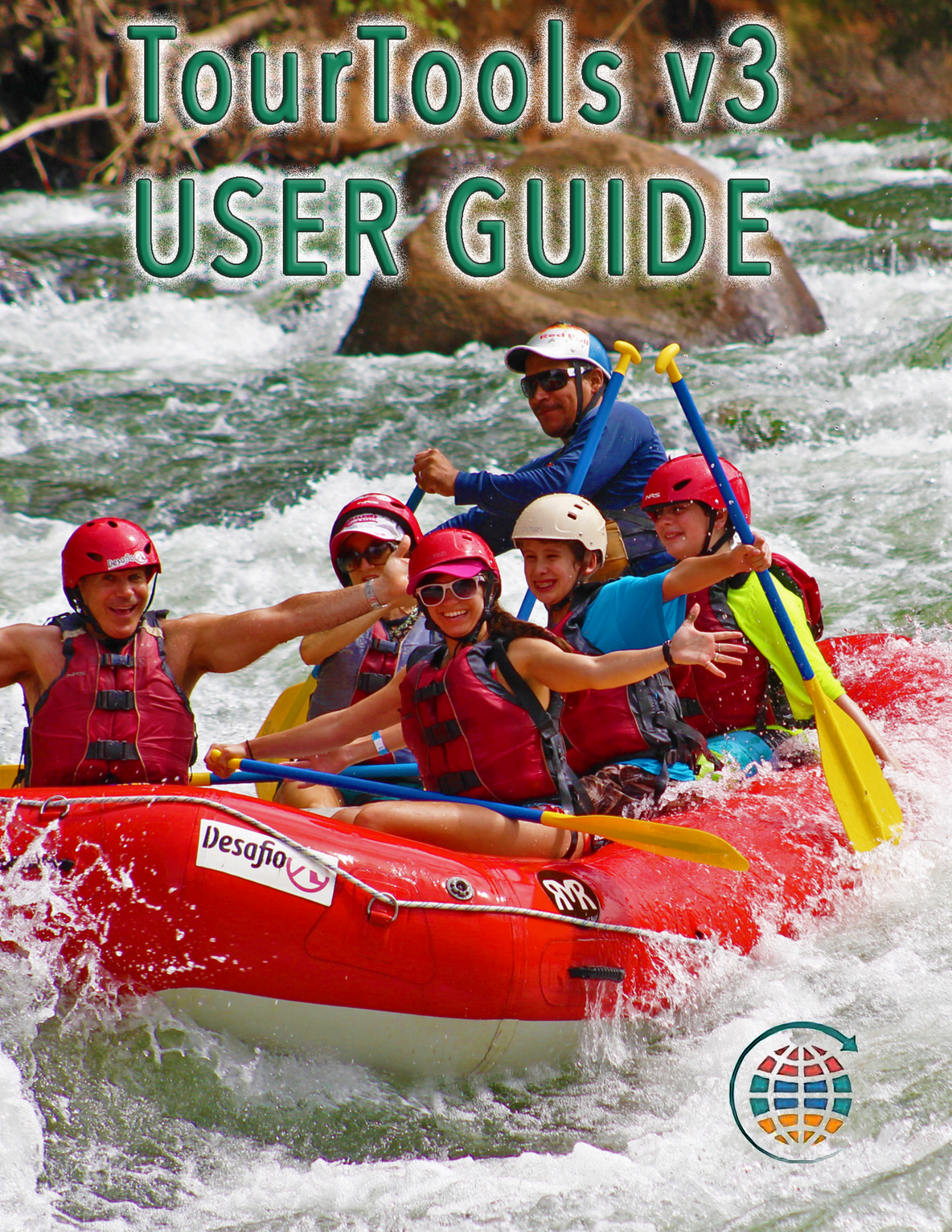
TourTools v3 USER GUIDE



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Copyright and Trademarks

TourTools ™ v3 User Guide

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Chapter 1: Introduction

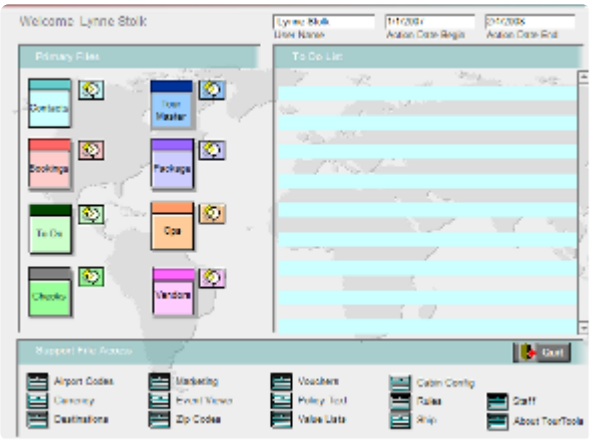
Quick guide to using TourTools™ Version 3

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 on-site training.

To begin, the Master Menu appears when you open the TourTools™ software solution.

The large icons allow you quick access to the most-often-used parts of the system. Clicking on the smaller buttons to the right will take you to the same files, but will put you in immediate “find” mode.

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



At the top of the screen, you will be welcomed by name (if your name is assigned as the “owner” of the FileMaker software that TourTools™ is running in) and a date range will be specified by the Action Date Start and End 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 the right hand side of either or both date fields.

To close the program, click on the Quit button at the bottom of the screen or on File and then Exit. **Do not use the Windows close feature** (the “X” in the upper right corner of the screen) to close the program.

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. If you overtype data already present in a record, the original text is immediately obliterated. In most cases, you will not be asked if you want to save or not the record or the changes.

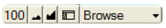
Second, there is no “un-delete” command. Once you delete a record, it’s gone forever, so be very certain that you know where you are in the system before you invoke the “delete” command.

About Relational Databases

TourTools™ is what's known as a "relational" database. What this means is, the different "sections" of TourTools™ are inter-related, so that when you enter data in one, the information is "shared" with other parts of the program that may need it. For instance, when you enter a name in a Client record, you will never have to type that name again to enter a reservation, print a piece of correspondence, or record a payment.

General "Tips and Hints"

Screen Layout and Moving Around the System



Once you are in the program, the name of the database you are accessing will appear in the program bar at the top of your screen. You will also see what "mode" (Browse, Find, Layout and Preview) you are in if you look to the bottom left. Clicking on the label or on "View" from the FileMaker menu will present a list of the other modes you can work in. If some modes are grayed out, that means they are not accessible using your password.

Right next to the mode indicator, you will see what looks like a small window. Clicking on that will expose or collapse what is called the "status area" that runs along the top of your screen. Note that this is part of the FileMaker software; what appears below is part of the TourTools® program. Next to the window are what look like small and large "mountains". If you click on the larger, you will enlarge your screen view; clicking on the smaller will diminish it. The number at the far left tells you the percentage of magnification.

On the left in the "status area", you will see a set of double arrows, adjacent to which is one of several places that references the number of the record you are in. Clicking the arrows will advance you forward or back, one record at a time; clicking and dragging the small lever will move you rapidly through them. Slightly below, also at the top left of the screen you see a set of smaller double and single arrow buttons. These can also be used to navigate your records. One click on a single arrow moves you one record forward or backward, and clicking the double arrows brings you to the very first or last record in your "Found Set" (explained in more detail below).

Just below the larger arrows is a field that displays the name of the layout you are on. Clicking on the arrow will expose a "pop up menu" of other layouts to choose from.

Throughout the system you will see what are called "Tablets"; usually they appear when you are viewing a list of items. Clicking on the tablet will open the record referenced in the list.

At the top of most screens in each of the databases you will find a bank of buttons that you can use to move to related databases or to perform certain functions (explained in detail in Chapter 2). Clicking on the Master Menu button will take you back to the main menu.

Using "Find"

Throughout the system, you will see "Find" as well as "Find All" buttons. The purpose of these is to isolate a specific record or set of records within your database or to present them all. Clicking on the "Find" button

usually prompts display of a layout with limited search fields. If you use find *mode* (bottom left of your screen or accessible from the FileMaker menu “View” or by clicking the “Perform Find” magnifying glass in the FileMaker status bar) you can use fields on virtually any layout in the system for your search.

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 “Use Find” and in the field designated Last Name, type “Nelson”. When you click “Continue”, 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”.

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 the “Another” button. This time, type IN in the same field and click on the “Continue” 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 California. Click on “Find”, select “omit” (above, in the status bar), then type CA in the State field and then “Continue”.

Important: Whenever you run documents, labels, etc., be aware of whether you have *all* records available or if you are within a “Found Set”. If you want to compile a report to include all clients, by example, but start the report within a “*Found Set*”, your 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.

In some databases, there are scripts that are not attached to any graphic but rather can be accessed by clicking on “Scripts” from the FileMaker menu. An example of this is the script that makes it possible to create an “Info Record” in Ops (explained in detail in that chapter).

Value Lists

Many fields have what are called “value lists” attached to them. The choices that you see to denote Smoking or Non-Smoking, by example, on the front page in Client are part of a “value list. 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 Master Menu. Most can be accessed

by going to “File” from the FileMaker menu, then Manage and then Value List. From the list of lists, pick the one you want to edit by clicking on it and then click on the Edit button. When you finish, click on “OK” and “OK” once again.

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. By example, in Client you can load two addresses—one a home and the other a business—and then tell the system which one you want to use for mailing. The (gray) fields labeled “Mailing Address” on the main entry screen are “look ups” on the address you selected.

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 above. It is suggested you read through that before going any further.

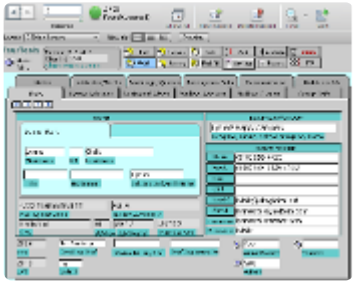
If you have any questions that are not answered here Contact TourTools Support for assistance.

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.

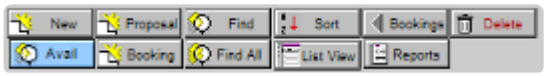
Because this is probably the most “straightforward” part of the entire system, not much explanation is required to introduce all of its functions, so we’re going to use this particular database to explain some of the “basics” of TourTools™.



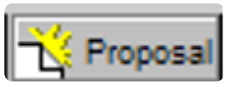
First, to the right of the button labeled “Master Menu” at the top of the screen, notice the text that says “Record #1 of 2”. This tells you that you are in the first of two records accessible to you right now. Above and to the left, you see a similar representation but see that you are in an isolated “Found Set” of just two records out of a total of 50.

Each record is assigned a unique, sequential serial number as it is created. The one shown here is Client Record #2688.

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



Click on the “New” 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.



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 chapters following for complete details).

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 the "Find" layout. Note that this layout allows you to search using fields that are actually resident in other databases. 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 (click on the mode button in the lower left corner of the screen, or click on "View" in the FileMaker menu and then click on "Find Mode").

If you want to view the records in a particular order, click on the "sort" button. This will open a window listing the field(s) on which you can sort. Select the one(s) you want to use (such as Last Name), click on "Move" to move it to the right, then click on "sort" and the records will sort in the manner you selected.

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

In some instances, the button marked with a trash will be labeled "Delete" and in other instances it is marked "Cancel". Clicking on the delete button will PERMANENTLY delete a record or set of records, and **there is no "undo"** so be careful when you use this function. (Some passwords do not allow the ability to delete.) When the button is labeled "Cancel", as is the case in Bookings and TM, the record will be cancelled but will remain in the system marked as such.

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

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

"Find All" will expand your "Found Set" to include all records in your database.

Clicking on “list view” will show the found set of records in a table format. Clicking on the “tablet” to the left of each name will take you directly to that record. Clicking on the bar graph icon above a given column will temporarily sort the records on that field.

First Name	Last Name	First Name	Last Name	Business Name	Home Street	City	State/Prov.
John	Kamm	Linda	Kamm	TourTech Systems,	P. O. Box 33	Cambridge	OH
Dawn	Bloom	Dale	Bloom	TourTech Systems,	36 Bobolink Bay	Regina	SK

Click on the Reports button to see a list of available reports, labels and letter layouts.

Client Entry

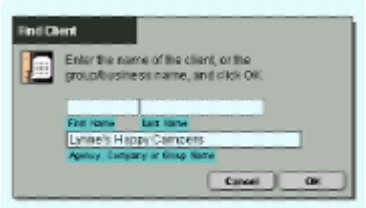
Before creating a new record, it’s always a good idea to check first to see if it al-ready exists. Dupes can create havoc in a data-base.

To create a new client record, click on the “New” button. A blank record will appear and you will click on the Home Address or Business Address tab as appropriate. If the record is for an organization like a travel agency, fill in all the fields (if the agency is new to you) and then click on either the “New Agency” or the “Load Agency Defaults” button. When you click the *former*, you are identifying the agency as a “Master Record” (in short, a “re-seller” of your product—a group leader, travel agent, etc.). When you click on the *latter*, you will be stepped through a process by which you will identify the master record whose address, phone, commission level, etc., you want copied into the record you are creating.

When you finish, click on the “Continue” or “Continue and Info Request” (process explained later in this chapter) button.

If the Client is an individual associated with an agency or group leader, you will want to link them to that Master Record (more detail on what constitutes a “Master Record” follows in the Group Info section of this chapter).

To do so, go to the Group Info tab and click on the second button “Link this Client…”. A dialog box will open, prompting you to identify the Master Record to which the record should be linked.



The next screen will display a list of the clients who meet the name criteria. Click on the name of choice and click “continue”. Once you finish you will be returned to the main client entry screen.

First Name	Last Name	Business Name	City, Business	City, Home	State/Prov.
Lynne	Stolk	Lynne's Happy Campers		Grand Rapids	

Main Screen

If you completed the fields on the Home Address tab when you created the record, that is the address designated as where mail should be sent. If you typed in the fields on the Business Address, then mail will be directed there. The fields that appear in the “Mailing Address” section will display details of the address chosen. To reference or change the choice, go to the Mailing Address tab and click the proper button.

The “FYT” at the bottom left stands for First Year Traveled, the “LYT” for Last Year Traveled. These fields will be filled in automatically as Bookings are made.

Select and Replace Field Content: Use this field to temporarily hold together a set of records that otherwise have nothing in common.

Example

You want to produce mailing labels for all of your Clients named Susie who live in Vermont and all Davids who live in Maine. First, you “find” on Susie in the First Name field and VT in the “St/Prov” field. Imagine that your find produced a dozen records. Type something in the “Select” field; it might be your initials, today’s date, virtually anything. Then, go to “Records” from the FileMaker menu and select “Replace Field Content”. You will be asked to confirm that you want to replace the content of the field “Select” in the 12 records with your initials. Then, repeat the process, however, this time doing a find on David as the first name and ME as the state. When you finish, you can do a find on your initials (or whatever you input) in the “Select” field and print your mailing labels.

Smoking Preference and **Cruise Dining Preference**: Value list selections.

Pref Departure Point: Reference the point from which your client generally prefers to join a tour; could be a city code for air or a motorcoach pick-up point.

The **Master Record** field will display “yes” if you, in fact, designated this as a Master Record. “No” will appear if this is not the case. In the “**Preferred**” field adjacent, you can mark them as a “preferred” Client (also a Yes/No question).

As you create records, they will be marked as “**Active**”. This allows that a Booking can be made from the Client record. You de-activate a record and thereby prevent the possibility of a Booking being made by clicking on the button and changing the status. Some reasons you may want to “deactivate” a client include:

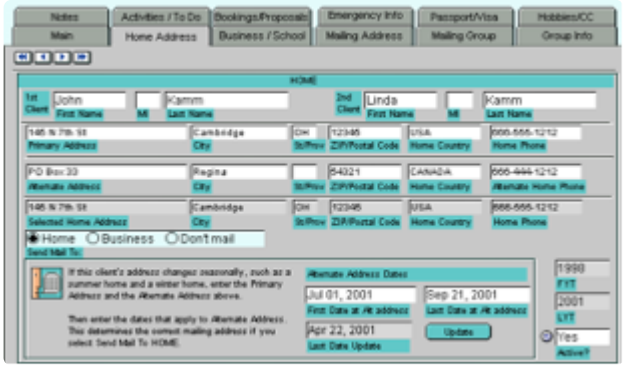
1. A client may have caused repeated problems on tours and you don’t want them on a future tour. By deactivating their client record and noting why in the record, you can prevent recurring problems.

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.

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.

All three of these last-mentioned fields are connected to what are called “radio buttons”. To update what displays in the field, simply click on the button or change the field content from 1 (=Yes) to 0 (=No).

Home Address Screen



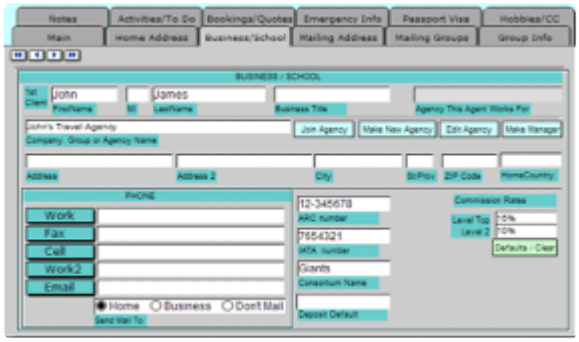
There is room to store both a primary and alternate address in a Client record. If you have customers who winter in Florida, by example, you can enter the “from” and “to” dates and their Florida address in their record. Whenever a mailing label or a document with an address block is generated during the time they are at the alternate address, that’s where it will be directed.

The “Update” button will automatically update <u>every</u> “First Date” and “Last Date” from the current year to the next year. **Caution**: Since, in actuality, very few alternate addresses will change “from” and “to” exactly the same dates every year, this feature may not work for you. Perhaps before using this feature, you will want to assemble a “found set” of records holding data in these fields to see how many should be updated in this fashion and how many need to be *manually* altered.

Business/School Address Screen

Use this screen to record a business or school address for reference or to direct mail to.

ARC and IATA Number/Consortium Name: Simple reference fields that you can fill in as appropriate or necessary.



Commission Rate: Clicking on the “Defaults/Clear” button will load the percentages set as defaults in your system (Value Lists Support File). You can otherwise manually complete the field(s). When you eventually make a booking from the Client record, commission will automatically be calculated based on the settings in the Package record being sold, where you will have identified the Package to be commissioned at the “top” or “second’ level.

Deposit Default: Reference the amount of money that you typically require the travel agent or group leader to deposit on a tour.

Use this button if an agent has left their agency to join another, already resident in your system. Open their record and click on the “Join Agency” button to display a “Find” and then 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 an agent leaves to join an agency not yet resident in your system, update all of the name, address, contact detail, etc., in their record and click on the “Make New Agency” button.

Use this 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 Agency” button, make whatever change is desired, and confirm that you want that change applied to all related records.

Use this to change the Client designated as the manager in 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 now designated manager, at which point you can confirm the change or halt the process.

Mailing Address Screen

This is an overview of the address detail that’s been loaded (home and business), showing which has been designated as the one to where mail is to be sent.

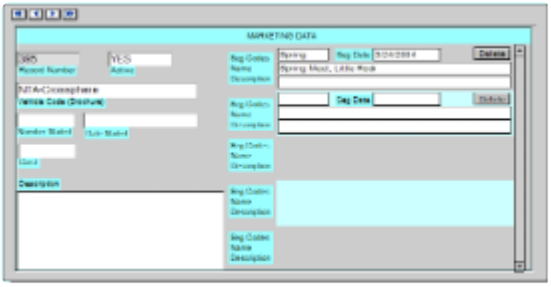
Mailing Group Screen

This page allows you assign your Client to one or more mailing groups for purposes of targeted mailings.

Mailing Group: The appearance is different than most, but the choices that appear in these fields are part of value lists that can be modified in the usual way in the Support File called Value Lists (see Chapter 1).

Salesperson: Reference the salesperson to which this 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. 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: The “Source” field is indicative of how the client found out about your company. It can be as generic or specific as you want it to be. The “Segment” is used to more “finely” define the source. Once you select a Source from the value list that appears, a list of Segments associated with that Source will drop into view.

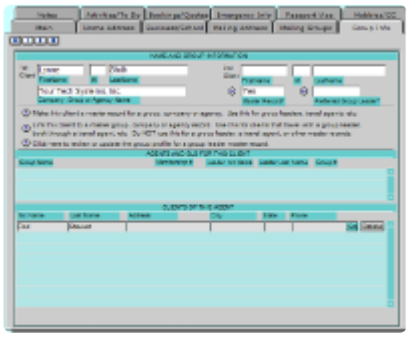


These value lists are actually created and maintained in the Support File called “Marketing” accessed from the Main Menu. As you create a Source record, the system will automatically assign it a number and will mark it as “Active” (at such time as the Source becomes outdated and you no longer want it to show in the drop down list, you can “de-activate” it). In the “Vehicle Code (Brochure)” field, reference the mailing piece, advertising source, or event that represents your marketing effort. If the event or mailing piece has “multiples”, move over to the “**Seg Codes**” field to load the factors. In this example, NTA is identified as the “Source” and the Spring meet from March of 2004 is the “Segment”. If you attend subsequent NTA events, those events become additional Segments to the single NTA Source record that you will maintain.

Contact Method: Value list choice to reference the preferred method for contacting this Client—phone, e-mail, fax, etc.

Group Info Screen

Three things happen on the Group Info screen. You can designate a client as a travel agent or group leader, associate a client *with* a travel agent or group leader, or create a “Group Profile” for the group leader.



Why give a Client “Master Record” status? If they are an agent “re-seller” of your product or are acting as the primary contact for a group or organization promoting a trip with you, you want to be able to link travelers to them and generate an Agent or Group Leader confirmation or invoice from Bookings (these documents will be explained in more detail in the Bookings chapter).
In addition, commissions will only calculate automatically in bookings that originate from a Master Client record.

You may have instances where you will get only the traveler’s name from an agent or group leader, in which case you would not create an individual Client record for them. Rather, their bookings will be made via their agent’s or group leader’s Master record.

You may have other situations where it is permissible to add each traveler to your database; however, the cost of their tour needs to be reflected on a statement generated not to them but to their agent or group leader. In such a case, you will click on the second button to “Link this Client to a Master Group…”.

Example

John Smith travels with XYZ Travel, the Dublin Senior Center, and sometimes books directly with your company. When you create John's Client record and indicate that you want to link to an Agent or Group Leader you will be prompted to pick from a list of records that have been tagged "Masters" to create an association. You'll do that twice, after which John's record will reflect—under the heading "Agents and GLs for this Client"—XYZ Travel and the Dublin Senior Center. The records for each of these organizations will show John Smith in a list under the heading "Clients of this Agent".

The last button, when selected, allows you to create, reference or print a "Group Profile". This document reflects things like the preferred departure point of the Client, the number of comps they typically want included in the cost of their trips, the type of hotels and restaurants they usually ask for, etc.

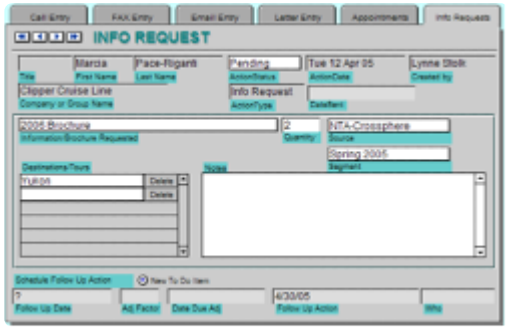
Notes Screen

Use the "Notes" field for free-form entry of general information about the client or specifics about conversations with them. When your entry is complete, click on the pencil, 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 Screen

From this screen, you can create and reference a variety of activities associated with this client. You are also able to reference documents—receipts, invoices, etc.—that have been printed/sent to the Client (on the Documentstab).

New Info Request: Each time a client requests a brochure or some other information, click on the New Info Request button.



Pick the brochure requested and destination information (if applicable) from the value lists that present themselves. In the same way that you assigned a "Source" and related "Segment" to indicate how the Client came to be a client, 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 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.

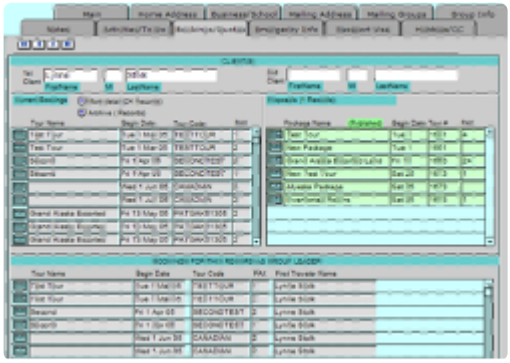
Click on **"New Activity"** to create a record referencing a call, fax, email, letter or meeting. Depending on

the activity chosen, you will be taken to the appropriate screen to enter in 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. Messages sent from TourTools™ are saved for future reference in the Client record.

New To Do Item: You can create a “To Do” item by clicking on the button so named. You can also create them while in the process of logging a new “Information Request” or an “Activity”. For more specific instructions, refer to the “To Do” chapter.

You may review any of these entries by clicking on the appropriate tablet in the list on the Activities/To Do layout.

Bookings/Quotes Screen



On the left hand side of the “Bookings/Quotes” 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 tablet 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, you will either see a list of all proposals sent to or (if the “ship module” is part of your system) a display of cabins blocked by this Client. Clicking on the tablet that references either will take you to the detailed record.

Emergency Info Screen

Click on this tab to store emergency contact information and any medical conditions for both the first and second named client.

Passport/Visa Screen

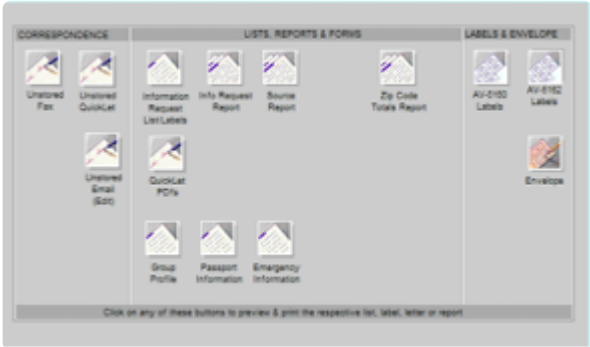
Passport and visa information can be stored here for both the first and second travelers.

Hobbies/CC Screen

On this page you can log additional information about your clients’ hobbies, occupations, interests, anniversaries, etc. This is also where you can pre-authorize a credit card that will ultimately be used to make payments on account in Bookings. Click the “New Card” button, load the detail as prompted by the field labels, and click “Authorize”. What will happen is a $1.00 charge will be “virtually processed” to legitimatize the card. **The charge will not actually hit your client’s account**; the number is simply being

stored for future use (explained in greater detail in the Bookings chapter).

Reports



Unstored Fax/Quick Letter/E-Mail: These are used to produce a quick fax, letter or e-mail that you may not want to permanently store. (If you *do*, click on the “Save Message” button you will see 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 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, TourTools™ will create a To Do reminder for you, to follow up on the information request one week later.

Info 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 on the Client level or on the “Info Request” level.

Zip Code Totals: This report reflects the number of records in your database summarized by zip code.

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

Quick Let/PDFs: Use this to send an e-mail (the Unstored E-Mail), with or without attachments, which can be saved or not in the Client record as you choose. Unlike the e-mail functionality related to an “Activity” in an *individual* record, this can be used to send “bulk” e-mails to multiple Clients (the only limitation would be imposed by your e-mail server). If, within your “found set” there are Clients with no e-mail address, the cover message will print, prompting you to mail the document if you wish.

Group Profile: A second place from where you can generate the Group Profile.

Passport Information: This report is actually a form that can be used to solicit from your traveler their passport and emergency information, and may also be a document you produce for 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 run the report.

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, anniversary dates, etc.

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

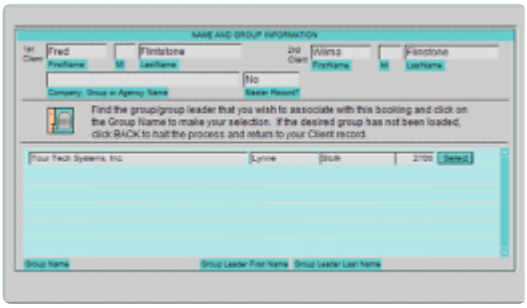
Chapter 3: Bookings

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

The booking process actually begins in the Client database, where your first order of business is to find (or create) the Client record to which this booking is to be linked. Note the record needs to be “Active” in order to proceed.

Making a Booking

In Client, create or find the record of the individual, group leader or agency making a reservation. If appropriate and if you haven’t already done so, address the question of whether the reservation will be for a re-seller, in which case it should be marked as a Master; whether (at what percentage) the reservation should be commissioned (Business/School tab) and whether a salesperson is to be credited with the booking (Mailing Groups tab). Proceed by clicking on the “Booking” button.



You will be asked to reconfirm that you want to make a tour booking. If you have clicked on the booking button by mistake, now is the time to stop the process. If your Client has been linked to one or more Master Records (explained in the previous chapter), you will next be asked if you want to link this booking to a Master Record. If you pick “Yes”, the linkage is made when you click on the “Select” button next to the appropriate name. If the booking is for an individual not associated or linked to a group leader or travel agent, your response is “No”.

If you make a Booking and link it to a Master Record a couple of things are possible. First, you can generate a Confirmation or an Invoice either to the Client directly or to the entity referenced as the Master Record. Second, commissions can be calculated and subsequently paid. Finally, if you set up a Group Leader account, one invoice reflecting all charges for all associated travelers can eventually be generated. More detail on all of this will follow.

A dialog window will open, where codes **for all tours still to depart and marked active** are available to pick from in the “Tour Code” field. Choose the appropriate tour code by clicking on it and, once having done so, 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. Complete the “# Travelers” field, 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. When creating a “direct” booking, i.e. not associated

with a group leader, travel agent, etc., your input will be “PAX” and “PAX”. Other options are discussed on page 33. Most often, you will ignore the “Tag#” field (explained in detail below).

If you have selected the proper code, click on the green “Confirm Choice” button. 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 “Oops” button.

Once you begin the booking process, don’t interrupt the script or unexpected consequences may result. Let it run its course then go back and make whatever changes or corrections are in order.

In the next window, click on the “Load Name(s)” button to pull names in from the Client record. Note that if there are two names in the Client record, *both* names will load at the click of the button. If not all persons represented in the Client record are traveling, it’s better to use the same functionality as you would if the name of the traveler is *not* the name represented in the Client record. 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.

In the Brochure Code and Segment Code fields, select from the values that presents to identify how the booking came to be. The values you see are the same you used in Client.

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 to load the number of passengers in the record to be tagged as such. (The numbers entered in these fields are what you see reflected in the fields of the same names in TM.)

Each time you make a booking, TourTools™ will automatically assign the next available Tag #. 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 will want to manually assign or override a tag number 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 but are rooming together on a tour. Harriet’s reservation was processed first and was automatically assigned tag number 2. Two weeks later, you receive Betty’s reservation. Note Harriet’s number before processing Betty’s reservation, which will allow you to immediately enter “2” 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.

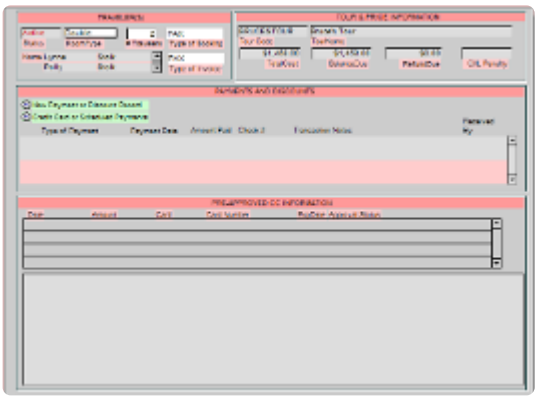
The rooming list’s primary sort is on the Tag # so it is recommended that you assign a high number to the driver, tour escort, and group leader; that way, they will drop to the very bottom of the document.

Note: *The only Pack*

Next, proceed to the Prices and Requirements part of the screen, 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 sell the "Primary" Package first, by clicking "PKG" and making that your initial selection. Referencing the example on the previous page, since the booking is for two persons who should be billed the double occupancy price, the "Washington DC" package on a "Double" basis would be selected by clicking on the "Book" button to the right. Once a selection has been made, the Package details will load above, along with an indication of how many passengers booked the service, and the status. In our example, since the "#Travelers" in the record was 2 when the Washington DC Package was booked, a 2 would drop into the "#Pax" field. The sale is confirmed as can be seen by the "CNF", the Price field reflects the per person cost of $749, and PKG shows as the Type. If there is no space available on the tour, either because the seat 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).

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 blue question mark 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.

To proceed to the next step in the booking script, click on the green "Next" 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 you have purchased the "plug-in" that interfaces TourTools™ to internet-based credit card processing software; process explained on the next page).

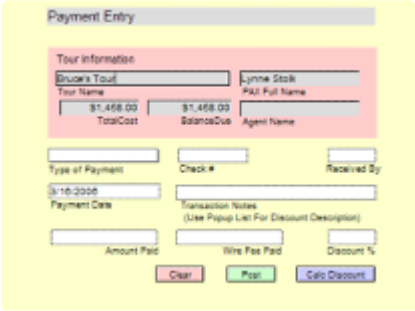
The "Type of Payment" is a value list of choices (Cash, Check, Credit Card, etc.), the check number goes in the field so labeled, the initials of the person posting the payment should be entered in the "Received By" field, today's date will auto-fill in the "Payment Date" field, free-form notes can be entered in the "Transactions Notes" field, and the amount of the payment should be entered in the "Amount Paid" field.

