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	User Guide Document

# Content Hub 2.0 UI User Guide

Version 2.0/April 2015



## SUMMARY

<b>Reference (JIRA)</b>	Content Hub 2.0	<b>Document Version</b>	2.0
<b>Owner</b>	Dave Ford	<b>Owning Module</b>	Content Hub
<b>Summary</b>	User Guide to describe how to use Content Hub 2.0 User Interface		

## REVISION HISTORY

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Description</b>
2.0	Sept. 2014	Dave Ford	Go Live Document

## DISTRIBUTION HISTORY

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2.0	Sept.2014	Brand Users	Go Live Document

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# 1 Introduction

This manual has been created to help users navigate around the User Interface for Content Hub 2.0, so that they are able to carry out all of the functions and processes associated with the system.

Content Hub 2.0 is a replacement for Content Hub 1.0. The new version has been developed to:

- Provide the best rich web content and associated departure data we feasibly can, for use in our partners' websites and applications and for our own core brands' websites,
- Further enable functional exploitation in the consuming applications, and end-to-end consistency of data provisions for search through to book
- Demonstrate our understanding of and ability to respond to consuming parties' data and associated functional needs and our commitment to them/value we place in our partnerships and to continuous improvement and our ability to evolve with them
- Meet critical needs of priority new partners
- Look to avert gaps/issues we can address remaining and potentially becoming blockers to future critical partnerships

## 2 How to login to Content Hub 2.0

To access Content Hub 2.0, you will need to click onto the following URL:

<https://content.travcorp.com/login.htm>

Once you click on the link, you will be presented with the following login screen:

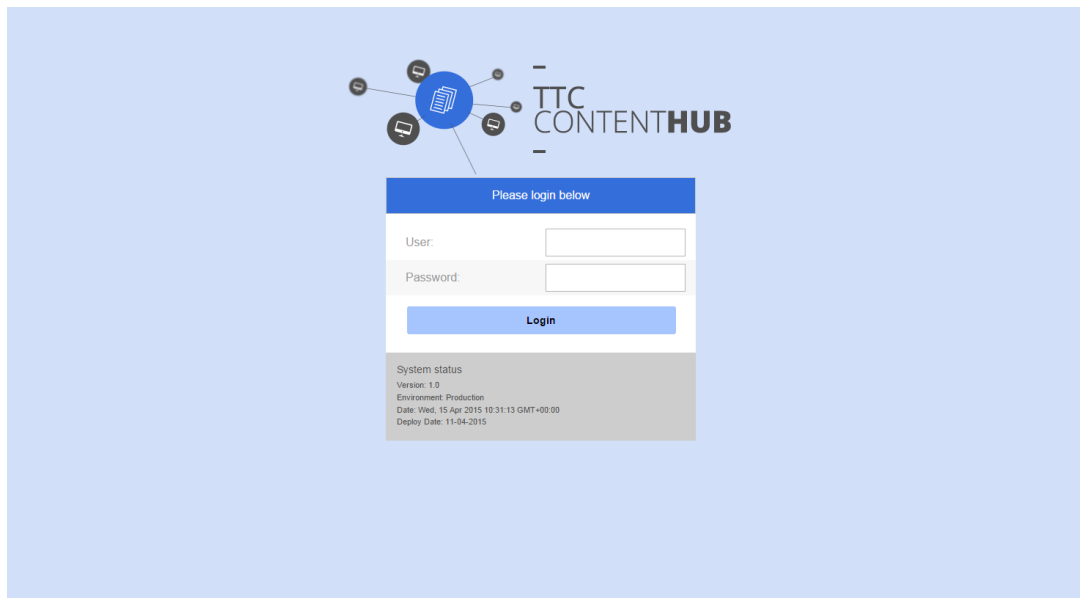


Figure 1 - Login screen

- To gain access, you must enter your username and password and click *Login*.
- If you enter an incorrect Username or Password then you will be presented with a message stating *Invalid login or password*. Any issues of this nature should be referred to the TTC IT Support Desk.

