Travelogic
Software for Tour Operators

Settings

Training Guide

Contents Page

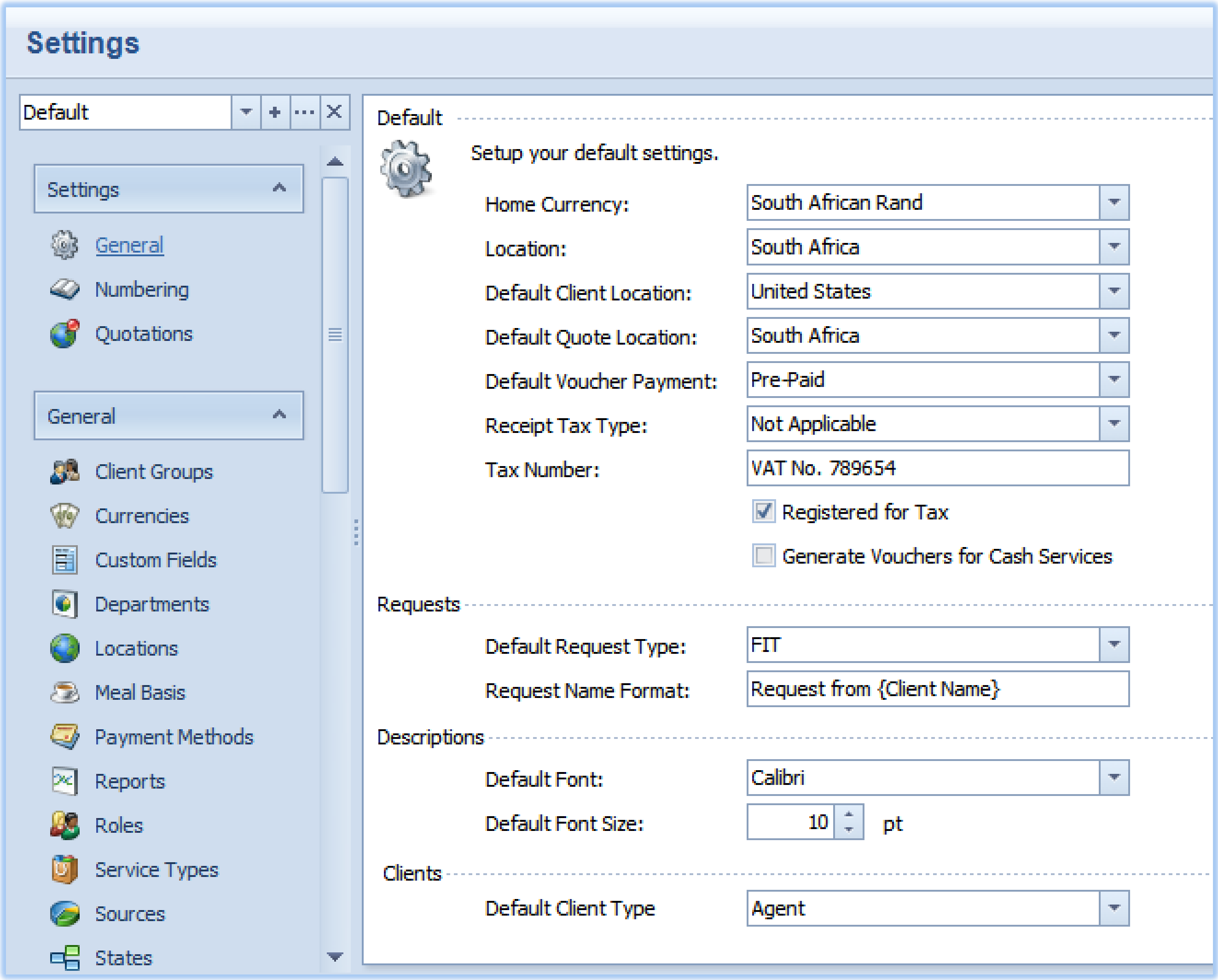
Before you start using Travelogic™ 4

From the Dashboard, by click on the orange File Menu button, select Tools and then Settings

1. Default Settings

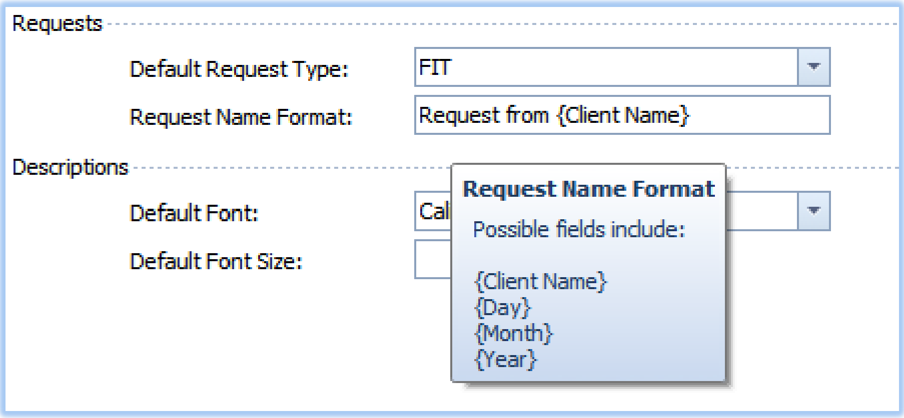
Under **General**, set up the following default settings:

- Home Currency
- Default location (the location to be used system wide)
- Default Client Location (where the majority of your clients originate from)
- Default Quote Location (where the majority of your services originate from)
- Default Voucher Payment and Receipt Tax Type
- Enter your Tax Number, if applicable, and indicate whether your company is registered for tax
- Indicate if you would like to generate vouchers for cash services (t*his applies to services that do not usually require vouchers and are marked as 'Cash Transaction")*

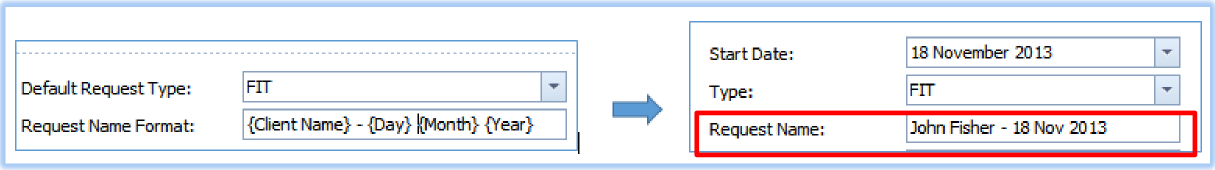


- **Requests**:
  - Select the **Default Request Type** from the drop down list, *i.e. the request type that is most used in your company*
  - Default **Request Name Format**: *edit the format of the name of the Request, i.e. how you would like the name of the Request to appear*

  *The default request name is currently set up to include the Client's Name, i.e. Request for {Client Name}. However you can **amend** the format to also include the **date of travel**. Hover your mouse over this name field to see which other fields can be included:*



***For example**, by add the Day, Month, Year fields, the Request Name will automatically include the Request's Start Date - see screenshot below:*



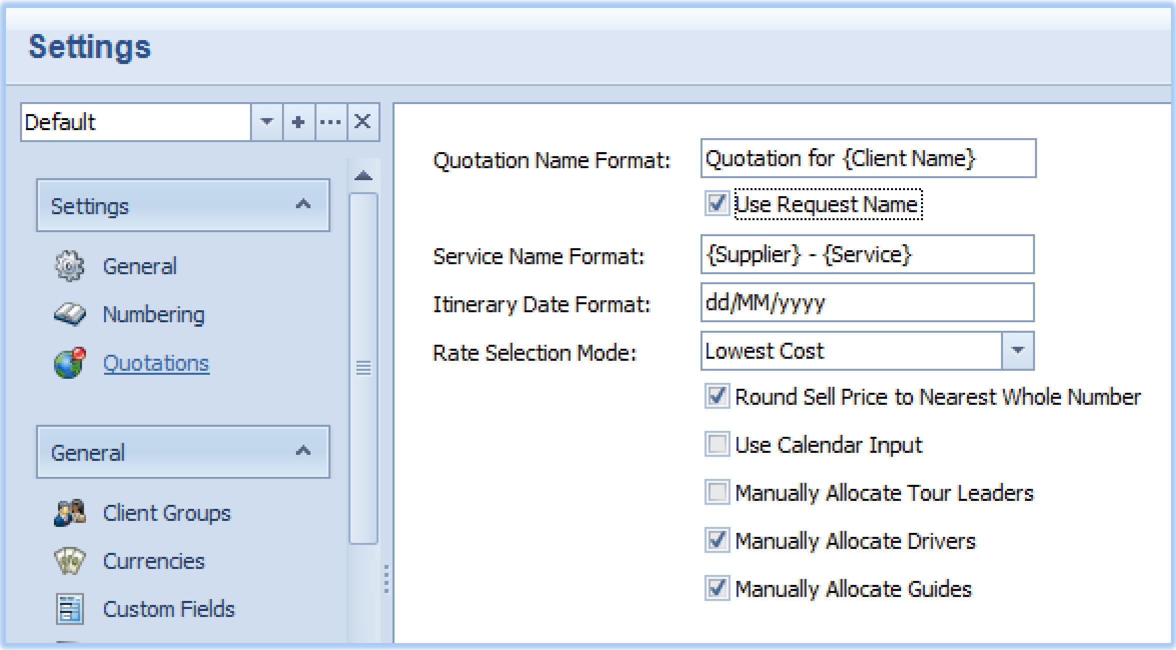
- **Descriptions**:
  - Set the **default font type** and **font size** to be used for all description fields throughout Travelogic™
- **Clients**:
  - Select the **Default Client Type** from the drop down list, *i.e. the client type, Agent or Direct, that is most used in your company*

