



hitchhiker - travel software

Connecting your Travel Business



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Our Profile

Working as an independent software company since 1992, HitchHiker has been successfully developing software solutions for airlines, consolidators, online portals, travel agencies and tour operators.

With over 20 years of experience the tourism industry and numerous international projects, we have developed solutions for the entire chain of the flight tariff management process as well as numerous, powerful booking applications for all types of flights and touristic services.

The basis for our successful solutions are decidedly our long-term national and international customers which contribute with their expertise and specific needs in their everyday business to the continuous expansion of our solutions.

In addition, it is our staff who possesses the appropriate know-how in the area of tourism and IT, and who takes on every challenge with a spirit of innovation, flexibility, skill and the necessary composure.

As a Microsoft Gold Partner from the very start, we place high value on established technologies and in the continuing education of our long established development teams.

We will gladly assist you in implementing your own, individual projects.

Some References



Our Vision

On one side, our aim is to simplify and automate your internal business processes with high-performing, standardised software applications. On the other side, our focus is on delivering standard solutions to facilitate transactions between suppliers, resellers and consumers of the tourism industry. Nevertheless, we emphasise great importance on scalability and networked processes.

Standardise

Standardising software significantly lowers the cost of implementation, maintenance, upgrading as well as training and advantageously increases adaptability. Furthermore, you will benefit from enhancements and developments based on market requirements, which will be made available for you in the form of version updates.

Simplify

By applying standardised data formats a simple and quick flow of information can be achieved. Matching systems and high-performance architectures with single data entry and local databases will reduce your manual workload.

Automate

Our product suites comprise an array of applications engineered to work perfectly together. This allows for consolidation and automation of complete processes. The HitchHiker Flight Entry and the HitchHiker Ticket Automation for example, will allow for an automation rate of up to 100%.

Our Partners



amadeus



envoy



Instant
CONNECT



Lufthansa Group

Microsoft Partner
Gold Application Development



wirecard

Our Solutions

Data Management & Distribution

- Flight Entry
- Import/Export
- Allotment Manager

XML Booking Solutions

- Flight API
- Direct Connect
- Travel API

Booking Applications

- Agent
- Consumer
- HitchHiker.Travel

Process Automation

- Ticket Automation
- Reprice Robot
- Queue Robot



Flight API:

Implement each and every one of your individual projects with our flexible, multi-content flight booking solution.

Agent:

Provide your call centers and travel agents with an efficient and intuitive consulting and booking platform for flights.

Consumer:

Gain new internet-related customer groups with our white-labeled B2C flight booking application (IBE) for your individual online shop.

Direct Connect:

Always benefit from the best available airfares with our universal WebFares interface offering more than 100 Low Cost and Charter airlines.

Data Feed:

Receive up-to-date flight price information to empower dynamic packaging or fare casting services.

Rule Engine:

Individually define your GDS and airline distribution strategies.

Allotment Manager:

Automate your handling and distribution of flight allotments/allocations and group bookings.

Flight Entry:

Reduce time to market and resources with our best-practice management solution for your own airfares.

Ticket Automation:

Save time & costs, while ensuring the highest level of quality for your ticketing by applying our fully automated 24/7 ticketing solution.

Travel:

Create your own online shop with us or subscribe as supplier at the universal market place hitchhiker. travel.



Flight API

The HitchHiker Flight API is the multi-content flight booking solution for each and every one of your projects.

Use the Flight API as a basis to create your own travel booking platforms for travel agencies or end-consumers. Develop your own business logic to provide your call centers and sales agents with high-performance sales tools or integrate our flight content into your internal tour-operator system to create dynamic travel packages.

The Flight API maps all processes from the fare request, the flight booking, the payment process and ticketing up to rebooking, cancellation, refund and revalidation.



Thanks to our dedicated team of API experts and more than 15 years of experience in the development of online booking systems, our Flight API provides a wide choice of available bargain-priced flights worldwide. You can choose between interfaces to 6 GDS', more than 100 direct airlines connections as well as access to your own net fares or allotments and group bookings.

A developer-friendly XML-WebService-Interface allows for a quick and easy integration into the system of your choice. A subsequent change of your GDS or the addition of further content at any time is made possible through the independent and scalable design of the interface.

Technical Highlights

- Numerous functionalities covering all aspects of your flight bookings:
 - Flight search (fare display, available fares)
 - Seat maps, seat reservation
 - Tolerance search
 - Fare quote
 - Booking
 - Modify existing bookings (add segments, cancel booking, Special Service Request ...)
 - Ticketing incl. void, refund and revalidate (as supported by Amadeus/Galileo)
 - Supplier payments through Virtual (Mastercard) Account Numbers

Your Advantages

- Individual application, e.g. for:
 - Booking platforms (for end-consumers and agents)
 - Call-Center (consolidator, tour-operator, business travel...)
 - Agency sales (travel agency, distrib. partner ...)
- Exceptional number of low priced, bookable fares
- Accurate, real-time pricing information right from the start
- Full flexibility in the choice of your content
- Cost savings for implementation/changes
- Easy integration with user-friendly interface
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation

- Mix different airlines within one booking
- Simultaneous query of several net fare databases/suppliers
- Supports all current GDS shopping features
- Caching mechanism to reduce GDS transactions

Fare Source	Interfaces	Supported Fare Types
GDS	<ul style="list-style-type: none"> • Abacus • Amadeus • Farelogix • Galileo • Mystifly • Sabre • Sirena • Worldspan 	<ul style="list-style-type: none"> • Published • Corporate • CAT 25/35 • Ethnic (LBR) • Negotiated • Infants (INF) • Children (CHD) • Seniors (SRC) • Touroperator (ITX) • Youth and Student (YTH/STU) • Sailor (SEA) • Military (MIL)
Flight Entry (Offline Content)	<ul style="list-style-type: none"> • HitchHiker Flight Entry 	<ul style="list-style-type: none"> • as above
Allotments	<ul style="list-style-type: none"> • HitchHiker Allotment Manager 	<ul style="list-style-type: none"> • as above
Direct Connect (Low-Cost / WebFares / Scheduled Airlines)	<ul style="list-style-type: none"> • Farelogix • Airline Interfaces and Websites • Airkiosk • Avantik • Navitaire • Multicom • Radixx • SabreSonic 	<ul style="list-style-type: none"> • Published • Agency Fares • Negotiated Fares
Charter	<ul style="list-style-type: none"> • Traffics 	<ul style="list-style-type: none"> • Charter Fares

Supported Interfaces and Fare Types

Direct Connect

Numerous low-cost-carrier flight offers are not at all available or are not completely available via traditional distribution systems. For all **online travel agencies, tour operators offering dynamic packages** and especially in the **business-travel** sector, it is indispensable to be able to receive complete and inexpensive flight offers.

