Tour.alamo

User Guide

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Landing Page – Not Logged in

Would you like to return to the previous version of Alamo Tour? Switch versions now

Alamo
tour.alamo.com

Welcome, Tour Operators!

Log into Alamo's Website designed exclusively for Tour Operators!

Current Users

*required fields

User ID

Password

Forgot User ID or Password ?

Log In

New Users

To use Tour.Alamo.com, you will need an existing Alamo Contract ID.

If you have a Contract ID, create a profile for you and your agency now.

Create Profile

Don't have a Contract ID?

Alamo
Drive Happy

Landing Page – Not Logged in

1. Would you like to return to the previous version of Alamo Tour? Switch versions now

3. English | Français | Español | Português

2. Alamo
tour.alamo.com

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4. User ID

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If you have a Contract ID, create a profile for you and your agency now.

6. Create Profile

7. Don't have a Contract ID?

Alamo
Drive Happy

Landing Page – Not Logged in

1. **Toggle to previous version of site**

    This will allow you to continue to have access to the old site while waiting for approval to login to the new site or to use a particular CID. This feature will only be available for a limited time after new site launch.

2. **Tour.alamo Logo**

    This will be on every page of the site and can be clicked to return you to the Home page. If logged in, this will return you to Step 1 of the Reservation flow.

3. **Language Selector**

    This will be on every page of the site and can be used at any time to change your language to view the site.

4. **User ID and Password Log in**

    This will be the User Name and Password that you will enter to enter the site. Your User ID is not case sensitive, however your Password is case sensitive.

Landing Page – Not Logged in

5. **Forgot User ID or Password**

   Forgot User ID - You will be able to enter the email address that is on your profile to retrieve your User ID.

   Forgot Password – You will be asked for your User ID and then two of the security questions that you have previously provided. Once these have been verified, you will be asked to create a new password.

6. **Create Profile**

   All users of this Tour site will be required to have a valid profile set up. This button will open the New Profile Registration form where you will be asked for your information (contact info, user ID etc.) and your account information (contract ID and sales rep). Approvals will occur within 3 business days. Once approved, you will receive an approval email and a link to set up your password and security questions.

7. **Sales Lead Form**

   If you do not already have a Alamo Sales Representative or Contract ID, you can click this link and submit a request to be contacted by a Sales Rep. This form will require some basic information about yourself and your Tour Operator business.

Home Page – Logged in

Home Page – Logged in

1. **My Account**

   This is a link to your Profile. You will be able to edit your personal details (language, password etc.) and your Reservations Preferences (contracts, frequent destinations etc.). A full breakdown of your profile can be found on page 8 of this document.

2. **Navigation Bar**

   This area will allow quick access to the most used areas of the site (reservations, locations, vehicles, tools, and help).

3. **Reservation Form (Step 1)**

   This is step 1 in the reservation process. You will be asked to enter a locations, dates, renter's age, contract ID, payment method, and reservation references (voucher id, alternate res #). A full breakdown of the reservation process can be found on page 19 of this document.

4. **Find a Reservation**

   This area allows you to search for existing Tour reservations. You will need to enter the Renter's First, Last name and the Reservation Confirmation Number.

All Users

MY ACCOUNT

My Account

- **The key to getting the most benefit from this site is to complete your Account Profile as much as possible. This will allow you to speed through the reservation flow with all of your key and common fields already prefilled.**

- **There are two main roles for users**
  - **Users** – Users will be allowed to manage all of their personal information such as User ID, Passwords, Email, Language etc. and also set all of their Reservation preferences such as Renter Country of Residence, Frequent Destinations, Primary Contract, default Payment Method, Vehicle Preferences etc.
  - **Administrators** – Admins will have all of the above PLUS be allowed to Edit the Tour Operator Details, Add/Modify/Delete Users & Admins, Edit Roles, Add/Modify/Delete Contracts, and associate Contracts to Users.

- **The next few pages will show you how to complete your profile and explain some of the benefits to setting these features up.**

My Account – All Users

My Details

My Information 1. (Modify)

Name: JOE USER

User ID: joeuser1

Preferred Language: English

Email: jeffrey.marlow1@erac.com

2. (Change password) 3. (Change Security Question)

Reservation Preferences

Renter Country of Residence 4. (Modify)

United States

My Contracts

TAM VIAGENS (999828P3) - primary

5. (Change Primary Contract)

Default Payment Method 6. (Set Preference)
You have not set this preference.

