



YOUR FLIGHTEXPERTS

HitchHiker 2011

newsletter no. 03/11

Dear Readers,

we have designed our professional TeMyra.net administration even more clearly laid out. Through the assignment of roles each user can find quickly and exactly the application, which is important for him.

Additionally, we have implemented several new features as for example a negative calculation and ethnic fares in TeMyra.Consumer.

Have a look at our third newsletter for 2011 for more information or see for yourself on our demo websites: <http://agent.temyra.net> and <http://consumer.temyra.net/demo>. Our customers can find detailed instructions for the operation of the new features in our new user manual.

Kind regards,

Melanie Blumentritt
Marketing Manager
HitchHiker GmbH



Product Enhancements:

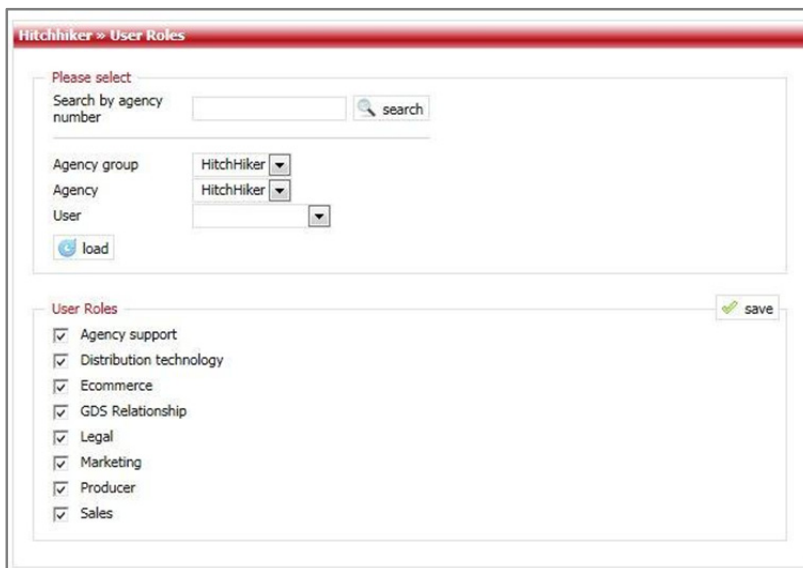
TeMyra.net Administration & new Features

Since TeMyra.net is used by a large international customer base for years it is continuously improved based on customer suggestions. Thus, all the novelties are the result of real, live business cases and the latest market requirements. TeMyra.Agent has been the handy tool for travel agents for years and TeMyra.Consumer is a B2C flight booking tool implemented on many websites. In this newsletter we would like to introduce the new user management of the TeMyra.net administration and the latest features, which are especially important for international companies. Since we host both applications all users automatically profit from each and every new feature we add.

1. User management by role assignment

We've improved TeMyra.net user management by creating various roles or authorities, which can be assigned to the respective users. You can easily define which users are able to access which information as well as define which user can change or read information only. For instance, marketing generally does not create calculations and has no need to access a calculation model. For smaller companies it is also possible to assign several roles to one person. The first screen shot shows the settings of roles and the second screen shot provides a complete overview of the new menu navigation.

Screen shot: Definition of user roles

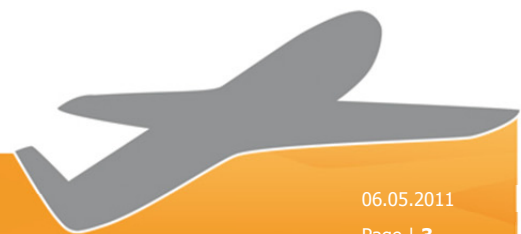


The screenshot shows the 'Hitchhiker » User Roles' interface. It features a search section with a 'Please select' label, a 'Search by agency number' input field, and a 'search' button. Below this are dropdown menus for 'Agency group' (set to 'HitchHiker'), 'Agency' (set to 'HitchHiker'), and 'User'. A 'load' button is also present. The main section, titled 'User Roles', contains a list of roles with checkboxes: 'Agency support', 'Distribution technology', 'Ecommerce', 'GDS Relationship', 'Legal', 'Marketing', 'Producer', and 'Sales'. All checkboxes are currently checked. A 'save' button is located to the right of the role list.