The HitchHiker WebFares Engine already delivers more than 100 international low-cost airlines today, as well as selected traditional airlines via **direct connection**. We are constantly expanding the carriers we offer over this channel. In doing so, we emphasise great importance to the proper transmission of all tariff and price information thereby achieving an unrivalled quality of our low-cost-carrier data.



The query and booking procedures are always the same, no matter whether the airlines are accessed by direct connection or if the requested fares are accessed via screen scraping.

You can receive the HitchHiker Direct Connect content through one single user-friendly web service interface (Flight API) or as an integrated solution in HitchHiker Agent or Consumer.

For a current list of available content, please see:
<http://news.hitchhiker.com/hh-direct-connect.htm>.

Technical Highlights

- Numerous functionalities covering all aspects of your flight bookings:
 - Flight Search (Available Fares)
 - Tolerance search
 - Radius search
 - Seat reservation
 - Bookings with departure in home country or abroad
- Password administration and agency login for each airline
- Complete APIS support (if required)
- Baggage allowance and booking
- Online check-in, Priority boarding, SMS confirmation
- Payment handling
- Currency conversion

Your Advantages

- Individual application, e.g. for:
 - Booking platforms (for end-consumers and agents)
 - Call Center (consolidator, tour operator, business travel ...)
 - Over-the-counter sales (travel agency, distribution partner...)
- Excellent quality of pricing information
- Easy integration with user-friendly interface
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation

Direct Connect Content

13

- | | | |
|--------------------------|----------------------------|--------------------------------------|
| 1. Adria Airways | 46. City Wing ** | 90. Monarch |
| 2. Aegean Airlines ** | 47. Coastal Aviation | 91. Neos |
| 3. Aer Arann | 48. Condor | 92. Nextjet ** |
| 4. Aer Lingus | 49. Corendon | 93. Niki Luftfahrt |
| 5. Aerolink | 50. Corendon Dutch | 94. Nok Air ** |
| 6. AeroNAV | 51. Deutsche Bahn | 95. Norwegian Air Int. |
| 7. Air Arabia | 52. Drukair ** | 96. Norwegian Air Shuttle |
| 8. Air Arabia Maroc | 53. Eastern Airways | 97. Onur Air ** |
| 9. Air Arabia Egypt | 54. Easyjet | 98. Pacific Coastal |
| 10. AirAsia | 55. Edelweiss Air | 99. Peach Airlines ** |
| 11. AirAsia X | 56. Etihad Regional ** | 100. Pegasus Airlines * |
| 12. AirAsia India | 57. Firefly | 101. Porter * |
| 13. AirAsia Indonesia | 58. Flightlink | 102. Regional Air Services |
| 14. Indonesia AirAsia X | 59. Fly540 | 103. Ryanair |
| 15. AirAsia Philippines | 60. Flybe | 104. S7 Airlines ** |
| 16. Thai AirAsia | 61. Flydubai * | 105. Safairlink |
| 17. Thai AirAsia X | 62. Flynas | 106. Scoot (*) |
| 18. AirAsia Zest | 63. Freebird | 107. Skyward Express |
| 19. Air Baltic | 64. Frontier Airlines ** | 108. SkyWork |
| 20. Air Berlin (*) | 65. Germania | 109. Southwest ** |
| 21. Air Dolomiti ** | 66. Germania Flug | 110. SpiritJet |
| 22. Air Excel | 67. Germanwings | 111. Spirit Airlines** |
| 23. Air India Express ** | 68. GOL Transportes Aereos | 112. SunExpress |
| 24. Airkenya Express | 69. GoAir | 113. Sunwing ** |
| 25. Air Labrador | 70. Helvetic Airways | 114. Swiss International Air Lines * |
| 26. Alitalia ** | 71. HK Express * | 115. Tailwind |
| 27. American Airlines * | 72. HOP! | 116. Tigerair |
| 28. Arke ** | 73. Iberia Express | 117. Tigerair Australia |
| 29. As Salaam Air | 74. IndiGo | 118. Tigerair Taiwan |
| 30. AtlasGlobal ** | 75. Interjet | 119. Thomas Cook Airlines |
| 31. Auric Air Service | 76. Involatus | 120. Thomas Cook Airlines Belgium ** |
| 32. Austrian Airlines * | 77. Iraqi Airways | 121. Thomson Airways |
| 33. Bangkok Airways ** | 78. Jazeera Airways | 122. Transavia |
| 34. Blue Air | 79. Jet2 | 123. Transavia France |
| 35. Blue Islands * | 80. Jetairfly * | 124. TUIfly |
| 36. BlueSky Aviation | 81. Jetstar * | 125. VietJet Air |
| 37. Blu Express ** | 82. Jetstar Asia * | 126. Virgin America |
| 38. BMI Regional ** | 83. Jetstar Pacific * | 127. Volaris ** |
| 39. Borajet ** | 84. Laser Airlines | 128. Volotea |
| 40. Brussels Airlines * | 85. Lufthansa * | 129. Vueling |
| 41. Calm Air | 86. Mango | 130. Westjet ** |
| 42. Carpatair ** | 87. Meridiana ** | 131. Wizz Air |
| 43. Cebu Pacific | 88. Mihin Lanka | 132. WOW air |
| 44. Central Mountain Air | 89. Mombasa Air Safari | |
| 45. CityJet | | |

* Requires agent account from airline, ** Available on request. No agent account supported.

Data Feed

HitchHiker's Flight Data Feed is a service is designed for **Tour Operators, OTAs** as well as **Airlines**. It allows you to create for instance dynamic holiday packages, price forecasts, price drop down communication and also to feed metasearch engines with the latest price data.

Based on your individual requirements the Data Feed generates flight data including all price, routing, tax and surcharge information. You may choose between availability-checked net fare data or high-quality low cost carrier data.



For available low cost carriers please see:
<http://news.hitchhiker.com/hh-direct-connect.htm>.

