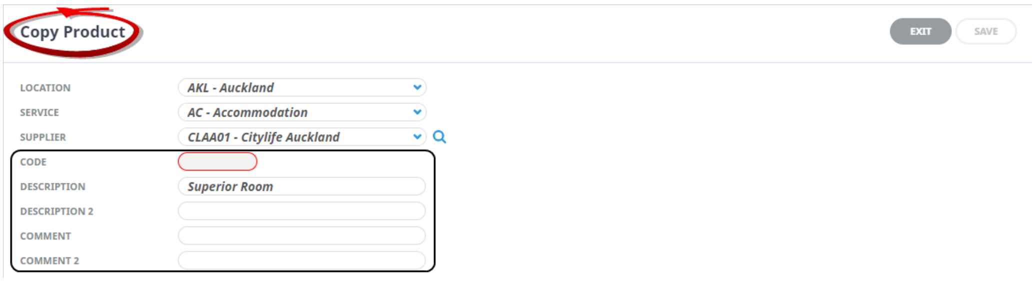
This button enables all information to be copied from an existing product to a new product. The menu options in the product can then be used to edit only the details that vary; e.g. some or all of the rates.

> This can be used, for example, when a Hotel offers 3 different standards of accommodation. Enter the full details for say ROH – Run of House and then use this utility to copy those details to new products (EXCFLR – Executive Floor, HRBRVU – Harbour View).

Copy a Product

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. From the Product Detail screen, click **Copy Product**.

4. Most fields will be pre-populated from the product record. On the **Copy Product** screen, in the Code field, enter a code for the new product.



NOTE: You can also enter Descriptions and Comments in the relevant fields on the Copy Product screen.

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

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

About the Copy Product Fields

The Location, Service and Supplier fields will be pre-populated with the Location, Service and Supplier fields of the product being copied.

Location

The location can be altered using the drop-down list.

Service

The product type can be altered using the drop-down list.

Supplier

The Supplier can also be changed using the drop down list or search button.

Code

Type the code for the new product.

Description & Description 2 Fields

Type the description for the new product. This is optional, but you should review the copied description and amend text if required.

Comment & Comment 2 Fields

Optionally, coments fields can be used to provide extra information about the product. If these fields are used by your organisation, enter the required text before saving.

> At least one of the 4 key fields of Location, Service, Supplier or Option must be different from other existing product.

CHAPTER 7

Product Setup Utilities

There is one item under ‘Utilities’ on the Product Setup menu:

1. **Used In** - generates a report showing which Quotes and Bookings are using the product.

An additional menu item may be available if your organisation has enabled the change history menu.

» **Change History** - allows users to view amendments made to the product.

In this chapter ...

Used In

This simple onscreen report shows all PCMs (Quotes) and Bookings in which the product has been used and individual bookings can be drilled down using the edit icon next to the booking name.

The available 'Types' are:

- FITs - Used in a FITs booking
- Groups - Used in a Groups booking
- PCM Service - Used in a Pre-Costed Module/Quote
- S - Used as a substitute product in a Package PCM

NOTE: The report is not able to be printed from this screen. The Product List report (see the Reports User Manual) can be run and printed. A selection to output only Used Products is available. Bookings can be viewed from this screen

Run a Used In Product Report

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. From the Product Setup menu, select **Utilities > Used In**.
4. Returned entries are displayed on the **Product Setup** screen.

SUPPLIER	CLAA01 - Citylife Auckland	DESCRIPTION	Superior Room
PRODUCT	AKLACCLAA01ROH	COMMENT	

TYPE	BOOKING/PCM NAME	TRAVEL DATE	DAY	SEQ	DATE	BOOKING REF
FITS	Gabites & Hendriks	22-Feb-2023	1	11	22-Feb-2023	USFI104506
FITS	Hinson Mr & Mrs J	04-Apr-2025	1	10	04-Apr-2025	NZFI104551
FITS	Lockyer Mrs J	15-Sep-2025	1	10	15-Sep-2025	NZSE104559
FITS	Alexander Mr & Mrs M	22-Apr-2025	1	10	22-Apr-2025	NZFI104569
FITS	Athelberg Mr/Mrs J	04-Apr-2025	1	10	04-Apr-2025	NZFI104574
FITS	Harrison/Forbes Party	04-Apr-2025	1	10	04-Apr-2025	NZFI104575
FITS	Abbott/Harris	19-Oct-2025	5	10	23-Oct-2025	USFI104583
FITS	Smith Family	11-Nov-2024	-4	10	07-Nov-2024	NZFI104634
FITS	Smith Family	11-Nov-2024	-5	10	06-Nov-2024	NZFI104634
FITS	Smith Family	11-Nov-2024	-4	11	07-Nov-2024	NZFI104634
FITS	Campbell	16-Nov-2024	1	10	16-Nov-2024	NZFI104636
FITS	Campbell	16-Nov-2024	1	11	16-Nov-2024	NZFI104636
FITS	Campbell	16-Nov-2024	2	10	17-Nov-2024	NZFI104636
FITS	Campbell	16-Nov-2024	2	11	17-Nov-2024	NZFI104636
FITS	White Mr and Mrs	15-Nov-2024	1	20	15-Nov-2024	NZFI104637
FITS	Smith Mr & Mrs J	23-Jun-2025	1	10	23-Jun-2025	NZFI104673
PCM Service	CBO Group - 7 Days	22-Jun-2021	1	20	22-Jun-2021	
PCM Service	CBO Group - 7 Days	22-Jun-2021	6	10	27-Jun-2021	
PCM Service	Corner Boys - 10 Years On	25-Mar-2022	1	20	25-Mar-2022	
PCM Service	Corner Boys - 10 Years On	25-Mar-2022	8	10	01-Apr-2022	

5. If you are going to continue working with this product, choose another option from the Product Setup menu. If you have finished with this product, click **Exit** to close the report and return to the Supplier/Product search fields on the Product Setup screen.

EXIT PRODUCT

Deleting Products

Entire Products can be deleted, provided they are not being used by quotes or bookings. If a product has been used in a booking (regardless of travel date), then a message will be displayed advising that the product cannot be deleted.

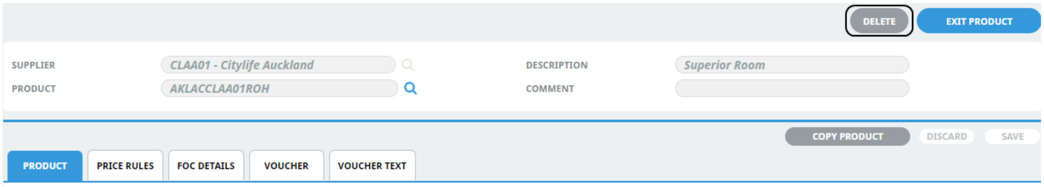
NOTE:

- If the product has been used, the **Used In** report can be run to check which bookings/quotes it has been used in.

> If it is necessary to prevent users accessing the product, rather than deleting it, the 'Deleted' flag (**Flag Service As Deleted** checkbox) can be set.

Delete an Entire Product

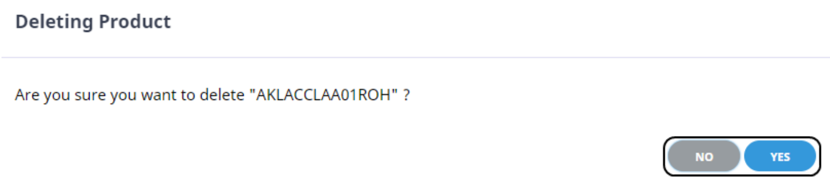
1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Review the **product to be deleted**.



NOTE: A dialog displays advising the product cannot be deleted if it is still in use.

4. If you are sure this product can be deleted, click **Delete**.

5. At the **Deleting Product** prompt, click Yes.



Product Change History

NOTE: There are a number of items to consider before enabling this functionality. Please consult with your local Tourplan Support Office if you are interested in learning more about this feature.

This is an additional selection which can be enabled and would become the second task available in the Utilities Menu. The procedure described in this document allows users to view:

- A change history user interface itemising various changes which have occurred within the product.
- Further drill-downs are available to show:
  - The Tourplan User who made the change
  - The time the change was made
  - Change Detail columns showing New and Old product data

There are two options available when viewing the change history, the first allows users to view changes from one change history line, and the system automatically compares the changes from the previous dated row. The second allows users to compare all changes between a selection of two change history lines.

View Change History

1. Search for and retrieve a product to work with. If you haven't done this already, see "Searching for Products or Suppliers" on page 45

2. Select menu **Product > Utilities > Change History**.

3. On the **Change History** screen, examine the list of changes from the table.

   NOTE: Changes will display in date order most recent first.

   + FILTER

CHANGED AT	USER	SUMMARY
20-Jan-2021 11:45:01	PA-NAOMIJOHNS	General, Rates
20-Jan-2021 11:21:18	PA-NAOMIJOHNS	General, Analysis Codes, Pax Breaks, Voucher Details, Staff Costs, Extras, Rates, F...

4. To view specific change data, click on the **action line** to drill-down further.

   + FILTER

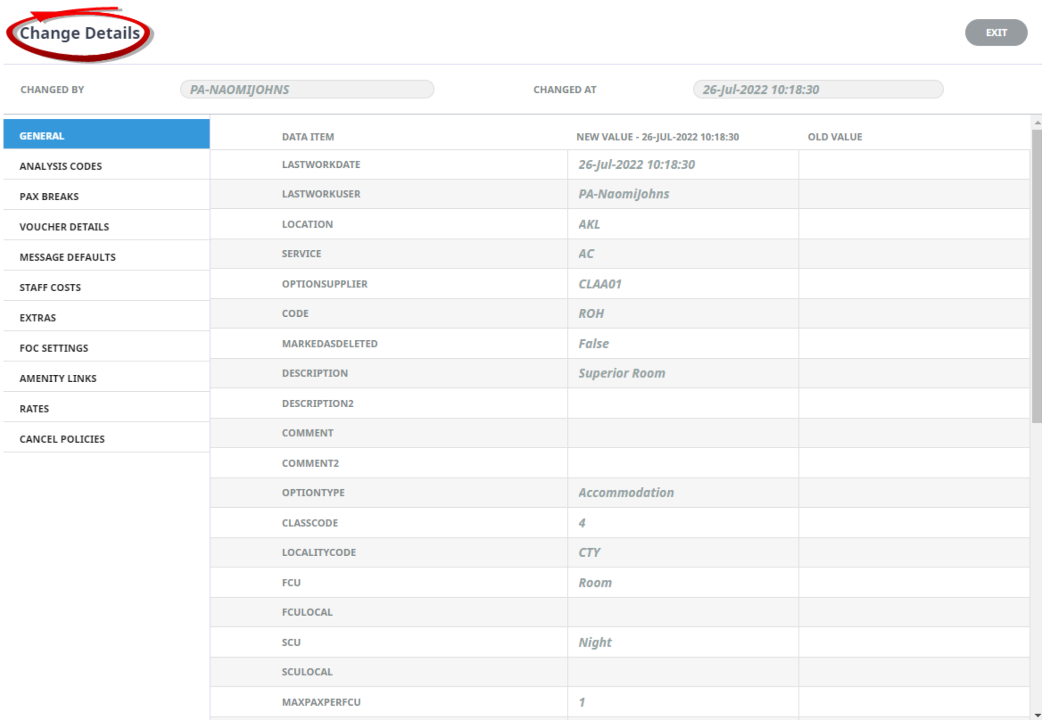
CHANGED AT	USER	SUMMARY
20-Jan-2021 11:45:01	PA-NAOMIJOHNS	General, Rates
20-Jan-2021 11:21:18	PA-NAOMIJOHNS	General, Analysis Codes, Pax Breaks, Voucher Details, Staff Costs, Extras, Rates, F...

   a. Or to compare all change data between two action lines, select two.

5. Click **View**.

6. The **Change Details** screen will open, the header of the screen identifies the; user; date and time the change was made. A list of Product change categories will display in the column to the left. Drilling down on these categories will allow users to view the value of the field after the change was saved and the value that field had before the change was saved.



7. Click **Exit** to Exit the Change Details View.

8. Click **Exit** to Exit the Change History.

About the Change Details Fields

Product data has been categorised into the following headings providing users with the data which may have changed. The Change History data does not attempt to display the changed data in a normal product structure. Instead the fields have been categorised into product data headings.

Data Items

Each category menu (noted below) will then display a change summary grid for each change.

New Value / Old Value

Each Change category selected allows users to see the value of the field prior to the change and the field value after the change was made.

Change Category Menu

General

The General view identifies changes which have occurred within the product from fields located in the tabs when the Product Details menu has been accessed. Product level Cancellation Policies are also made available through the General view.

Analysis Codes

The Analysis Code category display identifies changes to the Product Analysis codes attached to the product.

Pax Breaks

This category itemises changes to the pax break data. The details of the change are made available by the pax breakdown range specified in the product. E.g. 0-10, 11-15 etc

(Product) Voucher Details

The Voucher Details category provides a list of changes from the product level voucher text view, including address and edit fields.

Staff Costs

There are three expandable headings with in the Staff Costs category view identifying changes to the Driver Costs, Escort Costs and Guide Costs.

Extras

Any changes to Extras are visible from this selection. Fields including Extra Name, Extra Description, Charge Basis and if the Extra is hidden from the internet can be viewed.

FOC Settings

There are three sub categories linked to the FOC Settings changes. Users can view amendments made to the FOC data by Supplier, Agent and/or Recipients.

Amenity Links

This view allows users to see any changes to the Amenity links attached to the Product. Further drill-down options are presented per amenity category.

Rates

The Rates view is complex due to the number of fields which can be amended. Identified changes will display grouped by rate date range and price code. Each date range provides further drill-down fields help to identify the changes made to the product rate fields.

- The General and Taxes drill-down selections detail the changes made to fields seen in the Date Range tab within the Product.

Rate Set changes have been further categorised into the following headings.

- General view - displays general data about the rate group such as rate status, rate text.
- Applies on - the days of the week the rate applies to
- Stay Pay Deals - changes to stay values and pay values are displayed here
- (Rate) Voucher Details - details about the (rate) voucher text changes
- Costs - users can view changes to the product costs for each field

Cancel Policies

Identified changes will display grouped by Cancel Policy date range. Each date range provides further drill-down fields which identify if any changes were made to the Cancellation Policy fields.

Cancel Policy changes have been further categorised into the following headings.

- General view - displays general data about the cancellation policy and details noted changes to fields seen in the Service tab within the Cancellation Rules.
- Analysis - identifies changes made to the analysis fields seen in the Cancellation Rules > Service Tab.
- Rule for Market (and Price Code) - lists the cancellation rules for each policy, each rule can be expanded to view if changes were made to the Cancellation Rules > Fees Tab (Cancel Rule) data.

CHAPTER 8

Product Setup - Other Service Categories

The Product Database is where details of all types of services – accommodation, transportation, meals, attractions etc. – are stored. It is from this storehouse of services that users are able to retrieve Products to enter into Bookings or Quotation. The system uses the pricing and setup detail stored against each product to calculate booking/quote costs, conditions and to produce documentation.

Traditionally non-accommodation service categories would include transportation services such as; rental cars; seat in coach; transfers; and or charter coach product. A non-accommodation service would also include; entry into attractions; meals; or any service which is sold as a per person service. There are other less traditional uses for a non-accommodation service and if your organisation requires assistance with loading these services, guidance would be provided by your local Tourplan Support office.

Other Service Categories include Itinerary 'service types'. Itinerary services in Tourplan allow text or images to be inserted into Itineraries, this information is text which is not linked to a service. Manual flight services which allow flight sectors to be manually entered into a booking and a total price for all sectors is entered. If your organisation requires assistance or is interested in these service categories, guidance from your local Tourplan Support office is recommended.

In this chapter ...

Seat in Coach

Seat in coach services will require one product per service, i.e. one product for a return service and another product for a one way service. Speak with your trainer or local Tourplan Support office to understand the options available to you when inserting your SIC services.

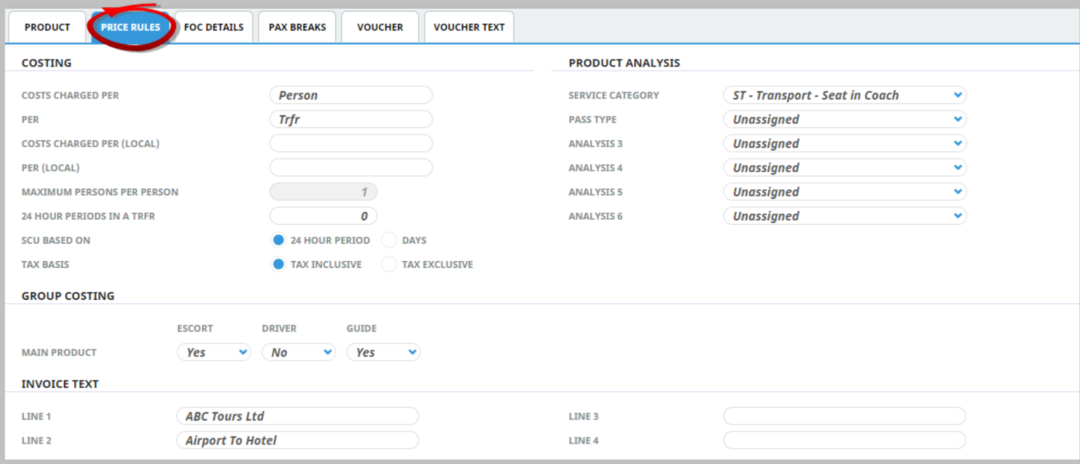
Product Definition: Seat in coach transfers, or point to point transfers which offer a per person price per trip, way, or transfer.

Seat In Coach - Screen Overview

	Transport – Seat in Coach (SIC)
Product Setup > Product Details > General > Product Tab	
Service Category	Non Accommodation
Product Setup > Product Details > General > Price Rules Tab	
Costs Charged Per	Per 'Person' Per 'Trip' or Per 'Person' Per 'Tsfr'
Maximum Persons Per FCU	1
How many 24 Periods in a SCU	0
Product Setup > Product Details > General > FOC Details Tab	
FOC Quantities	May apply to Escort and/or Guide
Product Setup > Product Details > General > Pax Breaks Tab	**N/A**
Include Children/Infants	Should be checked to include in seat count
Product Setup > Product Details > General > Voucher Tab	
Print Voucher	As required
Voucher Creation	One voucher (or PP if required)
Product Setup > Product Details > Pickup Points	
Product Pick Up Points	Insert pick up drop off localities if required
Product Setup > Policies > Policies Tab	**N/A**
Product Setup > Rates > Rates Tab	
Rates	Applicable *Per Person* pricing
Product Setup > Rates > Other Tab	
Service Voucher Text 1 - 10	As required
Product Setup > Content	
Amenities	As required
Product Notes	As required
Itinerary/Descriptive Text	As required
Product Setup > Operation	
Message Defaults/Details Tab	Select appropriate message code if service default is not used

Example: Transportation - SIC

Price Rules Tab



The Price Rules for the Transport hold the First & Second Charge Units (Per **Person**, Per **Trip/Transfer**) and the maximum persons per person is an unavailable field. If the transfer or trip is the same day (i.e., not overnight) then the 24 hour periods in a transfer is left as 0.

The procedures below are tailored to inserting Seat in Coach transportation services.

All rates and details depicted in this document are examples only and do not reflect any actual rates, conditions or details that may or may not be offered by, or pertain to, any named supplier.

Create Seat In Coach Product

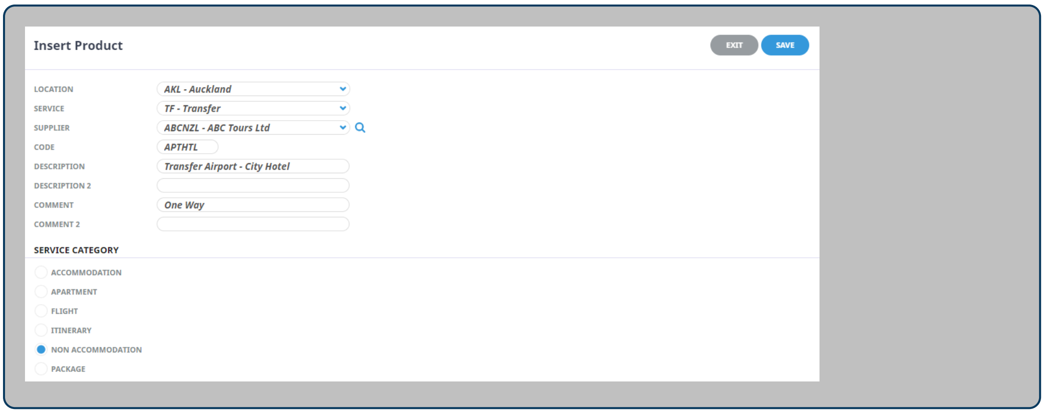
The first step to inserting product is to create the shell of the product into the database. The procedures which follow on from this procedure allow further details to be inserted for this product.

Insert a Transfer (SIC) Product

1. Select menu **Home > Products > Product Setup**.
2. Click **Create New Product**.

3. On the **Insert Product** screen, enter data into fields (the top three are drop-down selection fields - entries must already exist before you can select them). Refer to "Seat in Coach " on the previous page for more information on the data you can enter.

4. Check the **completed screen**.



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

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

Field Selections

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name contains; Supplier chain, plus the additional criteria of Language code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Non-Accommodation**
  - Codes for transfers should try to convey what the transfer is - INTCYH = International Aiport - City Hotel etc. One way Transfers; APTHTL, HTLAPT, or if there are Zone Transfers ZONE1, or Zoned Return Transfers Z1RTN.

> Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes i.e. all City to Airport Transfers CTYAPT etc. This will save time for reservations staff when locating the correct service to add to a quote or booking.

NOTE: Thought should be given to how the fields Description and Comment are used. Along with most other data fields in Products, these fields are able to be output in messages and documentation. It is not uncommon for the Comments field to be used for 'in house' comment about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

> The length of both description and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

Service Category

The product must have one of these radio buttons checked. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

Radio Button	Definition
Non-Accommodation	Meals, Transfers, Sightseeing, Coach Transport, Rental Cars etc.

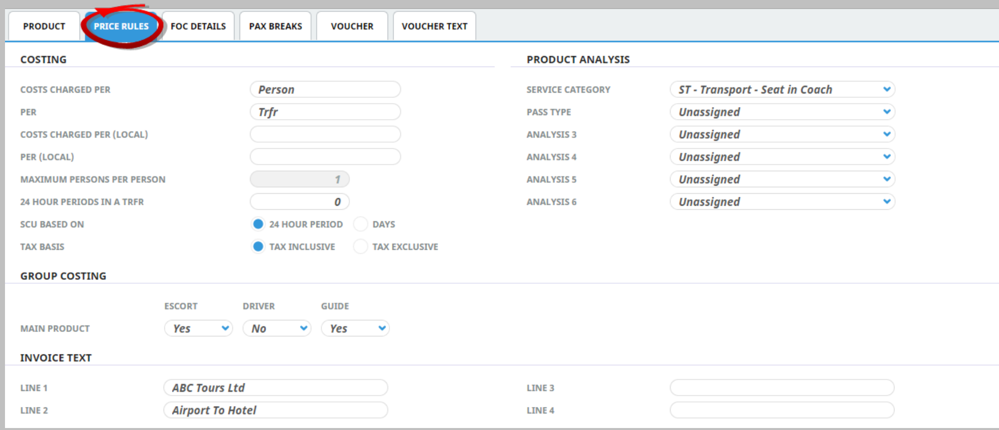
Price Rules

Price Rules settings identify how the service is to be sold, for example per 'person' per 'transfer', per 'person' per 'way'. Additional settings can be defined such as if the Tax is inclusive or exclusive when sold.

Insert Price Rules

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Price Rules** tab.
4. Add details to the **Price Rules** Tab fields.



Feel free to add your own price rule configurations.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

NOTE: A same day transfer would have the number of hours in a 24 hour period left set at 0.

Pax Breaks

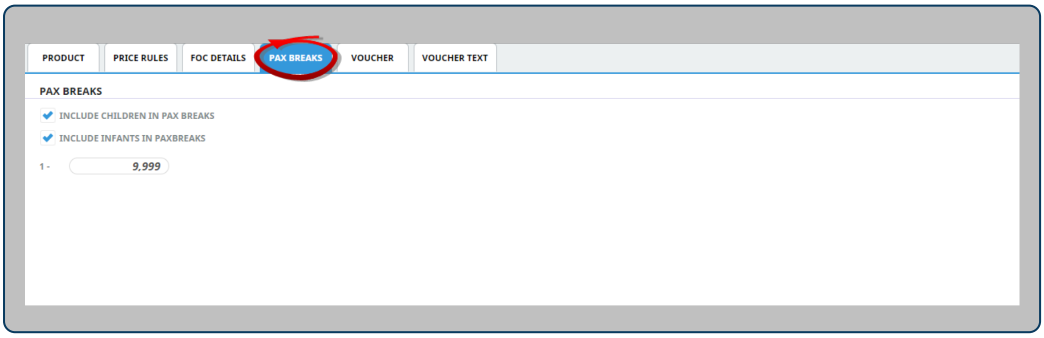
Consideration for supplier transportation policies is provided within the Pax Break Tab. The main purpose for (SIC) transfer services is to understand if children or infants require a seat when purchasing this service.

If they do require a seat and need to be included in the total booking count, the check box to 'Include Children (and/or Infants) in Pax Breaks' will need to be selected.

Insert Pax Breaks

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Pax Breaks** Tab.
4. Add details to the **Pax Breaks** fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

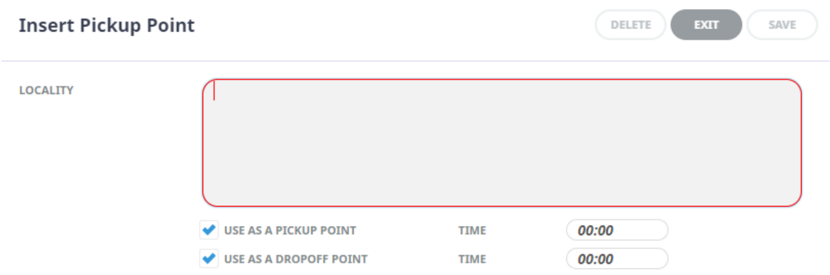
Product Pick up Drop off Localities

The Product Pick up Points menu allows alternative locations and addresses to be stored against products that have multiple pick-up and drop-off locations eg: Tour pick up locations.

Creating Pick Up and Drop Off Points

1. If the supplier to which replicated locations are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Product Details > Pickup Points.**
3. Click **Insert** to add a new entry.

4. Enter the **Locality information** and use the check boxes to assign if the locality can be used as a pick-up point and/or drop-off point and click **OK** to keep changes.



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

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

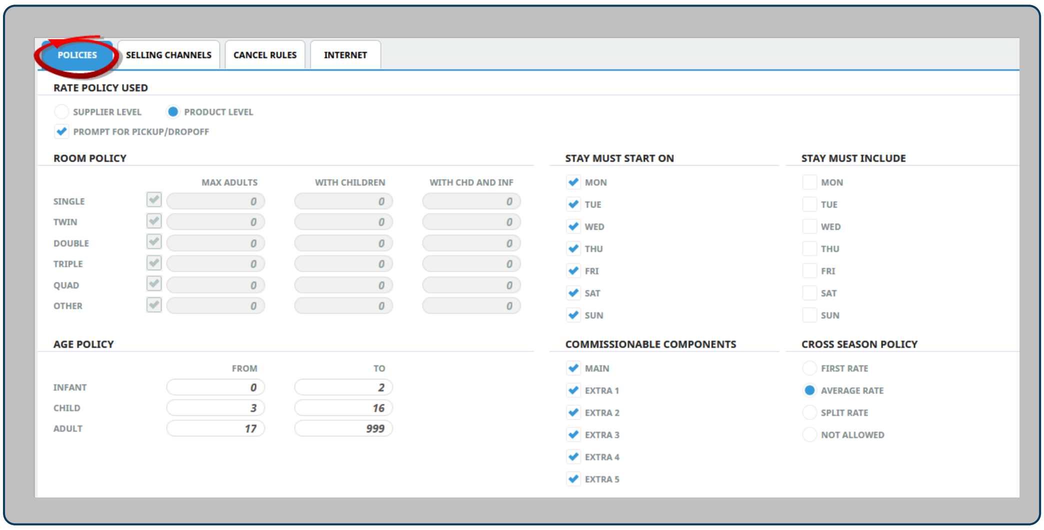
A full list of Localities will display for this product and you can review/amend the details by double clicking on the locality.

