

## EASYWAY OVERVIEW

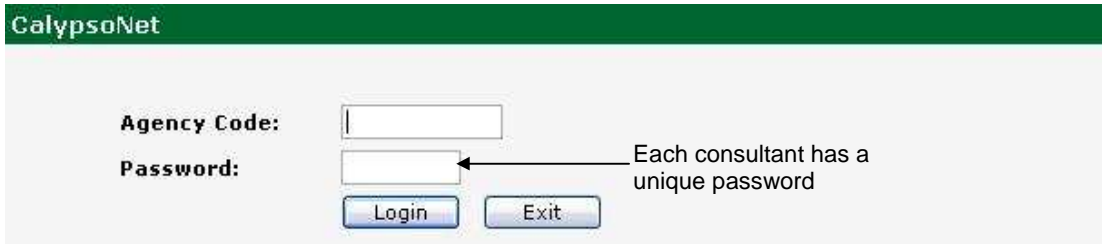
Welcome to the Tour East Online Booking Engine – Easyway. This manual serves as a step-by-step explanation of the new web version of Qantas Holidays Direct Access.

To access Easyway, log in to the URL as follows:

<http://www.calypso.net.au/agweb/toureast>

## LOG IN TO EASYWAY

Enter your Tour East Agency Code and consultant password.



**Agency Code:**

**Password:**  ← Each consultant has a unique password

**Note:** Your password must be 6-8 characters long and must not consist entirely of upper or lower case characters. The password is case sensitive.

## EASYWAY HOME

① The navigation Menu Bar appears at the top of each page. The highlighted menu option indicates the area of the system that is being accessed.

Choose from ② four destinations from the *Company* drop-down menu bar to ensure you are booking into the correct region.

You can choose from the following company codes:

- TS – Tour East Singapore
- TK – Tour East Hong Kong
- TB – Tour East Thailand
- TU – Tour East Bali



23 AUG 2007 - TS

Home
Bookings
Messages
Password
Logout

**Agent Details** ①

**Company:** TOUR EAST SINGAPORE (TS) ②

**Consultant Name:** TEST AGENT **Consultant No:** 04389

**Agent Code:** 1

**Agent Name:** TEST AGENT **Phone No:**

**Agent Address:** TEST ADDRESS **Fax No:**

TEST ADDRESS

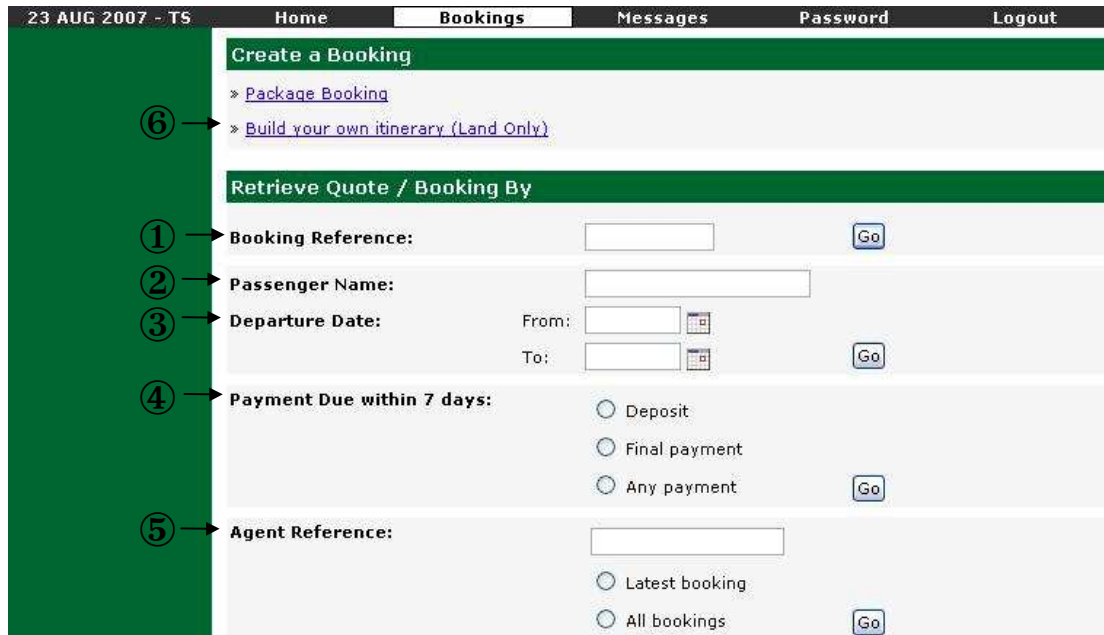
TEST ADDRESS



**Wholesaler Message**

\* \* \* \* \*  
 \* \* WELCOME TO TOUR EAST \* \*  
 \* \* \* \* \*

## BOOKINGS

Using the navigation bar, select the *Bookings* option to access the following screen.



- ① Enables retrieval by *Booking Reference* – enter the six digit booking reference here, then click on the  button to move to the booking details screen.
- ② Retrieve booking by *Passenger Surname* and/or *Departure Date* range – both the surname and/or a departure date are required to retrieve the booking this way. Either part/all of the passenger surname should be entered.
- ③ Retrieve booking by *Departure Date* – this allows you to retrieve bookings for your agency based on a departure date range.  
  
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.  
  
Use the calendar icon  to select a date manually, which will also insert the year for you.
- ④ *Payment Due within 7 days* option is **NOT** applicable. Please ignore this field as you are on agreed Credit Terms with Tour East and this field does not apply.
- ⑤ Retrieve by *Agent Reference* – this allows bookings to be retrieved either by the latest booking made or by all bookings with the specified agent reference. This is your own reference number, consultant name, sub-agent, etc. that can be attached to the booking. It is possible to have the same agent reference attached to more than one booking if you wish. The second option here will display bookings that share the entered reference.
- ⑥ Select the *Build your own itinerary (Land Only)* option to create a simple quote or booking or to make changes to existing bookings.



If you are going to create a package, select *Package Booking*.

## BOOKING A HOTEL

The *Build your own itinerary (Land Only)* option allows Hotels, Transfers and Other (i.e. Sightseeing) product to be booked and amended in the quickest possible way.

Note: Always select the *Show Advanced Search* to enable a detailed search by Category, Hotel Name and In/Out Dates or Duration for the chosen product.

