VIVIAN RESERVATIONS SYSTEM – Basic Instructions Manual – Version 2

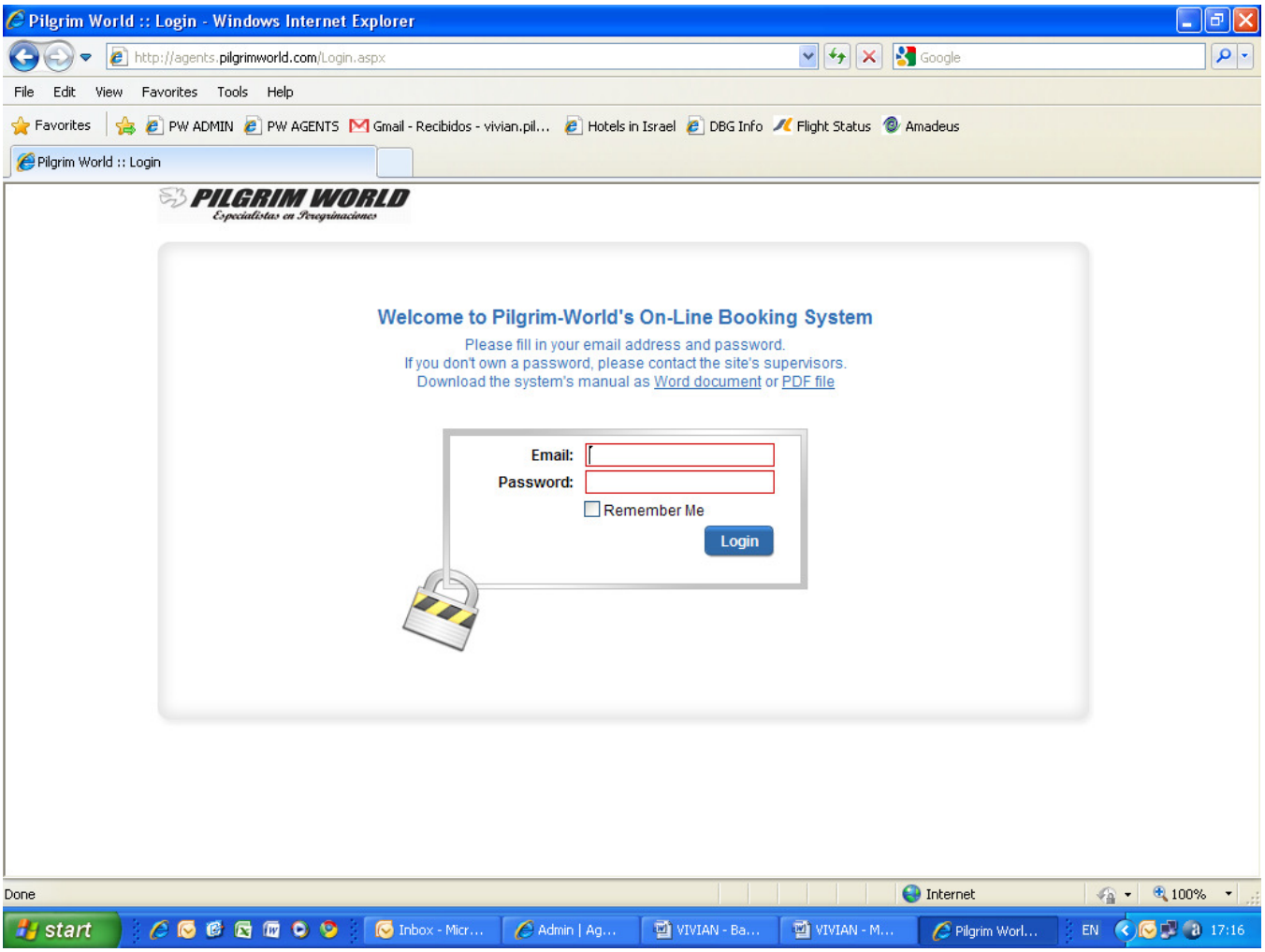
Welcome to Pilgrim World's VIVIAN RESERVATIONS SYSTEM (Version 2 – 08 FEB 2010).

Through our Reservations System, you would be able to create new reservations, and change / cancel reservations already done.

To begin, please go to the following Internet Site:

http://agents.pilgrimworld.com

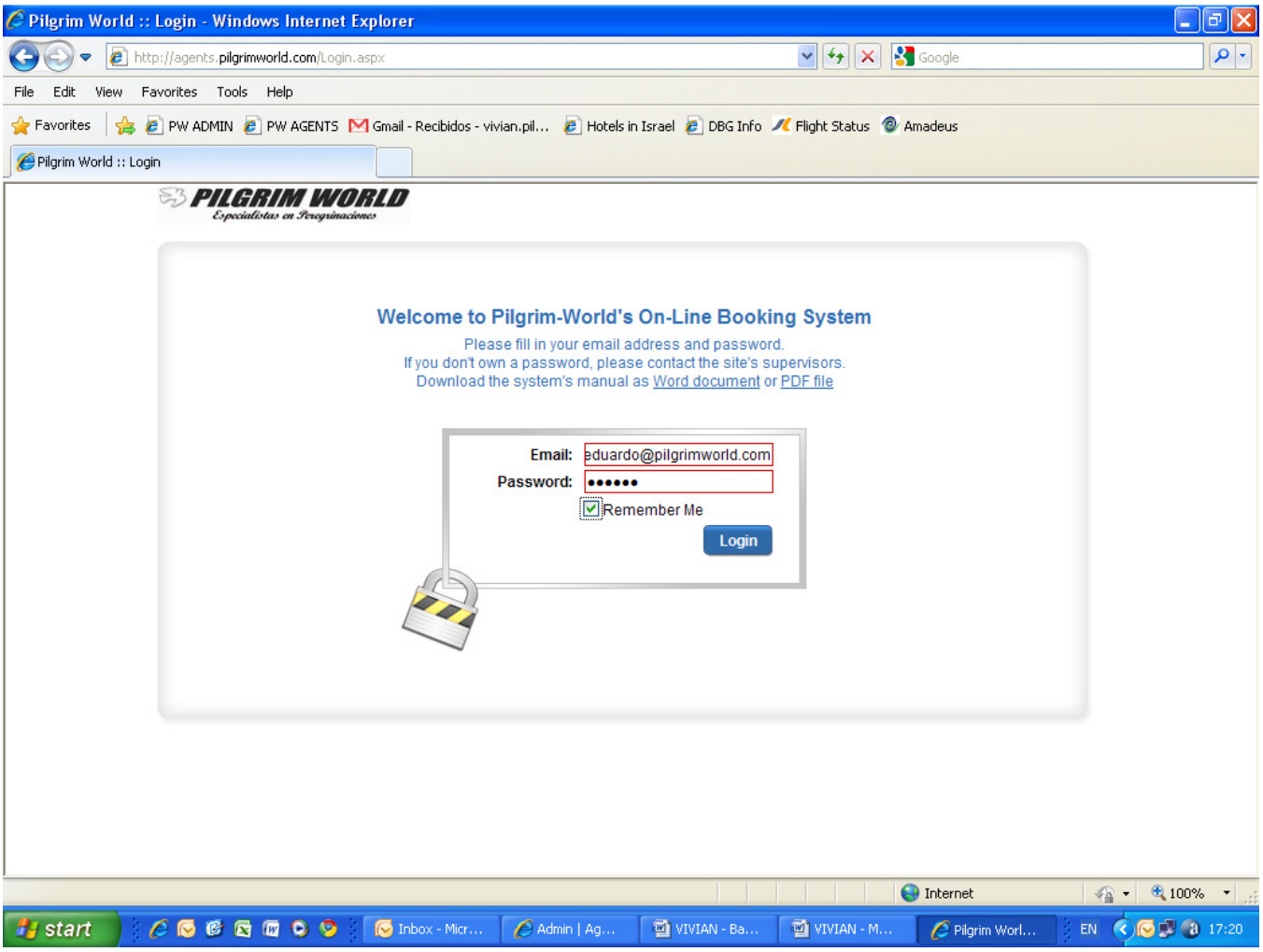
This is the Welcome Site of the Vivian System.



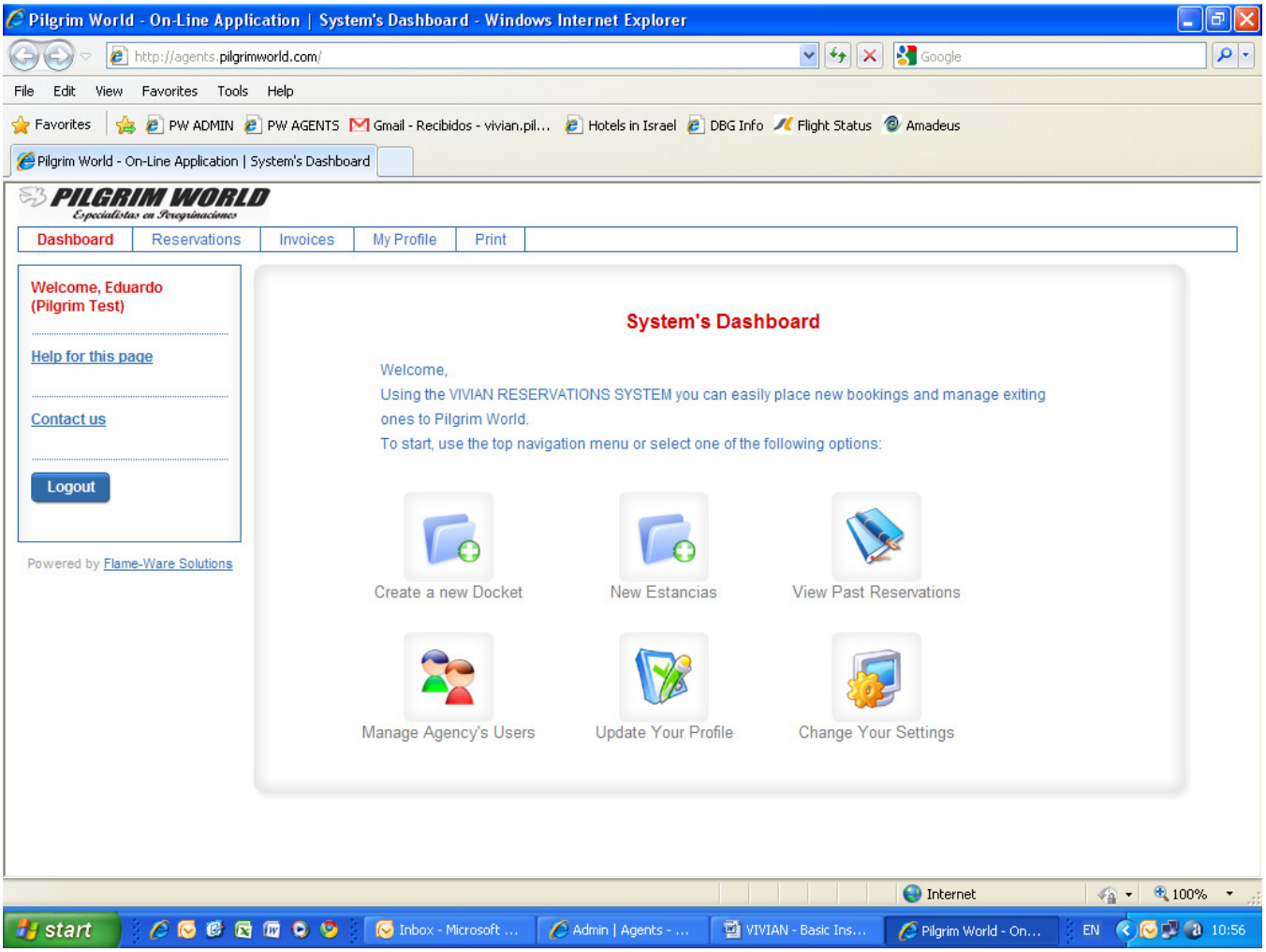
Please enter your mail address and the password we have provided (usually we provide the same password to all the users of the same Agency, which should be changed by each User).

Please also mark the box “Remember Me”, so that the System will remember your data, and you will avoid entering everything again each time you enter the System.

The following is just an example:



Upon entering the Vivian System, you will get the System's Dashboard:



The System will recognize you by your mail address; your Name and Travel Agency will be shown in red in the upper left side of your screen.

This is very important, because the prices shown will be the net prices of your Agency. If for any reason you see another name, other than yours or your Agency, please log off the System and sine in again.

In the Dashboard, there are 5 Upper Menus and 6 Icons.

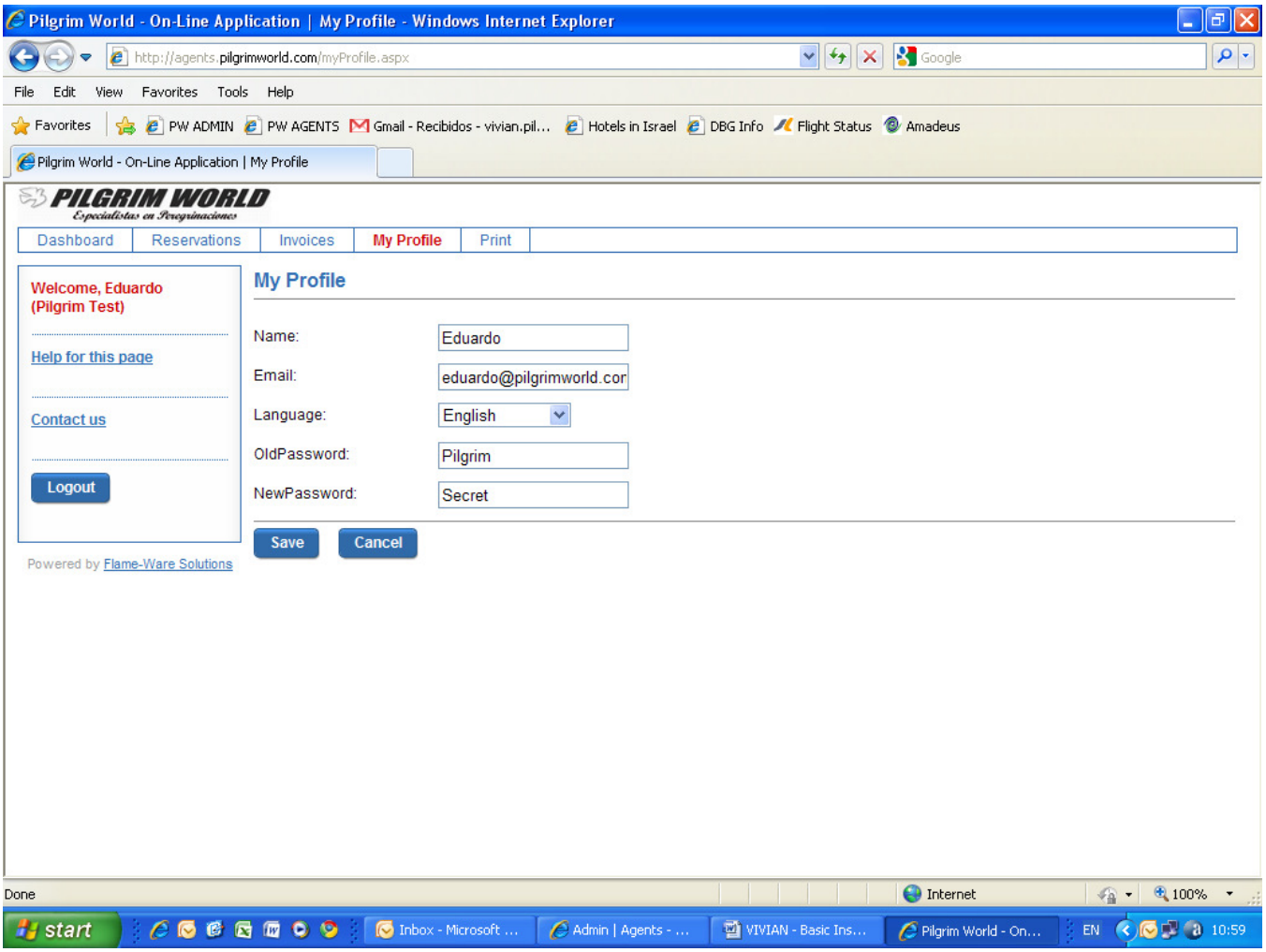
Upper Menus:

- Dashboard: you would be able to press this link from any screen in the System, and you will go back to the Dashboard.
- Reservations: Similar to the Upper Right Icon, View Past Reservations.
- Invoices: Still not active, when pressing this key, you would see the Invoices already issued.
- My profile: Similar to the Lower Middle Icon, to update your working profile (language and password).
- Print: In order to print the current screen.

Icons:

- Lower Left – Manage Agency's Users: displays the list of your Agency's Users. The Control of them (to add/change/delete Users) can only be done by those Users defined in the System as Agency's Administrator. Currently it is not in use because we handle everything from Pilgrim World. In the future, we may open such ability to the Agencies.
- Lower Right – Change your Settings: it is used to change basic definitions which are used by the System when opening new reservations. Currently, the only one in use is the food regime (BB/HB/FB). In the future, we may add more Basic Working Definitions. This can be done only by the Agent's Administrator, or by Pilgrim World.
- Lower Middle – Update your Profile: here you would be able to change your own name (not recommended but possible), to select the language you want to work with the System (today Spanish, Portuguese and English, in the future other languages), and the most important one: change the general password we gave you for a personal unique password, which must be secret, in order to avoid other Users to work with your name in the System.

IMPORTANT: Before you start working with the System, **YOU MUST CHANGE YOUR PASSWORD** (see the attached example).



The three Upper Icons are the most important ones:

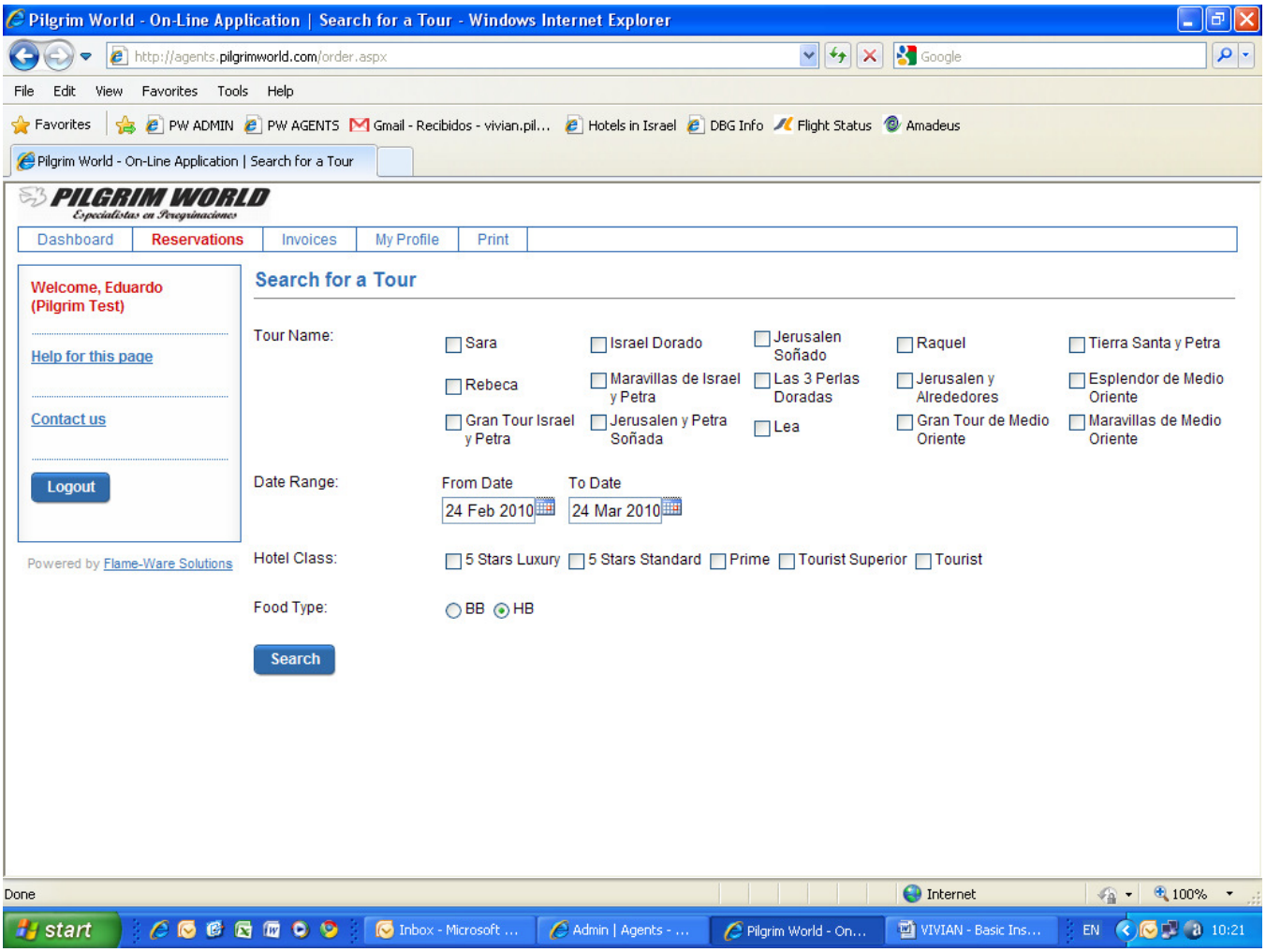
Upper Left – Create a new (Tour) Docket.

Upper Middle – Create a new Estancias booking.

Upper Right – View Past Reservations.

Upper Left Icon – Create a new Docket (a new Tour Reservation).

By pressing this Icon, you will reach the "Search for a Tour" screen, where you will be able to search and book one of our Tours:



In this "Search for a Tour" screen, there are four areas:

- Tour Name: If you know the Name of the Tour you are looking for, mark it (recommended due to short response time). Otherwise, you can mark several Tours or leave all Tours unmarked, and the System will offer you each and every available Tour on each day during the selected period of time.

- Date Range: The System offers you a default period, from today plus 15 days till today plus 45 days. This default Date Range represents the period where most of the Tours are booked. However, it is possible to change the Date Range by opening the calendars, next to both the "From Date" and the "To Date", and choose a different Date Range. We recommend to shorten the Date Range as much as possible, even though it is not strictly necessary, in order to avoid a long response time, which will also include too many Tours.

- Hotel Class: This is the "Category" or "Level" of Hotels you want to book for the Tour. Choose one or more Classes, out of the five Hotel Classes shown, by simply marking the proper box. You must mark at least one Hotel Class, otherwise you will get an error response. The response to your Search for a Tour will include all the Hotel Classes marked for each and every Tour included in your search.

- Food Type: BB / HB - the System remembers (and offers as a default) the Food Type usually requested by your Agency and defined in your Settings. However, you can change the Food Type for the requested Tour by simply marking the proper box.

VERY IMPORTANT NOTE: Out of the above four areas, only the Food Type can be changed during the reservations process, or even at a later stage after finishing it.

The Tour, Tour Date and Hotel Class are the basic reservations data, and **cannot be modified**.

In case you have to change one or more of them, you will have to **entirely cancel** your reservation, and create a new reservation with the updated data.

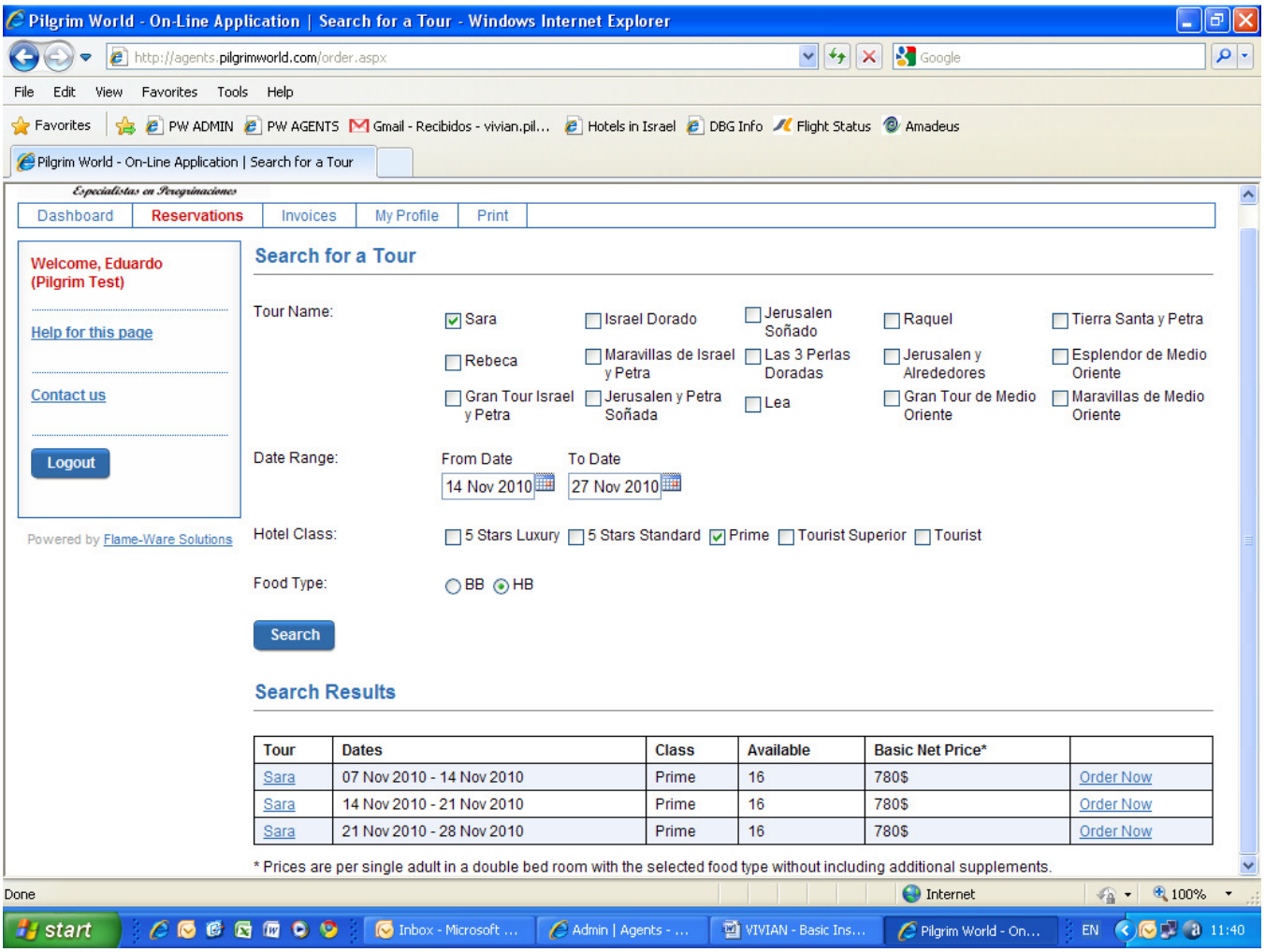
The following is an example of a response to a Search for a Tour Sara, during the period from 14Nov10 till 27Nov10, for Hotel Class Prime, and Food Type Half Board.

