



OdysseyQueryExpert Manual

1. OdysseyQueryExpert

OdysseyQueryExpert is the "Client" software of OdysseyTravelSystem.

With OdysseyQueryExpert you will:

Realise a customized quotation request (8 pax, LIM / LIM, 4 ****, DBL room, HB, Via , No Via, etc ...) and send it to your supplier..

Receive real-time all the products matching with your request:

- Detailed descriptions day per day
- Quotes
- Maps
- Pictures

Modify different options without any new connection: (departure 08JUN instead of 05JUN; 3 stars *** FB instead of 4 stars **** HB ...)

Change the services or the default options (hotel, excursions, visits, etc ...), to the extent permitted by your provider.

The quotation update is automatic.

Receive the locked folder.

Receive the vouchers for printing.

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2. Before Starting

OdysseyQueryExpert has been provided by your supplier (DMC or TO):

- The first use of OdysseyQueryExpert is subject to a declaration on the Odyssey Travel Systems Central Server.
- This declaration is made with a "Key" provided by your first supplier and to its code "ODYADDRESS"
- This declaration allows to:
- Identify yourself to the Central Server who will assign your OdysseyQueryExpert an exploit code.
- Connect to the supplier who gave you the key thanks to his code "ODYADDRESS" (and only).
- Each new supplier will have to give you an "ODYADDRESS" code a connection key.
- This code and key allows you to communicate with your system (and with it alone).
- Each key and code is unique and corresponds to a single provider.

OdysseyQueryExpert has been provided by OdysseyTravelSystems .

- The software is already set up and does not require any intervention on your part.

3. Provided Data

The following data are provided:

- All countries and sites on the planet.
- Currencies (it is your responsibility to enter the parities).
- All airports and their IATA codes.
- A vector map of the world.

4. Start

4.1. First Start

- At first start this message appears which invites you to click on **business card** (left menu).

4.2. Business Card

- Fill in all the fields.
- This information will be sent to the supplier during the first connection.
- Enter the Tempkey given by your Supplier to have a permanent access.

4.3. First Supplier

- Fill in the data.
- Site/country/state : click "?" to select the site.
- Ody addr : Enter the "Odyssey address" of your supplier (respect uppercase and lowercase letters)
- "✓" Valid.
- "Currency": This Currency (will be loaded automatically) is the standard currency used by the supplier or the specific currency used with your company.

4.4. First Connection

- After the first quotation request sent to a supplier, the type of access appears in "Supplier access type".
- "Full access" if you use ODYADDRESS and KEY
- "Temporary access" if the KEY is not used.

5. Your Data

5.1. Suppliers

- Designation of each of your suppliers equipped with OdysseyTravelBuilder.
- "Ody addr" : This information (Odyssey Address) is specific to each of your suppliers.
 - It's communicated to you by your supplier.
 - It is unique for each supplier.
 - It is essential to establish the connection.
 - It is imperative to respect small, uppercase, spaces...
- Site: Use ' ? ' to enter the Country and Site where your provider is located.
- The "Contacts" fields will be loaded automatically during your first connection.
- "Currency": This currency (automatically charged) is either the standard currency used by your supplier, or the specific currency it uses with you. (according to your agreements).

5.2. General and particular conditions

- The general and special conditions of sale of each of your suppliers are imported during the connections.

5.3. Currencies/Parities

Enter direct or indirect parities currencies.

- An "A" currency can have a direct parity with different currencies "X" Y "Z"
- This action does not establish a relationship between "X" and "Y" and "Z"

Define a direct parity

- To create a new parity:
 - Select the left input currency to convert.
 - Click on "+" and select the output currency.
 - Enter an exchange rate. The inverse value is calculated automatically.
 - Confirm "V"

Define an indirect parity

Displays the parity between two currencies that have no direct parity.