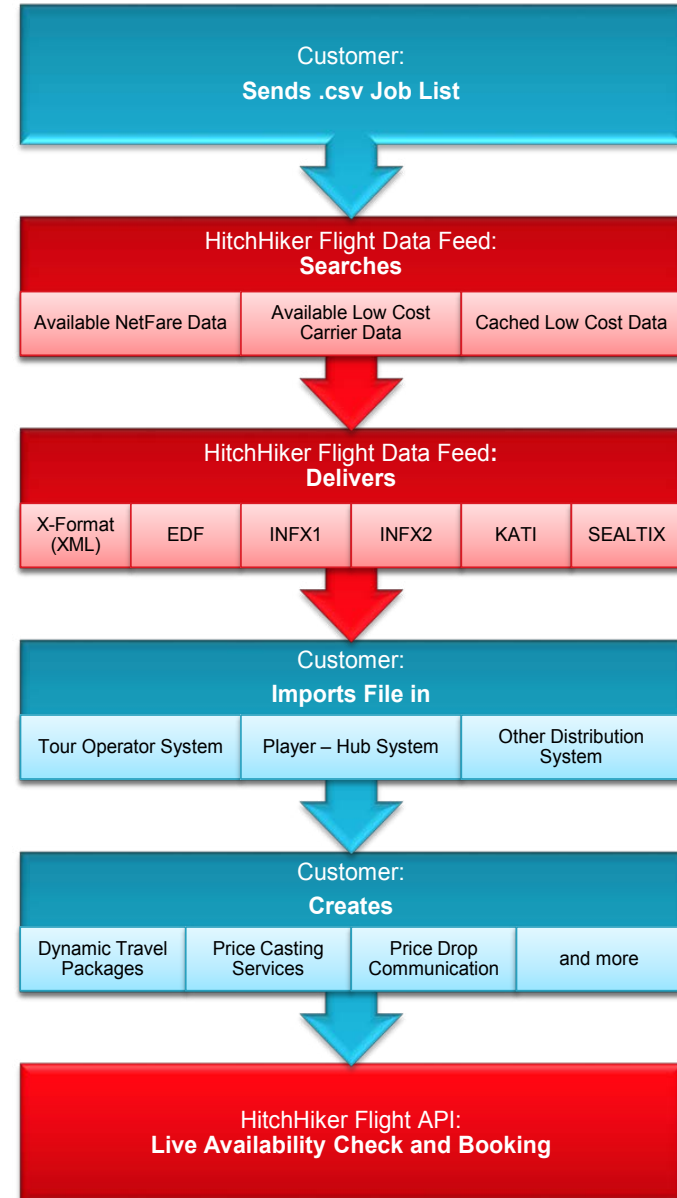
A great variety of export formats allow for importing the flight data in the systems of your choice, including but not limited to established tour operator system and Peakwork's player/hub environment.

Workflow / Highlights

- You provide „Job-Lists“ consisting of the desired ORG/DEST/ DATE etc. in csv-format via our ftp-server.
- Updates may be requested daily or according to your business needs.
- Based on this list the Data Delivery Service automatically runs a set of queries to retrieve tariff, routing, price and tax information either through our Flight API or Cache module.
- After this process is finished, the flight data will be delivered to you in one of the following formats: X-Format (XML), (Peakwork’s) EDF, KATI, INFX1, INFX2, SEALTIX
- You import the file in the system of your choice.
- For live availability check and booking functionality please see our Flight API.

Your Advantages

- Retrieve flight data tailored to your individual requirements
- Enable dynamic packaging with all kind of flight data in the system of your choice
- Improve customer experience by creating fare casting services and price drop communications
- Drastically reduce your search response times and unnecessary hits to the GDS
- Benefit of an unrivalled choice and quality of low-cost data



Agent

HitchHiker Agent is the optimal and efficient flight search and booking system for **consolidators, travel agency collaborations** and **travel agencies**.

Using the intuitive, graphical User Interface all call center employees, travel agents and travel consultants are able to find and book the best deals from a variety of fares within a very short time. Using the software does not require any GDS knowledge. HitchHiker Agent provides all relevant information such as flight times, booking and cabin classes, booking restrictions, prices and service charges.

Our Distribution Partners:



In addition, the agent can calculate an individual service charge and automatically generate offers. Using the integrated Booking Manager bookings can be processed and managed conveniently, e.g. reserve seats, add OSIs and SSRs or cancel bookings. In the process, your users or agents always maintain an overview of the status of each booking.

HitchHiker Agent covers the entire process in only one system from the selection of the flight to the booking and up to ticketing of GDS fares or ticket order with the consolidator. Thus saving time and increasing the efficiency of your sales team.

Technical Highlights

- One-way, return and multistop query options
- Multi-GDS functionality and support of a variety of fare types: net, published, nego, ethnic (LBR), corporate, CAT 35, WebFares and many more
- Simultaneous query option of several netfare databases/suppliers
- Service fees can be calculated and managed by a variety of criteria (both by the consolidator and the agent)
- Sales Preference function to promote specific airlines on a specific routing based on your financial targets
- Create offers as MS Word document or send as direct e-mails
- Deposit payments and credit card payments via integrated PSPs (Computop and eMerchantPay)

- Supplier payments through Virtual (Mastercard) Account Numbers
- Booking Manager supporting comprehensive monitoring and processing options for completed bookings e.g. add/cancel segments, ticket order, PDF confirmation, seat reservation, storing of OSI/SSR/remarks/frequent-flyer-numbers
- Ticketing for GDS fares including Void/Refund/Revalidate on Amadeus
- Scan Monitor with detailed control options of Look-to-Book and Look-to-Ticketing indicators on agent and affiliate level
- Optional Ad-Server: advertisement according to routing on wait screen

Your Advantages

- Individual application, e.g. for:
 - Consolidator (in call centers, travel agencies)
 - Travel Agency Cooperation
 - Travel Agencies (with or without own net fares)
- Efficient consulting and distribution platform: agent / call center staff can handle the entire booking process in one system
- Training of staff is reduced to a minimum
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation
- You automatically profit from current updates and market adjustments

The screenshot displays the 'Booking Manager' interface with a search form for flights. The form includes the following fields and options:

