

AirPRO  prime

User Guide

Your soup to nuts guide to AirPRO Prime

Vacation.com, LLC
1650 King Street
Alexandria, VA

December 2011
Version 1.5

Table of Contents

Getting your Bearings with AirPRO	1
How to use this Guide	2
1. Getting Started with AirPRO	3
1.1 Top Navigation	4
1.2 Right Navigation	4
1.3 Helpful links	4
2. Searching in AirPRO	6
2.1 Quick Search.....	6
2.2 Advanced Search Options.....	9
2.2.1 <i>Explanation of Search Form Fields</i>	9
2.2.2 <i>One-Way Search</i>	12
2.2.3 <i>Multi-Leg Search</i>	13
3. Working with your Results	14
3.1 Reviewing your Results.....	15
3.1.1 <i>Fare Matrix</i>	15
3.1.2 <i>Individual Results</i>	15
3.2 Select your Desired Flights	18
3.2.1 <i>Selecting Desired Flights when you Search by Schedule</i>	18
4. Complete your Reservation	20
4.1 Trip Purchasing & Booking Form.....	20
4.1.1 <i>Traveler Tab</i>	20
4.1.2 <i>Flight Booking Tab</i>	22
4.2 Taking a Held reservation through to Booking	24
4.3 Review your Completed Reservation	25
4.4 Selecting Seats.....	26
4.5 What to expect once your reservation is complete	28
4.5.1 <i>Checking the Status of Ticketing in AirPRO</i>	29
4.6 The "What ifs"	30
5. Additional Functionality	32
5.1 Driving Directions and Weather.....	33
5.2 Outlook Calendar Integration.....	34
5.2.1 <i>Outlook Integration for You</i>	34
5.2.2 <i>Outlook Integration for your Client</i>	35
5.3 Flight Notes	35
5.4 Creating a Trip Template.....	37
5.4.1 <i>Managing Templates</i>	38
5.5 Custom Locations	39
6. Making Changes and Cancellations.....	41
6.1 Ticket Changes/Exchanges	41
6.2 Ticket Cancellations.....	41
6.3 Ticket Voids	42
7. Appendix	43
Reading Contracts in AirPRO	43
8. Index	49

Getting your Bearings with AirPRO

AirPRO offers your agency the unique opportunity to earn up front commission on airline tickets. Accessed through AgentNet, AirPRO lets you book published airfare online through an easy and fast online booking platform. In this User Guide we will cover all aspects of the booking platform, from running a search through making changes and cancelling an airline ticket.

AirPRO Prime's Key benefits:

- Earn up front commission from 57 airlines
- Commissions up to 11%
- Robust online booking tool easily accessible through AgentNet
- All ticketing handled by a third party fulfillment center
- Commission is paid twice a month

How Do I Access AirPRO Prime?

You access AirPRO from AgentNet by clicking the "AirPRO" tab on the homepage, then click "Log In." You are prompted for a username and password. We emailed those to you after you successfully completed the registration process for AirPRO. You can access AirPRO using either Microsoft Explorer version 7 or later or Mozilla Firefox version 1.5 or later.

Need to register for AirPRO Prime?

Go to <http://vcomairpro.com/> and complete the registration form. Once we receive your registration, we'll email you a registration packet. You will need to complete the following steps:

1. Complete the registration paperwork
2. Pay your \$199 setup fee
3. Fax your paperwork to Vacation.com for processing

Processing your completed paperwork takes between 3-5 days. We'll email you upon completion and send each user their username and password.

Already registered but misplaced your username and password?

Please call us at (800) 843-0733, Monday through Friday 9am-6pm Eastern Time and we can give you your username and password. Or, from the AirPRO Prime login screen, click "Forgot Password" to have it emailed to you.

How to use this Guide

We have designed this user guide to help walk you through the booking process in AirPRO. Be on the lookout for the following helping points as you go:

Blue text directs you to advance to the next step in the process based on your workflow. Here's an example:

If you conducted a "Search by Schedule," see [section 2.1](#) to continue through your booking.

That means you should skip ahead to Chapter 2, section 1.

Each chapter starts with a description of the steps in the process that are covered to help you skip to the appropriate section.

Keep an eye out for these symbols, to highlight key functionality and help you as you go.



Frequently Asked Questions

Based on our member's feedback these are key pointers to help you avoid confusion.



Advanced Functionality

These puzzle pieces highlight more advanced features of the booking platform to help you make full use of it.



Pointers

AirPRO is full of a variety of time saving features, look for the light bulb to highlight those features.



1. Getting Started with AirPRO

We think that you will find that AirPRO is a very intuitive air booking solution, but we also recognize that learning any new platform can be daunting. To help you easily find your bookings and get you going with AirPRO, we've placed a myriad of useful tools and links right on the homepage.

Use the guide below to learn more about the links on the AirPRO homepage.

- 1.1 Top Navigation
- 1.2 Helpful Links
- 1.3 Right Navigation

AirPRO prime

My Trips | Trip Templates | Custom Locations | Change Password | Logout

1.1 Top Navigation

Home | Search for Flights | Travel Resources

Search for Flights (Round Trip)

Leaving From: [] Departing On: 09/23/2011 [] Anytime [v] Airline Preferences: Select Airline [v] Search by Lowest Fare [x] Search by Schedule []

Going To: [] Returning On: 09/24/2011 [] Anytime [v] Include Non-Refundable fares and fares with penalties. Seating Class: Coach [v] # of Passengers (Adults): 1 [v] Max. Connections: 1 [v]

Search Clear Form Need more choices? Try an Advanced Search

Welcome to AirPRO -- where Vacation.com members can make a PROFIT selling air!

Check out our featured airlines: AIR NEW ZEALAND virgin atlantic

1.2 Helpful Links

Helpful Links
For help with AirPRO, click the appropriate link on the right.

- Air Contracts
- User Guide
- Training
- FAQs

1.3 Right Navigation

System Alerts
Fare rules, when clicked, are not displaying for connecting flight itineraries. We apologize for this inconvenience and are working to have this issue resolved as quickly as possible.

My Trip
View an itinerary by choosing from the below list

- MFOV-DCA-FCO
- MFOV-DCA-SFO
- MFOV-AKL-DCA

Don't see what you're looking for? [Click here](#) to refresh the list.

Travel Agent Support
Phone: 1-888-505-9671 - - ->
Monday-Friday: 9am- 6pm ET
Saturday: 10am-7pm ET

Contact Us

vacation.com
A Travel Leaders Group Company

Figure 1 AirPRO homepage with Top Navigation, Right Navigation and Helpful Links highlighted.

1.1 Top Navigation

My Trips

From here you can access any airline itineraries that you currently have booked or held. Held itineraries are automatically cancelled after 24 hours. In AirPRO you name each itinerary you create, and your assigned name is what appears in the “My Trips” listing. All of your reservations, including those that were cancelled, appear here.

Trip Templates

AirPRO gives you the ability to save searches or itineraries for easy access. To learn more, see section 2.2 and 5.5.

Custom Locations

Select this link to create commonly used departure or destination points for easy retrieval. These custom locations appear in a pop-up when you click the star next to “Departing From” and “Going To” fields in the search forms. Creating and managing custom locations is covered in section 5.7.

Change Password

Click here to change your password at any time.

1.2 Right Navigation

Alerts

System alerts and technical notifications appear here.

My Trip

From this section you can access current itineraries that you have held or booked and named. NOTE: Itineraries can only be accessed up until the last day of the trip.

Travel Agent Support

The contact information and hours of operation for the AirPRO Support Desk appear here. Feel free to contact the Support Desk with any questions or concerns you have about your bookings or airline contracts.

Contact Us form

Click this link to request support from the AirPRO Support Desk via email.

1.3 Helpful links

Air Contracts

Click this link to access up to the minute airline contract information. The airline contracts open in a new window so you will not lose your current work. For more information on reading Airline Contracts, see Appendix 1.

User Guide

Click this link to access this User Guide within the application, it launches in a new window for easy reference.

Training

Click this link to view the AirPRO Prime training page. Here you’ll access all the training resources, including additional documentation, Virtual and On Demand training opportunities.

FAQs

Got a question? Try the FAQs. Here we have consolidated all the most commonly asked questions. The FAQ launches in a new window. To search for your question, type it into the search box, click "Search" and matching answers appear.

2

2. Searching in AirPRO

Located on the homepage is an area where you can easily search for a Round Trip flight, we call this the “Quick Search.” Or, you can select “Advanced Search” to search for one way or multi-leg tickets. Use the table below to direct you to the appropriate section for your desired search.

Section	Type of booking
2.1	Quick Search: To book round trip ticket
2.2	Advanced Search: To book either a one way or multi leg tickets

2.1 Quick Search

The search form that appears on the AirPRO homepage allows you to quickly run a round trip itinerary search. To learn more about how to enter your search criteria each field on the search form is explained in detail below. Or, you can simply enter in the departure and arrival airport and dates and click “Search.” AirPRO will return results based on price including non-refundable fares with up to one connection for one adult passenger.

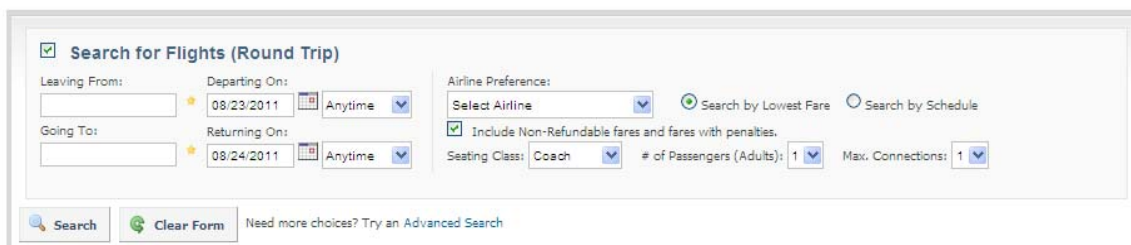
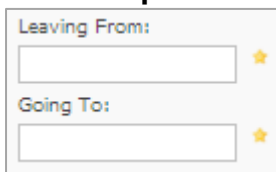



Figure 2 Quick Search section of the AirPRO homepage.

2.1.1 Explanation of Search Form Fields



Enter the “Leaving From” and “Going to” cities for your search. You can enter the 3-letter airport code, or you can enter the city and AirPRO will retrieve matching airports for you and you can select the desired one from the list that appears.

Selecting the star retrieves your list of custom locations (points of interest). You can easily add custom locations, like airport codes that you typically issue tickets from or destinations you are regularly ticketing. Creating these custom locations are covered in section 5.7.

Seating Class: 

Class from the dropdown.

As a default, AirPRO displays Coach as the designated class of service. You can also select Business or First

Looking for an "Upper Class" or "Premium Economy" class ticket with Virgin America or Air New Zealand?



For Upper Class tickets, search for "Business Class."

For Premium economy, search for "Coach" and further along in the booking process, on the Traveler Information page, you will communicate to the Support Desk that tickets should be issued as "Premium Economy" via the "Special Requests" fields and they will adjust your reservation and notify you via email of the new pricing.

of Passengers (Adults): 

one reservation.

AirPRO defaults to searching for flights for one passenger. However, you can book up to eight individuals on



If your reservation includes children, run your initial search for the total number of passengers in the booking. Further along in the booking, on the Traveler Information page you will communicate to the Support Desk which passengers are children and the Support Desk agent will look for reduced fares, entering the child's information is covered in section 4.1. If there is a change in pricing you will be contacted via email.

Max. Connections: 

NOTE: if you select zero connections and there are no direct flights available for your selected city pair, then you will not receive any results.

AirPRO defaults to searching for a maximum connection of 1. You can select between 0-2 connections from the dropdown.

When you have entered your search criteria, click "Search." To clear your inputs and start over, click "Clear Form."

[To continue, go to section 3.](#)

2.2 Advanced Search Options

If you would like to search for a one-way or a multi-leg trip, click “Advanced Search” on the AirPRO homepage, shown in Figure 3.

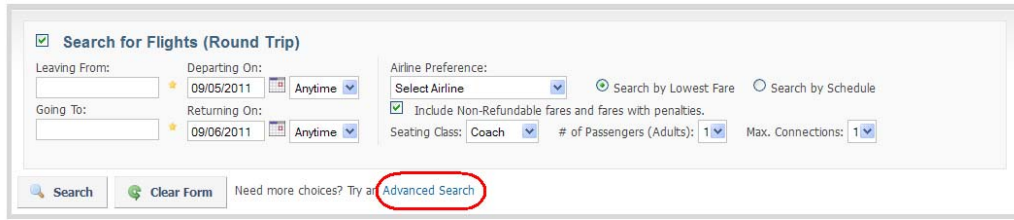
The image shows a search modal titled "Search for Flights (Round Trip)". It contains several input fields: "Leaving From:" and "Going To:" (both empty), "Departing On:" (09/05/2011), "Returning On:" (09/06/2011), "Airline Preference:" (Select Airline dropdown), "Seating Class:" (Coach dropdown), "# of Passengers (Adults):" (1 dropdown), and "Max. Connections:" (1 dropdown). There are also checkboxes for "Search by Lowest Fare" (selected) and "Search by Schedule", and a checkbox for "Include Non-Refundable fares and fares with penalties." (checked). At the bottom, there are buttons for "Search", "Clear Form", and "Advanced Search" (highlighted with a red circle). A link "Need more choices? Try an" is partially visible.

