

Using BookingBuilder™ Desktop

Contents

Contents	1
Introduction.....	2
Installation.....	2
Terminal Services/Citrix Requirements.....	2
Starting BookingBuilder™ Desktop.....	4
Availability Notification.....	6
Web Site Launch.....	8
Availability Page Fill-In.....	11
Read Passenger Information From a Profile	12
Booking Confirmation	14
How Names are Handled	14
Trams Client Base Plus	15
Confirmation Options	15
Saved Confirmations.....	17
Troubleshooting	18
Frequently Asked Questions	19

Introduction

BookingBuilder™ Desktop is a powerful tool to help you make bookings on supplier web sites without requiring you to remember what markets the suppliers serve, and without requiring the tedious copying of your information from one system to another.

BookingBuilder™ Desktop is very easy to use; in fact, all of its features are quite intuitive and it requires essentially no training.

Registration

Each computer that will run BookingBuilder™ Desktop must be registered on the BookingBuilder.com web site. This allows us to notify you when updates are available and properly track the number of computers running the software for billing purposes.

To register a computer, simply go to <http://www.bookingbuilder.com> and click on Customer Login, and then follow the instructions. There will be a link there to install Bookingbuilder™ Desktop.

Alternatively, if you install BookingBuilder™ Desktop on a computer that has not been registered, it will open a browser to the registration page. It will not operate until the computer has been registered.

Installation

BookingBuilder™ Desktop is distributed primarily as an Internet download. There is a single installation executable that is downloaded and started. It will install BookingBuilder™ Desktop. The default choices are the best options to use during the installation.

Terminal Services/Citrix Requirements

BookingBuilder™ Desktop has been tested with Citrix and Terminal Services, and it works quite well, but there are a few requirements:

- When installing BookingBuilder™ Desktop, is it very important to go into Control Panel, then Add/Remove Programs, then Add New Programs. This is required even when using Windows Server 2003.
- Since BookingBuilder™ Desktop interacts with both web browsers and the GDS, all of these applications must run in the same session for each user. This is particularly important when using Citrix ICA sessions. The best way we have found to ensure this is to start the GDS and BookingBuilder™ Desktop from a single batch file. The published application should point to the batch file, so when it is started, it then starts both applications.

- If an agent launches a web browser to a supplier site, that browser must be in the same user session or it won't be recognized by BookingBuilder™ Desktop. When BookingBuilder™ Desktop launches web browsers, they will be in the same session, so this the best way to access supplier sites.
- To help ensure that different applications run in the same session, they must have exactly the same configuration. For example, if two applications are set for different resolutions, they will run in different sessions. For more information, refer to your Citrix documentation.

Starting BookingBuilder™ Desktop

By default, BookingBuilder™ Desktop will be added to your Startup menu so it will start automatically when the computer is started. To start it manually, there is also a “BookingBuilder Desktop” choice added to the Start menu.

When BookingBuilder™ Desktop starts, it will show its splash screen and then it will put an icon in your task tray. The color of the icon indicates the state of BookingBuilder™ Desktop. When it first starts, it is in “Standby” mode. The icon will be yellow:



After the splash screen, BookingBuilder™ Desktop attempts to communicate with our web site to retrieve its settings and other information required for it to operate. In most cases, you will not have to do anything. However, if you use a proxy server or your internet connection requires a password to get out, you might get this screen:



If you get this screen, first ensure that you can access <http://www.bookingbuilder.com>. If not, verify your internet connection. Once the connection has been verified, click the “Test” button. If it is still unable to connect to our web site, contact your IT department and fill in the correct proxy server settings. You should always try “WEB Standard” first as the type of proxy server.

In many cases, BookingBuilder™ Desktop will be able to read your proxy server settings from Internet Explorer and will not display this screen.

If you are completely unable to get the communications operating, try selecting “Use Alternate Communication Method”. This will use some of the components of Internet Explorer and should always be able to communicate with our site, but it is much less

efficient than our other methods, and it may add a lot of information to the cached internet pages, due to the way the communications takes place.

If BookingBuilder™ Desktop is not able to connect to our web site, the icon will look like this:



If you see this icon, it indicates that BookingBuilder™ Desktop is not operating because it is unable to retrieve required information from our web site.