Policies

If age policies for children and infants were the same for every service offered by the supplier, we would recommend defining age policies at a supplier level. However, if the supplier offers distinct age differences for individual services then it would be preferable to set the age policies at a product level.

Insert Product Policies (or View Supplier Policies)

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Policies** Tab.
4. Add details to the **Policies** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

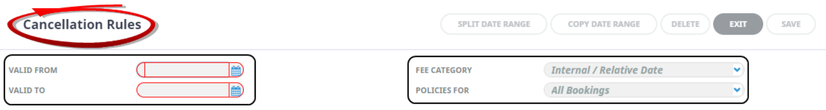
Cancellation Rules

Cancellation rules can be inserted at the product level (offering differing cancellation rules per service) or at the supplier level (for all services linked to the supplier).

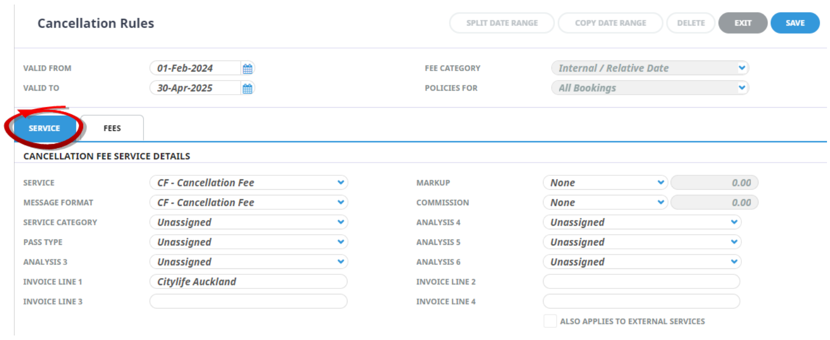
Define Cancellation Rules

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Cancel Rules** Tab.
4. Click **Insert** to add a new entry.

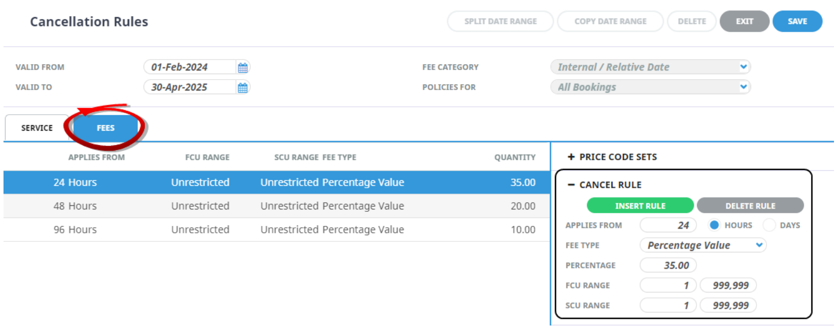
5. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is *Relative* or *Fixed* and the type of bookings the policy is for.



6. The **Service** Tab will be open on screen, enter the *Cancellation Fee Service Details* fields.



7. Click the **Fees** Tab and enter the Cancel Rule information.



8. Click **Insert Rule** to save the rule, and insert a new rule.
9. Click **OK** to keep the changes and save or update the entry.
10. Click **Delete** to remove the entry and/or discard any changes.

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

Rates

There are 4 Tabs which allow specific rate information to be stored per date range.

- Date Range - How is the rate is sold? Are there specific sales periods? Will the rate be a gross rate or a nett rate? Are there any taxes which need to be defined against the rate?
- Rate Set - Are there any stay length (minimum/maximum stay) requirements? Does the rate apply for specific days? Is the rate a confirmed rate?
- Rates - The rates tab is where the rates are defined.
- Other - Allows accommodation services to include specific stay pay rules.

Per person prices are inserted into the rates screen. If there are child and infant prices they can also be inserted here for automated pricing when the service is selected in a booking.

NOTE: Child and infant ages will need to be defined in the supplier or product policies screen and the children's ages will need to be defined in the booking header for correct pricing.

Row Headings - Non Accommodation Products (Display Only)

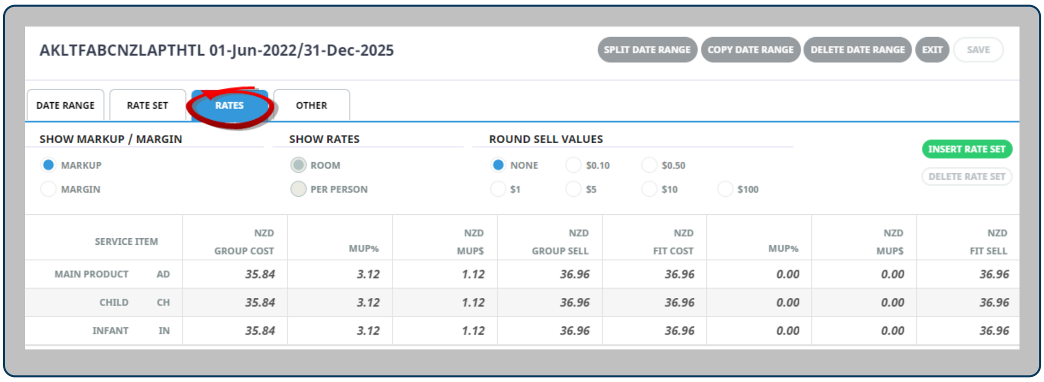
For non accommodation products, the first row will always display 'Main Option'.

Extras

For both Accommodation and Non Accommodation products, any Extras that have been defined in the **Product** tab (see "Add Product Detail" on page 113) will display, with separate rows that allow for (AD)ult, (CH)ild and (IN)fant costs to be entered against them.

NOTE:

- In the example being created, the 'Net Rates' price code will have no markup attached at this level; i.e. the cost and sell rates for both Group and FIT rates will be the same. Markups will be applied when a different Price Code is added to the Date Range, or the Discount Commission Matrix will be used to apply the required mark-up.
- Remember when entering the rates, if tax is involved, then the values entered into these Rate fields must reflect the Tax Inclusive/Exclusive setting from the Tax Setting section. Taxes in general are discussed in more detail under ("Set Date Range Information" on page 154).



Charter Coach

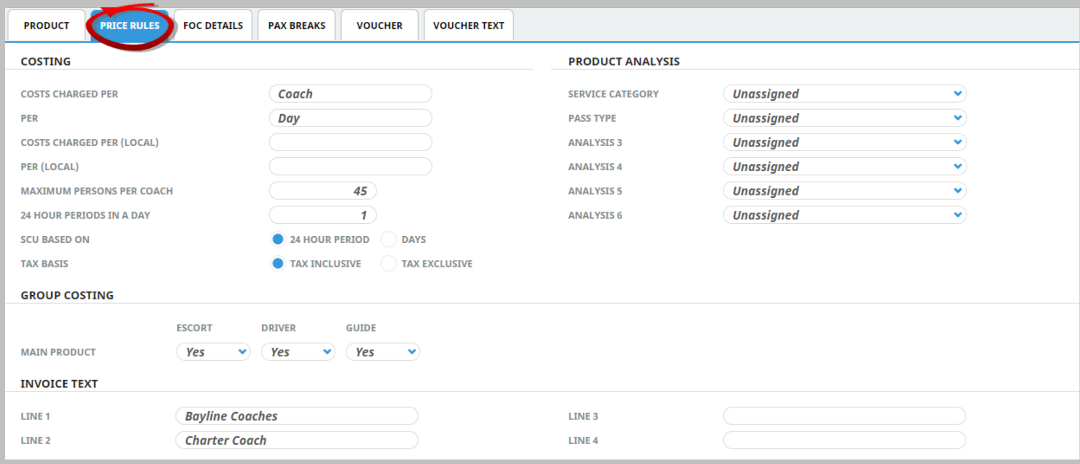
Charter Coach services cater for specific vehicle sizes. When the service is selected in a booking the system will be able to correctly cost the number of vehicles required based on the number of passengers booked.

Charter Coach - Screen Overview

	Transport – Charter Coach
Product Setup > Product Details > General > Product Tab	
Service Category	Non Accommodation
Product Setup > Product Details > General > Price Rules Tab	
Costs Charged Per	Per 'Coach' Per 'Day'
Maximum Coach Per FCU	Max per coach
How many 24 Periods in a SCU	1
Product Setup > Product Details > General > Product Tab	
Product Setup/FOC Details Tab	
FOC Quantities	May apply to Escort and/or Guide
Product Setup > Product Details > General > Pax Breaks Tab	**Insert Pax Breaks 1- XX XX-999 etc**
Include Children/Infants	Should be checked to include in seat count
Product Setup > Product Details > General > Voucher Tab	
Print Voucher	As required
Voucher Creation	One voucher
Product Setup > Product Details > Policies > Policies Tab	N/A
Product Setup > Rates/Rates Tab	
Rates	Applicable *Per coach* per pax break pricing
Product Setup > Rates/Other Tab	
Service Voucher Text 1 - 10	As required
Product Setup > Content	
Amenities	As required
Product Notes	As required
Itinerary/Descriptive Text	As required
Product Setup > Operation	
Message Defaults/Details Tab	Select appropriate Transport code (SD?)

Example: Transportation - Charter Coach

Price Rules Tab



The Price Rules for the Transport service hold the First & Second Charge Units (Per **Coach**, Per **Day**) and the maximum persons per coach includes the total number of pax.

Create Coach Charter Product

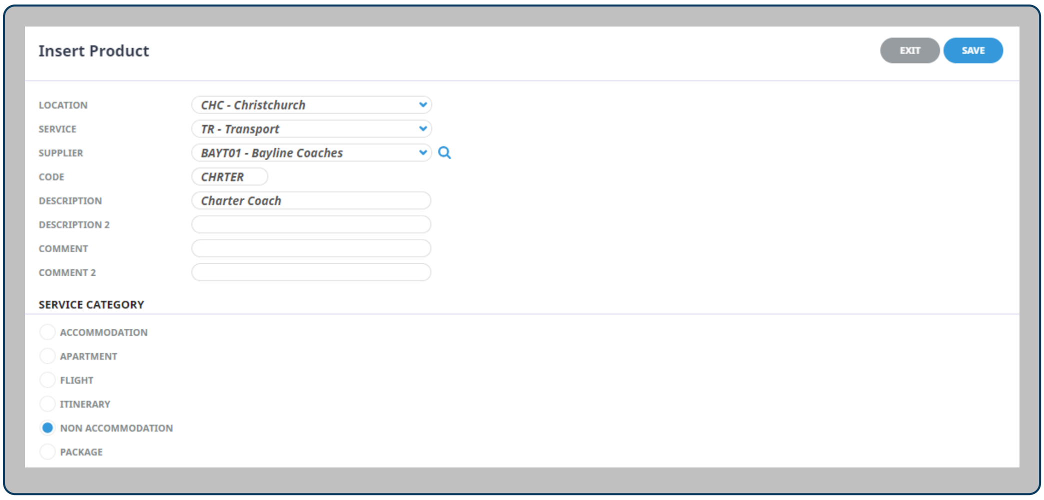
The first step to inserting product is to create the shell of the product into the database, the procedures which follow on from this procedure allow further details to be inserted for this product.

Insert a Transfer Charter Product

1. Select menu **Home > Products > Product Setup**.
2. Click **Create New Product**.

3. On the **Insert Product** screen, enter data into fields (the top three are drop-down selection fields - entries must already exist before you can select them).

4. Check the **completed screen**.



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

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

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name contains; Supplier chain, plus the additional criteria of Language code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Non-Accommodation**
  - Admissions should try to capture the type of admission and there are no hard and fast rules for this - e.g. VIST; ADMIT.
  - Sightseeing Tours should try to use the suppliers tour code where appropriate
  - Rental Vehicle services can use the suppliers vehicle code - e.g. CDAR, EDMR
  - Charter Coach could use COACH, BUS, MINIV
  - Codes for transfers should try to convey what the transfer is - CHARTER

> Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes. This will save time for reservations staff when locating the correct service to add to a quote or booking.

NOTE: Thought should be given to how the fields Description and Comment are used. Along with most other data fields in Products, these fields are able to be output in messages and documentation. It is not uncommon for the Comments field to be used for 'in house' comment about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

> The length of both description and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

Service Category

The product must have one of these radio buttons checked. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

Radio Button	Definition
Non-Accommodation	Meals, Transfers, Sightseeing, Coach Transport, Rental Cars etc.

Price Rules

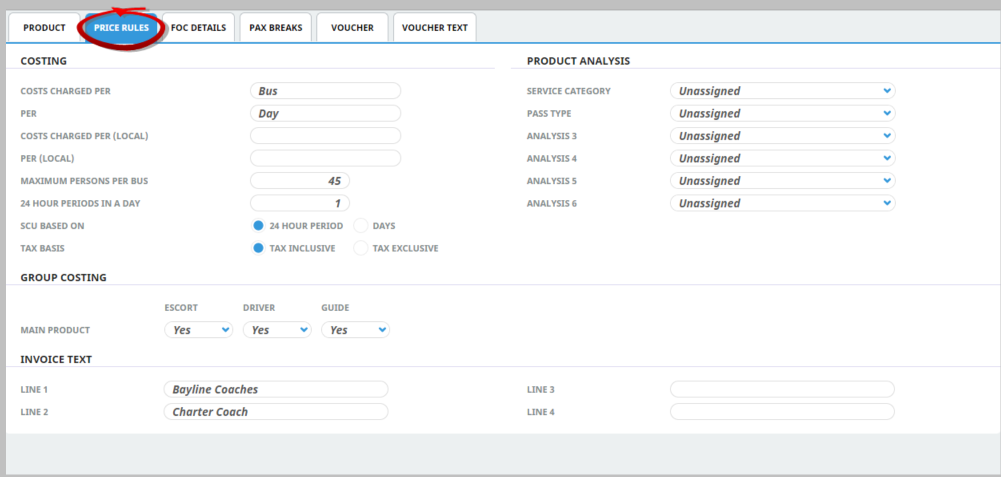
Price Rules settings identify how the service is to be sold, for example per 'person' per 'transfer', per 'person' per 'way'. Additional settings can be defined such as if the Tax is inclusive or exclusive when sold.

Insert Price Rules

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Price Rules** Tab.

4. Add details to the **Price Rules** Tab fields.



Feel free to add your own price rule configurations.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

NOTE: A service using a daily rate or weekly rate would have the 'How many 24 hour periods in a ___' set to the number of 24 hour periods. For example a per coach per day service would have 'How many 24 hour periods in a day' set to 1.

Maximum Person Per

This field identifies a maximum capacity of passengers for this service. If the supplier offers a fleet of vehicles with differing passenger numbers per vehicle - a break down of passenger numbers would be inserted into the Pax Break Tab.

Pax Break Tab

Consideration for supplier transportation policies is provided within the Pax Break Tab. The main purpose for Charter Coach services is to understand if children or infants require a seat when purchasing this service. If they do require a seat and need to be included in the total booking count - the check box to 'Include Children (and/or Infants) in Pax Breaks' will need to be selected.

The other fields options in the Pax Break screen are used to provide different passenger numbers per vehicle - allowing a different rate to be inserted per vehicle size. At the time of booking or quoting, the system would look to the number of passengers booked on this service and calculate the cost using the correct vehicle size and/or number of vehicles required.

Insert Pax Breaks

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Pax Breaks** Tab.
4. Add details to the **Pax Breaks** Tab fields.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

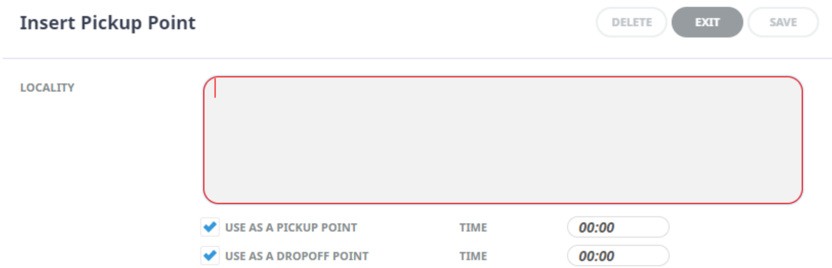
Product Pick Up & Drop Off Localities

The Product Pick up Points menu allows alternative locations and addresses to be stored against products that have multiple pick-up and drop-off locations eg: Tour pick up locations.

Creating Pick Up and Drop Off Points

1. If the supplier to which replicated locations are to be added does not exist, create the supplier first (see "Create a Supplier" on page 23).
2. If the supplier does exist, search for the supplier from Product Setup, select menu **Product Details > Pickup Points.**
3. Click **Insert** to add a new entry.

4. Enter the **Locality information** and use the check boxes to assign if the locality can be used as a pick-up point and/or drop-off point and click **OK** to keep changes.



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

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

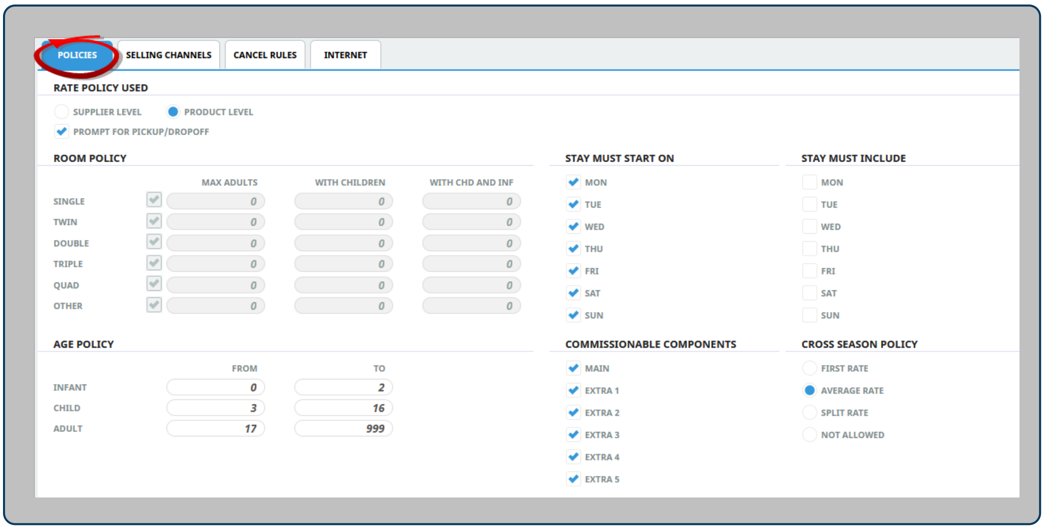
A full list of Localities will display for this product and you can review/amend the details by double clicking on the locality.

Policies Tab

If age policies for children and infants were the same for every service offered by the supplier, we would recommend defining age policies at a supplier level. However, if the supplier offers distinct age differences for individual services then it would be preferrable to set the age policies at a product level.

Insert Product Policies (or View Supplier Policies)

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Policies** Tab.
4. Add details to the **Policies** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

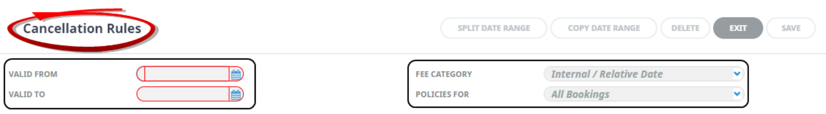
Cancel Rules Tab

Cancellation rules can be inserted at the product level (offering differing cancellation rules per service) or at the supplier level (for all services linked to the supplier).

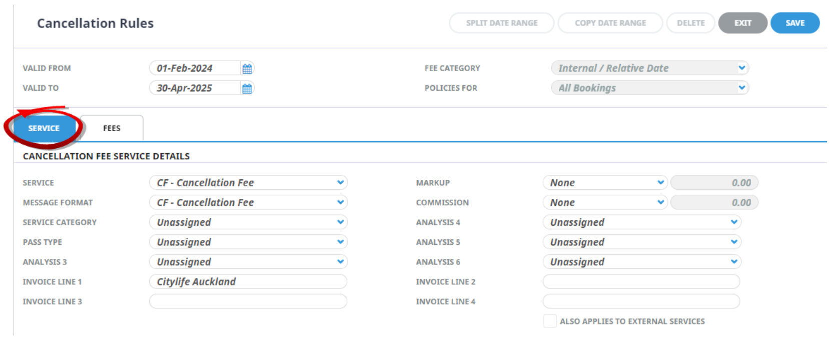
Define Cancellation Rules

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Cancel Rules** Tab.
4. Click **Insert** to add a new entry.

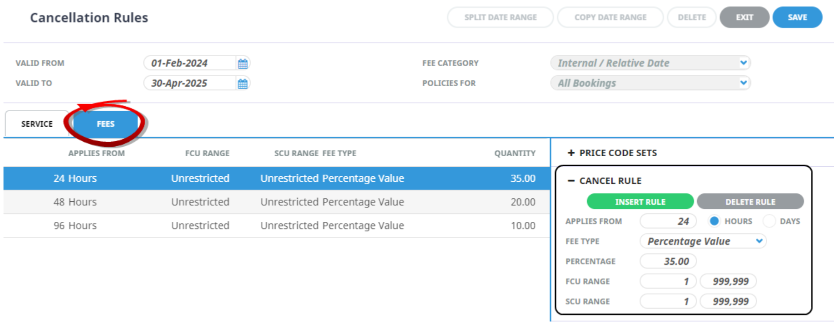
5. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is *Relative* or *Fixed* and the type of bookings the policy is for.



6. The **Service** Tab will be open on screen, enter the *Cancellation Fee Service Details* fields.



7. Click the **Fees** Tab and enter the Cancel Rule information.



8. Click **Insert Rule** to save the rule, and insert a new rule.

9. Click **OK** to keep the changes and save or update the entry.

10. Click **Delete** to remove the entry and/or discard any changes.

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

Rates

There are 4 Tabs which allow specific rate information to be stored per date range.

- Date Range - How the rate is sold? Are there specific sales periods? Will the rate be a gross rate or a nett rate? Are there any taxes which need to be defined against the rate?
- Rate Set - Are there any stay length (minimum/maximum stay) requirements? Does the rate apply for specific days? Is the rate a confirmed rate?
- Rates - The rates tab is where the rates are defined. Pax breaks used have defined pricing based on (in this example) coach size.
- Other - Allows accommodation services to include specific stay pay rules (not required for this service).

Per Bus/Coach prices are inserted into the rates screen.

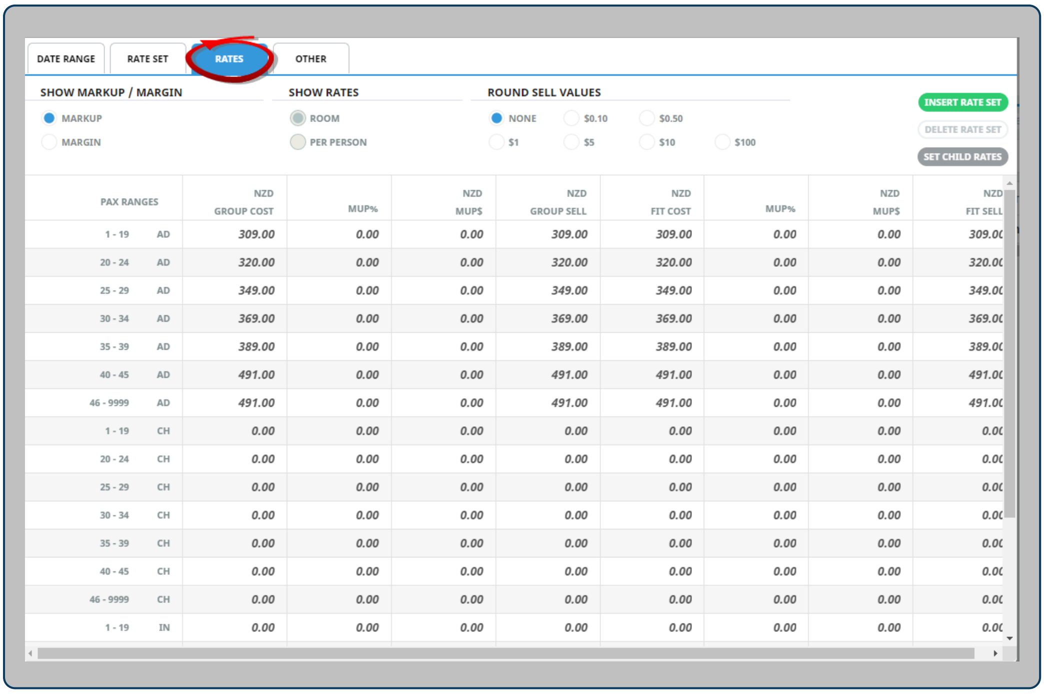
Row Headings - Non Accommodation Products (Display Only)

For non accommodation products - using pax breaks, the first row will always display 'the first pax break value'.

NOTE:

- In the example being created, the 'Net Rates' price code will have no markup attached at this level; i.e., the cost and sell rates for both Group and FIT rates will be the same. Markups will be applied when a different Price Code is added to the Date Range, or the Discount Commission Matrix will be used to apply the required mark-up.

» Remember when entering the rates, if tax is involved, then the values entered into these Rate fields must reflect the Tax Inclusive/Exclusive setting from the Tax Setting section. Taxes in general are discussed in more detail under ("Set Date Range Information" on page 154).



PAX RANGES		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
1 - 19	AD	309.00	0.00	0.00	309.00	309.00	0.00	0.00	309.0
20 - 24	AD	320.00	0.00	0.00	320.00	320.00	0.00	0.00	320.0
25 - 29	AD	349.00	0.00	0.00	349.00	349.00	0.00	0.00	349.0
30 - 34	AD	369.00	0.00	0.00	369.00	369.00	0.00	0.00	369.0
35 - 39	AD	389.00	0.00	0.00	389.00	389.00	0.00	0.00	389.0
40 - 45	AD	491.00	0.00	0.00	491.00	491.00	0.00	0.00	491.0
46 - 9999	AD	491.00	0.00	0.00	491.00	491.00	0.00	0.00	491.0
1 - 19	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
20 - 24	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
25 - 29	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
30 - 34	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
35 - 39	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
40 - 45	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
46 - 9999	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0
1 - 19	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.0

CHAPTER 9

Rental Car

Rental car services will require one service per car type per rental company – e.g., one service for Budget Rentals Economy car, one for Budget Rentals Intermediate car, one for Hertz Economy car, one for Hertz Intermediate car etc.

In this chapter ...

TOURPLAN

Rental Car Setup - Screen Overview

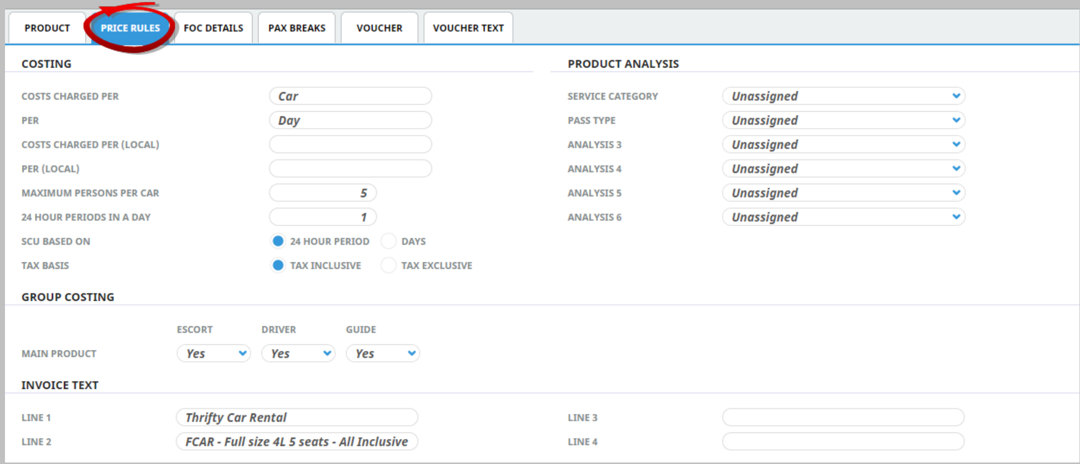
The location attached to a rental car product should be a generic location allowing replicated locations to determine the sites the rental car can be picked up and dropped off from.

