

Booking TourCrafters – Travel Agents User Guide B2B

This document is the user guide, towards the professionals and describes the main functions for using the Online Booking System

Connection and access to the online booking system



The screenshot shows the TourCrafters website interface. At the top, the logo is on the left, and the phone number 'CALL US NOW: 1-800-621-2259' and 'BOOKING REGISTER' are on the right. The 'BOOKING' link is circled in red. Below the header is a navigation menu with links for Home, Special Offers, Brochures, Our Blog, About us, and Contact us. The main banner features a cityscape with the text 'SPAIN' and 'Hike the gorgeous trails of national parks'. Below the banner are navigation tabs for ITALY, SPAIN, FRANCE, GREECE, CENTRAL EUROPE, and TURKEY. The 'Quick Search' section includes a dropdown menu for 'APULIA - SAVELLETRI DI I', a dropdown for 'All', a text input for 'Hotel Name', and a red 'SEARCH' button. To the right of the search section is a 'TRAVEL AGENTS' button with a red border, featuring an icon of a person and a 3D bar chart. Below the search section is a graphic with arrows pointing to 'HOT DEALS', 'SPECIAL OFFERS', 'ITALY', 'SPAIN', 'GREECE', and 'FRANCE'.

The home page of the site allows access to the booking system from the link "Booking Online". Professional users, travel agents and / or tour operators can access the system at any time. For new users, registration is required to be made online. For existing users, simply enter the login information.

Press on the link " Booking Online " to enter the Booking System

Press on the link " Booking Online " to enter the Booking System

How to Book

Booking at Tourcrafters is easier than ever before.

CHOOSE ONE OF THE OPTIONS

1. Call Us

Call Tourcrafters now at 1-800-ITALY95 or 847-8166510. A Tourcrafters agent will be happy to assist you to book your tour and to answer any questions you have along the way.

2. Book Online

We are proud to introduce our new software engine that will allow you to search for your perfect vacation. It easy to use; [SIGN UP](#) for your login and if you need help [click here](#) for our tutorial

3. Call Your Travel Agent

To book your Tourcrafters vacation, simply visit your favorite travel agent. Your travel Agent will answer your questions and assist you with choosing the perfect Tourcrafters tour.

New users

click on "Register here". This will open the following screen for data entry of the company and to indicate the access data, necessary for the next login on the system.

* The Fields marked are mandatory

COMPANY PROFILE	
Company Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
Fax	<input type="text"/>
E-mail	<input type="text"/>
Zip code	<input type="text"/>
Province	<input type="text"/>
Phone	<input type="text"/>
Mobile	<input type="text"/>
Web Site	<input type="text"/>
IATA code number or Association Travel Agency or Travel Agency Licence or Other Carrier Association	
<input type="text"/>	
INDIVIDUAL PROFILE	
<input type="checkbox"/> IF SAME DATA COPY COMPANY PROFILE	
Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
Fax	<input type="text"/>
E-mail	<input type="text"/>
Surname	<input type="text"/>
Zip code	<input type="text"/>
Province	<input type="text"/>
Phone	<input type="text"/>
Mobile	<input type="text"/>
CREATE YOUR ACCOUNT NOW - LOGIN INFORMATION	
Username: Insert at least 10 char	<input type="text"/>
Password:	<input type="text"/>

In the "Username" and "Password", enter two codes. The username must be at least 10 characters.





Reserved area for Professional
(Corporate | Travel Agency | Tour Operator | Hotels)

Username:

Password:

Login

 [Register here](#) |  [Lost password?](#)

Credits

Registered users: from the booking page, fill in the fields "Username" and "Password" and press the "Login" button. After the system checks the codes entered and they are correct, it will show the custom page for the client with all the features it enabled. In the upper right corner will always be the customer's name and the works of "Logout" from the system.

nb: The system will automatically logout after an idle time of 1h.