Once it has retrieved the required information, you will see this icon:



If you place your mouse on the icon without clicking, you will see text that tells you the state:



When BookingBuilder™ Desktop is in Standby mode, it indicates that it is searching for a GDS. Once it finds a GDS, within about ten seconds it will complete its connection to the GDS and the icon will turn green. The green icon indicates “Active” mode:



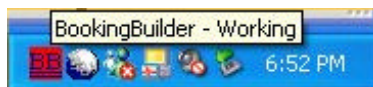
In Active mode, the text will indicate this and the GDS to which it is connected:



When BookingBuilder™ Desktop is working, such as displaying a dialog for you to fill in, the icon will turn red:

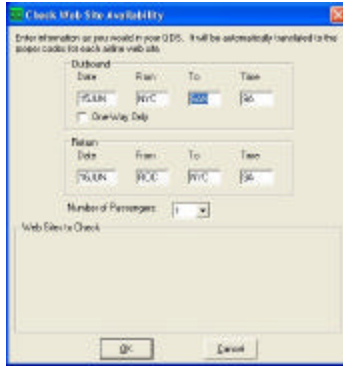


The text indicates this as well:



All suppliers that serve the cit pair will be listed in the Notification window.

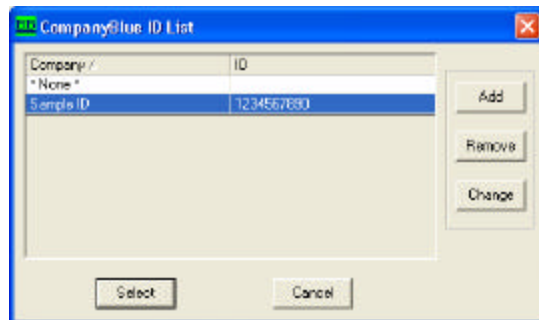
Important note: When you want to check a supplier web site, you can click anywhere in the Notification window other than the “Hide” button. There may also be an option to press a hot-key combination, such as Control-Alt-Y. The hotkey combination can be pressed from within the GDS. Due to the way some GDSes operate, the hot key might not be available.



BookingBuilder™ Desktop knows whether the supplier sites support booking open-jaw flights and other options, and will display the list accordingly.

If you select the number of passengers, it will be later filled in on the supplier site.

Certain suppliers have options listed next to them. For example, in the above dialog, it shows “CompanyBlue ID” and a button for “Additional Options”. The blank under “CompanyBlue ID” shows the currently selected ID, or “* None *” if none is selected. If you click the “< List” button, it will display the CompanyBlue ID List Manager:



The List Manager allows you to select the ID you want to work with, as well as update the list.

The Availability dialog also shows a button labeled “Additional Options”. When you click that, you will see:



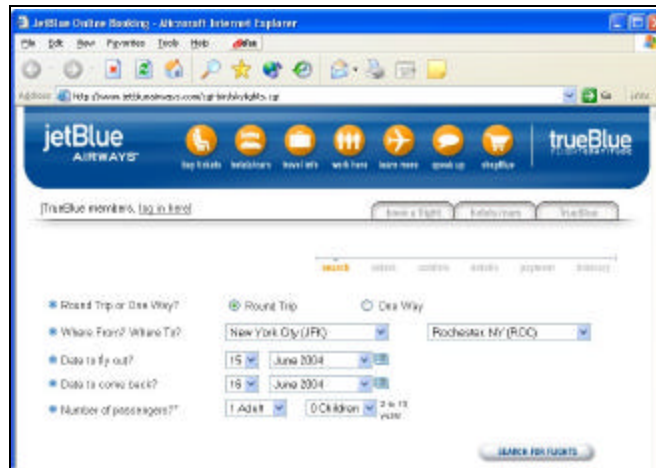
This also allows access to the CompanyBlue ID List Manager, and it has a blank for “Confirmation Email”. If an email address is filled in there, it will be entered into the profile screen for every booking. This makes it very easy to have email confirmations for

all bookings come to a single email address. When you click “OK” on this dialog, the CompanyBlue ID selected will be shown on the Availability dialog.

Once you fill in the Availability dialog, when you click “OK” or press Enter, a separate web browser will be opened to each supplier web site.

Availability Page Fill-In

Depending upon the policies of the supported suppliers, when their web sites are launched, some will be launched to the home page and others may be launched directly to their availability request pages. In either case, once the browser reaches this page, it will be filled in by BookingBuilder™ Desktop:



The screenshot shows a Microsoft Internet Explorer browser window displaying the JetBlue website. The address bar shows the URL: <http://www.jetblue.com/g/airline/flight>. The page features the JetBlue logo and navigation icons. Below the navigation, there are links for "TrueBlue members" and "log in here". The main content area contains a flight search form with the following fields and options:

- Round Trip or One Way?**: Radio buttons for "Round Trip" (selected) and "One Way".
- Where From? Where To?**: Two dropdown menus. The first is set to "New York City (JFK)" and the second is set to "Rochester NY (ROC)".
- Date to fly out?**: A date selector set to "15" of "June 2004".
- Date to come back?**: A date selector set to "18" of "June 2004".
- Number of passengers?***: A dropdown menu set to "1 Adult" and a dropdown menu set to "0 Children 2 to 11 years".

