

SECTION 1: INTRODUCTION

About this Manual

Login Details

**Set Up Guides & Flow
Charts**

Table of Contents

Section 1: Introduction

1.1 About this Manual.....	3
1.1.1 Audience.....	3
1.1.2 How this Manual is Organised.....	3
1.2 General Introduction.....	4
1.2.1 Logging On.....	5
1.3 Set Up Guides & Flow Charts.....	9
1.3.1 System Set Up.....	10
1.3.2 Tour Controls Set Up.....	11
1.3.3 Tour Details Set Up.....	12
1.3.4 Transport Operations Set Up.....	13
1.3.5 Assign Transport and Create Departures.....	14
1.3.6 Pricing Hierarchy.....	15
1.3.7 Reservations Life Cycle.....	16
1.3.8 Commissions & Agent Discount Hierarchy.....	17
1.3.9 Availability Hierarchy.....	18
1.3.10 Tax Calculation Flow Chart.....	19

1.1 About this Manual

The Operators Manual is a comprehensive and practical reference source for the setup and day to day operation of the PRO*Resort modules. It introduces each of the modules in turn and provides practical guidance on their use together with detailed field descriptions. The emphasis of this manual is on the set up and routine operation of PRO*Resort and the implementation of each module.

1.1.1 Audience

The audience for this manual includes all system and application users of PRO*Resort, including reservations, marketing, finance, operations, yield management and the system managers. The manual sections described below are designed to be distributed separately to users as appropriate.

1.1.2 How this Manual is Organised

The manual is presented in sections as follows:

- **Section 1** provides a general introduction to PRO*Resort together with set up guides and flow diagrams. These are intended for use throughout the implementation process of PRO*Resort.

The remainder of the sections provide set up and other information relating to each functional area of the system as follows:

- **Section 2** System Administration
- **Section 3** Master Files
- **Section 4** Reservations
- **Section 5** Limits & Loadings
- **Section 6** Travel Workbench
- **Section 7** Finance
- **Section 8** Transport Operations
- **Section 9** PRO*Resort Web & WebRes
- **Section 10** Hotel
- **Appendix 1** Using Oracle Forms
- **Appendix 2** Reports

Symbols used to highlight information:



Highlights information containing suggestions and practical tips.



Warns about actions that could be damaging to the implementation.



Refers the reader to another section, chapter and manual.

1.2 General Introduction

The PRO*Resort User Manual and training guide is made of a number of sections – each section relating to a separate functional area of the system.

The flow charts at the end of this section are intended as Set Up Guides for different aspects of the system. It is recommended that these are used in conjunction with the more detailed information contained in the later sections.

Finally, we hope you enjoy using this manual to discover the richness of functionality that PRO*Resort offers. If you have any comments regarding the content or layout of the manual we would be very pleased to hear from you. In the first instance please email support@proteus.com.au.

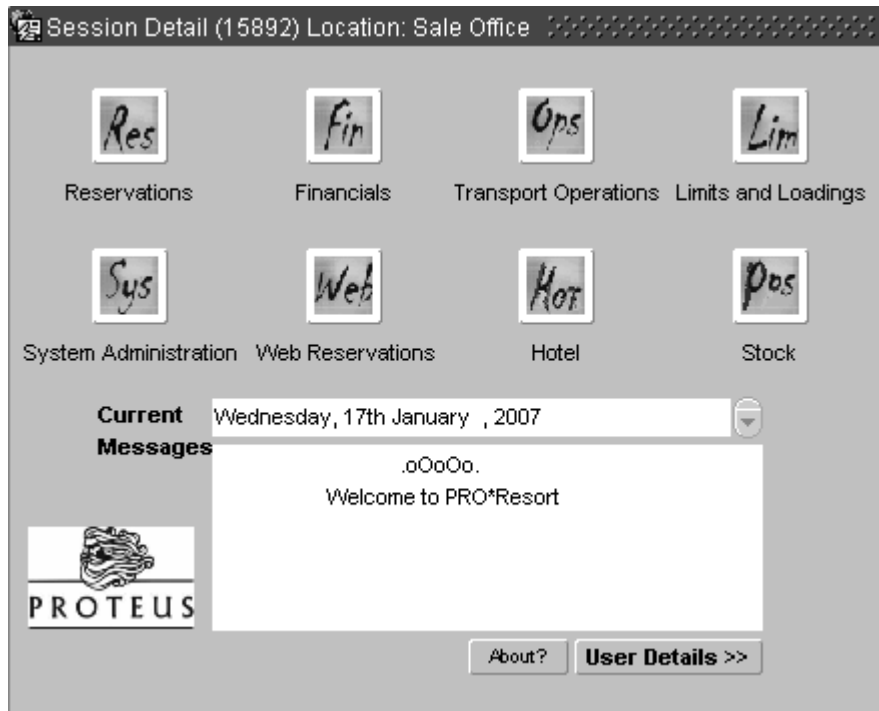
1.2.1 Logging On

Launching PRO*Resort will present the logon screen:

Username	The Oracle username assigned by the System Manager.
Password	The account password associated with the Username.
Database	If your site has multiple databases, e.g., for Production, Training & Test, or provides access to multiple PRO*Resort systems, then the database name will need to be specified. Typically, the production database is called PTPROD.
Connect	Once Username, Password and Database have been entered, press Connect to load the application.