Enter Date, Range, Type and City as required:

- ❖ Enter the Departure *Date* of the itinerary (or use the )
- ❖ Select a *Range* – or click on 
- ❖ Select a *Type* from the drop-down menu  
Eg. Hotels

**Note:** Car and van hire **cannot** be booked through 'Land' function.



23 AUG 2007 - TS    Home    **Bookings**    Messages    Password    Logout

Bookings  
 • Retrieve / Create  
 • New land booking

Only one product range available for the entered date

**Product Information Search**

Date: 21Sep07 

Range: SINW 

Type: Hotels 


City: 

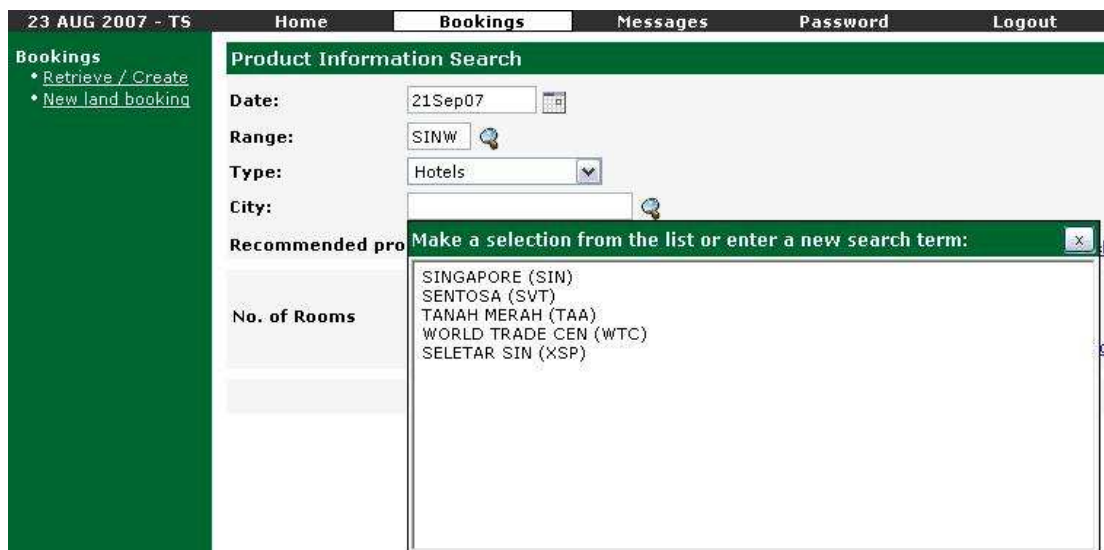
Recommended products: 

No. of Rooms: 1  Room 1:  Children: 0 

[Show Advanced Search](#)

[Reset Rooming](#)

- ❖ Enter either the 3-digit *City* code or, click on  to search for applicable city code.
- ❖ By selecting the *Recommended Products*, only products recommended by Tour East will be displayed. You may also leave this field blank.





23 AUG 2007 - TS    Home    **Bookings**    Messages    Password    Logout


Bookings  
 • Retrieve / Create  
 • New land booking


Only one product range available for the entered date


**Product Information Search**




Date: 21Sep07 

Range: SINW 

Type: Hotels 

City: 

Recommended products: 

No. of Rooms:  Room 1:  Children: 

[Show Advanced Search](#)

[Reset Rooming](#)

Make a selection from the list or enter a new search term:

- SINGAPORE (SIN)
- SENTOSA (SVT)
- TANAH MERAH (TAA)
- WORLD TRADE CEN (WTC)
- SELETAR SIN (XSP)

After completing the *Product Information Search* fields, click on . You will be offered a full hotel list.

Click on hotel name or  to display a full range of room categories.

**Product Information Search**

**Date:**  

**Range:**  

**Type:**  

SINGAPORE acts as a gateway for its region


**City:**  

**Recommended products only:**  [Show Advanced Search](#)

**No. of Rooms:**   Room 1:  Adults  Children  

[Reset Rooming](#)

**Product List**

① Description	②	③	④	⑤	⑥
	Category	Availability	Price	*	B
 COPTHORNE ORCHID	3R	Available	94	B	⑦
 PARKROYAL ON KITCHENER ROAD	3R	Available	108	* B	
 RIVER VIEW HOTEL	3R	Available	110		
 GOLDEN LANDMARK HOTEL	3R	Available	112	B	
 BAYVIEW HOTEL SINGAPORE	3R	Available	116		
 ALBERT COURT HOTEL	3R	Available	118	B	
 PENINSULA/EXCELSIOR HOTEL	3R	Available	126		
 HOTEL MIRAMAR	3.5R	Available	126		
 FURAMA RIVERFRONT SINGAPORE	4R	Available	126	B	

Choose the  next to the room type and click  at the bottom of the screen to book.

- ① Hotel name and room categories are displayed here.
- ② The star rating of a hotel is displayed here. The Star ratings will appear as '3R' or '3.5R' and are based on Tour East Ratings, **NOT** by international standards.
- ③ The room availability is displayed in this column. The availability displayed here is based on the most basic room category.
- ④ This is where the hotel's room rate is displayed base on one room per night (i.e. twin-share room). The price displayed is based on the lowest room rate available at time of search/booking.

<input checked="" type="checkbox"/>	COPTHORNE ORCHID	3R	Available	94	B	
<input type="checkbox"/>	Superior	3R	Available	94	B	<a href="#">info</a>
<input checked="" type="checkbox"/>	Superior compulsory full breakfast	3R	Available	104	B	<a href="#">info</a>

**Note:** The list price excludes cost for extras such as meals, early check-in/out and day use

- ⑤ \* indicates that the hotel is a Tour East recommended hotel (i.e. a preferred product)
- ⑥ **B** indicates *Bonus Nights* may apply for selected room types
- ⑦ Click on the [info](#) button to display full information with regards to the component. You will be able to find price breakdown, cancellation policy, hotel description, bonus offers, bedding configuration guide, room facilities, etc.

### Product Information

**Superior** **3R** **AV 94** **B**

#### Price Enquiry

Copthorne Orchid Effective 01Apr07 to 31Mar08  
 Superior AV On 21Sep for 1 night  
 Bonus night offers available 01Apr07 to 31Mar08  
 Stay up to 4 Pay 3

Room ---Per Night---  
 Adult 2-12yrs  
 2A 47 2 ADULTS

All prices are per person in SGD  
 Maximum 4 people in room including infants  
 Minimum stay: 1 night  
 Meals included: If stated on Itinerary  
 Checkout: Standard at 12:00  
 Day-use: Until 18:00 at 50 percent of room rate