Tools & Features

[Booking bar](#): ➤ [New booking](#) ➤ [New quotation](#) ➤ [View bookings](#) ➤ [Cancel booking](#) ➤ [ROME Hotels List](#)

Search your [Accommodation](#) | [Services](#)

Structure type
all structure

City
ROME

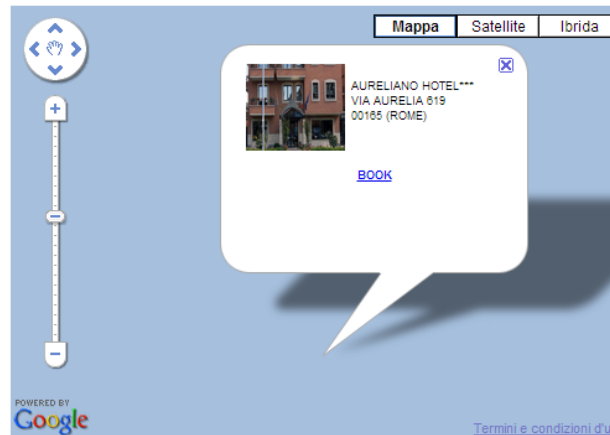
Check-In 06/08/2013 **Check-Out** 07/08/2013

Rooms 1 room **Class** All **Hotel name**

Specify room details
[room 1] Adult 2 Children 0

Search only available rooms

CHECK AVAILABILITY



Hotels & Resorts ROME (RM)

Sort by: Price, Availability, Class, Hotel name

BLED HOTEL ★★★ ROME (RM) - VIA S.CROCE IN GERUSALEMME,40

ROOM TYPE - DAILY Rates	Availability	Rates per room per night	Total stay amount
DOUBLE STANDARD bed & breakfast	HOT. ON REQUEST	Tu 06/08 \$448,00	Gross rate: \$ 448,00 Net rate: \$ 403,20 Agent commission: \$ 44,80

DB ST,1,2,BB,0,NA,0

City Tax - Please note that the Municipality of the city may introduce a Daily City Tax for all stays. The fee is not included in the selling prices and must be paid directly at the hotel upon departure. Please advise all your clients accordingly.

Booking bar: bar with customer management functions available

New booking: Creating a new order

View booking: Show the search panel to display the orders executed by the client, displaying the order details, the opportunity to make some changes and the request to cancel order

Sales report: Access to the sales report provided by the customer

Creating a New Order

Booking bar: [New booking](#) [New quotation](#) [View bookings](#) [Cancel booking](#) [ROME Hotels List](#)

Search your [Accommodation](#) | [Services](#)

Plan your stay » **ITALY** **FRANCE**

The screenshot shows a hotel booking interface. On the left, there is a search form with the following fields: "Structure type" (set to "all structure"), "City" (set to "ROME"), "Check-In" (set to "06/08/2013"), "Check-Out" (set to "07/08/2013"), "Rooms" (set to "1 room"), "Class" (set to "All"), and "Specify room details" (set to "1 room", "2" adults, and "0" children). Below the form is a "Popular destinations: rome" link. In the center, a calendar shows August 2013 and September 2013, with the 15th of August highlighted. On the right, a map shows the location of "AURELIANO HOTEL***" at "VIA AURELIA 619, 00165 (ROME)" with a "BOOK" button. The map is powered by Google.

The search engine is pre-set on finding Hotel. Using the selector [Accommodation](#) | [Services](#) you can change the type of search.

Accommodation for the engine, the search for availability requires the following data: type in the "City" the name of the city. The system proposes the towns that match the characters you enter. Enter at least 3 characters. Select the city from the drop-down proposal.

Click on the date of check-in and select a date. Repeat the operation on the date of check-out

Enter the number of rooms to be searched, "Room".

The selection of the rooms "Room" the system opens two windows for selecting the number of adults and number of child. If you choose to add a child, please indicate the age of the child.

