GETTING STARTED MANUAL

Contents

Introduction

Thank you for purchasing the Chameleon Travel System. This guide is aimed at the systems administrator who needs to get Chameleon setup ready for the the main users to use.

The System Adminstrator's duties will be :

- An understanding of starting and stopping the system correctly
- Setting up the System
- An overall understanding of all aspects of the menus
- Ongoing System Maintenance
- An understanding of the external peripherals connected to the system.
- To liase with FCS

There are a number of stages that need to be gone through before product can be entered and booked. These stages are :

a. Configuring Chameleon
b. Setting Up Codes
c. Setting Up Passwords
d. Assigning Access Rights
e. Setting Up Menus

At this stage you should then be able to create simple bookings. The next steps will be covered in other documentation.

Conventions

There are a number of typographical conventions this manual will use, these are :

Bolded Times Font	Take note of this it is important.
`Courier Font`	This is a system prompt.
`Bold Courier Font`	This is something to be typed in.

Signing on to the Machine

Once the machine has been switched on the system will go through a number of tests to make sure everything is OK. When this is complete, you will need to login into the Thoroughbred Basic Environment and then Chameleon.

Schematically the system looks like this :

Chameleon Travel System
Throughbred Business Basic
Operating System (DOS/Unix/Xenix Etc)
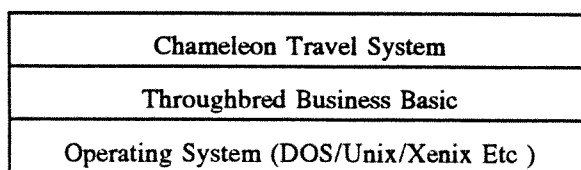
The signing on procedure depends on the operating system that you have chosen to use to run Chameleon on.

Note :

The symbol <cr> means 'press the carriage return key'. This is typically marked with a ↵ on the keyboard.

Signing on Using MS-DOS

Once the system has finished it's setup tests it will prompt you with the MS-DOS prompt which should look something like this :

```
c:\>
```

To get Chameleon running from the MS-DOS prompt you will first need to enter the directory where Chameleon resides.

cd \fcs<cr>

Then run Chameleon by typing :

b<cr>

This will then take you into Thoroughbred Business Basic and after 3 - 4 seconds into Chameleon. The logon page will be detailled later.

Signing On Using Unix/Xenix

For Unix / Xenix users once the machine has gone through it's startup tests it will prompt you with a system logon prompt. This will be something like :

```
unix!login :
```

Although it may have your site name before the !Login part. At this stage you will enter the login name as :

fcs<cr>

If the system prompts you with a password, please enter <cr> again.

System Standards

Throughout Chameleon the system will take in prompts of various lengths. When the user has completed a field the system will then process the input and continue on. If however the input you enter does not fill the field you may press <cr> and the system will then process the field.

In addition, when Chameleon needs to update it's database it will prompt the user with :

OK to Process

To accept the inputs the user must now enter **OK**. Any other input is taken as a refusal and the last field entered will be prompted for again.

Across the system there are a number of predefined keys to move around the various inputs.

F1   Move to the end of all the fields or (Give me the OK to Process prompt).

      This function will always take you to the last field that you have filled in. If you are amending original data then the system will move to the end of the screen.

F2   Move back a field.

      This will progressively move backwards through the fields until the first field is reached.

F3   Move Forward a field.

      This will move forwards until the first entered field is reached.

F4   Abort the operation and go back to the previous screen.

      Anything entered will be lost. Eventually enough F4's will take you out of the system.

Each field the system prompts you for, can be edited using the normal cursor keys to go back and forth.

Logging into Chameleon

Having logged on, the system will present you with the main logon screen. This will show as below (or something similar) the first time you logon. You are allowed to alter the message that appears here and you will be shown how to do this later.

```
===============================================================================
                            Franek Computer Systems
===============================================================================



                                    T  H  E


                             C H A M E L E O N


                          T R A V E L   S Y S T E M


                                 Version 5.0



===============================================================================
       Cornwall House, Station Approach, Princes Risborough, Bucks, HP27 9DN
===============================================================================
                               Enter Password :
```

The system will come installed with a super user password this is :

TRAVEL<cr>

Please enter this password at the prompt, making sure that the Caps Lock button on your keyboard is on. If the system tells you that the password is incorrect, press <cr> and try again making sure the Caps Lock button is on.

Note : The password will not be shown only a row of '-' characters.

This password should be altered once you have logged on to make the system more secure. You will be shown how to do this later.

