



User's Manual for Reservation & Issuing Tickets For Shipping Lines



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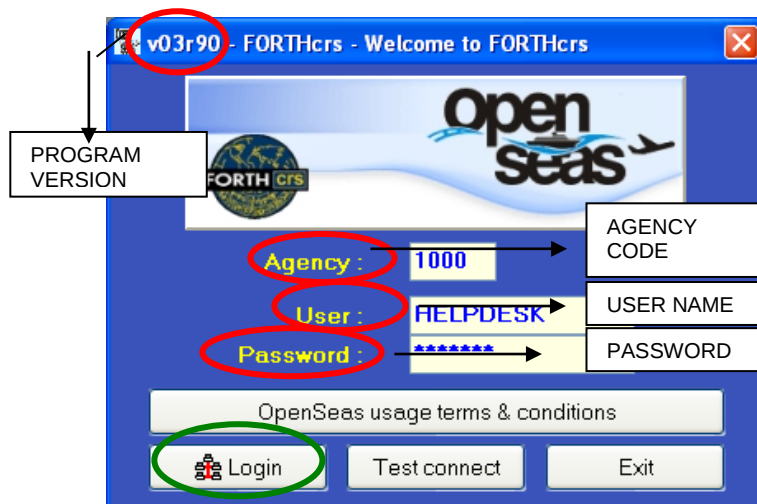
12/2015

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Entering the Application

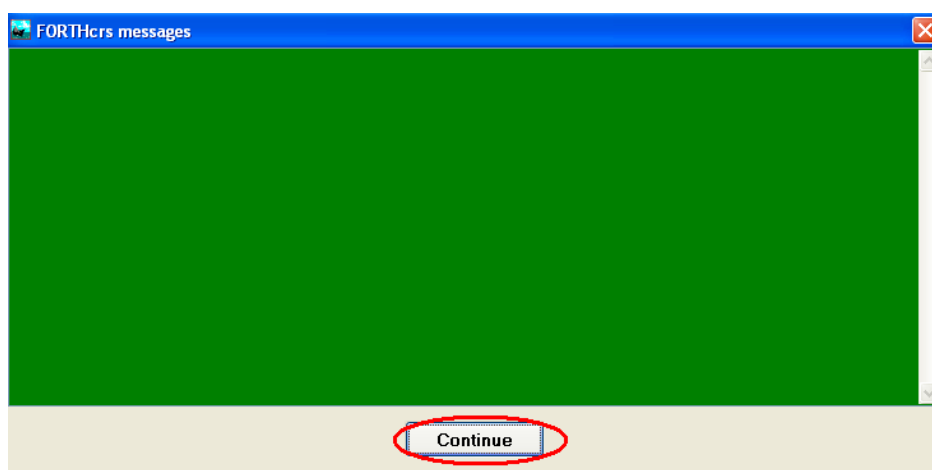
By double-clicking on the icon Agency  you can see the following log-in screen, the application opens by clicking on the Login button (Pic.1).



Pic. 1

The Messages Window

By pressing Login and before the basic window of the application appears, you are automatically transferred to the FORTHcrs announcements page (<http://support.forth-crs.gr:81/index.htm>) (Pic.2) The messages appearing there are either shipping company notifications (e.g. itinerary changes) or FORTHcrs messages (e.g. new Agency update). After reading the messages, you can close the webpage and proceed to the program by left-clicking on the button **Continue**



Pic. 2

NOTE

The following indication  means that this operation/function is not supported by every company.

FOOTNOTE:

The way to use the Agency program is analyzed on this manual. The policy of the companies is provided by them through the messages page or by special documents provided directly from the companies to you.

BASIC APPLICATION WINDOW (Pic. 3)

On the upper part of the program window you can see the title bar which shows the following information: the program version (1), the agency code (2) and the user (3). Beneath the title bar you will find the fields on which we input data for itinerary search (TIMETABLE) (4).

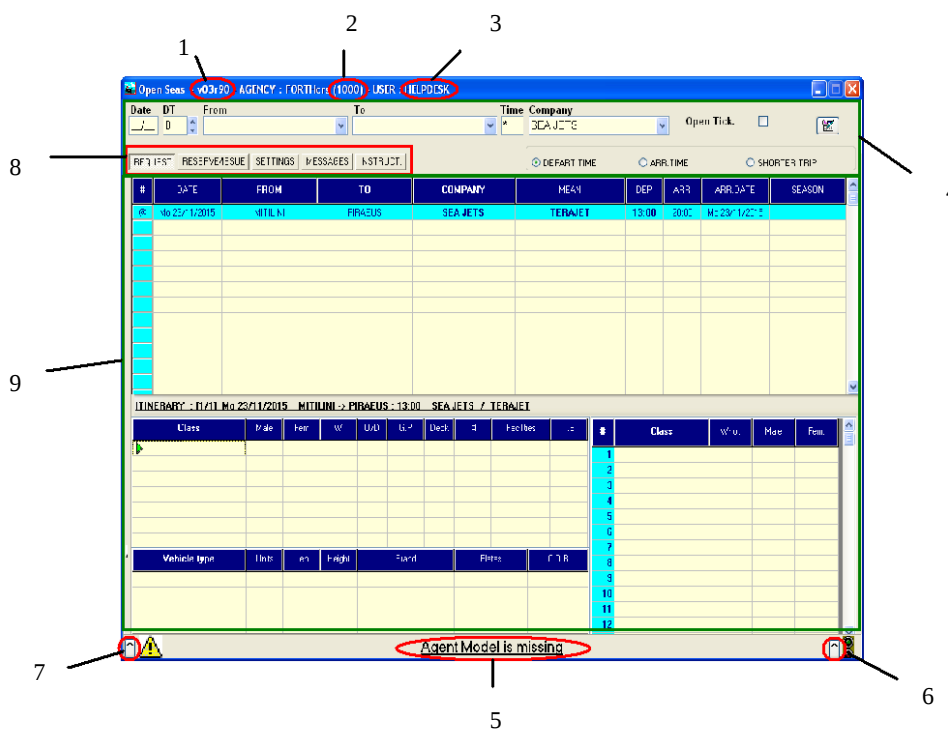
On the lower part of the window you will see an empty field (5). On this field, messages will appear while using the program. These messages appear for a few seconds informing the user with the confirmation of a particular request or with a problem in the program's function (in the case you did not read the message you can read it by pressing the button Messages see pg. 32 or by pressing the little arrow on the down-right corner  (6) (Pic.4).

The arrow  appearing on the down left corner of the window (7) activates a window with all the functional keys for the particular screen. You can activate the same window by pressing ctrl + shift (Pic.5).

NOTE: This function is active on the screen of «RESERVE/ISSUE» as well.

The basic window of the Agency program includes the following 5 screens: REQUEST- RESERVE ISSUE – SETTINGS -MESSAGES-INSTRUCTIONS (8)

The first screen that appears when logging in is the REQUEST screen (9).



Pic. 3

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date DT From To Time Company SEA JETS Open Tick.

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT.

DEPART TIME ARR TIME SHORTER TRIP

#	DATE	FROM	TO	COMPANY	MEAN	DEP	ARR	ARR DATE	SEASON
1	Mo 23/11/2015	MITILINI	PIRAEUS	SEA JETS	TERAJET	13:00	20:00	Mo 23/11/2015	

ITINERARY : 11/11 Mo 2

Class

Terminal id=774

ERR : 12:03:32 up NO SUCH ITINERARIES EXIST !

ERR : 12:03:34 up NO SUCH ITINERARIES EXIST !

ERR : 12:03:35 up NO SUCH ITINERARIES EXIST !

ERR : 12:03:40 up NO SUCH ITINERARIES EXIST !

ERR : 12:03:59 up NO SUCH ITINERARIES EXIST !

ERR : 12:04:06 up Agent Model is missing

ERR : 12:04:12 up Agent Model is missing

ERR : 12:04:24 up Agent Model is missing

Vehicle type

Male Fem

Pic. 4

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date DT From To Time Company SEA JETS Open Tick.

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT.