If the user has been set up to operate from more than one location, a list of locations valid for the logging-in user is presented:

Highlight the appropriate location (by clicking on it) and press the Select button to display the following form. When there is only one valid location for the logging-in user, this form is displayed immediately after Username, Password and Database have been entered.




Session Number / Location The number in brackets after Session Detail in the banner is your session ID. This is mainly for identification purposes on the Session Management screen. The location selected after logon is also displayed.

Icons The icons in the upper half of the form give access to the functional areas of PRO*Resort. Some icons shown in the above example may not be displayed, depending upon options purchased.

Beyond this, the privileges assigned to each user determine which icons are visible and available:

<i>Privilege</i>	<i>Icon</i>
RESERVATIONS	Reservations
FINANCE	Finance
TRANSPORT	Transport Operations
LIMITS	Limits & Loadings
ADMIN	System Administration
WEB_RESERVATIONS	Web Reservations
HOTEL	Hotel
STOCK	Stock

In addition, the role of MANAGER grants access to all functional areas.

Current Messages Displays message of the day.
 See Section 2: Communicating with Users

About



Every form in PRO*Resort has an About option. The About box details the module name, e.g., PTMENU, the version number and last date of update. In addition there is a brief audit trail of the most recent changes to the form.



These details should be included in any request to Proteus support with regard to the operation of the form.

Press OK to close the form.

User Details

Press button to show/hide further details of the logged-on user:

Employee – the employee name followed by the employee number. These are linked to the Oracle username.

Logon – the Oracle username.

DB – the database being used for this session.

Privileges – the system privileges, information used mainly for when support is required. Privileges control

which menu options are presented and, in some cases, which items or functions are available within a particular form. (See Section 3.1.1 Employees.)

Form colour – a range of form background colours is provided. Once a colour is selected from the drop list it becomes the default for the currently logged-on user, i.e., different users on the same system can have different form colours. Colours may be changed by the user whenever required.

Password – enables the logged-on user to change passwords as required. The new password should be entered, and the *Change Password* button pressed. The user is then prompted to confirm the password by entering it again, and pressing the *Change Password* button again.

