



CETS Manual

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1 General Information

1.1 What Is CETS?

CETS is a system developed by TraviAustria for booking tourism-related services. The system allows operators appearing in it to provide electronic access to their products.

In order to make booking these products simple for travel agencies and to keep training spend as low as possible, TraviAustria decided to use a graphic user interface.

Operators can choose to provide information about hotels with images and video clips in CETS.

CETS stands for 'Central European Touristic Solution', and is the 'successor' to the Turbo system. The CETS tool was introduced in 1999, and has been operating successfully ever since due to its ease of use.

1.2 Which Services Can Be Booked?

- Package tours
- Individual arrangements (flight only, hotel only, etc.)
- Miscellaneous (excursions, transfers, rental cars, etc.)
- Travel insurance
- Last-minute offers

1.3 Important Notes

Around 80% of products offered by the operators can be booked using the CETS process.

The reservation codes are shown in the operator catalogues and price lists.

The reservation data of the individual services are not compared with one another by the CETS system. The user is responsible for checking whether the reservation data are correct. The CETS process makes it possible for individual services to be grouped together.

In general, TraviAustria permits 99 service lines. The limit on the number of service lines varies depending on the operator system.

Only one booking can ever be made at a time.

The system language of CETS is English. The user language can be adjusted, however.

You can only make bookings in CETS if you have an agency number with the operator in question and this number has been activated. The activation data can be found under the '**CONFIGURATION SYSTEM INFO**' menu item.

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1.4 Which Operators Can Be Booked?

All the operators that can be booked using CETS are shown in the Tour Operator List window.

The system will jump into the CETS, Tourmaster or Turbo process depending on the operator (e.g. Gulet Touropa Touristik, Dertour, Kuoni).

1.5 Getting Started with CETS

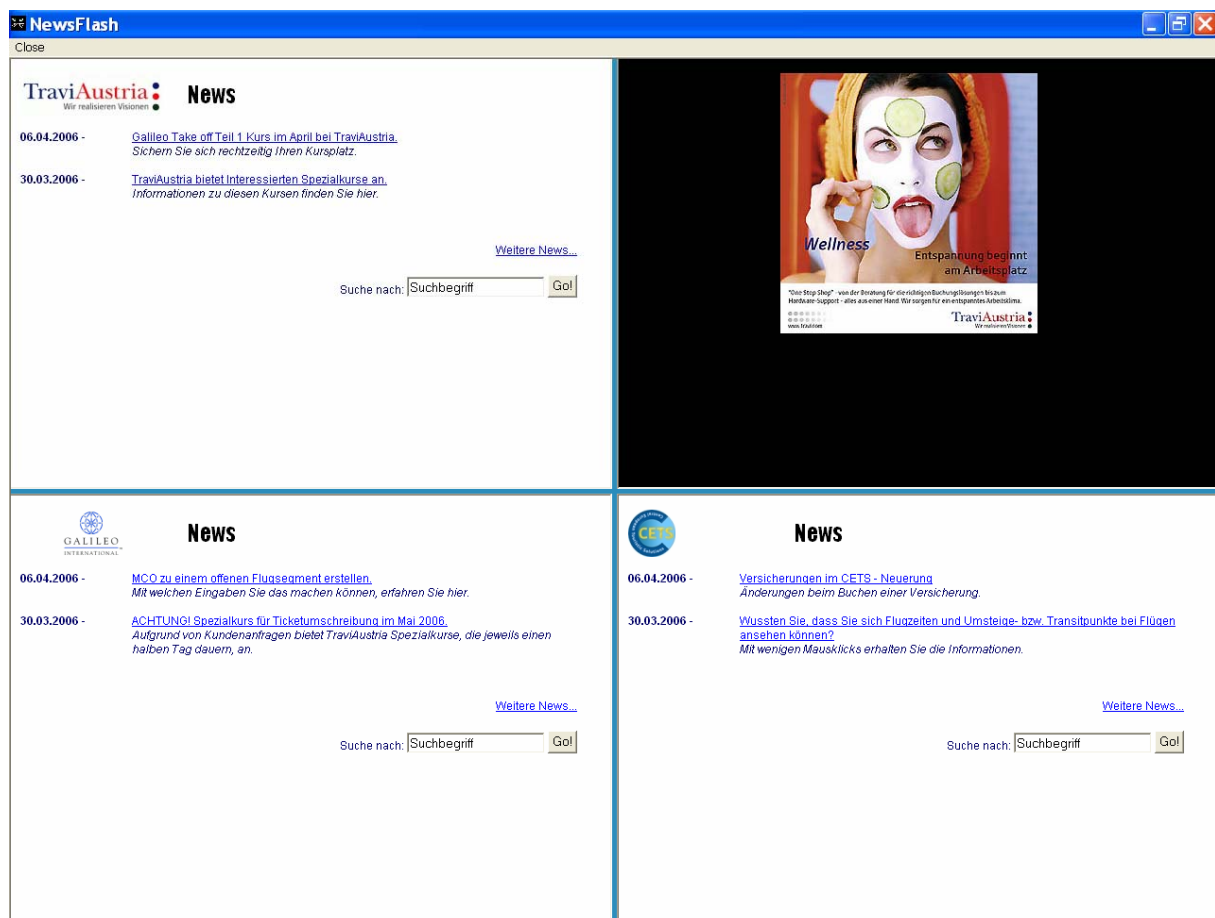
1.6 CETS News Flash

TraviAustria can save any important notes or information on this page.

Whenever TraviAustria has saved a text and a travel agency employee launches CETS, the 'News Flash' mask appears.

You can close the window by clicking on the **X** in the top right-hand corner of the screen, or print the information by clicking on **Print** in the menu bar on the left-hand side.

To retrieve the information, click on **NEWS** and **NEWS FLASH** in the menu bar.



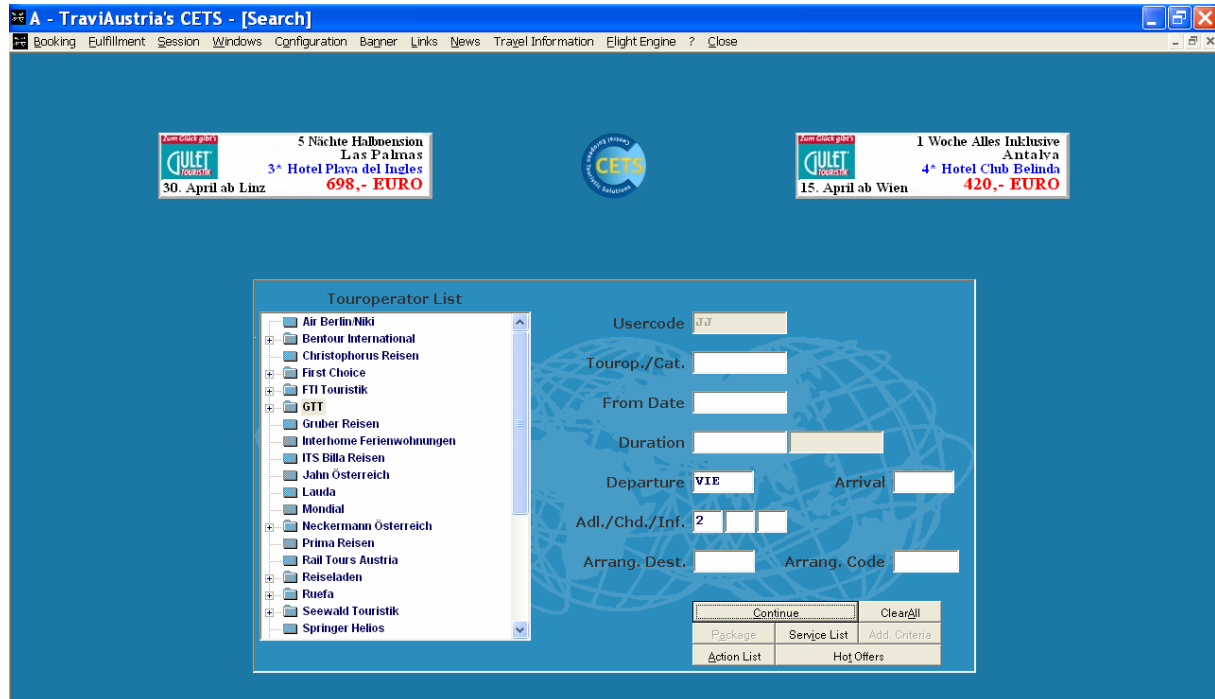
The screenshot shows a 'NewsFlash' window with three news sections:

- TraviAustria News:**
 - 06.04.2006 - [Galileo Take off Teil 1 Kurs im April bei TraviAustria. Sichern Sie sich rechtzeitig Ihren Kursplatz.](#)
 - 30.03.2006 - [TraviAustria bietet Interessierten Spezialkurse an. Informationen zu diesen Kursen finden Sie hier.](#)
- GALILEO INTERNATIONAL News:**
 - 06.04.2006 - [MCO zu einem offenen Flugssegment erstellen. Mit weichen Eingaben Sie das machen können, erfahren Sie hier.](#)
 - 30.03.2006 - [ACHTUNG! Spezialkurs für Ticketumschreibung im Mai 2006. Aufgrund von Kundenanfragen bietet TraviAustria Spezialkurse, die jeweils einen halben Tag dauern, an.](#)
- CETS News:**
 - 06.04.2006 - [Versicherungen im CETS - Neuerung. Änderungen beim Buchen einer Versicherung.](#)
 - 30.03.2006 - [Wussten Sie, dass Sie sich Flugzeiten und Umsteige- bzw. Transitpunkte bei Flügen ansehen können? Mit wenigen Mausklicks erhalten Sie die Informationen.](#)

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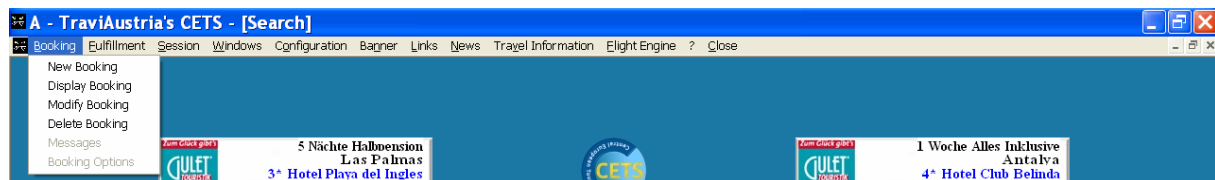
2 Basic Mask



2.1 Explanation of the Menu Bar

Booking E fulfillment Session Windows Configuration Bagner Links News Travel Information Flight Engine ? Close

2.1.1 Booking

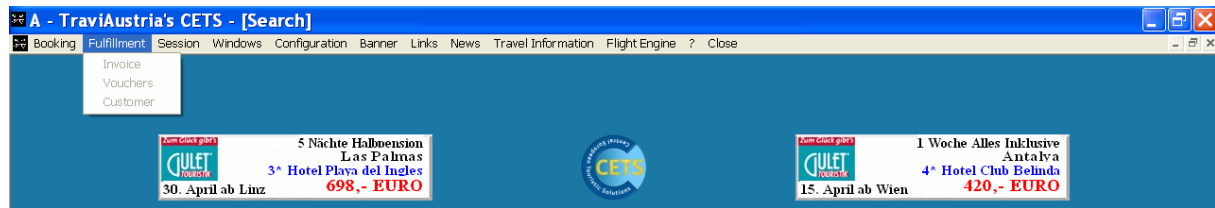


New Booking
Display Booking
Modify Booking
Delete Booking
Messages
Booking Options

New Booking
Display Booking
Modify Booking/Rebook
Delete Booking/Cancel
Send Message to Operator
Setting of Customer Language Where Supported by Operator

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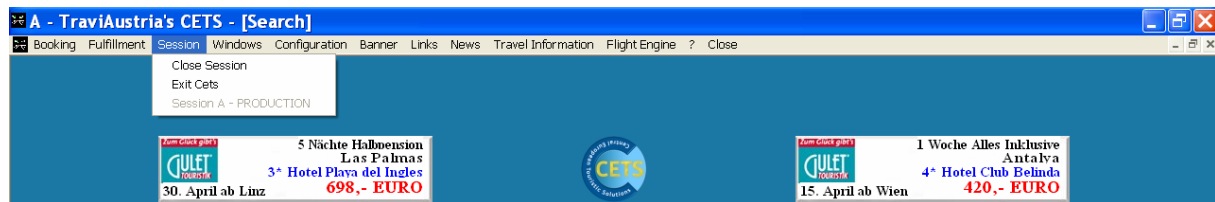
2.1.2 Fulfilment



With CETS, you are given the option of printing all travel documents or confirmations. This function is not supported by all operators, however, and only becomes active when a booking has been closed.

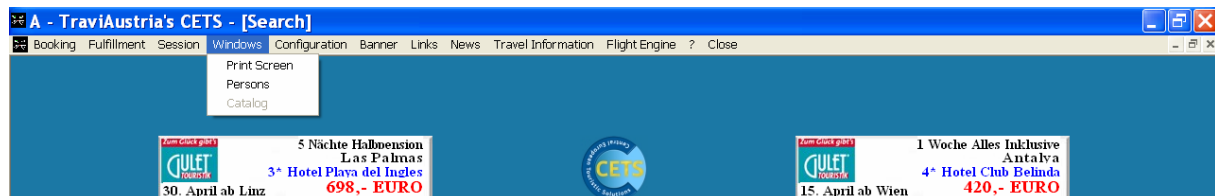
Invoice	Lets you print travel confirmations or invoices.
Vouchers	Lets you print travel documents.
Customer	Is not yet supported by the operator.

2.1.3 Session



Close Session/Exit CETS CETS is closed.

2.1.4 Windows



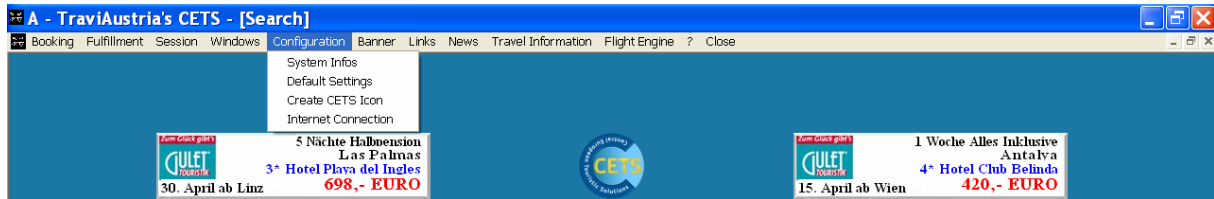
Print Screen	Prints current screen view
Persons	Records any customer data (sex, family name, first name, date of birth/age)

Print Screen and Persons are usually recorded under the 'Windows' menu item. Every mask retrieved during the booking process is also listed. During the booking process, you can also find these in the form of a navigation bar in the lower section of CETS. The following masks can be retrieved again:

Transport List	List of types of transport
Arrangement List	List of accommodation
Service List	List of services booked

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2.1.5 Configuration



System Infos

Configuration of user

This is where you will find any important information, including data that the operator requires to activate a booking.

The information required to do this is usually 'Agency Number', 'Terminal ID' and 'Unit'.

In the event that activation has not yet taken place, a message will advise you of this.

Default Settings



Default Settings

Layout Language: English

Customer Language: German

Usercode: Jamile

Sex: Frau

Name: Jalloul

Firstname: Jamileh

Departure: VIE

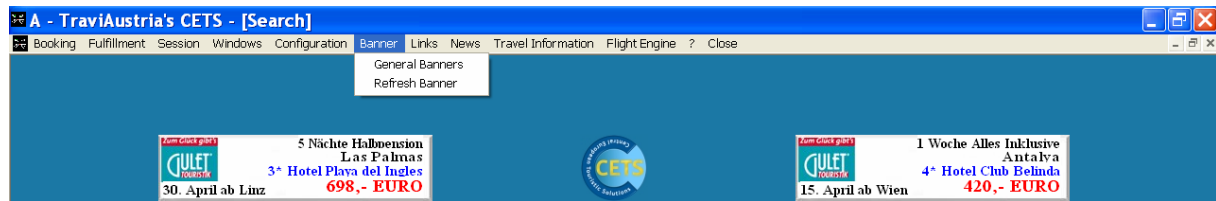
Buttons: Save, Cancel

Layout Language	Choice of language of CETS interface
Customer Language	CETS customer language This function is not supported by all operators.
Usercode	Reference of user/user name
Sex	Sex of user
Name/Firstname	Name/first name
Departure	Standard departure airport

Create CETS Icon	Creates CETS icon on the desktop
Internet Connection	Checks internet connection

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2.1.6 Banners



General Banners

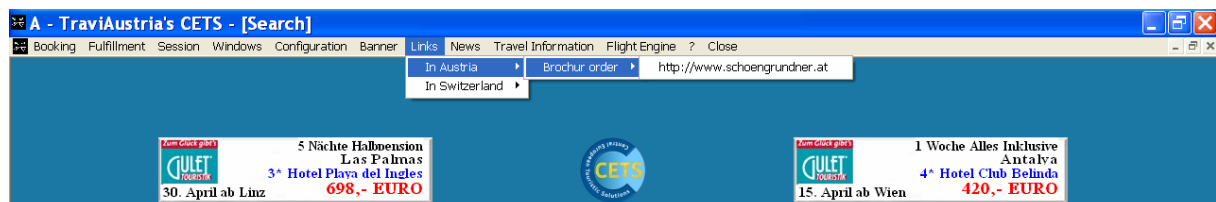
Other banner offers are displayed



Refresh Banner

Banners are updated

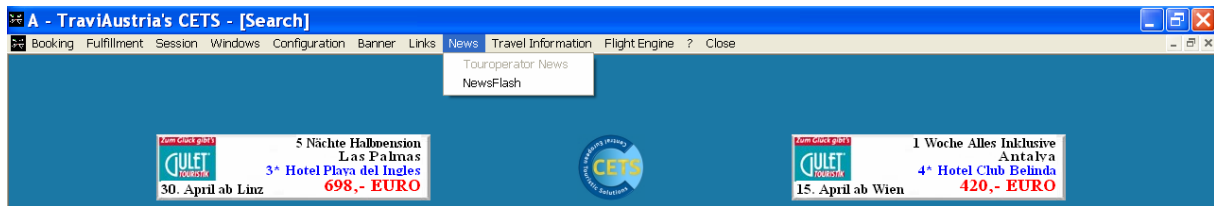
2.1.7 Links



Various links are provided.

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2.1.8 News

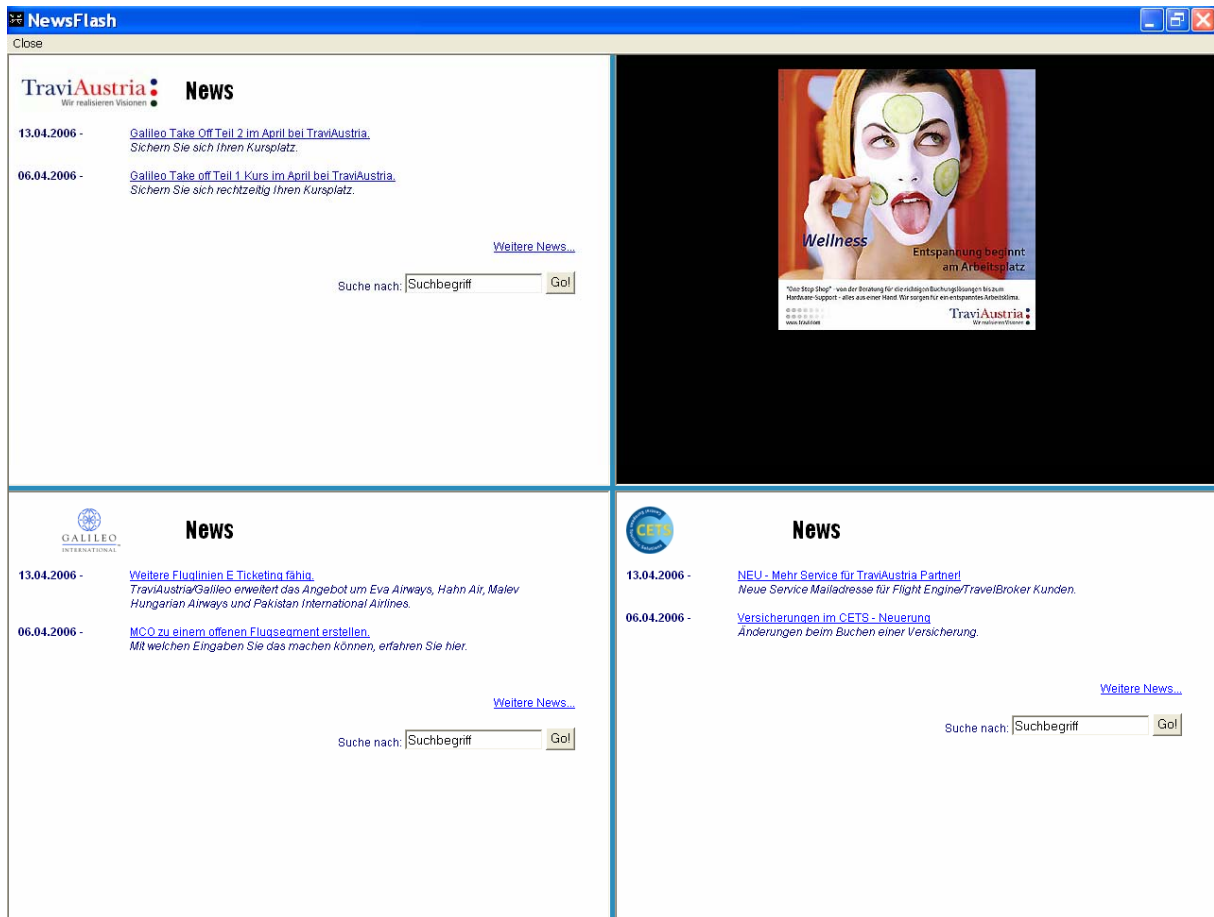


Touroperator News

News from an operator
Not supported by all operators.