User roles available:

- Agency support: has direct contact to users/consumers & administrative duties
 - User admin
 - User role
 - Validate settings
 - Languages
 - Display management
 - Passenger types
 - Text
 - User manager
 - Company
 - Company workflow
- Distribution technology: is responsible for fares, airline relationships and technology
 - Fare management
 - News/Media cast
 - Templates
 - Backoffice/Midoffice
 - PNR remark
 - Delivery options
- Ecommerce: is responsible for the website and integration of 3rd party software
 - Link generator
- GDS Relationship: is responsible for technical GDS addresses
 - GDS
- Legal: is responsible for taking action to protect consumer laws
 - Law
- Marketing: is responsible for the look and feel of the brand
 - Corporate Identity
- Producer: this is Hitchhiker GmbH's internal supply line
 - HitchHiker
- Sales: is responsible for settings that affect sales & yield management
 - Scan monitor
 - Payment
 - Calculation
 - Currencies
 - Surcharges
 - Insurance
 - Multi-channel





Screen shot: Overview of the new menu navigation of TeMyra.net administration with roles



Premium TeMyra consolidator administration

Logged in as: HH Developer

logout

Agency support

- Company
- Company workflow
- Display management
- Hitchhiker
- Text
- User admin
- User manager
 - User manager

User manager

Please select
Sub domain:
Agency group: Agency:

Activate or deactivate the following features

Name	Read	Write
User admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agency groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agencies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Premium fare query	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Amount of flight responses (standard and net fares class mix)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Column management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Amount of flight responses (XP and net fares class mix)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Search logic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
GDS settings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Passenger titles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticket surcharge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PNR formats	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Booking template	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticketing template	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Back office templates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delivery options	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
E-Ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paper ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Direct delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pickup locations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other options	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Q-surcharge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Language	<input type="checkbox"/>	<input type="checkbox"/>
Passenger types	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fare sources	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Currencies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Airline black list	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Premium available fares query	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Amount of flight responses (standard and net fares class mix)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Amount of flight responses (XP and net fares class mix)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Premium TeMyra consolidator administration