Tab and Field	Description of Value Entered
Product Setup > Product Details > General > Product Tab	
Extras	CDW Insurance, Baby Seats, Ski Racks, Snow Chains, GPS etc. could all be extras
Service Category	Non-Accommodation
Product Setup > Product Details > General > Price Rules Tab	
Costs Charged Per	Per 'Car' per 'Day'
Maximum persons Per Car	This will depend on the service option being set up. If it is a Small Car service, the Maximum could be 3 – if it's a large car, it could be 6.
How many 24 Periods in a Day	1
SCU Based On	Normally 24 hrs, but some vehicle types - e.g. Campervans - may be by Days.
Group Costing	Escort – Yes, Driver – Yes, Guide Yes
Product Setup > Product Details > General > FOC Details Tab	**N/A**
Product Setup > Product Details > General > Pax Breaks Tab	
Include Children/Include Infants	Should be checked to ensure they are included in the seating count
Pax Breaks	1-9999
Product Setup > Product Details > General > Voucher Tab	
Print Voucher	As required
Voucher Creation	One voucher
Product Setup > Product Details > General > Voucher Text Tab	
Voucher Text	Sometimes used to record special rental conditions.
Product Setup > Product Details > Policy > Policies Tab	
Cross Season Policy	First Rate. Rental vehicles are normally charged at the rate applicable to the first day of hire
Product Setup > Rates > Rate Set Tab	
Rate Name	Use to describe the rate - e.g. 3 - 7 Days.
Rate Text	Often used for the rental company's rate code for the rate.
Product Setup > Rates > Other Tab	
Service Voucher Text 1 - 10	As required
Product Setup > Content	
Amenities	As required
Product Notes	As required
Itinerary	As required

Tab and Field	Description of Value Entered
Product Setup > Content > Product Notes	
Notes	As required
Product Setup > Operation > Message Defaults	
Message Format	Select appropriate code for Rental Vehicles - remembering that there will be two dates
Product Setup > Supplier Menu	
Amenities	Select required Amenities.
Replicated Locations	Select appropriate Replicated Locations and add pick/up drop off locations.
Supplier FYI	If required select Supplier FYI and add approprate message.
Supplier Notes	Select Supplier Notes and add Supplier level Note text.
Contacts	Select Contacts and add required Supplier Contact information.

Example: Transportation - Rental Car

Price Rules Tab



The Price Rules for the Rental Vehicle hold the First & Second Charge Units (Per **Car**, Per **Day**) and the maximum persons per car (including children & infants, *provided* the Product Setup/Pax Breaks checkboxes "Include Children" and "Include Infants" have been checked).

NOTE:

- FOC days do not apply to Non Accommodation services.
- When using this service in a Quote or Booking, the consultant does not have to choose the rate for the length of hire requested. When inserting the service, the consultant only has to enter the number of days' hire requested and Tourplan will select the correct rate.

Create Rental Car Product

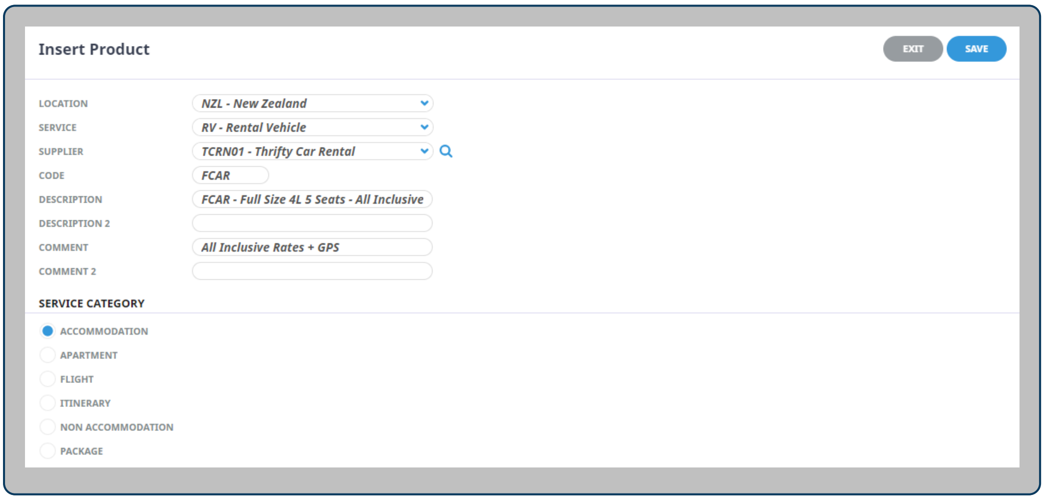
The first step to inserting product is to create the shell of the product into the database. The procedures which follow on allow further details to be inserted for this product.

Insert a Rental Car Product

1. Select menu **Home > Products > Product Setup**.
2. Click **Create New Product**.

3. On the **Insert Product** screen, enter data into fields (the top three are drop-down selection fields - entries must already exist before you can select them). Refer to "Rental Car" on page 215 for more information on the data you can enter.

4. Check the **completed screen**.



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

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

Field Selections

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103. If replicated locations are to be used, a generic location should be used.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name contains; Supplier chain, plus the additional criteria of Language code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Non-Accommodation**
  Rental Vehicle services can use the supplier's vehicle code - e.g. CDAR, EDMR

Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes. This will save time for reservations staff when locating the correct service to add to a quote or booking.

NOTE: Thought should be given to how the fields Description and Comment are used. Along with most other data fields in Products, these fields are able to be output in messages and documentation. It is not uncommon for the Comments field to be used for 'in house' comment about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

The length of both description and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

Service Category

The product must have one of these radio buttons checked. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

Radio Button	Definition
Non-Accommodation	Meals, Transfers, Sightseeing, Coach Transport, Rental Cars etc.

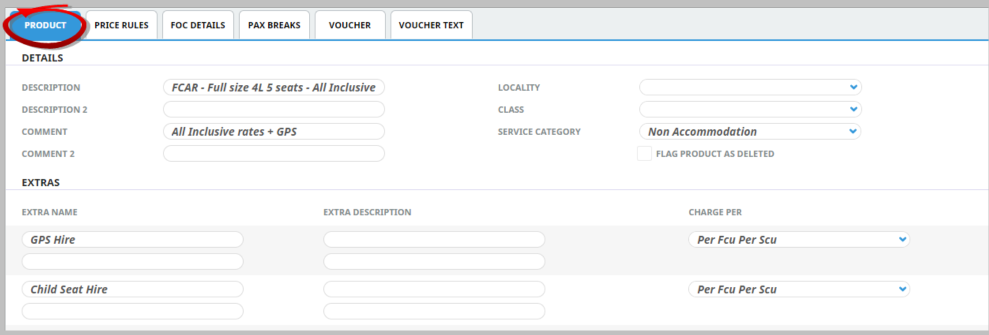
Product Tab

Inserting Product Details allows the product to store a brief description of the service. These are the fields which will be available to consultants at the time of the booking. Amendments to the Description and Comments fields can be performed here. Rental cars often provide extras which can be selected and included at the time of booking. For rental car services these could include: CDW Insurance, Baby Seats, Ski Racks, Snow Chains, GPS etc. There is however a limit to the number of extras which can be defined against a service: that limit is 5 extras.

Insert Product Detail

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify. For this example, click the **Product** Tab (if not already shown).
4. Add details to the **Product** Tab fields.



Feel free to use your own data - refer to the System Setup User Manual for information on how to add entries to drop-down fields.

5. To keep the changes, click **Save**.

   SAVE

6. Click **Discard** to discard all changes.

   DISCARD

Charge Per (Drop-down)

These drop-down fields determine how the charging for extras is to be handled. They have the following values:

Selection	Meaning
Per Pax	Used when the extra is costed on a Per Person basis. The cost is paid by all pax.
Per Group	Used when the extra is costed on a Group basis - the cost is split between all pax in the booking.
Per SCU	Use SCU if an extra is costed per Second Charge Unit (SCU) e.g. per day. This means that when using the service in a quote/booking, for (e.g.) 3 days, the default quantity for the extra will be 3. It can be overridden in the quote/booking.
Per FCU Per SCU	Use this setting if an extra is to be costed per First Charge Unit (FCU) multiplied by the Second Charge Unit (SCU). This means that if there are (e.g.) 3 Cars (FCU) for 3 Days, the default extra quantity will be 9 (3 cars x 3 days).
Per Room	Use this setting if an extra is costed Per Room.
Compulsory Pax	(Compulsory per Pax). Use this setting when the extra is a Per Person cost and compulsory, and is to be charged for all pax for each second charge unit that has a rate.
Compulsory Pax Single	(Compulsory per Pax, single). Use this setting when the extra is a Per Person cost and compulsory, and is to be charged for all pax on the first occurance of the rate.
Compulsory Group	(Compulsory per Group). Use this setting when the extra is a Group cost and compulsory and is to be charged on each second charge unit that has a rate.

Selection	Meaning
Compulsory Group Single	(Compulsory per Group, single). Use this setting when the extra is a Group Cost and compulsory, and is to be charged on the first occurance of the rate.

Price Rules

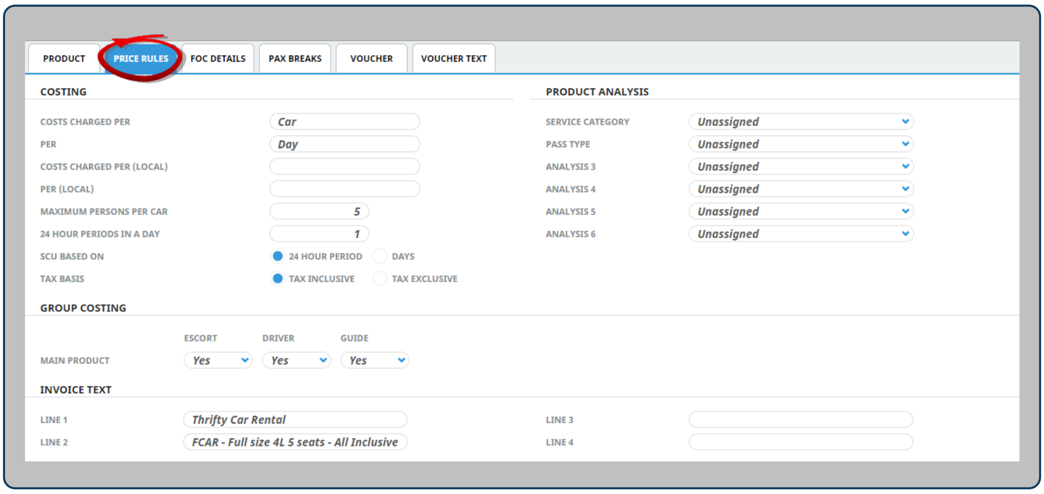
Price Rules settings identify how the service is to be sold, for example per 'car' per 'day'. Pricing in the rates menu provides a daily rate to be inserted for different hire lengths.

Insert Price Rules

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Price Rules** Tab.
4. Add details to the **Price Rules** Tab fields.

   Feel free to add your own price rule configurations.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

Maximum Passengers Per Car

This will depend on the service option being set up. If it's a small car the maximum number oculd be 3, if it's a larger vehicle it could be a 7 or 8 seater.

Insert the maximum number of passengers for this vehicle.

NOTE: If this field is used the system will correctly price the number of cars required when the service is selected in a booking.

How Many 24 Hour Periods in a Day

This would be set to 1.

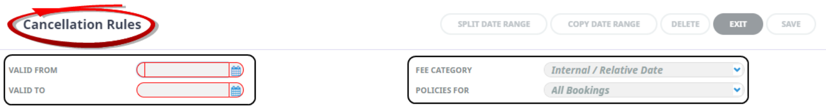
Cancellation Rules

Cancellation rules can be inserted at the product level (offering differing cancellation rules per service) or at the supplier level (for all services linked to the supplier).

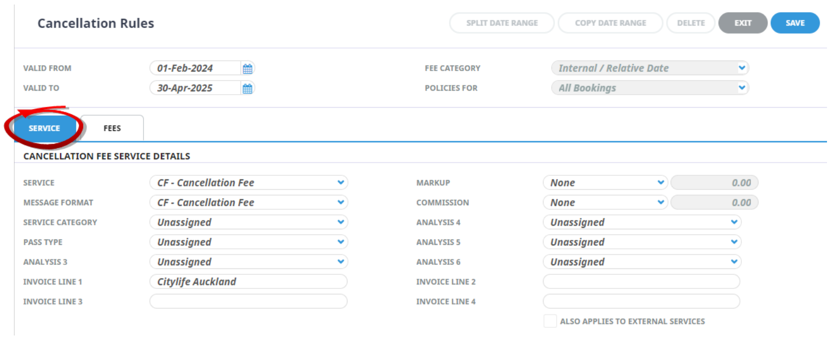
Define Cancellation Rules

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Cancel Rules** Tab.
4. Click **Insert** to add a new entry.

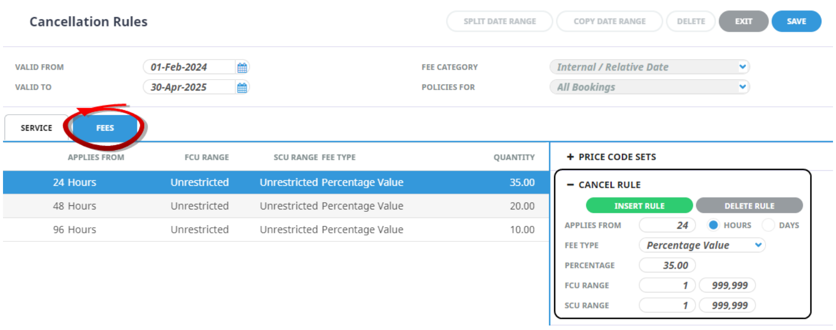
5. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is *Relative* or *Fixed* and the type of bookings the policy is for.



6. The **Service** Tab will be open on screen, enter the *Cancellation Fee Service Details* fields.



7. Click the **Fees** Tab and enter the Cancel Rule information.



8. Click **Insert Rule** to save the rule, and insert a new rule.
9. Click **OK** to keep the changes and save or update the entry.
10. Click **Delete** to remove the entry and/or discard any changes.

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

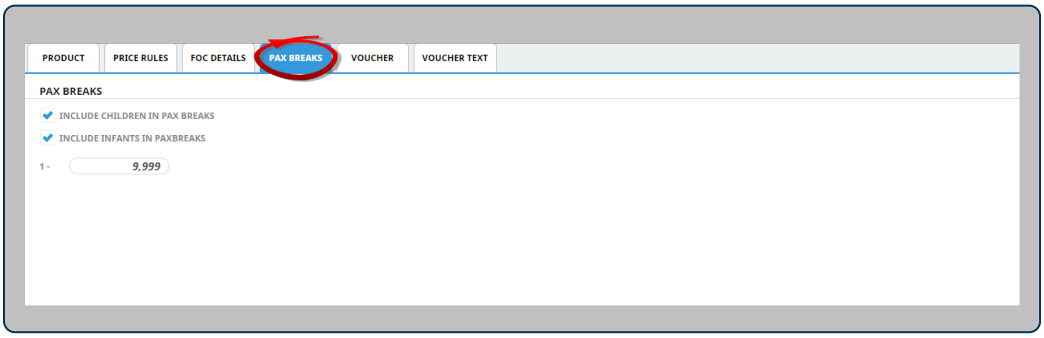
Pax Breaks

Consideration for supplier transportation policies is provided within the Pax Break Tab. The main purpose for rental car services is to understand if children or infants require a seat when purchasing this service. Infants and Children will require a seat within the vehicle and need to be included in the total booking count: the check box to 'Include Children (and/or Infants) in Pax Breaks' will need to be selected.

Insert Pax Breaks

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product information.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Pax Breaks** Tab.
4. Add details to the **Pax Breaks** fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

Rates

There are 4 Tabs which allow specific rate information to be stored per date range.

- Date Range - How is the rate sold? Are there specific sales periods? Will the rate be a gross rate or a nett rate? Are there any taxes which need to be defined against the rate?
- Rate Set - Are there any stay length (minimum/maximum stay) requirements? Does the rate apply for a specific number of days? Is the rate a confirmed rate?
- Rates - The rates tab is where the rates are defined.

Per Car prices are inserted into the rates screen. If there are any extras they can also be inserted here for automated pricing when the service is selected in a booking.

Row Headings - Non Accommodation Products (Display Only)

For non accommodation products, the first row will always display 'Main Option'.

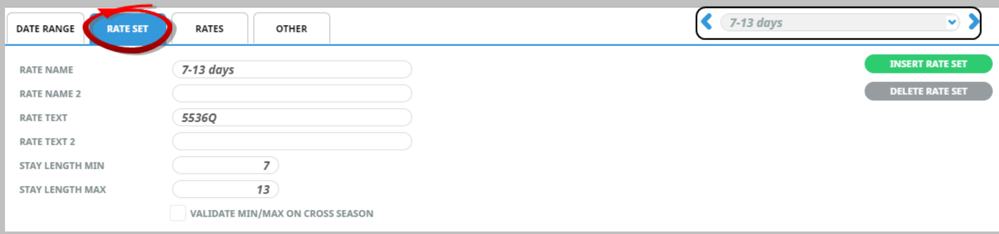
Extras

Any Extras that have been defined in the **Product** Tab (see "Add Product Detail" on page 113) will display, with separate rows that allow for (AD)ult, (CH)ild and (IN)fant costs to be entered against them. Rental car services would have the pricing of extras as an adult cost so that the rate will be split among the adults travelling.

NOTE:

- In the example being created, the 'Net Rates' price code will have no markup attached at this level; i.e. the cost and sell rates for both Group and FIT rates will be the same. Markups will be applied when a different Price Code is added to the Date Range, or the Discount Commission Matrix will be used to apply the required mark-up.
- Remember when entering the rates, if tax is involved, then the values entered into these Rate fields must reflect the Tax Inclusive/Exclusive setting from the Tax Setting section. Taxes in general are discussed in more detail under ("Set Date Range Information" on page 154).

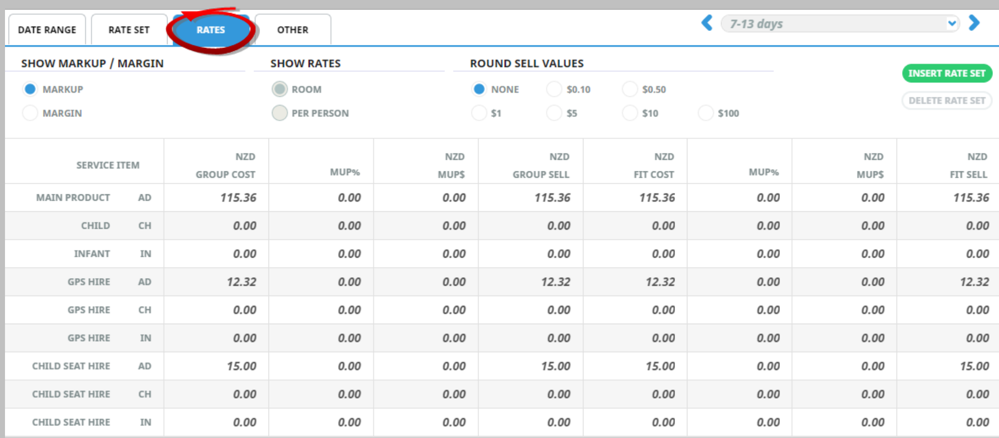
Rate Set Tab



A Rate Set is created for each of the hire periods that rates are provided for.

In the screen shot above, the 'Stay Length Min' fields are used to create different Rate Sets in order to set up the correct pricing for different lengths of hire. Each of the Rate Sets created has different Min and Max settings; e.g. 14 - 20 day rate has Min 14, Max 20 and so on.

Rates Tab



SERVICE ITEM		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
MAIN PRODUCT	AD	115.36	0.00	0.00	115.36	115.36	0.00	0.00	115.36
CHILD	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
INFANT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GPS HIRE	AD	12.32	0.00	0.00	12.32	12.32	0.00	0.00	12.32
GPS HIRE	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GPS HIRE	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHILD SEAT HIRE	AD	15.00	0.00	0.00	15.00	15.00	0.00	0.00	15.00
CHILD SEAT HIRE	CH	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CHILD SEAT HIRE	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

To enter rates for each hire period, click the Rates tab and then select the hire period using the **<** left or **>** right brackets. Enter the rates as applicable.

CHAPTER 10

Apartment/Dormitory

Apartment or Dormitory style accommodation presents slightly different setup choices.

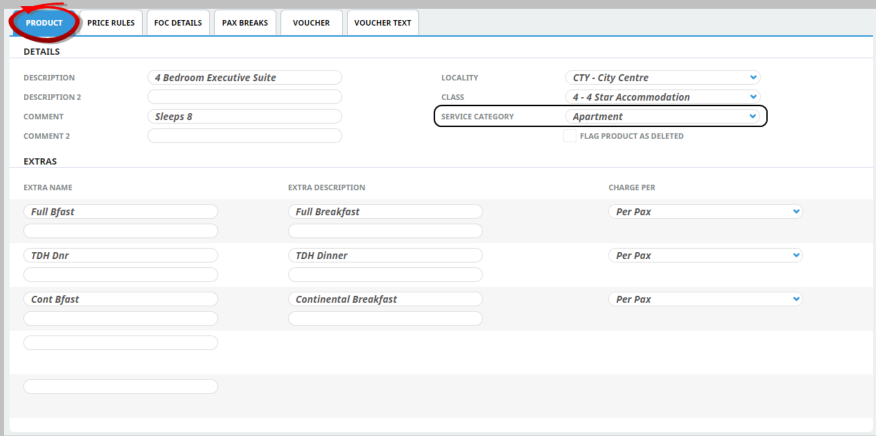
A 'standard' hotel accommodation rate setup can apply for as many people in a room that the hotel/motel can accommodate in that room, *provided* that the cost for additional pax over and above 4 pax (Quad Room) is consistent; i.e. 200.00 per Quad Room; 20.00 each additional adult. If the room was able to accommodate 7 adults, then Tourplan would cost this as 200.00 + 20.00 + 20.00 +20.00 = 260.00.

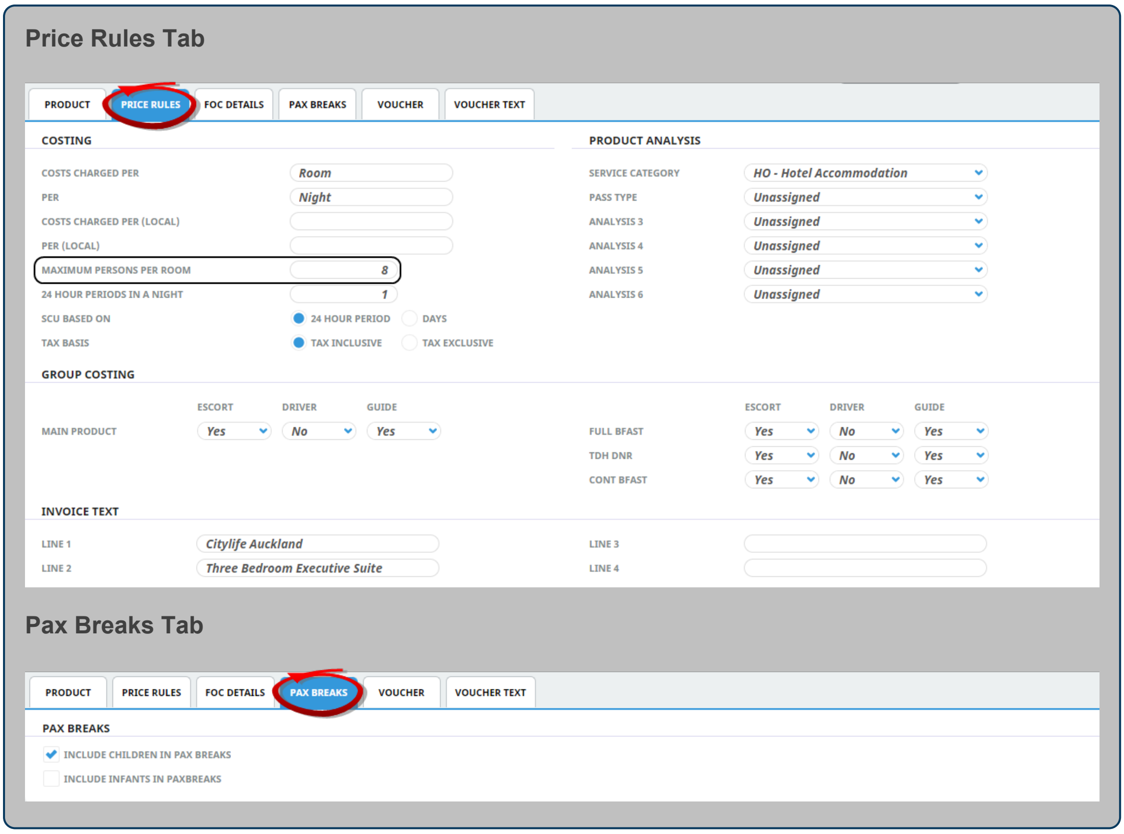
However, if the cost from the supplier for 7 adults was 235.00, then a standard type accommodation service cannot calculate the cost of the additional adults over and above 4 correctly. For this reason, a special Rate Category is provided on the Cost Details screen in the Service Option setup which allows the setting up of Apartment style accommodation on an occupancy basis. A example of that screen is given below.

NOTE: It is not intended to step through every screen in the product setup – only those screens that are different from a standard accommodation service are looked at.

Special Rates - Apartment/Dormitory Example

Product Tab





About the Apartment/Dormitory Example

Apartment Setup - Product Tab

The Service Category 'Apartment' is checked.

Apartment Setup - Price Rules Tab

In this screen, 'Maximum Persons Per Room' has been set to the maximum allowed by the supplier.

NOTE: Tourplan has a restriction for the 'Maximum Persons Per Room'. 11 is the maximum, If more than 11 pax are entered into this field the system will not allow the service to save and users will receive an error stating that the maximum value for an apartment is 11.

Apartment Setup - Pax Breaks Tab

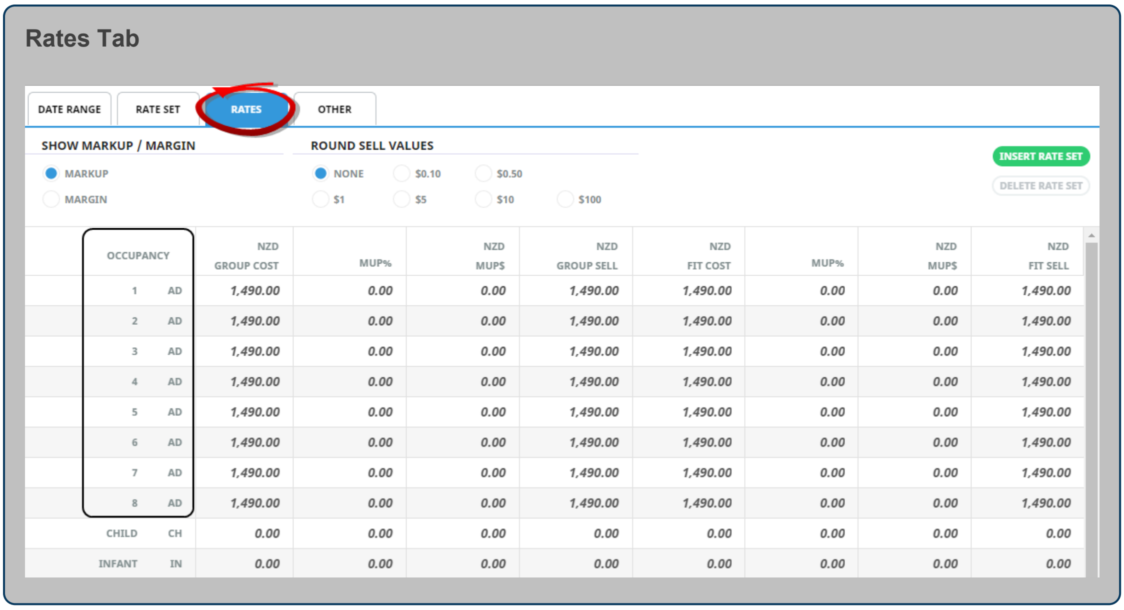
In the Pax Brakes tab are check boxes that, when checked, will include Children and/or infants in the Pax Break count. If, for example, the include Children in Pax Count box was checked, then the Maximum Persons Per Room value set in the Price Rules tab will include children. This means that (for example) 4 Adults plus 4 Children, or 5 Adults plus 3 Children would be costed, but 5 Adults and 4 Children would not, and would require 2 apartments.

Apartment/Dormitory Rate Entry

Apartment or Dormitory style accommodation presents slightly different rate setup.

A ‘standard’ hotel accommodation rate setup can apply for as many people in a room that the hotel/motel can accommodate in that room, *provided* that the cost for additional pax over and above 4 pax (Quad Room) is consistent.

