



## Travel Manager Help Sheet

### Entering & Retrieving Bookings

From the Main Menu, select “Transactions” – “Customer Transactions”

**Transaction No.** - for a new booking press Enter to leave the Tran. No. as 0, the next available number will be assigned by the system later in this screen.

**Type** – The Transaction Type will default to “CS –Cash Sale” and it is not necessary for you to alter this. Transaction Type is a system requirement and unless you are using our Sales Ledger add-on, “Cash Sale” is used for all transactions including corporate invoices on account.

If you are using our Sales Ledger add-on you will have the facility to change the transaction type in which case you can press F4 and select the alternative Transaction Type – “IN – Invoice”.

**Name & Address** - For a new customer, enter their name followed by their address and phone number. If the customer might already be in the system, enter any part of their name (Firstname, Surname or part of name) and press F4 to search for the customer. All matching customers will be listed and you may then select the required customer. When you select the customer, you will be asked if you want to enter a “New” transaction or “List” their existing transactions. For a new booking, select “New”.

**Tour Operator** – For a Tour Operator booking, Press F4 and select the required Tour Operator or enter the Tour Operators code and press Enter. If the booking does not involve a Tour Operator, skip this field.

**Booking Ref.** - This is the Tour Operators Booking Reference for this booking.

**Insurance** - This allows you to select the customers’ requirement for Insurance. You can select from one of a preset list of situations, e.g. Accepting Insurance, Has own Insurance, etc.

**Tour Code** - This is only used by Tour Operators using Travel Manager to book their own packages.

**Booking Type** - This is a classification of the type of booking being made, press F4 and choose from the list or enter the Booking Type code.

**Dest** – (Destination Code) – This is used to identify the final destination of the journey for VAT purposes. For each booking you must enter a valid destination code or press F4 and choose from the available options which are:

EU	Within EU
OE	Outside EU
IE	Domestic

**Destination** - Enter text as required.

## **Travel Date**

**EU%** - This defines the percentage of the journey which is taking place within the EU. When the Destination Code above is set to "EU" or "IE" the EU% will be automatically set to 100%. When the Destination Code is set to "OE" the EU% will be automatically set to 0%. You can manually change this if required.

For example if you enter EU% = 75%, it will be assumed that the remainder, i.e. 25% is being performed outside the EU and this will be displayed in brackets.

This is used when calculating the VAT within the Margin (TAMS) where the Margin will be apportioned so that the VAT is only calculated on the EU portion of the Margin amount.

**No. in Party**- No. of passengers on the booking

## **Assign Next Transaction No.**

After you enter the No. in Party you will be asked if you want to "Assign Next Transaction No.", choosing "Yes" will assign the next Tran. No., save the booking and allow you to enter further data as required. The following sections describe the screens available to enter further data. To open a particular screen, enter a "Y" next to the option. To save the data entered in one of these screens, press F9, you will then return to the main transaction screen.

**Passengers** – this screen is used to enter passenger's names.

**Tickets / Ins / Other** – this screen is used to enter BSP tickets, Internet tickets, consolidator tickets, insurance, car hire, hotels – basically anything except a Tour Operator holiday package.

You can press F4 to select the Supplier or enter the Suppliers code. The Commission rate for each supplier can be predefined (in Data Maintenance) or for some suppliers it may be set to zero – in that case you will be asked to enter the Net Amount and the Commission will be calculated. The Ticket No. field should be used to record the ticket number for a flight or the reference number for anything else, e.g. insurance.

The rightmost column R defines the VAT treatment for the item and defaults to the Relationship as set for the Supplier as follows:

- P – Principle    You are the Principle and TAMS Margin Scheme applies
- A – Agent        You are the Agent and invoice the Supplier for Commission + VAT, in which case an invoice must be entered manually in Transactions – Supplier VAT Invoice Entry.
- E – Exempt      For Insurance services only

You can change the default VAT Relationship if required. Pressing F4 will display a list of the options above.

When you save the data in this screen you will be asked if you want to add the total to the total cost. This is important and in most cases you will reply "Yes" to this question and the total cost for Tickets etc. will be added to the customers Total booking cost.

