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MY ACCOUNT

Client & Liaison

ADMIN

Manage Registrations

This page logs all submitted employee registration forms. Authorized employees can accept or decline Client and Liaison Employee registrations.

To start processing a registration, click on the handle icon in the Action column. The details will appear as they were completed on the registration form.

Handle – is when a registration has been submitted and is waiting to be approved.

Continue – is when a registration has started to be approved but not finalized and is on hold.

Approved - is an accepted and confirmed registration.

Declined – is when a registration is not approved and declined.

Client Employee Registration process

The employee details should be checked for spelling mistakes.
The employee role should then be assigned. (See Client Employee Role Entitlement page 36)

To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Liaison Employee Registration process

The employee details should be checked for spelling mistakes.
The employee role should then be assigned. (See Liaison Employee Role Entitlement page 37)

To accept the registration click on 'Accept'
To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Manage Employees

This page logs all the approved employees and their details and is only available to employees with an employee admin role.

To update or delete an employee click on edit in the Action column.

Employee contact details and access levels can be changed. The Main Contact and Billing Contact can also be re-assigned here.

Main Contact –
setting an employee as a Main Contact means their role is changed to an admin role and they can manage registrations and employees.

Billing Contact-
setting an employee as the Billing Contact means they will receive Partner invoices if applicable.

REPORTS

Bookings Report

This report is the main function page of the application. The Bookings Report gives full control for scheduling and reporting.

Page layout –

Report columns left to right

1. (Icon) log - this is a log of all messages sent by netbuzz relating to that booking.

2. (Icon) Netbuzz - this facility sends a standard message or free text message to the bookings client or liaison. These messages can be sent by email or as a text message to a mobile phone. (text messages have 160 character capacity)

3. (Icon) Flight Report -this displays the bookings flight report. This report can be viewed and edited (access clearance required) and has a document upload facility

4. Job No. (Filter) – This is the booking reference. Click on job no. to display booking details including full comments and reference details. You can edit, duplicate and delete bookings at this point.(access clearance required) Filter box at top of column. Starting to type job no. in filter box will automatically reduce bookings viewed

5. Booking Date (Date option box) – This is the date the flight is due to arrive or depart the main country of operation. Click on top date option box for start date and bottom date box for end date to see a range of bookings between those dates. To see bookings for one date only then put the relevant date in both boxes.

6. Client (Filter) – This is the client the booking is associated to. Filter box at top of column. Starting to type client name in filter box will automatically reduce bookings viewed to be more client specific. Click on client name to see client details.

7. Meet Time (Filter) – the meet time is a guide time for the liaison to be in position to meet the flight or passengers. Filter box at top of column. Starting to type meet time in filter box will automatically reduce bookings viewed to be more meet time specific.

8. Flight No. – (Filter) This is the arriving or departing flight number associated to the booking. Filter box at top of column. Starting to type a flight number in filter box will automatically reduce bookings viewed to be more flight number specific.

9. STD – Is the standard scheduled time of departure from the main country of operation.

10. STA – Is the standard scheduled time of arrival into the main country of operation.

11. APT – (Filter) Is the arrival or departure airport in the main country of operation. Filter box at top of column. Starting to type airport name in filter box will automatically reduce bookings viewed to be more airport specific.

12. City – Is arrival or departure point in the main country of operation.

13. Pax no. – (Edit) Is the number of passengers manifested. This figure can be edited and will automatically update the booking and flight report.

14. ATA/ATD – (Edit) Is the actual time a flight arrives or departs the main country of operation. This time can be edited and will automatically update the flight report. This time must be input in 24 hour format using a colon (:) between hours and minutes ie (10:23)

15. Pax total (Edit) - is the number of manifested passengers that travelled on that flight. This number can be edited and will automatically update the flight report.

16. NSH (Edit) - No show passengers. This number indicates the total manifested passengers that did not make the flight. This number can be edited and will automatically update the flight report.

17. Liaison (Filter & Edit) This is the airport liaison company or employee assigned to the booking.
 The liaison can be edited. Starting to type a Liaison name in the filter box will automatically reduce bookings viewed to be more liaison specific.

18. Code (Edit) This is a 6 character alpha/numeric function that allows pre-determined codes to be entered that let users know of specific actions regarding the booking

19. Reference. (Edit) The reference is the clients booking reference. This reference will appear on a clients invoice so should be specific to that booking. This reference can be edited and will automatically update the booking.

