BOOKING ASSISTANCE

DO IT YOURSELF

APPLICATION TIPS

FTI BOOKING ASSISTANCE

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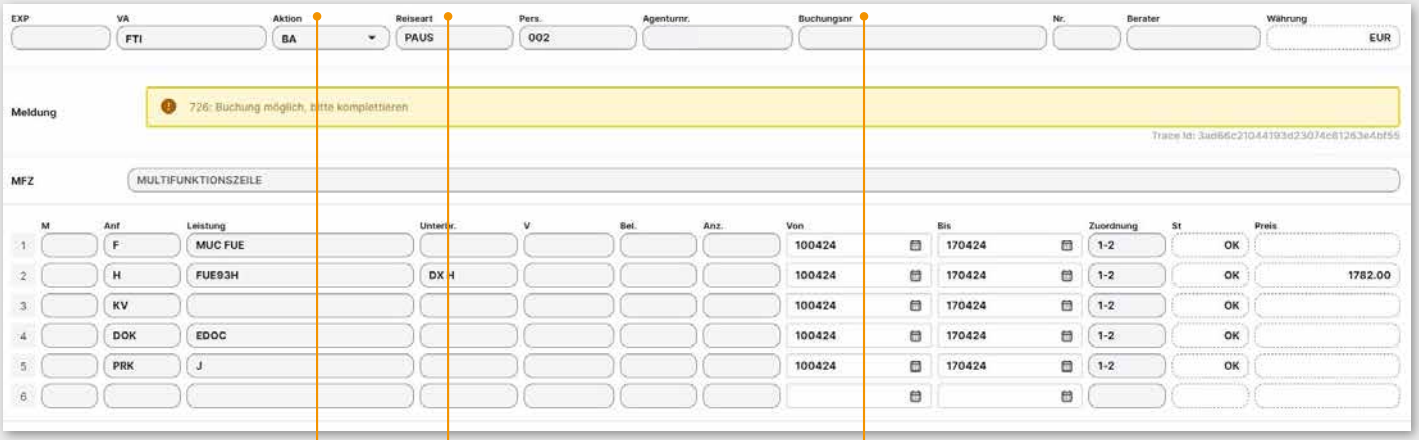
Note: We use the Sabre Vacations reservation system in this guide to display all instructions. Therefore, some actions shown could be different in other reservation systems. The used Screenshot from this System are always in German, all descriptions are in English.

APPLICATION TIPS

FTI BOOKING ASSISTANCE

1. FTI General

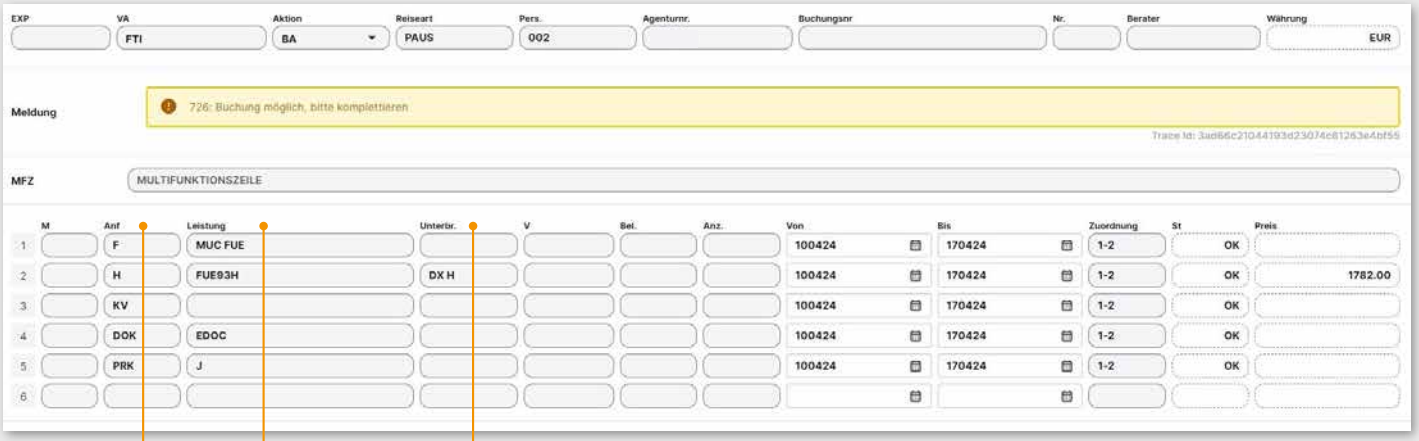
1.1 The booking mask



Action*:
B = Book
BA = Booking request
H = Display hotel vacancy
G = flight vacancy

Type of trip*:
Which type of trip is queried, For example:
PAUS – Package
MIXX/PACK – Datamixx (dynamic packaging)
BAUS – Module
DRIV/CARS – rental cars

booking number:
Is automatically assigned by the system when a booking/option is made



Requirement*:
What information/service is requested?
For example:
F = Flight
H = Hotel
MW = rental car