**Holiday Cost Details** – this screen is used to enter the breakdown of a Tour Operators holiday package costing, press F4 to list the available cost items. For each Item, you can then enter the quantity and the amount. Subtotal for each item will be calculated as will the overall total. When you save the data in this screen you will be asked if you want to add the total to the total cost. This is important and in most cases you will reply "Yes" to this question and the total for will be added to the customers Total booking cost.

**Service Charges** – this screen is used to assign Service Charges to a booking. Press F4 to list the service charge items. You may then enter the quantity and amount. In circumstances where VAT is chargeable on the Service Charge the VAT will be calculated and displayed in the rightmost column. This will be added to the customers Total Cost and itemised on the Confirmation Invoice. Again when you save you will be asked if you want to add the total to the total cost.

**Payment** – this screen is used to enter payments received from the customer.

When you enter this field, the *Total Amount* will automatically be calculated as the total so far for amounts entered in the Tickets/Ins/Other, Details and Service Charges screens.

*Date Balance Due* will be automatically set to a specific number of weeks prior to departure. This number of weeks is defined in the System Options section in the Utilities menu.

*This Amount* is the amount the customer is paying at this time.

*Client Ref.* is an optional field, which may be used to enter the name of the person paying in the case of a group booking. This ref. prints on the confirmation invoice so that the customers can identify who paid each amount.

*Payment Type* defines the method of payment, press F4 to list the available payment types or enter the Payment Type code. Please note that the Payment screen is also used to enter Discounts and Redeem Gift Vouchers, these are both options in the Payment Type list. When you save the payment details you may be asked if you want to print a “Short Receipt” if this option is enabled in your system.

**Operator Payments** – this screen is used to enter amounts liable to a Tour Operator. You will usually enter amounts in here twice – once when the deposit is liable and then when the final payment is liable. You can also enter the amount of commission received from the Tour Operator for this booking.

You can also define the VAT treatment for the Tour Operator part of the booking and this defaults to the Relationship as set for the Tour Operator as follows:

- P – Principle You are the Principle and TAMS Margin Scheme applies (unlikely)
- A – Agent You are the Agent and invoice the Supplier for Commission + VAT, in which case an invoice must be created in the “Operator VAT Invoice” section.
- E – Exempt For Insurance services only

You can change the default VAT Relationship if required. Pressing F4 will display a list of the options above.

Where the Tour Operator element of the booking is set as “Agent” and the Commission is subject to VAT, the VAT is calculated on the Commission and displayed on the screen.

e.g.

Holiday Total	€1000
Commission	€100
VAT on Commission @ 21%	€21
Amount due to Operator	€879 (€1000 - €100 - €21)

In this example, Total Amounts paid to Operator should not exceed €879 and the Total for Invoices (created by F6 or entered manually) should not exceed €879.

**Operator VAT Invoice** – this screen allows you to enter the amount of the invoice for commission to be issued to the Tour Operator. The invoice amount is entered net of VAT and then VAT is added.

You must enter the Invoice Date – under VAT regulations this is “Tax Point Date” on which the VAT becomes liable. You must ensure that you enter the correct date.

If the Tour Operator is not set to Self Billing, you will be able to print the invoice once you save the details in this screen.

**Itinerary** – this screen is used to enter details of flights including the flight number, date, airport, departure time, arrival airport and arrival time. These Itinerary details are printed on the customers Confirmation Invoice.

**Text** – this screen allows you to enter Text for the booking which prints with the Confirmation Invoice. The Text will print on a new page after the Confirmation Invoice with the heading “Booking Information”. This can be used for a travel itinerary or any other information which is necessary to be given to the customer.