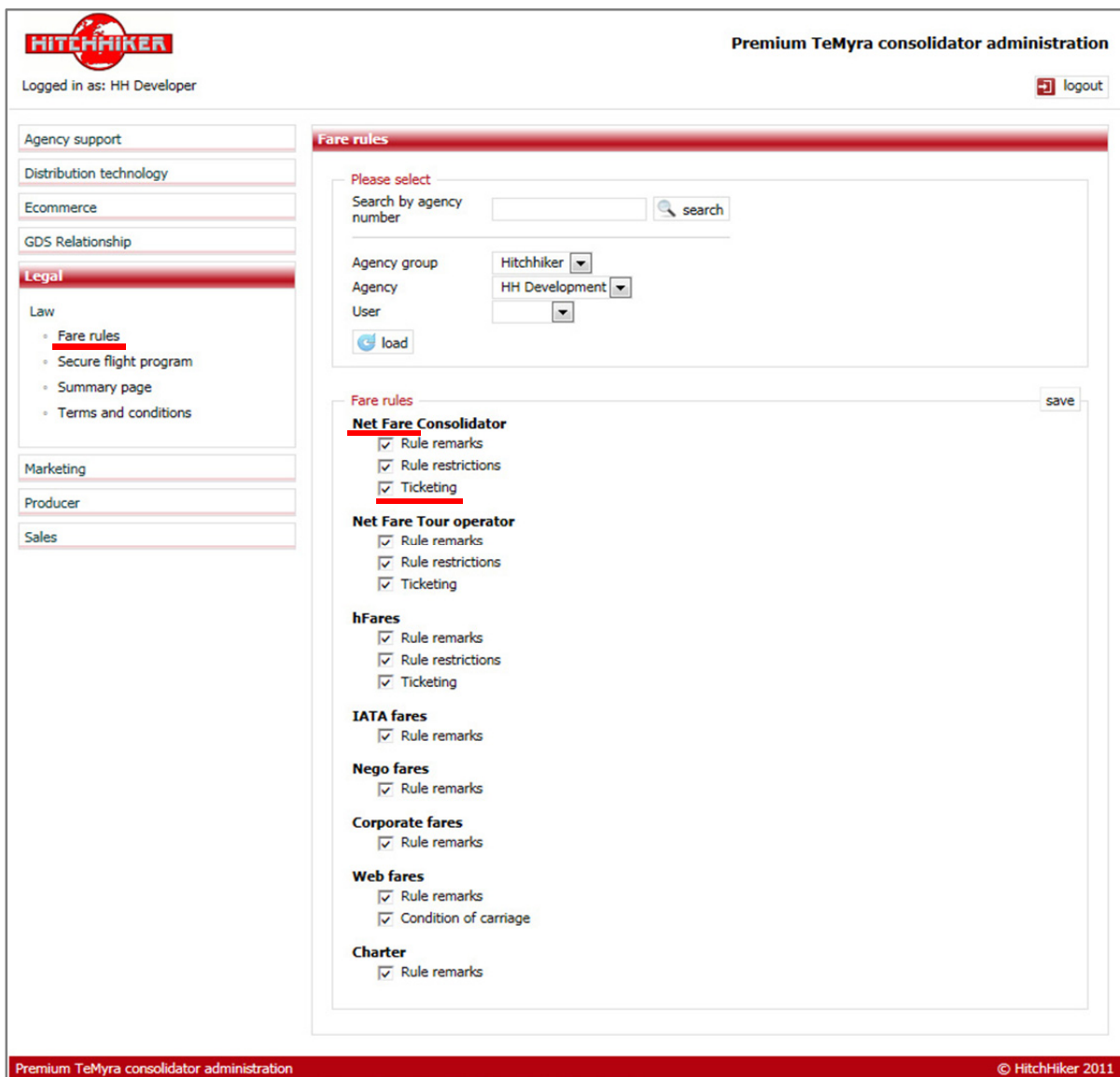
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2. Activate or deactivate the display of fare rules

A new feature allows the activation or deactivation of the display of fare rules. On a fare source level the display of the different tabs inside a rule can be administered. For example, it is possible to activate rule remarks and rule restrictions but no ticketing rules for net fares. As illustrated in the screen shot below the conditions of carriage for web fares can also be activated or deactivated.

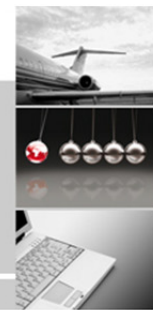
Screen shot: Administration of the display of fare rules



The screenshot shows the 'Premium TeMyra consolidator administration' interface. The user is logged in as 'HH Developer'. The left sidebar contains a menu with categories: Agency support, Distribution technology, Ecommerce, GDS Relationship, Legal (selected), Marketing, Producer, and Sales. Under 'Legal', the 'Fare rules' option is highlighted. The main content area is titled 'Fare rules' and includes a search bar and dropdowns for 'Agency group' (Hitchhiker), 'Agency' (HH Development), and 'User'. A 'load' button is present. Below this, a 'save' button is visible. The 'Fare rules' section is divided into several categories, each with checkboxes for 'Rule remarks', 'Rule restrictions', and 'Ticketing':

- Net Fare Consolidator**
 - ☒ Rule remarks
 - ☒ Rule restrictions
 - ☒ Ticketing
- Net Fare Tour operator**
 - ☒ Rule remarks
 - ☒ Rule restrictions
 - ☒ Ticketing
- hFares**
 - ☒ Rule remarks
 - ☒ Rule restrictions
 - ☒ Ticketing
- IATA fares**
 - ☒ Rule remarks
- Nego fares**
 - ☒ Rule remarks
- Corporate fares**
 - ☒ Rule remarks
- Web fares**
 - ☒ Rule remarks
 - ☒ Condition of carriage
- Charter**
 - ☒ Rule remarks

The footer of the interface shows 'Premium TeMyra consolidator administration' on the left and '© Hitchhiker 2011' on the right.



3. Display of fare rules now in TeMyra.Consumer as well

Until recently, fare rules for all fare sources were only displayed in TeMyra.Agent but now they're also displayed in TeMyra.Consumer. The above described administration for activating or deactivating the rule tabs is the same for both products.

