CalypsoNet Manual - Table of Contents

CALYPSONET OVERVIEW

Welcome to CalypsoNet. This manual serves to give a step by step explanation of the new web version of Direct Access. The manual will be updated as new functionality becomes available and can be downloaded from the launch page of CalypsoNet in PDF format. Any new and updated information about CalypsoNet will be available at www.calypso.net.au

LOG IN TO CALYPSONET

From the launch page of CalypsoNet click the logo of the wholesaler that you wish to access. This will open the login window. There are two fields that require entries.

①

is your Agency Code as provided by the relevant wholesaler. NB the agency code may vary amongst wholesalers. It consists of alpha-numeric characters only.

②

The next field is your login password. Each consultant needs a unique password.

Note: the password must be six or more characters long and must not consist entirely of lower case characters. If you forget your password, the wholesaler will need to set up a new one. The access code is case sensitive.

CALYPSONET HOME

①

Change company – select the required company or brand. If the current wholesaler does not have multiple companies or brands set up, the system will default to the correct company.

②

This is the Navigation menu bar, which will appear at the top of each page. All of the main areas of CalypsoNet will be available from each page using this menu. The highlighted menu option indicates which area of the system is currently being accessed.

BOOKINGS

Using the navigation bar along the top of the screen, select the bookings option to access the screen below.

①

Enables retrieval by booking reference – enter the six (6) digit booking reference here. Once the booking number has been entered, click the GO button to move to the booking details screen.

②

Retrieve booking by surname and/or departure date range –the surname and/or a departure date are required to retrieve the booking this way. Either part or the entire passenger surname should be entered. The date can be entered in a number of formats (see Date Formats below).

DATE FORMATS 🗓

There are a number of acceptable date formats in CalypsoNet. A date range must be specified. The two date fields will default to the same date if the second date is not entered. This gives the user the option to specify a single date or a date range. A combination of both formats can be used.

Where **dd**= **day**, **mm**= **month** and **yy**= **year**, the following formats may be used:

dd/mm/yy *or* **ddmmyy** eg. 21st July 2004 would be entered 21/07/04 or 210704

dd/mm *or* **ddmm** eg. 15th January would be entered 15/01 or 1501 (next January will be assumed).

Alternatively use the calendar icons 🗓 to select a date manually.

③

Retrieve all bookings that require payment within 7 days. This is either in the form of a Deposit or a Final Payment. If the 'any payment' option is selected, all bookings with any payment due in the next seven (7) days will be displayed.

④

Retrieve by agent reference – this allows bookings to be retrieved either by the latest booking accessed or by all bookings with the same agent reference. This is your own reference number that can be attached to a booking. It is possible to have the same agent reference attached to more than one booking. The second option here will display bookings that share the entered reference.

⑤

Create a booking. Select either package booking or build your own itinerary, which is land only.

CREATE A BOOKING

There are two ways to create a booking with CalypsoNet. The package booking function will list preset packages and common booking types that have been set up by the wholesaler for your convenience. These packages can include flights. The 'Build your own itinerary' function on the other hand will allow you to browse product / supplier information and book products one by one.

Package Bookings

Select package bookings to use the predefined packages set up by the wholesaler, which may or may not include flights.

①

Click the browse button to select from a list of available departure city codes. Alternatively, type in the three-letter city code or a partial or entire city. Once a city code has been selected enter the departure date in one of the formats described above.

②

Click the browse button to list the package codes to select from. Once a code has been selected the Info button can be used to display more information if it is available. If you know the package code you can type it directly into that field. If the package you are selecting includes air, the Flight Mode option can be changed.

③

The rooming section is configurable based on the parameters entered. If more than one room or children are selected the screen will change to allow more detail to be captured, such as who is in which room and child ages. Infants should be included as children. The system will automatically price infants correctly based upon their age.

Create the booking by answering the questions as they appear. Follow the step-by-step process until the package is complete. Save the quote using the save link on the side menu. Once the quote is created it can be changed to a booking by using the book link on the side menu.

The info links on the product lists will show more pricing and more detailed information about a particular product and supplier where it is allowed. Where applicable the ⓘ button will link to more detailed supplier information. This screen is an example of a supplier list for a hotel with some of the features highlighted.

Product/Supplier Lists

Continue to the end of the package and the booking summary screen will be displayed. The quote should be saved (if appropriate) using the Save link on the side menu. Once saved the quote can be converted to a booking using the Book link on the side menu.