The System offers three Tours Sara, with starting dates 07th, 14th and 21st of November, showing, for each one of them, the available number of rooms and the Basic Net Price of your Agency.

NOTE: You can still request a Tour even if the current number of available rooms is zero.

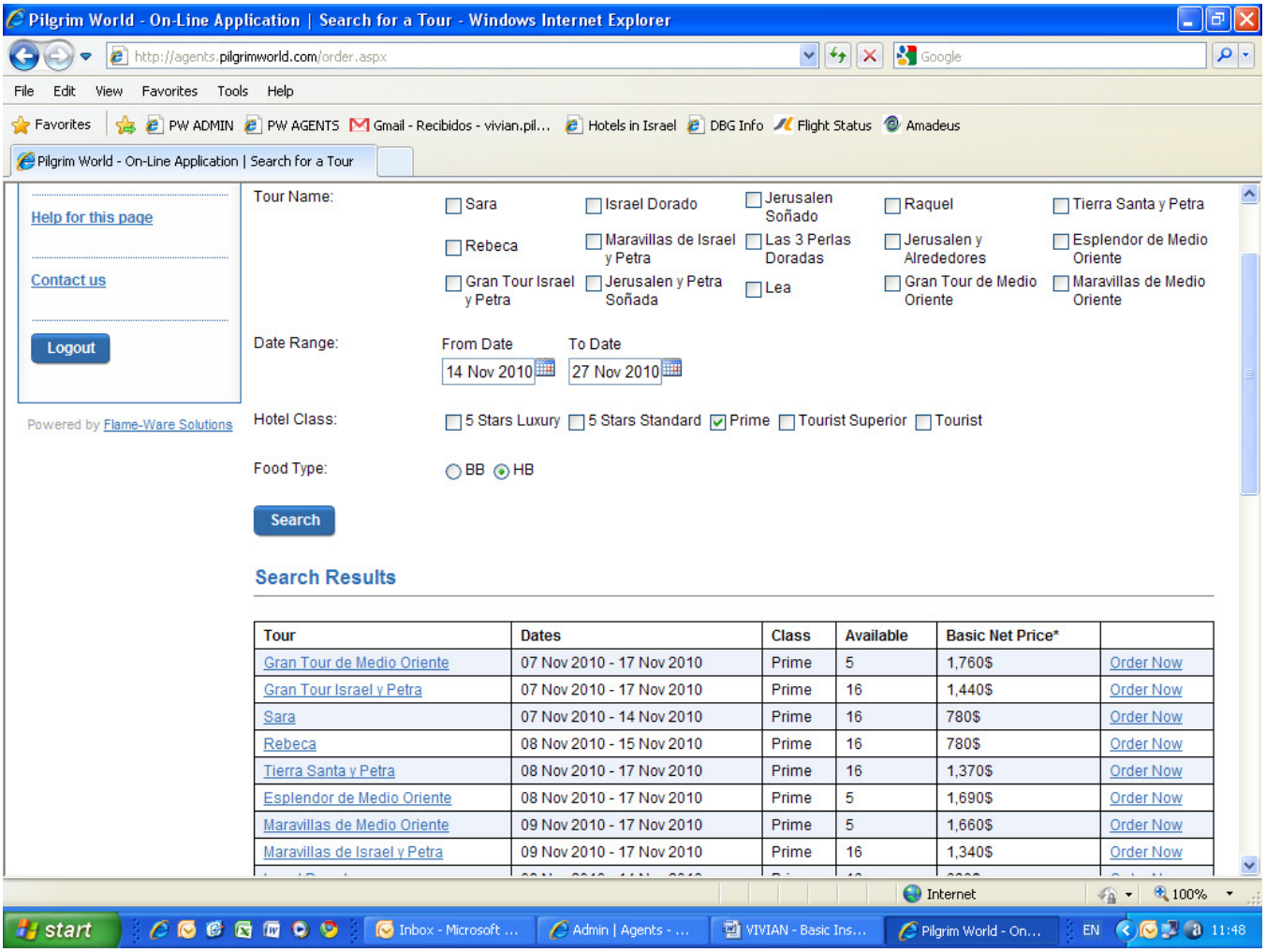
The Price shown is Net, per Passenger in Shared room, for the Food Type you chose, and without any additional supplement (in example: Single Supplement, Optional Tours, Additional Nights, Special Additional Transfers).

In the last column to the right, there are links ("Order Now") to start opening your reservation. Simply press the link for the proper Tour and Date.



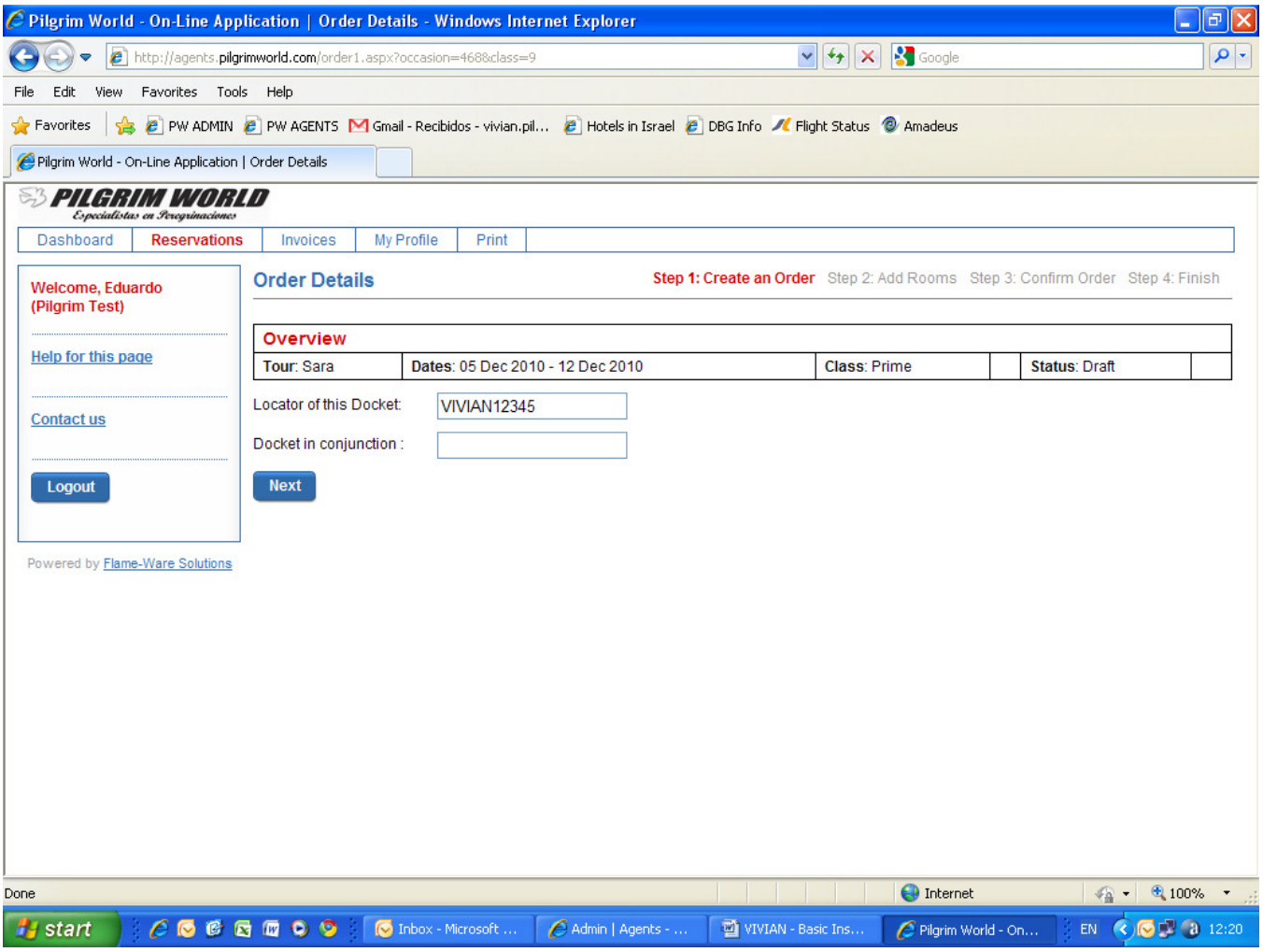
The following is an example of a response to a search where no Tours were marked, for a period from 14Nov10 till 27Nov10, for Hotel Class Prime and Food Type Half Board.

The System offers all the Tours (there are many more by moving down the screen), with starting days almost every day, each one of them with their own “from-to” Dates, showing in each case the number of Available rooms and the Basic Net Price of your Agency.



By pressing the link “Order Now”, in the right column, you will start the process to open a new reservation.

The first screen is called “Order Details”, and is divided in three sections:



- On the Top, to the right from the words “Order Details”, you can see the different Steps in the process of creating a new reservation. The current Step is marked in red (Step 1: Create an Order).
- In the middle, the “Overview” of this reservation. The System will update it automatically through the reservation process, adding more information. In the current Step, it shows the Tour Name and Dates, the Hotel Class, and the Status (Draft) of this reservation.
- At the bottom, the “Locator of this Docket” which must be unique for each reservation. It is the reservation’s locator in your own System, in your Agency, the “number” of this Docket as you “call it” in your Agency. In view this Locator is mandatory, if your Agency does not use Locators, we recommend to use the current day and time (in example: 09OCT15:30), so that this resulting Locator will be unique.

Notes:

If the same Locator you are entering in the new reservation was already used for another reservation which is still “active” (not cancelled), the System will respond with and error response, because two reservations cannot have the same Locator. In such cases, we recommend to go to the Dashboard, to the Upper Right Icon (View Past Reservations), and look for the Docket with the same Locator (as we will explain later).

If the same Locator you are entering in the new reservation was already used for another reservation, but the previous reservation was already cancelled, the System will accept this Locator and you will be able to continue the reservation process.

If the same Locator you are entering in the new reservation was already used for another reservation which is still a “Draft” (meaning, it was not finalized), the System will include, in the error response, two links: One to open the existing Draft and continue the reservation process, and another to cancel the existing Draft and create a new reservation with this Locator.

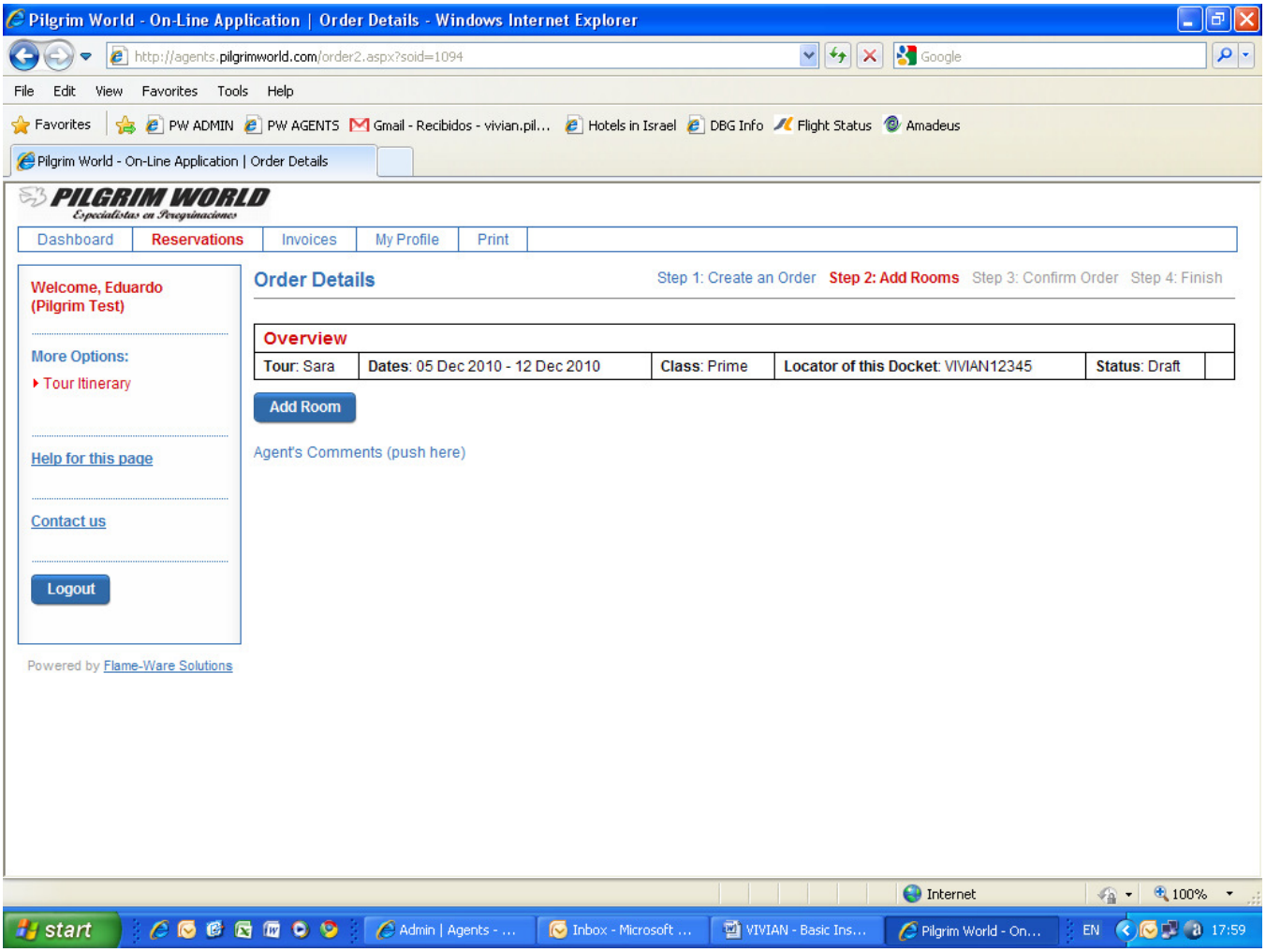
The Locator is entered automatically by the System in Capital letters.

If this Docket is in conjunction with another Docket for the same Tour and Date (meaning you want the passengers from both Dockets to be on the same buses and, if booked at the same Hotel Class, to be on the same hotels), you should enter the Locator of the other Docket in the “Docket in conjunction” box. Then, when creating a reservation for the second Docket, enter the Locator of the first one in the same box. Meaning, both reservations will have the other Docket’s Locator in the “Docket in conjunction” box. By entering such information, both Dockets will be identified, and the Passengers will be allocated together.

Once the Locator is entered, press the “Next” key (see the next page example):

This is the second step in the reservations process: “Step 2: Add Rooms”.

In the Overview, the System already added the Locator as entered in the previous Step.



By pressing the “Agent’s Comments” link, a window will be opened, where you would be able to write down important comments which we will seen by us upon receiving your reservation. This should be used for real important information.

Press the “Add Room” key to create the first room and enter the names of the passengers.

In the next page you can see an example of how to enter Passengers names.

The screen opened by the System is called “Passengers Details” of Room # 1, and is used to enter the names of ALL the passengers who will stay in this same Room #1.

The System’s default for the first passenger is an adult passenger.
Enter the Last Name of the first Passenger, as in his Passport. Then enter other Last Names if any, the first name and the Passenger’s title.
If you need to add more passengers in the same room, press the proper key on the top to add an adult, a child or an infant (for a child or an infant, the System will request (mandatory) the passenger’s date of birth).
The Last Name entered should be the name that the Passenger identifies himself. The System will enter it automatically in Capital letters, and it will be used by the System to send hotel reservations, to arrange transfers, and for the Welcome letter given to each Passenger.

If the passenger has more than one family name, you can enter the second family name in the proper box. This is not mandatory, but the System gives you such possibility. Do not enter second family names in Capital letters and this may cause confusion to the hotels. The System is programmed to enter only the first letter as Capital letter.

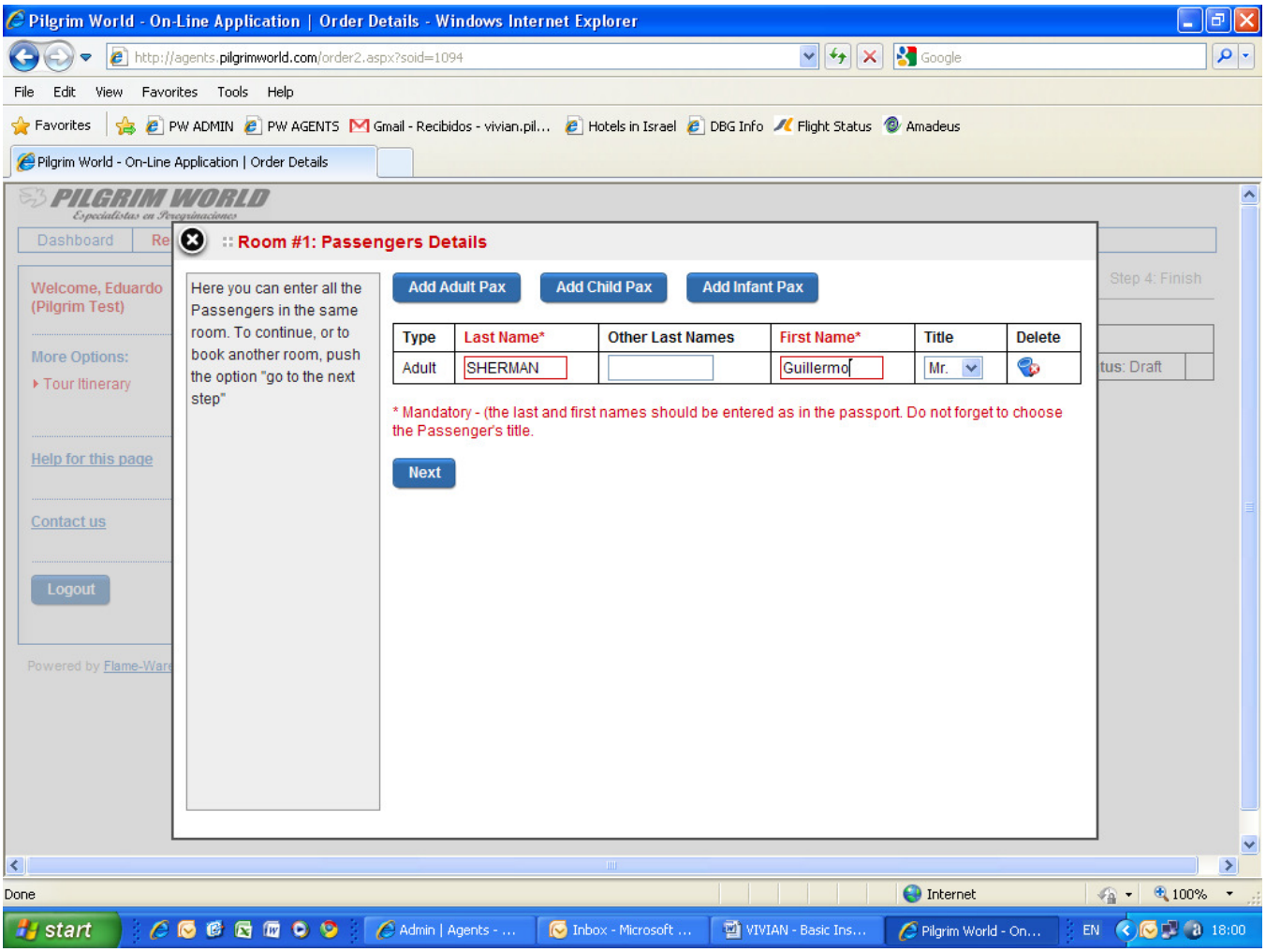
The passenger’s name also should not be entered in Capital letters. The System is programmed to enter only the first letter as Capital letter. It is enough to enter only one first name, but in the same box you can enter more than one name.

Please do not forget to choose the passenger’s title. The options are Mr., Mrs. and Miss.

NOTE: It is very important to enter the passenger’s family and first names exactly as the passenger identifies himself, because the names entered are utilized by the System for the Welcome Letter given to the passenger, the assistance at the airport, the transfers and the hotel reservations. The passenger will feel offended if we call him differently to how he calls himself.

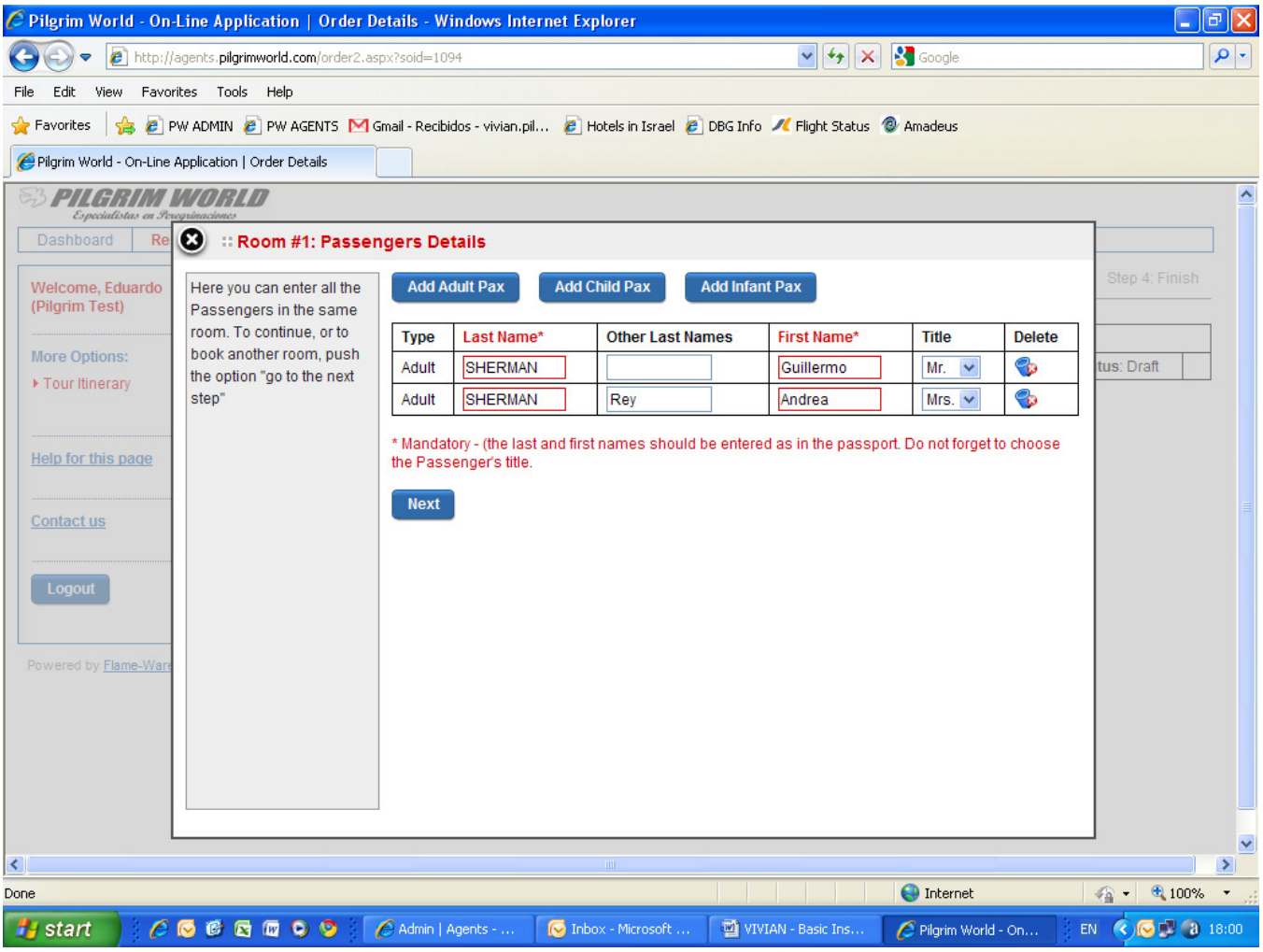
If for any reason you want to cancel one of the passengers entered, in example if we entered a child as an adult, simply press the icon “Delete” in the right end side of the line of the passenger you want to cancel.

The following is an example of the first passenger entered in Room # 1:



If there are more passengers who will stay in the same room, press one of the keys “Add Adult Pax”, “Add Child Pax” or “Add Infant Pax”.

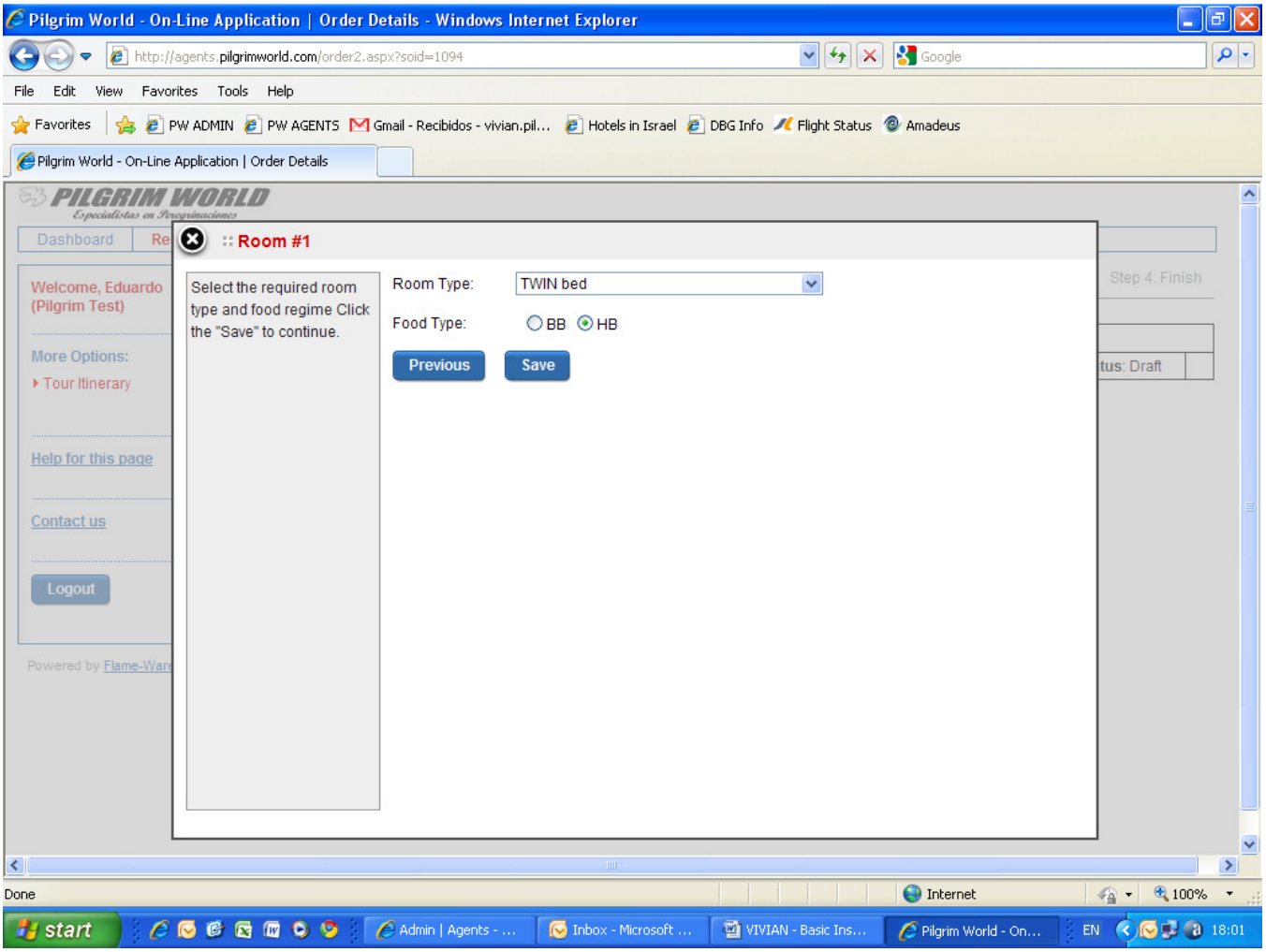
The following is an example of a room for 2 passengers (we still don't know if TWIN or DOUBLE bed), where Mrs. Sherman has two family names:



Once all the names for the passengers who will stay in the same room are entered, press the "Next" key.

