TRAVOLUTIONARY

Walkthrough

Hotels booking

Hotels booking flow:

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Search box input elements in terms of Destination or POI are controlled from Personalization screens. While it's possible to have both, we suggest using POI only, and Both as secondary option, and not using only destination field. When using a POI search important to keep in mind that the Radius passed together with POI will be applied to search results and you Can't extend it from search results screen. For example, 2km radius around London bridge can't be changed to view all of London, and you best results would come back with 20-25km range.

Additional options include pre-filtering our "on request rooms", or switching off POI display on map. Star rating range can also be applied.

The system supports search of up to 4 rooms and up to 4 passengers per room max. Infants and kids are considered passengers as well.

It is important to pass both correct Residency to avoid check-in problems or inapplicable rates being shown, as well as Kids ages - the rates and rooms depend on correct parameters being set.
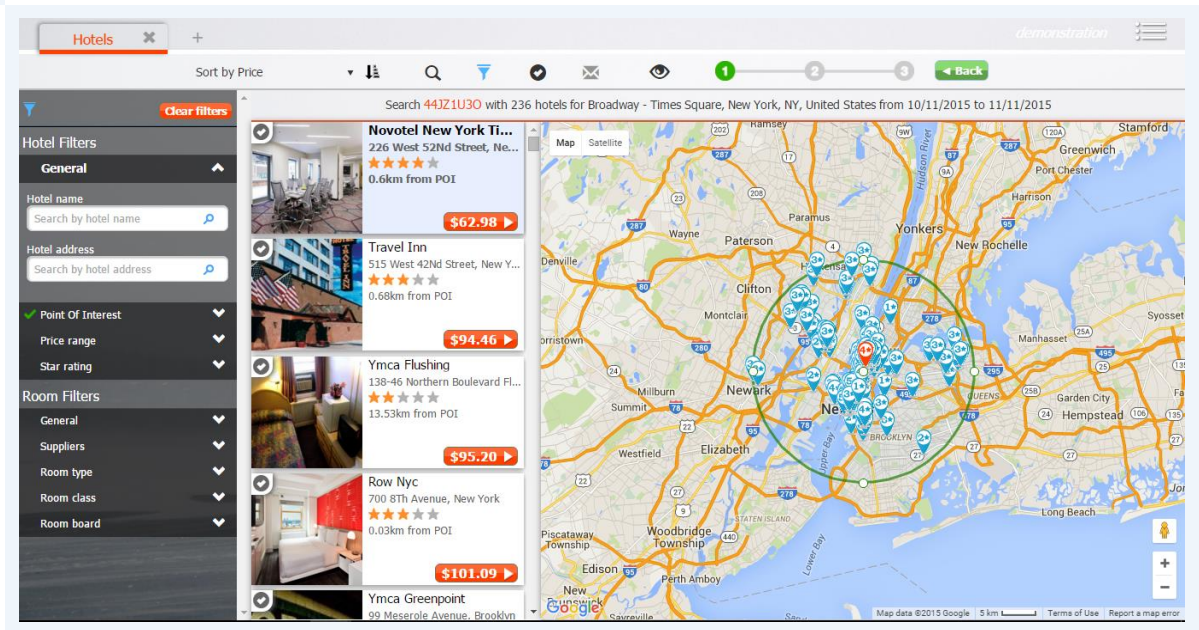
Search results page will give you a working Dashboard, where you can sort, filter, change views, compare, generate proposals, check availability and cancellation policies. Many of default settings, display preferences and other parameters can be preconfigured in Personalization section.