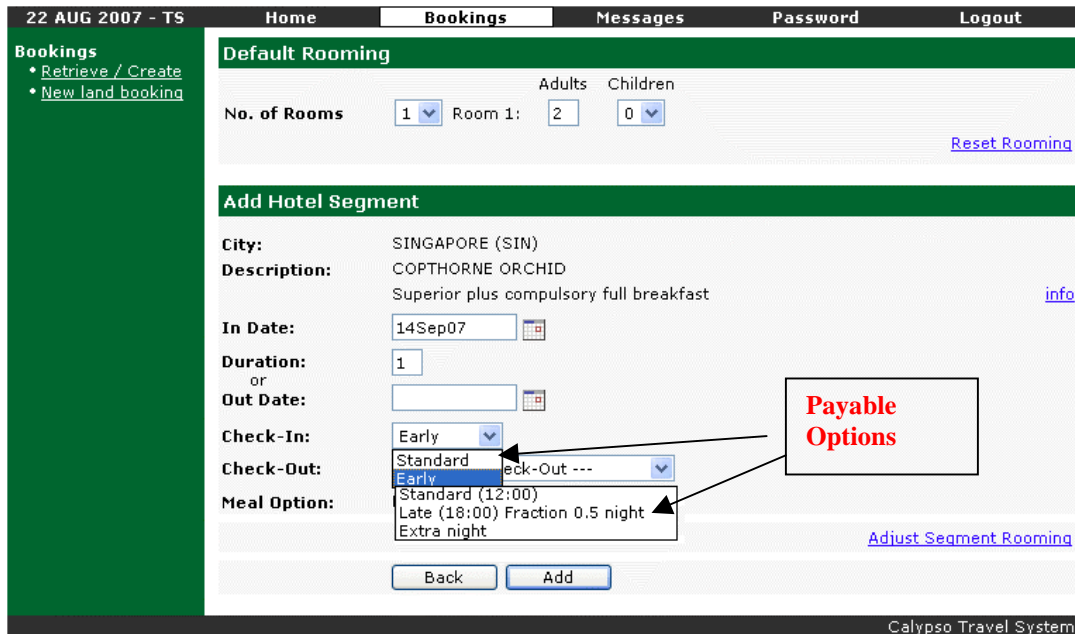
#### CANCELLATION POLICY

The Accommodation provider will be reimbursed with up to a maximum of one night's accommodation (at the agreed contract rate) for cancellations within 96 hours of arrival date or guests who no-show i.e. Guests who do not cancel and fail to arrive. Cancellations received after check-in will be charged one night's accommodation charge in addition to the cost of the night's utilised.

#### Important Notice:

**\*\* Change of hotel, travelling dates and cancellation of booking less than 96 hours (exclude arrival date) will be subject to one night room charge. Citing reasons such as death, accident and illness will not be accepted by the hotel unless accompanied by evidence of such in the passenger's name. It should be noted that as such evidence is no guarantee of a waiver, you will be billed for the one night room charge. If the hotel eventually agrees to a waiver, the fee will be refunded. \*\***

After you have selected the required component, this screen will be displayed.



22 AUG 2007 - TS    Home    **Bookings**    Messages    Password    Logout

**Bookings**  
 • Retrieve / Create  
 • New land booking

**Default Rooming**

No. of Rooms: 1    Room 1: Adults: 2    Children: 0    [Reset Rooming](#)

**Add Hotel Segment**

City: SINGAPORE (SIN)  
 Description: COPTHORNE ORCHID  
 Superior plus compulsory full breakfast    [info](#)

In Date: 14Sep07  
 Duration: 1  
 or  
 Out Date:  
 Check-In: Early  
 Check-Out: Standard  
 Meal Option: Standard (12:00)  
 Late (18:00) Fraction 0.5 night  
 Extra night

**Payable Options**

[Adjust Segment Rooming](#)

Back    Add

Calypso Travel System

This screen is to double check what you have originally selected, and may require you to:

- ❖ Enter *No. of Rooms* (Book max. up to 5 rooms) and *Passenger Details* for each room
- ❖ Enter *Duration* or *Check-out Date*
- ❖ Select *Check-In* and *Check-Out* options (i.e. early check-in & late check-out)
- ❖ Select *Meal Option* if applicable

**Important Note:**

**\*\* It is COMPULSORY to inform Tour East Helpdesk if you have selected any of the PAYABLE Check-in/Check-out options. Send a message with flight details to our helpdesk. Failure to do so will result in no-show (For early check-in). \*\***

**Please book the actual duration required as there will be no refund for guest who check in and shorten their stays.**

Click *Add* to add this segment to your itinerary.

Current Itinerary for New Quote							
	Date	City	Description	Nights	Status		
<input type="checkbox"/>	21Sep07	SIN	COPTHORNE ORCHID	3	AV	312.00	<a href="#">info</a>
						<input type="button" value="Remove"/>	<input type="button" value="Complete"/>

The progress of your itinerary will be displayed at the top of the screen (as shown above).

Click the *Complete* button to save your progress.

**Note:** If one of the components previously selected is no longer required, select that component and click on *Remove* to cancel that component.



This will bring you back to the *Booking Summary* screen where you can add other products (if necessary), such as 'Tours' or 'Transfers'.

## BOOKING A TOUR (OTHER)

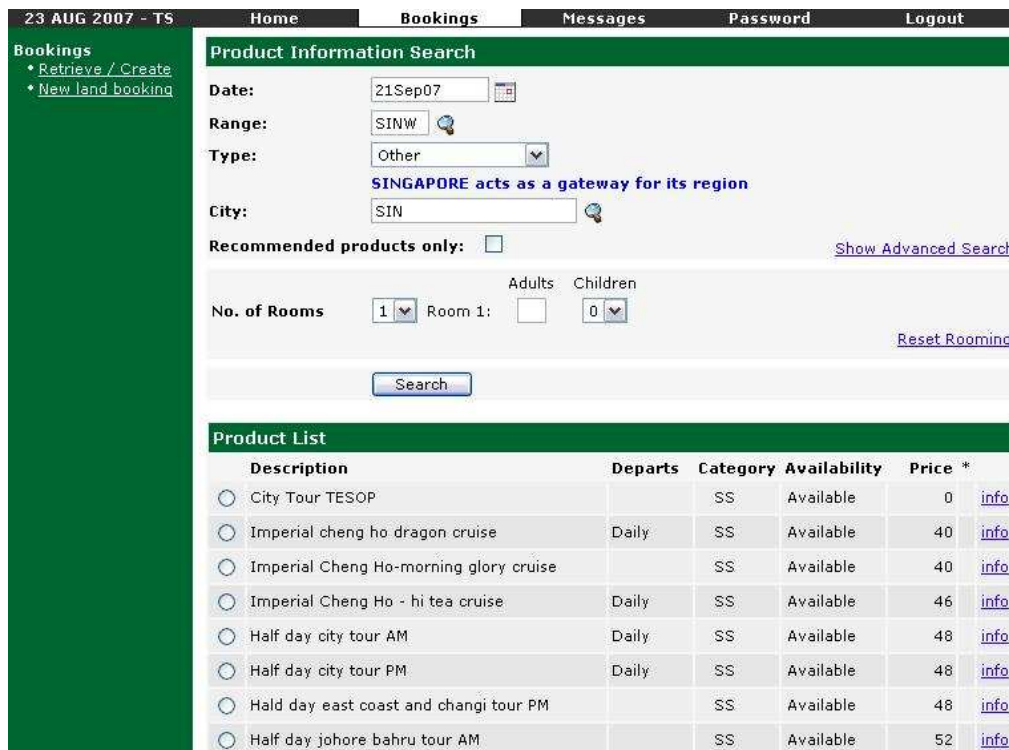
Click on *Show Advanced Search* to display all possible search fields.

