

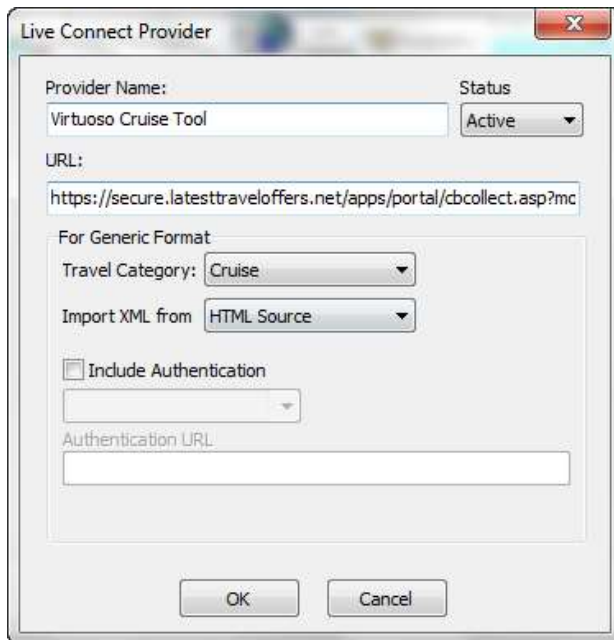
Virtuoso Cruise Tool

To register to use Virtuoso Cruise Tool, go to <https://login.virtuoso.com/>.

Set Up Virtuoso Cruise Tool

Upon receiving Virtuoso Cruise Tool, take the following steps to setup *ClientBase* for Live Connect.

Step 1) Create a Live Connect Provider for Virtuoso Cruise Tool if none exists by going to **Utilities|Live Connect Providers**, and clicking *Add*. (It's a good idea to check if the URL is correct.)



The screenshot shows a dialog box titled "Live Connect Provider" with the following fields and options:

- Provider Name:** A text box containing "Virtuoso Cruise Tool".
- Status:** A dropdown menu set to "Active".
- URL:** A text box containing "https://secure.latesttravelloffers.net/apps/portal/cbcollect.asp?mc".
- For Generic Format:**
 - Travel Category:** A dropdown menu set to "Cruise".
 - Import XML from:** A dropdown menu set to "HTML Source".
 - Include Authentication:** An unchecked checkbox.
 - Authentication URL:** An empty text box.

At the bottom of the dialog are "OK" and "Cancel" buttons.

Provider Name: Enter Virtuoso Cruise Tool.

URL: Enter **https://secure.latesttravelloffers.net/apps/portal/cbcollect.asp?mode=virtuoso**

Travel Category: Enter Cruise from the drop-down menu.

Import XML from: Enter HTML Source.

Step 2) From the list below of *Virtuoso Cruise Tool Participating Vendors and Vendor Codes*, create a profile if none exists for those you are using. Click *Live Connect Providers* and *Add* in the vendor profile. Select *Virtuoso Cruise Tool* from the drop-down menu and enter the *Virtuoso Cruise Tool* vendor code as the unique vendor identifier.

Virtuoso Cruise Tool Participating Vendors and Vendor Codes

<u>CODE</u>	<u>VENDOR NAME</u>	<u>LIVE CONNECT PROVIDER</u>
AZA	Azamara	Virtuoso Cruise Tool
CCL	Carnival Cruise Lines	Virtuoso Cruise Tool
CEL	Celebrity Cruises	Virtuoso Cruise Tool
CST	Costa Cruise Lines	Virtuoso Cruise Tool
DCL	Disney Cruise Line	Virtuoso Cruise Tool
HAL	Holland America Line	Virtuoso Cruise Tool
MSC	MSC Cruises	Virtuoso Cruise Tool
NCL	Norwegian Cruise Lines	Virtuoso Cruise Tool
OCL	Oceania	Virtuoso Cruise Tool
PCL	Princess Cruises	Virtuoso Cruise Tool
REG	Regent Seven Seas	Virtuoso Cruise Tool
RCC	Royal Caribbean International	Virtuoso Cruise Tool
SBN	Seabourne Cruise Lines	Virtuoso Cruise Tool
SSC	Silversea Cruises	Virtuoso Cruise Tool
VRC	Viking River Cruises	Virtuoso Cruise Tool

Virtuoso Cruise Tool Features

Virtuoso Cruise Tool supports the following Live Connect Features if checked:

<p>✓ CREATE NEW RESERVATION (Launch, Book & Import New Reservation)</p> <p>– Automatically logs you in to booking engine with User Login data from <i>ClientBase</i>.</p> <p>✓ Populates booking engine with profile data from <i>ClientBase</i>.</p> <p>✓ Sends reservation details from booking engine's confirmation page to <i>ClientBase</i> reservation record.</p> <p>✓ IMPORT EXISTING RESERVATION (Imports new reservation booked outside of <i>ClientBase</i>)</p> <p>✓ Uses confirmation number to automatically pass all reservation details from booking engine to <i>ClientBase</i> reservation record.</p> <p>✓ Allows user to browse for reservation and upon retrieval sends reservation details from booking engine's confirmation page to <i>ClientBase</i> reservation record.</p> <p>✓ RETRIEVE RESERVATION - Retrieves existing reservation previously imported via Live Connect for viewing or editing. Upon editing, imports updated reservations details.</p>

Create Virtuoso Cruise Tool New Reservation

Step 1) When ready to book on-line, create a client's Res Card and fill in the *Agent, Status, Reservation Cycle, and Trip Name Fields*, and select the travelers.

Step 2) If you do not know the vendor you are using, click the *Live Connect* button in the lower right hand corner of the main Res Card screen to launch Virtuoso Cruise Tool from the Res Card level.