DEPART TIME ARR TIME SHORTER TRIP

#	DATE	FROM	TO	COMPANY	MEAN	DEP	ARR	ARR DATE	SEASON
1	Mo 23/11/2015	MITILINI	PIRAEUS	SEA JETS	TERAJET	13:00	20:00	Mo 23/11/2015	

ITINERARY : 11/11 Mo 23/11/2015 MITILINI -> PIRAEUS - 13:00 SEA JETS / TERAJET

Class	Male	Fem	W	U/O	G/P	Deck	B	Facilities	T.B	#	Class	What	Male	Fem
										1				
										2				
										3				
										4				
										5				
										6				

Vehicle type

F3 Availability F4 Cancel Itin F9 Recall A-F9 Recall last S-F9 Recall ticket C-F7 Fare quote F1 Reserve F12 Clear Esc

Pic. 5

REQUEST SCREEN

We can perform the following on the Request Screen:

1. Finding itineraries
2. Finding - selecting a particular itinerary
3. Request for availability
4. Reservation History
5. See descriptions for passenger and vehicle accomodations

1. FINDING ITINERARIES

TIMETABLE

The following fields consist the Timetable:

- **«Date»:** After inserting the desired departure date (DD/MM - e.g.: 01/12) the cursor automatically moves to the field **«From»**.
- **«D.T.»:** Search of itineraries on a specific date before or after the current date (works by leaving the date field empty).
- **«From»:** Selection of departure port, can be performed by two ways:
 - a. By typing the three-letter code of the departure port, the cursor moves automatically on the field **«To»**.
 - b. On the field **«From»** you can press **F4**. A drop down list will appear containing all the ports. Searching for a port can be even faster by typing the first letter of the port, select it by left clicking and press Enter.
- **«To»:** You can perform here the same actions as on the field **«From»**.
- **«Time»:** Time zone selection (Day-Night), by typing **A** (AM) or **P** (PM) or **(*)** for itineraries that are on both time zones. ('*' is recommended)
- **«Company»:** Selection can be performed by two ways:
 - a. By inserting the three-letter code and pressing ↵ (ENTER)
 - b. On the field **«Company»** you can press **F4**. A drop down list will appear containing all the companies. Searching for a company can be faster by typing the first letter of the company, select it by left clicking and then press Enter
- **«Open. Tick.»:** Ticket issue with an open date for the return trip (open return). You need to select 'Open. Tick.' before searching for an itinerary
 **See Appendix 01.**
- **«DEPART.TIME»:** Showing the itineraries by time with ascending order. You need to select it before searching for an itinerary.
- **«ARR. TIME.»:** Showing the itineraries by time with ascending order. You need to select it before searching for an itinerary.
- **«SHORTEN TRIP»:** Showing the shortest trips. You need to select it before searching for an itinerary.

Finding an itinerary can be done the following ways:

A) for a specific date, fill only the date field.

B) for specific ports, select only the fields From and To

Γ) for a specific company, select the company on the field Company

Notes:

1. Clearing the TIMETABLE and the itineraries showed can be done by pressing F12 and then **YES** on the confirmation window.
2. Printing the itineraries showed (by selecting a specific date) can be done by pressing **Ctrl + F1**.
3. The analysis and availability of a specific itinerary can be shown by double-clicking on any column of the said itinerary (Pic.6).

The screenshot shows the 'Open Seas' software interface. The main window displays a list of itineraries with columns for #, DATE, CDS DESCRIPTION, ACC, PRICE/EUR, PS/VH, FEM, WH, WHOL, MALE, and FEM. A 'ROUTE ANALYSIS' window is open, showing details for a route between ANCONA and PATRA on 23/11/2015 and 24/11/2015.

#	DATE	CDS DESCRIPTION	ACC	PRICE/EUR	PS/VH	FEM	WH	WHOL	MALE	FEM
2	23/11/2015	2 BERTH DELUXE DU/WC	L2	258.00						
2	23/11/2015	2 BERTH OUTSIDE DU/WC	A2	186.00				27		
3	23/11/2015	3 BERTH OUTSIDE DU/WC	A3	158.00				18		
4	23/11/2015	4 BERTH OUTSIDE DU/WC	A4	137.00				24		
2	23/11/2015	2 BERTH INSIDE DU/WC	AB2	168.00				9		
3	23/11/2015	3 BERTH INSIDE DU/WC	AB3	148.00				63		
4	23/11/2015	4 BERTH INSIDE DU/WC	AB4	128.00				64	7	3
1	23/11/2015	1 BERTH DELUXE DU/WC	L1	382.00						
1	23/11/2015	1 BERTH OUTSIDE DU/WC	A1	274.00						
1	23/11/2015	1 BERTH INSIDE DU/WC	AB1	247.00						
3	23/11/2015	3 BERTH DELUXE DU/WC	L3	10.00						
JUNIOR SUITE	23/11/2015	3 BERTH DU/WC	JS3	178.00				36		
4	23/11/2015	4 BERTH DELUXE DU/WC	LD4	258.00				16		
JUNIOR SUITE	23/11/2015	4 BERTH DU/WC	JS4	158.00						
JUNIOR SUITE	23/11/2015	1 BERTH DU/WC	JS1	306.00						
JUNIOR SUITE	23/11/2015	2 BERTH DU/WC	JS2	207.00						
JUNIOR SUITE	23/11/2015	5 BERTH DU/WC	JS5	158.00				9		
1	23/11/2015	1 BERTH DELUX DOUBLE BED DU/WC	LD1	382.00						
2	23/11/2015	2 BERTH DELUX DOUBLE BED DU/WC	LD2	258.00						
3	23/11/2015	3 BERTH DELUX DOUBLE BED DU/WC	LD3	258.00						

ROUTE ANALYSIS	STATION	DATE	TIME	
	ANCONA	23/11/2015	17:30:00	DEP
	PATRA	24/11/2015	16:30:00	ARR

Pic. 6

4. By moving the mouse over the vessel name, column 'MEAN', you can find information about the vessel structure/ transportation capacity of the vessel (Pic. 7).

The screenshot shows the 'Open Seas' software interface. The main window displays a list of itineraries with columns for #, DATE, FROM, TO, COMPANY, MEAN, DEP, ARR, ARR DATE, and SEASON. A 'Garage Cabins Conventional' window is open, showing details for a vessel structure.

#	DATE	FROM	TO	COMPANY	MEAN	DEP	ARR	ARR DATE	SEASON
Th 26/11/2015	Th 26/11/2015	FOLEGANDROS	IOS	ZANTE FERRIES	ADAM				
Th 26/11/2015	Th 26/11/2015	FOLEGANDROS	THIRA	ZANTE FERRIES	ADAM				
Th 26/11/2015	Th 26/11/2015	FOLEGANDROS	SIKINOS	ZANTE FERRIES	ADAM				
Th 26/11/2015	Th 26/11/2015	DONOUSSA	AEGIALI	BLUE STAR FERRIES	BLUE S				
Th 26/11/2015	Th 26/11/2015	DONOUSSA	ASTYPALAEA	BLUE STAR FERRIES	BLUE S				
Th 26/11/2015	Th 26/11/2015	IGOUMENITSA	BARI	K/X ANEK-SUPERFA...	SUPE				
Th 26/11/2015	Th 26/11/2015	IGOUMENITSA	BRINDISI	GRIMALDI LINES	MV EUROFERRY EGN...	01:00	08:30	Th 26/11/2015	1
Th 26/11/2015	Th 26/11/2015	PATMOS	PIRAEUS	BLUE STAR FERRIES	DIAGORAS	01:00	09:40	Th 26/11/2015	
Th 26/11/2015	Th 26/11/2015	SIKINOS	IOS	ZANTE FERRIES	ADAM. KORAI	01:05	01:30	Th 26/11/2015	
Th 26/11/2015	Th 26/11/2015	SIKINOS	THIRA	ZANTE FERRIES	ADAM. KORAI	01:05	03:10	Th 26/11/2015	
Th 26/11/2015	Th 26/11/2015	MIRINA(LIMNOS)	AG KIRIKOS	HELLENIC SEAWAYS	NHSOS MYKONOS	01:20	15:30	Th 26/11/2015	
Th 26/11/2015	Th 26/11/2015	MIRINA(LIMNOS)	VATHI	HELLENIC SEAWAYS	NHSOS MYKONOS	01:20	12:00	Th 26/11/2015	

Class	Male	Fem	W	U/D	G.P	Deck	#	Facilities	T.B
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									

Vehicle type	Units	Len	Height	Brand	Plates	C.O.B

Pic. 7

2) Finding - selecting a specific itinerary

When selecting an itinerary, move the green arrow on the itinerary you want (in order to browse through the itineraries move the green arrow (Pic.8) strictly with the arrows from the keyboard and not the mouse) and then press ↵ (ENTER).

The screenshot shows the 'Open Seas' software window. At the top, there are fields for 'Date' (20/12), 'DT' (0), 'From' (HERAKLIO), 'To' (PIRAEUS), 'Time', and 'Company'. Below these are tabs for 'REQUEST', 'RESERVE/ISSUE', 'SETTINGS', 'MESSAGES', and 'INSTRUCT.'. A sub-header row contains 'DEPART TIME', 'ARR TIME', and 'SHORTER TRIP'. The main table has columns: #, DATE, FROM, TO, COMPANY, MEAN, DEP, ARR, ARR DATE, and SEASON. Three rows are visible, all for 'Su 20/12/2015' from 'HERAKLIO' to 'PIRAEUS'. The third row is highlighted with a green arrow in the first column. The third row details are: COMPANY: MINOAN LINES, MEAN: KNOSSOS PALACE, DEP: 21:30, ARR: 06:00, ARR DATE: Mo 21/12/2015, SEASON: 1. Below the main table are two smaller tables. The first has columns: Class, Male, Fem, W, U/D, G.P, Deck, #, Facilities, T.B. The second has columns: #, Class, W/hol, Male, Fem. Both are currently empty.

Pic. 8

3) Request availability (Passengers / Vehicles accommodation selection)

After selecting the itinerary you want, you can see the availability and select the passenger or vehicle accommodation, the following ways.