This window will display any time the system requires the booking to be saved or discarded before the next step can be made.
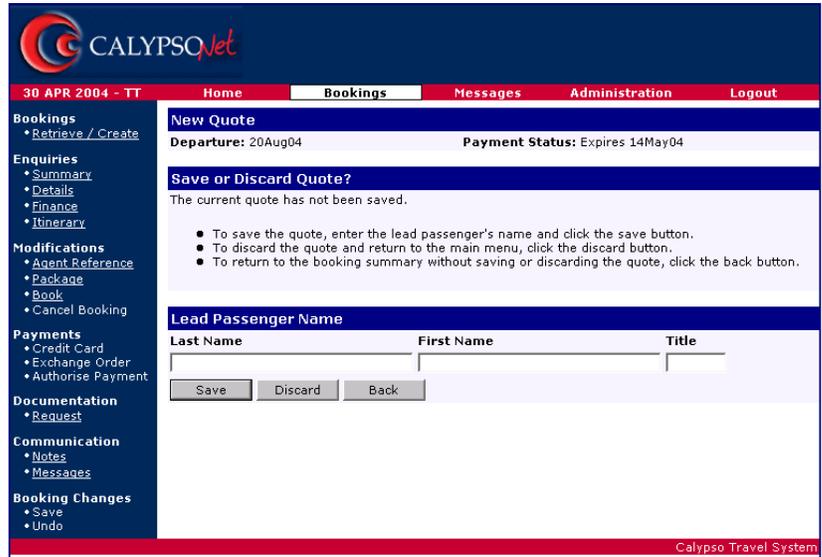
Build Your Own Itinerary (PRODUCT INFORMATION SYSTEM)

If selecting the Build Your Own Itinerary option the system will allow individual product information searches on any supplier/product in addition to the ability to book products on an individual basis.

This search functionality means that it is easy to enquire on any product in any city without having to make a booking. Search for a product range using the browse button. Once a city has been selected, pick a product type from the drop down list.

If a specific product is required, use the Show Advanced Search link to expand the search options. The following window will vary slightly according to the product type selected.

The rooming configuration that is chosen for the initial search will become the default rooming for the booking unless otherwise specified. In this example the search is for a hotel in Kuta for a duration of 5 nights starting 29th August looking for 2A1C room types/prices.

A list will be displayed if products exist (see Product / Supplier Lists above).

From the list a new search can be performed or a product can be added to the itinerary using the Add button.

The itinerary will be built one component at a time and will be validated when the booking is saved.

The example here is for a tour booking where passengers 1 and 3 are travelling without passenger 2.

For segments that require differing passenger arrangements, the configuration can be adjusted using the Adjust Rooming / Vehicle / Passenger Allocation adjustment link. Allocate passengers to individual rooms / vehicles or remove certain passengers from a particular transfer or miscellaneous component.

The price of the tour will reflect this once the segment is added to the itinerary using the Add button.
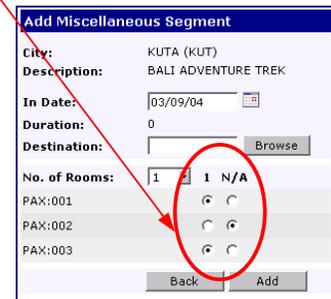
BOOKING RETRIEVAL

If a booking search finds more than one booking, the results will be displayed in a list. Individual bookings can be selected from the list by passenger name or booking number.

Booking Summary

---

①

The navigational links on the side menu will always give the option to return or move to other areas relevant to the section that is being accessed.

②

This is the booking summary information. Some standard information will remain on the screen during all enquiry modes to allow ease of reference.

③

Passenger names are shown here with a total price per passenger for the booking. The Finance link on the side menu should be used to obtain a breakdown of gross, commission and nett prices. Further price breakdowns can be obtained by clicking on the buttons described below.

④

The itinerary button will produce individual passenger itineraries. Select one or more passengers by clicking to the left of the relevant passenger names as in the example below. Place a tick in the box at the top of the column to select or de-select all passengers.