Option: You can also indicate the class of hotel you want to search, using the selector "Class"

Press the button "Check availability" to perform the search on the system and verifying availability for the parameters entered

Search your [Accommodation](#) | [Services](#)

Plan your stay >> **ITALY** ● **FRANCE** ●

Structure type
all structure

City

Check-In 27/12/2013 **Check-Out** 28/12/2013

Rooms 1 room **Class** All **Hotel name** IT - CROWNE PLAZA ROME-ST. PE

Specify room details
[room 1] Adult 2 Children 0

CHECK AVAILABILITY

Popular destinations: rome | [More... 1](#)

Sort by Price Availability Class Hotel name

ROOM TYPE - DAILY Rates	Availability	Rates per room per night	Total stay amount
DOUBLE bed & breakfast	HOT. SPACE AVAILABLE	Fr 27/12 \$243,60	Gross rate: \$ 243,60 Net rate: \$ 218,40 Agent commission: \$ 25,20 DB,1,2,BB,0,NA,0 Allotment

City Tax - Please note that the Municipality of the city may introduce a Daily City Tax for all stays. The fee is not included in the selling prices and must be paid directly at the hotel upon departure. Please advise all your clients accordingly. **Book it**

[Supplements](#) [Special Offer](#) [Children](#) [More info](#)
[See rules and details on cancellations and changes](#)

The system, following a request, displays the list of the hotels of research solutions. Starting from the left column is shown:

- the type of fare found: "daily rates" which indicates the price per day. In some cases it can be highlighted rates "weekly"
- The name, type, and treatment room
- the presence of availability or not. In the case in which the hotel is not available, the system will accept a request that will be evaluated and subsequently confirmed or not.
- are provided for each room selling prices for days, per room. The price does not include any supplements and / or cost of child
- the total price of the room "net rate"
- a selector (green or red) depending on whether there is availability or not

To proceed with the purchase:

- Use the selector to the right, select the number of rooms to buy, the same type or of different types. And it is possible to select up to a maximum of three different rooms for the same hotel, with the same search.
For example, select 1 from the line corresponding to the Triple Superior
- Press the "Book It

Rates detail

» Review the rates detail		☆☆☆☆☆ BERNINI BRISTOL HOTEL - ROMA (RM)
ACCOMMODATION nr.1 Arrive Thursday 15/09/11 » Departure Tuesday 20/09/11		Rate
TRIPLE SUPERIOR - BED AND BREAKFAST		2.310,00
0 Child	+	0,00
Accommodation Special Offers	-	0,00
Child Special Offers	-	0,00
Total amount for 1 room for 5 nights		2.310,00

ACCOMMODATION nr.1
Total amount: 2310 €

CUSTOMER DETAILS

Name * Surname *

Phone number/contact

(*) Mandatory fields

[Back](#) [ADD TO BASKET](#)

It is presented with all the information relating to the chosen room, in the example the "triple superior" in "bed and breakfast."

The possible cost of the children required, if allowed in the room, any current promotions

Enter the name and surname of the "leader" and a possible phone number.

Press the "Add to basket" to add this accommodation to basketball of the current order

Basket

Shopping Cart detail - New order

Hotel	Pax	Child	All	In	Out	Nts	Accommodation	Price	Edit	Del
BERNINI BRISTOL HOTEL City: ROMA Customer: Margaret Rose Contact:	3			15/09/11	20/09/11	5	(1) TRIPLE SUPERIOR BED AND BREAKFAST	2.310,00		
Total amount								2.310,00		

REQUEST VISA: YES NO

GENERAL TERMS AND CONDITIONS
 I accept I do not accept

[BOOK and CHECK OUT](#)

[ADD ANOTHER SERVICE](#)

The basket shows a summary of the room inserted, the number of nights, and the price. You can now proceed with the purchase and then with the closure order and payment, or add any accommodation or other services. Wanting to close the order, you must give your consent to the general rules, moving the switch as shown in Figure Yes and press "Book and Check out"