- Search:** Fares, Booking
- From:** [DUB] Dublin - Dublin Airport (0 km)
- To:** [FRA] Frankfurt - All airports (0 km)
- One-way only:** Open Jaw
- Departure date:** 01.10.2015 (Any time)
- Departure time:** (Any time)
- Arrival time:** (Any time)
- Return date:** 15.10.2015 (Any time)
- Departure time:** (Any time)
- Arrival time:** (Any time)
- Adult(s):** 1 (Normal)
- Children < 12 yrs.:** 0
- Infant(s) < 2 yrs.:** 0
- Search options:** Search for direct flights only, Class mix & combinations, Cheapest fare per airline
- Optional:** Cabin classes (Economy, Premium Economy, Business, First), Currency (CHF)
- Preferred airlines:** Include, Exclude
- Summary:** Outbound: from [DUB] Dublin - Dublin Airport to [FRA] Frankfurt - All airports; Inbound: from [FRA] Frankfurt - All airports to [DUB] Dublin - Dublin Airport; Passengers: 1 Normal, 0 Child(ren), 0 Infant(s)
- Fare types:** IATA fares, Nego fares, Corporate fares, Consolidator, Tour operator, Net fares, Percentage fares, Web Fares, Charter fares
- Search:** Q Search

Consumer

HitchHiker Consumer is the professional flight booking application for **your travel agency's online shop**. Also, **ticket wholesalers** and **travel agency collaborations** can provide HitchHiker.Consumer for all connected travel agencies as the ideal tool for online promotion.

As a white-label solution, HitchHiker Consumer can quickly and seamlessly be integrated into your existing website. Furthermore, it allows your customers to select flights from a variety of offers and book them in just a few simple steps.


Our Distribution Partners:



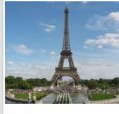
Sample integration of a customer

FLUG HOTEL PAUSCHAL LAST MINUTE RUNDREISEN FERIENWOHNUNG KREUZFAHRTEN


Haben Sie schon Ihr Hotel gebucht?




London




Paris




Barcelona



Rom



Miami



Sydney

Ihr Flug

Flug: Zürich (CH) - London (GB) | London (GB) - Zürich (CH)
Reisetermine: 23. Jul 2013 - 31. Jul 2013
[Details anzeigen](#) [um Angaben zu ändern](#)

Übersicht

Verfügbare Preise		Bitte beachten: Flugpreise inkl. Serviceentgelt und Steuern	
Fluggesellschaften	Direktflüge	Flüge mit einem Zwischenstopp	Flüge mit mehreren Zwischenstopps
Unsere günstigsten Flüge	EUR 187,35	EUR 155,25	
airberlin	EUR 288,89	EUR 155,25	
SWISS	EUR 187,35		
easyJet	EUR 194,15		
KLM		EUR 206,09	

[+ Weitere Fluggesellschaften anzeigen](#)

Detailsicht

Gefundene Preise: 37 Seite(n): 1 | 2 | 3 | 4 | 5

airberlin
Hinflug

KLM
Rückflug

EUR 155,25

Gesamtpreis: (Pro Person)

Inkl. Steuern (EUR 144,25) , Inkl. Serviceentgelt (EUR 9,00)

Time and again, HitchHiker Consumer convinces customers with its optimal ergonomic product design, intuitive operation and transparency of the information presented. Our aim is to keep the client on the website until he/she has completed the booking, thus increasing your booking volume.

Gain new customers via the online sale of flights or optimise your existing internet presence by using our state-of-the-art booking application.

Technical Highlights

- Available in 15 different languages
- Various query options for „Round-Trip“, „One-way“, „Open-Jaw“ and „Multi-stop“ (up to 6 legs)
- Flight bookings in only 3 simple steps: 1. Query, 2. Fare Display, 3. Confirmation Page (if legally required) and 4. Booking
- Multi-GDS functionality and support of a variety of fare types: net, published, nego, ethnic (LBR), corporate, CAT 35, WebFares and many more
- Multi-stage calculation options for consolidators and travel agents
- Booking is completed on your own GDS PCC or directly on the airline's system (for Web Fares)

- Complete APIS support (including address, visa, passport and secure flight information)
- Travel insurance (either your own or Hanse Merkur via direct connection)
- Various payment options such as: credit card, bank transfer, direct debit including disagio management
- Support of additional fees according to means of payment (OB fees)
- Booking Manager supporting comprehensive monitoring and processing options for completed bookings
- Optional Ad-Server: advertisement according to routing on wait screen

Your Advantages

- White-labeled solution with customizing options for a seamless integration into your website
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation
- You profit from current updates and market adjustments
- Development of new Internet-related customer groups
- Booking options around-the-clock and outside of your business hours
- All GDS bookings are made on your own PCC, so you have full control of all bookings and profit from GDS-Segment-Incentives as usual

List of Results with Flight Information

The screenshot displays a flight search interface with a multi-stop query and a list of results. The query is for a multi-stop flight from Frankfurt (FRA) to Dubai (DXB) to Bangkok (BKK) to Frankfurt (FRA). The results show a total price of EUR 707.62 and a list of flights with details such as departure times, arrival times, and flight numbers.

Flight search

Return One-way Multi-city **Multi-stop** Language: English

What is multi-stop? 1

Leg 1

From [FRA] Frankfurt - All airports To [DXB] Dubai - All airports

Departure date 15/04/2013 Departure time Any time

Leg 2

From [DXB] Dubai - All airports To [BKK] Bangkok - All airports

Departure date 18/04/2013 Departure time Any time

Leg 3

From [BKK] Bangkok - All airports To [FRA] Frankfurt - All airports

Departure date 02/05/2013 Departure time Any time

Passenger(s)

Adult 1 Children 0

Infants without fares found: 27

Paging: 1 2 12

EUR 707.62

Total price (Passengers: 1)
Incl. taxes (EUR 114.62)
Additional fees (baggage, payment method, etc.) are possible

Outbound flight	Inbound flight
6:15 h Economy 1 Stop(s) EK 44 15.Apr 11:00 Frankfurt (FRA) 19.Apr 08:20 Bangkok (BKK)	6:15 h Economy 1 Stop(s) EK 373 2.May 21:20 Bangkok (BKK) 3.May 08:50 Frankfurt (FRA)
6:15 h Economy 1 Stop(s) EK 46 15.Apr 16:20 Frankfurt (FRA) 19.Apr 08:20 Bangkok (BKK)	
6:15 h Economy 1 Stop(s) EK 44 15.Apr 11:00 Frankfurt (FRA) 18.Apr 19:15 Bangkok (BKK)	Flight information Economy non-stop flight EK 44 15 Apr 11:00 Frankfurt (FRA) 15 Apr 19:15 Dubai (DXB)
6:15 h Economy 1 Stop(s) EK 372 15.Apr 16:20 Frankfurt (FRA) 18.Apr 19:15 Bangkok (BKK)	Economy non-stop flight EK 372 18 Apr 09:40 Dubai (DXB) 18 Apr 19:15 Bangkok (BKK)

Multi-stop Query

Rule Engine

The HitchHiker Rule Engine offers the option of defining rules to select the best tariff sources dynamically for any given request to our Flight API / Agent / Consumer (please see graph).

