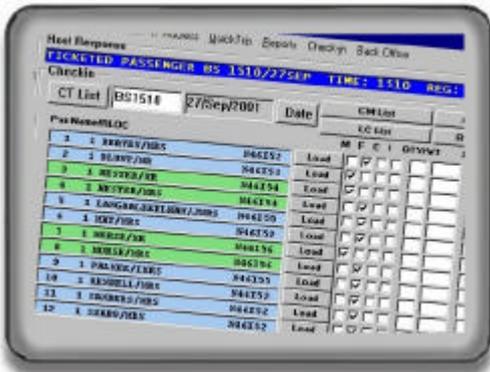# Standalone Reservation System

Independent Passenger Processing System ●

Low Cost of Ownership ●

Inventory, Fares, Ticket-less Operations ●

On-line Credit Card Authorisation ●

TCP/IP Network Protocol ●

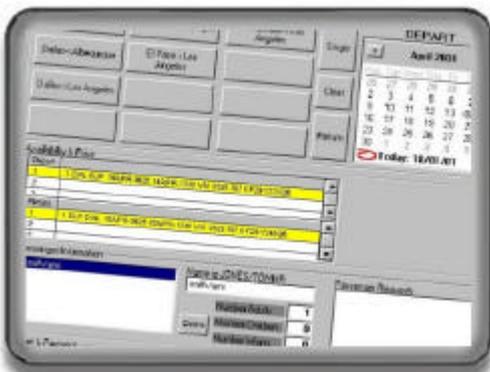Global Connectivity ●

Open System Architecture ●

Optional Check-in & Boarding Operations ●

Optional Graphical User Interface ●

Optional Internet Booking Engine ●

Management Summary

Videcom Reservations System is an integrated Passenger processing system including inventory, fares, ticketless operations and credit card transactions.

All communications are via TCP/IP network protocol enabling the using of both intranet and Internet communications worldwide.

The solution includes several standard items from Videcom, which are combined to provide an integrated solution with interfaces to other business systems. The system is based on open architecture, using industry standard equipment and software. The open nature of VRS allows the addition of new systems and features, ensuring that the VRS system can be adapted to keep up with the changing requirements of the airline business.

The VRS suite of software includes the following functions:

- Reservations
- Flight Inventory
- Fares
- Ticketing - Ticketless module
- GUI Check-in from Ticketed list

Optional companion modules that may purchased include:

- VRS GUI (graphical user interface) for internal reservations and ticketing
- VIDWEB website for internet reservations and ticket sales to the public
- SEATS check-in and boarding control
- Loadplan Weight & Balance
- ADS Airport Data Server

The Videcom Reservations System contains information and facilities to support airline reservations and ticketing. The information is stored in a central database and is accessed by agents and other users via various methods including web browsers, Graphical user Interfaces and native terminal screens.

Inventory & Flights Database

Flights may be entered as far ahead as required without limitation using the flight inventory GUI. Native transactions support reservations up to 1 year ahead. The flights maybe specified within a particular date range and may be activated for specific days of the week.

For availability there are 12 buckets which may be used to display different classes of service and different fares within a specific seating class.

Sell from availability when it has been displayed and a simple entry is used to sell seats.

A direct sale may be made using a long hand entry if the flight details are fully known.

PNR Details (Passenger Name Record)

Flight Segments are stored inside the Passenger Name Record and up to 99 names may be stored in each PNR.

Ticket Time Limit when set automatically cancels the flight segment and releases the inventory if a ticket has not been issued by the expiration date. Alternatively the PNR may be sent to a queue.

Ticket Control details of issued tickets are stored and can form the basis of invoicing procedures.

General FAX entries may be made to include general OSI/SSR information in the booking.

Airport FAX can be included where specific OSI/SSR information is required by the airport.

Tour Operator details may be stored.

Tour Code identifiers for specific packages may be included.

Lists

Comprehensive Lists for the reservation system includes:

All passengers with reservations for the flight.

Wait List just those passengers who are wait listed.

City/Number queues are used to present PNR information where agent intervention is required. Queue information is normally posted to the queue automatically or may be sent by an agent.

Security - All user/agents are allocated a SINE code which is used during sine-on and then appended to all transactions carried out by the agent. Different security levels may be assigned so that different agents can access different areas of the system and also different records in the case where a travel agent is only allowed to review PNR's that have been created by that agency.

Fares - A variety of fares may be entered in to the system that include a period of validity and conversion in to different currencies.

The system includes on-line itinerary pricing. VRS is based on a multiple processor design, configured to simulate the architecture of a traditional mainframe CRS. This approach successfully combines the proven techniques of a traditional CRS with the advantages and economies of a PC platform and databases.

To support a large number of sessions, the processing task is layered and split between multiple processors where additional session processors may be introduced to support additional system users.

The core database that stores flight inventory, passenger details, fares and ticketing etc is accessed through a Microsoft ADO connection and therefore may be selected from a number of leading industry products including ORACLE™, DB2™, Informix™, successful implementations are currently using Microsoft SQL Server™.

Distribution

The distribution layer is flexible and provides support for several different users a connection methods:

Native Terminal Emulator - provides basic support using a VT style terminal interface where the agent must be trained to know all the transaction codes.

GUI - Graphical User Interface a basic GUI is provided to support rapid ticket sales and reservations. The operators may assign popular trips and destinations to the function buttons to enable the complete booking/sales process to be completed with just a few keystrokes.

Check-in The check-in GUI provides a range of features including multiple passenger check-in with just a single mouse click and moving passengers from one flights to another. These features are designed to reduce the time required to handle passengers at a busy airport desk where a variety of transactions ranging from ticket purchase to change flight must be handled

VRS - Optional Graphical User Interface is a companion product that provides a more rapid entry method to the system and is aimed at reservations agents and ticket offices where airline staff or travel agents may be working.

VidWeb - Optional - Videcom also supplies a website product that enables on line bookings and ticket sales to made by the general public. The booking engine provides screens that are easy to use but allow enough flexibility to enable passengers to retrieve their booking and make changes as well as enrolling the customers in a frequent traveler scheme.

CRS - Optional- support to enable travel agents attached to a GDS or other computer reservations systems is provided by Videcom's implementation of IATA Air IMP messaging.