



Version
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**OPERATIONS
MANUAL**

Welcome



Lisa Henning
Managing Director

Welcome to Your **Independent Travel Associates Operations Manual**

At Inspire, we understand that running your own travel business can be demanding. Our goal is to simplify your day-to-day operations as much as possible.

This comprehensive training and operations guide has been thoughtfully designed to cover a wide range of topics, providing you with valuable information and resources to save you time and effort. If you need assistance with a process or procedure, this manual serves as a convenient, all-in-one reference, available anytime you need it.

While nothing can replace the dedicated support team we have in place for you, this manual is here to support your ongoing learning and growth as part of Team Inspire.

As an Independent Travel Associate, you play a vital role in the success of our company. We are always looking for ways to enhance the services and resources we offer to support you in your business. This manual will continue to evolve, and you will find links to additional training materials available on our NEO training platform. If you have suggestions for improvement, we welcome your feedback. Thank you for being a part of Inspire. Remember, we are always here to support you.

Contents

THIS SECTION WILL BE LINKED WHEN CONTENT IS FINAL.

Introduction

Staff Information & Key Contacts	X
Company overview	X
Commission overview	X
Commission portal	X
ITA Benefits	X

Systems

Passwords and Security

- How to reset your Windows password	X
- Creating a secure password	X
- Password security best practices	X
- Additional security tips	X
- If your account is compromised	X

NEO

- Help centre	X
- Balance Checker	X
- Direct Debits	X
- Hoseasons Download Tool	X
- Jet2 Download Tool	X
- Travel Docs	X

THIS SECTION WILL BE LINKED WHEN CONTENT IS FINAL.

Section 1 - Introduction	How to put together a Dynamic Package 60	Special Requests 168
Key Contacts and Staff Information 5	Dynamic Package Calculator 61	Adding on additional Extras 169
Commission Overview 9	Section 6 - Booking on Vibe	Section 7 - Finance
Commission Portal 10	Logging in to vibe 62	Taking Customer Payments 170
ITA Benefits 12	Introduction to Vibe Homepage 63	Protection from Fraud - 172
Section 2 - Systems	How to find an existing booking 65	Supplier Payments 173
Password Resetting and Security 13	Searching for Products 67	Customer Balance Due Dates 175
- How to reset your Windows password 13	Searching for a Hotel Only 67	Customer Deposits 176
- Creating a Secure Password 14	How to search for a Flight Only 71	Taking Payments in Vibe 177
- Password Security Best Practices 15	How to search for Transfers 74	Quick Help Guide 178
- Additional Security Tips 16	How to search for Car Hire 76	Supplier not in Vibe 180
- What to Do If Your Account Is Compromised 16	Adjusting margins 78	Requesting a refund for your clients 180
NEO 17	Client Details 79	Section 8 - Marketing
- NEO Help Centre 17	Taking Deposits 80	How to find Inspire Training Videos 182
- In an emergency... 22	Paying Via Card Payments 81	Social Media Marketing 101 182
LastPass setup guide 23	Paying via Delayed Payment Links 83	How to find the L: Drive 182
- Installing the LastPass Extension 23	TravelCard / Gift Voucher payments 87	Which Social Media accounts should I use? 183
- Adding and Managing Passwords 23	Direct Debit Payments 89	Creating Social Media Accounts 183
- Using LastPass to Autofill Passwords 25	Direct Debit Calculator 92	Posting on Facebook & Instagram using the Scheduling Calendar 186
- Password Generation 25	Completing a payment 94	Where to find content to post – E-mail, Facebook, and L: Drive 188
- Sharing Passwords Securely 26	Closing Statement / Terms and Conditions 97	How to personalise content 190
Remote Desktop Guide 27	- For Dynamic Package Bookings 97	Social Media Tips and Tricks 191
- How to download the RDS icon to your computer 27	- For Package Bookings 99	Canva 101 193
- How to log in to RDS 29	- For Flight Only Bookings 101	Send a Canva template link to marketing 195
Outlook 31	- For UK Bookings 103	Personalise posts from a template link 196
- Sending Emails 31	Taking a part payment on an existing booking 105	Offline Marketing 197
- Organising Emails 32	Taking a Delayed Payment on an existing booking 108	Websites 198
- Searching Emails 34	Adding an ATOL Fee 112	LateCards 199
- Managing Your Calendar in Outlook 35	Using Vibe to book external products 115	Section 9 - Sales Hints & Tips
- Adding Contacts 38	- Dynamic Packages 115	Hints and Tips – Pre-Sale 200
- PhishingTackle 39	- Flight Only 126	Hints and Tips - Post-Sale 204
- Completing simulated phishing tests 41	- Cruise and Generic product 133	
Offline support channels 42	- Package Holidays 139	
Section 3 - Product	- Jet2 and Hoseasons Downloader Tool 149	
Lastpass (Searching for product) 44	How to add a Discount 153	
Preferred Suppliers 47	Adding External Product to an existing booking 154	
Commission Levels, lists and advice 48	Taking an additional payment 157	
Advantage - who are they? 48	Dummy Payment option 157	
How to find offers 49	Voiding a payment and setting to manual 160	
Requesting a new supplier 50	Adding an Attachment to Vibe 162	
Section 4 - Training	Section 7 - Aftersales	
Training Guides 51	Cancelling a Full Booking on Vibe 165	
Training Hub 51	Cancelling segments of a booking 166	
Advantage Groups 52	In-resort issues 168	
Hints & Tips – Who to go to and when 53		
Group Training, Webinars and 1-2-1's 54		
Section 5 - Dynamic Packaging		
What is a Dynamic Package? 55		
Benefits of a Dynamic Package 56		
When Not to Dynamic Package 58		

Introduction

Key Contacts and staff information



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Lindsay Miller

Duty Manager & Travel support

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General support on loading bookings, vibe and commission portal support, general help



Crystal Hunter

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Accounts queries, payment links, refunds, any finance queries



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Product

Product Enquiries

Product Inbox

E: product@inspireemail.co.uk

Product email will deal with all enquiries regarding suppliers that can not be found on Last Pass/Advantage Hub.



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Marketing

Marketing Enquiries

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Marketing email will deal with any ad-hoc marketing enquiries, personalisation and information on shared offers.



Sophie Dennett
Marketing Executive

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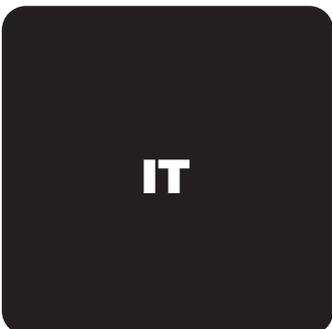
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Transparent IT
IT Support

E: servicedesk@transparent-it.co.uk
T: 0330 113 0877

Support for RDS, General IT queries, Support available 7 days a week

Commission Overview

Your individual commission split can be found in your contract. This will change during your time with Inspire based up on sales and your movement within the performance level incentive programme. An overview of your split can be viewed in the commission portal which can be accessed via Inspire links and is under Homeworker portal.

HW		
Commission	Effective From	Options
60.0%	2023-11-09	Delete Commission
Non HW		
Commission	Effective From	
		Update Commission

END

Commission Portal

The commission portal also known as the homemaker portal is where your booking report will go each month. You will receive an email around ten days into the month stating that the commission portal is now loaded and ready for you to approve.

You will find the portal here: Inspire Links > Homemaker Portal

The first time you access it you will need to use your first name and surname as your username in this format eg, stacey.wilson you will then be required to click on forgot password, this will then ask you for your email address and instructions on how to reset will follow. Once reset you will be able to access the user dashboard.

From the user dashboard you will see the tabs in grey that offer commissions, invoiced and agent report.

Click into agent report.

Here you will see a payment due amount at the top and then a list of bookings that are due for payment.

It is imperative that you cross reference all this information with your own records to ensure that you are happy that everything is correct. Reading from left to right you will see that you have the booking information along with the financial information too, please double check all figures. You will see cost of sale, margin, commission percentage to be paid, the amounts earned will then be split into payment due, what has been paid to date and what is to be paid.

Once you have checked everything and are happy with the report you can then click on the blue tab at the bottom 'approve my report'. The only thing that will change in this screen is that you will notice the approved by agent will change from 'no' to 'yes'.

The next step is to complete your invoice. You will have been provided with a blank invoice on your induction, please have this prepared.

You will need to add your own details to this, name along with business name and address. The date and then start an invoice number sequence i.e. 001 or similar.

Then you need to detail the amounts you're claiming like the example below.

Service fees Earned in period:	1.1.2000 - 31.01.2000
Commission Earned:	£175.00
Monthly Fee:	-£25.00
Total Invoice Value:	£150.00

Add your bank details where you would like the commissions to be paid and then your invoice is complete.

Top tip - create a new folder for your invoices and save your invoice in that with the date in the title.

Open a new email attach your invoice and then send to the commissions email box.

ITA Benefits



We are truly delighted that you have chose to join the Inspire family here is a reminder of the benefits on offer to you as an Inspire Travel Associate:

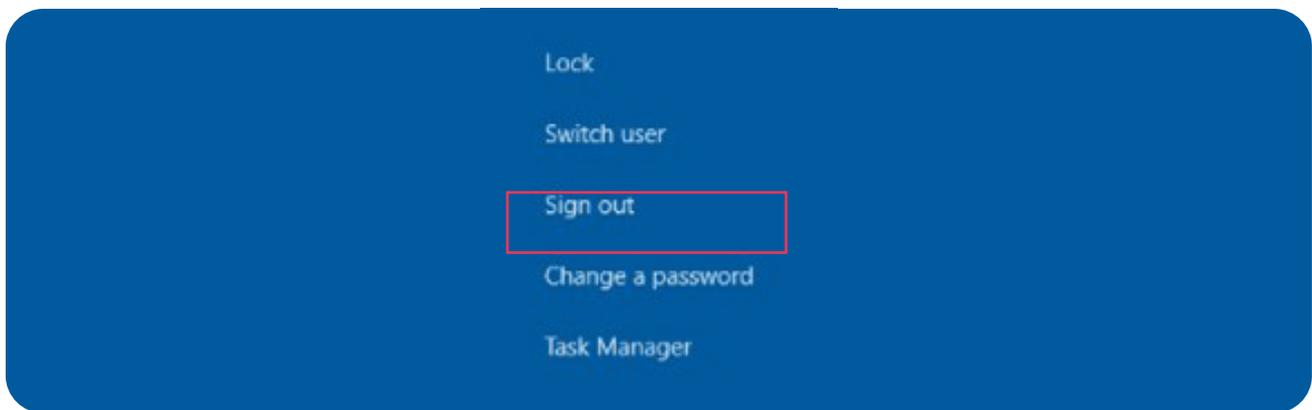
- Uncapped commissionable earnings up to 90%
- Flexible hours to suit you and your lifestyle
- Fam Trips
- Very low monthly fees
- The ability to dynamic package, offering the best possible pricing options for your clients
- Nett rates with many cruise lines
- 24-hour emergency number for your clients peace of mind
- A qualified business coach / Business Development Manager to enhance and grow your business
- Financial protection
- A full marketing starter pack with logo, business cards and on going support

Systems

Password resetting and security

How to reset your Windows password

1. Log in to Remote Desktop with your usual username & password.
2. Press Ctrl-Alt-End and click on “Change a Password”.
Important to note pressing “End” and not “Del” here



3. Fill in your old password and set a new password. Password requirements are in the “Creating a Secure Password” section.
4. Click Submit to save your new password and return to your Remote Desktop session.
5. Your password has now been reset, you will need to use this password for your RDS, 365 and Outlook logins now
6. If You Don't Have Access to Your Email:
 - a. Contact internal IT support or Transparent IT for help with account recovery.
 - b. There may be additional security steps to verify your identity.

Creating a Secure Password

To protect your accounts effectively, follow these best practices when creating a password:

1. Length: Aim for a password of at least 12-16 characters.
2. Complexity: Use a combination of:
 - a. Uppercase and lowercase letters
 - b. Numbers (e.g., 1, 2, 3)
 - c. Special characters (e.g., @, #, \$, !)
3. Avoid Common Words: Don't use easily guessable words like "password," "123456," or personal information (e.g., name, birthdate).
4. Passphrases: Consider using a memorable but random phrase, like "Sunshine\$On77Mountains!"
5. Unique Passwords: Use different passwords for different accounts to minimise risk if one account is compromised.

Password Security Best Practices

Maintaining your password security is as important as creating a strong password:

1. Do not reuse passwords across multiple sites or accounts.
2. Change passwords regularly, especially for sensitive accounts like banking or email.
3. Use a password manager: These tools store and generate strong passwords securely, reducing the need to remember multiple complex passwords.
4. Enable Two-Factor Authentication (2FA): Whenever possible, enable 2FA for an added layer of security. This requires a second form of verification, such as a text code or authentication app, in addition to your password.
5. Do not share passwords with others, even if they are trusted. Keep your login credentials private.
6. Be cautious of phishing scams: Always verify emails or messages requesting your password or asking you to click on a suspicious link.

Additional Security Tips

1. Regularly review your account activity to spot any suspicious logins or unauthorised changes.
2. Update passwords immediately when prompted by Inspire or if you suspect they've been compromised.

From: Inspire Systems Notification <notifications@inspireemail.co.uk>

To: Username <user.name@travelbyinspire.co.uk>

Subject: Your password will expire in 6 days

Dear Username,

Your password will expire in 6 days. Please change it as soon as possible.

...

Many Thanks,
Inspire Operations Department

3. Be cautious of public Wi-Fi: Avoid logging into sensitive accounts when connected to public networks.

What to Do If Your Account Is Compromised

1. Reset your password immediately using the steps above.
2. Inform IT support (internal or Transparent IT) and request further security measures if necessary.
3. Enable 2FA if not already in place.
4. Check account activity for unauthorised actions.

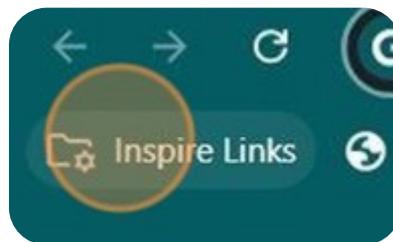
NEO

NEO is Inspire’s in-house intranet system that contains various functions for use throughout the business, including Balance Checks, Direct Debits, Jet2/Hoseasons Download Tools, and Travel Documentation, which are outlined in later sections of this manual.

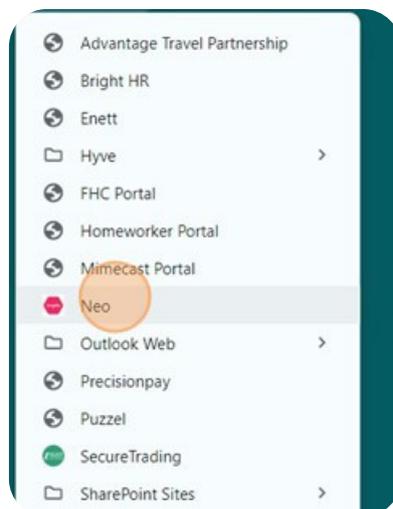
NEO Help Centre:

NEO Help Centre is the internal knowledge base that covers frequently asked questions for Inspire’s systems and suppliers. To access it:

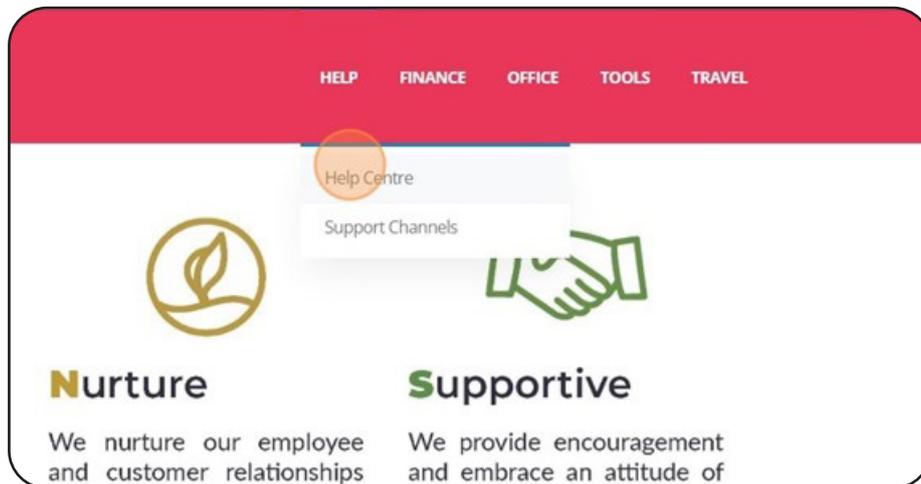
1. Click on “Inspire Links” to open the drop-down menu



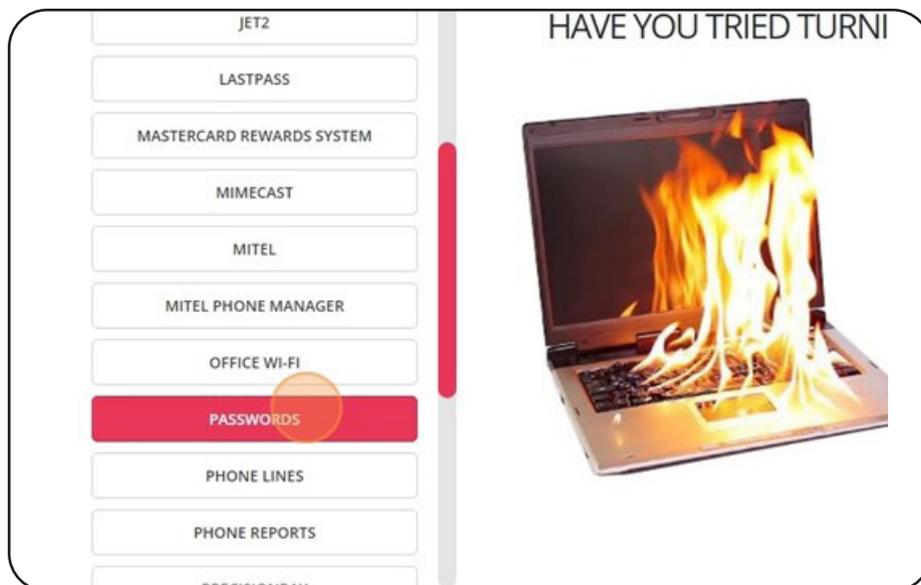
2. Click on “NEO”



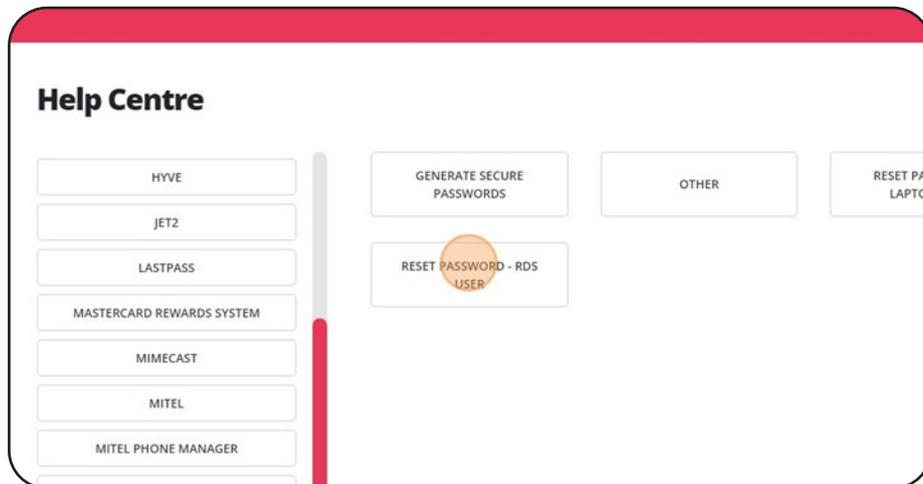
3. Hover over “HELP” and select “Help Centre”



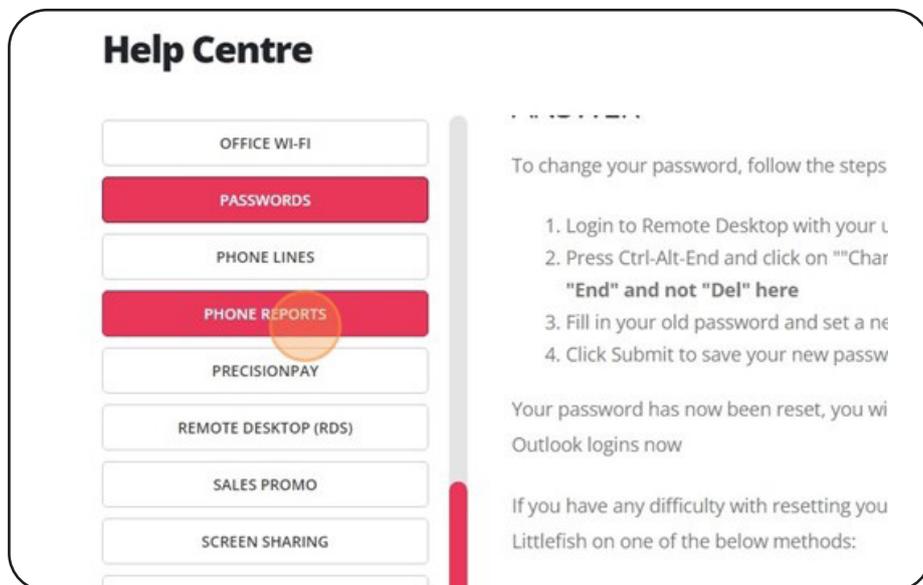
4. Select the topic you require help with



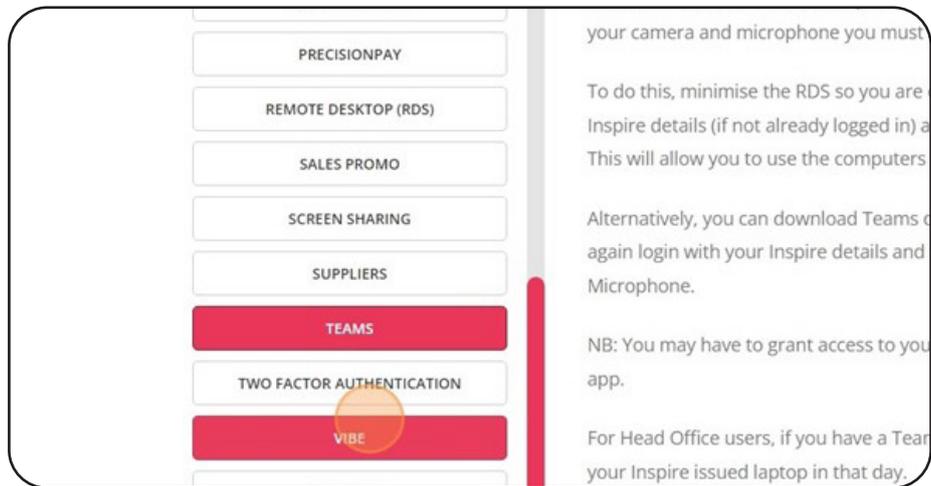
5. Choose the most relevant guide



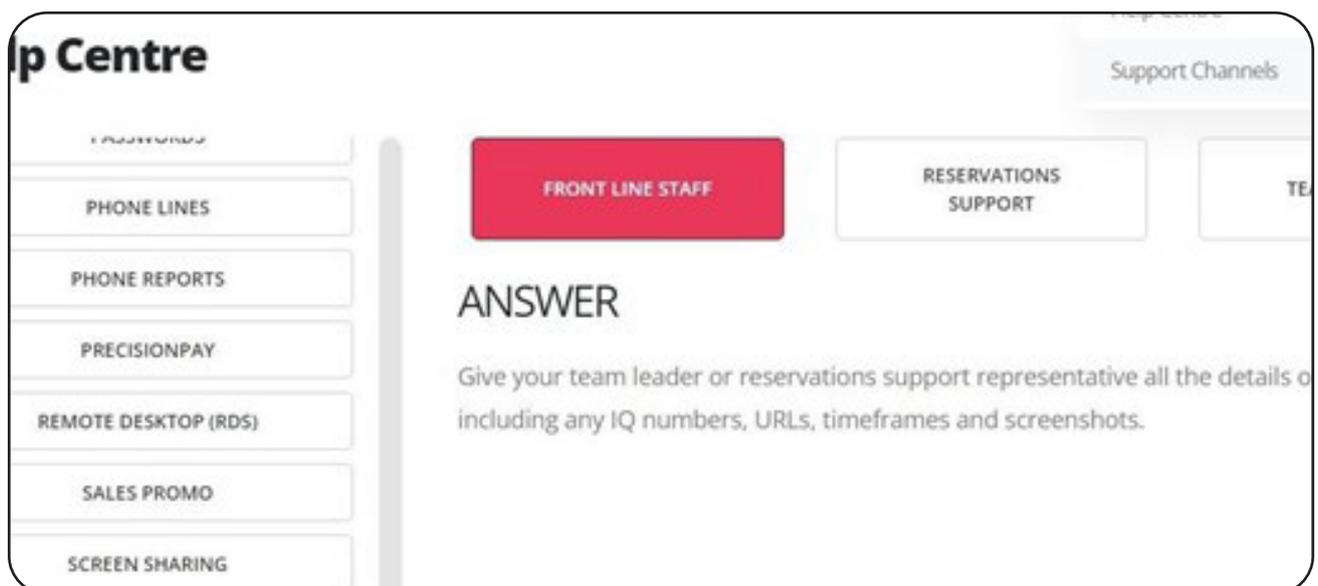
6. Choose any topic available to help you



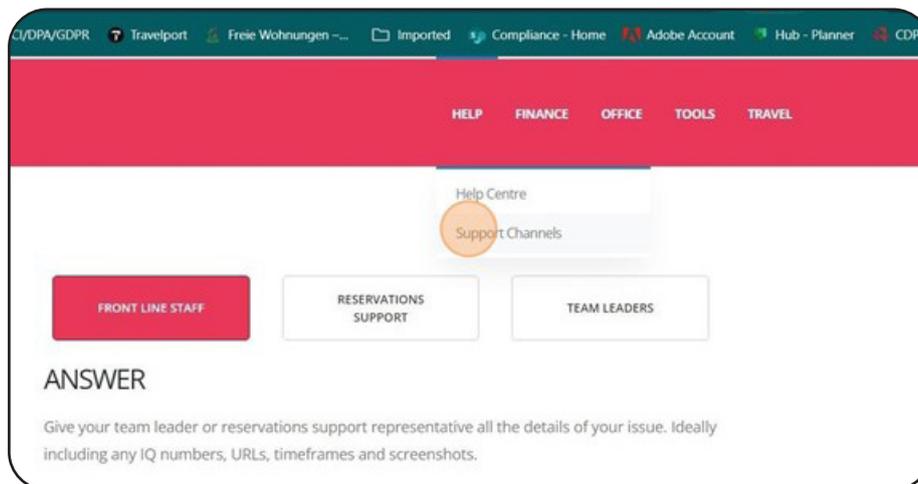
7. Read the guide or instructions presented to you



8. Sometimes the answer involves contacting a third party, internal or external.



9. For further support option (if not available in “Help Centre”), select the “Support Channels”



10. Check the sections to find the right support channel. Click on the blue items to be directed to either Outlook or Zoho desk to start a query.



11. This opens upon clicking on the option. Fill in the request or required assistance and “Send”



The screenshot shows an email composition interface with a dark grey background. At the top left, there is a warning icon and text: "The following recipient is outside your organization: Transparent IT X". Below this, there are four input fields: "From" (with a dropdown arrow), "To", "Cc", and "Subject". The "From" field contains the email address "mareike.moeller@inspireemail.co.uk". The "To" field has a radio button selected next to the text "Transparent IT". A "Send" button with a paper plane icon is located to the left of the "From" field.

In an emergency...

Contact Transparent IT

Available between the hours of 6am-10pm.

E: servicedesk@transparent-it.co.uk

T: 0330 113 0877

LastPass setup guide

LastPass is a password management system that generates, stores, and fills in passwords.

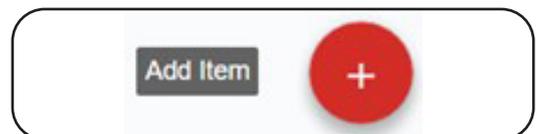
Installing the LastPass Extension

1. Download the LastPass extension for your browser (Chrome, Firefox, Edge, etc.) from the LastPass download page.
2. Once installed, click on the LastPass icon  in your browser toolbar.
3. Log in with your email to access your vault.

Adding and Managing Passwords

1. Adding Passwords Manually

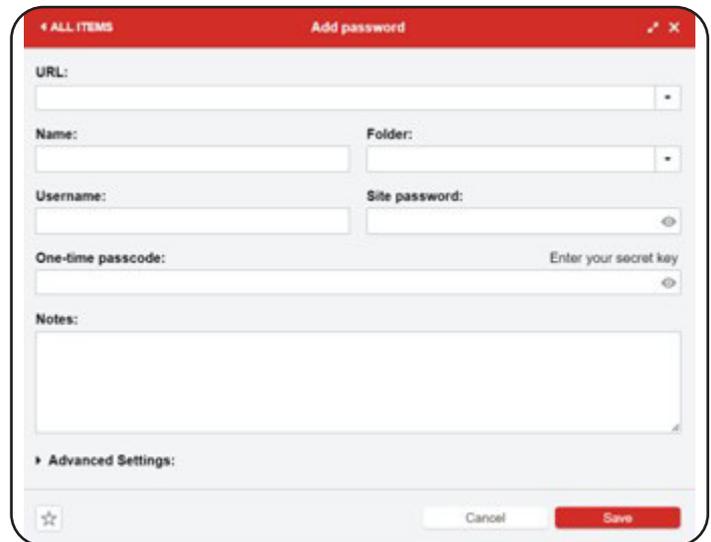
- a. Log in to LastPass and open your “Vault”.
- b. Click “Add Item”.



- c. Select “Password”



-
- d. Enter the website URL, your username, and the password.

The image shows a screenshot of the LastPass 'Add password' dialog box. The window has a red title bar with the text 'Add password' and a close button. Below the title bar, there are several input fields: 'URL:' with a dropdown arrow, 'Name:' and 'Folder:' with dropdown arrows, 'Username:' and 'Site password:' with text boxes and a toggle for visibility, and 'One-time passcode:' with a text box and a toggle for visibility. There is also a 'Notes:' section with a large text area. At the bottom, there is an 'Advanced Settings' section with a star icon, and 'Cancel' and 'Save' buttons.

- e. Optionally, you can add notes or tags to organise passwords.
- f. Click “Save”.

2. Saving Passwords Automatically

- a. When you log in to a new website, LastPass will prompt you to save the login.
- b. Click “Save Site” to automatically store the password in your vault.

3. Editing Passwords

- a. In your vault, click on the password you want to edit.
- b. Make any necessary changes (username, password, notes).
- c. Click “Save” to confirm the changes.

Using LastPass to Autofill Passwords

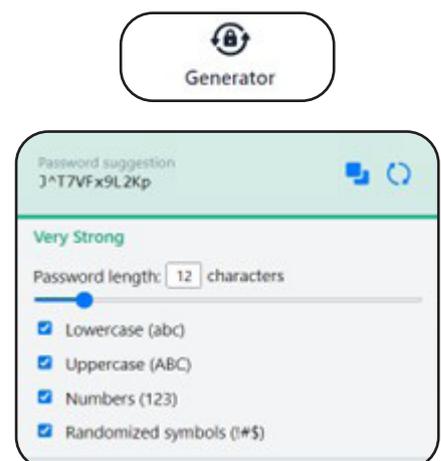
LastPass can automatically fill in your saved credentials on websites:

1. Visit the login page of a website where you have saved a password.
2. Click on the LastPass icon  in the login field, and select the relevant account if you have multiple saved logins.
3. LastPass will autofill your username and password.
4. Click “Log In” to enter.

Password Generation

If you need to create a new, secure password, LastPass offers a password generator:

1. Open the LastPass extension or your vault.
2. Click on the “Password Generator” tool.
3. Choose the length and complexity (numbers, symbols, etc.) for your password.
4. Click “Generate Password”.
5. You can then copy the generated password or save it directly to your vault.



Sharing Passwords Securely

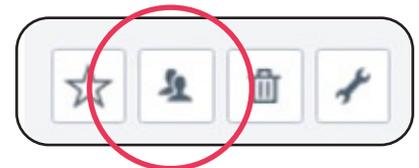
LastPass allows you to share login credentials you have created securely without revealing the actual password. Recipients must have a LastPass account to accept the shared login.

1. In your vault, hover on the password you want to share.

2. Click on the “Wrench” to edit the password folder.



3. Click the “Share Icon” and enter the recipient’s email address.



4. Choose whether you want to allow the recipient to see the password or just allow them to use it.



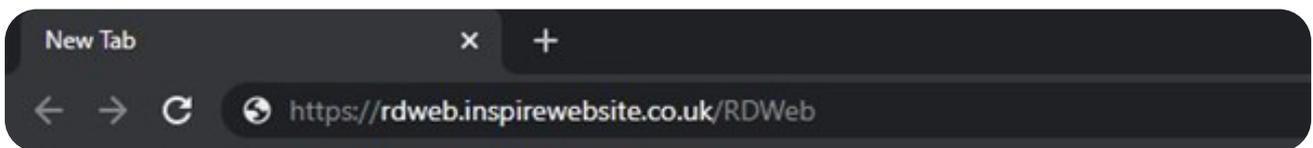
5. Click “Share”.

Remote Desktop Guide

How to download the RDS icon to your computer

The first step is to download the Remote Desktop icon. If you already have the icon then go to the “How to log in to RDS” section.

Go to <https://gateway.inspirewebsite.co.uk/rdweb> in Google Chrome

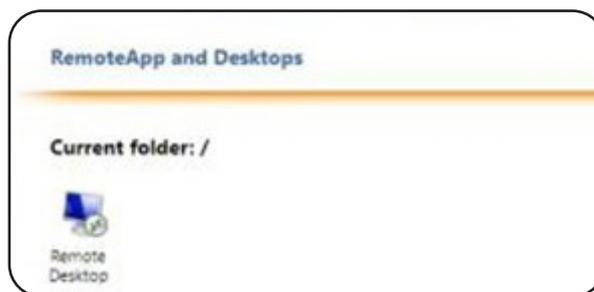


On the “Work Resources” page, enter your Inspire username and password and then click Sign In. The username format is inspire\
firstname.surname

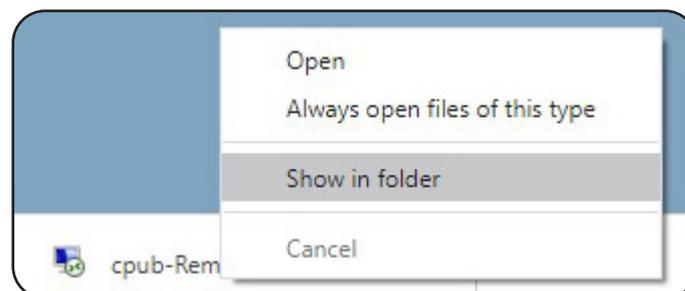


Once logged in to “Work Resources”, click the “Remote Desktop” icon.

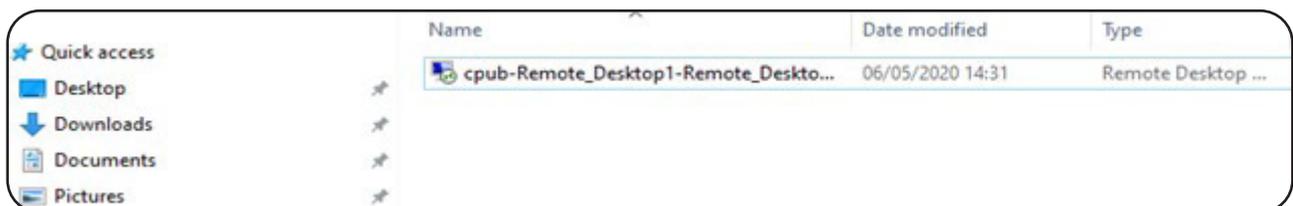
This will download a shortcut to your Downloads folder.



Right-click on the downloaded file and click on Show in Folder



In your Downloads folder, click and hold the Remote Desktop icon and drag it over to the Desktop icon on the left-hand side. Once the cursor is over Desktop, let go and the file will be moved.



You will now have the Remote Desktop icon on your desktop for easy access. If you would like to rename it to something more meaningful, such as Inspire Remote Desktop, click on the file once and then press “F2”, you can now enter a different name for the icon.

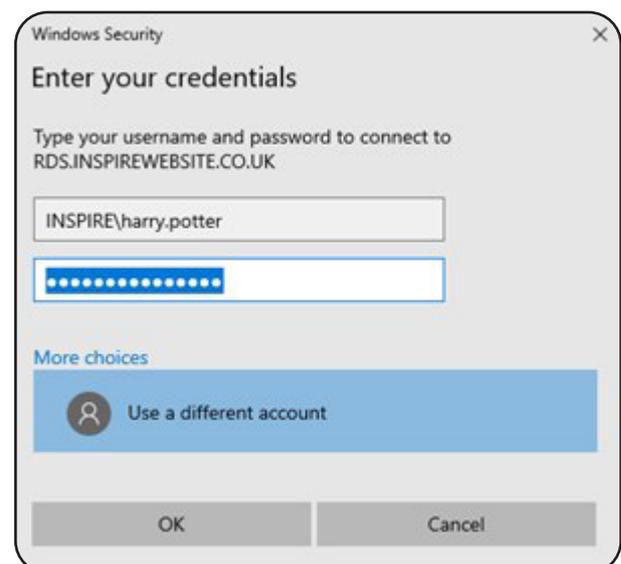


How to log in to RDS

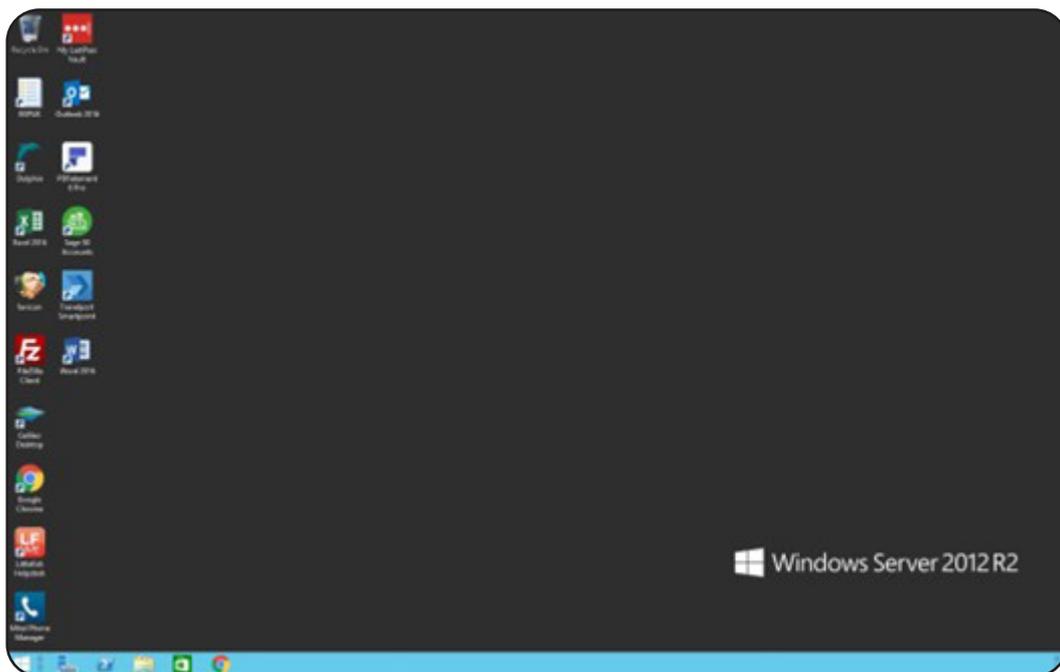
Double-click the Remote Desktop icon from your Desktop, or wherever you have saved it. If presented with a “Do you trust the publisher of this remote connection” window, tick the “Don’t ask me for remote connections from this publisher again” box and then click “Connect”.



Enter your username and password, this time prepending your username with INSPIRE\, i.e. INSPIRE\harry.potter and then click “OK”.



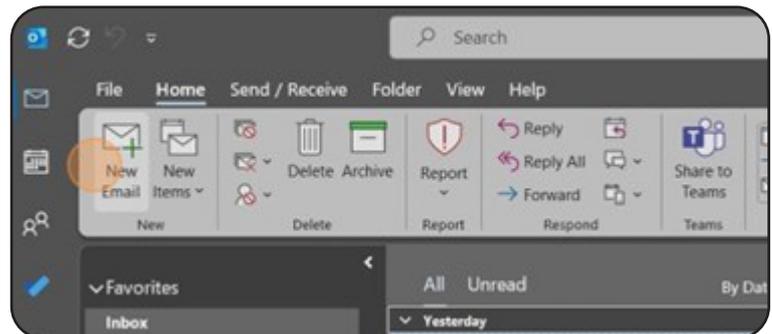
You will now need to authenticate your login either by accepting the call from Microsoft and pressing # or by accepting the notification through the Microsoft Authenticator app. Once you have verified yourself you will be logged into Remote Desktop.



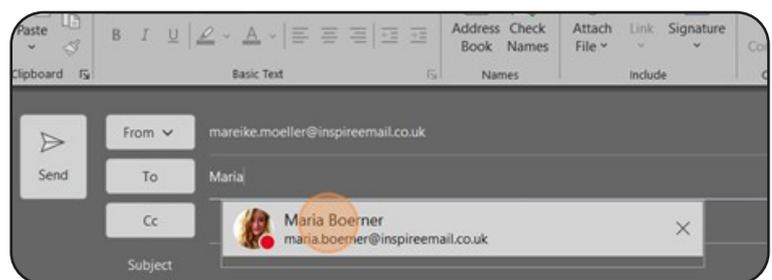
Outlook

Sending Emails

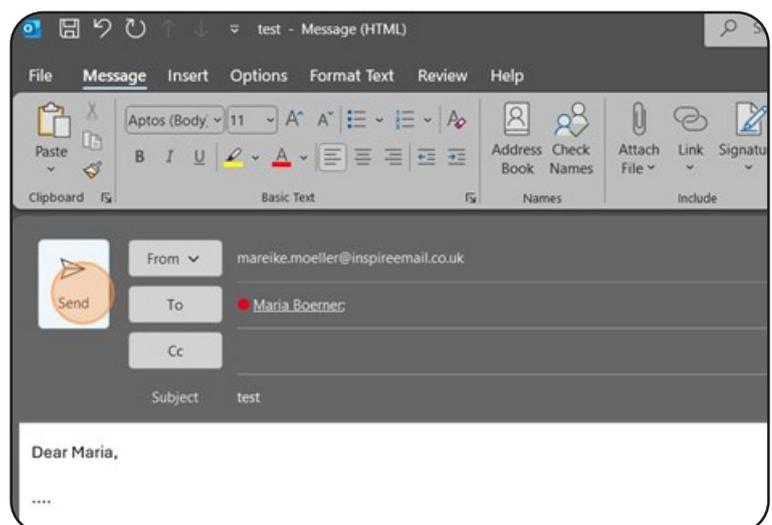
1. Click on “New Email”



2. Type in full or the beginning and select the desired recipient's address, add the subject line and message body.

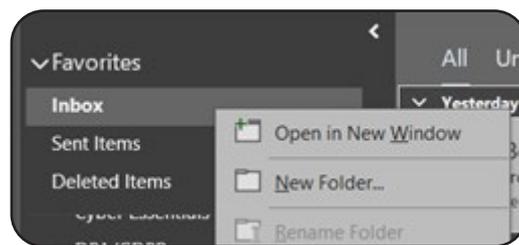


3. Click “Send”

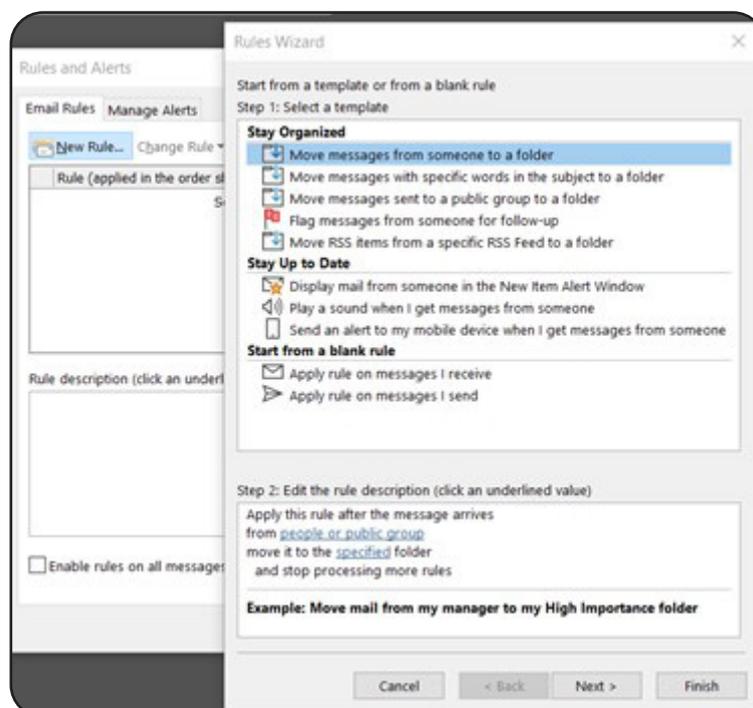


Organising Emails

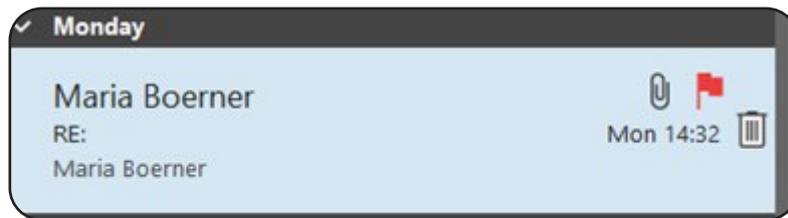
1. Folders: Right-click on Inbox and select New Folder to organise emails into specific categories.



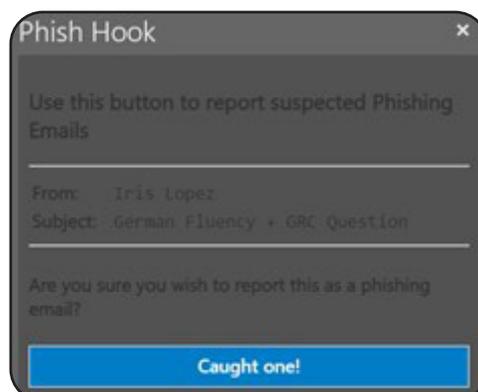
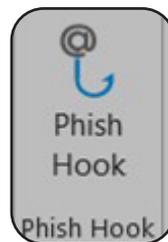
2. Rules: Go to File > Manage Rules & Alerts to move emails based on criteria like sender or subject automatically.



-
3. Flagging Emails: Use the flag icon next to emails to set reminders or mark them as important.



4. Reporting suspicious Email: Do not open the emails or click on any links contained within. Select the PhishHook Icon and click on "Caught one!" to report it.