Screen shot: Display of fare rules in TeMyra.Consumer

Rule remarks	
» Outbound & Inbound flights	
Routing:	<div>FRA - LAS</div> <div>LAS - FRA</div>
GENERAL INFORMATION	3.56XA/4.98XY EXCLUDED OTHER TAX MAY APPLY10OCT11*24OCT11/FRALAS/NSP;AT/TPM 5570/MPM 6741LN FARE BASIS OW EUR RT PEN DATES DAYS AP MIN MAX AL R01 QPROMODE 278 NRF - - + - 3M DE MFCL: QPROMODE TRF: 1 RULE: DE06 BK: QPTC: ADT -ADULT FTC: XAP-ADVANCE PURCHASE EXCURSION
RULE APPLICATION	RESTRICTED ECONOMY CLASS FARES BETWEEN EUROPE AND USA APPLICATION AREA THESE FARES APPLY BETWEEN EUROPE AND THE UNITED STATES. CLASS OF SERVICE THESE FARES APPLY FOR ECONOMY CLASS SERVICE. TYPES OF TRANSPORTATION FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE ONE-WAY/ROUND-TRIP/CIRCLE- TRIP/OPEN-JAW JOURNEYS.
MAX STAY	TRAVEL FROM LAST STOPOVER MUST COMMENCE NO LATER THAN 3 MONTHS AFTER DEPARTURE FROM FARE ORIGIN.
SALES RESTRICT	NOTE - EXTENSION OF TICKET VALIDITY IS NOT PERMITTED FOR ANY REASON
TVL RESTRICTION	VALID FOR TRAVEL COMMENCING ON/AFTER 01MAY 11.
ADVANCE RES/TKT	RESERVATIONS ARE REQUIRED FOR ALL SECTORS. TICKETING MUST BE COMPLETED WITHIN 72 HOURS AFTER RESERVATIONS ARE MADE. NOTE - OR WHEN REQUESTED BY DE.
FLT APPLICATION	IF THE FARE COMPONENT INCLUDES TRAVEL WITHIN EUROPE THEN THAT TRAVEL MUST BE ON ONE OR MORE OF THE FOLLOWING ANY LH FLIGHT OPERATED BY LH ANY LH FLIGHT OPERATED BY CL ANY LH FLIGHT OPERATED BY EN ANY LH FLIGHT OPERATED BY EW ANY LH FLIGHT OPERATED BY C9 ANY LH FLIGHT OPERATED BY IQ ANY LH FLIGHT OPERATED BY C3 ANY OS FLIGHT OPERATED BY OS ANY OS



4. Negative calculation

The new feature "negative calculation" is very important for customers receiving commission or kick-backs from the airlines. In addition to calculating surcharges, discounts can also be defined for certain routes, airlines, and much more. In both TeMyra.Agent and TeMyra.Consumer you can now create discounts, which can be defined by absolute value or percentage, in order to stay competitive. The negative calculation is applicable for all calculation types:

- Consolidator calculation
- Agent calculation
- Sample calculation

Screen shot: Negative calculation

Longhaul
This rule applies to the following options:

☐ Rule applies only for domestic fares

Origins	Destinations	<input checked="" type="checkbox"/> Adult <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Youth <input checked="" type="checkbox"/> Senior <input checked="" type="checkbox"/> Partner <input checked="" type="checkbox"/> Ethnic <input checked="" type="checkbox"/> Seaman <input checked="" type="checkbox"/> Agent <input checked="" type="checkbox"/> Military <input checked="" type="checkbox"/> Group <input checked="" type="checkbox"/> Youth & Student	<input checked="" type="checkbox"/> IATA fares <input checked="" type="checkbox"/> Nego fares <input checked="" type="checkbox"/> Corporate fares <input checked="" type="checkbox"/> Net fares conso <input checked="" type="checkbox"/> Net fares tourop <input checked="" type="checkbox"/> Percentage fares <input checked="" type="checkbox"/> hFares <input type="checkbox"/> Web fares <input checked="" type="checkbox"/> Charter	<input checked="" type="checkbox"/> Service Fee <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Airlines	Booking class	<input type="button" value="save"/>		