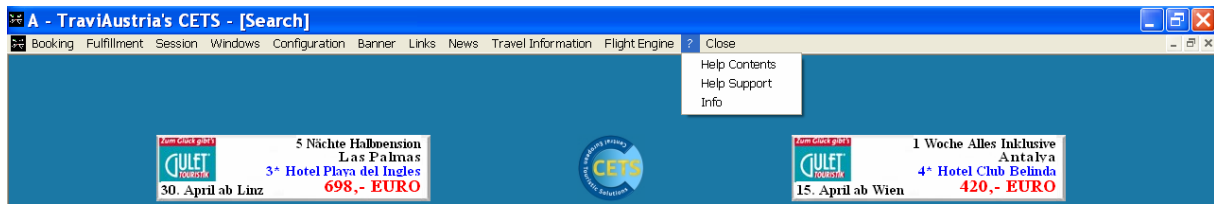
NewsFlash

Important news/information
This appears every morning when CETS is first launched.
Can be closed by clicking on 'Close'.



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2.1.9 ? – HELP

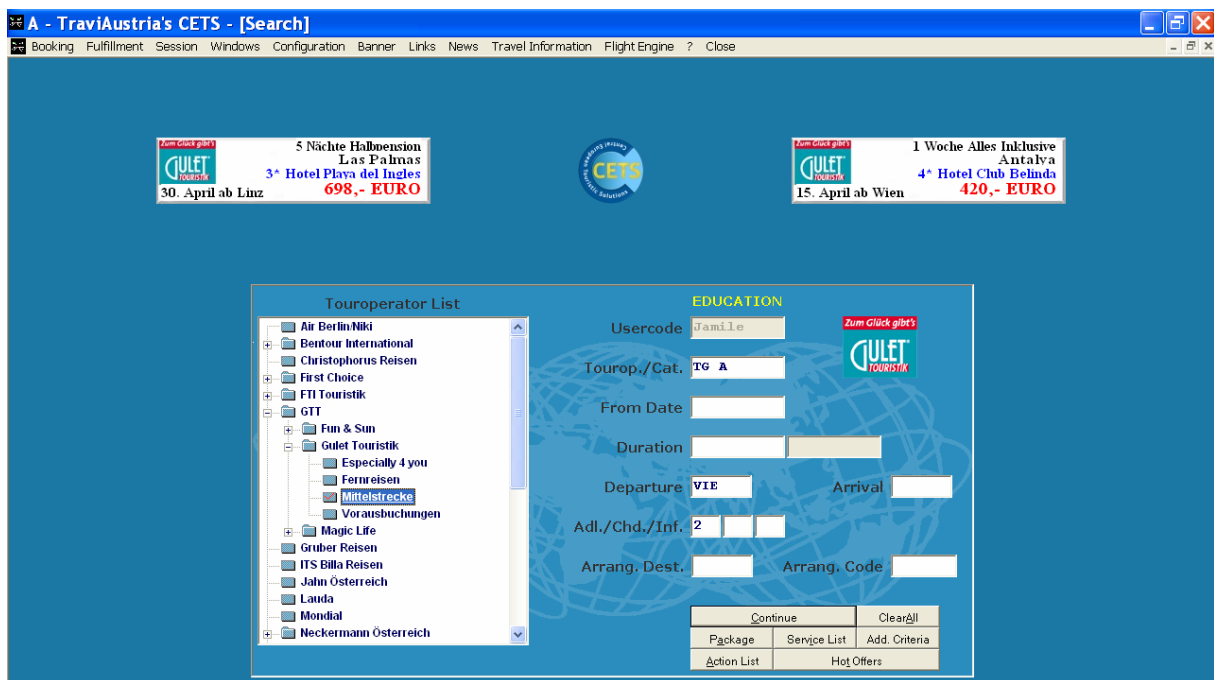


Help Contents
Help Support
Info

CETS handbook in electronic form
Contact details of TraviAustria Helpdesk
CETS version

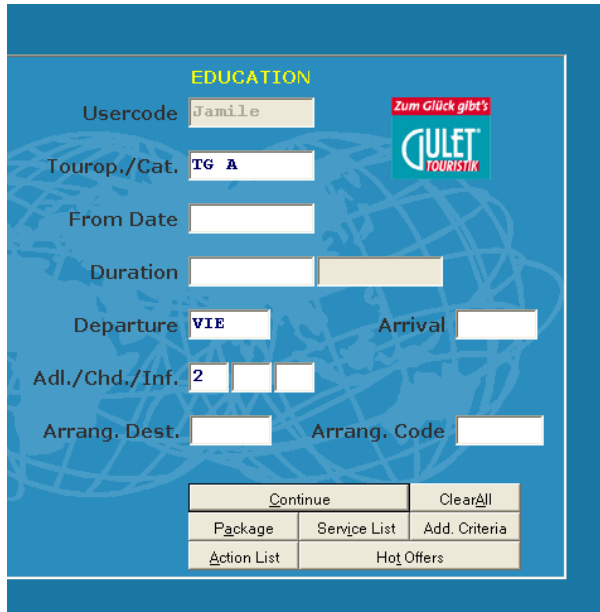
2.2 Touroperator List

Used to select a tour operator. To select a specific operator, either click on the  sign to the left of the operator or double-click on that operator's entry. You will then receive all the catalogues under that entry, which you can also select by clicking on them.




2.3 Basic Mask Input Fields

After selecting a tour operator, you will see the basic mask input fields (for more detailed information about input fields, see 'Basic Image' chapter).



EDUCATION

Usercode 

Tourop./Cat.

From Date

Duration

Departure Arrival

Adl./Chd./Inf.

Arrang. Dest. Arrang. Code

Continue		ClearAll
Package	Service List	Add. Criteria
Action List	Hot Offers	

Minimum inputs

From Date	Start date
Duration	Length of stay/number of nights or return journey date
Departure	Departure airport
Arrival	Destination/destination code
Adl./Chd./Inf.	Number of adults/children/infants (babies)

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3 Quick Reference Booking Process

- ✓ Choose tour operator/catalogue
- ✓ Complete input fields
- ✓ Continue

Depart	Arrive	Number	Av	Service	Date	Persons	Persons	Date	Service	Av	Number	Depart	Arrive
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	13SEP			20SEP	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1
12:00	15:50	OS 9213	>9	VIE-LPA/A/Y	17SEP	12	12	24SEP	LPA-VIE/A/Y	>9	OS 9214	16:40	22:30
03:10	07:05	HG 5860	>9	VIE-LPA/B/Y	17SEP			24SEP	LPA-VIE/B/Y	>9	HG 5861	07:50	13:20
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	20SEP			27SEP	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1
12:00	15:50	OS 9213	>9	VIE-LPA/A/Y	24SEP			01OCT	LPA-VIE/A/Y	>9	OS 9214	16:40	22:30
03:10	07:05	HG 5860	>9	VIE-LPA/B/Y	24SEP			01OCT	LPA-VIE/B/Y	>9	HG 5861	07:50	13:20
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	27SEP			04OCT	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1

- ✓ Double-click desired flight line or select individually via 'Persons' column.
- ✓ Continue

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A - TraviAustria's CETS - [Transport List Mittelstrecke / Las Palmas-LPA / 15SEP2006 - 7 nights]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close

Zum Click gibt's

QUILET
TOURISTIK

Print Change Clear all More Srv.list Check Continue

EDUCATION

Depart	Arrive	Number	Av	Service	Date	Persons	Persons	Date	Service	Av	Number	Depart	Arrive
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	13SEP			20SEP	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1
12:00	15:50	OS 9213	>9	VIE-LPA/A/Y	17SEP 12			24SEP	LPA-VIE/A/Y	>9	OS 9214	16:40	22:30
03:10	07:05	HG 5860	>9	VIE-LPA/B/Y	17SEP			24SEP	LPA-VIE/B/Y	>9	HG 5861	07:50	13:20
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	20SEP			27SEP	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1
12:00	15:50	OS 9213	>9	VIE-LPA/C/Y	20SEP			01OCT	LPA-VIE/C/Y	>9	OS 9214	16:40	22:30
03:10	07:05	HG 5860	>9	VIE-LPA/B/Y	20SEP			01OCT	LPA-VIE/B/Y	>9	HG 5861	07:50	13:20
13:20	17:35	OS 9255	>9	VIE-LPA/C/Y	20SEP			01OCT	LPA-VIE/C/Y	>9	OS 9256	18:35	00:25+1

Person(s) for 17SEP VIE-LPA/A/Y

Save Select all ClearAll Cancel

Please select Persons

- 1 Herr NTBAA
- 2 Frau NTBAB

A - TraviAustria's CETS - [Arrangement List Mittelstrecke / Las Palmas-LPA]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close

Zum Click gibt's

QUILET
TOURISTIK

Print Change More Matrix Continue

EDUCATION

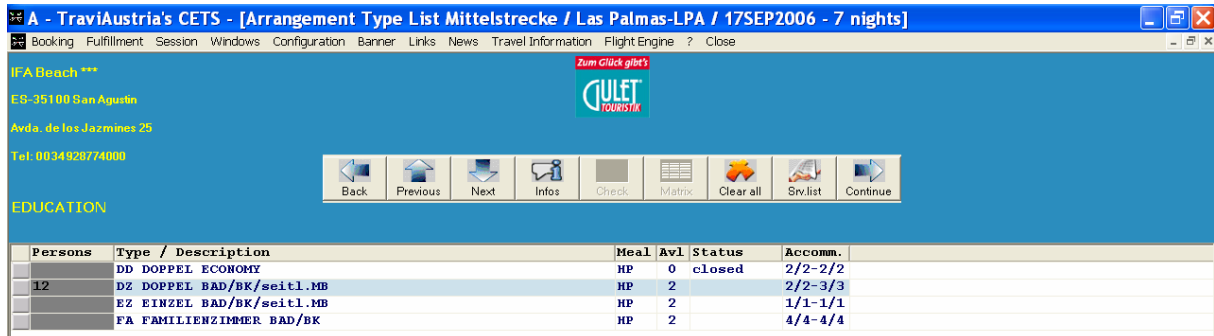
Place	Code	Arrangement	Cat.	Types
Gran Canaria	TRAMP9	Tramper Gran Canaria		XX:6
Gran Canaria	OASIS	Maspal. Oasis Club	**	BE:1 BG:5 B1:RQ
Gran Canaria	DOLORE	Dolores I+II	**	AP:4 ST:5 S1:5
Playa del Ingles	CASABL	Casablanca	**	AP:5 A1:5
Playa del Ingles	MIRAPL	Mirafior Park	**	BG:4 ST:4 S1:4
Playa del Ingles	MIRAPL	Mirafior Park	**	BG:4 ST:4
Playa del Ingles	NOGAPL	App. Nogal	**	AP:8
Maspalomas	PARQUE	Parque Baliflor	**	BG:9 B1:9
Campo de Golf	GREGGO	Cordial Green Golf	**	BG:5 B1:5
Maspalomas	MAYPA	Maypa	**	AP:4
San Agustin	IFABEA	IFA Beach	***	DD:CC DZ:3 EZ:2 FA:2
San Agustin	ATLANT	IFA I. Atlantic	***	DD:2 DE:1 DZ:6 FA:4
El Tablero	MANUEL	Cho Manuel Residence	***	BG:1 B4:RQ B6:RQ
Playa del Ingles	BEVERL	Beverly Park	***	AP:CC DE:2 DS:5 DZ:5 ES:1
Gran Canaria	MASVIL	Dumas Maspalomas Villas	***	BG:5 B1:5
San Mateo	CALAS	Las Calas	***	DZ:1
Playa del Ingles	EUGVIC	Eugenia Victoria	***	ES:RQ EZ:2 SU:9
Playa del Ingles	PARPLA	Partner Playa del Ingles	***	AP:6 SE:1 ST:2

17SEP2006 - 24SEP2006 IFA Beach, San Agustin

Transport List Arrangement List

✓ Double-click on desired hotel to book a room.

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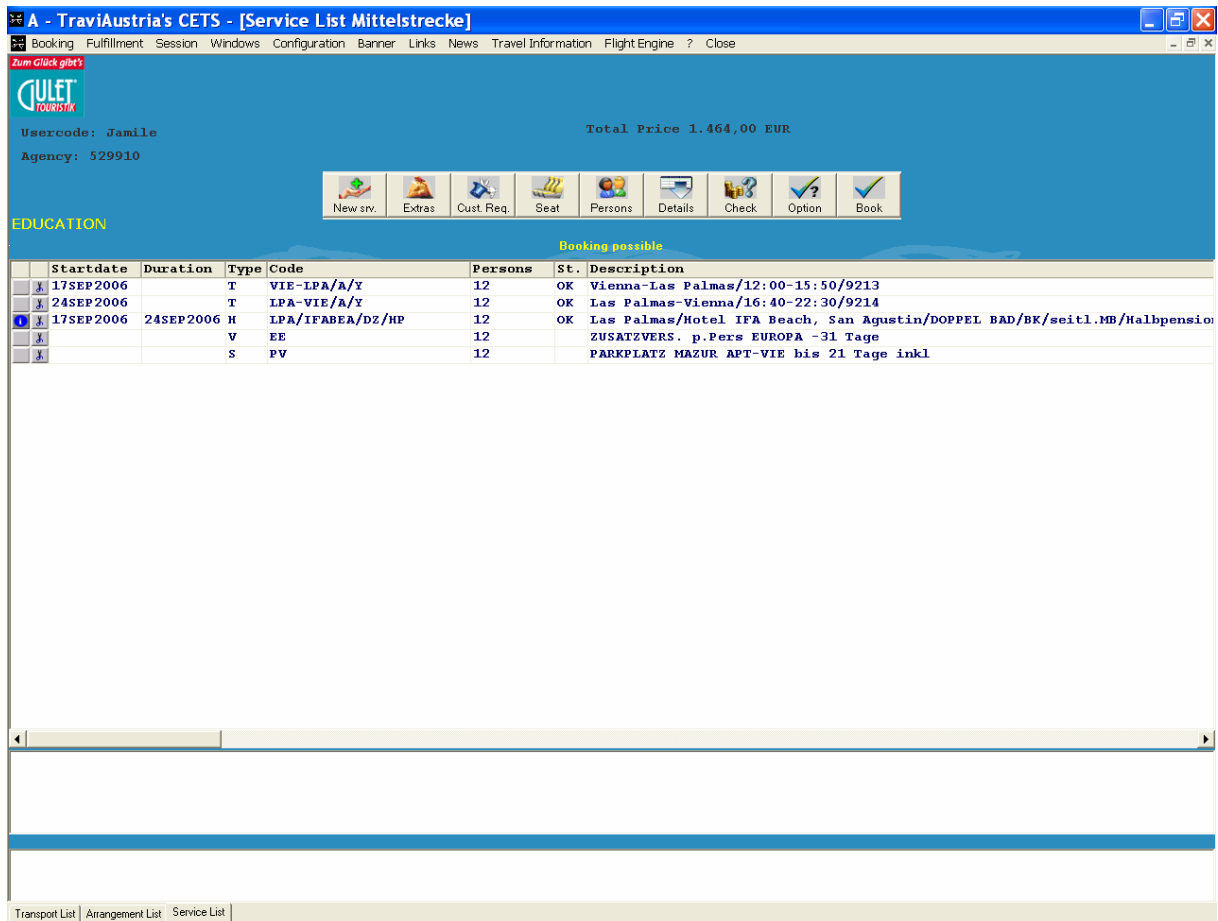
IFA Beach ***
EG-35100 San Agustin
Avda. de los Jazmines 25
Tel. 0034928774000

ZUM GLÜCK GIBT'S
CULET TOURISTIK

Back Previous Next Infos Check Matrix Clear all Srvlist Continue

Persons	Type / Description	Meal	Avl	Status	Accomm.
	DD DOPPEL ECONOMY	HP	0	closed	2/2-2/2
12	DZ DOPPEL BAD/BK/seitl.MB	HP	2		2/2-3/3
	EZ EINZEL BAD/BK/seitl.MB	HP	2		1/1-1/1
	FA FAMILIENZIMMER BAD/BK	HP	2		4/4-4/4

- ✓ Select desired room category by double-clicking on line in question
- ✓ Continue



A - TraviAustria's CETS - [Service List Mittelstrecke]

Usercode: Jamile
Agency: 529910
Total Price 1.464,00 EUR

ZUM GLÜCK GIBT'S
CULET TOURISTIK

New srv. Extras Cust. Req. Seat Persons Details Check Option Book

Booking possible

	Startdate	Duration	Type	Code	Persons	St.	Description
<input checked="" type="checkbox"/>	17SEP2006		T	VIE-LPA/A/Y	12	OK	Vienna-Las Palmas/12:00-15:50/9213
<input checked="" type="checkbox"/>	24SEP2006		T	LPA-VIE/A/Y	12	OK	Las Palmas-Vienna/16:40-22:30/9214
<input checked="" type="checkbox"/>	17SEP2006	24SEP2006	H	LPA/IFABEA/DZ/HP	12	OK	Las Palmas/Hotel IFA Beach, San Agustin/DOPPEL BAD/BK/seitl.MB/Halbpension
<input checked="" type="checkbox"/>			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
<input checked="" type="checkbox"/>			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

Transport List | Arrangement List | Service List

- ✓ Calculate price and check availability by clicking on 'Check'.
- ✓ Booking can be closed by clicking on 'Book' or on 'Option'.

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Persons ✖

		Sex	Name	Firstname	Birth/Age			
▶	♀	1 Herr	Maier	Anton				
▶	♀	2 Frau	NTBAB	Berta				

✓ Record customer name

A - TraviAustria's CETS - [Service List Mittelstrecke]
_ □ ✖

Booking
Fulfillment
Session
Windows
Configuration
Banner
Links
News
Travel Information
Flight Engine
?
Close



Usercode: Jamile
Agency: 529910

Booking Number 4117515
Creation Date 12APR2006
Total Price 1.464,00 EUR
Booking is Ok

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	Startdate	Duration	Type	Code	Persons	St.	Description
▶	17SEP2006		T	VIE-LPA/A/Y	12	OK	Vienna-Las Palmas/12:00-15:50/9213
▶	24SEP2006		T	LPA-VIE/A/Y	12	OK	Las Palmas-Vienna/16:40-22:30/9214
▶	17SEP2006	24SEP2006	H	LPA/IFABEA/Dz/HP	12	OK	Las Palmas/Hotel IFA Beach, San Agustin/DOPPEL BAD/BK/seitl.MB/Halbpension
▶			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
▶			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

The booking is closed and the booking number displayed. The input fields will then be shown in blue and it will no longer be possible to change them.

By clicking on 'Details', you can print off the travel details and send them by mail.