Default Voucher Number 7. (Set Preference)
You have not set this preference.

Default Alternate Reservation Number 8. (Set Preference)
You have not set this preference.

Frequent Destinations
9. You have not added any frequent destinations.

(+Add Frequent Destination)

Vehicle Preferences 10. (Set Preference)
You have not set any vehicle preferences.

My Account – All Users

My Personal Information

1. **My Information**

   This section allows you to modify your First & Last Name, User ID, Email Address, and preferred Language (EN, ES, PT, or FR) to view the site in.

2. **Change Password**

   This allows you to change your password. You will be prompted to enter your User ID and current Password, then create a new Password.

3. **Change Security Questions**

   When you set up your account, you are required to choose 3 security questions and 3 unique answers to be used to identify you in the event of lost User ID, Password, etc. This link allows you to choose new questions and answers.

My Account – All Users

Reservation Preferences

4. **Country of Residence**

   This allows you to set a default Country of Residence for your reservation path. Set this to the Country where the majority of your customers reside. You can always change this on any given reservation by clicking the dropdown.

5. **Primary Contract**

   If you have more than one Contract ID (CID) in your dropdown, this allows you to set a default that will always appear first in the dropdown. You can change this on any given reservation to any other CID in your profile.

6. **Default Payment Method**

   This allows you to set a default Payment Method (Voucher, Destination, or Advance Pay) for your reservation path. Set this to the Payment Method that the majority of your reservations will use. You can always change this on any given reservation by clicking one of the other methods.

7. **Default Voucher Number**

   This allows you to set a default Voucher Number for your reservation path. This value will prepopulate the Voucher Number field. You can change or add to this number when creating a reservation or remove this default from your preferences.

My Account – All Users

Reservation Preferences (Continued)

8. **Default Alternate Reservation Number**

   This allows you to set a default Alt Reservation Number for your reservation path. This value will prepopulate the Alt Reservation Number field. When creating a reservation, you can always change this by adding to the prepopulated value, changing entirely, or removing altogether.

9. **Frequent Destinations**

   This allows you to search and save frequently booked destinations. Clicking this link will enable a search field for our Alamo Stations. Once found, you may click 'Save' and mark as Primary (if applicable). These destinations will then show up as a dropdown in the reservation path for easy selecting. You will also be able to select a different location when needed.

10. **Vehicle Preferences**

    This allows you to set which vehicles* you would like displayed on the site, as well as mark any vehicle as preferred. If you mark a vehicle to not show on the site, it will not be an option for booking until you re-enable.

    At this time, only Vehicles in the United States and Canada can be customized.

Admins Only

MY ACCOUNT

My Account – Administrators

My Account

⁃ Tour Operator Details

Contact Information 1. (Modify)

Company Name: Joe's Tour

Country: United States

Address: 12312312 Tree

City: Stl

State/Province: AK

ZIP/Postal Code: 63528

Contact Number 3145124676

Contracts

TAM VIAGENS ( )	2. Modify	Delete
AMERICA UNLIMITED ( )	Modify	Delete
NICKNAME ACCT ( )	3. Pending Approval	

4*. +Add New Contract

Users

JOE USER (joeuser1)	5. Modify	Delete
JOE TOUR OPERATOR (joetour)	Modify	Delete

6*. +Add New User

Administrators

JOE TOUR (jtour1)

7. +Add New Administrator

My Account – Administrators

1. **Tour Operator Details – Contact Information**

   This allows you to modify the Company details (Company Name, Address, Phone) for the Tour Operator Company.

2. **Contracts – Modify & Delete**

   Modify – This allows you to Modify the Contract Nickname (name that will display in the res path) and grant/remove authority by User agent to use this Contract ID (CID). If a user is enabled for the CID then they will be able to use this CID to create Reservations. All Admins within this TO profile are automatically allowed to use all CIDs in the profile.

   Delete – This allows you to Delete this CID from the Company profile. This will delete the CID for use by all Admins and associated Users.