Room/Name	Air	Land	Other	Total
☑ 1 PASSENGER/A MR	1709.00	2309.00	354.88	4372.88
☐ 1 PASSENGER/B MRS	1709.00	2309.00	354.88	4372.88
☑ 1 PASSENGER/C MSTR	870.00	700.50	188.16	1758.66
[Itinerary] Totals:	4288.00	5318.50	897.92	10504.42
				Deposit paid
				Balance due by 30Jul03

The itinerary button will then display an itinerary for each passenger selected. If available, prices will also show. An example where passengers 1 and 3 have been selected is shown below.

```
AU/100340

Departure: 29Aug03                          Status: Not confirmed

Individual Passenger Itineraries

   Booking AU/100340    PASSENGER/A MR
   1 29AUG03 SYD QF127 TO HKG                    RQ 1045/1740
   2 29AUG03 HKG a seat in coach APT-HTL-APT     RQ      27.00
   3 29AUG03 HKG THE GRAND PENINSULA HOTEL    7  RQ    2296.00
   4 31AUG03 HKG an Evening HKG Harbour Cruis    HK      90.00
   5 02SEP03 HKG a Half Day City Sights Tour     HK      65.00
   6 05SEP03 HKG a seat in coach APT-HTL-APT     RQ      27.00
   7 05SEP03 HKG QF128 TO SYD                    HK 2110/0755+1

   Booking AU/100340    PASSENGER/C MSTR
   1 29AUG03 SYD QF127 TO HKG                    RQ 1045/1740
   2 29AUG03 HKG a seat in coach APT-HTL-APT     RQ      20.00
   3 29AUG03 HKG THE GRAND PENINSULA HOTEL    7  RQ     655.00
   4 31AUG03 HKG an Evening HKG Harbour Cruis    HK      60.00
   5 02SEP03 HKG a Half Day City Sights Tour     HK      50.00
   6 05SEP03 HKG a seat in coach APT-HTL-APT     RQ      20.00
   7 05SEP03 HKG QF128 TO SYD                    HK 2110/0755+1
```

The itinerary for selected passengers will show their individual movements. The example below shows an itinerary for a package that does not show itemised pricing.

```
AU/100447

Departure: 20Sep03                          Status: Not confirmed

Individual Passenger Itineraries

   Booking AU/100447    PACKAGE/A MR
   1 20SEP03 MEL QF418 TO SYD                    HK 0900/1020
   2 20SEP03 SYD WESTIN HOTELS INTERNATIONAL  4  HK
   3 24SEP03 SYD QF459 TO MEL                    HK 1800/1925
```

⑤

The info link will open a new window, which will show detailed information about the component that has been selected. This information may include itemised pricing (based on the same criteria as the above example), text about the product, itinerary and voucher text and any other information about the component that may be helpful.

If it is available, information such as specials, check-out times, bonus offers and meal plans may all be located on this screen. In the case of other product types such as cars and transfers the information shown will be different.

⑥

The prices button will show prices per component for all passengers as long as they are available. If the booking has package pricing, using this button will produce a message at the top of the screen.

Itemised pricing is not available for this booking

If the booking can display itemised pricing, the components should be selected in the same way as the passengers in the above example. Use the check boxes to select the relevant components. The display for two components in this case will look like this.

Itinerary Price Details

Component 1 →
```
THE GRAND PENINSULA HOTEL HONG KONG                    RQ
A Superior Harbour View Room With B/Fast            5247.00
1 RM/7 NTS In Fri 29Aug03 Out Fri 05Sep03
Meals: FULL BUFFET BREAKFAST

        ROOM/NAME                  LAND    OTHER    TOTAL
        01 PASSENGER/A MR        2100.00  196.00  2296.00
           PASSENGER/B MRS       2100.00  196.00  2296.00
           PASSENGER/C MSTR (10)  550.00  105.00   655.00

                          Total  4750.00  497.00  5247.00
```
Component 2 →
```
A HALF DAY CITY SIGHTS TOUR                            HK
Hong Kong Tower Tours Inc.                           180.00
From HONG KONG on Tue 02Sep03

        ROOM/NAME                  LAND    OTHER    TOTAL
        01 PASSENGER/A MR          65.00    0.00    65.00
           PASSENGER/B MRS         65.00    0.00    65.00
           PASSENGER/C MSTR (10)   50.00    0.00    50.00

                          Total   180.00    0.00   180.00
```

⑦

An agent reference can be added, changed or removed from a booking here.

⑧

Booking documentation can be requested here. This includes Passenger Itineraries for eligible bookings and booking advices for quotes and bookings.

Booking Details

To view the decoded detailed itinerary for a booking, the details link should be used. This link will only be available on the left hand side navigation menu once a booking has been retrieved.