However, if the cost from the supplier for 7 adults was 235.00, then a standard type accommodation service cannot calculate the cost of the additional adults over and above 4 correctly. For this reason, a special Rate Category is provided on the Cost Details screen in the Service Option setup which allows the setting up of Apartment style accommodation on an occupancy basis. An apartment can have sub room configurations and the system calculates the apartment cost using a maximum number of occupants. A example of the Rates screen is given below.



About the Rates - Apartment/Dormitory Example

For this example the 'Maximum Persons Per Room' has been set to the maximum allowed by the supplier (8 Occupants).

The Include Children in Pax Count box was checked, thereforethe Maximum Persons Per Room value set in the Price Rules tab will include children.

Apartment Setup – Rates Tab Screen

NOTE: In the Rates screen, the first column is based on *Occupancy*, not *Room Type* as the standard accommodation services. When the Service Category is checked as 'Apartment', the rates are entered on a per room basis, up to the maximum number of persons permitted in the room (specified in the Price Rules tab). In addition, the Maximum Persons Per Room field also determines that additional adult rate fields are redundant.

The value of the apartment rate is repeated for all occupancy values, this ensures that the apartment price will apply if 4 people or 8 people book apartment. The pre-defined maximum passenger number of 8 will ensure the property cannot be booked for 9 people.

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CHAPTER 11

Admission/Entrance Fee/Meals

This section contains suggested key settings for various different types of Services. Admission, Entrance Fees, and Meals are loaded as non-accommodation services which provide a per person costing for each service.

Per person prices are exactly that – the price is in the Product Database as a price per person, and in a quotation or booking, these are added together to obtain the total cost per person. Examples of per person pricing are such things as; Admission Fees, Entry, Sightseeing, Show, Ride, Visit, Walk, Entry, Trip, or Meals: Meal, Lunch, Dinner, Taste

In this chapter ...

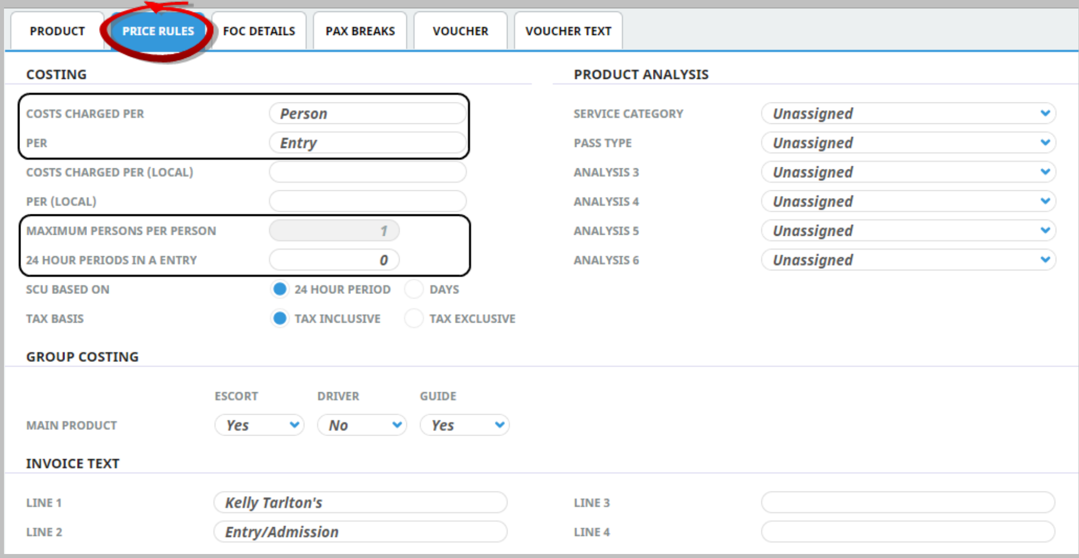
TOURPLAN

Sightseeing / Entrance Fee - Screen Overview

	Sightseeing – Entrance Fees	Restaurant Meals (Separate From Accommodation)
Product Setup > Product Details > General > Product Tab		
Service Category	Non Accommodation	Non Accommodation
Product Setup > Product Details > General > Price Rules Tab		
Costs Charged Per	Per 'Person' Per 'Entry'	Per 'Person' Per 'Meal'
Maximum Persons Per FCU	1	1
How many 24 Periods in a SCU	0	0
Product Setup > Product Details > General > FOCTab	**Age policies**	**Age Policies**
FOC Quantities	May apply to Escort and/or Guide	May apply to Escort and/or Guide
Product Setup > Product Details > General > Pax Breaks Tab	**N/A**	**N/A**
Include Children/Infants	As required	As required
Product Setup > Product Details > General Voucher Tab		
Print Voucher	As required	As required
Voucher Creation	One voucher (or PP if required)	One voucher (or PP if required)
Product Setup > Product Details > Policies > Policy Tab	Age Policies	Age Policies
Product Setup > Product Details > Policies > Cancel Rules Tab	As required	As required
Product Setup > Rates > Rates Tab		
Rates	Applicable *Per Person* pricing	Applicable *Per Person* pricing
Product Setup > Rates/Other Tab		
Service Voucher Text 1 - 10	As required	As required
Product Setup > Content		
Amenities	As required	As required
Product Notes	As required	As required
Itinerary/Descriptive Text	As required	As required
Product Setup > Operation		
Message Defaults/Details Tab	Select appropriate code for Sights (SD?)	Select appropriate code for Meals (SD?)

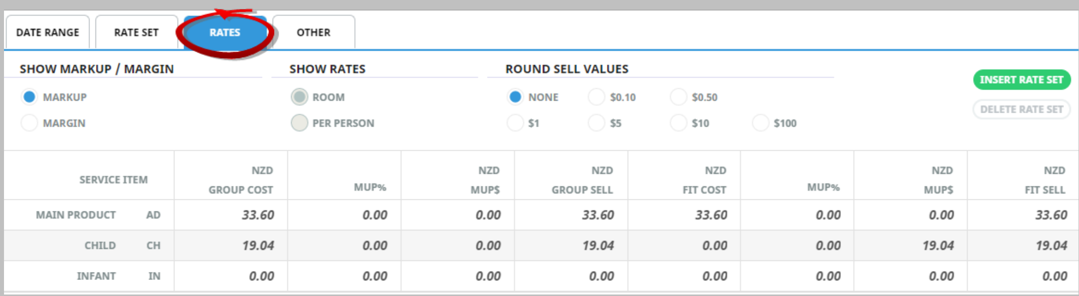
Example: Sightseeing Admission

Price Rules Tab



The Price Rules for the Sightseeing entry hold the First & Second Charge Units (Per **Person**, Per **Entry**). Children's ages can be inserted into the policies.

Rates Tab



The Rates Tab allows for Adult, Children and Infant pricing.

Create Per Person Product

The steps below advise users on how to create the shell of a product. Further details and examples of rate loading are covered in the procedures to follow.

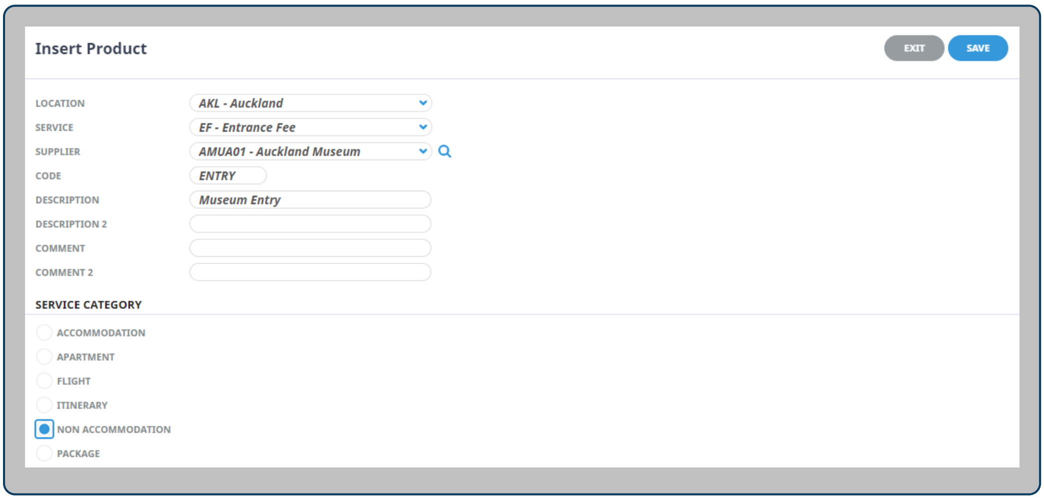
Insert Admission/Entrance Fee/Sightseeing Product

1. Select menu **Home > Products > Product Setup**.

2. Click **Create New Product**.

3. On the **Insert Product** screen, enter data into fields (the top three are drop-down selection fields - entries must already exist before you can select them). Refer to "Admission/Entrance Fee/Meals" on page 229 for more information on the data you can enter.

4. Check the **completed screen**.



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

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

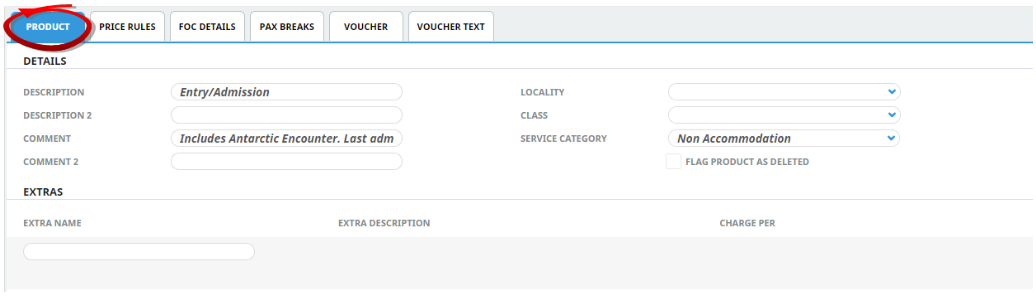
Product Details

Once a product has been created, further product detail can be added to it. Many pieces of information may be added to a product, such as defining rules about how product variations are charged, what the age policies are or how vouchers might be handled.

Insert Product Information

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify. For this example, click the **Product** Tab (if not already shown).
4. Add details to the **Product** Tab fields.



Feel free to use your own data - refer to the System Setup User Manual for information on how to add entries to drop-down fields.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

Price Rules

The price rules tab defines how the system will cost the service.

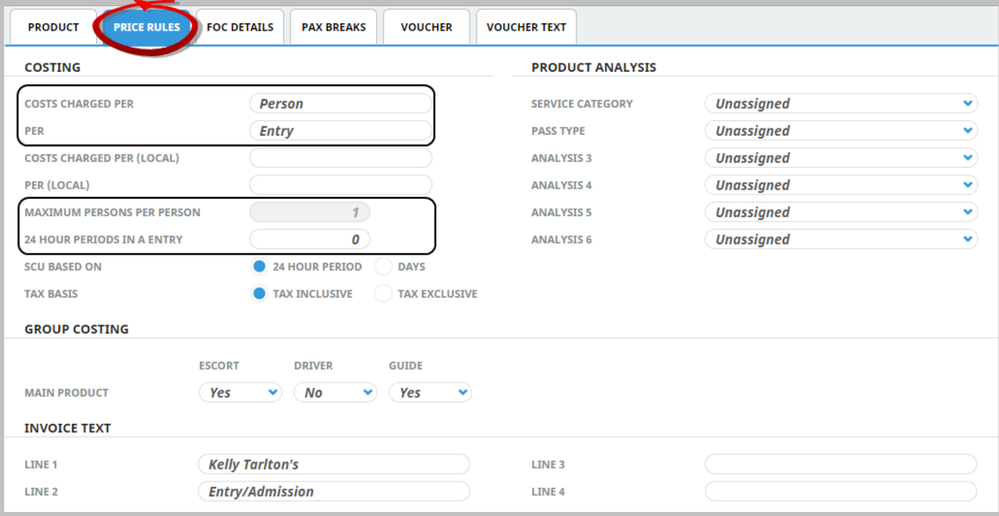
There is a very simple rule for defining the First Charge Unit for Non-Accommodation services - whatever type of service they might be:

- If the supplier is charging on a Per Person basis, the First Charge Unit will ***always*** be Person.
- If the supplier is charging by (e.g.) Per Entry, then the Second Charge Unit should try to reflect the supplier's charge basis: Entry, Meal, Admission, Pass etc.

Insert Price Rules Information

NOTE: It's not possible to show all the different variations that might be added to a product. The following steps use examples that describe common options for setting up product detail.

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Price Rules** Tab.
4. Add details to the **Price Rules** Tab fields.



Feel free to add your own price rule configurations.

5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

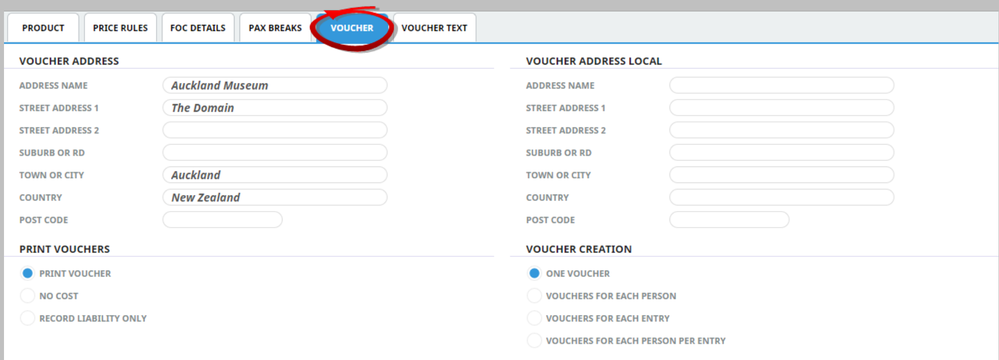
Voucher Tab

This screen determines:

- How Tourplan creates vouchers for this service option
- Whether or not a voucher should be printed for the service option
- The address details to print on the voucher

Inserting Voucher Details

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Voucher** Tab.
4. Add details to the **Voucher** Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

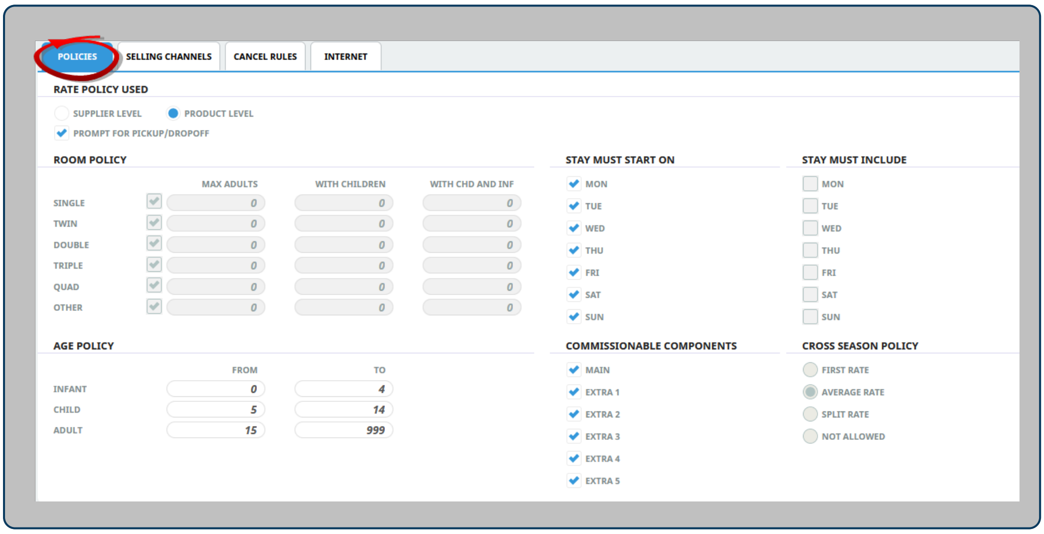
Policies Tab

If age policies for children and infants were the same for every service offered by the supplier, we would recommend defining age policies at a supplier level. However, if the supplier offers distinct age differences for individual services then it would be preferable to set the age policies at a product level.

Insert Policy Rule Information

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).
3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Policies** Tab.

4. Add details to the **Policies**Tab fields.



5. To keep the changes, click **Save**.

6. Click **Discard** to discard all changes.

Cancellation Rules Tab

Cancellation rules can be inserted at the product level (offering differing cancellation rules per service) or at the supplier level (for all services linked to the supplier).

Insert Cancellation Rules

1. Make sure the product has already been created (see "Insert an Accommodation Product" on page 107).
2. If the product is not already displayed, retrieve it (see "Searching for Products or Suppliers" on page 45).

3. Identify the tab containing the fields you need to modify for the product. For this example, click the **Product Details > Policies > Cancel Rules** tab.

4. Click **Insert** to add a new entry.

5. On the **Cancellation Rules** screen, enter *Valid From/To* dates, select if the type of date in the rule is *Relative* or *Fixed* and the type of bookings the policy is for.

6. The **Service Tab** will be open on screen, enter the *Cancellation Fee Service Details* fields.

7. Click the **Fees Tab** and enter the Cancel Rule information.

8. Click **Insert Rule** to save the rule, and insert a new rule.

9. Click **OK** to keep the changes and save or update the entry.

10. Click **Delete** to remove the entry and/or discard any changes.

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

This example has two defined date ranges allowing differing cancellation policies per date range.

PERIOD	LEVEL	BOOKING TYPES	MARKUP %	COMM %	RULE SET	APPLIES FROM	FEE TYPE	QUANTITY
01-Apr-2024 - 31-Oct-2024	Product Level	All	None	None				
	Rate Policy Used				Standard	7 Days	Percentage Value	50.00
	Rate Policy Used				Standard	28 Days	Percentage Value	25.00
	Rate Policy Used				Standard	120 Days	Percentage Value	15.00
01-Feb-2024 - 30-Apr-2025	Supplier Level	All	None	None				
	Rate Policy Used				Standard	24 Hours	Percentage Value	35.00
	Rate Policy Used				Standard	48 Hours	Percentage Value	20.00
	Rate Policy Used				Standard	96 Hours	Percentage Value	10.00

Insert Rates

There are 4 Tabs which allow specific rate information to be stored per date range.

- Date Range - How is the rate sold? Are there specific sales periods? Will the rate be a gross rate or a nett rate? Are there any taxes which need to be defined against the rate?
- Rate Set - Does the rate apply for specific days of the week? Is the rate a confirmed rate?
- Rates - The rates tab is where the rates are defined.
- Other

Per person prices are inserted into the rates screen. If there are child and infant prices they can also be inserted here for automated pricing when the service is selected in a booking.

NOTE: Child and infant ages will need to be defined in the supplier or product policies screen and the children's ages will need to be defined in the booking header for correct pricing.

Row Headings - Non Accommodation Products (Display Only)

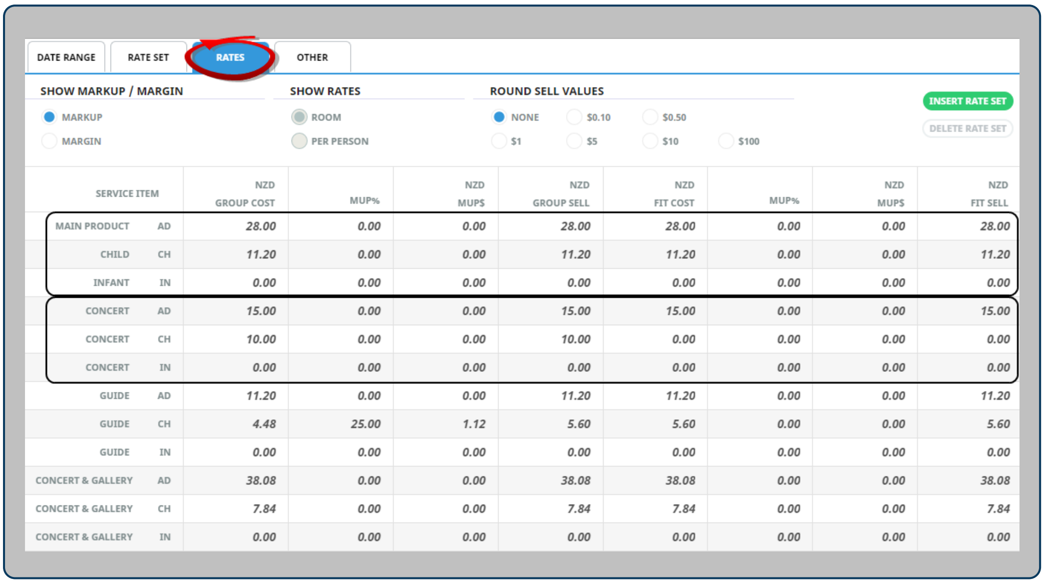
For non accommodation products, the first row will always display 'Main Option'.

Extras

For both Accommodation and Non Accommodation products, any Extras that have been defined in the **Product** tab (see "Add Product Detail" on page 113) will display, with separate rows that allow for (AD)ult, (CH)ild and (IN)fant costs to be entered against them.

NOTE:

- In the example being created, the 'Net Rates' price code will have no markup attached at this level; i.e. the cost and sell rates for both Group and FIT rates will be the same. Markups will be applied when a different Price Code is added to the Date Range.
- Remember when entering the rates, if tax is involved, then the values entered into these Rate fields must reflect the Tax Inclusive/Exclusive setting from the Tax Setting section. Taxes in general are discussed in more detail under ("Set Date Range Information" on page 154).



SERVICE ITEM		NZD GROUP COST	MUP%	NZD MUP$	NZD GROUP SELL	NZD FIT COST	MUP%	NZD MUP$	NZD FIT SELL
MAIN PRODUCT	AD	28.00	0.00	0.00	28.00	28.00	0.00	0.00	28.00
CHILD	CH	11.20	0.00	0.00	11.20	11.20	0.00	0.00	11.20
INFANT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CONCERT	AD	15.00	0.00	0.00	15.00	15.00	0.00	0.00	15.00
CONCERT	CH	10.00	0.00	0.00	10.00	0.00	0.00	0.00	0.00
CONCERT	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
GUIDE	AD	11.20	0.00	0.00	11.20	11.20	0.00	0.00	11.20
GUIDE	CH	4.48	25.00	1.12	5.60	5.60	0.00	0.00	5.60
GUIDE	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CONCERT & GALLERY	AD	38.08	0.00	0.00	38.08	38.08	0.00	0.00	38.08
CONCERT & GALLERY	CH	7.84	0.00	0.00	7.84	7.84	0.00	0.00	7.84
CONCERT & GALLERY	IN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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CHAPTER 12

Flight Service Category

A flight service category allows multiple flight sectors to be entered into a quote or booking. The product is set to a manual rate service which allows a total value to be entered for all flights attached. The total value of the airfare will be saved against the first flight service however flight details for all sectors are individually detailed within multiple pick up and drop off fields. We recommend speaking with your local Tourplan Support office before inserting manual flight service category rates into your system. The team will discuss the alternative options available when loading flight product.

In this chapter ...

Flight Service Setup - Screen Overview

Tab and Field	Description of Value Entered
Product Setup > Product Details > General > Product Tab	
Extras	N/A
Service Category	Flight
Product Setup > Product Details > General > Price Rules Tab	
Costs Charged Per	Per ‘Person’ per ‘Airfare’
Maximum persons Per airfare	This will depend on the service option being set up.
How many 24 Periods in a Day	0
SCU Based On	Leave as default 24 hrs
Group Costing	Escort – Yes, Driver – Yes, Guide Yes
Product Setup > Product Details > General > FOC Details Tab	
Product Setup > Product Details > General > Voucher Tab	
Print Voucher	
Voucher Creation	One voucher
Product Setup > Product Details > Policy > Policies Tab	
Cross Season Policy	N/A
Product Setup > Rates > Rate Set Tab	
Date Range	Extended date range From Date - End
Rate Name	Standard
Product Setup > Rates > Other Tab	
Service Voucher Text 1 - 10	N/A
Product Setup > Content	
Amenities	N/A
Product Notes	As required
Itinerary	N/A
Product Setup > Operation > Message Defaults	
Message Format	Relevant Flight related message format

Create Flight Product

The first step to inserting product is to create the shell of the product into the database. The procedures which follow on allow further details to be inserted for this flight product.

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name Contains; Supplier Chain, plus the additional criteria of Language Code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Flight** - Flight Services are a 6 character code to identify the flight segment information.

> Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes. This will save time for reservations staff when locating the correct flight service to add to a quote or booking.

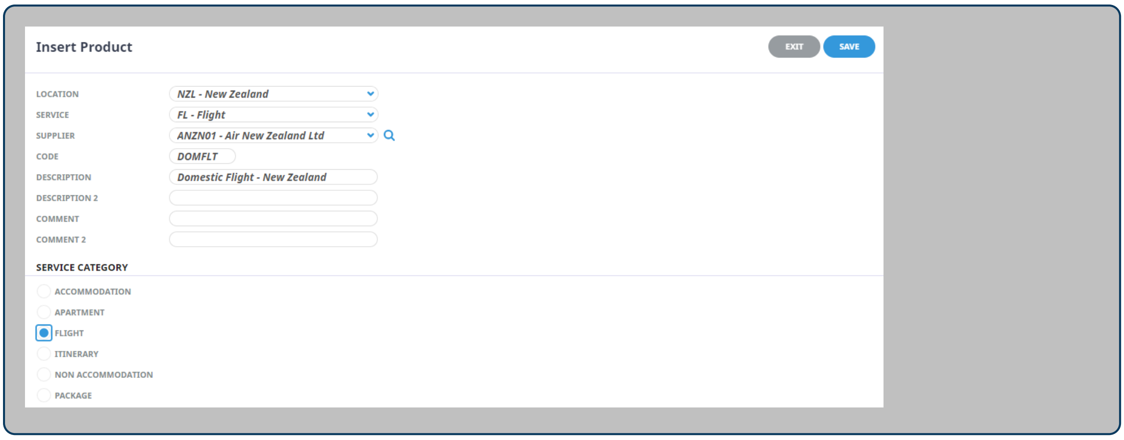
NOTE: Thought should be given to how the field Description and Comment are used. Along with most other data fields in Product, these fields are able to be output in messages and documentation. It is not uncommon for the Comments field to be used for 'in house' comment about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

> The length of both description and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

Service Category

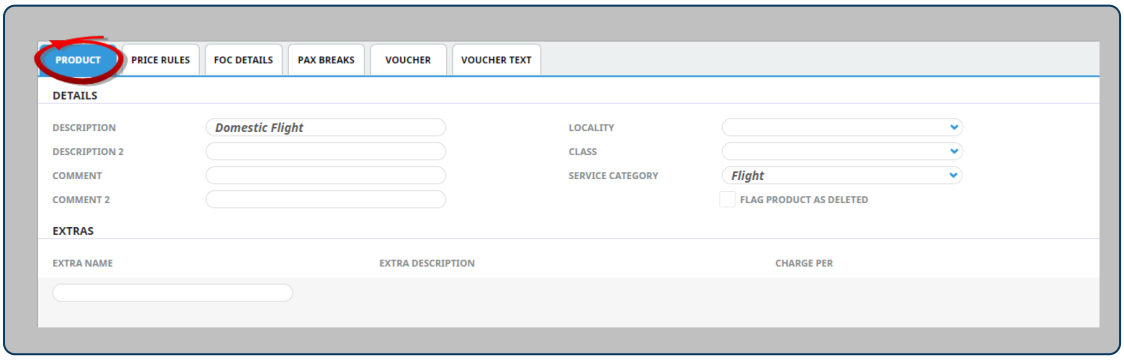
The product must have one of these radio buttons checked. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

Radio Button	Definition
Flight	Identifies a flight product that will allow sector by sector lines to be inserted into a quote or booking.