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A - TraviAustria's CETS - [Booking Details]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close Print Mail

Buchungs-Details für Herrn ANTON MAIER

EDUCATION

Buchungsdatum 12.04.2006
Buchung ist OK

ZUM GLÜCK GIBT'S
GULET
TOURISTIK

Name(n)	Preis	Alter / Geburtsdatum
1 Herr MAIER ANTON	732,00 EUR	
2 Frau MAIER BERTA	732,00 EUR	

Datum	Leistung	Anzahl	Einzelpreis	Gesamtpreis
17.09.2006- 24.09.2006	GULET - ARRANGEMENT 4117515 LAS PALMAS			
17.09.2006	VIENNA - LAS PALMAS 12.00-15.50, VIE -LPA , OS 9213 Austrian Airlines			
24.09.2006	LAS PALMAS - VIENNA 16.40-22.30, LPA -VIE , OS 9214 Austrian Airlines Bitte entnehmen Sie die aktuellen Flugzeiten Ihren Reiseunterlagen!			
17.09.2006- 24.09.2006	Hotel IFA Beach, San Agustin Doppelzimmer, Bad, Balkon, seitlicher Meerblick	2	715,00	1.430,00
	Halbpension Frühbucherbonus	2	25,00	-50,00
	Flugzuschlag	2	10,00	20,00
	Flugzuschlag	2	10,00	20,00
	ZUSATZVERS. - EUROPA - d. EUROPÄISCHEN pro Pers.-Versicherungsbed.It.Katalog (max. Gültigkeitsdauer bis 31 Tage) Med. Notrufnummer:0043-1-5044400 (24h)	2	22,00	44,00
	Parkplatz MAZUR am Flughafen WIEN bis 21 Tage im Reisepreis inklusive. BITTE BEACHTEN SIE DIE INFORMATIONEN IN IHREN REISEUNTERLAGEN!!			

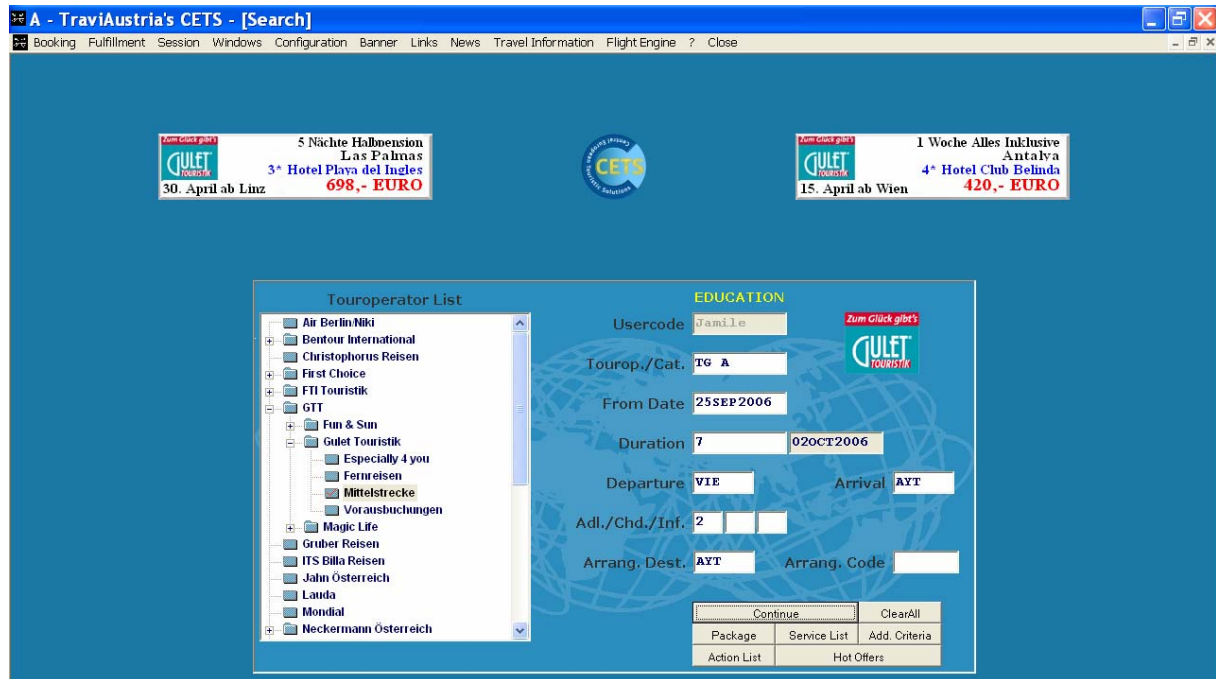
Fertig

Service List

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4 Booking Process

4.1 Basic Image



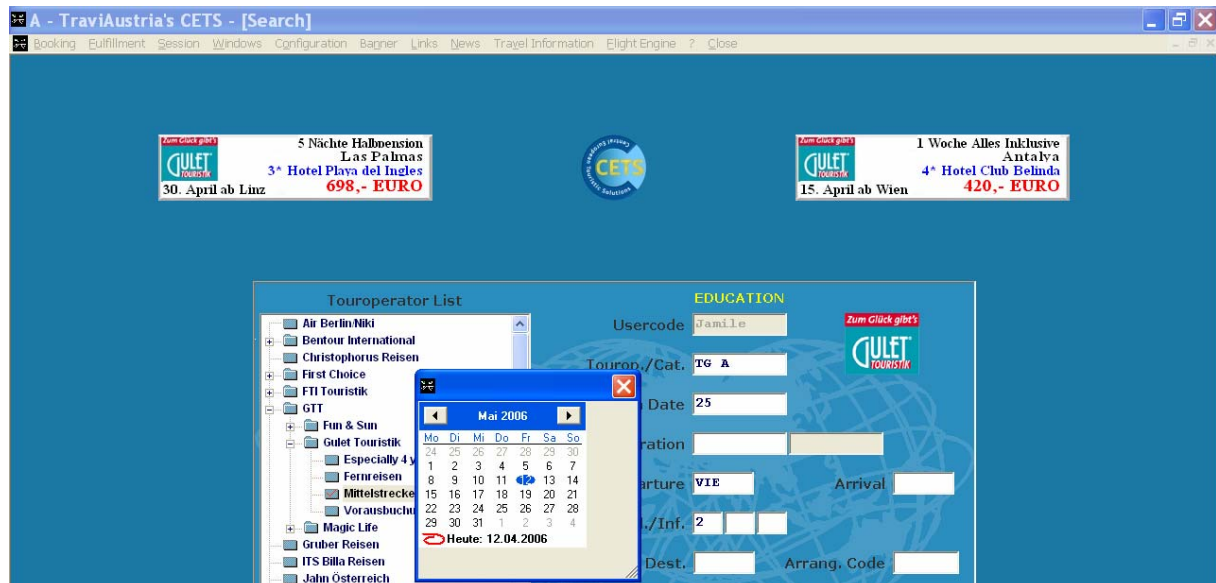
From Date

Departure date

The following formats can be used:

DD.MM/YY.MM.YY/DD.MM.YYYY/DD.MONTH.YYYY, etc.

If only one figure is recorded and you click to continue, a calendar will appear; you can transfer a particular date from this by clicking on it.

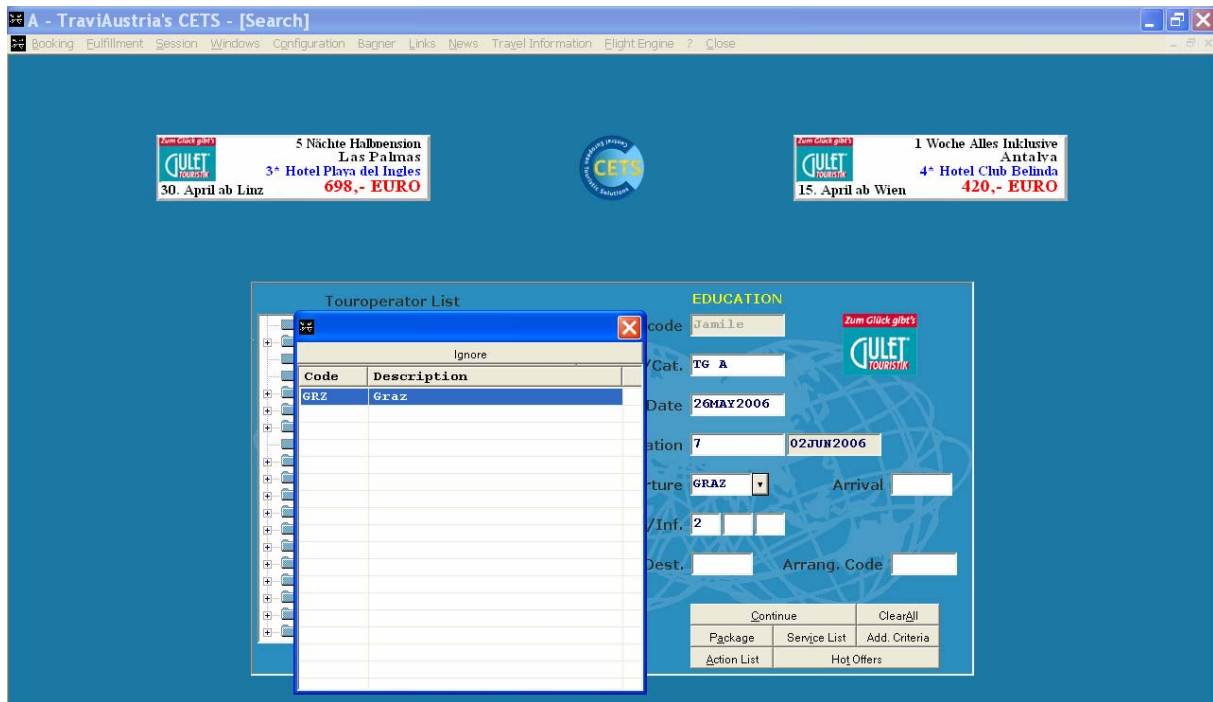


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Duration Number of nights or return travel date

Departure Departure airport: either input the 3-letter code or search for this using the drop-down function. If the full name of the destination is recorded, the mask will open automatically for your selection.



Arrival Destination/destination code: drop-down help function available as above.

Adl./Chd./Inf. Numbers of adults/children/infants (babies)

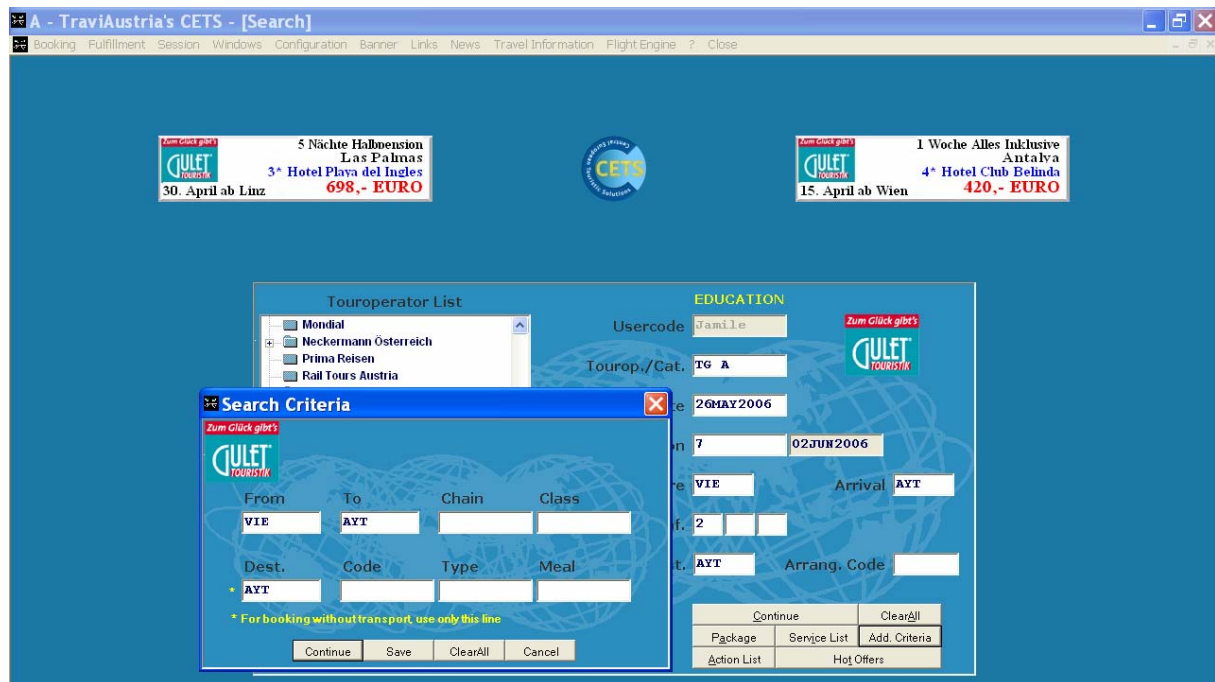
Arrang.Dest. This field is automatically completed as soon as a code is recorded in the 'Arrival' field
A code is recorded.
If a 'Hotel only' search is launched, only this field need be completed.
In this case, too, the drop-down help function is available.

Arrang. Code Hotel code/arrangement code when searching for a particular hotel
See catalogue for details

CETS Manual

Buttons

- Continue** Launch search request
- Clear All** All data recorded so far are deleted again
- Package** Allows fast and targeted search for arrangements you want. Not yet used by all operators.
See also 'Package' chapter.
- Service List** If all data have already been recorded in the basic mask, these can transferred for checking immediately by clicking on 'Service List'. If you would like to go to the empty Service List, it is not necessary to record data in the basic mask.
- Add. Criteria** This function gives you the option of inputting other search criteria.



- From** Departure airport (transferred from the 'Departure' basic mask)
- To** Destination
- Chain** Flight chain according to catalogue
- Class** Flight class according to catalogue
- Dest.** Destination of the hotel

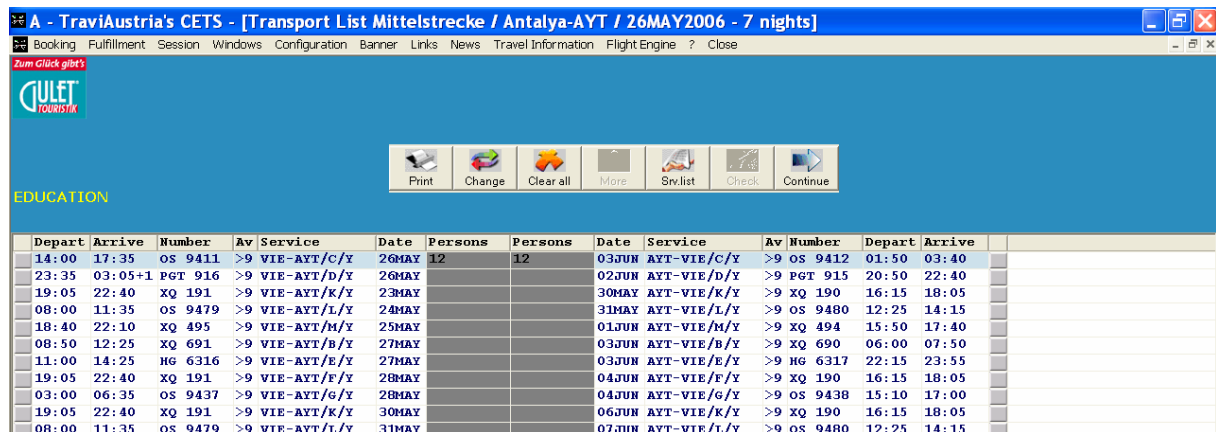
CETS Manual

Code	Booking code of hotel according to catalogue
Type	Room type according to catalogue, e.g. 'DZ' for double room
Meal	Meal according to catalogue

Buttons

Continue	Launch search request
Save	Saves data, takes you to basic mask, where you can still change various data including departure, duration, etc.
Clear All	Any data recorded so far are deleted.
Cancel	Mask is closed.

4.2 Transport List – Availability of Types of Transport



Depart	Arrive	Number	Av	Service	Date	Persons	Persons	Date	Service	Av	Number	Depart	Arrive
14:00	17:35	OS 9411	>9	VIE-AYT/C/Y	26MAY	12	12	03JUN	AYT-VIE/C/Y	>9	OS 9412	01:50	03:40
23:35	03:05+1	PGT 916	>9	VIE-AYT/D/Y	26MAY			02JUN	AYT-VIE/D/Y	>9	PGT 915	20:50	22:40
19:05	22:40	XQ 191	>9	VIE-AYT/K/Y	23MAY			30MAY	AYT-VIE/K/Y	>9	XQ 190	16:15	18:05
08:00	11:35	OS 9479	>9	VIE-AYT/L/Y	24MAY			31MAY	AYT-VIE/L/Y	>9	OS 9480	12:25	14:15
18:40	22:10	XQ 495	>9	VIE-AYT/M/Y	25MAY			01JUN	AYT-VIE/M/Y	>9	XQ 494	15:50	17:40
08:50	12:25	XQ 691	>9	VIE-AYT/B/Y	27MAY			03JUN	AYT-VIE/B/Y	>9	XQ 690	06:00	07:50
11:00	14:25	HG 6316	>9	VIE-AYT/E/Y	27MAY			03JUN	AYT-VIE/E/Y	>9	HG 6317	22:15	23:55
19:05	22:40	XQ 191	>9	VIE-AYT/F/Y	28MAY			04JUN	AYT-VIE/F/Y	>9	XQ 190	16:15	18:05
03:00	06:35	OS 9437	>9	VIE-AYT/G/Y	28MAY			04JUN	AYT-VIE/G/Y	>9	OS 9438	15:10	17:00
19:05	22:40	XQ 191	>9	VIE-AYT/K/Y	30MAY			06JUN	AYT-VIE/K/Y	>9	XQ 190	16:15	18:05
08:00	11:35	OS 9479	>9	VIE-AYT/L/Y	31MAY			07JUN	AYT-VIE/L/Y	>9	OS 9480	12:25	14:15

TIP!

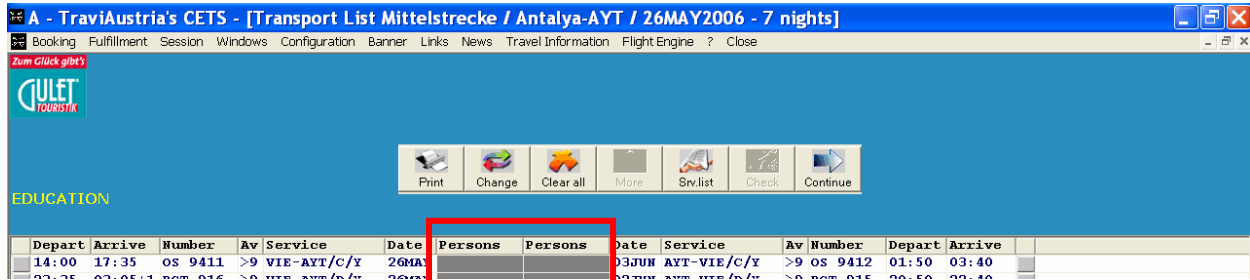
You can also sort data by clicking on the respective criterion in the header bar, e.g. click on 'Depart' to sort by departure time, etc.

Depart	Departure time			
Arrive	Arrival time			
Number	Airline and flight no.			
Av	Availability	RQ	=	Request
		L	=	Scheduled airline
		1-9	=	Free seats
		>9	=	More than 9 seats free
		CC	=	Closed
Service	Route/chain/class			
	If flights are marked * after the class, this means a seat reservation can be made.			
Date	Date			
Persons	You can select the desired flight in this column.			

CETS Manual

If both outward and return flights are selected from a line, this can be transferred by double-clicking on the line.

If the selection consists of various different flights, you can select the correct one manually simply by clicking on the grey 'Persons' section.



The screenshot shows the main window of the CETS software. The title bar reads "A - TraviAustria's CETS - [Transport List Mittelstrecke / Antalya-AYT / 26MAY2006 - 7 nights]". Below the title bar is a menu bar with options: Booking, Fulfillment, Session, Windows, Configuration, Banner, Links, News, Travel Information, Flight Engine, and Close. The main area has a blue background with the "JULET TOURISTIK" logo and a toolbar with icons for Print, Change, Clear all, More, Sv.list, Check, and Continue. Below the toolbar is a table with columns: Depart, Arrive, Number, Av, Service, Date, Persons, Persons, Date, Service, Av, Number, Depart, Arrive. The first row of data is: 14:00, 17:35, OS 9411, >9, VIE-AYT/C/Y, 26MAY, [grey], [grey], 03JUN, AYT-VIE/C/Y, >9, OS 9412, 01:50, 03:40. The two "Persons" columns in the first row are highlighted with a red box.



