

Important Information

INTERNET BOOKING ENGINE (IBE) by Infosys (YPSILON.NET)

All bookings are generated in a reservation system (which is as of now SABRE or Amadeus). All pricing that is done during the booking process is based on fares that are stored in the reservation system or in the fare data base of the Consolidators AERTICKET AG. With regard to the extremely laborious and time-consuming maintenance efforts to keep the data base up-to-date, cancellations of bookings already received in order to book these tickets somewhere else cannot be allowed. In case such a cancellation is done the consolidator AERTiCKET AG reserves the right to bill an additional fee of up to EUR 100,-- per booking.

Issuing of tickets through AERTiCKET AG is done weekdays during regular office hours. In case bookings need to be issued on short notice right away the travel agency can contact the 24 hour Hotline of AERTiCKET AG (available for a fee). In order to integrate the AERTiCKET AG fare data base into the IBE a valid agency contract with AERTiCKET AG is mandatory.

Alternatively there is the possibility to have tickets that are ordered out off office hours processed and issued directly via the fulfillment call center Flight One for a monthly fee. Flight One will check if bookings are received on your website during the weekend and will issue the tickets automatically. Questions of customers regarding their online bookings will be handled by Flight One even on weekends. For more information and a list of service fees please contact Martina Lau via email: ml@flightone.de.

1) Definition of Payment Methods

The admin area of the IBE offers the chance to define which payment methods are accepted by a travel agency. As of now these payment methods are available: bank transfer, cash payment, direct debiting, credit card payment (Master, Visa, Amex, Diners etc.). If payment is done via credit card for published fares the disagio will be generally paid by the airline. Please note though that not every credit card is accepted by every airline. Also that certain fares especially some negotiated fares are excluded from credit card payment by BSP.

The travel agency can administer, handle and process the bookings itself if it chooses to do so. If the agency chooses not to handle the bookings itself they will be processed directly by AERTiCKET AG. Depending on which procedure the agency chooses, the following regulations apply:

2a) Method 1: Central Handling by AERTiCKET AG

Technical responsibility for the booking (PNR) lies with AERTiCKET AG. The IBE transmits bookings after reception to AERTiCKET AG automatically. At the same time the travel agency receives all data via email. The agency will then check the booking, contact the customer and collect the payment. AERTiCKET will notify the agency immediately on possible changes of the flight schedule. The booking confirmation send by the IBE to the customer/travel agency is therefore only provisional. Please make sure to check this confirmation. It is your responsibility to edit it according to your requirements.

If you set a 'YES' in the field 'cc acceptance' under the menu Flight Engine / CRS Setup the end customer will be able to pay with credit card. When filling in the payment options the customer will get the chance to fill in his credit card number, validity and CVC code. If you handle your invoices via the consolidator you will receive a profitable disagio for visa or master-card payments. Payment via American Express and Diners is also an option. All other credit card payments will have to be collected through the agency itself. When booking official fares with a specifically defined ticketing period we recommend to only use credit card payment as payment method since many specified fares have to be issued immediately. To do so please activate the set-up 'credit card payment mandatory' in the admin-area.

Specifications for Net Fares:

After checking the applicability of the fare AERTiCKET AG will issue the tickets immediately after booking (as long as the fare and the office hours allow the immediate issuing). If the customer has chosen to pay via credit card the consolidator will debit the credit card with the invoiced amount. The declared margin as well as a potential service fee minus disagio will be credited to the agency account of the travel agency. If another payment method was chosen the travel agency has to secure the payment of the ticket price itself. If you want to have the tickets issued later or if you want to cancel them please contact the IBE service team immediately: ibe@aer.de resp. +49 (0) 900-11 00 315 (1,86 Euro/min within Germany, additional charges may apply from other countries)

Specifications for Published Fares:

After checking the applicability of the fare AERTiCKET will issue the tickets immediately since published fares are generally ruled by strict ticketing regulations. There will be no separate booking confirmation. AERTiCKET AG will only contact you via email if the fare is not applicable and the issuing of the ticket therefore impossible.

