

Technology QuickTip

Stream Administrative Tools for Agency Owner/Managers

To help you take advantage of the Stream booking tool and manage your agency's accounts, we have compiled step-by-step instructions to cover the important administrative functions available to you. In this document agency owners/managers will learn how to edit and add new agent accounts, set markup/service fees rules for the agency, run detailed sales reports for their agency, and edit their agency profile. If you have any questions about Stream, feel free to contact Member Services at 800-843-0733.

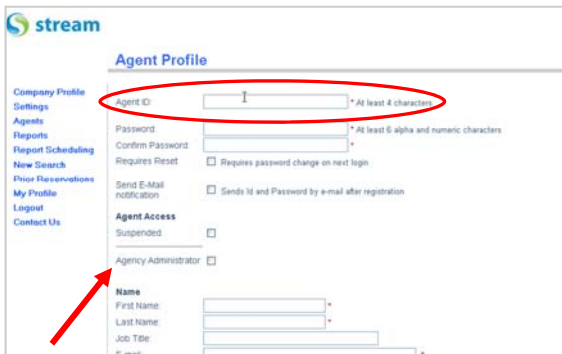
Edit and add new Stream accounts

Login to Stream using the Owner/Manager login credentials that Vacation.com forwarded you at sign up. From the homepage, click the "Agents" link to view or add individual agent accounts for Stream.

To add a new agent account, click on the "New Agent" button.



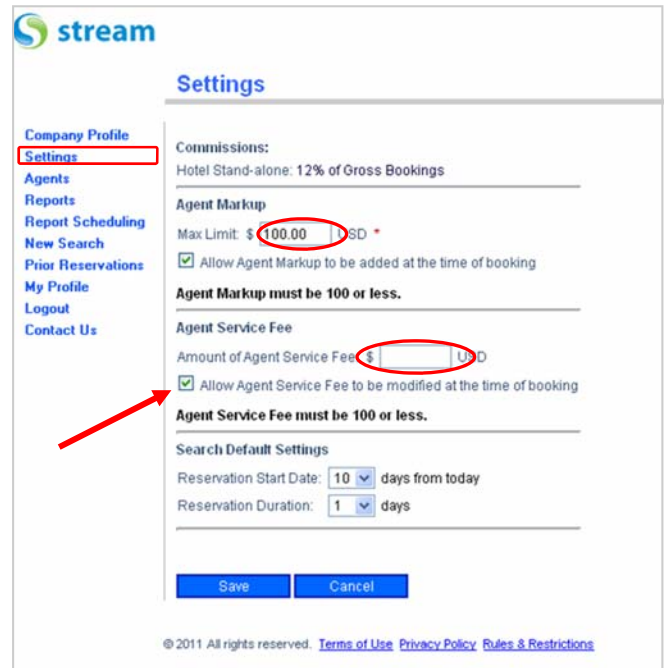
NOTE: When adding new Stream accounts you need to enter a unique "Agent ID".



You can add an additional Agency Administrator by clicking the tick box. Agency Administrators will have the ability to add new agents, run agency reports, set markup and service amounts for the agency and edit the company profile.

Agency Settings

On the "Settings" page you can establish a default markup and service fee settings. You can establish a markup that will automatically be included to every hotel price that is displayed. Default service fees or maximum service fee amounts (up to \$100) can also be established. NOTE: Service fees appear as a separate line item on your client's credit card.



You can also add search default settings here as well. These include, "Reservation Start Date" and "Reservation Duration".

If you uncheck either "Allow Agent Service Fee to be modified at time of booking" or "Allow Agent Markup to be added at time of booking" your agents will not be able to add/edit or remove markups or service fees amounts that you have established here.

Reports

From the “Reports” link you can view reports for all of the Stream bookings made in your agency. Below are details on the different types of reports you can run.

stream
Travel Agency Reports

Company Profile
Settings
Agents
Reports
Report Scheduling
New Search
Prior Reservations
My Profile
Logout
Contact Us

Sales Show Total Sales by Sales Date
Commissions Show Current and Prior Commission Earnings
Suppliers Show Sales by Participating Supplier

Cancel

© 2011 All rights reserved. [Terms of Use](#) [Privacy Policy](#) [Rules & Restrictions](#)

A) Sales Report

Here you can view all of the purchased reservations for your agency. See individual booking data and summarized agency sales data from the “Sales” Report.

B) Commission Report

View prior and current commission earnings by month, year or both.

C) Suppliers Report

To view your sales by supplier.

Report Scheduling

Report scheduling allows you to schedule a report to be sent to an email address on a regular basis. To schedule a report, select the desired Report Name (commissions, sales), Schedule (daily, weekly, monthly), and destination Email Address(es) and click “Add.” To send a scheduled report to multiple email recipients, separate each email address with a comma.

stream
Report Scheduling

Company Profile
Settings
Agents
Reports
Report Scheduling
New Search
Prior Reservations
My Profile
Logout
Contact Us

No Scheduled Report was found.

Reports scheduled for the whole company (all of the properties)

Report Name	Schedule	Delivery Type	Email Address	Report format
Select	Select	Email		Select

Multiple E-mail addresses should be separated by a comma.

Add

Note: Please select Delivery Type as an email since FTP has not been enabled for your organization.

© 2011 All rights reserved. [Terms of Use](#) [Privacy Policy](#) [Rules & Restrictions](#)

Accessing Prior Reservations

Here you can see any previous reservations that your agency has made. This includes both saved quotes or purchased hotels. To view quotes, select “Saved” from the “Type” dropdown menu. From here you can re-price or delete this quote.

stream
Find Prior Reservations

Company Profile
Settings
Agents
Reports
Report Scheduling
New Search
Prior Reservations
Logout
Contact Us

Type: All
Confirmation Code
Reservation: Last Name
Day Phone (without area code)
1st Traveler: First
To
Creating Time: January 21 2011
Continue Reset

Action	1st Traveler	Created	Dest	Departure	Status	Price	Confirmation #	Day Phone	Binary Name	Agent
	Blaauw, Karen	31-Oct-11		10-Jul-12	Cancelled	\$32.69 USD	1021000994741	616-2184958		Text Us

© 2011 All rights reserved. [Terms of Use](#) [Privacy Policy](#) [Rules & Restrictions](#)

Click the confirmation number to retrieve complete reservation details. Click the agent name to pull up more information about the individual Stream account.

Editing your Company Profile

You want to verify all the information is correct. This information appears on the client emails from Stream. Your company profile includes the agency:

- Name
- Address
- Email
- Customer Support Phone Number

stream
Company Profile

Company Profile

Settings
Agents
Reports
Report Scheduling
New Search
Prior Reservations
My Profile
Logout
Contact Us

Contact Information
This information is used on emails and print-outs for your clients

Name: Vcom Test Agency
Address Line 1: 1234 Some Street
Address Line 2:
City: Anytown
Country: United States State/Province: Washington
Zip: 44235
E-Mail: kblauw@travellers.com
Phone: Country Code: 01 Area Code: 340 Number: 5551234 Extension:
Fax: Country Code: Area Code: Number:
Customer Support: Country Code: 01 Area Code: 800 Number: 5551234 Extension:
Slogan Text:

Save Cancel

© 2011 All rights reserved. [Terms of Use](#) [Privacy Policy](#) [Rules & Restrictions](#)