Figure 3 Search modal from the AirPRO homepage, with the “Advanced Search” link highlighted.

The search fields for the Advanced Search are similar to those for a Quick Search and are explained at length below. To learn about what fields are different for a one way or a multi-leg search, skip to the appropriate section.

Section	Topic
2.2.1	Explanation of search form fields
2.2.2	One Way search
2.2.3	Multi-leg search

AirPRO presents three different ways of searching for your preferred trip. The Advanced Search page defaults to a Round Trip itinerary, to change the search type, click the appropriate tab, shown in Figure 4.

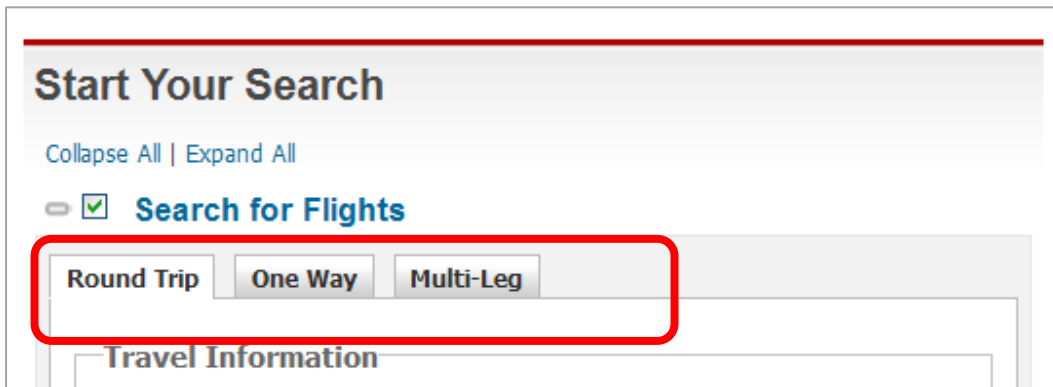
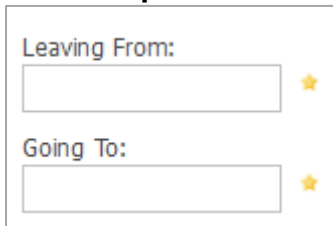
The image shows the "Start Your Search" section of the Advanced Search page. It features a header "Start Your Search" and a sub-header "Collapse All | Expand All". Below this, there is a "Search for Flights" button with a checked checkbox. Underneath, there are three tabs: "Round Trip", "One Way", and "Multi-Leg". The "Round Trip" tab is highlighted with a red box. Below the tabs, the "Travel Information" section is partially visible.

Figure 4 Section of the Advanced Search page with the available search type tabs highlighted.

Like the Quick Search form, the Advanced Search form has many of the same fields.

2.2.1 Explanation of Search Form Fields


The image shows two input fields: "Leaving From:" and "Going To:". Each field has a star icon to its right, indicating a custom location feature.

Enter the “Leaving From” and “Going To” cities for your search. You can enter the 3-letter airport code, or you can enter the city and AirPRO will retrieve matching airports for you. You will select your desired airport from the list of options that appear.

Selecting the star retrieves your list of custom locations (points of interest). You can easily add custom locations, like airport codes that you typically issue tickets from or destinations you are regularly ticketing. Creating these custom locations is covered in section 5.7.



If you don't know the airport codes, just enter the city name and a dropdown of options will appear. Select your desired airport from the list.

Departing On:
08/25/2011  Anytime

Enter your desired departure and arrival date and time. You can manually type your entry or you can click the calendar widget.

9:00 AM +/- 2 hrs.

You can also make your search more specific by entering a departure time. You have the option of selecting Morning, Afternoon, Evening or a specific time. When you select a specific time, a new dropdown appears so you can select the departure time range of +/- 2 to 6 hours.

 December 2012
Sun Mon Tue Wed Thu Fri Sat
1
2 3 4 5 6 7 8

If you are entering the departure/return date using the calendar widget, a calendar opens to the current date. You can click the dropdown menu to change the month or click the year dropdown menu at the top of the calendar to change the year (Your booking window varies depending on supplier).

Search by Lowest Fare Search by Schedule

By default AirPRO searches for the lowest cost bundled results.

You can select to Search by Schedule. AirPRO returns results based on flight time, first for your outbound flight and then for your return flights display, allowing you to select the best option for your client.

Select the radio button for the option you prefer.



If you want to search by schedule, remember to enter a departure time for your search.

Airline Preference:
Select Airline

You can select your preferred airline. Click the dropdown and select the appropriate airline. If you do not make a selection AirPRO returns results on all available published airfares, except Southwest Airlines.

Include Non-Refundable fares and fares with penalties.

AirPRO defaults to searching for flights that are non-refundable and fares with penalties, if you would like to omit these from your search results, click the tick box to deselect this option.

Seating Class:

Class from the dropdown.

As a default, AirPRO displays Coach as the designated class of service. You can also select Business or First

Looking for an "Upper Class" or "Premium Economy" class ticket with Virgin America or Air New Zealand?



For Upper Class tickets, search for "Business Class."

For Premium economy, search for "Coach" and further along in the booking process, on the Traveler Information page, you will communicate to the Support Desk that tickets should be issued as "Premium Economy" via the "Special Requests" fields and they will adjust your reservation and notify you via email of the new pricing.

of Passengers (Adults):

one reservation.

AirPRO defaults to searching for flights for one passenger. However, you can book up to eight individuals on



If your reservation includes children, run your initial search for the total number of passengers in the booking. Further along in the booking, on the Traveler Information page you will communicate to the Support Desk which passengers are children and they will look for reduced fare the Support Desk agent will look for reduced fares, entering the child's information is covered in section 4.1. If there is a change in pricing you will be contacted via email.

Max. Connections:

NOTE: If you select zero connections and there are no direct flights available for your selected city pairs, then you will not receive any options.

AirPRO defaults to searching for a maximum connection of 1. You can select between 0-2 connections from the dropdown.



From the Advanced search page you can save any of your searches as a "Template." Saving a search as a Template gives you the ability to easily re-run a search without having to reenter the search criteria. You can create templates of a general search or further in the booking process you can save a template of a particular itinerary.

To save a search as a template, enter the search criteria, and then title of your Template and select "Save as Template." You can access your saved Templates from the AirPRO homepage in the Top Navigation bar. To learn more about Templates, review section 5.4.

The screenshot shows a rectangular box containing a button on the left and an input field on the right. The button is labeled "Save as Template" and features a small folder icon. Above the input field, the text "Template Name:" is displayed.

When you have entered your search criteria, click "Search." To clear the form and start over, click "Clear Form."

2.2.2. One-Way Search

When searching for a one-way airline ticket, you will notice that there is no option to search by price or schedule. Rather, you can either select or omit the specific departure time for your client. If you omit the departure time in your search, the results will solely be based on the lowest available fare. If you choose to include a departure time your results will be ordered based on the proximity to the requested departure time.



From the Advanced search page you can save any of your searches as a "Template." Saving a search as a Template gives you the ability to easily re-run a search without having to reenter the search criteria. You can create templates of a general search or further in the booking process you can save a template of a particular itinerary.

To save a search as a template, enter the search criteria, and then title of your Template and select "Save as Template." You can access your saved Templates from the AirPRO homepage in the Top Navigation bar. To learn more about Templates, review section 5.4.

The screenshot shows a rectangular box containing a button on the left and an input field on the right. The button is labeled "Save as Template" and features a small folder icon. Above the input field, the text "Template Name:" is displayed.

2.2.3 Multi-Leg Search

AirPRO gives you the ability to search for Multi-Leg or open jaw tickets with up to eight flights. The fields on the search form are very similar to those on the one-way flight search with two important exceptions, the ability to add and remove legs.

By default, AirPRO loads the search form with two legs. Complete the search form for each leg, just as you would for any search.

As you scroll down the page there is an option to add or remove flights.

If you click “Add a Flight” AirPRO loads an additional flight search box.

If you click “Remove a Flight” AirPRO removes the last flight search box.

You have the option of selecting a Preferred Airline; please note that this will apply to all legs of the journey.

Figure 5 Multi-Leg search modal, with “Add a Flight” and “Remove a Flight” options highlighted.

From the Advanced search page you can save any of your searches as a “Template.” Saving a search as a Template gives you the ability to easily re-run a search without having to reenter the search criteria. You can create templates of a general search or further in the booking process you can save a template of a particular itinerary.



To save a search as a template, enter the search criteria, and then title of your Template and select “Save as Template.” You can access your saved Templates from the AirPRO homepage in the Top Navigation bar. To learn more about Templates, review section 5.4.

When you are ready, click “Search.”

3

3. Working with your Results

Your search results appear. To help you navigate the page more efficiently, the sections of the search results page are described below.

- 1. Modify your search**
To change your search criteria for your current search type; i.e. if you ran your initial search for a one-way, changing your search criteria returns results for a one-way ticket.
- 2. Air Results Matrix**
A high-level overview of your search results. Click a link to filter your search results by either the number of stops, airline, or total airfare.
- 3. Display all Results**
If you filter your results by clicking on an option from the Matrix, use this button to reload all your results.
- 4. Individual Flight Results**
To review your search results in order of lowest-fare first.

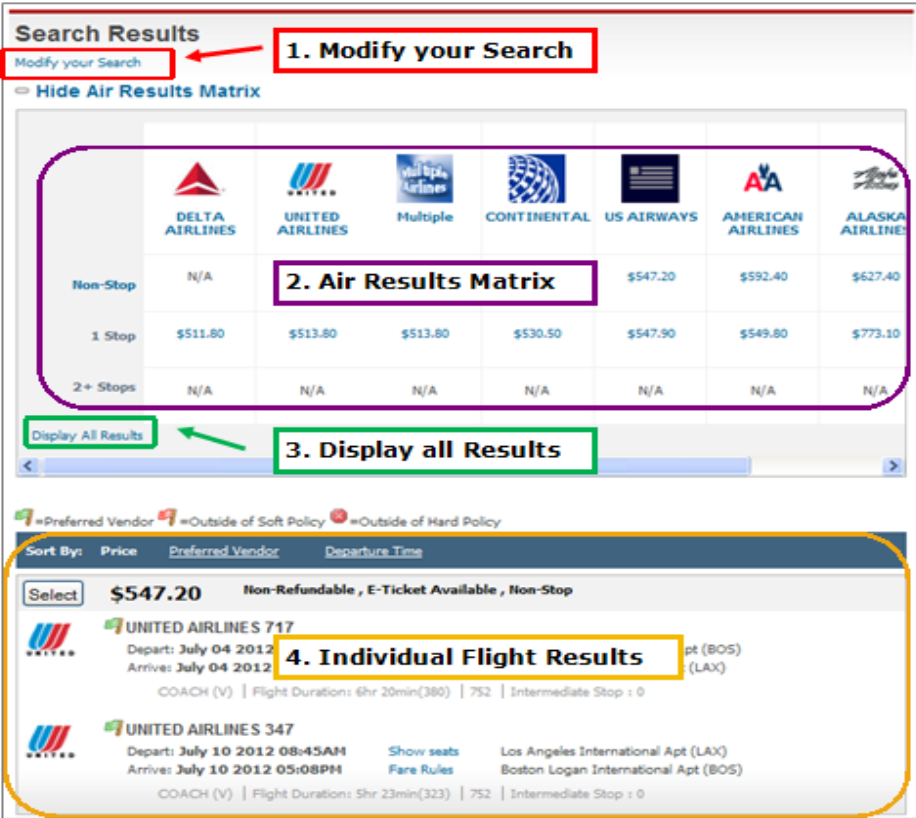


Figure 6 Detail of the air results matrix.

To learn more about selecting your flights and working with your results read on, or skip to the appropriate section.

Section	Topic
3.1	Reviewing your Results
3.2	Select your Desired Flights

3.1 Reviewing your Results

To learn more about reviewing your air results and learning about how potentially commissionable itineraries appear, read on.

3.1.1 Fare Matrix

The Fare Matrix makes it easy for you to select the fare that best matches your search criteria. Search results are displayed in an easy-to-read matrix (shown above in Figure 6) that categorizes non-stop, one-stop and two or more stop flights. All AirPRO categories and fares on the matrix click through to the appropriate flights, making shopping a breeze.

3.1.2 Individual Results

Available results are individually listed below the Fare Matrix, shown as “4. Individual Flight Results” in Figure 6. You can either review your results as they appear, or you can filter the available options by clicking on their airline, price or number of stops. To reload all fares, click “Display all Results” shown in Figure 6, as item 2.

If you selected to search by schedule, your fare results load each leg separately, and the pricing that appears on the Fare Matrix and in your results is per leg.

For any of your search results you can access detailed “Fare Rules” and if available for that flight, live seat maps, highlighted in Figure 7. These links both open in new windows.

