



# enquiries guide

# Enquiries

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# Foreword

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## About this software

This program was developed to handle telephone enquiries. It can handle any number of simultaneous enquiries, within reasonable limits, and stores the information concerning that client in a separate database.

The enquiries kept in that database can be retrieved in a number of ways: by intended route and day of travel, by client name, by product code, or by the day on which the enquiry was taken. In addition, a unique reference code is assigned to each enquiry, and this can also be used to locate a specific enquiry. All the other methods can retrieve one or many enquiries, depending on how exactly the search criteria is specified.

Each enquiry holds details on the client's name, their address (which can optionally be generated using the client's postcode), telephone number, route details, and a large amount of freeform text which can be entered and altered at any time.

Enquiry requests can be passed through to the Airscan database, whereupon any matching Airscan flight and holiday information will be displayed in a similar format to the Airscan search which exists elsewhere in the main reservations program. Once in the list of Airscan data, a hot key allows that particular piece of information to be extracted and stored alongside the original enquiry. There is no limit to the number of Airscan records which can be stored alongside an enquiry in this way, and each can be edited or deleted at another stage in the program.

To better reflect the real world in which different enquiries are being handled simultaneously, any enquiry can be copied to a notepad at any time, using another sequence of hot keys. The key information is retained and the client surname is added to the menu options at the top of the page, so that the enquiry may be returned to at any time. As the highlight moves to any client name, the help row will display the client's intended route and day of travel, as well as up to 40 characters of reminder text which can be entered when the enquiry is first copied to the notepad.

For managers, when viewing or entering the details of an enquiry, there is the additional choice of assigning that enquiry to a particular member of staff. Pressing the F1 key while highlighting the user's number will provide a list of users and the number of enquiries.

## Foreword

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ies each one has been given on that day, along with the total of all enquiries handled by that user. Numbers of enquiries converted to confirmed bookings both on that day and the accumulated totals (including work done on that day) are also displayed.

Other programs will enable managers to print lists of enquiries handled by members of staff, and their conversion rates, both on any given day and over any period of time. Overall, the Enquiries software provides a means to handle the large number of telephone calls received in an agency, while retaining the flexibility of paper-based systems.

# Handling enquiries

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## How an enquiry progresses through the system

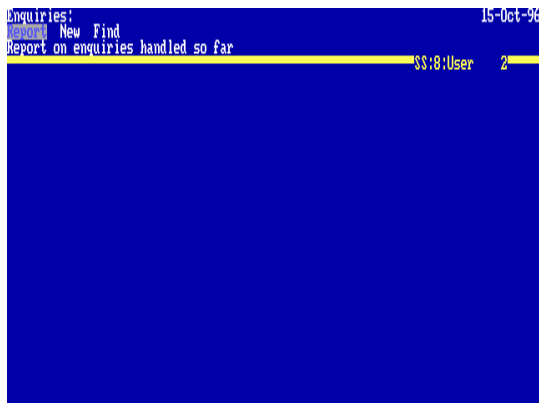
This manual assumes your system is configured for handling enquiries as follows:

1. The enquiry is entered by various telephone staff and passed to a manager by the entry of that manager's number in the user number field for that enquiry. The status of that enquiry is "U" for unlogged.
2. The manager then views the list of enquiries, choosing any enquiry in order to assign it to another member of staff who is to work on that client request. The appropriate user number is then entered in the user number field, and the enquiry is automatically stamped as "L" for live.
3. The member of staff to whom the enquiry has been assigned can, at any time after the enquiry has been assigned to him, view all of his enquiries, and select one to work on at any time.

In the background, a series of files are maintained by the program with the aim of tracking each user and the enquiries assigned to them. This transaction processing also records enquiries which have been taken away from any user and assigned to another user. It also records the enquiries which have been passed to confirmation. The reports section of the program enables management to see the activity and conversion rate for any member of staff over any given period of time.

The following sections of the manual deal with data entry for new enquiries; using the notepad to record enquiries in progress; using Airscan data to provide a response to the client enquiry; locating an enquiry; using the messaging system to pass information to other users, and finally reporting on the activity of sales staff.

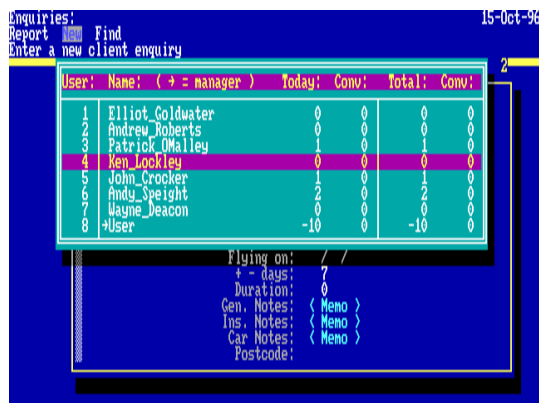
# Data entry for new enquiries



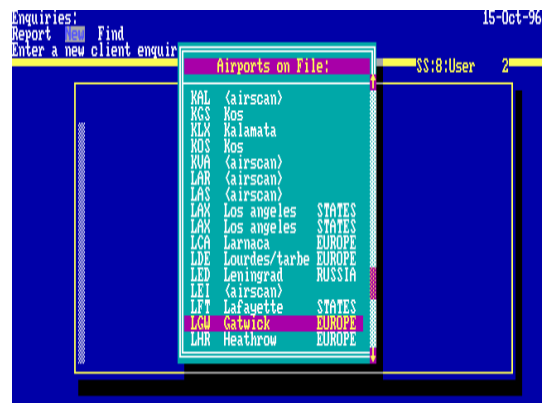
The main menu appears above: the yellow line across the top is referred to as the status bar. On the right is the user's name under Novell, or "User" if standalone. To the left of their name is the retailer code under which they work, followed by staff number. To the right of the name is the number of messages currently waiting for them in the messaging system. The facility to see these messages entails a small, but regular, mechanical overhead on the part of the computer, and can therefore be allowed or disallowed using user access levels.



The data entry screen for a new enquiry appears above. Please note that the order of the fields and the fields themselves can be customised for any site; for this reason the screen shown above may differ slightly from that seen on your own system. Fields whose titles are shown in yellow offer a help screen of some sort when the F1 key is pressed, if the cursor is awaiting input for that field.

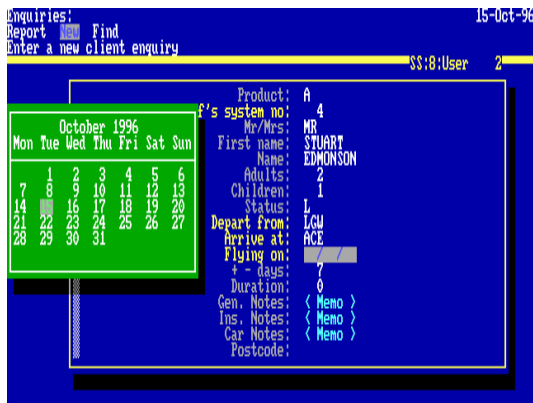


Pressing F1 over the user's number brings up a list of current users. An arrow to the left of the user's name indicates that they are a manager. To the right of each name are four numbers separated into two columns. The first column indicates enquiries given to that user today, and the number of enquiries they have confirmed today; the second is an accrued total of both figures.

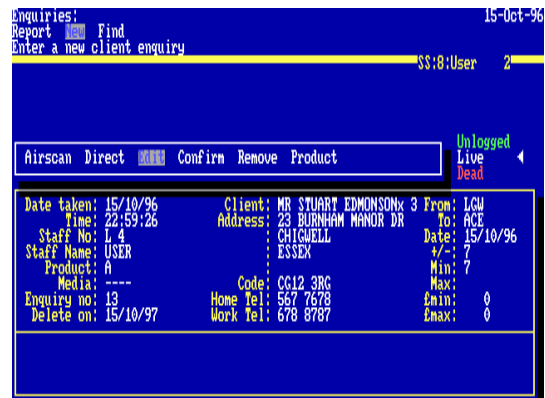


Here the F1 key has brought up a list of airports from which the desired three letter code can be selected. In this screen, the full name of the airport is visible, as is the geographical group into which the airport falls; the group is a logical definition which enables the accommodation pricing and insurance quotation to work effectively and can be defined by the operations supervisor.

# Data entry for new enquiries

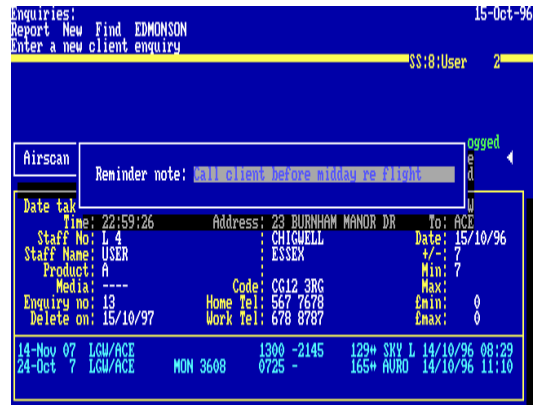
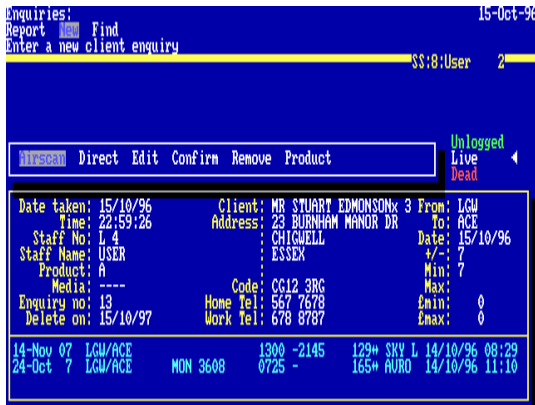


Here a calendar has been displayed by using the F1 key over a date field. Pg Up and Pg Dn move between months without any limit over the time period covered, and the Home and End keys move to the first and last days of the month respectively. Arrow left and right move from day to day. Pressing enter selects a date which is then displayed in the field after the cursor moves on to the next field.