2. Numbering

Edit the pre-fix and number formats for items and documents in Travelogic™

3. Quotation Settings

Click on Quotations in the Settings menu to set up the display settings of your quotations:



- **Quotation Name Format**: edit the format of the name of the Quotation
- Tick the **Use Request Name** box if you would like the Quotation name to be identical to the Request Name ***[Recommended]***
- **Service Name Format**: set the way the service name appears in the quotation screen and on reports

  {Service} at {Supplier} will display as Standard Room at Cape Town Hotel

  {Supplier} - {Service} will display as Cape Town Hotel - Standard Room

- **Itinerary Date Format**: the way the date appears on the Quotation screen:

  'yyyy/MM/dd' will display as 2012/06/16

  'd MMM yy' will display as 16 Jun 12

  'ddd, d MMM yyyy' will display as Sat, 16 Jun 2012

  'dddd, d MMMM yyyy' will display as Saturday, 16 June 2012

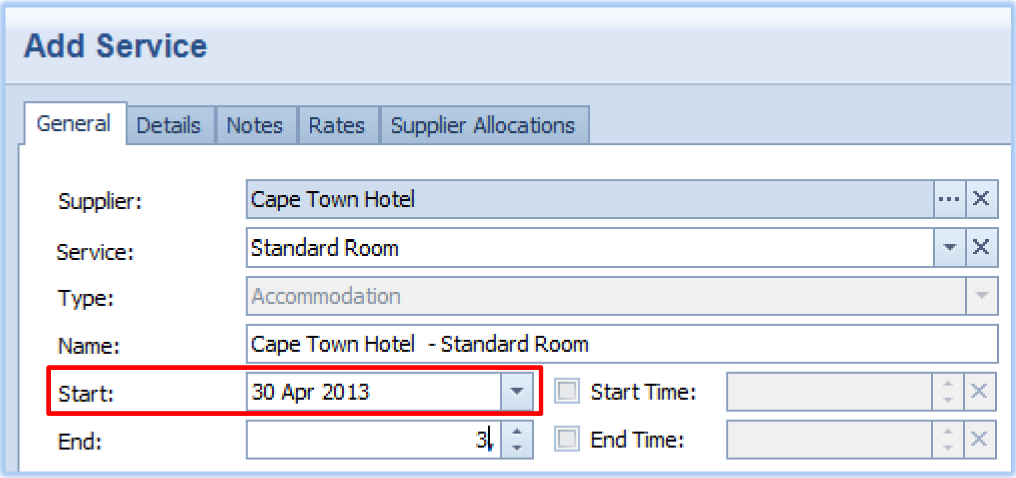
  Please note that this date format does not affect how the date appears on the Itinerary and other reports in Travelogic.

- **Rate Selection Mode**: select which rates you would like to use when adding services to a quotation

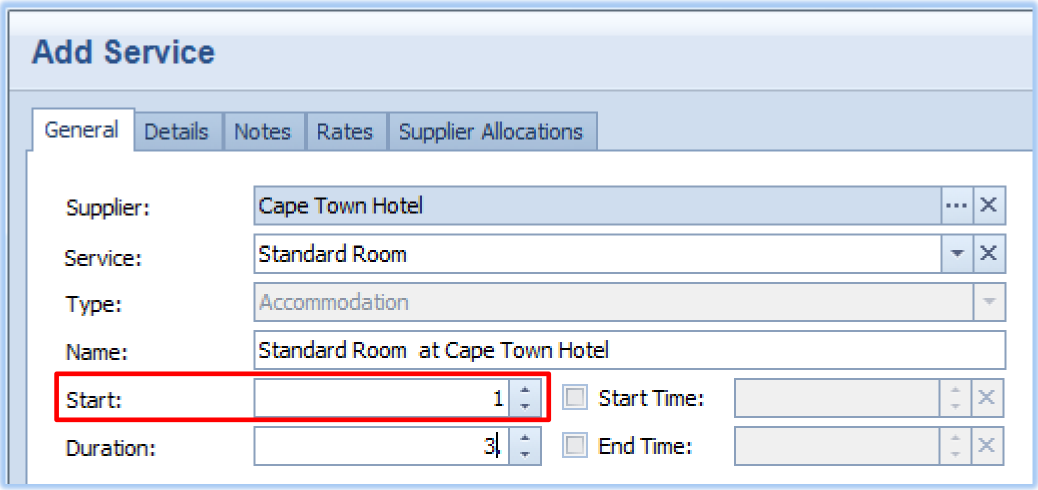
- **Lowest Cost**: Travelogic will automatically allocate the lowest rate for the service being added
- **Manual**: this setting allows the user to manually select the rates when adding a service to a quotation ***(not recommended)***

- Tick this option to **Round Sell Price to Nearest Whole Number**
- **Use Calendar Input** refers to the format you wish to use <u>when adding services to your quotation</u>

*When **using the Calendar Input**, you will be required to add the **Start <u>Date</u>** and **Duration** of the Service, as per the example below:*



*When **<u>not</u> using the Calendar Input**, you will be required to add the **Start <u>Day</u>** and **Duration** of the Service, as per the example below:*

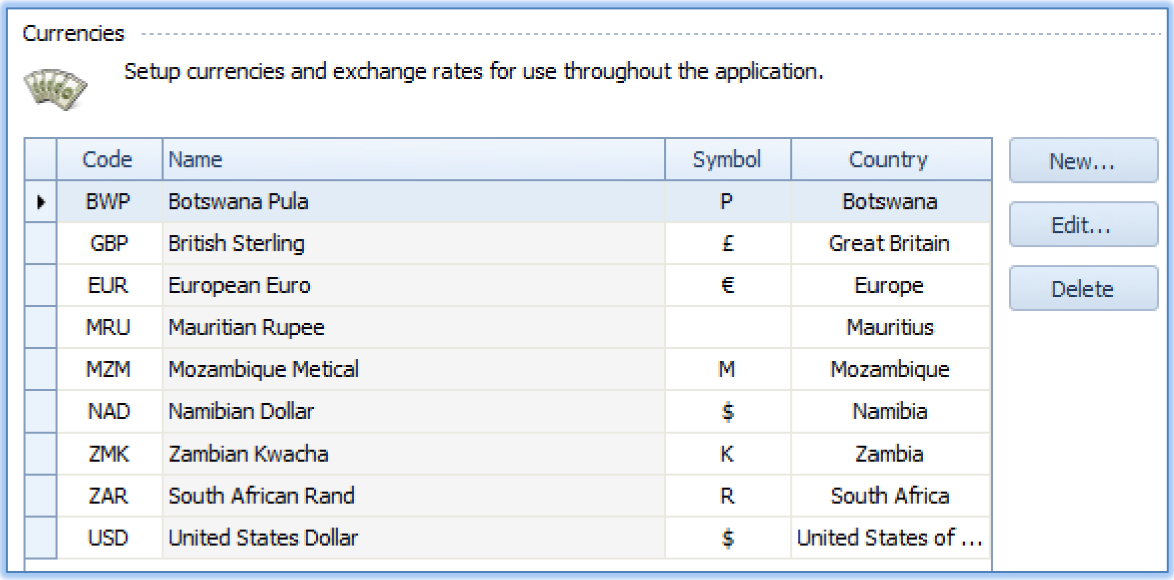


- **Manually Allocating Tour Leader, Driver, Guide**
  - By ticking these options, the Tour Leader, Driver & Guide will <u>not be allocated</u> to services in the quotation. The consultant will have to <u>manually</u> allocate the Tour Leader, Driver & Guide *(this section is covered in detail in the Consulting training manual pgs. 47-48)*

4. Currencies

Set up the currencies and exchange rates for use throughout Travelogic™

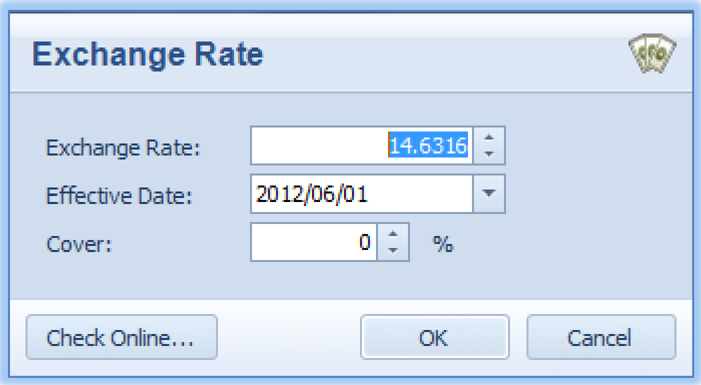
You will be provided with a list of commonly used currencies; however you can add a new currency at any time



Code	Name	Symbol	Country
BWP	Botswana Pula	P	Botswana
GBP	British Sterling	£	Great Britain
EUR	European Euro	€	Europe
MRU	Mauritian Rupee		Mauritius
MZM	Mozambique Metical	M	Mozambique
NAD	Namibian Dollar	$	Namibia
ZMK	Zambian Kwacha	K	Zambia
ZAR	South African Rand	R	South Africa
USD	United States Dollar	$	United States of ...

