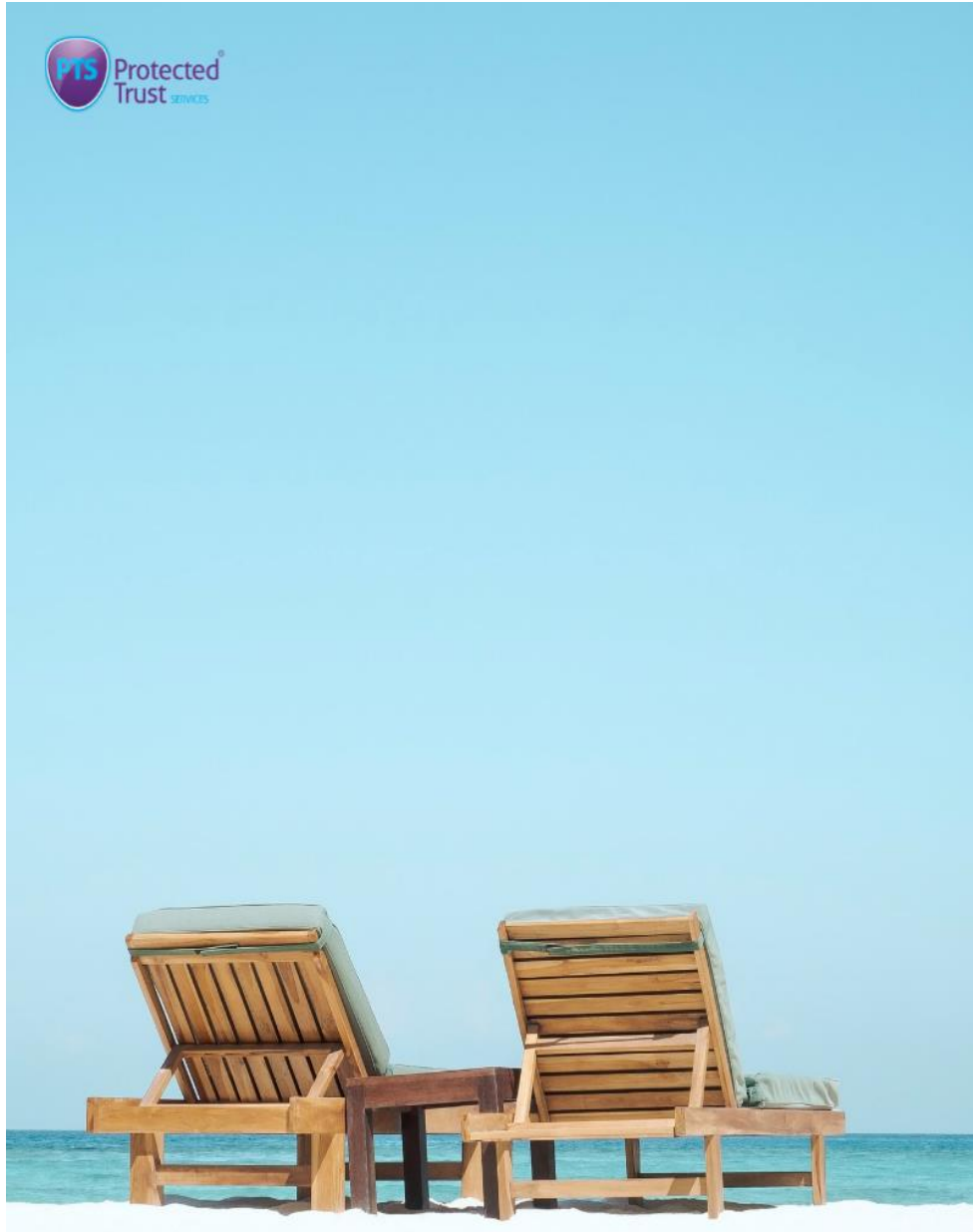




Logging Into PTS



Welcome

Please enter your details.

EMAIL

user@merlintravelgroup.co.uk

PASSWORD

.....



[Forgot password?](#)

Log in

Log into PTS using your assigned username and password. This will have been emailed to your dedicated email address to complete setup.



Navigating PTS



Clients

Calendar

Suppliers

Accounts

Reporting



Ian Richardson ▾

Debit notes (0) Debits that require your attention.

[See all →](#)

Ian Richardson ▾



27 Nov 2023 - 03 Dec 2023



NEW ENQUIRIES

68

PAYMENTS DUE

1

BOOKED

0

TRAVELLING

0

This is the home screen, The configuration of your bookings will determine what is displayed in this section. If you have effectively managed your booking and entered payment milestones in the booking options, these will appear within the Payments Due Section, Travelling is based on Travel Dates and Booked will display new bookings made during the date period shown on the top right.