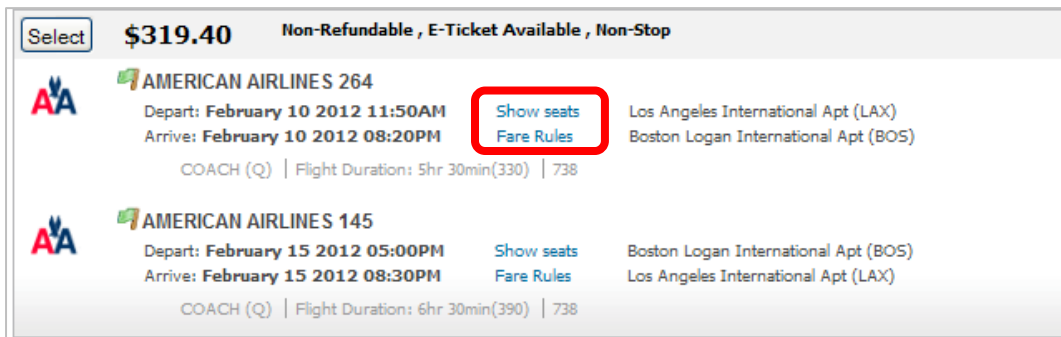


Figure 7 Detail of flight search result with Show Seats and Fare Rules links highlighted.

Suppliers that offer commission on some of the routes/fare classes are indicated with a green flag.

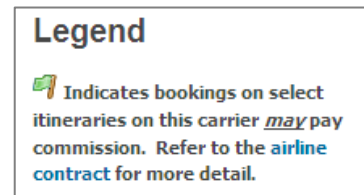


Figure 8 Detail of Legend section of the top right of the search results page. Click “airline contracts” to open new window with available airline contracts.

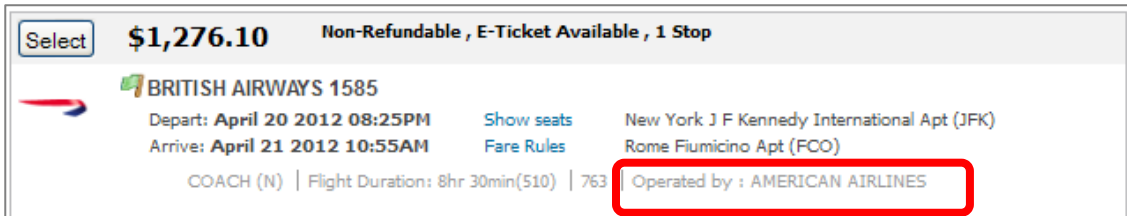
To validate that an airline ticket is commissionable you need three pieces of information:

- 1) Operating Airline
- 2) Flight information
- 3) First letter of the Fare Basis code and class of service

Here's how to gather that information:

- 1) Operating Airline

The supplier is listed in your airline results. If you flight it operated by a different carrier it appears listed in the flight results. You'll want to know if your selected flights are a code share before you look at the contract, see Figure 9 for an example of how the "Operating Airline" is displayed in your search results.



The screenshot shows a flight search result for British Airways 1585. The price is \$1,276.10, and it is a non-refundable, e-ticket available with 1 stop. The flight is scheduled to depart on April 20, 2012, at 08:25 PM from New York J F Kennedy International Apt (JFK) and arrive on April 21, 2012, at 10:55 AM at Rome Fiumicino Apt (FCO). The fare basis code is COACH (N) and the flight duration is 8hr 30min(510). The operating airline is highlighted in red as AMERICAN AIRLINES.

Figure 9 Air results with "Operated by" airline highlighted.



Q: If it's a code share, which supplier contract do I check?

A: Check the operating carrier and see if it is still commissionable under the code share. Using the example in Figure 9, you'd check the American Airlines agreement and see if the flight is still commissionable when it's a code share with British Airways.

- 2) Flight Information

You'll need the departure and arrival date along with the city pair for your current itinerary.

- 3) First letter of the Fare Basis code and class of service

Most airline contracts specifically state the required fare class and Fare Basis Code in order for the itinerary to be commissionable. In Figure 7 "Coach (Q)" is the fare code. Click "Fare Rules" to see the Fare Basis Code, see Figure 10.

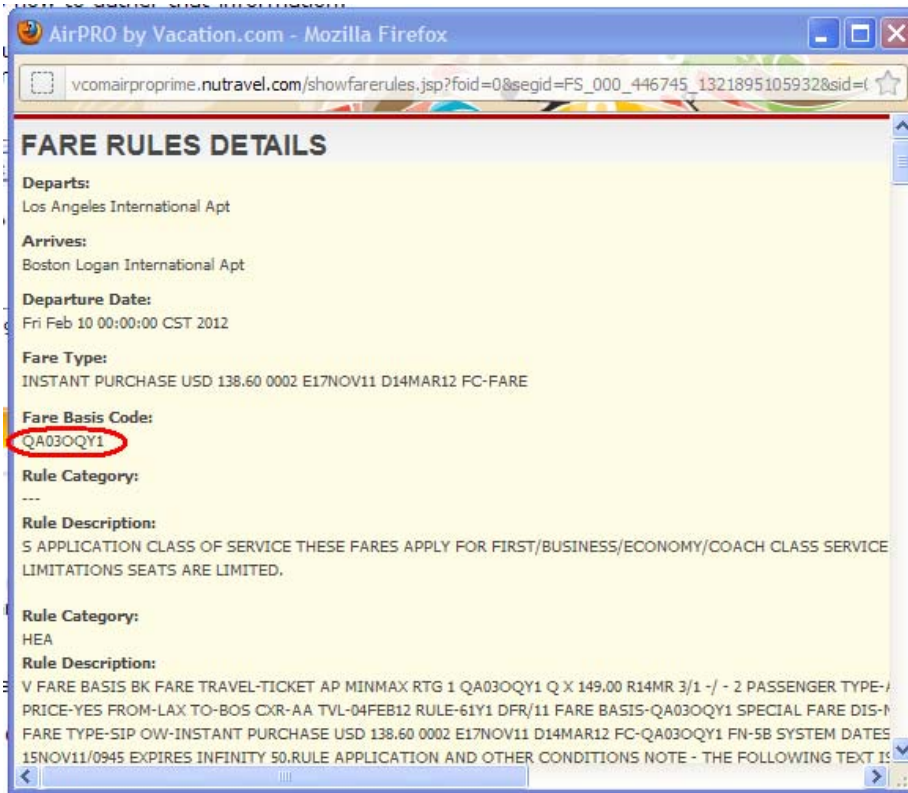


Figure 10 Fare Rules window with "Fare Basis Code" highlighted.

Now that you have your required information, you'll want to review the appropriate contract and validate if your selected flight is commissionable. To access the contracts, click the link for "Airline Contracts" at the top right of the AirPRO Prime search results page, the contract launch page opens in a new window.

For more information on interpreting the airline contracts, see Appendix 1.

3.1.3 Sorting your Results

As a default, your flight options display according to price – from the lowest to the most expensive fares. However, if you searched by price, you can also sort your results by "Preferred Vendor" or "Departure Time," to change click the appropriate link, highlighted in Figure 11.

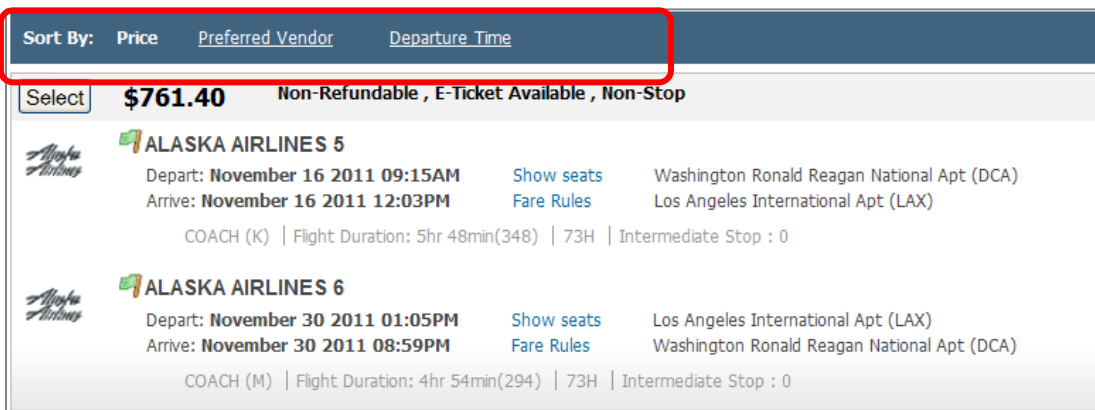


Figure 11 Search by lowest fare results with the sort by options highlighted.

If you searched by schedule, your flight options display according to price for that leg of the flight, based on the specific timeframe you searched for. However, you can sort your results by "Preferred Vendor," "Arrival Time" or "Departure Time," to change, click the appropriate link, highlighted in Figure 12.

The screenshot shows a flight search interface. At the top, there is a 'Sort By' menu with four options: 'Price', 'Preferred Vendor', 'Departure Time', and 'Arrival Time'. These options are highlighted with a red rectangular box. Below the menu, the search results are displayed. The first result is for 'FRONTIER AIRLINES 505' with a price of '\$140.40' and a 'Select' button. The flight details include: Depart: November 16 2011 08:30AM, Arrive: November 16 2011 11:03AM, and route: New York La Guardia Apt (LGA) to Denver Intl Apt (DEN). The second result is for 'FRONTIER AIRLINES 413' with a price of '\$140.40' and a 'Select' button. The flight details include: Depart: November 16 2011 12:10PM, Arrive: November 16 2011 01:34PM, and route: Denver Intl Apt (DEN) to Los Angeles International Apt (LAX).

Figure 12 Search by schedule fare results with the sort by options highlighted.

3.2 Select your Desired Flights

To select your desired flights, click the "Select" button for your desired itinerary.

If you searched by lowest fare, the "Trip Purchasing & Booking" screen appears. To continue in your booking process, go to section 4.

3.2.1 Selecting Desired Flights when you Search by Schedule

If you searched by schedule, your flight selection process is slightly different: you must make a flight selection for each leg of the itinerary. Once you have made your outbound flight selection, the return flights appear.



As you select your flights, a listing of your current selections appears at the top of the page, above the results matrix. If you would like to change your flight selections for any of the flight legs, click the "Edit" option, see Figure 13.

The screenshot shows a section titled 'Air Results - Return Flights'. Below the title is a link 'Modify your Search'. Underneath, there is a 'Selected Options' section. It lists 'AMERICAN AIRLINES 145' with flight details: Depart: July 05 2012 05:00PM (BOS) and Arrive: July 05 2012 08:15PM (LAX). To the right of the flight details is a red-bordered 'Edit' button.

Figure 13 Detail of the "Edit" option that allows you to change a selected leg of a flight when you search by schedule.

Once you have selected your preferred flights, AirPRO automatically checks for lower cost alternatives to your selected itinerary. Similar results appear bundled on the air results matrix, if you would like to review a different option, click the airline, number

of stops of specific fare to review the flight options. Or, you can scroll down the page; your current selection appears first, then alternatives appear below.

As you review the different options from the recommended alternatives, your current selection stays on the page, so you can compare it against the alternatives, see Figure 14.

Selected Option

\$627.40 **Non-Refundable , E-Ticket Available , Non-Stop**

ALASKA AIRLINES 1287
Depart: **July 05 2012 08:00AM** [Show seats](#) Boston Logan International Apt (BOS)
Arrive: **July 05 2012 11:20AM** [Fare Rules](#) Los Angeles International Apt (LAX)
COACH(L) | Flight Duration: 6hr 20min(380) | 738 | Operated by : AMERICAN AIRLINES | Intermediate Stop : 0

ALASKA AIRLINES 1280
Depart: **July 18 2012 11:50AM** [Show seats](#) Los Angeles International Apt (LAX)
Arrive: **July 18 2012 08:15PM** [Fare Rules](#) Boston Logan International Apt (BOS)
COACH(L) | Flight Duration: 5hr 25min(325) | 738 | Operated by : AMERICAN AIRLINES | Intermediate Stop : 0

Alternate Options

\$547.20 **Non-Refundable , E-Ticket Available , Non-Stop**

UNITED AIRLINES 743
Depart: **July 05 2012 07:00AM** [Show seats](#) Boston Logan International Apt (BOS)
Arrive: **July 05 2012 10:22AM** [Fare Rules](#) Los Angeles International Apt (LAX)
COACH (V) | Flight Duration: 6hr 22min(382) | 752 | Intermediate Stop : 0

UNITED AIRLINES 347
Depart: **July 18 2012 08:45AM** [Show seats](#) Los Angeles International Apt (LAX)
Arrive: **July 18 2012 05:08PM** [Fare Rules](#) Boston Logan International Apt (BOS)
COACH (V) | Flight Duration: 5hr 23min(323) | 752 | Intermediate Stop : 0

Figure 14 Detail of the AirPRO alternative itinerary options for search by schedule results.

If you would like to continue with your selected itinerary, you must re-select it. If you would like to change to an alternative, click the “Select” button for that option.

Once you have made your selection you are taken to the “Trip Purchasing & Booking” screen, continue to section 4.

4

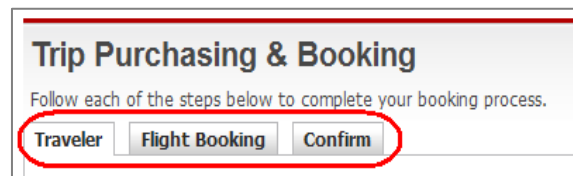
4. Complete your Reservation

After selecting your desired itinerary, you are directed to the “Trip Purchasing & Booking” page. This section walks you through completing the customer information, entering special requests and adding service fees.

