



CETS Manual

Table of Contents

8	Hot Offers	3
8.1.1	Explanation of Buttons in Hot Offers List	7
8.1.2	Offer List	8
9	Package	11
10	Printing Documents	16
11	Dossier Handling Booking List.....	19
11.1	Retrieval of a Booking	19
11.1.1	Explanation of Booking List.....	21
11.2	Action List	22
11.3	Set Queue Date – Reminder Function	25
11.4	Manage Options	27
11.5	Modify Booking.....	28
11.5.1	Rebooking an Existing Line	29
11.5.2	Rebooking Names, Customer Requests, etc.....	30
11.5.3	Rebooking an Option (Status Change).....	30
11.5.4	Rebooking with a New Service	31
11.6	Booking Delete.....	34
12	Retrieval of Travel Information.....	36
13	Tourmaster Process	38
13.1	Tour Operator and Multifunction Line	39
13.2	Agency.....	43
13.3	Persons Travelling	44
13.4	Vacancies	45
13.5	Customer Info.....	45
13.6	Tips.....	46
13.7	News	46
13.8	Processing and Communication Buttons	47
13.9	Print Function	49
13.9.1	Screen Printout.....	49
14	CETS FLIGHT ENGINE.....	50
14.1	General.....	50
14.1.1	Overview	50
14.1.2	Benefits	50
14.2	Launching Flight Engine.....	51
14.3	Booking Process	52
14.3.1	Input fields	52
14.3.2	Buttons and Links	53
14.4	Extra Functions	53
14.4.1	Low Cost Carriers.....	54
14.4.2	Tips and Tricks	55
14.5	Price List	56
14.5.1	Explanation	56
14.5.2	Rules.....	57
14.5.3	Routing	58
14.6	Searching for Flights	59

DISTRIBUTOR OF THE GALILEO® SYSTEM

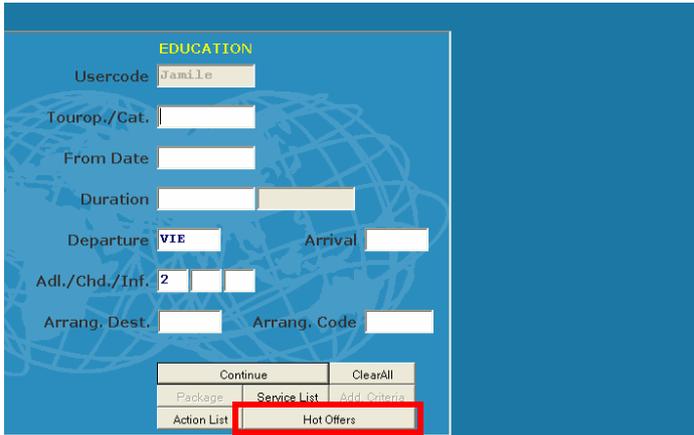


CETS Manual

14.6.1	Quick Tips on Rules and Fares.....	60
14.7	Flight Availability Mask	62
14.7.1	Quick Tips.....	63
14.7.2	No Best Buy	64
14.8	Booking Flights.....	66
14.8.1	Detailed Information.....	67
14.8.2	Seat Reservation.....	68
14.9	Persons Mask.....	69
14.9.1	Passengers.....	69
14.9.2	Contact Details	70
14.9.3	Other Information	71
14.10	Booking Close	72
14.10.1	Booking Confirmation.....	73
14.10.2	www.viewtrip.com	74
14.10.3	The Closed Booking in Galileo.....	76
14.11	Low Cost Carriers.....	77

8 Hot Offers

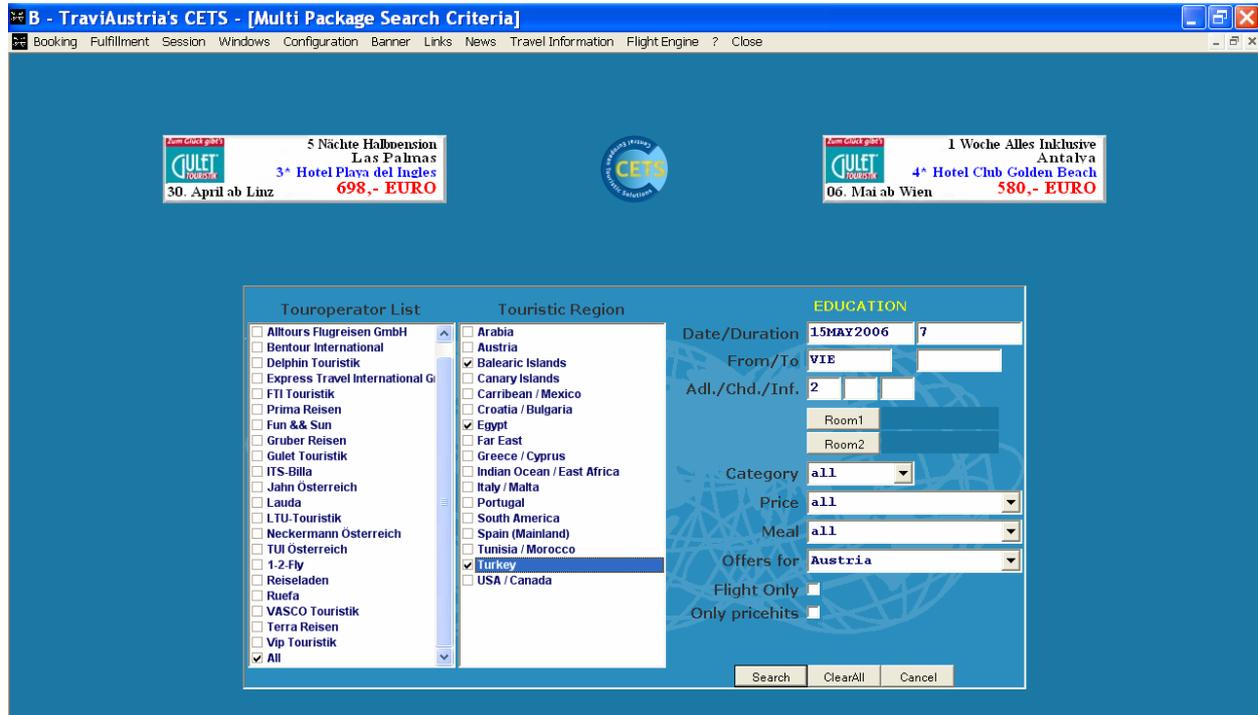
'Hot Offers' lets you request arrangements/offers at more than one operator and destination at once.



EDUCATION	
Usercode	Jamile
Tourop./Cat.	
From Date	
Duration	
Departure	VIE
Arrival	
Adl./Chd./Inf.	2
Arrang. Dest.	
Arrang. Code	
Continue	ClearAll
Package	Service List
Action List	Hot Offers

- ✓ Click on 'Hot Offers'

CETS Manual



Date	Starting date
Duration	Duration of stay/number of nights or return journey date
From/To	Departure airport/destination (not necessary in case of region selection)
Adl./Chd./Inf.	Number of adults/children/infants (babies)
Room1/Room2	Definition of rooms to search for, e.g. 2 adults + 2 children – search for a room for all 4 people Click on 'Room1' – select all persons and input age in case of children or search for 2 single rooms in case of 2 persons travelling Click on 'Room1' – select one person and save Click on 'Room2' – select one person and save
Category	Minimum hotel category
Price	Price range
Meal	Meal request
Offers for	This is where you can retrieve offers for the various CETS markets in different countries, i.e. Switzerland, Germany, Hungary and of course Austria.
Flight only	Tick here if you want to search for 'Flight only' offers
Only pricehits	Tick here if you want to search for specials/special offers
✓ Click on 'Search' to launch the request	



CETS Manual

List of the appropriate offers

Offers marked in green Vacancy-checked
Offers marked in red No longer available

B - TraviAustria's CETS - [Multi Package List - Balearic Islands, Egypt, Turkey]

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

Checked by **Touroperator**

Print More Change Check Srv.list

EDUCATION

	Startdate	Dur.	Touroperator	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		798,00	399,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	El Arenal	SAGA	**	HP		810,00	405,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Capdepera	VIVA CALA MESQUIDA RESORT	****	UE		832,00	416,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		852,00	426,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Cala D'Or	ESMERALDA PARK	***	UE		874,00	437,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Playa de Palma	ALEJANDRIA	***	TOP HP		902,00	451,00	
<input type="checkbox"/>	14MAY2006	7	Fun & Sun	Playa de Palma	FONTANELLAS PLAYA	***	UE		932,00	491,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Sa Coma/S' Illot	Playamar special offer	**+	HP		578,00	284,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	El Arenal	Alejandria special offer	***	HP		738,00	364,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Millor	La Santa Maria special offer	****	HP		778,00	384,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Calas de Mallorca	Club Cala Romani special ...	***	AI		838,00	414,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	PLAYA DE PALMA	NIAGARA	***	H		878,00	439,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Paguera	Bevarly Playa special offer	***	HP		918,00	454,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Mondrags	Ib. Club Cala Barca spec....	****	AI		938,00	464,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****	A		954,00	477,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****	A		954,00	477,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	HURGHADA	PRIMASOL AQUA BLU RE	****	H		1.028,00	514,00	
<input type="checkbox"/>	15MAY2006	7	ITS-Billa	SHARM EL SHEIKH	FALCON HILLS	***	H		1.030,00	515,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	FALCON HILLS	***	H		1.030,00	515,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***	H		1.034,00	517,00	
<input type="checkbox"/>	15MAY2006	7	ITS-Billa	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***	H		1.034,00	517,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***	H		1.034,00	517,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	CALA D'OR	CALA ESMERALDA	****	H		1.058,00	529,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	MERCURE LUNA	***	F		1.062,00	531,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	TIGER BAY	DOMINA CORAL BAY	****	H		1.122,00	561,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	CREATIVE BADAWIA	***	I		1.136,00	568,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	SOL VERGINIA	****	H		1.152,00	576,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	RAS NASRANI	SOL SHARM	****	H		1.188,00	594,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	DAHAB	CORALIA CLUB DAHAB	****	H		1.196,00	598,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	RAS NASRANI	CORAL BEACH MONTAZAH	****	H		1.216,00	608,00	
<input type="checkbox"/>	15MAY2006	7	FTI Touristik	NAAMA BAY	BEACH ALBATROS	****	I		1.234,00	617,00	

Palma de Mallorca TRAMPER
Outbound: 14MAY2006 18:20 - 20:40 VIE - PMI OS 9273 Y
Inbound: 21MAY2006 21:30 - 23:50 PMI - VIE OS 9274 Y

XX/Tramper
Total price 606,00 EUR
Persons Price: Adult
12 303,00

Multi Package List

You can check other offers for their availability in 5 steps: simply place a tick in the checkbox provided and carry out a check by clicking on the 'Check' button.

CETS Manual

B - TraviAustria's CETS - [Multi Package List - Balearic Islands, Egypt, Turkey]

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

Checked by Touroperator

Print More Change **Check** Srv.list

EDUCATION

	Startdate	Dur.	Touroperator	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		798,00	399,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	El Arenal	SAGA	**	HP		810,00	405,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Capdepera	VIVA CALA MESQUIDA RESORT	****	VE		832,00	416,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		852,00	426,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Cala D'Or	ESMERALDA PARK	***	VE		874,00	437,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Playa de Palma	ALEJANDRIA	***	HP	TOP	902,00	451,00	
<input type="checkbox"/>	14MAY2006	7	Fun & Sun	Playa de Palma	FONTANELLAS PLAYA	***	VE		932,00	491,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Sa Coma/S' Illot	Playamar special offer	***	HP		578,00	284,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	El Arenal	Alejandria special offer	***	HP		738,00	364,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Millor	La Santa Maria special offer	****	HP		778,00	384,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Calas de Mallorca	Club Cala Romani special ...	***	AI		838,00	414,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	PLAYA DE PALMA	NIAGARA	***	H		878,00	439,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Paguera	Beverly Playa special offer	***	HP		918,00	454,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Mondrags	Ib. Club Cala Barca spec....	****	AI		938,00	464,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****	A		954,00	477,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****	A		954,00	477,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	HURGHADA	PRIMASOL AQUA BLU RE	****	H		1.028,00	514,00	

Should an offer not then be bookable, this will be indicated as mentioned above, and it will be marked in red.

B - TraviAustria's CETS - [Multi Package List - Balearic Islands, Egypt, Turkey]

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

Checked by Touroperator

Not Available

Print More Change Check Srv.list

EDUCATION

	Startdate	Dur.	Touroperator	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		798,00	399,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	El Arenal	SAGA	**	HP		810,00	405,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Capdepera	VIVA CALA MESQUIDA RESORT	****	VE		832,00	416,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**	HP		852,00	426,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Cala D'Or	ESMERALDA PARK	***	VE		874,00	437,00	
<input type="checkbox"/>	14MAY2006	7	Gulet Touristik	Playa de Palma	ALEJANDRIA	***	HP	TOP	902,00	451,00	
<input type="checkbox"/>	14MAY2006	7	Fun & Sun	Playa de Palma	FONTANELLAS PLAYA	***	VE		932,00	491,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Sa Coma/S' Illot	Playamar special offer	***	HP		578,00	284,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	El Arenal	Alejandria special offer	***	HP		738,00	364,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Millor	La Santa Maria special offer	****	HP		778,00	384,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Calas de Mallorca	Club Cala Romani special ...	***	AI		838,00	414,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	PLAYA DE PALMA	NIAGARA	***	H		878,00	439,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Paguera	Beverly Playa special offer	***	HP		918,00	454,00	
<input type="checkbox"/>	15MAY2006	7	Neckermann Ö...	Cala Mondrags	Ib. Club Cala Barca spec....	****	AI		938,00	464,00	
<input type="checkbox"/>	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****	A		954,00	477,00	

You can sort offers according to specific criteria by clicking on the column you want in the headline (e.g. 'Total', 'Category', 'Startdate', etc.).

Click on the green area in the legend ('Checked by touroperator') to view all vacancy-checked offers.

Click on the red area in the legend ('Not available') to view all offers now booked up.

CETS Manual

8.1.1 Explanation of Buttons in Hot Offers List



Print	When the 'Print' button is clicked, the system processes the data 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'.
More	Clicking on 'More' lets you request other offers.
Change	Takes you back to the request mask, where you can record other search criteria
Srv.List	Transfers requested offer to the Service List

CETS Manual

8.1.2 Offer List



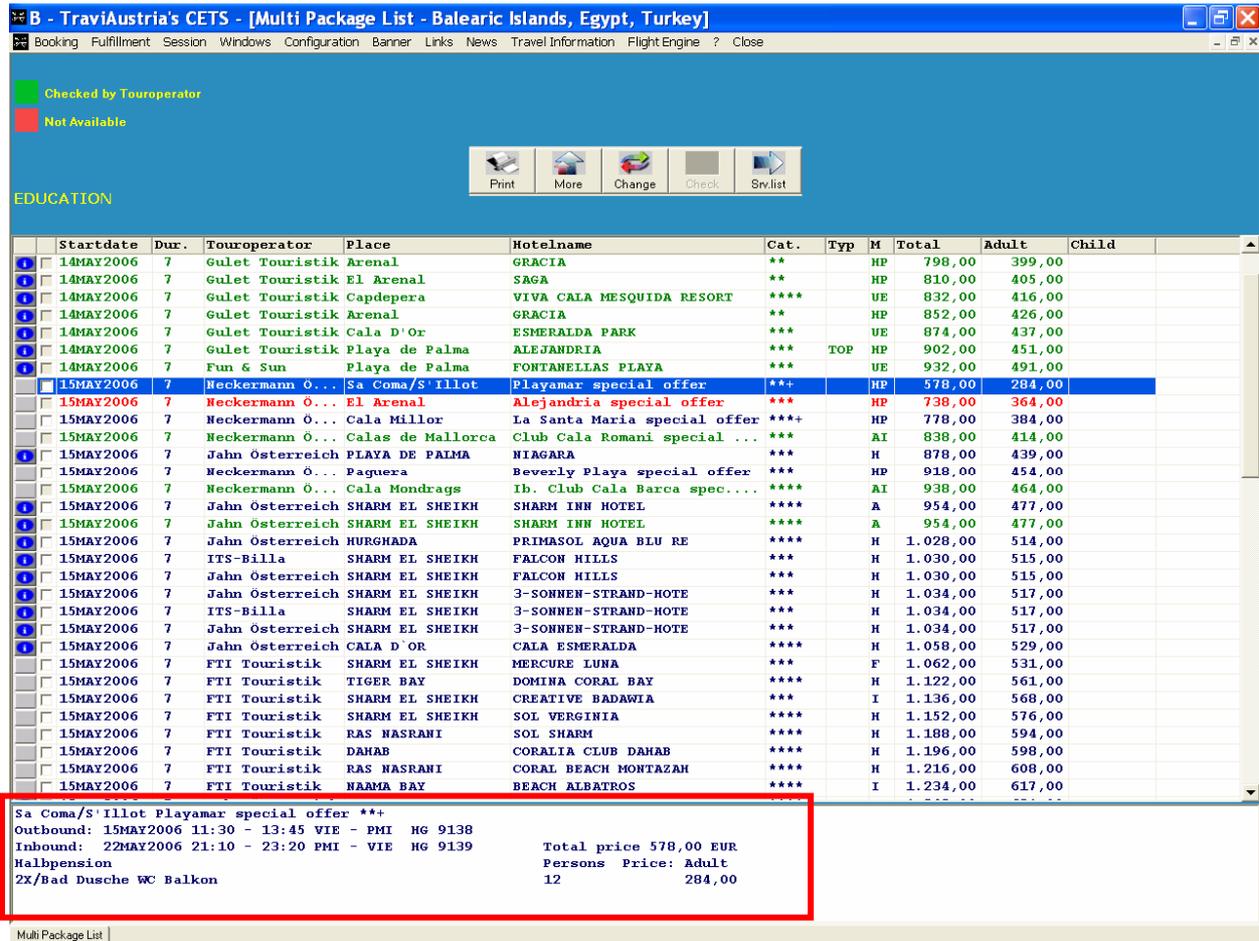
Startdate	Departure date
Dur.	Duration of stay
Touroperator	Operator
Place	Place
Hotelname	Hotel name
Cat.	Category
Typ	Type of offer
M	Meal
Total	Total price (usually excl. insurance and surcharges)
Adult	Price per adult (usually excl. insurance and surcharges)
Child	Price per child (usually excl. insurance and surcharges)

CETS Manual

TIP!

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

To find further information on the offer you have requested, just click on the lower info section.



B - TraviAustria's CETS - [Multi Package List - Balearic Islands, Egypt, Turkey]

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

Checked by Touroperator
Not Available

Print More Change Check Srv.list

EDUCATION

	Startdate	Dur.	Touroperator	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
+	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**		HP	798,00	399,00	
+	14MAY2006	7	Gulet Touristik	El Arenal	SAGA	**		HP	810,00	405,00	
+	14MAY2006	7	Gulet Touristik	Capdepera	VIVA CALA MESQUIDA RESORT	****		VE	832,00	416,00	
+	14MAY2006	7	Gulet Touristik	Arenal	GRACIA	**		HP	852,00	426,00	
+	14MAY2006	7	Gulet Touristik	Cala D'Or	ESMERALDA PARK	***		UE	874,00	437,00	
+	14MAY2006	7	Gulet Touristik	Playa de Palma	ALEJANDRIA	***	TOP	HP	902,00	451,00	
+	14MAY2006	7	Fun & Sun	Playa de Palma	FONTANELLAS PLAYA	***		UE	932,00	491,00	
+	15MAY2006	7	Neckermann Ö...	Sa Coma/S' Illot	Playamar special offer	***		HP	578,00	284,00	
+	15MAY2006	7	Neckermann Ö...	El Arenal	Alejadria special offer	***		HP	738,00	364,00	
+	15MAY2006	7	Neckermann Ö...	Cala Millor	La Santa Maria special offer	****		MP	778,00	384,00	
+	15MAY2006	7	Neckermann Ö...	Calas de Mallorca	Club Cala Romani special ...	***		AI	838,00	414,00	
+	15MAY2006	7	Jahn Österreich	PLAYA DE PALMA	NIAGARA	***		H	878,00	439,00	
+	15MAY2006	7	Neckermann Ö...	Paguera	Beverly Playa special offer	***		HP	918,00	454,00	
+	15MAY2006	7	Neckermann Ö...	Cala Mondrags	Ib. Club Cala Barca spec....	****		AI	938,00	464,00	
+	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****		A	954,00	477,00	
+	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	SHARM INN HOTEL	****		A	954,00	477,00	
+	15MAY2006	7	Jahn Österreich	HURGHADA	PRIMASOL AQUA BLU RE	****		H	1.028,00	514,00	
+	15MAY2006	7	ITS-Billa	SHARM EL SHEIKH	FALCON HILLS	***		H	1.030,00	515,00	
+	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	FALCON HILLS	***		H	1.030,00	515,00	
+	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***		H	1.034,00	517,00	
+	15MAY2006	7	ITS-Billa	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***		H	1.034,00	517,00	
+	15MAY2006	7	Jahn Österreich	SHARM EL SHEIKH	3-SONNEN-STRAND-HOTE	***		H	1.034,00	517,00	
+	15MAY2006	7	Jahn Österreich	CALA D'OR	CALA EMERALDA	****		H	1.058,00	529,00	
+	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	MERCURE LUNA	***		F	1.062,00	531,00	
+	15MAY2006	7	FTI Touristik	TIGER BAY	DOMINA CORAL BAY	****		H	1.122,00	561,00	
+	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	CREATIVE BADAWIA	***		I	1.136,00	568,00	
+	15MAY2006	7	FTI Touristik	SHARM EL SHEIKH	SOL VERGINIA	****		H	1.152,00	576,00	
+	15MAY2006	7	FTI Touristik	RAS NASRANI	SOL SHARM	****		H	1.188,00	594,00	
+	15MAY2006	7	FTI Touristik	DAHAB	CORALIA CLUB DAHAB	****		H	1.196,00	598,00	
+	15MAY2006	7	FTI Touristik	RAS NASRANI	CORAL BEACH MONTAZAH	****		H	1.216,00	608,00	
+	15MAY2006	7	FTI Touristik	NAMA BAY	BEACH ALBATROS	****		I	1.234,00	617,00	

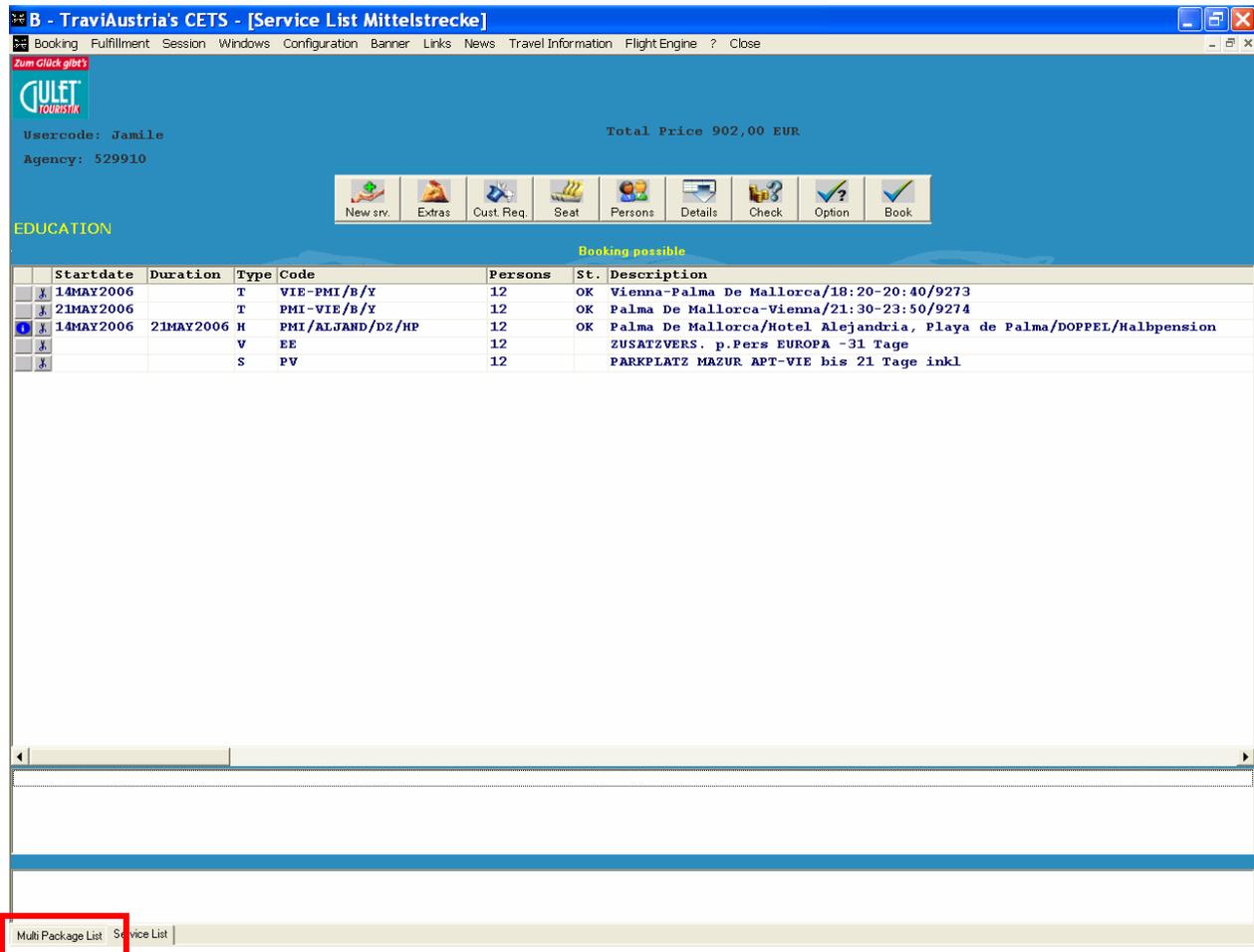
Sa Coma/S' Illot Playamar special offer ***
 Outbound: 15MAY2006 11:30 - 13:45 VIE - PMI HG 9138
 Inbound: 22MAY2006 21:10 - 23:20 PMI - VIE HG 9139
 Halbpension
 2X/Bad Dusche WC Balkon

Total price 578,00 EUR
 Persons Price: Adult
 12 284,00

Multi Package List

- ✓ Double-click on requested offer – services are taken over into the Service List, where they can be checked again by clicking on 'Check'.