3. **Contracts – Pending Approval**

   Some CIDs will be auto-approved if they match validation of a previously approved CID. If the CID does not meet this criteria, the CID will need to be approved by our Sales Support team. This typically takes 2-3 business days.

4. **Contracts – Add New**

   This allows you to add new CIDs to the TO Profile. You will need to enter a valid Tour CID and optional nickname. You will also be asked "Who can book with this Contract" for all of the Non-Admin Users in the profile.

   *See expanded '**Add Contract'** description for more information*

My Account – Administrators

5. **Users - Modify & Delete**

   <u>Modify</u> – This allows you to Modify your User's information, including Name, Email, Preferred Language, Permission Level (User or Admin), Voucher Authority (ability to pay by Voucher), and Contract ID Authority (which CIDs they can book with).

   <u>Delete</u> – This allows you to Delete this User from the Company profile. This will delete this User's ability to access Tour.alamo entirely.

6. **Users – Add New**
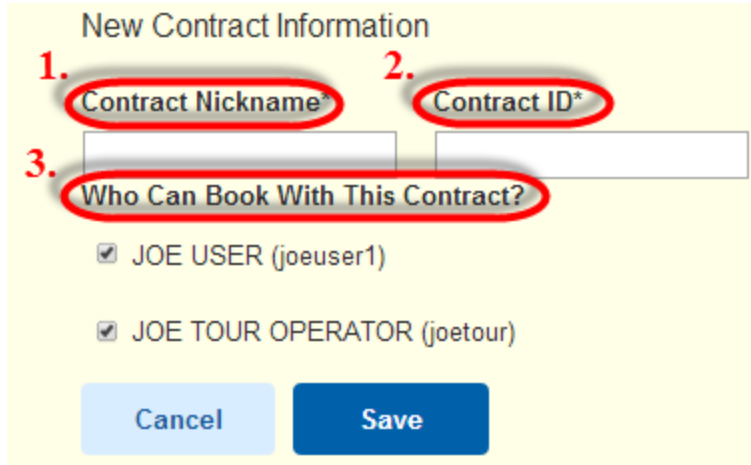
   This allows you to add new a new User to the TO Profile. You will need to enter Name, User ID, Email, Preferred Language, Voucher and Contract Authority.

   * *See expanded '**Add User**' description for more information.*
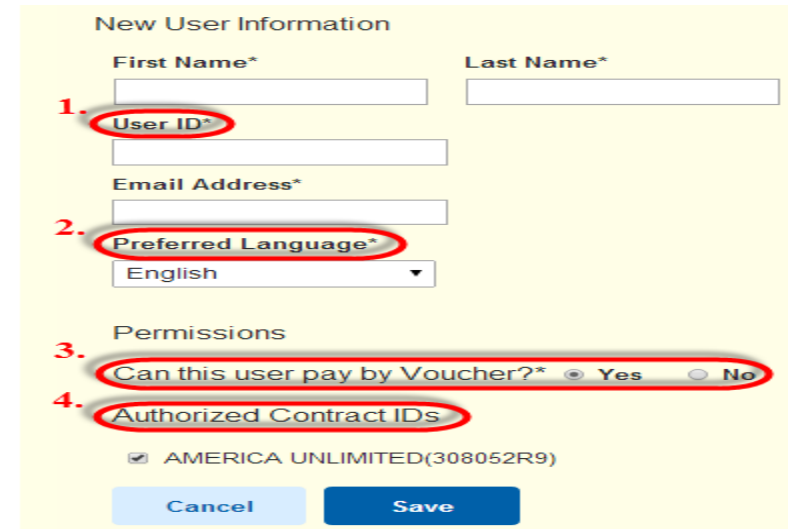
7. **Administrators – Add New**

   This allows you to add new a new Admin to the TO Profile. You will need to enter Name, User ID, Email, and Preferred Language. All Admins will automatically be granted the same authority to use all CIDs in the profile, Pay by Voucher (if applicable), and Add & Edit Users and Admins.