Section	Tab of Trip Purchasing & Booking form
4.1	Trip Purchasing & Booking form
4.2	Completing a held reservation
4.3	Review your completed reservation
4.4	Selecting Seats
4.5	What to expect when your reservation is complete
4.6	The “what ifs...?”

4.1 Trip Purchasing & Booking Form

This section walks you through the 3 tabs of customer information and payment information to complete your reservation.

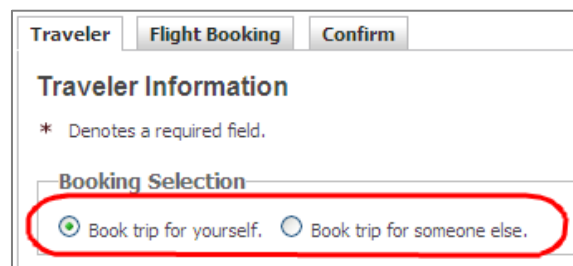


Trip Purchasing & Booking
Follow each of the steps below to complete your booking process.

Traveler Flight Booking Confirm

4.1.1 Traveler Tab

Once you have made your selection, you are taken to the customer information screen; the “Traveler” tab in the booking process. By default the form shows your information. To purchase a ticket for someone else, select the “Book Trip for someone else” radio button. NOTE: If you do not change this option, your information appears on the form and cannot be changed.



Traveler Flight Booking Confirm

Traveler Information
* Denotes a required field.

Booking Selection

Book trip for yourself. Book trip for someone else.

Figure 15 Detail of the Traveler tab, with highlight on the “Booking Selection” options, you must select “Book trip for someone else” if the booking is not for you.

Required fields are indicated with a red asterisk.

You must enter an “Itinerary Name,” we suggest you use client name and destination code or some other consistent identifier. The Itinerary Name is how this itinerary is saved in AirPRO and having a common format will help you save time in retrieving a reservation.

Enter the information for your primary passenger, the passenger who is purchasing the reservation. In the address fields, enter their credit card billing address.



If you are paying for this reservation on an agency credit card, entered the agency's billing address as consistent with the billing statement for that credit card.

Be sure to enter the appropriate TSA required information as it appears on their government issued ID they will be traveling with. Complete the information for the primary traveler first, and then you enter secondary passenger(s) information.

The field for "Service Fee Amount" enables the agency to request the Support Desk charge a service fee on the ticket. The amount of the Service Fee field is NOT included in any total dollar amounts in confirmation pages, system generated emails or E-Ticket receipts. Service Fees are charged as part of the ticketing process; the fee appears as a separate line item on the credit card statement as "Travel Agency Fee-Irving TX." You can charge up to \$500 in service fees per transaction. The service fee will be paid to you as part of your bi-monthly pay out, less the 3.5% ARC merchant fee or a minimum charge of \$0.70. ARC regulations specify the maximum Travel Agent Service Fee (TASF) amount (including the agency mark-up) may not exceed a total of \$500 per transaction. The amounts are set by ARC and may change without notice.

In the "Emergency Contact (agency phone)" field, please enter a telephone number for a point of contact at the agency. We recommend that this phone number be for the agency owner/manager. The Support Desk will only contact the agency between 9am-8pm Eastern Time, Monday through Friday and 10:30am-6:30pm Eastern Time on Saturday.

The "Special Requests" fields allow you to request child or infant tickets, vegetarian meals, handicap assistance, etc. Special Requests are appended to the ticket or acted upon by the Support Desk as part of the ticketing process (this is also where you would ask for Premium Economy tickets).

Question: How do I indicate children or infants on the booking?

Answer: Complete the passenger information and required TSA fields. Then, in the comments, enter the details for the fulfillment agent:

- Child name, age
- Infant name, age, and whether lap child or if a seat is needed

If there is a new fare, the Support Desk agent will contact the agency via email and via phone.

Question: What about unaccompanied minors?

Answer: Unaccompanied minors are booked as adults (there are no children fares for unaccompanied minors), the agent/parents/guardian must contact the airline to pay the additional fee and provide details (address, phone number, etc.) and get airline rules for unaccompanied minors.



When you are ready, click "Continue" to move on to the next tab in the purchasing process. Or, you can click on the tab to navigate between the three steps of the booking process.

4.1.2 Flight Booking Tab

Now that your passenger details are complete, AirPRO prompts you to confirm your flight selection, enter payment information and Frequent Flier numbers for all of your passengers.

If there has been any pricing adjustment to your itinerary between when you selected the flights and this point in the booking, an alert appears at the top of the screen, highlighted in Figure 16.

The screenshot displays the 'Trip Purchasing & Booking' interface. At the top, there are three tabs: 'Traveler', 'Flight Booking' (which is active), and 'Confirm'. Below the tabs, a yellow banner contains the text 'Book your Flight (s)'. A red oval highlights a yellow alert box that reads 'Flight has been repriced from \$547.20 to \$547.21'. Below this, a blue box provides contact information for changes. The main content area shows two flight segments: 'UNITED AIRLINES #717, COACH, Non-refundable' with departure on Jul. 05 2012 at 06:20PM from BOS and arrival on Jul. 05 2012 at 09:40PM at LAX; and 'UNITED AIRLINES #347, COACH, Non-refundable' with departure on Jul. 18 2012 at 08:45AM from LAX and arrival on Jul. 18 2012 at 05:08PM at BOS. At the bottom, the 'Amount to be charged to card' is listed as \$547.21, with a red 'Remove' button next to it. A disclaimer at the very bottom states: 'Disclaimer: This is a courtesy hold. Your credit card will not be charged until you have requested your airfare to be ticketed. Please note that airfare is not guaranteed until it has been ticketed. Any changes or cancellations after ticketing could incur a fee.'

Figure 16 Top of the Flight Booking tab, with pricing change highlighted in red.

To remove the flight from your booking, click "Remove" and you will be returned to the AirPRO homepage with your original search criteria. NOTE: If you click "Remove" you will restart the searching process and delete all passenger information.

To continue, enter the credit card payment information. AirPRO allows you to put an itinerary on hold; however, you must enter the credit card number that will be used to purchase the tickets on this screen. Credit card numbers entered cannot be changed prior to purchase. (Saved trips appear on the homepage under "My Trip" in the top or right navigation pane.)

Fields for Frequent Flier numbers appear for each supplier in the booking, if your passengers have preferred status with that airline, the seat options available will reflect that.



Question: How can the pricing change?

Answer: Pricing is not guaranteed until ticketing occurs. Ticketing occurs within 24 hours, sooner if tickets are being issued between Monday through Friday: 9am-8pm ET; Saturday: 10:30am-6:30pm ET Eastern Time.

When you are ready, click "Continue" to move to the next step in the purchasing process. Or, you can click on the tab to navigate between these three steps of the booking process.

4.1.3 Confirm Tab

At the bottom of the page you have the option to save the selected flight itinerary as a template so you can easily re-book the selected flights for a different set of travel dates. To save this itinerary, click "Save as a Template," and enter a title, see Figure 15. If you would like this template to include default "To" addresses and a default email message, enter that information and click either "Save as Template" or "Save as Template and Send Email."

A screenshot of a web form titled "Save as a Template". It contains three input fields: "Template Name:", "Email Address(es) (Optional):" with a note "(Separate multiples addresses with a ',')", and "Message: (Optional):" with a text area and a vertical scrollbar. Below the fields is a checkbox labeled "Include price with e-mail". At the bottom are two buttons: "Save as Template and Send Email" and "Save as Template".

Figure 17 Bottom of the "Confirm Booking" tab, showing fields for saving this itinerary as a template.

If you select the option to send an email it will be sent immediately to the addresses you entered along with the default message.

Using the "Save as a Template" function is a great way to store your flight select and then send an email quote to your client. Although it does not store all of their traveler information, it can let you send them the information without entering their credit card information.

If there are any errors, like leaving a mandatory field blank, an error message appears at the top of the page and you are returned to the appropriate tab to complete the required information, see Figure 18 for an example.



Figure 18 Detail of the error text that appears at the top of the "Confirm Booking" page if a required field is not completed.

Your desired itinerary loads on the “My Itinerary” page. To complete your transaction, click “Purchase Ticket,” see Figure 19. Your completed itinerary cannot be edited prior to ticketing.

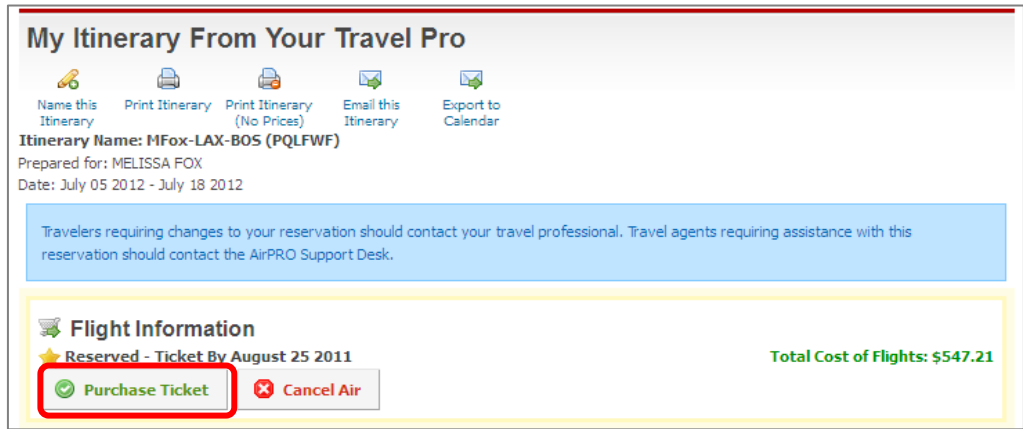


Figure 19 Top portion of the final booking completion screen. You must select “Purchase Ticket” to complete the ticketing process.

Your booking is complete. Continue to section 4.3.

4.2 Taking a Held reservation through to Booking

Once you have put a reservation on hold you can retrieve it within 24 hours and complete the booking. To do so, click “My Trips,” see Figure 20.



Figure 20 Top of AirPRO homepage, with “My Trips” highlighted.

A list of your reservations appears; see Figure 21 for an example. Reservations are ordered by most recently completed first. Select your desired reservation by clicking on the Itinerary Name.

Trips that appear under “Inactive Trips” included cancelled or expired itineraries.

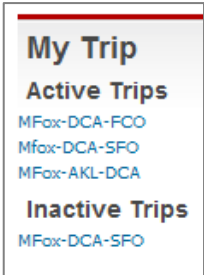


Figure 21 List of current itineraries that appear under “My Trips” showing Active and Inactive Trips.

Your requested itinerary loads on the Itinerary page, see Figure 22 for an example. From here, you can either cancel your itinerary or purchase the tickets. Your itinerary will not be ticketed unless you click "Purchase Ticket." If you do nothing, the itinerary automatically cancels after 24 hours.

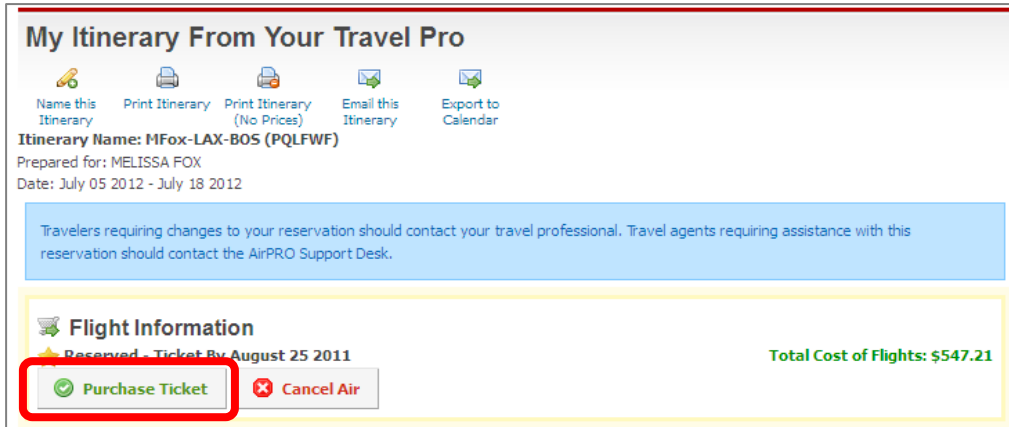


Figure 22 Top portion of the final booking completion screen. You must select "Purchase Ticket" to complete the ticketing process.

Once you click "Purchase Ticket" your ticketing request is submitted.

To move forward in your booking, continue to section 4.3.

4.3 Review your Completed Reservation

Once you have selected to purchase your tickets, your itinerary is transmitted to the Support Desk. Pricing is not guaranteed until tickets have been issued. Ticketing usually occurs within 5 minutes during normal business hours and you will be emailed a confirmation. The email address that the Support Desk has is the same one you use as your username for AirPRO. If you do not receive an email confirmation within 60-90 minutes during business hours, please contact the Support Desk at (888) 505-9671 Monday through Friday 9am-8pm Eastern Time and Saturday 10:30am-6:30pm Eastern Time. If you would like, you can email a copy of the itinerary to any email address, print a copy or export the information to your calendar.

On the right navigation panel, shown in Figure 23, you have the option of sending a copy of the requested flight itinerary to any email address. You can also customize the email message. The email is sent from donotreply@www-cec.nuttravel.com.