20. Comments (Edit) This section is a narrative section for any relevant booking information or instructions. This area can be edited and will automatically update the booking. Full details can be viewed in the booking details.

21. Attachments - this shows all items uploaded to a booking. These items can be viewed by clicking on the relevant attachment.

Flights Report

This report lists all the flight reports, use the filter system to search for your required report.
 Select a Job no. to see the Flight Report

Flight report functions – Client

A flight report can be edited by the client to upload details relevant to that flight e.g. Passenger Manifest, Signage, etc

Flight reports cannot be edited 24 hours after the flight departure time.

Flight report functions – Liaison

A flight report can be edited by the Liaison to update details relevant to that flight e.g. No-shows, Additions, plus full details of relevant events regarding a clients passengers.

Flight reports cannot be edited 24 hours after the flight departure time.

MY ACCOUNT

Change Password

To change your password click on the 'New Password' Box and type in your new password.

Then, click on the 'Confirm New Password' and re-enter your new password.

Then click on 'Save'

My Profile

My profile shows user information. It will also allow you to edit your email address.

Company Profile

The company profile shows the Main Contact and Billing Contact details as well as listing company employees and their details.

The employee with the admin role can edit company details.

Logout

This button will log you out immediately and take you to the netrepsglobal.com home page.

Partner

ADMIN

Manage Bookings

Select a job no. to see, edit, duplicate and delete existing bookings.
For new bookings click on 'Create a New Booking'

Create a New Booking –

Booking Date –
 The booking date always defaults to today's date. To create a booking in the past or the future click on the 'Booking Date' box to display a calendar function, and choose relevant date.

Tick Box –
 Create a multiple booking – click on this box to tick. This option enables you to create an exact copy booking for the same day of the week up to any point in the future. (Note – this can only create copies of one day of the week at a time)

 Client (required field) –
Click on drop down box to select client that the booking relates to.

 Client Fee (required field) –
 Click on drop down box to select the correct client fee that relates to that booking.

Liaison –
Click on drop down box to select the Liaison Company that will be handling that bookings principal airport liaison requirements

Liaison Fee-
 Click on drop down box to select the correct liaison fee that relates to that Liaison Company.

Pax No.-
 This figure is the total number of pax in the booking. Total pax manifested.

References –
This is for the clients specific reference for that booking. This will appear on the clients invoice schedule report when created.

Comments-
This area is for all relevant narrative related to that booking. Eg driver contact mobile numbers, group coach details etc.

Attachments –
This facility allows you to upload documents to the booking. These can be PNL's, Itinerary's, copies of emails etc.

(Note: only upload pdf files as they can be viewed universally. If you upload other software formats then access may be restricted due to incompatible software versions. Always print to or save as a pdf file)
See 'Managing Attachments'

Flight –
To choose a flight, click in the flight box and start to type the flight number. This is a progressive filter system so the more you type the more specific the list becomes. If your flight does not display when you have typed the full flight number then click the green + sign next to the Flight box. This will then allow you to create the flight that you need for the booking.

Sta	Standard time of arrival	(system generated)
Std	Standard time of departure	(system generated)
City	Is the arrival or departure destination	(system generated)
Airport	Airport of main country of operation	(system generated)

Meet Time-
This is the designated time that a Liaison or employee handles the booking from. This time is system generated. It can be manually overridden by clicking on the Meet Time box and amending the time.

Flight Report Comments –
If you have specific narrative to go on the flight report then this can be entered here. It is important you do this if you are to duplicate the booking.

Manage Rosters

This page schedules staff shift patterns, records their hours and calculates remuneration. It also records holiday entitlement and sick days.   The netbuzz function and a document upload facility are also available.

Click on 'Create New Roster Entry' to add details.

Personnel –
Click in this box and start to type the employee or liaison name and then select from the choices shown.

Date –
 Select the required date.

Start Time –
Enter the employee/liaison start time.

End Time –
 Enter the employee/liaison end time.

Airport –
 Click on drop down box and select the airport that the employee/liaison is starting their shift day at.

Admin Code 1/2/3 –
 Enter a fee code here to account for any additional remuneration or expenses attributing to the employee/liaison for that shift day.

Comments –
 This section is for any instructions or comments for that employee/liaison.

Add attachment –
This enables any relevant documents to be uploaded which can then be viewed by the employee/liaison.

