

TISCOVER Extranet User Guide For Self Catering Accommodation Providers

Introduction

Introduction

The Extranet application is a powerful, web-based tool, which enables you to manage and update the information about your property. All of the information entered will be displayed on www.visitscotland.com and on the booking centre application used in the Livingston service centre and the Tourist Information Centres across Scotland.

The information about your property falls into two categories:

Self-catering properties

Content and Images

- Business Name and Address data
- Image Gallery and Photo Gallery
- Directions
- Establishment Facilities
- Food and Drink
- Health and Fitness

Entering this information will ensure your property details are displayed on the website in the guide section.

Units and Prices

- Unit details including
 - Name, images and descriptions
 - Facilities and number of rooms and type of beds in the unit
 - Occupancy in each unit
- Pricing
 - Seasonal Prices
 - Minimum stay settings
 - Discounts or supplements
- Availability
 - Indicated or Allocated

Entering the basic functionality in this section will ensure your property is returned in an availability search on the website.

Taking advantage of the advanced options in this section will allow you to decide if you wish to input special offers, discounts or supplements and minimum stay restrictions.

Login

The URL for the Extranet is:

<http://secure.visitscotland.com/extranet>

Enter your User ID and Password (shown below)

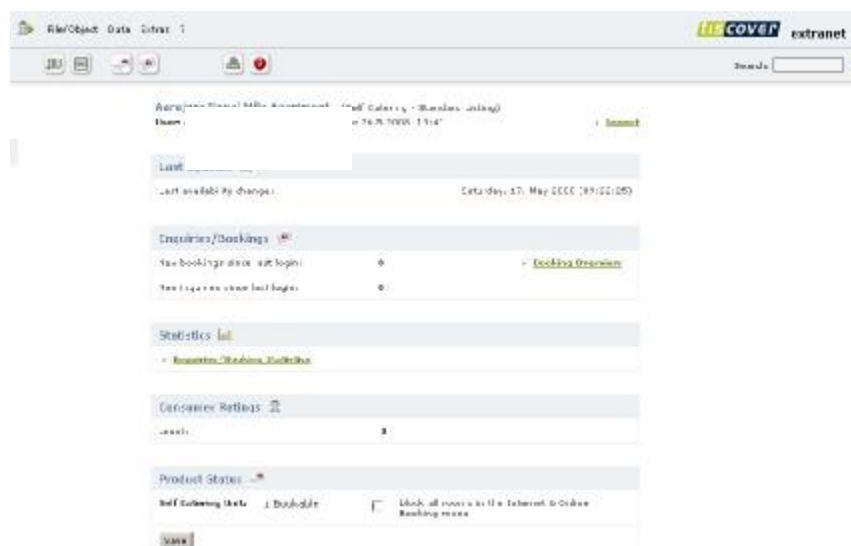
Tiscover Extranet is exclusively available to our Members and Partners.
Maintain your content data (allocations, rates, seasons, etc.) to guarantee up-to-date information on your site!

User ID :
Password :

Login ▶

and Click Login

You will be directed to the Main Menu screen



Messages/ Bookings displays how many bookings or booking enquires have been taken for your accommodation since the last time you accessed extranet. There is also a green booking overview linking to further booking reports.

Consumer Ratings This functionality is not currently enabled.

Product status shows the number of unit types (not the number of rooms in the establishment) and whether these are bookable online or not. You can change the status of all units by checking the box in this field.

General Navigation

At the top of every section there is a grey toolbar section containing 3 main menu options on the top row and quick access icons on the second row.



N.B. The XL icon will only appear if you have the Web in a Box application.

Menu Options

Each of the menu options has a drop down menu, hover over the main menu item to view all accessible headings within this section (i.e. the Data section example is shown below). If the drop down list item has an arrowhead at the end of the line this indicates that this item opens up a further sub menu list.

If you have more than one property and they are all accessed via the same login and user id then they will be listed in the File/Object drop down menu. You can access the required accommodation by clicking on its name. Each accommodation will have it's own home page and data menu to enable you to edit that accommodations details.

To select an option hover over the main item and then click on the sub item name and the system will open up that menu item.



Menu Items

Each menu item page will display options that can be edited by you to update your entry on the VisitScotland.com website (including any niche sites, and your Web in a Box site if you have one).

At the top of each menu screen there is a section showing:

View: ➔ [view all](#) ➔ [hide all](#) ➔ [view only required fields](#)

View all

Will open up all of the sections that you can edit for the section you are working in.

Hide all

Will collapse all the sections leaving you a list of the main headings.

View only required fields

Will only open up the mandatory sections which are denoted with an *. If a field has ** then only one field in this sub section is mandatory. For example, this means you would enter information in either the postcode field or the PO Box field. It is not necessary to enter both.

N.B. If you only complete the mandatory sections your business will not be fully profiled; you should also explore the other section items within each page and complete all of the ones that are appropriate to your business.

Within the **Home Page** Menu item some of the options are view only. These are greyed out and cannot be accessed by you to edit. To arrange to amend any view only data please email the Tourism Services team (updates@visitscotland.com) with the details of the requested change.

If you change any data you must click save at the bottom of the page you are working in before accessing another page or all changes will be lost.

