



BookingBuilder Desktop User Manual

BookingBuilder™ Desktop Training Manual for the End User

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Introduction

BookingBuilder™ Desktop is a powerful tool that takes the time and complexity out of making bookings on many supplier web sites. It automatically notifies you when a supplier serves a market, so you don't have to remember what markets are served. It opens the supplier site, fills in the request, copies your profile data into the site, and puts the confirmation details into your GDS. BookingBuilder™ Desktop works with six GDSs — Abacus, Amadeus, Apollo, Sabre, Galileo, and Worldspan as well as ClientBase Plus from Trams.

Instant Fare Quote™ accesses numerous web sites in the background, gathers flights and fares, and shows them in a consolidated display. BookingBuilder™ Desktop with Instant Fare Quote™ is by far the fastest way to book many suppliers, such as JetBlue. BBD can also help with those time consuming SWABIZ and CompanyBlue ID numbers!

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

System Requirements

BookingBuilder Desktop will operate with Windows XP and newer; including Windows Vista, Windows 7 and Windows 8.

We have tested BookingBuilder Desktop and Genie with as little as 500MB RAM but we recommend at least 2GB of RAM. Less than this and the application may run slowly.

BookingBuilder Desktop and Genie work with Internet Explorer versions 6 through 10. It does not work with other web browsers.

GDS Compatibility

GDS	Platforms
Abacus	
Amadeus	APS 4 and APS 5, Vista and ProWeb
Apollo	All versions of Focalpoint, including the web-based Focalpoint, Viewpoint and Galileo Desktop
Sabre	All versions of Sabre for Windows, MySabre and Sabre Red. Not compatible with Sabre eVoya Webtop.
Worldspan	All versions of Res Manager for Windows and all versions of Go Res.

Registering Each Computer

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.

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.

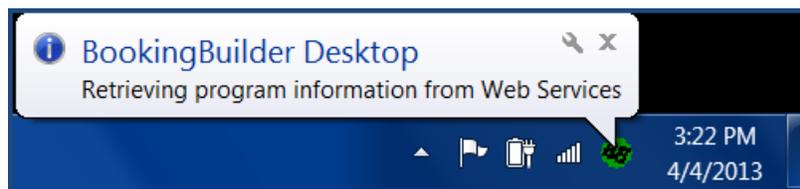
Installation

If you are a user, you must ask the administrator for your company to tell you how to download the software. In most cases, they will either come to your computer and download it or they will send you an Internet link that will walk you through the registration process. We call this a 'quick link'. If you are not the administrator for your company, please do not go to our website and register as a new company in order to download the software.

Starting BookingBuilder™ Desktop

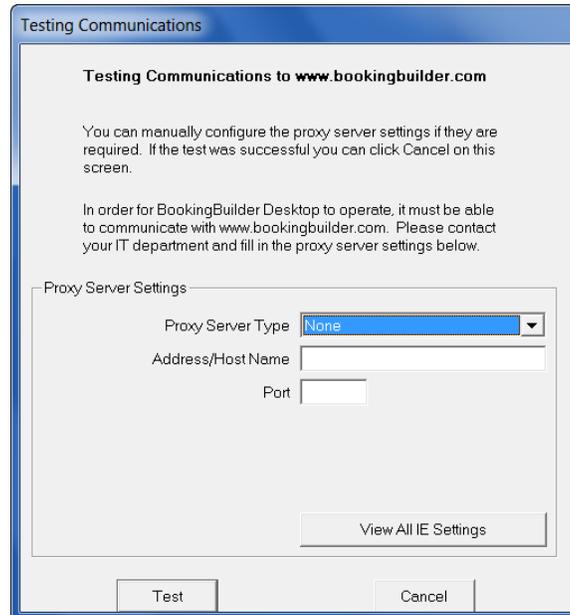
By default, BookingBuilder™ Desktop will be added to your Startup menu so it will start automatically when the computer is turned on. To start it manually, there is also a "BookingBuilder™ Desktop" choice added to the Start menu.

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 BBD first starts, you get a yellow icon and a message telling you it is retrieving information from our server:



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. BookingBuilder™ Desktop must communicate with our server on a regular basis so it can download its configuration, supplier city pair lists, and other required data. If you have a proxy server, additional configuration might be required. When BookingBuilder™ Desktop runs for the first time, it tries several ways to communicate with our server, including any proxy settings used by Internet Explorer. In most cases it will be successful and will not require any additional configuration. However, if it is unable

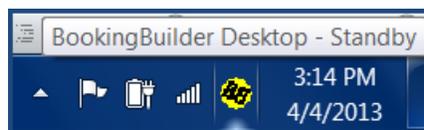
to determine your settings, or if your proxy server requires authentication, you will see:



In most cases you will use Proxy Server Type "WEB Standard", and if authentication is required, "Basic" authentication. If those don't work for you, try the other options until you find settings that are compatible with your proxy server. Each time you make a change, click the Test button. It will tell you when it is successful.

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.

Once it finishes retrieving information, it goes into Standby mode, waiting for a GDS to open. The icon is yellow, and if you hover your mouse over it you will see:



When it detects a GDS, it then waits 10 seconds and connects to it. When connected to a GDS, it is Active and the icon is green:



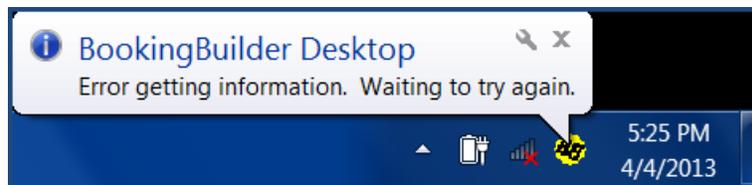
If you hover your mouse over the green icon, you will see:



When BookingBuilder™ Desktop is busy, such as when the Availability Dialog is open, the icon will be red, and hovering your mouse over it will show:



If BookingBuilder™ Desktop is unable to reach our server, you will see:



If you click the icon in this state, you will see:



In order to operate, BookingBuilder™ Desktop must communicate with our server. If you have changed your network configuration, click the Test Communications with Web Services button. If your Internet connection is down, click OK and wait for it to come back up.

Notification Dialog

There are two ways in which to initiate the Notification Dialog

1) Enter an availability request into your GDS. If any of the airlines in BookingBuilder™ Desktop fly a similar route, you will see the yellow Notification Dialog:



Click that to see the Availability Dialog. If none of the airlines in BBD fly a similar route, you will not see the yellow dialog, but you can still easily access Instant Fare Quote™.

2) Whenever you enter a GDS fare quote command (Amadeus FXC; Apollo \$BBQ and FS; Sabre WPNI; Worldspan 4PLI) BookingBuilder™ Desktop will recognize the response and display this prompt:



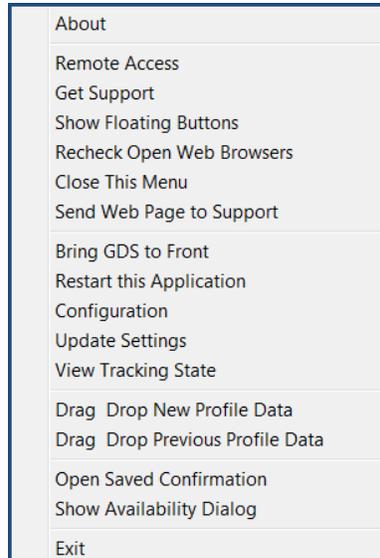
When you click that or press the hotkey you will be taken to the Availability Dialog.