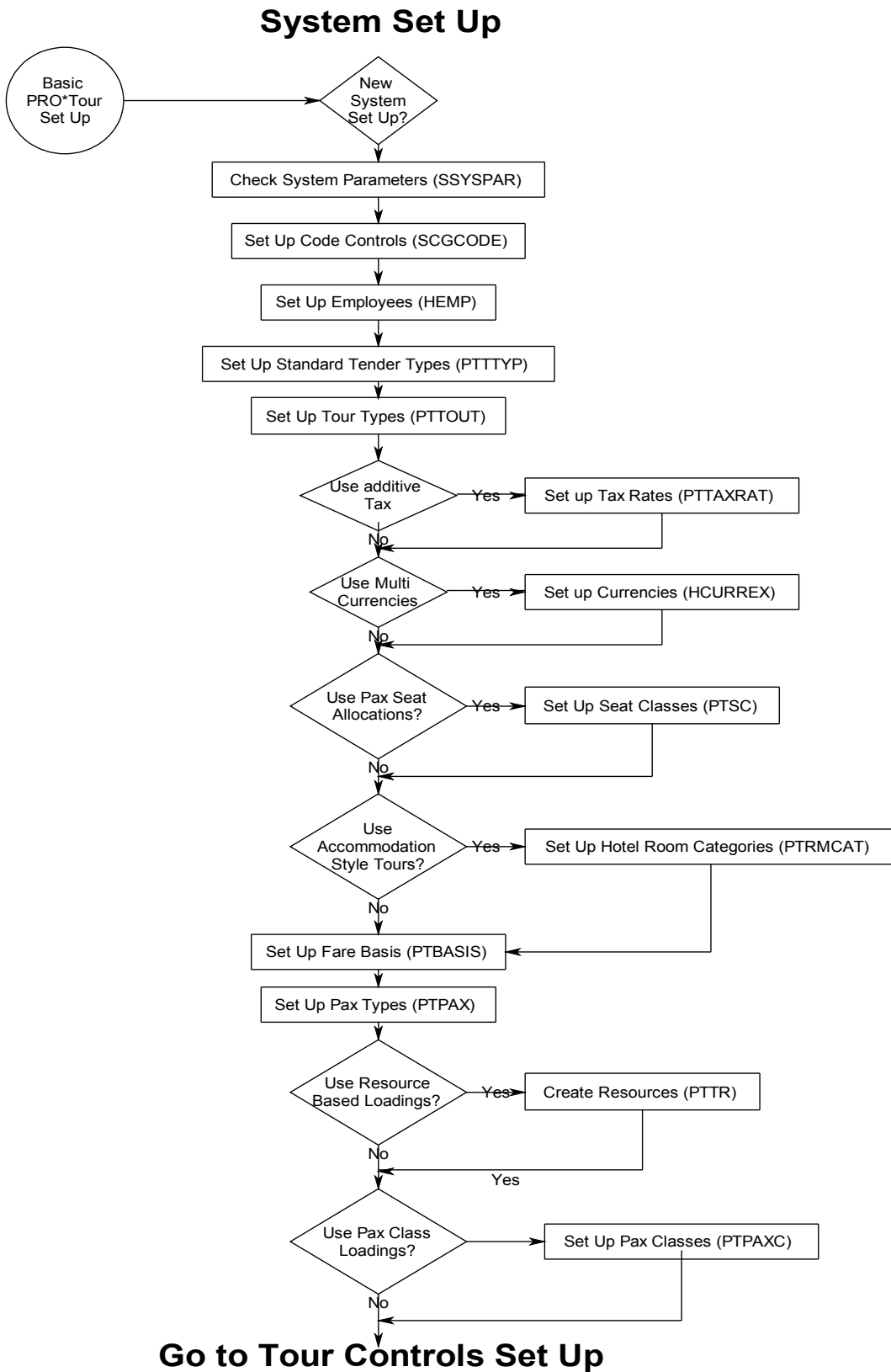
1.3 Set Up Guides & Flow Charts

The Set Up Guides and Flow Charts that follow are intended to be used in conjunction with the more detailed sections of the manual that follow.

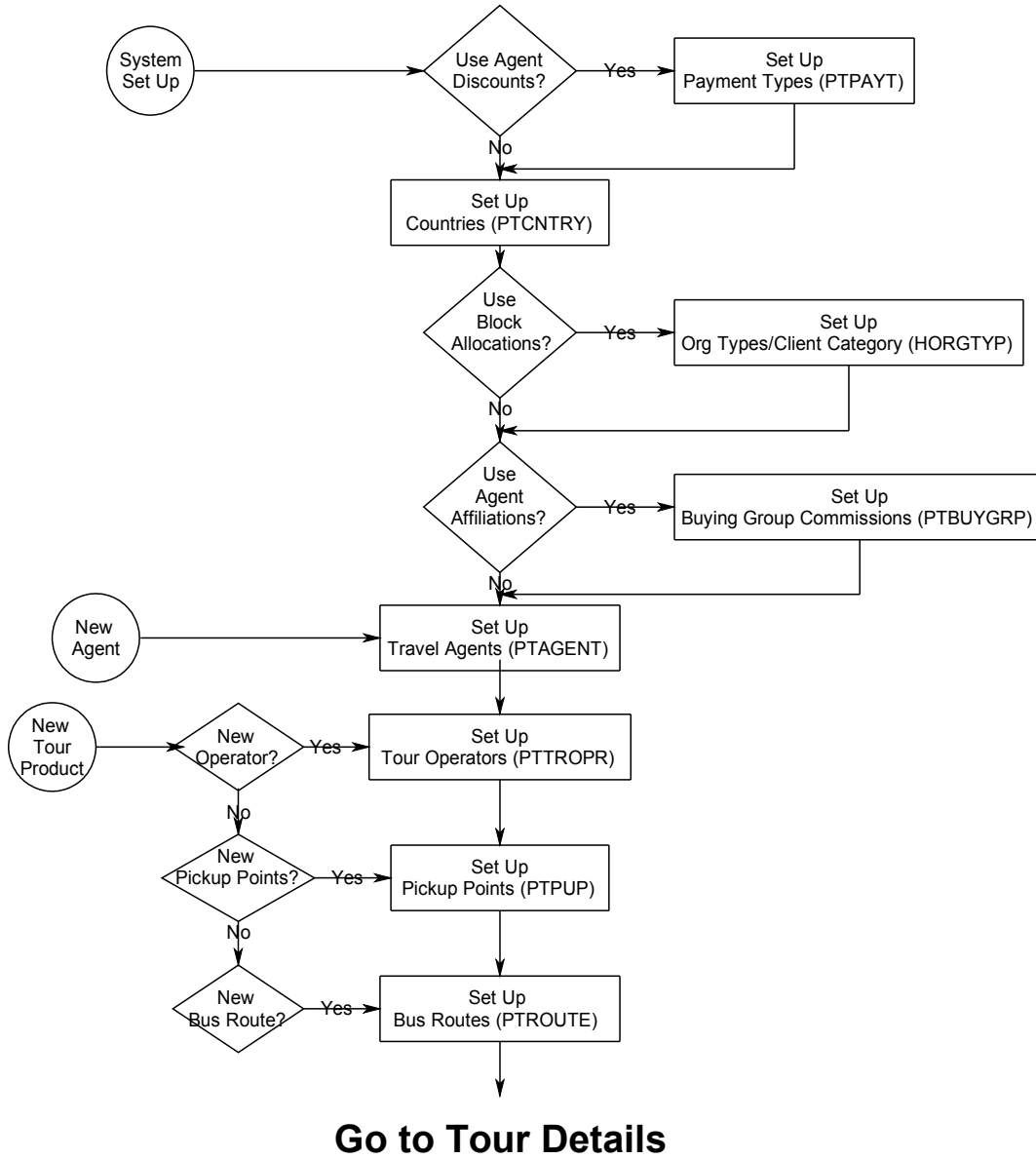
Guides are provided for:

- 1.3.1 System Set Up
- 1.3.2 Tour Controls Set Up
- 1.3.3 Tour Details Set Up
- 1.3.4 Transport Operations Set Up
- 1.3.5 Assign Transport and Create Departures
- 1.3.6 Pricing Hierarchy
- 1.3.7 Reservations Life Cycle
- 1.3.8 Commissions & Agent Discount Hierarchy
- 1.3.9 Tax Calculation Flow Chart
- 1.3.10 Availability Hierarchy