CETS Manual



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

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

Zum Glück gibt's

QULET
TRAVIAUSTRIA

Usercode: Jamile Total Price 902,00 EUR
Agency: 529910

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

EDUCATION

Booking possible

	Startdate	Duration	Type	Code	Persons	St.	Description
✕	14MAY2006		T	VIE-PMI/B/Y	12	OK	Vienna-Palma De Mallorca/18:20-20:40/9273
✕	21MAY2006		T	PMI-VIE/B/Y	12	OK	Palma De Mallorca-Vienna/21:30-23:50/9274
1	14MAY2006	21MAY2006	H	PMI/ALJAND/DZ/HP	12	OK	Palma De Mallorca/Hotel Alejandria, Playa de Palma/DOPPEL/Halbpension
✕			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
✕			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

Multi Package List | Service List

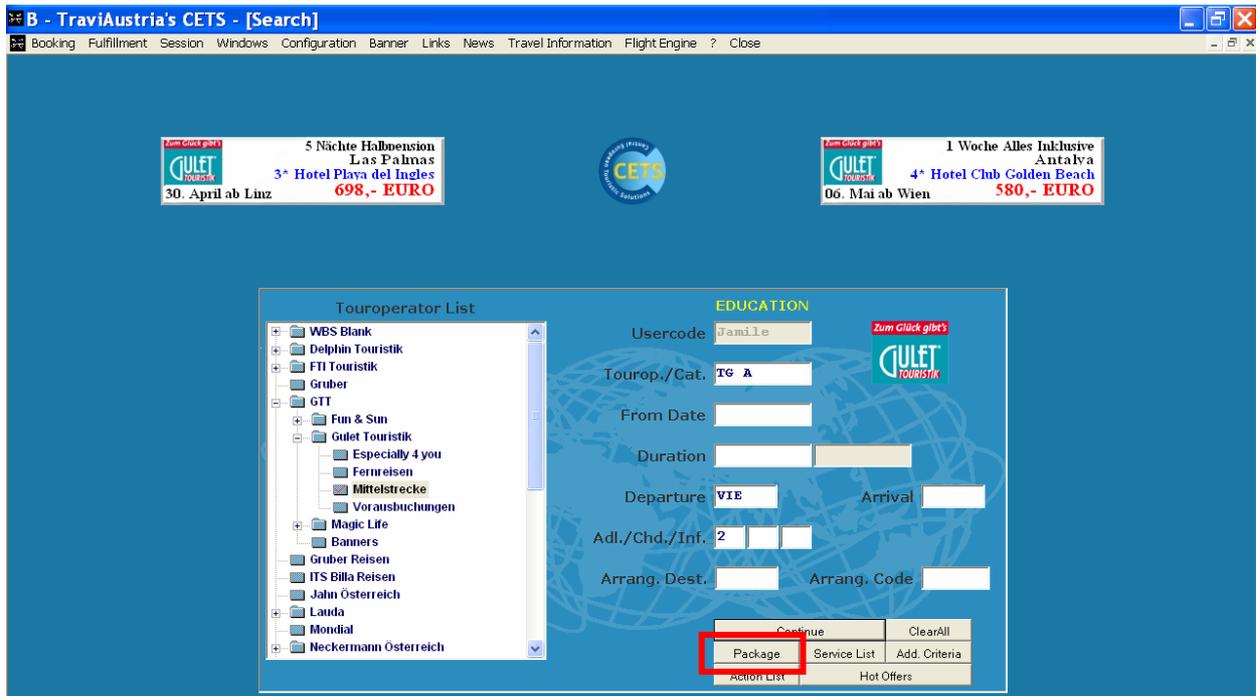
The booking can be closed as normal.

If you want to select another offer, use the navigation bar in the lower section – this will take you back to the offers list, where you can select another offer.

CETS Manual

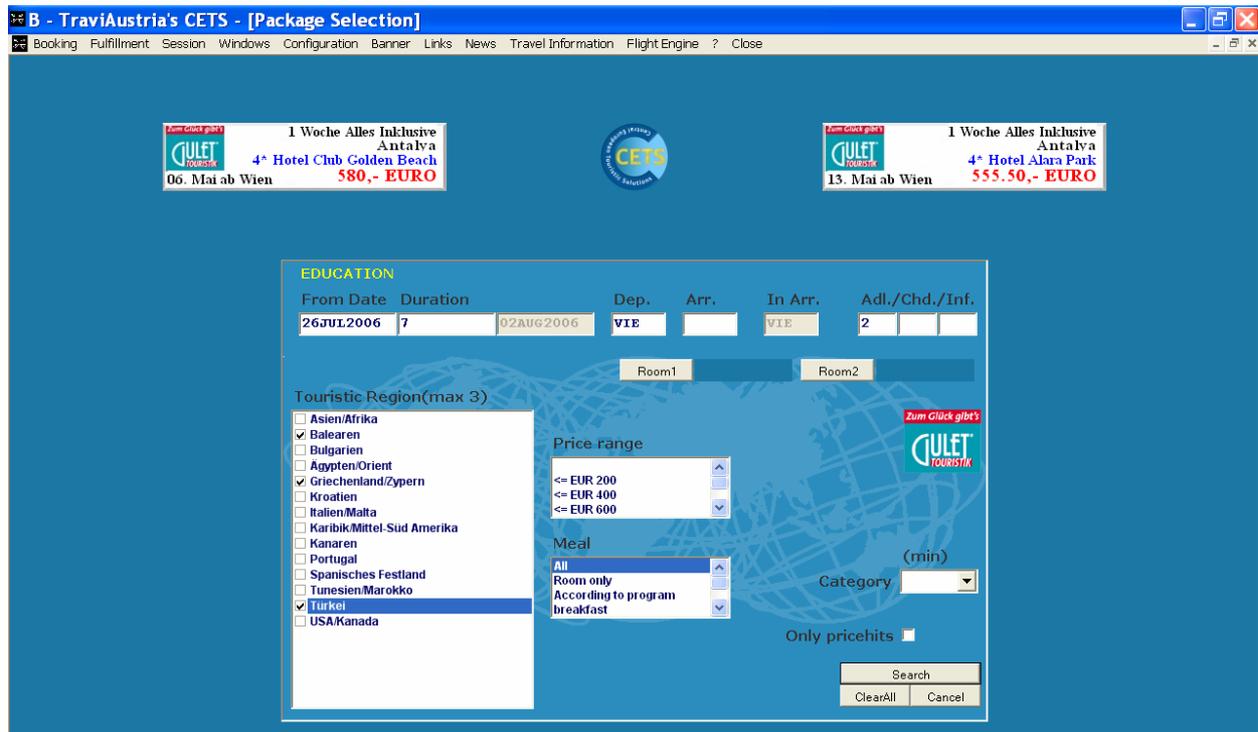
9 Package

Please note not all operators support this function. This vacancy helps you search quickly and efficiently for the offers you want.



✓ Package

CETS Manual



From Date
Duration
Dep.
Arr.
Inn Arr.

Departure date
Duration of stay in nights
Departure airport
Destination/arrival airport
Arrival airport on return flight (where supported by operator)
e.g. departure from VIE/return to LNZ

NOTE!

If you do not input any data in the 'Dep.' or 'Arr.' fields, a flight will not be requested/booked!

Adl./Chd./Inf.
Touristic Region
Price Range
Meal
Category

Number of adults/children/infants (babies)
Selection of up to 3 regions
Price range
Selection of meal
Selection of minimum category of hotel
e.g. if 3*** hotels are selected, all hotels from this category upwards will be shown.

Only pricehits

If you place a tick under 'Only pricehits', only special offers will be displayed.

- ✓ Click on 'Search' to launch the request.

CETS Manual

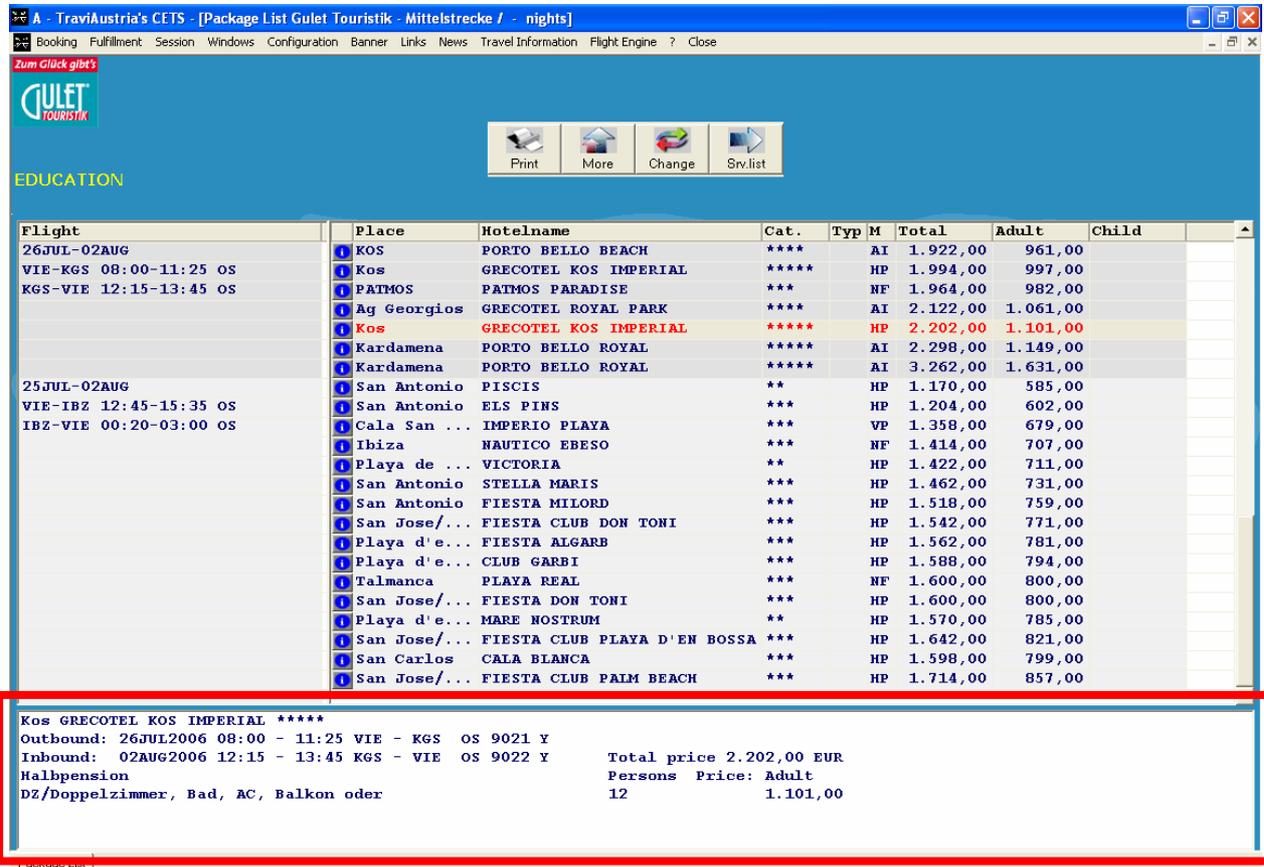
Flight	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
26JUL-02AUG	KOS	PORTO BELLO BEACH	****	AI		1.922,00	961,00	
VIE-KGS 08:00-11:25 OS	Kos	GRECOTEL KOS IMPERIAL	*****	HP		1.994,00	997,00	
KGS-VIE 12:15-13:45 OS	PATMOS	PATMOS PARADISE	***	NF		1.964,00	982,00	
	Ag Georgios	GRECOTEL ROYAL PARK	****	AI		2.122,00	1.061,00	
	Kos	GRECOTEL KOS IMPERIAL	*****	HP		2.202,00	1.101,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		2.298,00	1.149,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		3.262,00	1.631,00	
25JUL-02AUG	San Antonio	PISCIS	**	HP		1.170,00	585,00	
VIE-IBZ 12:45-15:35 OS	San Antonio	ELS PINS	***	HP		1.204,00	602,00	
IBZ-VIE 00:20-03:00 OS	Cala San ...	IMPERIO PLAYA	***	VP		1.358,00	679,00	
	Ibiza	NAUTICO EBESO	***	NF		1.414,00	707,00	
	Playa de ...	VICTORIA	**	HP		1.422,00	711,00	
	San Antonio	STELLA MARIS	***	HP		1.462,00	731,00	
	San Antonio	FIESTA MILORD	***	HP		1.518,00	759,00	
	San Jose/...	FIESTA CLUB DON TONI	***	HP		1.542,00	771,00	
	Playa d'e...	FIESTA ALGARB	***	HP		1.562,00	781,00	
	Playa d'e...	CLUB GARBI	***	HP		1.588,00	794,00	
	Talmanca	PLAYA REAL	***	NF		1.600,00	800,00	
	San Jose/...	FIESTA DON TONI	***	HP		1.600,00	800,00	
	Playa d'e...	MARE NOSTRUM	**	HP		1.570,00	785,00	
	San Jose/...	FIESTA CLUB PLAYA D'EN BOSSA	***	HP		1.642,00	821,00	
	San Carlos	CALA BLANCA	***	HP		1.598,00	799,00	
	San Jose/...	FIESTA CLUB PALM BEACH	***	HP		1.714,00	857,00	

On the left-hand side you will find flight data, on the right-hand side you will find suitable hotels.

A special offer is indicated in the 'Typ' column.

CETS Manual

If you only click on a hotel once, all the important information relating to the Arrangement appear in the lower section.



Flight

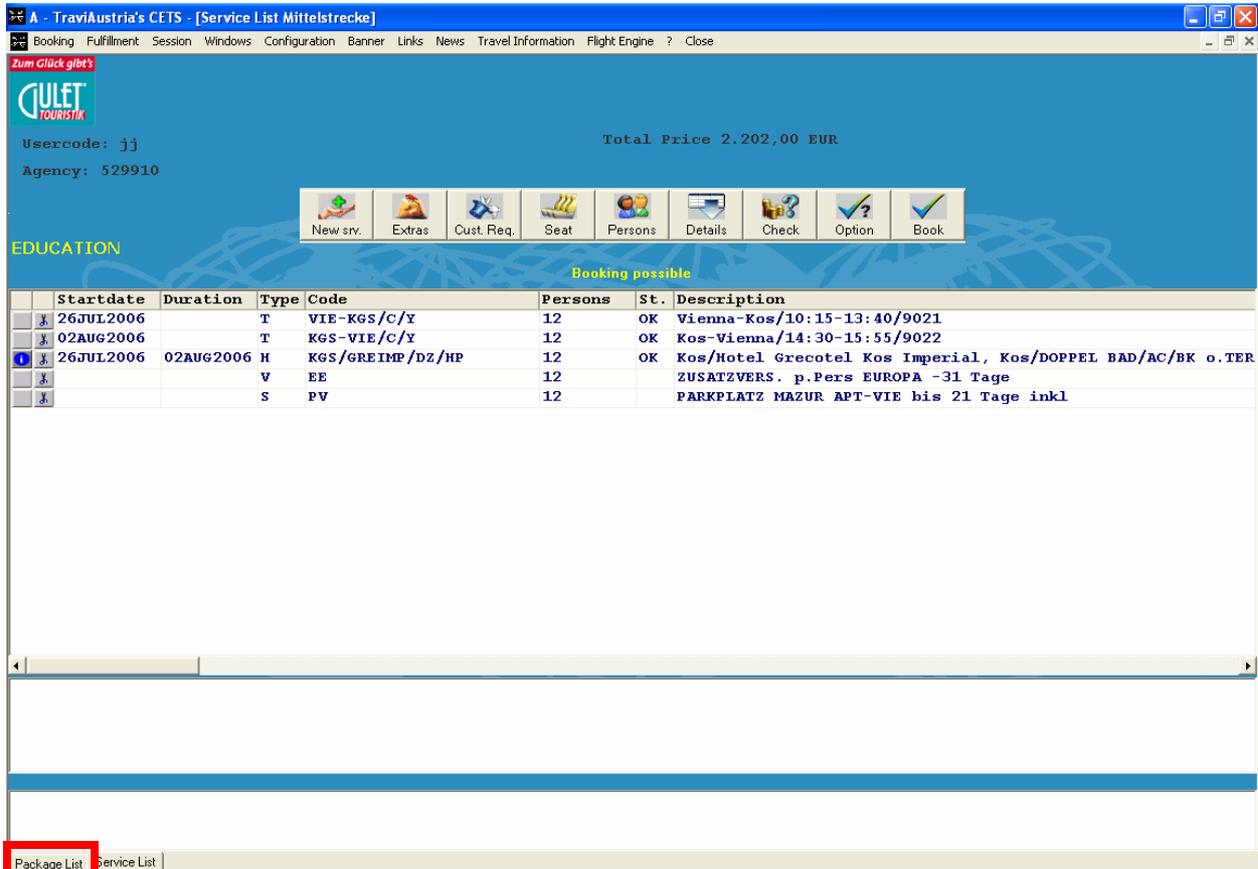
Flight	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
26JUL-02AUG	Kos	PORTO BELLO BEACH	*****	AI		1.922,00	961,00	
VIE-KGS 08:00-11:25 OS	Kos	GRECOTEL KOS IMPERIAL	*****	HP		1.994,00	997,00	
KGS-VIE 12:15-13:45 OS	PATMOS	PATMOS PARADISE	***	NF		1.964,00	982,00	
	Ag Georgios	GRECOTEL ROYAL PARK	****	AI		2.122,00	1.061,00	
	Kos	GRECOTEL KOS IMPERIAL	*****	HP		2.202,00	1.101,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		2.298,00	1.149,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		3.262,00	1.631,00	
25JUL-02AUG	San Antonio	PISCIS	**	HP		1.170,00	585,00	
VIE-IBZ 12:45-15:35 OS	San Antonio	ELS PINS	***	HP		1.204,00	602,00	
IBZ-VIE 00:20-03:00 OS	Cala San ...	IMPERIO EBLA	***	VP		1.358,00	679,00	
	Ibiza	NAUTICO EBESO	***	NF		1.414,00	707,00	
	Playa de ...	VICTORIA	**	HP		1.422,00	711,00	
	San Antonio	STELLA MARIS	***	HP		1.462,00	731,00	
	San Antonio	FIESTA MILORD	***	HP		1.518,00	759,00	
	San Jose/...	FIESTA CLUB DON TONI	***	HP		1.542,00	771,00	
	Playa d'e...	FIESTA ALGARB	***	HP		1.562,00	781,00	
	Playa d'e...	CLUB GARBI	***	HP		1.588,00	794,00	
	Talmanca	PLAYA REAL	***	NF		1.600,00	800,00	
	San Jose/...	FIESTA DON TONI	***	HP		1.600,00	800,00	
	Playa d'e...	MARE NOSTRUM	**	HP		1.570,00	785,00	
	San Jose/...	FIESTA CLUB PLAYA D'EN BOSSA	***	HP		1.642,00	821,00	
	San Carlos	CALA BLANCA	***	HP		1.598,00	799,00	
	San Jose/...	FIESTA CLUB PALM BEACH	***	HP		1.714,00	857,00	

Kos GRECOTEL KOS IMPERIAL *****
 Outbound: 26JUL2006 08:00 - 11:25 VIE - KGS OS 9021 Y
 Inbound: 02AUG2006 12:15 - 13:45 KGS - VIE OS 9022 Y
 Halbpension
 DZ/Doppelzimmer, Bad, AC, Balkon oder

Total price 2.202,00 EUR
 Persons Price: Adult
 12 1.101,00

- ✓ Double-click the offer you want
- ✓ 'Service List'

CETS Manual



Booking possible

	Startdate	Duration	Type	Code	Persons	St.	Description
	26JUL2006		T	VIE-KGS/c/Y	12	OK	Vienna-Kos/10:15-13:40/9021
	02AUG2006		T	KGS-VIE/c/Y	12	OK	Kos-Vienna/14:30-15:55/9022
	26JUL2006	02AUG2006	H	KGS/GREIMP/DZ/HP	12	OK	Kos/Hotel Grecohotel Kos Imperial, Kos/DOPPEL BAD/AC/BK o.TER
			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

The Arrangement can be closed as normal.

The navigation bar lets you return quickly to the Package List. Here, you have the option of choosing another Arrangement or changing your search criteria by clicking on 'Change'.



Change

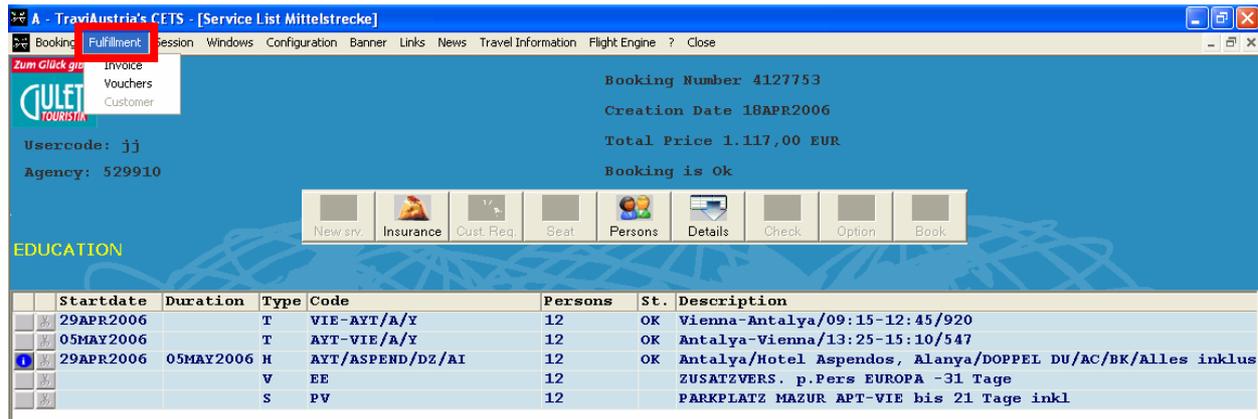
Flight	Place	Hotelname	Cat.	Typ	M	Total	Adult	Child
26JUL-02AUG	KOS	PORTO BELLO BEACH	****	AI		1.922,00	961,00	
VIE-KGS 08:00-11:25 OS	Kos	GRECOTEL KOS IMPERIAL	*****	HP		1.994,00	997,00	
KGS-VIE 12:15-13:45 OS	PATMOS	PATMOS PARADISE	***	NF		1.964,00	982,00	
	Ag Georgios	GRECOTEL ROYAL PARK	****	AI		2.122,00	1.061,00	
	Kos	GRECOTEL KOS IMPERIAL	*****	HP		2.202,00	1.101,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		2.298,00	1.149,00	
	Kardamena	PORTO BELLO ROYAL	*****	AI		3.262,00	1.631,00	
25JUL-02AUG	San Antonio	PISCIS	**	HP		1.170,00	585,00	
VIE-IBZ 12:45-15:35 OS	San Antonio	ELS PINS	***	HP		1.204,00	602,00	

CETS Manual

10 Printing Documents

Where the operator supports document printing, you will have the chance to print your booking confirmation, invoice and travel documents after the Booking Close.

The printing is processed by clicking on the 'Fulfillment' menu item.



The first step must always be to print the invoice.

- ✓ Select 'Invoice'



CETS Manual

Rechnung Seite 1
--TEST--

Datum : 18.04.06 A/TG
Vorgangs-Nr. : 4127753

Rechnungs-Nr. : 6595145

Reisebüro-Nr. : T00001
Sachbearbeiter: jj
Tel. Geschäft : 0043198142375

Gulet Touristik GmbH & CoKG
Start/Tourbo/Cets-Test
Landstrasser Hauptstr. 153-155
Unterlagen an GTT/EDV/HELPDESK
1030 Wien

*** Nachnahme ***

Destination : ANTALYA
Reisedatum : 29.04.06- 05.05.06

Wir erlauben uns, für Ihre Buchung in Rechnung zu stellen:

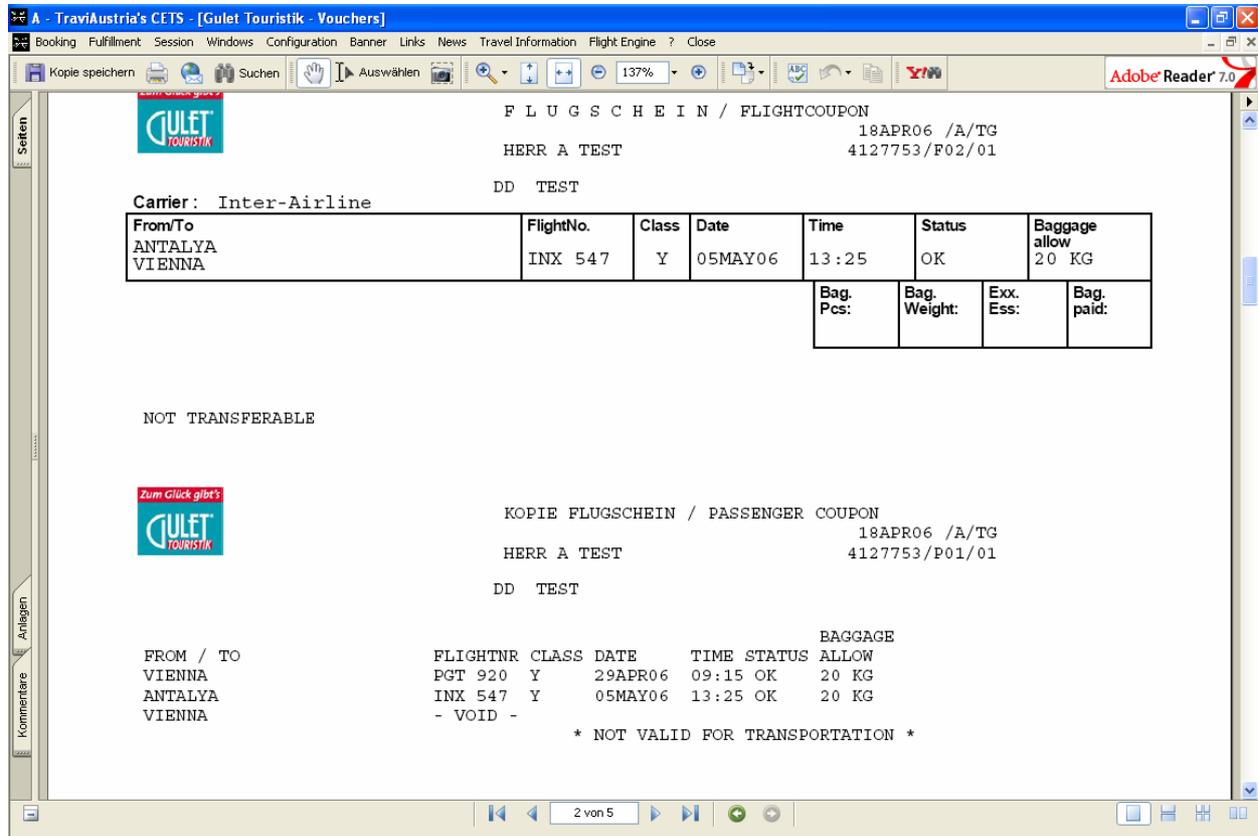
Teilnehmer :
1: Herr A TEST
2: Frau B TEST

A: B: C:
1+2 FA VIENNA - ANTALYA 09.15 12.45 Y 29.04.06/PGT 920 OK

DISTRIBUTOR OF THE GALILEO® SYSTEM

CETS Manual

Subsequently you can also print the travel documents. This can also be done by clicking on the 'Fulfillment' menu item and going to 'Vouchers'.