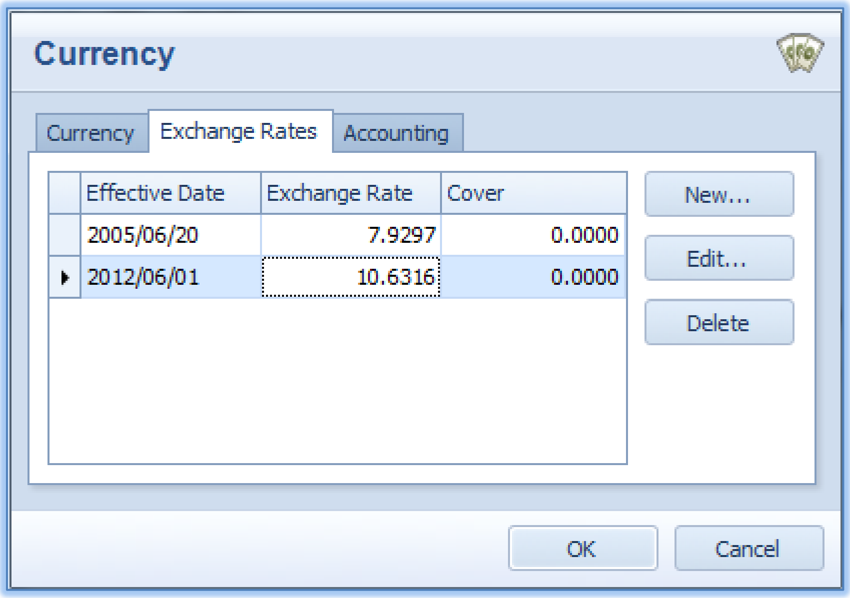
To add a **New Currency**:

- Click **New**
- Enter the **name**, **code**, **country** and **symbol** of the currency
- Click on the **Exchange Rates** tab
    - Click New to enter the exchange rate, based on your **default currency**
    - The **effective date** corresponds with the travel date (i.e. the date of the service in a quotation)
    - You are also able to add a % amount of **cover** in case of currency fluctuations, costs and commission charges
    - **Check Online** will take you directly to the www.xe.com site where you can look up the most recent exchange rates



To **edit or update Exchange Rates**:

- Highlight the currency and click **Edit**
- Click on the **Exchange Rates** tab
  - You can either **edit** the existing exchange rate, or
  - Add a **New** exchange rate
    - By entering a new exchange rate based on different effective dates, you will be able to use different exchange rates for different periods of travel



5. Reports

Set up groups of settings that include your logo, header, footer, bank details, etc., to use when running reports

Click **New** to create new report settings, or click **Edit** to edit the existing Default report settings:

General:

- Enter or edit the **Name** of the report settings
- Indicate the **number of vouchers** you would like to have displayed per page
- Set the **Image Resize Mode**
  - *This refers to the images that pull through to the Itinerary Report*
- Set the **Image Size**
  - *Images are resized in proportion to the original so that they do not get distorted*

Logo: Add your company logo; simply right click and **paste** the desired logo, or right-click and load the logo from a location on your computer

Financial: Enter the company **banking details** which will be displayed on the Customer Invoice Report

Headers: Add the Headers that will display on every page of the reports

Contact Details: Add your **address** and **contact details**; these will be displayed on the customer report

Page Footer: Add the Page Footers that will display on every page of the reports

Footers: Add multiple Footers which a user will be able to select when running a report

(Note that there is a default footer called None; ***do not delete or edit this footer****.)*

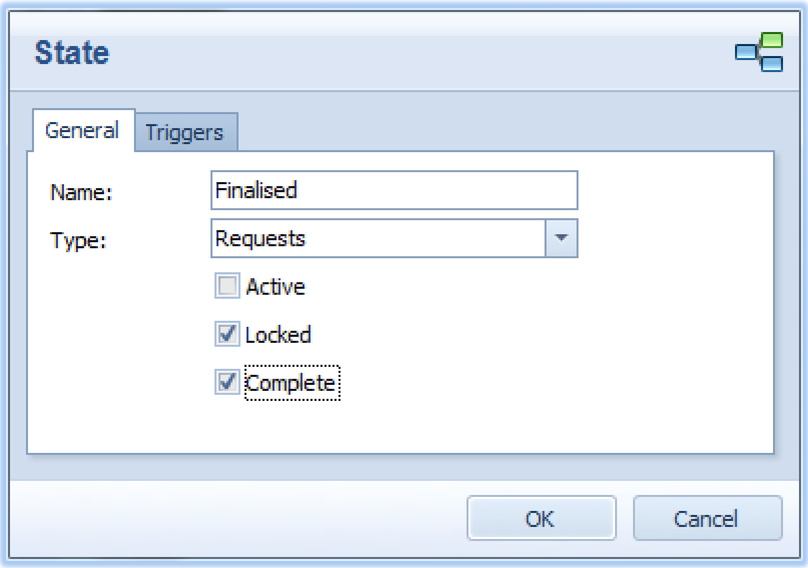
Templates: Links the **Word Document Templates** that will determine the layout and format of the Itinerary and Voucher reports

6. STATES

Set up the various states for your **Requests** and **Quotations**

To set up a new state click **New**:

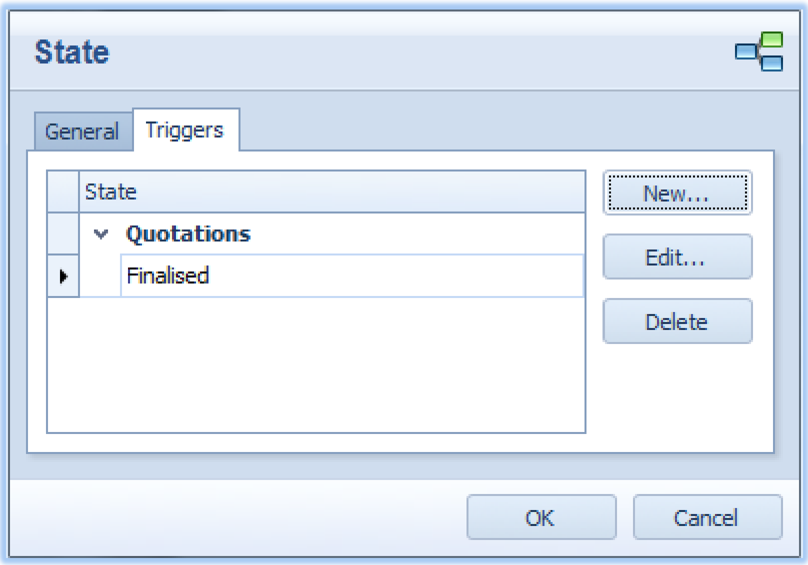
- Enter the **Name** of the state
- Select the **Type** of the state; *this will indicate if it is applicable to Requests or Quotations*
- Use the Tick Boxes to indicate the following:
    - **Active**: the user is able to work in all sections of the quotation
    - **Locked**: the user is not able to edit the Itinerary and Reservations sections of the quotation, and will now be able to use the Financial and Voucher sections, *i.e. issue Accounting documents and vouchers*
    - **Complete**: the user is not able to edit any sections of the quotation



- Click on the Trigger tab to set up an **automatic trigger** for this state

  This means that when the state of a Quotation is changed, the state of the Request is automatically updated accordingly

  I.e. In this case, when the consultant changes the state of the Quotation to Finalised, the Request state will automatically update to Finalised as well