- This can be done in three different ways:
 - Via USD
 - Via EUR
 - Via NUC
- To create a new parity Via USD :
 - Select (top/left) the input currency XXX.
 - Click " + " and select USD
 - Enter an exchange rate. The inverse value is calculated automatically.
 - Valid " V "
- Select (top/left) the other currency YYY.
- Click " + " and select USD
- Enter an exchange rate. The inverse value is calculated automatically.
- Valid " V "

The 2 currencies XXX and YYY have now a parity displayed in the right window "indirect Induced parity".
To create a new par Via EUR or NUC, proceed in the same way by replacing USD per EUR or NUC.

After selection of a currency XXX the radio buttons USD, EUR et NUC can display the currency or currencies that have INDIRECT parity with XXX

- Country using displays all countries using the same currency.

5.4. Client / Traveller files

[See 10.1. Create client/file](#)

6. Quotations Request



6.1. Main window

For a new quotation request. :

- Click **New Query**.
- Select **Tour, Stay ou Mixed**.
- Enter the number of days.
- Enter the departure date.
- Define the "Site IN" (mandatory)
- Define the "Site OUT" (optional)
- Select "**Fetch TO Segments**" if appropriate (the TO Segment is from the "traveller home" to the beginning of the services in the destination country (site IN) of the supplier and way back

The function "Fetch TO Segments" will only download this part of the trip if your provider offers this kind of service.

In other words, if you provide the services (flights...) from the "traveler home" to the Site IN and back, the use of this function has no reason to be used.

-  "**Enabled**" Allows to include in the trip the "long haul" (if provided by the supplier)
-  "**Disabled**" Long haul" (if provided by the supplier) are not included.

6.2. Via / No via - Pictures (request)

- Enter (or not) the sites required by the client.
 - Select **Country/Sites**, then Click "**Via or No Via**".
- Via:
 - Select "**All**" if the customer want travel go through all the selected sites.
 - Select "**Any**" if the client agrees to cancel one or more of the desired sites.
- No Via :
 - The products offered will not go through these sites unless passing through a "No Via" site is imperative to access a Via site.
 - "**All**" and "**Any**" have no impact on No Via.
 - A significant number of "Via No Via" reduces the number of responses.
 - Of course, if you do not specify Via for a long journey, you will receive a lot of answers.
 - After the product's reception, you can filter again, using the function filter of the window "**Products**".

Pictures (importation) : Select "None", or the size wished

- The pictures are ordered by site, by service and per day.
- Click "**Ok**" and then **Send** of the main window.

6.3. Sending the request

- Click "**Summary**" to view the summary of the request.
- Click "**Send**" and then select the Supplier.

6.4. Check the request

- Click **"Summary"** of the main menu to check the request.
- After closing QueryText, click **"Send"** (Main window).

6.5. Supplier selection/sending the request



- Select Country/Site/Supplier Company
 - Checkbox "No specific Customer":
 - Checked: The products (result of the request) are not assigned to a Client / particular folder. They will be displayed in "Country".
 - Unchecked: Select Client / File. The products (result of the request) will be assigned to Client / Selected folder and also displayed in "Country".
- It is imperative that the "couple" Client / folder has been created beforehand.
- Click **Send** to connect to your supplier.
- A window is displayed to view the progress of the reception.

7. Products reception

7.1. Products received

- After closing the reception window, are displayed:
 - The number of "new" products received.
 - The number of "new" rates.
 - The duration of the connection
- If you do not receive products, a message appears.
- If no new rates are received, that means that they are already in your database.
 - After a quotation request,
 - In case of a new quotation request with only new dates, only the missing rates are downloaded.
 - In case of a new quotation request with same dates but for a shorter trip, only the products are downloaded.
- Notes:
 - An 8-days quotation request uses previously imported rates during a quotation request for 12 days. Products will be imported but no tariffs.
 - You have made a request for quotation corresponding to a rated period "A" at your supplier. You make the same request for a rated period "B". Then you will only import the prices corresponding to B but no products because they already exist in your database.

7.2. Order by Country

- "Tours, Stays, Mixed", products displayed by type.
- By default the products are classified by "Country".
- "Customer" order products per customer.
- "Supplier" order products per supplier.
- "Date" order products per month.
-   Filter interface.

Left window: Treeview Products organized by Countries/Sites IN/Sites IN-OUT/Duration.

The Supplier considers the product as remarkable.