### 3 Content Hub Navigation

At the top of every screen of the Content Hub there is a Navigation Bar:

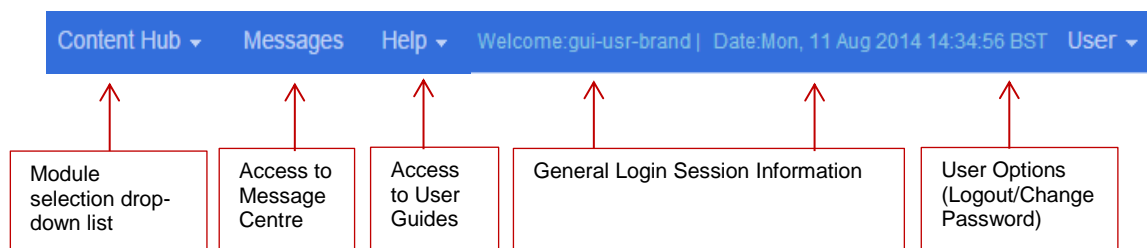


Figure 2 – Navigation Bar and Descriptions

### 4 Content Hub – Upload Tour Info

The Upload Tour Info Module allows you to manually populate the Content Hub with the XML schemas created for each Tour Code. This module also displays an historical record of file uploads, both manual and automatic, with their upload status (success, fail, etc.). When uploading the XML files, the system will check the tour codes and perform the following actions:

- If the upload contains a tour code that does not exist in the Content Hub it will be added
- If the upload contains a tour code that already exists in the Content Hub it will be replaced with the data in the new file, but only if the content has changed, otherwise it will be rejected.
- Any tour codes currently in the Content Hub that are not in the upload will be deleted

**Note** that this option should only be used for uploading the new v3 schemas; existing v1 schemas should continue to be uploaded using Content Hub 1.0. See FAQs for differences between v1 and v3 Tour Info schemas.

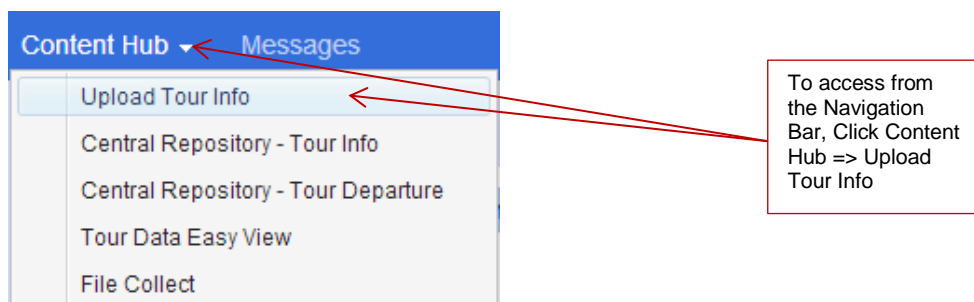
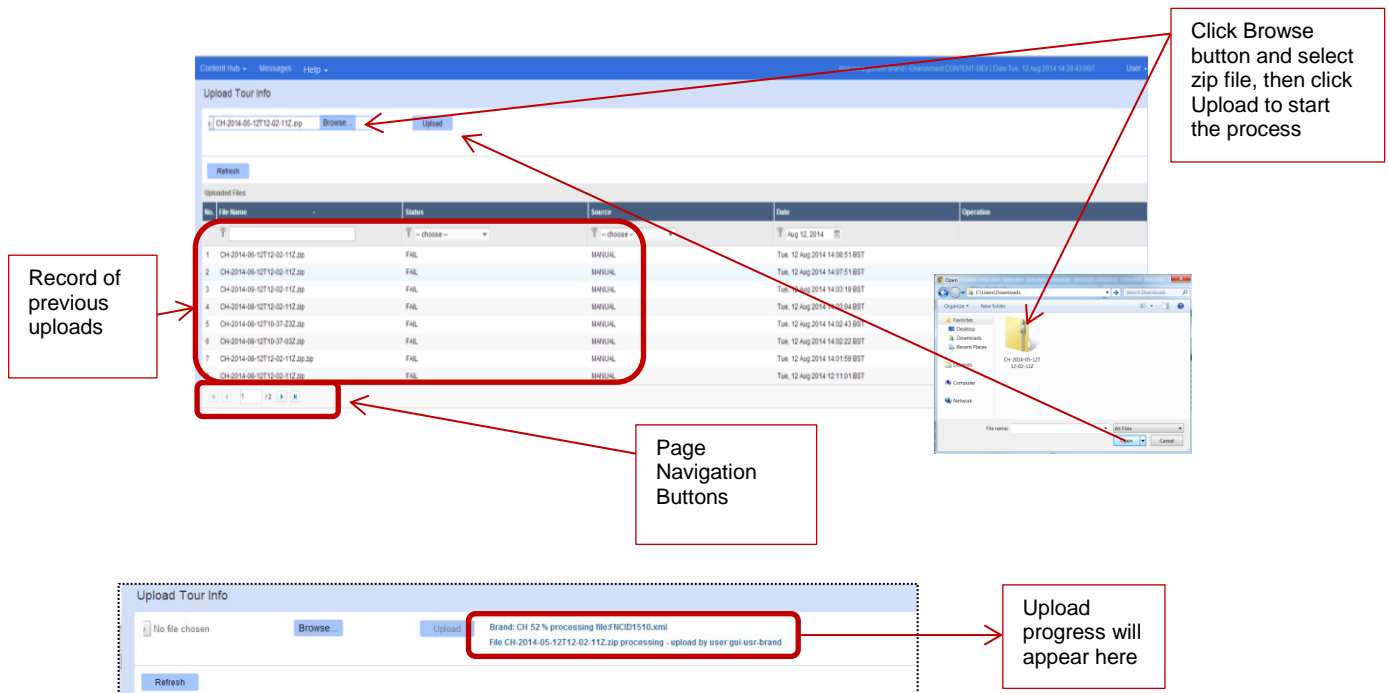