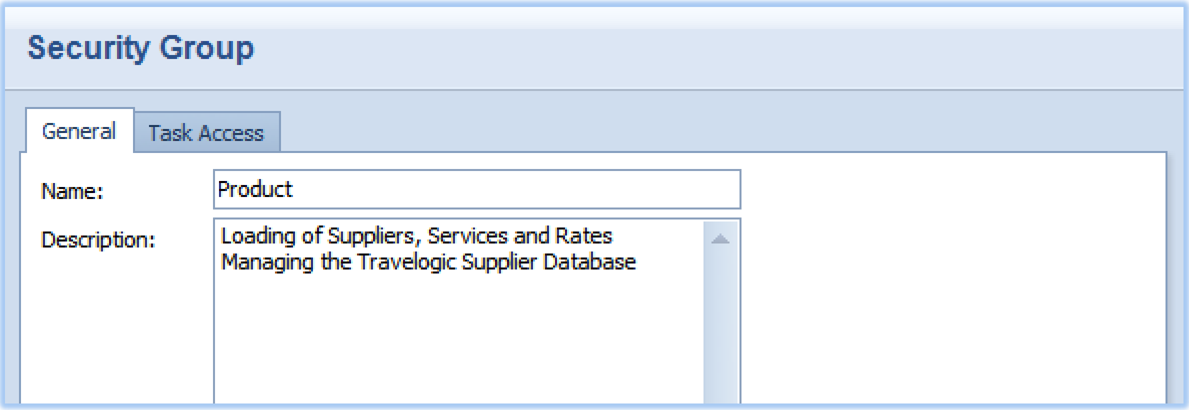


7. Security Groups

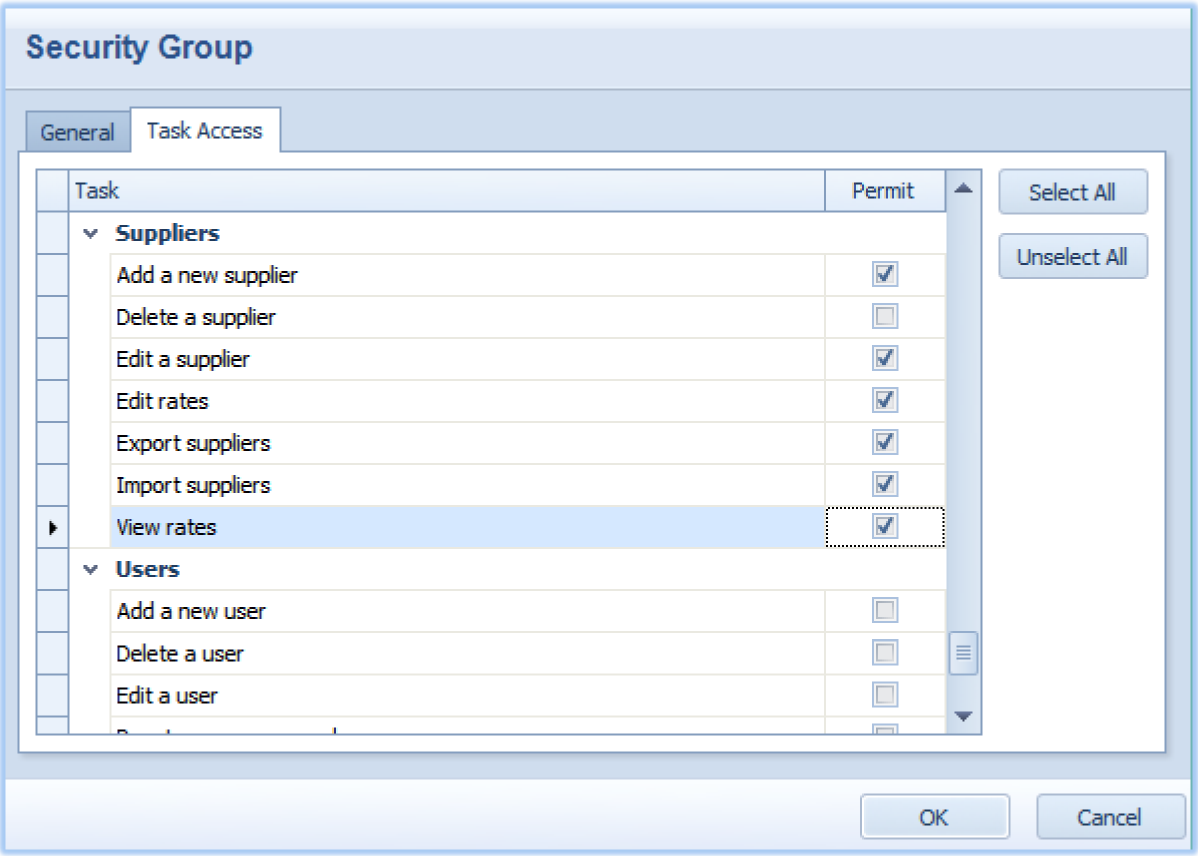
Setup access control groups for various tasks performed by a Travelogic™ user. You can assign different users to different security groups to control their access.

There are several ***existing Security Groups*** already listed; each of these groups need to be set up according to the requirements of your company.

- Double click or click **Edit** to open a security group
- Edit the **Name** of the security group and enter a brief description, if necessary



- Click on the **Task Access tab**, and make use of the tick boxes to select the tasks applicable to this group



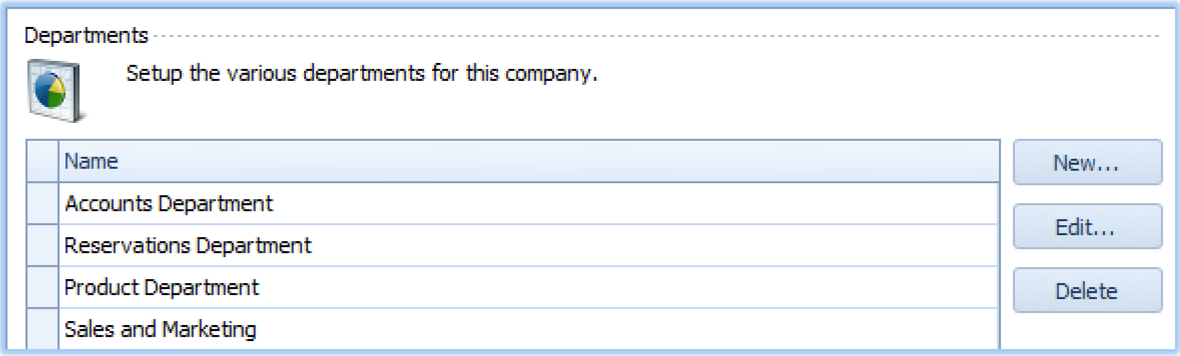
- Click **OK** to save the changes

8. Users

Set up users to access Travelogic™. You can set up as many users as you like, however, your license will limit how many of them may be logged in simultaneously.

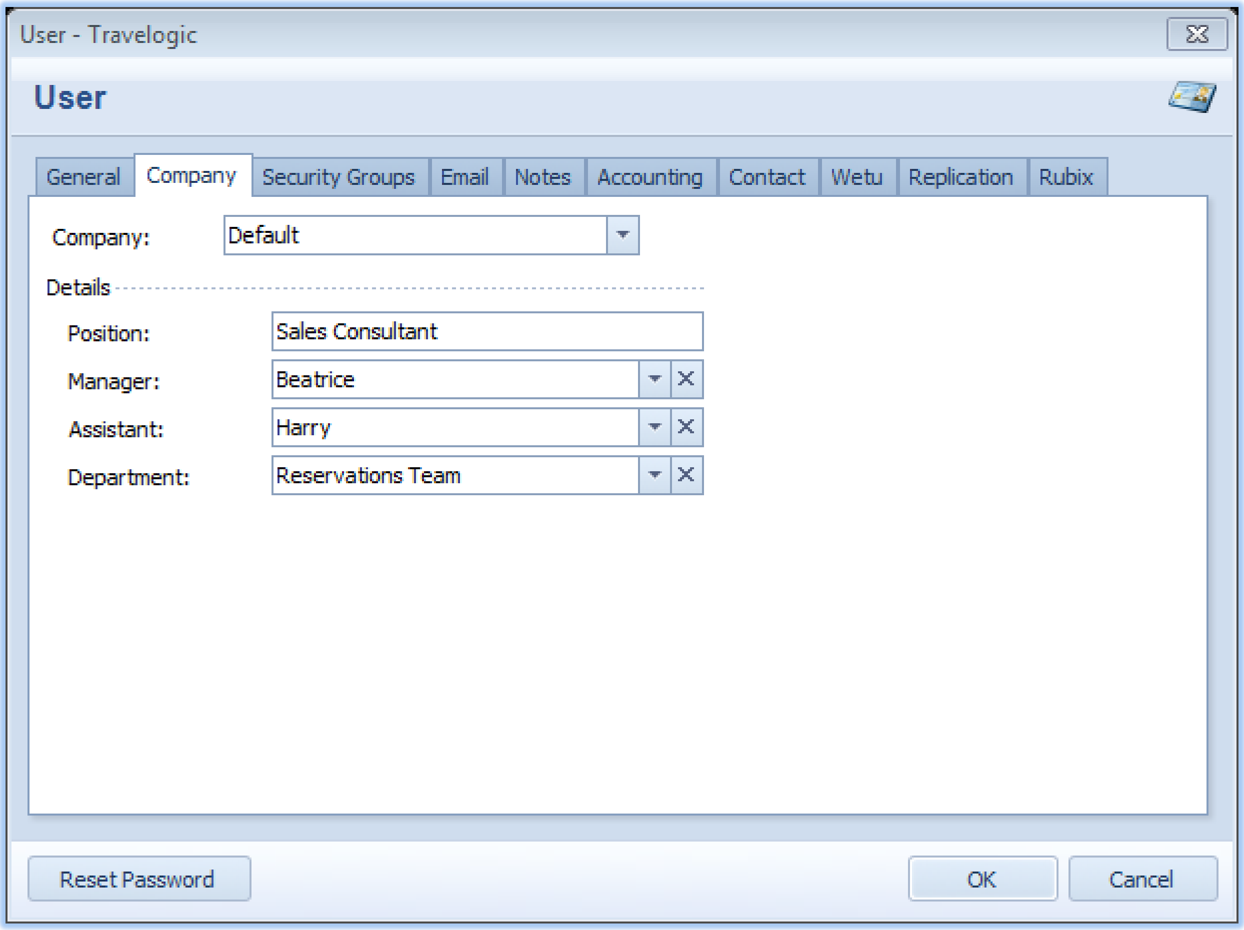
- Firstly, click on **Departments** in the Settings Menu

  Here you will set up the various departments in your company (if applicable) which will be used when creating new Users



- Now click on **Users** in the Settings Menu and Click **New**
  - Enter the **Title**, **Name**, **Surname** and **Username** of the new user
  - Click on the **Company** tab, select the **company** applicable to the user and Enter the user's **Position**, **Manager**, **Assistant** and **Department**

    (The Manager and Assistant fields can also be left blank if they do not apply.)



- **Security Groups:** indicate which group the user is a member of
- **Email:** select the Email Format, and set up the user's email signature
    - *If you are using Microsoft Outlook, tick "Use Outlook Signature"*
- **Accounting:** enter the user's Pastel Sales Analysis Code, Cost Code and Accounting User code

  These settings are only applicable if Travelogic™ is integrated with Pastel
- **Contact:** Enter the user's **Contact** details
- Click **OK**

Note that you are also able to reset the password of a user, by clicking on the **Reset Password** button on the bottom of the screen.