A "SEARCH FOR FLIGHTS" button is located at the bottom right of the form.

Important note: BookingBuilder™ Desktop will not read a profile. Instead, it reads information from a PNR. It is important that you display the correct profile, and then copy it into a PNR. Once you have done that, click “OK” (or press the hotkey combination if it is listed on the window).

When you click “OK”, BookingBuilder™ Desktop will send the appropriate commands to your GDS to display the required fields. Once they have been read, the “Profile Information” dialog is displayed:

Name		Phone Numbers	
Last Name	First Name	Select a Phone Number for the Web Site	
T LASTNAME	F FIRSTNAME	B IX	049298333
		H	049298333

Select the address to be entered into the web site

Line 1 and 2	Line 3 and 4	City	State	Postal Code
EA	EDDUNGBULDER TECHNOLO	PO BOX 112		
		MAINTONC	NSW	22541
ED	EDDUNGBULDER TECHNOLO	SOME STREET		
		SOME TOWN	NSW	22348

Credit Card

Card Type	Number	Expire	Card Holder
AT	12345678901234	Exp 11/2008	12/2009
			FIRSTNAME LASTNAME

Buttons: OK, Display Different Profile, Cancel

This dialog shows the information that was read from the GDS. It shows the names, phone numbers, addresses and credit card information. If the wrong profile was copied into a PNR and read by BookingBuilder™ Desktop, click the “Display Different Profile” button, and you will be able to copy a different profile into a PNR and try again.

Once you select the appropriate information from the Profile Information dialog, click “OK”. BookingBuilder™ Desktop will bring the web browser forward and will fill in the blanks with the information from the Profile Information dialog.

Note: If the supplier site has two separate pages for the traveler information, such as JetBlue, you will be asked about filling in the web page from a profile only on the first page. When you continue to the second profile page, it will be filled in automatically by BookingBuilder™ Desktop.

Booking Confirmation

At the completion of the booking process, the supplier site shows its confirmation page. When BookingBuilder™ Desktop detects this page, it will read the facts of the booking and display them in its Confirmation dialog:

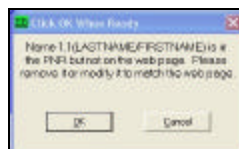


When you click the “Enter into...” button, the information will be entered into a PNR.

When you see this dialog, please verify that the flight details match those on the confirmation web page. Sometimes the supplier sites change in ways that cause BookingBuilder™ Desktop to miss information. If this is the case, click the “Page Does Not Match” button. This will send the page to our help desk so that the problem can be quickly resolved.

How Names are Handled

As you make a booking on a supplier site, BookingBuilder™ Desktop first has you display and copy a profile to start a PNR. That way, when you get to the confirmation, you already have the start of a PNR. The names in this PNR will most likely match those on the confirmation page. When BookingBuilder™ Desktop enters the confirmation details, it verifies that the names in the PNR match those from the confirmation page. If there are no names in the PNR, it will enter them. If there is a mismatch, a dialog similar to this one will be displayed:



The GDS will be brought forward, and the dialog will explain exactly what needs to be done. In this case, there is a name in the PNR that needs to either be changed to match the web page or just removed. It is typically easiest to remove the name, as BookingBuilder™ Desktop will then add the correct name to the PNR.

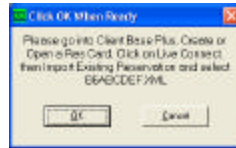
Trams Client Base Plus

If BookingBuilder™ Desktop detects that Client Base Plus has been installed on the computer, it will offer the option to enter the confirmation directly into a Res Card:



The “Client Base” option will be enabled if Client Base Plus is installed on the computer. If it is not installed, the option will be visible but disabled.

If you select the “Client Base” option, BookingBuilder™ Desktop saves a file with the details formatted in a way that Client Base Plus can read. It then displays this dialog:



After you import the reservation into a Res Card, click the “OK” button.

Confirmation Options

The Confirmation dialog offers these options:

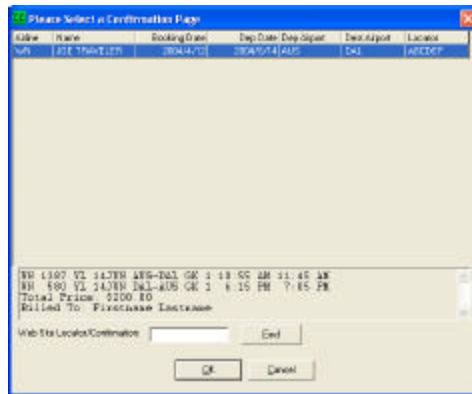
Option	Description
Remarks	When this option is checked, remarks will be entered into the PNR with the confirmation number (record locator), the names, ticket numbers (if available), and pricing information.
Non-Air Segments	This option is available for Apollo and Worldspan. If it is checked, TUR segments will be booked in Apollo and TVL segments in Worldspan. This option is available so that your bookings can be kept private. The Amadeus and Sabre air segment types used are not sent to other airlines. If both the Non-Air Segments and Air Segments options are checked, both segment types will be entered into the PNR.