Figure 3 – Accessing the Upload Tour Info Module



Figures 4/5 – Upload Tour Info Screen

## 5 Content Hub – Central Repository – Tour Info

The Central Repository – Tour Info Module allows you to view the Tour Info 'raw data' in its native XML format (known as the schema). You are able to view the Enhanced Content that Content Hub 2.0 was built to provide (Version 3 of the schema) or the original content that has been backwardly mapped to mirror the data available in Content Hub 1.0 (Version 1 of the schema).

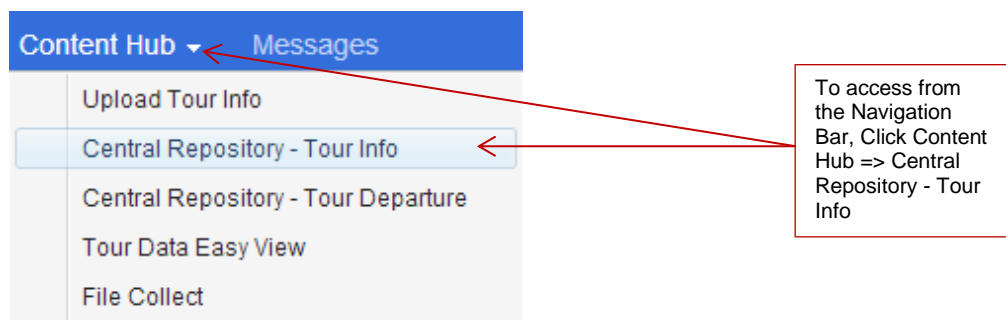


Figure 6 – Accessing the Central Repository – Tour Info Module

You can narrow your search by entering a specific Tour Code (or part thereof) here and clicking the *Search* button. Click the *Clear* button to re-display all Tour Codes.

Click on a Tour Code to download the schema for that tour, and then click on the downloaded file to open

Central Repository - Tour Info

Tour Code:  Size:  Search:  Clear:

ID	Tour Code	Size	Last Modified
1	1410000000	7 KB	Wed, 6 Aug 2014 13:03:52 BST
2	1410000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
3	1410000000	7 KB	Wed, 6 Aug 2014 13:03:52 BST
4	1410000000	7 KB	Wed, 6 Aug 2014 13:03:52 BST
5	1410000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
6	1410000000	7 KB	Wed, 6 Aug 2014 13:03:52 BST
7	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
8	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
9	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
10	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
11	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
12	1510000000	8 KB	Wed, 6 Aug 2014 13:03:52 BST
13	8C5C500000	13 KB	Wed, 6 Aug 2014 13:03:53 BST
14	8C5C500000	13 KB	Wed, 6 Aug 2014 13:03:53 BST
15	8C5C500000	14 KB	Wed, 6 Aug 2014 13:03:53 BST
16	8C5C500000	36 KB	Wed, 6 Aug 2014 13:03:53 BST
17	8C5C500000	13 KB	Wed, 6 Aug 2014 13:03:53 BST
18	8C5C500000	13 KB	Wed, 6 Aug 2014 13:03:53 BST

1 / 74

55WBTM09.xml

Show all download

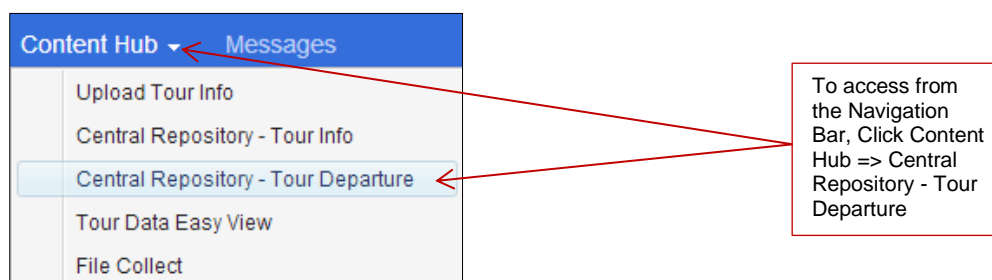
Page  
Navigation  
Buttons

**Figure 7 –Central Repository – Tour Info List**

[illegible]

### Figure 8 –Tour Info Schema

The Central Repository – Tour Departure Module allows you to view the Tour Departure ‘raw data’ in its native XML format (known as the schema). You are able to view the Enhanced Content that Content Hub 2.0 was built to provide (Version 3 of the schema) or the original content that has been backwardly mapped to mirror the data available in Content Hub 1.0 (Version 1 of the schema).



