TourCMS

DOCUMENTATION MANUAL

Used in emails, letters etc

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INTRODUCTION

TourCMS is a web based content and bookings management system based around the needs of small tour operators, travel agencies and activity organisers.

Latest version can always be downloaded from www.tourcms.com/support/

Full information about TourCMS can be found at http://www.tourcms.com

CONTACT DETAILS

EMAIL

Technical support, new ideas & feedback   support@tourcms.com

OVERVIEW

The TourCMS template mechanism is based around tokens. A token looks like this: **%b_id%** (it always starts and ends with a % character)

You can create documents suitable for printing (using the RTF style) as well as templated emails (for sending to suppliers, agents, customers or other members of staff)

Using this template system you can create:

- Invoices
- Receipts
- Letters
- Welcome packs
- Accommodation vouchers
- Envelopes
- Booking confirmations
- Etc

For example:

> Dear %primary_contact_name%,
>
> Thank you for your booking starting on the %start_date_display%
>
> Kind regards,
>
> %user_fullname%

…gets converted to….

> Dear Mr John Smith,
>
> Thank you for your booking starting on the 1 Jul 2013
>
> Kind regards,
>
> Peter Jones

You can download sample letters, invoices and emails from
http://www.tourcms.com/support/setup/sample_documentation_library.php

WHAT IS AN RTF?

An RTF stands for Rich Text Format. You can create RTF documents in Microsoft Word or most other word processing software. The advantage of RTF documents is that they work on all web browsers – and when you create a document – you can edit them prior to sending.

Create a document as normal (including colours, tables, images etc) and "save as" an RTF document. These templates can be uploaded directly into TourCMS.

GENERAL NOTES

- RTF and email templates can be setup in the Configuration & Setup section of TourCMS
- If you are using TourCMS templates for production of invoices, keep a copy of the invoice you have sent (perhaps on an office hard drive). Otherwise if you update your invoice template you cannot recreate the original (historical) invoice as it was when you sent it (which in some countries is a legal requirement)

RTF NOTES

On Windows, the preferred software to generate basic RTF documents is Wordpad. However, you can generate documents inside Microsoft Word and "save as" RTF. One advantage of using Microsoft Word is that you can easily use tables in order to create some nice structure to your document (for example multiple columns or a complex booking form with pre-completed data)

- If a token takes more space than the final data, in the word processor ensure that the data is presented in a table cell. The cell margin can be set well to the right of the actual cell dimensions. This may look a little odd when editing the template, but once the final data is swapped, the produced document will be fine
- Pay attention that you do not apply a font or style to half a token as TourCMS will no longer recognise it as a token.
- Occasionally a token will fail to work unless there is a space after it, in the template. This depends upon the word processor you are using to create the template.
- If you are feeling brave enough, you could open an RTF document in Microsoft Notepad. You will see all the RTF codes which assign styles etc (not just the TourCMS tokens). This can sometimes help "debug" issues where a font or style is on only part of a token causing a token to break. Not for the faint hearted.
- Editing in Microsoft Notepad is also helpful to insert page breaks – the RTF code for a page break is \page

Using images in RTF documents

- The maximum size of an RTF document is 1 megabyte. This is sufficient to insert your own images into your documents
- We suggest that you don't resize your image within Microsoft Word (but insert at the size you want to use your image at) – because Microsoft Word otherwise will generate a massive document size (above the 1 meg limit)

Controlling how Microsoft Word opens an RTF in your web browser (PC)

IF you are using a PC with Microsoft Word, you can control whether an RTF opens in your browser or in Word directly as explained on this page
http://support.microsoft.com/default.aspx/kb/178222

Remember that you need to change the settings on the .doc format (not the .rtf) format.

EMAIL NOTES

- Emails are always sent in HTML format (not text format)
- You do not have to use HTML markup in your email templates (TourCMS will do that for you behind the scenes)

You can download sample letters, invoices and emails from
http://www.tourcms.com/support/setup/sample_documentation_library.php

DOCUMENT SCOPE

Most documents and emails will be set at booking level scope.