Air Segments	By default, this option is checked and cannot be unchecked unless the Pricing Record option is unchecked. If the Pricing Record option is checked, BookingBuilder™ Desktop also checks Air Segments, since there must be air segments before a pricing record can be entered into a PNR. Before BookingBuilder™ Desktop sells air segments, it first verifies that they are not already in the PNR, and will only sell any missing segments. The segments types sold are: Amadeus: GK; Apollo: GK; Sabre: YK; Worldspan: MK.
Pricing Record	When this option is checked, BookingBuilder™ Desktop will enter the pricing information into the PNR. If your GDS drops the pricing record when the itinerary is changed, you can have BookingBuilder™ Desktop re-enter the pricing record as follows: Display the PNR, open the correct saved confirmation, uncheck all options other than Pricing Record (Air Segments will be automatically checked as well), and click the “Enter” button. The air segments will be verified, and the pricing record will be put back in.
Client Base	The details of this option are discussed in detail above.

Saved Confirmations

Each time BookingBuilder™ Desktop reads the confirmation details, it saves them for future use. Some GDSes remove pricing information from a PNR when the itinerary changes. BookingBuilder™ Desktop makes it very easy to re-enter the pricing information by simply opening a saved confirmation.

To access the saved confirmations, right-click the task tray icon when it is green, and select “Open Saved Confirmation”. You will see a list of the saved confirmations:



As you scroll through the list, you will see some of the details in the window at the bottom of the list. When you select a saved confirmation, the Confirmation dialog will be displayed.

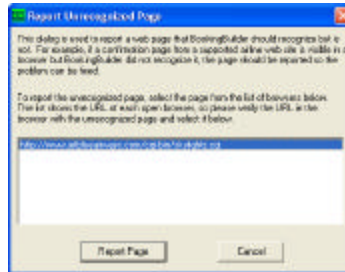
Troubleshooting

- A confirmation page was not read correctly by BookingBuilder™ Desktop.

See the “Booking Confirmation” section above for information on how to send us the web page details so the problem can be fixed.

- The browser has a page in it that BookingBuilder™ Desktop should recognize, but it is not doing anything. For example, there is a booking confirmation in a browser, and BookingBuilder™ Desktop has not read it.

Sometimes a supplier may change a page in ways that cause BookingBuilder™ Desktop to stop recognizing it. If this happens, right-click the task tray icon and select “Report Unrecognized Web Page”. You will see:



This dialog will list all open web pages. Select the page that is not being recognized and click “Report Page”. You will then be asked for a description of the problem, along with your name and contact information, and everything will be sent to our support department so that the problem can be quickly fixed.

- BookingBuilder™ Desktop recognized a web page and showed the correct prompt, but I accidentally cancelled the action.

Once BookingBuilder™ Desktop takes action on a web page, it remembers that page so it doesn't prompt again. Simply right-click the task tray icon and select “Reset”. This will cause BookingBuilder™ Desktop to re-read all open browsers, and it will prompt again.

Frequently Asked Questions

- If I open a web browser myself and make a booking, will BookingBuilder™ Desktop recognize it?

BookingBuilder™ Desktop will recognize the appropriate pages in all open instances of Internet Explorer. This means that you can open a web browser yourself, or launch the browser through BookingBuilder™ Desktop and have the same results.

- Is Netscape supported?

BookingBuilder™ Desktop only operates with Internet Explorer. It has been tested with Internet Explorer 4, but we strongly recommend Internet Explorer 5.5 or newer.

- What operating systems are supported?

BookingBuilder™ Desktop works with Windows 95, 98, Me, NT 4, 2000, XP and Windows Server 2003. Since Microsoft no longer supports Windows 95, we strongly recommend that you upgrade any computer with Windows 95 to Windows 2000 or XP.

- What GDSes are supported?

BookingBuilder™ Desktop works with Amadeus, Apollo, Sabre and Worldspan. It works with all versions of these GDSes, with the exception of Amadeus Pro Web 1 and Sabre eVoya Webtop. If you are using Amadeus Pro Web 1 and want to use BookingBuilder™ Desktop, simply move to Pro Web 2.