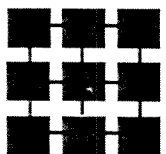


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## 1.0 INTRODUCTION

The Tour Operations sub-system has been designed to operate as an integrated part of the FCS Travel Portfolio. It cannot be run standalone. It is possible to purchase bespoke alternative entry screens to suit the particular needs of individual clients.

The functions may be split into 3 categories.

File Maintenance (General)

File Maintenance (Inventory)

Price Panels

There follows a more detailed look at the Tours Administration sub-system.

## 2.0 FILE MAINTENANCE (GENERAL)

### 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 Suppliers File Maintenance

See also General File Maintenance and Purchase Ledger Documentation (Repeated here for completeness).

### 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.

## 2.3 Accommodation FM

The key of the accommodation file is a combination of city/resort 3 characters and accommodation code, combining to form a 6 character key.

### Prerequisites

The City/Resort codes (see section 2.1.2 above) and the accommodation codes (see section 2.1.4 above) should be used prior to setting up the accommodation details.

Accommodation suppliers should have been entered onto the system. See section 2.2 above).

**Procedure**

The system will allow input of the following fields.

City/Resort code	Valid on file
Accommodation code	Valid on file

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility will show one record per screen and display 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.

Please Note - Suppliers reference is for internal information purposes only as clearly the same accommodation may well be available through more than one of your suppliers.

These two fields are the key of file. Additionally the following details are held.

Accommodation Name	
Address	Line 1
	Line 2
	Line 3
	Line 4
Post Code	
Telephone Number	
Telex Number	
Facsimile Number	
Contact Name	20 characters
Supplier Reference	Valid on file

**2.4 Tours FM**

This facility currently enables you to associate up to 17 individual items of itinerary supply under one group reference.

The purpose of this facility is to enable the reservations clerk on entry of one simple code, to precipitate the booking of multiple items of itinerary, complete with inventory maintenance. As potentially all itinerary types may be present in the configuration record, it is necessary that all of the above General File Maintenances (2.1 - 2.3) have been used prior to using the tour configurator.

**Prerequisites**

All codings to be referenced within the tour file, must have been predefined to the system, using the file maintenances detailed above. (see section 2.1 - 2.3).



**Procedure**

The system will allow input of the following:

Tour Reference                      6 characters

This field is the key to the file.

Tour Description                      40 characters

Itinerary Item (x 17) as detailed below.

**2.4.1 Flight Lines**

The following details are held:

Identifier	- FLT = Flight
Day of operation	- 1 = Departure Date of Tour
Duration	- Blank
Supplier Reference	- Valid on file
Departure Sector	- Valid on file
To Sector	- Valid on file
Flight Number	
Ticket Class.	

**2.4.2 Hotel Lines**

The following details are held for Hotel Lines:

Line Type	- HOT
Day	- Arrival Date at Hotel
Duration	- Number of nights
Supplier Code	- Valid on file
City/Resort Code	- Valid on file
Hotel Code	- Valid on file

Please note the last two items combine to form the accommodation code for inventory purposes.

**2.4.3 General Lines**

The following details are held for General Lines.

Line type	- GEN
Commencement Date	- Day 1 = Departure Date of Tour
Duration	- Duration of supply

Supplier	- Valid supplier from file, blank indicates own supply.
Item description	- 3 character code validated against general itinerary file (see 2.1.7 above) otherwise 40 characters free format text.

#### 2.4.4 Insurance Lines

The following details are held against Insurance items:-

Line Type	- INS
Day	- Commencement date for Insurance Purposes. 1 = Departure date of tour.
Duration	- Period of cover
Supplier Code	- Blank indicates own supply
Description	- Up to 40 characters free format text, or valid 3 character reference as entered in Insurance itinerary FM (see 2.1.8 above).