However it is possible, for specific tours & options, to create component specific RTF templates.

These are ideal to fulfil more complex requirements than can be handled through booking level templates.

Here are some examples:

Booking level scope

- **Invoice** – Normally just a single invoice design that should be configured on a booking level basis
- **Letters** – If the letter relates to a booking level aspect (such as thank you for payment) then configure on a booking level basis

Product level scope or could be booking level scope

- **Arrival instructions** – either put the specific instructions in a field on the tour record and have a single template at booking level or alternatively upload specific documents for each tour individually
- **Accommodation voucher** – upload a standard template against all accommodations (probably options) – and use the component tokens to extract specific component details
- **Communication with suppliers** – maybe you are just informing them of what they need to supply

Product level scope

- **Insurance details** – upload standard documentation against all insurance options. These documents will then only be shown on bookings that include travel insurance.

DOCUMENT LANGUAGE & LOCALISATION

You can write your documents (RTFs & Emails) in whatever language you like – however only a few languages, for TourCMS generated information, are fully supported.

The TourCMS selected language will impact:

- Date (in particular the month name)
- Booking and payment status tokens
- Sale tax and quantity column names on some tokens
- Duration tokens (for example 25 days)

Normally the documentation for a booking will be generated in the same language as the initial booking (so if the customer books in French, the documentation will be in French). These settings are configured by *website*.

However, in some circumstances (for example if you are communication with a supplier), you can set the language to be a specific language. Therefore you could be selling to the French traveller in French, administering the booking in English inside TourCMS, and sending Spanish emails to a Spanish speaking supplier.

Dates (non-display version) (DD/MM/YYYY) will take the date format from the website associated with the booking (or the TourCMS account setting, if no website is set)

TOKEN LIST

Token	Output	Example
Token	*Output*	*Example*

BOOKING STATUS & WORKFLOW

%b_id%	Booking ID (number)	5
%booking_status%	Booking status	Cancelled

If a booking is not cancelled (or expired), it will be Quotation, Provisional or Confirmed

%booking_name%	Booking name	John's 3 days in Spain
%workflow_note%	Workflow note (as on the booking)	Please send us your date of birth
%special_requests%	Special requests box (on customer tab within a booking – which contains, by default, the answer the customer gives during the online booking process as their special requests)	

STAFF

The staff user who is using the template (allows you to personalise communications automatically)

%user_email%	Staff email address	support@tourcms.com
%user_fullname%	Staff full name	Peter Smith

The staff user who is assigned the booking (allows you to say "this is your travel consultant")

%user_assigned_email%	Staff email address	support@tourcms.com
%user_assigned_fullname%	Staff full name	Peter Smith

The staff user who made the booking

%user_made_fullname%	Staff full name – or customer name – if booked online	

TODAY

%today_date%	Today's date	DD/MM/YYYY
%today_date_display%	Today's date	1 Jul 2004

OTHER

%b_ip%	IP address used to make the booking (staff, agent or customer)	

BOOKING DATES & DURATIONS

%start_date%	Start date	DD/MM/YYYY
%start_date_display%	Start date	1 Jul 2004
%end_date%	End date	DD/MM/YYYY
%end_date_display%	End date	1 Jul 2004
%expiry_date%	Expiry date (quotation and provisional bookings)	DD/MM/YYYY
%expiry_date_display%		1 Jul 2004
%canc_date%	Cancellation date	DD/MM/YYYY
%canc_date_display%		1 Jul 2004
%b_dur_d%	Booking duration (Days)	5
%b_dur_n%	Booking duration (Nights)	4
%b_dur_d_display%	Booking duration (Days)	5 days
		(or 1 day, if singular)
%b_dur_n_display%	Booking duration (Nights)	4 nights
		(or 1 night, if singular)
%quot_date%	Date / time quotation created	DD/MM/YYYY
%quot_date_display%	Date quotation created	1 Jul 2004
%prov_date%	Date / time provisional booking created	DD/MM/YYYY
%prov_date_display%	Date provisional booking created	1 Jul 2004
%conf_date%	Date / time booking confirmed	DD/MM/YYYY
%conf_date_display%	Date booking confirmed	1 Jul 2004
%made_date%	Date / time booking entered system	DD/MM/YYYY
%made_date_display%	Date booking entered system	1 Jul 2004