View Clients

This lists the clients and their details.

Click on a clients name to see their full contact details

View Liaisons

This lists the liaison companies and their details.

Click on a liaison name to see their full contact details

View Airport Liaisons

This lists the liaison companies and the airports they cover.

Click on the airport select box and type the airport required. Click on required airport and click on the 'Get Liaisons At This Airport' button. The Liaison and Liaison Company's are then displayed. You can view their details by clicking on the required one.

Manage Registrations

This page logs all submitted registration forms. Authorized employees can accept or decline Partner, Client and Liaison registration.

Action – This column lists the stage of the registration –

Handle – is when a registration has been submitted and is waiting to be approved.

Continue – is when a registration has started to be approved but not finalized and is on hold.

Approved - is an accepted and confirmed registration.

Declined – is when a registration is not approved and declined.

To start processing a registration, click on the handle icon in the Action column. The details will appear as they were completed on the registration form.

Partner Employee Registration process

The employee details should be checked for spelling mistakes.
The employee role should then be assigned. (See Partner Employee Role Entitlement page 38)

Client Registration process

The client details should be checked for spelling mistakes.

Contact details –
 Should be checked for errors.

Extra Info –
This area is to add any relevant details specific to that client.

Liaison –
Assign the primary liaison company to the client by clicking on the liaison box and selecting the liaison company.

Repping Hours –
This is the amount of hours before a flight departs that the Liaison is to be at the principal airport to manage the booking. This number should be in 24 hour format i.e. 3 hours would be 03:00

Services required –
This indicates if the client requires administration services from the Partner.

Client Access –
 This enables clients to view and manage bookings from another client. Click on the drop down box and type client name required and click on the required client.

Fees –
 Fees or charges can be assigned to specific clients. To assign a fee to a client click on the fee box and choose the fee associated to that client.

Client Role –
 The client role is the permissions allocated to that client. Click on the drop down box and select either 'Client 1 or Client2' this then defines the access for that client. (See Client Employee Role Entitlement page 36)

To accept the registration click on 'Accept'
To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Client Employee Registration process

The employee details should be checked for spelling mistakes.
The employee role should then be assigned. (See Client Employee Role Entitlement page 36)

To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Liaison Company Registration process

Contact details should be checked for errors.

Liaison Airports – Click in the drop down box to select the Airports the Liaison Company covers.

Client Access – Click on the drop down box to select the clients' bookings the liaison company is authorized to access.

Liaison Fees – pre-determined fees can be assigned to liaison companies. Click on the drop down box and select associated fees.

Liaison Roles - The liaison role is the permissions allocated to that liaison. Click on the drop down box and select either 'Outstation Liaison 1 or Outstation Liaison 2' this then defines the access for that liaison. (See Liaison Employee Role Entitlement page 37)

To accept the registration click on 'Accept'
To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Liaison Employee Registration process

The employee details should be checked for spelling mistakes.
The employee role should then be assigned. (See Liaison Employee Role Entitlement page 37)

To reject the registration click on 'Decline'
To pause registration click 'Save Changes'
To continue registration after saving changes click 'Release'

Manage Employees

This page logs all the approved employees and their details and is only available to employees with an employee admin role.

To update or delete an employee click on edit in the Action column.

Employee contact details and access levels can be changed. The Main Contact and Billing Contact can also be re-assigned here.

Main Contact – setting an employee as a Main Contact means their role is changed to an admin role and they can manage registrations and employees.

Billing Contact-setting an employee as the Billing Contact means they will receive Partner invoices if applicable.

REPORTS

Bookings Report

Bookings Report –

 This report is the main function page of the application. The Bookings Report gives full control for scheduling and reporting.

Page layout –

Report columns left to right

1. (Icon) log - this is a log of all messages sent by netbuzz relating to that booking.

2. (Icon) Netbuzz - this facility sends a standard message or free text message to the bookings client or liaison. These messages can be sent by email or as a text message to a mobile phone. (text messages have 160 character capacity)

3. (Icon) Flight Report -this displays the bookings flight report. This report can be viewed and edited (access clearance required) and has a document upload facility

4. Job No. (Filter) – This is the booking reference. Click on job no. to display booking details including full comments and reference details. You can edit, duplicate and delete bookings at this point.(access clearance required) Filter box at top of column. Starting to type job no. in filter box will automatically reduce bookings viewed

5. Booking Date (Date option box) – This is the date the flight is due to arrive or depart the main country of operation. Click on top date option box for start date and bottom date box for end date to see a range of bookings between those dates. To see bookings for one date only then put the relevant date in both boxes.

