

Apple Vacations

If you are not currently registered to book Apple Vacations on-line, go to <http://qa-bookonline.applevacations.com/> to download the electronic booking contract. Upon completion of the registration you will receive a User ID and Password and can take the following steps to setup ClientBase

Set Up Apple Vacations Live Connect

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

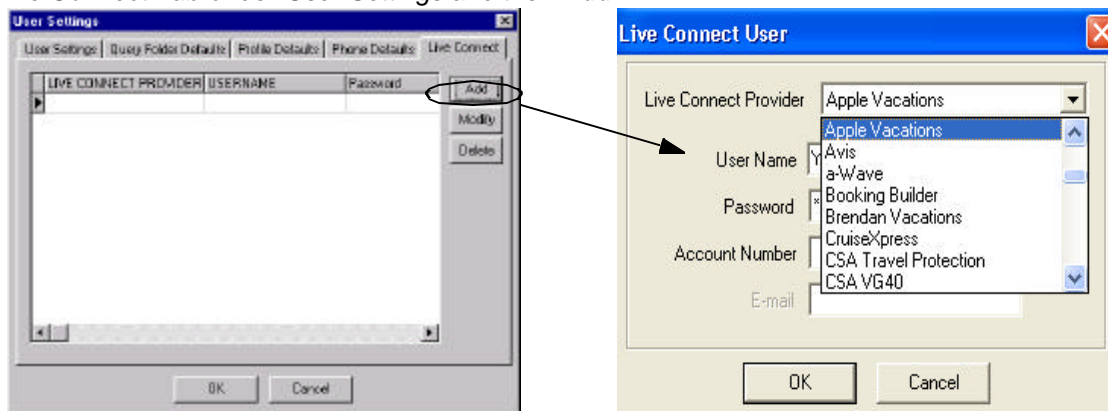
Step 1) Set up for Live Connect agent logins can be done in two ways - globally (if all agents share the same user name, password or account number), or individually. When Live Connect is launched, the system first looks to see if there is login information at the User Login level, and if not, then looks 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 the Global Defaults menu and select *Live Connect Login*. Click *Add* and enter the following information:

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

User Name, Password and Account Number: Enter the necessary fields based upon the login information provided to you when you contacted Apple Vacations (Account Number not applicable).

Set Up Individual Agent Login Information: To set up Live Connect for **each** user login, click on 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 Apple Vacations by first clicking the *Live Connect Tab* under *User Settings* and then *Add*.



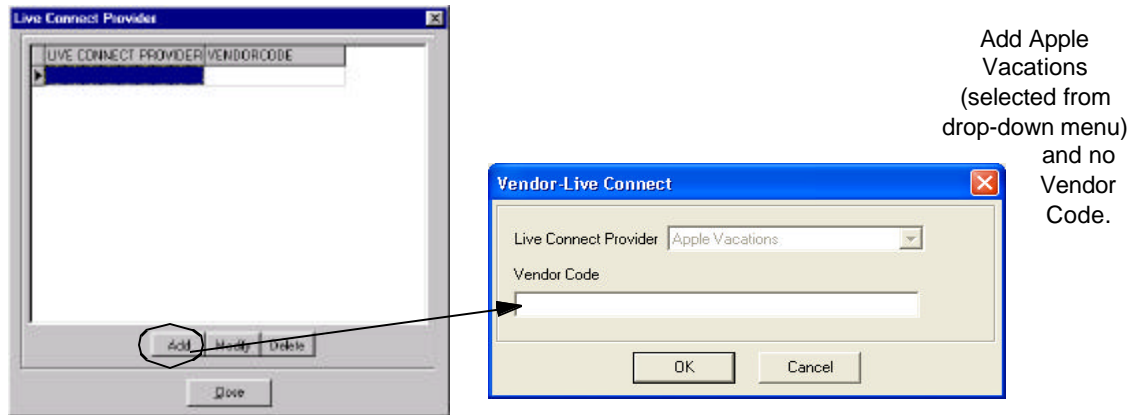
Live Connect Provider: Select Apple Vacations from the drop-down menu, then complete the remaining fields, and save.

User Name/Password: Enter the User Name and Password provided to you when you contacted Apple Vacations.

Account Number: Not applicable.

Step 2) Retrieve the Apple Vacations 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 *Apple*

Vacations booking engine from the drop-down list. The Vendor Code is left blank.



Add Apple Vacations (selected from drop-down menu) and no Vendor Code.