If you want TourTools™ to calculate a discount based on a percentage of the total cost, select "Discount" as the Type of Payment and do not enter an amount. Rather, put the percentage amount as a decimal (example .10) in the "Discount %" field and click on the purple "Calc Discount" button. At that point the calculated amount will drop into the "Amount Paid" field.

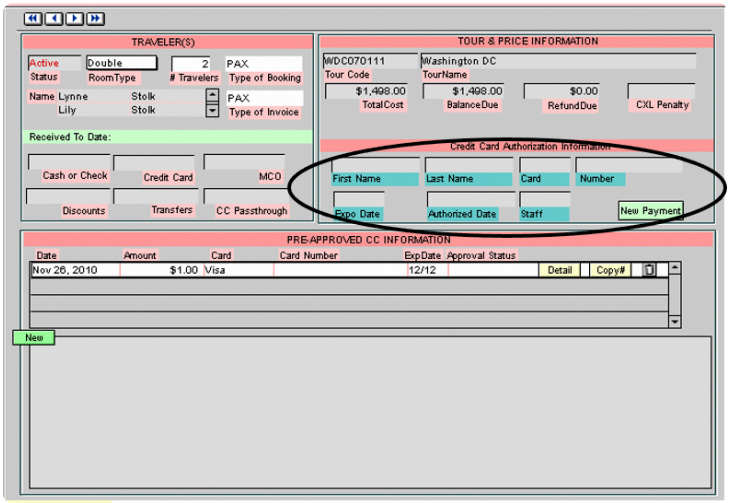
When your record is complete, click on the green "Post" button to credit the payment or discount to the account. If payment was received by credit card, you will want to complete the card information on the Payment screen at this point.

Automated Credit Card Payments, Voids and Credits (Refunds)

To process a credit card payment online, click on the “Credit Card or Scheduled Payments” button.



Credit card detail loaded on the Hobbies/CC tab in the traveler’s Client record will be visible on the screen that appears. If that is the card to be charged, click on the “New Payment” button on the right. That will populate fields at the bottom of the layout with card details. You will need to enter the amount of the payment and the type (1st deposit, Final Payment, etc.)



If there is nothing pre-authorized/stored in Client, click on the “New” button and then the “Client” button. Doing so will begin to set up a payment record, and will “auto-load” several fields; today’s date, the Client name, address, phone, etc. A manual load is otherwise possible.

Complete the Amount field (or click on the “Bal” button to load the current balance) and pick from the value list the “Payment Type” (1st deposit, Final Payment, etc.) as well as the “CC Transaction Type” (Sale, Credit or Void). 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 process a payment in error, click on the green “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 process of posting a refund to a credit card is essentially the same. Even though the refund may not be related *specifically* to a payment previously posted (other than the card you are refunding is the same card used to process the payment), you nevertheless click on the green “Credit” button of an entry on the “Payments” screen, **so long as the amount of the payment selected is greater than the refund to be processed**. By example, if you have a record with payments of $150, $300 and $500 and need to post a refund for $250, you will want to click on the “Credit” button in either one of the last two payments (probably the most recent one makes the most sense). This is necessary because the credit card vendor needs to legitimatize the refund by tying it back to an actual payment by means of the “authorization code”.

In the new payment record that presents, the payment and credit card type of payment will be tagged as “Credit”. Change the amount of the transaction to reflect the amount you are refunding, **and remove the**

credit card number (if it, in fact, autoloaded). If not all details of the cardholder have loaded, click on the Client button to bring that data over, before clicking on the “Submit” button to complete the process.

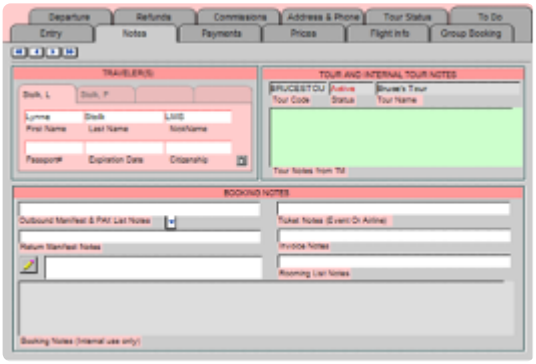
Pre-approved Credit Card Payments
If you have been authorized to charge your client’s card an agreed-upon amount on a pre-specified date, create the payment record as normal but don’t submit it. As this type of record is created, it will be saved to the section labeled “Pre-Approved CC Information”. Use the “Copy” button in that section to copy the card number to your clipboard, and paste into the new records by either right-clicking or use CTRL V.

When you are ready to process them, click on “Detail” in the record to be posted. This will load the information back to the section below, at which point you continue the process as usual.

To see which payments have been set up in this manner, run the “Pending Transactions” report, by clicking on the button so named. You might also want to create “To Do” reminders for these pending payments.

The reservation process ends at the Notes screen. Notes entered in the Outbound or Return 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). 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 the user name associated with the FileMaker software.

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.



Entry Screen

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

Wants a Roommate?: Choose the value “Wants Roommate” if, in fact, you’ve booked an individual who wants to share. On the List View layout in TM, you are able to reference tours on which you have singles looking for roommates.

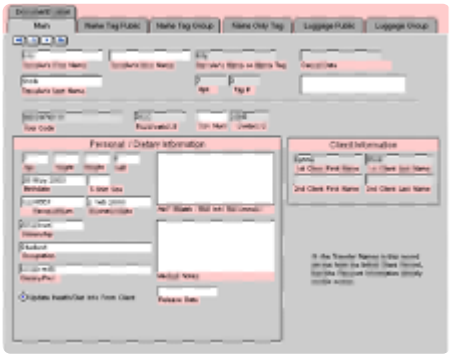
Due By: Reflects the date, as loaded in the TM record, that the balance is due.

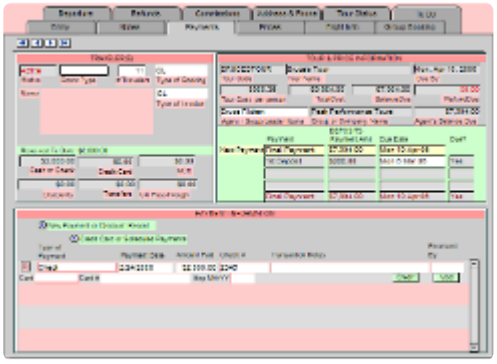
Cruise Information:
All of the fields that display under the “Cruise Information” heading are obvious as to manual input. If your system includes the “Cruise Module”, the Addendum to this manual explains in greater detail the fields that will automatically be filled in when cabins are assigned to the record.

Edit Medical/Dietary Info: For every name entered in the Booking record, there will be a corresponding “Pax” record. Those records are viewable by clicking on the “Edit Medical/Dietary Info” button. If passport details were loaded in the Client record when the Booking was made, those details will have downloaded to the Pax record. If those details are obtained later, you will want to update the Client record and then, on this screen, click on the “Update Passport Info from Client”. You can also update or edit the information right here; *however, your input does not translate back to Client*.

Payments Screen

This is where you will post payments received from the traveler after the Booking record has been created. To the right is a display of the payment requirements as established in the TM record, and a running account of what is currently due.





Above that you see a reflection of the per person cost, the total cost (which will include any charges posted in the Options section on the Group Booking tab as well as any air sold on the Flight Info tab), and the balance due. If an overpayment has been made or a refund is due as a result of the reservation being cancelled, an amount will display in the “Refund Due” field. If the Booking was made via an agent, to whom a commission is due, a *net* amount will display in the Agent’s Balance Due field. To the left, you’ll see a display of all payments received along with a breakdown as to how they were classified.

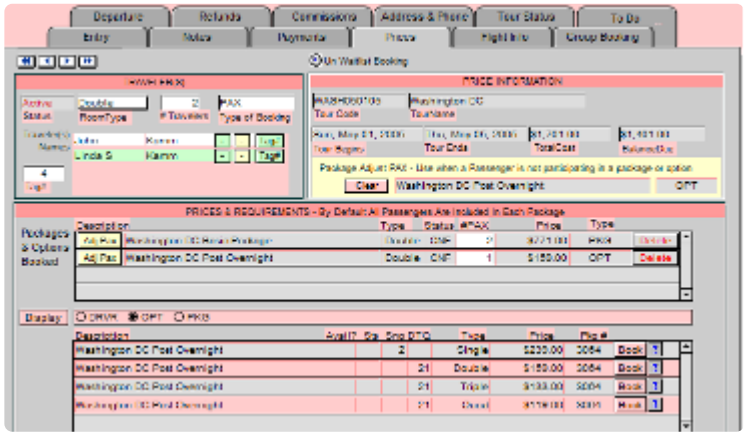
Type of Payment: “Credit Card Passthru” is one of the values that will be presented when you click in this field. Select this for instances where you pass your traveler’s credit card information on to another vendor—such as an airline or cruise line—in payment and they, rather than you, do the actual processing. **Important: 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 account 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 again 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.

Prices Screen

This screen shows the Packages and Options available and sold.



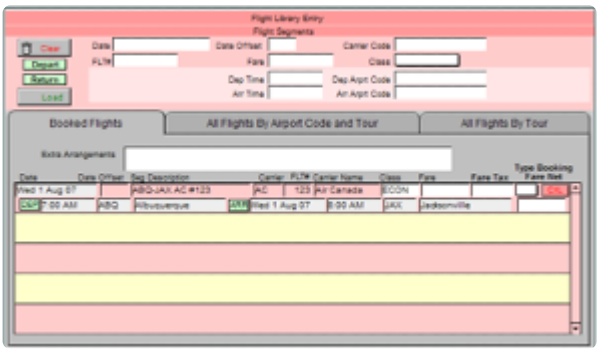
You can change, add to or take away from the booked packages and options here. If the travelers in this record, by example, change their mind about wanting the optional overnight, you would click on the “Delete” button associated with the Package.

Use the “plus” and “minus” signs behind the travelers names in situations where not everyone in the record is doing the same thing. In this example, the “Adj Pax” button preceding the “Post Overnight” has been clicked, which loads that Package in the yellow area to the right. Linda’s name is highlighted in green to reflect that she’s the one confirmed for the Package. If the plus sign following John’s name were to be clicked at this point, he would also be confirmed for that Package and the #Pax confirmed would change to 2.

The fact that the post overnight is confirmed on a double occupancy basis indicates that Linda is going to share a room. To see who she’s tagged to or to assign a tag, click on the green “Tag#” button that follows her name.

Flight Info Screen

On the Flight Info screen, there are three tabs. From any one of the tabs, you can begin building your “flight library”.

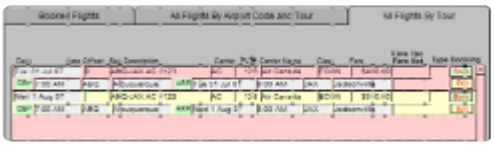


Begin by clicking on the “Clear” button to erase any extraneous detail that might be showing, then complete the remaining fields (most are connected to value lists; simply type the first letter of what you are looking for and you will be popped to that part of the list). The “Date Offset” field should be filled in when your flight will depart and arrive on different days, having crossed the International Dateline; and it is recommended that you load the total cost of the ticket in the initial, outbound record. When you are finished with your entry, click on “Load” and the schedule and cost will move to the section below. If the airline or city

codes do not trigger a display of the airline or city name, it's because the codes have not been identified in the support file called "Airport Codes" found on the Master Menu.

When it comes time to assign flight schedules to a specific booking record, click on the All Flights by Tour tab and make the selection appropriate for your traveler(s) by clicking on the "Book" button. That will load the itinerary to the Booked Flights tab.

If your flight list is quite lengthy, click on the second tab—All Flights by Airport Code and Tour—to assemble *just* the flights from a particular airport. By example, if you want to view and select from *just* the Albuquerque departures, you would select ABQ from the drop down list in the Departure Airport Code field and *only* the Albuquerque-departing flights would queue for you to select from. Again, make your selection by clicking on the "Book" button.

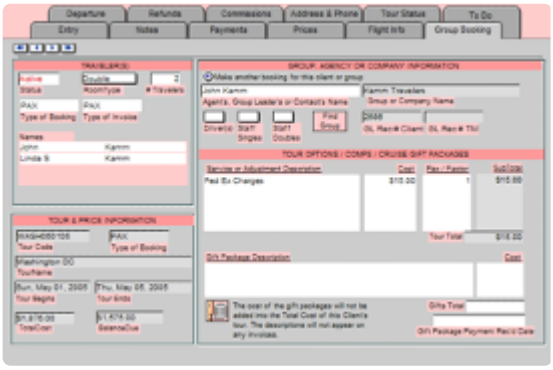


If you have a schedule change or change in the cost for the air transportation, go to the All Flights by Airport Code and Tour or the All Flights by Tour tab, and click on the "Edit" button in the itinerary you want to alter. Make whatever change is appropriate in the window that displays and click "Save" to complete the update.
If you have a schedule that is similar to one that is already in the library, click on the "Edit" button and in the window that opens use the "Duplicate" button 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.

Group Booking Screen

The "Make Another Booking…" button is what you will click to begin the process of making a group booking. These steps are explained in detail later in the chapter.

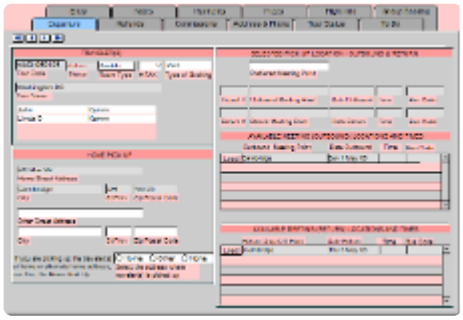
Group/Agency or Company Information: If the Booking was made via a GL record, the Group Leader's Client record will be referenced on this screen. Clicking on the button labeled "Find Group" will assemble all of the Bookings for the same tour related to the same Group Leader.



Service or Adjustment Description: This is where you can sell miscellaneous services that you opted not to build into Packages, perhaps because they are not inventoried or there is no need to produce any kind of report. In this example, Fed Ex charges of $15 are reflected. Anything entered here will appear as an option on the individual or Group Leader invoice.

Gift Package Description. Use this area to load the cost for gifts that are purchased by a second party for the passenger. 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 Screen



This is where you can load or reference the pick-up and drop-off spots for the booking record (assuming such information has been created in the TM record). If a “preferred departure point” was loaded in the Client record when the booking was made, you can see it here.

Refund Screen

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 **unless the refund is to be made to a credit card (for those specifics, see Page 24)**. Using the cancelled reservation scenario (a booking can be cancelled simply by clicking on the “Cancel” button at the top of the screen), the display might look something like what you see here. In the View Payment area you can see what’s been received ($200), and the penalty as set in the Tour Master record ($100) displays in the “Cancellation Penalty” field. Clicking on the “Enter Refund” 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 (unless you are issuing the check from the system; see Writing Checks in the Ops chapter).

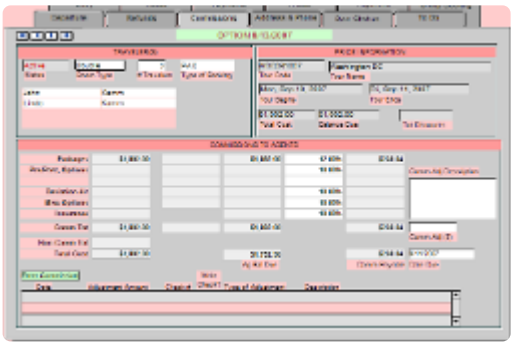
Note: It is possible to override the penalty that calculates automatically from Tour Master. In this case, if you decided to penalize the travelers just $25, you would overtype the $100 “Cancellation Penalty” with that amount and the “Refund Due” would adjust to $175.

The “Refund Letter” found on 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 the same manner from this screen. All refunds pending in your system can be viewed on the “Refunds Due List”, another report that can be accessed on the Reports menu.

Commission Screen

Two variables need to be in place for commission to calculate in a Booking record. First, the price of the Package(s) booked must allow for a commission (the Package chapter explains this in detail). Second, the Client record to which the Booking record is linked must be a “Master” and needs to have a “Commission Rate” loaded (on the Business/School screen).



In this example, the top commission level in the linked Client record has been set to 12% and $1,992 is the cost of the Package on which commission is to be paid. The resulting calculation of commission due is $239.04.

You can see that any Packages identified as “2nd level” would be commissioned at 10%, as would any air, options, etc. (in our example there were none).

You can manually manipulate the commission figure if need be. In this example, if you wanted to round the commission to an even $239, in the Comm Adj field, enter a negative .04. If you wanted to round upward to $240, your entry would be .96.

You can also override the percentage(s) if appropriate. If the commission level on the base Package needs to be reduced from 12% to 11%, simply overtype the figure to make the adjustment.

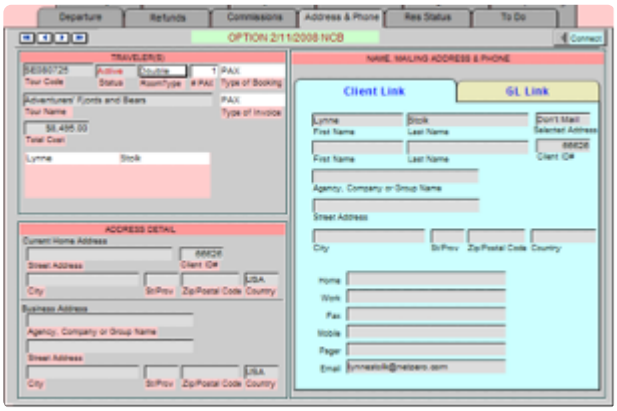
The “Comm Adj Description” field is for free-form entry of an explanation for whatever adjustment is made.

TourTools™ queues the commissions 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 pay the commission, click on the “Enter Commission” button. The date and the amount of the check 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 been paid in full, the type will be identified as “Commission”. To complete the transaction, enter the check number (unless you are issuing the check from the system; see Writing Checks in the Ops chapter).

Address & Phone Screen

This screen references the address and contact details loaded in the Client record from which the booking originated. If that record was the traveler, the “Client Link” tab would be populated. If the Client was a “Master” record—a reseller (Group Leader or Agent)—then the “GL Link” will show the detail.



In many instances, it is desirable to link to both the traveler and the reseller Client record and that can be accomplished by using the “Connect” button. You will be stepped through a process of first “Finding” then “Selecting” and then “Connecting” the record that you want a secondary link to, and finally choosing whether you want to that connection to be to an “Agent B(usiness)” or a “Client H(ome)” address.

Res Status Screen

Click on this tab for an overview of what's been purchased, payments that have been made, and the status of insurance charges and premiums.

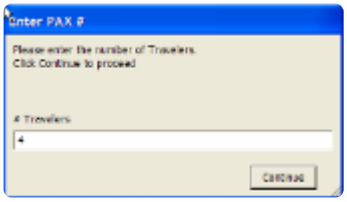
To Do Screen

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

Making a Group Leader Booking

The "Making a Booking" section that appeared at the beginning of the chapter covered making a reservation for an individual who is booking direct and paying their own expenses. In situations where you have a sponsoring organization or a group leader acting as an intermediary, you will set up 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, when you receive nothing more than the names of the travelers, in which case there's no need to create a Client record, but a summary invoice is still 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 (new) Booking button. Once in the new Booking record, select the tour code and skip over or select "nothing" in the "#Travelers" and "Type of Room" fields. Select "GL" as the "Type of Booking" and "Type of Invoice" and "Confirm Choice". **No name is entered in the record.**



Move to the bottom of the screen if you want to create a preliminary "pro-forma" invoice or if you anticipate never actually receiving or loading *individual* names, and 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 or 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, 9 Triples, etc., and the "Group Leader Invoice", that can be run from the Reports menu, will detail these charges.

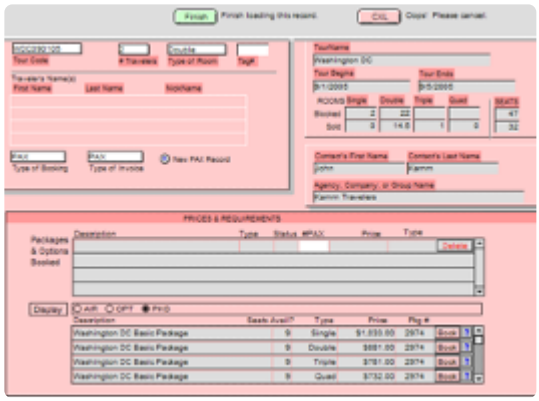
If, as promotion of the trip moves along, there are changes in the numbers of passengers expected to travel, you will return to the Prices screen and click on the number currently confirmed for a given Package. The

same window as above will open, and you will adjust the number now expected to travel on that basis.

If the record created in the early stages was to 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. You will then create Booking records for the named travelers by following the process described next.

When there is no need to create an invoice reflecting numbers without names, create a GL record Booking just as before, but move past the Prices tab without selling any Packages. Instead, complete the Booking and return to the Group Booking tab. Click on the “Make Another Booking for This Client or Group” button.

The screen that you see next is a compilation of the main Entry screen and the Prices layout. You’ll note that the #Travelers and Type of Room will default to 2 and Double which can be overridden; in fact as you enter names, the number will change automatically (change the room type manually as necessary).



To enter the name of your first traveler, click on the “New Pax Record” button. In the window that pops open, you will enter a first name, a last name and—if appropriate—a nickname. 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 “Finish”.

The screen that appears next prompts you to make another booking in the same manner or stop. Once you have entered all of your group names, click on “Done”.

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 are being swept to the GL/GL holding record. This includes the cost of all Packages plus any “Options” sold on the Group Booking tab or any flight segments sold on the Flight Info screen in the individual records.

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 made direct, in other words, not 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—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 the reservations being waitlisted due to lack of space because of a “double booking”.

Canceling an Entire Booking Record or One Individual Traveler

If the entire booking is to be cancelled, or if you need to rebook a traveler 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. When you elect to “rebook”, any payments posted in the original record will be transferred automatically to the new record, and notes documenting the transfer will be tagged in both.

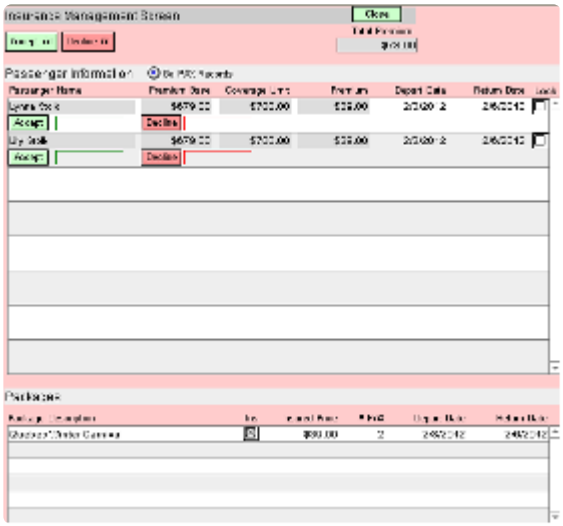
In a scenario where one of several individuals in a Booking record needs to be removed—by example, Mr. Flintstone needs to cancel his reservation but his wife still plans to travel, you would—first of all, on the main Entry tab—delete Fred by clicking on the trashcan button behind his name. The “# Travelers” will change from 2 to 1 and the Double (room type) will change to Single. On the Prices screen, the *number* of the packages presently booked will have likewise changed; however, the _type_-single, double, etc.—may need to be swapped out. Do this by clicking on the “delete” button corresponding to the package that needs to be cancelled, and then select the proper package from below, as was done when the Booking was initially made.

One button that hasn’t been explained previously is “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.

Insurance

The sale of insurance coverage can be automated in TourTools™. The specifics of *what* you sell and *how* you sell it will need to be set up, but in general, here is how it all works.

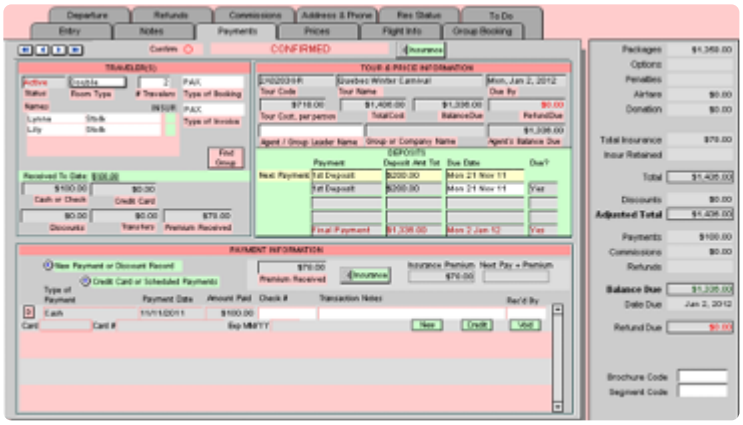
On the Prices tab, there is a check box labeled “Ins” which, when checked, indicates that coverage is in effect for the Package in question.



Clicking on the green button labeled “Insurance” presents a layout that lists the names of the traveler(s) at the top, and the Package(s) insured and their applicable premium at the bottom. The *total* premium for the record can be seen at the top right.

If the passengers are purchasing coverage, you will click on the green “Accept” button beneath their name, which will load today’s date in the field adjacent and essentially finalize purchase (to set the field for all passengers at once, use the “Accept All” button) and add the premium to the cost of the trip.

If the passengers do not want to purchase coverage, it’s your choice to simply not check the insurance box on the Prices tab. If you want or need to keep record that coverage was offered but was declined, then check the box and on the insurance layout click the red button labeled “Declined”. Today’s date will load to the adjacent field to reflect the travelers having “opted out” of coverage.



Back on the Payments tab, there is a breakout of charges—including the cost for insurance—in the grid on the right. When posting payment to the record, all or a portion of which is to cover the premium due, there is a field for input of the amount to be allocated. In the example above, an amount of $100 was received, $78 of which was to pay the insurance premium.

When a booking is cancelled, TourTools™ will look—as always—to the deadlines loaded in TM to calculate the penalty, to which will be added the cost of insurance coverage, which should usually not be refunded. If it is appropriate to refund all or a portion of the premium paid, an adjustment to the premium retained can be made on the Refunds tab. In our example, we are retaining just half of the total $78 premium.

Reports Menu

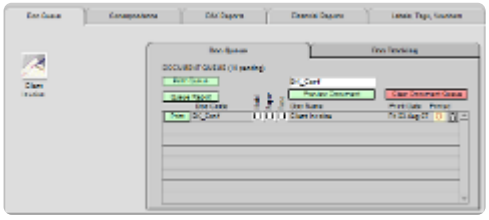
In the opening chapter, mention is made of how important it is to be aware of when you are accessing all records as opposed to being within a “Found Set” of some sort. This is particularly important when running reports in Bookings. These reports are scripted to assemble records and compile lists including all active reservations sharing the tour code of the record you are currently on. Be aware that it is possible to use the same layouts but assemble your own set of records outside of the script parameters (to do so requires that your password allows access to layout mode, or the layout needs to be accessible from Browse mode).

Example

You have a tour being co-promoted by two group leaders and you want to run a rooming list showing passengers for just one of them. Go to the Group Booking Screen and—in find mode (not using the “Find” button at the top of your screen) perform a find on the GL Rec # Client (your group leader’s Client number) and on the tour code. Your found set will be the reservations for this specific group leader on this specific tour. Next, move to the layout called “Rooming List” from the layout menu (just above the flip book) and do a sort on the records (for the rooming list, based on the Tag#) . Preview the report by going to preview mode and print it from the FileMaker menu. To return to the booking record click back to the “Entry Screen” layout.

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

Doc Queue Tab



On the left hand side of the layout, there are icons representing the various forms that you send to your travelers. These may include confirmations, receipts or invoices; or may be documents that need to be completed and returned to you.
A single click on the icon will send the document in question to the document queue. If you wish, all documents queued up can be run at the same time by clicking on the “Print Queue” button (any marked “Hold” will not print). Or, if preferred, single documents can be run by clicking on the “Print” button.

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 instead; you will be given the choice when you click on the “Print” button. If you are going to run the 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 that way, because the process is automated, in other words the e-mail/paper choice will not be presented for each individual record.

As soon as the document is sent, the button labeled “Printed” will be selected. If there is a need to re-print, “de-select” the button by clicking on it.

For any documents that need to be tracked—in other words, they need to be returned to you by the traveler—click the “Trak” field. Once the form is returned, record the date on which that happened in the “Recvd Date” field on the Doc Tracking tab.

The other buttons on this layout 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**. Use the “Preview Document” button to preview any document in the Booking’s queue.

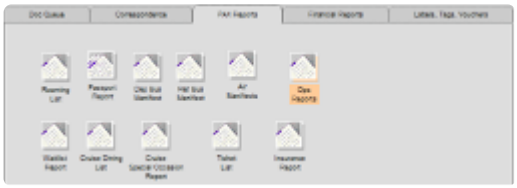
Correspondence Tab

Group Leader Invoice: This is the invoice you will send to your group leaders. The individual travelers linked to the group leader 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.

Personal Itinerary: Detailed listing of the elements that comprise the Package(s) purchased. This can be run for one individual or for a found set of Bookings.

Unstored Fax/Unstored Letter: Use as a means to send a quick note or fax to the traveler. 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.

Passport Report: This report displays the passport information, birth date and occupation information loaded in Client.

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.

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; and if you pick “Segment”, all travelers on a specific schedule will display as a group.

Ops Report: This is a “hot key” to the reports menu in Ops.

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.

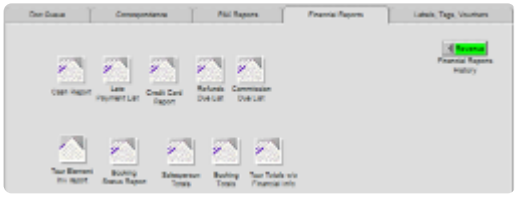
Cruise Dining List: This report displays the dining preference and dining notes loaded on the main entry

screen in the Booking record. Dietary preferences loaded in the Client record are also referenced.

Cruise Special Occasion Report: This report reflects information entered in the Special Occasion and Amenity Package Bonus fields, also on the main entry screen.

Financial ReportsTab:

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



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.

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”.

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 cancelled.

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

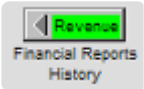
Tour Element Inventory Report: Use this report (also available from Package) to determine why a Booking has waitlisted. Each element of the Package sold will be reflected on the report, along with an accounting of inventory loaded, sold and still available.

Booking Status Report: This report lists passengers by tour, showing an overview of the finances of each Booking—total charges, total and type of payments made, commissions due/paid—plus cumulative totals.

Salesperson Totals: If the Client record to which the Booking is linked had a Salesperson loaded at the time the reservation was processed, the Booking references this person. 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.

Booking Totals: This is essentially a listing of passengers by tour or range of tours, showing the Client record to which they are linked, specifics on all payments posted to the account, and the balance due. Cumulative totals appear at the bottom.

Tour Totals w/o Financial Info: This report is a simple list of tours, shown in departure date order, reflecting the number of current active, waitlisted and cancelled bookings.



Clicking on this button opens a layout where copies of any financial reports that have been run are stored.

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 the 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.

Personal Vouchers: It is possible to generate individual vouchers for one or a number of the services included in a Package, so long as the corresponding Ops record's "print control" for Voucher has been checked (see the Ops chapter for further details). Once that is in place, click on the Personal Vouchers icon from the Bookings Report menu, and indicate whether you want to print vouchers for just the passenger(s) whose record you are in, or for all passengers on the tour. Your reply will trigger a display that "x" number of vouchers are loaded and are ready for printing. Click on the small "Go" button just to the right of the icon and you will be presented with a "found set" of records representing the services selected. To print the documents, click on the "Vouchers" button at the top right. After printing, the "Voucher Print Logs" grid will fill in with today's date and the number of the print log that will also generate.

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

Chapter 4: Vendor

Store contact information, rate information and inventory detail for the vendors 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

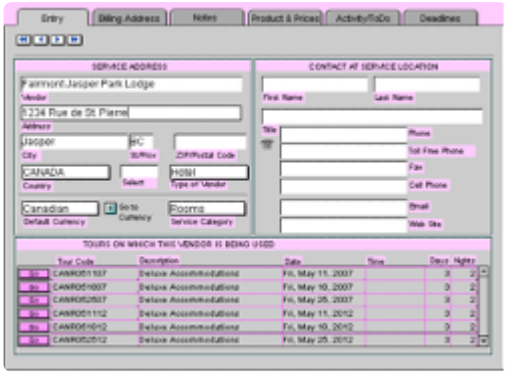
Before creating a new Vendor, try to find it. This simple step can prevent duplication of vendor records.

To create a new vendor, click on the *New* button at the top of your screen.