Profit Settings

PROFIT

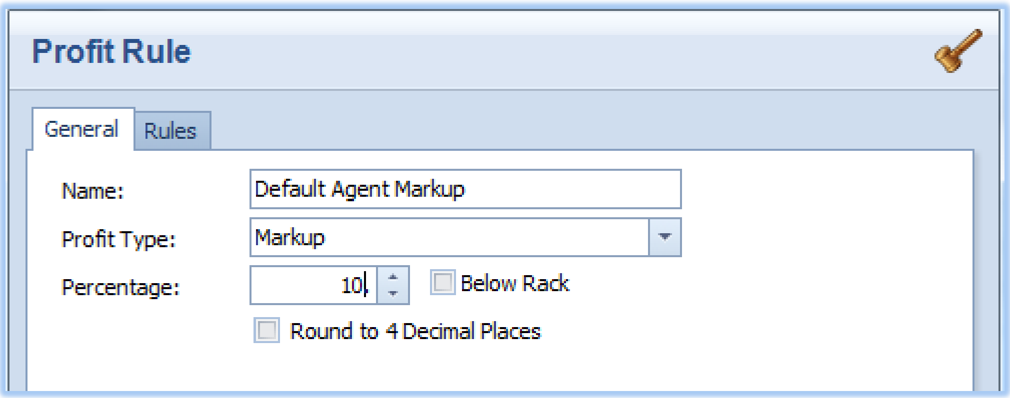
You are able to set up **Profit Rules** for your company using the following:

1. Client Groups
2. Client Types: Agent or Direct
3. Specific Supplier
4. Specific Service
5. Location
6. Travelogic User
7. Tour Type: FIT, Group, Group Series, Incentive
8. Validity Period

You already have 2 **Default** Profit Rules set up based on **Direct Clients** and **Agent Clients**

To **edit** these Profit Rules:

- Click on the **Profit Rules** tab
- Double click on the rule you want to edit
- You are now able to edit the ***Name***, Profit ***Type*** and Profit ***Percentage***
  Please note that if you use the "Below Rack" tick box, you will have to ensure that all the suppliers in your database are loaded with a rack rate and/or percentage



Please Note the following regarding Profit Rules:

- Travelogic™ will have a standard profit setting for both **Agents** and **Individuals**; i***t is important to always retain these 2 profit rules even if you set up other profit rules***
- You are able to set up **multiple** profit rules using the profit criteria you set up

- You are also able to **combine** criteria, i.e. set up profit for a client type or client group that is applicable to a certain supplier or service type
- ***Please Note: do not combine multiple Service Types in the same profit rule***
- Take note that you are able to **Order** the profit rules in order of preference, by using the Shift Up and Shift Down buttons

SETTING UP CLIENT-SPECIFIC PROFIT

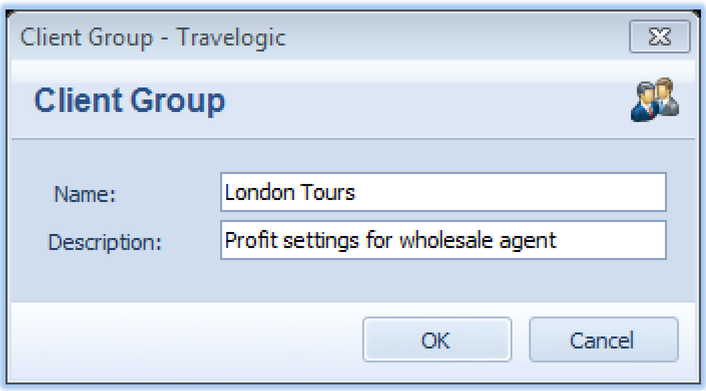
Should you have ***specific profit settings*** for a Direct or Agent Client that **differ** from your Default Profit Settings, these can be set up as follows:

Let's say we are creating the following profit settings for an agent called London Tours:

- ***12.5% margin on Accommodation***
- ***15% margin on Transport & Tours***
- ***7% margin on Flights***
- ***0% margin on entrance fees, airport taxes, extras***

CREATE A CLIENT GROUP

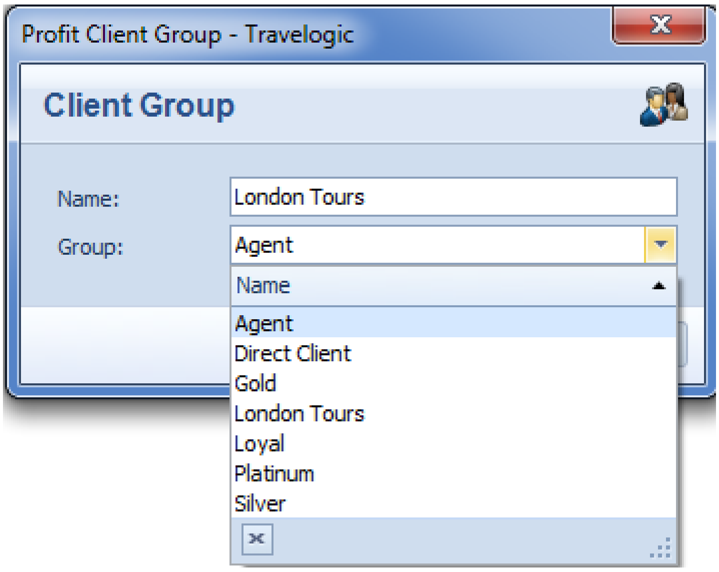
- Go to File > Tools > Settings > Client Groups
- Click **New** and enter the **Name** and **Description**



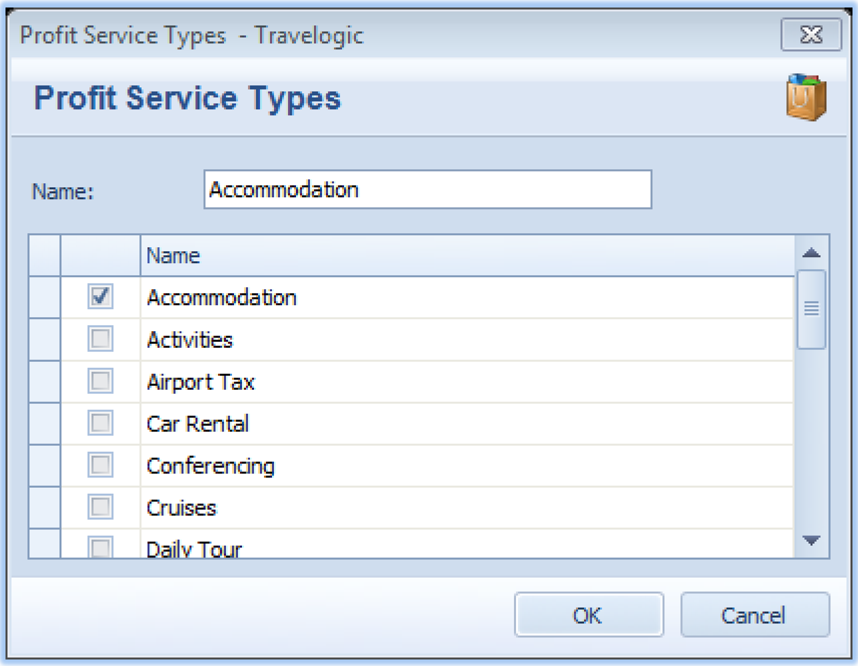
- Click **OK**

CREATE PROFIT RULES

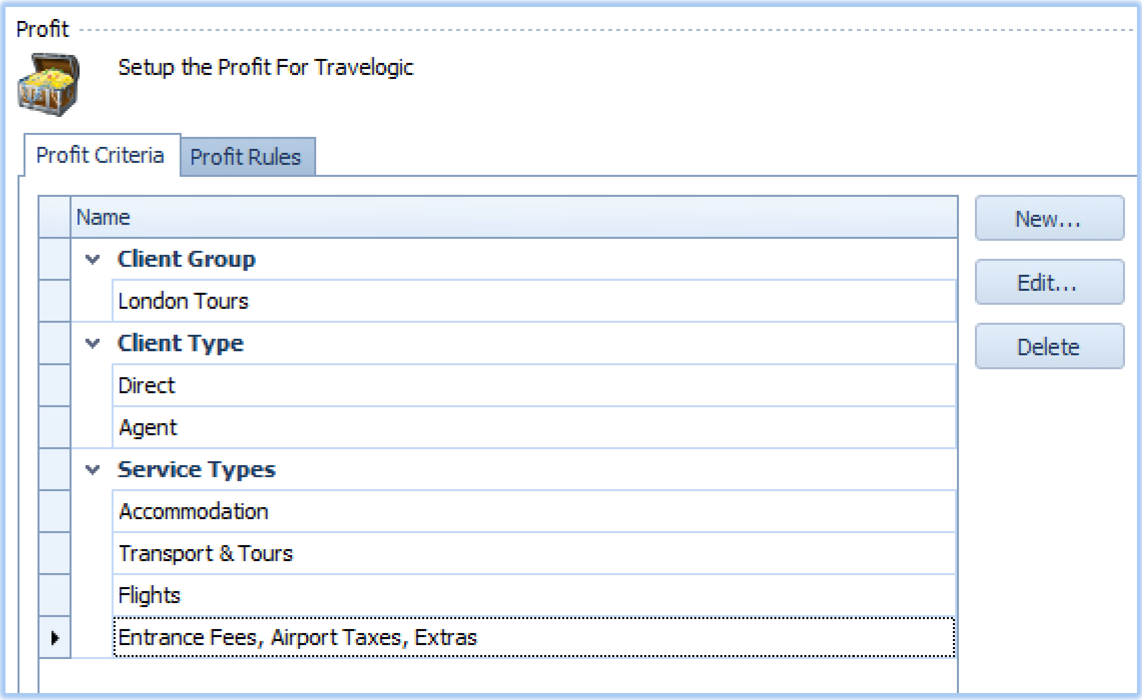
- Now click on **Profit** in the Settings Menu
- In the Profit Criteria tab, we will create the **criteria** we need to set up the profit rules
- Click **New** and select **Client Group**
- Enter the **name** of the agent and select the **client group** from the drop down list



- Click **OK**
- Click **New** again and select **Service Types**
- Enter the **name** of the service type and tick the applicable service type/s in the list