The Supplier considers the product as best interest/quality/price.


Right window: Journey day per day.

"Dep.dates": Display the departure date(s) requested for the selected product.


"Enter title/notes": You can rename and attach notes to the product.

"Themes": Displays the theme that the supplier assigns the selected product.
 At the bottom are displayed respectively:
 The number of products in the treeview and the computation time.
 The supplier name of the selected product.
 Available levels of the selected product
 The mileage as the crow flies and the reference of the Product.


7.3. Order per Client

- Left window : Products treeview ordered by Client/File/Traveler/Supplier/Site IN-OUT.
-  Filter Interface.

7.4. Order per Supplier

- Left window : Products treeview ordered by Suppliers/Countries/Site IN/Sites IN-OUT/Duration
-  Filter Interface.


7.5. Order per Date

- Left window: Products treeview ordered by Month-Year/Country/Site IN/Sites IN-OUT/Duration.
-  Filter Interface.

8. Products Management

8.1. Filter

4 Types of filtering are possible and can be cumulative.

- **Via (All)**: Displays products passing through all the requested sites.
- **Via (Any)**: Displays products passing through at least one of the requested sites.
- **No Via**: Displays products that do not pass through the selected site (s). The No Via is active only if the Via is filled.
- **Duration**: Displays the products corresponding to the number of days requested.
- **Interest**:  Displays the products possibly "remarkable" by the supplier of particular interest.


8.2. Text

- Style: Change the fonts for different types of text.
- Use supplier style checked style uses the font styles chosen by the provider.
- Language: Allows you to choose from the different languages offered by the provider.
- Km: Distance traveled as the crow flies
- Cost price preview checked: allows to generate a quotation (Preview) in cost price (paid to the supplier).
- Cost price preview unchecked: allows you to generate a quotation (Preview) in selling price (to the customer).
- Preview / Print generates the final document (Texts / Maps / Images / Dimension / and additional notes)
- Insert Text: Allows you to add your personalized text on the final document.
- Double click on a picture to display the full size picture.

8.3. Map

Four functions:

- Left button: cancels the Zoom function.
- + button: zooms in on a selected part.
- Button -: zoom out.
- Right button allows movement.

- Lower right corner handle: Resize the map.  **Animate:** To animate the map, click **Replay** to start again

8.4. Quotation

8.4.1. Main Quotation

Entry and exit Site / Number of days.

File number / Circuit reference.

Enter the number of passengers for each component in the Pax fields.

The fields Units are calculated fields.

The central panel displays prices calculated by Pax.

Missing meals: The color of the boxes may vary depending on the % of missing meals.

Markup: % you apply on the cost price. (It induces the Margin)

Margin: % (your commission) you want to apply to the selling price (He induces the Markup).

Markup / Margin are internal values that you set.

The opposite panel shows the calculated fields for the number of pax defined in the upper panel.

Cost / Selling: Switches from the purchase price to the selling price.

Children R.L.: Accesses the children's panel.

Save: saving the quotation (in Customer view only).

Edit file: access to the folder (In Customer view only).

FTX: taxes on services.

APTTX: taxes on the air. (QW / YQ / FR / XT).

Currency: Currency used.

Available conversions: Other currencies available.

Show warnings

Prest.Details: access to the details of the services.

See "[Parameters](#)"

8.4.2. Children

To enter children:

- Check the box "define room". [1]
 - Click on the box corresponding to the type / board of the child's parents.
 - Click on + in the children window.
 - Enter the date of birth and the type of board.
 - Select shared or separate room.
 - Enter parent's name.
 - To add a child to the same parent click on +
 - Validate. **V**
 - Repeat the process to associate one or more children to other rooms.
 - Click on **Quote**.
- In the children window:
- Focus on the room to display the total child for that room.
 - Focus on the child to display the price for the child.

8.4.3. Details / Options

- Left column: A double click on a service switches from service price to service name.
- A simple click on the **hotel** calculates the total of the day according to the type of room.
- Click on one of the **boxes** in the panel to display the available choices.
- The lower rule allows you to change the size of the columns.

