



# System User Guide

Contents

## **Login & welcome**

### **Creating your booking:**

Availability search

Availability response

Filters

Selecting your flights

Quote confirmation

Book no deposit

Reminders

Pre-ticket amendments

## **Pay & ticket**

### **GDS ticketing**

### **To do list**

### **Disruption Cancel & Exchange Travel Credits**

### **User account management:**

Basics

Enable/disable user & change booking ownership

Add user

## **Contact Us**

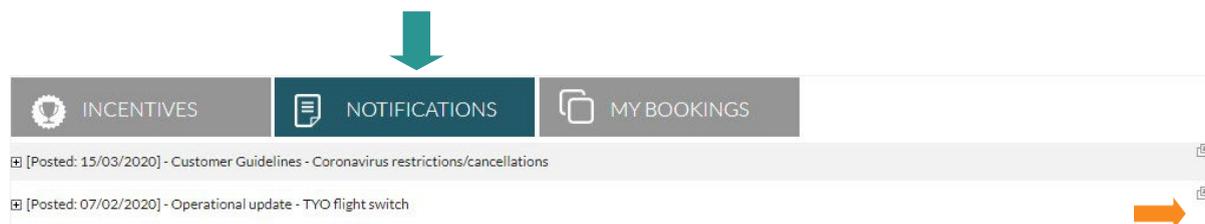
## Login

Access the Lime booking site [www.lime-management.com](http://www.lime-management.com) using the username and password provided.

## Notifications

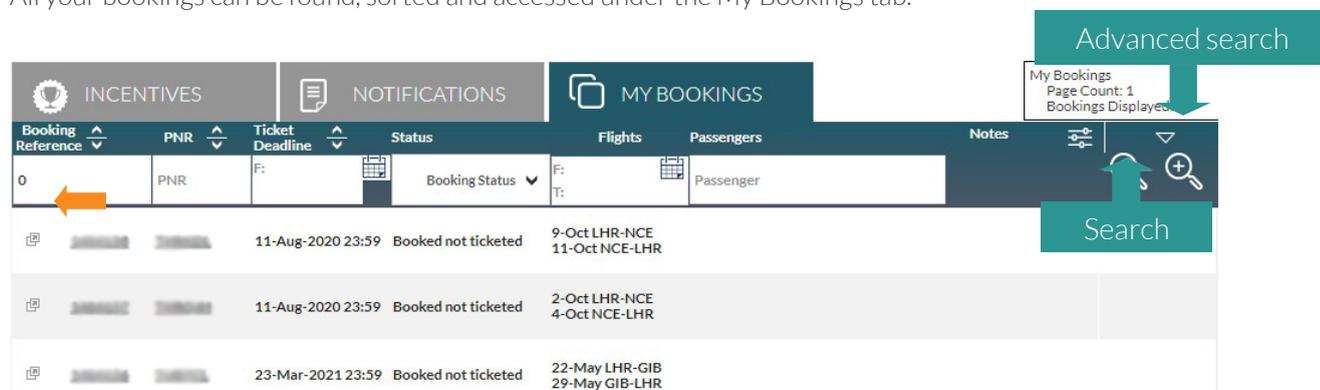
Updates and announcements will be displayed on the Notifications tab on the homepage.

**Hint:** You can open a notification in a popup using the icon to the right of each notification title.



## My Bookings

All your bookings can be found, sorted and accessed under the My Bookings tab.



**Hint:** you can open a booking in a new tab using the icon to the left of the booking reference.

## Searching My Bookings

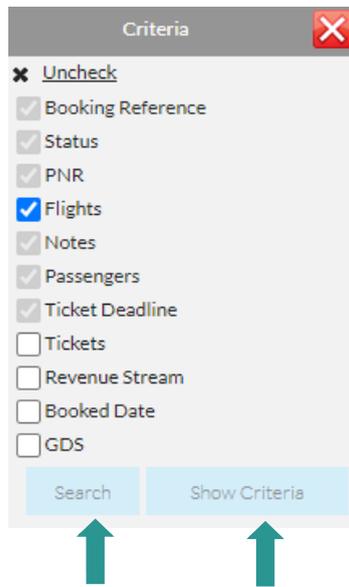
Clicking the down arrow gives the option to search by Booking Reference, PNR, Ticket Deadline, Status, Flights and Revenue Stream.

Advanced search options are also available by Booked Date, Ticket Numbers or Passenger name.

## Customising your search

The My Bookings tab can show a maximum of seven columns which can be customized depending on the information you want to see.

When clicking the 'customize' icon  the filters Booking Reference, Status, PNR, Notes, Passengers and Ticket Deadline are mandatory fields but the remaining filters are optional.



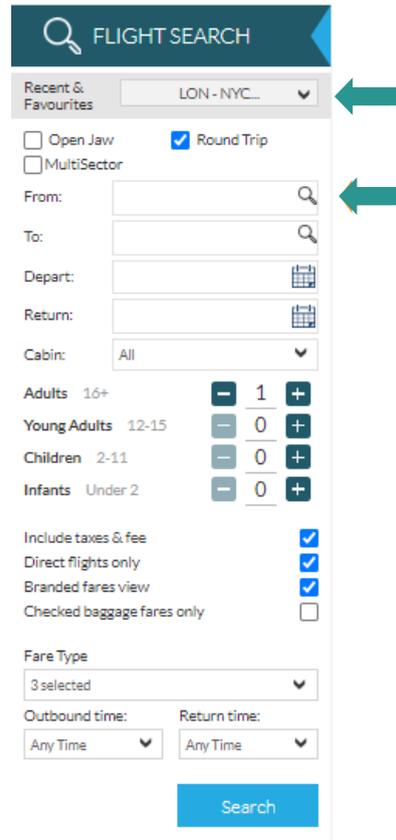
[Search](#) will save your selections for next time you log in.