6. Client (Filter) – This is the client the booking is associated to. Filter box at top of column. Starting to type client name in filter box will automatically reduce bookings viewed to be more client specific. Click on client name to see client details.

7. Meet Time (Filter) – the meet time is a guide time for the liaison to be in position to meet the flight or passengers. Filter box at top of column. Starting to type meet time in filter box will automatically reduce bookings viewed to be more meet time specific.

8. Flight No. – (Filter) This is the arriving or departing flight number associated to the booking. Filter box at top of column. Starting to type a flight number in filter box will automatically reduce bookings viewed to be more flight number specific.

9. STD – Is the standard scheduled time of departure from the main country of operation.

10. STA – Is the standard scheduled time of arrival into the main country of operation.

11. APT – (Filter) Is the arrival or departure airport in the main country of operation. Filter box at top of column. Starting to type airport name in filter box will automatically reduce bookings viewed to be more airport specific.

12. City – Is arrival or departure point in the main country of operation.

13. Pax no. – (Edit) Is the number of passengers manifested. This figure can be edited and will automatically update the booking and flight report.

14. ATA/ATD – (Edit) Is the actual time a flight arrives or departs the main country of operation. This time can be edited and will automatically update the flight report. This time must be input in 24 hour format using a colon (:) between hours and minutes ie (10:23)

15. Pax total (Edit) - is the number of manifested passengers that travelled on that flight. This number can be edited and will automatically update the flight report.

16. NSH (Edit) - No show passengers. This number indicates the total manifested passengers that did not make the flight. This number can be edited and will automatically update the flight report.

17. Liaison (Filter & Edit) This is the airport liaison company or employee assigned to the booking.
  The liaison can be edited. Starting to type a Liaison name in the filter box will automatically reduce bookings viewed to be more liaison specific.

18. Code (Edit) This is a 6 character alpha/numalpha function that allows pre-determined codes to be entered that let users know of specific actions regarding the booking

19. Reference. (Edit) The reference is the clients booking reference. This reference will appear on a clients invoice so should be specific to that booking. This reference can be edited and will automatically update the booking.

20. Comments (Edit) This section is a narrative section for any relevant booking information or instructions. This area can be edited and will automatically update the booking. Full details can be viewed in the booking details.

21. Attachments - this shows all items uploaded to a booking. These items can be viewed by clicking on the relevant attachment.

Flights Report

This report lists all the flight reports, use the filter system to search for your required report.
 Select a Job no. to see the Flight Report

A flight report can be edited to update details relevant to that flight e.g. No-shows, Additions, plus full details of relevant events regarding a clients passengers.

A flight report can also be edited by uploading details relevant to that flight e.g. Passenger Manifest, Signage, etc

Roster Report

Enter date range and choose person (choose person by typing their name in person box) click on 'Get Report' to see their roster timetable.

Invoice Report

Use this page to raise client invoice schedules and invoices and Liaison company payment schedules.

To select a total client invoice summary for a given period – select the date range and in the client drop down box choose the all client option.

To create an individual client invoice summary for a given period – select a date range and in the client drop down box choose the required client.

To select a Liaison Company payment schedule for a given period – select the date range and in the Liaison drop down box choose the required Liaison Company.

If you have followed the daily reconciliation procedure, when you come to run off your invoices you can be confident that they will display the correct information for the period selected.

Running Invoices –

1. Start by running an 'Invoice Summary by Client'. (Reports – Invoices Report) enter start date and end date, in Client select – All Clients – then select 'Get Report'

   This will give you a complete list of all your clients for the period selected and the total amount of fees earned for the period selected. To remove all clients who have not earned any fees for the period selected, click on the 'Hide Empty Rows' next to the 'Print Report' button.

You can now use this list to run your clients Invoices and Invoice Schedule Reports.

2. Now you can run the individual client invoice schedule. Select your first client from the 'Invoice Summary by Client' list. This will show all bookings for that client and the fees earned. Check that all the information is correct. If you find a booking that needs amending then click on the booking in the 'Booking Number' column. You can then edit that booking which will reflect on the Client Invoice Schedule.

   When you are happy with the invoice schedule you can print.

   Follow this procedure to print all your Client Invoice Schedule's for the selected period.