**HELPFUL TIP ON ADVANCED SEARCH:** You will be able to retrieve tours by *Description*, *Supplier Names* or *Booking Code*, which will assist to reduce the number of options displayed on the screen.

Define your search by filling in the applicable fields. (E.g. Date, Range, Type and City) as required.

- ❖ Enter the *Date* or click on 
- ❖ Enter *Range* or click on 
- ❖ Select a *Type* from the drop-down list (i.e. *Other*)
- ❖ Enter either the city code or click  to search for the applicable city code
- ❖ Click on

After completing the *Product Information Search* fields, a full sightseeing list based on your search criteria will be displayed.



The screenshot shows the TOUR EAST website interface. At the top, there is a navigation bar with links for Home, Bookings, Messages, Password, and Logout. The date is 23 AUG 2007 - TS. On the left, there is a 'Bookings' sidebar with links for 'Retrieve / Create' and 'New land booking'. The main content area is titled 'Product Information Search' and contains the following fields:

- Date:** 21Sep07 (with a calendar icon)
- Range:** SINW (with a magnifying glass icon)
- Type:** Other (dropdown menu)
- City:** SIN (with a magnifying glass icon)
- Recommended products only:**  (with a link to 'Show Advanced Search')
- No. of Rooms:** 1 (dropdown menu)
- Room 1:** Adults: 0, Children: 0 (dropdown menus)
- Search:**

Below the search form is a 'Product List' table with the following columns: Description, Departs, Category, Availability, and Price \*. The table contains the following rows:

Description	Departs	Category	Availability	Price *
<input type="radio"/> City Tour TESOP		SS	Available	0 <a href="#">info</a>
<input type="radio"/> Imperial cheng ho dragon cruise	Daily	SS	Available	40 <a href="#">info</a>
<input type="radio"/> Imperial Cheng Ho-morning glory cruise		SS	Available	40 <a href="#">info</a>
<input type="radio"/> Imperial Cheng Ho - hi tea cruise	Daily	SS	Available	46 <a href="#">info</a>
<input type="radio"/> Half day city tour AM	Daily	SS	Available	48 <a href="#">info</a>
<input type="radio"/> Half day city tour PM	Daily	SS	Available	48 <a href="#">info</a>
<input type="radio"/> Half day east coast and changi tour PM		SS	Available	48 <a href="#">info</a>
<input type="radio"/> Half day johore bahru tour AM		SS	Available	52 <a href="#">info</a>

Select the required tour option and click on  to book. Indicate the number of adults and/or children and click on *Add* to add this segment into your itinerary.

The progress of your itinerary will be displayed at the top of the screen (as shown above).




Click the *Complete* button to save your progress. This will bring you back to the *Booking Summary* screen.

**Note:** If one of the components previously selected is no longer required, select that component and click on *Remove* to cancel that component.

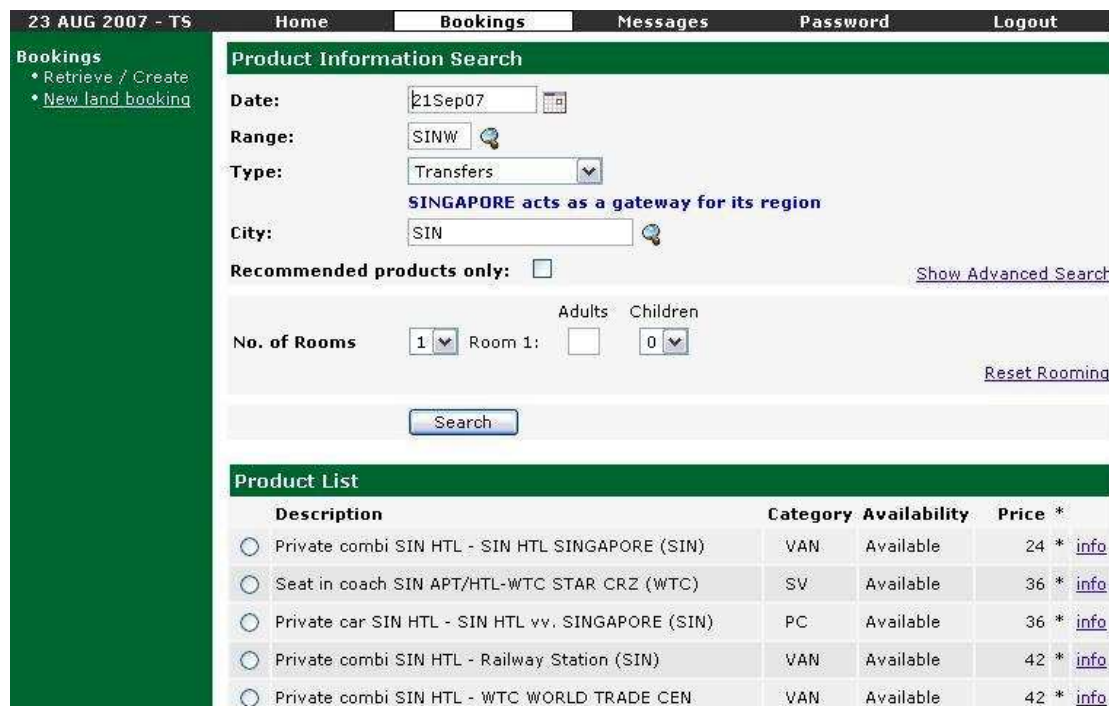
## BOOKING A TRANSFER

Click on *Show Advanced Search* to display all possible search fields.

Define your search by filling in the applicable fields. (E.g. Date, Range, Type and City) as required.

- ❖ Enter the *Date* or click on 
- ❖ Enter *Range* or click on 
- ❖ Select a *Type* from the drop-down list (i.e. *Transfers*)
- ❖ Enter either the city code or click  to search for the applicable city code
- ❖ Click on

When you have completed all applicable fields, a full range of transfer options will be displayed based on the search criteria you have input.



The screenshot shows the TOUR EAST website interface. At the top, there are navigation tabs: Home, Bookings (selected), Messages, Password, and Logout. The date is 23 AUG 2007 - TS. On the left, there is a 'Bookings' sidebar with links for 'Retrieve / Create' and 'New land booking'. The main content area is titled 'Product Information Search' and contains the following fields:

- Date:** 21Sep07 (with a calendar icon)
- Range:** SINW (with a magnifying glass icon)
- Type:** Transfers (dropdown menu)
- City:** SIN (with a magnifying glass icon)
- Recommended products only:**  (with a link to 'Show Advanced Search')
- No. of Rooms:** 1 (dropdown), Room 1: Adults: , Children:  (with a 'Reset Rooming' link)
- Search:**

Below the search fields is a 'Product List' table:

Description	Category	Availability	Price *
<input type="radio"/> Private combi SIN HTL - SIN HTL SINGAPORE (SIN)	VAN	Available	24 * <a href="#">info</a>
<input type="radio"/> Seat in coach SIN APT/HTL-WTC STAR CRZ (WTC)	SV	Available	36 * <a href="#">info</a>
<input type="radio"/> Private car SIN HTL - SIN HTL vv. SINGAPORE (SIN)	PC	Available	36 * <a href="#">info</a>
<input type="radio"/> Private combi SIN HTL - Railway Station (SIN)	VAN	Available	42 * <a href="#">info</a>
<input type="radio"/> Private combi SIN HTL - WTC WORLD TRADE CEN	VAN	Available	42 * <a href="#">info</a>

Select the required transfer option and click on  to book. Indicate the number of adults and/or children and click on *Add* to add this segment into your itinerary.

