

Oracle eTravel Product Management Bulletin

E-TRAVEL 3.5

Executive Summary

Oracle eTravel announces E-TRAVEL 3.5. This release introduces many new features, including an enhanced user interface, more functionality for Travelers and Travel Managers, and a set of documents to help you use E-TRAVEL 3.5.

The E-TRAVEL 3.5 features covered in this document are:

Web Admin

- ◇ User Interface
- ◇ Email Preferences Updates
- ◇ Supervisor
- ◇ Car Justification Codes
- ◇ Unlimited Global Air Vendors
- ◇ SecuRate
- ◇ Hotel Rate Ranges
- ◇ Reports
- ◇ Agency Queues
- ◇ Single Item Command Builder
- ◇ Template Company

ETViews

- Login API
- Documentation

Web Traveler

- ◇ Separate and Unique Login Page
- ◇ Easy Round Trip
- ◇ Search by Arrival or Departure Time
- ◇ Pricing Progress Bar
- ◇ Price Display Sorted from Lowest to Highest
- ◇ Lowest Non-Penalty Fare
- ◇ International Popup
- ◇ Short Sell
- ◇ Car Justification
- ◇ Improved Car Booking Information
- ◇ Improved Hotel Rate Information
- ◇ Hotel Guarantee and Cancellation Policy
- ◇ Complete Trip
- ◇ Email Itineraries
- ◇ Security
- ◇ Traveler Quick Reference

Web Admin

In previous versions of E-TRAVEL, there were three separate modules that Travel Managers needed to use to make changes to the E-TRAVEL System. Now, all of the modules have been merged into one module—Web Admin. Web Admin is a Web-based module that enables Travel Managers at all entity levels—service bureau, agency, and company—to change all of the information that applies to their entity. By using Netscape Navigator® 4.x, Travel Managers can control E-TRAVEL configurable information, such as the Message of the Day, user and user class information, and preferred vendors.

User Interface

Because Web Admin is now Web-based, the entire user interface has changed. Certain portions of the module use Java to provide more functionality. Standard Web forms enable you to make changes quickly. To use Web Admin, Netscape Navigator must be Java-enabled.

Template Company

Users at the service bureau level can define a template company. This company will serve as the basis for all companies that are added in the future. To use this feature, create a new company with the name "Template." There can only be one template company per service bureau and that service bureau must be using only one CRS.

Agency Queues

There are five queues to which E-TRAVEL reservations can be queued:

- International – to send PNRs that include international trips.
- Rush – to send PNRs if the ticketing date is the same day; also, queue to which to send PNRs that include Agent Notes.
- Personal – to send PNRs that are personal trips (as opposed to business trips).
- Special Fare – to send PNRs that include negotiated fares taken from the E-TRAVEL database.
- Cancel – to send PNRs with cancelled hotel segments, segments other than car or air, or passive segments.

To see these changes, log into Web Admin. At the Agency level, from the **Organizations** menu, choose the agency that you want to see. From the **Edit** menu, choose **Agency Branches**.

<i>Agency Branch Queue Addresses</i>			
<i>International:</i>	G93W/99	<i>Rush:</i>	G93W/77
<i>Personal Travel:</i>	G93W/75	<i>Special Fare:</i>	G93W/76
<i>Cancel:</i>	G93W/37		

Single Item Command Builder

Command Builder™ provides the ability to insert scripts into a PNR based on the information in the 'Type' field. The Command Builder fields enable Travel Managers and Travel Agents to choose between "single entry" and "multiple entry." If a Travel Manager chooses **Single Entry** from the **Type** menu, then the command is sent as an individual command to the CRS. If a Travel Manager chooses a command other than **Single Entry** from the **Type** menu, then the CRS command is appended to others to minimize the number of transactions sent to the CRS. Use the CRS terminal to determine which commands require single-item status.

Email Preferences Updates

In previous versions of E-TRAVEL, when a Traveler changed her preferences, she had to call the agency so an agent could update her CRS profile. Now, if the System Administrator takes advantage of the Email feature, when a Traveler changes her preferences, an email message is sent automatically to an email address that is specified on the Web Admin Company Info page. The person associated with that address can then modify the Traveler's CRS profile.