If the customer has chosen to pay via credit card AERTiCKET AG will debit the credit card with the invoiced amount. Please note: If the travel agency has defined additional service fees in the IBE AERTiCKET AG will deduct the credit card disagio from the declared commission payment. If no specific service fee was declared the disagio will usually be paid by the airline. A cancellation free of charge is impossible. If you want the declared service charge to be credited to you – e.g. if the disagio is higher than the service fee - please inform AERTiCKET AG immediately.

The costs for SABRE system inquiries initiated by the IBE (scans) are paid by ASNM as long as the number of inquiries are in a reasonable ratio to the segments booked. The number of scans per segment of an IBE depends on how you use the scans – if used inappropriately e.g. when deploying a so called meta search engine the number of scans can easily increase immensely. Make sure to check your scan ratio in the admin area regularly.

SABRE distinguishes between various kinds of scans. Costs of these different kinds of scans vary as follows:

Basic Scans / Fare Scans:

This kind of scan is based on a reasonable scan ratio of 350 inquiries per booked segment. A maximum of 600 inquiries is tolerated. Once the number of inquiries exceeds this amount ASNM reserves the right to switch off the IBE immediately. Without further notice ASNM can charge the agency for the scan costs. Costs amount to 1,60 €/1000 scans. (as of 07/2009)

Bargain Finder- / Bargain Finder Calendar Scans:

This kind of search inquiry needs to be activated separately prior to use. A reasonable scan ratio here amounts to 50 inquiries per booked segment. Once the number of inquiries exceeds this amount ASNM reserves the right to switch off the IBE immediately. Without further notice ASNM can charge the agency for the scan costs. Costs amount to 0,05 € / Scan (as of 07/2009). Invoicing is done once a month, all payable amounts include legal VAT.

2b) Method 2: Self-Governed Handling: Bookings are handled by the Agency

Handling of bookings is also manageable in the SABRE/Amadeus system of the travel agency itself. After activating the self governor access the travel agency commits to only check or change its own bookings, to check the queue regularly and to inform the customer immediately about changes in the booking. Sole responsibility for the bookings lies with the travel agency. In order to activate the access AERTiCKET AG needs the signed self-governor-side-letter, which can be found under <http://www.asnm.de/reisebuerotechnologie/anleitungen-faqs/>. Ordering of tickets is done by sending the booking to the queue of the consolidator. The travel agency can – at its own risk – hold back the ticketing. The risk that the applicable fare is no longer issuable later lies with the travel agency. The same is true for cancellations by airlines if a ticket number does not exist yet for a booking. Possible differences in prices have to be rechecked with the consolidator. The preferred payment method in the case of credit card payment will have to be chosen when ordering a ticket.

3) Test Bookings

To get to know the process and to test the application we recommend for a start to do a test booking. Please note the information for test bookings given under: http://www.asnm.de/fileadmin/redakteure/asnm.de/Anleitungen_FAQs/Testbuchungen_asnm_EN.pdf. Make sure to observe this information, if not the booking might not be recognized as a test booking and billed accordingly!

4) Liability for Flight Bookings

AERTiCKET AG is liable for the correctness of the transmitted flight fare data as well as for the general applicability of the fare regulations. AERTiCKET AG is not liable for any mistakes resulting from a wrongful use of technology when booking a flight. In the case of an incorrect booking the consolidator reserves the right to refuse the booking within 24h. In a case of incorrect booking the consolidator will work for a mutual beneficial solution with the respective airline. Email confirmations to the customer that are send by the system itself are „preliminary confirmations“. Therefore the customer has not yet a claim on the ticket booked.

5) Administration Log-In to the IBE (admin-area)

Under http://www.infosys.de/new_admin.phtml you will find various options to adjust the IBE, according to your needs, to change the settings, to check the bookings and to read news and information. Make sure to use this possibility and check the menu thoroughly before using it.

6) Adaption of the Application to your own Homepage

In the admin area of the IBE under "Layout" you can define the font color, the design of the links and buttons as well as the background color or the color of charts.

7) Calculation of Sales Prices in the Internet

In the admin area of the IBE under „Power Pricer Light“ you can define the setting for surcharges either as a percentage surcharge or as a fixed Euro amount for varying price brackets. Furthermore you can perform complex calculations (based on variables like either airline, flight route, booking class etc.) with the Power Pricer Light. In order to calculate all available fares in the IBE the Power Pricer Light will need at least 3 calculation rules for the following fares: all GDS fares, net fares and no frill fares.