My Account – Add Contract IDs & Users

1. **Contract Nickname** – This is the Name you would like to appear in the CID Dropdown
2. **Contract ID** - You must enter a valid Tour CID
3. **Authorize Users** – This allows you to grant access to this CID by Users in your TO Profile

1. **User ID** – This will be the ID that your new User will login with along their password.
2. **Preferred Language** – This is the language preference that your new User will view the site in by default.
3. **Voucher Permission** – This allows you to control the authority for this new User to Pay by Voucher .
4. **Authorized CIDs** – This allows you to control authority of which CIDs in the profile this User can use to book.

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CREATE RESERVATIONS

Reservation – Step 1

Reservation – Step 1

1. **Pick-up Location**

   This field allows you to search and choose a pick-up location for this reservation. If you have your 'Frequent Destinations' set in your Account Profile, you can quickly choose one of these from the dropdown menu or choose to search for a different location for this reservation.

2. **Return Location**

   If this reservation is for a one-way trip, you can check this box and it will open a Location field to search and choose a return location.

3. **Renter's Country of Residence**

   This needs to be set to the Country of Residence of your customer. If you have a default set in your Account Profile, this will default to this country, but you can change it if needed.

4. **Pick-up and Return Date / Time**

   These fields are for choosing the Pick-up and Return Date & Time for the reservation. You can either manually type in the Date (mm/dd/yyyy) or choose from the Calendar pop-up.

5. **Renter's Age**

   This needs to be set to the Age of your customer. This will default to "25 and up".

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Reservation – Step 1 – Enter Trip Details

6. **Contract ID**

   A valid Tour Contract ID is required for booking on Tour.alamo and the Contract ID has to be associated to your Tour Operator Profile. These can be added by Admins in My Account under Tour Operator Details. This field will display all of the Contracts you have access to from the Tour Account Profile.

7. **Payment Method**

   One of these payment options is required for each reservation. Certain CIDs will only allow specific Payment types. If you would like to use a method not currently available for you, please contact your Sales Rep. Here is a quick summary of each Payment Method.

   - *Prepaid Voucher – Vouchers represent a line of credit between you and Alamo. As the tour operator, this method of payment will create a billing invoice to you for the rental. A unique Voucher number is required for this payment type. Additional fees may be payable at the Rental Counter depending upon the rate inclusions.*

   - *Pay at Destination – For this method of payment, your client will be responsible for payment at the Rental Counter.*

   - *Advance Payment – Advance Payment is a form of online credit card prepayment by your client at the time of booking. The credit card MUST be in the Driver's name and the same credit card MUST be provided at the Rental Counter. This option is only available when reserving into the United States or Canada.*

8. **Reservation Reference – Voucher or Alternate Reservation Number**

   For Voucher Reservations, a Voucher Number is required. For Destination and Advance Pay (credit card), you have the option of providing a Alt Res Number for reference.

Reservation – Step 2 – Select Vehicle

Reservation – Step 2 – Select Vehicle

1. **Reservation Step Indicator**

   Once you have started a Reservation, this Indicator will show you where you are in the Reservation process. You can click any of the steps you have already completed to go back to that step.

2. **Vehicle Sort and Filters**

   You can sort by "Low to High" and "High to Low" when rates are displayed. The filters allows you to filter by Vehicle Type (Cars, Vans, SUVs, etc.)

3. **Total Rate**

   When rates are displayed, you can click on the total price and see a pop-up that breaks down the rate (base rate, taxes, fees etc.).

4. **Vehicle Details**

   You can click on any of the Vehicle Category Names (i.e. Compact, Standard etc.), this will expand to show the capacity icons for passengers and luggage, as well as the standard features for that vehicle class.

Reservation – Step 3 – Choose Extras

Reservation – Step 3 – Choose Extras

1. **Skip to Review**

   This option allows you to quickly skip past this Trip Enhancement step.

2. **My Rental Summary**

   This section begins on Step 2 and continues to capture the summary of your trip (Vehicle, Location, Dates, Rates, Inclusive Items, and Add-ons) throughout the Reservation process. You can click on 'Edit' next to any of these to navigate back to that section to change this selection. For Voucher Reservations you will notice that we keep track of both items that are included and charged to the voucher and those that are added and will be collected from the customer.

3. **Equipment and Protection's Details**

   Each item will have a brief descriptions and then can be expanded to the full description by clicking the 'View Details' beneath each item.

4. **Add / Remove Item**

   To the right of each item will be the price (if not included for the respective CID) and an Add/Remove button. You can always navigate to this Step (3) to Add or Remove items anytime during or after a Reservation has been created.