Entry Screen

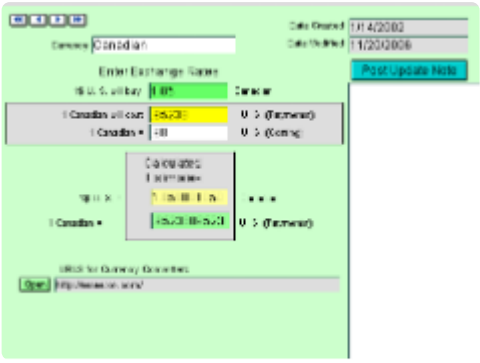
A new, blank record appears. Most of the fields are obvious as to the detail you will enter. Note that it is not necessary to enter a city and state; rather, enter the zip and those fields will “auto-fill”. Select the “Type of Vendor” and the “Service Category” from value lists that present. These lists are stored in the Support File called “Value Lists” on the Main Menu.

Next, select the Default Currency, the currency the Vendor is to be paid in. In this example, the Fairmont Lodge in Jasper will be paid in Canadian Dollars. Ultimately, the value of any services purchased from this supplier will convert, based at the exchange rate you establish, into U.S. dollars as part of the Package pricing exercise.



To create a new currency and/or establish exchange rates, click on the ‘Go to Currency” button, which will take you to the Currency records.

To create a new record, click New and name your currency. Begin loading the record by filling in the (dark) green field at the top. The amount loaded here, as can be seen, is what one US Dollar will *purchase* in the foreign currency. Once that field is loaded, the lighter green 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 (dark) yellow field at the top of the screen. The inverse of that amount will auto-load to the lighter yellow field below.



The last, and probably most important, field you will complete is the white one, labeled “Costing”. The figure entered here is what will be used to convert the cost of services loaded for pricing in Packages, and may be

the same or different than what has been calculated and reflected in the bright yellow at the top of the layout. You may want to allow some “wiggle room” in case there is a fluctuation in the currency exchange rate by the time your tour operates, as was done in this example. In this scenario, the exchange rate could change by almost three cents in the hotel’s favor before the costing of the trip would be in trouble. Conversely, if the exchange rate improves by the time we have to pay the hotel, we will make a bit more on the Package than when the cost was first estimated.

When all of your input is complete, click on the “Post Update Note” which will record who updated the rate and on what date.

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

At the lower part of the “Entry” screen, you see a section referenced “Tours on Which This Vendor is Being Used.” Nothing will appear here until Price/Inventory records from this Vendor are used in Packages, and Operations record are created.

Billing Address Screen

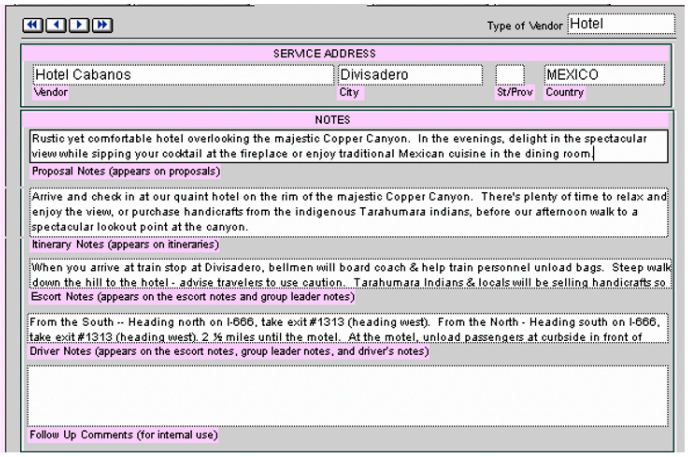
In situations where the physical address of and contact information for the Vendor is different from what you use when contracting service, use this screen to load the alternate information. An example might be the Westin Hotel in Halifax that you actually contract via the Westin sales office in Chicago. On the Billing Address section, load the details for your contact in Chicago. If the service address and the billing address are the same, you do not have to enter any information on this screen.
Select the address to which mail should be sent by clicking on the appropriate “Send Mail To” button.

The Taxpayer ID field (to the left of the Send Mail To field) is optional. You may enter this vendor’s Taxpayer ID in this field for your reference.

Notes Screen

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

You may wish to enter colorful marketing copy into the *Proposal Notes and Itinerary Notes* fields. This will appear on proposals and itineraries, letting the client or traveler know what they will be doing, and help get them excited about that destination or attraction.



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 on the bus 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 to allow for touring for an attraction or that only a certain room type is acceptable at a particular hotel property.

At the end of this manual, there is a complete section dedicated to notes; where they originate, how they can be edited, etc.

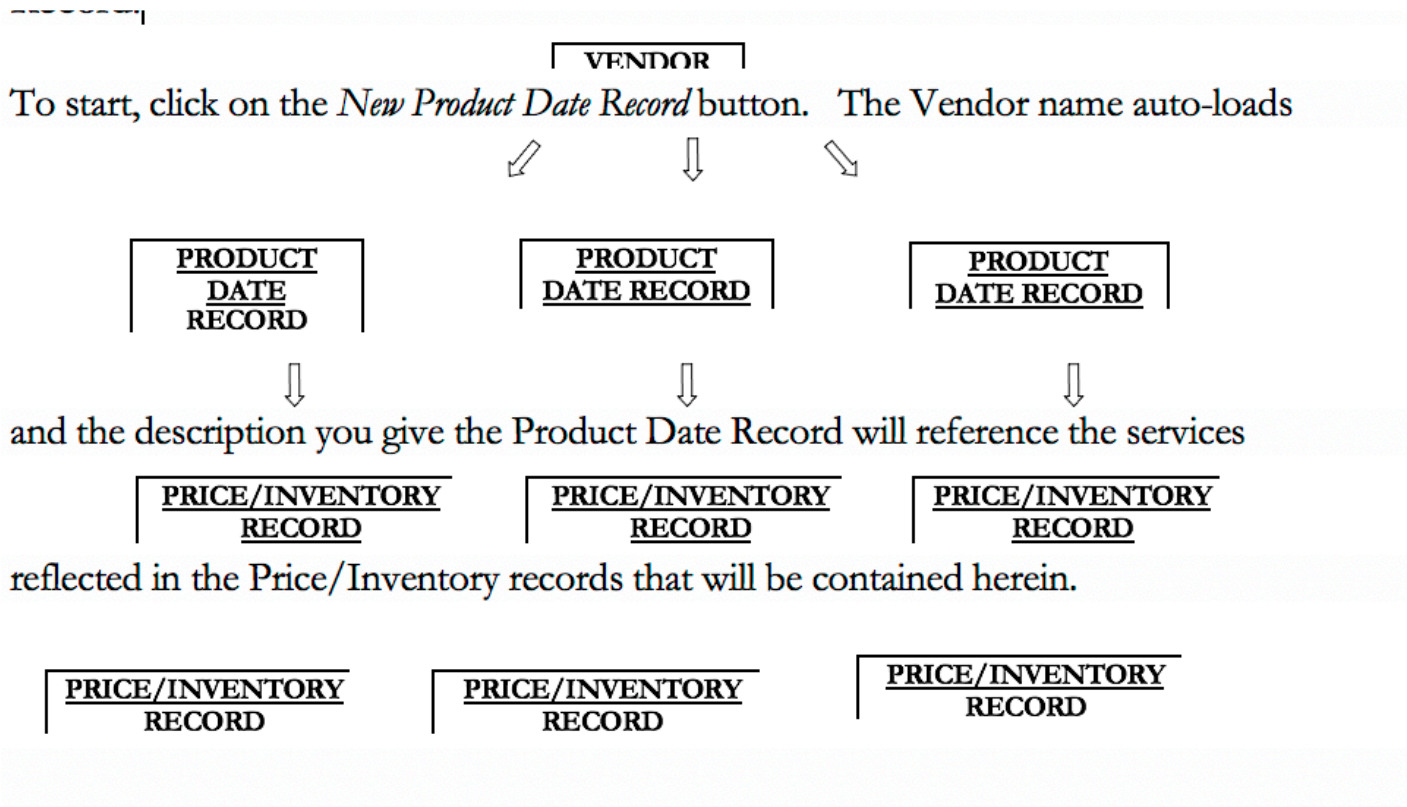
Activity/To Do Screen

(We're intentionally skipping over the Product & Prices tab; we'll get back to that in a minute). The only field that requires your attention on this screen is the "Product Type". This is a value list that you can use as suits your situation. You can set your values to reference the geographic location of the vendor, the type of tour that this vendor is used on, or any number of other things. Be aware that this same value list is also used in the Tour Master database. As an example, the vendor is a hotel located in San Antonio and you primarily use it on your tours to the southwest, one of which is called "The Great Southwest". You might elect to classify this "product type" as "Southwest USA" or "The Great Southwest". When it came time to actually create a tour for a southwest destination or specifically create "The Great Southwest" tour, the classification you used for the hotel will probably be the same one you pick to classify the tour.

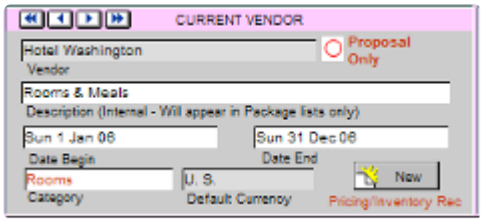
The bottom half of the screen is where you begin to create or can see a list of any "To Do" or "Activity" records that have been created. For details on creating and managing these records, see Chapter 9.

Product & Prices Screen

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 is referred to as **Price/Inventory Record.**



The Date Begin and Date End fields define the period of time during which the specific product is available. The range may be as long as a year or may reflect seasonality.



In our example, we have created a “container” as it were, in which we will load all of our room blocks and meals at Hotel Washington for anytime during the year 2006.

The Category description is essential to the “Tour Duplicate” function available in Tour Master working properly. Details on that process will be explained in the Tour Master chapter. At this juncture, the 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**.

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, you will want to click on the “Proposal Only” button. Doing so will prevent them from being mistaken for the “real thing” and accidentally used in actual packages.

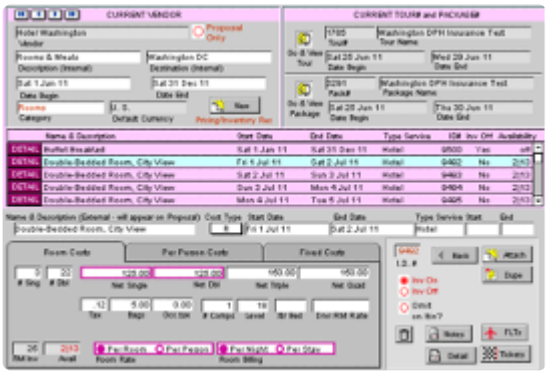
Click on the *Continue* button to proceed as you are in the middle of a script.

Inventory & Pricing Data Screen

You are now at the point where, 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.

Do note the field labeled “Destination (Internal)”. A value list of all the city and state combinations in use here in Vendor has automatically generated and appears here, and your choice will *usually* be the city and state where the Vendor is located. Looking ahead, this assignment becomes useful later 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 Package chapter). 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 actually bound 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 .



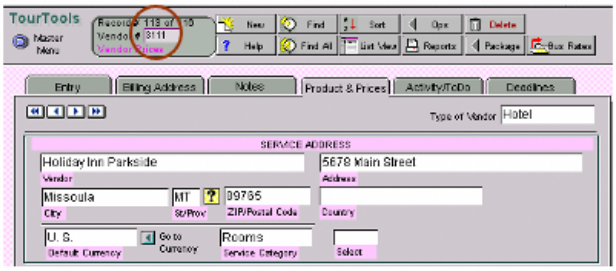
Looking, then, at the bottom part of the layout where we are building the Price/Inventory record, the **Name & Description**, as you’ll note, is “external” and is what will appear on proposals and also itineraries. If you are creating a “Proposal Only” record, you might want to get in the habit of prefacing your description with the word “Proposed …”; another measure that will help avoid the accidental “misuse” of the record.

The **Cost Type** field will autoload as F, P or R (per person, fixed or room) as soon as you enter data in the respective cost fields. <u>If you create records that initially do not have costs loaded, you will want to set this field manually.</u>

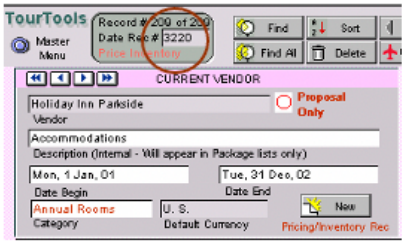
The **Start Date and End Date** will initially auto-load as the dates assigned in your Product Date record, but can be overtyped as has been done in the example. For services like a theme park admission that remains constant all year, the year-long date range would be applicable. For a tour-related motorcoach 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, as has been done in our example. 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 <u>separate roomlist for each night of the stay</u> and not have to make any manual adjustments to the payable created for the hotel in Ops, then you will <u>create a separate Price/Inventory record for each overnight.</u>

The **Type Service** will also auto-load and will be the same as what you 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 “Dinner” or “Meals”.

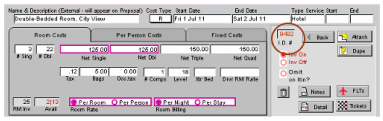
In cases where your service has a specific start and/or end time—a theater performance or restaurant reservation, by example—you will want to fill in the **Time Begin and Time End** fields.



Note that the system is again assigning “ID numbers” to the records that you are creating. The Vendor has a number, as seen above.



The Product Date Record also has an assigned number (see right)…
…as does the Price/Inventory record (see below).



If you want to manage inventory for the service here in Vendor, you will click **Inv On.** Doing so necessitates that you then load a figure representing the quantity on hand on the Room or Per Person tabs. In this case, since we are talking about rooms, we loaded 3 (rooms) in the # Sing field and 22 in the #Dbl. Please note that inventory can be controlled for a daily service, an overnight service or for a “stay”. You cannot set up a date range (for example) January 1, 2006 through December 31, 2006 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 we will discuss later).

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™. They are Fixed, Per Person, and Room. Fixed costs are those that will be shared by the entire group. Some examples are 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. Finally, anything that has a room component to it—hotel rooms or cabins on a ship—will be loaded as Room costs. **Only one type of cost should 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 might have chartered for a particular tour, *if you have turned inventory on*. 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, 2007. 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. You could possibly turn inventory "on".

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. Because such a record is "generic", inasmuch as you haven't really contracted a shuttle a day for the 365 days of the year, you would turn inventory "off".

***Note**: When it comes to fixed costs, turning inventory "on" and loading a number in the Fixed Inv field is really for reference only since inventory is not controlled in the same way that it is for per-person or room expenses. By example, were you to load the January charter into one Package, there's nothing to stop your pulling the same charter into a second or a third. This is different than the control that is in place when you, by example, inventory a theatre ticket (per person) at 50 for a certain performance, and are stopped from booking a 51st passenger on any package that includes the service*.

The last field on the line references Capacity. For the charter service used in the 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 passengers than that on the tour using the charter.

Per Person Costs:

Using theater tickets as an example, your Begin and End Dates would 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 above, 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 used at the beginning of this section, you will use the RM section when loading inventory and costs relating to the reservation of rooms with a hotel or cabins with a cruise line. 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".

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) . The last field, “Occ. Tax”, is where you will load a dollar amount representing the occupancy tax on the room, if applicable.

On the next line, to the left, is where you identify the “billing structure”. You’ll note the choices are to bill per person or per room, and per night or per stay. Further to the 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 “Xtr 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, “Drvr RM Rate”.

Note: When the “extra bed” or “driver room” rates are considered for pricing in Package, they will be subject to the same tax rate 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. In the example that follows, our entries are $20 for the occupancy tax, which implies a $4 per night charge.

► IMPORTANT: If this item is an airfare, your input is entirely different than anything indicated above. Skip to the next section for detailed information as to how to handle flight segments and costs. Very important: Keep in mind that it’s possible to load flight itineraries directly in Bookings on a individual basis, based on which you will be able to produce detailed departure and arrival manifests. The method described here makes sense only when the entire group is using the same air, no deviations, and there will be no need for a manifest.

Flight Segments

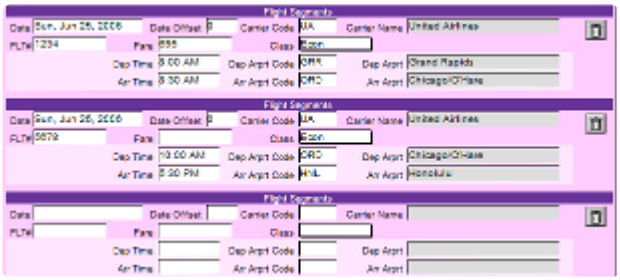
It is possible to create complete flight itineraries with airfares in TourTools™. Before doing so, you will want to load your airline and airport city codes by going to the Airport Codes support file. As always, check to see if what you need already exists. If not, click on the “New” button to proceed. The layout you use is the same whether you’re loading an air carrier or an airport city.

City codes should be entered in the top half of the screen, and air carriers are loaded at the bottom. In the notes section to the right, you can indicate the gateway cities that the airline serves (or remark about anything else you might want to).

When building a Price/Inventory record to reflect an air schedule, your Vendor's Type Service must be "Air". Start by clicking on—within a new Price/Inventory record—the "FLTS" button.

The screen you access looks like this and the fields are fairly self-evident. The data you enter in the Carrier Code, Dept Arprt and Arr Arprt fields will pull the carrier name and cities of departure and return if they exist. If they don't, go back to the support file and create what you need (or double check the spelling of what's already there).

If the flight being loaded crosses an international date line, you will make an entry in the Date Offset field. The entry can be a positive or a negative, whichever is appropriate.



For schedules with multiple legs, after loading the first, continue to the second record and load the next segment, and so on. It is a good idea to load the outbound and the return schedule in separate records. That way, when you create your Package, you can attach the outbound schedule on the departure date, and the return schedule on the return date. It is suggested that the total fare be loaded in your first segment.

Example

Our tour will include air transportation between Grand Rapids and Honolulu. As shown, our first entry is for the Grand Rapids to Chicago connection, and the complete fare has been loaded.

The second portal record contains the continuation from Chicago to Honolulu.

When you have finished, click on the Continue button. You will be asked if you want to update the price and description. Answering "OK" will load the date, the times, and the fare. You will need to add a description. Note that above the FLTs button, the number of segments loaded in the flight record will display.

Dupe Button

The Dupe button will save you an immeasurable amount of time in setting up records that are similar or identical to records that already exist. This function works only in cases where the Price/Inventory record being copied is a single-day service whose begin and end dates are the same, or a service where the end date is a day later than the begin.

To use, position yourself within the record you want to copy, and click on the Dupe 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 of which you will need to alter. If you pick the latter, the screen at the top of the next page will present.

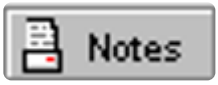
In the center of the layout, you will see a representation of your Product Date Record description and its date range. To the right of that is a reconfirmation of the description and the date of the Price/Inventory record you are copying.

Initially, the white fields to the left will display, in the “first date” field, the day *following* the service being copied—in this case, August 6th—all the way to the last date of your product date record, December 31st. In this example, the “last date” has been changed instead to August 8th, the check-out date of our last record. When you click on the Continue button in this example, you would end up with two new records, one for an overnight on the 6th and one for the 7th.

The other buttons you see within a Price/Inventory record are:

Attach Button

Clicking on the Attach button allows you to attach Vendor records to Packages. For more detail on this, see Chapter 6.

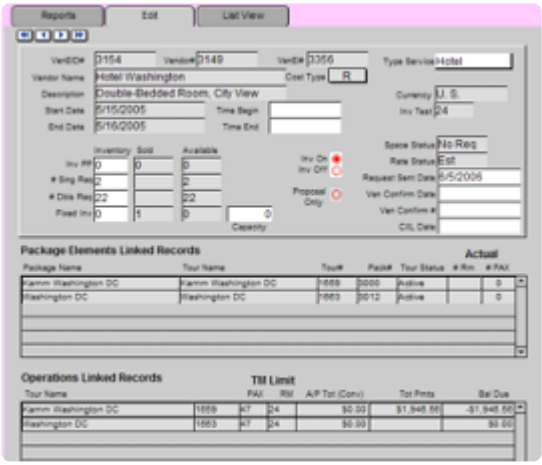


Notes

It’s possible to—at the Price/Inventory level—type notes unique to just that record. Click on the “Notes” button to review and edit notes typed at the *Vendor* level. To be sure, any changes made at this level do not affect your *original* notes.

Detail

Clicking on the Detail button that you find within the Price/Inventory record accesses a three-tabbed layout as follows:



On the Reports tab, you see—on the left—the Vendor name, the description and Start and End Dates of the Price/Inventory record you are in.

On the top right, the field labeled VenEID# references the Price/Inventory record number, the Vendor number is obvious, and the Count Recs field displays the total number of P/I records associated with the Vendor. The fields at the bottom can be used to keep track of details as per the labels.

The Vendor Status List report that can be run from this screen reflects the product description, the begin and end dates, and inventory by category within the parameters that you define (this is basically the same report as the “Tour Element Inventory” report that can be generated from Package and from Bookings).

Use the “Back” button to return to the Price/Inventory record from where you started.

On the Edit tab, specifics of the Price/Inventory record are reconfirmed and under the heading “Package Elements Linked Records” you can see 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.

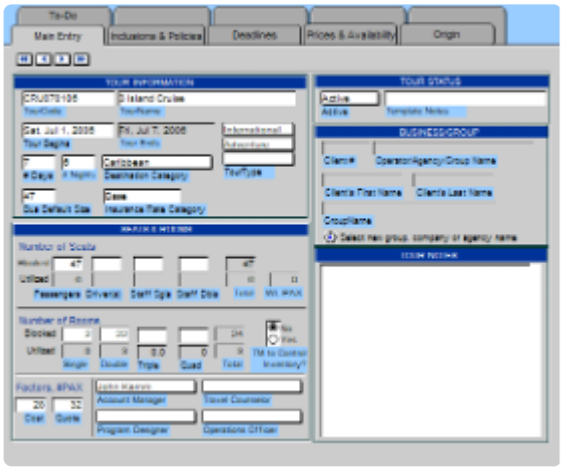
The last tab, List View, allows you to view a list of all records you have assembled.

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

Chapter 5: Tour Master

TM records link Packages together and store the details of payment deadlines, cancellation penalties, and departure and return points

Before starting, let's examine the relationship between TM and Packages. 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 take reservations for the cruise, you will associate—by code—a TM to the Booking record, and will then select a *Package* to assign a specific deck category to the traveler.



To begin building the Tour Master record, go to TM and click on the "new" button. The first field of entry is the tour code which **must be unique and should not be imbedded in another** (by example, don't use CRUISE as a code and subsequently create another code of CRUISE2) Doing so will ultimately cause lots of problems with linked Booking or Operations records getting co-mingled when you do a "find" on one code or the other. Another suggestion is 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, it is advisable to avoid using punctuation in the codes. **Note**: 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 date that the tour begins. Even if you have pre-trip options, you will probably want the TM dates to be the dates of the "core" package.

Enter the number of days for the tour. The number of nights will set based on your input there, and the return date will drop in automatically at that point.

Pick a Destination Category from the value list that presents.

The Tour Type fields use the same value list. Assignment is optional.

Seats & Rooms

In the Number of Seats field, enter the maximum number of passengers, drivers, staff singles and staff

doubles you can accommodate on this tour. When you begin making reservations, the “utilized” gray fields will reflect the actual number of participants booked.

Under Number of Rooms enter in the rooms you anticipate will be utilized.

Note: The number that you enter in the Number of Seats fields will provide inventory control, if you set TM to control inventory. 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 the Booking to waitlist.

Factors: This is the cost factor on which the tour has been priced.

 # Pax: This is the number of passengers you told your client the tour price was based on.

Account Manager/Travel Counselor/Program Designer/Operations Officer: These fields are for entry of staff you will be handling different areas of tour development. Use as necessary and re-label the fields if appropriate.

Tour Notes: This field is for entry of notes about the tour which you would like the reservation staff to see when they make bookings. For instance, if you need to ask for special information—such as a meal choice—when taking a booking, this is a good place to put that reminder.

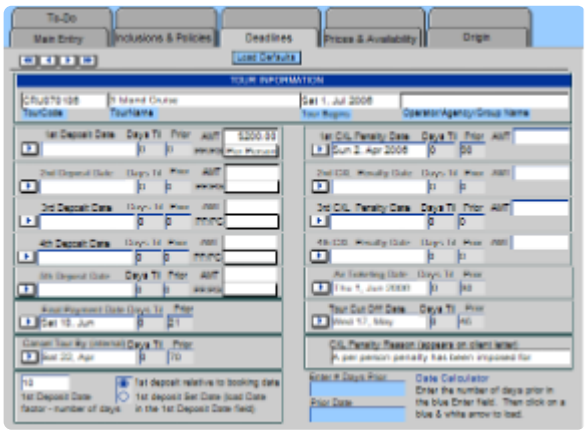
Tour Status Fields: All new tours are given an “Active” status. Use the “Hold” value to temporarily stop-sell a tour; Non-Op” will be autoloaded at the point you cancel a tour; “Proposal” is how you designate TM records that have been created for purposes of making a Proposal; and “Template” is what you will use when you want to duplicate the TM record. **Note:** The codes of tours marked “Active” that are still to travel are the only ones you see to select when making Bookings.

Business/Group: To associate an entire departure with a group leader or agency, click on the “Select New Group, Company, or Agency Name. Enter a contact or company name, make a selection from the list that presents, and the group name, client #, and client’s first and last name will appear in the corresponding fields in TM.

Inclusions & Policies

If your tour has a cruise component, you can reference the ship and some related information on this layout. The fields at the bottom of the screen are used when TourTools™ is interfaced to a website.

Deadlines



Two types of deadlines can be accommodated here; payments and cancellation. If it helps, use the “Date Calculator” at the bottom of the page.

For instance, if your first cancellation date is 120 days prior to departure, type 120 in the “Enter # Days Prior” field. Then click on the “load button” (preceding the field at top right, marked with a blue arrow). Set each of the other dates in the same manner, or simply type the date if you know what it is.

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” and do not make an entry in the “First 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.

Cancellation amounts can be reflected in dollars or in percentages. For percentages, use .25 to represent 25 percent, by example; 100% will be input as 1.

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

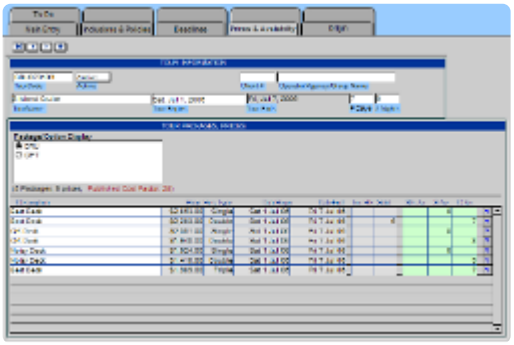
The same is true for cancellation penalties. When a cancellation is processed in Bookings, TourTools™ will calculate the penalty due based on your input in TM (which amounts can be overridden for special circumstances).

The dates entered in the Cancel Tour By, Air Ticketing and Tour Cut-Off fields are used by reports that can be run from the Reports menu.

Load Defaults / Business Rules

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 be used to set 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.

Prices & Availability

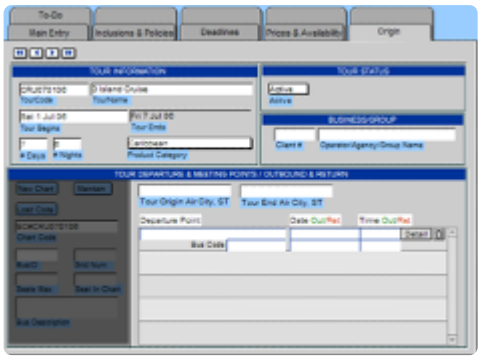


Once you publish a Package, it becomes visible on this screen. In this example we have Packages typed as Option and as Cruise and since CRU has been selected, those details are listed.

If the Package contains Price/Inventory records inventoried on a per person level, you will see a reflection of the least amount of inventoried items reflected in the column labeled “Inv Blk”; the column adjacent will show the total Sold, and the Sts Av column reflects the total 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 fields.

Clicking on the question mark to the far right will allow a quick look at the Package.

Origin



This screen is for entry of the meeting points, pick-up and drop-off times for the tour. These details are available to pick from in Bookings and are the basis for the Departure and Return Bus Manifests.
Click on the “Detail” button to the right to log additional information about the meeting spot. For example, you may choose to enter in directions for your drivers, specific address and telephone information.

To Do

Create To Do records here. To Do’s created in Ops or in Bookings that are related to this TM will also be visible here.

Additional “Buttons” in TM
In the “buttons bank” here in TM, you will find—in addition to the usual find and “back to’s”—one labeled “Cancel”. Use this when you need to cancel a departure. By clicking this button, you initiate a script which enables you to cancel all bookings, send cancellation letters, and change the trip to a “Non Op” status.

Use the “Proposal” button marked with the “new” icon to begin creating a Package (next chapter).

Reports Menu

Reports generated from this database are generally related to sales reports, revenue and deadlines and are compiled in the same way. Upon clicking the icon, you will be asked if you want to include all of the tours from this day forward or make a specific selection or “find”.

Tour List: An overview of tours by date, showing number sold and gross income. The report is grouped by the Destination Category.

Booking Status: Similar to the Tour List but lacking in financial information.

Sales Summary: Also similar to the Tour List but lacking detail as to whether Packages are attached.

Revenue & Expense Summary: Receipts from Bookings and payments from Ops and the difference between the two are captured on this report.

Next 7 Days Reports: These reports compile using the dates entered on the Deadlines Screen.

Profit/Loss with A/P Update; Profit/Loss by Product 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 Category. The last will group by salesperson (which means the Client associated with the TM record has a Salesperson associated with it).

Labels: These labels are for your tour file folders.

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

Chapter 6: Package

A Package is a grouping of Price/Inventory records that is assigned a selling price for purposes of making a proposal or to ultimately sell to travelers.

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

To build a Package, begin in the TM record by clicking on the (new) Package button, confirm that you want to proceed, and a Package record will be created. Initially, the Package will be named and dated the same as your TM record; change either or both if appropriate. Your Package will also initially be “typed” as a Package but there are alternatives. To explain each type:

PKG: a standard package usually containing all components of what might be considered the “core” tour. This may or may not contain air segments.
CRU: This can be used to more specifically identify cruise tours (cruises could also be classed as PKG).
LAND ONLY: If you choose to separately package your air, you may want to bundle the rest of the services in a Package classed Land Only.
OPT: Options which will be available in addition to the basic packages.
AIR: If you want to separate the land components from the air, create an Air Package. Doing so will allow you to see the actual schedule in the Booking record of anyone having purchased it.
STDNT: Can be used to identify Packages created specifically for student travelers.
EVENT: This label may be used for a special event or day trip. Might be interchangeable with OPT.
BUS: A Package containing just the motorcoach component would be classed this way.
DRVR: Use to identify the Package containing component services that will be used by the driver.
STF DBL/STF SGL: Use these to identify Packages that will be used for your staff while traveling with the group.

Note: When you price a Package labeled DRVR or STF SNG/DBL the Selling Price will display as zero, the logic being the driver is rarely and the staff is never billed (if they are to be charged, then create Packages classed as PKG for them). To be sure, the Ops records related to these Packages will reflect a cost and therefore the expense is considered as part of your P/L report. What you do not have is a receivable.

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 there being a “Primary”, the best example being a shore excursion on a cruise or a pre-hotel night on a tour. That type of Package could never be purchased on its own.

The next field to the right is 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 an agency or a group leader. When the Package is sold to a Client Master Record or a Client linked to a Master Record, the commission will calculate in the Booking record.

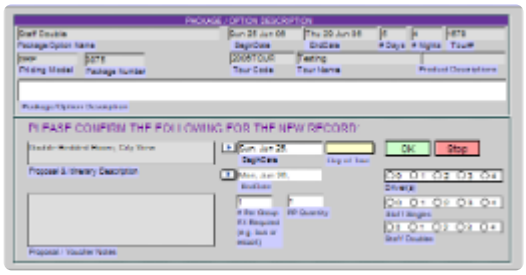
Before proceeding any further, you might want to already select or de-select the room types you plan to

price and sell. **Note**: If your Package contains a service or services that are per-person only, so with no room component, only “Dbl/Opt” should be turned “On”.

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

From TM, click on the (back to) Vendor button and, once in the Vendor database, pick the Vendor whose services you want to add. It makes 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 that you previously created for the trip, or create whatever you need now. Once the record is complete, reference the Tour and Package that you are building in the upper right hand corner of the screen before clicking on the “Attach” button from within the Price/Inventory record.



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 Dates will have set themselves. If that doesn’t happen, you need to set them manually by either clicking in the field to pick from the calendar or by using 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, then set that field by the same 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 by changing the figure that displays in the “# Per Group FX Required” field.

The series of buttons labeled “Drivers”, “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 room for your driver but not your driver, then you want to click on the “1” button above “Staff Singles” to indicate that when the Package is priced, the cost of that room needs to be prorated over the paying participants and added to the bottom line as a cost.

When each of the fields is set correctly, click on the “OK” button. If 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 to) Itinerary button to review what appears on the Itinerary tab.