Your First Menu

Having entered a correct password you will then be presented with the Main Menu. This allows you to get to all the functions that Chameleon has.

```
Term:TD                                          Day :Thursday
User:TBB                  Chameleon V5.0         Date:16 Feb 95
Menu:**MAIN            Travel System Main Menu    Time:11:43


        1. Reservations              13. Reports Menu
        2. Main Booking System       14.
        3.                           15. Ticketing Menu
        4. File Maintenance Menu     16. Fares System Menu
        5. Client & Membership Menu  17. Ground Fares Menu
        6. Mailing List Menu         18.
        7.                           19. Tour Operations FM Menu
        8. Purchase Ledger Menu      20. Tour Operations Reports Menu
        9. Sales Ledger Menu         21.
       10. Nominal Ledger Menu       22. System Maintenance Menu
       11.                           23. Configuration Menu
       12. Administration Menu       24. Site Menu

                      Select Option:



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```

Chameleon is menu driven so from each option you will return to this menu. At the prompt you are required to enter a number. It is possible to have menus nested under other menus. The menu above has menus under options 4 through to 24.

Note : You may leave a menu going to it's parent by pressing F4.

As you leave each menu you will eventually return to the top menu (as above). On pressing F4 to leave the system you will be prompted with :

        Are you sure you want to exit (Y/N)

To exit press **Y** otherwise press **N** and you will be left in the system.

If an option does not exist or has been incorrectly configured the terminal will bleep.

Configuring Chameleon

Chameleon is a highly configurable system. This means the way in which it works can be configured by you. These settings should, on the whole, be set prior to live operation and NOT altered.

All the parameters programs are held from the configuration menu

General Parameters

The general parameters function is found from the main menu as :
Option **23**   Configuration Menu
         1   General Parameters

```
GENERAL PARAMETERS FILE MAINTENANCE

Per Person Deposit    :      50.00  Company Name : Chameleon V5.0
Maximum Deposit       :    5000.00  Address      : Cornwall House
Balance Due Length    : 45                         Station Approach
Option Expiry Length  : 07                         Princes Risborough
Aged Debt Period      :  30  60                    Buckinghamshire
                         90 120    Postcode     : HP27 9DN
Agent Statement Type  : 0          Telephone No.: 01844 275 300
Client Statement Type : 0
Standard VAT Code     : E                         Insurance Due On  : 15
Agent's VAT Code      : S                         Booking History   : Y
Local Currency Code   : GBP                       Itinerary History : Y

Sales Ledger :-
 - Overpayment of a bkg will allocate the outstanding amount by age  : N
 - Unallocated cash will be posted as UNC or RFD                     : U
 - Invoice changes will allocate UNC items (with current bkg first)  : N

Invoice Text :-
Thank you for booking with us
If you have any queries about your booking please
call us in 01844 275 300
```

The system prompts for the following :

Per Person Deposit
This value is used to automatically calculate the deposit when a booking is made. The value is multiplied by **ALL** of the passengers travelling to come up with a figure. This will not exceed the maximum deposit. This can also be overriden when the booking is made.

Maximum Deposit
This value may not be exceeded for a booking deposit. If no maximum is required enter **9999999.99** in the field. Note : Be aware that group deposits can get quite high using a straight per person calculation and this function can be used to cap the figure.

Balance Due Length
This figure is the number of **DAYS** prior to the departure date that the balance becomes due. For example a 10 week period would mean an entry of **70** days. This figure may be amended when the booking has been made.

Option Expiry Length
> This figure is the number of **DAYS** after the booking has been made that the option will expire. This figure may be overriden when the booking is being made and at a later stage if required.

Aged Debt Periods
> This prompt allows you to enter upto 4 figures. This specifies for the agents statement and aged debt analysis functions the periods to use. Typically these would be

30	This defines a period of 30 to 61 days
60	This defined a period of 61 to 90 days
90	This defines a period of 91 to 120 days
120	This defines a period of greater than 120 days

Agent Statement Type
> This may either be :

O	Open Item
B	Balance Brought Forward

> This setting depends on your current accounting standards. This may be altered if required at a later stage with no ill effects.

Client Statement Type
> The values and rules are the same as for the Agent Statement Type.

Standard VAT Code
> This value is a valid VAT code type. This will be used to prefill the VAT code in the itinerary system. A typical value would be **S** for Standard Rate

Agent's VAT Code
> This code again should be a valid VAT code. This is used for calculation of VAT on Commission for agent bookings. Again this should be set to **S** for Standard Rate.

Local Currency Code
> This field determines the systems local currency code. Chameleon currently has a single currency sales ledger system so all invoicing will be transacted in this currency. This should be a valid code from the Currency codes. A typical value would be **GBP**

Company Name
> This field is the trading name of your company. This will be detailed on all the rerports and correspondance that Chameleon creates.

Address, Postcode & Telephone Number
> These fields are used for Chameleon driven output. Examples are : Remittance Advices, Letters etc.

Insurance Due On
> When an itinerary line is created it is possible for the system to automatically calculate the date on which a service should be raised to the Purchase Ledger. For insurance lines this will be defined as the occurance of the date specified. Ie : If you specify a day number as 15 then the system will set the raise date to the next 15th of the month it comes across.

Booking History
> Chameleon logs all changes made to the enterable fields on the booking screen. If a Y is entered here these changes will be held for future use. Beware : These logs can grow to be very large. If it is switched on the report should be run frequently and the file cleared.

`Overpayment of a bkg will allocate the outstanding amount by age`

This option will allow the sales ledger to automatically pay any invoices for a given sales account with any monies left over from a payment. Ie If you over pay a booking, the system will then look for any unpaid invoices for the same client/agent and pay those off.

It is suggested that this flag is set to **N**

`Unallocated cash wil be posted as UNC or RFD`

When a booking value is decreased below the cash received or a payment is made greater than the booking value the system has some unallocated cash. This can be used to pay off another invoice (see above) but in most cases it is left to sit on the ledger as a separate transaction. We can then therefore configure how the monies are saved. If the money is left as unallocated cash it can then be used for other transactions. If however it is saved as a refund, then the money can **ONLY** be used for a refund.

It is suggested that this flag is set to **U**

`Invoice changes will allocate UNC (with current booking first )`

When a booking is altered and the value is increased the system will put a new sales invoice onto the ledger. Chameleon can therefore be configured to search for any outstanding unallocated cash when this is found it can be used to pay off the new balance on this booking.

It is suggested that this flag is set to **N**

`Invoice Text`

This three lines of text will appear on every invoice. This appears at the bottom of the invoice and is typically a 'Thankyou for Booking' message. It can also be used to specify Opening Times, Reconfirmation messages or whatever.

Cost Parameters

The cost parameters function is found from the main menu as :

Option   23   Configuration Menu
         2   Cost Parameters