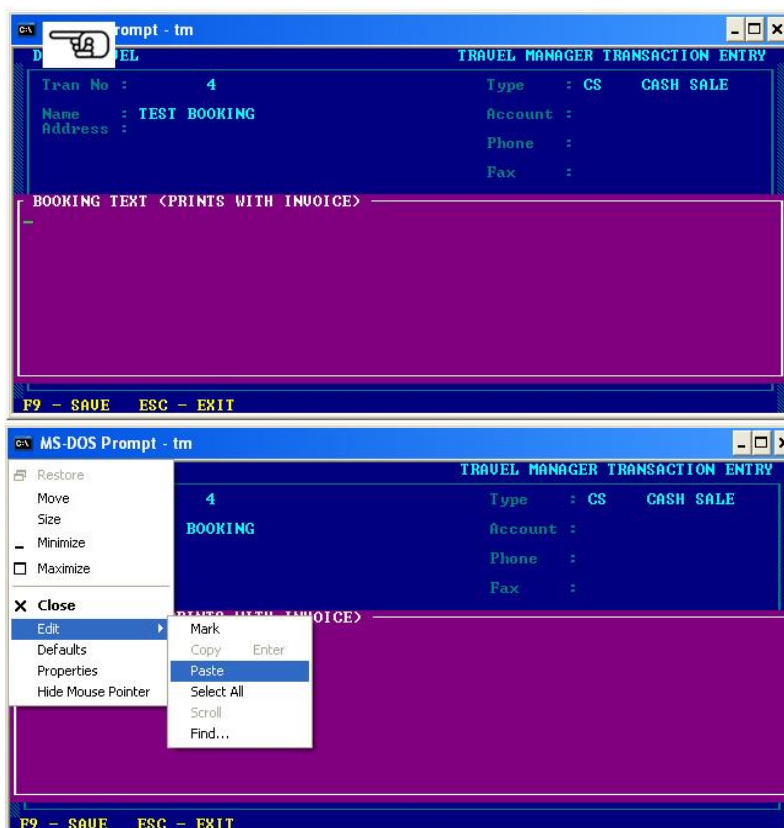
## Text – Copy and Paste from Windows

There is a way of Copying and Pasting text from another Windows application into the Text screen in Travel Manager. This can be very useful for copying and pasting a travel itinerary.

Travel Manager must be running in a Window as opposed to Full Screen. If your Travel Manager is in Full Screen mode, you can press Alt+Tab to switch it to Window mode (and then Alt+Tab to switch it back if required).

- Copy the required text (from an email, a Word document, a website, etc.) i.e. select the Text, right-click and choose Copy
- Switch to Travel Manager and open the Text screen for the required Booking
- Ensure that Travel Manager is running in Window mode and click on the [C:\] icon in the top right corner of the screen
- Select “Edit” and then select “Paste”
- The text which you previously copied will then be pasted into the screen

Please note that pasted text will overwrite any existing text so if you are adding text you must ensure that the cursor is positioned at the end of the existing text before you paste. You cannot undo pasting of text but you can press ESC to cancel without saving.



**Refund** – this screen is used to enter a Refund given to a customer. You can enter the amount of the Refund plus a Reference. You will be asked if you want to print a “Credit Note”, which is a document showing the amount of the Refund, which your client may require in certain circumstances e.g. corporate client.

**Cancel Booking** – this field is used to identify a booking as being cancelled. Cancelled bookings are ignored from certain reports in the system but all data will remain in the system.

### **Saving Booking**

When you are finished the entire booking, press F9 to save it. You will then be asked if you want to print a “Confirmation Invoice”.

### **Retrieving a Booking**

You can retrieve a Booking in a number of ways:

- **By entering the Transaction Number** – enter the Transaction Number in the Tran. No. field and press Enter.
- **From a List of Transactions** – on the Tran. No. field, press F4 and a list will be displayed containing all bookings in Tran. No. order starting at the first. You can press the Home and End keys to move to the Top or Bottom of the list, bottom of the list being the most recent booking entered. You can press the Page Up and Page Down keys to move up or down one screen at a time. You can press the up and down arrow keys to move up and down individual bookings.
- **By Name** - Enter part of the customers name (Firstname, Surname or part of name) and press F4 to search for the customer. All matching customers will be listed showing their full name and first address line. When you select the required customer, you will be asked if you want to enter a “New” transaction or “List” their existing transactions. To find a previous booking, select “List”. A list will then be displayed containing all bookings on file for the particular customer and showing the Tran. No. and Departure Date. You may then select the required booking.

When you retrieve a booking you can view or amend any part of the booking. In the Payments screen you can view a list of all payments received to date and enter another payment if required.

To save any changes made to the booking, press F9.

## **Other Useful Tips**

**Re-print Confirmation Invoice** – to reprint the customers Confirmation Invoice, which also includes an up-to-date list of all payments received, press F6 and choose “Confirmation Invoice”.

**Notes** – to enter or view notes for a particular booking, press F10. These notes are for your own reference and do not print anywhere.

**Profit** – to view the profit calculation for a particular booking, press F11.

**VAT** – to view the VAT calculations for a particular booking, press F12