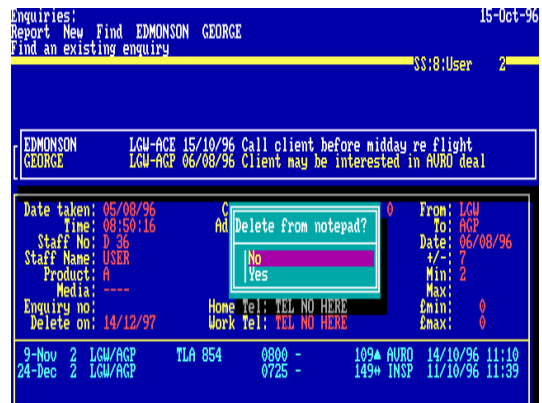
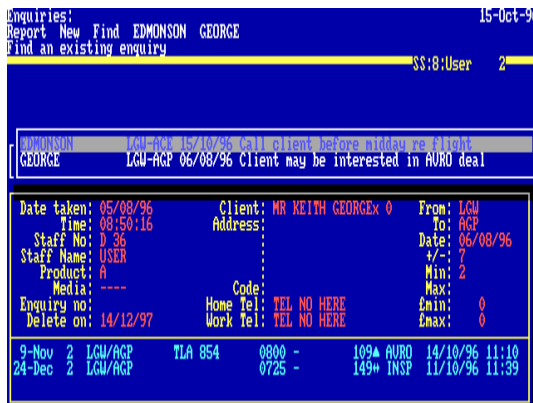
The enquiry, once entered, is displayed in the above format. Three colours define separate status as per the descriptions shown to the right. Note that the user now has control over menus which enable them to choose from several different options, all of which relate only to that enquiry. For example, from here the enquiry data can be edited, Airscan data can be checked (and longhaul data which will be available shortly within the package via Farebase) or the enquiry can be confirmed and sent to the accounts ledgers.

# Using the notepad



In the above example, Airscan data has already been attached to the enquiry (see separate section). To attach the enquiry to the notepad, simply press SHIFT and TAB together.

Before the enquiry is attached to the notepad, you can enter up to 40 characters of text as a reminder as to the status of that enquiry. As you may not see the enquiry again until much later in the day, this will help you recall what your next move should be as to handling that particular call. You may simply press Enter if you do not wish to add any information to the notepad for that enquiry.



The lead names of any enquiry on the notepad are shown on the main menu above (and also, as will be seen later, on the Enquiry: Find submenu, to speed up the switch from one enquiry to another). In a new example above, the user has pressed SHIFT and F1 together to review a list of items now on his notepad. The list of enquiries on the notepad is shown, with the option of pressing DEL to remove one, or Enter, to edit the notepad information.

Here the user has pressed DEL to delete that enquiry from the notepad. Note that enquiries can be swapped to by using the main menu or the client locate menu, either of which can be reached by pressing ESC from most places in the enquiry system. Note that the above enquiry is considered Dead according to its current status, but can still be attached to the notepad if required.

# Using Airscan data

Enquiries: 15-Oct-96  
Report Find  
Enter a new client enquiry

SS:8>User 2

Date	From/To	S/C	1*	2*	3*	4*	FO	Op:	When Uploaded:
23-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
16-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
9-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
2-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
7-Nov 07	LGM/ACE		1300	-2145	139*	SKY L	14/10/96	08:29	
14-Nov 07	LGM/ACE		1300	-2145	129*	SKY L	14/10/96	08:29	
16-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
16-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	
23-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
23-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	
30-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
30-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	

Choosing Airscan from the enquiry menu passes the required holiday route, date and duration to the Airscan database. Any information matching it is displayed in the format shown above. The user can press Pg Dn to see more options, at which time a scroll bar will appear to the right, indicating where they are in the current list of information.

Enquiries: 15-Oct-96  
Report Find  
Enter a new client enquiry

SS:8>User 2

Date	From/To	S/C	1*	2*	3*	4*	FO	Op:	When Uploaded:
23-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
16-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
9-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
2-Jan 07	LGM/ACE		1135	-1530	119*	UNI F	14/10/96	12:32	
7-Nov 07	LGM/ACE		1300	-2145	139*	SKY L	14/10/96	08:29	
14-Nov 07	LGM/ACE		1300	-2145	129*	SKY L	14/10/96	08:29	
16-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
16-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	
23-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
23-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	
30-Jan 07	LGM/ACE		1120	-2010	105*	SKY L	14/10/96	12:27	
30-Jan 07	LGM/ACE		1300	-2145	119*	SKY L	14/10/96	12:27	

14-Nov 07 LGM/ACE 1300 -2145 129\* SKY L 14/10/96 08:29

The TAB key can be pressed over any piece of Airscan data to attach that data to the enquiry itself. As many pieces of Airscan data as you like can be attached to the enquiry, but for simplicity, only three are shown at one time. Should more items be attached than visible, a small arrow will appear to the right at the foot of the attached data box, shown here at the foot of the screen.

Enquiries: 15-Oct-96  
Report Find  
Enter a new client enquiry

SS:8>User 2

Date	From/To	S/C	1*	2*	3*	4*	FO	Op:	When Uploaded:
8-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
12-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
15-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
19-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
22-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
26-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
29-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
24-Oct 7	LGM/ACE	TIA 872	0915	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	MON 1752	0655	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	ALT 148	0700	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	MON 3608	0725	-	165*	AURO	14/10/96	11:10	
21-Nov 7	LGM/ACE	MON 4868	1300	-	119*	AURO	14/10/96	11:10	

14-Nov 07 LGM/ACE 1300 -2145 129\* SKY L 14/10/96 08:29

Here the user has pressed Pg Dn to see more Airscan information. Note that where flight numbers and times have been available via viewdata, they are visible on the screen in place of the holiday pricing which is normally shown.

Enquiries: 15-Oct-96  
Report Find  
Enter a new client enquiry

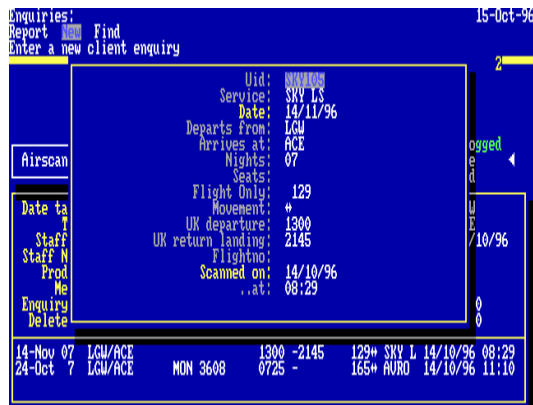
SS:8>User 2

Date	From/To	S/C	1*	2*	3*	4*	FO	Op:	When Uploaded:
8-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
12-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
15-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
19-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
22-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
26-Jan 07	LGM/ACE		0810	-1705	155*	THO F	14/10/96	09:06	
29-Jan 07	LGM/ACE		0730	-1615	149*	THO F	14/10/96	09:06	
24-Oct 7	LGM/ACE	TIA 872	0915	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	MON 1752	0655	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	ALT 148	0700	-	165*	AURO	14/10/96	11:10	
24-Oct 7	LGM/ACE	MON 3608	0725	-	165*	AURO	14/10/96	11:10	
21-Nov 7	LGM/ACE	MON 4868	1300	-	119*	AURO	14/10/96	11:10	

14-Nov 07 LGM/ACE 1300 -2145 129\* SKY L 14/10/96 08:29  
24-Oct 7 LGM/ACE MON 3608 0725 - 165\* AURO 14/10/96 11:10

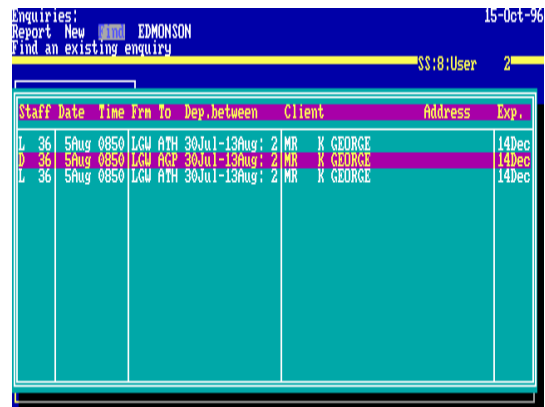
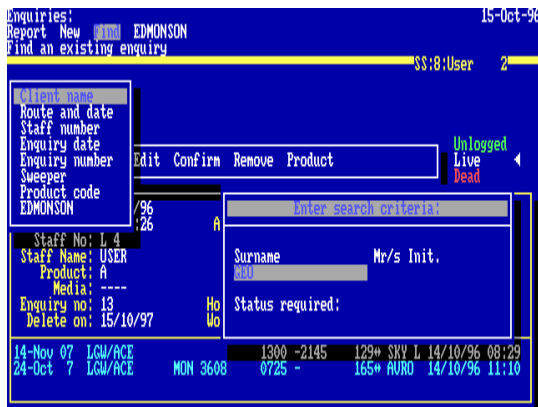
The TAB key has been used to attach another Airscan record to the enquiry from which the search data was originally taken.

# Using Airscan data



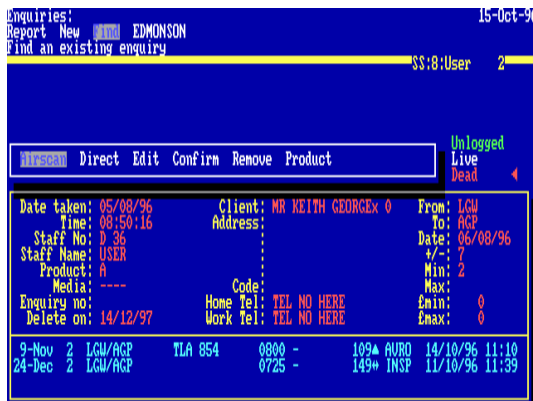
The Product option on the enquiry display screen allows the user to select from the attached Airscan products. These can be deleted, or edited, as in the case above. Notice that all information can be adjusted as required. The UID is a Unique ID referring to the original Airscan scanning session which produced that piece of information. Note also the price movement indicator and the scan date and times; these indicate in the example shown above that the price has not changed since the previous scan for that UID.