**3** SUMMARY OF RETURNED SUPPLIER RESULTS
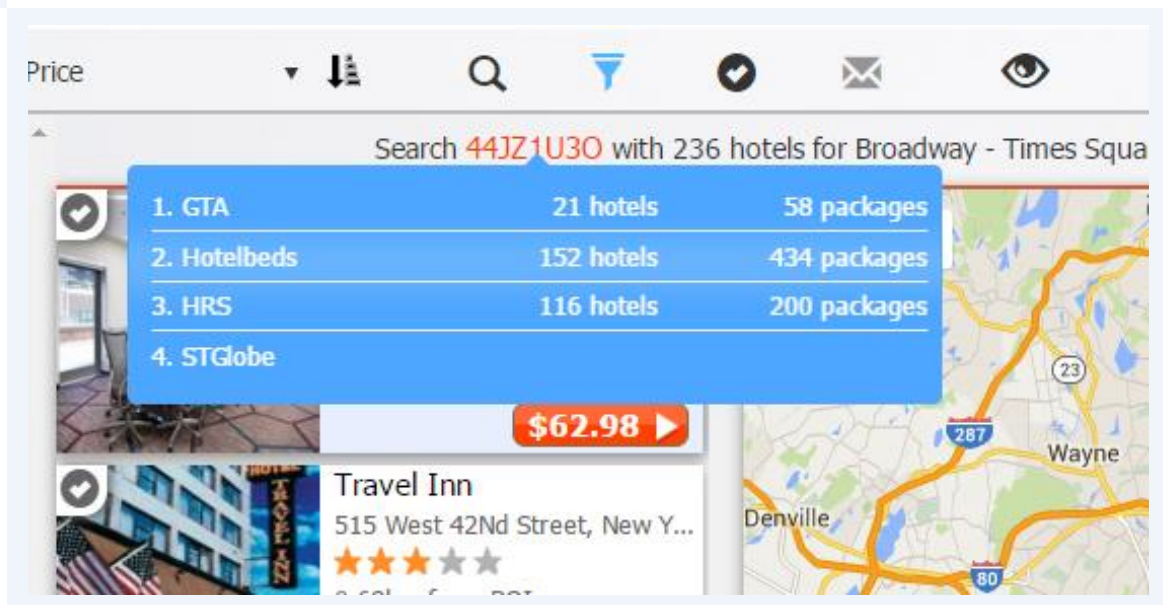
Hovering over the red digits next to "Search" summary will show you breakdown of returned suppliers, amount of hotels they've returned and amount of rooms returns.
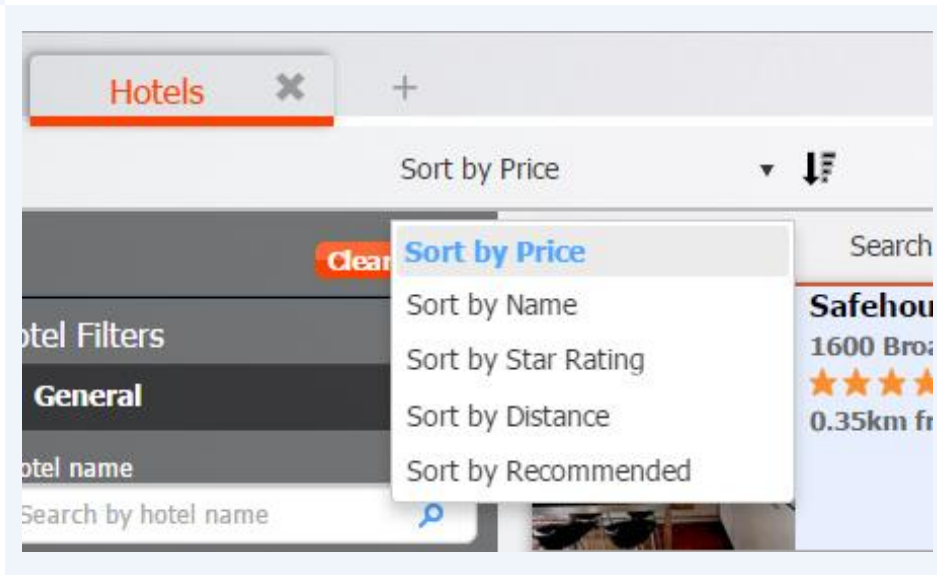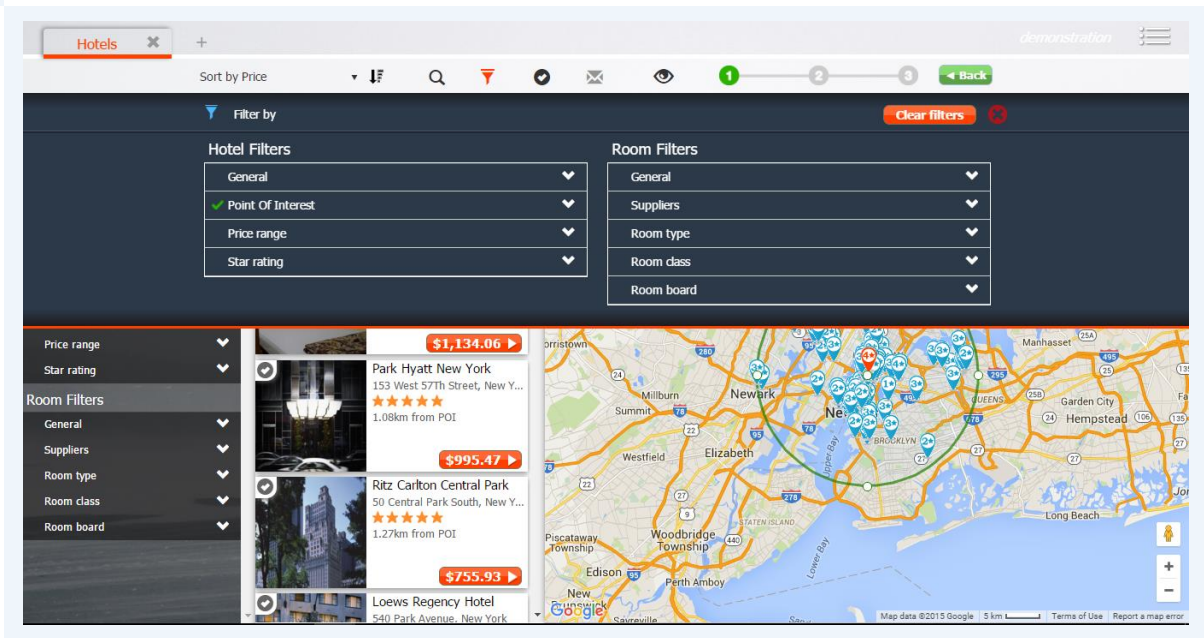
You can sort results by any of the above parameters. Sort by distance - will sort by City/POI center and hotel's distances from that point. Sort by recommended - will sort by promoted hotels and popular properties.

