

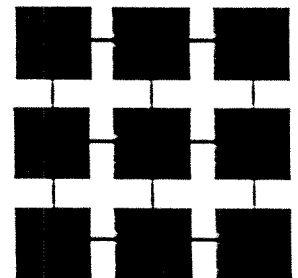
# User Reference Manual

Chameleon revision 3.0

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Chameleon revision number 3.0.

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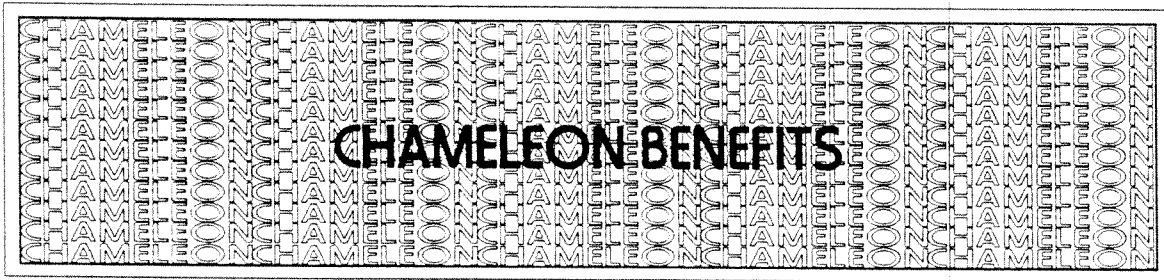
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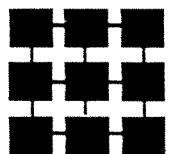




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## CHAMELEON BENEFITS

Chameleon offers a single source solution for your Travel company business as it incorporates the following features :

1. **Inventory Control**
  - Fares Database
  - Accommodation Management ( with Room Share facility )
  - Flight Control
  - Tours Management ( with Escorts )
  - Cost and Price Tables
  
2. **Reservations**
  - CRS Interface
  - PNR Capture
  - Bespoke front end interface
  - Viewdata Support
  
3. **Booking Administration**
  - Client and Marketing Database
  - Client and Mailing Functions
  - Automatic Pricing and Costing
  - Invoicing and Statementing ( with Multi-Branch )
  - Expired Options and Options Purge
  - Sales Ledger
  - Purchase Ledger
  - Nominal Ledger
  - Refunds Management
  - Automatic Cheque Printing with Remittance Advice
  
4. **Management Reporting**
  - Booking and Tour Profitability
  - Operator Performance
  - Booking value amendments audit
  - Cash Flow Analysis
  - Commitments Reconciliation
  - Commissions Reports
  
5. **Office Management**
  - Personal Diary
  - Inter-user Messaging
  - Reminders
  - Word Processing

**6. Systems Management**

On Line Help Facility  
Line 24 Field Help messages  
Full screen on-line manual  
Technology Enhanced Training  
Self Reporting error facility  
User configurable menus and access  
Terminal and Printer Management  
Help Desk

There follows a brief outline of each of these areas :

**Inventory Control**

Chameleon can be configured to one of three levels of control for inventory :

1. Free sale with system held support
2. Free sale with system held support and warning of non-held ( or overbooked ) inventory with 'shopping lists'
3. Controlled sale of system held inventory only.

By tagging all system provided inventory, Chameleon gives you ultimate control over your stock or supplier preferred inventory.

Chameleon boasts an optional integrated Fares database which can be used to peruse flights and prices held within your system. You may then build up a complex itinerary by tagging the required flights, printing a client quotation if required, and then downloading the details into the itinerary system.

Chameleon provides accommodation control via bed-banks facilities, which are held at system level by room / person. This enables the Tour operator to offer room sharing over unrelated bookings. Price and cost panels are structured at room and occupancy level giving ultimate flexibility.

Flight allocations may be maintained on a capacity basis and flight detail changes administered via the Selective bookings facility.

Chameleon can be configured to support Tour Operators giving the ability to associate related services together into tours. These tours may be defined by a unique coding for reservations purposes. This will permit booking and manipulation of complex inventory controlled itineraries on the entry of a single code and departure date sequence.

All system held inventory can be automatically priced if you maintain cost and price tables. The system calculates profitability at itinerary line level as well at booking and tour level. This allows an instant picture of system profitability.

## Reservations

Chameleon is currently integrated to Galileo providing simple acceptance of PNR (Passenger Name Record) information directly into the administration system without rekeying. FCS are currently working with Worldspan/Abacus on the integration of it's services into Chameleon and will gladly work with any other CRS supplier to integrate their products. FCS are willing to bespoke front ends to Chameleon to meet an individual client's needs.

Chameleon can be supplied with the FCS terminal emulation package for workstation support with optional Viewdata support. In conjunction with SoftKlone, the Chameleon emulator integrates with the Mirror III product, and permits the capturing of 8 screens into extended memory which may be preused prior to selectively downloading into Chameleon's own note pad for inclusion in client documentation. No attempt is made to capture PNR from Viewdata automatically.

## Bookings Administration

Chameleon features an integral mailing list/client database. On booking entry the mailing list can be searched to check if a client is already known to the system. If they are not found the details can be entered into the booking header information and automatically integrated into the mailing list. Optionally a client may be designated up to 10 analysis codes which can be used for selective mailing and analysis.

Chameleon prices items automatically on entry into the system providing the price panels are maintained. The user may override any system generated price.

Chameleon generated invoices and amendment invoices holding a booking revision counter as well as a unique invoice number for audit purposes. Where integrated ledgers are in operation automatic credit notes and reversals are generated with optional full integration into the Nominal Ledger.

Chameleon supports both open item and balance forward statementing concurrently within the Sales Ledger which may be selected at client or agent level. Where sales are through sub-agents the ability to produce head office statements for all sub-branches is supported.

Chameleon keeps a diary of all options with the ability to produce option expiry reports - on request the user may run a Purge Options which will remove all options up to and including a specific date, returning all system held inventory to the allocations and bed banks automatically.

Chameleon has access to booking related and mailing database information which is available to it's Selective Bookings and Mailing systems. The system will produce invoice,

letters and statistics upon a wide range of booking related information and generate letters and labels from its Mailing Database.

Chameleon offers a variety of levels of accounts integration from the most basic Sales Daybook and Purchase Daybook facilities to fully integrated Sales, Purchase and Nominal Ledger integration. Supplies can be individually raised into the Purchase ledger and items may be selectively identified for payment. All items automatically integrate into the Nominal Ledger if required. The system supports a multi-currency Purchase Ledger with automatic currency conversion on Nominal Ledger updates.

Chameleon also offers a refunds management sub-system, which chases and controls refunds due to you from your suppliers and subsequently refunds due to your clients.

Cheque printing is supported with user-definable templates for remittance advises and cheque layouts giving you the ability to change stationery simply without incurring on-going system changes.

### Management Reporting

Chameleon tracks profitability at itinerary line level with consolidation across a booking a header level. Reports can be selected detailing costs, commissions and profitability by booking.