# Locating an enquiry



You can locate a client's enquiry in many different ways, depending on the information known at the time. In the example above, a search has been carried out using part of the client's name. Note that the lead names of enquiries which are now attached to the notepad are shown in capitals at the foot of the enquiry locate menu, so that they may be viewed straight away

Client enquiries matching the surname given by the user have been displayed. The number of the enquiries matching the pattern given can be very large or only a few, as in the case above. Pressing Enter selects that enquiry for display.



The above enquiry displays as Dead, although under certain conditions on network versions of the software, the status can be restored to Live once again. All information is kept permanently on the computer for marketing purposes.

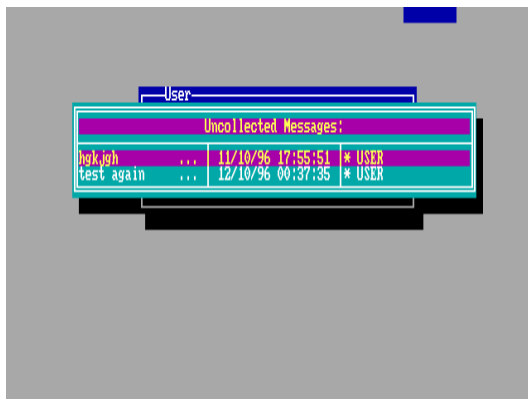
# Using the messaging system



The messaging system is available by pressing the F7 key from almost anywhere in the enquiry system. In the above example, the user has two messages to collect. The user can save the messages, discard them, or reply to the sender. Users can also enter into a conference between terminals, which for simplicity will not be discussed in this reference guide. Note that users can also send direct messages to other terminals, using the Novell messaging system. User access levels can limit the usage of any of the various message facilities.



The user has decided to send a message to another user on the system. Note that managers have their access shown; in network versions, the list will include the word "In" to the right of any user who is currently logged into the network.



Messages are collected from other users in the screen above. Messages from managers have asterisks shown to the right to indicate higher priority.

# Reporting on sales activity

```
Enquiries: 15-Oct-96
New Find EDMONSON
Report on enquiries handled so far
SS:8>User 2

Log covers period from: 10/10/96 to: 15/10/96.
From date: 10/10/96
..to: 15/10/96
User no: 0
Total per day? █
```

A brief report on sales activities is included in this demo version. The system log records all enquiries passed to any users, and any enquiries which have been removed from that user and given to another user. Each user has an accumulating total for any given day of the year; reports therefore are not limited to the one shown above. In fact, any report could be devised which shows the activity of all or any one member of staff over any given period, with the smallest period of time reportable being of course one day. Note that at the top of the display area can be seen the first and last days on which this (demonstration) data has been logged.

```
Enquiries: 15-Oct-96
New Find EDMONSON
Report on enquiries handled so far
SS:8>User 2

TAB:Edit Alt+M:Map +L:Fields +P:Print Record: 1 of 8
USER_NO ENQUIRIES CONVERTS
1 1 1
2 39 37
3 1 0
4 1 0
5 0 0
6 325 149
7 -1 0
8 36
```

Here the results are shown in a table format. The browse window also allows you to print selected columns by using the Alt-P command. The information above shows, for each user, the total enquiries and conversions made during the period specified in the first screen. Minus numbers can occur, since enquiries removed from one user's jurisdiction on a given day may not necessarily be enquiries which had been given to that user on that day, thus possibly throwing his score for that day into the red.

# Using the pitch screen

```

Enquiries:                               26-Nov-96
Report New  Bookings Printing
Find an existing enquiry

SI:8:User 2

Staff Date Time Frm To Departs Client
-----
L 999 26Nov 1101 LGM ACE 30Nov 7 nts MR SHAKALIS 10Dec ✓
L 8 6Nov 0023 LGM ACE 6Nov 7 nts MR SMITH ACT 6Nov
L 9 6Nov 1327 LGM ACE 13Dec 7 nts MR SMITH ACT 20Nov ✓
L 8 8Nov 1040 LGM ACE 1Jan 7 nts MR SMITH ACT 22Nov ✓
L 8 20Nov 1111 LGM ACE 12Dec 7 nts MR SMITH ACT 4Dec ✓
L 8 20Nov 1112 LGM ACE 12Dec 7 nts MR SMITH ACT 4Dec ✓
  
```

Note that enquiries which have had Airscan data attached show with a tick to the far right. The media code which generated the enquiry is shown to the right of the client name.

```

Enquiries:                               26-Nov-96
Report New  Bookings Printing
Find an existing enquiry

SI:8:User 2

New Airscan Edit Confirm Pitch Names Extra info Live
-----
Date taken: 20/11/96 Client: MR SMITH 2 From: LGM
Time: 11:11:09 Address: ASDF ASDFASD o: ACE
Staff No: L 8 Date: 12/12/96
Staff Name: User ASDFASDFASDF +/-: 3
Product: LHFL Min: 7
Media: ACT Code: PCODE Max:
Enquiry no: 15 Home Tel: Emin: 0
Delete on: 04/12/96 Work Tel: Emax: 0

14Nov 07 LGM/ACE 1120 -2015 234 * AIR F 07:00 13:00 115.00
14Nov 7 LGM/ACE MON 4868 1300 - 139A AURO 4 00:00 00:00 0.00
14Nov 7 LGM/ACE TLA 872 0700 - 139A AURO 9 00:00 00:00 0.00
  
```

Note the revised layout of the enquiry card. The spaces below the card are for Airscan data, insurance quotes, and car hire. Note that the user name of the staff to whom the enquiry has been assigned is displayed in blue. At any time, a user may press the F10 key to generate a count of all pending enquiries for that user. This number will be displayed in red on the left side of the status bar across the top of the screen. A pending enquiry is one to which no Airscan data has been attached.

```

Enquiries:                               26-Nov-96
Report New  Bookings Printing
Find an existing enquiry

SI:8:User 2

New Airscan Edit Confirm  Names Extra info Live
-----
Date taken: 20/11/96 Client: MR SMITH 2 From: LGM
Time: 11:11:09 Address: ASDF ASDFASD o: ACE
Staff No: L 8 Date: 12/12/96
Staff Name: User ASDFASDFASDF +/-: 3
Product: LHFL Min: 7
Media: ACT Code: PCODE Max:
Enquiry no: 15 Home Tel: Emin: 0
Delete on: 04/12/96 Work Tel: Emax: 0

14Nov 07 LGM/ACE 1120 -2015 234 * AIR F 07:00 13:00 115.00
14Nov 7 LGM/ACE MON 4868 1300 - 139A AURO 4 00:00 00:00 0.00
14Nov 7 LGM/ACE TLA 872 0700 - 139A AURO 9 00:00 00:00 0.00
  
```

To edit any of the Airscan pitch data records attached to the file, choose Pitch from the enquiry card menu.

```

Enquiries:                               26-Nov-96
Report New  Bookings Printing
Find an existing enquiry

SI:8:User 2

New Airscan Edit Confirm  Names Extra info Live
-----
Date ta Preferred: N U
Time: Pitched price: 115.00 E
Staff Pitched departure: 7.00 /12/96
Staff N Pitched arrival: 13.00
Prod Seats:
Me Pitched Carrier:
Enquiry Delete:

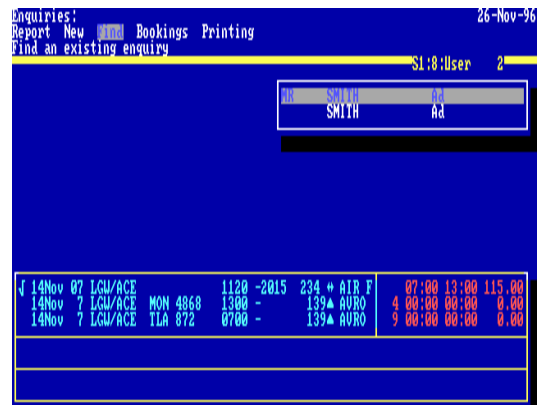
14Nov 07 LGM/ACE 1120 -2015 234 * AIR F 07:00 13:00 115.00
14Nov 7 LGM/ACE MON 4868 1300 - 139A AURO 4 00:00 00:00 0.00
14Nov 7 LGM/ACE TLA 872 0700 - 139A AURO 9 00:00 00:00 0.00
  
```

Note that the number of seats and the carrier can be entered at this stage to reflect the information given to the client. Should one Airscan record be of particular interest to the client, tick the Preferred field with a Y.

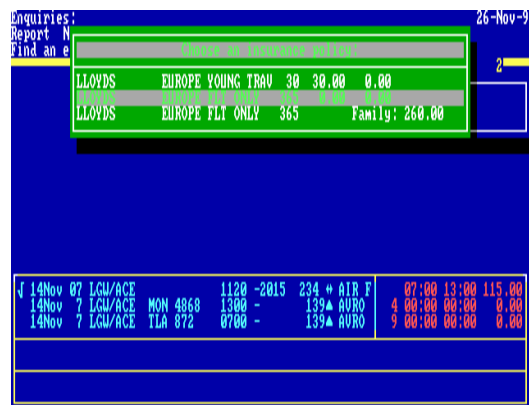
# Client names and insurance quotes



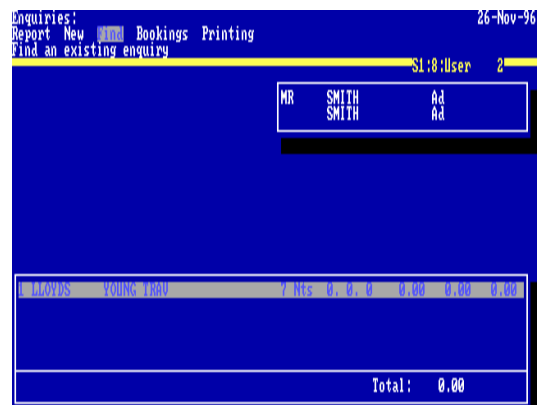
The revised booking card with the Pitch data for Airscan. Note the preferred option has been displayed with a tick to the left. Next, choose Names from the enquiry card.



A blank line will appear for every name whether Adult, Child or Infant, on the enquiry. The lead name will be entered automatically from the enquiry card. To fill in the surname automatically, highlight the name which is blank, then press F2. This copies the name directly above the blank name into the blank record. Press Enter to complete the rest of the details, such as the prefix (Mr, Mrs, Miss etc) and the first initial of the client.