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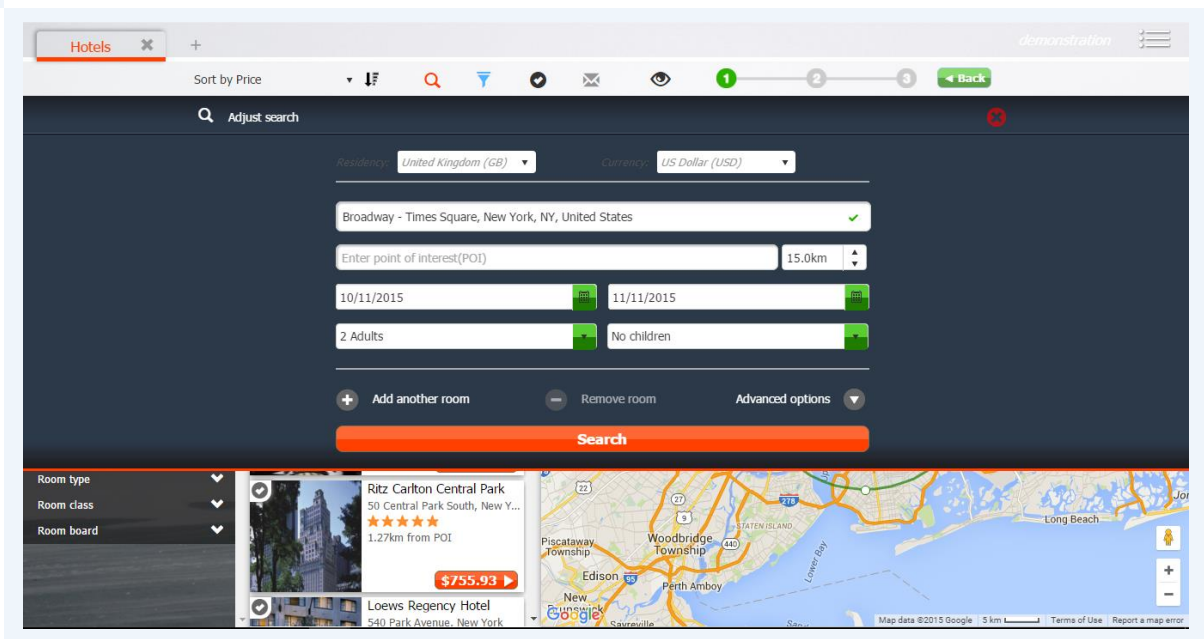
You can make a new search from same tab by clicking Search icon.