In this screen you will be able to:

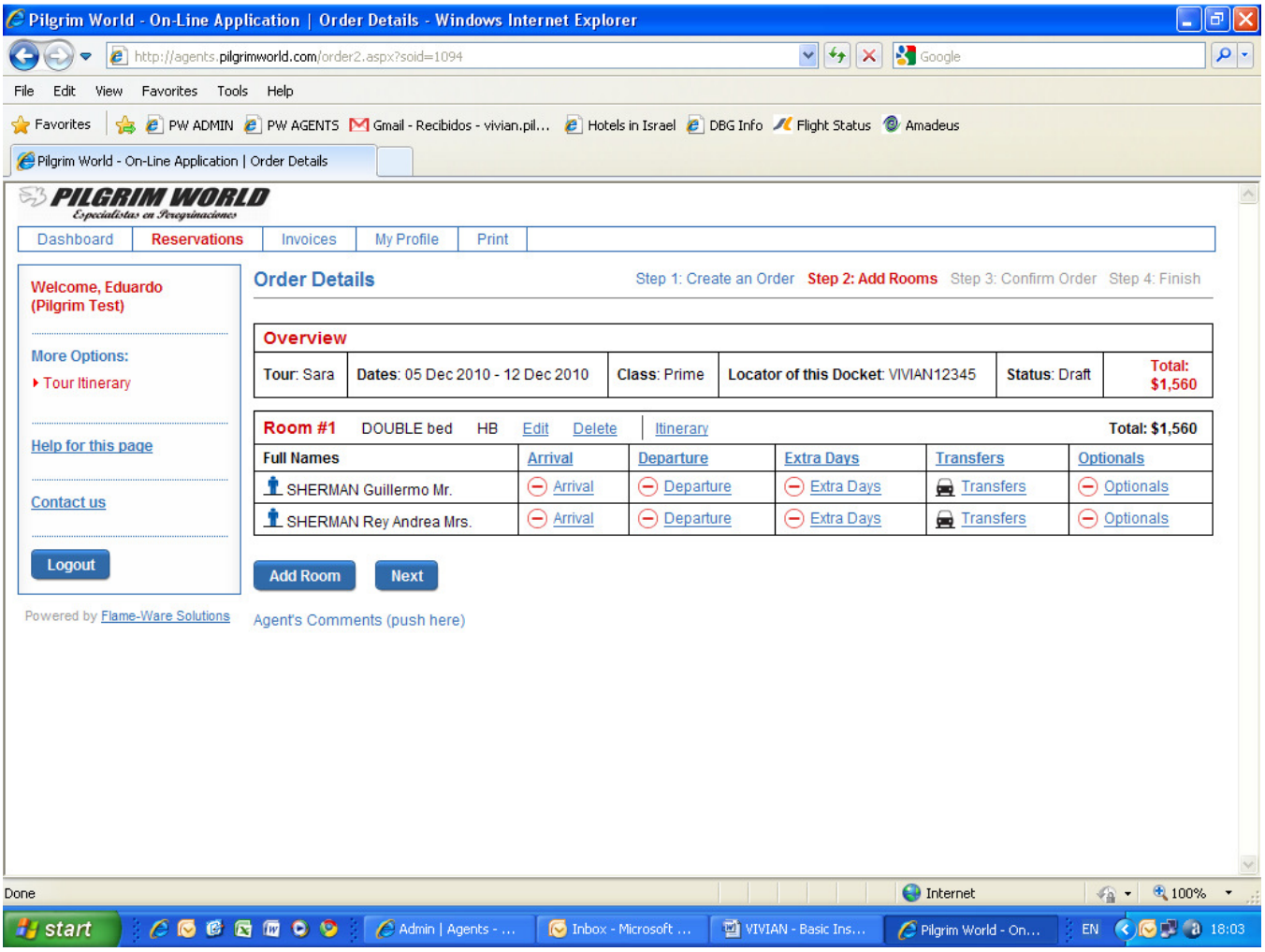
- Define the Room Type required – the System recognizes the number of passengers entered and offers you all the rooms with this number of passengers. In this case, two passengers, the System will offer either a TWIN Beds room or a DOUBLE Bed room, for you to choose.
- Define the Food Type: Breakfast (BB) or Half Board (HB) – even though you have already defined the Food Type at the beginning of the reservation process, the System allows you to change it if necessary.
- Go to the Previous step: in order to cancel, add or change the passengers names.
- Press the "Save" key: in order to save the information entered and go to the next Step.



By pressing the "Save" key, we go to the next Step.

This is the **System's Main Screen**.

The Overview includes now the Total Net Price of this reservation, which will be automatically updated as long as you add more rooms, extra days, special transfers or optional. The reservation's Status is still Draft (because the reservation process is not yet finalized).



From this Main Screen you can:

- Modify the data entered in Room # 1 (press the "Edit" link which is located to the right of Room #1, after DOUBLE bed and HB, and you will go to the same screen described in page number 15, where you would be able to make the changes needed).

- Add another room (press the “Add Room” key and you will reach the same screen as described in page number 14, where, following the same process already explained, you would be able to add one or more passengers staying on the new room.
- Entirely cancel one room (in example: press the “Delete” link, on the right end side of the word “Room #1).
- Add or modify arrival and departure flight information (will be explained later).
- Book or cancel Extra (additional) Days (will be explained later).
- Look at the Transfers In and Out information, add a special additional transfer, or cancel one of the transfers (will be explained later).
- Book or cancel Optional Tours (will be explained later).

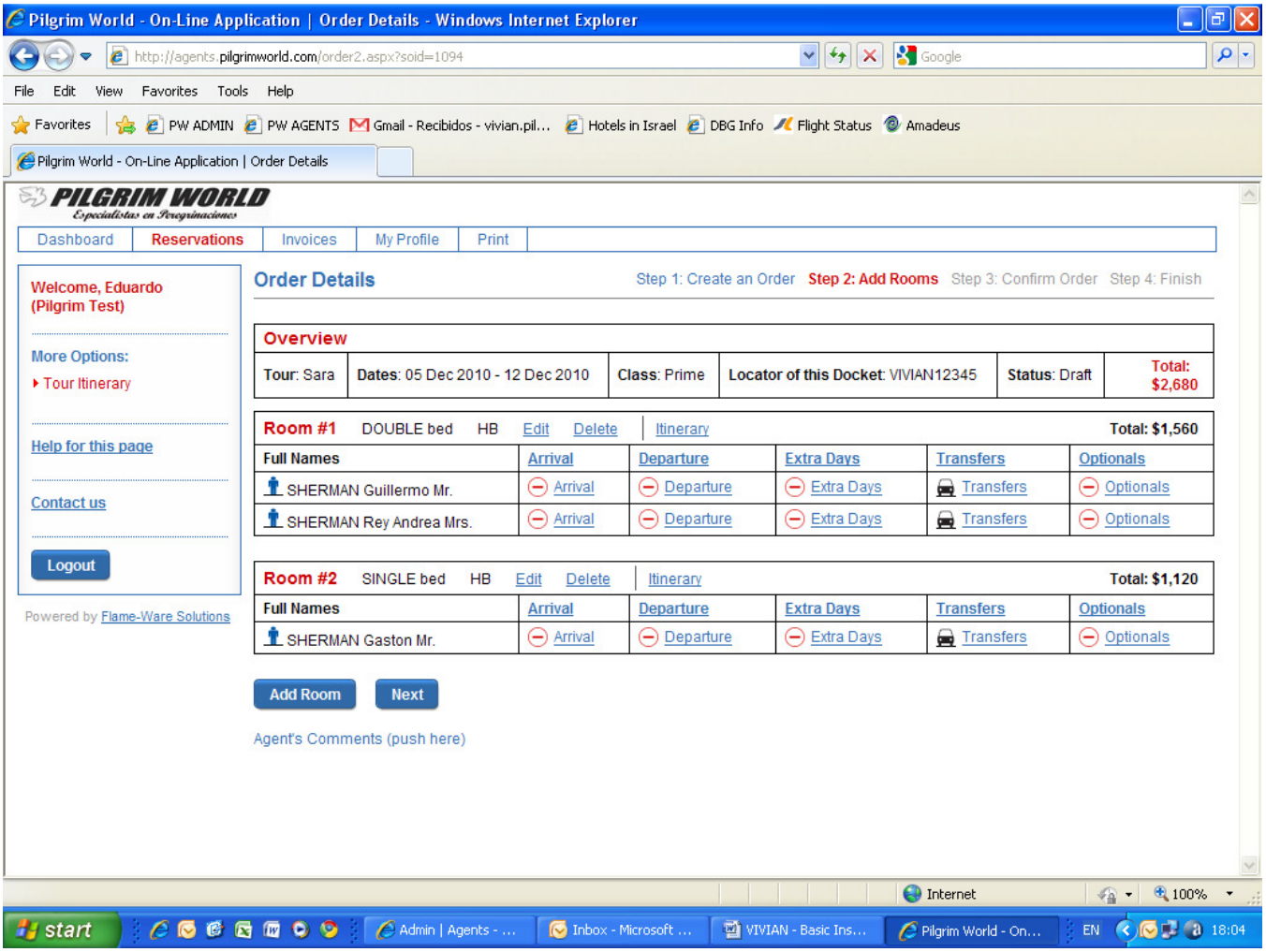
During all the above processes, whether you book or you cancel an additional service, the total Net price will be automatically updated by the System.

In addition, you can open, if needed, the window of “Agent’s Comments”, at the bottom of the screen (add only urgent and important comments!).

Once you finished to book, to change or to cancel all the services required, press the “Next” key at the bottom of the screen, to see the list of services included in this reservation, and the cost of each one of them (will be explained later).

The following is an example of a reservation including two rooms, one DOUBLE bed and one SINGLE bed, which will be used to explained how to add, see, change or cancel the following:

- **Extra Days**
- **Optional Tours**
- **Additional Special Transfers**
- **Flight's Data**

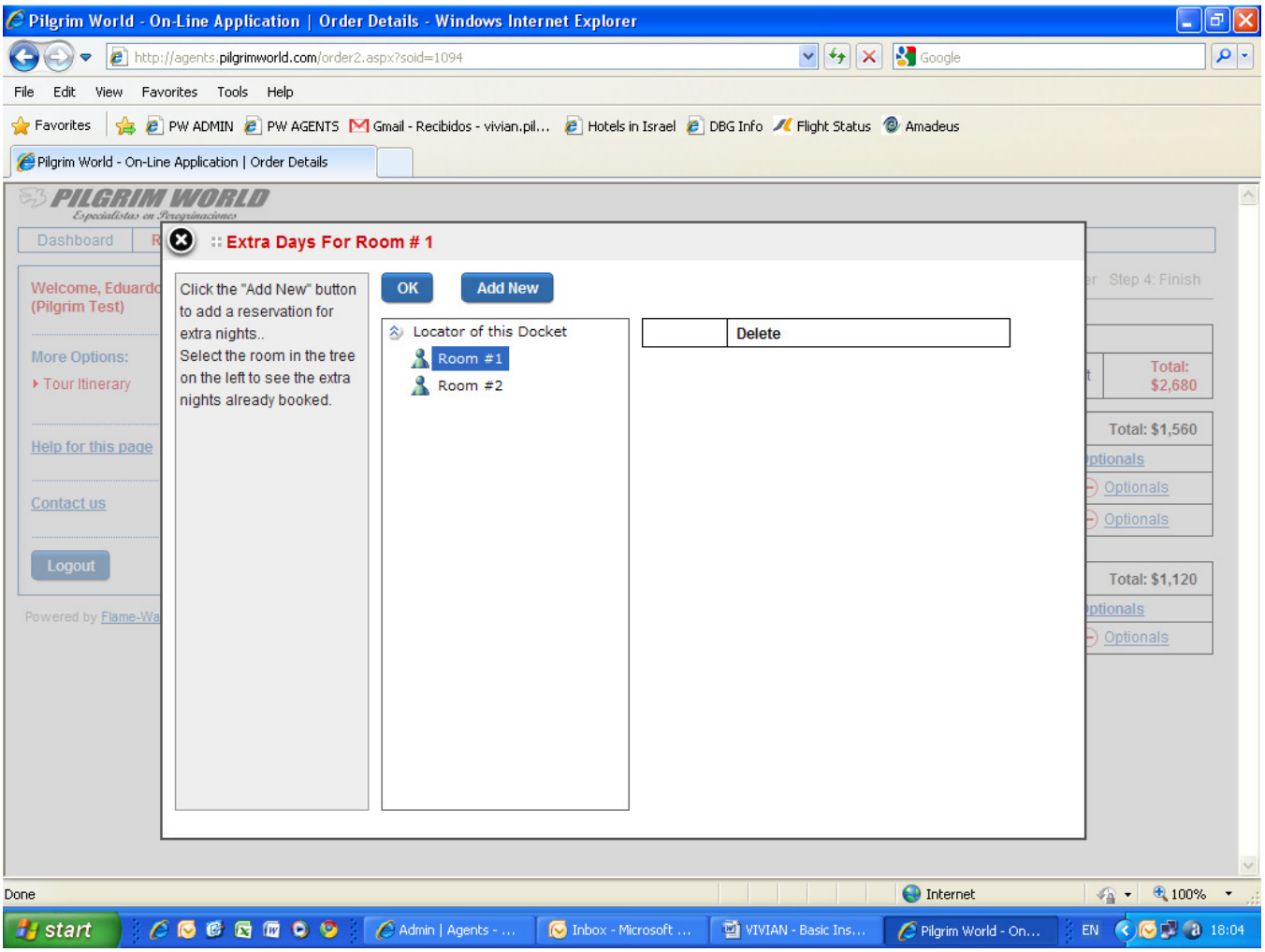


Extra Days:

In order to book Extra Days, press any of the “Extra Days” links (in any of the rooms, because when making the booking, you will be able to specify the passenger/room for which the booking is made). In addition, by pressing the same “Extra Days” links, you will be able to see the Extra Days already booked, and to change/cancel some of them if needed.

VERY IMPORTANT: If the Docket includes more than one room, the Extra Days MUST be booked separately for each room, and not for all the passengers included in the Docket together.

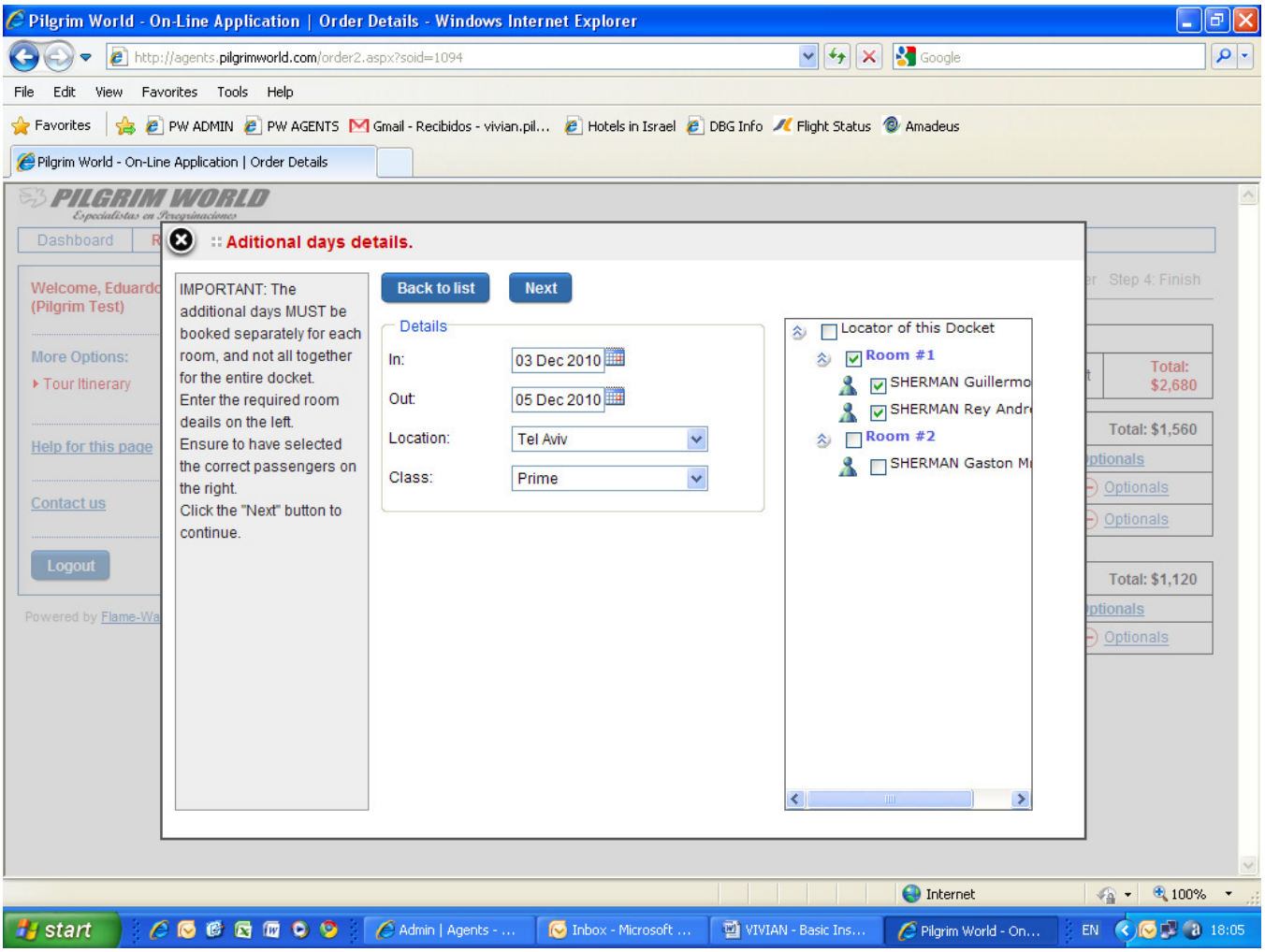
This is the basic screen (after pressing one of the links) to book/see/cancel Extra Days.



In this example, there are no Extra Days booked for Room #1.

If you want to see if there are Extra Days booked for Room #2, press where it says “Room #2” (on the right side of the screen).

In order to book an Extra Day, press the “Add New” key: the System will display the window where you can enter the Extra Days details:



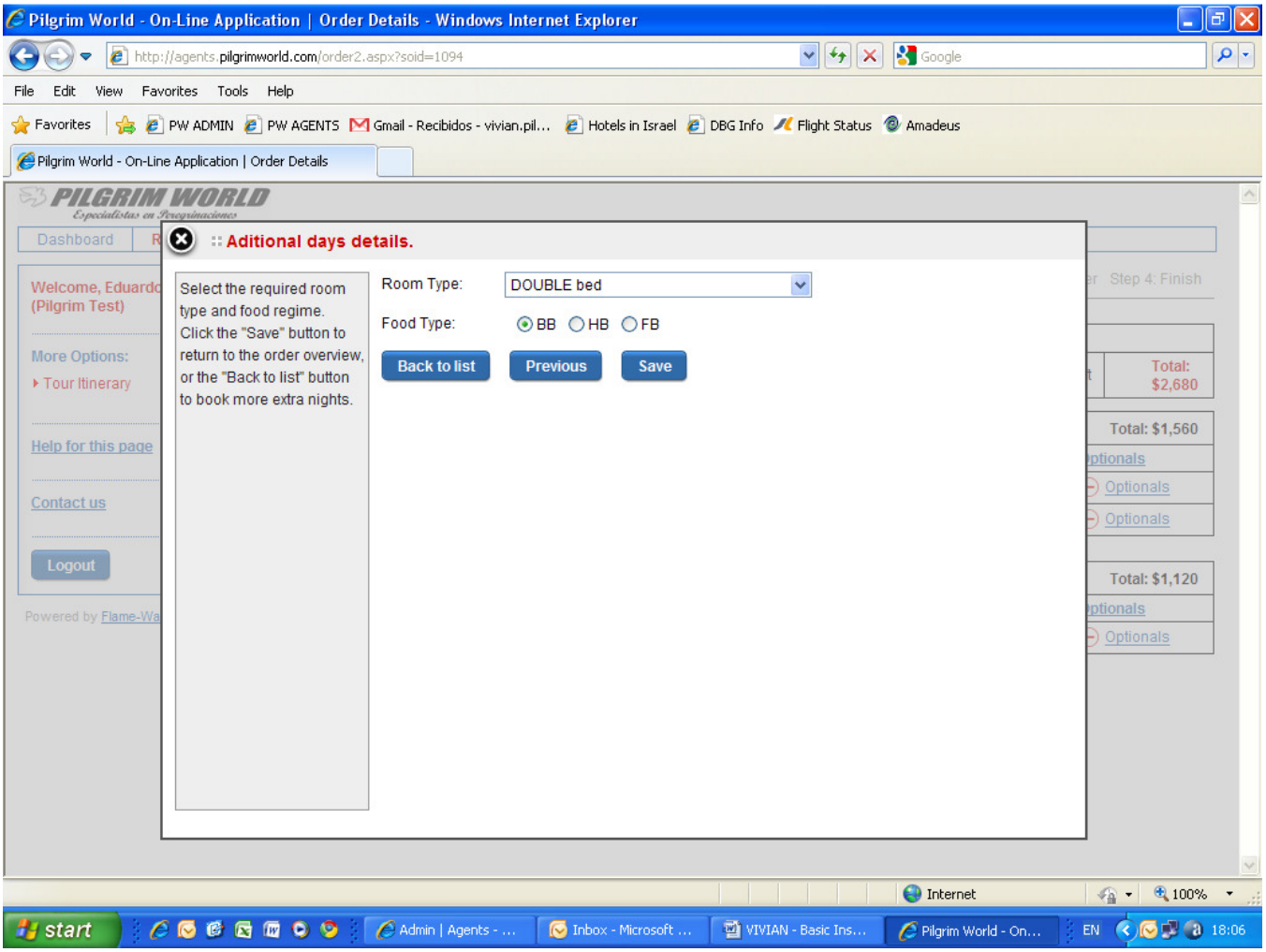
The System offers you default Dates, Location and Hotel Class, but you can easily change one or more of them according to the passengers needs.

- Use the calendars, right to the “In” and “Out” boxes, to modify the Check In and Check Out Dates.
- Choose one of the Locations from the list opened with the down arrow on the right of the box (drop down).
- Choose the Hotel Category from the list opened with the down arrow on the right of the box (drop down).

- On the list of passengers names, mark those for whom the Extra Day is booked (remember: you MUST book each room separately).

In the previous page example, a reservation was made for a Double room, In 03-Dec-10 Out 05-Dec-10, in Tel Aviv, hotel category Prime, meaning 2 extra days before the beginning of the Tour.

To continue, press the “Next” key, and you will get the following screen:



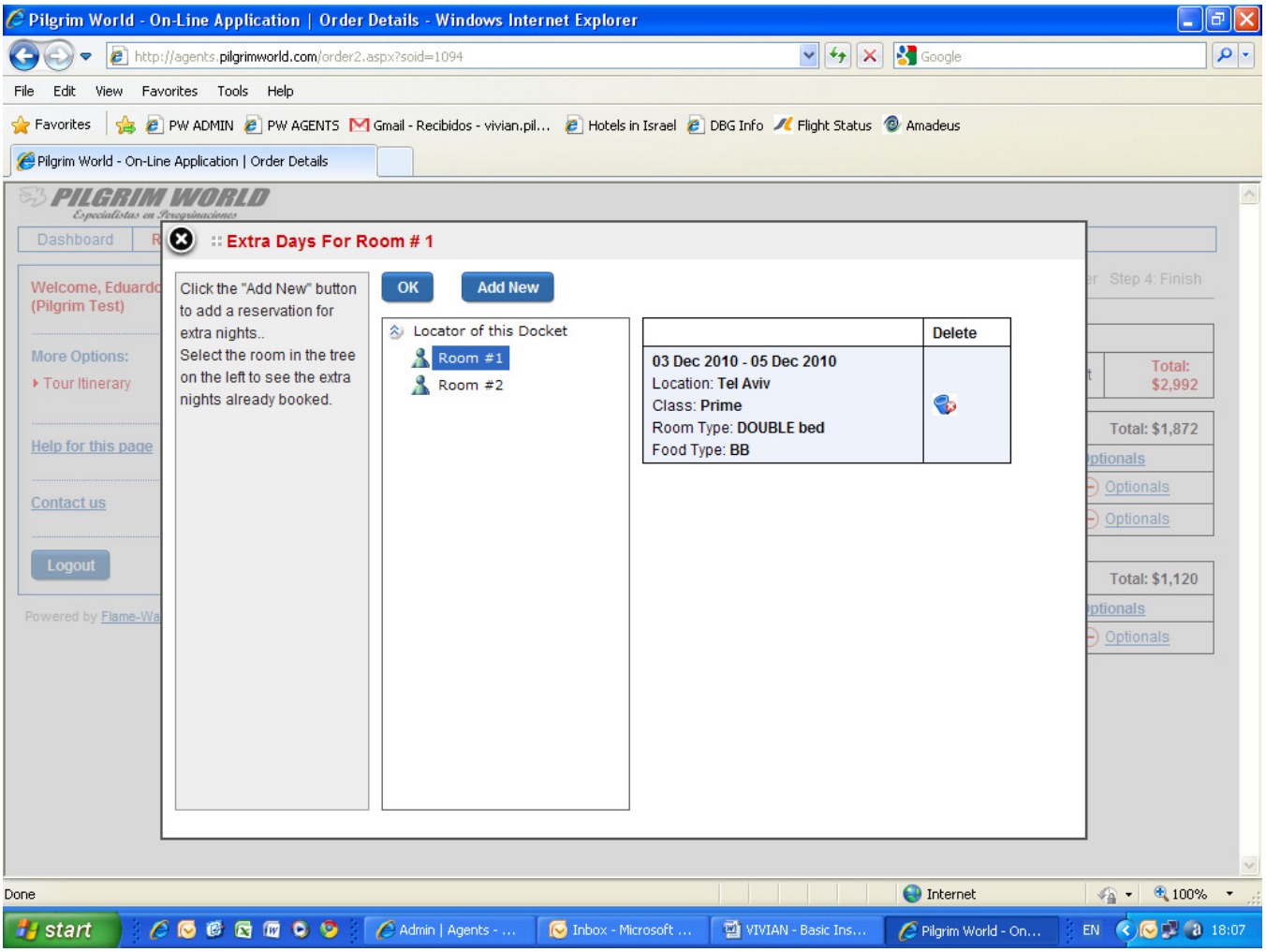
Here, similar to what was explained in page 16, you should choose the Room Type (Double or TWIN beds), and the Food Type (BB, HB or FB) for the extra days.

