



Travelport Hungary

NetBook User Guide

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1 Copyright

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2 General information

This administration tool allows the user to set and maintain parameters to be used by the NetBook Internet Booking Engine. The parameters contained here are used regardless the type of the front-end interface (webpage).

The administration tool can be accessed on the link provided by NetBook Supervisor. At the time of a new agency creation an administrator login is set up. The administrator is responsible to create and maintain user logins and settings.

2.1 Required knowledge and tools

The administration system can be used with any browser but some functions requires specific program. The online editor for creating documents is working with Internet Explorer and the Vendor Remark settings requires Mozilla Firefox browser.

2.2 Administration menu

The elements below should be set for normal operation:

- Rolldown menu can set the language: Magyar/English
- Mark-up rules for service fee calculation
- General conditions
- Flight terms and conditions
- Confirmation header and footer text (Optional)
- Delivery places / modes
- Online payment activation
- Low-cost airline login settings
- Colour settings
- Opening days / hours
- Airline commission table

2.2.1 Start page

In the box below the agency, agent and user details can be set. Clicking on the different links the parameters can be entered.

- *Agency name link contains:*
 1. Name (only top level NetBook administrator can adjust)
 2. Price type setting (only top level NetBook administrator can adjust)
 3. Default City, this shows the location of the PCC/SID in the GDS (only top level NetBook administrator can adjust)
 4. Date format can be made to any versions (only top level NetBook administrator can adjust)
 5. Contact details
 6. e-mail address (From filed of confirmation is sent from this address)
 7. E-ticket automatic issue not allowed if
 - Itinerary doesn't contains Home City (with credit card payment electronic ticket will be automatically issued only when Home City covered in the journey)
 - itinerary contains an African city but not Home City (with credit card payment electronic ticket will be issued automatically for any itinerary except when itinerary contains an African city but the Home City is missing)
 - none of them checked: credit card paid electronic tickets will be issued

automatically for any itinerary (this setting is not recommended because of credit card fraud)

8. Last Ticket day: number of days counted from reservation day until the day of ticketing (maximum 6 days). The fare rule can override this limit if it is earlier.
 9. Passport number mandatory: checked means all passport data is mandatory at time of reservation including number, validity, and type.
 10. Activate online payment: checked – online payment module activated
 11. Default BAR: Selected Client File fields will be added to booking file.
 12. Default date in search form: the default date in search form calculated from the actual date (0 means 30 days later than actual date)
 13. First date in search form: the first day that is bookable on the site can be set here
 14. Paper ticket reservation permitted:
 - Checked – enables the paper ticket reservation option
 - Unchecked – paper ticket reservation is not permitted (both options error message can be customized, check: 2.2.3)
 15. Authorities (information only)
- *New User, Users*
 1. create user
 2. mark as group administrator
 3. list users, deactivate
 - *New Agent (only for NetBook contractors)*
Create subagents, or new agent for own use
 1. Name (The name of the sender in confirmation e-mail)
 2. HCM/PCC field must remain as it is
 3. Queue number
 4. e-mail address
 5. ticketing deadline
 - *Add new Corporate user*
 1. Name (The name of the sender in confirmation e-mail)
 2. HCM/PCC field must remain as it is
 3. Queue number
 4. e-mail address
 5. ticketing deadline
 - *Corporate company users, New user*
 - GDS currency: the system can handle foreign currencies as well. It only can be set by the Travelport Supervisor. Mark-up module will use the same currency.

2.2.2 Mark-up rules

Create and update flight, hotel and car mark-up rules to calculate service fee for each product. Create different rules for user types according best match technique. Hotel rules can be created by user types.

- *Flight > New rule:*
 1. Rule name
 2. Airline (holding the Ctrl button and selecting more airlines will generate the same rule for all airlines separately)
 3. Select Zone – Within continent or Intercontinental
 4. User type

5. Passenger category
6. Price ranges
7. Service fee value for price range
8. percentage or amount
9. Discount value
10. percentage or amount

Entering number only in the last service fee value will provide service fee regardless of the price of the fare. Minimum 2 rules have to be created for one user type: one rule within the continent and one rule for intercontinental travel. Non registered user is who visits a reservation system for the first time or hasn't logged in.

