Easy transition to the new User Interface

User Guide

24 April 2013
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What is Travelport Rooms and More™

How many web sites do you visit when searching for the best hotel to satisfy your customers’ needs? Travelport Rooms and More provides you with a single point of entry to search multiple hotel providers (aggregators, OTA’s, wholesalers and Travelport GDS’s) with results displayed in a single comparison shopping screen in list or map view.

If you make bookings outside of the GDS do you create a passive segment manually in the GDS to ensure that areas such as the itinerary and interfaces to your back office are maintained? Travelport Rooms and More provides booking functionality within the same workflow which makes the booking with the provider and completes an active or passive booking automatically in the GDS.

Do you have the ability to earn fees from bookings made with the various providers you use on a daily basis, and how long does this take you? Content available in Rooms and More has been negotiated by Travelport on your behalf and fees are paid to you on the majority of bookings made within Rooms and More. Travelport has also streamlined the fee collection process for you by collecting the fees from the providers and paying you monthly using Travelport Quickpay for consumed stays.

This unrivalled travel content coupled with Travelport’s unique technology gives you more options to serve your customers, making it easier to close a profitable hotel transaction by meeting the need of your customer, and maximising your agency fees. You can spend more time booking accommodation and satisfying the needs of your customers, enhancing the overall experience.

This document is intended for experienced Travelport Rooms and More users as an overview of new and improved features of the new user interface. These new features are available from 29 April 2013 onwards globally.

Why is Travelport investing in a new user interface?

Travelport is committed to creating the best possible user experience for you when searching for and booking hotels. As part of this commitment we’ve listened to you feedback and Rooms and More:-

- uses the latest technology which allows Travelport to remove some of the current restrictions our customers have told us they don’t like
- lays the technology foundations for future enhancements such as being able to book multiple rooms and improved security features.
- Has an up-to-date look and feel, better user navigation and new features improving efficiency.

Using Travelport Rooms and More™ for the first time after 29th April 2013

Your new welcome page will look as follows:-
If you see the above screen – no further action is required.

Alternatively you may see one of the following screens:-

If you are taken to this screen, please select your country and log in with your existing user login details.

Or
If you are taken to the above screen, please login using your existing details.

If are taken anywhere else, we would recommend that you clear your cookies and re-start you browser. To complete this action, please see instructions below.
In Internet Explorer:-
Step 1: From the menu -> Tools -> Internet options
Step 2: On the General tab -> Press Delete button
Step 3: Tick the ‘Cookies’ and press Delete.

![Image of Delete Browsing History dialog box]

Step 4: Close and Re-Start your browser.
In Google Chrome:-

**Step 1**: From the options menu -> Choose Settings

- New tab: Ctrl+T
- New window: Ctrl+N
- New incognito window: Ctrl+Shift+N
- Bookmarks

**Settings**

**Step 2**: On the left hand side menu -> Click History

**Step 3**: Click on Clear browsing data...
Step 4: Tick the Delete cookies and other site and plug-in data -> Press Clear browsing data

Step 5: Close and Re-Start your browser.
In Mozilla Firefox: -

Step 1: From the tools menu -> Choose Clear Recent History
Step 2: Tick the Delete cookies -> Press Clear Now

![Clear All History window]

Step 3: Close and Re-Start your browser.

What are the differences?

In addition to the functionality you are used to in Rooms and More there are:

- Improved Navigation – to save time by speeding up your booking process
- Enhanced functionality – to increase your productivity
- Enriched user experience – to improve efficiency

The following pages explain the differences in more detail.

Enhanced features in the new user interface

New welcome page
As an experienced user, the first change you will notice is the new home screen layout. This is used as a ‘bulletin board’. The new screen allows you to see a range of useful information such as:-

- **Rooms and More alerts.** Information about outages / supplier notices / system down time for maintenance etc.
- **Whats new.** Information about new features and other helpful information
- **Documentation links.** The user guide has been refreshed and is a very helpful starting point for any issue you may encounter. All documentation including Product Advisories is now accessible for you to view or download from the welcome page or the help centre.
- The site help pages have also been completely updated and you can now access the help information from anywhere you see the ? symbol or alternatively from the ‘Help Centre’ logo:

![Help symbol](image)

![Help centre logo](image)

**New help pages**

The site help pages have also been completely updated and you can now access the help information from anywhere you see the ? symbol or alternatively from the ‘Help Centre’ logo:
When loaded, you will see a new window with multiple tabs:

![Help symbol](Image)

**Product help:**

This is the area which holds information on where you can find information on who to contact with regard to specific queries.
F.A.Q:

All questions and answers have been reviewed to ensure all information in this section is helpful and accurate so you can resolve your issue as quickly as possible.