A) Pressing **F5** shows the availability for passengers and vehicles accommodations in the field down right (Pic.9). The space available for vehicles is shown in meters and only on this field. **See Index 02.**

When you have selected the itinerary the green arrow automatically moves on the field **Class**, on which we either type directly the class code or by pressing ↵ (ENTER) and then **F4** a window appears containing every class type with their descriptions (Pic. 10). On the fields **PS/V.**, **FEM.**, **WH.** you can input the amount of desirable passengers or cabins. (Pic. 11)

Selecting the vehicles is done on the field «**Vehicle Type**» (in some cases the change of vehicle length is required) **See Index 03**

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: * Company: Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. DEPART.TIME ARR.TIME SHORTER TRIP

#	DATE	FROM	TO	COMPANY	MEAN	DEP	ARR	ARR.DATE	SEASON
1	Su 20/12/2015	HERAKLIO	PIRAEUS	MINDAN LINES	KNOSSOS PALACE	21:30	06:00	Mo 21/12/2015	

ITINERARY : 11/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINDAN LINES / KNOSSOS PALACE

Class	Male	Fem	W	U/D	G.P	Deck	#	Facilities	T.B
1 LD		3							
2 L2		3							
3 A2		34							
4 A3		11							
5 A4		11							
6 AB2		88							
7 AB3		58							
8 AB4		58							
9 L1		3							
10 A1		34							
11 AB1		30							
12 LD1		3							

Vehicle type	Units	Len	Height	Brand	Plates	C.O.B

Pic 9

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: * Company: Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. DEPART.TIME ARR.TIME SHORTER TRIP

#	DATE	FROM	TO	COMPANY	MEAN	DEP	ARR	ARR.DATE	SEASON
1	Su 20/12/2015	HERAKLIO	PIRAEUS	MINDAN LINES	KNOSSOS PALACE	21:30	06:00	Mo 21/12/2015	

ITINERARY : 11/11 Su 20/12/2015

Class	Male	Fem

Vehicle type	Units	Len	Height	Brand	Plates	C.O.B

ACCOM.	DESCRIPTION
A2	2 BERTH OUTSIDE DU/VC
AB2	2 BERTH INSIDE DU/VC
AP2	2 BERTH INSIDE PET
A4	4 BERTH OUTSIDE DU/VC
AB4	4 BERTH INSIDE DU/VC
D	DECK
VIPS	AIRPLANE TYPE SEAT WITH RADIO/TV
ED	ECO DECK 19 EURO
DD	DISCOUNT DECK 29 EURO
EAB2	ECONOMY 2 BERTH INSIDE DU/VC

Pic. 10

- Column «**ACC**», you will find the abbreviations of the accommodations and the basic types of vehicles of the selected means. You can find more vehicle types by pressing ↵ (ENTER) and **F4** on the field «Vehicle Type».
- Column «**PRICE/EUR**», you will find the prices per passenger. Vehicle prices appear by pressing F3 on 'Reservation / Issue' window.
- Column «**PS/VH**», insert the number of vehicle or male passengers on the corresponding accommodation.
- Column «**FEM.**», insert the number of .female passengers on the corresponding accommodation.
- Column «**WH.**», insert the number of cabins in the case of a reservation of the whole cabin and not of a single cabin
- On the last three columns where the column title is with red letters, you can see the number of vacant seats available (you cannot input a number to select a seat on these columns).

Example of accommodation selection:

COS DESCRIPTION	ACC	PRICE/EUR	PS/VH	FEM	WH.	WHOL	MALE	FEM.
1 BERTH INSIDE DU/WC	AB1	123,00				30		
1 BERTH DELUX DOUBLE BED DU/WC	LD1	156,00				3		
4 BERTH INSIDE PET	AP4	71,00			1	2		
3 BERTH INSIDE PET	AP3	83,00				2		
2 BERTH INSIDE PET	AP2	104,00				2		
1 BERTH INSIDE PET	AP1	147,00				2		
ECONOMY 4 BERTH INSIDE DU/WC	EAB4	49,00						
ECONOMY 2 BERTH INSIDE DU/WC	EAB2	69,00						
PET FRIENDLY 1-BERTH OUTSIDE SHOWER ...	P1	155,00				2		
PET FRIENDLY 2-BERTH OUTSIDE SHOWER ...	P2	112,00				2		
PET FRIENDLY 3-BERTH OUTSIDE SHOWER ...	P3	91,00				2		
PET FRIENDLY 4-BERTH OUTSIDE SHOWER ...	P4	80,00				2		
AIRPLANE TYPE SEAT WITH RADIO/TV	VIPS	57,00				96		
DECK	D	46,00	1	1		1579		
ECO DECK 19 EURO	ED	18,00						
DISCOUNT DECK 29 EURO	DD	29,00						
	IX1							
	IX2							
	MO1							
	MO2							

After you have selected the accommodations and vehicles, you need to press the **Esc** key and then the **F1** key in order to proceed on the RESERVE/ ISSUE screen (Pic. 13)

Note: Every route (leg) may have up to **9** passengers and up to **4** vehicles

See Appendix 04

RESERVE/ ISSUE SCREEN

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDSEK

Date DT 20/12 0 From HERAKLIO To PIRAEUS Time Company Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

ITINERARY : IT/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE

Class	#Cab	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
D	703	*	M	AD			DEF								

V. Type	# Pl.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card
IX1	179	4		DEFC					

General remarks

PHONE NUMBER: / Deny ☐

RESERVE INRL OPTION: COMPANIES RES.NUMS.

AGENCY USER

PAYMENT TYPE: CASH

Επιθυμώ ταξιδιωτική ασφάλιση/ want Travel insurance ☐

Pic. 13

On the RESERVE/ ISSUE screen you can perform the following

- **Input details of passengers and vehicles.** The following fields are mandatory
«**Sex**», whenever W (whole) is default you need to change it to M (male) or F (female)
«**P.T.**» Default is AD (adult), for children you need to change it to CH while for infants you change it to IN. Any available passenger type can be selected by moving the arrow to 'P.T.' field and pressing ↵ (ENTER) and **F4**.
«**Last Name**» (up to 20 characters), «**In.**» (initial of first name), «**Plates**» (up to 15 characters). When the reservation is for an international route, you will have to fill the following fields «**Id/Passport**», «**Nat.**» και «**Birth. D.**».
These fields are always field in Latin characters and capital letters
Filling the telephone number on the field **PHONE NUMBER** is **mandatory** as well (Pic.14).

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: Company: Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

ITINERARY : IT/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE

Class	#Cab.	Bed	Sex	P.T.	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
D	703	-	M	AD	DEF	DEF	DEF	DEF	DEF	DEF	DEF	DEF	DEF	DEF	DEF

V.Type	# Pt.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card
DX1	179	4	DEF	DEF	DEF	DEF	DEF	DEF	DEF

General remarks

PHONE NUMBER: Deny ☐

RESER. HP. OPTION COMPANIES RESJUMS.

AGENCY USER

Επιθύμια ταξιδιωτική ασφάλιση? want Travel insurance ☐

Pic. 14

- **Setting Discounts.** Setting a discount can be done either by typing the discount code or by pressing ↵ (ENTER) and then **F4** which opens a window containing the discount types with their descriptions. By moving the green arrow on the discount we want then pressing ↵ (ENTER) twice selects the discount.
In the case the discount you have selected cannot be applied on the company a notification will appear on the bottom part of the screen on the gray field.
- **Pricing Analysis.**
By pressing the button **F3** on an active reservation or in an optional reservation, a new window will appear (Pic.15). For a reservation that has been issued, the window appears by using **Shift + F3**. See Appendix 05
By clicking on the button (ESC) or by pressing **Esc**, you return on the RESERVE/ ISSUE screen. The price from the last pricing appears on the bottom right corner (Pic. 16)

Pricing

Prices in EUR **132,00**

Date	From	To	Vessel	Dep.Time	Com.	Acc./Type	ss.Type/Met	Name/Licence Pl	Disc.	FQ	Price
20/12/2015	HERAKLIO	PIRAEUS	KNOSSOS PAL...	21:30	MINOAN LI...	D	AD		DEF		46,00
											46,00
20/12/2015	HERAKLIO	PIRAEUS	KNOSSOS PAL...	21:30	MINOAN LI...	IX1			DEFC		86,00
											86,00
											132,00
											132,00

Exit (ESC) Fare Rules

Pic. 15

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDASK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: Company: Open Tick. ☐

REQUEST | RESERVE/ISSUE | SETTINGS | MESSAGES | INSTRUCT. | PTA

ITINERARY : 11/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE

Class	#Cab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket
D	703	*	M	AD			DEF							

V.Type	# Pr.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card
IX1	179	4		DEFC					

General remarks

PHONE NUMBER: Deny ☐

REQUEST OPTION DATE TIME: /

PAYMENT TYPE: CASH

Επιθυμώ ταξιδιωτική ασφάλιση/ want Travel insurance ☐

RESER. NR. OPTION: COMPANIES RES.JUMS.

AGENCY USER

Prices in EUR 132,00

Pic. 16

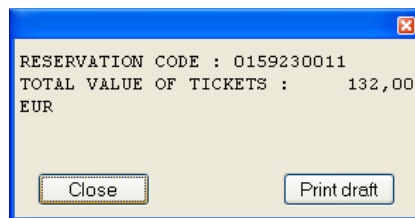
- **Reservation with option date.** After completing all the above, using the **F6 key** the system will automatically produce a window with the reservation code and the date and time on which the reservation will drop, which in turn can be altered only by the shipping/ Air company (Pic. 17). From there you can also print the reservation on a A4 page by clicking on the button **Print Draft**. This is not a document the client can travel with, it is used only as further information.