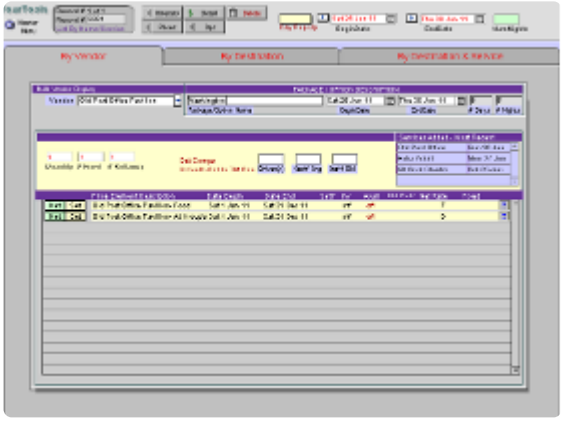
You’ll notice that each Package Element has been assigned an order number. By default, TourTools™ will sort your records in order of departure date, but you can rearrange same-day services by changing the order numbers. Just overwrite what’s already there, click outside the field, and your records will shuffle.

Click the “Omit on Itinerary” button for any services that you don’t, in fact, want to appear on the proposal or itinerary; tour manager per-diems, by example.

The other way to build an itinerary is to go 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 select one, the Price/Inventory records for that Vendor will be visible in the grid immediately below. Those dated such that they might be used in connection with your Package will be yellow; those that fall outside the date range will be red. Inventoried services that fit within the dates of your Package will be green.

The same items that were visible on the Confirmation screen as part of the “attach” process 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 Begin and End Dates in the same way, and there are fields to indicate the number of Per-Person and Fixed items (there’s a field for Rollaways as well). The fields to the right, labeled Driver, Staff Sng and Staff Dbl are for input of a number. These are the equivalent of the buttons you can select on the other layout and are a little less obvious, so keep an eye on what appears there.



To load the element to the itinerary, simply click on the line item to select.

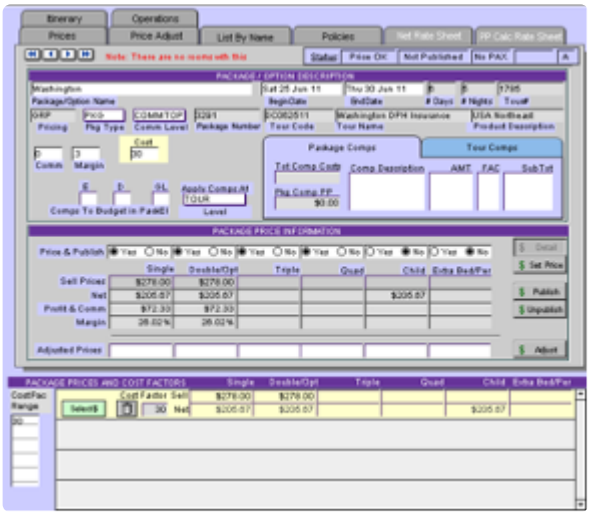
The extra field, labeled Num Nights (upper right), can be used to load successive hotel nights that have been loaded as individual Price/Inventory records. For example, imagine there are P/I records for overnights on June 25, June 26 and June 27. If we type “3” as the number of nights, set the beginning/ending 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 itineary” on the right to see what’s been loaded. When you finish loading all services, return to the Itinerary screen by clicking the (back to) Itinerary button.

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 “Detail” which should be clicked to begin.

Pricing Screen

It’s not a bad idea to do a last double check on your Package details (dates, Package Type, Cost Factor, etc.) before proceeding to actually price.



When you're ready, make an entry in the Comm field if this Package is commissionable to anyone (remembering that you've already indicated it to be commissionable at a certain *level* to Clients whose records have a corresponding entry). Note that the percentage of commission loaded here does not necessarily have to correspond to any particular Client's level or to the defaults you have loaded. You only need to make allowance for the fact *that* a commission can be paid. Thinking in terms of this as being the *maximum* is probably a good idea.

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

The Cost Factor is being drawn from TM and is the number over which any fixed costs will be prorated.

What you see in the Comps to Budget fields are the numbers loaded in the corresponding fields back in TM that will have assisted you to set comps when you did the "List by Name" process of linking Price/Inventory records to the itinerary; or "residue" of numbers used to indicate comps-to- be-provided as you were doing the "Attach" process (in other words, if you allowed for one comp driver in at least one instance as you were building your itinerary, the D field would show "1").

The Comp Description, Amt, Fac, and Subtotal fields can be used to accommodate comps in another manner. This is especially helpful when you are pricing a cruise and must prorate the escort's air, port charges and taxes over all registrants for the trip. In such a case, the "Apply Comps" field is set to Tour, you will enter a description of the services, the cost, and a factor of 1. The cost of each of the Packages you created to account for the various categories will include a line item to cover this expense.

When you're ready to establish your selling cost, click on the Set Price button and the net value of all services—including comp allowances—will be swept to the Net field. The dollar as well as percentage profit margins will also present, as will the suggested selling prices. If you want to adjust the prices, enter your preferred amounts in the white fields at the bottom of the screen, click on the Adjust button, and the screen will refresh.

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

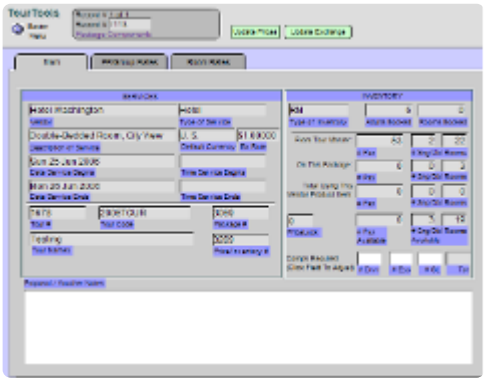
The last thing you will do is click on the Publish button, which makes the Package available for viewing and sale in Bookings.

At the top of the screen, notice that when you finish you will see an indication that the Package is "Price OK" (as opposed to Re-Price, which is a tip-off that something in the price either hasn't been established or has changed at the net level) and is "Published".

Itinerary Screen

As mentioned earlier, you can view and rearrange Package inclusions on this screen. If you click on the question mark preceding an 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 details from Vendor without actually going back there. 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.

There are two buttons on the top of the screen that are used as follows:

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

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 Currency, open up the associated Package record, and click on the “Update Exchange” button.

Note that any time you do something to elements of the Package that cause the pricing to be affected, TourTools™ will prompt you to make a choice to alter either 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 but your selling price would remain. By opting to increase the selling price, the Package price in any Bookings previously made would be increased.

Note: If changes occur in the price of Vendor services or in the exchange rates in effect when they were attached to a Package, it is your choice to update your Package price or not; <u>it is not absolutely necessary</u>. This is because the prices as reflected in Vendor flow directly to Ops, i.e. they “hopscotch” Package. If you want to see the effect of changes at the Package, that is possible but not necessary.

Back to the Itinerary screen, the “Replace” button is for swapping out one Vendor service for another. When you click on Replace, your original component is deleted and the List by Name screen will appear. The system assumes you want to replace from the same Vendor so it will appear initially, but you can select

another if that is appropriate. The functionality from there is exactly as what you experienced when you built the Package originally.

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

Policies Screen

This screen is used to enter text that will appear on your proposal. If you haven’t already done so, go back to the Master Menu and click on the Policy Text support file to load what basically amounts to the generic terms and conditions of travel. It is suggested that you load verbiage to cover any and all aspects of travel for any and all trips since it is editable in the specific Package into which it is drawn.

Use the blue “load buttons” to draw the three fields of text into the Proposal you are working on.

Daily Itinerary Screen

This screen is where text and graphics will be loaded if TourTools™ has been interfaced to a website.

Operations Screen

Once your Package is published, Ops records will be created automatically. They can be referenced here (and opened by clicking on the blue question mark).

Duplicating a Package

There are many instances where one Package associated with a Tour Master record will be identical to another with an exception or two. A good example is, again, a cruise where every component—the transfers, port charges, taxes, by example—are common and only the element representing the category of cabin on board the ship is what sets each apart. For these kinds of situations, create the first of your Packages and when it’s complete, go to the Itinerary screen and click on the “Duplicate” button.

The duplication script will, in a matter of seconds, create an exact duplicate 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 or eliminate Package Elements that don’t belong.

The script will not replicate the price of the original Package so once you are finished updating the itinerary, move to pricing the Package as usual.

Reports Menu

Three reports are available from Package:

Print Proposal: This is the proposal you will send to your client. Before printing the proposal, go to List

View and pick *which* Package prices you want to appear on the proposal by clicking the “Prop Inc” radio button.

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

Package Status: This reflects the status of the Package(s)s selected, status being “Active” or “Expired” (see the Itinerary tab to view the related field) This is pertinent only to Packages that were put together for purposes of making a Proposal. After a months time, their status turns to “Expired” which really has no other consequence.

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

Chapter 7: Creating a Proposal

Proposals are Packages that may include “real” Vendor services or “generic” services created solely for quickly putting together 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 6. The only exception is that these records will be tagged with a “Proposal” rather than “Active” status.

When you click on the (new) 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 7, with the exception that Proposals are never published.

If you tend to send a lot of quotations for the same or very similar type of tour, you might want to consider creating TM/Package records as templates that can be copied over and over again. Chapter 6 outlines the specifics of the tour duplication script; using it will save you an endless amount of time.

Something else to consider is the building of “generic” Vendor records or “Proposal Only” 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.

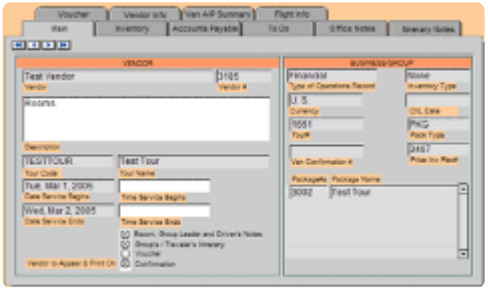
Once the Package is complete, price it, print or e-mail the proposal, perhaps re-price and re-send it, and wait for the sale to be confirmed. At the point it becomes a “real” tour, what you might want to do is use the tour duplicate function to replicate the services in a uniquely coded and newly-dated 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.

Chapter 8: Operations

Manage accounts payable information, produce travel documents for passengers, escorts and drivers; generate inventory/utilization reports



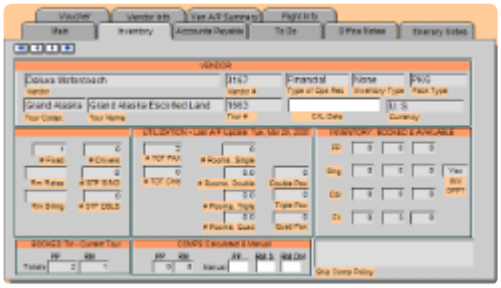
For every Price/Inventory record used to build an itinerary in Package, there will be a corresponding Operations record. This record will reflect the price and inventory data as loaded back in Vendor, as well as the number of passengers using that service once there is activity in Bookings. Operations 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).

The “print control box” (labeled Vendor to Appear & Print On) is where 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

Inventory Screen



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 do not need to make any changes here. In this example, you see a one in the # Fixed field; that indicates that this particular record represents one motorcoach. If this record was for hotel space, you would see an indication of whether this has a per person or per room billing structure (Rm Rates), and per person or per stay (Rm Billing). Numbers will display in the # Drivers/STF SING/STF DBLS fields if reservations identified as these types have been made back in Backings. In the middle panel, you will see an indication of how many adults (# TOT PAX) and how many bookings designated “Child” are using this particular service and, again, if there is a room component to the service, how many single, double, etc., rooms have been booked. To the far right, you see how a reflection of what inventory was loaded back in Vendor, how many are being utilized in Bookings, and the resulting

availability. At the bottom left, you will see simple totals of people and rooms. Under COMPS Calculated & Manual you see the number of complimentary being calculated, based on the comp ratio loaded in the Price/ Inventory record when compared to present booking activity. If you talk your Vendor into giving you additional comps, you can load that number in the Manual 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 Screen

The Accounts Payable screen reflects what you owe the Vendor, based on current booking activity. The first thing you want to do when coming to this page is click on the “$ Update A/P” button. That will update the room and passenger totals, and thereby the balance due, based on up-to-the-minute counts. Glance to the top of the layout to see the last time the record was updated and 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 and there is no longer any need to update passenger counts; probably at the point the tour has operated and financial records have been tied out.

How to Post Payments

Payments can be posted in one of two ways. The first is “manually”, by filling in the fields from left to right in the payment grid above. The Transaction Description and Label fields are value lists, the values being Deposit, Final Payment, Credit Rec’d, Refund Rec’d, Adjustment and CC Passthru; and Amt, Adj and Credit, respectively.

To post a deposit this is what you would do: Input the date of payment in the Post Date, select Deposit as the payment type, enter the payment amount in the field named so, de-select the “Write” check box and click on the green “Post” button. At that point a dialog window will open, inviting input of a check number or reference to a credit card if that is how the payment is being made. The field will accept text or numbers.

Note that clicking on the green “Tot” button will auto-load many of the fields, and will put an “x” in the Write box. If you are not paying via the “Checks” database, de-select that by clicking on the box.

To post a final payment, the process is exactly the same as for posting a deposit except your payment type will be Final Payment rather than Deposit.

The second method is to make payments via the “Checks” database. To do so, complete the fields to the left and leave the “Write” box checked. After setting up all of the records on which you want to make payments, go to the Main Menu and click on the “Checks” icon. What you will see upon entering is a list of all checks that have been similarly queued for payment back in Ops. If you want to proceed to processing all payments, click on the “Set Up Checks” button. To de-select any, click on the “x” in the “Queue?” of the

record(s) in question.

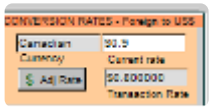
What you'll see next is a "Check Selection Screen" where you can reconfirm one final time the checks that you want to process. Click on the "Continue" button to proceed and, having indicating that you want to go ahead and issue checks, you will be asked for the number of the first check being issued. Enter that and continue on. The check is not physically being written from Tour Tools, however, the Ops records will be tagged with the check number and the date of issue. A disbursement report will also be generated and will reflect payments made, by what check, on which date.

Using this last method is extremely helpful when you have a number of payments to process, and especially when you have a number of payments due to the same vendor. If you have one payment due to Vendor XYZ for $100, and another for $500, one check for a total of $600 can be "written"; each Ops record will reflect the total of the check and the number, thereby creating an easy cross-reference.

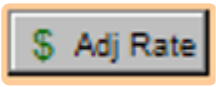
To make an adjusting entry… this might be done if a payment check was voided…enter the amount of the adjustment; DO NOT ENTER AS A NEGATIVE as TourTools recognizes it for what it is when you select Adjustment in the Transaction Description field and Adj as the label.

Posting a Refund: When a refund check is received from a vendor, post it as follows: In the Transaction Description field chose Refund Rcvd. The amount goes in as a positive number, and the Label should be CR. Click on "Post" as always and enter the number of the check you've received.

Manual Adjustments: Manual Adjustments might include forcing a comp, 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 on and loaded 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, you might enter $25 in the cost field and in the "Misc Cost Description" type "Mrs Jone's Dinner Guest". Clicking on the "$ Update Tots" button will adjust the A/P amount being calculated based on any of these kinds of input.



A Note About Foreign Currencies: If you are paying your vendor in a currency other than US Dollars, the currency and the exchange rate *as was applicable when the Ops record was created* will be reflected (in the Transaction Rate field) and is locked in until you adjust it. In this example, you see that the original value of the Canadian Dollar was set at .80 US and is currently .90 US. A/P amounts are shown in the native currency and payments will likewise be. A conversion of the A/P amount to US Dollars is reflected in the field labeled "A/P Tot $".

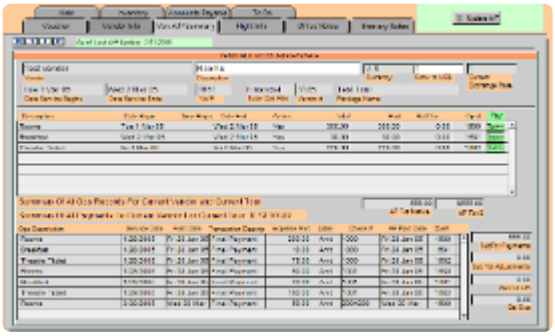


If you want to adjust the exchange rate, you can do so right here, by typing the new rate in the "Current Rate" field. To calculate the new A/P amount based on the new exchange rate, click on the "$ Adj Rate" button.

As mentioned previously, the Update A/P button should be clicked to sweep in current passenger and room counts, thereby updating the Accounts Payable amount.

Vendor A/P Summary Screen

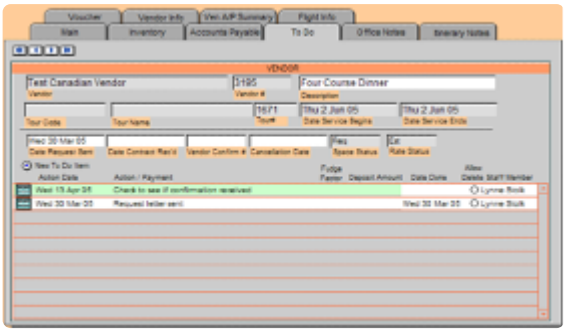
It is advisable to get an overview of what might be owed to a particular vendor for all services or tours before issuing a check for the one item you are looking at. The Vendor A/P Summary layout will display other services booked with the same vendor for the same tour. You can otherwise do a “find” on the Vendor and reference what payments might be due for other tours. In any case, if you want one check to cover multiple payments, queue them all at the same time following the procedure outlined previously.



You’ll note that at the bottom of this particular screen, all payments for all services in connection with the current tour are being summarized.

To go to the record referenced in the upper part of the screen, click anywhere on the line describing the service. In this example, clicking anywhere on the bottom line, which references a theatre ticket for March 4, will take you to the Ops record for that ticket.

To Do Screen



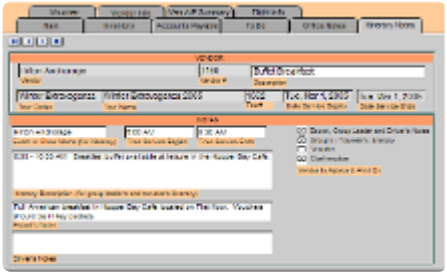
To create a “To Do” reminder in Ops, click on the button labeled “New To Do Item”. On this same screen you can manually record the date that a request was made to a Vendor, the date that their contract was received, or the date you cancelled the service. If you use the Single or Multi Service Req/Recon (Request/Re-confirmation) form found on the Reports menu, the Date Request Sent will be automatically filled in. As well, a “To Do” item representing the request as well as reminder to follow up with the request within two weeks is automatically created and will display in the list. There is a field where you can record the confirmation number, record locator, etc.

What displays in the “Space Status” and “Rate Status” will change depending on where you are in the process of requesting/confirming services. Once the “Date Request Sent” is filled in, the status will change to “Req”. As soon as you enter a date in the “Date Contract Rec’d” field, the status will change to “Conf” and the Rate Status will change from “Est” to “Conf”. If the “Allow Delete” button is selected, the “To Do” record can eventually be deleted from the system.

Office Notes Screen

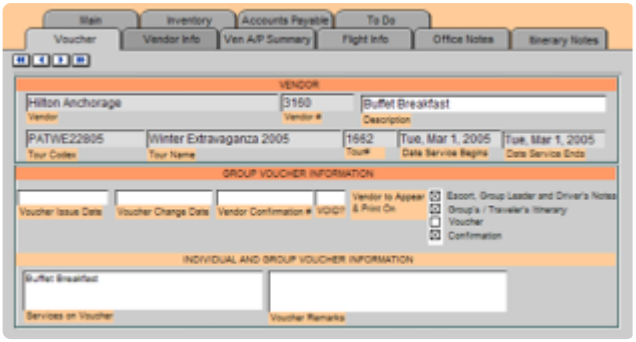
This screen is for internal office notes. Enter your text in the Office Notes Entry field and click on the pencil box to automatically load the text in the lower part of the screen, complete with user name and date of entry.

Itinerary Screen



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 “PackEle” records, where they can be edited, and ultimately 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” is where you can enter a “header” for the service on the final itinerary.

Voucher Screen



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 at the same time. When your input is complete, run the voucher from the report 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, enter a “2” in the VOID? Field.

Vendor Info Screen

Vendor Info screen displays the contact and address information from Vendor.

Flight Info Screen

If your Ops record represents flight services, the schedule—as created in the Price/Inventory record—will be reflected here.

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, the escort notes, etc. These records are purely informational and will not have a financial component to them.

By example, let’s say you want to include in your itinerary a remark to the effect that the group may expect to be met upon arrival at the airport by a representative of your company.

With the Ops record representing the air service open, click on “Scripts” from the FileMaker menu and choose “ New Ops Info Rec“ from the list that drops down. The record that is created will be classified as an “Ops Info Rec” as opposed to “Financial” since it has no financial component. Enter the “Event Name” as well as the appropriate text in the “Itinerary Notes” field. The record will appear in sequence along with all the others on whatever report you generate; the Itinerary, Escort Notes, etc.

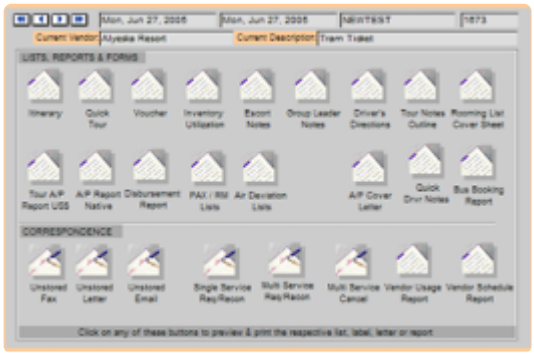
Reports Menu Screen

There are several reports included in the Operations database:

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).

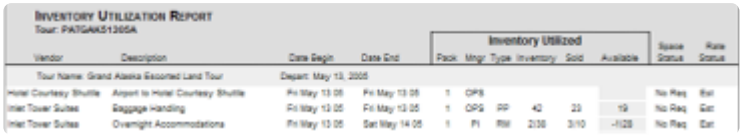
Quick Tour: This gives you an overview, in date order, of all operation records for a given tour.

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



Inventory Utilization: This report reflects inventory as loaded in Price/Inventory, 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 “Pack”), whether the

service has been inventoried (the column labeled “Mngr” will show P/I if so), 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.



INVENTORY UTILIZATION REPORT
Tour: PATGAKS1305A

Vendor	Description	Date Begin	Date End	Inventory Utilized						Space Status	Rate Status
				Pack	Mngr	Type	Inventory	Sold	Available		
Tour Name: Grand Alaska Escorted Land Tour		Depart: May 13, 2005									
Hotel Courtesy Shuttle	Airport to Hotel Courtesy Shuttle	Fri May 13 05	Fri May 13 05	1	OPS					No Req	Bal
Hilton Tower Suites	Baggage Handling	Fri May 13 05	Fri May 13 05	1	OPS	PP	42	23	19	No Req	Bal
Hilton Tower Suites	Overnight Accommodations	Fri May 13 05	Sat May 14 05	1	PI	RM	2/30	3/10	-1/20	No Req	Bal

Escort Notes/Group Leader Notes/Driver’s Directions/Tour Notes Outline: These reports can be run for the respective personnel and reflect the notes as entered in Vendor, possibly edited at the Price/Inventory or PackEle level, and finally right 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 notes first, then edit the notes and run the report intended for the Group Leader. The Tour Notes Outline is a slightly different formatting of the same information; you can choose which report(s) suits your needs as you prepare to send the tour out.

Rooming List Cover Sheet: This report reflects room totals and check in and out dates, and can be used as a cover to your roomlist.

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, transactions in foreign currency are shown in the native currency.

Disbursement Report: The report reflects payments made, sorted by 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 compile as a rooming list. If not, the report will be a simple name list.

Air Deviation List: Run this report to see the individual flight schedules you may have loaded on the Flight Info tab in Bookings.

A/P Cover Letter: This letter provides an overview of the service being provided as well as what is due and what's been paid. A message can be typed in the document as it's being prepared for printing.

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

Bus Booking Report: This report keys on "Type of Vendor" equals "Bus" as entered back in Vendor. It reflects how many coaches are required, the number of passengers booked on the related tour, date requirements and tour name.

Unstored Fax/Letter/E-Mail: Use these forms for quick communication to your vendors. The text is not stored, so if it's necessary to preserve the communication, make a hard copy of the document for your file.

Single or Multi Service Request/Reconfirmation: Use these forms or letters to make your initial space request or to reconfirm services with the vendor. The multi service reconfirmation is used for instances where you are purchasing multiple services from the same vendor, for example, a hotel where you have booked accommodations and meals.

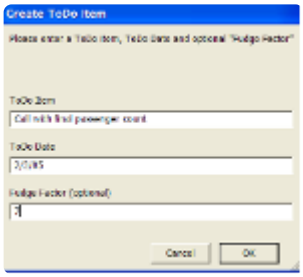
Multi Service Cancel: Use this when you have multiple services booked with the same vendor for the same tour, as in the example above, a hotel where you have rooms and meals booked that you want to cancel. The affected Ops records will be marked as CXL and a cancellation letter will be generated. **A word of caution:** canceling the record will mark the element as being cancelled on ALL packages that the same price inventory record had been used on. (If you need to cancel just one service, use the "Cancel" button at the top of the screen. You will be given the choice of canceling the single record or all records related to the same tour.)

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

Chapter 9: To Do Database

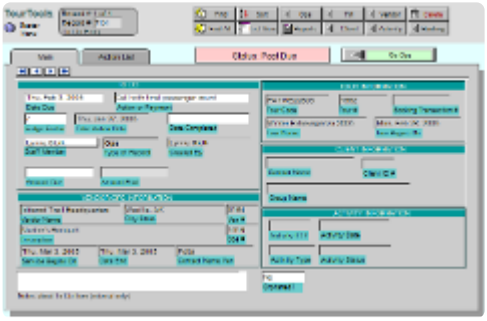
Stores information on the "To Do" items you've created throughout the system.

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 Tour Tools, a list of "To Do" activities assigned to you for that day or within the range specified will appear on the main screen.

Clicking on the radio button to create a new reminder will open a window similar to the one shown. Fill in the description, the date on or by which the task needs to be completed, and the "Fudge Factor". Use the fudge factor to give you a "heads up" that many days in advance of the actual due date in cases where meeting the deadline is absolutely necessary.



You are holding a block of 50 tickets to a Broadway performance. February 3, 2005, is the date by which you can cut back without penalty. Entering a "Fudge Factor" of 7 days means the reminder will start to appear a week prior to the critical February 3rd 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 labeled so. 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 and the Ops record referenced. If it has to do with a tour, the TM or Booking number is referenced, and so on.

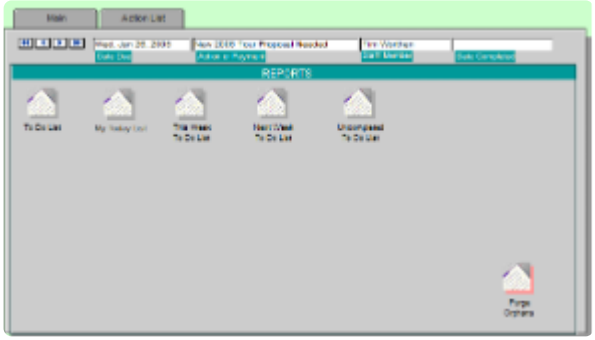
To retrieve your "To Do's", go to the To Do database from the Main Menu. You will be asked if you want to view your tasks for today and if you want to include or omit completed items. If there are no items assigned for today's date, you will see all to do entries in a list view format. To look at the record from where the "To Do" originated, click on the "Go" button to the left of the entry. If you otherwise click on the "Continue" button, a report compiles and can be printed. After that, you will be presented with a found set of records that comprise your list.

As you deal with each task, you will mark the "To Do" record as completed and make any notes that are appropriate in the lower left corner. Any records that do not need to be kept once completed can be deleted by clicking on the "Delete" button.

To "manually" compile a list, go to the "Reports" menu (when you first open up the "To Do" database, click on the "Cancel" button when asked if you want to omit or not any completed items) and click on "To Do List".

You can “find” on any of the open fields. By example, if you want to see all tasks for the week of April 4, 2010, your entry in the Date Due field would be “4/4/2010…4/8/2010”. You might otherwise want to find all the activities assigned to one staff member by picking that name from the list.

The remaining reports will give you just today’s tasks, tasks for the current week or tasks for the upcoming week. The “**Uncompleted To Do List**” will give you everything that has not been marked as completed. Clicking on the “**Purge Orphans**” icon will delete any To Do records associated with Ops, TM, Client, etc., records that no longer exist.



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

Chapter 10: Staff and User Management in TourTools

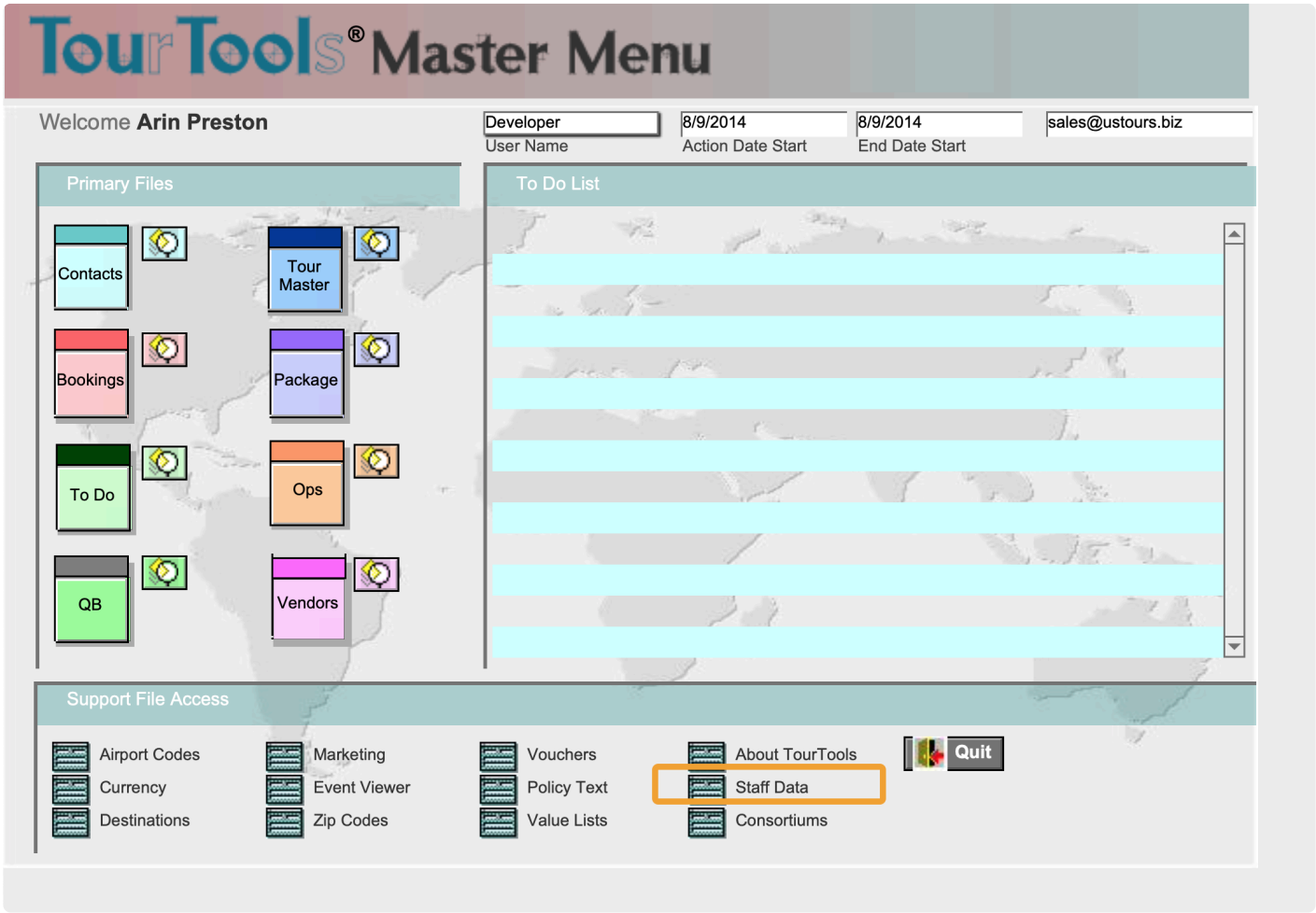
When you set up TourTools Back Office for the first time (or need to add a new user at a later date) these are the procedures to follow for adding new staff members to the system.