Chameleon identifies consultants via their sign-on passwords and stamps bookings and audit trails with the consultants identifier. This is used to assess performance on a bookings basis and is reported.

Optionally, you may configure Chameleon to hold before images of all itinerary details where value amendments occur and produce a report details all amendments made to an itinerary.

Chameleon contains a rudimentary Cash-Flow analysis which assesses income from balance due items against supplier commitments via the raise ticket date ( the date the item will be raised to the Purchase Ledger ). This report will report a projected running balance across a specified period.

Where an integrated Nominal Ledger is in operation, Chameleon allows reconciliation of supplier invoices against system derived remittances and maintains a difference suspense account in the Nominal Ledger.

Chameleon supports the payment of commissions to your consultants based on the actual sales achieved by that consultant automatically. Commission reports can be run by period to assess commission payments due.

## Office Management

Chameleon operates internal diary for options due and balances due management. There is also a personal diary for individual time management. On sign on the system automatically downloads your diary commitments for the current day into the user specific on-line reminder note pad.

Users are prompted at menu level to view the note pad when entries exist, and may selectively delete items. Chameleon maintains a record of signed-on users and you may send messages to individual users or broadcast to everyone messages.

Reminders may also be entered into the note pad which are time specific and will be activated only when the specified time is reached or surpassed.

Chameleon contains it's own word processor for maintenance of all text entry into the Travel system. User definable templates may be setup to map preferred key entry to word processor functions. Many system documents are user defined with substitution parameters maintained via the word processor facility.

## Systems Management

Chameleon boasts a multi-lingual help facility based upon user sign-on. Where no message is set up for the specified language English is chosen. Messages appear on line 24 and exist for every field within the Chameleon system. These may be amended by the user whilst the system is in operation. A full set of help messages in English is provided with the system.

Chameleon further boasts an integrated on-line manual which gives full screen help on terminals that support multi-screen buffers. The system documentation is held on line and cross referenced directly by program. Once in the manual the user may peruse the manual prior to returning back to the on-line system at the point of exit.

Chameleon can capture sequences of transactions which are the available for "replay". This facility is used to provide the rolling-demonstration and may be used to generate "training sessions" for your staff.

Should any errors occur in operation, Chameleon automatically captures details of these and writes them to a log which can the be accessed by the FCS Helpline staff to resolve the problem without the need to re-document circumstances which may have been inaccurately fed back to analysts.

Access to Chameleon is totally within the hands of your system administrator, who is given the necessary tools to present on a user by user basis the appropriate interface to the system via the use of user-defined menus. The system can also define priorities to individual users allowing access to only certain modules.

Chameleon has the ability to define many different types of terminals and printers to the system. The system administrator needs only once to set up the characteristics of the device being added and Chameleon will use this information until changed. Full printer control is also provided by the maintenance of special mnemonics for each printer allowing the user to select different fonts, set bold etc.

Chameleon is backed by a friendly help desk who can deal with any queries or errors found with the system.

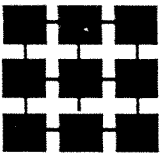
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**RESERVATIONS AND BOOKINGS**

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## 1.0 INTRODUCTION

The Booking and Administration system has been designed to operate either standalone, or integrated with other modules in the FCS Travel Portfolio. This facility represents the kernel of the Travel System where both Client and Booking details are captured in real time. Where Sales, Purchase and Nominal ledgers have not been integrated, this kernel system will utilise the cash day book and purchase day book to satisfy base accounting needs.

This document details the administration and reservation clerks functions and assumes that all file maintenance required has already been carried out. The available facilities may be split into four categories.

- Client/Booking Identification
- Booking Details
- Documentation
- Look Up

There follows a more detailed look at the Booking and Administration system.

## 2.0 CLIENT BOOKING IDENTIFICATION

The following choices are available:

- Add Booking
- Amend Booking
- Cancel Booking
- Display Booking

Dependent upon the choice made, the operator may enter in a variety of different masks. The Add facility is used to capture details of a new booking requirement which may be for an existing client or a new one unknown to the system.

The Amend facility is used to modify details already held in the system. The Amend facility also contains the ability to cancel individual itinerary supplies within a booking.

The Cancel booking facility is used to cancel all the itinerary details associated with a particular booking in one pass without the need to cancel individual items.

The Display facility should be used wherever one wishes to peruse booking details without locking records to other users.

## 2.1 Add Mode

When entering booking details for a new booking, the facility is provided to peruse the mailing list file in order to identify clients whose details are already known to the system so that name and address details may be picked up automatically, thus avoiding the need to re-enter. The operator may enter a client account number or a surname or a surname/initial(s) or masks e.g. entry of FR/J will display on the screen details of any bookings whose lead name commences with a surname of FR and whose first initial is J. For matching clients on the mailing list, the following details are displayed:

Account number  
 Title/Initial/Surname  
 Address

Where the Membership facility is configured:

Membership Number  
 Renewal Date  
 Paid Status Flag.

Where more than 11 matches are encountered, the system will prompt: More? Y/N Upon entry of "Y", the system will refresh the screen and display up to a further 11 items.

If you do not enter a Client account number, the system will proceed through to the client main details screen, assuming that you are entering new details for the first time. However if you can identify the Client from the displayed details, simply enter in the account number shown beside the name, and the system will automatically pick up the name and address details from the mailing list.

## 2.2 Amend/Cancel/Display mode

In these modes the system will peruse the booking database in order to identify the booking which you wish to work upon. On entry of a six digit numeric, the system will assume that this is a booking number and look for the relevant booking on the file. Alternatively, the operator may enter a Surname or Surname mask for the system to commence display from. Where a Surname mask is used the system displays booking numbers and their associated names for selection of the relevant booking. Alternatively if the departure date is known, the operator may enter the departure date followed by the Surname mask in the format *ddmmyy/Surname* mask. When in this mode the system will display:

Departure Date  
 Booking Number  
 Title, Initial, Surname

### 3.0 CLIENT DETAIL MAINTAINED

The following client file information is held against each booking.

Client Name:

- Title
- Initials
- Surname
- Agent Reference
- Correspondence Address
- Post code
- Work Telephone number
- Home Telephone number

Where an Agent reference is entered, the system validates this against the Agent file and fill and downloads the Agent name and the Agent address and contact details into the booking header. Where client details were already located on file, the operator is permitted to overwrite any of these details. In addition, the system allows input of the following booking related information:

- Number of Adults
- Number of Children
- Number of Infants
- The Option Expiry Date
- The Cancellation Type Configurable
- Visas and Vaccinations Configurable
- Client Analysis Codes
- Source Code
- Analysis Code
- Deposit required
- VAT Applicable Y/N
- Branch Code Y/N Configurable

#### Option Expiry Date

This date is prefilled with the current date, plus the number of days held in a parameter on the General Parameters record. This may be overridden by the operator.