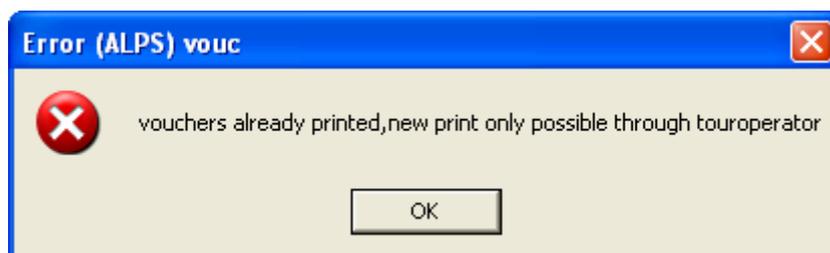


The screenshot shows a web browser window titled "A - TraviAustria's CETS - [Gulet Touristik - Vouchers]". The main content area displays two flight vouchers. The first is a "FLUGSCHEIN / FLIGHTCOUPON" for carrier "Inter-Airline", flight "INX 547", dated "05MAY06", with a time of "13:25" and status "OK". The baggage allowance is "20 KG". Below this, it states "NOT TRANSFERABLE". The second voucher is a "KOPIE FLUGSCHEIN / PASSENGER COUPON" for the same flight, dated "18APR06", with a time of "13:25" and status "OK". Below this, it lists baggage details: "FROM / TO: VIENNA, ANTALYA, VIENNA", "FLIGHTNR: PGT 920, INX 547, - VOID -", "CLASS: Y", "DATE: 29APR06, 05MAY06", "TIME: 09:15, 13:25", "STATUS: OK", "ALLOW: 20 KG". A note at the bottom states "* NOT VALID FOR TRANSPORTATION *".

IMPORTANT TIP!

- To print documents, you must be authorised to do so by the operator.
- You can only print Vouchers/Tickets if an Invoice has been printed.
- Currently, it is only possible to print documents of the operator once. Every further print must first be authorised by the operator.
- Always ensure your printer contains sufficient voucher paper!
- You can obtain the appropriate information and voucher paper directly from the operator.

If you should attempt to print the documents again, the following message will appear:



CETS Manual

The print document is processed and displayed as a PDF file. To view this, the Acrobat Reader programme is required.

11 Dossier Handling Booking List

Bookings you have made can be displayed as follows:

Click on the **BOOKING** item in the menu line, and you will be given the following options:

New Booking	To create a new booking
Display Booking	To display a booking
Modify Booking	To change a booking
Delete Booking	To cancel a booking
Messages	To send a message to the operator. Not all operators support this function.
Booking Options	To set the customer language. Not all operators support this function.

11.1 Retrieval of a Booking

To retrieve a booking, click on the **BOOKING** menu item. Depending on what you want to do with the booking, click on **DISPLAY BOOKING**, **MODIFY BOOKING** or **DELETE BOOKING**.

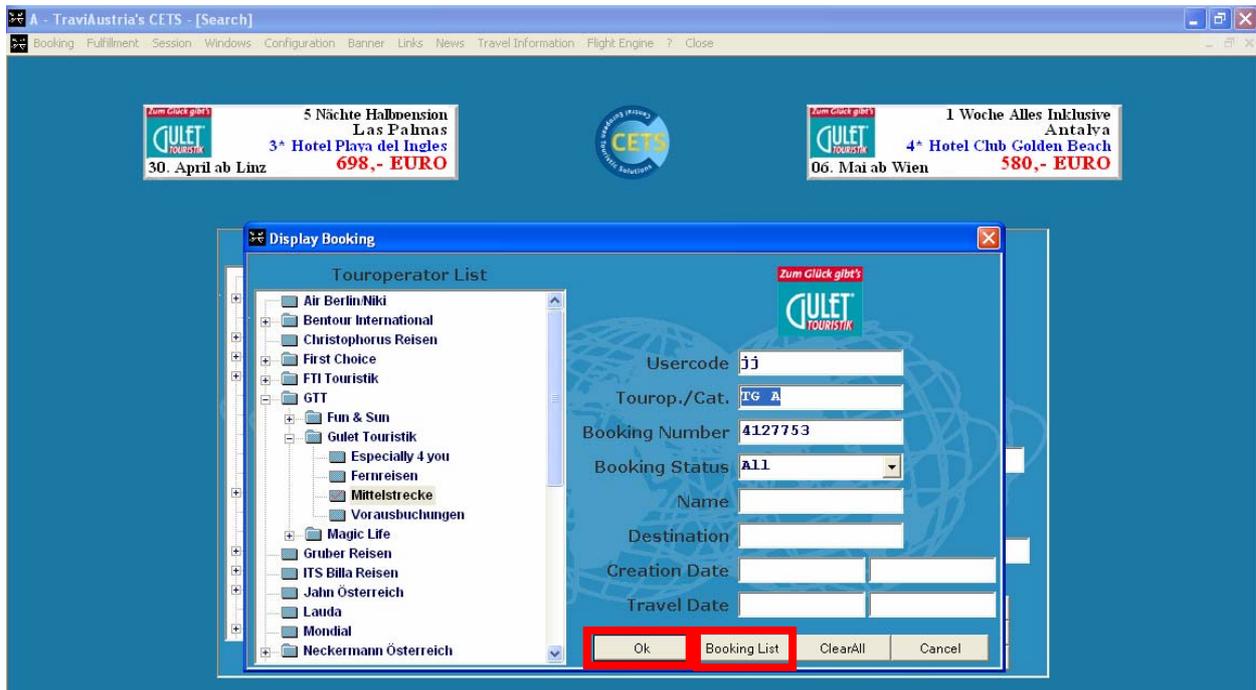
You will see a mask in which the reservation created most recently always appears automatically in the field Tourop./TOCat. and Booking No..

If you want to retrieve a different booking, the correspondent criteria need to be changed in order to carry out the search.

If you click on **'OK'**, you directly forward the booking number to the operator, where it is displayed with the current status.

If you want to search for a booking with other criteria (e.g. according to booking status, customer name, destination, booking date or travel date), then use the button **'Booking List'**.

CETS Manual



Usercode:	Reference of the user
Tourop./TOCat.:	This is where you can find the code of the operator, which you can select using the list on the left-hand side.
Booking No.	This is where you can input the reservation number of the operator.
Name:	This is where you can input the family name of the person travelling.
Destination:	This is where you can input the destination of the booking.
Creation date:	This is where you can input the booking date or a booking period.
Travel date:	This is where you can input the travel date or a travel period.

You can also search for bookings by the status. This takes up less time and makes your search more efficient.

This function is supported under Display, Modify and Delete.

The following status can be chosen:

* ALL	All bookings are displayed.
* OK	All fixed bookings are displayed.
* Option	Options are displayed.
* Request	Request bookings are displayed.
* Prebook	All pre-reservations are displayed. Not all operators support this function!
* Cancelled	All cancelled booking are displayed.

TIP:

The only field that must be completed is the USERCODE field. All other fields are optional and do not have to be completed.

- ✓ You come to the 'Booking List'

CETS Manual



No.	Booking No.	UPDATE	Product Creation	Travel date Duration	Destination User	Modus Status	First Person Adults/Chl./Inf
1.	4127754 Cets Details		TG A Gulet Touristik 18APR2006 / noe	02JUN2006 7	PMI noe	TEST OK	VARONA LAHUERTA/NOE 2/0/0
2.	4127753 Cets Details		TG A Gulet Touristik 18APR2006 / jj	29APR2006 6	AYT jj	TEST OK	TEST/A 2/0/0
3.	4127752 Cets Details		TG A Gulet Touristik 18APR2006 / jj	26JUL2006 7	KGS jj	TEST OK	TEST/A 2/0/0
4.	4117519 Cets Details		TG A Gulet Touristik 14APR2006 / Jamile	27AUG2006 7	LPA Jamile	TEST OK	SOMMER/ANTON 2/0/0
5.	4117515 Cets Details		TG A Gulet Touristik 12APR2006 / Jamile	17SEP2006 7	LPA Jamile	TEST OK	MAIER/ANTON 2/0/0
6.	4117512 Cets Details		TG A Gulet Touristik 11APR2006 / noe	06AUG2006 7	LPA noe	TEST OK	NTBAA 2/0/0
7.	4117511 Cets Details		TG A Gulet Touristik 11APR2006 / Jamile	22APR2006 7	AYT Jamile	TEST OK	TEST/A 2/0/0
8.	4117508 Cets Details		TG A Gulet Touristik 11APR2006 / JJ	20SEP2006 8	LPA JJ	TEST XX	FFFFF 2/0/0
9.	4117502 Cets Details		TG A Gulet Touristik 10APR2006 / noe	02JUN2006 7	PMI noe	TEST OK	VARONA LAHUERTA/NOE 2/0/0
10.	4117501 Cets Details		TG A Gulet Touristik 10APR2006 / Tina	18JUN2006 7	LPA Tina	TEST OK	SCHRAUDER 2/0/0
11.	4117500 Cets Details		TG A Gulet Touristik 10APR2006 / Tina	11JUN2006 7	LPA Tina	TEST OK	SCHRAUDER 2/0/0
12.	4117497 Cets Details		TG A Gulet Touristik 10APR2006 / Tina	12JUL2006 7	LPA Tina	TEST OK	TEST 2/0/0

Change search-criteria
Action List

To change the search criteria
The 'Queue System' Action List

11.1.1 Explanation of Booking List

No.	Line number
Booking No.	Reservation number of the operator; clicking on the number takes you directly to the Service List. If you click on CETS DETAILS , the booking details of this booking appear.
Update	If an update has been made by the operator, the booking appears with the note 'YES' in the 'Update' column.
Product Creation	The product which has been booked The day on which the booking was created + a note of which user closed the booking.
Travel date Duration	Departure date Duration of stay
Destination User	Destination Which user created the booking
Modus Status	Test or Productive Status of the booking
First Person Adult/Chd./Inf	Name of 1st customer Number of persons travelling

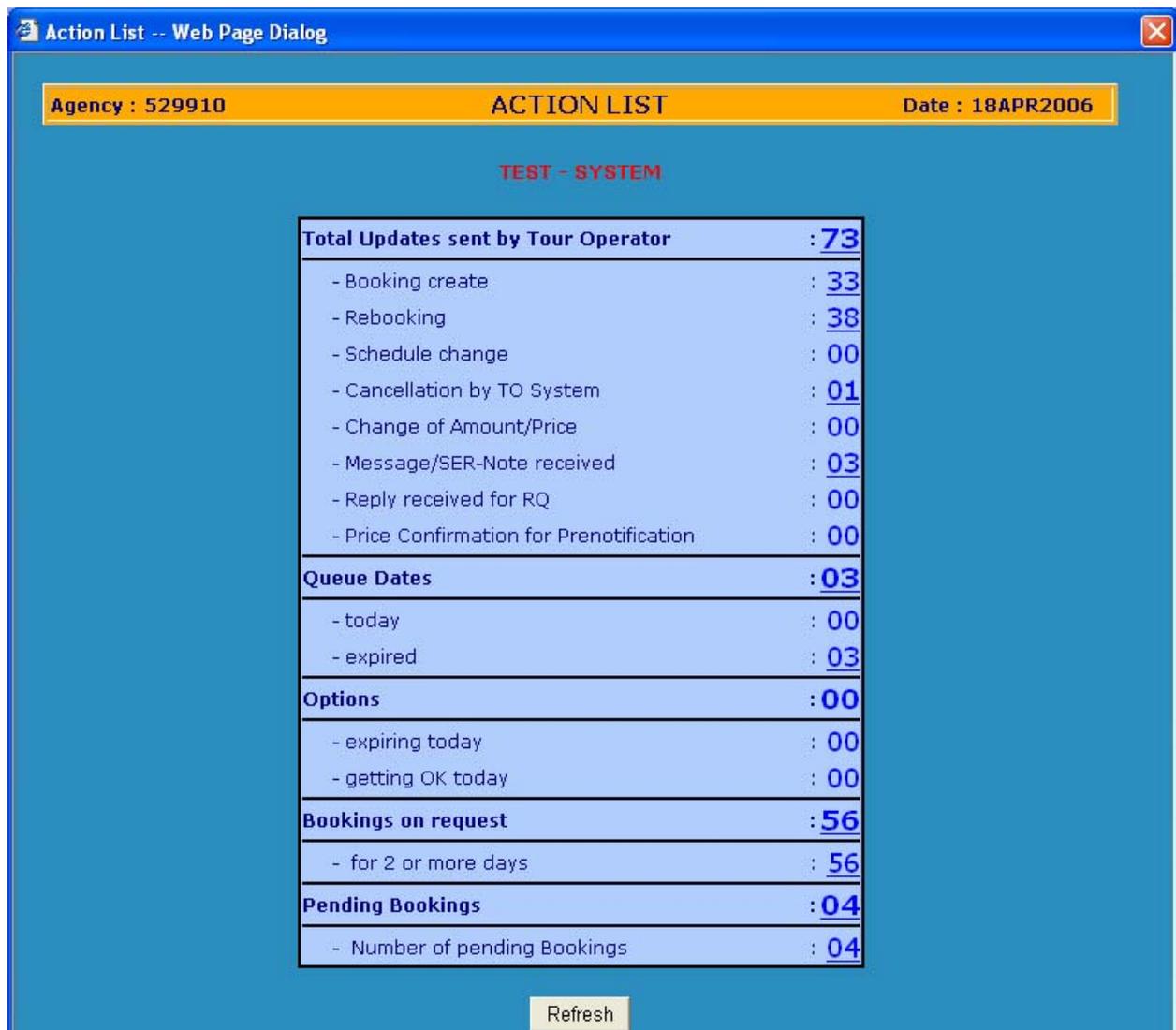
CETS Manual

11.2 Action List

An operator can inform you of any changes made to your booking by sending messages via the Action List.

If a booking which an operator has changed has been placed on the Action List, click on '**Action List**' in the entry mask.

Please note not all operators support the Action List at present.



TEST - SYSTEM	
Total Updates sent by Tour Operator	: <u>73</u>
- Booking create	: <u>33</u>
- Rebooking	: <u>38</u>
- Schedule change	: 00
- Cancellation by TO System	: <u>01</u>
- Change of Amount/Price	: 00
- Message/SER-Note received	: <u>03</u>
- Reply received for RQ	: 00
- Price Confirmation for Prenotification	: 00
Queue Dates	: <u>03</u>
- today	: 00
- expired	: <u>03</u>
Options	: 00
- expiring today	: 00
- getting OK today	: 00
Bookings on request	: <u>56</u>
- for 2 or more days	: <u>56</u>
Pending Bookings	: <u>04</u>
- Number of pending Bookings	: <u>04</u>

Refresh

Every queue contains the number of bookings.

To retrieve a booking, click on the number underlined (04) in the line. You will then be taken to the 'Booking List'.

CETS Manual

No.	Booking No.	UPDATE	Product Creation	Travel date Duration	Destination User	Modus Status	First Person Adults/Chl./Inf
1.	18409005 Cets Details	YES	TUIF FL TUI 10APR2006 / 0190	23APR2006 8	MLE 0000	PROD OK	Strauss/Karl-Heinz 2/0/0
2.	22826279 Cets Details	YES	TUIF CT TUI 08APR2005 / 1958	23JUN2005 3	LED 1958	PROD OK	Gaensler/Roland 2/0/0
3.	13775960 Cets Details	YES	TUIB TF TUI 17NOV2004 /	29OCT2004 21	TFS 1958	PROD OK	Meyer/Friedrich 2/0/0

Fertig
CETS Booking List

The update to the booking is indicated with a 'YES'. By clicking on the booking number, you will be taken to the Service List of the booking you want, where you will be able to view the Messages once again.

Booking- history / details

Booking Number: 18409005

No.	UPDATE AgencyNr	Product Creation date	Travel date Duration	Destination User	Price Status	Adults/Chl./Inf
1.		TUIF FL TUI 30MAR2006 15:51:08	23APR2006 8	MLE 0190	4570.00 EUR OP	2/0/0
2.	YES	TUIF FL TUI 10APR2006 09:33:51	23APR2006 8	MLE 0000	3490.00 EUR OK	2/0/0

Back Print All... Print Details...

Old Version

Update Remarks :

HIERMIT BESTÄTIGEN WIR IHNEN DIE TRANSFERS ZU FOLGENDEN DATEN:
MLE APT ZUM HOTEL MIT ANKUNFT DER EK 0552 AM 2404 UM 10:40 UHR.
HOTEL ZUM APT MLE AM 3004 ZUM ABFLUG DER EK 0559 02.20 UHR. BITTE BEACHTEN
SIE, DASS DER TRANSFER BEREITS AM 30.04.06 GEGEN NACHMITTAG ERFOLGEN WIRD.
BITTE TEILEN SIE UNS FLUGZEITENÄNDERUNGEN UMGEHEND MIT, DA SONST KEIN TRANSFER-
ANSPRUCH BESTEHT.

Buchungs-Details für Herrn Karl-Heinz Strauss

Buchungsdatum 30.03.2006 15:22
Letzte Änderung 10.04.2006 09:29
Buchung ist OK

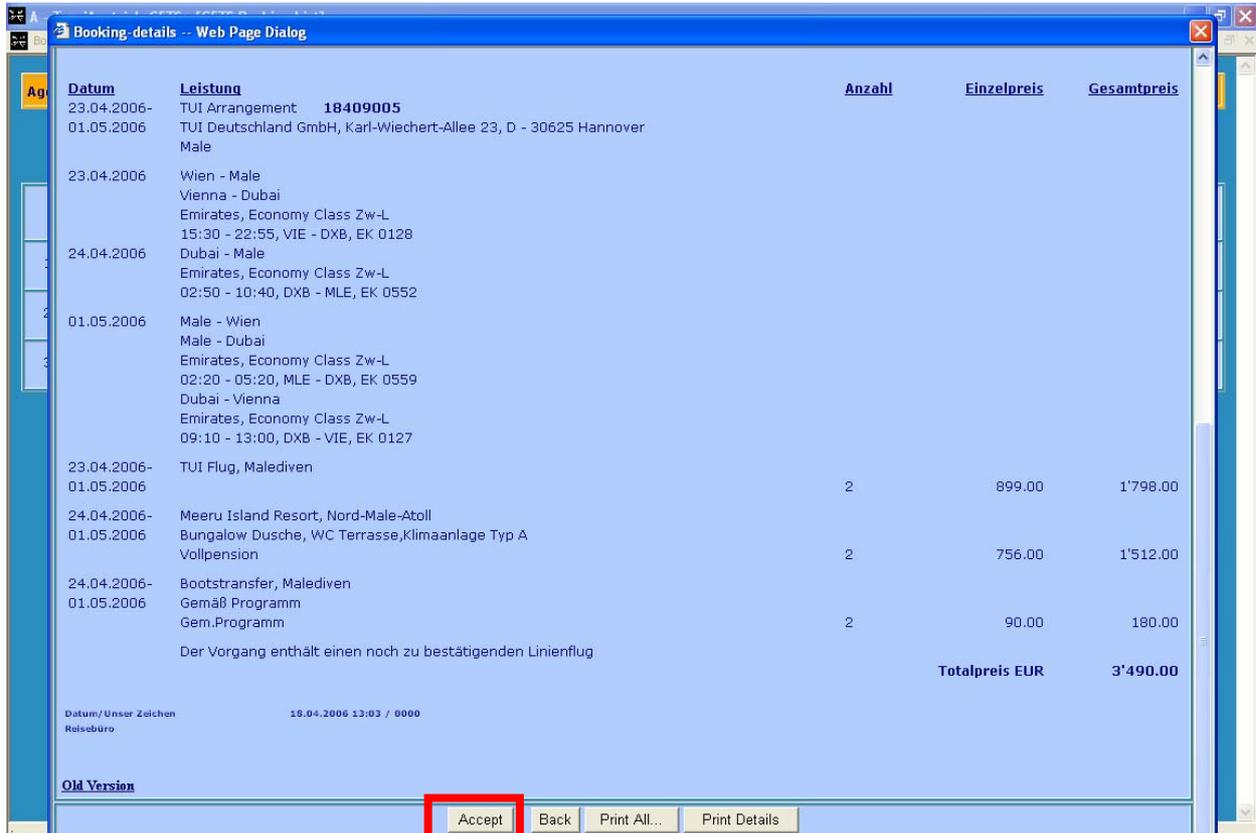
Name(n)	Preis	Alter / Geburtsdatum
1 Herr Strauss Karl-Heinz	1'745.00 EUR	
2 Frau Strauss Carolin	1'745.00 EUR	

Datum	Leistung	18409005	Anzahl	Einzelpreis	Gesamtpreis
23.04.2006-	TUI Arrangement				
01.05.2006	TUI Deutschland GmbH, Karl-Wiechert-Allee 23, D - 30625 Hannover				

CETS Manual

We have provided '**Old Version**' and '**New Version**' functions to make it easier to view Changes/Messages in the booking. By clicking on the '**New Version**', you will be taken to **the current status**.

To accept the change, click on **CETS DETAILS** in the 'Booking List' and use the '**ACCEPT**' button.



Datum	Leistung	Anzahl	Einzelpreis	Gesamtpreis
23.04.2006-01.05.2006	TUI Arrangement TUI Deutschland GmbH, Karl-Wiechert-Allee 23, D - 30625 Hannover Male	18409005		
23.04.2006	Wien - Male Vienna - Dubai Emirates, Economy Class Zw-L 15:30 - 22:55, VIE - DXB, EK 0128			
24.04.2006	Dubai - Male Emirates, Economy Class Zw-L 02:50 - 10:40, DXB - MLE, EK 0552			
01.05.2006	Male - Wien Male - Dubai Emirates, Economy Class Zw-L 02:20 - 05:20, MLE - DXB, EK 0559 Dubai - Vienna Emirates, Economy Class Zw-L 09:10 - 13:00, DXB - VIE, EK 0127			
23.04.2006-01.05.2006	TUI Flug, Malediven	2	899.00	1'798.00
24.04.2006-01.05.2006	Meeru Island Resort, Nord-Male-Atoll Bungalow Dusche, WC Terrasse, Klimaanlage Typ A Vollpension	2	756.00	1'512.00
24.04.2006-01.05.2006	Bootstransfer, Malediven Gemäß Programm Gem. Programm	2	90.00	180.00
Der Vorgang enthält einen noch zu bestätigenden Linienflug				
			Totalpreis EUR	3'490.00

Datum/Unser Zeichen: 19.04.2006 13:03 / 0000
Reisebüro

[Old Version](#)

Accept Back Print All... Print Details

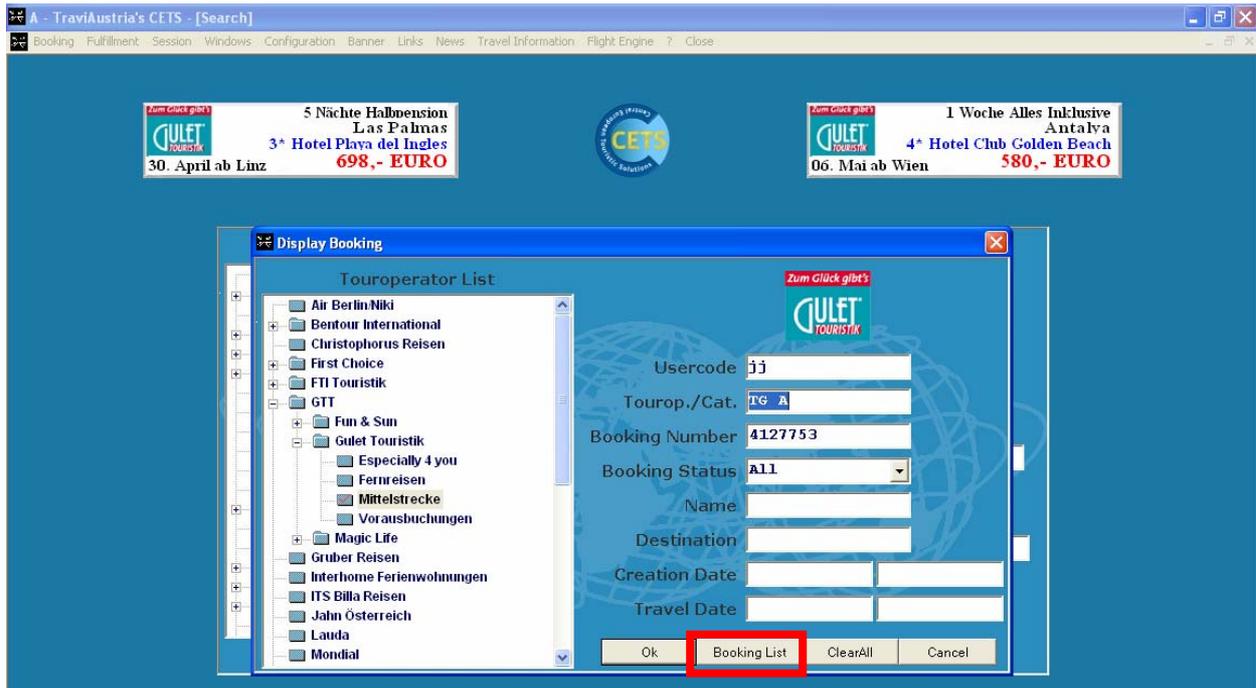
Back Back to 'Booking List'
Print All Entire page is printed out
Print Details Booking details are printed out

CETS Manual

11.3 Set Queue Date – Reminder Function

You have the option to remind yourself of the desired booking.

