

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.

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:

TOOLS & REPORTS Home/Admin Branch Graphics Branch Listing - All Client Survey Reports Engagement Reports Hotel Connection 2.0 My Branch Profile My Advisor Profile My Engagement Report Web Content Contact										
DESTINATIONS Home/Admin Cruise Ports Destination Information										

Liska, Jana	jana@signaturetravelnetwork.com	I	O	EDIT	ADD	DELETE	Email Marketing Administrator:
Luthra, Monish	monish@OdysseusSolutions.com	I	A	EDIT	Add	DELETE	Kimberly Dela Cruz
Manzo, Diana	manzodb@gmail.com	I	O	EDIT	Add	DELETE	Outside_YES Agent
Merz, Amanda	amanda@signaturetravelnetwork.com	I	O	EDIT	Add	DELETE	Agency Key:
Morgan, Alisa	alisaamorgan@gmail.com	I	O	EDIT	Add	DELETE	272
OutsideAgent, Diana3	diana@sigtn.com	O	A	EDIT	Add	DELETE	Shore Excursions Group:
Parks, Greg	gparks@metiscg.com	I	A	EDIT	Add	DELETE	SEG ID: 47324
Parks, Greg Owner		I	O	EDIT	Add	DELETE	http://www.shoreexcursionsgroup.com/v/affiliate/?id=47324
Parks, Greg Test	gregparks685@gmail.com	I	A	EDIT	Add	DELETE	Seller of Travel:
Parks, Test Greg		I	A	EDIT	Add	DELETE	SOTABC1224
Partida, Genevieve	genevieve@signaturetravelnetwork.com	I	O	EDIT	Add	DELETE	Sabre PCC:
Podjavorsek (TA), Heidi	heiditavel@me.com	I	A	EDIT	Add	DELETE	04KC
Smith, Gina	ginas@abctravel.com	I	A	EDIT	Add	DELETE	Print Marketing Version #:
Smith, John Q.	christine@sigtn.com	I	O	EDIT	Add	DELETE	272
Smith, CTC, Mary	christine@signaturetravelnetwork.com	I	A	EDIT	Add	DELETE	Access Member Profile Manager
Team, Land	samantha@signaturetravelnetwork.com	I		EDIT	Add	DELETE	
test, adding as Jennifer	test@test.com	I	O	EDIT	Add	DELETE	

ABC Travel - 272

Agency Information Client Connection Client Reach Communications Emarketing Engagement Report

Hotel Connection 2.0 Internet Kipsu Partner B2C SIG Cruise Pro **Supplier Web Integration** Training

Shore Excursion Management

Cruise Excursion Provider Selecting a default Shore Excursions Provider here will set which company takes priority to show excursion links in Cruise Offers and Client Reach. Please complete the SEG Number or the Short Trips number fields as well. If both SEG and ST number fields are completed, advisors will be able to select their preferred vendor and excursion links for both companies will be available in Offers.		Shore Excursion Group	Edit
SEG ID	47324		Edit
Enter the Shore Excursions Group affiliateID here. ID's are obtained directly from the supplier.			
Hide Shore Excursions Group Image on All Cruise Offers?	No		Edit
Display Shore Excursions Group Image on Agency Cruise Offers?	Yes		Edit

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.

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).

Manage Client Reach Settings

ABC Travel - 272, (P)

View

Dashboard Home

Messages By Rescard

All Messages

Excluded Rescards

General Messages

Excluded Profiles

Settings/ Tools













Settings/ Tools

Client Reach is LIVE and all messages will be sent as they appear in the queue.

- Reporting
- View Member Reservation Cycles
- Client Reach Branch Participation Settings
- Client Reach Consultant Participation Settings
- Customize Message Type Settings
- Customize Message Text
- Customize Message Banners
- Global Member Reminder Settings

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.

Cruise Vacation Messages ?

Message Type	Apply All	Custom Override Text	Last Modification	Preview
Initial Thank You Message	<input type="checkbox"/>	No 	Customizations deleted by Diana Manzo 08/14/2020 12:16PM EST	
Initial Thank-You Message for Quoted	<input type="checkbox"/>	No 		
Insurance	<input type="checkbox"/>	No 	Customizations deleted by Diana Manzo 02/26/2021 05:28PM EST	
Pre/post hotel Options	<input type="checkbox"/>	No 	Customizations deleted by Diana Manzo 05/19/2020 03:55PM EST	
Final payment reminder	<input type="checkbox"/>	No 	Customizations deleted by Diana Manzo 07/05/2019 12:22PM EST	
Shore Excursions Group link	<input type="checkbox"/>	No 	Customizations deleted by Alisa Morgan 03/06/2017 08:30PM EST	

Agency Default

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:

[BOOK NOW - SIG Cruise Pro](#) [Send Quote](#) [Send Excursions](#) [Print](#) [Booking Info](#) [Customer View](#) [Advisor Tools](#) [Admin](#)

[Set Default Tab](#)

[Overview](#)
[Itinerary](#)
[Pricing & Staterooms](#)
[Ship Info](#)
[Reviews](#)

BOOKING INFO
Booking Instructions
Supplier Info

CRUISE TRACK
Express
Custom

PROMOTE
Facebook & Other
Tweet

SEND INFO TO CLIENTS
Customize & Send Quote
Send Itinerary and Shore Excursions
Copy Itinerary Text
Send Destination Guides
PDF Destination Guides
Request Ship Review

LINKS
Customer View
Advisor:
Shore Excursions for your cruise
<https://sigtn.com/SEG/1362870/272/33291>
Agency:
Shore Excursions for your cruise
<https://sigtn.com/SEG/1362870/272>

Ready to plan your shore excursions?

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

[LEARN MORE](#)

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?