*Note: - where general or Insurance items have matched on 3 character references in the data base, the 3 character coding will be placed by the system in the last 3 characters of the 40 character description field. This is used by the system when searching for price panels. It is therefore important not to disturb or corrupt these fields subsequently within the administration system (unless price panels are not being held for these items).*

Upon completion of your Tour itinerary list, press carriage return or F1 and the system will prompt "OK to Process". Upon entry of OK, the system will commit changes to file.

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows one tour reference per screen. 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. Switching process for Display to Amend or Delete is non destructive of the items viewed on the screen, thus it is possible to peruse the file, and when viewing tour details which you wish to modify, answer No to the More? Y/N prompt, and use F2 to return cursor to the process field. Entry of 2 to modify or 3 to delete will leave the current tour reference in the window. Carriage return will confirm that as being the item for modification/deletion.

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

Please Note - great care should be taken when modifying tour details for tours already present on the database for which bookings may have been taken. No attempt is made by the system to update bookings already taken with the details modified. If wholesale changes are to be made to a tour after booking has commenced, it is prudent to obtain a complete printout of all bookings currently held for the tour, so that items may be retrieved for subsequent individual modification within the administration system.

### 3.0 FILE MAINTENANCE (INVENTORY)

This section deals with three principle areas of Inventory items held on the system, these being Flights, Accommodation (Bed Banks) and Tours.

These are described in greater detail as follows.

#### 3.1 Flights

##### Prerequisites

The From sector and To sectors should have been entered into the system using Airport FM (see section 2.1.1 above). Up to the first 3 characters of the flight number are validated against file, to identify the carrier ( see section 2.1.3 above).

##### Procedure

The system will allow input of the following:

From Sector	Valid on file
To Sector	Valid on file
Departure Date	<i>ddmmyy</i>
Flight Number	Carrier code plus identifier

The above four fields are the key of the file.

Departure time	24 Hour
Arrival time	24 Hour
Baggage Allowance	Kilos
Equipment Type	eg. 747
Capacity	Allocation on flight

The above fields represent the details held against the flight. In addition to these fields, the number of booked (confirmed) and option bookings are automatically maintained by the system.

##### 3.1.1 Flight Series

Additionally, the system will prompt you to enter "Series Y/N". Entry of "Y" in this field will permit the further entry of an up to date for the series, and the number of days apart for the flights relative to the departure date entered in the original key of the current record. Entry of "N" in the series field prompts "OK to Process", and upon entry of "OK" the system will modify/update the database.

*NB. Use of the series facility, could potentially cause the system to add many records, if this is the case, be patient! Abnormal response times may be experienced.*

### 3.2 Accommodation Inventory FM

Accommodation Inventory is generally referred to by the generic term "Bed Banks". Records containing details of accommodation capacity, confirmed bookings and option bookings are held on a month by month basis for the duration of the seasons to be maintained.

#### Prerequisites

City/Resort codes (see section 2.1.2), Accommodation Codes (see section 2.3), and Room codes (see section 2.1.5) to be used should be identified to the system, prior to entry into this facility.

#### Procedure

The system will allow input of the following:

City/Resort	Valid against file
Accommodation Code	Valid against file
Room Code	Valid against file
Year	YY
Month	MM

The above 5 fields are the key of the file.

Additionally the following fields are held:

Occupancy	Number or people in room
Capacity	x 31 allocation held

The system will automatically set up the number of days in the specified month, prior to capacity maintenance.

#### 3.2.1 Occupancy

This field contains the maximum number of occupants in the room identified. It is necessary to hold this at bed bank level as codings may be duplicated across different hotels with different meanings.

#### 3.2.2 Capacity Maintenance

The system prompts for:-

- Start Date
- End Date (not less than start date)
- Capacity.

After entry of capacity, the system repaints the availability section showing the modified capacity on the screen.