- *Hotel:*
 1. Rule name
 2. User type
 3. Mark-up value
 4. Percentage or amount

2.2.3 Documents

Texts templates and documents can be created and edited on the online editor (works only with Internet Explorer). Switch between languages clicking on flag icons. Turn on the HTML editor by clicking the  icon.

- *Document types:*
 1. General conditions – Agency general conditions.
 2. E-mail header – for personal greeting put {##NAME##} string for the contact name
 3. E-mail footer
 4. Flight terms and conditions – general rules for purchasing flight
 5. Hotel reservation rules
 6. Electronic ticketing error message
 7. Hotel Voucher e-mail text
 8. Paper ticket warning
 9. Paper ticket error message at ticketing
 10. Viewtrip link – can be included, form: {##VIEWTRIP_LINK##}

2.2.4 Low-cost settings

Low-cost reservations are made a third party system called Partners. The used airlines can be switched on/off in the admin, under the Low-cost account settings menu. LCC implementation is not a basic service, subject of a secondary agreement.

NetBook contains the following Low-cost carriers` data:

2LC	3LC	Name	Country	Status	2LC	3LC	Name	Country	Status
EMEA					EMEA				
1T		1time	SA	Avail	3L		Intersky	DE	Avail
RE		Aer Arann	IE	Avail	LS		Jet2	UK	Avail
I9		Air Italy	IT	Avail	8J		Jet4You	FR	Prep

SZ	WOW	Air South West	UK	Avail	O2		Jetair Poland	PL	Prep
8A		Atlas-Blue	MA	Avail	JF	JAF	JetAirFly	BE	Avail
KK		Atlasjet	TK	Avail	DC	DC4	Kullaflyg	SE	Avail
F7	BBO	Baboo	CH	Avail	MN		Kulula	SA	Avail
	JOR	Blue Air	RO	Avail	TF		Malmö Aviation	SE	Avail
	BCI	Blue Islands	UK	Avail		BPS	Manx2	UK	Avail
KF		Blue1	FN	Avail	ZB		Monarch Airlines	UK	Avail
BV		Blu-Express	IT	Avail	DY		Norwegian Air Sh.	NO	Avail
WW		BMI Baby	UK	Avail	I7	PMW	Paramount Airways	IN	Avail
QI		Cimber Air	DK	Avail	H9		Pegasus	TR	Avail
VG		City Jet	BE	Avail	RH		Robin Hood Airlines	AT	Avail
	OK9	Click4Sky	CZ	Avail	FR		Ryanair	IE	Avail
SS		Corsair	FR	Avail	JZ		Skyways	SE	Avail
OD		Darwin Airlines	CH	Avail	QS		SamrtWings	CZ	Avail
DX		DAT	DK	Avail	XQ		SunExpress	DE	Avail
U2		Easyjet	UK	Avail		TCX	Thomas Cook Airlines	UK	Prep
BE		FlyBE	UK	Avail	FQ		Thomas Cook Airlines	BE	Avail
ST		Germania	DE	Avail		TOM	Thomsonfly	UK	Avail
4U		Germanwings	DE	Avail	HV		Transavia	NL	Avail
	DC3	Gotlandsflyg	SE	Avail	X3		TUIfly	DE	Avail
2L	OAW	Helvetic	CH	Avail	VY		Vueling Airlines	ES	Avail
HW	JXX	Iceland Express	IS	Avail	IV		Windjet	IT	Avail
					W6	WIZ	WIZZ	HU	Avail

2LC	3LC	Name	Country	Status	2LC	3LC	Name	Country	Status
AMERICA					ASIA/ PACIFIC				
TS	TSC	Air Transat	CA	Prep	AK		AirAsia	MY	Avail
FL		Airtran Airways	US	Avail	OD		Darwin Airlines	CH	Avail
	CA9	Canadian Affair	CA	Prep	G8		GoAir	IN	Avail
QX	QXE	Horizon Air	US	Avail	6E		Indigo	IN	Avail
B6		JetBlue	US	Avail	JQ		Jetstar	AU	Avail
YX		Mid West Airlines	US	Avail	3K		Jetstar Asia	SG	Avail
WN		SouthWest Airlines	US	Avail	IT		Kingfisher Airlines	IN	Prep
NK	NKS	Spirit Airlines	US	Avail	I7		Paramount Airways	IN	Avail
WG		Sunwings	CA	Avail	ZL		Rex Reg Expr	AU	Avail
WS		Westjet	CA	Avail	SG		Spicejet	IN	Avail
					TR		Tiger	SG	Avail
					VF		Valuair	SG	Avail
					DJ		Virgin/Pacific	AU	Avail