RESERVATION CODE : 0159230011
OPTION DATE : 15/12/2015
OPTION TIME : 21:30

Close Print draft

Pic. 17

- **Printing the tickets.** By pressing the **F1 key**, the system produces a window that shows the reservation code and the total value of the tickets, followed by the actual printing. (Pic. 18).
You can also use the **Print Draft** function which works exactly as described above..



Pic.18

- **Issuing a PTA.** Clicking on the **PTA** button makes a capital **V** letter appear on the field «**SSR**» next to the passengers. Furthermore, at the bottom of the screen, you can see the message «Issue PTA enabled» (Pic. 19). By pressing the **F1 key** the system will produce a message informing of the PTA being issued containing the reservation number and the total value of the tickets. (Pic.20). After printing the Print Draft your client will pay off the tickets and with the printed A4 page will receive the actual tickets from a central or port agent of the shipping company with which he will travel.
Note: In order to cancel the PTA reservation you need to print it first.

See Appendix 06

Printing the reservation details

You may also print the details of the reservation on an A4 page by clicking the Print Draft button. This page has the same validity as the one from the reservation with option date

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDESK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: * Company: Open Tick. ☐

REQUEST: RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. **PTA**

ITINERARY : 11/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE

Class	#Cab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth.d	BP/Card	DE	# Ticket	@
D	703	*	M	AD	T	T	DEF	V							

V. Type	# Pr.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card
IX1	180	4	T	DEFC	V				

General remarks:

PAID NUMBER: Deny ☐

REQUEST OPTION DATE/TIME:

PAYMENT TYPE: CASH

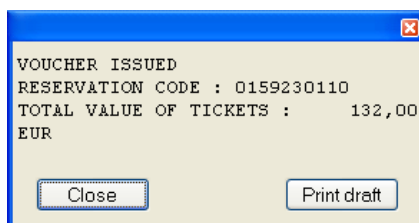
Επιθυμώ ταξιδιωτική ασφάλιση/I want Travel insurance ☐

RESER. URL: OPTION: COMPANIES RES.JUMS.

AGENCY: USER:

Issue PTA enabled!

Pic. 19



Pic 20

Note:

1. You can also print the reservation details on any given moment by recalling the reservation and pressing **Alt + F12**.
2. After recalling a reservation you can clear your screen with **F12**.

Reservation with Return Trip (ALLER RETOUR)

On the **REQUEST** screen, after you have selected the departure accommodations and pressed Esc, you need to press the **F8** key. You will see an automatic reverse of the departure - arrival ports (see page 28) and the cursor will blink on the date field in order to give the return date. Pressing **↓** (ENTER) will rotate the cursor through the fields From, To, Company, moving the procedure to finding and selecting the return trip as well as the accommodations.  **See Appendix 07**

Moving from the return trip to the departure trip, which is done by using the '**Page Up**' and '**Page Down**' keyboard keys, is recommended so as to check that every detail we have entered for both trips are correct.

The details of the departure or return trip are shown on the grey field (Pic.21).

ITINERARY : 11/21 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE														
Class	Male	Fem	W	U/D	G.P	Deck	#	Facilities	T.B	#	Class	W/ol	Male	Fem.
D	1									1				
										2				
										3				
										4				
										5				
										6				
										7				
										8				
										9				
										10				
										11				
										12				
Vehicle type	Units	Len	Height	Brand		Plates		C.O.B						
IX1	1	425												

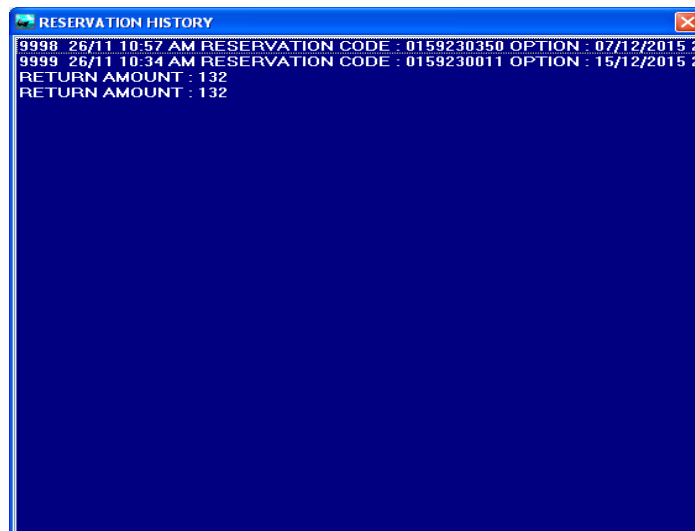
Pic. 21

Deleting one of the trips, in the case of further modification, is done by pressing the **F4** key. A message will appear asking for confirmation of the delete. Pressing «Yes» will finish the procedure, after which you will need to select the itinerary and the accommodations again.

After selecting the accommodations for the return trip, you will move on to the **RESERVE/ISSUE** screen by pressing the **F1** key.

You can move from one trip to the other by pressing '**Page Up**' and '**Page Down**' on this screen as well.

You can see the details of the departure or return trip on the grey field (Pic.22)



Pic. 23

RECALLING A RESERVATION

Can be done with one of the following ways:

While you are on the Request screen

- **Alt + F9**: recalls the latest reservation.
- **F9**: a new window appears (Pic. 24) for searching and recalling a reservation
 - α) by FORTHcrs code, inputting the code on the field **Reserv Nr.** and pressing ↵ (ENTER).
 - β) by company code, selecting the Company and typing the **PNR** on the field **Company Reservation Nr.** and pressing ↵ (ENTER).
 - γ) by name or vehicle Plate Nr., after having first selected the specific itinerary of the reservation and the pressing F9 you type the name or vehicle license plate and press ↵ (ENTER).

The screenshot shows a dialog box titled 'Retrieve Reservation'. It has a left sidebar with input fields and a main area on the right.

Left Sidebar Fields:

- Reserv Nr.**: Text field containing '159230350'.
- Passeng. Name**: Empty text field.
- Licence Plates**: Empty text field.
- Company**: Dropdown menu.
- Company Reservation Nr.**: Empty text field.

Main Area:

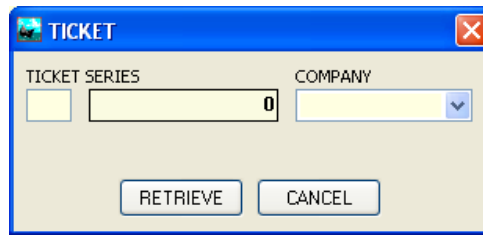
- Title: **RESERVATION LIST**
- Content: A large empty yellow rectangular area.

Buttons:

- A button at the bottom right labeled **CANCEL** with a red 'X' icon.

Pic. 24

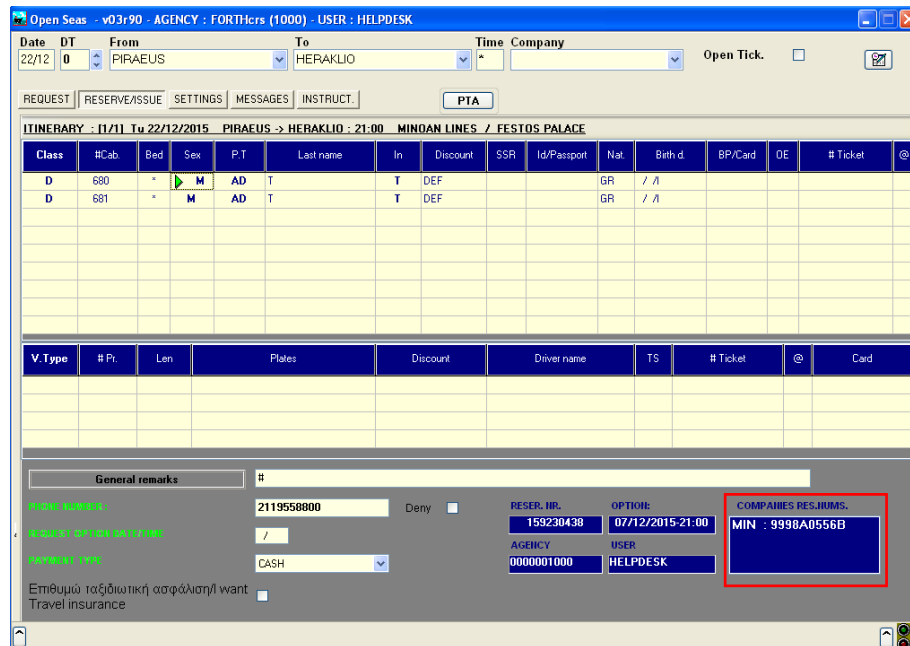
- **Shift + F9**: a dialogue window will appear in order to search the reservation by TICKET row or number (SERIES) or COMPANY. (Pic.25)



A dialog box titled "TICKET" with a blue header and a red close button. It contains two input fields: "TICKET SERIES" with a dropdown arrow and a text box containing "0", and "COMPANY" with a dropdown arrow. Below these fields are two buttons: "RETRIEVE" and "CANCEL".