*NB. When in modify mode, it is not possible to reduce the capacity of a particular room availability, below the current number of confirmed and option bookings for a particular day. When all entries/modifications have been made, Press F1. The system will prompt "OK to Process". On entry of OK the additions/modifications will be made to the Database. The system will allow you to Add, Amend, Delete, or Display items on file. The Display facility shows a full screen of availability by month. If further items are available it will prompt "More Y/N". Entry of "Y" will offer further months of availability until end of file (EOF) is encountered.*

### 3.3 Tour Inventory FM

#### Prerequisites

The Tour must have been set up (see 2.4 above) prior to entering this facility.

#### Procedure

The system will allow input of the following:

Tour Reference	Valid on file
Departure Date	ddmmyy

These two fields are the key of the file

Capacity	Up to 999
Staff Identification	x 6
Type	E = Escort
Account Number	Valid on Client file

In addition to the above fields, the system will also maintain:

- Number of confirmed bookings
- Number of Option bookings

The system will allow you to Add, Amend, Delete or Display items on file. The Display facility shows a full screen of tour/dates/capacities/current booked/current options. In Add, Amend and Delete mode the following further fields are also prompted.

Series	Y/N
End Date	ddmmyy
Days Apart	Up to 999

Entry of "N" in the series field will proceed to "OK to Process".

### 3.3.1 Series Processing

Entry of "Y" in the series box permits entry of an end date and the number of days apart. This facility is useful where a series of departures take place under the same Tour Reference at regular intervals. The day offset is applied relative to the departure date of the current record being maintained.

In Add mode, new records where they don't exist already will be inserted at specified intervals after the current departure date.

In Amend mode, where an additional tour record is found against departure offsets up to and including the end date specified for the series, the capacity on these records and the staff details will be updated.

*NB. Great care should be exercised when using the series facility. The system will not permit reduction of capacity below the total number of options and booked for a specific departure date.*

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

**This is a powerful facility. Use with caution.**

## 4.0 PRICE PANELS

There are five programs in this suite that enable you to set up the necessary price panels for automatic pricing of items within the administration system.

### 4.1 Flight Prices

#### Prerequisites

The Sectors to be used should have been identified to the system prior to use ( see section 2.1.1 above) as should the Carrier codes (see section 2.1.3) and the Supplier references (see section 2.2) above.

#### Procedure

The system will allow input of the following:

From Sector	Valid on file
To Sector	Valid on file
Carrier code	Valid on file
Supplier Reference	Valid on file
Effective until date	<i>ddmmyy</i>

The above five fields are the key to file.

---

Up to 11 sets of the following information are held.

Fare/Class description	6 character identifier
Adult cost	Supplier currency
Child cost	Supplier currency
Infant cost	Supplier currency
Adult Price	Local currency
Child Price	Local currency
Infant Price	Local currency

Entry of carriage return at a blank fare code/class field or F1 at any valid position will prompt "OK to Process".

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

If a fare/class field in the middle of a table is blanked and carriage return pressed, the system will remove all elements in the table below and including the blanked position line.

**\*\*\* YOU HAVE BEEN WARNED \*\*\***

On entry of "OK to Process" the system will carry out the specified operation. Additionally the system will prompt you Clear the Screen Y/N. Entry of "Y" will clear all the fields in the display and prompt for reentry. Entry of "N" however leaves the current information visible on the screen. This facility is particularly useful when adding a series of price panels where more than one season throughout the year has the same prices.

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

## 4.2 Accommodation Prices FM

Prior to using this facility, the following codes should have been maintained on the system.

City/Resort code (See 2.1.2)

Accommodation code (See 2.1.4)

Room code (See 2.1.5)

Supplier Reference (See 2.2 above).

The system will prompt input of the following:

City/Resort code	Valid on file
Accommodation code	Valid on file
Room code	Valid on file
Supplier	Valid on file
Effective Up to date	<i>ddmmyy</i>

The above five fields are the key to the file.

Additionally, up to ten barrier prices are held per panel. The details held are as follows:

Up to date	<i>ddmmyy</i>
Greater than previous date in panel	Less than or equal to last date in key
Room Cost	Supplier Currency
Room Price	Local Currency

*Note: The final price band in the table must be entered against the last up to date specified in the key.*

Entries in the panel should be in date sequence. Entry of carriage return <C/R> at a blank field in the panel or F1 where appropriate will prompt "OK to Process". On entry of OK, the system will update/modify the database accordingly.