The filters are available in the Upper section as well as a side bar on the left side. The reason for upper filters being present is the fact that vertical toolbar (filters) can be hidden using personalization settings.

The platform allows you to filter by basically any possible parameters returned from search results:

- **Hotel name** - Free text input, try to use general and NOT exact names. For example, if you input Hilton Doubletree or Doubletree Hilton - you WILL get 2 different results (or no results at all). Filter by typing Hilton OR Doubletree and combine with address filter if needed.
- **Hotel address** - Free text input, try to use general and NOT exact addresses. For example, if you need a hotel on 2457 Ocean dr. Miami Beach - try inputting just 2457
- **Point of interest** - If you didn't search from main page using POI you can use this filter to zoom in on specific area within the displayed results.

7   ADJUSTING POI ON MAP

Dragging the bar on POI filter all the way to the right will change the distance value to ANY - removing POI map filter (the green circle).

8   RESULTS FILTERING OPTIONS

Price range, Star rating, TripAdvisor rating (when available to you) are pretty straightforward fields.

In general section of Room filters you can:

- Filter out the On request hotels (if such are allowed to returned to the user by configuring it in User settings).
- Filter to display Refundable rooms only (it will hide all other rooms with Nonrefundable and Unknown refund ability statuses).

Suppliers filter allows to show specific suppliers. This option behaves differently, as not all users have access/rights to view supplier names.