Searching Emails

1. Use the Search bar at the top to find emails by keywords, sender, or date.



2. Use the Filter option to refine your search (e.g., unread emails, specific dates)



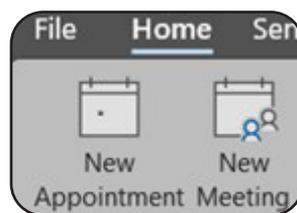
Managing Your Calendar in Outlook

1. Creating Calendar Events

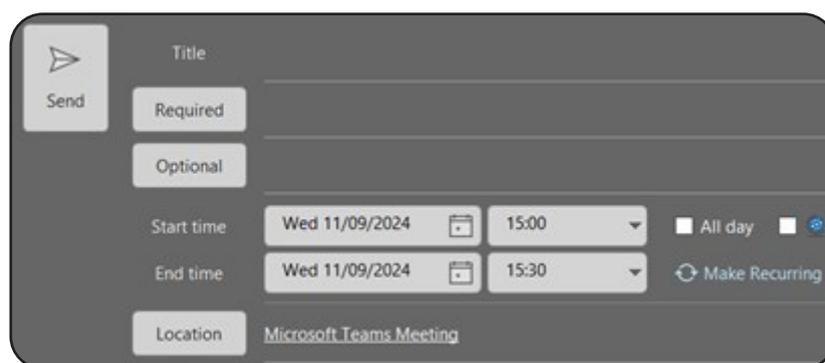
a. Click on the Calendar icon.



b. Select New Appointment or New Meeting.



c. Add details like the title, time, location, and attendees (for meetings).



d. Click Save & Close (for appointments) or Send (for meetings).

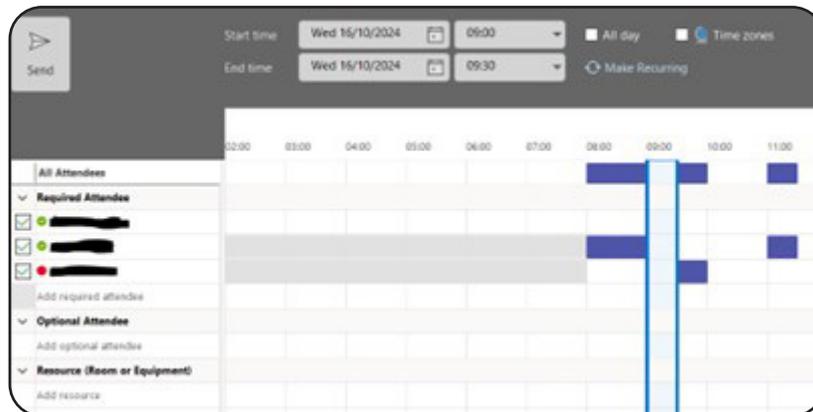
2. Scheduling Meetings

a. In the Calendar section, click New Meeting.



b. Add attendees via email, and select a time slot.

c. Click Scheduling Assistant to see the availability of attendees.



d. Click Send to confirm the meeting.

3. Sharing Your Calendar

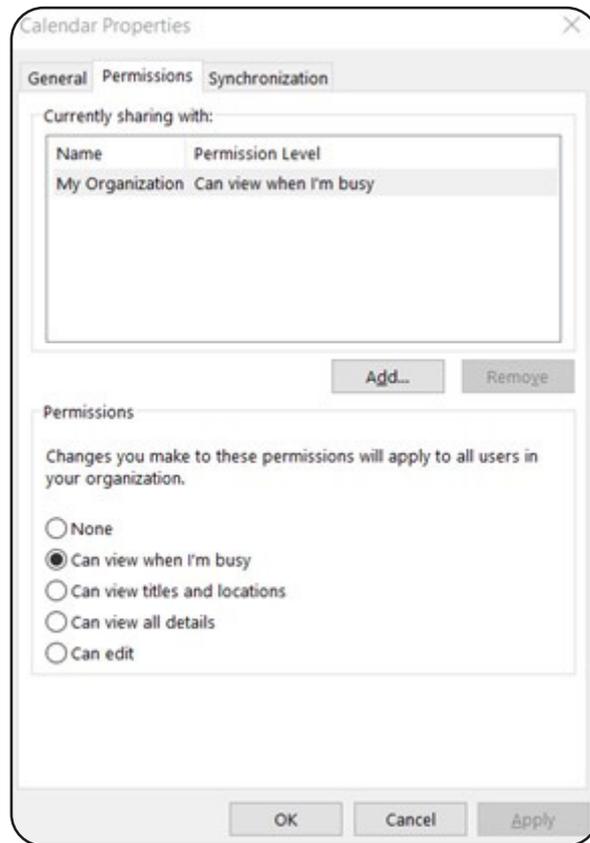
a. Go to the Calendar view.

b. Click "Share Calendar" in the toolbar.

c. Select the calendar you want to share.



d. Enter the email addresses of the people you want to share with.



e. Click on “Add”, find and highlight the email address you want to share the calendar with and click “Add” again.

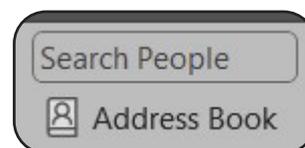
f. Click “OK”

g. Choose sharing permissions (e.g. “View Only”).

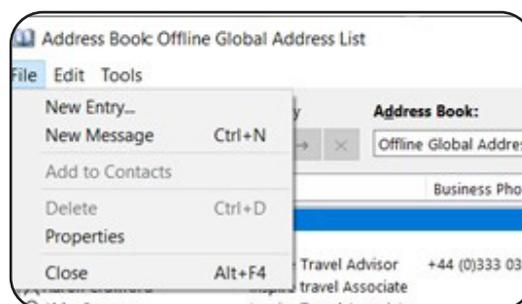
h. Click Send.

Adding Contacts

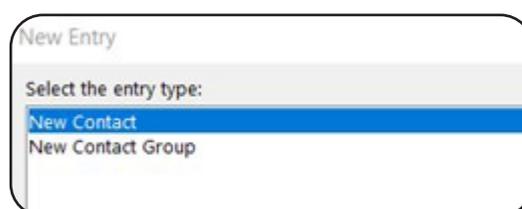
Click on the “Address Book” in the middle of the home bar.



1. Click on “File” and “New Entry”.



2. Select New Contact and click “OK”.



3. Enter the contact's details, then click Save & Close.

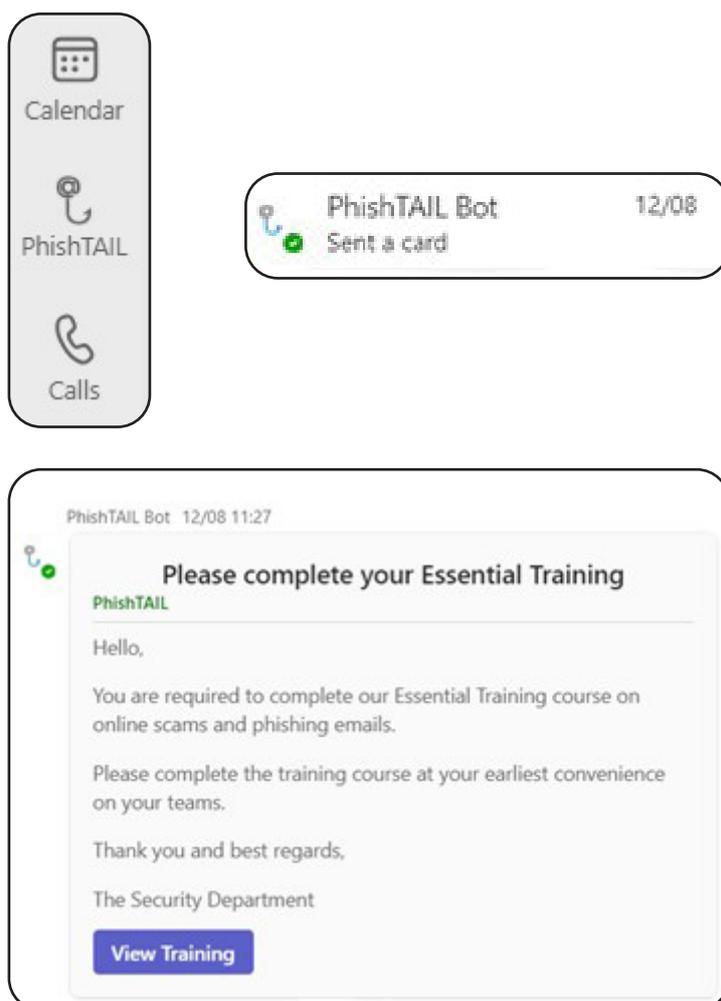


PhishingTackle

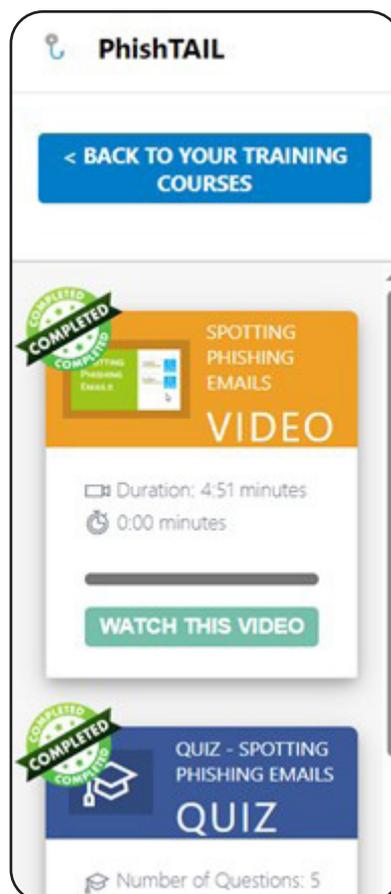
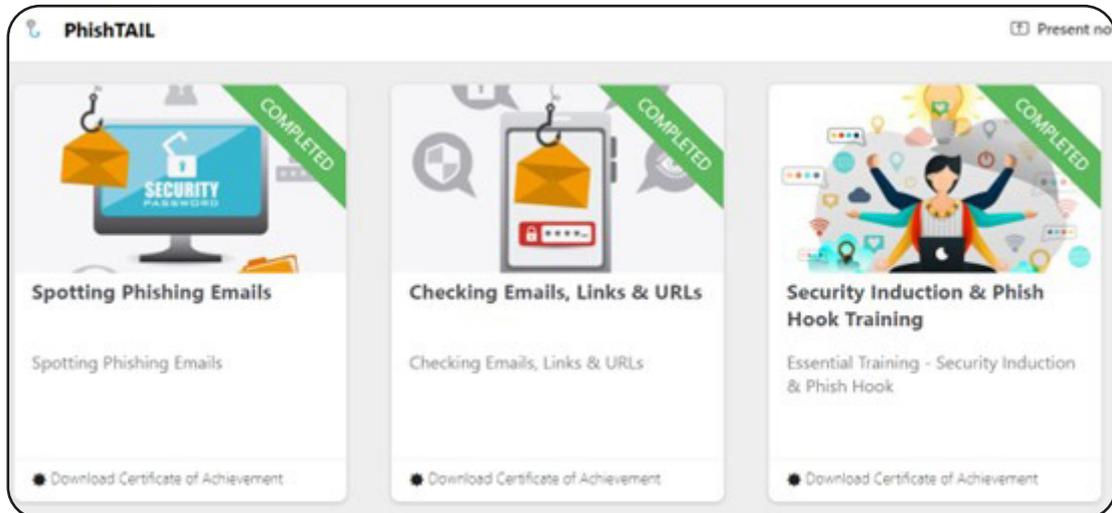
PhishingTackle delivers training through interactive modules that simulate real-world phishing scenarios. Here's how to complete them in Teams:

Starting a training module

1. In Teams, navigate to the PhishingTackle tab, or open the PhishTAIL Bot chat in teams.



2. In the dashboard, click on the training module assigned to you.



3. Follow the step-by-step instructions, paying close attention to examples of phishing emails, messages, and links.

Completing simulated phishing tests

PhishingTackle will periodically send phishing simulation emails or messages via Teams. These simulations are designed to look like real phishing attempts.

To succeed:

- Carefully inspect senders' email addresses or names.
- Hover over links before clicking to verify their authenticity.
- Report any suspicious emails using the Phish Hook feature in Outlook.



Offline support channels

To be used, when the online options (NEO, Transparent IT support ticket, internal support ticket, etc) are unavailable.

Systems / Reports

Andrew Carey - Andrew.Carey@inspireemail.co.uk

- Vibe issues
- Vibe queries
- New reports
- Changes to reports
- Commissions portal
- Hyve

IT support

Transparent IT - servicedesk@transparent-it.co.uk

- Emails
- Email Security (Mimecast)
- Email Signatures (Exclaimer)
- Galileo Application
- Hyve
- Neo
- Network Infrastructure/Connectivity
- Remote Desktop Services (RDS)

Phone / internal IT support

Maria Boerner - Maria.Boerner@inspireemail.co.uk

- Phone or phone system issues
- Phone or phone system queries
- General IT guidance and advice

Finance

Contact travelaccounts@inspireemail.co.uk and cc Fiona Grundy in for any supplier or customer payment queries.

- Requesting Supplier payments
- Requesting a supplier to be added to Dolphin if they have booked using TBA
- Asking when supplier payment is due (relevant for customer balance due date)
- Querying customer refund (once refund request has been submitted)
- Requesting for a payment link to be sent
- Checking customer payments received if either paid by link or bank transfer

Product

LastPass

LastPass is a password manager application. We also use it to search for products using keywords. You will find Lastpass on your application lists, top right of your web browser.

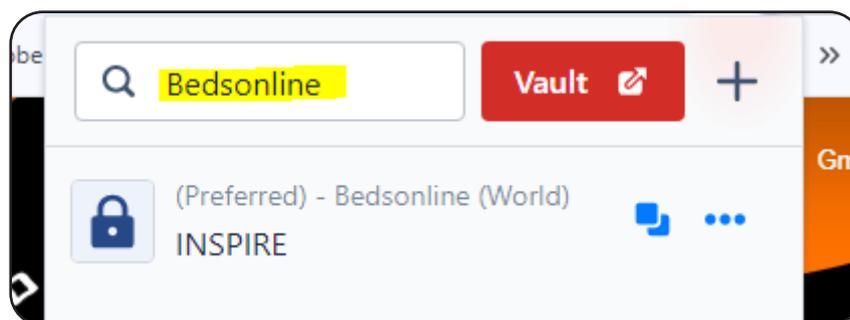
If the icon is red, you are logged in and it is ready to use.



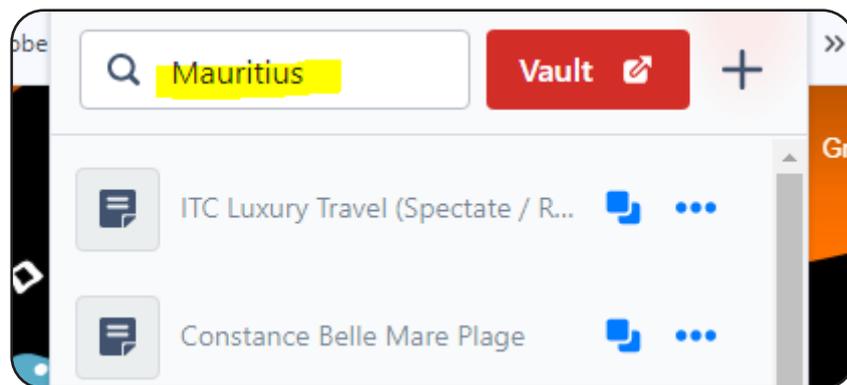
How to search for product

There are 3 ways to search on LastPass:

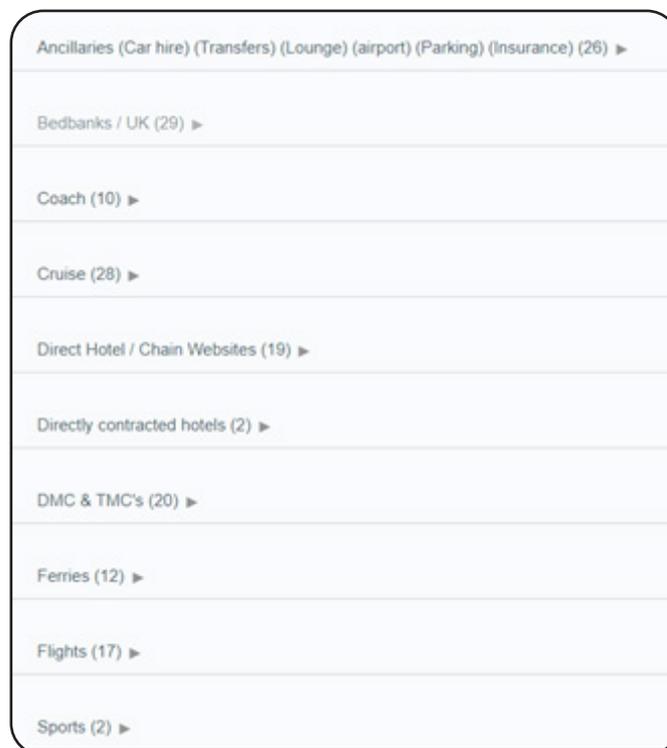
1. Type the name of the supplier you want to use.



-
2. Search a destination or product type, all results that match this will appear.



3. By opening the Vault, you can (click on Vault) you can see the categories and find the relevant product within that file.

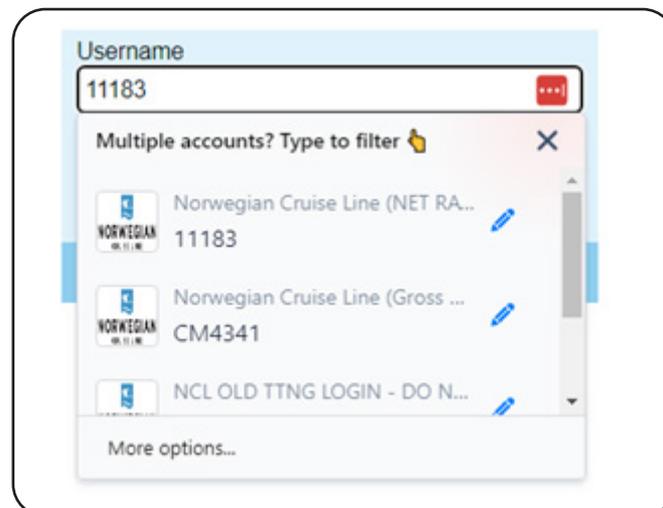


When you try and log into a product, it will either Auto login (you don't need to press anything)



A screenshot of a login form. The 'Username' field contains the text 'INSPIRE'. The 'Password' field is masked with black dots. Below the password field is a blue link that says 'Forgot my password'. There are red icons in the top right of both input fields.

OR it will give you multiple options if more than one login is available.



A screenshot of a login dropdown menu. The 'Username' field contains '11183'. Below it is a dropdown menu titled 'Multiple accounts? Type to filter'. The menu lists three options, each with a Norwegian Cruise Line logo and a blue edit icon: 'Norwegian Cruise Line (NET RA...)' with ID '11183', 'Norwegian Cruise Line (Gross ...)' with ID 'CM4341', and 'NCL OLD TTNG LOGIN - DO N...'. At the bottom of the dropdown is a link that says 'More options...'.

If you are unable to login, please reach out to Maria Boerner for help.

Preferred Suppliers

Suppliers that support Inspire / Best suppliers for destinations

As we give ITAs access to a large inventory of suppliers, we will normally provide you with our preferred suppliers.

We do this to ensure that the suppliers we provide are:

- Competitive on price
- Offer you full customer service support
- Commercially viable
- Provide training and product support.

You will find the list of preferred suppliers on your induction or when you ask the support team for help.

You will also find a preferred supplier list from Advantage, including commissions at this link:

[Advantage Sales Guide](#)

On the Advantage Hub you will also find a comprehensive list of Product guides and contacts:

[Products/Services](#)

Commission Levels, lists and advice

On the Advantage Hub you can view all commercial agreements (please be aware that most of our bedbanks are on a NET agreement, not the gross rates stated on here)

[Commercial-Terms-Hub](#)

If you are unsure about commission amounts, please reach out to your BDM or Product team for assistance.

Advantage – who are they?

Advantage are the largest travel consortium in Europe. Being members of Advantage means we get access to over 300 supplier commercials.

We can also use their offers and have access to their marketing department plus their regular travel events.

You Can read all about Advantage here:

[Advantage Members](#)

[Advantage Members - about-us](#)



How to find offers

The Marketing team produce a Marketing calendar for the month, this is based on booking / marketing trends.

They will then send out daily offers including marketing assets for you to utilise.

there is also a Inspire Trade Partners Facebook page where suppliers will share offers for you to use on your own social media

[Inspire Trade Partners page](#)

We also have an Offers Page with over 30 different suppliers, this is updated by the suppliers so offers are 'live':

[Offers page](#)

You can also follow:

[Advantage Holidays & Cruise](#)

[Advantage Hot Offers](#)



Requesting a new supplier

We currently over 400 suppliers to make bookings with but there are always new opportunities that will arise.

If you do come across or are approached by some then we can assess the need to sign them up but before you ask us just think if this is something we do need?

If we decide to go ahead and use them then we have to do Health & Safety & compliance checks.

Once we have passed those, all financials are sent to the Accounts department to check over and load onto Dolphin / VIBE. Then we can roll out the supplier.

Sometimes this can take a few days depending on all parties.

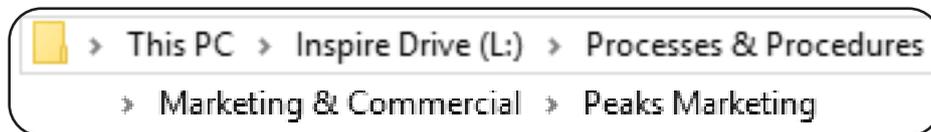


Training

Training Guides

Our Training Guides have been designed to help give you an understanding of all the different products you can offer, some of our preferred suppliers and much more useful information to help increase your product knowledge.

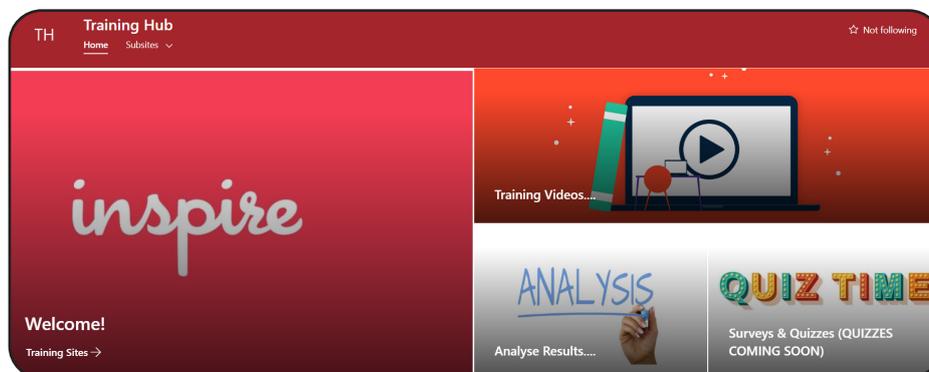
These are located in the 'L Drive' this is how you can access them.



Training Hub

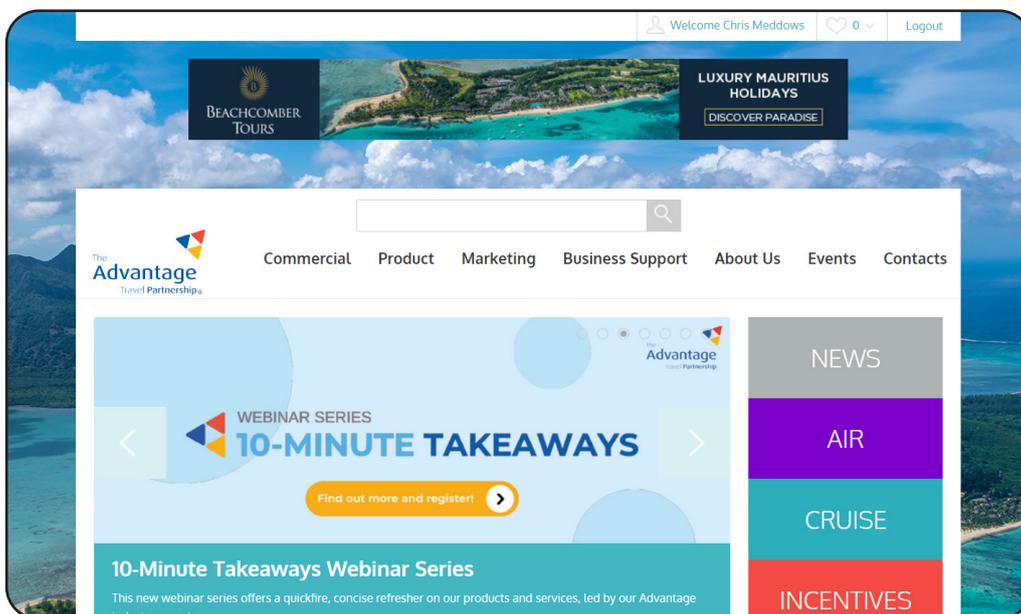
The training hub is Inspire's one stop shop for all things training related, you will find a huge amount of training videos here that cover all different products and lots of 'how to' talk-throughs too.

You can access the training hub by following these steps in your browser: Inspire links ~ Training Hub



Advantage Groups

Being a member of the Advantage Group too you also have access to their hub, you can access this via last pass. You will find lots of important and useful information here too from supplier commission levels and more 'how to' guides to a helpful cruise hub too.



They also have a few Facebook groups that are very beneficial so please search and join these groups:

[Advantage Travel Partnership Members](#)

[Advantage Hot Offers](#)

[Advantage Holidays & Cruise](#)

Hints & Tips – Who to go to and when

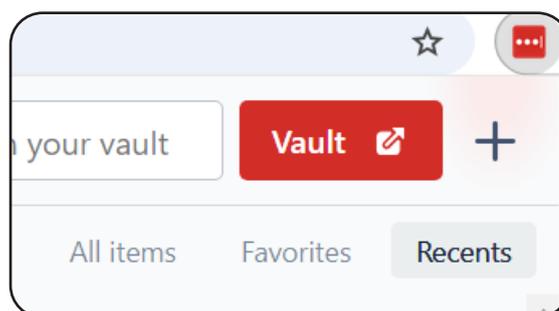
There is a huge amount of support available from the first day you join the Inspire family. We have teams on hand to help with everything you can think of, we have it all covered.

You will receive a monthly support rota so please check this regularly and reach out for day to day help and support.

	Monday	Tuesday	Wednesday	Thursday	Friday
WC 2nd sept	Sam Charlotte Lindsay	Sam Stacey 11-7.30 Lindsay	Sam Stacey Lindsay	Sam Stacey Lindsay	Lindsay Sam
WC 9th Sept	Sam Charlotte Lindsay	Sam Stacey 11-7.30 Lindsay	Sam Stacey Lindsay	Sam Charlotte Stacey Lindsay	Sam Charlotte Lindsay
WC 16th Sept	Sam Charlotte	Stacey 11-7.30 Sam	Sam Stacey	Sam Stacey	Sam Charlotte

We have various group chats too and there is a great search function within those also to search for the more common questions that you may need answering.

LastPass is a fabulous resource and holds a lot of information specific to operators and suppliers, you need to open the vault. Click the red box and that will then give you the option to search the vault.



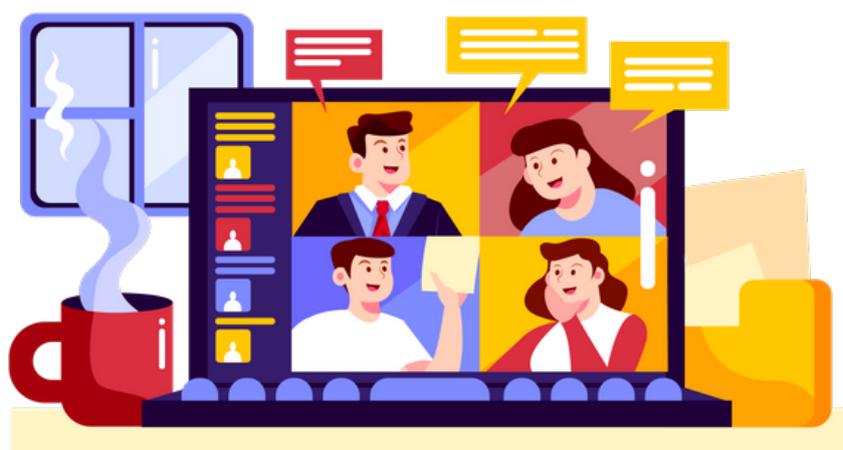
When you hover over the company you are looking at you will see a spanner like image and if you click here, it will offer additional information.

Group Training, Webinars and 1-2-1's

The travel industry is ever changing and there is always something new to learn or increase our knowledge on, so we are committed to delivering training at every opportunity.

With our combined experience we can offer group training sessions on destinations and products along with marketing top tips too. We also arrange weekly webinars where we invite suppliers to showcase their products, these are recorded too and saved in the training hub so you can revisit as many times as you like.

Our Business Development Team are available to help and support you every step of the way and will also arrange monthly 121 calls which is time exclusively for you to ask any questions, run through any training requirements and gives you the opportunity to talk about new ideas that will assist in developing your business.



Dynamic Packaging

What is a Dynamic Package?

Dynamic packaging is a term used in the travel industry to create customized travel packages for customers.

It is where you will purchase a flight/cruise/train departing the United Kingdom for another country and add on an overnight tour/hotel/cruise.

You would use different suppliers to produce the overall package i.e. Flights (Booked through supplier A) and Hotel (Booked through supplier B)

This is all sold as **One Price**.

Essentially Dynamic Packaging is where you become the Tour Operator and not the Travel Agent.



Benefits of a Dynamic Package

Increased Margin

As you are putting this package together you can decide what margin to charge your customers. As a company we will be principle / liable for the package so we can charge more as Tour Operators do for curating the package and taking the risk should something happen pre/during the trip.

Offer your customers unique and bespoke products

Dynamic Packages allow you to be creative – you can use multiple centres and put together routes that you can theme your marketing around.

For example – you may have customers who are conflicted on whether to go to New York or Las Vegas for a special trip, dynamic packaging allows you to offer them both in the same trip. Or, you have customers who are watching a particular program tracking the route of a famous celebrity through Asia. Easy! You can tailor make a package to allow them the same experience.

Better nett package rates on Cruise, Flights and Accommodation

As you are not disclosing the rates for the individual elements of the package , suppliers will give you special discounts to allow you cheaper fares when selling as part of a package. This helps you with competing on price whilst also a great opportunity to add margin.

Direct access to suppliers for customer uplifts

When you book direct with a supplier this gives you greater accessibility to offers, incentives and opportunities to do something for your customer. Tour Operators generally will charge a fee for early check ins, special occasions etc if your dealing directly you are more likely to get special treatments and incentives than going through an operator.

Allows you to market products from your database directly

With the freedom and flexibility of dynamic packaging if you are aware of destinations, popular sales areas or important events you can tailor the product you want to sell to your clients and not be dictated to by what Tour Operators want you to sell.

You can book on deposits in many cases

As you are using special deposit fares (In Flights these are known as IT Fares) it will generally allow you to book without paying for them until closer to the departure date. This allows you to offer deposits and vary the cost of these depending on your audience.

When **Not** to Dynamic Package

When tour operators offer a competitive rate

Some tour operators will have exclusive or special rates with certain hotel chains, airlines and cruises. They will have specials nobody else in the industry have – the majority of the timing dynamically packaging will allow you to beat it but there will be occasions that booking through a tour operator will be the best cause of action.

If a customer wants a low-grade hotel

As a tour operator we are the principle or liable for the trip the customers take, we would recommend that at minimum you use a 4* Hotel that is a chain which has health and safety credentials, if you are unsure ask the Product Team.

Connection times are minimal and risk of missing flight/cruise/tour

Sometimes customers will want to take a flight that has a 30-minute connection or arrive the same day a cruise departs. Under these conditions we would recommend a tour operator to take the risk. As a minimum we would recommend a minimum 2-hour connection on flights and to arrive 24 hours before a cruise is due to leave.

With a supplier that the product team have not authorised

To sell a dynamic package we must have an agency agreement with the supplier in case of any issues and to check we have liability in place should something go wrong. If you are unsure, please check with the Product Team.

Multi centres which have specific tours / events attached to them and not been authorised

If somebody books a tour that involves a specific event and the event gets cancelled they would be due a refund on the whole package. So if a package is put together that includes one off tickets for an event i.e. Superbowl Tickets on a US trip. Please check with the Product team if we can take the risk.

How to put together a Dynamic Package

Putting together a dynamic package is really simple. You simply take the following steps:

1. Source Flights
2. Source Ground Arrangements:
 - Transfers
 - Hotels
 - Cruises
3. Take nett costs (Add the ATOL Fee, £2.50 per person) and use a Calculator to work out your selling price at the margin you want to sell at.



Dynamic Package Calculator

To make it easy we have the below calculator (Available on request from the Product Team) to be able to quickly cost a Dynamic Package.

MARGIN CALCULATOR

Package Cost	£	1,989.98
Uplift Margin		17.65%
Passengers		2
Cost Per Person	£	999.99

Uplift	Actual
11.11%	10%
12.35%	11%
13.63%	12%
14.94%	13%
16.27%	14%
17.65%	15%
19.04%	16%
20.48%	17%
21.95%	18%
23.45%	19%
25%	20%

Transport Cost	
Flight Cost	£ 201.00
Flight Cost	£ 201.00
Flight Cost	
ATOL Fee	-£ 5.00
TOTAL AMOUNT	£ 397.00

Ground Arrangements	
Hotel Cost	£ 1,200.00
Hotel Cost	£ -
Hotel Cost	£ -
Transfer Cost	£ 85.94
Transfer Cost	
Tour Cost	
TOTAL AMOUNT	£ 1,285.94

This is giving you a dynamic package cost:

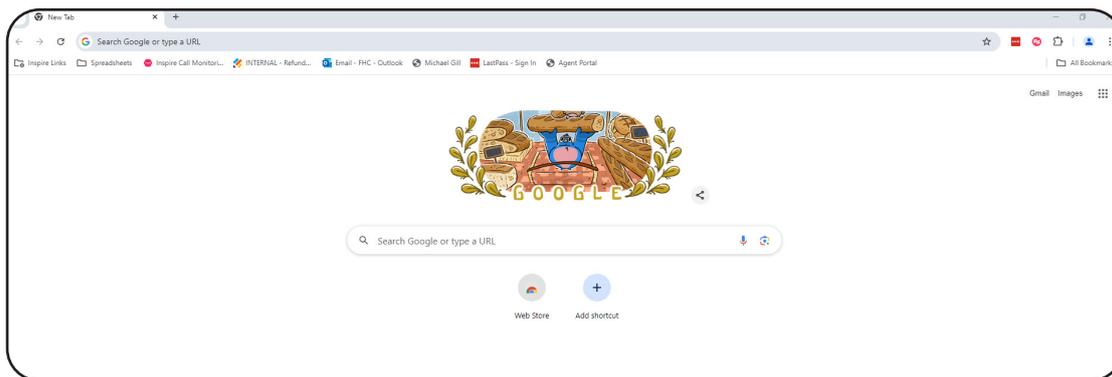
- Flights - £201 Per Person
- Hotel - £1200 Total
- Transfer - £85.94 Total
- ATOL Fee - £2.50 Per Person

Package Price £999.99 Per Person (With 15% Total Margin)

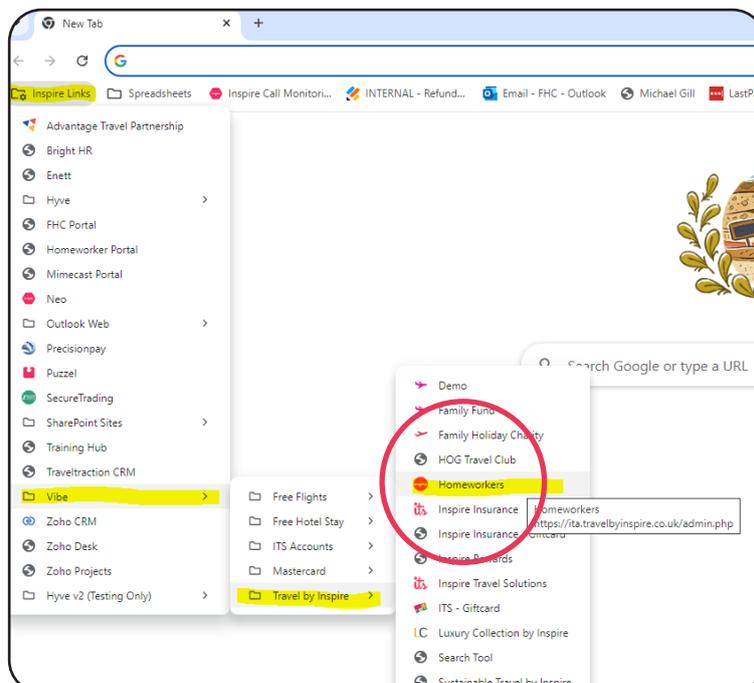
Booking on Vibe

Logging in to Vibe

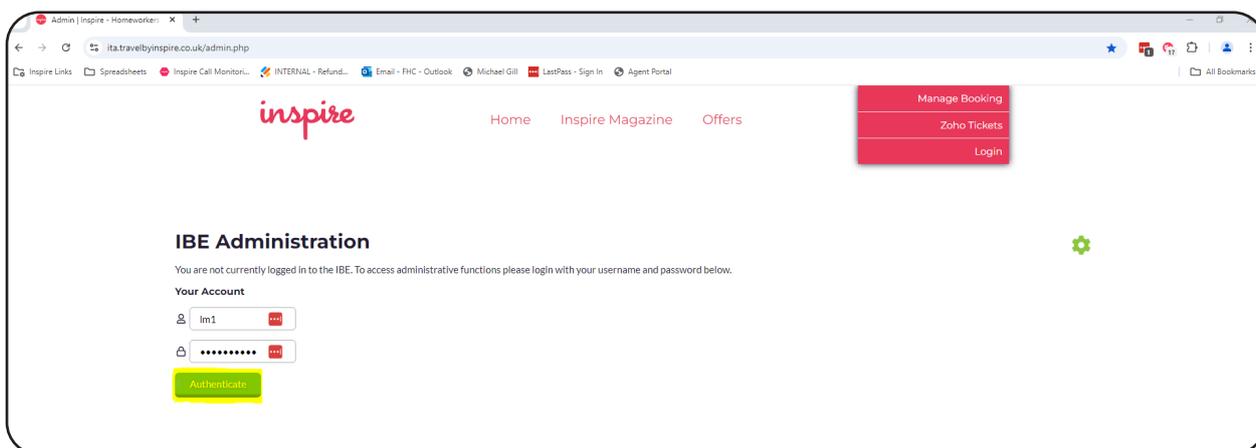
To log in to Vibe, you will firstly need to open Chrome



From here select Inspire Links, scroll down to Vibe, Travel by Inspire, and then select your appropriate Storefront. As an ITA (Independent Travel Associates) you will need to select Homeworkers

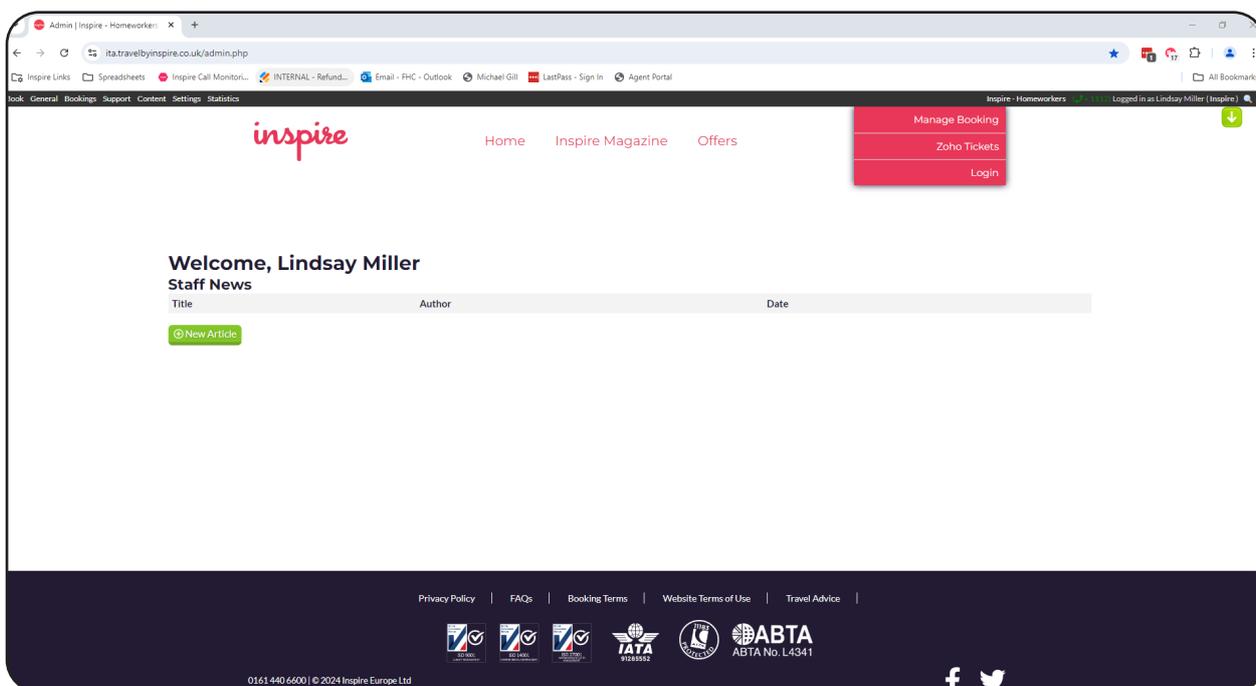


You will be then presented with the below screen, your log in details will be automatically inputted in, then select Authenticate to log in.



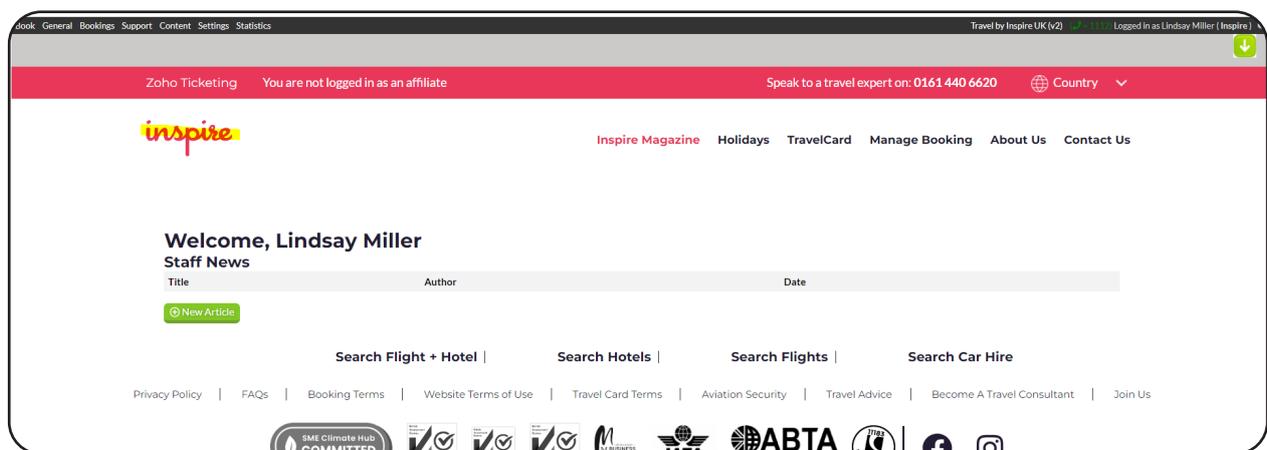
Introduction to Vibe Homepage

Once you have logged in you will be presented with the below.

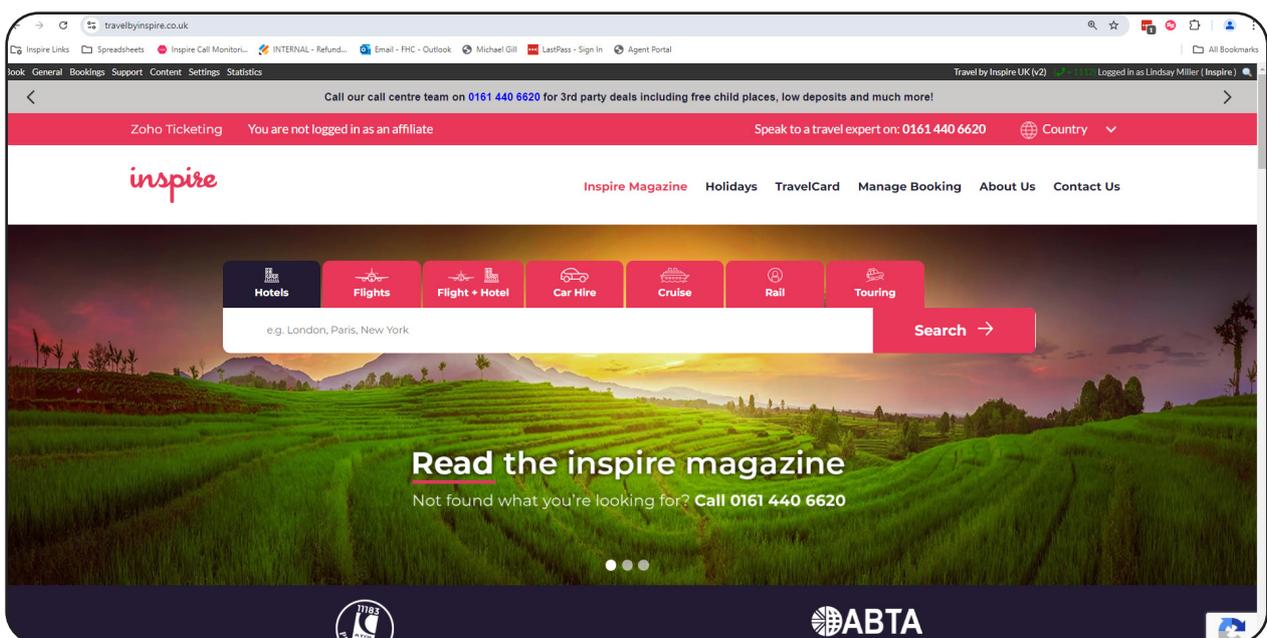


From here, you will be able to make and view your bookings.

Once you have logged in you will be presented with the below page, if you click on the Inspire Link this will then take you to the search page.

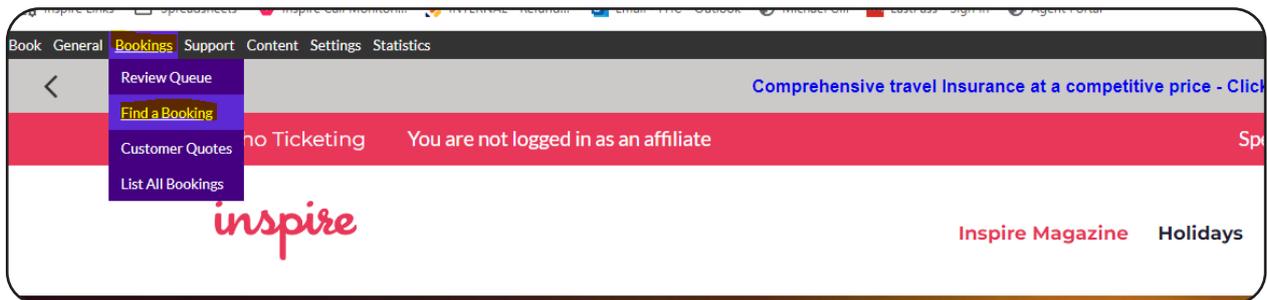


You will then be presented with the screen below.



How to find an existing booking

The below instructions will now show you how to find an existing booking.