For example, low-cost airlines are precursors on specific routes, while an individual GDS' may provide better prices or quality on certain routes. Also, the GDS does not always provide you with your preferred airline in the best-price request. Being able to determine the best and lowest available rates for each individual situation provides a decided competitive advantage.

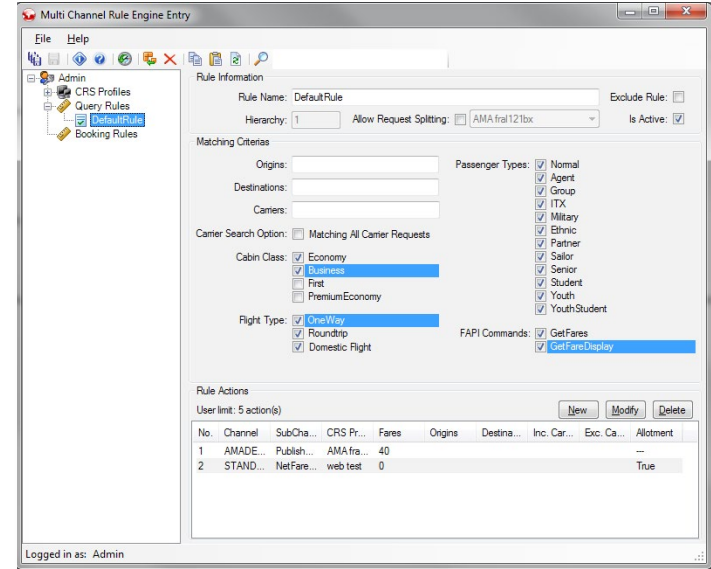


The HitchHiker rule engine supports your individual strategies for airlines and GDS' and thus strengthens your negotiating position. You can also achieve higher kick-back payments by targeted promotion of certain airlines.

Technical Highlights

- Define your rules:
 - Query criteria (routes, airlines, cabin classes, passenger types, etc.)
 - and actions (number of desired fares and associated fare type and source)
- Set priorities for your rules
- Define fallback scenarios, if queries fail on a specific channel
- Integration of Allotment Manager possible to check availabilities
- Combinations of airlines with allotments or low-cost carriers possible

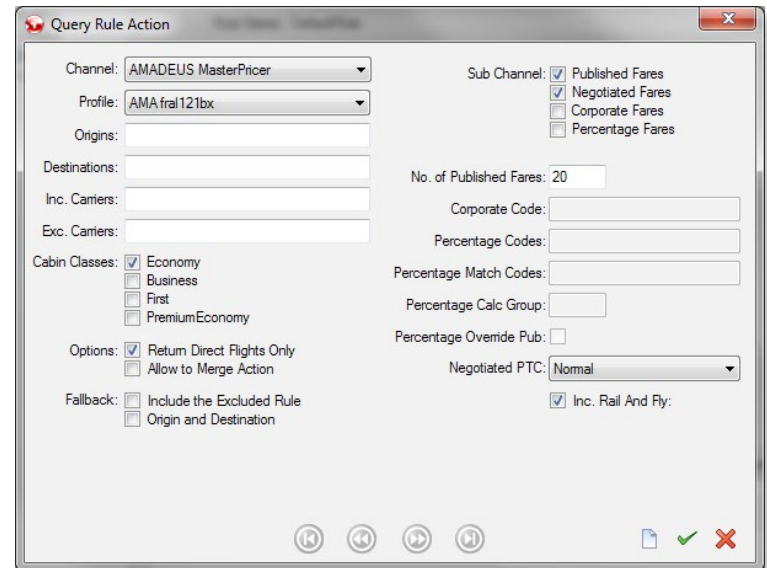
Rule Engine Entry



Your Advantages

- Individual control of all fare sources
- Define your query range down to the finest detail
- Improve the quality of GDS-Best-Price-Searches
- The individual selection of the requested fare sources allows a reduction of transaction costs / an increase of revenue per ticket
- Individual GDS and airline strategy, e.g.:
 - Systematic promotion of individual airlines
 - Systematic use of different GDS for different routing
- Rule Engine functionality available for HitchHiker Flight API, HitchHiker.Agent and HitchHiker.Consumer

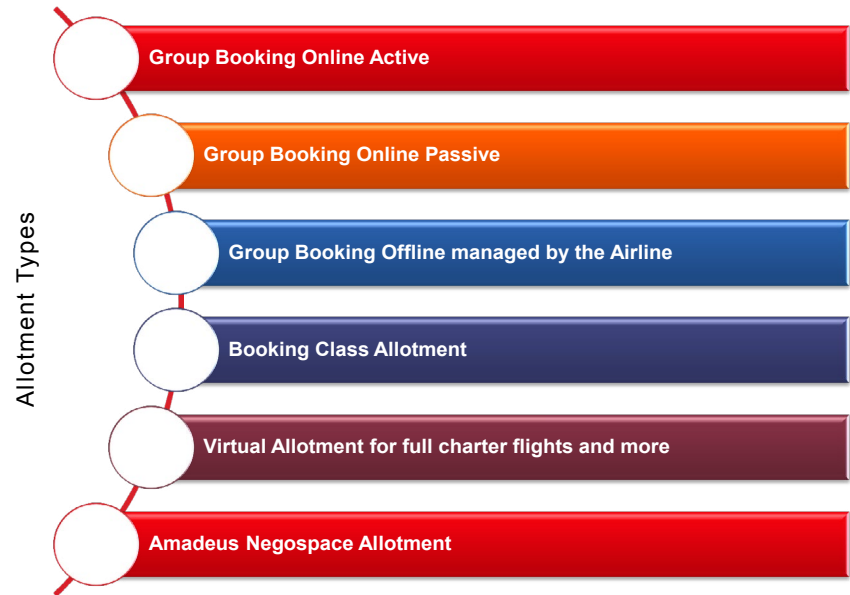
Query Rule Action



Allotment Manager

The management of guaranteed availabilities (allotments) has until now required a great deal of manual effort, especially for **travel and cruise operators** and **airlines**, which serve groups of nine and more passengers. HitchHiker is one of the few technology providers on the market, which provides a professional solution for your flight contingencies and group bookings.