05 MAY 2004 - AU

Bookings
* Retrieve / Create

Enquiries
* Summary
* Details
* Finance
* Itinerary

Modifications
* Agent Reference

The navigation menu will vary depending on which part of the system is being accessed. If a link is not valid or relevant, there may be times when it does not appear.

This example is a detailed booking display.

Further Details
```
QANTAS AIRWAYS LIMITED AUST FLIGHT 127          On Request
Departs SYDNEY     on Fri 29Aug03 at 10:45
Arrives HONG KONG on same day      at 17:40

A SEAT IN COACH TRANSFER APT/HTL/APT V.V              RQ
GRAND TOURS COMPANY                                74.25
From HONG KONG on Fri 29Aug03
    678 Nathan Road,
    Tsimshatsui
    Kowloon,Hongkong            0968095

THE GRAND PENINSULA HOTEL HONG KONG                  HK
a Superior Harbour View room with b/fast           5240.00
1 RM/7 NTS In Fri 29Aug03 Out Fri 05Sep03
Meals: FULL BUFFET BREAKFAST
conf#3432423423
    2817 Tsimshatsui Road.
    Kowloon
    HONG KONG T452G6

AN EVENING HKG HARBOUR CRUISE
HONG KONG TOWN TOURS
From HONG KONG on Sun 31Aug03
    55 Star Ferry Terminal
    Lim Shau Tsui
    HONG KONG 236436            9518 0695
```

Decoded itinerary includes all components and prices if available.

Booking Financials

Select the finance link from the side navigation menu to see a finance breakdown on the booking.

①

The breakdown of the booking totals is shown here. The indicator will show whether commission was calculated using a percentage or a fixed amount.

②

The tax invoice section with the option to recalculate the GST amount will only show if GST is to be applied to the booking.

③

If the actual selling price of the booking is different to the total shown here, entering the new amount and clicking the recalculate button can recalculate the GST. This will not be recorded on the booking and is for agent information only.

Itinerary 🖶

This option shows a decoded passenger readable itinerary. Use the print icon 🖶 to open a print dialogue window. This will allow a printer to be specified to produce a copy of the itinerary. This itinerary is not documentation and does not require payment to be made before it can be produced.

Agent Reference

The agent reference allows you to keep track of your bookings using your own reference. You can use the same reference on more than one booking if required. Either the wholesaler's booking number or the agent reference may be used to retrieve a booking.

Use the link on the side menu under modifications or scroll down the booking summary screen to move to the agent reference box. To add or change an agent reference on a booking, type it in the box and use the update button. To remove an agent reference, clear the box and update.

A message at the top of the screen will indicate that the reference has been updated or cleared. This amended reference will not be recorded on the booking until the booking save function is used.

Payments – Credit Card

There are essentially three steps to the credit card payment process. Depending on the level of functionality made available by the wholesaler these steps will vary slightly.

①

Information relevant to payment by credit card from the wholesaler will appear here. Select one of the designated payment amounts or enter the desired amount to pay using this credit card.

②

If applicable, the merchant fee table will give an indication of how much will be charged, dependent on the card type being used. The credit card number entered determines the card type.

③

The booking payment amount can be changed here. The merchant fee (where applicable) will be calculated based on the booking amount and the card type once entered. This amount can still be changed on the next page.

④

Credit card details should be entered here. Fields will vary depending on required information by each card type.

⑤

This total charge includes all merchant fees and charges. It can be changed here if required. The booking must be saved to process the payment as per the message shown. Follow the prompts on the screen before confirming payment.

Credit card payment will be processed when the booking is saved

Payments – Exchange Order

If this functionality is supported, payment by exchange order / MCO / MPD can be carried out using the link on the side menu. Follow the prompts on the screen to complete the payment. This will be processed when the booking is saved.

Payment will be completed when booking is saved

Payments – Authorise Payment

If the functionality is supported, the ability to authorise a direct debit or agent payment is available here. The payment won't be processed until the booking is saved. Follow the prompts on the screen to complete the payment authorisation process.

Payment authorisation will be processed when the booking is saved

Documentation Request

Use the documentation link on the side menu or scroll to the bottom of the booking summary page to reach the documentation section.

Both a passenger readable itinerary and a booking advice can be requested here. The itinerary option will only appear if the booking is eligible for electronic documentation.