PTS - Clients

[Clients](#)[Bookings](#)[Issue tickets](#)[Import data](#)[+ Add Client](#)

ADVANCED FILTER

FIRST NAME

LAST NAME

CLIENT REFERENCE

DESTINATION

EMAIL

PHONE NUMBER

ENQUIRY TYPE

ASSIGNED USER

SPECIFIC RANGE



TO



Selecting Clients from the menu will bring up this screen, here you can search for clients within your database or add new clients. You can search using any of the available fields and results will be returned based on your search criteria.

To add a new client, click + Add Client, you only need to create the client if they are new to your business, clients from the previous version of PTS will have been migrated and you may have duplicate clients in the system. Best Practice would be to use the one that was created most recently and assign all future bookings to that client.



Adding a client

Add client

×

TITLE

Mr

FIRST NAME

Enter client's first name

LAST NAME

Enter client's last name

EMAIL

Enter client's email address

PHONE NUMBER

 ▼ +44 7400 123456

ENQUIRY TYPE

Select

ASSIGN USER

Select

DESTINATION

Destination

CONFIRMATION DATE

Cancel

Add

When creating a new client, this screen will pop up. As most fields are marked as mandatory, it is best practice to complete **ALL** fields to ensure data recorded accurately.

Top Tip – As you are only creating your client as a one off, mark the destination as *Worldwide* to avoid the need for changing in the future. Destination is also captured against each booking.

Clients

 Clients  Bookings  Issue tickets

 Import data  Add Client

ADVANCED FILTER

FIRST NAME	LAST NAME	CLIENT REFERENCE	DESTINATION
Enter First Name	Enter Last Name	Enter Booking Reference	Enter Destination
EMAIL	PHONE NUMBER	ENQUIRY TYPE	ASSIGNED USER
Enter Email	Enter Phone Number	Select	Ian Richardson
SPECIFIC RANGE			
dd mmm yyyy 		TO dd mmm yyyy 	
		Search	Clear Filters

 Search

[Mail Shot](#) 

TITLE	FULL NAME	EMAIL	PHONE NUMBER	ENQUIRY TYPE	BOOKINGS
Mr	<u>Test User</u>	test@testemail.com	+447500000000	Recommended	0

Once created, your client will appear within the Clients Section. If you want to proceed to add a booking to your client, Select the client by clicking their name.

Client Overview



← Test User

Contact client

+ Calendar Event

Details

TITLE	Mr	ENQUIRY TYPE	Recommended
FIRST NAME	Test	DATE ADDED TO SYSTEM	28 Nov 2023
LAST NAME	User	DESTINATION	Worldwide
EMAIL	test@testemail.com	ADDRESS	
PHONE NUMBER	+447500000000	POSTCODE	

Edit

Bookings

+ Add new booking

This overview screen will appear, if you need to edit any information about your client, you can click on the “Edit” pencil.

If you are ready to add a booking to your client, simply click on the “+ Add new booking” option.



Add Booking



Add Booking

CLIENT

COUNTRY

Select

DESTINATION

destination

TRAVEL DATE

Enter travel date

NO. OF PASSENGERS

no. of passengers

NO. OF NIGHTS

no. of nights

ASSIGNED USER

Select

BOOKING STATUS

Select

BOOKING TYPE

Select

Cancel

Add

As you are adding the booking directly from the client, this field will be pre-populated. Complete all other fields regarding the booking and once all information has been entered, click on Add.

Add Booking

Details

TITLE

Mr

FIRST NAME

Test

LAST NAME

User

EMAIL

test@testemail.com

PHONE NUMBER

+447500000000

ENQUIRY TYPE

Recommended

DATE ADDED TO SYSTEM

28 Nov 2023

DESTINATION

Worldwide

ADDRESS

POST/ZIP CODE

[Edit](#)

Bookings

[+ Add new booking](#)

London,United King...

15 Dec - 17 Dec 2023

NEW

2T0000071

Here you can see that the new booking has been created and linked to the client.

If your client books with you repeatedly, you can now add bookings to their client profile to build up their booking history. You would simply search for the client within the Client Section, open the client profile, the screen shown will appear with their booking history. To add a new booking, simply click + Add new booking.



Booking Overview

As with the previous version of PTS, the only fields that we require you to complete are the Booking Options and Money Due Section – Scroll down until you reach the required area.

