TourTools v4
User Guide

TourTools CVB User Guide

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TourTools Software

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TourTools ™CVB User Guide

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Chapter 1: Introduction

This manual is intended to explain the basic functionality of TourTools™ and the “how to” of specific tasks. Because the software can accommodate diverse business models, the manual should be supplemented by specific notes taken during your training.

It’s important to note that, in spite of the fact that TourTools™ was initially developed over 30 years ago, it continues to evolve and improve based not only on technological advancements, but also input and requests from its many users. That being said, some of the customization that has been incorporated in the system may not be widely applied and so is not addressed in this manual. If you see fields or layouts that aren’t explained but about which you are curious, be sure to ask…we’d be happy to do a “show and tell”!

On a more specific note, you’ll see many instances where “insurance” is referenced. There are a variety of ways that the sale of insurance can be automated in the system; please also ask if that is something you are interested in pursuing.

About FileMaker Pro®

TourTools™ is written in FileMaker Pro®, the number one selling database software, that offers easy organization and sharing of data.

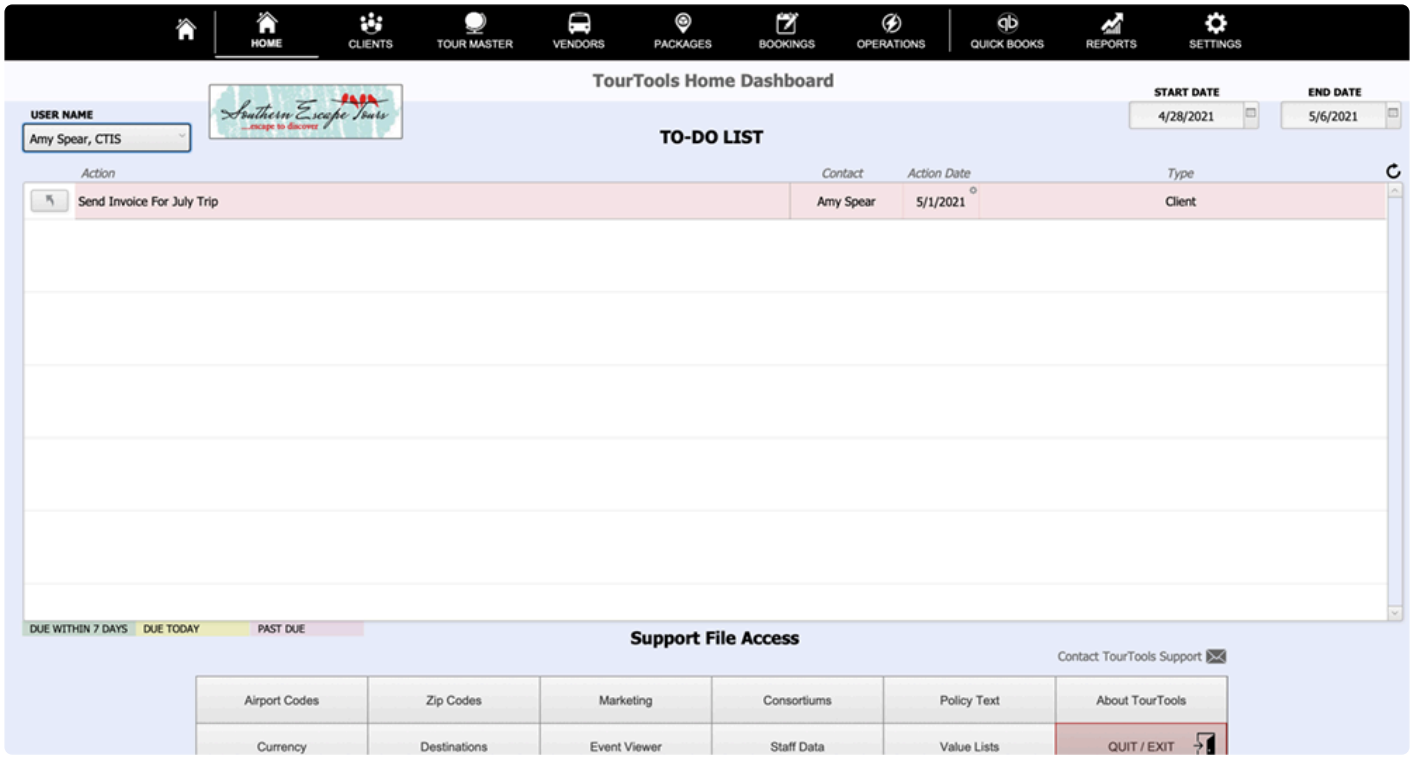
You should be aware of two somewhat unique features of FileMaker Pro. Generally speaking, there is no “save” command. A record is created as soon as you click on the “+ (new)” button. In addition, if you overtype data already present in a field, the original text is obliterated as soon as you leave the field. In most cases, you will not be asked if you want to save or not the record or the changes.

There is also no “un-delete” command. Once you delete a record, it’s gone forever, so be very certain that you know where you are in the system before you invoke the “delete” command (this function is “second guessed”; i.e. you will be asked to confirm the deletion).

About Relational Databases

TourTools™ is what’s known as a “relational” database. What this means is, the different modules of TourTools™ are inter-related, so that when you enter data in one, the information is shared with other parts of the program that need it. For instance, when you enter a name in a Client record, you will never have to type that name again to make a Booking, print a piece of correspondence, or produce a roomlist or manifest.

So, to begin, the Home Dashboard appears when you open the TourTools™ software solution.



The large icons allow you quick access to the primary modules of the system.

At the bottom of the screen, you find icons that, when clicked, open “Support Files” where a number of value lists and other supplementary data files are maintained.

Clicking on the icon labeled “Settings” at the top of the screen accesses another part of the system where a variety of other support data is logged. Once input, a lot of the information contained in these areas does not warrant frequent updating, and for that reason may be off limits to some password holders.

At the top of the Dashboard, you will be welcomed by name (if your name is assigned as the “owner” of the FileMaker software loaded on your computer) and a date range will be specified by the Start and End Date fields. Any “To Do” items (explained in Chapter 9) assigned to you and due within that date range will appear in the To Do List. To change the date range, use the small calendars that appear when you click in either or both date fields. To look at a colleague’s reminders, click in the User Name field.

To close the program, click on the Quit/Exit button at the bottom of the screen.

General “Tips and Hints”

Screen Layout and Moving Around the System

In the upper left of the screen (this shot is from Client), you are able to reference the ID number of the record you have open, as well as the total number of records in your “found set” (explained in more detail later).ID numbers are unique and are automatically assigned by the system as records are created. Clicking the symbols < and > will advance you forward or back, one record at a time; clicking on the arrow pointing left will take you to the first record in the set; clicking on the arrow pointing right will take you to the last. .

Use the button labled “List View” when you want to view a number of records in a list as opposed to one record at a time; clicking on the up-arrow will open the record referenced in the list.

In the upper right corner of most screens you will find a bank of “navigational buttons” that you can use to move to related records or to perform certain functions.

Using “Find”

Throughout the system, you will see “Find” buttons which, when clicked, prompt display of a layout with fields in which you can input your search criteria. In Client, the process is somewhat unique, in that you can use one layout or another (explained further in Chapter 2).

Example

In your Client database, you want to find all clients with the last name of Nelson. Once having clicked on “Find”, you will be asked if you want to stay on the current screen or use a “Find layout”. Click on “Find” and in the field designated Last Name, type “Nelson”. When you click “Submit”, you will be presented with a list of records that match the criteria. The limited number of records representing clients with the last name Nelson is called a “Found Set”.

To leave the “Found Set”, click on “Records” from the FileMaker menu (which runs along the very top of your screen) and then on “Show All Records”.

It is possible to do a “layered” Find by using one and then another criteria for your lookup.

Example

You want to do a mailing to all clients living in Michigan and Indiana. Using the “Use Find” layout, type MI in the “State/Prov” field, then click on “Another +”. This time type IN in the same field and click on the “Submit” button.

You can also use the “omit” function to find “everything but” a select group of records.

Example

In your Client database, you want to find all customers except those living in Michigan and Indiana. Follow the instructions as outlined above and once your found set presents, click “Records” from the FileMaker menu and then on “Show Omitted Only”.

Important

Whenever you run documents, labels, etc., be aware of whether all records are available or if you are within a Found Set. If you want to generate labels for all clients, by example, but start the report within a “Found Set”, the output will be incorrect and you may not even realize it.

Scripts

Scripts are sets of programmed instructions that basically drive the software. Most are working unbeknownst to the user and many are attached to the various “buttons” visible on the layouts. A good example: The icons that comprise the “Reports” menu in each database. Clicking on any one of them runs a script that results in the generation of a document or report. As you invoke various processes in the system, watch for script prompts to “continue”, “finish”, “submit”, etc.

Value Lists

Many fields have what are called “value lists” attached to them. The choices that denote the tour type in TM, by example, are part of a “value list”. The choices that populate the various check boxes on the Mailing Groups tab in Client also draw from value lists. The lists are maintained in one of several ways. At the end of some lists you will see the word “edit”. Clicking on it will take you directly to the place where you can do your editing, basically as you would a word-processed document. Many are maintained in the support file called “Value Lists”, accessed from the Home Dashboard. With the proper password, lists can also be accessed by going to “File” from the FileMaker menu, then Manage and then Value List.

Important

Before completely removing or changing the spelling of any value in a list, be aware that the original value may already be in use. Be sure to find those instances and update, as necessary, the records that will be affected by whatever change you have in mind. In addition, don’t type data directly in a field that is connected to a value list in lieu of choosing a value. Doing so will tag your record with a value that technically doesn’t exist, given it’s not in the list.

Fields

The majority of data fields used on layouts in TourTools™ are white or gray. The white invite input and most of the gray are inaccessible. Clicking on them usually generates a message that they are “non-modifiable”. This is usually because some sort of calculation or lookup is taking place in that field.

Portals

Throughout the system, you will find displays of records that are similar or related, presented in lists called “portals”. In this example, taken from the “Prices & Availability” tab in TM, five iterations of a particular Package are shown; all of which are identical to one another except for the selling prices, which makes them unique based on occupancy type.

(3 Packages, 7 prices **Published Cost Factor: 30)**

Description	Price	Res Type	Date Begin	Date End
Discover Savannah Featuring Fairfield Inn Midtown	$512.00	Single	Sun 28 Oct 18	Tue 30 Oct 18
Discover Savannah Featuring Fairfield Inn Midtown	$364.00	Double	Sun 28 Oct 18	Tue 30 Oct 18
Discover Savannah Featuring Fairfield Inn Midtown	$315.00	Triple	Sun 28 Oct 18	Tue 30 Oct 18
Discover Savannah Featuring Fairfield Inn Midtown	$290.00	Quad	Sun 28 Oct 18	Tue 30 Oct 18
Discover Savannah Featuring Fairfield Inn Midtown Child	$60.00	Child	Sun 28 Oct 18	Tue 30 Oct 18

The “look” of FileMaker Pro® and TourTools™

The first part of Chapter 2 gives an overview of many of the “buttons” and graphics you will find repeated throughout the program and reiterates some of what has been touched on already. It is suggested you read through that before going any further.

If you have any questions that are not answered here Contact TourTools Support for assistance.

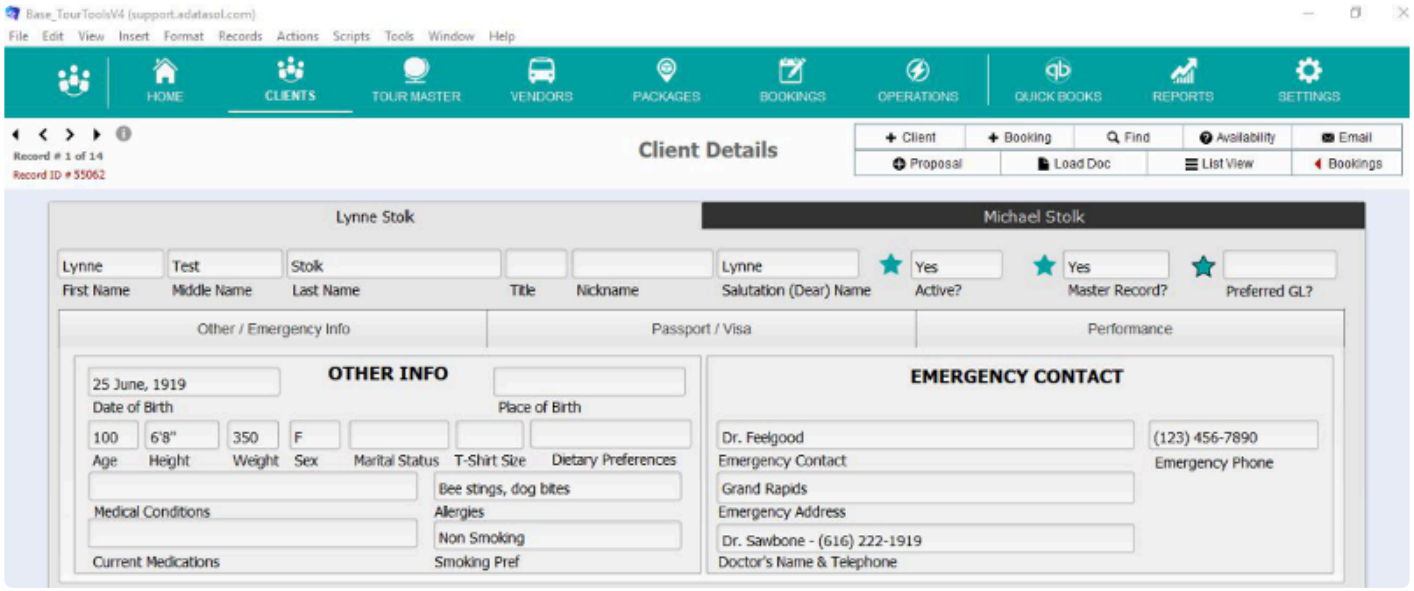
Last modified: April 13, 2022

Chapter 2: Client/Contacts

Stores contact information on your clients—name, address, phone, etc.—proposal history, current and past travel, information requests and other important information.

The Client or Contact database represents, first of all, your mailing list. You will create a record for every person or organization that does business with you. Client is also where your marketing efforts are recorded and is where you will begin the booking process. Over time, the records in Client become a treasure chest of information reflecting the destinations of interest, the brochure request history, and the travel history of each of your contacts.

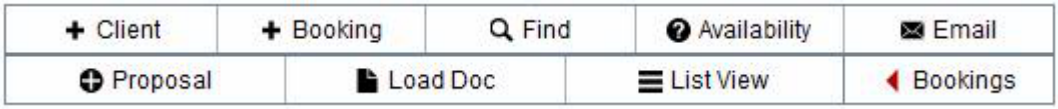
Because this is probably the most straightforward part of the entire system, not much explanation is required to introduce all of its functions, so we're going to use this particular database to explain some of the "basics" of TourTools™ (note that this screenshot is the top half of an actual record; all of the various fields and tabs will be explained in more detail as we make our way through this chapter).



First, at the top left of the screen, notice the text that says, "Record #1 of 14". This tells you that you are in the first of 14 records accessible to you right now.

Each record is assigned a unique, sequential record ID number as it is created. The one shown above is Client Record #55062.

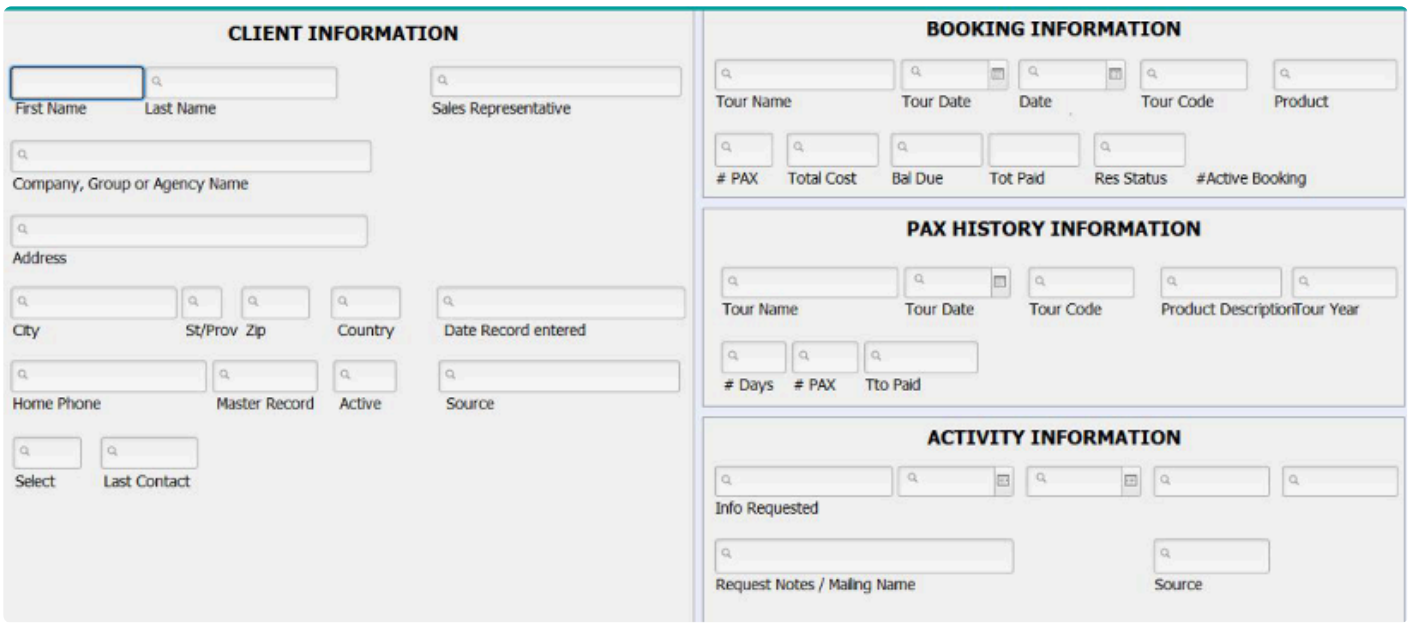
To the right of this area is a bank of "navigational buttons". Each of these buttons activates a "script".



Click on this button whenever you want to create a new Client record. Before doing so, always “Find” to make sure it isn’t already in the database. The plus sign is common to other parts of the system, indicating that clicking on the button will begin the process of *adding* a new record.

Click on the (new) Booking button to begin making a booking/reservation.

As briefly explained earlier, you can search for one or a group of record(s) by clicking on the “Find” button. **Note: The Client database is the only one that offers a choice of layouts to conduct the search.** Having clicked the button, you will be asked if you want to stay on the current screen or if you want to “Use Find”. This second option allows you to search using fields that are actually resident in another part of the system. By example, if you want to assemble the Client records for all passengers confirmed on a specific tour, you would search on the Tour Name and Res Status “Active”. Similarly, you could locate the records of anyone having traveled on a tour that has already been archived by using some of the fields in the “Pax History Fields” section. Lastly, when you “find” on the Last Name field on this layout, TourTools™ will search for that name on both the first and second name tabs in Client.



Note: Anytime you want to do a “find” outside the parameters of a script, you can position yourself on virtually any screen and go into “Find” mode—password permitting—by clicking on “View” and then on “Find” from the FileMaker menu.

If you want to view the records in a particular order, you can sort them by clicking on “Records” and then on “Sort Records” from the FileMaker menu. Doing so will open a window listing the fields in use on the layout you are on. Select the one(s) you want to use (such as Last Name), by double clicking on the field name to move it to the right, then click on “sort” and the records will sort in the manner you selected. If you want to re-order the fields on the right, clicking and dragging on the double-arrow symbols to the left of the field

name will accomplish that task.

Be aware that you can use the exclamation mark while in “find” mode to locate dupes. By example, it would be unusual to have more than one traveler living at the same address. Click on “Find”, and using the “Current” layout, put ! in the “Street” field on the front page. If your search results in more than one record, chances are they are duplicates.

Clicking on this button will take you to the Tour Master database where you can check availability on a tour or tours before returning to Client to start the booking process.

Click this button when you want to send an email to the client whose record you have open (be sure there is an address loaded in the record or the script, obviously, will not work). A dialog window will open to step you through the process of sending a message with or without an attachment. When your message is ready, click the “Send” button at the bottom of the layout.

Click on the Proposal button to begin the proposal building process. You will be stepped through creation of a TM record as well as a Package (see Chapter 6 for specifics).

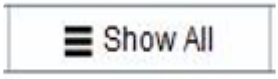
Documents associated with a particular Client, perhaps a copy of a passport, can be attached to the record by clicking on the “Load Doc” button. You will be stepped through the process of naming and describing the document, then browsing, identifying and attaching the document. Once attached, the document can be viewed by going to the “Activities/To Do/Docs” tab and then clicking on the “Documents” tab on the right.

Clicking on “List View” will show the found set of records in a table format. Clicking on the up-arrow symbol to the left of a name will take you directly to that record.

Buttons marked with a red arrow and the name of another database perform a lookup of related records. By example, this button will assemble the Booking records for the Client in question.

On the “List View” layout there are a couple of additional buttons, as follows:

Use this button to export the records in your “found set” to an Excel spreadsheet. Note that the fields of data in use on the “List View” layout are those that will be included.



“Show All” will expand your “Found Set” to include *all* records in your database.

If you want to compare two or more records, identify which you want to compare by clicking in the related “Select” field on the “List View” layout and then click the “Compare” button.

You'll note there is no button to delete a Client and that is because it most often makes better sense to instead deactivate rather than remove the record in order that you can maintain the history associated with the person or entity. If you do decide to completey remove a record, select "Records" and then "Delete Record" from the FileMaker menu. You will be "second guessed" as to whether you really want to delete the record and once having answered "yes", the record will be PERMANENTLY deleted, in other words, **there is no "undo"**, so be careful when you use this function. Note that not all passwords allow deletion of records.

Creating a Client Record

Before creating a new record, it's always a good idea to check first to see if it already exists. Dupes can create havoc in a database.

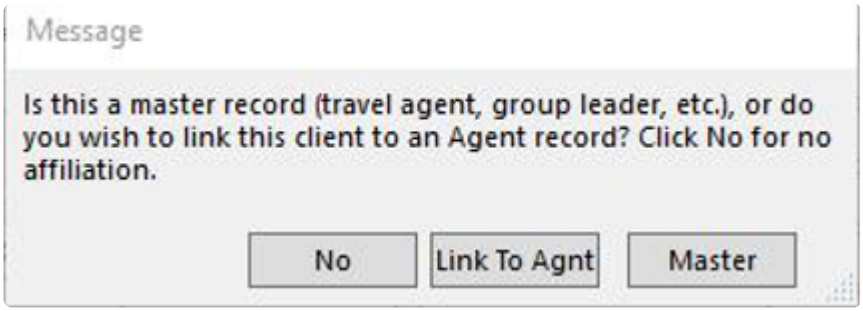
To create a new client record, click on the "+ Client" button. By default, you will land on the "Home" tab, which contains fields associated with an individual. If your record is for a business or organization, click to the "Business" tab instead.

On either, there are two tabs where you are able to enter the name of a first and possibly a second person. As soon as you add a First Name on the first tab, the **"Salutation (Dear) Name"** field will populate with that same name. The content of that field is what will appear after the "Dear" in any letter that you eventually generate from the system. So, if you continue and add a second name, it would be appropriate to overwrite the field content with *both* names. If your relationship to the clients is friendly; "Fred and Wilma", might suffice; if a more formal salutation is appropriate, type "Mr. and Mrs. Flintstone".

To continue, input address details as well as phone numbers and email addresses. Work Phone is assumed to be that of the first client, whereas Work 2 Phone belongs to the person on the "2nd Client" tab. Same with cell numbers and Email addresses.

Note that, dependent on which tab you are working—Home Address or Business Address—the related "Send Mail To" value will have been selected automatically. That value can be changed manually as appropriate, and in cases where you don't want mail to be directed to the Client in question, click "Don't Mail".

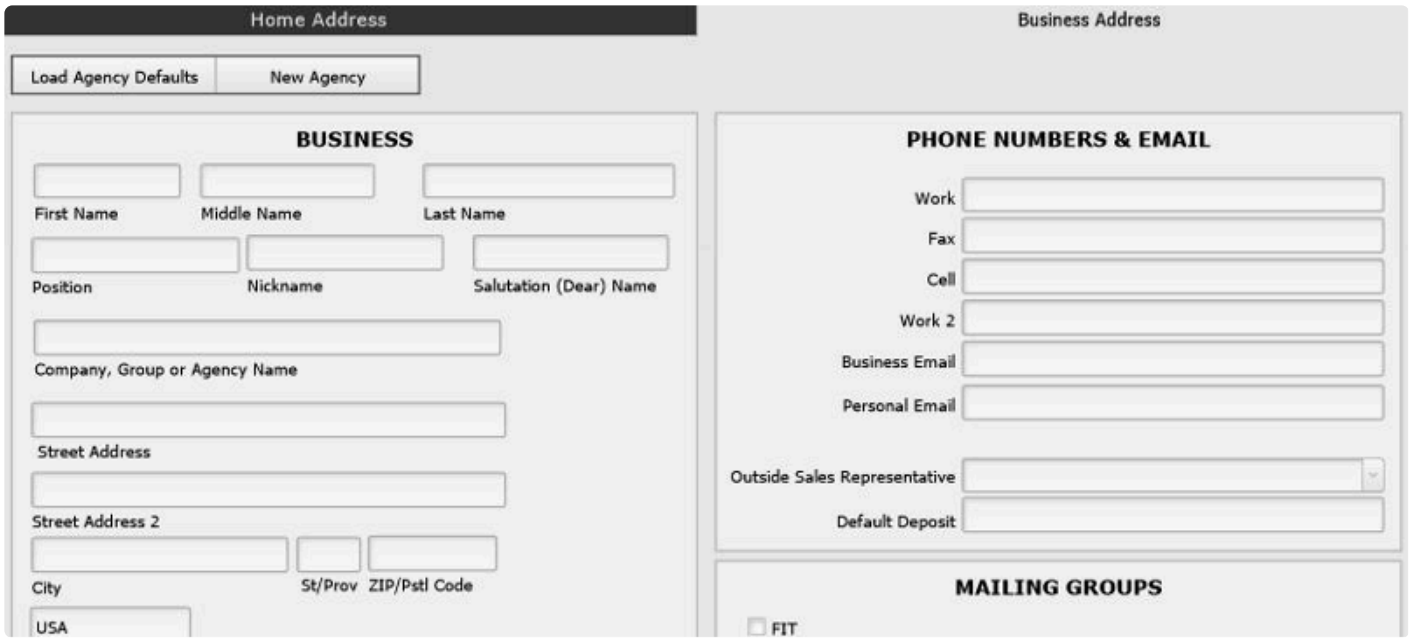
The remaining fields are explained in detail as we continue tab by tab through a completed Client record. Meanwhile, there is one question that you will be prompted to answer before a record is complete, and that is whether or not it is a "Master" or should be *linked* to a "Master".



You will mark the Client as a "Master" when the record is for a re-seller of your product; another tour operator or travel agent, a group leader, perhaps the director of a senior center. A "Master" could also be a set of grandparents who are taking their entire family on a vacation that they are financing. Two things

generally dictate tagging the record a “Master”: 1) You will not be receiving any contact information for their travelers; and 2) You will not be receiving payments from those travelers direct. Identifying a Client as a “Master” is what will enable your generating what is called a “Group Leader Invoice” in Bookings; i.e. an invoice representing charges for the entire group (explained in more detail in Chapter 7).

If the client is someone who sometimes books directly with you, and sometimes travels with one of your group leaders, you will click on the “Link to Agnt” button. When you do so, a dialog box will open, prompting you to identify the Master Record to which the record should be linked. From the list of clients who meet your “find” criteria, click on the name of choice and click “Continue”. Once you finish you will be returned to the main client entry screen.



If the record is for a travel agency the process differs slightly. Complete the fields on the Business Address tab then click on either the “New Agency” or the “Load Agency Defaults” button. When you click the *former*, you are first of all identifying the entity as a “Master Record”. When you click on the *latter*, you will be stepped through a process by which you will identify a previously created master record whose address, phone, commission level, etc., you want copied into the record you are creating (think agencies with multiple agents that you work with).

As you create records, they will be marked as **“Active”** (status displays in the upper half of the record, on the right). This allows that a Booking can be made from the Client record. You can change the status, in other words de-activate a record and thereby prevent the possibility of a Booking being made, by clicking on the star icon. Some reasons you may want to “deactivate” a client include:

1. A client may have caused repeated problems on tour and you don’t want them on a future trip. By deactivating their client record and *noting why you did so in “Notes”*, you can prevent recurring problems.

2. A client may have a balance outstanding that you are having difficulty collecting on and, until the account is closed, you don’t want to allow additional booking activity. Again, you will want to make a note in the

record to document the situation.

Note: De-activating a Client record does not prevent its being included in a set of labels you might prepare for a mailing. Usually it is advisable to use “Active” as one criteria when finding records for this purpose. If you de-activate a record for any of the above reasons, you may also want to put them on a “don’t mail” status.

Client Details

To keep things simple, we’re going to address first of all the information seen on the top half of the Client record. After that, we’ll go tab by tab through the bottom section.

First of all, notice the two tabs, labeled with the name(s) in the record. By default, the record will be marked **Active** upon creation; to de-activate it, click on the star icon to the left.

The **Master Record** field will reflect a “Yes” value if previously set; otherwise, click that star icon to set that value here (similarly, you can click to change it to “No” as appropriate).

The **Preferred GL** field can be set to “Yes” by clicking on the third star, and is based on whatever criteria you choose to assign to the question.

Other/Emergency Info Tab

This tab is visible by default when you open a record, and is the location for emergency contact information and any medical conditions for both the first and second named client, depending on which is clicked open. This information will be captured in the Pax section of Booking records created for the Client(s), for reference or potentially to be included on a report, perhaps for your tour manager.

Passport/Visa Tab

Passport and visa information can be stored here for both the first and second travelers.

Performance Tab

If you are working with a performing group, details as to instrumentation can be maintained here.

Then, addressing the tabs that present in the lower part of the record:

Main Tab

The mailing address selected for the Client is visible on this page. Note that any required edits need to be made on the Addresses tab.

FYT stands for First Year Traveled, the **LYT** for Last Year Traveled. These fields will be filled in automatically as Bookings are made.

Use the **Select** field to temporarily hold together a set of records that otherwise have nothing in common.

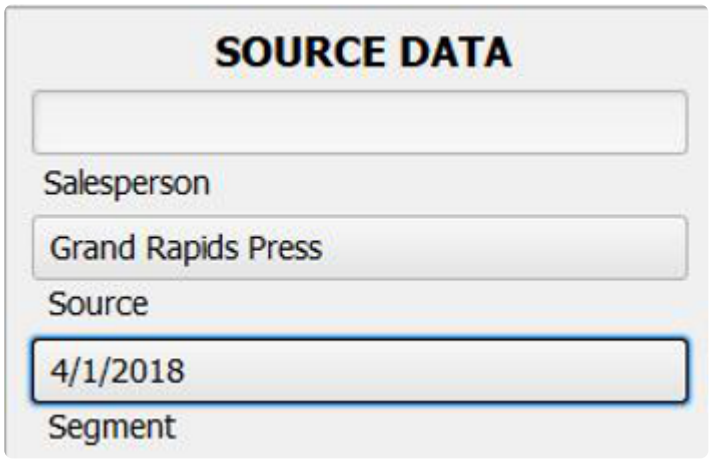
Example

In Chapter 1, "finding" on clients in two different states was explained. Here's a slight twist on that exercise that is especially helpful if your "find" is complex. Having applied the first criteria, imagine that your find produced 50 records. Type something in any one of the record's "Select" field; it might be your initials, by example; then, click on the button labeled "Replace". You will be asked to confirm that you want to replace the content of the field "Select" in the 50 records with your initials.

Having done so, continue to your next "find" and when those records are assembled, repeat the process…as many times as necessary. When you finish, do a find on your initials in the "Select" field to assemble ALL the records from ALL of your finds…and move to printing labels, doing your email blast, etc. Once you finish working with your found set, it's a good idea as a courtesy to your colleagues to clear the "Select" field. To do that, repeat the find, and in any one of the records delete your initials and repeat the "Replace" process. This time, the dialogue box will indicate you are about to replace the field with "nothing", represented by double apostrophes.

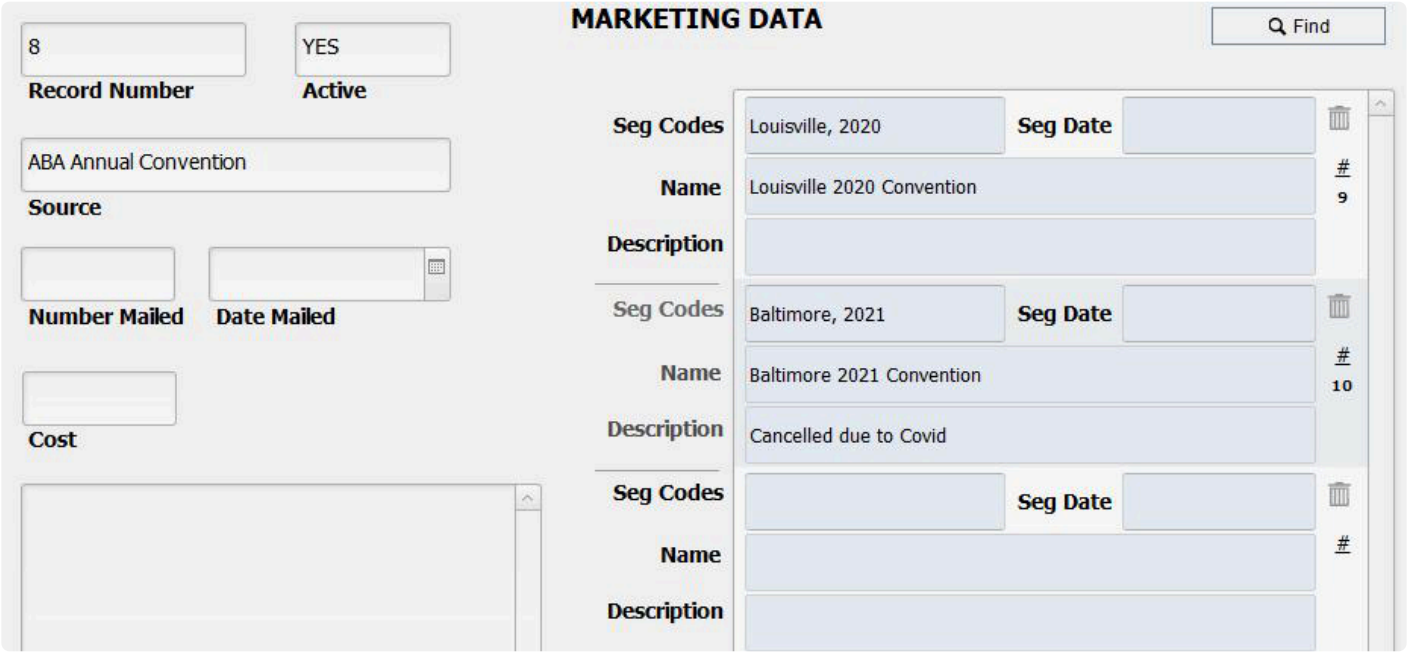
Salesperson: Reference the salesperson to whom the client is credited by selecting from the staff list that presents. Bookings made from the Client record will be tagged with this name and you can get a breakdown of activity attributable to the salesperson by running the Salesperson Totals report in Bookings. **Note: If a salesperson's name is loaded in the Client record when it is linked to a specific Tour Master record, the salesperson will be credited with all of the reservations activity on that tour when you run the P/L Report by Salesperson from TM**

Source and Segment Fields: Working in tandem, these fields allow you to identify how the client became your client. Generally, the Source is something that is "recurring", and the Segment more finely defines it.



In this example, the Client was in contact after having seen an ad that ran in the *Grand Rapids Press* on April 1st, 2018. As more ads run in the *Press*, your Source record remains the same, but multiple "Segments" will be attached. Once you select a Source from the value list that appears, a list of Segments associated with that Source will drop into view, from which you can chose.

These value lists are actually created and maintained in the Support File called "Marketing", accessed from the Home/Dashboard. As you create a Source record, the system will automatically assign it a number and will mark it as "Active". At such time as the Source becomes outdated and you no longer want it to be included in the value list, you can "de-activate" it using the Yes/No value list in the field labeled "Active". Obsolete Segment codes can be deleted by using the trash can icon to the right of the description; however, remember the cautionary warning from Page 6 about deleting in-use values.



In the "Source" field, reference the mailing piece, advertising source, or event that represents your marketing effort; as well as the number mailed and/or the cost of your effort, as appropriate. If the event or marketing effort has "multiples", move over to the "Seg Codes" field to load the factors. Here, the ABA Annual Convention is identified as the "Source" and there are two "Segments", one for the 2020 Convention

and one referencing the 2021. As you continue to participate in the conventions, add new segments to reflect the dates and descriptions.

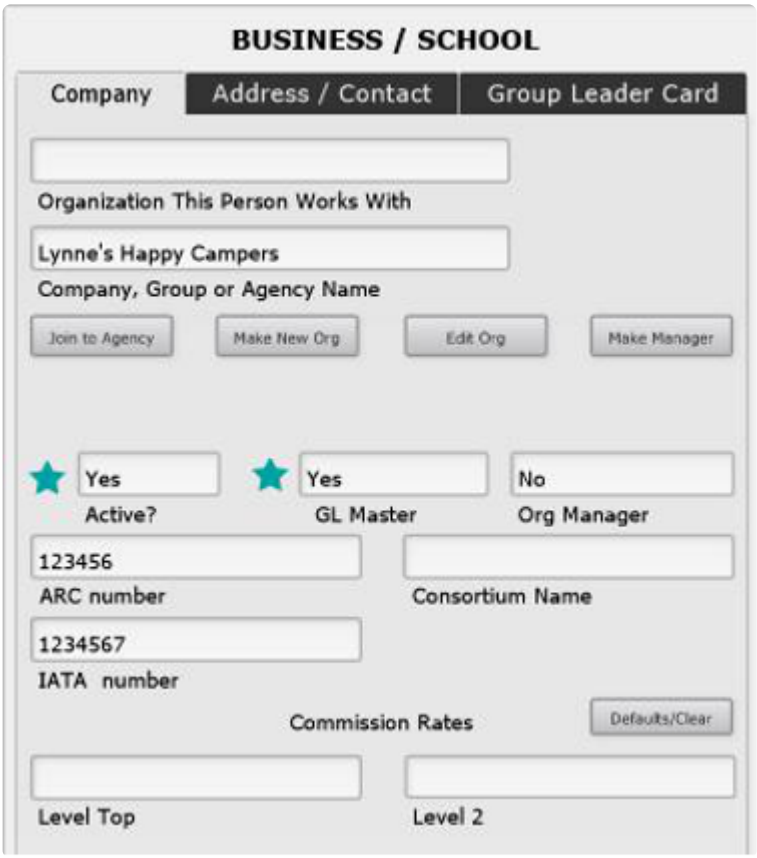
By running the “Source Report” from the Client menu, you are able to track your “return on investment” for a specific marketing effort in terms of either how many new Client records were added or how many requests for information were received compared to the cost of that effort.

Last Contact will indicate the date on which you last were in contact with the Client. The field will auto-fill if you email that Client, fulfill an info request, etc.

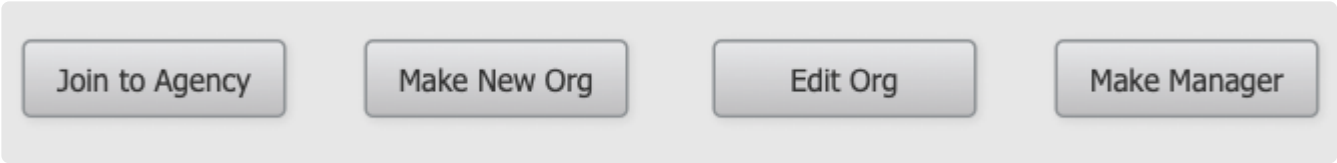
Critical Client Information is used to capture just that…information that is critical for you to know about that potential traveler; perhaps that they require a wheelchair, are legally blind, etc.

Addresses Tab

There is a lot happening on this tab. If you deal with travel agencies at which you have multiple contacts, the pane labeled Business/ School has a number of buttons you may use.



You will use the “Join to Agency” button if your contact should be linked to an agency already resident in your system. In their Client record, clicking this button will step you through a “Find” and then presents a “Select” screen. Pick from the list of “hits”, and once you confirm the selection, that agency’s address, phone, etc., details will load to your current record. Before the process is complete, you will want to manually update things like e-mail addresses, private phone numbers or extensions, and similar.



If your contact leaves to join an agency/school <u>not yet resident</u> in your system, update all of the name, address, contact detail, etc., in their record and click on the “Make New Org” button.

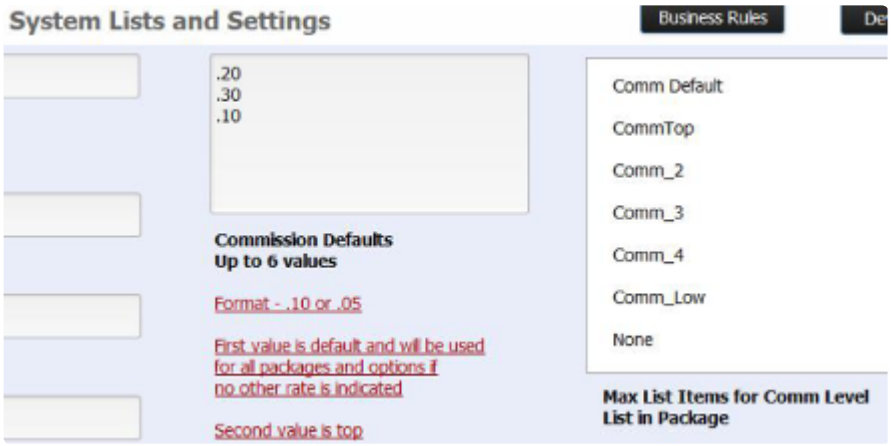
Use the “Edit Org” button if there has been some change in the detail loaded for a given agency—change of address, phone, commission level—that you want applied to all records at the same time. Begin in any one of the records, click on the “Edit Org” button, make whatever change is desired, and confirm that you want that change applied to all related records.

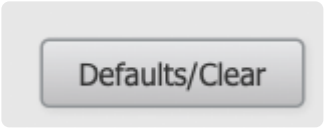
Use the “Make Manager” button to designate the Client who is the manager of a given agency. Begin in the record of the agent that you want to appoint manager and click the “Make Manager” button. The pop-up window will give an indication of who is currently designated manager, at which point you can confirm the change or halt the process. Note the field labeled **“Org Manager”**. That is a “yes/no” indicator of whether the record you have open is, indeed, that of the manager.

While all of this functionality can be applied to a school as well as an agency, it’s fairly obvious (also because of the additional fields that are included in the same quadrant) that it’s more geared toward multiple-location travel agencies. In large part, this functionality exists in order that you can track production from a given agency that has multiple locations. If that is not important to your business model, you will want to simply maintain separate Client records for each individual agent or teacher.

Some of the remaining fields are obvious as to their use. The **ARC** and **IATA** number fields are for free-form entry; the **Consortium** uses a value list from which you can pick the consortium that an agency is part of.

Before explaining what you see under **“Commission Rates”**, let’s look at what is going on back in “Settings”, where there is a place to load Commission Defaults. As can be seen from this screenshot, 20% is set as the default value, 30% as “Top”, and 10% as “Comm 2”.





Back in Client, clicking on the button labeled “Defaults/Clear” will load these values (or, conversely, will clear values previously loaded as appropriate).

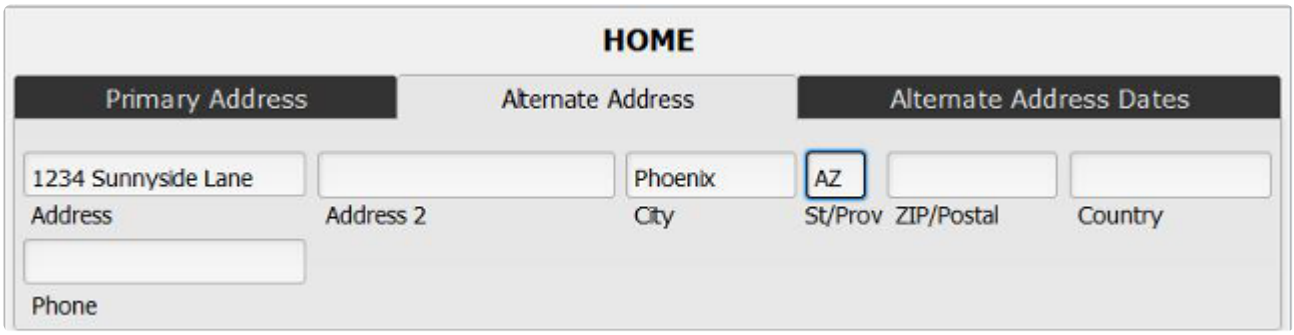
What you have done in loading these fields is set the stage for commission to be calculated on Booking eventually made from this record (explained further in the Booking chapter).

On the next tab, labeled **Address / Contact**, you are able to edit the address associated with the business or school. On the Group Leader Prefs tab, capture the preferences of your group leader as far as things like

preferred departure points, whether gratuities are to be provided as part of the tour cost, etc. Click on the “Print GL Prefs” button to produce a paper copy of the information logged.

In the pane on the right, labeled “Home”, you can reference your contact’s primary address, and—if they are a “snowbird” who winter in Arizona, by example— you can enter the Alternate Address and the dates “from” and “to” that they will be at that address. If a mailing label or a document with an address block is generated during that time frame, the alternate address is the one that will be grabbed.

The



“Update” button found on the “Alternate Address Dates” tab will automatically update **every** “First Date” and “Last Date” from the current year to the next year. **Caution**: Since it’s unlikely the date range for most alternate addresses will be exactly the same from year to year, this feature may not work for you, in which case it’s probably a good idea to stick to manual updates when and where appropriate.

The information reflected under “Mailing Address” is pretty much self-explanatory. **Note: Marking a record “Don’t Mail” will not prevent the Client record from being picked up in any found set that might be assembled for a mailing, but labels or letters will be missing an address which would prompt them being tossed**.

Preferred Contact Method is a value list choice to reference the preferred method for contacting this Client—home or business phone, e-mail, etc.

Mailing Group Tab

On this page, you can assign your Client to one or more marketing niches. At some point, checked values might be part of a “find” used to do a mailing or an email blast.

The appearance is different than most, but the choices that appear as check boxes in the various panes come from value lists which are maintained in the “Value Lists” support file found on the home dashboard.

Group Info Tab

If it hasn’t already been done, you can designate a client as a travel agent or group leader or associate a client with a travel agent or group leader (explained earlier in the Client Entry section) from this tab.

Linkages that have been associated with the Client will appear at the bottom of the screen.

Notes Tab

Compose New Note is for free-form entry of general information about the client, specifics about conversations with them, or perhaps the reason for the record being de-activated. When your entry is complete, click on the “Add this Entry” button and today’s date, your name, and your comments will load to “history” (which can be edited only by a holder of the highest password).

Activities/To Do Tab

From this screen, there are two tabs from which you can create and reference a variety of activities associated with this client; or reference documents—receipts, invoices, etc.—that have been printed/sent to the Client.

Click on **“Add Activity”** to create a record referencing a call, email, meeting, Info Request or Inquiry. Depending on the activity chosen, you will be taken to the appropriate screen to enter text or information. If “e-mail” is selected, you will complete your message and click on either the “Send” or “Send/Attach” button. “Send” will activate a seamless transmission of your message; “Send/Attach” will open the usual dialog box you see when attaching something to an email message. **Note: Messages sent from this area of TourTools™ can be saved for future reference in the Client record**. Note also that you are able to schedule a “To Do” follow-up, that will be linked directly to the “Activity” record. Detailed instructions for sending a “blast” appear at the end of this section.

Add Info Request: To react to a client request for a brochure or some other information, click on this button.

Pick the brochure requested and destination information (if applicable) from the value lists that present. In the same way that you can assign a “Source” and related “Segment” to indicate how the Client came to be a client (explained in detail under “Mailing Groups”), you can capture how the information request came to be (the same value lists are in use in both places). Note that the Action Status of the record is set to “Pending”.

Once you run the report called “Information Request List/Labels” to complete your brochure fulfillment (explained in detail in the “Reports” section of this chapter), the request will be marked “Closed”, and a “To Do” record will be created as a reminder to follow up on the request seven days later. You can otherwise manually create a “To Do” reminder from within the “Info Request” by clicking on the “New To Do Item” button at the bottom of the layout.

To review any of these entries, click on the “up-arrow” icon preceding the listing.

At the bottom of the layout, you’ll notice that there is a recap of the “First Activity” and “Recent Activity”, along with fields representing the first and last year traveled, and the Source/Segment combination for the contact record (explained earlier).

On the **“To Do/Documents”** tab, click on the “Add” button to create a reminder. As mentioned, you can also create them while in the process of logging a new “Information Request” or an “Activity”. For more specific instructions, refer to Chapter 9.

Click on the **“Documents”** tab to see any documents that have been attached to the Client record (process explained on page 8).

Sending an e-Blast

Your first step is to create a “found set” (the Clients to whom you want to send an email). This set might be members of a specific tour, individuals in a particular mailing group, or individuals who have nothing in common. For assistance in assembling a found set of client records, please see page 3 of this user guide.

Next, go to the Reports menu, select **Client Reports**, then select “Unstored Email” or “Email w/ Attachment(s).

Create your email and then at the top of the layout, click the small icon labeled “Send”.

Note: if you want to save the actual email to the Client record(s), you should *first* click on the “Save Message” button.

When you are done, click on the “Back” button.

If you selected the “Save Message” option, the email will save as an “Activity” on the Activities/To Do/Docs tab in Client. The “up arrow” preceding the listings, when clicked, will open for viewing the message that was sent.

Bookings/Quotes Tab

On the left-hand side of the tab, you will see a list of bookings currently linked to this client. Click on “More Detail” to see additional information about the bookings, or click the up-arrow icon preceding to actually open the reservation in question. Click on the “Archive” button to see information on bookings that have been archived (records that have been deleted from the Bookings data base, details of which have been saved for historic purposes). On the right, in the area named “Bookings for this Record as Group Leader”, a list of bookings related to a Client identified as a “Master/GL” record will display. In the area “Proposals/ Records” you will see a list of all proposals sent to the Client. Clicking on the up-arrow that references either will take you to the related record.

Web Tab

If your system and your website are interfaced, and your Clients are required to create an online presence, there are two fields on this tab where you will record and maintain logon and password details.

Reports from the Client Reports Menu

Unstored Quick Letter/Unstored E-Mail: These are used to produce a quick letter or e-mail that you may not want to permanently store. (If you do, click on the “Save Message” button at the top of each layout). Any of these documents can be sent to one recipient or by a “blast” to multiple records in a “found set”.

Information Request List/Labels: This report is usually run by date or date range (represented in FileMaker as a begin date followed by an ellipsis and the close date (by example 6/25/2018…6/30/2018) to retrieve a list of individuals having requested information, the date of their request, what they requested and in what quantity. In addition to the list, you can generate mailing labels and can request that the information requests be marked as “closed”. As soon as the records are closed, a To Do reminder is created for you, to follow up on the information request one week later.

Information Request Report: This report gives you totals of *what* was requested and in what quantity, without identifying *who* did the requesting.

Source Report: Run this report to get totals on the source codes that were loaded at the Client level or at the “Info Request” level.

Passport Information: This report is initially a form that can be used to solicit from your traveler their passport and emergency information and may thenserve as a report you can provide to an escort accompanying a particular tour. In such a case, you would perform a“find” on the tour code from the “Use Find” layout and then print the document.

Emergency Information: Use this report as you would the Passport Report. This form reflects the information included on the Emergency Info screen as well as birth dates, etc.

Labels/Envelope: Use to generate labels or envelopes for your found set.

