Trafalgar

If you are not currently registered to book Trafalgar, register to make bookings as a new agency set-up, by visiting https://www.trafalgar.com/agents/registration/step-1.

. Upon completion of the registration you will receive a User ID and Password and can take the following steps to setup *ClientBase*.

Set Up Trafalgar Live Connect

Upon receiving User ID and Password, take the following steps to setup *ClientBase* for Live Connect.

Step 1) Since we are releasing Trafalgar between *ClientBase* releases, set it up as a Live Connect Provider by going to **Utilities|Live Connect Providers**, and clicking *Add*.

Provider Name: Type Trafalgar.

URL: Type **https://book.itropics.com/BookingWizard/TramsLiveConnect.aspx?sc=TTUSAS**

Travel Category: Select *Tour* from the drop-down.

Import XML from: Select *HTML Source.*

Step 2) Set up for Live Connect agent logins can be done in two ways - globally (if all agents share the same user name, password or account number), or individually. When Live Connect is launched, the system first looks to see if there is login information at the User Login level, and if not, then looks for the login information at the Global Defaults level.

Set Up Global Agent Login Information: To enter one set of login information for a Live Connect provider for all agents to share, go to **Global Defaults|Live Connect Login.** Click *Add* and enter the following information:

Live Connect Provider: Select Trafalgar from the drop-down list.

User Name/Password: Enter the User Name and Password based upon the login information provided to you when you contacted Trafalgar. (The Agency Number and Agency Code is not applicable.) Click *OK to save.*

Set Up Individual Agent Login Information: To set up Live Connect for **each** user login, click the Live Connect tab in the User Settings after logging into *ClientBase* as the SYSDBA and going to **Utilities|User Logins|User List**. For each user login, add a Live Connect login for Trafalgar by first clicking the *Live Connect Tab* under *User Settings* and then *Add.*

Live Connect Provider: Select Trafalgar from the drop-down list.

User Name/Password: Enter the User Name and Password based upon the login information provided to you when you contacted Trafalgar. (The Agency Number and Agency Code is not applicable.) Click *OK to save.*

Step 3) Retrieve the Trafalgar vendor profile from the Profile Manager (or create one if not in your database). From the General Info tab, click the *Live Connect Providers* button. Click *Add,* and select *Trafalgar* booking engine from the drop-down list. The Vendor Code is left blank. In the *Travel Category* profile field, select *Tour* from the drop-down menu.

Live Connect Features Supported by Trafalgar

Trafalgar supports the following Live Connect Features if checked :

✓ **CREATE NEW RESERVATION** (Launch, Book & Import New Reservation)

    ✓ Automatically logs you in to booking engine with User Login data from *ClientBase*.

    — Populates booking engine with profile data from *ClientBase*.

    — Sends reservation details from booking engine's confirmation page to *ClientBase* reservation record.

✓ **IMPORT EXISTING RESERVATION** (Imports new reservation booked outside of *ClientBase*).

    ✓ Uses confirmation number to automatically pass all reservation details from booking engine to *ClientBase* reservation record.

    _ Allows user to browse for reservation and upon retrieval sends reservation details from booking engine's confirmation page to *ClientBase* reservation record.

_ **RETRIEVE RESERVATION** - Retrieves existing reservation previously imported via Live Connect for viewing or editing. Upon editing, imports updated reservations details.

Import a Trafalgar Reservation into ClientBase

Step 1) When ready to import into ClientBase a reservation previously made with Trafalgar, create a client Res Card and fill in the *Agent, Status, Reservation Cycle,* and *Trip Name* fields. No need to add travelers.

Step 2) Use the *Add Reservation* button to start a new reservation. Fill in the *Vendor, Travel Category* and click *Live Connect.*

Step 3) Click *Import Existing Reservation* and enter the confirmation number of the reservation to import.

Step 4) Although still in *ClientBase*, you are now on-line at the Trafalgar booking site and you will see your reservation. Click *Import Reservation.* All reservation data booked on-line is now located in the reservation fields in *ClientBase*.

If you need help using the Trafalgar booking site, go to contactus@trafalgartours.com.