Cabin classes

☒ Economy ☒ Premium economy
☒ Business ☒ First

Fare type

☒ Return ☒ One way

Currency

Price levels (per person)

Mode	Level-From	Adt-%	Adt-Min	Chd-%	Chd-Min	Inf-%	Inf-Min	
Or ▼	<input type="text" value="0"/>	<input type="text" value="-2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="-100"/>	<input type="text" value="0"/>	<input type="text" value="-100"/>	<input type="button" value="new pricelevel"/> <input type="button" value="save"/> <input type="button" value="cancel"/>

* Ticket price excluding taxes & service fees.



5. Calculation in different currencies

The new currency calculation is crucial for multinational corporations. On the fare rule level different currencies for different requested currency rules can be defined. For instance, if you choose absolute values for your calculation you might want to define an absolute value of 10 in EUR but only 9 in GBP. Thus, ensuring that you always receive the same amount. This option is applicable for both TeMyra.Agent and TeMyra.Consumer.

Screen shot: Calculation in different currencies

Longhaul
 This rule applies to the following options:

☐ Rule applies only for domestic fares

Origins	Destinations
<input type="text"/>	<input type="text"/>
Airlines	Booking class
<input type="text"/>	<input type="text"/>

Cabin classes
☒ Economy ☒ Premium economy
☒ Business ☒ First

Fare type
☒ Return ☒ One way

Passenger types	Fare types	Service Fee
<input checked="" type="checkbox"/> Adult	<input checked="" type="checkbox"/> IATA fares	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Student	<input checked="" type="checkbox"/> Nego fares	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Youth	<input checked="" type="checkbox"/> Corporate fares	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Senior	<input checked="" type="checkbox"/> Net fares conso	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Partner	<input checked="" type="checkbox"/> Net fares	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Ethnic	<input checked="" type="checkbox"/> Percentage	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Seaman	<input checked="" type="checkbox"/> hFares	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Agent	<input type="checkbox"/> Web fares	<input type="checkbox"/>
<input checked="" type="checkbox"/> Military	<input checked="" type="checkbox"/> Charter	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Group		
<input checked="" type="checkbox"/> Youth & Student		

Currency

Price levels (per person)

Mode	Level-From	Adt-%	Adt-Min	Chd-%	Chd-Min	Inf-%	Inf-Min	
Or ▼	<input type="text" value="0"/>	<input type="text" value="-2"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="-100"/>	<input type="text" value="0"/>	<input type="text" value="-100"/>	<input type="button" value="new pricelevel"/> <input type="button" value="save"/> <input type="button" value="cancel"/>

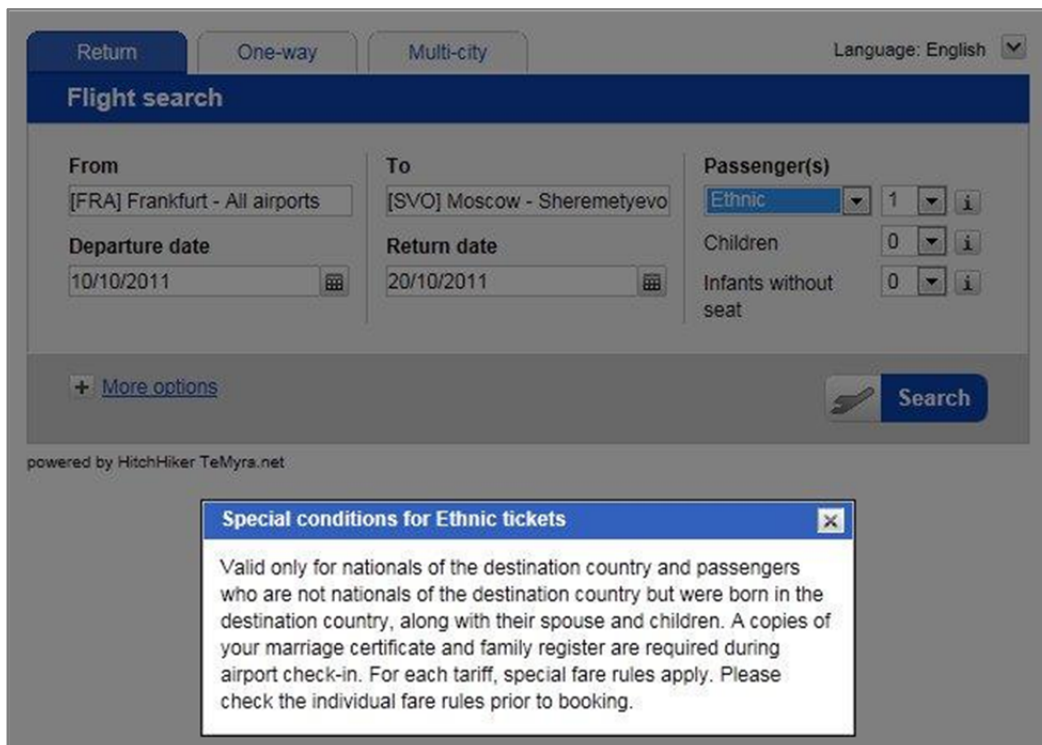
*Ticket price excluding taxes & service fees.