**Figure 9 – Accessing the Central Repository – Tour Departure Module**

Choose between Version 3 and Version 1 of the schema

You can narrow your search by entering a specific Tour Code (or part thereof) here and clicking the Search button. Click the Clear button to re-display all Tour Codes.

Click on a Tour Code to download the schema for that tour, and then click on the downloaded file to open

Page Navigation Buttons

Figure 10 –Central Repository – Tour Departure List

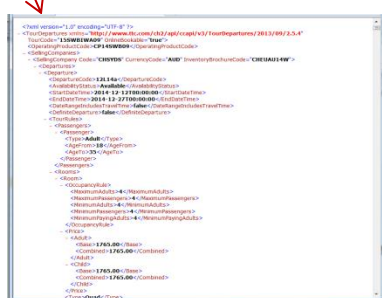


Figure 11 –Tour Departure Schema

## 7 Content Hub – Tour Data Easy View

The Easy View Module is used by the Brand Web Teams to display Tour Info and Tour Departure content held in the Central Repository in a consolidated and easy to read format.

Content Hub

Messages

Upload Tour Info

Central Repository - Tour Info

Central Repository - Tour Departure

Tour Data Easy View

File Collect

To access from the Navigation Bar, Click Content Hub => Tour Data Easy View

Figure 12 – Accessing the Easy View Module



You can narrow your search by entering a specific Tour Code (or part thereof) here and clicking the Search button. Click the Clear button to re-display all Tour Codes.

Content Hub - Messages - Help

Search for your report (Salesperson's Content Hub) | 11-Aug-2014 10:05:14 AM

Tour Data Easy View List - Contiki

Tour Code  Search  Brand Code

No.	Tour Code	Tour Info	Tour Info Date	Tour Departure	Tour Departure Date	eBrochure
1	1420V0009	✓	06-Aug-2014	✗		
2	1420V0009	✓	06-Aug-2014	✗		
3	1420V0009	✗	06-Aug-2014	✗		
4	1420V0009	✗		✓	06-Aug-2014	
5	1420V0009	✗		✓	06-Aug-2014	
6	1420V0009	✗		✓	06-Aug-2014	
7	1420V0009	✓	06-Aug-2014	✗		
8	1420V0009	✓	06-Aug-2014	✗		
9	1420V0009	✗	06-Aug-2014	✗		
10	1420V0009	✗		✓	06-Aug-2014	
11	1420V0009	✗		✓	06-Aug-2014	
12	1420V0009	✗		✓	06-Aug-2014	
13	1420V0009	✗		✓	06-Aug-2014	
14	1420V0009	✗		✓	06-Aug-2014	
15	1420V0009	✗		✓	06-Aug-2014	
33	6CGSIMU09	✓	06-Aug-2014			eBrochure example
34	6CGSIMU09	✓	06-Aug-2014			eBrochure example
35	6CGSIMU09	✓	06-Aug-2014			eBrochure example
36	6CGSIMU09	✓	06-Aug-2014			eBrochure example
37	6CGSIMU09	✓	06-Aug-2014			eBrochure example
38	6CGSIMU09	✓	06-Aug-2014			eBrochure example
39	6CGSIMU09	✓	06-Aug-2014			eBrochure example
40	6CGSIMU09	✓	06-Aug-2014			eBrochure example
41	6CGSIMU09	✓	06-Aug-2014			eBrochure example
42	6CGSIMU09	✓	06-Aug-2014			eBrochure example
43	6CGSIMU09	✓	06-Aug-2014			eBrochure example

Indicates whether Tour Info and/or Tour Departures are present in the Hub for each Tour Code. **Note** only the presence of both will mean that the Tour is bookable on the Brand Website

Click on a Tour Code to access the information for that tour

Click on an eBrochure Link to access the eBrochure for that tour

Figure 13 –Easy View Tour Code List

Indicates the source of the Tour Info data, either CH1.0 or CH2.0. If the source is CH1.0 the data will not contain the enhanced features.