Once you have selected find a booking you will be presented with the below search options as below.

You can search for a booking different ways - the quickest way is using the Vibe Reference number you were given at the time of making a booking.

A screenshot of the 'Find a Booking' search interface on the Inspire website. The page has the Inspire logo and navigation links: 'Inspire Magazine', 'Holidays', 'TravelCard', 'Manage Booking', 'About Us', and 'Contact Us'. The main heading is 'Find a Booking'. There are four search methods:

- Search by Vibe booking reference:** A text input field with a placeholder, a 'Find Locator' button, and a note: 'Please type an 8-character Vibe booking reference to access all the details associated with that booking.'
- Search by name:** Fields for 'Passenger Title', 'Passenger First name(s)', and 'Passenger Last', followed by a 'Search' button.
- Search by supplier booking reference:** A text input field with a placeholder, a 'Find Booking Reference' button, and a note: 'Please type a supplier booking reference or ticket number you looking for.'
- Search by contact email address:** A text input field with a placeholder and a note: 'Enter the email address of the contact for the booking.'

You can search for the booking using your Vibe Reference and adding it to the Search by Vibe booking reference.

Find a Booking

Search by Vibe booking reference

Please type an 8-character Vibe booking reference to access all the details associated with that booking.

Search by name

Other options you can search for a booking with are:

- First Name and Surname
- Supplier Booking Reference
- Contact Email address
- Search by travel date
- Search by phone number

Please note using the above options will result in all bookings listing; by using just the Vibe reference this will bring up just the one folder you are looking for.

Once you have selected Find Locator this will then show you your Vibe folder.

Booking Reference KE357J8C

[View Action Logs](#) | Payment Attempt ID 7c617e8d-3207-11ef-b98f-56c7d3c0f72f

You currently have the lock on this payment attempt until 10:28:04 (36 seconds).
Renewing lock in 3 seconds.

Booking Time	MON 24 JUN 2024 09:55:20 BST	Customer	Linz Miller
Storefront	Inspire - Homeworkers	Email Seen	Confirmation
Booking Status	Complete	First Travel Date	TUE 24 JUN 2025 00:00 UTC
Booking Total	£11,005.00	Last Travel Date	MON 30 JUN 2025 14:00 UTC
Handoff Status	Sent	Balance Remaining	£10,605.00 (Due Date: 18 MAR 2025)

Task List | Products | Contact Details | Additional Fees | Payments | Actions | Emails | Support | Tags | Notes | Attachments | ATOL | Currency Rates | Handoff | Referrers

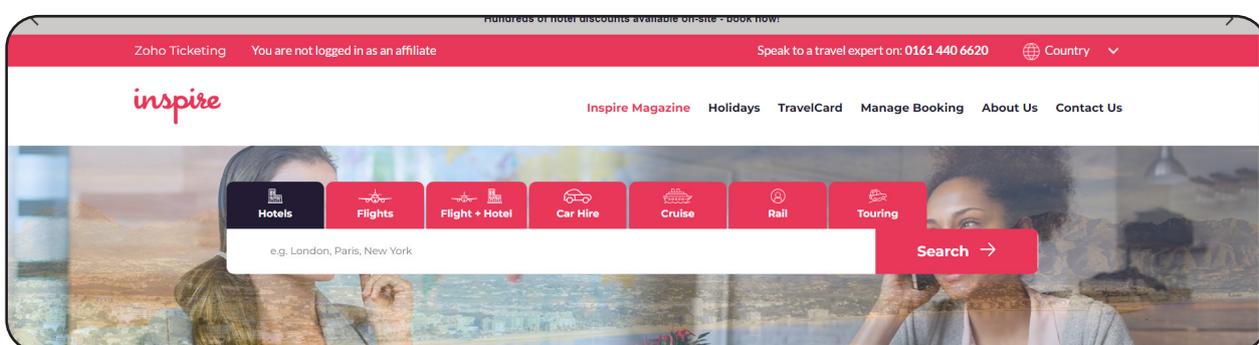
Booking Stages	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Hold Booking	Manual	Bypassed	Data Entry	Manual
Not Applicable				

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

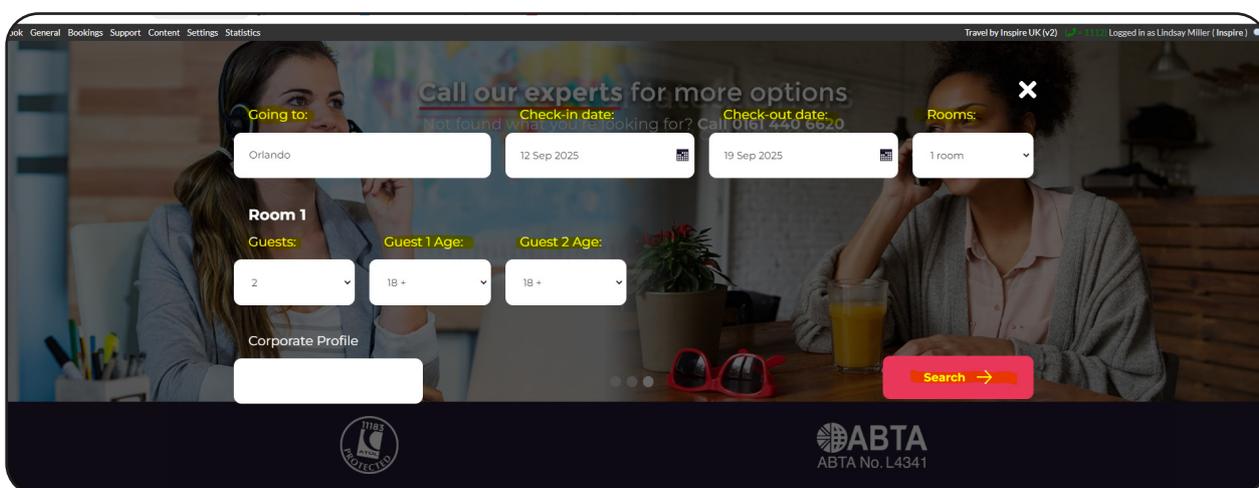
Searching for Products

Now that you are in Vibe you can search and create a booking, Vibe pulls data from all our suppliers making it quick and easy for you to find what you need. To search for a booking, you will need to be logged in on the screen below.



Searching for a Hotel Only

Once you have selected the Hotel option, you will then fill in the fields to search a product, and press the search button.

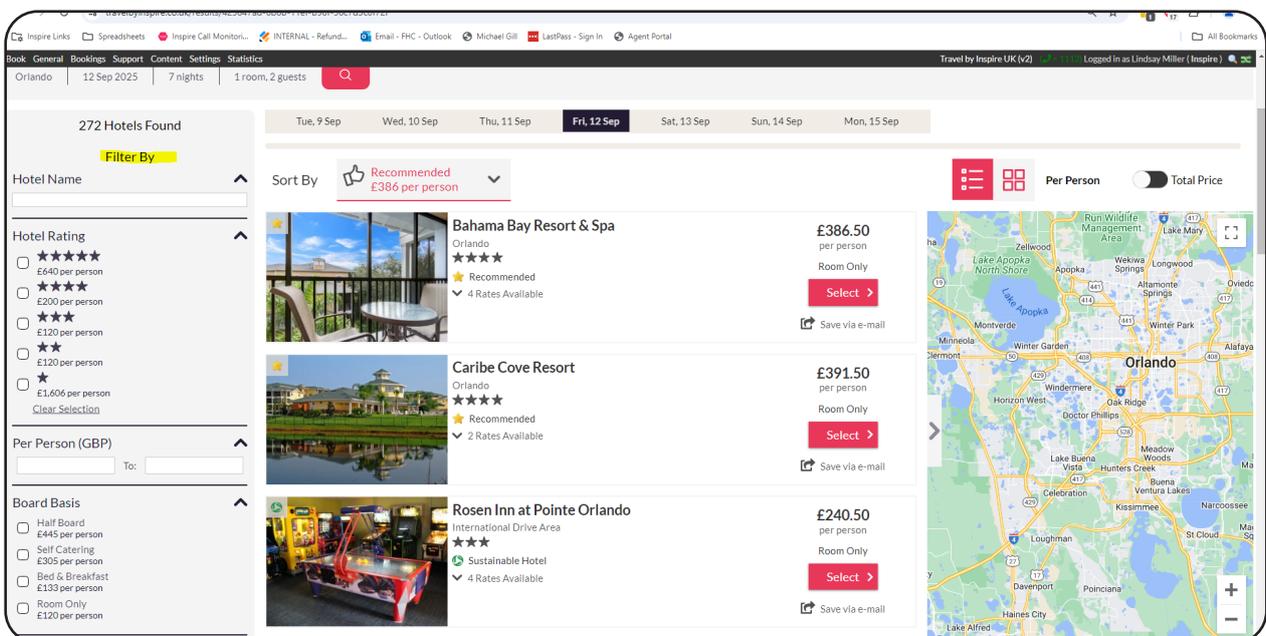


You will then be presented with all the hotels available for the dates you have requested with all the suppliers that we work with.

You can change the selection to either show a per person price or a Total Cost, on the left-hand side you can see the filter options, so that you can narrow down your search. You can also change the Sort by from Recommended, Hotel Rating, Price Low to High or Price High to Low.

We also have a wide range of options of filters as well, you can filter by Hotel Name, Hotel Rating, Price, Board Basis, Amenities, Location, Refund Policy, and Supplier.

Also, on the right-hand side of the screen you will see a map of where the hotels are located to help you find the best location for your client.



Once you have found the hotel that you want you can look at alternative room types as below.

The screenshot shows a hotel booking interface. On the left, there are filter sections for Hotel Name (Hard Rock), Hotel Rating (5 stars to 1 star), Per Person (GBP), Board Basis (Half Board, Self Catering, Bed & Breakfast, Room Only), and Hotel Tags (Special Offer). The main area shows 'Sort By Recommended £1,240 per person'. Below this, it says 'Currently showing your chosen hotels. Click to show all available hotels.' The selected hotel is 'Universal's Hard Rock Hotel' at 'Universal Orlando Resort', a 5-star hotel with 15 rates available. The room type is 'Mobility Accessible Garden View 2 Queen Room' for 2 guests. The price is £1,240.00 per person, room only, with a 'Keep' button. Another room type, 'Garden View 2 Queen Room', is listed at £1,771.00 per person, room only, with a 'Select' button. A map on the right shows the hotel location at Universal Orlando.

Once you have found the room type your client would like to book, please press Select.

The screenshot shows a detailed view of room selection for 'Universal's Hard Rock Hotel' in Orlando. It lists three room types: 'Hard Rock Club 2 Queen Room' at £2,359.50 per person, room only, refundable until 5 Sep 2025, with a 'Select' button; 'Future Rock Star Suite' at £3,542.00 per person, room only, refundable until 5 Sep 2025, with a 'Select' button; and 'Hard Rock Club 2 Queen Room' at £1,253.00 per person, room only, with a 'Select' button. A map on the right shows the hotel location at Universal Orlando, with a 'beachclub' icon nearby.

The next page will give you more information on the hotel and you can also look at alternative rooms, you can see where it is on the map and add it to your booking, by selecting Keep.

The screenshot shows a hotel booking interface. At the top, it displays 'Rooms 2 Guests - 18, 18', 'Future Rock Star Suite Room Only', and '£7,084.00 in total'. Below this, there is a section titled 'Your Chosen Room' which is currently empty. Underneath, the 'Room Only' option is listed with 'Refundable until 5 Sep 2025' and '£7,084.00'. A red 'Keep' button is highlighted with a red circle. Other room options like 'Future Rock Star Suite' and 'Mobility Accessible Garden View 2 Queen Room' are also visible.

This will then add your hotel to your basket.

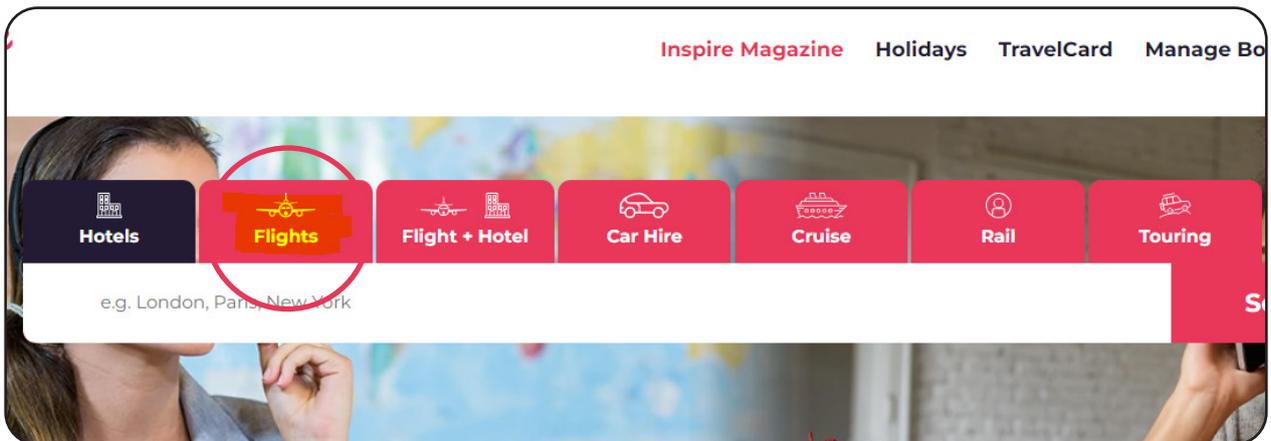
The screenshot shows a website header with a red background. It includes the text 'Speak to a travel expert on: 0161 440 6620' and a 'Country' dropdown menu. Below the header, there is a navigation bar with links for 'Holidays', 'TravelCard', 'Manage Booking', 'About Us', and 'Contact Us'. At the bottom of the page, there is a red button labeled 'Continue to book >' next to a yellow box containing '£7,084.00 in total' and a shopping cart icon. A 'Save via e-mail' button is also present.

From here you can add on additional products to your booking, for this example we are going to look at making a Hotel Booking only. Select Continue to book.

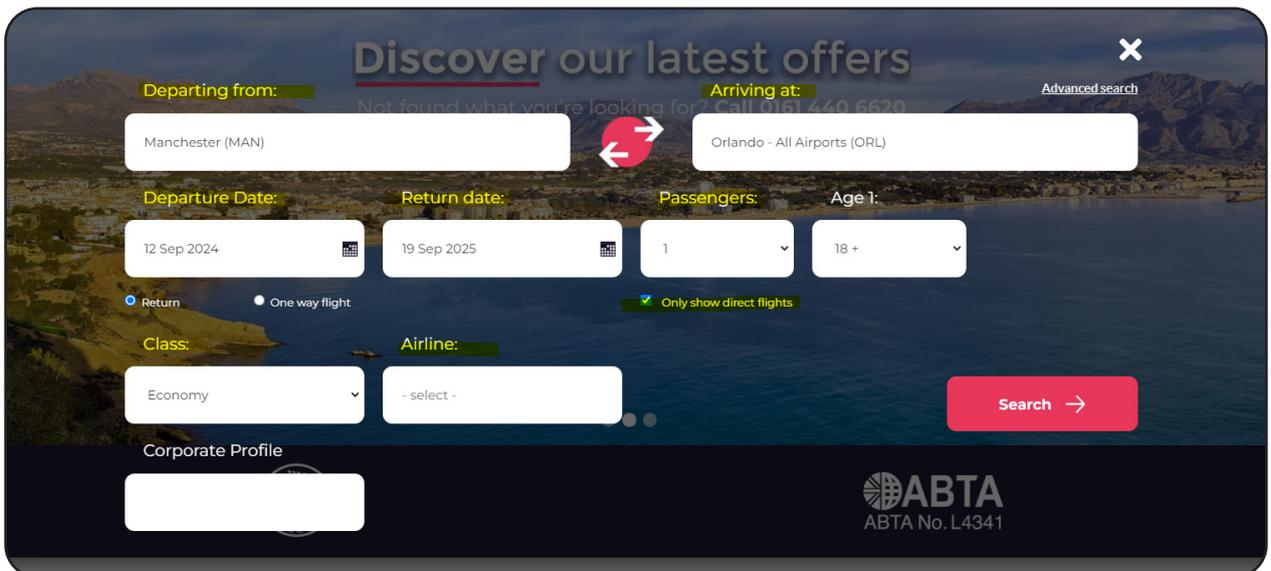
The screenshot shows a website footer with a red background. It includes the text 'Save via e-mail' and a yellow box containing '£7,084.00 in total' and a shopping cart icon. A red button labeled 'Continue to book >' is also present.

How to search for a Flight Only

Below you will find the instructions on how to search for a Flight Only. To begin, click flights on the homepage.



From here you will add in all the information to search for the flight. You can also request specific Classes of flights, Airlines and if you would like to show only direct flights.



By selecting Advanced search, you can also search for multiple flights as below.

The screenshot shows a flight search interface for multiple legs. It features two sections, 'Leg 1' and 'Leg 2'. Each leg has three input fields: 'Departing from:' (with a placeholder 'e.g. Manchester, Dubai, Milan'), 'Arriving at:' (with a placeholder 'e.g. London, Paris, New York'), and 'Departure Date:'. Leg 1 has a date of '12 Sep 2024' and Leg 2 has a date of '13 Sep 2024'. Below the legs, there are buttons for '+ Add Another Leg' and '- Remove Leg', and a 'Passengers:' field with 'Age 1'.

Here you can add and remove additional legs, and you can still choose different Class and Airline options.

For this example, we are going to look at a single leg flight. Once you have pressed search you will be given all the flight options available to you.

As with the Hotel search you can also change your Sort by option and filter your flights, there are lots of options to filter from including Airline, Outbound Departure Time, Return Departure Time, per person cost, Baggage, Fare Type (this will be noted below) and Supplier.

The screenshot shows a flight search results page for Manchester (MAN) to Orlando - All Airports (ORL) from Sat, 5 Apr to Sat, 12 Apr for 1 passenger in Economy class. The page displays a table of flight options with columns for Departure Date and total price. The selected flight is on Sat, 5 Apr, with a total price of £1,535. The 'Sort By' dropdown is set to 'Price (Low to High)'. The 'IT FARE' section shows two flight options: Flight EI35 (Aer Lingus) departing at 11:05 on 5 Apr from Manchester to Orlando, and Flight EI34 (Aer Lingus) departing at 17:50 on 12 Apr from Orlando to Manchester. The total price per person is £1,535.00, including airport taxes and fees. There is a 'Continue >' button and a 'Save via e-mail' option.

Once you have found the flights you would like to offer your client select Continue

The screenshot shows a flight selection interface with two flight options:

- Option 1:** Manchester to Orlando, 9 hrs 30 mins, Direct, 15:35 on 5 Apr. Price: £1,535.00 per person (inc. airport taxes and fees).
- Option 2:** Orlando to Manchester, 8 hrs 30 mins, Direct, 07:20 on 13 Apr. Price: £1,535.00 per person (inc. airport taxes and fees).

Additional details shown include Economy class and 1 x Hold Luggage. A prominent red 'Continue >' button is visible next to the price.

After you have pressed Continue you will be presented with this screen, here you can choose the option to upgrade or add on additional luggage if this is available to you.

The screenshot shows the upgrade and total price screen:

- Business Class Upgrade:** Upgrade for £3,371.00 >
- Total:** £1,535.00
- Continue without Upgrade:** A prominent red button.

You will then be presented with this screen and the flights will be added to your basket

The screenshot shows the Inspire website interface:

- Header:** Zoho Ticketing, You are not logged in as an affiliate, Speak to a travel expert on: 0161 440 6620, Country.
- Navigation:** Inspire Magazine, Holidays, TravelCard, Manage Booking, About Us, Contact Us.
- Flight Summary:** Manchester (MAN) ↔ Orlando - All Airports (ORL) | Sat, 5 Apr → Sat, 12 Apr | 1 passenger | Economy. Total price: £1,535.00 in total. Buttons: Save via e-mail, Continue to book >
- Travel Extras:** Add a Hotel (QSearch), Show all.
- Hotel Recommendations:**
 - From £1,130.00 per person Room Only
 - From £1,161.00 per person Room Only
 - From £496.00 per person Room Only
 - From £696.00 per person Room Only
 - From £597.00 per person Bed & Breakfast

How to search for Transfers

Below are the instructions on how to book Transfers,

The screenshot shows a search interface with the following elements:

- Navigation tabs: Flight + Hotel, Hotels, Flights, Car Hire, **Transfers**, Tours, Cruises, Multi Centre.
- Input fields: Flying From: Airport, Going To: Destination, Departure Date: 12 Sep 2024.
- Checkboxes: Search direct flights only, Book a hotel only for part of my trip.
- Guest selection: Rooms: 1 room, No. of Guests: 2, Guest 1 Age: 18+, Guest 2 Age: 18+.

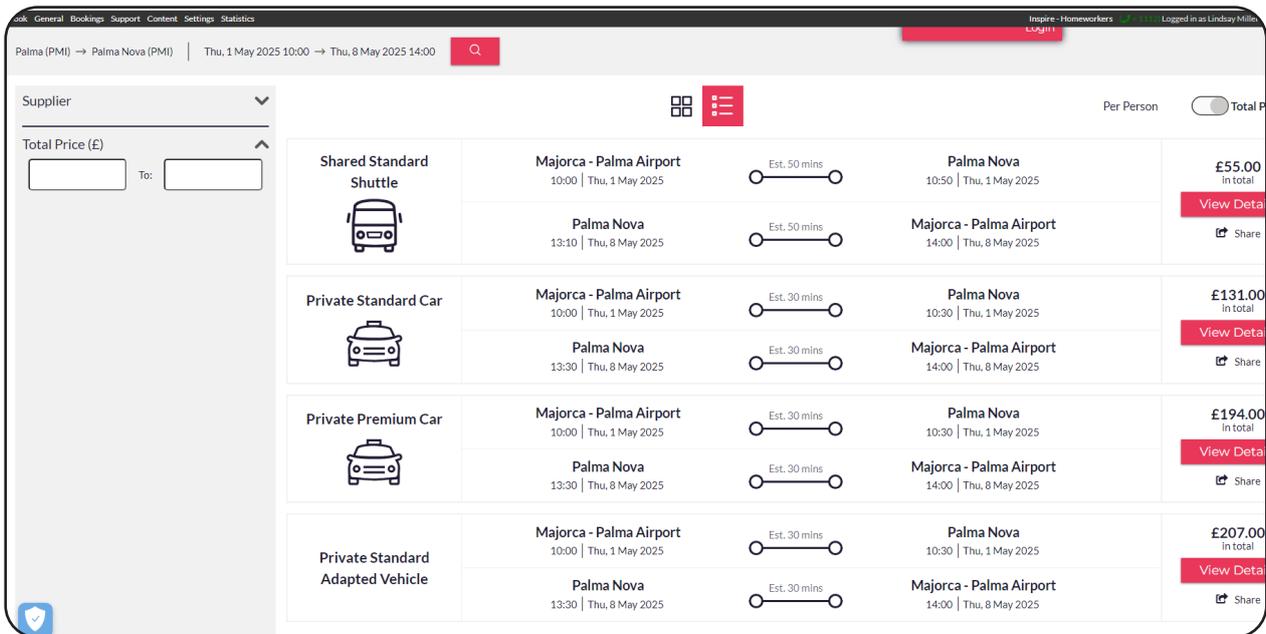
From here you will add in the arrival airport you are staying from, if you add the Name the area it will then give you options to choose from.

You will also need to add in the arrival date and the time that your flight arrives and departs and how many people you want to travel.

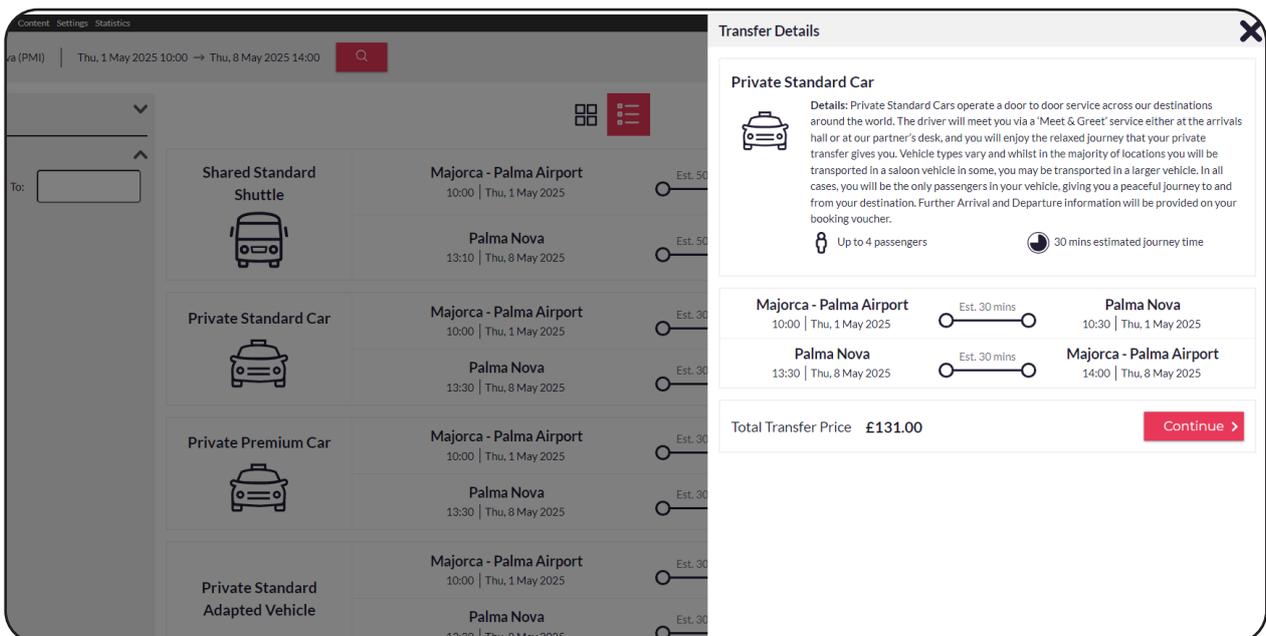
The screenshot shows a search interface with the following elements:

- Navigation tabs: Flight + Hotel, Hotels, Flights, Car Hire, **Transfers**, Tours, Cruises, Multi Centre.
- Input fields: Arrival Airport: Palma, Arrival Resort: Palma Nova, Arrival Date: 1 May 2025, Arrival Time: 10:00, Departure Date: 8 May 2025, Departure Time: 14:00.
- Guest selection: No. of Passengers: 2, Guest 1 Age: 18+, Guest 2 Age: 18+.
- Search button: Search.

When you have pressed search, you will be given your options that you can give to your client.

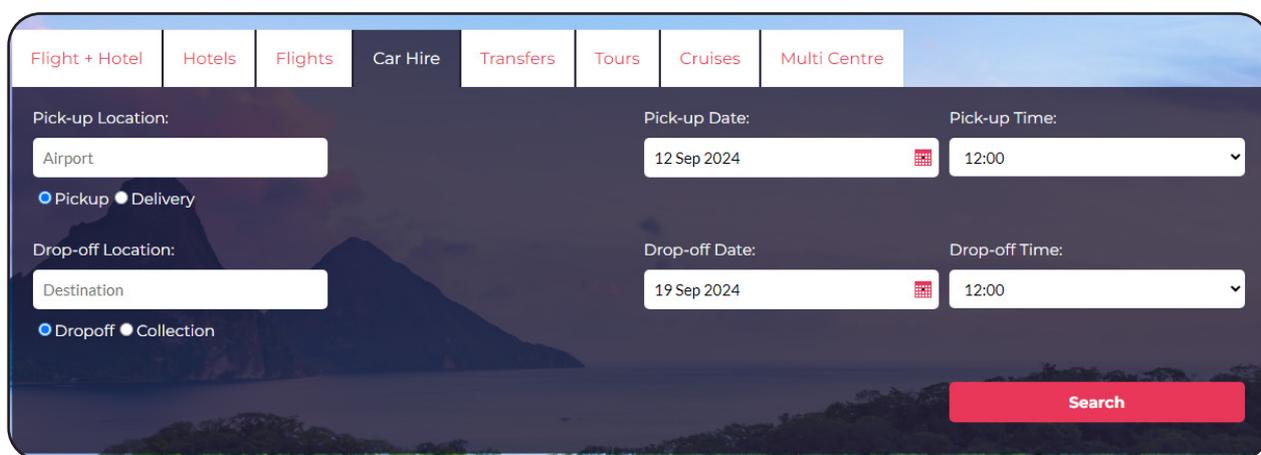


When you select View details you will be given the below screen.



How to search for Car Hire

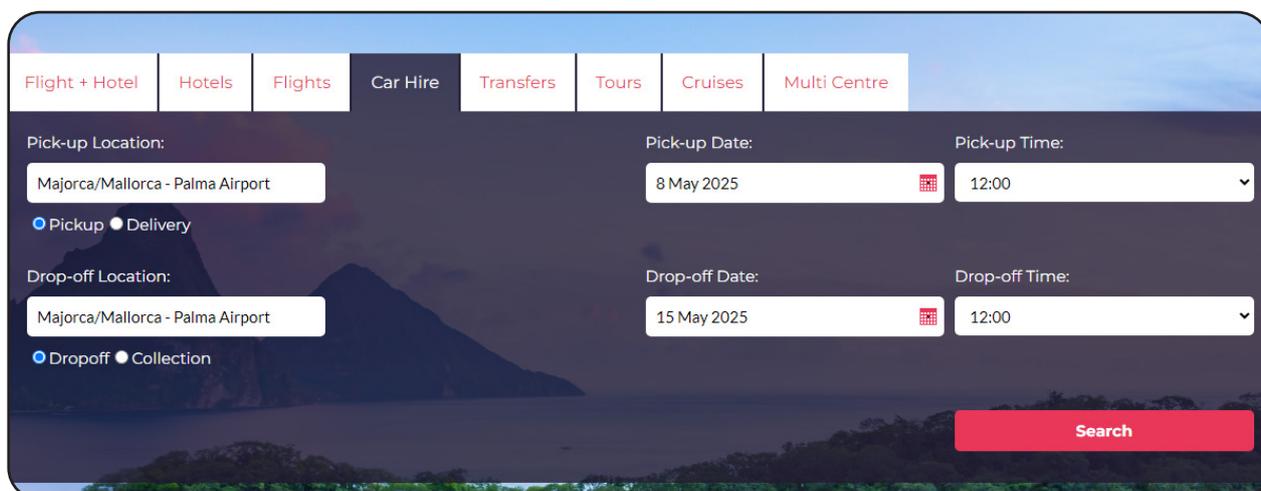
The below instructions are now going to show you how to search for a Car Hire on Vibe. Select Car Hire and add in the information for the Car.



The screenshot shows the 'Car Hire' search form. At the top, there are navigation tabs: 'Flight + Hotel', 'Hotels', 'Flights', 'Car Hire' (selected), 'Transfers', 'Tours', 'Cruises', and 'Multi Centre'. The form is set against a background image of a coastal landscape with mountains. It contains the following fields and options:

- Pick-up Location:** A text input field containing 'Airport'. Below it are radio buttons for 'Pickup' (selected) and 'Delivery'.
- Pick-up Date:** A date input field containing '12 Sep 2024' with a calendar icon.
- Pick-up Time:** A dropdown menu containing '12:00'.
- Drop-off Location:** A text input field containing 'Destination'. Below it are radio buttons for 'Dropoff' (selected) and 'Collection'.
- Drop-off Date:** A date input field containing '19 Sep 2024' with a calendar icon.
- Drop-off Time:** A dropdown menu containing '12:00'.
- Search:** A red button with the text 'Search'.

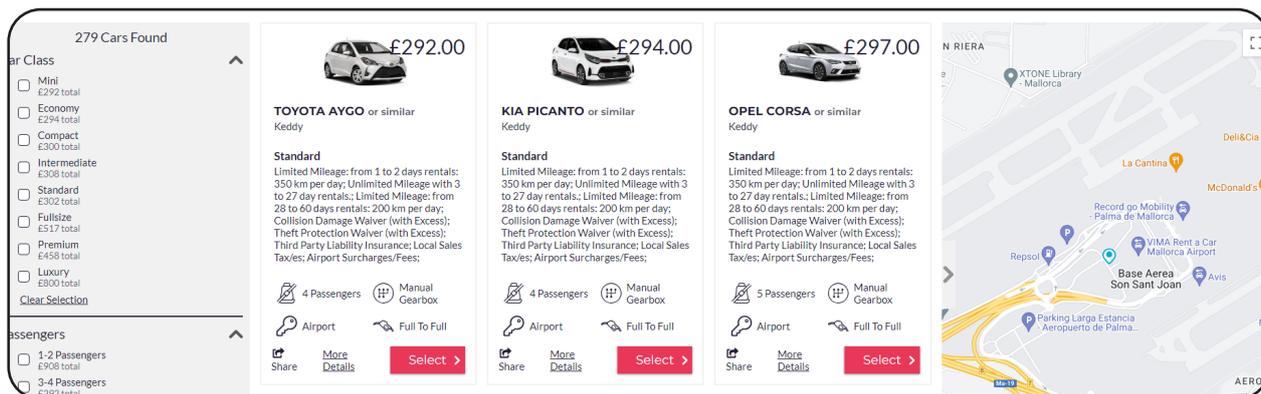
From here you can change the Pick-up and Drop off locations as they do not need to be the same, you can also arrange for the Car to be Delivered/Collected from the Hotel.



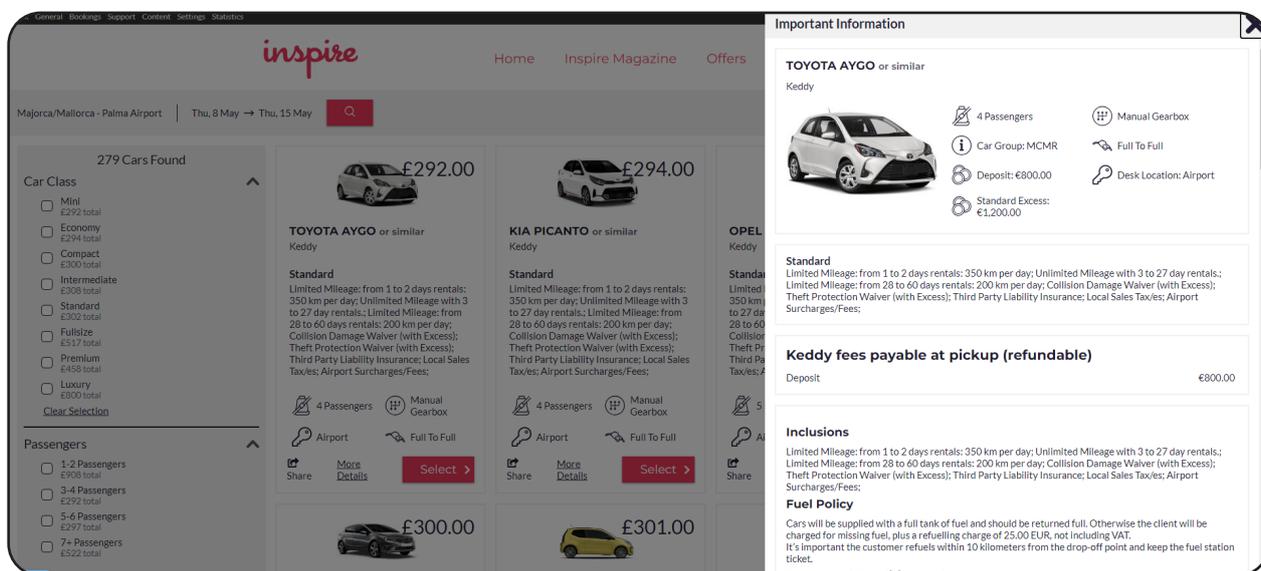
The screenshot shows the 'Car Hire' search form with updated values. The layout is identical to the previous screenshot, but with the following changes:

- Pick-up Location:** The text input field now contains 'Majorca/Mallorca - Palma Airport'. The 'Pickup' radio button is selected.
- Pick-up Date:** The date input field now contains '8 May 2025'.
- Pick-up Time:** The dropdown menu still contains '12:00'.
- Drop-off Location:** The text input field now contains 'Majorca/Mallorca - Palma Airport'. The 'Dropoff' radio button is selected.
- Drop-off Date:** The date input field now contains '15 May 2025'.
- Drop-off Time:** The dropdown menu still contains '12:00'.
- Search:** The red 'Search' button remains.

Once you have searched for your car, you will be given options to filter the cars and there is a lot of information about what is included when hiring your car, as you can see it will also show you what the car hire cost includes and the vehicle types.



By selecting More details, you will also be given all the important information for the car hire along with the terms and conditions.



When you are ready to book press select. You will then be given the option to continue to book or add on additional products.

Adjusting margins

Once you have packaged your holiday together through Vibe and you have everything that you want to book you will be presented with this page.

The screenshot shows a booking interface with a purple header bar containing an information icon and the text "You can now add another product to this booking." Below this is a note: "To book with more than one credit or debit card please call the above phone number." The main content is divided into two columns. The left column contains two sections: "Hotel - Staying in Me Ibiza" and "Flight - Manchester (MAN) to Ibiza (IBZ)". Each section has a table with columns for "Flexi Markup" and "Travel - Package Markup (Hotel/Flight)", and a "Flexi Markup" input field. The "Hotel" section shows a Flexi Markup of 0.00 GBP and a Travel - Package Markup of 955.2 GBP. The "Flight" section shows a Flexi Markup of 0.00 GBP and a Travel - Package Markup of 70.97 GBP. Both sections have a green checkmark and the text "Changes confirmed" and a red "Update Markups" button. A warning message is present below each table: "(Warning: This will refresh the page with the new markup values for this product only)". The right column is titled "Booking Details" and has a "Summary" toggle. It contains a "Save this Itinerary" section with a "Create a Quote" button and a "Me Ibiza" section with a 5-star rating, a photo of Santa Eulalia, and dates from Sun, 1 Jun 2025 to Sun, 8 Jun 2025. A "Special Offer" box is also visible.

From here you can either increase or decrease your margin, with the boxes below, always make sure to select Update Mark Ups if and when you wish change the amounts.

This screenshot shows the same booking interface as the previous one, but with the "Update Markups" buttons highlighted in red. The "Hotel - Staying in Me Ibiza" section now shows a Flexi Markup of 955.2 GBP. The "Flight - Manchester (MAN) to Ibiza (IBZ)" section now shows a Flexi Markup of 70.97 GBP. A new section, "Transfer - From Ibiza (IBZ) to S'argamassa", is visible at the bottom, showing a Flexi Markup of 0.00 GBP. The right column remains the same, showing the "Booking Details" and "Me Ibiza" information.

Client Details

Once you are happy with your Margin and you have Updated your costs, you will then scroll down to enter your clients details. You will then be presented with the below screen

As your booking includes accommodation, one member of your party must be at least 18 years old (21 years old for Las Vegas). Please check our Terms and Conditions for more information.

Adult 1
(details should be as shown on passport including middle names)

Title * First Name(s) * Middle Name(s) Last Name *

Date of Birth *

Adult 2
(details should be as shown on passport including middle names)

Title * First Name(s) * Middle Name(s) Last Name *

Date of Birth *

Flight Details

21:10 Ibiza Sun, 1 Jun 2025

2 hrs 50 mins total journey time

Jet2.com
Friendly low fares Standard

22:05 Ibiza Sun, 8 Jun 2025

LS 1732 Economy 2 hrs 50 mins

23:55 Manchester Sun, 8 Jun 2025

Flight Extras

2 Bags (1 + 1) - 22Kg total + 22Kg total £160.00

Total Extras Cost £160.00

When booking flights always makes sure that you are adding the names as per your clients' passports.

Once entered then you will be asked for your clients contact details as below, under "YOUR NAME" this must always be the clients' name.

Contact Details

Email Address * Company Name

Phone Number * Address Line 1 *

Your name * Address Line 2

City *

County

Postcode *

Private Standard Car

Sun, 1 Jun 2025 Est 45 mins

22:10 Ibiza Airport

22:55 S'argamassa

Sun, 8 Jun 2025 Est 45 mins

18:50 S'argamassa

22:05 Ibiza Airport

Total Hotel Cost inc. Flights for 2 Guests £5,977.00

Taking deposits

You will then move on to the deposit option, when booking a Dynamic Package through Vibe you must always ensure that you take the full payment of the flights plus and additional payment to cover cancellation fees from your bed bank, anything that we have to pay for in full must be paid for by the client at the time of booking.

Deposit

If you wish, you may pay a smaller deposit amount now and the full balance later. [Click here](#) for more details.

Pay Deposit Amount Pay Full Amount

Payable as Deposit: 625.00 GBP148.00 Full Payment Amount: £5,588.00

Payable Later: 4963.00 GBP5440.00

Balance Due Date: 0 days before 23 Feb 2025

Payment Details

Pay by Card Pay by Card and Your Travel Card

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin)
 One4All Card (Travel Admin)
 Your Travel Card

Please [click here if your payment card is registered to a different address](#).

Card Type * (select your card type) [v]
Card Number * [red asterisk]

Vouchers

If you have a voucher code, please enter it here to apply the discount.
Note: This is for voucher codes only and not Gift Card payments.

[Input Field] **Add Voucher**

[Important Information](#)
[Rules and Restrictions](#)

In this instance we are going to take £625 deposit, and ask the balance to be taken 14 weeks before the departure date of the 1st of June 2025.

Deposit

If you wish, you may pay a smaller deposit amount now and the full balance later. [Click here](#) for more details.

Pay Deposit Amount Pay Full Amount

Payable as Deposit: 625.00 GBP148.00 Full Payment Amount: £5,588.00

Payable Later: 4963.00 GBP5440.00

Balance Due Date: 14 weeks before 1 Jun 2025

Payment Details

Pay by Card Pay by Card and Your Travel Card

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin)
 One4All Card (Travel Admin)
 Your Travel Card

Please [click here if your payment card is registered to a different address](#).

Card Type * (select your card type) [v]
Card Number * [red asterisk]

Vouchers

If you have a voucher code, please enter it here to apply the discount.
Note: This is for voucher codes only and not Gift Card payments.

[Input Field]

[Important Information](#)
[Rules and Restrictions](#)

With deposits, we must always make sure that we are following the terms and conditions of the suppliers, we use 14 weeks as a general rule as this means that the balance is in to the company prior to we pay out to the supplier.

Low Cost airlines and non refundable rates are due in full at the time of booking.

When booking with an operator always check when their balance is due.

Paying via Card payments

Once your deposit payment or full payment is selected you will move on to the payment stage, for this example we are going to be paying via a MasterCard.

The screenshot shows a web form titled "Payment Details". At the top, there are two radio button options: "Pay by Card" (which is selected and highlighted in yellow) and "Pay by Card and Your Travel Card". Below this is a section titled "Card Payment" with the instruction "Please select your preferred Payment method". Underneath, there are three radio button options: "Credit/Debit Card (Travel Admin)" (selected and highlighted in yellow), "One4All Card (Travel Admin)", and "Your Travel Card". A blue link reads "Please [click here if your payment card is registered to a different address.](#)". The form includes several input fields: "Card Type*" with a dropdown menu showing "(select your card type)", "Card Number*" with a red masked input field, "Name on Card*" with a text input field, "Expiry Date*" with two dropdown menus, and "CV2/Security Number*" with a text input field and a blue link "What's this?".

Select your card type from the drop-down menu as below.

Card Payment
Please select your preferred Payment method

Credit/Debit Card (Travel Admin)
 One4All Card (Travel Admin)
 Your Travel Card

Please [click here if your payment card is registered to a different address.](#)

Card Type * (select your card type) ▼
Card Number * (select your card type)
Name on Card * American Express (£0.00)
Expiry Date * MasterCard (£0.00)
CV2/Security Number * MasterCard Debit (£0.00)
Visa (£0.00)
Visa Debit (£0.00)
Visa Electron (£0.00)

MasterCard. VERIFIED
SecureCode. by VISA

The next screen you view may be part of a credit card verification process.

Add your clients card details.

Card Payment
Please select your preferred Payment method

Credit/Debit Card (Travel Admin)
 One4All Card (Travel Admin)
 Your Travel Card

Please [click here if your payment card is registered to a different address.](#)

Card Type * MasterCard (£0.00) ▼
Card Number * 4444555444555
Name on Card * Mrs L Miller
Expiry Date * Mar (03) ▼ 2026 ▼
CV2/Security Number * 123 [What's this?](#)

MasterCard. VERIFIED
SecureCode. by VISA

The next screen you view may be part of a credit card verification process.

Paying via Delayed Payment Links

When you are creating the booking, select Delayed Payment (Pay By Link)

The screenshot shows a 'Payment Details' form with the following sections:

- Multiple Card Payments**: Includes a text box for 'Number of Payments' (value: 1), 'Equal payments: £420.00', and an 'Equalise' button. Below are input fields for 'Name' (Lindsay Miller), 'Email Address' (lindsay.miller@travelbyinspire.com), and 'Amount' (420.0). The 'Expected Total' is £420.00. Radio buttons are present for 'Pay by Card' (selected) and 'Pay by Card and Your Travel Card'.
- Card Payment**: A section titled 'Please select your preferred Payment method' with radio buttons for 'Credit/Debit Card (Travel Admin) ITA', 'Delayed Payment (Pay By Link)' (selected), and 'Your Travel Card'.
- A red button labeled 'Continue to Terms & Conditions'.
- ATOL Protection**: A section with 'ATOL Certificate Type:' and a dropdown menu currently set to 'None'.

An 'Add' button is visible in the top right corner of the form area.

Please make sure that the correct email address is in this section as the payment link will go straight to the client.

Once you have inputted the correct details then please select Continue to Terms and Conditions.

Once you have pressed Pay Now you will be taken to the Order Acknowledgement page, which includes your Vibe Reference. You can now add all your details to the booking by selecting “booking administration”. When paying by payment link, your task list will show as below.

Booking Time THU 15FEB2024 16:56:11 GMT	Customer Lindsay Miller
Storefront Inspire - Homeworkers	Email Seen None
Booking Status Failed	First Travel Date n/a
Booking Total £1,230.00	Last Travel Date n/a
Handoff Status Pending Post-Auth	Balance Remaining £1,230.00 (Due Date: 15FEB2024) ⚠ Overdue payment!

Task List	Products	Contact Details	Additional Fees	Payments	Actions	Emails	Support	Tags	Notes	Attachments	ATOL	Currency Rates	Handoff	Referrers
-----------	----------	-----------------	-----------------	----------	---------	--------	---------	------	-------	-------------	------	----------------	---------	-----------

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Pending (after customer returns)	Pending	Pending	Pending

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 123.00	Pending customer return	16:56:12 GMT THU 15FEB 24	16:56:12 GMT THU 15FEB 24	0s	🔒 Lock Required.
This is a Delayed Customer Payment. An email has been sent to the customer (lindsay.miller@travelbyinspire.co.uk) with instructions on how to complete the payment. If the email needs to be re-sent, re-start this task.					
Complete Booking Holiday	Pending	Not Started	Not Complete		🔒 Lock Required.
Post-Auth 123.00	Pending	Not Started	Not Complete		🔒 Lock Required.

This will stay the same until the client has paid and you have refreshed your screen. The client will receive the below email.

Your reservation is being processed, but is not yet confirmed.

Dear Lindsay Miller,

We are currently processing your booking. There is currently an outstanding payment of £123.00 against your booking.

Please [click here](#) to make the payment.

Please note that we cannot guarantee the prices shown here until your tickets have been issued, your payment has been cleared and you receive your final booking confirmation email.

