

## Travelport Cruise & Tour™ - Passenger Information and Search

|   |  |                                    |          |        |          |           |
|---|--|------------------------------------|----------|--------|----------|-----------|
| <b>Product Advisory Number: 586</b>     | <b>Version: 01</b>   | <b>Effective Date: 7AUG2008</b>    |          |        |          |           |
| <b>High Level Description</b>           | Agents will no longer be required to search every Customer Profile, therefore eliminating the need to enter repetitive data. |                                    |          |        |          |           |
| <b>Impact Summary</b>                   | A few added fields and options, reduced data input.  |                                    |          |        |          |           |
| <b>Reason For Issue</b>                 | Expedite the booking process by eliminating the need to input repetitive information.  |                                    |          |        |          |           |
| <b>Customer Impact</b>                  | <b>N</b>   | Internal Only                      |          |        |          |           |
|   | <b>Y</b>   | Subscribers                        |          |        |          |           |
|   | <b>N</b>   | Developers *                       |          |        |          |           |
|   | <b>N</b>   | Air Suppliers                      |          |        |          |           |
|   | <b>N</b>   | Surface Suppliers                  |          |        |          |           |
| <b>System</b>                           | <b>N</b>   | Galileo                            | <b>Y</b> | Apollo | <b>Y</b> | Worldspan |
| <b>Product Area</b>                     | <b>N</b>   | Host Function                      |          |        |          |           |
|   | <b>N</b>   | Desktop                            |          |        |          |           |
|   | <b>N</b>   | Fares                              |          |        |          |           |
|   | <b>N</b>   | Web Services (API and Messaging) * |          |        |          |           |
|   | <b>N</b>   | Galileo Fares Interface (ATO/CTO)  |          |        |          |           |
| <b>Load to Production</b>               | 7AUG2008   |                                    |          |        |          |           |
| <b>Load to Copy</b>                     | 5AUG2008   |                                    |          |        |          |           |
| <b>* Additional Information</b>         |  |                                    |          |        |          |           |
| <b>Web Services (API and Messaging)</b> |  |                                    |          |        |          |           |
|   |  |                                    |          |        |          |           |
|   |  |                                    |          |        |          |           |

## OVERVIEW

This enhancement will reduce a step in the current booking process by allowing the agent to enter customer information once. If needed, the agent can then create a new profile or search existing profiles. If the Search option is selected, a pop up box appears and the user can select a passenger profile. Once the profile is selected, the booking form will be populated with information that is available in.

## CUSTOMER BENEFIT

- Eliminate input of repetitive customer information
- Agent can either search or create from the customer information entered
- Email address field now optional
- If agent selects an existing profile, booking form will be populated with the date (for Passenger #1)
- This feature will be available with Trams Live Connect

## DETAIL AND CUSTOMER EXAMPLES

- Agent is given an option to Search for a Customer Profile or to skip the search. This is no longer a mandatory action.
- Email address is optional as opposed to mandatory.
- Phone field is now mandatory.
- If an agent opts to do a Search and selects a profile from the list, the passenger information will be populated into the Passenger #1 fields. (Agent can type over information if necessary)

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Deposit Due By: **Wednesday, February 13, 2008 10:00 PM EST**  
Deposit Due Amount: 500.00  
Final Payment Due By: **Monday, August 11, 2008 10:00 PM EDT**

**Preferences**

Search for Customer Profile:  No  Yes  Search profile option no longer mandatory

Enter Customer Name to search:

Dining Preference:

Cruise Line Insurance:

**Passenger Information**

Passenger #1 (Adult)

Gender:  \*

Title:  \*

Legal First Name:  \*  
(Full legal first name only, no nicknames.)

Legal Last Name:  \*  
(Legal last name only.)

Email Address:  \* New fields to enable profile creation from this page

Phone Number:  \*

Date of Birth:    \*

Country of Citizenship:  \*

Passport Number:

Passport Country:

Passport Expiration Date:    \*

## GLOSSARY

**Term**

**Definition**

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