

## FACTS: Travelport Universal Record

### Use a true Super PNR to boost efficiency and lower your operating costs

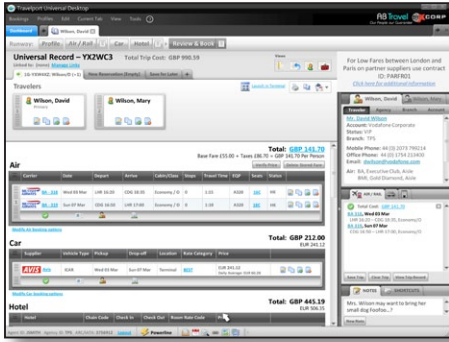
How are today's travel agencies dealing with the complexity of customer and content requirements, particularly the increasing need to manage booking data through numerous travel supplier systems? Most agencies are using multiple booking and data management systems, and a range of software solutions. Doing business this way creates unnecessary and costly IT requirements, and also complicates mid- and back-office processing and reporting.

Travelport Universal Record eliminates those challenges by enabling you to manage traveller records using innovative technologies. Universal Record combines all itinerary components into a single record, regardless of where or how a booking occurred. Shopping, booking and servicing your customers across multiple suppliers and content sources is integrated for real-time quality control, database services and back-office processing. The results? Higher efficiency and lower operating costs.

### KEY FEATURES AT A GLANCE

- › Travelport Universal Record unifies into a single booking all global distribution system (GDS) segment data, along with segments you book through other content sources – a capability that eliminates your need to create passive segments for bookings created outside your GDS.
- › As a key component of Travelport's next-generation technologies, Universal Record is accessible via the Travelport Universal Desktop™ and industry-leading Travelport Universal API™.
- › You have expansive storage capabilities with the ability to store more than one GDS booking, more than nine passengers and multiple trips – all within one Universal Record.
- › There is flexibility to view Universal Records by passenger, trip or in chronological order.
- › Trip data can be quickly duplicated or divided into another booking to save time, and when colleagues travel together, all trip data is maintained in a single Universal Record.
- › Bookings can be modified or cancelled directly from a Universal Record, reducing keystrokes and the need to access individual passenger name records (PNR).
- › Trip information can be saved without making a reservation, so when you follow up with a traveller, you can complete a booking without having to repeat the process.
- › Comprehensive Universal Record histories maintain easy-to-understand audit trails for all activities relating to individual records.
- › Automatic population of traveller data from the Travelport Universal Profile system into a Universal Record speeds the booking process and ensures data accuracy across your systems.





## Leverage the power of a single, multifaceted system

Content and process fragmentation issues are a thing of the past with Travelport Universal Record. You can store and configure content from multiple sources in a single record, including GDS content, such as air, car rental and hotel segments, alongside low-cost carrier, rail and your own sourced agency content. In addition, you no longer need to manage multiple PNRs or navigate legacy systems to harness the value of your data. Such complexities are efficiently managed behind the scenes.

## Work in harmony with Travelport's next-generation travel applications

Universal Record is part of Travelport's new technology framework that brings substantial process improvements and control to the global travel agency community. You can leverage Universal Record through Travelport Universal Desktop and Travelport Universal API, leading solutions that let third-party developers, and traditional and online agencies consume the same industry-leading features and services employed within Travelport's latest booking applications.

Developed using the latest technologies, Universal Record is built on a relational database for utmost flexibility and control – minus the limitations of legacy systems. The technology also scales to adapt to your agency and customers' growing requirements and expectations.

## Agent advantages

- All of the information you need is stored in a single record, eliminating the need to navigate multiple systems
- With a simple keystroke, you can verify price, access full flight details, make any necessary modifications, confirm or adjust payment information, add or adjust account remarks, and calculate agency service fees
- The Travelport Universal Desktop Powerline feature lets you quickly search for Universal Records, with additional choices to view by passenger, trip or in chronological order

## Administrator advantages

- Universal Records capture accurate data to improve process efficiency and reduce your costs
- You have flexibility to configure booking content providers for a single Universal Record, including your agency sourced content, aggregated through the Universal Desktop's Software Development Kit (SDK)
- Processes for quality control, document processing and back-office reporting are streamlined, consistent, fast and efficient
- Intelligent processes automatically track PNRs and customer service follow-ups, which creates a collaborative user experience allowing agents to see the latest information via a single record
- Greater business intelligence helps you make more informed decisions. For example, Data Tracking gives you the power to run reports for un-ticketed and ticketed Universal Records.

## Traveller advantages

Free to focus on maximising the customer experience, agents are able to deliver all of the information and personal attention travellers require, including integrated itineraries and improved service.

## Streamline your business with innovative PNR capabilities

For more information about Travelport Universal Record and Travelport Universal Desktop's full suite of business and productivity tools, contact your Travelport representative today.



©2010 Travelport. All rights reserved. All Travelport logos and marks as well as all other Travelport proprietary materials depicted herein are the property of Travelport LP and/or its affiliates.