Availability Notification

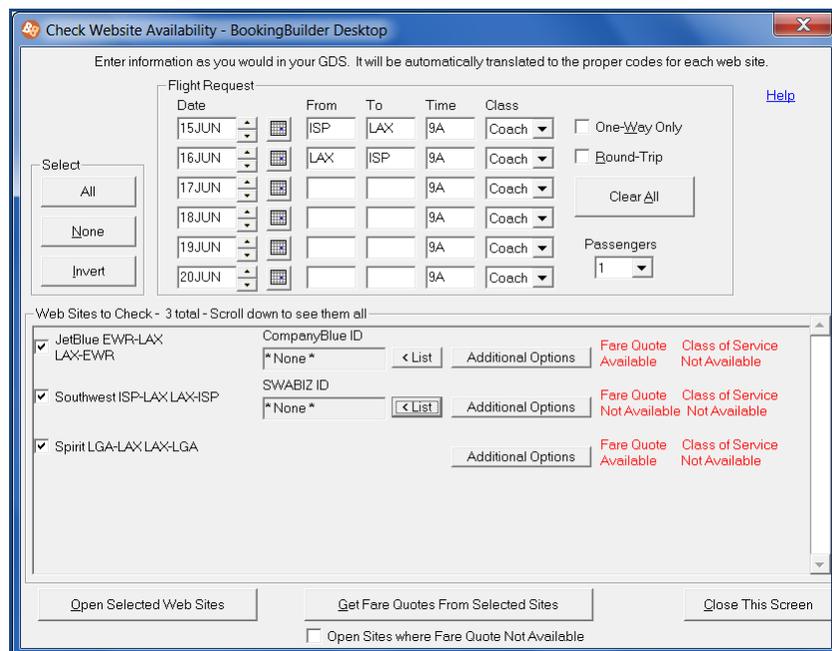
Availability Dialog

There are four ways to launch the Availability Dialog. Two are outlined above: when you click in the Notification Dialog, you will launch the Availability Dialog. The third way is to display any existing itinerary in your GDS then type BBD and press enter. BookingBuilder™ Desktop will see that you typed this, and then it will display the itinerary, read it, and bring you right to the Availability Dialog. This is simple and easy!

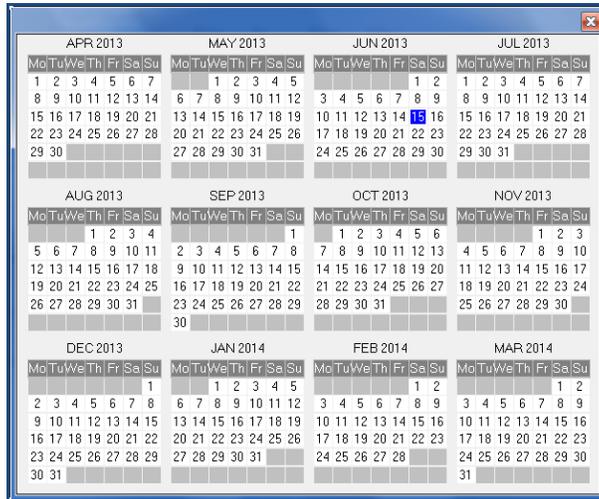
Finally, to manually open the Availability Dialog, double-click the BookingBuilder™ Desktop task tray icon or right-click it and click Show Availability Dialog (see example below). Please note: if you sell an outbound and return segment and then open the availability dialog from this menu, it will show your itinerary in reverse, since it is reading the last availability query. In this case, type BBD instead.



The Availability Dialog is where you enter the travel dates and city pairs. In most cases, it will already be filled in from either an availability command, GDS fare quote or existing itinerary. As you change the information in it, the list of airlines will change automatically, showing only those that fly corresponding routes to the dates and city pairs entered. Just above the list of airlines, you see "Web Sites to Check - 4 total". If there are more sites than fit on this screen, you can scroll down to see them. If you make this screen bigger, it will remember that and appear the new size the next time it appears.



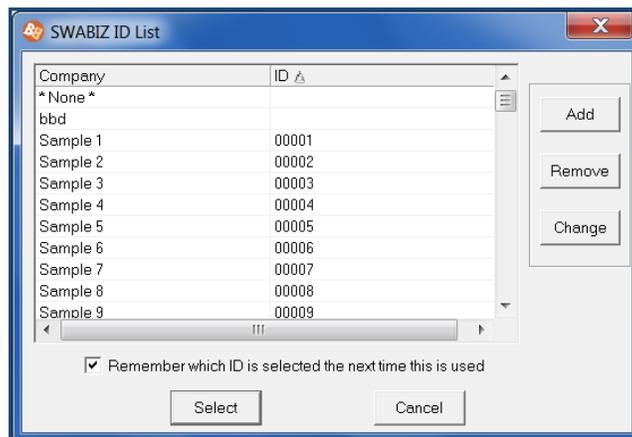
Next to the dates on this screen are up and down arrows to allow you to easily increment and decrement the dates. There are also calendar buttons. When you click one of the calendar buttons, you will see:



The calendar shows an entire year, and the currently selected date is highlighted. Click the date you want, and the calendar will go away and the selected date will appear in the blank on the Availability Dialog.

To set options for the various airlines, click the "Additional Options" button next to each one. You can enter usernames, passwords, default confirmation email addresses, and other information.

If the airline has a corporate ID, such as Company Blue or SWABIZ, you can select the appropriate ID by clicking the List button. When you click that button, you will see the list of IDs entered in the Configuration Website as well as any entered locally. You can add and remove IDs locally, but those changes will not be reflected company-wide. We strongly recommend having your administrator manage your IDs, but you have the flexibility of managing them locally as well.



For a one-way trip, check the one-way box. By default, Round-Trip is checked, and when you fill in the first city pair, the second is filled in with the reverse. If you start entering a third leg, Round-Trip will automatically uncheck, or you can manually uncheck it. Since most trips are round-trips, this is a convenience.

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

When you click "Open Selected Web Sites" all of the selected sites will be opened, you will be logged in to each one, and the availability request will be filled out. When you click "Get Fare Quotes from Selected Sites", Instant Fare Quote™ will be started. If you check the box marked "Open sites where Fare Quote Not Available" below "Get Fare Quotes from Selected Sites," BB will perform an Instant Fare Quote™ and at the same time will open sites that don't participate in Instant Fare Quote™.