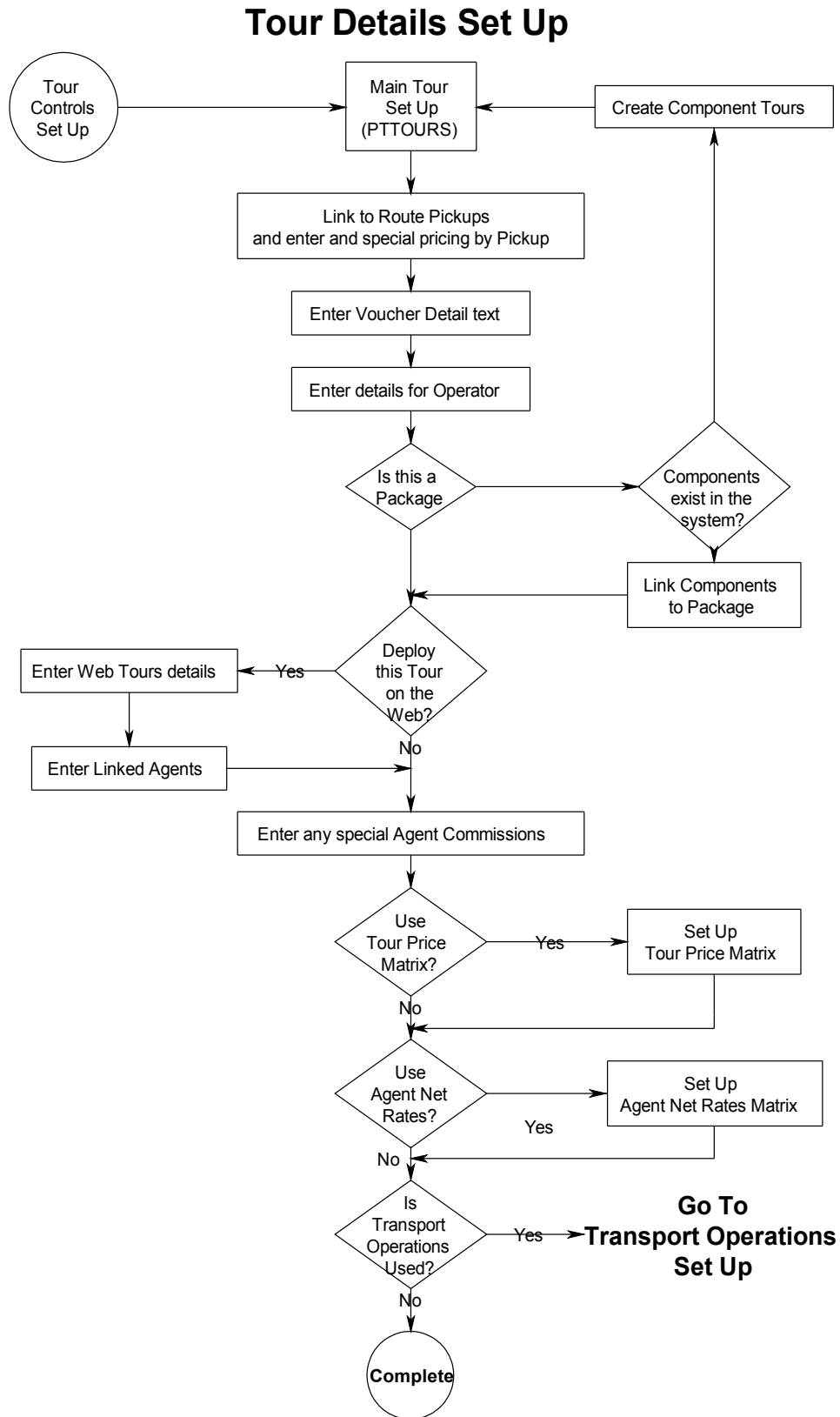
1.3.1 System Set Up



1.3.2 Tour Controls Set Up

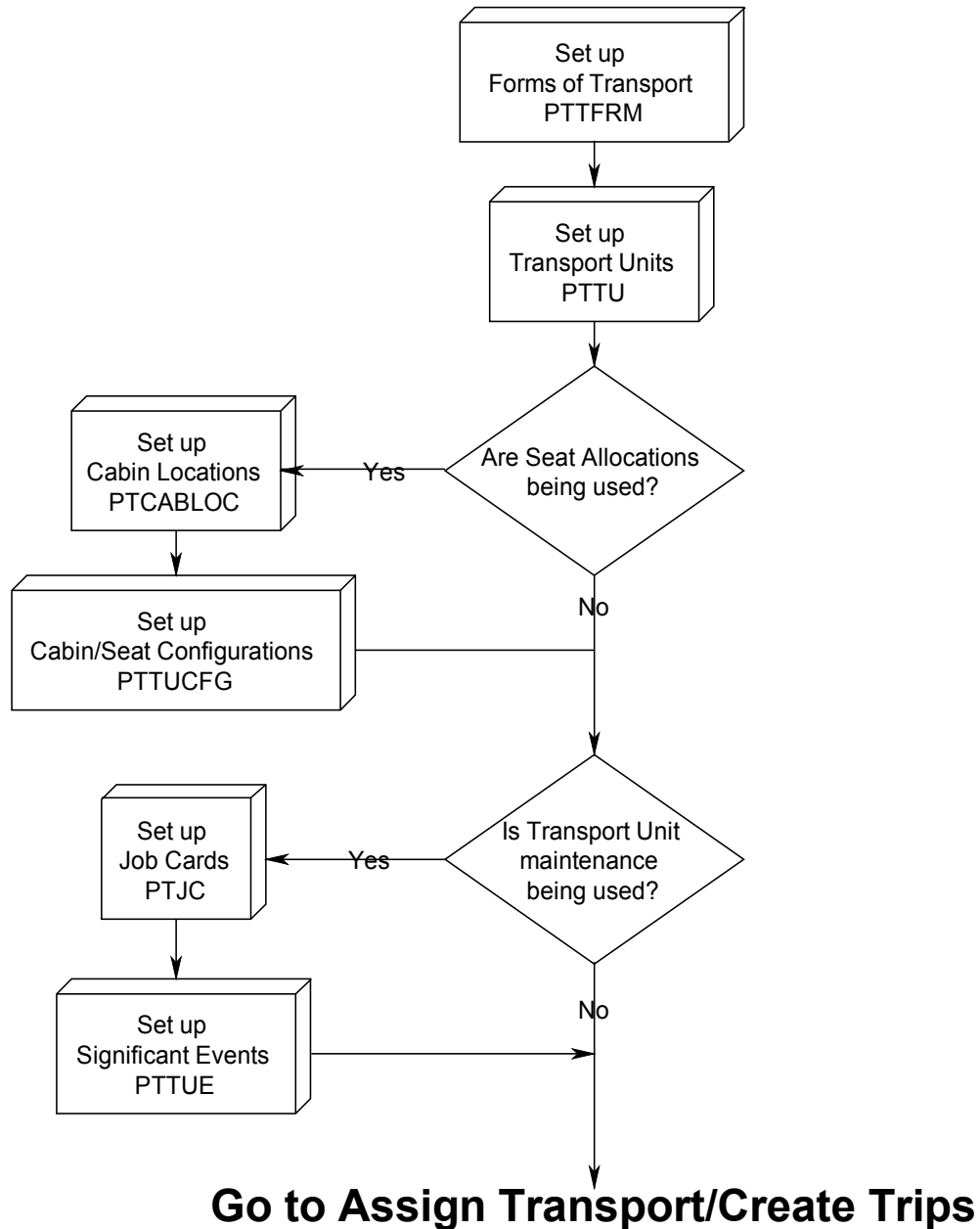