TourInfo:

BrandCode:CH

CMSId:CH\_WEB

CMSTourId:700512ABC

Duration:12

TourCode:6CGSIMU09

TourName:European Supreme with Rhine Cruise Premium (with Eurostar) (Starts London) (Summer 2015) NOT REAL

CatalogueCode:ESUPM

CataloguedName:amich\_text

Data source:Content Hub 1.0

SellingCompanies:

SellingCompanyCode:CHUSAS

Currency	Brochure	TermsAndConditionsLinkURL	TourCategories	MarketingFlags
USD	<div>CodeName</div> <div>TEUUS15F Europe &amp; Britain 2015</div> <div>CodeName</div> <div>TEUUS15C CostSaver 2015</div>		<div>CategoryName</div> <div>TourStyles</div> <div>Premium</div> <div>Discovery</div> <div>Family</div> <div>Experiences</div> <div>Guided</div> <div>Vacations</div> <div>First Class</div> <div>Discovery</div> <div>Guided Holidays</div> <div>ExperienceType</div> <div>Spectacular</div> <div>Scenery</div> <div>History</div> <div>LocationType</div> <div>Historical</div> <div>Interest</div> <div>AccommodationType</div> <div>Superior</div> <div>Time Out</div> <div>ExperienceTypestforCHCANSOnly</div> <div>Spectacular</div> <div>Scenery</div> <div>History</div> <div>LocationTypeCHCANSOnly</div> <div>Historical</div> <div>Interest</div>	

SellingCompanyCode:CHCANS

Currency	Brochure	TermsAndConditionsLinkURL	TourCategories	MarketingFlags
CAD	<div>CodeName</div> <div>TEUUS15G Europe &amp; Britain 2015</div>		<div>CategoryName</div> <div>TourStyles</div> <div>Premium</div> <div>Discovery</div> <div>Family</div> <div>Experiences</div>	

Figure 14 –Easy View Tour Data

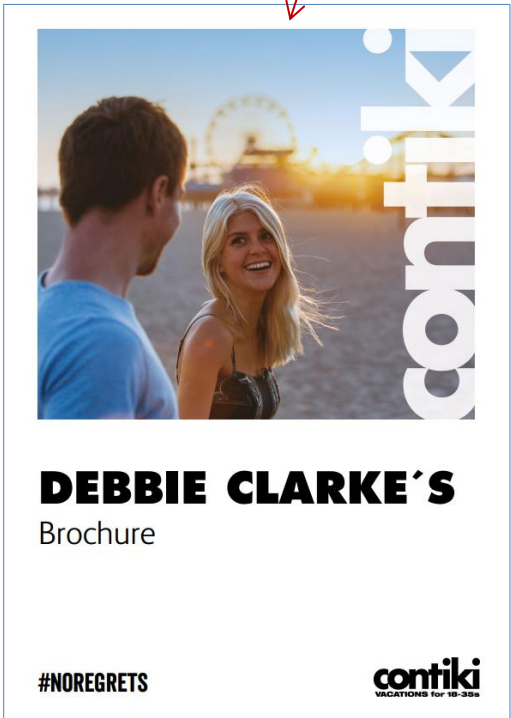
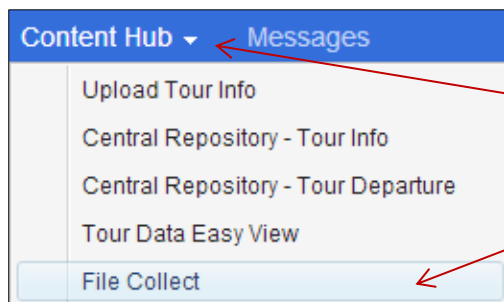


Figure 15 –Easy View eBrochure

## 8 Content Hub – File Collect

The File Collect Module allows you to download the entire Content Hub for the purposes of using the data to publish on your own web site as you see fit. The data is filed by Selling Company as a collection of schemas stored in zip files, one zip file for Tour Info and one for Tour Departures.