```
SYSTEM PARAMETERS


   GENERAL                           BOOKING
      System Type       : B            Agent Bookings         : Y
      Include Mailing List : Y         Visas & Vaccinations   : N
              Memberships : N          Client Analysis Codes  : Y
              Refunds     : Y          VAT on Bookings        : Y
              Fares System : Y
              Mail Sort    : Y



                                       NOMINAL LEDGER
                                          Integrate Suppliers    : Y
   ACCOUNTS                               Integrate Bookings     : Y
      PL in System Curr.   : N            Multi-Branch Operation : Y
      Use Sales Ledger     : Y            Default Branch         : MB
```

The system prompts for the following :

System Type
Chameleon supports 3 system types. This defines how inventory is handled. These types are :

A	Agency System (No Inventory)
T	Tour Operating System (Inventory MUST exist)
B	Hybrid System (We can book inventory if it exists but the system will allow us to continue.

Include Mailing List
Once a direct booking is made in Chameleon the client details can be held in a client file for later analysis. Here reports and mailings can be produced against the client.

It is suggested that this flag is set to   Y

Include Memberships
In addition to the client database, Chameleon also holds a membership system. This additional functionality allows the user to create a special club of members that can be separately mailed to and have subscription fees collected.
Unless you run a proper club with membership cards & fees :

It is suggested that this flag is set to   N

Include Refunds
Once an itinerary line has had a payment made to a supplier, the system can be configured to put the resultant line into the refunds system if cancelled. This sub system will then allow chasing and finally processing of the refund.

This is a COST option and must be set by FCS.

`Include Fares System`

Chameleon has a fully integrated Airline Fares database included. This functionality allows complex quotations to be undertaken. The details can then be used to create a booking.

This is a COST option and must be set by FCS.

`Include Mailsort`

Chameleon has the Royal Mail's mailsort integrated into it's mailing capabilities. This functionality allows you to save money on mailing by presorting the mailout prior to giving it to the Royal Mail.

This is a COST option and must be set by FCS.

`Accounts - PL in System Curr`

If you have bought the Purchase Ledger there are two methods of running it. You can have the figures in the suppliers currency or your own system currency. If the figures are in system currency they are converted from the itinerary system when the invoice is raised to the ledger.

It is suggested that this flag is set to   **N**

`Accounts - Use Sales Ledger`

Chameleon by default comes with a sales daybook to handle sales accounting. If you have purchased the Sales ledger module this flag should be set on.

This is a COST option and must be set by FCS.

`Booking - Agent Bookings`

Chameleon can support both direct and Travel Agent bookings. If this flag is switched off the system will prevent creation of Agent bookings.

It is suggested that this flag is set to   **Y**

`Booking - Visas & Vaccinations`
`Booking - Client Analysis Codes`

Chameleon can be configured to support EITHER 10 client analysis codes or 10 visa and 10 vaccination codes against a booking. You will notice that is you set one of the above on the other will reset. Client analysis codes will be held against the client regardless of the above setting. Unless you have no interest in Visas & Vaccinations and wish to see analysis codes on the booking :

It is suggested that   **Visa/Vaccinations**   **Y**
                                  Client Analysis   **N**

`Booking - VAT on Bookings`

To comply with EEC tax rules Chameleon holds full Value Added Tax breakdowns on Cost of Sales, Sales and Agent Commission. Unless you make no agent bookings and sell all your product outside the EEC

It is suggested that this flag is set to   **Y**

`Nominal Ledger - Integrate Suppliers`

If you have purchased the nominal ledger module, this flag identifies whether transactions that hit the purchase ledger automatically update the nominal ledger.

This is a COST option and must be set by FCS.

`Nominal Ledger - Integrate Bookings`

If you have purchased the nominal ledger module, this flag identifies whether transactions that are added to the booking system (sales side) automatically update the nominal ledger.

This is a COST option and must be set by FCS.

`Nominal Ledger - Multi Branch Operation`

Chameleons Nominal Ledger is capable of working in multibranch. This means that transactions hitting the nominal ledger can work in their own bank accounts etc. In addition the multibranch functionality is reflected in client documentation. (ie invoices can be designed by branch). The multi branch functionality outside the Nominal ledger can be switched on even if the nominal ledger is not bought.

It is suggested that this flag is set to   **Y**

It is always better to run in multi branch with one branch configured than to run in single branch. This is because if in the future you wish to run multi branch a large amount of work will need to be done to alter your existing data to be multi branch.

`Nominal Ledger - Default Branch`

If multi branch is set on then you must define a default. This default will be used if items from the specific user's branch does not exist. Usually this is set to be the head office branch code.

Inventory & Pricing Parameters

The Inventory & Pricing parameters function is found from the main menu as :
Option **23**   Configuration Menu
     3   Inventory & Pricing Parameters

