SIGNET HOW TO GUIDE: OWNER AND ADVISOR MANAGEMENT OF SHORE EXCURSIONS

GROUPS FOR SIGNET AND CLIENTREACH

Signature has partnered with Shore Excursions Group to include direct booking links in Client Reach messages and Signature Offers.

Program Overview: Shore Excursions Group can be selected for the agency branch location to display shore excursions booking links on SigNet and ClientReach. The selection of the preferred supplier is managed at the Signature Admin level, please contact cruises@signaturetravelnetwork.com to update your settings. Once selected, links for Shore Excursions Group will show on SigNet and for clients in Client Reach.

In this guide:

- Instructions on how to view Shore Excursions information for the company / branch location (Owner Only)
- Illustrates how shore excursions links are displayed in Client Reach
 - Please see important information on scheduling the messages
- Illustrates how shore excursions links are displayed in Cruise Offers & Customize, Print and Email function
- Outlines vendor details (sign up information, etc.)

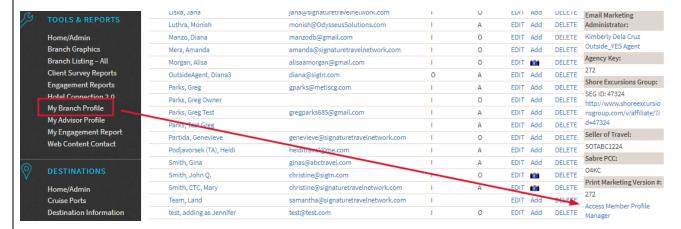
Step by Step Instructions

1. Access SigNet, www.signaturetravelnetwork.com, and sign in using your login credentials.

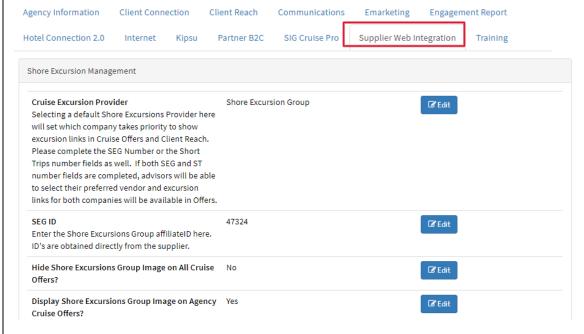
QUESTIONS: TECHSUPPORT@SIGNATURETRAVELNETWORK.COM

Online Booking tab > Shore Excursions Company (Owner Only)

Navigate to Tools & Reports (side menu) > My Branch Profile > Access Member Profile Manager > Supplier Web Integration Tab:



ABC Travel - 272



Cruise Excursion Provider:
Set by SigNet Admin. Please contact cruises@signaturetravelnetwork.com to update.

SEGID: ID's must be obtained from the supplier. Please contact cruises@signaturetravelnetwork.com for info.

Hide Shore Excursions Group Image on Agency Cruise Offers:
NO removes the graphic and link to Shore Excursions Group in Signature offers for advisors and clients. YES only shows the link if Shore Excursions Group is selected as the preferred supplier.

Display Shore Excursions Group/ShoreTrip Image on Agency Cruise Offers:
Will display links to Shore Excursions Group in Agency Cruise offers if selected as a preferred supplier. NO will hide the links.

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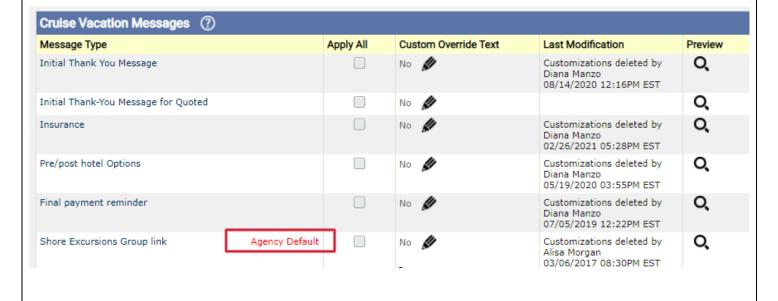
Client Reach Messages

1. Shore Excursions Groups in Client Reach

Navigate to Client Reach > Settings/Tools > Customize Message Text (applies to Owner and advisors with CR customization access).



2. Owner view of the Cruise Messages will show Shore Excursions Group as the default message type. Click on the pencil icon to customize the text.



3. Settings/Tools > Customize Message Type > Edit Send Date

Customize Message Type Settings

Disabling of a message here will automatically apply to all agent types.

Cruise Vacation Messages				
Message Type	Status	Actions		
Initial Thank-You Message for Quoted	On	Add Exception Edit/View Dates Disable		
Initial Thank You Message	On	Add Exception Edit/View Dates Disable		
Insurance	On	Add Exception Edit/View Dates Disable		
Pre/post hotel Options	On	Add Exception Edit/View Dates Disable		
Shore Excursions Group link	On	Add Exception Edit/View Dates Disable		
ShoreTrips shore excursions	On	Add Exception Edit/View Dates Disable		

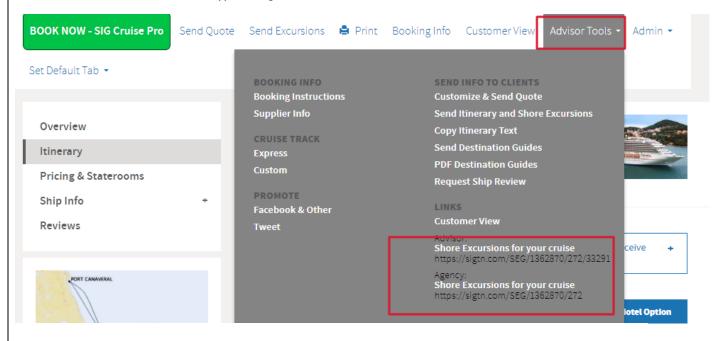
The Shore Excursions Group message send date can be customized. Because By default the Shore Excursions Group email is scheduled at 30 days prior to Trip Start Date:

Current message timeline: 30 days prior to Trip Start Date. Will only be sent to clients booked on cruises with available ports for excursions and for agencies that participate in the Shore Excursions Group program. The message will not be sent to clients with a tour reservation present with the cruise booking or with a reservation using the vendor 'Shore Excursions Group' on the same ResCard.

IMPORTANT: If customizing the message send-date, ensure that there are no other messages scheduled to send on the same date. Customizing the send date for with the same scheduled date will cause conflicts between the two messages and cause an error resulting in messages NOT going to clients.

Signature Cruise Offers

Links to the shore excursions will show in all applicable Signature Cruise offers:



Ready to plan your shore excursions?

View shore excursion options, or contact us to learn about our exclusive private car & driver experiences..

LEARN MORE

QUESTIONS: TECHSUPPORT@SIGNATURETRAVELNETWORK.COM

When using the Customize, Print and Email feature, links to the selected shore excursion company will appear to show as an option in the email to clients:			
Shore Excursions Group Link	●Yes ○No Would you like to display the Shore Excursions Group Link and Image, if applicable?		

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