1.3.3 Tour Details Set Up



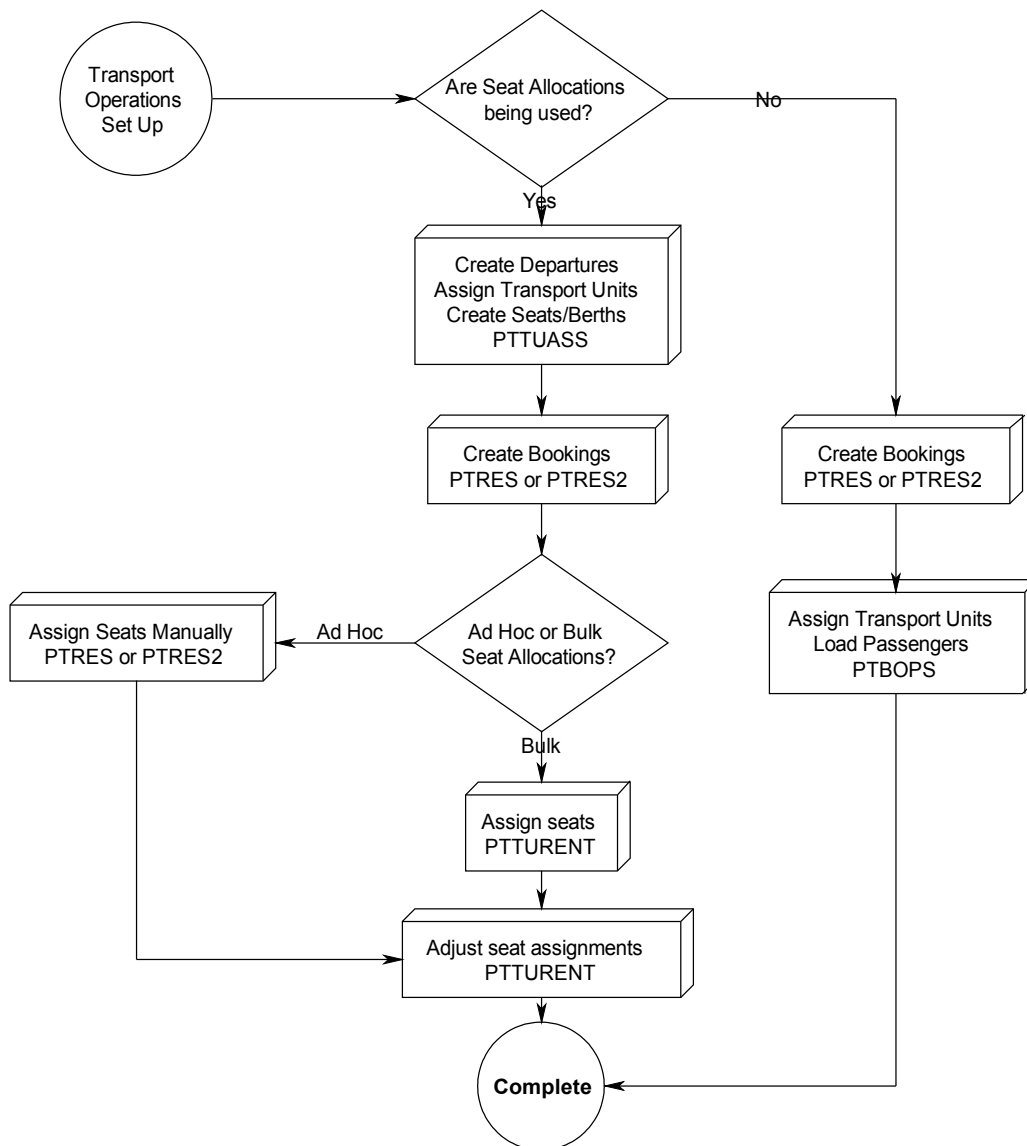
1.3.4 Transport Operations Set Up