    (See section on printing if you are experiencing printing issues)

3. To run invoices you need to run the Invoice Summary by Client again. In the create invoice column click on the printer icon for the required client. An invoice will appear that can be edited. Put the correct data in the fields that change monthly e.g. Invoice Date, Invoice No. , Invoice description. Check the details are correct and click on display invoice. If the invoice is correct then print the invoice.

   Follow this procedure to print all your Client Invoices for the selected period.

   (See section on printing if you are experiencing printing issues)

SYSTEM

Manage Clients

Client administration allows a Partner to view and update Client company information. By clicking on the Client code you can update the following:

Company Name

Website

Company Logo

Handle Client Registrations-this allows a Partner to receive Client Company employee registrations so they can be administered by the Partner.

Company Address

Billing Address – this address goes on invoices

Information- general field for any relevant Client information

Liaison Repping Hours-this sets the meet time a client needs a Liaison to be present at the airport before the scheduled departure time. This should be in 24 hour format e.g. 03:30 would be three and a half hours before the scheduled departure time.

Client Access – this enables a client to view other clients' bookings. Click on the option box and start to type the required Client Company name, then click on the correct Company required

Fees-pre assigned fees can be added to a client for invoicing purposes. When making a booking this gives the option for only those fees associated to that specific Client to be chosen.

A Client Company can also be deleted. This would also disable that Client Company's employees.

Manage Liaisons

Liaison administration allows a Partner to view and update Liaison Company information. By clicking on the Liaison code you can update the following:

Liaison Company Name

Website

Handle Liaison Registrations-this allows a Partner to receive Liaison Company employee registrations so they can be administered by the Partner.

Company Address

Liaison Airports-this allows the Airports a Liaison Company provides services at to be pre assigned.

Information- general field for any relevant Client information

Client Access – this enables a Client Company to be pre assigned to a Liaison Company

Liaison Fees-pre assigned fees can be added to a Liaison Company for cross checking invoices received. When making a booking this gives the option for only those fees associated to that specific Liaison Company to be chosen.

A Liaison Company can also be deleted. This would also disable that Liaison Company's employees.

Manage All Employees

This allows a Partner to update or delete Liaison Company employees, Client Company employees and their own employee**s.**

A partner cannot update or delete another partner's employees or their associated Liaison and Client Company employees.

Manage Fees

Fee administration is where all the client and liaison fees are located. Client and Liaison fees are allocated when new bookings are created, this makes invoicing more efficient.

You can delete or edit an existing fee by clicking on the fee code in the left hand column.

To create a new fee type click on 'Create a New Fee Code'

You must then enter the following –

Code –
The code is not system generated. It is a four character alpha/numeric code that the Partner can generate. This enables direct classification of fee categories.

Amount-
Is the monetary value associated to that fee.

Invoice Description-
This is the narrative that will appear on any client invoice when that fee is associated to a booking. It will also appear on the liaison company schedule if the fee is associated to a liaison company in a booking.

Long Description-
This is the narrative which describes the fee in more detail. A user when creating a booking will associate the correct client fee from a list of fees associated to that client.

Type- there are four types of fee that can be created, these are:-

General – fees associated to clients, liaison companies and personnel or employees.

Admin - fees associated to personnel or employees when creating their roster.

Client- fees associated solely to clients.

Liaisons- fees associated solely to liaison companies.

Clients –
When creating a fee you can directly associate a client to it. This means every time you create a booking for that client that fee will be listed.

Liaison-
When creating a fee you can directly associate a liaison to it. This means every time you create a booking for that liaison company that fee will be listed.

When all the above information has been entered click on the 'Create' button.

Netbuzz Messages

Pre-set Netbuzz messages can be created that can be selected when using the Netbuzz function in the Booking Report.

To create a new Netbuzz message click 'Create a new Netbuzz Message'

Label –
Click on the label box to add. The label is the short descriptive narrative used to choose the Netbuzz message.

Content –
 Click on the content box to add. The content is the full description that will be sent in the email or by text.

Display Order –
This is the order that the Netbuzz messages will appear in when using the facility.

Click the create button once the Label, Content and Display boxes are completed.

To edit or delete an existing message click on the required label in the label column.

Netbuzz Configuration

To use the Netbuzz text facility the Partner must first register at txtlocal.com

Once registered at txtlocal.com click on 'Updated your txtlocal Account' and fill in the required details.