Please **do not** reply to this email with queries about your reservation, as this email address is not monitored. To contact us regarding this reservation, please use our contact us page.

If you need to arrange any additional services, or have any problems or queries, please do not hesitate to contact our Customer Service department on 0161 440 6743. At this stage we can also draw your attention to the need to ensure you and all members of your party are adequately insured for your journey and for the duration of your time away from home.

May we take this opportunity to wish you a very pleasant trip.

Once they have clicked “click here”, they will be taken to the following screen.

Booking Reference: KBB53FHK

There is still an outstanding balance to pay against your booking. Please use the form below to complete your payment.

Payment Due:
£123.00

 A payment is now due

Finally, please provide us with your payment details. Please be re-assured you are submitting this information to a secure server.
Please click here if your payment card is registered to a different address.

Card Type *

Card Number *

Name on Card *

Expiry Date *

CV2/Security Number * [What's this?](#)

 The next screen you view may be part of a credit card verification process.

[Pay Balance](#)

To contact us regarding this reservation, please use our contact us page.

Once they have added in their information and selected Pay Balance the screen will show as below.

 [Home](#) [Blog](#) [Inspire Magazine](#) [Offers](#) [Contact](#)

[Manage Booking](#)
[Zoho Tickets](#)
[Login](#)

Booking Reference: KBB53FHK

Total Payment
£123.00

 Your payment is waiting to be processed.

To contact us regarding this reservation, please use our contact us page.

This will stay the same until you have refreshed your screen on Vibe.

Once you have refreshed your screen your Task List will show as below.

The screenshot displays the 'Booking Balance Management' interface. At the top, it shows 'Handoff Status: Pending Post-Auth' and 'Balance Remaining: £265.50 (Due Date: 22FEB2024) Overdue payment!'. A navigation bar includes icons for Task List, Products, Contact Details, Additional Fees, Payments, Actions, Emails, Support, Tags, Notes, Attachments, ATOL, Currency Rates, Handoff, and Referrers.

Payment Summary

This booking still has outstanding payments in the amount of £265.50.

Item	Amount
Products	263.00 GBP
Booking Fees	2.50 GBP
Subtotal:	265.50 GBP
Gateway Fee (Payment 1)	0.00 GBP
Payment 1 Pending	-100.00 GBP
Balance remaining:	£265.50

Manage Expected Income Amounts

The amount that has been paid so far is £0.00 (exc. charges). Based on the expected income total, the total amount paid must be £265.50.

These expected income amounts are for the amount being paid to you, the merchant. It excludes the credit card charge amounts. The total sum of the expected income must match the product costs plus booking fee costs.

Due Date	Expected Amount	Satisfied?	Auto-Collect?
22 02 2024	100.00	No	No
16 11 2024	165.50	No	No
Total:	265.50 GBP		

This means the payment has been preauthorized and we are able to complete the booking with the supplier.

TravelCard / Gift Voucher payments

If you wish to offer your client a Travel Card or Gift Voucher, please follow the below instructions:

A gift card can be purchased to be used with yourself for any amount simply e mail hellen.berry@inspireemail.co.uk to request the gift card. Nothing should be loaded into Vibe until the gift card is being used towards a holiday sale.



When you are completing a booking using a Travel Card, you will need to select Your Travel Card under payments as below:

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin) ITA

Delayed Payment (Pay By Link)

Your Travel Card

Your Travel Card

Your Travel Card Number

Card PIN

[Add Card](#)

[Continue to Terms & Conditions>](#)

You will need to add the card number and the Card Pin and select Add Card.

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin) ITA

Delayed Payment (Pay By Link)

Your Travel Card

Your Travel Card

Your Travel Card Number Card PIN

[Continue to Terms & Conditions](#)

[Add Card](#)

It will advise you the balance that is left on the card.

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin) ITA

Delayed Payment (Pay By Link)

Your Travel Card

Your Travel Card

Amount payable: £500.00

Your Travel Card Number	Balance
111111111111111112	£500.00

Expiry Date
10 March 2026

[Remove Card](#)

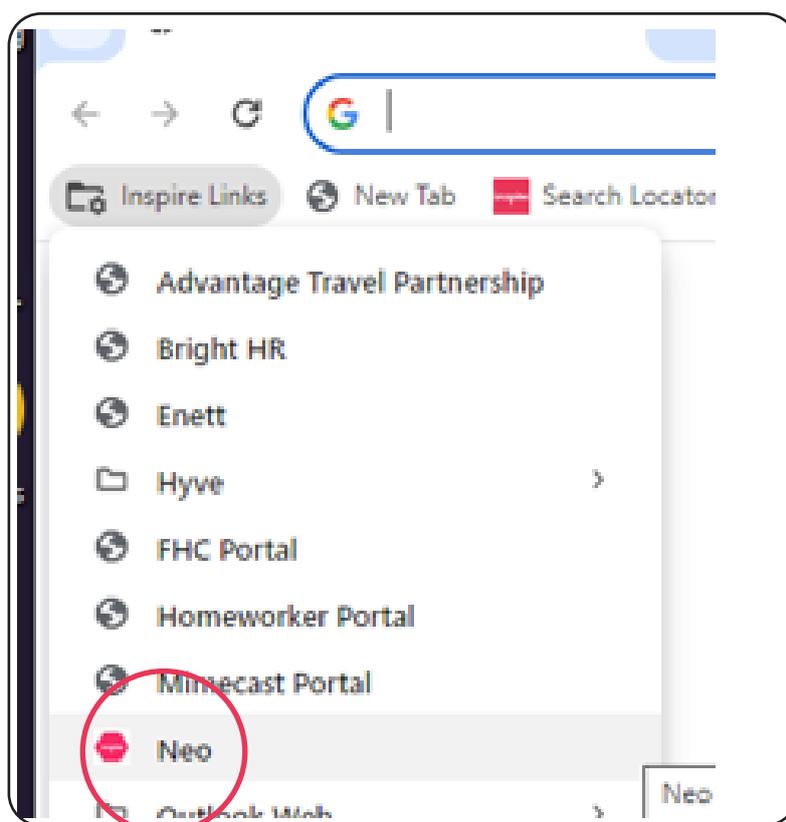
You will then select Pay Now.

Direct Debit Payments

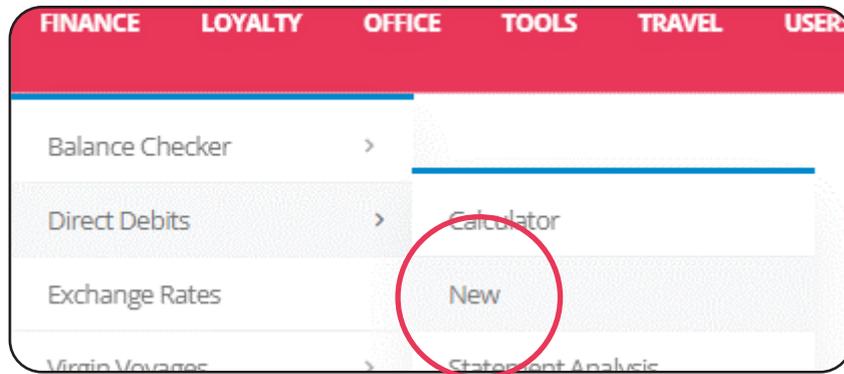
If your clients would like to pay by monthly instalments, Inspire offer a Direct Debit option, though our third party supplier London & Zurich, which is fully protected by the Direct Debit Guarantee.

We offer two payment dates, on the 1st & 15th of each month, and different payment terms.

After completing their booking, If your client would like to pay by DD, firstly access Neo, through the Inspire Links Icon on Chrome.



Then go to Finance > Direct Debits > New



This will take you to the Direct Debit request form. Please complete all boxes with the information requested.

Please note the Email address must be the email of the client setting up the DD and must match the email entered in vibe for the booking and the vibe reference number, otherwise the system is unable to process the request.

A screenshot of a 'Direct Debit request form'. The form is divided into two main sections. The top section contains personal details: 'First Name *' (Fiona), 'Surname *' (Grundy), 'Email Address *' (fionagrundy249@btinternet.com), and 'Telephone Number *' (0161 440 6620). The bottom section, titled 'Booking Details', contains: 'Request Type *' (New Booking), 'Balance Due (Weeks) *' (14), 'IQ Reference *' (IQ3D6FD0), 'Travel Date *' (06/10/2024), 'Total Value of Booking *' (2345.00), and 'Total of Deposit Taken *' (150.00). All fields are required, indicated by an asterisk.

Once you have completed the form, press the blue evaluate button, which will then give you various options for the DD.

Balance Due Date: 30/06/2024

Payment Date	First Payment	Monthly Payments	Monthly Qty	Total Payments	Period	
1st	£733	£731	2	3	April 2024 - June 2024	<input checked="" type="radio"/>
15th	£733	£731	2	3	April 2024 - June 2024	<input type="radio"/>
15th	£1098	£1097	1	2	May 2024 - June 2024	<input type="radio"/>
1st	£1098	£1097	1	2	May 2024 - June 2024	<input type="radio"/>

Select a Direct Debit option above

SUBMIT

Once you have discussed which option your client would prefer, simply tick the circle, turning it blue, and press the submit button. This will then send an email to your client requesting their bank details, and give them the necessary details of the DD.

Please advise your client to complete their bank details within 24 hours, to ensure we can process their preferred DD option in time.

The process is now finished on your side, and Finance and London & Zurich will now complete the DD request.

***Please note, that at this stage, the Direct Debit is not binding to your client, and they can decide not to proceed at any time up to submitting their bank details. If they decide not to go ahead after this, they will need to contact their bank, to cancel the DD instruction. ***

Any queries on the above please contact:

Travelaccounts@inspireemail.co.uk or directdebit@inspireemail.co.uk

Direct Debit Calculator

If you have not yet booked for your clients, but they would like to know about the DD options, there is a calculator, that you can use as a guide for them, for possible payment dates and amounts. To access this, go to Neo, then go to Finance -> Direct Debits -> Calculator.

This will take you to the direct debit calculator, which will work out what options are available for you to offer your client. Complete the boxes with the information requested. (Please note, that currently DD's can only be offered when the balance due date is at 14 weeks or more.)

Direct Debit Calculator

Booking Details

Request Type *	Balance Due (Weeks) *
New Booking	14
Travel Date *	
06/10/2024	
Total Value of Booking *	Total of Deposit Taken *
2345.00	150

Audit Log

EVALUATE

Finally, press the evaluate button at the bottom. This will then automatically calculate the different payment plans available, and will display as below:

We offer two Direct Debit dates, 1st and 15th. Based on the Balance Due Date we can offer the following:

Balance Due Date: 30/06/2024

Payment Date	First Payment	Monthly Payments	Monthly Qty	Total Payments	Period
1st	£733	£731	2	3	April 2024 - June 2024
15th	£733	£731	2	3	April 2024 - June 2024
15th	£1098	£1097	1	2	May 2024 - June 2024
1st	£1098	£1097	1	2	May 2024 - June 2024

This can then be discussed with your clients, which might help secure your booking, by offering an easy payment plan, which would be fully covered by the Direct Debit Guarantee.

From here you will scroll down to the Terms and Conditions. This is where you will read your closing statement and terms and conditions, and then select that this has been done. (See the closing statements under Closing Statements and Terms and Conditions sections.)

Completing a payment

Terms & Conditions

- Terms and Conditions checkbox must be selected

I have read and accept the [Terms and Conditions](#) of travel.

- [Important Information](#)
- [Rules and Restrictions](#)

We may wish to contact you with details about our top product, exclusive offers and latest news. Please tick here to confirm that you're happy for us to contact you: You have the right to withdraw your consent at any time by [Contacting Us](#). We also include unsubscribe buttons on all our email communications. For further information on how we process your personal data, please visit our [Privacy Policy](#).

Inspire cares about your privacy. We will only use your email address to send you offers - we will never sell your details to third parties.

Pay Now: £625.00 >

Now you are ready to complete your payment, scroll down and select Make Payment. Always check that the amount you have entered is the amount being requested from the card.

Terms & Conditions

I have read and accept the [Terms and Conditions](#) of travel.

- [Important Information](#)
- [Rules and Restrictions](#)

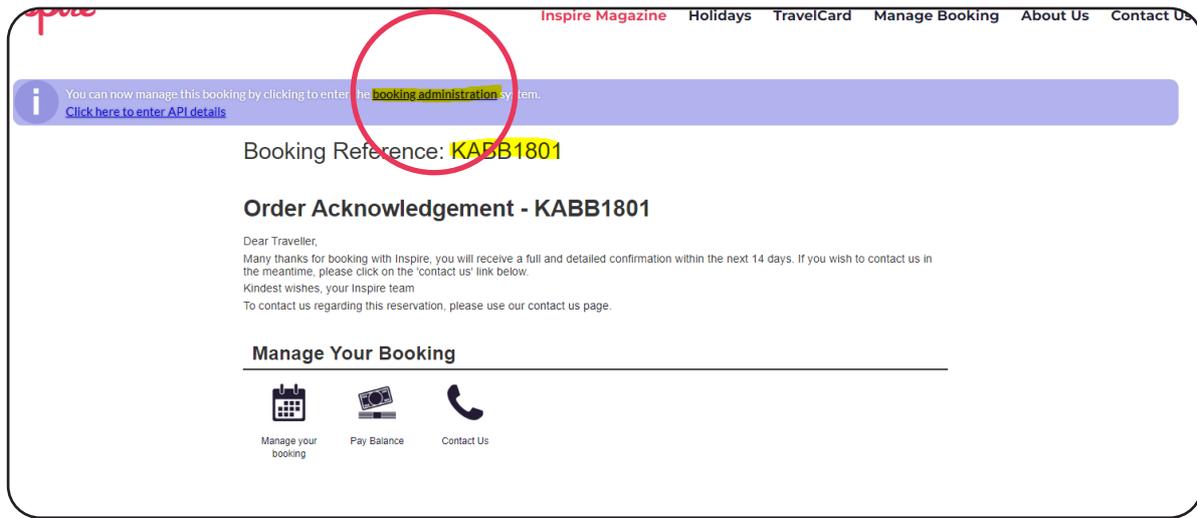
We may wish to contact you with details about our top product, exclusive offers and latest news. Please tick here to confirm that you're happy for us to contact you: You have the right to withdraw your consent at any time by [Contacting Us](#). We also include unsubscribe buttons on all our email communications. For further information on how we process your personal data, please visit our [Privacy Policy](#).

Inspire cares about your privacy. We will only use your email address to send you offers - we will never sell your details to third parties.

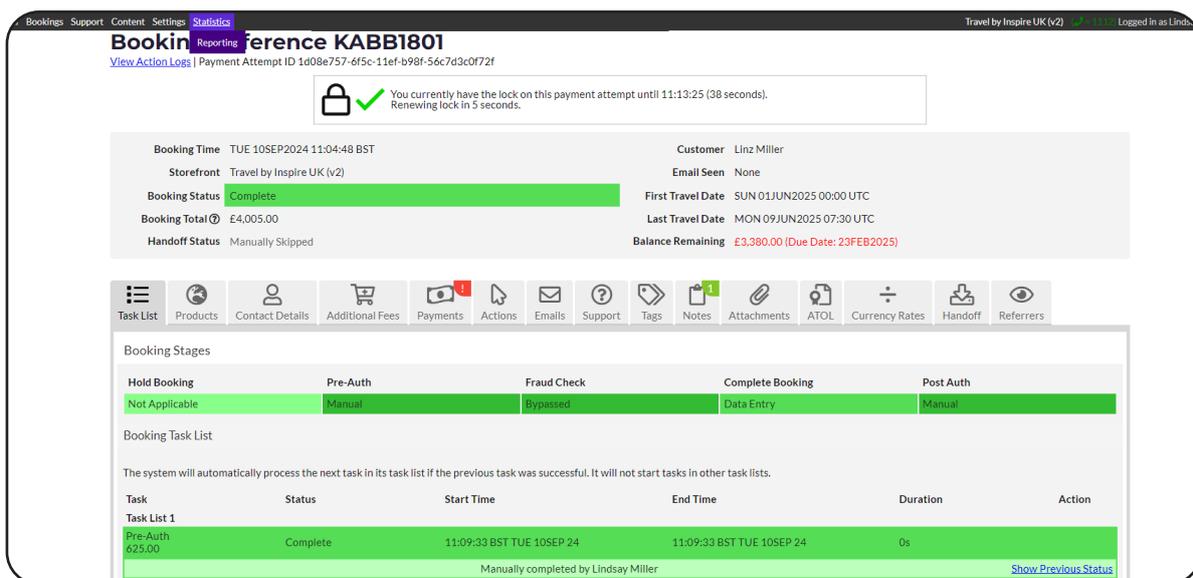
Pay Now: £625.00 >

After selecting the payment, you will be taken to the below screen.

From here you will be given your reference number for the folder and you can view this by selecting “Booking Administration”.



Once you have selected “booking administration” you will be taken to the below screen.



From here you can check through your booking that it is all correct and make sure all your Task List is in Green as below

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Manual	Bypassed	Data Entry	Manual

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 625.00	Complete	11:09:33 BST TUE 10SEP 24	11:09:33 BST TUE 10SEP 24	0s	Manually completed by Lindsay Miller Show Previous Status
Complete Booking Hotel	Complete	11:11:08 BST TUE 10SEP 24	11:11:08 BST TUE 10SEP 24	0s	Data entry completed by Lindsay Miller Show Previous Status
Complete Booking Flight	Complete	11:12:28 BST TUE 10SEP 24	11:12:28 BST TUE 10SEP 24	0s	Data entry completed by Lindsay Miller Show Previous Status
Post-Auth 625.00	Complete	11:09:49 BST TUE 10SEP 24	11:09:49 BST TUE 10SEP 24	0s	Manually completed by Lindsay Miller Show Previous Status

This means that the payment has all gone through. If any section is in Red then please read the error messages and rectify where necessary.

Now the booking is completed you can check over your confirmation and send to your client.

Booking Reference KABB1801

[View Action Logs](#) | Payment Attempt ID 1d08e757-6f5c-11ef-b98f-56c7d3c0f72f

You currently have the lock on this payment attempt until 11:16:18 (44 seconds).
Renewing lock in 10 seconds.

Booking Time	TUE 10SEP2024 11:04:48 BST	Customer	Linz Miller
Storefront	Travel by Inspire UK (v2)	Email Seen	None
Booking Status	Complete	First Travel Date	SUN 01JUN2025 00:00 UTC
Booking Total	£4,005.00	Last Travel Date	MON 09JUN2025 07:30 UTC
Handoff Status	Manually Skipped	Balance Remaining	£3,380.00 (Due Date: 23FEB2025)

Email Status

Customer's Email Address:

Type	Email	Sent	Viewed	Re-send	Preview	History
Order Acknowledgement	Booking	10Sep2024 11:04:51 BST	Not Viewed by Customer	Resend Acknowledgement	Preview	History
Final Confirmation	Booking	Not Sent	Not Sent	Send Confirmation or Send Confirmation with Message	Preview	History
Order Declined	Booking	Not Sent	Not Sent	Send Declined Email	Preview	History
	Voucher	This booking does not have any associated supplier voucher(s).				

Now your booking is complete.

Closing Statement / Terms and Conditions

The following sections are post-booking scripts that must be communicated to the customer upon completion of the booking.

Dynamic Packages, Packages, Flight Only, and UK bookings have different scripts.

For Dynamic Package Bookings

Can you confirm that all the details I have read back to you are correct?

As you've chosen to book your package with Inspire, we act as your appointed Tour operator for this booking. As your Tour operator we'll make the booking of all your components on your behalf.

Once confirmed the booking will be subject to additional charges should you need to amend or cancel the booking, unless we are unable to fulfil significant elements of your trip.

Monies paid to us are held by us on your behalf until all components are paid.

Unless you tell us otherwise we are entitled to assume that all members of your party will hold full British passports that will be valid for the arrangements you have chosen to purchase. Information on visa, passports and health requirements can be obtained from the passport office, appropriate embassy or consulate, we strongly recommend that you check the most up to date information on www.gov.uk/foreign-travel-advice

We must be advised of any disabilities or special medical needs for any member of your party at the time of booking. Any changes after booking and prior to departure MUST be advised immediately.

All balance payments are payable 14 weeks prior to departure, unless advised otherwise. Failure to make payment on time may result in late payment fees being added and/or your booking being cancelled.

It is your responsibility to ensure that all members of the party have adequate travel insurance.

You must respond within 24 hours should you disagree with any elements booked on your confirmation, requests cannot be guaranteed.

I'm about to process your booking – we may use your email details to send to you other emails such as for reviews or special offers, you can easily unsubscribe with one click at the end of the email.

By making this booking, you agree to our Tour operator terms and conditions and the booking conditions of the various Service Providers, all of which are available on our website and on request.

Thank you for booking through Inspire.

END

For Package Bookings

Can you confirm that all the details I have read back to you are correct?

Once confirmed the booking will be subject to additional charges should you need to amend or cancel the booking, unless we are unable to fulfil significant elements of your trip.

Unless you tell us otherwise we are entitled to assume that all members of your party will hold full British passports that will be valid for the arrangements you have chosen to purchase. Information on visa, passports and health requirements can be obtained from the passport office, appropriate embassy or consulate, we strongly recommend that you check the most up to date information on www.gov.uk/foreign-travel-advice

We must be advised of any disabilities or special medical needs for any member of your party at the time of booking. Any changes after booking and prior to departure **MUST** be advised immediately.

All balance payments are payable 14 weeks prior to departure, unless advised otherwise. Failure to make payment on time may result in late payment fees being added and/or your booking being cancelled.

It is your responsibility to ensure that all members of the party have adequate travel insurance.

You must respond within 24 hours should you disagree with any elements booked on your confirmation, requests cannot be guaranteed.

I'm about to process your booking – we may use your email details to send to you other emails such as for reviews or special offers, you can easily unsubscribe with one click at the end of the email.

We only act as a booking agent for [3rd Party Package Supplier name] who is your Tour Operator and your contract will be this Tour Operator. As your booking is with [3rd Party Package Supplier name], you'll be protected by their ATOL

By making this booking, you agree to our agency terms and conditions and the booking conditions of the Tour Operator, both of which are available on our website.

Only when the Tour Operator sends you a confirmation email with your ATOL certificate, and your booking confirmations will your booking be confirmed.

To complete your booking, we'll send your details to the Tour Operator.

By booking with us, you consent to our use of your data in accordance with our published Privacy Policy, a copy of which is available on our website under link 'Privacy policy'

Thank you for booking through Inspire.

END

For Flight Only Bookings

Can you confirm that all the details I have read back to you are correct?

Once confirmed the booking will be subject to additional charges should you need to amend or cancel the booking, unless we are unable to fulfil significant elements of your trip.

Unless you tell us otherwise we are entitled to assume that all members of your party will hold full British passports that will be valid for the arrangements you have chosen to purchase. Information on visa, passports and health requirements can be obtained from the passport office, appropriate embassy or consulate, we strongly recommend that you check the most up to date information on www.gov.uk/foreign-travel-advice

We must be advised of any disabilities or special medical needs for any member of your party at the time of booking. Any changes after booking and prior to departure **MUST** be advised immediately.

All balance payments are payable 14 weeks prior to departure, unless advised otherwise. Failure to make payment on time may result in late payment fees being added and/or your booking being cancelled.

It is your responsibility to ensure that all members of the party have adequate travel insurance.

You must respond within 24 hours should you disagree with any elements booked on your confirmation, requests cannot be guaranteed.

I'm about to process your booking – we may use your email details to send to you other emails such as for reviews or special offers, you can easily unsubscribe with one click at the end of the email.

By making this reservation you accept and agree to the booking terms and conditions of Inspire and the airline these conditions are made available on our website.

By booking with us, you consent to our use of your data in accordance with our published Privacy Policy, a copy of which is available on our website under link 'Privacy policy'

Thank you for booking through Inspire.

END

For UK Bookings

Can you confirm that all the details I have read back to you are correct?

By making this reservation you accept and agree to the booking conditions of Inspire and the supplier these conditions are made available on our website.

Once confirmed the booking will be subject to additional charges should you need to amend or cancel the booking, unless we are unable to fulfil significant elements of your trip.

We must be advised of any disabilities or special medical needs for any member of your party at the time of booking. Any changes after booking and prior to departure **MUST** be advised immediately.

All balance payments are payable 14 weeks prior to departure, failure to make payment on time may result in a £25 late payment fee or your booking being cancelled.

It is your responsibility to ensure that all members of the party have adequate travel insurance.

You must respond within 24 hours should you disagree with any elements booked on your confirmation, requests cannot be guaranteed.

I'm about to process your booking – we may use your email details to send to you other emails such as for reviews or special offers, you can easily unsubscribe with one click at the end of the email.

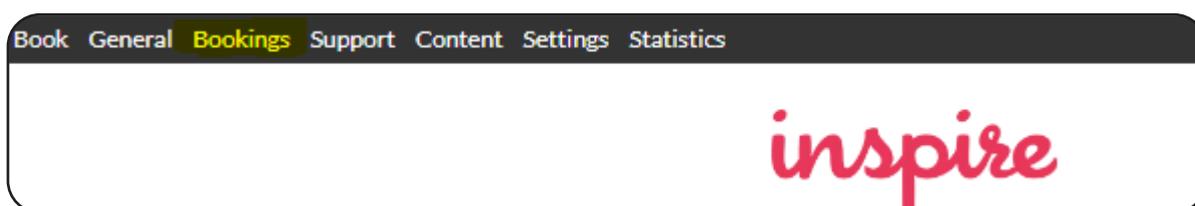
By booking with us, you consent to our use of your data in accordance with our published Privacy Policy, a copy of which is available on our website under link 'Privacy policy'

Thank you for booking through Inspire.

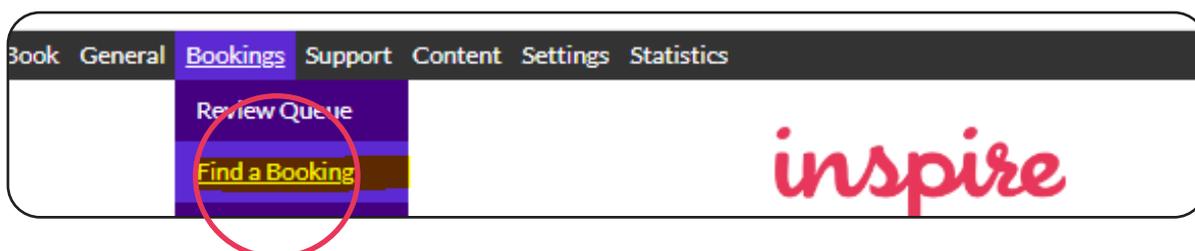
END

Taking a part payment on an existing booking

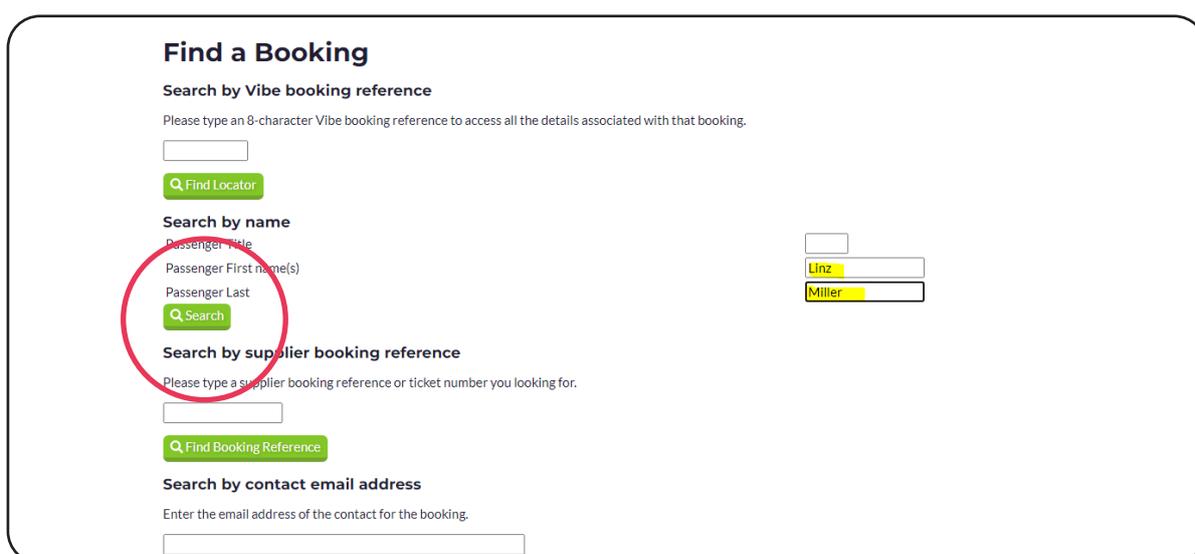
To make a payment with a Travel Card or Gift Voucher on an existing booking, Log into Vibe and hover over Bookings:



Select Find a Booking:



You can then find your booking with an array of different options , for this example we will search via First Name and Surname add the name and select Search.

A screenshot of the 'Find a Booking' search form. The form is titled 'Find a Booking' and has four search options: 'Search by Vibe booking reference', 'Search by name', 'Search by supplier booking reference', and 'Search by contact email address'. The 'Search by name' section is circled in red. It includes input fields for 'Passenger First name(s)' (with 'Linz' entered) and 'Passenger Last' (with 'Miller' entered), and a 'Search' button. The 'Search by Vibe booking reference' section has an input field and a 'Find Locator' button. The 'Search by supplier booking reference' section has an input field and a 'Find Booking Reference' button. The 'Search by contact email address' section has an input field.

From here select your Payment Gateway, on this example we are going to use a Travel Card.

The screenshot shows the 'Create New Payment' form. The 'Payment Gateway' dropdown menu is open, showing several options: 'Choose a payment gateway', 'Kidney Care (YourTravelCard)', 'Your Travel Card (YourTravelCard)' (which is highlighted in blue), 'Test - Decline (TestGatewayD)', 'Credit/Debit Card (Travel Admin) (SecureTrading)', and 'One4All Card (Travel Admin) (SecureTrading)'. Below the dropdown, there is a 'Copy Details From' field and a 'Suppress Emails' checkbox. The 'Customer Inputted Information' section is partially visible at the bottom.

Add your client's Travel Card Number into the below along with the PIN and in the Payment Sub Total add how much you are taking off their card. Once filled in select Create New Payment.

The screenshot shows the 'Create New Payment' form with the following fields and values:

- Copy Details From:** Note: Not all data will be copied as payment gateways remove some data relating to the previous payment.
- Suppress Emails:** Do not send acknowledgement or confirmation emails for this payment.
- Customer Inputted Information:**
 - Card Number: 11111111111111111112
 - PIN: 7541 (with a 'Check Balance' button)
 - Carer Name: [Empty]
 - Child Name: [Empty]
- Payment Value:**
 - Payment Sub Total: 100.00 GBP
 - Card Charge: 0.00 GBP (Calculated card charge (exc. booking fees): 0.00 GBP)
 - Gateway Charge: 0.00 GBP (Calculated gateway charge (exc. booking fees): 0 GBP)
 - Payment Total (inc. charges): 100.00 GBP
- Automatic Processing:** Auto Pre-Auth, Auto Post-Auth
- Create New Payment:** A green button with a circular icon, circled in red.

Your payment will show on the Task List as below.

Manually completed by Lindsay Miller Show Previous				
Task List 2				
Pre-Auth 100.00	Complete	15:12:24 BST TUE 10SEP 24	15:12:25 BST TUE 10SEP 24	1s
[Card Number 11111111111111111112 Amount Authorised: 100.00 = Success]				
Post-Auth 100.00	Complete	15:12:26 BST TUE 10SEP 24	15:12:27 BST TUE 10SEP 24	1s
[Card Number 11111111111111111112 Amount Redeemed: 100.00 = Success]				

You will then be given a list of all the clients with that name, find your booking and select the Locator.

Booking List

The bookings can be filtered to highlight bookings that match a particular set of requirements.

[Show Filter Options](#)

All Bookings

Currently showing 1-4 of 4 bookings matching your criteria

Locator	Hold	Pre-Auth	Fraud Check	Complete	Post-Auth	Storefront	Type	A	C	I	Booking Time	Travel Date	Lock
KABB1801	N/A	Manual	Bypassed	Data Entry	Manual	travelbyinspire-v2	Holiday	2	-	-	11:04 10Sep24 BST	01Jun25 (264)	🔒 Unlocked
K2Z1CKK	N/A	Manual	Bypassed	Data Entry	Manual	travelbyinspire-v2	Hotel	2	-	-	12:42 26Aug24 BST	26Aug25 (350)	🔒 Unlocked
KAOQ3K8	N/A	Failed	Pending	Data Entry	Pending	travelbyinspire-v2	Holiday	2	-	-	09:59 09Jul24 BST	08Jun24 (94)	🔒 Unlocked
K552K4C	N/A	Manual	Bypassed	Data Entry	Manual	inspirehomeworkers	Holiday	2	-	-	09:55 24Jun24 BST	24Jun25 (287)	🔒 Unlocked

Currently showing 1-4 of 4 bookings matching your criteria

Once open select Payments

Booking Time: TUE 10SEP2024 11:04:48 BST
 Storefront: Travel by Inspire UK (v2)
 Booking Status: Complete
 Booking Total @: £4,005.00
 Handoff Status: Manually Skipped

Customer: Linz Miller
 Email Seen: Confirmation
 First Travel Date: SUN 01JUN2025 00:00 UTC
 Last Travel Date: MON 09JUN2025 07:30 UTC
 Balance Remaining: £3,380.00 (Due Date: 23FEB2025)

Task List | Products | Contact Details | Additional Fees | **Payments** | Actions | Emails | Support | Tags | Notes | Attachments | ATOL | Currency Rates | Handoff | Referrers

Booking Balance Management

Payment Summary
 ✖ This booking still has outstanding payments in the amount of £3,380.00.

Item	Amount
Products	4,000.00 GBP
Booking Fees	5.00 GBP
Subtotal:	4,005.00 GBP

Manage Expected Income Amounts
 ✖ The amount that has been paid so far is £625.00 (exc. charges).
 Based on the expected income total, the total amount paid must be £4,005.00.

These expected income amounts are for the amount being paid to you, the merchant. It excludes the credit card charge amounts. The total sum of the expected income must match the product costs plus booking fee costs.

Scroll down to Create New Payment

Create New Payment

Payment Gateway: Choose a payment gateway

Copy Details From: Note: Not all data will be copied as payment gateways remove some data relating to the previous payment.

Suppress Emails: Do not send acknowledgement or confirmation emails for this payment.

Customer Inputted Information

Payment Value

Payment Sub Total: 3380.00 GBP

Card Charge: 0.00 GBP
 Calculated card charge (exc. booking fees): 0.00 GBP

Gateway Charge: 0.00 GBP
 Calculated gateway charge (exc. booking fees): 0.00 GBP

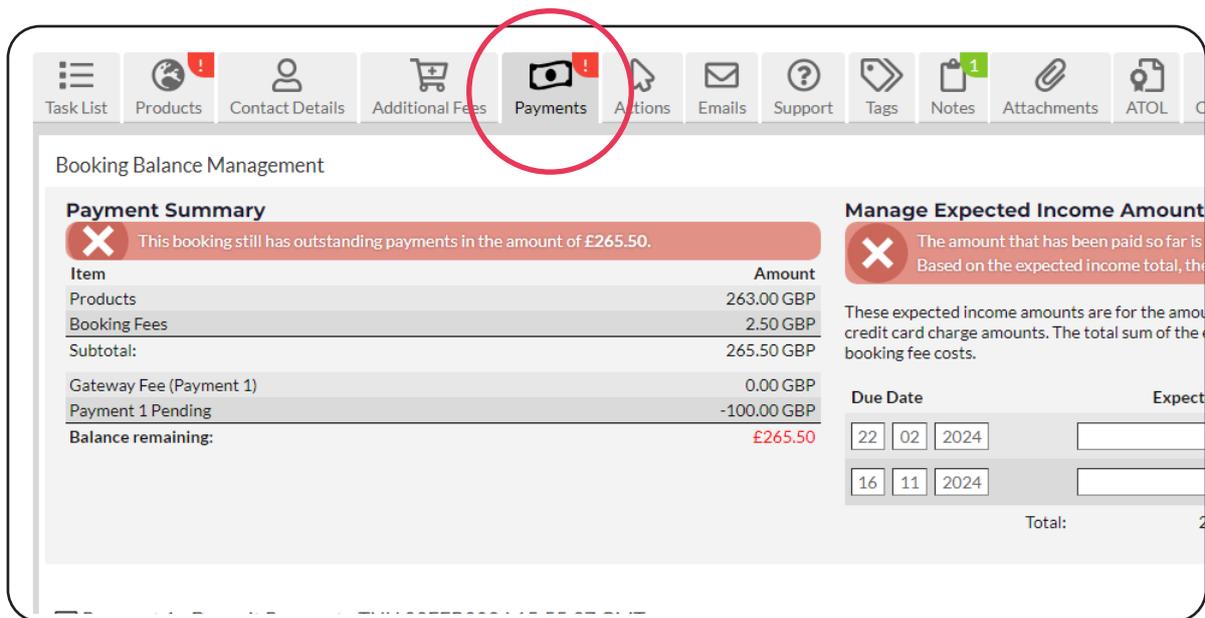
Payment Total (inc. charges): 0.00 GBP

Automatic Processing: Auto Pre-Auth Auto Post-Auth

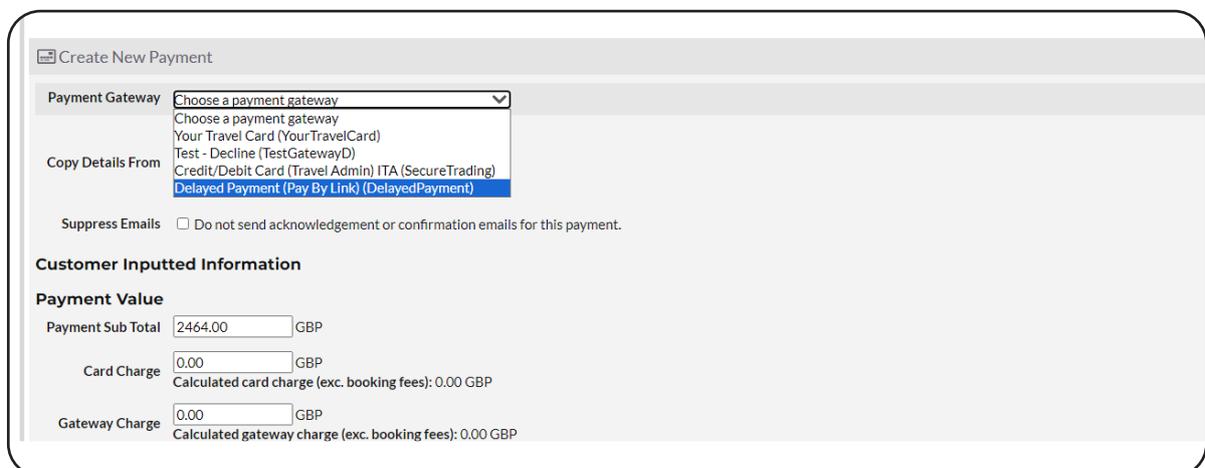
[Create New Payment](#)

Taking a Delayed Payment on an existing booking

When taking a delayed payment on Vibe, select Payments.



Scroll down to Create New Payment and select Delayed Payment Link



From here add the amount that you want to take from the client and select Create New Payment.

Please note that “Payment Sub Total” is the only place any figures need to be added to. Once you have created the payment the task list will look like this

Booking Time THU 15FEB2024 16:56:11 GMT Customer Lindsay Miller

Storefront Inspire - Homeworkers Email Seen None

Booking Status **Failed** First Travel Date n/a

Booking Total £1,230.00 Last Travel Date n/a

Handoff Status Pending Post-Auth Balance Remaining £1,230.00 (Due Date: 15FEB2024)
⚠ Overdue payment!

Task List Products Contact Details Additional Fees Payments Actions Emails Support Tags Notes Attachments ATOL Currency Rates Handoff Referrers

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Pending (after customer returns)	Pending	Pending	Pending

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 123.00	Pending customer return	16:56:12 GMT THU 15FEB 24	16:56:12 GMT THU 15FEB 24	0s	🔒 Lock Required.
This is a Delayed Customer Payment. An email has been sent to the customer (lindsay.miller@travelbyinspire.co.uk) with instructions on how to complete the payment. If the email needs to be re-sent, re-start this task.					
Complete Booking Holiday	Pending	Not Started	Not Complete		🔒 Lock Required.
Post-Auth 123.00	Pending	Not Started	Not Complete		🔒 Lock Required.

This will stay the same until the client has completed the payment, the client will receive the below.

Dear Lindsay Miller,

We are currently processing your booking. There is currently an outstanding payment of £123.00 against your booking.

[Please click here to make the payment.](#)

Please note that we cannot guarantee the prices shown here until your tickets have been issued, your payment has been cleared and you receive your final booking confirmation email.

Please **do not** reply to this email with queries about your reservation, as this email address is not monitored. To contact us regarding this reservation, please use our contact us page.

If you need to arrange any additional services, or have any problems or queries, please do not hesitate to contact our Customer Service department on 0161 440 6743. At this stage can we also draw your attention to the need to ensure you and all members of your party are adequately insured for your journey and for the duration of your time away from home.

May we take this opportunity to wish you a very pleasant trip.

Inspire Customer Services
Inspire - Homeworkers Customer Services

Once they have clicked “click here” they will be taken to the following screen

Booking Reference: KBB53FHK

There is still an outstanding balance to pay against your booking. Please use the form below to complete your payment.

Payment Due:
£123.00

 A payment is now due

Finally, please provide us with your payment details. Please be re-assured you are submitting this information to a secure server. Please click here if your payment card is registered to a different address.

Card Type *

Card Number *

Name on Card *

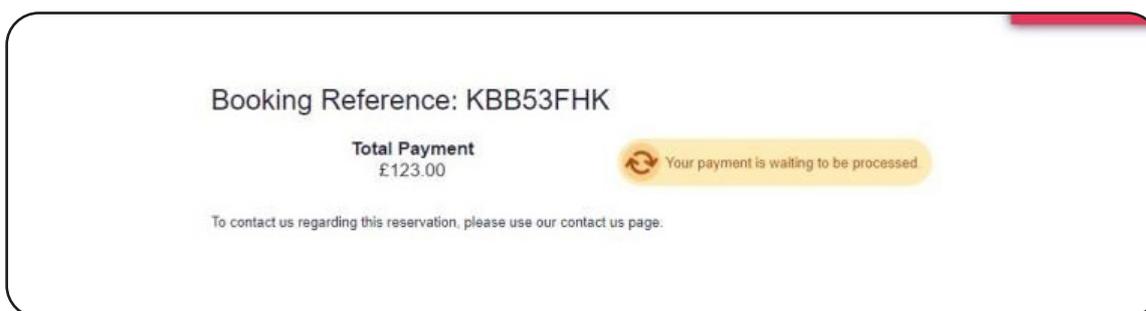
Expiry Date *

CV2/Security Number * [What's this?](#)

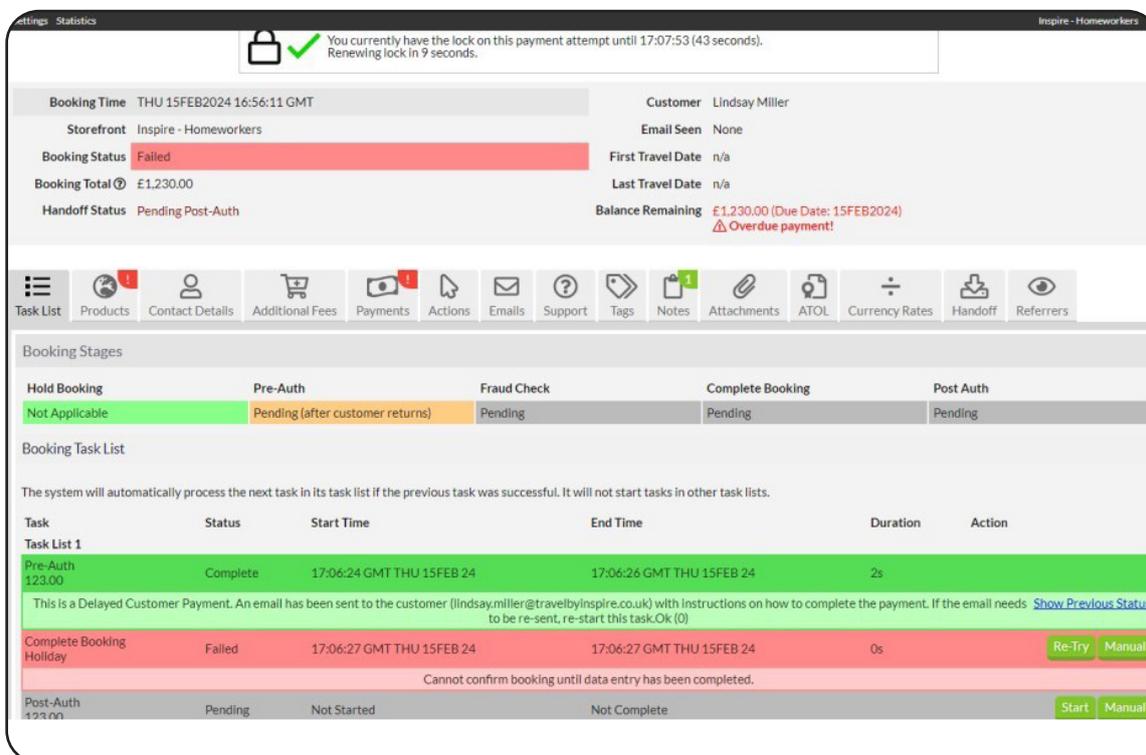
  The next screen you view may be part of a credit card verification process.

To contact us regarding this reservation, please use our contact us page.

Once they have added in their information and selected Pay Balance the screen will show like this



This will stay the same until you have refreshed your screen on Vibe. Once you have refreshed your screen your Task List will show as Green.



Adding an ATOL Fee

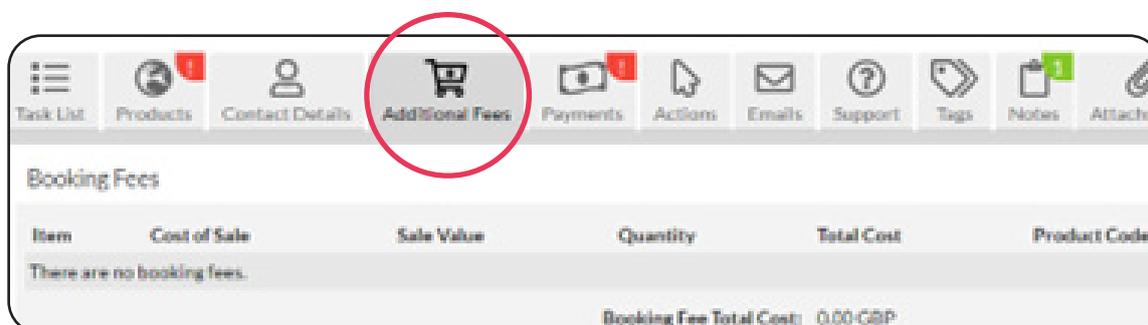
Once you have added the payment details, you will then move down to ATOL certificates, for this booking we will be adding a Single Contract Package as below

ATOL Protection

ATOL Certificate Type:

If for some reason the ATOL fees have not added at the time of booking, please follow the below instructions to add the ATOL fee on and create the certificate.