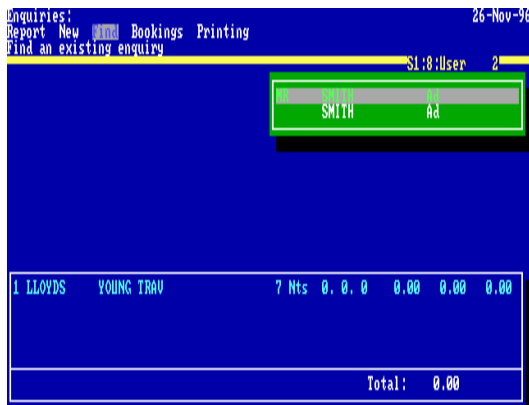


With the highlight on any name, press the Backspace key. This enters the insurance program. Should no policy have been entered yet, Tripper offers you all the policies that would apply to the previously entered holiday details. Family policies are also offered, and are marked accordingly. Simply choose the policy you require.

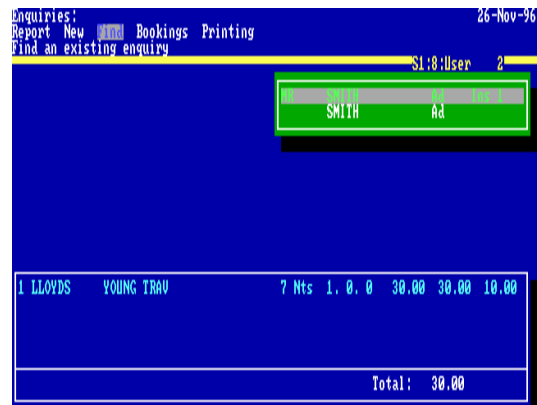


Pressing Enter on the policy you require attaches that policy to the enquiry. Remember that at this point, Tripper does not know which of the clients require this policy and which may require some other policy. To attach clients to a policy, highlight that policy (as in the example above) and press the TAB key.

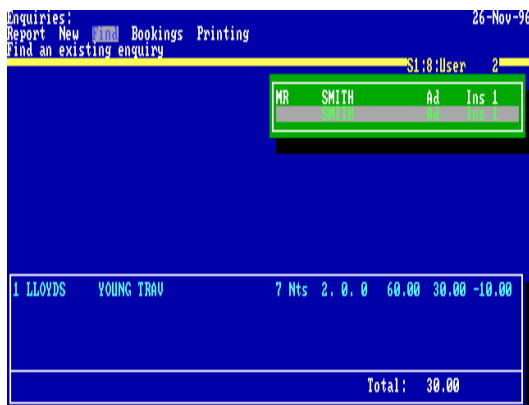
# Assigning policies to clients



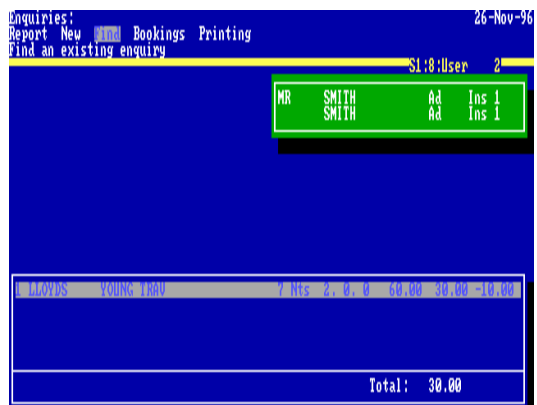
After having pressed TAB, all the names are displayed in green. Simply highlight the name you wish to attach to the policy (which is now displayed in blue for clarity, in case there is more than one) and press the TAB key again.



After every press of the TAB key while over a name, all the insurance policies are recalculated and the new prices and profits displayed at the foot of the screen. To remove a client from a policy, press TAB. To move him from a previous policy, say policy 2, press TAB which removes him from whatever policy he was on, then press TAB again to attach him to the policy which has been currently selected.

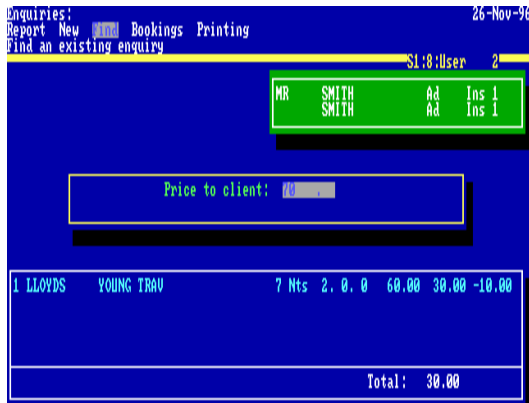


The number to the right of the word *Ins* simply means the policy number on which the client has been booked. In the above example, all clients will have either no insurance or policy number 1. The three figures displayed in the policy box are, from left to right, the RRP of the policy, the selling price, and the profit.

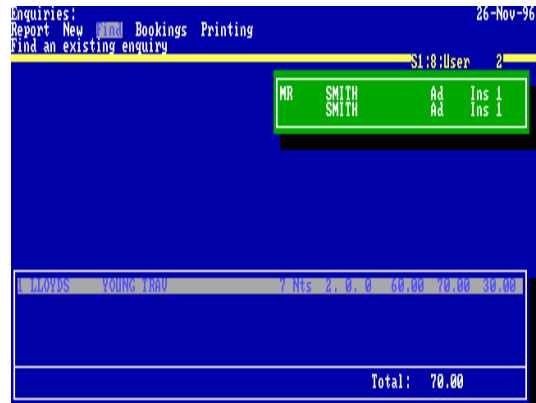


Pressing Escape from the names box returns you to the insurance policy box. From this box you can press the INSert key to add a new policy, DEL to delete the highlighted policy, or Enter, to change the selling price of the selected policy.

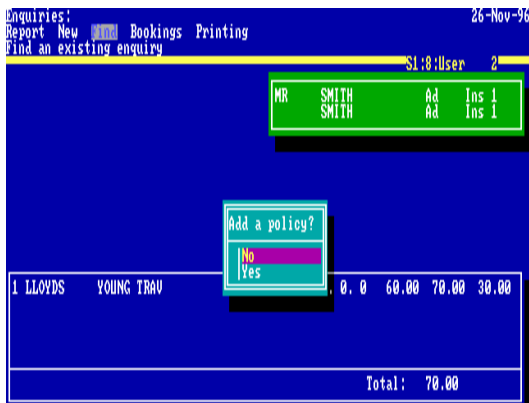
# Selling prices for insurance



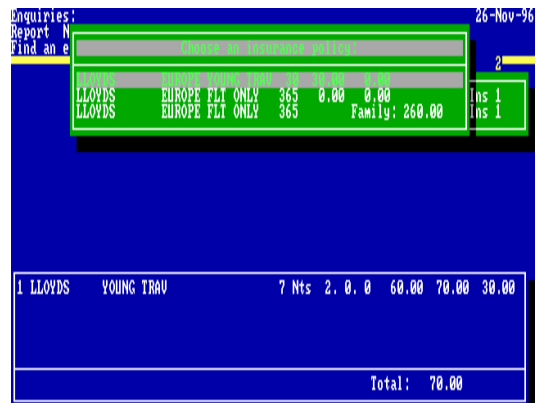
The selling figure is then entered.



The new figures are displayed in the insurance policy box.



In the event you wanted to add a policy, press **INS** and after confirming that you require a new policy, a help box with all the appropriate policies will be displayed at the top of the screen.



As before, a policy can be selected. This would be useful if two families were travelling, and each required separate cover, or if any one individual in the group required, say, high risk insurance.

# Multiple insurance policies

Enquiries: 26-Nov-96  
Report New [F7] Bookings Printing  
Find an existing enquiry

SI:8>User 2

MR	SMITH	Ad	Ins 1
	SMITH	Ad	Ins 1

1	LLOYDS	YOUNG TRAV	7 Nts	2.0.0	60.00	70.00	30.00
2	LLOYDS	FLT ONLY	7 Nts	0.0.0	0.00	0.00	0.00

Total: 70.00

The policy selected is displayed with the previous policies. To attach clients to that policy, highlight that policy and press TAB.

Enquiries: 26-Nov-96  
Report New [F7] Bookings Printing  
Find an existing enquiry

SI:8>User 2

SMITH	Ad	Ins 1
-------	----	-------

1	LLOYDS	YOUNG TRAV	7 Nts	2.0.0	60.00	70.00	30.00
2	LLOYDS	FLT ONLY	7 Nts	0.0.0	0.00	0.00	0.00

Total: 70.00

This passes control to the names box, where clients can be detached from the policy they are now on, and attached to the newly selected policy, which is displayed in blue at the foot of the screen.

Enquiries: 26-Nov-96  
Report New [F7] Bookings Printing  
Find an existing enquiry

SI:8>User 2

MR	SMITH	Ad	Ins 1
----	-------	----	-------

1	LLOYDS	YOUNG TRAV	7 Nts	1.0.0	30.00	70.00	50.00
2	LLOYDS	FLT ONLY	7 Nts	1.0.0	0.00	0.00	0.00

Total: 70.00

Pressing TAB twice detaches the client from policy 1, and the re-attaches the client to policy 2, changing the prices of both policy 1 and 2 at the foot of the screen. The total of both selling prices is also displayed.

Enquiries: 26-Nov-96  
Report New [F7] Bookings Printing  
Find an existing enquiry

SI:8>User 2

MR	SMITH	Ad	Ins 1
	SMITH	Ad	Ins 1

1	LLOYDS	YOUNG TRAV	7 Nts	2.0.0	60.00	70.00	30.00
---	--------	------------	-------	-------	-------	-------	-------

Total: 70.00

Pressing ESC returns to the policy box, and the DELETE key deleted the extra policy. In the above example, both clients have been attached to policy 1 in the end. This system allows you to quote on any number of variations, while evaluating the profitability of each.