To access from the Navigation Bar, Click Content Hub => File Collect

Figure 16 – Accessing the File Collect Module

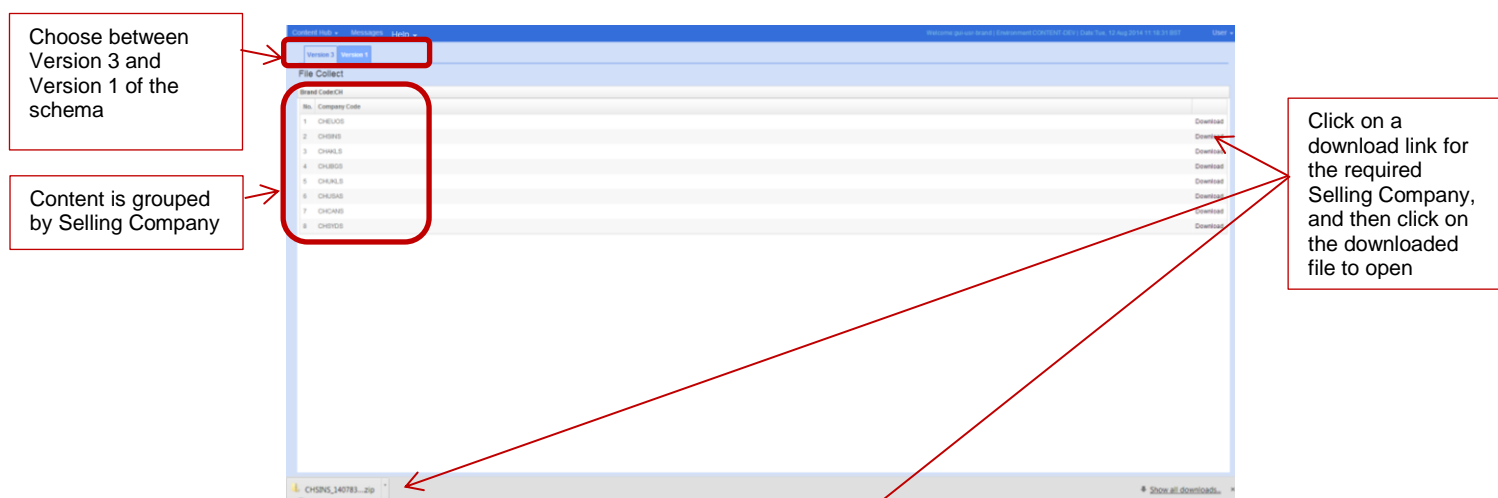
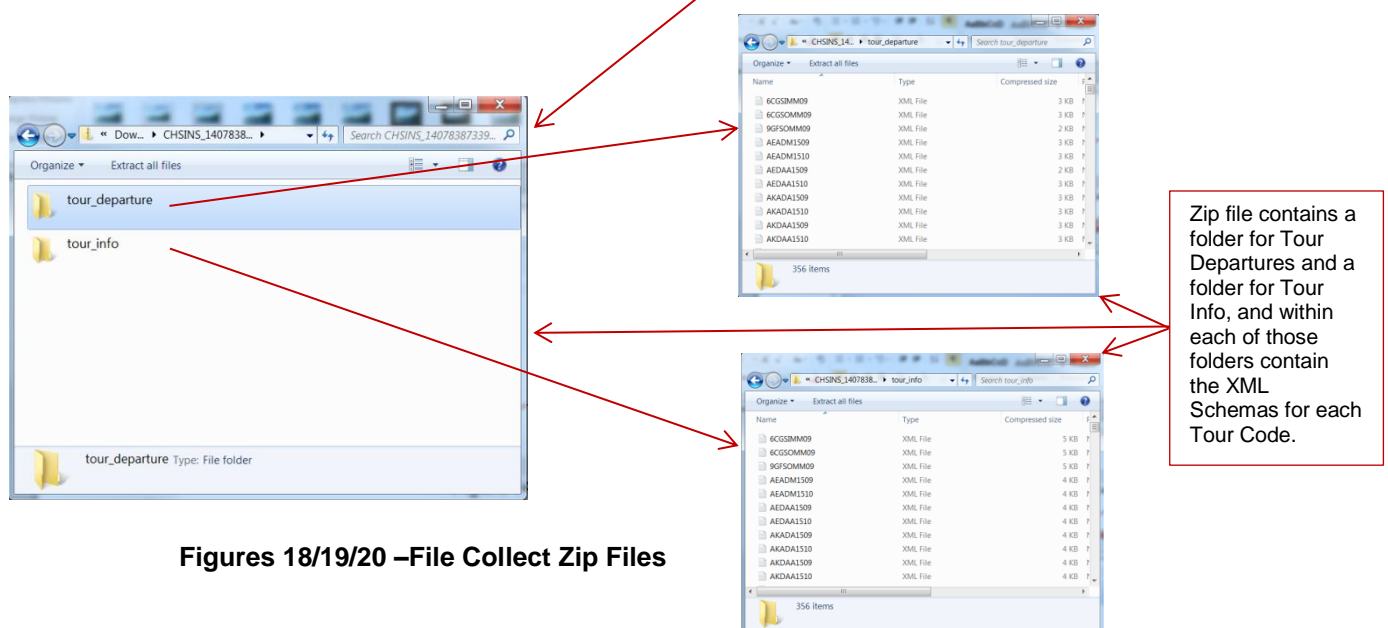