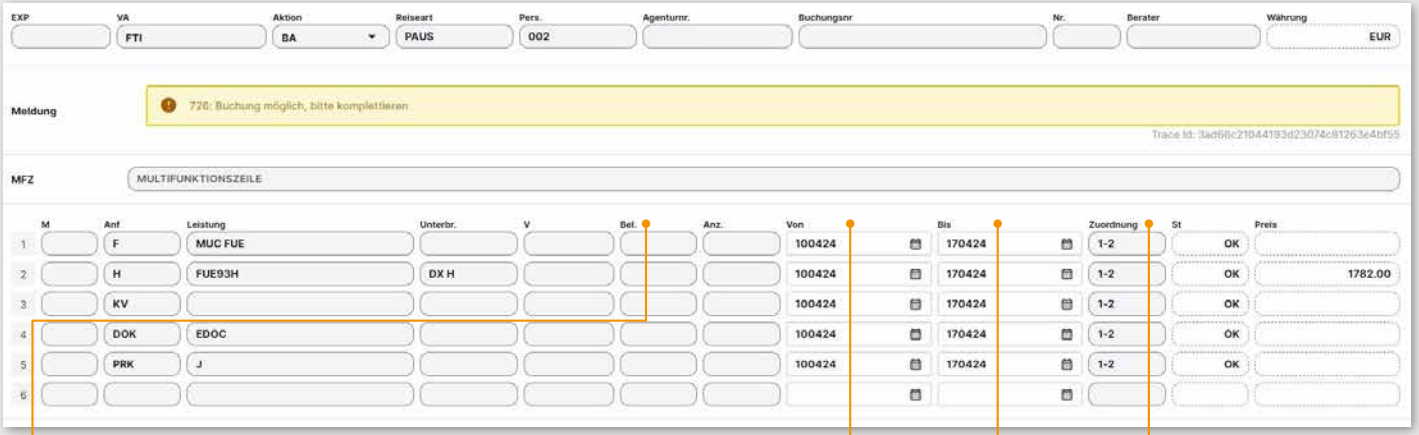
Power:
The code for the desired service is entered in this field

Accommodation:
For hotels: Enter room and type of board
For rental cars/mobile homes/motorcycles: enter the pick-up time

*All FTI promotion codes, travel types and requirements see point 1.2

APPLICATION TIPS

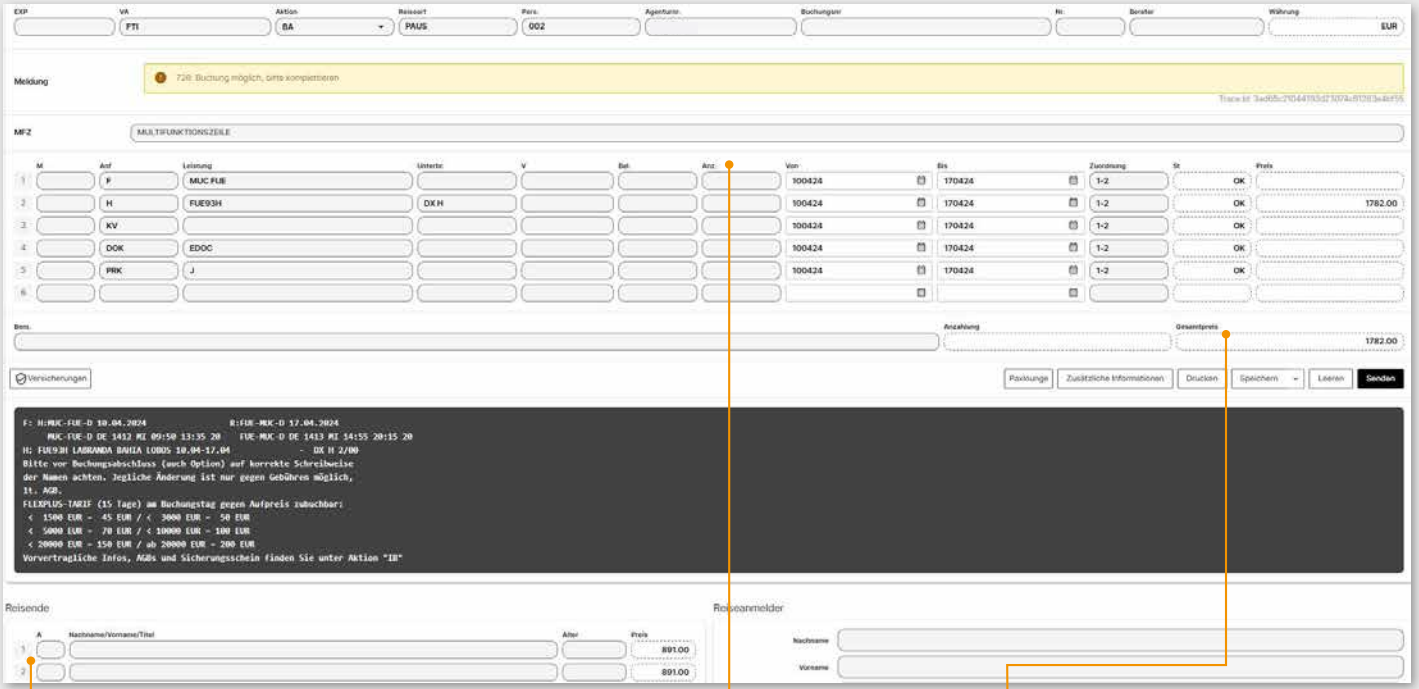
FTI BOOKING ASSISTANCE



Bel:
For hotel: What is the occupancy in the requested property?
For mobile homes: Enter so-called miles/km packages
For flights: Limit the query to one airline

FROM / TO:
Enter the date for which the type of trip should be booked.