6. Ethnic fares in TeMyra.Consumer

While it has been a standard feature in TeMyra.Agent, ethnic fares can now be booked in TeMyra.Consumer as well. If an ethnic fare is selected, then a user-friendly light-box opens up displaying an individual message. This message can be edited in the TeMyra.net administration area and can include the nature of ethnic fares or a specific booking process for ethnic fares or much more. For ethnic fares the same calculations can be applied as for all other fare types and the same administration can be made for activating or deactivating the fare rules. It is also possible to include ethnic fares only for certain users or websites.

Screen shot: Informational message for ethnic fares



The screenshot displays the TeMyra.Consumer flight search interface. At the top, there are tabs for 'Return', 'One-way', and 'Multi-city', with 'Return' selected. A language dropdown menu is set to 'English'. Below the tabs is a 'Flight search' section with the following fields:

- From:** [FRA] Frankfurt - All airports
- To:** [SVO] Moscow - Sheremetyevo
- Departure date:** 10/10/2011
- Return date:** 20/10/2011
- Passenger(s):** Ethnic (selected), 1 (quantity), Children: 0, Infants without seat: 0

Below the search fields is a '+ More options' link and a 'Search' button. At the bottom left, it says 'powered by Hitchhiker TeMyra.net'. A light-box titled 'Special conditions for Ethnic tickets' is open, displaying the following text:


Valid only for nationals of the destination country and passengers who are not nationals of the destination country but were born in the destination country, along with their spouse and children. A copies of your marriage certificate and family register are required during airport check-in. For each tariff, special fare rules apply. Please check the individual fare rules prior to booking.



7. Integration of the meta-search engine "momondo" in TeMyra.Consumer

For TeMyra.Consumer we've implemented a new option to integrate the meta-search engine "momondo". In order to activate this engine, all you need is a cache PCC from your GDS provider and a contract with momondo. We provide all technical requirements for the integration of your fares into the meta-search engine. Listing your competitive prices in a meta-search engine will most likely lead to more bookings and sales.

Screen shot: Integration of the meta-search engine "momondo" in TeMyra.Consumer



The screenshot shows the momondo website interface. At the top, there's a navigation bar with the momondo logo, links for Flight, Hotel, Car, and City Guides, a Log in button, and a language dropdown set to English (GB). The main heading is "Price comparison for flights". Below this, there are input fields for "From" (Frankfurt (FRA), Germany) and "To" (Bangkok (BKK), Thailand). There are also fields for "Departure date" (06-04-2011) and "Return date" (11-04-2011). A "Search flights" button is present. Below the search fields, there are two bar charts showing price comparisons for the departure and return dates. The departure chart shows prices for various dates in April 2011, with a peak around April 17th. The return chart shows prices for various dates in April 2011, with a peak around April 11th. At the bottom, there are tabs for "Chart" and "Calendar", and a date range selector showing "06 APR" to "11 APR" with an "Update search" button.

8. Latest Developments

We've now implemented the 12th language into TeMyra.Consumer: Polish!