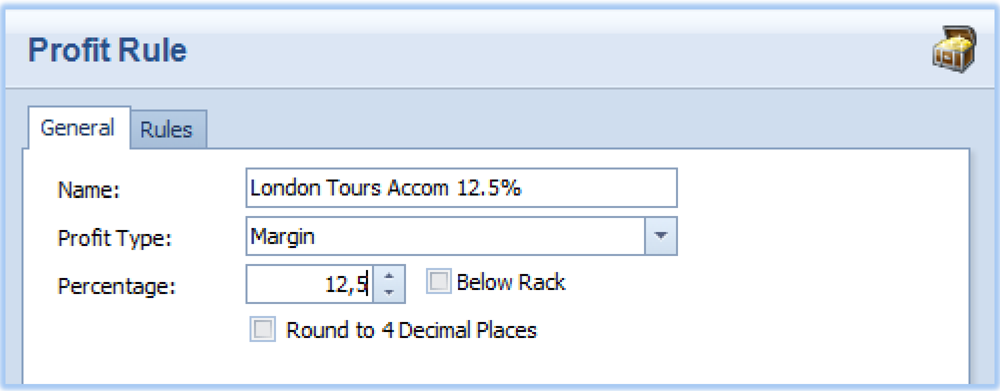


- Click OK
- Click **New** and **repeat the steps** to create the rest of the service types required for our profit rules
- You should have the following **list** of profit criteria:

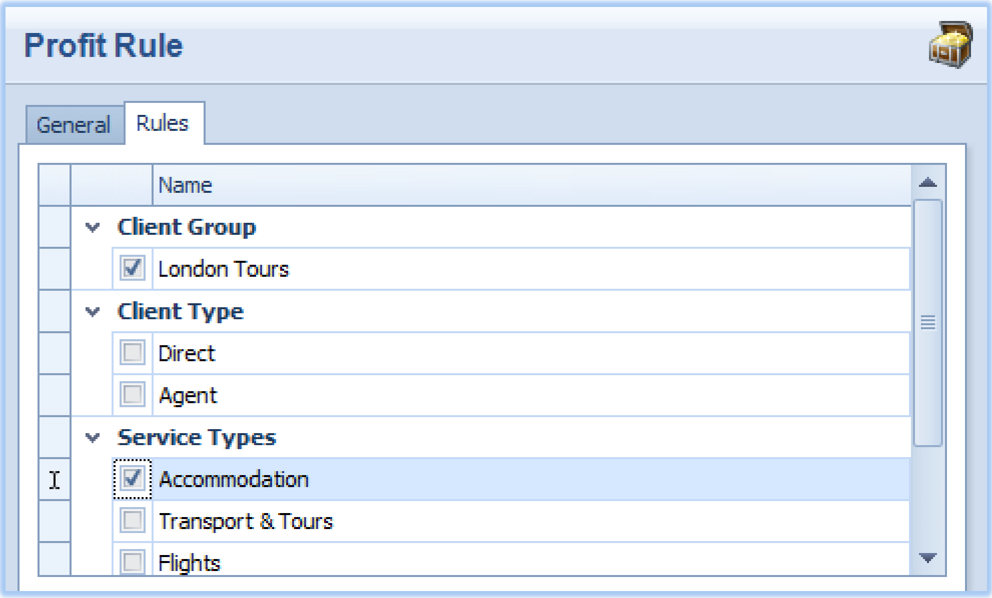


- Now click on the Profit **Rules** tab
- Click **New** and enter the **Name** of the profit rule *(e.g. London Tours Accom 12.5%)*
- Indicate the profit type; from the drop down list, select between **margin** or **markup**
- Enter the Profit **Percentage**

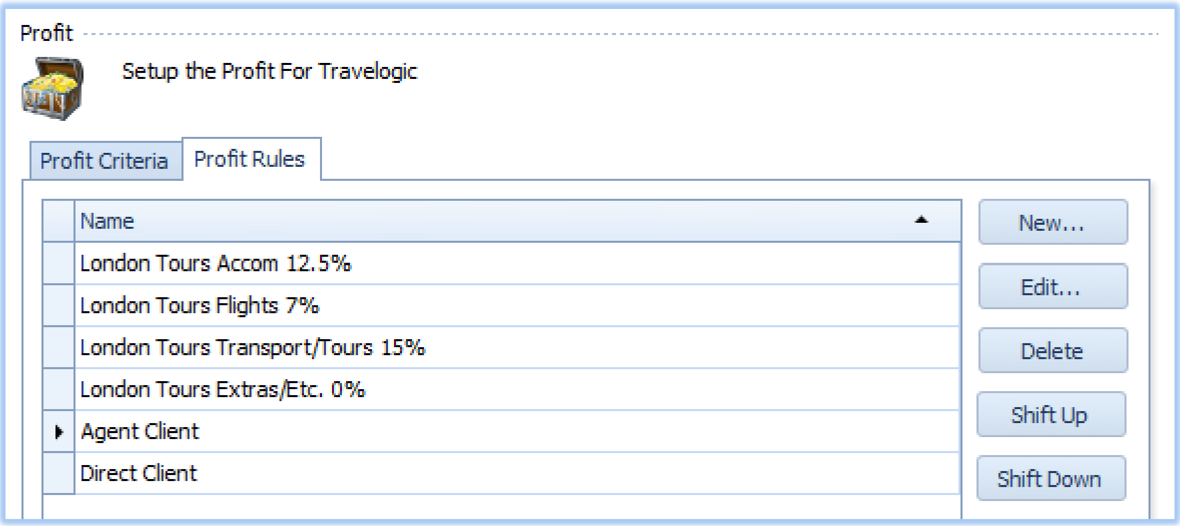
  Please note that if you use the "Below Rack" tick box, you will have to ensure that all the suppliers in your database are loaded with a rack rate and/or rack percentage



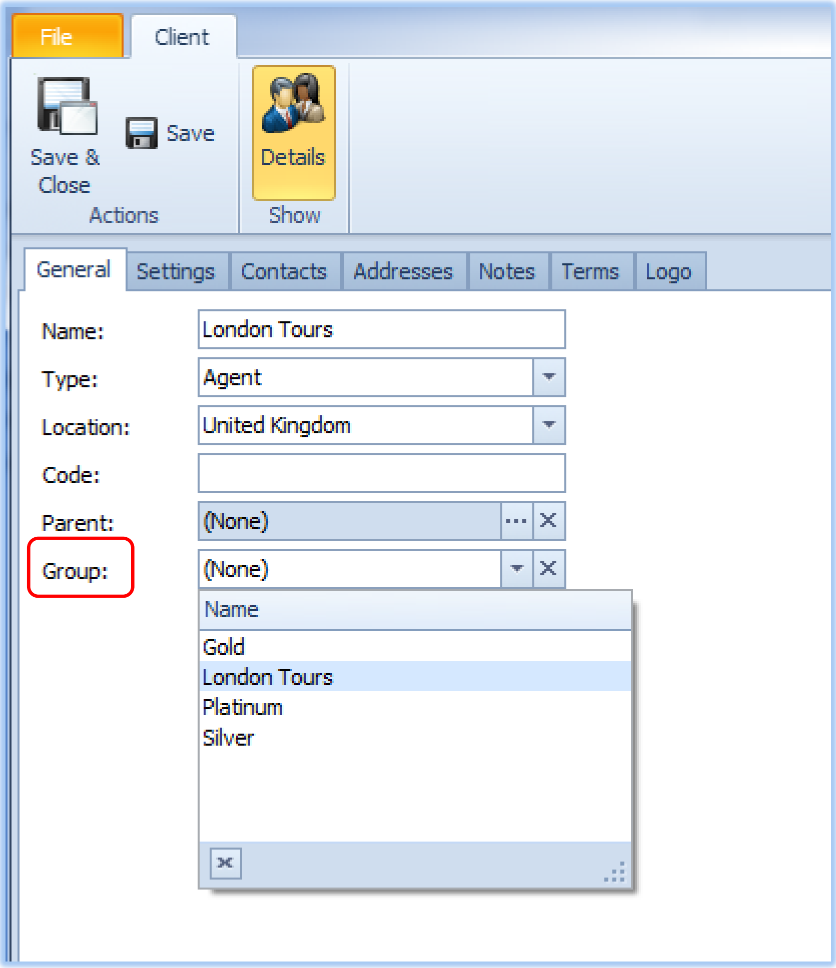
- Click on the **Rules** tab
- Tick the **Client Group** (*i.e. London Tours*) and the **Accommodation** service type, as follows:



- Click **OK**
- **Repeat these steps** to create profit rules for the rest of the service types
- Once all of the profit rules are set up, use the **Shift Up** and **Shift Down** buttons to move these rules top of the list; *this will ensure that these profit rules take precedence over the default profit rules*



Once the profit rules have been created, **assign the Client Group** to your client follows. *This will ensure that the profit rules will apply to all new requests created for this client.*



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Commission Settings

CLIENT COMMISSION

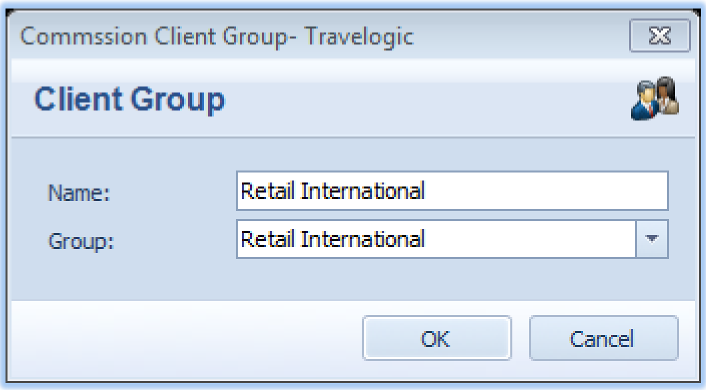
You are able to set up **Client Commission rules** for the following:

