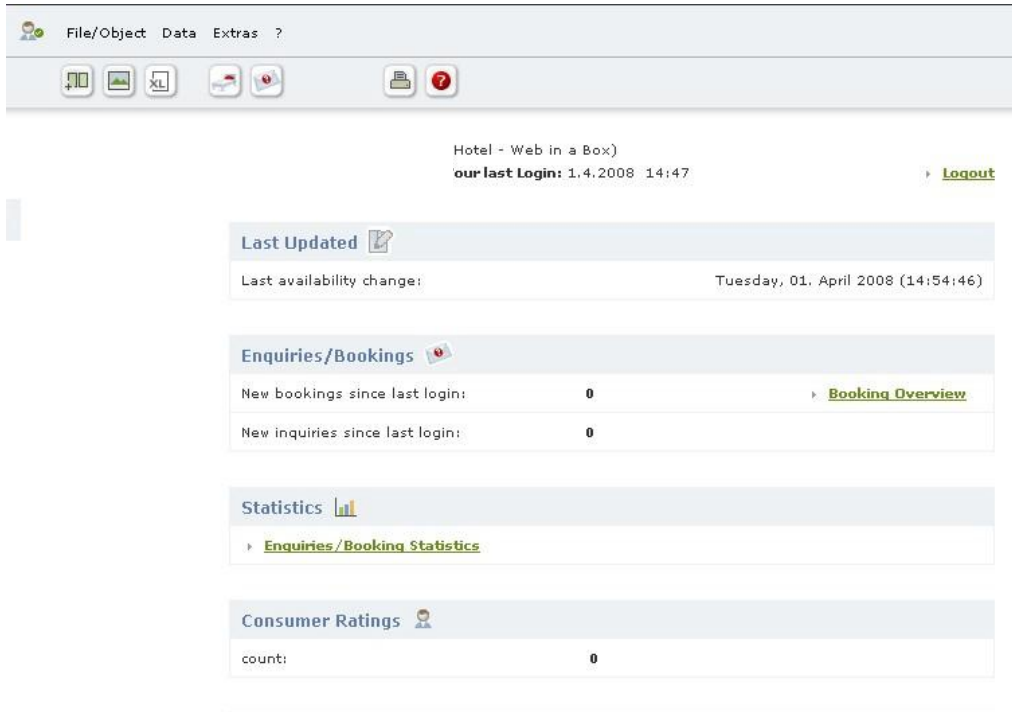


**TISCOVER
Extranet
User Guide
For
Serviced Accommodation
Providers**

Home Page

Extranet Home Page

When you login to the Extranet you will be presented with your homepage, an example of which is shown below.



This is split into sections to explain.

Top Menu Bar



Enquiries/Bookings



This shows how many new bookings and new booking enquiries you have received since the last time you logged in. The booking and enquiry data is linked to the visitscotland.com website booking and enquiry buttons on the guide page for your business. The booking data shows how many bookings have been processed through visitscotland.com's sales channels.

Reports

Booking Overview

The Booking Overview allows you to obtain reports of how many bookings you have received.

| Enquiries/Bookings  | |
|--|------------------------------------|
| New bookings since last login: | 0 Booking Overview |
| New inquiries since last login: | 0 |

Click on the link to open up the booking overview page.



You can obtain an overview of bookings based on either the date the booking was processed or the date the visitor will be arriving.

- Select, using the radio button, the type of report you require.
- Then enter the search period using the date fields.
- Click the OK button to generate the report.

The report lists all bookings between the dates you selected with the name, and location of the visitor at the top of each booking (not shown in the image below).

To find out where the booking came from look at the information on the booking date line: either (Booking Centre) or Internet Selling Channel (TISCOVER). If the booking was from the Contact Centre or the TIC network then it will be labelled Booking Centre. If the booking was via the website (vs.com or Web in a Box sites) it will be labelled Internet Selling Channel (TISCOVER).

| Booking date:31.03.08, 11:18 AM, VisitScotland.com (Booking Centre) | | | | | | |
|---|---------------|-------------|-------|---------------------|--------------------|-------------------------|
| from | to | Product | count | total amount in GBP | amount outstanding | Details |
| 03 April 2008 | 04 April 2008 | Double Room | 1 | 105.00 | 94.50 | Details |

The summary informs you of the arrival date and departure date, type of room booked, no. of persons staying and the price. The outstanding amount is the value of the room less the commission to VisitScotland.com.

Clicking on the Details link at the end of the row of the booking summary will open up the full booking details. This will include the contact information for the customer: name, address, telephone number and email taken at the time of the booking. (Contact information not shown in the image below).

The Sales Channel line and Layout line will confirm the source of the booking.