For example, the HitchHiker Allotment Manager gives you the option of automating scheduled actions which refer to the management of your allotments and bookings, such as dispatching emails to an airline or the automated data import from Amadeus Negospace. Via integration into the HitchHiker Flight API it also offers the option of combining your flight contingencies with various other travel arrangements in your



own tour operator system. Moreover, it is possible to make the allotments bookable directly online for your agents or end-consumers. With the HitchHiker Allotment Manager you therefore are able to push the online distribution of single seats as well as the packaging of your allotments.

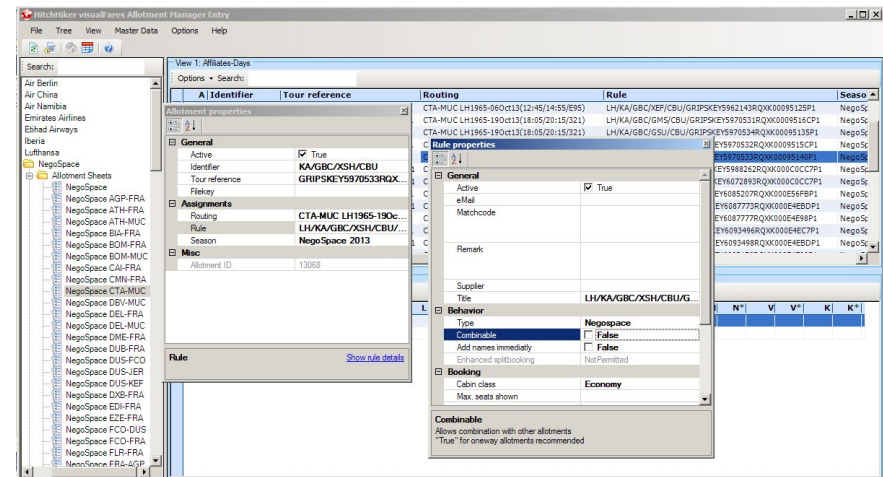
It makes no difference whether you would like to manage your group bookings online / offline, your full charter flights, your Amadeus Nego Space or your booking class allotments. The HitchHiker Allotment Manager offers a wide range of allotment types, which adapt to an array of different business models.

Technical Highlights

- Graphical User Interface (Allotment Entry) to enter negotiated flight allotments
- Automate scheduled actions via the Action Service:
 - E-mail dispatch to airlines (e.g. release 50% of the seats 10 days before departure and send passenger list 2 days before departure to a specific e-mail address)
 - Automatic data import from Amadeus Nego Space
- Integration into the HitchHiker Flight API for quick and efficient delivery and ability for your Allotments to be booked in all connected distribution systems (e.g. agent platforms, travel portals, tour operator systems...)
- Optional setting of priorities for sale via the Flight API („Show Allotments First“)
- Optional combinations of allotments with feeders and add-ons from the standard availability (split bookings)
- Optional allocation of parts of allotments to individual agencies or different products
- PNR import via CSV list

Your Advantages

- Individual application, e.g. for:
 - Cruise companies
 - (Group-) Tour Operators
 - Airlines
- Time and cost savings in the administration and sale of your allotments
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation



Allotment Manager Entry

Flight Entry

The HitchHiker Flight Entry is the best-practice, administrative software for flight tariffs. More than 30 companies and corporations in the tourism industry worldwide - including **airlines, travel agencies, portals, ticket wholesalers** and **tour operators** - use it today to calculate their net or published fares according to their needs and then distribute them to their customers.

The HitchHiker Flight Entry allows for streamlined processes and the efficient use of resources as your tariff data only needs to be loaded once. Additionally, data management and data processing are simplified as well as you are able to serve all distribution channels from one single database.

Our Service Partners:



Due to excellent export capabilities even complex fares can be distributed quickly and efficiently which make them easily ready for your customers' flight requests and bookings.

The tariff distribution process between airlines and consolidators is dramatically simplified and accelerated as well due to the efficient exchange of data with the HitchHiker Entry.

You have the choice of entering the fares yourself, locally in your Entry database or having one of our service partners do so for you.

Technical Highlights

- Management of offline tariffs and their calculation and deployment:
 - The HitchHiker Ticket Automation
 - HTML format (offers printing)
 - Different distribution systems, for example:
 - Agent platforms
 - Call centers
 - GDS (Amadeus Nego Fares & ATPCO Export)
 - travel portals
 - tour operator systems
 - Player technologies
- Fare loading structuring in: fare, rule, routing and ticket information
- Linking of origins and destinations with the associated prices, seasons, rules and routings in the corresponding tariff sheet
- City-pair and fare level import from Microsoft Excel
- Specific calculation options for customers and distribution channels
- Tax override and Q-surcharge function via the integrated TaxManager
- **Export formats:** Amadeus XML, ATPCO (Bits and Bytes), HTML, RFF, STADAF, VFX (HitchHiker format)
- **Export formats for dynamic packaging:** X format, EDF, INFX1, INFX2, KATI, OTDS (on request), SEALTIX
- **Import Formats:** Excel, STADAF, VFX (HitchHiker format)

Your Advantages

- Established system with numerous long-term users
- HitchHiker Flight Entry conforms to the requirements of different international markets
- Continuous improvement and adaptation to market and customer requirements
- Minimum time and resources required to enter and distribute offline tariffs
- Highest level of details of the entered tariffs (price components and restrictions) for quality assurance and error reduction
- Full control of an unlimited number of tariffs

HitchHiker Flight Entry

The screenshot displays the HitchHiker Flight Entry software interface. On the left is a tree view showing a hierarchy of data including 'Tree', 'Air Madagascar', 'Air Nambua', 'Air New Zealand', 'Rules', 'Routing', 'Fare', and 'Tariff'. The main window shows a 'Routing' table with columns for 'Standard Entry', 'Origin', 'Destination', 'Routing', 'Rule', 'RT', and 'OW'. Below this is a 'Rule' table with columns for 'S', 'P', 'TITLE', 'RC', 'MDN', 'MAX', 'CHARGE', 'PT', 'CAR', and 'TITLE'. The interface includes a menu bar at the top with options like 'File', 'Tree', 'View', 'Flights', 'Accounting', 'Window', 'Options', and 'Help'.