Reservation – Step 4 (Part 1) – Review & Submit

Reservation – Step 4 (Part 1) – Review & Submit

1. **Final Summary**

   The 1st part of Step 4 is for you to review the Reservation details (Vehicle, Rates, Dates, Location etc.).

2. **Policies and Help**

   This section can be expanded to show the Policies that return for the specific location that you are reserving at. Some of your Tour Policies supersede these policies when specifically noted in your Tour Agreement. This section also has our Alamo 'Contact' information.

Reservation – Step 4 (Part 2) – Review & Submit

Renters Information

*required field

1.

Renter's First Name*

Renter's Last Name*

Renter's Email*

2.

☐ Hide All Rates From Renter

3.

▸ **More Renter Details** *(optional) *All fields are required if you complete this section.*

4.

▸ **Flight Information** *(optional)*

Tour Operator Information

*required field

5.

Tour Operator Email*

jeffrey.s.marlow@nationalcar.cc

6.

Send a Renter Copy of This Confirmation to

7.

Cancel   Back   **Book It**

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Reservation – Step 4 (Part 2) – Review & Submit

Renter Information

1. **Renter Information - Required**

   The minimum required information for your renter is their Name and Email Address. This needs to be in the name of the person that will be picking up the rental car and whom shall receive the Renter version of the email confirmation.

2. **Hide All Rates from Renter**

   This feature is for Gross, Non-Secret Rates only. By checking this box, you are electing for the email confirmation that is sent to the renter to not display any rates.

3. **More Renter Details**

   This section allows you to provide a full Driver Profile (Driver's Lic information, Address etc.) for this Renter. You will first be asked if this renter is a Alamo Insider's (AI) member. If yes, you can provide the AI Member # and then this information will be pulled from their member information and submitted with the reservation. If no, you will be asked to fill in all of the relevant information. If you elect to provide this information, all required fields will have to be entered.

4. **Flight Information**

   This section allows you to provide the arriving flight information (Airline and Flight #).

Reservation – Step 4 (Part 2) – Review & Submit

<u>Tour Operator Agent Information</u>

5. Tour Operator Email

This email address will prepopulate with the email address you have listed in your profile (you can change if needed). The email address in this field will receive the Tour Operator version of the email confirmation.

6. Send copy of Confirmation

This feature allows you to indicate a 3rd person to receive a copy of this reservation confirmation. This email address will be sent the Renter version of the confirmation.

Reservation Confirmation

Thank you for Choosing Alamo! You're Done!

Itinerary for Test Tester

Confirmation Number: 488375514 **1.**

Your Info Modify **2.**

Your Name: Test Tester

Email Address: e35191@erac.com

Pickup Modify

Thu, Aug 14, 2014 12:00 PM

Orlando Intl Arpt (MCO)

3. Orlando, FL 32827 US

Frequent Destination Delete

Hours of Operation:

Mon - Fri	24 hours
Sat	24 hours
Sun	24 hours

Phone: (888)826-6893

Drop Off Modify

Thu, Aug 21, 2014 12:00 PM

Orlando Intl Arpt (MCO)

Orlando, FL 32827 US

Frequent Destination Delete

Hours of Operation:

Mon - Fri	24 hours
Sat	24 hours
Sun	24 hours

Phone: (888)826-6893

What do you want to do now?

4.
- Print Confirmation
- Email Confirmation
- Download Renter Confirmation (PDF)
- Download Tour Operator Confirmation (PDF)

5. Cancel Reservation

6. **Create a New Reservation**

- For this renter
- For this trip
- For different renter & trip

Start Reservation

Need Help?

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Reservation Confirmation

1. **Confirmation Number**

   This is the main Reservation identifier that your customer will need at the rental counter.

2. **Modify Links**

   In each section of the Confirmation, there will be 'Modify' links that can be used to navigate back to that specific section to modify details.

3. **Frequent Destination**

   This link allows you to quickly either Add a location to your Frequent Destinations or Delete if no longer needed.

4. **Confirmation Manager**

   This section allows you to take several additional actions for this confirmation, including Print, Forward (Email), and download (PDF) of this confirmation. In addition for Voucher confirmations, you can download a Voucher version of the confirmation.