The progress of your itinerary will be displayed at the top of the screen (as shown above).

Click the *Complete* button to save your progress.

**Note:** If one of the components previously selected is no longer required, select that component and click on *Remove* to cancel that component.

This will bring you back to the *Booking Summary* screen.

## PACKAGE BOOKING (FOR BOOKING OF TRANSFERS ONLY)

If you are making a transfer only booking, select the *Package Booking* option.

Select *Package Booking*

**Create a Booking**

» [Package Booking](#)

» [Build your own itinerary \(Land Only\)](#)

**Departure Details**

**Departure City:**  

**Departure Date:**  




**Package Code:**   

**Flight Mode:**   ④

**Rooming**

⑤ **No. of Rooms**  Room 1:  Adults  Children

[Reset Rooming](#)

- ① This is where you enter the 3-letter city code where the flight is departing from. Alternatively, you may click on  to search.
- ② Enter the date that the **Arrival** transfer is required or click on 
- ③ To book transfers, enter the code **SINTRF** (only for Singapore's transfers), or click on  to select code
- ④ Leave it as default to display all components
- ⑤ Insert the number of passengers in the box accordingly.

Next, you will be asked to answer a series of questions in order to complete the package booking.



would like to check for all passengers, indicate on the  button (beside *Room/Name*).

**Note:** To deselect a passenger or all passengers, simply click on  or  again.

<input type="checkbox"/>	Room/Name	Air	Land	Other	Total
<input type="checkbox"/>	1 JOHNNY/DEPP MR		171.00	57.00	228.00
<input type="checkbox"/>	1 PAX:002		171.00	57.00	228.00
<input type="button" value="Itinerary"/>		Totals:	342.00	114.00	456.00

An itinerary will be displayed for each passenger selected.

Quote TS/528275	
<b>Departure:</b> 21Sep07	<b>Payment Status:</b> Expires 30Aug07
Individual Passenger Itineraries	
Quote TS/528275	JOHNNY/DEPP MR
1 21SEP07 SIN Seat in coach transfer	24.00
2 21SEP07 SIN COPHORNE ORCHID	3 156.00
3 23SEP07 SIN OWN ARRANGEMENTS	1
4 24SEP07 SIN Seat in coach transfer	24.00
5 24SEP07 SIN Half Day City tour AM	24.00

⑥ The [info](#) link displays detailed *Itinerary Component Information* such as the Supplier and Product information and is an excellent reference tool. Information includes *Summary Pricing, Seasonality, Bonus Night(s) & Value-Added Inclusions, Maximum guests in room, Bedding, Renovation Advice, etc.*

Each product's information (E.g. Tours, transfers, etc.) will be different and tailored to the product type.

⑦ The  button will show prices per component for all passengers.

**Note:** To view individual component's pricing, the components should be selected the same way as point ⑤.

⑧ This component is an optional field. It allows you to keep track of your bookings using your own reference methods to retrieve quotes/bookings. You can use the same reference on more than one booking if required, enter your own file numbers, consultant names, subagents, etc. You may also leave it blank if not required.

To add/change an agent reference, type the reference into the box and click . To remove the reference, clear the box and click .

A message will be displayed at the top of the screen will indicate if the reference has been updated or cleared. This amendment will not be recorded in the quote/booking until it has been saved.

⑨ This component is primarily where all *Documentation Requests* are made.

*Agent Booking Advice:* Quotations that can be requested from the system at any time. They provide all details and pricing as a passenger friendly format, and can be



passed to your passenger as reference. You can request this as many times as you wish, however, do take note that only **NETT PRICES** will be displayed!

When you have changed your quotation to a booking, the following will also be displayed.

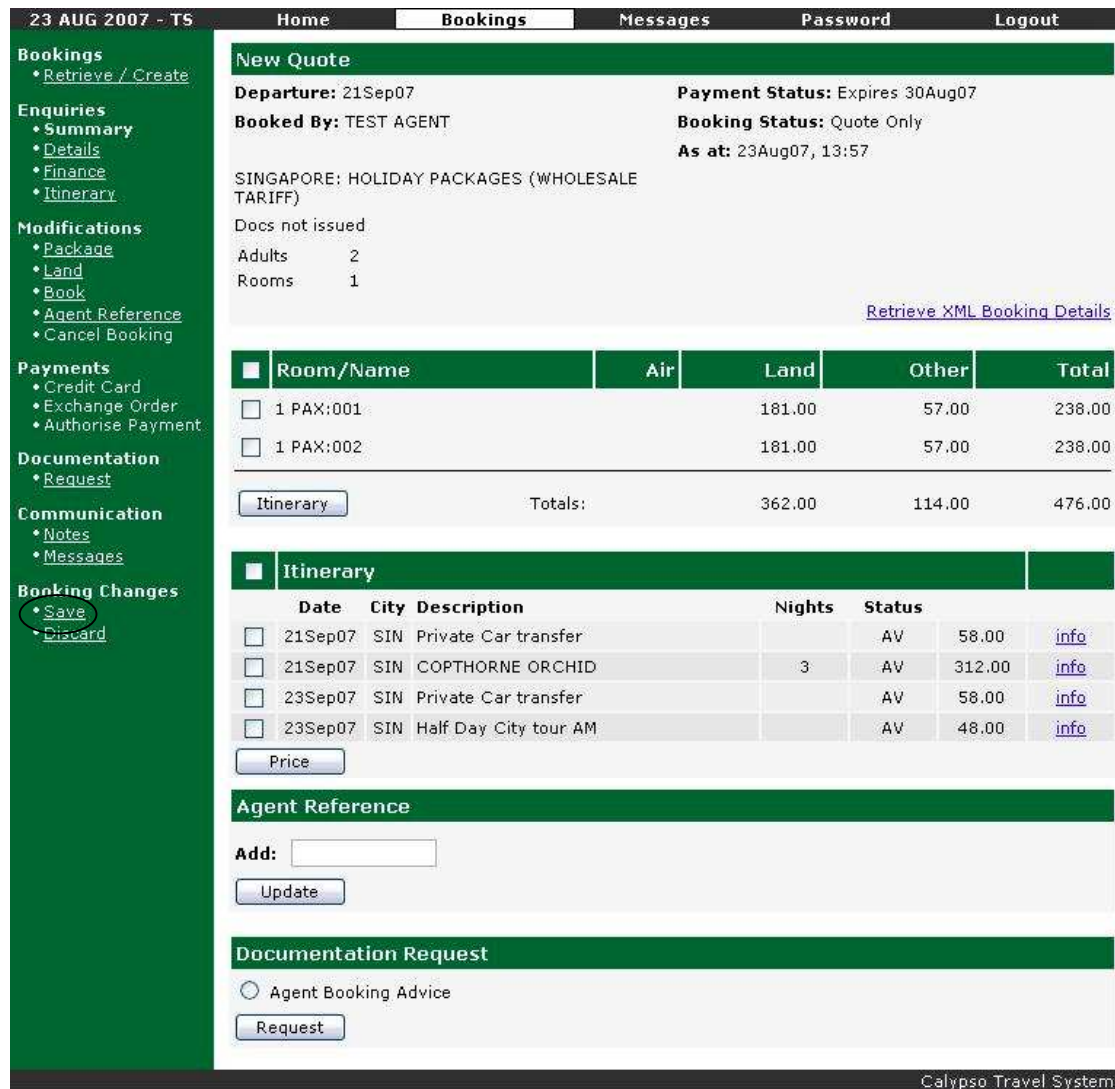
*Passenger Descriptive Itinerary:* The E-DOC or E-Voucher passenger documentation (in PDF format). Click on this option and save. A copy of the required documentation will then be emailed immediately to you (i.e. to a centralized email address).