Details

[Edit](#)

BOOKING REFERENCE	2T0000071	1ST MONEY RECEIVED	-	BOOKED DATE	-
COUNTRY	United Kingdom	BOOKING TYPE	Accommodation Only	TRAVEL DATE	15 Dec 2023
DESTINATION	London	ENQUIRY TYPE	Recommended	REMITTANCE DATE	-
BOOKING STATUS	New	BRANCH STORE	-	ENQUIRED DATE	28 Nov 2023

Controls

Itinerary Access	☐
Auto-chaser emails	☐
Surprise booking	☐
Insurance exempt	☐
TOMS VAT Payable	☐

Deposits	Mark as received
Balance	Mark as received
Profit	Claim Profit
Issue Ticket	☐
Travel insurance	Offer
GDPR	Mark as accepted

Financials GBP

GROSS MONEY IN	0.00
MONEY IN	0.00
PTS DEBITS	0.00
TOTAL BOOKING FEES	6.00
REMITTANCE	-6.00
RECONCILED BALANCE	



Booking – Booking Options

Booking options

[Hide notes](#)[Hide booking options](#)[+ Add option](#)

OPT.	PEOPLE	NIGHTS	TRAVEL DATE	PRICE	FREE PLACE	BASED ON	NOTES	ACTIONS
1.	2	2	15 Dec 2023	0.00 / Person	0	0	-	 

As you can see Option 1 has been created automatically based on the information entered when creating the booking. However, you need to record financial details of the booking. Remember this is the **FINAL** selling price to your client and if you have discounted any pricing this should be reflected here. Click on the Pencil Icon to make the necessary amendment to record pricing.

Money due

[+ Add obligation](#)

PAYMENT TYPE

Booking summary

NAME	SUPPLIER NOTES	PASSENGERS	CONFIRMATION	ARRIVE	PER PERSON COST	TOTAL COST	ACTIONS
------	----------------	------------	--------------	--------	-----------------	------------	---------



Check the details entered at the time of booking are still accurate, if any amendment is required ensure the necessary fields are updated. Add in the amount due, this can either be “Per Person” or “Total To Pay”. Once complete click **Edit** to save your changes.

Top Tip - If using the Per Person option, the calculation will be made based on the amount entered x number of passengers.

Booking – Booking Options

Booking options

[Hide notes](#)[Hide booking options](#)[+ Add option](#)

OPT.	PEOPLE	NIGHTS	TRAVEL DATE	PRICE	FREE PLACE	BASED ON	NOTES	ACTIONS
1.	2	2	15 Dec 2023	299.00 / Person	0	0	Test Booking	 

Money due

PAYMENT TYPE

[+ Add obligation](#)

You can see that the field has now updated successfully. If you scroll up to the Predicted Profit Margin area, you will also notice that this field has now changed to show the total amount due from the client and any outstanding balance.

Booking summary

NAME	SUPPLIER NOTES	PASSENGERS	CONFIRMATION	ARRIVE	PER PERSON COST	TOTAL COST	ACTIONS
					0.00	0.00	



Booking – Money Due

Booking options

OPT.	PEOPLE
1.	2

[Booking options](#) [+ Add option](#)

ACTIONS



Money due

[+ Add obligation](#)

PAYMENT TYPE	AMOUNT DUE	DUE DATE	PEOPLE	NOTES	STATUS	ACTIONS
--------------	------------	----------	--------	-------	--------	---------

Booking summary

NAME	SUPPLIER NOTES	PASSENGERS	CONFIRMATION	ARRIVE	PER PERSON COST	TOTAL COST	ACTIONS
					0.00	0.00	



The Money Due section does exactly as it says, confirms what money is due to be received from your client. Details should be recorded accurately to reflect deposits, part payments or balance payments. Select **+ Add Obligation** to enter details of payments.

***Top Tip** – You can also use this field to set yourself reminders for balance due dates. You can set milestones for the actual balance due date as well as a prompt in advance of the due date to issue a reminder to your client.*

Booking – Money Due

merlin

TRAVEL GROUP

Clients

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Money due

PAYMENT TYPE

AMOUNT DUE

DUE DATE

Booking summary

NAME

SUPPLIER NOTES

PASS

Payment out summary

SUPPLIER NAME

PAY FROM

PAY TYPE

CURRENCY

AMOUNT

PEOPLE

A

FX RATE

AUTHORISED

RECONCILED

PAID

INVOICE

REMITTANCE

LOG

Cancel

Add

0.00

Per Person

Total To Pay

Select due date

Enter your notes...

Paid

FX RATE

AUTHORISED

RECONCILED

PAID

INVOICE

REMITTANCE

LOG

FX RATE

AUTHORISED

RECONCILED

PAID

INVOICE

REMITTANCE

LOG

Cancel

Add

FX RATE

AUTHORISED

RECONCILED

PAID

INVOICE

REMITTANCE

LOG

Cancel

Add

FX RATE

AUTHORISED

RECONCILED

PAID

INVOICE

REMITTANCE

LOG

Cancel

Add

Complete all fields and enter any notes applicable.