Documentation Request
- ○ Passenger Descriptive Itinerary
- ○ Agent Booking Advice

[Request]

Only one option can be selected at a time. If the request was successful a message will appear at the top of the page reminding you to save the booking before the request will take effect.

Either **Mailed itinerary will be requested when current changes are saved** for an emailed itinerary

request or this message **Mailed booking advice will be requested when current changes are saved**

for an emailed booking advice. The wording will indicate if the document is to be faxed.

Once the booking has been saved a new message should appear at the top of the screen indicating that the documentation request was successful.

Documentation request actioned for agency or **Booking AU/100447 updated**

Booking Notes

The notes displayed here are a record of information and changes that have been made to the booking. The notes can be automatically generated by the system or added manually. They can also be used to send information to suppliers.

To access the booking notes screen use the link under communications on the side navigation menu. Booking notes can be added and viewed here. A maximum of six (6) booking notes (equating to one line each) can be processed at one time. The following message indicates that the notes were added successfully, however they will not be added to the booking until it is saved.

Booking note added

If there are booking notes relating to the agent that are attached to the booking, they will show here.

Booking Notes
```
    Option created
    **Passengers are non-smokers**
    RQ FAX sent for HTL/MEL/MVCTD 15SEP 3 nights
    RQ FAX sent for CAR/MEL/HERTZ 17SEP 5 days
    KK'D HTL/MEL/MVCTD 15SEP 3 nts
    KK'D CAR/MEL/HERTZ 17SEP 5 days
    KK'D HTL/SYD/WESTA 18SEP 5 nts
    UA'D MOD/SYD/LUNC1 19SEP
    Name JONES/ANNA MISS        ==> JOHNSTON/FRED MR
    Name SMITH/FRED MR          ==> KENNEDY/ANNA MS
```

Booking Messages

To send a booking specific message to a particular queue actioned by the wholesaler, access the messages link under communications on the side navigation menu. The booking can be sent to one or more specific queues as required. If a booking message is sent the booking will be automatically saved. If you have made changes to the booking it will ask you to save them before sending a booking message. Any new booking notes will be saved when a message is sent.

Select the relevant queue from the drop down menu. The booking number will automatically appear in the message. Add the message and send or discard.
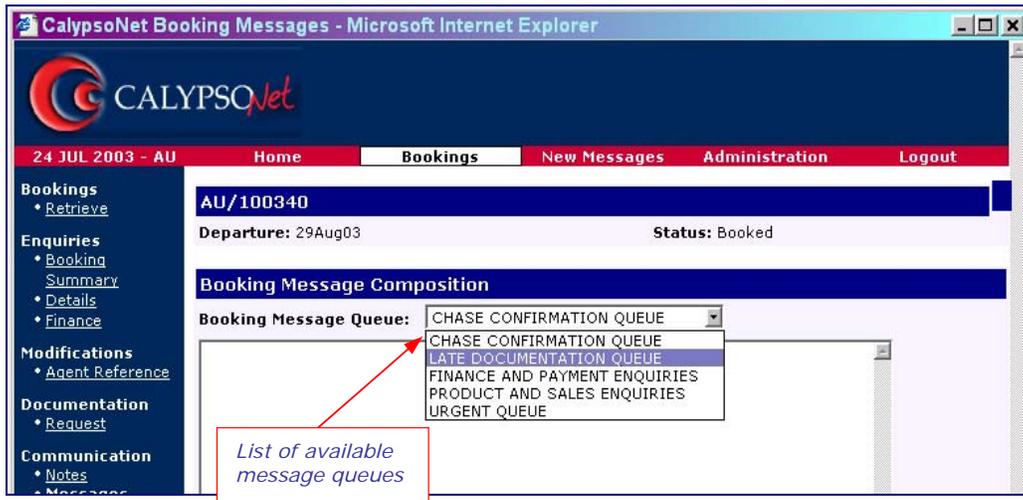
If the message was sent successfully the following message will appear at the top of the page.

If the wholesaler has made the functionality available there should also be a note added to the booking to show when the message was sent for future reference.