**Note:** Documents can only be issued **ONCE**, so if you require a re-issuance or to add further products, refer to page 16 for more information.

## SAVING A QUOTE

Once you have completed your quotation, you may save it for future reference or convert it to a booking later.

To save the quotation, click **Save** on the navigational links on the side menu.



23 AUG 2007 - TS    Home    **Bookings**    Messages    Password    Logout

**Bookings**  
 • Retrieve / Create

**Enquiries**  
 • Summary  
 • Details  
 • Finance  
 • Itinerary

**Modifications**  
 • Package  
 • Land  
 • Book  
 • Agent Reference  
 • Cancel Booking

**Payments**  
 • Credit Card  
 • Exchange Order  
 • Authorise Payment

**Documentation**  
 • Request

**Communication**  
 • Notes  
 • Messages

**Booking Changes**  
 • **Save**  
 • Discard

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**New Quote**

**Departure:** 21Sep07      **Payment Status:** Expires 30Aug07  
**Booked By:** TEST AGENT      **Booking Status:** Quote Only  
**As at:** 23Aug07, 13:57

SINGAPORE: HOLIDAY PACKAGES (WHOLESALE TARIFF)  
 Docs not issued  
 Adults      2  
 Rooms      1

[Retrieve XML Booking Details](#)

<input type="checkbox"/>	Room/Name	Air	Land	Other	Total
<input type="checkbox"/>	1 PAX:001		181.00	57.00	238.00
<input type="checkbox"/>	1 PAX:002		181.00	57.00	238.00
<b>Itinerary</b>		<b>Totals:</b>		362.00	114.00
				476.00	

**Itinerary**

<input type="checkbox"/>	Date	City	Description	Nights	Status	
<input type="checkbox"/>	21Sep07	SIN	Private Car transfer		AV	58.00 <a href="#">info</a>
<input type="checkbox"/>	21Sep07	SIN	COPTHORNE ORCHID	3	AV	312.00 <a href="#">info</a>
<input type="checkbox"/>	23Sep07	SIN	Private Car transfer		AV	58.00 <a href="#">info</a>
<input type="checkbox"/>	23Sep07	SIN	Half Day City tour AM		AV	48.00 <a href="#">info</a>

**Agent Reference**

**Add:**

**Documentation Request**

Agent Booking Advice

Calypso Travel System

You will be asked to re-confirm to **Save** or **Discard** your quotation.

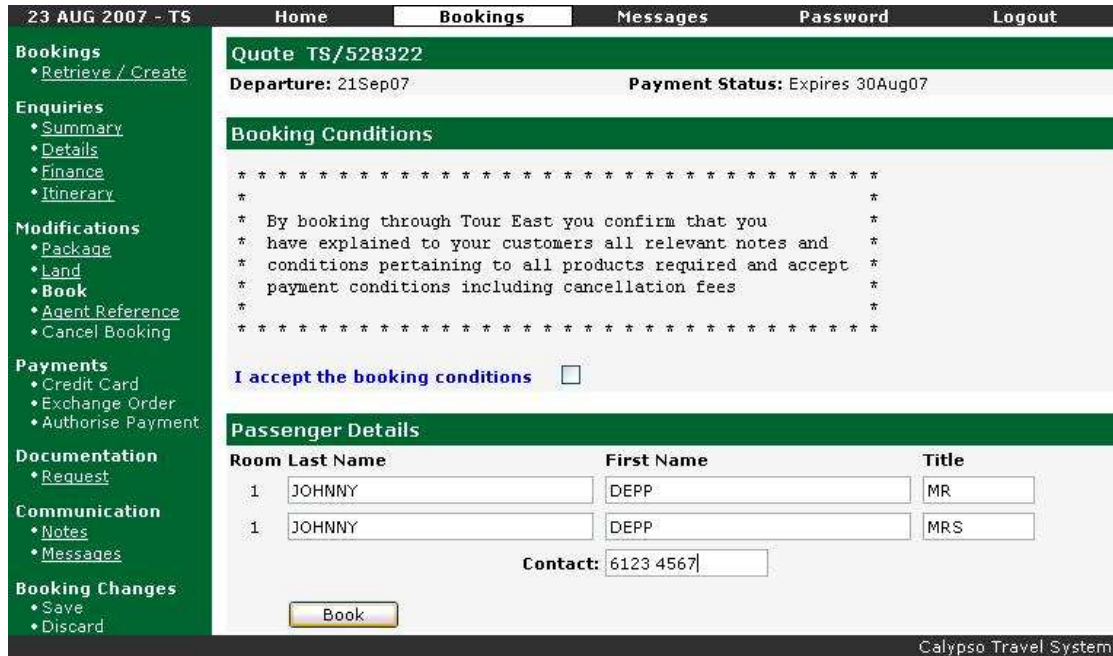
Enter the lead passenger's **Full** name (according to passport) and click on the **Save** button.



## CHANGING YOUR QUOTE TO A BOOKING

At the *Booking Summary* screen, click *Book* (under **Modifications**) and fill in the *Passenger Details* (including *Emergency Contact*, if possible).

The following screen will appear:



The screenshot shows the Calypso Travel System interface. At the top, there are navigation tabs: Home, Bookings, Messages, Password, and Logout. The main content area is divided into several sections:

- Quote TS/528322**: Departure: 21Sep07, Payment Status: Expires 30Aug07
- Booking Conditions**: A text area containing terms and conditions, starting with "By booking through Tour East you confirm that you have explained to your customers all relevant notes and conditions pertaining to all products required and accept payment conditions including cancellation fees". Below this is a checkbox labeled "I accept the booking conditions".
- Passenger Details**: A table with columns for Room, Last Name, First Name, and Title.
 