Select Additional Fees



The screenshot shows a navigation bar with several icons. The 'Additional Fees' icon, which is a shopping cart, is circled in red. Below the navigation bar is a table titled 'Booking Fees' with columns for Item, Cost of Sale, Sale Value, Quantity, Total Cost, and Product Code. The table is currently empty, with the text 'There are no booking fees.' and a total cost of '0.00 GBP'.

From here add in the below information and press Save.

Adding Fee

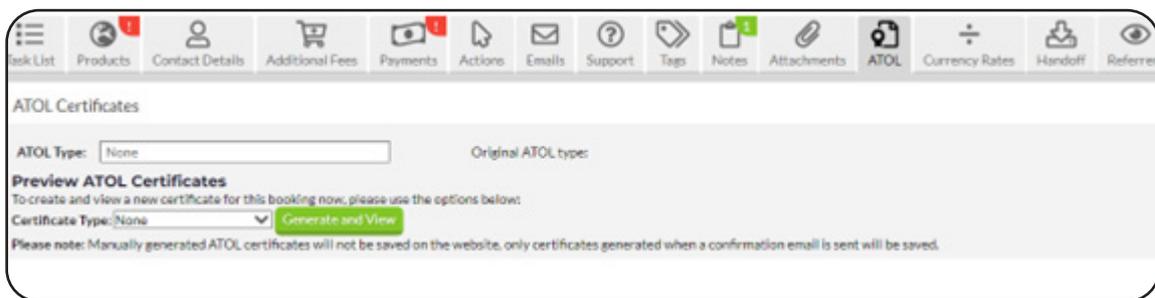
Name: Cost of Sale:

Sale Value: x Quantity: = Total Cost:

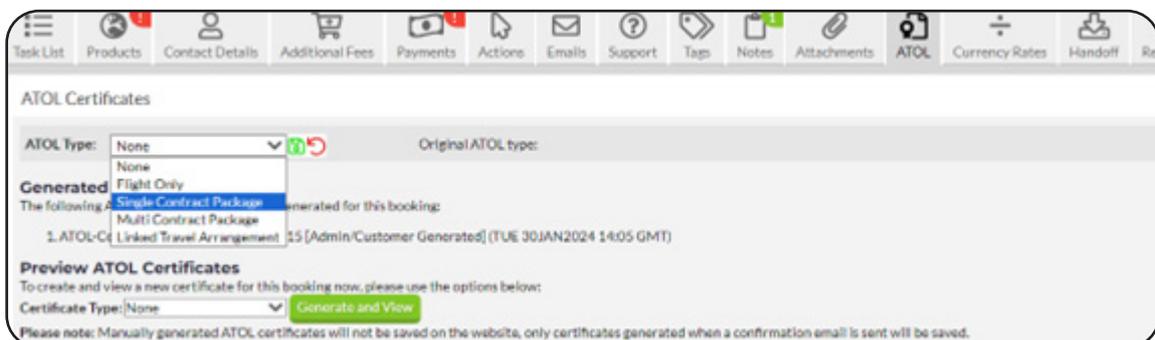
Product Code: Supplier Code: Reason Code:

Once you have created the additional costs, please refresh your screen to add the additional costs.

Once you have added the fee, you will need to create the certificate to do this follow the below steps



Once you are in the ATOL section, you then need to go to ATOL Type and select Single Contract Package.



The table on the next page indicates which products are loaded under each category. Remember you can tick multiple boxes at the same time.

If you are booking a flight, a hotel and a transfer manually outside of Vibe you can select all 3.

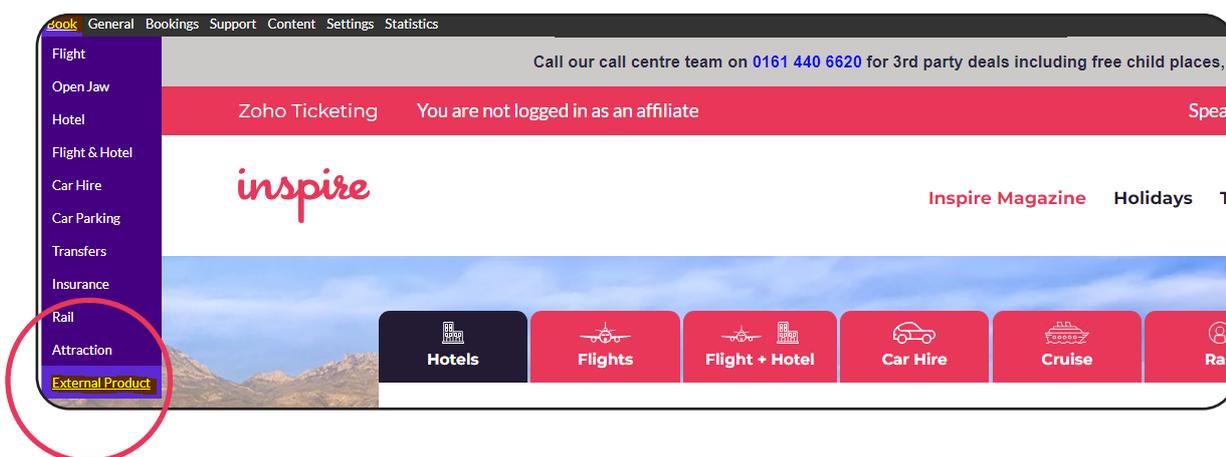
Product Type	When to Use
Flight Only	Use this for any Flight Only Bookings made directly with an airline or these main suppliers: <ul style="list-style-type: none"> • Aviate • Virgin Flightstore • Lime Management • Travelfusion
Hotel Only	Any Accommodation Only with any supplier or bedbank
Car Hire	Any Car Hire booking with any supplier
Car Parking	NOT CURRENTLY IN USE. FOR CAR PARKING BOOKINGS LOAD UNDER GENERIC
Transfers	Any Shared or Private Transfer booking for any supplier
Tour	NOT CURRENTLY IN USE. FOR TOUR BOOKINGS LOAD UNDER GENERIC
Attraction	NOT CURRENTLY IN USE. FOR ANY ATTRACTION BOOKINGS LOAD UNDER GENERIC
Rail	NOT CURRENTLY IN USE. FOR ANY RAIL BOOKINGS LOAD UNDER GENERIC
Generic	This option covers a wide variety of products: All Cruise Bookings with any supplier or operator All Tours and Escorted Tours Tailormade and Multi-Centre Itineraries Airport or Port Car Parking Airport Lounge Airport Hotel and Parking Attraction Tickets/Excursions

Using Vibe to book external products

External Products relate to options that you have booked away from Vibe, either directly with a supplier through LastPass or over the phone with a supplier.

Dynamic Packages

Log in to Vibe and once logged in select Book > External Product



Once you have selected External Product you will be taken to the below screen.

Products

Please tick the products you want in this new booking.

- Package Holiday
- Flight Only
- Hotel Only
- Car Hire
- Car Parking
- Transfers
- Tour
- Attraction
- Rail
- Generic

You can book multiple products in the same booking by ticking more than one box.
For example, to book a flight & hotel holiday, tick both the "Flight only" and "Hotel only" options.

Product Details

You have not yet selected any products to create a booking. Please use the menu on the left to tick the products you wish to book.

For this example, we are going to be loading on a Dynamic Package with one hotel, flights and transfers.

Products

Please tick the products you want in this new booking.

- Package Holiday
- Flight Only
- Hotel Only
- Car Hire
- Car Parking
- Transfers
- Tour
- Attraction
- Rail
- Generic

You can book multiple products in the same booking by ticking more than one box.

For example, to book a flight & hotel holiday, tick both the "Flight only" and "Hotel only" options.

Product Details

The costs that you add into Vibe are the costs that you are charging to the client and **NOT** how much we are being charged by the supplier.

Product Details

General

Corporate Profile:

Flight

Number of passengers: Adults: Young Adults: Children: Infants:

Adult: Fare: Tax:

Do Mark-Ups

Arriving at: Enter an IATA code or select an option from the auto-suggest results.

Currency:

Total Charged to Customer: GBP

Booked On:

Booking Reference:

If the supplier you booked with is available on this list, we can automatically import the booking data. If this flight was booked via a supplier in the list above, please enter the booking locator here.

Hotel

Total Charged to Customer: GBP

Enable Opaque Pricing:

This will hide the individual costs of a flight and a hotel and will show it as a single total.

Transfer

Total Charged to Customer: GBP

When you have completed all the relevant information on the data entry forms above, you can proceed to the booking page by clicking the "Add Product" button.

Once you have added in the cost select Add Product, you will be then taken to the below screen, as this is a Dynamic Package you will need to add in an ATOL Certificate under DP , the ATOL certificates are per person. Add the quantity in and then select Update Additional Fees

The screenshot shows a booking interface with a yellow 'Additional Fees' section. At the top, there is a purple banner with an information icon and the text 'You can now add another product to this booking.' Below this is a white box with the text 'To book with more than one credit or debit card please call the above phone number.' The 'Additional Fees' table has the following data:

Name	Type of Fee	Cost	Quantity	Total
ATOL Certificates - Flight Only Products: Flight	Per Passenger	2.50 GBP	0	0.00 GBP
ATOL Certificates - DP Products: Flight	Per Passenger	2.50 GBP	2	5.00 GBP
EasyJet Holidays Insurance Products:	Per Passenger	0.00 GBP	0	0.00 GBP
				5.00 GBP

Below the table is a warning: '(Warning: This will refresh the page with the new booking fee values)'. To the right of the table is a red button labeled 'Update Additional Fees'. Above the table, it says 'Changes are pending update'. On the right side of the interface, there are sections for 'Booking Details', 'Save this Itinerary', 'Create a Quote', 'Hotel Details', and 'Holiday Quote'.

You will then continue to add in the clients details including names as per they are on their passports and take the payment.

Before taking your payment you will need to make sure that you have selected the below for your ATOL certificate.

The screenshot shows the 'ATOL Protection' section of a booking interface. At the top, there is a 'SecureCode. by VISA' logo and the text 'The next screen you view may be part of a credit card verification process.' Below this is the 'ATOL Protection' section with the label 'ATOL Certificate Type:' and a dropdown menu. The dropdown menu is open, showing the following options: 'Single Contract Package' (selected), 'None', and 'Flight Only'. Below the dropdown is the 'Terms & Conditions' section.

Once this is completed and you have your Vibe reference you will then enter the details into the folder.

Always make sure that your top line is green before you make any payments to suppliers as this means that we have the money pre authorized from the client.

Once this line is green you are able to make your booking with the supplier.

The screenshot shows a web application interface for a travel booking system. At the top, there's a navigation bar with 'Home', 'Settings', and 'Statistics'. A notification at the top center says 'Renewing lock in 10 seconds.' The main content area is divided into two columns of booking details:

- Left Column:**
 - Booking Time: TUE 10SEP2024 13:31:51 BST
 - Storefront: Travel by Inspire UK (v2)
 - Booking Status: Pending
 - Booking Total: £3,045.00
 - Handoff Status: Pending Post-Auth
- Right Column:**
 - Customer: Linz Miller
 - Email Seen: None
 - First Travel Date: n/a
 - Last Travel Date: FRI 02JAN1970 00:00 UTC
 - Balance Remaining: £3,045.00 (Due Date: 10SEP2024) **Overdue payment!**

Below the details is a navigation menu with icons for: Task List, Products, Contact Details, Additional Fees, Payments, Actions, Emails, Support, Tags, Notes (with a '1' badge), Attachments, ATOL, Currency Rates, Handoff, and Referrers.

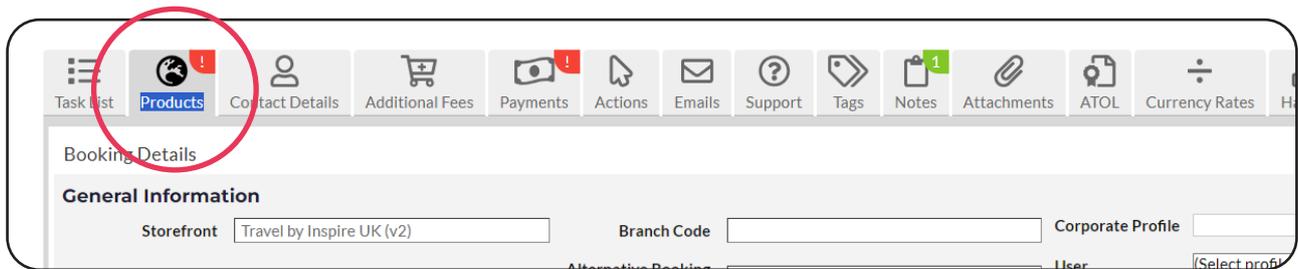
The 'Booking Stages' section shows a progress bar with five stages:

- Hold Booking: Not Applicable
- Pre-Auth: Manual
- Fraud Check: Bypassed
- Complete Booking: Pending
- Post Auth: Pending

The 'Booking Task List' section includes a note: 'The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.' Below this is a table:

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 3045.00	Complete	13:33:11 BST TUE 10SEP 24	13:33:11 BST TUE 10SEP 24	0s	
Manually completed by Lindsay Miller Show Previous Status					
Complete Booking Hotel	Pending	Not Started	Not Complete		Start Manual
Complete Booking Flight	Pending	Not Started	Not Complete		Start Manual
Complete Booking Transfer	Pending	Not Started	Not Complete		Start Manual
Post-Auth	Pending	Not Started	Not Complete		Start Manual

Once you have made the booking with the supplier you will need to add the details to your folder, to do this select “Products”



From here you will select “Submit Flight Details”

You will then be presented with the below screen.

As per the Flight Only step by step guide, when complete it should be filled out as below.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Hotel

Pending data entry.

Flight

Supplier: TUI (Thomsonfly) You need "Module Management" permissions to configure data entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Round Trip: (untick for one-way)

Number of Legs: 1 Outbound Leg(s) 1 Return Leg(s)

Ticketing Deadline: DDMMYYYY|HHMM If time field is empty 23:59 will be taking as time with the ticketing deadline date.

Ticketed:

Outbound

Leg 1: MAI TER IBZ TER LS 123 CLAS 01JUN2025 0800 01JUN2025 1030

Baggage: Units: 1 Weight: 22 Kg (Per Bag)

Return

Leg 1: IBZ TER MAI LS 456 CLAS 08JUN2025 1730 08JUN2025 200

Baggage: Same baggage as first leg

Number of Passengers

Adults: 2 YoungAdults: 0 Children: 0 Infants: 0

Pricing Advanced Pricing

	Fare (exc Comm)	Taxes	Charged	Commission	Markup	Total Charge
Adult:	450.00 GBP	0.00 GBP	500.00 GBP	GBP	50.00 GBP	1000.00 GBP
	GBP	GBP	GBP	GBP	GBP	GBP

You will then add the total cost of the flight into the Fare section and mark up under Flexi Mark up, add the clients names as per their passports and add your flight reference number. Once you have completed this select “Submit Product Details”.

Number of Passengers
 Adults: 2 YoungAdults: 0 Children: 0 Infants: 0

Pricing Advanced Pricing

	Fare (exc Comm)	Taxes	Charged	Commission	Markup	Total Charge
Adult:	450.00 GBP	0.00 GBP	500.00 GBP	0.00 GBP	50.00 GBP	1000.00 GBP
Youngadult:	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP
Child:	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP
Infant:	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP	0.00 GBP

Total Actual Charge to Customer: 1000.00 GBP
 Total Quoted to Customer: 0.00 GBP

Passenger Details

Name	Date of Birth	Ticket Number
Adult 1 Mr Lindsay Miller	25NOV1986	Ticket Number
Adult 2 Mr Christopher Miller	27SEP1985	Ticket Number

Airline Locator 1234567

Fare Rules

When you have completed all the relevant information on the data entry forms above, you must click the "Submit Product Details" button to save.

Submit Product Detail

Once this has completed you can check your flight details under the Products section.

Hotel Flight Transfer

Flight Request (Advanced)

Price Visibility **Show**
 Cancel Product **Mark Flight as Cancelled**
 Re-price **Re-Price Search**
 Data Entry **Re-Enter Data**

Booked By LM1
 Booking Module Data Entry
 Supplier Code Thomsonfly
 Product Code:
 Search Source
 Device Type
 User Agent

Passengers 0 Adults 0 Young Adults (12-15)
 0 Children 0 Infants
 Round Trip Round Trip One way
 Opaque Hotel Request ID db5431ed-6f6f-11ef-b98f-56c7d3c0f72f
 Opaque Product Request ID:
 ATOL Operator
 CO₂ Kg Total

Outbound Flight

Departure	From	Terminal	Date	Time	Operator	Carrier	Codeshare	Flight Num	Supplier
	MAN		01/06/2025	08:00	jet2.com Friendly low fares	LS		123	Thomsonfly
Arrival	To	Terminal	Date	Time	Fare	Class	Cabin	Fare Type	Fare Basis
	IBZ		01/06/2025	10:30					

Seats No pre-booked seats selected
 Baggage Adult 1 x 22 kg

(connection) [Add out leg 2 below](#)

Outbound Flight Destination: IBZ (If auto-update is placing legs into the wrong direction, ensure this destination field is set correctly and auto-update again.)

You will then repeat the process for the Hotel as below

Content Settings Statistics Travel by Inspire UK (v2)

Ret.

Booking's Passengers

	Type	Name	Date of Birth	Products
<input type="checkbox"/>	adult	Mr Lindsay Miller	1986-11-25	Flight
<input type="checkbox"/>	adult	Mr Christopher Miller	1985-09-27	Flight

[Link selected passengers](#) Note: This will not change the data for each of the selected passengers. It will only link them as being the same passenger.

Hotel Flight Transfer

Hotel Request ID db5431ed-6f6f-11ef-b98f-56c7d3c0f72f [View IO Log](#) | Original Booking

X This Hotel booking is pending data entry. Please click the "Submit Details" button to provide the data for this booking. This booking cannot be completed, or post-authed until all data has been entered.

Money taken for this product: £3,000.00

[Submit Hotel Details](#)

[Mark Hotel as Cancelled](#)

Flight

Flight Details

Outbound
 From: Manchester (MAN) To: Ibiza (IBZ) Departing: Sun, 1 Jun 2025 08:00 Arriving: Sun, 1 Jun 2025 10:30

Return
 From: Ibiza (IBZ) To: Manchester (MAN) Departing: Sun, 8 Jun 2025 17:30 Arriving: Sun, 8 Jun 2025 20:00

Passengers

Adult 1 Mr Lindsay Miller - 25/11/1986
 Adult 2 Mr Christopher Miller - 27/09/1985

Hotel

Hotel Details

Supplier: Stuba (Stuba) You need "Module Management" permissions to configure data entry suppliers.

Hotel Name: Hard Rock Hotel Ibiza

Star Rating: 1-5

Hotel Image: No Image [Edit](#)

Address: Address Line 1, City, County / Area, Postcode, Spain

Room Details

Check-in Date: 01JUN2025
 Check-out Date: 08JUN2025
 Num Rooms: 1

All hotel rooms must contain at least one adult.

Room	Number of Guests	Room Type	Board Basis	Board Name
Room 1	2 0 0	Hard Rock Suite	BB	Board Name (Blank for default)

[Pricing](#)

You add the rate from the supplier into the Room Rate and any Mark Up in as Mark Up as below

All hotel rooms must contain at least one adult.

Number of Guests

Room Type

Board Basis

Board Name (Blank for default)

Pricing

Room 1 Fees - Fee Name	Type	Display As	Cost	Currency	
Room Rate (exc. Commission)	roomrate	roomrate	2000.00	GBP	
Commission (positive amount)	commission	roomrate	0.00	GBP	
Markup	markup	roomrate	1000.00	GBP	
Flexi Markup	fleximarkup	roomrate	0.00	GBP	
Travel - Package Markup (Hotel)	fleximarkup	roomrate	0.00	GBP	

Total Actual Charge to Customer: 3000.00 GBP
Total Quoted to Customer: 3000.00 GBP

Once complete select "Submit Hotel Details". Once this has been completed you can check your hotel under the Products section.

Hotel
Flight
Transfer

Hotel Request (Advanced)

Price Visibility Show

Cancel Product Mark Hotel as Cancelled

Re-price Re-Price Search

Rebook Alternative Search for Alternative

Data Entry Re-Enter Data

Booked By

Booking Module

Supplier Code

Product Code:

Search Source

Device Type

User Agent

Number of Rooms
(maximum of 3 rooms)

Is Opaque

Opaque Flight Request ID:

Opaque Product Request ID:

Occupancy

	Adults	Children	Infants
Room 1	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

CO₂ Kg Total

Booking Details - Hard Rock Hotel Ibiza

Edit Data Entry Hotel Information

Hotel Change Hotel

Hotel Address

Hotel Image Edit

Check-in Date

Num Nights
nights (Check out on 08 06 2025)

Number of Rooms

Supplier

Supplier Voucher URL

Supplier Reference

Voucher Reference

Payable By

Next you will add all the details in for your Transfers.

Booking's Passengers

Type	Name	Date of Birth	Products	
<input type="checkbox"/>	adult	Mr Lindsay Miller	1986-11-25	Hotel, Flight
<input type="checkbox"/>	adult	Mr Christopher Miller	1985-09-27	Hotel, Flight

[Link selected passengers](#) Note: This will not change the data for each of the selected passengers. It will only link them as being the same passenger.

Hotel Flight **Transfer**

Transfer Request ID db559680-6f6f-11ef-b98f-56c7d3c0f72f [View IO Log](#) | Original Booking

This Transfer booking is pending data entry. Please click the "Submit Details" button to provide the data for this booking.
This booking cannot be completed, or post-authed until all data has been entered.

Money taken for this product: £40.00

[Submit Transfer Details](#)

[Mark Transfer as Cancelled](#)

From here you will add in all the information for your Transfers, all of these can be found with the supplier when making the booking.

Support Content Settings Statistics Travel by Inspire UK

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Transfer

Transfer Details

Transfer Type Return One Way

Supplier **Holiday Taxis (Holiday Taxis)**
You need "Module Management" permissions to configure data entry suppliers.

Transfer Code

Outbound vehicle

Return vehicle

Booking reference

Arrival/Departure Airport (IATA)

Arrival Resort

Arrival Flight

Departure Flight

Accommodation name

Accommodation address

Transfer SMS Mobile Number

Extra information

Transfer Instructions

You will then add the cost to the Cost Section (ex Comm) and add any Commission paid by the supplier to the Commission box, however most transfers we do not make any commission on so you will need to add your Mark Up into “Flexi Mark Up”.

Add the names for your clients in and select “Submit Product Details”

Fees

Number of fees	<input type="text" value="1"/>	Cost (exc Comm)	Commission	Charged	Markup	Flexi Markup
Costing 1	<input type="text" value="30.00"/> GBP	<input type="text" value="40.00"/> GBP	<input type="text" value="0.00"/> GBP	<input type="text" value="40.00"/> GBP	<input type="text" value="0.00"/> GBP	<input type="text" value="10.00"/> GBP

Total Actual Charge to Customer: 40.00 GBP
Total Quoted to Customer: 40.00 GBP

Passenger Details

Number of passengers:

Adult 1: or [click here to add a new passenger](#)

Adult 2: or [click here to add a new passenger](#)

When you have completed all the relevant information on the data entry forms above, you must click the "Submit Product Details" button to save.

You can then check your Transfer details on the folder to make sure they are all correct, by going into Products and selecting Transfers.

Support Content Settings Statistics Travel by Inspire UK (v2) 100% 11:10 Logged In

Hotel
 Flight
 Transfer

Transfer Request (Advanced)

Price Visibility <input type="button" value="Show"/>	Booked By <input type="text" value="LM1"/>	Number of Adults	Number of Children	Number of Infants
Cancel Product <input type="button" value="Mark Transfer as Cancelled"/>	Booking Module <input type="text" value="Data Entry"/>	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Data Entry <input type="button" value="Re-Enter Data"/>	Supplier Code <input type="text" value="Holiday Taxis"/>			
Product Code: <input type="text"/>				
Search Source <input type="text"/>				
Device Type <input type="text"/>				
User Agent <input type="text"/>				

General Information - Private Transfer - Airport to Resort

Transfer Code	<input type="text"/>
Booking Reference	<input type="text" value="HT-123456"/>
Confirmation Reference	<input type="text"/>
Trip Type	<input type="text" value="Round Trip"/>
Transfer SMS Mobile Number	<input type="text" value="07777777"/>

Flight Information	Accommodation/Resort Information
Arrival/Departure Airport (IATA) <input type="text" value="IBZ"/>	Resort <input type="text" value="Playa D'en Bossa"/>
Arrival Airport <input type="text"/>	Accommodation Name <input type="text" value="Hard Rock Hotel"/>
Arrival Flight No. <input type="text" value="LS123"/>	Accommodation Address <input type="text" value="Platja d'en Bossa, s/n, 07817 Ibiza, Balearic Islands, Spain"/>

Once you are happy that all the details are correct, you will need to post authorise your payment, you do this by going to “Task List” and selecting Start on the Grey Post Auth line.

The screenshot shows a web application interface with a navigation bar at the top containing 'Report', 'Content', 'Settings', 'Statistics', 'Travel by Inspire UK (v2)', and 'Logout'. Below the navigation bar, there are sections for 'Booking Stages' and 'Booking Task List'.

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Manual	Bypassed	Data Entry	Pending

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

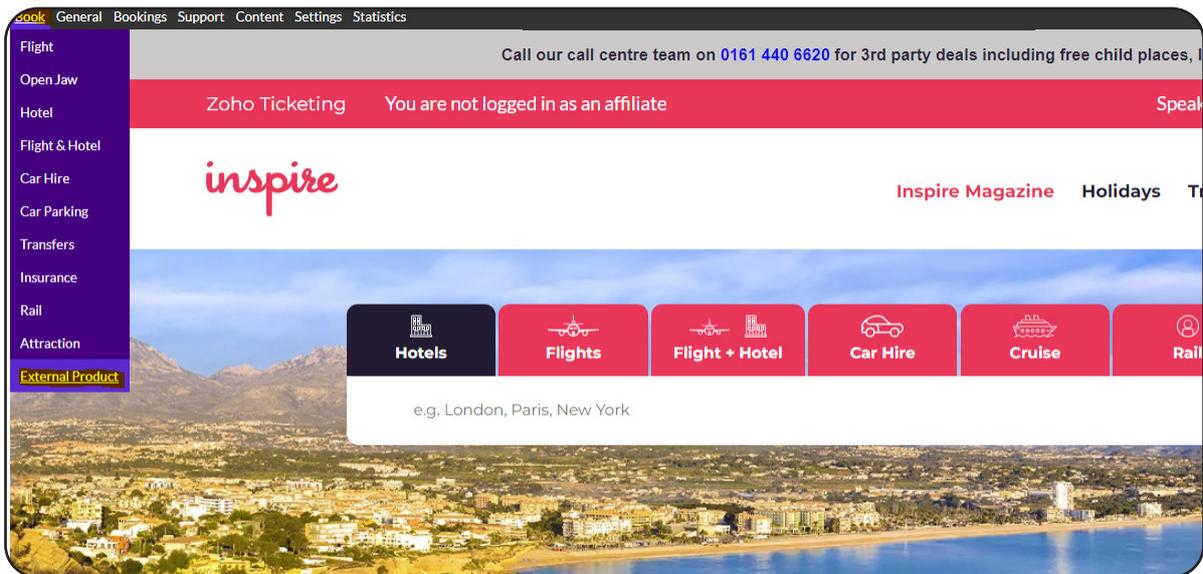
Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 3045.00	Complete	13:33:11 BST TUE 10SEP 24	13:33:11 BST TUE 10SEP 24	0s	
Manually completed by Lindsay Miller Show Previous Status					
Complete Booking Hotel	Complete	13:51:38 BST TUE 10SEP 24	13:51:38 BST TUE 10SEP 24	0s	
Data entry completed by Lindsay Miller					
Complete Booking Flight	Complete	13:46:20 BST TUE 10SEP 24	13:46:20 BST TUE 10SEP 24	0s	
Data entry completed by Lindsay Miller					
Complete Booking Transfer	Complete	14:01:32 BST TUE 10SEP 24	14:01:32 BST TUE 10SEP 24	0s	
Data entry completed by Lindsay Miller					
Post-Auth 3045.00	Pending	Not Started	Not Complete		Start Manual

Your booking is now complete.

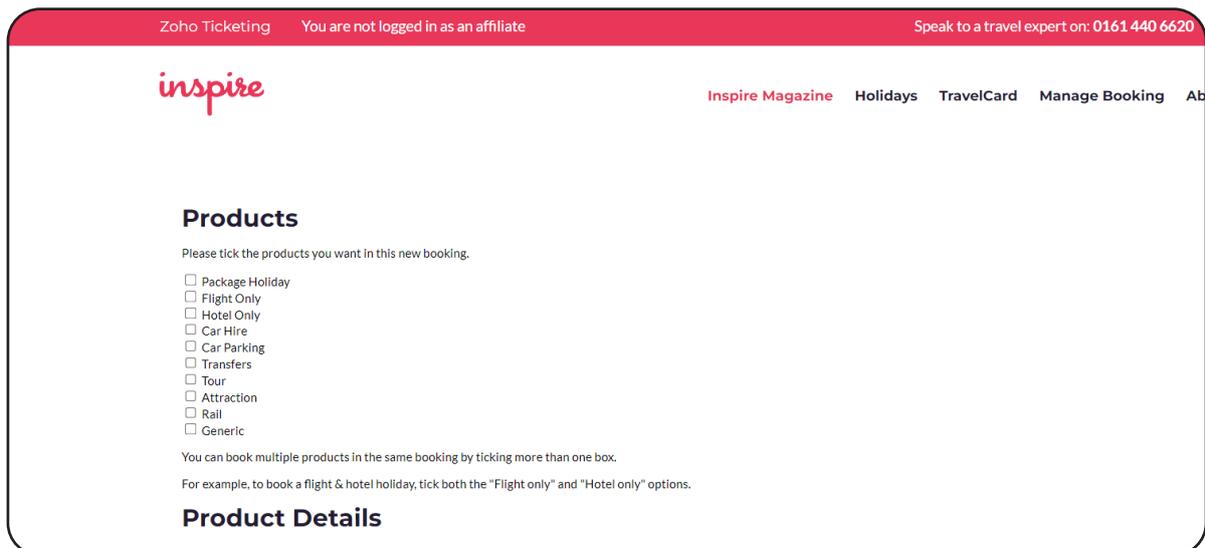
END

Flight Only

Log in to Vibe and select Book > External Product



Once you have selected External Products you will be taken to the below screen.



For this example, select the Flight Only option and add in the amount that you are charging the client.

Please tick the products you want in this new booking.

- Package Holiday
- Flight Only
- Hotel Only
- Car Hire
- Car Parking
- Transfers
- Tour
- Attraction
- Rail
- Generic

You can book multiple products in the same booking by ticking more than one box.
For example, to book a flight & hotel holiday, tick both the "Flight only" and "Hotel only" options.

Product Details

General

Corporate Profile:

Flight

Number of passengers: Adults: Young Adults: Children: Infants:

Adult Fare: Tax:

Do Mark-Ups

Arriving at: Enter an IATA code or select an option from the auto-suggest results.

Class:

Currency:

Booked On: If the supplier you booked with is available on this list, we can automatically import the booking data.
If this flight was booked via a supplier in the list above, please enter the booking locator here.

Booking Reference:

When you have completed all the relevant information on the data entry forms above, you can proceed to the booking page by clicking the "Add Product" button.

Once you have added in the cost select Add Product, you will be then taken to the below screen, on a flight only you do not need to add in an ATOL fee.

i You can now [add another product](#) to this booking.

To book with more than one credit or debit card please call the above phone number.

Additional Fees

Changes confirmed

Name	Type of Fee	Cost	Quantity	Total
ATOL Certificates - Flight Only Products: Flight	Per Passenger	2.50 GBP	<input type="text" value="0"/>	0.00 GBP
ATOL Certificates - DP Products: Flight	Per Passenger	2.50 GBP	<input type="text" value="0"/>	0.00 GBP
EasyJet Holidays Insurance Products:	Per Passenger	0.00 GBP	<input type="text" value="0"/>	0.00 GBP
				0.00 GBP

(Warning: This will refresh the page with the new booking fee values)

Update Additional Fees

Booking Details

Save this Itinerary

Want to save your basket for later? Create any time.

Create a Quote

Flight Details

This flight booking is a shell purely for quoting products. Details for this booking will need to have been pre-authorised.

Flight Quote
This is a flight quote only. All data regarding this submitted after booking.

Pending Data Entry

You will then continue to add in the clients details and take the payment.

Once this is completed and you have your Vibe reference you will then enter the details into the folder as below.

Always make sure that your top line is green before you make any payments to suppliers as this means that we have the money pre authorized from the client. Once this line is green you are able to make your booking with the supplier.

Content Settings Statistics Travel by Inspire UK (v2) Log

You currently have the lock on this payment attempt until 12:39:09 (41 seconds).
Renewing lock in 7 seconds.

Booking Time	TUE 10SEP2024 11:59:56 BST	Customer	Linz Miller
Storefront	Travel by Inspire UK (v2)	Email Seen	None
Booking Status	Pending	First Travel Date	n/a
Booking Total	£479.00	Last Travel Date	n/a
Handoff Status	Pending Post-Auth	Balance Remaining	£479.00 (Due Date: 10SEP2024) Overdue payment!

Task List Products Contact Details Additional Fees Payments Actions Emails Support Tags Notes Attachments ATOL Currency Rates Handoff Referrers

Booking Stages

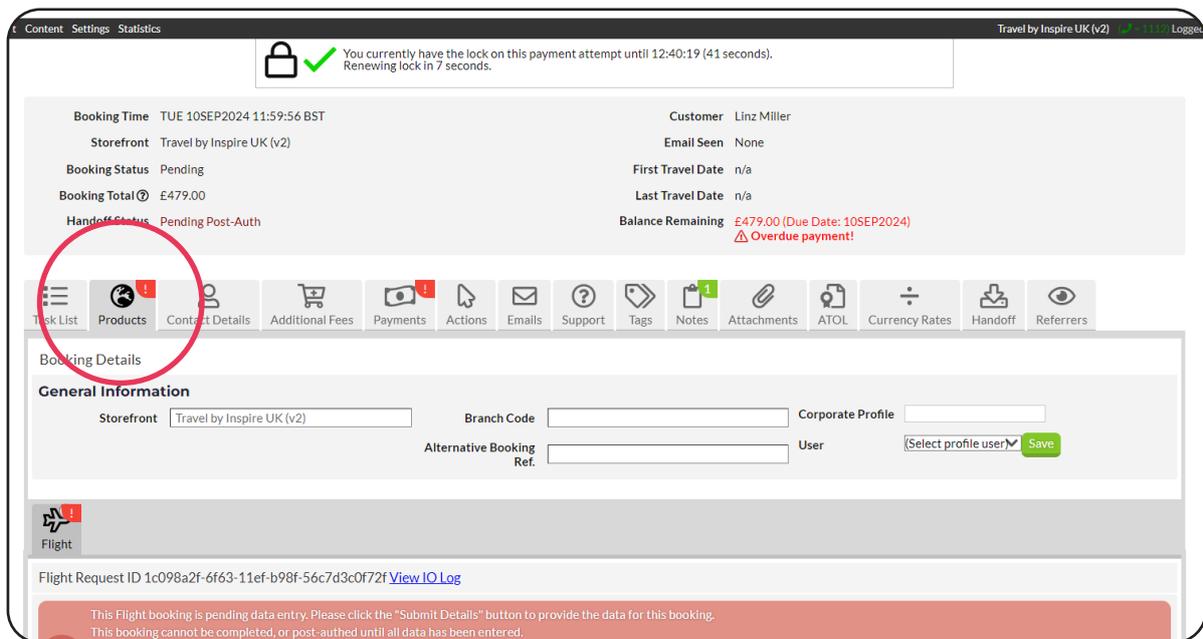
Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Manual	Bypassed	Pending	Pending

Booking Task List

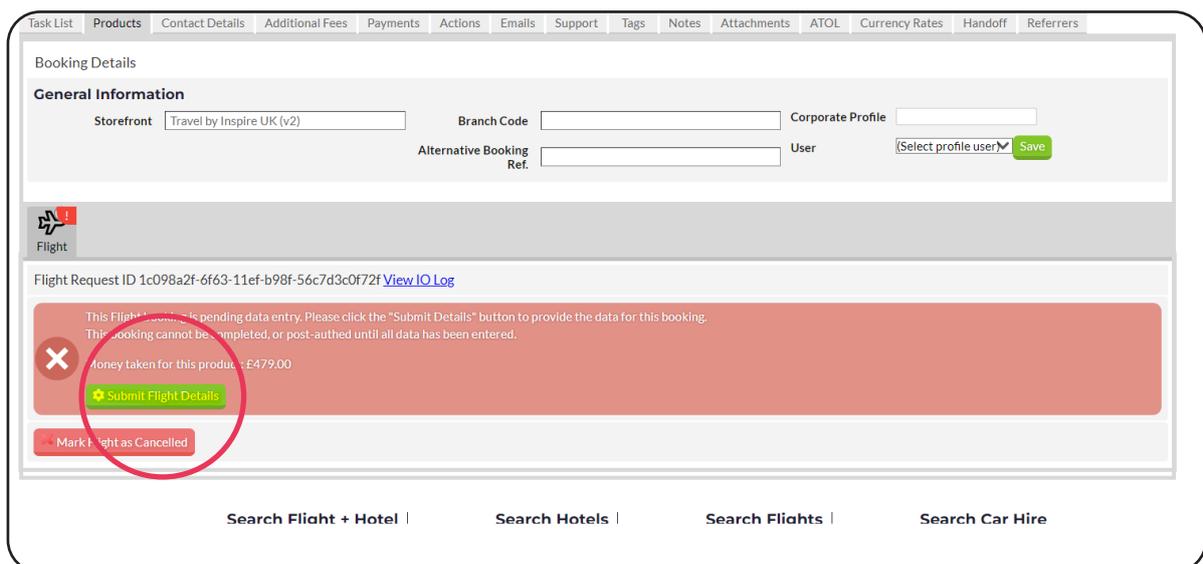
The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 479.00	Complete	12:01:14 BST TUE 10SEP 24	12:01:14 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					
Complete Booking Flight	Pending	Not Started	Not Complete		Start Manual
Post-Auth 479.00	Pending	Not Started	Not Complete		Start Manual

Once you have made the booking with the supplier you will need to add the details to your folder, to do this select “Products”



From here you will select “Submit Flight Details”



You will then be presented with the below screen, the areas highlighted in Yellow are the only ones you need to add information to.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Flight

Supplier: [Redacted] You need "Module Management" permissions to configure data entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Round Trip: (untick for one-way)

Number of Legs: Outbound Leg(s) Return Leg(s)

Ticketing Deadline: DDMMYY HHMM If time field is empty 23:59 will be taking as time with the ticketing deadline date.

Ticketed:

Outbound

Leg 1: From Terr To Terr Carr FlightNum Class DDMMYY HHMM DDMMYY HHMM

Baggage: Units: Weight: Kg (Per Bag)

Return

Leg 1: From Terr To Terr Carr FlightNum Class DDMMYY HHMM DDMMYY HHMM

Baggage: Same baggage as first leg

Number of Passengers

Adults: YoungAdults: Children: Infants:

Pricing

Once you have added all your flight information it should look like this.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Flight

Supplier: TUI (Thomsonfly) You need "Module Management" permissions to configure data entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Round Trip: (untick for one-way)

Number of Legs: Outbound Leg(s) Return Leg(s)

Ticketing Deadline: DDMMYY HHMM If time field is empty 23:59 will be taking as time with the ticketing deadline date.

Ticketed:

Outbound

Leg 1:

Baggage: Units: Weight: Kg (Per Bag)

Return

Leg 1:

Baggage: Same baggage as first leg

Number of Passengers

Adults: YoungAdults: Children: Infants:

Pricing

You will then add the total cost of the flight into the Fare section and mark up under Flexi Mark up, add the clients names as per their passports and add your flight reference number. Once you have completed this select “Submit Product Details”

In order to specify a commission amount by percentage you must edit and save the Fare and Tax fee using the wrench icon below. Then when editing the commission fee and choosing to enter a percentage it will show you the correct amounts.

Adult Fees - Fee Name	Type	Display As	Cost	Currency
Fare	fare	fare	200.00	GBP
Tax	tax	tax	0.00	GBP
Flexi Markup	fleximarkup	fare	39.50	GBP
TBI Flight Markup (not Easyjet)	fleximarkup	fare	0.00	GBP
Travel - up to 600 Markup (not Easyjet)	fleximarkup	fare	0.00	GBP
Staff Loss	discount	fare	0.00	GBP
System Error	discount	fare	0.00	GBP

Per Adult Total: 239.50 GBP

Total Actual Charge to Customer: 479.00 GBP
Total Quoted to Customer: 479.00 GBP

Passenger Details

Name	Date of Birth	Ticket Number
Adult 1: Mr Lindsay Miller	25NOV1986	Ticket Number
Adult 2: Mr Christopher Miller	27SEP1985	Ticket Number

Airline Locator: 1234567

Fare Rules

When you have completed all the relevant information on the data entry forms above, you must click the "Submit Product Details" button to save.

[Submit Product Details](#)

Once this has completed you can check your flight details under Products.

Flight Request (Advanced)

Price Visibility: [Shown](#)

Cancel Product: [Mark Flight as Cancelled](#)

Re-price: [Re-Price Search](#)

Data Entry: [Re-Enter Data](#)

Booked By: LM1

Booking Module: Data Entry

Supplier Code: Thomsonfly

Product Code:

Search Source:

Device Type:

User Agent:

Passengers: 0 Adults, 0 Young Adults (12-15), 0 Children, 0 Infants

Round Trip: Round Trip One way

Opaque Hotel Request ID:

Opaque Product Request ID:

ATOL Operator:

CO₂ Kg Total:

Outbound Flight

Departure	From	Terminal	Date	Time	Operator	Carrier	Codeshare	Flight Num	Supplier
	MAN		01 06 2025	08 00	TUI	TOM		123	Thomsonfly

Arrival	To	Terminal	Date	Time	Fare	Class	Cabin	Fare Type	Fare Basis
	PMI		01 06 2025	10 30					

Seats: No pre-booked seats selected

Once you are happy that all the details are correct, you will need to post authorise your payment, you do this by going to “Task List” and selecting Start on the Grey Post Auth line.

The screenshot shows the 'Task List' interface with the following data:

Task	Status	Start Time	End Time	Duration	Action
Pre-Auth 479.00	Complete	12:01:14 BST TUE 10SEP 24	12:01:14 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					
Complete Booking Flight	Complete	12:51:30 BST TUE 10SEP 24	12:51:30 BST TUE 10SEP 24	0s	Show Previous Status
Data entry completed by Lindsay Miller					
Post-Auth 479.00	Pending	Not Started	Not Complete		Start Manual

Once selected your folder will look like this and confirmation will be sent to your client

The screenshot shows the 'Task List' interface with the following data:

Task	Status	Start Time	End Time	Duration	Action
Pre-Auth 479.00	Complete	12:01:14 BST TUE 10SEP 24	12:01:14 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					
Complete Booking Flight	Complete	12:51:30 BST TUE 10SEP 24	12:51:30 BST TUE 10SEP 24	0s	Show Previous Status
Data entry completed by Lindsay Miller					
Post-Auth 479.00	Complete	12:54:49 BST TUE 10SEP 24	12:54:49 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					

Cruise and Generic product

For this example, we are going to be loading a Generic Product on, this could be anything from an Attraction, a Cruise, a Multi Centre Package Holiday with multiple hotels, a Tour and add in the amount that you are charging the client.

Products

Please tick the products you want in this new booking.

- Package Holiday
- Flight Only
- Hotel Only
- Car Hire
- Car Parking
- Transfers
- Tour
- Attraction
- Rail
- Generic

You can book multiple products in the same booking by ticking more than one box.
For example, to book a flight & hotel holiday, tick both the "Flight only" and "Hotel only" options.

Product Details

General

Corporate Profile:

Generic

Total Charged to Customer: 4000.00 | GBP
Product is an Additional Payment: Additional Payment

Description:

If this box is ticked, the external product will require no data entry as part of the payment process. This feature should be used if you're only taking a payment from a customer and do not require booking details to be added against this Generic product.
If this is an additional payment, the description field should be filled now, otherwise it can optionally be left until the data entry screen.
Note: The data entry screen will have a large text entry section where you can place full details of this product.

When you have completed all the relevant information on the data entry forms above, you can proceed to the booking page by clicking the "Add Product" button.

[Add Product](#)

Once you have added in the cost select Add Product, you will be then taken to the below screen.

Additional Fees

Name	Type of Fee	Cost	Quantity	Total
ATOL Certificates - Flight Only	Per Passenger	2.50 GBP	0	0.00 GBP
ATOL Certificates - DP	Per Passenger	2.50 GBP	0	0.00 GBP
EasyJet Holidays Insurance	Per Passenger	0.00 GBP	0	0.00 GBP
				0.00 GBP

[Update Additional Fees](#)

Booking Details

Save this Itinerary
Want to save your basket for later? Create a quote and retrieve it at any time.
[Create a Quote](#)

Generic Details

This generic booking is a shell purely for quoting externally booked products. Details for this booking will need to be provided after payment has been pre-authorized.

Generic Quote
This is a generic quote only. All data regarding this product must be submitted after booking.

Pending Data Entry	£4,000.00
Debit/Credit Card Fee:	£0.00
Total:	£4,000.00

Contact Details

Email Address * Company Name
Phone Number * Address Line 1 *

Vouchers

You will then continue to add in the clients details and take the payment.

Once this is completed and you have your Vibe reference you will then enter the details into the folder as below.

Always make sure that your top line is green before you make any payments to suppliers as this means that we have the money pre authorized from the client. Once this line is green you are able to make your booking with the supplier.

Booking Reference KH70QAQB
[View Action Log](#) | Payment Attempt ID 3be830b7-6f78-11ef-b98f-56c7d3c0f72f

You currently have the lock on this payment attempt until 14:32:01 (41 seconds).
Renewing lock in 7 seconds.

Booking Time	TUE 10SEP2024 14:26:06 BST	Customer	Lindsay Miller
Storefront	Travel by Inspire UK (v2)	Email Seen	None
Booking Status	Pending	First Travel Date	n/a
Booking Total	£4,000.00	Last Travel Date	n/a
Handoff Status	Pending Post-Auth	Balance Remaining	£4,000.00 (Due Date: 10SEP2024) ⚠️ Overdue payment!

Task List | Products | Contact Details | Additional Fees | Payments | Actions | Emails | Support | Tags | Notes | Attachments | ATOL | Currency Rates | Handoff | Referrers

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Manual	Bypassed	Pending	Pending

Booking Task List

The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 4000.00	Complete	14:31:01 BST TUE 10SEP 24	14:31:01 BST TUE 10SEP 24	0s	
Manually completed by Lindsay Miller Show Previous Status					
Complete Booking Generic	Pending	Not Started	Not Complete		Start Manual
Post-Auth	Pending	Not Started	Not Complete		Start Manual

Once you have made the booking with the supplier you will need to add the details to your folder, to do this select "Products"

Task List | **Products** | Contact Details | Additional Fees | Payments | Actions | Emails | Support | Tags | Notes | Attachments | ATOL | Currency Rates | Handoff | Referrers

Booking Details

General Information

Storefront: Branch Code: Corporate Profile:

From here you will select “Submit Generic Details”

The screenshot shows a web interface for 'Booking Details'. At the top is a navigation bar with icons for Task List, Products, Contact Details, Additional Fees, Payments, Actions, Emails, Support, Tags, Notes, Attachments, ATOL, Currency Rates, Handoff, and Referrers. Below this is a 'General Information' section with fields for Storefront (Travel by Inspire UK (v2)), Branch Code, Corporate Profile, Alternative Booking Ref., and User (with a dropdown menu and a Save button). A red warning box contains the text: 'This Generic booking is pending data entry. Please click the "Submit Details" button to provide the data for this booking. This booking cannot be completed, or post-authed until all data has been entered.' Below the warning box is a 'Submit Generic Details' button and a 'Mark Generic as Cancelled' button.

