



Handling Transfers in Travel Booster

I. General Guidelines

- a. As a transfer is a leg-based service, the transfer contract must be created using routing definitions that will also be reflected in the transaction.
- b. The number of legs in the routing definition will determine whether the transfer is **Round Trip** or **One Way** and, accordingly, its inclusion in query results.



- c. **Travel Booster** operates in the following manner:

A transfer (and the initialization of its details) may be added to a booking containing a flight transaction or to a service which includes a flight (e.g. dynamic package). The appropriate transfer will be selected based upon the first three letters of its transfer contract which will be identical to the 3-letter IATA city code of the flight destination.

When creating a transfer contract in the **Travel Booster** administration tools, the first three letters of the contract name will be generated automatically and cannot be edited.



II. How to Create a Transfer Contract

- a. The distinctiveness of the transfer contract is reflected in the **General** expander of the **Transport** tab.

The screenshot shows the 'Transport' tab selected, with the 'Price List' sub-tab visible. The 'General' expander is open, revealing the following fields:

- Name: [] []
- Product Information:
 - * Destination: [] [?]
 - Location: []
 - * Category: []
 - * Service provider: *select contract supplier* []
 - * Paying supplier: *select contract supplier* []
- Routing:
 - One Way Round Trip
 - From: *Airport* [] *Please select city* []
 - To: *Airport* [] *Please select city* []
 - Duration:

At the bottom, there are expandable sections for 'Description File / Pictures' and 'Advanced Definitions'.

- b. The **From** and **To** fields (in the routing section) include two definitions:
1. Destination type (for example **Airport**)
 2. Destination details (for example **LHR**, a specific airport)
- c. The above parameters are used in the Reservations System for executing transfer queries and for initializing the pertinent details in transfer transactions.

d. The drop-down list in the *first From* field includes the following values:

The screenshot shows a form with two radio buttons: 'One Way' (selected) and 'Round Trip'. Below them are two rows for 'From' and 'To'. The 'From' dropdown is open, showing a list of options: Airport, Port, Train, Bus, City, Hotel, and Home Address. The 'To' dropdown is closed and shows 'Please select city'. There are also two 'Please select city' dropdowns to the right of the 'From' and 'To' fields.

1. Airport
2. Port
3. Train
4. Bus
5. City
6. Hotel
7. Home Address

e. The drop-down list in the *second From* field will display values according to the value selected in the *first* drop-down list:

The screenshot shows the 'Routing' section of the form. It has the same radio buttons as the previous screenshot. The 'From' dropdown is set to 'Airport'. The 'Please select city' dropdown next to it is highlighted with a green box. The 'To' dropdown is set to 'Airport'. The 'Duration' field is set to '00:00'.

1. **If:** Airport, Port, Train, or Bus is selected in the first field,
Then: cities associated with the relevant value (Airport, Port, Train, or Bus) will be displayed in the second field (only if the city IATA code is also associated). Cities are defined and managed in **Setup ► Geography ► Cities**.
2. **If:** City is selected in the first field,
Then: all cities in the system will be displayed.



3. **If:** Hotel is selected in the first field,
Then: two additional fields will be displayed:
- Destination (only if the **transport** service is associated with this destination)
 - Location

Routing

One Way Round Trip

From:

To:

Duration:

Why is it necessary to define the destination and location if the transfer is **to or from a hotel**?

Let's take, for example, a transfer contract for London.

The routing in the contract is defined from LHR (airport) to Hotel (London).

The cost of the transfer will be different for a hotel in downtown London than for a hotel on the outskirts of London.

In our example, a separate contract will be created for each of the two hotels but as the transfer contract name is generated automatically, both transfer contracts will be named **LHR to Hotel**.

The addition of the destination and location will fine-tune the transfer contract name, creating the following two transfer contracts:

- LHR to Hotel in London Downtown
- LHR to Hotel in London Outskirts

4. **If:** Home Address is selected in the first field,
Then: no additional drop-down list will be displayed.

III. The Transfer Contract Name

- a. The transfer contract name can contain a maximum of 52 characters.
- b. The name is generated automatically according to the routing defined in the contract. The first three characters (prefix) of the name designate the IATA city code and cannot be edited. The remainder of the transfer contract name can be edited.



- c. The 3-letter IATA city code is used for performing a query for a transfer associated with a flight. Examples of this are a dynamic package and a booking already containing a flight. In such cases, the results will be transfers departing from the airport (IATA city code) at which the flight lands.