# Car hire

```

Enquiries: 26-Nov-96
Report New [F7] Bookings Printing
Find an existing enquiry
SI:8\User 2
    
```

Car Hire for: ACE, 12 December 1996 for 7 nts:									
ACE	A	3DR MARBELLA	99.00	HOL AUTOS	Nett:	79.20			
ACE	B	3DR CORSA	108.00	HOL AUTOS	Nett:	86.40			
ACE	C	3DR PUNTO	118.00	HOL AUTOS	Nett:	94.40			
ACE	D	5DR CLIO	138.00		Nett:	110.40			
ACE	E	A/C 4DR ESCORT	178.00		Nett:	142.40			
ACE	F	2DR SUZUKI JEEP	251.00		Nett:	200.80			
ACE	G	2DR RENAULT 19 CAB	338.00		Nett:	270.40			
ACE	H	8 SEAT MINIBUS	368.00		Nett:	294.40			
√	14Nov	07	LGM/ACE	1120 -2015 234 + AIR F	07:00	13:00	115.00		
	14Nov	7	LGM/ACE	MON 4868 1300 -	139A AVRO	4 00:00	00:00	0.00	
	14Nov	7	LGM/ACE	TLA 872 0700 -	139A AVRO	9 00:00	00:00	0.00	
1	LLOYDS	YOUNG TRAV	7 Nts	2. 0. 0	60.00	70.00	30.00		

After finishing with the insurance, the car hire figures will pop up automatically for that destination, date and duration.

```

Enquiries: 26-Nov-96
Report New [F7] Bookings Printing
Find an existing enquiry
SI:8\User 2
    
```

Car Hire for: ACE, 12 December 1996 for 7 nts:									
ACE	A	3DR MARBELLA	99.00	HOL AUTOS	Nett:	79.20			
ACE	B	3DR CORSA	108.00	HOL AUTOS	Nett:	86.40			
ACE	C	3DR PUNTO	118.00		Nett:	94.40			
ACE	D	5DR CLIO	138.00		Nett:	110.40			
ACE	E	A/C 4DR ESCORT	178.00		Nett:	142.40			
ACE	F	2DR SUZUKI JEEP	251.00		Nett:	200.80			
ACE	G	2DR RENAULT 19 CAB	338.00		Nett:	270.40			
ACE	H	8 SEAT MINIBUS	368.00		Nett:	294.40			
√	14Nov	07	LGM/ACE	1120 -2015 234 + AIR F	07:00	13:00	115.00		
	14Nov	7	LGM/ACE	MON 4868 1300 -	139A AVRO	4 00:00	00:00	0.00	
	14Nov	7	LGM/ACE	TLA 872 0700 -	139A AVRO	9 00:00	00:00	0.00	
1	LLOYDS	YOUNG TRAV	7 Nts	2. 0. 0	60.00	70.00	30.00		

The selling price can be entered at this stage, once a car deal has been chosen with the Enter key.

```

Enquiries: 26-Nov-96
Report New [F7] Bookings Printing
Find an existing enquiry
SI:8\User 2
    
```

New Airscan Edit Confirm Pitch Names [F7] [F10] Live									
Date ta	Amount:								
Staff	Payment by:								
Staff N	Creditcard:								
Prod	Expirydate:								
Me	Card holder's name:								
Enquiry	Approvalno:								
Delete									
√	14Nov	07	LGM/ACE	1120 -2015 234 + AIR F	07:00	13:00	115.00		
	14Nov	7	LGM/ACE	MON 4868 1300 -	139A AVRO	4 00:00	00:00	0.00	
	14Nov	7	LGM/ACE	TLA 872 0700 -	139A AVRO	9 00:00	00:00	0.00	
1	LLOYDS	YOUNG TRAV	7 Nts	2. 0. 0	60.00	70.00	30.00		
	HOL AUTOS	B 3DR CORSA	7 Nts	12/12/96	108.00	105.00	18.60		

Selecting a car attaches it to the enquiry card, as can be seen in the extra information boxes at the foot of the screen. The system then prompts you for payment details automatically.

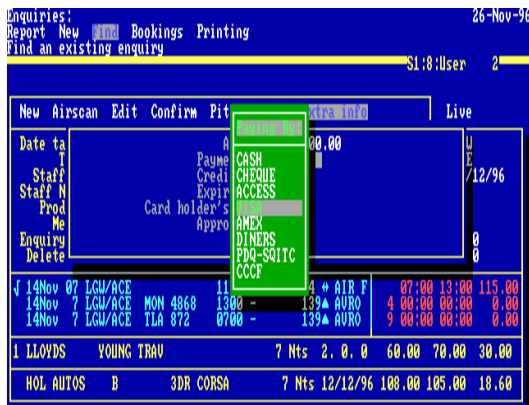
```

Enquiries: 26-Nov-96
Report New [F7] Bookings Printing
Find an existing enquiry
SI:8\User 2
    
```

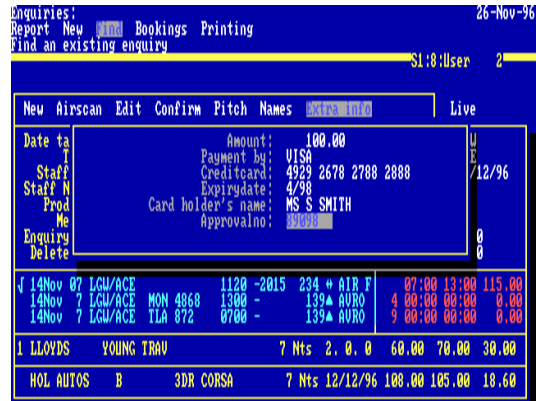
New Airscan Edit Confirm Pitch Names [F7] [F10] Live									
Date ta	Amount:								
Staff	Payment by:								
Staff N	Creditcard:								
Prod	Expirydate:								
Me	Card holder's name:								
Enquiry	Approvalno:								
Delete									
√	14Nov	07	LGM/ACE	1120 -2015 234 + AIR F	07:00	13:00	115.00		
	14Nov	7	LGM/ACE	MON 4868 1300 -	139A AVRO	4 00:00	00:00	0.00	
	14Nov	7	LGM/ACE	TLA 872 0700 -	139A AVRO	9 00:00	00:00	0.00	
1	LLOYDS	YOUNG TRAV	7 Nts	2. 0. 0	60.00	70.00	30.00		
	HOL AUTOS	A 3DR MARBELLA	7 Nts	12/12/96	99.00	110.00	110.00		

Note that in the carhire box, the information displayed is the RRP, the client selling price you have entered, and the profit margin on that deal. In the above example, no nett figures have been entered against the car price, giving a 100% profit figure. Only the system manager can change nett prices, using Operations: Supervisor: Cars.

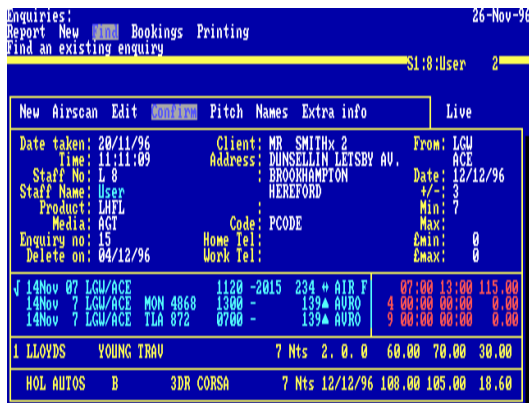
# Entering payments



When entering payments, a help box pops up describing all the possible modes of payments. These can all be pre-set in the Utilities section by the system manager.

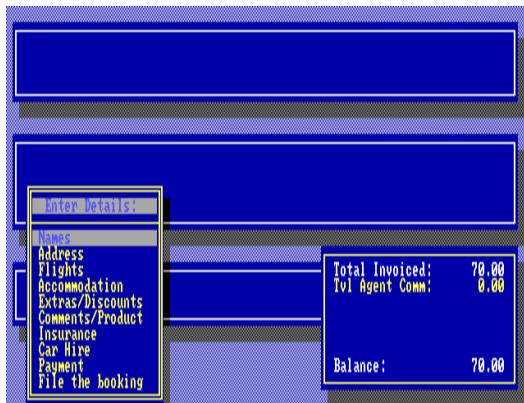


Having chosen a mode of payment, the other relevant details are then completed. This information will be passed to the confirmation stage should the client wish to confirm the enquiry, at which point it will become part of the banking and accounts database. The system manager can decide in the Utilities program whether card numbers should be spaced every four numbers, as above, or compressed into one number, or entered in any way. This re-formatting will be done when the booking is finally committed to the company files.

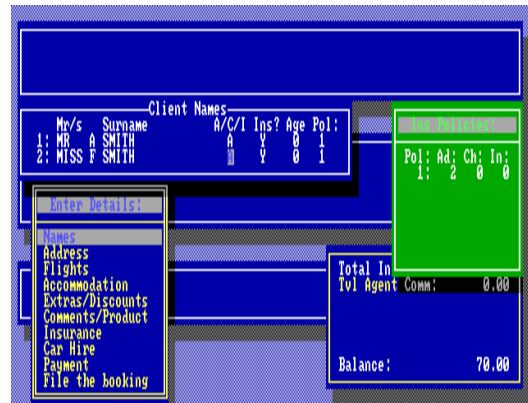


The completed booking card displays a great deal of data, and can be retrieved at any time in a variety of ways. Once the client wishes to confirm the enquiry, select the Confirm option. This takes the information and converts it into a booking card.

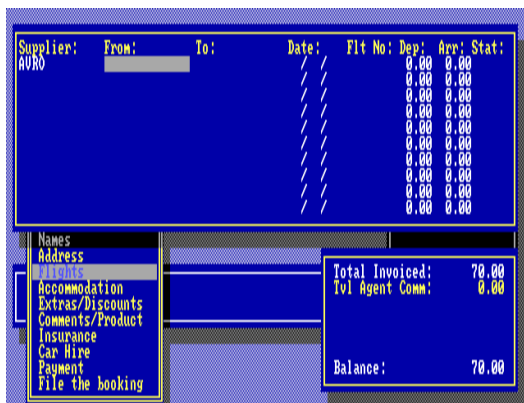
# Confirming an enquiry



The booking card is displayed as above. In this example, the exact flight details have not yet been entered. These would appear at the top of the screen. The middle box is for accommodation data, and the lower box is for extras and discounts added while making the booking. The summary box to the right displays, at this stage, only the insurance prices which have been confirmed.



You can select names and check the details entered during the enquiry stage, if you wish. A policy summary box appears on the right as you go, reminding you which passengers are on which policies, and giving you the opportunity to move them from one to the other by changing the policy number. In this example, passengers are attached to policy 1 and there is no reason to change them.