[Show Criteria](#) will show your selections once and will return to default selections next time you log in.

## Creating your booking

### Availability search

Search for flights using the search box located on the homepage. Here you can specify a cabin and fare type, or simply search across them all and filter down later.



The screenshot shows a flight search interface. At the top is a dark blue header with a magnifying glass icon and the text 'FLIGHT SEARCH'. Below this is a 'Recent & Favourites' section with a dropdown menu showing 'LON - NYC...'. Two green arrows point to this dropdown and the 'From:' input field. The search form includes several sections: 'Open Jaw' and 'MultiSector' (both unchecked), 'Round Trip' (checked), 'From:' and 'To:' (empty text boxes with magnifying glass icons), 'Depart:' and 'Return:' (empty text boxes with calendar icons), 'Cabin:' (dropdown menu set to 'All'), a passenger selection section for 'Adults 16+' (1), 'Young Adults 12-15' (0), 'Children 2-11' (0), and 'Infants Under 2' (0), each with minus and plus buttons. Below this are four checkboxes: 'Include taxes & fee' (checked), 'Direct flights only' (checked), 'Branded fares view' (checked), and 'Checked baggage fares only' (unchecked). The 'Fare Type' section has a dropdown menu showing '3 selected'. At the bottom are 'Outbound time:' and 'Return time:' dropdown menus, both set to 'Any Time', and a blue 'Search' button.

**Hint:** Unsure of an airport? Click  to search by country.

**Hint:** You can pin routes to your favourites by clicking  from your recent itineraries. To remove them simply click again.

## Availability response

The screenshot shows the availability search interface. At the top, there are search filters for 'From' (LHR, London Heathrow), 'To' (JFK, John F Kennedy), 'Depart' (15-Jan-2023), 'Return' (24-Jan-2023), 'Passengers' (1 Adult), 'Fare Type' (3 selected), and 'Cabin' (All). A 'Search' button is visible. Below the search bar, there are tabs for 'Availability', 'Summary', and 'Passengers'. The main content area displays a list of itineraries. On the left, there is a 'Filters' panel with options like 'Ticketing Deadline', 'Outbound Departure Time', and 'Inbound Departure Time'. On the right, there is an 'Itinerary options' panel. The itineraries are grouped by price, with a total of 780 itineraries shown. The first group shows a price of £366.54, and the second group shows a price of £366.54. The third group shows a price of £366.54, and the fourth group shows a price of £366.54. The itineraries are for British Airways flights between LHR and JFK, and LHR and EWR.

**Note:** The system can offer an alternative route in your availability search. For example, if you specify Heathrow as your departure point but Gatwick is cheaper it will give you fares for both. If you don't wish to see this, you can use the Filters tab to select your preferred departure/arrival point.

## Alternate dates

The system automatically shows full search results for your chosen dates. Our calendar shortcut also displays lead-in fares for +/- three days around departure, allowing you to easily switch dates if there is a cheaper fare available.

## Itinerary options

Our intuitive branded fares interface displays itineraries grouped into Recommendations. All itineraries within a Recommendation group will be the same price, but could vary in flight time (one or both legs) or departure point.

Click the arrow on a Recommendation to display all the itinerary options.

The screenshot shows the itinerary options interface. On the left, there is a 'Filters' panel with options like 'Ticketing Deadline', 'Outbound Departure Time', 'Inbound Departure Time', 'Outbound Duration', 'Inbound Duration', 'Outbound Departure Points', 'Outbound Arrival Points', 'Inbound Departure Points', 'Inbound Arrival Points', 'Ticket Protection Scheme', 'Operating Airlines', 'Fare Types', and 'Cabins'. The main content area displays two groups of itinerary options. The first group is titled 'Itinerary Options 1' and shows two options: BA0183 (LHR to JFK) and BA0188 (EWR to LHR). The second group is titled 'Itinerary Options 2' and shows two options: BA0183 (LHR to JFK) and BA0184 (EWR to LHR). Each option shows the flight number, route, departure and arrival times, and price (£398.72). There are callouts pointing to specific elements: 'View Itineraries' points to the arrow icon, 'Ticket Protection Scheme Marker' points to the 'TPS' icon, and 'Upsell' points to the 'UPSELL' button.

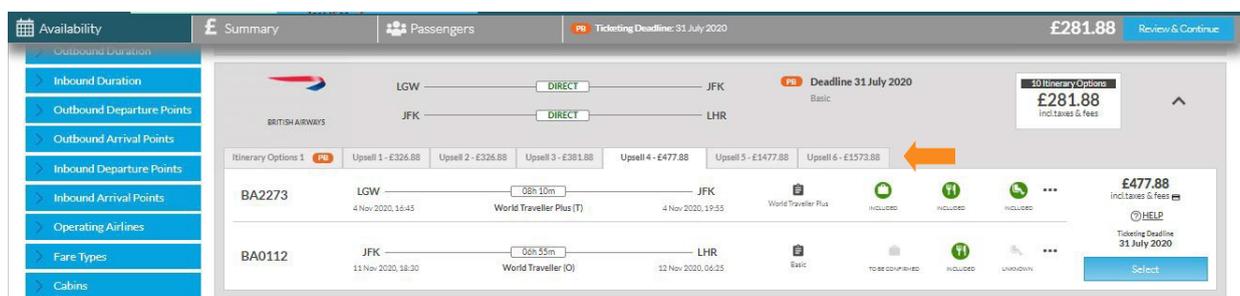
This will display more details including the flight numbers, times, cabin, class, fare type and ticketing deadline. You'll also see our Ticket Protection Scheme marker with a tick to indicate if the fare is included.