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

**Blanking of an up to date in the middle of table, followed by carriage return will cause the system to initialise the table from that point onwards.**

**\*\*\* YOU HAVE BEEN WARNED \*\*\***

After "OK to Process" the system will prompt "Clear the screen Y/N". Entry of "N" will leave the current panel available in the display for using as a template for the next panel.



---

## 4.3 Insurance Prices FM

### Prerequisites

All codes to be referenced should have been maintained on file prior to entry into this facility. Codes available are:

Insurance codes (see section 2.1.8)

Supplier references (see section 2.2)

### Procedure

The system will allow input of the following.

Insurance code	Valid on file
Supplier Reference	Valid on file
Last up to date	<i>ddmmyy</i>
Duration of Insurance	Up to 999

The above four fields are the key to the file

Up to ten barrier dates may be included in each price panel. The following information is held:-

Up to date	<i>ddmmyy</i>
Cost	Supplier currency
Price	Local currency

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

Barrier dates in the table must be in date sequence. Blanking of a barrier date in the middle of the table, followed by carriage return <C/R> will cause the system to initialise the table from that point onwards.

**\*\*\* YOU HAVE BEEN WARNED \*\*\***

Upon entry of carriage return at a blank up to date field or F1 where appropriate, the system will prompt "OK to Process". On entry of OK, the system will update/modify the file. You will be prompted "Clear the Screen Y/N". Entry of "N" will leave current details visible for amendment for use as a template for further price panels.

## 4.4 General Prices FM

### Prerequisites

Codes to be used must be maintained on the system prior to entry into this facility. These are General Items (see section 2.1.7), Supplier References (see section 2.2.).

### Procedure

The system will allow input of the following:

Code	Valid on file
Supplier	Valid on file
Last Up to date	<i>ddmmyy</i>
Application type	1 = per itinerary line 2 = per person 3 = per day 4 = per person per day

The above four fields are the key of the file.

Up to ten barrier dates/prices are held in each price panel. The last up to date specified in the key must appear as the last element in the given table. The following fields are held:

Up to date	<i>ddmmyy</i>
Cost	Supplier currency
Price	Local currency

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

Blanking of an up to date in the middle of the table will cause the initialisation of all elements below that point.

**\*\*\* YOU HAVE BEEN WARNED \*\*\***

Carriage return at a blank element in the table or F1, will prompt "OK to Process". On entry of OK the update/modification will be made on file. You will subsequently be prompted "Clear screen Y/N". Entry of "N" leaves the details available for further use as a template for subsequent price panels.

## 4.5 Tour Prices FM

### Prerequisites

All codes should be defined to the system prior to use. The following fields should be maintained:-

Tour Reference (see section 2.4)

Supplier Reference (see section 2.2)

### Procedure

The system will allow input of the following:

Tour Reference	Valid on file
Occupancy	Number of persons applicable
Supplier Reference	Valid on file
Last up to date	<i>ddmmyy</i>

The above four fields are the key to the file.

Up to ten barrier dates/prices are held in each panel. The last up to date specified in the key must appear as the last date in the panel. The following details are held:

Up to date	<i>ddmmyy</i>
Adult Price	Supplier currency
Child Price	Supplier currency
Infant Price	Supplier currency

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

Entry of blanks in an up to date element of the table will cause initialisation of the table below that point.

**\*\*\* YOU HAVE BEEN WARNED \*\*\***

Entry of carriage return at a blank up to date or F1 where appropriate, will prompt "OK to Process". On entry of "OK", the system will update/modify the record on file. Subsequently you will be prompted "Clear Screen Y/N". Entry of "N" will leave current details available for subsequent record retrieval/update/modification.