The screenshot shows a dialog box titled "Person(s) for 26MAY VIE-AYT/C/Y". At the top, there are four buttons: Save, Select all, ClearAll, and Cancel. Below the buttons, the text "Please select Persons" is displayed. The main area of the dialog contains a list of persons with checkboxes:

Checkbox	Person	Code
<input checked="" type="checkbox"/>	1 Herr	NTBAA
<input type="checkbox"/>	2 Frau	NTBAB

CETS Manual

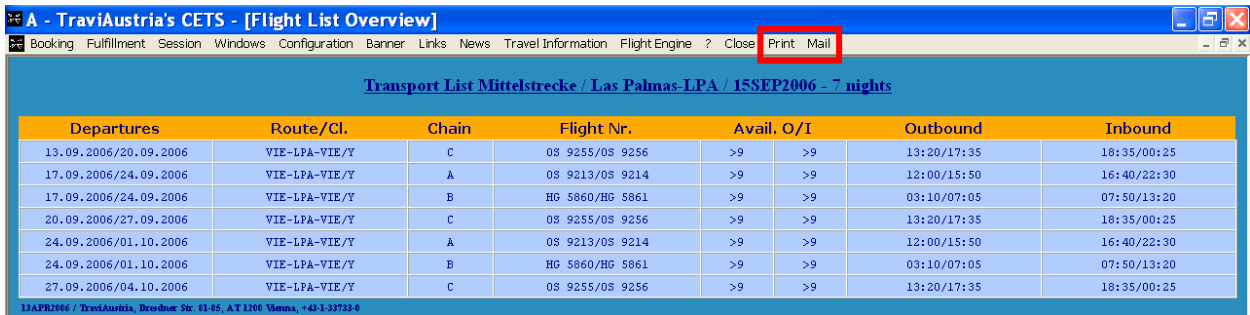
4.2.1 Explanation of Buttons on Transport List



Print

When the 'Print' button is clicked, the system processes the inputs and information displayed in the mask as a screen printout.

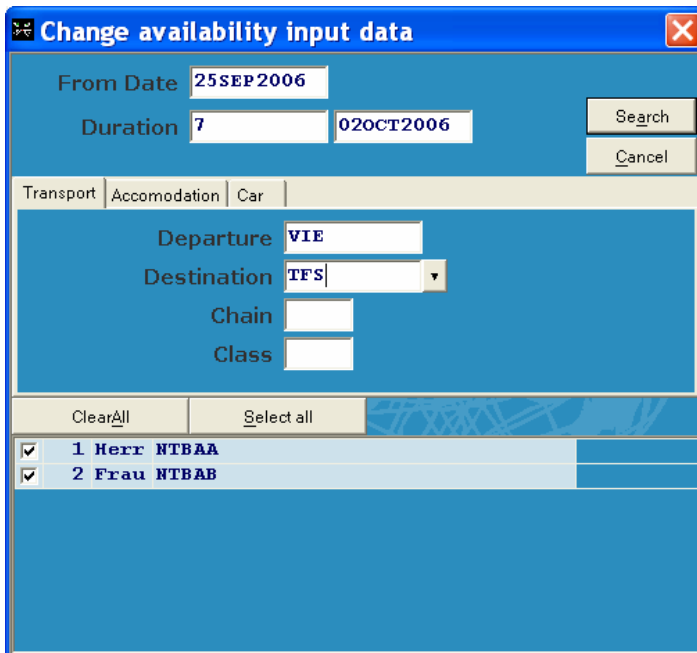
To make a printout, use 'Print' on this page. You can also mail this by clicking on 'Mail'.



Departures	Route/Cl.	Chain	Flight Nr.	Avail. O/I	Outbound	Inbound
13.09.2006/20.09.2006	VIE-LPA-VIE/Y	C	OS 9255/OS 9256	>9	13:20/17:35	18:35/00:25
17.09.2006/24.09.2006	VIE-LPA-VIE/Y	A	OS 9213/OS 9214	>9	12:00/15:50	16:40/22:30
17.09.2006/24.09.2006	VIE-LPA-VIE/Y	B	HG 5860/HG 5861	>9	03:10/07:05	07:50/13:20
20.09.2006/27.09.2006	VIE-LPA-VIE/Y	C	OS 9255/OS 9256	>9	13:20/17:35	18:35/00:25
24.09.2006/01.10.2006	VIE-LPA-VIE/Y	A	OS 9213/OS 9214	>9	12:00/15:50	16:40/22:30
24.09.2006/01.10.2006	VIE-LPA-VIE/Y	B	HG 5860/HG 5861	>9	03:10/07:05	07:50/13:20
27.09.2006/04.10.2006	VIE-LPA-VIE/Y	C	OS 9255/OS 9256	>9	13:20/17:35	18:35/00:25

Change

Gives you the option of changing search criteria. Clicking on '**Search**' will work out the new availability.



Change availability input data

From Date: 25SEP2006
 Duration: 7 | 02OCT2006
 Search
 Cancel

Transport | Accomodation | Car

Departure: VIE
 Destination: TFS
 Chain:
 Class:

ClearAll | Select all

1 Herr NTBAA
 2 Frau NTBAB

CETS Manual

- Clear all Any flights selected so far are deleted

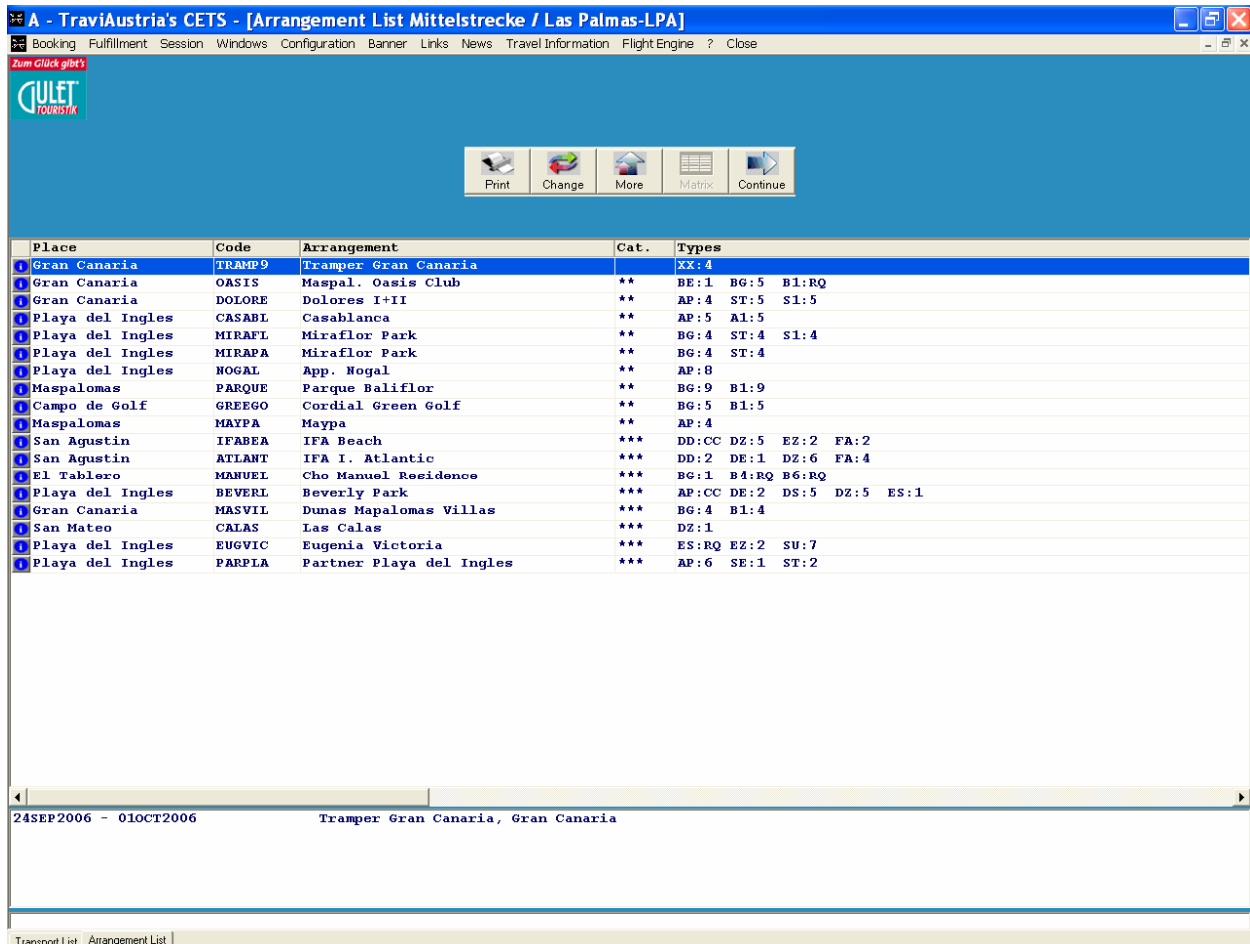
- More Clicking on 'More' lets you request other types of transport as long as the button is active.

- Srv.List Takes you directly to the Service List

- Check Check availability of scheduled flights
 Mark the flights you want in the 'Av' field and check these by clicking on the 'Check' button. If the flights are available, the free seats will be shown.

- Continue Continue with booking process – move on to hotel overview

4.3 Arrangement List – Availability of arrangements



Place	Code	Arrangement	Cat.	Types
Gran Canaria	TRAMP9	Tramper Gran Canaria		XX:4
Gran Canaria	OASIS	Maspal. Oasis Club	**	BE:1 BG:5 B1:RQ
Gran Canaria	DOLORE	Dolores I+II	**	AP:4 ST:5 S1:5
Playa del Ingles	CASABL	Casablanca	**	AP:5 A1:5
Playa del Ingles	MIRAFI	Mirafior Park	**	BG:4 ST:4 S1:4
Playa del Ingles	MIRAPA	Mirafior Park	**	BG:4 ST:4
Playa del Ingles	NOGAL	App. Nogal	**	AP:8
Maspalomas	PARQUE	Parque Baliflor	**	BG:9 B1:9
Campo de Golf	GREEGO	Cordial Green Golf	**	BG:5 B1:5
Maspalomas	MAYPA	Maypa	**	AP:4
San Agustin	IFABEA	IFA Beach	***	DD:CC DZ:5 EZ:2 FA:2
San Agustin	ATLANT	IFA I. Atlantic	***	DD:2 DE:1 DZ:6 FA:4
El Tablero	MANUEL	Cho Manuel Residence	***	BG:1 B4:RQ B6:RQ
Playa del Ingles	BEVERL	Beverly Park	***	AP:CC DE:2 DS:5 DZ:5 ES:1
Gran Canaria	MASVIL	Dunas Maspalomas Villas	***	BG:4 B1:4
San Mateo	CALAS	Las Calas	***	DZ:1
Playa del Ingles	EUGVIC	Eugenia Victoria	***	ES:RQ EZ:2 SU:7
Playa del Ingles	PARPLA	Partner Playa del Ingles	***	AP:6 SE:1 ST:2

24SEP2006 - 01OCT2006 Tramper Gran Canaria, Gran Canaria

TIP!
 You can also sort data by clicking on the respective criterion in the **header bar**, e.g. click on 'Depart' to sort by departure time, etc.

CETS Manual



Infobutton

Additional information about the hotel. You can request this information by clicking on the blue info sign.
If no information is available, the info button will remain grey.

Place

The place where the hotel is located

Code

Arrangement code according to catalogue

Arrangement

Name of the Arrangement

Cat.

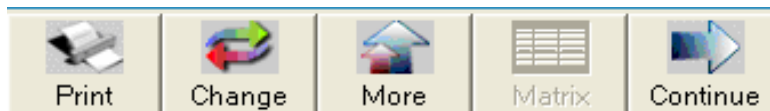
Category of the Arrangement

Types

Room types and availability
9 9 rooms are available
RQ Room is on request
CC Room is booked up (closed)

You can choose your desired Arrangement by double-clicking on it.

4.3.1 Explanation of Buttons on Arrangement List



Print

With the 'Print' button, the system edits the data and information displayed in the mask as a screen printout. To print this out, use the 'Print' command on this page; you can also send it by mail by clicking on 'Mail'.

A - TraviAustria's CETS - [Arrangement List Overview]

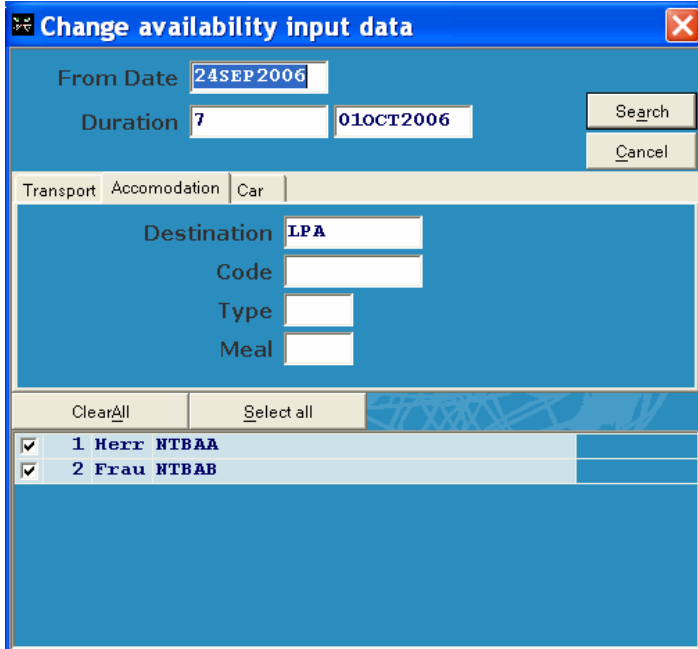
Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close Print Mail

Arrangement List Mittelstrecke / Las Palmas-LPA

Dest.	Hotel- Code / Name	Roomtypes
LPA	TRAMP9: Trampler Gran Canaria	XX:4
LPA	OASIS : Maspal. Oasis Club **	BE:1 BG:5 B1:RQ
LPA	DOLORE: Dolores I-II **	AP:4 ST:5 S1:5
LPA	CASABL: Casablanca **	AP:5 A1:5
LPA	MIRAFL: Mirafior Park **	BG:4 ST:4 S1:4
LPA	MIRAPA: Mirafior Park **	BG:4 ST:4
LPA	NOGAL : App. Nogal **	AP:8
LPA	PARQUE: Parque Baliflor **	BG:9 B1:9
LPA	GREEGO: Cordial Green Golf **	BG:5 B1:5

CETS Manual

Change Option to change your search criteria. Clicking on '**Search**' works out the new availability.



Change availability input data

From Date: 24SEP2006
Duration: 7 To Date: 01OCT2006
Search
Cancel

Transport Accommodation Car

Destination: LPA
Code:
Type:
Meal:

ClearAll Select all

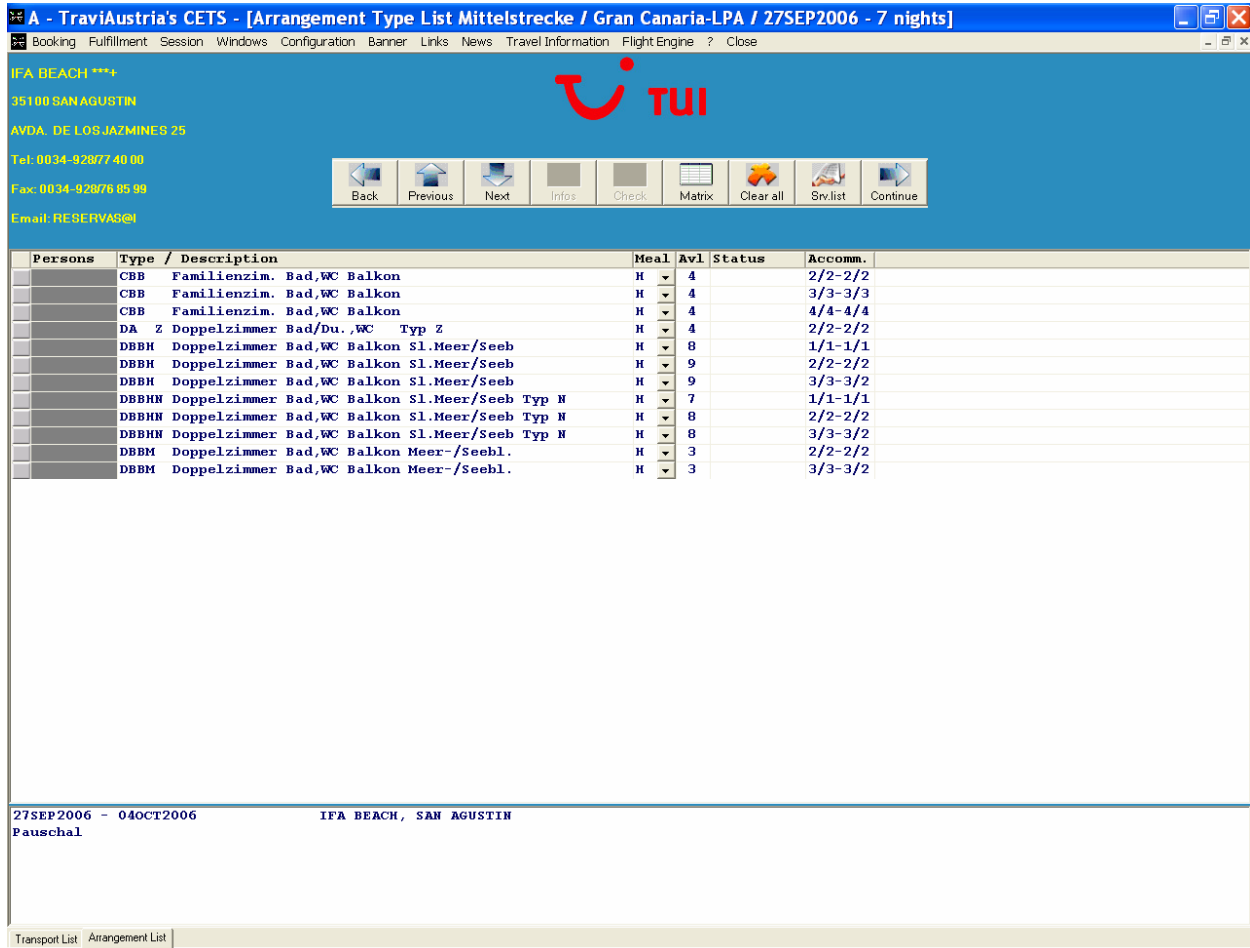
1 Herr NTBAA
 2 Frau NTBAB

More By using 'More', you can request other Arrangements where the button is active.

Matrix This button is only active if supported by the operator.
The matrix can be used to check availability even more precisely.

Continue Continue the booking process – move on to Arrangement types.

4.4 Arrangement Type List – Availability of Arrangement Types



Persons	Type / Description	Meal	Avl	Status	Accomm.
	CBB Familienzim. Bad,WC Balkon	H	4		2/2-2/2
	CBB Familienzim. Bad,WC Balkon	H	4		3/3-3/3
	CBB Familienzim. Bad,WC Balkon	H	4		4/4-4/4
	DA Z Doppelzimmer Bad/Du.,WC Typ Z	H	4		2/2-2/2
	DBBH Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb	H	8		1/1-1/1
	DBBH Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb	H	9		2/2-2/2
	DBBH Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb	H	9		3/3-3/2
	DBBHN Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb Typ N	H	7		1/1-1/1
	DBBHN Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb Typ N	H	8		2/2-2/2
	DBBHN Doppelzimmer Bad,WC Balkon Sl.Meer/Seeb Typ N	H	8		3/3-3/2
	DBBM Doppelzimmer Bad,WC Balkon Meer-/Seehl.	H	3		2/2-2/2
	DBBM Doppelzimmer Bad,WC Balkon Meer-/Seehl.	H	3		3/3-3/2

27SEP2006 - 04OCT2006 IFA BEACH, SAN AGUSTIN
Pauschal

Persons Allocation of persons

Type/Description Arrangement type with description

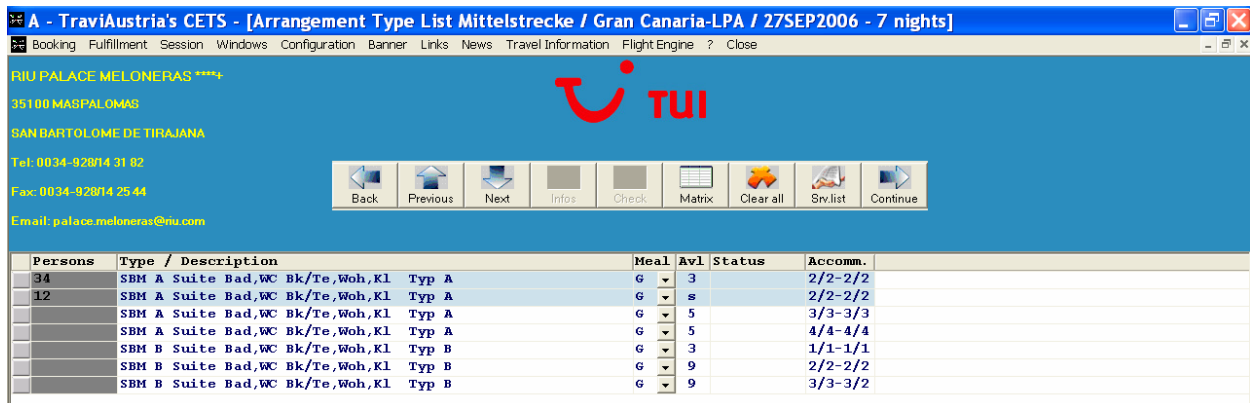
Meal Meal
In this mask, some operators support the selection of a different meal. This can be chosen using a drop-down list.