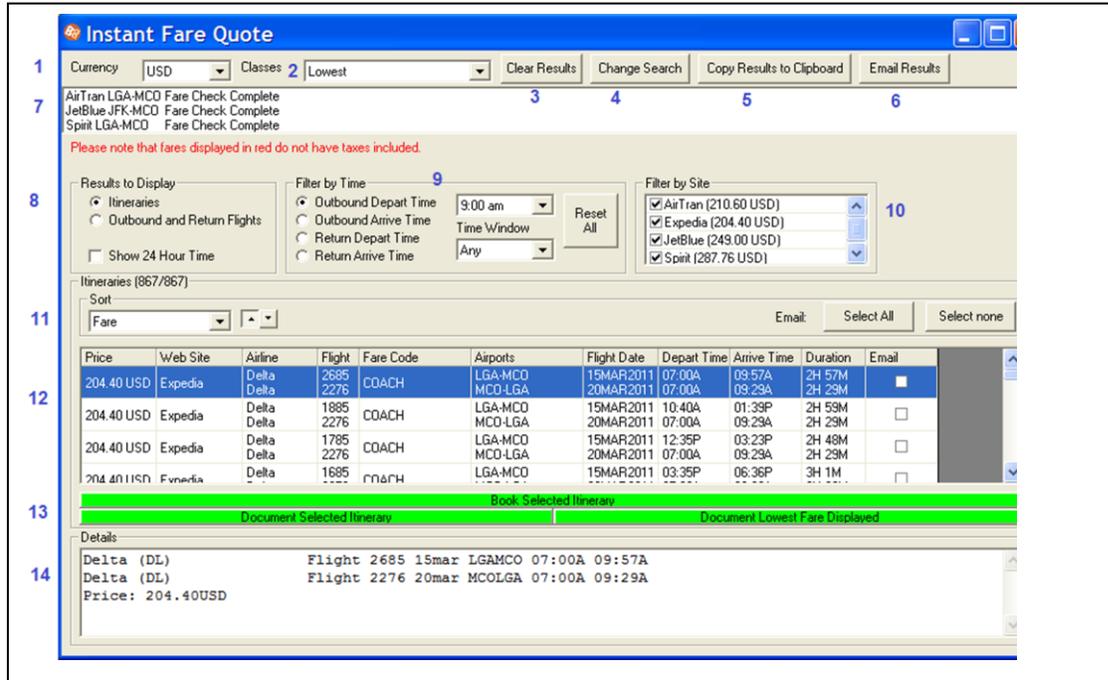
Instant Fare Quote™

About

Instant Fare Quote™ (IFQ) is a major feature of BookingBuilder™ Desktop that gathers flights and fares from multiple web sites and shows the results in a single consolidated display. Instead of manually checking multiple web sites, Instant Fare Quote™ does all the work for you. It is a powerful travel booking tool that allows you to easily sort and filter the results, and you can instantly document the results in your PNR or have it bring you right to the booking page of the appropriate web site when you need to purchase your flights online.

IFQ Screen

The screen below shows all the flights and fares from the web site(s) for your requested travel dates, times and airports. Many sites, such as JetBlue, return results in as little as three seconds! Others may take longer. IFQ goes directly to each web site to gather this information, so it takes only as long as the web site requires. There are no intermediary servers slowing down the process.



If multiple suppliers in BookingBuilder™ Desktop fly the route you have entered, the flight and fare information for all of them will appear in the IFQ display. This screen makes it very easy to view, sort and filter the results.

Please note that you will see Fare Quote Available next to each site where this option is available. Certain sites do not allow this functionality, so you will not see this indicator next to those.

1: This area allows you to select the currency. Exchange rates are updated every day, and you can view the results in a variety of currencies.

2: You can filter by the class of service. The drop down menu will show you which classes are returned for your search.

3: The screen is emptied if you click this button.

4: If you wish to do another search, click this button. You do not need to return to the GDS to start a new fare search.

5: If you need to put the fare search results into a Word Document or Excel spreadsheet, or if you use an email service other than Outlook, click this button to copy/paste the results.

6: If you use Outlook, click this button to send flights/fares to your client. Next to the fare display you can click the flights you wish to send or use the Select All/Select None buttons at the top of the fare display.

7: This area shows the status of each quote as it progresses. You will see "Fare Quote In Progress" in this area at all times when data is being received from the various web sites.

8: This area allows you to view either complete itineraries, or separate outbound and return flights (where supported by the web sites). You can also select which sites to view and set up time windows to ensure that you are only seeing options that apply to your request.

9: You can filter the results by selecting the time parameters and whether those parameters relate to the outbound departure, outbound arrival, return departure or return arrival. You can filter by time for two parameters (one outbound and one return), if you like.

10: Here you can uncheck any airlines you don't wish to include in the results.

11: This area shows how many itineraries were found, how many are being displayed (any not displayed would be due to your filter settings), and allows you to set the sorting. In this case, you can see that the results are sorted by fare in ascending order (lowest first). The little arrow buttons select ascending or descending order.

12: This area shows you the individual itinerary details. It shows the price, web site, airline, and an itinerary snapshot. Whenever you select a flight in this area, the flight details appear in the area next to 7.

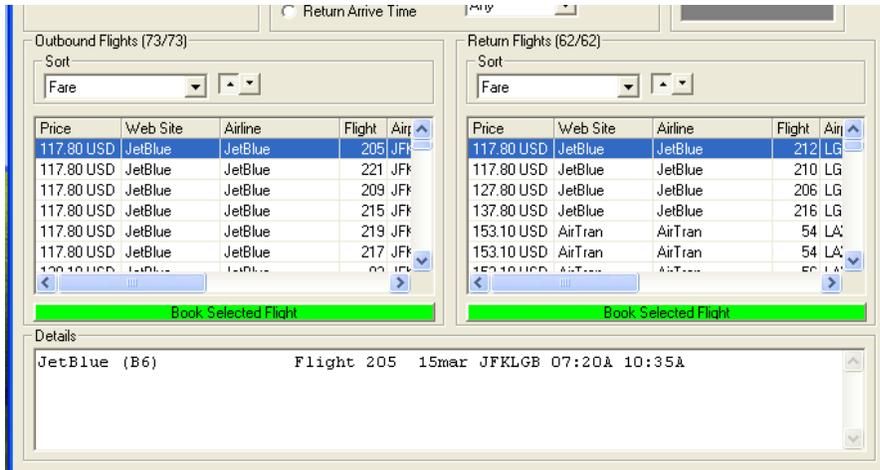
13: Click the green Book Selected Itinerary button to book your selected itinerary. You can also document the fare quote in your PNR.

14: This area shows the details on each flight in the selected itinerary.

When you book a flight, the web site will be opened as close as possible to the booking page. With JetBlue, for example, the browser will open, you will be logged in to either your travel agent or Company Blue account, and then the "booked flights" page will appear with your flights already selected. Not all sites have this capability, so for some you might only get to the page with the list of itineraries. Simply click the itinerary you want, and complete the booking.