Retrieve booking via booking number or search criteria by clicking on 'Booking List' and 'CETS Details'.



- ✓ Click on 'Set Queue Date' in the open booking details

CETS Manual



Booking- history / details

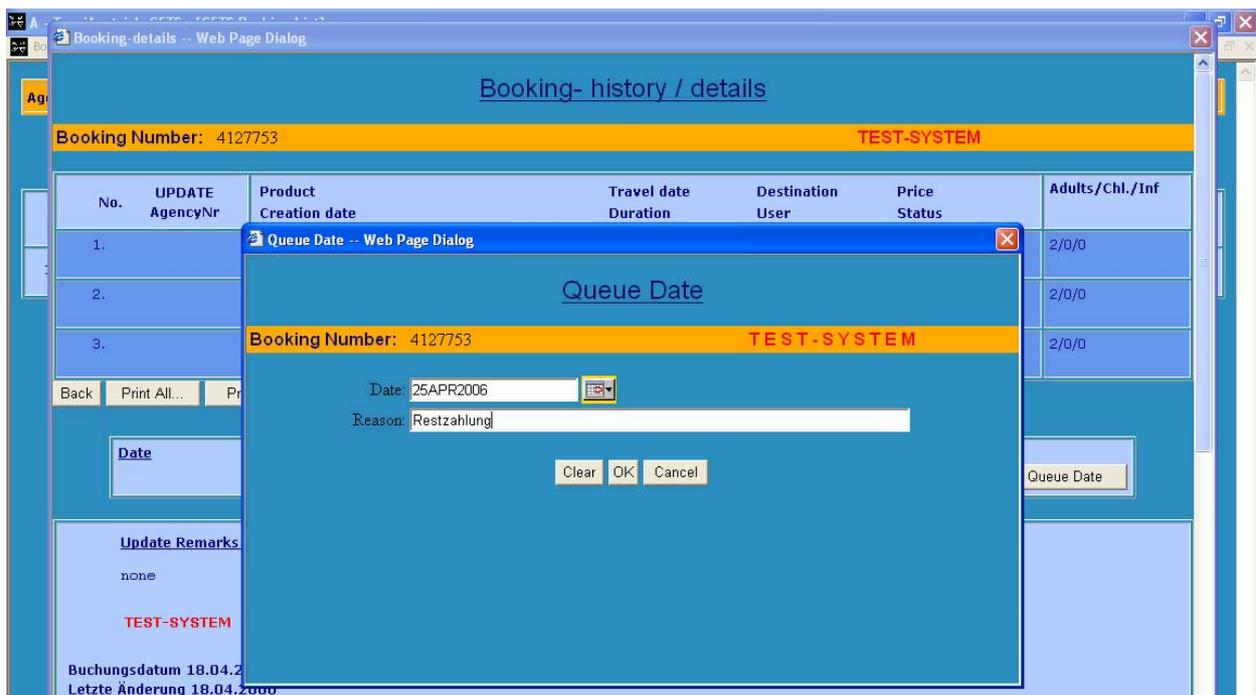
Booking Number: 4127753 TEST-SYSTEM

No.	UPDATE AgencyNr	Product Creation date	Travel date Duration	Destination User	Price Status	Adults/Chl./Inf
1.		TG A Gulet Touristik 18APR2006 11:03:17	29APR2006 6	AYT jj	1117.00 EUR OK	2/0/0
2.		TG A Gulet Touristik 18APR2006 11:05:57	29APR2006 6	AYT jj	1117.00 EUR OK	2/0/0
3.		TG A Gulet Touristik 18APR2006 11:09:01	29APR2006 6	AYT jj	1117.00 EUR OK	2/0/0

Queue Date

Date Reason

Update Remarks :
none



Booking- history / details

Booking Number: 4127753 TEST-SYSTEM

No.	UPDATE AgencyNr	Product Creation date	Travel date Duration	Destination User	Price Status	Adults/Chl./Inf
1.						2/0/0
2.						2/0/0
3.						2/0/0

Queue Date

Booking Number: 4127753 TEST-SYSTEM

Date: 25APR2006
Reason: Restzahlung

Clear OK Cancel

Update Remarks :
none

TEST-SYSTEM

Buchungsdatum 18.04.2006
Letzte Änderung 18.04.2006

In the **DATE** field, input the date on which it should be sent to the Queue.

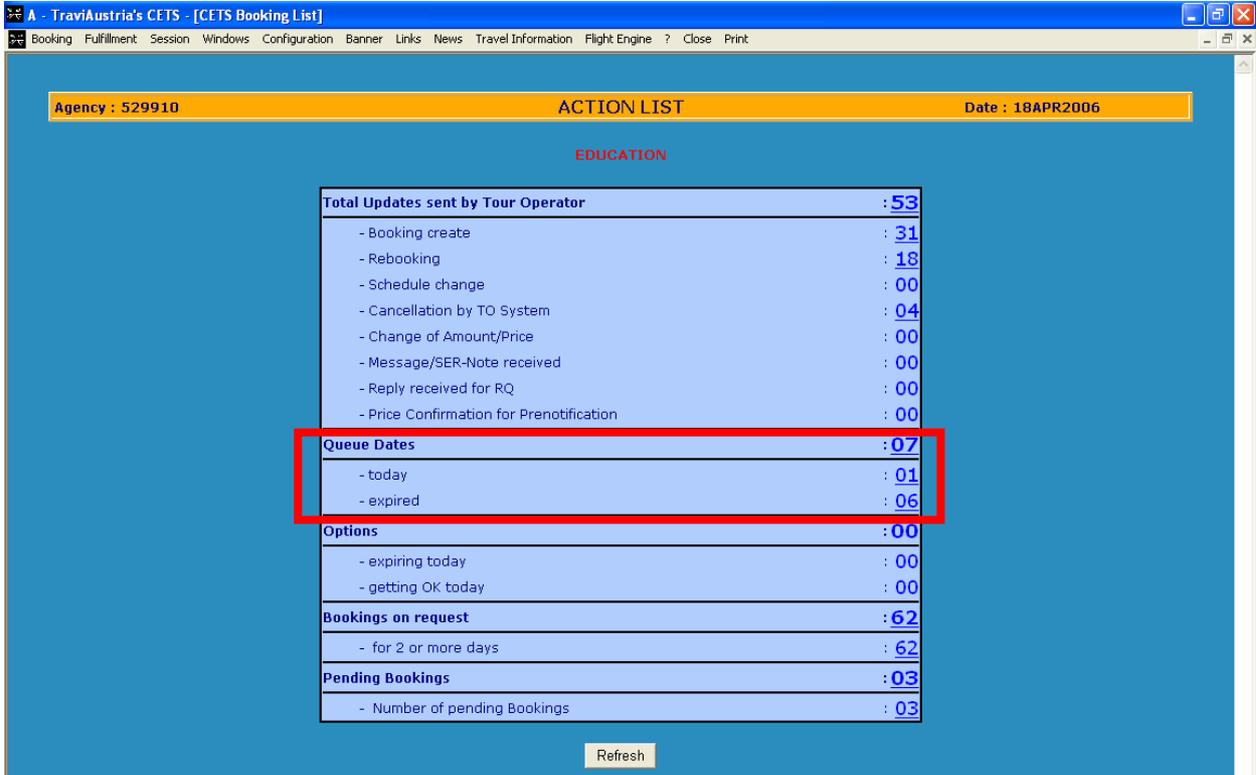
In the **REASON** field, you can input a note of why you want to place the booking in the Queue on this date.

If a Queue Date has already been set, you can change the Queue Date using the [Change Queue Date](#) button.

Clear	The recorded data are deleted
Ok	The recorded data are saved
Cancel	Cancel

CETS Manual

The respective bookings which you have placed in your 'Queue' also appear in your Action List under the 'Queue Dates' item.



Agency : 529910 ACTION LIST Date : 18APR2006

EDUCATION

Total Updates sent by Tour Operator	: 53
- Booking create	: 31
- Rebooking	: 18
- Schedule change	: 00
- Cancellation by TO System	: 04
- Change of Amount/Price	: 00
- Message/SER-Note received	: 00
- Reply received for RQ	: 00
- Price Confirmation for Prenotification	: 00
Queue Dates	: 07
- today	: 01
- expired	: 06
Options	: 00
- expiring today	: 00
- getting OK today	: 00
Bookings on request	: 62
- for 2 or more days	: 62
Pending Bookings	: 03
- Number of pending Bookings	: 03

Refresh

11.4 Manage Options

The number of options which are fixed will appear on your 'Action List' under 'Options'. The options which expire are displayed under the 'expired' item.

After clicking on the number displayed, you will receive the 'Booking List' with the options being fixed by the operator this evening.

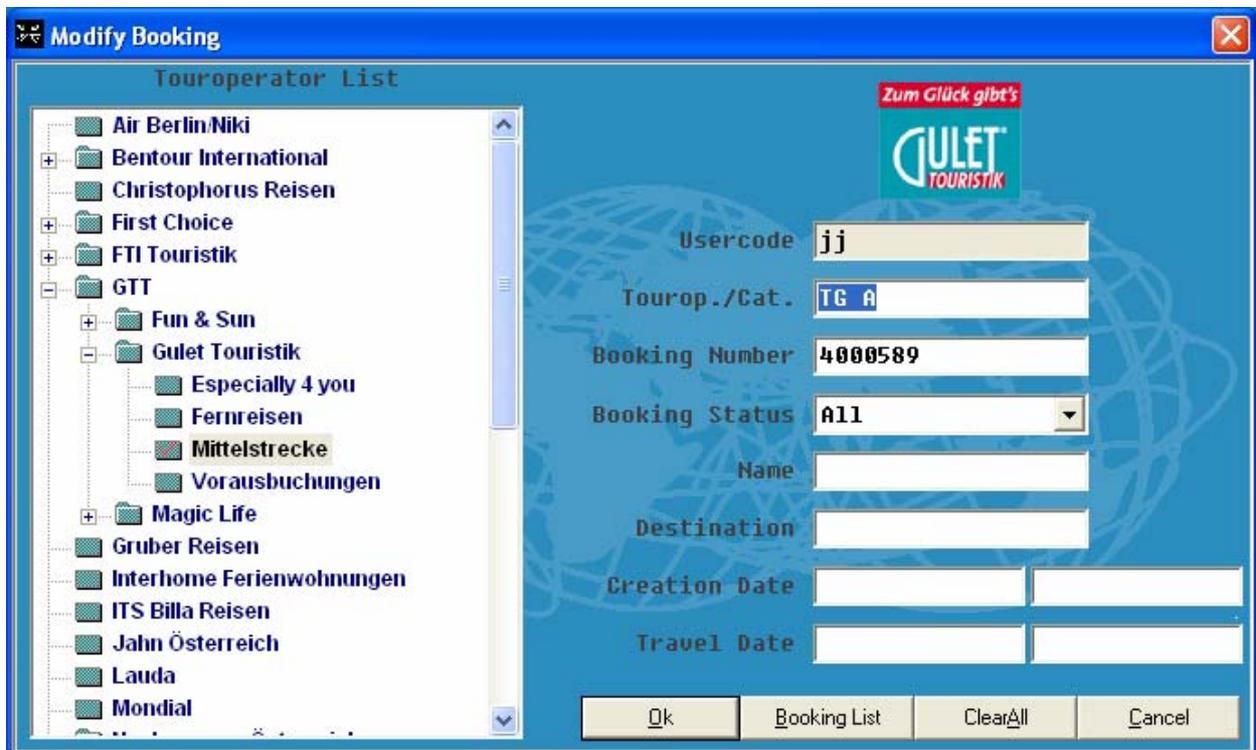
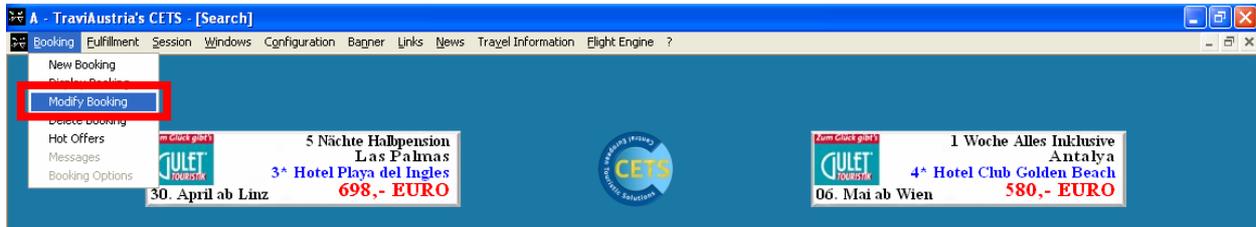
The booking can now be shown by clicking on 'CETS Details' or on 'Booking No.'.

CAUTION! Not all operators support this function at the current time!

CETS Manual

11.5 Modify Booking

To modify a booking that has already been closed, you will need to bring up the booking via 'Modify Booking'.



- ✓ Access booking using the booking number (by inputting booking number and clicking on 'OK' or by going to 'Booking List' and subsequently clicking on booking number.

CETS Manual

	Startdate	Duration	Type	Code	Persons	St.	Description
	12JUN2006		T	VIE-HER/E/Y	12	OK	Vienna-Heraklion/13:30-17:00/1419
	19JUN2006		T	HER-VIE/E/Y	12	OK	Heraklion-Vienna/10:35-12:15/1420
	12JUN2006	19JUN2006	H	HER/CALYPS/DZ/NF	12	OK	Heraklion/Hotel Kalypso, Matala/DOPPEL BAD o.DU/AC/BK/Fruhs
			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

11.5.1 Rebooking an Existing Line

- ✓ Click on line you wish to change

The service window opens, and the service can be changed (e.g. change 'Y' Class to 'C' Class).

TIP!

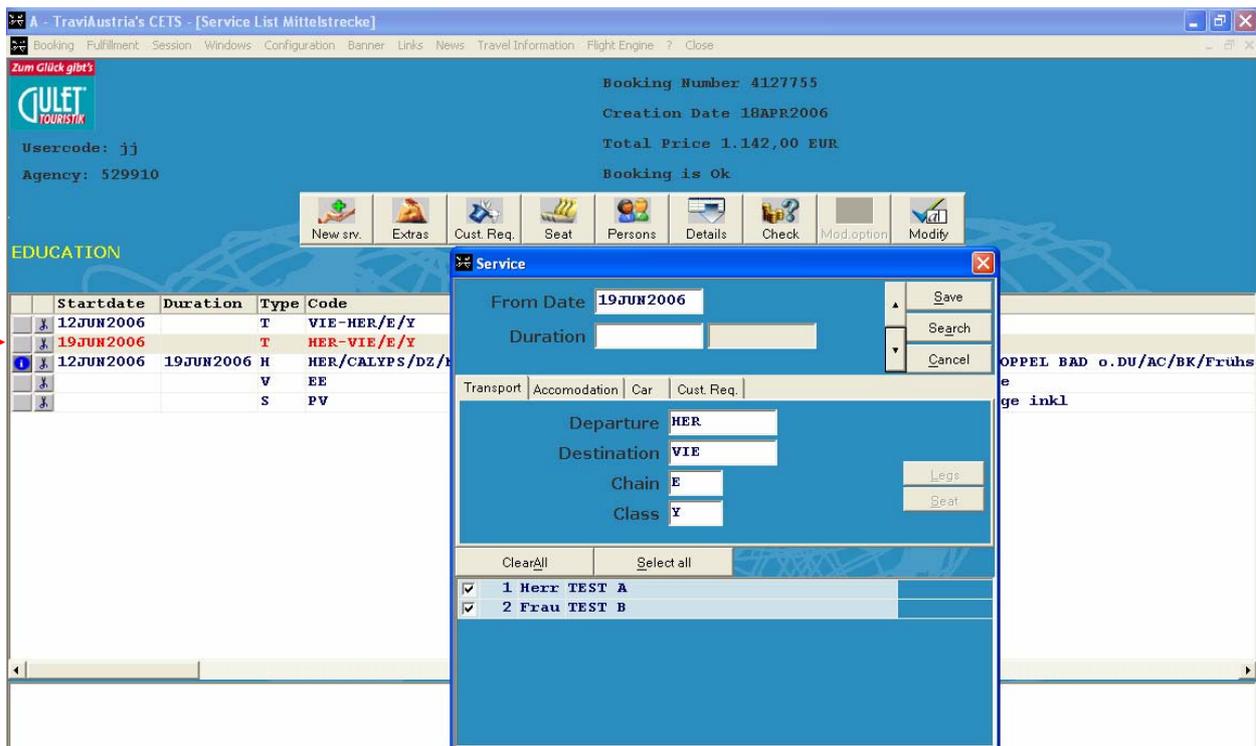
You can also use search to go to desired availability (e.g. to change data and search for a flight vacancy again → 'Search').

Use the arrow keys to go to the next booked service line.

CETS Manual



In the background it is clear which service is being modified.



11.5.2 Rebooking Names, Customer Requests, etc.

To rebook, select the relevant button:



11.5.3 Rebooking an Option (Status Change)

The status can be changed from an option to a definite booking.

CETS Manual

	Startdate	Duration	Type	Code	Persons	St.	Description
	25AUG2006		T	VIE-AYT/C/Y	12	OP	Vienna-Antalya/14:00-17:35/9411
	02SEP2006		T	AYT-VIE/C/Y	12	OP	Antalya-Vienna/01:50-03:40/9412
	25AUG2006	01SEP2006	H	AYT/KONT/DZ/HP	12	OP	Antalya/Hotel Kont, Alanya/DOPPEL DU/AC/BK/MB/Halbpension
			V	EE	12		ZUSATZVERS. p.Pers EUROPA - 31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

If an option is retrieved for rebooking, the 'Modify option' button is active.

If services are to be rebooked but the booking must retain the 'Option' status, the reservation must be closed with 'Modify Option'.

If the Options status is to be changed into a definite booking, the booking must be closed via 'Fix option'.

Modify Option Close booking, but status of booking remains option

Fix Option Close booking, option becomes a fixed booking

11.5.4 Rebooking with a New Service

Extra services can be booked in addition to an existing booking.

	Startdate	Duration	Type	Code	Persons	St.	Description
	18JUN2006		T	VIE-LPA/A/3*	12	OK	Wien-Gran Canaria/1200-1550/059213
	25JUN2006		T	LPA-VIE/A/3*	12	OK	Gran Canaria-Wien/1640-2230/059214
	18JUN2006	25JUN2006	H	LPA/F00/11011/DBHM/G/2	12	OK	Gran Canaria/Las Palmas/Hotel Reina Isabel/Doppelzimmer Bad
			V	ROV	12		TUI Reiseschutz Europa

✓ Click on 'New srv.' button

e.g. insert an extra service (miscellaneous)

CETS Manual

Booking Number 01143366
Creation Date 30MAR2006
Total Price 1.490,00 EUR
Booking is Ok

Usercode: jj
Agency: 529910

From Date: 18JUN2006
Duration: 7
To Date: 25JUN2006

Destination/Arrangement: LPA
Service-/Program Type:

1 Herr Huber
2 Frau Huber

Startdate	Duration	Type	Code
18JUN2006		T	VIE-I
25JUN2006		T	LPA-V
18JUN2006	25JUN2006	H	LPA/F
		V	ROV

***Notiz für diesen Vorgang vorhanden
+++++Buchung bestaetigt+++++

- ✓ Search for extra services via 'Search'.

Print Change More Matrix Continue

Place	Code	Arrangement	Cat.	Types
MASPALOMAS	41107	GOLFPAKET A 3X18		Sportprog. X1: 9
MASPALOMAS	41207	GOLFPAKET A 3X18		Sportprog. X1: 9
MASPALOMAS	41912	RELAX 2N		Kuren & BeauX1: 9
PUERTO DE MOGAN	52112	ZEIT ZU ZWEIT PAKET		Zeit zu ZweiX1: 9
GOLF	91048	GOLFPAKET A GOLFEN		Sportprog. X1: 9

- ✓ Choose and book the appropriate service.



CETS Manual

The screenshot shows the CETS software interface. At the top, there is a menu bar with options like 'Booking', 'Fulfillment', 'Session', 'Windows', 'Configuration', 'Banner', 'Links', 'News', 'Travel Information', and 'Flight Engine'. Below the menu, the TUI logo is visible on the left, and booking details are on the right: Booking Number 01143366, Creation Date 30MAR2006, and Total Price 2.486,00 EUR. A toolbar with icons for 'New srv.', 'Extras', 'Cust. Req.', 'Seat', 'Persons', 'Details', 'Check', 'Mod.option', and 'Modify' is present. Below the toolbar, a yellow warning message reads '1622 Vorgang ist eine TEST-BUCHUNG'. At the bottom, a table lists services with columns for Startdate, Duration, Type, Code, Persons, St., and Description.

	Startdate	Duration	Type	Code	Persons	St.	Description
	18JUN2006		T	VIE-LPA/A/3*	12	OK	Wien-Gran Canaria/1200-1550/089213
	25JUN2006		T	LPA-VIE/A/3*	12	OK	Gran Canaria-Wien/1640-2230/089214
	18JUN2006	25JUN2006	H	LPA/F00/11011/DBHM/G/2	12	OK	Gran Canaria/Las Palmas/Hotel Reina Isabel/Doppelzimmer Bad
	18JUN2006	25JUN2006	S	LPA/A63/91048/X A/X	12	OK	Gran Canaria/Golf/Golfpaket A/gem.Progr. Typ A/Gem.Progra
			V	ROV	12		TUI Reiseschutz Europa

Close rebookings by clicking on 'Modify'!

CETS Manual

Booking Number 01143366
Creation/Modify Date 30MAR2006/18APR2006
 Total Price 2.486,00 EUR
 Booking is Ok

Bookinfos Insurance Cust. Req. Seat Persons Details Check Mod.option Modify

1622 Vorgang ist eine TEST- BUCHUNG

Startdate	Duration	Type	Code	Persons	St.	Description
18JUN2006		T	VIE-LPA/A/3*	12	OK	Wien-Gran Canaria/1200-1550/089213
25JUN2006		T	LPA-VIE/A/3*	12	OK	Gran Canaria-Wien/1640-2230/089214
18JUN2006	25JUN2006	H	LPA/F00/11011/DBHM/G/2	12	OK	Gran Canaria/Las Palmas/Hotel Reina Isabel/Doppelzimmer Bad
18JUN2006	25JUN2006	S	LPA/A63/91048/X A/X	12	OK	Gran Canaria/Golf/Golfpaket A/gem.Progr. Typ A/Gem.Progra
		V	ROV	12		TUI Reiseschutz Europa

Notiz für diesen Vorgang vorhanden
 *****Buchung zu bestaetigen*****
 Eing 30.03.06 12.09.36 CETSA
 Aend 18.04.06 14.05.59 CETSA

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

If services are shown in blue and a 'Modify Date' has been inserted, then the booking is definitively closed.

11.6 Booking Delete

To delete a booking, you must bring up the booking via 'Delete Booking'.

New Booking
 Display Booking
 Modify Booking
Delete Booking
 Messages
 Booking Options

5 Nächte Halboension
 Las Palmas
 3* Hotel Playa del Ingles
 01. April ab Linz **698,- EURO**

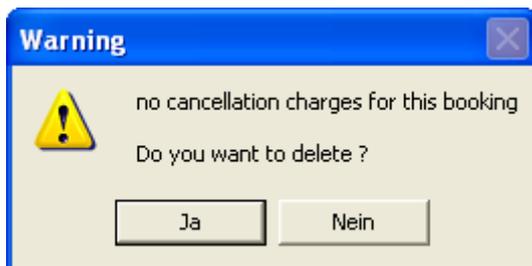
1 Woche Alles Inklusive
 Antalya
 4* Hotel Club Golden Beach
 06. Mai ab Wien **580,- EURO**

CETS Manual

	Startdate	Duration	Type	Code	Persons	St.	Description
	12JUN2006		T	VIE-HER/E/Y	12	OK	Vienna-Heraklion/13:30-17:00/1419
	19JUN2006		T	HER-VIE/E/Y	12	OK	Heraklion-Vienna/10:35-12:15/1420
	12JUN2006	19JUN2006	H	HER/CALYPS/DZ/NF	12	OK	Heraklion/Hotel Kalypso, Matala/DOPPEL BAD o.DU/AC/BK/Frühst
			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

You are shown your booking. To delete the booking, click on the 'Delete' button.

A window will appear with the cancellation charges, giving you the chance to decide whether the cancellation should be made.



✓ In case of cancellation, confirm by clicking on 'Yes'.

	Startdate	Duration	Type	Code	Persons	St.	Description
	12JUN2006		T	VIE-HER/E/Y	12	XX	Vienna-Heraklion/13:30-17:00/1419
	19JUN2006		T	HER-VIE/E/Y	12	XX	Heraklion-Vienna/10:35-12:15/1420
	12JUN2006	19JUN2006	H	HER/CALYPS/DZ/NF	12	XX	Heraklion/KALYPSO/DOPPEL BAD o.DU/AC/BK/Frühstück
			V	EE	12		ZUSATZVERS. p.Pers EUROPA -31 Tage
			S	PV	12		PARKPLATZ MAZUR APT-VIE bis 21 Tage inkl

The status of the booking is now at 'XX' for 'cancelled' and the appropriate information is shown.