For security reasons, credit card and frequent membership numbers are not included in email messages; nor are custom fields created by a company. If the information in these fields is changed, an email message is sent indicating that that the information has changed, but the actual content of the fields is not included.

To use the Email feature, you must have an SMTP compatible email system. The Email feature must be configured on a per company basis.

Supervisor

Travel Managers can designate certain Travelers as supervisors, giving those Travelers the ability to approve and disapprove trips for other Travelers. They can also opt to disable the supervisor feature. To see this change, log into Web Admin. At the Company level, from the **Edit** menu, choose **Users**.

Car Justification Codes

Car justification codes are used when Travelers must justify diverging from corporate rental car travel policy. Car justification codes appear as a list in a dialog box in Web Traveler and Travelers choose one of the justifications from this list. To see this change, log into Web Admin. At the Company level, from the **Edit** menu, choose **Car Justification Codes**.

Unlimited Global Air Vendors

Travel Managers are no longer restricted to only five global air vendors. Instead, an unlimited number of global air vendors is allowed. To see this change, log into Web Admin. At the company level, from the **Edit** menu, choose **Preferred Air**, and click the Global tab.

E-TRAVEL® Company Setup

Company: YOURCO Edit: Preferred Air

Save Changes
Cancel Changes

Global Vendors | Global Fares | City Pair Vendors | City Pair Fares

First three vendors are used for best fare.

Vendor	Priority	Corporate Rate Code
US	1	
UA	2	
DL	3	
LH	4	
WN	5	

SecuRate

Agencies and companies using the Worldspan CRS can access the SecuRate feature provided that they have copied the appropriate information from their ticketing SID or pseudo city to the E-TRAVEL booking SID. Travel Managers enter the SecuRate code in Web Admin. E-TRAVEL then sends this code to the CRS during 4PLF and 4PLI scenarios accesses the carrier discounts stored in Worldspan.

Hotel Rate Ranges

Web Admin allows a rate range for hotel rates. This enables the company's Travelers to see a range of room rates for a given hotel that offers seasonal rates. To see this change, log into Web Admin. At the company level, from the **Edit** menu, choose **Preferred Hotels**. Choose a city preferred hotel vendor and click the **City Specific Details** button.

Reports

Both standard and custom reports can be generated using the improved E-TRAVEL reporting system. The reporting system is available through Web Admin. Reports can be run on a per company basis. To see these changes, log into Web Admin. At the Company level, from the **Edit** menu, choose **Reports**. These reports can be exported to the following formats:

- Microsoft Excel – spreadsheet format
- HTML – printable text format
- DBASE III – database format
- Microsoft Access – database format
- Comma Delimited – platform independent text format

Web Traveler

Many new features have been added to Web Traveler to make booking travel faster and easier. In addition, the Web Traveler user interface has been revised and now uses more appealing colors.



The screenshot shows the E-Travel Web Traveler interface. At the top, there is a navigation menu with tabs for "E-Travel®", "Menu", "Itinerary", "Air", "Hotel", "Car", "Agent Note", and "Complete Trip". Below the menu, there is a search form for flight times. The form includes a radio button for "Departure" (selected) and "Arrival". Below this, there are input fields for "Origin", "Date", "Time", and "Class". A checkbox labeled "Easy Round Trip" is on the left. The "Time" field is set to "8 am" and the "Class" field is set to "Coach". There is a "Schedules" button at the bottom right of the form.

Separate and Unique Login Page

In previous versions of E-TRAVEL Web Traveler, the Login page included the Web Traveler navigation menu. Now, the Traveler Login page has been separated from the menu. This enables service bureaus to customize the navigation menu more easily.

Easy Round Trip

Travelers can now book a round trip flight by clicking the 'Easy Round Trip' check box, entering their flight information, and clicking the **Schedules** button. Prices are returned immediately, and Travelers can choose the best flights to suit their needs.

Search by Arrival or Departure Time

If Travelers are not booking round trips, they have the option to search for flights by arrival or departure time. On the Air page, they can choose 'Arrival' or 'Departure,' and then choose the desired time.