Separate Outbound and Return Flights

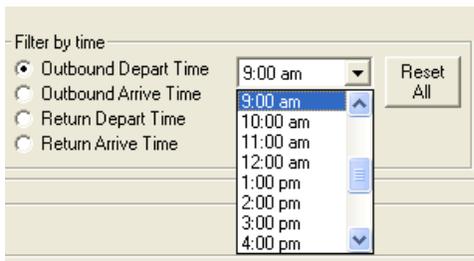
Many web sites show separate outbound and return flights, each with their own prices. For all sites that do this, you can click the option for "Outbound and Return Flights" to see them separately. Normally Instant Fare Quote™ combines these into complete itineraries to make it easier to compare all the options. By viewing the flights separately, you can even select and book outbound and return flights on different web sites. The detail display at the bottom shows the detail for the flight you have selected. This is what the screen looks like:



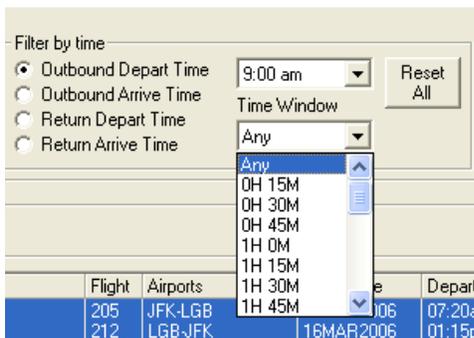
Time Windows

The various web sites often show flights at all times of the day, but your customers may have specific times they need to fly, or you might be checking to see if there are lower fares and need to search within specific time windows. IFQ makes this very easy! To see flights within a specific time window, follow these easy steps:

Click the drop-down listing the times, and select the desired depart time. You should first click Outbound Arrive Time, Return Depart Time, or Return Arrive Time to filter based upon those.



Once you select the time, now click the Time Window:



If you select 9:00 am as the Outbound Depart Time, and 1H as the Time Window, only flights within 1 hour of 9:00 am will be displayed -- those from 8:00 am until 10:00 am. Whenever you make any of these selections, the display is immediately updated. To clear the time window settings, click Reset All.

Multiple Web Sites

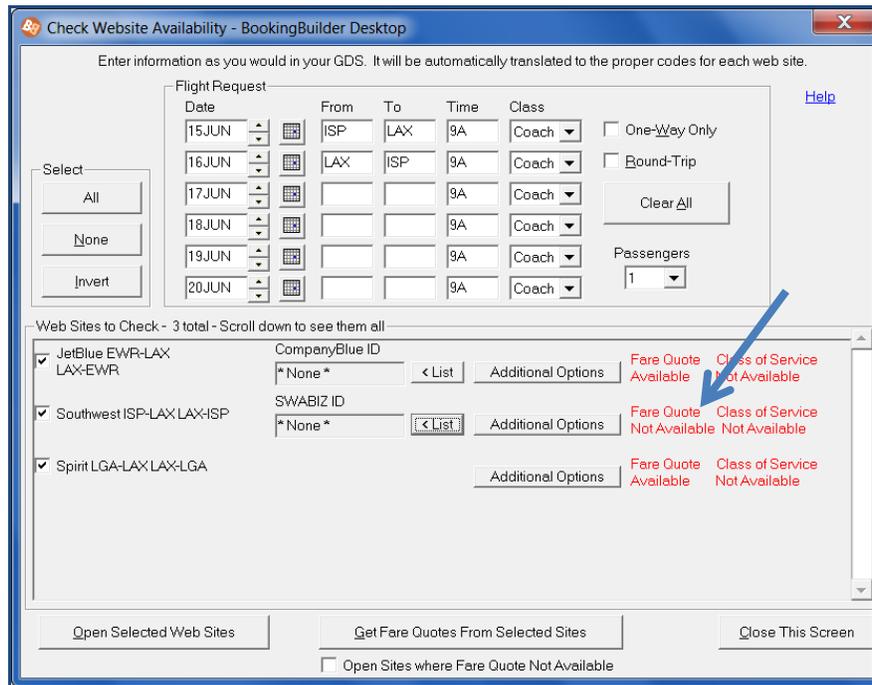
When there are flights displayed from multiple web sites, it's easy to see only those from selected sites. You will see:



Simply uncheck the sites you don't want to see. You can always check them again and the flights will instantly reappear.

Sites without Instant Fare Quote™

Some sites do not allow this functionality, so you might see this:



As you can see on the above screen, all of the sites except one show Fare Quote Available. At the bottom is an additional option, Open Sites where Fare Quote Not Available. If you click Get Fare Quotes from Selected Sites and this option is selected, Instant Fare Quote™ will begin, and the web sites for those without

Instant Fare Quote™ will be opened. This way it still takes only one click to see all the options available.

Taxes

Instant Fare Quote

Currency: USD Classes: Lowest Clear Results Change Search Copy Results to Clipboard Email Results

AirTran LGA-MCO Fare Check Complete
JetBlue LGA-MCO Fare Check Complete
Spirit LGA-MCO Fare Check Complete

Please note that fares displayed in red do not have taxes included.

Results to Display: Itineraries Outbound and Return Flights Show 24 Hour Time

Filter by Time: Outbound Depart Time 9:00 am Time Window: Any Outbound Arrive Time Return Depart Time Return Arrive Time Reset All

Filter by Site: AirTran (210.60 USD) Expedia (204.40 USD) JetBlue (335.00 USD) Spirit (337.76 USD)

Itineraries (525/525)

Sort: Fare Email Select All Select none

Price	Web Site	Airline	Flight	Fare Code	Airports	Flight Date	Depart Time	Arrive Time	Duration	Email
335.00 USD + Tax	jetblue	JetBlue	395	LOWEST	LGA-MCO	14MAR2011	02:55P	05:50P	2H 55M	<input type="checkbox"/>
335.00 USD + Tax	jetblue	JetBlue	398	LOWEST	MCO-LGA	20MAR2011	03:06P	05:38P	2H 32M	<input type="checkbox"/>
335.00 USD + Tax	jetblue	JetBlue	395	LOWEST	LGA-MCO	14MAR2011	02:55P	05:50P	2H 55M	<input type="checkbox"/>
335.00 USD + Tax	jetblue	JetBlue	396	LOWEST	MCO-LGA	20MAR2011	07:20P	09:54P	2H 34M	<input type="checkbox"/>
337.76 USD + Tax	spiritair	Spirit	705	V	LGA-FLL-MCO	14MAR2011	06:35A	02:10P	7H 35M	<input type="checkbox"/>
337.76 USD + Tax	spiritair	Spirit	675	Y	MCO-FLL-LGA	20MAR2011	08:29A	03:10P	6H 41M	<input type="checkbox"/>
337.76 USD	spiritair	Spirit	705	V	LGA-FLL-MCO	14MAR2011	06:35A	02:10P	7H 35M	<input type="checkbox"/>

Book Selected Itinerary

Document Selected Itinerary Document Lowest Fare Displayed

Details:

Delta (DL) Flight 1885 14mar LGAMCO 10:40A 01:39P
Delta (DL) Flight 2276 20mar MCOLGA 07:00A 09:29A
Price: 204.40USD

Many web sites only show certain taxes in their initial fare displays, while others include all taxes. Instant Fare Quote™ automatically calculates the taxes for travel in the US. Tax calculations for the rest of the world are being added. If taxes are not included by the web site and IFQ cannot calculate them, the fare display will show "+TAX" to indicate that the fare quoted does not include all taxes.