You will then be presented with the below screen, from here you will be able to free type your details in the highlighted box, you can copy and paste from your invoice or free type.

For this example we have used a cruise but you can add anything to Generic as detailed as above

The screenshot shows a 'Product Details' page. It includes a header 'Product Details' and a note: 'You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.' The 'Generic Product' section contains several fields: Supplier (dropdown), Description (text area), Location (text field), Start Date/Time (DDMMYY| HHMM), End Date/Time (DDMMYY| HHMM), Booking reference (BOOKING REFERENCE), Passenger Details (Number of passengers: 1 0 0, Adult 1: Mr, First Name, Last Name), and Cost Details (Fare (exc Comm), Taxes, Charged, Commission, Markup Flex Markup, Pricing, Fare, GBP, Total Actual Charge to Customer: 4000.00 GBP, Total Quoted to Customer: 4000.00 GBP). A 'Submit Product Details' button is located at the bottom right.

Once you have added all the information it should look like this.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Generic Product

Product Details

Supplier: You need "Module Management" permissions to configure data entry suppliers.

Description:

Details:

Location:

Start Date/Time:

End Date/Time:

Booking reference:

Passenger Details

Number of passengers:

Adult 1:

Adult 2:

Cost Details

Pricing	Fare (exc Comm)	Taxes	Charged	Commission	Markup Flexi Markup
	Fare <input type="text" value=""/>	Taxes <input type="text" value=""/> GBP	4000.00 GBP	Commis: GBP	4000.00 GBP Cost <input type="text" value=""/> GBP
Total Actual Charge to Customer: 4000.00 GBP					
Total Quoted to Customer: 4000.00 GBP					

You will then add your clients' names and the cost as below.

Passenger Details

Number of passengers:

Adult 1:

Adult 2:

Cost Details

Pricing	Fare (exc Comm)	Taxes	Charged	Commission	Markup Flexi Markup
	3000.00 GBP	Taxes <input type="text" value=""/> GBP	4000.00 GBP	300.00 GBP	0.00 GBP 700.00 GBP
Total Actual Charge to Customer: 4000.00 GBP					
Total Quoted to Customer: 4000.00 GBP					

When you have completed all the relevant information on the data entry forms above, you must click the "Submit Product Details" button to save.

Once this has completed select Submit Generic Details you can now check your details under Products

Generic Request (Advanced)

Price Visibility [Show](#)

Cancel Product [Mark Generic as Cancelled](#)

Data Entry [Re-Enter Data](#)

Booked By: LM1

Booking Module: Data Entry

Supplier Code: Royal Caribbean

Product Code: CRUIS

Search Source: []

Device Type: []

User Agent: []

Description: Western Caribbean and Perfect Day Cruise

Details:

Cruise Itinerary:
 28 JAN ORLANDO (PORT CANAVERAL), FL
 29 JAN PERFECT DAY COCOYAY, BAHAMA
 30 JAN CRUISING
 31 JAN COZUMEL, MEXICO
 01 FEB ROATAN, HONDURAS
 02 FEB PUERTO COSTA MAYA, MEXICO
 03 FEB CRUISING
 04 FEB ORLANDO (PORT CANAVERAL), FL

Wonder of the Seas
 7 Nights
 Guaranteed Cabin
 Dining Time 1945

Location: Port Canaveral Cruise Terminal

Start Date	28	01	2025	08	00
End Date	04	02	2025	08	00
Booking Reference	1009201				

Once you are happy that all the details are correct, you will need to post-authorise your payment, you do this by going to “Task List” and selecting Start on the Grey Post-Auth line.

Not Applicable	Manual	Bypassed	Data Entry	Pending	
Booking Task List					
The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists.					
Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 4000.00	Complete	14:31:01 BST TUE 10SEP 24	14:31:01 BST TUE 10SEP 24	0s	
Manually completed by Lindsay Miller					Show Previous Status
Complete Booking Generic	Complete	14:42:42 BST TUE 10SEP 24	14:42:42 BST TUE 10SEP 24	0s	
Data entry completed by Lindsay Miller					
Post-Auth 4000.00	Pending	Not Started	Not Complete		Start Manual

Once selected your folder will look like this and confirmation will be sent to your client

The screenshot displays a software interface for managing bookings. At the top is a navigation bar with icons for various functions: Task List, Products, Contact Details, Additional Fees, Payments, Actions, Emails, Support, Tags, Notes (with a '1' notification), Attachments, ATOL, Currency Rates, Handoff, and Referrers.

Below the navigation bar, the 'Booking Stages' section shows a progress bar with five stages: Hold Booking (Not Applicable), Pre-Auth (Manual), Fraud Check (Bypassed), Complete Booking (Data Entry), and Post Auth (Manual).

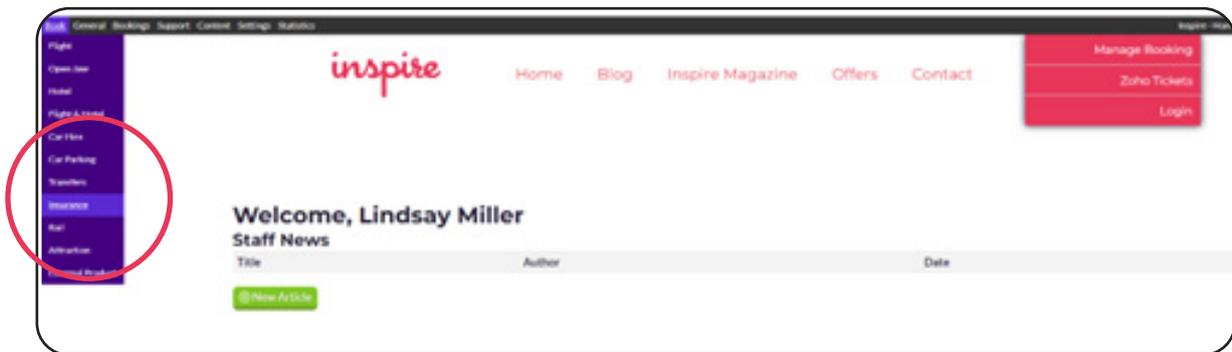
The 'Booking Task List' section includes a note: "The system will automatically process the next task in its task list if the previous task was successful. It will not start tasks in other task lists." Below this is a table with the following columns: Task, Status, Start Time, End Time, Duration, and Action.

Task	Status	Start Time	End Time	Duration	Action
Task List 1					
Pre-Auth 4000.00	Complete	14:31:01 BST TUE 10SEP 24	14:31:01 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					
Complete Booking Generic	Complete	14:42:42 BST TUE 10SEP 24	14:42:42 BST TUE 10SEP 24	0s	Show Previous Status
Data entry completed by Lindsay Miller					
Post-Auth 4000.00	Complete	14:44:36 BST TUE 10SEP 24	14:44:36 BST TUE 10SEP 24	0s	Show Previous Status
Manually completed by Lindsay Miller					

END

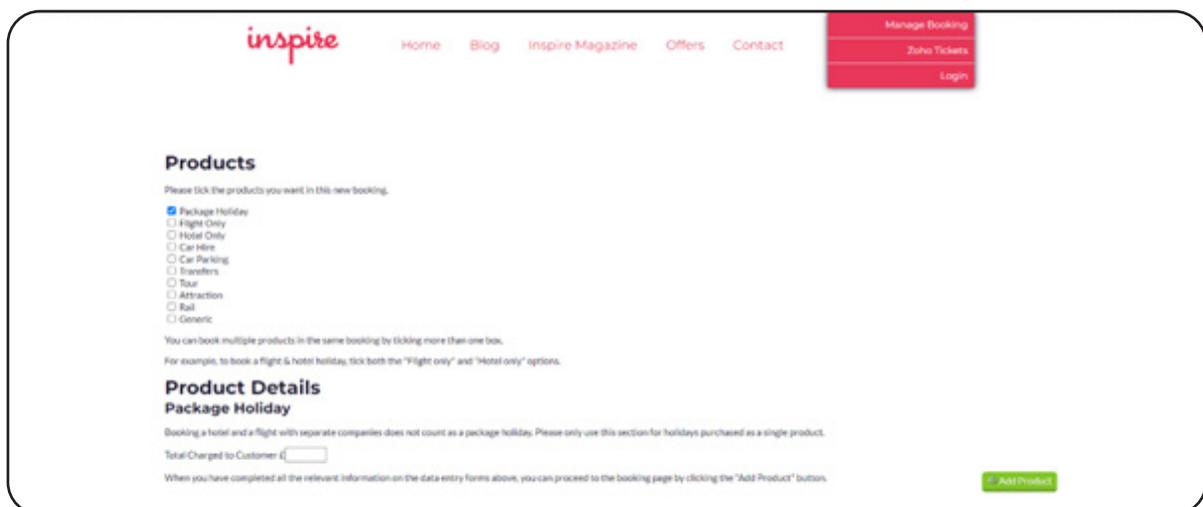
Package Holidays

Below is a step-by-step guide to follow when loading a booking made with an external supplier.



Load on to the correct storefront, from here select Book and then External Product in the drop-down box.

You will then be taken to the below screen, from here you will select your products, once you have done this please add how much you are charging the client in the box.



Once you have done this please select Add Product.

When booking a Package Holiday, you do not need to add an ATOL fee as this is provided by the supplier. For the contact details you add in all the clients' details in all the sections.

If you would like to proof your data before sending to your client, add your Inspire email address first so that you can proof the details and then resend after booking.

Name	Type of Fee	Cost	Quantity	Total
ATOL Certificates - Flight Only Products:Flight	Per Passenger	2.50 GBP	0	0.00 GBP
ATOL Certificates - DP Products:Flight	Per Passenger	2.50 GBP	0	0.00 GBP
EasyJet Holidays Insurance Products:	Per Passenger	0.00 GBP	0	0.00 GBP

(Warning: This will refresh the page with the new booking fee values.) [Update Additional Fees](#)

Booking Details

Save this Itinerary

Want to save your basket for later? Create a quote and retrieve it at any time.

[Create a Quote](#)

Holiday Details

This holiday booking is a shell purely for quoting externally booked products. Details for this booking will need to be provided after payment has been pre-authorized.

Holiday Quote

This is a holiday quote only. All data regarding this product must be submitted after booking.

Pending Data Entry £1,300.00

Once you have completed the details, you will then select Continue to Deposit.

Contact Details

Email Address*
lindsay.miller@travelbyinspire.com

Phone Number*
01614772275

Your name*
Lindsay Miller

Address Line 1*
19 Ack Lane

Address Line 2

City*
Stockport

County

Postcode*
SK7 2BE

Country*
United Kingdom

Where did you hear about us?
(please select)

[Continue to Deposit](#)

Pending Data Entry £1,300.00

Total: £1,300.00

Vouchers

If you have a voucher code, please enter it here to apply the discount.

[Add Voucher](#)

After selecting this option, you will then add in the amount of deposit the client is paying. In this instance this will be the deposit that the operator are charging us.

The screenshot shows the 'Special Requirements' form with the 'Deposit' section active. It offers two payment options: 'Pay Deposit Amount' (selected) and 'Pay Full Amount'. Under 'Pay Deposit Amount', there are fields for 'Payable as Deposit' (420.00 GBP), 'Payable Later' (880.00 GBP), 'Balance Due Date' (15 Feb 2025), and 'Potential Deposit' (£0.00). A red button at the bottom says 'Continue to Payment Details'. To the right, the 'Vouchers' section is visible with an 'Add Voucher' button.

This will then take you to the option to add in deposits, as a general rule we do ask that all balances are paid 14 weeks prior to departure and 16 weeks for cruise deposits.

Once you have actioned the deposit and you are happy with the amounts, please select Continue to Payment Details, from here you will be given a range of payment options. If you select Credit/Debit Card you will see the below, here you will add in the clients' card details.

The screenshot shows the 'Payment Details' form with the 'Multiple Card Payments' section active. It includes fields for 'Number of Payments' (1), 'Name' (Lindsay Miller), and 'Email Address' (lindsay.miller@travelbyinspire.com). It also shows 'Equal payments: £420.00' and 'Expected Total: £420.00'. There are radio buttons for 'Pay by Card' (selected) and 'Pay by Card and Your Travel Card'. Below, the 'Card Payment' section asks for the preferred payment method, with 'Credit/Debit Card (Travel Admin) (TA)' selected. It also has fields for 'Card Type' and 'Card Number'.

Add the clients' card details as below.

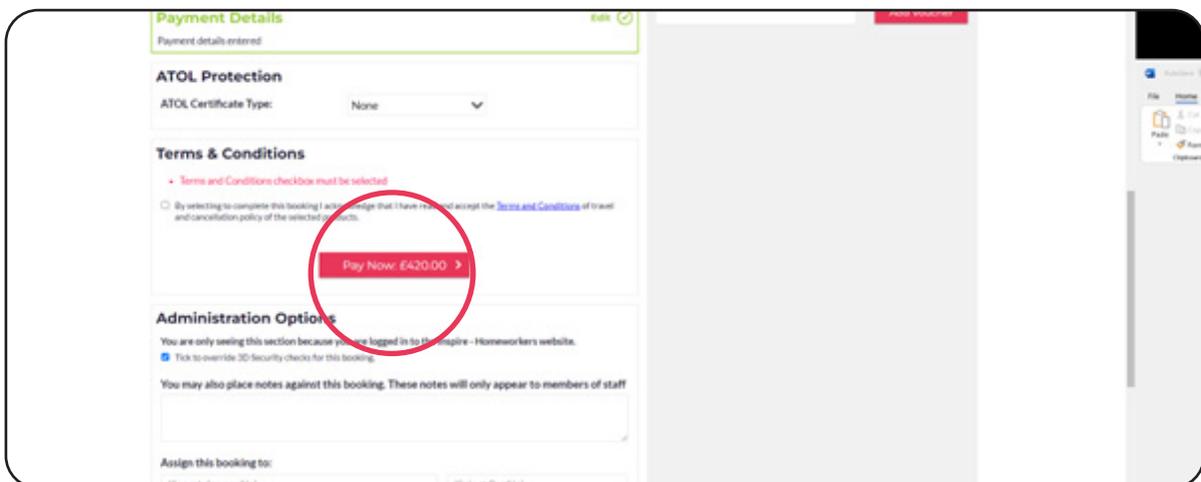


A screenshot of a web form for adding a travel card. The form includes the following fields: Card Type (set to Visa Debit), Card Number (4444555544445555), Name on Card (Lindsay Miller), Expiry Date (Jan (01) 2025), and CV2/Security Number (1234567890). Below these fields is a red button labeled 'Continue to Terms & Conditions'. Underneath is the 'ATOL Protection' section with 'ATOL Certificate Type' set to 'None'. At the bottom, there is a 'Terms & Conditions' section with a note 'Please complete Payment Details'.

Once you have added these details, then select Continue to Terms and Conditions. Once you have inputted the correct details then please select Continue to Terms and Conditions.

As we are loading in a Package Holiday on these instructions, we do not need to select the ATOL Certificate Type as this is being actioned by the supplier.

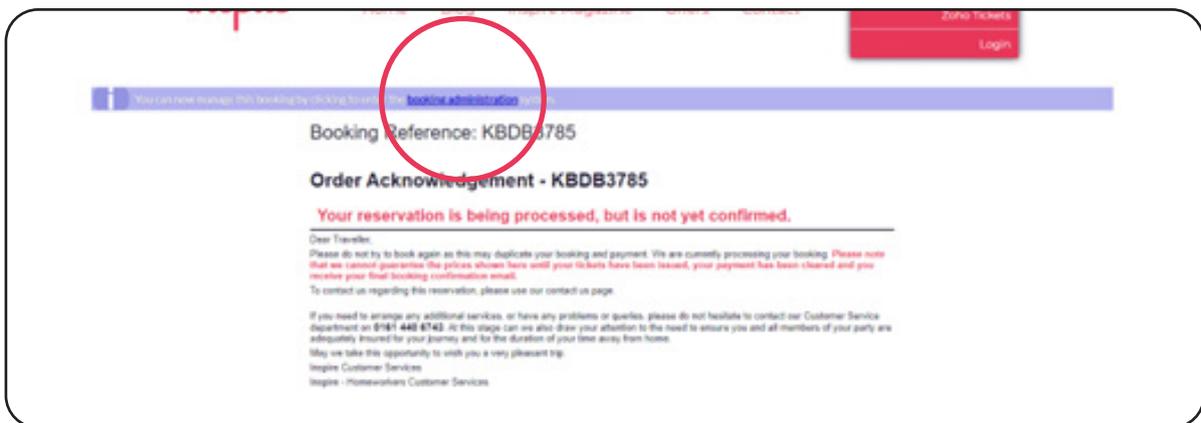
Once you have run through both Inspire's and supplier terms and conditions select Pay Now - Make sure that the amount to take from the client is the correct amount in the highlighted box.



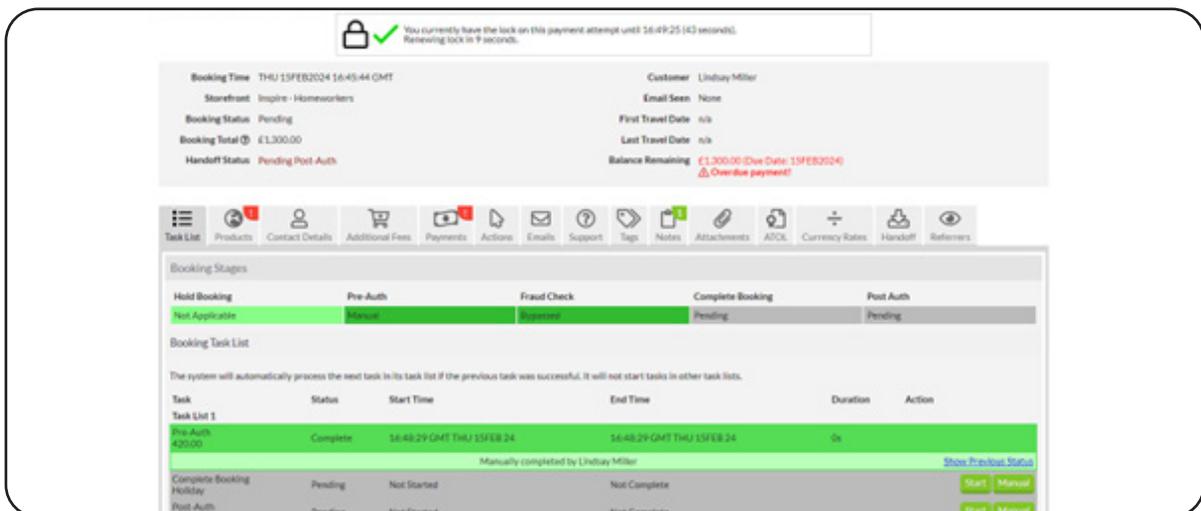
A screenshot of the 'Payment Details' confirmation screen. The 'ATOL Protection' section shows 'ATOL Certificate Type' as 'None'. The 'Terms & Conditions' section has a red error message: 'Terms and Conditions checkbox must be selected'. Below this is a red button labeled 'Pay Now: £420.00'. The 'Administration Options' section includes a note: 'You are only seeing this section because you are logged in to the Inspire - Homeworkers website.' and a checkbox for 'Tick to override 3D security checks for this booking.'.

Once you have pressed Pay Now you will be taken to this screen, this is your Order Acknowledgement page and gives you your Vibe Reference.

You can now add all your details to the booking by selecting “booking administration” as highlighted below.



After you have selected the above link you will be taken to the folder, once you open the folder the first line should always show as GREEN if paying by a Credit or Debit Card, as this will mean that the we have pre authorised the payment and have the funds held to make the booking with the supplier.



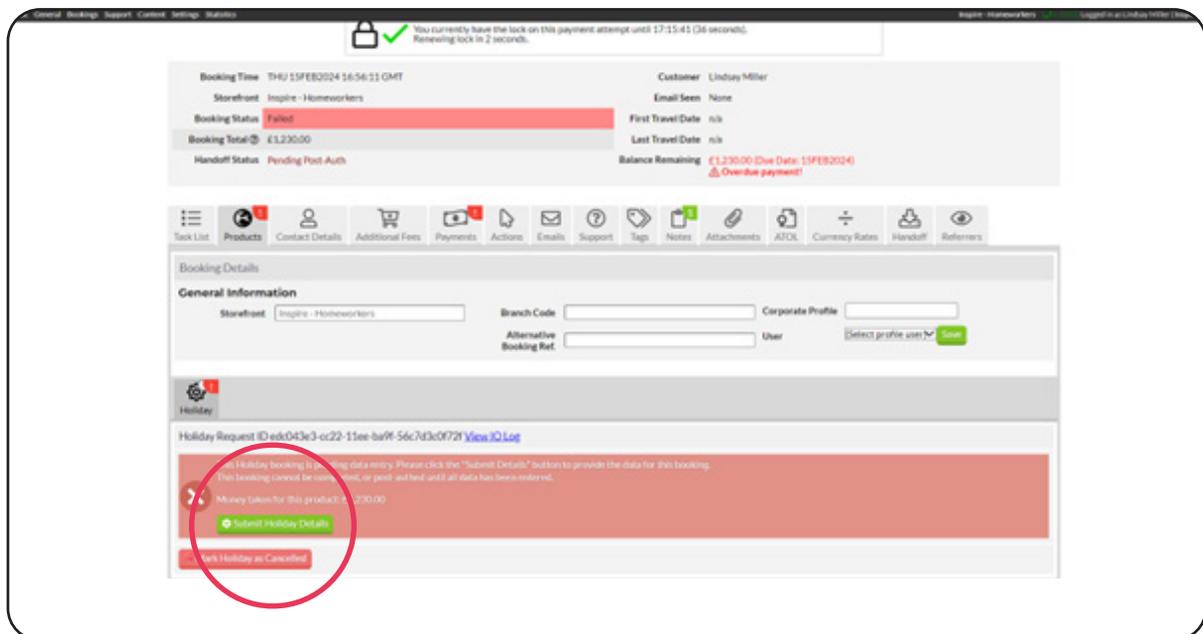
Now that we have the funds from the supplier we can now make the booking with the supplier.

For Jet2Holidays bookings

if we are using Jet2Holidays, please see the instructions for the downloader tool in the next section of the manual.

For other suppliers

If loading any other Supplier, select Products and then Submit Holiday details.



Once you have selected Submit Holiday Details, you will be taken to the following screen, from here you will only need to submit information in the boxes that have been completed below.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Reference: If you have any stored requests loaded, you can enter a reference or passenger name to pull in the stored data.

Package Holiday

Supplier: *You need "Module Management" permissions to configure data-entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Package Inclusion Text:

Number of Legs: Outbound Leg(s) Return Leg(s)

Outbound Flight

Leg 1:

Baggage: Units Weight Kg (Per Bag)

Return Flight

Leg 1:

Baggage: Same baggage as first leg.

Accommodation Details

Hotel Name:

Star Rating:

Address Line 1:

City:

Country / Area:

Postcode:

Cancellation Policy:

Room Details

Check-in Date:

Check-out Date:

Num Rooms:

All hotel rooms must contain at least one adult.

Number of Guests: Room Type:

Valid Board Codes: RO, SC, BS, HB, FB, AI

Board Basis:

Guest Details

Room	Adult	Name	Title	First Name	Last Name	Date of Birth
Room 1	Adult 1	<input type="text" value="Mrs"/> <input type="text" value="Lindsay"/>	<input type="text" value="Mrs"/>	<input type="text" value="Lindsay"/>	<input type="text" value="Miller"/>	<input type="text" value="25NOV19"/>
Room 1	Adult 2	<input type="text" value="Mr"/> <input type="text" value="Chris"/>	<input type="text" value="Mr"/>	<input type="text" value="Chris"/>	<input type="text" value="Miller"/>	<input type="text" value="27SEP19"/>

Pricing

Choose the type of pricing for this product:

- Per Passenger
- Per Product

	Fare	Taxes	Charged	Commission	Markup (inc Comm)	Total Charge
Holiday	<input type="text" value="3000.00"/> GBP	<input type="text" value=""/>	<input type="text" value="1230.00"/> GBP	<input type="text" value="230.00"/> GBP		0.00 GBP <input type="text" value="1230.00"/> GBP
						Total Actual Charge to Customer: <input type="text" value="1230.00"/> GBP
						Total Quoted to Customer: <input type="text" value="1230.00"/> GBP

Booking Details

Confirmation ID:

In the pricing, your FARE is the nett price that the supplier is charging you, the commission is how much they are paying to us. If you are adding any additional mark up, this will then add the difference to the folder as below.

The screenshot shows a pricing form for a holiday booking. It includes fields for 'Fare' (1000.00 GBP), 'Taxes' (empty), 'Charged' (1230.00 GBP), 'Commission' (100.00 GBP), and 'Markup (inc Comm)' (50.00 GBP). The 'Total Charge' is 1230.00 GBP. Below the pricing table, there is a 'Booking Details' section with a 'Confirmation ID' field. A green button labeled 'Submit Product Details' is located at the bottom right.

Once you are happy with the cost you will add the reference to the Confirmation ID as highlighted above and the select Submit Product Details. Once you have submitted the details the task list will now look like this:

The screenshot shows the booking task list interface. At the top, it displays booking details such as 'Booking Time', 'Storefront', 'Booking Status', and 'Booking Total'. Below this is a navigation bar with icons for 'Task List', 'Products', 'Contact Details', 'Additional Fees', 'Payments', 'Actions', 'Emails', 'Support', 'Tags', 'Notes', 'Attachments', 'ATOL', 'Currency Rates', 'Handoff', and 'Referrers'. The main content area is titled 'Booking Stages' and shows a progress bar with stages: 'Hold Booking' (Not Applicable), 'Pre-Auth' (Done), 'Fraud Check' (Approved), 'Complete Booking' (Data Entry), and 'Post Auth' (Pending). Below this is a 'Booking Task List' table with columns for 'Task', 'Status', 'Start Time', 'End Time', 'Duration', and 'Action'.

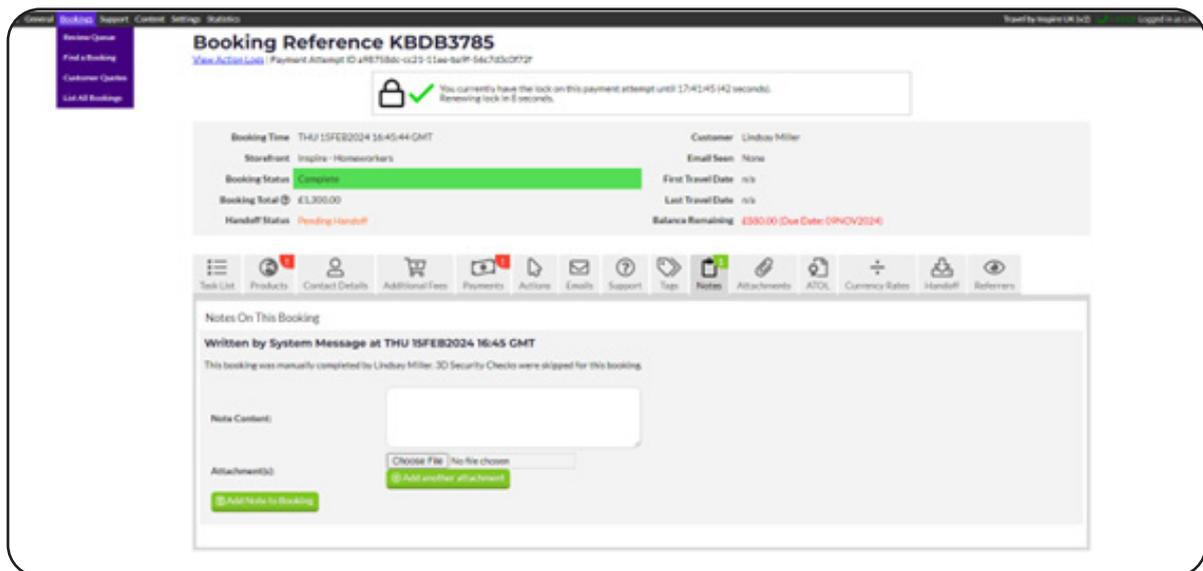
Task	Status	Start Time	End Time	Duration	Action
Pre-Auth £23.00	Complete	17:06:24 GMT THU 15FEB 24	17:06:26 GMT THU 15FEB 24	2s	
This is a Delayed Customer Payment. An email has been sent to the customer (lindsay.miller@travelbyinspire.co.uk) with instructions on how to complete the payment. If the email needs to be re-sent, re-start this task. OK Show Previous Status					
Complete Booking Holiday	Complete	17:31:28 GMT THU 15FEB 24	17:31:28 GMT THU 15FEB 24	0s	
Data entry completed by Lindsay Miller					
Post-Auth £23.00	Pending	Not Started	Not Complete		Start Manual

From here you will select START to complete the payment.
Once you have pressed this the booking will be completed and all of the task list will be GREEN.

This will be the same if you use the option of Credit or Debit Card.
Your booking is now complete.

If you have any additional notes that you would like the Administration Team to be aware of, add them in booking notes.

These do not display to the client.



If you are adding a discount to your booking, refer to the 'How to Add a Discount' section later in this manual.

Once your booking has been completed you can view and send your confirmations.

The screenshot shows a booking management interface. At the top, booking details are displayed: Booking Time (THU 15FEB2024 16:45:44 GMT), Customer (Lindsay Miller), Storefront (Inspire - Homeworkers), Booking Status (Complete), Booking Total (£1,300.00), and Handoff Status (Sent). A balance remaining of £680.00 is shown with a due date of 09NOV2024. Below this is a navigation bar with icons for Task List, Products, Contact Details, Additional Fees, Payments, Actions, Emails, Support, Tags, Notes, Attachments, ATOL, Currency Rates, Handoff, and Referrals. The main section is titled 'Email Status' and shows a table of email communications.

Type	Email	Sent	Viewed	Re-send	Preview	History
Order Acknowledgement	Booking	15Feb2024 17:46:15 GMT	Not Viewed by Customer	Resend Acknowledgement	Preview	History
Final Confirmation	Booking	15Feb2024 17:46:17 GMT	Not Viewed by Customer	Resend Confirmation or Resend Confirmation with Message	Preview	History
Order Declined	Booking	Not Sent	Not Sent	Send Declined Email	Preview	History
Balance Reminder Phase 1	Voucher	This booking does not have any associated supplier voucher(s).	Not Viewed by Customer	Send Email	Preview	History

Your confirmation will look similar to the below. Your booking is now complete and you can now move on to the next one.

The screenshot shows a 'Thank you for booking' email confirmation page. It includes a booking reference (K20053766), a message that the payment has been successfully taken, and contact information. Below this is a 'Manage Your Booking' section with icons for Print Page, Manage your booking, Contact Us, Request Information, and Itinerary. The main section is 'Your Holiday Details', which is divided into General Information, Room 1, Outbound Flight, Return Flight, Contact Details, and Payments.

General Information

Booking Reference: K20053766	Supplier: Classic Package Holidays	Supplier Booking Reference: Classic Package Holidays
Club Mac Alkivia	Checking in: Saturday, 1 June 2024 for 6 nights	

Room 1

Double Room - 2 guests
Adult 1: Lindsay Miller
Adult 2: Chris Miller

Outbound Flight

Address: JAL.com	Flight: LS 123	Class: Economy	Baggage:
Manchester (MAN)			Palma (PM)
Departs: 1 Jun 2024 00:00			Arrives: 1 Jun 2024 10:30

Return Flight

Address: JAL.com	Flight: LS 407	Class: Economy	Baggage:
Palma (PM)			Manchester (MAN)
Departs: 7 Jun 2024 13:30			Arrives: 7 Jun 2024 16:00

Contact Details

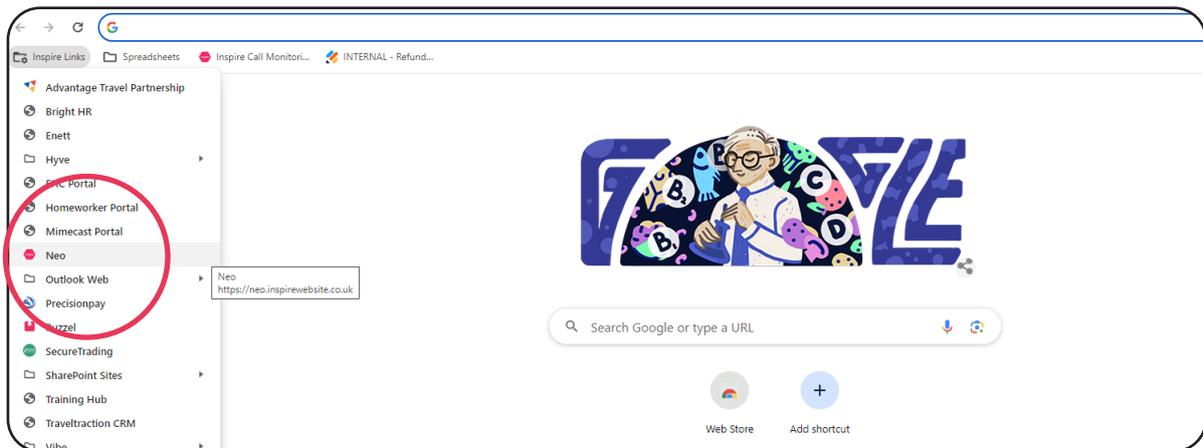
Name: Lindsay Miller	Address: 88 Wilford Rd, Brighton, BN1 3P, United Kingdom	Email Address: lindsay.miller@travelbyinspire.co.uk	Phone Number: +44 161 4712215
----------------------	--	---	-------------------------------

Payments

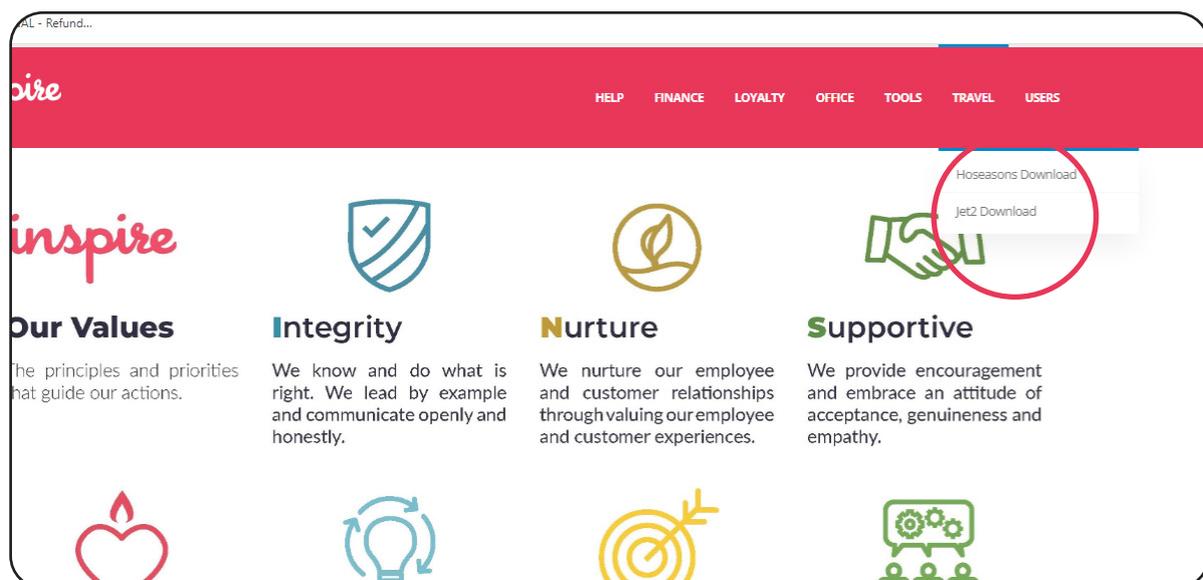
Payment Method: 8121.00

Jet2 and Hoseasons Downloader

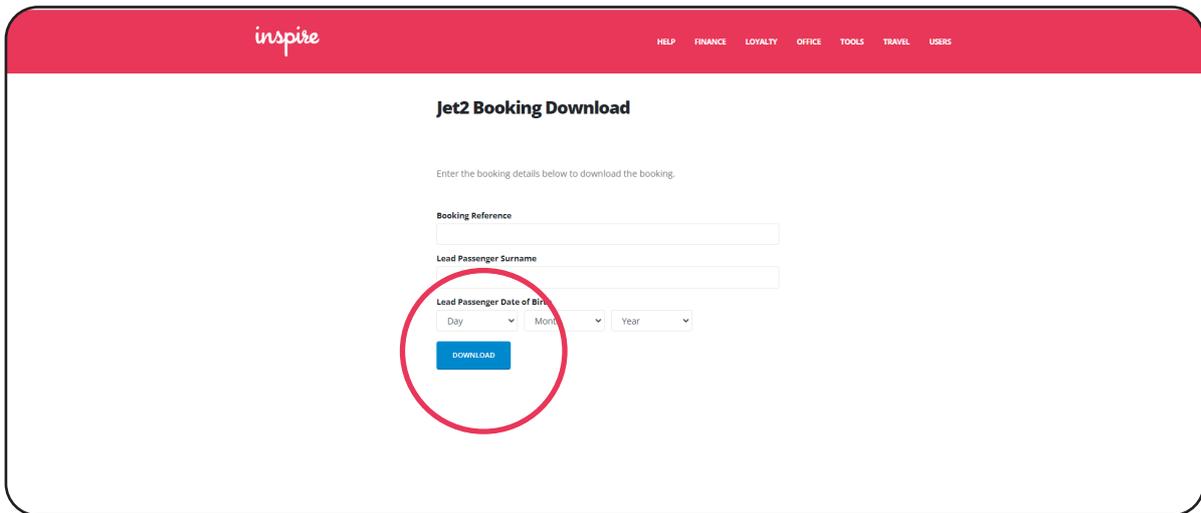
If you have made a booking on the Jet2 or the Hoseasons website, your next step is to open Neo, you can find this under Inspire Links in your browser.



Once you have opened Neo you will see screen below. Select TRAVEL and then the relevant Downloader Tool. For this example we use Jet2Holidays, although they both work the same way.

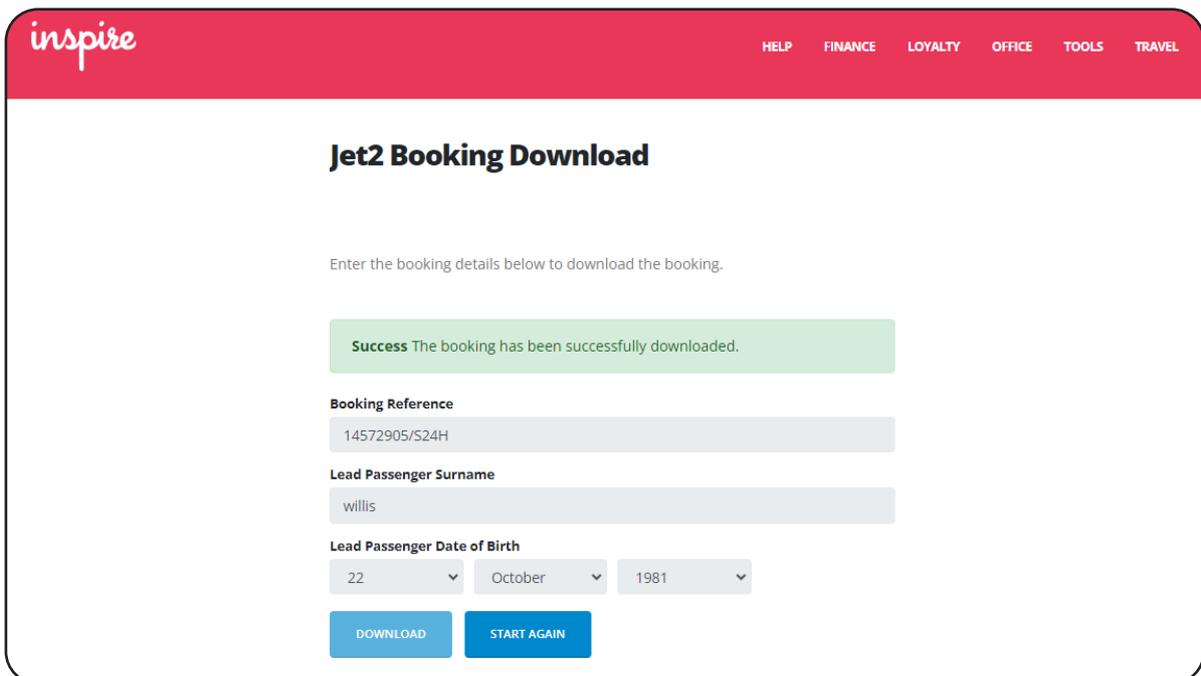


You will then be presented with the below screen, add the details that it is requesting then select **DOWNLOAD**.



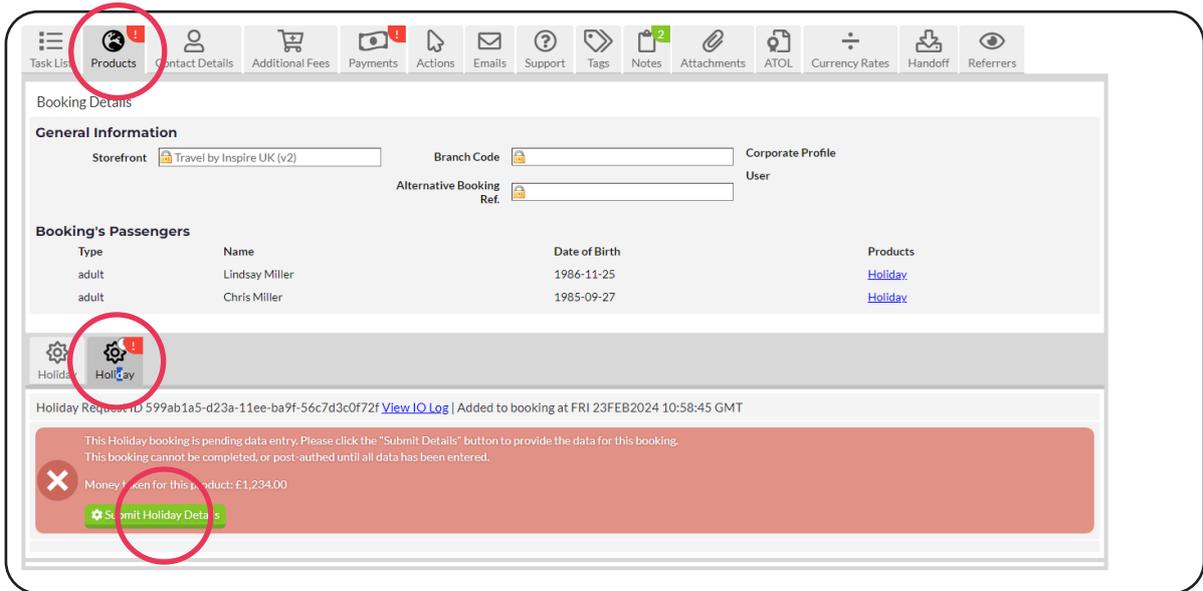
The screenshot shows the 'inspire' logo in the top left and a navigation menu (HELP, FINANCE, LOYALTY, OFFICE, TOOLS, TRAVEL, USERS) in the top right. The main heading is 'Jet2 Booking Download'. Below it is the instruction 'Enter the booking details below to download the booking.' The form contains three input fields: 'Booking Reference', 'Lead Passenger Surname', and 'Lead Passenger Date of Birth'. The 'Lead Passenger Date of Birth' field is a date picker with 'Day', 'Month', and 'Year' dropdowns. A blue 'DOWNLOAD' button is located below the date picker and is circled in red.

Once you have Pressed Download you will be presented with the below screen, add the information and select **SUBMIT**, once you have done this you will have a green box that says Success as below.

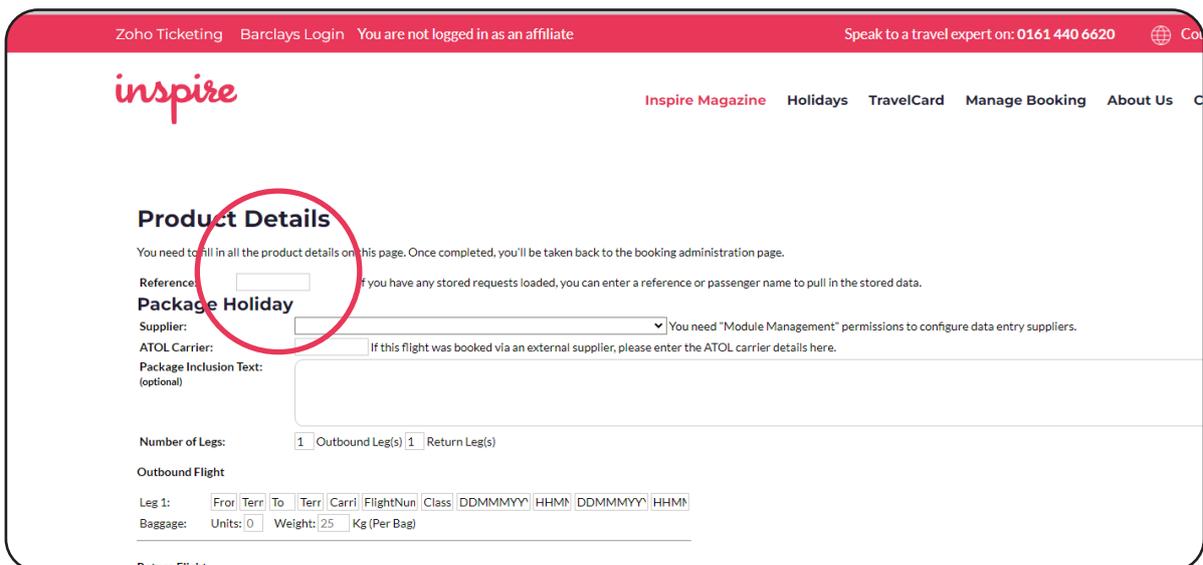


The screenshot shows the 'inspire' logo in the top left and a navigation menu (HELP, FINANCE, LOYALTY, OFFICE, TOOLS, TRAVEL) in the top right. The main heading is 'Jet2 Booking Download'. Below it is the instruction 'Enter the booking details below to download the booking.' A green success message box reads 'Success The booking has been successfully downloaded.' The form fields are now populated: 'Booking Reference' is '14572905/S24H', 'Lead Passenger Surname' is 'willis', and 'Lead Passenger Date of Birth' is '22 October 1981'. There are two blue buttons at the bottom: 'DOWNLOAD' and 'START AGAIN'.

Now you will go back to your Vibe Folder. Here you will go to Products and then down to Holiday (for Hoseasons it will be loaded as Hotel) You will then select Submit Holiday Details.



This will take you to the next screen, from here add your Jet2Holidays or Hoseasons reference to the box that says Reference as highlighted below.



After adding the reference number from Jet2Holidays or Hoseasons you will see your customer's name as an option to select.

Product Details

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Reference: If you have any stored requests loaded, you can enter a reference or passenger name to pull in the stored data.

Package:
Lead Passenger: Amanda Frecker

Supplier: You need "Module Management" permissions to configure data entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Package Inclusion Text:

On selecting the reference all the information will auto-fill.