To continue, press the “Save” key.

The System displays again the Main Screen of the reservation (page 17 or 19), where you would be able to press again one of the “Extra Days” links, to add more Extra Days or to see what was already booked.

In example:

The following is the Basic Screen for the Extra Days (page 20), showing the extra days which were already booked for Room #1. Press the “Room #2” in order to see the extra days booked for this room.



In this screen you would be able to cancel the extra days already booked (by pressing the “Delete” Icon on the right of each extra days booking), change it (“open” the extra days booked by just pressing inside the box where the details are, and make your changes), book additional extra days for the same room number (start by pressing the “Add New” key) or book extra days for the other room.

When you have finished to add, change or cancel all the Extra Days, press the “OK” key and you will go back to the System’s Main Screen (page 17 or 19).

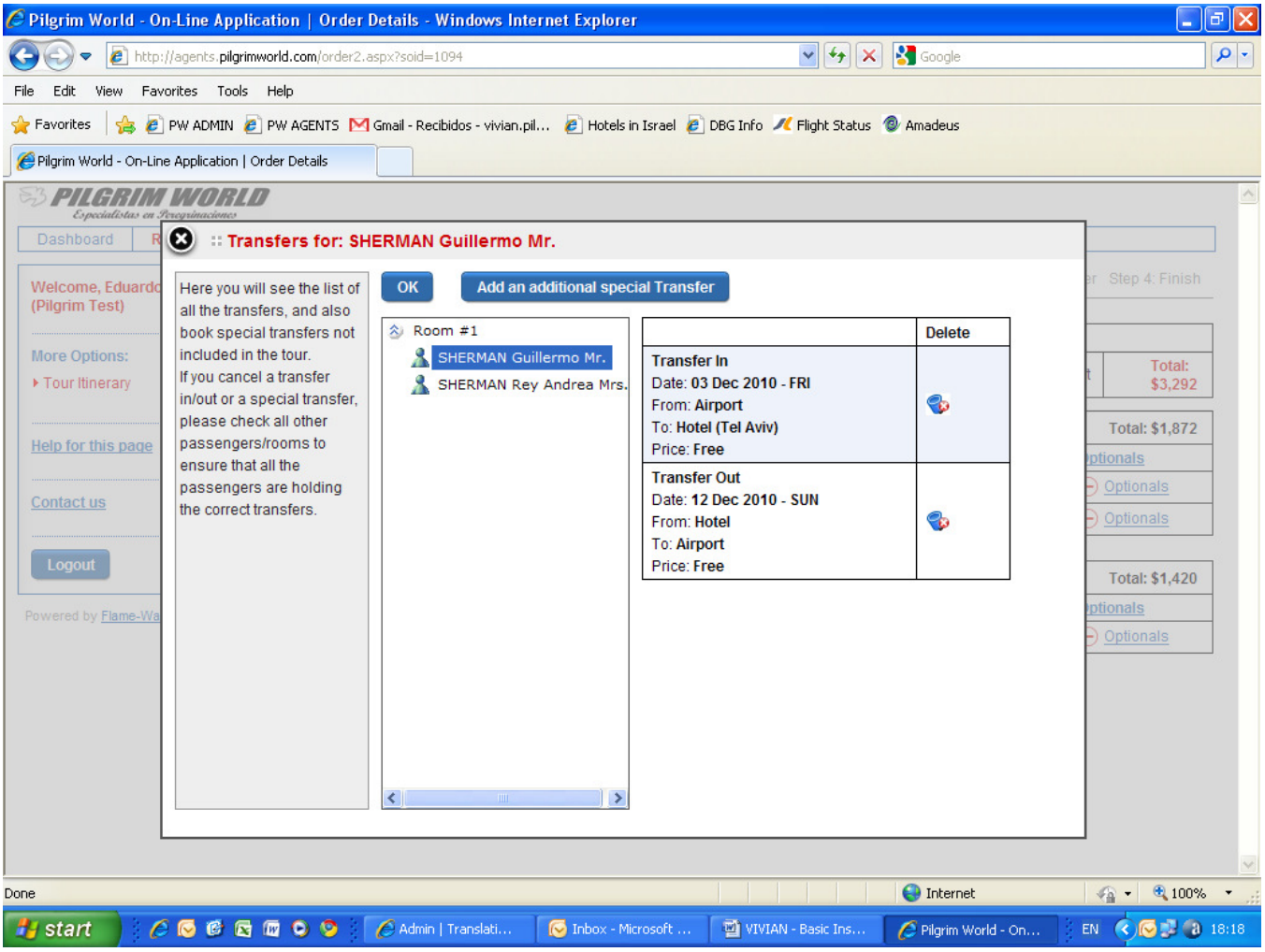
<u>Additional Special Transfers</u>:

In order to book Special Transfers, press any of the "Transfers" links (in any of the rooms, because when making the booking, you will be able to specify the passenger/room for which the booking is made).

By pressing the same links, you would be able to see the Transfers In and Out added automatically by the System, and also other Additional Special Transfers already booked. Please note that if you press the links on one specific room, you will see the data for this room only. To see the information of the other room, go back to the System's Main Screen, and press the link of the other room.

Using this screen you would be able to cancel some of the Transfers, both the Additional Special Transfer and also <u>the Transfers In or Out (when they are not required)</u>.

The following is the Basic Screen of the Transfers, (after pressing one of the links):

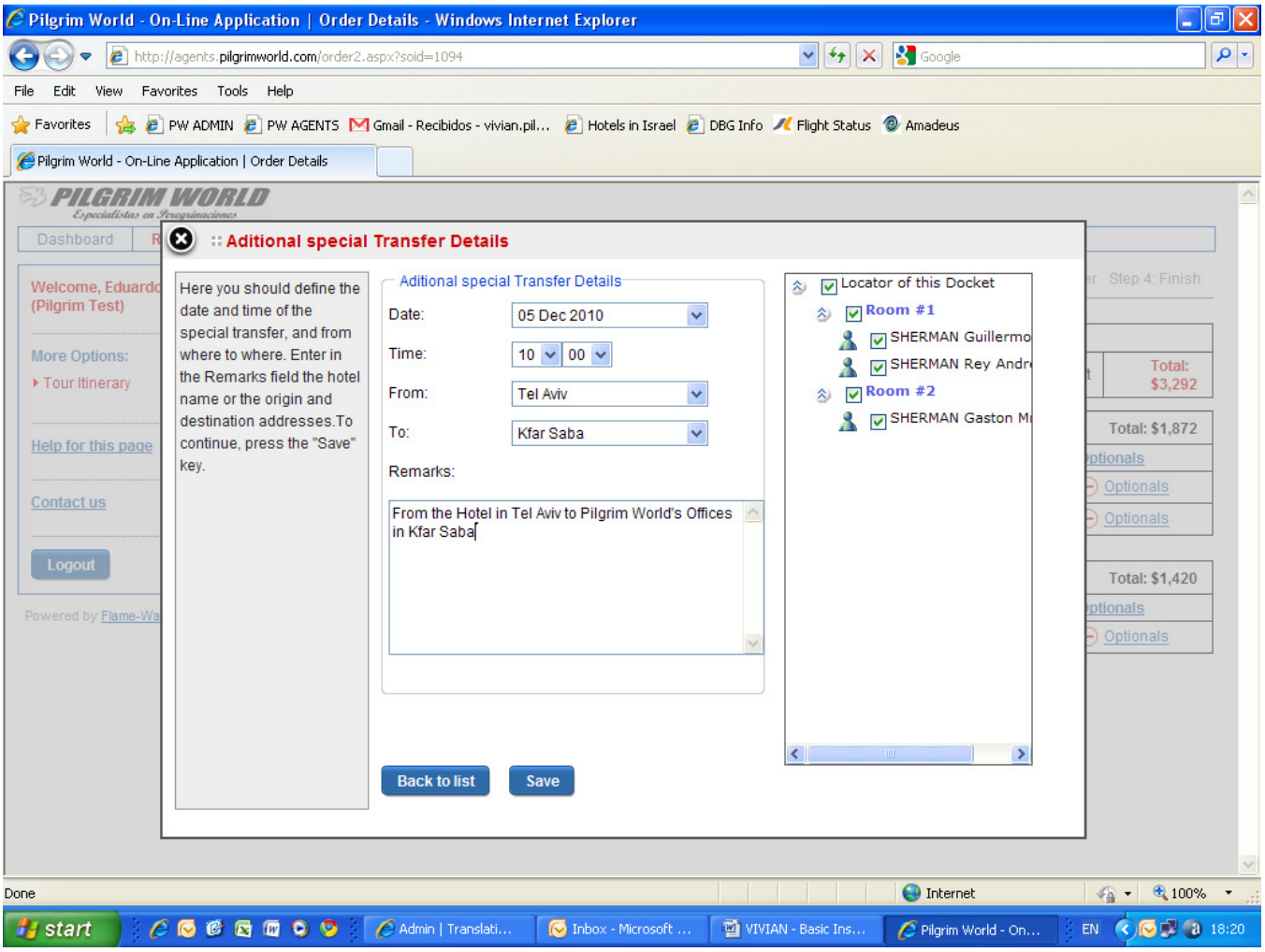


In the previous example, both the Transfers In and Out are included in the Tour price, and therefore they are shown as “Price: Free”.

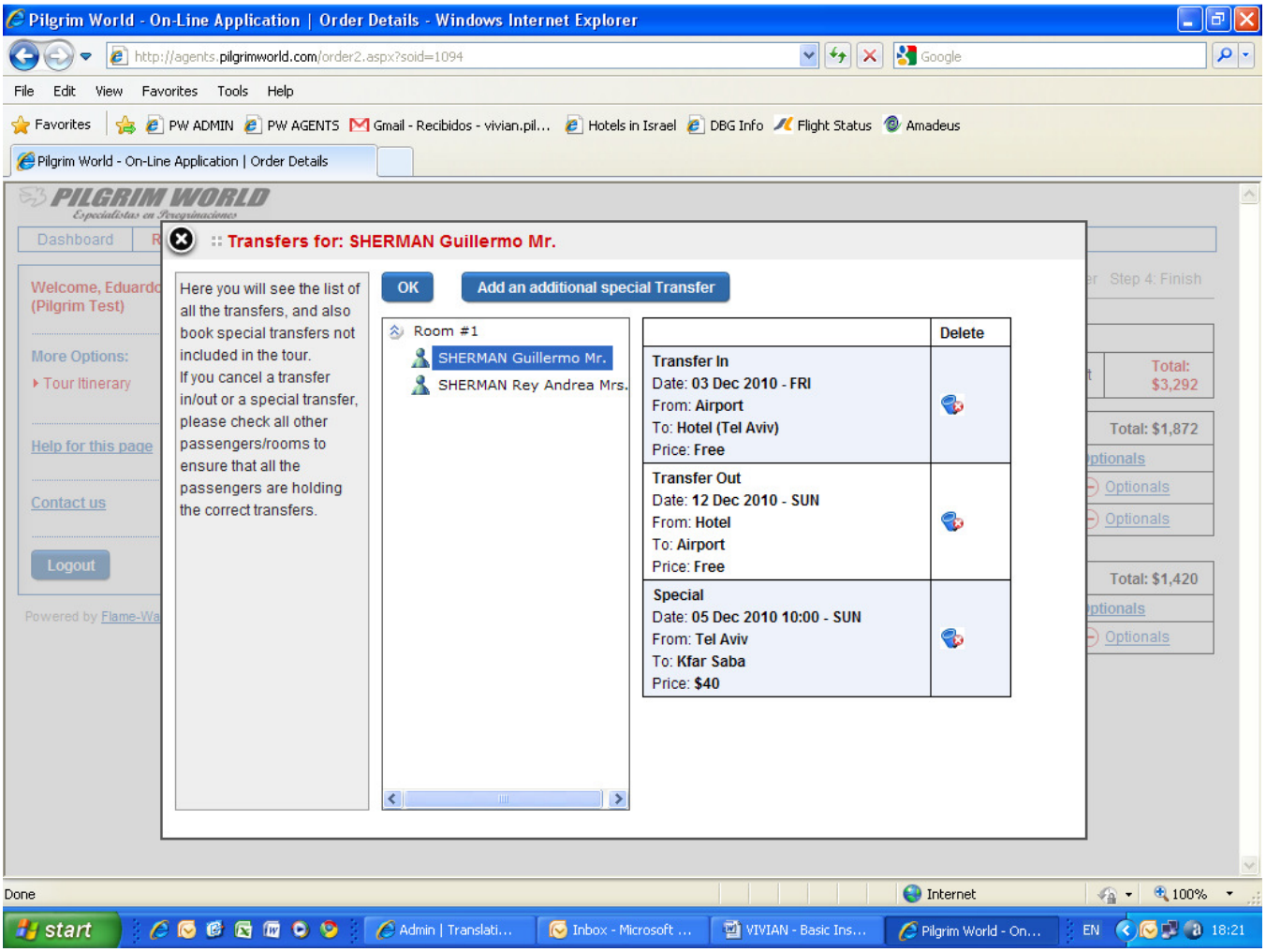
In order to add a Special Transfer, press the “Add an additional special Transfer” key:

A window is opened, where you will enter the details of this Special transfer.

In the following example, we have requested a Special Transfer for Date 05Dec at 10:00 o’clock, from Tel Aviv to Kfar Saba, for all the 3 passengers, and the details of this transfer were added in the Remarks field to make it more clear.



By pressing the “Save” key, you will go back to the Basic Screen of the Transfers, which will include now the Additional Special Transfer just booked, as you would see in the next page example:



The price of the Special Transfer (a total net price of USD 120 for up to 4 passengers) is divided automatically by the System between all the passengers who will take this Transfer (in this case three Passengers, USD 40 per passenger). This division of the price will change if you cancel one or more passengers taking the Transfer, but the System will maintain the same total price for the Transfer.

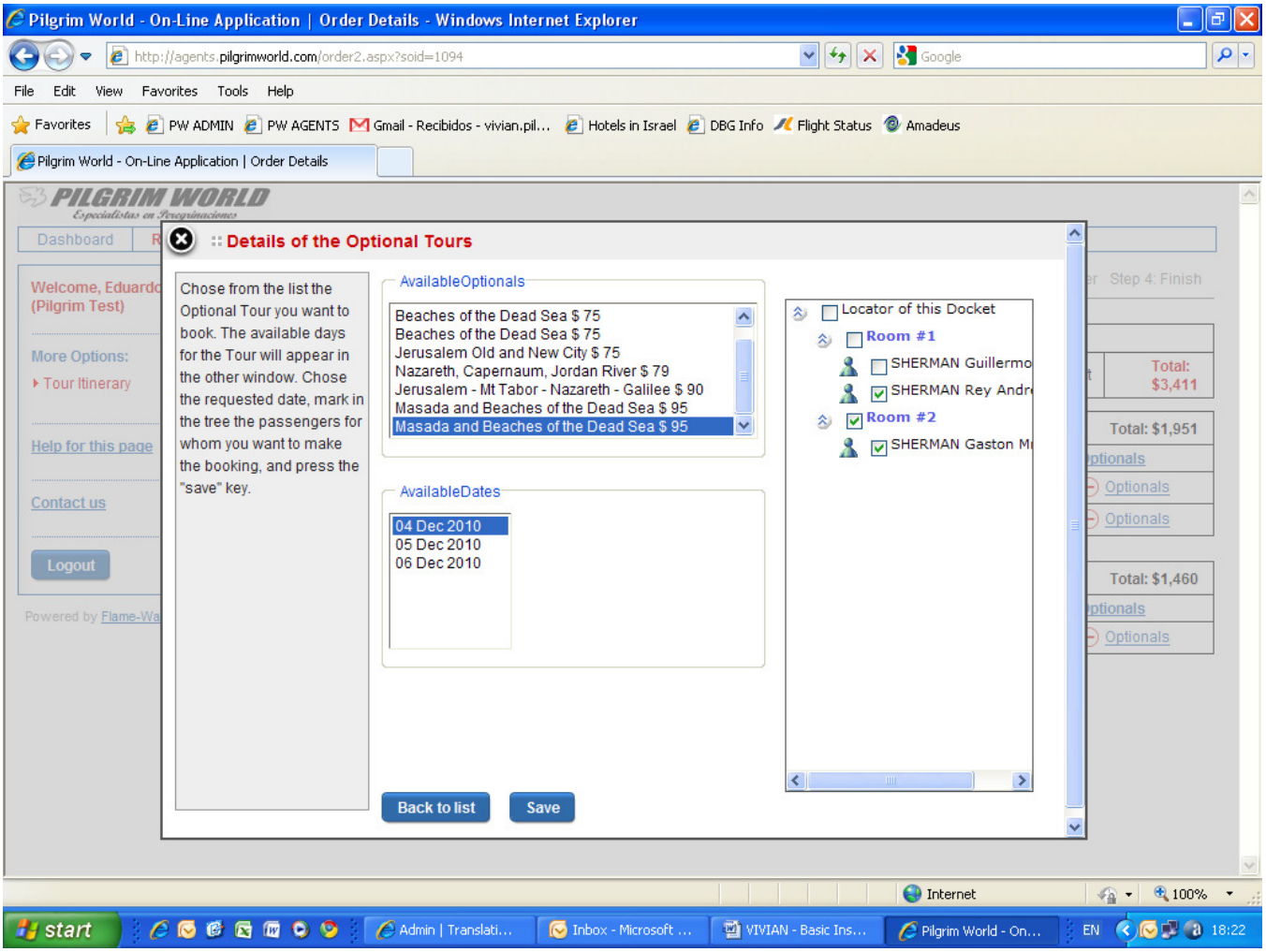
When you have finished to add, change or cancel all the Special Additional Transfers, press the “OK” key and you will go back to the System’s Main Screen (page 17 or 19).

Optional Tours:

In order to book Optional Tours, press any of the "Optionals" links (in any of the rooms, because when making the booking, you will be able to specify the passenger/room for which the booking is made).

In order to see the Optional Tours already booked, (and cancel them if needed), press the "Back to list" key, or, press the "Optionals" links in the rows of the Passengers names, and see the data of each room by pressing the Room #.

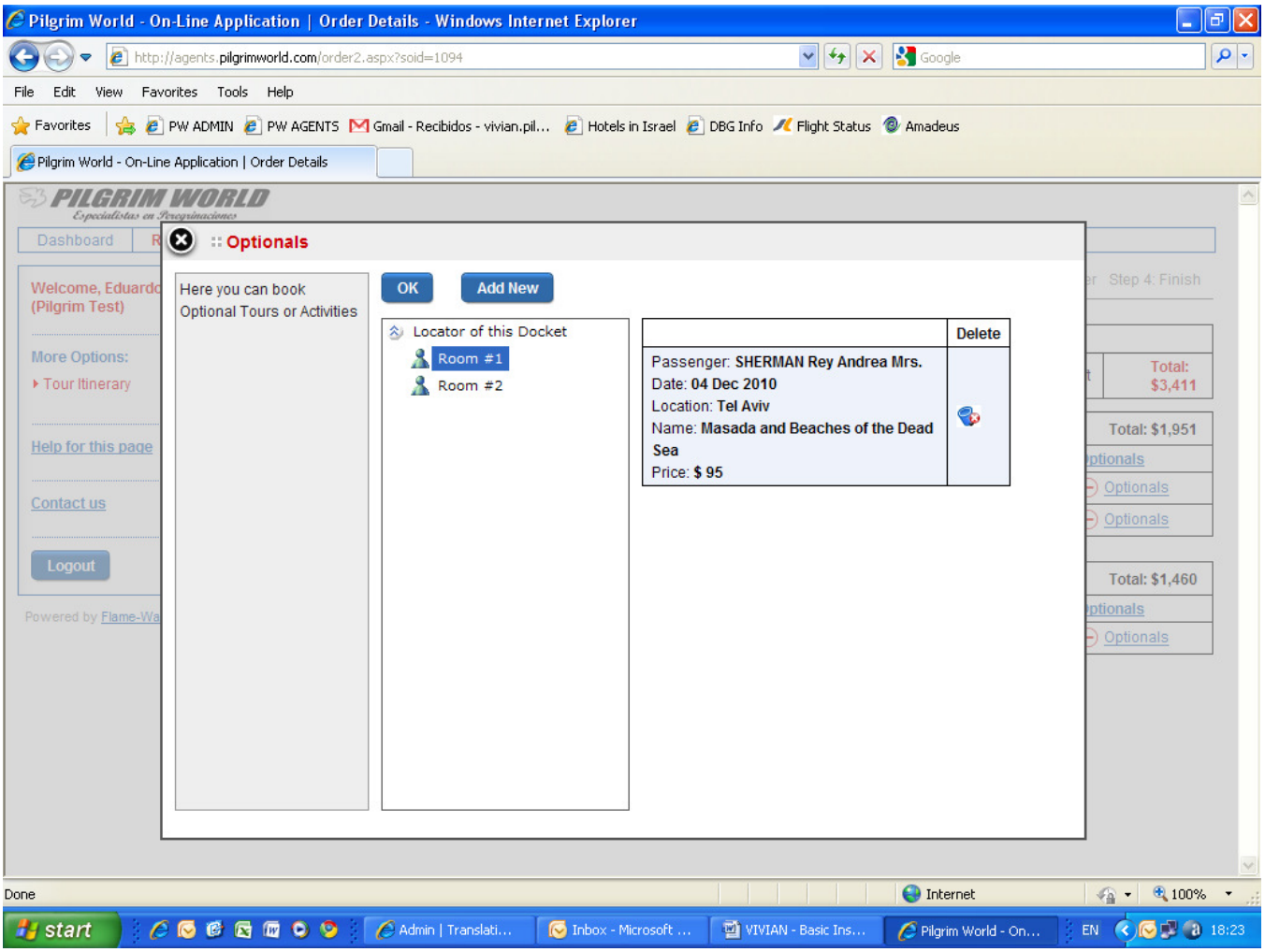
In the following example, the "Optionals" links in a row of one Passenger name was pressed. Using this screen, we booked the Optional Tour of Masada and Beaches of the Dead Sea, for date 04Dec, for two Passengers: one passenger of Room #1 and also for the only passenger of Room #2:



We marked the Optional Tour and date required, and we selected the passengers, from each room, who will take this Tour (from the list of passengers on the right).

To finalize, press the "Save" key.

The System shows all the Optional Tours already booked for all the passengers in Room #1. In order to see the same information for the other room, simply press the “Room #2”.



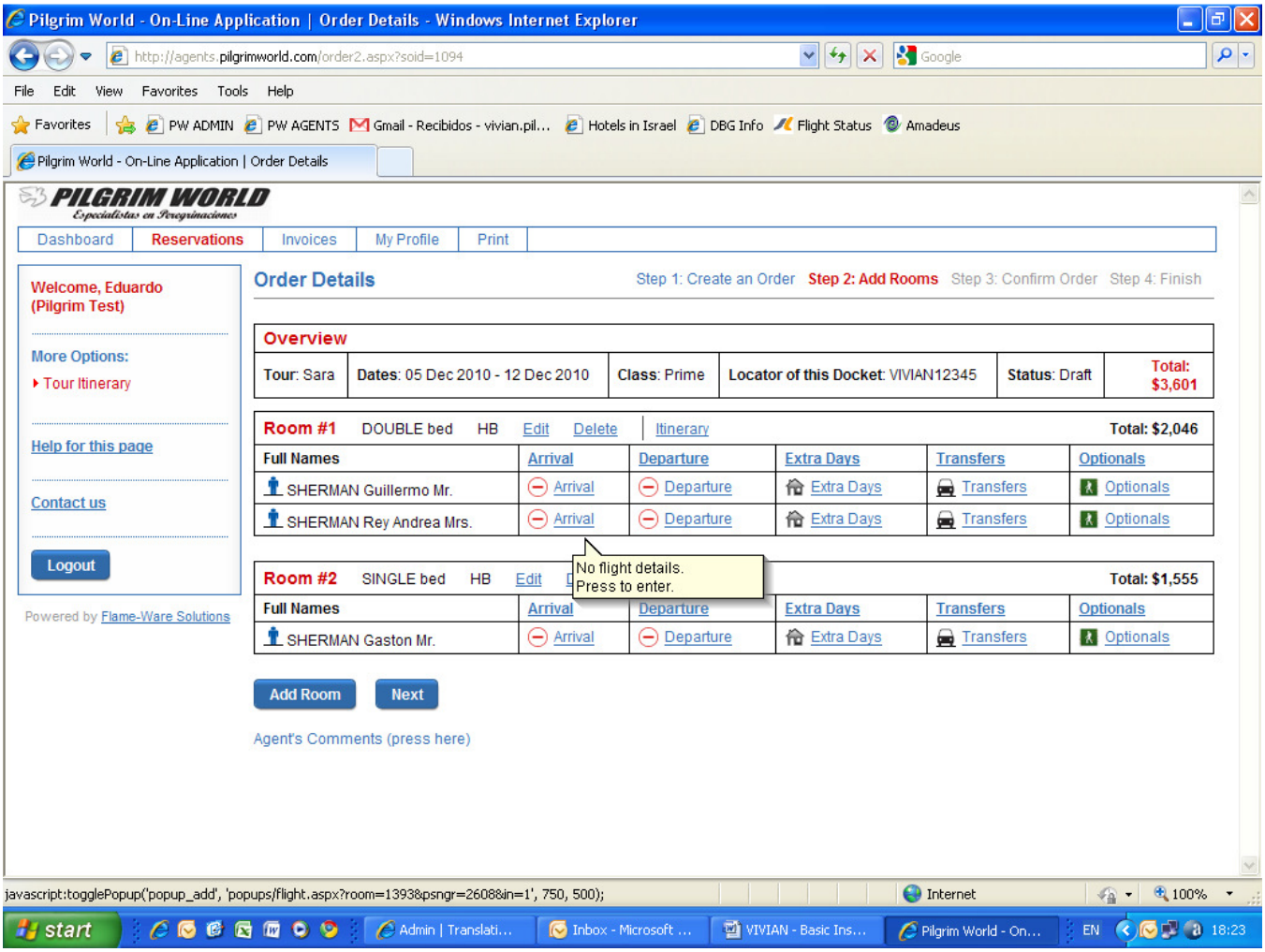
IMPORTANT NOTE: The Systems offers Optional Tours for all the free days during the Tour, **<u>including the arrival and departure days</u>.** This because some times, passengers are arriving very early in the morning, or departing very late in the evening, and they want and Optional Tour on the same arriving or departing day. Therefore, you **MUST** check if you are booking the correct date before you confirm an Optional Tour.