We suggest that the two dates that you will probably be most interested in are the date the booking was made (i.e. t he date the booking was put into the system) and the confirmed date. The date the booking was made a quote or provisional are probably less useful.

Within Configuration & Setup you can adjust the date format – e.g. instead of DD/MM/YYYY you could remove the forward slash. Handy if you want to use a date as part of a reference number.

BOOKING EXTRA FIELDS

Extra fields can be configured to be added to each booking (on all bookings on your account). Tokens for these extra fields can be configured within the Configuration & Setup section and look like %b_extra_TOKEN% where TOKEN is defined in the configuration for each extra field. Similar tokens exist for extra customer fields.

MULTI COMPONENT TOKENS

We suggest you use these tokens for invoices. They can also be used in financial statements.

%summary_sale_table%	Will include local payments if there are any Product notes will be included A sales tax total will be added if present
%summary_sale_table_exlp%	Excluding local payments (top half of the %summary_sale% token)
%summary_sale_table_lp%	Just local payments (bottom half of the %summary_sale% token)
%summary_sale_table_start_date%	With start date

Summary tokens will use the web name for a booking component unless a custom name has been given (in a booking). These tokens are all in the SALE currency for a booking (not the account base currency)

%itinerary_table_cust%	Includes all components and includes dates, rate & product notes Uses web name for booking components. Sale quantity.
%itinerary_table_op%	Like the customer itinerary, but includes supplier name, reference number and operational notes. Great for sending to suppliers.

The itinerary table will only show tours & options (excluding fees such as booking fees and credit card charges). The summary sale table (suitable for invoices) will include all fees.

If you are using these tokens within the email booking note UNDERSTAND THAT they are not removed until AFTER you have submitted the email to be sent (rather than before you send the note). (For those technically minded, this is because the advanced note entry form is in plain text (textarea) format but the email is sent in HTML format). There is a preview button to see what it will look like.

Also, these tables are not nicely laid out when viewed in the audit trail (or historical email list) within a booking. However, the emails, when sent, are nicely formatted

%t_rate_breakdown%	If you have more than tour in a booking this token makes it easy to extract outputs such as **1 Adult, 2 Children** Depending upon which tour is selected (see tour section for details), this will extract sale quantity and rate name information for all similar tours on the booking. Not to be confused with the multiple customer age breakdown token.
%pickup_schedule_with_pickup_info%	Pickup schedule with hotel pickup info
%pickup_schedule_with_redeem_info%	Pickup schedule with voucher redeem info

More itinerary style tokens

%itinerary_table_text%	A text based itinerary. Just brings out tour/hotel product components (unique), their product notes, travel dates, pickup / dropoff information (from Marketplace fields) and itinerary (from Marketplace fields). Itinerary can be tailored on the itinerary tab within a booking If no itinerary or pickup text is configured, the tour/hotel will not be listed in this table. Ideal for sending to a customer post booking pre travel
%address_schedule%	List of postal addresses for all tours/hotels on the booking
%pickup_schedule%	Hotel pickup instructions for all tours/hotels on the booking

INVOICE SEQUENCE & DATES

These tokens only work on RTF documents (not on emails). If you use one of these tokens in a document, each time it is used, the invoice sequence is incremented (without gaps).