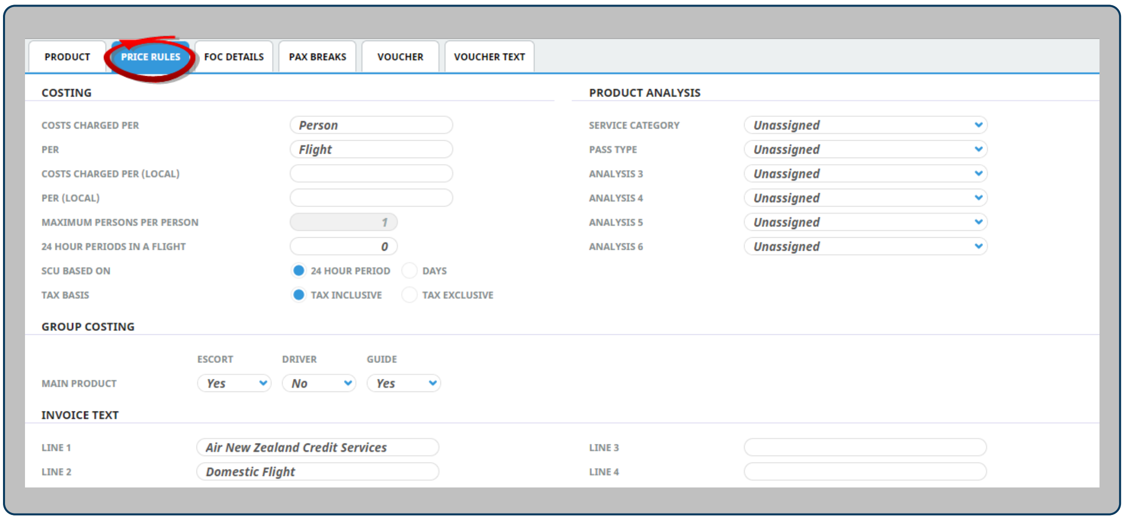
Product Tab

Inserting Product Detail allows the product to store a brief descritption of the flight service. These are the fields which will be available to consultants at the time of the booking. Amendments to the Description and Comments fields can be performed here.



Price Rules

Price Rule settings identify how the service is to be sold, manual flight services allow the rate to be entered at the time of booking and therefore have a 0.00 rate value attached to them with a Manual rate defined in the product setup. Price rules would generally reflect per person per flight.



Rates

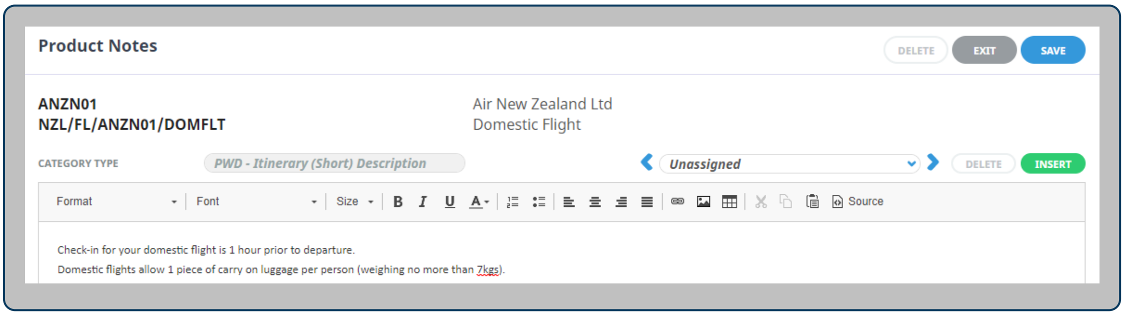
There are 4 Tabs which allow specific rate information to be stored per date range, a flight service only requires minimal data entry.

- Date Range - Unlimited date range which allows the system to insert the flight service for all future dates.
- Rate Set - Rate Status should be set to manual.
- Rates - Leave the service as a 0.00 rate entry.

Content

This is the area which will store the necessary text information for your flight.

- Product note text can be used as message text within booking agent messages and PCM agent messages. The note will then attach to each flight service included in your manual flight service.



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CHAPTER 13

Itinerary Service Category

Itinerary services can be used in a booking to store information not linked to a specific product. Information could include; a welcome to a destination, or self drive instructions. Itinerary segments are first created in Code Setup and are linked to Itinerary service product (in this procedure). This allows an Itinerary product to be inserted as a service within a booking itinerary providing the order of content and where the information is to display when generating itinerary documents from a booking. System Setup configurations are required in conjunction with this proceedure, we suggest speaking with your local Tourplan Support office to learn more about implementing Itinerary Segments.

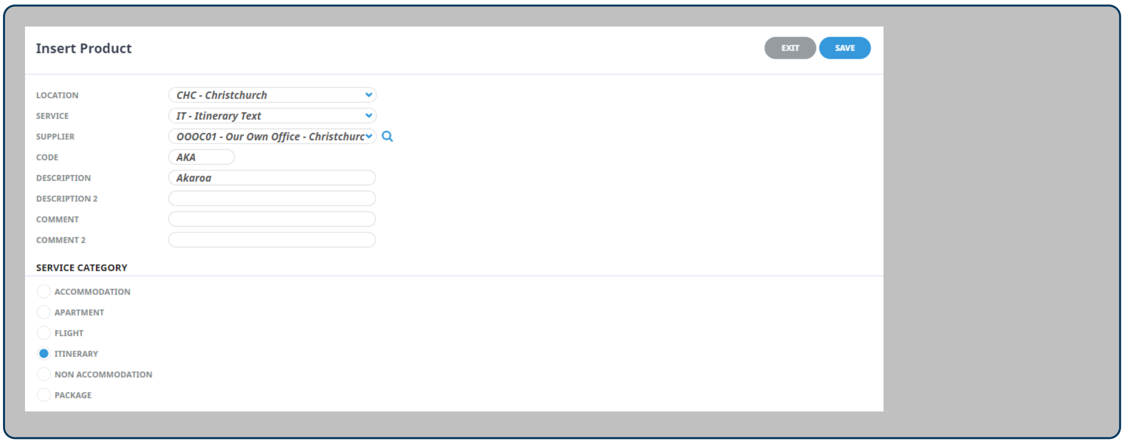
In this chapter ...

Itinerary Service Setup - Screen Overview

Tab and Field	Description of Value Entered
Product Setup > Product Details > General > Product Tab	
Extras	N/A
Service Category	Itinerary
Product Setup Product Details > General > Price Rules Tab	
Costs Charged Per	Per 'Group' per 'Itn'
Maximum persons Per Group	1
How many 24 Periods in a Day	0
SCU Based On	Leave as default 24 hrs
Group Costing	Escort – Yes, Driver – Yes, Guide Yes
Product Setup > Product Details > Policies > Policies Tab	
Cross Season Policy	N/A
Product Setup > Product Details > General > FOC Details Tab	**N/A**
Product Setup > Product Details > General > Voucher Tab	
Print Voucher	No Cost
Voucher Creation	One voucher
Product Setup > Rates > Rate Set Tab	
Date Range	Extended date range From Date - End
Rate Name	Standard
Product Setup > Rates > Other Tab	
Service Voucher Text 1 - 10	N/A
Product Setup > Content	
Amenities	N/A
Product Notes	As required or Itinerary segment below
Itinerary	Select pre-loaded Itinerary Segment
Product Setup > Operation > Message Defaults	
Message Format	Relevant Itinerary related message format

Create Itinerary Product

The first step to inserting product is to create the shell of the product into the database. The procedures which follow on allow further details to be inserted for this product.



Field Selections

Location

Select a location code from the drop-down list, or type the location code. Location codes must already be setup in the Code Setup application, "Create a Product Location" on page 103. If replicated locations are to be used, a generic location should be used.

Service Type

Select a service code from the drop-down list or type the Service Code. Service codes must already have been setup in the Code Setup application, "Create a Product Service Type" on page 104.

Supplier

Select a supplier from the drop-down list, or type the Supplier Code. Suppliers must already be setup in the Creditors application, "Create a Supplier" on page 23.

NOTE: The search button ( ) to the right of the Supplier fields can be used to search based on primary search criteria of Supplier Code; Name contains; Supplier chain, plus the additional criteria of Language code; Post Code; and any of the 6 available Analysis Codes that can be attached to the supplier.

Code (Autocaps)

Enter a Product Code. Examples of commonly used codes are:

- **Itinerary**

  Itinerary Services code is a code of up to 6 characters, and is used to identify the itinerary segment information - e.g. AKLW - Auckland Welcome, AKLA - About Auckland, AKLD - Auckland Drive

> Each service must have these 4 key fields of Location, Service Type, Supplier and Code completed. There cannot be more than one product with exactly the same data in each of these fields. There can be multiple services for (e.g.) the same supplier, provided at least one of the key fields differs from any other service for the supplier.

NOTE: It is good practice to standardise Codes. This will save time for reservations staff when locating the correct itinerary service to add to a quote or booking.

NOTE: Thought should be given to how the fields Description and Comment are used. Along with most other data fields in Products, these fields are able to be output in messages and documentation. It is not uncommon for the Comments field to be used for 'in house' comment about a product - e.g. what inclusions there may be etc - so a decision will need to be made as to how these fields are going to be used - in house or publicly.

The length of both description and comments should be considered carefully to ensure that they do not exceed physical space available on (e.g.) Vouchers and Confirmations etc.

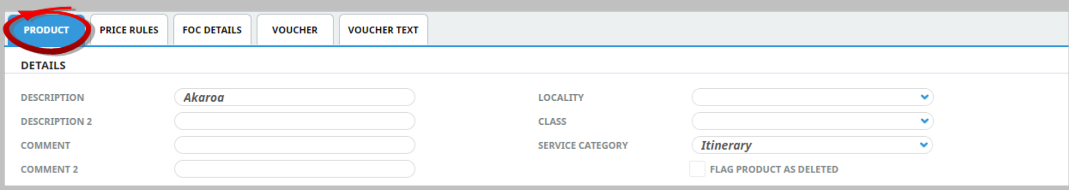
Service Category

The product must have one of these radio buttons checked. The service category determines what data pre-populates some of the setup fields and enables the system to use logic specific to the category to correctly generate pricing.

Radio Button	Definition
Itinerary	Identifies a service that has no pricing, but is used simply to carry itinerary text to be inserted into a booking/quote.

Product Tab

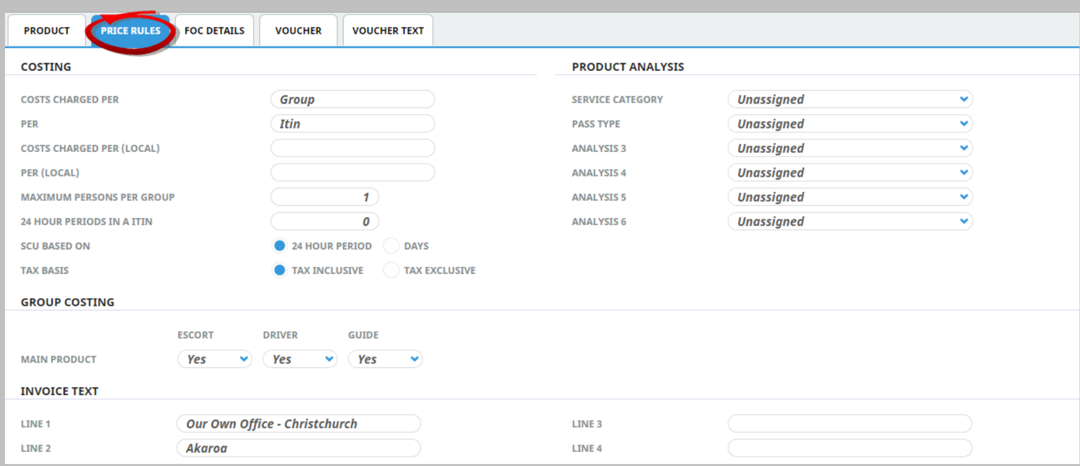
Inserting Product Details allows the product to store a brief description of the service. These are the fields which will be available to consultants at the time of the booking. Amendments to the Description and Comments fields can be performed here.



Price Rules

Price Rules settings identify how the service is to be sold, itinerary services are not chargeable services and will have a 0.00 rate value attached to them. However for the service to be inserted into a booking an appropriate FCU and SCU will need to be entered.

This example shows: per Group, per Itn, with a maximum person per group of 1.



Voucher

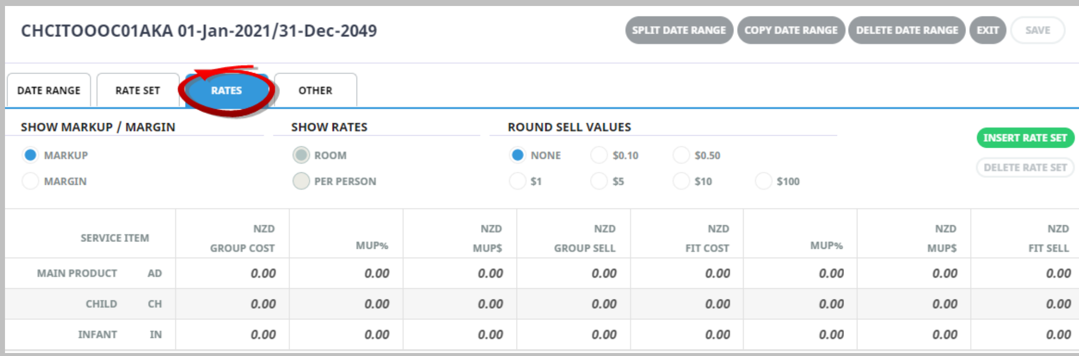
There is no requirement to voucher Itinerary Services because there is no physical service reserved with a supplier. Eliminating the need for a voucher occurs from a section within the voucher tab called Print Vouchers. This is where services can be identified as 'No Cost' services.

Rates

There are 4 tabs which allow specific rate information to be stored per date range. An Itinerary Service only requires minimal data entry.

- Date Range - Unlimited date range which allows the system to insert the itinerary service for all future dates.
- Rates - Leave the service as a 0.00 rate entry.

This example shows the date range entered is 01 Jan 2021 - 31 Dec 2049. Having an unlimited date range allows the service to be inserted.



Content

This is the area which will store the necessary text information for your itinerary. There is more than one area where text can be written and included in itineraries.

- Product note text can be used in lieu of Itinerary Segments and language codes can be used for Itinerary messages, as with booking agent messages, and PCM agent messages. If note text is the preferred method of storage for your itinerary text you will need to insert the information as a Product Note.
- If Itinerary Segments are to be used the text will first need to be inserted into **Code Setup > Product > Itinerary Segments** allowing selection to occur within the product. Instructions on inserting Itinerary Segments.

NOTE: We suggest discussing these options with your local Tourplan Support office, as they will be able to identify the pros and cons for your organsiational needs.

> The following pages identify the procedures which can be used to store your itinerary content. It is important to note that only one is required. Either Notes Entry or Itinerary Segment selection.

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CHAPTER 14

Product Utilities

The Product Utilities application is a very powerful tool as it allows Tourplan Administrators and Product Management users to maintain rates in bulk. Rates can be deleted, duplicated, extended or modified based on filtered selections.

The application allows authorised users to amend codes such as Agent, Supplier, Product Codes, Branch, Department or Booking Branch and Department codes applying the change system-wide.

Multiple Supplier and Product notes can be viewed on one screen and notes can be edited.

In this chapter ...

Rate Maintenance

Maintain Rates

The Rate Maintenance application enables database Service Option rates to have the following tasks performed on them:

1. "Delete Rates" on the facing page
2. "Duplicate Rates" on page 256
3. "Extend Rates" on page 261
4. "Modify Rates" on page 266
5. "Copy Rates" on page 271

It should be noted that this application performs ‘in bulk’ some repetitive product maintenance functions. It does not perform any functions that could not ordinarily be performed on a manual basis in the Service Option Product application.

Common Selection Screen

Delete Rates, Duplicate Rates, Extend Rates and Modify Rates functions have a common selection screen. When Selections have been made, click on the search or results button to continue to the next screen.

The common selection screen has three main sections:

Select Rates By Section

When one of the choices is selected from the filter and analysis tabs there are several distinct steps to go through. These are:

1. The selection process – which Services are to be selected for maintenance.
2. The adjust values process – in the case of Duplicate, Extend and Modify Rates, the values that are to be used for these processes are entered
3. The save and confirm process – the system will find and display the rates/options selected and ask for confirmation to continue.

Delete Rates

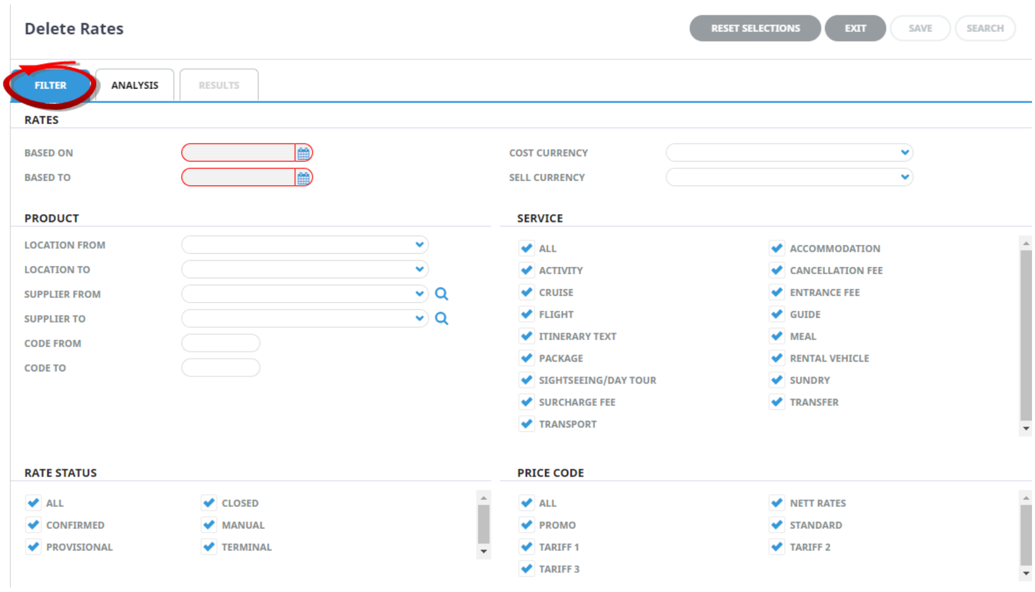
This function allows rates to be deleted from the Product database and will delete rates entered in the Rate Period - Rates Tab for the services filtered. (It is not deleting the Product Option. A typical use would be to remove expired rates from the system.

> When a service is entered into a booking, the rate(s) applicable to the service for the service date is copied into the booking. The product rates are not referenced again unless a Booking recalculation is performed. Therefore, the rates do not have to be kept in the system indefinitely.

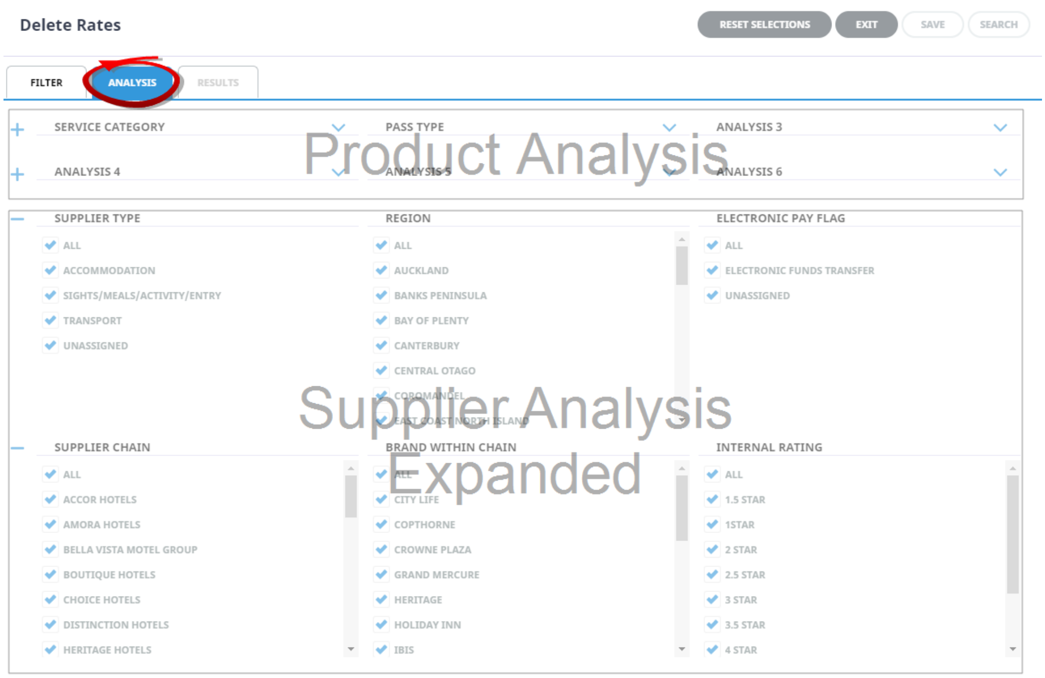
Deleting Rates

1. Select menu **Home > Product > Product Utilities > Rate Maintenance > Delete Rates**.

2. In the **Delete Rates** screen the **Filter Tab** will open, enter a date range for Rates **Based On** and **Based To**, select required filter fields to narrow search results.

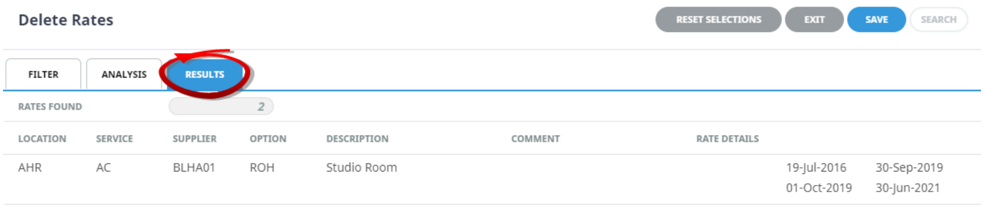


3. Select the **Analysis Tab**, expand the Analysis Fields to select required **Analysis Code** checkboxes.



4. Check the **completed screens**.
5. View returned results either:

   a. Click on the **Results Tab**, or

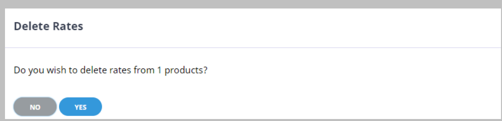


   b. Select **Search**.

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

7. A confirmation dialogue will display asking if you wish to delete rates from the number of products selected.

> If yes is selected, the rates will be permanetley deleted from the system and will **not** be retrievable.

> This example shows that there were 177 products in the example filtered results.
>
> 
>

8. To keep the changes, click **Yes**.

9. To discard any changes, click **No**.

About Delete Rates Filter Options

Product options can be updated in bulk by selecting the required filters. Below are the filter selections available when using Delete Rates in Rate Maintenance.

Filter Tab

This section is for selecting specific *rates* within the services.

The following selection fields are available:

Based On - Based To

A From Date/To Date selection. The date ranges of the rates to be deleted.

As an example, if rates up to 31 December 2022 need to be deleted, the Based On date would be the earliest possible date in the system (this field **can not** be left blank) and the Based To date would be 31/12/2022.

Cost Currency

Rates with the selected Cost Currency.

NOTE: Leave blank to select all Cost Currencies

Sell Currency

Rates with the selected Sell Currency.

NOTE: Leave blank to select all Sell Currencies

Product

This section is for selecting the *services* that are going to have rate maintenance performed.

With the exception of the Service Code (which is a Multi List Select).

Selection Fields Available	All selections are From/To (Alphabetically)
Location Code (From/To)	To select locations, users can use the dropdown selection, providing a full list of locations, or manual entry of the three character location code can be used. Using this field will filter all products/services that are from/to the specified location.
Supplier Code (From/To)	Selection of Suppliers can be done by using the dropdown selection, typing the Supplier Code, or by searching for the Supplier using the search button.
(Option) Code (From/To)	A specific option code for the product option.

Service Type

All service types or selected service types.

Rate Status

All or selected rate statuses.

Price Code

Selected price code.

Analysis Tab

The 6 Product Analysis fields and 6 Supplier Analysis fields are grouped in this section. By default, all analysis codes within each heading are checked. To select specific analysis codes, click on the **+** next to the analysis code name and select/unselect codes as required.

Duplicate Rates

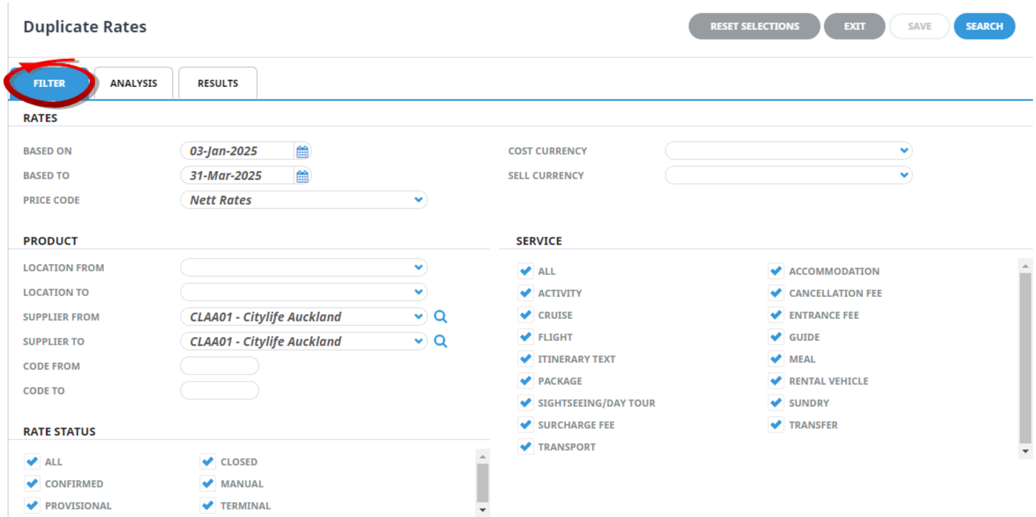
This function allows rates to be duplicated – most commonly from one Date Range/Price Code to another Price Code.

In this example, the service only has a Nett Rates Price Code for the date periods 03 January 2025 to 31 March 2025. This is in fact the Nett rate price code which has no markup at the database level. The task is to add price codes T1 (which has a 12.50% Markup).

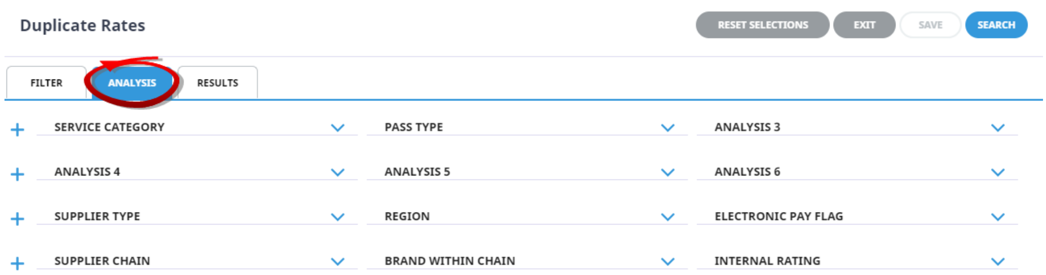
Duplicating Rates

1. Select menu **Home > Product > Product Utilities > Rate Maintenance > Duplicate Rates**.

2. On the **Duplicate Rates** screen the **Filter Tab** will open, enter a date range for Rates **Based On** and **Based To**, select required filter fields to narrow search results.



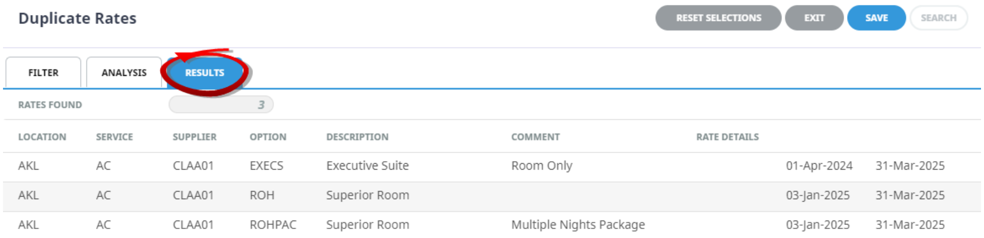
3. Select the **Analysis Tab**, expand the Analysis Fields to select required **Analysis Code** checkboxes.



4. Check the **completed screens**.

5. View returned results either:

    a. Click on the **Results Tab**, or

    b. Select the **Search** button.

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

7. A further **Duplicate Rates** screen will show, fields can be selected controlling how the rate is to be duplicated.
8. Make the required amendments, refer to Duplicate Rates Second Screen for information of fields.
9. Click **Save** to keep the changes.

About Duplicate Rates Filter Options

Product options can be updated in bulk by selecting the required filters. Below are the filter selections available when using Duplicate Rates in Rate Maintenance.

Filter Tab

Rates

This section is for selecting specific *rates* within the services select in

The following selection fields are available:

Based On & Based To

A From Date/To Date selection. The date ranges of the rates to be duplicated.

As an example, rate period from 03 January 2025 to 31 March 2025 requires the nett rate to be duplicated, with the intention of creating a T1 price code with a 12.5% mark up, the Based On date would be the first rate date, and the Based To would be the last rate date. (These field **can not** be left blank)

Price Code

Selected price code.

Cost Currency

Rates with the selected Cost Currency.