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Reservation Confirmation

5. **Cancel Reservation**

    This allows you to cancel the reservation.

6. **Create a New Reservation**

    This feature allows you to easily create another reservation similar to the one you just completed. Whether you are making multiple reservations for the same renter or making multiple reservations for a different renter but the same trip, this feature allows you to do so quickly by only changing the information that is unique for your new reservation.

    Here are the three versions of this feature.

    1. **For this Renter** – This option will open a new reservation session with the same Renter information pre-populated. You will need to just choose the location, dates & times.

    2. **For this Trip** - This option will open a new reservation session with the same Location, Dates, and Times pre-populated. You will just need to enter the details for your new Renter.

    3. **For different Renter and Trip –** This option will open a completely new reservation session, allowing you to enter unique Renter and Trip details.

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ADVANCE PAY RESERVATIONS

Advance Payment – Step 1

Advance Payment – Step 1

- **Advance Payment is a form of online credit card prepayment by your client at the time of booking.**
- **The credit card <u>MUST</u> be in the Driver's name and the same credit card <u>MUST</u> be provided at the Rental Counter.**
- **This option is only available when reserving into the United States or Canada.**
- **Canceled Reservations & No-shows will incur a Cancelation Fee of $5 or $10.**
- **Payment and fee will be in the pick-up destination currency (i.e. US = $USD).**

1. **Payment Method - Advance Pay**

   When booking into the US and CA, you can select 'Advance Payment' as the method of payment for this reservation. Certain Contract IDs and Locations may not be eligible for this form of payment and will error when you try to advance past this step.

2. **Learn More about Advance Payment**

   This link will allow you to read the summary of Advance Payment.

Advance Payment – Step 4

Advance Payment – Step 4

1. **Add Payment**

   Once all of the Reservation details have been confirmed, you will choose the 'Add Payment' button at the end of Step 4. This will trigger a "Terms & Conditions Acceptance" pop-up to confirm terms of Advance Payment.

2. **Payment Policy**

   This pop-up is a review of the Payment T&Cs. If you choose 'Decline', you will return to Step 4 where you can modify or abandon this Reservation. If you choose 'Accept; you will proceed to the Credit Card payment page to enter your customer's Credit Card details.

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LOCATIONS

Locations - Search

Locations - Search

1. **Search for Specific Location**

   This option allows you to start typing for a search term such as a City, Airport Code, and some popular attractions (i.e. Disney, Golden Gate Bridge). Locations that match your search will start to appear in a dropdown list that you can choose from.

2. **Browse Locations**

   This option allows you to search by Country, State/Province (when applicable), and City. This search will return as many locations as the criteria produces.

Locations - Results

We found 3 locations **1.** Search again.

2. 1 Chicago Ohare Airport (ORDT71) ✈

560 Bessie Coleman Drive
Chicago, IL 60666 US

Phone: (888)826-6893

Mon - Fri	24 hours
Sat	24 hours
Sun	24 hours

3. View Details   **4.** Book Now

2 Midway Intl Arpt (MDWT71) ✈

5150 W 55th St
Chicago, IL 60638 US

Phone: (888)826-6893

Mon - Fri	12:00AM - 1:00AM
	5:00AM - 11:59PM
Sat	12:00AM - 1:00AM
	5:00AM - 11:59PM
Sun	12:00AM - 1:00AM
	5:00AM - 11:59PM

View Details   Book Now

5.