Room	Last Name	First Name	Title
1	JOHNNY	DEPP	MR
1	JOHNNY	DEPP	MRS

 Below the table is a "Contact:" field with the value "6123 4567" and a "Book" button.

On the left side, there is a green sidebar menu with categories: Bookings, Enquiries, Modifications, Payments, Documentation, Communication, and Booking Changes.

Read through the 'Booking Conditions' and place a tick at 'I accept the booking conditions' to acknowledge the conditions.

Enter all passenger names accordingly and click the  button.

### Quote converted to booking



The screenshot shows the 'Booking Summary' screen for quote TS/528322. The booking has been converted to a booking.

**Booking TS/528322**

Departure: 21Sep07      Payment Status: Expires 30Aug07  
 Booked By: TEST AGENT      Booking Status: Not confirmed  
 Passenger contact: 6123 4567      As at: 23Aug07, 15:15

SINGAPORE: HOLIDAY PACKAGES (WHOLESALE TARIFF)  
 Docs not issued

Adults      2  
 Rooms      1

[Retrieve XML Booking Details](#)

Click 'Save' (under *Booking Changes*) to update the booking.

Your booking has been created. The following message should appear on the *Booking Summary* screen – "Converting Quote to Booking (Click SAVE to complete transaction).

**Important Note:** In some cases, a change made to a booking cannot be completed until the booking is saved. If an action requires the booking to be saved before it takes effect, the following page will be displayed.

**Booking TS/528322**

**Departure:** 21Sep07      **Payment Status:** Expires 30Aug07

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**Save or Discard Booking Changes?**

Changes have been made to the current booking.

- To save the changes, click the save button.
- To discard the changes and leave the booking unchanged, click the discard button.
- To return to the booking summary without saving or discarding the changes, click the back button.

①      ②      ③

① The save button will update the booking and store the changes. When the changes have been saved, the following message will appear at the top of the *Booking Summary* screen.

**Booking 521831 changed**

② The discard button will cancel any action that requires the booking to be saved before it takes effect. If you do not wish to complete the changes you have made to the booking, use the discard button to ignore the changes and the following message will appear at the top of the *Booking Summary* screen.

**Your changes to booking TS/521831 were discarded**

③ If you wish to continue working on the booking or messages without saving or discarding the changes yet, use the *Back* button.

**Note:** If the session expires before changes have been saved, the actions/changes will be lost. It is recommended that you save regularly or when the above window appears.

## NAVIGATIONAL LINKS

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Under the navigation links, you will be able to retrieve/create a booking, view itinerary details, view cost breakdown, modifications and etc.

### Bookings

- [Retrieve / Create](#)

**Retrieve/Create** – This will bring you back to the screen on page 2 at any time during your login session. You may retrieve other bookings or create a new quote/booking.


### Enquiries

- [Summary](#)
- [Details](#)
- [Finance](#)
- [Itinerary](#)

**Summary** – This will bring you back to the Booking Summary screen. You will be able to get a summary of your booking reservation you have made so far.

**Details** – To view detailed itinerary of a booking. The itinerary will include all components and prices if available

**Finance** – View the breakdown of the total cost, including the commission levels.

**Itinerary** – This option shows a decoded – passenger friendly – itinerary. Use  [Print](#) to print a copy. This itinerary is only for passenger's reference and will not be taken into account by the Supplier.

### Modifications

- [Package](#)
- [Land](#)
- [Passengers](#)
- [Agent Reference](#)
- [Cancel Booking](#)

**Package** – DO NOT USE in any case. This will cause the screen to restart the quote/booking process, and you risk losing all other confirmed components.

**Land** – Add or amend additional product to your quote or booking or view Product Information, prices and availability.

**Agent Reference** – An agent reference can be added, changed or removed from a booking. (Refer page 11, point 8 for more information)

### Documentation

- [Request](#)

**Request** – You may request for the Passenger Descriptive Itinerary and/or Agent Booking Advice. (Refer page 11, point 9 for more information)

### Communication

- [Notes](#)
- [Messages](#)

**Notes** – Notes displayed here are a record of information and changes that have been made to a booking. Notes can be generated by the system automatically or added manually. You may also use Notes to send information to respective suppliers.

**Messages** – Where you send a specific booking message to a particular queue that will be action by Qantas Holidays.

(Refer page 18 for more information)

## NAVIGATIONAL LINKS - COMMUNICATIONS

The communication process is a 2-stage process (**Notes** and **Messages**), and it is essential that both procedures are followed to ensure your booking requests are actioned correctly.

- ❖ **Notes** – This is an important function, as this screen saves all the information and booking amendments that have occurred since the initial booking was made. It is also a way for you to communicate with the Tour East Help Desk for any special requests, additional information or advise flight details, etc.



The screenshot shows a form titled "Add New Booking Notes". It features a text input field containing the text "PAX REQUEST NON-SMOKING ROOM". Below the input field is a blue "Add" button.

After you have entered the relevant request, click *Add* to save the note. The following message should appear on the top of the screen:

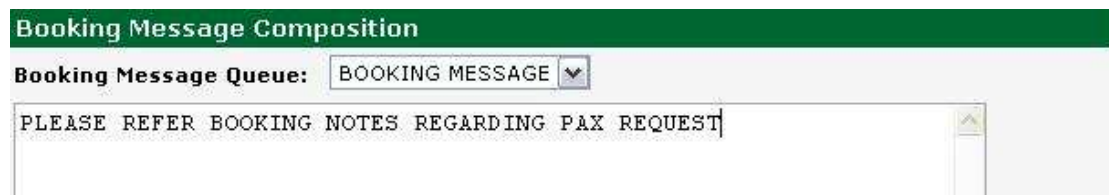
**Booking note added**

The message will then appear in the *Booking Notes* screen:



The screenshot shows the "Booking Notes" screen. It displays a list of notes. The first note is "Quote created". The second note is "Booking remarks for M/SIN/T0054 on 23Sep". The third note is "PAX REQUEST NON-SMOKING ROOM", which is circled in red.

- ❖ **Messages** – Should only be quick instructions to the Help Desk.



The screenshot shows the "Booking Message Composition" screen. It features a dropdown menu labeled "Booking Message Queue:" with "BOOKING MESSAGE" selected. Below the dropdown is a text input field containing the text "PLEASE REFER BOOKING NOTES REGARDING PAX REQUEST".

This is all that is required in the *Booking Message Composition* field, as it directs you back to the *Booking Summary*. Click on *Send*.



The screenshot shows the "Booking Notes" screen. It displays a list of notes. The first note is "Quote created". The second note is "Booking remarks for M/SIN/T0054 on 23Sep". The third note is "Option created". The fourth note is "PAX REQUEST NON-SMOKING ROOM". The fifth note is "Message sent to TECE at 15:33 on 23Aug07", which is circled in red.