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

Chapter 3: Vendor

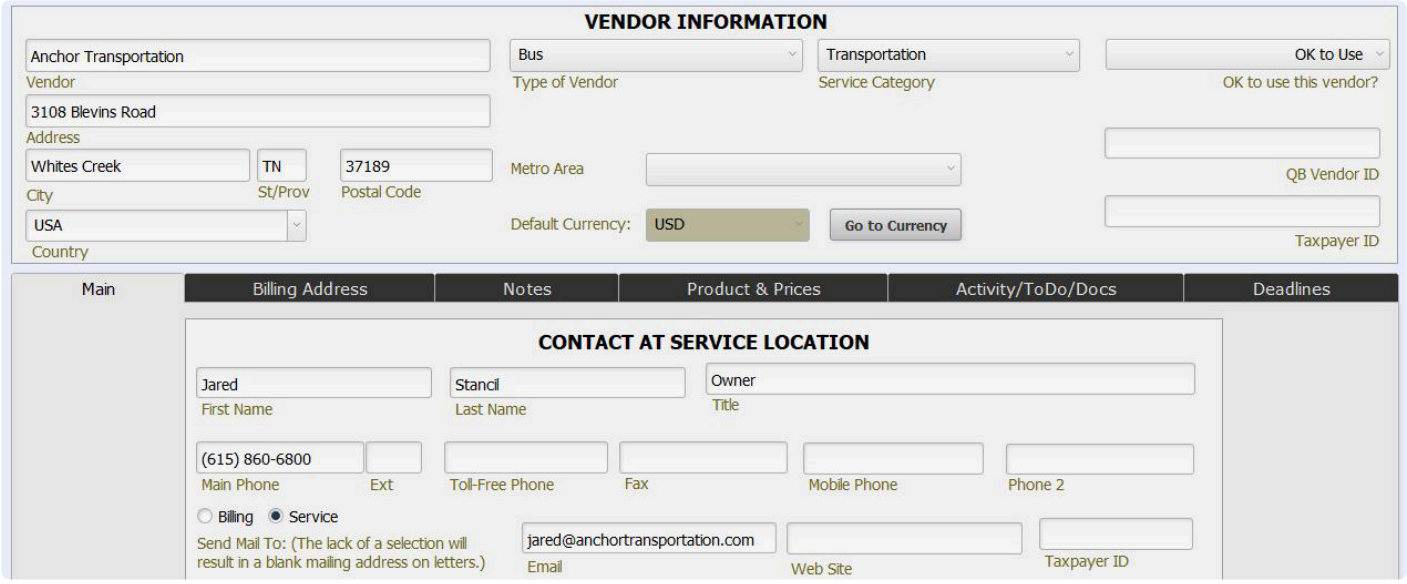
Store contact details, rate information and inventory detail for the suppliers with which you do business.

In many ways, the Vendor module is at the very heart of TourTools™. The Price/Inventory Records created here are the elements that are ultimately bundled into the Packages being sold, thereby creating receivables. And, each of those Package elements has a corresponding Operations record, where Bookings meet services sold, thereby creating payables.

Creating a New Vendor

> Before creating a new Vendor, try to find it. This simple step can prevent duplication of vendor records.

To create a new record, click on the "+ New Vendor" button at the top of the screen.

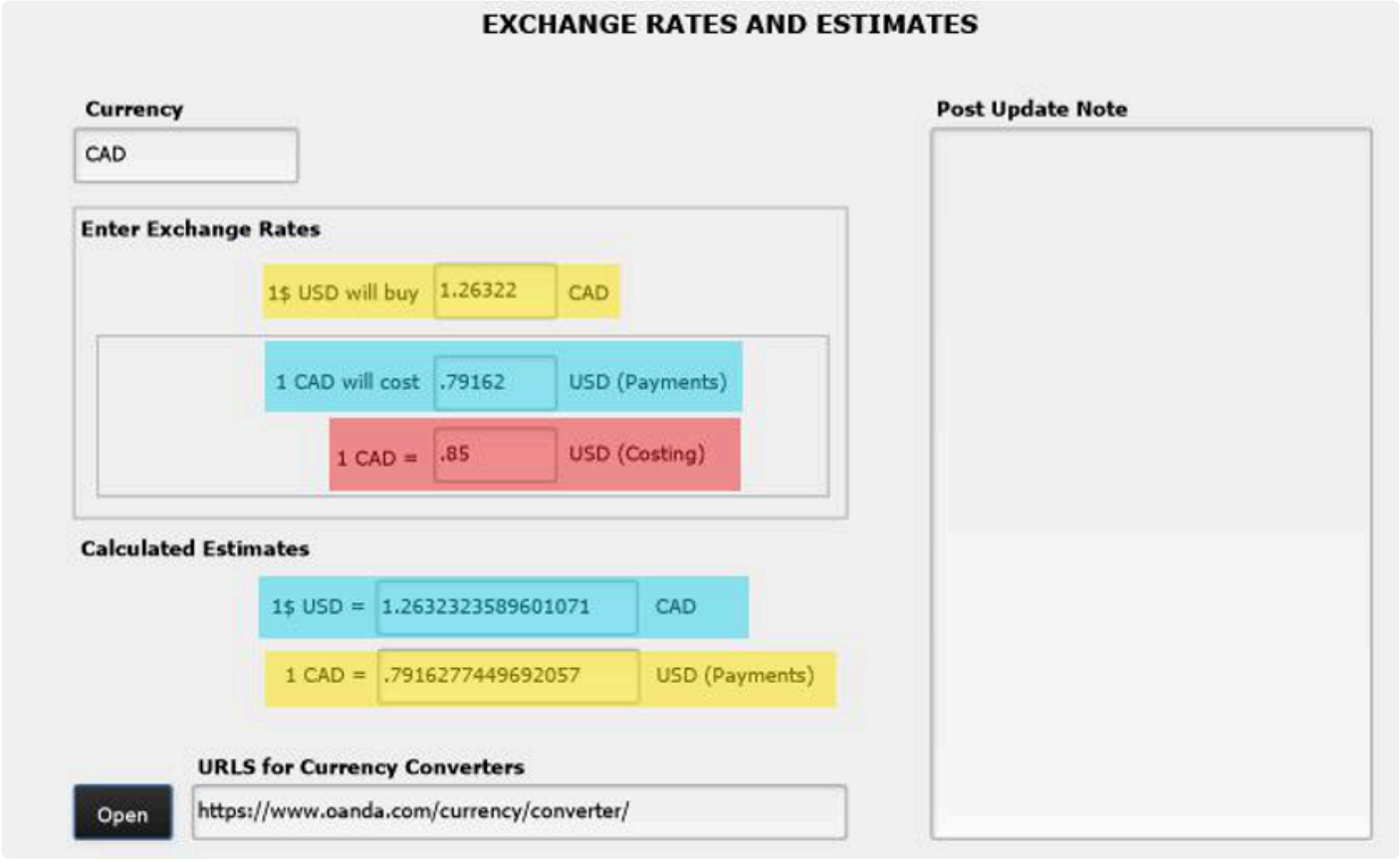


Most of the fields are obvious as to the content. As in Client, it is not necessary to enter a city and state; rather, enter the zip code and those fields will "auto-fill". "Phone fields" will automatically format; in other words, there's no need to include punctuation as you input the number, the system will add that for you. Select the "Service Category" and "Type of Vendor" from value lists that present. These lists are maintained in the Value Lists Support File, accessed from the home dashboard.

By default, the "Default Currency" field will auto-fill with "USD". If this is not correct, select from the value list the monetary unit that the Vendor will be paid in (this value list compiles based on the currency records that exist in the Currency Support File). To create or reference a currency record and/or establish exchange rates, click on the 'Go to Currency" button.

Creating and Maintaining Currency Records

Let's segue a moment to address the issue of "Currency". In the Support File so named, create a new record by clicking on the "+ New" button and identify the currency with the universally accepted three-character code. Note there is a field where you can load the URL of your favorite currency exchange website, which can be accessed by clicking on the "Open" button.



Complete the record by filling in the first field, highlighted in this example at the top, in yellow. This amount represents what one US Dollar will *purchase* in the foreign currency. Once that field is loaded, the corresponding yellow-highlighted field below will auto-fill with the "inverse" value of the currency, or, what one currency unit will *cost* in US Dollars. Take that number—rounded if you wish—and load it in the field highlighted here in blue at the top of the screen. That is the exchange rate that will be in effect were you to make a payment from Ops. The inverse of *that* amount will auto-load to the blue highlighted field below.

The last—and most important —field to complete is the one highlighted in red, labeled "Costing". As you build a Package using services from the Vendor in question, this amount is what will be used to convert/ calculate the cost. **Since many tours are costed a year or more in advance of their actual operation, you will probably want to allow some "wiggle room" to allow for fluctuation in the exchange rate**. In this scenario, the exchange rate could change by more than five cents in the Vendor's favor before the costing of the trip would be negatively affected. Conversely, if the exchange rate improves by the time we have to pay the Vendor, the profit margin on the Package increases.

When all of your input is complete, use the “Post Update Note” field to load some reference of who last updated the rate—perhaps their initials—and on what date.

More specifics on currency exchanges as they relate to costing tours and making payments are covered in the Package and Ops chapters.

The importance of properly identifying the currency in which the supplier will be paid cannot be overstated. If it is mis-identified and the currency mis-valued, there will be cascading effects that could negatively impact your pricing and profitability.

If an incorrect currency is associated with a Vendor record at this level and goes undetected to the point that Operations records have been created, there is no “fix” other than to strip the incorrect Price/Inventory record from each affected Package, and then delete the P/I record from the Vendor record. Only then can you reassign the currency associated with the Vendor and start building your P/I records, Packages, etc., all over again (all of this will be explained further as we move along).

Back to the front page of the record…In the fields referenced as “Contact at Service Location”, load details of your primary contact. At the very bottom of the screen, is an area where you can load additional contact details. Notice the section referenced “Tours on Which This Vendor is Being Used”. Nothing will appear here until Price/Inventory records for this Vendor are linked to Packages, and Operations records are created (processes explained as we move along).

Billing Address Tab

In situations where the physical address *of* and contact information *for* the Vendor is different from what you use when contracting services, use this screen to load the alternate information. An example might be the Westin Hotel in Halifax that you actually contract via the Westin sales office in Chicago. On the Billing Address section, load the details for your contact in Chicago. Select the address to which mail should be sent by clicking on the appropriate “Send Mail To” button.

If your system is interfaced to QuickBooks, there is a field in the upper right of this particular layout to reference the ID number for the Vendor. In the taxpayer ID field, enter the Vendor’s EIN as you wish.

Notes Tab

This is one of many spots where you can enter “notes” that become part of printed documents later on. The field labels give an indication of which notes appear on what documents.

You may wish to enter colorful and enticing marketing copy into the ***Proposal Notes*** field.

Itinerary Notes tend to be more informational or instructional, as they are included on documents provided to the individual travelers.

In the ***Escort Notes*** field, common entries include information that your escort should be aware of like

restaurant hours, the fact that the hotel likes to welcome the group upon arrival, etc.

In the ***Drivers Notes*** field you might touch on where passengers should be dropped and where parking is available.

Notes made in the ***Follow Up Comments*** field are strictly for internal use. You might want to note how much time is needed to tour an attraction, or specifics about how many and what type of vehicles a particular motorcoach operator has in their fleet.

At the end of this manual, there is a complete section dedicated to notes; where they originate, how they can be edited, etc. Meanwhile, given that notes will copy from one part of the system to the next in sort of a hierarchical way, it makes sense to initially load multiple descriptions at the Vendor level, knowing that edits are possible as you move along. By example, the Vendor might be a hotel, for which you are going to create Price Inventory records for rooms and for meals. Go ahead and enter descriptive information for both services in the same field, knowing that what is not appropriate to the *specific* record down line can be edited out, without there being any effect on the *original* note.

Activity/To Do/Docs Tab

(We’re intentionally skipping over the Product & Prices tab; we’ll get back to that in a minute).

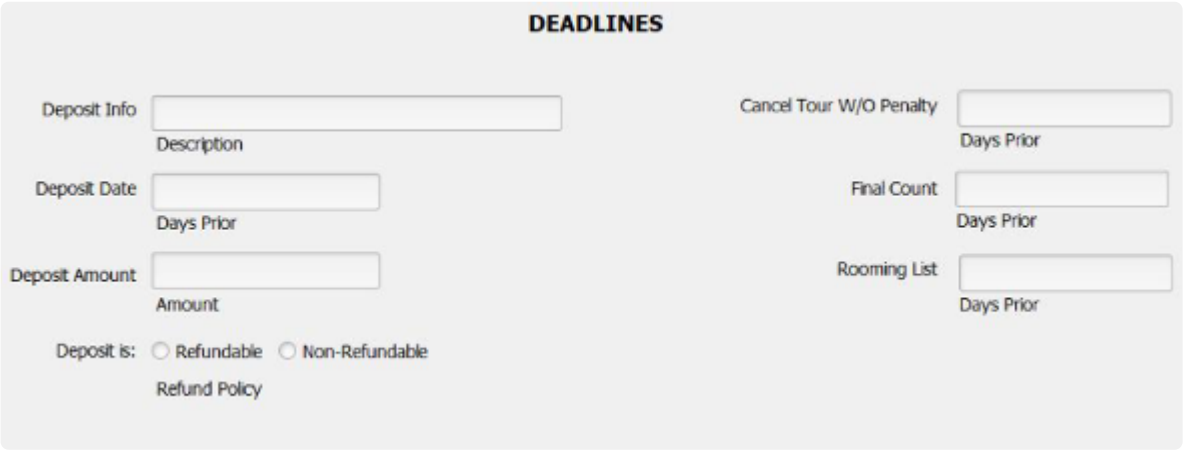
This layout is pretty busy. In the pane labeled “Activities” you are able to create and store emails, phone calls, and similar, just as you do in Client. Functionality in the “To Do” area is also identical to what happens in Client.

Store “Bank Account Information” as suits your situation. The field labeled BLZ relates to German bank account numbers.

The “Primary Destinations List” displays values from the “Destinations” support file maintained from the Home page. You can create values representative of the *specific* or *general* geographic location of the Vendor, or the type of tour on which this Vendor is used. Be aware that Tour Master records are tagged with a destination value, so when it comes time to create a tour to San Antonio or “The Great Southwest”, the classification you used for the Vendor record should probably be the same one you pick to classify the tour.

Documents associated with a particular Vendor, perhaps a copy of a motorcoach company’s promo piece with photos and specs on their fleet, can be attached to the record by clicking on the “Load Doc” button. You will be stepped through the process of naming and describing the document, then browsing, identifying and attaching the document. Once attached, the document can be viewed by going to the “Activities/To Do/Docs” tab and then clicking on the “Documents” tab on the right.

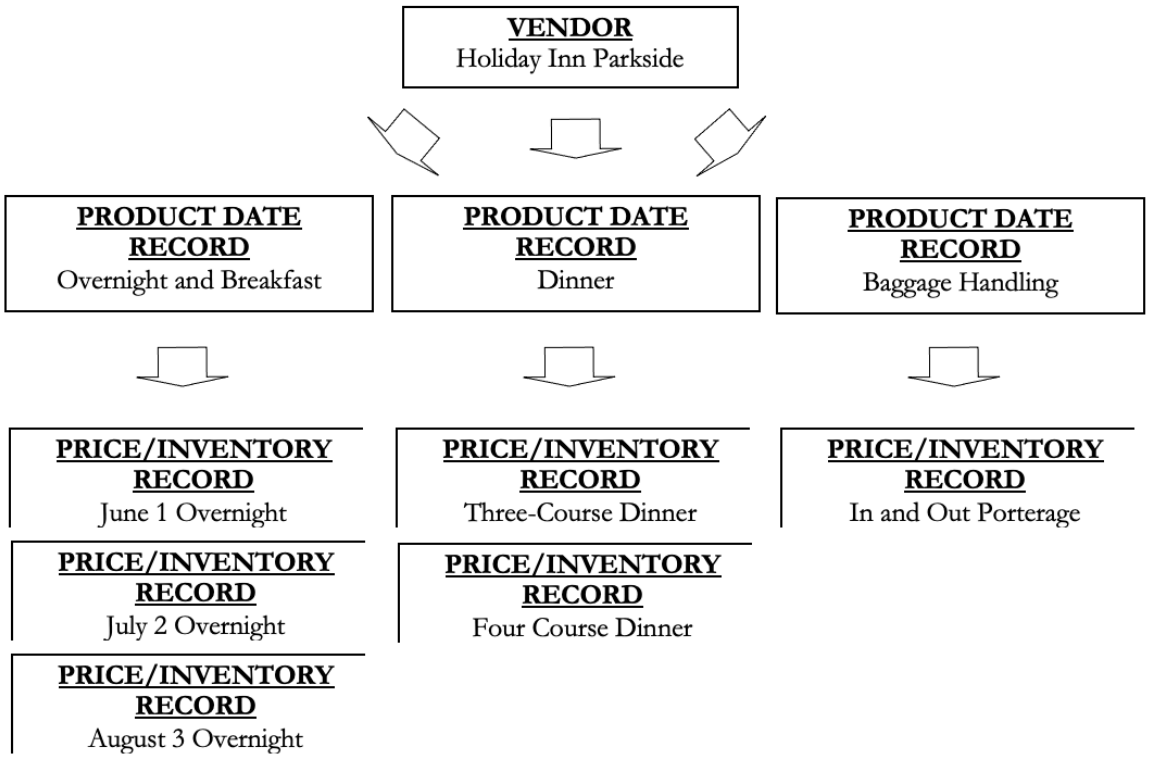
Deadlines Tab



Fields in this area should be completed only when the deadlines, amounts and terms referenced are always the same for the Vendor, which in reality is rarely the case. More often than not, deadlines and amounts are dependent on variables like the date of service, the size of the group, and the like. As such, it usually makes more sense to create “To Do” reminders in your Ops records, which will be tied to a very specific service, in connection with a very specific tour. If you do elect to fill in the fields here, To Do reminders will be created for you each and every time this Vendor is linked to a Package.

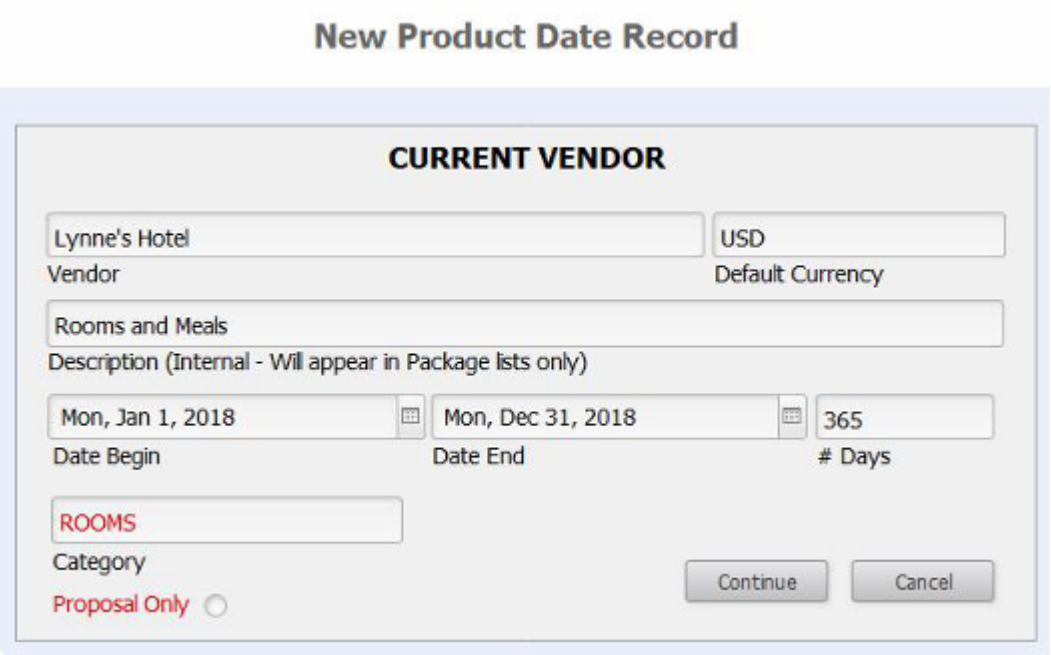
Product & Prices Tab

The loading of services you have contracted with your suppliers begins here, but before proceeding, it may be helpful to look at the process in terms of a “flow chart”. At the top of the chart is your **Vendor**, from which you purchase a variety of products grouped in a **Product Date Record**, each of which takes the form of a **Price/Inventory Record**.



It might be helpful to think of the relationships in this part of the program as a series of file cabinets, each of which has multiple drawers, in which are contained all of your contracts. In the example that follows, Lynne's Hotel—the Vendor—is the file cabinet, and we are about to allocate and label one drawer (a Product Date Record), in which we expect to find paperwork documenting all of the reservations we have made for accommodations and meals anytime during 2018 (represented by Price Inventory records). At the point we contract services for 2019, we will create—manually or via the "duplicate" process—a second Product Date Record (a second drawer), in which we will find Price Inventory records (contracts) related to reservations for the new year.

To create a Product Date Record, click on the "+ New" button located mid-screen. The Vendor name auto-loads as does the Default Currency. The description you give the Product Date Record will reference the services that you are about to create at the Price/Inventory level.



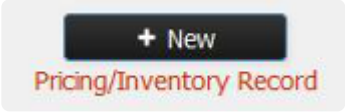
The Date Begin and Date End fields define the period of time during which the product specified is available. The range may be as long as a year or may reflect seasonality. The "# Days" field will auto-fill. **The Category description is essential to the "Tour Duplicate" function available in Tour Master working properly.** That process will be explained in detail in Chapter 4. At this juncture, the most important thing to know is that **if you have multiple Product Date Records whose dates overlap <u>even by a single day</u>, it is critical that they be assigned different categories. It is recommended that the category be kept simple…one word is good**.

Select the "Proposal Only" button if the Price/Inventory records you are about to create are "generic"—perhaps the costs are estimated, and you do not actually have the service contracted with the supplier—and are needed only for purposes of being able to put together a proposal. Marking them as such will prevent them their being mistaken for the "real thing" when used in packages.

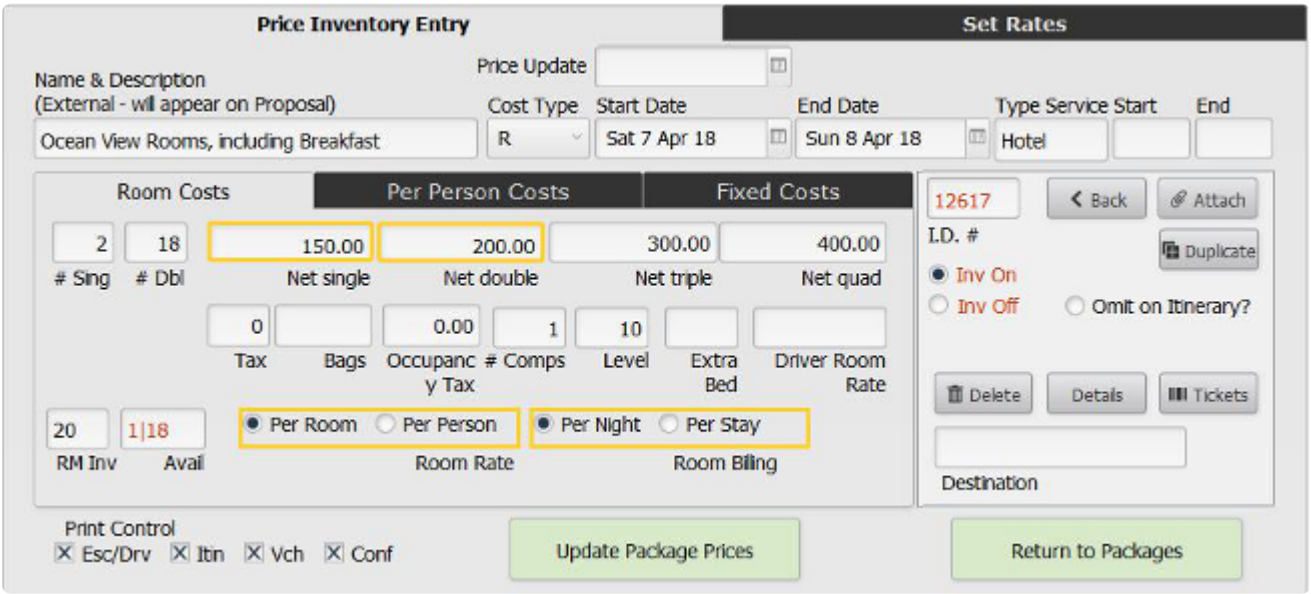
Click on the *Continue* button to proceed (as you are in the middle of a script), or on *Cancel* if you do not wish to move forward.

Inventory & Pricing Data Tab

The completed Product Date record has one additional field to note, that being "Destination (Internal)". The attached value list also draws from the "Destinations" Support File, and your choice will *usually* be the city where the Vendor is actually located. Looking ahead, this assignment becomes useful when you link Vendor services to a Package, as one of the ways you can select the Vendor whose service you want to link is to pick by "Destination" (explained in greater detail in the Chapter 5). When you might type or select a *different* value is when the Vendor, let's say a hotel in Alexandria, VA, is being used in connection with a Package for Washington, DC. In such a case, you would label the "Destination" as being Washington, DC, not Alexandria. A good rule of thumb is to think in terms of this field as being an "in connection with" pointer. Note that it's perfectly acceptable to not load any value in this field. Not doing so only means you won't be able to link the service to a Package using the "Destination" process referred to in Chapter 5.



You are now at the point where, from within the parameters of this Product Date Record, you can create a Price/Inventory record. To start, click on the "+ New" button. For now, ignore what appears at the top left part of your screen referencing the Current Tour# and Package#. Initially, this has nothing to do with the record you are creating. At the point the record is being attached to a Package, the information that displays will be relevant.



Looking, then, at the part of the layout labeled "Price Inventory Entry", the **Name & Description**, as you'll note, is "external" and is what will appear on proposals and itineraries, so be clear and succinct. If you are creating a "Proposal Only" record, you might want to get in the habit of prefacing your description with the word "Proposed"; another measure that will help avoid the accidental "misinterpretation" of the record.

In the **Cost Type** field, select F, P or R (Fixed, Per Person, or Room), or let that value be set automatically upon entry on any one of the three related tabs in the record.

The **Start Date and End Date** will initially auto-load as the dates assigned in your Product Date record but can be overtyped as has been done in the example. For services like a theme park admission that remains constant all year, the year-long date range would be applicable. For a tour-related motorcoach charter, your date range will be as long as the tour. In the case of hotel accommodations, you have two choices. One is to create one record for *each overnight*; the other is to set up a date range, with the Start Date being the date of check in, and the End Date being the date of check out. The biggest factor that should drive your decision is…will every member of the traveling party be with the group every night, or does the possibility exist that some will miss a night due to late arrival or early departure? If you want to be able to eventually generate a separate roomlist for each night of the stay and not have to make any manual adjustments to the payable created for the hotel in Ops, then you will create a separate Price/Inventory record for each overnight.

The **Type Service** will also auto-load as the same value used to classify the Vendor. The same value list is attached to the field and you may, if you wish, re-classify the record. By example, if you are creating a record representing dinner at Hotel Washington, you might change the Type Service from “Hotel” to “Meals”.

In cases where your service has a specific start and/or end time—a theater performance or restaurant reservation, by example—you will want to fill in the **Time Begin** and possibly also the **Time End** field.

Note that the system is again assigning “ID numbers” to the records that you are creating. The Vendor has a number, seen in the upper left corner of the Vendor record.

When you drive down a level, to the Product Date Record, it also references an ID, in the same upper left position…

…as does the Price/Inventory record, just to the right of the Room, Per Person and Fixed tabs.

If you want to manage inventory for a Room or Per Person service here in Vendor, you will click **Inv On**. Doing so necessitates that you then load a figure representing the quantity on hand. In our example, since we are talking about rooms, we loaded 2 (rooms) in the # Sing field and 18 in the #Dbl. Please note that inventory can be controlled for a daily/one-off service, an overnight service, or for a “stay”. You cannot set up a date range (for example January 1, 2018 through December 31, 2018) and expect to manage the inventory for *each day*. Instead, you must create a *separate* Price/Inventory record for *each day* with its own cost and inventory (easy to do using the Dupe feature, which will be addressed shortly).

Note that the numbers you load can be “massaged” as needed. By example, if you max out the number of tickets booked for a given theater performance and are able to obtain additional, simply up the count. Similarly, if you release tickets back to the theater due to slow sales, you will want to adjust the number downward.

If it is not necessary to manage inventory—for a service like shuttle vouchers, by example—you will leave inventory turned off.

The button just below, **Omit on Itin?**, signals the program to not list the service in an itinerary. Items like a per-diem allowance for your tour manager’s on-the-road expenses would likely be treated this way. The cost for that service needs be included in your Package for pricing but should not show up as a “line item” in the documents your client or passenger receives.

As mentioned earlier, there are three kinds of costs that you can manage in TourTools™, Fixed, Per Person, and Room. Fixed costs are those that will be shared by the entire group. Some examples are the cost of a motorcoach, or tour manager wages. Per person costs are fairly obvious; anything like a meal or a theatre ticket that will be charged on a per-person basis falls into this category. Anything that has a room component to it—hotel rooms, cabins on a ship, or a resort stay—will be loaded as Room costs. **Only one type of cost can be loaded in a single record.** To elaborate on each a bit more:

Fixed Costs

Using a motorcoach charter as an example and moving across the fields of entry from left to right, the Fixed Inv field is where you can input the number of busses you have chartered for a particular tour. To accommodate the cost, you can use either the **FX Group Cost** field or the **Group Cost/Daily** field. The difference between the two is as follows:

Example

You have contracted with a motorcoach company for an over-the-road charter for the period January 1 to 7, 2018. The cost for the week will be $5,500. You will load that amount as a FX Group Cost, associated with a Begin Date of January 1 and an End Date of the 7th.

From the same company, you contract shuttle services on a daily basis quite frequently throughout the season. One airport-to-hotel trip costs $250, which amount you will load as a Group Cost/Daily. The date range for this record might be January 1 through December 31, which implies that you can pull this service into any number of Packages, so long as the date of usage falls between January 1st and December 31st.

Two unique things to note about Fixed Costs: First, loading a number in the “Fixed Inv” field is simply an indication of how many of that service has been contracted and provides no inventory control. In other words, if you charter two coaches for a tour and enter “2” in the “Fixed Inv” field, there is nothing to prevent you from adding *three* coaches at the point you link the Price/Inventory record to a Package.

Second, the field referencing Capacity is **also not providing any inventory control**. For the charter service used in our example, you might load 45 as being the number of seats on the bus. Again, this is for reference only since there’s nothing to alert you when you book more than 45 passengers on the tour using the charter. If you feel it essential to carefully watch capacity on the bus— in other words there’s no other inventoried component in your Package that will prevent exceeding the number of seats available—then consider creating what we call a “Max Pax” record, which serves specifically as a “counter”. The per person record will be dated the same as your charter record, will obviously have no cost associated with it, but will have inventory turned “on” and loaded.

Per Person Costs:

Once again using theater tickets as an example, your **Begin** and **End Dates** will be the same and you may want to load the starting time of the play in the **Time Begin** field and the approximate end time in the **Time End** field. Inventory would be turned “on”, and the number of tickets you are holding would be entered in the **PP Inv** field. As mentioned earlier, if you have a block of 35 tickets, at the point you tried to sell a 36th person on the Package featuring this service, the booking would waitlist.

As bookings are made on Packages using the service, the inventory will decrement, and you will see the quantity still available in the **Avail** field.

If complimentary tickets based on sales will accrue to you from the Vendor, enter the number and the level at which you will receive them in the **#Comps** and **Level** fields. If, by example, you will earn one free ticket for every 40 sold, your entry will be 1 and 40. If you have a situation where you will earn a free ticket

regardless of whether you sell 4 or 40, you will simply enter 1 in the #Comps field and nothing in the Level field.

Room Costs

Referring to the example shown earlier, you will use the Room Costs tab when loading inventory and costs relating to the reservation of rooms with a hotel, cabins with a cruise line, or a package of arrangements with an all-inclusive resort. Note that your **End Date will always be the date of check out**, so at the very least, (as in the case of a single overnight) all of your records will have a one-day difference in the Begin and End fields. In the Inv fields, you will load the number of single and double rooms booked, if you have checked “Inv On”. Note that any Bookings eventually made on a triple or quad occupancy basis will draw from the inventory loaded in the **# Dbl** field; only singles will decrement the number loaded in the **# Sing** field. The total number of rooms loaded in the record will appear in the lower left corner, adjacent to the **Avail** field, which—as Bookings accrue—will reflect what is still available.

The next four fields are for input of the single, double, triple and quad room costs. In the **Tax** field, load a decimal figure representing the tax rate, if applicable. In the field labeled **Bags**, load the per-person cost for baggage handling (obviously, if you create separate records for each individual night, only one should contain the baggage handling fee; or, consider the possibility of creating a Price/Inventory for *just* the cost of porterage in and out). In the last field, **Occupancy Tax**, load a dollar amount representing any occupancy tax on the room. On the far right is a field to indicate the **#Comps** and **Level**. Your input here should be indicative of how many rooms will be comped for how many rooms sold.

If the hotel quotes a flat rate for a room on single or double occupancy and quotes the cost for triple or quad occupancy by giving an “extra bed” cost, that cost will go in the field labeled **Extra Bed**.

Finally, if you are responsible for the cost of the driver’s room on tour and the hotel offers a special rate for same, enter the amount in the last field, **Driver Room Rate**.

On the next line, identify the “billing structure”. You’ll note the choices are to bill per person or per room, and per night or per stay.

Note: When the “extra bed” or “driver room” rates are considered for pricing in Package, they will be subject to the same tax rates as indicated in the line above, so both entries should be net amounts. Also, when you specify that the costs are “per stay”, the occupancy tax should likewise be for the stay, as should the cost for the extra bed and the driver’s room.

Two very important things to be aware of when it comes to Price/Inventory records once linked to a Package:

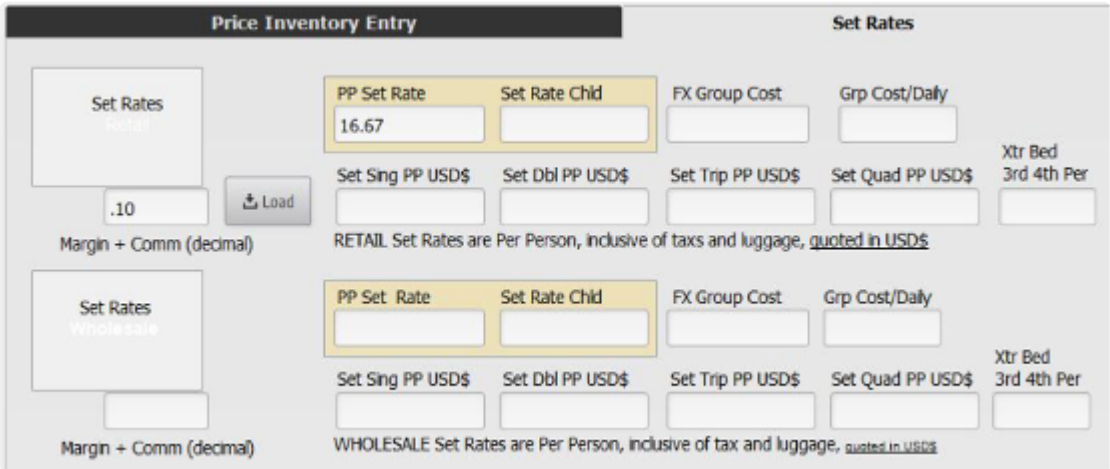
1) **If you have a specifically dated record, by example for a hotel overnight, you cannot change the start or end date.**
2) **Inventory control cannot be toggled on or off.**

The "fix" in either case is to delete and then repair and replace the Price/Inventory record in the Package; in other words, replace it with an updated version of itself.

Net vs Set Prices

As was explained at the beginning of the chapter, the cost you load in the Price Inventory record will be considered when the Package it becomes part of is priced, since that cost represents what you will owe the Vendor for the service. Part of the pricing process will be to establish a percentage of profit, which percentage will impact the total net cost of all the included Vendor services UNLESS you wish to *exempt* any and instead account for the profit here in Vendor. To do so, you will still load your net prices on the tab labeled Price Inventory Entry, but then move to the Set Rates tab and continue as follows:

In the field labeled Margin + Comm, enter the combined margin of profit and commission, then click the "Load" button. Doing so will load the calculated result in the corresponding field.



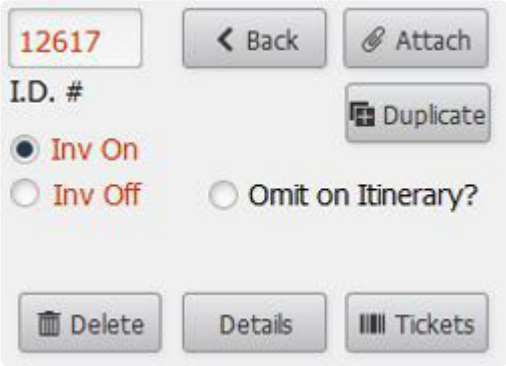
In this example, $15 was input as the per person cost on the previous tab, .10 was input as the margin and, after clicking "Load", $16.67 dropped into the "PP Set Field" (if you wish, the calculated amount can be rounded by simply overtyping the figure).

When this Price Inventory record is linked to a Package, $15 is still the amount that will load as the net payable, but this and any other Price Inventory records that have been linked using the "Set" pricing, will be impacted by the margin (not markup; the difference is explained in Chapter 5) of profit referenced in Package. Rather, that percentage will be ignored given the profit has already been accounted for back in the Price/Inventory record (in our example, $1.67).

The choice of whether to use Net or Set prices is made when you create your itinerary in Package, using either the "Attach" or "List by Name" method.

Note that there are two types of Set rates; one is for elements to be included in a Package to be sold Retail (this is the system default) and the other is for use in Wholesale pricing. **The ability to offer Wholesale pricing is not resident in the "generic" system and would be considered a customization)**.

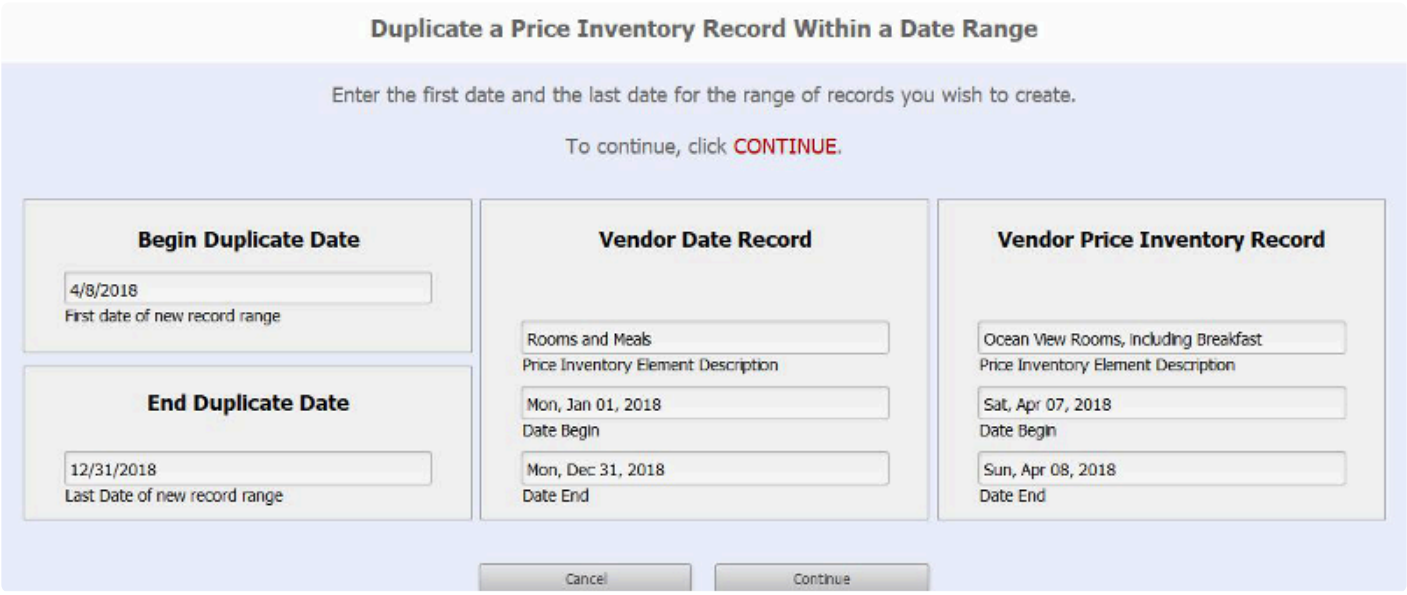
Navigational Button Bank



Clicking on the **< Back** button will return you to the Product and Prices tab in the record.

Use the **Attach** button to attach Vendor records to Packages. Chapter 5 will explain the process in detail.

The **Duplicate** button (process) will save you an immeasurable amount of time in setting up records that are similar or identical to records that already exist. To use, position yourself within the record you want to copy, and click on the button. You will be asked whether you want to make a single copy of the record or if you want to replicate a range. If you choose the first, an exact duplicate of the original record will be created, the dates and possibly other details of which you will need to alter. If you pick the latter, this screen will present:



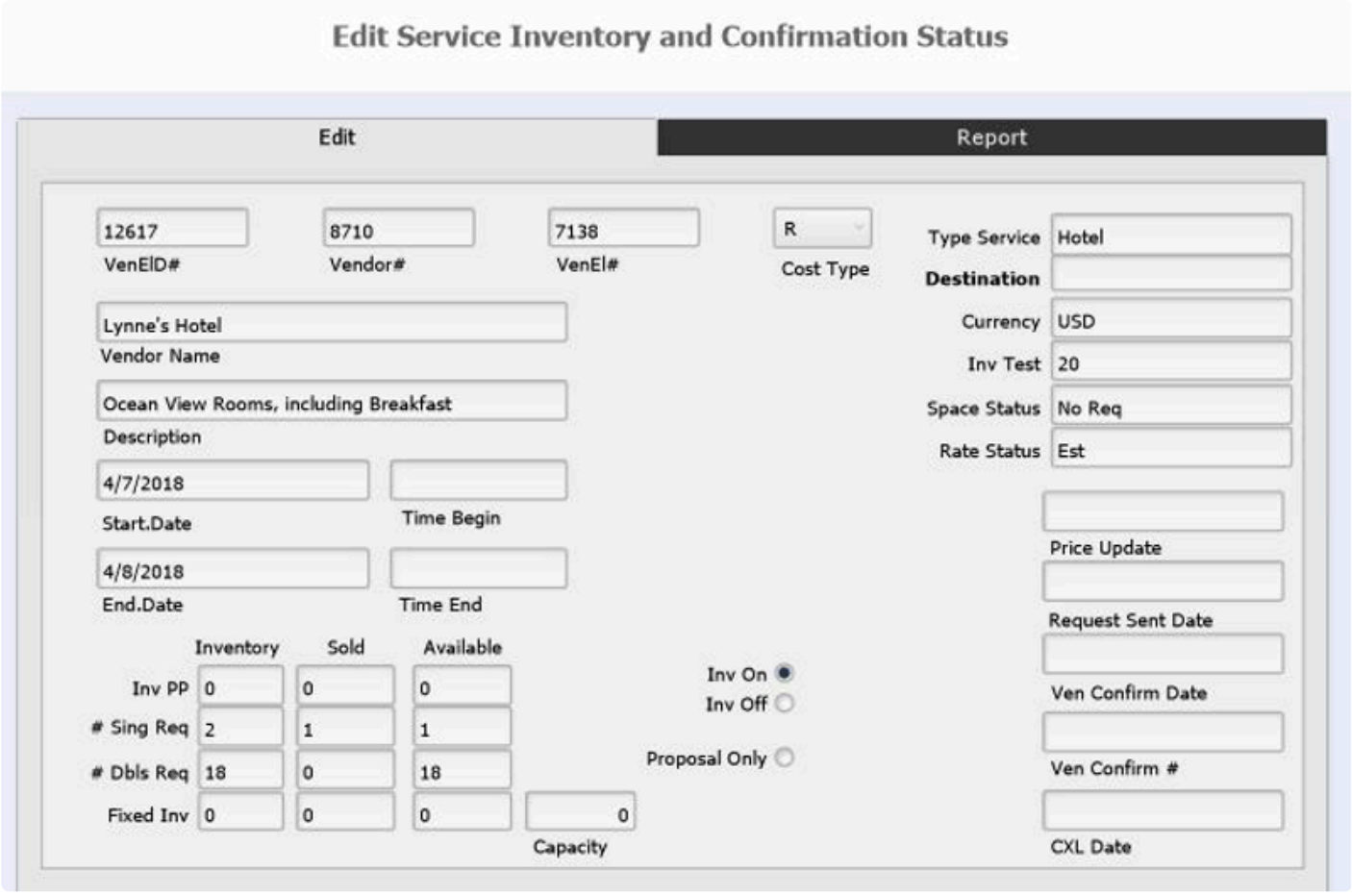
In the center of the layout, the Product Date Record description and date range is referenced. To the right of that is a reconfirmation of the description and the date of the Price/Inventory record you are copying.

Initially, the white fields to the left will display, in the **First Date** field, the day *following* the service being copied—in this case, April 8th—all the way to the last date of your product date record, December 31st. What you will want to do is edit the **End Duplicate Date** to show instead the check-out date for your *last* record, let's say, April 10th.In this example, clicking on the Continue button will create two new records; one

for an overnight on the 8th and one for the 9th.

Use the **Delete** button if the record is not needed. Note, however, that you will be thwarted in its removal if it has been attached to a Package.

Clicking on the **Details** button will present a multi-tabbed layout, the top half of which looks like this:



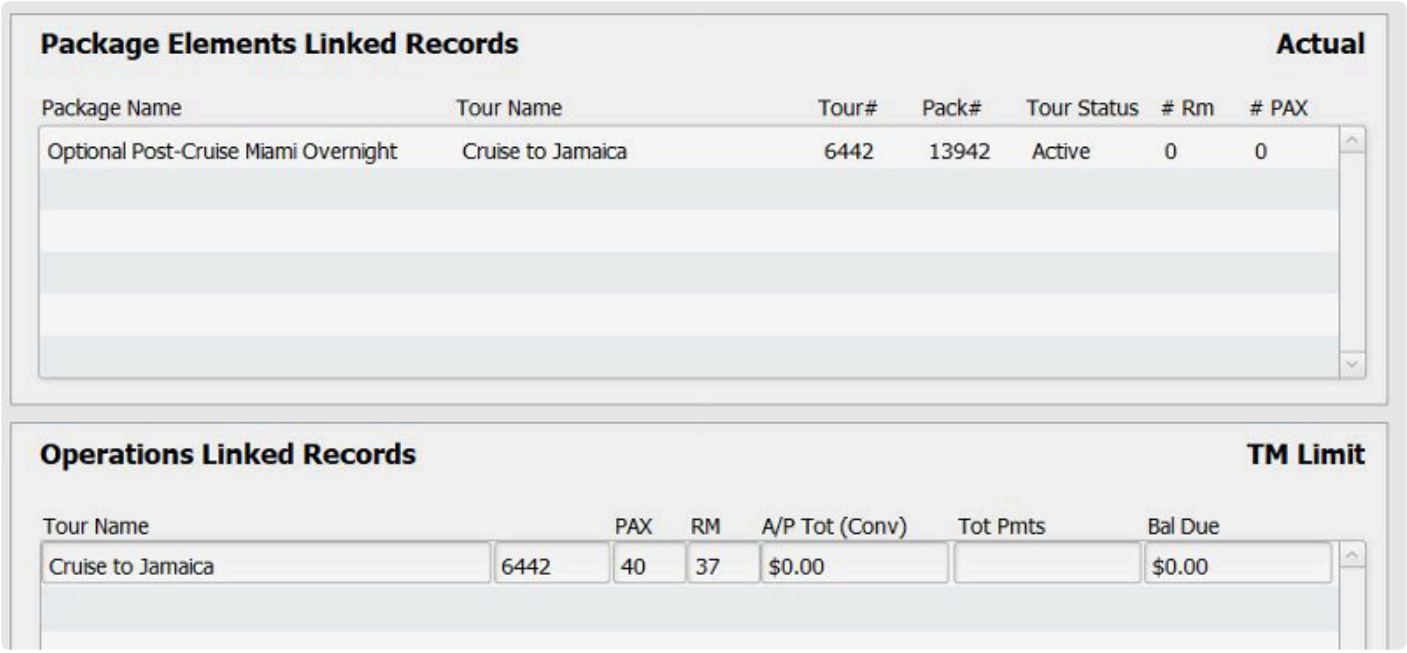
Much of what displays on the **Edit** tab are details from the Price/Inventory record. For point of reference, the field labeled VenElD# is the number assigned to the Price/Inventory record; the Vendor# is obvious; the VenEl# is the Product Date Record's ID number.

The fields in the lower right are reserved for input of dates on which you may have updated the costs in the record (process explained on the next page), sent a request for service *to* the vendor, received a confirmation of the request from the vendor, any pertinent confirmation or contract numbers, or the date on which you requested cancellation of the service.

From the **Report** tab, you are able to run a "Vendor Status List", reflecting the details of the Price/Inventory records, including what's been inventoried, what's still available, and how many Packages are using the product.

At the bottom of the layout, there are two panes, one labeled "Package Elements Linked Records" where

you are able to reference which Package(s) this record has been attached to. The lower section of the screen references the Operations records that are linked to the Price/Inventory record.



The two remaining areas at the bottom of your Price Inventory record are the **Print Control** check boxes and the **Update Package Prices** button. The check boxes are used to indicate whether you want the particular Price Inventory to be represented on the print document specified. If it's something not appropriate to be included in the itinerary that will be provided to your travelers, by example, then that box would not be checked. Note that this choice also presents in Ops.

The Update Package Prices button can be used if there is a price change that needs to considered as "global", in other words needs to be changed in **every Package** to which it's been linked. When you use this functionality, the cost reflected in each Package will be changed, but you will have to manually update the Package pricing and, if the effect is significant, re-publish all of them.

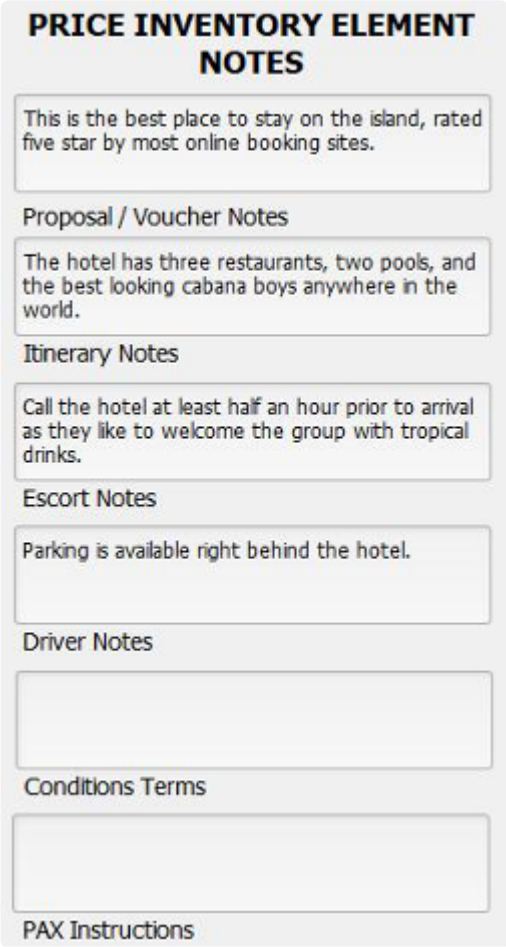
Generally speaking, it will usually make better sense to individually address price updates on a Package by Package basis, process explained next.

Managing Price/Inventory Price Changes

When the cost of a service represented in the Price Inventory record changes *after* it has been attached to a Package and you want to see its effect on the net price, open up the Price Inventory record and change the cost. From the Itinerary tab in the Package, open the Package Element

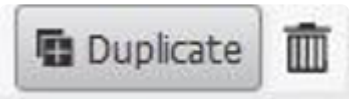
and click on the “Update Prices” button. Doing so will update the cost in the Package Element (after which, if the effect is significant, you may want to re-price and re-publish the Package). As you wish, use the **Price Update** field at the top of the Price/Inventory record to “date stamp” the price change.

This process is explained in more detail in Chapter 5.



Notes

With a P/I record open, notice the area to the right where you’ll see a series of notes fields. The notes resident at the Vendor level will automatically copy here and may require no editing. If there *is* something unique to the record you have open, simply make the changes. Any updates made at this level do not affect your *original* notes, and these descriptions are what you will see when generating a Proposal or Itinerary from the Package and/or Ops parts of the system.



Two more buttons to look at here in Vendor are found adjacent to the Product Date Records listed in the portal on the Product and Prices tab. Clicking on the “Duplicate” button will step you through a process whereby you can copy all of the Price Inventory records contained within the Product Date Record to another Vendor or—more likely—to the same Vendor but for a new year. Since the new records will be exact copies, you may have to edit the prices, but if you tend to purchase the same product from the Vendor from one year to the next, this functionality can save you a lot of time.

The small trash can icon to the far right is used to delete the Product Date Record *and all related Price Inventory records contained within*. This script is also password dependent, and won’t work if the Price/Inventory records have been linked to Packages.