Existing numbers in the sequence can be reused (by a new issued invoice list that appears below the documents list within an individual booking)

%inv_seq%   Invoice sequence number
%inv_date%   Date invoice issued (or today's date – if new)
%inv_date_display%   Display version of the invoice date
%inv_value_sale%   Value of this invoice (sale currency)

Invoice examples can be found online: http://www.tourcms.com/support/setup/invoice.php

BOOKING BALANCES & PAYMENTS

<mark>If you are NOT sure what to use, use %balance_sale_display%</mark>

Balance

%balance_sale%	Total due to be paid by customer or agent	50.00
%balance_sale_display%	Excludes local payments. Value is in sale currency.	
	As payments are added to TourCMS, this value is reduced	

Balance owed by

These tokens understand whether an individual booking is a direct booking or an agent booking. If (on the marketing tab within a booking) it says that the balance is owed by the lead customer, the lead customer name and address will come back using these tokens. If the balance is owed by an agent, the agent name and address will be inserted.

(You can configure, on an agent by agent basis, within agent setup, whether individual agents are responsible for paying for their bookings or not)

%balance_owedby_name%	Agent or lead customer name	ACME travel
%balance_owedby_address%	Agent or lead customer address	

Other balance tokens

%balance_date%	Balance due date	DD/MM/YYYY
%balance_date_display%		1 Jul 2004
%payment_status_display%	Payment status	No payment, Deposit paid, Full balance paid

Balance due date message

These two tokens normally show the balance due date. However, if the balance is zero, then the word (as configured in Configuration & Setup, Bookings setup) for balance fully paid text will show (e.g. "Fully paid"). If the balance is overdue, rather than showing a historical date (which may confuse a customer) the balance overdue text is used (e.g. "Due now").

%balance_date_message%	DD/MM/YYYY
%balance_date_display_message%	1 Jul 2004

This balance message token takes both the payments recorded in the sales ledger as well as the payment status into account.

We suggest you use these in your documents as follows:

Balance due: %balance_date_display_message%

Balance due now

If you are sending a customer a statement, you may like to inform them what they owe "now".

%balance_dn_sale%	Balance due now	30.00
%balance_dn_sale_display%		£ 30.00

The logic for this works as follows:

- Check payment status. If deposit not paid (and outside of the balance due date) then the deposit value is due now
- If the deposit is paid, and today's date is outside of the balance due date, the value is zero
- If today's date is after the balance due date, regardless of the deposit paid status, the full balance remaining value will be returned by these tokens.

OTHER FINANCIAL VALUES

Payments

%payments_total_sale%	Total of all payments received	30.00
%payments_total_sale_display%	Display version	£ 30.00

%payments_table_sale%   A table listing each payment individually

The output of this token looks something like this:

Customer name	20 Apr 2008	30.00 EUR Payment type	Reference
Agent name	20 Apr 2008	40.00 EUR Payment type	Reference

It shows both payments made by customers and agents on this specific booking. The payment type (i.e. cash, cheque etc) as well as the reference are also listed. There are no "column headings".

Margin

%b_margin%   Margin (profit) (Sales value minus costs)   30.00

Deposit

%deposit_sale%	Deposit value (sale currency)	30.00
%deposit_sale_display%	Deposit value (sale currency) (display version)	£ 30.00

Deposit divided by number of people on booking (i.e per person)

%deposit_sale_pp%	Deposit value (sale currency)	30.00
%deposit_sale_pp_display%	Deposit value (sale currency) (display version)	£ 30.00

You probably don't want to use this deposit value directly….. as the balance due now tokens (previous page) are probably more useful to you as there is some logic applied.

Second payment value (to clear balance)

If you want to say…. *You owe 100 GBP, 30 GBP deposit and 70 GBP second payment*… this token returns the 70 GBP second payment due value.

If the full balance is due now, this returns zero (as there is no second payment due).
However, normally, this token will return the total sale value (in sale currency, excluding local payments) minus the initial deposit value.