Booking Changes

In some cases a change that is made to the booking cannot be completed until the booking is saved. If an action requires the booking to be saved before it takes effect, any attempt to leave the booking will automatically display the booking changes page.
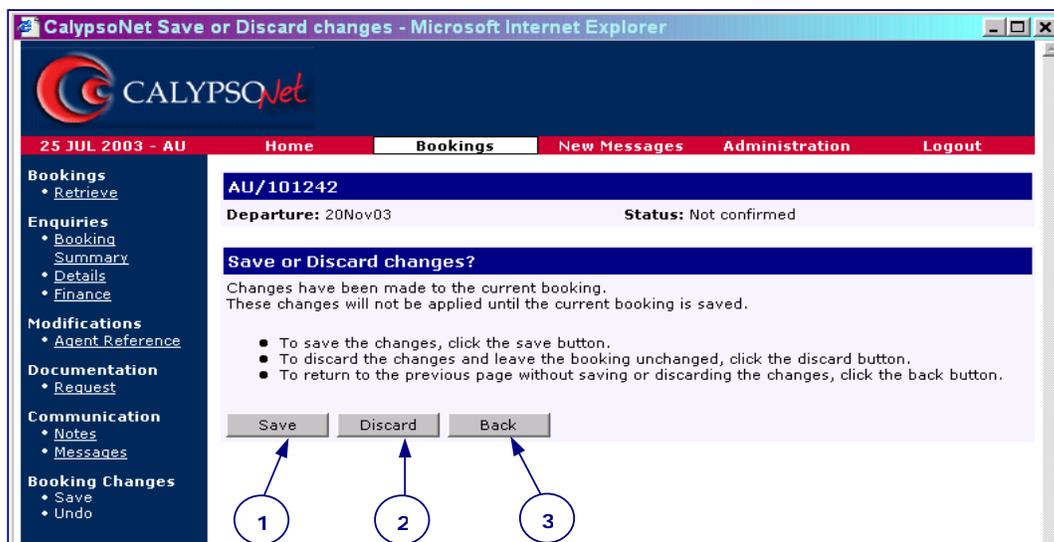
This can also be accessed at any time using the side navigation menu to save or undo booking changes.

①

The save button will update the booking and store the changes. In the case of booking notes, documentation requests and agent reference changes, the booking must be saved for the action to be completed. When the changes have been saved the following message will appear at the top of the booking summary.

Booking updated

②

The discard button will cancel any action that required the booking to be saved before it took effect. If this page has displayed automatically it indicates that an action that requires the booking to be saved has been carried out. If you do not wish to complete that action, use the discard button. If the changes were ignored the following message will appear at the top of the booking summary.

Changes discarded

③

If you wish to continue working on the booking or messages without saving or discarding any changes yet, use the back button.

NOTE: If the session expires before changes have been saved, they will be lost. If the changes are valid, it is recommended that you save the booking regularly or when the save window appears automatically.

MESSAGES

Using the navigation bar at the top of the page, access the messages page. Messages can be sent and received here. Use the compose link to open a blank message window. This area is for general non-specific booking messages only. These messages will go to a generic queue that is actioned by the wholesaler. For messages relating to specific bookings, use the booking messages in the communication menu.

Home	Bookings	New Messages	Administration	L

Message Composition

Please advise when the new season brochures are coming out. Thx

Once the message has been sent a message should appear at the top of the screen as confirmation.

Message sent to help desk

If new messages exist menu option on each page will read New Messages.

22 JUL 2003 - AU	Home	Bookings	New Messages	Administration	Logout

New and unread messages will show in bold type. If you only wish to see messages that have not been read, use the unread link to change the list.

①

Click on the message subject to open the message. Once the message has been read it can be closed to return to the list or deleted. An open message will look like this.

②

The refresh link will check for new messages and refresh the list.

ADMINISTRATION

To keep your access secure it is recommended that you change your access code the first time you log in. The system will track consultant bookings only if you have used your unique access code to log in. Do not give this code to anyone else. If you forget your access code, contact your wholesaler's Help Desk.

With a supervisory level password, additional consultants can be added without the need to contact the wholesaler. For more information on this function, contact the wholesaler directly.

LOG OUT OF CALYPSONET

After a certain amount of inactivity the CalypsoNet session will show the following error.

To avoid this, when not using CalypsoNet, it is best to use the Logout option on the top menu bar, which is available from any page. Once the logout option has been selected the Login window will be displayed. If you have finished using CalypsoNet for the day, use the exit button to close this window.

CALYPSONET HELP

If an error or problem occurs during the use of this application, please notify the wholesaler as soon as possible with an indication of the error message that was displayed.

If a page fails to load and does not give a meaningful response such as the error above, please advise the Help Desk.

For further information on the functionality of CalypsoNet that is not covered in the manual, please contact your Wholesaler's Help Desk.