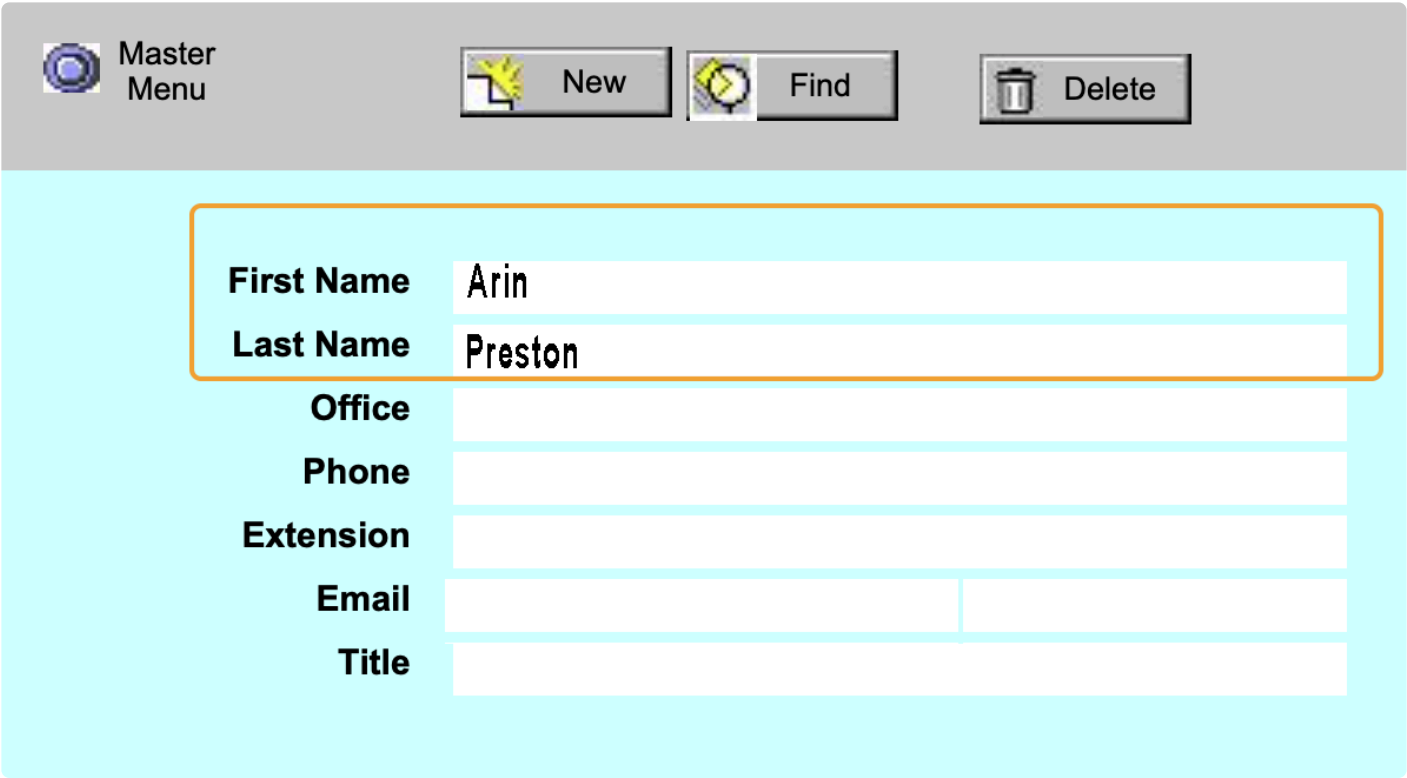
Preview of Steps to Take:

1. Add the staff member to the Staff Module in TourTools.
2. On each user workstation, set the **Username** in the FileMaker Preferences panel to match the full name (FirstName LastName) of the staff member (configured in step 1) in the TourTools Staff Module.
3. Provide the user with a TourTools login appropriate to the level of access they should have to the system; these usernames and passwords can be saved to the keychain or credential manager on the workstation if your IT security policy allows it (this ability can be disabled by request).

Step 1

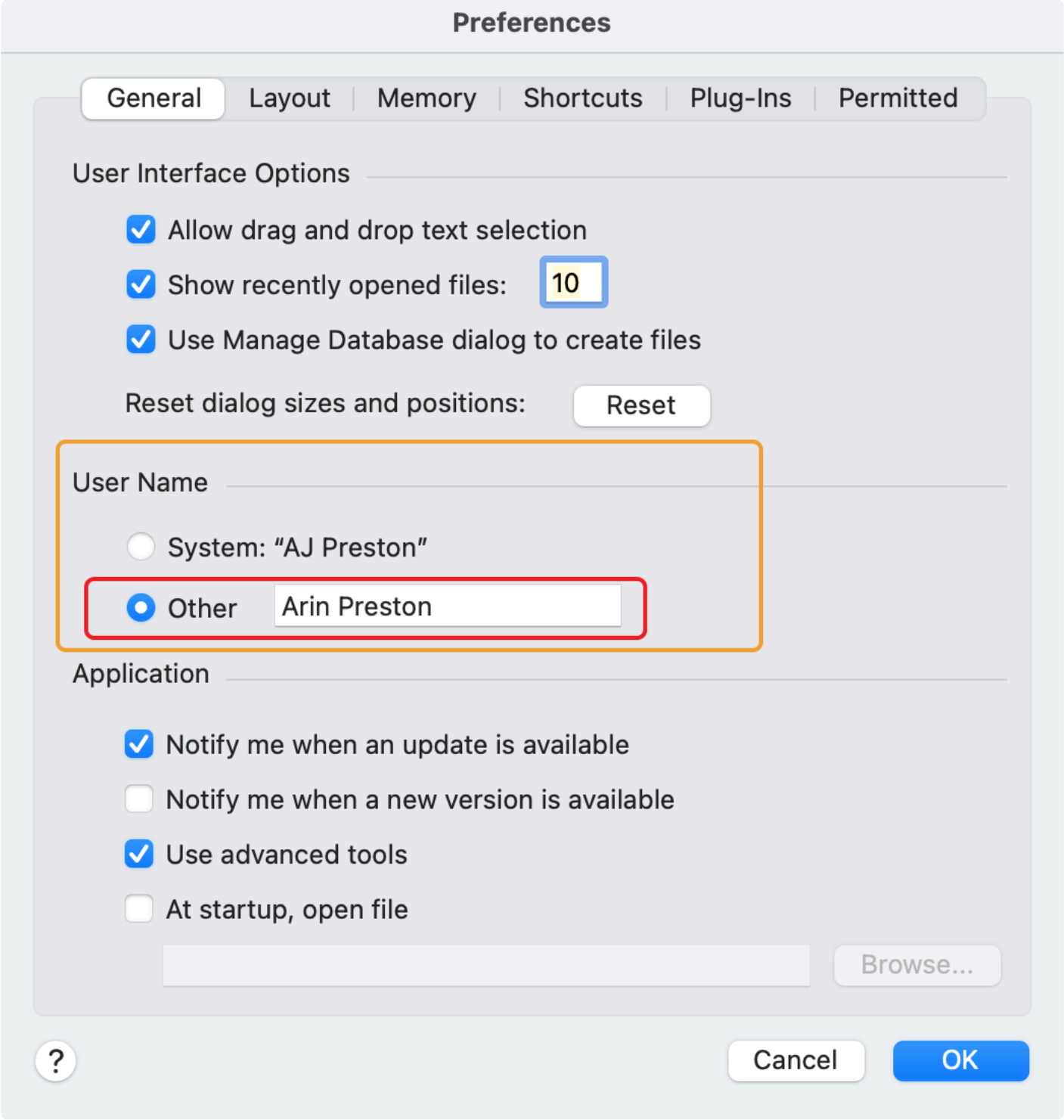
Add the Staff Member to TourTools




Master Menu
New
Find
Delete
First Name
Arin
Last Name
Preston
Office
Phone
Extension
Email
Title

Step 2

Set the FileMaker Username



Step 3

Provide/Save the TourTools Login

TourTools has 5 accounts, by default, for accessing the system (credentials provided at time of purchase):

1. **Owner**: Allows the highest level of access to the system short of “full access” privileges, which are reserved for TourTools developers only – the Owner login has access to all system settings, data, and reports.
2. **Manager**: Allows access to value lists, layouts, exporting of records, deletion of records and data warning overrides; has access to limited financial information.
3. **Ops**: Can do all that the Res login can do but can also create TM, Package, and Operations records; access is denied to spreadsheets after pricing.
4. **Res**: Can create and edit, but cannot delete or cancel, Client or Booking records; cannot create TM, Package, or Operations records).
5. **Help**: Can basically browse records – cannot create or edit; can run some reports including brochure requests/labels; can run Receipts, Confirmations, and Invoices; Most data, including financial information, is restricted/protected.

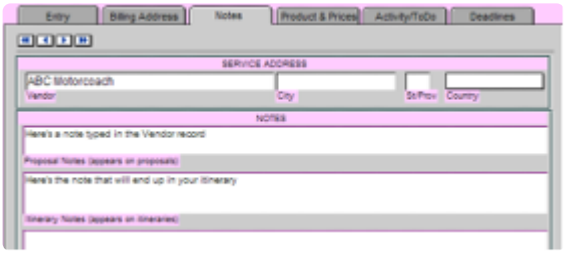
Here is a document that provides greater detail on the level of access each of the above accounts has to the system; these usernames and passwords can be saved to the keychain or credential manager on the workstation by default; this ability can be disabled by request if your IT security policy mandates it.

Addendums

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.

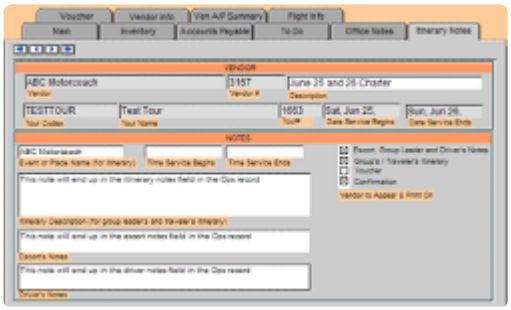


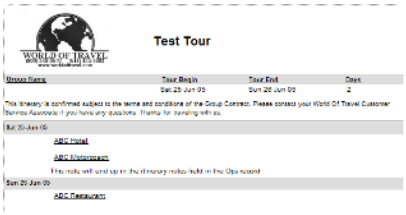
They can be added to/ subtracted from by clicking on "Notes" from within the specific Price/Inventory record in Vendor. Your original notes are not affected by anything you do here.

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

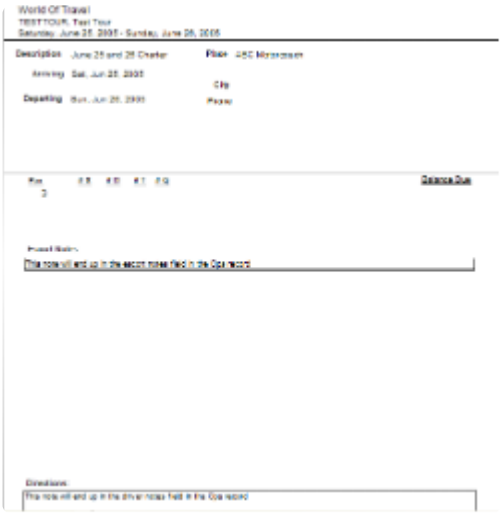
On the Itinerary tab in Package, if you click on the blue question mark preceding a Package element, you can review and edit notes. Be aware that any changes made here do not translate backward to the Vendor or the Price/Inventory record. Basically, when you edit the text here you do so just to change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

The notes as typed in Vendor and as edited in the Price/Inventory record are those that flow to 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.





This is the “Itinerary” report from Ops. Notes from Vendor, edited in Price/ Inventory and/or Ops end up here.



This is the “Escort Notes” from Ops. Each Vendor service will be represented individually; i.e. each on a separate piece of paper.

Note that the Driver’s Notes are included on this form.

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.

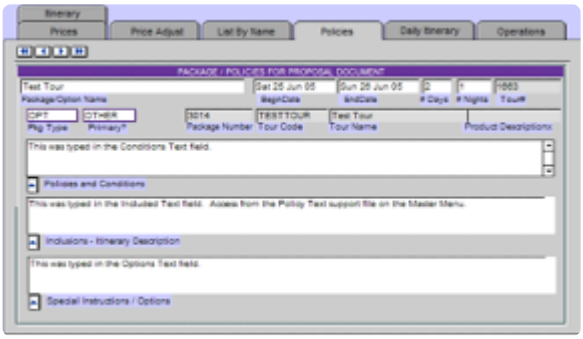
The “Drivers Notes” report reflects *only* the notes entered and edited in the “Drivers Notes” fields. The services will list in order, one after the other, with no page breaks between.

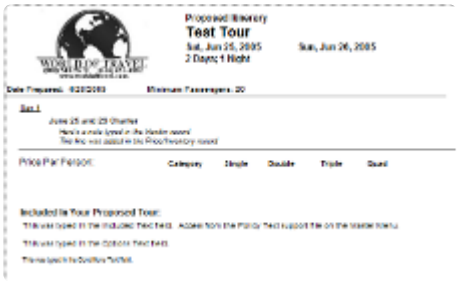
Note that at the bottom of the form there are fields where you can add “Mileage to Next” and “Driving Time to Next” if you wish.

This is the “Tour Notes Outline” report from Ops. The notes are the same as on the Escort and Group Leader Notes, and services are printed one after the other (no page breaks). No contact information for the Vendors is included on this document.

This is the “Quick Driver Notes” from Ops. This is an abbreviated version of the Drivers Notes, without the contact detail and without the estimations of mileage or time to the next destination.

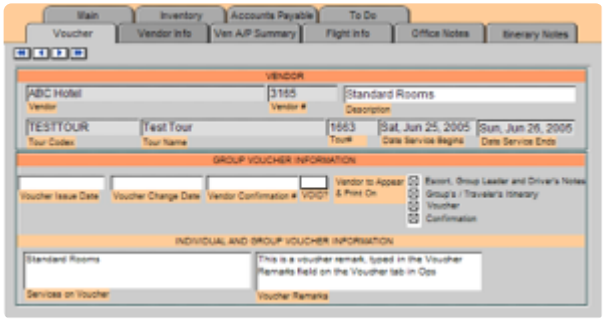
This is the “Policies” tab in Package. The text originates in the Policy Text support file accessible from the Master Menu and is loaded by clicking on the blue arrows next to each of the field labels. The text can be edited here and changes do not flow back to the source.





This text appears on the “Proposal” that can be generated from the Reports menu in Package.

Notes typed in the Voucher Remarks field on the Voucher tab in Ops appear on the Voucher that can be generated from the Reports menus in Ops and in Bookings (providing that the Voucher print control has been checked).



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

B: Cancelling a Tour & Closing Out Ops/ Booking Records

(Closing out Booking and Ops Records)

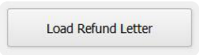
In the event it becomes obvious that a tour is not viable and needs to be cancelled, there are two ways to go. One involves offering an alternative tour and hopefully transferring your booked passengers; or cancelling and refunding them.

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.

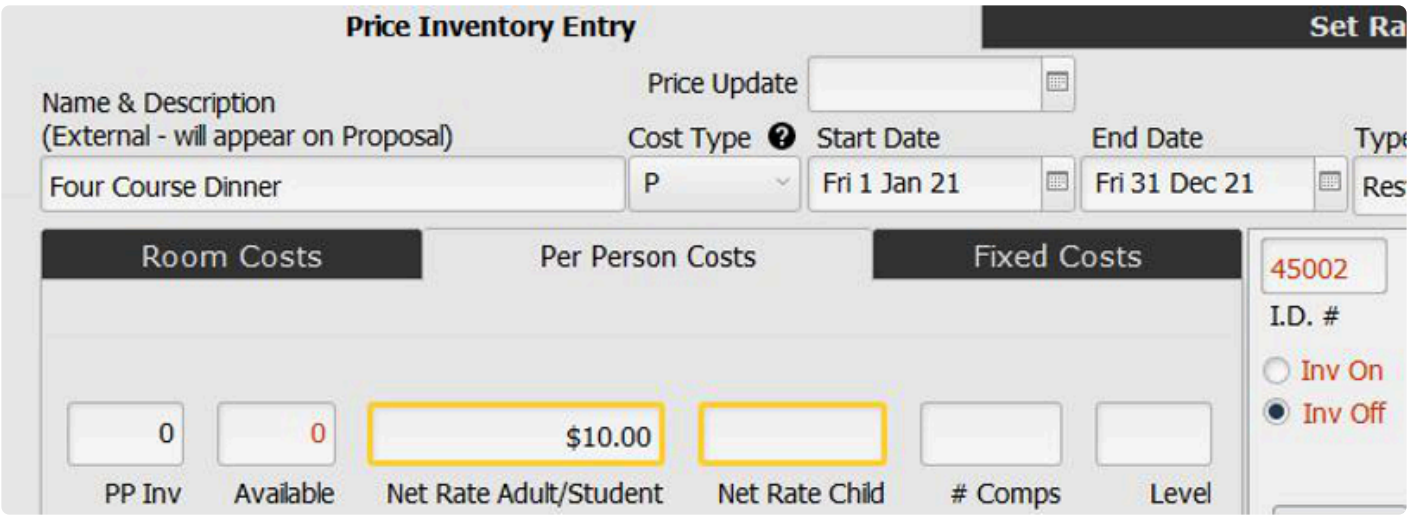
When you run the P/L report, the Res Paid field will reflect all payments received.
The Res Due should be empty.
The Rev Adj Est will reflect the amount of your refund to the booking record.
The Tour Gross field should reflect the amount you penalized your client.
The Ops Cost field will reflect the 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.

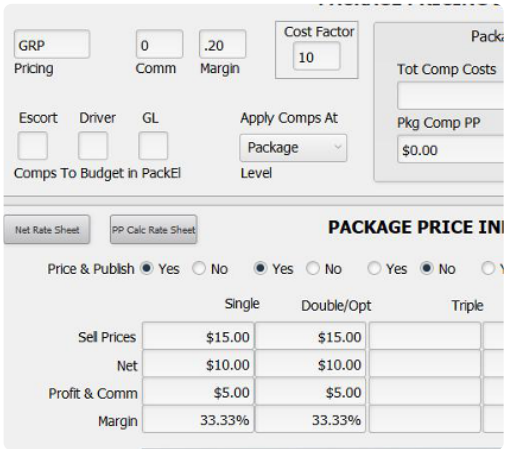
C: Using Set Pricing From Vendor with Restaurant Service Only

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).

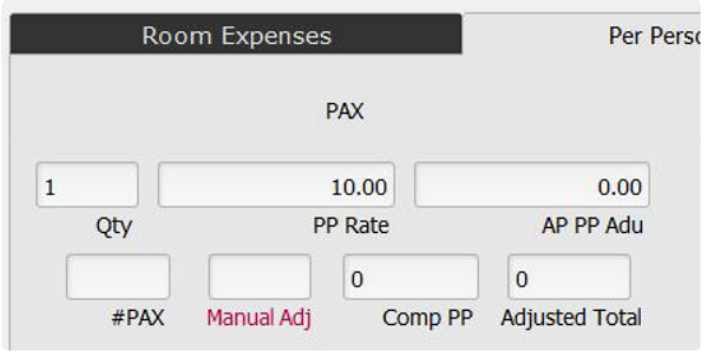


To keep the illustration simple, the Package created consists of only the lunch. When the Price/Inventory record was added to the Package, SET pricing was chosen.



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.

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

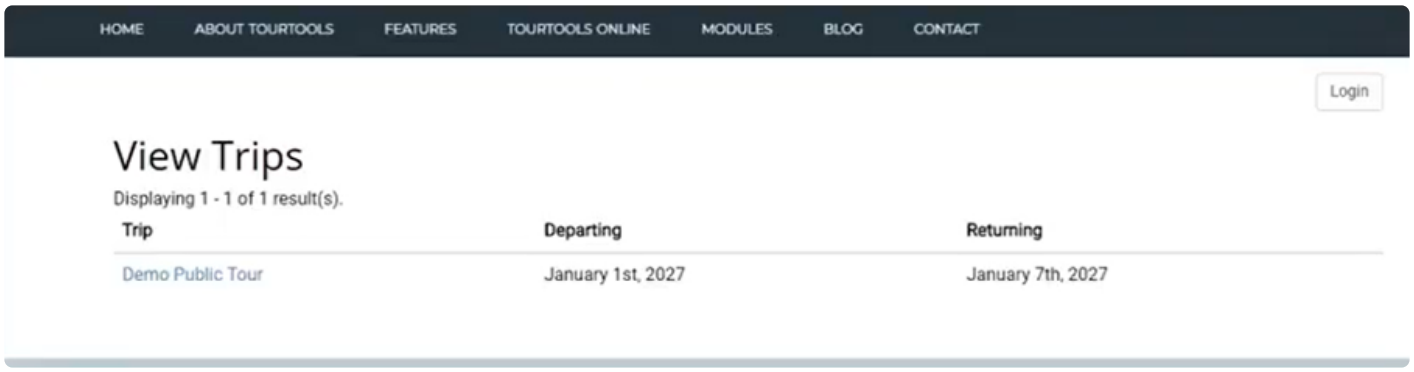
Optional Features

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.

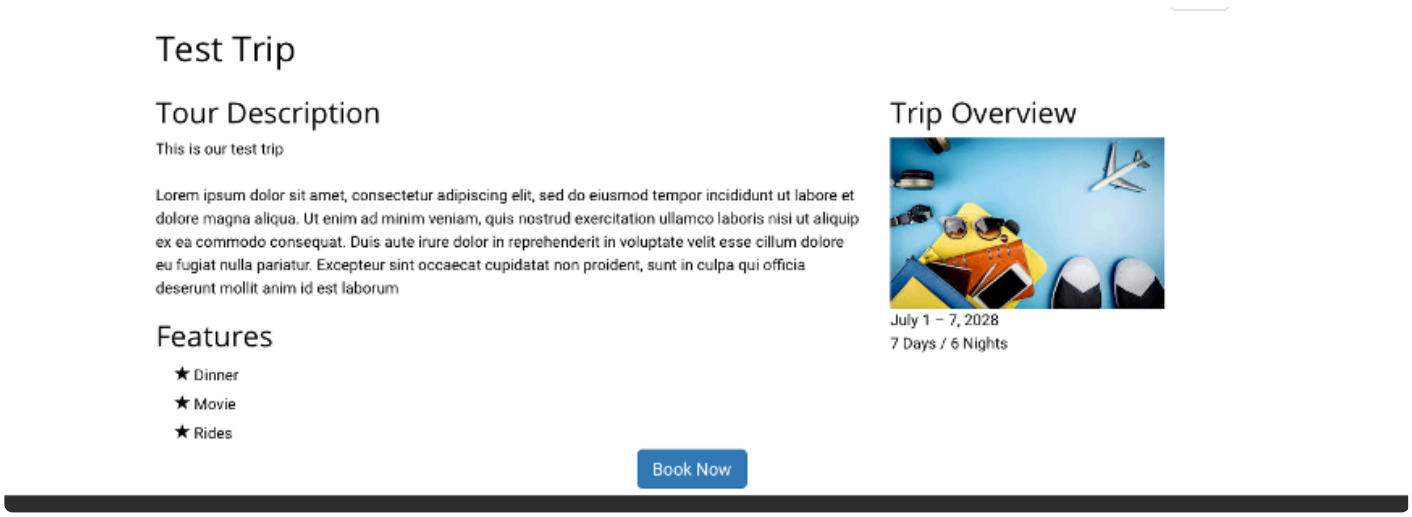
View Trips

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

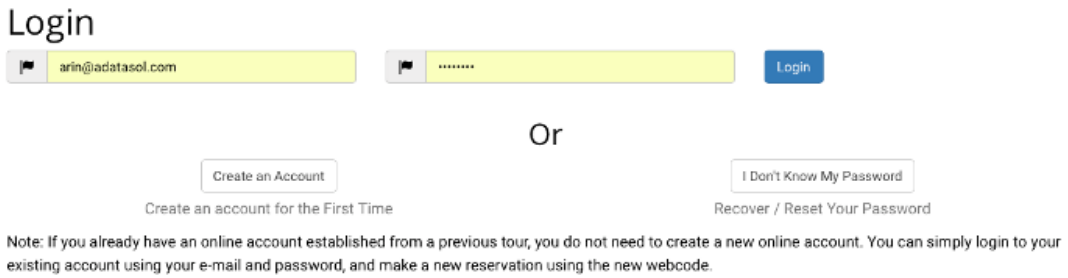
On this page you can describe the tour, include a photo, tour dates, number of days and nights, special feature locations, and provide a link to your travel brochure for users to download and browse offline.



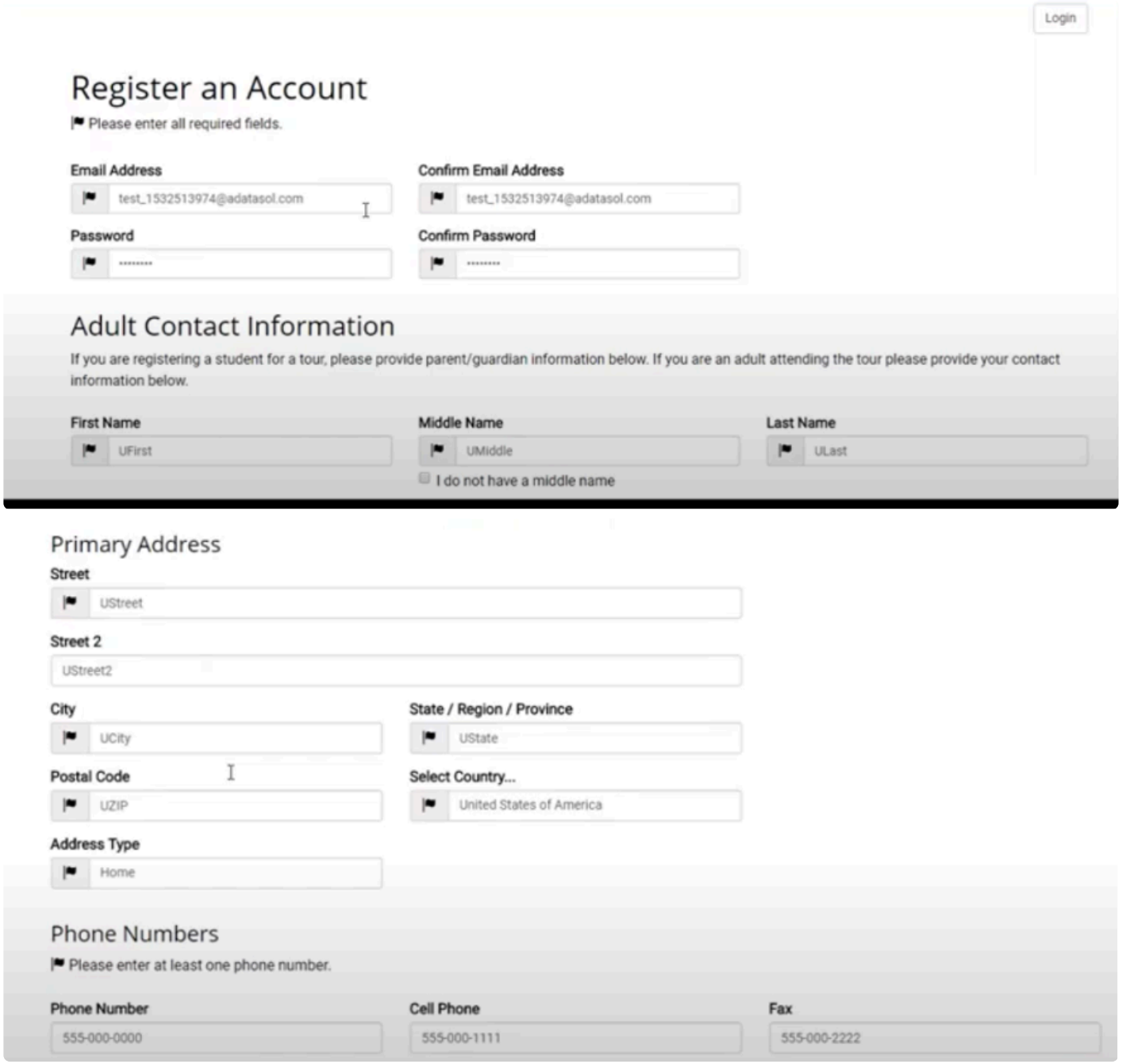
Tour Brochure

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.

Please fix the following input errors:
Mail City cannot be blank.

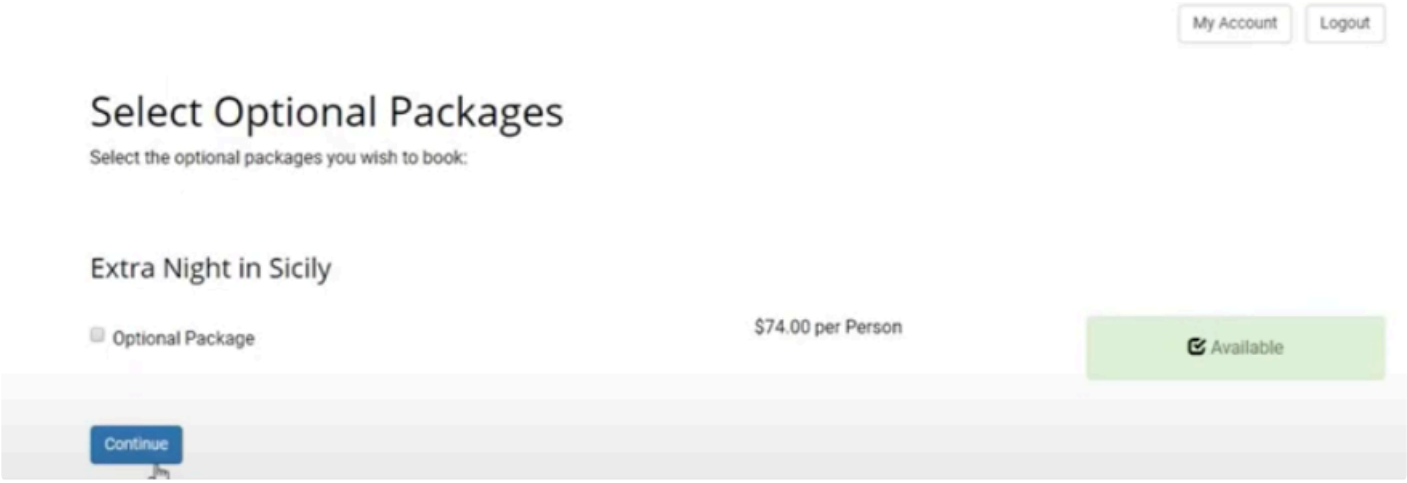
Select Core Package

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.

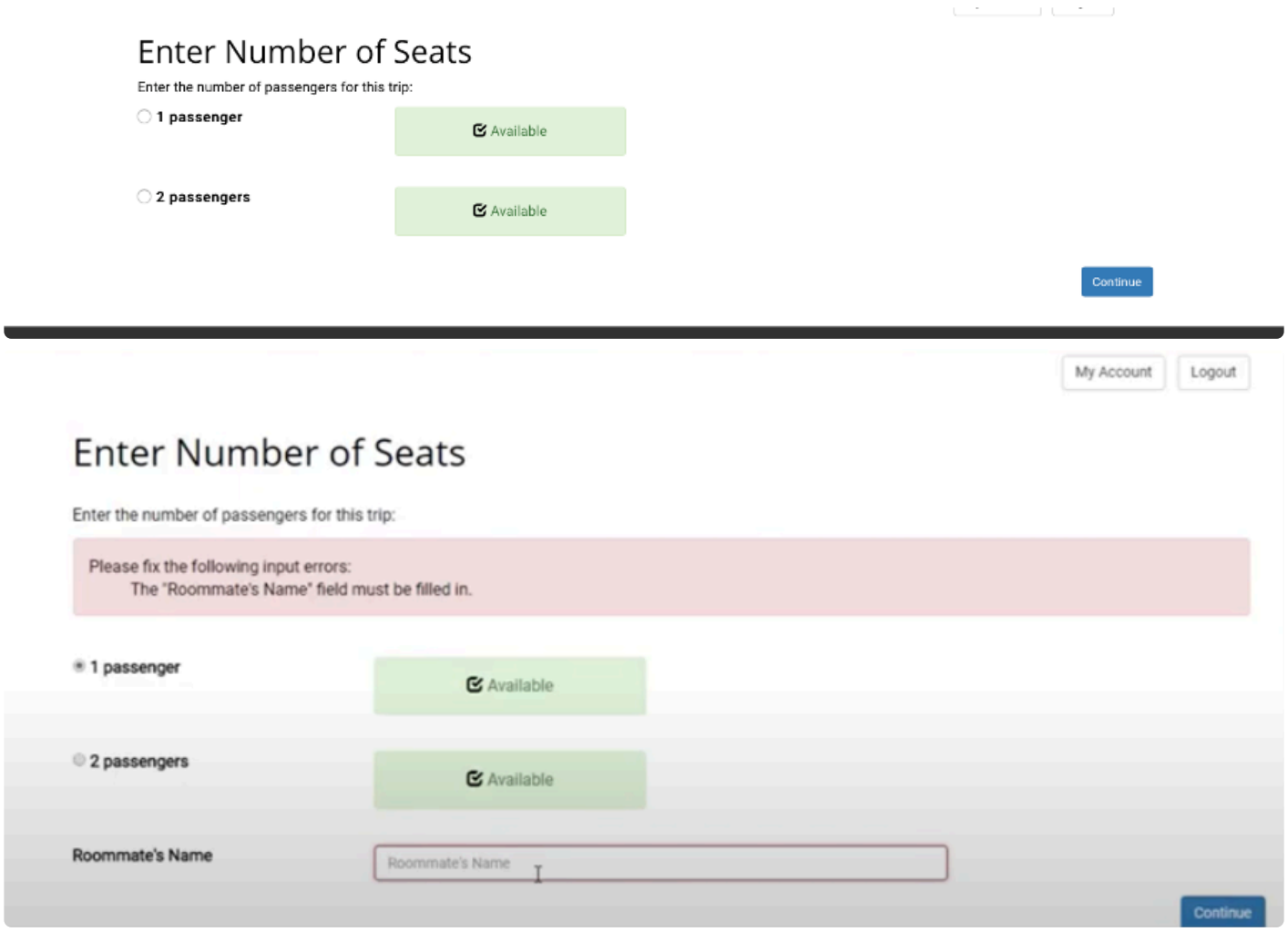
Selecting Optional Packages

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.