Reports Menu

A limited number of reports are available in this module; one is a simple list of Vendors and the others are a variety of labels.

If you have any questions that are not answered here Contact TourTools Support for assistance.

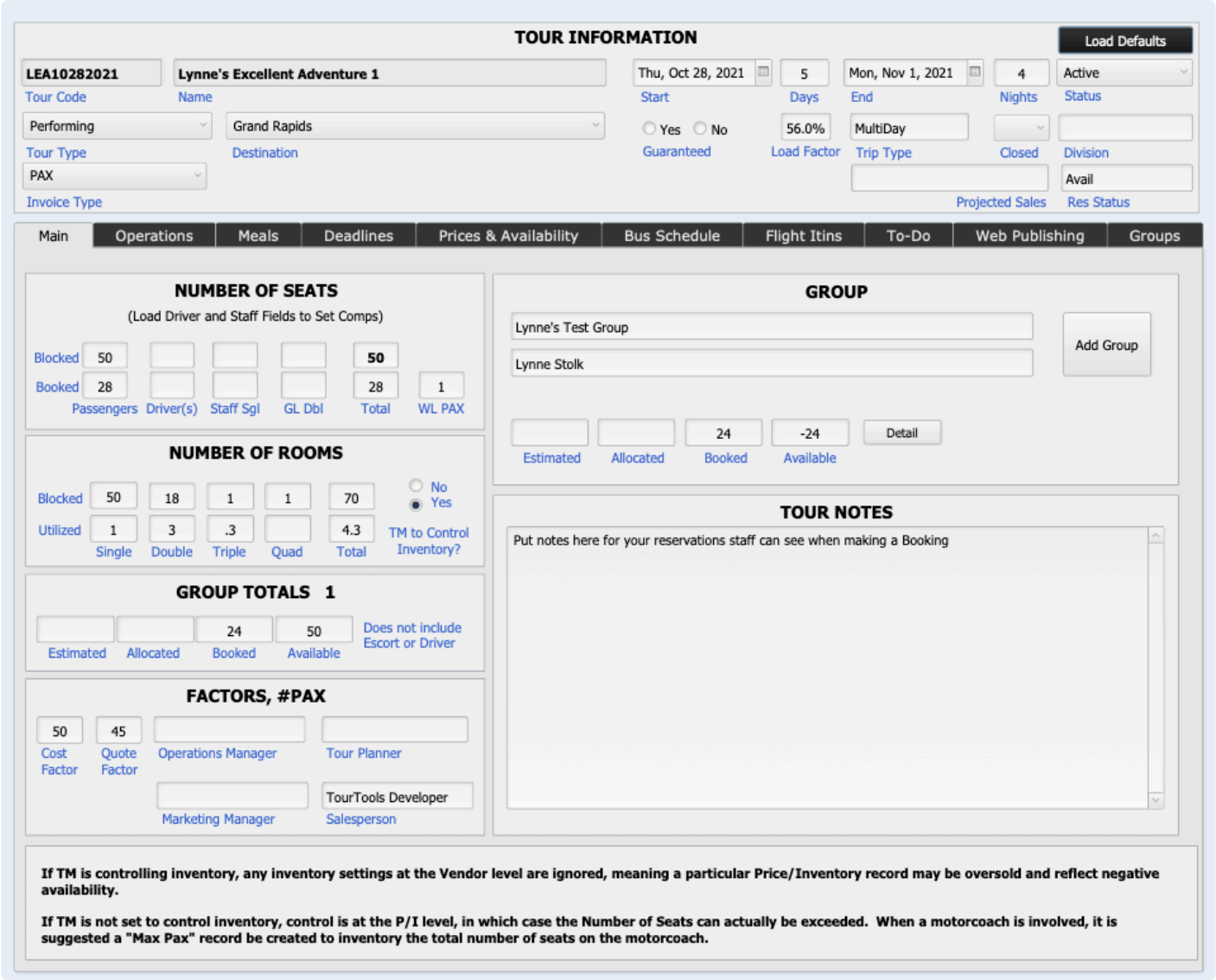
Last modified: April 13, 2022

Chapter 4: Tour Master

TM records hold Packages together and store the details of payment deadlines, cancellation penalties, bus departure and return points, and group air itineraries

Before starting, let's examine the relationship between TM and Package. For every departure you have scheduled you will have a TM record and linked to that record you will have at least one and probably more Packages, the Package being the repository for all the Vendor services that are included in the trip. Using a cruise as an example, you will create a TM record that will reflect the departure and return dates, the ship, etc.; and will create Packages to represent the various cabins and costs: Category A at $1,000, Category B at $1,200 and Category C at $1,400. When you eventually process reservations for the cruise, you will first link the Booking to the TM record and will then select a *Package* in order to assign a specific deck category to the traveler.

To create a Tour Master record, click on the "+ TM Record" button. The first field of entry is the tour code which, looking ahead, is what you will initially select when making a booking. Since the codes will display in alpha or numeric order, consider your protocols for coding TM records carefully. In our example, we have gone with a code representative of the year, the date and the destination. **Note also that codes must be unique and should not be embedded in another. By example, don't use CRUISE as a code and subsequently create another code of CRUISE2.**



Doing so will cause problems with linked Booking or Operations records getting co-mingled when you do a “find” on one code or the other. **It is suggested that codes be no longer than 12 characters or digits combined** since anything longer starts to wrap in many of the fields where the tour code displays. Finally, avoid using punctuation in the codes. **It’s important to note that the code will “lock down”, in other words become un-modifiable as soon as you leave the record, so be sure you like it before you leave it.**

Enter the **Name** of the tour. This name will print on invoices and receipts sent to clients.

Enter the **Start** date, the date the tour begins. Even if you have pre-trip options, you will probably want this to reflect the start date of the “core” package.

Enter the number of **Days** for the (core) tour. The number of **Nights** will set based on your input, and the **End** date will drop in automatically.

Pick a **Tour Type** and a **Destination** from the value lists that presents. The values that you see here are

maintained in the Support File found on the home page.

Guaranteed is a “yes/no” indicator of whether the tour will operate regardless of booking activity or any other factor.

As there is booking activity on the tour, a percentage representing the number of active bookings as compared to the anticipated Number of Seats will appear as a percentage in the field labeled **Load Factor**.

Trip Type is a value list used to indicate if the trip is single or multi day.

Closed is another “yes/no” indicator of whether the trip is open to the general public or is restricted to a closed group.

If your company has multiple divisions or brands, it is possible to have the name, address, contact information—even logo, as needed—for each one loaded in TourTools™. In the **Division** field, pick from the values that present to identify the “banner” under which the tour will operate. **Note: Any document that includes a logo, address, and contact information—invoices, receipts, statements, etc.—will reflect details representative of the division selected.**

The field labeled “Status” will automatically be set to **Active** when a TM record is created. Use the “Hold” value to temporarily stop-sell a tour; Non-Op” will be auto-loaded at the point you cancel a tour; “Lost” will be indicative of a lost sale; “Proposal” is the designation for TM records that have been created for purposes of making a Proposal; and “Template” is the value to set when you want to duplicate the TM record. **Note: As mentioned earlier, the tour code is what you pick initially when making a Booking, and the only ones that will present are those for tours marked “Active” that are still to travel, i.e. departing later than “today”.**

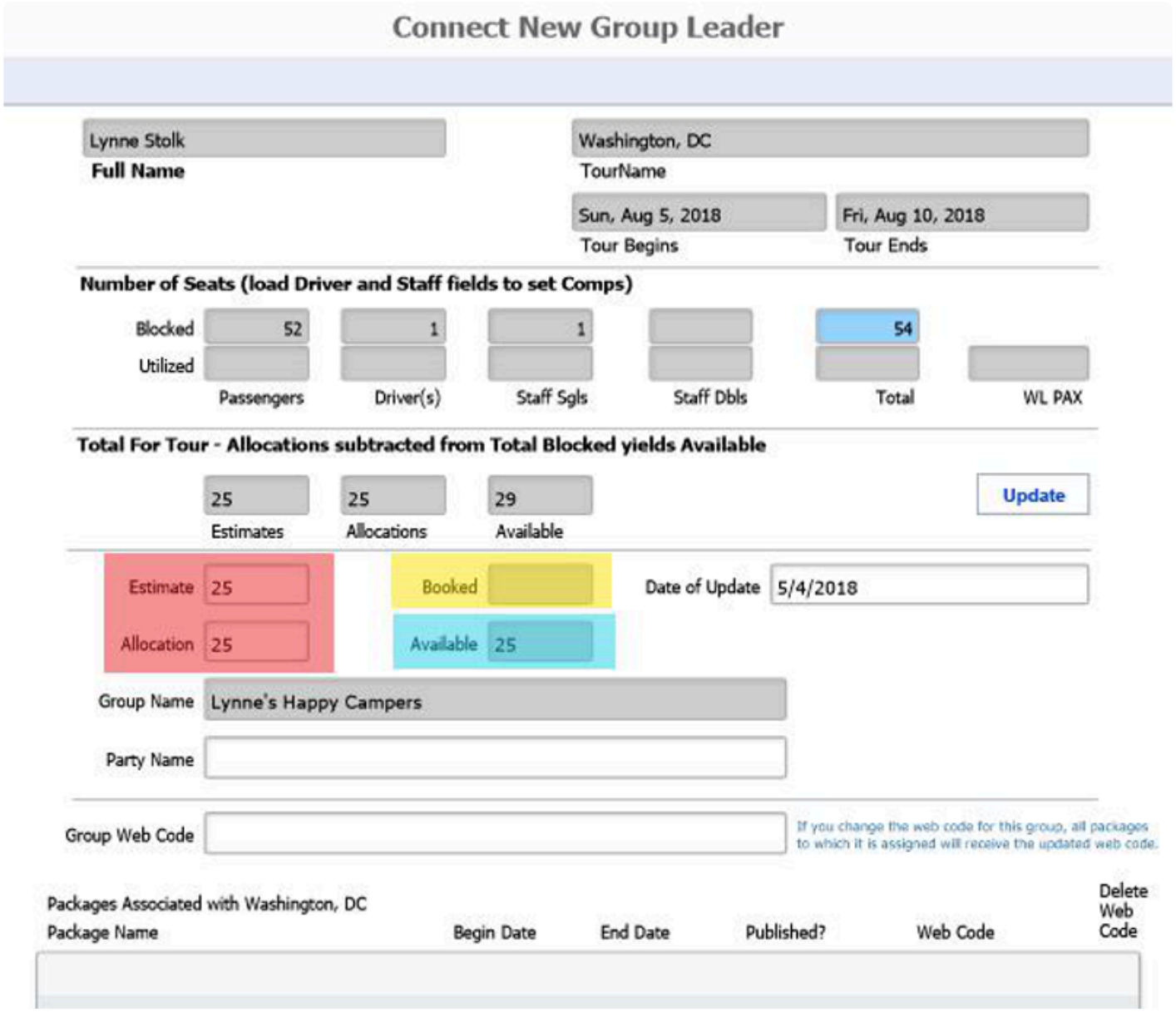
Invoice Type is simply an indication of whether invoicing for the tour will be direct to the passengers (Pax) or go via their Group Leader (GL).

In the **Projected Sales** field you can enter a figure representative of just that, an estimated dollar amount which is for reference only.

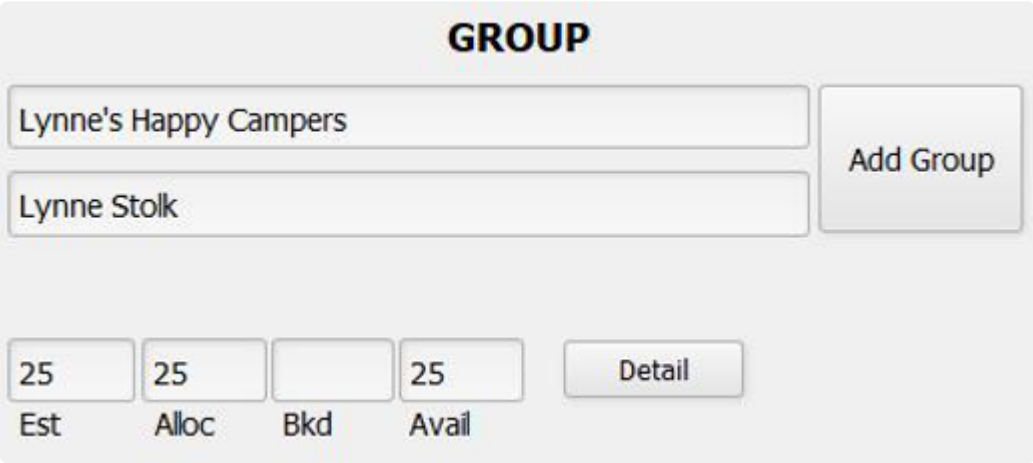
Res Status displays “Avail” until less than 10 days prior to departure, at which point it will revert to “Call”. **Note: This field is for reference only and a “Call” status does not prevent a booking being made within that time frame.**

Before going any further, let’s look at a couple of fields and functions that have to do with referencing “ownership” of a part of or an entire departure by a group leader or “re-seller”.

To begin, click the button labeled “Add Group”. This will step you through the process of finding and selecting the Group Leader’s Client record, after which you’ll be presented with a layout like you see here.



The top part of the screen will reflect details about the tour name, date, and seat totals; and at the bottom, in the fields highlighted in red, you will enter the number of seats estimated to be used by the group. The field highlighted in yellow will eventually reflect how many bookings attributable to the group leader have actually been made, and in the field highlighted in blue you will see an indication of how many of those seats are still available. Clicking on the button labeled “Update” will load today’s date in the “Date of Update” field.



Note that it is possible to associate more than one GL with a tour. As you do so, they will list on the "Groups" tab (and the very first one you tag will be visible on the front page of the TM record, as seen here). Any time you want to adjust the numbers or otherwise peek at the details of the re-seller's record, click on the button labeled "Detail". Should any one of the GL's drop out of the tour promotion, you can disassociate them from the tour by opening their record and using the "Delete" button you'll see at the top of the layout. **Note: It is important to realize that this process <u>does not protect seats</u> for any of your promoters, it is simply a reference as to "promises made". If you want to actually take seats out of inventory, you will want to set up a GL Booking record (covered in Chapter 7)**.

Back on the front page of TM, you are able to reference the number of GL's associated with the trip, and the *total* of seats have been estimated and allocated.

Number of Seats and Number of Rooms

In the **Blocked** fields, enter the maximum number of **Passengers, Driver(s), Staff Sgls** and **GL Dbls** you anticipate and can accommodate on this tour. When you begin making reservations, the gray **Utilized** fields will reflect the actual number of participants by type that have been booked.

Note: If you enter numbers in the Driver(s), Staff Sgl and/or GL Dbls fields, those numbers may, dependent on business rules set up for your company, populate the fields representative of the number of "comps" you need to allow for when linking Vendor services to Packages. The two methods of linking Price/Inventory records to Package itineraries are explained in detail in Chapter 5 and will help you determine if you want to make an entry now or after the Package is complete and has been priced.

Just below, enter numbers reflective of the rooms you anticipate filling. Eventually, the **Utilized** fields will populate in the same way.

Note: The figures you enter in the Number of Seats fields will provide inventory control, <u>if you set TM to control inventory</u>. In other words, if 40 is showing as the Total (number of seats), adding

together what you've allocated for Passengers, Drivers and Staff; your 41st booking will waitlist.

If TM is *not* controlling inventory, control is left to the various Price/Inventory records included in the Package(s). Whichever is depleted first will cause a Booking to waitlist.

A few words about inventory control in TourTools™…

By default, the question of "TM to Control Inventory?" here in TM is set to "No". Left at that, control resides with the various Price/Inventory records from Vendor that have been linked to Packages related to the tour in question. *Whichever inventoried service that is depleted first will cause a Booking to waitlist.*

The alternate choice to control or limit the number of passengers on the tour is to change that default value to "Yes" and let control be dependent on the figures you enter in the Number of Seats fields. In other words, if 40 shows as the Total (number of seats), adding together what has been allocated for Passengers, Drivers and Staff; the 41st Booking will waitlist.

Finally, be aware that if nothing at the Vendor level has been inventoried and the question of whether TM is controlling inventory has been left at "No", the Total (number of seats) will nevertheless assume control. To be sure, it is the *passenger numbers* that are being considered; the room numbers are purely for reference.

In the area labeled "Factors, #Pax", the **Cost Factor** field reflects the number of travelers the tour cost is based on. In the adjacent **Quote Factor** field, input the number that you want reflected on the proposal. The numbers may be one and the same, or you may want to indicate a *higher* Quote figure to give yourself some "wiggle room" to absorb any fluctuations in the price that might occur between the time the trip was priced and put into promotion, and the time it actually operates.

Operations Manager/Tour Planner/Marketing Manager/Salesperson: These four fields are linked to the staff names value list and represent who will be handling different aspects of tour development. Use as necessary and re-label the fields if appropriate.

Tour Notes: This field is for free-form entry of notes about the tour, **especially notes you want the reservations staff to see when they make bookings**. For instance, if you need to ask for special information—such as a meal choice or whether the traveler has a current passport—when taking a booking, this is a good place to put that reminder.

Meals

MEALS

Date	Description/Restaurant	Meal Choices - separate with line-feed
10/28/2021	Olive Garden	Lasagna
10/29/2021	Beltline Bar	Famous Wet Burrito
10/30/2021	Cascade Road House	Deluxe Burger with Fries

This is where you can record details of scheduled restaurant meals for which you want to solicit menu choices from your individual travelers. Load the date of the meal, some description of the occasion and/or the restaurant name, and the meal choices as indicated. Later, from within the “Pax” record of a Booking related to the trip, you will be able to make menu selections for each traveler. Once that’s been done, there is a report that can be run that reflects everyone’s choices. Note that the portals in TM and in Pax allow for a maximum of five choices. If you need more, check with TourTools support.

Deadlines

Two types of booking deadlines are established here; those related to payments due—on the left side—and those related to cancellation penalties, over on the right.

If your payment and cancellation deadlines and amounts tend to be the same for each tour, it is possible to set “Business Rules” which will populate the various deadline fields by clicking the “Load Defaults” button. Establishment of the rules is usually done before your system is delivered and will be reviewed as necessary with management.

If deadlines are outside the norm, they can be set manually by simply inputting dates and amounts in the appropriate fields, or you can use the “date calculator”. By example, if your first cancellation date is 120 days prior to departure, type 120 in the **Enter # Days Prior** field at the bottom right. Then click on the “load button” that precedes **First CXL Penalty Date** at top right. Doing so will load the actual date, the number of days until that date will roll around, and will reconfirm 120 as the “formula” that was applied to establish the date.

There are two ways to establish your initial deposit date and amount. If you take reservations over the phone and allow a “grace period”, during which the deposit can follow, then click the button labeled “1st Deposit Relative to Booking Date”, enter the number of days of grace in the **1st Deposit Date Factor** field, and do not make an entry in the **1st Deposit Date** field. If you require a deposit at the time of booking, you can enter “today’s date” (the date you create the TM record) in that field or, better yet, click the “1st Deposit Relative…” button and set the number of days to zero.

Payment and cancellation amounts can be reflected in dollars or in percentages. For percentages, use .25 to represent 25%, by example; 100% will be input as 1. Note that as you populate the fields in this section, a narrative compiles, visible to the right, in the field labeled **Cancellation Text Field**. This field is not presently included on any document in the system but could be as you wish.

All of the payment fields are referenced in the Bookings database. Whenever a payment is not received on time, the delinquent traveler will appear on a “Late Payment List”.

The same is true for cancellation penalties. When a cancellation is processed in Bookings, TourTools™ will calculate the penalty due based on details stored in TM (which amounts can be overridden for special circumstances). To be sure, the penalty amounts are not cumulative, in other words, the amount associated with the date is what will be charged.

The dates entered in the **Cancel Tour By, Air Ticketing** and **Tour Cut-Off** fields are reflected on reports that can be run from the TM Reports menu. **Note: Establishing deadlines here in TM does not translate to To Do reminders. If you want to be reminded of an Air Ticketing deadline, for instance, you need to create a To Do reminder for same**.

Prices & Availability

Once you publish a Package or Packages (explained in Chapter 5), their iterations will be visible on this screen. In this example two typed as “PKG” are displayed, both of which are priced for single, double, and triple occupancy.

Description	Price	Res Type	Date Begin	Date End	Inv Blk	Sold	Sts Av.	S Av.	D Av.
Yellowstone & The Grand Tetons	$3,595.00	Single	Sat 9 Jun 18	Fri 15 Jun 18	45	3	15	2	
Yellowstone & The Grand Tetons	$2,895.00	Double	Sat 9 Jun 18	Fri 15 Jun 18	45	27	15		6.5
Yellowstone & The Grand Tetons	$2,795.00	Triple	Sat 9 Jun 18	Fri 15 Jun 18	45	0	15		6.5
Yellowstone & The Grand Tetons Land	$3,245.00	Single	Sat 9 Jun 18	Fri 15 Jun 18				5	
Yellowstone & The Grand Tetons Land	$2,545.00	Double	Sat 9 Jun 18	Fri 15 Jun 18					20
Yellowstone & The Grand Tetons Land	$2,445.00	Triple	Sat 9 Jun 18	Fri 15 Jun 18					20

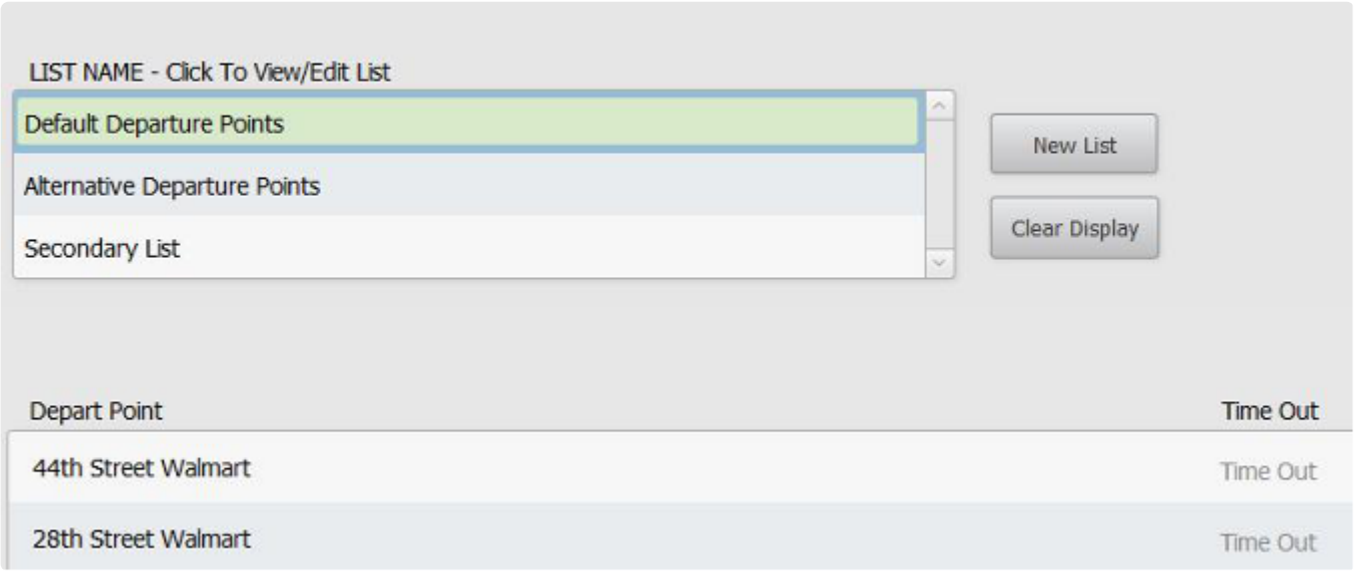
If the Package contains Price/Inventory records inventoried on a per person level, you will see a reflection of the lowest number of inventoried product reflected in the column labeled “Inv Blk”. The “Sold” column adjacent will show the total sold, and the “Sts Av” column reflects the number still available. When there are inventoried rooms in the Package, you see the lowest inventoried record represented in the S(ingle) Av and D(ouble) Av columns.

Bus Schedule

On this tab, details of the motorcoach pick-up and drop-off points and times are maintained. These choices are available to pick from in Bookings and are the basis for the Departure and Return Bus Manifests.

Let's jump ahead one tab for the moment to talk about setting up one or more default lists that reflect your usual pick-up and drop-off locations. On the left-hand side of the Flight Itins tab, there is a portal labeled "Default Bus Departure Lists". To create your first list, click on the "New List" button, which will invite input of a name or label for the list. Once you have provided same (in our example, "Default Departure Points"), enter your first, second, etc., pick up points in the area just below. If you have regular, established runs, it may be appropriate to already enter times in the "Time Out" and "Time Return" fields. If those change from trip to trip, leave those fields blank until details are finalized.

As fits the need, you are able to create numerous lists, any and all of which are going to be visible to you from *any* TM record in the system; in other words, the lists created and maintained *on this tab* are not unique to one particular tour…not at this juncture anyway. As the lists begin to stack up, open up any one to view details by simply clicking on its name. If edits are in order, simply add stops as appropriate or use the small trash can icon to delete a stop that is no longer needed. Clicking on the "Clear Display" button will temporarily clear the bottom portal.



To actually attach one of these default lists to the tour in question, click on the list name to identify the desired list from this screen, then return to the Bus Schedule tab and click on the button labeled "Load Default List". It is here that you will eventually assign pick up and drop off times that relate *specifically* to this tour; probably shortly before you produce final trip documents. As needed, colors can be assigned to the schedules, "Green Bus", "Red Bus", by example; which values are maintained in the TM_Bus Codes list, accessible via the File Maker menu choice File > Manage > Value Lists (available only to specific password holders). As mentioned earlier, you will be able to assign passengers to these schedules in Bookings.

Click on the button that looks like a small pencil to the right of each segment to log additional information related to the pick-up/drop-off location. For example, you may choose to enter the address and possibly a

telephone number at the location, or directional details for the driver. If for some reason any one of the values from the list that has been associated with the tour is not appropriate this one time, it can be deleted by clicking on the trash can button (which change does not affect the default list itself).

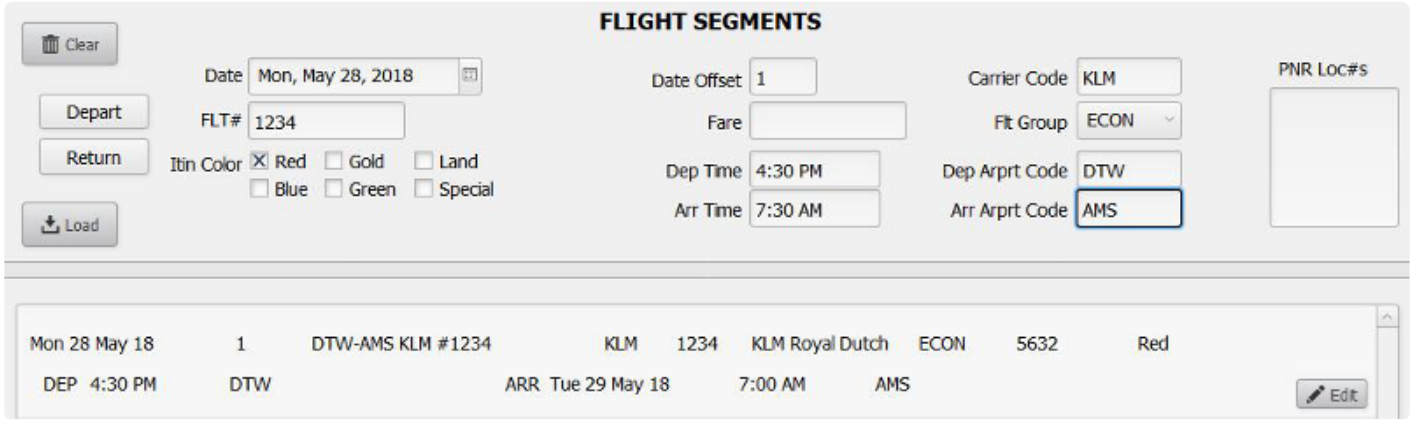
If you are interested in customizing your system to include actual motorcoach seating charts that make it possible to assign seats to passengers on a given tour, please check with your Datavast support team. Once incorporated, separate instructions will be provided to explain the functionality.

Flight Itins

If the tour includes flight arrangements common to every passenger or specific to individuals, it is suggested you load the itinerary here in TM. Be aware that it's also possible to create common, as well as individualized, itineraries in Bookings.

Here's the process in TM:

Begin by clicking the "Clear" button if there is extraneous data in any of the fields, then click on the "Depart" button to load the departure date of the tour. Add information in the fields as shown below (the "Date Offset" is for a 1 or a -1 if the flight crosses an international dateline). The codes needed for the airports and the airlines need to be pre-loaded in the Support File named Airport Codes, found on the Home page.



To load the return schedule, repeat the process; this time using the "Return" button to begin, and again assigning the color and PNR as loaded in the outbound segments.

As you finish with each segment entry, click on "Load" and the schedule will move to the portal below.

All segments that are part of a multi-leg itinerary should be tagged with the same color and PNR. Doing so will make it possible to confirm the entire flight schedule in Bookings by simply choosing the itinerary color.

If you wish, input the fare in the field so named in one of the related records. **Note that if you do, the amount will be added to the balance due in any Booking records to which the flight is linked, thus impacting revenue, but it is not accounted for on the payables side! In order for that to happen, in lieu of adding a cost here, you should create a Price/Inventory record (which likely will be "Inventory**

On", back in Vendor), which will be linked to a Package which can also be sold to the group members. In that case, there will be an Ops record for the airfare and thus the payable will be accounted for.

Should there be a change to the itinerary after it's been loaded here in TM, click on the "Edit" button to make changes which, as you'll be warned, will impact the itineraries previously linked to Bookings.

Note that the Edit Flight Segment includes a button labeled "Duplicate". Use that to create a record, by example, for an individual flying the same itinerary as created for the group but on a different date. In such a case, the process would be to dupe the record, change the date(s), assign a new color and a new PNR and "Save".

To Do

Create To Do reminders related to the TM record from this tab. To Do's from Ops and/or Bookings related to the TM will also display here.

Web Publishing

Use this tab to enter data and images related to the tour that will be appear on your website (if TourTools Online is interfaced to your system).

Canceling a Tour

When you need to cancel a departure and the possibility does not really exist to offer your passengers an alternative, click the "Cancel Tour" button. Doing so will call a script which allows you to cancel all bookings, send cancellation letters, and change the trip to a "Non Op" status.

If, however, the possibility does exist to offer an alternative trip, then you will want to send everyone an email or letter advising their trip will not be operating and inviting them to cancel and receive a refund, or transfer to ABC or XYZ tour. As you hear back from each participant, you will be able to individually cancel or rebook them. Once every Booking has either been canceled or transferred, manually mark the TM record as "NonOp".

Both processes are explained in detail in Chapter 7, and there is an addendum at the end of this manual explaining in detail how to cancel a tour and close out all Booking and Ops records.

Duplicating a Tour

Clicking on the "Duplicate" button calls the most powerful script in TourTools™, that being the one that allows you to duplicate *all of the Packages* associated with a particular tour, and–as necessary– *all the Product Date and Price/Inventory Records* associated with *them*.

For the process to work, the tour you are copying and the new tour must be the same number of days and nights duration, and must share a common "Destination".

By example, you have a three day "Discover Grand Rapids" tour that begins on June 25, 2018; and you plan to operate an identical tour departing October 28. The June trip includes two nights of accommodations at the JW Marriott hotel, one dinner at the Six.One.Six Restaurant on day two, and admission to the Gerald R. Ford Presidential Museum on day three. All of these services are represented in Vendor as very specifically dated and inventoried services for June 25-27, June 27, and June 28, respectively; all of which have been linked to the Package that is linked to the TM.

To set the duplication process in motion, first temporarily change the status of your June 25 departure from "Active" to "Template".

Then, create a TM record for the new departure and click on the "Duplicate Tour" button. Any TM records for tours identified as "Template", with the same number of days and nights and the same Destination as the new record you just created, will appear in a list for you to pick from. Click on the "Select" button to make your choice and the script will go to work, checking whether—back in Vendor—Product Date Records and Price/Inventory records for the hotel, restaurant and museum visit already exist. If they do, they will be linked to the new Package being constructed. If they don't, the script will create and link new ones.

So, using our example, if, back in the JW Marriott Vendor record, a Price/Inventory record does not yet exist for October 28/2 nights, the system will create one in order to replicate the itinerary for the new trip. Depending on the complexity of the Package(s) being copied, the script may take a few minutes to run. Once it finishes, you will want to double check that prices and possibly inventory associated with the newly created Price/Inventory records are accurate or whether updates are in order. You will also want to check whether the itinerary in the duped Package(s) needs any tweaking, and more importantly— you will want to double check the pricing! In particular, make sure that the number of passengers over which any fixed costs are to be factored is accurate, and perhaps double check the number of comps that need to be provided.

Once everything is to your liking and, as necessary, the new Packages have been re-priced, go ahead and publish them and create Ops records. Be sure to also go back to the TM record that you copied and change its status from "Template" back to "Active".

As mentioned briefly in Chapter 3, the Category assigned to the Product Date Record in Vendor is critical to this script functioning correctly. To explain, imagine that the Vendor record for the JW Marriott has two Product Date Records, one dated January 1, 2018 through January 1 of the following year; and another for June 1, 2018 through December 31, 2018; both of which were assigned Category "Rooms". Let's say the contract for the June 25/2 nights stay was loaded in the first PDR.

When the duplication begins, the script is looking for some very specific direction as to which Vendor, which Product Date Record and which Price/Inventory record it can use or needs to copy; and it very much depends on the Category to point the way. In our example, given the June 25/27 overnight could conceivably reside in "Product Date Record #1" or "Product Date Record #2", unless each has a different Category, the script has to guess where it should look and what it might

copy. It has a 50% chance of making the correct choice, but if it makes the wrong one, your records will be, in a word, a mess. The takeaway here is… very close attention needs to be paid to the Category assigned to overlapping Product Date Records. If they overlap if only by a single day, the Category needs to be distinctly different

For rather obvious reasons, not all data will be copied from one TM to another. Specifically, flight itineraries, bus schedules, meal choices, group allocations, etc.; details that are specific to one tour and not necessarily to another. Those are not assumed to be the same for both trips and will have to be entered manually.

List View

Go to List View to see at a glance all of the TM records in the found set you are in. You will see that the listing features color coding, some of which is triggered by availability, some of which is based on departure dates. Notice the small buttons in the upper right corner. Use the “Active Only” to filter on that “Status” value; use “Show All” to expand your found set.

Reports Menu

Reports generated from this module are generally related to sales, revenue and deadlines; and are compiled in much the same way. Scripts attached to many of the icons will initially ask if you want the report to include all of the tours for the year, make a specific selection, or report on only the tour, the record of which you are in.

Tour Status and Tour List: An overview of tours by date, showing numbers sold. These reports are grouped by Destination Category.

Sales Summary: Similar to the Tour Status and Tour List but including some financial information.

“Next 7 Days” Reports: These reports compile considering “today’s date” relative to the dates entered on the Deadlines Screen.

Profit/Loss with A/P Update; Profit/Loss by Destination and Profit/Loss by Salesperson: These reports are all essentially the same but are sorted or grouped in different ways. The first is best used to get a “big picture” look at all tours during the first quarter, by example. The second will group and present totals based on the Destination. The last will group by salesperson (and is dependent on the Client record associated with the TM record having a Salesperson assigned to it).

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

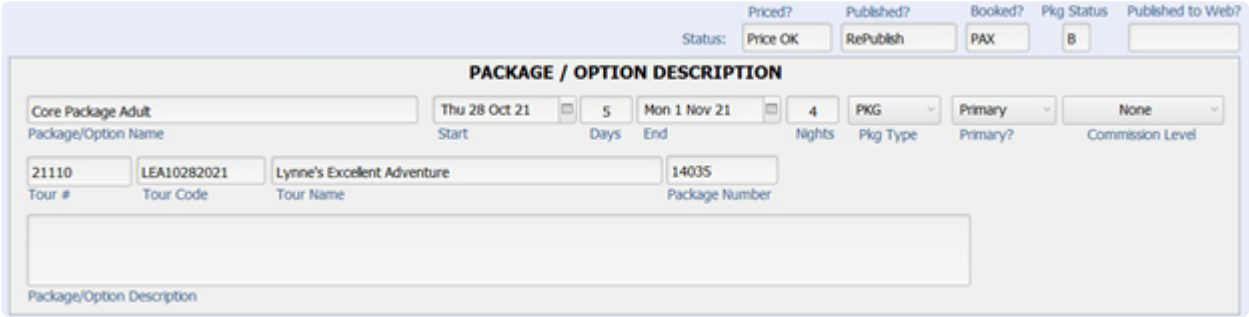
Chapter 5: Package

All of the Price/Inventory records from Vendor that represent services included in a tour come together in Package.

As explained in Chapter 4, every Tour Master record will have at least one, and more likely several, Packages linked to it.

In the previous chapter, the relationship between TM and Package was demonstrated using a cruise as an example, given you need a means to offer different cabins at different prices. Similarly, a student tour operator might create one Package for the kids, and a slightly different Package for the chaperones; *both* of which might include some common elements and *each* of which will feature services specific to adults or students. Separate Packages not only allow for the possibility of different price points, it also gives you the ability to very specifically account for numbers and charges on the Vendor side for one type of service or another.

To create a Package, begin in TM and click on the “+ Package” button. Initially, the Package will be named and dated the same as your TM record; change either or both if appropriate. By example, if the Package represents a post-tour extension, the begin and end dates will be completely different from those of the Package set up for the basic tour.



Your Package will initially be “typed” as a PKG but there are alternatives. To explain each type:

AIR: If you want to separately show and bill for the cost of air transportation, create an AIR Package.

BUS: A Package containing just the motorcoach component would be classed this way.

CRU: As you wish, this can be used to more specifically identify cruise tours (these could also be classed as PKG).

DRVR: Use to identify the Package containing services that will be used by the driver.

FEE: Any extra charge that you want to bill separately.

INS: There are several ways that insurance can be sold in TourTools™. If the cost of coverage is what

might be described as a “flat fee”, in other words not dependent on the cost of arrangements purchased by the traveler, their age, or other factors; then creating one or perhaps several Packages will work for you.

LAND ONLY: This would then be the counterpart to your Air Package; i.e. a bundling of the rest of the tour services in a Package classed LAND ONLY.

OPT: Options which will be available in addition to the basic Package, pre- or post-tour extensions, by example, would be categorized as OPT.

PKG: A standard Package usually containing all components of what might be considered the “core” tour. This may or may not contain air segments.

STDNT: Can be used to identify Packages created specifically for student travelers (which can also be classed as PKG).

STF_DBL/STF_SGL: Use these to identify Packages that will be used by your tour manager or other staff traveling with the group.

Note: When you price a Package typed DRVR or STF SNG/DBL the Selling Price will display as zero, the logic being the driver is rarely and the staff (tour manager) never billed for their travel. In the event they <u>are</u> to be charged, then create Packages classed as PKG for them. To be sure, the Ops records related to these personnel Packages *will* reflect a cost and therefore the expense is considered as part of your P/L report. What you will *not* have is a receivable in Bookings.

By default, your Package will also be set as “Primary” in the field so labeled. The alternative is to class the Package as “Other”. To explain the difference, an “Other” can’t be purchased without first confirming a “Primary”; the best example being a shore excursion on a cruise or a pre-tour hotel night. An “Other” Package would never be purchased on its own.

In the field labeled **Comm Level**, pick from the list of values to indicate the level at which this Package is to be commissioned. What you enter here relates to levels that you have assigned in the Client record *of* or a Booking related *to* an agency or a group leader. When the Package is sold *to* a Client identified as a Master Record or to a Client *linked* to a Master Record, a commission will calculate in the Booking record.

Before proceeding any further, you might want to already select or de-select the room types you plan to price and sell. **Note: If your Package contains a service or services that are per-person, in other words there is no room component only “Dbl/Opt” should be “turned on”**.

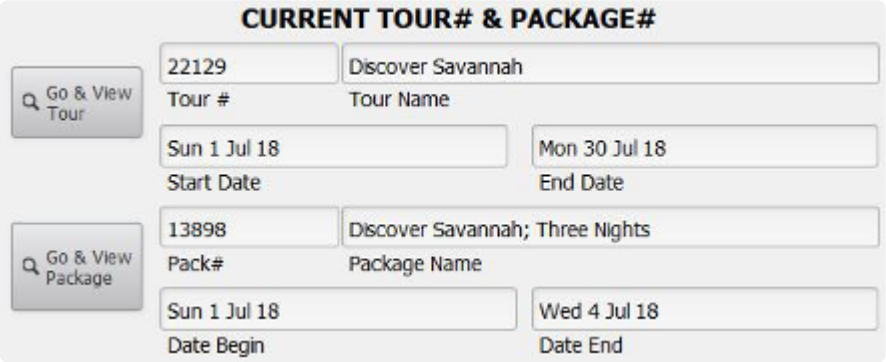
Building an Itinerary

The next order of business is to build an itinerary, using the services that constitute the Package, and there are two ways to do this. The first method, we’ll call the “Attach”.

From Package, click on the (back to) “< Vendor” button and, once in the Vendor database, find the first

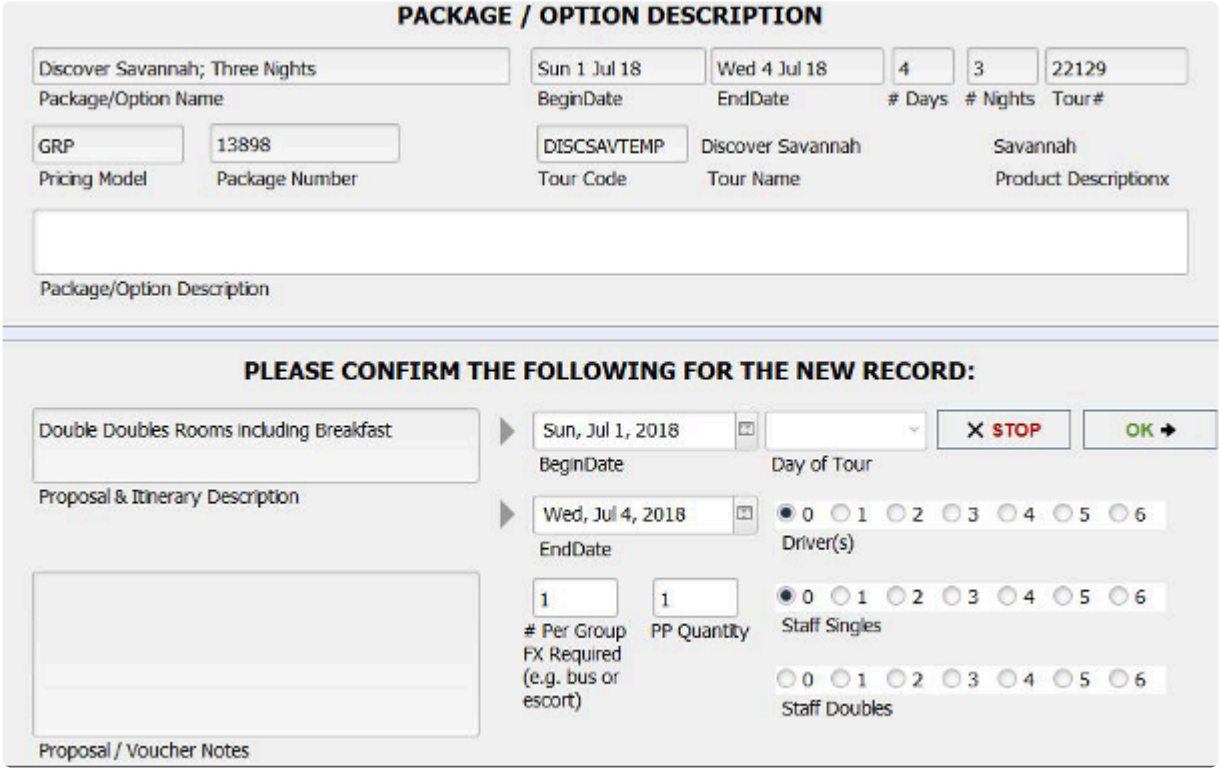
Vendor whose services you want to add. It makes some sense to attach records in the order they are going to be presented on tour, in other words, your motorcoach might be added first, followed by your first lunch stop, dinner and then a hotel overnight.

In the Vendor record, open the Product Date Record and then the Price/Inventory record representing the service in question, or create whatever product you need. Notice in the upper right-hand corner of the layout reference to the Tour and Package that you are building.



Click on the "Attach" button (located to the right of the details of the Price/Inventory record) to proceed.

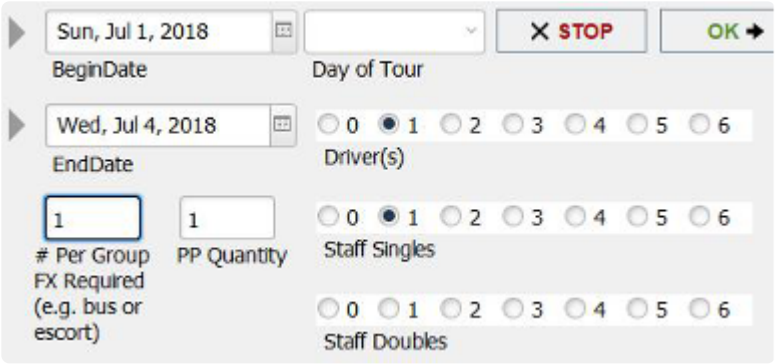
What you will see next is the Confirmation screen. If your service is inventoried for a specific date or date range, the **Begin** and **End Date** will have set themselves. If that doesn't happen, you need to set them manually by either clicking in the field to type the date, or pick from the calendar. You can also use the **Day of Tour** pop up. Click the *number* of the day you want to set as the Begin Date, then click on the load button in front of that field. By default, the End Date will set similarly; if that is not correct, re-set it by repeating the process.



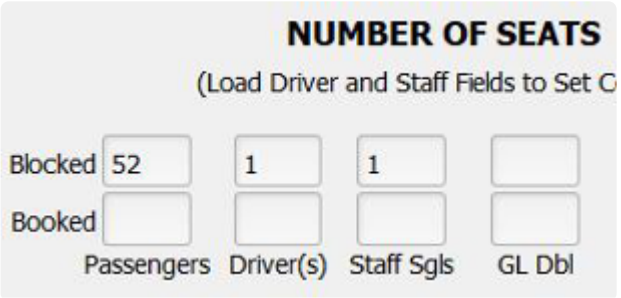
The next thing you want to consider is whether you need to sell multiples of the service. If your service was a lunch voucher, by example, and you wanted to sell three of them without specifically assigning them to three different dates, set the first date and then input "3" in the **PP Quantity** field. Do the same if the service is a fixed cost item—a motorcoach, by example—by changing the figure that displays in the **# Per Group FX**

Required field.

The series of buttons labeled “Driver(s)”, “Staff Singles” and “Staff Doubles” are all about comps that need to be provided for in your pricing. In our example, the Price/Inventory record about to be attached is for a Room. If you know that the hotel is going to give you a free or discounted room for your driver but not your tour manager, then you may want to click on the “1” button above “Staff Singles” to indicate that when the Package is priced, the cost of a single room needs to be prorated over the paying participants and added to the bottom line as a cost.



Note: The buttons referenced in the previous paragraph and pictured again on the left will auto populate with the number that has been input in the corresponding field in TM (shown below). If you prefer that they not auto-populate, wait to enter the number of tour personnel/group leaders anticipated on the trip in the TM record until *after* you finish setting up your Packages.



When each of the fields is set correctly, click on the “OK” button. If for any reason you need to back up, just click on “Stop”.

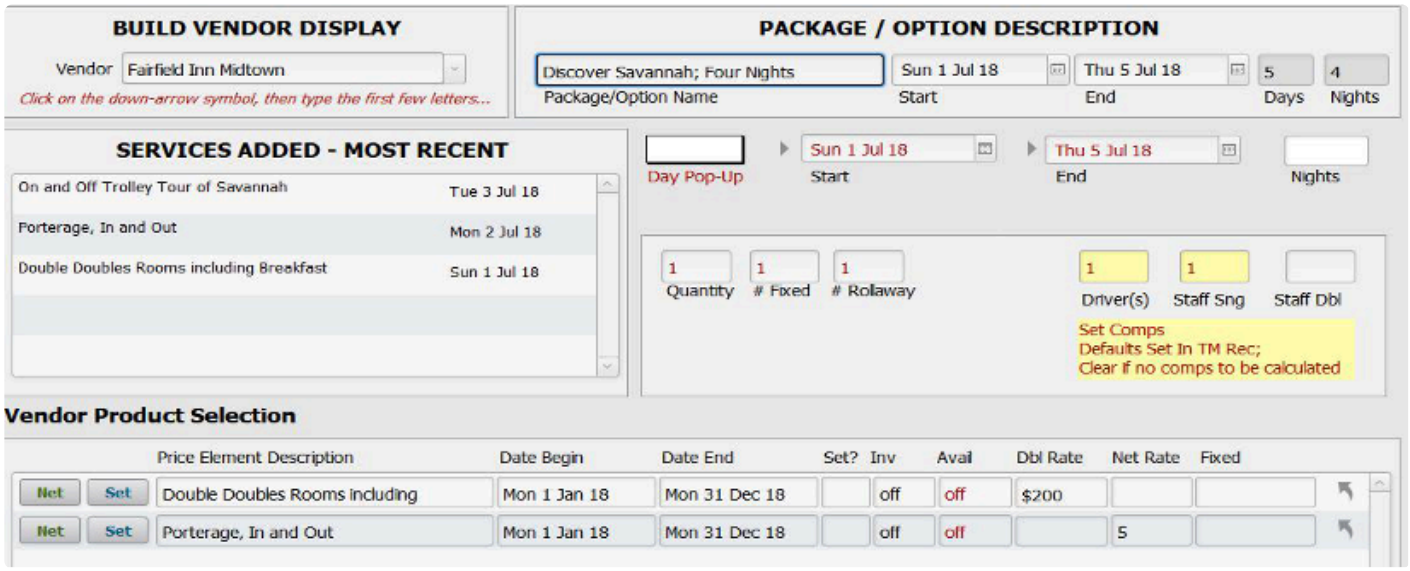
Build the entire itinerary by cycling through Vendor records in this same manner, and once you finish, use the “< Back” button to return to Package. Note that it’s also possible to temporarily return to Package for a quick look at the itinerary by using the button “Go & View Package” in the upper right of the screen. If, for any reason, you want to have a glimpse of the TM record, use the “Go & View Tour” button.

Back on the Itinerary tab in Package, you’ll notice that each Price/Inventory record – now referred to as a “Package Element” – has been assigned an order number. Regardless of the order in which you loaded them, by default, TourTools™ will sort your records by departure date, but you can rearrange same-day services by changing the order numbers. Just overwrite what’s already there, click outside the field, and your records will shuffle. Click the “Omit on Itinerary” button for any services that you don’t want to appear on the proposal or itinerary; tour manager per-diems, by example.

You can also build an itinerary by remaining in Package and going to the tab labeled “List by Name”. What will present is a series of three tabs, inviting your selection by *Vendor*, Destination, or Destination and Service. Vendor will allow you to select from an alpha list of all suppliers; *Destination* keys on the Destination loaded in the Product Date Record, and *Destination/Service* allows a dual pick on the Destination as well as the type of service represented in the Product Date Record.

Once you make your selection, the Price/Inventory records for the Vendor will be visible in the portal below.

The same items that were visible on the Confirmation layout using the “attach” method are here, but their appearance is different. You’ll see there is a Day Pop-Up at the top of the screen, which can be used to load the **Start** and **End** dates in the same way, and there are fields to indicate the number of per-person (Quantity) and fixed (# Fixed) items. As explained on the previous page, the fields to the right—labeled Driver, Staff Sng, and Staff Dbl—will be auto-populated from TM. These are the equivalent of the buttons you can select from in Vendor when using the “attach” method and, again, if you don’t want the field to auto-fill, don’t set those values back in TM until after you finish pricing the Package.



To load the element to the itinerary, simply click on the “Net” or “Set” (the difference between the two price types is explained in Chapter 3) button preceding the description of the Price/Inventory record.