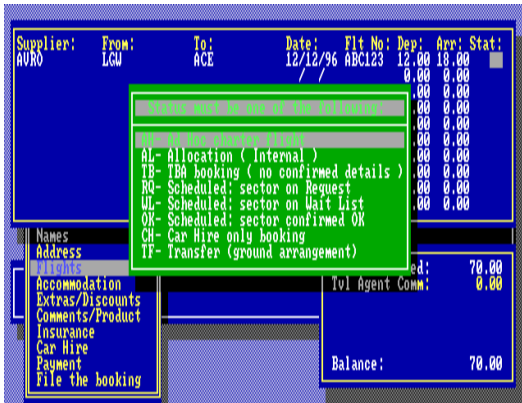


Choosing Flights enables you to enter the exact deal which you have secured for these clients. First enter the supplier code. A box appears allowing you to enter up to 10 journey stages for that supplier. This figure (10) can be preset by the system manager between 2 and 10. If you are selling longhaul, it will be useful to have more than 2.



Mis-spellings of airport IATA codes are corrected by a help box which is organised alphabetically by the long name for the airport, making selection easier when you do not know the IATA code. To activate the help box, type any letter in the airport field and press Enter.

# Entering costings



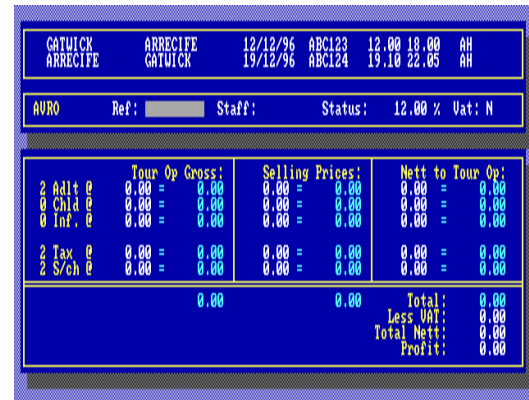
The route is entered as above. The Status of a flight will usually be AH for Adhoc. It may also be WL for waitlist, RQ for request, etc. A help box appears should no code be entered by the user, or if a mis-spelling has been made.



The return journey is entered. Remember that F1 when the field to be entered is a date will bring up a calendar from which a date can be selected. In a booking, you can enter multiple flight suppliers. For example, a client can be travelling to Spain with Avro, and then take an internal flight with Iberia, and perhaps a BA flight on his return. Each can be entered as a separate deal on the same booking card if required.



Pressing Escape or Pg Dn signals the completion of the flights entry. Tripper then asks if any accommodation is being included with the flights, as in the case of a package deal. In this case, for simplicity, the answer is no, as Avro are supplying a return flight only.



The Avro summary booking card is displayed above. The invoice reference is Avro's confirmation number; the staff reference is their member of staff who confirmed the deal. Remember that the TAB key can be pressed at any time to re-display the original enquiry card, for comparison purposes. Enquiry data can then be viewed, but not changed.

# Working with the costings page

GATWICK	ARRECIFE	12/12/96	ABCI23	12.00	18.00	AH
ARRECIFE	GATWICK	19/12/96	ABCI24	19.10	22.05	AH
AVRO Ref: AVR-0034 Staff: PAUL D. Status: █ 12.00 % Vat: N						
2 Adlt @	Tour Op Gross:	Selling Prices:	Nett to Tour Op:			
0 Chld @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0 Inf. @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 Tax @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 S/ch @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0.00			0.00	Total:	0.00	
				Less VAT:	0.00	
				Total Nett:	0.00	
				Profit:	0.00	

The Status in this case is the ticketing arrangement for this deal. The options can all be preset by the system manager in the Operations: Supervisor program, but generally will be P for post ticket, C for collect, or T for ticket on departure.

GATWICK	ARRECIFE	12/12/96	ABCI23	12.00	18.00	AH
ARRECIFE	GATWICK	19/12/96	ABCI24	19.10	22.05	AH
AVRO Ref: AVR-0034 Staff: PAUL D. Status: █ 12.00 % Vat: N						
2 Adlt @	Tour Op Gross:	Selling Prices:	Nett to Tour Op:			
0 Chld @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0 Inf. @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 Tax @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 S/ch @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0.00			0.00	Total:	0.00	
				Less VAT:	0.00	
				Total Nett:	0.00	
				Profit:	0.00	

A help list pops up should a code be entered incorrectly or if the field be bypassed accidentally. Simply select the appropriate ticket status. This will affect many reports done by the admin section; for example TODs will be retrieved based upon the information entered in this field. If multiple suppliers of flights are attached to a booking card, each one can have a different ticket status as required.

GATWICK	ARRECIFE	12/12/96	ABCI23	12.00	18.00	AH
ARRECIFE	GATWICK	19/12/96	ABCI24	19.10	22.05	AH
AVRO Ref: AVR-0034 Staff: PAUL D. Status: P 12.00 % Vat: Y						
2 Adlt @	Tour Op Gross:	Selling Prices:	Nett to Tour Op:			
0 Chld @	110.00 = 220.00	0.00 = 0.00	96.80 = 193.60	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0 Inf. @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 Tax @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 S/ch @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
220.00			0.00	Total:	193.60	
				Less VAT:	4.62	
				Total Nett:	188.98	
				Profit:	16.40	

The commission rate is pulled up from the supplier file as is the VAT tag (yes/no), and these are displayed above. Depending on your access level, you may or may not be able to change these on your screen. There are three pricing columns to reflect the RRP, the selling price you agreed with the client, and the nett cost.

GATWICK	ARRECIFE	12/12/96	ABCI23	12.00	18.00	AH
ARRECIFE	GATWICK	19/12/96	ABCI24	19.10	22.05	AH
AVRO Ref: AVR-0034 Staff: PAUL D. Status: P 12.00 % Vat: Y						
2 Adlt @	Tour Op Gross:	Selling Prices:	Nett to Tour Op:			
0 Chld @	110.00 = 220.00	105.00 = 210.00	96.80 = 193.60	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
0 Inf. @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 Tax @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
2 S/ch @	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00	0.00 = 0.00
220.00			210.00	Total:	193.60	
				Less VAT:	4.62	
				Total Nett:	188.98	
				Profit:	16.40	

The gross RRP is entered first, which creates a nett rate automatically, and a VAT figure if appropriate. These figures will not change unless you re-enter the gross RRP. You then enter the client selling price, which enables Tripper to work out the profit on the booking and display that too. Depending on your access level, you will not be able to enter a selling price which would result in a loss to the company on this booking.

# Costing variations

GATWICK		ARRECIFE		12/12/96		ABCI23		12:00		18:00		AH	
ARRECIFE		GATWICK		19/12/96		ABCI24		19:10		22:05		AH	
AVRO Ref: AVR-0034 Staff: PAUL D. Status: P 12.00 % Vat: Y													
2	Adlt	e	110.00	=	220.00	105.00	=	210.00	95.80	=	191.60		
0	Child	e	0.00	=	0.00	0.00	=	0.00	0.00	=	0.00		
0	Inf.	e	0.00	=	0.00	0.00	=	0.00	0.00	=	0.00		
2	Tax	e	0.00	=	0.00	0.00	=	0.00	0.00	=	0.00		
2	S/ch	e	0.00	=	0.00	0.00	=	0.00	0.00	=	0.00		
Ok? <input type="checkbox"/>			220.00		210.00	Total:	188.98						
							Less VAT:	4.62					
							Total Nett:	188.98					
							Profit:	16.40					

Figures which are calculated automatically are displayed in blue, with a total at the foot of each column. The exception is the nett column, which is displayed in white for clarity. In fact, if you have the correct access levels, you may be able to change the nett figures, but usually entering the gross RRP and the selling price is all you will need to do.

LGW		ACE		12/12/96		ABCI23		12:00		18:00		AH	
ACE		LGW		19/12/96		ABCI24		19:10		22:05		AH	
File the booking													
Add an Extra?													
No													
Yes													
File the booking													

Prices can be entered per adult, per child and per infant, but even so, changes may be needed to account for second child discounts, for example. In this case, enter the full figures in the previous screens as if there was no discount, and then build the appropriate discount figure into the Extras/Discounts section. This option enables you to add one or many extras or discounts to the booking. For a second child discount, for example, you would simply enter the difference between the full child price and the actual discounted price, as a minus amount.

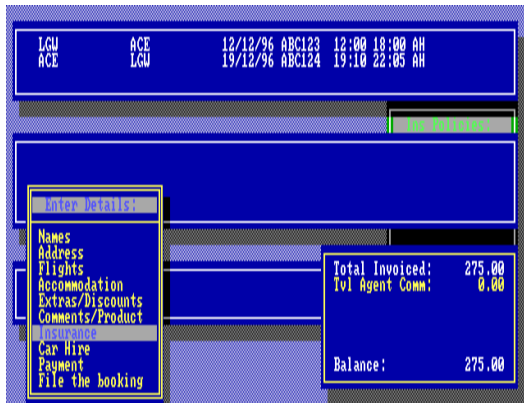
LGW		ACE		12/12/96		ABCI23		12:00		18:00		AH	
ACE		LGW		19/12/96		ABCI24		19:10		22:05		AH	
File the booking													
Units: 1													
Description: discount on 2nd seat													
Each extra/discount: -5.00													
Total Gross Amount: -5.00													
Supplier: AVRO													
Nett unit cost: -5.00													
Nett total: -5.00													
File the booking													

Other uses would include taxi transfers, ticket delivery charges or any other unusual item which does not fit within the standard booking card format. A gross and a nett component should be entered, unless there is no supplier involved; a booking fee, for example, could be entered here and the extra sum would be gross profit for the company.

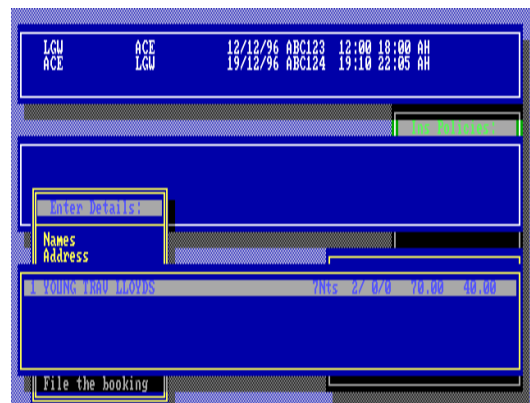
LGW		ACE		12/12/96		ABCI23		12:00		18:00		AH	
ACE		LGW		19/12/96		ABCI24		19:10		22:05		AH	
File the booking													
Discount: DISCOUNT ON 2ND SEAT													
U -5.00 = -5.00													
File the booking													

The figure is displayed as a total. As usual within Tripper, from here you can press INSert or DELEte to add or delete more costing changes, or press Enter to amend the highlighted one.