Sales Channel

Booking Centre – via the contact centre or the TIC network

Internet Selling Channel (TISCOVER) - via the VisitScotland.com website (or niche site) or web in a box site

Layout Line

Catalogue System – via the VisitScotland.com website (or niche site)

Name of Property XL – via your web in a box site

Booking Conditions

| | |
|--------------------|------------------------------------|
| Data Register No.: | |
| Booking Number: | BKG341480vs |
| Booking date: | 17.02.08, 09:17 PM |
| Sales Channel: | Internet Sellingchannel (Tiscover) |
| Layout: | Catalogue System |
| payment type: | Part payment |

Detail

| Pos. | count | Product | from | to | sum pro position GBP |
|----------------------------|-------|--|------------------|------------------|----------------------|
| 0 | 1 | Double Room Ensuite Room Type: Room Persons: 2 Adults Type of Board:Bed & Breakfast | 23 February 2008 | 24 February 2008 | 56.00 |
| sum of accounts receivable | | | | | |
| Standard Price | | | | 50.74 | |
| System Fee | | | | +5.26 | 56.00 |
| Minus Deposit | | | | | -4.48 |
| restaccount | | | | | 51.52 |

There is a link below the booking comments field (not shown in the image above) to return you to the booking summary page.

- Select File/Object and then Home/Start from the menu bar to return to the home page.

Statistics



Click on the Enquiries/Booking Statistics hyperlink and you will access a page that allows you to obtain reports of how many bookings you have received, quarter by quarter, through the visitscotland.com sales channels. This includes the monetary value of the bookings (the monetary values displayed includes the visitscotland.com commission values and any booking fee values).



The links in the left hand column allow you to select from:

Overall statistics

All booking stats via all booking channels and web in a box booking sites

VisitScotland.com

Stats for bookings only via the VisitScotland.com booking channels: contact centre, website and TIC network.

Web in a Box

Web in a Box site booking statistics. (This link will not show if you don't have Web in a Box).

Click on the link you require.

| | 1/2008 | 2/2008 | 3/2008 |
|--|--------|------------|------------|
| Number of Enquiries | | | 1 |
| Number of Bookings - Rooms/Apartments/Units | | 1 | 3 |
| Total Amount Bookings - Rooms/Apartments/Units | | GBP 208.00 | GBP 454.00 |

Select the quarter and the year you would like to view and then click OK.

The report will generate the following information:

Number of Enquiries

This is the number of booking requests generated via the Email Enquiry button on your enquiry in the guide pages of the VisitScotland.com website.

Number of Bookings – Rooms/Apartments/Units

This is the number of bookings received.

Total Amount Bookings - Rooms/Apartments/Units

This is the monetary value (total) for all bookings in the appropriate month for the quarter selected. This amount includes the value of the VisitScotland.com commission and booking fees.

Consumer rating

This feature is not currently in use.

Product Status

The screenshot shows a 'Product Status' header with a small icon. Below it, there is a section for 'Rooms:' which displays '4 Bookable'. To the right of this, there is a checkbox that is currently unchecked, with the text 'block all rooms in the Internet & Online Booking menu' next to it. At the bottom left of the form, there is a 'Save' button.

This shows how many room types you have bookable via the visitscotland.com sales channels. If you wish to update some of your room information and wish to remove them from sale while you are doing any updates you can tick the box – block all rooms in the Internet and Online booking menu. When you have completed your updates you should untick the box so all room types are listed as available/bookable again.

Changing your password

The extranet system will have been issued to you with a preset User Id and password. If you wish to change the password follow the instructions below.

Select:

Extras

Settings

Change Password

The screenshot shows a 'Change Password' form. On the left side, there is a section titled 'Your last Login:' with the text '6.3.2008 15:14'. The main form area has the title 'Change Password' and three input fields: 'Enter Old Password', 'Enter New Password:', and 'Re-enter New Password:'. At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'.

- Enter your old Password
- Enter your New Password
- Re-enter your new Password
- Click Save

Your password will now have been changed.

Overview of Menu options

Via the home page you can use the menu options to access all of the features of the application. These are explained in the table below.

| Main menu item | Sub menu item | Lowest level menu item |
|----------------|----------------------------------|--|
| File/Object | Home/Start | |
| | Name of Business | |
| | Logout | |
| Data | Master Data | Home |
| | | Images |
| | | Photo Gallery |
| | | Getting there |
| | | Facilities |
| | | Health/Fitness |
| | | Type of Board |
| | | Standard Products |
| | Inventory Management | |
| | Price Management | |
| | Rooms/Prices | |
| | Apartments/Prices | |
| | Units/Prices | |
| | Standard Date Ranges | |
| | Advanced Functionalities | Teaser Segments |
| | | Individualised Links and Pages |
| | | Left Menu Bar |
| | | External Key |
| | Settings | Search Parameters |
| | | Product Settings |
| | | Image Archives |
| | Layout | Layout Assistant (only shows if you have Web in a Box) |
| | Send VisitScotland.com a message | |
| Extras | Booking Overview | |
| | Sales Channels | |
| | Availability History | |
| | Statistics | Enquiries/Bookings |
| | Settings | Change password |
| | | Edit settings |