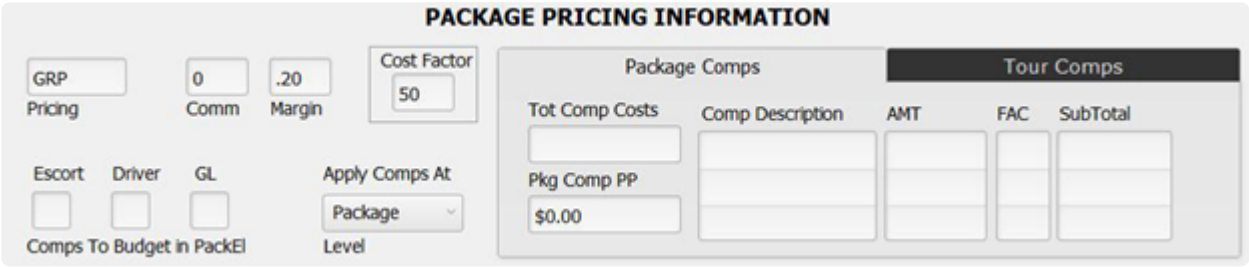
The extra field, labeled Nights (upper right), can be used to load successive hotel nights that have been loaded as individual Price/Inventory records. For example, imagine there are P/I records for overnights on June 25, June 26 and June 27. If we type “3” as the number of nights, set the beginning/ending dates to June 25/26 and select the June 25 price element record, that and the June 26 and June 27 elements will be swept into the itinerary.

Reference the “mini itinerary” on the left to see what’s been loaded. When you finish loading all services, click back on the “Itinerary” tab. Details on what can be viewed there will be addressed shortly; for now, we will move on to pricing.

At the point your itinerary is complete, you are ready to price and publish. On the Itinerary as well as on some of the other screens there is a button labeled “Price” which should be clicked to begin.

Prices Tab (Establishing Selling Prices)

A couple of fields not visible previously are resident on the Prices layout. The **Cost Factor** has been populated from the Cost field on the front page of TM and can be changed here (the updated figure does not re-populate the field back in TM). This is the number of passengers over which any of your fixed costs will be pro-rated.



If this Package is commissionable, enter a percentage in the field labeled Comm. **Note: When you enter a percentage here, you are making allowance for the possibility that a commission will be paid on the Package and, more than anything else, setting aside some money for that eventuality. Your entry does not lock in the amount of that percentage; that value is set in Bookings. In other words, you might enter .10 here and over in Bookings pay one re-seller 8% percent and another 12%.**

Note, too, that entering a figure here will—in combination with the percentage entered in the Margin field—bump the net cost of all services in the course of establishing a selling price. This is different than the commission question addressed earlier. That entry sets the stage for a commission to be paid on a Booking; here, you are actually setting aside the money needed to cover that payment.

In the **Margin** field, indicate your margin of profit; again, a decimal entry.

A margin of profit is arrived at by asking the question, if the combined net value of the services that constitute the Package represents 80% (my desired margin of profit being 20%), what figure represents 100%? The calculation that takes place is: 100 / 80 = 1.25. So multiplying $100 in goods x 125%, your selling cost would be $125.

By contrast, a markup is just that…you are simply marking up your net cost by a certain percentage. In that scenario, $100 × 20% = $20; added together your selling cost is $120.

You can see that in the second case, you've made $5 less than in the first.

TO BE SURE, TOUR TOOLS CALCULATES SELLING COSTS USING A MARGIN AND NOT A MARKUP.

The numbers you see in the fields labeled **Comps to Budget in PackEl** are populated from the similarly-named fields back in TM and are what you saw as you considered the question of allowing for comps when you linked Price/Inventory records to the itinerary using the "Attach" or "List by Name" process.

When you're ready to establish your selling prices, click on the Set Price button. The net value of all services—including comp allowances—will be swept to the Net fields, and the combined total of your profit margin and allowance for commission will show in the **Profit & Comm** fields. The two amounts combined will populate the **Sell Prices** fields, and the resulting percentage of profit/commission—after rounding—will be reflected in the fields labeled **Margin**. If you want to adjust the suggested selling prices, enter your preferred amounts in the **Adjusted Prices** fields, click on the "Adjust" button, and the numbers will refresh.

PACKAGE PRICE INFORMATION

Net Rate Sheet | PP Calc Rate Sheet | Back | Set Price | Publish | Unpublish | Adjust

Price & Publish	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

	Single	Double/Opt	Triple	Quad	Child	Extra Bed/Per
Sell Prices	$697.00	$697.00	$697.00	$697.00		
Net	$627.60	$627.60	$627.60	$627.60	$327.60	
Profit & Comm	$69.40	$69.40	$69.40	$69.40		
Margin	9.96%	9.96%	9.96%	9.96%		
Adjusted Prices						

You'll note that the selling as well as net costs are stored at the bottom of the screen. If you want to make a comparison of prices based on varying passenger counts, simply change the number in the "Cost Factor" field and re-price the Package. When you determine which prices you actually want to lock in, click on the "Select" button to re-load the figures to the active area.

PACKAGE PRICES AND COST FACTORS

	Cost Factor	Top	Proposal Select		Single	Double/Opt	Triple	Quad	Child	Extra Bed/Per
Select	40	30	☐	Sell	$613.00	$613.00	$613.00	$613.00		
				Net	$551.95	$551.95	$551.95	$551.95	$251.95	
Select	30	30	☐	Sell	$697.00	$697.00	$697.00	$697.00		
				Net	$627.60	$627.60	$627.60	$627.60	$327.60	

A note about Child pricing: If the Package includes accommodations, the system assumes the child will share a room with their parents and does not sweep any room costs into the price. If any of the Price/Inventory records included in the itinerary have Child prices loaded, those will be used (in the absence of Child prices, the Adult/Student rates from Vendor will be used). Finally, the child will share in the cost of any fixed-cost services.

There is an alternative for **calculating the cost of comps** needed for your tour personnel, as compared to what was explained as part of the "Attach" or "List by Name" methods, and that is to use the fields you see in the center of the Prices layout.

Package Comps | **Tour Comps**

Tot Comp Costs	Comp Description	AMT	FAC	SubTotal
$610.00	TM Package	$310.00	1	$310.00
Pkg Comp PP	Driver Package	$300.00	1	$300.00
$20.33				

The process goes as follows: As you use either of the two methods to build the itinerary, do not make any allowance for comps. After building the Tour Manager and Driver Packages, reference their costs, and enter them—as shown in the example— **on the Package Comps tab** of whichever Package(s) need to cover the cost for personnel. This method allows you to pick and choose *which* Packages will share in these costs but is a little less "sharp pencil" than the alternate approach, given you are not considering and making allowance for the comps that may accrue to you from the Vendor as you attach each individual service to the Package.

Describe the "what" in the **Comp Description** field, the cost in the **Amt** field, and indicate "how many" in the **Fac** field. The **SubTotal** will calculate automatically, and the *total* will populate the field labeled **Tot Comp Costs**. *That* amount will be prorated over the number indicated in the "Cost Factor" field and the resulting figure, representative of the amount that each paying passenger needs to contribute—will display in the **Pkg Comp PP** field.

In cases where you have charges that need to be swept into *several* Packages associated with a particular tour, the procedure differs slightly. The best example of this application is a cruise, where you have multiple Packages representative of various cabin types; all of which have different selling prices and all of which need to include a prorate to cover the escort's air, port charges and taxes. In such a case, make entries as described above in any one of the Packages records but on the **Tour Comps** tab. Then enter the total number of travelers over which the cost(s) should be pro-rated in the "Tour Cost Factor" field, set the "Apply Comps At" field to "Tour" and then pick that same value in all other Packages that should share the expense.

Before signing off on the pricing, you will want to study closely and perhaps print and file these two reports. The Net Rate Sheet reflects data as captured in the Price/Inventory records that make up the Itinerary. Check it carefully to make sure all the entries are correct. The PP Calc Rate Sheet reflects all of the "raw data" from the first sheet, impacted by factors like currency exchange rates, number of persons in a room, number of nights, etc.

Moving on, the last thing you will do is click on the Publish button, which makes the Package available for viewing and sale in Bookings. If you have created multiple Packages, it is possible to publish them all at once by clicking on the button labeled "Publish All Packages 1 Tour".

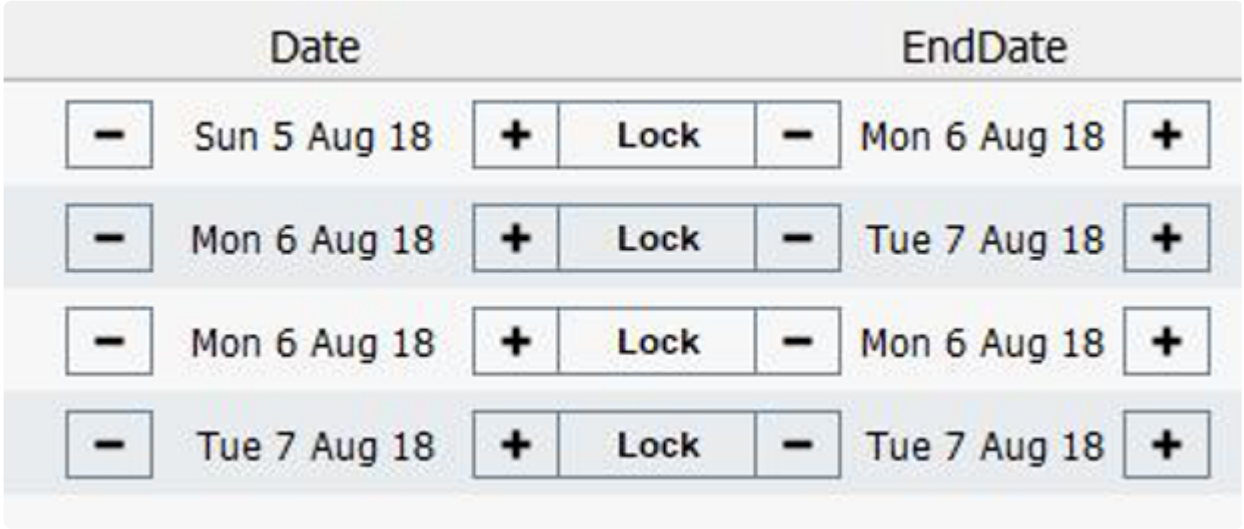
After publishing, you will be asked if you want to load Ops records. It is suggested you always answer in the affirmative. Ops records can otherwise be loaded manually using the "Load Ops" button at the top of the screen.

Also, post-pricing, at the top of the screen, you will see an indication that the Package is "Price OK". The alternative is a "Re-Price" indicator, which is a tip-off that 1) the Package hasn't been priced; 2) the itinerary has been altered—something has been added or removed; or 3) the cost of a Package Element has been changed.

Itinerary Tab

As mentioned earlier, you can view and rearrange Package inclusions on this screen. You can also swap out one Vendor service for another using the “Replace” button. When doing so, the original component is deleted, and the List by Name screen will appear. The system assumes you want to replace with a service from the same Vendor, so those choices appear initially, but you can select another Vendor if that is appropriate. The functionality from there is exactly as what you experienced when you built the Package originally.

If a replace is needed simply because you want to change the date, you can use the buttons labeled with the plus and minus signs that precede and follow the start and end dates. In this example, if you wanted the third service to be August 7 instead of August 6, you could click on the + signs as indicated. Obviously, this will work only in cases where the Price/Inventory record has been set up with wide ranging usage dates.



The button between the dates is by default labeled “Lock”. If for whatever reason you want to signal that the date should not be altered, click it (at which point the label will toggle to “Unlock”).

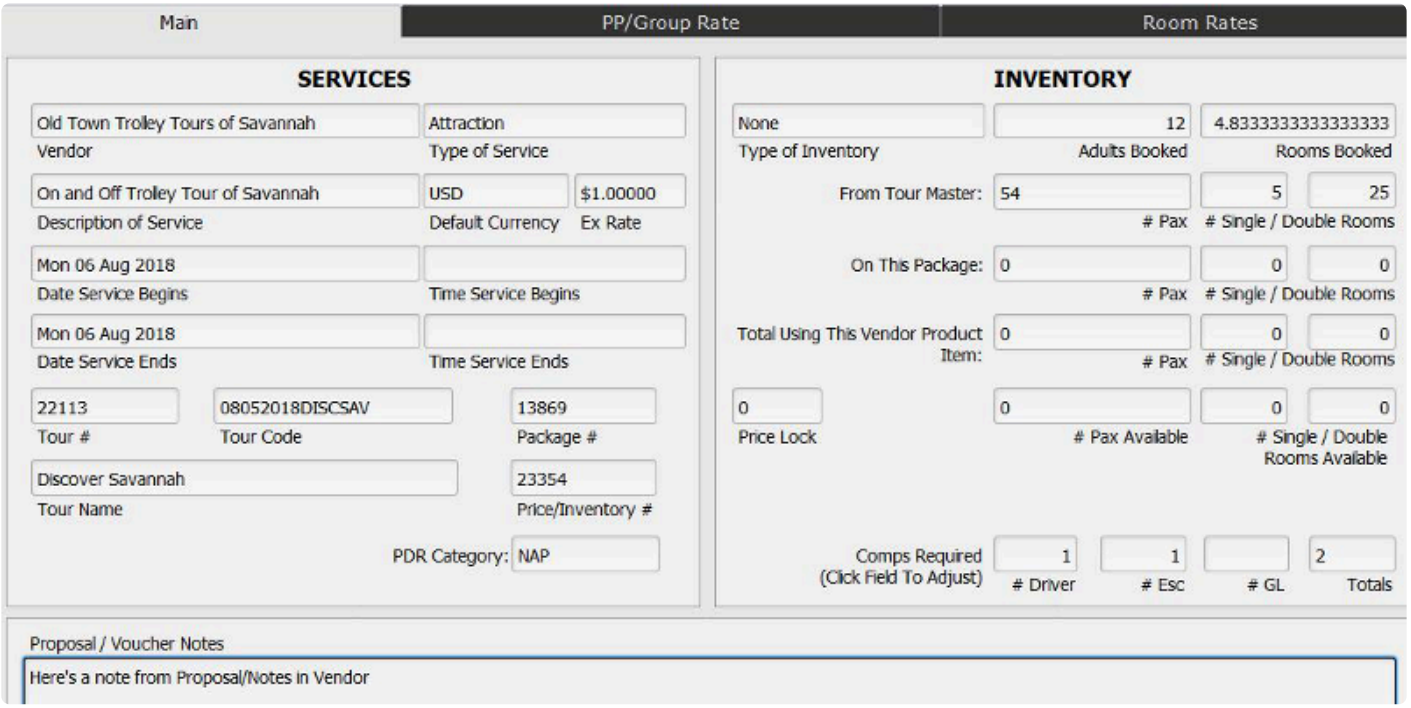
Note: This functionality will not work in instances where the revised date would fall outside the parameters of the Package, if the service has been inventoried back in Vendor, or if Ops records have already been loaded. In such a case, you may be able to do a “Replace”.

The “Delete” button will be used when you simply want to get rid of a Package component.

If you click on the “up-arrow” icon preceding an itinerary entry, you are presented with what is called a “Package Element” record. On the first tab, you can reference some basic information, including the Price/Inventory record to which it is associated. If the service has a per-person or a fixed cost component to it, click the second tab to reference those details. If it is a room record, click the third tab.

Basically, these screens allow you to reference Price/Inventory details without having to go back to Vendor. In addition, numbers having to do with inventory counts in the
Tour or the specific Package are visible, and the fields labeled “Total Using This Vendor Product Item” will

show the *total* of passengers or rooms using/sharing the same Price/Inventory record; not necessarily on just this tour.



The fields adjacent to the label “Comps Required” reflect the number of comps that were factored in for tour personnel when the particular Price/Inventory record became part of the itinerary. If you want to change these numbers, the fields are open to entry which basically spares you having to go through the process of replacing it in order to change the comp allowance. Be aware that if you do make alterations here, the Package “Priced? Status” will go from OK to “Reprice”, since—as mentioned previously—the change you make affects the selling price.

There are two buttons (beside the one labeled “Continue”) on the top of the screen that are used as follows:

The “Update Exchange” button will be used in instances where the foreign currency exchange rate as originally used to price your Package has changed significantly enough that you want to see the impact on your profit margin. Here, the process is to first update the exchange rate in the “USD (Costing)” field back in Currency, open up the Package Element, and click on the “Update Exchange” button.

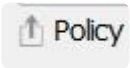
“Update Price” will be used in instances where your Vendor cost has significantly changed. After changing the cost in the Price/Inventory record, open the associated Package Element and click on the “Update Price” button to sweep in the revised cost.

Note that any time you do something within Package that affects the selling price, TourTools™ will prompt

you to choose between altering the net or the selling cost of the Package. As an example, if a restaurant used in a Package increased the dinner cost by $5.00 and you updated that cost in Package, you would have the option of eating (no pun intended!) the increase or passing it on to your travelers. By picking “Net” at the prompt, your net cost would increase (lowering your profit margin) but your selling price would remain the same. If you opt to increase the selling price, you will be prompted to re-price the Package. In cases where the Package is already published and has been sold, the Package price in any Bookings previously made will be increased.

Note: When these sorts of changes occur, it is your choice to update your Package price or not; it is not absolutely necessary. The choice will have everything to do with how dramatically the change affects your selling price, either positively or negatively. Whatever you choose to do, the price as reflected in a Price/Inventory record in Vendor is the price that will be reflected in Ops as the flow of data from Vendor to Ops is direct.

Policies Tab



The process of creating a proposal is covered in detail in Chapter 6, but this is where you will load, enter and edit text that will appear on the actual document. If you haven’t already done so, go back to the Home Page Dashboard and click into the Policy Text support file to load what basically amounts to your “terms and conditions”. You will find three fields, labeled “Policy”, “Conditions” and “Options”, which correspond to the three fields here as well as on the actual proposal document; and it is suggested that you load verbiage to cover any and all eventualities. Use the small “load arrows” to pull the text into the three fields here. As usual, any edits you might make here, specific to the Package and proposal you are about to generate, do not alter the text loaded back at the source.

Daily Itinerary Tab

If TourTools™ has been interfaced to your website, this is where text and graphics related to the Package are loaded. The Day Entry field will reflect 1, 2, 3, by example; the Summary Entry will include the highlights of that particular day on tour; in Day Description briefly explain what will happen or what is included that day; and in the Image File Entry you can input an image tied to that day’s itinerary.

If you purchased TourTools Online™, separate, detailed instructions as to its functionality will be provided.

Operations Tab

Upon publishing your Package, Ops records will be created. They can be referenced here and the “up-arrow” button functions as a “hot key”.

Duplicating a Package

There are many instances where one Package will be identical to another with an exception or two. Rather than having to build each from scratch, you are able to use the “Duplicate” function; another huge time

saver.

The duplication script will, in a matter of seconds, create an exact copy of the Package for you, which will be tagged with the word “Duplicate” in the name field. Change the name as necessary, and then use the “Replace” or “Delete” buttons on the Itinerary tab to swap out or completely eliminate Package Elements that don’t belong.

A common application of this process will be to create a “core package” that includes all services that constitute the basic tour. Once that itinerary is built, you are able to duplicate the Package and strip out or add services that you need to provide to the tour manager accompanying the group. Once *that* Package is complete, duplicate *it* to account for the services that the driver requires.

Reports Menu

These reports are available from Package:

Print Proposal: This is the document that can be sent to your client. Before printing you must pick *which* Packages/ prices you want to appear on the proposal by clicking the “List” button and then selecting the appropriate “Prop Inc” radio button(s).

Package Pax List: This report reflects the names of passengers confirmed on the Package you call it from.

Package Status: This reflects two fields of information from the Prices screen: the “Package Status” as well as “Web Pub Status”, the first representing values of “A” for Active; “B” for Booked”; “P” for Published; and “X” for Expired. By way of explanation, a month after a Package proposal is printed, an expiration date is “stamped” on the record, which date is visible on the Itinerary tab. Note there is really no consequence to that happening.

Tour Element Inventory Report: This report shows what services are included in the Package and the availability of each. This is the same report can be run from Bookings and is usually what you reference when a waitlist occurs.

Print Agreement/Contract: This document can serve as a contract, if one is required, once a proposal is accepted and the tour is ready to be put into operation. As you wish, text appropriate to your operation can be added and will be charged as “customization”.

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

Chapter 6: Creating a Proposal

Proposals are Packages that may include "real" Vendor services or "generic" services created solely for generating cost quotations

To start the process, from the record of the Client to whom you are making the Proposal, click on the "+Proposal" button. This will open the TM database where you will create a record just as outlined in Chapter 4. The only exception is that these records will be tagged with a "Proposal" rather than "Active" status.

When you select the "+ Package" button to continue, you will be asked if you want to create a new Package or duplicate an existing Tour and Package(s). If you elect to build a new Package, the process is exactly the same as outlined in Chapter 5, with the exception that Proposals are never published. **If you intend to duplicate an existing TM, remember to first reconfirm its status as being "Template"**.

If you tend to send a lot of quotations for the same or very similar types of tour, you might want to consider creating TM/Package records as *permanent* templates that can be copied over and over again. Chapter 4 outlines the specifics of the tour duplication script; using it will save you an endless amount of time.

Something else to consider is creating "generic" or "Proposal Only" *Vendor* records and/or *Product Date Records within a Vendor*, whose Price/Inventory records will be used over and over again in multiple quotes. An example is to create a Vendor called "Orlando Hotel", whose notes might reference the fact that accommodations will be provided at Hotel X, or Hotel Y, and whose cost would be a good approximation of what you would expect to have to pay for accommodations at either property.

Once the Package is complete, price it, perhaps duplicate it and price it based on a different cost factor; sweep both sets of prices to the proposal and print or e-mail it. For obvious reasons, you do not want to – in fact you cannot – publish it.

At the point it becomes a "real" tour, what you might want to do is use the tour duplicate function to replicate the services in a uniquely coded and perhaps newly-dated TM and Packages. If generic services were used in the itinerary, all you have to do is swap out the proposed services for the real thing once they are confirmed.

If you create a Package using real services and *nothing* changes at the point it turns from a Proposal to a sold tour, all you would have to do is publish the Package(s), at which point the status of the TM record will change from Proposal to Active, which makes it available to see and sell from Bookings.

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

Chapter 7: Booking

Detailed reservation records reflect Packages and options purchased, payments due and received, and other data related to the booking.

The booking process usually begins in the Client database, where your first order of business is to find (or create) the Client record to which the booking is to be linked. As appropriate and if you haven't already done so, address the question of whether the reservation will be for a group leader or re-seller, in which case it should be marked as a Master; whether (at what percentage) the reservation should be commissioned (Address tab) and whether a salesperson is to be credited with the booking (Main tab). So long as the Client record is "Active", you are good to proceed.

Making a Booking

Let's look first at making an individual, direct booking. Instructions for creating a GL will follow later.

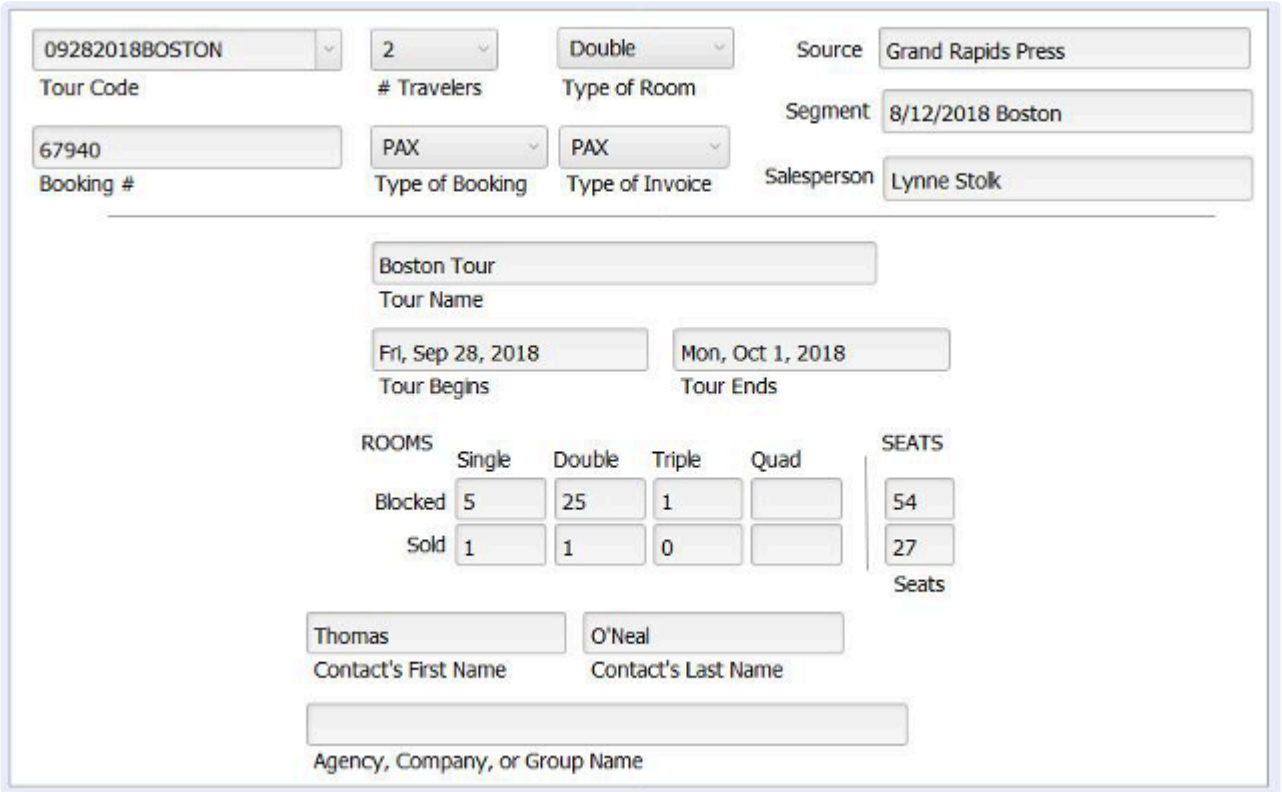
To start, click on the "+ Booking" button. You will be asked to reconfirm that you want to make a tour booking. If you began the process in error, you are able to abort by clicking on the "Stop" button. If your Client has been linked to one or more Master Records (explained in the Chapter 2), you will next be asked if you want to link this booking to one of them. If you reply "Yes", the linkage is made when you click on the "Select" button adjacent to the Master name in the portal that will present. If the booking is for an individual you do not wish to associate or link to a group leader or travel agent, your response is "No".

In the first screen that presents, you will see and be able to select from codes **for all tours <u>still to depart</u> and <u>marked active</u>**. Otherwise, if you know the code, beginning to type it will narrow the search.

Once having picked a code, glance to the bottom of the screen where the tour name, begin and end dates will have dropped into view. You will also see a display of the tour's present status—number booked, available, etc. and, just below, the name of the Client or Contact to which this booking is linked.

Using the value lists that present, complete the **# Travelers**, the **Type of Room** (if it's a day trip with no room component, choose "Day"), the **Type of Booking** and the **Type of Invoice** fields. When creating a "direct" booking, i.e. not associated with a group leader, travel agent, etc., your input will be "PAX" and "PAX".

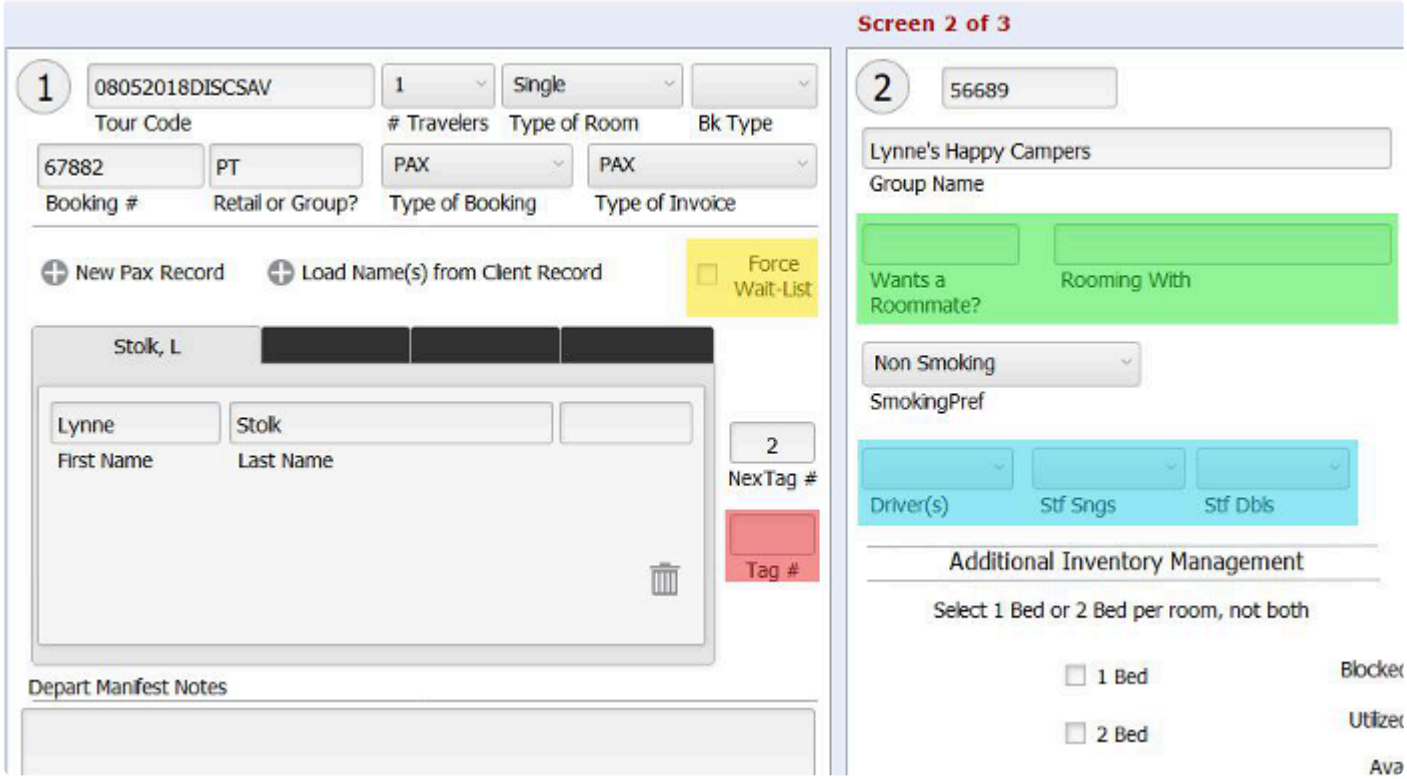
In the



Source and **Segment** fields, select from the values that presents to identify how the booking came to be. The values you see are the same you were able to select from in Client. In the **Salesperson** field, you will see the name of the person who has been associated with the Client to which this Booking is linked. As appropriate, eliminate or change that reference now.

If you've made an incorrect selection, simply select again. If you need to thwart the booking process because you've started from the wrong Client, or for any other reason, click on the "Stop" button.

Click on the "Continue" button to move to the next window.



Next, click on the “Load Name(s) From Client Record” button to download the name or names resident in the Client record. If there are two names in the Client record, *both* names will load at the click of the button. If both persons represented in the Client record are not traveling, it’s better to use the same process as you would if the name of the traveler is *not* the name represented in the Client record (example being a situation where “mom and dad” are represented in the Client record, but it’s their child who is the traveler). That would be to click on the “New Pax Record” button as many times as necessary to load all of the travelers (maximum of four) that will occupy the room represented in the booking.

If for any reason you want to manually waitlist the reservation, click the box highlighted in our example in yellow.

If the reservation is for a single person open to sharing a room, click in the “Wants a Roommate” field.

If the traveler *has* a roommate, confirmed in a separate Booking, the roommate’s name can be entered in the “Rooming With” field (see green highlights) and you can now, or eventually, mark both records with a common Tag #, explained as follows:

Each time you make a booking, TourTools™ will automatically assign the next available Tag#, shown in our example as #2 in the field labeled “Next Tag #”.In some sense, tag numbers can be thought of as room numbers and are what allow you to tie reservations from *separate records* together on the rooming list. You are able to manually assign or override a tag number (in the field highlighted in red), either now or at a later time, to travelers who have separate booking records but plan to share the same room.

Example

Harriet Smith and Betty Jones have two separate client records and are rooming together on tour. Harriet’s

reservation was processed first and was automatically assigned tag number 5. Two weeks later, you receive Betty's reservation. If you note Harriet's number before processing Betty's reservation, you can immediately enter "5" in the tag number field as you book Betty; or, once Betty's reservation is complete, you can go back and override the number that was automatically assigned. The shared tag number is what will join them on the rooming list you will eventually generate.

A few suggestions: The rooming list's primary sort is on the Tag # so it is recommended that you assign a high number to the driver and tour escort; that way, they will drop to the very bottom of the document. It may also be helpful to assign sequential tag numbers to all of your double/twin rooms, then follow with your triples, then quads, then singles. It makes your roomlist a little more logical and visually appealing. Finally, it also makes sense to assign sequential tag numbers to people traveling together, who have requested adjacent rooms.

If the reservation is for a Driver or someone (an escort or group leader) you consider to be Staff (traveling on a Single or Double occupancy basis), click in the appropriate field (in our example, highlighted in blue) to load the number of passengers in the record to be tagged as such. **Note that the numbers entered in these fields are what will populate the "Utilized" fields of the same names in TM**.

Note: *The only Packages that you will see here are those that have been* ***Published.***

Anything not published will not display and so cannot be sold.

Next, proceed to the "Prices and Requirements" part of the screen, in the lower left, where you will see a series of labeled buttons representing the various Package types associated with the tour. Picking any one of them will trigger display of Packages of that type that are available for purchase. It's recommended that you click "PKG" first and sell the "Primary" or core Package before selling any Options.

Referring to the example on the previous page, since the booking is for one person in a single, the “Discover Savannah” package on a “Single” basis would be selected by clicking on the “Book” button on the right. Once a selection has been made, the Package details will load below, along with an indication of how many passengers booked the service, and the status. In our example, since the “#Travelers” in the record was 1 when Discover Savannah was booked, a 1 would drop into the “#Pax” field. If the sale is confirmed the Status will show as “CNF”, the Price field will reflect the per person cost of $512, and PKG shows as the Type. If there is no space available on the tour, either because the capacity reflected in TM has been exceeded or because inventory in one of the Package’s Price/Inventory records has been depleted, the Status will display as WL (waitlisted). Note that any and all waitlisted records remain so until you clear them; i.e. the process is not automated meaning you might chose to confirm the second or third record ahead of the first if circumstances dictate.

As mentioned earlier, if there are other package types associated with the tour, additional buttons (labeled OPT, LAND ONLY, etc.) will display. Click on them one by one and examine each list to make all the appropriate selections for your Booking. If you are not certain which Package is the one you want, clicking on the small “i” icon next to the Book button, will take you to the Packages module, where you can view the itinerary to see what is included, before returning to the Booking.

The last thing to reference on this layout relates to the traveler’s departure preferences, as they relate to motorcoach or air travel. If noted in their Client record, those preferences will be visible here. If a schedule of motorcoach pick-up and drop-off points has been loaded in TM, that detail will also be visible and available to select from.

To proceed to the next step in the booking script, again click on the “Continue” button at the top of the screen.

You are now at the point where a payment can be posted. Click on the “New Payment or Discount Record” button to post anything but automated credit card payments (possible if TourTools™ is interfaced to an internet-based credit card processing software; process explained below).

The **Type of Payment** is a value list of choices (Cash, Check, Credit Card, etc.), the check number goes in the field so labeled, the initials or name of the person posting the payment should be entered in the **Received By** field, today’s date will auto-fill in the **Payment Date** field, free-form notes can be entered in the **Transactions Notes** field, and the amount of the payment should be entered in the **Amount Paid** field. If your system is programmed to accommodate the sale of travel insurance, there is a field reflecting the premium due as well as a field where the amount of the premium paid can be input. Note that the only time you will use the Credit Card identifier as part of this process will be in instances where you ran the card outside of TourTools™ and need simply to add the payment to the record after the fact.

If you want TourTools™ to calculate a discount based on a percentage of the total cost, select “Discount” as the Payment Type and input the percentage as a decimal (example .10) in the **Discount %** field and click on the “Calc Discount” button. At that point the calculated amount will drop into the **Amount Paid** field.

When all entries are complete, use the “Post”

Credit Card Payments and Voids

To process a credit card payment online, click on the “Credit Card Payments” button and then on the “New” button.

Doing so will begin to set up a payment record and will “auto-load” several fields; today’s date, and the Client name.

As appropriate, click on the “Bal” button to load the current balance, and pick from the value list to identify the **Payment Type**. Do the same in the **CC Transaction** Type (Sale, Credit or Void) field, and continue by entering the card detail. If you have the security code, load it in the field labeled **ID**. This number is not vital to the process unless required by your credit card vendor.

When all entries are complete, click on the “Submit” button. Upon receipt of an authorization response, you will be prompted to post the payment to the account.

If you need to void a payment, click on the “Void” button that appears beneath the entry on the “Payments” screen. That will queue up the details of the card, the amount, the authorization code related to the payment, etc. related to the payment that needs to be reversed. Follow the prompts to continue. **Note: A payment can only be voided on the same day it was initially processed**.

The reservation process ends at the Notes screen. Notes entered in the **Depart** or **Ret Manifest** fields will appear on the manifests that reflect who is joining and leaving the tour at points specified in the Tour Master record and picked in the Booking (further details follow). **Airline Notes** will appear on the various flight manifests; **Invoice Notes** will appear on the Invoice or Receipt, and **Rooming List Notes** are self-evident. To make internal notes about the Booking, type in the unlabeled white field and click on the pencil to load. The remarks will be tagged with the current date as well as your name.

The “required steps” in the booking process have been completed. You may now need/want to click to some of the other tabs in the record to make additional entries.

Completed Booking Screen

Most of the fields/buttons on the top of this layout do not require explanation or have been addressed previously. Those that haven’t include:

Tag Color: In cases where you have a multi-bus move and want to assign travelers to one bus or the other, use the color coding available via the value list attached to this field (this is different than the colors you are able to assign to bus pick-up and drop-off locations in TourMaster).

Go Pax Records: For every name in the Booking record, there will be a corresponding “Pax” record, accessible by clicking on this button. You’ll recognize the fields in the section labeled “Personal/Dietary Information” as referencing data from Client (Passport Number, Birthdate, Medical Conditions, etc.). If these fields were empty at the time the booking was made, go back to the Client record to load the details, then

return to the Pax record and click on the “Update Health/Diet Info from Client”. You can otherwise update or edit the information right here; however, your input does not translate back to Client.

Name Tag Public	Name Tag Group	Name Only Tag	Luggage Public	Luggage Group	Document Label

Along the top of the screen you will see a bank of buttons that can be used to generate a variety of name and also luggage tags, as well as a label that can be used to tag document packets.

Use the “< Back” button to return to the front page of the Booking.

Clicking on the small spoon and fork icon has the same effect as clicking on the “Go Pax Records”. If meal selections have been loaded in TM, notice that the icon will turn red or pink.

Once in the Pax record(s), click on the button labeled “Load Menus”, to bring the restaurant(s) confirmed as part of the trip into view. Clicking in the field adjacent to the restaurant name will present the menu choices available to pick from and clicking on one will assign that meal to the passenger whose record you have open. Use the navigational arrows at the top left of the layout to move to the next Pax in the record to assign their meal selections. Choices made here correspond to the Pax Meal Report that can be run from Bookings.

At the bottom of the Pax screen there are fields referencing Fundraising and Insurance, both of which are not generic to the system. If either might be something you can use, please ask for details.

Payments Tab

This is where payments received after the Booking record was initially created will be posted. In the center of the screen is a display of the payment requirements as established in the TM record, along with a running account of what is currently due. Clicking on the “Load TM Deposits” will update the record with details from TM, which detail can be overwritten as necessary if you make special payment arrangements with the traveler(s).

The “Passenger Invoice” pane running along the right side of the record will display in more detail a breakdown of charges—including any charges posted in the Direct Entry Option (sub) tab on the Prices tab and any air charges from the Flight Info tab—as well as any payments, commissions and such. This display is different when looking at a GL/GL record.

“Credit Card Passthru” is one of the values that can be assigned to a payment and will be selected in

instances where you pass your traveler's credit card information on to another vendor—such as an airline or cruise line—in payment and *they*, rather than *you*, do the actual processing. **Note: Don't forget to make corresponding entries for payments processed in this manner to the Vendor account payable in Ops**.

If you have situations where you need to transfer money from one Booking to another; use the "Transfer" payment identifier. In the booking record that you want to take the money *from*, enter a negative figure in the "Amount" field and reference the record to which you are transferring the money—perhaps by last name and booking number—in the "Transaction Notes" field. In the record you are transferring money *to*, you will also indicate "Transfer" as the type of payment but will enter a positive figure. In the notes field, again reference the name and booking number from where the payment originated.

In the area to the left, note the two buttons "Block Pay Remind?" and "Block Late Remind". By default those are set to "No", but can be set to "Yes" if the traveler is to be notified via email of delinquency or a payment deadline coming up (part of the TourTools Online interface you may have purchased).

A couple of things to mention regarding payments. You'll notice an "up arrow" precedes each payment in the portal (this is the same in Ops). As always, that is an invitation to "click for details", and the "Payment Entry" that presents contains all of that detail. Modifying or deleting a pay record should be done only in extreme cases, usually at the discretion of the owner, as this goes against all accepted accounting procedures.

If you have a returned check, do not delete it as doing so means you lose the payment history. Rather, make an adjusting entry by posting a new payment with a negative amount equal to the value of the bounced check, and in the transaction notes field reference the fact that "this replaced returned check #xxx".

Pre-Scheduled Credit Card Payments

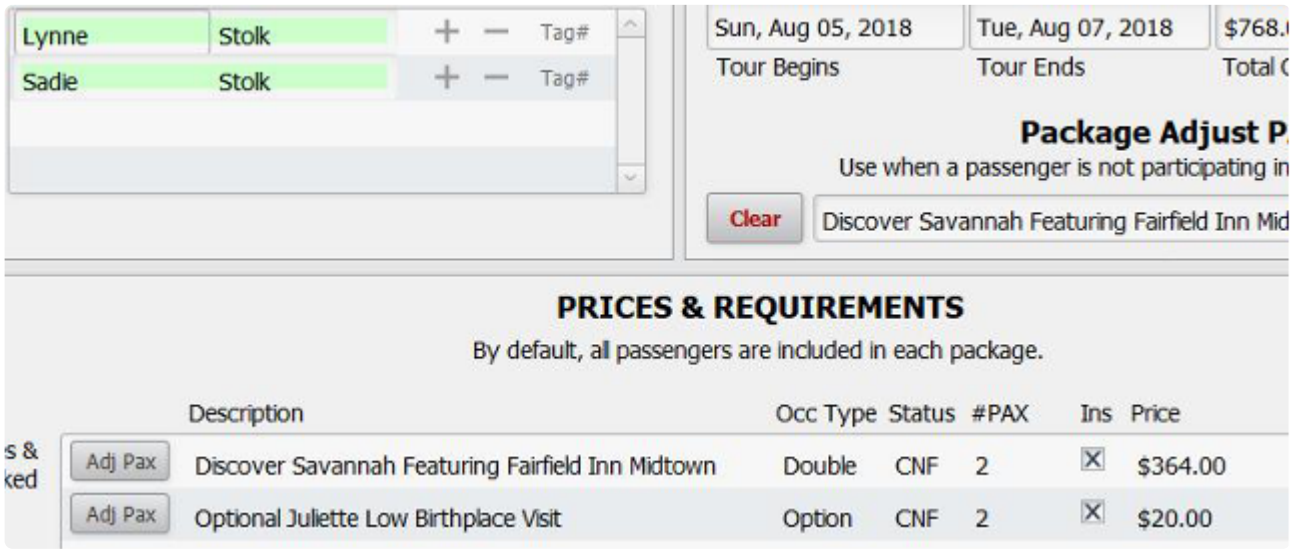
If you have agreed to a traveler making regularly scheduled credit card payments against their balance, there is functionality to accommodate and somewhat automate that. For details on the process, contact your TourTools™ support person.

Prices Tab

This screen shows the Packages and Options available (at the bottom) and sold (at the top).

You can add to or take away from the booked packages and options here. If the travelers in this record, by example, change their mind about wanting the optional Juliette Low Birthplace visit, you would click on the "Delete" button associated with the Package.

Use the "plus" and



"minus" signs behind the traveler's names in situations where not everyone in the record is doing the same thing. In this example, if we queue up the "Optional Juliette Low Birthplace Visit" by clicking on the "Adj Pax" button preceding the Package name, Lynne and Sadie's names are highlighted above in green to reflect that they are both confirmed. If the minus sign following Lynne's name were to be clicked at this point, she would no longer be confirmed for that Package and the #Pax confirmed would change to 1.

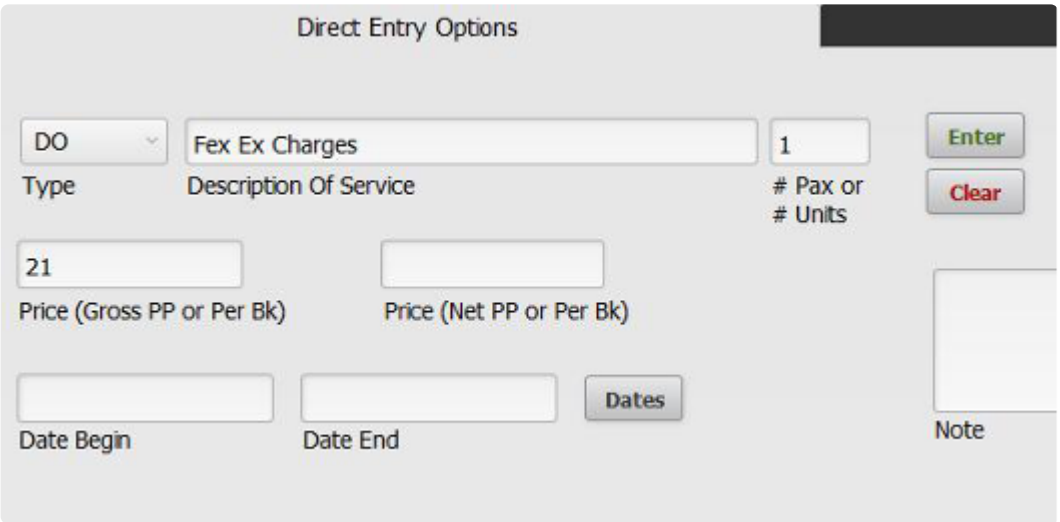
It is possible to tie two travelers from *separate* records who are going to room together on an optional post-tour Package together by typing a common "Tag#" in the field so named. Note that this is a *different* tag than the one associated with the base package confirmed in both of their Bookings.

Example

Wilma Flintstone and Betty Rubble are traveling with their husbands on a tour that offers an optional post-trip extension. The Flintstone booking is assigned tag #1, and the Rubble, #2. In the Flintstone record,

Wilma is shown to be the one Pax confirmed for the post-tour by virtue of the green highlighting; and in the Rubble record, Betty is similarly shown to be confirmed. In the field labeled "Tag#" that follows their names, typing a 10, by example, will assign them that position on the roomlist that will eventually be run for the hotel featured in the post-trip extension.

Direct Entry Options: This is where you can sell miscellaneous services that you opted not to build into Packages. Click in the Type field to select "DO", describe the charge in the adjacent field, enter a number in the "#Pax or #Units" field, and load the related price in the appropriate field or fields (if you want to make a profit on the option being sold here, enter a gross and a net amount). Note that, in spite of the fact that these charges are described as "options" the costs load to the Packages portal and so are added to the Packages total on the Payments tab and also on the invoice.



Flight Info Tab

On the Flight Info screen, there are three tabs. If you have flights loaded in the TM record, clicking on the one labeled "All Flights by Tour" will display those for selection.

You can otherwise build a flight itinerary for an individual traveler or for the group right here in Bookings; the process is exactly the same as explained in Chapter 4, and in fact the new itinerary will be saved to the TM record.

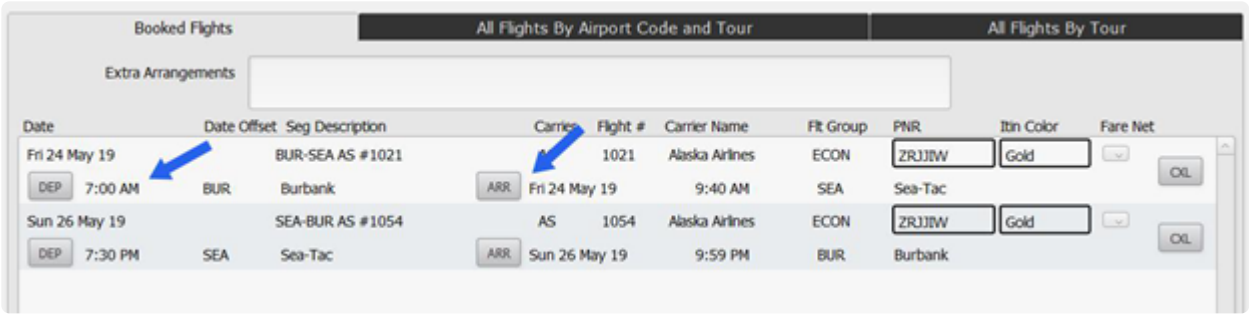
To press a point as concerns the "Fare" field, this amount should be loaded in one segment related to the itinerary to reflect the associated cost. **Be aware that this fare will add to the balance due being calculated in the Booking and thus contributes to the overall "Tour Gross" amount as reflected in the P/L for the tour. <u>What is not accounted for here, however, is what you paid the airline</u>. As such, unless you account for that by means of a Price/Inventory record linked to and sold as part of a Package, or make a miscellaneous adjustment in Ops, your profit will be overstated** .

When it comes time to assign a flight schedule to a specific Booking or to a found set of records, click on the “All Flights by Tour” and make the selection appropriate for your traveler(s) by clicking on the “Book” button. The script will ask if you want to book by “Segment”, sort of a la carte; or, use the “Itinerary” color, which would load the *complete itinerary* from start to finish. You will also be asked if you want to load to just the record you are in, or if you want to load to your expanded “found set”. Whatever your selection, the flight itineraries will load to the Booked Flights tab.

If you have a schedule change or change in the cost for the air transportation, go to the All Flights by Tour tab in Bookings or in TM, and click on the “Edit” button in the segment you want to alter. Make whatever change is appropriate in the window that displays and click “Save” to complete the update in the record and in the records of all passengers holding the segment in question.

If you have a schedule that is *similar* to one that is already in the flight library, you can click on the “Edit” button and in the window that opens use the “Duplicate” button at the top of the screen to make a copy of the itinerary. Then, open the new record—again using the “Edit” button—and make whatever changes are necessary before saving it.

The Reports Menu section at the end of this chapter details the air manifests that are available from here in the Bookings module. Be aware that clicking on the “DEP” and “ARR” buttons on the “Booked Flights” tab in any individual Booking will allow a “quick call” of a manifest for tour participants on just the segment represented.



Group Booking Tab

The process of making a GL booking is explained in detail later in the chapter.

Group/Agency or Company Information: If the Booking was made via a GL record, the Group Leader’s Client number will be referenced in the **GL Rec # Cli** field. The field **GL Rec # TM** references the link between the Booking and the Master record that may be associated with the TM record. Clicking on the button labeled “Find Group” will assemble all of the Booking records related to the same GL for the same tour and will also reference how many there are in total.

Gift Package Description. Use this area to load the cost for gifts that are purchased by a second party for the traveler(s). By example, the children of some cruise participants want to surprise their parents with a fruit basket in their cabin. You can load the description and the cost detail and log the date you received payment. None of this information affects the balance due, does not appear on any invoice or confirmation,

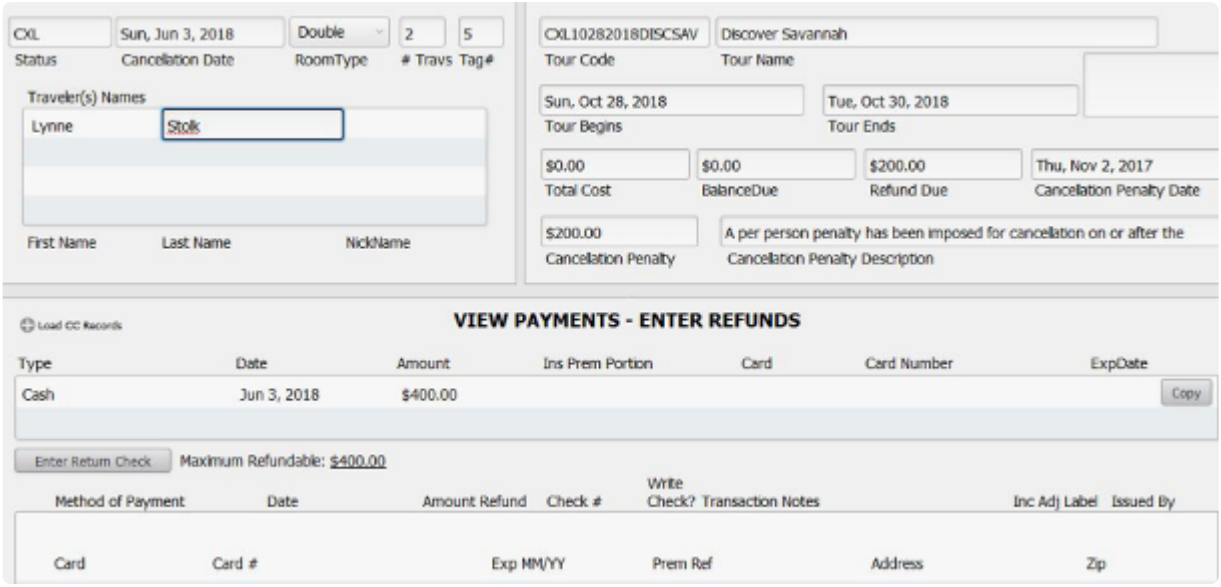
and does not impact your P/L.