Assignment:
For which travelers should the service be booked,
For example:
2 = Only Pax 2
1-3 = All Pax 1-3
1,4 = Only Pax 1 und 4



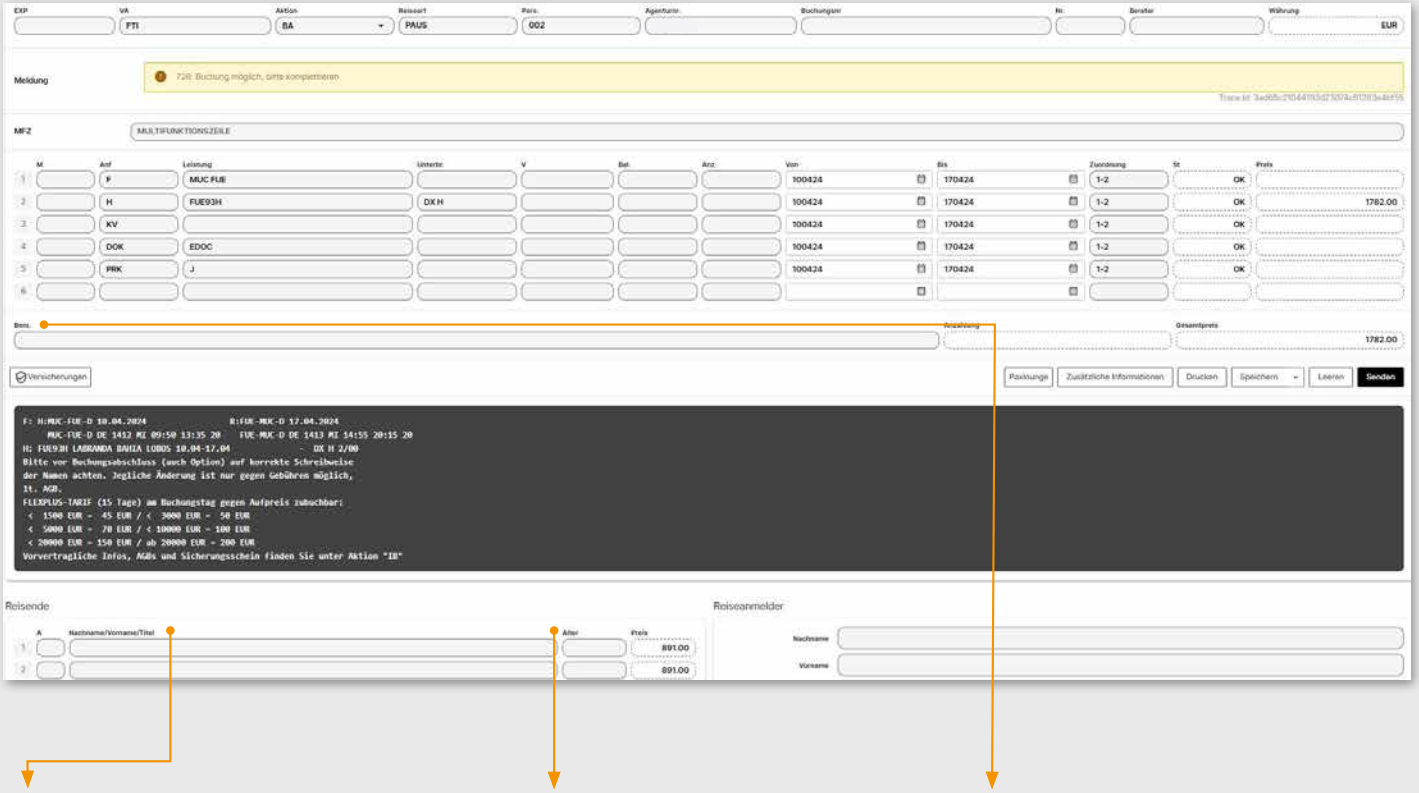
A:
stands for the title oft the traveller
B = Baby (date of birth required)
H = gentleman
D = Lady
K = Child (entry age mandatory)

Anz:
For hotels: How many rooms, for example, are required?
For mobile homes: enter additional miles/km

Total:
This field displays the total travel price

APPLICATION TIPS

FTI BOOKING ASSISTANCE



Name field:
The full correct names of the travelers are entered here

Age reduction:
The age or date of birth (DDMMYY) of the participants can be entered here
(this information sometimes is mandatory)

Comment line:
Is required for certain tasks

APPLICATION TIPS

FTI BOOKING ASSISTANCE

1.2 Input Options

FTI ACTION CODES

B	booking
BA	booking request
BI	Booking information, i.e. detailed flight times
BQ	Buchung on request
D	Display booking
DR	Print travel confirmation
DI	Link to payment page / OEC number
DZ	Detailed payment information
F	Convert option to a fixed booking
G	Equipment/flight vacancy / Start Easy Booking mask for rental car/motorhome / PerfectPrice query for motorbike
H/HF	Hotel vacancy
I	Information, i.e. rental conditions for rental cars and campers
IB	Information before booking (terms and conditions / security certificate, hotel description, etc.)
KW	Perfect Price query for rental car/motorhome, Start FTI360
O	Option
OA	Option request
PD	Personal data (entry and health regulations can be requested)
RA	Request invoice/travel documents again
S	Cancellation
SA	Cancellation request
U	Rebook, add, extend option
UA	Rebooking request
V	Transaction search

FTI REQUIREMENTS

E	Departure from home (sending of documents)
F	Flight
H	Hotel, flats, country houses, accommodation
KV	No insurance
MOT	Motorbike
MW	Rental car
NF	Flight only
OW	Oneway
P	Package
R	Round trip
T	Transfer
TA	Excursion package, day trip, passes, flight Service charge
V	Insurance
WM	Motorhomes

FTI TYPES OF TRAVEL

BAUS
Individual combinations
With BAUS you have the possibility to combine flights, hotels, transfers, round trips, rental cars etc. as you wish

CITY
The complete product range from the city tour programme

DRIV/CARS
Book our great car rental offers

FFLY
Via the travel type "FFLY" you can call up available individual flight offers on FTI charter connections

MIXX/PACK
All XFTI offers

PAUS
Package tours; package tour combinations
Only flights from the charter flight segment & scheduled flights (PauLi)
Only hotels from the charter hotel segment