A new search feature has been included. This will search through all of the questions for any related topic. For example, if you were to put PNR into this box and then search, you would be returned all information relating to PNR’s.

This section is growing all of the time, so please check back at regular intervals.

User guides:

The user guide has been refreshed and is a very helpful starting point for any issue you may encounter. All documentation including Product Advisories is now accessible for you to view or download from this area.
Contact Provider:

We have made easily available to you all contact information for all of the Providers in Rooms and More. We have also added a useful filter feature for you to quickly find the provider you are looking for.
System wide tool tips

A number of ‘tool tips’ have been added. These are helpful descriptions of actions or extra information about details around the system. To access them, just hover your mouse over the field or button.

For example:-

Above, you can see that if you hover your mouse over the supplier and you have your settings to ‘display commissions’, then you will be shown the marketing fee (commission) rate.

Above, you can see the description for the ‘fitness’ symbol in case you are uncertain what the image represents.

More graphics

Travelport Rooms and More is now using more iconic representations of information. We have also combined previously separated information. So below, you can see we now have combined the general amenities, activities and services into this iconic panel.

Smaller scroll bars

Rooms and More now uses new scroll bar technology to maximize screen space. These are thinner scroll bars and you can utilize them to scroll in a number of areas.
New search features

Searches can be accessed by using the ‘Open Search Panel’ button. By default the search will always be open but it can be accessed from a number of screens, even if it is not immediately visible:

Once opened, you are presented with the search screen and the ‘Basic’ search tab in focus:

This screen has 4 tabs.

**Basic Search.**

To begin searching for hotels, first enter the name of the city or airport code as desired. By entering a few characters of the city name in the ‘City’ field, Travelport Rooms and More displays a list of cities from which to choose. See the example that follows.
Now, in combination with this search, you can also specify hotels within a given distance from city or airport:

![Image showing hotel search within distance](image1)

Also on the basic search screen we now have the preparation for multiple rooms:

![Image showing number of rooms](image2)
Filters

The filters tab allows your initial search filters to be selected.

The screen above is shown with ‘Show Commission’ set to ‘on’ (you can change this in the User preferences area as described later in this document).

You now have the ability to filter the search using street name or post/zip code. This makes finding a hotel in a street or zip/postal area considerably quicker and easier.

PNR / PCC

The PNR and PCC information is now located in its own tab and the existing functionality remains unchanged.
My Searches

This is a brand new option. When you perform a search, you have the ability to save that search along with all of the criteria used so that you can re-search at a later date without having to re-enter all of the details. All of these searches are stored on the ‘My Searches’ tab and can be run, amended or deleted at any point.

An example use of this feature would be if you know that your customer is going to contact you again and ask to review searches which you have made previously.

Only the search criteria is saved - not the search results. This is because the results at the point of re-search may be considerably different to the original search.

### 5 Saved searches

<table>
<thead>
<tr>
<th>SEARCH 1</th>
<th>London (United Kingdom)</th>
<th>From 04/20/2013 to 04/25/2013 1 adult(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 10, 2013 14:35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEARCH 2</td>
<td>New York (NY, United States)</td>
<td>From 06/21/2013 to 06/23/2013 1 adult(s)</td>
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<tr>
<td>April 03, 2013 06:25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEARCH 3</td>
<td>London (United Kingdom)</td>
<td>From 05/17/2013 to 05/19/2013 1 adult(s)</td>
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<tr>
<td>April 02, 2013 17:01</td>
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<td></td>
</tr>
<tr>
<td>SEARCH 4</td>
<td>Rome (Italy)</td>
<td>From 05/18/2013 to 05/20/2013 1 adult(s)</td>
</tr>
<tr>
<td>March 03, 2013 10:27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEARCH 5</td>
<td>Sydney (NS, Australia)</td>
<td>From 05/24/2013 to 05/29/2013 1 adult(s)</td>
</tr>
<tr>
<td>February 04, 2013 09:11</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
New shopping result features

New features have been added to the shopping results page. These are detailed below:

- **Saving search criteria**
  When you perform a search, you have the ability to save that search along with all of the criteria used so that you can re-search at a later date without having to re-enter all of the details. All of these searches are stored on the ‘My Searches’ tab as discussed on the previous page.