Documenting Fare Quote Results

Instant Fare Quote™ allows you to document the fare quote results in your PNRs. To document a specific itinerary, select it and then click the "Document Selected Itinerary" button:

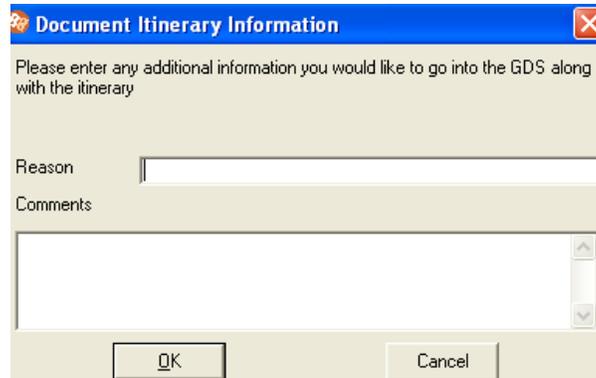
Book Selected Itinerary

Document Selected Itinerary Document Lowest Fare Displayed

You can also click "Document Lowest Fare Displayed". This will document the lowest fare displayed on the IFQ results screen, with filtering taken into account. For example, if one of your corporate accounts requires fare searches with a 2 hour

time window, select the time window, then click "Document Lowest Fare Displayed" to document the lowest fare that falls within the corporate-required time window.

When you click either "Document" button, you will then see:



Under "Reason" you can enter a reason code, and in "Comments" enter freeform text. By default this information will be entered into the remarks of your PNR. The locations for this information can be completely customized, so the information can be placed where your accounting system requires it.

Booking from Fare Quote Results

It is very easy to book flights from Instant Fare Quote™. Select the itinerary you want to book, and then click the "Book Selected Itinerary" button:



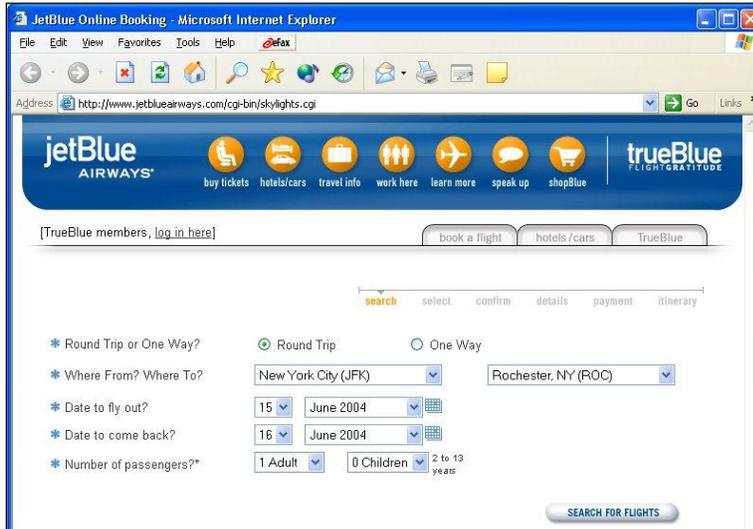
With most web sites, you will then get another dialog verifying the login or other information for that web site:



The information requested on this screen will vary by website. Just like from the Availability Dialog, you can select the Corporate ID numbers or your own website login details. When you click OK, the site will open as close as possible to the page with your flights selected. On many sites, BookingBuilder™ Desktop will get you right to that page. On other sites, it might go through several screens very quickly before reaching the final booking page.

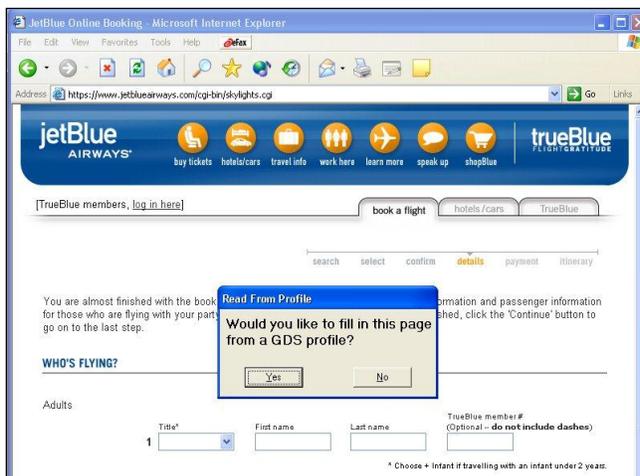
Availability Page Fill-In

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:

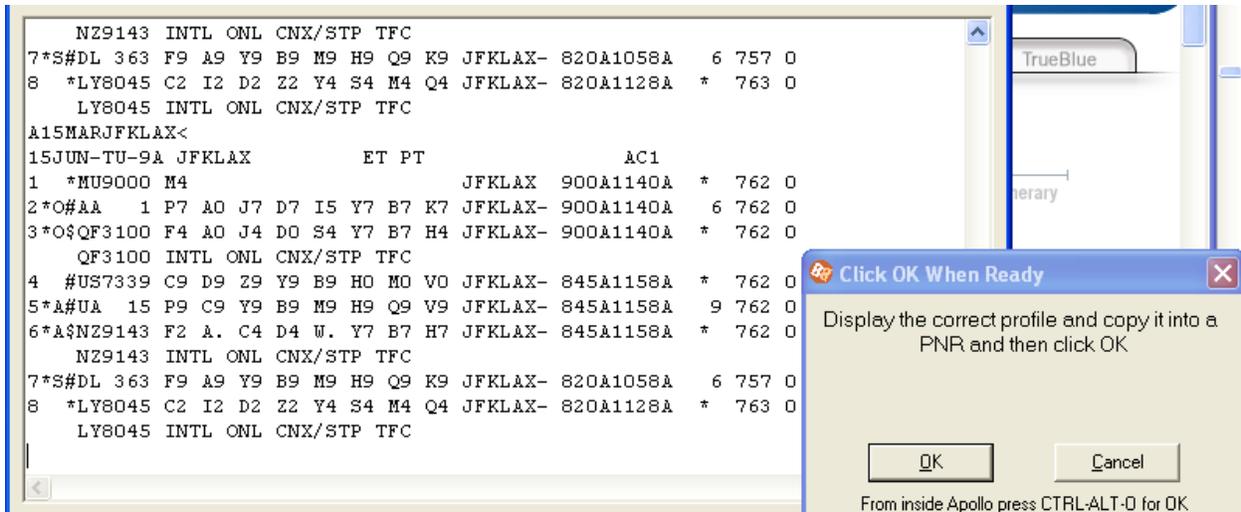


Read Passenger Information from a Profile

As you continue to make a booking on the supplier site, you will reach the page where it asks for traveler information. When BookingBuilder™ Desktop detects that you have reached this page, it will ask if you want to fill it in from a GDS profile.



When you select "Yes", the GDS will be brought forward, and an informational window will display in the middle of the screen and "slide" to the lower-right corner so it is out of the way:



The window reads, "Display the correct profile and copy it into a PNR and then click OK."

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. When BookingBuilder™ Desktop reads profile information from your GDS, it displays it in the Profile Dialog. Since you might have multiple phone number, addresses and email addresses in your profiles, you are given an opportunity to select the correct ones for each booking. In the dialog below, you would select the appropriate address, phone number and email address. If the DOB, FF Number and Redress Nbr (if available) are not showing, contact BookingBuilder support to customize your software for these fields.