Standard Entry	ORIG	DEST	ROUTING	RULE	RT	OW
1	A	FRA - AGL	FRA_BFELE97	From FRA... J-class (PC)	4350.00	3263.00
2	A	FRA - AGL	FRA_BFELE97	From FRA... J-class (PC)	5035.00	3777.00
3	A	FRA - AGL	FRA_BFELE97	From FRA... D-class (PC)	5895.00	4422.00
4	A	FRA - AGL	FRA_BFELE97	From FRA... C-class (PC)	7100.00	5325.00
5	A	FRA - CHC WLG	FRA_BFELE98	From FRA... J-class (PC)	4350.00	3263.00
6	A	FRA - CHC WLG	FRA_BFELE98	From FRA... J-class (PC)	5035.00	3777.00
7	A	FRA - CHC WLG	FRA_BFELE98	From FRA... D-class (PC)	5895.00	4422.00
8	A	FRA - CHC WLG	FRA_BFELE98	From FRA... C-class (PC)	7100.00	5325.00
9	A	FRA - ADL APW BNE CNS	BNZ_BFELE99	From FRA via... J-class (PC)	4500.00	3375.00
10	A	FRA - ADL APW BNE CNS	BNZ_BFELE99	From FRA via... J-class (PC)	5185.00	3889.00
11	A	FRA - ADL APW BNE CNS	BNZ_BFELE99	From FRA via... D-class (PC)	6045.00	4534.00
12	A	FRA - ADL APW BNE CNS	BNZ_BFELE99	From FRA via... C-class (PC)	7250.00	5438.00
13	A	FRA - SYD	BNZ_BFE100	From FRA via... J-class (PC)	4500.00	3375.00
14	A	FRA - SYD	BNZ_BFE100	From FRA via... J-class (PC)	5185.00	3889.00

S	P	TITLE
1	A	BNZ_BFE102 From FRA via AP to RPL J/Z/D/C
2	A	BNZ_BFE103 From FRA via AP to AGL to CHC/WLG J/Z/D/C
3	A	BNZ_BFE104 From FRA via AP to Beyond J/Z/D/C
4	A	BNZ_BFE105 From FRA via AP to NAN J/Z/D/C
5	A	BNZ_BFE106 From FRA via AP to PPT/RAR J/Z/D/C
6	A	BNZ_BFE107 From FRA via EH to AGL J/Z/D/C
7	A	BNZ_BFE108 From FRA via EH to CHC/WLG J/Z/D/C
8	A	BNZ_BFE109 From FRA via EH to Beyond J/Z/D/C
9	A	BNZ_BFE100 From FRA via EH to SYD J/Z/D/C
10		

S	RC	MDN	MAX	CHARGE	PT	CAR	TITLE
1	A	J	D	12M		NZ	J-class (PC)
2	A	Z	D	12M		NZ	Z-class (PC)
3	A	D	D	12M		NZ	D-class (PC)
4	A	C	D	12M		NZ	C-class (PC)
5							

Ticket Automation

The HitchHiker Ticket Automation is the cost efficient ticketing solution for all **ticket wholesalers**, **tour operators** and **online travel agencies**.

Save resources and automate your complete ticketing process, from reading the PNR, through the price calculation, to processing the ticketing and printing the documents. The system creates a complete ticket mask, prints the E-ticket and generates a neutral back-office file for seamless processing in every mid and back office system.

By fully testing all of the rules and conditions in HitchHiker Entry, your tickets are issued correctly at any time and airline ADMs are prevented.



The HitchHiker Ticket Automation can be in use 24/7, which allows for additional revenue as ticketing deadlines can be met even outside your normal business hours.

To this day, more than 20 million tickets have been issued fully automatically with HitchHiker's Ticket Automation.

Technical Highlights

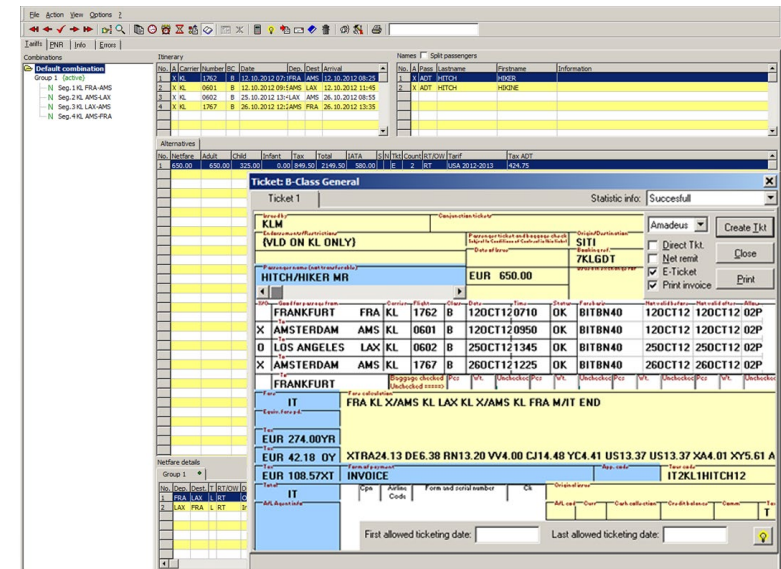
- Multi GDS function (Abacus, Amadeus, Galileo, Sabre, Worldspan)
- Processing of net, published, special, stored (stored TSTs), nego, corporate, percentage and CAT35 tariffs
- Automatic price calculation (fare quote) also for complex tariffs with add-ons, feeders, interlining agreements, open jaws, rail & fly, side trips, stop-overs, reverse sale, etc.
- Informative „Fare Quote Only“ option or fully automated ticket printing
- e-SATA ticketing support
- Option for point-of-sale ticketing
- Currency conversion function on the basis of GDS exchange rates (Amadeus, Sabre, Galileo)

- If the booking does not comply with the tariff conditions, either it will be returned to the requesting agency or it will be delivered to an error queue
- Opportunity of manual access to the tariff database to verify the applicable fare conditions
- Tax-override and Q-surcharge options function via the TaxManager integrated in HitchHiker's Flight Entry
- Multi-functional back office interface transfer of all PNR information to third party systems
- Supplier payments through Virtual (Mastercard) Account Numbers supported

Your Advantages

- Quality control through guaranteed checking of countless ticket restrictions particularly for very complex tariffs
- Drastic reduction of resources through automated ticketing of all manual and booking engine bookings
- Volume dependent, scalable system
- 24/7 operation allows for an increased sale
- Reduction of ADMs to an absolute minimum
- Level of automation of up to 100%
- High security and quality proven by over 20 million tickets issued with error rates in parts per thousand

HitchHiker Flight Ticketing Module



Travel

HitchHiker.travel is the marketplace or online shop for all providers of touristic services.