For example: a customer creates a dynamic package that includes a flight landing at LHR. When adding a transfer to this package, the transfer results will include only transfers departing from LHR.

IV. Time and Duration of Transfer

- a. The transfer duration is defined for each leg of the transfer according to the transfer routing.
- b. The departure time of the transfer is dynamic and is initialized in the system as follows:
 - 1. **If:** the transfer is defined as **From Airport** and is selected together with a flight, **Then:** the departure time of the transfer will be initialized with the landing time of the flight.
 - 2. **If:** the transfer is defined as **To Airport** and is selected together with a flight, **Then:** the departure time of the transfer will be initialized 3 hours before the departure time of the flight.

When a hotel service is selected together with a flight (e.g. dynamic package or vacation), the hotel check-in time is initialized automatically as follows:

Travel Booster compares the default check-in time at the hotel with the landing time of the flight and initializes the check-in time of the hotel transaction with the **later time**.

For example:

If: the default check-in time is 14:00 and the flight landing time is 17:30

Then: the initialized check-in time will be 17:30

If: the default check-in time is 14:00 and the flight landing time is 12:00

Then: the initialized check-in time will be 14:00

If: the flight landing time is the later time and the booking **also includes a transfer**

Then: the initialized check-in time will be advanced by 15 minutes in order for the itinerary to be created in chronological order, displaying the hotel after the transfer.

This is due to the fact that the hotel check-in and the transfer are, by default, initialized with the same time (of the flight landing).



V. The Transport (Transfer) Route Page in the Reservations System

Transport Route															
Please enter full details of the transportation origin, destination and time															
From	Airport:	Origin JFK	Dest LHR	Airline BA	Flt. No 178	To	Hotel:	Sheraton Belgravia	On:	2009	Aug	2	Sun	20	35
From	Hotel:	Sheraton Belgravia	To	Airport:	Origin LHR	Dest JFK	Airline BA	Flt. No 117	On:	2009	Aug	9	Sun	05	55

- The transport (transfer) route page is accessed whenever a transfer is added to a booking. This page is used for defining or initializing transfer details.
- The transport (transfer) route page is structured according to the associated transfer contract.
- If the transfer is defined as **From Airport** or **To Airport**, the following four fields will be displayed on the page: Origin, Destination, Airline, Flight No.

These fields will be initialized with the flight details, the transfer details, and the times (according to the logic described in section IV).

- Based on the above logic:
 - If:** the transfer is defined as **From Port** or **To Port**,
Then: the page will be initialized with ferry details.
 - If:** the transfer is defined as **From Train** or **To Train**,
Then: the page will be initialized with train details.
 - If:** the transfer is defined as **From Bus** or **To Bus**,
Then: the page will be initialized with bus details (transfer with seat control).
 - If:** the transfer is defined as **From Hotel** or **To Hotel**,
Then: the hotel name will be automatically displayed in the hotel field.



VI. The Transport (Transfer) Transaction in the Reservations System

Transport details	Passengers & Pricing	Notes & Remarks	Reservations	Acco
1 From: <input type="text"/> Details: <input type="text"/> City: <input type="text"/>			Date: <input type="text"/> Time: <input type="text"/>	
To: <input type="text"/> Details: <input type="text"/> City: <input type="text"/>			Date: <input type="text"/> Time: <input type="text"/>	

- a. The transfer transaction is comprised of legs.
- b. Each leg, similar to the transfer routing, includes two main parameters:
 1. Origin/destination type (e.g. Airport)
 2. Origin/destination details (e.g. JFK-LHR BA 178)
- c. The fields in the transaction section will be initialized as follows:
 1. **If:** the transfer is defined as **From/To Airport/Port/Train/Bus**,
Then: the **Details** field will be initialized with the relevant service details (origin, destination, airline, flight no.) as described above. The **City** field will be initialized with the city defined in the transfer contract routing.
 2. **If:** the transfer is defined as **From/To Hotel**,
Then: the **Details** field will be initialized with the name of the hotel. The **City** field will be initialized blank.
 3. **If:** the transfer is defined as **From/To Home Address**,
Then: the **Details** and **City** fields will be initialized blank.
 4. **If:** the transfer is defined as **From/To City**,
Then: the **Details** field will be initialized with the value entered into the Transport Route page. The **City** field will be initialized with the city defined in the transfer contract routing.
- d. If applicable, the **location** field in the transfer transaction will be initialized with the transfer contract's location.