```
ITINERARY PARAMETERS

Itinerary           Inventory           Stock           Price
---------           ---------           -----           -----

Flight              Y                   N               Y

Hotel               Y                                   Y

Tour                Y                                   Y

Insurance                                               Y

General                                                 Y

Car                                                     Y
```

The System will prompt you, for each itinerary type (as above) with :

Inventory
This flag defines if inventory is supported for the given itinerary line. Inventory is currently supported for Flights, Hotels and Tours. These options must be taken in tandem with the System Type (see above). If your system is defined as an agency system and flags set here will be ignored !!

This is a COST option and must be set by FCS.

Stock
In addition to inventory Chameleon can support individual seat stocks against flights. In this scenario seats can be specifically costed as sold.

This is a COST option and must be set by FCS.

Price
Chameleon has three methods of pricing. These are : Flight Fares, Ground Fares and Tour operations. This flag tells Chameleon to try and price itinerary when given the opportunity.

This is a COST option and must be set by FCS.

Note: With all cost options you are given the right to test the functionality to see if it would be helpful to you. If you wish to use it for live bookings then the relevant module must be purchased.

System Transaction Numbers

The System Transactions Module is found from the main menu as :

      Option **23**   Configuration Menu

            4   System Transaction Numbers

```
SYSTEM TRANSACTION NUMBERS

Ticket Order No      : 000000     Remittance Order No : 000000
Insurance Order No   : 000000     Supplier Trans No   : 000000

=================================================================

Sales Ledger Trans No : 000002    Invoice Trans No    : 000001

=================================================================

Client Cheque No     : 000000     Supplier Cheque No  : 000000
Cheque Book No       : 000001

=================================================================

Fax Message No       : 000000     Sales Daybook No    : 000000
Payment No           : 000001     Last Booking No     : 000001

=================================================================
Cross Ledger Trans No : 00000003  Flight Indicator    : 000000
                                  Inventory Indicator : 000000
Flight Fares No      : 0000000306  Block Indicator     : 000000
```

This page of parameters is meant mainly for viewing only. It can also be used for starting particular system references at a defined number - ie booking numbers.

You are strongly urged not to change any of these numbers once your system is running in live operation - YOU HAVE BEEN WARNED.

Site Parameters

The Site Parameters is found from the main menu as :
Option   23   Configuration Menu
5   Site Parameters