The branded fares icons for baggage, meals and seat type which work on a traffic light system: green means included, amber means included at a charge, and red means not included. There is also a grey category which means the details haven't pulled through via NDC yet: this will fill out when you select an itinerary and go through to the summary page.

## Upselling

The upsell button is a great tool to find upgrades within the same search. Clicking the upsell button will display all the available upgrade options so you can switch between them and get a price quickly. This will also display upgrades from Basic (hand baggage only) to Standard fares.

You can also use this as a multi-cabin search. For example, if you would like to upgrade only the inbound flight, you can do your initial search for the lowest cabin then use the upsell button to view upgrades.



**Hint:** when using the Upsell button, branded fares view will always pull up the cheapest options first. This means you can benefit from easily seeing offers – for example, if you're looking to upgrade one sector and Club World works out cheaper than World Traveller Plus, it will display Club WorldFirst.

To narrow down the number of Itineraries or Upsells you see, use the Filters tab at the side.

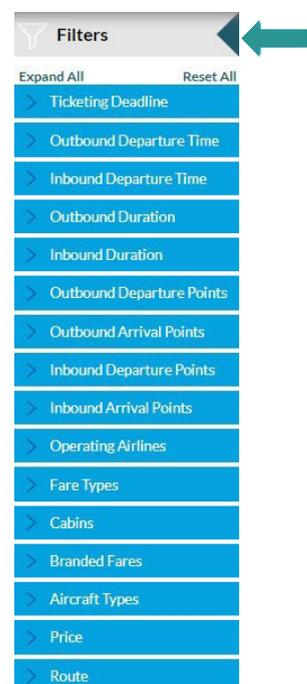
## Filters

You can instantly filter your search results by one, some or all of the following:

- Fare Type
- Price
- Operating Airlines
- Ticketing Deadline
- Flight Duration
- Aircraft Type
- Departure Point
- Departure Time
- Branded Fares
- Arrival Points
- Number of Stops.

These filters are displayed as sliders or lists, which can all be reset with **Reset All** displaying the original availability.

Alternatively, click the arrow to hide the filters.



## Selecting your flights

Once you have selected your flights, [Review & Continue](#) to view the details of the flights chosen and to proceed with your booking.

## Quote Summary

From the Summary page you can review the details of the flights you have selected and view the fare rules.

[Abandon Booking](#) will take you back to the homepage, alternatively you can email yourself the quote or print a copy if needed.

[Email Quote](#) will email a copy to you – handy for if you're browsing.

Hit [Continue](#) to proceed to add passenger details and complete your booking.

Search by PNR/Booking reference  Display PNR Select Fare Type Select Grab Option

Availability **Summary** Passengers **£331.88**

**Inclusive Tour Semi Deferred** Ticketing Deadline: 11-Aug-2020 23:59

| Passenger    | Total Net Fare(s) | Taxes, Fees and Carrier Charges | Lime Service Fees | Total (per passenger) | Total (all passengers) |
|--------------|-------------------|---------------------------------|-------------------|-----------------------|------------------------|
| 1 Adult      | £51.00            | £265.88                         | £15.00            | £331.88               | £331.88                |
| <b>Total</b> | <b>£51.00</b>     | <b>£265.88</b>                  | <b>£15.00</b>     | <b>£331.88</b>        | <b>£331.88</b>         |

Please note: Fare and Fuel Tax are guaranteed as per booking date, or last voluntary amendment date. Other Taxes, Fees & Surcharges are not guaranteed and will be recalculated at the time of ticket issuance.

**Inclusive Tour Semi Deferred** Ticketing Deadline: 11-Aug-2020 23:59

| Total Net Fare(s) | Taxes, Fees and Carrier Charges | Lime Service Fees | Quote Totals |
|-------------------|---------------------------------|-------------------|--------------|
| £51.00            | £265.88                         | £15.00            | £331.88      |

## Book

Add your passenger details and click [Book](#) – no deposit to create your PNR.

You can view the pricing policy underneath the ticketing cost: this will also be shown on the Booking Confirmation once you click [Book](#) – no deposit.

**Note:** DOB and Gender are always required to be entered together. DOB and Gender are mandatory for children and infant passengers.

If you are ready to ticket instantly, you can use [Pay & Ticket](#) to proceed straight to your ticketing options.