%second_init_clearbalance_sale%
%second_init_clearbalance_sale_display%

If you want to inform the customer what they owe NOW, you would be best to use the conventional balance token. This token does not take into account credit card fees on deposit payments.

SALE VALUE

%b_sale_currency%   Sale currency (used for booking balances)   EUR
%b_base_currency%   Base currency (used for markup display)   GBP

Total sale value (Base currency)
%b_base_sale_price_total_inctax%   Sale value (including local payments & sales tax)
%b_base_sale_price_total_inctax_exlp%   Sale value (excluding local payments, inc. sales tax)

Total sale value (Sale currency)
%b_sale_price_total_inctax%   Sale value (including local payments & sales tax)
%b_sale_price_total_inctax_exlp%   Sale value (excluding local payments, inc. sales tax)

Total sale value (sale currency) divided by number of people on booking (i.e per person)
%b_sale_price_total_inctax_pp%   Sale value (including local payments & sales tax)
%b_sale_price_total_inctax_exlp_pp%   Sale value (excluding local payments, inc. sales tax)

COST VALUE

Total cost value (Base currency)
%b_base_cost_price_total_inctax%   Cost value (including local payments & sales tax)
%b_base_cost_price_total_nett%   Cost value (excluding tax)

CREDIT CARD PAYMENTS

You can request payment and payment data will be recorded against individual bookings automatically. Remember you must configure your payment gateway first (and upgrade to a paying account)

These tokens match the similar value tokens (as defined in this document)

%customer_payment_deposit_sale%	Initial deposit payment required
%customer_payment_balance_sale%	Outstanding balance owed
%customer_payment_balance_dn_sale%	Owed by the customer NOW

There are 3 tokens that **add** an appropriate credit card fee to the payment value
i.e. If you have configured a 3% credit card fee and the customer owes 100 GBP, these tokens will request 103 GBP. A 3 GBP credit card fee will be added to the booking.

%customer_payment_deposit_sale_fee%
%customer_payment_balance_sale_fee%
%customer_payment_balance_dn_sale_fee%

There are 3 tokens that **include** an appropriate credit card fee to the payment value
i.e. If you have configured a 3% credit card fee and the customer owes 100 GBP, these tokens will request 100 GBP. A 2.91 GBP fee will be added to the booking.
Don't use these for final balance payments as it leaves money owing

%customer_payment_deposit_sale_fee_inc%
%customer_payment_balance_sale_fee_inc%
%customer_payment_balance_dn_sale_fee_inc%

Hiding the URL

Remember that the emails that TourCMS sends are HTML format (rather than plain text). This means, in your email template, you can use a token like this:

Pay your deposit

Then, when the customer receives their email, they will just see ***Pay your deposit*** as a web link rather than the complete, complex, URL.

This is ideal for tailor-made tours. You can receive a quote request / booking online, change it to meet the customer requirements, send it to the customer and the call to action can be "*if you like this please pay your deposit now*"

Paypal

Paypal uses slightly different tokens (for historical reasons, sorry about that)

%paypal_balance_sale%
%paypal_deposit_sale%
%paypal_balance_dn_sale%

%paypal_balance_sale_fee%
%paypal_deposit_sale_fee%
%paypal_balance_dn_sale_fee%

%paypal_balance_sale_fee_inc%
%paypal_deposit_sale_fee_inc%
%paypal_balance_dn_sale_fee_inc%

For Paypal there are also tokens to support flexible payment entry – i.e. the customer can chose how much they want to pay

%paypal_novalue%   No value sent to PayPal. An input box will be given to the customer (within PayPal) for the customer to determine how much they want to pay (in sale currency)

%paypal_novalue_fee_inc%   Same as above but includes a credit card fee

TRAVEL AGENT

If a booking is assigned to an agent, these will be set. If not assigned, these tokens will result no data being inserted into your documents (and the tokens will be removed)