#### Cancellation Type

This field is validated against the Cancellation parameters file and must be present before any booking documentation can be produced. It determines the cancellation fee which will be levied by the system in the event of cancellation taking place.

Visas & Vaccinations

Any Visas required by the traveller, may be recorded here. Up to 10 Visas can be held. Where the visa code is unknown, "?" may be entered at the start of the visa field and the system will display valid visa codes in the selection window on the screen, and allow the operator to identify the requisite one.

Up to 10 Vaccination requirements may be held, where the Vaccination code is unknown, a question mark may be entered in the first character position, and the system will display all valid codes in the selection window for the operator to make the requisite choice.

### **Client Analysis Codes**

If you do not wish to utilise the Visas and Vaccinations facility within your system, you may optionally elect to maintain additional Client Analysis codes. Up to ten analysis codes may be held. Where the analysis code required is unknown, a question mark may be entered in the first character position of the field, and the system will display all valid analysis codes on file in the selection window for the operator to make the required choice.

### **Source**

This is a six character alpha numeric field and is used for selection and statistical purposes. This field is validated against file and entry of "?" will activate the search window for selection purposes.

### **Analysis Code**

Analysis Code is mandatory and is six characters alpha numeric. This field is validated against file and entry of "?" will activate the search window for selection purposes.

### **Deposit Required**

This field is pre-filled from General Parameters, automatically by the system. It represents the minimum deposit per person and is applied directly by the system. This field may be overridden, but if re-validated against the maximum deposit parameter held on file.

### **VAT Applicable**

If "N" is entered into this field, the system will not prompt for VAT on any of the itinerary lines.

### **Branch Code**

If the system has been configured to operate under multi-branch, the branch code will be defaulted with the branch code of the signed on operator. Where this has not been specified, the system will default fill with the default branch code assigned in General Parameters. This field may be overridden to any valid branch code on file.

### 3.1 System Maintained fields

The following fields are maintained directly by the system and may not be entered/amended by the operator:

- Booked
- Balance Due
- Departure Date
- Operator
- Total Invoice Value
- Cash Received
- Balance Due
- Gross Profitability Percentage
- Client Reference Number
- Agents Commission
- Input VAT
- Output VAT
- Insurance Value
- General Total

#### **Date Booked**

This contains the system date from the time of first entry of the booking.

#### **Balance Due Date**

This contains today's date or the earliest departure date of any of the itinerary lines on that booking, less the number of days held in the General Parameters record.

#### **Operator**

This field contains the initials of the original consultant who made the booking.

#### **Total Invoice Value**

This is the accumulation of all of the totals of the individual itinerary lines.

#### **Cash received**

This is the total amount of cash received against the booking.

#### **Gross Profit**

This is the total invoice value less the total of the individual costs against each itinerary line.

### **Gross Profitability Percentage**

This is the Gross Profit, expressed as a percentage of the total invoice value.

### **Client Reference Number**

This is the unique reference for the client assigned automatically by the system when details are captured for the first time and may be used for future bookings for pull down of client name and address information.

### **Agents Commission and Input VAT**

Where the booking has been made through an Agent, indicated by the Agent field on the header details record being set, the Agent will accumulate commission where applicable on certain services within the booking. Commission rates vary by Agent and are held on the agent details record. The total of all commissions payable on this booking is accumulated into the Agent Commission field and the Input VAT associated with these payments are held in the VAT input field.

### **Insurance**

The total of any insurance line items associated with this booking are held and accumulated in this reference field.

### **General Items**

The total of all itinerary items other than insurance associated details are accumulated in this field.

## **4.0 ITINERARY DETAILS**

There are four basic types of itinerary lines held by the system. These are:

- General
- Hotel
- Insurance
- Flight

Where the Tours sub-system has been implemented, a fifth itinerary line type for Tours is available. Dependent upon the itinerary line type, certain key information is requested and held. However, there are a number of fields that are held against each line. These are as follows:

- Group Field Identifier
- Remarks
- Supplier
- Number of Adults

Adult Cost  
Adult Price  
Number of Children  
Child Cost  
Child Price  
Number of Infants  
Infant Cost  
Infant Price  
Total Cost Field  
Total Price Field  
VAT Code Identifier  
Total VAT Cost  
Total VAT Price  
Nominal Ledger Code.

Where a Supplier Reference has been entered, the following details may also be entered:

Reference with Supplier  
Raise Ticket Date  
Ticketed Date  
Nett Gross Identifier  
Percentage Mark Up  
Currency Identifier  
Exchange Rate

The following fields are also maintained by the system:

Ledger Transaction Number  
Gross Profitability.

If the booking is an agency booking, the following further fields are also maintained:

Agents Commission Percentage  
Agents Commission Value  
VAT on Commission.

When you select itinerary detail, on the sub-menu, the system automatically paints an itinerary summary in the viewing window, and positions itself down on the line entry field inviting you to enter the reference number of the line that you wish to process. Once the line number has been entered, the system will detect whether this already exists, in which case it will access the associated line details and display them. If the line number entered does not exist it will assume that you wish to Add a new line and go into Add mode automatically. Having established a current line number, the system then invites you to enter the line type. If the line already exists, it is possible to F2 backwards from the line type field into the cancellation field.

### Cancel Itinerary Line

There are two valid entries into the cancellation field. These are X and Y.

On entry of "Y" the system flags the itinerary line as cancelled and returns all inventory. All other details associated with the cancelled line remain in the system and may be viewed within itinerary summary if requested.

### Insert C1

All lines thus cancelled, are identified in the itinerary summary window by the insertion of a Capital "C", immediately prior to the itinerary date.

Entry of "X" into the Cancellation Parameter, returns all itinerary and deletes all traces of the associated itinerary line from the system. If there are any itinerary remarks associated with the line, these are also removed. If the line is grouped to any other line, normally indicated by the presence of an itinerary line reference in the group field unless this is the lead group field, the system will not permit cancellation of the line without first of all unlinking the other items.

### Insert C2

Where an itinerary line has already been raised to the purchase ledger, indicated by a transaction number shown on the screen against LDG, the itinerary details are transferred into the refunds sub-system (if purchased) and this is indicated by the presence of a lowercase "c" showing the itinerary summary window, against the associated line. When viewing the line in the itinerary details screen, a cancellation type of R is seen (see refunds sub system).

## 4.1 Flight Lines

To enter a flight line, enter "F" into the first character of the type field, and the system will expand this out to FLT inviting you then to enter the following information:

- Sector
- Date
- Flight Number
- Departure Time
- Arrival Time
- Day offset
- Status
- Class
- Airport Tax
- Credit Card Payment "Y/N"



### Sector Information

Enter standard from/to two airport codes eg. LHRJFK. Where the applicable code is unknown, enter a question mark as the first character of the appropriate sector and the system will window up all airport codes enabling you to view and select the appropriate one. Alternatively for flight consolidators, if the Brochure Fares module has been purchased, a "/" in the first character position of the sector field will cause the system to go off into the Brochure Fares sub-system for viewing and selection of the appropriate flight.