12 Retrieval of Travel Information

You have the option of retrieving country information with CETS.

Click on the 'Travel Information' button in the toolbar of the CETS entry page, and you will automatically be led to 'Travel Information'.



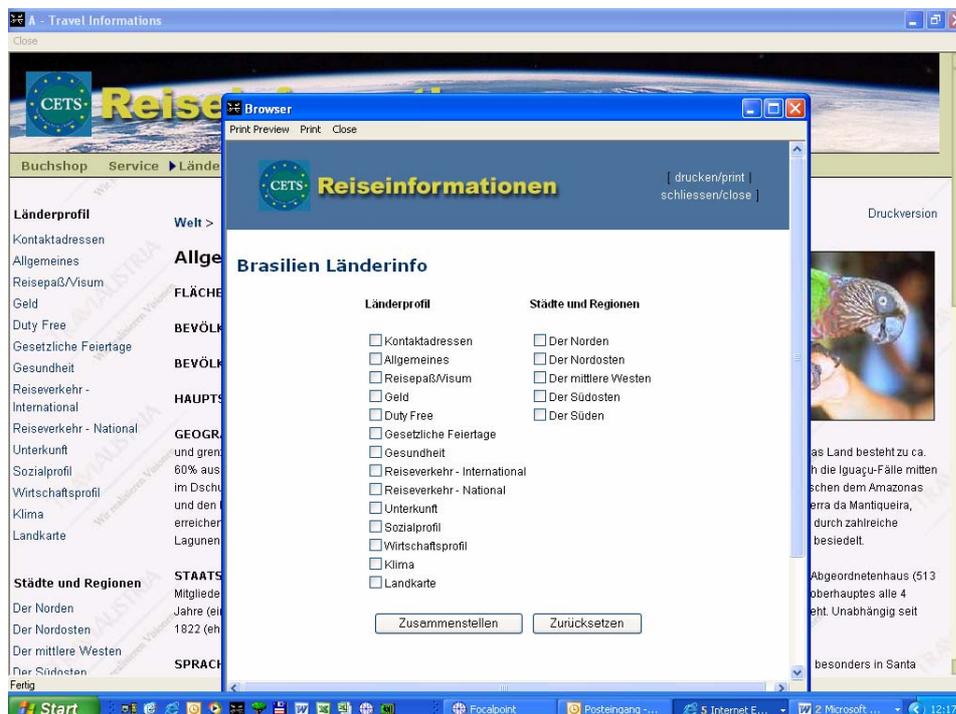
The screenshot shows the CETS web application interface. The browser window title is "A - TraviAustria's CETS - [Search]". The toolbar contains several buttons, with "Travel Information" highlighted in red. The main content area features two promotional banners for "Zum Glück gibt's" (CULET TOURS) and a central "CETS" logo. Below the banners is a "Touropoperator List" with a scrollable list of operators including Air Berlin/Niki, Bentour International, Christophorus Reisen, First Choice, FTI Touristik, GTT, Gruber Reisen, ITS Billa Reisen, Jahn Österreich, Lauda, Mondial, Neckermann Österreich, Prima Reisen, Rail Tours Austria, Reiseladen, Ruefa, Seewald Touristik, Springer Helios, and Terra Reisen. To the right of the list is an "EDUCATION" form with fields for Usercode (00), Tourop./Cat., From Date, Duration, Departure (VIE), Arrival, Adl./Chd./Inf. (2), Arrang. Dest., and Arrang. Code. At the bottom right of the form are buttons for Continue, ClearAll, Package, Service List, Add. Criteria, Action List, and Hot Offers.

Choose the country you want to travel to, and you can print out general information about the destination country (e.g. cities, regions, excursions), useful contact addresses (e.g. embassies, tourism centres), visa and entry requirements and much more for the person travelling.

CETS Manual



To print out the required info for your customer, use the item 'Print version'. A new page opens, where you can select criteria which interest the customer.

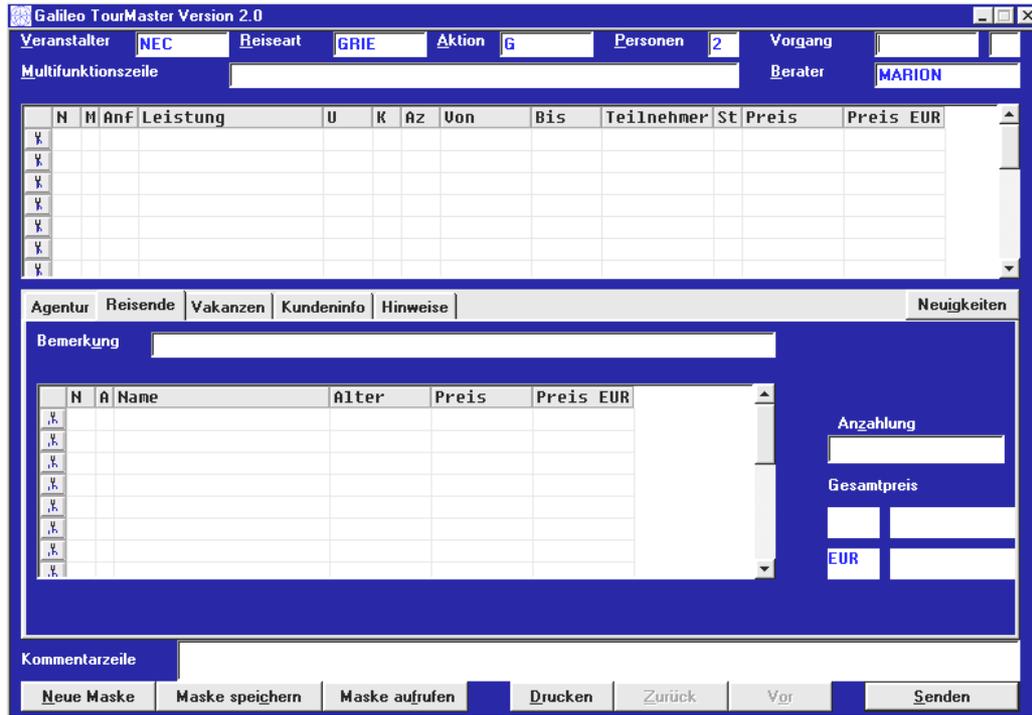


Then select the 'Compile' button and click on 'Print'.

13 Tourmaster Process

When selecting some operators, you are automatically taken into the TOURMASTER process. This is similar to the original TOURMASTER as you know it from before.

See the catalogues of the tour operators for the respective valid entries.



The screenshot shows the Galileo TourMaster Version 2.0 interface. At the top, there are input fields for 'Veranstalter' (set to NEC), 'Reiseart' (set to GRIE), 'Aktion' (set to 6), and 'Personen' (set to 2). Below these are fields for 'Vorgang' and 'Berater' (set to MARION). A 'Multifunktionszeile' is also present. The main area contains a table with columns: N, M, Anf, Leistung, U, K, Az, Von, Bis, Teilnehmer, St, Preis, Preis EUR. Below the table are tabs for 'Agentur', 'Reisende', 'Vakanzen', 'Kundeninfo', 'Hinweise', and 'Neuigkeiten'. A 'Bemerkung' field is available. Another table below has columns: N, A, Name, Alter, Preis, Preis EUR. To the right of this table are input fields for 'Anzahlung', 'Gesamtpreis', and 'EUR'. At the bottom, there is a 'Kommentarzeile' and a row of buttons: 'Neue Maske', 'Maske speichern', 'Maske aufrufen', 'Drucken', 'Zurück', 'Vor', and 'Senden'.

13.1 Tour Operator and Multifunction Line

Veranstalter	NEC	Reiseart	NAH	Aktion	BA	Personen	2	Vorgang	
Multifunktionszeile								Berater	MARION

Operator

You can overwrite the operator at any time.

By pressing the **F5** key, you will be given a list of all operator codes.

You can select an operator either by double-clicking it or by highlighting a particular operator and pressing the **RETURN** key.

Code	Reiseveranstalter
DER	Dertour
EURO	Europäische Reiseversiche...
FRD	France Reisen
FROS	Frosch Touristik
FTI	FTI
GRUB	Gruber Reisen
HLF	Hapag Lloyd Flug
HOLI	Holiday Autos
INT	Inter Chalet
ITS	ITS Reisen
JAHN	JAHN Reisen
JB	LTUplus
KRZ	Kreutzer Tours
MBR	Marlboro Reisen
MONL	Mondial Reisen
MWR	Meiers Weltreisen
NEC	Neckermann Reisen

Type

Once you have selected the operator, you can choose the type of travel. By pressing the **F5** key in the Type of Travel field, you get a list of all codes offered or supported by this operator. You can take over the type of travel you want to use by double-clicking it or pressing **RETURN**.

Code	Reisearten
BHH	Ferien auf dem Land
CITY	City- und Kurzreisen
EDI	Eurodisnay
FAMI	Familie
FEBE	Fewos Berge und Seen
FEME	Fewos Strand und Meer
FERN	Fernreisen
FEWO	Ferienwohnungen
GRIE	Griechenland

Action

By pressing the **F5** key in the Action field, you get a list of all Action codes supported by this operator. You can transfer the Action you want to take by double-clicking on it or pressing **RETURN**.

CETS Manual

Codes	Aktion
B	Buchung
B?	Musterbuchung
BA	Buchungsanfrage
BQ	Buchung on Request
BR	Buchung mit Druck einer Reisebestätigung
D	Darstellung eines Vorganges
DR	Darstellung mit Druck einer Reisebestätigung
G	Gerätevakanz
GZ	Anzeige von Beförderungszeiten
H	Hotelvakanz
I	Information
PL	Bildschirm Löschen - Neue Maske
PO	Blättern zu weiteren Orten
PV	Blättern innerhalb der Vakanz
S	Stornierung
SA	Stornierungsanfrage
SP	Stornierung mit Druck einer Reisebestätigung

Persons Input the number of Persons travelling here.
A maximum of 18 Persons can be included in a booking transaction.

Booking As soon as you have created a booking, the tour operator transfers the booking or option number. You can display an existing booking with the Action code 'D'. Input the booking number manually, use Action code 'D' and click on the button

Senden

Tip: Most operators support the Action code 'V' – Booking Search. When you input this code, your bookings will be displayed in a list at this operator.

Multifunction Line Use this field to input the selection of flight combinations from the operators shown under Vacancy that you want to book. The operator can also show you information relevant to the booking here.

Consultant This is where you input the consultant. You can either input a personal abbreviation (your initials, for example) or a combination of numbers. Whichever you decide upon, you should use this in all subsequent inputs. The Consultant field is 6 digits long and can contain letters and numbers. You can input the Holiday Autos yellow card number, for example. The Consultant abbreviation is automatically printed in the travel confirmation.

Comment Line The Comment Line shows any comments sent from the operator or the Galileo computer. Error messages are in red, success messages in green and other messages in blue.

CETS Manual

Service Fields

In the Service Fields, you move using the tab key or by mouse click.

N	M	H	Anf	Leistung	U	K	Az	Von	Bis	Teilnehmer	St	Preis
Y	01	H	F	SZG AYT	06		2	191001	7	1-2		OK
Y	02	H	F	AYT SZG	06		2	261001		1-2		OK
Y	03	H	H	40365 A	2AHP		2	191001	7	1-2		OK
Y	04	H	U	KOHPL P			2	191001	7	1-2		OK
Y		H										
Y		H										
Y		H										
Y		H										

Tip:

You can delete a service line by clicking on the scissors symbol on its left-hand side with your mouse.

N	Position number	In the N field, the operator displays the consecutive position numbers of all services booked.
M	Marking	You indicate part-cancellations in the service section by placing an X in the M field.
ANF	Request code	This is where you input the code required by the operator for a service, e.g. 'F' for Flight
Service		This is where you input the payment encryptions required by the operator and shown in the price section of the catalogues.
U	Accommodation	Input the room code according to the price section of the catalogue.
K	Class/Child's Bed	In the K field, you can input a special booking class, fixed child price, the code for a child's bed or special child price.
AZ	Quantity	This field is where the quantities of rooms or beds per operator are input.
From		Departure date, e.g. 121003 or 1210 or 12.10.03 or 12OKT. The year need only be input if the holiday passes through the turn of the year.
To		Input the duration of travel, either in number of days or as the return travel date. The year need only be input if the holiday passes through the turn of the year.
Participants		This is where travel services can be assigned to a particular participant.
ST	Status	This field cannot be completed. Tour operators advise you of the Status of a booked service, e.g. OK, NK, RQ or XX



CETS Manual

Price

The travel price is worked out by the operator in EUR.
This field cannot be edited.

Register Cards



There are five so-called Register Cards, which can be retrieved by mouse-click via the appropriate Register Card tab. You can move in the Register Cards using the Tab key or with the mouse. When a booking mask is retrieved, the Register Card of the person travelling is shown as the standard setting.

13.2 Agency

The Register Card contains the following agency numbers:

Agentur	Reisende	Vakanzen	Kundeninfo	Hinweise	Neuigkeiten
Veranstalter Agentur Nr.					
TourMaster Agentur Nr.	539910				
Betriebsstellen Nr.	001				
Terminal ID	C50055				

Operator agency no. You can only develop a booking dialogue via CETS with the TOURMASTER Process if you have an agency number at the appropriate operator and this has been authorised.

For authorisation purposes, please contact the agency support of the operator in question. As soon as you have successfully closed a booking, your agency number will be imported into this field by the operator.

Tourmaster agency no. This is your Galileo TourMaster agency number. This field is completed automatically and cannot be overwritten.

Company travel centre no. This is your company travel centre number. This field is completed automatically and should not be overwritten.

Terminal ID Terminal ID for Neckermann. This field is completed automatically and cannot be overwritten.

CETS Manual

13.3 Persons Travelling

Agentur	Reisende	Vakanzen	Kundeninfo	Hinweise	Neuigkeiten
Bemerkung <input style="width: 90%;" type="text" value="SPR: D"/>					
	N	A	Name	Alter	Preis
v	01	H	HUBER/THOMAS	00	913,00
v	02	D	HUBER/JOSEFINE	00	913,00
v					
v					
v					
v					

Anzahlung

Gesamtpreis

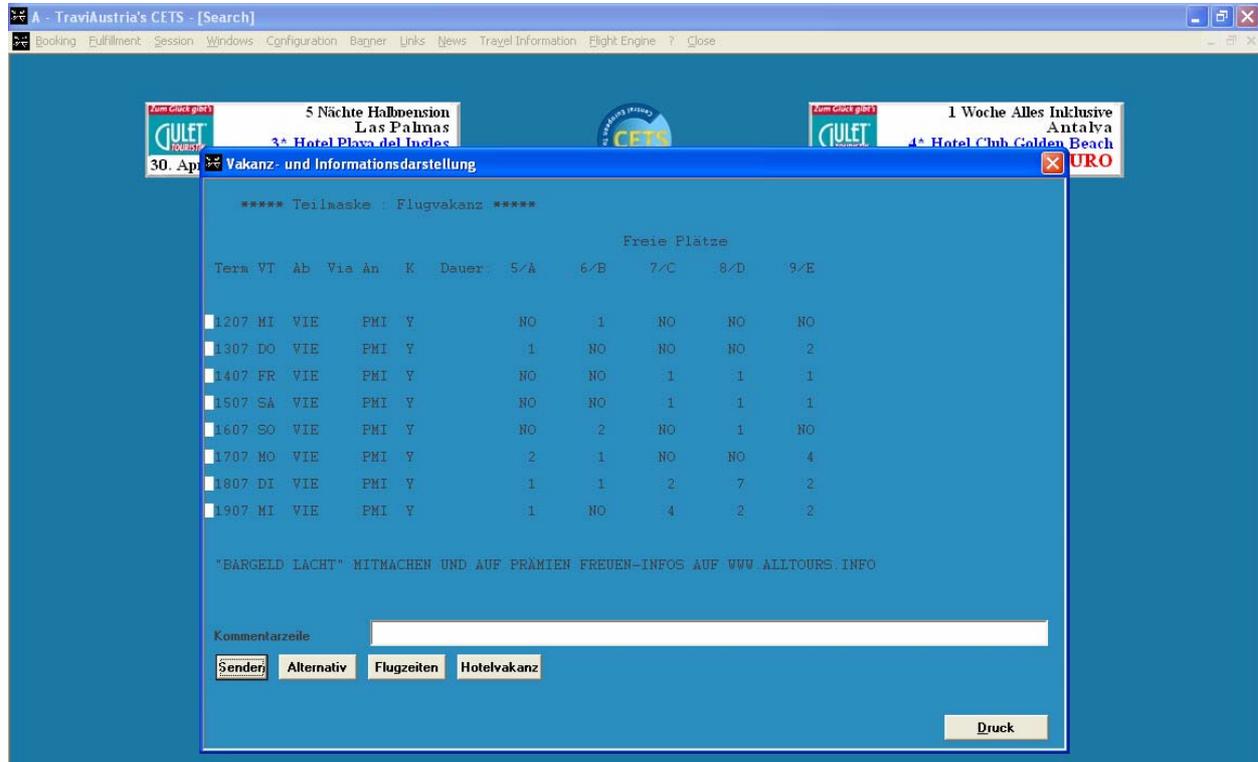
Währung **DEM**

entspricht **EUR**

Kundengeldabsicherung bei Tourvers (ohne Gewähr)

- | | |
|------------------------|---|
| Remark Line | You can use the Remark Line to send messages to the tour operator, as long as the tour operator supports this function. Otherwise the Remark Line only appears as information in the booking. |
| N Position Number | The N field displays the consecutive Position Number of all the Persons who have been input. |
| A Title | Possible titles are: H (Mr), D (Mrs) and K (Child). |
| Name | The Name field of the persons travelling. Input the family name separated from the first name by a slash, '/', e.g. MOSER/B. With identical family names, it is sufficient to input a slash, '/', before the first name from the second Name field onwards. The names of up to 18 Persons can be input. Move through the scroll bar either by clicking on it or by using the arrow keys ↓↑ without the mouse. |
| Age | This is where to input the age of a Person entitled to a discount. The system then automatically advises you of the price applicable to this Person. |
| Price | The travel price is worked out by the operator in EUR. This field cannot be changed. |
| Deposit | This is where to input the deposit amount paid by the customer. The deposit amount is then shown in the Deposit field in the travel confirmation. |
| Total Price | This is where the Total Price of the requested service or booking is worked out by the operator. The Total Price is shown in euros. |

13.4 Vacancies



***** Teillausgabe : Flugvakanz *****

Term	VT	Ab	Via	An	K	Dauer	5/A	6/B	7/C	8/D	9/E
1207	MI	VIE		PMI	Y		NO	1	NO	NO	NO
1307	DO	VIE		PMI	Y		1	NO	NO	NO	2
1407	FR	VIE		PMI	Y		NO	NO	1	1	1
1507	SA	VIE		PMI	Y		NO	NO	1	1	1
1607	SO	VIE		PMI	Y		NO	2	NO	1	NO
1707	MO	VIE		PMI	Y		2	1	NO	NO	4
1807	DI	VIE		PMI	Y		1	1	2	7	2
1907	MI	VIE		PMI	Y		1	NO	4	2	2

"BARGELD LACHT" MITMACHEN UND AUF PRÄMIEN FREUEN-Infos auf WWW.ALLTOURS.INFO

Kommentarzeile:

Buttons:

You can use this Register Card to display, and if necessary also print out, the Vacancies sent by the tour operator in an active booking request at any time.

13.5 Customer Info

Agentur	Reisende	Vakanzen	Kundeninfo	Hinweise	Neuigkeiten
Name	HUBER	Vorn./Titel	THOMAS		
Str.Nr	HIMMBERGERSTRASSE 10	PLZ, Ort	A-1107 WIEN		
Zusatz		Tel.Nr.	01/126589568		
		Tel-Kd	N		

This Register Card saves information on the customer. Some insurance companies and operators require that customer addresses be input for a booking dialogue to continue. Should you forget to input this information, your attention will be drawn to this by a message.

The address data are printed on the travel confirmation.
Name and First Name/Title If you have already input the Name and First Name in the 'Persons Travelling' Register Card, these data will be transferred to the Name and First Name/Title fields.

CETS Manual

Street, No.	Input street name and house number in address field
Postal Code, Town	Input postal code and name of town, without country code. Some tour operators have installed a plausibility check here.
Miscellaneous	This line can be used for internal remarks.
Tel. no.	Option to input the telephone number of customer in free text format.
Tel. Cust.	This field allows the selection of a telephone customer and can be edited with YES/NO if required.

13.6 Tips



You can use this Register to display, and if necessary print out, the notes sent by the operator in an active dialogue at any time.

13.7 News

You can use this Register to view News from TraviAustria about the CETS programme.

13.8 Processing and Communication Buttons



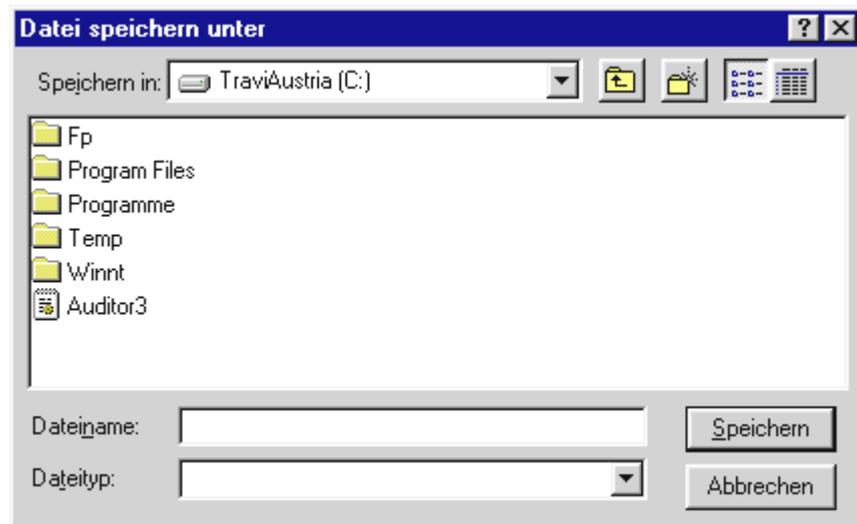
New Mask

To create a new booking mask, either press ALT+N or use the mouse. The contents of the previous mask will be deleted, apart from the Consultant, TourMaster Agency No. and Corporate Travel Centre No. fields.

- When you delete the booking mask, you also automatically remove your inputs from the address field!

Save Mask

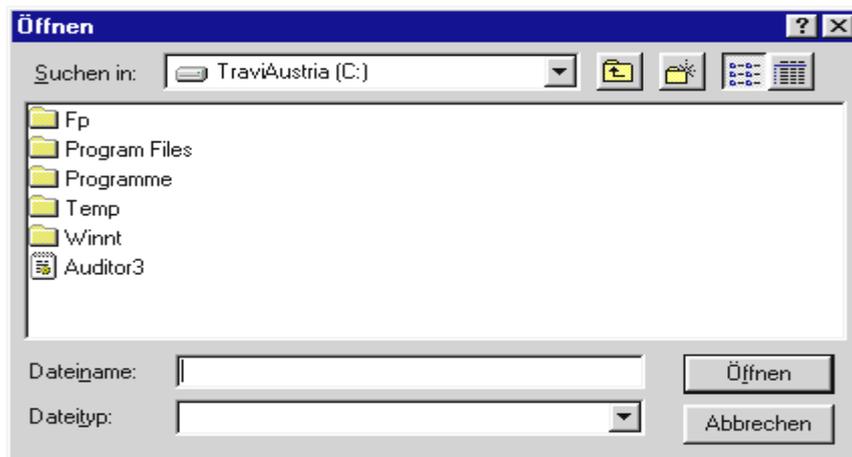
To save a booking mask, either press ALT+C or use the mouse. A window will open; you are free to save the booking mask under a file name of your choice.



CETS Manual

Retrieval Mask

To retrieve a previously saved booking mask, either press ALT+F or use the mouse. A window will open; highlight the file name, click on it, and the booking mask you want will be displayed again.



Print

To tell the system to prepare any inputs and information shown in the mask as a screen printout, either press ALT+D or use the mouse.

If you click on the Vacancies Register Card, only a screen printout of the Vacancies is produced.

If you display a part-mask, only a screen printout of the part-mask is produced.

Back

To scroll back in a Vacancy, either press ALT+Z or use the mouse.

Forward

To scroll forward in a Vacancy, either press ALT+O or use the mouse.

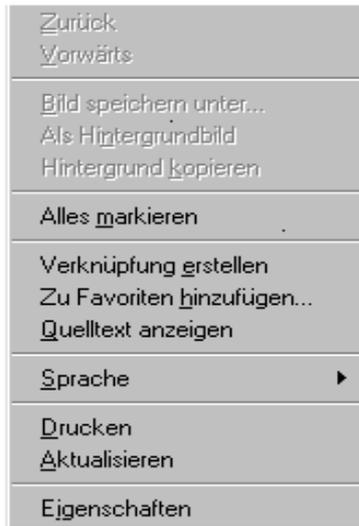
Send

Once you have input all the necessary data in the booking mask, you can send the mask to the tour operator in question. To launch the transfer, press ALT+S, use the mouse or press the Return key.

13.9 Print Function

13.9.1 Screen Printout

If you press ALT+D or click on the 'Print' button, the screen printout will appear on the screen. Now right-click the mouse. The following window will appear:



If you click on 'Print', the screen printout is created.

To leave the screen printout and return to the booking mask, either click on the 'X' in the top right-hand corner of the screen or right-click the 'Screen Printout' item in the toolbar with the mouse and click on 'Close'.



14 CETS FLIGHT ENGINE

14.1 General

Flight Engine allows you to request Galileo, operator, airline & agency private fares and low cost carrier fares simultaneously.

All possible connections at the respective fare are checked and displayed at the time of the fare request.

The connections have already been checked for availability and valid fare rules.