%agent_name%	Agent name	ACME travel
%agent_code%	Agent code	ABTA 12345
%agent_contact%	Contact name	John Smith
%agent_tel%	Telephone	12345
%agent_email_sales%	Sales email address	a@b.com
%agent_email_accounts%	Accounts email address	a@b.com
%agent_address%	Address	
%agent_vat%	Agent VAT number	12345
%agent_ref%	Agent reference #	12345

%commission%	Commission
%commission_tax%	Tax on commission
%commission_total%	Total of Commission and tax on commission

CHANNEL

If a booking is assigned to a channel, these will be set.
Channels enable you to manage multiple brands (or websites) within an individual TourCMS account.

%website_name%	Channel name	My website
%website_contact%	Contact name	John Smith
%website_tel%	Telephone	12345
%website_email%	Email address	a@b.com
%website_tandc%	Terms & Conditions	
%website_cancel%	Cancellation terms	
%website_customer_email%	Customer service email adress	
%website_customer_tel%	Customer service telephone number	

TOUR

If you have a single tour in a booking, these tokens will extract that tour's details

If you have more than one tour in a booking, these will take the first tour listed in a booking (which is normally the tour that is chronologically first)

However, if you are using these tokens within a tour specific document scope – then the tour will be the one selected on the Docs & Comms tab within a booking.

%t_id%	Tour ID	
%t_name_internal%	Tour name (internal) (or custom, if set)	Grand Egypt
%t_name_web%	Tour name (web) (or custom, if set)	Grand Egypt
%t_start_date%	Start date	DD/MM/YYYY
%t_start_date_display%	Start date	1 Jul 2004
%t_end_date%	End date	DD/MM/YYYY
%t_end_date_display%	End date	1 Jul 2004
%t_code%	Code	2008AB
%dep_season_code%	Departure or season code	
%t_code_full%	Tour code joined with departure or season code	
%dep_season_note%	Departure or season product note (or start & end time)	
%t_start_time%	Start time	08:00
%t_end_time%	End time	12:00
%tour_quantity%	Quantity	3 or 3 x 2n
%t_currency%	Sale currency	GBP
%t_age_breakdown%	Adult / child breakdown (Hotel only)	2 Adults, 3 Children
%t_price%	Price	50.00
%t_price_display%	Price (display version)	£ 50.00
%t_rate%	Rate	Adult rate
%t_total_price%	Total sale price	150.00
%t_total_price_display%	Total sale price (display version)	£ 150.00
%t_total_price_inctax%	Total sale price including sales tax	150.00
%t_total_price_inctax_display%	Total sale price including sales tax (display version)	£ 150.00
%t_currency_c%	Cost currency	GBP
%t_price_c%	Cost price	50.00
%t_price_c_display%	Cost price (display version)	£150.00
%t_total_price_c%	Total cost price	150.00
%t_total_price_c_display%	Total cost price (display version)	
%t_total_price_c_inctax%	Total cost price including sales tax	150.00
%t_total_price_c_inctax_display%	Total cost price including sales tax (display version)	£ 150.00
%t_supplier_name%	Supplier name	ACME travel
%t_supplier_code%	Supplier code	ABTA 12345
%t_supplier_contact%	Contact name	John Smith
%t_supplier_tel%	Telephone	12345
%t_supplier_email%	Email address	a@b.com
%t_supplier_address%	Address	
%t_operational_note%	Operational note	
%t_url%	Web address for the tour/hotel	

Extra data fields can be configured (in Configuration & Setup) which can be extracted using template tokens. You could use these extra fields to store:

- Standard itinerary information
- Travel visa requirements

TOUR MARKETPLACE

These pull data from the tour descriptions as currently configured, not as when the booking was made.