HitchHiker.travel was ideally developed from a customer perspective (top-down). This makes HitchHiker.travel fundamentally different from conventional booking sites, which wear the customer's patience thin by making them complete countless request masks for flights, hotels, car hire, etc.

HitchHiker.Travel allows customers to use a single, full-text search to display each corresponding product in one single result. For example, the request „Frankfurt London“ provides not just flights, buses, rental cars, mobile homes, cruises and apartments but also concert tickets, tourist guides or offer for suitcases.



Incomparably fast response times, a comfortable shopping basket, as well as the complete integration of our flight offers make HitchHiker.Travel an effective and customer-oriented online sales platform.

Travel agencies can integrate HitchHiker.travel into their own online presence either as a white-label online booking application or via an XML API. Alternatively, travel agencies can register as a fulfilment partner on <http://hitchhiker.travel>.

Technical Highlights

- Full-text search query (semantic), radius search or calendar shopping
- „Pre-installed“ detailed content of various suppliers
- One single query returns results for up to 200 different categories
- Uniform presentation and booking procedures for all products
- Incomparable fast response times (due to the use of local databases and availability caches)
- Shopping basket with booking and payment functions
- Integration of the HitchHiker Flight API including HitchHiker WebFares and allotments
- Supports English, German and French languages (expandable)

Your Advantages

- Universal and flexible distribution platform for all travel products
- Available as white-label online booking application or XML Travel API for your own individual online presence
- Opportunity of flexible adjustment of product categories and suppliers
- Attracting new customer groups via the internet
- Generating bookings around-the-clock, outside of your business hours
- Provision as a Software-as-a-Service Solution: no hardware, software or cost of operation

Query results flight only including price barometer

The screenshot shows a flight search interface. At the top, there is a 'Preisbarometer' (Price Barometer) with a bar chart and a price range from € 703 to € 911. Below it, a category tree on the left lists various flight categories like 'Alle Kategorien', 'Luftfahrzeug (186)', 'Economy (85)', etc. The main area displays '105 Treffer für flug frankfurt nach miami return' (105 hits for Frankfurt to Miami return). The results list includes airlines like TAP Air Portugal, Delta Air Lines, Air France, KLM, and United Airlines, with prices starting from 'Ab 496 € pro Person'.

Query results of all categories

The screenshot shows a search interface for Miami. The category tree on the left is much broader, including 'Angebote (2)', 'Essen & Trinken (4)', 'Sport (1)', 'Wasser (3)', 'Touren (2)', 'Ausflüge (1)', 'Veranstaltungen (4)', 'Flugzeug (2891)', 'Economy (2009)', 'Einfach (1668)', 'Hin- und Rück (808)', 'Gabelflug (1055)', 'Business (2407)', 'Einfach (442)', 'Hin- und Rück (720)', 'Gabelflug (1055)', 'First (175)', 'Einfach (210)', 'Hin- und Rück (49)', 'Gabelflug (42)', 'Hubschrauber (2)', 'Sonstige (5)', 'Leihfahrzeug (689)', 'PRO (17)', 'Kleinwagen (3)', 'Mittelklasse (28)', 'Oberklasse (28)', 'Wohnmobil (28)', 'Gefährdungsfahrzeuge (28)', 'Sonstige (1)', 'Wohnmobile (32)', 'Camping (16)', 'Wohnmobil (278)', 'Luxus Wohnmobil (216)', 'Motorräder (149)', 'Ab 750 com (28)', 'Ab 1000 com (123)'. The main area displays '35328 Treffer für miami' (35328 hits for Miami). The results list includes various travel products like 'Miami Mietwagen USA' (Ab 25 € pro Tag), 'Gold Coast Gold Coast Airport Departure Transfer' (Ab 25 € pro Person), 'Gold Coast Gold Coast Airport Arrival Transfer' (Ab 25 € pro Person), and 'Transfer Hin- und Rück von Miami Airport to Miami Port USA' (Ab 26 € pro Stück).

Our Services

Individual Requests

Your business processes are so distinct that they cannot be implemented by our standard solutions? Would you like to distinguish yourself from your competitors with a customised application? Do you have an idea for a software solution that does not yet exist on the market?

We look forward to converting your ideas into living and working software solutions.

You will always benefit from our years of experience in creating custom software for airlines, tour operators, wholesalers and travel agents and our repeated involvement in numerous integration projects.



These include, among others, all GDS', numerous airline systems as well as tour operator systems such as ISO Travel Solutions, Midoco, Comtec and many more.

In order to be able to implement your requests, we focus on flexible project management and development methods (based on SCRUM), standardised and automated test methods and the knowledge and creativity of our development team.

Please do not hesitate to send us your inquiries.

Project Management

Professional project management is essential for the success of all of our IT projects. Our experts identify your needs along with you. Together, we analyse your workflows and advise on the realisation of your goals during the initial sales process.

Afterwards, we plan beginning with the necessary resources and dates for the implementation, the developer and user training and the test phase all the way down to the point of your system „going-live“.

Software Updates

For all of our standard products we offer regular updates as part of our software maintenance and support contracts. This allows you to immediately benefit from necessary market adjustments and advanced functionalities. All of our products thrive on your knowledge and suggestions for improvement. Please share them with us.

Training

Our team of skilled tourism professionals and product specialists offer you the following user and developer trainings for all of our products:

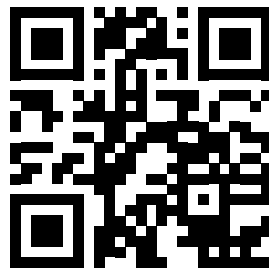
- Beginner training on the basic knowledge
- Individual training to deepen customer-specific topics

For all trainings we provide a professional training room in our offices. On request, courses can also be held online or locally, in your own offices. For all of our trainings, we rely on small groups for the best learning success rate.

Software Support

Your satisfaction is important to us. For this reason, software maintenance and support is an important part of our services. A skilled team of programmers and software product specialists is available via our support helpline for your requests.

The Support Team is available via email at support@hitchhiker.com or by phone at +49 69 50703-0 (Monday to Friday from 09:00 clock to 18:00 clock except on public holidays).



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