To finalize with the Optional Tours, and return to the System’s Main Screen, press the “OK” key.

Flights Details:

In the System's Main Screen, when you move the cursor next to the words "Arrival" or "Departure", a small window opens, including the flight data.

In the following example, there is no data for the arrival flight, as shown in the small window opened.



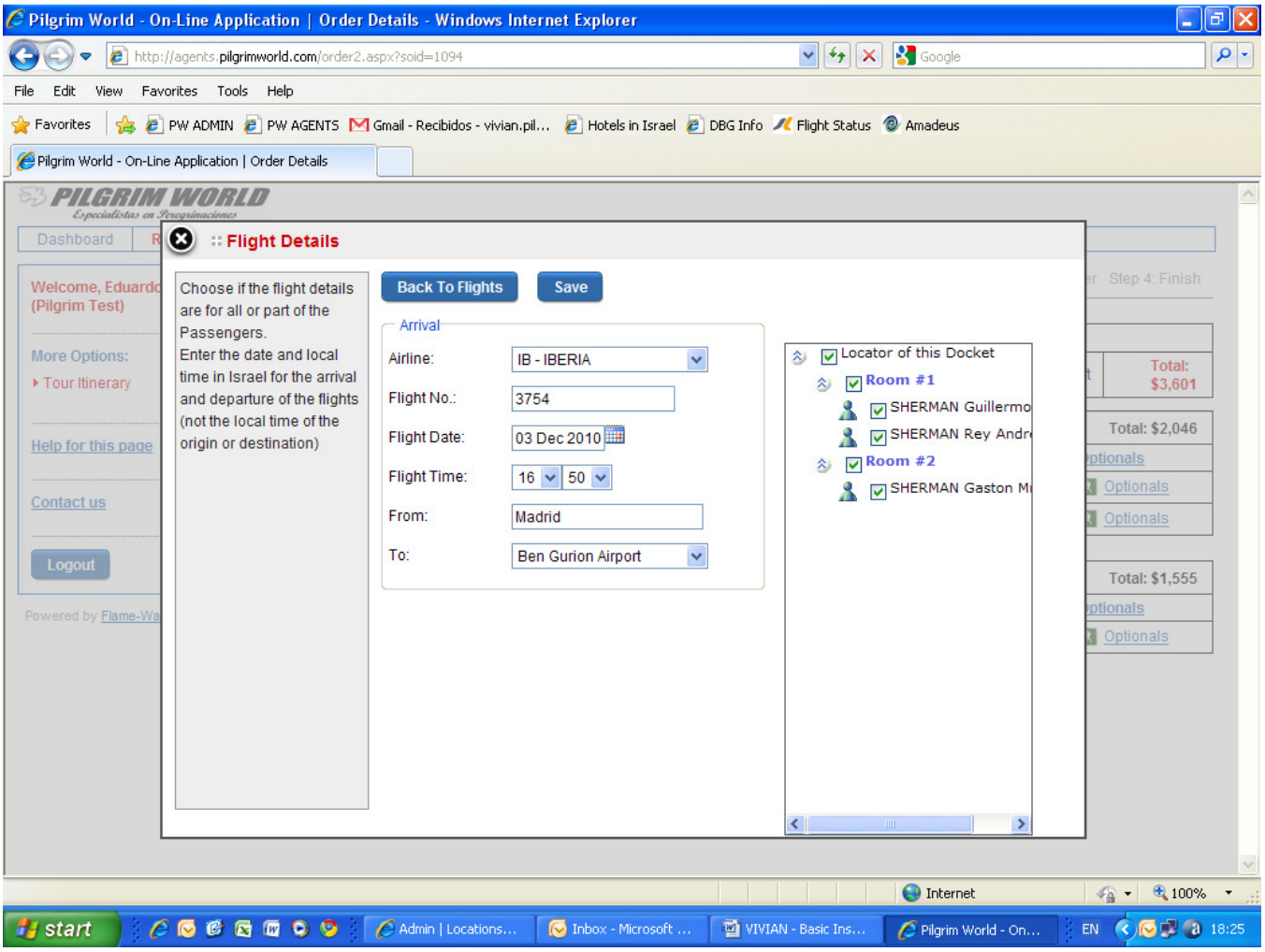
In order to enter Flights Details, press any of the "Arrival" or "Departure" keys:

The System opens the Main Window to enter Flights details.

In this example, we pressed the “Arrival” key, so the System opened the Main Window for the Arrival Flight Details.

If you want to enter the details of the Departing Flight, press the “Back to Flights” key, and go to the Departure Flight Details.

The following is an example where all the details of the arrival flight, for all the passengers, were already entered:



The details which must be completed are:

- Airline: open the drop down list and choose the airline.
- Flight number: enter the flight number **without** the airline code. The System will NOT check the validity of the flight number entered.
- Flight Date: the System offers you automatically the date of the beginning of our services. However, you can open the small calendar next to the Flight Date box, and change the date. **Important:** The date entered MUST be the arriving to Israel date, not the departing date from the Origin City. **Remember:** The transfer will be done according to the date entered!
- Flight Time: open the Hours and Minutes drop down lists, and enter the **local time in Israel**. The System will not check the validity of the time entered. **Remember:** The transfer will be done according to the time entered, therefore pay attention to enter the correct time.
- From: Enter the full name (not the IATA code) of the city from where the flight will depart toward Israel.
- To: open the drop down list and choose "Ben Gurion Airport – Israel".
- Mark (on the right) all the passengers who will arrive on this flight (the System assumes that all the passengers will arrive on the same flight, but you can change this by unmarking some passengers).

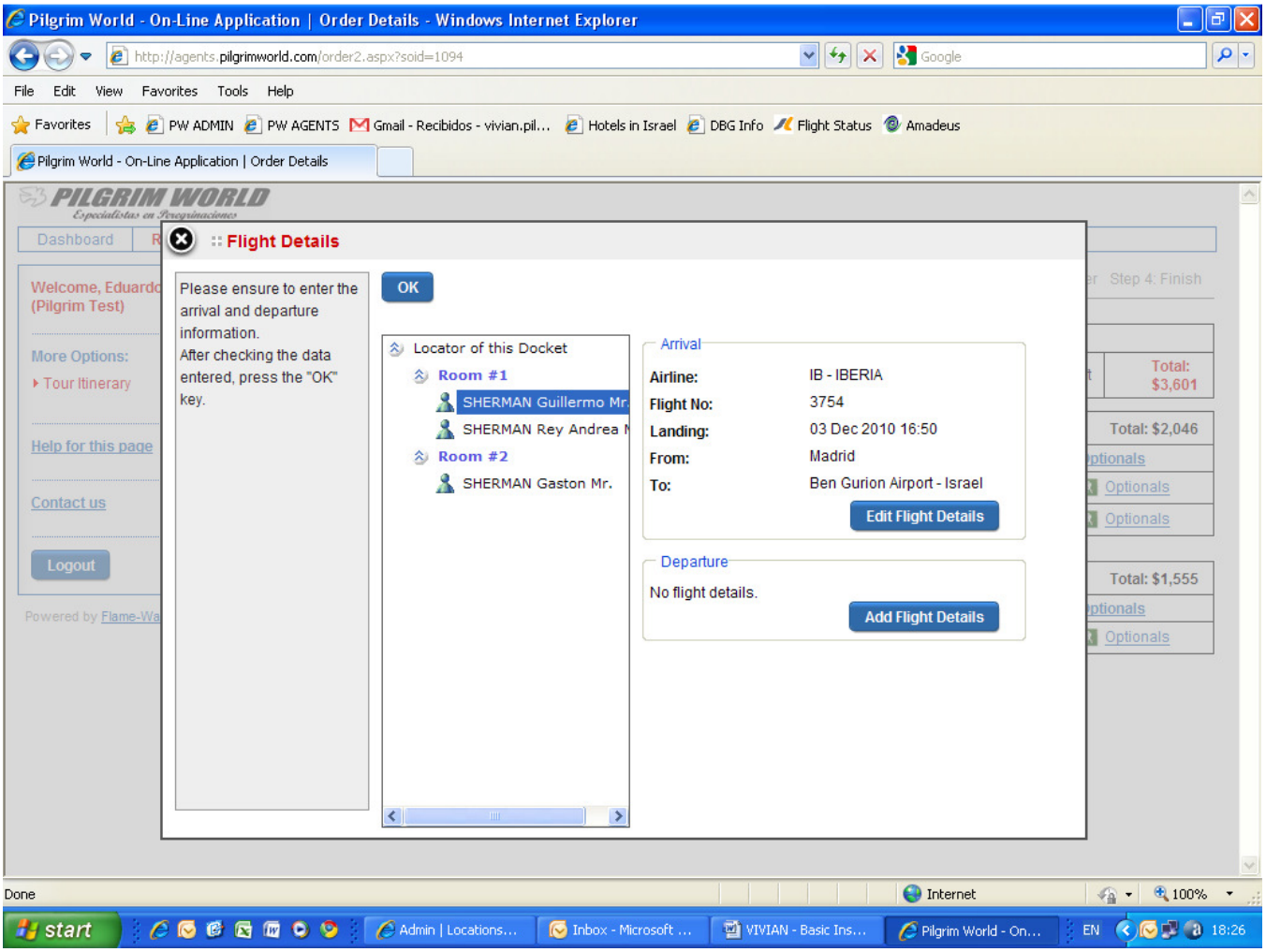
VERY IMPORTANT: It is your responsibility to enter the arrival and departure flights details correctly – the transfers will be done according to the details entered, we cannot take responsibility for incorrect details.

You will NOT be able to enter or modify flights details during the last 5 days before the passenger's arrival to Israel. This is in order to avoid mistakes with a transfer due to information entered which we were not aware of. Whenever the System will not allow you to save flight details entered, please send us the details to our reservations mail reservas@pilgrimworld.com, and we will enter/change the flight details and also ensure that the transfers will be done correctly.

To save the details entered and to continue, press the "Save" key:

The System saved the flight details just entered, which are shown in the next screen (so you can check them again).

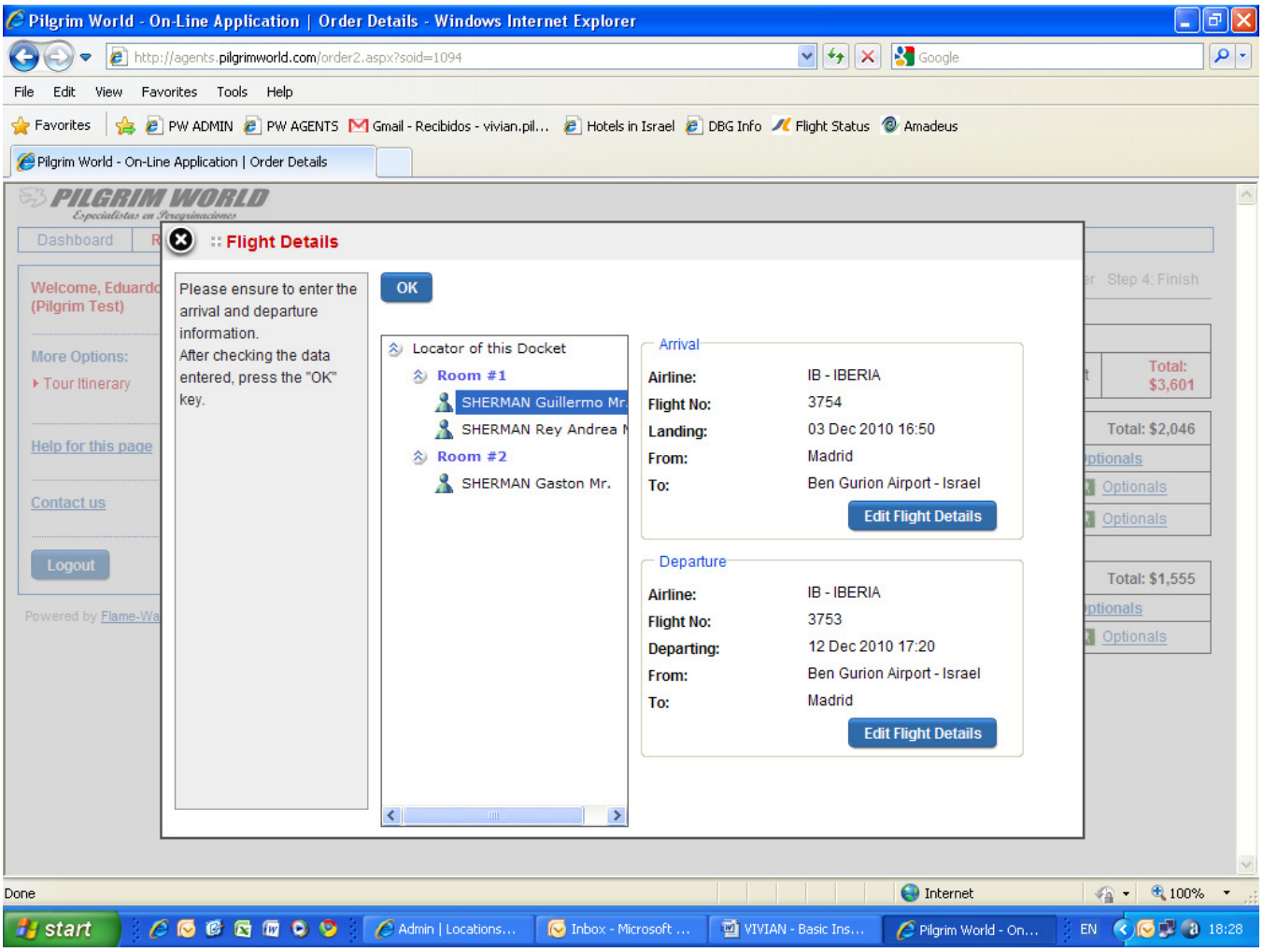
By pressing the name of each passenger, you would be able to see their flights details (in case they are arriving or departing on different flights).



From here you can:

- Modify the arrival flight's details already entered (press the Edit Flight Details" key).
- Add the departure flight's details (press the proper key).
- Go back to the System's Main Screen (press the "OK" key).

The following is the same example as in the previous page, after entering both the arrival and departure flights details:

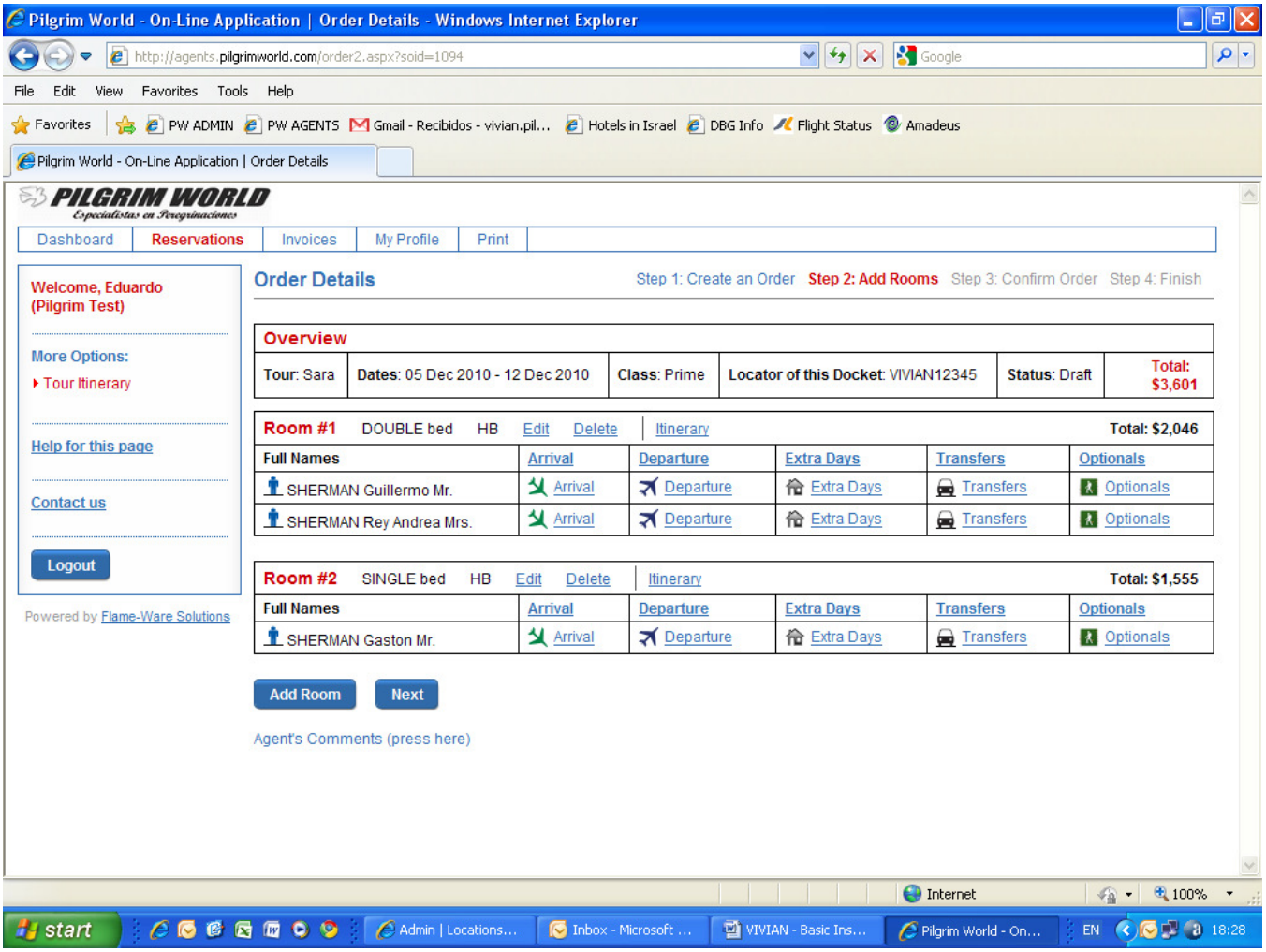


<u>IMPORTANT</u>: When you book a Tour which includes Jordan, and your passengers are returning on a flight which departs from Amman, remember to choose the proper origin of the departure flight.

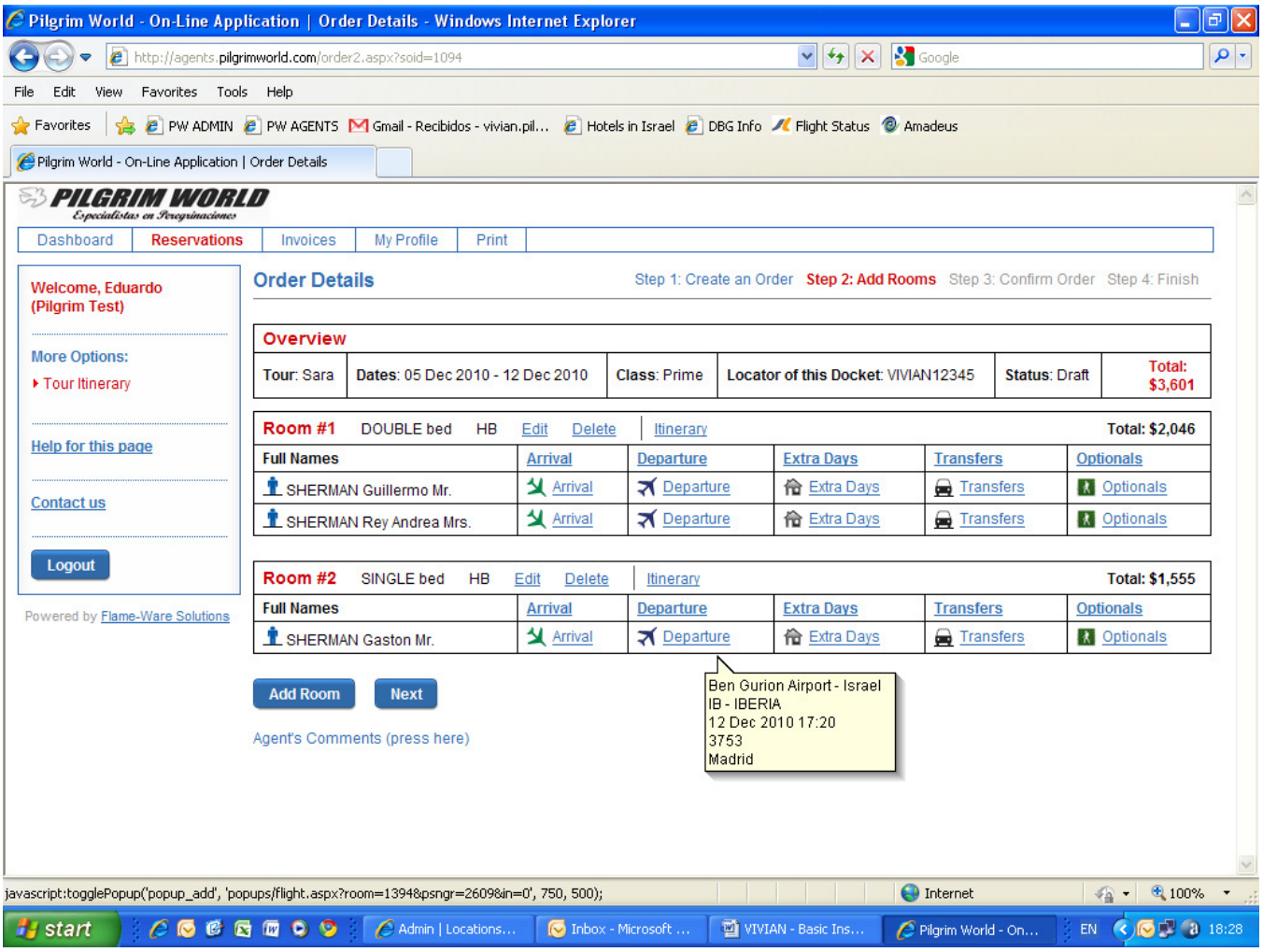
From: Jordan - Queen Alia International Airport

The following is an example of the System's Main Screen after all the arrival and departure flights details were entered.

Please note the icons (a "landing" and a "departing" airplanes) next to the words "Arrival" and "Departure" on the row of each passenger's name – this is an indication that the arrival and departure flights details for this specific passenger were already entered.



When you move the cursor next to the words “Arrival” or “Departure”, the flight details entered will be shown in a small window.

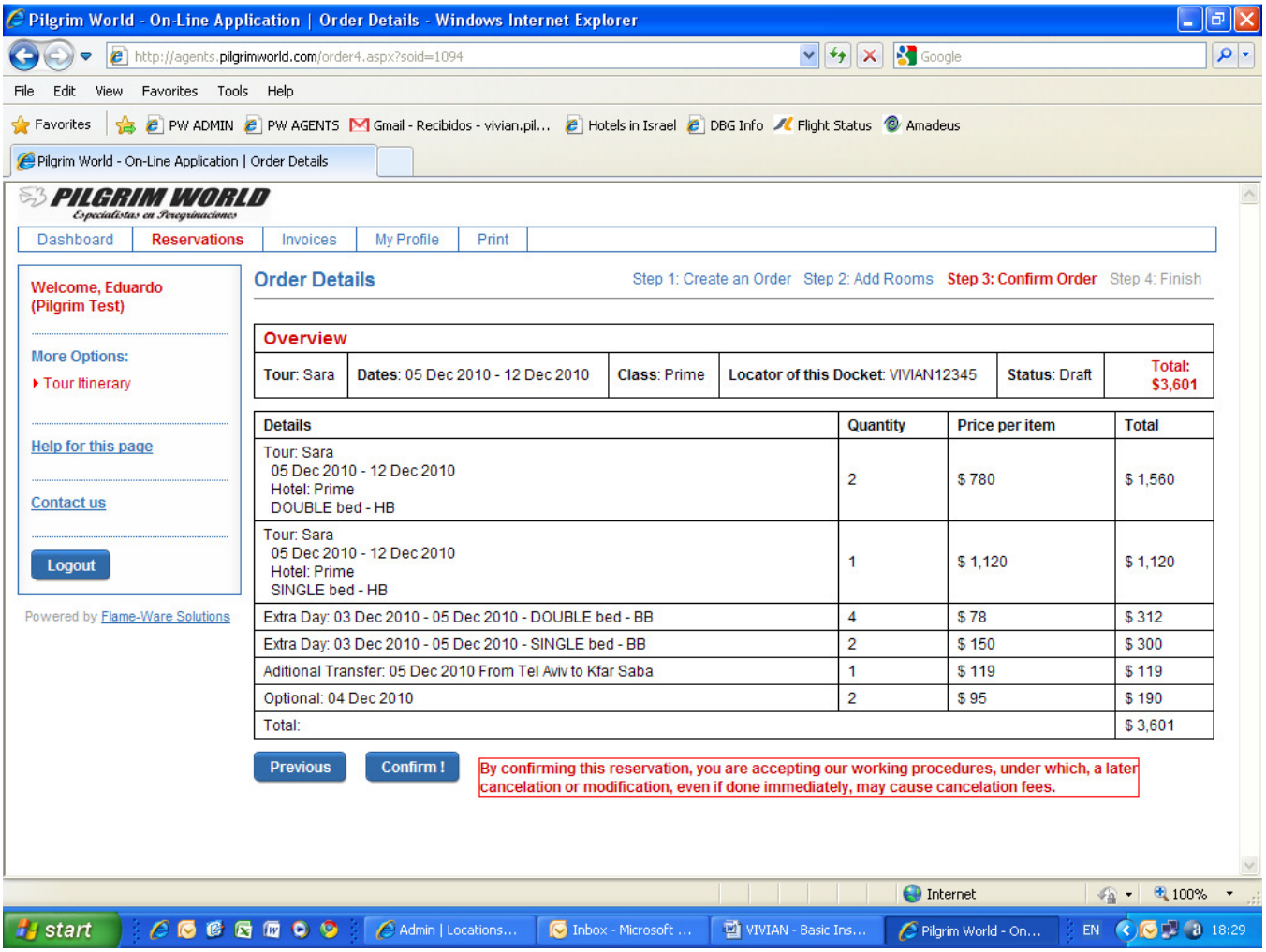


Once you have finished to enter all the details of your reservation, meaning all the Flights Details, the Extra Days, the Additional Special Transfers and the Optional Tours, press the “Next” key, and the System will show you a detailed list of all the services booked, and their net prices.

