In cars+ Help is always at hand!
by Roland Keogh, Thermeon EMEA

Throughout cars+ there are Pop-Ups available to assist you and your users to ensure they always have the latest selections easy to hand. Reduce errors, improve speed and remove “guess-work”

Pop-Ups are designed to work within a specific field and using <Shift+F7> show a list of context-sensitive choices for data selection. You have loaded and maintained many Control Files in order to manage existing and new business and various services and options. As you remove, expire or change these control files, the Pop-Ups always show the latest information. Therefore an “old” or inappropriate code cannot be select by accident.

Training users to use the Shift+F7 saves time and ensures the efforts made in data maintenance behind the scenes are properly used.

Pop-Ups are most common in screens used in the customer-facing environment: Reservation and RA Open, but are very common (and continually added to) for other transaction and data screens and reports.

In addition to the specific Pop-Ups feature, there is the F7-Help feature. This can be used in two ways but most importantly, the information in the F7-Help is created and maintained by you directly.

This means you can use F7-Help to guide users (new hires in particular) in what they should be doing at any point in a particular screen and also what are your policies and procedures at any particular point. Examples of these:

- Giving some advice to users about what sort of information is needed at a particular field
- ...or advising on policy and data standard regarding information needed in a particular process

Find out more about these functions in the Manual and from your Account Manager. Follow Roland on LinkedIn.