### Flight Details

The following details are held for the flight:

Departure date and time are as per first sector (local time).

Arrival time is as per second sector (local time).

The day field indicates the number of days between departure and arrival eg. +1 or even +2 for long flights crossing date boundaries.

Any Airport taxes paid should be entered here. These details are required for BSP reporting.

## 4.2 Hotels

On entry of "H" into the type field, the system expands out to HOT and invites entry of the following details:

City  
Hotel  
Arrival Date  
Departure Date  
Number of Nights  
Room Type x 6  
Number of Rooms required x 6  
Meal Plan.  
Room Share Configurable

### City Codes

Entry of the international three character code or the City name in full is permitted. Where the code is unknown, enter "?" in the first character of the City field and the system will display all Cities in the selection window where you may peruse the list and download the required item.

### Hotel

Enter the three character identifier for the hotel, or the complete name, or "?" in the first character to peruse and select the required hotel.

### Duration Details

You may enter the arrival and departure dates and the system will calculate the number of nights for you. Alternatively you may enter the arrival date, C/R over the departure and enter the number of nights and the system will automatically calculate the departure date for you.

### Accommodation Breakdown

The system allows up to six different room types and numbers required thereof to be entered. Based upon the normal occupancy of a room type, the system will calculate whether enough rooms have been reserved for the whole party. If the appropriate room type is unknown, enter "?" in the room type field and the system will display all available room types.

### Meal Plan

Enter the required meal plan or "?" to display all available meal options for perusal and selection.

### Room Share

For Tour Operations applications running Room Share facility, this field is offered. An entry of "N" signifies that this passenger is not willing to share.

### General

The system will endeavour to find a bed bank for the identified hotel and will warn you if one has not been found. The party breakdown on a hotel line does not have to match the total party size on the booking header record, however the total number of passengers must not exceed that on the header. For dedicated Tour Operations system, the existence of Bed banks and all Inventory is mandatory.

## 4.3 Insurance Lines

Entry of "I" in the itinerary type will cause the system to expand to INS and permit the entry of the following fields:

Insurance Details  
Date  
Number of Days.

### **Insurance Details**

This field contains the policy name. If this is not known, enter a "?" in the first character of the field and the system will display available codes in the view window. When using the look up facility to obtain Insurance codes from the table, care should be taken not to override the last three characters of the Insurance details field. These contain the key to the price table used in conjunction with the supplier yet to be entered, in order for the system to automatically price Insurance items.

#### **Date**

This field contains the start date for insurance purposes.

#### **Days**

This field contains the duration of the insurance cover.

## **4.4 General Lines**

Entry of "G" in the itinerary type will cause the system to expand to GEN and permit the entry of the following fields:

- General Details
- Start Date
- Number of Days.

### **General Details**

This field contains a description of the service being provided. If this is not known, enter a "?" in the first character of the field and the system will display available codes in the view window. When using the look up facility to obtain General codes from the table, care should be taken not to override the last three characters of the General details field. These contain the key to the price table used in conjunction with the supplier yet to be entered, in order for the system to automatically price General items.

#### **Date**

This field contains the start date for the service provided.  
This field may be left blank ie. Travel bag.

#### **Days**

This field contains the duration of the service.

## 4.5 Tour Lines

Entry of "T" in the itinerary type will cause the system to expand to TOR and permit the entry of the following fields:

Tour Code  
Departure Date  
Number of Rooms x 4  
Room Code x 4

### Tour Code

This field contains the Tour Code. If this is not known, enter a "?" in the first character of the field and the system will display available codes in the view window. This code is the key to the price table used in conjunction with the supplier yet to be entered, in order for the system to automatically price the tour.

### Departure Date

This field contains the departure date of the tour. If this is not known, the user may enter spaces. In the top right hand window, a listing of all the departures for the entered tour code will be displayed. The number of seats available will be displayed next to the date along with the number of option bookings taken against that tour departure.

### Room Required

This is the number of a particular type of room required on the tour.

### Room type

This is the room code required. If the user does not know the room code, he may enter a "?" and a list will appear in the top right hand window.

*NB. The tour itinerary will be loaded into the booking after "OK to Process". All inventory and pricing processing will be done at this stage.*

## 5.0 BOOKING FUNCTIONS

### 5.1 Itinerary Summary

#### Prerequisites

The booking must have specified lines of itinerary booked.

**Procedure**

The system will allow input of the following field :

Show cancelled itinerary lines in display? Y/N

Entry of Y will include cancelled itinerary lines in the display as well as non cancelled lines.

The following information will be shown:

Line	Itinerary Line Number
Type	Type of Itinerary FLT, GEN, INS, HOT or TOR
Itinerary Details	Itinerary Details
Cost	Cost of the itinerary line including VAT
Price	Price of the itinerary line including VAT excluding any agent commission

The cost and price fields will be totalled at the end of the display. If the display is longer than a page the user may use the arrow keys to see more details.

If the booking has Flight (FLT) itinerary, the following information will be shown:

Date of flight  
Departure and Arrival Sectors  
Flight Number  
Departure and Arrival times  
Flight Status  
Class

If the booking has Insurance (INS) itinerary, the following information will be shown:

Date the Insurance is due to start  
Duration of Insurance  
Details of Insurance

If the booking has General (GEN) itinerary, the following information will be shown:

Date and Details of itinerary

If the booking has Hotel (HOT) itinerary, the following information will be shown:

- Date of arrival at the Hotel
- Number of nights stay at the hotel
- Hotel Name
- Breakdown of the rooms required

If the booking has Tour (TOR) itinerary, the following information will be shown:

- Departure Date and Description of the Tour

All the component parts of the tour will be listed after this tour header.

## 5.2 Passenger Names

The Passenger Names program enables the user to log further information about the Lead passenger, which defaults to Passenger Names automatically, and to enter the names and information regarding the rest of the party.

The Passenger Names can also be loaded via PNR Capture

### Prerequisites

If you wish to log the passenger nationality, the Nationality code must have been previously set up in System Codes (See File Maintenance Menu).

### Procedure

The user has the opportunity to enter the following information though none of it is mandatory.

- D.O.B. This refers to Date of Birth and should be entered numerically ie. 030665 (Third June 1965)
- Nat The Nationality Code should be entered here. If you are unsure of the code for the relevant Nationality, insertion of "? <C/R>" will display the codes available.
- Passport No. The Passengers' Passport Number should be inserted here.
- Expiry This refers to the Passport Expiry Date
- Ins Entry of "Y/N" will indicate whether the passenger has Insurance.

The Surname of the Lead Passenger will automatically default to any further passengers, but may be over typed if necessary.

### 5.3 Client Payments

The Client Payments program performs two functions. It will display the Payment History whilst allowing the user to make new payments against the booking.

#### Prerequisites

The Payment Type must have previously been created within System Codes File Maintenance.

#### Procedure

The system will allow you to enter the following information:

Payment type: These are defined in System Codes FM or are "System Type" (see below).