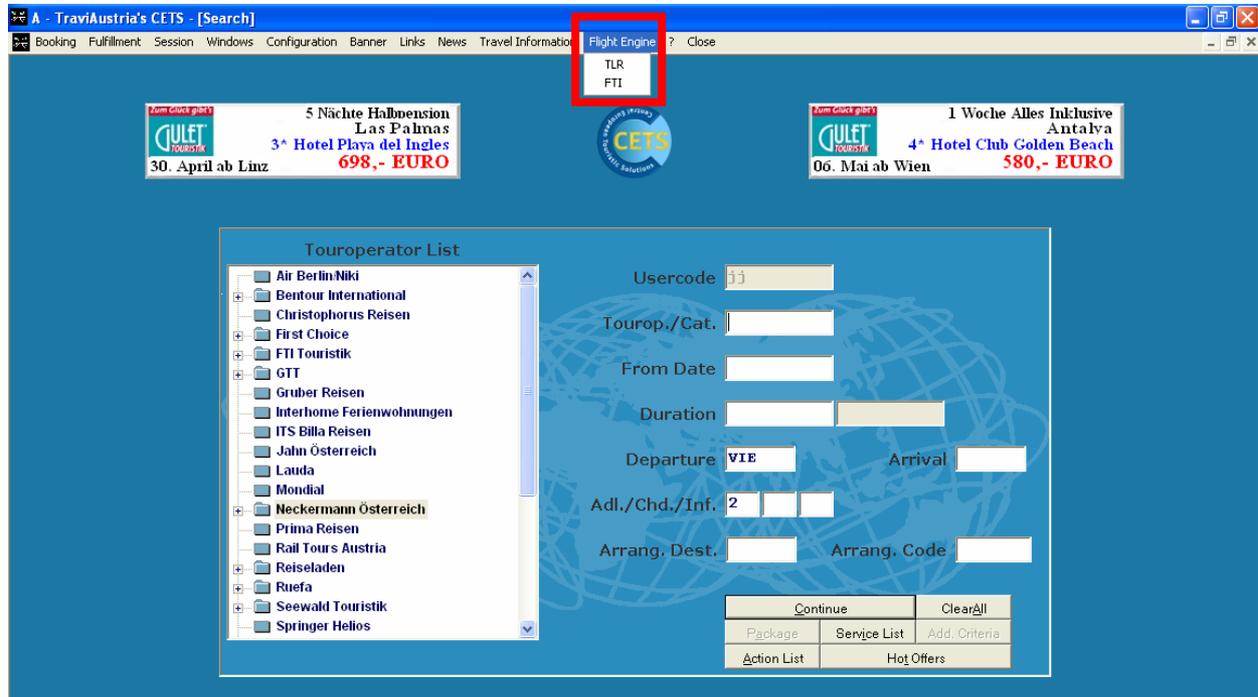
14.1.1 Overview

- Easy-to-read layout
- Allows sale of flights without reservation skills
- Simple, easy-to-read and mask-managed booking process
- Choice of different passenger and fare types
- Fares are vacancy-checked
- No need to input codes
- Clearly colour-coded identification of different fare types
- Quick tips for extra information fast (e.g. possible input formats, rebooking and cancellation conditions, brief information on respective fare, operating airline, total flight time, etc.)

14.1.2 Benefits

- 'All in One' – all fares & availabilities
- No training spend
- Fast, competent information
- Win time & save on costs
- Safe appearance in relation to customer
- Customer loyalty
- All possible offers immediately bookable

14.2 Launching Flight Engine



Select the consolidator/operator you want in the CETS 'Flight Engine' menu to request **Galileo, Galileo Private Fares, Operator Fares** and **Low Cost Carrier Fares**.

In the event that no operator fares have been authorised, go to the request mask via the '**Basic**' menu item.

14.3 Booking Process

Abfrage nach Preis

Hinflug und Rückflug

Von: ... Nach: ...

Abflug: ... Zurück: ...

Fluglinien: ... Kabine: Economy ▾

Erwachsene: 1 ▾ Kinder: ▾

Tarifart: ▾ Babys: ▾

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Tipps und Tricks

© 2005 powered by **TraviAustria**

14.3.1 Input fields

From *	Place of departure (3-letter code or city name, e.g. LON or London)
To *	Place of arrival
Departure*	Date of outward flight Different date formats can be used
Back*	Date of return flight Number 1-99 = days
Airline	Airline code (2-letter code or name of airline, e.g. LX or Swiss) Up to 3 airlines possible (e.g. OS, BA, LH)
Cabin *	Selection of flight class (Economy, Business or First Class)
Fare Type	Search for youth, senior or ethnic (guest-worker) fares
Adults*	
Children, Babies	Selection of respective number of passengers
Galileo Fares	Request official Galileo fares
Galileo Private Fares	Request Galileo airline and agency private fares
Special Fares	Request operator fares and/or own fare database. (<i>Authorisation required</i>)
Low Cost Carriers	Request low cost carriers The link (low cost carriers) shows all currently bookable LCC.

* = Mandatory fields

CETS Manual

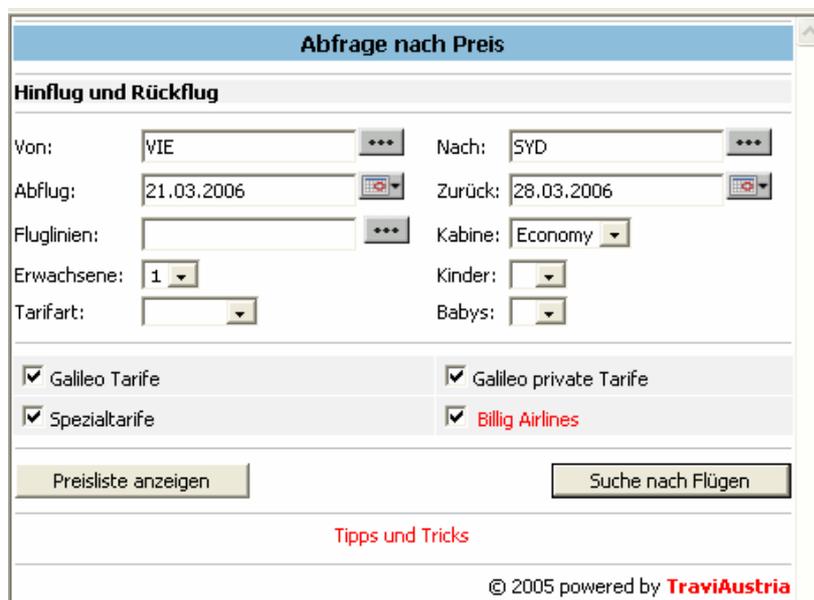
14.3.2 Buttons and Links

[Display Price List](#)
[Searching for Flights](#)
[Tips and Tricks](#)

Display of fares without availability
 Display of fares with availability
 Where to find important information on how to get hold of low fares.

Please keep an eye on '**Quick Tips**' for possible input formats by moving the mouse pointer to the input fields.

14.4 Extra Functions



Calendar

März 2006						
Mo	Di	Mi	Do	Fr	Sa	So
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

You can select the date you want by clicking on it with the mouse.

< > Scroll forwards or backwards by month
 << >> Scroll forwards or backwards by year

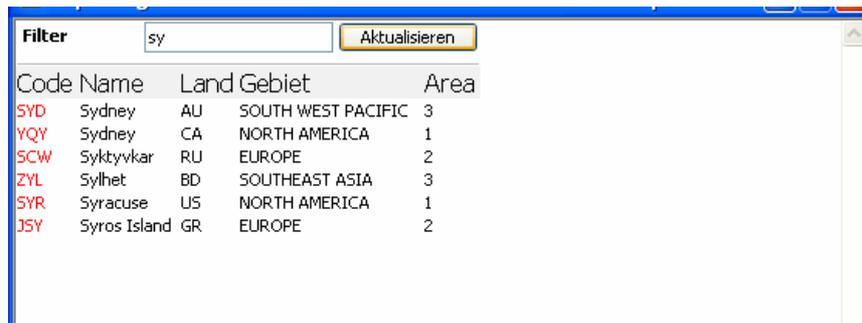
Caution: flights can be booked for a maximum of 330 days in advance!

CETS Manual

Code Finder

Search for and transfer city and/or airline codes.

If you input the name of a city or its first few letters, you will be shown a list of choices. To transfer that city to the booking mask, click on its abbreviation.



Filter:

Code	Name	Land	Gebiet	Area
SYD	Sydney	AU	SOUTH WEST PACIFIC	3
YQY	Sydney	CA	NORTH AMERICA	1
SCW	Syktyvkar	RU	EUROPE	2
ZYL	Sylhet	BD	SOUTHEAST ASIA	3
SYR	Syracuse	US	NORTH AMERICA	1
JSY	Syros Island	GR	EUROPE	2

14.4.1 Low Cost Carriers

Display of all low cost carriers.



Billig Airlines	
2L	Helvetic Airways AG
3D	Denim Airways
3L	InterSky Luftfahrt GmbH
4U	germanwings
AB	Air Berlin GmbH & Co. Luftverkehrs KG und NIKI Luftfahrt GmbH
AEU	Iceland Express
B6	JetBlue Airways
BBO	Flybaboo
BD	flybmi
C6	CanJet
DI	flydba
DJ	Virgin Blue Airlines
EI	Aer Lingus Limited
FLY	FlyMe
FR	RYANAIR
H1	Hooters Air / Hooters of America
HF	Hapag-Lloyd

CETS Manual

14.4.2 Tips and Tricks

Notes on how to get hold of low fares.

Suche nach günstigen Flugtarifen

Wie Sie sicher wissen, kann es insbesondere auf stark frequentierten Flugverbindungen mehrere verschiedene Flugpreise geben. Das Galileo Reservierungssystem findet für Sie den niedrigsten Flugpreis, der für die von Ihnen angegebenen Flugkriterien derzeit verfügbar ist. Wenn Sie einige Ihrer Reisebedingungen ändern, können Sie jedoch auch nach weiteren verfügbaren Flugpreisen suchen, die Ihrer Reiseroute entsprechen. So können Sie beispielsweise verschiedene Fluglinien oder Tageszeiten ausprobieren. Und je früher Sie buchen, desto höher ist die Wahrscheinlichkeit, dass Sie einen günstigen Flug finden. Hier einige Tipps für die Suche nach preisgünstigen Flugtickets. Beachten Sie jedoch, dass manche Fluggesellschaften ihre Flugtarife nach anderen Gesichtspunkten gestalten. Die folgenden Tipps sind daher unter Umständen nicht immer anzuwenden. Probieren Sie einen oder mehrere Tipps aus, wenn Ihnen die angezeigten Flugpreise zu hoch sind. Vielleicht finden Sie dadurch ein besseres Angebot.

Buchen Sie Ihr Ticket mindestens 21 Tage im Voraus.

21 Tage vor dem Flug gibt es häufig nur noch teurere Flüge (dies gilt oft auch für Zeiträume von 14, 7 oder gar 3 Tagen vor dem Flug). Je früher Sie einen Flug buchen, desto höher ist die Wahrscheinlichkeit, einen günstigen Flug zu finden.

Buchen Sie immer Hin- und Rückflug und fliegen Sie mit einer einzigen Fluggesellschaft.

Für gewöhnlich sind Oneway-Tickets teurer als Hin- und Rückflug-Tickets. Außerdem ist es oft günstiger, alle Etappen eines Fluges bei derselben Fluggesellschaft zu buchen, als mit verschiedenen Gesellschaften zu fliegen.

Ihr Aufenthalt sollte eine Samstagnacht beinhalten.

Bei Aufenthalten unter der Woche, die keine Samstagnacht beinhalten, ist der Flug oft erheblich teurer. Wenn Ihr Rückflug bisher auf einem Samstag gelegen war, probieren Sie es einmal mit Sonntag. Möglicherweise ändert sich damit der Flugpreis.

Vermeiden Sie Flüge an Feiertagen.

Kurz vor oder nach wichtigen Feiertagen ist es natürlich schwer, einen günstigen Flug zu finden. Versuchen Sie, an weniger beliebten Tagen zu fliegen. Wenn Sie beispielsweise in die USA reisen, ist es sehr schwer, am Mittwoch vor Thanksgiving (4. Donnerstag im November) oder am Sonntag danach einen günstigen Flug zu bekommen. Überlegen Sie sich, ob Sie nicht schon am Montag oder Dienstag fliegen und erst nach dem Wochenende zurückkehren können.

Suchen Sie sich ungünstige Flugzeiten heraus.

Flüge am Vormittag oder späten Nachmittag (speziell Freitag oder Tag vor verlängerten Wochenenden) sind oft sehr stark begehrt. Suchen Sie gezielt nach Flügen sehr früh am Morgen bzw. spätabends. Hier sind die Flugpreise unter Umständen niedriger.

Suchen Sie gezielt nach ein oder zwei Fluggesellschaften.

Das Galileo Reservierungssystem sucht alle passenden Flüge heraus, die in der von Ihnen angegebenen Tageszeit liegen. Wenn Sie die Suche auf ein oder zwei Fluggesellschaften beschränken, wird ein größeres Zeitfenster durchsucht und es werden möglicherweise mehr geeignete Flüge gefunden.

Fliegen Sie dienstags, mittwochs oder samstags.

CETS Manual

14.5 Price List

You can go to the general price display on the route you want via the '**DISPLAY PRICE LIST**' button.

The fares are displayed in different colours.

Galileo Fares (Galileo Public Fares) are highlighted in white, **Galileo Private Fares** are in grey, **fares from the Fare Database** (special fares, e.g. of the operator) are in violet and fares from **Low Cost Carriers** are in light green.

Tarife für 21.03.2006 VIE-SYD-VIE 28.03.2006										
Legende:			Galileo Tarife		Galileo private Tarife		Spezialtarife		Billig Airlines	
Fluglinie	Code	Tarif (€)	ca. Total	Klasse	Buchungscode	Min./Max	Tarifgültigkeit	Buchbar	Regeln	Routen
Qantas Airways	QF	849,00	1.140	Economy (Q)	QBBAT01	SU/1M	09.01.06 - 31.03.06	18.11.05 - 21.03.06	Regeln	
Qantas Airways	QF	849,00	1.140	Economy (Q)	QBBAT02	SU/1M	09.01.06 - 31.03.06	18.11.05 - 21.03.06	Regeln	
British Airways	BA	849,00	1.060	Economy (Q)	QBBAT01	SU/1M	09.01.06 - 31.03.06	18.11.05 - 21.03.06	Regeln	
British Airways	BA	849,00	1.060	Economy (Q)	QBBAT02	SU/1M	09.01.06 - 31.03.06	18.11.05 - 21.03.06	Regeln	
Singapore Airlines	SQ	850,00	990	Economy (W)	WFALL	SU/1M		18.11.05 - 21.03.06	Regeln	Routing
Emirates Airlines	EK	850,00	990	Economy (B)	BEP1MAT1	V/1M		18.11.05 - 21.03.06	Regeln	Routing
Austrian	OS	850,00	1.030	Economy (Q)	QSS7AT	SU/1M		18.11.05 - 21.03.06	Regeln	Routing
EVA Airways Corporation	BR	856,00	1.040	Economy (B)	YEE	6/1Y	28.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
China Airlines	CI	875,00	1.060	Economy (K)	YKX3M	7/3M	30.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Qantas Airways	QF	911,00	1.210	Economy (S)	SLEERT6M	6/6M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Malaysia Airline	MH	915,00	1.090	Economy (H)	YPX3M	0/3M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Cathay Pacific Airways	CX	920,00	1.150	Economy (Q)	HPX3M	3/3M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Qantas Airways	QF	946,00	1.240	Economy (Q)	QKOZAT01	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
British Airways	BA	946,00	1.150	Economy (Q)	QKOZAT01	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
Qantas Airways	QF	948,00	1.240	Economy (Q)	QKOZAT02	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
British Airways	BA	948,00	1.150	Economy (Q)	QKOZAT02	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
China Airlines	CI	965,00	1.150	Economy (K)	YKX3M	7/3M	30.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
China Airlines	CI	965,00	1.150	Economy (K)	YKX3M	7/3M	30.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Cathay Pacific Airways	CX	970,00	1.200	Economy (Q)	HPX3M	3/3M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
South African Airways	SA	970,00		Economy (L)	LTX180AU	SU/6/6M	01.09.05 - 31.10.06	18.11.05 - 31.10.06	Regeln	Routing
South African Airways	SA	970,00		Economy (L)	LTX180AU	SU/6/6M	01.09.05 - 31.10.06	18.11.05 - 31.10.06	Regeln	Routing
Qantas Airways	QF	979,00	1.270	Economy (S)	SLEERT6M	06/6M	29.12.05 - 30.06.06	18.11.05 - 21.03.06	Regeln	
British Airways	BA	979,00	1.190	Economy (S)	SLEERT6M	06/--	29.12.05 - 30.06.06	18.11.05 - 21.03.06	Regeln	
Malaysia Airline	MH	984,00	1.160	Economy (B)	BJIP3M	--/3M	29.12.05 - 31.03.06	18.11.05 - 21.03.06	Regeln	
KLM Royal Dutch Airlines	KL	985,00	1.140	Economy (L)	LLSX1AT	07/1M	02.01.06 - 22.06.06	18.11.05 - 21.03.06	Regeln	Routing
Malaysia Airline	MH	995,00	1.170	Economy (B)	YEE6M	0/6M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing
Qantas Airways	QF	996,00	1.290	Economy (Q)	QKOZAT03	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
Qantas Airways	QF	998,00	1.290	Economy (Q)	QKOZAT04	06/60	15.01.06 - 16.04.06	18.11.05 - 21.03.06	Regeln	
Singapore Airlines	SQ	999,00	1.140	Economy (H)	HLXSQ	05/6M	29.12.05 - 31.03.06	18.11.05 - 21.03.06	Regeln	Routing
Austrian	OS	999,00	1.180	Economy (H)	HFLYSQ	05/6M	29.12.05 - 30.06.06	18.11.05 - 21.03.06	Regeln	Routing
Qantas Airways	QF	1.013,00	1.310	Economy (L)	LLEERT6M	6/6M	29.12.05 - 31.03.06	18.11.05 - 31.03.06	Regeln	Routing

14.5.1 Explanation

Airline	Fare of the respective airline
Code	IATA code (abbreviation) of the airline
Fare (€)	Price (excluding taxes)
Approx. Total	Approx. total price (incl. taxes) - <i>(no guarantee)</i>
Class	Flight or booking class
Booking Code	Fare code (fare basis)
Min./Max.	Conditions governing minimum and maximum stay
Fare Validity	Conditions governing validity of fare (application period)

DISTRIBUTOR OF THE GALILEO® SYSTEM

CETS Manual

Bookable	Information about from and until when this fare may be booked
Rules	All fare conditions on the fare chosen (fare notes)
Routes	Connections allowed at the fare chosen (transfer possibilities)

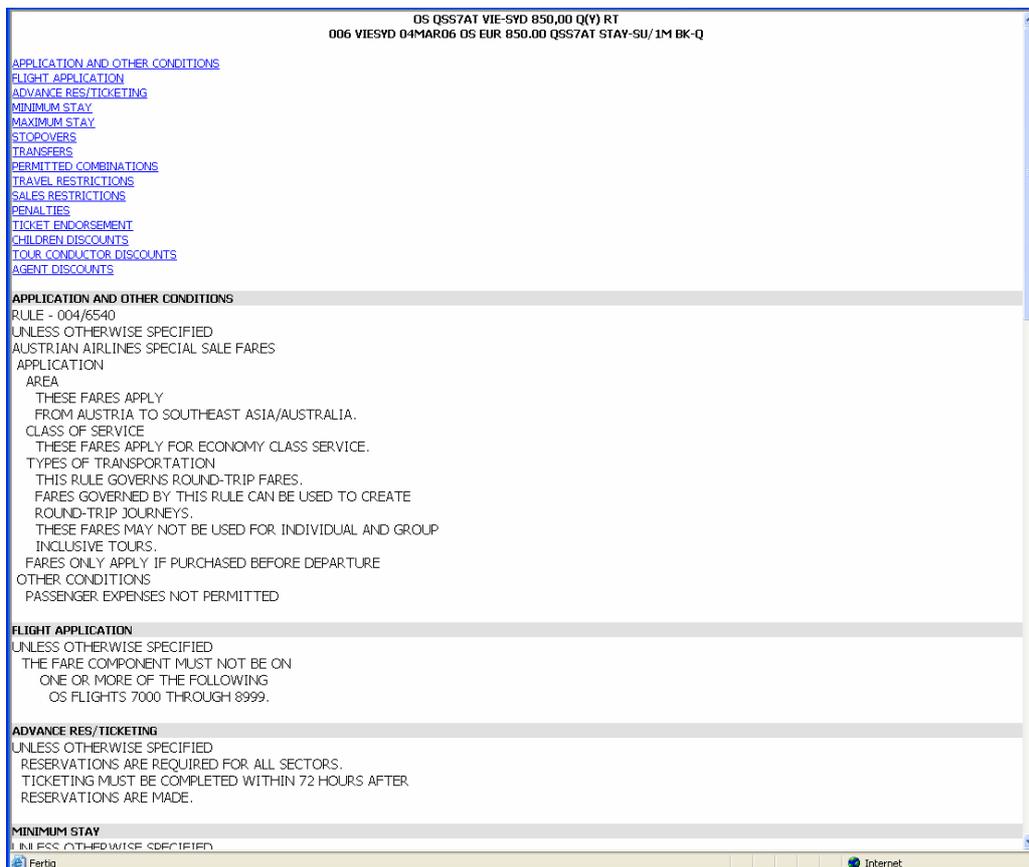
14.5.2 Rules

Depending on the fare type (special fare or Galileo fare), the terms and conditions will be displayed differently.

The terms and conditions of Galileo fares, in accordance with the IATA Standard, are in English. The terms and conditions from the fare database (special & operator fares) are normally saved in German.

Under 'Searching for Flights', all Rules are automatically checked and only the appropriate connections displayed.

Here's an example of the terms and conditions of a fare:



OS QSS7AT VIE-SYD 850,00 Q(Y) RT
006 VIESYD 04MAR06 OS EUR 850.00 QSS7AT STAY-SU/1M BK-Q

[APPLICATION AND OTHER CONDITIONS](#)
[FLIGHT APPLICATION](#)
[ADVANCE RES/TICKETING](#)
[MINIMUM STAY](#)
[STOP-OVERS](#)
[TRANSFERS](#)
[PERMITTED COMBINATIONS](#)
[TRAVEL RESTRICTIONS](#)
[SALES RESTRICTIONS](#)
[PENALTIES](#)
[TICKET ENDORSEMENT](#)
[CHILDREN DISCOUNTS](#)
[TOUR CONDUCTOR DISCOUNTS](#)
[AGENT DISCOUNTS](#)

APPLICATION AND OTHER CONDITIONS
RULE - 004/6540
UNLESS OTHERWISE SPECIFIED
AUSTRIAN AIRLINES SPECIAL SALE FARES
APPLICATION
AREA
THESE FARES APPLY
FROM AUSTRIA TO SOUTHEAST ASIA/AUSTRALIA.
CLASS OF SERVICE
THESE FARES APPLY FOR ECONOMY CLASS SERVICE.
TYPES OF TRANSPORTATION
THIS RULE GOVERNS ROUND-TRIP FARES.
FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE
ROUND-TRIP JOURNEYS.
THESE FARES MAY NOT BE USED FOR INDIVIDUAL AND GROUP
INCLUSIVE TOURS.
FARES ONLY APPLY IF PURCHASED BEFORE DEPARTURE
OTHER CONDITIONS
PASSENGER EXPENSES NOT PERMITTED

FLIGHT APPLICATION
UNLESS OTHERWISE SPECIFIED
THE FARE COMPONENT MUST NOT BE ON
ONE OR MORE OF THE FOLLOWING
OS FLIGHTS 7000 THROUGH 8999.

ADVANCE RES/TICKETING
UNLESS OTHERWISE SPECIFIED
RESERVATIONS ARE REQUIRED FOR ALL SECTORS.
TICKETING MUST BE COMPLETED WITHIN 72 HOURS AFTER
RESERVATIONS ARE MADE.

MINIMUM STAY
UNLESS OTHERWISE SPECIFIED

You can select a particular paragraph of the terms and conditions with the mouse!

Caution:

Please note that **rebooking, cancellation and refund conditions** in particular are mentioned in the Rules.

At Booking Close, you will be prompted to read the Rules and to confirm that you have accepted the terms and conditions of the fare.

DISTRIBUTOR OF THE GALILEO® SYSTEM

CETS Manual

14.5.3 Routing

The Routing allowed is an essential component of determining whether a fare is applicable.

These criteria are automatically taken into consideration under '**Searching for Flights**'!

If a **ROUTING** button does not appear in the line of the fare, then it is a mileage fare and no specific Routing need be observed!

For further information, see the Rules (TRANSFER).

Example:

Routings für AF VIE-LON EABAT6							
Sektor	Fluglinie	Punkt		Land	Flüge	Klasse	Exakt
Routing 1							
1 / 2	AF	PAR (C)	Paris	FR	France	0000-9999	
	AF	LYS (C)	Lyon	FR	France	0000-9999	
2 / 2	AF	LON (C)	London	GB	United Kingdom	0000-9999	

For this Air France fare, you may book the following Routing: Vienna-Paris or Vienna-Lyon with Air France and on to London, also with Air France (VIE-PAR-LON or VIE-LYS-LON).

Sektor	This is where the individual sectors/segments of the Routing are given 1/2: the first sector/segment of two (e.g. VIE-PAR) 2/2: the second sector/segment of two (e.g. PAR-LON)
Airline	2-letter airline code
Point	Transfer point or destination airport. The 'C' after the 3-letter code stands for City Code, 'A' for Airport Code
Country	Country
Flights	Which flight numbers may be used
Class	Booking class (only for fares from the fare database of TraviAustria)

14.6 Searching for Flights

When you select the 'SEARCHING FOR FLIGHTS' button, **all fare conditions** (advance booking deadlines, min./max. stays, possible combinations, booking classes, restrictions on flight numbers and flight days, etc.) are checked. The suitable connecting flights are displayed at the respective fare.

The availability of the connections has already been checked.

The fares are displayed in different colours.