If data is not entered into a section then that section will not appear on the web page. Therefore a customer will not see this heading. For example if you do not have health and fitness information, leaving this section empty will ensure that on your entry in the www.visitscotland.com website the Health and Fitness option will not display (as shown below).



Your Entry on the VisitScotland.com Guide Page

In the guide page the visitor can view the details about your property. All this information is entered via the Extranet.

The main content on the guide pages is entered in the Extranet via the menu option:

Data

Master Data



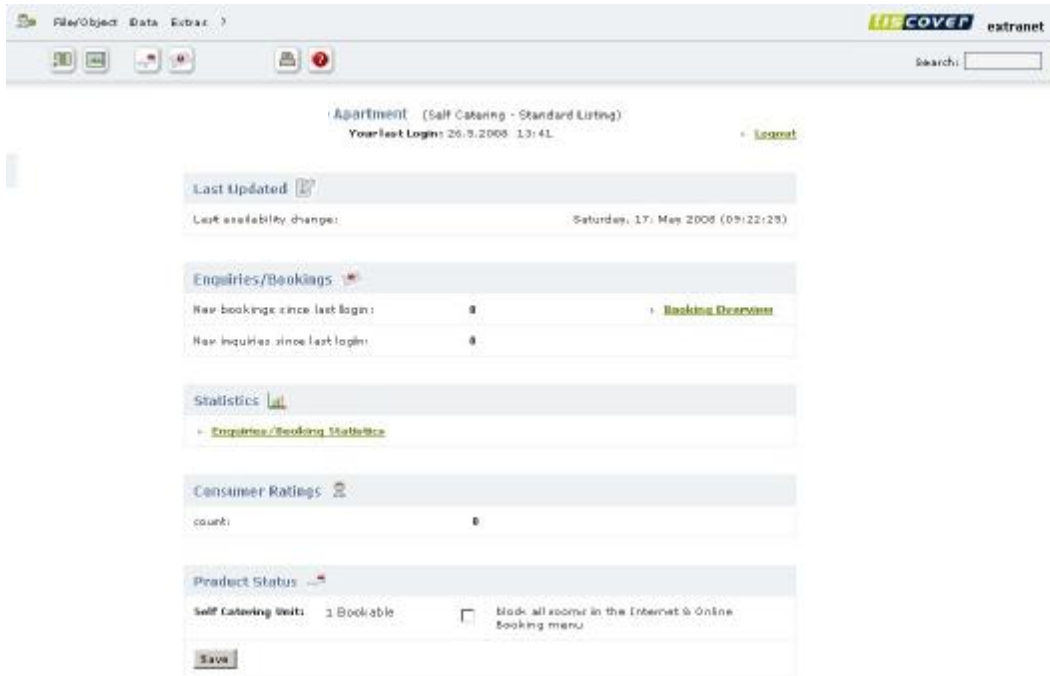
Snap show view of left hand navigation bar on the Welcome page on the Website:



The next sections explain how to update your entry via the Extranet.

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.

Booking Overview
Rooms/Suites/Apartments/Houses



Rooms/Suites/Apartments/Houses

Period of booking

Date of booking
 Date of arrival

from 4 March 2008 to 3 April 2008

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:02.05.08, 06:26 PM, VisitScotland.com (Booking Centre)

from	to	Product	count	total amount in GBP	amount outstanding	Details
17 May 2008	21 May 2008	Unit Name	1	700.00	630.00	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:	BKG382381vs
Booking date:	02.05.08, 06:26 PM
Sales Channel:	VisitScotland.com (Booking Centre)
payment type:	Part payment

Detail

Pos.	count	Product	from	to	sum pro position GBP
0	1	Unit Name displayed here	17 May 2008	21 May 2008	700.00
sum of accounts receivable					
Standard Price					700.00
Fee					4.00
Minus Deposit					-74.00
restaccount					630.00

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 entry in the guide pages of the VisitScotland.com website.

Number of Bookings – Rooms/Apartments/Units

This is the number of bookings received.

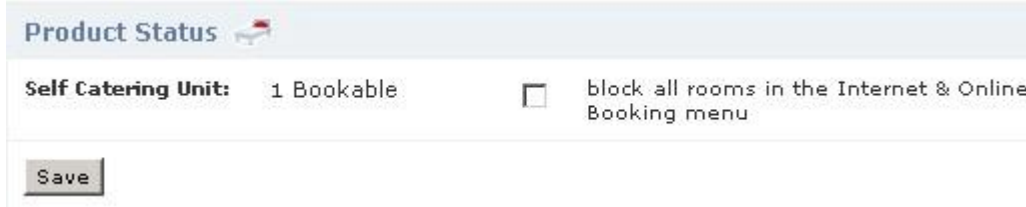
Total Amount Bookings - Rooms/Apartments/Units

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



This shows how many units you have bookable via the visitscotland.com sales channels. If you wish to update some of your unit 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 unit 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



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	Complete Maintenance	
		Inventory Management	
		Price Management	
		(for serviced accommodation)	Rooms/Prices
		(for serviced apartments)	Apartments/Prices
		For self-catering properties	Units/Prices
		Standard Date Ranges	
	Settings	Search Parameters	
		Product Settings	
		Image Archives	
	Send VisitScotland.com a message		
Extras	Booking Overview		
	Sales Channels		
	Availability History		
	Statistics	Enquiries/Bookings	
	Settings	Change password	
		Edit settings	