1. The Client Groups
2. Client Types: Agent or Direct
3. Suppliers
4. Service Types
5. Locations

To Illustrate

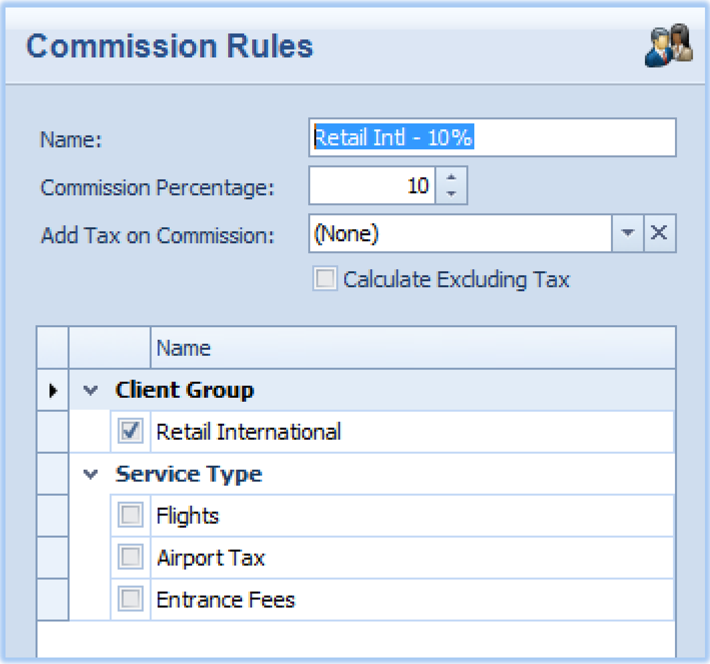
Let's say you have an agent or set of agents that receive commission of 10% on all services, 7% on flights and 0% on airport taxes and entrance fees

- *Create a **client group (i.e. Retail International)** and create **profit settings** for this client group as set out under the Profit Settings section above*
- After you have created profit settings, click on **Client Commission** in the settings menu
- In the **Commission Criteria** screen,
- Click **New**
- Select Client Groups as the **Commission Type** you would like to set up
- Enter the **Name** and select the client group from the drop-down list



- In the **Commission Rules** tab,
    - Click **New**
    - Enter the **Name** of this commission rule, *i.e. Retail Intl – 10%*
    - Enter the **Commission Percentage**
    - Indicate whether to **add tax** to the commission amount ; select an option from the drop-down list

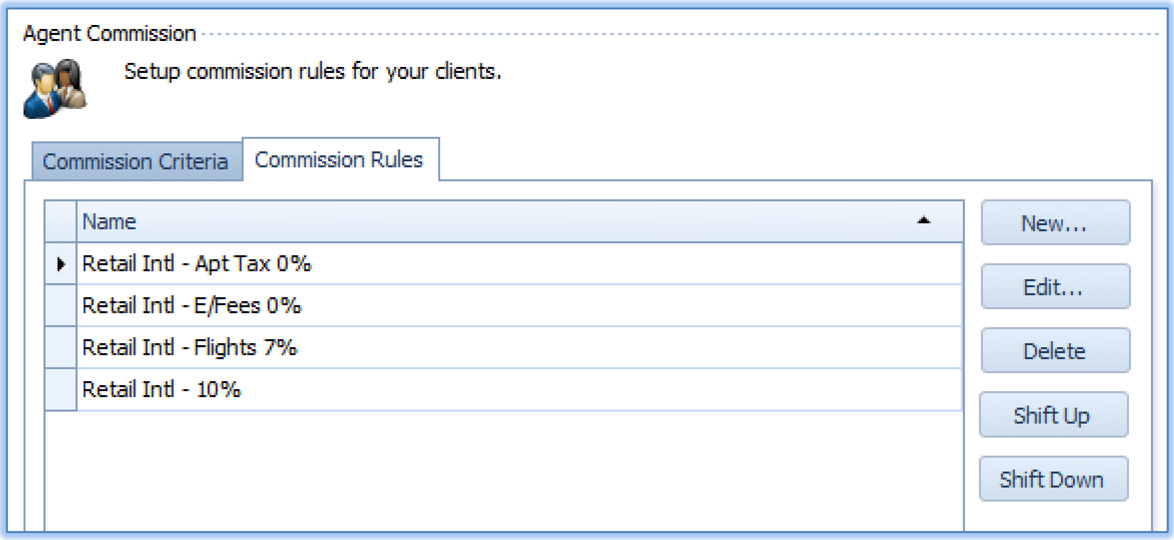
- Tick the applicable **Client Group** in the list provided



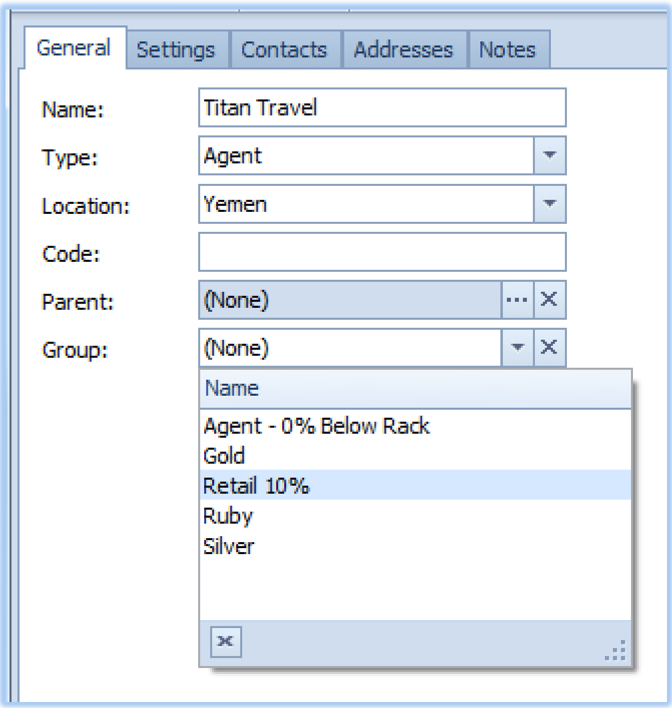
- Click **OK**
- Click **New** to create the commission rule for the flights, *i.e. Retail Intl – Flights 7%*
- Enter the *applicable commission* percentage
- **Tick** the client group and service type: **flights**

- Click **OK**

- **<u>Repeat the steps</u>** above to create **separate** commission rules for the Airport Taxes and Entrance Fees
- Once you created all the commission rules, use the **shift up** and **down** buttons to move the service type-specific rules to the top of the list. This ensures that Travelogic applies the rules in this order.
- You should have the following commission rules:



- *Remember that when need to apply this **commission rule** to a **client**, you will have to assign this Client Group to your client. This you will do as follows:*



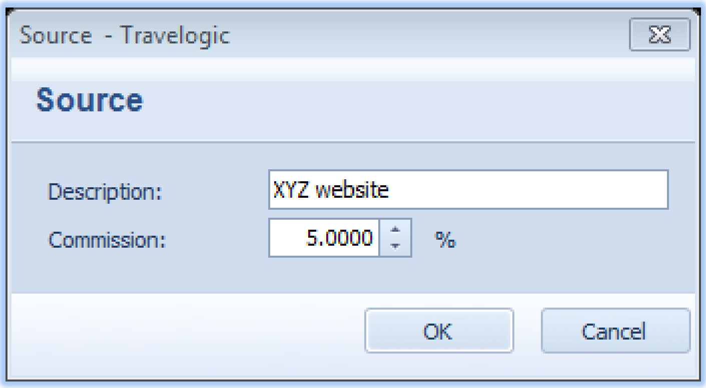
Please Note the following regarding Agent Commission rules:

- This is the guideline to follow if you have **simple** Client Commission rules
- Should you have a more **complicated commission structure**, i.e. different commission percentages for multiple Client Groups, it will be best to create a criteria for each applicable service type and define a commission rule for each client group / service type combination
- ***Please Note: do not combine multiple Service Types in the same criteria or in the same profit rule***
- Take note that you are able to **Order** the commission rules in order of preference, by using the Shift Up and Shift Down buttons

SOURCES

You are able to set up **Sources** in Travelogic™ if you want to record or track the source of your Requests

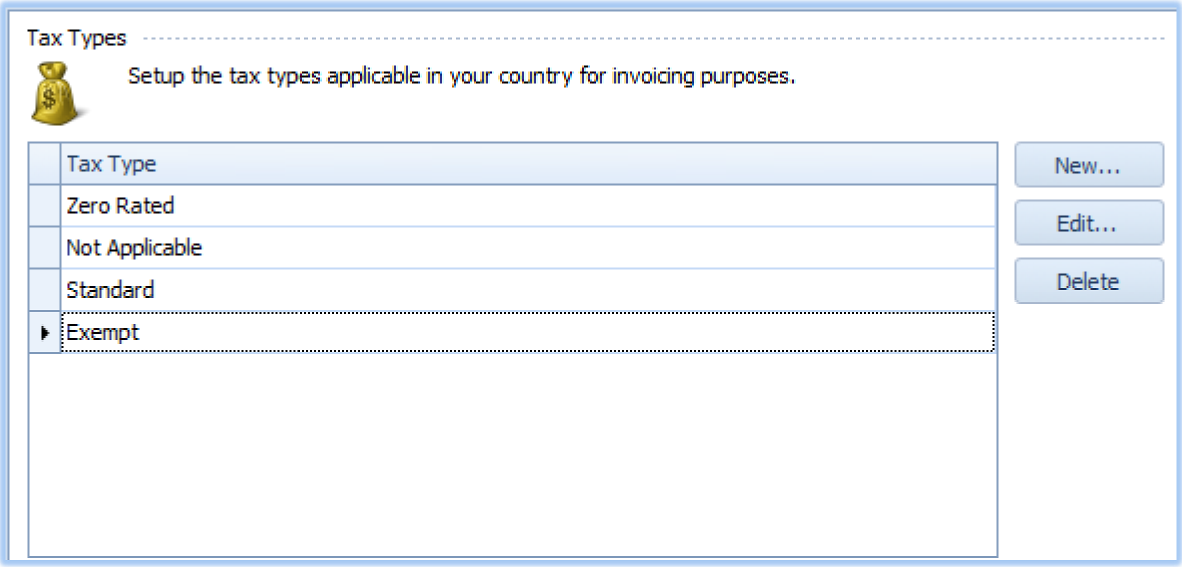
You can also set up a source to receive **commission** on the requests that are linked to them



Accounting Settings

TAX TYPES

Go to Tax Types in the settings menu to set up the tax types applicable to your country for invoicing purposes You will be provided with the following tax types. By default, these tax types are applicable to ***South Africa*** (i.e. Standard VAT of 15%), please feel free to add new, edit and /or delete according to the tax types in your country.