Galileo Fares (Galileo Public Fares) are highlighted in white, **Galileo Private Fares** are in grey, **fares from the Fare Database** (special fares, e.g. of the operator) are in **violet** and fares from **Low Cost Carriers** are in **light green**.

Abfrage nach Preis

Hinflug und Rückflug

Von: Nach:

Abflug: Zurück:

Fluglinien: Kabine:

Erwachsene: Kinder:

Tarifart: Babys:

Galileo Tarife Galileo private Tarife
 Spezialtarife Billig Airlines

Tipps und Tricks

© 2005 powered by **TraviAustria**

Tarife für 21.03.2006 VIE-SYD-VIE 28.03.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
	849,00	1.140	Qantas Airways	QF	Regeln	
	849,00	1.140	Qantas Airways	QF	Regeln	
	849,00	1.060	British Airways	BA	Regeln	
	849,00	1.060	British Airways	BA	Regeln	
	850,00	990	Singapore Airlines	SQ	Regeln	Routing
	850,00	990	Emirates Airlines	EK	Regeln	Routing
	850,00	1.030	Austrian	OS	Regeln	Routing
	856,00	1.040	EVA Airways Corporation	BR	Regeln	Routing
	875,00	1.060	China Airlines	CI	Regeln	Routing
	911,00	1.210	Qantas Airways	QF	Regeln	Routing
	915,00	1.090	Malaysia Airline	MH	Regeln	Routing
	920,00	1.150	Cathay Pacific Airways	CX	Regeln	Routing
	946,00	1.240	Qantas Airways	QF	Regeln	
	946,00	1.150	British Airways	BA	Regeln	
	948,00	1.240	Qantas Airways	QF	Regeln	
	948,00	1.150	British Airways	BA	Regeln	
	965,00	1.150	China Airlines	CI	Regeln	Routing

1.1.1 Explanation of Symbols



Outward and Return Flights are available



Outward and Return Flights are not generally available/existent



Either only the outward **or** only the return flight has been found

Green point to the left means: suitable flights for the outward flight/booking class found.

Red point to the right means: no suitable flights for the return flight/booking class not found. Request can be made. Price varies.



Booking class for this fare is full or not applicable (e.g. Routing, weekday, etc.)

Request can be made. Price varies.

CETS Manual

When the system has completed the search process, you will be able to tell at a glance whether there are connecting flights available at the individual fare. (✓)

All fare types are checked and displayed at the same time.

Please note that there is a time delay in displaying the fares of the [Low Cost Carriers](#).

Tarife für 21.03.2006 VIE-LON-VIE 28.03.2006						
Achtung: Suche nach Billigairline-Flügen noch nicht fertig!						
Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
✓	17,00	100	Air Berlin	AB	Regeln	
✓	17,00	80	Niki Luftfahrt	HG	Regeln	
✓	37,00	120	Air Berlin	AB	Regeln	
✓	37,00	100	Niki Luftfahrt	HG	Regeln	
✓	57,00	140	Air Berlin	AB	Regeln	
Galileo Tarife Gal. Priv. Tarife Spezial Tarife Billig Airlines						
<input type="button" value="Weitere Tarife untersuchen"/>						

14.6.1 Quick Tips on Rules and Fares

Rules

With Galileo fares, the 'Rebooking Conditions' are displayed immediately by moving the mouse pointer to **'Rules'**.

Tarife für 21.03.2006 VIE-SYD-VIE 28.03.2006						
?	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.060	British Airways	BA	Regeln	
?	849,00	1.060	British Airways	BA	Regeln	
PENALTIES					Regeln	Routing
UNLESS OTHERWISE SPECIFIED					Regeln	Routing
CANCELLATIONS					Regeln	Routing
ANY TIME					Regeln	Routing
TICKET IS NON-REFUNDABLE.					Regeln	Routing
CHANGES					Regeln	Routing
ANY TIME					Regeln	Routing
CHANGES NOT PERMITTED.					Regeln	Routing
✗	915,00	1.090	Malaysia Airline	MH	Regeln	Routing
Galileo Tarife Gal. Priv. Tarife Spezial Tarife Billig Airlines						
<input type="button" value="Weitere Tarife untersuchen"/>						

All the Terms and Conditions at this fare can be displayed by clicking on the [RULES](#) button.

You can retrieve the Routing of the fare you want by clicking on the [ROUTING](#) button.

For further information, see the [Price List](#) chapter.

CETS Manual

Fare

When you move the mouse pointer to the respective price, information about the booking price, fare basis (fare code), min./max. stay, fare validity and number of connections found at the fare in question is immediately displayed.

Tarife für 21.03.2006 VIE-SYD-VIE 28.03.2006						
Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
?	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.060	British Airways	BA	Regeln	
✓	849,00	1.060	British Airways	BA	Regeln	
✓	850,00			SQ	Regeln	Routing
✓	850,00			EK	Regeln	Routing
✓	850,00			OS	Regeln	Routing
✓	856,00			BR	Regeln	Routing
✗	875,00			CI	Regeln	Routing
✓	911,00			QF	Regeln	Routing
✗	915,00	1.090	Malaysia Airline	MH	Regeln	Routing

Galileo Tarife	Gal. Priv. Tarife	Spezial Tarife	Billig Airlines
----------------	-------------------	----------------	-----------------

Weitere Tarife untersuchen

Explanatory example:

Connections available/found

VIE-SYD 1/7

SYD-VIE 1/6

For the fare (QSS7AT) with OS at EUR 850.00, there is **one** available connection/flight for the outward and return flight in booking class 'Q'.

To get other fares, click on the '**Check other fares**' button.

CETS Manual

14.7 Flight Availability Mask

To display the possible connections at a fare, click on the symbols



Abfrage nach Preis

Hinflug und Rückflug

Von: Nach:

Abflug: Zurück:

Fluginnen: Kabine:

Erwachsene: Kinder:

Tarntart: Babys:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Preisliste anzeigen

© 2005 powered by TraviAustria

Tarife für 21.03.2006 VIE-SYD-VIE 28.03.2006

Früh?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.140	Qantas Airways	QF	Regeln	
✓	849,00	1.060	British Airways	BA	Regeln	
✓	849,00	1.060	British Airways	BA	Regeln	
✓	850,00	990	Singapore Airlines	SQ	Regeln	Routing
✓	850,00	990	Emirates Airlines	EK	Regeln	Routing
✓	850,00	1.030	Austrian	OS	Regeln	Routing
✓	856,00	1.040	EVA Airways Corporation	BR	Regeln	Routing
✗	875,00	1.060	China Airlines	CI	Regeln	Routing
✓	911,00	1.210	Qantas Airways	QF	Regeln	Routing
✗	915,00	1.090	Malaysia Airline	MH	Regeln	Routing
✓	920,00	1.150	Cathay Pacific Airways	CX	Regeln	Routing
✓	946,00	1.240	Qantas Airways	QF	Regeln	
✓	946,00	1.150	British Airways	BA	Regeln	
✓	948,00	1.240	Qantas Airways	QF	Regeln	
✓	948,00	1.150	British Airways	BA	Regeln	
✗	965,00	1.150	China Airlines	CI	Regeln	Routing
✗	965,00	1.150	China Airlines	CI	Regeln	Routing
✓	970,00	1.200	Cathay Pacific Airways	CX	Regeln	Routing

Galileo Tarife Gal. Priv. Tarife Spezial Tarife Billig Airlines

Verfügbare Flüge für den Tarif Austrian (OS) um 850,00 € QSS7AT/Q

Hinflüge							
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer
Wien (VIE)	Sydney (SYD)	OS-0001	Q:9	21.03.2006 10:50	22.03.2006 16:50	Boeing 777	20:00
Wien (VIE)	Bangkok (BKK)	OS-0025	Q:9	21.03.2006 23:15	22.03.2006 15:20	Airbus A340-200	10:05
Bangkok (BKK)	Sydney (SYD)	TG-0995	Q:4	22.03.2006 17:35	23.03.2006 06:35	Boeing 747	09:00
Wien (VIE)	Zürich (ZRH)	OS-8803	Q:4	21.03.2006 10:10	21.03.2006 11:25	Airbus A320-100/200	11:50
Zürich (ZRH)	Singapur (SIN)	SQ-0345	Q:4	21.03.2006 14:00	22.03.2006 08:50	Boeing 747-400	11:50
Singapur (SIN)	Sydney (SYD)	SQ-0219	Q:4	22.03.2006 09:40	22.03.2006 20:15	Boeing 747-400	07:35
Wien (VIE)	Frankfurt (FRA)	OS-7203	Q:4	21.03.2006 10:55	21.03.2006 12:30	Airbus A320-100/200	01:35
Frankfurt (FRA)	Bangkok (BKK)	TG-0921	Q:4	21.03.2006 14:10	22.03.2006 06:20	Boeing 747-400	10:10
Bangkok (BKK)	Sydney (SYD)	TG-0993	Q:4	22.03.2006 08:00	22.03.2006 21:00	Boeing 747	09:00
Wien (VIE)	Frankfurt (FRA)	OS-7203	Q:4	21.03.2006 10:55	21.03.2006 12:30	Airbus A320-100/200	01:35
Frankfurt (FRA)	Bangkok (BKK)	LH-9714	Q:4	21.03.2006 14:10	22.03.2006 06:20	Boeing 747-400	10:10
Bangkok (BKK)	Sydney (SYD)	TG-0993	Q:4	22.03.2006 08:00	22.03.2006 21:00	Boeing 747	09:00
Wien (VIE)	Zürich (ZRH)	OS-8803	Q:4	21.03.2006 10:10	21.03.2006 11:25	Airbus A320-100/200	01:15
Zürich (ZRH)	Bangkok (BKK)	TG-0921	Q:4	21.03.2006 13:30	22.03.2006 05:55	Airbus A340-600	10:25
Bangkok (BKK)	Sydney (SYD)	TG-0993	Q:4	22.03.2006 08:00	22.03.2006 21:00	Boeing 747	09:00
Wien (VIE)	New York (JFK)	OS-0087	Q:9	21.03.2006 11:30	21.03.2006 15:15	Boeing 767	09:45
New York (JFK)	Sydney (SYD)	UA-0839	Q:4	21.03.2006 18:10	23.03.2006 08:05	Equipment Varies	21:55

Rückflüge							
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer
Sydney (SYD)	Wien (VIE)	OS-0002	Q:A	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20
Sydney (SYD)	Bangkok (BKK)	TG-0996	Q:4	28.03.2006 17:00	28.03.2006 22:15	Boeing 747	09:15
Bangkok (BKK)	Wien (VIE)	OS-0026	Q:9	28.03.2006 23:30	29.03.2006 05:25	Airbus A340-300	10:55
Sydney (SYD)	Singapur (SIN)	SQ-0222	Q:4	28.03.2006 17:00	28.03.2006 21:55	Boeing 747-400	07:55
Singapur (SIN)	Wien (VIE)	OS-0008	Q:9	28.03.2006 23:35	29.03.2006 06:15	Boeing 777	12:40
Sydney (SYD)	Singapur (SIN)	SQ-0222	Q:4	28.03.2006 17:00	28.03.2006 21:55	Boeing 747-400	07:55
Singapur (SIN)	Zürich (ZRH)	SQ-0346	E:4	28.03.2006 23:45	29.03.2006 06:30	Boeing 747-400	12:45
Zürich (ZRH)	Wien (VIE)	OS-8802	Q:4	29.03.2006 07:30	29.03.2006 08:50	Airbus A320-100/200	01:20
Sydney (SYD)	Bangkok (BKK)	LH-9745	Q:4	28.03.2006 17:30	28.03.2006 22:55	Boeing 747	09:25
Bangkok (BKK)	Frankfurt (FRA)	LH-0773	Q:9	28.03.2006 23:55	29.03.2006 06:10	Boeing 747-400	11:15
Frankfurt (FRA)	Wien (VIE)	OS-0128	Q:9	29.03.2006 08:00	29.03.2006 09:30	Airbus A321	01:30
Sydney (SYD)	Singapur (SIN)	SQ-0232	Q:4	28.03.2006 12:55	28.03.2006 17:50	Boeing 747-400	07:55
Singapur (SIN)	Wien (VIE)	OS-0008	Q:9	28.03.2006 23:35	29.03.2006 06:15	Boeing 777	12:40

kein Best Buy

The connections will now be displayed at the fare highlighted in **orange**.

Connections in **green** type correspond to the fare conditions of the fare selected and are available.

Connections in **red** type do not correspond to the fare conditions, but can also be selected. (Caution: price varies!)

CETS Manual

14.7.1 Quick Tips

Useful information can be displayed by moving the mouse pointer to a range of different fields:

- From/To** Airport name
- Flight** Airline; routes shown in **beige** indicate the operating airline for this route - e.g. Austrian (OS) operated by SWISS (LX)
- Class** Booking classes and their availability, note on Routing, weekday at requested fare not completed, etc. (see [here](#))
- Departure time** highlighted in **grey** indicates a different date than originally requested
- Duration** Display of total travel time and number of stops

 **Tip:**

With fares marked with a , **double-clicking** on the  will only clearly display the connections still available.

Verfügbare Flüge für den Tarif Austrian (OS) um 850,00 € QSS7AT/Q							
Hinflüge							
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer
 Wien (VIE)	Sydney (SYD)	OS-0001	G:9	21.03.2006 10:50	22.03.2006 16:50	Boeing 777	20:00
<input type="button" value="Flüge neu holen"/>							
Rückflüge							
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer
 Sydney (SYD)	Wien (VIE)	OS-0002	G:A	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20
<input type="button" value="Flüge neu holen"/>							
<input type="checkbox"/> kein Best Buy							
<input type="button" value="Weiter zu den Detailinformationen"/>							

Select connecting flights by clicking on them.

Click on '[Continue to Detailed Information](#)'

CETS Manual

14.7.2 No Best Buy

Choose 'No Best Buy' if you want exactly the fare you have selected and don't want to search for a cheaper offer for the proposed flights (e.g. because the fare allows you to rebook).

Abfrage nach Preis

Hinflug und Rückflug

Von: WIE Nach: SYD

Abflug: 21.03.2006 Zurück: 29.03.2006

Fluglinien: OS Kabinen: Economy

Erwachsene: 1 Kinder: Babys:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Preisliste anzeigen

© 2005 powered by TraviAustria

Tarife für (OS)21.03.2006 WIE-SYD-WIE 29.03.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
✓	850,00	1.090	Austrian	OS	Regeln	Routing
✓	999,00	1.240	Austrian	OS	Regeln	Routing
✓	1.099,00	1.340	Austrian	OS	Regeln	Routing
✓	1.199,00	1.440	Austrian	OS	Regeln	Routing
✓	1.999,00	2.240	Austrian	OS	Regeln	Routing
✓	3.850,00	4.090	Austrian	OS	Regeln	Routing
✓	4.600,00	4.840	Austrian	OS	Regeln	Routing

Galileo Tarife Gal. Priv. Tarife Spezial Tarife Billig Airlines

Verfügbare Flüge für den Tarif Austrian (OS) um 999,00 € HFLYSQ/H

Hinflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Wien (VIE)	Sydney (SYD)	OS-0001	H:9	21.03.2006 10:50	22.03.2006 16:50	Boeing 777	20:00

Flüge neu holen

Rückflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Sydney (SYD)	Wien (VIE)	OS-0002	H:9	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20

Flüge neu holen

kein Best Buy

Click on '[Continue to Detailed Information](#)'

Selection of concrete booking classes

You can use the dropdown menu under 'Class' to select a special booking class. This may result in a change in price, or it may be that no fare is calculated.

Abfrage nach Preis

Hinflug und Rückflug

Von: WIE Nach: SYD

Abflug: 21.03.2006 Zurück: 29.03.2006

Fluglinien: OS Kabinen: Economy

Erwachsene: 1 Kinder: Babys:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Preisliste anzeigen

Verfügbare Flüge für den Tarif Austrian (OS) um 999,00 € HFLYSQ/H

Hinflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Wien (VIE)	Sydney (SYD)	OS-0001	B:9	H:9	22.03.2006 16:50	Boeing 777	20:00

Flüge neu holen

Rückflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Sydney (SYD)	Wien (VIE)	OS-0002	B:9	X:0	30.03.2006 06:10	Boeing 777	22:20

Flüge neu holen

kein Best Buy

'No Best Buy' must be selected

Click on '[Continue to Detailed Information](#)'

CETS Manual

Possible reasons why a fare is marked with a :

If you hold the mouse over 'Classes', a note will appear describing which conditions are not fulfilled at the fare you want.

Verfügbare Flüge für den Tarif Austrian (OS) um 850,00 € QSS7AT/Q

Hinflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Wien (VIE)	Sydney (SYD)	OS-0001	Q:9	21.03.2006 10:50	22.03.2006 16:50	Boeing 777	20:00
Wien (VIE)	Bangkok (BKK)	OS-0025	Q:9	Q:9 - Route	22.03.2006 15:20	Airbus A340-200	10:05
Bangkok (BKK)	Sydney (SYD)	TG-0995	Q:4	C:9 D:9 J:9	23.03.2006 06:35	Boeing 747	09:00
Wien (VIE)	Zürich (ZRH)	OS-8803	Q:4	I:0 Y:9 B:9	21.03.2006 11:25	Airbus A320-100/200	01:15
Zürich (ZRH)	Singapur (SIN)	SQ-0345	Q:4	M:9 H:9 Q:9	22.03.2006 08:50	Boeing 747-400	11:50
Singapur (SIN)	Sydney (SYD)	SQ-0219	Q:4	X:0	22.03.2006 20:15	Boeing 747-400	07:35
Wien (VIE)	Frankfurt (FRA)	OS-7203	Q:4	G:9 V:9 W:9	21.03.2006 12:30	Airbus A320-100/200	01:35
Frankfurt (FRA)	Bangkok (BKK)	TG-0921	Q:4	S:4	22.03.2006 06:20	Boeing 747-400	10:10

- The **Routing** does not match the fare
- The **Booking Class** is not available (C=closed, R=on request, etc.)
- **Weekday** does not match (only applies when fare database is activated)

Display of alternative travel date

If the date requested does not correspond to the date on which flights are found, this is marked in **grey**!

Close

Abfrage nach Preis

Hinflug und Rückflug

Von: WIE Nach: SYD

Abflug: 21.03.2006 Zurück: 28.03.2006

Fluglinien: OS Kabinen: Economy

Erwachsene: 1 Kinder: Babys:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Preisliste anzeigen Suche nach Flügen

Tipps und Tricks

© 2005 powered by TraviAustria

Verfügbare Flüge für den Tarif Austrian (OS) um 850,00 € QSS7AT/Q

Hinflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Wien (VIE)	Sydney (SYD)	OS-0001	Q:9	21.03.2006 10:50	22.03.2006 16:50	Boeing 777	20:00

Flüge neu holen

Rückflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Sydney (SYD)	Wien (VIE)	OS-0002	Q:A	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20

Flüge neu holen

kein Best Buy

Weiter zu den Detailinformationen

Tarife für (OS)21.03.2006 WIE-SYD-WIE 28.03.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
✓	850,00	1.090	Austrian	OS	Regeln	Routing
✓	999,00	1.240	Austrian	OS	Regeln	Routing
✓	1.099,00	1.340	Austrian	OS	Regeln	Routing
✓	1.199,00	1.440	Austrian	OS	Regeln	Routing
✓	1.999,00	2.240	Austrian	OS	Regeln	Routing

Galileo Tarife Gal. Priv. Tarife Spezial Tarife Billig Airlines

Weitere Tarife untersuchen

CETS Manual

14.8 Booking Flights

To book a connection, highlight the flights and click on the '**CONTINUE TO DETAILED INFORMATION**' button.

Flight Engine books the selected segments and checks whether a cheaper fare is still applicable for the Routing booked.

Should this be the case, the cheaper fare is automatically booked and displayed.

Caution:

The **conditions** (cancellation and rebooking charges, etc.) could change as a result.

Verfügbare Flüge für den Tarif Austrian (OS) um 850,00 € QSS7AT/Q								
Hinflüge								
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer	
Wien (VIE)	Sydney (SYD)	OS-0001	Q:9	22.03.2006 10:50	23.03.2006 16:50	Boeing 777	20:00	
Flüge neu holen								
Rückflüge								
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer	
Sydney (SYD)	Wien (VIE)	OS-0002	Q:9	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20	
Flüge neu holen								
<input type="checkbox"/> kein Best Buy								
Weiter zu den Detailinformationen								

Choose '**No Best Buy**' if you want exactly the fare you have selected, and don't want to carry out a search for a cheaper offer for the proposed flights (e.g. because the fare allows you to rebook).

'**No Best Buy**' must also be clicked on if you want to book a special [Booking Class](#) (e.g. 'K').

CETS Manual

14.8.1 Detailed Information

Detailed Information displays a summary of the selected fare and the routes. Seat Reservations can also be made here.

Detailinformation									
		Flug							
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Fluggerät	Dauer	Sitze Reservierung	
Wien (VIE)	Sydney (SYD)	OS-0001	Q/H5	22.03.2006 10:50	23.03.2006 16:50	Boeing 777	20:00	[] [***]	
Details									
Sydney (SYD)	Wien (VIE)	OS-0002	Q/H5	29.03.2006 16:50	30.03.2006 06:10	Boeing 777	22:20	[] [***]	
Details									
Preis									
Passagier	Preis (€)		Taxen (€)		Gesamt (€)				
Erwachsener	850,00		192,80		1.042,80				
TOTAL	850,00		192,80		1.042,80				
Elektronisches Ticket möglich									
Regeln zum Tarif									
<div style="border: 1px solid red; padding: 2px;"> NONREF/CHANGES RESTR 01 NVB22MAR/NVA22MAR 02 NVB29MAR/NVA29MAR LAST DATE TO PURCHASE TICKET: 21NOV05 </div>									
Angefragter Tarif: Q557AT € 850,00									
Weiter zur Personenmaske					Zurück zur Liste				
Drucken									

Seat Reservation

Farebasis Code

Fare plus Taxes

E- ticket possible

Restrictions on fare
Ticket issue deadline

Where **processing charges** are to be paid, these are detailed specifically.

Caution:

Always note the **ticket issue deadlines**. The fare must be issued by the date given. By (LAST DATE TO PURCHASE TICKET)

Separate agreements apply to operator fares. For details please contact your operator.

The note '**electronic ticket possible**' shows whether the routes can be flow using an e-ticket. There may be changes here depending on the fare, airline combination and passenger type. For further information, please contact the travel agency issuing your ticket.

Buttons – Links:

- | | |
|---------------------------------|----------------------------------|
| Continue to Persons Mask | Input passenger data |
| Print | Printout of detailed information |
| Back to List | Back to flight selection |

CETS Manual

Example: price different at requested fare

If a 'red' flight is selected, there is a 'Best Buy' on this route. The fare is higher than originally wanted in most cases.

Detailinformation								
Von	Nach	Flug	Klasse	Abflugzeit	Flug Ankunftszeit	Fluggerät	Dauer	Sitze Reservierung
Wien (VIE)	Sydney (SYD)	05-0001	H/H5	22.03.2006 10:50	23.03.2006 16:50	Boeing 777 HLFLYSQ	20:00	<input type="text"/>
Sydney (SYD)	Bangkok (BKK)	TG-0996	Y/H5	29.03.2006 17:00	29.03.2006 22:15	Boeing 747 YO1	09:15	<input type="text"/>
Bangkok (BKK)	Wien (VIE)	05-0026	H/H5	29.03.2006 23:30	30.03.2006 05:25	Airbus A340-200 HLFLYOS	10:55	<input type="text"/>
				Preis				
Passagier	Erwachsener			Preis (€)		Steuern (€)		Gesamt (€)
				2.626,00		240,90		2.866,90
TOTAL				2.626,00		240,90		2.866,90
Regeln zum Tarif								
CHG/REF RESTR. ENDO RESTR. 01 NVB22MAR/NVA22MAR 03 NVB29MAR/NVA29MAR LAST DATE TO PURCHASE TICKET: 01MAR06 Angefragter Tarif: QSS7AT € 850,00 Achtung: FareCode verschieden vom erwarteten FareCode! Dies führt zu einem anderen Preis (in einigen Fällen auch höher). Es gelten die restriktivsten Regeln. FareCode : QSS7AT erwartet Segment 1: HLFLYSQ Segment 2: YO1 Segment 3: HLFLYOS								
Weiter zur Personenmaske							Zurück zur Liste	

14.8.2 Seat Reservation

Where authorised by the airline for the route/booking class, seating plans can be retrieved and the seat (green = available) booked by clicking on it with the mouse.

Hilfe (Legende)

Flug 05-0001 Q 20060322 VIE SYD
Reservierung Sitzplätze

Erwachsener

	A	B	C	D	E	F	G	H	J	K	
11	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	11
12	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	12
14	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	14
15	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	15
16	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	16
17	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	17
18	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	18
19	✖	✖	✖	✖	✖	✖	✖	✖	✖	✖	19

A 'Quick Tip' displays the features of the seat

When you click on 'Continue', the seat is reserved!

CETS Manual

14.9 Persons Mask

The 'CONTINUE TO PERSONS MASK' button takes you to the entry mask for passenger and travel agency data.

Abfrage nach Preis

Hinflug und Rückflug

Von: Nach:

Abflug: Zurück:

Fluglinien: Kabine:

Erwachsene: Kinder:

Tarifart: Babys:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Tipps und Tricks

© 2005 powered by **TraviAustria**

Tarife für 22.03.2006 VIE-SYD-VIE 29.03.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
<input checked="" type="checkbox"/>	849,00	1.140	Qantas Airways	QF	Regeln	
<input checked="" type="checkbox"/>	849,00	1.140	Qantas Airways	QF	Regeln	
<input checked="" type="checkbox"/>	849,00	1.060	British Airways	BA	Regeln	
<input checked="" type="checkbox"/>	849,00	1.060	British Airways	BA	Regeln	
<input checked="" type="checkbox"/>	850,00	990	Singapore Airlines	SQ	Regeln	Routen
<input checked="" type="checkbox"/>	850,00	1.040	Austrian	OS	Regeln	Routen
<input checked="" type="checkbox"/>	850,00	990	Emirates Airlines	EK	Regeln	Routen
<input checked="" type="checkbox"/>	856,00	1.040	EVA Airways Corporation	BR	Regeln	Routen

Personenmaske

Passagiere

Anrede*

Titel

Nachname*

Vorname*

Geburtsdatum*

1.Frequent Flyer Fluglinie

1.Frequent Flyer No.