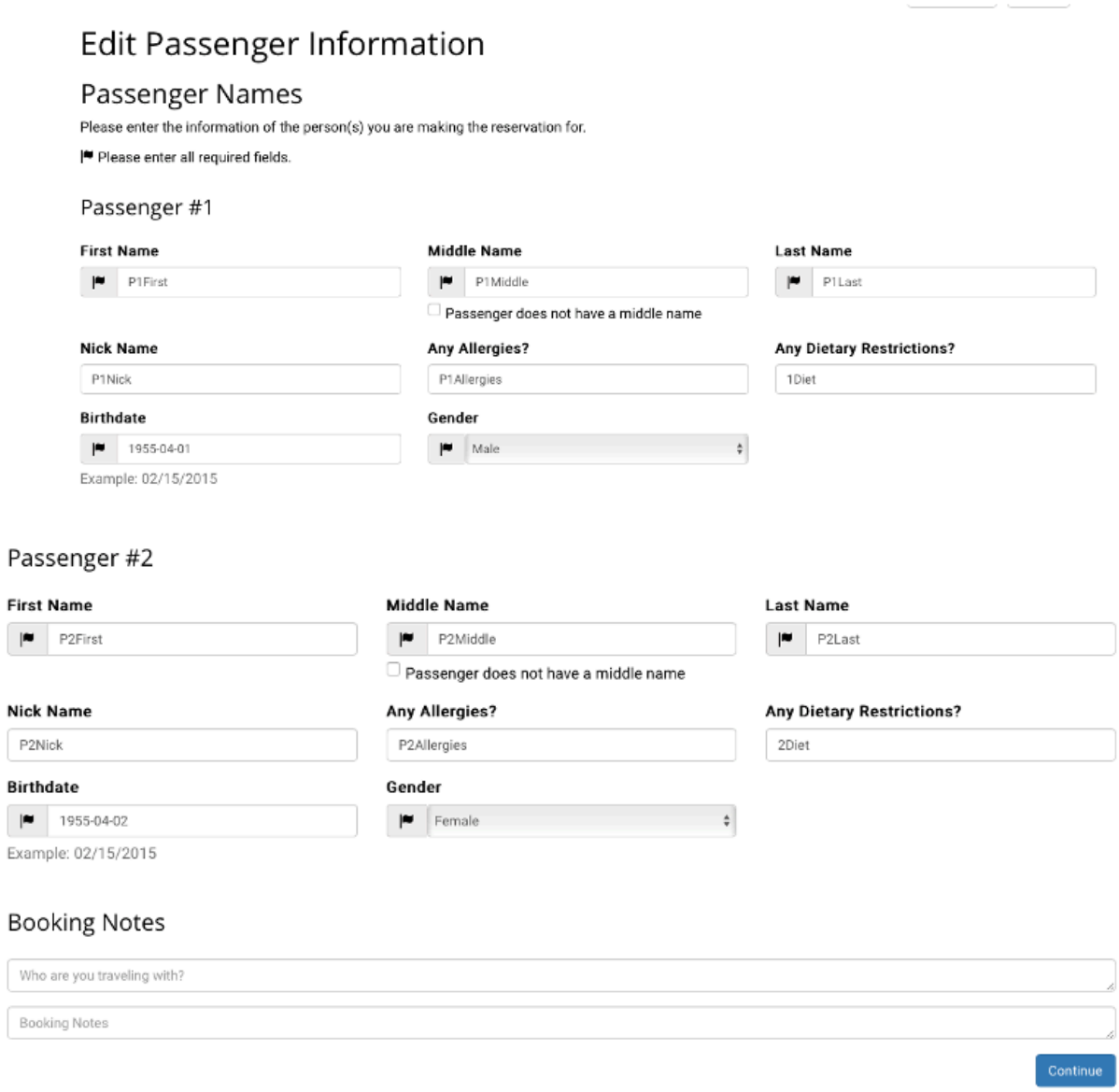
Number of Seats

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.



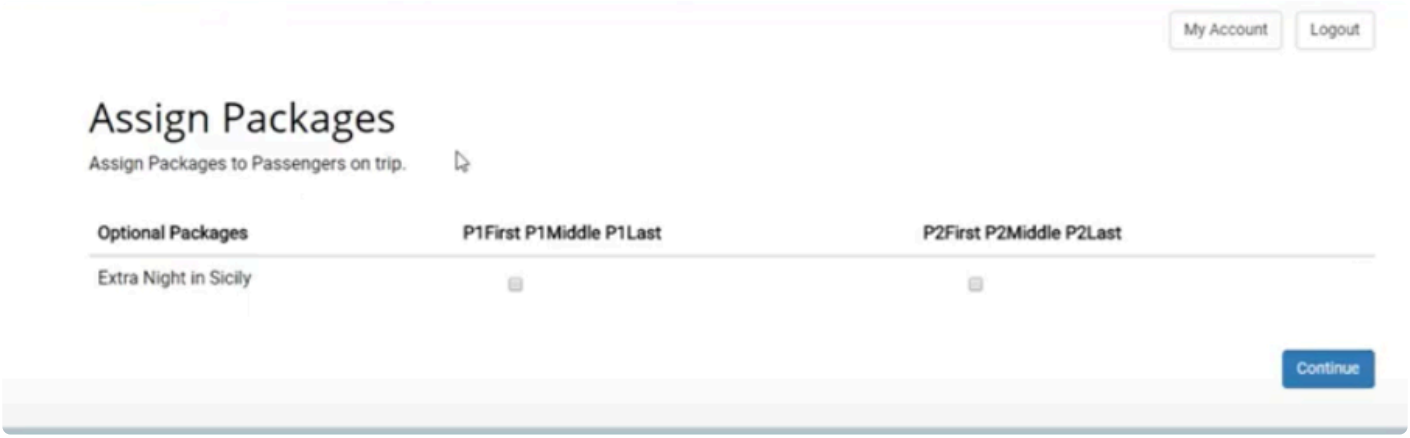
Edit Passenger Information

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.



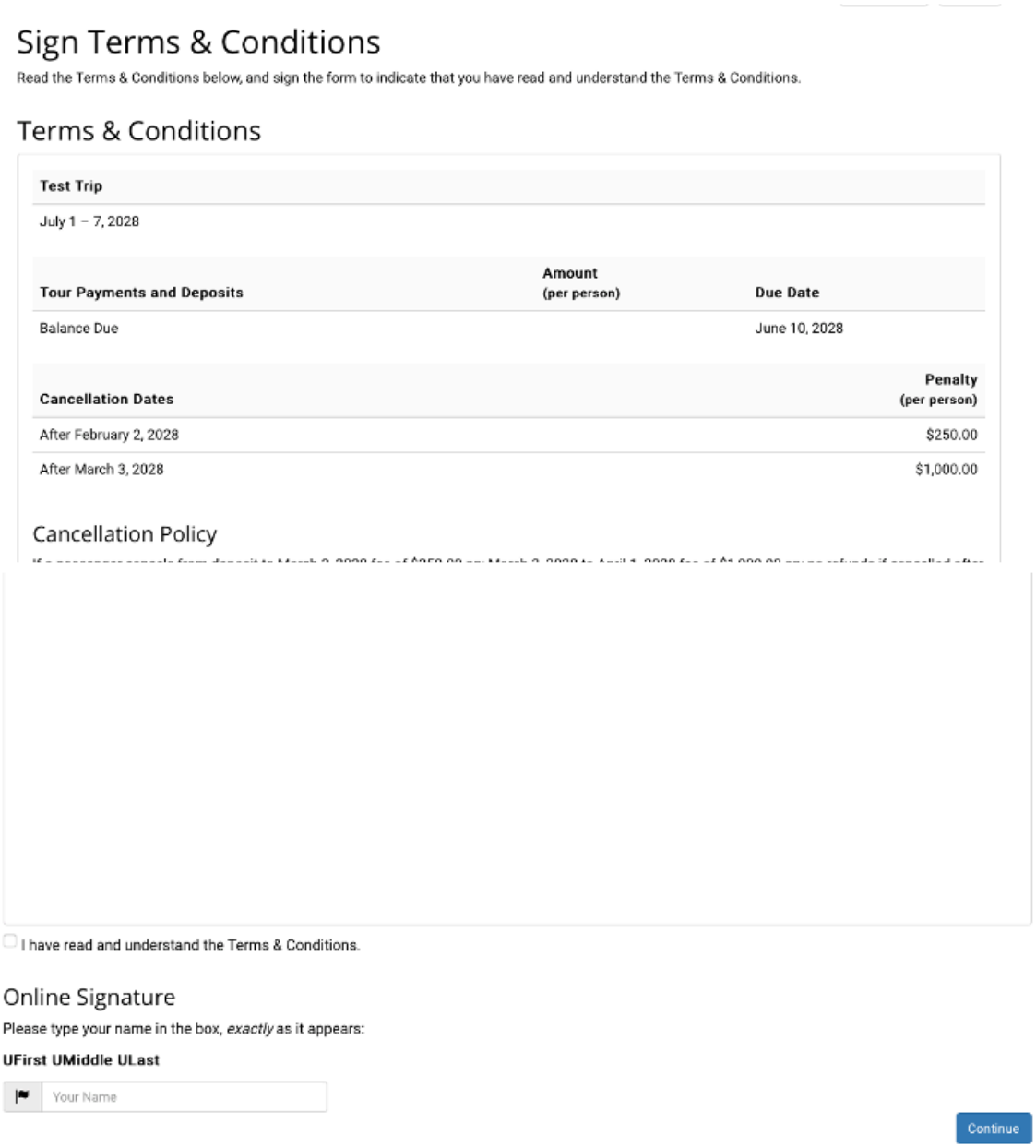
Assign Packages

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

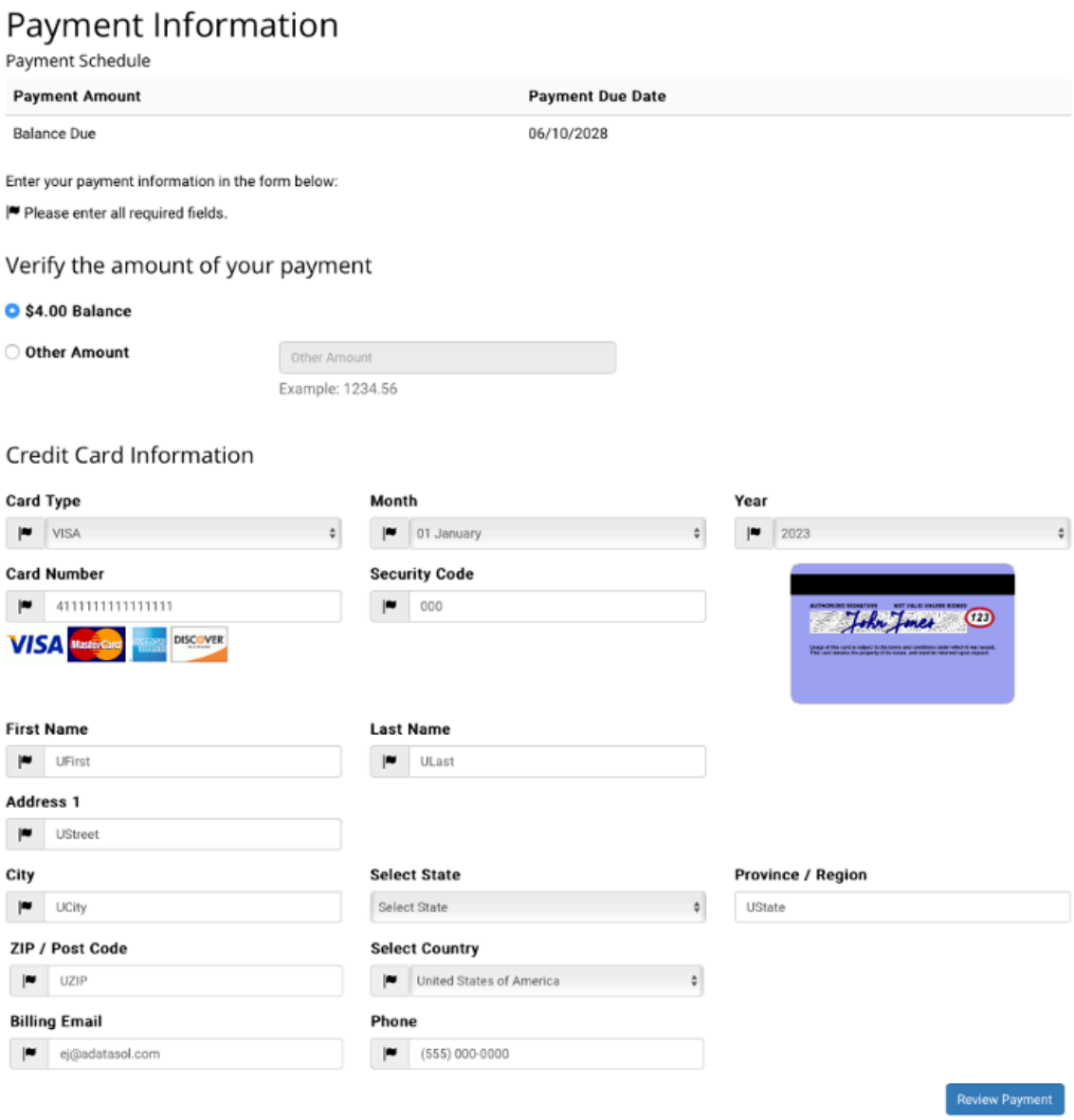
By default, the name and date of the tour is shown, as well as the number of deposits required, the amount of those deposits, and the dates they are due. Cancellation penalty information is also included, showing cancellation dates, and the amount of the penalty. During deployment, you will need to send 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

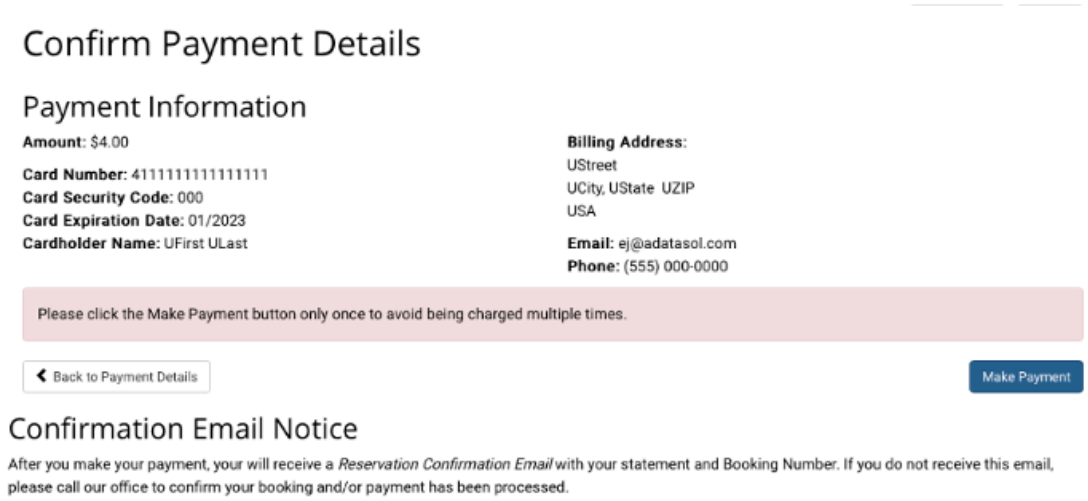
Here customers can see an overview of their booking, including the select tour, the package information, the number of passengers, the availability and cost, the total balance, and a list of passengers. The payment schedule is shown, including amount and due dates.

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.



Confirm Payment Details

Payment Information

Amount: $4.00

Card Number: 4111111111111111
Card Security Code: 000
Card Expiration Date: 01/2023
Cardholder Name: UFirst ULast

Billing Address:
UStreet
UCity, UState UZIP
USA

Email: ej@adatasol.com
Phone: (555) 000-0000

Please click the Make Payment button only once to avoid being charged multiple times.

Back to Payment Details

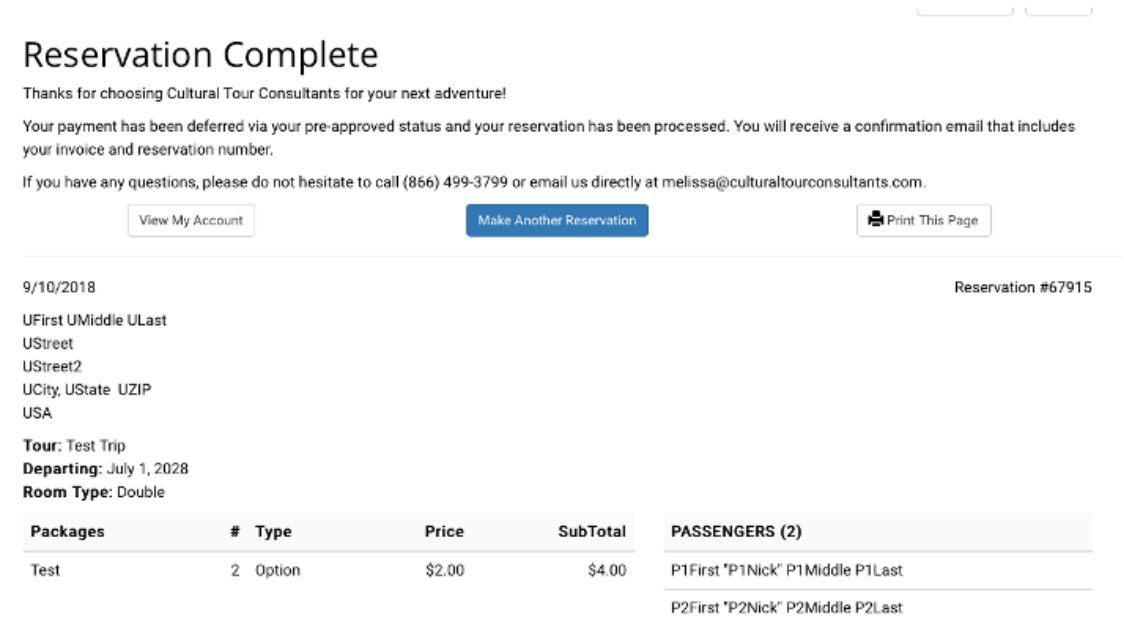
Make Payment

Confirmation Email Notice

After you make your payment, your will receive a *Reservation Confirmation Email* with your statement and Booking Number. If you do not receive this email, please call our office to confirm your booking and/or payment has been processed.

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.



Reservation Complete

Thanks for choosing Cultural Tour Consultants for your next adventure!

Your payment has been deferred via your pre-approved status and your reservation has been processed. You will receive a confirmation email that includes your invoice and reservation number.

If you have any questions, please do not hesitate to call (866) 499-3799 or email us directly at melissa@culturaltourconsultants.com.

View My Account | Make Another Reservation | Print This Page

9/10/2018 Reservation #67915

UFirst UMiddle ULast
UStreet
UStreet2
UCity, UState UZIP
USA

Tour: Test Trip
Departing: July 1, 2028
Room Type: Double

Packages	#	Type	Price	SubTotal
Test	2	Option	$2.00	$4.00

PASSENGERS (2)
P1First "P1Nick" P1Middle P1Last
P2First "P2Nick" P2Middle P2Last

PAYMENT RECORD

Date	Type	Paid

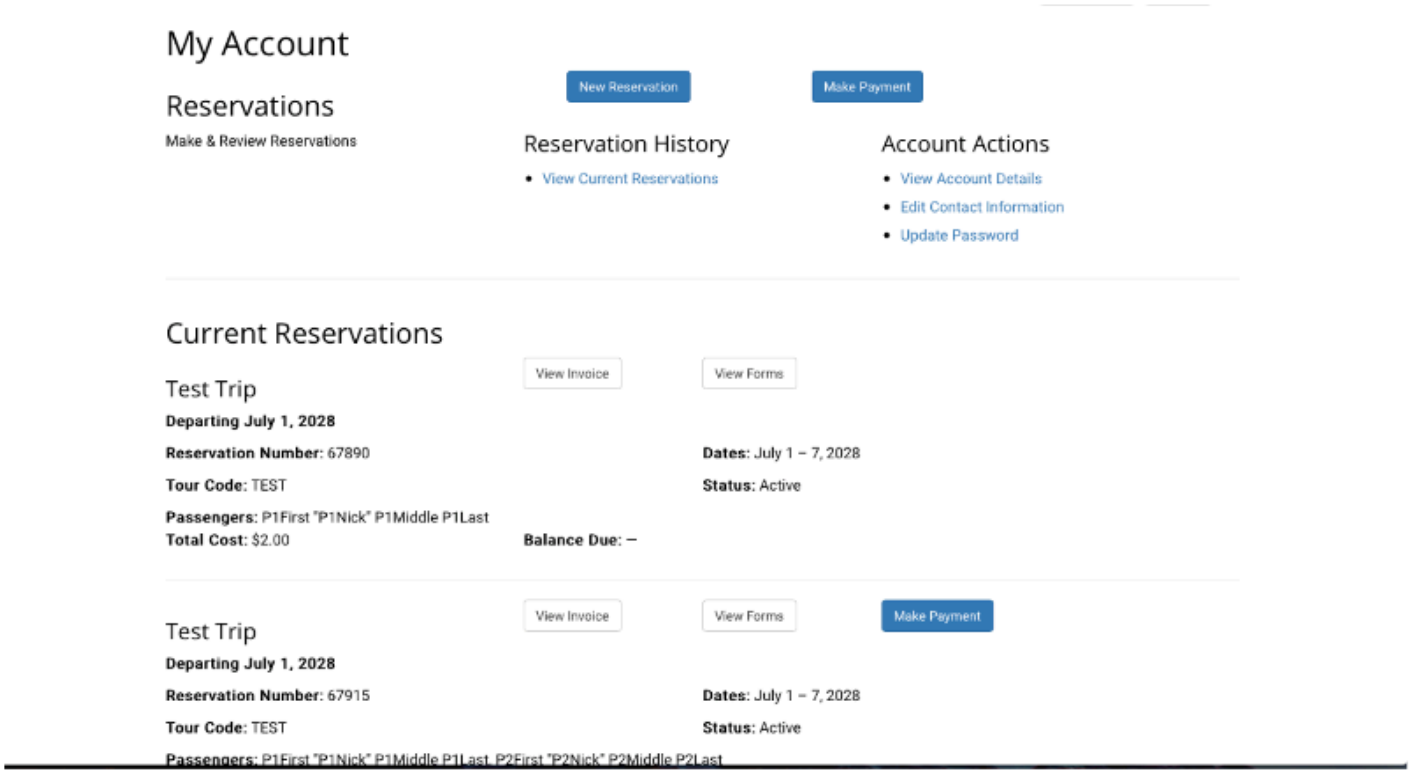
Total Packages	$4.00
Total Options	$0.00
Penalties	$0.00
Insurance	$0.00
Total	$4.00
Less Payments Made	$0.00
Less Discounts	$0.00
Balance Due	$4.00
Balance Date	6/10/2028

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

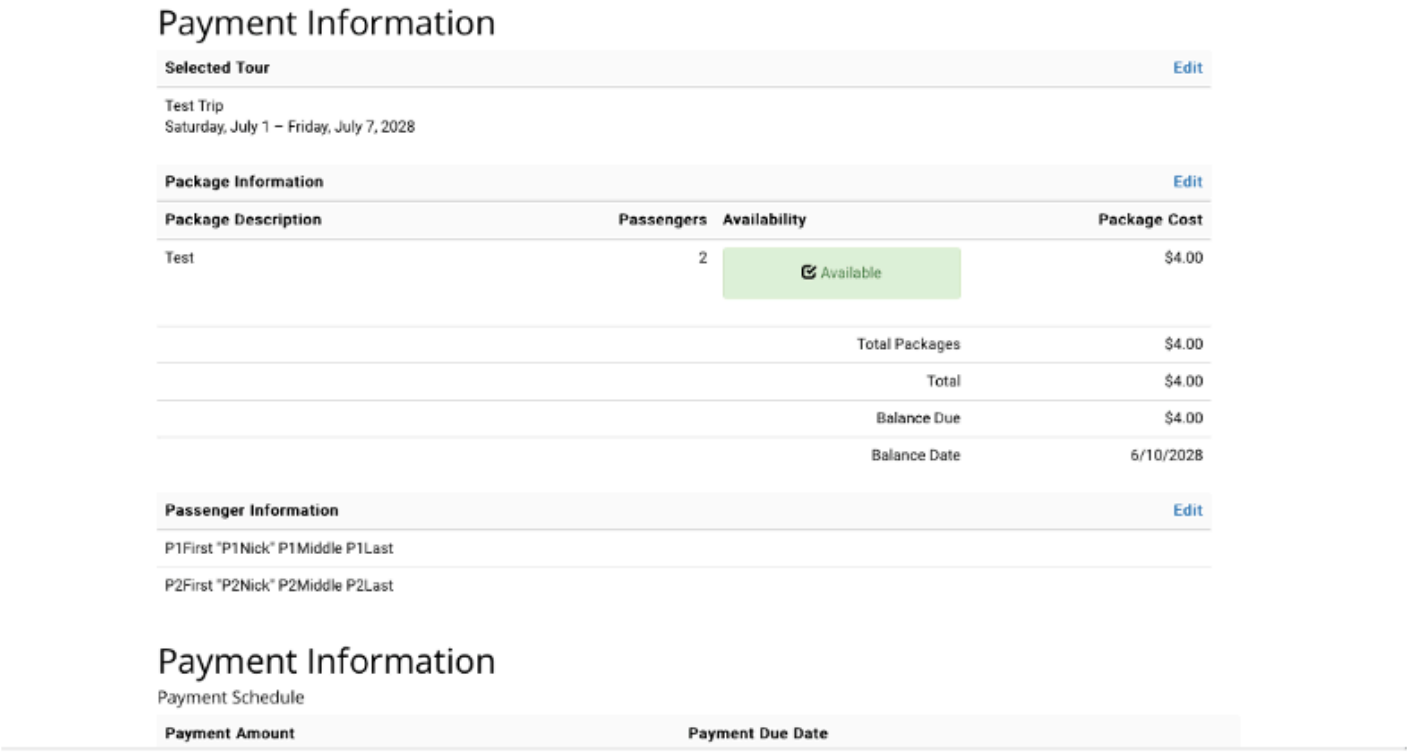
My Account

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

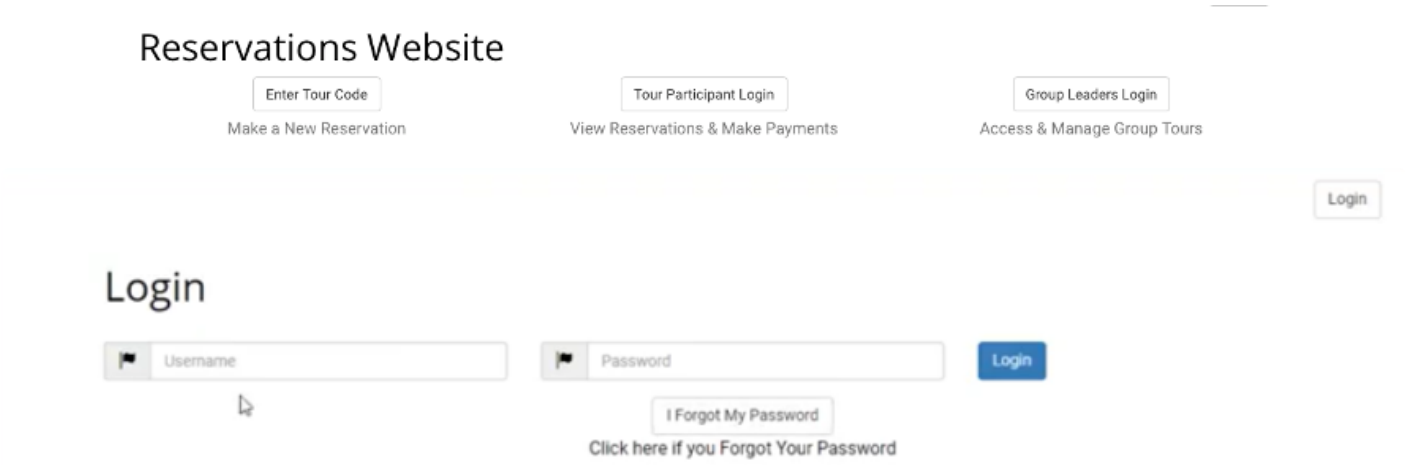
When making an additional payment, customers are taken back to the same payment page they used previously. If no deposit is due, only the Pay Balance and Other Amount options are available.



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

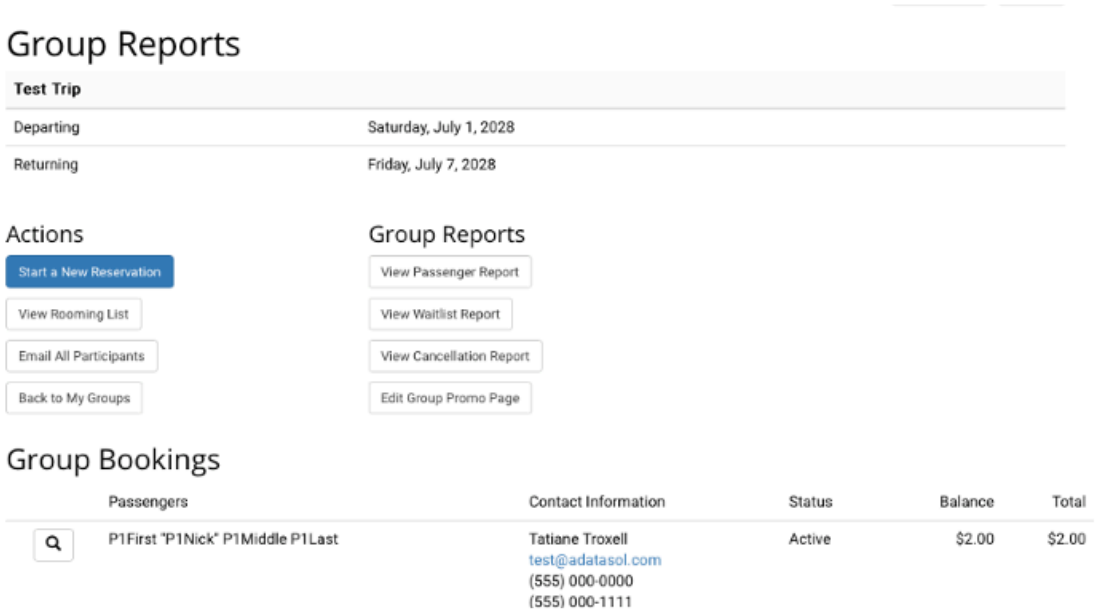
Group leaders will start at the Reservations Website, select Group Leader Login, and use their username and password to login.