Names									
Gender	Last Name	First Name	Middle Name	DOB - YYYY MM DD	FF Nbr	Redress Nbr	Known Trlr Nbr		
1	Male	DONALDSON	SARANA	ANDELA	1960	6	22	None	1234567

Select the Address

DLVR Manual DELIVERY ADDRESS 321 BROADWAY
City NEW YORK State/Province NY Postal Code 10021

ADRS Manual ADDRESSEE 123 MAIN STREET
City NEW YORK State/Province NY Postal Code 10017

Credit Card
Card Type VI Number 4427806666666661 CVV Exp (11 2005) 12 2013
Card Holder SARANA DONALDSON

Phone Numbers / Email Address
Select one Phone Number
 2125551212
 2127778888
 9145551212
Select an Email Address
 SARANA@BOOKING

OK Display Different Profile Cancel

All names in the PNR are listed under "Card Holder", so you can select the appropriate one. If your GDS has a place for the cardholder name, that will be read and will be in the drop-down list.

Next to each name in the FF Number column, if it says, "None" it means that none was found, so you can click "None" and enter the appropriate one. If more than one is found for the site on which you are making a booking, click the number and select the correct one.

If you did not have the correct profile displayed, click "Display Different Profile". BookingBuilder™ Desktop will prompt you to display the correct profile and click OK.

Note: Even though this is called the "Profile Dialog", the information is read from a PNR. It was designed this way so that if you have multiple travelers, you can copy all the relevant data into your PNR and BookingBuilder™ Desktop can read it from one place. It also ensures that you have a "shell" PNR set up to receive the confirmation details when the booking is complete.

Booking Confirmation

Whenever you complete a booking on a supplier web site, BookingBuilder™ Desktop reads the details and displays the Confirmation Dialog:

Southwest Confirmation ABCDEF Commission % 0 Cap 0 Amt 0.00

Flights

1	WN	5	Y	20OCT	AMA	DAL	BK2	635A	735A
2	WN	2506	Y	20OCT	DAL	AUS	BK2	805A	855A

Passengers

Joe Traveler	\$168.40
Pat Smith	\$168.40

Billing Information

Card Holder
Joe Traveler

Billing Address
123 Main Street
New York, NY 12345

Form of Payment
American Express:
XXXXXXXXXXXX1234

Edit Ticket Number [] Set

AMA WN X/DAL WN AUS 146.05YL 146.05END

If the information above does not match the Confirmation page in Internet Explorer click the "Page Does Not Match" button

Page Does Not Match

Enter Into Apollo Remarks Non Air Segments Air Segments HHPR Client Base Cancel

This dialog shows the flight and fare details, the name(s) and other information. When you highlight a name, below it you will see the fare ladder for that name and the ticket number, if available.

Important Note: Some airlines, require that passive segments get built in a certain format. Not complying can mean debit memos from the airlines. Please verify with your administrator or refer to the airline's website to see what is the required format.

Many web sites do not show the ticket numbers on the confirmation pages but send them via email. To enter them here, select the correct name, and enter the ticket number in the blank below the name, then click "Set". The ticket numbers will be saved with this confirmation and will be entered into your PNR according to your GDS entry settings.

At the bottom of this screen are some options you can set with each confirmation. By default all options are checked, so you will get remarks, air segments, non-air segments and the pricing record entered into your PNR. If you want only air segments, for example, uncheck Non-Air Segments.

Note: Suppliers periodically change their websites. We do our best to keep BookingBuilder™ Desktop fully up-to-date. However, sometimes changes are implemented without our knowledge, and the confirmation details may not be read properly. If you notice that the information on this screen does not match the information on the web page, click the "Page Does Not Match" button. This will capture the web page and send it to us so we can update the programming to read it properly.

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.

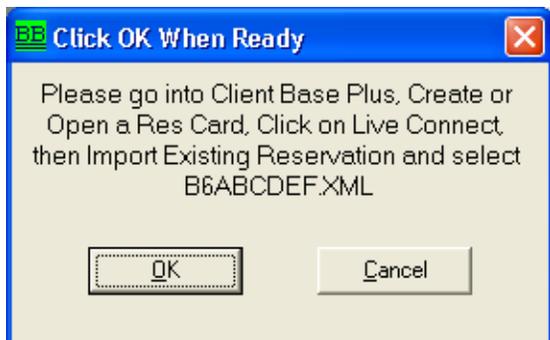
Trams ClientBase Plus

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



The "ClientBase" option will be enabled if ClientBase Plus is installed on the computer. If it is not installed, the option will be visible but disabled.

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



After you import the reservation into a ResCard, click the "OK" button.

Confirmation Options

The Confirmation dialog offers these options:

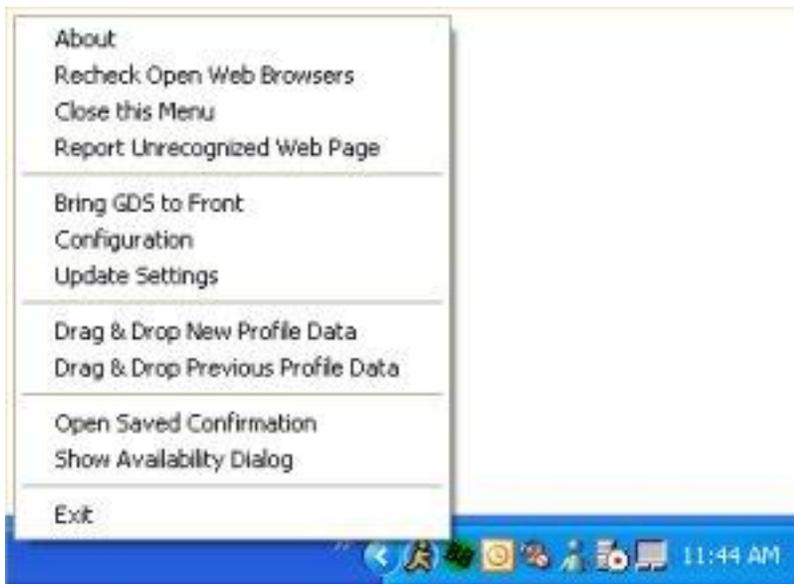
Option	Description
Remarks	When this option is checked, remarks will be entered into the PNR with the confirmation number (record locator), the names, ticket numbers (if available), and pricing information.
Non-Air Segments	This option is available for Apollo and Worldspan. If it is checked, TUR segments 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.
ClientBase	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 GDSs 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.

All confirmations are saved until departure so they can easily be re-entered later if necessary. To access them, right-click the task tray icon and click Open Saved Confirmation:



That will display a list of the saved confirmations; open the one you need.

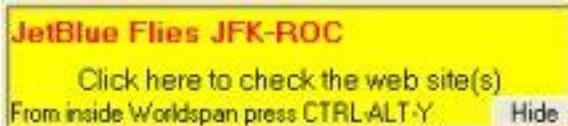
GDS Data Customization

BookingBuilder™ Desktop allows each agency to customize many aspects of its GDS interaction. It can read email addresses and frequent flyer numbers from custom places, the entire confirmation process can be customized, how fare quotes are documented can be customized, and even custom data fields can be read from the GDS and entered into custom locations of supplier web sites.

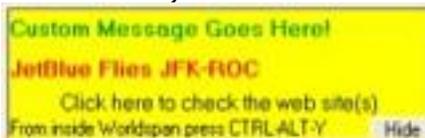
We are happy to handle this configuration for you, with no additional charges. Just have your administrator contact us regarding your agency's specific needs and we'll take care of it.