Add a service to a new booking

Home | Hotels | **Services** | Special Offers | Tours

Booking bar: ■ [New booking](#) ■ [View bookings](#) ■ [Option Check](#) ■ [Sales Reports](#) ■ [ROMA Hotel list](#)

[Download](#) [Change password](#) [Create new Account](#) [New search](#) [Basket](#) [Back](#)

Shopping Cart detail - New order

Hotel	Pax	Child	All	In	Out	Nts	Accommodation	Price	Edit	Del
BERNINI BRISTOL HOTEL City: ROMA Customer: Margaret Rose Contact:	3			15/09/11	20/09/11	5	(1) TRIPLE SUPERIOR BED AND BREAKFAST	2.310,00		
Total amount								2.310,00		

REQUEST VISA: YES NO

GENERAL TERMS AND CONDITIONS
 I accept I do not accept

[BOOK and CHECK OUT](#)

From the taskbar, select "New search" to connect to the page of the search engine. The search engine allows you to request and Accommodation Services. Select Services.

The system looks like the following image

Search your [Accommodation](#) | [Services](#)

Departure City: ROMA
Check-In: 15/09/2011
Total Pax: 2
Services: TRANSFERS
Destination: ROMA FIUMICINO
search

main cities: venice, rome, milan, turin


car at disposal
ROME
■ NIGHT DISPOSAL HALF DAY 4 HRS
■ HALF DAY 4 HRS
■ FULL DAY 8 HRS

guides
ROME
■ GUIDE SERVICE IN ROMA - 3 HRS

Land Services

ROMA - TRANSFERS

ROME DOWNTOWN HOTEL to ROME FIUMICINO AIRPORT



Mercedes E or Thesis 1/3 pax
You will meet your driver at hotel or requested location. You will then be accompanied to your private car and transferred directly to airport in Rome.
Meeting point: Hotel Lobby or Location Requested

transfers

Supplement/Extra

Service detail

Amount €50,00

BOOK IT

Rate per transfer service in Euro, VAT and Taxes included.

To make a search on the services indicate the following parameters in the engine:

- departure city: type the first few letters of the town of departure, the system proposes a curtain with the cities find it, select the desired city
- Enter the date of check-in
- Indicate the number of pax for the service
- Select from the drop-down services, the type of service required
- Optionally indicate the selector the city where the service is not valid for all services
- Press the button "search"
- From the list of solutions to choose the service you want by pressing the "Book It"

To view the service before adding it to the order, press on the link "Service detail" at the top right, or alternatively on the photograph of the service, to access the detail page which shows the specifications, terms and conditions

SCS AUTONOLEGGIO CON AUTISTA

DATE

SERVICE ROME DOWNTOWN HOTEL to ROME FIUMICINO AIRPORT (1 hour) Mercedes E or Thesis 1/3 pax **Total pax**

PASSENGER **Name** **Surname** **Phone**

Arrival/Departure by **carrier info and arrival time**

MEETING POINT NOTES Hotel Lobby or Location Requested

Pickup time -

	Price Euro	Qty	Total Price Euro
	<input type="text" value="59"/>	<input type="text" value="1"/>	<input type="text" value="0"/>
Extra Hour	<input type="text" value="39"/>	x <input type="text" value="0"/>	
TOTAL AMOUNT			<input type="text" value="59"/>

CUSTOMER RESERVED NOTES

From the detail section of the operation shown in the image, indicate the name of the Leader/passenger and any telephone contact if available. Indicate the time of Pickup

The system give you the price for a single quantity. If you would like more you would have to change the amount in the "QTY" section and then it will give you a total amount for all the quantities added.

The system recalculates the total.

Press the "Confirm" button to add the service to basket.