Figure 17 – File Collect Screen



Figures 18/19/20 –File Collect Zip Files

## 9 Message Centre

The Message Centre is a log of all the activity of the Content Hub regarding imports uploads and emails/reports generated

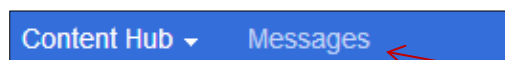


Figure 21 – Accessing the Message Centre

To access from the Navigation Bar, Click Messages

Choose between Comments and Email Messages

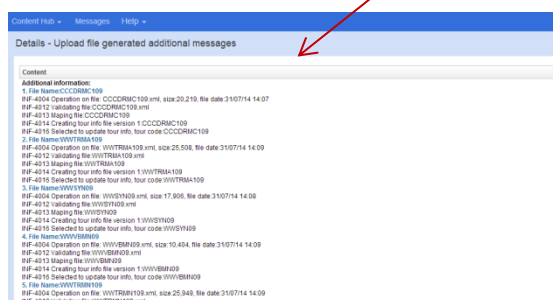
Choose the type of output from the drop down

Message information is displayed

Page Navigation Buttons

Click for a detailed log

Figures 22/23 –Message Centre Screens



## 10 Help Function (User Guides)

The Help Function provides links to the latest User Guides in PDF format.

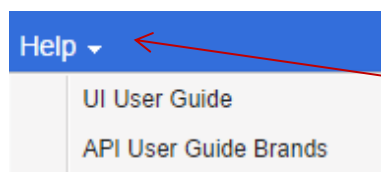


Figure 24 – Accessing the User Guides

To access from the Navigation Bar, Click Help and the relevant User Guide you want to access

## 11 User Options – Change Password

This feature allows you to change your password.