You have the option of including the price in the email or you can omit that information by selecting or deselecting the tick box under the "Message" field. When ticketing occurs, the email confirmation will go to your email address and you can forward it to your client.

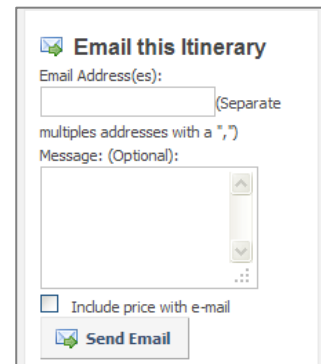


Figure 23 Detail of the "Email this Itinerary" portion of the Purchase Ticket screen.

On the "My Itinerary" page, you will see the "Itinerary Checklist" on the top right of the page. This tells you where your booking is in the process; see Figure 24 for an example. Blue check marks indicate what steps you have completed in the process.

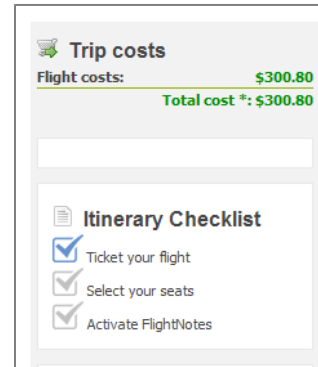




Figure 24 Top right of the "My Itinerary" page showing the "Itinerary Checklist."

4.4 Selecting Seats

If the supplier allows for seat selection at time of booking, click the "Select your Seat" link, see Figure 25. Seat selection is completed for each passenger and for each flight.



Figure 25 Detail of itinerary with "Select your seat" link highlighted.

Select your desired seat by entering your requested seat in the text box or clicking on the  available seat icon. If your client is eligible for preferred seating based on their Frequent Flier number, available preferred seats also appear. Your selected seat appears on the seat map , see Figure 26.

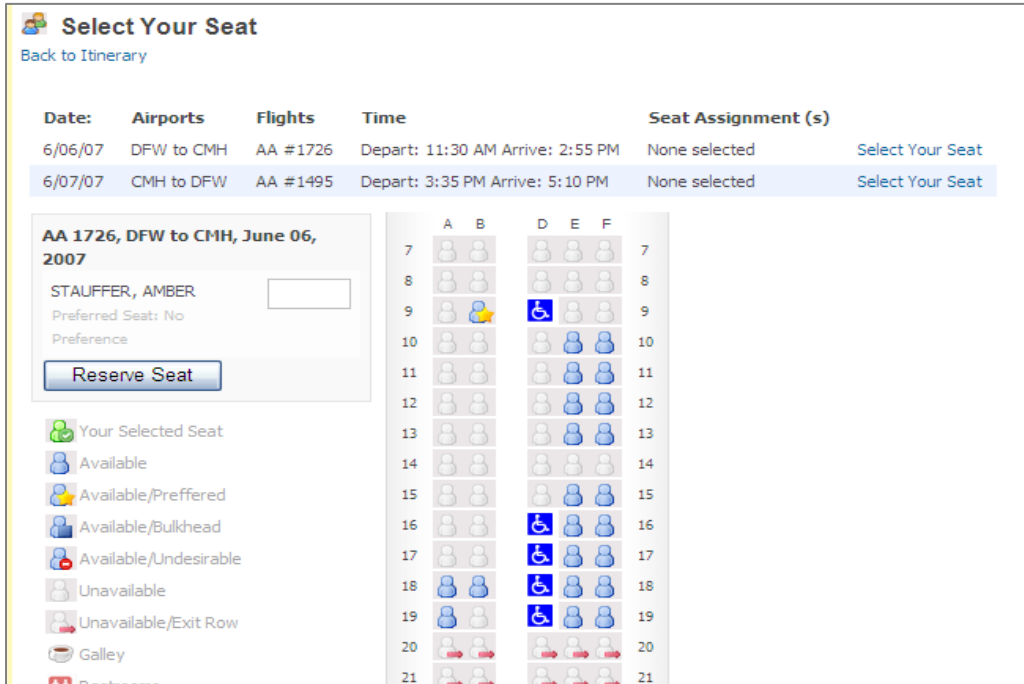


Figure 26 Seat map from AirPRO.

If no seat map is available, you can enter a general seat assignment request; i.e. Near Window, Near Aisle, etc., see Figure 27.

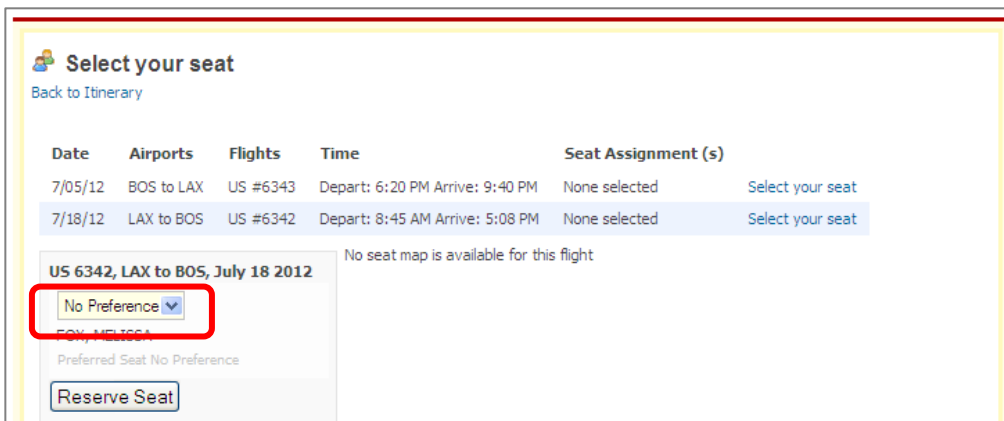


Figure 27 If no seat map is available, you can select a preferred seat assignment.

Your booking is now complete!

4.5 What to expect once your reservation is complete

Within 24 hours you will receive a ticketing confirmation from no-reply@virtuallythere.com to the email address you use as your AirPRO username and any email address you entered into the "Email this itinerary" field, see Figure 28 for a sample of the email.

Upon receipt, confirm the accuracy of the information (i.e.; names, itinerary, and price) on the ticketed reservation and notify the AirPRO Support Desk immediately of any errors no later than 12 noon of the next business day. The subject line of the confirmation email will include the lead passenger's last name and their itinerary departure date.

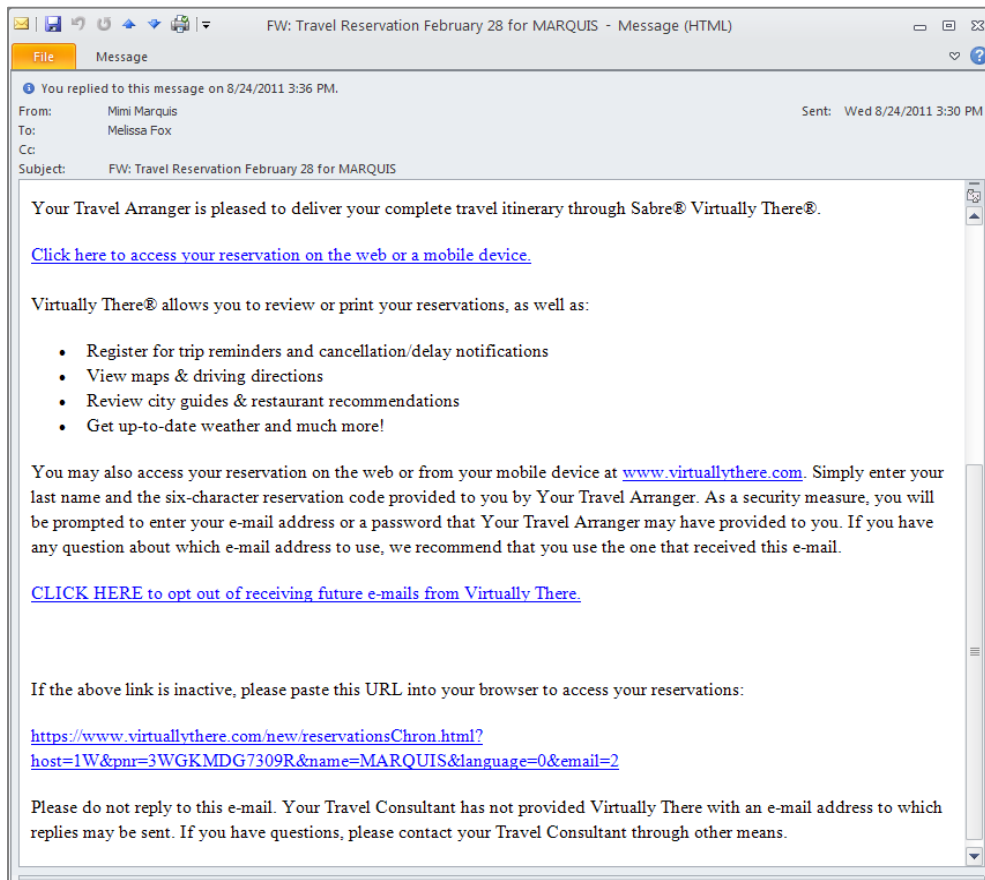


Figure 28 Sample of the email confirmation the agent receives.

You can forward this ticketing confirmation to your client. Clicking on the link launches the online version of their itinerary, and takes you to the Virtually There site, where the user can access information about their destination, add the flights to their online calendar, access their E-Ticket receipts and view a seat map, see Figure 29 for an example. The Virtually There itinerary does not contain pricing information.

Home View Itinerary City Guides Help My Profile MyTrips

TRIP TO: BOSTON, MA PREPARED FOR: MIMI MARQUIS RESERVATION CODE: LCEIMI TRAVEL DATES: Feb 28 - Mar 05

Overview Air Others

eTicket Receipt(s)
0378677223429 - MARQU/M

Tuesday Feb 28 **PHL** PHILADELPHIA, PA **IAD** WASHINGTON DULLES, DC

UNITED AIRLINES
UA 3427
Operated by
/UNITED EXPRESS/TRANS
STATES AIRLINES
[Check-In](#)

Departing At
06:05am
Terminal
TERMINAL D

Arriving At
07:00am
Terminal
Not Available

Airline Reservation Code	TCP2XQ	Duration	00hr(s) :55min(s)
Status	Confirmed	Class	Economy
Aircraft	ERJ-145 JET	Gate	Check for latest information
		Stop(s)	0
Smoking	No	Distance (in Miles)	0127

Please verify flight times prior to departure

Please create or log in to your profile to

Save your trip Receive flight notifications Update your social network [Log In](#)

Tuesday Feb 28 **IAD** WASHINGTON DULLES, DC **BOS** BOSTON, MA

UNITED AIRLINES
UA 0860
[Check-In](#)

Departing At
08:25am
Terminal
Not Available

Arriving At
09:56am
Terminal
TERMINAL C

PASSENGER NAME	Seats Show Seat Map
MIMI MARQUIS	22A / Confirmed
Airline Reservation Code	TCP2XQ
Duration	01hr(s) :31min(s)
Status	Confirmed
Class	Economy
Aircraft	AIRBUS INDUSTRIE A320 JET
Gate	Check for latest information
Stop(s)	0
Smoking	No
Distance (in Miles)	0406

NEXT STEPS

- Print Itinerary
- Save as PDF
- E-mail Itinerary
- Add to Calendar
- Add to Calendar with Infuzer
- View eTicket Receipt
- View Invoice

[Open Interactive Map](#)

Where do you want to go?

Maps | Directions

LOOKING FOR THINGS TO DO?
Check the Attractions, Museums, Shopping options
[Explore Now](#)

MASSIVEGOOD
[CLICK TO JOIN OUR FACEBOOK COMMUNITY.](#)

Figure 29 View of the “Virtually There” site, showing travel details, and available information links.

4.5.1 Checking the Status of Ticketing in AirPRO

In AirPRO, if you retrieve the reservation by selecting “My Trips” from the top navigation from the homepage, you will see that the “Flight Information” has been updated to reflect that the ticket has been issued, see Figure 30.

My Itinerary From Your Travel Pro

Your flight option includes travel on more than one airline. The fare may change substantially when ticketed since separate tickets may need to be issued. Your travel agency will determine the best fare upon ticketing.

Name this Itinerary | Print Itinerary | Print Itinerary (No Prices) | Email this Itinerary | Export to Calendar

Itinerary Name: phi-bos (LCEIMI)
 Prepared for: MIMI MARQUIS
 Date: February 28 2012 - March 05 2012

Travelers requiring changes to your reservation should contact your travel professional. Travel agents requiring assistance with this reservation should contact the AirPRO Support Desk.

Flight Information
 Ticked - View/Edit FlightNotes | Total Cost of Flights: \$126.10

UNITED AIRLINES Flight 3427
 Ticked
 E-Ticket Available - Non-Refundable
 Vendor Locator: TCP2XQ | View Fare Rules for this flight

Figure 30 Confirmation page updates with "Ticketed."

In the unlikely event that you do not receive the confirmation email or you do not see that your itinerary has been ticketed within 60-90 minutes during regular business hours, contact the Support Desk (See Ticket Failure for possible reasons).