Pricing Progress Bar

When a Traveler books a flight, E-TRAVEL displays messages on the Progress page to let the Travelers know what the system is doing. This reassures the Traveler that the system is working.

Price Display Sorted From Lowest to Highest

When a Traveler books a flight and prices are returned, the prices are displayed from lowest fare to highest fare, thus encouraging the Traveler to book the lowest fare.

 Book \$462.83*		Itinerary Option #1			Check Restrictions		
<u>Date</u>	<u>Flight</u>	<u>Departs</u>	<u>Time</u>	<u>Arrives</u>	<u>Time</u>	<u>Class</u>	
Jul 14	United 140	San Francisco	07:39a	Chicago O Hare	01:35p	Discnt	
Jul 14	United 1456	Chicago O Hare	02:10p	Rochester	04:45p	Discnt	
Jul 18	United 1729	Rochester	07:45a	Chicago O Hare	08:34a	Discnt	
Jul 18	United 139	Chicago O Hare	09:30a	San Francisco	11:50a	Discnt	
 Book \$483.69*		Itinerary Option #2			Check Restrictions		
<u>Date</u>	<u>Flight</u>	<u>Departs</u>	<u>Time</u>	<u>Arrives</u>	<u>Time</u>	<u>Class</u>	
Jul 14	Delta 338	San Francisco	06:15a	Cincinnati	01:33p	Discnt	
Jul 14	Delta 3839	Cincinnati	02:55p	Rochester	04:23p	Discnt	
Jul 18	Delta 3836	Rochester	06:30a	Cincinnati	08:06a	Discnt	
Jul 18	Delta 509	Cincinnati	09:15a	San Francisco	11:06a	Discnt	
 Book \$586.00		Itinerary Option #3			Check Restrictions		
<u>Date</u>	<u>Flight</u>	<u>Departs</u>	<u>Time</u>	<u>Arrives</u>	<u>Time</u>	<u>Class</u>	
Jul 14	U S Air 76	San Francisco	07:10a	Pittsburgh	02:46p	Discnt	
Jul 14	U S Air 834	Pittsburgh	04:00p	Rochester	04:54p	Discnt	

Lowest Non-Penalty Fare

The lowest non-penalty fare is the least expensive fare available for the current itinerary that does not require the Traveler to pay a penalty for changes made to the itinerary. Previous versions of E-TRAVEL Web Traveler did not allow for lowest non-penalty fare. In E-TRAVEL 3.5, this fare is displayed.

International Popup

When a Traveler attempts to book an international flight, Web Traveler prices the flight, and then displays a popup message that advises the Traveler that her request for an international flight will be queued to a travel agent for processing.

Short Sell

In previous versions of Web Traveler, when a Traveler accepted an itinerary other than full coach after having been presented with different pricing options, Web Traveler would cancel all of the segments, and then long sell the chosen itinerary one segment at a time. Web Traveler 3.5 now uses the short sell method. This results in the ability to handle married segments and an improvement in Web Traveler's speed.

Car Justification

Travelers can be required to justify booking a higher class of car than the Travel Manager allows. For more information, see "Car Justification Codes" on page 3.

Improved Car Booking Display

In cases in which the CRS returns a confirmation number without a rate, Web Traveler displays the reservation to the Traveler with a rate that reads "\$0.00 N/A."

Improved Hotel Rate Information

When a Traveler clicks the **Hotels** button, Web Traveler contacts the CRS and books the hotel, returning the actual negotiated rate found in the CRS. That rate is displayed, along with the hotel's cancellation policy and the confirmation number.

Hotel Guarantee and Cancellation Policy

When a Traveler books a hotel room, he is taken to the Hotel Reservation Policy page. This page informs the Traveler that the hotel room is being guaranteed with the credit card number on the Preferences page. It also displays the hotel's cancellation policy. This enables the Traveler to cancel the booking immediately if he is just looking for prices.

The screenshot shows the E-Travel website interface. At the top, there is a navigation bar with links for Menu, Itinerary, Air, Hotel (highlighted), Car, Agent Note, and Complete Trip. Below the navigation bar, there are input fields for Location (San Francisco), Check-in/Late (6/5), Check-out (6/6), and People (1). A Hotels button is visible. The main content area displays a confirmation message: "Please Confirm Hotel Booking". Below this, the following details are shown: Property: GRAND HYATT SAN FRANCISCO, Rate: \$180 / Night, and Cancellation policy: CANCEL PRIOR TO 4PM ON DAY OF ARRIVAL. At the bottom, there are Yes and No buttons for confirmation.