Eg: "CSH" = Cash, "CHQ" = Cheque,  
"XS" = Access, "AX": American Express

Payment Amount: The amount of monies received

Card/Cheque/Receipt	Card	refers to Credit Card Number if payment is by Credit Card.
	Cheque	refers to the cheque number if payment is by cheque.
	Receipt	refers to the Receipt Number given for cash payment

Expiry Date This refers to the expiry date of the credit card.

Authorisation This refers to the authorisation number given by the credit card company.

CC Holder/Chq Name This will default automatically from the booking.

The system will also allow "System type" transactions as follows:

RFD This stands for "Refund" and this will take the monies from the booking and allow it to be refunded to the client.

UNC This stands for "Unallocated Cash". This facility will remove monies from the booking and place it in "Unallocated Cash" This would typically be used if a client has several bookings and makes a payment which is used in error for the wrong booking. A UNC transaction will remove those monies from the booking but leave them in suspension.

- SLT This stands for "Sales Ledger Transaction" and will search out any unallocated cash and use it in payment against the specified booking.
- DBT This stands for "Debit Transaction". This performs the same function as a UNC except the monies will not be picked up by a SLT. This is used when the monies have been put against the wrong account. The user may then journal the monies to the correct account.

As payments are being made the system will continue to display the transactions on the lower half of the screen.

## 5.4 Costing Summary

This is the Itinerary Costing Display and will show costs for each line of itinerary.

### Prerequisites

Itinerary costs must have previously been entered, either when making the booking or previously in the relevant prices file maintenance.

### Procedure

The system will prompt for the following field :

"Enter Line type (Flt/Htl/Gen/Ins) or RETURN for all."

For Flight (FLT) lines the following information will be shown:

Line Number  
Type of itinerary  
Flight Dates  
Departure and arrival airports  
Flight Number

For Insurance (INS) lines the following information will be shown:

Line Number  
Type of itinerary  
Date duration and details of Insurance.

For General (GEN) lines the following information will be shown.

Line Number  
Type of itinerary  
Date, duration if relevant and details of general line



For Hotel (HOT) lines the following information will be shown.

- Line Number
- Type of itinerary
- Arrival Date at the Hotel
- Number of nights stay
- Hotel Name

For Tour (TOR) lines the following information will be shown.

- Line Number
- Type of itinerary
- Departure Date, duration and Tour Description

For each itinerary line shown the costs for that line are displayed.

If the costs have been entered per person for each passenger type (Adult, Child, Infant) the number travelling and per person cost is shown for that type.

If the costs have been entered as a total the total value is shown under the adult column.

Totals for all the columns are shown as well as a grand total.

If the display goes over a page the user may use the arrow keys to see more details.

## 5.5 Ticketing Summary

The Itinerary Ticketing Display will show the status of the flight tickets relevant to the booking.

### Prerequisites

As only flight tickets are shown here, there must be at least one flight line of itinerary.

### Procedure

The system will show the following information:

- Line Number
- Type of itinerary
- Itinerary Details
  - Departure Date
  - Departure Sector
  - Arrival Sector
  - Flight Number
- Ticket Supplier Reference
- Date the tickets were ordered

This date is provided by the system when this line has been raised to the purchase ledger ( via Supplier Invoicing Raising in the Purchase Ledger).

**Ticket Reference Number**

This reference is automatically allocated by the system when the line is raised to the ledger.

**Delivery Date**

This will only be shown if the ticket has been logged via "Log Supplier Tickets" in the Administration Menu.

**Ticket Number**

When the tickets are received the ticket numbers are entered via "Log Supplier Tickets". It is possible to log up to 5 numbers against the booking but (due to space) the system will only display the first ticket number for that booking.

## 5.6 Documentation

The documentation facility is provided in order to place invoices and letters in a queue for printing when requested.

**Prerequisites**

If a letter is to be queued the letter must exist in the "Word Processor".

**Procedure**

The system will allow input of the following :

"Confirmation Rqd?"

Insertion of "Y" will queue an invoice for that booking for printing.

If firm authorisation is enabled the system will then prompt :

Booking must be authorised, enter urgency code (1-3)

The user must enter a number between 1 - 3. Entry of 1 will send mail to all supervisors. Once the booking has been authorised the system will bypass this check.

"Standard Letters?"

If you wish to queue a letter for printing, the letter code must be inserted here. If you are not sure of the letter code, insertion of "? C/R" will display all available letter codes in the top right hand corner of the screen. By using the arrow keys you may select the required letter.

After "OK to Process", if "Y" has been selected at "Confirmation Rqd?" and the booking is authorised, the system will then prompt "OK to Print Invoice Immediately?" Insertion of "OK?" will take the user through to Client Invoice Print (See Invoice Print within the Reports Menu).

## 5.7 PNR Capture

This facility allows the user to download information from either Galileo or Viewdata. To collect Viewdata details the user must run this option from a terminal running the FCS Terminal Emulator.

### 5.7.1 Galileo PNR Capture

This function allows the user to pick up previously downloaded PNR details from Galileo and load them into the itinerary system.

#### Setup

For Galileo PNR to work with the FCS Travel System the user must be connected to a Galileo MegaPack or TriPack. This must have PNR Dump enabled on one of the ports from Galileo. This port must be connected to the machine running the FCS Travel System. ( This is in addition to the users actual desk top connection ). The PNR Ghost must be enabled before PNR may be dumped ( See System Maintenance Menu ).

#### Prerequisites

The user must enter Galileo and request a Ticket Print (TP) for the booking required. This will download the details to the FCS Travel System. Please be patient as this may not work fully every time.

#### Procedure

The system will display for each PNR awaiting loading :

PNR Number  
CRS Locator  
Booking Lead Name.

The system will then prompt

Read PNR 1 - n or R to Retry            n is the number of PNRs awaiting  
download.

If the details have not been received yet the user may enter "R". The system will take another look for new PNRs and display them if found.

If the PNR requested is in the given list. The user should then enter the number corresponding to the PNR required (1-n).

Once the PNR line has been chosen the following is displayed :

Passenger Names  
Flight Details  
Departing Sector  
Arriving Sector  
Departure Date  
Flight Number  
Departure Time  
Arrival Time

The system will then allow input of the following :

Load Names  
Load Sectors  
Start at Line Number  
Incrementing by

The system will default all of the above fields. If all of the details are required then the user should <CR> through all the fields and process the entries.

The starting line number is the itinerary line number to load the details into. This will be defaulted to the next available line.

On "OK to Process" the details asked for will be loaded into the system.

**\*\*\* WARNING \*\*\***

**If details existed previously where the PNR is being dumped these details will be LOST.**

## 5.7.2 Viewdata PNR Capture

This function allows the user to download a Viewdata page collected previously into a special form of client notes.

### Prerequisites

This function must be run from a terminal using the FCS Terminal Emulator.

### Procedure

If the system is unable to download the details the following will appear :

"This terminal is unable to do Viewdata PNR - RETURN to continue."