CETS Manual

Avl	Availability of Arrangement Type
Status	This is where the operator transfers the status of availability: OK Bookable Closed Arrangement can no longer be booked (closed) Request Arrangement is on request No option No option possible
Accomm.	Accommodation e.g. 2/2-3/3 2 Standard accommodation 2-3 Permitted minimum and maximum accommodation 3 Maximum accommodation of adults

You can make the booking by double-clicking on the line of the arrangement you want. If you want to book more than one arrangement, double-click the category you want. You will automatically receive another line to book the other arrangement.



Persons	Type / Description	Meal	Avl	Status	Accomm.
34	SBM A Suite Bad,WC Bk/Te,Woh,Kl Typ A	G	3		2/2-2/2
12	SBM A Suite Bad,WC Bk/Te,Woh,Kl Typ A	G	5		2/2-2/2
	SBM A Suite Bad,WC Bk/Te,Woh,Kl Typ A	G	3		3/3-3/3
	SBM A Suite Bad,WC Bk/Te,Woh,Kl Typ A	G	5		4/4-4/4
	SBM B Suite Bad,WC Bk/Te,Woh,Kl Typ B	G	3		1/1-1/1
	SBM B Suite Bad,WC Bk/Te,Woh,Kl Typ B	G	9		2/2-2/2
	SBM B Suite Bad,WC Bk/Te,Woh,Kl Typ B	G	9		3/3-3/2

4.4.1 Explanation of Buttons on Arrangement Type List



Back	Back to Arrangement List
Previous	Browse to previous Arrangement within Arrangement Type List
Next	Browse to next Arrangement
Infos	Display of information
Check	Not supported by every operator. As soon as Availability sign (Avl) is shown with an 'L', this must be marked and can be checked by clicking on 'Check'.

CETS Manual

- Matrix This button is only active if supported by the operator.
Clicking on Matrix lets you check Availability even more precisely.

- Clear All The selection is deleted again

- Srvl.List Service is transferred directly into the Service List

- Continue Continue booking process – to the Service List

4.5 Service List

4.5.1 Explanation of Display

Startdate	Duration	Type	Code	Persons	St.	Description
22AUG2006		T	VIE-AYT/K/Y	12	OK	Vienna-Antalya/19:05-22:40/191
29AUG2006		T	AYT-VIE/K/Y	12	OK	Antalya-Vienna/16:15-18:05/190
22AUG2006	29AUG2006	H	AYT/SUNHEA/DZ/AI	12	OK	Antalya/Hotel Sun Heaven, Alanya/DOPPEL DU/AC/BK/Alles inklusive
		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
		S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

- Startdate Starting date of service

- Duration Duration of service



CETS Manual

Type	Type of service
	T = Transport
	H = Hotel
	V = Insurance
	S = Miscellaneous
	Q = Customer Request
	...etc. see tool tip in 'Type' field
Code	Service codes
Persons	Allocation of participants
St.-Status	Status communicated according to 'Check' by tour operator.
	OK = Service confirmed
	RQ = Service on request
	OP = Option
	XX = Cancelled
Description	Description of service
Navigation bar	To retrieve masks used previously such as 'Transport List', 'Arrangement List' and 'Service List'.



CETS Manual

A - TraviAustria's CETS - [Service List Mittelstrecke]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close

Zum Glück gibt's

QUILET
TOURISTIK

Usercode: Jamile Total Price 1.262,00 EUR
Agency: 529910

New srv. Extras Cust. Req. Seat Persons Details Check Option Book

EDUCATION

Booking possible

	Startdate	Duration	Type	Code	Persons	St.	Description
⌵	22AUG2006		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
⌵	22AUG2006		T	VIE-AYT/K/Y	12	OK	Vienna-Antalya/19:05-22:40/191
⌵	29AUG2006		T	AYT-VIE/K/Y	12	OK	Antalya-Vienna/16:15-18:05/190
⌵	22AUG2006		S	PV	12		PARKPLATZ MAZUR APT-VIE his 21 Tage inkl
⌵	22AUG2006	29AUG2006	H	AYT/SUNHEA/DZ/AI	12	OK	Antalya/Hotel Sun Heaven, Alanya/DOPPEL DU/AC/BK/Alles inklusive

Transport List | Arrangement List | Service List

CETS Manual

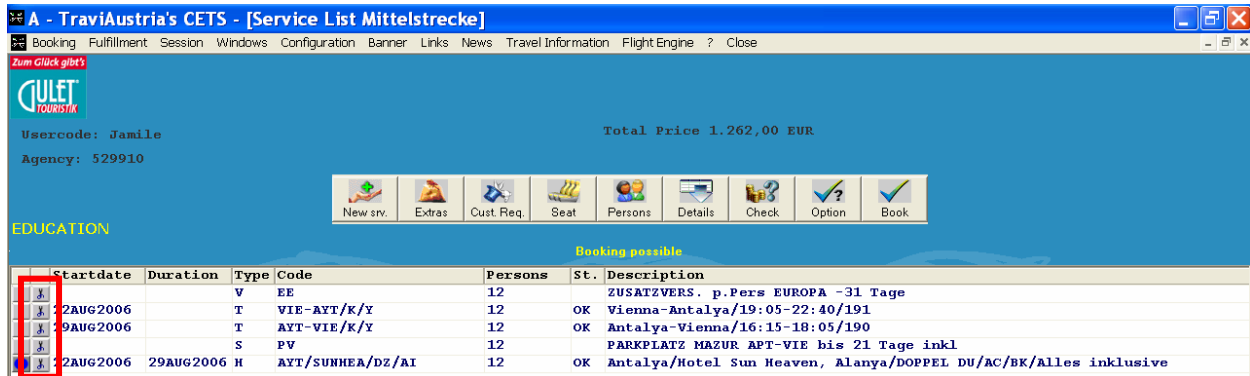
4.5.2 Explanation of Buttons on Service List



New Srv.	Book new service (see Modules chapter)
Extras	Book extra services, e.g. insurance, car parking, etc.
Cust. Req.	Record Customer Requests (See 'Customer Requests' chapter)
Seat	Reserve seats, where supported by operator (See 'Seat Reservation' chapter)
Persons	Record passenger name and date of birth (See 'Persons' chapter)
Details	After the 'Check', you can retrieve the travel details by clicking on 'Details'. (See 'Details' chapter)
Check	Check price and availability
Option	Create an option
Book	Create a fixed booking

CETS Manual

Individual services can be deleted using the scissors symbol.



The screenshot shows the 'A - TraviAustria's CETS - [Service List Mittelstrecke]' window. It displays user information (Usercode: Jamile, Agency: 529910) and a total price of 1.262,00 EUR. Below this is a toolbar with icons for 'New srv.', 'Extras', 'Cust. Req.', 'Seat', 'Persons', 'Details', 'Check', 'Option', and 'Book'. The 'EDUCATION' section contains a table with columns: Startdate, Duration, Type, Code, Persons, St., and Description. The first column of the table has a red box around the scissors icon for each row.

Startdate	Duration	Type	Code	Persons	St.	Description
		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
22AUG2006		T	VIE-AYT/K/Y	12	OK	Vienna-Antalya/19:05-22:40/191
19AUG2006		T	AYT-VIE/K/Y	12	OK	Antalya-Vienna/16:15-18:05/190
		S	PV	12		PARKPLATZ MAZUR APT-VIE his 21 Tage inkl
22AUG2006	29AUG2006	H	AYT/SUNHEA/DZ/AI	12	OK	Antalya/Hotel Sun Heaven, Alanya/DOPPEL DU/AC/BK/Alles inklusive

4.6 Details

Clicking on the 'Details' button lets you choose between a display with or without travel agency commission.



The booking details are shown:

CETS Manual

A - TraviAustria's CETS - [Booking Details]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information Flight Engine ? Close Print Mail

Buchungs-Details für Herrn NTBAA

EDUCATION

Offerte

Name(n)	Preis	Alter / Geburtsdatum
1 Herr NTBAA	631,00 EUR	
2 Frau NTBAA	631,00 EUR	

Datum	Leistung	Anzahl	Einzelpreis	Gesamtpreis
22.08.2006-29.08.2006	GULET - ARRANGEMENT 000000 ANTALYA			
22.08.2006	VIENNA - ANTALYA 19.05-22.40, VIE -AYT , XQ 191 Sun Express			
29.08.2006	ANTALYA - VIENNA 16.15-18.05, AYT -VIE , XQ 190 Sun Express Bitte entnehmen Sie die aktuellen Flugzeiten Ihren Reiseunterlagen!			
22.08.2006-29.08.2006	Hotel Sun Heaven, Alanya Doppelzimmer, Dusche, AC, Balkon	2	639,00	1.278,00
	Alles Inklusive Frühbucherbonus	2	15,00	-30,00
	Flugabschlag	2	7,50	-15,00
	Flugabschlag	2	7,50	-15,00
	ZUSATZVERS. - EUROPA - d. EUROPÄISCHEN pro Pers.-Versicherungsbed.Jt.Katalog (max. Gültigkeitsdauer bis 31 Tage) Med. Notrufnummer:0043-1-5044400 (24h)	2	22,00	44,00
	Parkplatz MAZUR am Flughafen WIEN bis 21 Tage im Reisepreis inklusive. BITTE BEACHTEN SIE DIE INFORMATIONEN IN IHREN REISEUNTERLAGEN!!			
	Inkludiertes VERSICHERUNGSPAKET der EUROPÄISCHEN (Gültigkeit max.90 Tage)			

Fertig

Transport List | Arrangement List | Service List

- ✓ **Print** Lets you print the display
- ✓ **Print Page** Details are printed
- ✓ **Print Preview** Details in print preview form
- ✓ **Mail** Details can be sent in link form by e-mail
- ✓ **Close** The display is closed

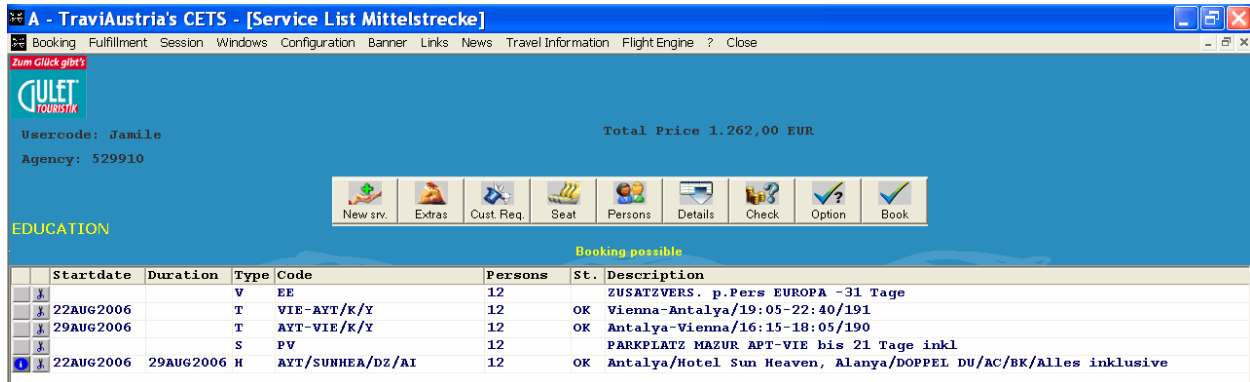
The 'Mail' function is only active if the 'without commission' Details are retrieved.

CETS Manual

4.7 Close Booking

TIP:

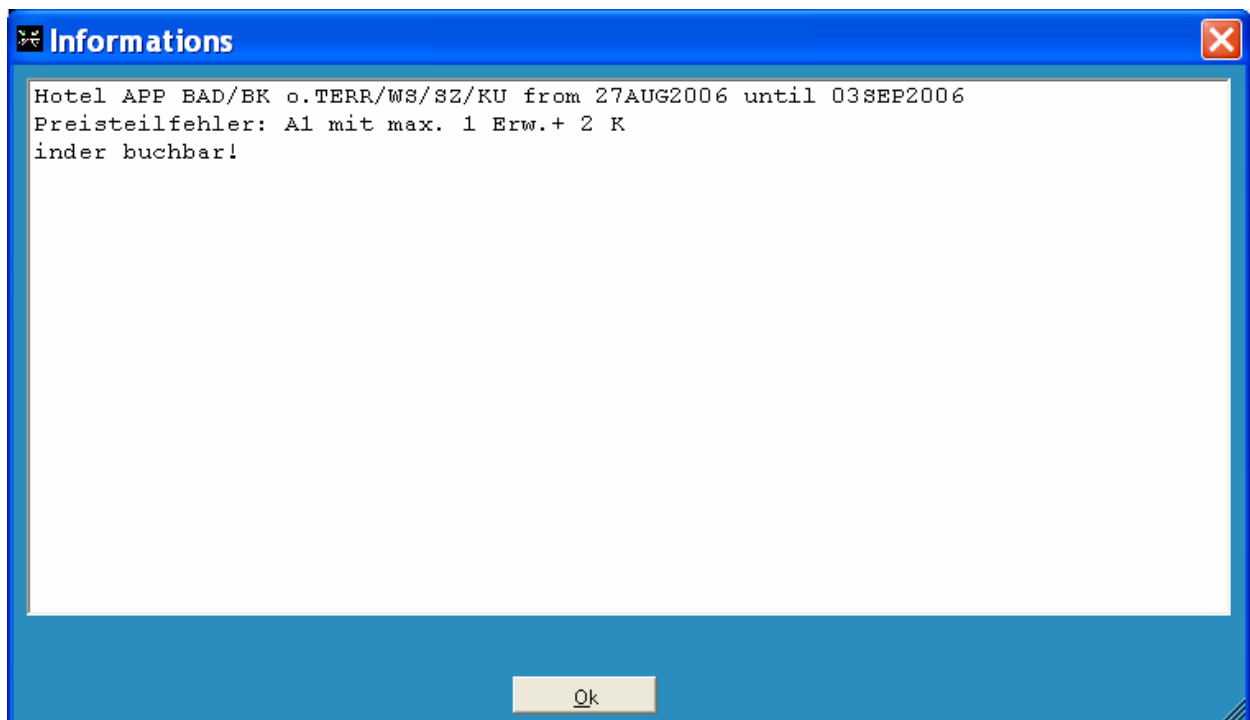
CETS only creates a connection to the operator and checks whether the offer is still availability if you click on the 'Check' button.



Startdate	Duration	Type	Code	Persons	St.	Description
		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
22AUG2006		T	VIE-AYT/K/Y	12	OK	Vienna-Antalya/19:05-22:40/191
29AUG2006		T	AYT-VIE/K/Y	12	OK	Antalya-Vienna/16:15-18:05/190
		S	PV	12		PARKPLATZ MAZUR APT-VIE his 21 Tage inkl
22AUG2006	29AUG2006	H	AYT/SUNHEA/DZ/AI	12	OK	Antalya/Hotel Sun Heaven, Alanya/DOPPEL DU/AC/BK/Alles inklusive

✓ You can close the booking by clicking on 'Option' or 'Book'.

After clicking on 'Option' or 'Book', the operator can still provide specific notes, which must be confirmed by clicking on 'OK'!



Informations

Hotel APP BAD/BK o.TERR/WS/SZ/KU from 27AUG2006 until 03SEP2006
 Preisteilfehler: A1 mit max. 1 Erw.+ 2 Kinder buchbar!

Ok

TIP:

This information is binding for the travel agency!

CETS Manual

If the customer details have not yet been recorded, the 'Persons' mask will appear automatically to record the participants.

4.8 Persons



	Sex	Name	Firstname	Birth/Age
1	Herr	Sommer	Anton	
2	Frau	Winter	Berta	

Sex Mr, **Ms**, Child, Inf. (baby)

Name Family name

Firstname First name

Birth/Age Depending on the format supported by the operator, input age either in numerical form, i.e. '5', or with the date of birth

The system automatically allocates one line per passenger!

Should you still need more lines, either click on the 'New' button or use the following symbols:



Arrow = add persons; Scissors = delete persons

New Add a person

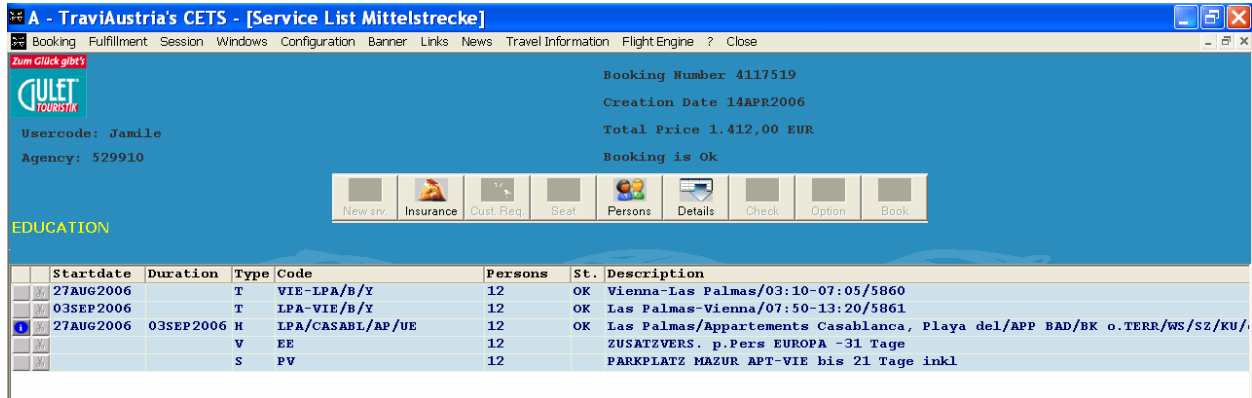
ClearAll Delete names and details of all participants recorded so far

Save Save data and return to Service List

Cancel Cancel

CETS Manual

4.9 Service List/Closing Image



Booking Number: 4117519
Creation Date: 14APR2006
Total Price: 1.412,00 EUR
Booking is Ok

EDUCATION

Startdate	Duration	Type	Code	Persons	St.	Description
27AUG2006		T	VIE-LPA/B/Y	12	OK	Vienna-Las Palmas/03:10-07:05/5860
03SEP2006		T	LPA-VIE/B/Y	12	OK	Las Palmas-Vienna/07:50-13:20/5861
27AUG2006	03SEP2006	H	LPA/CASABL/AP/UE	12	OK	Las Palmas/Appartements Casablanca, Playa del/APP BAD/BK o.TERR/WS/SZ/KU/
		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
		S	PV	12		PARKPLATZ MAZUR APT-VIE his 21 Tage inkl

After Booking Close, the services are shown in blue. This mask can now no longer be changed.

It is only possible to check the customer details and to print/mail the travel details.