A note will be added automatically (as indicated above).

**Note:** Messages are NOT saved in history, should this information need to be retrieved later, it would not be possible. Therefore, please ENTER all requests in *Notes* before proceeding to *Messages*.

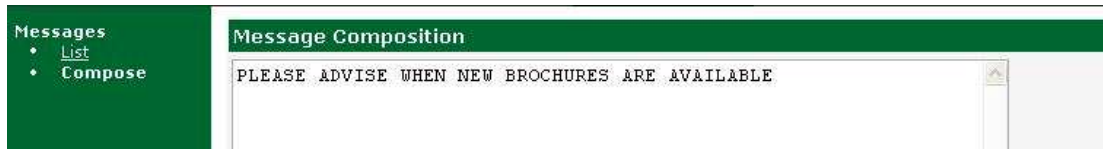
**Important Note:**

**\*\* Please note that it is COMPULSORY to send all flight details to the Tour East Helpdesk. Input the flight details in the 'Booking Notes' screen followed with sending a 'Message' to the Tour East Helpdesk. \*\***

## MESSAGES

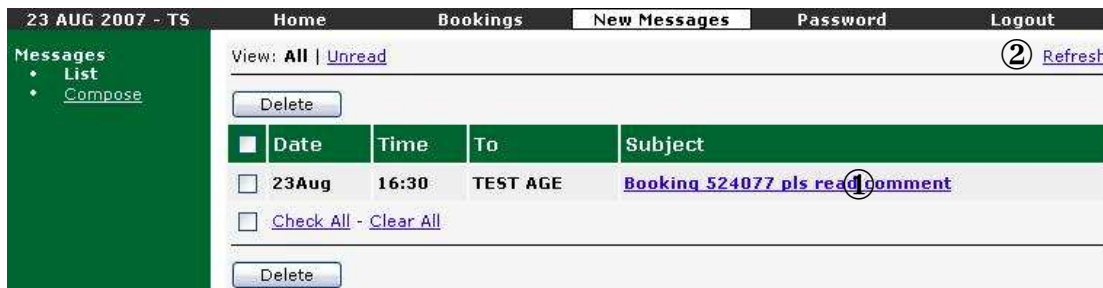
Should you have a general enquiry that is not specifically related to a booking or just require further general information, you may also send a general message to the Help Desk by using the *New Messages* field on the navigation bar at the top of the page.

Messages can be sent and received this way. Use the *Compose* link to open a blank message window. This should only be used for general, non-specific booking messages. These messages will be directed to a generic queue that is actioned by Tour East and a reply will be sent back from the Help Desk to your query.



Click *Send* and a message will appear at the top of the screen as confirmation.

New messages will be shown in bold type.



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 should be deleted. A sample message will look like this.



② To check for new messages, click the *Refresh* link.

## BOOKING CANCELLATION

Before cancellation of a booking, please ensure that you read through the cancellation policy of a component. The cancellation policy can be found on the *Booking Summary* screen under [info](#) for each respective component.

Itinerary							
	Date	City	Description	Nights	Status		
<input type="checkbox"/>	21Sep07	SIN	Seat in coach transfer		HK	48.00	<a href="#">info</a>
<input type="checkbox"/>	21Sep07	SIN	COPTHORNE ORCHID	3	HK	312.00	<a href="#">info</a>
<input type="checkbox"/>	23Sep07	SIN	Seat in coach transfer		HK	48.00	<a href="#">info</a>
<input type="checkbox"/>	23Sep07	SIN	Half Day City tour AM		HK	48.00	<a href="#">info</a>

Steps to cancel a booking:

- ① Retrieve your booking reference
- ② Under *Modifications*, select '*Cancel Booking*'



- ③ You will be asked to enter the reason for cancel. Once you have entered the reason, click *Continue*

23 AUG 2007 - TS
Home   Bookings   Messages   Password   Logout

**Bookings**  
 • Retrieve / Create

**Enquiries**  
 • Summary  
 • Details  
 • Finance  
 • Itinerary

**Modifications**  
 • Package  
 • Land  
 • Agent Reference  
 • **Cancel Booking**

**Payments**  
 • Credit Card  
 • Exchange Order  
 • Authorise Payment

**Documentation**  
 • Request

**Communication**  
 • Notes  
 • Messages

**Booking Changes**  
 • Save  
 • Discard

**Cancel Booking TS/528322**

<b>Departure:</b> 21Sep07	<b>Payment Status:</b> Balance by 07Sep
<b>Booked By:</b> TEST AGENT	<b>Booking Status:</b> Confirmed
<b>Passenger contact:</b> 6123 4567	<b>As at:</b> 23Aug07, 15:42
SINGAPORE: HOLIDAY PACKAGES (WHOLESALE TARIFF)	
Docs not requested	
Adults      2	
Rooms        1	
<a href="#">Retrieve XML Booking Details</a>	

**Reason for cancellation:**

Calvoso Travel System

- ④ The following screen will appear at the top of the *Booking Summary* screen.

Booking TS/528322 was cancelled

**Booking TS/528322**

<b>Departure:</b> 21Sep07	<b>Payment Status:</b> ** Cancelled **
<b>Booked By:</b> TEST AGENT	<b>Booking Status:</b> ** Cancelled **
<b>Passenger contact:</b> 6123 4567	<b>As at:</b> 23Aug07, 15:45

SINGAPORE: HOLIDAY PACKAGES (WHOLESALE TARIFF)

Docs not issued

Adults	2
Rooms	1

[Retrieve XML Booking Details](#)

## ADMINISTRATION

To keep your access secured, it is recommended that you change your access code the first time you log in, and every few months thereafter. 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, your System Administrator in your office can reset this for you immediately.

**Change Password**

<b>Original Password:</b>	<input type="text"/>
<b>New Password:</b>	<input type="text"/>
<b>Confirm Password:</b>	<input type="text"/>

**Note:** Your password must be 6-8 characters long and must not consist entirely of upper or lower case characters. The password is case sensitive.

## LOG OUT OF EASYWAY

After 20 minutes of inactivity, the Easyway session will show the following error. This is to ensure the system speed is maintained, and to ensure your system is secure (i.e. ensure that access to the system is not violated while you are away from your desk).

Your session has expired

**CalypsoNet**

<b>Agency Code:</b>	<input type="text"/>
<b>Password:</b>	<input type="text"/>

Should you be in the process of making a booking, quote or amendment, but you have been inactive for 20 minutes or more, it will mean that all changes or bookings will be lost. To avoid this occurring, it is best to save your changes once you have finished what you need to do in the booking and log out prior to leaving your desk.

To do this, 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 with Easyway for the day, use the Exit button to close this window.

## EASYWAY HELP

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

For assistance, kindly contact the Help Desk at [bizdev@toureast.net](mailto:bizdev@toureast.net)