Single line

%t_duration_desc%	Duration description	2 weeks
%t_location_mp%	Location	
%t_summary_mp%	Very short summary	
%t_available_mp%	Available	March to September

Multi line

%t_shortdesc_mp%	Short description
%t_longdesc_mp%	Long description
%t_itinerary_mp%	Itinerary
%t_exp_mp%	Experience
%t_pick_mp%	Hotel pickup instructions
%t_redeem_mp%	Voucher redemption instructions
%t_inc_mp%	Includes
%t_ex_mp%	Excludes
%t_essential_mp%	Essential information
%t_extras_mp%	Extras / upgrades
%t_rest_mp%	Restrictions
%t_address%	Postal address for the tour / hotel
%t_supplier_tandc%	Terms & conditions
%t_supplier_cancel%	Cancel information
%t_supplier_shortdesc%	Short description
%t_supplier_vshortdesc%	Very short description

OTHER LIVE TOUR/HOTEL FIELDS

These pull data from the alternative tour descriptions as currently configured, not as when the booking was made.

%t_shortdesc%	Short description (HTML stripped out)
%t_longdesc%	Long description (HTML stripped out)

BOOKING COMPONENT (PRODUCT SPECIFIC)

These component tokens ONLY work on product specific RTFs and on advanced email note entry (i.e. not automated booking emails that are for the entire booking. If you use one of these tokens in your email templates an additional product selection dropdown will show on the email sending screen.

They are used where you need to produce a single booking component document (such as an accommodation voucher). All other booking scope tokens may also be used within a single component document.

Token	Description	Example
%comp_product_id%	Component product ID	
%comp_name_internal%	Component name (internal) (or custom, if set)	Grand Egypt
%comp_name_web%	Component name (web) (or custom, if set)	Grand Egypt
%comp_start_date%	Start date	DD/MM/YYYY
%comp_start_date_display%	Start date	1 Jul 2004
%comp_end_date%	End date	DD/MM/YYYY
%comp_end_date_display%	End date	1 Jul 2004
%comp_shortdesc%	Short description (HTML stripped out)	
%comp_address%	Postal address for the component	
%comp_code%	Code	2008AB
%comp_code_full%	Code joined with departure or season code	
%comp_dep_season_note%	Departure or season product note (or start & end time)	
%comp_start_time%	Start time	08:00
%comp_end_time%	End time	12:00
%comp_quantity%	Quantity	3 or 3 x 2n
%comp_currency%	Sale currency	GBP
%comp_age_breakdown%	Adult / child breakdown (Hotel only)	2 Adults, 3 Children
%comp_price%	Price	50.00
%comp_price_display%	Price (display version)	£ 50.00
%comp_total_price%	Total sale price	150.00
%comp_total_price_display%	Total sale price (display version)	£ 150.00
%comp_total_price_inctax%	Total sale price including sales tax	150.00
%comp_total_price_inctax_display%	Total sale price including sales tax (display version)	£ 150.00
%comp_currency_c%	Cost currency	GBP
%comp_price_c%	Cost price	50.00
%comp_price_c_display%	Cost price (display version)	£150.00
%comp_total_price_c%	Total cost price	150.00
%comp_total_price_c_display%	Total cost price (display version)	
%comp_total_price_c_inctax%	Total cost price including sales tax	150.00
%comp_total_price_c_inctax_display%	Total cost price including sales tax (display version)	£ 150.00
%comp_supplier_name%	Supplier name	ACME travel
%comp_supplier_code%	Supplier code	ABTA 12345
%comp_supplier_contact%	Contact name	John Smith
%comp_supplier_tel%	Telephone	12345
%comp_supplier_email%	Email address	a@b.com
%comp_supplier_address%	Address	
%comp_operational_note%	Operational note	
%comp_url%	Web address for the component (if a tour/hotels)	
%comp_supplier_tandc%	Terms & conditions	
%comp_supplier_cancel%	Cancel information	
%comp_supplier_shortdesc%	Short description	
%comp_supplier_vshortdesc%	Very short description	