9   FILTERING ROOM TYPES

Room type, room class and room board filters allow you to drill down to desired rooms. For example, you can easily filter out King, Deluxe with view, Bed and breakfast rooms at 5* hotels or Suites etc.
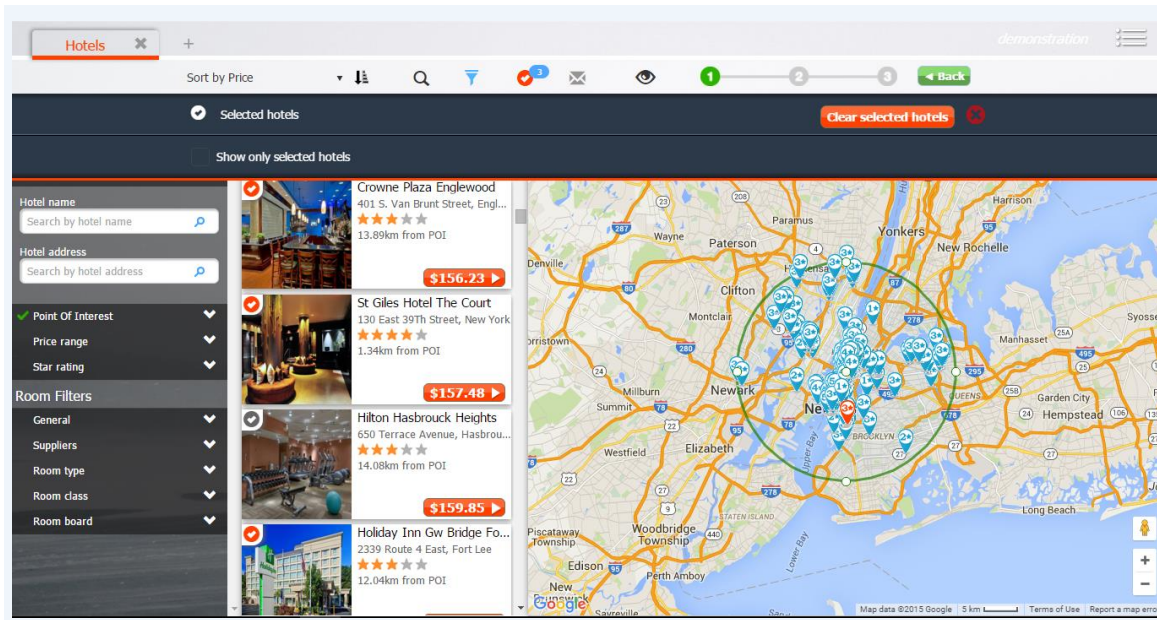
By checking the "V" icon you can "select" hotels and easily review them by clicking on V icon in the upper menu, then selecting "Show only selected hotels". Number next to the Icon shows how many hotels you have selected. To clear the selection use either "Clear filters" button found in the upper section of each filter toolbar or "Clear selected hotels".

11   ADDING OFFERS TO PROPOSALS

The system provides you with Quote and proposal capabilities. Simply click on Envelope icons next to rooms you'd like to share. You can combine several hotels and even make additional searches/destination within same tab, to create a multi stop offering. Once you want to send the

proposal, click on envelope icon in the upper toolbar. Number next to the icon shows how many rooms you have selected to be send.