This is the detailed list of services booked.

The “Overview” includes, on the right in red color, the total net price for all these services.

In the “Details” of the reservation, you would be able to see and check each and every one of the services booked, and their individual net prices.



Before you confirm the reservation, please take the time to ensure that you booked exactly what the passengers required, and that the final total net price is according to what you expected.

From this screen you would be able to:

- Go back to the System's Main Screen (by pressing the "Previous" key). Remember that it is very simple to modify any of the services booked or details entered, and that the System allows you to modify them as many times as necessary. When going back to the System's Main Screen, and from there to any of the services, the process to cancel, modify or add any service would be the same as explained in the previous pages.
- Confirm the booking by pressing the "Confirm!" key. By confirming the reservation, you are giving the System your "green light" to process the entire reservation, and also accepting our working procedures, under which, a later cancelation or modification, even if done immediately, may cause cancelation fees. The System will change the Status of the reservation from "Draft" to "On Request" or "Confirmed", depending if enough room availability was found for all the hotels in the reservation.

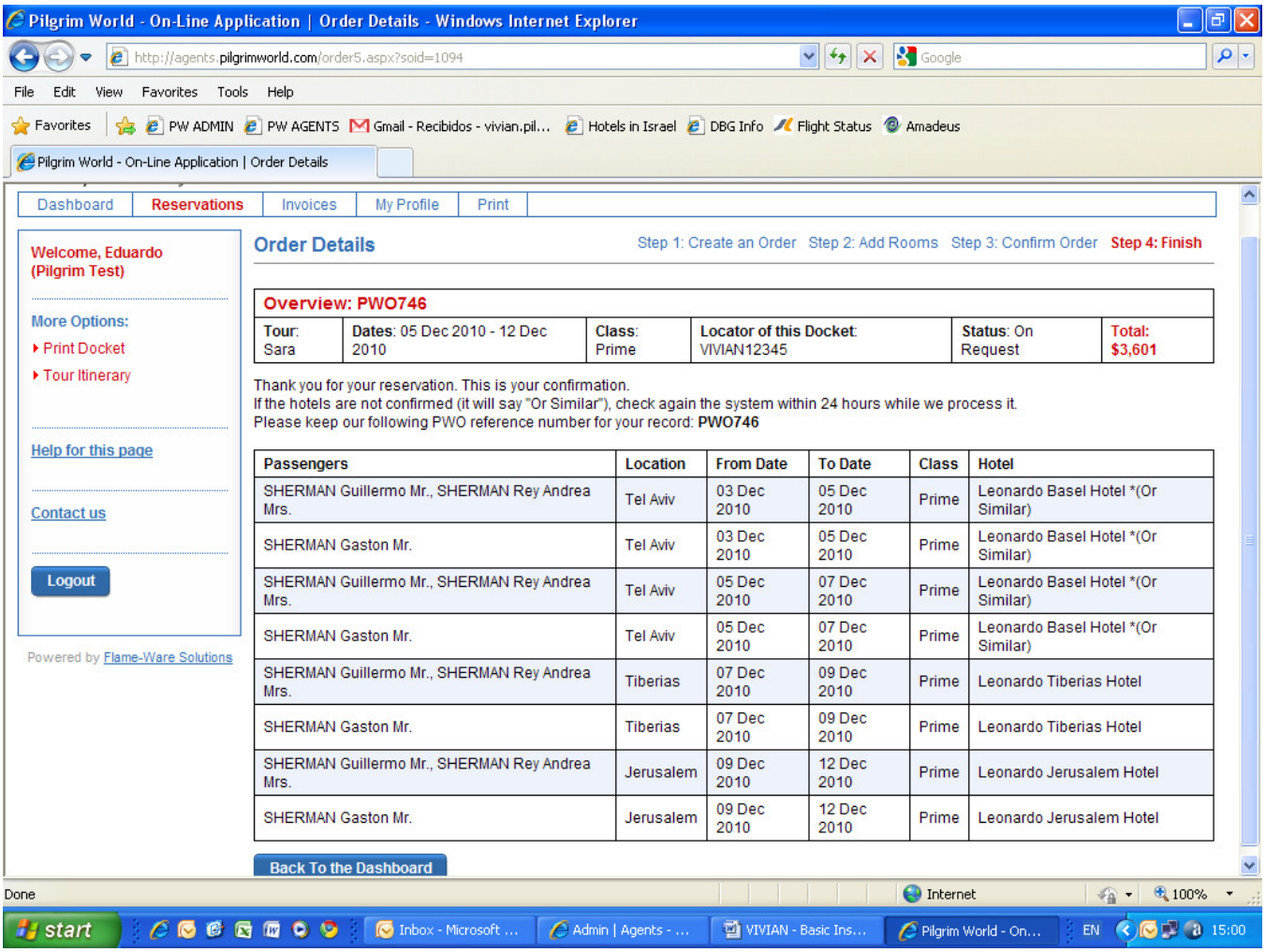
The Confirmation Screen (please see the example in the next page) includes also our confirmation reference, our PWO number (in our example PWO746). We strongly suggest you write it down, next to your own Locator, same to what you probably do today.

In our example, the System did not find enough room availability for the Extra Days in Tel Aviv.

Therefore, the Status of the Reservation is "On Request", and the hotel is shown, for all the nights (both the nights of the Tour and the Extra Days), as "Leonardo Basel Hotel * (Or Similar)".

The words "Or Similar" mean that the Hotel has been requested, but it is not yet confirmed, and it would be processed automatically during the next 24 hours.

The Hotels shown with their names only (without the "* (Or Similar)"), are already confirmed by the System, using our room allocations.



In the above screen, all the passengers are listed, and for each one of them the details about overnights (where, from which date to which date, on which hotel category, and the Hotel's name.

NOTE: Under the "More Options" menu, on the left end side of the screen, there are 2 options in red:

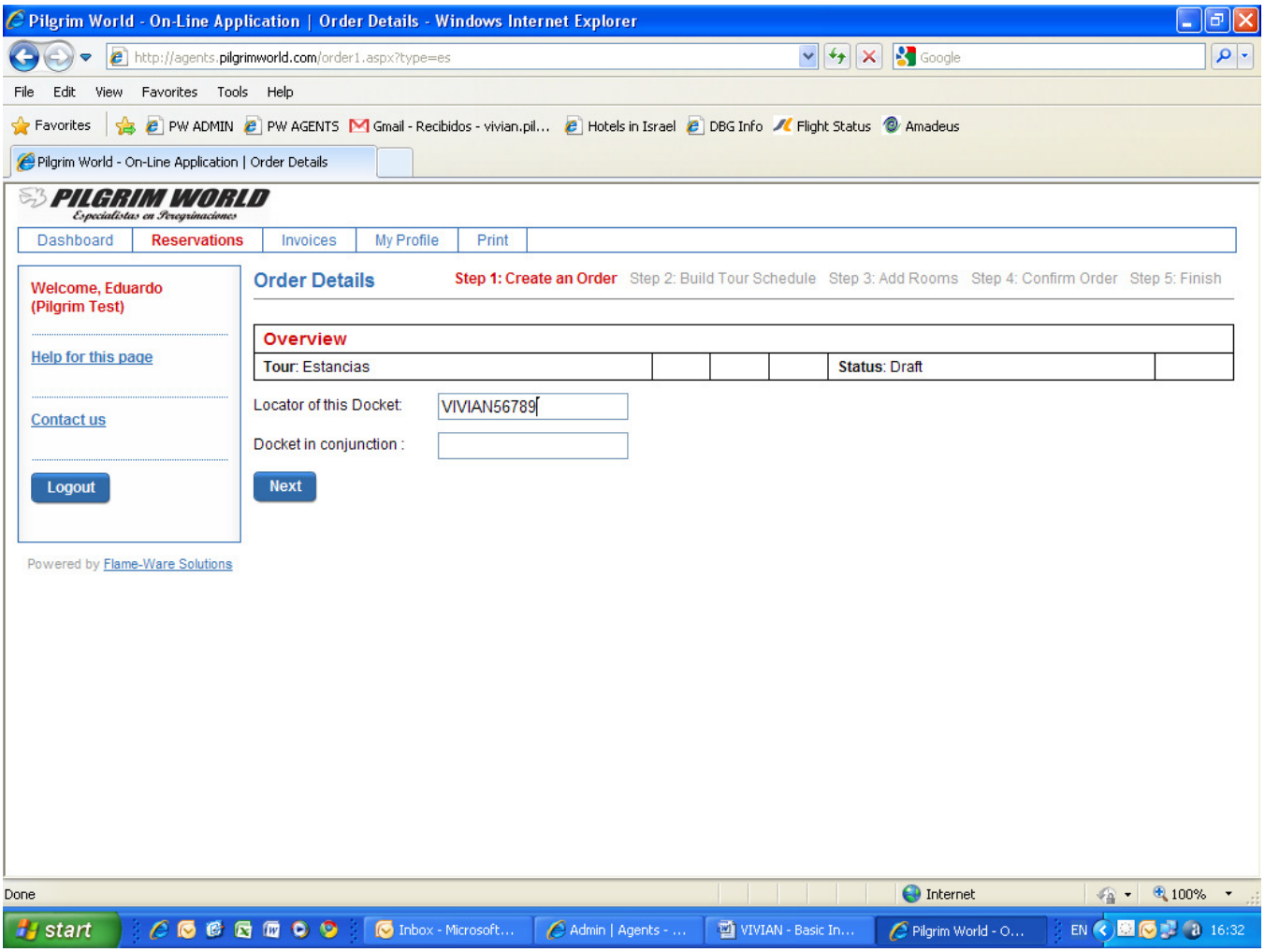
- By pressing the "Print Docket" link, you will get a detailed summary of this reservation, including all the services booked. The format of this summary is quite similar to the mail we used (in the past, before the Vivian System existed) to send you manual confirmations. You can print this summary, or copy/paste and send it to your clients.
- By pressing the "Tour Itinerary" link, you will get a detailed description of the Tour booked, which you can also print or copy/paste.

From this screen, you would be able to go back to the Dashboard, or simply exit the System.

Upper Middle Icon – Create a new Estancias booking:

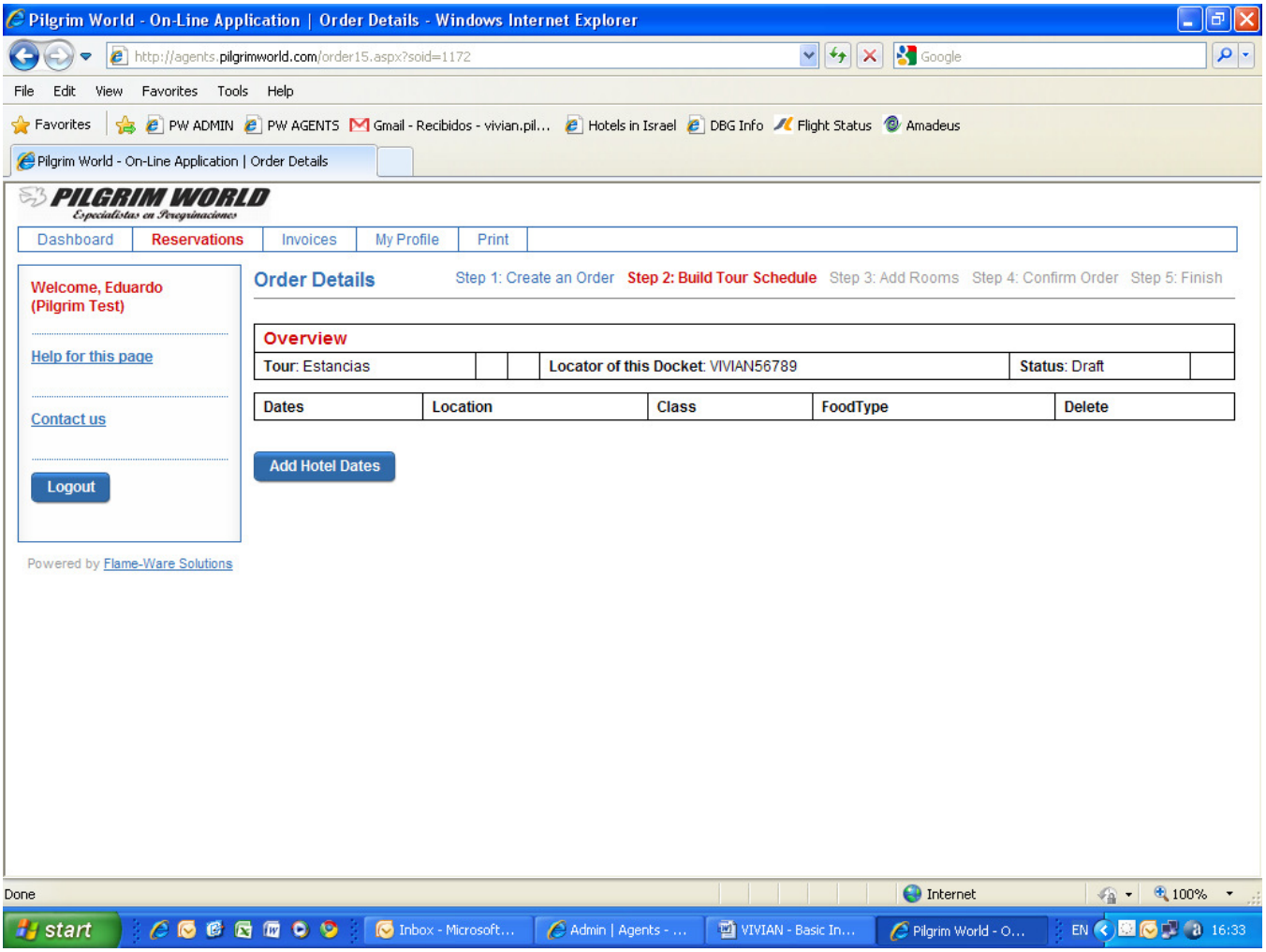
The process of creating an "Estancias" (no organized Tours, only Hotels – and also Transfers if needed) is quite similar to the process of creating a Tour Reservation, with just a few small differences in the order.

To begin, press the Upper Middle Icon in the Dashboard, and you will get the first screen used to start an Estancias reservation:



Enter the Agent's Locator (similar to pages 10 and 11), and press the "Next" key.

In this screen, we will enter, one after the other, all the hotels required for this Estancias:



When pressing the “Add Hotel Dates” key, the System opens a window where we should enter the details of the first Hotel required. The details to define are:

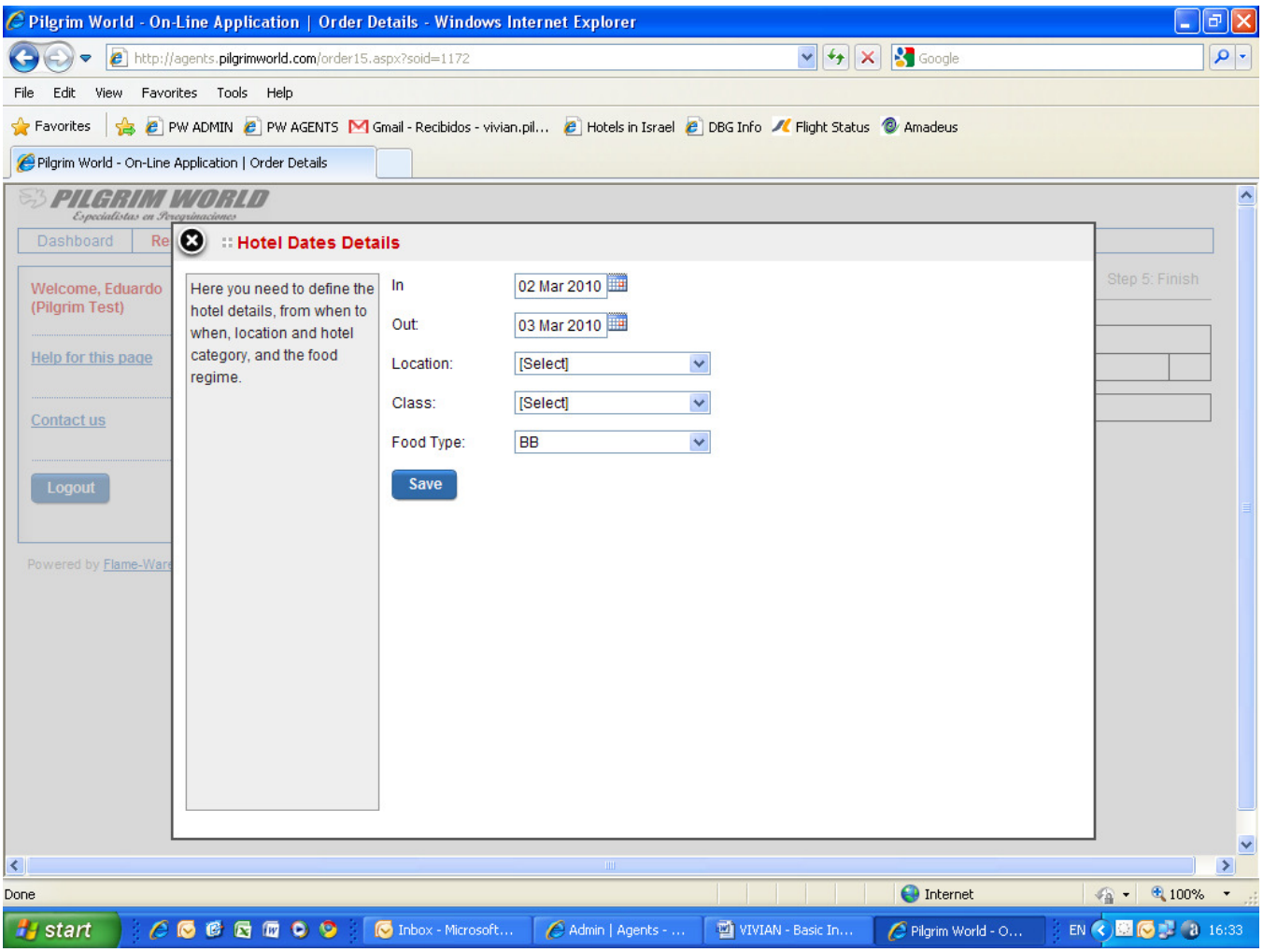
In – enter the “In” date by using the calendar on the right side of the box.

Out – enter the “Out” date by using the calendar on the right side of the box.

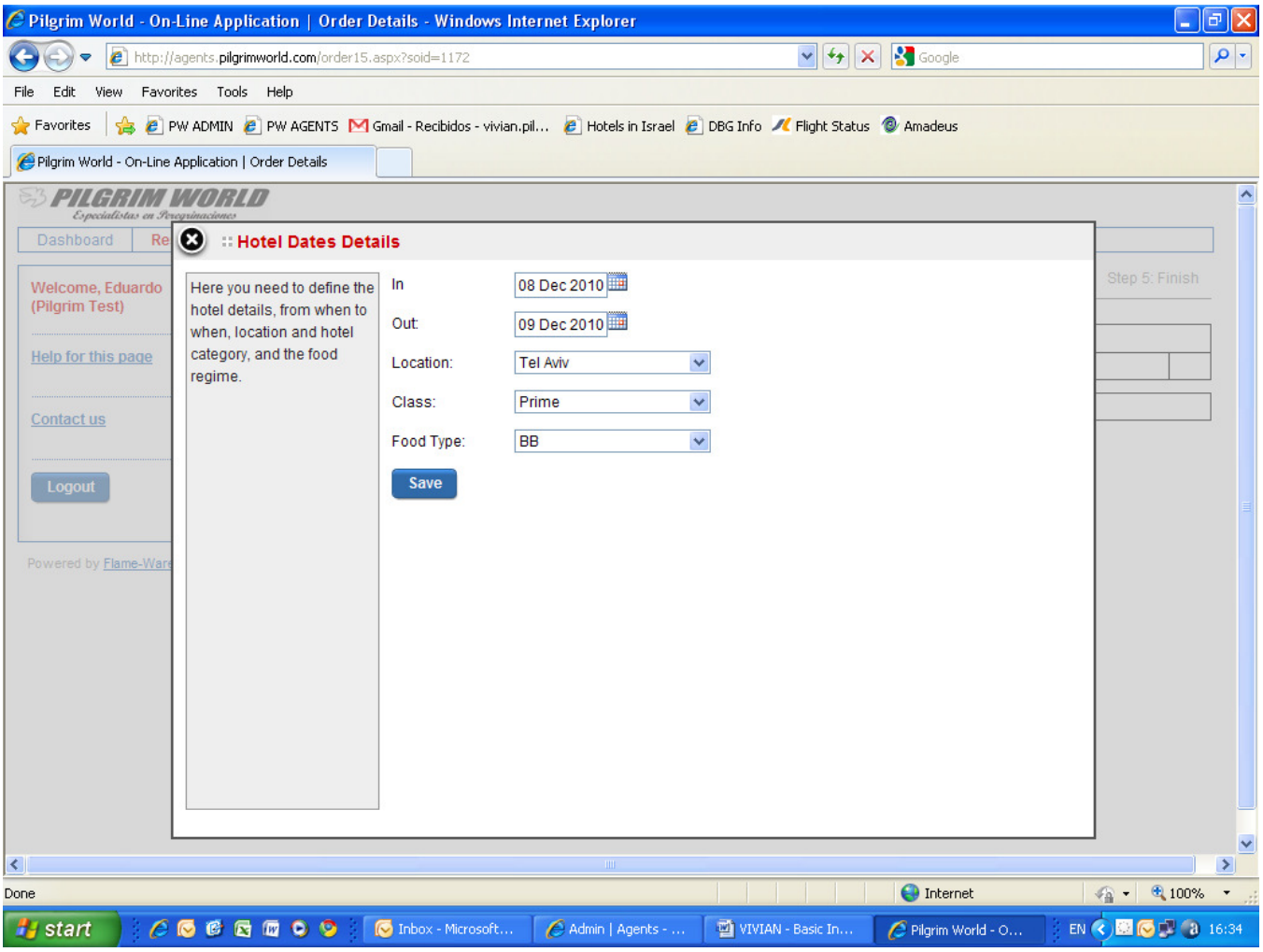
Location – open the drop down list and choose the overnight location.

Class – open the drop down list and choose an hotel category.

Food Type – open the drop down list and choose a food type.

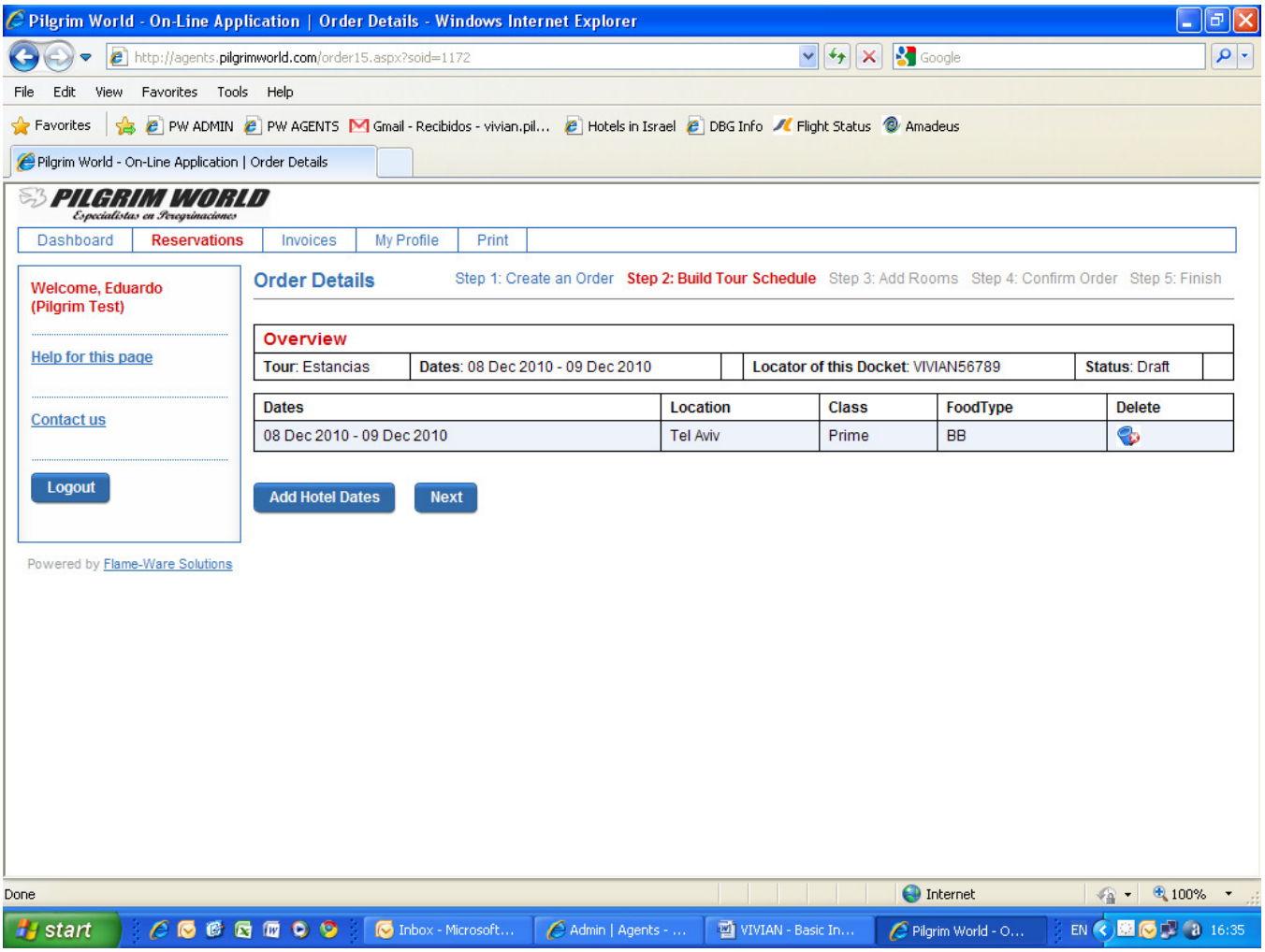


In the following example, it was booked, from 08DEC till 09DEC, a Prime category hotel in Tel Aviv, based on Bed and Breakfast.