CUSTOMERS

%primary_first_name%	First name	Peter
%primary_contact_name%	Full name for lead customer	Mr Peter Smith
%primary_contact_surname%	Surname for lead customer	Smith
%primary_contact_full_address%	Full address (Address, city, county, postcode, country)	
%primary_contact_address%	Postal address	Line 1 Line 2
%primary_contact_city%	City	Southampton
%primary_contact_county%	County (or state, if US based)	Hampshire
%primary_contact_country%	Country	United Kingdom
%primary_contact_country_UC%	Country (Upper case)	UNITED KINGDOM
%primary_contact_postcode%	Postcode (Zip code if US based)	SO14 4TB
%primary_contact_email%	Email address	support@tourcms.com
%primary_contact_telephone%	Tel. number (Home / Evening)	1234567
%primary_contact_tel_work%	Tel. number (Work / Day)	1234567
%primary_contact_tel_mobile%	Tel. number (Mobile)	1234567
%primary_contact_tel_sms%	Tel. number (SMS)	1234567
%primary_contact_fax%	Fax number	1234567
%primary_contact_comms_note%	Contact note	Don't call before 8 pm
%primary_contact_dear%	Dear text (in customer record)	Dear Mr Smith
%primary_contact_envelope%	Envelope text (in customer record)	Mr John Smith Esq.
%primary_contact_username%	Username	Defaults to customer ID
%primary_contact_password%	Password	
%primary_contact_nationality%	Nationality	United Kingdom
%primary_pass_num%	Passport number	
%primary_pass_issue%	Passport issue number	
%primary_pass_issue_date%	Passport issue date	DD/MM/YYYY
%primary_pass_issue_date_display%	Passport issue date (Display version)	1 Jul 2004
%primary_pass_expiry_date%	Passport expiry date	DD/MM/YYYY
%primary_pass_expiry_date_display%	Passport expiry date (Display version)	1 Jul 2004
%primary_dob%	Date of birth	DD/MM/YYYY
%primary_dob_display%	Date of birth (Display version)	1 Jul 2004
%primary_agecat_today%	Age category (Adult, Senior etc) today	Adult
%primary_agecat_start%	Age category (Adult, Senior etc) booking start date	Adult
%primary_agecat_end%	Age category (Adult, Senior etc) booking end date	Adult
%primary_contact_diet%	Dietary requirements	
%primary_contact_medical%	Medical requirements	
%primary_contact_gender%	Gender (Will be blank if unknown)	Male
%primary_contact_insurance%	Insurance details Outputs as Number (Supplier name), Note	
%primary_contact_emergency%	Emergency contact details Name (Relationship) Contact Other contact details	

CUSTOMER EXTRA FIELDS

Extra fields can be configured to be added to each customer. Tokens for these extra fields can be configured within the Configuration & Setup section. Similar tokens exist for extra booking fields.

These can be used in two different ways (replace TOKEN with the token as you have configured in Configuration & Setup)

%c_extra_TOKEN%   Lead customer data only
%c_extra_table_TOKEN%   All customers on the booking data

Where you are using the table token the output will look as follows:

Customer name #1	Data
Customer name #2	Data
Customer name #3	Data

i.e. a table (without lines)

MULTIPLE CUSTOMERS

%other_tour_members_comma%	List of other tour members (1 line)	Name, name, name
%other_tour_members_list%	List of other tour member (vertical)	Name Name Name

%other_tour_members_ns_comma % , %other_tour_members_ns_list% can be used as above, but they exclude staff members for the list (A staff member in a customer list is a customer record that has been indicated as staff on the customer edit screen)

%customers_total%	Total number of customers	5
%customers_total_line_display%	Total customers, grouped by age	11 Adults, 3 Children

VOUCHERS

You do not need to create your own voucher system. TourCMS has a built in voucher system as explained on this page http://www.tourcms.com/support/setup/vouchers.php

%voucher_link%   Web page hosting the voucher (for a specific booking)

[DOCUMENT ENDS]