

Virtuoso Cruise Tool

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

Set Up Virtuoso Cruise Tool Live Connect in *ClientBase*

Step 1) Once you have obtained accurate login information, you need to add this Live Connect Provider if it does not already exist into *ClientBase* by going to **Tools|Settings|Live Connect Providers** and clicking **Add**.

Virtuoso Cruise Tool

Status: Active

URL: <https://secure.latesttravelloffers.net/apps/portal/cbcollect.asp?mode=virtu>

Travel Category: Cruise

Import XML from: HTML Source

Include Authentication [Dropdown]

Authentication URL: [Text Field]

Save Cancel

Fill in the following fields:

Name of the Provider: Enter Virtuoso Cruise Tool.

Status: Leave the default of *Active*. If you ever want to make it *Inactive*, go back in this area to turn off.

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.

Click **Save**.

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:

- ✓ **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.

Create New Virtuoso Cruise Tool Reservation in Live Connect

Step 1) Retrieve the desired client profile, create a new Res Card and after entering basic Res Card info, launch Live Connect by clicking *Live Connect* on the menu bar. (You can also launch Live Connect from the Profile action gear.)

The screenshot shows the Virtuoso Cruise Tool interface. At the top, a menu bar contains several options: 'Generate Invoice', 'Trip Proposal', 'PNR', 'Live Connect' (which is circled in red), 'Note', 'Mailer', and 'Reminders'. Below the menu bar, there are three buttons: 'Cancel', 'Import Existing Reservation', and 'Create New Reservation'. The 'Live Connect Settings' section includes the following fields: 'Vendor' (with a dropdown arrow), 'Connect To' (with a dropdown arrow), 'User Name', 'Password', 'Account No.', 'Branch' (with a dropdown menu showing '[0]Travel With the Stars'), and 'Agent' (with a dropdown menu showing 'Sharon Meyer'). Below this is the 'Import Existing Reservation' section, which includes a 'Confirmation No.' field.

Step 2) Complete the Live Connect settings by identifying the vendor, the Live Connect Provider and appropriate Login information.

Step 3) Click the *Create New Reservation* button.

Step 4) Select any Profile, Passenger, Branch and Res Card information you want to use to book the reservation and click *Connect* to launch the on-line booking engine.

Step 5) Although you are still in *ClientBase*, you are now on-line at the Live Connect Provider's booking site running the on-line booking engine through a *ClientBase* window.

Complete the reservation and when the reservation is confirmed, click *Import Reservation* from the confirmation page. All reservation data booked on-line is now located in the reservation fields in *ClientBase*.

Import Existing Virtuoso Cruise Tool Res Made Outside of *ClientBase*

Step 1) Create a new Res Card or open an existing one and launch Live Connect by clicking the Live Connect icon.

Step 2) Complete the Live Connect settings by identifying the vendor, the Live Connect Provider and appropriate Login information if not auto-populated.

Step 3) Enter the confirmation number for the reservation you want to import and click *Import Existing Reservation*.

Step 4) Depending on the Live Connect Provider, the system either locates the reservation using the confirmation number and automatically import all reservation details, or takes you to the Live Connect Provider's site to use its menu items to locate the reservation. Upon displaying the existing reservation, click *Import Reservation* and the reservation details are imported into the *ClientBase* Res Card.

Retrieve an Existing Reservation Virtuoso Cruise Tool to Edit/Cancel

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

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

Step 2) Confirm all Live Connect settings including confirmation number, and 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*.

Need help? Email support@passportonlineinc.com .