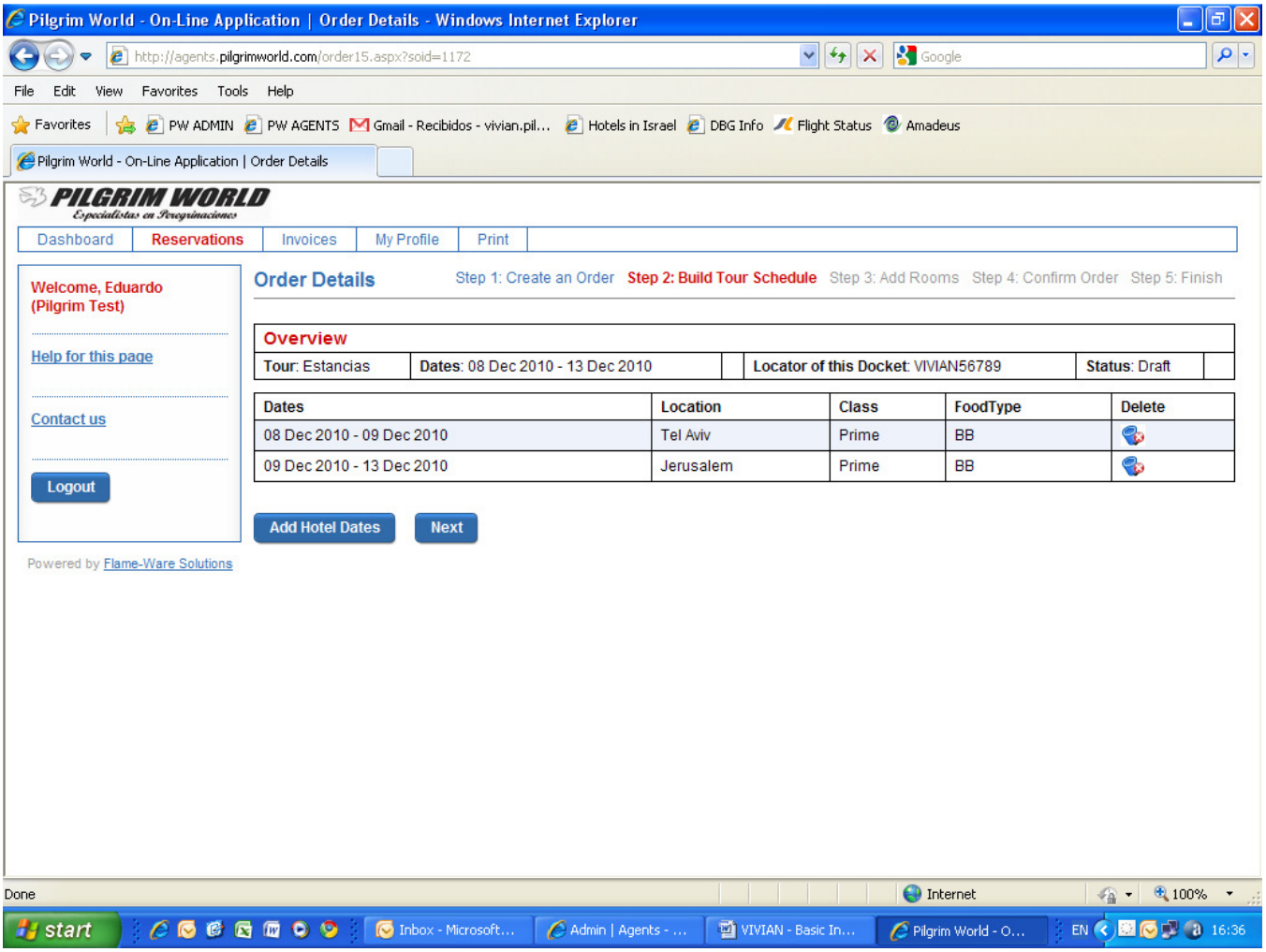


After pressing the “Save” key, the System shows you the hotel nights already requested.

From this screen, you can either book more Hotel Dates or go to the next step.

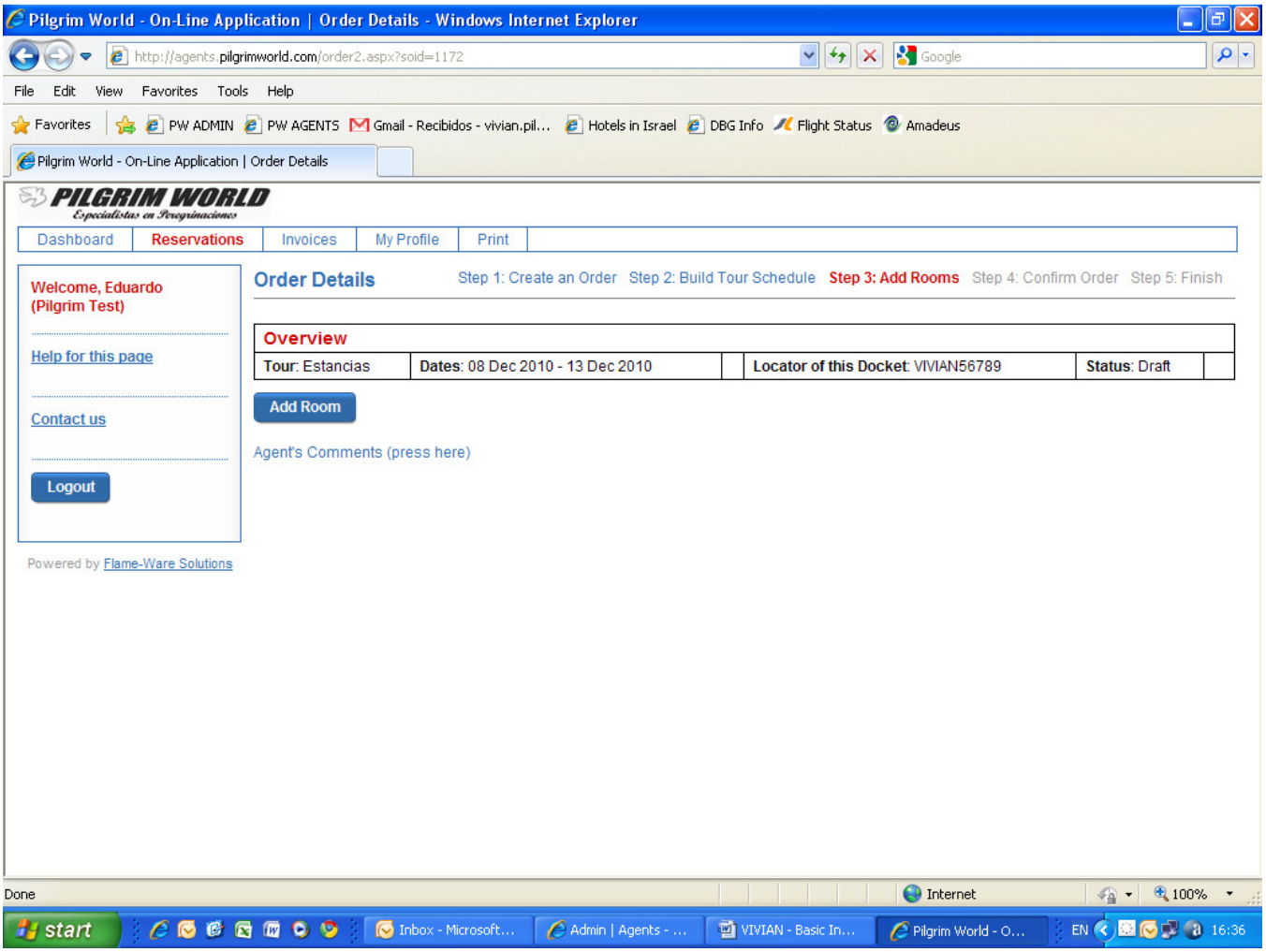


In the following example, we have booked two Hotels, one in Tel Aviv and one in Jerusalem:

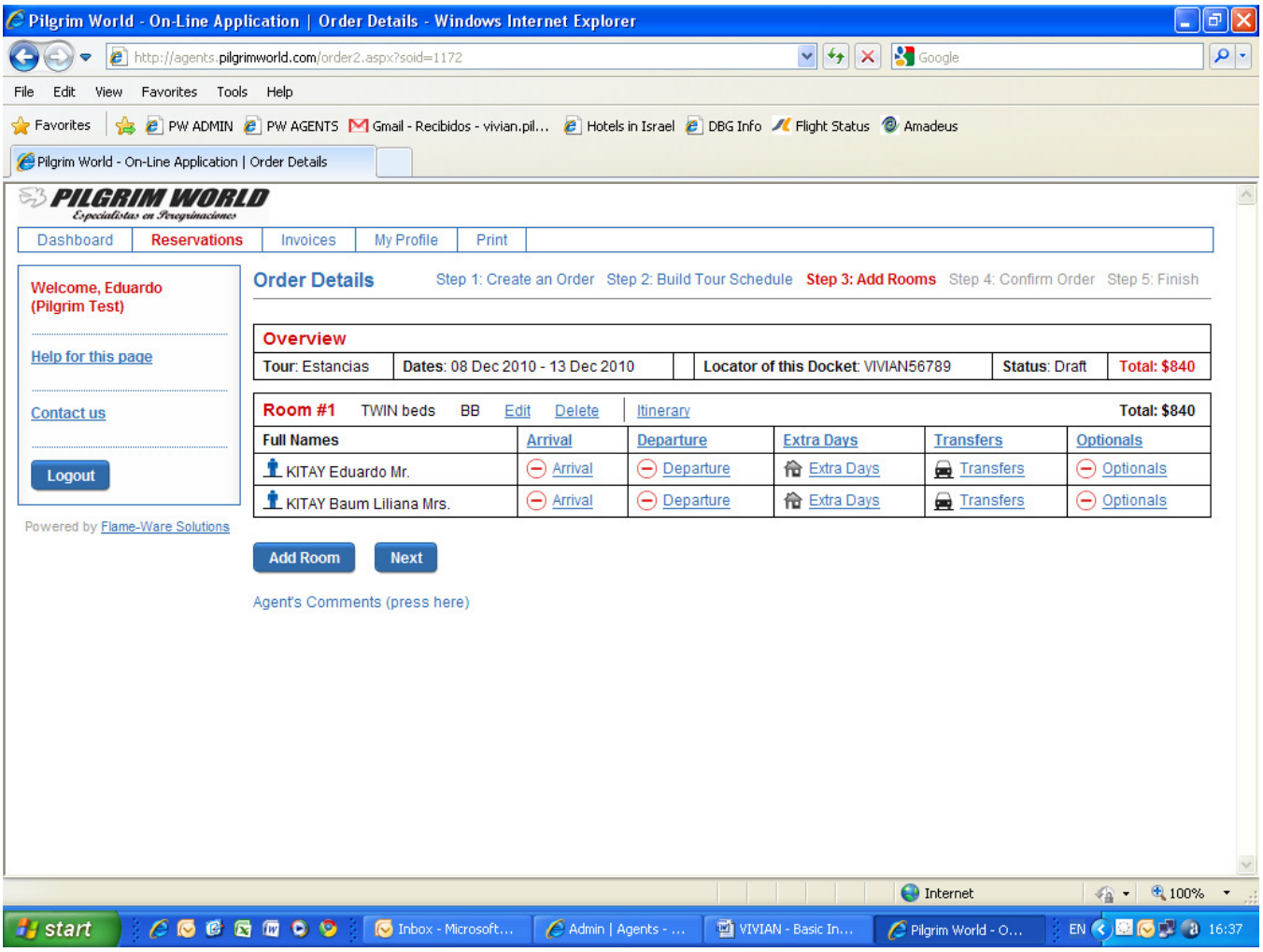


When pressing the “next” key, the System opens the next screen, which is the one used to add rooms (by pressing the proper key).

The process is similar to the Tours (explained in pages 12 to 16).



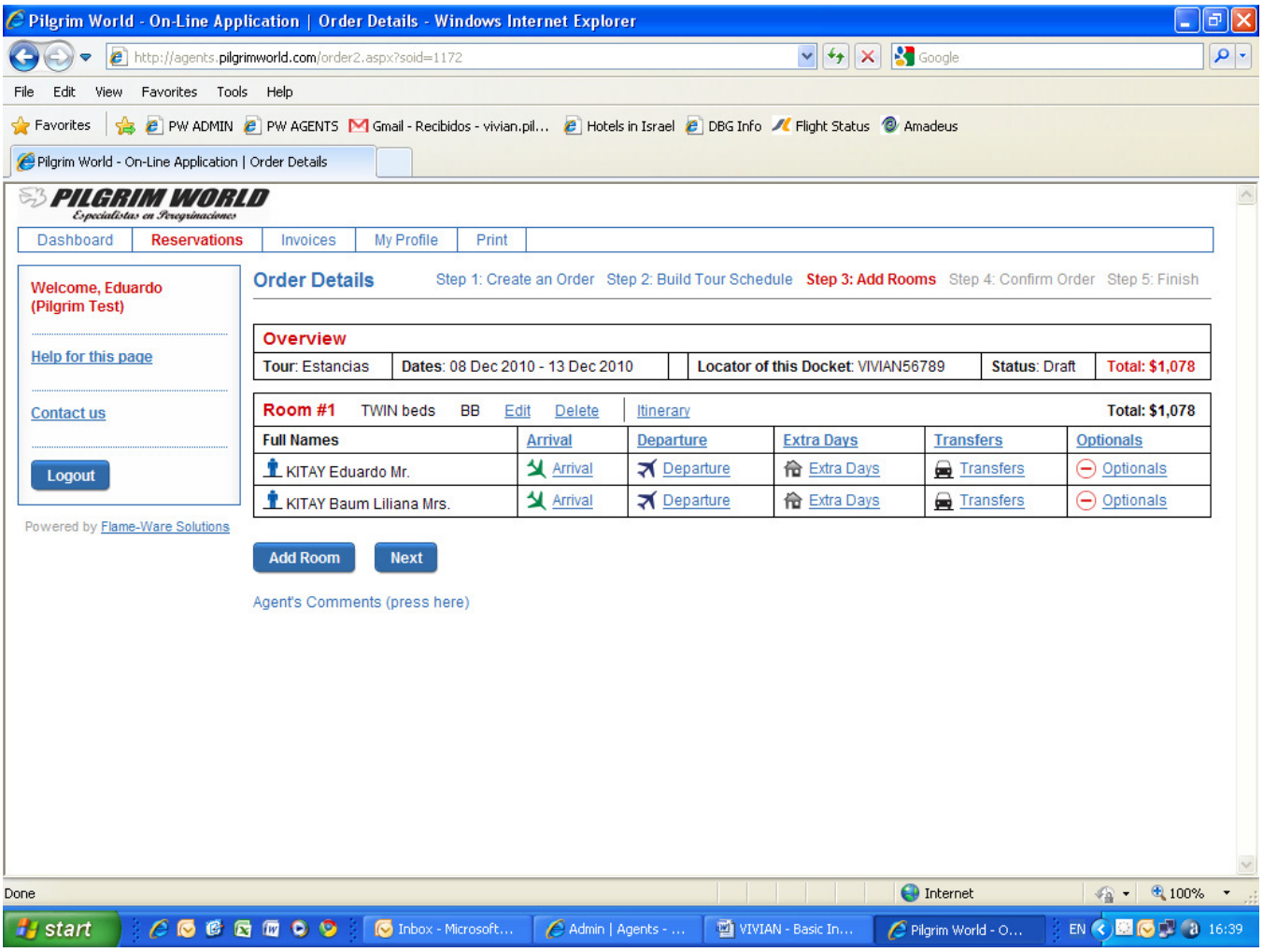
After all Passenger's names were entered and other details of the first room, and the "Save" key pressed, we get the System's Main Screen, similar to the one described for the Tours.



From this screen, similar to what was explained for the Tours, you can:

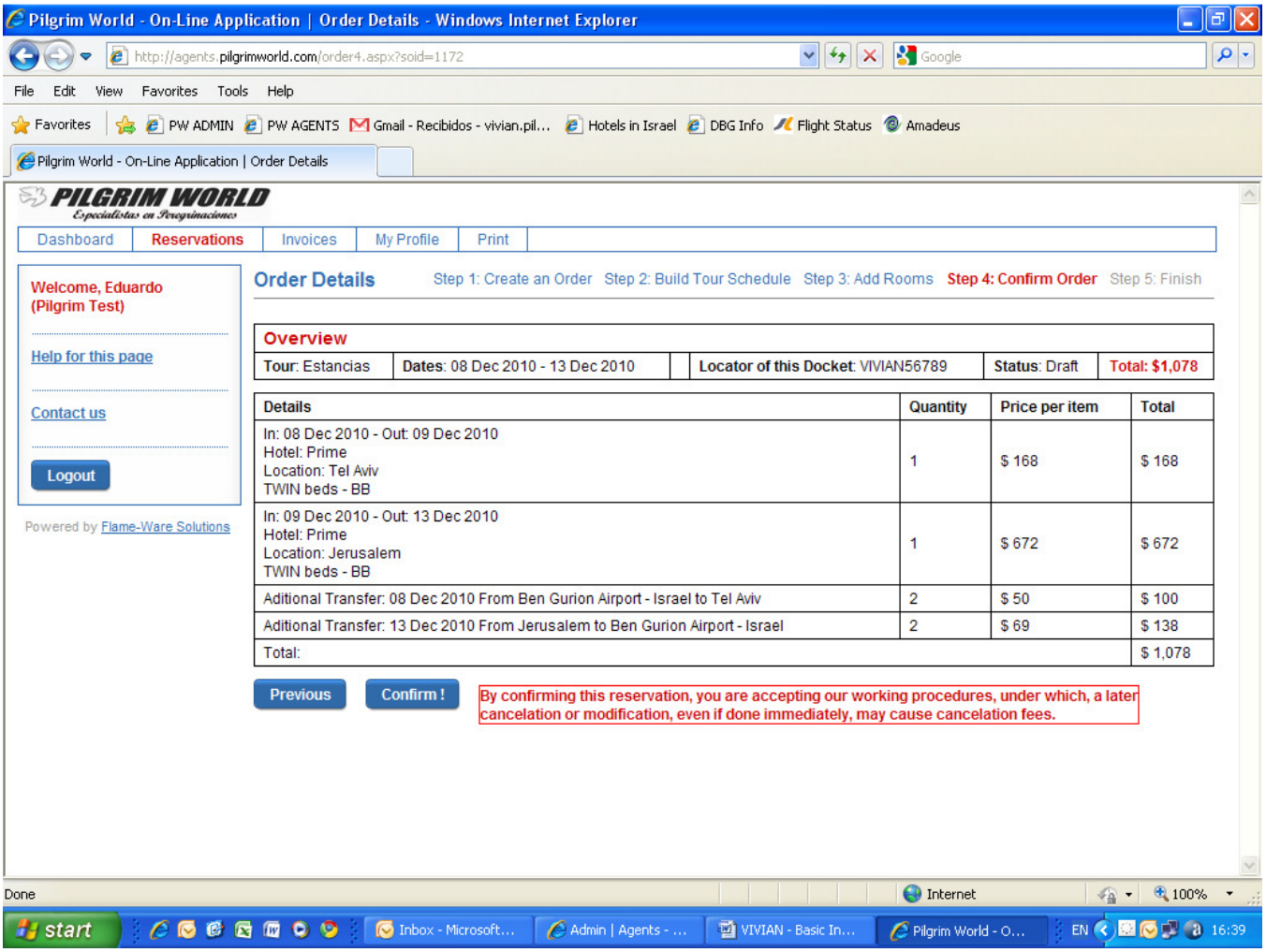
- Modify data entered for Room # 1.
- Add another Room.
- Completely cancel one Room.
- Enter or modify arrival/departure flights information.
- Book or cancel Extra Days (actually all the Estancias are handled by the System as Extra Days).
- See the Transfers In and Out, add a Special Transfer, or cancel a Transfer.
- Book or cancel Optional Tours.

The following is an example of the System's Main Screen, for a reservation where all the details were already entered.



To move on, press the "Next" key.

Here is the detailed list of services booked and their prices (similar to the Tours).

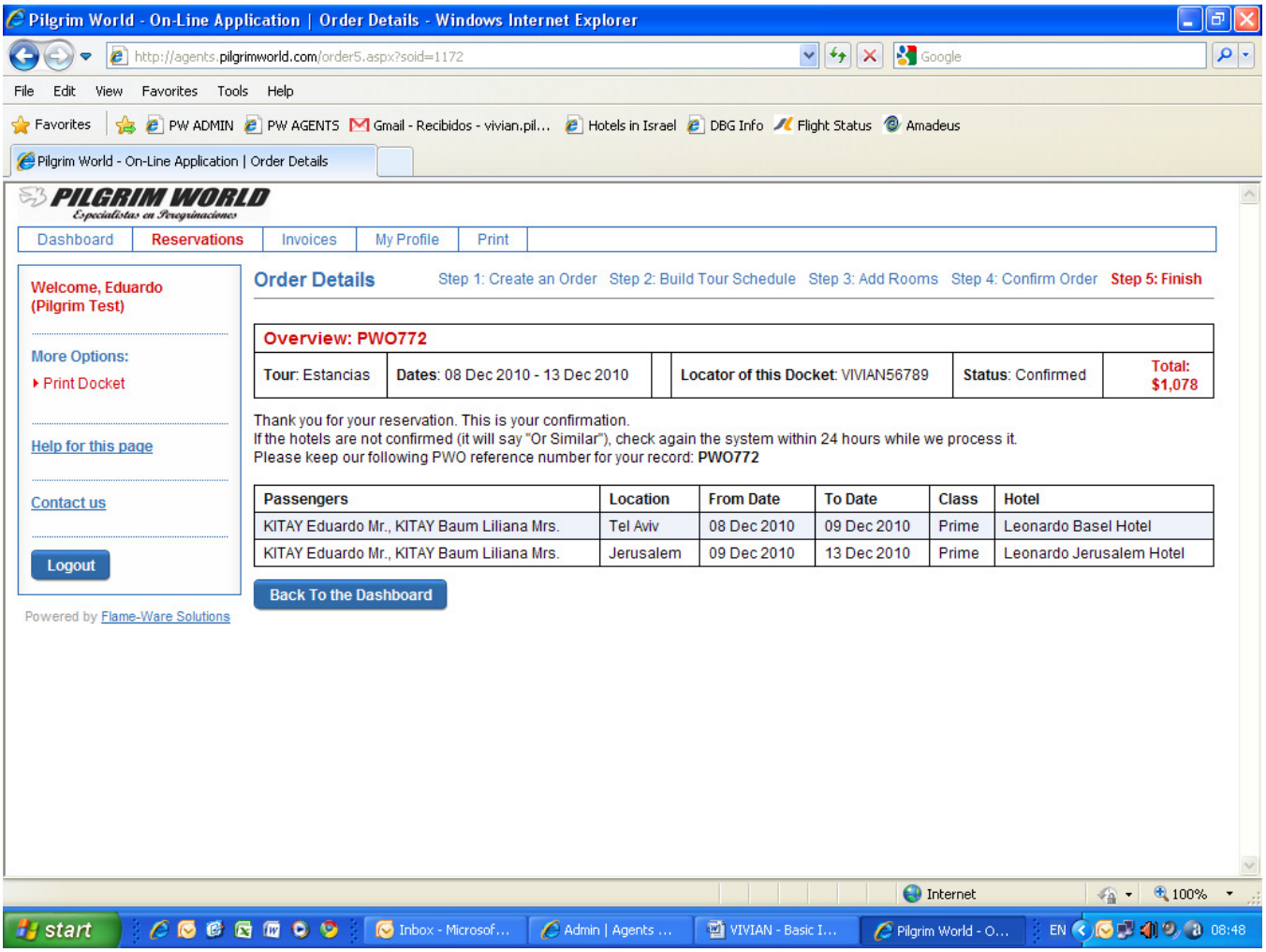


In this example you can see that the Transfers In and Out are considered as Special Additional Transfers, and are quoted accordingly. This is because, when entering the arrival and departure flights data, the System is creating automatically the Transfers In and Out, and is quoting them as Additional Transfers. If you don't want either the Transfer In or Out, you should just go back to the System's Main Screen (by pressing the "Previous" key), go to the "Transfers", and cancel whatever you don't want (page 24).

VERY IMPORTANT: In the Estancias, the Transfers In and Out **ARE NOT INCLUDED** in the price, and therefore are charged separately as Special Additional Transfers.

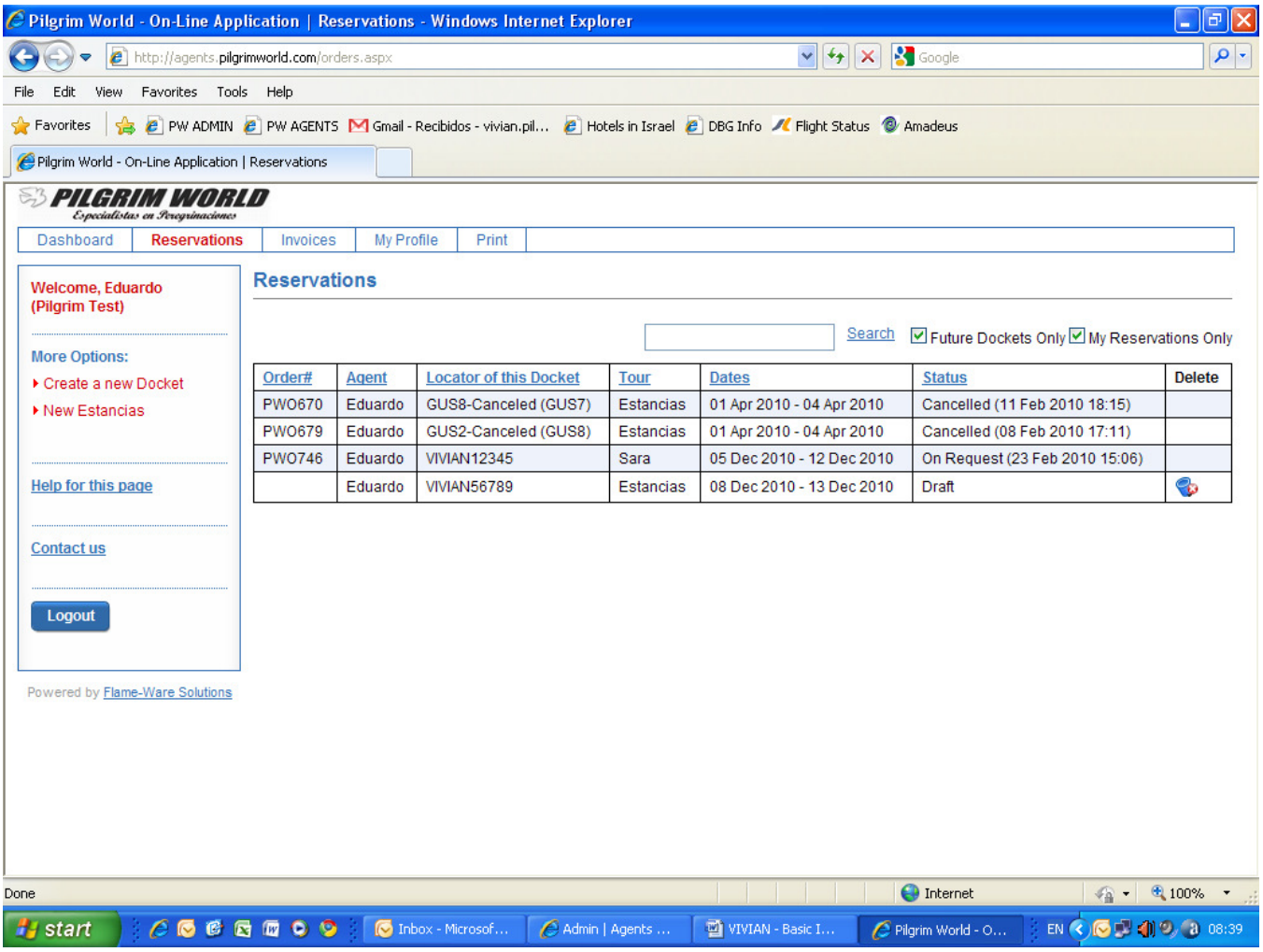
If you do NOT want either the Transfers In or Out, **do not enter** Flight's data: It is NOT mandatory to enter the arrival or departure flight's data (and then, if no flight's data entered, the System will NOT create the Transfers In or Out).