Search by PNR/Booking reference  Display PNR Select Fare Type Select Grab Option

Availability **Summary** Passengers  I accept the [Terms and Conditions](#) updated as at Feb 2018 **Book - no deposit** **Pay & Ticket** **Disruption Booking**

**Inclusive Tour Semi Deferred** Ticketing Deadline: 11-Aug-2020 23:59

| Passenger    | Total Net Fare(s) | Taxes, Fees and Carrier Charges | Lime Service Fees | Total (per passenger) | Total (all passengers) |
|--------------|-------------------|---------------------------------|-------------------|-----------------------|------------------------|
| 1 Adult      | £51.00            | £265.88                         | £15.00            | £331.88               | £331.88                |
| <b>Total</b> | <b>£51.00</b>     | <b>£265.88</b>                  | <b>£15.00</b>     | <b>£331.88</b>        | <b>£331.88</b>         |

Please note: Fare and Fuel Tax are guaranteed as per booking date, or last voluntary amendment date. Other Taxes, Fees & Surcharges are not guaranteed and will be recalculated at the time of ticket issuance.

| Title | Given Name(s)        | Surname              | Date of Birth        | Gender               | Age                  | Frequent Flyer       |
|-------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Adult | <input type="text"/> |

Emergency Contact Details: Email:  Phone:

On this pre-ticketing booking screen you can:

1. Add a new booking reference
2. View emails that have been sent for the booking
3. Cancel Booking
4. Pay & Ticket
5. View the fare rules
6. Amend emergency contact details
7. Split passengers from the PNR
8. Add/amend APIS details
9. Add/view notes
10. View/set reminders

The screenshot shows the Lime Management pre-ticketing interface. Key elements include:

- 1:** Booking reference field (PNR: ABCDEF).
- 2:** Action buttons: View Emails, Sync Pnr, Grab & Reprice, Cancel PNR, Pay & Ticket.
- 3:** Cancel PNR button.
- 4:** Pay & Ticket button.
- 5:** Flight details table with fare rules and ticketing deadline (30-Jul-2020 23:59).
- 6:** Emergency/Contact Details section.
- 7:** Split selected passengers button.
- 8:** Amend APIS details button.
- 9:** Manage Booking Options section.
- 10:** Ticket Cost summary table.

| Passenger    | Total Net Fare(s) | Taxes, Fees and Carrier Charges | Lime Service Fees | Total (per passenger) | Total (all passengers) |
|--------------|-------------------|---------------------------------|-------------------|-----------------------|------------------------|
| 1 Adult      | £59.00            | £56.37                          | £10.00            | £125.37               | £125.37                |
| <b>Total</b> | <b>£59.00</b>     | <b>£56.37</b>                   | <b>£10.00</b>     | <b>£125.37</b>        | <b>£125.37</b>         |

## Reminders

Once you have created a PNR through Lime, a ticket deadline reminder will have automatically been generated to send the day prior to the ticket deadline.

You can view this and create additional reminders for the booking by clicking Reminders.

The Reminders window displays the following table:

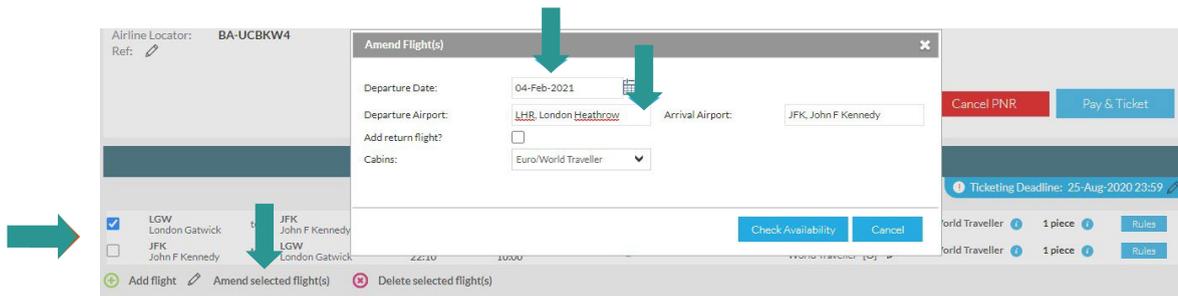
| Reminder Type            | Send Date   | Send To                  | Notes                |
|--------------------------|-------------|--------------------------|----------------------|
| Ticket Deadline Reminder | 29-Jul-2020 | test@lime-management.com | <a href="#">View</a> |

At the bottom of the window, there are two buttons: **Add Reminder** and **Cancel**.

## Pre-ticket Amendments

After creating a booking, you are able to make a pre-ticket amendment through the system. On the display booking page the option [Amend Selected Flight\(s\)](#) is given below your itinerary. Select (by ticking the box) which flights you would like to amend then click [Amend Selected Flight\(s\)](#). As per screenshot below we have selected to change the inbound flight departure date and departure airport.

**Hint:** Married sectors are highlighted and can only be changed together. The website will automatically select any married flights together.



The results are displayed similar to an availability search by showing each flight available on that date with different route options (if applicable) displayed at the top of the screen. Select the flight you would like then click [Continue](#) which will price the amend and take you to a summary.

| Availability  |                       | Summary   |  | Continue                                 |  |  |  |
|---|-----------------------|-----------|--|--|--|--|--|
| Selected revenue streams (Inclusive Tour Semi Deferred) |                       |           |  |  |  |  |  |
| Route Option 1: LHR-JFK (Continue for quote)            |                       |           | Route Option 2: LCY-JFK (Continue for quote) |  | Route Option 3: LHR-EWR (Continue for quote) |  |  |
| LHR, London Heathrow - JFK, John F Kennedy              |                       |           | World Traveller                              | World Traveller Plus                     | Club World                                   | First                                    |  |
| BA0117  | 04-Feb-2021 08:25 LHR | 11:25 JFK | <input checked="" type="radio"/> Selected    | <input type="radio"/> Continue for quote | <input type="radio"/> Continue for quote     | <input type="radio"/> Continue for quote |  |
| BA0175  | 04-Feb-2021 09:50 LHR | 12:55 JFK | <input type="radio"/> Continue for quote     | <input type="radio"/> Continue for quote | <input type="radio"/> Continue for quote     | <input type="radio"/> Continue for quote |  |