2.2.5 Ticketing agency / Plating Carrier

- Premium service (extra fee may be charged) –
When the ticket is paid by credit card the automatic ticketing can be activated in a different IATA agency. The ticket will be issued at the designated agency's daily report.
- *Left box*
 1. Typing the airline's code or name, the choices appear below
 2. Click on the link for the airline. It is now on the right hand side box
- *Right upper box*
 3. HCM / PCC / QNUM (NetBook administrator will give codes)
 4. Save
- *Right lower box*
 5. Saved airlines for ticketing on another agency

2.2.6 Delivery / Collection / Payment spot

The combinations of the three different parameters cover the collection, delivery, and payment spot for the reservations. 1-collection/ delivery / payment spot free text area; 2-selected payment method; 3-ticket type. According to the collection types the end-user can choose from these methods after selecting a payment type.

- *Collection / Delivery*

1. Free text must be entered in two languages
2. PCC – Agency Galileo/Worldspan office ID
3. Delivery fee – the amount of this field shall be added to the service fee and charged together at credit card payment
4. Visible – checked means it will be displayed in the website
5. Payment methods – payment types applicable for the details above
6. Ticket type – issue type

2.2.7 Payment method comments

Save here the comments for the payment methods. It can be entered in local and English language. The credit card payment mode should contain information about the 2 separate charges for paying BSP credit sales and the service fee. Also at BSP payment the airline can charge the credit card with amount converted to the head office currency and afterwards the cardholder's bank charges with the amount converted back to the local currency. These steps could result higher end price on the bank account (same as normal BSP credit card sales).

- *Language selection*
- *Free text areas for payment modes*
 1. Cash
 2. Bank transfer
 3. Credit card

2.2.8 Holidays

In order to calculate the correct ticketing deadline the holidays must be set in the system. NetBook is checking the last day when the agency is open and the ticketing deadline will be set accordingly.

- *Holiday*
 1. choose day
 2. workday / day off
 3. date of the last change
- *Set official holidays*
 1. Clicking on this link the holidays set by the NetBook master administrator can be saved.
- *Select month*
 1. Settings for the month
 2. click the link to change the status of the day

2.2.9 General settings

This table content is the same as described in section 2.2.1

2.2.10 Passenger settings

Set the mandatory passenger fields here. All fields checked are compulsory on the website.

- *Mandatory passenger fields*
 1. E-mail address
 2. Name
 3. Address
 4. Phone number

5. Mobil number
6. Fax

SFPD field: if the SFPD is mandatory for the reservation, NetBook won't let finishing the reservation without the data. A dynamic field must be filled with the birth date, and it picks the gender from the name title menu.

Mandatory invoice details

1. Name
2. Address
3. Phone number
4. Mobil number
5. Fax

2.2.11 Search engine settings

Appearance can be customized for frameset based implementation. The HTML code to be inserted to the website is at the bottom of the page. An agency and its agents must complete settings under their own login.

- *Search engine menu*
 1. checked – menu displayed on top of the frame
 2. unchecked – menu hidden in the frame
- *Header pic upload*
 1. Pic uploaded will be displayed on top of the frame
 2. 760x117 pixel, maximum 1MB, Jpeg, Png, Gif
- *Footer pic upload*
 1. Pic uploaded will be displayed on the bottom of the frame
 2. 760x117 pixel, maximum 1MB, Jpeg, Png, Gif
- *Progress Bar*
 1. Uploaded content will be displayed at loading times
 2. maximum 1MB, Jpeg, Png, Gif, Swf
- *Change style*
 1. Select from the default styles
- *Appearance settings*
 1. General settings (font types, text and background colours)
 2. Own button designs can be uploaded
 3. Table settings
 4. Fare response settings
 5. Reset default colours
 6. colouring guideline can be downloaded:
<http://www.galileo.hu/netbook/ColorSettings.pdf>
 7. HTML code for frameset

2.2.12 Airline commission

Automatic ticketing requires commission information for airlines. The system issues the electronic tickets with the percentage set. Only one percentage value can be saved therefore it is recommended to set the international value. The system work with decimals as well, form: 0.01

1. *Airline commission commission value*
2. *Bankcard allowed, should be set to `Yes` if bankcards allowed by airline*
3. *Bankcard types, the accepted card types can be set here*
4. *SFPD, if it set to `Yes` SFPD will be collected as a mandatory for that airlines` reservations*

2.2.13 Reservations

Display finished and unfinished reservations and download list in .csv format.