Transport Operations Set Up



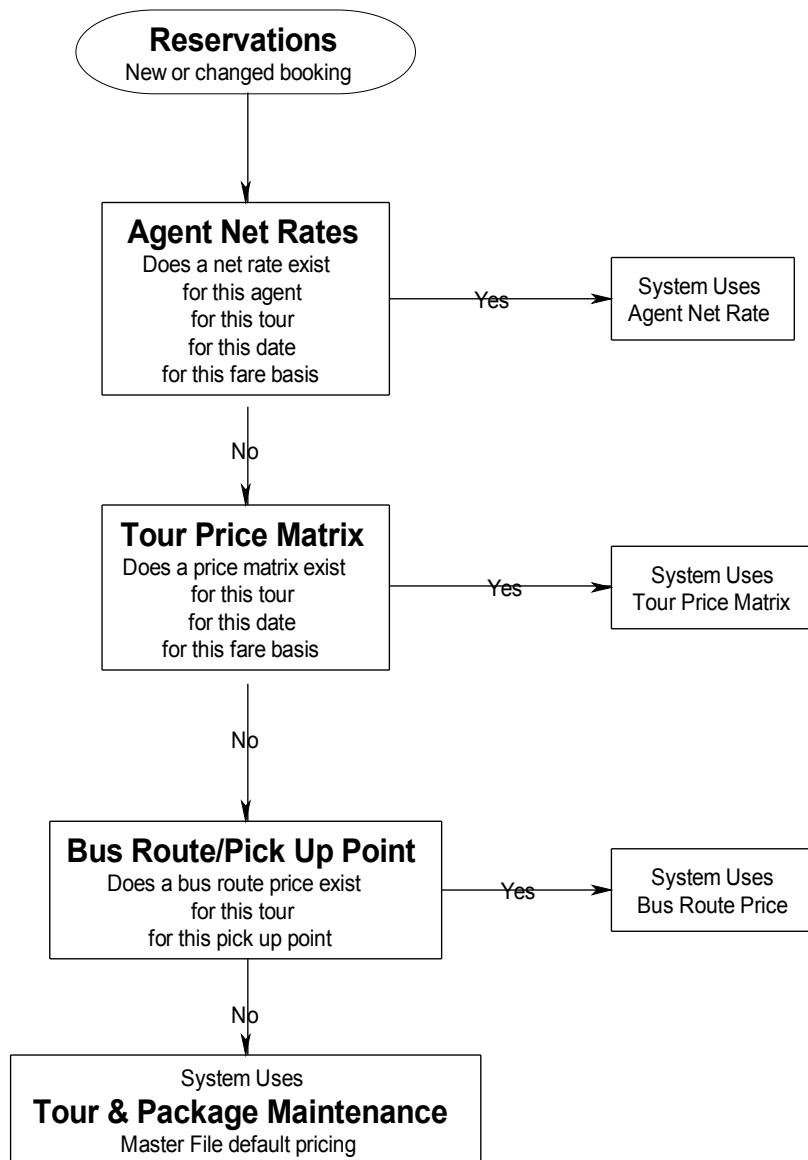
1.3.5 Assign Transport and Create Departures