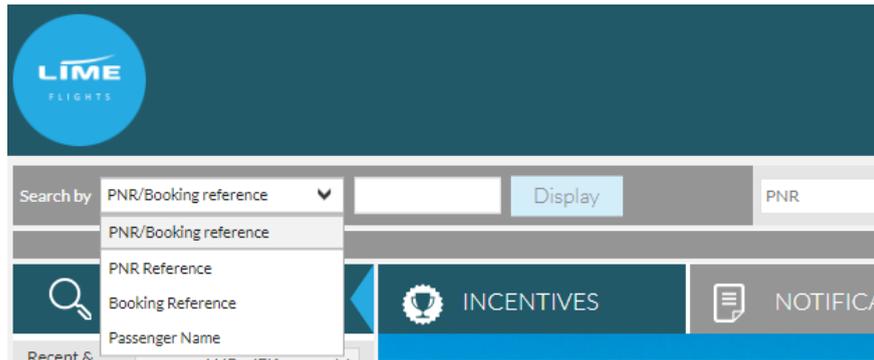
From the summary you can [Abandon Changes](#) or [Update Booking](#). When you [Update Booking](#), the amendment will be made and the flights will update on the display booking page.

# Pay & Ticket

## Retrieve your booking

To retrieve your booking at a later date, enter the PNR / booking reference or passenger name into the search box in the top left corner, select which search item this is from the dropdown and click [Display](#).

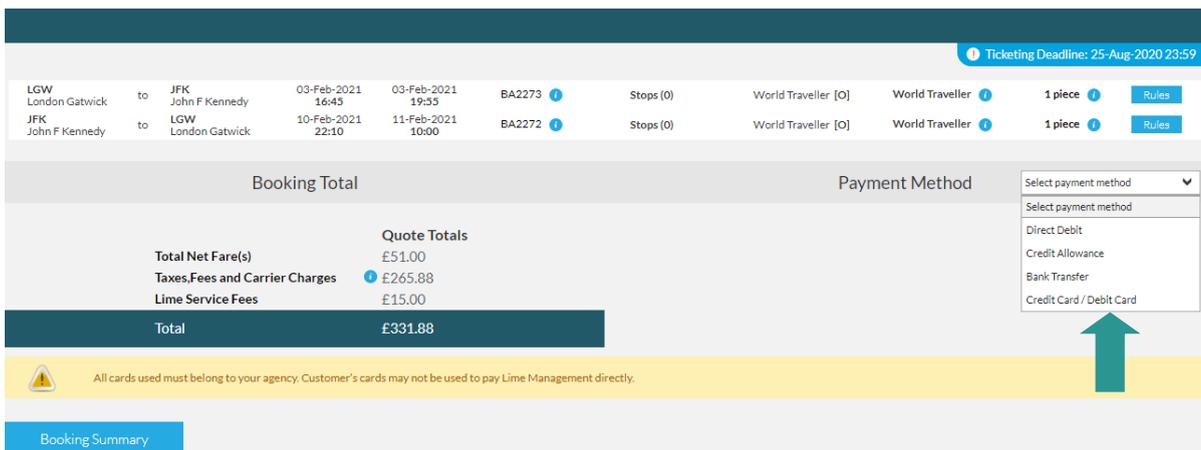
You will then be directed to the confirmation screen above, when you can [Pay & Ticket](#).



## Pay & Ticket

Selecting [Pay & Ticket](#) from the display booking page will redirect you to a secure payment screen.

Select your payment method from the [Payment Method](#) drop down. These will be displayed depending on the payment options you have agreed with Lime.



### Card Payment:

Select Credit Card from the [Payment Method](#) drop down. Select the card type from the next box down.

Check the box to confirm the amount that will be taken from the payment card. Enter the card details as instructed on the screen and click [Confirm Order](#).

When the payment has been authorised, you will be redirected to a confirmation screen that displays your itinerary, fare and e-ticket numbers.

An email will also be sent containing these details and other information.

| Booking Total                   |                | Quote Totals                    |         |
|---------------------------------|----------------|---------------------------------|---------|
| Total Net Fare(s)               | £51.00         | Total Net Fare(s)               | £51.00  |
| Taxes, Fees and Carrier Charges | £265.88        | Taxes, Fees and Carrier Charges | £265.88 |
| Lime Service Fees               | £15.00         | Lime Service Fees               | £15.00  |
| Transaction Charge              | £9.13          | Transaction Charge              | £9.13   |
| <b>Total</b>                    | <b>£341.01</b> |                                 |         |

Payment Method: Credit Card / Debit Card

Card Type: Visa Credit

All cards used must belong to your agency. Customer's cards may not be used to pay Lime Management directly.

Please confirm payment details  I accept the [Terms and Conditions](#) updated as at Feb 2018

£341.01 to Lime Management Ltd to be paid by your credit card payment

Please enter card payment details

**Pay360**  
by Capita

Pay by Card [Click here for help text](#)

Fields marked with an asterisk \* are mandatory for all card types.

Name of Cardholder\*

Card Type\* Visa

Card Number\*

Expiry Date (MM/YY)\*

Issue No.