- *Export to Excel*
 1. Enter dates
 2. Choose payment type
 3. Low-cost only option
- *List elements*
 1. 20 reservation per page
 2. 10 pages per section
 3. browse sections
 4. Display reservation details by clicking the record locator. Don't issue ticket when it has unfinished status.
 5. Reservation confirmation can be resent by clicking  icon. (only to administrator, or to client also)
- *Failure alert function*

In case of booking/ticketing failure after the cart step the system sends an Alert e-mail to the administrator with all the datas of the cart. In the admin you can find the booking under the flight reservations with `unfinished` status here you can check the `Agent ticketing` box to avoid the autocancellation of the reservation.

2.2.14 Online opening hours

Opening hours can be set here. The default setting lets all the CC paid ticket to be issued. If some reservation made when the office is set to closed, the system makes the booking, asks for the approval codes, but do not let the ticket to be issued. The ticketing can be done manually after.

2.2.15 XML interface manual

XML interface manual and sample download links

3 Dealing with reservations

Important!

Issue ticket only when a confirmation email arrived, or the reservation has finished status in the reservation list. Otherwise the reservation was not completed on the payment step and the system cancels the reservation as a timed task.

The completed reservation is placed on the NetBook default Q97 (can be changed in the admin tool). A confirmation email is sent out to the user and to the agency administrator.

3.1 Issue tickets

- *The system issue ticket automatically if*
 1. the whole itinerary is eligible for electronic ticket
 2. the plating carrier has interline agreement for all airlines in itinerary (including marketing and operating carriers)
 3. client has sufficient funds for the air ticket
 4. the plating carrier accepts the selected credit card (only these are shown to client)

5. the itinerary is not excluded from automatic ticketing
 6. the plating carrier successfully confirms ticket number.
- *The system completes the booking file and saves the Filed Fare into the reservation with ticketing modifiers (credit card details, auth code, etc.) if:*
 1. the plating carrier has all interline agreements with all airlines in the itinerary (operating carrier check excluded)
 2. upon credit card payment the client has sufficient funds
 3. the plating carrier accepts credit card type (only these are shown to client)
 4. tickets are ready to issue by a single TKP input.
 - *System completes the booking file with saving the filed fare but the ticketing modifiers are NOT included if*
 1. the client payment method is not credit card

Credit cards details are also stored in the FOP (Form of Payment) field. Attention: some occasions Filed Fare cannot be stored in PNR, the agents can store the fare, but the card details must be filed in the fare modifier field with the authorization code.

Without the auth code the GDS system would request new authorization code for the fare amount.

3.2 Ticketing deadline

The ticketing deadline (payment time limit for customer) is calculated according to 4 parameters:

1. the date returned by the GDS for the fare rule
2. the fare guarantee reservation day +6 days
3. the last opening day of the agency (set in administration)
4. maximum days set in administration.

The more restrictive deadline is shown to the customer and written in the confirmation email. The last date to purchase –NetBook side- value is saved in the PNR's TAU field and automatically put by the system on Q10 on that specific date. The airlines reserve the rights to advise ticketing deadline for travel agencies by mean of a Vendor Remark. This date overrides the deadline set and confirmed to customer and the agency is responsible to inform customer for the new date.

NetBook has a feature for airlines which send the ticketing deadline at time of reservation:

1. set pattern of Vendor Remark date in administration

during reservation process at the first BF retrieve the system checks vendor remark and if the date is earlier than the NetBook generated it is highlighted and sent out in the confirmation also.

3.3 Service Fee charge

The Service Fee is charged by Travelport through Notebook's own payment gateway. The accumulated sum is transferred to the agency's bank account by periods set in the NetBook contract. The flight reservation Terms and Conditions must contain description about this separate Service Fee charge. Ticket is charged by the airline and service fee is charged by Travelport.