Departure Tab

If a “Preferred Departure Point” was loaded in the Client record when the booking was made, you can reference it here as you view the pick-up and drop-off spots that have been established for the tour back in TM. Select on behalf of your traveler(s) by clicking on the appropriate “Load” button. Should you offer the option of a home pick-up, click to pick the “Home” button on the left-hand side, where the traveler’s home address from Client will be visible. If they are being picked up at an entirely different location, pick “Other” and load the specifics just above.

Refunds Tab

If a refund is payable due to an overpayment or due to cancellation of a reservation, come to this screen to see the detail and to close the account. In the case of a canceled reservation (details on the process are explained later in this chapter), the display might look something like what you see here.



In the View Payments portal, you can see what’s been received ($400); and in the area labeled Tour & Refund & Penalty Information section, the penalty as set in the Tour Master record ($200) displays in the **Cancellation Penalty** field. The resulting refund is referenced in the field labeled **Refund Due**.

Clicking on the “Enter Refund Check” button will load the refund payable and at that point the “Refund Due” will zero out. Posting the refund in the lower section of the screen is exactly like posting a payment.
If the refund is to be made via credit card, click on the button labeled “Load CC Records” (directly to the left of the “View Payments – Enter Refunds” label) then on the “New Credit Card” button and then enter pertinent card details as is done when posting income. The payment type will be identified as “Refund” and the “CC Trans Type” will be “Credit”.

Note: It is possible to override the penalty that calculates automatically from Tour Master. In this case, if you decided to penalize the travelers just $100, you would overtype the $200 “Cancellation

Penalty" and the "Refund Due" would adjust to $300.

The "Refund Letter" that can be generated from the Doc Queue tab of the Reports menu will display all of these figures on a document that can be mailed, along with your check, to the passenger.

Refunds due to overpayment are handled in exactly the same manner. All refunds pending in your system can be viewed on the "Refunds Due List", another report that can be accessed from the Reports menu.

Commission Tab

If commission percentages were loaded on the Addresses tab in Client at the time the Booking was made, commissions will have automatically been calculated on sales of "Top" or "Level 2" Packages. In this example, the top commission level in the linked Client record was set to 10% and on a $364 Package, the commission due is $36.40. Any Packages identified as "2nd level" would be commissioned at 5%, as would any air, options, etc. (in our example there were none).

If a

commission amount has not calculated automatically, simply inputting a decimal figure here in the **Comm** field will cause that to happen.

You can manually add or manipulate the commission figures as needed. In this example, if you wanted to round the commission to an even $37.00, enter .60 in the Comm Adj field. If you wanted to round downward to $36.00, your entry would be -.40. Use the "Comm Adj Description" field to enter an explanation as to why an adjustment was made.

TourTools™ queues the commission due, to be paid on the return date of the trip. You can override the calculated date by changing it in the **Date Due** field. The "Commission Due List" report will give you an overview of these payables.

When you are ready to settle the commission, click on the "Enter Commission" button. The date and the amount of the commission will drop into the appropriate fields, and the **Type of Adjustment** will automatically be tagged as "Commission Retained" if there is still a balance outstanding on the account. If

the account has already been paid in full, the type will be identified as “Commission” and the transaction will be settled upon entry of a check number.

Address Tab

This screen references the address and contact details loaded in the Client record from which the booking originated. If that record represents the traveler, the “Client Link” tab will be populated. If the Client is the “Master” or is *linked* to a Master, then the “Group Leader Link” tab will show that detail.

If the Booking should have been—but wasn’t—linked to a master at the time it was made, you can establish that relationship retroactively by simply typing the Master Client’s Record ID number in the field labeled **Agent ID #** on the Group Leader Link tab. You can toggle between the Booking and the GL Client record by clicking on the “<GL Agent” button at the top of the screen. Clicking on the “< Client” button will take you to the *traveler’s* Client record.

Res Status Tab

Click on this tab for a general overview of pertinent details of the record.

To Do Tab

The Bookings database is one of many from where you can create “To Do” records. For specifics, see Chapter 9.

As documents like confirmations, invoices, etc., are printed from the record, they will list automatically in the To Do portal.

From the “Documents” sub-tab, documents associated with the Booking can be linked and viewed. The functionality is the same as explained in Chapter 2 and again, later in this chapter.

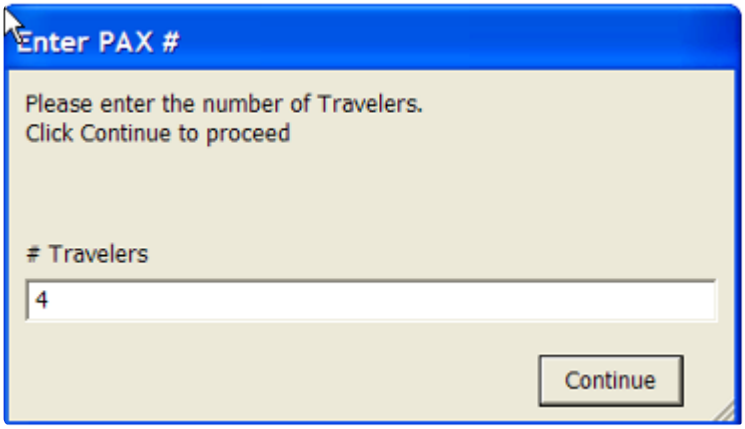
Making a Group Leader Booking

So far, what we’ve covered is the process for making a reservation for individuals who are booking direct and paying their own expenses. In situations where you have a sponsoring organization or another reseller acting as an intermediary, you will set up what is referred to as a Group Leader booking record. GL records can be used in situations where you never actually receive the names of the travelers— perhaps for a day trip—and it will suffice to simply invoice for “x” number of travelers; or, for instances where you receive nothing more than the names of the travelers, for whom there’s no need to create an individual Client record, and a summary invoice is desired.

The process of creating the Group Leader record begins exactly the same as for an individual, i.e., start in the Client record— ***which must be identified as a Master*** —and click on the “+ Booking” button.

Once in the new Booking record, select the tour code and skip over the “#Travelers” and “Type of Room” fields. Select “GL” as the “Type of Booking” and “Type of Invoice” and then “Continue”.

On the next screen, **no pax name is entered in the record**. This type of Booking can be thought of as a “holding account” or a “shell record”.



If you want to put a hold on space and be able to create a preliminary “pro-forma” invoice and/or if you anticipate never actually receiving or loading *individual* names, click on the “Book” button that follows the Package description, just as you do when making an individual booking. What you will then see is a screen that looks like this, prompting you to enter the number of persons who are expected to travel on that basis. In this example, we clicked on “Double” as the package type and are projecting that 4 persons will travel on a double occupancy basis. After entering the number, click “Continue”.

This process can be repeated for as many packages as you have available and wish to sell and set up for invoicing. By example, if on this tour we needed to also invoice for 9 persons in a triple and 12 in a quad, we would repeat the process of selling twice more. When you finish, the Prices tab will reflect the sale of 4 Doubles, 9Triples, etc., and the “Group Leader Invoice”, that can be run from the Reports menu, will detail these charges.

If, as promotion of the trip moves along, there are changes in the numbers of passengers expected to travel, you can return to the Prices screen and click on the number currently confirmed for a given Package. The same window as shown earlier will open, and you can simply overtype the numbers.

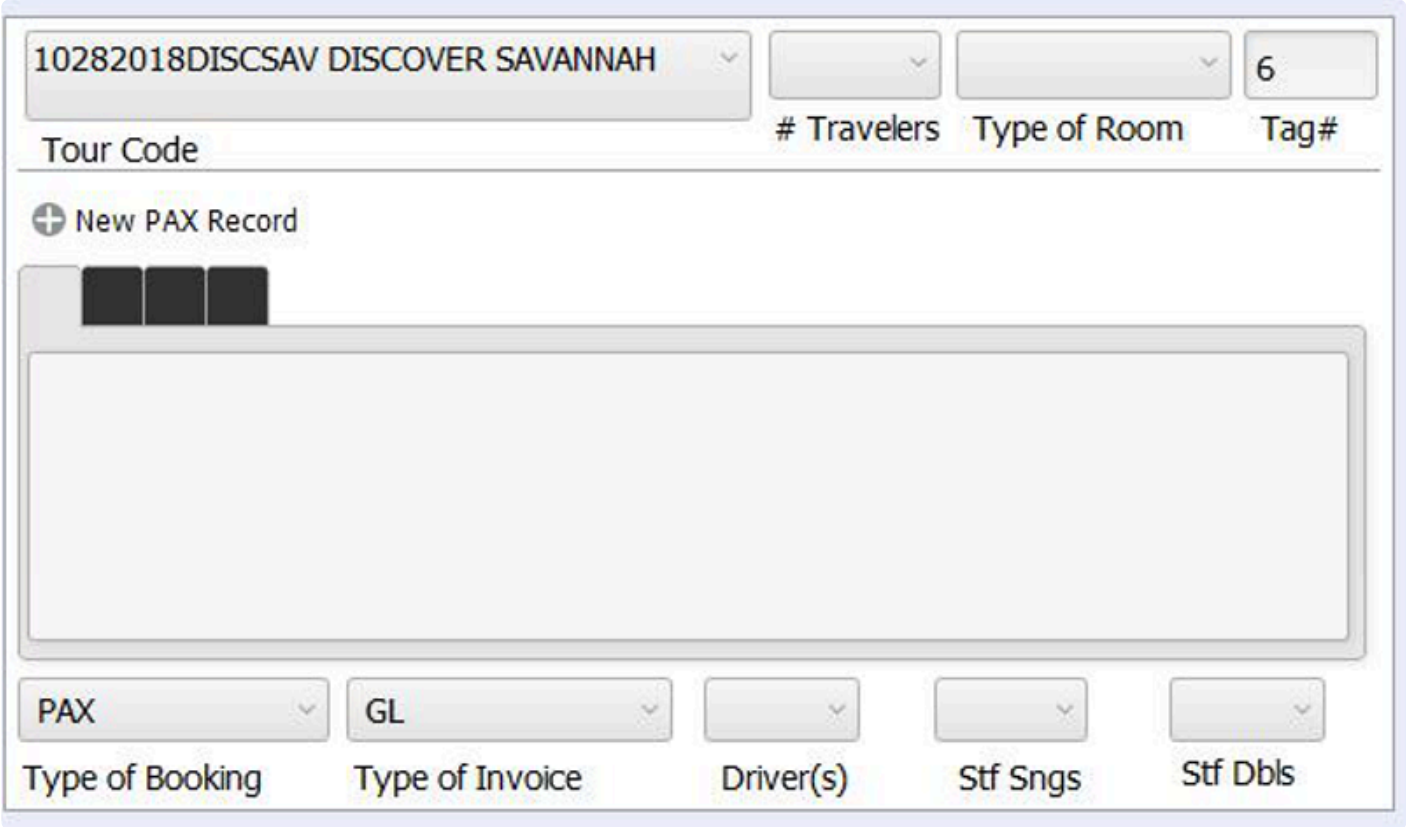
If the record created in the early stages was to hold seats and allow creation of a pro-forma invoice, and you now have actual names of the travelers, come to the Prices screen, and delete the number of Package(s) sold. What you are doing is, in essence, releasing seats back into inventory in order that you can scoop them back up in the name of “real” travelers.

The process described next is used when you’ve been given the traveler’s names by the group leader and are ready to book them.

Begin by creating a GL/GL record as just described but move past the Prices tab without selling any Packages. Instead, complete the record, return to the Group Booking tab, and click on the “+ Make Another Booking for This Client or Group” button.

You will immediately be asked if you want to “Include” or “Separate” charges for this booking on/from the GL/GL record. Nine times out of ten, you will “include”, meaning all charges will be swept to the GL record, which is usually appropriate. The rare exception is addressed on the next page (notice the asterisk that appears toward the bottom).

The screen that you see next is a compilation of the main Entry screen and the Prices layout. Enter the **#Travelers** and **Type of Room**, then click on the "+New PAX Record" to enter the name(s) of the travelers. You'll see that the Type of Booking has



been identified as "Pax" and the Type of Invoice "GL"; values you will not change. After entering names in the record, proceed to the selling of a Package or Packages below. When you are finished, click on "Another" to continue adding passengers, or on "Done" once you have entered all of your group names.

The individual Booking records thus created will reflect Package sales on the Prices tab but appear to have no corresponding balance due. What is happening is, the *cumulative total of all charges for all (*)* bookings is being swept to the GL/GL holding record. This includes the cost of all Packages plus any "Options" sold on the Group Booking tab.

Some things to remember about Group Leader holding accounts:

✓ If the group leader is actually traveling, it is recommended that the *first* Booking you make from the GL holding account be theirs. Remember that the holding account—the GL/GL record— is just that; it is <u>not</u> a reservation record for any individual.

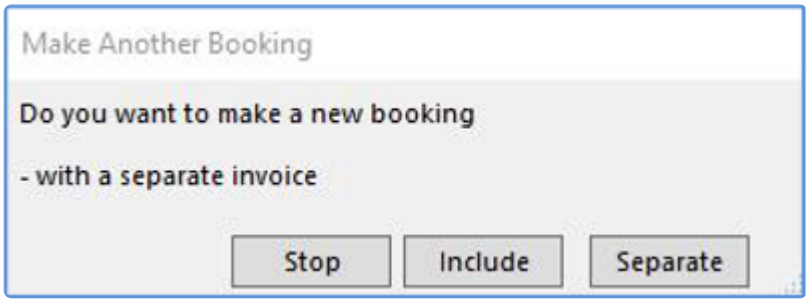
✓ Unless your group is being billed outright for a tour manager and driver, reservations for those personnel will be PAX/PAX made direct, in other words, <u>not</u> via the GL holding account.

✓ <u>All financial transactions+—including the posting of income and the payment of refunds or commissions—+must be made in the GL holding account</u> (*) Nothing of this nature should be posted to the individual booking records. Even if checks are received directly from a traveler to pay for an individual service—an airline ticket or some optional expense, by example—if they are booked as Pax/GL, the

payment still gets posted to the GL record. In such a case, the “Transaction Notes” field would ideally reference the payee.

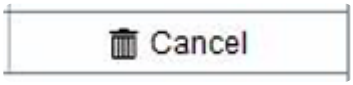
✓ As a reminder…If you generated a pro-forma invoice and then receive actual names from your group leader, remember to go to the Prices tab in the GL record and delete the preliminary sales you made before entering the names as actual sales. This will prevent your creating your own overbooking situation.

(*) The possibility does exist to create something of a “hybrid” booking via a GL/GL record which explains the previous “qualifiers”.



At the point you begin the process to “Make Another Booking for This Client or Group”, you are asked if you want to Include or Separate the charges from the GL Invoice. If you have a situation where an individual traveling with the group is going to make their own payments on account, indicate that you want to separate them out. When you do, the invoice will still be addressed to their Group Leader, but the document will be completely separate from the GL Invoice.

Canceling or Rebooking an Entire Booking Record



If the entire booking is to be canceled, or if you need to rebook the traveler(s) on a different tour, click on the “Cancel” button. When you choose to “rebook”, you will select the code of the new tour and a new Booking record is created for you. You will, in either case, be asked if you want to charge a cancellation fee. If you reply in the affirmative, the fee will be calculated for you, based on the deadlines established in TM (which amount can be overridden as appropriate). When you elect to “rebook”, any payments posted in the original record will be transferred automatically (less any cancellation fees) to the new record, and notes documenting the transfer will be tagged in both.

Canceling One Passenger in a Record

To the right of each Pax name listed on the front page of a Booking record, there is a small trash can. Use that when one of the passengers represented in a multi-traveler booking needs to be canceled. When doing so, keep an eye on related data in the record; by example, has the number of travelers reduced from 2 to 1? Should the Package confirmed no longer be “Double” but need to be adjusted to “Single”? To be sure, not all of those changes will happen automatically.

hasn’t been explained previously include “Tour”. Clicking on this button will assemble all records sharing the same tour code as the record you are in. Think of it as a “find on current tour”. When you click it, you will be asked if you want to view *all* records or just *active* records.

Documents associated with a Booking, perhaps a copy of a passport, can be attached to the record by clicking on the “Load Doc” button (there is also a button on the Documents (sub) tab on the To Do tab). You will be stepped through the process of naming and describing the document, then browsing, identifying and attaching the document. Once attached, the document can be viewed by clicking on the “up arrow” button on the To Do >Document tab.

If you purchased the “Bus Seating” module as part of your system, the “Seat Assign” button will take you to the seating chart associated with the tour that the passenger whose record you have open is booked on. Once there you are able to assign the traveler to a specific seat.

If there is an email address loaded in the Client record to which the Booking is attached, clicking on the “Email” button will allow you to send an email directly from TourTools™. The process allows sending a message with or without an attachment. A “To Do” will be saved, indicating that an email was sent, but the message itself is not saved.

Insurance

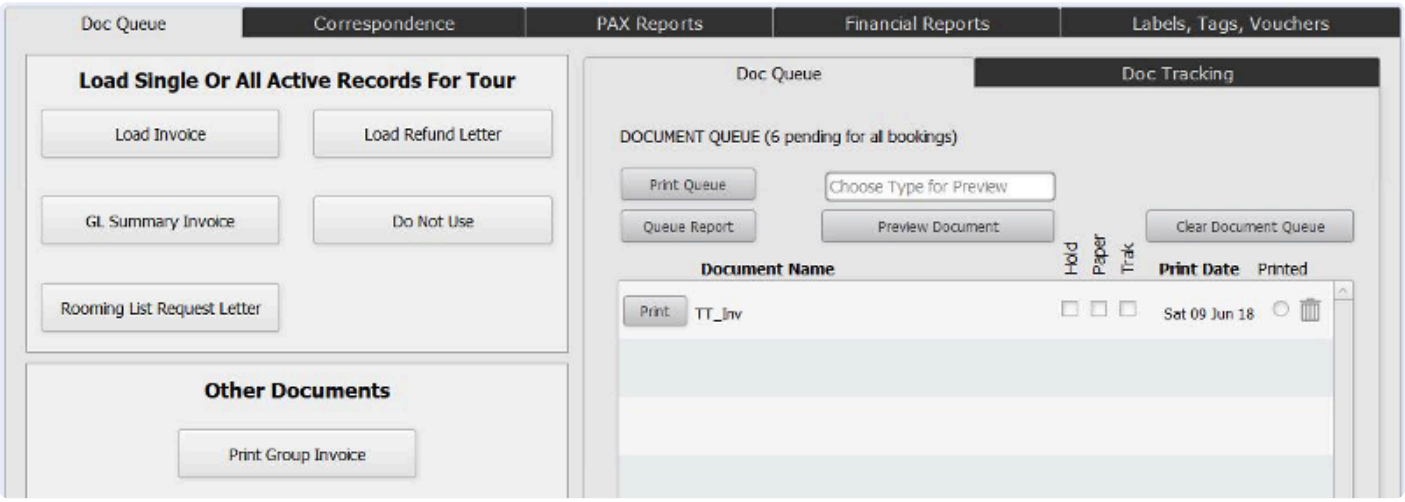
The sale of insurance can be automated (consider customization) in TourTools™, and throughout the system you will see fields and layouts that reference coverage. The specifics of *what* you sell and *how* you sell it will need to be programmed, and separate instructions for managing your program will be provided upon completion.

Reports Menu

Since there are so many reports and documents available in the Bookings database, they are divided over five different tabs, as follows:

Doc Queue Tab

On the left-hand side of the layout, there are buttons representing the various documents that you send to your travelers. These may include confirmations, receipts or invoices; or may be forms that need to be completed and returned to you.



A single click on a button will send the document in question to the document queue on the right. If you wish, all documents queued up can be run at the same time by clicking on the “Print Queue” button (any you want held back temporarily can be marked “Hold”, which will prevent their printing). If preferred, single documents can be run by clicking on the “Print” button preceding the document’s “name”.
If the Client record to which the Booking is linked has an e-mail address, the document can be e-mailed, or it can be printed to paper; you will be given the choice when you click on the “Print” button.

If you are going to run a batch of documents from the queue, be sure to click in the box labeled “Paper” for any registrants who have e-mail but don’t want to receive their documents electronically. The process is completely automated, meaning the e-mail/paper choice will not be presented for each individual record.

As soon as the document is sent, the **Print Date** will auto fill, and the button labeled “Printed” will highlight. If there is a need to *re-print*, de-select the button by clicking on it and the document will go back into the queue, and/or can be manually reprinted or emailed.

If you have documents that need to be tracked—in other words, they need to be returned to you by the traveler (liability release forms is a good example)—click the “Trak” field **before you print it**.. Once the form is returned, record the date on which that happened in the **Recd Date** field on the Doc Tracking tab.

Click on the trash can icon to remove a document from the queue.

The other buttons in this area include the “Queue Report” which will generate a report showing everything that is in the queue; and the “Clear Document Queue” button **which will clear the queue completely of any documents that have yet to be printed.** Click in the field **Chose Type for Preview** to select the document you want to look at, then click the “Preview Document” button to view it.

Correspondence Tab

***Group Leader Invoice*:** This is the invoice you will send to your group leader. The individual travelers linked to the GL/GL record are listed on the form, as are all charges and payments that have been swept to the GL account. If you prefer to send a summary of charges without all of the detail, run the GL Summary Invoice from the Doc Queue tab.

***Unstored Fax/Unstored Letter*:** Use as a means to send a quick note or fax to one traveler or all

passengers on a given tour. As the name implies, these are not permanently stored anywhere in the system; each time the form is used, you overwrite the text that was entered the last time.

***Pax Reports Tab*:**
Rooming List: A list of all passengers confirmed on the tour, sorted on the tag number. Be aware there is another roomlist that can be generated from Ops, which is Vendor specific.

Rooming List Internal: Same as above but including some additional information about the travelers that might be helpful to the tour manager.

Ticket List: If your system has the “Ticket Module”, this report lists who is assigned what tickets.

Passenger Address List: Lists the names of all passengers on the tour, along with their addresses.

Cruise Dining List: This report displays the dining preference and dining notes loaded on the main entry screen in the Booking record. Dietary preferences loaded in the Client record are also referenced.

Passenger List: A list of travelers by name, also showing their Booking numbers.

Passport Report: This report displays the passport details, birth date and other information stored in Client.

Pax Meal Report: Information regarding your traveler’s menu selections are reflected on this report.

Waitlist Report: When this report is called, you are given the choice of listing passengers waitlisted on *all* tours or just the tour that shares the code of the record you’re in.

Special Occasion Report: Reflects information loaded on the main entry tab, having to do with special occasions being celebrated while on tour.

Insurance Report: Will be activated if and when your system is customized to accommodate insurance sales.

Universal Manifest: Reflects names, addresses, birthdates and passport details.

Departure Bus Manifest: Use this report to see “who’s getting on where”, based on input made on the Departure screen. The $$ appearing to the left of the passenger name indicates that the traveler still owes you money.

Return Bus Manifest: This report is identical to the outbound manifest only showing the return day information.

Master Dep Manifest: A variation on a theme, this report lists passengers, their home phone numbers, and notes on where they are boarding the motorcoach.

Air Manifests: When you call this report, you are given the option of displaying data by “Pax” or by

“Segment”. If you chose “Pax”, each individual traveler and their schedule will list; if you pick “Segment”, all travelers on a specific itinerary will display as a group.

Air Manifest – by PNR: This report reflects all passengers on a given tour who have flight itineraries confirmed, sorted by PNR record.

Financial Reports Tab:

Booking Totals B/O/C Status Report: This report lists passengers by tour, offering an indication of whether they are Booked, Optioned or Confirmed; also showing total charges, discounts, total paid and due, and cumulative totals.

Booking Totals Report: This is a list of tours, arranged in order of departure date, showing the number of passengers booked, total sales and total paid, as well as balance due. Cumulative totals appear at the bottom.

Balance Due: This report can be run by a specific date, date range or tour; and shows where there are balances owing.

Cash Report: This report can also be run by a specific date, date range or tour; and shows all payment activity. Even though it is called “cash” report, payments by check and credit card are also displayed.

Credit Card Report: This report is identical to the “Cash Report” as far as how it is called and what it displays; however, it displays only payments identified as “Credit Card”.

Late Payment Report: This report shows those individuals who are late with payments, comparing the payment history of the Booking to the deadlines loaded in Tour Master.

Refunds Due List: This report lists the Bookings that are due refunds, either as a result of an overpayment or because the reservation has been canceled.

Commission Due List: Commissions are considered payable as of the last day of a tour. This report can be called a single tour, all tours, or commissions due in the next 30 days. The presentation/sort is by tour.

Tour Element Inventory Report: This report (also available from Package) is usually run to determine why a Booking has waitlisted. Every element included in the Package will be reflected on the report, along with an accounting of inventory loaded, sold, still available or sold out.

Booking Status Report: This is quite a “busy” report, which reflects, by tour, an overview of each individual booking record’s pertinent detail and an accounting of financial activity. Contact information for the traveler is also captured, as are booking numbers for the tour in question.

Sales Totals by Salesperson: If the Client record to which the Booking is linked has a Salesperson associated, or if a Salesperson is assigned at the time of booking, this report captures that relationship. The Salesperson Totals report can be called by tour or by a range of tours and presents the salesperson’s production in terms of passenger numbers and revenue. Any bookings not associated with a salesperson

will appear at the top of the report.

Invoice Report: This is an overview, by tour, of passenger totals, and payment totals by type.

Tour Totals w/o Financial Info: This report is similar to the Booking Totals B/O/C Report but without any financial details.

Marketing Report: This report reflects how many bookings are attributable to your Source and Segment marketing efforts (values maintained in the Marketing Support File).

Labels, Tags and Vouchers Tab:
Avery Labels/Envelope: You can print one of two varieties of labels or #10 envelopes from Bookings. Once having clicked on the icon of choice, you will be asked if you want labels for everyone on a given tour or if you want to select specific records.

Name Tag/Luggage Tag: Clicking on this button will move you to the PAX records related to the tour referenced by the record you're in. From here, select which type of tag or label you wish to run by clicking on the appropriate icon.

If you have any questions that are not answered here Contact TourTools Support for assistance.

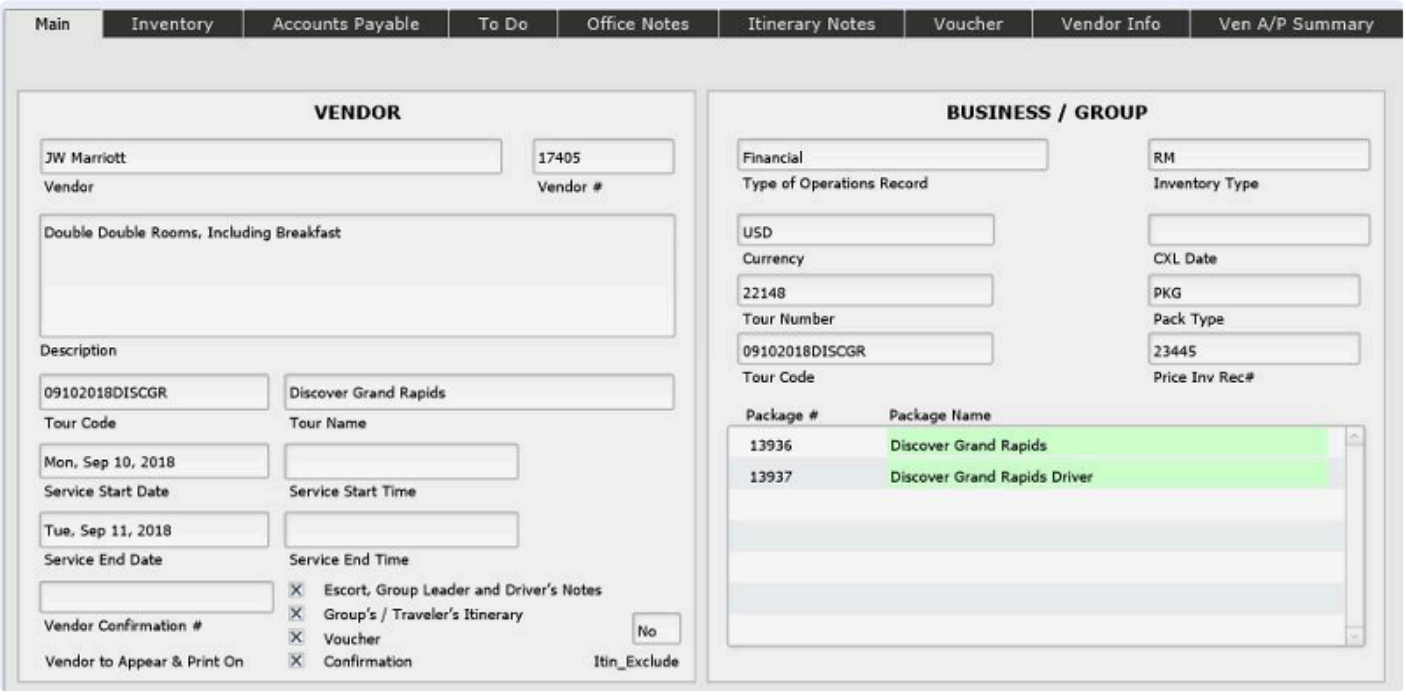
Last modified: April 13, 2022

Chapter 8: Operations

Operations is where passenger counts from Bookings impact Price/Inventory costs from Vendor, thereby creating Accounts Payable. Operations is where you can also produce travel documents for passengers, escorts and drivers – as well as generate inventory/utilization reports.

For every Price/Inventory record used to build an itinerary in one or more Packages, there will be a corresponding Operations record. This record will reflect the price and inventory data as loaded back in Vendor; as well as the number of passengers using that service once there is activity in Bookings. Operations is more or less the “end of the story”, since it’s here that you will come to record payments to your vendors, as well as run a variety of reports and documents when it comes time to finalize your tour.

As you finish creating and publishing your Package, you will be asked if you want to create Operations records. If you chose not to do it at that point, you can create them at any time by going to the List View layout in Package and clicking on the “Load Ops” button.



The fields contained on the Main entry tab are pretty straightforward. Note that the “Type of Operations Record” will be “Financial” if the Price/Inventory record represented has a cost loaded. If not, the Operations record will be classed as “Op Info”. If you entered a beginning and end time for the service in Price/Inventory, it will be displayed. If not, you may want to load it here (doing so will not cause the P/I record to be updated).

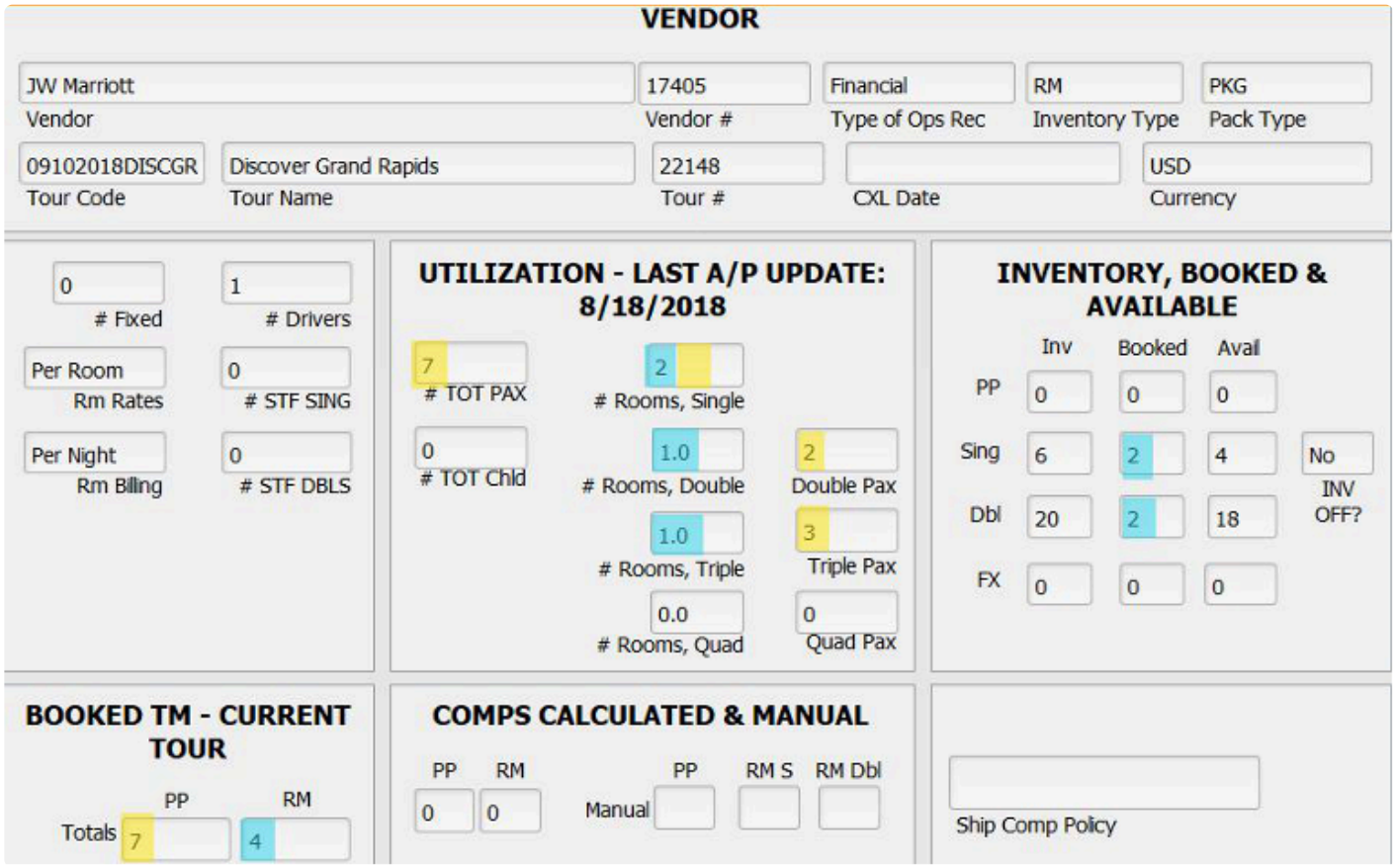
In the “print control check box” area(labeled Vendor to Appear & Print On), you will designate where you want this item to appear—whether on the Escort’s, Driver’s and Group Leader’s Notes; on the Group’s/Traveler’s Itinerary, and/or on a voucher. You can select or de-select by clicking on the check boxes.

In the portal at the bottom right of the screen, all Packages that share the Price/Inventory record and that are linked to the same tour will list. If the listing is colored green, that is an indication that the Package is

published. You may see additional listings colored red; those Packages are related to the same tour but are unpublished.

Inventory Tab

Note: On the Accounts Payable tab, there is a button labeled "Update A/P", which you will want to get in the habit of clicking immediately upon entering Ops. The script being called sweeps current booking numbers to the record, thereby also updating the current balance due.



Moving from the left to the right, the panels you see on the Inventory screen show inventory and utilization. This is information for your reference; you will not make any changes here.

If the record represents a fixed-cost service, a motorcoach by example, the **# Fixed** field will reflect the number booked.

The fields **Rm Rates** and **Rm Billing** reflect the billing structure as established in the Price/Inventory record.

Numbers will display in the **# Drivers/STF SING/STF DBLS** fields if reservations identified as those types have been made back in Bookings.

In the middle panel, you will see an indication of how many adults (**# TOT PAX**) and how many bookings designated "Child"(**# TOT Child**) are using this particular service and, if there is a room component to the service, how many single, double, triple, and quad rooms have been booked. Directly adjacent, you see an indication of how many passengers will occupy those rooms.

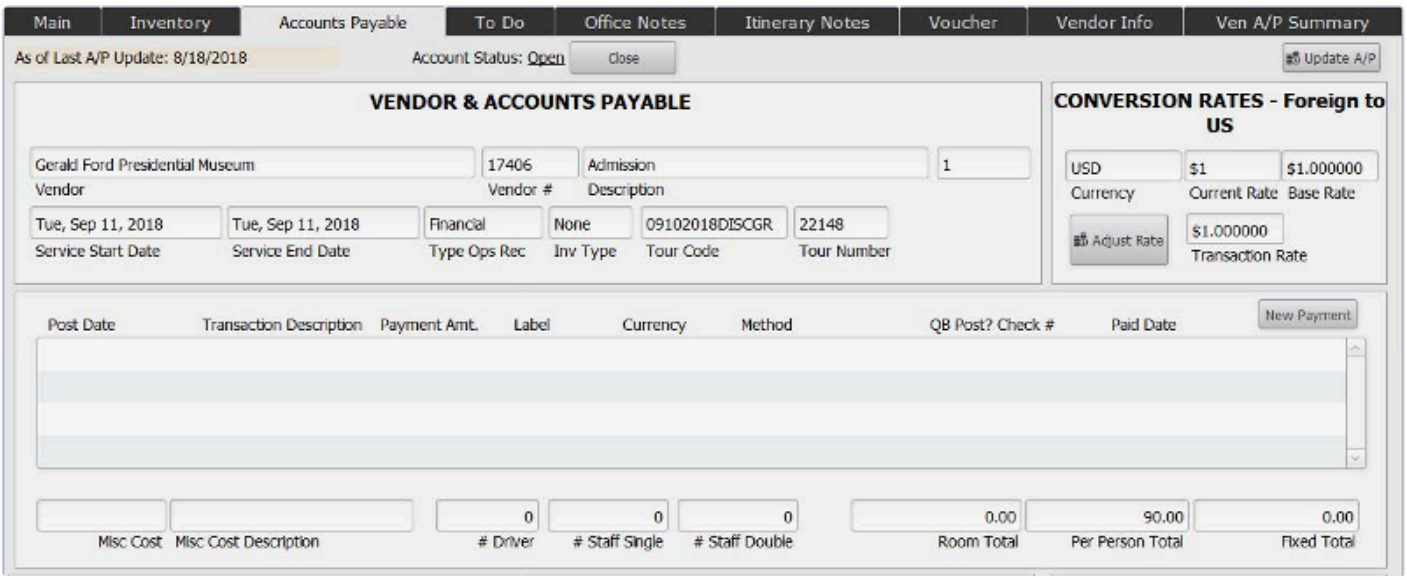
If everything is in order, these numbers will “balance”, as in our example where we’ve highlighted passenger numbers in yellow (notice that singles are not broken out; the number you see in the # Rooms Single field represents both the room as well as passenger count); and room counts in blue. As a reminder, triple and quad rooms are impacting the Dbl inventory loaded back in the Price/ Inventory record. Be on the watch for imbalances—by example you see two doubles but only three travelers. That should prompt an investigation of whether, back in Bookings, a single passenger is perhaps confirmed as a Double (Package)and should instead be a single.

To the far right, you see a reflection of whether inventory control was left off or turned on (**INV OFF?**) and loaded back in Vendor, the number being utilized in Bookings, and how many are still available. If inventory control was not turned on, nothing will show in this panel.

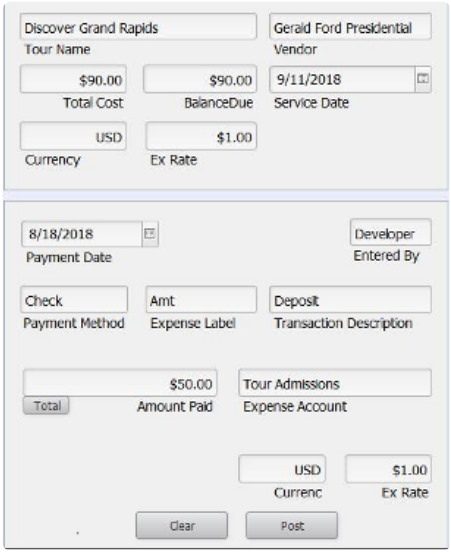
At the bottom left, you will see simple totals of people and rooms. Under “Comps Calculated & Manual”, you see the number of comps being backed out, based on the ratio loaded in the Price/Inventory record and present booking activity. If you don’t achieve the ratio but the vendor still allows a comp, load a 1 in the appropriate Manual Adj field: **PP, RM S(ingle) or RM Dbl** fields. The same fields appear on the Accounts Payable layout, meaning adjustments for comps can be made on that screen as well.

Accounts Payable Tab

The Accounts Payable screen reflects what you owe the Vendor, based on current booking activity. Again, the first thing you want to do when coming to Ops is click on the “Update A/P” button to refresh the room and passenger totals, and thereby the balance due, based on up-to-the-minute counts. Glance to the top left to see the last time the record was updated and also whether the account is Open or Closed. To change the status, click on the green button to the left of the status indicator. Records should be closed once all payment activity is finalized; probably at the point the tour has operated, and financial records have all been tied out.



Posting Payments



Begin by clicking on the button labeled “New Payment”, which will open up this window. Today’s date will drop into the **Payment Date** field and your name or initials will load to the **Entered By** field.

Pick a **Payment Method** from the value list that presents; **Check, CC (credit card)or Transfer**. Check and CC are obvious; Transfer denotes an electronic payment.

The values available to pick from in the “Expense Label” are **Amt, Adj and Credit**, respectively.

“Amt” will be used most often; it identifies an ordinary payment.

“Adj” might be used if a payment check sent previously was voided. Do **not enter the Amount Paid as a negative** as TourTools™ recognizes it for what it is when you select Adj as the label and Adjustment in the “Transaction Description” field.

“Credit” will be used when posting a refund or a credit memo. In the **Transaction Description** field choose Refund Rec’d or Credit Rec’d, respectively. The amount goes in as a positive number.

The Transaction Description field also displays a value list, the values being **Deposit, Final Payment, Credit Rec’d, Refund Rec’d, Adjustment and CC Passthru**. CC Passthru will be used to identify a payment made using a traveler’s credit card, the best example being…you made a deposit to Viking Cruises on behalf of passengers Smith using their card. When such a transaction occurs, **there should always be a corresponding payment entry in the related booking record**, in this case, giving the Smiths credit for the amount of the deposit made to Viking.

In the **Amount Paid** field, enter the amount of the payment being made. Clicking on the “Total” button will auto-load the total balance due.

The **Expense Account** field contains a value list identifying the expense account to which the payment should be credited (for systems interfaced to QuickBooks).

When all entries are complete, click on the “Post” button.

If your system is not interfaced to QuickBooks, deselect the “QB Post?” checkbox and manually make entries in the **Check #** and the **Paid Date** fields.

More about Manual Adjustments

Manual Adjustments might include forcing a comp (briefly addressed earlier), or perhaps adding an extra guest for dinner. If the vendor has agreed to a comp policy that is more lenient than what was first agreed

upon and which is reflected in the Price/Inventory record, use the **Manual Adj** fields on the Rooms Expense tab or the **Adjust** field on the Per Person Expenses tab to adjust as appropriate.

The field labeled **Misc Cost**, which can accommodate positive or negative amounts, is generally used to make adjustments which are “random”. As an example, the aunt of one of your travelers is going to join the group for dinner. In the Ops record representative of the restaurant meal, enter $25 in the cost field and in the **Misc Cost Description** type “Smith Dinner Guest”.

Clicking on the “$ Update Tots” button will adjust the A/P amount being calculated, to include these kinds of miscellaneous adjustments.

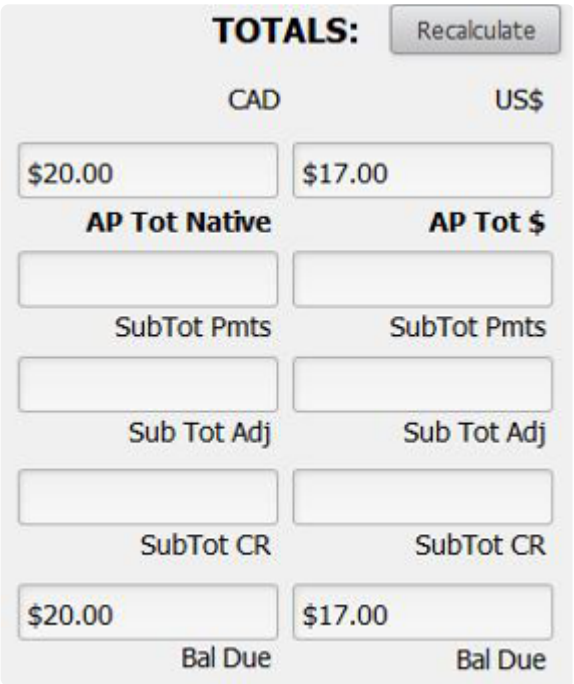
A Note About Foreign Currencies: If the vendor will be paid in a currency other than US Dollars, the exchange rate *in effect when the Ops record was created* will be reflected in the **Current Rate**, the **Base Rate** and the **Transaction Rate** fields. In this example, the rate was set at $1 USD = .80 CAD.

At the point you are ready to make a payment, you want to consider whether the rate is still accurate or if it needs to be adjusted; this in order that the record will capture the *true cost* of the payment to the Vendor, which—of course—is critical if expenses are to be properly reflected on the P/L that you will eventually run.

If the rate needs to be updated, enter it into the “Current Rate” field, then click on the “Adjust Rate” button. Doing so will reset the “Transaction Rate”. The “Base Rate” will reflect what was in place originally.

Note: The content of the “Current Rate” field, is <u>directly linked to the field labeled “USD (Payments)” back in the Currency Support File.</u> In other words, updating one will update the other. So, if we were to change the .80value in the previous record to .85, that is what you’d see back in the Currency Support File. What is important to note, however, is that the “Transaction Rate”—the one that really matters when it comes to payments calculating properly here in Ops— <u>will not update unless you make that happen</u>. Rest assured, that exchange rates in effect when Price/Inventory records became part of the itinerary back in Package are <u>not</u> affected by anything done here. Those rates are pulled from the “USD (<u>Costing</u>)” field andremain in effect until you update them (as described in Chapter 5).

Glancing to the bottom right, click on the “Recalculate” button to update the A/P total in “real time”; taking into account the current exchange rate as well as the current number of whatever services represented in the record have been sold. On the left, the field labeled “AP Tot Native” will reflect the current amount owing in the local currency. On the right, the AP total in USD will be reflected in the “AP Total $”.

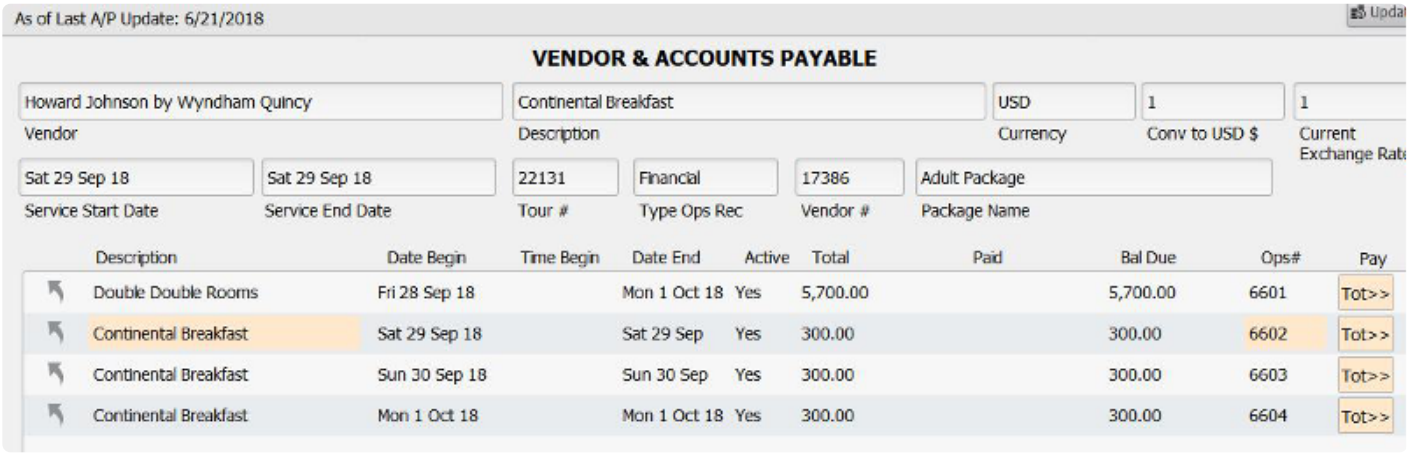


As payments are made, those will likewise be reflected in local currency as well as US Dollars in the fields labeled **Pmts**.

In the TOTALS pane, the value of any manual adjustments made (explained earlier) will be reflected in the **Adj** fields; and any payments identified as “CR (credits)” when posted will populate the **CR** fields.

Vendor A/P Summary Tab

It might be advisable to get an overview of what is owed to a particular vendor for *all* services before issuing a check for the one item you are looking at. The Vendor A/P Summary layout will display other services booked with the same vendor for the same tour; and corresponding balance due amounts.



In this example, there are four separate services booked with the Howard Johnson by Wyndham Quincy Hotel. Two things happen if you click on the buttons labeled “Tot” at the end of each portal row. First, the total (reflected in the column labeled “Bal Due” will be swept to the Summary portal below. Secondly, that balance will be loaded as a pending payment on the Accounts Payable tab. If you want to proceed with actually processing that payment, you will want to—as usual—enter a check number (unless the payment is being made by another method) and the pay date. For the sake of clarity, the record highlighted in pink is the record that you have open.

SUMMARY OF ALL OPS RECORDS FOR CURRENT VENDOR AND CURRENT TOUR

Total Costs Vendor/Tour 6,600.00 $6,600.00
AP Tot Native AP Tot $

Summary Of All Payments To Current Vendor For Current Tour: 09282018BOSTON

Ops Description	Service Date	Post Date	Transaction Description	Expense Amount	Label	Check #	AP Paid Date	Ops#	Orphan		
Double Double Rooms		Wed 11 Jul	Final Payment	5,700.00	Amt			6601		Delete	Connect
Continental Breakfast		Wed 11 Jul	Final Payment	300.00	Amt			6602		Delete	Connect
Continental Breakfast		Wed 11 Jul	Final Payment	300.00	Amt			6603		Delete	Connect
Continental Breakfast		Wed 11 Jul	Final Payment	300.00	Amt			6604		Delete	Connect

The last button to note is “Connect”. In instances where you had a service attached to a Package—for which you had posted a payment here in Ops—which you replace in Package because of a date change, the *original* Ops record will be replaced when you finish with the substitution. In such a situation, the payment posted to the original record will in a sense be “orphaned” but is recognized in the “Summary of All Ops Records …” area.

When you click on the “Connect” button related to that payment, it will be queued up on the Account Payable tab, after which you will make the usual entries (check number, payment date, etc.) to complete the transaction. Note that the original payment date will be reflected on the far left in the “Post Date” field; you may want that to again be the date you enter in the “Paid Date” field.

To Do Tab

Several things are reflected on and can be done from this screen. When you request services from the Vendor, input the date in the Date Request Sent field. At the same time, you might want to create a To Do reminder to monitor receipt of a reply.

Once the service is confirmed, input the date in the Date Contract Rec’d. If a contract or reservation number is provided by the Vendor, record that in the Vendor Confirm # field.

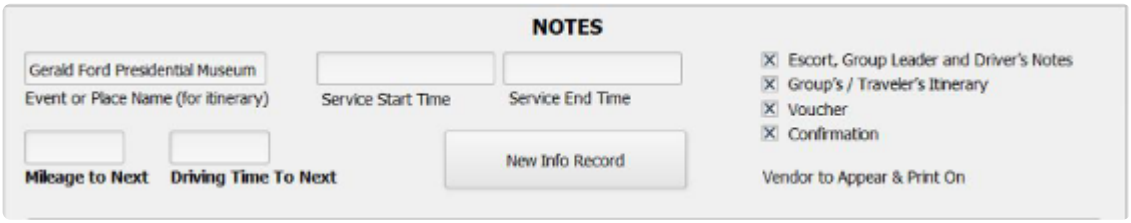
The Space Status and Rate Status fields will show as “No Req” and “Est” until such time as a date is input in the “Date Contract Recd” field. Once that happens, the status of both will revert to “Conf”.

Use the “Load Doc” button to attach a document—perhaps the Vendor’s confirmation or contract—to the Ops record. The process is exactly the same as that followed to attach a document to a Client or Booking record. Once loaded, the document(s) will be represented on the “Documents” tab.