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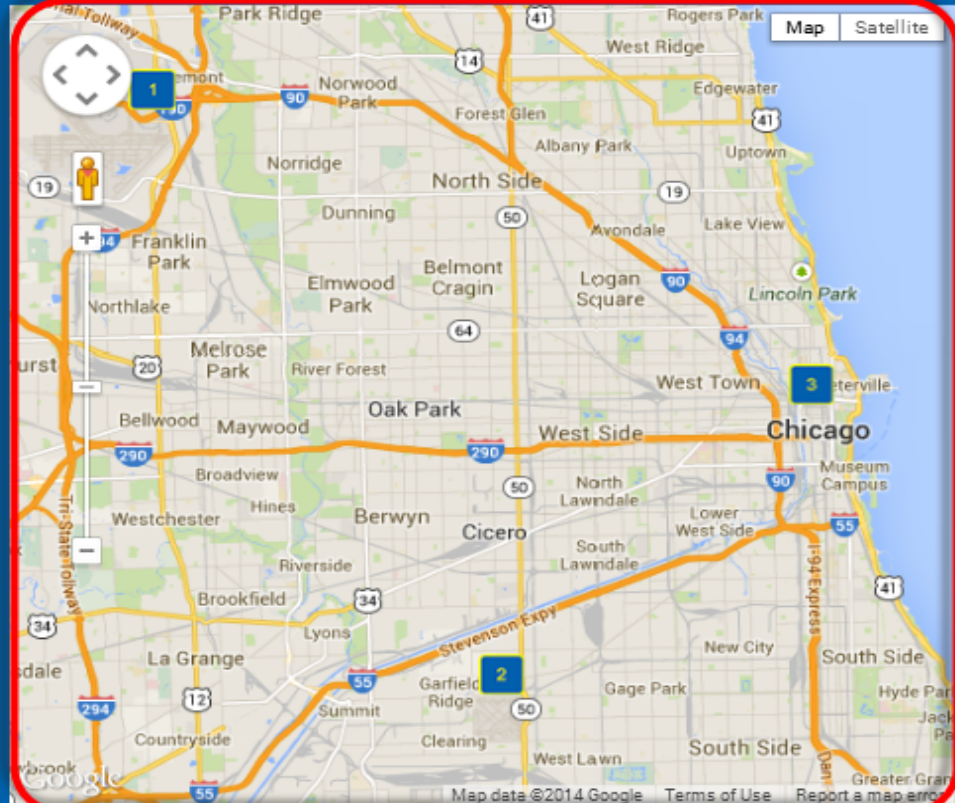
Locations - Results

1. **Search Again**

   This link will return you to the main Locations Search page.

2. **Location Name**

   Clicking the location name will allow you to see this specific location on the Google Map to the right.

3. **View Details**

   This button will take you to the Details page for this specific location. You will then see wayfinding, available services, driving directions etc. for this location.

4. **Book Now**

   This button will take you into the Reservation Path (Step 1) with this location pre-populated in the Pick-up Location field.

5. **Google Maps**

   This interactive map will plot the location(s) for the search results. You can zoom in/out and scroll within the map, and each location marker can be clicked to return more information about that location.

Locations - Details

Locations - Details

1. **Services Offered**

    This are a list of available services at this location (i.e. Kiosk, Online Check-in etc.).

2. **Directions from Arriving Flights**

    These are the directions to find the Alamo Counter from within the Airport.

3. **Driving Directions**

    This option allows you to input an address (for hotel, port, attraction etc.) that your customer will be coming from or going to. After entering an address and selecting 'Get Directions,' our site will generate driving directions and an interactive map using Google mapping technology.

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VEHICLES

Vehicles - Results

Vehicles - Results

1. **Country Selector**

   This dropdown allows you to change the country to view the standard vehicles available at Locations within that respective country (subject to availability).

2. **Vehicle Filters**

   These links allow you to filter the results by vehicle type (Cars, Vans, SUVs etc.).

3. **View Details**

   This button will take you to the Details page for this specific vehicle.

Vehicles - Details

Fullsize

1.

2. View this car class in United States

Fullsize FCAR

Ford Fusion or similar

👤 5   🧳 0   🧳 0

| Additional options available | Tilt Steering Wheel | Power Windows | Cruise Control | AM/FM Stereo and CD |

| Power Door Locks | Automatic Transmission | Air Conditioning |

3.

Book Now

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Drive Happy

Vehicles - Details

1. **Vehicle Toggle Arrows**

   These arrows allow you to scroll from vehicle to vehicle in the standard order.

2. **Country Car Comparison (View this car class in)**

   This option allows you to see a comparable vehicle in other countries. For example, the sample vehicle for a Compact Car in the US is a Nissan Versa. The same car class in the UK is a Vauxhall Astra.

3. **Book Now**

   This button will take you into the Reservation Path (Step 1) where you will need to choose reservation details (location, dates, contract etc.). Then when you proceed to Step 2, this vehicle will be pre-selected.