```
SITE PARAMETERS

Description
-----------
Allow Invoice Credit Balance          Y    Allow Cascade Payment By Age        N
Exclude Debts Not in Bal Due Period   Y    Exclude Debts if Tickets Sent       N
Disallow RTD Less Than Today's Date   N    Auto Raise to the PL                N
Cross Ledger Audit Number             Y    Itin Depart Date Less Than Today    Y
Check Itinerary Status on a Confirm   N    Amendments Raised to the PL         Y
Down Load Tickets in PNR              Y    Update Booked Date on Confirm       Y
Departure Date Posting                N    Hide Cost Values                    N
Auto Queue Invoices                   N    Tour Flt's priced on Dep Date       N
Queue Bookings to Reservac            Y    Allow overpymnt for fully paid Bkng Y
Authorise - Send OK message           Y    Authorise - Send invoice prntd msg  Y
Show Invoice Header on All Pages      Y    Allocate Sales Credit on Manual PMT N
Archive Printed Documents             Y    Auto queue authorization on Confirm N
Allow Agent Commission on Flt Lines   Y    Stop Price/Cost Adjst if PL payment N
Skip Update Printed Chqs Prompt       N    Itinerary Values Inclusive of IPT   Y
Insurance Report Itinerary Updated    Y    Allow User Logging                  Y
Use Bkg Consultant on Itin            N    Update Bal Due on Tkt Collect       Y
Update Status Shopping Lists          Y    Always round up in Fares System     Y
```

The system will prompt you for :

Allow Invoice Credit Balance
Sales ledger invoices always have a balance. As the payments are made the balance on the invoice decreases until it reaches zero. If however a payment is made greater than the invoice value, or the value of the invoice is decreased below the balance, the system has surplus cash. This can then be left on the invoice (showing a Credit Balance) or put onto a UNC item.

It is suggested that this flag is set to   Y

Allow Cascade Payment By Age
When payments are placed on the Sales Ledger through the booking system they are usually assigned against an invoice. When this invoice becomes fully paid you can configure the system to use this money to pay off other invoices. This will happen taking the first invoice with an outstanding balance and pay off by age.

It is suggested that this flag is set to   N

Exclude Debts Not In Bal Due Period
In the sales ledger there is a module called Aged Debt. This flag allows you to ignore items that are not within their balance due period.

It is suggested that this flag is set to   Y

Exclude Debts if Tickets Sent
Again in the Aged Debt module it is possible to ignore bookings that have had their tickets sent. This is when a booking has the Tickets Collected field entered.

It is suggested that this flag is set to   N

Disallow RTD less than Today's Date

The RTD or Raise Ticket Date is the date at which Chameleon will present Purchase invoices from the booking system to be raised.

It is suggested that this flag is set to   **Y**

It is possible out of hours to switch this flag off. If the accounts department need to reset this at a later date.

Auto Raise to the PL

If you have bought the Purchase Ledger it can be configured to be updated automatically. These updates can be controlled using two flags. This flag allows you to make invoices hit the Purchase Ledger when a booking is confirmed. If the flag is switched off then the items will be manually raised.

It is suggested that this flag is set to   **N**

Setting this flag off will allow the accounts department to check each invoice BEFORE it is raised to the ledger.

Cross Ledger Audit Number

In all three ledgers there are transaction numbers to uniquely identify the item. If you have cross ledger audit number switched on the number in both the sales/nominal ledger pair or purchase/nominal ledger pair will be identical. This will help you search for items cross ledger.

It is STRONGLY suggested that this flag is set to   **Y**

Itin Depart Date Less Than Today

As each itinerary line is entered the system will check to see if this is prior to today. This is especially helpful around the start of a new year.

It is suggested that this flag is set to   **N**

If you wish to administer a booking that has already departed you may switch this flag on temporarily.

Check Itinerary Status on a Confirm

Chameleon holds a status field against every itinerary line. When a booking is confirmed the system can, if required, check to see if all the statuses are set to OK before allowing you to confirm it. This setting very much depends on your own business and whether you would allow a consultant to confirm an unconfirmed service.

Amendments Raised to the PL

This flag works in tandem with the Auto Raise to PL flag mentioned above. This flag allows the system to amend items in the purchase ledger that have already been raised. This allows you to alter cost values on the itinerary line once an item has been raised otherwise the line will need cancelling and reinputting.

It is suggested that this flag is set to   **Y**

The only real downside of this action is to allow consultants to alter costs. You may wish to switch this off and allow the accounts department to switch it on as required.

Down Load Tickets in PNR

Chameleon currently supports PNR dump from Galileo, Worldspan, Sabre and Amadeus. In with this information comes details about any tickets issued. This information can then be used to create items for the BSP report automatically. Note : The item will need raising to the Purchase Ledger PRIOR to dumping ticket information. If you would rather not be prompted to download ticket information then switch this flag off.

It is suggested that this flag is set to   **Y**

Update Booked Date on Confirm

Chameleon holds a date when a booking was made. This date tends to be used for profitability calculations etc. If this flag is set to Y then the date will be moved to the confirmation date when the booking is confirmed.

It is suggested that this flag is set to   **Y**

Departure Date Posting

This flag is provided for future use.

Hide Cost Values

This flag is provided for future use.

Auto Queue Invoices

This flag is provided for future use.

Tour Flights Priced on Tour Dep Date

Chameleon, as mentioned previously, has the ability to price both flights and tours automatically. In addition it can price (or cost) component parts to a tour. When flights are priced within a tour, the system can be configured to use two dates to determine the period. Either the date on which the flight will take place or, if this flag is set, on the departure date of the tour.

Queue Bookings to Reservac

Reservac is the reservation system used by Air Canada. If your business wishes to communicate (transparently) with Reservac then this switch should be set on. You will need special agreement with Reservac and additional hardware before this functionality can be used. Please consult FCS prior to switching this on.

It is suggested that this flag is set to   **N**

Allow overpymt for fully paid Bkng

Chameleon can be configured either to allow payments upto the balance of a booking or just to allow any payments.

It is suggested that this flag is set to   **Y**

The only downside with this is that the system will not stop you putting on very large payments by mistake. These transactions can always be reversed out though. If this flag is not set the system will stop you making a payment that will overpay a booking, even if the client has sent you the wrong amount !!

Authorise - Send OK Message

Chameleon has a built in authorisation system. This system, if configured, will force all bookings to be authorised (checked by a supervisor) prior to allowing an invoice being printed. If this flag is set the system will send a message to the booking consultant from the supervisor to say the booking has been checked and is OK.

It is suggested that this flag is set to   **Y**

```
Authorise - Send invoice prntd msg
```
As part of the authorisation system, the supervisor can print an invoice for the booking once it has been checked. Once this has been printed the system can be configured to tell the booking consultant that the invoice has been printed and on which printer.

It is suggested that this flag is set to   Y