If the terminal is able to do Viewdata PNR dump the following will appear :

"Please make sure that the current page is the one you wish to transfer to the back office."

This operation will take at least 15 seconds

The user will then be prompted for "OK to Process". The user may then use the carousel feature in the FCS Terminal Emulator to pick the page to download. Once chosen, and "OK" entered, the details will then be loaded.

These details will appear on the invoice and can be amended by the display Viewdata PNR function.

## 5.7.3 Display Viewdata PNR

This function allows the user to view and amend the downloaded PNR from Viewdata. The document may be edited by using the Word Processor commands.

*Note: The graphics characters will be changed to what appears strange characters. This is quite normal.*

## 5.8 Client Notes

This facility allows the user to enter comments against the booking that are for internal use only. These details are not seen anywhere else and do not appear on any client documentation.

The details can be added or amended by using the Word Processor commands. Having made an entry, whenever you go into that booking,

"10. Client Notes"

will be highlighted to indicate that client notes have been made against this booking.

## 5.9 Cancel Passenger

This facility enables the user to cancel passengers from a booking leaving the booking in tact.

### Procedure

The system will display a list of the passengers currently defined on the booking. For each passenger the following is displayed :

```

Number
Name      Title + Initials + Surname
Date of Birth
Nationality
Insured Y/N
    
```

The system will then allow input of the following :

From Passenger Number

This is used if the passenger to remove is not currently displayed on the screen. Entry of this number will display from that passenger number to the end of the screen or file which ever comes first.

Cancel Passenger Number

This is the number of the passenger to cancel.

Adult/Child/Infant    A, C or I

This is to tell the system which type of passenger to cancel. It will default to A for Adult. The system will check if there are enough of the passenger type that you are trying to cancel.

On entry of "OK" at Ok to Process the system will remove that passenger name and details from the booking. The passenger count on the booking header will also be down dated.

Note : The passenger counts on the Itinerary lines will NOT be updated these must be reviewed ( along with pricing/costing ) once the passenger has been cancelled.

Once all the passengers to be cancelled have been removed the user may enter F4 to continue. This will then prompt the user in the itinerary system on the first line booked.

*Note : The itinerary system will error if the count on the itinerary line is greater than that on the booking header.*

## 5.10 Fax

This function allows the user to auto create a facsimile request for a supplier. This facsimile may then be printed (See Facsimile Requests on the Reports Menu) and faxed to the relevant party.

### Prerequisites

At least one itinerary line with a supplier must be entered against the booking.

### Procedure

The system will prompt for each supplier used on the booking :

Supplier Reference  
Supplier Name

The system will then allow input of the following fields :

Supplier Reference

This is defaulted to the first reference listed ( see above ). This reference must be a valid supplier reference for this booking.

Facsimile Number Bk/Ord/Cnx	Defaulted from Supplier File B, O or C
--------------------------------	---

On entry of Bk/Ord/Cnx the system will auto create a facsimile and allow the user to amend it via the Word Processor Commands.  
The text created is dependent on the option chosen.

(B) for Booked  
(O) for Ordered  
(C) for Cancelled

The system will create a text with all the services that the entered supplier is providing on this booking. It may be amended as required.

Entry of F1 will allow the user to save the facsimile text.  
Entry of F4 will allow the user to abort the created text.

## 5.11 Itinerary Remarks

This facility is provided to enable the user to enter any other information which they wish to appear on the invoice against an itinerary line.

**\*\*\* WARNING \*\*\***

The comments entered here will appear on the invoice this function should not be confused with client notes.

### Procedure

The system will display an itinerary summary of the booking, any lines with remarks already entered will show an 'R' next to the date field. The user will then be prompted :

Use Up & Down cursors then <CR> to select

The user may then find the line relevant to the comments. One the highlighted line is the correct one the user may press <CR>.

The system will now prompt :

Before or After

B or A

If remarks exist for this line already the field will be prefilled with B or A. If details exist on the same line as the prompt a 'B' will be displayed if remarks before the line exist, an 'A' if they exist after the line.

Entry of B will make sure that the comments are printed on the invoice before the itinerary details.

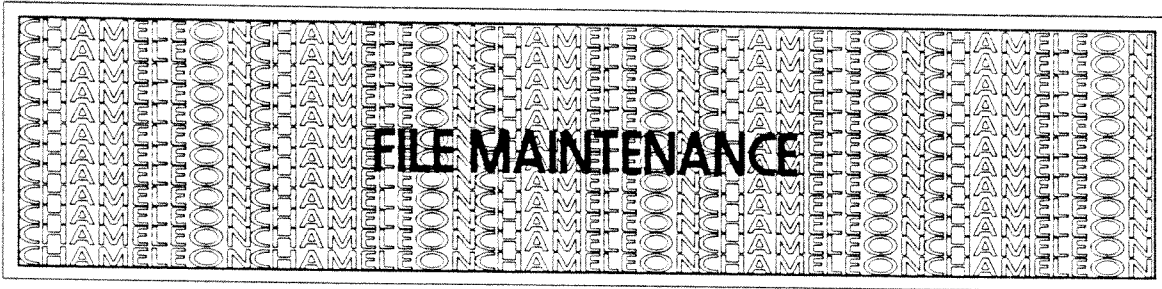
Entry of A will output the comments after the itinerary details.

The user may then enter or amend the remarks using the Word Processor Commands. The user may enter F1 to save the remarks or F4 to abort.

Once any details are entered against a booking the Itinerary Remarks option (13) on the menu will be highlighted.

*Note : These remarks are removed automatically when the line is deleted.*

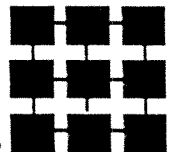




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## 1.0 INTRODUCTION

The programs within the File Maintenance Group enable you to set up all the master files required for validation throughout the System and must be completed before proceeding on to the Booking and Administration section.

## 2.0 FILE MAINTENANCE PROGRAMS

### 2.1 System Codes

There are nine main modules that are required for the input and maintenance of codes required for General Tour operating. These are detailed as follows:

#### 2.1.1 Airport FM

##### Prerequisites

None

##### Procedure

The system will allow input of the following:

Airport Code            International 3 character reference

This is the key of the file.

Description            40 character description

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available, you will be prompted "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

#### 2.1.2 City or Resort FM

##### Prerequisites

None

### Procedure

The system will allow input of the following:

City/Airport Code	3 character identifier
-------------------	------------------------

This field is the key of the file.

Description	40 character description
-------------	--------------------------

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available you will be prompted "More? Y/N". Entry of "Y" will offer further codes until end of file (EOF) is encountered.

## 2.1.3 Carriers FM

### Prerequisites

None

### Procedure

The system will allow input of the following:

Carrier Code	3 character international standard
--------------	------------------------------------

The above field is the key of the file.

Description	40 character description
-------------	--------------------------

Airline Number	3 character Numeric.
----------------	----------------------

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of Carrier codes/descriptions/Airline numbers. If further items are available for display it will prompt "More? Y/N". Entry of "Y" will offer further screens of details until end of file (EOF) is encountered.