VII. The Transport (Transfer) Location

- a. The **transfer location** option is used to group together several hotels, each with a different location, into one general location. A transfer contract can then be created for this general location and be used for several hotels (instead of a separate transfer contract for each hotel).

For example:

The location of Hotel A is **Northern Beach**.

The location of Hotel B is **Southern Beach**.

The transfer location, uniting both above locations, is **Beach Area**.

- b. The transfer location – as all other locations – is defined in **Setup ► Product Definitions ► Locations**.
- c. The transfer location for the specific hotel is defined in:
Products ► Contracts ► [Name of Hotel] ► Hotel Tab ► General Expander OR Setup ► Hotels ► [Name of Hotel] ► General Expander

VIII. The Transfer Query in the Reservations System

- a. The search query for transfers in Travel Booster is based on the **Destination** and **Location** fields as defined in the transfer contract. The query structure will be adapted to the stage at which the transfer is added to the booking.
- b. **When the transfer is the first service added to a booking:**
Destination and **Location** fields are initialized blank. The query can be performed according to either or both fields.
- c. **When the transfer is added to an existing booking or to the shopping cart:**
 1. The **Destination** field is initialized with the booking destination.
 2. The **Location** field is initialized according to the following logic:
 - If the hotel in the booking is associated with a transfer location, this location value will be initialized.
 - If the hotel in the booking is not associated with a transfer location but is associated with a location linked to transfer contracts, this location value will be initialized.
 - If the hotel in the booking is not associated with a transfer location and no transfer contracts are linked to the location, the location value will be initialized blank.



- If the booking does not include a hotel, the location value will be initialized blank.
3. If a flight is included in the booking, the query will be performed automatically (no field will be initialized) according to the flight's IATA city code and the transfer routing.
- d. **When the transfer is added when creating a dynamic package:**
1. Only transfer contracts defined with round trip routing, from/to an airport, will be included in the results.
 2. Initially, the query will be performed according to the airport of the flight landing and the first three letters of the transfer contract (as described in section III).
 3. Thereafter, the query will be performed according to the hotel included in the package using the following logic:
 - According to the selected hotel's transfer location
 - According to the selected hotel's location if no transfer contracts exist for the hotel's transfer location
 - According to the selected hotel's destination if no transfer contracts exist for the hotel's location
- e. **When the transfer is included in a static package:**
1. Only transfer contracts defined with one way routing, from/to an airport, will be included in the results.
 2. The transfer will always be included in the price of the static package and will be displayed in the booking as a net transaction.



IX. The Transfer Query as Reflected in Travel Booster Documentation

a. Booking Details (Form of Confirmation)

Services:		
Service	Dates	Description
Transport Confirmed	02-Aug-09 06:00 02-Aug-09 07:00	JFK CDG AF 23 - Alexandrine Opera Airport - Hotel, Individual Paris Suburbs
Transport Confirmed	09-Aug-09 05:25 09-Aug-09 06:25	Alexandrine Opera - CDG JFK AF 0022 Hotel - Airport, Individual Paris Suburbs

b. Itinerary

Itinerary as follows:				
Service	Date	Details	Status	
Transport	Sun 02-Aug-09 06:00 Sun 02-Aug-09 07:00	SIC, EUROPEAN TRAVELLERS JFK CDG AF 23(Airport) to Alexandrine Opera	✓	
Transport	Sun 09-Aug-09 05:25 Sun 09-Aug-09 06:25	SIC, EUROPEAN TRAVELLERS Alexandrine Opera to CDG JFK AF 0022(Airport)	✓	

c. Voucher

Service as follows:					
Day	Date	Time	PNR	Details	
Sunday	02-Aug-09	06:00		From:	JFK CDG AF 23
				To:	Alexandrine Opera
Sunday	09-Aug-09	05:25		From:	Alexandrine Opera
				To:	CDG JFK AF 0022
Type:	Individual				
Details	Service				
Main	2 x Per Person				



d. Reservation

Please provide/arrange for:				
Mr. MARTIN/JAMES				
Mrs. MARTIN/KATHERINE				
Total Passengers: 2				
Service as follows:				
Day	Date	Time	Details	
Sunday	02-Aug-09	06:00	From:	JFK CDG AF 23
			To:	Alexandrine Opera
Sunday	09-Aug-09	05:25	From:	Alexandrine Opera
			To:	CDG JFK AF 0022
Type:	Individual			
Details	Service			
Main	2 x Per Person			

Note that for round trip transfers, an individual reservation is issued for each leg of the transfer.