Upon receipt, verify the information (i.e.; names, itinerary and price) on the ticketed reservation and immediately notify the AirPRO Support Desk of any errors **before** the customer starts his/her trip.

The Support Desk must be notified no later than 12 noon of the next business day of any issues.

4.6 The "What ifs"

In the unlikely event that something goes wrong, here are some pointers on how to deal with most commonly occurring issues.



Whenever you receive an email communication from the AirPRO Support Desk about a ticketing issue or a special request, ALWAYS reply to the message so the recipient can see the original subject line. This helps us keep track of your ticketing errors and ensures a smoother process to resolution.

If you are concerned, feel free to contact the AirPRO Support Desk Monday through Friday 9am-8pm Eastern Time and Saturday 10:30am-6:30pm Eastern Time, via phone: (888) 505-9671 or via email vcomprime@nexion.com.

To review the process and procedures for addressing changes and cancellations, see section 6.

4.6.1 Ticketing Failure

After you have submitted the reservation for ticketing (clicked "Purchase Ticket") and you do not receive an e-mail ticket confirmation within 60-90 minutes during normal business hours, your ticket may not have been issued. There are a variety of reasons that may cause a ticketing failure. These include credit card decline, incorrect credit card account number, or incorrect billing address.

If your client's ticket is not issued, a reject notification indicating the reason will be sent to the e-mail address that you use as your username in AirPRO. In most cases the reservation will be held pending ticket issuance until the error/reject is resolved. To resolve, please contact the AirPRO Support Desk during normal business hours with the applicable resolution (i.e.; new credit card number).

If the reason for the ticketing failure is not rectified within the ticketing time limit set by the carrier, the reservation will be cancelled.

Keep in mind the airfare originally booked/confirmed is only guaranteed once the ticket is issued.

4.6.2 Schedule Changes

Occasionally the airlines make schedule changes that may impact your traveler's flight itinerary and ticket. In the event AirPRO receives notification from an airline regarding a schedule change, the AirPRO Support Desk will notify the booking agency via e-mail with the applicable schedule change information.

If the schedule change is less than 90 minutes, the AirPRO Support Desk will accept and process the airline schedule change and an e-mail with the updated itinerary will be sent to the booking agent. If, however, the schedule change is more than 90 minutes the AirPRO Support Desk will advise the agent of the schedule change via email and require a response from that agent within 1 business day to complete the schedule change. If the AirPRO Support Desk does not receive a timely response they may need to accept the schedule change to avoid a debit memo.

Once the schedule change has been accepted and the ticket, if required, has been reissued, an e-mail will be sent to you. If that e-mail address has changed between the original booking and the schedule change, please advise the AirPRO Support Desk. If the airline requires a ticket exchange due to the schedule change, AirPRO will waive the \$25 exchange fee.

4.6.3 Debit Memos

Credit card charge-backs resulting in a debit memo are the full responsibility of the booking Member Agency. AirPRO will process any debit and credit memos received and a copy of the memo(s) will be sent to the Member Agency immediately. If resolution is reached within 24 hours of receipt, the charge-back amount, plus any airline penalty fees, will be debited against the agency's monthly commission or credit card on file if there are not enough commissions to cover the amount.

5

5. Additional Functionality

Once your reservation is complete, you can utilize some additional features within AirPRO, including:

Section	Topic
5.1	Driving Directions and Weather
5.2	Outlook Calendar Integration
5.3	Flight Notes (alerts)
5.4	Creating a Trip Template
5.5	Creating Customer Locations

To use any of these additional features, you must retrieve your reservation. From the AirPRO homepage, click "My Trips" from the Top Navigation or select your discreet trip from the list below "My Trips" on the Right Navigation Panel, see Figure 31.

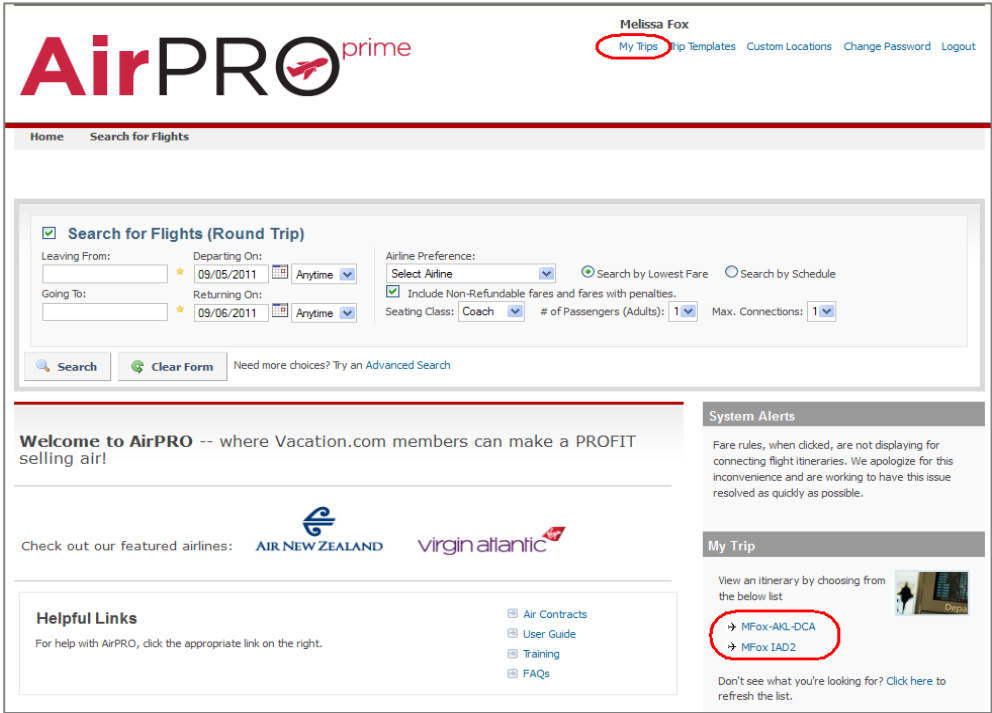


Figure 31 Detail of the AirPRO homepage with "My Trips" links highlighted.

What's the difference? In the Top Navigation you can access all of your bookings up until their departure date, including cancelled and expired reservations; in the Right Navigation you will see only your most recent, active reservations.

Once you retrieve your completed reservation, you can access all the tools detailed below.

5.1 Driving Directions and Weather

For each of the flights in your itinerary you can access both driving directions and weather information for the airports, see Figure 32. Upon retrieving your reservation, click the appropriate link for the desired information.

UNITED AIRLINES Flight 617
Reserved - Ticket By September 12 2011
E-Ticket Available - Refundable
Vendor Locator: JN4M8Q

[Select your seat](#)






Departs:	Arrives:	Equipment: Airbus Industrie A319
Washington Ronald Reagan National Apt	Chicago O'Hare International Apt	Stops: 0
December 22 2011 12:45PM	December 22 2011 01:56PM	Seat Number 23C (CONFIRMED)
 	 	Cabin: Economy (S)

Figure 32 Detail of one flight in an itinerary with "Driving Direction" and "Weather" links highlighted.

To access Driving Directions, click the  located just below each leg of your itinerary. A form appears, enter an address for your starting point and destination then click the "Get Route" button for detailed driving directions. All airports included in the itinerary are available from the "Select" dropdown for the starting and destination point, see Figure 33 for an example.

Get Directions

Starting Location	Destination
Airport: -- Select --	Airport: DFW
Street:	Street: Dallas/Fort Worth Intl Apt
City: Select a State or Select A Province	City: Select a State or Select A Province
Zip/Postal:	Zip/Postal:
Country:	Country:

[Get Route](#) [Reset](#)

Figure 33 Detail of Driving Directions screen.


To access the weather for a selected airport, click the  located just below each leg of your itinerary. Upon clicking on the weather icon, a new window opens and the current weather conditions for that specific airport appear, see Figure 34 for an example. Information provided by Weather.com.

Figure 34 Sample weather information provided within AirPRO.

5.2 Outlook Calendar Integration

Outlook integration is available for you and your clients, this section covers both.

5.2.1 Outlook Integration for You

Once you have retrieved the reservation you can add them to your online calendar by clicking the “Export to Calendar” option at the top of the page, see Figure 35.

Figure 35 Detail of “My Itinerary” page with “Export to Calendar” highlighted.

A dialogue box appears. Select the preferred “Open with” option and click “OK”. NOTE: If you have MS Outlook on your computer, this is usually the default option in the “Open With” dropdown.

Your MS Outlook calendar opens and you can add this meeting request to your calendar by clicking “Save and Close.”

After saving the outlook meeting you will be directed back to the My Itinerary page of AirPRO. Your travel dates, times and destination now appear in your MS Outlook Calendar.

Figure 36 Dialogue box prompting the user to select which program should open the calendar invite.

5.2.2 Outlook Integration for your Client

If you chose to forward you clients the ticketing receipt, see Figure 28 for an example, they can launch the online version of their itinerary and select the link to “Add to Calendar,” highlighted in Figure 37.

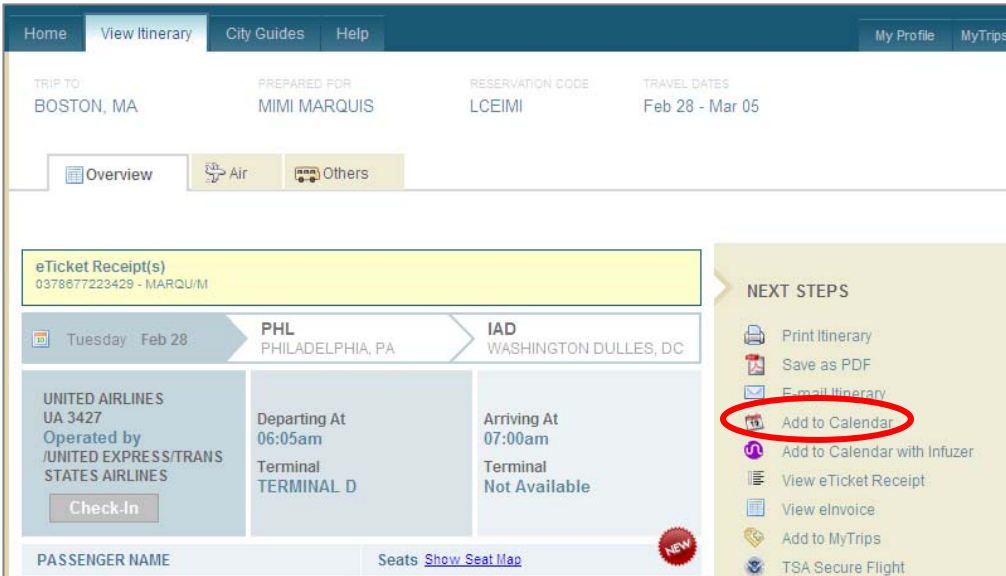


Figure 37 Detail of the Virtually There online itinerary with "Add to Calendar" link highlighted.

A dialogue box appears. Select the preferred “Open with” option and click “OK”. NOTE: If you have MS Outlook on your computer, this is usually the default option in the “Open With” dropdown; see Figure 38 for an example.

Your MS Outlook calendar opens and you can add this meeting request to your calendar by clicking “Save and Close.”

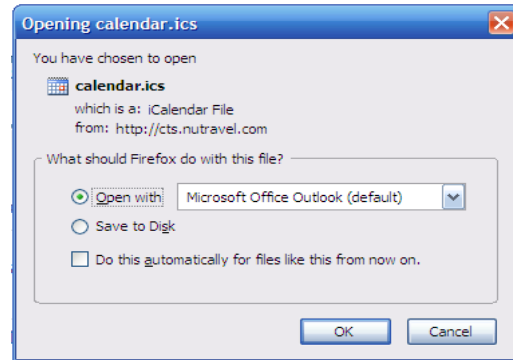


Figure 38 Dialogue box prompting the user to select which program should open the calendar invite.

5.3 Flight Notes

Flight Notes is a fully integrated, flight status traveler alert system. The system pushes real-time updates to the traveler's mobile devices on their flight status, pre-flight, in-flight, and post-flight. You can also set up Flight Notes to notify you of the traveler's status. If the traveler's flight is delayed or the gate has changed, a message is sent to their email or cell phone. You can set up flight notes at any point before the passenger departs for their trip.

To create a flight notification, click the "View Edit FlightNotes" link at the top of your AirPRO itinerary page, highlighted in Figure 39.

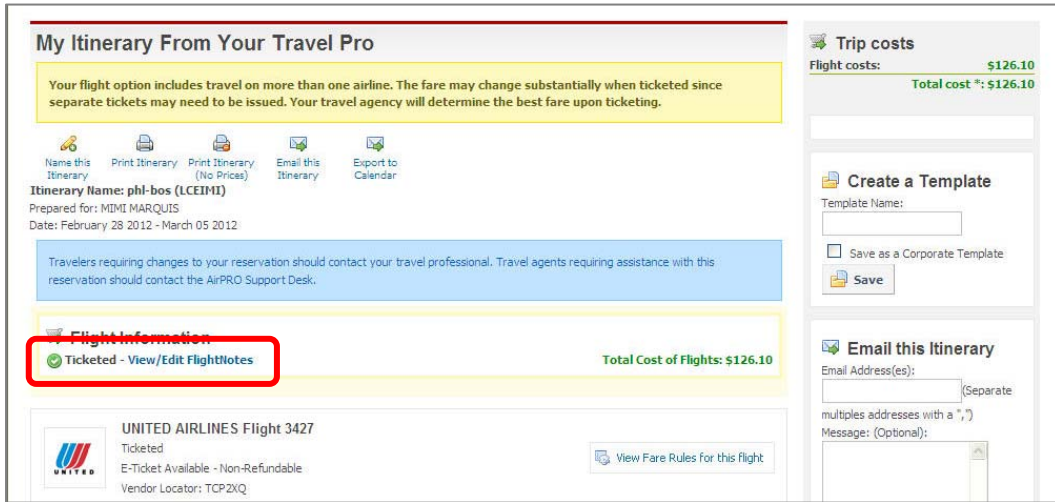


Figure 39 Detail of "My Itinerary" page, with "View/Edit FlightNotes" highlighted.