### 4.5.1 Occupancy

For generalised tour pricing, panels must be set up that reflect per person tour costings. Typically therefore, a price panel with an occupancy of 1 represents the

price for a individual, and includes single room supplements etc. A price panel therefore with an occupancy of two reflects within it, prices per person sharing a double room, with or without facilities.

## 5.0 REPORTS

### 5.1 Tour Nominal Roll

The Tour Nominal Roll function allows the creation of a list of passenger names who are going on a particular tour departure. The details are loaded into a document that may be word processed prior to printing.

#### Prerequisites

The document "ROLL" must be set up as a standard letter using some or all of the following mnemonics.

&TREF	Tour Reference
&TDES	Tour Description
&TDAT	Tour Departure Date
&PN	Passenger Number
&PNAM	Passenger Name
&ADDR	Passenger Address lines 3+4

#### Procedure

The system will allow input of the following:

Create, View, Delete, List or Print	
C, D, V, L, P	Defaults to L.
From Tour Reference	
To Tour Reference	
From Departure Date	
To Departure Date	

### 5.1 Create Option

The Create Option will allow input of all of the above four fields. If a tour reference is entered, it must be valid. Spaces input will default to First/Last as appropriate.

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

This function will **OVERWRITE** any previously created Nominal Rolls, within the given arguments.

### 5.1.2 View Option

This option allows the user to update a previously created Nominal Roll. It will prompt for the From Tour reference and From Departure Date only. These must exist as a valid nominal roll. This option will then display out the created letter substituting in, all names booked onto the tour. The document may then be edited as required using standard word processor commands.

F1 will ask the user if it is OK to save the amendments, F4 will abort the edits.

### 5.1.3 Delete Option

This option will allow input of all of the above four fields. If a Tour reference is entered, it must be valid. If spaces are entered the system will default to First/Last as appropriate.

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

This function will remove all Nominal Rolls between the arguments given. Please be careful!

### 5.1.4 Print Option

This option will allow input of all the above four fields. If a Tour reference is entered, it must be valid. If spaces are entered the system will default to First/Last as appropriate.

The system will print each Nominal Roll starting on a new page. After OK to process the system will prompt the user for a printer giving a list of valid printers.

### 5.1.5 List Option

This option will allow none of the above four inputs. It will show a list of all of the created Nominal Rolls that may be viewed, deleted, and printed. It will also show when and who created them and the last time printed. If more than one source of output is shown, the system will prompt "More Y/N". Entry of "Y" will offer further screens until end of file is encountered.

## 5.2 Tour Flight List

The Tour Flight List function allows the creation of a list of names of people who are going on certain flights. A document is created for each supplier of flights within a tour. It will document all the flight details for that supplier and a list of all passengers on the flight. This document may be word processed prior to printing.

### Prerequisites

The document "FLIGHT" must be set up as a standard letter using some or all of the following mnemonics:

&DATE	Today's Date
&AIRL	Airline Description (From Supplier)
&FDAT	Flight Date
&FS	Departing Sector
&TS	Arriving Sector
&FLN	Flight Number
&ATM	Arrival Time
&DTM	Departure Time
&DDAT	Tour Departure Date
&PNAM	Passenger Name
&PAXN	Passenger Count
&OPER	Operator Name
&ONAM	Company Name

### Procedure

The system will allow input of the following:

Create, View, Delete, List or Print	C,V,D,L, or P
Defaults to L	
From Tour Reference	
To Tour Reference	
From Departure Date	
To Departure Date	
From Supplier Reference	
To Supplier Reference.	

### 5.2.1 Create Option

The Create Option will allow input of the above six fields. If either a Tour or Supplier Reference is entered, it must be valid. If spaces are entered for any of the fields, the system will default to First/Last as appropriate.

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

This function will **OVERWRITE** any previously created flight lists within the given arguments.