Live Connect Features Supported by Apple Vacations

Apple Vacations supports the following Live Connect Features if checked off by ✓:

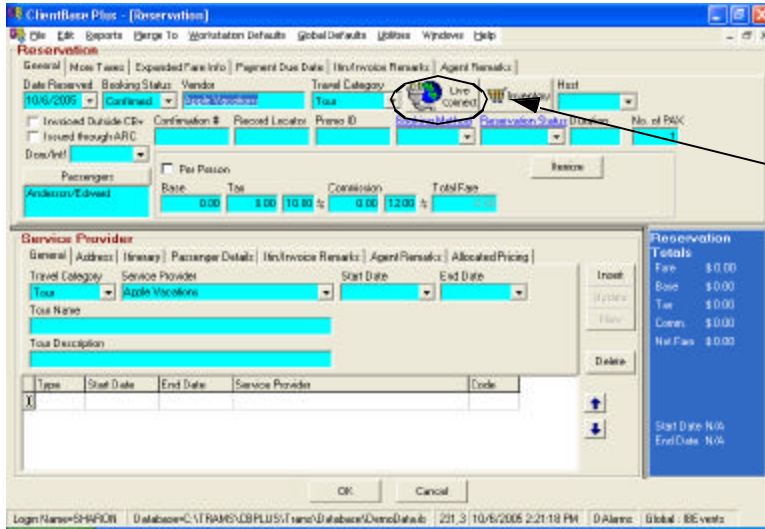
- ✓ **CREATE NEW RESERVATION** (Launch, Book & Import New Reservation)
 - ✓ Only populates booking engine with ClientBase User Login data. **Note: Does not populate ClientBase profile data.**
 - ✓ Sends reservation details from booking engine's confirmation page to ClientBase reservation record. **Note: Does not send Agency commissions.**
- ✓ **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 Reservation in Live Connect

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

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

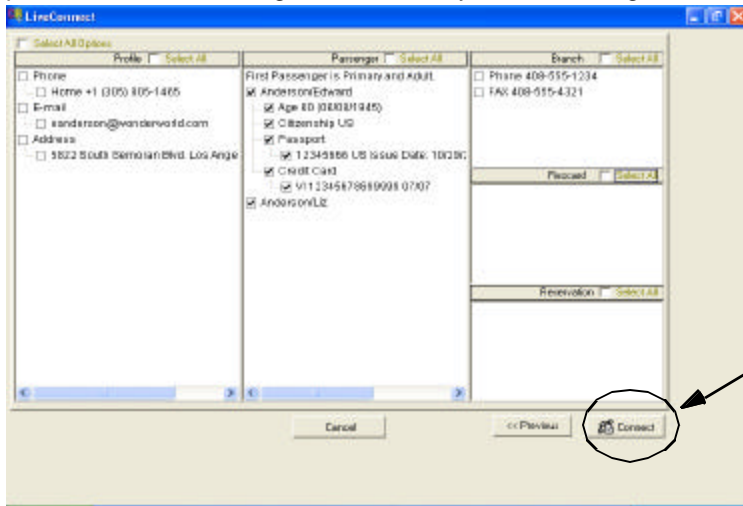
fields and then click *Live Connect*



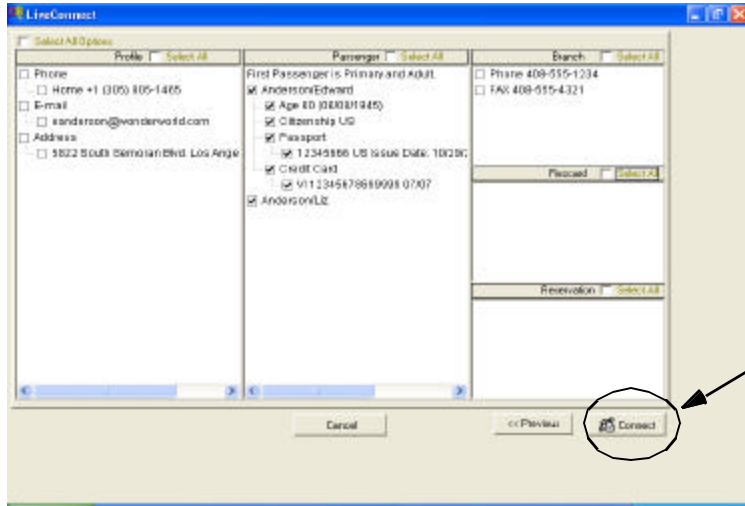
Live Connect Button

Step 3) Select the Apple Vacations from the drop-down menu by *Connect To* (if not already defaulted), and then click *Create New Reservations*.