For smaller customers or those who find a calculation too complicated AERTiCKET AG offers a standard calculation based on the Power Pricer Conso. This standard calculation amounts to 15,-(GE), 19,-(EU), 29,-(WW).

We recommend to calculate the online prices a bit lower than your „counter“ prices and to inform your customers on your website about this fact. This way you will create an incentive for booking online. Also please note that you are in a constant competition with the large online portals. Make sure to observe this fact in your calculations as well.

8) Calculation of Tax

In the case of an increased tax due to currency fluctuations a buffer can be created by adding a small surcharge to the already calculated tax.

9) Notification of Bookings

A message will be send to the email address of the travel agency once a booking has been received. In addition you can check all bookings under the menu STATISTICS > FLIGHTS in the admin area.

10) Viewing of Bookings

In the admin area menu under STATISTICS you can see all details of every booking generated. In addition all bookings can be seen online under <http://flights.infosys.de/display.phtml?agent=XXXXXX> (please fill in your license number e.g. as12345 behind agent=). This link can be placed on your website for your customers as well.

11) Who pays the Cancellation fee if Customer is not available or does not want to fly?

If you cancel a flight shortly after booking generally no fees will be charged as long as the ticket has not been issued. Published fare bookings are issued right away therefore a

cancellation free of charge is not possible. If the customer cancels a booking at a later time the usual cancellation fees apply.

12) Rebooking

The fee for rebooking / reissuing of already existing bookings is defined in the AERTiCKET service fee list as well as by possible additional fees from the respective airline. We recommend a complete cancellation and a new booking instead. Please note that you will have to do all bookings yourself online or via CRS.

13) Seat Reservation and Frequent Flyer-Card-Number

The user profile can be activated under setup CRS in the admin area so that the customer can enter his card number and seat reservation preferences. These extra requests might not be granted by the airline though.

14) Who issues a Travel Cancellation Insurance?

Through the IBE the travel agency can recommend a travel cancellation insurance to the customer. The agency will issue the insurance and is able to calculate the insurance rate according to price of the ticket in the admin area under calculation TCI. The TCI field can also be hidden if you do not want to use it. Furthermore there is the option to generate insurance policies directly with the Europäische Reiseversicherung or ELVIA. These policies can be mailed to the customer as pdf-file. You have also the option to have the travel insurances generated on the confirmation page and have them booked then.

15) Handling of No Frill Bookings

Since an e-ticket is issued for the customer the travel agency does not need to take any further action.

In the course of booking the customer will be informed that his credit card has been debited with two separate amounts: a) the mere flight fare and b) the declared service fee that the travel agency has defined in the admin area of the IBE.

The credit card of the customer will be debited with the amount mentioned under b) via the consolidator. This amount will then be credited to the agency account of the travel agent less 5 Euro plus VAT per ticket handling fee and disagio. Please note therefore that the declared service fee should at least amount to 5,95 Euro per passenger!

Bookings of no frill fares can only partially be checked as described under 10) since they are created directly in the system of the no frill airline. In the admin area the number of no frill carriers can be narrowed down via Flight-Engine > LowCost. Please note that direct debiting as payment method is not possible with no frill bookings.

Credit Memos for No Frill bookings

Crediting of your service fee for a no frill booking is usually carried out within three days. If you do not receive your credit memo within this period please contact the IBE team via ibe@aer.de immediately. Please note that the debiting of the customers credit card is only possible within four days after booking.

16) Further Questions?

If you have further questions please send an email to support@asnm.de or a fax to: +49 (0)30 – 698 02 150. If you want to call, you can reach the technical support under: +49 (0)30 – 698 02 110.

The central IBE ticketing team of the consolidator AERTiCKET AG can be reached via mail: ibe@aer.de, fax: +49 (0)900-11 00 316 (2,00 EUR/Fax within Germany, additional charges may apply from other countries) or phone +49 (0)900-11 00 315 (1,86 Euro/min. within Germany, additional charges may apply from other countries)