Check-Out Order

Shopping Cart detail - New order

Hotel	Pax	Child	All	In	Out	Nts	Accommodation	Price	Edit	Del	
BERNINI BRISTOL HOTEL City: ROMA Customer: Margaret Rose Contact:	3			15/09/11	20/09/11	5	(1) TRIPLE SUPERIOR BED AND BREAKFAST	2.310,00			
Total amount								2.310,00			
Service	Qty	Pax	Date	Price	Check	Del					
ROME DOWNTOWN HOTEL to ROME Fiumicino AIRPORT (1 hour) Mercedes E or Thesis 1/3 pax	1	3	15/09/2011	59,00	<input checked="" type="checkbox"/>						
Total services								59,00			

Total Amount 2.369,00

REQUEST VISA: YES NO

GENERAL TERMS AND CONDITIONS
 I accept I do not accept

BOOK and CHECK OUT

ADD ANOTHER SERVICE

From basket you will have the following functions:

- edit: to go into detail of the service and make changes
- del: to delete the service from basketball
- Check: for services that require specific information, for example the transfer time of pick-up

To complete your order, you need to accept the terms and conditions by clicking on "I accept" and press the "Book and Check Out".

LEADER INFORMATION

Leader Name/Surname or Company *			
Address	Zip Code	City	Country
Vat/Tax identification number	Telephone	Fax	E-mail
	4434434 *		drossi@internew.it *
Client reference number:			

ACCOMMODATION INFORMATION

BERNINI BRISTOL HOTEL *** ROMA**
 IN 15/09/2011 OUT 20/09/2011 number pax: 3 BED AND BREAKFAST

Legend:
 * = Mandatory
 * = Mandatory for Request Visa

Name	Surname	Remarks
Margaret *	Rose *	
Margaret *	Rose *	
Margaret *	Rose *	

Check Out

Data is requested and the names of the leaders of each room. Press the button "Check Out" to validate the order.

It is possible to indicate a PNR in the field "Customer Reference Number"

In the case of customers with credit card payment, the system, following the "Check Out", will open the page of the banking system for payment. Following the payment (*) is automatically returned to the customer on the booking confirmation page received order. If the customer does not make payment within 10 minutes of submission of the request page of the credit card, the order will be canceled.

In the case of customers with pre-payment, the system closes the order has the order confirmation page, where you can view the details of the services purchased.

In the event that the order has one or more services On Request, the whole order will be handled as On Request. The order will then be handled by the tour operators that will communicate the outcome as soon as possible.

View Booking - Order Management

VIEW BOOKING - Search

Customer: DR AGENZIA B2B CREDIT CARD (1000010)

Leader Name: Reservation nr.: Client PNR:

Operator: All - Total account=0

Search for: Arrival date Order date (dd/mm/yyyy)








From: 01/01/2011 To: 21/01/2012

Sort by: Arrival-date(asc)

VIEW ORDER - List search results

Total orders found: 3

Background row legend: request still to be confirm order cancelled

Payment Alert	Date	Reservation	Passenger	In	Out	Net Amount	Operator	Invoice
	14 Jan 11	Order canceled # 50001/2011 # 0/0	DAVIDE ROSSITEST Visa=YES	15 Feb 11	18 Feb 11	660,00	DAVIDE ROS...	 
	21 Jan 11	# 50002/2011 # 0/0	MARGARET ROSE	15 Sep 11	20 Sep 11	2.369,00	DAVIDE ROS...	  
	21 Jan 11	# 50003/2011 # 0/0		15 Sep 11	20 Sep 11	3.195,00	DAVIDE ROS...	 

From the menu bar, select "view booking" to open the display panel orders.

The panel allows simple search on all orders placed, canceled, on request. Set the date "From" and "To" and indicate whether you want to search based on Check-in order (set dates Arrival), or by the date of creation order (Order date set).

You can further filter orders, according to the name of the Leader, to the number of Reservation assigned by the system, the PNR shown in mask closing order.