### 2.1.3.1 Airline Number

Where known or assigned, the 3 character numeric international airline number should be entered against the carrier code. This is used for BSP reporting.

## 2.1.4 Hotel Names FM

### Prerequisites

None

### Procedure

The system will allow input of the following:

Hotel Reference	3 character identifier
-----------------	------------------------

The above field is the key of the file.

Description	40 character description
-------------	--------------------------

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available it will prompt "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

*NOTE: As no standard codings are available for this section, you are required to enter your own identifiers.*

## 2.1.5 Hotel Room FM

### Prerequisites

None

### Procedure

The system will allow input of the following:

Room Code	3 character identifier
-----------	------------------------

The above field is the key to the file.

Description	40 character description
-------------	--------------------------

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available it will prompt "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

As no standard codings are available, it is necessary for you to generate your own

individual codes prior to Tours set up. Certain abbreviations are regarded as standard eg. DBL = Double room without facilities, SGL = Single Room without facilities, 3BL = Three bedded room without facilities. These abbreviations are shown in the accommodation details section of your invoices if you are using the default invoice facility as supplied. Therefore care should be taken to use meaningful descriptors wherever possible.

As invoices can be modified to suit your requirements, you may prefer to use more generalised coding in this area and expand the codes out in full on the invoice documents.

## 2.1.6 Meal Plans

### Prerequisites

None

### Procedure

The system will allow input of the following:

Meal Plan Code	3 character identifier
----------------	------------------------

The above field is the key of the file.

Description	40 character description
-------------	--------------------------

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available it will prompt "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

Wherever possible, Industry standard abbreviations should be used eg. BB = Bed and Breakfast, FB = Full Board, HB = Half Board etc.

These abbreviations are expanded in full on the invoice documentation and therefore there is greater latitude for you to specify your own meaningful codings.

## 2.1.7 General Itinerary FM

### Prerequisites

None

### Procedure

The system will allow input of the following:

Itinerary Code

3 character identifier

The above field is the key of the file.

Description

40 character description

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available it will prompt "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

This facility enables you to specify items of general coding which are in more frequent supply eg. Bag = Travel Bag. CAR = Car Hire.

No standard codings are available. You are free to make up your own to suit the individual needs of your generalised Tour itinerary requirements.

## 2.1.8 Insurance Itinerary FM

### Prerequisites

None

### Procedure

The system will allow input of the following:

Insurance Code

3 character identifier

The above field is the key of the file.

Description

40 character description

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of codes/descriptions. If further items are available it will prompt "More? Y/N". Entry of "Y" will offer further screens until end of file (EOF) is encountered.

No standard codings are available, therefore you are free to make up your own.

## 2.2 Source and Analysis Codes

### Prerequisites

None



## 2.4 Cancellation Parameters

### Prerequisites

None

### Procedure

The system will allow input of the following fields:

Cancellation Reference	Mandatory
------------------------	-----------

This field is the key to the file and must be unique as it will be referred to in the bookings and administration system.

The following three fields are repeated six times. At least one entry for each must be specified.

Up to Days	The number of days before departure the cancellation takes place.
% or " "	Whether or not the cancellation charge is a flat amount or a percentage of the invoice amount.
Amount	This field is either the percentage rate to be applied or the actual cancellation amount. (See above)

The entries into this table must be in sequential order. The first entry should be the nearest to the departure date ie. Cancellation on the day of departure or 24 hrs before.

Cancellation Text	This provides 3 lines of free format text that will appear on the invoice.
-------------------	--

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key the next record is displayed. A "More? Y/N" prompt will be shown. If the user enters "N" for No the display will finish.

## 2.5 Currency Codes FM

### Prerequisites

None



**Procedure**

The system will allow input of the following:

Currency Code      3 character identifier

Typically the first two characters represent the country, and the last character designates the type of currency ie.

ATS	Austrian Shilling
AUD	Australian Dollar
BEF	Belgian Franc
CAD	Canadian Dollar

Description      20 Character Description

Exchange Rate      Current Exchange Rate

The system will allow the user to Add, Amend, Delete or Display items from file. In Display mode if the user types in an incorrect or partial key the next record is displayed. A "More? Y/N" prompt will be shown. If the user enters "N" for No the display will finish.

The host currency is defined in General Parameters, individual Suppliers currencies are in Supplier FM.

*Note: Any existing posted transactions will not be effected by the changes made here.*

## 2.6 VAT Codes FM

**Prerequisites**

None

**Procedure**

The system will allow input of the following:

VAT Code      Single character identifier

VAT % Code      % VAT to be charged.

Description      20 character description.

The booking system will default as follows but may be overwritten if required.

Exempt Items such as Insurance	Default to E
Flights	Default to O
General and Combination items	Default to whatever is specified in General Parameters.

(See General Parameters for Standard VAT and Agent VAT Codes)

*NOTE: Changes made to VAT rates will not effect any existing bookings or transactions.*

## 2.7 Travel Agents FM

### Prerequisites

If the Agent is to have its statements sent to a Head Office location, then the Head Office Agent account should be entered into the system, prior to entering the branch details.

### Procedure

The system will allow input of the following fields:

Reference	Any (eg. ABTA reference)
-----------	--------------------------

The above field is the key to the file and must be unique.

Name	Mandatory
Address line 1	
line 2	
line 3	
line 4	
Postcode	
Contact Name	
Telephone Number	
Telex Number	
Facsimile Number	
VAT Reg. No.	Mandatory if self billing
Tax Exempt	Y/N
Self Billing	Y/N
Remarks	Text
Flight Commission	Percentage
Hotel Commission	Percentage
Insurance "	"
General "	"
Head Office Acc.	Valid on file

Statement type

O = Open item

B = Brought forward

In addition, the following fields are maintained by the system:

Agent Turnover  
Current Balance  
Last Statement Date  
Statement B/F Balance  
Last Payment Date

The system will allow you to Add/Amend/Delete or Display items on file. The display facility shows one record per screen. When in this mode, C/R at the reference field will display the first/next record on file until EOF (End of file).

### 2.7.1 Remarks

This field is for internal comments only, and is not repeated on any documentation.

### 2.7.2 Statement Type

Both types of statement are supported in the ledger. A default value is held in General Parameters. This parameter can be switched without detriment to the system during live operation. You may configure this parameter at Agent level to suit the individual Agent.

### 2.7.3 Account Turnover

This field is a running balance since entry onto the system.

## 2.8 Suppliers FM

See also Tour Operations and Purchase Ledger Documentation.

### Prerequisites

None

### Procedure

The system will allow input of the following fields:

Reference

Any

The above field is the key to the file and must be unique.