Step 4) Select any customer information to use to book the Apple reservation. This data is **NOT** passed to Apple Vacations, but you are able to view it at the top of your booking screen and can highlight it, copy, and paste it into the booking fields to save you time during the booking process. Click *Connect*.

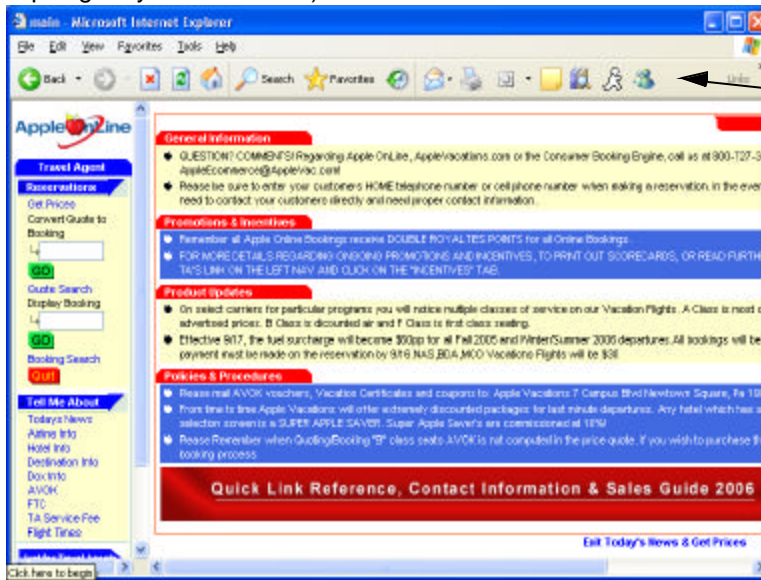


Select any customer info for use. Use the *Select All* check boxes for easy selection of entries. Click *Connect* to continue.



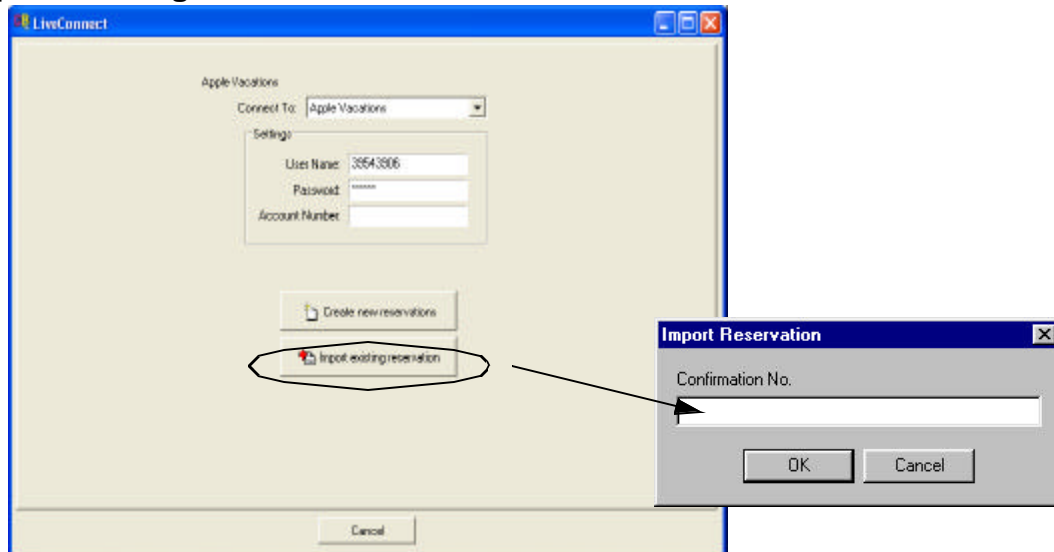
Select any customer info for use. Use the *Select All* check boxes for easy selection of entries. Click *Connect* to continue.

Step 5) Although still in ClientBase, you are now on-line at the Apple Vacations booking site. Complete the reservations using instructions supplied by Apple Vacations upon registration. When the reservation is confirmed, it automatically imports into the ClientBase reservation. All reservation data booked on-line (except Agency commissions) is now located in the reservation fields in ClientBase.



You are still within the ClientBase program when you use Live Connect.

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 Apple Vacations, instead of creating a new reservation, go to the retrieve reservation area. Once the reservation details are showing, click *Import* and the details of the reservation are imported into ClientBase.

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 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 on-line is now located in the reservation fields in ClientBase.