At the top of the shopping results list a new option will be displayed allowing you to save the search criteria which must be selected within 1 minute of the completion of the results being completed. There is a handy timer displaying the time remaining.

- **Sort by hotel name (A-Z, Z-A)**: This is a new option in the sorting list to allow you to sort by the hotel name in ascending or descending alphabetical order.
• **GDS properties highlighted**: Rather than being a separate list (on the right of the page), the GDS featured properties are now included in the main search results and are marked with a green sash.

• **Extra information on summary for easier product comparison**: Even more information is included in the summary to help you and your customer choose the ideal property. You can now see photographs, descriptions, amenities and star ratings for the property up front when making your initial comparisons. Below is an example.
New navigation features

When looking at a hotel description, the left pane now provides a summary of other properties that meet the criteria of the current search. You can select another property without returning to shopping results page making it easy to compare and contrast all of the properties without the need to carry out additional searches or the need for lots of navigation.

After selecting a provider, the left pane now provides a summary of other providers for that property. You can select another provider without returning to shopping results page.
After selecting a provider, a new tab enables you to quickly see the providers’ description of the property and generic cancellation details. You no longer need to scroll to the bottom of the page.

When you want to make a booking you will see a new page. This has the cancellation policy and terms and conditions check boxes for you to accept and you no longer need to scroll up the page. This also shows all of the providers’ terms and conditions so that they are easily accessible and clear for you to see, ensuring you have all of the appropriate information at your fingertips.
New payment screen

The payment screen has been changed to load more quickly and be easier to use. All of the same functionality is available but in a format which is more convenient.
Booking detail enhancements

Provider Contact Details

![Contact details]

The booking detail screen has been enhanced to provide quick access to the relevant contact information for the booking.

Integration into GDS PNR post booking

If you forget or are unable to integrate your booking at the time you make it, we have now enhanced the system to allow you to integrate the booking into a new or existing GDS PNR at a later time. If you have not already integrated, the 'Proceed to passive booking' button above will be available and pressing this will launch the following screen:
From here, you can integrate in the same way as normal.

Once the integration has been completed the ‘Proceed to passive booking’ will be removed from the screen.

**New agency accounts features**

If you are a Master Account Administrator you are now be able to:-

- **Edit any of your sub-agent accounts**: This function easily allows you to modify any agent details such as their login details or basic user information.
- **Set the sub-agent account as in-active**: If the agent no longer works for your company, you can set the account as being in-active. The account will still appear in the list and so this operation can be reversed in the future if required.
- **Export accounts list to CSV**: Download all of the agency account detail into a .CSV formatted file.
- **Download accounts list to a PDF**: Download all of the agency account detail into a .PDF formatted file.

**New easy access user preferences**
So that preference setting is more intuitive and easier to access, the preference setting screen has been moved to its own pop-up page and this can be accessed by pressing the ‘settings’ icon:

![Settings icon](image)

This means that you can turn on and off features quickly and easily so that your personal preferences are always applied.

- **Display commissions**: Decide if you want to see agency commission levels for each supplier and the estimated commissions that will be generated from booking that specific hotel.
- **Currency**: Easily switch your shopping (local) currency settings to ensure you are seeing results in a currency that is convenient to you and your customer.
- **Language**: Easily switch your working language to ensure they system works for your specific needs.
- **Distance in**: Decide if you prefer to see distances in KM or Miles
- **Default view**: Decide if you’d prefer to see search results in a list view or if you’d prefer to see all of your results on a map.

**German Language Users**

For a short period of time if you have your language locale set to German or Swiss German, some of the screens will be displayed in English. The German replacement will be available shortly. If you do not wish to see mixed languages, please change your locale setting in the user preferences when on the welcome page or by selecting account followed by the edit account option.