Registration Handlers

Handlers are designated staff that manages registrations. To add or delete a handler click on the 'update' button next to the required registration type. In the drop down box start to type the name of the new handler to be added and then choose the required handler and choose the save option.

Registration Emails

These are preset email registration response messages that the system automatically sends at certain stages of the registration process. THERE SHOULD BE NO REASON TO ALTER THESE TEMPLATES

Manage Airport Data

If an Airport is not listed then one can be created by clicking on 'Create a new Airport'

Code –
The code should be the standard ' World Airport Code'. These codes are available at http://www.world-airport-codes.com. The code allows for 4 characters with the last character being the terminal e.g. LHR1, LHR5, LGWN

Airport Liaison can also be assigned at this page. To assign an airport liaison click on the airport code then click on Airport Liaisons and start to type the liaison name and choose the liaison required.

Manage City Data

The city is the arrival or departure point that is not in the main country of operation. The code is still the World Airport Code.

These codes are available at http://www.world-airport-codes.com. The code allows for 4 characters with the last character being the terminal e.g. LHR1, LHR5, LGWN

If in a booking both the City and Airport are in the main country of operation (Domestic Flight) then the principal point where the Liaison should be to meet the flight should be the Airport and the arrival or departure destination should be the City.

Manage Flight Data

The flight administration page lists all the flights in the system. Flights can be found using the filter system.

Flights can be created by clicking on 'Create a New Flight'

You must then enter the following –

Flight Number –
Enter the required flight number.

City –
Enter the arrival or departure city by clicking on the required city from the select box.

Airport-
Enter the arrival or departure airport (in the main country of operation) by clicking on the select box and choosing the required airport.

STA-
If the flight is an arrival into the main country of operation then enter the 'Standard Time of Arrival' in 24 hour format

STD-
If the flight is a departure from the main country of operation then enter the 'Standard Time of Departure' in 24 hour format.

Day-
You can choose which day of the week to create the flight for. If the flight departs or arrives at the same time on different days of the week then click on the box next to the required day.

Note: you can only use this option for more than one day of the week if the STA or STD is the same for each of the days chosen.

Summer / Winter – choose the period the flight departs or arrives in by clicking the required season. The Summer period is _____ to _____ . The Winter period is _____to _____

View Permissions Table

The permissions administration sets the access levels for all users of the application, including Partners, Clients and Liaison company employees and personnel.

View Logs
Logins
This displays the user name and time they log on and off of the system.

Registration Emails Sent
This displays a list of all registration emails, the date they were sent, who sent them and to whom they were sent.

My Account

Change Password

To change your password click on the 'New Password' Box and type in your new password.

Then, click on the 'Confirm New Password' and re-enter your new password.

Then click on 'Save'

My Profile

My profile shows user information. It will also allow you to edit your email address.

My Roster

My roster shows a user's past and future roster information. This will record start and finish times, holidays and sick days.

Fees Earned

Liaisons and employees can see their remuneration over a given period. (Only if part of company policy)

Logout

This button will log you out immediately and take you to the netrepsglobal.com home page.

netrepsglobal.com
a powerful tool

Attachment Procedures

Netrepsglobal has the facility for employees of Partners and Clients to upload documents to flight bookings and roster bookings.

Although all types of files can be uploaded we **highly recommend** you only upload pdf files. Pdf file formats are universally accepted by most PC's and networks and therefore can be opened by most operating systems. Files uploaded in applications own file format may not be recognized if that software is not used on a specific PC or network.

Changing file formats to pdf –

There are two main ways to change files to pdf format, you can save or print to pdf.

Saving to pdf

The main applications such as Excel, Word and Powerpoint can quite easily be converted to pdf format. If the file is open you can click 'Save as' this then gives you the option 'Save as type' under 'File Name'.

Click on this to show different file types and choose PDF.

Printing to pdf

You can upload any document as a pdf file as long as you can print it.

You may already have a PDF Creator facility. It can be found when you select to print. A drop down box will appear with the name of the default printer, click on the drop down box to see other options. If there is a PDF Creator option then choose that.

If there is not a DPF Creator then you can get a free one at –

 http://sourceforge.net/directory/

Always use the 'Print Preview 'option before you print to pdf as it shows you exactly what will print out. You can then change amount of pages to print or change margins and 'fit to' option which will fit what is to be printed on the amount of pages you choose.