You need to fill in all the product details on this page. Once completed, you'll be taken back to the booking administration page.

Reference: If you have any stored requests loaded, you can enter a reference or passenger name to pull in the stored data.

Package Holiday

Supplier: You need "Module Management" permissions to configure data entry suppliers.

ATOL Carrier: If this flight was booked via an external supplier, please enter the ATOL carrier details here.

Package Inclusion Text: (optional)

Your Booked Seats Are:

Number of Legs: Outbound Leg(s) Return Leg(s)

Outbound Flight

Leg 1:

Baggage: Kg (Per Bag)

Return Flight

Leg 1:

Baggage: Same baggage as first leg Kg (Per Bag)

Accommodation Details

Hotel Name:

Star Rating:

Address:

Cancellation Policy:

Room Details

Check-in Date:

Check-out Date:

If you have added a markup, this will automatically add in below.

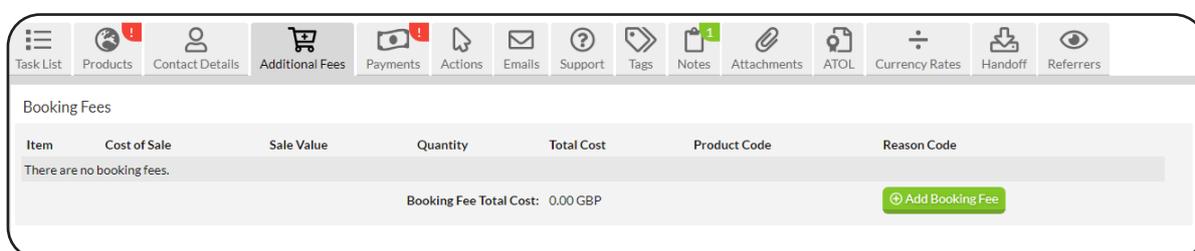
- Per Passenger
- Per Product

	Fare	Taxes	Charged	Commission
Holiday	<input type="text" value="1290.85"/> GBP	<input type="text"/> GBP	<input type="text" value="1508"/> GBP	<input type="text" value="217.15"/> GBP

If you have added in a discount, then please follow the step-by-step guide to add on a discount.

How to add a Discount

To add a discount, select additional fees and then Add Booking Fee.



Once you have selected add booking fee, please fill in all the information as below and select SAVE

Adding Fee

Name: Cost of Sale:

Sale Value: x Quantity: = Total Cost:

Product Code: Supplier Code: Reason Code:

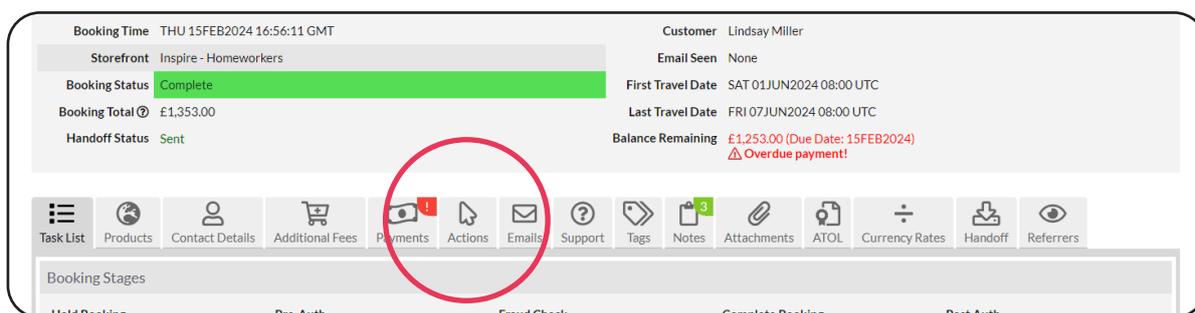
Only the boxes in this example need to be filled in.

Once you have added the DISCOUNT and have saved it, REFRESH your screen and it will update the costs.

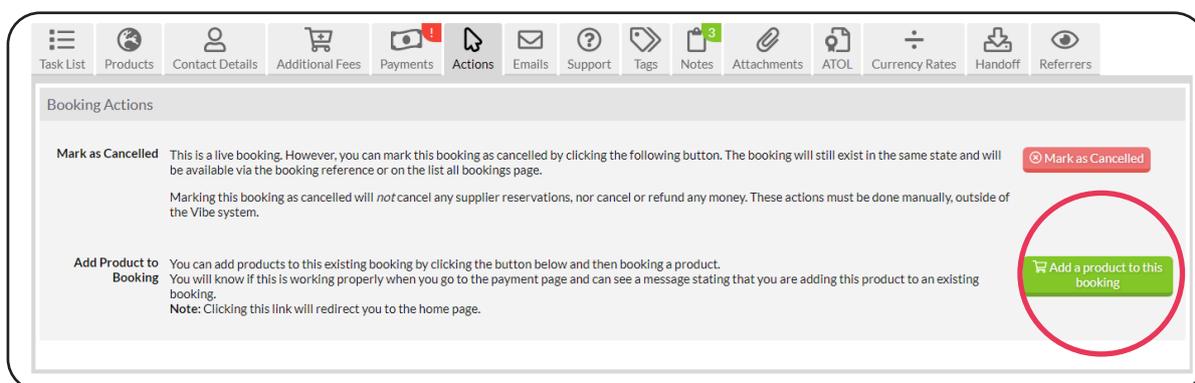
This is the only area that Discounts should be added.

Adding External Product to an existing booking

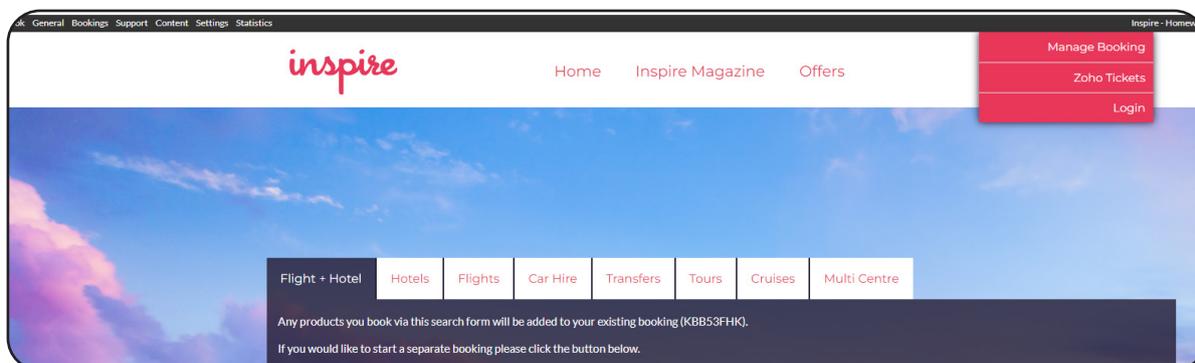
To add a product to a booking, you will firstly need to open the folder you wish to add the product too. Once you are in the file select Actions.



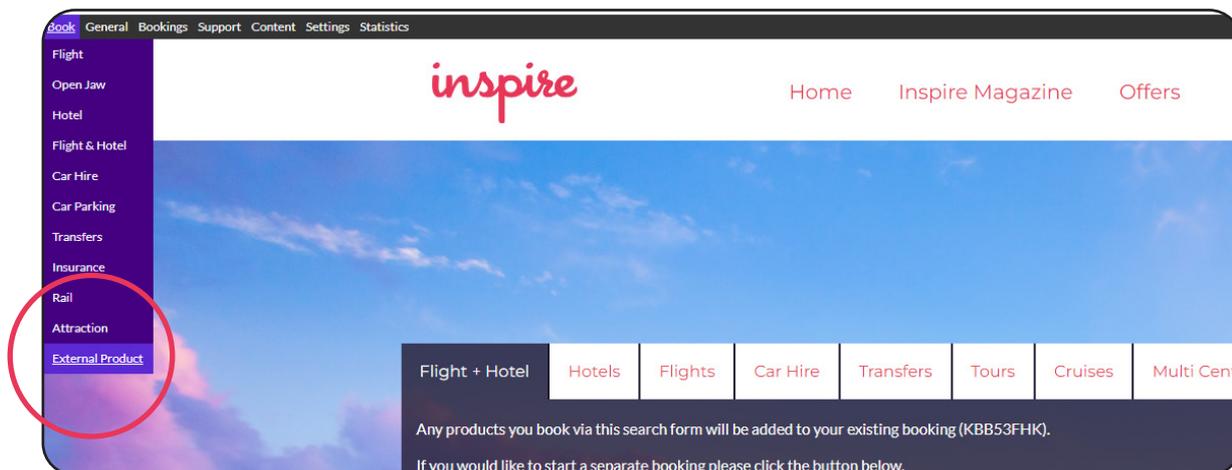
Select Add a Product to this Booking.



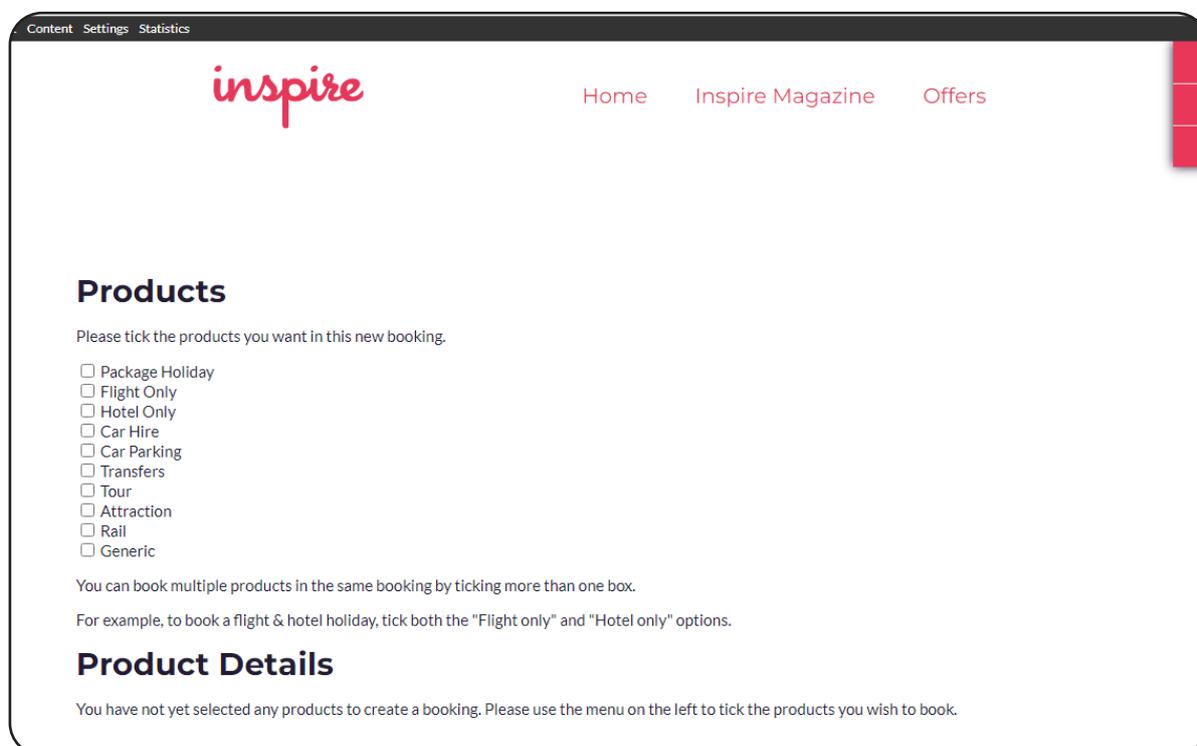
Once you have selected Add a product you will see the below screen.



Hover over on Book in the left-hand corner and then scroll down to External Product.



Once you have selected External Product you will see this screen, here you will select what you want to add to your booking.



For this example we will use Hotel but you can add any additional product to the booking, once you have selected your product you will then tell the system how much you are charging the client. You will then select Add Product.

Products

Please tick the products you want in this new booking.

- Package Holiday
- Flight Only
- Hotel Only
- Car Hire
- Car Parking
- Transfers
- Tour
- Attraction
- Rail
- Generic

You can book multiple products in the same booking by ticking more than one box.
For example, to book a flight & hotel holiday, tick both the "Flight only" and "Hotel only" options.

Product Details

Hotel

Total Charged to Customer: GBP

When you have completed all the relevant information on the data entry forms above, you can proceed to the booking page by clicking the "Add Product" button.

Once you have done this you will be taken to the below screen. Vibe will remind you that you are adding to an existing booking and you can check here that it is the right reference.

i You can now add another product to this booking.

Warning You are adding to an existing booking!
If you proceed with this purchase your Hotel booking will be added to booking reference KBB53FHK. If you wish to make a separate booking click the button below.

Make A New Booking

Additional Fees				
Name	Type of Fee	Cost	Quantity	Total
ATOL Certificates - Flight Only <small>Products: Flight</small>	Per Passenger	2.50 GBP	<input type="text" value="0"/>	0.00 GBP
ATOL Certificates - DP <small>Products: Flight</small>	Per Passenger	2.50 GBP	<input type="text" value="0"/>	0.00 GBP
EasyJet Holidays Insurance <small>Products:</small>	Per Passenger	0.00 GBP	<input type="text" value="0"/>	0.00 GBP
				0.00 GBP

(Warning: This will refresh the page with the new booking fee values)

Update Additional Fees

Booking Details

Summary

Save this Itinerary

Want to save your basket for later? Create a quote and retrieve it at any time.

Create a Quote

Hotel Details

This hotel booking is a shell purely for quoting externally booked products. Details for this booking will need to be provided after payment has been pre-authorised.

Hotel Quote

This is a hotel quote only. All data regarding this product must be submitted after booking.

Pending Data Entry
£123.00

Total: £123.00

From here all the details will be the same as your original booking.

Taking an additional payment

If you are taking an additional payment from the client you will add it here:

Name: Lindsay Miller Email Address: [redacted] 123.0

Expected Total £123.00

Pay by Card Pay by Card and Your Travel Card

Card Payment

Please select your preferred Payment method

Credit/Debit Card (Travel Admin) ITA
 Delayed Payment (Pay By Link)
 Your Travel Card

Please [click here if your payment card is registered to a different address.](#)

Card Type * (select your card type) ▼

Dummy Payment option

If your client is not making an additional payment please add in a “Dummy Payment” as below

Please select your preferred Payment method

Credit/Debit Card (Travel Admin) ITA
 Delayed Payment (Pay By Link)
 Your Travel Card

Please [click here if your payment card is registered to a different address.](#)

Card Type * MasterCard ▼

Card Number * 4444555544445555

Name on Card * Inspire

Expiry Date * Jan (01) ▼ 2026 ▼

CV2/Security Number * 12 [redacted] [What's this?](#)

You will then select continue to terms and conditions. Before clicking PAY NOW please scroll down to the box that says DO NOT HAND THIS BOOKING TO THE BACK OFFICE as circled below.

Pay Now: £123.00 >

Administration Options

You are only seeing this section because you are logged in to the Inspire - Homeworkers website.

Tick to override 3D Security checks for this booking.

You may also place notes against this booking. These notes will only appear to members of staff

Assign this booking to:

Merge this booking with an existing booking reference:

Do not hand this booking to the back office.

Do not send acknowledgement, confirmation or declined emails for this booking.

Once this has been ticked you can then go back to Pay Now, once you have pressed the button you will see the below screen.

Booking Reference KBB53FHK

[View Action Logs](#) | Payment Attempt ID 1f730865-cc23-11ee-ba9f-56c7d3c0f72f

🔒 You currently have the lock on this payment attempt until 15:54:30 (41 seconds).
Renewing lock in 9 seconds.

Booking Time THU 15FEB2024 16:56:11 GMT Storefront Inspire - Homeworkers Booking Status Pending Booking Total £1,476.00 Handoff Status Pending Post-Auth	Customer Lindsay Miller Email Seen None First Travel Date SAT 01JUN2024 08:00 UTC Last Travel Date FRI 07JUN2024 08:00 UTC Balance Remaining £1,376.00 (Due Date: 15FEB2024) ⚠️ Overdue payment!
---	---

Task List
Products
Contact Details
Additional Fees
Payments
Actions
Emails
Support
Tags
Notes
Attachments
ATOL
Currency Rates
Handoff
Referrers

Booking Stages				
Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Pending	Bypassed	Pending	Pending

If you scroll through the Task List you will see that your booking has failed, please do not panic as if you have made a dummy payment this is correct as no payment has been taken from your client. If you have taken a payment from the client the PRE AUTH will show as GREEN

Task List 7					
Pre-Auth 123.00	Failed	15:53:35 GMT WED 20MAR 24	15:53:35 GMT WED 20MAR 24	0s	Re-Try Manual
Invalid field (30000) - pan					
Complete Booking Hotel	Pending	Not Started	Not Complete		Start Manual
Post-Auth 123.00	Pending	Not Started	Not Complete		Start Manual

If you have used a Dummy Payment please scroll up to Payments follow the instructions overleaf to set a payment to manual.

Booking Time THU 15FEB2024 16:56:11 GMT

Storefront Inspire - Homeworkers

Booking Status Pending

Booking Total £1,476.00

Handoff Status Pending Post-Auth

Customer Lindsay Miller

Email Seen None

First Travel Date SAT 01JUN2024 08:00 UTC

Last Travel Date FRI 07JUN2024 08:00 UTC

Balance Remaining £1,376.00 (Due Date: 15FEB2024)
⚠️ Overdue payment!

Task List
Products
Contact Details
Additional Fees
Payments
Actions
Emails
Support
Tags
Notes
Attachments
ATOL
Currency Rates
Handoff
Referrers

Booking Stages

Hold Booking	Pre-Auth	Fraud Check	Complete Booking	Post Auth
Not Applicable	Pending	Bypassed	Pending	Pending

Booking Task List

Voiding a payment and setting to manual

Scroll down to the payment you wish to void, this ideally will be your last payment and select show full payment details

Payment 7 - WED 20MAR2024 15:53:34 GMT

Status Pending

Payment Sub Total 123.00 GBP

Credit Card Charge 0.00 GBP

Payment Gateway Charge 0.00 GBP

Payment Total (inc. charges) 123.00 GBP

[Show full payment details](#)

[Advanced](#)

Payment 7 Gateway Information

Processed by Gateway Credit/Debit Card (Travel Admin) ITA

Transaction Value £123.00

Credit Card Charge 0.00

Payment 7 Customer Inputted Information

Card Type MasterCard

Card Number 444455****5555
Card number is masked. [Show full card number](#)

You will then scroll down till you see the option of "Set Card Payment to Voided and Hide from Customer"

Transaction Status

Gateway Fraud Status

Address Check No Match

CV2 Check No

Pre-Authed ✗ Not Yet Processed! (shouldn't be possible)

Pre-Auth Message

Pre-Auth Code

Post-Authed Not Yet Processed.

Voided [Set card payment to Voided](#)
[Set card payment to Voided and Hide From Customer](#)

Dolphin Other FOP Reason Code SEC

Expiry Date MM/ YYYY 01 | 2026

CV2 ***
CV2 is masked. [Show CV2](#)

Billing Address 1 88 Midland Rd

Billing Address 2

Billing City Stockport

Billing County

Billing Post Code Sk7 3dt

Billing Country United Kingdom

Payment IP 212.139.233.100

Once you have done this the TASK LIST will show as voided and you can MANUAL this payment

Task List 7					
Pre-Auth 423.00	Failed	15:53:35 GMT WED 20MAR 24	15:53:35 GMT WED 20MAR 24	0s	Re-Try Manual
Invalid field (30000) - pan					
Complete Booking Hotel	Pending	Not Started	Not Complete		Start Manual
Post-Auth 423.00	Pending	Not Started	Not Complete		Start Manual

The pre and post-auth will turn green and acknowledge manual completion.

Task List 7				
Pre-Auth £23.00	Complete	16:00:25 GMT WED 20MAR 24	16:00:25 GMT WED 20MAR 24	0s
Manually completed by Lindsay Miller Show Previous Status				
Complete Booking Hotel	Pending	Not Started	Not Complete	Start Manual
Post-Auth £23.00	Complete	16:00:28 GMT WED 20MAR 24	16:00:28 GMT WED 20MAR 24	0s
Manually completed by Lindsay Miller Show Previous Status				

Once this is done, go to products you will see your additional product showing and waiting for you to enter the data.

Booking Details

General Information

Storefront: Branch Code: Corporate Profile:

Alternative Booking Ref.: User: [Save](#)

Booking's Passengers

Type	Name	Date of Birth	Products
<input type="checkbox"/> adult	Lindsay Miller	1986-11-25	Holiday, Hotel
<input type="checkbox"/> adult	Chris Miller	1985-09-27	Holiday, Hotel

[Link selected passengers](#) Note: This will not change the data for each of the selected passengers. It will only link them as being the same passenger.

Holiday Holiday Hotel Hotel

Hotel Request ID 944a86e8-e6d0-11ee-ba9f-56c7d3c0f72f [View IO Log](#) | Added to booking at WED 20MAR2024 15:53:34 GMT

This Hotel booking is pending data entry. Please click the "Submit Details" button to provide the data for this booking. This booking cannot be completed, or post-authed until all data has been entered.

Money taken for this product: £123.00

[Submit Hotel Details](#)

[Mark Hotel as Cancelled](#)

Once you have entered all the details the product is now added.

Please add booking notes and email ITA.admin@inspireemail.co.uk asking for the back office to be updated.

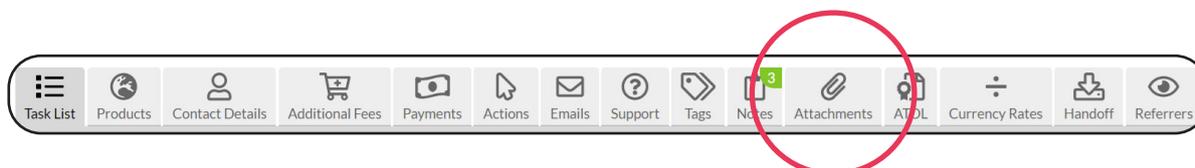
Adding an Attachment to Vibe

Attachments can be added to your client bookings in Vibe and they are an excellent way to send documents and/or information to your clients.

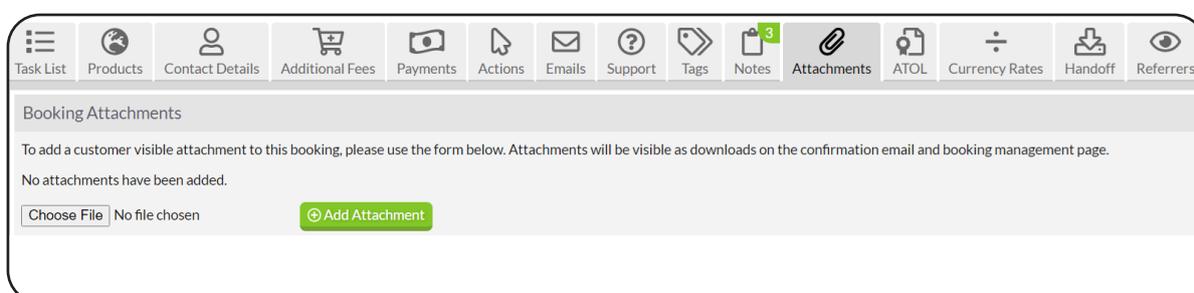
The attachment can be added during the initial booking process for things like itineraries, confirmations or vouchers from tour operators or third party suppliers. But they can also be added after the booking has been made, again for vouchers or boarding passes that can't be collected until nearer the departure date.

In order to add an attachment, the files that you'd like to attach must be saved in your documents folder.

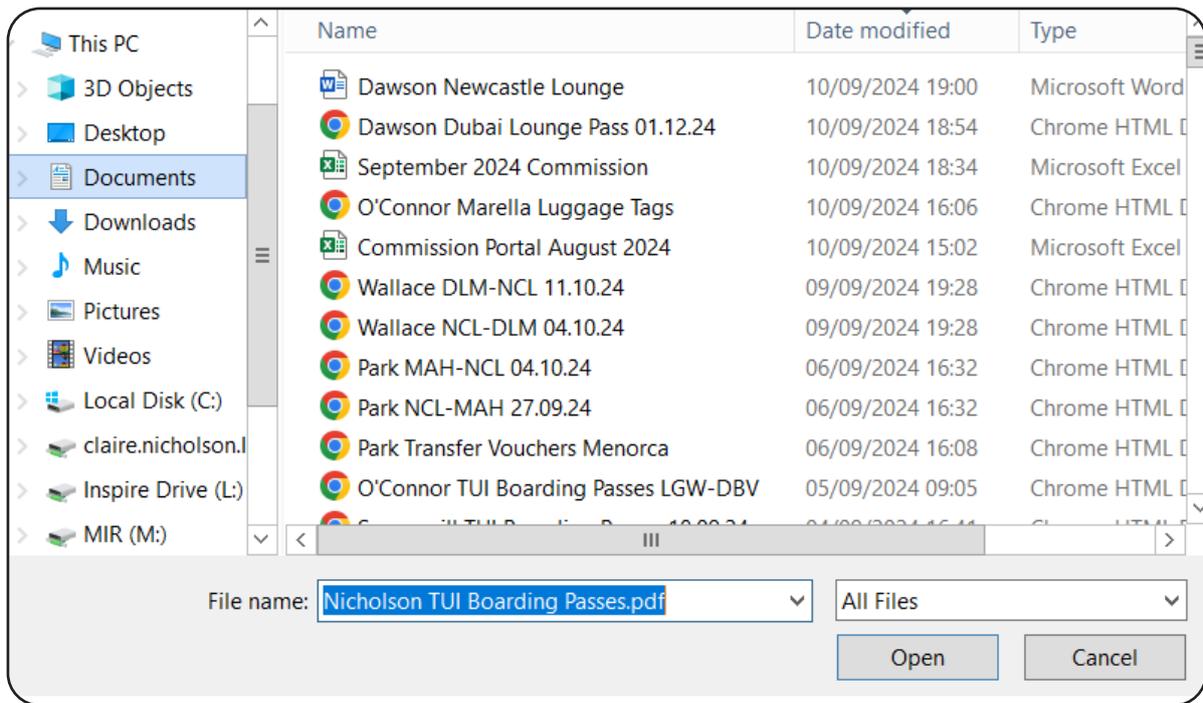
To add the attachment simply click on the attachment header on the home page of your booking.



You will be taken to this page.



Click Choose File, and this will open up the documents on your PC from where you can find the document you'd like to attach.



In this example I want to attach boarding passes for clients Nicholson, which have been saved to the PC Documents Folder.

Click Open and you will see that your file is now waiting to be added

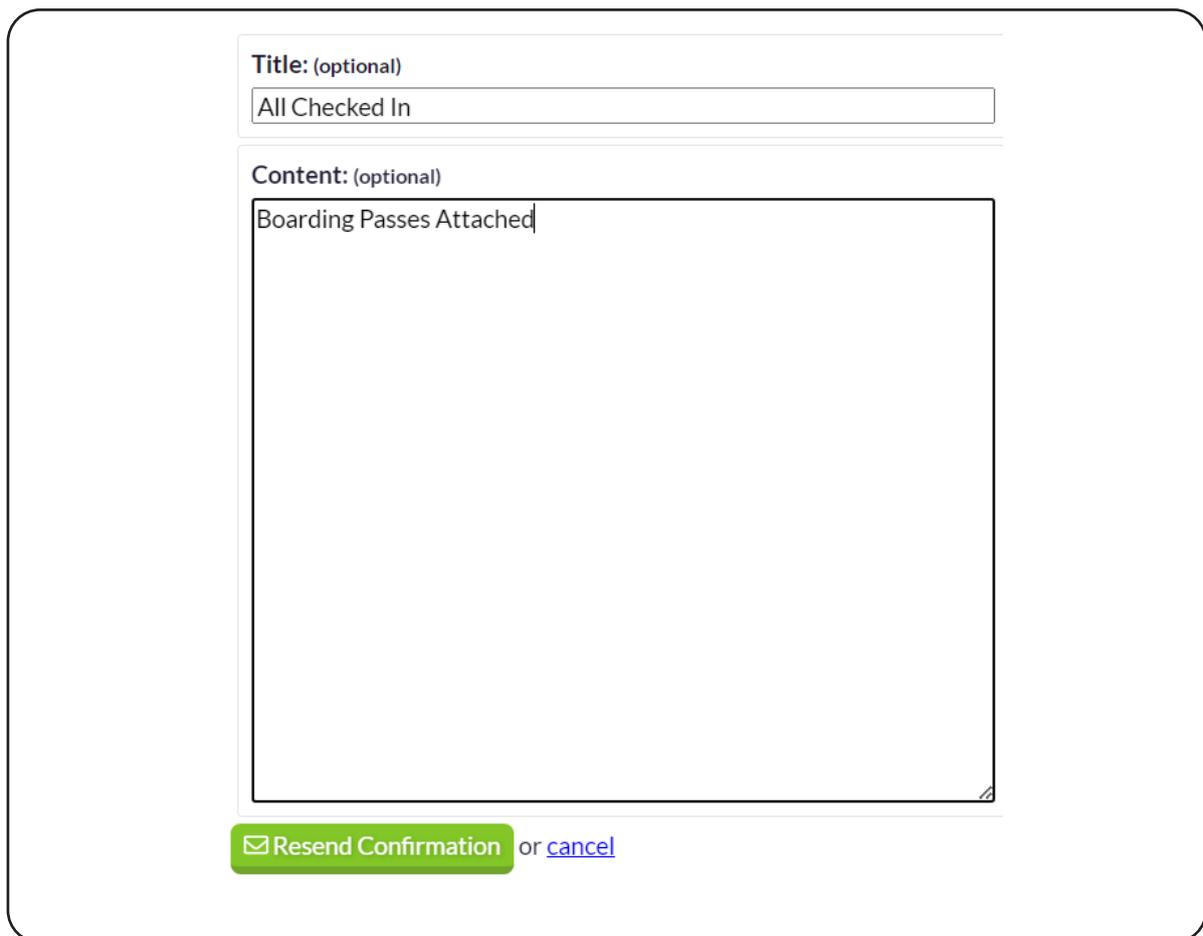


Click Add Attachment to complete the action.

If you want to add multiple attachments, for example Outbound and Return Boarding Passes, or multiple Hotel or Transfer Vouchers, just repeat the process.

If you are adding attachments to a new booking the attachments will automatically be emailed with the confirmation once the booking has been Post Authed.

If you are adding an attachment to an existing booking you will be given the option to Resend the Confirmation to the clients, which will show what you have added.

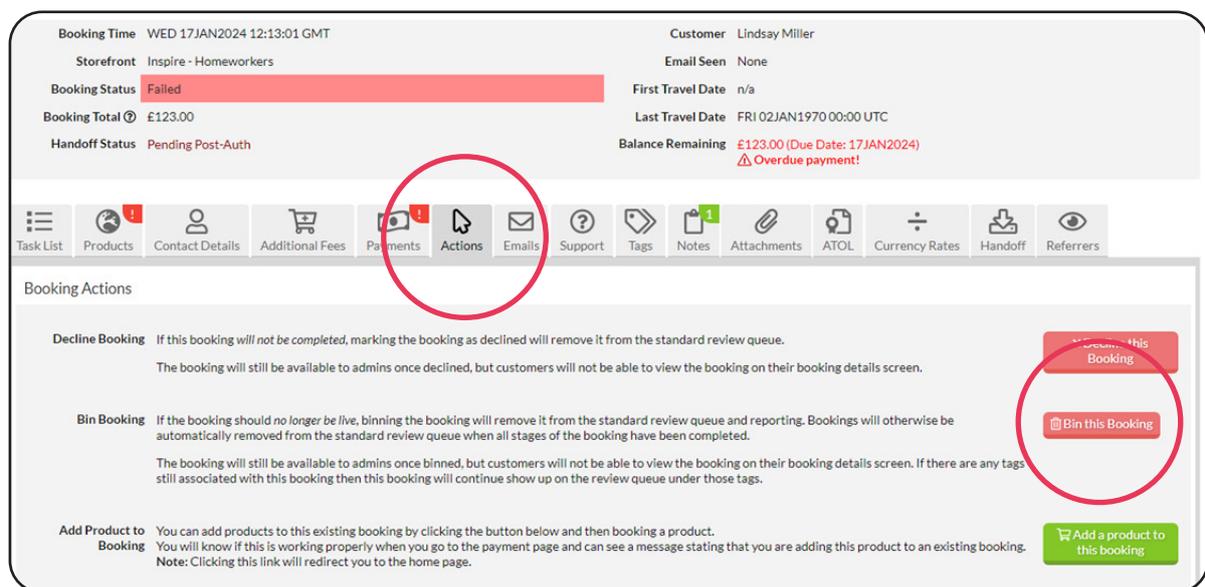


The screenshot shows a user interface for resending a confirmation. It features a 'Title: (optional)' field with the text 'All Checked In'. Below it is a 'Content: (optional)' text area containing 'Boarding Passes Attached'. At the bottom, there is a green button with a checkmark icon and the text 'Resend Confirmation', followed by the text 'or [cancel](#)'.

Aftersales

labelling="Section-Header">Cancelling a Full Booking on Vibe

If you need to cancel a full booking (not just part of a booking) you need to cancel the booking with the supplier and then in Vibe select the "Bin this booking" option.



This will then cancel the folder and prevent the client from being able to pay online. Once you have done this please add full notes to the folder including:

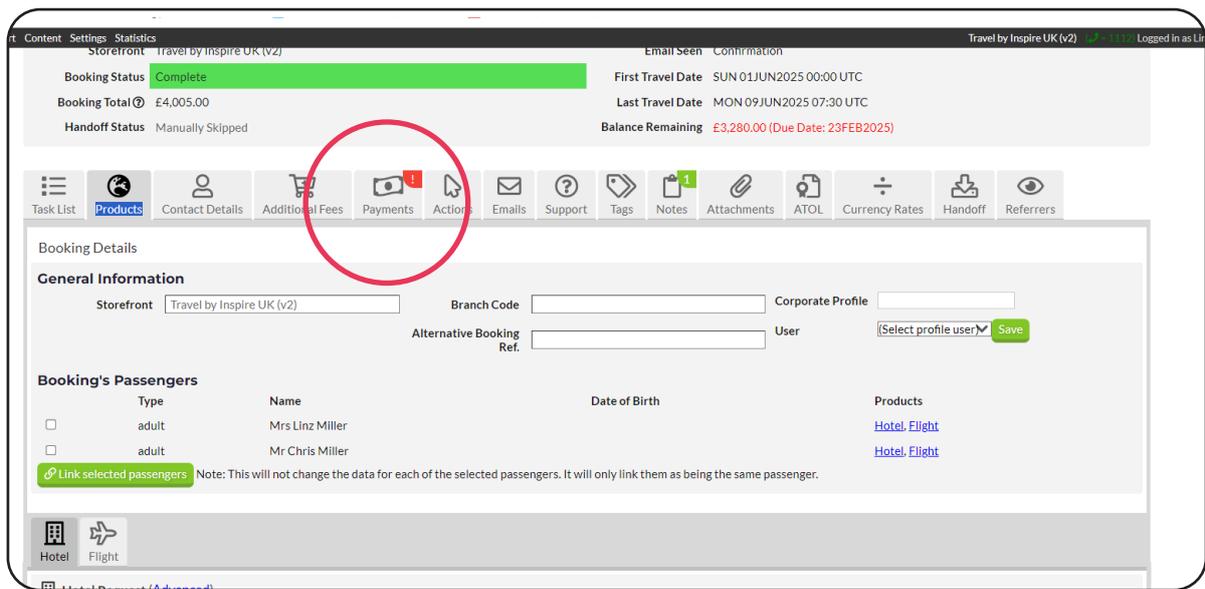
- Cancellation Fees
- Reason for cancelling
- If a refund is due, how much is it for?

Once you have actioned this, please email ITA.admin@inspireemail.co.uk to cancel the folder in the back office.

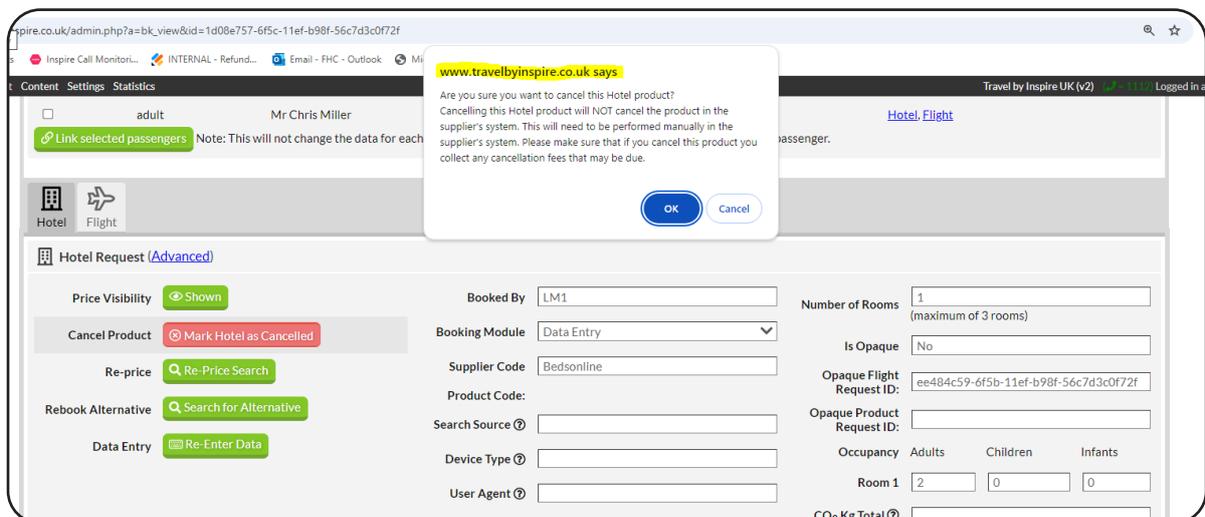
You do not need to cancel the separate Product segments.

Cancelling segments of a booking

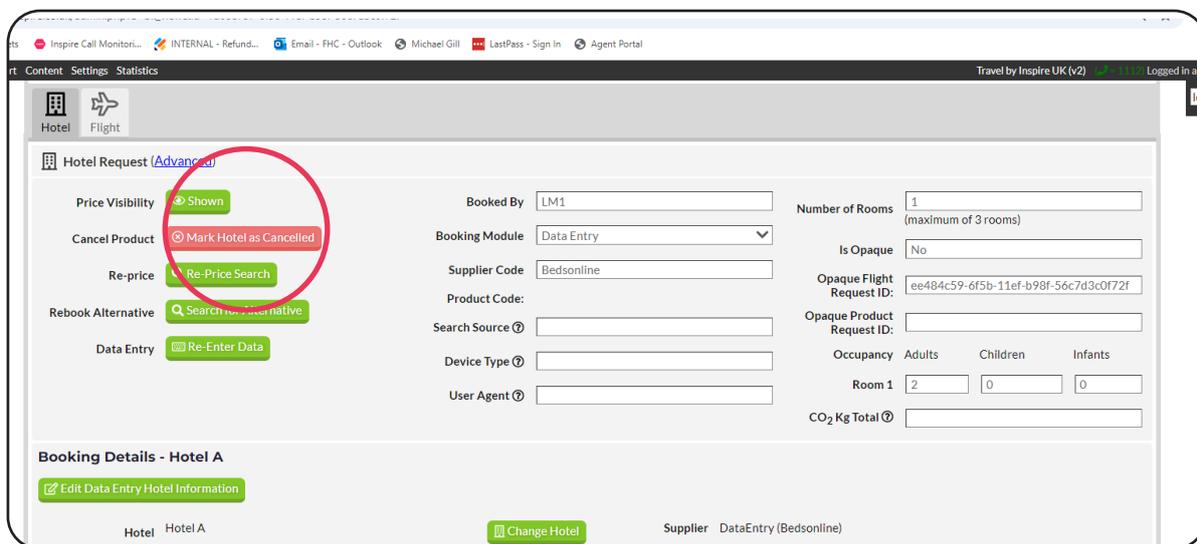
To cancel a booking, you will need to find you booking on Vibe and select Products.



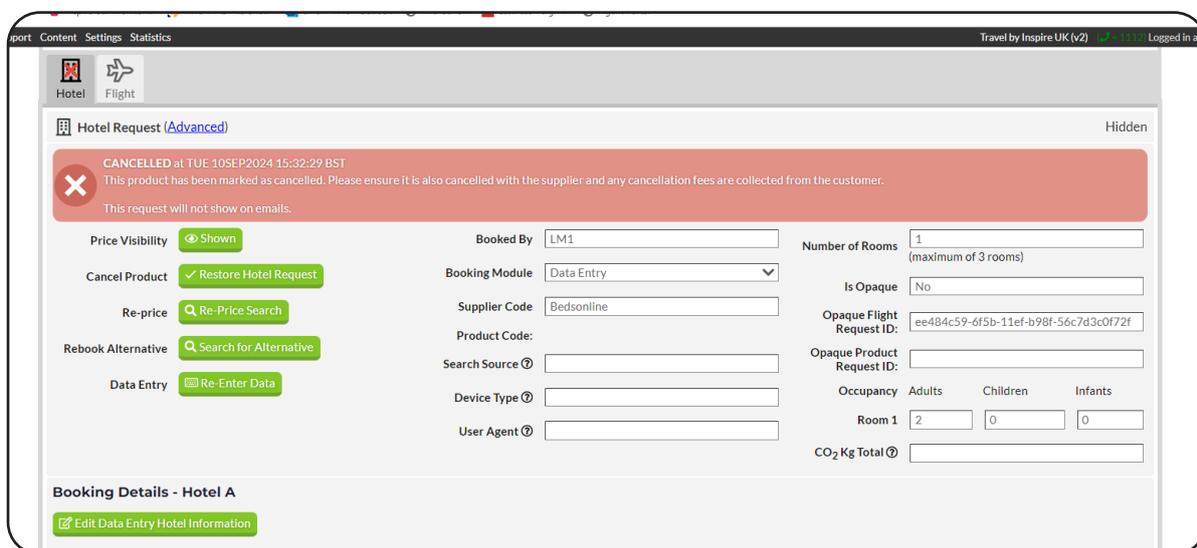
Scroll down to “Mark Hotel as Cancelled”. Please note this will not always cancel the booking with the supplier and you will need to do this manually, and check any fees from the supplier.



Once done, you will select “Mark Hotel as Cancelled”.



Your Vibe Folder will now look like this, and the amount will be removed from your Total Cost.



Once you have completed this on Vibe, email ITA.admin@inspireemail.co.uk with full details of what has been cancelled so that the team can update the back office.

In-resort issues

Please ensure your client has followed process by contacting the emergency number in the first instance. This allows the supplier to investigate and assist your clients on the spot.

If the issue is not resolved or your client is unable to reach the supplier there is a 24hr Inspire emergency contact number:

[03330 323 410](tel:03330323410)

We can then look into resolving the issue as quickly as possible.

Special Requests

If you need to add a special request for your client that does not need to be guaranteed, (e.g. high floor or quiet room) these can all be added on the suppliers website when you locate the confirmed booking.

You can add a note of any requests you have made for the customer to see in the important information section on your product page.

Important Information

0

This is an exclusive video game hotel. Hotel request to provide e-mail for the clients in advanced to be able to do their checking online if possible. No amendments or cancellations will be accepted once bookings are made under this non-refundable promotion City tax 12.5% from total stay needs to be paid on spot. IN REGARDS OF NO SHOW: Please be aware that in regards of no show, the booking will be cancelled as of 10:00 o'clock the following morning. Estimated total amount of taxes & fees for this booking: 12.50% payable on arrival. LGTBIQ friendly. Check-in hour 15:00-02:00. Car park NO. Online check-in. Self check-in.

Adding on additional extras

When adding on additional extras with a supplier for example In Flight Meals, Seats, Baggage etc.

You will add the costs to the supplier segment as below:

Adult Baggage Allowance

Units Only

Holiday Price Breakdown

Product Fees - Fee Name	Type	Display As	Cost	Currency
<input type="text" value="Fare"/>	fare	fare	1200.00	GBP
<input type="text" value="Tax"/>	tax	tax	0.00	GBP
<input type="text" value="Commission"/>	commission	fare	200.00	GBP
<input type="text" value="Markup"/>	markup	fare	0.00	GBP

2 Passengers	Fare	Mark Up	Taxes	Extras	Total
	1,400.00 GBP	+ 0.00 GBP	+ 0.00 GBP	+ 0.00 GBP	= 1,400.00 GBP

Product total: 1400.00 GBP

Additional extras must always be added to all bookings and full payment taken for at the time they are added, as they are a non-refundable extra.

Once added, please email ITA.admin@inspireemail.co.uk so that the back office can be updated.

END

Finance

Taking Customer Payments

Your clients can pay Inspire for their booking by various methods, depending on which suits them best:

By credit or Debit card

- a.) Payment can be taken by you over the phone and entered directly into vibe. This is a 'MOTO' card payment, please see below for explanation.

- b.) A Trust Payments payment link can be requested by emailing travelaccounts@inspireemail.co.uk with the vibe reference, customer email address, customer name, and amount to be paid, This is an 'ECOM' card payment, please see below for explanation.

A 'MOTO' payment does not have any verification checks with the card holder, so is not '3D Secure', which means the card holder can action a Fraud Chargeback against the payment, citing fraudulent use.

An 'ECOM' payment must be completed by the card holder and is subject to verification checks, to ensure that it is the card holder who is using it. This means a Fraud Chargeback cannot be actioned against this payment by the card holder, as the payment is classed as '3D Secure'.

We accept Visa, Mastercard and Amex. However, the Amex charge is currently 1.9%, so this is reclaimed out of the margin in the booking. If you know that your client is paying by Amex, we advise you to increase your margin by approx. 2% to cover this, as so you do not lose out on commissions.

By Bank Transfer (BACS)

If your client would like to pay by BACS, they can transfer the money into Inspire's Bank directly, using the details below:

Inspire Europe Ltd
Barclays Bank PLC
Account Number 90973092
Sort Code 20-54-66

Please ask them to include their Inspire Booking Reference so the monies can be allocated to the correct booking

By Direct Debit

We offer a Direct Debit payment option with London & Zurich. This is very simple to set up, please see the instructions in the 'Direct Debit' Section.

By Inspire Gift Card, accepted Travel cards & One for All cards

Please see vibe section on how to redeem a gift card

By Cash

Your clients can also pay you in cash. This can be paid into any Barclays Bank with a paying in book, or at a Post Office with a paying in card. If you would like a paying in book or a Post office card, please email accounts@inspireemail.co.uk to request one.

After the booking has been made, and initial deposit taken, your clients can pay balances securely through the 'Manage My Booking' page on the website. You do not have to take the payment yourself.

Protection from Fraud

As technology continues to improve, and more and more transactions are carried out electronically, it becomes harder and harder not to fall victim to Fraud, where a stolen card is used to pay for a holiday.

There are certain steps, however, we can all take to minimize the risk. Fraudsters are continually evolving, and we must be on the lookout for all signs. These include, but are not exclusive to:

- Wanting to travel within a month of the current date
- Putting you on hold when you ask for personal information
- Asking someone in the background for personal information like dates of Birth
- Wanting you to book and take payment urgently

Of course, not everyone wanting to travel in a short time is using a card fraudulently, many are genuine clients who just want a last-minute getaway. However, for any client travelling within a month of booking, a payment link **MUST** be requested from travelaccounts@inspireemail.co.uk, CC'ing in fiona.grundy@inspireemail.co.uk, who will pick up any out of hours requests.