Booking Number Booking number of operator

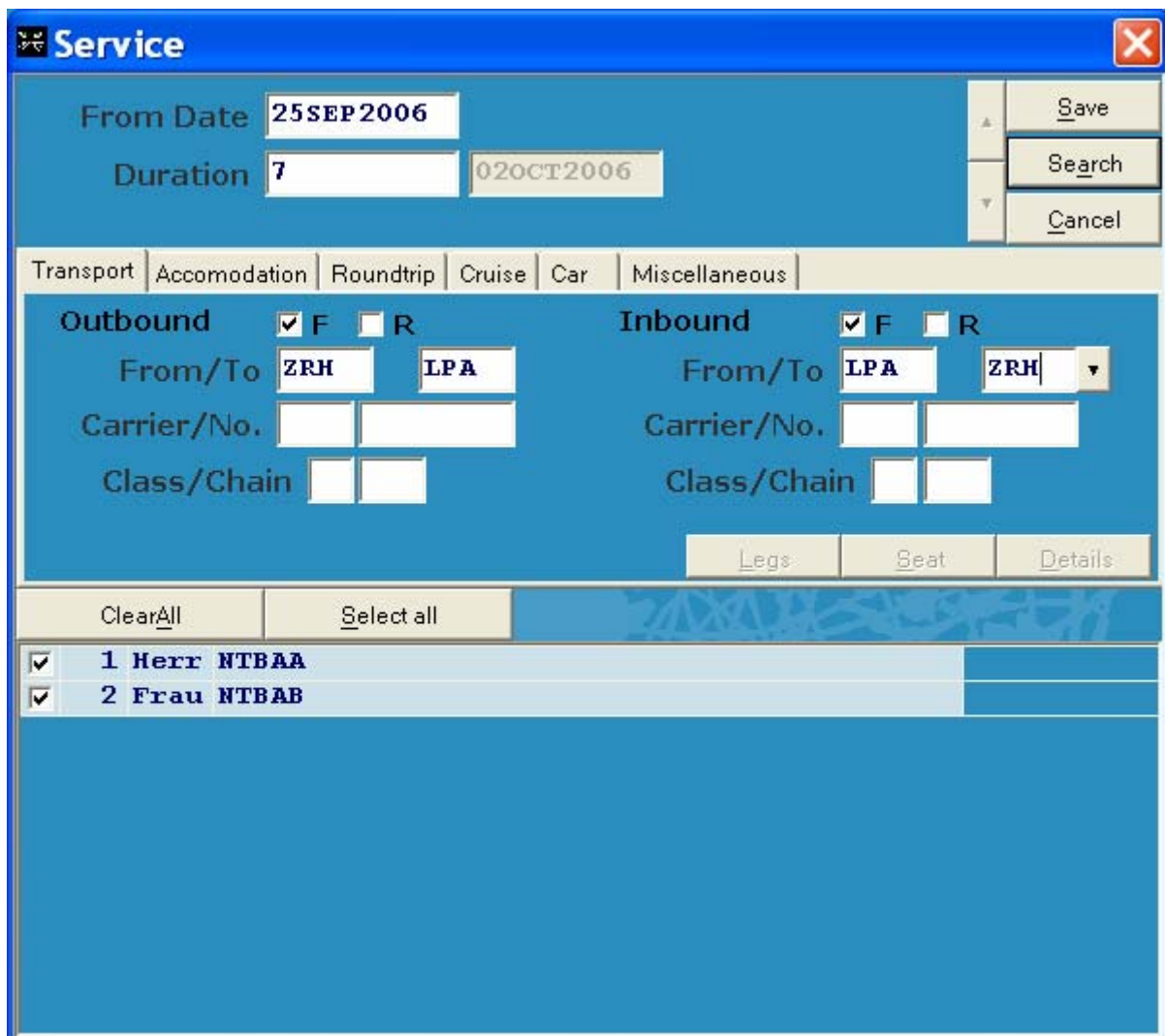
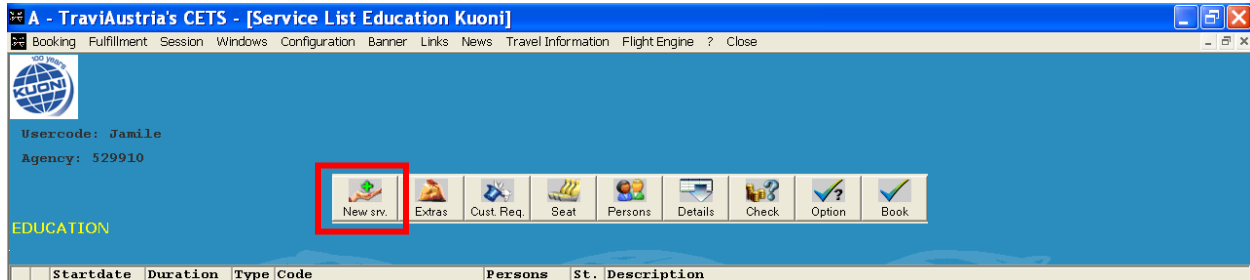
Creation Date Creation date

Total Price Total price of booking

Status Status of booking

5 Extra Functions

5.1 New Service



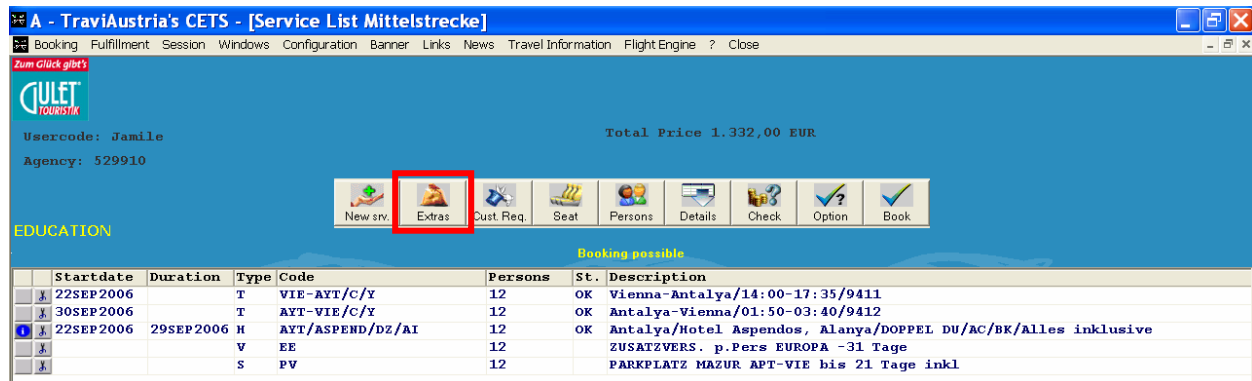
Under 'New Service', new services can be booked and various changes made to existing services. --> For details, see 'New Service' section of the 'Modular Bookings' chapter.

CETS Manual

Explanation of the individual tabs:

Transport	Transport services
Accommodation	Accommodation
Roundtrip	Where supported by operator, round trips
Cruise	Where supported by operator, cruises
Car	Where supported by operator, rental cars/motorhomes/ motorcycles
Miscellaneous	Miscellaneous extra services
Extra/Insurance	Recording of extras and insurance, where supported by insurance company

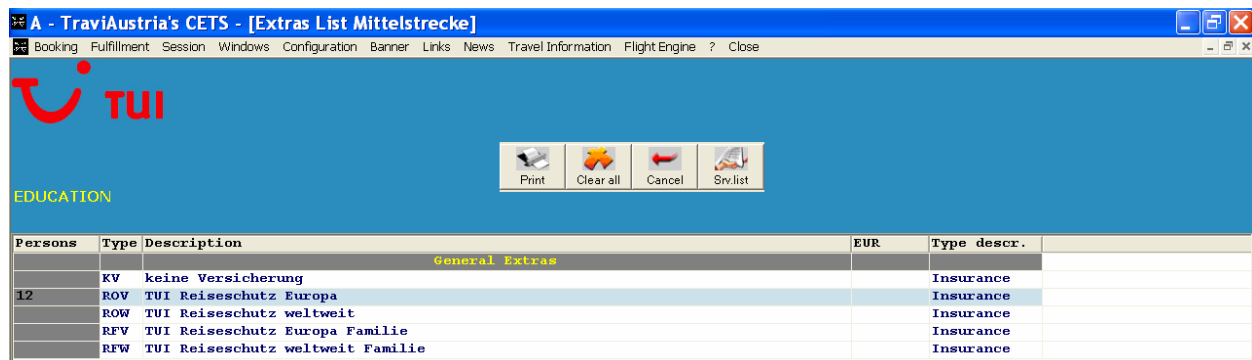
5.2 Extras



Startdate	Duration	Type	Code	Persons	St.	Description
22SEP2006		T	VIE-AYT/C/Y	12	OK	Vienna-Antalya/14:00-17:35/9411
30SEP2006		T	AYT-VIE/C/Y	12	OK	Antalya-Vienna/01:50-03:40/9412
22SEP2006	29SEP2006	H	AYT/ASPEN/DZ/AI	12	OK	Antalya/Hotel Aspendos, Alanya/DOPPEL DU/AC/BK/Alles inklusive
		V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
		S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

After the 'Check', the operator can automatically add insurance. If this is not required, it must be removed by using the 'Scissors' delete function.

Some operators only allow insurance to be deleted by actively selecting the 'KV - No Insurance' service under Extras.



Persons	Type	Description	EUR	Type descr.
General Extras				
	KV	keine Versicherung		Insurance
12	ROV	TUI Reiseschutz Europa		Insurance
	ROW	TUI Reiseschutz weltweit		Insurance
	RFV	TUI Reiseschutz Europa Familie		Insurance
	RFW	TUI Reiseschutz weltweit Familie		Insurance

CETS Manual

Persons	Type	Description	EUR	Type descr.
General Extras				
12	KV	keine Versicherung		Insurance
	ROV	TUI Reiseschutz Europa		Insurance
	ROW	TUI Reiseschutz weltweit		Insurance
	RFV	TUI Reiseschutz Europa Familie		Insurance
	RFW	TUI Reiseschutz weltweit Familie		Insurance

5.3 Customer Request

	Startdate	Duration	Type	Code	Persons	St.	Description
	24SEP2006		T	VIE-LPA/A/Y	12		Vienna-Las Palmas/12:00-15:50/OS 9213
	01OCT2006		T	LPA-VIE/A/Y	12		Las Palmas-Vienna/16:40-22:30/OS 9214
	24SEP2006	01OCT2006	H	LPA/ATLANT/DZ/AI	12		IFA I. Atlantic***/San Agustin/DOPPEL BAD o.DU/BK o.TERR/Alles inklusive

Customer requests can be recorded using the 'Cust.Req.' button.

CAUTION! Customer requests are only non-binding!

To get the possible customer-requests pls select a service-line or person-line by click.

Selected codes	Dependencies/Name
	VIE-LPA/A/Y 24SEP2006
	LPA-VIE/A/Y 01OCT2006
	LPA/ATLANT/DZ/AI 24SEP2006 01OCT2006
	Herr NTBAA
	Frau NTBAB

Click on the service line required!

CETS Manual

The screenshot shows the 'Hotel Customer Requests' dialog box in the CETS software. The dialog box has a title bar with 'Hotel Customer Requests' and standard window controls. Below the title bar is the CULET TOURISTIK logo and a toolbar with 'Clear all', 'Cancel', and 'Continue' buttons. A message reads: 'To get the possible customer-requests pls select a service-line or person-line by click'. Below this is a date range: '24SEP2006-01OCT2006, Las Palmas, IFA I, Atlantic, DOPPEL BAD o DU/BK o TERR'. The main content is a table with two columns: 'Persons' and 'Description'. The table lists various hotel services and their corresponding person assignments.

Persons	Description	Persons	Description
	Alter Hotel-Trakt		Baby Nahrung
	Babybett		Balkon
	Bungalow in erster Reihe		Bungalows nebeneinander
	Dependance		Eckzimmer
	Erdgeschoß		Erste Etage
	Garage		Gartensitzplatz
	Gehbehindert		Großer Hund
	Hauptgebäude		Hochzeitsreise
	Hofseite		Kinderbett
	King-Size-Bett		Kleiner Hund
	Meerseite		Meersicht
	Mit Bad		Neuer Hotel-Trakt
	Nichtraucher		Nordseite
	Obere Etage		Obere Etage/Meersicht
12	Obere Etage/ruhige Lage/Meer...		Oberste Etage
	Ostseite		Parkplatz
	Parkseite		Parksicht
	Raucher		Ruhige Lage

If you select the appropriate customer request by double-clicking the white area, the request is assigned to all persons. If you only want to allocate a request to one person, then click on the required line in the 'Persons' field.

It can also be recorded in free text.

CETS Manual

Hotel Customer Requests

Zum Glück gibt's
CULET TOURISTIK

Clear all Cancel Continue

To get the possible customer-requests pls select a service-line or person-line by click

24SEP2006-01OCT2006, Las Palmas, IFA I. Atlantic, DOPPEL BAD o DU/BK o TERR

Persons	Description	Persons	Description
	Hauptgebäude		Hochzeitsreise
	Hofseite		Kinderbett
	King-Size-Bett		Kleiner Hund
	Meerseite		Meersicht
	Mit Bad		Neuer Hotel-Trakt
	Nichtraucher		Nordseite
	Obere Etage		Obere Etage/Meersicht
	Obere Etage/ruhige Lage/Meer...		Oberste Etage
	Ostseite		Parkplatz
	Parkseite		Parksicht
	Raucher		Ruhige Lage
	Ruhige Lage/Meersicht		Schönes Zimmer
	Schwimmbadseite		Seeseite
	Seesicht		Späte Ankunft
	Südseite		Verbindungstüre
	Westseite		Zimmer nebeneinander
	Zimmer rollstuhlgängig		Zusatzbett
	Zweibettzimmer		Freier Text

Person(s) for MISC

Save Select all ClearAll Cancel

Input required

Text

Herr NTBAA

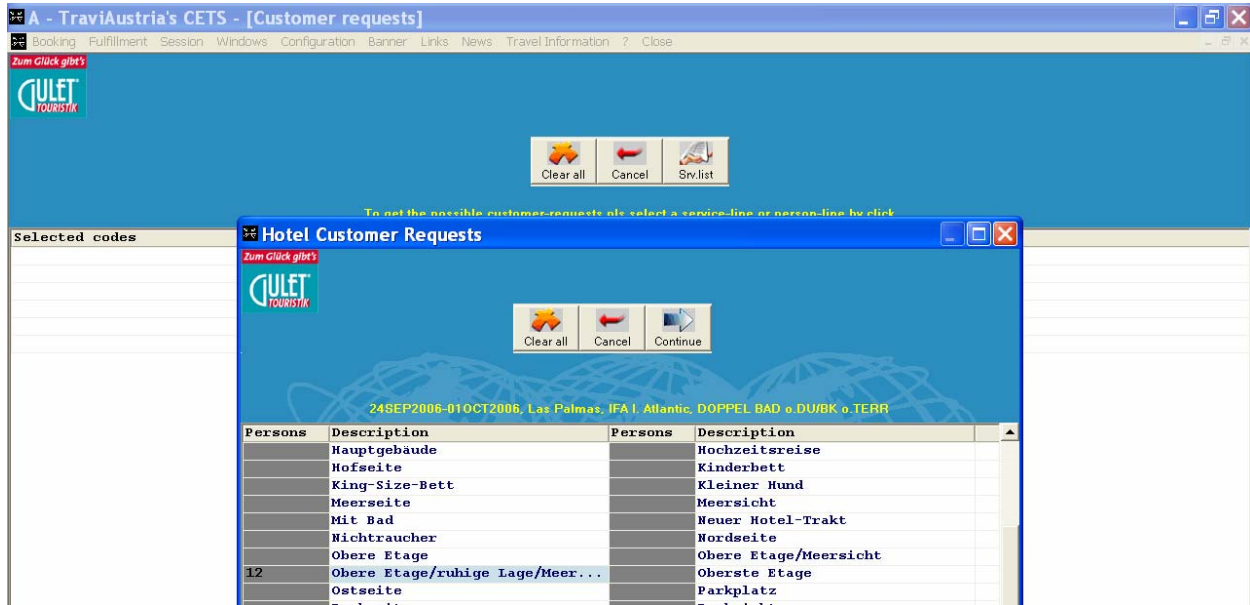
Frau NTBAB

CETS Manual

Record customer request and save by clicking on 'Save'.

Select All	Select all participants
ClearAll	Deletes all data recorded so far
Cancel	Cancel

By clicking on 'Continue', the customer request is transferred.







CETS Manual

A - TraviAustria's CETS - [Customer requests]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information ? Close

Zum Glück gibt's




To get the possible customer-requests pls select a service-line or person-line by click

Selected codes	Dependencies/Name
	VIE-LPA/A/Y 24SEP2006
	LPA-VIE/A/Y 01OCT2006
UPQS/12	LPA/ATLANT/DZ/AI 24SEP2006 01OCT2006
	Herr NTBAA
	Frau NTBAB

A - TraviAustria's CETS - [Service List Mittelstrecke]










Booking Fulfillment Session Windows Configuration Banner Links News Travel Information ? Close

Zum Glück gibt's



Usercode: Jamile
Agency: 529910

Total Price 1.574,00 EUR

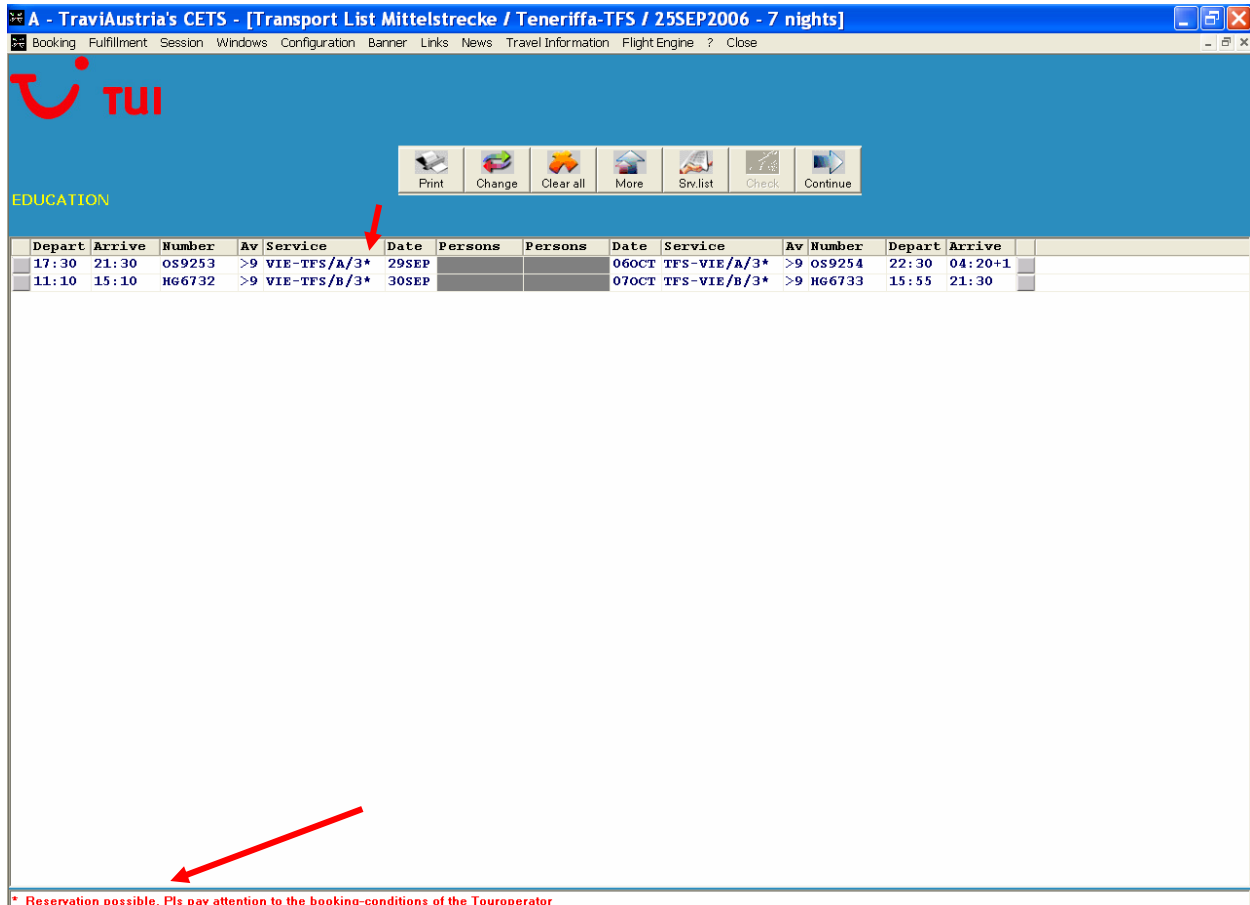
Booking possible

	Startdate	Duration	Type	Code	Persons	St.	Description
	24SEP2006		T	VIE-LPA/A/Y	12	OK	Vienna-Las Palmas/12:00-15:50/9213
	01OCT2006		T	LPA-VIE/A/Y	12	OK	Las Palmas-Wien/16:40-22:30/0214
	24SEP2006	01OCT2006	H	LPA/ATLANT/DZ/AI	12	OK	Las Palmas/Hotel IFA I. Atlantic, San Agustin/DOPPEL BAD o.DU/BK o.TERR/
			Q	UPQS	12		unv. Kundenwunsch Obere Etage/ruhige Lage/Meersicht
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

CETS Manual

5.4 Seat

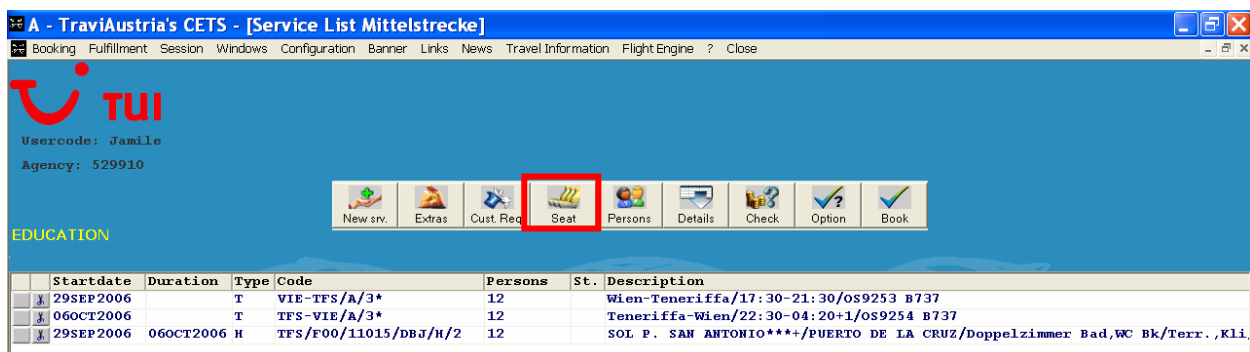
It will already be clear from the Transport List whether a Seat Reservation can be made.