2.Frequent Flyer Fluglinie

2.Frequent Flyer No.

3.Frequent Flyer Fluglinie

3.Frequent Flyer No.

Essenswunsch

Bitte beachten Sie, dass nicht bei allen Fluglinien bzw. Strecken Spezialessen angeboten werden.

Kontaktdaten

Agentur

Anrede und Titel

Nachname

Vorname

PLZ*

Strasse*

Stadt*

Land (XX)*

Telefon (geschäftlich)*

Telefon (privat)

Email

Email 2

Weitere Daten

Notes

Ticket

Achtung: Airlinezuschlag für Papierticket möglich.

Bezahlung

14.9.1 Passengers

Passagiere

Anrede*

Titel

Nachname*

Vorname*

Geburtsdatum*

1.Frequent Flyer Fluglinie

1.Frequent Flyer No.

2.Frequent Flyer Fluglinie

2.Frequent Flyer No.

3.Frequent Flyer Fluglinie

3.Frequent Flyer No.

Essenswunsch

Bitte beachten Sie, dass nicht bei allen Fluglinien bzw. Strecken Spezialessen angeboten werden.

CETS Manual

Sex	Choose between Mr, Ms, Girl or Boy
Title	DR, DIPL ING, etc.
Family Name	Family name of the person travelling (minimum 2 letters) With double-barrelled names, leave out the '-' between the names (i.e. Winkler-Schubert = Winklerschubert).
First Names	First names of the person travelling (minimum 1 letter)
Date of Birth	Age of passenger where children, babies, youths or seniors.
Frequent Flyer	'Frequent Flyer Programme' of airline (e.g. Miles and More = LH)
Airline	
Frequent Flyer No.	Card number
Meal Request	Select via drop-down menu (caution: not all airlines offer special menus on all their routes. This will be confirmed by the airline in the Galileo booking)

 **Tip:**

- You can input up to **3 'Frequent Flyer Programmes'**.
- With German-language names, Galileo automatically converts umlauts (**Ä, Ö and Ü**) into AE, OE and UE.
- **Mandatory fields** are marked with ***!**

14.9.2 Contact Details

Kontaktdaten	
Agentur	<input type="text"/>
Anrede und Titel	Fa
Nachname	ELECTRONICS
Vorname	<input type="text"/>
PLZ*	4020
Strasse*	Europaplatz 5a
Stadt*	Linz
Land (XX)*	AT
Telefon (geschäftlich)*	0732 500500
Telefon (privat)	0699 1234567890
Email	office@electronics.at
Email 2	max.mustermann@electronics.at

The contact details of the travel agency are transferred automatically and can be overwritten and added to at any time.

Agency Agency number of operator in question (automatic)

At Booking Close, a **Booking Confirmation** is sent to the e-mail addresses available.

Mandatory fields are marked with *****.

CETS Manual

14.9.3 Other Information

Weitere Daten	
Notes	bitte mietwagen dazu buchen
Ticket	Elektronisch
Achtung: Airlinezuschlag für Papierticket möglich.	
Bezahlung	Kreditkarte
Kreditkarte	Airplus
Nummer	
Name	
Gültig bis (MMYY)	
Prüfnummer	
<input type="checkbox"/> Tarifbestimmungen gelesen und akzeptiert	
<input type="button" value="Buchung bestätigen"/>	

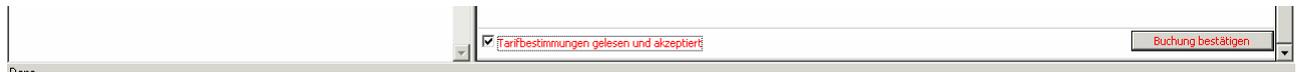
- Notes** Max. 5 lines; input information for travel agency issuing the ticket. This information will not appear on the Booking Confirmation.
- Ticket** Ticket type and delivery options

Ticket	Elektronisch
Achtung: Airlinezuschlag für Papierticket möglich.	Elektronisch
Bezahlung	per Bote
Kreditkarte	per Post
Nummer	Flughafenhinterlegung
	Kundenabholung

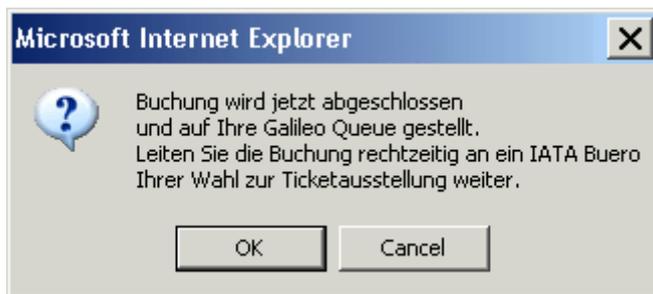
- Form of Payment** Form of payment (credit card, cash, invoice)
- Credit card** Selection of credit card company
- Number** Credit card number
- Name** Card owner
- Valid to** Expiry date (e.g. 0509 = May 2009)
- Check no.** See back of card

CETS Manual

14.10 Booking Close



Select '**Fare conditions read and accepted**' and click on '**Confirm booking**'



At Booking Close, you will be given information as to where your booking should be sent (own Galileo Queue or to the operator).

Summary:

Galileo (Public Fares - white) and Galileo Private Fares (grey) are normally always created and 'quebbt' in your own Galileo Pseudo City.

Operator Fares (special fares are violet) are automatically sent directly to the operator, which then immediately takes over the booking.

Low Cost Carriers (in light green) are booked directly with the airlines.

Caution:

Please note that, in your 'own' bookings, all confirmations, Time Changes or Vendor Remarks from the airlines are transferred directly into the Galileo Booking File and need not be processed by your Galileo Queue.

You yourself will decide when you want to 'quebben' the agency issuing your ticket – taking the ticket issue deadlines into consideration.

In the case of **operator bookings**, your operator takes responsibility for this.

For rebookings, cancellations and help with other questions, please contact your operator.

CETS Manual

14.10.1 Booking Confirmation

After clicking on the '**CONFIRM BOOKING**' button, you will receive the Booking Confirmation.

Buchungsbestätigung

PNR: W835CE Elektronisches Ticket

Flug						
Von	Nach	Flug	Klasse	Abflugszeit	Ankunftszeit	Dauer
Wien (VIE)	Sydney (SYD)	Austrian Flug 0001	Q	22.03.2006 10:50	23.03.2006 16:50	20:00
ARRIVES SYD TERMINAL I *NON-SMOKING FLIGHT*						
Sydney (SYD)	Wien (VIE)	Austrian Flug 0002	Q	29.03.2006 16:50	30.03.2006 06:10	22:20
DEPARTS SYD TERMINAL I *NON-SMOKING FLIGHT*						
ADD ADVANCE PASSENGER INFORMATION SSR5 DOCA/DOCO/DOCS PERSONAL DATA WHICH IS PROVIDED TO US IN CONNECTION WITH YOUR TRAVEL MAY BE PASSED TO GOVERNMENT AUTHORITIES FOR BORDER CONTROL AND AVIATION SECURITY PURPOSES						

Preis			
Passagier	Preis (€)	Steuern (€)	Gesamt (€)
MR DR MAX MUSTERMANN	850,00	192,80	1.042,80
TOTAL	850,00	192,80	1.042,80

Automatisches Bestätigungsmail: bitte antworten Sie nicht auf dieses Mail. Bei Fragen zu Ihrer Buchung kontaktieren Sie Ihr Reisebüro.
Ihr gewählter Tarif ist ein GALILEO Tarif.
Der von Ihnen gewählte Tarif unterliegt bis zur Ticketausstellung nicht der Tarifgarantie. Es kommt der aktuelle Tarif zum Zeitpunkt der Ticketausstellung zur Anwendung.

Ihre Buchung kann hier jederzeit aufgerufen werden

Regeln zum Tarif

NONREF/CHANGES RESTR
01 NVB22MAR/NVA22MAR
02 NVB29MAR/NVA29MAR
LAST DATE TO PURCHASE TICKET: 22NOV05

Drucken

This Booking Confirmation is sent to all e-mail addresses listed.

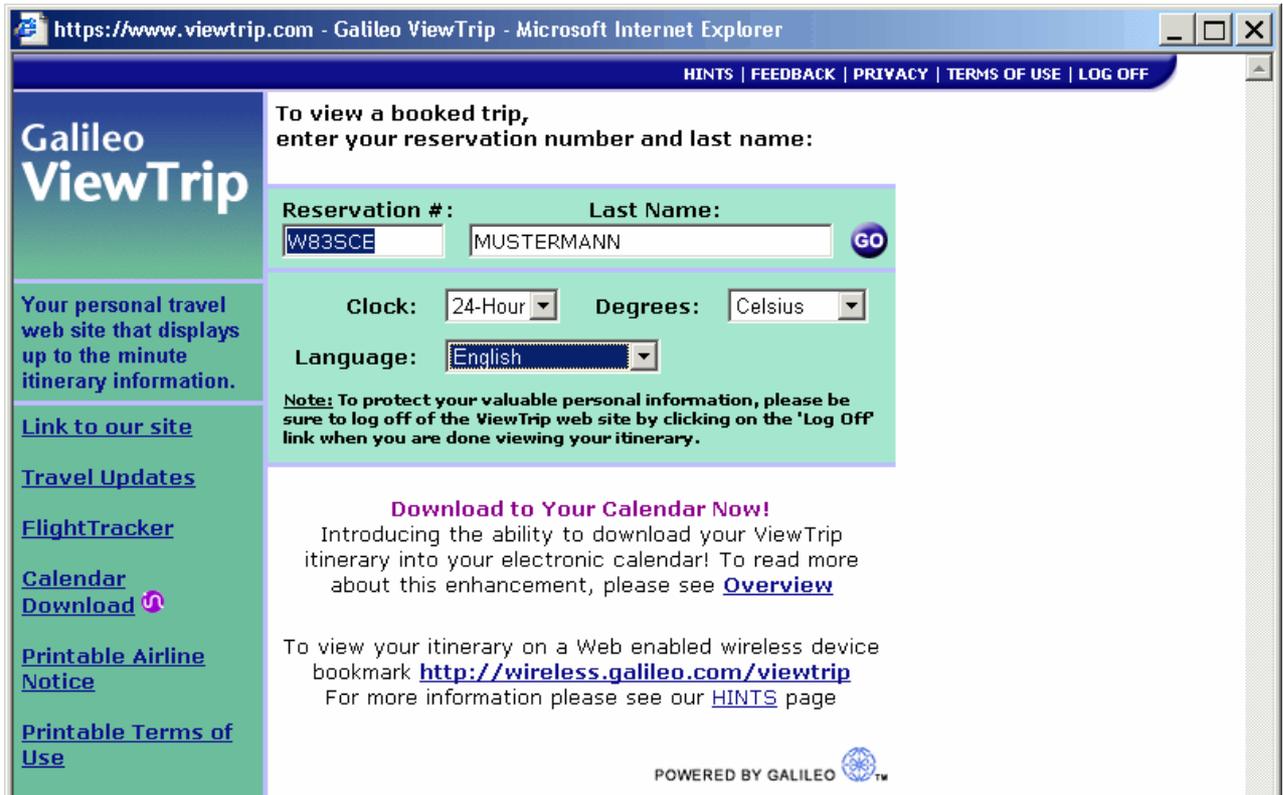
To print the display, click on the **PRINT** button.

You will receive the Galileo Booking File Code.

CETS Manual

14.10.2 www.viewtrip.com

When you click on '**Your booking can be retrieved here at any time**', the booking automatically appears in www.viewtrip.com. All data (time changes, etc.) are always totally up-to-date here. When e-tickets have been issued, the passenger coupon and terms and conditions of carriage can also be printed out here by passengers themselves.



The screenshot shows the Galileo ViewTrip website in a Microsoft Internet Explorer browser window. The address bar displays "https://www.viewtrip.com - Galileo ViewTrip - Microsoft Internet Explorer". The page features a navigation menu with links for "HINTS", "FEEDBACK", "PRIVACY", "TERMS OF USE", and "LOG OFF". The main content area is titled "Galileo ViewTrip" and includes a form for entering reservation details. The form fields are: "Reservation #:" with the value "W83SCE", "Last Name:" with the value "MUSTERMANN", "Clock:" set to "24-Hour", "Degrees:" set to "Celsius", and "Language:" set to "English". A "GO" button is located to the right of the form. Below the form, there is a note: "Note: To protect your valuable personal information, please be sure to log off of the ViewTrip web site by clicking on the 'Log Off' link when you are done viewing your itinerary." The page also features a section titled "Download to Your Calendar Now!" with a sub-heading "Introducing the ability to download your ViewTrip itinerary into your electronic calendar! To read more about this enhancement, please see [Overview](#)". At the bottom, there is a link for "http://wireless.galileo.com/viewtrip" and a reference to the "HINTS" page. The footer of the page reads "POWERED BY GALILEO" with a logo.

DISTRIBUTOR OF THE GALILEO® SYSTEM



CETS Manual

https://www.viewtrip.com - Galileo® ViewTrip - View a Booked Trip - Microsoft Internet Explorer

HINTS | FEEDBACK | PRIVACY | TERMS OF USE | LOG OFF

**Galileo
ViewTrip**

RESERVATION
INFORMATION:
W83SCE

[FlightTracker](#)

[Send Itinerary](#)

[Itinerary Weather](#)

[Printable Airline
Notice](#)

[View Another Trip](#)

[Add to calendar](#)

[Printable Terms of
Use](#)

[Electronic Expense
Receipt](#)

[Log Off](#)

©2005 Galileo International.
All Rights Reserved.

Itinerary Information

Today's Date: 19 Nov 2005
Reservation ID: W83SCE

Agency Information

TRAVI SCHULUNG
Agency Phone: 0043 1 33733 TRAVI AUSTRIA-CETS

Passenger

Mustermann, Maxmr
Dr

Flight - Austrian (OS) - 1 Wed 22 Mar 2006

Flight 1 1 Stop
Status: Confirmed (HK)
Class of Service: Economy (Q)

Depart: 10:50	Arrive: 16:50
Wed 22 Mar 2006	Thu 23 Mar 2006

Vienna Intl Arpt (VIE) Sydney Kingsford Smith Arpt (SYD)
Terminal Not Available Terminal I

Flight Service Information -

Depart: VIE - Vienna Intl Arpt	Departure Terminal: Not available
Arrive: KUL - Kuala Lumpur International Arpt	Arrival Terminal: Not available
Equipment: Boeing 777	Flying Time: 10:55
Meal Service: Meal, Breakfast	
In-Flight Services: Non-smoking	

Depart: KUL - Kuala Lumpur International Arpt	Departure Terminal: Not available
Arrive: SYD - Sydney Kingsford Smith Arpt	Arrival Terminal: I
Equipment: Boeing 777	Flying Time: 7:55
Meal Service: Meal, Snack	
In-Flight Services: Non-smoking	

Special Services Requested	Status:	Passengers
Asian Vegetarian Meal	Confirmed	Mustermann, Maxmr

Flight - Austrian (OS) - 2 Wed 29 Mar 2006

Flight 2 1 Stop
Status: Confirmed (HK)
Class of Service: Economy (Q)

Depart: 16:50	Arrive: 06:10
Wed 29 Mar 2006	Thu 30 Mar 2006

Sydney Kingsford Smith Arpt (SYD) Vienna Intl Arpt (VIE)
Terminal I Terminal Not Available

Flight Service Information -

Depart: SYD - Sydney Kingsford Smith Arpt	Departure Terminal: I
Arrive: KUL - Kuala Lumpur International Arpt	Arrival Terminal: Not available
Equipment: Boeing 777	Flying Time: 9:25
Meal Service: Meal, Snack	
In-Flight Services: Non-smoking	

Depart: KUL - Kuala Lumpur International Arpt	Departure Terminal: Not available
Arrive: VIE - Vienna Intl Arpt	Arrival Terminal: Not available
Equipment: Boeing 777	Flying Time: 11:35



CETS Manual

14.10.3 The Closed Booking in Galileo

The following data are transferred into the Galileo Booking File.

***ALL**

D8P- TRAVI SCHULUNG VIE
W83SCE/29 QSBSB 0300296 AG 99999992 19NOV
1.1MUSTERMANN/MAXMR*DR << **Galileo Booking File Code**
 1. OS 1 Q 22MAR VIESYD HK1 1050 #1650 O* E WE
 2. OS 2 Q 29MAR SYDVIE HK1 1650 #0610 O* E WE
FONE-VIET*0043 1 33733 TRAVI AUSTRIA-CETS << **Travel Agency Identification**
(automatic)
 2. **VIEB*0732 500500** << **Telephone no. (work)**
 3. **VIEH*0699 1234567890** << **Telephone no. (private)**
ADRS-FA ELECTRONICS*EUROPAPLATZ 5A*LINZ*AT*P/4020 << **Contact Details**
FOP -S << **Form of Payment**
 TKTG-T*
NOTE-HBITTE MIETWAGEN BUCHEN DANKE MFG BOEHM TRAVITOURS 29 19N** << **Notes**
 OV 0813Z
 2. **H**BITTE ETIX AUSSTELLEN 29 19NOV 0813Z** << **Ticket**
 VLOC-1A*ZBFYFV/19NOV 0813
**** SPECIAL SERVICE REQUIREMENT **** << **Special Meal**
 SEGMENT/PASSENGER RELATED
 S 1. OS 0001 Q 22MAR VIESYD
 P 1. MUSTERMANN/MAXM+ AVML KK 1
 S 2. OS 0002 Q 29MAR SYDVIE
 P 1. MUSTERMANN/MAXM+ AVML KK 1
**** MILEAGE MEMBERSHIP DATA ****

P 1. MUSTERMANN LH 1234567890/OS << **Frequent Flyer Number**
 QF 234234234

FQ1 - S1-2 AP 19NOV05 29/AG << **Fare Details**
 P1 MUSTERMANN/MAXMR G 22NOV05 * EUR 1042.80
 VIE OS SYD 529.57QSS7AT OS VIE 529.57QSS7AT NUC1059.14END ROE0
 .802525
 FARE EUR850.00 TAX 8.00AT TAX 14.17ZY TAX 23.74AU TAX 2.13QK
 TAX 24.76WY TAX 120.00YQ TOT EUR1042.80
 S1 FB-QSS7AT B-20K NB-22MAR NA-22MAR
 S2 FB-QSS7AT B-20K NB-29MAR NA-29MAR
 NONREF/CHANGES RESTR
 T P1/S1-2/COS

CETS Manual

14.11 Low Cost Carriers

Low Cost Carriers can also be booked direct with Flight Engine.

Searching for low cost carrier flights can take longer.

Tarife für 12.01.2006 VIE-LON-VIE 17.01.2006

Achtung: Suche nach Billigairline-Flügen noch nicht fertig!

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
✓	17,00	100	Air Berlin	AB	Regeln	
✗	17,00	80	Niki Luftfahrt	HG	Regeln	
✓	37,00	120	Air Berlin	AB	Regeln	
✓	37,00	100	Niki Luftfahrt	HG	Regeln	
✓	57,00	140	Air Berlin	AB	Regeln	

Galileo Tarife Gal. Priv. Tarife Spezial Tarife **Billig Airlines**

Weitere Tarife untersuchen

The fares/flights found are automatically sorted by price and transferred into the offer list. Low Cost Carrier fares are highlighted in **light green**.

Tarife für 12.01.2006 VIE-LON-VIE 17.01.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
✓	15,91	57	RyanAir (Ireland)	FR	Regeln	
✓	17,00	100	Air Berlin	AB	Regeln	
✗	17,00	80	Niki Luftfahrt	HG	Regeln	
✓	22,39	28	RyanAir (Ireland)	FR	Regeln	
✓	29,50	71	RyanAir (Ireland)	FR	Regeln	
✓	37,00	120	Air Berlin	AB	Regeln	
✓	37,00	100	Niki Luftfahrt	HG	Regeln	
✓	57,00	140	Air Berlin	AB	Regeln	
✓	57,00	120	Niki Luftfahrt	HG	Regeln	
✗	64,00	150	Czech Airlines	OK	Regeln	Routing
✓	72,64	137	SkyEurope Airlines	NE	Regeln	
✓	77,00	160	Air Berlin	AB	Regeln	
✓	77,00	140	Niki Luftfahrt	HG	Regeln	
✓	86,00	128	Air Berlin	AB	Regeln	
✗	89,00	180	Czech Airlines	OK	Regeln	Routing
✗	89,00	180	Czech Airlines	OK	Regeln	Routing
✓	92,00	134	Air Berlin	AB	Regeln	
✓	97,00	180	Air Berlin	AB	Regeln	

Galileo Tarife Gal. Priv. Tarife Spezial Tarife **Billig Airlines**

Weitere Tarife untersuchen

Select the fare you want by clicking on the '✓' symbol.

CETS Manual

Abfrage nach Preis

Hinflug und Rückflug

Von: Nach:

Abflug: Zurück:

Fluglinien: Kabinen:

Erwachsene: Kinder: Babys:

Tarifart:

Galileo Tarife Galileo private Tarife

Spezialtarife Billig Airlines

Tipps und Tricks

© 2005 powered by **TraviAustria**

Verfügbare Flüge für den Tarif RyanAir (Ireland) (FR) um 15,91 € L568206/Y

Billig Airlines Flüge							
Hinflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
Bratislava (BTS)	London (STN)	FR-2317	Y:A	12.01.2006 22:30	12.01.2006 23:45		
Rückflüge							
Von	Nach	Flug	Klasse	Abflugzeit	Ankunftszeit	Fluggerät	Dauer
London (STN)	Bratislava (BTS)	FR-2314	Y:A	17.01.2006 06:25	17.01.2006 09:35		
London (STN)	Bratislava (BTS)	FR-2316	Y:A	17.01.2006 18:55	17.01.2006 22:05		

Weiter zu den Detailinformationen

Tarife für 12.01.2006 VIE-LON-VIE 17.01.2006

Frei?	Tarif	ca.Total	Fluglinie	Code	Regeln	Routen
<input checked="" type="checkbox"/>	15,91	57	RyanAir (Ireland)	FR	Regeln	
<input checked="" type="checkbox"/>	17,00	100	Air Berlin	AB	Regeln	
<input checked="" type="checkbox"/>	17,00	80	Niki Luftfahrt	HG	Regeln	
<input checked="" type="checkbox"/>	22,39	28	RyanAir (Ireland)	FR	Regeln	

Select flights and click on 'Continue to Detailed Information'.

Detailinformation

Billig Airlines Flüge

Flug				
Von	Nach	Flug	Abflugzeit	Ankunftszeit
Bratislava (BTS)	London (STN)	FR-2317	12.01.2006 22:30	12.01.2006 23:45
London (STN)	Bratislava (BTS)	FR-2314	17.01.2006 06:25	17.01.2006 09:35

Passagier	Preis (SKK)	Steuern (SKK)	Gesamt (SKK)
Erwachsener	609,00	1.570,00	2.179,00
SUBTOTAL	609,00	1.570,00	2.179,00
Gebühr bei Bezahlung mit MasterCard			17,60
TOTAL ohne Bearbeitungsgebühr			2.196,60
Achtung Preis in SKK	entspricht ca.		57,40 €
Bearbeitungsgebühr			0,00 €
TOTAL			57,40 €
Gebühr bei Bezahlung mit Airplus			17,60
TOTAL ohne Bearbeitungsgebühr			2.196,60
Achtung Preis in SKK	entspricht ca.		57,40 €
Bearbeitungsgebühr			0,00 €
TOTAL			57,40 €
Gebühr bei Bezahlung mit Visa			17,60
TOTAL ohne Bearbeitungsgebühr			2.196,60
Achtung Preis in SKK	entspricht ca.		57,40 €
Bearbeitungsgebühr			0,00 €
TOTAL			57,40 €

Regeln zum Tarif

Umbuchung: Siehe Regeln.
 Stornierung: Siehe Regeln.
 Bezahlung nur mit Kreditkarte.
 Ihr gewählter Tarif wird direkt bei der jeweiligen Fluglinie eingebucht. Der Betrag wird sofort von der angegebenen Kreditkarte abgebucht.

Zurück zur Liste

Drucken

Caution: depending on the definition of the low cost carrier in question, the **departure and arrival airport** could deviate from the request (e.g. Vienna – Bratislava).
 Be aware of the **currency** in which the basic price is charged.
 Most low cost carriers require a **credit card charge**.
Processing charges may have to be paid.

CETS Manual

'Continue to the Persons Mask'

Passenger and contact details can be input.

Personenmaske	
Billig Airlines Flüge	
Passagiere	
Anrede*	<Auswahl>
Titel	
Nachname*	
Vorname*	
Geburtsdatum*	
1.Frequent Flyer Fluglinie	
1.Frequent Flyer No.	
2.Frequent Flyer Fluglinie	
2.Frequent Flyer No.	
3.Frequent Flyer Fluglinie	
3.Frequent Flyer No.	
Essenswunsch	Kein Spezialessen
Bitte beachten Sie, dass nicht bei allen Fluglinien bzw. Strecken Spezialessen angeboten werden.	
Kontaktdaten	
Agentur	
Anrede und Titel	
Nachname	
Vorname	
PLZ*	1210
Strasse*	Dresdnerstr.
Stadt*	Wien
Land (XX)*	AT
Telefon (geschäftlich)*	0043 1 33733 0
Telefon (privat)	
Email	
Email 2	
Weitere Daten	
Ticket	Elektronisch
Bezahlung	Kreditkarte
Kreditkarte	Airplus
Nur Bezahlung mit Kreditkarte möglich.	
Nummer	
Name	
Gültig bis (MMYY)	
Prüfnummer	
<input type="checkbox"/> Tarifbestimmungen gelesen und akzeptiert	
<input type="button" value="Buchung bestätigen"/>	

A **credit card** is always required to make the **Booking Close!**

Please be aware of the **General Terms and Conditions** of the airline in question – particularly rebooking and cancellation conditions.