DEAL
Only hotels at special rates and separate general terms and conditions

360
Depending on the destination there are different possibilities to create individual tours

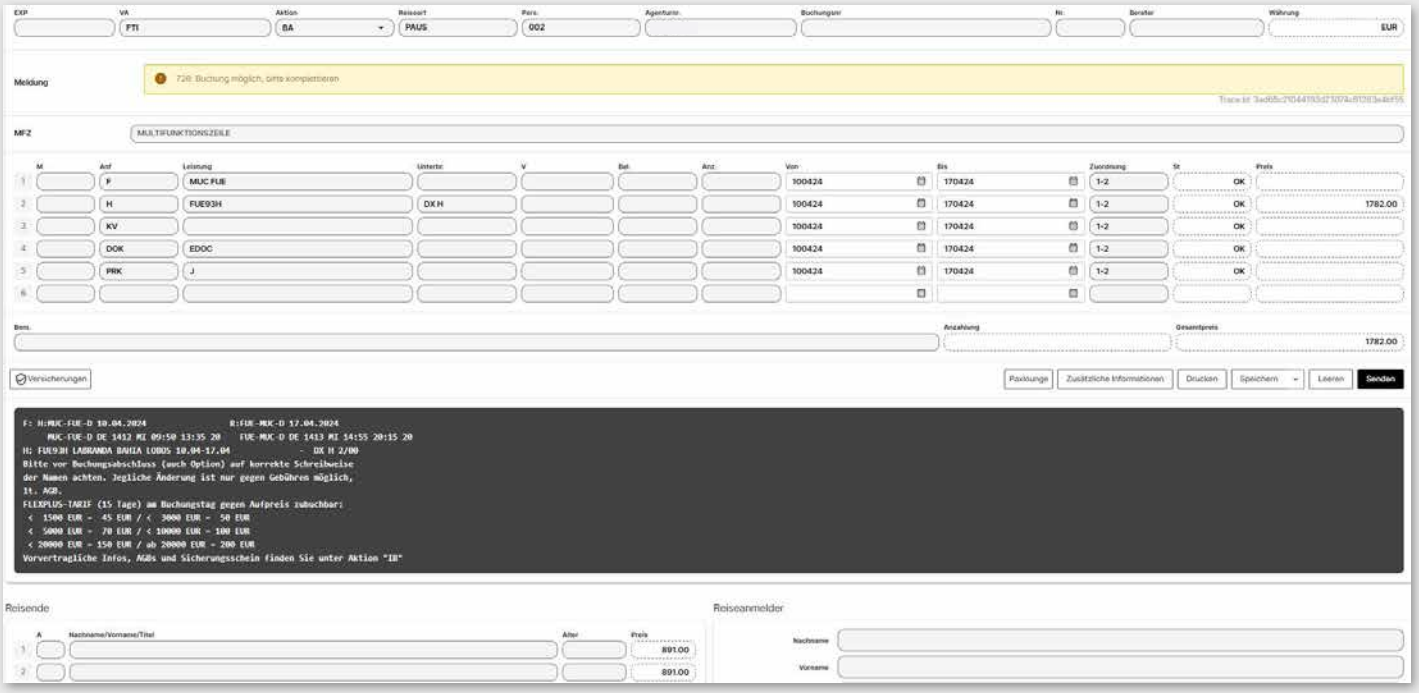
APPLICATION TIPS

FTI BOOKING ASSISTANCE

2. FTI booking queries flat rate (travel type PAUS)

2.1 Booking View General

View: Standard query, trip type PAUS
Travellers: 2 adults
Flight route: München - Fuerteventura
Hotel Labranda Bahia Lobos
Double room deluxe with half-board
Without insurance