Depart	Arrive	Number	Av	Service	Date	Persons	Persons	Date	Service	Av	Number	Depart	Arrive
17:30	21:30	OS9253	>9	VIE-TFS/A/3*	29SEP			06OCT	TFS-VIE/A/3*	>9	OS9254	22:30	04:20+1
11:10	15:10	HG6732	>9	VIE-TFS/B/3*	30SEP			07OCT	TFS-VIE/B/3*	>9	HG6733	15:55	21:30

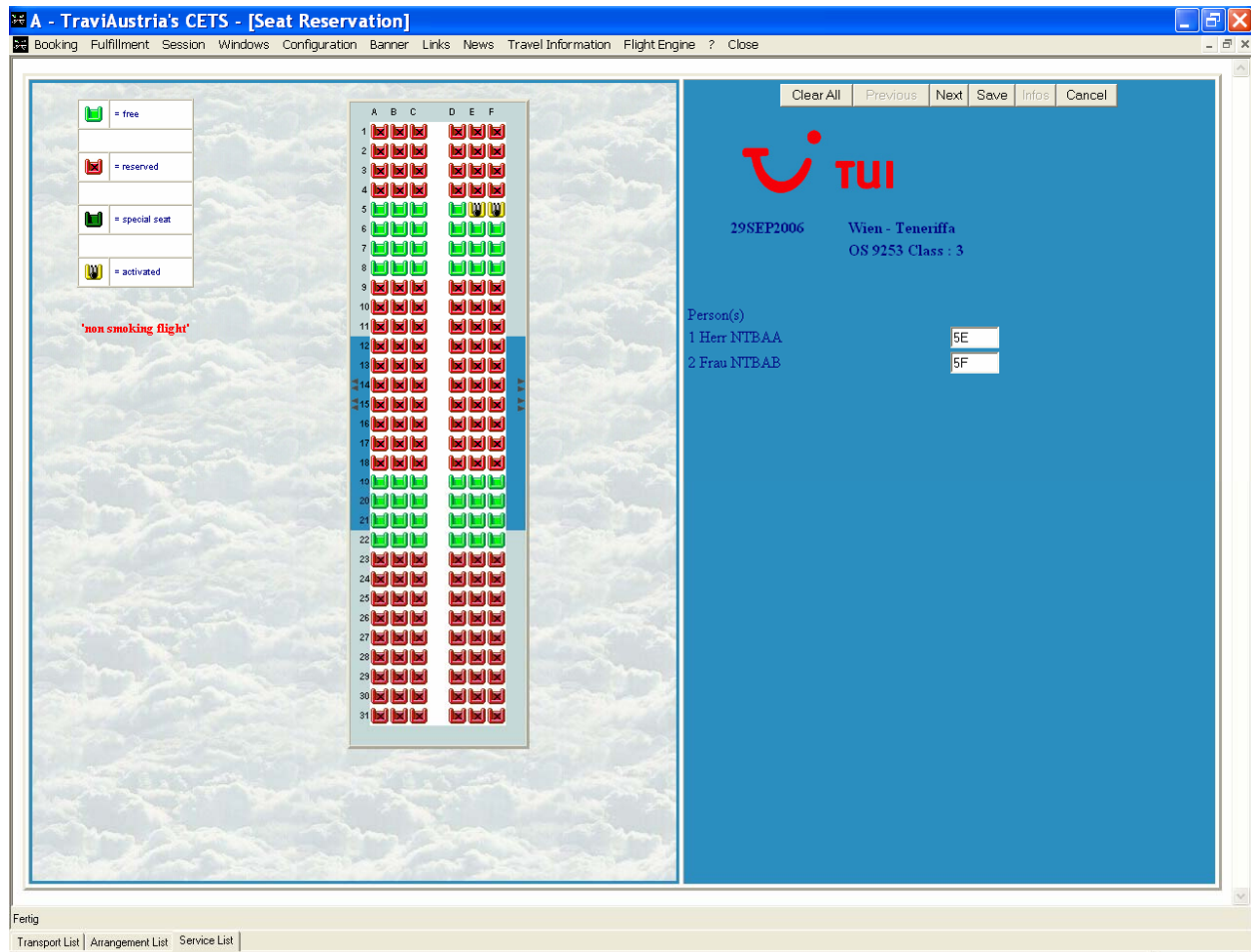
* Reservation possible. Pls pay attention to the booking-conditions of the Touroperator

Seats can be booked on flights marked with *.



Startdate	Duration	Type	Code	Persons	St.	Description
29SEP2006		T	VIE-TFS/A/3*	12		Wien-Teneriffa/17:30-21:30/OS9253 B737
06OCT2006		T	TFS-VIE/A/3*	12		Teneriffa-Wien/22:30-04:20+1/OS9254 B737
29SEP2006	06OCT2006	H	TFS/F00/11015/DBJ/H/2	12		SOL P. SAN ANTONIO****/PUERTO DE LA CRUZ/Doppelzimmer Bad,WC Bk/Terr. ,Kli.

CETS Manual



Green seats	Available seats
Red seats	Seats closed or already booked
Dark green seats	Seat can only be requested from operator
Yellow seats	Selected seats

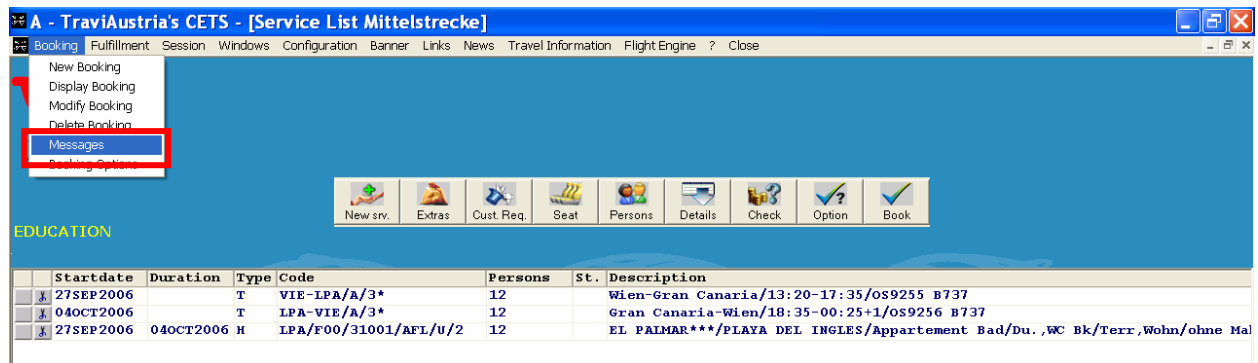
✓ Click on seats or input seat number

Clear All	Data recorded are deleted
Previous	Previous flight segment
Next	Next flight segment
Save	Save
Infos	Additional information can be placed here where operator supports this function
Cancel	Cancel

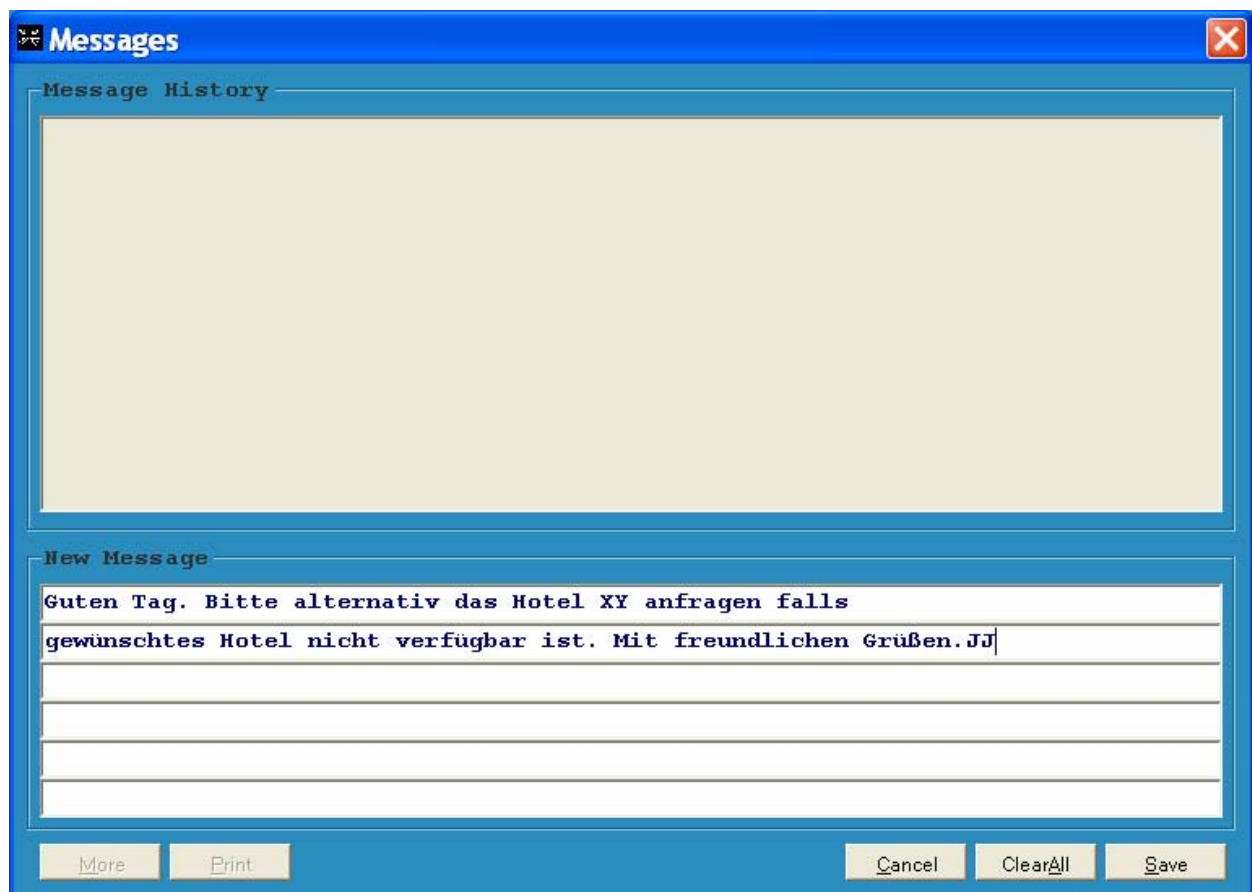
CETS Manual

5.5 Messages

Messages can be recorded by clicking on 'Booking' and 'Messages' in the menu bar. The booking can also be retrieved by clicking on 'Display' (see 'Dossier Handling' chapter) if ONLY one message is recorded. In this process, the booking is not modified!



- ✓ Booking
- ✓ Messages



- ✓ Save message by clicking on 'Save'

CETS Manual

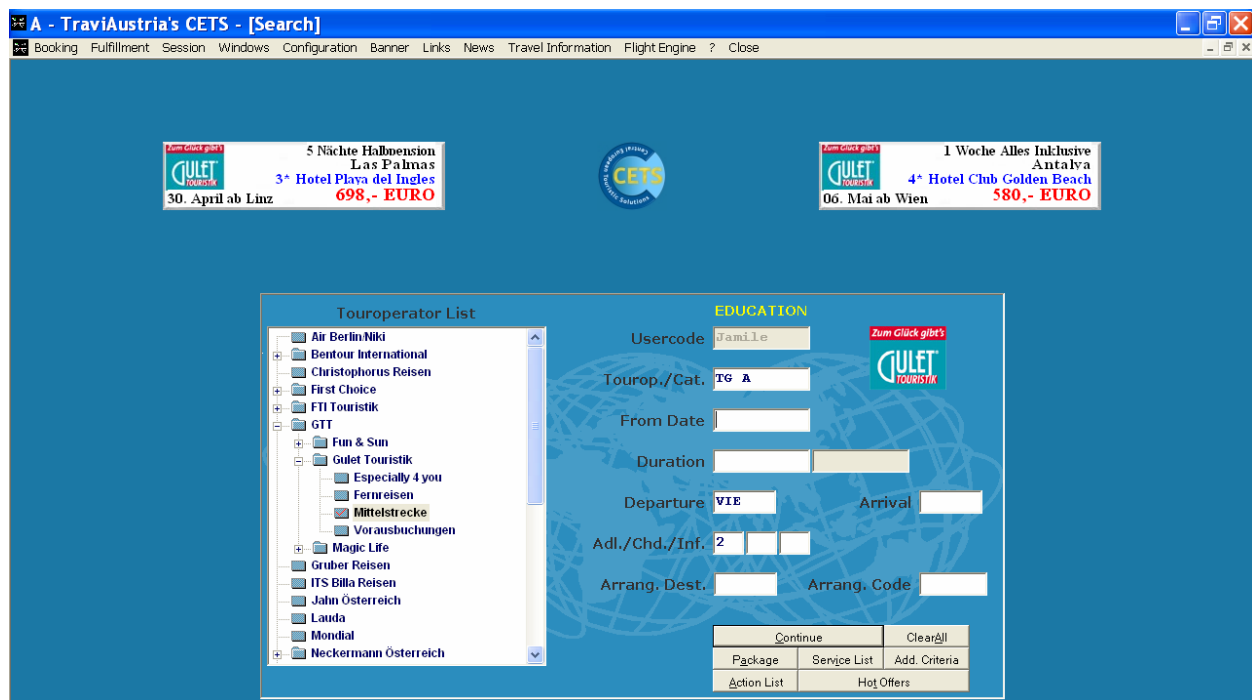
Messages are displayed on the Action List (see 'Action List' chapter).

6 Various Services

6.1 Booking Services Individually (Modules)

CETS is based on the shopping cart principle. Everything you click on appears on the 'Service List' and can continue to be worked on from there.

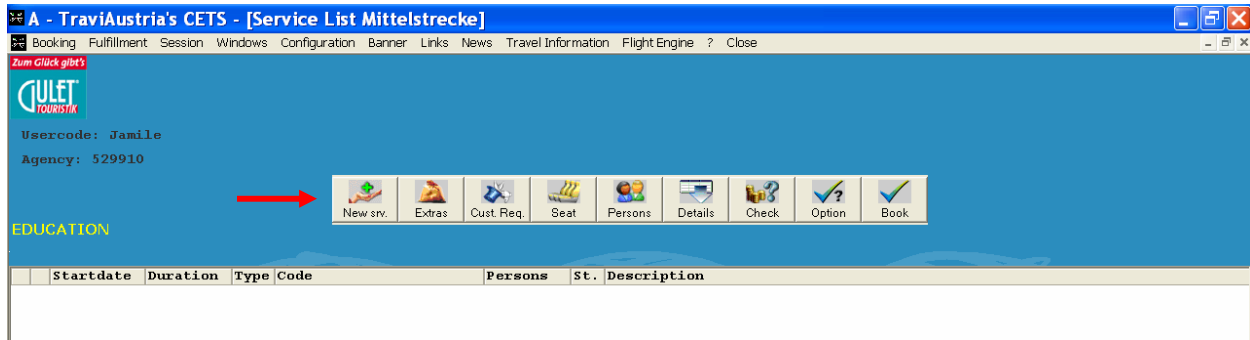
No details are given on the basic mask, as otherwise the system is always compelled to search for a flight service.



The screenshot shows the CETS web application interface. At the top, there are two promotional banners for QULET TOURISTIK. The left banner offers a 5-night half-board holiday in Las Palmas with 3 nights at Hotel Playa del Ingles for 698,- EURO, starting on 30. April from Linz. The right banner offers a 1-week all-inclusive holiday in Antalya with 4 nights at Hotel Club Golden Beach for 580,- EURO, starting on 06. Mai from Wien. Below the banners is the 'Touropoperator List' (Tour Operator List) on the left, which includes a tree view of various tour operators such as Air Berlin/Niki, Bentour International, Christophorus Reisen, First Choice, FTI Touristik, GTT, Fun & Sun, Gulet Touristik (with sub-items like 'Especially 4 you', 'Ferreisen', 'Mittelstrecke', and 'Vorausbuchungen'), Magic Life, Gruber Reisen, ITS Billa Reisen, Jahn Österreich, Lauda, Mondial, and Neckermann Österreich. On the right, there is a search form titled 'EDUCATION' with fields for 'Usercode' (filled with 'jäm.ile'), 'Tourop./Cat.' (filled with 'TG A'), 'From Date', 'Duration', 'Departure' (filled with 'VIE'), 'Arrival', 'Adl./Chd./Inf.' (filled with '2'), and 'Arrang. Dest.' and 'Arrang. Code'. At the bottom right, there are buttons for 'Continue' and 'Clear All', and a table with links for 'Package', 'Service List', 'Add. Criteria', 'Action List', and 'Hot Offers'.

✓ 'Service List' service

CETS Manual

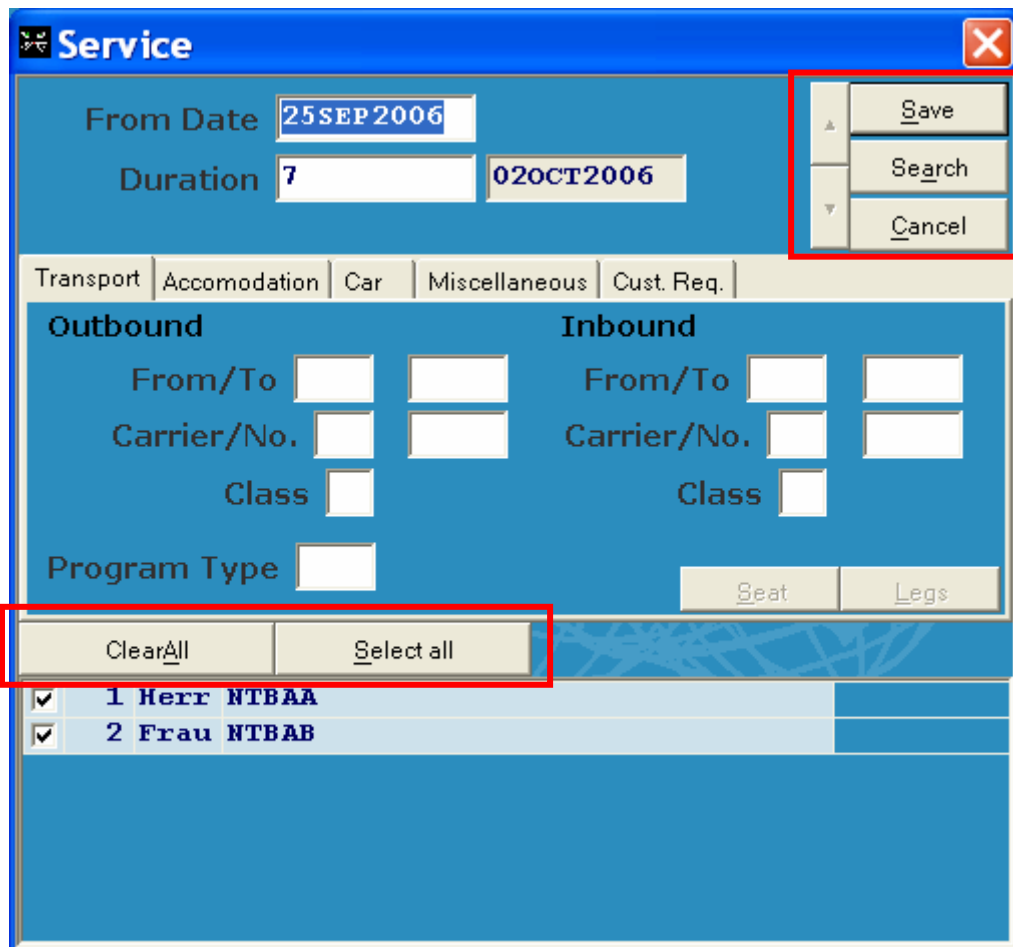


Empty Service List is displayed

- ✓ Click on New Service

6.2 New Service

The list of tabs may differ depending on the operator.