Name	Mandatory
Address	
Line 1	
Line 2	
Line 3	
Line 4	
Post Code	
Telephone Number	
Telex Number	
Facsimile Number	
Contact Name 1	
Contact Name 2	
Commission Percentage	

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows one record per screen and prompts "More? Y/N". Where further items are available. Entry of "Y" will display the next highest keyed entry from file until end of file (EOF) is encountered.

## 2.9 Word Processor

The Word Processor function is used in various places within the Chameleon Travel System and is the vehicle used to create standard letters.

### Procedure

The system provides the following functions:

1. Create a new document
2. Edit an old document
3. Delete a document
4. Print a document
5. List documents
6. Copy a document
7. Rename a document
8. Modify printer commands

### Option 1. Create a new document

The system will request the following information:

Document	The document code for reference - maximum of eight characters.
Description	Document description.
Page Length	Number of lines to the page - This defaults to the value defined in Terminal Configuration FM on the System Maintenance Menu.

The system will now display a blank page ready for the user to type in text.

### Word Processor Commands

The following commands are features of the word processor but the key definitions may differ depending on the type of terminal installed. The following key definitions apply to Qume QVT 101+ terminal. See (Terminal Configuration FM on the System Maintenance Menu).

#### Moving the Cursor

The arrow keys are used to move the cursor around the page and as expected the up and down arrows move the cursor up and down the page and left and right arrows similarly to the left and right. (It is as well to remember that having set margins, using the arrow keys will take the cursor beyond the margin marker).

#### Setting Margins

When looking at a blank page, displayed at the top of the page will be what is know as the format line. It is here that the format of the page ie. Margins and Tabs etc will be displayed.

Func < To set the left margin, using the arrow keys position the cursor in the relevant column and press the function key and the less than key (<) together. You will see the setting for the margin above.

Func > To set the right margin, the same procedure is followed using the greater than (>) key instead.

#### Setting Tabs

Func t To set tabs a similar procedure is followed by moving the cursor to the required position and pressing the function key and "t" together. You will see the tab setting appear on the format line above.

When using tabs within the document press the (->) tab key.

There follows a list of WP commands. When two keys are shown they should be depressed together.

<u>Function</u>	<u>Key Depressions</u>	
Full Screen Help	F6 + F7	
Enter Help	F8	
Move Forward a Word	Func +	
Move Backward a Word	Func -	
Jump up 10 lines	Func "	
Jump down 10 lines	Func /	
Delete a line	Func [	
Insert a line	Func ]	
Split a line	Func k	
Join a line	Func j	
Delete to End of Line	Clear	
Delete back a character	Del	
Delete forward a char.	Func Del	
Goto first line	Func a	
Goto last line	Func z	
Goto beginning of line	Home	
Goto end of line	Func	
Move back a page	F2	
Move forward a page	F3	
Abort Document	F4	
Set Markers	Func s	
Copy marked text	Func c	
Move marked text	Func m	
Delete marked text	Func d	
Goto Page	Func g	
Search for text	Func f	
Search and replace text	Func r	
Process a finished Doc.	F1	
Insert/Overtyp		

*NB. It should be remembered that the joint Func and letter commands ie. "Func a" are case sensitive - Lower case letters must be used.*

When typing in a document, there are two modes available.

Insert

Overtyp

The system will automatically be in Overtyp mode. To change to Insert mode the Func key and "i" should be depressed together.

### Copying and moving marked text

This enables the user to move text from one place to another within the document, or to copy sections and insert them elsewhere.

A marker must be placed at the beginning and end of the text to be copied or moved by pressing Func "s" at each point.

To move that piece of text having set the markers the function key and m should be depressed together and the text will then move.

A similar procedure should be followed for copying text using the Func key and "c" and the text will then be copied.

### **Option 2 Edit an old document**

To edit an existing document the system will prompt for the document code. The system will then default the full description of the document along with the last amendment date.

The user may then go into the document to make any changes required. Having completed the changes F1 will prompt "OK to Process". "OK" will process the changes. If you exit from the document in any other way the changes will not be saved.

### **Option 3 Delete a document**

To delete a document the system will prompt for the document code. The system will then prompt "OK to Delete".

Entry of "OK" will delete the document.

### **Option 4 Print a document**

To Print a document the system will again prompt for the document code.

The system will then prompt "OK to Print"

The user will then be prompted to enter the type of printer required, ie. LP- Laser Printer.

Having entered the type of printer the document will then be printed.

### **Option 5 List documents**

This facility enables the user to view the code, description, amendment date and user of all the letters and documents currently on the system with the option to print if required.

### **Option 6 Copy a document**

This facility enables the user to duplicate a document.

The user will be prompted for an existing letter code. The system will then ask for a new code for the copy document.

Having entered the new code the system will prompt "OK to Copy"

The system will then copy one document from the other.

**Option 7 Rename a document**

This facility enables the user to change the name of a document. The system will prompt for the original document code followed by new name. The system will prompt "OK to Rename". Insertion of Ok will rename the document.

**Option 8 Printer Commands FM****Prerequisites**

None

**Procedure**

The system will allow input of the following field:

Printer Name	Mandatory
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The printer name is defined by the system. Typical printer names are LP, P1, P7 etc. The printer must be defined to the system and the name must be the two characters the system understands as a printer.

Mnemonic	Mandatory
----------	-----------

This single character code is used in the Word Processor to define a printer change. It is advisable to make the character like the function it is performing for example :

'B'	- Turn Bold On
'b'	- Turn Bold Off

The printer name and mnemonic are the key to the file. This sequence must be unique.

Description	Description of the function.
Command Sequence	10 times 2 digit numbers

The command sequence is hexadecimal numbers that represent the characters that must be sent to the printer. These codes will be in the printer manual. For example:

"Turn Bold On" on a HP LaserJet printer is	1B 28 73 33 42
--	----------------

The system will allow the user to Add, Amend, Delete or Display from file. In Display mode if the user types in an incorrect or partial key, a sequential list will be displayed. At the bottom of the screen, and when there are more records to be displayed, a "More Y/N" prompt will be shown. If the user types "N" for No, the display will end.



## 2.10 General System Parameters

### Prerequisites

Standard Agent And VAT codes should be set up via VAT Codes file maintenance (See 2.6).

Local currency code should be set up via currency codes file maintenance (See 2.5)

### Procedure

The system will allow input of the following fields:

#### Per person Deposit

This is used by the bookings and administration system to default the deposit due on the booking.

#### Maximum Deposit

This is used when a large party would cause a very large deposit. The calculated deposit from above never exceeds the maximum deposit.

#### Balance Due Length

The number of days before departure that the full balance on the booking is due.

#### Option Expiry Length

The number of days after booking the option will expire. This is not removed automatically but will appear in the options queue and may be removed via option purge.

#### Aged Debt Periods

Four periods can be specified as number of days after the balance due date. These days are used by the aged debt report and statements.

Agent Statement Type	O for Open Item B for Balance Brought F/wd
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Client Statement Type	As Above
Standard VAT Code.	

This is the default code to appear against the itinerary line in the bookings system, for non exempt and zero rated supplies.

#### Agent VAT Code