Booking Status	Type	Res Date	Vendor

Res Total: 0.00 Invoiced Total: 0.00 Balance: 0.00 Conn Total: 0.00 Net Total: 0.00

If you do know the vendor you are booking, use the *Add Reservation* button to start a new reservation. Fill in the *Vendor and Travel Category* fields if not defaulted, click *Live Connect*, and then *Create New Reservation*.

Reservation

General | More Taxes | Expanded Fare Info | Payment Due Date | Itin/Invoice Remarks

Date Reserved: 3/29/2017 | Booking Status: Confirmed | Vendor: [Redacted] | Travel Category: Cruise | Live Connect

Step 3) Select any customer data to book the reservation (*Traveler, Credit Card, Phone, and Billing Address*), click *Connect*:

Live Connect

Select All Options

Profile	Traveler	Branch
<input type="checkbox"/> Phone <input type="checkbox"/> Home Phone +1 (650) 988-1222 <input type="checkbox"/> Cell +1 (650) 333-1234 <input type="checkbox"/> Business - Ken +1 (650) 555-5555 <input type="checkbox"/> Home - Los Angeles +1 (310) 555- <input checked="" type="checkbox"/> E-mail <input checked="" type="checkbox"/> kable@earthlink.net <input type="checkbox"/> SueA@company.com <input type="checkbox"/> Bill To Address <input type="checkbox"/> 1257 Orange Street Los Altos CA 9 <input type="checkbox"/> Additional Addresses <input type="checkbox"/> 1257 Orange Street Los Altos CA 9 <input type="checkbox"/> 25 Newton Way Nbr.45 Miami FL 33 <input type="checkbox"/> ABC Company 100 W. Cleveland Laf <input type="checkbox"/> Credit Card <input type="checkbox"/> VI 4321-XXXX 10/17 <input type="checkbox"/> VI 41-XXXX-1111 10/18 <input type="checkbox"/> Other Cards <input type="checkbox"/> VAX 14123454 TRAMS	<input checked="" type="checkbox"/> Able/Kenneth David <input checked="" type="checkbox"/> Age 59 (06/23/1957) <input checked="" type="checkbox"/> Passport <input checked="" type="checkbox"/> 4568999939 US Expire Date: <input checked="" type="checkbox"/> Credit Card <input checked="" type="checkbox"/> AX 37-XXXX-1234 08/19 <input type="checkbox"/> Frequent Flyer <input type="checkbox"/> AA 4567888 <input type="checkbox"/> UA 00123456789 <input type="checkbox"/> US 123456789 <input type="checkbox"/> NW 451234567 <input type="checkbox"/> Hotel Program <input type="checkbox"/> HH 543216 <input type="checkbox"/> Car Program <input type="checkbox"/> ZE ID-1234567/CD-12345 <input checked="" type="checkbox"/> Air Preferences (Economy,Aisle, <input checked="" type="checkbox"/> Cruise Preferences (Late - Large <input checked="" type="checkbox"/> Able/Susan Elizabeth <input checked="" type="checkbox"/> Age 58 (01/05/1959) <input checked="" type="checkbox"/> Passport <input checked="" type="checkbox"/> 454333333 US Expire Date: I <input type="checkbox"/> E-mail <input type="checkbox"/> sue@xvz.com	<input type="checkbox"/> Phone 408-555-1234 <input type="checkbox"/> FAX 408-555-4321 <input type="checkbox"/> Res Card <input type="checkbox"/> Region Alaska <input type="checkbox"/> Reservation

Cancel | << Previous | Connect

Step 4) Although still in *ClientBase*, you are now on-line at the Virtuoso Cruise Tool booking site. Complete the reservations using instructions supplied by Virtuoso Cruise Tool.

Step 5) Upon completion of the reservation, click *Import Reservation*, and all reservation details are imported back into the *ClientBase* reservation record.

Profile

Travelers

View Full Number

Back Forward Print Cut Import Reservations

VIRTUOSO CRUISE TOOL

Powered by Passport Online

Search and Book | Manage Bookings | Email Marketing | Support

Able/Kenneth David
 Age: 59
 Birth Dates: 06/23/1957
 Passport: 456899939 US Expire Date:
 Credit Card: AX 37-XXXX-1234 08/19
 Frequent Flyer: AA 4567888 Kenneth A
 Hotel Program: HH 543216
 Car Program: ZE ID-1234567/CD-12345
 Air Preferences (Economy,Aisle,Vegeta
 Cruise Preferences (Late - Large Table,
 Able/Susan Elizabeth
 Age: 58
 Birth Dates: 01/05/1959
 Passport: 454333333 US Expire Date: C
 E-mail: sue@xvz.com
 Phone: Business-Sue: +1 (650) 982-154
 Frequent Flyer: UA 15533333333 Susan
 Car Preferences (Mid-Size)

Import Existing Reservation Made Outside of *ClientBase*

First, create a new reservation and click *Import Existing Reservation*. Enter the confirmation number if known, or leave blank. If a confirmation number is entered, the system automatically retrieves and imports the reservation. If not known, when in Virtuoso Cruise Tool, click the *Recent Booking Activity* to locate reservation. Once the reservation details are showing, click *Import* and the details of the reservation are imported into the *ClientBase* reservation record.

Retrieve an Existing Reservation for Editing or Cancelling

To edit or cancel an existing reservation using Live Connect, follow these steps:

Step 1) Launch Live Connect from inside the reservation to edit or cancel in *ClientBase*.

Step 2) A dialog box appears. Click *Retrieve Reservation*.

Step 3) Live Connect launches the booking engine site. Edit or cancel the reservation using instructions supplied by the booking engine, and click *Import Reservation*. All reservation data edited or cancelled online is now located in the reservation fields in *ClientBase* reservation record.

Need help? Email support@passportonlineinc.com .