CV2 (security code)\*

Start Date (MM/YY)

Amount 341.01 GBP

**VERIFIED by VISA** **Mastercard SecureCode**

Please do not press Confirm Order more than once.

### Direct Debit:

Select Direct Debit from the [Payment Method](#) drop down.

Check the box to confirm the amount that will be taken by Direct Debit.

The status of your booking will now change to 'Ticket Request Awaiting Authorization' and an email will be sent to confirm the request.

Once payment has been taken and cleared by Lime Accounts, Lime will issue your booking and email an itinerary receipt with ticket numbers.

### Bank Transfer:

Select Bank Transfer from the [Payment Method](#) drop down.

Check the box to confirm the amount that will be transferred to Lime.

The status of your booking will remain as 'Booked not Ticketed' but you will be able to see that the bank transfer has been requested in two locations:

1. A banner will be added to show the request

The screenshot shows a flight booking interface. At the top, there is an orange banner with a white exclamation mark icon and the text: "Bank Transfer has been selected on this booking. Ticketing can proceed once funds have cleared." Below the banner, the booking details are displayed in two columns. The left column lists: Ticketing Airline: American Airlines, Fare Type: American Airlines Basic Economy, Booking Ref: 123456, GDS PNR: 123456, GDS: Amadeus, and Airline Locator: AA-MYYUMJ. The right column lists: Contact: [redacted], Company Name: [redacted], Created On: [redacted], and Pricing Date: [redacted].

2. Bookings fall on a new To Do list category

The screenshot shows a "TO DO LIST" interface. At the top, it says "TO DO LIST" and "Last updated: 12:02:59" with a refresh icon. Below this, there is a list of items to action:

| Category                            | Count | Action          |
|-------------------------------------|-------|-----------------|
| Awaiting Customer Approval          | 3     | items to action |
| Awaiting Manual Reconciliation      | 7     | items to action |
| Missing Tickets Detected            | 1     | items to action |
| Payment Pending, Ticketing Required | 10    | items to action |

Once Lime Accounts receive the bank transfer made by yourselves, our Flights Support team will email the booking owner to notify them that the funds are allocated to their Account Allowance and that self-ticketing can go ahead.

Your Account Allowance will also increase by the amount you have transferred. To complete the self-ticketing process using your transferred funds, select 'Account Allowance' as the payment method.

## Account Allowance

Select Account Allowance from the [Payment Method](#) drop down.

Check the box to confirm the amount that will be deducted from your Account Allowance agreement.

When the payment has been authorised you will be redirected to a confirmation screen that will display your itinerary, fare and e-ticket numbers.

An email will also be sent containing these details and other travel information.

The screenshot displays a travel booking confirmation interface. At the top, a 'Ticketing Deadline: 25-Aug-2020 23:59' is shown. Below this, two flight segments are listed: LGW to JFK and JFK to LGW, both on World Traveller service. The 'Payment Method' dropdown is set to 'Credit Allowance'. A summary table shows the total net fare of £331.88, with a credit limit of £99,999.00 and a current balance of £99,891.76, leaving a remaining balance of £99,559.88. A warning message states that all cards used must belong to the agency. A checkbox for accepting terms and conditions is present. A blue bar at the bottom indicates that £331.88 will be debited from the credit allowance, with a 'Booking Summary' button and a 'TICKET' button.

| Booking Total                          |                | Payment Method           |                   |
|--|----------------|--------------------------|-------------------|
| <b>Total Net Fare(s)</b>               | £51.00         | <b>Credit Limit</b>      | £99,999.00        |
| <b>Taxes, Fees and Carrier Charges</b> | £265.88        | <b>Current Balance</b>   | £99,891.76        |
| <b>Lime Service Fees</b>               | £15.00         | <b>To Pay</b>            | £331.88           |
| <b>Total</b>                           | <b>£331.88</b> | <b>Remaining Balance</b> | <b>£99,559.88</b> |

I accept the [Terms and Conditions](#) updated as at Feb 2018

Please confirm payment details ■ £331.88 to Lime Management Ltd to be debited from your Credit Allowance

[Booking Summary](#) [TICKET](#)

## GDS Ticketing

For Lime GDS bookers, the GDS Ticketing option can be found both under [My Account](#) in the top right corner, and the left hand quick-link tabs.

Select your airline and fare type, enter your PNR reference and click [Grab PNR](#).

GDS TICKETING

**Fare Type:**

Select Fare Type▼

**PNR:**

Grab PNR

You will then be directed to a page where you can amend the fare type / passenger type if necessary, confirm the child ages, and add a reference if desired.

From this page you will need to select the pricing date (either today or a date in the past when the booking was priced) then continue to [Price](#) and then proceed to [Ticket](#).