Custom Prompting

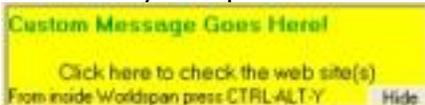
BookingBuilder™ Desktop watches all availability commands sent to the GDS and determines the depart date and city pair, and then compares those with its database to determine if it should notify the agent that one of its airlines flies a similar route. You can now customize the prompt by adding your own messages, replacing the standard messages with your own, or suppressing it entirely. Your messages can be based upon a single city pair, multiple city pairs, all travel to or from specific airports, and all dates or just within specific date ranges. For example, when you enter availability from NYC to ROC, you might see this:



With a custom message added to the prompt, you get (Note that the custom message is green (programmed by agency), so it stands out from the supplier information):



You can have just your message, but still allow agents to click the prompt or press the hotkey to open the Availability Dialog:



You can have just your message, and clicking the message won't do anything. This is a great way to remind your agents when they need to book a particular airline in the GDS -- they get a reminder message, and the message will not launch the Availability Dialog



You can also suppress the prompt entirely, or skip the prompt and go right to the Availability Dialog.

Profile Copying

BookingBuilder™ Desktop can copy profile data into any web site and into most other software applications, such as Microsoft Word or Excel.

There are two different ways to start the process. Since most likely this will be used more often to copy to data into websites, we'll start there. When you install

BookingBuilder™ Desktop, it adds a button to your Internet Explorer toolbar (Note the "BB" toolbar button second from the right):



Note: If you have customized your IE toolbar, you will not see the new button when you install BookingBuilder™ Desktop. To see it, right-click the toolbar, click Customize, and look for the "BB" button on the left side, click on it, then click Add and close the customize dialog.

When you click the new button, you will see:



When you click "Drag & Drop New Profile Into This Page", BookingBuilder™ Desktop will prompt you to display the appropriate profile, copy it into a PNR, and then it will read it from your GDS. If you already have a PNR displayed with the information you want to copy, just click "OK" when it tells you to display and copy a profile. "Drag & Drop Previous Profile Into This Page" will immediately display information from the last profile read by this function (it will not show information from the last profile copied into a web site where BBD fills in all the details; it only remembers the information last used in this function). If you have not yet displayed a profile in this area, either choice will ask you to display a new one.

After the data is read from your GDS, you will see our standard Profile Dialog:

Names	Last Name	First Name	FF Number
1	TRAVELER	PAT	None

Phone Numbers / Email Address
Select one Phone Number

2125551212
 2127778888
 9145551212

Select an Email Address
 SUPPORT@BOOKIN

Select the Address

DLVR Lines 1 and 2 DELIVERY ADDRESS 321 BROADWAY
City NEW YORK State/Province NY Postal Code 10021

ADRS Lines 1 and 2 ADDRESSEE 123 MAIN STREET
City NEW YORK State/Province NY Postal Code 10017

Credit Card
Card Type VI Number 4111111111111111 CW 123 Exp (11 2005) 12 2006
Card Holder PAT TRAVELER

OK Display Different Profile Cancel

Select the phone number, email address and billing or delivery address you want, and click OK. You can also display a different profile or cancel out. When you click OK, at the top center of your screen you will see:

Names (Drag here for all Names)
PAT TRAVELER

Address (Drag here for entire Address)
DELIVERY ADDRESS
321 BROADWAY
NEW YORK NY 10021

Credit Card
PAT TRAVELER
VI 4111111111111111 123
Expiration 12 2006

Phone/Email
2125551212
SUPPORT@BOOKINGBUILDER.

Custom Data
COSTCTR 212

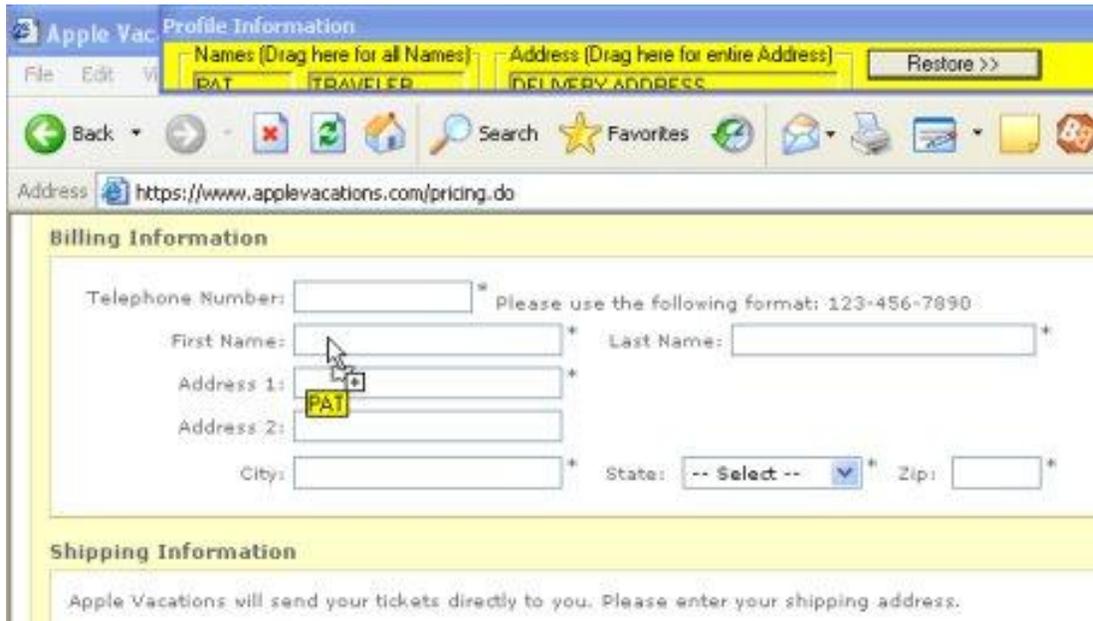
Drag each item and drop it in the blank where it belongs. When you drag an item, this dialog will automatically get smaller until you drop the item. Hint: Drag a section heading to drag all the data in that section.

Finished

This dialog shows the information that was read from your profile/PNR and allows you to drag and drop it into the web site. When you start dragging any item from this dialog, the dialog will make itself very small so you can see the web page

underneath it. You can also click "Make Small" to make it smaller so you can see what is underneath it.

This example shows dragging the traveler's first name into the Apple Vacations web site. Put your mouse over the name, and click and hold down the mouse button, then "drag" the data to where it belongs:



As you can see, the yellow drag & drop dialog is much smaller, and when you drag the information there is a yellow box under the mouse pointer showing the data you are dragging. Make sure that the mouse pointer is pointing at the blank where the data goes, then release the mouse button ("drop" the data). The data will be immediately copied into that blank. Note: Make sure you point the mouse pointer at the blank where you want the data and not the data in the mini yellow box.