Complete the alert information as desired. You have the option of creating these alerts for all aspects of the flight; gate and baggage information, landed, diverted, cancelled, etc. You can enter both an email address and phone number if you want notifications to go to a traveler's phone. Once you have made your selection for the first flight, you can either change or copy the information for the subsequent flights in in their itinerary see Figure 40.

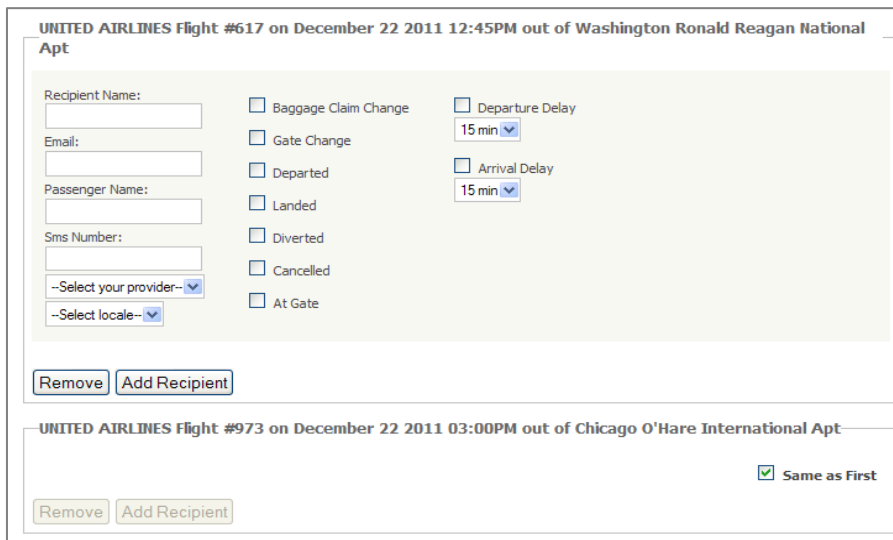
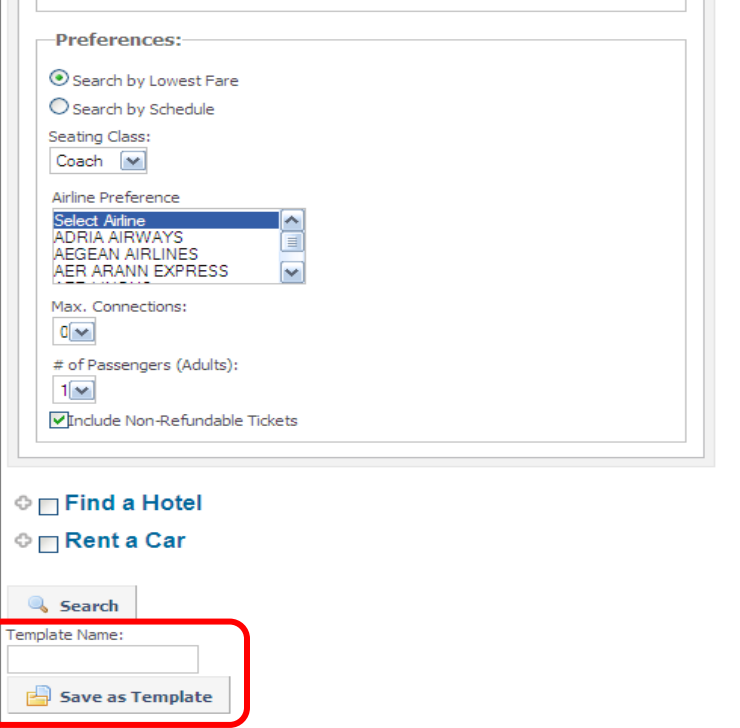


Figure 40 Detail of the flight notification set-up screen.

5.4 Creating a Trip Template

Trip Templates let you store flight information to ease your search and sell process. You can create a "Trip Template" two ways, directly from the search screen or at the "My Itinerary" page when completing a reservation or accessing an existing reservation from the home screen. Just name the template and click on Save as Template.

From the "Advanced Search" form you can save your search criteria as a Template, see Figure 41. When saving a Template you must name it, this way you can tell which template you are accessing. When you save a search as a template, the next time you access it, AirPRO automatically conducts the search for you.



The screenshot shows a web interface for flight search preferences. At the top, there is a section titled "Preferences:" with two radio buttons: "Search by Lowest Fare" (selected) and "Search by Schedule". Below this is a "Seating Class:" dropdown menu set to "Coach". An "Airline Preference" section features a list box with "Select Airline" at the top and three options: "ADRIA AIRWAYS", "AEGEAN AIRLINES", and "AER ARANN EXPRESS". Below the list box are two more dropdown menus: "Max. Connections:" set to "0" and "# of Passengers (Adults):" set to "1". A checkbox labeled "Include Non-Refundable Tickets" is checked. Below the preferences section are two expandable options: "Find a Hotel" and "Rent a Car", each with a plus icon. A "Search" button is located below these options. At the bottom, a "Template Name:" text input field is highlighted with a red rectangle, and a "Save as Template" button with a folder icon is positioned directly below it.

Figure 41 Detail of the Advanced Search screen showing the "Save as Template" option.

You can also save an itinerary as a Template. When you access a completed itinerary as a Template, AirPRO stores the flight numbers so that when you retrieve the template it prompts you for travel dates then automatically retrieves the fares for that itinerary. You save an itinerary from the My Itinerary page, see Figure 42. The My Itinerary page is the one that appears when a flight reservation is complete.

Just like when you save a search as a Template, AirPRO requires that you name the itinerary for easy retrieval.

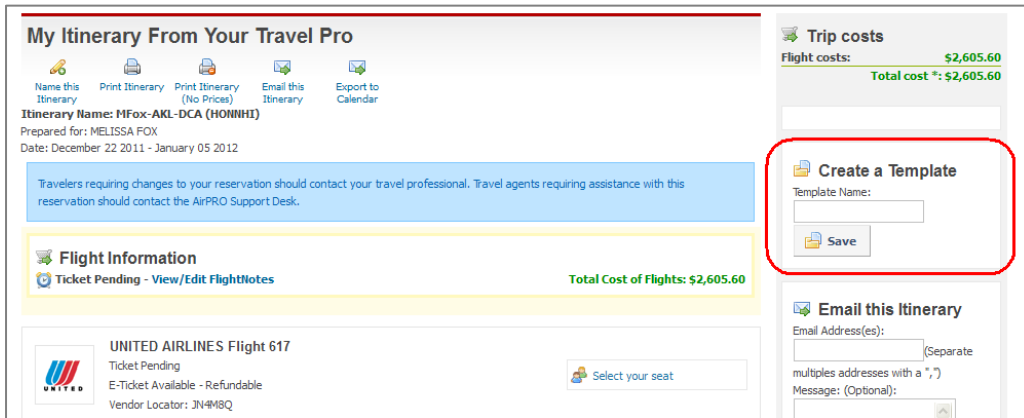


Figure 42 Detail of "My Itinerary" page, with highlight of "Create a Template" field.

5.4.1 Managing Templates

Manage and retrieve your Templates by clicking the "Trip Templates" link located top right of any page, shown in Figure 43.

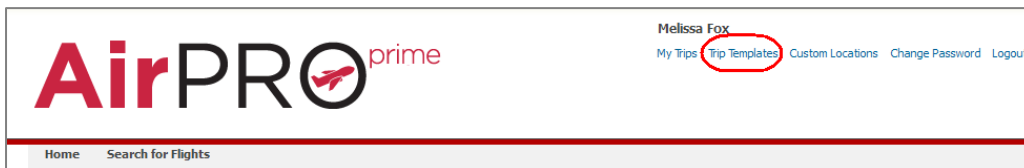


Figure 43 Header of the AirPRO page, with "Trip Templates" highlighted.

From here you can access any of your Templates to retrieve the requested search or itinerary or you can remove any of your templates, for an example see Figure 44.

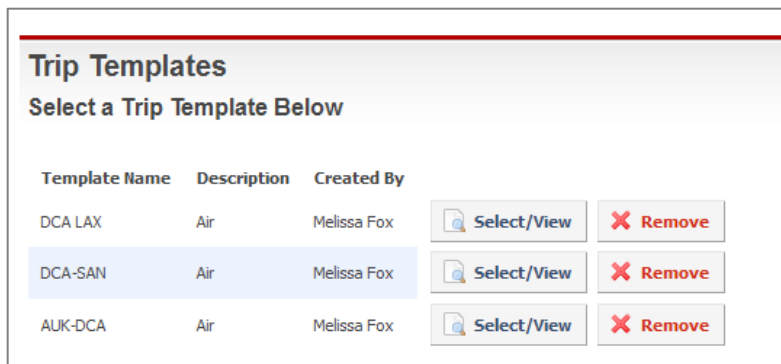


Figure 44 List of Templates stored.

When you click to "Select/View" the specifics of that Template load, see Figure 45 for an example. In the example below, the Template is of an itinerary, to retrieve fares for this itinerary, enter the travel dates and click "Book this Trip." AirPRO automatically completed the search and the "Trip Purchasing & Booking" screen loads.

Template Name	Description	Created By
DCA LAX	Air	Melissa Fox
DCA-SAN	Air	Melissa Fox
AUK-DCA	Air	Melissa Fox

DCA LAX Close Box

Flight Details

ALASKA AIRLINES Flight #5, COACH, Non-refundable
Departing: DCA at December 23 2011 09:15AM
Arriving: LAX at December 23 2011 11:59AM

ALASKA AIRLINES Flight #6, COACH, Non-refundable
Departing: LAX at December 29 2011 12:50PM
Arriving: DCA at December 29 2011 08:57PM

Starting Date 1:

Starting Date 2:

Figure 45 Itinerary Template example showing requested flights.

5.5 Custom Locations

AirPRO allows you create and modify custom locations, or favorite places you save as departure or arrival airports. You can use these custom locations when completing searches in AirPRO. To access, click "Custom Locations" from the Top Navigation panel of any page, shown in Figure 46.

AirPRO prime

Melissa Fox
My Trips Trip Templates **Custom Locations** Change Password Logout

Home Search for Flights

Figure 46 Header of the AirPRO page, with "Customer Locations" highlighted.

To create a new location add the location name, address and airport code then click "Add New." You can save multiple locations at once by clicking "Add New," entering the information, then select the "Save All" button, see Figure 47 for an example.

Site Administration
Points of Interest (Corporate)
Points of Interest (Personal)

Location Name:
Jane Smith's Home


Address: 1650 King Street **City:** Alexandria **State:** Virginia

Zip/Postal Code: 22314


Country: United States **Airport Code:** DCA

Remove **Add New** **Save All**

Figure 47 Detail of the "Custom Locations" form.

Once you have saved a Custom Location, you can access it whilst conducting a search in AirPRO. To do so, click  next to the "Leaving From" or "Going To" and select you desired option from the dropdown, as shown in Figure 48.

Search for Flights (Round Trip)

Leaving From:  **Departing On:** Anytime **Airline Preference:** Select Airline

Going To:

My Favorites (Points of Interest)
Jane Smith's Home

Search **Clear Form** Need more choices? Try an Advanced Search

Search by Lowest Fare Search by Schedule

Searches with penalties.
Passengers (Adults): 1 **Max. Connections:** 0

Figure 48 Quick Search form, with "Leaving From" star selected showing the available custom locations.

The information from the selected Custom Location appears on the Search form and you are ready to move forward in your search.



6. Making Changes and Cancellations

This section covers how to handle addressing cancellations and changes. If you have any questions about the details below, feel free to contact the AirPRO Support Desk at (888) 505-9671 or email vcomprime@nexion.com.

Section	Topic
6.1	Ticket Changes/Exchanges
6.2	Ticket Cancellations
6.3	Ticket Voids

6.1 Ticket Changes/Exchanges

Changing a ticket may result in a difference in fare and incur penalties. To make a change, e-mail the Support Desk at vcomprime@nexion.com at least four (4) hours prior to travel with the change, on condition that your customer has not checked in for the flight. If the customer has already checked in, the ticket cannot be changed, voided or refunded.

Voluntary changes will incur a \$25 exchange processing fee. The \$25 processing fee will be waived if an exchange is required due to an airline schedule change or a major worldwide disaster/event.

6.2 Ticket Cancellations

For cancellations outside of four (4) hours from flight time, e-mail vcomprime@nexion.com. For cancellations within (4) hours, e-mail AND call AirPRO Support Desk (vcomprime@nexion.com and (888) 505-9671). If you do not cancel before start of travel, ticket value will be lost. An e-mail confirmation of cancellation must be received by the agent.