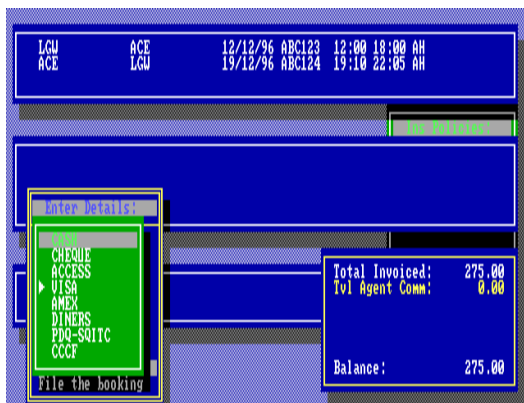
# Insurance and payments



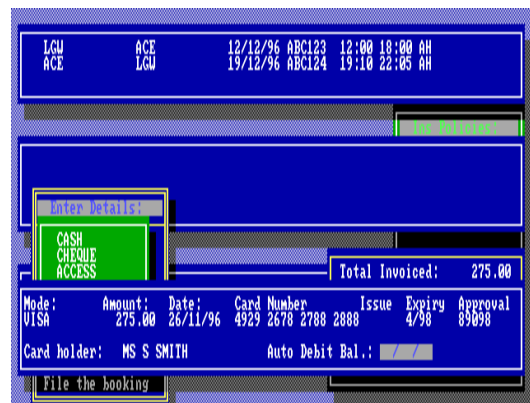
The Insurance option can be chosen to change policy data or view what is already there. Normally there will be no need to do this at this stage, but policies can be added or deleted or amended, although in a slightly different way than in the enquiry section.



Here the information remains as confirmed during the enquiry stage.

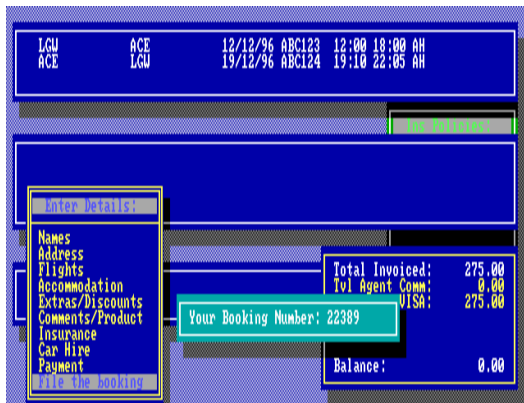


The Payments option should be selected to check that the financial details are correct. A help screen with the method of payment entered in the enquiry section highlighted with an arrow. Choose this mode of payment to view, in this case, the credit card details.

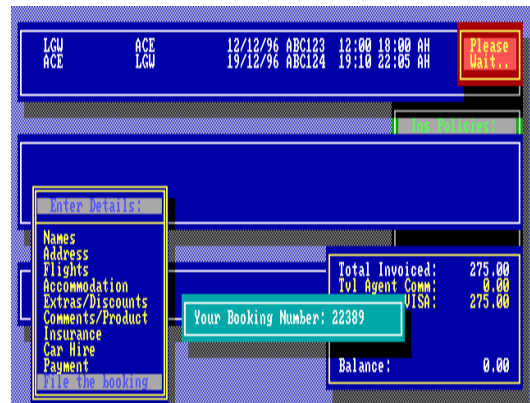


The automated credit balance field is not yet in use, but will eventually allow amounts to be debited directly off credit cards at some point in the future when the money becomes due, should the client agree to this.

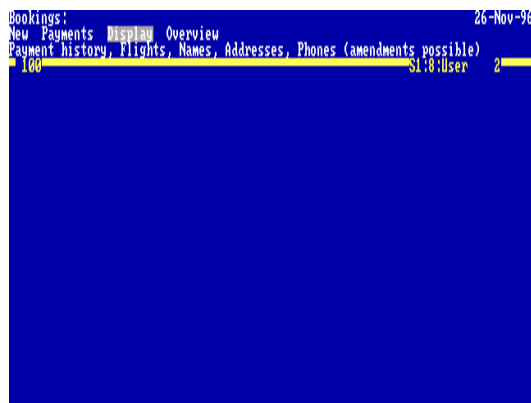
# Retrieving bookings



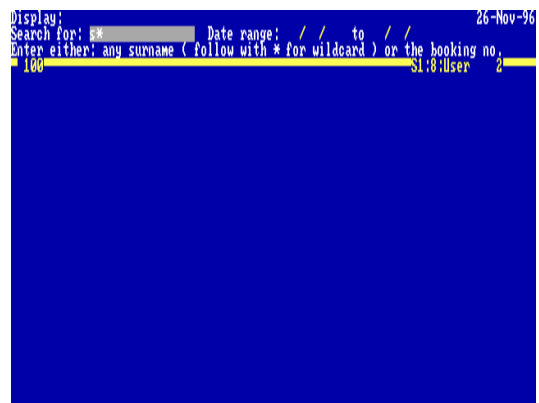
Choosing File the Booking will send all the completed information to the company sales and purchase ledgers. A booking number is generated, which will also be attached to the enquiry from which the booking has been made. This is the number which will be used to locate and report on this booking from now onwards.



The system manager can, if required, allow users to enter their own booking number. This may be useful if historic data is being entered, but in general can cause more problems than it solves, since wrong numbers may be easily entered. Tripper will not allow a duplicate number to be entered, but would accept "234000" in place of "2340" if the user accidentally hits too many keys. The first number in the booking number sequence is usually set by Dataworld on installation, and can be different for all separated retail entities within the system.

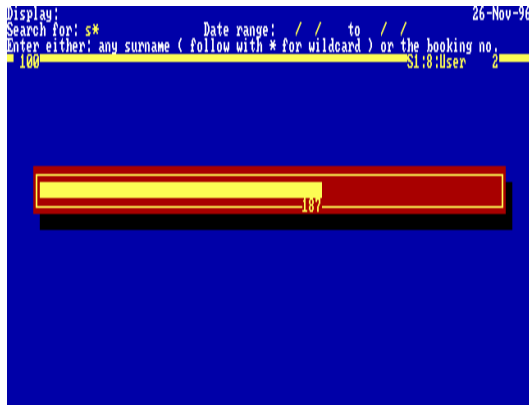


To locate a booking, choose the Bookings option from your main screen menu. Then choose Display.

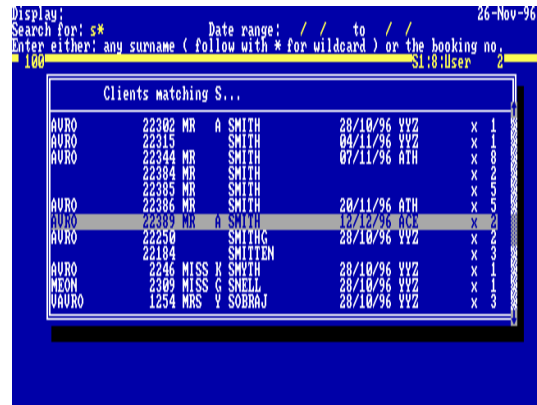


Enter the booking number if known, or the first part of the name followed by an asterisk, or the complete surname if known. Do not enter a prefix, such as Mr/ Mrs, or the initial. You can also enter the flying date range to narrow down the resulting list, if required.

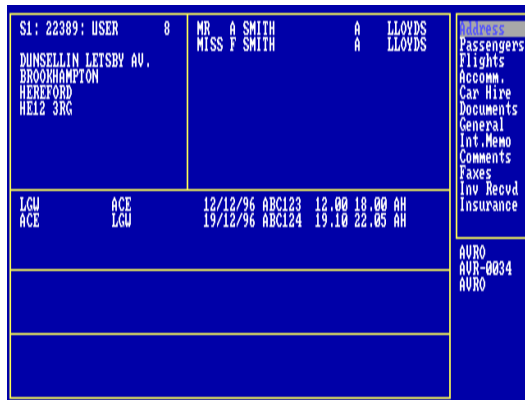
# The booking card



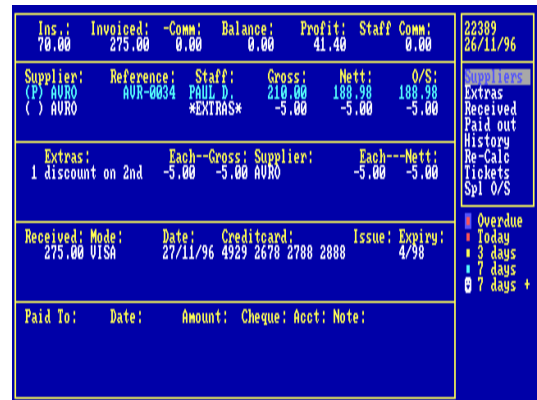
Tripper makes a scan of all surnames matching the pattern given, and creates a list in memory of the booking numbers, names, and the departure details. You can enter the name or part of the name, of any passenger on the booking, not just the lead name.



From this list, as in any similar list, press Home to go to the first item, End to go to the last one, or Pg Up or Pg Dn to move up and down the list. Note that a scroll bar on the right shows you where you are in relation to the overall list. In reality it is unlikely that you will have a very large list to choose from.



The booking card is dealt with in detail in the accounts manual, but in summary, the card has a "front" and a "back" which represent client-based data and accounts-based data, respectively. Press Pg Dn to go to the accounts page from the client page.



The accounts page may be accessible to you, depending on your access level. Once in this page, you can add or deleted or amend information as required. All changes are stored in a history journal based on the day on which the change was made.



# Creating and using templates

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## What are templates used for?