Assign Transport and Create Departures



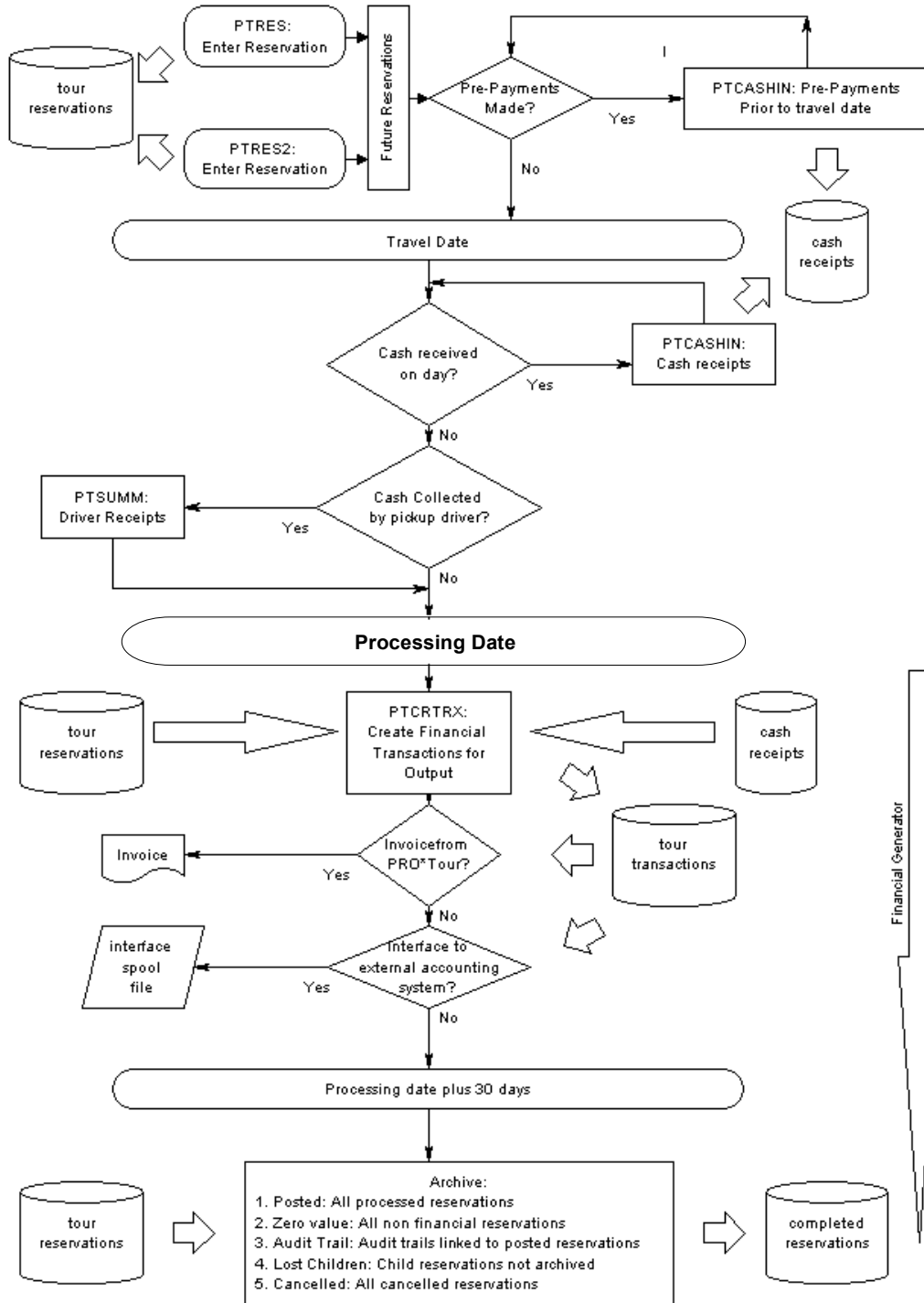
1.3.6 Pricing Hierarchy

Tour Pricing Hierarchy

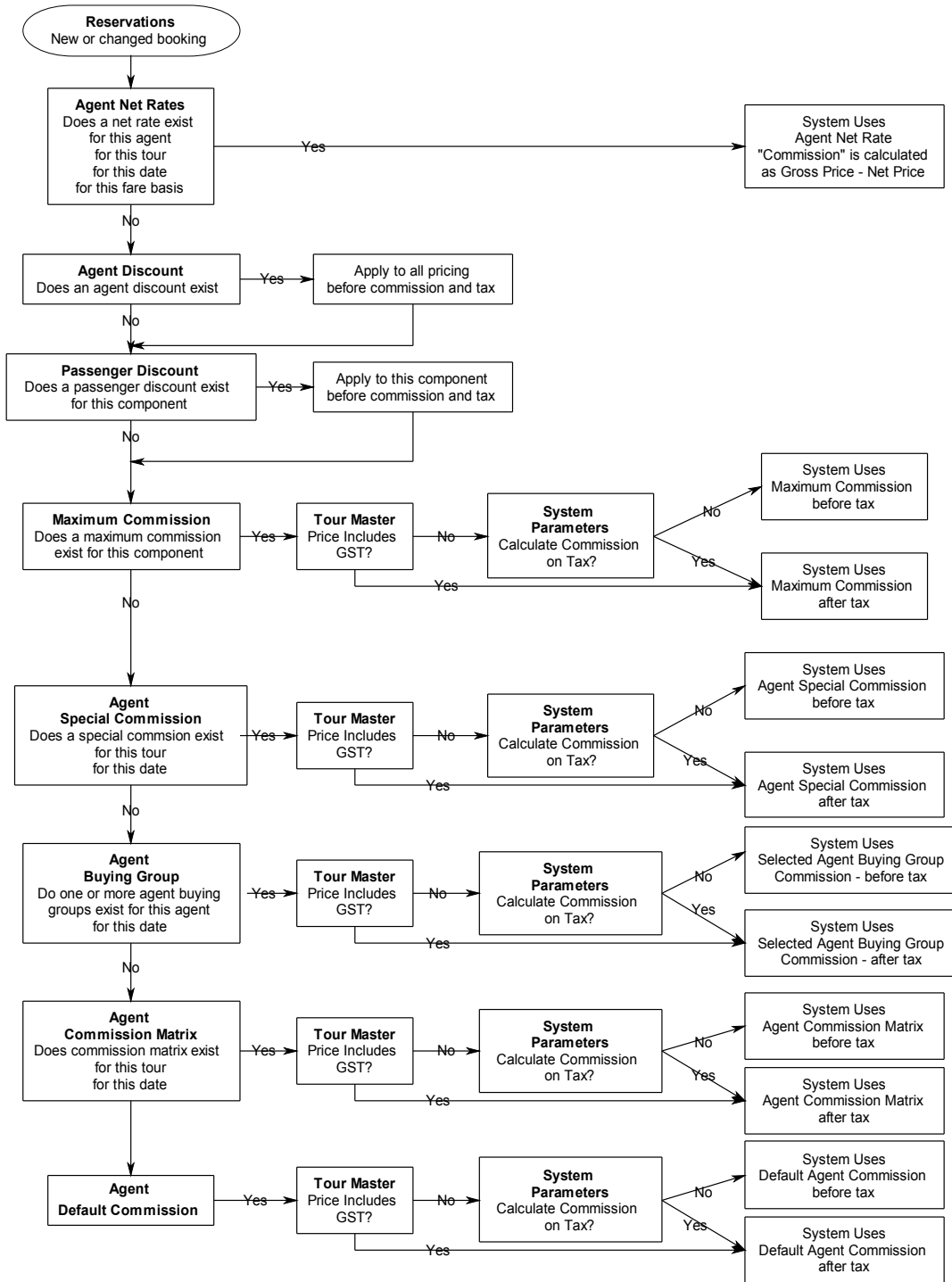


1.3.7 Reservations Life Cycle

PRO*Tour - Reservation Lifer Cycle