Service fee charge errors can occur because of several causes such as virtual credit card numbers, bank settings to avoid 2 charges within small time frame with two different locations, insufficient funds, etc. NetBook will try to charge the service fee several times but after a few unsuccessful attempts the NetBook administrator informs agency in email about it and removes transaction from the resend queue. The agency has to contact client and collect service fee from customer directly. The error code received from the payment gateway is saved in the PNR, BASE24?

Error codes that are stored in the booking file:

ISO error code	POS error response	Error reason
12	055	The card is blocked.
14	058	Invalid card number
15	070	Invalid card number, BIN doesn't exists
33	901	Card expired
54	051	
36	902	Card is disabled
62	059	
R8	072	
41	057	Lost card
43	903	Inactive card
06	097	Invalid card details
	069	
N0	074	Invalid card details, or insufficient funds
51	076	
05	050	
83	200	
T5	089	
56	206	Card doesn't meet bank requirements
57	056	Unknown card number
07	909	Charging the card is not possible
P9	204	Charging the card with the given amount is not possible (mainly because of limit issues)
6	082	
13	205	Invalid amount

3.4 Error handling

NetBook has a direct e-mail address for administrators and users: netbook@travelport.com

- *Please enter as much information as possible from the points below:*
 1. Exact itinerary (dates, route, airline etc.)
 2. What step the error occurred at? (search, select, cart, payment, confirmation)
 3. Contact details, passenger name
 4. Date and time of search/reservation
 5. Browser type and version number
 6. Error message or page (Print Screen)

4 Travelport NetBook User Interface

The system main function is to present several content providers (GDS, other internet based reservation systems) on one platform to sell services (air, car hotel) for travel agencies and customers. NetBook currently covers Travelport GDS's content and low-cost carriers on a consolidated platform.

4.1 Flight reservation

Flight reservation starts with searching available seats and fares. The following parameters are available:

4.1.1 Search parameters

- *Search mode options:*
 1. Fare and availability
 2. Availability
 3. Multi-segment
- *Journey type options:*
 1. Round trip
 2. One-way
 3. Open return
- From: originating city (local language and English city names)
- To: destination city (local language and English city names)
- Departure date: date with calendar
- Departure time: preferred departure time in hours
- Return date: date with calendar
- Return time: preferred departure time in hours
- Passenger types (adult, child, infant)
- Search low-cost carriers: Include / exclude
- *Advanced search options:*
 1. Preferred airline (maximum. 3 – list available)
 2. Preferred cabin selection (First, Business, Economy, Any)
 3. Direct flights only: Direct or connecting flights

4.1.2 Search results

The search result contains information in every flight segments:

- *Fare and availability result:*
 1. Airline
 2. Flight number
 3. Origin airport code
 4. Departure date
 5. Departure time
 6. Arrival date
 7. Arrival time
 8. Destination airport code
 9. Class of service
 10. Journey time
 11. Number of transfers
 12. Price, fare, airport tax and surcharge, service fee for every passenger type

The list contains only the flights and fare which are available for sale for the searched O&D. The outbound and inbound flights are shown separately. If more flights available for the same fare level the customer can choose from the options and any combination can be reserved. Low-cost carriers

generally return alternative flights for the dates searched and the customer can display all returned flights and prices following the applicable link. The total price is displayed by clicking on the flights.

Availability search result:

The result of the availability search contains arrays of flights per leg. The user can pick the required flights and the return leg is offered for the same airline but other airline can be reserved also. For convenient browsing through surrounding dates use +/- 1, +/-3, or +/- and number of days.

Multi-segment result: is the same as the normal display but with more segments per result.

Clicking the select button a summary page is displayed where user has to accept the flight reservation terms & conditions and the fare rules. After hitting the "add to cart button", the selected flights are added to the shopping cart.

4.1.3 Shopping cart

Shopping cart technology is used by the system which means the user can shop the different products select them and at the end all of them are paid at checkout. The reservations are made in the background and the credit card payment is processed through the vendors and one single confirmation is sent to the user and the agency.