Please note that NO calculation is performed based on the Per Person/Amount of People field.

Booking – Money Due

OPT.	PEOPLE	NIGHTS	TRAVEL DATE	PRICE	FREE PLACE	BASED ON	NOTES	ACTIONS

Money due

+ Add obligation

PAYMENT TYPE	AMOUNT DUE	DUE DATE	PEOPLE	NOTES	STATUS	ACTIONS
Deposit	50.00/Per Person	28 Nov 2023	2	-	UNPAID	   

Here you can see details of the deposit payment added to the booking. Once the payment has been reconciled by the PTS Team and funds allocated to this booking. The Admin team at MTG will ensure the payment toggle is updated to reflect that payment has been made.

Booking summary

NAME	TOTAL COST	ACTIONS
	0.00	0.00

Payment out summary

SUPPLIER NAME	PAY FROM	PAY TYPE	CURRENCY	AMOUNT	PEOPLE	APPROX. CURRENCY	PAY REFERENCE	DATE	CLEARED	FX RATE	AUTHORISED	RECONCILED	PAID	INVOICE	REMITTANCE	LO



Booking – Understanding Fees



ClientsCalendarSuppliersAccountsReporting

BOOKING TYPE

ENQUIRY TYPE

BRANCH STORE

TRAVEL DATE

REMITTANCE DATE

ENQUIRED DATE

COUNTRY

DESTINATION

BOOKING STATUS

-

-

28 Nov 2023

Controls

Itinerary Access	☐	Deposits	Mark as received
Auto-chaser emails	☐	Balance	Mark as received
Surprise booking	☐	Profit	Claim Profit
Insurance exempt	☐	Issue Ticket	☐
TOMS VAT Payable	☐	Travel insurance	☐
		GDPR	

Financials -

GROSS MONEY IN	0.00
MONEY IN	0.00
PTS DEBITS	0.00
TOTAL BOOKING FEES	<u>6.00</u>
REMITTANCE	-6.00
	0.00

Predicted profit margin ⓘ GBP

TOTAL DUE IN	CLIENT STILL TO PAY	TOTAL TO PAY SUP	DIFFERENCE
598.00	598.00		Commission Paid

To understand the Fees and Insurances that are applied to bookings navigate to the financials section and locate the “Total Booking Fees” line and then select the figure underlined.



Booking – Understanding Fees

[← Total booking fees](#) Test User

Incoming fees GBP

TYPE	FEE	ITEMS	TOTAL
Credit & Debit Card	0.12	0	0.00
Cheque	0.30	0	0.00
Online Payment	0.30	0	0.00
Cash Payment	1.00 %	0	0.00
Reconciliation (per incoming credit)	0.90	0	0.00
International Credits	0.00	0	0.00

Total fees GBP

TYPE

This screen shows the cost associated with each incoming payment into PTS.

Regardless of the payment method, a reconciliation is added for each payment.

For example a Bank Transfer (Online Payment) will cost £1.20 and a card payment is £1.02.

Card payments also have additional card handling fees. These fees will no longer show as a separate charge on your commission statement as they are now included in the settled amount recorded in PTS.

Please also remember that Non UK Issued / Business Cards will also attract a higher transaction fees and will fall outside of the 0.3-0.8% fee for UK Issued Cards.

Client File – Understanding Fees

As well as inbound payments, fees are also charged for paying suppliers, refunding clients, priority payments for urgent bookings.

It is advisable for you to familiarise yourself with **ALL** fees, so there are no unexpected surprises on your commission statement.

Please remember these **fees are per file**. Generally a 3rd Party (Jet2, TUI, easyJet Hols etc) standard booking accrues £20 of PTS fees (excluding card payment fees).

Top Tip – For other bookings including MTG Packages, the fees may be higher as a range of Insurances are added to each booking, ensuring your client has the maximum financial protection in place. These are calculated based on the number of passengers and the value of the booking.

Outgoing fees GBP

TYPE	FEE	ITEMS	TOTAL
Remittance Fee (per booking)	6.00	1	6.00
Supplier Payment (per payment)	0.00	0	0.00
Supplier Payment - Bank Payment	0.29	0	0.00
Supplier Payment to a Euro account	2.40	0	0.00
Supplier Payment - Other currency account	3.00	0	0.00
Priority Payment	12.00	0	0.00
API Booking Aspects	2.40	0	0.00
Reimbursement of Supplier Payment	2.10	0	0.00
Customer Refund	3.60	0	0.00