APPLICATION TIPS

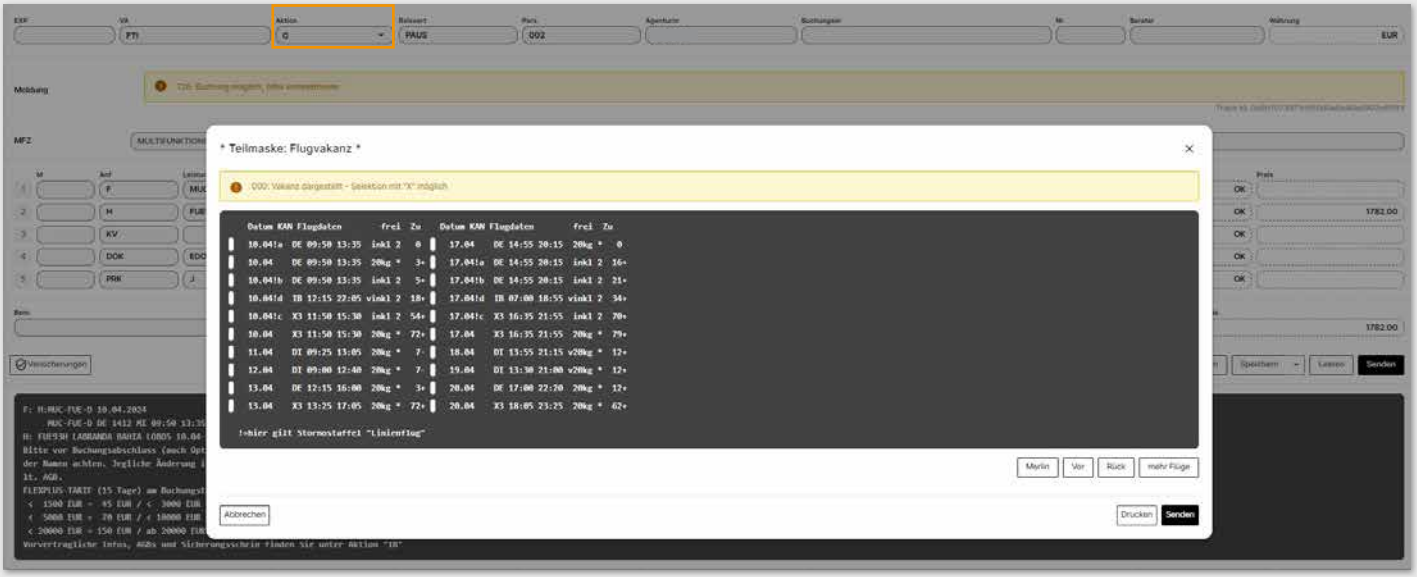
FTI BOOKING ASSISTANCE

2.2 Query options flight

2.2.1 Charter flight

The flight route must be entered. Use the 3-letter codes and the desired outbound and return dates for the query.
The query is made with action „**G**“
Select outbound and return flight with „**X**“ and continue with Enter.
FTI full charter flights marked with "**s**"

Full charter program: https://www.ftigroup-service.de



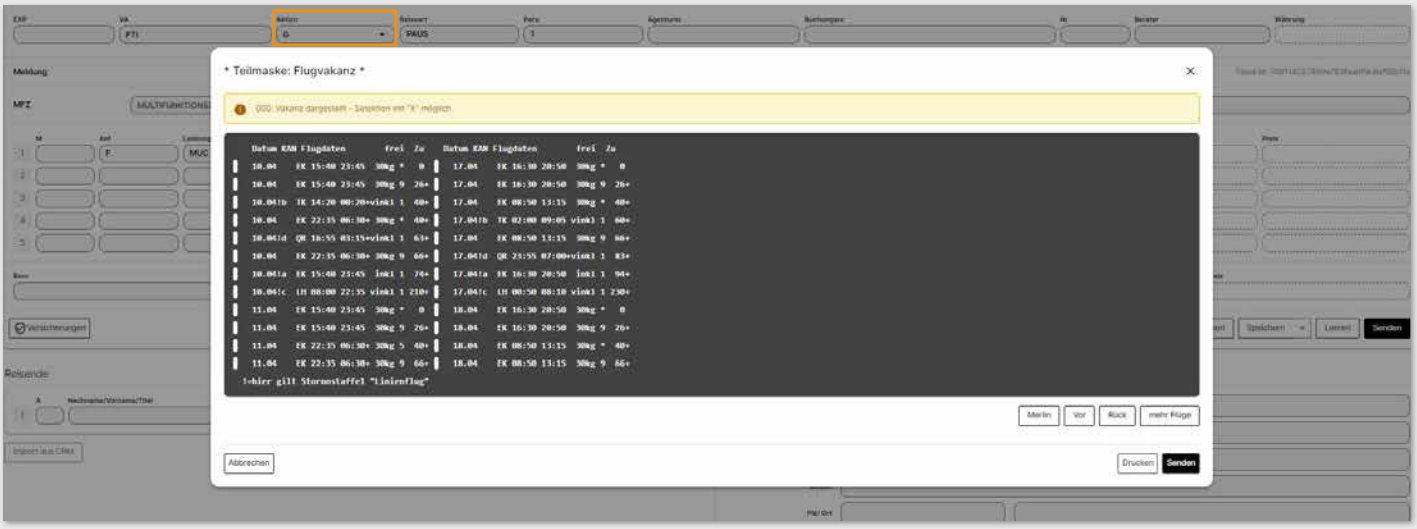
APPLICATION TIPS

FTI BOOKING ASSISTANCE

2.2.2 Scheduled flight (PauLi)

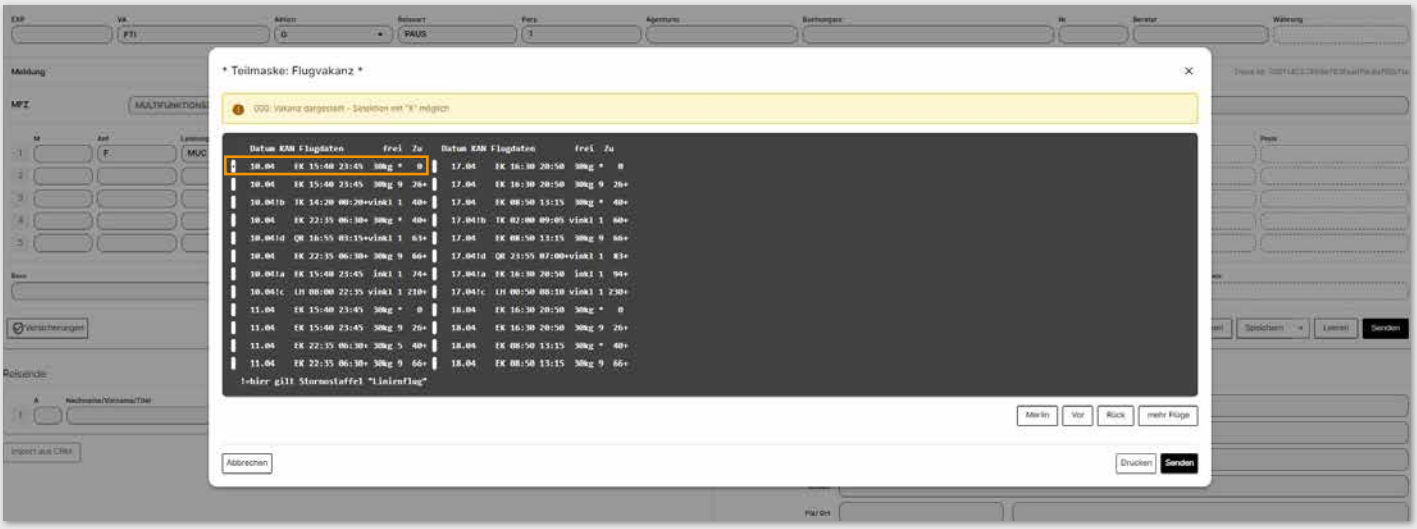
The flight route must be entered. Use the 3-letter codes and the desired outbound and return dates for the query.
The query is made with action „**G**“
Select outbound and return flight with „**X**“ and continue with Enter

> The query is the same like charter flight, the vacancy mask contains different information !