Office Notes Tab

This screen is for internal office notes. Enter your text in the **Office Notes Entry** field and click on the pencil to load the text—which will be tagged with the note-taker’s name and date of entry—to the field below,

Itinerary Notes Tab



If you entered notes in the Itinerary, Escort or Driver notes fields when you created your Price/Inventory records back in Vendor, those notes will flow to the Ops records, where they can be edited one last time. Notes can otherwise be entered right here in Ops. The beginning and end times of your service also appear—and can be altered—on this screen. The field labeled “Event or Place Name” reflects the description given to the Price/Inventory and can be edited as you might wish to become the “header” for the service as included on the final itinerary.

Creating Ops Info Records

It is possible to create records right in Ops that are not truly associated with a Package element but rather are needed to create “filler” in the itinerary. These records are purely informational and have no financial component

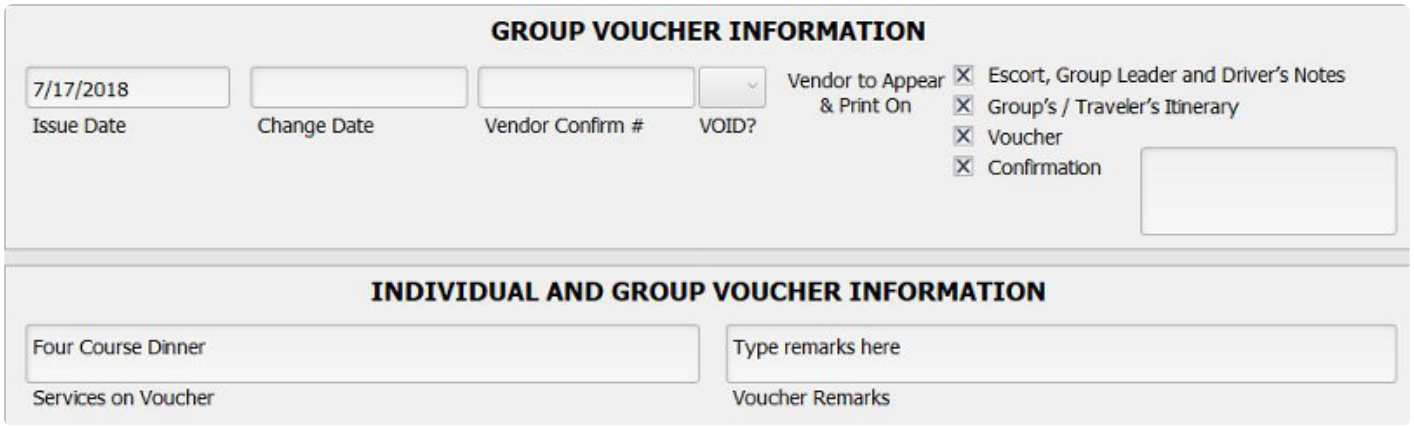
By example, let’s say you want to include in your itinerary a remark to the effect that the group may expect to be welcomed at Hotel XYZ with a punch and cookies reception.

With the Ops record that precedes the hotel overnight open, click on the “New Info Record” button. The record that is created will be classified as an “Ops Info Rec” as opposed to “Financial” since, as mentioned, it has no financial component. Enter the “Event Name” as well as the appropriate text in the “Itinerary Notes” field.

Two things to keep in mind: The info record will appear after the record you used to create it, and will appear only on the itinerary. Be sure to double check the date and time assigned to the newly created record and delete and start again if it is sequenced incorrectly.

Voucher Tab

If you plan to generate group vouchers from the system, do your set-up here. “Voucher” must be checked in the print control list and you can embellish the



description as appears in the “Services on Voucher” field if you wish. If additional remarks on the voucher are desired, enter them in the field labeled “Voucher Remarks”.

When your input is complete, run a group voucher from the Operations Reports menu. Once that is done, the “Voucher Issue Date” will fill in. If you make changes and run it a second time, the “Voucher Change Date” will display. To void a voucher, click in the “VOID?” field and select the number one that appears.

Vendor Info Tab

You can reference the contact and address information from Vendor, as well as a number of other fields of information, here on this layout.

Cancelling One or All Ops Record(s)

If it becomes necessary to cancel the service represented in an Ops record, use the navigational button labeled “Cancel”. When you do, you will be asked if you want to cancel just the record you have open, or all of the records related to the same trip. Regardless of your reply, in the upper right corner of the Main tab, the field labeled “Type of Operations Record” will be stamped “CXL” and the “CXL Date” will reflect the date the action was taken. The cancellation date will also be reflected on the To Do tab, and on the Accounts Payable tab the sales figures will be stripped away, possibly leaving the record as “overpaid” if payments to the vendor were previously made.

As appropriate, refer to the addendum “Cancelling a Tour and Closing Out Booking/Operations Records” for instructions for zeroing out the record.

Replacing (Renaming) an Ops Record

In the eventuality a Vendor changes names—maybe a hotel that has been rebranded or a misspelling occurred when the record was created and not caught until some time later—check with TourTools™ Support for assistance. It may be possible for a developer to create a script to correct the problem, or we can step you through the “repair and replace” process.

Some additional buttons that haven't been described previously include the "Tour" button. Clicking on it will assemble all Ops records related to the same tour as the record you are in.

If an email address is loaded in the Vendor record and therefore in the Ops, you can, as is the case in Client, send an email, with or without an attachment, directly from TourTools™. The process will ask you first to identify the document to be attached, and then prompt input of the email text.

Reports Menu

There are several reports included in the Operations database. Note that many, like the notes for the tour personnel, display first in Browse mode, meaning you are able to make final edits just before previewing and printing.

Itinerary: This is a day by day listing of all services that make up the tour (providing the Group's/Traveler's Itinerary print control has been checked and the service has not been tagged for omission back in the Package itinerary).

Voucher: Click on this icon to generate a group voucher. Remember, a voucher will only print if the print control box has been checked.

Quick Tour: This gives you an overview, in date order, of all operation records for a given tour.

Pax/Rm List: Use this report to run a list of passengers using the service(s) represented in your found set of records. If the Vendor is a hotel, the report will present as a rooming list. If not, the report will be a simple name list.

Escort Notes/Group Leader Notes/Driver Notes: These reports can be run for the respective personnel and reflect the notes as entered in Vendor, perhaps edited at the Price/Inventory level, with final adjustments possible here in Ops. You will see that what appears on the Group Leader Notes is actually drawn from both the Escort and the Driver's Notes fields so if there is anything of a confidential nature, not to be shared with the Group Leader, you will want to run your Escort and Driver documents first, then edit the notes and run the report as intended for the Group Leader.

Quick Driver Notes: This report is an abbreviated version of Driver's Directions.

Tour A/P Report US$: This report shows the total cost (based on current reservations), payments made and balance due to each Vendor, **converting if necessary, any foreign currency amounts to US dollars.**

A/P Report Native: This report reflects the same, however, in the case of vendors paid in foreign currency, you will see what rate of exchange was in effect when the Ops record was created (the "Base X", what was used in the course of costing the Package), as well as the rate used when payments were made (the Adj X).

Disbursement Report: This report can be called based on a variety of criteria and reflects payments made, sorted by tour. The currency in which the Vendor was paid is visible, but there is no translation of the amount into USD.

Inventory Utilization: This report reflects inventory as loaded in the related Price/Inventory record, as well as what has been sold and what is still available. In addition, you can see at a glance how many Packages are sharing the particular Price/Inventory record (column labeled "#Pkgs"), whether the service has been inventoried (the column labeled "Mngr" will show P/I if there is inventory loaded back in the P/I record, and "O" if inventory is turned off), the "Type" as assigned back in Price/Inventory (per person, fixed or room), and the Space and Rate Status (explained under "To Do" previously). This report can be compiled by tour, by supplier, or by criteria of your choice.

In the heading for Escort Notes/etc., please change "Drivers Directions" to "Driver Notes" and also remove reference to the "Tour Notes Outline" since that's no longer available.

Vendor Usage: This report is somewhat similar to the Utilization Report but shows only usage, not inventoried numbers or availability. Figures reflecting cost, payments and balance due are also represented. As implied by the name, this report is intended to be run by Vendor but *can* be called by tour, or by other criteria of your choice. Note, however, if it's not run by Vendor, the summary totals don't necessarily make sense.

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

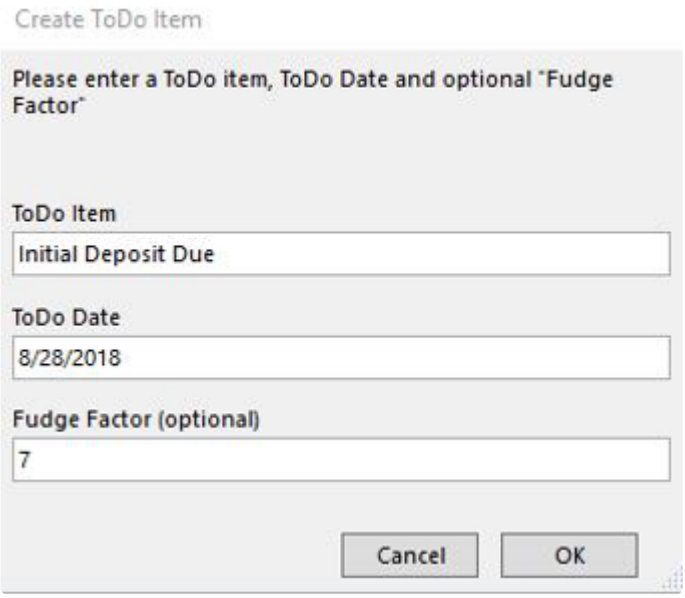
Chapter 9: To Do's

Stores information on the "To Do" items you've created throughout the system.

You can create "To Do" reminders for yourself and others from several places in the system. There are also some instances when the system will automatically create "To Do's" for you.

When you sign in to TourTools™, a list of "To Do" activities assigned to you that fall within the range specified will appear on the main screen.

To create a new reminder, click on the button labeled "To Do", which will open a window similar to the one shown. Fill in the "what", the date on or by which the task needs to be completed, and possibly a "Fudge Factor". Applying a fudge factor will give you a "heads up" in advance of the actual due date in cases where meeting the deadline is absolutely critical.

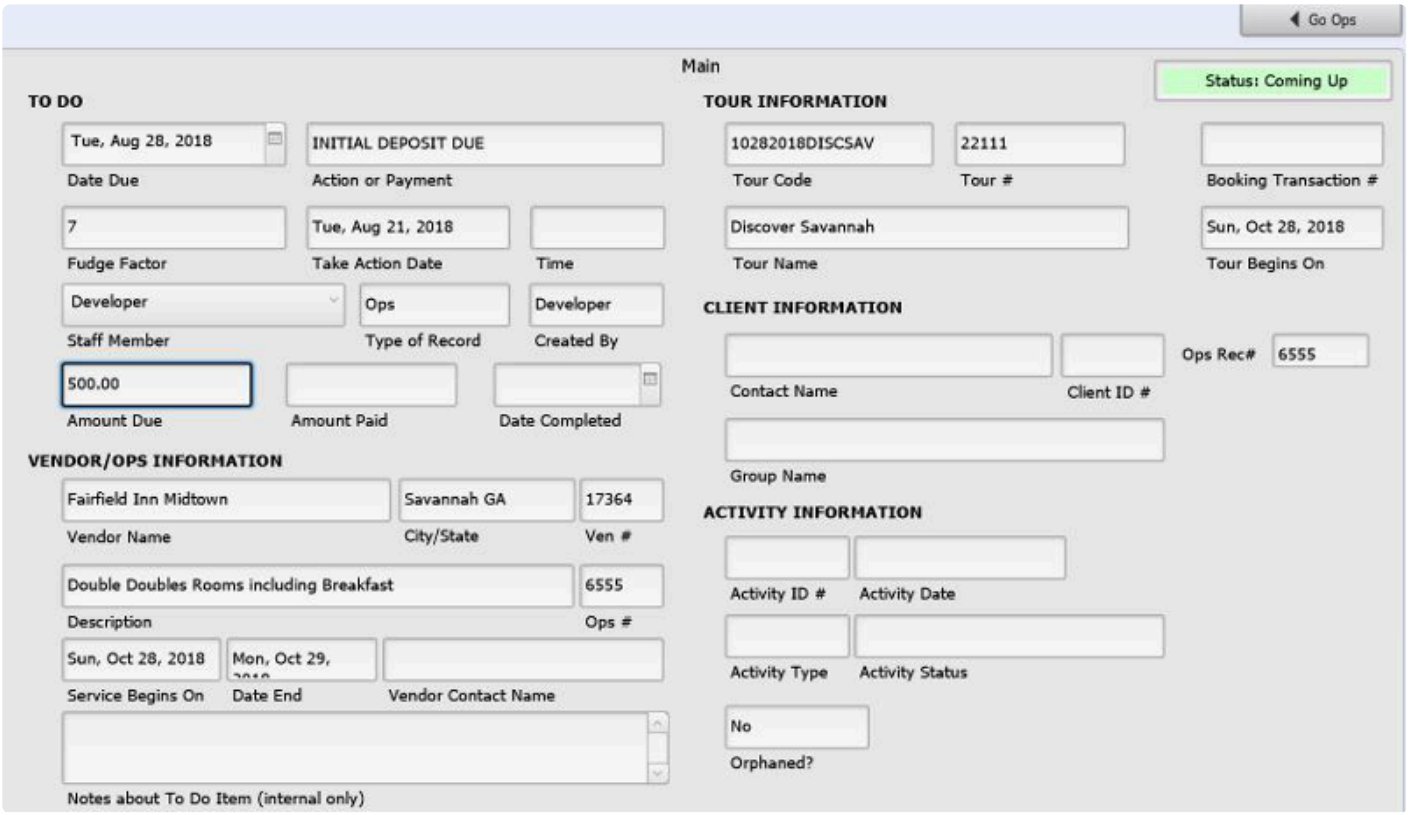


Example

You are holding a block of rooms at the Fairfield Inn for two nights, beginning October 28, 2018. The first deposit is due two months prior, on August 28th. Entering a "Fudge Factor" of 7 days means the reminder will start to appear a week prior to the critical August deadline.

Once you've created the record, open it up to review and possibly add to it. The record will be tagged with your name but can be assigned to someone else by simply clicking in the "Staff Member" field. If the record was created as a payment reminder, enter the amount due in the field so labeled if appropriate. If any additional notes are required, there is a place to record those as well.

Note that if the task is associated with a Vendor, you will see the Vendor, the Ops, the TM, etc., referenced. If it has to do with a Booking, the Client and TM may be referenced, and so on. Note also that the records will color code, based on the



due date relative to “today”. Reminders for tasks more than a week out will be green; those that fall with “this week” will be yellow, and deadlines that have passed will turn red/pink.

As you deal with each task, mark the “To Do” record as completed and once again use the Notes field to make any further remarks. Any records that do not have to be kept once completed can be deleted by clicking on the “Delete” button.

To retrieve your “To Do’s”, click on “To Do Reports” from the Reports menu. From there, several choices are available to you:

To Do List: When you make this selection, the “To Do” layout will appear as a “find” prompt. If you want to see all tasks for the week of August 10, 2018, by example, your entry in the Date Due field would be “8/10/2018…8/17/2018”. You might otherwise want to find all the activities assigned to one staff member by picking that name from the list. If you choose to not enter any criteria and simply click “Continue”, a list including all “To Do’s” for all staff will compile.

My Today List: If you select this report, the system does the “find” for you, acting on your name and today’s date. Any “To Do’s” assigned to you that have not been marked as completed will be included on the report. If there are no items assigned for today’s date, you will see *all* to do entries in a list view format.

This Week/Next Week To Do List: This report will reflect <u>all</u> “To Do’s”, in other words assigned to all staff, for action within one week from “today” or assigned for action next week.

Uncompleted To Do List: If you want a look at all reminders in the system that have not been marked as completed, use this report.

Purge Orphans: This script will delete any reminders that were attached to records that are no longer in the system.

Note: Upon calling any of these reports, you will be asked if you want to include or not any reminders that are completed. Typically, your response would be no as you're generally only interested in what still needs to be done, not what has already been taken care of…but the choice is there.

If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

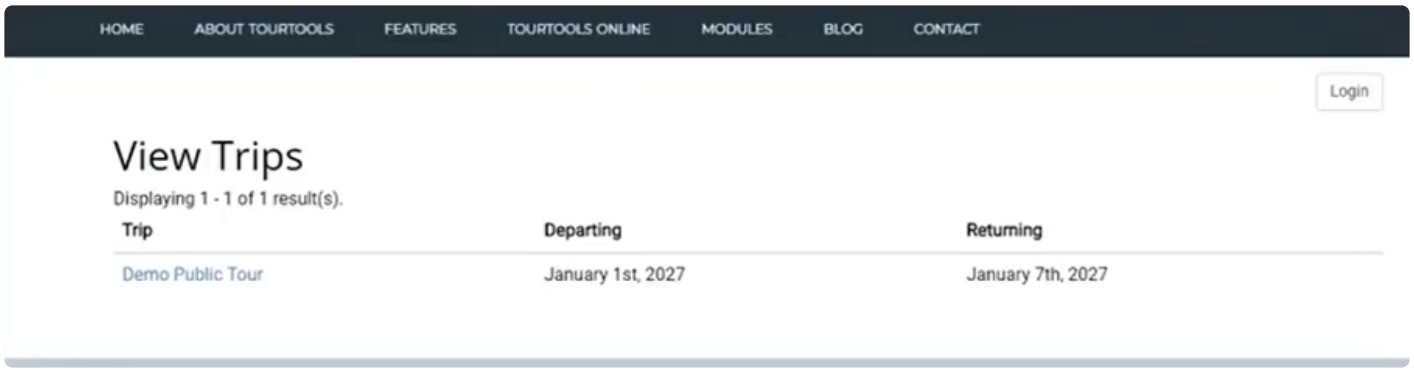
Optional Features

Last modified: April 13, 2022

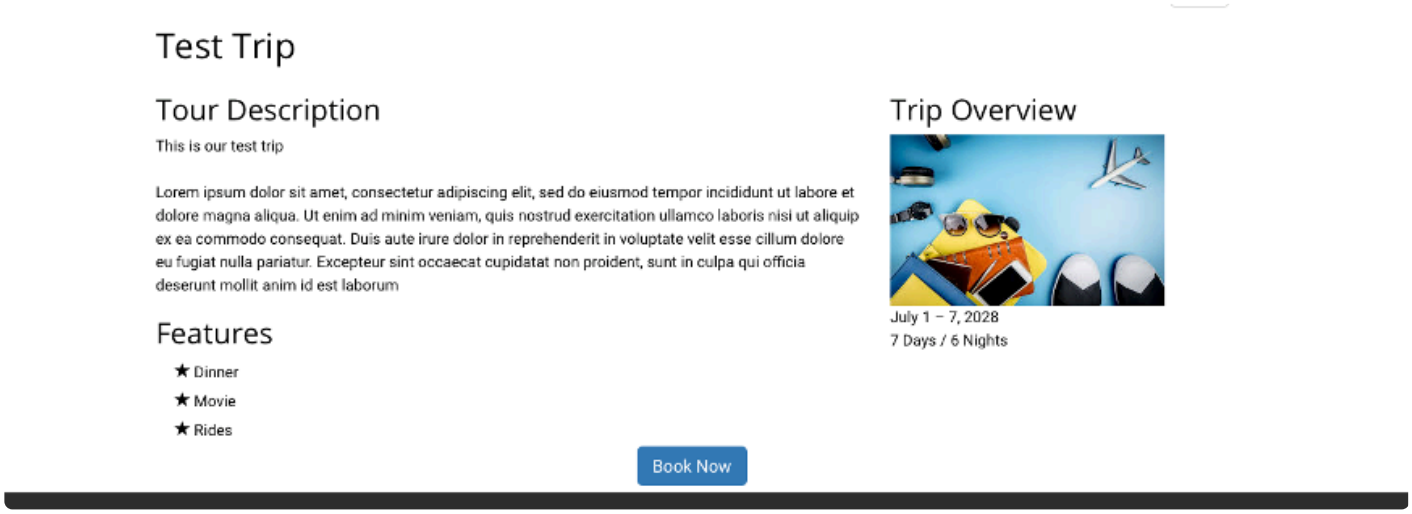
TourTools Online

Tour Tools allows you to sell your product online, based on input you enter into the Tour Tools application. It is customizable based on your tour's unique features. It allows your customers to browse both public or private tours, make online bookings, and make online payments.

View Trips
The home page shows all public tours and private tours you wish to share. A Tour Code is used to access private tours, such as student group tours.



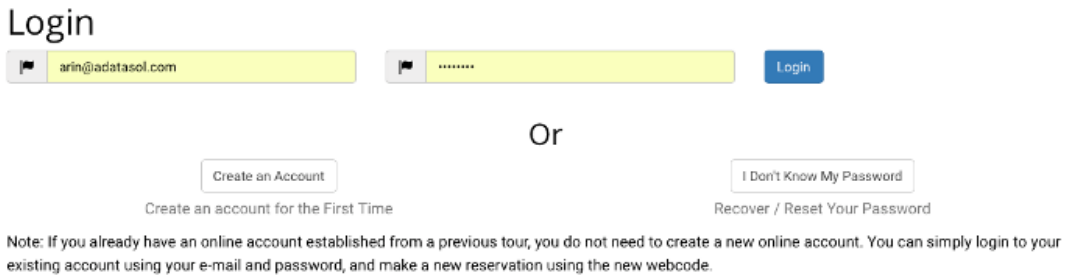
Tour Description
On this page you can describe the tour, include a photo, tour dates, number of days and nights, special feature locations, and provide a link to your travel brochure for users to download and browse offline.



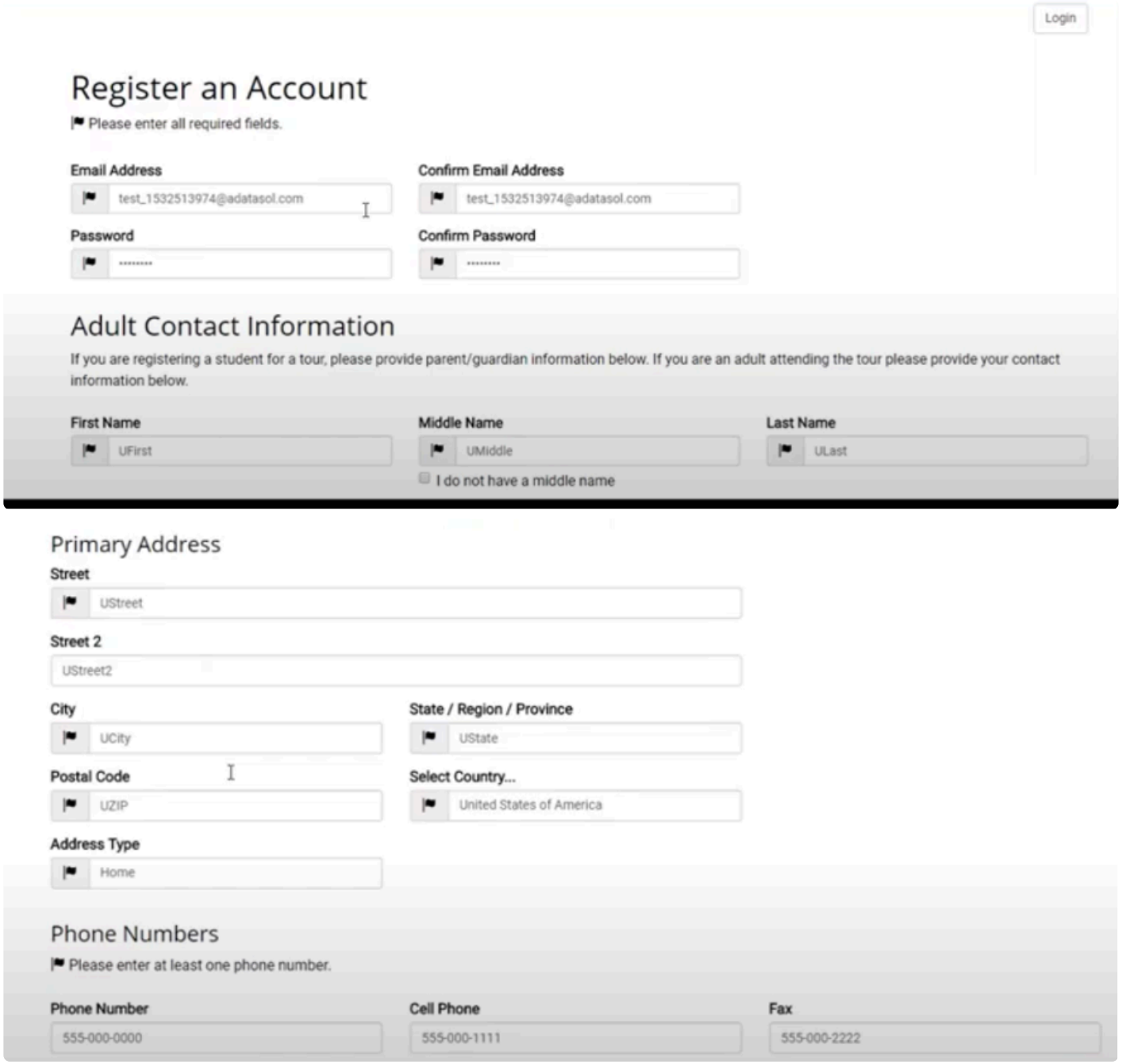
Tour Brochure

Book A Tour

To book a tour, your customers will either log into an account they have already created or create a new one.



To create an account the following information is gathered: Email, password, name, primary address, and at least one phone number. The form can be customized to your needs, and flags are used to show customers which fields are required. Each field is validated as information is entered.



If a required field is forgotten, the page will show an error message, then direct the customer to the field that needs to be filled out.

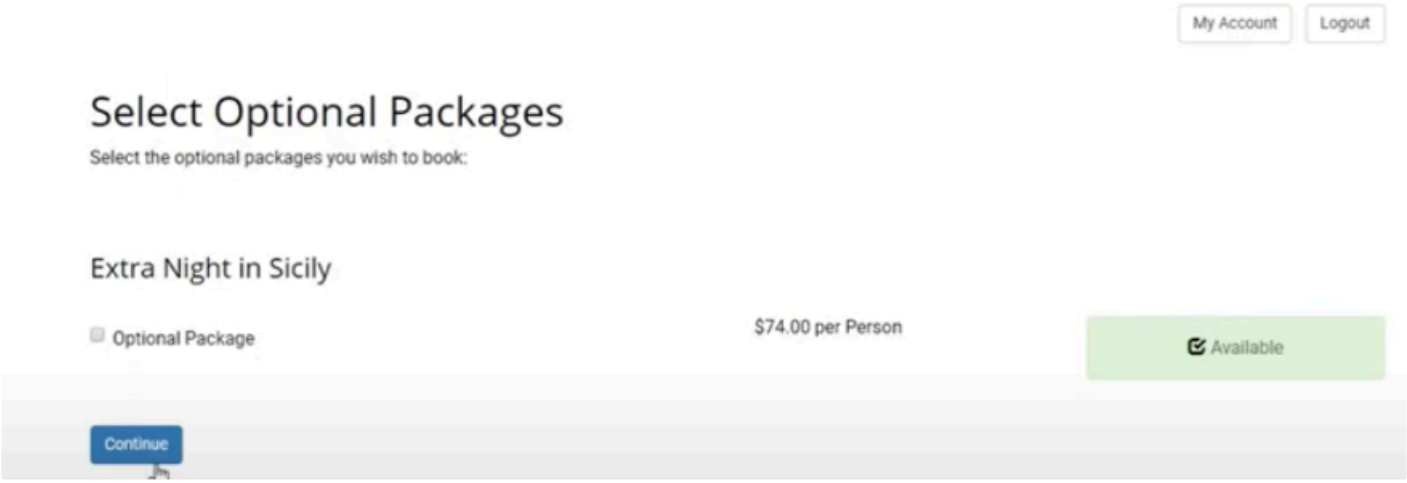
Select Core Package

Customers can review the various occupancy options along with the cost per person, as well as the real time availability. We have four occupancy options available: single, double, triple, and quad.

You have the option to disable bookings if the tour is oversold. You can also start a waitlist. A simple tour itinerary is located on this page.

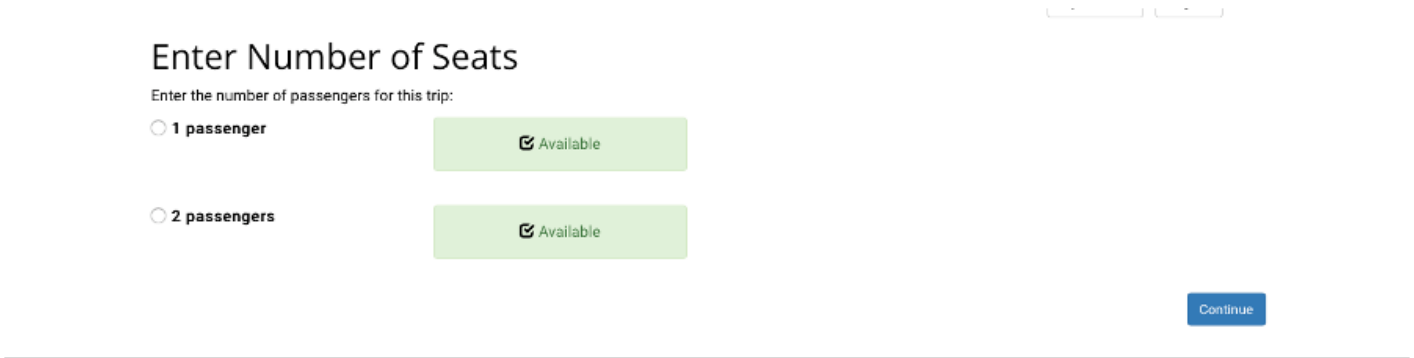
Selecting Optional Packages

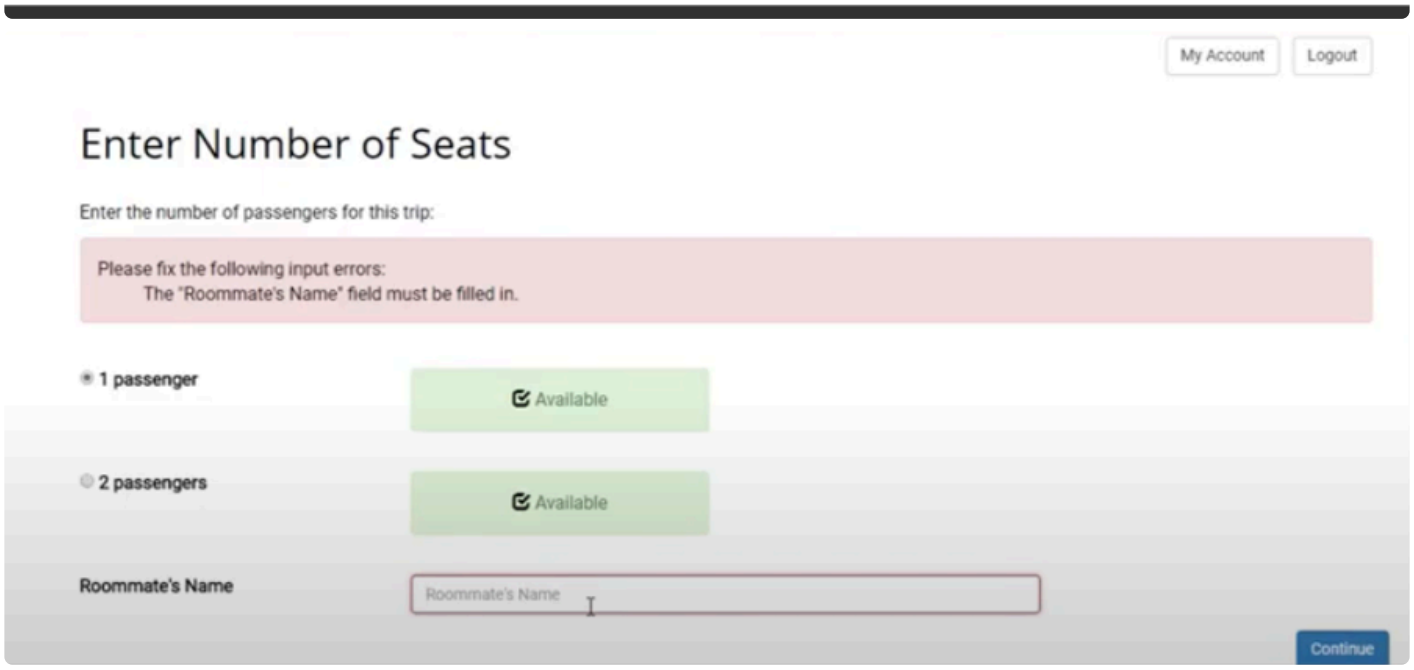
If a tour has optional packages available, they will appear here. You will be able to control the availability of these packages, and your customers will be able to assign them to all or a select number of passengers on a later page.



Number of Seats

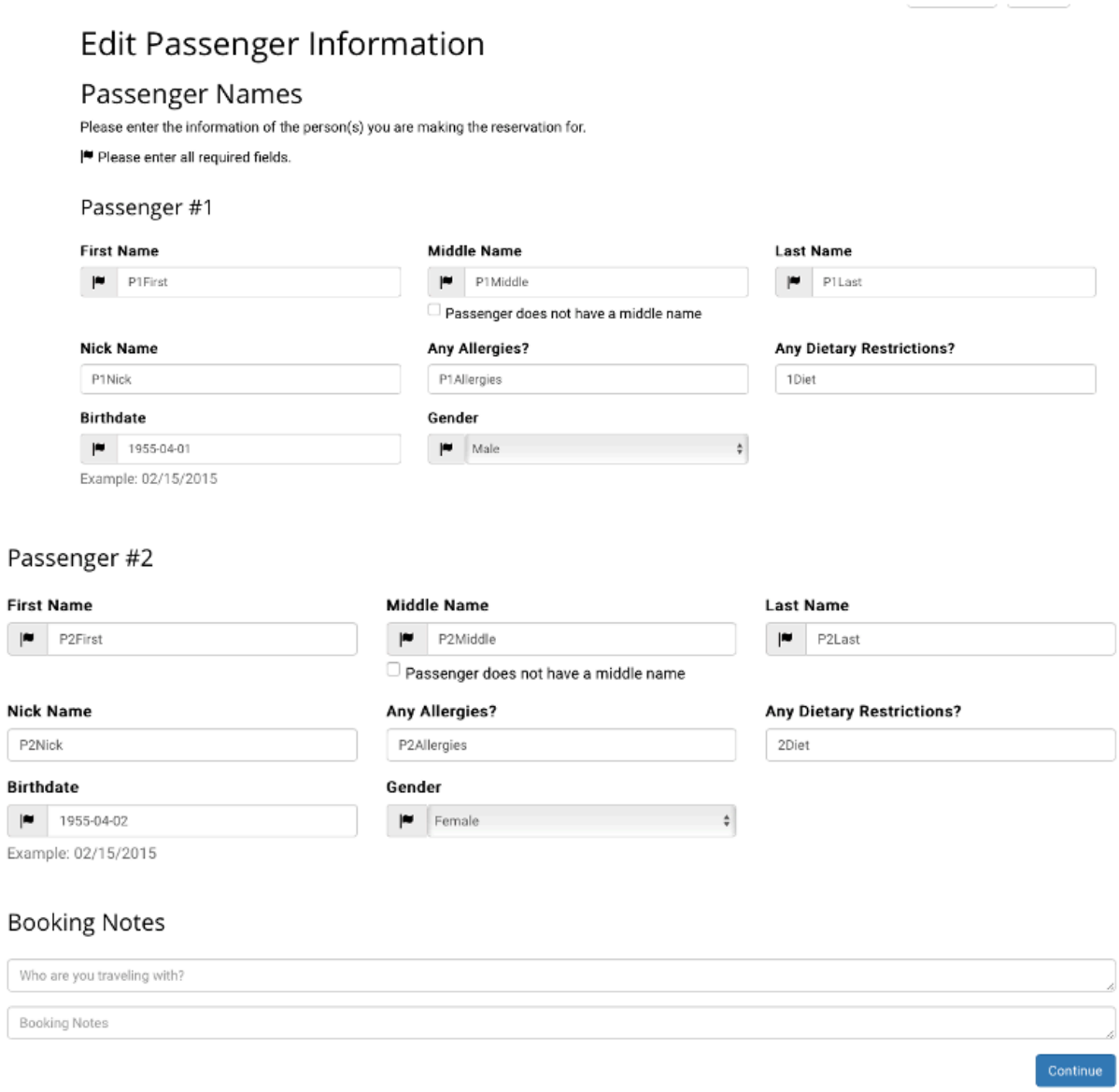
If the occupancy number does not match the passenger number, for instance when a student tour operator is booking one passenger into a double or triple occupancy room, roommate names are required. This can be configured to force the occupancy number to match the passenger number if you wish.





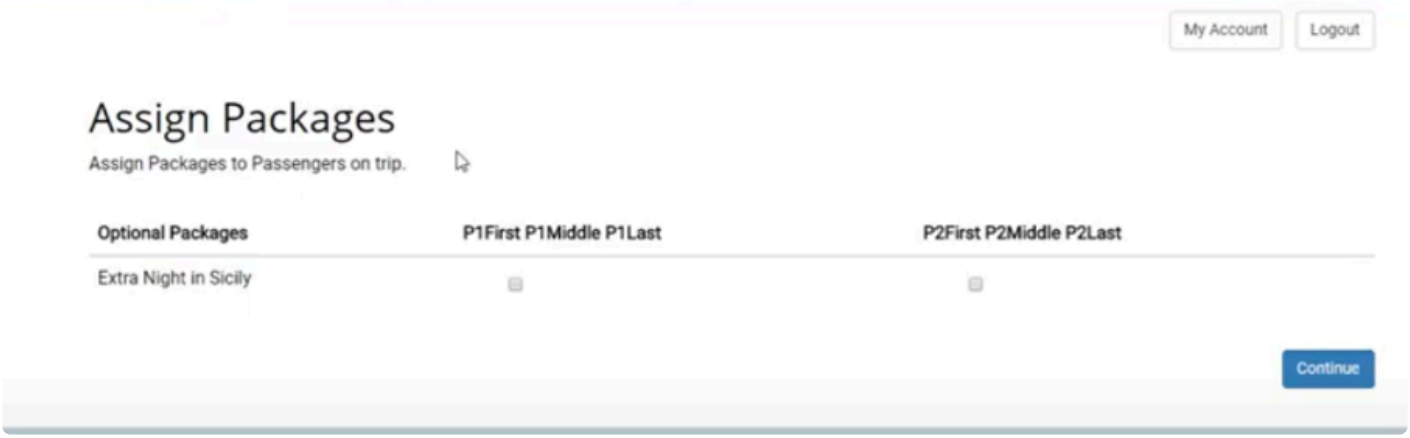
Edit Passenger Information

Customers will enter information for each passenger. Each field is validated when the information is entered, and fields with “flags” are required. By default, the following information is collected: Name, nickname, allergies, dietary restrictions, birthdate, and gender. This can be customized to add additional fields, such as passport information or general health information. A Booking Notes field at the bottom of the page can be used to add additional notes, such as special accommodations.



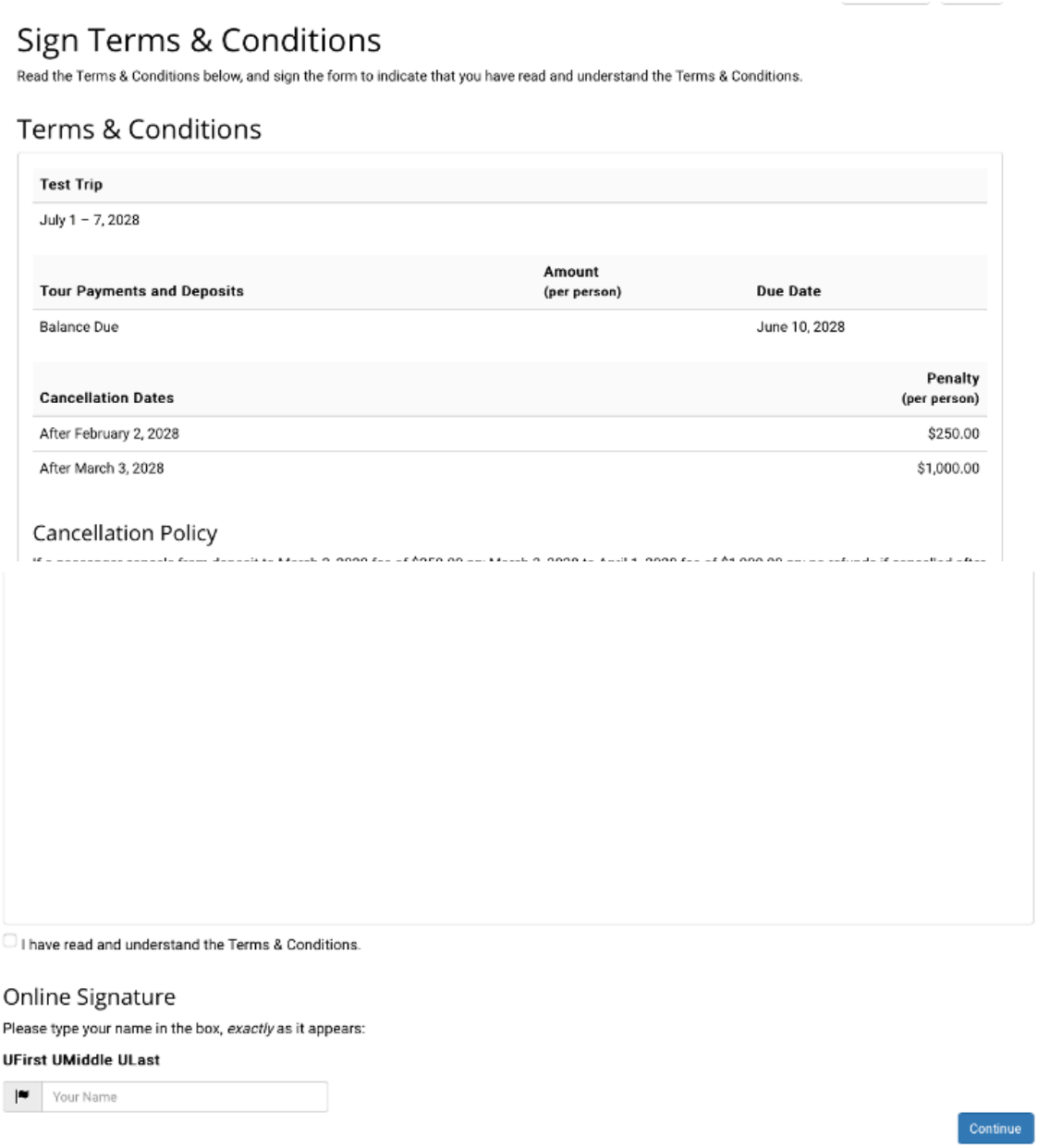
Assign Packages

If optional packages are available, customers can assign those packages to all, or just some of the passengers. This can be customized, and even disabled if you choose to have the optional packages assigned to each passenger.



Sign Terms and Conditions

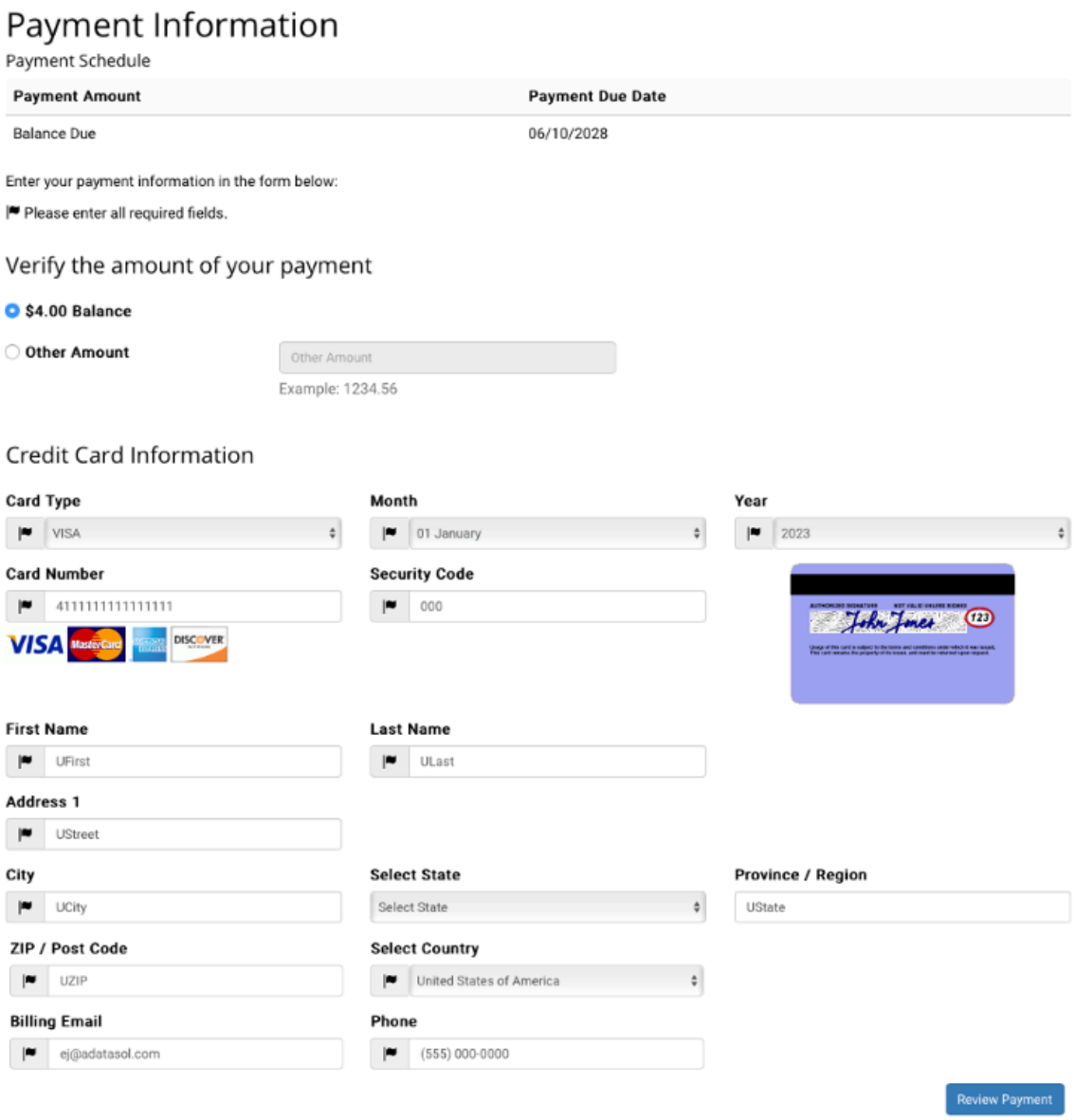
By default, the name and date of the tour is shown, as well as the number of deposits required, the amount of those deposits, and the dates they are due. Cancellation penalty information is also included, showing cancellation dates, and the amount of the penalty. During deployment, you will need to send your terms and conditions to us, which we will use to fill out this page. Customers will need to check that they have read and understood the Terms and Conditions, then enter an online signature that will be stored in Tour Tools, as part of their online booking.



Payment Information

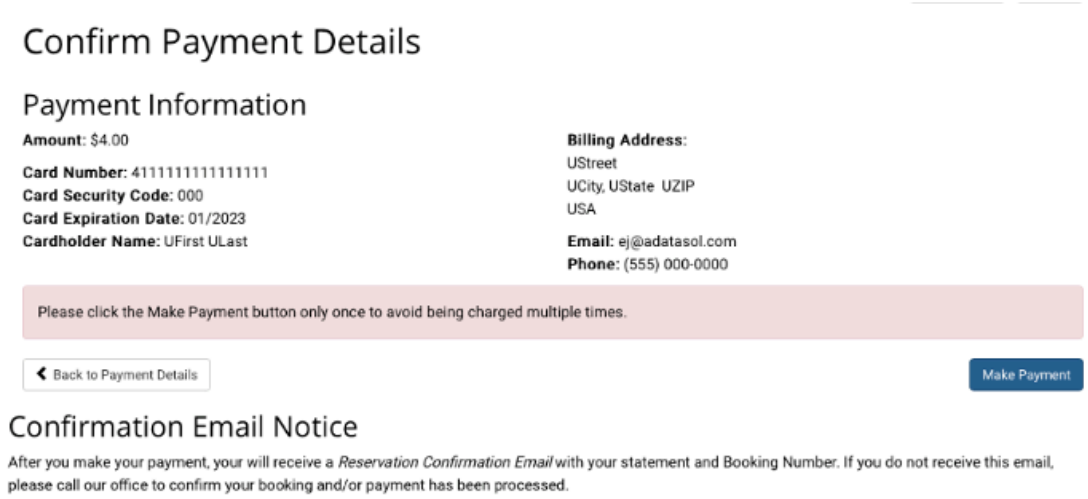
Here customers can see an overview of their booking, including the select tour, the package information, the number of passengers, the availability and cost, the total balance, and a list of passengers. The payment schedule is shown, including amount and due dates.

Customers can choose to pay deposits, the full balance, or another amount. This can be configured as needed. Credit card and billing information is gathered, with the billing information being auto-filled based on the previously entered contact information from the account registration. Users may change the billing information if it is different from their registration information. Credit card information is not stored, so that the site is fully PCI compliant.



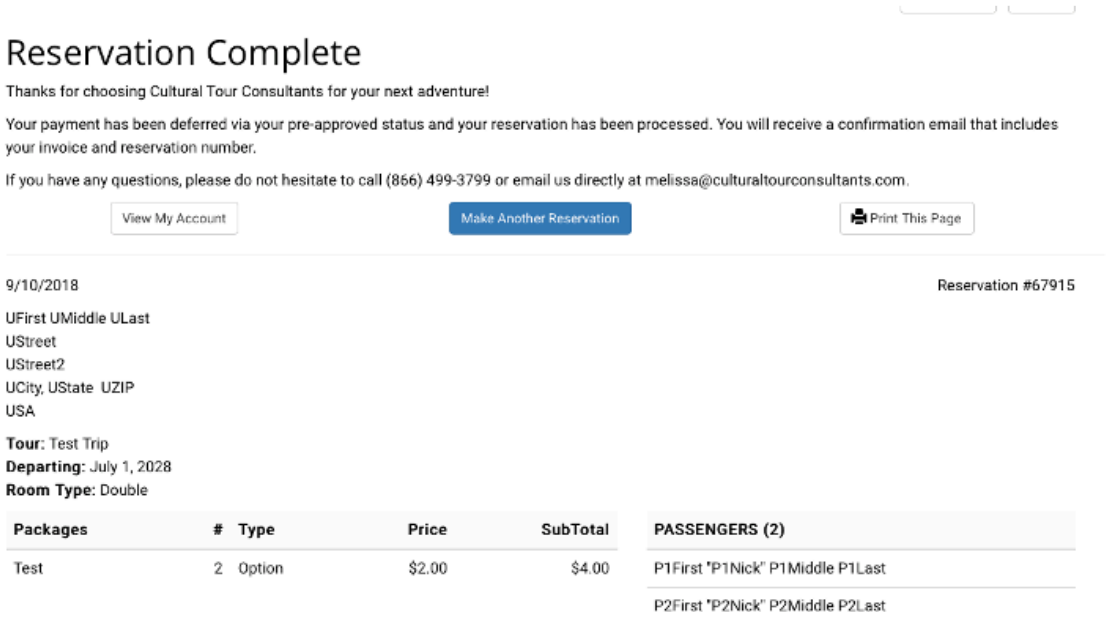
Confirm Payment Details

Customers will have a chance to review the payment information before submitting the payment. On this page they will see a summary of the tour, the payment information they have entered, and a button to make changes if needed. Once the Make Payment button is clicked, the payment is sent to the payment gateway to be processed, and a booking record is created in the Tour Tools database.



Reservation Confirmation

On the reservation confirmation page, customers are shown a thank you message, as well as an electronic copy of their invoice. This invoice includes tour information, package information, passenger list, the payment record, and a balance summary. From here, users can view their account, make another reservation, or print the invoice.