Normally you cannot drag & drop data into lists, such as a list of credit card types, but we have done extensive programming to allow this. This is an example of dragging the credit card type into the same web page:



Since Windows doesn't normally support dragging data into lists, you will see this symbol when the mouse pointer is over lists:



Payment Information

Name: * (as it appears on card)

Credit Card Type: *

Credit Card Number: *

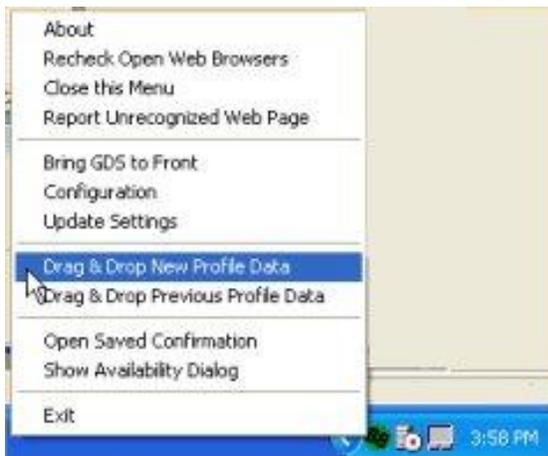
Credit Card Expiration: * *

Card Security Code: * [what is this?](#)

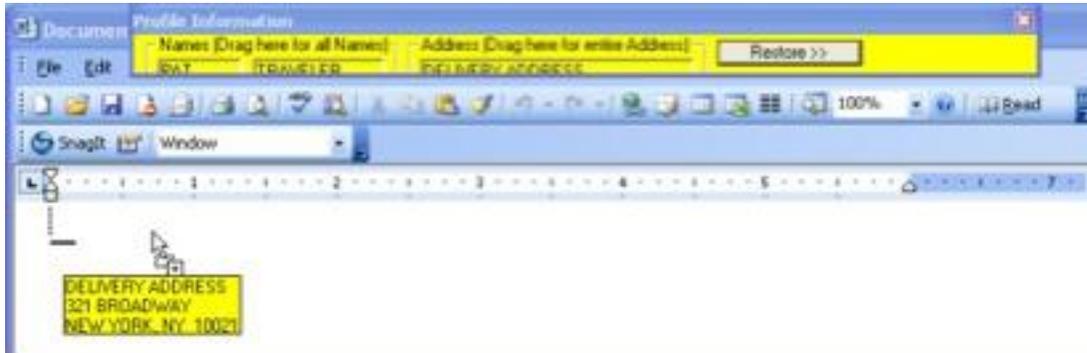
Put that symbol over the list where the data belongs and release the mouse. As long as the list is in Internet Explorer, BBD will find it and try to fill it in. In this case, you can see that the card type is "VI", but BBD will look through the list and select Visa. It is very intelligent in how it fills in lists with dates and credit card types and should be able to fill in almost any list with this kind of data.

Copying Data into Other Applications

Many other applications, such as Microsoft Word and Excel, allow you to drag & drop data into them. Since we can't put a button in every application, we added two choices to the menu that appears when you right-click the BB icon in the task tray. For example, if you are writing a letter to a customer and want to quickly move the customer's address into the Word document, right-click the icon:



Select either menu choice to Drag & Drop data. Once you have the yellow Drag & Drop dialog, click down where it says "Drag here for entire Address" and drag that into Word. As you can see below, it drags the entire address, and nicely drops it right into Word:



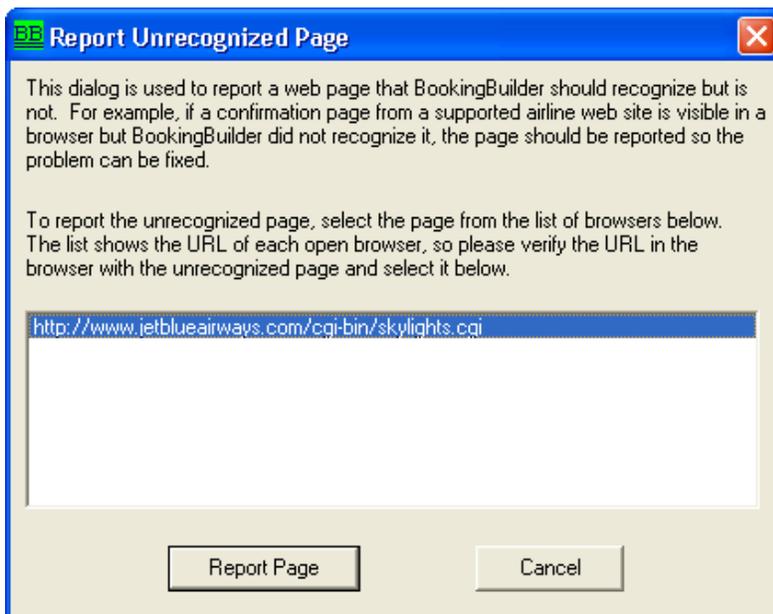
Troubleshooting

- 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.

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.

- I've installed an update but I do not see the new suppliers listed or any of the new features.

When installing an update to BookingBuilder™, you must reboot your computer in order for the new features and airlines to be listed.

- What happens when an airline adds new citypairs or changes its web site? Do I have to load an update?

BookingBuilder™ Desktop is a very sophisticated system that includes the Software You install, our web server and database back-end, as well as applications we run in our development and support centers. We regularly update our database of citypairs.

The BookingBuilder™ Desktop application you install checks our server every 30 minutes to see if the citypairs and other information have been updated. If so, it automatically retrieves the latest information. You do not have to load any updates.

When we add new airlines or airlines change their web sites, it works the same way. We simply update the information in our database, and BookingBuilder™ Desktop downloads the updated instructions on how to work with the web sites or new airlines.

- How do we know new versions of BookingBuilder™ Desktop are available? Can these updates be installed automatically?

We notify all customers by email when new updates are available.

- BookingBuilder™ Desktop recognized a web page and showed the correct prompt, but I accidentally cancelled the action. How do I get it back?

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.

- When I want to get a fare quote, BB opens all of the airline websites. I thought it was supposed to show me a consolidated display.

To get the Instant Fare Quote™ you need to click on "Get Fare Quotes From Selected Sites" on the Availability Dialog. You are probably clicking on "Open Selected Websites."

- I have BB on my computer but the yellow box does not appear.

There are a couple of possibilities here. First, you could be doing an airfare query that has no match with the routes of the airlines in BB. The yellow box will only appear if one of the participating airlines flies that route. Second, your agency might only have a couple of airlines enabled in which case, the first answer would apply. Speak to your administrator about which airlines are enabled and which you would like to get fares quotes from. Finally, BB might not be communicating with the GDS or our server. Refer to the "Starting BookingBuilder Desktop" section to determine if it is one of these conditions.

- Can BB hold reservations made on airline websites or do they all have to be instant purchases? What about changes – can you make changes to reservations using BB?

Since BB is just a conduit of information between you and the airline websites, we are limited by the abilities of the airline website you are working with. If the airline website allows holds, we allow holds. The same is true for changes and cancellations.

- When I have BB build a passive segment record in my GDS, it doesn't include the airline ticket number. Why not?

Many airlines do not issue a ticket number on the confirmation page. Most send the ticket number in an email or fax. If that is the case, you may wish to wait until you receive the email/fax before creating the record in your GDS. To do this, when you get the Booking Confirmation screen that appears after the confirmation page from the airline website comes up, click cancel. Then, when you get the ticket number, right-click you BB icon and select "Open Saved Confirmation." Select the ticket you wish to work with and type the ticket number in the appropriate box in the Booking Confirmation Screen. Then click "Enter Into GDS."