Pic. 25

After recalling a reservation, you can see on the down right corner of the screen the company's reservation code (Pic.26).



The "Open Seas" reservation screen shows a reservation for 22/12/2015 from PIRAEUS to HERAKLIO. The itinerary table shows two passengers, both adults, with a discount of DEF. The bottom section contains various fields including "PHONE NUMBER", "REQUEST DATE/TIME", "PAYMENT TYPE", "RESER. IRL", "OPTION", "AGENCY", "USER", and "COMPANIES RES.HUMS." which is highlighted with a red box and contains the value "MIN : 9998A0556B".

Class	#Cab	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat	Birth d	BP/Card	DE	# Ticket
D	680	-	M	AD	T	T	DEF			GR	/ /			
D	681	-	M	AD	T	T	DEF			GR	/ /			

Pic. 26

MAKING CHANGES IN AN OPTIONAL RESERVATION

After recalling a reservation and having performed the detail changes, you need to press **Shift + F12** in order to save the changes.

ADDING VEHICLE PASSENGERS IN AN OPTIONAL RESERVATION

■ **Addition by selecting seat from a Template:**

Recall the reservation with one of the ways described above. (Pic. 27).

Open Seas - v03r90 - AGENCY : FORTHERS (1000) - USER : HLIAS

Date

DT

0

From

To

Time

Company

AEGEAN SPEED LINES

Open Tick.

REQUEST

RESERVE/ISSUE

SETTINGS

MESSAGES

INSTRUCT.

PTA

ITINERARY : 11/11 Fr 15/04/2016 PIRAEUS -> MILOS - 16:30 AEGEAN SPEED LINES / SPEEDRUNNER4

Class	HCab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
EC	1A	*	M	AD	T	M	DEF								

V.Type	# Pt.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card

General remarks

PRIME NUMBER:

Deny

REQUEST OPTIMIZATION TIME

/

PAYMENT TYPE

CASH

Επιθυμώ ταξιδιωτική ασφάλιση/ I want Travel insurance

RESER. NR.

159232682

OPTION

11/12/2015-12:41

COMPANIES RES./UMS.

ASL : 9999000871

AGENCY

0000001000

USER

HLIAS

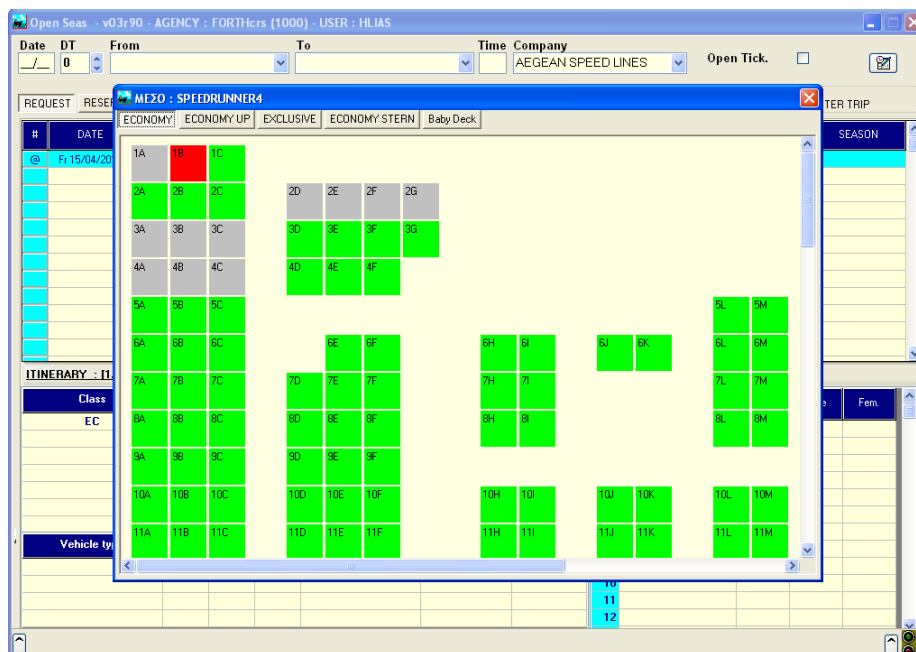
Pic. 27

Press **Shift + F6**. You are transferred, automatically, to the basic window of the application (REQUEST). The route(s) included in the original reservation, are already selected (Pic. 28).

[illegible]

Pic. 28

Select the class (3rd class) you want to add and press **F1**. Select the seats you want from the template (Pic. 29) and press **F1**.

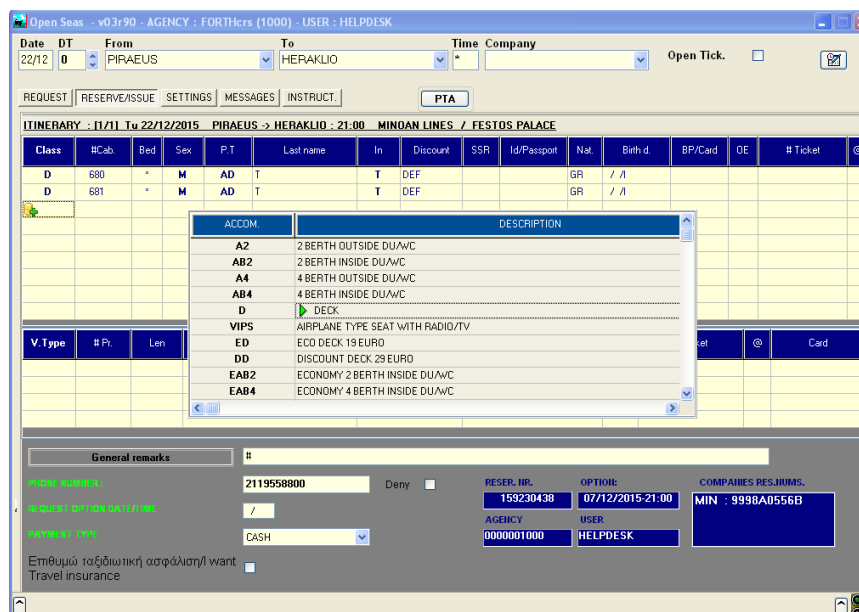


Pic. 29

Enter the passenger details and press **F6** to complete the addition.

■ Addition without Template:

Recall the reservation with one of the ways described above. Move the cursor on the first cell on the column Class and press **↓** (ENTER) (Pic. 30). Select the class you want to add and press **↓** (ENTER).



Pic. 30

Select the number of passengers (or cabins) and sex. Press **↓** (ENTER) or **OK** (Pic. 31).

The screenshot shows the 'Open Seas' software interface. At the top, the date is 22/12, from PIRAEUS, to HERAKLIO. The itinerary is MINOAN LINES / FESTOS PALACE. Below the itinerary, there is a table for passengers. A small dialog box is open over the passenger list, showing a list of vehicle types (1-4) and a selection of 'M' (Male) and 'F' (Female) with an 'OK' button.

Class	#Cab	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat	Birth d	BP/Card	DE	# Ticket	@
D	680	*	M	AD	T	T	DEF			GR	/ /				
D	681	*	M	AD	T	T	DEF			GR	/ /				

Pic. 31

We fill the details of the new passengers and complete the procedure by pressing the **F6** key.

In order to add vehicles, move the cursor on the 1° empty cell of the column 'V.Type' and press **↓** (ENTER). Select the type of vehicle and press 'Enter'. Fill the details of the new vehicle and complete the procedure by pressing the **F6** key (Pic 32).

The screenshot shows the 'Open Seas' software interface. At the top, the date is 22/12, from PIRAEUS, to HERAKLIO. The itinerary is MINOAN LINES / FESTOS PALACE. Below the itinerary, there is a table for passengers. A dialog box is open showing a list of vehicle types (VTR1-VTR5, VCD2-VCD5) and their descriptions. The 'V.Type' column in the passenger list is highlighted.

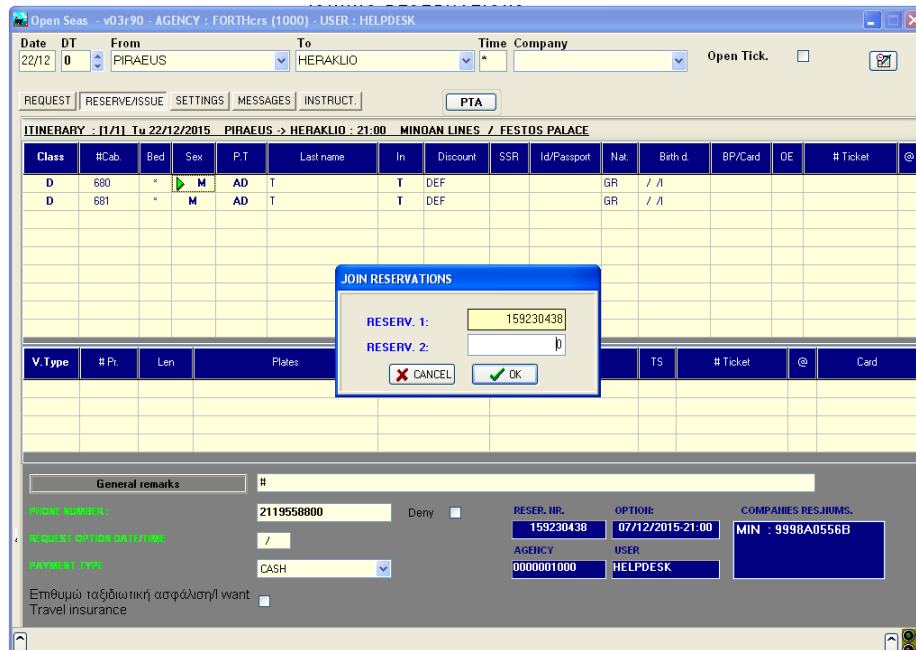
Class	#Cab	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat	Birth d	BP/Card	DE	# Ticket	@
D	680	*	M	AD	T	T	DEF			GR	/ /				
D	681	*	M	AD	T	T	DEF			GR	/ /				

Pic. 32

JOINING RESERVATIONS

Recall one of the two reservations using one of the ways shown above. After recalling press **Alt + F2**, the dialogue window shown below appears (Pic. 33). On

this window fill the second reservation code and press . The new reservation which will be created will have the first reservation code you recalled.



Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 22/12/2015 DT: 0 From: PIRAEUS To: HERAKLIO Time: * Company: * Open Tick. ☐

REQUEST: RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

ITINERARY : 11/11 Tu 22/12/2015 PIRAEUS -> HERAKLIO - 21:00 MINOAN LINES / FESTOS PALACE

Class	#Cab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
D	680	*	M	AD	T	T	DEF			GR	/ /				
D	681	*	M	AD	T	T	DEF			GR	/ /				

JOIN RESERVATIONS

RESERV. 1: 159230438

RESERV. 2:

General remarks: #

PHONE NUMBER: 2119558800 Deny ☐

REQUEST OPTION DATE TIME: /

PAYMENT TYPE: CASH

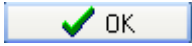
Επιθυμώ ταξιδιωτική ασφάλιση/I want Travel insurance ☐

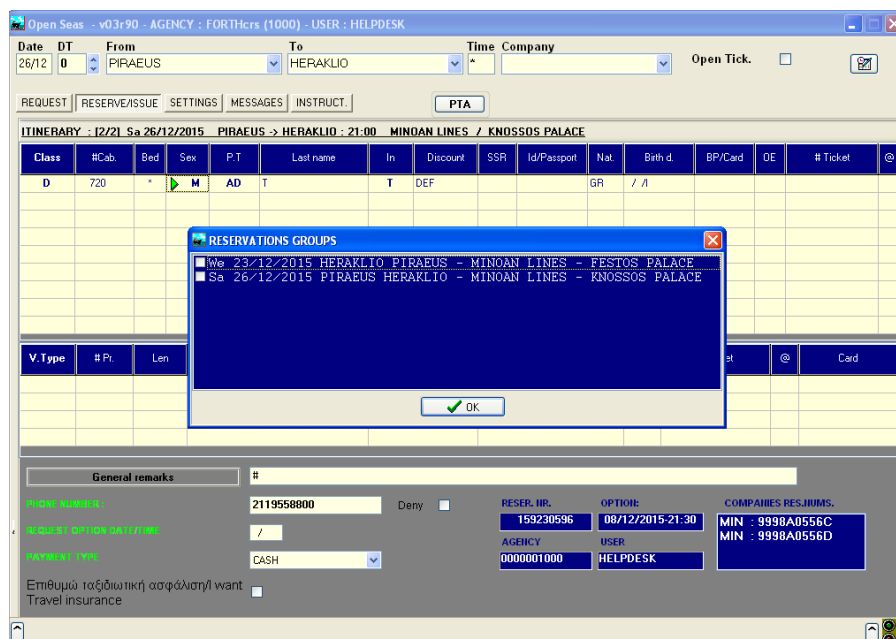
RESERV. IRL: 159230438 OPTION: 07/12/2015-21:00 COMPANIES RES.JUMS. MIN : 9998A0556B

AGENCY: 0000001000 USER: HELPDISK

Pic. 33

SEPARATING AN ALLER-RETOUR RESERVATION INTO TWO ONE WAY RESERVATIONS

Recall the reservation with one of the ways shown above. By pressing **Shift + F2**, a dialogue window appears through which we select the leg we want to move into another reservation (Pic. 34). After selecting it, finish the procedure by pressing . The system will automatically produce a window with the new reservation code.



Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 26/12/2015 DT: 0 From: PIRAEUS To: HERAKLIO Time: * Company: * Open Tick. ☐

REQUEST: RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

ITINERARY : 12/21 Sa 26/12/2015 PIRAEUS -> HERAKLIO - 21:00 MINOAN LINES / KNOSSOS PALACE

Class	#Cab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
D	720	*	M	AD	T	T	DEF			GR	/ /				

RESERVATIONS GROUPS

☐ We 23/12/2015 HERAKLIO PIRAEUS - MINOAN LINES - FESTOS PALACE

☒ Sa 26/12/2015 PIRAEUS HERAKLIO - MINOAN LINES - KNOSSOS PALACE

General remarks: #

PHONE NUMBER: 2119558800 Deny ☐

REQUEST OPTION DATE TIME: /

PAYMENT TYPE: CASH

Επιθυμώ ταξιδιωτική ασφάλιση/I want Travel insurance ☐

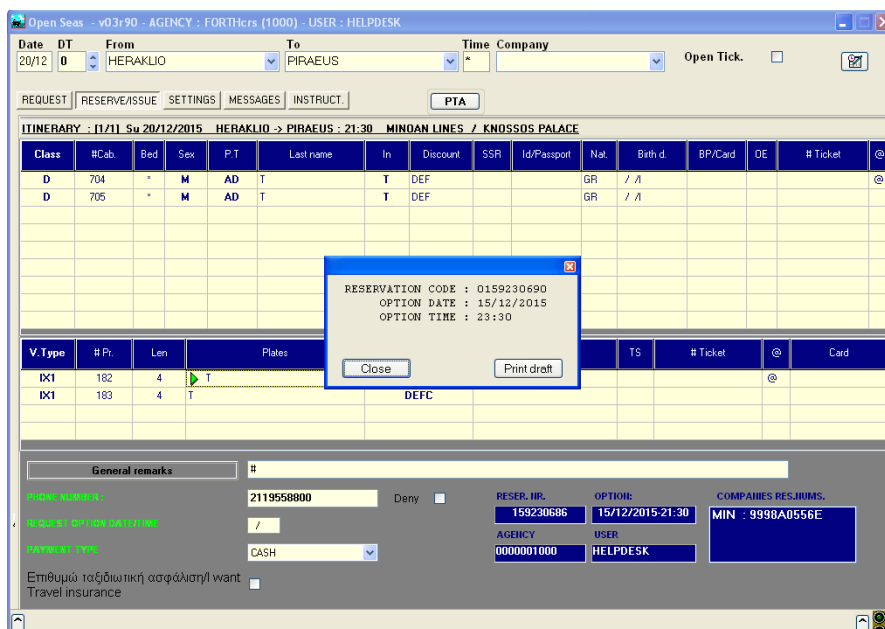
RESERV. IRL: 159230596 OPTION: 08/12/2015-21:30 COMPANIES RES.JUMS. MIN : 9998A0556C MIN : 9998A0556D

AGENCY: 0000001000 USER: HELPDISK

Pic. 34

TRANSFERRING PASSENGER/VEHICLE INTO AN OTHER RESERVATION

Recall the reservation using one the ways described above. Mark with the @ symbol (see. page. 26) any passengers / vehicle you want to move into an other reservation. A window will pop up with the new reservation code after pressing **Shift + F7**. (Pic. 35).



Pic. 35

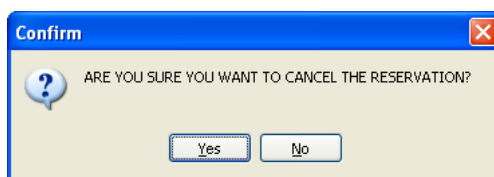
PRINTING AN OPTIONAL RESERVATION

Recall the reservation using one of the ways described above, press **F1** to print.

CANCELING

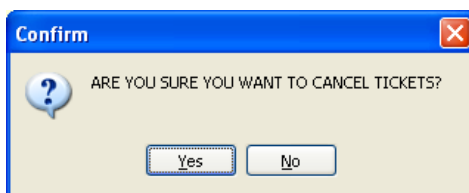
Recall the reservation using one of the ways described above.

1. **Canceling current reservation.** Using the **F11** key which cancels the accommodations and the itinerary selection or by using the **F10** key in which case the accommodations are cancelled but not the itinerary selected. The program will return you on the REQUEST screen where you can perform any change you wish. Before the procedure is finished a message will appear to confirm the cancellation. After selecting «Yes» the procedure is finished.
2. **Canceling an optional reservation.** Recall the reservation and press **Shift + F11**. A message of confirmation will appear (Pic.36). By selecting «Yes» the procedure of canceling the reservation is complete.



Pic. 36

3. **Partial cancellation of optional reservation.** Recall the reservation, mark with @ (see. page 26) the passengers or vehicles you want cancelled and press **Shift + F11**.
4. **Total cancellation of reservation with ticket numbers.** Recall the reservation (Pic. 37), press **Shift + F11**, a message will appear to confirm the cancellation. After selecting «Yes» another window will pop up informing of any money refund. ♦ See Appendix 09.