### 5.2.2 View Option

This option allows the user to update a previously created flight list. It will only prompt for From Tour Reference, From Departure Date and From Supplier. There must be a valid flight list in existence for the given inputs. This option will then display the created document allowing the user to amend it using the standard word processing commands. F1 will ask the user it is OK to save the amendments. F4 will abort the edits.

### 5.2.3 Delete Option

This option will allow input of all of the above six fields. If a Tour Reference or Supplier Reference is entered, it must be valid. If spaces are entered the system will default to First/Last as appropriate.

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

**This function will remove all Tour Flight Lists between the arguments given. Please be careful!**

### 5.2.4 Print Option

This option will allow input of all of the above six fields. If a Tour or Supplier Reference is entered it must be valid. If spaces are entered the system will default to First/Last as appropriate. The system will print each Flight List starting on a new page. After OK to process, the system will prompt the user for a printer giving a list of valid printers.

### 5.2.5 List Option

This option will allow none of the above six inputs. It will allow a list of all the created flight lists that may be viewed, deleted, or printed. It will also show when and who created them and the last time printed. If more information is available the system will prompt "More Y/N". Entry of "Y" will offer further screens until end of file is encountered.

## 5.3 Flight Manifest

This report shows a breakdown of each party booked onto a certain flight or range of flights.

### Prerequisites

None

**Procedure**

The system will allow input of the following:

Display or Print	D or P (Default is D)
Sectors From	Valid on Codes File
To	or spaces for First/Last
Date of Flight	Spaces for all
Flight Number	Spaces for all

If Print option is chosen (Option P) the system will ask the user for a printer name. It will display or print a report changing to a new page on change of flight. The details displayed/printed for each flight are:

- Booking Number
- Lead name of party
- Breakdown of passengers by
  - Adult
  - Children
  - Infants.
- Total passengers on flight.

This report will total each party breakdown for the flight.

**5.4 Rooming List Create**

This function allows the user to specify which passengers are to go into which rooms, the meal plan they will have and whether they are sharing the room.

**Prerequisites**

If this function is attempted from the itinerary system, then only a set of valid rooms entered against the line is required. If this function is run standalone, then a booking must be made with the accommodation line booked. It is advisable in both cases (but not essential) to fill in the passenger names on the booking.

**Procedure**

The system will allow input of the following if run standalone:

Booking Number	Valid on file, not cancelled
Itinerary Line Number	Valid on file.

The user may enter spaces for the itinerary line number. The system will then display a list of all the valid accommodation lines on the booking.



If the function is run from the itinerary system, the above fields are not asked for, the details are defaulted automatically.

For each passenger on the booking the system will then display:

Passenger Number	(Only shown if run standalone)
Passenger Name	(or NOT Known if not entered)
Date of Birth of Pax	(Adult if no age entered)
Nationality of Pax	(Only shown if run standalone)
Room Code	Valid room code
Meal Plan	Valid meal plan
Share Flag	Y, N or S

The last three fields are, either auto generated if this is run for the first time, or the current value if the details are being amended.

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

If a room code is amended on any itinerary line, this function should be rechecked as the details will not be amended automatically.

### 5.4.1 Room Code

The Room Code can be any one of the valid codes for the itinerary line but no others. If the passenger requires a different room, this must be amended via the itinerary line first.

The system will check before OK to process that the number of rooms specified is the number of rooms started with and error if not.

### 5.4.2 Share Flag

The system automatically assumes that all passengers are NOT sharing their room with another. The user must then tell the system who is willing to share.

"Y" means the passenger is sharing with somebody else within the party (Husband or Wife etc)

"N" means the passenger is not willing to share

"S" means the passenger is willing to share with somebody outside the party (ie. a stranger).

After entry of all the passengers the system will save the details for use within the rooming list report.

## 5.5 Tour Rooming List

This function allows the user to create a list of passengers going to a particular hotel on a tour. It will also detail all the flights on the tour.