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

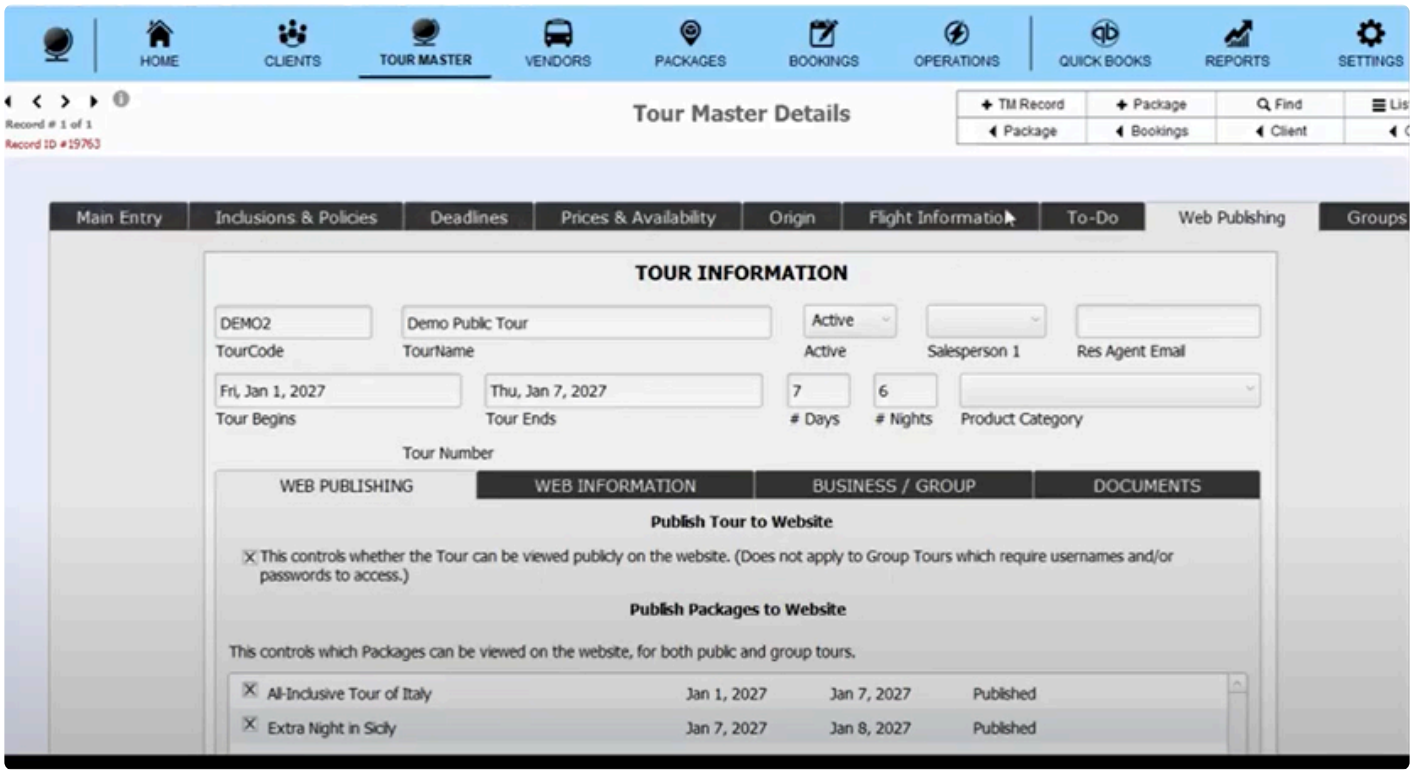
When selecting Email All Participants, know that the user emails are not shared, as the emails are sent via a blind carbon copy (Bcc) to protect privacy.

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.

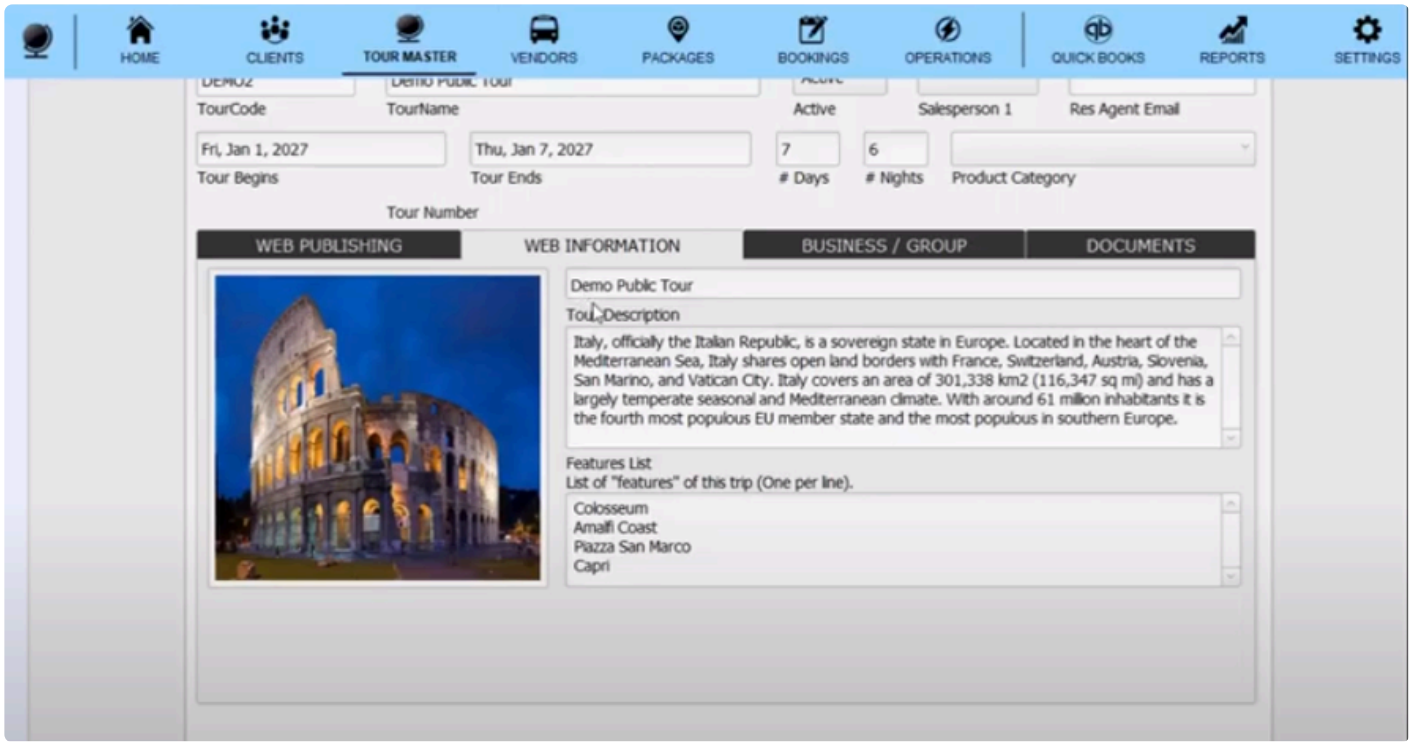
Box is not checked, tour is no longer displayed.

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.

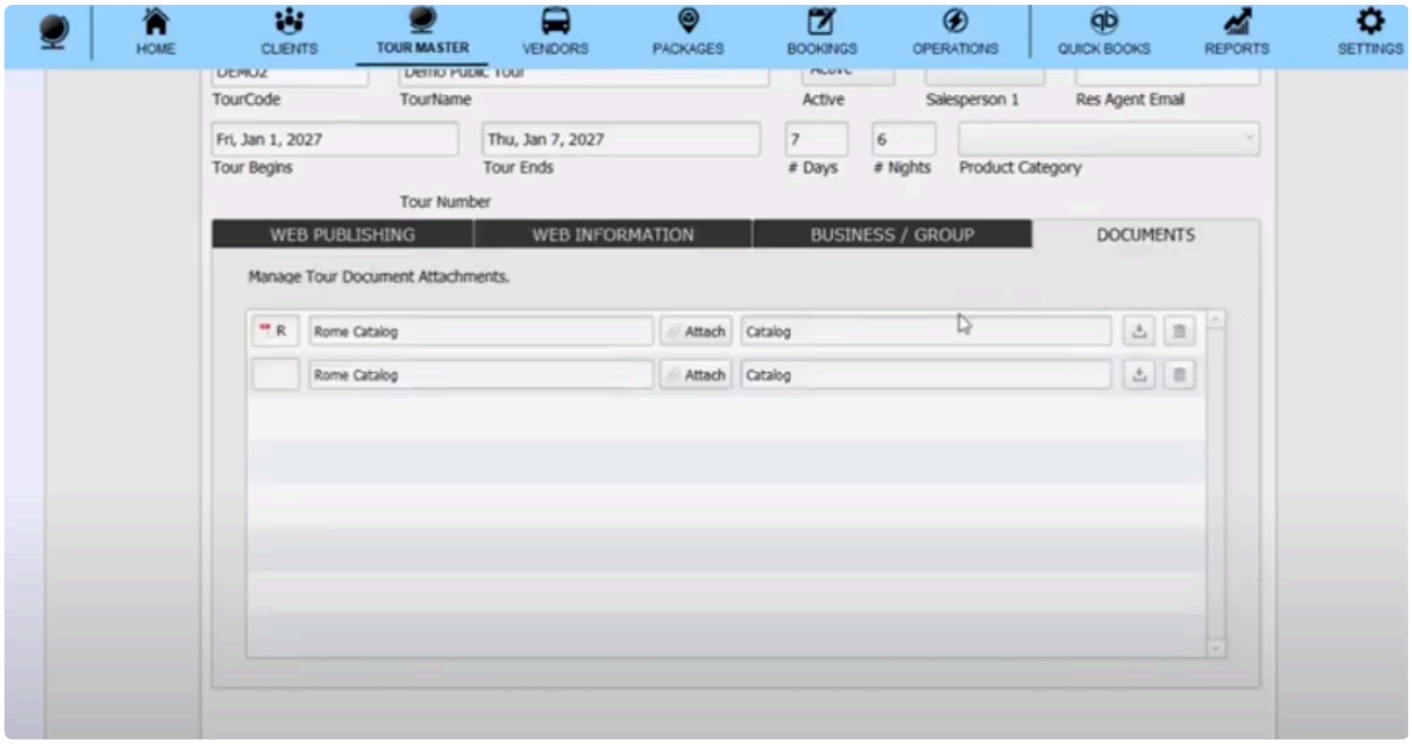
Web Information Tab

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.



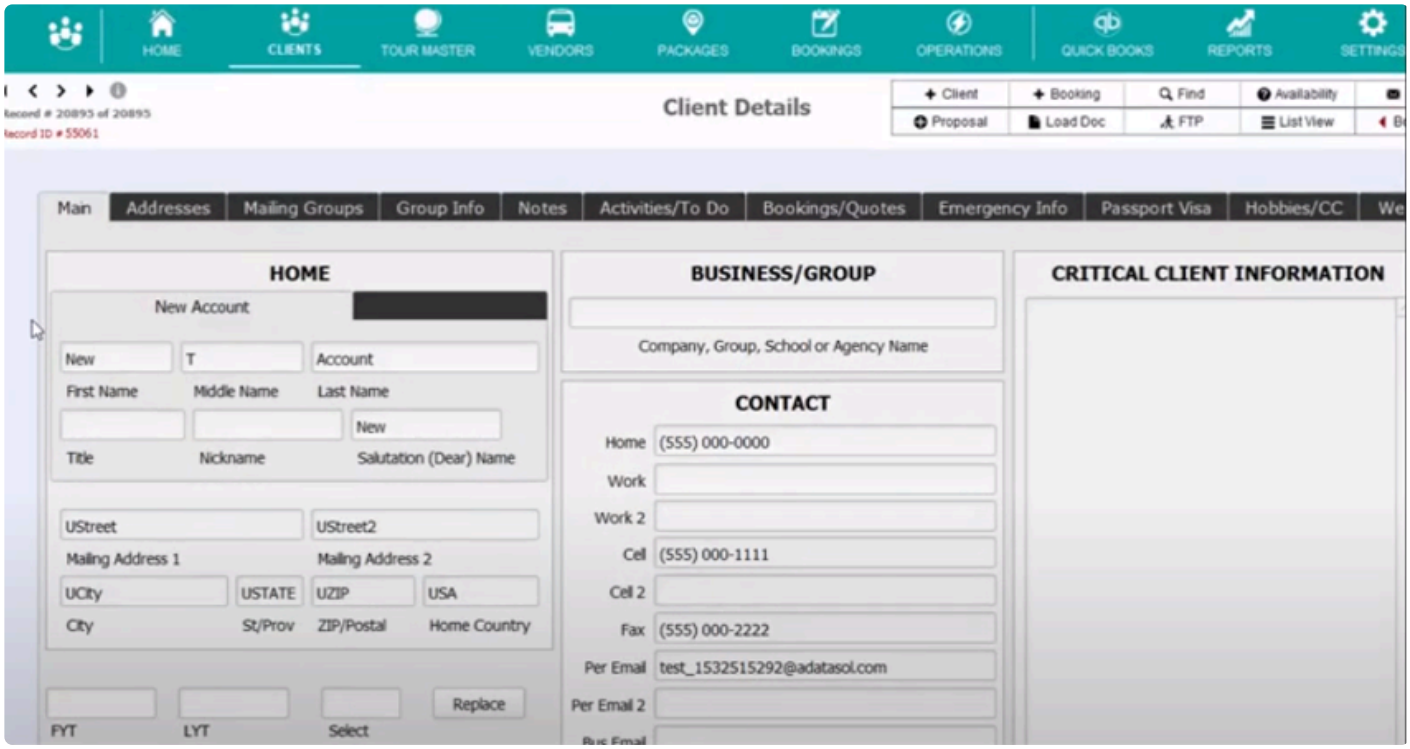
Documents Tab

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



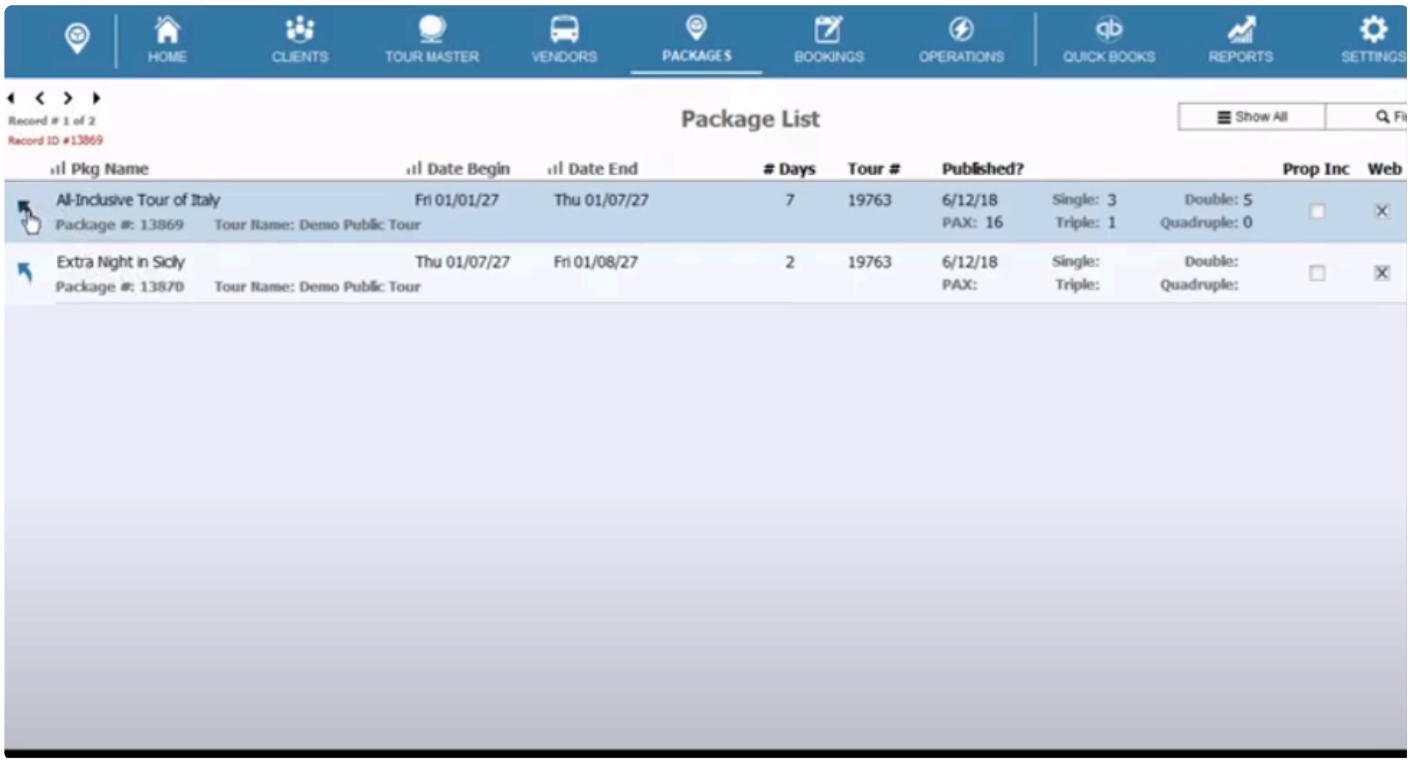
Client Records

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.

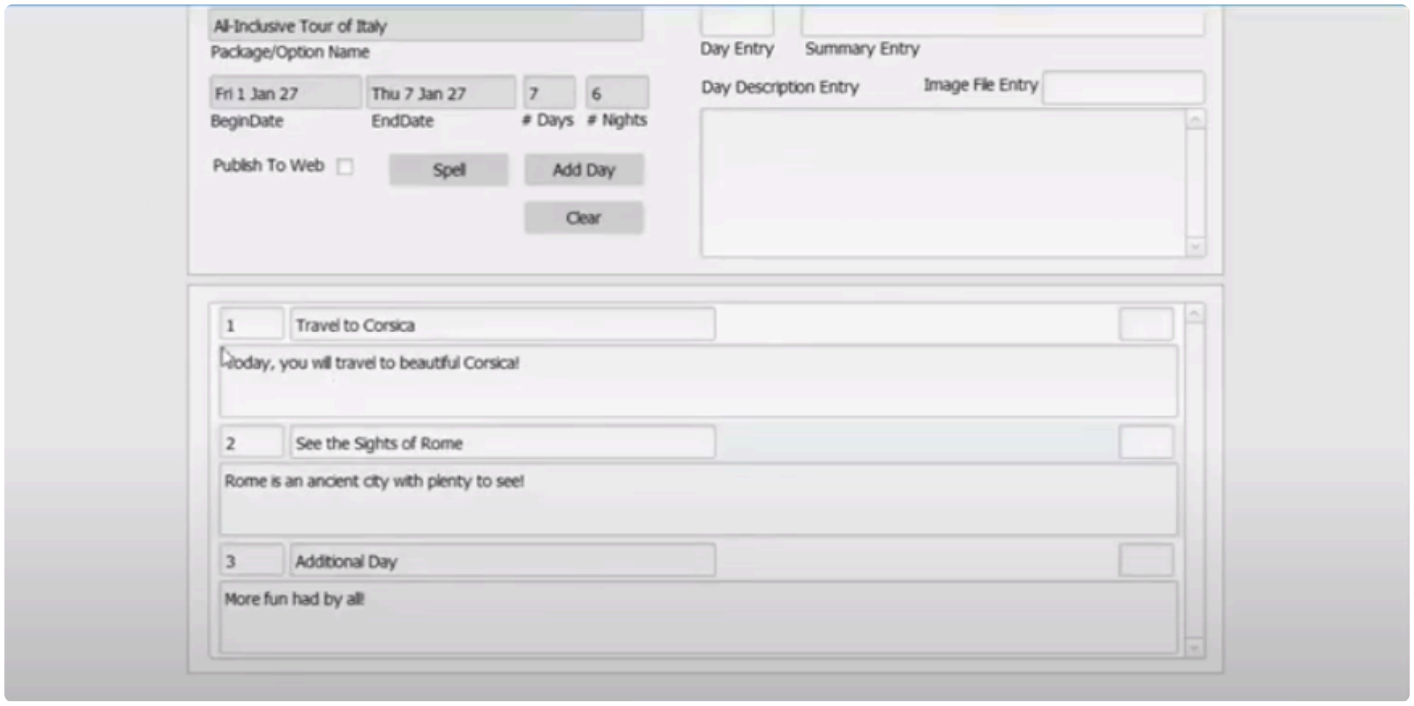


Package prices

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.

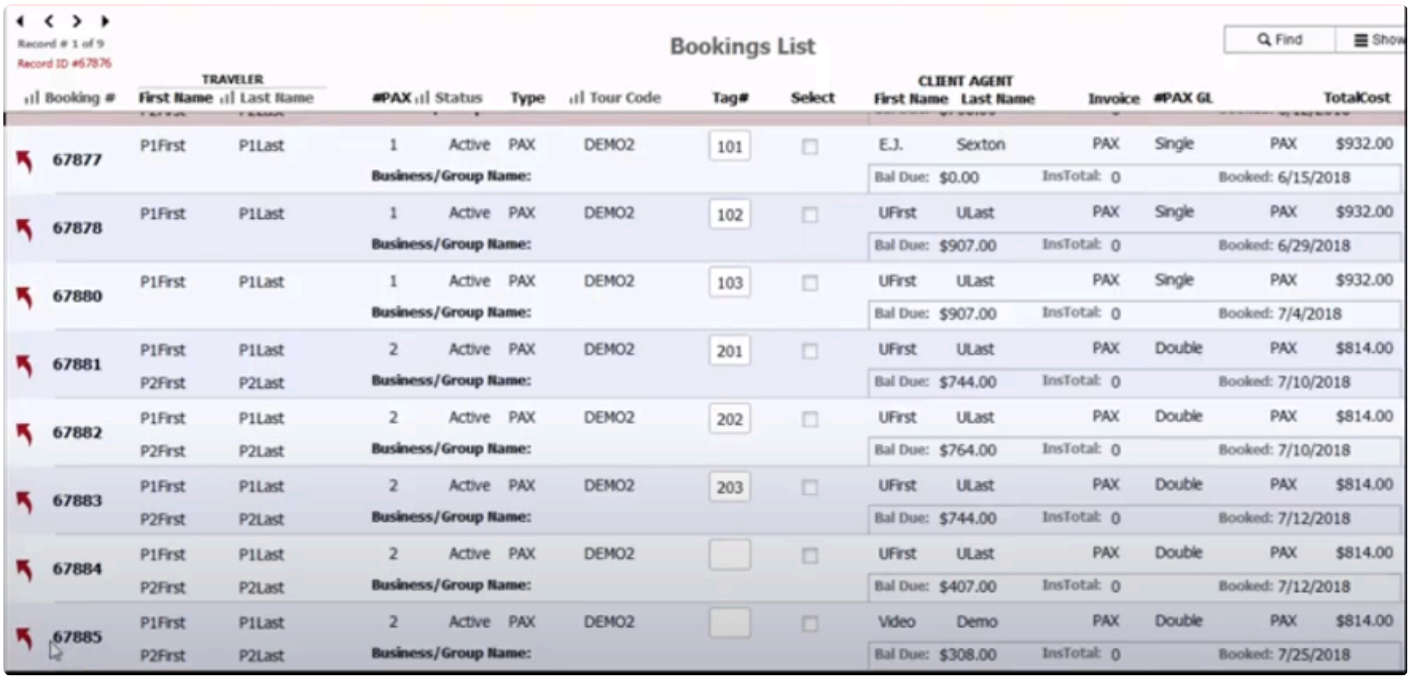


Terms and Conditions

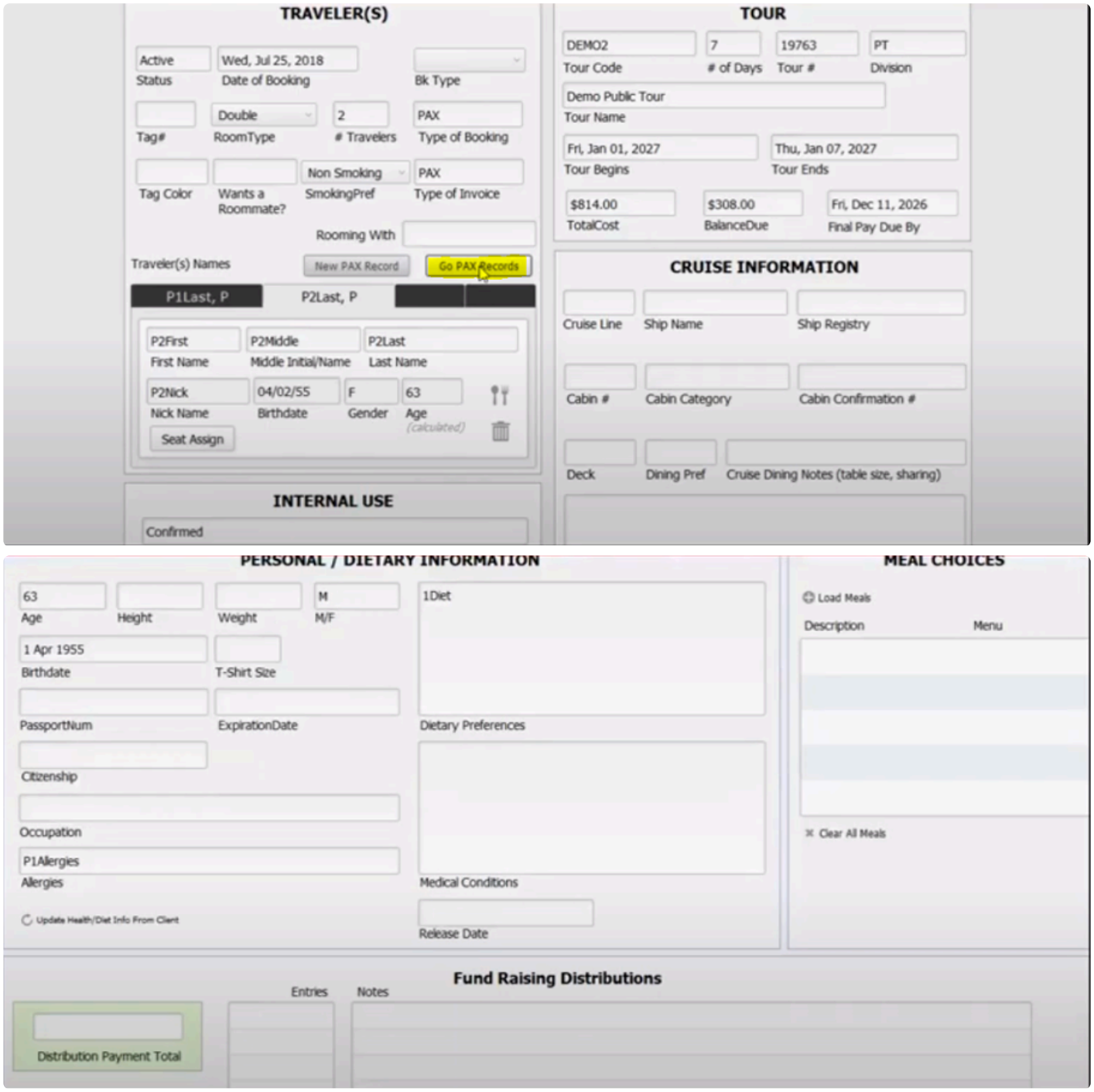
The TourMaster module contains a Deadlines tab, where you can enter a list of deposits, deposit dates, deposit amounts, cancellation penalty dates, and cancellation amounts. Final payment amount listed.

Bookings

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

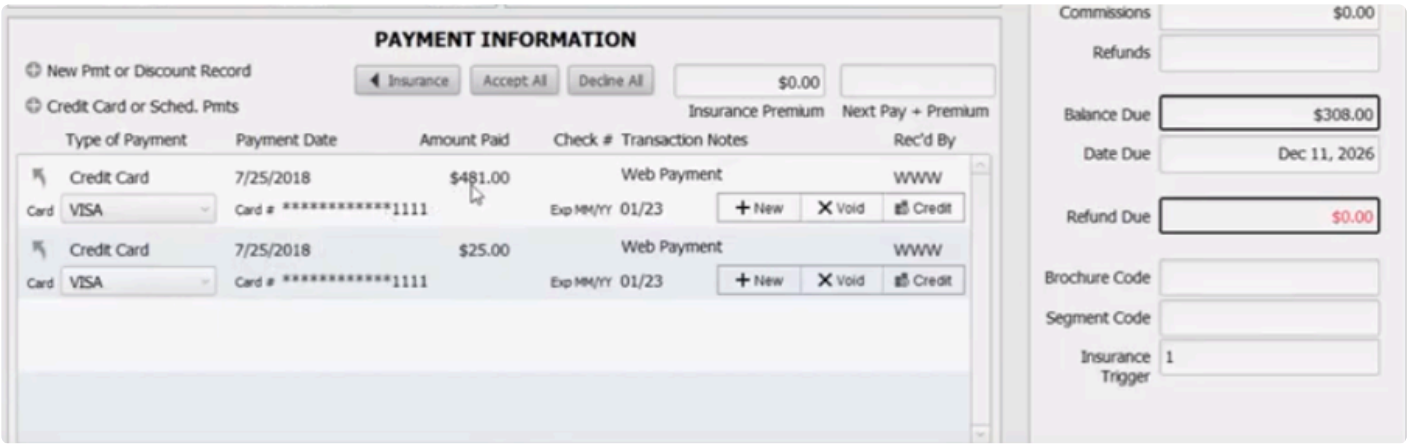


Clicking on the “Go Pax Record” button inside individual bookings, will allow you to view more passenger details, such as dietary restrictions, allergies, and passport information, if it was collected. This is customizable.



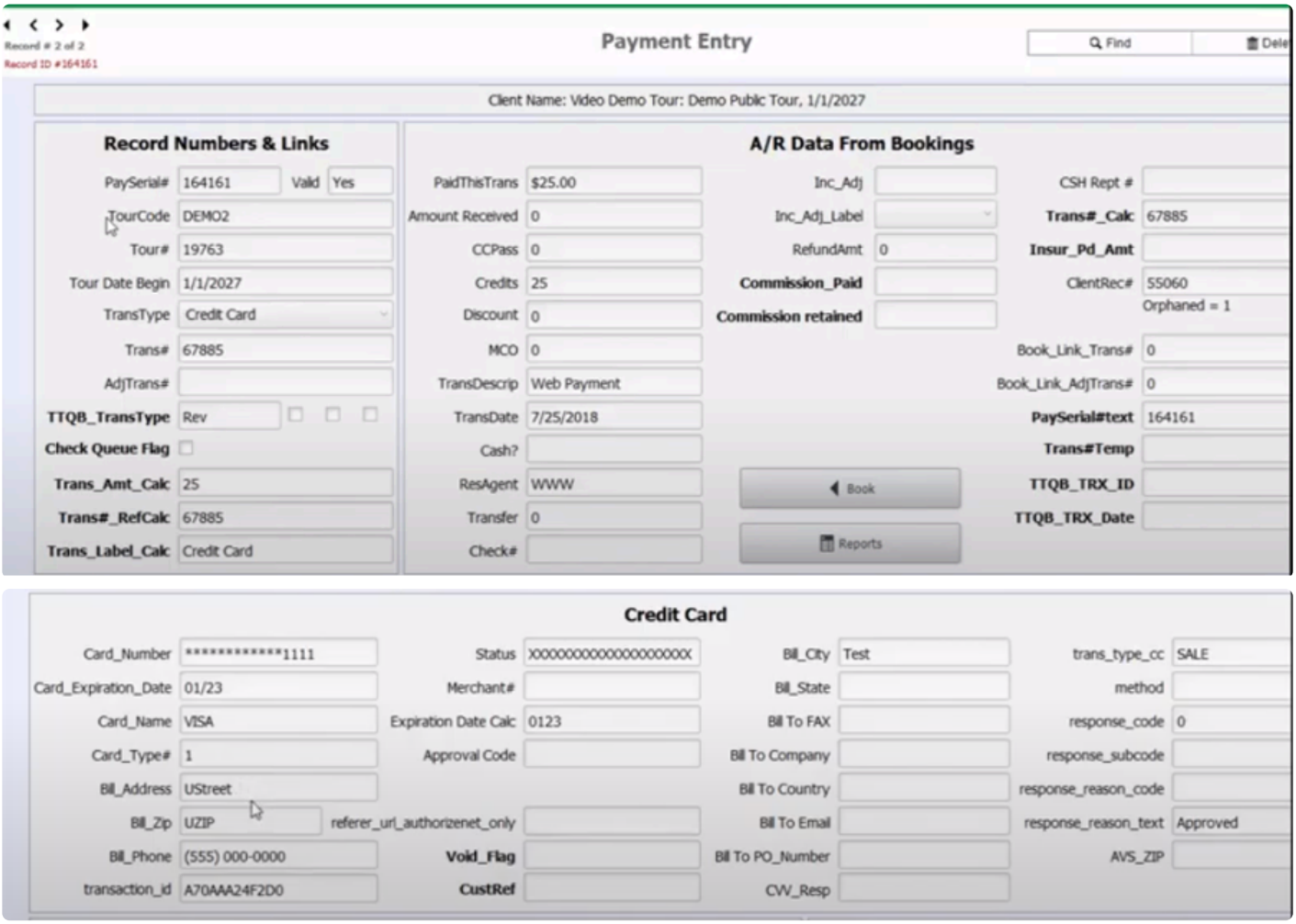
Payment for the Booking

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

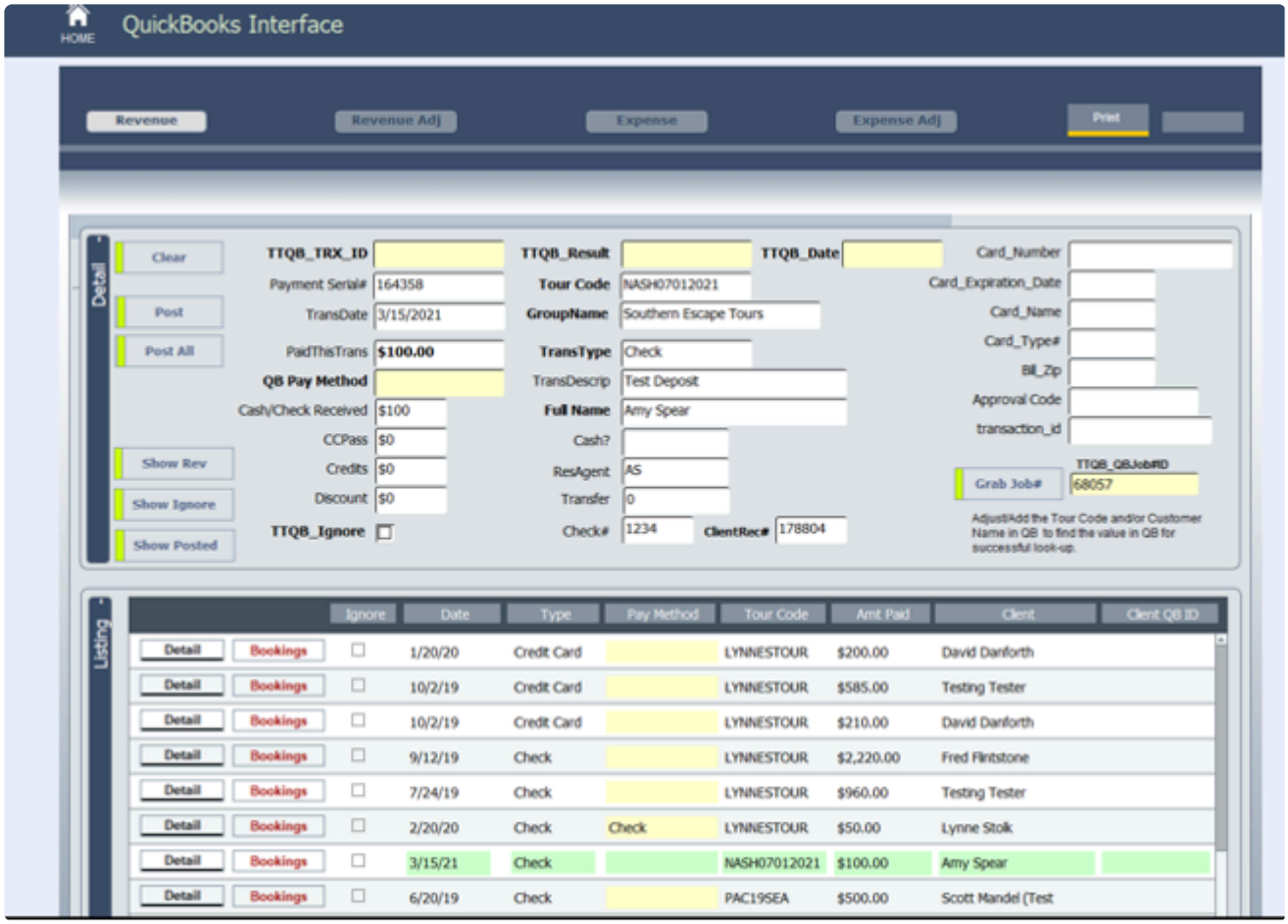
bookings
- E-office features to allow sharing of documents/info/reports with GLs
- Feature to allow GLs to create online rooming lists so res staff does not have to
- Feature to allow people to make add-ons toward a particular student trip
- Feature to allow GL to send email blast to all pax on the trip

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.