```
Show Invoice Header on All Pages
```
The Chameleon invoice is itinerary based. It is primarily built to go onto preprinted stationary, if however you have plain or just headed stationary you may wish to only print the header (client name & address etc) on the first page. If so switch this flag off.

It is suggested that this flag is set to   Y

```
Allocate Sales Credit on Manual PMT
```
The Chameleon sales ledger allows both manual and booking related transactions. For MANUAL payments only, you can configure the system to pay off invoices or just leave the money on the ledger. If the flag is switched on the system will pay off manual invoices (not booking invoices) by age until it runs out of money. If the switch is set off the money will be left on the PMT transaction to be moved using credit reallocation.

It is suggested that this flag is set to   Y

```
Archive Printed Documents
```
Chamelon can be configured to save various client documentation so that it may be reprinted at a later stage. The documents currently saved are : Invoices, Supplier Orders, Quotations, Vouchers and Faxes. Supplier orders will be stored regardless of this flag setting.

It is suggested that this flag is set to   N

Note : If you switch this function on it will take a large amount of disk space and needs separately maintaining (ie extra backups etc).

```
Auto queue authorisation on Confirm
```
The authorisation system, as mentioned above, can have bookings put into it in two ways. The main route is when a user asks for an invoice. If this flag is switched on when a booking is confirmed the booking will be put in for authorisation. Note : If the booking has already been authorised it will not be requeued.

It is suggested that this flag is set to   Y

```
Allow Agent Commission on Flt Lines
```
Chameleon allows you to separately apply agents commission to all itinerary. You may choose to, by setting this flag off, stop the consultant from applying a commission to agents for flights. This would be useful if you deal with agents at nett rates only.

It is suggested that this flag is set to   Y

```
Stop Price/Cost Adjst if PL payment
```
As mentioned previously it is possible to configure Chameleon to allow the user to change the costs on an itinerary line and these to be updated automatically in the Purchase Ledger.

This is alright, in most cases, prior to payments being made. After this stage it is wise to stop these amendments.

It is suggested that this flag is set to   **Y**

It is possible to switch this flag off out of hours to allow the accounts department to change figures.

Skip Update Printed Chqs Prompt
When Chameleon prints cheques it will prompt the user for OK to Update, when the cheque has been printed. This allows you to print the cheque and make sure all is OK prior to processing it.

It is suggested that this flag is set to   **Y**

Although setting the flag on will not allow you to check the cheque values prior to processing it will stop duplication of cheques and missing updates.

Itinerary Values Inclusive of IPT
Chameleon tracks Insurance Premium Tax (IPT) on it's insurance itinerary lines. These values can be specified as inclusive or exclusive of IPT. If the values are exclusive the IPT report will work out the IPT value and show it on the report. This setting would imply that the IPT is being handled outside the insurance line (either manually or on a general line).

It is STRONGLY suggested that this flag is set to   **Y**

Insurance Report Itinerary Updated
Chameleon can report IPT in two ways. If the flag is switched on as policies are issued, cancelled and changed the details are updated directly. If the flag is switched off you will need to run a pre-processor prior to running the report. Also all amendments will be reported as new policy issues.

It is STRONGLY suggested that this flag is set to   **Y**

Allow User Logging
This function allows you to monitor each persons use of the system. It logs when then entered the system and left it. Unless you wish to monitor peoples movements because you have a problem staff member :

It is suggested that this flag is set to   **N**

The reason to switch this off for the most part, is that this file can grow in size very quickly as it logs every user logging both on and off.

Use Bkg Consulatant on Itin
Chameleon determines when a user logs on who they are. After this most transactions that they do will be 'stamped' with their initials. It is possible to configure the system to stamp the user, who created the booking, initials onto the itinerary line when it is created or amended

It is suggested that this flag is set to   **N**

Update Bal Due on Tkt Collect
Chameleon currently automatically calculates the balance due date in respect of the departure date of the booking. If this flag is switched on it will reset the balance due date to the date entered in the Tickets Collected date, if it is earlier.

It is suggested that this flag is set to   **Y**

The reason for setting this on is the premise that if the tickets have been collected then the client should pay for them !!

`Update Status Shopping Lists`

The shopping list system allows all product that is booked as non OK to be ordered, faxed and chased.

This is a COST option and must be set by FCS.

`Always round up in Fares System`

The fares system currently works in whole currency units. If there are fractional points the system will if this flag is set off round up and down as below :

0.01 to 0.49	Rounds Down
0.50 to 0.99	Rounds Up

If this flag is set on then regardless of the fraction part the figure will always be rounded up. The flag setting depends on your own circumstances.

Setting Up Codes

Chameleon uses codes in most areas of the system. The advantage of having codes is that it streamlines the data input and saves vast amount of storage space. These codes can be aded as you make booking but we would always suggest that the majority of your codes are set up before any live operations are started.

Note :   Although Chameleon uses codes throughout the user does not necessarily need to know them. Most places within the system will accept a ? in a code field. This will show a list of available codes WITH their descriptions !!

The codes file maintenance is like most of the file maintenance routines in Chameleon is is found from the main menu as :

Option **4**   File Maintenance Menu
1   System Codes File Maintenance

