

ClientBase: Live Connect



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What is Live Connect?

- + Links ClientBase Res Card to a Booking Engine
 - + Pushes Profile Data
 - + Imports Reservation
 - + Look! – No Hands!
 - + Retrieve Other Bookings – Depending on Booking Engine
 - + Consumer Web Bookings
 - + GDS (CRS) Booked Transactions
 - + Phone Bookings
 - + Compare and Update Reservations
- NOTE: GDS (CRS) Import is Not Live Connect**

Live Connect Features Supported by VAX

VAX supports the following Live Connect features if checked off by ✓:

- ✓ **CREATE NEW RESERVATION (Launch, Book & Import)**
 - ✓ Populates client data from ClientBase Profile
 - ✓ Sends Reservation details from Confirmation Page
- ✓ **IMPORT EXISTING RESERVATION (Reservation booked outside of ClientBase)**
 - ✓ Uses confirmation number to automatically pass all reservation details
 - ✓ Allows user to browse for reservation and upon retrieval adds reservation details
- ✓ **RETRIEVE RESERVATION** - Retrieves reservations booked through Live Connect, and upon editing, imports updated reservations details
- ✓ **COMPARE AND UPDATE** - Compare itinerary information that has changed since you booked online, and then update reservation fields with newly updated data
- ✓ **LIST NEW RESERVATIONS** - List the last reservations booked by your user login and password

GDS – No Setup

+ GDS – Import Reservations

(Not Live Connect)

- + Galileo – Apollo
- + Sabre
- + Amadeus
- + Worldspan

+ Make Sure WorkStation Setting is Correct

- + PNR Import
 - + Blank
 - + No Check in Box which says “Use Local File ...”

Benefit of Live Connect

- + Link to Many Reservation Systems
 - + Added Incentives
 - + Cost - Sometimes
 - + None from TRAMS
 - + Booking Engine Dependent
 - + Where Cost – Value Added
- + Abundance of Data Transferred - Little Effort
- + Abundance of Information at Finger Tips

How It Works

Step 1

- + Requires a Link to the Booking Engine Site
 - + Usually Pre-installed
 - + Can Add Between Releases
- + Load in Utilities | Live Connect Providers

How It Works

Step 2

- + Identify Suppliers Who Can Be Connected
 - + Booking Engine Same as Supplier
 - + Pleasant, GoGo, MLT & Most Insurance Companies
 - + Booking Engine that Offers Many Suppliers
 - + Vax – Vacation Access – Funjet, Club Med, Air Jamaica, Sandals
 - + Amadeus Cruise - Cruise Lines
 - + AgentWare - Airlines
- + Add to Vendor (Supplier) Profiles - Live Connect

How It Works

Step 3

- + Setup Login and Password
 - + Usually Obtained From Suppliers
 - + Can Be Unique For
 - + Each Agency or
 - + Each Agent within Agency
 - + Instructions Are Available in Help Window
- + Add to Live Connects
 - + One in Global Default
 - + Unique for Each Agent in Utilities | My Login

The Connections

- + Air
- + Cruise
- + Hotels
- + Insurance
- + Tours
- + Transportation
- + Other

Mass Import

- + Import Profiles and Reservations
- + Standalone Executable – TRAMSxml.exe
- + Web Consumer Booking Sites
 - + Revelex
 - + CruiseBase
 - + FareLogix
 - + Any others who build to our specification

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