Pic 37

5. **Partial cancellation of reservation with ticket numbers.** Recall the reservation, mark with @ (see page 26) of specific passengers of vehicles and press **Shift + F11**. After completing the procedure a message appears with the money refunded. ♦ See Appendix 09.

CONVERTING TICKETS INTO OPEN TICKETS ♦

Recall the reservation, mark with @ (see. Page 26) the tickets and pres **Alt + F5**. On the bottom of the screen, on the grey field, you will see the following message «The ticket has turned into Open». Now the tickets that were marked with @ are now Open tickets ♦ See Appendix 010.

REPLACING TICKETS ♦

On the screen RESERVE/ ISSUE on a new reservation, you input on the column «OE» the ticket row, for example 'Z' and on the column «# TICKET» the ticket number of the open ticket. The replaced tickets are printed by pressing **Ctrl + F1**.
* See Appendix 011

REPRINTING

The ticket numbers are cancelled by pressing **Ctrl + F6**, then, the reservation returns into option status. ♦ * See Appendix 012.

SELECTING (MARKING) SPECIFIC PASSENGERS OR VEHICLES IN A RESERVATION

After recalling the reservation, move the green arrow on the last column («@»)for the line of the passenger or the vehicle you want and press the **Delete** key. The «@» mark will appear and it indicates that any following procedure will affect the marked passenger / vehicle (Pic.38).

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: * Company: Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

ITINERARY : 11/11 Su 20/12/2015 HERAKLIO -> PIRAEUS : 21:30 MINOAN LINES / KNOSSOS PALACE

Class	#Cab.	Bed	Sex	P.T	Last name	In	Discount	SSR	Id/Passport	Nat.	Birth d.	BP/Card	OE	# Ticket	@
D	704	-	M	AD	T	T	DEF			GR	/ /				
D	706	-	M	AD	T	T	DEF			GR	/ /				

V. Type	# Pt.	Len	Plates	Discount	Driver name	TS	# Ticket	@	Card
IX1	184	4	T	DEFC					

General remarks #

PHONE NUMBER: 2119558800 Deny ☐

RESER. IRL: 159230871 OPTION: 15/12/2015 21:30 COMPANIES RES.JUMS. MIN : 9998A05571

REQUEST OPTION DATE TIME: /

PAYMENT TYPE: CASH

AGENCY: 0000001000 USER: HELPDISK

Επιθυμώ ταξιδιωτική ασφάλιση want Travel insurance ☐

Pic. 38

SETTINGS SCREEN (Pic. 39)

Open Seas - v03r90 - AGENCY : FORTHcrs (1000) - USER : HELPDISK

Date: 20/12 DT: 0 From: HERAKLIO To: PIRAEUS Time: * Company: Open Tick. ☐

REQUEST RESERVE/ISSUE SETTINGS MESSAGES INSTRUCT. PTA

☒ DIRECT ISSUING

☐ AUTO DATE ENTRY

☒ KEEP TIMETABLE ELEMENTS

☒ AUTO DESTINATION SWAP

☒ SELECT FROM TEMPLATE (DOLPHINS/AIP)

☐ AUTO AVAILABILITY REQUEST

☒ LAST MOMENT MODE

☒ VIEW COMPANY LIST ON THE TT

☐ UPDATE ACCOUNTING/BACKOFFICE

☒ TIMETABLE FROM FORTHCRS

☐ EXPERT MODE TIMETABLE

☐ SUPERFAST AUTO FQ CALCULATION

DEFAULT COMPANY:

DISPLAY SETTINGS

COLORS: COLUMNS TITLES

FONTS: COLUMNS TITLES

Print Test	COMPANY	TICKET NO	PRINTER	TT STOCK
1	A3	0	Generic / Text Only	0
2	AAN	0	Generic / Text Only	0
3	ABP	0	Generic / Text Only	0

SAVE PARAMETERS CASHIER CHECK OPTION DATES UPDATE REVISION CONTACT FORTHcrs STATISTICS ENTER GROUP VENDOR REMARKS COMPANY FINANCE DATA PRINT CANCELLATION DOC.

COMPANY RULES-OFFERS CHANGE USER LOGIN AGENCY CLEARINGS CLIENT LOYALTY SMALL PACKAGES EXCURSIONS COMPANY PACKAGES RES. WAITING LIST PATHFINDER Email Cr.Limit GRI pm

Pic. 39

- ☒ **DIRECT ISSUING** if you wish direct ticket printing.
 - ☐ **AUTO DATE ENTRY** if you want to have the current date shown on the field
- Hp/via

- ☒ **KEEP TIMETABLE ELEMENTS** if you want to keep the timetable details after clearing the screen with F12.
- ☒ **AUTO DESTINATION SWAP** the function of reversing automatically the trips for aller - retour.
- ☒ **SELECT FROM TEMPLATE (DOLPHINS/AIF** for selecting template accommodations (applicable only on Highspeed ships) 
- ☐ **AUTO AVAILABILITY REQUEST** for the accommodation selection window to appear automatically after selecting an itinerary.
- ☒ **LAST MOMENT MODE** having it checked makes the Option production not available
- ☒ **VIEW COMPANY LIST ON THE TT** To show the Companies list on the TIMETABLE.

Date	DT	From	To	Time	Company	Open Tick.	
20/12	0	HERAKLIO	PIRAEUS	*	▼	☐	

- ☐ **UPDATE ACCOUNTING/BACKOFFICE** In order your tickets to show on your back office program, after you have finished installing the additional programs required.
- ☒ **TIMETABLE FROM FORTHCRS** test itineraries of FORTHcrs appear on the timetable as well. *See Appendix 013
- ☐ **EXPERT MODE TIMETABLE** Port restriction (**having this checked is NOT RECOMMENDED**).

☐ **DEFAULT COMPANY**

▼

DISPLAY SETTINGS

COLORS

COLUMNS

TITLES

FONT

COLUMNS

TITLES

Changes the fonts and their colors (**changing them is not recommended**).

Saving any of the above changes is through the button

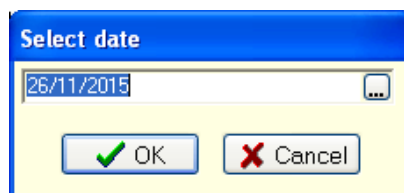
SAVE PARAMETERS

CASHIER

Shows the daily issued tickets and cancellations only for the user with which you are logged into the program. Printing it is also possible from the same screen.

CHECK OPTION DATES

Shows the daily options based on the date chosen on the window appearing after pressing 



UPDATE REVISION

Used for updating the program.

CONTACT FORTHcrs

This is another way to communicate with the Helpdesk department. After typing the message you wish to send, press the

MESSAGE TO HELP DESK

button. The Helpdesk department will receive your message and attempt to communicate with you.

STATISTICS

Statistical reports. Date range up to 15 days. You can print or save the report in Excel format.

ENTER GROUP

Used for issuing and recalling group reservations. Select the Company on the 'Company' field. On the 'Company Reserv. Code' field input the reservation code given by the shipping company and press ↵ (ENTER). Group reservations are only booked by the companies. 



VENDOR REMARKS

Used to read informative messages show on the first message window.

COMPANY FINANCE DATA

Check of credit and ticket stock for the companies. 

COMPANY RULES-OFFERS

Information concerning offers - packages. 

AGENCY CLEARINGS

Download company clearings. Choose company, year, input the number of the fortnight or month (depending on the company), the required format and the output directory. Press Get File. 

Clearings

Select company: HELLENIC SEAWAYS

Select Year: 2015

Number of clearing: 11

File type: PDF ☒ TXT ☐ Other ☐ .doc

Output directory: C:\Forthcrs central\

Getfile Close

EXTERNAL LINKS

links that refer to web pages for 'Online help', 'FORTHcrs offers' and 'Ferry companies news'.

Online help

Forthcrs offers

Ferry companies news

Exit

SCENARIO EDITOR

allows the user to create different reservation scenarios, which can be automatically recalled by the main application screen 'REQUEST' by pressing alt + and a number from 0 to 9.

In the following screen the user must complete the following mandatory fields (at least in the first tab)

- Company
 - Date
 - Time
 - From (port of departure)
 - To (destination port)
- and then click on "Save".

Company	Date	Time	From	To	Vessel
TEST COMPANY	11/09	08:00	HERAKLIO	PIRAEUS	

☐ Always the current date

Passenger Accomodation	Male	Fem.	Whole	Type
ECONOMY	2	0	0	ADULT
ECONOMY	0	2	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT
	0	0	0	ADULT

Vehicle type	No.
	0
	0
	0
	0

Clear Modify Save Exit

You can select up to 9 different seats and 4 vehicle types per each trip, provided that the total does not exceed 9 passengers and 4 vehicles. Regarding passenger accommodation, the user must specify the accommodation type, the number of male or female passengers or whole cabins and the passenger type. Regarding vehicles, the user must specify the vehicle type and the number of vehicles. If the scenario refers to an aller / retour reservation, the second tab 'Trip 2' should also be completed with the respective passengers / vehicles. By clicking on "Save" button the following screen appears where you must give a name for the scenario ('Name Macro') and a number from 0 to 9, that will represent it ('Key combination (alt + 0- 9) ').