**GDS Ticketing**

Fare Type: Inclusive Tour Fare ▼

PNR: 3QTWX3

Grab PNR

Revenue Stream: IT

Company name: Lime Management Ltd

Created On: 09/02/2017

PNR : 3QTWX3

**Ready to price**

Pricing Date:  Price

Reference:  Main contact: AHM0000 Email: hallman@aviateworld.com

**Please check your PNR itinerary details**

| Ticketing Deadline:                 |                        |    |                        |                   |                   |             |
|-------------------------------------|------------------------|----|------------------------|-------------------|-------------------|-------------|
| <input checked="" type="checkbox"/> | LHR<br>London Heathrow | to | DXB<br>Dubai Intl      | 01-Aug-2017 09:05 | 01-Aug-2017 19:05 | Economy [U] |
| <input checked="" type="checkbox"/> | DXB<br>Dubai Intl      | to | LHR<br>London Heathrow | 08-Aug-2017 02:30 | 08-Aug-2017 07:05 | Economy [K] |

Please click 'Price' to generate pricing information for this booking

|   | Title | Given Name(s) | Surname | Date of Birth | Gender | Age | Frequent Flyer | Meal | Special Requests |
|---|-------|---------------|---------|---------------|--------|-----|----------------|------|------------------|
| ↓ | Adult | MR            | BOB     | MARL          |        |     |                |      | None             |

Read-only access will be given so that you can view your PNR in your GDS. For all post-ticketing amendments, please contact Lime.

## To Do List

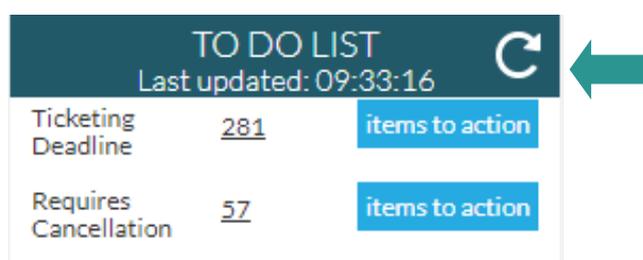
The To Do List quick-link tab is an easy way to manage your online bookings. The categories with the list are:

[Ticketing Deadline](#) lists your bookings with deadlines from today's date to 14 days' time.

[Requires Cancellation](#) lists your bookings which have passed the ticket deadline so can no longer be issued and need to be cancelled down.

[Awaiting Ticket Deadline](#) will show unpriced bookings that do not have a ticket deadline stored. Contact Lime to price manually if required.

[Payment Pending](#), [Ticketing Required](#) lists your bookings for which you have requested tickets from Lime through the system via Direct Debit or Bank Transfer.



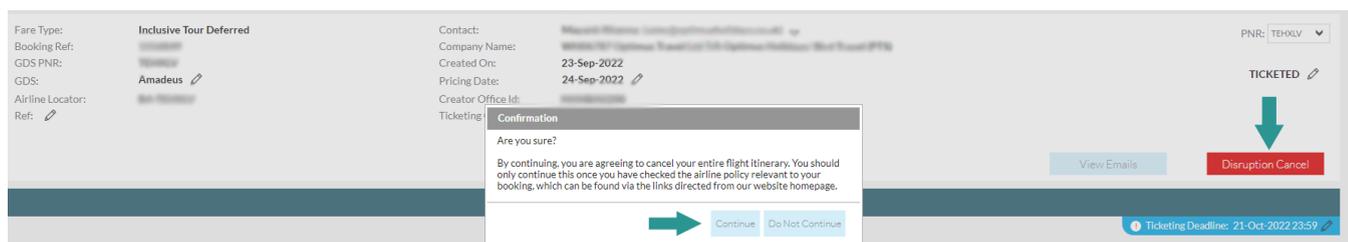
**Note:** The To Do List will display all your agency bookings if your user account privileges are set to [My Operator](#), and will display only user bookings if your user account privileges are set to [My Bookings](#). See User Account Management section for more details.

**Hint:** Click the arrow to refresh the list

## Disruption Cancel & Exchange Travel Credits

Should you wish to cancel a flight and obtain a refund, as per the airline ruling, you can use the 'Disruption Cancel' button in the booking to remove all flight sectors.

This helps your passengers avoid a no-show.

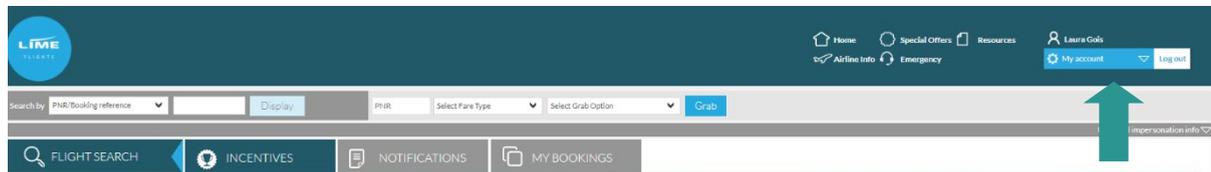


If applicable, you are then able to request a refund using our [contact form](#).

For assistance with redeeming Exchange Travel Credits on COVID-19 impacted bookings, [view our how-to guide here](#).

## User Account Management

Account management options can be found under the [My Account](#) drop down list located at the top right of the screen.



### Change Password

To change your password, click on [Change Password](#) and follow the instructions on screen.

A screenshot of a 'Change your password' form. It contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below the fields are two buttons: 'Update' and 'Cancel'. A note at the bottom states: 'Passwords must contain at least six characters, including uppercase, lowercase letters, special characters, numbers and no repeating character.'

**Note:** Password must be equal to or greater than eight characters and must include one capital and one number

### Manage Users

Click on [Manage Users](#) and a list of all user accounts for your agency will be displayed.

You can search for a specific user by clicking on the chosen operator and then on the header bar labelled [Search For Users](#) which will display additional search fields.