Ver 2.1 19/09/2000

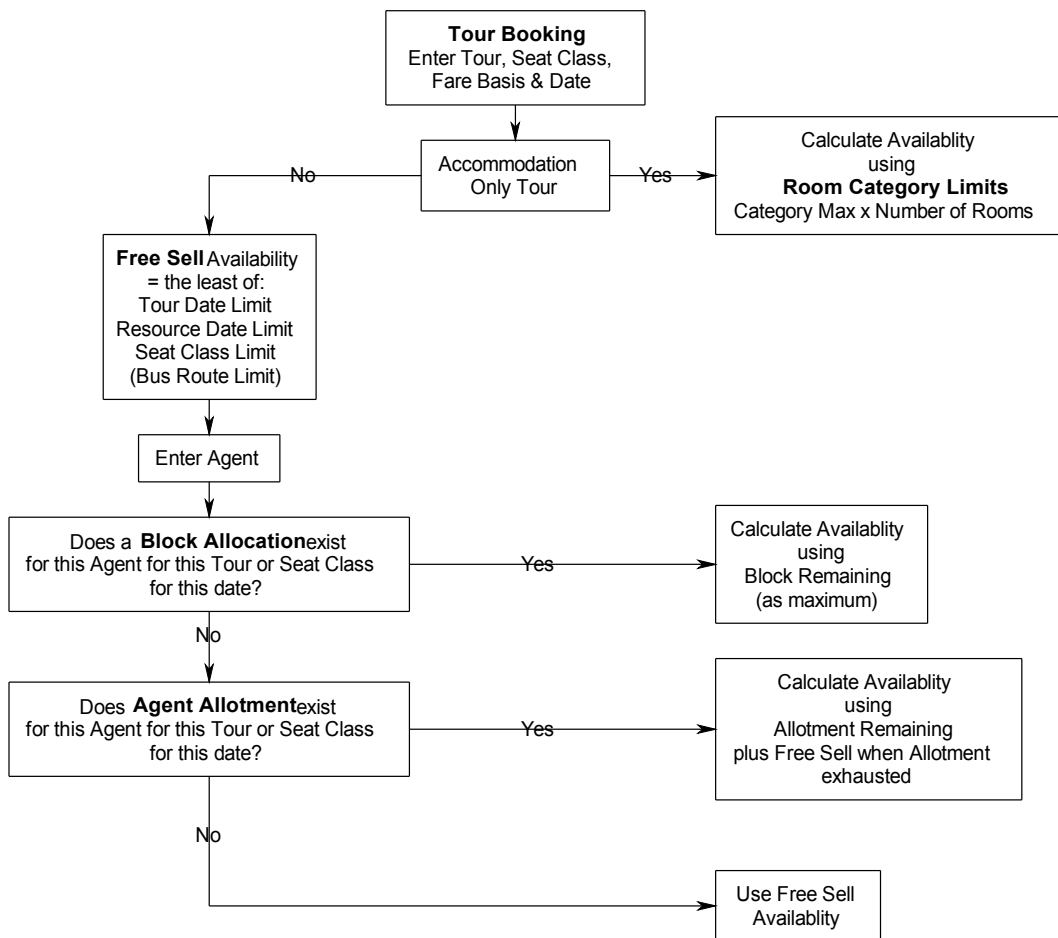


1.3.8 Commissions & Agent Discount Hierarchy



1.3.9 Availability Hierarchy

Availability Limits, Allotments, Block Allocations



1.3.10 Tax Calculation Flow Chart