Next step: detailed view of flight times, possible stopovers incl. times are displayed

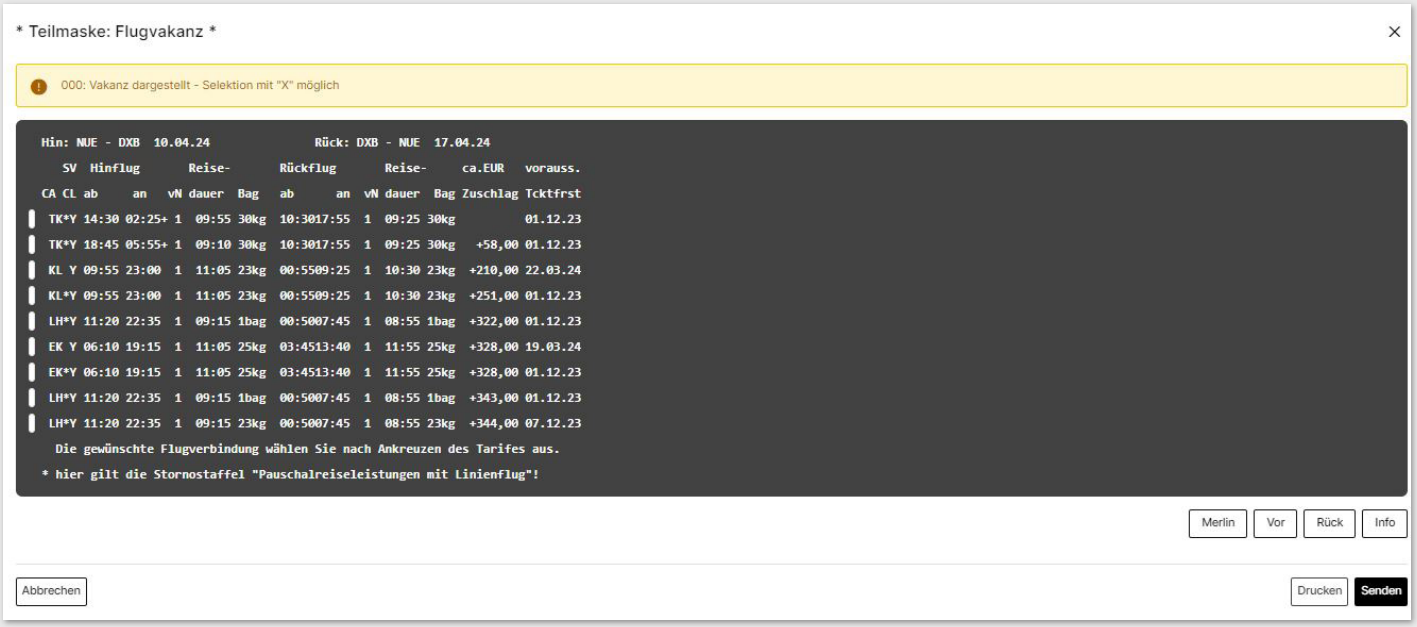
View if charter and scheduled flights are available on the desired date