If cancellation occurs outside of AirPRO's normal hours of operation and client's travel date is during that time period, you must cancel directly with the airline. Make certain to ask for and write down the airline representative's agent sign that cancelled the reservation.

If a refund is applicable, a credit will be applied to the form of payment used on the original ticket. If a refund is not applicable, it is the agent's responsibility to keep a copy of the ticket number and confirm with the airline the validity time for future use.

A \$5 refund processing fee applies to each ticket.

6.3 Ticket Voids

The traveler's credit card is charged immediately after the ticket is issued. If for some reason the ticket needs to be voided, e-mail AirPRO Support Desk immediately. A ticket may be voided (for a fee) under limited circumstances:

1. Void request is received before 8pm Eastern Time on the same day of ticket issuance Monday through Friday.
2. Void request is received before 3pm Eastern Time on Monday, if ticket issuance is on Saturday or Sunday.

Only the AirPRO Support Desk can void the ticket and a \$5 void processing fee applies per ticket.

To request a void, send an e-mail to vcomprime@nexion.com and include

1. Booking confirmation number/PNR Locator
2. Passenger name(s) on the ticket(s)
3. Ticket number to be voided

You must receive a void confirmation via e-mail. If you do not, please contact the AirPRO Support Desk.

NOTE: Whenever you receive an email communication from the AirPRO Support Desk about a ticketing issue or a special request, ALWAYS reply to the message so the recipient can see the original subject line. This helps us keep track of your ticketing errors and ensures a smoother process to resolution.

7. Appendix

Reading Contracts in AirPRO

The contract details in AirPRO are listed by supplier within the booking platform. To access, click either the "Air Contracts" link from the homepage, under "Helpful Links" or click "airline contracts" from the search results page, under the "Legend."

We recommend that you review the airline contracts to gain familiarity with them prior to using the platform. The details you and your agents need for validating the availability of commissions are included for you.

If you have a commission question, hold the itinerary first, and then contact the AirPRO Support Desk. With all the variables in commission based on routing, fare basis code and the like, it will greatly improve the AirPRO Support Desk's ability to assist you if they have a specific example you are working from that they can retrieve and view.

Potentially commissionable itineraries are indicated by green flags in the search results. To validate if your desired itinerary is commissionable, you will need the following information:

- 1) Operating Airline
- 2) Flight information
- 3) First letter of the Fare Basis code and class of service

From the search results screen you can see all of this information, for example see Figure 49.

The screenshot displays search results for two flights. At the top, there is a 'Select' button, a price of '\$4,866.40', and the text 'Non-Refundable, E-Ticket Available, Non-Stop'. Below this, two flight options are listed:

- ALITALIA 611**: Depart: March 08 2012 09:35PM, Arrive: March 09 2012 12:05PM. Route: New York J F Kennedy International Apt (JFK) to Rome Fiumicino Apt (FCO). Flight Duration: 8hr 30min(510). Intermediate Stop: 0. A green flag icon is highlighted with a red box.
- ALITALIA 608**: Depart: March 16 2012 10:25AM, Arrive: March 16 2012 03:15PM. Route: Rome Fiumicino Apt (FCO) to New York J F Kennedy International Apt (JFK). Flight Duration: 9hr 50min(590). Intermediate Stop: 0.

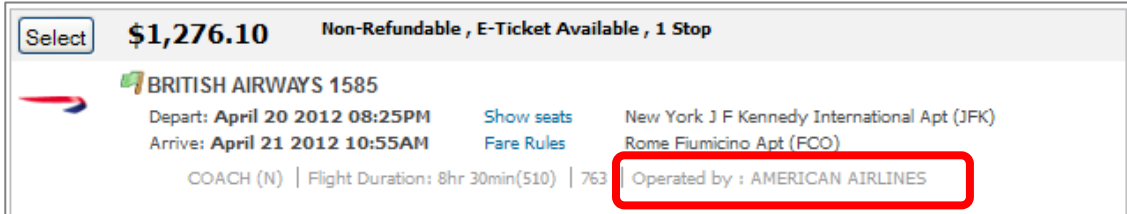
Each flight listing includes links for 'Show seats' and 'Fare Rules'.

Figure 49 Air results showing all the details that you will need to validate the availability of commission.

Here's how to gather that information:

1) Operating Airline

The supplier is listed in your airline results. If you flight it operated by a different carrier it appears listed in the flight results. You'll want to know if your selected flights are a code share before you look at the contract, see Figure 50 for an example of how the "Operating Airline" is displayed in your search results.



The screenshot shows a flight search result for British Airways 1585. The price is \$1,276.10, and the ticket is non-refundable with one stop. The flight is scheduled to depart on April 20, 2012, at 08:25 PM from New York J F Kennedy International Apt (JFK) and arrive on April 21, 2012, at 10:55 AM at Rome Fiumicino Apt (FCO). The flight is operated by American Airlines, which is highlighted with a red box. Other details include the fare basis code COACH (N), a flight duration of 8hr 30min(510), and 763 seats.

Figure 50 Air results with "Operated by" airline highlighted.



Q: If it's a code share, which supplier contract do I check?

A: Check the operating carrier and see if is still commissionable under the code share. Using the example in Figure 9, you'd check the American Airlines agreement and see if the flight is still commissionable when it's a code share with British Airways.

2) Flight Information

You'll need the departure and arrival date along with the city pair for your current itinerary.

3) First letter of the Fare Basis code and class of service

Most airline contracts specifically state the required fare class and Fare Basis Code in order for the itinerary to be commissionable. In Figure 49 "Business (I)" is the fare code. Click "Fare Rules" to see the Fare Basis Code, see Figure 51. In this example case the first letter of the Fare Basis code is "I."



Figure 51 Fare Rules window with "Fare Basis Code" highlighted.

Now that you have your required information, you'll want to review the appropriate contract and validate if your selected flight is commissionable. To access the contracts, click the link for "Airline Contracts" at the top right of the AirPRO Prime search results page, the contract launch page opens in a new window see Figure 52.

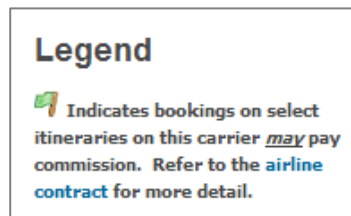


Figure 52 Detail of the Legend from the right navigation panel on the AirPRO search results page.

A new window opens with a list of all the air suppliers included in the AirPRO Prime program. To view the airline contract, select the appropriate supplier from the list. For all of the contracts listed, the agency's commission is 50% of what appears in the contract. The other 50% goes toward covering the fulfillment and ticketing fees.

Note: For any of the contracts there may be several options to choose from. Generally the title of the link explains what that contract is for. For example, the Alitalia contract has three options:

- Transatlantic Incentive Commission
- Transpacific Incentive Commission

Select the appropriate option to reflect the itinerary you are working on, in this example, Transatlantic Incentive Commission.

To help you navigate the contracts as easily as possible, you will find that they all have similar formatting. Looking at the page, let's review some of the details so you know what to expect.

At the top right of the page, highlighted in Figure 49, you see three valuable pieces of information:

- **Included airlines:** This example contract applies to Delta, Air France, Alitalia and KLM.
- **Ticketing period:** In the example below, tickets can be issued between July 1, 2010 and September 30, 2011
- **Travel period:** Passengers must have completed their travel by March 31 2012
- **Ticketing locations:** This option will either say "All Locations" or list applicable ARCs. In the unlikely event that you are viewing a contract and there is a list of ARCs, please contact the AirPRO Support desk to validate applicability.

At the top, center of the page, you will see a "Before you use this program" section, highlighted in Figure 53. This section details exclusions and requirements and should be reviewed prior to reading the details of any commission specifics.

The screenshot shows a web interface for an airline commission. At the top, it says "Air France, Delta, Alitalia, KLM". Below that are two tabs: "Online" (selected) and "Interline". A blue bar with the text "Online Commission" is visible. A red box highlights a section titled "Before you use this program:" with an information icon. Below this are three bullet points: "This is a MULTI-CARRIER AGREEMENT. Valid for commission on AF, AZ, DL & KL itineraries when validated on AF, AZ or DL only.", "TRANS-ATLANTIC DEFINITION FOR THIS AGREEMENT - Scheduled flights crossing the Atlantic Ocean excluding flights to/from Bermuda and the Caribbean.", and "When ticketing a SkyBonus customer or applying an upgrade, SkyBonus company designator (e.g., ER*, ES*, US*, CA*, MX*, etc.) or upgrade designator (e.g., RD*, PU*, SB*, WF*, WM*, WU*, etc.), the designator must be placed in tour code box, regardless of plating carrier." To the right, a red box highlights a summary box with the logos for Delta, Air France, Alitalia, and KLM. Below the logos are three green boxes: "Ticketing Period" with the date "01JUL10 - 30SEP11", "Travel Period" with the text "All travel must be completed by 31MAR2012", and "Ticketing Locations" with the text "All Locations".

Figure 53 Top of the Delta, Air France, Alitalia, KLM contract showing before you use this program and ticketing period information.

After reviewing the "Before you use this program" exclusions and rules, if your ticket could still be commissionable, it's time to check the fare rules and cabin class. Each contract indicated on what factors the contract is calculated. In some situations it is the class of service, in others it is the Fare Basis code. Reviewing the contract details helps you to determine which is which.

In this example, the Fare Basis code is used to determine the commission. For this airline contract, the chart has several options based on their being several carriers in this agreement. In this example, the first letter of the Fare Basis code is "I" for Alitalia, (From Figure 51) so the itinerary that we had retrieved is eligible for a 16% gross commission, see Figure 54. After all fulfillment costs are paid, the agency would receive 8% net commission on this ticket.

FROM USA TO Trans-Atlantic Destinations															
Commission rates for tickets issued with departures on/after June 1, 2011															
Ticket Designator	Marketed Carrier	FARE CLASSES (First Letter of Fare Basis Code)													
AN787	DL	-	-	J	C	D	I	S	-	-	W	Y	B	-	M
AN787	AF	P	F	J	C	D	I	Z	W	S	A	Y	B	M	U
AN787	AZ	-	-	-	J	E	D	I	-	P	A	Y	B	-	M
AN787	KL	-	-	J	C	D	I	Z	-	-	-	Y	B	M	U
Commission Level		5%	5%	20%	20%	20%	16%	16%	16%	16%	16%	20%	16%	16%	16%

Figure 54 Detail of the gross commissions chart available organized by Fare Basis code and supplier.



Question: How much commission do I earn?

Answer: You will receive 50% of the gross commission amount displayed in the AirPRO Prime contracts. In Figure 54, the gross commission appears as "Commission Level," your agency would receive 50% of what appears listed there.

Farther down the page are additional requirements and conditions, see Figure 55 for an example. These should also be reviewed to ensure that the ticket is commissionable. This is also where you can see if one-way tickets are commissionable, what commission will be paid if a segment of the flight is not commissionable, if you have a mixed class ticket and the like.

Required	
Validation:	Air France (057), Delta (006) or Alitalia (055)
Fare Basis Code:	Per fare rules
Tour Code:	None required
Ticket Designator:	AN787
Endorsement Box:	NON-ENDORSABLE REFUNDABLE BY AF/AZ/DL-ISSUING AGENCIES ONLY
PNR Requirement:	Per fare rules
Conditions	
One-way Travel:	Eastbound one-way tickets permitted for commission. WESTBOUND incentive APPLIES ONLY TO ONE-WAY WESTBOUND JOURNEYS from the trans-Atlantic region to the U.S./Canada, when the passenger's journey originated eastbound from U.S./Canada to the trans-

Figure 55 Detail view of Requirements and Conditions section of airline contract.

The AirPRO Support Desk will ensure that all required tour codes, ticket designators and endorsements are appended to the reservation for you. If you have any questions or concerns about a ticket being commissionable, hold the itinerary first, then contact the AirPRO Support Desk with the PNR. The AirPRO Support Desk is available Monday through Friday 9am-8pm Eastern Time and Saturday, 10:30-6:30pm ET Eastern Time via phone at 1-888-505-9671 or via email at vcomprime@nexion.com.



8. Index

Air Contracts	
How to read	43
Navigating to	4
Air Search Results Matrix	14
AirPRO	
Benefits	1
How to Access?	1
Change Password	
Accessing	4
Class of Service	
Premium Economy	11
Upper Class	11
Commission	
Contracts for Reviewing	16, 44
Indicated in Search Results	15
Custom Locations	
Accessing	4
Custom Locations	
Creating and Managing	39
Debit Memos	31
Driving Directions	33
Email Confirmation	28
Flight Alerts	35
My Trips	
Accessing	4
Outlook Calendar Integration	34
Purchasing	
Emergency Contact	21
Indicating Children in Reservation	21
Pricing Changes	23
Special Requests	21
With Agency Credit Card	21
Schedule Changes	31
Search by Schedule	
Selecting and Changing Flights	18
Sorting Search Results	18
Searching in AirPRO	
Multi-Leg	13
One Way	9
Search Fields	6
Selecting Seats	26
Ticketing	
Confirmation Email	25
Ticketing Failure	
Reasons for	31
Training	4
Trip Templates	13
Accessing	4
Creating and Managing	37