NOTE: Leave blank to select all Cost Currencies

Sell Currency

Rates with the selected Sell Currency.

NOTE: Leave blank to select all Sell Currencies

Product

This section is for selecting the *services* that are going to have rate maintenance performed.

With the exception of the Service Code (which is a Multi List Select)

Selection Fields Available	All selections are From/To (Alphabetically)
Location Code (From/To)	To select locations, users can use the dropdown selection, providing a full list of locations, or manual entry of the three character location code can be used. Using this field will filter all products/services that are from/to the specified location.
Supplier Code (From/To)	Selection of Suppliers can be done by using the dropdown selection, typing the Supplier Code, or by searching for the Supplier using the search button.
(Option) Code (From/To)	A specific option code for the product option.

Service

All Service types or selected Service types.

Rate Status

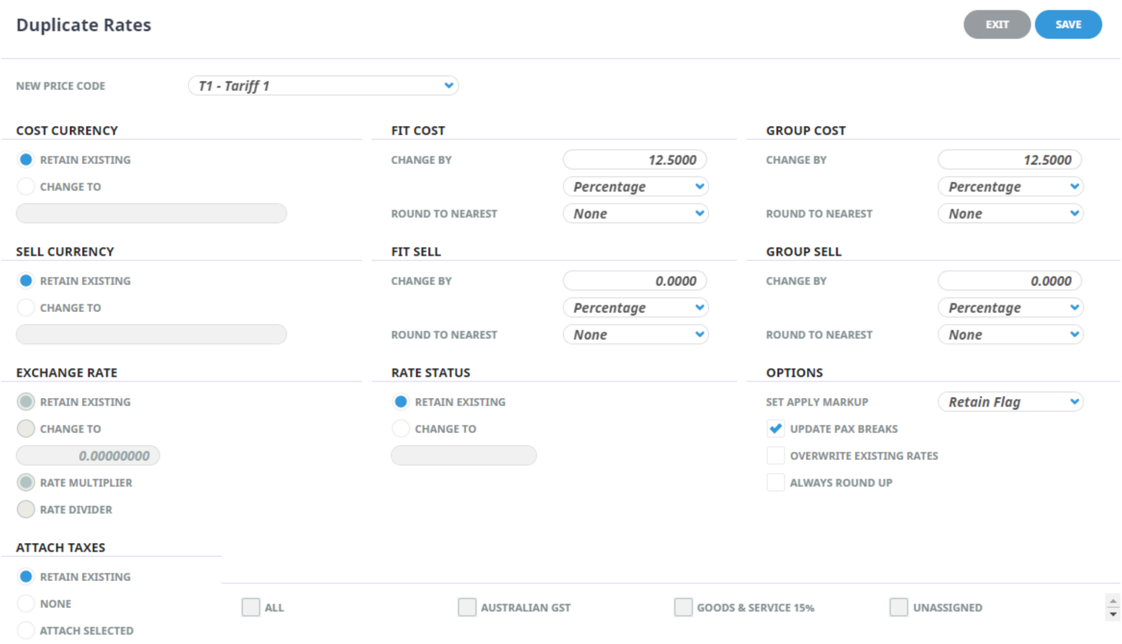
All or selected Rate Statuses.

Analysis Tab

The 6 Product Analysis fields and 6 Supplier Analysis fields are grouped in this section. By default, all analysis codes within each heading are checked. To select specific analysis codes, click on the **+** next to the analysis code name and select/unselect codes as required.

Duplicate Rates Second Selection Screen

Duplicate Rates, has a second selection screen which controlls how the duplicated rate is to be applied and settings include currencies, cost/sell changes and rounding, price codes, exchange rates and taxes, and how the mark up is to be set. The description of all fields in this screen are given below.



New Price Code

Select the New Price Code (the one being copied to) from the drop down list.

Cost Currency

Choices are to retain existing Currency or change to. If Change To is checked, the new cost currency can be selected from the drop down.

FIT Cost

Change By

This field refers to the FIT Cost Rate field in the Service Rates screen. A numeric value can be entered into this field

%

The two choices available from the drop-down indicate whether the value in the Change FIT *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values of the FIT *Cost* column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Cost

Change By

This field refers to the Group Cost Rate field in the Service Rates screen and can have a numeric value entered.

%

The two choices available from this drop-down, indicates whether the value in the Change Groups *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values in the Group column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Sell Currency

Choices are to Retain Existing Currency or Change To. If "Change To" is checked, the new cost currency can be selected from the drop down.

FIT Sell

Change By

This field refers to the FIT sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change FIT Sell value will be applied:

Percentage	The value will be applied as percentage to existing FIT Sell Rates.
Mark Up %	The value will be applied as a markup % to the FIT Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Sell

Change By

This field refers to the Group Sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change Groups Sell value will be applied:

Percentage	The value will be applied as percentage to existing Group Sell Rates.
Mark up %	The value will be applied as a markup % to the Group Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Exchange Rate

If the buy and sell currencies in the service are different, then the exchange rate used to calculate the rate can be updated here (see "Apply Different Buy/Sell Currencies" on page 173).

Rate Status

If retain existing is selected no further selections are required for this field, the existing rate status of the price code/date range will be retained. However if 'Change To' is selected there are 5 choices from the drop-down enabling the rate status to be changed to:

Closed	The Rate Status will be changed to Closed
Confirmed	The Rate Status will be changed to Confirmed
Manual	The Rate Status will be changed to Manual
Provisional	The Rate Status will be changed to Provisional
Terminal	The Rate Status will be changed to Terminal

Options

Set Apply Markup

This choice can update the ‘Sell With Markup’ flag. The options are Retain Existing Value, Yes (will set the Sell With Markup Flag ‘On’), or No (will set the ‘Sell With Markup Flag ‘Off’)

Update Pax Breaks

Checking this box ensures that all rates that are against any existing Pax Breaks are also updated.

Overwrite Existing Rates

If rates already exist for some of the Service Option and Rate Selections made, then the existing rates will not be overwritten unless this box is checked. If the box is not checked and the system detects existing rates, the processing will not continue until the box is checked.

Always Round Up

When checked, any rounding will always be up.

Attach Taxes

This field gives the choice of either retaining any existing taxes that have already been attached, have no taxes attached (None) or Attach Taxes selected.

Taxes

When the ‘Selected’ radio button (in Attach Taxes above) is checked, the list of available taxes displays and the applicable tax(es) can be checked.

Extend Rates

This utility will add a new Date Range and insert prices into the new date range based on the selections and choices made. As an example, all accommodation suppliers who have not given rates beyond 31 December 25 are going to have 5% added to all rates, extend them to 30 September 25 and set them as 'Provisional'.

> The 'Extend Rate' utility cannot be used to extend an existing date range which already has another date range immediately following it. In this case, the date range(s) have to be split - see Splitting Date range

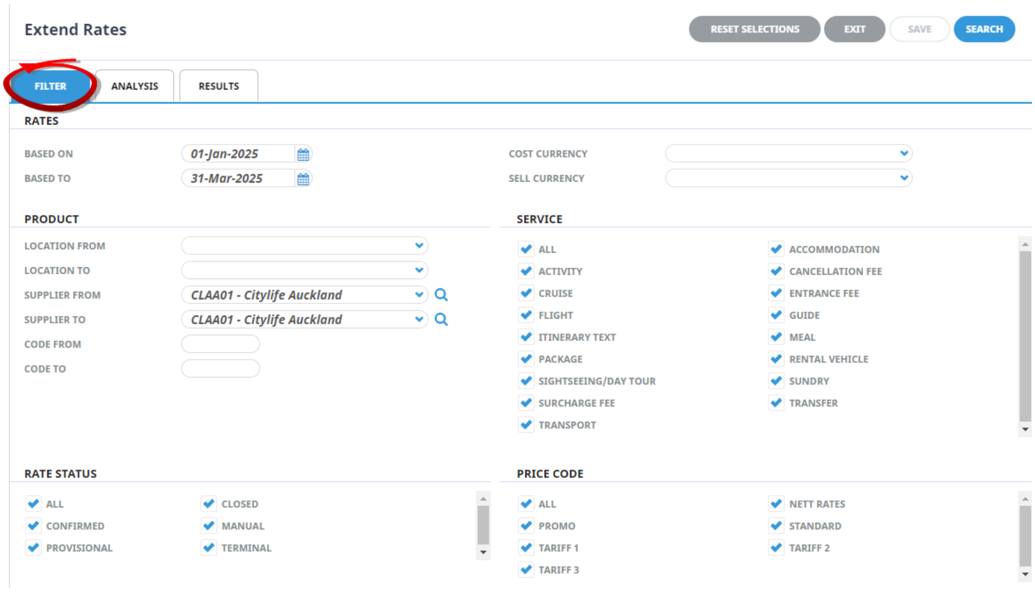
> The utility can be run once for all price codes. Modify Rates can be run to apply the mark-ups per price code. This is easier than trying to maintain the relativity of the markup (12.50% for T1, 17.50% for T2 and 22.50% for T3) over any existing rates. Note the settings may have Change Groups Sell and Change FITs Sell have been set to 0.00 MUP%. This means that all four price codes will be created, and all will have 0.00 markup, which can then easily be changed using 'Modify Rates'.

It is not possible to "extend" an existing date range simply by changing the end date. The only way a date range can be extended is to add a new range with the start date being the first date after the current expiry, and the end date being the date entered in the Extend Rates screen.

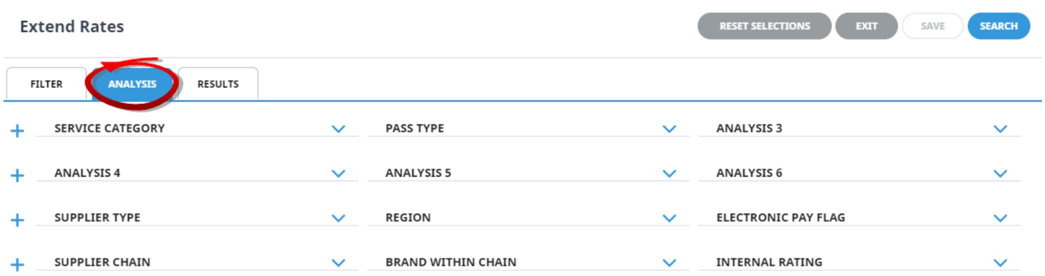
Extend Rates

1. Select menu **Home > Product > Product Utilities > Rate Maintenance > Extend Rates**.

2. On the **Extend Rates** screen the **Filter Tab** will open, enter a date range for Rates **Based On** and **Based To**, select required filter fields to narrow search results.

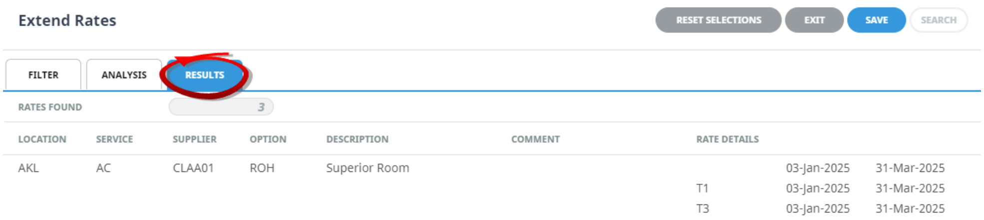


3. Select the **Analysis Tab**, expand the Analysis Fields to select required **Analysis Code** checkboxes.



4. Check the **completed screens**.
5. View returned results either:

    a. Click on the **Results Tab**, or

    b. Select the **Search** button.

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

7. A further **Extend Rates** screen will show, fields can be selected controlling how the rate is to be extended. See Extend Rates Second Screen for field selections.
8. Click **Save** to keep the changes.

About Extend Rates Filter Options

Product options can be updated in bulk by selecting the required filters. Below are the filter selections available when using Extend Rates in Rate Maintenance.

Filter Tab

This section is for selecting specific *rates* within the services selected.

The following selection fields are available:

Based On & Based To

A From Date/To Date selection. The date ranges of the rates to be extended.

As an example, rate period 01 January 2025 - 31 March 2025 is being extended to 30 September 2025. The Based On date is the first rate date for the rate period, and the Based To date selects the last rate date for the rate period.

Cost Currency

Rates with the selected Cost Currency.

NOTE: Leave blank to select all Cost Currencies.

Sell Currency

Rates with the selected Sell Currency.

NOTE: Leave blank to select all Sell Currencies.

Product

This section is for selecting the *services* that are going to have rate maintenance performed.

With the exception of the Service Code (which is a Multi List Select)

Selection Fields Available	All selections are From/To (Alphabetically)
Location Code (From/To)	To select locations, users can use the dropdown selection, providing a full list of locations, or manual entry of the three character location code can be used. Using this field will filter all products/services that are from/to the specified location.
Supplier Code (From/To)	Selection of Suppliers can be done by using the dropdown selection, typing the Supplier Code, or by searching for the Supplier using the search button.
(Option) Code (From/To)	A specific option code for the product option.

Service

All Service types or selected Service types.

Rate Status

All or selected Rate Statuses.

Price Code

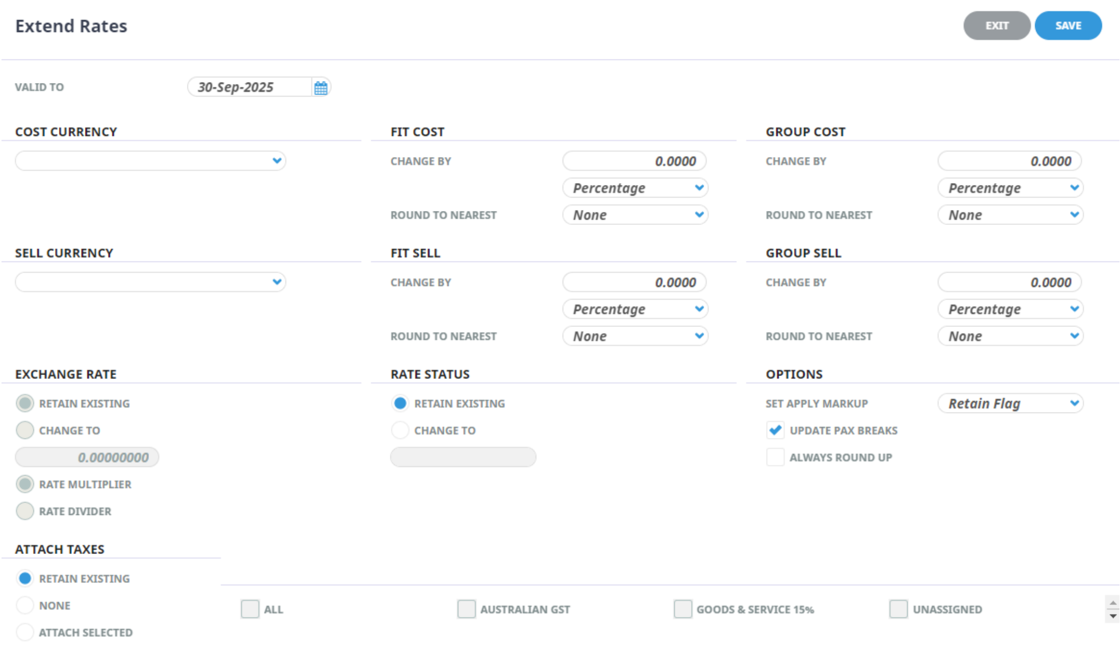
All or selected Price Codes.

Analysis Tab

The 6 Product Analysis fields and 6 Supplier Analysis fields are grouped in this section. By default, all analysis codes within each heading are checked. To select specific analysis codes, click on the **+** next to the analysis code name and select/unselect codes as required.

Extend Rates Second Selection Screen

Extend Rates, has a second selection screen which controls the date the rate is to be extended to and how the extended rate is to be applied and possible changes can include currencies, cost/sell changes and rounding, price codes, exchange rates and taxes, and how the mark up is to be set. The description of all fields in this screen are given below.



Valid To

The Date the extend rate is to apply to.

Cost Currency

Select the required cost Currency, if no change keep the field blank.

FIT Cost

Change By

This field refers to the FIT Cost Rate field in the Service Rates screen. A numeric value can be entered into this field

%

The two choices available from the drop-down indicate whether the value in the Change FIT *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values of the FIT *Cost* column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Cost

Change By

This field refers to the Group Cost Rate field in the Service Rates screen and can have a numeric value entered.

%

The two choices available from this drop-down, indicates whether the value in the Change Groups *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values in the Group column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Sell Currency

Choices are to Retain Existing Currency or Change To. If "Change To" is checked, the new cost currency can be selected from the drop down.

FIT Sell

Change By

This field refers to the FIT sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change FIT Sell value will be applied:

Percentage	The value will be applied as percentage to existing FIT Sell Rates.
Mark Up %	The value will be applied as a markup % to the FIT Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Sell

Change By

This field refers to the Group Sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change Groups Sell value will be applied:

Percentage	The value will be applied as percentage to existing Group Sell Rates.
Mark Up %	The value will be applied as a markup % to the Group Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Exchange Rate

If the buy and sell currencies in the service are different, then the exchange rate used to calculate the rate can be updated here (see "Apply Different Buy/Sell Currencies" on page 173).

Rate Status

If retain existing is selected no further selections are required for this field, the existing rate status of the price code/date range will be retained. However if 'Change To' is selected there are 5 choices from the drop-down enabling the rate status to be changed to:

Closed	The Rate Status will be changed to Closed
Confirmed	The Rate Status will be changed to Confirmed
Manual	The Rate Status will be changed to Manual
Provisional	The Rate Status will be changed to Provisional
Terminal	The Rate Status will be changed to Terminal

Options

Set Apply Markup

This choice can update the ‘Sell With Markup’ flag. The options are Retain Flag, Set Flag or Clear Flag.

Retain will keep the Mark up flag as set in the existing rate, Set Flag will set the Sell With Markup Flag ‘On’, or Clear Flag will set the ‘Sell With Markup Flag ‘Off’

Update Pax Breaks

Checking this box ensures that all rates that are against any existing Pax Breaks are also updated.

Always Round Up

When checked, any rounding will always be up.

Attach Taxes

This field gives the choice of either retaining any existing taxes that have already been attached, have no taxes attached (None) or Attach Taxes selected.

Taxes

When the ‘Selected’ radio button (in Attach Taxes above) is checked, the list of available taxes displays and the applicable tax(es) can be checked.

Modify Rates

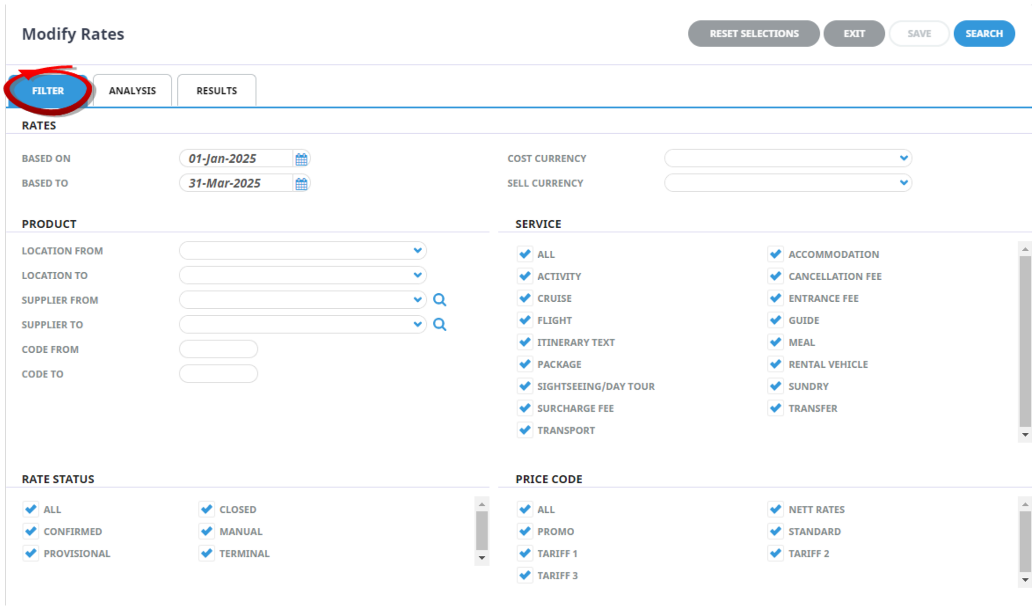
Modify Rates is a fairly simple utility which just allows the modification of existing rates. Unlike Duplicate or Extend rates, it performs no insert or adding functions. It can only work with rates that actually exist. The common selection screen is used to select which product options and rates are to be modified, and the second screen is identical to the second screen used for Duplicate and Extend Rates except it does not have the New Price Code/Valid To Date field at the top of the screen.

An example may be that tax rates have been changed and rates need to be modified and updated.

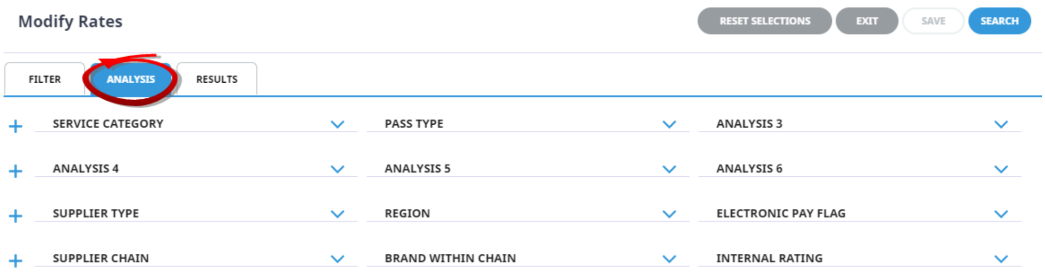
Modify Rates

1. Select menu **Home > Product > Product Utilities > Rate Maintenance > Modify Rates**.

2. On the **Modify Rates** screen the **Filter Tab** will open, enter a date range for Rates **Based On** and **Based To**, select required filter fields to narrow search results.



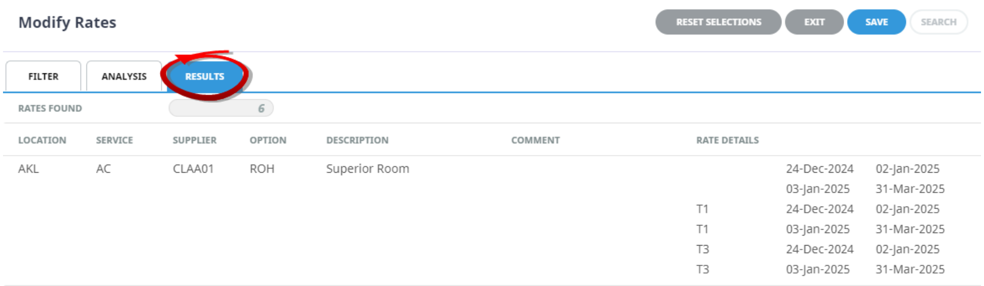
3. Select the **Analysis Tab**, expand the Analysis Fields to select required **Analysis Code** checkboxes.



4. Check the **completed screens**.

5. View returned results either:

   a. Click on the **Results Tab**, or



   b. Select the **Search** button.

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

7. A further **Modify Rates** screen will show, fields can be selected controlling how the rate is to be modified. See Modify Rates Second Screen for field selections.

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

About Modify Rates Filter Options

Product options can be updated in bulk by selecting the required filters. Below are the filter selections available when using Modify Rates in Rate Maintenance. This provides a convenient solution to modifying rates in bulk.

Filter Tab

Rates

This section is for selecting specific *rates* within the services selected.

The following selection fields are available:

Based On & Based To

A From Date/To Date selection. The date ranges of the rates to be modified.

Cost Currency

Rates with the selected Cost Currency.

NOTE: Leave blank to select all Cost Currencies

Sell Currency

Rates with the selected Sell Currency.

NOTE: Leave blank to select all Sell Currencies

Product

This section is for selecting the *services* that are going to have rate maintenance performed.

With the exception of the Service Code (which is a Multi List Select)

Service

All Service types or selected Service types.

Rate Status

All or selected Rate statuses.

Price Code

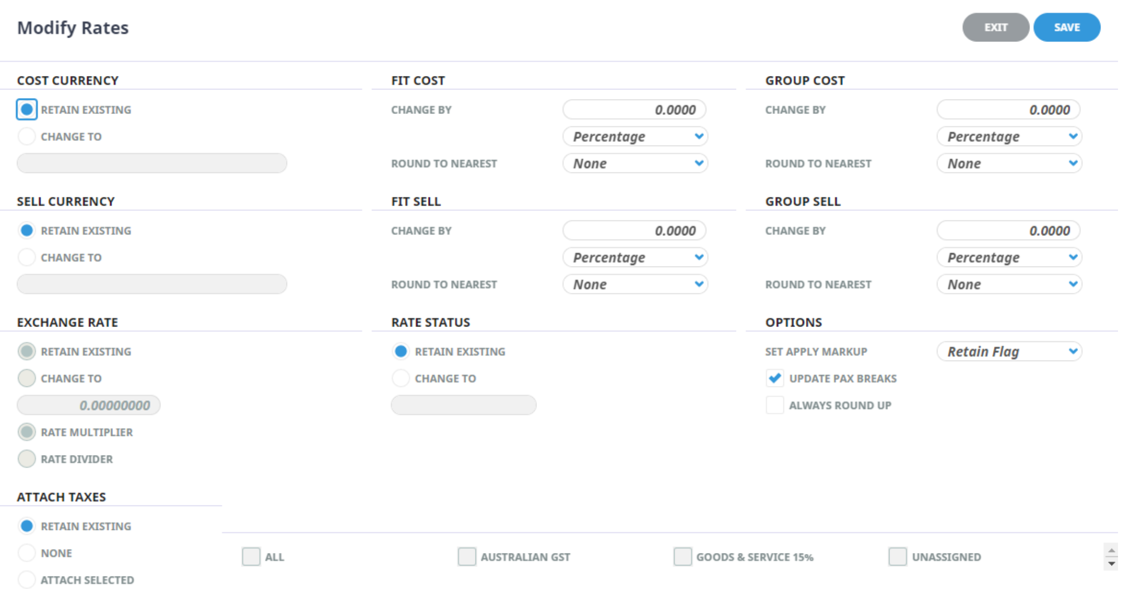
All or selected Price codes.

Analysis Tab

The 6 service analysis codes are grouped in this section. By default, all analysis codes within each heading are checked. To select specific analysis codes, click on the **+** next to the analysis code name and select/unselect codes as required.

Modify Rates Second Selection Screen

Modify Rates, has a second selection screen which controls how existing rate is to be modified and settings include currencies, cost/sell changes and rounding, exchange rates and taxes, and how the mark up is to be set. The description of all fields in this screen are given below. The selections made here will be applied to each rate displaying in the Results screen.



Cost Currency

Choices are to Retain Existing Currency or Change To. If 'Change To' is checked, the new cost currency can be selected from the drop down.

FIT Cost

Change By

This field refers to the FIT Cost Rate field in the Service Rates screen. A numeric value can be entered into this field.

%

The two choices available from the drop-down indicate whether the value in the Change FIT *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values of the FIT *Cost* column in the Service Rates screen.

Round To Nearest (Drop-down)

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Cost

Change By

This field refers to the Group Cost Rate field in the Service Rates screen and can have a numeric value entered.

%

The two choices available from this drop-down, indicates whether the value in the Change Groups *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values in the Group column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Sell Currency

Choices are to Retain Existing Currency or Change To. If "Change To" is checked, the new cost currency can be selected from the drop down.

FIT Sell

Change By

This field refers to the FIT sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change FIT Sell value will be applied:

Percentage	The value will be applied as percentage to existing FIT Sell Rates.
Mark up%	The value will be applied as a markup % to the FIT Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Sell

Change By

This field refers to the Group Sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change Groups Sell value will be applied:

Percentage	The value will be applied as percentage to existing Group Sell Rates.
Mark up%	The value will be applied as a markup % to the Group Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Exchange Rate

If the buy and sell currencies in the service are different, then the exchange rate used to calculate the rate can be updated here (see "Apply Different Buy/Sell Currencies" on page 173).Choices are to Retain Existing Currency or Change To. If "Change To" is checked, enter a currency exchange rate and select if the rate is to be multiplied or divided.

Rate Status

If retain existing is selected no further selections are required for this field, the existing rate status of the price code/date range will be retained. However if 'Change To' is selected there are 5 choices from the drop-down enabling the rate status to be changed to:

Closed	The Rate Status will be changed to Closed
Confirmed	The Rate Status will be changed to Confirmed
Manual	The Rate Status will be changed to Manual
Provisional	The Rate Status will be changed to Provisional
Terminal	The Rate Status will be changed to Terminal

Options

Set Apply Markup

This choice can update the ‘Sell With Markup’ flag. The options are Retain Flag, Set Flag or Clear Flag.