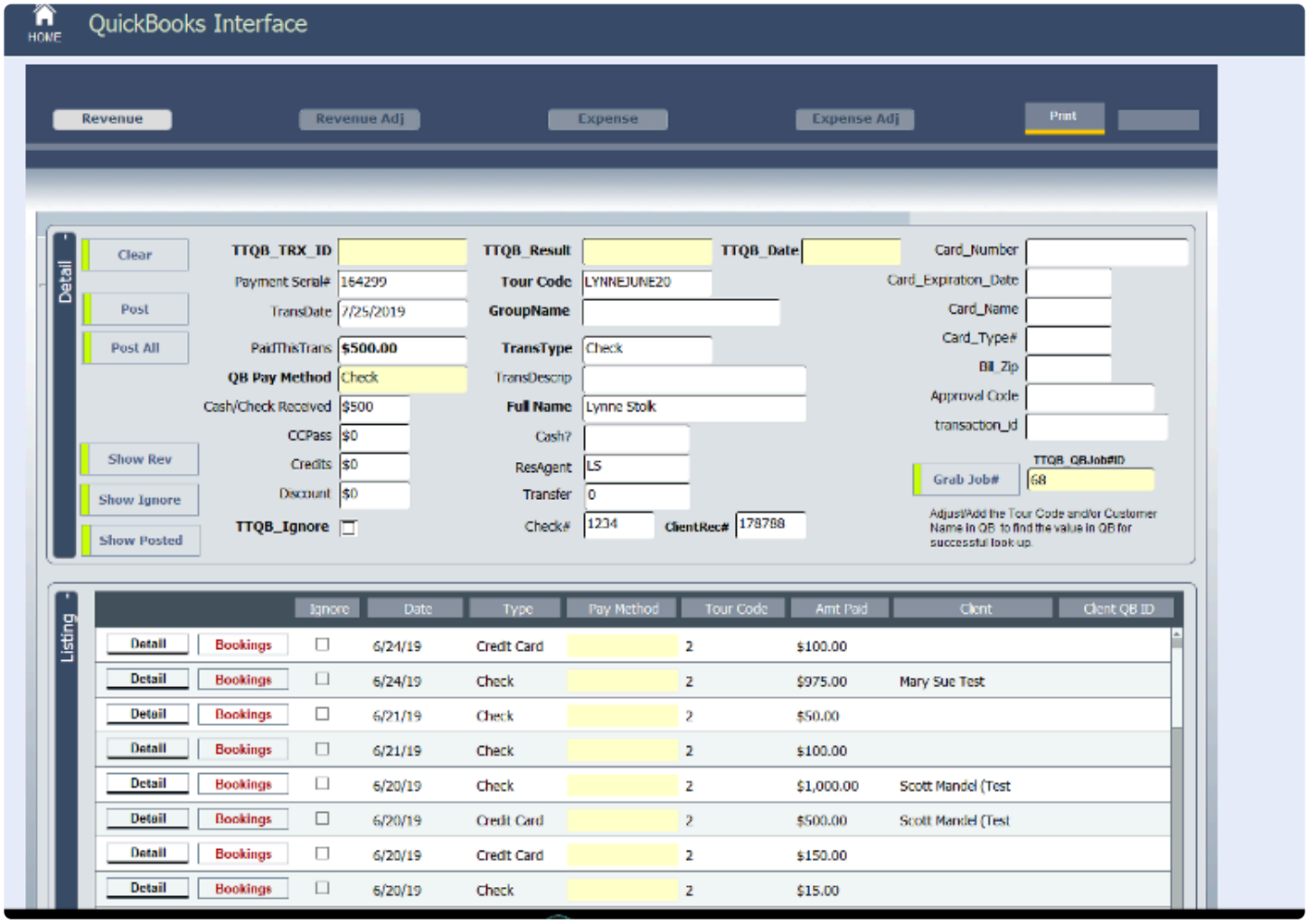
Each transaction is posted to the designated vendor, the job# for the current tour, and the default accounts payable account.

Available Transactions

DEPOSITS

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

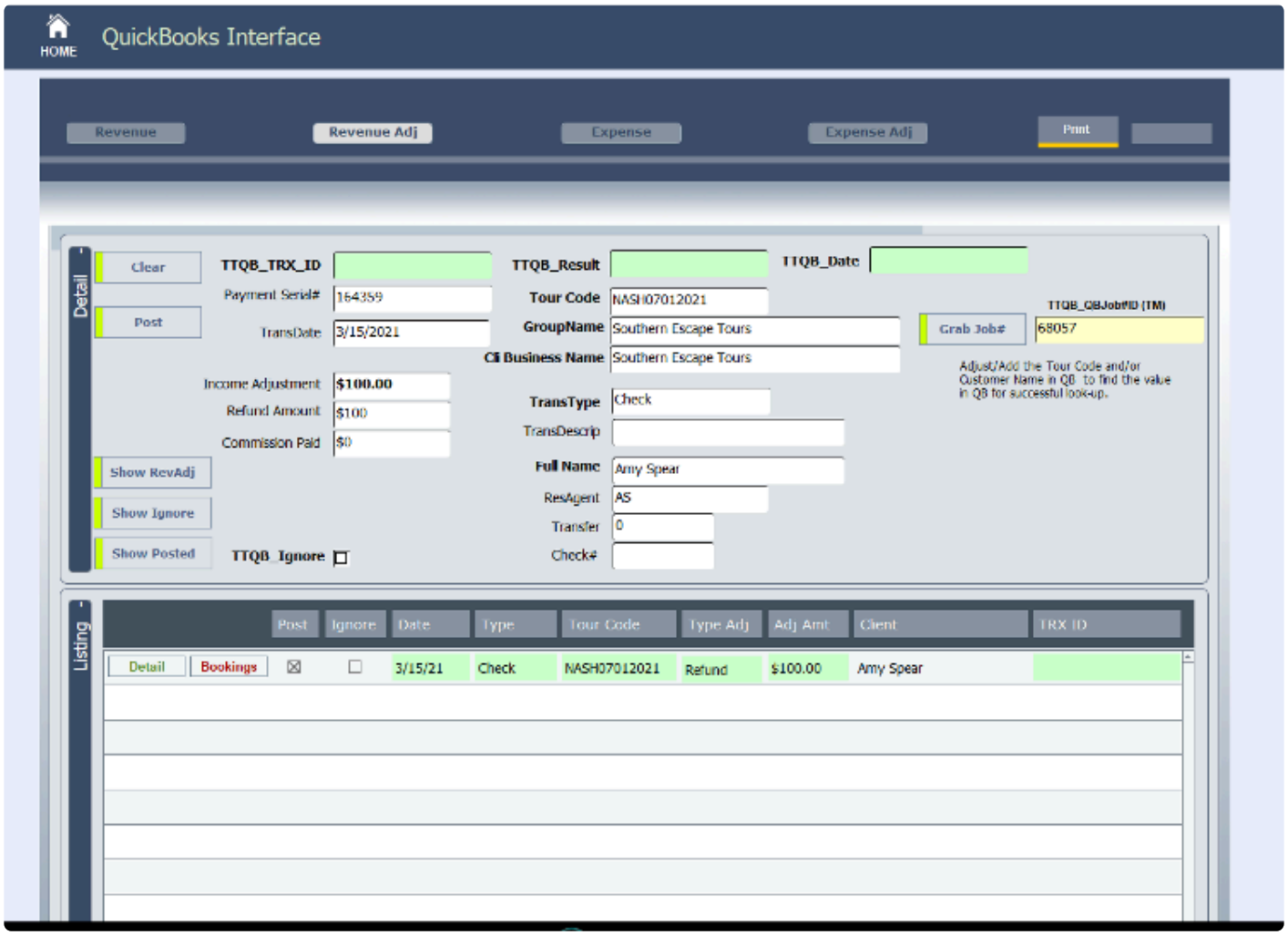
Credit card deposit to bank account and revenue account (liability account) with optional calculated bank fee.



REFUNDS

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

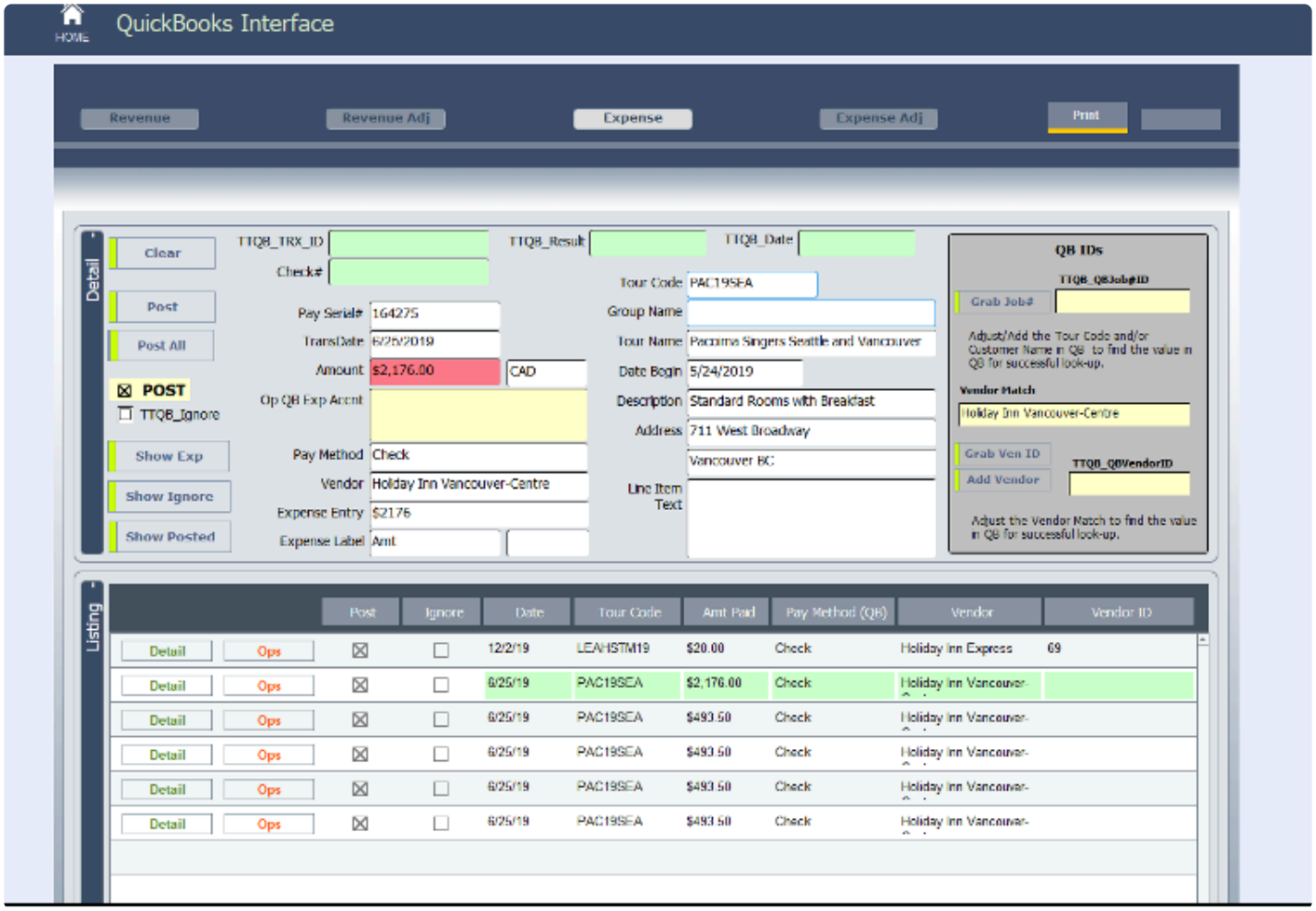
Credit card refund to client, from credit card and revenue accounts (liability account).



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.

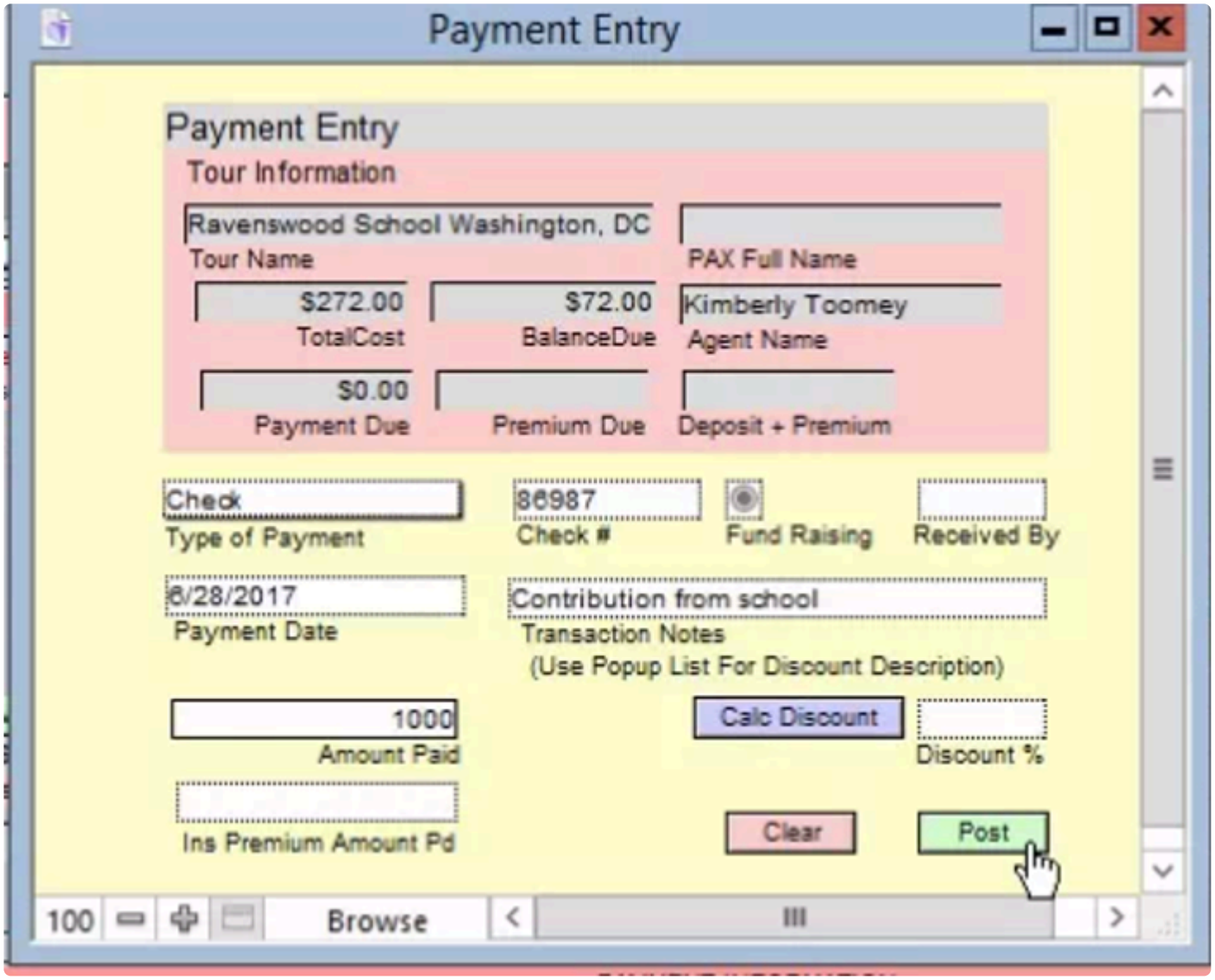
[Click here to download the full QuickBooks Guide.]

Fundraising Module

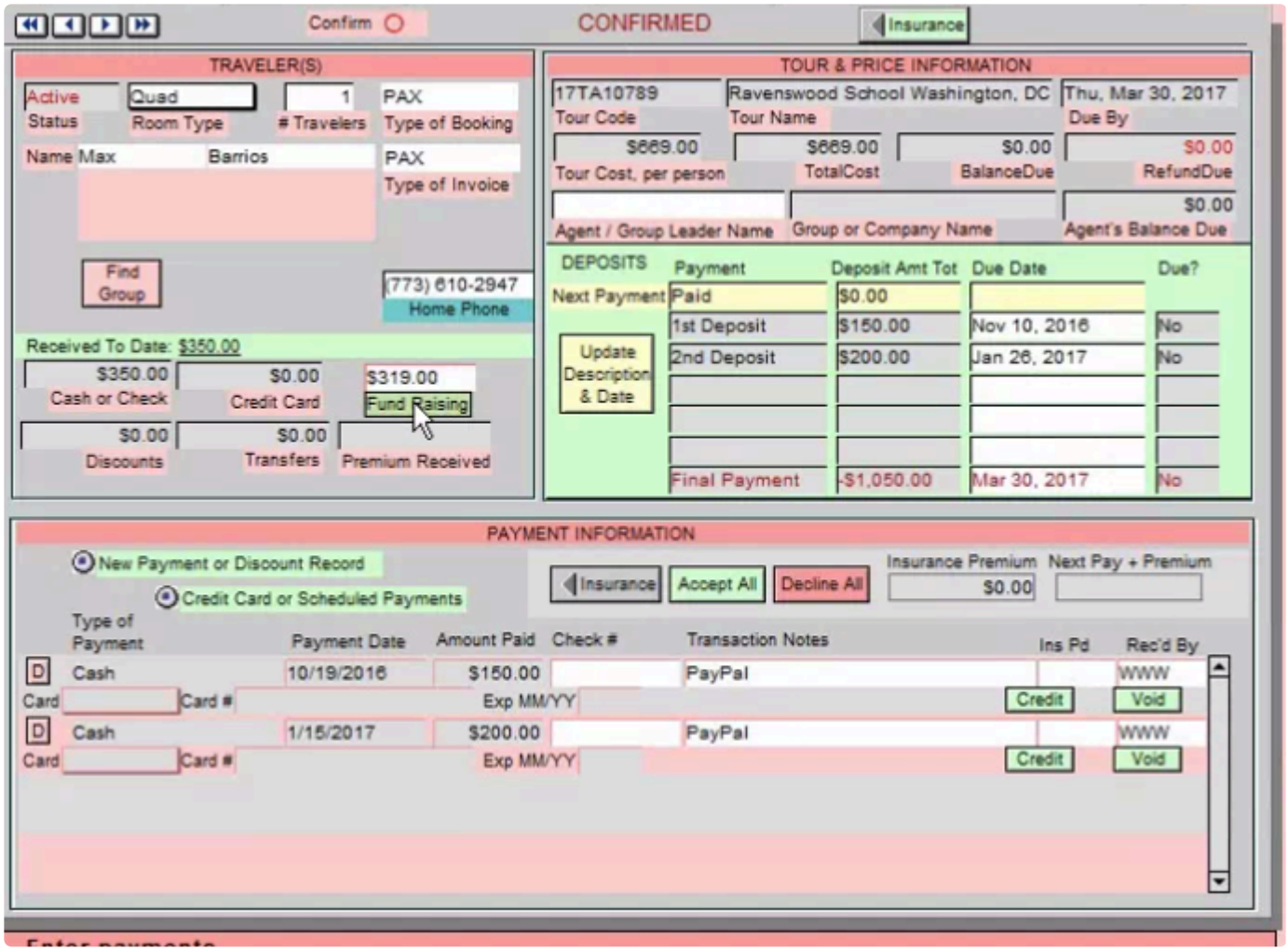
TourTools has the capability to manage fundraising contributions for school groups and manage the distribution to the participants going on the school trip.

Adding a fundraising contribution

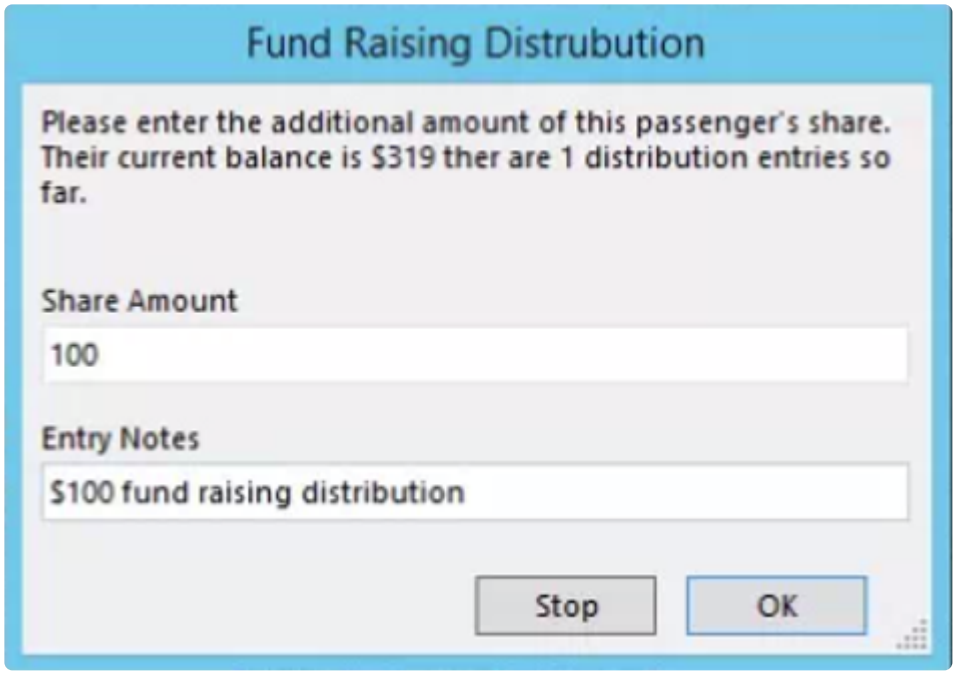
To add a fundraising contribution, go into the group leader booking record. Add a new payment record. Next, the “payment entry” box will open, where you will enter in the specific details of the fundraising contribution, including type of payment (i.e., check, etc.). Enter the check # (if applicable). Select the **“fundraising” radial button**. Enter details in **“transaction notes”** such as “contribution from school.” List amount of contribution in **“amount paid”** field.



Next, go to participants' booking records (those booked on the trip). Click "**fundraising**" button.



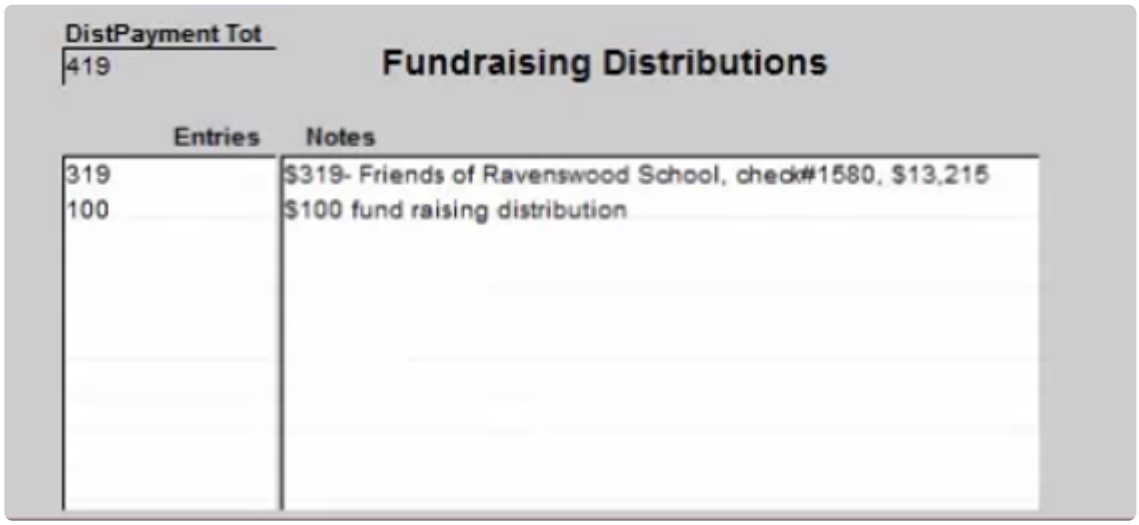
The “fund raising distribution” box pops up. Enter in the amount of fundraising dollars this participant should receive in the “**share amount**” field. Enter any necessary notes in the “**entry notes**” field, such as “*$100 fundraising distribution.*”



You will notice that the “fundraising” field within the participant’s booking is now updated with the new fundraising contribution you have just added, and you will notice the passenger’s balance due is now reduced by the amount of the fundraising contribution.

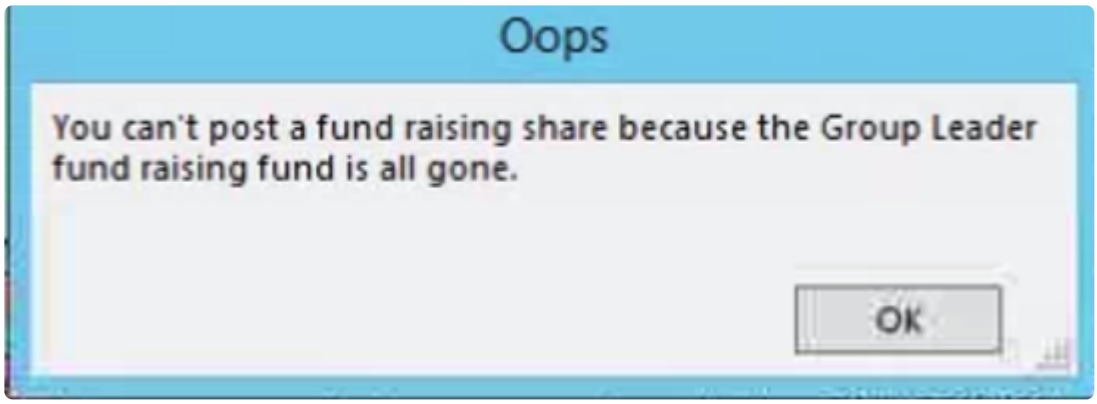
The fundraising distributions tie directly into the payments for the passengers and are reflected on invoices sent to clients as well as invoices on TourTools Online (website).
You will notice that as funds are applied to passengers, the fundraising balance in the group leader’s booking goes down.

In the event a passenger(s) cancels, the fundraising distribution money is not refundable directly them. Instead, you have the option of retaining the contribution as part of the cancellation penalty or going back into the fundraising fund.



Note: you will receive an error message if you try to apply more than the fundraising contribution previously

entered in the group leader record. For example, if you have $1,000.00 fundraising contribution but accidentally enter $1,100.00, you will receive this error message.



Note: Revenue received and designated as a fundraising contribution is not recognized as revenue until it is distributed to the passengers. Any excess fundraising dollars will remain on the group leader's booking record and listed as a refund due to the group.

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.

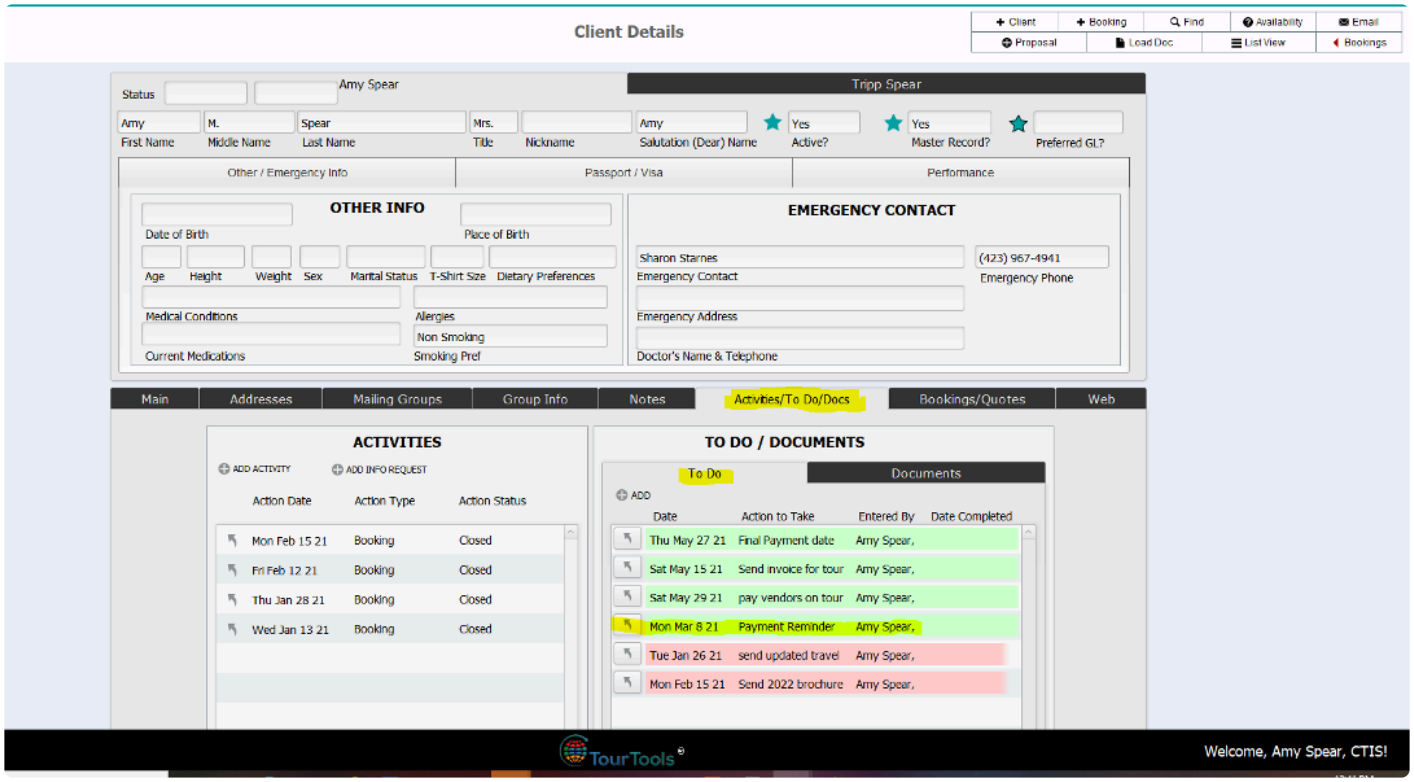
Applies to 2+ day tours only: For those participants that marked 'yes' on their Tour Terms registration form and provided payment to purchase the Optional Travel Protection Plan premium, please provide us with a listing of those participants. Participants may purchase the insurance up until they make 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.