A screenshot of the 'Search For Users' interface. It features a search bar with fields for 'First Name', 'Last Name', 'Login User Name', and 'User Email', along with 'Search' and 'Reset' buttons. Below the search bar is a table of users. A green arrow points to the table.

|                          | Title | First Name | Last Name | Login User Name | User Email               |      |                                  |
|--------------------------|-------|------------|-----------|-----------------|--------------------------|------|----------------------------------|
| <input type="checkbox"/> | MISS  | Jayne      | Higgins   | LIME1111        | test@lime-management.com | Edit | Password Change Request Bookings |
| <input type="checkbox"/> | MR    | John       | Smith     | LIME1111        | test@lime-management.com | Edit | Password Change Request Bookings |

A range of quick management options are available next to each user account:

**Edit:** update contact details and system access

**Password Change Request:** send a password reset email to the user email

**Bookings:** display all bookings created by the user

Further management options are available from the [Select User Action\(s\)](#) drop down:

Enable User(s)

Disable User(s)

Change Booking Ownership

Add User

## Enable/Disable User & Change Booking Ownership

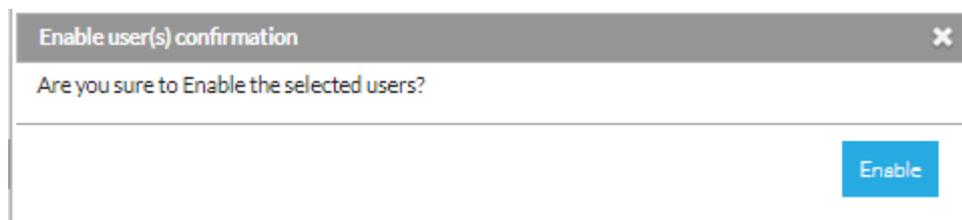
To disable a user account (for example if an employee has left the company) select the user account and choose [Disable User\(s\)](#) from the dropdown.



A pop-up box will appear to ask you which user account you would like the bookings created by that user to be assigned to. Select the user from the dropdown and click [Lock User\(s\)](#).

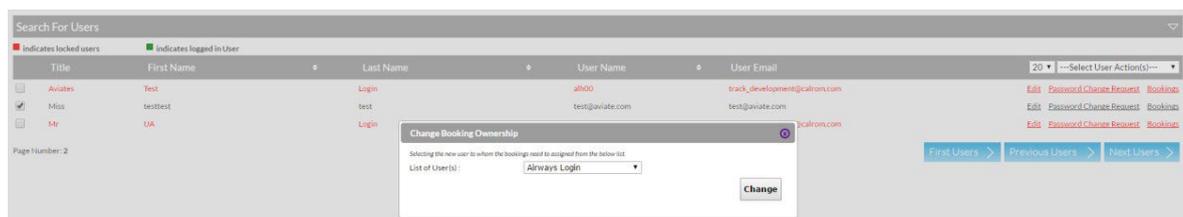


To enable a user account, select the user account you wish to enable and choose [Enable User\(s\)](#) from the dropdown. A pop-up will appear to confirm this action.



To change the booking ownership from one user account to another, select the user and then choose [Change Booking Ownership](#) from the dropdown.

A pop-up will appear asking you to select which user you would like the bookings to be assigned to. Select the user from the dropdown and click [Change](#).



## Add User

To add a new user select [Add User](#) from the Select User Actions dropdown. The below pop-up will display:

| <input type="checkbox"/> Rsm Id                       | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
|---|---|-------------------------------|--------------------------------------|-------------------------------|--------------------------------|---------------------------------|
| <input type="checkbox"/> Cruise Rates                 | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Inclusive Tour               | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Inclusive Tour Deferred      | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Inclusive Tour Semi Deferred | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Lime Ticketing               | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Published Fare               | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Seat Only                    | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |
| <input type="checkbox"/> Ski Allocation               | <input type="checkbox"/> Agency Administrator | <input type="checkbox"/> Grab | <input type="checkbox"/> Post Ticket | <input type="checkbox"/> Book | <input type="checkbox"/> Amend | <input type="checkbox"/> Ticket |

Add all the required contact information.  
Select the [User Type](#) option from the dropdown list:

- [My Booking](#) allows the user to only see their own bookings
- [My Operator](#) allows the user to see all bookings made by the agency

Check the boxes next to the required [Permissions](#) settings:

- [Agency Administrator](#) allows the user to manage other user accounts
- [Book](#) allows the user create bookings
- [Amend](#) allows the user to amend bookings
- [Ticket](#) allows the user to ticket bookings

Click [Add User](#). An email will be sent to the user for them to set up a password and complete the process.

## Contact Lime

Pop us an email or give our friendly team a call:

Lime Switchboard: T - 0151 350 1170

Flights Support: T - 0900 100 0156\*, E - [reservations@lime-management.com](mailto:reservations@lime-management.com)  
[schedulechanges@lime-management.com](mailto:schedulechanges@lime-management.com)  
[ticketing@lime-management.com](mailto:ticketing@lime-management.com)  
[postticketamends@lime-management.com](mailto:postticketamends@lime-management.com)  
[refunds@lime-management.com](mailto:refunds@lime-management.com)

Partnerships: T - 0151 350 1171, E - [partnerships@travelinnovationgroup.com](mailto:partnerships@travelinnovationgroup.com)

Accounts: T - 0151 350 1173, E - [accounts@lime-management.com](mailto:accounts@lime-management.com)

\*Calls to our Flights department cost 65p per minute plus your network's access charge. Please note calls are recorded for training and quality purposes.