Retain will keep the Mark up flag as set in the existing rate, Set Flag will set the Sell With Markup Flag ‘On’, or Clear Flag will set the ‘Sell With Markup Flag ‘Off’

Update Pax Breaks

Checking this box ensures that all rates that are against any existing Pax Breaks are also updated.

Always Round Up

When checked, any rounding will always be up.

Attach Taxes

This field gives the choice of either retaining any existing taxes that have already been attached, have no taxes attached (None) or Attach Taxes selected.

Taxes

When the ‘Selected’ radio button (in Attach Taxes above) is checked, the list of available taxes displays and the applicable tax(es) can be checked.

Copy Rates

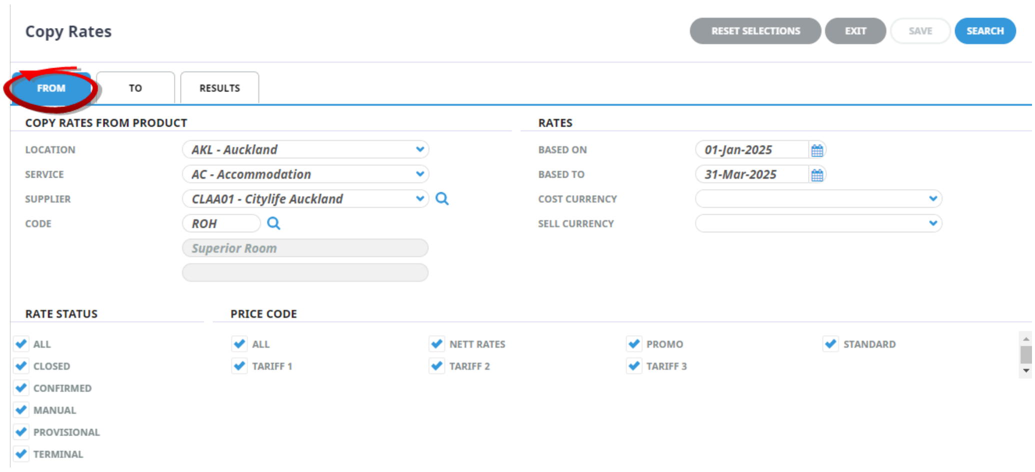
This utility can be used to copy rates from one service option to a range of service options based on the selections offered.

Copy Rates - Source Service Selection

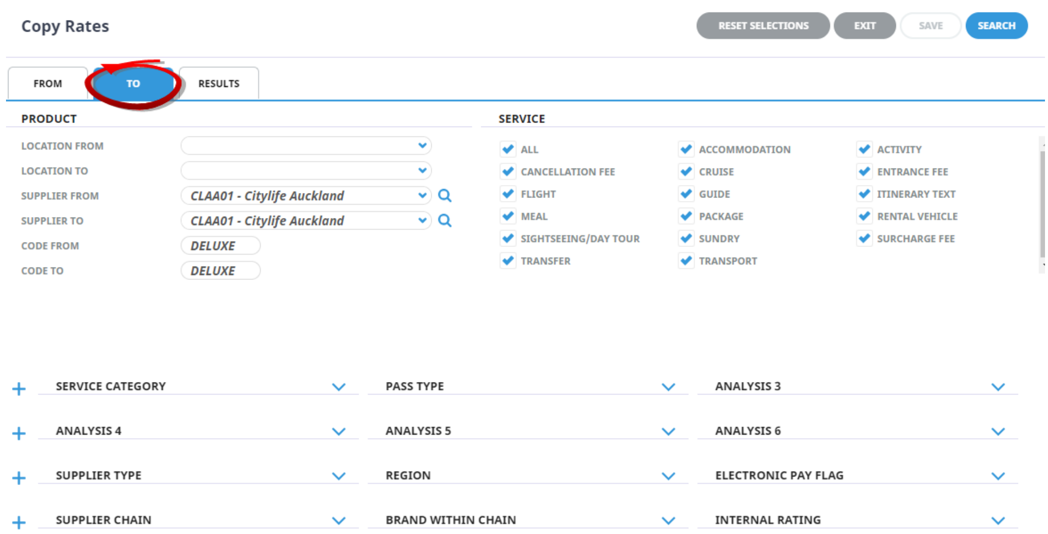
In this example, new seasons rates for "Run Of House' style accommodation is going to be copied from a 'source' service option, to those services that have the correct Database Analysis Code identifying them as the same 'Deluxe' rate as the source option.

Copy Rates

1. Select menu **Home > Product > Product Utilities > Rate Maintenance > Copy Rates**.
2. On the **Copy Rates** screen the **From Tab** will open, enter a date range for Rates **Based On** and **Based To**, select required filter fields to narrow search results.



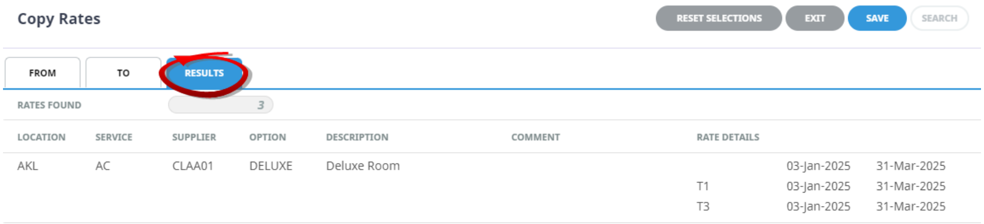
3. Select the **To Tab**, select required filter fields to narrow search for the rate to be copied to.



4. Check the **completed screens**.

5. View returned results either:

    a. Click on the **Results Tab**, or



    b. Select the **Search** button.

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

7. A further **Copy Rates** screen will show, fields can be selected controlling how the rate is to be modified. See Copy Rates Second Screen for field selections.

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

About Copy Rates Filter Options

Product options can be copied in bulk by selecting the required filters. Below are the filter selections available when using Delete Rates in Rate Maintenance.

From Tab

Location

The Location Code of the option being copied *from* – the 'source' option.

Service

The Service Code of the option being copied *from* – the 'source' option.

Supplier

The Supplier Code of the option being copied *from* – the 'source' option.

Option

The Option Code of the option being copied *from* – the 'source' option.

Select Rates By

Based On & Based To

A From Date/To Date selection. The date ranges of the rates to be copied.

Cost Currency

Rates with the selected Cost Currency. Leave blank to select all Cost Currencies.

Sell Currency

Rates with the selected Sell Currency. Leave blank to select all Sell Currencies.

Rate Status

All or selected Rate Statuses.

Price Code

Selected price code.

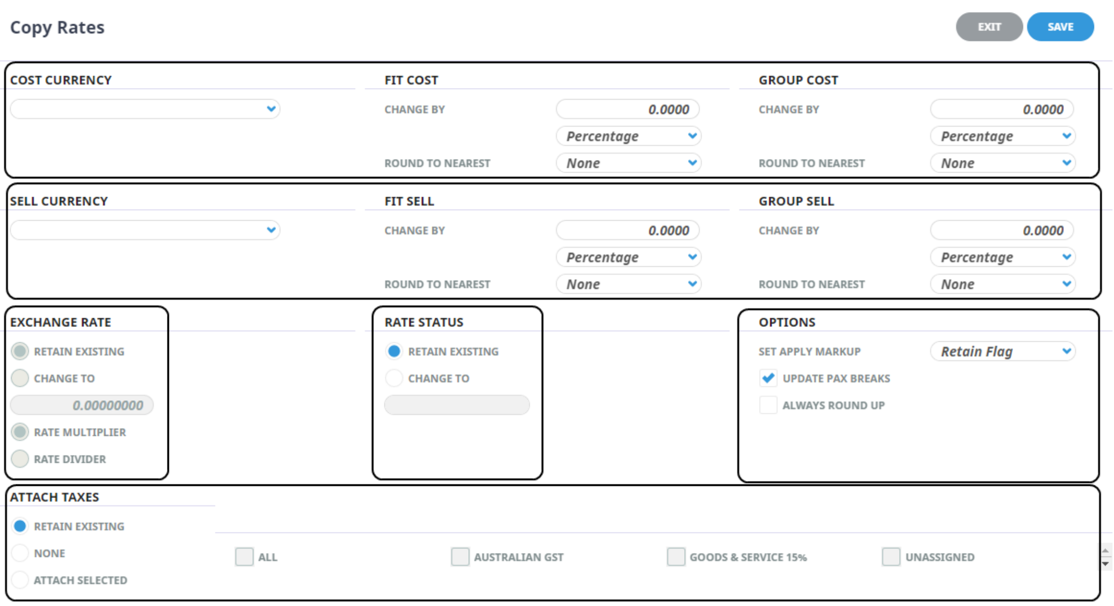
To Tab

In this screen, the service options to be copied to can be selected based on:

- Location From/To
- Service Code – All or Selected
- Supplier From/To
- Option Code From/To
- Product Analysis Codes 1 - 6, all or selected
- Supplier Analysis Codes 1-6, all or selected

Copy Rates Second Screen Selection

The rates to be copied can be modified via the second selection screen, but no modification is required in this example.



Cost Currency

Select the required Cost Currency, if no change keep the field blank.

FIT Cost

Change By

This field refers to the FIT Cost Rate field in the Service Rates screen. A numeric value can be entered into this field

%

The two choices available from the drop-down indicate whether the value in the Change FIT *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values of the FIT *Cost* column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Cost

Change By

This field refers to the Group Cost Rate field in the Service Rates screen and can have a numeric value entered.

%

The two choices available from this drop-down, indicates whether the value in the Change Groups *Cost* field is a percentage (%) or a currency amount (Flat Rate). The combination of these two fields will adjust the values in the Group column in the Service Rates screen.

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Sell Currency

Select the required Sell Currency, if no change keep the field blank.

FIT Sell

Change By

This field refers to the FIT sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change FIT Sell value will be applied:

Percentage	The value will be applied as percentage to existing FIT Sell Rates.
Mark up%	The value will be applied as a markup % to the FIT Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Groups Sell

Change By

This field refers to the Group Sell rate and can have a numeric value entered.

%

This drop-down determines how the value in Change Groups Sell value will be applied:

Percentage	The value will be applied as percentage to existing Group Sell Rates.
Mark up%	The value will be applied as a markup % to the Group Costs
Flat Rate	The value will be applied as a flat rate (currency amount)

Round To Nearest

There are 6 choices available from the drop down. They are: None-No rounding, One Tenth-Nearest 0.10, One Half-Nearest 0.50, One-Nearest 1.00, Five-Nearest 5.00 or 10-Nearest 10.00. Rounding is on the basis of up to .5 round down; over .5 round up.

Exchange Rate

If the buy and sell currencies in the service are different, then the exchange rate used to calculate the rate can be updated here (see Maintaining Exchange Rates).

Rate Status

If retain existing is selected no further selections are required for this field, the existing rate status of the price code/date range will be retained. However if 'change to' is selected there are 5 choices from the drop-down enabling the rate status to be changed to:

Closed	The Rate Status will be changed to Closed
Confirmed	The Rate Status will be changed to Confirmed

Manual	The Rate Status will be changed to Manual
Provisional	The Rate Status will be changed to Provisional
Terminal	The Rate Status will be changed to Terminal

Options

Set Apply Markup

This choice can update the ‘Sell With Markup’ flag. The options are Retain Flag, Set Flag or Clear Flag.

Retain will keep the Mark up flag as set in the existing rate, Set Flag will set the Sell With Markup Flag ‘On’, or Clear Flag will set the ‘Sell With Markup Flag ‘Off’

Update Pax Breaks

Checking this box ensures that all rates that are against any existing Pax Breaks are also updated.

Always Round Up

When checked, any rounding will always be up.

Attach Taxes

This field gives the choice of either retaining any existing taxes that have already been attached, have no taxes attached (None) or Attach Taxes selected.

Taxes

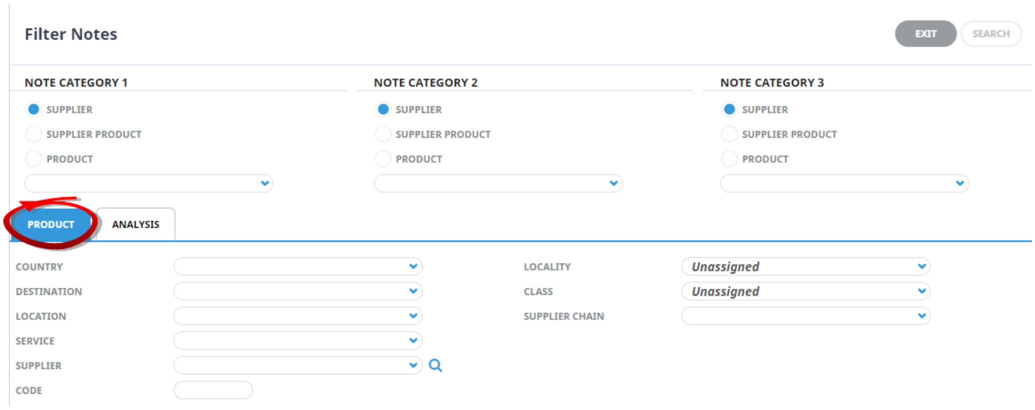
When the ‘Attach Selected’ radio button (in Attach Taxes above) is checked, the list of available taxes displays and the applicable tax(es) can be checked.

Product Note

This utility can be used to view, and or update notes based on the selections offered. The filter notes screen allows selection of supplier, supplier/product or product notes, and users can have up to three note categories displaying on screen at once.

View or Edit Product Notes

1. Select menu **Home > Product > Product Utilities > Product Notes**
2. On the **Filter Notes** screen the **Product Tab** will open, select required filter fields to narrow search results and select the required note category/ies.



3. Check the **completed screen**.
4. Select the **Search** button to return results.

5. The selected **notes** will display on screen based on the filted criteria.
6. If note editing is required, use the **edit icon** to edit the text within the note.

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

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

About Notes Filter Fields

Note Category

The Note Category you want to find for either a Supplier, Supplier Product, or a Product note and select a Note Category from the dropdown.

Up to 3 Note Categories can be selected on screen using the three note category columns.

Product Tab

Country

Country search parameter, if notes are to be viewed by country.

Location

Location search parameter, if notes are to be viewed or edited by location.

Service

Option Service type search parameter.

Supplier Code

The Supplier code search parameter.

Supplier Name

The specific Supplier name search parameter.

Locality

Specific Locality search parameters if notes are to be viewed or edited by locality.

Class

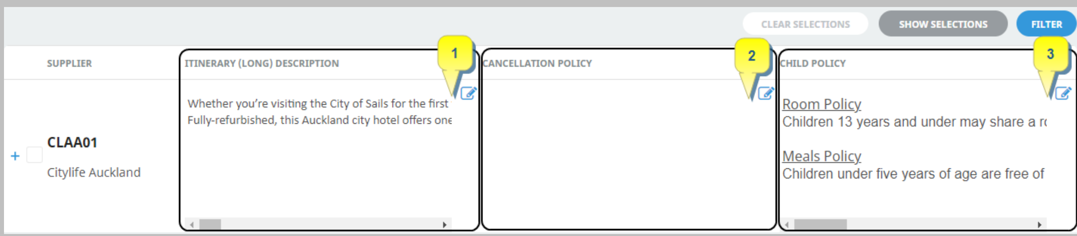
Specific Class search parameters if notes are to be viewed or edited by class.

Supplier Chain

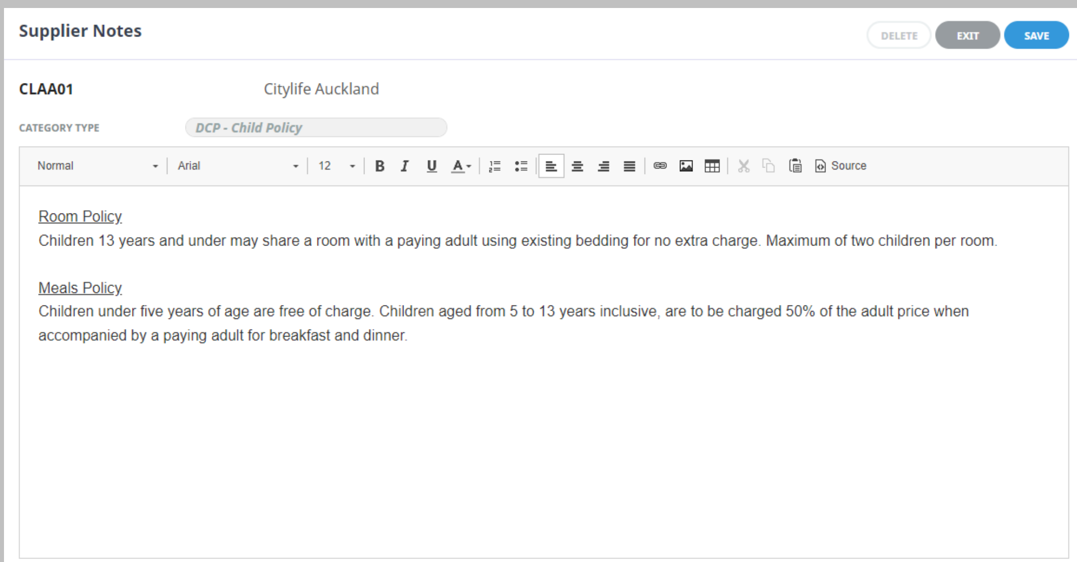
The specific Supplier chain search parameter.

Example Product Utilities Edit Notes in Bulk

This example shows three note categories (Itinerary Long Description, Cancellation Policy, Child Policy) for supplier CLAA01, three note categories have been selected from the filter screen. Full note text can be viewed by selecting the Edit Note Icon, or by using the scroll bar beneath the note field.



If the Edit Note icon  is used the full note will apear on screen. Edits can be made and saved, the note can be deleted or if Exit is selected the user will return to the previous screen.



Supplier Code Change

This utility can be used to amend a supplier code.

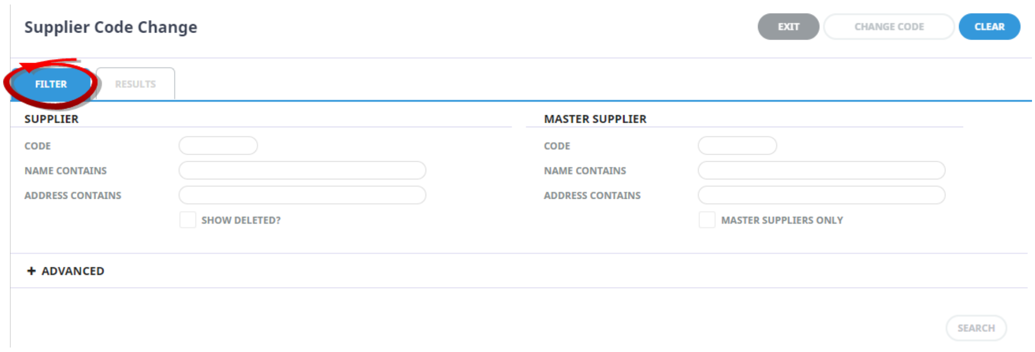
> It should be noted that preforming this change will affect the supplier code system wide.

Change Supplier Code

1. Select menu **Home > Product > Product Utilities > Product Notes > Code Change > Suppliers**

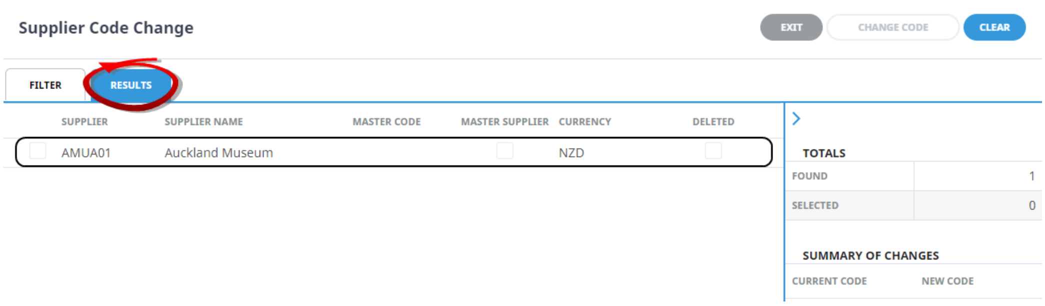
2. On the **Supplier Code Change** screen the **Filter Tab** will open, search for the Supplier using one of the search methods.

   NOTE: When data is inserted into one/all of the fields; Code From, Name Contains, or Address Contains, the search button will become active.

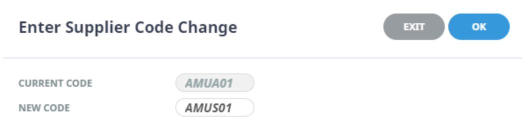


3. Select the **Results Tab** or click **Search**.

4. Select the **Supplier**.



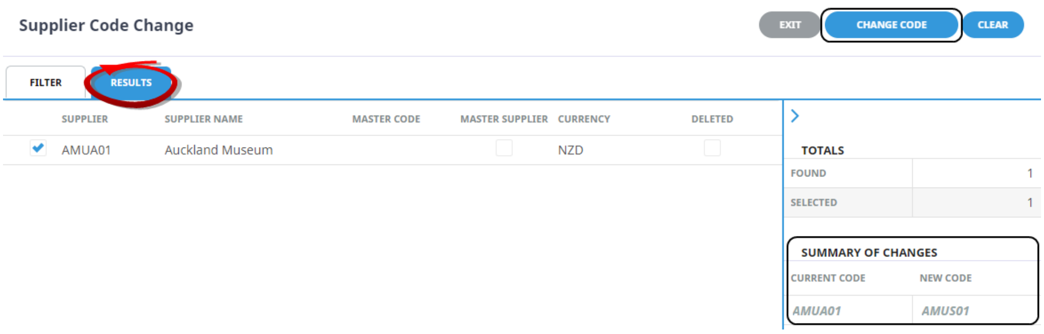
5. On the **Enter Supplier Code Change** screen, enter the **New Code**.



6. Check the **completed screen**.

7. Click **OK** to keep the changes and save or update the entry.

8. The **Results Tab** will re-display, a Summary of Changes will show the **Current Code** and the **New Code**. To accept the change/s, select **Change Code**.



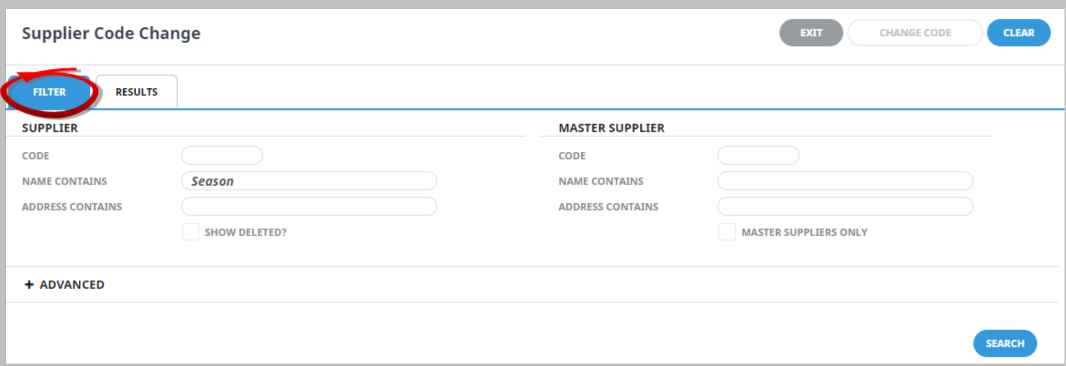
9. Click **OK** to keep the changes and save or update the entry.

About Supplier Code Change Fields

Filter Fields

Enter information in any of the available fields to refine search criteria (i.e. reduce the number of suppliers returned).

The following screenshot shows two criteria: (1) ***season*** entered into the Supplier *Name Contains* field and (2) check-box *Show Deleted?* un-checked:



Results Tab

All Suppliers matching the search criteria will be returned in the Results Tab. Click a Supplier to open the enter Supplier Code Change **New Code** field.

Checkbox

The check box next to a Supplier will be ticked when the Supplier code has been noted for change, the new code will not apply until the Change Code button is selected.

Supplier Name

Full name of the Supplier.

Master Code

If the Supplier is linked to a chain master the Master Chain Supplier code will show here.

Master Supplier

If this check box is ticked, the Supplier is a Master Supplier.

Currency

This is the default Currecny the Supplier trades in.

Deleted

If a check box is ticked in the deleted column, it means that the Supplier has been marked as deleted.

Arrow above totals

The arrow located above the Totals heading, when selected, will collapse the Totals pannel to allow more colums to display on screen. Selecting the will revert the pannel to display again.

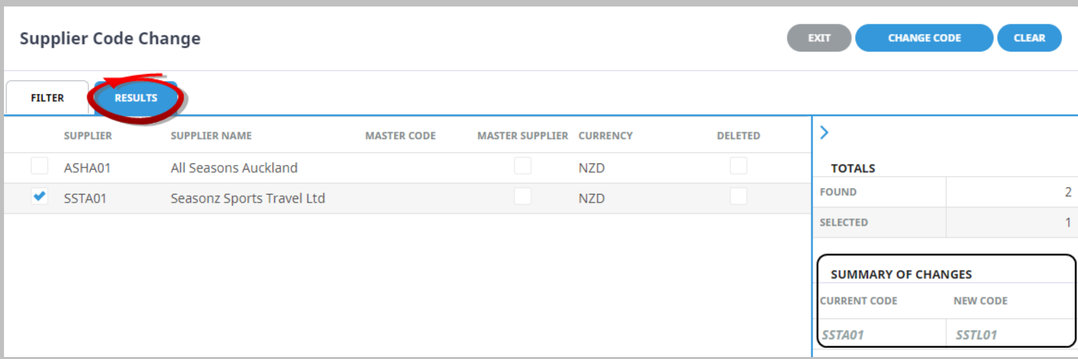
Totals

This section of the Results Screen, shows the number of results that were found to match the selected filters, and the number of Suppliers selected.

Summary of changes

This field will remain blank until a Supplier has been selected and a new code has been assigned to change to show data from the suppliers current code and the new code for the supplier. The new code will not be applied until the change code button is selected and the code change has been confirmed.

The example below has been filtered to select suppliers that have the name 'Season', and to show the deleted suppliers. The results screen below shows the user that 2 Suppliers were found, 1 was selected SSTA01 and the new code to be assigned to the Supplier is SSTL01.



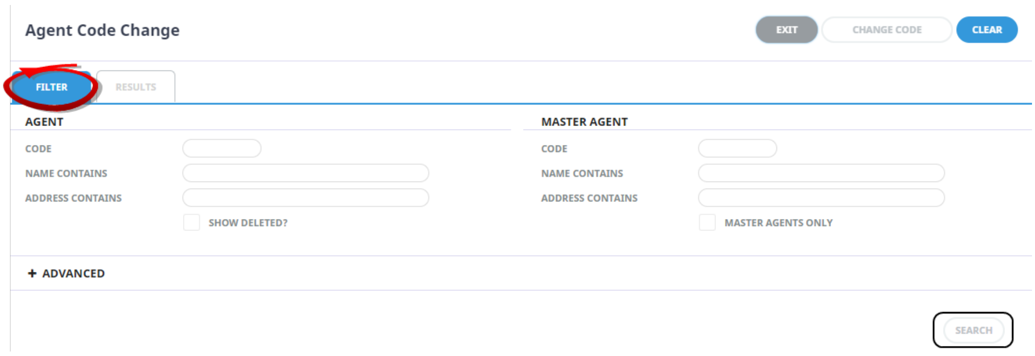
Agent Code Change

This utility can be used to amend an agent code. It should be noted that preforming this change will affect the agent code system wide.

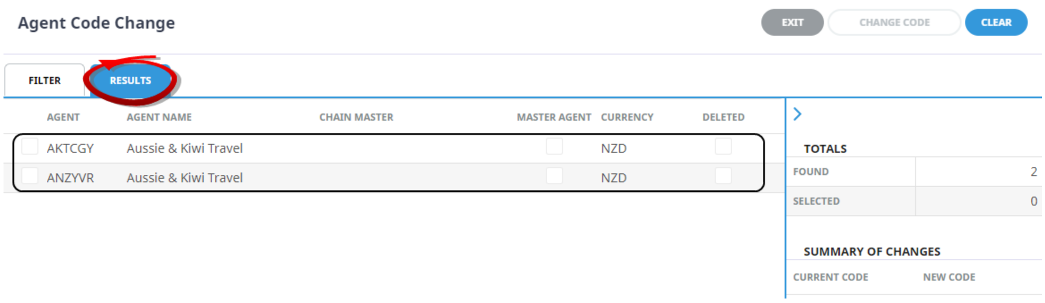
Change Agent Code/s

1. Select menu **Home > Product > Product Utilities > Code Change > Agent**
2. On the **Agent Code Change** screen the **Filter Tab** will open, search for the Agent using one of the search methods.