Complete Trip

When a Traveler clicks the **Complete Trip** button, form of payment and frequent traveler information is added and the PNR is queued to the agency. This feature queues *all* travel reservations to the agency.

Email Itineraries

If you have an SMTP compatible email system, a Traveler can choose to have an itinerary sent as an email message to an address that she specifies. For example, a Traveler can have an itinerary sent to her home email address, so the information will be available there. To see this change, log into Web Traveler and click the **Preferences** link.

Security

Web Traveler can support Secure Sockets Layer (SSL) connections, which enable personal information to be sent securely over the Internet, while helping to ensure private, authenticated, and encrypted communication. Web Traveler with SSL uses a certificate to authenticate data, including logging in, changing a password, and changing preferences information. For more information about SSL, see *Web Traveler and Security*, available with Web Traveler.

Traveler Quick Reference

If Travelers need help when using Web Traveler, they can click the **Help** link to see the *Traveler Quick Reference*. This guide can be used online or Travelers can print it to have a paper reference to use. All major features of Web Traveler are included. The *Traveler Quick Reference* also includes a link to *Web Traveler and Security*, which explains how to use Web Traveler when SSL is enabled.

ETViews

ETViews provides a means for IT Analysts and Database Administrators to access data in the E-TRAVEL database. ETViews also provides secure access to data elements so systems can exchange data according to their needs. ETViews supports connections to third party expense report systems. You can use E-TRAVEL data to create reports.

To use ETViews, you need an ODBC-compliant database application. ETViews is compatible with a wide range of applications, including Microsoft® Access, Crystal Reports, Microsoft® Excel, Lotus Approach™, and Oracle®. You also need ODBC Oracle drivers. You do not need an additional Oracle license to use ETViews.

Login API

The Login application programming interface (API) enables external programs to automatically log Travelers into E-TRAVEL Web Traveler by providing valid login information on the Traveler's behalf. Therefore, the Traveler does not see the Web Traveler Login page, but is taken directly into Web Traveler.

Documentation

The E-TRAVEL 3.5 release introduces a suite of documentation that helps all users learn how to use the E-TRAVEL system.

System Maintenance and Configuration Guide

Intended for those who maintain the E-TRAVEL Server, this guide explains how to configure security, email, and .INI files; perform routine maintenance on the Server; and troubleshoot some common Server problems. This guide is available in Portable Document Format (PDF) on the E-TRAVEL CD. If you do not have this guide, contact your Customer Service Representative.

Traveler Quick Reference Guide

Intended for Travelers and others who use Web Traveler, this guide explains how to use Web Traveler to book trips, change preferences, and approve and disapprove trips. This guide is available online via the **Help** link in Web Traveler.

Using EViews

Intended for Database Administrators and IT Analysts, this guide explains what the views are, how they are related to one another, and what you need to do to use them. This guide is currently in progress, but will be made available in PDF. For more information, contact your Customer Service Representative.

Web Admin Reference Guide

Intended for Travel Managers, Travel Agency Representatives, and others who administer service bureaus, agencies, and companies, this guide is a comprehensive "how to" reference for Web Admin. It includes how to accomplish tasks using all portions of Web Admin. This guide is available in PDF on the E-TRAVEL CD. If you do not have this guide, contact your Customer Service Representative.

Web Traveler and Security

Intended for Travelers and others who use Web Traveler with SSL enabled, this guide explains how to set up all supported browsers to effectively use Web Traveler in secure mode. This guide is available online via a link in the *Traveler Quick Reference*. It can also be put on your company's intranet as a separate guide.

What's Next?

Oracle eTravel is working on ETLINK™, a direct link to vendors that will reduce customers' transaction costs. As a result of Oracle's acquisition of E-Travel, E-TRAVEL products will be integrated with other Oracle financial applications. Look for future Product Management Bulletins to announce these and other enhancements.