```
SYSTEM CODES FILE MAINTENANCE


    1. Airports                      12. Vaccination Requirements
    2. Country, Resort or City       13. Diary Types
    3. Carriers                      14. Payment Types
    4. Hotel Chains                  15. Consultants
    5. Hotel Names                   16. Languages
    6. Room Types                    17. Nationalities
    7. Meal Plans                    18. BritDoc Offices
    8. General Itinerary             19. Car Hire Companies
    9. Insurance Itinerary           20. Vehicle Options
   10. Client Analysis               21. Brochures
   11. Visa Requirements             22. Tickets Types



            Select option :
```

The system will need eventually all the code types listed above entered. Obviously you only need to enter details you will require as part of your product. To start though the system must be set up with at least :

15   Consultant Codes
16   Language Codes

Both of these code types will be required when setting up passwords. The other types can be set up by the departments that are going to need them. Again, these should all be set up PRIOR to making bookings.

The system will prompt you with :

Select Option
This is a number between 1 and 22. The example below will show consultant codes, the functionality from this point follows the same basic rules regardless of type.

Having selected an option the following screen will appear :

```
CONSULTANTS FILE MAINTENANCE        Add, Amend, Delete or Display (1,2,3,4) : 4

Code : ALL          Description : .......................................
                    Commission  : .....

Ref   Description                              Commission
---   ----------------------------------       -----------
CDC   Cliff Da Cunha                              10.00
DTN   Dave Norman                                  5.00
JCF   Joe Franek                                   5.00
TBB   Tim Bushell                                  5.00




End of file
```

The system will prompt you with :

Add, Amend, Delete or Display
> As mentioned above the Codes File Maintenance is like most others in the system. The first prompt determines what you wish to do. You can enter either 1,2,3 or 4. The processing will then be determined from this option.

Code
> The code must be unique and upto 3 characters in length. If you are amending or deleting the code you enter must already exist. If you enter a valid code the system will show you the details relevant to that code.

Description
> The description is free format text. Ideally this should make it obvious to the average consultant what is meant by the code. This will be displayed back if the user enters ? in a code field in the booking system.

Commission
> The codes file allows entry of 22 different types of code. Most just ask for the code and description. In addition to this the consultant code asks for a commission level. This is used by the operator performance report for calculation of commission due to a consultant. If you do not run a commission scheme then leave this blank.

Having entered all the fields successfully the system will prompt with :

OK to Process

Having entered OK, the system will update the file accordingly. If you choose to delete an item the prompt will be OK to Delete. Again OK will see the item deleted.

Setting Up Passwords

Security is very important. The details that can be held on Chameleon detail the whole of you companies business. The accounts information can be very sensitive indeed. Chameleon therefore allows you to define passwords for all of your users. In addition you can specify against the password access rights.

Access rights determine which modules an individual can see and use. (ie you would not usually allow a junior reservations clerk look at your nominal ledger bank account !!)

The password file maintenance can be found from the main menu as :

    Option **22**   System Maintenance Menu
          1   Passwords FM

```
PASSWORD FILE MAINTENANCE              Add,Amend,Delete or Display ? (1,2,3,4)  4

Password   :                  Initials   : ...
Access Right: ..........      Default Menu: ......      Booking Menu : ......
Language   : ...              NL Branch  : ..

Password Inits. Access Main  Bkng    Languange             Branch
CLIFF    CDC    SUMXA  **MAIN $$MENU  ENG - English         MB
DAVID    DTN    SUMXADO**MAIN         ENG - English         MB
JOE      JCF    SUMXA  **MAIN $$MENU  ENG - English         MB
TIM      TBB    SUMXA! **MAIN         ENG - English         MB
```

The system will prompt you for :

    Add, Amend, Delete or Display
        You are required to entered one of 1,2,3 or 4.

    Password
        This password must be unique, we suggest that you take time to assign passwords to your users, preferably making them difficult to work out (don't use the users name, 'PASSWORD', 'FRED' or 'TEST' as these are the first that are usually tried).

    Initials
        These initials must be set up in the codes file maintenance (see above under consultant codes).

    Access Right
        The access rights will determine what modules a user can see. These need to tie up with the program access rights (See assigning rights following). The suggested settings are :

U	User
S	Supervisor
M	Manager
X	Superuser

You then give the rights of these to the relevant user. If they are only a junior then access right U will suffice, but for you as the systems adminisrator you will need rights U,S,M and X. These letters are only a guide and you may use upto 10 different access rights per person.

Default Menu

In addition to allowing you to stop people from entering modules via access rights, you can also create menus for each individual in your organisation. These menus can be tailored to include only the options that they require. This input allows you to specify which is the menu that is seen as soon as they log on.

The standard menu is   **MAIN

Booking Menu

In addition to the main menu structure there is a small menu that appears once you are in a booking. This allows entry to booking related modules. This input allows you to define the menu that the user will see when they enter a booking. Again you can put only the options that the user needs to see on their own menu.

The standard menu is $$MENU

Language

Chameleon supports multi language help. The language of the help shown is taken from here. The language must have been set up in codes file maintenance (under Languages - See Above).

NL Branch

If you have configured Chameleon for multi branch this option will allow you to specify the default branch for this user. The branch will be then used for the bookings this user makes. The branch will be defaulted from the NL Default Branch.

Assigning Access Rights

In addition to providing security at a system and module level, Chameleon allows you to define security levels on certain important tasks. The module that handles both module and task security is the menus and programs file maintenance. This is found from the main menu as :

Option **22**   System Maintenance Menu
       3   Menus & Programs FM