Save

Macro Name

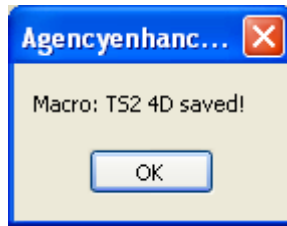
TS2 4D

Key Combination (alt+0-9)

0

OK

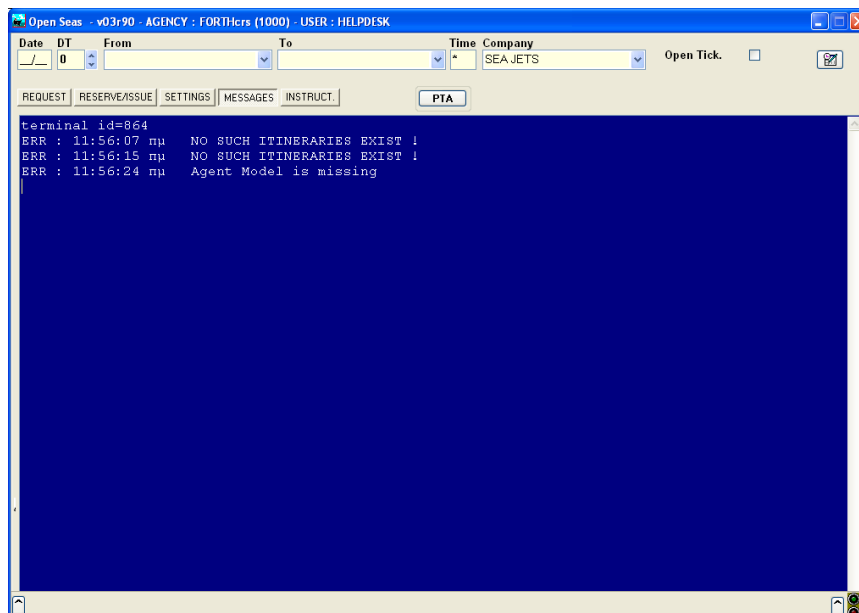
By pressing 'OK', the following confirmation message appears.



By clicking on 'Modify' the user can select the number of macro that needs to be modified. The corresponding macro will be recalled. The user can make the needed changes and press 'Save'. By clicking on 'Clear' you can clear the screen.

MESSAGES SCREEN

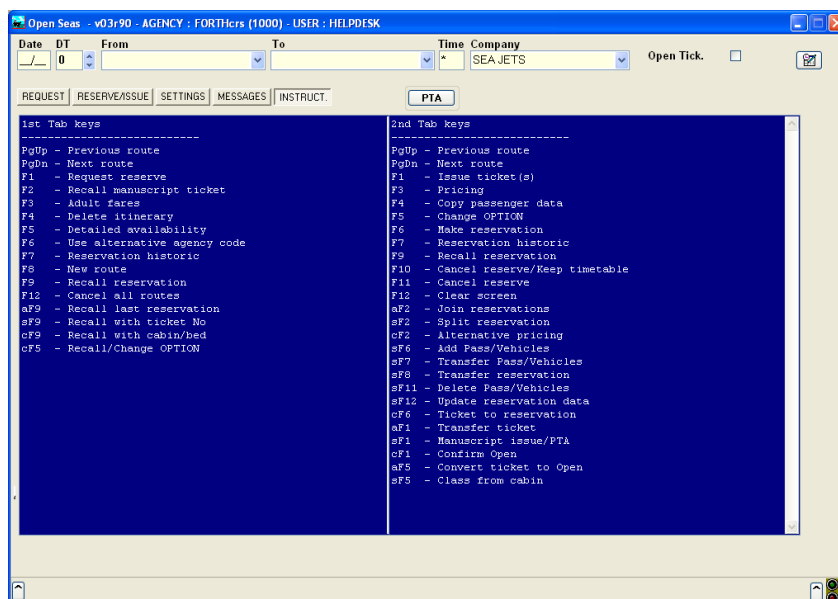
On this screen (Pic. 40) you can see every function you used or error messages that have appeared on the grey field on the bottom of the main window. They can be found here for as long as the program is active. They will be deleted if you exit the program.



Pic. 40

INSTRUCTIONS SCREEN

A short description of the program's functions can be found on this screen. The buttons and the buttons combinations are, also, shown (Pic. 41).
(The following functions are not supported by all the companies). 



Pic. 41

APPENDICES

APPENDIX 01

Pricing with **F3** on BLUE STAR itineraries, blocks the open return tickets issuing procedures.

For SUPER FAST and ANEK the procedure for printing open return tickets is shown below:

Step 1° - make an aller retour reservation using a hypothetical return date (for SUPER FAST) and for ANEK using 2 or 3 days after the departure (aller).

Step 2° - after filling all the details of the reservation and have performed pricing, on the field **General Remarks** for the departure itinerary, you type the letters **ORET**. The only functions allowed after typing ORET are:

- F1** to issue, where the tickets for the return trip will be print as opened and
- F6** for optional reservation

APPENDIX 02

Availability for vehicles is not show for the companies SUPERFAST - STRINTZIS-ALPHA FERRIES - ANEK - ANEN - LANE Στις εταιρίες SUPER FAST – STRINTZIS - ALPHA FERRIES – ANEK – ANEN – LANE. Instead of the real availability, the virtual number 40 is shown. On the other hand, for BLUE STAR FERRIES AND AGOUDIMOS LINES, GARAGE availability is shown as 20 when the vehicles are above 20 and the real number is shown when the availability drops below 20.

APPENDIX 03

There are three ways of changing the length for any vehicle needed, depending on the shipping company.

For example, for a 5 meters vehicle, put the green arrow on the «LENGTH» field, delete the existing length by using Backspace and Delete.

1st:050

2nd:500

3rd:005

4th:550 (if the vehicle has a length of 5,5 meters)

Complete the changing meters procedure by pressing ↵ (ENTER).

APPENDIX 04

For SUPER FAST, you need to have the same number of passengers on both itineraries (departure - return) while for ANEK LINES you need to have the same passengers of both itineraries OR less passengers for the return trip.

APPENDIX 05

Pricing is not possible after recalling a reservation for SUPER FAST. Total price is shown on the **GENERAL REMARKS** field. If the **F3** is used, the printing procedure is blocked. You will need to recall the reservation again and press the F1 key to print.

APPENDIX 06

You can print a PTA un-escorted vehicle for the companies MINOAN LINES and AEGEAN SPEED LINES by: by typing a capital «V» on the field DRIVER NAME. This function is possible for the companies that use the «Open Seas» program on their central offices.

APPENDIX 07

For multiple itineraries reservations (by using the **F8** key) the same company if all the trip legs is required.

4 legs at maximum are allowed in a reservation, and they can contain multiple destinations. This is not valid for every company.

APPENDIX 08

For SUPER FAST an aller / retour reservation is possible only when the number of passengers is the same for aller and retour.

For ANEK and BLUE STAR a reservation with different number of passengers is possible but only if the difference is less passengers on the return trip.

APPENDIX 09

a) For the partial cancellation of tickets on the companies BLUE STAR FERRIES, AGOUDIMOS, ALPHA FERRIES και STRINTZIS FERRIES the procedure is repeated separately for every ticket, unless you have a whole cabin. During the cancelation process they system will notify you for any cancelling fees and will give you the choice of whether proceeding or not.

b) For HELLENIC SEAWAYS, total or partial cancelation of tickets and optional reservations is possible. During the cancelation process during the cancelation process they system will notify you for any cancelling fees and will give you the choice of whether proceeding or not.

Turning tickets into Open is done by pressing @ and Alt+F5.

APPENDIX 010

a) For the companies BLUE STAR FERRIES, AGOUDIMOS, ALPHA FERRIES και STRINTZIS FERRIES this procedure is done separately for every ticket unless you have a whole cabin, and open cards are printed.

APPENDIX 011

a) For the companies BLUE STAR FERRIES, AGOUDIMOS, ALPHA FERRIES and STRINTZIS FERRIES this procedure is done separately for every ticket unless

you have a whole cabin and boarding cards are printed. Furthermore, you cannot perform a replacement on optional reservations, only on direct tickets.

APPENDIX 012

Applied only on the companies: MINOAN LINES, NEL LINES, GA FERRIES, IASON JETS. NOTE: No pop up window with cancellation fees will appear in the case they exist.

On ANEK LINES you can perform a reprint of tickets by marking with **Delete @** the tickets not printed and then, by pressing **Alt + F8**. The printed ticket is a **copy** of the not printed ticket. After completing the process you can only exit the reservation screen by using **F12**.

APPENDIX 013

You have the option of making test reservations and printing tickets for educational purposes or for testing your printer. You can ask the FORTHcrs Help Desk for the dates of those virtual itineraries.

CASHIER INDICATORS:

- **IS:** Ticket printing from an optional reservation.
- **DT:** Direct issuing of a reservation.
- **BT:** Direct issuing of a reservation (for companies that do not use the «Open Seas» system on their central offices).
- **CT:** Cancellation of tickets by using Shift + F11.
- **SM:** Cancellation of tickets by using Ctrl + F6.

NOTE

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