APPLICATION TIPS

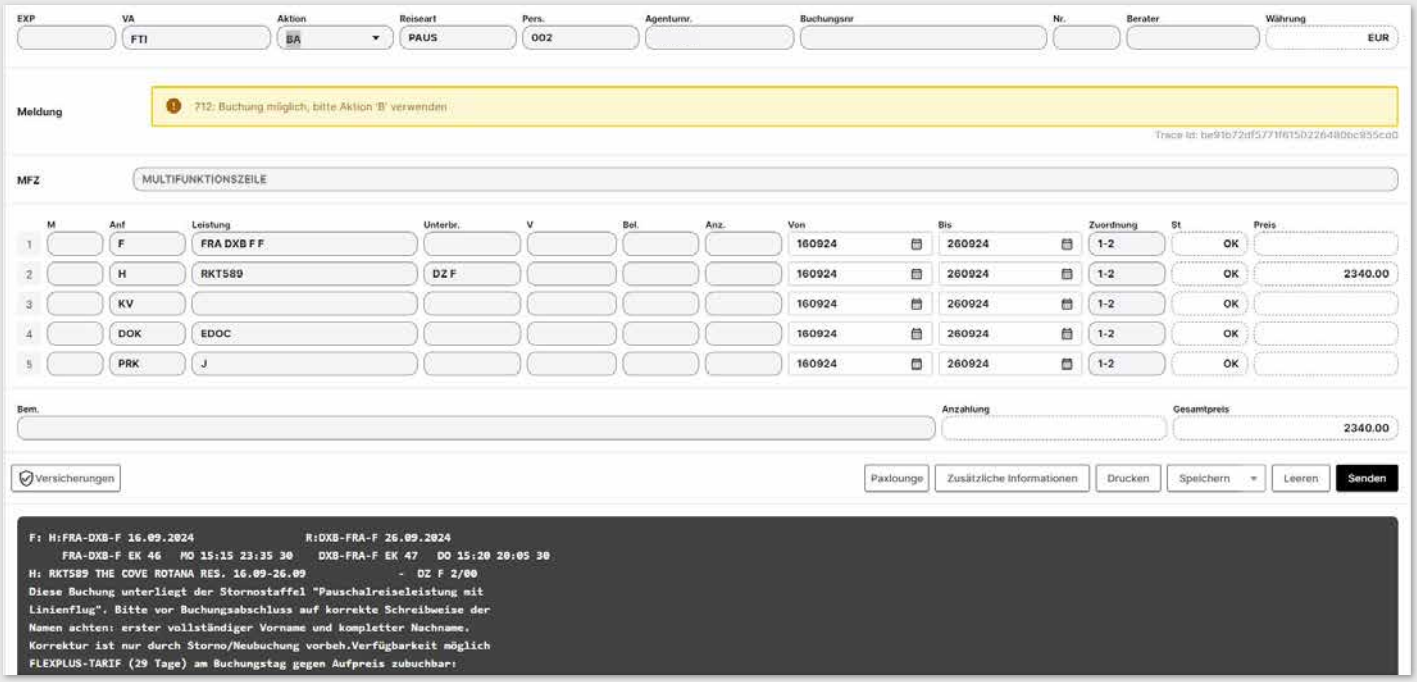
FTI BOOKING ASSISTANCE

That's the View if only scheduled flights are available on the desired date
Select the desired flight with „**X**" and confirm the fare conditions, if applicable



Add hotel and accommodation code

The query shows the query of a package tour with scheduled flight to Dubai
Frankfurt to Dubai with Emirates
Hotel: The Cove Rotana Resort
Double room with breakfast