```
PROGRAMS & MENUS FM          Add,Amend,Delete,Display or Print   (1,2,3,4 or
5) 4

Prog/Menu   : ......  M/P: .
Description : .............................
Access Codes: ..........

Prog/Menu Description.                    Access Codes
!ATHOR P  Authorisation Access
!BANK  P  Bank Authority in Payments     !
!BRBP  P  Branch in Book. Profit Access  D
!BROP  P  Branch in Oper. Access         D
!BRSB  P  Branch in Select Access        D
!CNF   P  CNF Access Security            !
!CNFRM P  Cancel a Firm Booking Access
!CNOPT P  Cancel a Option Booking Access
!FRMUP P  Queue Authorisation Booking    D
!FSCHG P  Flight Status Change
!LOAD  P  Allocation Hiding Routine
!RQCHG P  Change Awaiting RQ Status      P
!STCHG P  Status Change                  X
!VOUCR P  Voucher Create Override
$$MENU P  Booking Menu
**     P  System Utilities               X
More (Y/N)
```

Once you have chosen which option you require, the system will prompt you with :

Prog/Menu
> This is the module name you wish to change the access right on. By default FCS deliver this file with all of the modules in the system. You should therefore not need to add or delete records only amend them for different access rights. Note : You may be asked to add certain entries if you receive software updates.

M/P
> This input determines whether this module is a menu (M), a program (P) or a booking item (B). Beyond adding new menu items, please consult FCS before adding any program or booking items or changing any of the default settings.

Description
> The description is what is shown on the menu. You may alter this if you think the description given by FCS is ambiguous.

Access Right
> This right must tie up with those you entered against the user. Again we would suggest you categorise every module using say the U,S,M, X defaults. If this is left blank then ANYONE will be able to access this module.

As mentioned above, this module handles both module and task security. The module names for the task security are predefined. These are as follows :

As with all access rights if the code is not defined or has no codes in the access right field then every user on the system will be able to perform the functionality the access right is prohibiting.

!ATHOR

> This access right determines the users that are able to access the authorisation subsystem from the booking. There are two authorisation modules, one from the booking (affected by this access right) and one from the menu. The module from the menu is called APFIRM and should be given it's own program access right.

!BANK

> This access right determines the users that are allowed to alter the bank account details in the booking payments module. Those who are unable to change the bank account will be shown the default.

!BRBP

> This access right determines the users who are able to see Booking Profitability figures for branches other than the one they belong to. This access right is for multi branch systems only.

!BROP

> This provides the same functionality as !BRBP but for the Operator Performance Report.

!BRSB

> This is again like !BRBP but for the Selective Bookings Report

!CNF

> Chameleon determines a booking as confirmed when money is paid against it. A special option is provided to confirm a booking without any money. This is a payment type CNF. Because this can be dangerous, ie having no funds, access to this function can be stopped via the !CNF access right.

!CNFRM

> This access right allows you to stop certain users cancelling FIRM bookings. They will still be able to cancel individual services from the booking but not cancel the whole booking.

!CNOPT

> This access right allows you to stop users from cancelling OPTION bookings

!FRMUP

> This access right determines whether a user can create a booking that does not require authorisation.

!FSCHG

> This access right allows you to stop people from changing the status field on a flight line. They may add one but not alter it once it has been added.

!LOAD

> Chameleon will happily allow you to overbook flights on the system. This is acheived by setting the loading factor to greater than 100%. This access right is used to hide this overbooking. If a user does not have this right then the allocation report and flight maintenance will always show figures that do not exceed the actual capacity.

!RQCHG

> This access right allows you to stop users from changing lines with RQ status that are currently showing 'ordered' in the shopping list system to another status.

This access right should only be given to members of the ground handling department and perhaps supervisors.

!STCHG

This access right allows you to stop users from changing the status on itinerary lines. (except flight lines that are covered by !FSCHG - See above).

!VOUCR

The vouchering system within Chameleon will make certain checks before it will allow the user to print a voucher. For direct and non credit agents the booking must be paid. For credit agents they must have enough money left on their credit limit to pay for this booking. This access right will allow you to ignore these checks and create a voucher regardless of the payment status of the booking.

Default Menus

Chameleon comes with a number of default menus. In additions there are a set of Support Menus. These support menus (all starting with **) should not be changed as they are required for the FCS maintenance team.

These default menus are only a suggestion. They can infact be altered as required or new menus put in their place. Each menu reflects the operation of a particular staff member.