From this popup you can input client details, comments, adjust the price if needed (for example if you're working with NET rates and want to send the client a proposal you need to adjust the pricing!). You can send to multiple emails if you need to by separating emails with;
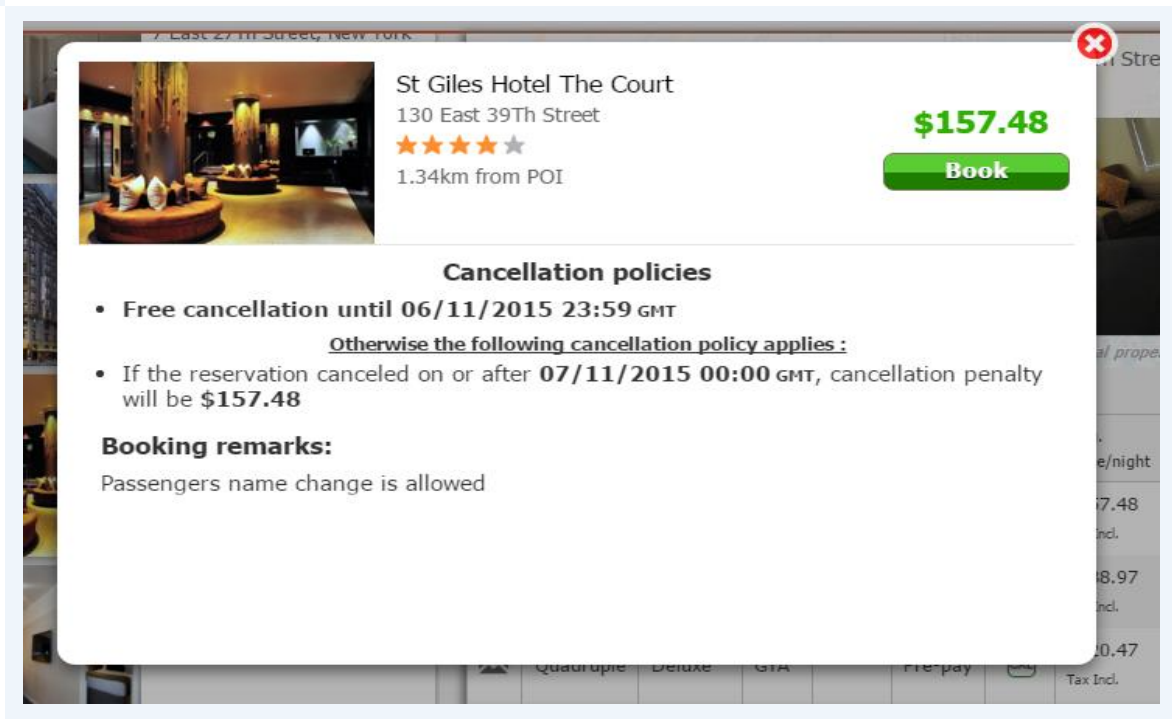
Clicking on Icons found in CXL info column will display the cancellation policy for the selected room, as well as remarks returned by suppliers.
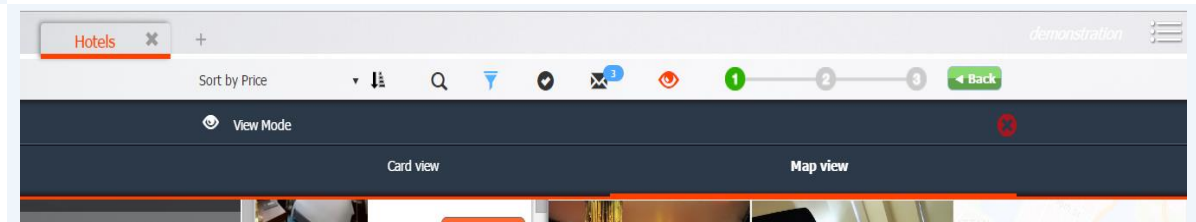
Clicking on the EYE icon, opens up a selection of the VIEW you want to use - the MAP view or the CARD view shown below.

15 CARD VIEW

16 CARD VIEW

Clicking on the "i" icon will open the following section with Rates (first 5 offers), Hotel description, Hotel pictures and Map with hotel location. To view more rates, click on "View more rates" at the bottom of the section, this will lead you to hotel page.

Hotel page contains basically all information available about the hotel and available rates. If you're using Table for rate display, you can easily group by any of the columns simply by dragging them into the upper row.

After clicking book, you will get to Booking page (checkout). You can notice in the right side the reservation pricing summary, that can include details about Taxes, Commissions, Averages, Refund ability etc. The data changes depending on the user settings, selected provider and inventory type.

In addition, you can modify the markup by amount or % or total fields. Based on changes made, other fields update automatically.

In some cases, fields like Service fee are available. Service fee, unlike markup, is considered "Agencies" profit and is processed as a separate credit card transaction (unlike Markups processed as one transactions with the room reservation).

Internal references are custom fields to add usually billing / accounting related information.

Customer details - Only First and last name are MANDATORY, however filling other information can be useful for proper reservation management and record tracking. If the email is not present - the consumer won't receive an email notification/voucher.

19 CHECK OUT - PAYMENT

When opening the Payment details tab, based on user settings, either "Cash", Credit card or both options will be available. In addition, the supported credit cards can change dynamically from hotel room to hotel room. If the credit card will be billed in currency different to Search currency used, appropriate warning is displayed.

After inputting credit card number, a tool tip can be viewed by hovering over Visa/MC logo - that will show if additional Credit card fees may apply to payment.

All fields in this screen are mandatory.

This section allows you to verify once more the hotel details and selected room, prior to booking.