We recommend you take a methodical approach when creating attachments. We suggest you create a folder system –

Documents/Attachments/{Client name}/{Year}/{Month}/{Day}

When you then need to print to pdf save the document as - job no. then one letter to indicate what type of attachment.

Example – STRA0149M = manifest

I=itinerary S=signage N=notes etc

This makes the procedure of attaching documents far easier.

Printing Procedures

Even though the system is designed so printing is not required. We do understand the need sometimes occurs. On certain pages there are print options. With most printing, what you see on the screen should appear on the page when printed. Because there are different size screens and browser configurations, this is not always the case.

When pages do not print correctly from netrepsglobal then you should use your browser print facility.

This can be done by going to the task bar at top of the page and clicking on 'File' then 'Print Preview'

You can then see what will be printed on the page.

The following adjustments can then be made –

- Change from Landscape to Portrait view.
- Remove the header and footer html page details
- Re-size the scale of what appears on the page
- Automate the shrink to page option
- Change page margins

Reconciliation Procedures

Booking Reconciliation

We recommend you devise a series of reconciliations to optimize the applications features.

These should be to cross check the booking details, Flight details, that Liaison Company has confirmed cover, that attachments are included and correct.

Reconciliations should take place Daily, Weekly and Monthly.

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Invoice Reconciliation

If you use the invoice facility then we strongly suggest you reconcile daily using the 'Invoice Report' function.

Go to the 'Reports' tab and click on 'Invoices Report '. To see the days Invoice Schedule use the same start and end date and leave the 'Client' as 'Please Select' then click on 'Get Report'. You then see all the bookings for that day and their associated fees. If this process is followed daily then at the end of the Month you can run off invoices as soon as you have done the last day's reconciliation.

General Tips

Filter Boxes -

Empty filter boxes at the top of columns - if a column has a filter box at the top of it then by typing in relevant information for that column the page will begin to sort that information. The more you type the more specific the displayed information is.

Use the filter boxes at the top of each column to define searches.

Use the filter system to reduce the bookings viewed before you start using the applications functions and this will dramatically speed up the system.

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Client Employee Role Entitlement

	Client 1	Client 11	Client Admin
Manage Registrations			✔
Manage Employees			✔
Bookings Report	✔*	✔	✔
Flight Report	✔	✔	✔
Change Password	✔	✔	✔
My Profile	✔	✔	✔
Company Profile	✔	✔	✔*
Logout	✔	✔	✔

Client 1
*cannot edit flight report or upload attachments
Client Admin
*can edit company profile

Liaison Employee Role Entitlement

	Outstation Liaison 1	Outstation Liaison 11	Outstation Liaison Admin
Manage Registrations			✔
Manage Employees			✔
Bookings Report	✔	✔	✔
Flight Report	✔*	✔	✔
Change Password	✔	✔	✔
My Profile	✔	✔	✔
Company Profile	✔	✔	✔
Logout	✔	✔	✔

Outstation Liaison 1
* 24 hour flight report edit restriction

Partner Employee Role Entitlement

	Airport Liaison	Staff Admin 1	Staff Senior 1	Staff Senior 11	Staff Mngmnt 1	Partner Admin
ADMIN						
Manage Bookings		✔	✔	✔	✔	✔
Manage Rosters					✔	✔
View Clients		✔	✔	✔	✔	✔
View Liaisons		✔	✔	✔	✔	✔
View Airport Liaisons		✔	✔	✔	✔	✔
Manage Registrations				✔	✔	✔
Manage Employees					✔	✔
REPORTS						
Bookings Report	✔*	✔	✔	✔	✔	✔
Flight Report	✔	✔	✔	✔	✔	✔
Rosters Report					✔	✔
Invoice Report					✔	✔
SYSTEM						
Manage Clients			✔	✔	✔	✔
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Manage All Employees					✔	✔
Manage Fees					✔	✔

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Manage City Data			✔	✔	✔	✔
Manage Flight Data			✔	✔	✔	✔
View Permissions Table						✔
Manage Partners						✔
View Logs					✔	✔
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My Roster	✔	✔	✔	✔	✔	✔
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Change Password	✔	✔	✔	✔	✔	✔
My Profile	✔	✔	✔	✔	✔	✔
Company Profile	✔	✔	✔	✔	✔	✔
Logout	✔	✔	✔	✔	✔	✔

Airport Liaison
*Netbuzz email only (no text facility)