- **Warning**: Display labels toggles between price display and service labels.
- **Current** toggles cost price to selling price.
- **Quote & Close** validates the choices, quote and returns to the quotation window.

8.4.4. Parameters

8.4.4.1. Level / Dates

- Date In: Requested departure date.
D + 15 / D-15: allows to change the departure date in the interval of 15 days earlier or later without new request.
- Class: Selects the level of service available.
- Type / Level / View: define the type of board. If one or more of the chosen elements do not exist the system will automatically use the default choices by displaying a Warning.
- Breakfast: selects the type of breakfast.
- Half board: selects the type of meal used for the half-board rating.
 - Example: American / Lunch = B & B with American breakfast
 - Half board with American breakfast and lunch.
 - Full board with American breakfast.

8.4.4.2. Services parameters

- Interface allowing to select the options of each type of service.
- A missing "level" is automatically replaced by an immediately lower "level".
In the absence of lower level the higher level is used. If this level is missing, this process is repeated.
- Advanced parameters allow you to quote without hosting.

8.4.5. Prices Cost / Selling

- You have entered a Markup or Margin:
 - Click on **Cost / Selling** to switch your cost price to your selling price.
 - Fields Markup / Margin are no longer visible when "selling price" is displayed.

8.4.6. Quotations / Warnings

The box show warning checked displays messages:

- For meals: display the number of meals expected and provided.
- For other services: message only if the service provided does not correspond exactly (type, class, level) to the expected service.
- You can also view these messages from the details window.

9. Clients / Traveler Files

9.1. Create client/file

Customers

- The client may be the traveler himself, a company or a physical person acting for a third party.
- The information contained in this tab is never transmitted to the provider (excluding the "File number")

- Create a Client by filling the necessary fields.
- For a client, several traveler files can be created

Edit Data / Files

- The "Traveler" field must contain the first and last name of the "main passenger" to whom the file is assigned (tour leader).
- The information entered in this tab will be transmitted to the provider during the reservation request subject to availability.
- IN / OUT sites: Use '?' to enter the Entry and Exit Sites.
- The "File Number" will gain clarity if it is explicit for both you and your provider. For example the first 4 letters of your company followed by a serial number.
- To create a folder click on "+", fill in the fields and then confirm "V"
Individuals or groups, the "rooming list" will be established only after the assignment of one or more product to the file.

9.2. client/file

- To assign a product to a customer, right-click on the selection and select "assign to customer".
- Select the customer / file pair
- Validate to return to the products panel
- Repeat the operation if you want to assign other products to the same customer (for comparison, for example)

9.3. Quotation / Rooming List

To make the quotation:

- Click on **Customer** from the product panel.
- Expand the treeview.
- Select the product.
- Click on **Quotation** and fill in the form.

10. Reservation

10.1. Client File

Window Top

- Left: The client (company or person who pay)
- Center: The traveler
- Right: Route and date.

Window Top second

- Left: Sites IN/OUT
- Center: Supplier/Reference
- Right: Duration.

Click **Edit rooming list**.

10.2. Edition Rooming

- Enter or import the rooming list (paper).
- Drag and drop the "paper names" to the room treeview.
- Dito for children.
- Save detail rooming list and passenger list
- Close to return to the Reservation request form

10.3. Sending Reservation Request

- Click on **Send Reservation Request**

- Click **Connect** to connect to your client.
- You can send him a message
- You can check other boxes if you wait for answers or vouchers

10.4. Reservation status

Check for reply (active only if the request has been sent)

- Click on **Check for reply** to receive the answer (s) from this supplier
- Click on **Connect** to establish the connection (if you are waiting for vouchers from this provider, check Get Vouchers)
- When the request is accepted, the Reservation status fields are filled in.
- The final price may have been modified by the supplier.
- If the request is accepted by your supplier, you can confirm the reservation

10.5. Reservation Confirmation

- Click on **Confirm reservation**.
- Click on **Connect** (check other boxes if necessary)

10.6. Reservation List

- The list of reservations (status of all clients and all suppliers) is accessible from the main menu or the Customer form

11. Vouchers

- Click on **Get Vouchers** to receive the vouchers.