Once users have gained access to the host viewdata system, they need to be able to locate the product their client requires, type the names of all clients, and sometimes their ages, give the pricing information to their client, and confirm the reservation. Once the reservation has been confirmed, the user will be in a Tripper confirmation screen into which details of the entire holiday are either stored already, from the enquiry, or need to be entered again.

The purpose of using a template is to enable the user to automate two of the above functions. Firstly, the names and ages can be injected automatically by the system into the host viewdata screens, and the flight information such as airports, days of travel, flight numbers and timings, can be extracted and placed into the Tripper confirmation screen. Because the insurance information, client names, and client address are already carried over from the enquiry, these automated processes simplify the overall operation considerably.

## How do they work?

Each tour operator may have a different viewdata system than any other tour operator. Each tour operator therefore needs its own template, which will have different sections to handle the injection and extraction of the information as described above.

The templates should be sited alongside your Airscan data, in the Airscan data directory. If you do not know where this is, check the MAIN.ini file which always stays with the Airscan .exe programs. In the MAIN.ini file you will see a dbf directory specified as, for example, "F:\APPS\AIRSCAN\". If this text is blank, it means the data is actually in the same place as the programs.

A template will always have a three character file name based on the UID of the operator for which it is to be used, and a suffix of ".tem" which identifies it as a template. The Avro template will therefore be called AVR.tem, the Cosmos template will be called COS.tem and so on. Since all Airscan UIDs are unique (UID stands for Unique Identifier), each template will be named differently, that is, one template cannot be used for more than one operator. It can be copied and renamed, and modified if need be, to be

## Creating and using templates

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used for another operator. Because each template can be customised by the systems manager of any site, they remain flexible and can be modified to be kept up to date with the host viewdata systems for which they have been adapted.

Each template contains subsections which work independently. Each subsection can be geared for either injection or extraction, and will contain some text which enables it to recognise which screens of a tour operator can be used with that same subsection of the template. For example, if the only time you wanted to be able to inject names was on a screen where there was text saying "PLEASE ENTER NAMES" on row 3, this would be entered in a certain part of the template subsection dealing with injecting client names. Unless that particular text was located in the area specified, on the current host screen, the rest of the template would not activate itself.

The reason for this is that the software is essentially blind, and incapable of knowing what will happen to the text which it tries to inject, in the case of injection code within a template. So if you were to try and inject names in a screen in which the software host was expecting a one character response to a menu selection, the host system would instead receive a large amount of text; it would then seem as if someone was pounding away at the keyboard continuously, with completely unpredictable results.

Similarly, the extraction templates need to be told which screens to be able to look at and which areas of text it should try and decipher. The template cannot make any sense of the information given to it on the screen. It simply divides the area up into smaller areas which are then run through certain programs to yield a consistent date format or airport format. If the host system is re-arranged so that the airports are all moved to the left by one space, the template cannot be expected to know this; instead the airport code you will get may look like GW rather than LGW followed by \.

For the above reasons, templates are very restricted in their own ability, but perform well given that they have been setup properly and are used correctly.

### How are templates set in motion by the user?

Injection templates are used by typing Alt + I, that is, holding down the Alt key while the letter I is pressed. Extraction templates are used by typing Alt + E. The template file for that particular tour operator to which the user is now connected is then scanned for any

# Creating and using templates

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screen text which it can recognise. If it cannot find any such section, it will advise the user that no template can be found for this screen.

## How can a template be created or modified?

Dataworld can supply you with some standard template designs. These can be copied and renamed to be used with any given tour operator. To edit the template file, you will need a text editor of some sort. Because the template file is used by the software in a low-level way, that is, without special formatting characters such as emboldened or coloured text, you should be sure to use an editor which does not insert any unusual characters which may not be visible when you edit the file.

The DOS editor will work fine, although some versions insert end of file characters resembling ->->-> at the end of the file unpredictably. Wordstar for DOS is also a reliable DOS editor. The best editor we have seen for this sort of work is the Q editor, which does not add any special formatting codes unless you specifically ask for them. If your DOS editor gives any difficulties, please contact us for assistance.

## What does a template file look like?

```
// COS.TEM
Template( 't', 04, 'PaxTitle()'      )
Template( 'i', 01, 'PaxInits()'     )
Template( 'l', 17, 'PaxLName()'     )
Template( 'a', 02, 'PaxAge(nil,21)' )

Inject('til-' , 'ROOM SELECT', 2, 2)
Inject('til-' , 'LEAD NAME'   , 2, 2)
Inject('tila' , 'NAMES INPUT', 2, 2)
```

The above text is a sample subsection from a Cosmos template named COS.tem. The overall section deals with injecting passenger names. The first four lines specify how many spaces are allowed for each part of the name, and what abbreviation (such as "t", "i", etc.) is used in the following injection lines, so that 'til-' means inject Title, Initial and Lastname only.

## Creating and using templates

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The first four lines allocate an abbreviation for that part of the name, which are used later by the template. They also refer to a program which is designed to handle that part of the name. A program can be recognised by the open and closed brackets after the text, in between which there may be some parameters, which are simply values or information passed to the program to enable it to decide what to do with the information it is either supposed to be working on, or which it is supposed to generate.

For example, the program PaxAge( nil, 21 ) will send the age of the passenger if the age of the passenger is either not given, or, if it has been given and is 21 or less. So, if a passenger age is specified as 33 it will not be sent for injection by PaxAge, should the age be part of the information to be injected into the screen.

The numbers 4, 1, 17 and 2 are important because they tell the software how much of the name information it can send, and when to stop, and how many spaces to pad out the information with should there be fewer characters than the number specified. If 17 characters are allowed for a surname, then "smith" will be padded out with 12 blank spaces, and "montgomery st. john smythe" will be cut off after the 17th character, ("h"). If these numbers are not correctly given, then a name can overflow onto the next line, or a following name may start injecting on a line for a previous name and so on.

The second four rows tell Tripper which text to look for on the screen before it goes ahead and injects the information. For example:

```
Inject('til-' , 'LEAD NAME' , 2, 2)
```

means If the text LEAD NAME appears anywhere on row 2 (the second number indicates a maximum row, so you could instruct it to look for text between, say, rows 2 and 4) then inject Title, Initial and Lastname. Remember that Alt + N show the names at the top right hand side of the screen for reference at any time, should there be no template.

When an enquiry is loaded, it should be given a number of adults, children and infants, and ideally before the user logs on to the host viewdata system, the names will have been filled in with titles, initials and surnames. Failure to do this may cause an error either when first logging in using Airscan, or on injecting the names.

Note that each of the above only injects one name. To do multiple injections, as when

## Creating and using templates

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entering a full list of client names, add N to the 'til-' instruction to make 'til-N'. This tells the software to send all the names which it has held in the enquiry. Some screens will require a client age, and in this case the instruction should be 'tilaN' for multiple name insertions. Some screens will only require the lead name, and so on. You can build as many instructions as you like, to match all the possible screens which require a name or names. Since each screen may be different, you will have to identify it by entering the text and row location of appropriate text, as shown in the examples above.

```
Vd2Db('ROOM SELECT', 2, 2, 'deptime1', 4, 6, 9, 'strtran(data,"/","")')
Vd2Db('ROOM SELECT', 2, 2, 'from1' , 4, 16, 3 )
Vd2Db('ROOM SELECT', 2, 2, 'to1' , 4, 20, 3 )
Vd2Db('ROOM SELECT', 2, 2, 'dep1' , 4, 25, 4 )
Vd2Db('ROOM SELECT', 2, 2, 'arr1' , 4, 30, 4 )
Vd2Db('ROOM SELECT', 2, 2, 'flight1' , 4, 35, 6 )
```

The above example is a subsection devoted to extracting information from the screen. The program running these stages is called Vd2Db(), or Viewdata to Data Base. Inside the brackets are a set of parameters which the template program Vd2Db needs. The first parameter is the screen identification text, followed by the lowest and highest row numbers on which this text can appear to qualify for using this template subsection.

The fourth parameter is a fieldname from a Tripper file. The file handling this stage of the booking has fields dedicated to holding the outbound and return flight information. The fieldnames are self explanatory, with the following "1" meaning the first sector, "2" indicating second sector, and so on. These are the fields inside Tripper into which the information will be stored, for copying to bookings files when the reservation is sent to files from the confirmation screen.

The 5th, 6th and 7th parameters define the exact row, the exact column and the exact width of the data being taken off the given screen. This is the data that will then be copied to the fieldname shown in parameter number 4. Various utilities can be used to transform the data taken from the screen. One of these is a program called Strtran() which takes information and replaces any given character with another character; in the

## Creating and using templates

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above example a forward slash '/' is replaced with a nul character (nothing) thus changing "23/MAY/98" to "23MAY98", which is then decoded by Tripper into a proper date format such as "23/05/98".

```
Vd2Db('ROOM SELECT', 2, 2, 'depdate2', 5, 6, 9, 'strtran(data,"/","")')
Vd2Db('ROOM SELECT', 2, 2, 'from2' , 5, 16, 3 )
Vd2Db('ROOM SELECT', 2, 2, 'to2' , 5, 20, 3 )
Vd2Db('ROOM SELECT', 2, 2, 'dep2' , 5, 25, 4 )
Vd2Db('ROOM SELECT', 2, 2, 'arr2' , 5, 30, 4 )
Vd2Db('ROOM SELECT', 2, 2, 'flight2' , 5, 35, 6 )
```

```
Vd2Db('OFFER O.K.', 2, 2, 'depdate1', 4, 6, 9, 'strtran(data,"/","")')
Vd2Db('OFFER O.K.', 2, 2, 'from1' , 4, 16, 3 )
Vd2Db('OFFER O.K.', 2, 2, 'to1' , 4, 20, 3 )
Vd2Db('OFFER O.K.', 2, 2, 'dep1' , 4, 25, 4 )
Vd2Db('OFFER O.K.', 2, 2, 'arr1' , 4, 30, 4 )
Vd2Db('OFFER O.K.', 2, 2, 'flight1' , 4, 35, 6 )
```

The above subsections are, firstly, the inbound sector extraction codes, putting information into the fields depdate2, from2, to2 etc, all based on a screen which has "ROOM SELECT" on row 2, and, secondly, a block of code which analyses the first sector flight based on a screen with "OFFER O.K." on row 2.

Naturally each block of code for sector 1 should be followed by code which handles sector 2, for each screen on which the flights are displayed.