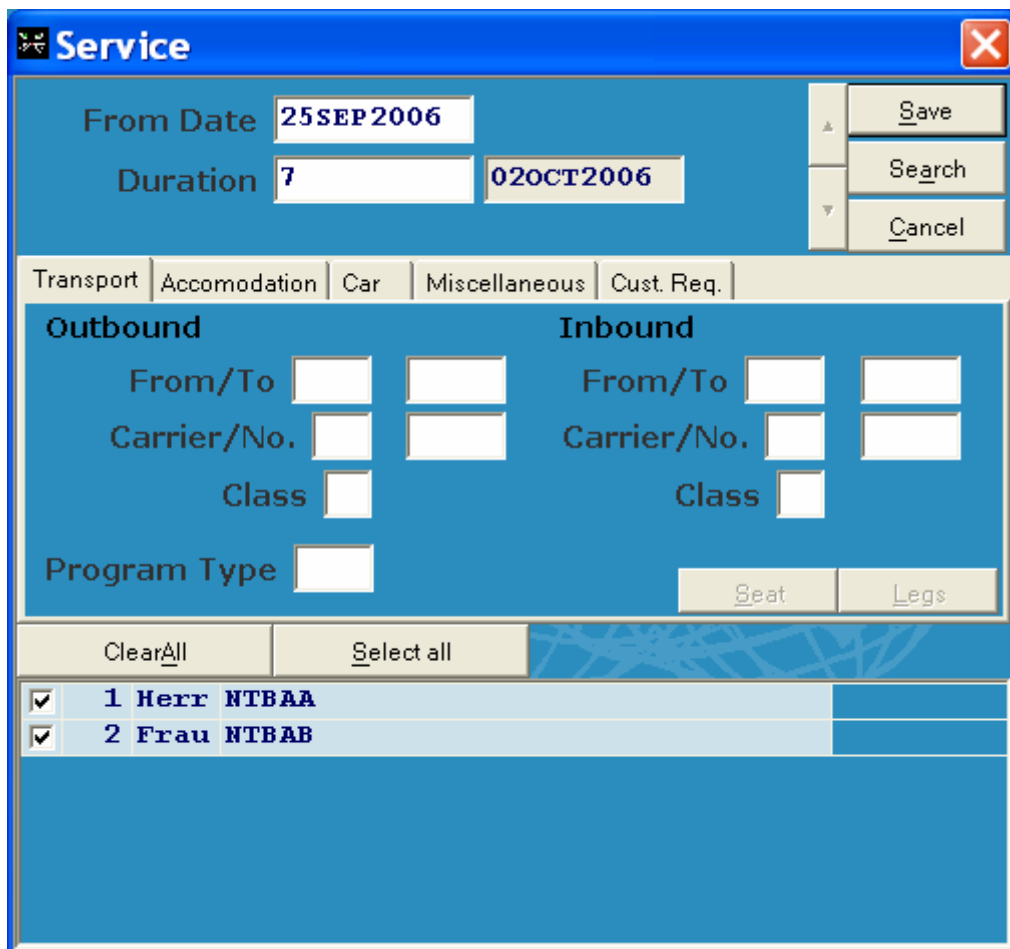


CETS Manual

From Date	Departure date
Duration	Number of nights or end-date
Save Button	Saves service you have input
Search Button	Requests availability
Cancel	Cancel/ignore inputs
Clear All	Delete all participants
Select All	Select all participants

By placing a tick in the box provided, participants can be individually selected.

6.2.1 Transport

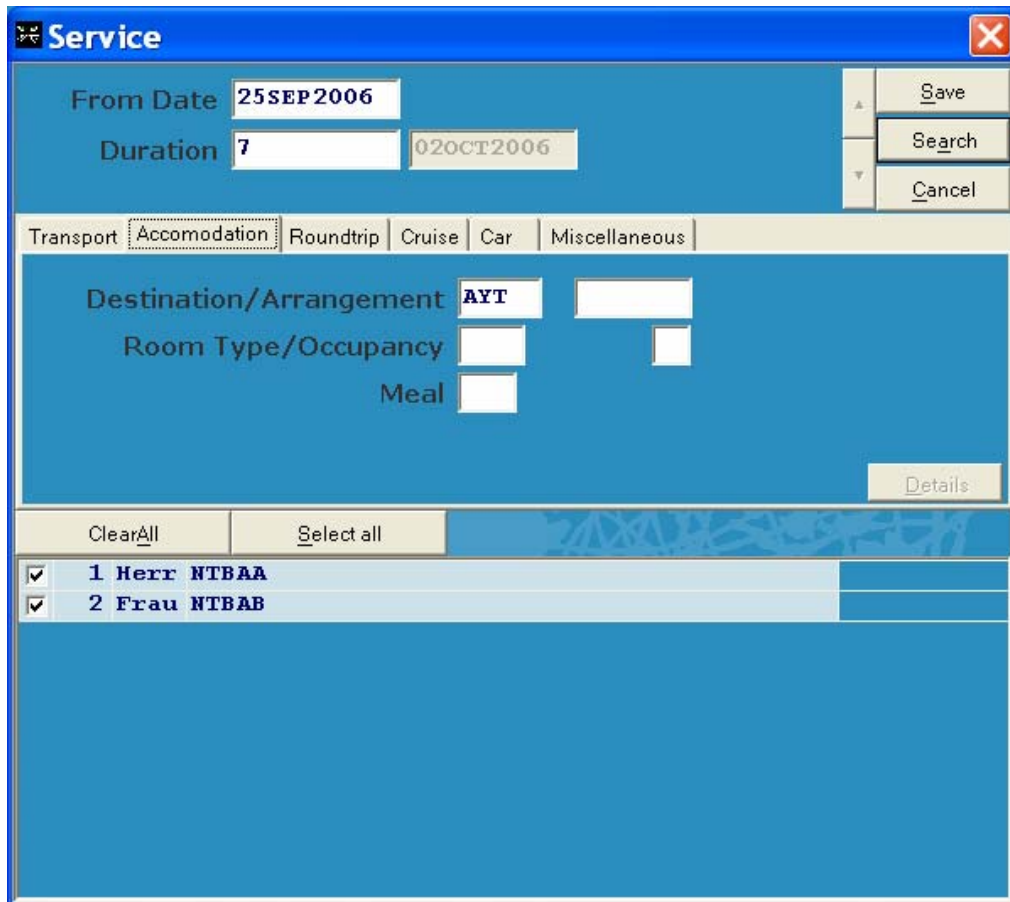


Depending on the operator, you will see specific buttons such as 'Seat', 'Legs' and 'Details'.

CETS Manual

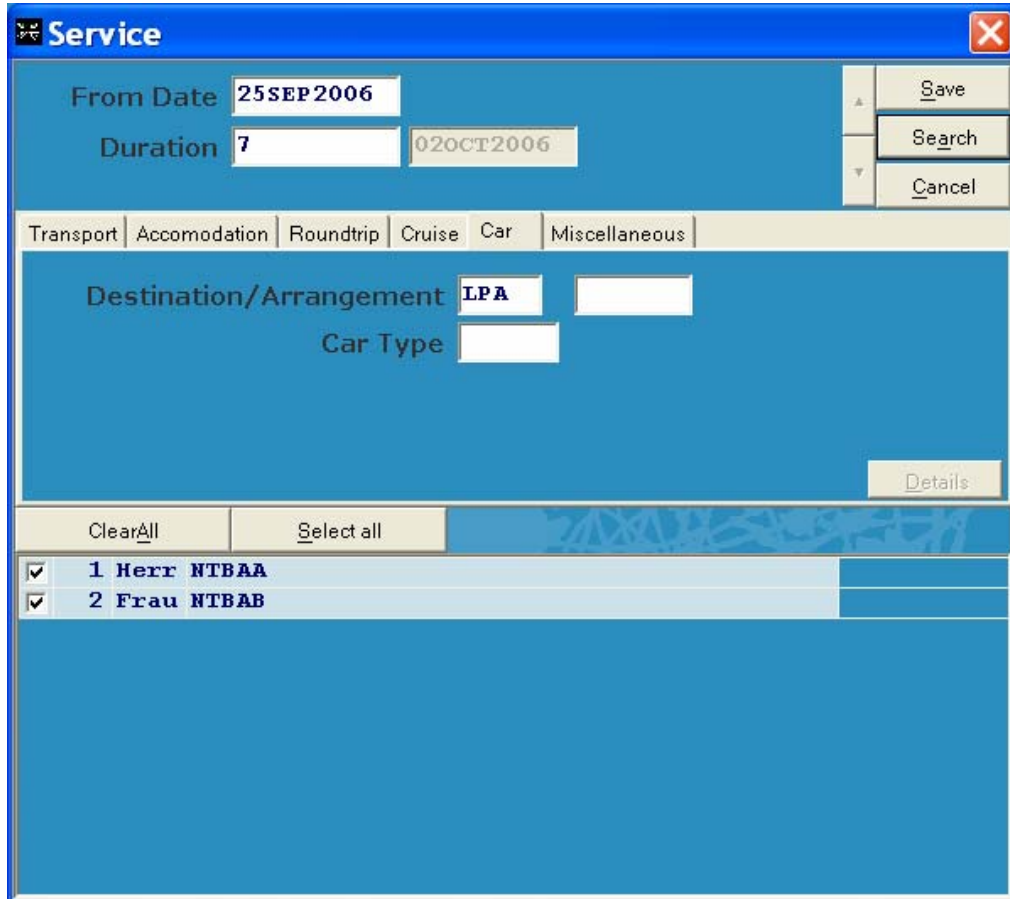
- Legs** Information about stopovers and/or transfer points.
(Only becomes active if an existing booking with stopover/transfer point has been clicked on.)
- Seat** Make or display seat reservation for selected service.
- Details** Input additional information required by operator, for example rental cars

6.2.2 Accommodation



- Destination** Destination code according to catalogue
- Arrangement** Booking code according to catalogue
- Room Type** Type of accommodation according to catalogue
- Occupancy** Room occupancy (e.g. 2 for double room)
- Meal** Meal code according to catalogue

6.3 Car Rental



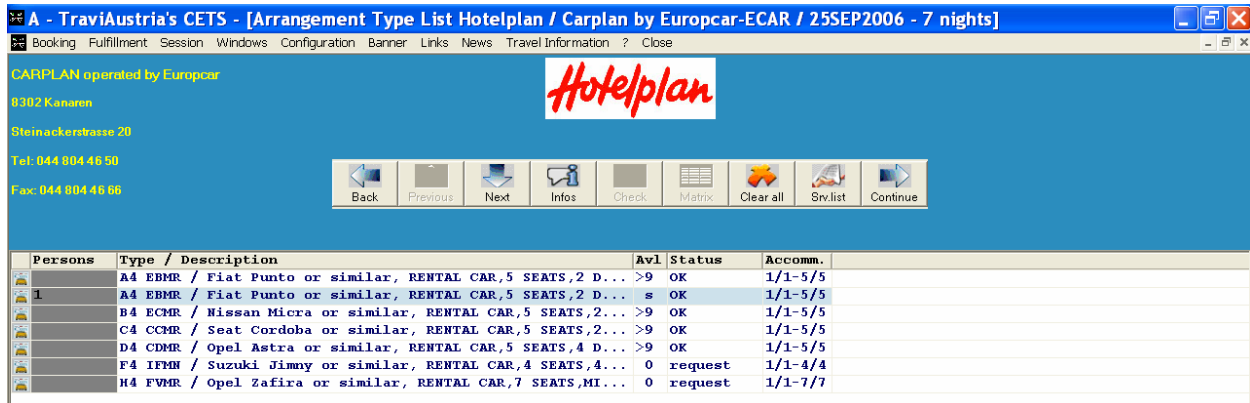
Destination Destination code according to catalogue

Arrangement Code for vehicle according to catalogue (e.g. CAR002)

Car Type Vehicle type according to catalogue (e.g. ECMN)

- ✓ By clicking on 'Search', you launch the search

CETS Manual



A - TraviAustria's CETS - [Arrangement Type List Hotelplan / Carplan by Europcar-ECAR / 25SEP2006 - 7 nights]

Booking Fulfillment Session Windows Configuration Banner Links News Travel Information ? Close

CARPLAN operated by Europcar

8302 Kanaren

Steinackerstasse 20

Tel: 044 804 46 50

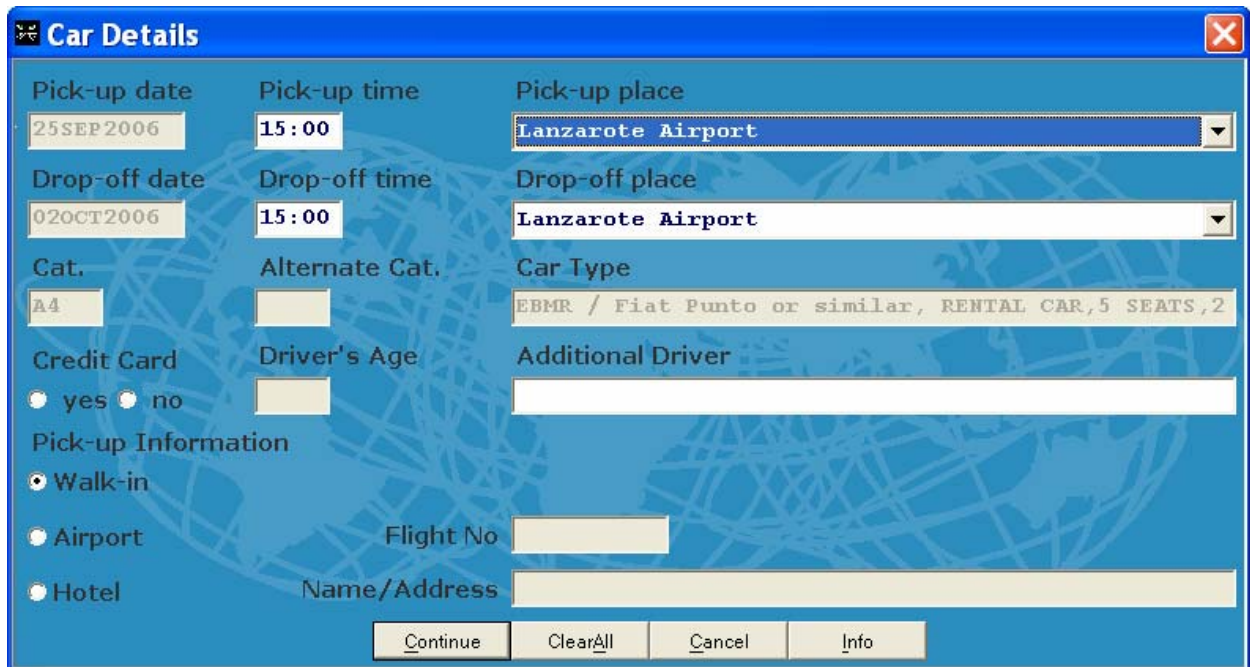
Fax: 044 804 46 66

Hotelplan

Back Previous Next Infos Check Matrix Clear all Srv.list Continue

Persons	Type / Description	Avl	Status	Accomm.
1	A4 EBMR / Fiat Punto or similar, RENTAL CAR,5 SEATS,2 D...	>9	OK	1/1-5/5
	A4 EBMR / Fiat Punto or similar, RENTAL CAR,5 SEATS,2 D...	s	OK	1/1-5/5
	B4 ECMR / Nissan Micra or similar, RENTAL CAR,5 SEATS,2...	>9	OK	1/1-5/5
	C4 CCMR / Seat Cordoba or similar, RENTAL CAR,5 SEATS,2...	>9	OK	1/1-5/5
	D4 CDMR / Opel Astra or similar, RENTAL CAR,5 SEATS,4 D...	>9	OK	1/1-5/5
	F4 IFMR / Suzuki Jimmy or similar, RENTAL CAR,4 SEATS,4...	0	request	1/1-4/4
	H4 FVMR / Opel Zafira or similar, RENTAL CAR,7 SEATS,MI...	0	request	1/1-7/7

Clicking on 'Srv.List' or 'Continue' will take you to the Car Details mask (additional rental car mask), should the operator require further details.



Car Details

Pick-up date: 25SEP2006

Pick-up time: 15:00

Pick-up place: Lanzarote Airport

Drop-off date: 02OCT2006

Drop-off time: 15:00

Drop-off place: Lanzarote Airport

Cat.: A4

Alternate Cat.:

Car Type: EBMR / Fiat Punto or similar, RENTAL CAR,5 SEATS,2

Credit Card: yes no

Driver's Age:

Additional Driver:

Pick-up Information:

Walk-in

Airport

Hotel

Flight No:

Name/Address:

Continue ClearAll Cancel Info

The following fields are transferred from the previous window:

Pick-up date (Beginning of rental)
 Drop-off date (End of rental)
 Cat. (Vehicle category)
 Car Type (Type of vehicle)

Explanation of the input fields:

Pick-up time Time at which the vehicle is collected
 Pick-up place Place where the vehicle is collected. Can generally be selected from a drop-down list.
 Drop-off time Time at which the vehicle is returned
 Drop-off place Place where the vehicle is returned. Can generally be selected from a drop-down list.

DISTRIBUTOR OF THE GALILEO® SYSTEM

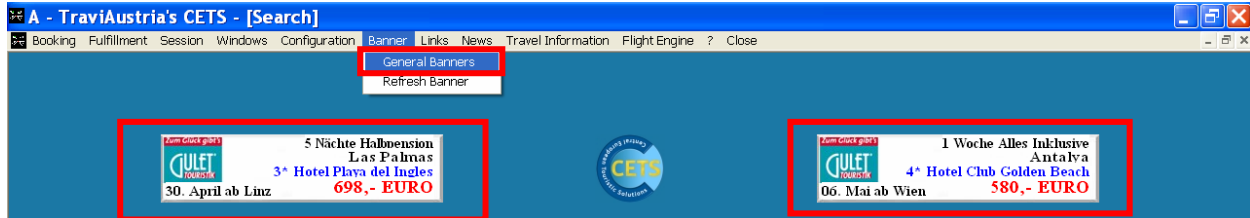


CETS Manual

Alternate Cat.	Input the code of a possible alternative here should vehicle type you want be unavailable. (Not supported by all operators)
Driver's Age	Age of driver (Not supported by all operators)
Credit Card	Indicate here whether the customer has a credit card which he/she could use to leave a deposit on site if necessary. (Not supported by all operators)
Additional Driver	Name of a possible second driver. (Not supported by all operators)
Pick-up Information	
Walk-in	Vehicle to be collected from car rental station.
Airport	Vehicle to be collected at airport. Please record flight number in the field provided.
Hotel	Vehicle to be delivered to a hotel. Please record the name and address of the hotel in the field provided.
Continue	Transfer data into Service List
Clear All	All data recorded are deleted
Cancel	Cancel
Info	To retrieve information on the rental car (not supported by all operators)

CETS Manual

7 Banners



In CETS, tour operators can also save selected special campaigns/offers alongside the Hot Offers or Package functions in banner form. You will find these offers, which are not restricted to specific operators, in the entry mask at the top of the screen:

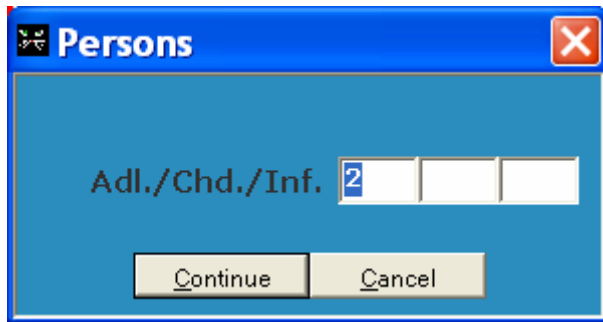
You can find more offers by going to 'Banners' and then 'General Banners' in the menu.



The 'Back' button takes you back to the basic mask.

To book an offer, click on the desired banner; the following mask will open to record the number of participants:

CETS Manual



✓ Continue to request offer

	Startdate	Duration	Type	Code	Persons	St.	Description
	06MAY2006		T	VIE-AYT/B/Y	12	OK	Vienna-Antalya/08:50-12:25/691
	13MAY2006		T	AYT-VIE/B/Y	12	OK	Antalya-Vienna/06:00-07:50/690
	06MAY2006	13MAY2006	H	AYT/GOLBEA/DZ/AI	12	OK	Antalya/Club Golden Beach, Side-Manavgat/DOPPEL BAD o.DU/AC/BK o.TERR/ALL
			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

The booking can be closed as normal.