To complete the reservation the following information must be entered:
(To protect user's privacy an SSL channel is used for communication)

- *Passenger data*
 1. title, first name, surname
 2. passenger type (adult, child, infant, infant must be followed by date of birth)
- *Optional additional passenger data*
 1. Frequent traveller number
 2. special service requirements (flight reservations)
 3. passport information
- *Contact details*
 1. address –street, postal code, city, country
 2. phone number
 3. mobile number
 4. e-mail address
- *Invoice details*
 1. name
 2. address –street, postal code, city, country
 3. phone number
 4. e-mail address
- *Credit card data*
 1. credit card type (from options)
 2. card number
 3. card holder name
 4. CVV (CCV) code
 5. expiry date (Month/Year)

4.1.4 Hotel reservation (Gullivers Travel Associates database)

GTA XML can be integrated to NetBook system. The hotel booking will be made on the same front-end, and passenger can use the same shopping cart where the flight reservation was made.

- *Search parameters*
 1. Location (city)
 2. Check-in date
 3. Check-out date
 4. Number of passengers by type (adult, child, infant)
 5. Room type
 6. Category

(if hotel reservation search form is initiated after selecting a flight, the hotel search options are refreshed with flight information – City / check-in date)

- *Optional hotel search parameters (checkboxes):*
 1. restaurant
 2. parking
 3. TV in room
 4. air-condition
 5. room service
 6. child care
 7. handicapped accessible
 8. swimming pool
 9. tennis court

The hotel search result consists of the hotel name, total price of the stay, a short description and link of the detailed description (click on hotel name or the picture). The detailed information page contains exact name address and contact details of the hotel, short location description, list of services, pictures and cancellation amount.

On the selection summary page the user can enter the names of the guests than put in the shopping cart.

5 NetBook integration

5.1 Integration levels

There are three possibilities for the NetBook IBE website integration:

- Frameset integration
- Integration by design template
- NetBook XML interface

5.1.1 NetBook frameset integration

- NetBook default design is ready for insert to the customer website. It is easily customizable in the administration tool. The HTML code with the unique agency ID has to be inserted in the agency's webpage.
- Set own colours, basic font types on the administration page
- Switch on/off menu line
- Upload header/footer picture and own progress bar
- Content resizing within the frame is not possible
- Allow minimum 560pixels in webdesign to accommodate Netbook frame

5.1.2 NetBook template based integration

TBA

5.1.3 NetBook XML interface based integration

NetBook XML interface is designed for agencies to create their own reservation webservice for online flight bookings. The subscriber can build a reservation portal and integrate own content beside the flight product. The interface services only the reservation process and the administration is done on the normal NetBook admin site (<https://travelportnetbook.com/agents>).

Tools required for development:

The client software can be developed in any environment which can handle standard XML structure and is capable to send standard HTTP post through SSL socket.

Travelport Hungary will provide client side data for parameter settings and programming. The package can be downloaded from the agent's page under the Interface Documentation menu. The package contains CSV files which data can be stored in any database.

6 BUG report

For bug reports subscribers can use the e-mail address: netbook.travelport.com supervised by Travelport Hungary.

Phone (workdays, 8.00-17.00 CET): 36-1-4303690

E-mail (continually): netbook@travelport.com

Travelport Hungary must start troubleshooting according to the problem's severity set in the table below to meet the response time. The severity status is determined by Travelport Hungary.

Severity	Error description	Response time
Critical	A system outage or functional error occurs and normal reservation process unavailable.	4 hours
Severe	System functional error occurs and a basic module – such as credit card payment or electronic ticketing – is not functioning.	8 hours
Medium	System functional problem for all users which disturbs or obstruct reservation process –such as a not reserveable seat displayed among results.	24 hours
Modest	System functional problem which disturbs but not obstruct reservation process –such as display or search errors.	48 hours

7 Addition for Worldspan Users

7.1 Frame options:

A search modifier box can be add to the frame, in the Search engine menu. The user can start a new different search, after the search results screen. This option changes the frame width to 760 pixels.

7.2 Flex options:

For the Worldspan based NetBook the flex options are available. Passenger can choose from Flex Dates/ Flex Weekends/ Flex airports options. This function is reachable by the NetBook agreement. This option changes the frame width to 960 pixels.

7.3 Airline Blacklist:

Under the main menu the Airline Blacklist can be set, with tihis function the agency can exclude some Airlines form the search list and the ticketing.

7.4 Results filtering:

With this function the agency can filter if the “overnight” and the “airport change” flight combinations.