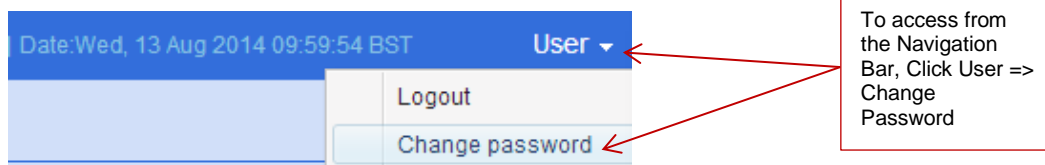


Figure 25 – Accessing the Change Password Screen

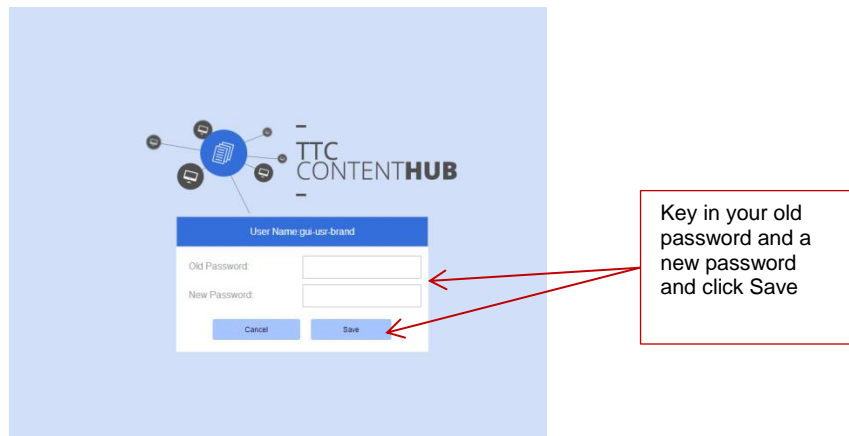


Figure 26 – Change Password Screen

## 12 User Options – Log Out

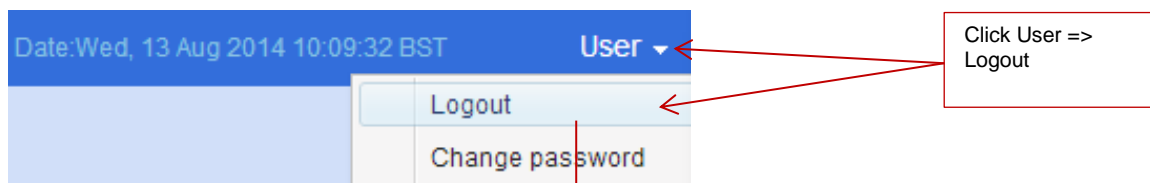


Figure 27 – Logging Out

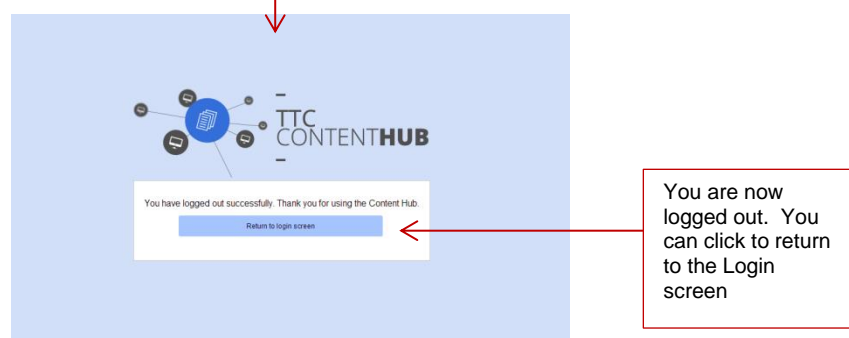


Figure 28 – Logout Confirmation Screen

## 13 Frequently Asked Questions

1. Q: What are the differences between Uploading Tour Info using v1 and v3?

A: Brands continuing to Upload Tour Info using v1 of the schema should continue to do this into Content Hub 1.0. The Application Support Team will acknowledge this in the settings of Content Hub 2.0 and the TI v1 data will be pushed to Content Hub 2.0 during the Tour Departures import process. Note that this data will contain none of the enhanced features available in Content Hub 2.0.

When Brands are ready to start importing enhanced TI into Content Hub 2.0 using the v3 schema, the Application Support team will change the settings for that Brand, and Content Hub 1.0 will be auto populated from Content Hub 2.0 with TI data as part of the v3 import process.

2. Q: What is the naming convention for the zip file containing the xml files with Tour Info data?

A: <Brand Code>-<date, format YYYY-MM-DD>"T"<time, format: HH-MM-SS>"Z"  
e.g. CH-2014-09-15T12-54-23Z

3. Q: Do I have to put the correct/today's date into zip file name?

A: No. You can put any date there, but it is a good habit to use the correct one because it prevents duplicating the file name (You cannot upload same file name twice).

4. Q: How long does it take to upload Tour Info?

A: It depends on the number of tours. The process is divided into two phases; the first phase is a simple validation of the zip file and it should take about one minute for a 20MB zip file with the user receiving a message. The second phase could last much longer if the process of Tour Departure import is currently running for a given brand and the whole upload process has to wait until it finishes. If nothing is being processed the upload should take 15-30 minutes. A reconciliation report is sent after each Tour Info upload.

5. Q: Can I cancel Tour Info upload process?

A: No. Once it is uploaded from your computer it's impossible to stop it. In some instances when a file is still in pre-processing a new file could invalidate it. Please see Q6 below.

6. Q: I uploaded Tour Info and it has not yet finished. The file is still in pre-processing due to a Tour Departure Import. I have done some urgent corrections and need to upload a corrected file.

A: Change the zip file name and upload the corrected file. The file in pre-processing will be rejected and the newly updated file will be processed instead.

7. Q: I uploaded Tour Info and it has not yet finished. The file is being processed. I have done some urgent corrections and need to upload a corrected file.

A: Change the zip file name and upload the new file. The file processing will be uploaded into the Central Repository. When the process finishes the new file would be processed and at the end data would be overridden.

8. Q: Can I add a single TourInfo xml into the Content Repository?

A: No. It's an all or nothing approach. You have to upload a zip file containing all TourInfo xml files to ensure all the current tours are in the Content Repository.

9. Q: I have just uploaded a file with Tour Code ABCD1234 but the last modification date in Content Repository is from the past. What is the reason for this?

A: That happens when the uploaded file already exists in the Content Repository and is identical (MD5 checking).

10. Q: My upload Tour Info process is stuck and I can't upload another. What should I do?

A: If you are sure the process is stuck you should contact the Application Support Team.

11. Q: I cannot log in and I'm sure I am using the correct credentials. What should I do?

A: If you enter an invalid password 5 times in a row (3 times for LDAP authentication) your account gets blocked. You should contact the Application Support Team.

12. Q: What is the difference between TourInfo v1 and TourInfo v3?

A: It's a different XML Schema. TourInfo v3 is an enhanced version (which is why those files are larger than the v1 files).

13. Q: What's the difference between TourInfo and TourDeparture?

A: TourInfo is data provided by the Brands and TourDeparture is data (prices, departures availability etc.) imported from Tropics.

14. Q: After a Tour Info upload I received a message in the reconciliation report: "The following tour codes could not be validated". What does it mean?

A: It means that those tours have no future departures, or are cancelled/not amendable, or do not exist at all in Tropics.