### Prerequisites

The standard letter "ROOM" needs to be created using some or all of the following mnemonics:

&HOTL	Hotel Name
&ADAT	Arrival Date at Hotel
&FDAT	Flight Date
&FS	Departing Sector
&TS	Arriving Sector
&FLN	Flight Number
&DTM	Departure Time of Flight
&ATM	Arrival Time of Flight

The flight details will be substituted for each flight on the tour.

&RDES	Room Description
&PNAM	Passenger Name

A spare line will be inserted before each room breakdown automatically.

&PAXN	Passenger Count
&OPER	Operators Name
&ONAM	Company Name

*Note: The &RDES and &PNAM mnemonics are used within a list of the passengers. Anything specified on the line after or before the mnemonics will be repeated for each passenger/room.*

### Procedure

The system will allow input of the following:

Create, View, Delete, List or Print  
 C,V,D,L or P (Default is L)  
 From Tour Reference  
 To Tour Reference

From Departure Date  
To Departure Date  
From Accommodation Code  
To Accommodation Code  
From Arrival Date  
To Arrival Date

### 5.5.1 Create Option

This option allows input of all eight of the above fields. If a tour or accommodation reference is entered it must be valid. If spaces are entered for any fields then First/Last is inserted automatically as appropriate.

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

The create routine will **OVERWRITE** any previously created rooming lists for the given arguments. The information created will be amendable via the view option.

### 5.5.2 View Option

This option will only allow input of four of the above fields (the From Tour Reference, From Departure date etc).

The rooming list for the entered fields must exist. If it does, then the created document will be displayed. This may be word processed using the standard word processor commands.

F1 will cause the system to prompt OK to save the detail amendments, F4 will abort any amendments.

### 5.5.3 Delete Option

This option will allow input of all eight fields. If a Tour or Accommodation reference is entered it must be valid. If spaces are entered the system will default to First/Last as appropriate.

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

This option will remove all rooming lists between the arguments given. Please be careful.

### 5.5.4 Print Option

This option will allow input of all eight fields. If a Tour or Accommodation reference is entered, it must be valid. If spaces are entered the system will default to First/Last as appropriate. The system will ask the user for a printer to print the report onto, giving a list of valid printers. A rooming list for each accommodation within the tour will be printed, starting a new page for each change in Tour, Departure Date, Accommodation and Arrival Date.

### 5.5.5 List Option

This option will not prompt for any of the above eight fields. It will show a list of all the created Rooming Lists. It will also detail who created the list and when, and the last time it was printed. If more information is available the system will prompt "More Y/N". Entry of "Y" will offer further screens until end of file is encountered.

## 5.6 Hotels Arrival List

This function reports for each accommodation chosen the number of people arriving and their breakdown. It also details the number of rooms required of each type.

### Prerequisites

None

### Procedure

The system will allow input of the following:

Display or Print	D or P (Default is D)
City/Resort	Valid on file or spaces for All
Accommodation Code	Valid on file or spaces for All
From Arrival Date	
To Arrival Date	

If the print option has been chosen (Option P) the system will prompt the user for a printer name giving a list of valid printers.

The report will then show:

Arrival Date

Number of Nights Stay

Booking Number

No. of Party - Adults  
 Children  
 Infants  
 Total Party

No. of rooms required

Room Code

The last two fields are repeated up to four times for all the rooms booked.

The report will then show a room breakdown detailing for the given criteria.

No. Rooms

Room Code

Room Description

A new page is started for each accommodation code encountered.

## 5.7 Chasing Reports

If the system purchased is a hybrid (type "B") then the system allows over booking of inventory. Types "A" (Agency) or "T" (Pure Tour Operations) have no need of the chasing sub system.

If the system has had to overbook any inventory, tour seats, flight seats or hotel rooms, a reminder is placed in the chasing queue. This report shows all outstanding items left on the queue.

### Prerequisites

None

### Procedure

The system allows input of the following:

Display or Print	D or P	(Default is D)
Flight, Accommodation or Tours		F,A,T or spaces for All
Up to Departure date		Spaces for Last

If the print option has been specified (option P) the system will ask the user for a printer to use giving a list of valid printers.