PAYMENT RECORD

Date	Type	Paid

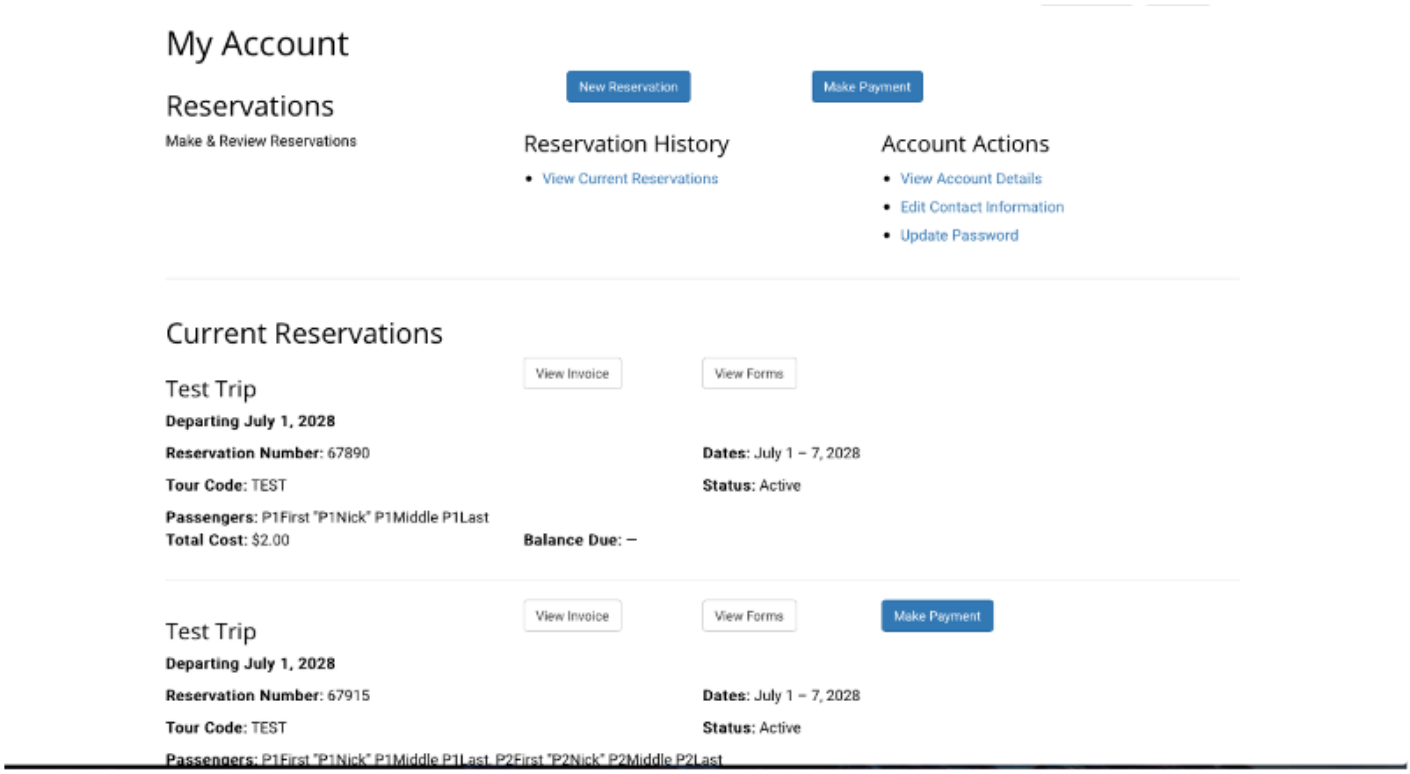
Total Packages	$4.00
Total Options	$0.00
Penalties	$0.00
Insurance	$0.00
Total	$4.00
Less Payments Made	$0.00
Less Discounts	$0.00
Balance Due	$4.00
Balance Date	6/10/2028

Cancellation Policy

If a passenger cancels from deposit to March 2, 2028 fee of $250.00 pp; March 3, 2028 to April 1, 2028 fee of $1,000.00 pp; no refunds if cancelled after April

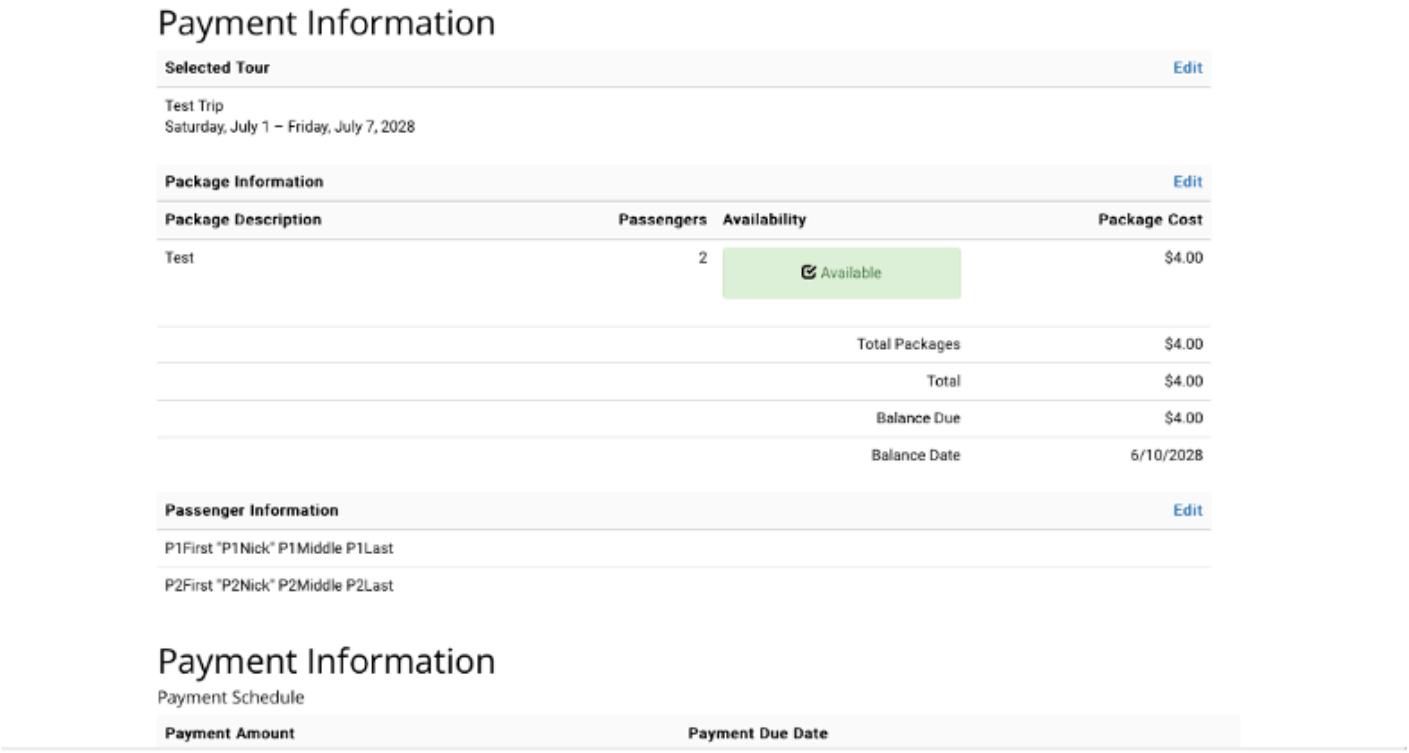
My Account

Returning users will see a list of their current reservations and account details. They can update their contact information or password, and make additional payments on existing bookings, regardless of if the booking was made through the app or the website.



Making an Additional Payment

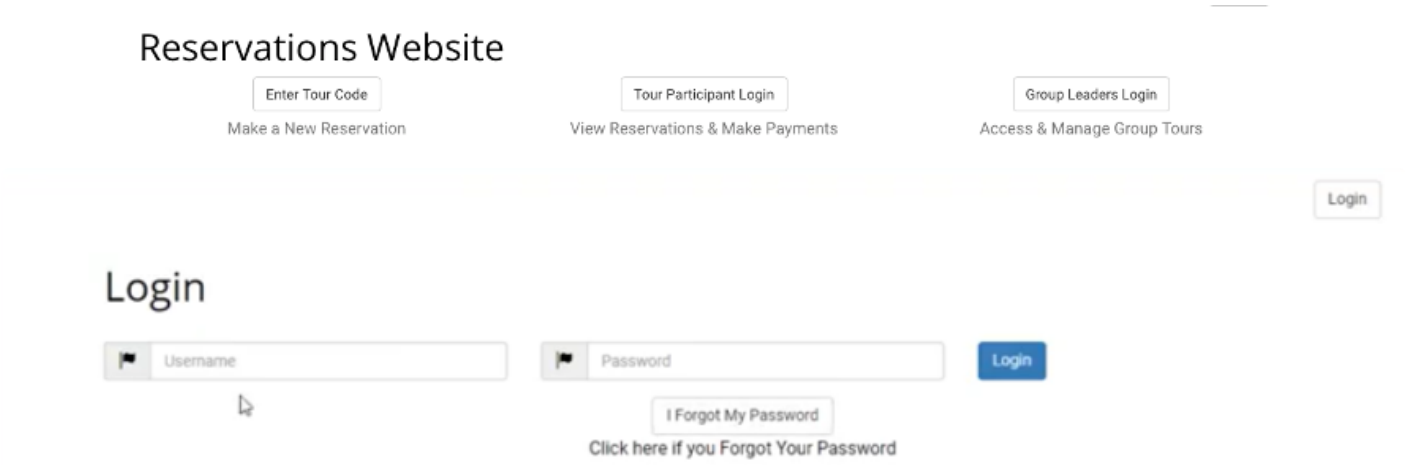
When making an additional payment, customers are taken back to the same payment page they used previously. If no deposit is due, only the Pay Balance and Other Amount options are available.



The payment confirmation page is also the same as before, but after making the payment, the payment record on the Reservation Confirmation page will reflect the new payment in both the payment list on the left, and the balance summary on the right.

Group Leader Portal

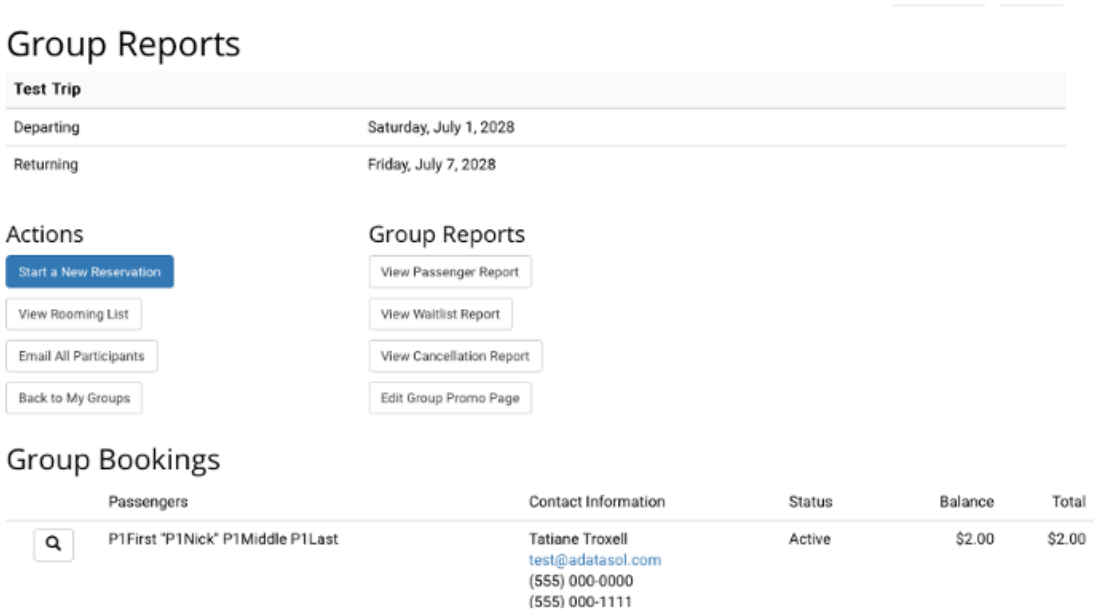
Group leaders will start at the Reservations Website, select Group Leader Login, and use their username and password to login.



Group leaders have access to additional information about the tour or tours they are leading, through the portal. Selecting a tour name will then lead to an overview of the tour.

Overview of tour

This page includes a list of the bookings that have been made, a passenger list, and the contact information for the booking. The contact information may be different then the passenger list, especially in cases where a parent has booked a tour for their student. The status of the booking, the balance due and balance total can be viewed on this page. These are the default details, and they can be customized to show or hide fields as you wish.



Actions

Group leaders also can perform several different actions, such as viewing the rooming list, emailing all passengers, and returning to a list of the tours that group leader is leading. Below is an example of a rooming list. The rooming list includes the room number assigned, the room type, the passenger gender, and the age of the passenger. Room numbers are assigned by default in TourTools by the reservation agent, and there is an option to allow the group leaders to assign the room number.

Rooming List

Back to Group

- **Tour Name:** Test Trip
- **Departing:** July 1, 2028
- **Returning:** July 7, 2028

Print This Page

Singles: 19 **Doubles:** 10.5 **Triples:** 0.67 **Quads:** 0 **Total:** 6

Room #	Type	Name	Gender	Age
	Single	P1First "P1Nick" P1Middle P1Last	M	63
	Single	P1First "P1Nick" P1Middle P1Last	M	63
	Double	P1First "P1Nick" P1Middle P1Last	M	63
	Double	P1First "P1Nick" P1Middle P1Last	M	63
	Double	P1First "P1Nick" P1Middle P1Last	M	63
	Double	Test "P1Nick" T Test	M	63

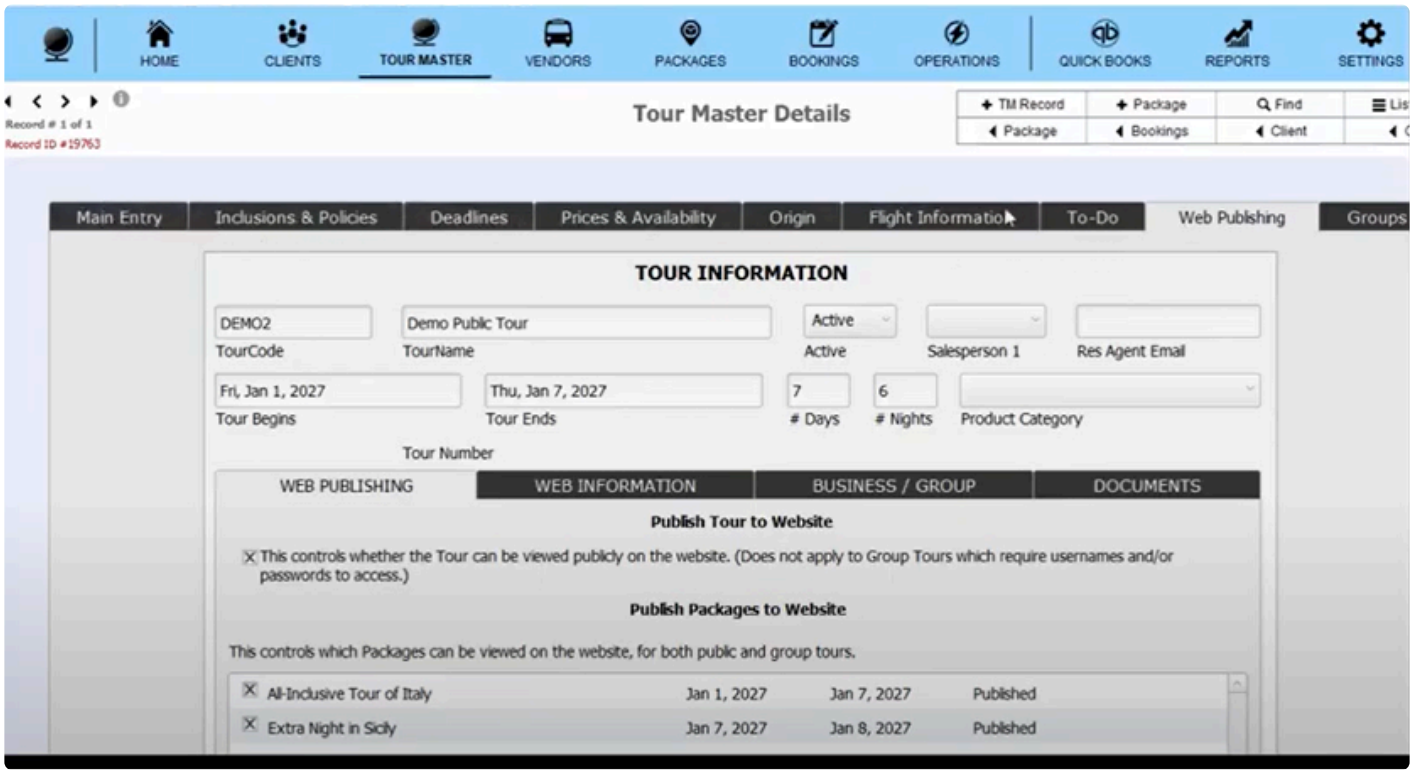
When selecting Email All Participants, know that the user emails are not shared, as the emails are sent via a blind carbon copy (Bcc) to protect privacy.

Tour Tools FileMaker Application

The following shows how the web application communicates with the FileMaker app. Starting in the TourMaster module, there are several tabs showing information about individual tours. We will start with the Web Publishing tab.

Publishing tours to website

This tab controls how tours are displayed on the website. You can select if a tour is available publicly or not. Unchecking “Publish Tour to Website” and refreshing web page, will show how the tour has been removed from the list. Publishing a tour is as easy as checking a button. This does not apply to group tours which require usernames and/or passwords to access.



Box is checked, tour displayed.

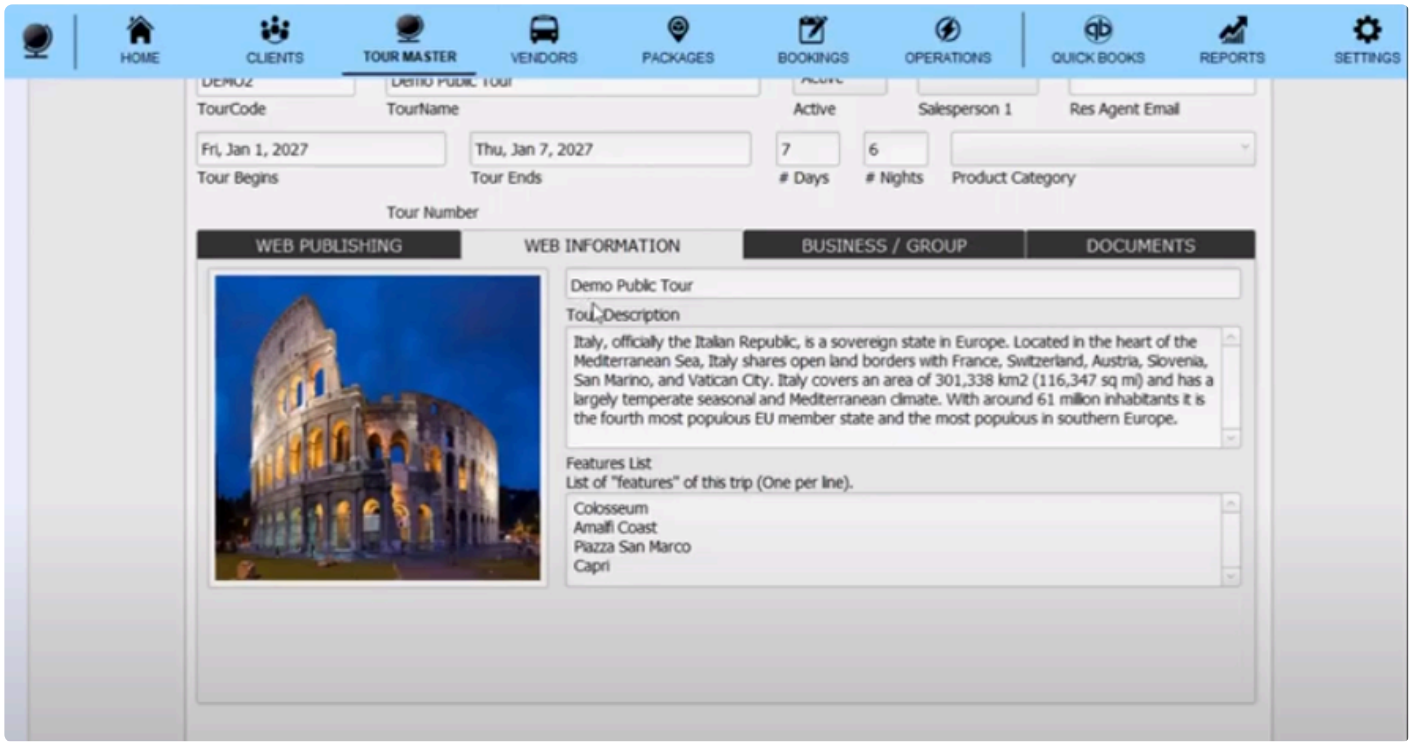
Box is not checked, tour is no longer displayed.

Publishing packages to website

You may have one or more internal packages that you do not want displayed on the website. Packages can be removed if sold out or running low on availability.

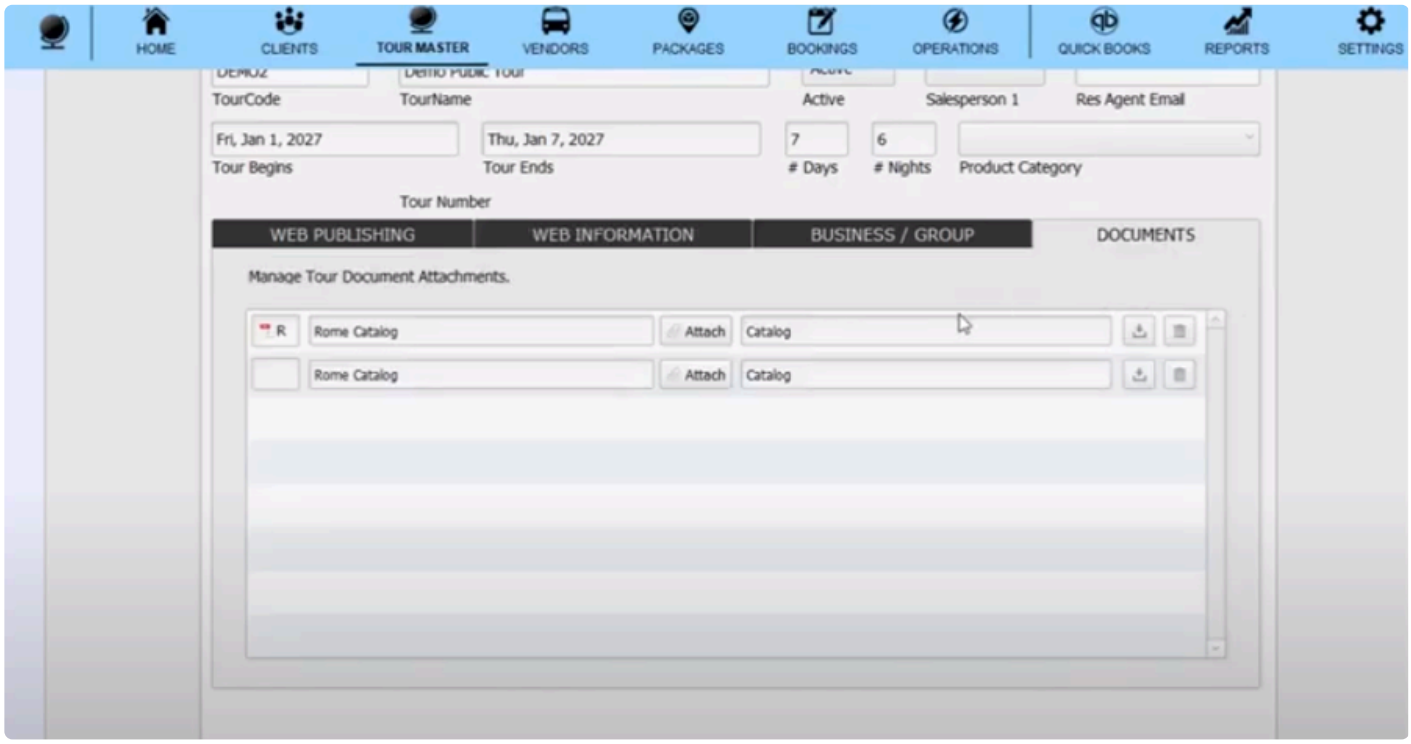
Web Information Tab

This tab allows us to enter information to be displayed for the website's tour page. This includes a tour description, a tour image, and special features of the tour.



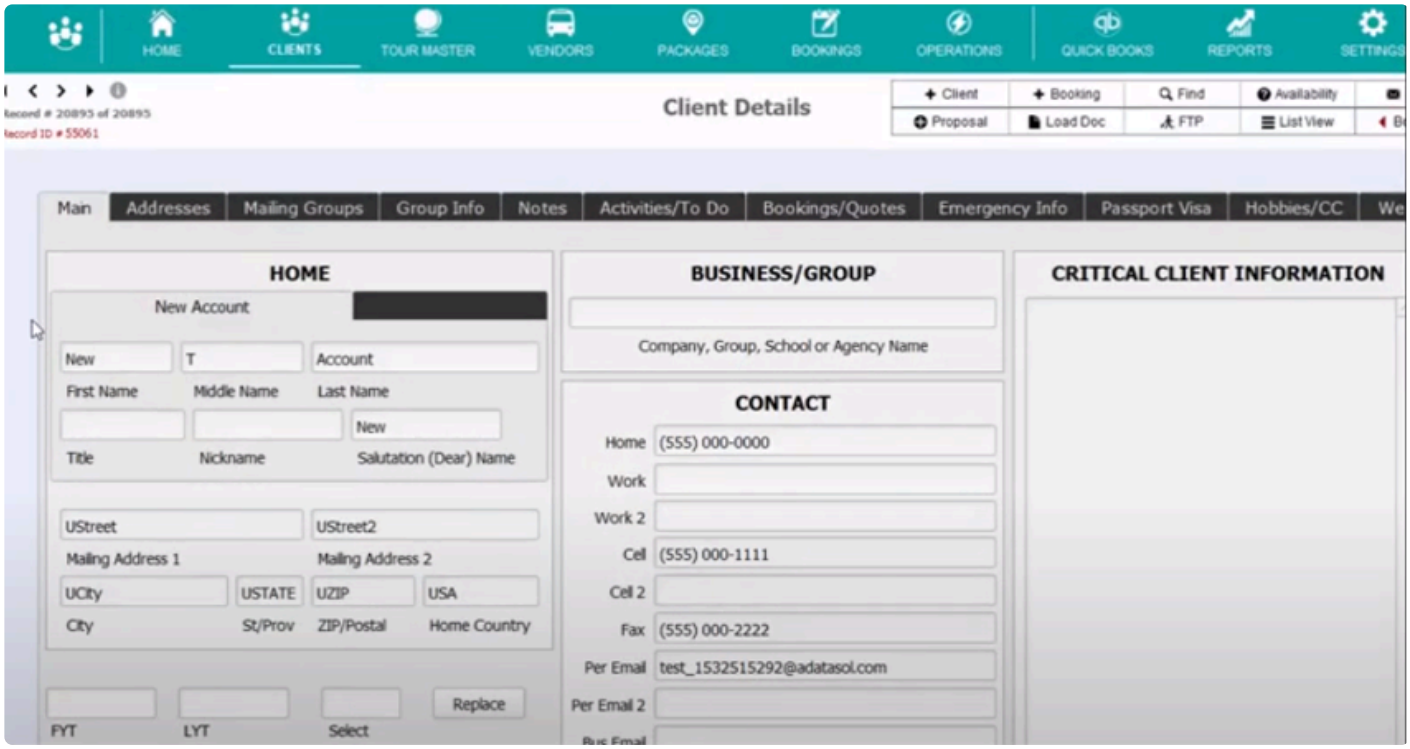
Documents Tab

You can attach catalogs or brochures using this tab. Users can then download to view print or view offline.



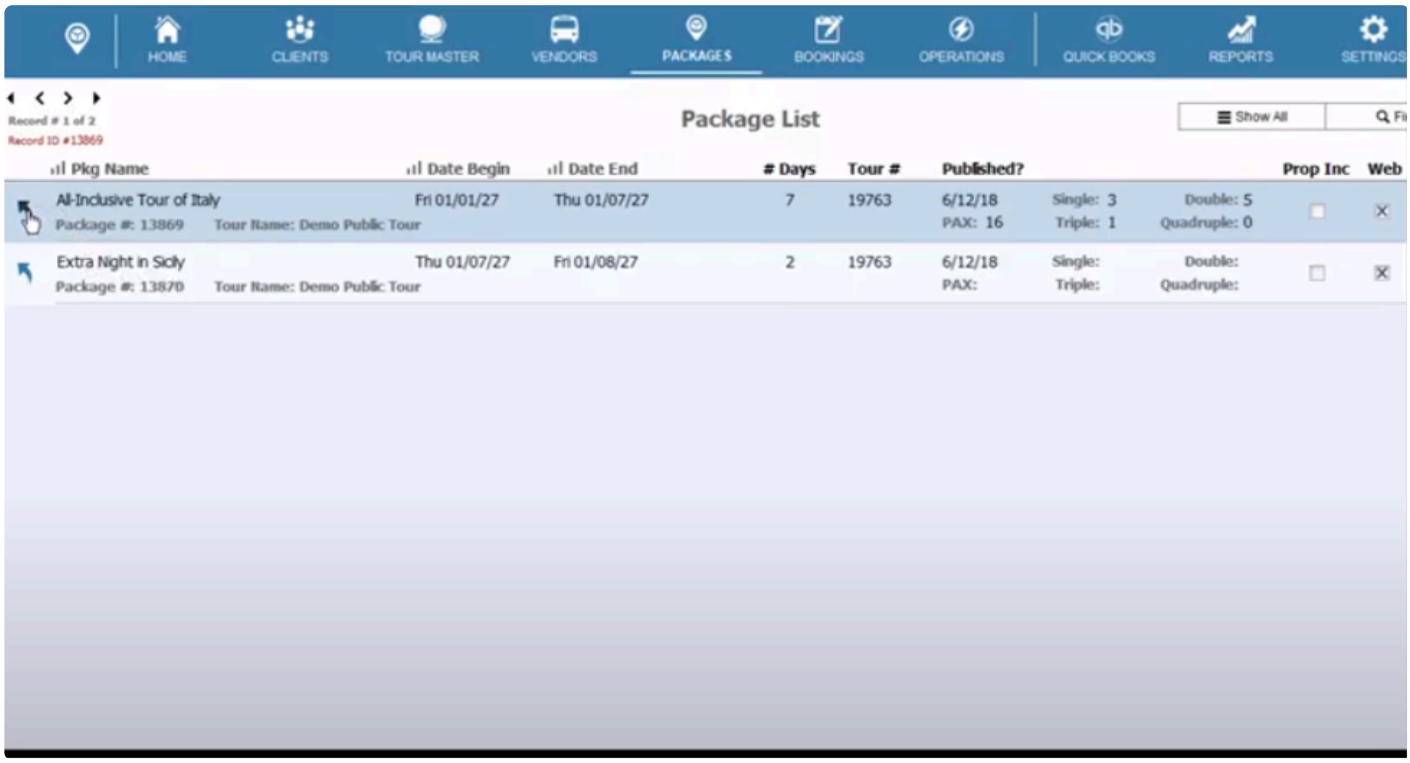
Client Records

When a new account is created, it shows up in the Clients section. The name, mailing address and contact information shows up in the client record.



Packages attached to Tour

Back in the Tour Master module, you can see packages linked to that tour.

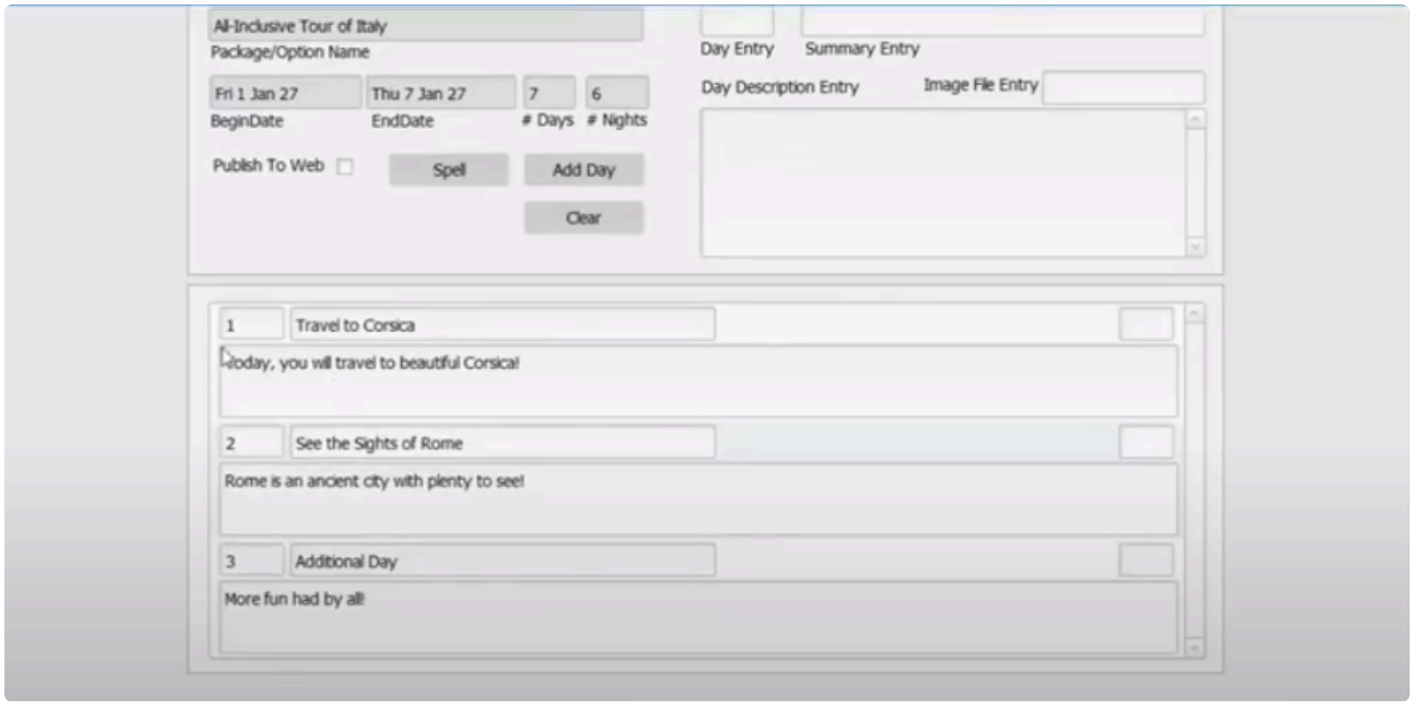


Package prices

In the Packages module, the prices are set in the Price tab. Here you can choose what types of occupancies are shown and what their prices are.

Daily itinerary

The Daily Itinerary tab is also available in the Packages module. You can list each day, provide a title for the day, and add a description.

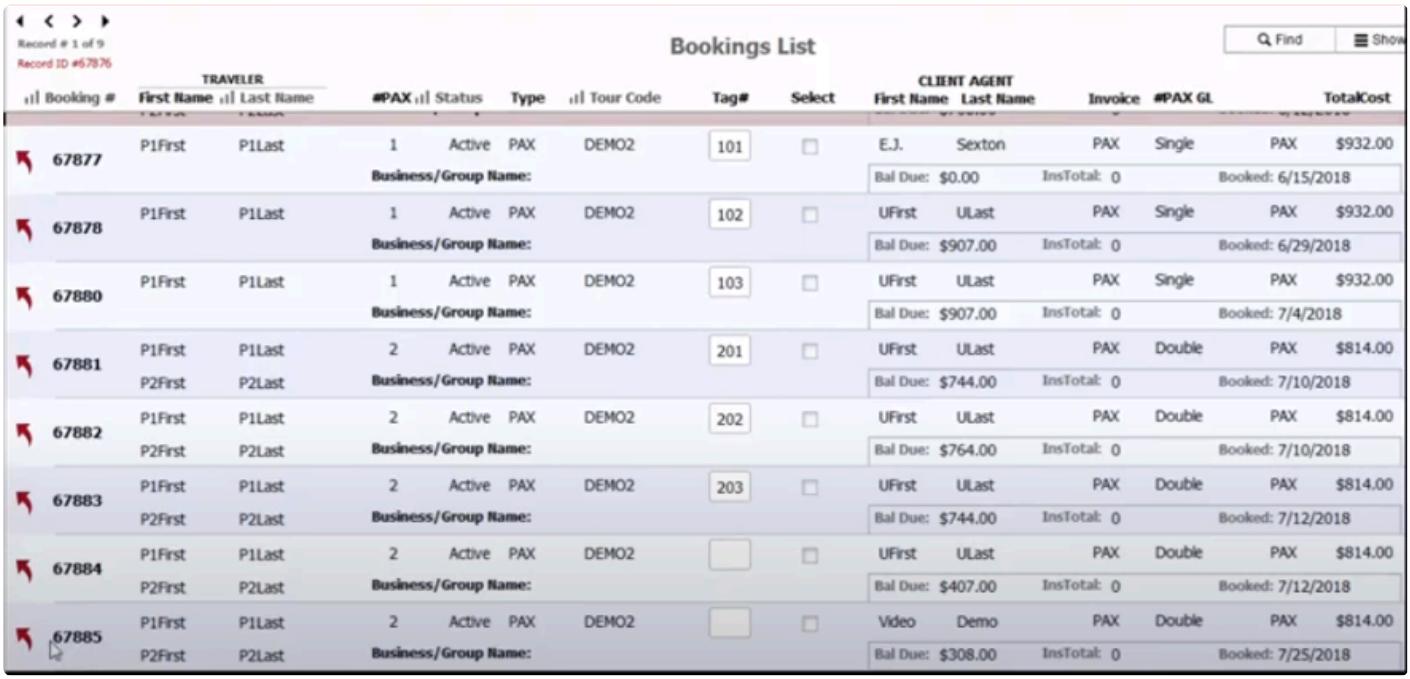


Terms and Conditions

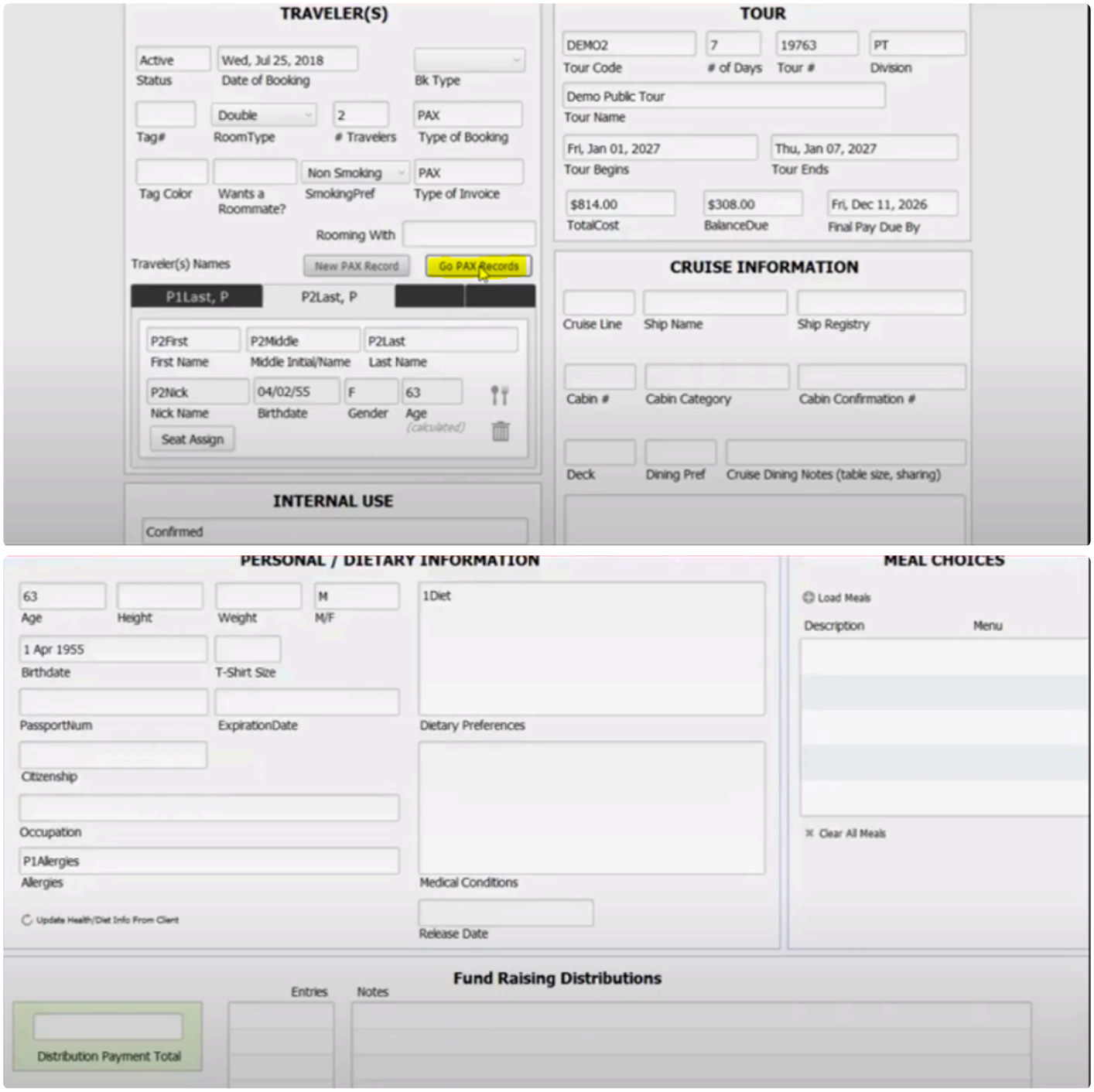
The TourMaster module contains a Deadlines tab, where you can enter a list of deposits, deposit dates, deposit amounts, cancellation penalty dates, and cancellation amounts. Final payment amount listed.

Bookings

In the Bookings module you can see all the bookings made for the tour. The last booking made will be at the bottom.

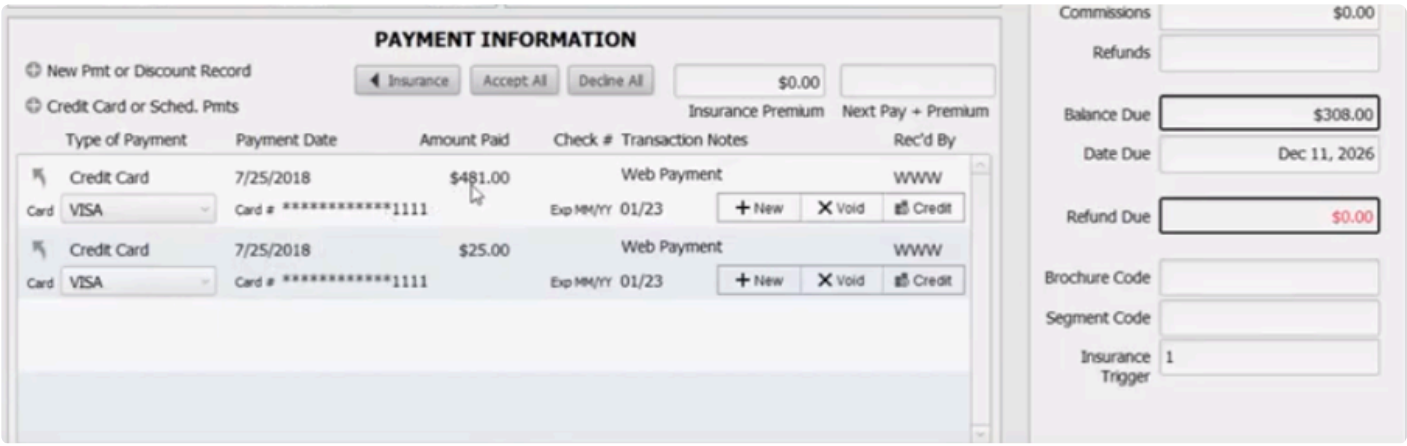


Clicking on the “Go Pax Record” button inside individual bookings, will allow you to view more passenger details, such as dietary restrictions, allergies, and passport information, if it was collected. This is customizable.



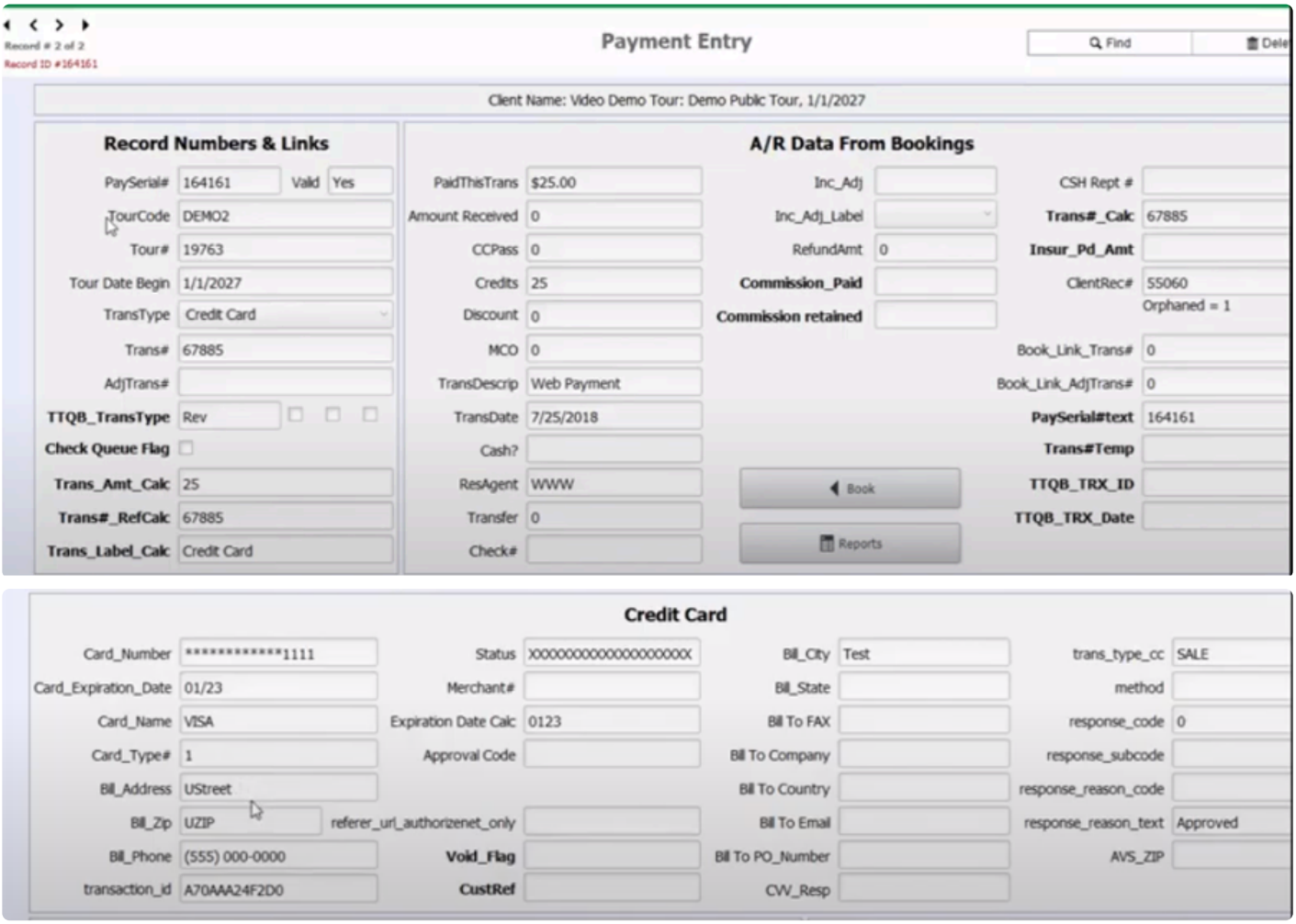
Payment for the Booking

Under the Payments tab in the Booking module, you can see a list of the payments made for the booking. This includes the payment amount, when it was made, and how it was made.



Payment Entry Details

More details are available in the Payment Entry view, including the last four digits of the credit card used, the expiration date, billing address, and more. A transaction ID from the payment gateway is stored with each payment, to be used for crediting or for additional transactions.



Additional Features Available

- Feature to allow coaches to make bookings without payments so they can quickly add multiple

bookings
- E-office features to allow sharing of documents/info/reports with GLs
- Feature to allow GLs to create online rooming lists so res staff does not have to
- Feature to allow people to make add-ons toward a particular student trip
- Feature to allow GL to send email blast to all pax on the trip

Last modified: April 13, 2022

Accessibility (WCAG)

When it comes to accessibility compliance, the Web Content Accessibility Guidelines (WCAG) version 2.0 AA is the most-used standard worldwide. There are three levels of WCAG compliance; A, AA, and AAA.

TourTools Online is WCAG 2.0 Level AA compliant. WCAG compliance level AA is used in most accessibility rules and regulations around the world, including the ADA. To meet WCAG 2.0 Level AA conformance, the website is usable and understandable for the majority of people with or without disabilities. The meaning conveyed and the functionality available is the same.

Some notable WCAG 2.0 Level AA requirements include:

- Color contrast is, in most instances, at least 4.5:1
- Alt text or a similar solution is used for images that convey meaning
- Navigation elements are consistent throughout the site
- Form fields have accurate labels
- Status updates can be conveyed through a screen reader
- Headings are used in logical order

If you find any accessibility issues with TourTools Online, please notify us so that we may quickly resolve it.

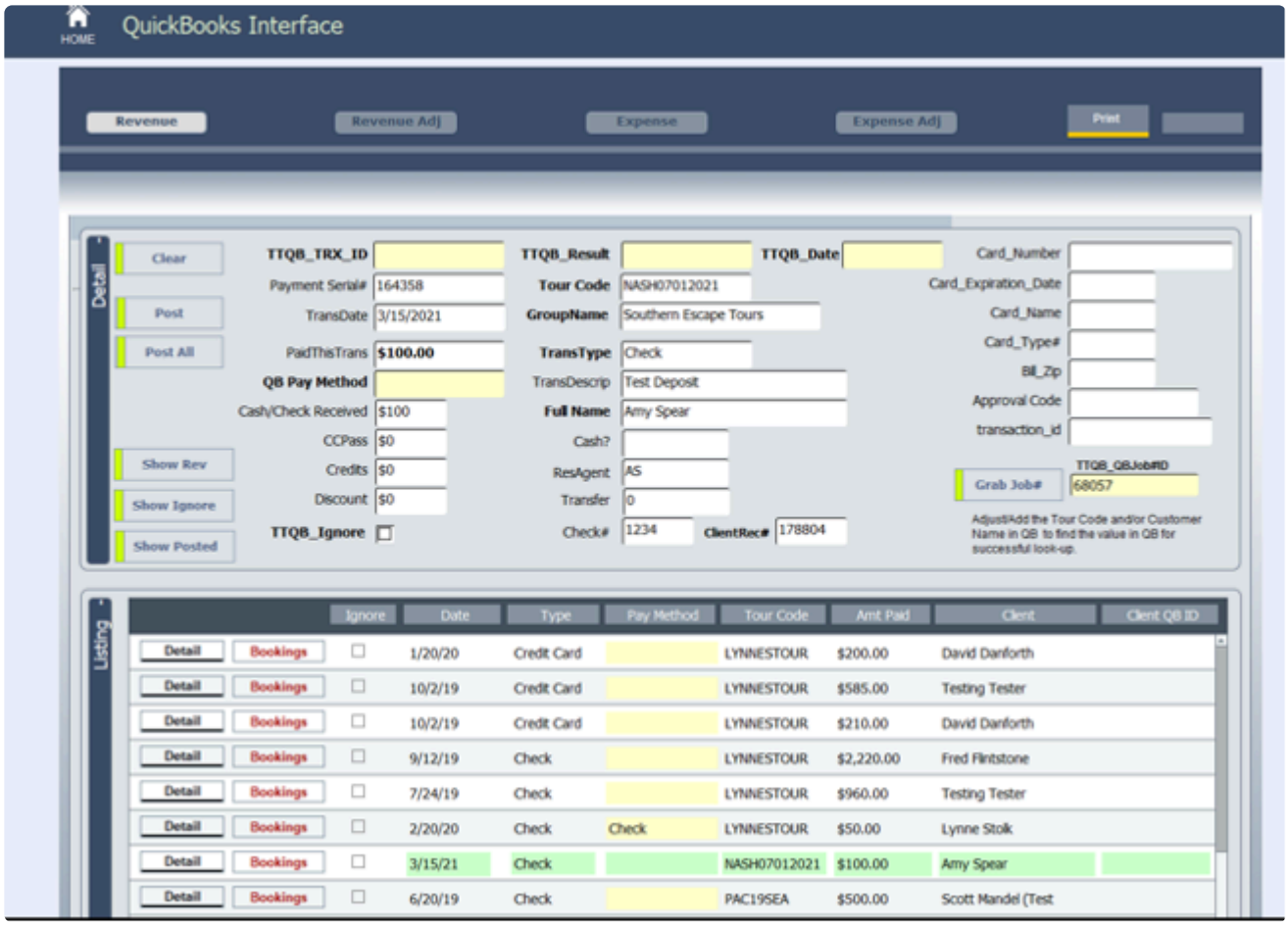
Last modified: April 13, 2022

QuickBooks Module

TourTools® has developed a QuickBooks general ledger integration for receivables and payables management. QuickBooks is a leading small-business accounting package. This will allow you to eliminate the redundancy of pushing payment or refunds twice – staff no longer need to manually enter data into TourTools® and then again in QuickBooks.
TourTools® users can enter all daily receipts, cash, checks and credit cards and then transfer individual or select groups of transactions directly into QuickBooks.
Each transaction is posted to the appropriate bank, revenue, and expense accounts. Also available: adjust for credit card-related bank changes as part of the transaction.