Once Finance have confirmed that the payment has been made and is secure, your booking can be confirmed.

This process is to safeguard you and your commissions, as if the process is not followed, and a fraudulent use charge back is received by the company, the booking agent is liable for the full cost.

Supplier Payments

Suppliers can be paid in different ways, often dependent on our commercial agreement with them, and their own T&C's. Some examples of forms of payment are:

On Statement

This means that we have an agreement with the supplier, and they bill us for all our bookings, made or due, that week/month (depending on contract) on one statement. Finance will then pay the supplier in full for the statement. Examples of suppliers that are paid in this way are tour operators, such as Jet2Holidays & EasyJet Holidays, and most Bedbanks, such as Bedsonline, Stuba and Expedia EAN.

By Direct Debit

We have a DD set up with certain suppliers, at their request, which means that we receive a statement, and the payment is taken automatically from our Bank. A few examples of suppliers we pay by DD are TUI Holidays, Holiday Extras, Stena line, & Aviate.

By Virtual Credit Card (Precision Pay)

Some suppliers require immediate payment by credit card for a booking. In this case, the booking agent raises a virtual Card and pays the supplier direct. (Please see section on Precision Pay for details on how to create a card) Some examples of suppliers who will need a card on booking are Hotels booked direct, Holiday Taxis, Viator, certain airlines if you add on seats/meals, and Disneyland Paris.

'Ad hoc' invoices

There are suppliers who require Inspire to pay them by BACS transfer for deposits on booking and then balances. We pay these on request and with an invoice. It is impossible to list all the suppliers who we pay in this way, but as a guideline, they tend to be the more 'niche' suppliers, who we do not pay weekly in the above ways.

Foreign Currency

Some suppliers require payment on Foreign Currency, such as USD or EUR. This can easily be done, but if you know the supplier you are using needs to be paid in a currency other than GBP, we advise you to increase your margins by 3 or 4%, to act as a buffer against any exchange rate adjustments we might have to make when we actually pay the supplier, as exchange rates vary continually.

When booking, most suppliers will make their payment terms clear. For those suppliers who require a BACS payment, please forward the supplier invoice to travelaccounts@inspireemail.co.uk as soon as you receive it. This means we can pay any deposit due and know when the balance is due to be paid.

Please remember that Finance are here to help you in any way we can, so please just email travelaccounts@inspireemail.co.uk, cc'ing Fiona.grundy@inspireemail.co.uk if you are unsure of anything.

Customer Balance Due Dates

All suppliers have different payment terms for when Inspire must pay them by. Generally, we advise to set the customer Balance Due date as 14 weeks before the date of departure. This is flexible, if you need it to be. To secure your booking, the customer balance due date must be no later than 7 days before we pay the supplier, or for Bedbanks / pay on departure suppliers, at least one month before departure.

We will always be flexible and do what we can to help you avoid cancellations, but also to safeguard you and your commissions.

If unsure or need any advice on Balance Due Dates, please contact:

travelaccounts@inspireemail.co.uk

fiona.grundy@inspireemail.co.uk

END

Customer Deposits

When making a booking and deciding on how much deposit to take from your client, you must take at least the amount of money Inspire are having to pay suppliers,

For Example:

- a. Jet2 Package Holiday, Jet2 deposit £480.00, so a minimum of £480.00 deposit must be taken of your clients
- b. For bookings with flights, all flights booked through 'GDS' (Galileo), and low cost flights are all full payment at time of booking, so please factor this in when deciding how much deposit to take
- c. Suppliers' deposits can be variable, but it will be made clear at time of booking, what deposit payment a supplier requires

It is entirely your decision, how much, if anything, you take over and above the minimum deposit requirement.

END

Taking Payments in Vibe

Taking payments in vibe can seem bewildering to begin with, but we are all here to help, and there really isn't anything that can't be fixed.

To realise what you need to do next when something happens, you need to understand how vibe and Trust Payments 'talk' to each other, then the processes start to make sense. 'Trust Payments' is our credit & Debit Card acquirer, which is similar to a bank, and they process and take the payments, not vibe.

Vibe only "talks" to Trust Payments when the pre-auth is automatically started, and then again when the post-auth is automatically started. They do not communicate in any other way or between these steps if you make changes.

After you have taken the card details, and press 'start' vibe sends the information to Trust Payment, who process the transaction, and if all ok, will come back with this notification in vibe:

Pre-Authed  Pre-Auth Successful

This means that the payment has effectively been 'ring fenced' and the booking can be completed. Once you finish the booking, vibe will then send Trust Payments a message to complete the transaction:

Post-Authed  Post-Auth Successful

Which means the money has now been taken, and the transaction is complete. The monies are only held at the pre-auth stage, and not actually taken until the post-auth stage.

Quick Help Guide

Sometimes, things don't always go to plan, and the 'manual' button can be pressed accidentally at either stage. So here is a quick guide on what to do, and how to fix it.

1.) If 'Manual' is accidentally pressed on pre-auth:

Pre-Authed ✓ Pre-Auth Successful (Manual)

If this happens, no signal has been sent from vibe to Trust payments, and **no money has been taken**. You need to void the payment in vibe, and hide from customer.

Not Voided.
Voided [Set card payment to Voided](#)
[Set card payment to Voided and Hide From Customer](#)

You then need to input the card details again.

2.) If pre-auth was successful, but you accidentally press Manual on the post-auth:

Pre-Authed ✓ Pre-Auth Successful

Post-Authed ✓ Post-Auth Successful (Manual)

Trust Payments have already secured the payment but will not settle it. All you need to do is email travelaccounts@inspireemail.co.uk with the reference and ask them to settle the payment for you, nothing else needs to be done, and you do not need to void anything.

3.) If you accidentally void a payment after successful post-auth

If you accidentally void a payment after the post-auth has been successful, vibe does not tell Trust Payments to cancel, and the payment will go through. All you need to do is re-enter the payment in a 'dummy format', (See the previous section on dummy payments.

4.) If you void a payment after successful pre-auth

If you void a payment in vibe after a successful pre-auth, for any reason, no availability on what you needed to book, increase in price etc, this will not void the payment in Trust Payments, and it will sit in a 'suspense' account for 7 days until it is returned to the client. In this scenario, please contact travelaccounts@inspireemail.co.uk and ask to cancel the payment, so it can be returned to your clients sooner.

5.) If you need to reduce a payment value

If you have entered too much to be taken off a card, and need the value reducing, travel Accounts can do this for you, if you let them know on the same day by emailing travelaccounts@inspireemail.co.uk with the details. You will then need to void the payment and hide from customer, then re-enter the payment as a dummy payment for the correct amount.

6.) If the payment is too small

If you accidentally take too little, you can either take another payment for the difference, or void the payment in vibe, and email travelaccounts@inspireemail.co.uk to ask them to cancel the transaction in Trust Payments. You can then retake the payment for the correct amount

Supplier not in Vibe

When making a booking in Vibe, if the supplier you are booking with is not listed, 'TBA' can be used instead, so you can continue and complete your booking.

If you have used TBA instead of the supplier name, please email travelaccounts@inspireemail.co.uk with the vibe reference, and the name of the supplier, so Finance can update Dolphin and the booking, and know what supplier to pay and when.

Requesting a refund for your clients

Sometimes it is necessary for your clients to cancel and/or amend a booking, which will result in a refund being due back to them. There are 2 main and different scenarios for this, below is a guide for requesting a refund in each case:

Scenario 1 - Your client cancels and/or amends a booking, resulting in a refund being due back to them, and a refund from the supplier being due back to Inspire

- a. Amend vibe to show either the cancellation or amend, and the refund due back to your client (please refer to the vibe section)
- b. Email ITA Concierge at ita.admin@inspireemail.co.uk and request for Dolphin to be amended and a *JotForm* submitted (a 'jotform' is simply another name for a refund request form)
- c. Please include the vibe reference and the refund due back to your client

Timescales for Refunds

Any 'refund on a 'Dynamically Packaged' booking, which is one where Inspire are acting as the principal, (due to the booking being effectively packaged by you, with a flight and at least one other product booked) will be refunded within 2 weeks.

Any refund where Inspire are acting as an agent, for example Flight or Hotel Only, or Package Holidays booked with another tour operator like EasyJet Holidays, we aim to refund within 4 weeks, but this is dependent on when we receive the refund back from the supplier.

There will be situations where you need the refund back quicker than the 4 weeks, either due to client complaints, or them wanting to rebook. In this case please email travelaccounts@inspireemail.co.uk and CC fiona.grundy@inspireemail.co.uk and if we can possibly help resolve the situation, we will.

Scenario 2 - Your client is due a refund due to either too much payment being accidentally taken, or payment taken for a product that then became unavailable, so no refund is due back from a supplier.

- a. There is no need to contact ITA concierge in this instance
- b. Please email travelaccounts@inspireemail.co.uk and CC fiona.grundy@inspireemail.co.uk in with the details, including vbe reference, the reason and amount to be refunded, and we will action these as soon as we can, so your clients do not have to wait for the refund

Marketing

Please complete these steps using a PC.

How to find Inspire Training Videos

Training videos can be found on Sharepoint - [Please click the link here](#)

Social Media Marketing 101

Everyone should watch this! [Social Media Marketing - All the basics](#)

How to find the L: Drive

Log into RDS, and go to your File Explorer. Select Inspire Drive (L:) on the left side, or This PC > Network locations.

[Click to see a video guide](#)

Which Social Media accounts should I use?

When starting out, we recommend primarily focusing on **Facebook** and **Instagram**, as this is where you can reach the most amount of people as well as slightly older demographics with a higher disposable income.

Tiktok is recommended for selling luxury and for younger audiences, but it's recommended to not over-stretch yourself. Start with Facebook and Instagram first, build momentum, and you can explore Tiktok or other platforms.

Creating Social Media Accounts

Only create a Facebook account if you do not have one already.

You can use your personal profile and create a page which is much easier to manage and will keep your personal profile and business page separate.

How to create a Facebook account (if you do not have one)

Go to www.facebook.com

Click Create Account.

Fill in information.

Click Sign up to create your account.

How to create an Instagram account (if you do not have one)

Go to www.instagram.com

Click Sign up.

Fill in information.

How to Set-up a TikTok

Go to www.tiktok.com

Click Log in – Continue with Facebook, Sign in & Create your profile
Or click Sign up and use your phone or email.

Fill in the information.

How to create a Meta Business Page

How to Video is here: [Creating your Facebook page for your business](#)

Log in to Facebook/Create an account.

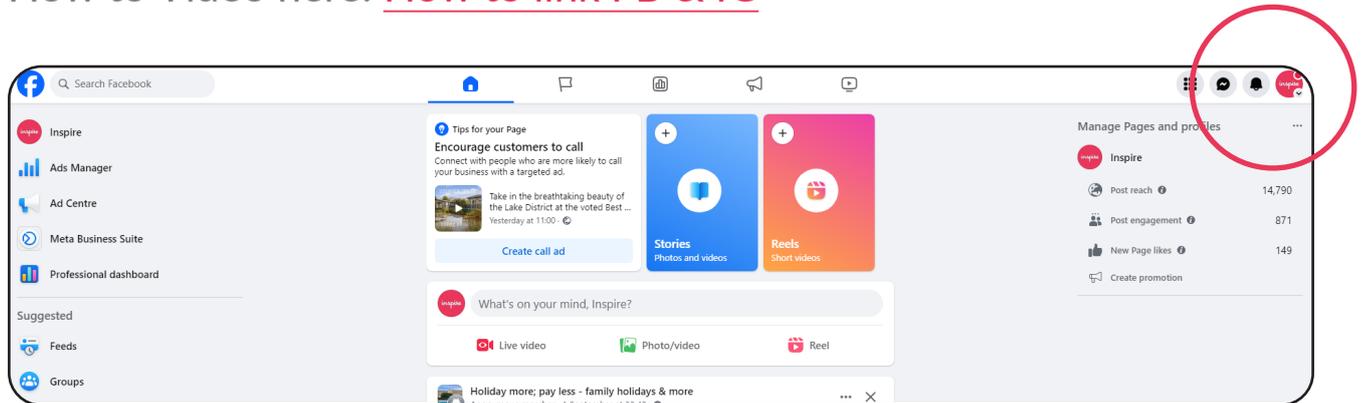
On the left-hand side select – See More.

Select Pages.

Select Create a new profile or page.

How to connect your business page to Instagram

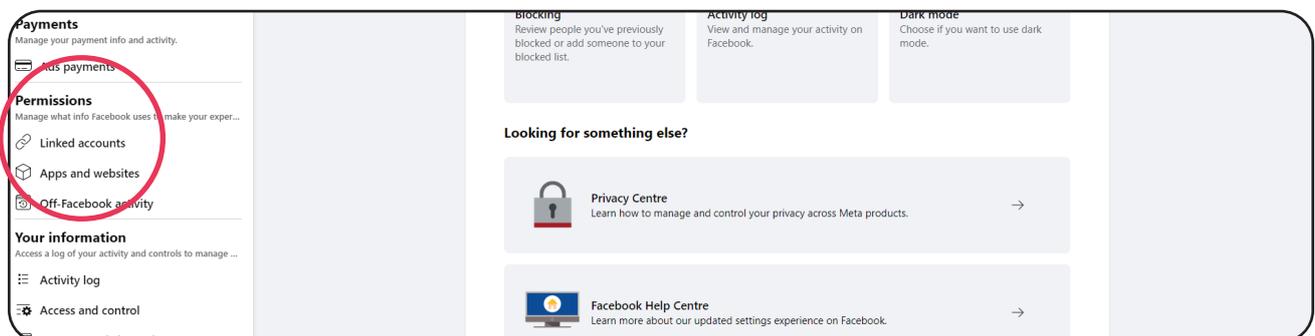
How to Video here: [How to link FB & IG](#)



Select your pages profile in the right-hand top corner on your home page.

Click the profile picture again and select Setting & Privacy, then select Settings.

Scroll down and find Permissions on the left-hand side, then select Linked accounts.



Click Link Instagram & Follow instructions.

Posting on Facebook & Instagram using the Scheduling Calendar

How to Video: [Post & Schedule Images, Videos, Reels & Story](#)

Log into Facebook, and select your page by clicking on your profile picture on top right-hand side.

Click Meta Business Suite on the left-hand menu.

Select Planner.

Click Schedule on the day you will post and choose the right format A Post is for square images and videos.

A Story and Reel is for portrait videos, however stories must be under 30 seconds long.

Make sure at the top of the page both your Facebook & Instagram page are ticked.

Add your photo or video.

Next you can add text to talk about why you think your audience will like it & the holiday details, why and how they can book with you.

Hashtags

Add your hashtags, common travel hashtags include:

#seetheworld #beautifulplaces #roamtheplanet #adventuretime
#travelgram #instravel #travelreel #bucketlist

Use location hashtags like:

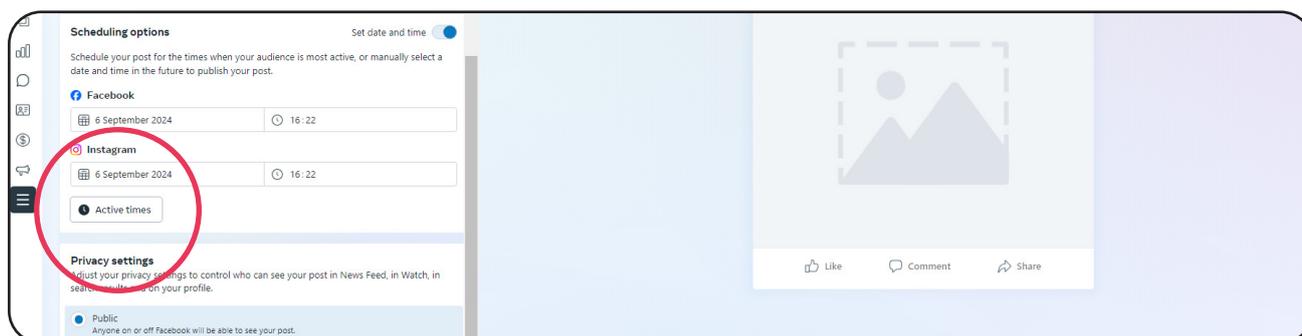
#ronda #spain #lovespain #spaintravel #spanishholiday #spaintrip

Use activity hashtags like: #spanishcuisine #tapas #sangria #bullfight
#SagradaFamilia

On a post (square content) you can now scroll down to Scheduling Options, make sure the toggle is on, then select a time and date.

When to Schedule

7pm is generally the best time, but after a few weeks of posting consistently an active times button will appear which will recommend the best time for your followers.



If making a reel you will have the option of adding music, please choose Royalty-free audio.

Then you will be able to select the time and date in the same fashion as above.

When posting a story, you can add a link and the select when you would like to schedule it for.

Click schedule, wait a couple of minutes and check your planner, you should be able to see your post in the planner now.

Where to find content to post – E-mail, Facebook, and L: Drive

E-mail

Every day the marketing team sends out an email with the subject line “Daily Offer” followed by the supplier’s name. This email includes an offer that is selling well and competitively priced, it also contains an image or video designed by us that you can post straight to your social media accounts.

You can also request this to be personalised by emailing marketing@inspireemail.co.uk

The email also contains a Canva link should you wish to make any adjustments or personalise the content yourself.

Facebook

Join the Group [Inspire Trade Partners](#) where you can find posts from our suppliers you can use.

Request to join the group, once in you can copy the text, but be sure change the text so it looks different and for pictures, you can use these too.

To do this, click the picture, then right click the picture and click Save as... you can then save the picture and use this in your post.

Please note: Sometimes pictures are blurred in the group, do not post blurred pictures.

You can also share all content from any of the Inspire Facebook accounts:

www.facebook.com/travelbyinspire

www.facebook.com/sustainablebyinspire

www.facebook.com/luxurycollectionbyinspire

L: Drive

You can find high quality images in the L Drive shutterstock folder, located in L: > Marketing > General Marketing > Photos > Shutterstock Photos.

If you'd like to request a non-editorial photo from shutterstock's site, please e-mail marketing@inspireemail.co.uk with the link to the image.

How to personalise content

How to Video: [How to personalize your post](#)

Please make sure when using offers you are adding a bit of your own personality to the posts, your biggest selling attribute is you are a person, ensure that this is clear in your posts. 3 ways to do this:

1.) Begin your post with a question

Would you like to? Want to know how to save money on a holiday to...? Do you love sea turtles? etc.

2.) Add a story or anecdote

I used to LOVE travelling to Corfu as a child, my favourite memories include...

I had a family trip to Corfu and one of the funniest/best moments was when my husband...

Hands down one of the best things about Corfu is the atmosphere and the locals on the island....

3.) Talk about some of the attractions

I would recommend trying this restaurant in Corfu and the aquarium is spectacular.

People love lists!

The 3 best things in Corfu are:

- 1.) *Blue Caves*
- 2.) *Aquarium*
- 3.) *Monastery*

Social Media Tips and Tricks

If you want to grow quickly on Facebook and Instagram there are a few ways that you can guarantee this.

1. Post every day & at active times
2. Utilise reels and stories, that means if you can, post all reels as a story as well
3. Use lots of reels as these are seen by more people than other formats
4. Don't use just reels though as this can alienate older facebook/Instagram users
5. Spend some time before and after every post commenting, liking, following other people, this will encourage them to do the same, the more you do this, the quicker your following will grow
6. DO NOT POST OFFER AFTER OFFER on your socials. Please make sure that you include a range of post to keep your followers interested.

Try to include posts about any training you do with Inspire, your own holiday experiences, memories of holidays, any attractions that you would recommend and why, ask your followers to guess holiday destinations, or if they were trapped on a desert island what items would you bring. You can [find more ideas here!](#)

7. Don't try to sell everything!!! Decide who your followers are or will be and learn what holidays interest them the most think about...

- Income
- Destinations
- Who they will travel with

Make sure you are posting offers that they would be interested in and are highlighting the details that would be of interest to them.

For a 55, higher income to Caribbean – focus on service, safety, security, water aqua aerobics, gourmet dining, unique experience.

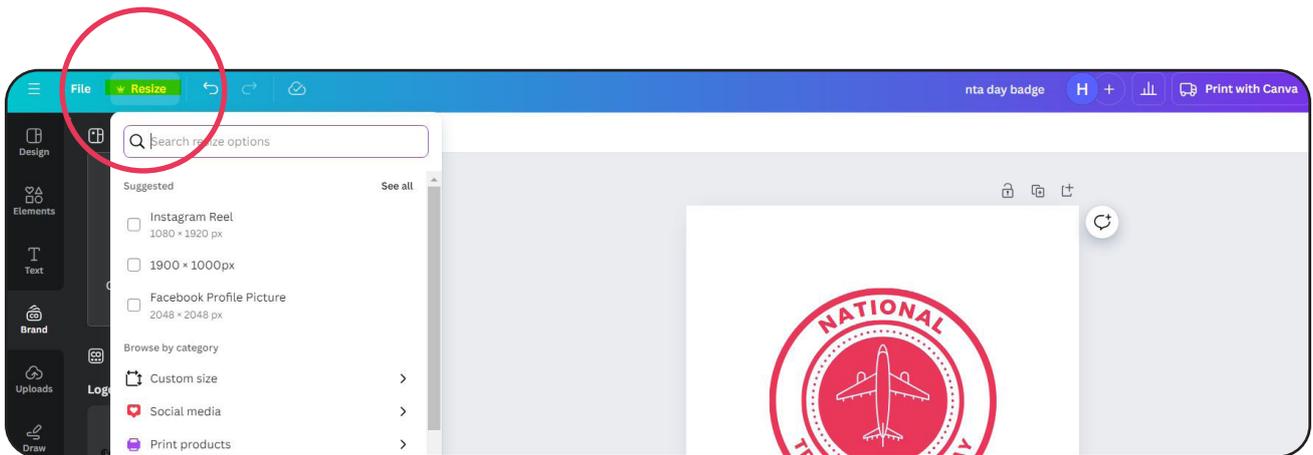
For a 35, mum of 2, focus on activities for the kids, entertainment, kids clubs value for money, how easy it is to book.

For 25 year olds focus on physical activities, beautiful sights, cultural experiences, ways of saving money.

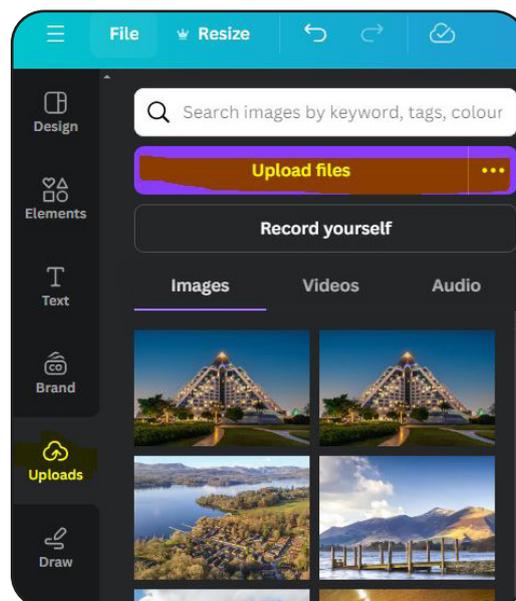
8. If you feel that things aren't working, book in a 1-2-1 with Sophie. She can help you to grow you social media accounts from scratch and can provide new ideas.

Canva 101

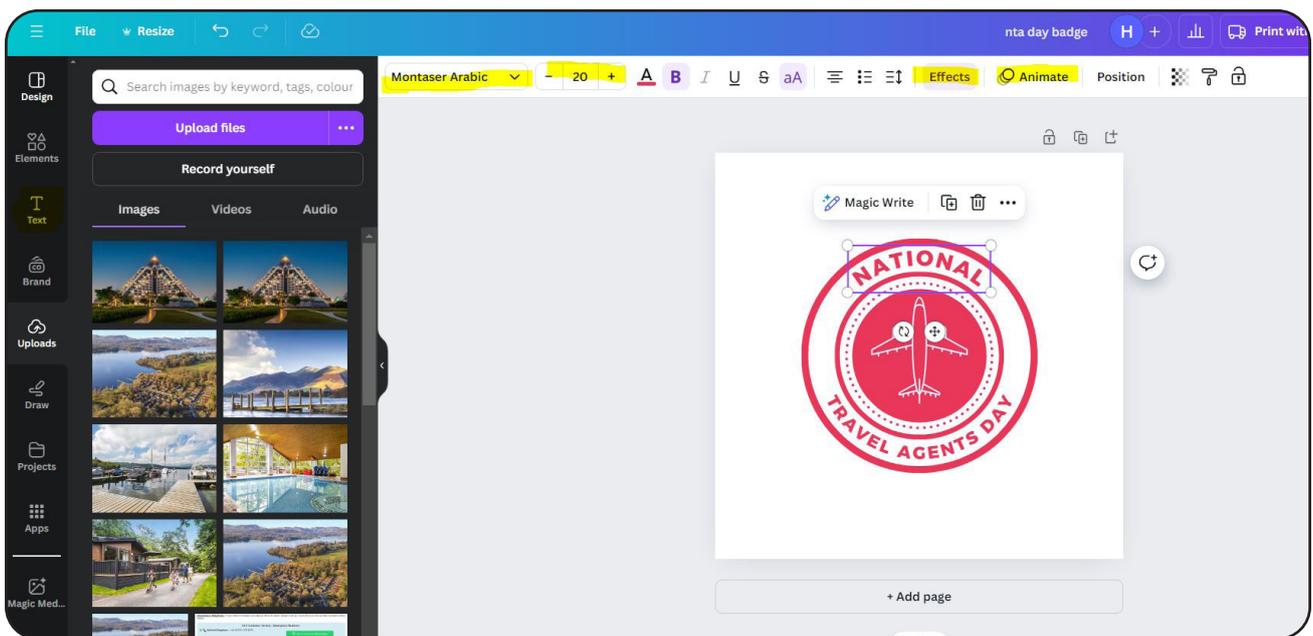
To resize an image, click the resize button in the top left of your design and select your required dimensions.



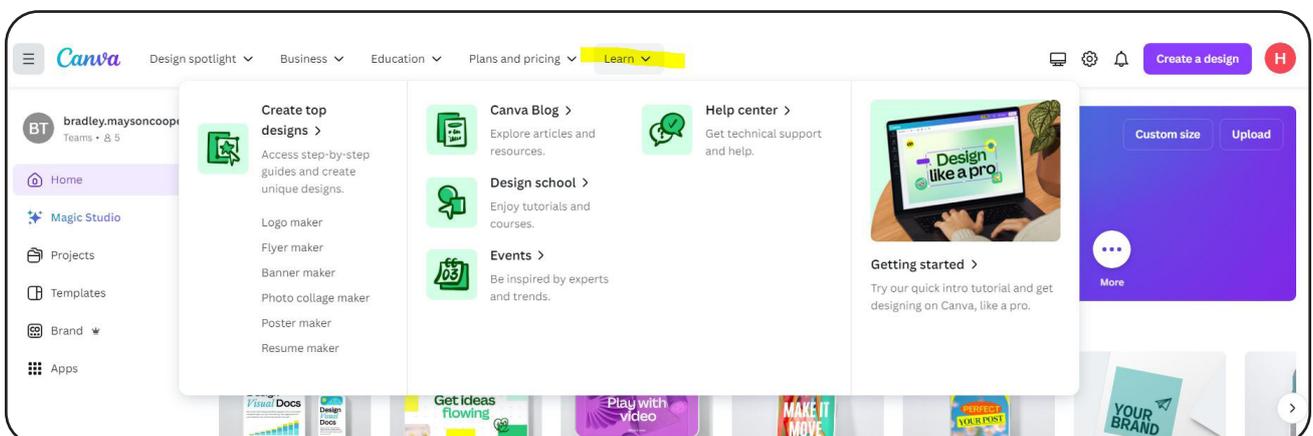
To upload an image from your own gallery, click uploads on the left-hand side and then 'upload your own file'. Canva will store whatever you upload, so you can just drag and drop it in the future. Ideal for uploading your logos, etc



To add text, click the text box. This works similarly to Microsoft Word, as you can change font and size easily. Click effects to add things like outlines, and click animations to add movement to text for videos. Be subtle, to keep it looking professional.



For in depth lessons, the Canva site has a 'learn' section on the home screen, which should be a useful free resource.

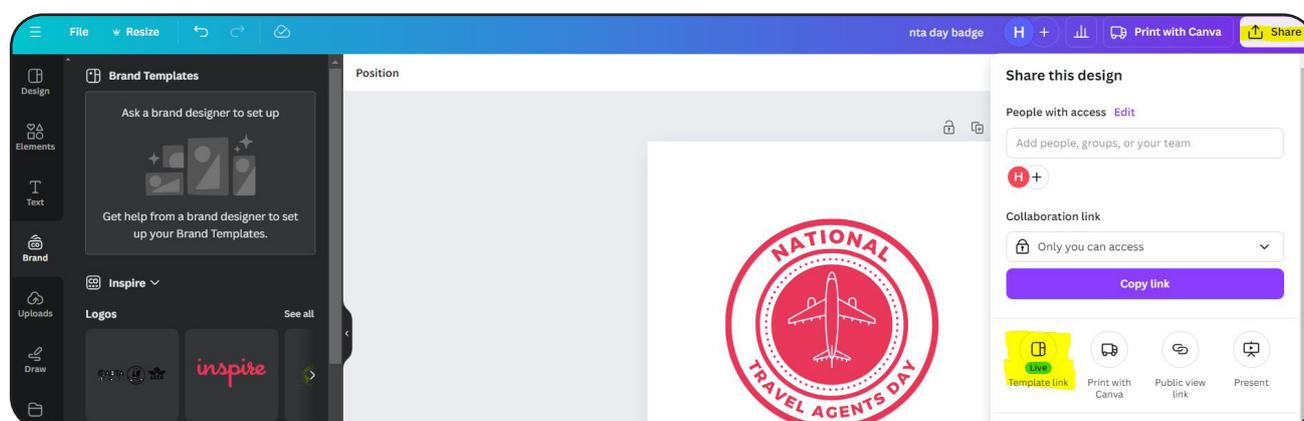


Send a Canva template link to marketing

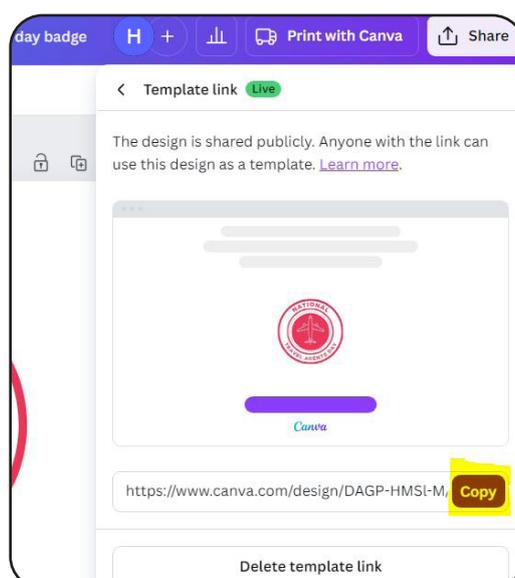
Open your design on canva

In the top right corner, press share

On the drop down menu, click template link



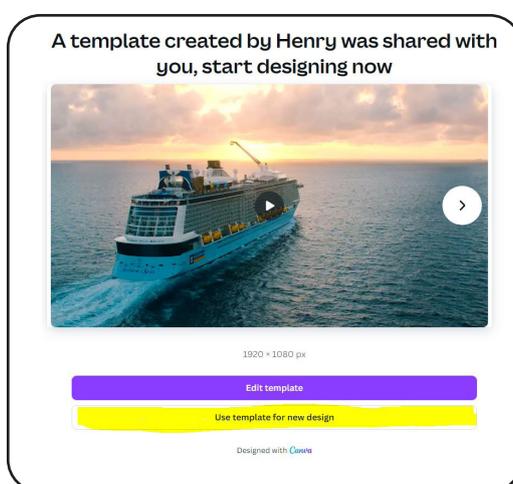
Copy the link provided and email to marketing@inspireemail.co.uk



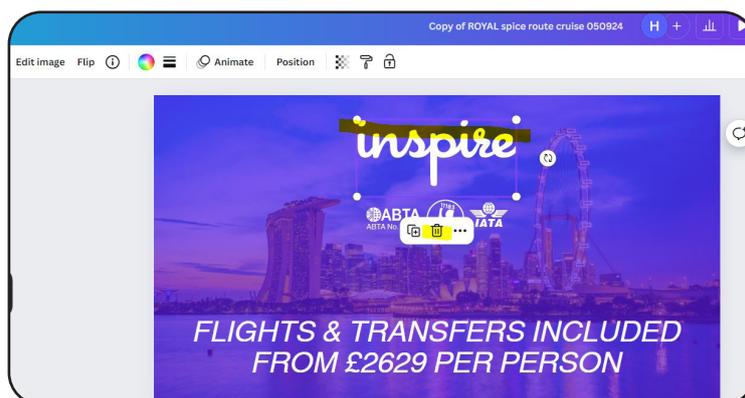
Personalise posts from a template link

Open up the Canva template link that the Marketing team has sent

You will be presented with this screen, click 'use template for new design'.



From there, you can edit as you please.



To swap out the Inspire logo for your own, you can upload your logo by clicking Uploads, Click Upload file, Select your logo from your computer. Then drag and drop on the last slide.

Offline Marketing

Whilst social media is an effective tool for connecting you with other people. Word of mouth still remains the most effective tools for new businesses connecting to new customers.

That means do not put all your eggs in the social media basket!

Your biggest opportunities are in your local communities, particularly if it is a small rural community. Locals want to support your business! So please make sure you are – using flyers on local community boards, put your logo where potential customers can see it, you attend market stalls and networking events, and you try to speak to as many people as possible.

Make shopping bags with your company name of it and tell all the checkout staff what you do.

Tell the hairdresser/barber when you get your hair done.

Make sure for your first customers you roll out the red carpet and you give them the BEST customer service to ensure they talk about you and come back. If you face any problems, remember that any problem is an opportunity to show your customers how dedicated you are to delivering great service. Customers understand things go wrong, but it's how you fix them, demonstrate to them that you are worth putting their trust in!

Websites

Is a website a good idea? When is it a bad idea?

A website is not a requirement. It is completely possible to create a strong community of customers on Facebook alone.

Website can give you a place to offer additional information to your customers and can make you look more professional and legitimate. But the cost of running a website can be around £200 a year.

When is it a good idea?

It's a good idea when you have built a lot of followers on your social media accounts, and you are getting customers regularly or alternatively, if you can use your income from other work to invest into your travel business.

It's a bad idea when you haven't grown your followers, you are trying to make it on a very tight budget, and you know that you struggle with technology.

Sophie can help with websites to point you in the right direction and troubleshoot. If you do want a website, she recommends WIX as it is the easiest platform to use.

Youtube has some helpful guides to get you started.

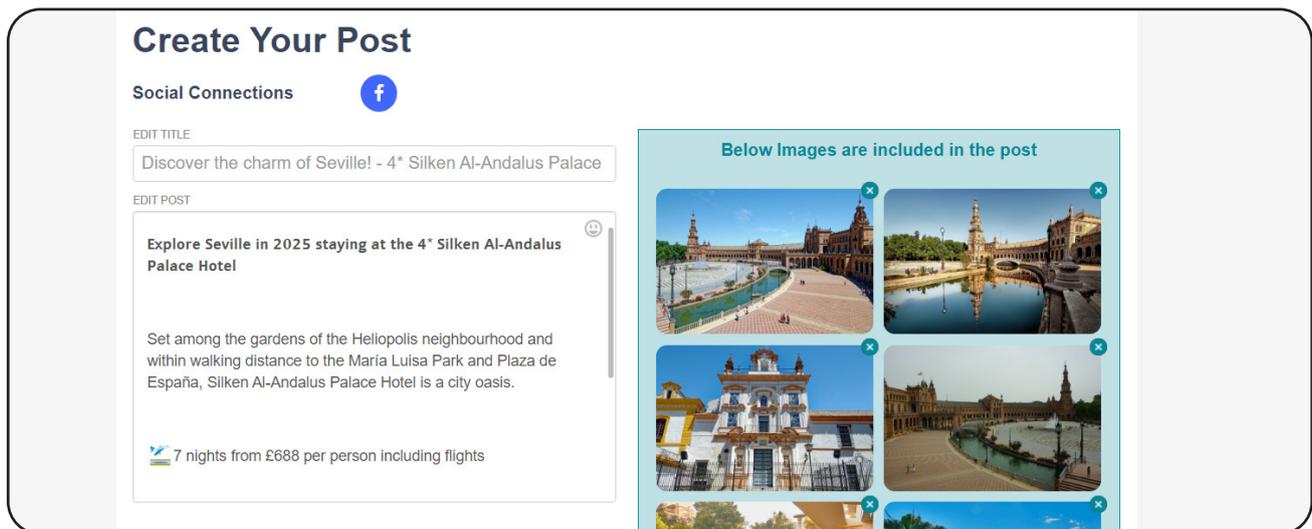
<https://www.youtube.com/watch?v=TulXGQydVlo>

LateCards

LateCards or TMS (Travel Management System) is a tool we use at head office for populating our website with offers and posting on social media when we are short of time.

It's a brilliant tool which pulls details of offers from many suppliers. This is latecards on our website: <https://offers.travelbyinspire.co.uk/>

You can also turn these offers into social media posts, it will populate the text, images and even the hashtags for you!!



Create Your Post

Social Connections 

EDIT TITLE
Discover the charm of Seville! - 4* Silken Al-Andalus Palace

EDIT POST
Explore Seville in 2025 staying at the 4* Silken Al-Andalus Palace Hotel

Set among the gardens of the Heliopolis neighbourhood and within walking distance to the Maria Luisa Park and Plaza de España, Silken Al-Andalus Palace Hotel is a city oasis.

 7 nights from £688 per person including flights

Below Images are included in the post



Pricing (as of 2024) - Facebook and Email marketing access £25 per month (or £35 with enhanced social media posting)

For a subdomain (like the Inspire offers page). The set up fee is £495 and £59 per month (or £69 with enhanced social media).

For any further questions or to set this up, you can reach out to Becky at Latecards - becky@travelmarketingsystems.com

Sales Hints & Tips

Hints and Tips – Pre-Sale

The most important part of the whole sales process is creating a genuine rapport. The oldest line is the book is **people buy people**, but there is no truer phrase.

We always recommend asking you a client for a good time to talk about their requirements, A holiday is an expensive and exciting purchase and shouldn't be rushed, so take their lead on times that they are available.

Once you have that special time in person or the telephone remember to make them feel like the most important person at that time and be 100% completely in the moment with them.

Ask lots of open questions, The rapport building and the questioning should take a minimum of 10 minutes. Remember it takes someone 7 seconds to make a first impression so make it count.

After asking the obvious how long would you like to go away for, What dates are you available, How many adults/ Children, DOB etc. it's time for some open questions and take a great deal of care to listen and ask any questions at the end.

"Tell me about somewhere you have been in the past that you enjoyed and why"

"What kind of things do you like to do on holiday?"

"What are your dislikes?"

"Is there anything that would make a real difference to your holiday?"

Towards the end of the questions ask them how much they would like to spend on their holiday – Try not to use the word budget.

Nine times out of ten a client will come back to you with "*I don't know*" or "*as cheap as possible*".

With this information we recommend you saying if I don't put any information into the search engine it will search holidays up to £3000 per person is this ok – Quite often they will say no that's too much,

Then you ask what their limit is. It takes a few times to be confident with this level of questioning, but it works every time.

Imagine going to buy a new car and you saying you don't mind any car, any budget - How can they quote you on anything from a Robin reliant to a Porsche and all that's in-between? It's the same process.

When you feel you have as much info as possible, recap recap recap! Say "I am about to go away and find your dream break based on all the information you have provided to me."

There are now 2 questions which are a game changer in separating the lookers from the bookers, and they go like this...

1.) "If I find you the perfect deal, is it something you are looking to book today? "

If they say yes – Say "*wonderful!*", and give them an idea of how much deposit they may expect to pay so you are overcoming any objections before you call them back.

If they say no / they are just looking - you know which enquiries to give priority to, You can say I can give you an idea, but prices change all of the time.

Once you have found that perfect break, you're going to call them back with this opening line ..

"Hi, it's XXX from the travel agents" and then be quiet for a moment. If they say "which one" you instantly know they are shopping around!

Now it's time to sell that dream -

2.) Ask "Are you okay to talk?" = so you can be assured of their full attention, and wow them.

Start with all the positives, be excited, if there was something stand out they wanted wow them that you have found a holiday with this.

If they told you they love walking for example, research some great areas pre-phone call so you really sound super knowledgeable.

Make personal recommendations for restaurants they might like – Tripadvisor is a great tool for this.

Blow them away with exciting details and at no point until towards the end should you mention the price.

Hopefully by the time you get to the price the client will be so excited this will just become the icing on the cake.

Another good tip is to have an idea of what you are going to charge. For example, if you are thinking you are going to charge £2500 for

the family of 4 go in with a price of £3000 then take a small pause and gauge their reaction, Then you can say *"we have a sale on today and I can offer this holiday at £2500."*

Ask what their thoughts are and finally TELL them it's perfect and ask shall we book it.

Obviously, all your clients will have different requirements and it's great practice to remember key details from previous holidays if they are a repeat guest. There is something quite special about people remembering things about you and your family.

We hope that following some of these suggestions means you get not only the first sale, but you will retain your clients for many years to come.

END

Hints and Tips - Post-Sale

Customer Connection Calls

As an Independent Travel Associate it is best practise to reach out to your customers on numerous occasions to maintain the connection you have already built during the sales process and to make sure they have a smooth and enjoyable experience when using your services. It shows that you care and can really help enhance their overall experience which in turn will help you build your repeat client database.

Here are a few ideas of when to check in, the below is an example timeline for when you have booked customers in January to travel in the summer months perhaps. If you are confirming holidays for customers last minute or very far in advance you would need to adapt this to suit. Plan the times in that you will reach out to each of your customers and use a diary system to remind yourself.

Post booking, 1-2 weeks afterwards

To check they received the booking confirmation, and they are happy everything is correct, do they have any questions?

Balance payment reminder, 14-16 weeks before departure

A great opportunity to remind them of any ancillary products if they were not added at the time of booking, helps maximise your margin and all services will enhance their holiday experience too. Car parking and airport hotels do increase in price the closer you get to departure date as spaces book up. Airport lounges are amazing value for money when compared to the prices of food and drink in airport bars and restaurants and so much more relaxed.

Check in online and tickets, 2-4 weeks before departure

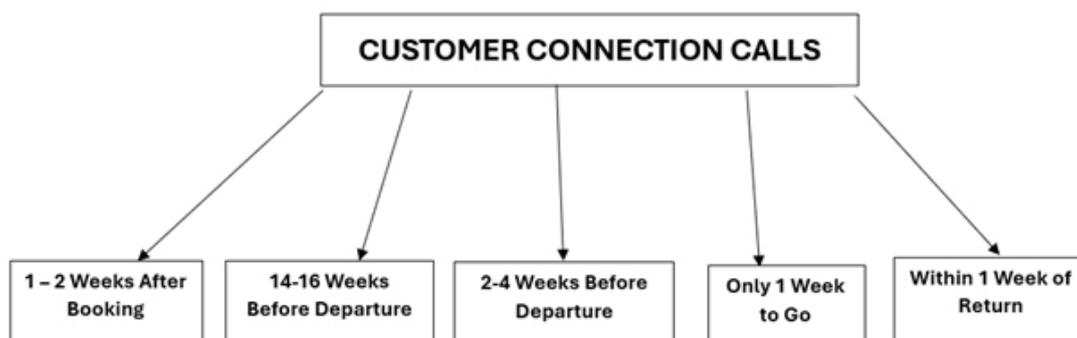
Do your customers have any questions, a great opportunity to check they have got everything ready for their holiday, run through a checklist, should just be packing left to do now, last bits of suncream to buy.

Provide value, 1 week to go

Share helpful information like packing tips, check the local weather, offer a couple of restaurant recommendations and/or things to do in the area they are visiting. Be approachable and encourage questions, let them know that you are available to assist them. Wish them a happy holiday!!

Follow up, within 1 week of their return

Always check in to see how everything went and ask for feedback, it's a great opportunity to ask for a review for your Facebook page and/or google reviews. This shows that you care about their experience, helps improve service and positive reviews that your customers can read will help your business succeed. This check in also creates an opening to discuss their next holiday as we all know the only way to get over the holiday blues is by booking another!



Booking follow up

Our biggest tip for this is to contact a customer before they contact you. Make a Happy holiday call and ensure they have everything they need Pre travel. Some of our ITA's offer an online check in service to save the customer doing this themselves. At this stage you can upsell and potentially add on extras including airport lounges, Car hire, Car parking at the airport etc.

Some agents chose to use their own CRM system, this can be super helpful in sharing a lot of personal information of your clients likes and dislikes and can provide helpful reminders for Birthdays, anniversaries etc. If they are travelling for a special occasion, you could make it memorable and personal with a celebration card.

Provide a hints and tips document for their destination, this should include items such as a link to the government website showing detailed passport and visa information, a description of what currency is best to take, an overview of the weather, items to pack for example mosquito spray etc.

This is personal preference, but the more information you can provide the better experience for your client.

Our recommendations:

- *A coin for the luggage trolleys at the airport is a nice touch*
- *A guide for their chosen destination*

There should be several touchpoints pre-travel. Think about your client and how you make those touch points unique to them using some of the ideas above.

Welcome Home

Personal Follow up Post-Travel - There is nothing nicer than a follow up post-travel, an opportunity to ask how the holiday went, what were their likes and dislikes etc. and make a note of this in their journal so you remember this vital information for next time.

You will get the most value out of this by far by picking up the telephone, However if this isn't feasible for you an e mail or text on their return is also a nice touch.

Remember the best time to book a holiday is when someone is experiencing the all too familiar holiday blues so strike whilst the iron is hot. Ask them where is next on the travel wish list.

Some agents chose to send a tea bag with a welcome home note and maybe a leaflet of their services so they can enjoy a drink and a perusal of where is next.

Whichever way you chose to welcome your client's home is fine but a personal touch is best.

Overleaf is an example of a welcome home letter we send to our clients post travel.

Re visit the touch points and adapt your pre-travel steps to post-travel steps. After the welcome home call, keep in touch via their preferred method of communication, remember their special moments, anniversaries, birthdays etc.

They may not have a holiday booked at present but the personal touch will go a long way!



Miss example
123 fake lane
faketon

AB1 2AB



Thank you for giving Inspire the opportunity to make the travel arrangements for your recent trip. We hope that you have had a wonderful holiday with us and that you have made many happy memories that you will cherish forever.



If you are already dreaming of your next break or still taking in the experience you've just had, we've some great news for you - you are now entitled to an exclusive repeat booking discount for your next break with Inspire, including:



Free accommodation upgrades
Airport lounge access
Free in-flight meals
Free seat selections
...and much more!



Rewards cannot be used in conjunction with another gift card/grant, standard booking T&Cs apply.

To claim your discount...

Simply call our team on **0161 440 6735** and quote your reference number **IQF85F28**, and our dedicated sales agents will let you know what discount you have unlocked.

We appreciate you choosing Inspire and we hope that you look forward to travelling with us again - it may come sooner than you think!

Yours Sincerely,

The **inspire** Team



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Remarketing to existing customers

Add your clients to your database and ask can you share offers with them. At any point you can ask us for your raw data, This data will ensure you are marketing the right destination to the right people. The Inspire team are here to help with these little added extras which will ensure the retention of your clients for many years.

END

END OF DOCUMENT