When pressing the “Confirm” key, we will get the confirmation of the Estancias reservation (similar to the Tours, as explained in pages 37-38).



Upper Right Icon – View Past Reservations:

The following is an example of the screen where you can "View" past reservations (after pressing the "View Past Reservations" Icon):



Using the "More Options" menu, in the left side of the screen, you would be able to create a new reservation of a Tour or a new Estancias, without going first to the Dashboard.

In the upper right menu (above the list of past reservations), there are the following options:

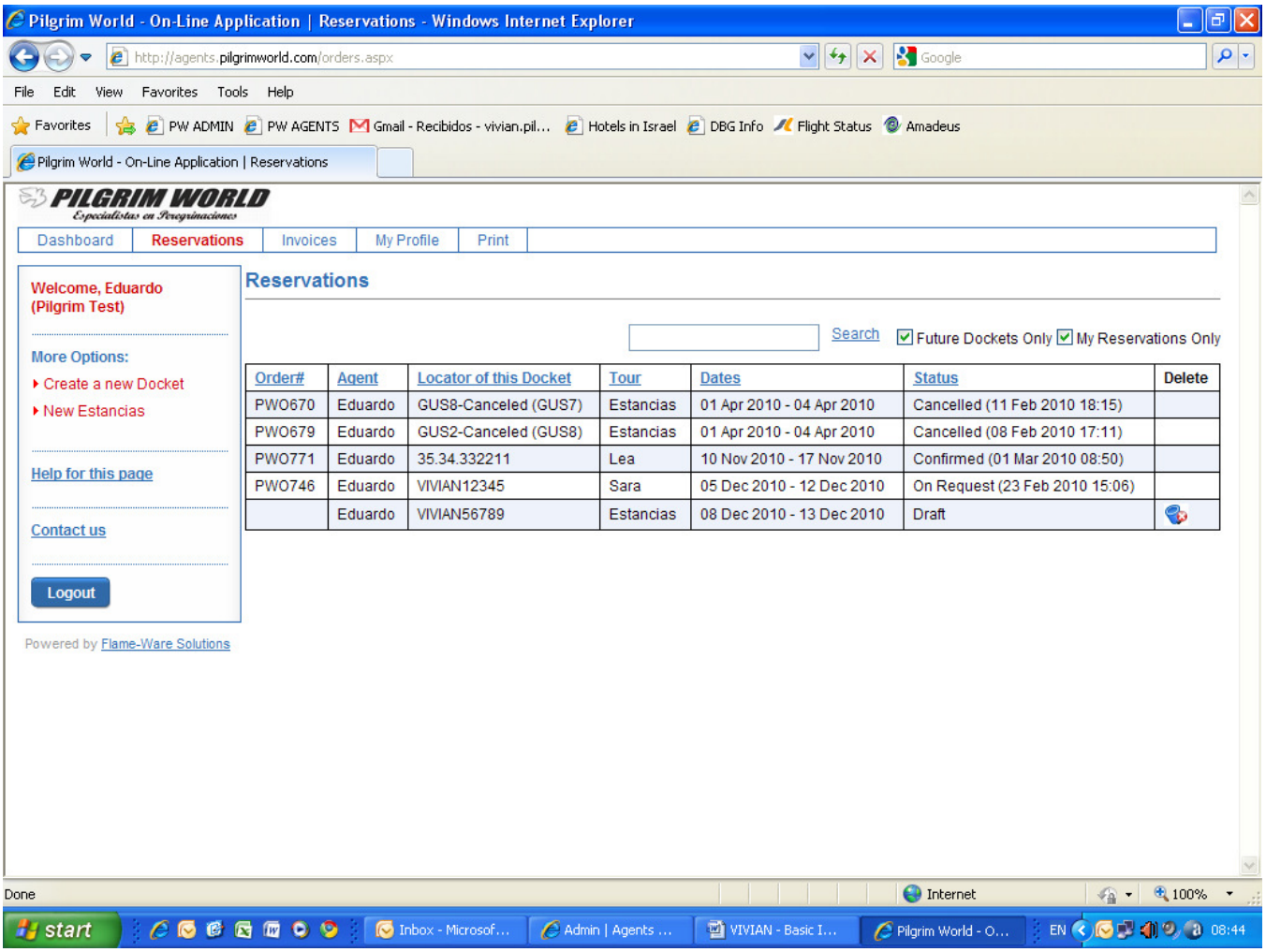
- Search: in order to search for a specific past reservation, enter, inside the search box, either PWO with the number (in example: PWO754), or your own locator, or the passenger's name, and press the "Search" link. The System will answer with a list of all the reservations which fit exactly your input. Remember that it must be a perfect match for the search to succeed.

- Future Dockets Only: the System's default is to show you only future reservations (Tours not started yet). In case you want to see old reservations, remove the mark of the proper small box.
- My Reservations Only: the System's default is to show you only the reservations that you have created. If you want to see a reservation created by one of your Colleagues, remove the mark of the proper small box.

The list of reservations in the center of the screen includes the following columns:

- Order #: our PWO number (if it is still a Draft, no PWO number will be shown).
- Agent: the person in your Agency who opened the reservation.
- Locator of this Docket: your locator, as you entered it.
- Tour: either the Tour reserved, or Estancias.
- Dates: the dates of the Tour or the Estancias reserved. (NOTE: in case you have booked Extra Days for a Tour, the dates shown in this box will be ONLY the dates of the Tour).
- Status: the status of this reservation:
    - Draft.
    - On Request (and the date and time when the reservation was opened).
    - Confirmed (and the date and time when the reservation was opened).
    - Cancelled (and the date and time when the reservation was cancelled).
- Delete: only for draft reservations, an Icon will appear in this column. By pressing it, you can cancel the draft.

In the following example, there are five reservations listed:



The first two, PWO670 and PWO679, are two Estancias for dates 01-04Apr, cancelled one on 11Feb and the other on 08Feb.

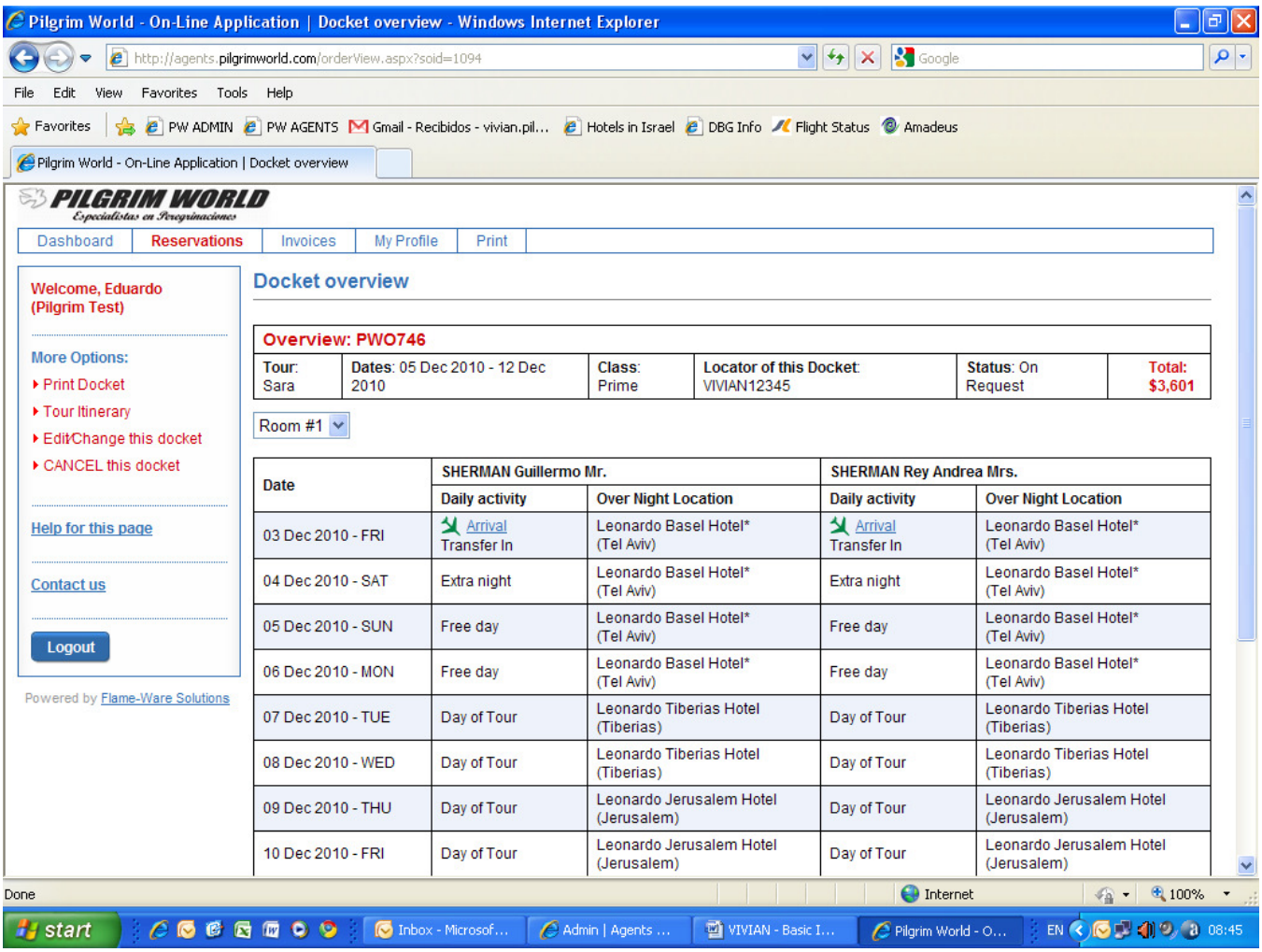
The fourth, PWO746, it is a pending reservation (on request) for a Tour Sara, dated 05-12Dec, opened on 23Feb. It is On Request because at least one of the hotels were not yet confirmed.

NOTE: when an "On Request" reservation is getting confirmed, the System will advise you automatically by mail about the confirmation, so that you will not need to check from time to time if your reservation got confirmed.

The last reservation in the list is a Draft, and therefore, do not have a PWO number. It was created for Estancias, for dates 08-13Dec. If you click in any of the columns of this draft (except in the "Delete" column, because you would be cancelling it), the draft reservation will be opened and you will be placed by the System at the System's Main Screen of the draft. You would then be able to continue to enter/modify/cancel data, and finish your reservation if you want, or keep it as a draft for future actions.

VERY IMPORTANT: If you are in the middle of a reservation process, and for any reason you went out of the System, or you left the office and upon return you find out that the System is “closed”, do not worry! – the information is never lost. The System saved the information entered, and keeps it as a draft, for unlimited time, as it was at the moment it was closed. All you have to do to get back where you were before, is to enter the System again, to press “Reservations” (upper Menu) or “View Past Reservations” (upper right Icon), find the Draft you were working on, click to open it, and you can continue to work on your reservation.

The third reservation in the list of the previous page example, PWO771, it’s a confirmed reservation for a Tour Lea, dates 10-17Nov. If you click in any of the columns of this reservation (except in the “Delete” column, which is blocked), the following screen will opened:



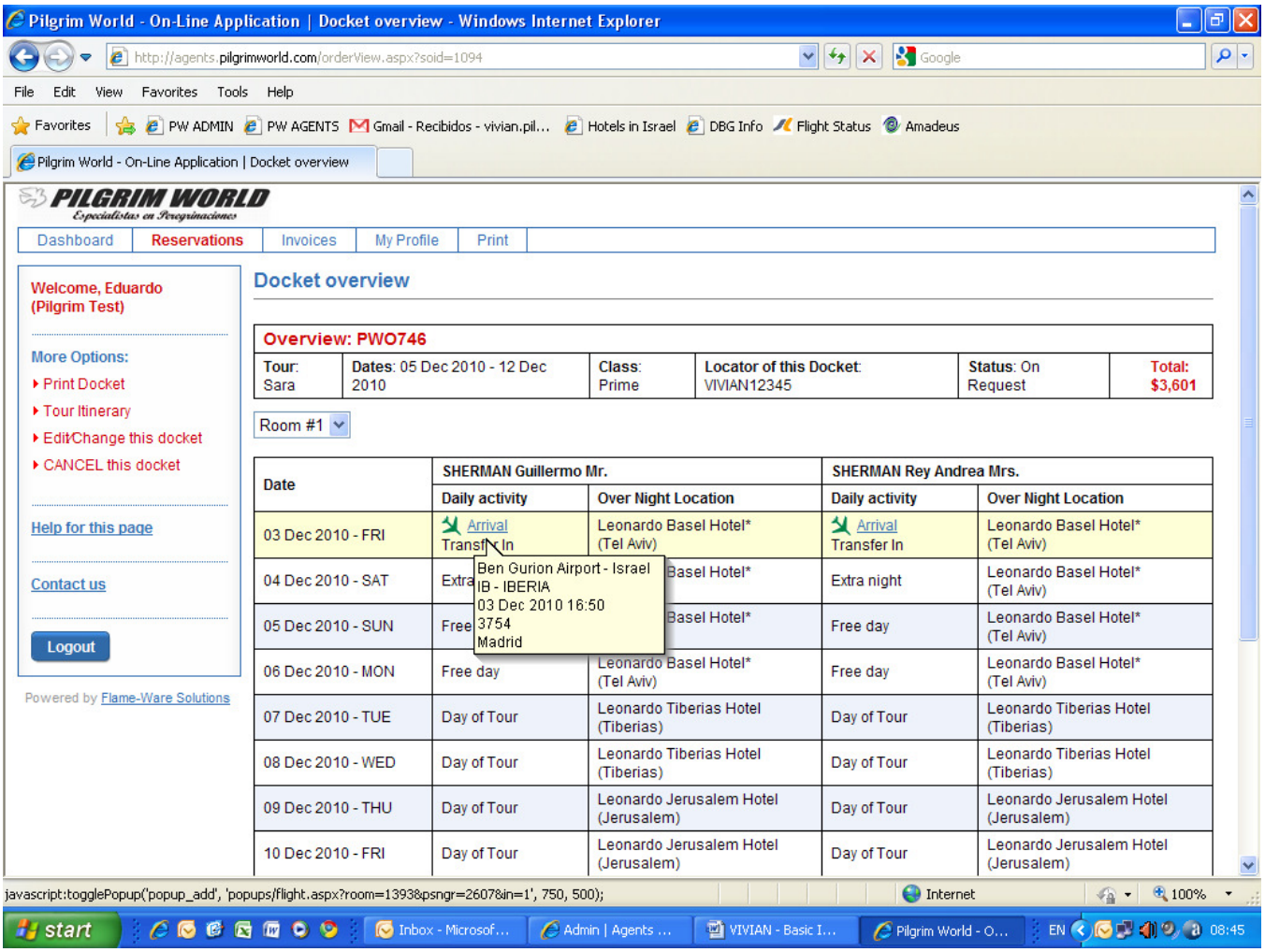
This screen is a summary of the reservation.

It does include, for each passenger of each room, for each day of stay, which activity (in general) will be conducted (Transfer, Extra Day, Free Day, Day of Tour), and the hotel's name and city of the overnight. In the previous page example, you can see the summary for both passengers of Room #1.
If you want to see the passengers, and their summary, of Room #2, you need to open the Drop Down small box between the Overview and the Summary, and change "Room #1" to "Room #2" or any other Room number.

This screen is also used to enter or modify arrival and departure flights data, without the need to reopen the reservation and create a new version (as it will be explained later).

Therefore, it is **highly recommended** to use this screen to enter or modify the flights data of a Confirmed or On Request reservation.

In the following example, by moving the cursor next to the word "Arrival" or "Departure", a small window opens, including the flight data.



In order to enter or modify the flights data, press the “Arrival” or “Departure” links, and the System will open the same “Main Window” to enter Flights details, as explained in page 30.

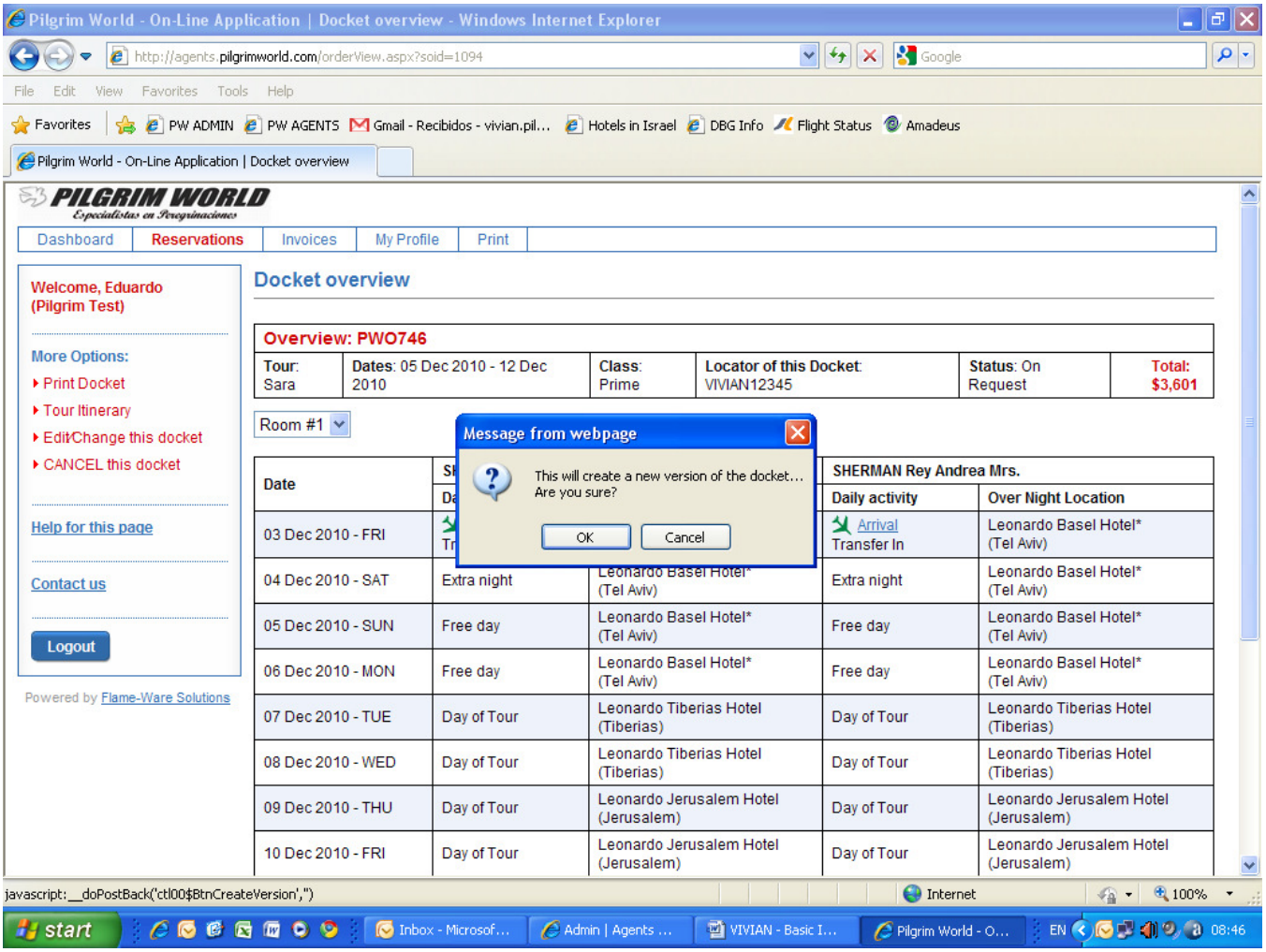
Complete all the missing data, or modify the already entered data if needed. Press the “OK”, and the flights data will be updated automatically without doing anything else.

In this screen there are, also, four more important options, which are shown, in red, in the “More Options” Menu:

- Print Docket (as explained in page 38).
- Tour Itinerary (as explained in page 38).
- Edit/Change this Docket (following explanation).
- CANCEL this Docket (will be explained in page 57).

When pressing the “**Edit/Change this Docket**” link, a small window is opened to warn you that you are about to create a new version of the Docket (see next page example).
The original version of a reservation is saved in the System with a PWO number, followed by “-00” (version 0). You cannot see the “-00”, but it is in the System’s database.
The new version of the reservation will have the same PWO number, but followed by a new version number“-01”, in example PWO123-01.
The System replaces the original version by the updated new version.
From this moment on, you must use the new PWO number with the updated version for any actions you want to make in the reservation, and also in your communication with us.

Therefore, we strongly recommend writing down the new full PWO number, every time you make a new version of the reservation.

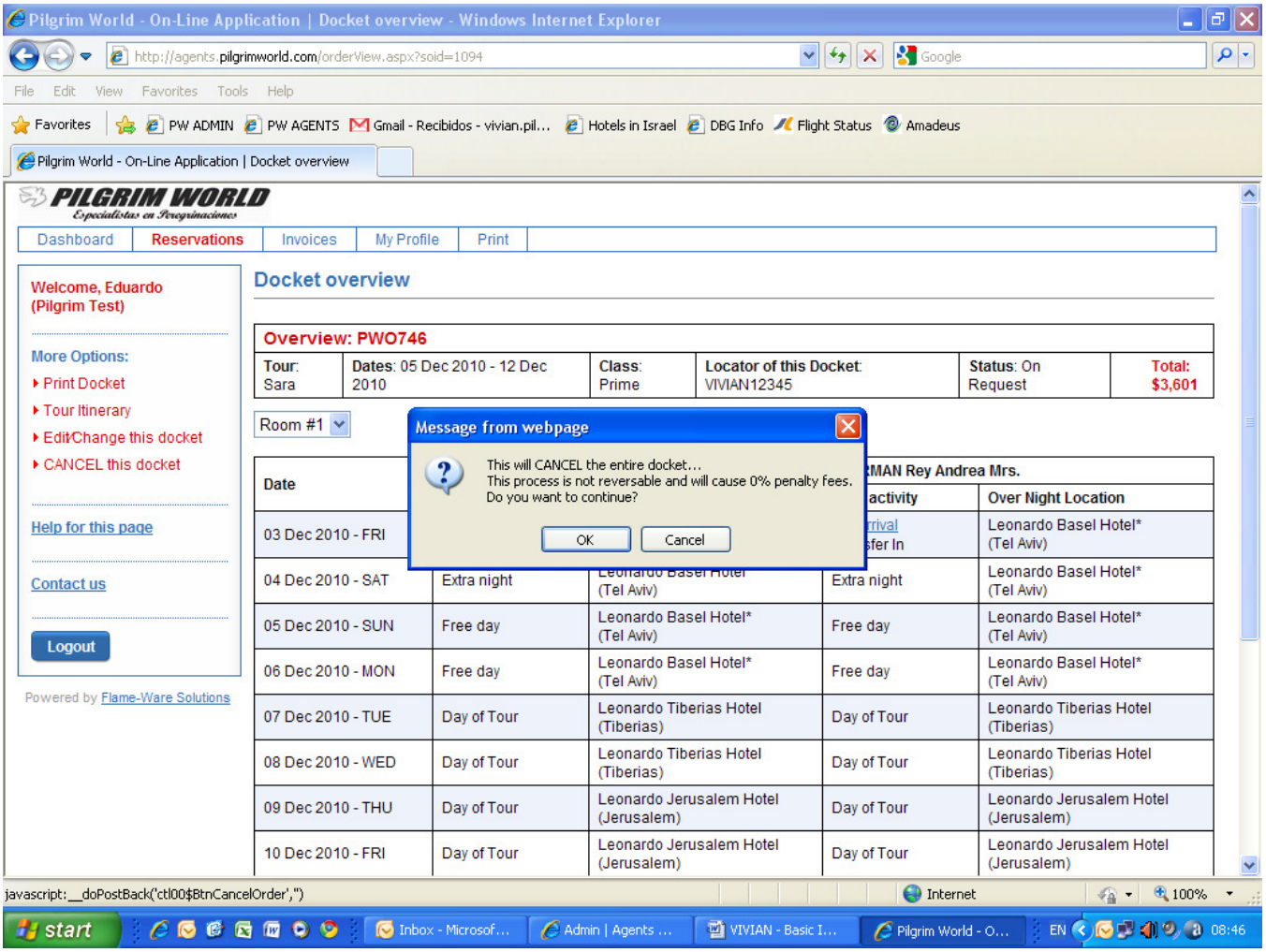


To continue, create a new version and make changes in the reservation, press “OK”. The System will open the System’s Main Screen of the reservation, where you will be able (as explained before) to add, modify or change data, go to the next step and see the updated details of the services booked and their prices, and confirm the updated reservation (and print it).

When pressing the "**CANCEL this Docket**" link, a small window is opened to warn you that you are about to cancel the entire Docket.
This process is not reversible – a cancelled reservation cannot be reactivated.
If necessary, you will have to open a new reservation, entering again all the data.

In addition, in the same small window, the System will advise you the percentage of cancellation fees, according to the days prior to the beginning of the Tour that this reservation is cancelled.

To continue, and cancel the reservation, press "OK".



The System will process the cancellation, and bring you back to the "View Past Reservations" screen, where you will see this reservation as already cancelled.

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