Depending on the report chosen the output will be as follows.

### 5.7.1 Flight Chasing

Sectors From/To

Departure Date

Flight Number

Booking Number

Lead Name

No. of Adults, Infants and Children required.

The last three items will be repeated for all the bookings with unfulfilled inventory requirements.

### 5.7.2 Accommodation chasing

Resort

Accommodation Code

Arrival Date

Booking Number

Lead Name

No. of Adults, Infants and Children required

No of Rooms

Room Type required.

The number of rooms and type required are repeated for all those specified on the itinerary line. The booking details are repeated for all the bookings with unfulfilled inventory requirements.

### 5.7.3 Tour Chasing

Tour Reference

Departure Date

Booking Number

Lead Name

No of Adults, Infants and Children required.

The booking details are repeated for all the bookings with unfulfilled inventory requirements.

## 5.8 Inventory Reconciliation

This routine allows the user to reconcile any outstanding inventory requests. It allows the user to update the itinerary system automatically and remove items from the chasing reports.

### Prerequisites

The user should run the chasing reports as the exact details to be reconciled will need to be entered.

### Procedure

The system will allow input of the following:

Flight, Accommodation or Tours      F,A,T

Depending on the type chosen, the following are prompted for.

### 5.8.1 Flights

From Sector	Valid on file
To Sector	Valid on file
Departure Date	
Flight Number	

### 5.8.2 Accommodation

City/Resort Code	Valid on file
Accommodation Code	Valid on file
Arrival Date	

### 5.8.3 Tours

Tour Reference	Valid on file
Departure Date	

### 5.8.4 Processing

The system, if an entry is found, will display out all the items awaiting reconciliation.

The information displayed is:

Booking Number

Itinerary Line

No. of Adults  
 Infants  
 Children

The user is then prompted whether to reconcile or not. the options are:

- N No - Just ignore this item and leave it on the chasing report.
- Y Yes - This implies that the inventory does not exist but has been checked on request and passed.
- D Delete Inventory cannot be gained for the item required. Delete the itinerary line.
- C Cancel Inventory cannot be gained for the item required. Cancel the itinerary line.
- B Book Try again to rebook the line (assumes inventory has been updated).

Once all the lines have been entered, OK to process will be prompted. After OK, the system will effect the changes. If only one of the items needs updating, enter "N" against the rest and they will be ignored.

## 5.9 Civil Aviation Authority Report

### Prerequisites

None

### Procedure

The system will allow input of the following:

Display or Print	D or P (Default is D)
From Departure Date	
To Departure Date	



The two dates have to be entered and the date range must not exceed 7 months.

*Note: The totalling for the Passenger analysis will add up values into months, if only a partial month is specified, the result will be that total, NOT the total for the whole month.*

If the print option has been chosen (option P) the system will ask for a printer name giving a list of valid printers.

The report comes in two parts. Firstly it shows all itinerary items flying between the two dates (that is departing but not necessarily returning).

The report shows:

Booking Number

Booking Lead Name

Flight Number

Date of Departure

No. of Passengers booked

Value of the booking to the airline.

The second part of the report is a carrier analysis

This reports:

Airline

No. of passengers in each month breakdown

Total flying on airline

The report totals by month and by report. It also shows a total turnover for the full period.

## **5.10 Tour Profitability**

This report gives the user a breakdown of each booking for a given tour departure totalling all figures.

**Prerequisites**

None

### Procedure

The system allows input of the following:

Display or Print	D or P (Default is D)
Tour Reference	Valid on file
Departure Date	Valid tour departure
Firm, Option or All	F,A,O (Default is F).

If the user has selected the print option (option P) the system will ask the user for a printer name giving a list of the valid system printers.

The report will show:

- Booking Number
- Passenger Count for Booking
- Total Cash Received
- Revenue Total
- Total Costs
- Gross Profit
- Profit % of revenue

The report will total all numeric figures.