   NOTE: When data is inserted into one/all of the fields; Code From, Name Contains, or Address Contains, the search button will become active.

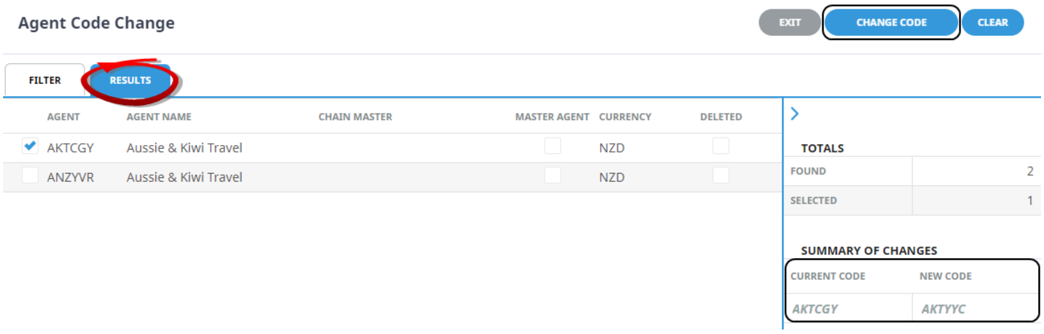


3. Select the **Results Tab** or click **Search**.
4. Select the **Agent**.



5. On the **Enter Agent Code Change** screen, enter the **New Code**.

6. Check the **completed screen**.
7. Click **OK** to keep the changes and save or update the entry.
8. The **Results Tab** will re-display, a summary of changes will display the **Current Code** and the **New Code**. To accept the change/s, select **Change Code**.



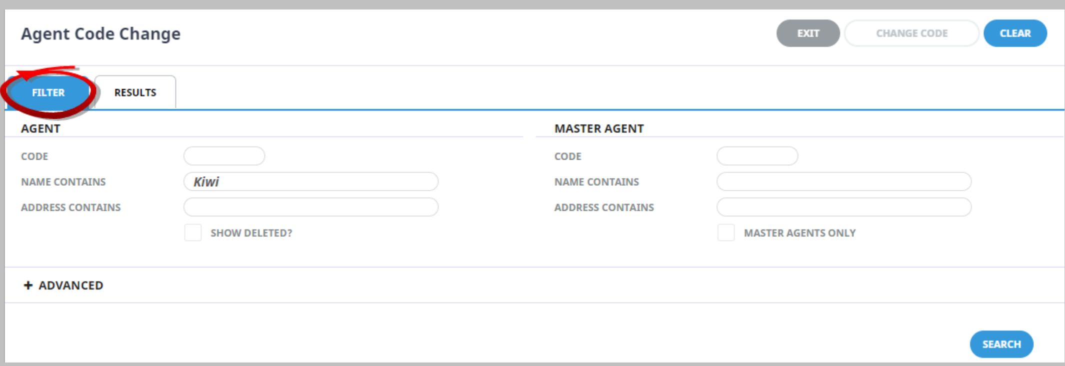
9. Click **OK** to keep the changes and save or update the entry.

About Agent Code Change Fields

Filter Tab Fields

Enter information in any of the available fields to refine search criteria (i.e. reduce the number of agents returned).

The following screenshot shows one criteria: (1) ***Kiwi*** entered into the Agent *Name Contains* field.



Supplier/Master Supplier

Searches can be performed for suppliers or master Suppliers by entering the correct search criteria. Master Supplier filter searches are on the right of the screen and Supplier filter searchers are to the left of the screen.

Code From - a six character code for the supplier

Name Contains - keywords or partial supplier names can be inserted to search for the supplier

Address Contains - if address information is known, a search could filter by a street name.

Show Deleted - if the agent had been marked as deleted in the Debtor Details the Agent will be hidden from searches, ticking the Show Deleted box will find all agents including those marked as deleted.

Advanced

Languages - Suppliers can be searched for by assigned languages (if User Company's use languages)

Debtor Analysis Codes - Filtering by Debtor Analysis Codes is also possible if these are assigned to the Debtor in the Debtor application.

Results Tab Filter

All agents matching the search criteria will be returned in the Results Tab. Click an Agent to open the enter the Agent Code Change **New Code** field.

Check box

The checkbox next to an agent will be ticked when the Agent Code has been noted for change, the new code will not apply until the Change Code button is selected.

Agent Name

Full name of the Agent.

Master Code

If the Agent is linked to a chain master the Master Chain Agent code will show here.

Master Agent

If this check box is ticked, the agent is a Master Agent.

Currency

This is the default Currecny the Agent is to billed in.

Deleted

If a check box is ticked in the deleted column, it means that the Agent has been marked as deleted.

Arrow above totals

The arrow located above the Totals heading, when selected, will collapse the Totals panel to allow more columns to display on screen. Selecting the will revert the panel to display again.

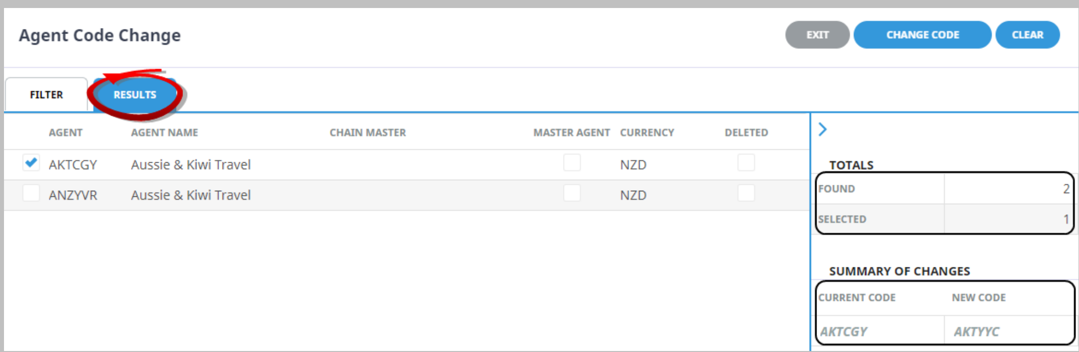
Totals

This section of the Results Screen, shows the number of results that were found to match the selected filters, and the number of Agents selected.

Summary of Changes

This field will remain blank until an Agent has been selected and a new code has been assigned to change. The Summary of Changes will show data from the Agents current code and the new code for the Agent. The new code will not be applied until the change code button is selected and the code change has been confirmed.

The example below has been filtered to select agents that have the name 'Kiwi'. The results screen below shows the user that 2 agents were found, 1 was selected (AKTCGY) and the new code to be assigned to the Agent is AKTYYC.



Product Code Change

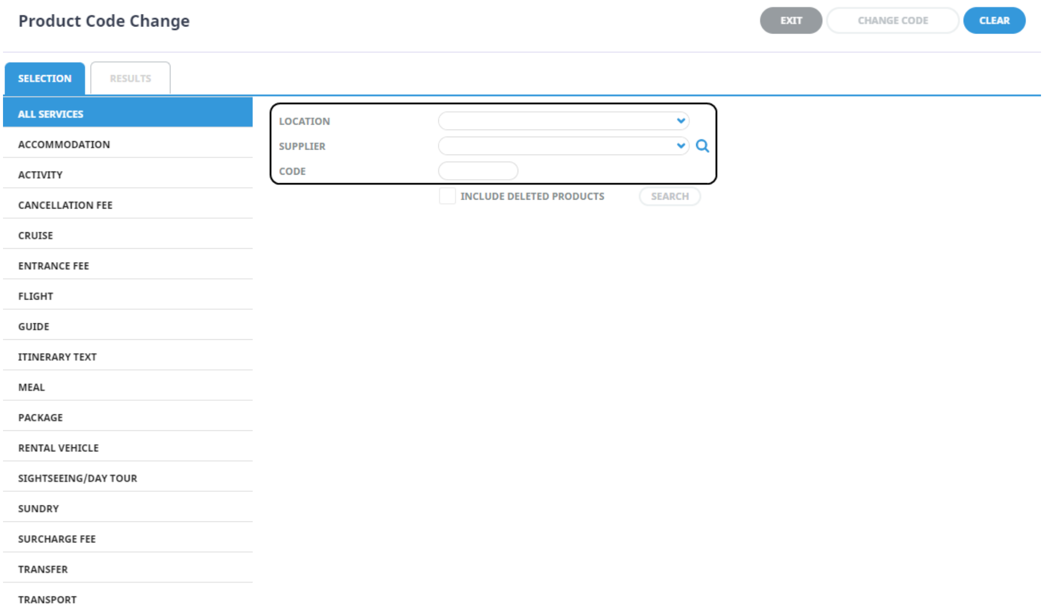
This utility can be used to amend a product code.

> It should be noted that preforming this change will affect the product code system wide.

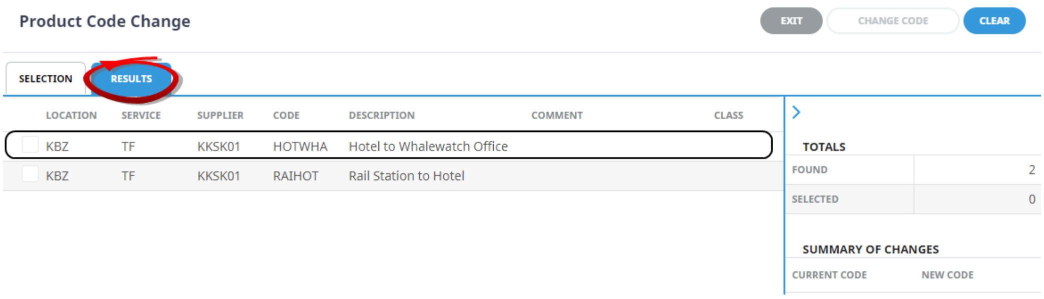
Change Product Code/s

1. Select menu **Home > Product > Product Utilities > Code Change > Products**
2. On the **Product Code Change** screen the **Selection Tab** will open, search for the Product using one of the search methods.

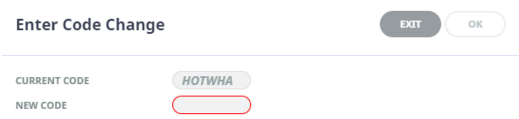
   NOTE: When data is inserted into one/all of the fields; Location, Supplier or (Product) Code, the search button will become active.



3. Select the **Results Tab** or click **Search**.
4. Select the **Product**.

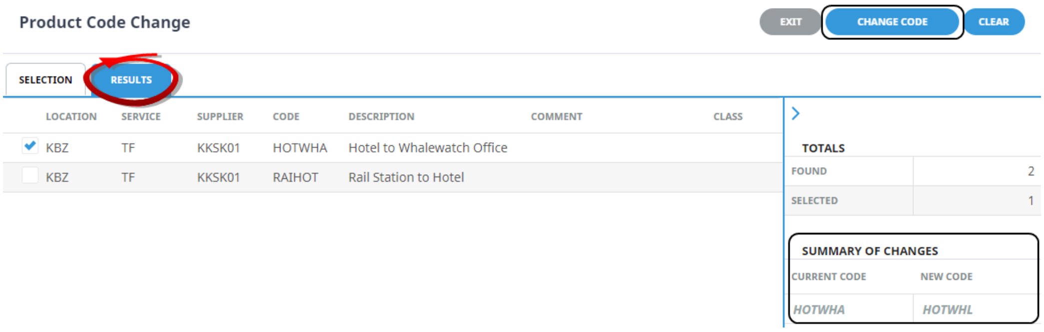


5. On the **Enter Code Change** screen, enter the **New Code**.



6. Check the **completed screen**.
7. Click **OK** to keep the changes and save or update the entry.

8. The **Results Tab** will re-display, a summary of changes will display the **Current Code** and the **New Code**. To accept the change/s, select **Change Code**.



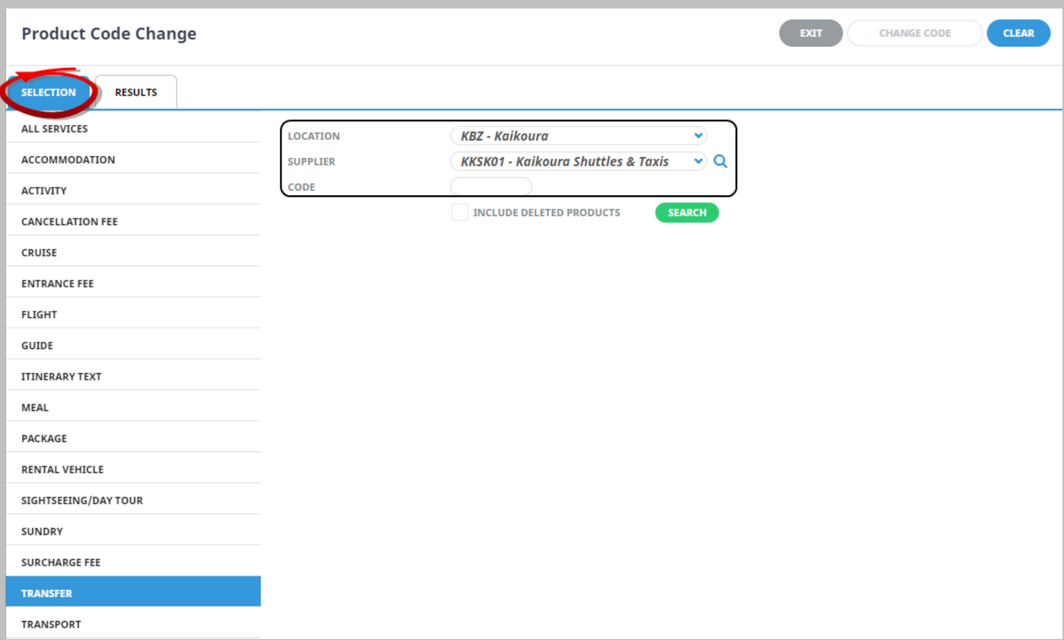
9. Click **OK** to keep the changes and save or update the entry.

About Product Code Change Fields

Selection Fields

Enter information in any of the available fields to refine search criteria (i.e. reduce the number of Products returned).

The following screenshot shows two criteria: (1) ***KBZ- Kaikoura*** entered into the Product *Location* field, and (2) **KKSK01-Kaikoura Suttles & Taxis** entered into the Product *Supplier* field. The service types Transfer has also been selected.



Results Tab

All products matching the search criteria will be returned in the Results Tab. Click a product to open the Enter Code Change **New Code** field.

Checkbox

The checkbox next to a product will be ticked when the product code has been noted for change, the new code will not apply until the change code button is selected.

Supplier Name

Full name of the supplier.

Code

The code of the product.

Description

The description of the product.

Comment

If the comment field is used for the product, the column will have the comment field information displaying.

Class

If the class of the product has been defined it will appear here.

Locality

If localities are being used and the products location is linked to a locality it will appear here.

Rate Period

The rate period dates defined for the products rates will show in this column.

Arrow above totals

The arrow located above the Totals heading, when selected, will collapse the Totals pannel to allow more colums to display on screen. Selecting the will revert the pannel to display again.

Totals

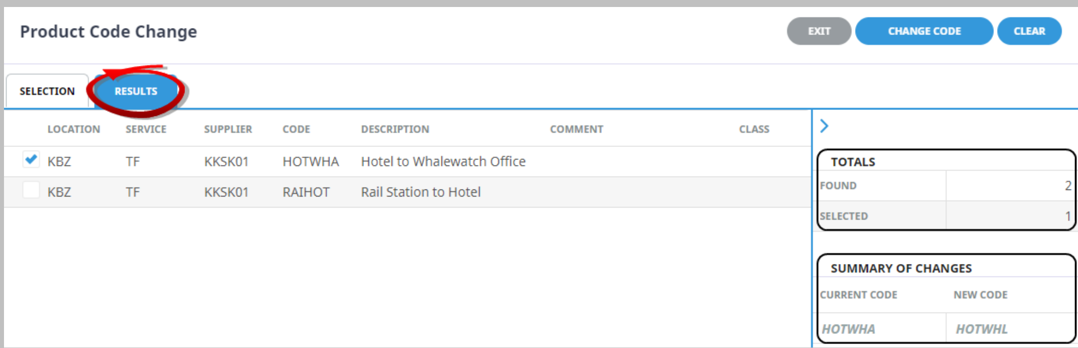
This section of the results screen, shows the number of results that were found to match the selected filters, and the number of products selected.

Summary of changes

This field will remain blank until a product has been selected and a new code has been assigned to change. The summary of changes will show data from the agents current code and the new code for the agent.

NOTE: The new code will not be applied until the change code button is selected and the code change has been confirmed.

The example below has been filtered to select products that have the location 'KBZ - Kaikoura'. The results screen below shows the user that 2 products were found, 1 was selected (HOTWHA) and the new code to be assigned to the Product is HOTWHL.



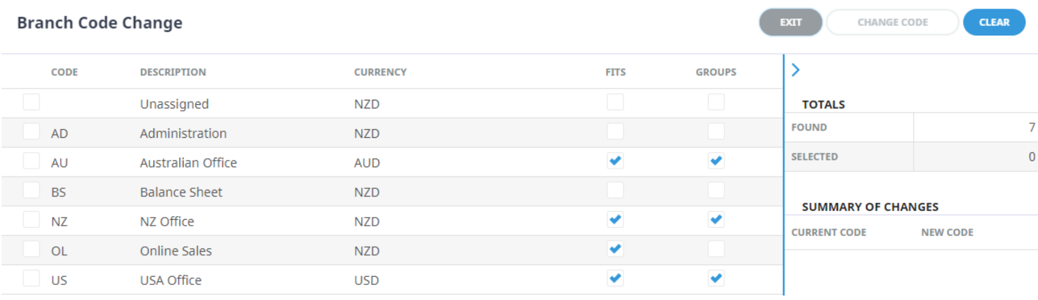
Branch Code Change

This utility can be used to amend a branch code.

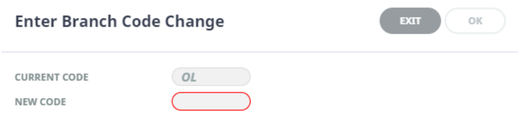
> It should be noted that preforming this change will affect the branch code system wide.

Change Branch Code/s

1. Select menu **Home > Product > Product Utilities > Code Change > Branches**
2. On the **Branch Code Change** screen, select the Branch.



3. On the **Enter Branch Code Change** screen, enter the **New Code**.



4. Check the **completed screen**.
5. Click **OK** to keep the changes and save or update the entry.
6. The **Branch Code Change** will re-display, a summary of changes will display the **Current Code** and the **New Code**.
7. To accept the change/s, select **Change Code**.

8. Click **OK** to keep the changes and save or update the entry.

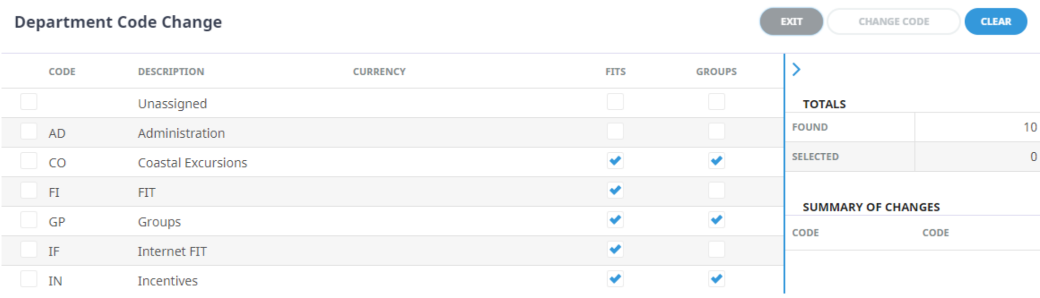
Department Code Change

This utility can be used to amend a department code.

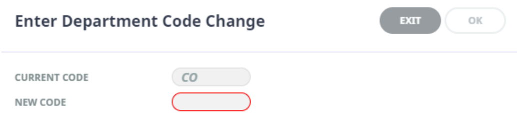
> It should be noted that preforming this change will affect the department code system wide.

Change Department Code/s

1. Select menu **Home > Product > Product Utilities > Code Change > Departments**
2. On the **Department Code Change** screen, select the Department.



3. On the **Enter Department Code Change** screen, enter the **New Code**.



4. Check the **completed screen**.
5. Click **OK** to keep the changes and save or update the entry.
6. The **Department Code Change** will re-display, a summary of changes will display the **Current Code** and the **New Code**.
7. To accept the change/s, select **Change Code**.

8. Click **OK** to keep the changes and save or update the entry.

Booking Branch and Department Code Change

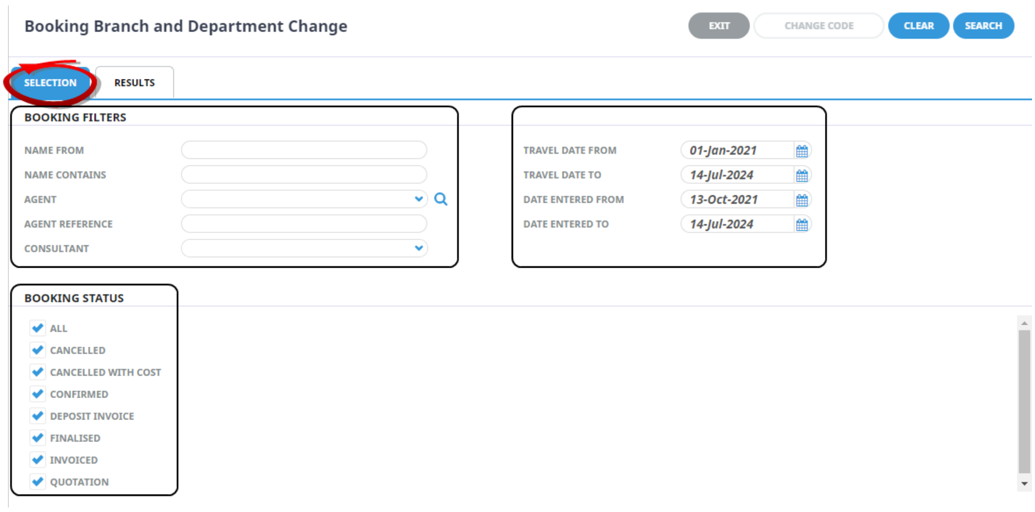
This utility can be used to amend a Booking Branch and/or Department code.

> It should be noted that preforming this change will affect the bookings Branch and Department code systemwide. All transaction lines will be updated as well as the booking reference branch and department.

Change Booking Branch and Department Code/s

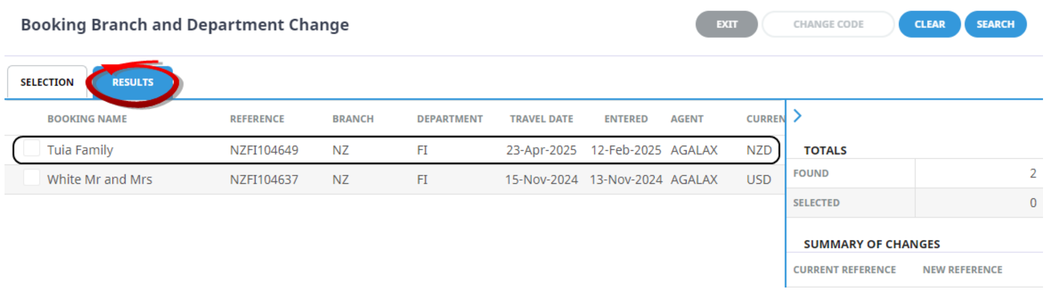
1. Select menu **Home > Product > Product Utilities > Code Change > Bookings**

2. On the **Booking Branch and Department Change** screen the **Selection Tab** will open, search for the Booking using one of the search methods.

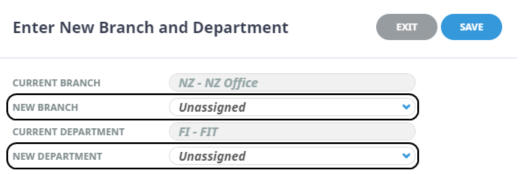


3. Select the **Results Tab** or click **Search**.

4. Select the **Booking**.



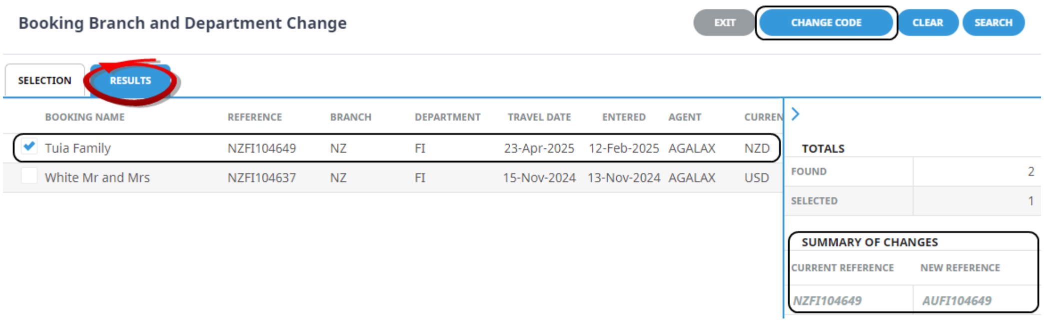
5. On the **Enter New Branch and Department** screen, select the **New Branch** and **New Department**.



6. Check the **completed screen**.

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

8. The **Results Tab** will re-display, a summary of changes will display the **Current Reference** and the **New Reference**. To accept the change/s, select **Change Code**.



9. Click **OK** to keep the changes and save or update the entry.

About Booking Branch or Department Code Change Fields

Selection Fields

Enter information in any of the available fields to refine search criteria (i.e. reduce the number of bookings returned).

- The capitalisation or case is irrelevant in the Booking header search; 'BROW' will return the same results as 'brow'.
- The results returned are also filtered based on the default Booking Travel Date From/To and Booking Date Entered From/To fields which display in the Results tab when multiple records are found. These default From/To date fields are controlled by the System INI settings DEF_BKG_TD_FROM_DATE (travel date filter) and DEF_BKG_FIND_FROM_DATE (Date Entered filter).

  NOTE: These INI settings apply to both PCMs and Bookings.

Name From

This field will be empty. Enter a search string - search is done on the Booking name beginning with the entered search string.

Date Entered From/To

This filter will list only Bookings with a Booking entered date between the specified dates. The default settings are 1 year prior to system date and 2 years after system date.

Agent

Selecting an agent will limit the search to only Bookings for that agent.

Date Entered From/To

This filter will list only Bookings with a Booking entered date between the specified dates. The default settings are 1 year prior to system date and 2 years after system date

Booking Status

Bookings can be filtered by selecting/deselecting the required Booking status code in the Multi-Select List Box.

NOTE:

- Multiple search criteria can be used at the same time e.g. search for all Bookings entered this month and travelling over the next two months and starting with the letters “har” for consultant GRB and Agent NZTSYD.
- The sort order of the resulting list of Bookings can be by any of the columns. The data can be sorted by double-clicking the column heading.

Results Tab

Results Filter

All products matching the search criteria will be returned in the Results Tab. Click a booking to open the Enter Code Change **New Code** field.

Booking Name

The name assigned to the Booking Header of the booking.

Reference

The full booking Reference including Branch, Department and system generated Reference number assigned to the booking.

Travel Date

The Travel Date assigned to the booking header (usually the first day of service).

Date Entered

The date the booking was first entered into the system.

Agent

The Agent code of the booking Agent.

Currency

The Currency assigned to the booking.

Consultant

The initials of the Consultant assigned to the booking.

Status

The current status of the booking Status

Branch/Department

The Branch and Department assigned to the booking

Arrow Above Totals

The arrow located above the Totals heading, when selected, will collapse the Totals pannel to allow more colums to display on screen. Selecting the will revert the pannel to display again.

Totals

This section of the Results Screen, shows the number of results that were found to match the selected filters, and the number of bookings selected.

Summary of Changes

This field will remain blank until a Booking has been selected and a new code has been assigned to change. The summary of changes will show data from the Current Reference code and the new Reference code for the booking.

NOTE: The new code will not be applied until the Change Code button is selected and the code change has been confirmed.

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INDEX

TOURPLAN

E

F

G

H

I

K

L

M

N

P

T

U

V