TAX RULES

Once you have set up your Tax Types, go back to the Settings menu, click on **Accounting** and then select the tab called **Tax Rules**

Here you will set up the Tax Types and Rules applicable to local and foreign services, as well as local and foreign clients, according to the tax laws / requirements of your country

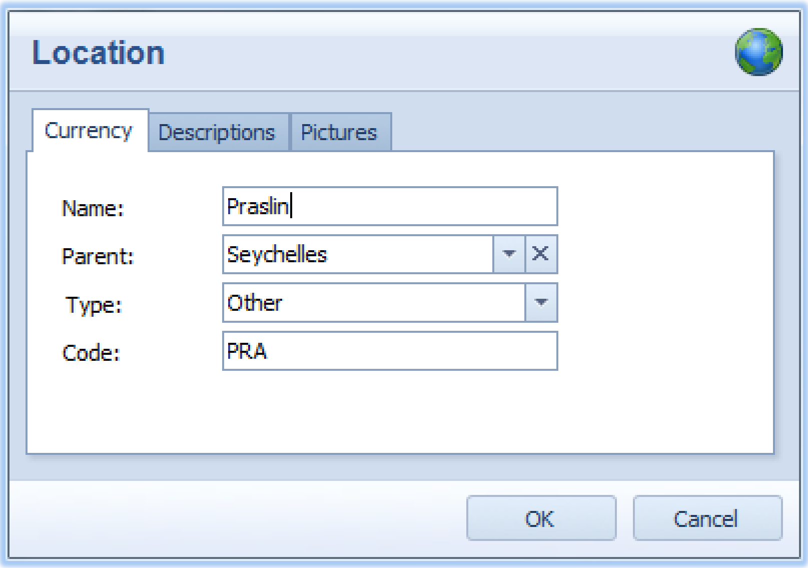
We highly recommend that you consultant with your accountant prior to setting up the tax rules

Supplier-related Settings

LOCATIONS

Add new locations to the existing locations as you need to

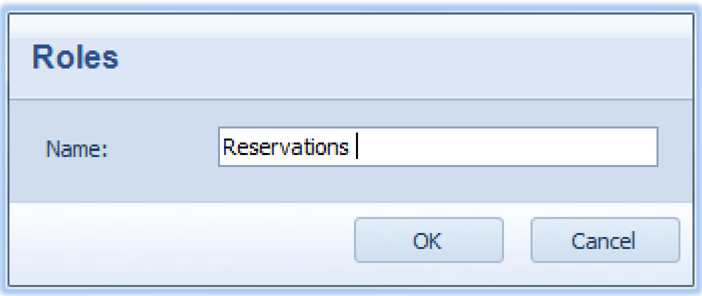
- Click **New**
- Enter the **Name** of the new location and select the **Parent** location
- Indicate which **type** of location it is
- Enter the **code** if applicable
- You may also add a **description** and **pictures** to your location



ROLES

Set up the roles that will be assigned to your **Contacts**

- Click New
- Enter the Name of the role
- Click OK

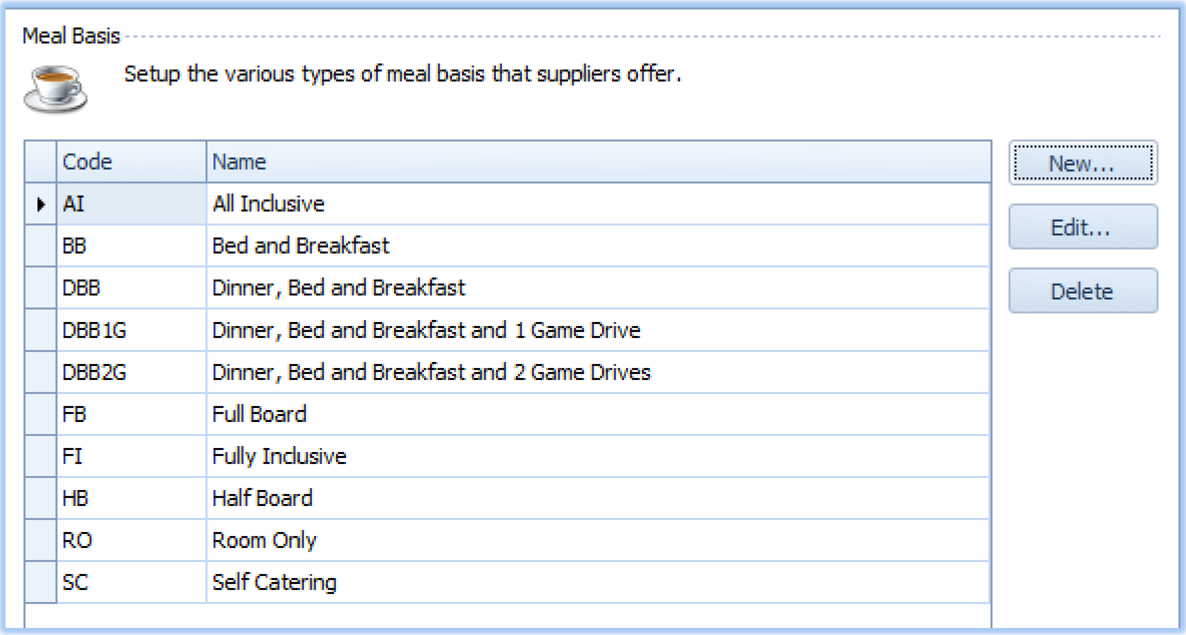


This role will now be available to select from the drop down list when creating contacts for Suppliers, Clients and Passengers in Travelogic™

Meal Basis

Travelogic™ has a comprehensive list of Meal Basis

You are able to **add New** or **Edit existing** meal basis as you need to:



Service Types

This section lists the available service types in Travelogic™; here you are able to edit the existing service types or create new ones

To create a new service type:

- Click **New** and enter the **Name** of the service type
- Set the default Local and Foreign **tax types**
- Indicate how passengers should be **allocated** to this type of service in a Quotation
  - ***Allocate Max Pax****: passengers will be allocated according to the maximum capacity set up for the service*

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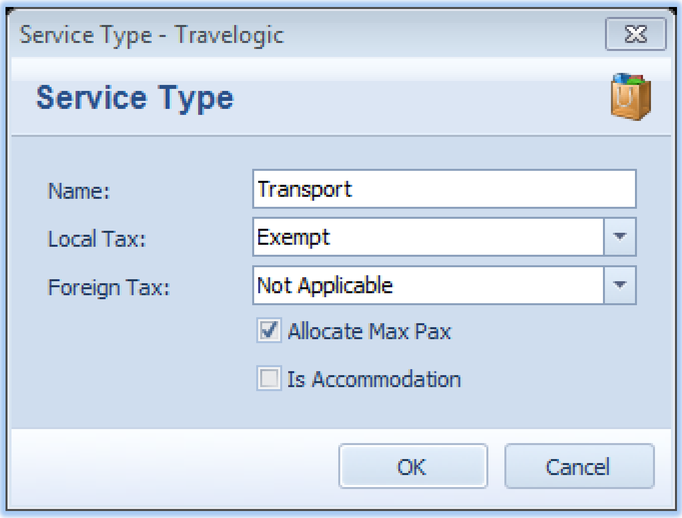
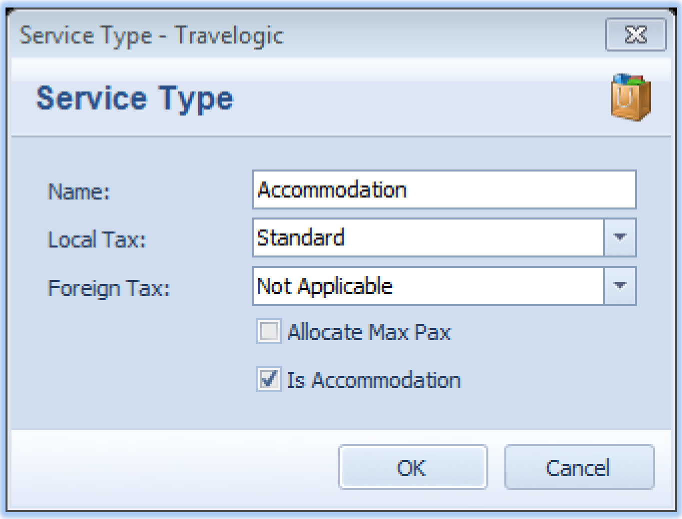


- ***Is Accommodation**: passengers will be allocated according to the Sharing Groups, as set up in the Quotation*



FACILITIES

Set up facilities and services that your suppliers provide

- Click **New**
- Enter the **Name** of the facility
- Click **OK**

These facilities will now be available to tick when creating / editing your Suppliers

GRADES

Set up gradings for your suppliers

- Click **New**

- Enter the **Name** of the grading
- Click **OK**

These gradings will now be available in a drop down list when creating / editing your Suppliers

SUPPLIER TYPE

Set up the types of suppliers you use in Travelogic™

- Click **New**
- Enter the **Name** of the supplier type
- Click **OK**

These supplier types will now be available in a drop down list when you create / edit your Suppliers