How it Works
Each transaction references a QuickBooks job# record that is created in the QB Customer Table.

As each transaction is processed, TourTools® checks to see that the job# exists for the associated tour. If a job# is not present in QuickBooks, then TourTools® creates the job# record and posts the transaction.



The same process is followed for expense or refund transactions: TourTools® checks to see if the vendor record exists in QuickBooks prior to posting the expense transaction. If no vendor record exists, then TourTools® creates the vendor and posts the payment transaction.

Check Queue Feature

The built-in “Check Queue” feature allows users to select services to be paid and move the transactions from TourTools® into QuickBooks so each bill is ready for payment.

If the service has been paid by a method of payment other than check, then the transaction is recorded as such.

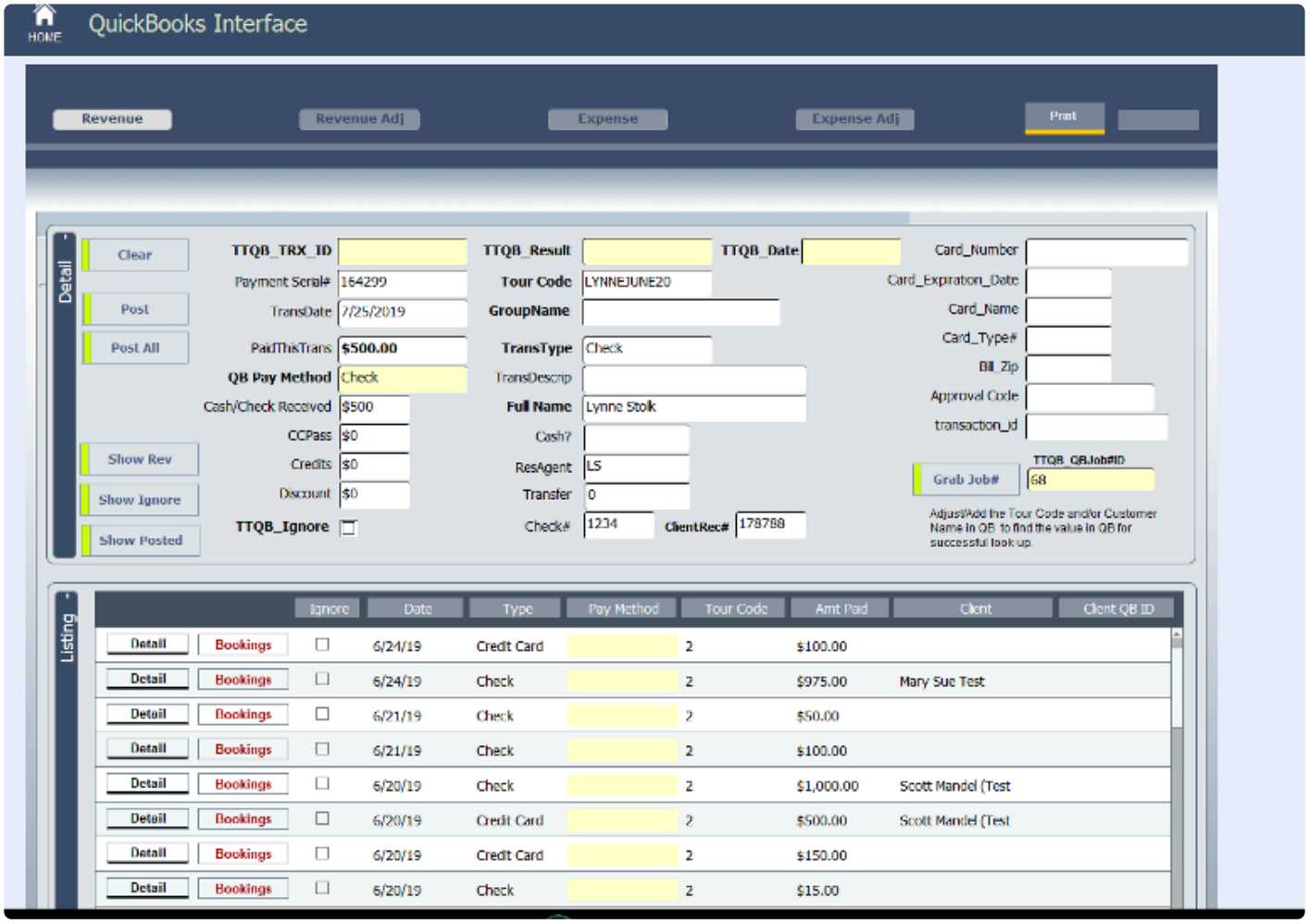
Each transaction is posted to the designated vendor, the job# for the current tour, and the default accounts payable account.

Available Transactions

DEPOSITS

Check deposit to bank account and revenue account (liability account).

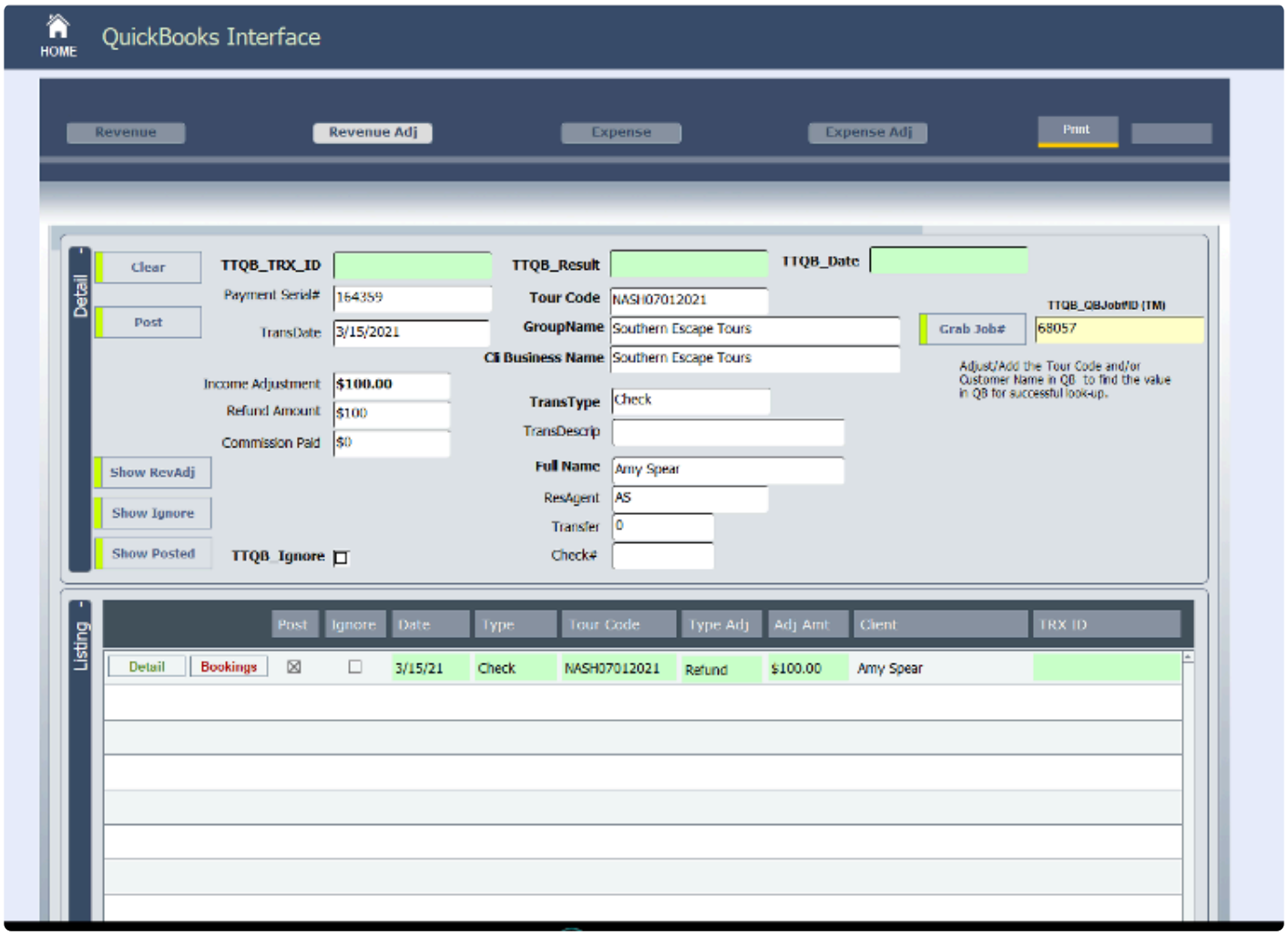
Credit card deposit to bank account and revenue account (liability account) with optional calculated bank fee.



REFUNDS

Check refund to client, from bank checking and revenue account (liability account).

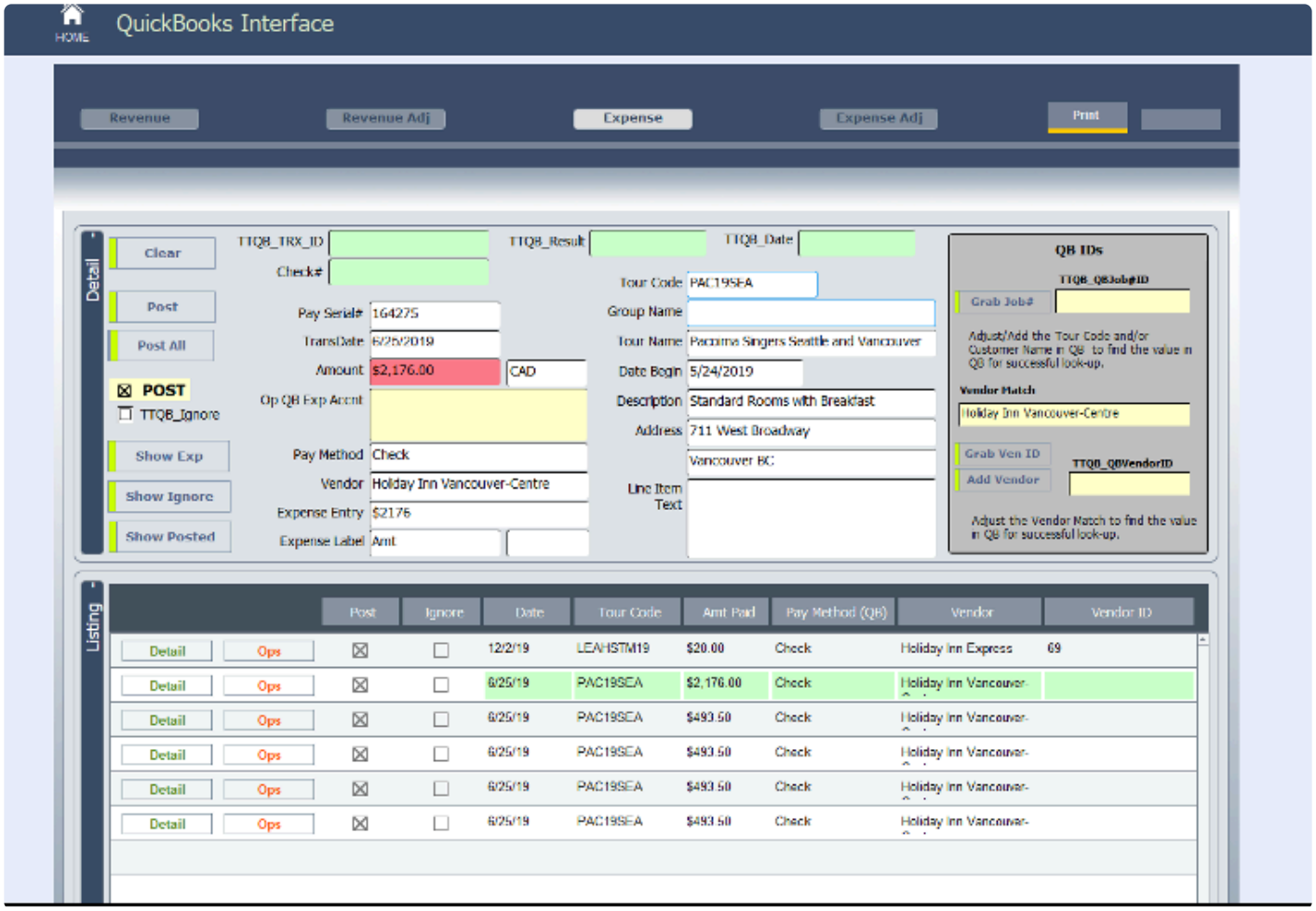
Credit card refund to client, from credit card and revenue accounts (liability account).



VENDORS

Payment to vendor for services rendered, posted as a bill.

Refund from vendor for overpayment, posted as a credit.



NOTE: The customization base price includes the programming required to post expense payments (payables) and receipts (revenue) with debits and credits as well as refunds. Additional functions, as well as more complex transaction postings consisting of multiple debits or credits, are also possible utilizing TourTools and the FM Books Connector plug-in.

Click here to download the full QuickBooks Guide.

Last modified: April 13, 2022

Automated Email Module

TourTools® users can have payment reminders, late payment notices, medical form reminders, etc. sent out automatically, every night, from their TourTools® application.

Email messages are sent based on criteria that you specify. The blocking tool allows you to exempt certain tours and bookings from the process, making the feature highly flexible.

How it Works

Users specify the criteria to determine who is included in the emailing.

Email messages (*similar to the example shown below*) are sent, based on the above criteria, early in the

morning.

From: Discovery Now Tour & Travel <info@discoverynow.com>
To: ajp1969@gmail.com <ajp1969@gmail.com>
Date: October 2, 2018 at 8:29:46 PM EDT
Subject: Upcoming Group Payment Reminder

Discovery Now Tour & Travel

4786 Belvedere Blvd NE
Colorado Springs, CO 80909
(888) 765-1029
www.discoverynowtourandtravel.com

Date: 10/2/2018
Booking #: 3017
Tour Name: St Vincent's Washington, DC and Lancaster, PA Tour
Tour Dates: 7/5/2010-7/10/2010
Tour Code: 10TO2127

We are excited to host you on your upcoming tour, St Vincent's Washington, DC and Lancaster, PA Tour.

This is a friendly reminder that the next group payment is due in our office by 10/14/18. Please contact your Discovery Account Executive in charge of your group's tour arrangements to confirm the total number of students and paying adults/chaperones attending the tour, so we may prepare an updated invoice. If your numbers have not changed from the last invoice we may have issued, you can simply remit the payment currently due.

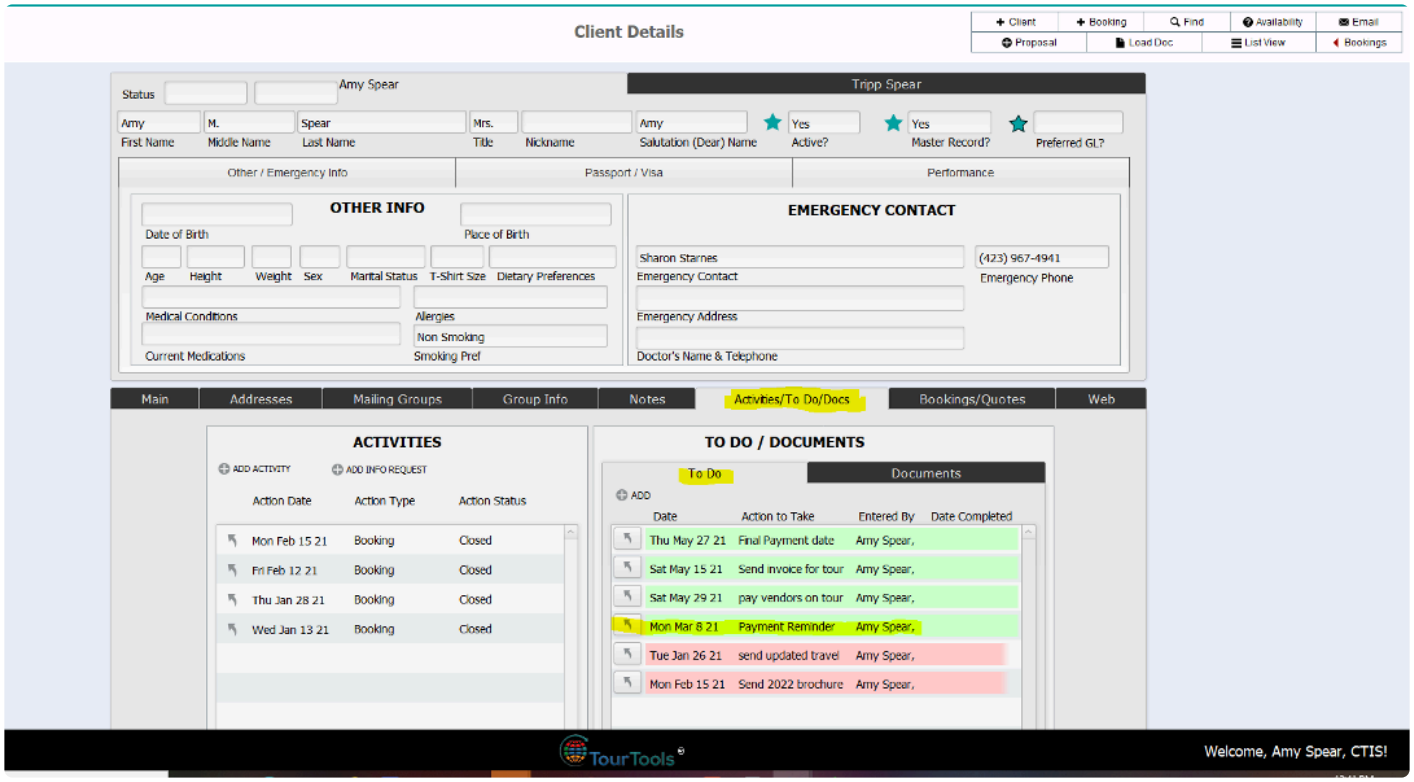
Applies to 2+ day tours only: For those participants that marked 'yes' on their Tour Terms registration form and provided payment to purchase the Optional Travel Protection Plan premium, please provide us with a listing of those participants. Participants may purchase the insurance up until they make their final payment to the school, provided it is not past the final payment due date. The insurance cannot be added after a participant has paid for the tour in full. The Cancel for Any Reason Benefit is not available beyond 14 days of receipt of the initial tour deposit for 'Group Deluxe Plans'. Copies of the protection plan descriptions are located on our website in the Parents section in the Travel Protection link. Please direct any parents to contact Travel Insured with specific questions regarding coverage/benefits at 888-765-1029, and refer to the Policy# and Plan Type, located in your original tour packet.

Thank you for traveling with Discovery Now Tour & Travel. Please let us know if we can be of additional service to you.

Have a wonderful day!
Discovery Now Tour & Travel

SYTA NTA

A To-Do item is logged in each client record, indicating the date the reminder was sent.



Daily and Full Reports (*sorted by Tour Name*) are emailed out to the designated contact in your office. These reports outline what was sent and what was not (*due to missing email addresses in the Client's file, etc.*).

Automated Email Report for 3/15/2018

Subject: Automated Email Report for 3/15/2018
From: ABC ToursTravel <info@abctours.net>
Date: 3/15/18, 10:26 AM
To: jennifer@abctours.net
CC: arin@adatasol.com

```
14-Day Payment Reminders Sent/Logged: 567
  > Clients w/o Email - Not Sent:
Jamyka Donaldson
Ariana Tlapa
Adelina Perez
Carmen Gomez
Florentino Lopez
Florentino Lopez
Cristyana  Shelton

7th Day Late Payment Notices Sent/Logged: 99
  > Clients w/o Email - Not Sent:
Juana Ortiz
Maria Salazar
Marie Salazar
Nadia Zarco
Arnoldo Rodriguez
Crystal Alfaro
Juana Ortiz
Nahomy Delgado
Takaya Harvey

Medical Form Missing Notices Sent/Logged: 12
  > Clients w/o Email - Not Sent:
Crisann Keeney

___ SEE ATTACHED REPORT (IF ANY EMAILS WERE SENT) ___
```

—Attachments:

Automated Email Report.pdf

The report below shows all Clients emailed and is sorted by Tour Name and Type of Email sent.

AUTOMATED EMAIL REPORT FOR: 3/15/18

AUBURN HIGH SCHOOL WASHINGTON, DC TOUR 18TA11974

Payment Reminder

Carly Gardner 56614

Melody Billings 56618

Kael Clark 56636

Emma Jones 56640

Quinn Jeanneret 56648

Gabrielle Cartier 56704

Sandy Clark 56705

Emaly Gerdes 56717

Molly Kiekel 56727

Kyleigh Stukenholtz 56759

Abigail Crotty 56769

Cassius Cotton 56791

Carly Gardner 56614

Melody Billings 56618

Kael Clark 56636

Emma Jones 56640

Quinn Jeanneret 56648

Gabrielle Cartier 56704

Sandy Clark 56705

Emaly Gerdes 56717

Molly Kiekel 56727

Kyleigh Stukenholtz 56759

Abigail Crotty 56769

Cassius Cotton 56791

AUDUBON SCHOOL WASHINGTON, DC TOUR 18TA11945

Payment Reminder

Angelina Serment 54375

Amelia Forton-Marwil 54536

Brenden Bush 54718

Maddie Brown 54814

Izabella Journet 54989

If needed, a blocking feature allows you to exempt certain tours and bookings from the process. Blocking can be enabled at the TM level or at the Booking level to prevent automated emails from sending to an entire Tour or to a particular booking.

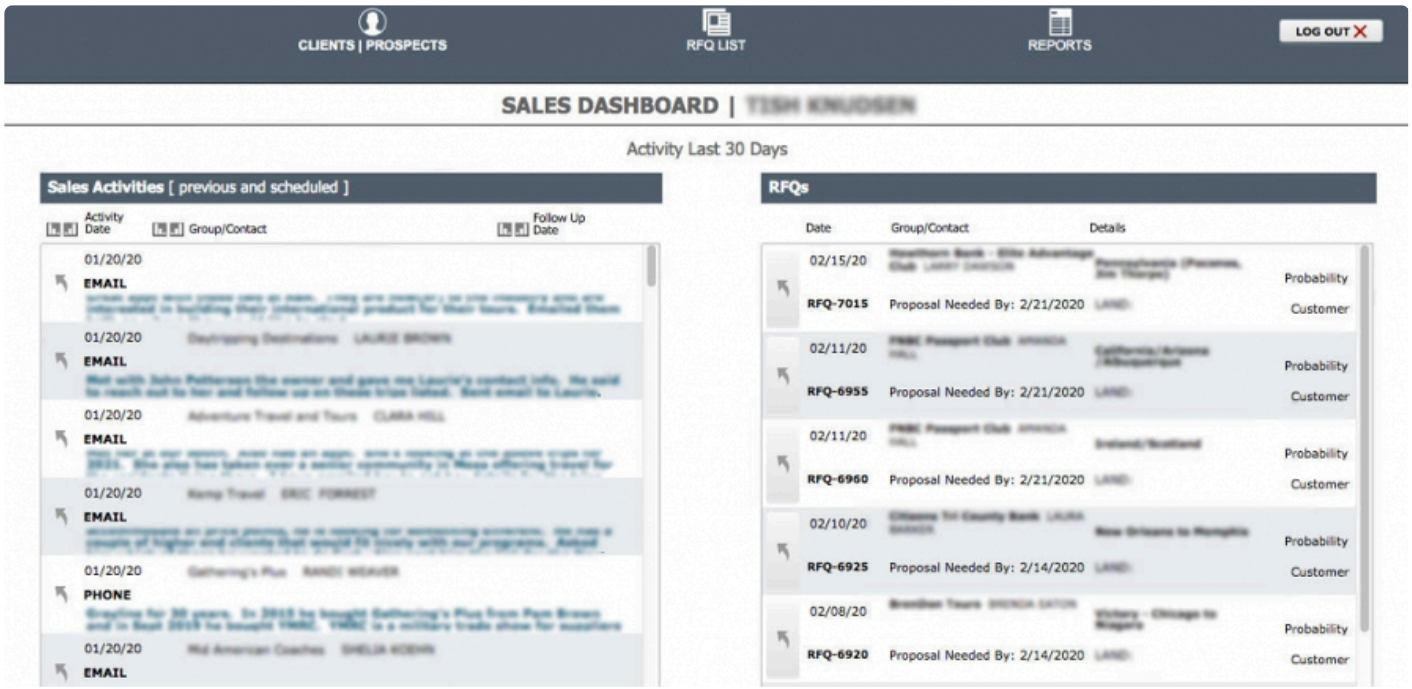
NOTE: This feature requires FileMaker Server 16 or higher. The base system includes development of a master script, development of the first HTML email module, TM and Booking level blocking, to-do logging, setup of the nightly schedule in FileMaker Server, and development and delivery of a daily report to an admin email address showing names/count of what was sent and which clients were omitted from the campaign due to no email address on record.

Last modified: April 13, 2022

WebDirect Sales Module

TourTools® has developed add-on functionality to make the client database and RFQ functionality available to an “outside sales” team to access from the web.

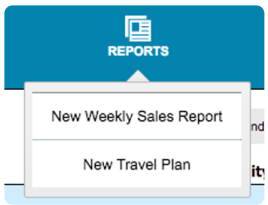
How it Works
Your outside sales representatives are given a web login and presented with a Dashboard displaying their sales activities and RFQs. This allows users to browse the TourTools client database and mark specific clients as accounts they are currently working.



Your outside sales representatives can create an RFQ for a client while sitting in their office and gathering the details and requirements. The system shows past activity for each client so the rep can see patterns. Once they submit the RFQ, a new RFQ notification email is sent to the office.

By default, this module comes with two reports – a **Travel Plan**, showing which clients the rep will be

visiting that week, and a **Weekly Sales Report**.



NOTE: The Web Direct Sales Tool can be configured to work with TourTools v3 or v4 but requires FileMaker v16 or newer on the server.

Last modified: April 13, 2022

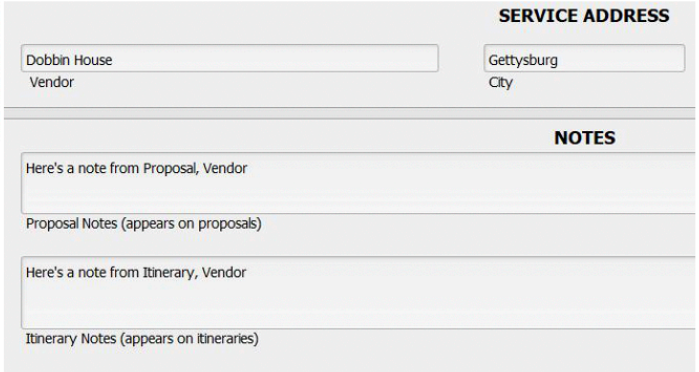
Addendums

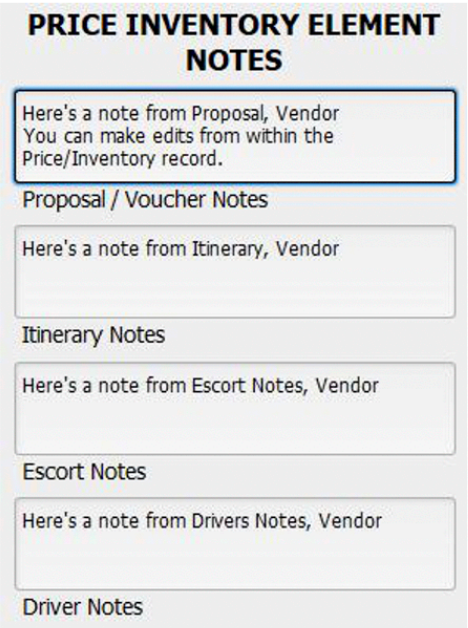
Last modified: April 13, 2022

Addendum A: Notes About Notes

Throughout the system, you will find fields that invite input of notes that will ultimately appear on proposals, final itineraries and such. The notes can be edited as you move from part of the system to another, as explained here.

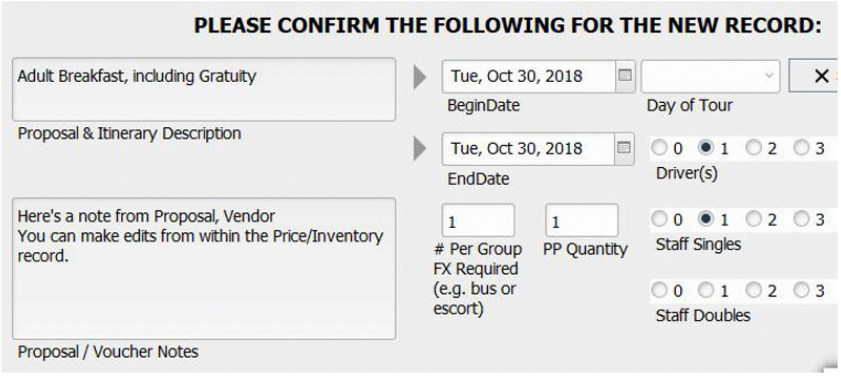
The first level of notes you can create are those on the "Notes" tab in **Vendor.**

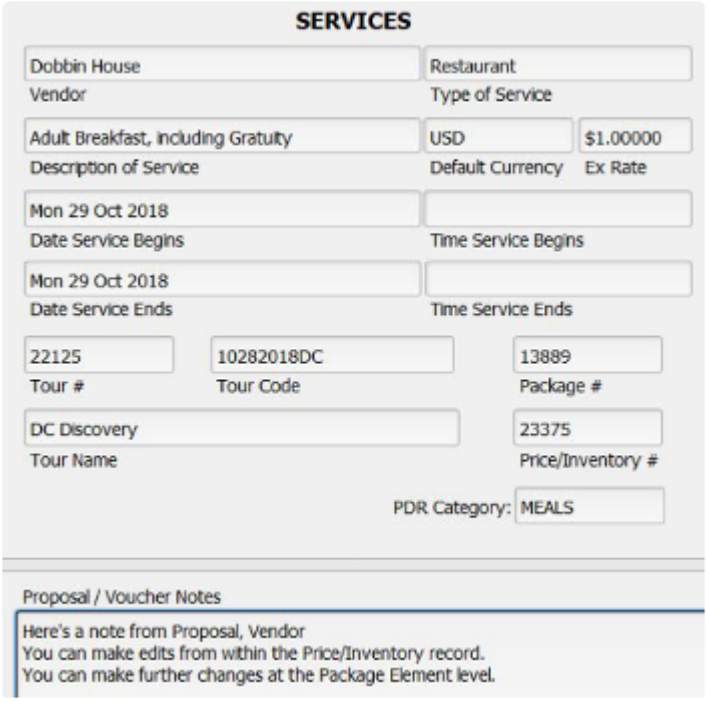




They can be edited as appropriate from within the specific Price/Inventory record in **Vendor.** Your original notes are not affected by the changes you make here.

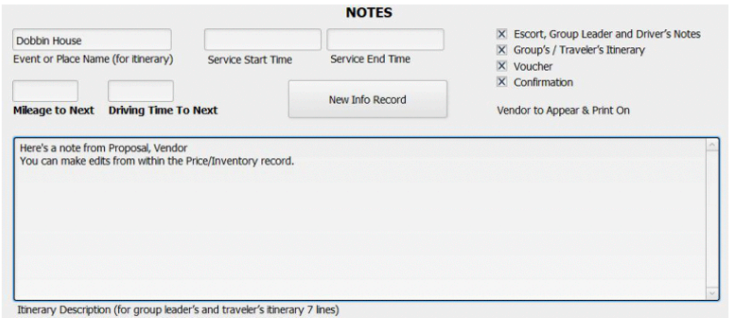
This is the point--as you are building a Package--at which you confirm the P/I element for inclusion in your itinerary. You can read but cannot alter Notes at this point.





On the Itinerary tab in **Package**, if you click on the up-arrow icon preceding a Package element, you can review and edit notes. Be aware that any changes made here do not translate backward to the Vendor or the Price/Inventory record. Basically, when you edit the text here you do so just to change what is reflected in the Proposal.

The notes as typed in Vendor and as edited in the Price/Inventory record are those that ultimately are visible in **Ops** (this is from the Itinerary Notes tab in Ops). It is possible to add and subtract from those notes here in Ops, and those changes do not flow back to the Vendor or the Price/Inventory records.

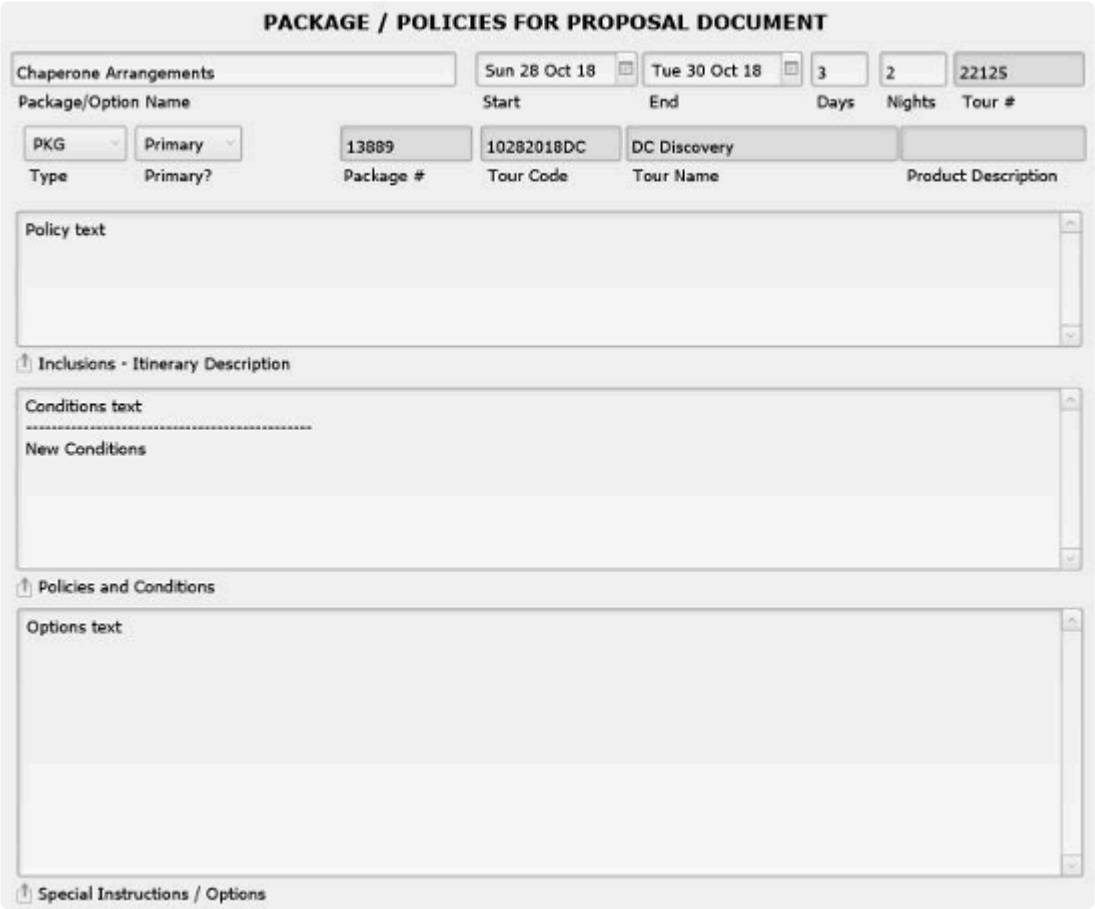


These are the notes that will appear on the various reports that can be generated from this part of the system; Itinerary, Escort Notes, Driver Notes, etc. One last edit can be made as those reports compile and those changes do not affect what appears generically in the Ops record.

You'll see that as part of the "Escort Notes" each Vendor service will be represented individually; i.e. each on a separate piece of paper. You'll see also that the Driver's Notes are included on this document, so that the tour manager is aware of instructions given to the driver.

The "Drivers Notes" report reflects *only* the notes entered and edited in the "Drivers Notes" fields. The services will list in order, one after the other, with no page breaks between.

The "Group Leader" notes is an exact copy of the Escort Notes (so, including both the notes you have prepared for the escort *and* for the driver). **If you have information of a confidential nature that the Escort but not the Group Leader should see, be sure to prepare and print the (abbreviated) GL report first.**



This is from the "Policies" tab in **Package**. The text originates in the "Policy Text" support file accessible from the Home Dashboard and is loaded by clicking on the blue arrows next to each of the field labels. The text can be edited here, and changes do not flow back to the source. Because of this, it is recommended that the text loaded in the support file cover as many variations of your "terms and conditions" as possible, perhaps with some identifying break marks to separate those that apply for motorcoach tours which might be different from air-inclusive tours which are different again from cruise-tours.

If you have any questions that are not answered here [Contact TourTools Support](#) for assistance.

Last modified: April 13, 2022

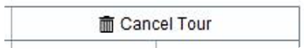
Addendum B: Cancelling a Tour & Closing Out Bookings/Operations Records

(Closing out Booking and Ops Records)

In the event it becomes obvious that a tour is not viable and needs to be cancelled, there are two ways to go. One involves offering an alternative tour and hopefully transferring your booked passengers; or cancelling and refunding them.

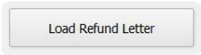
If there is a possibility that a cancellation penalty will be assessed, the first thing you want to do is make sure the penalty date(s) and amount(s) are correct on the Deadlines tab in TM.

Cancelling the Bookings without Offering an Alternative



With the TM record open, click the navigational button labeled “Cancel Tour”. You will be double checked on your decision to proceed, and will then be asked if you want to cancel the Bookings for all related travelers; respond “Yes”.

Navigate to the Booking records from there and, on the “Refunds” tab, double check that an appropriate penalty has been calculated. If the figures look correct, proceed to the Refunds tab and enter the details of the check that has been issued; or, in the event the refund is being done via credit card, go to the Payments tab to action that.



Once the refund is processed, go to the “Booking Reports” menu choice and from the “Doc Queue” tab, select “Load Refund Letter”. From the “Doc Queue” portal to the right, click the “Print or Email” button to generate a letter that you will print if enclosing a refund check, or email if the refund is being processed by credit card.

Cancelling the Bookings/Offering an Alternative Tour

If you are going to offer the option of a transfer, then decline this invitation to cancel all related Bookings and simply cancel the tour.

Next, move through the Bookings and cancel them one by one. Follow the process as explained on Page 33, “Canceling an Entire Booking Record or One Individual Traveler”. Your response to the prompt will be that you want to “Rebook”.

Regardless of how you decide to deal with the Booking records, once the script to cancel the tour is invoked, the status of the TM record will go to “Non-Op”, the numbers that previously showed in the “Seats” and “Rooms” fields will be wiped clean, and the Tour Notes field will reflect “THIS DEPARTURE HAS BEEN CANCELLED”.

Closing out the Ops Records

In Ops, there is also a “Cancel” button which, when clicked, will ask a similar question as what is prompted in TM, i.e. do you want to cancel just the record you have open or all records related to the same tour. Regardless of your choice, when you “Cancel” an Ops record, all of the passenger numbers are stripped out so that nothing is impacting the costs and the Balance Due thus shows as zero. The only way you can reflect that you owe that vendor something—if you are being charged a penalty, for example—is by entering the amount in the misc field.

Example

Say you have a Vendor that you owed and paid $1,000 and they are not giving you any refund. On the A/P tab, in the Misc Cost field enter $1,000 and in the adjacent Description field enter “CXL Penalty” (or similar).

For a Vendor that you owed/paid $1,000 that is refunding you $500, do the same thing as far as posting a Misc Cost of $500 and “CXL Penalty” as the description. When the refund check is received, post it as follows: In the Transaction Description field, chose “Refund Rcvd”. The amount goes in as (positive) $500 and the Label should be “CR”. Click on “Post” as always and enter the number of the check you’ve received.

One final adjustment may be to remove any numbers that remain in the “Manual Adj” fields that appear on the Inventory and Account Payable tabs.

After accounting for penalties and posting refunds that you may have received from the Vendor, the record should reflect a zero payable.

In the end, your Ops cost should basically reflect the total of what you paid and didn’t get back, and on the Res side you’ll see what you didn’t refund the group.

When you run the P/L report, the Res Paid field will reflect all payments received.
The Res Due should be empty.
The Rev Adj Est will reflect the amount of your refund to the booking record.
The Tour Gross field should reflect the amount you penalized your client.
The Ops Cost field will reflect the total of all your Vendor penalties.
The Ops Paid field should match the Ops Cost amount.
The Ops Payable field will be empty.
The Est Profit will be the difference between what you kept (the penalty amount) versus what you paid/lost to your Vendors.
The % will, as always, be a reflection of the difference (positive or negative) between your receivables and payables

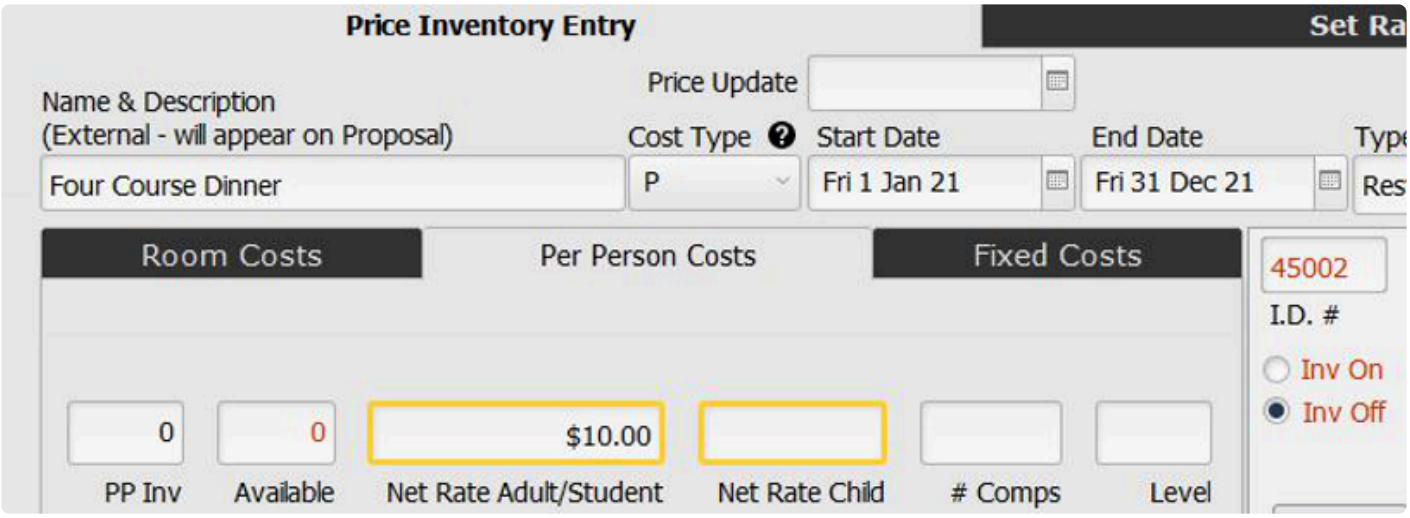
If you have any questions that are not answered here Contact TourTools Support for assistance.

Last modified: April 13, 2022

Addendum C: Using Set Pricing From Vendor with Restaurant Service Only

This functionality allows you to account for services on which you are going to receive a commission from the Vendor. Such costs will be exempted from the margin of profit assigned at the point the Package the service is part of is priced. In other words, all services but the SET will be impacted by that % of margin; the profit on the SET services will come later, when the commission is essentially deducted from payment made to the Vendor or is retroactively paid by the supplier.

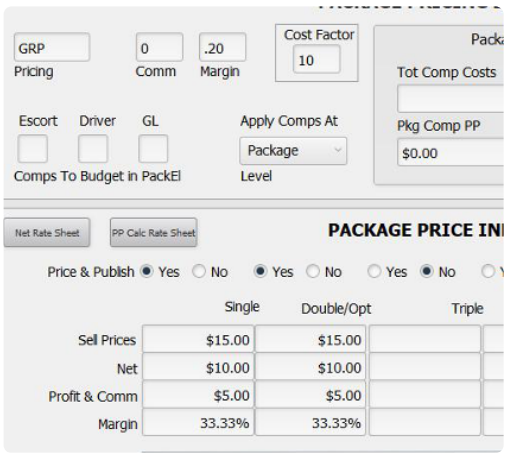
Following the instructions as included in the manual, in this example we created a P/I record for a lunch, input as a NET cost of $10. On the SET tab, the cost shows as $15 (we over looked the % and simply entered a flat amount, which is fine).

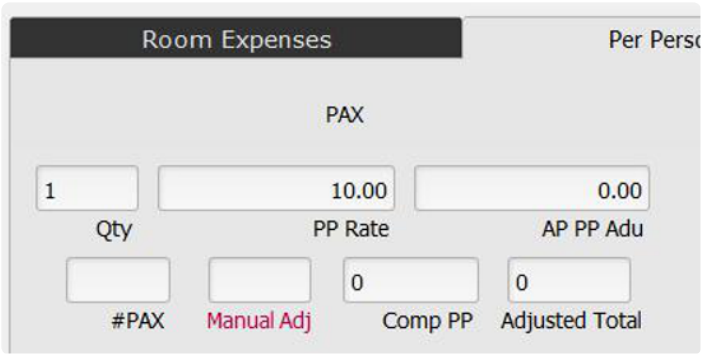


To keep the illustration simple, the Package created consists of only the lunch. When the Price/Inventory record was added to the Package, SET pricing was chosen.

When the Package was priced, the Margin was set at .20, but as can be seen, that has been ignored. Instead, a profit margin of $5 has been calculated; equal to the commission you are going to earn at the time lunch arrangements are finalized and paid for.

Please be aware that the NET figure is what will be reflected in the Ops record.





If you are required to pay the gross and retroactively receive your commission, you can simply post a gross payment which will be more than the amount shown as due, or by using the "Misc Cost" field you can actually increase the cost to match your payment. After remitting payment, remind yourself to watch for the commission due you. Most definitely create a To Do reminder from the Ops record, and eliminate or adjust what you entered as the "Misc Cost" such that the A/P will now show as a negative.

TO BE SURE, DO NOT USE THE NET/SET PRICING IN REVERSE, I.E BY ENTERING THE GROSS AMOUNT AS THE NET AND THE NET AMOUNT AS THE SET. THE RESULT OF DOING SO (IN THIS EXAMPLE) WOULD BE TO REFLECT $15 AS YOUR NET COST, A SELLING COST OF $10, AND A NEGATIVE PROFIT. GIVEN THE OPS RECORD WILL REFLECT $10, YOU WILL HAVE ESSENTIALLY GIVEN AWAY ANY AND ALL PROFIT ON THE SERVICE IN QUESTION.

Price & Publish ● Yes ○ No ● Yes ○ No

	Single	Double/Opt
Sell Prices	$10.00	$10.00
Net	$15.00	$15.00
Profit & Comm	$-5.00	$-5.00
Margin	-50.00%	-50.00%

If you have any questions that are not answered here [Contact TourTools Support](#) for assistance.

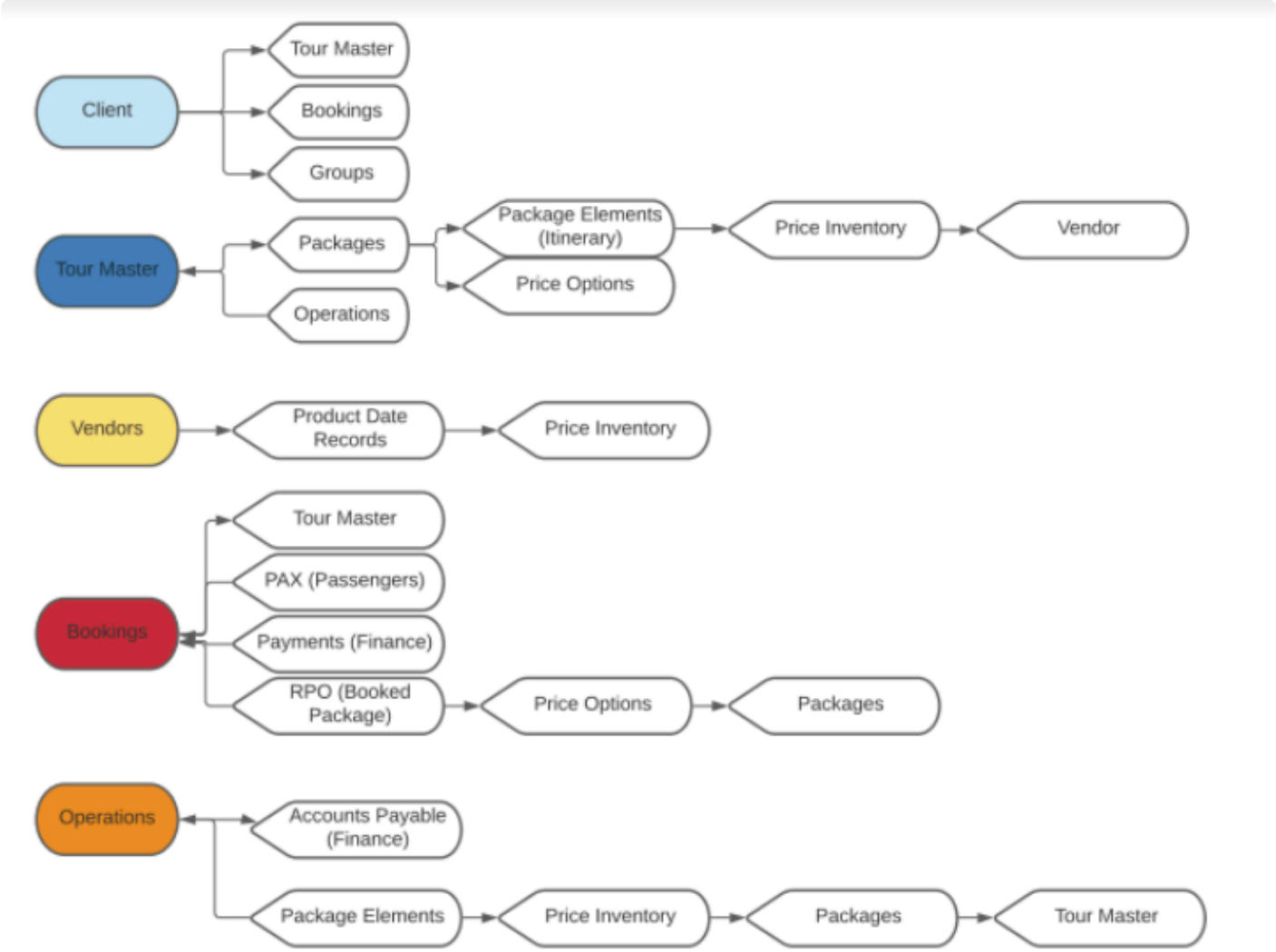
Last modified: April 13, 2022

Addendum D: TourTools System Architecture

TourTools is built using the FileMaker platform. FileMaker is a cross-platform relational database application from Claris International, a subsidiary of Apple Inc. It integrates a database engine with a graphical user interface (GUI) and security features, allowing users to modify the database by dragging new elements into layouts, screens, or forms. It is available in desktop, server, iOS and web-delivery configurations.

FileMaker Server allows centralized hosting of apps which can be used by clients running the desktop or mobile apps. It is also available hosted by Claris, called FileMaker Cloud.

This is the basic entity relationship diagram for TourTools v4 back office:



TourTools Online is built using PHP and Yii framework. It is an MVC based web application using the Bootstrap (twitter) framework to provide a compatible and accessible interface. Also, the use of standards compliant MVC/Front End architecture allows for TTO to be modified and enhanced as needed. All of the software used is open source and kept up to date as per client needs. The application is compatible with the most up to date version of PHP (currently, version 8).

The application acts as an interface to the backend FileMaker server application via the FileMaker/PHP API hosted either in-house or at an approved managed 3rd party hosting provider on a managed basis.

All libraries used in the web application are updated as per availability and the architecture (separated backend-database and front-end web application) allows for secure DMZ environments. The interface between the web application and the backend are implemented according to best practices and vendor specification.

Last modified: April 13, 2022