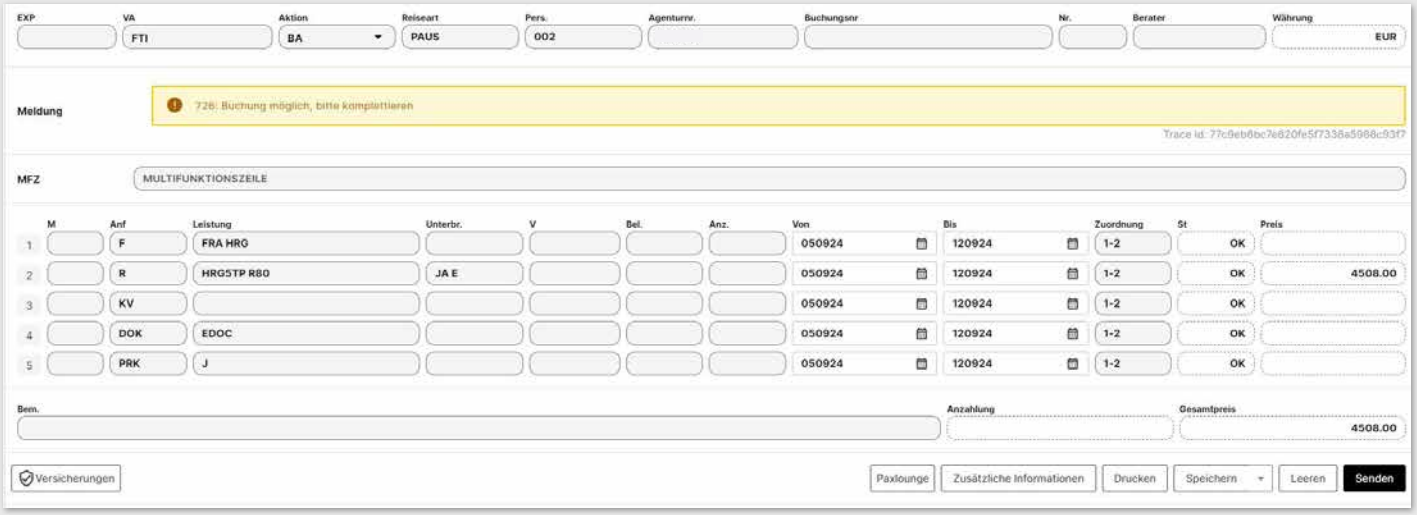


APPLICATION TIPS

FTI BOOKING ASSISTANCE

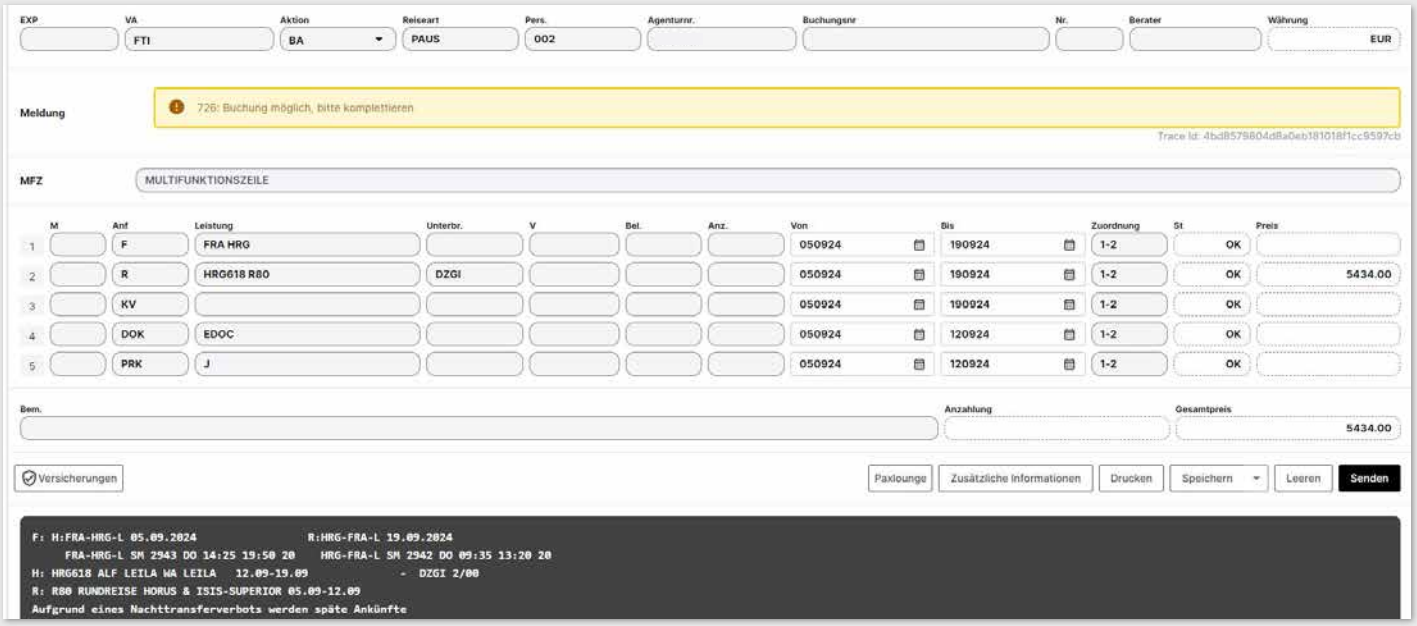
2.3 Nile cruises

Nile cruises without a extension



Nile cruises with a extension

Compared to the standard Nile cruise, HRGxxx is supplemented with the EDV code of the desired beachhotel and the last 3 characters of the Nile cruise remain the same. In addition, enter the accommodation and meals of the beachhotel in the field „**Unterbr.**“ and the query works without an additional hotel line.



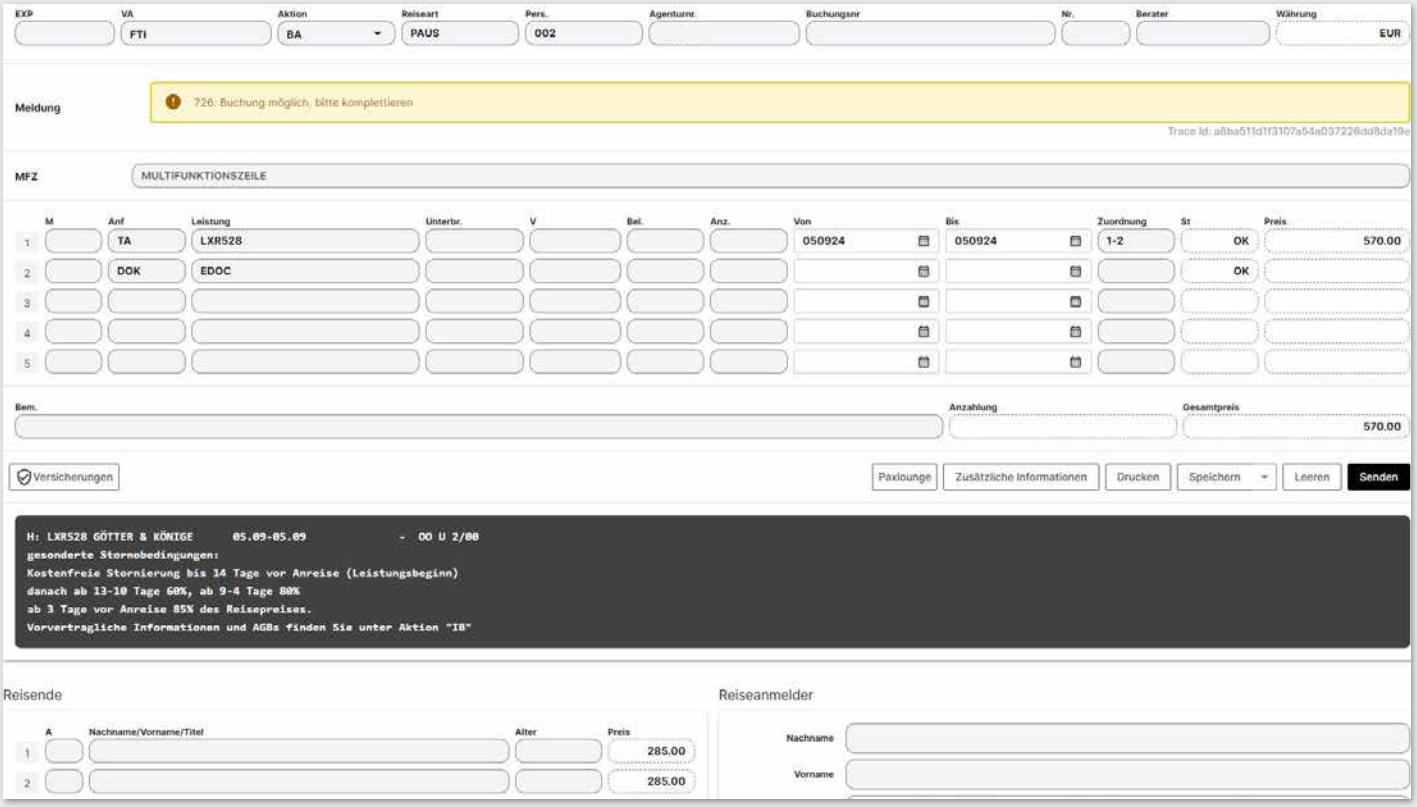
APPLICATION TIPS

FTI BOOKING ASSISTANCE

Booking excursion package

The start date of the excursion package must be exactly the same as the start date of the Nile cruise. The main booking (flight and cruise and possibly bathing hotel) must be linked to the excursion package booking via the remark line

The excursion package must always be entered in a separate booking !



APPLICATION TIPS

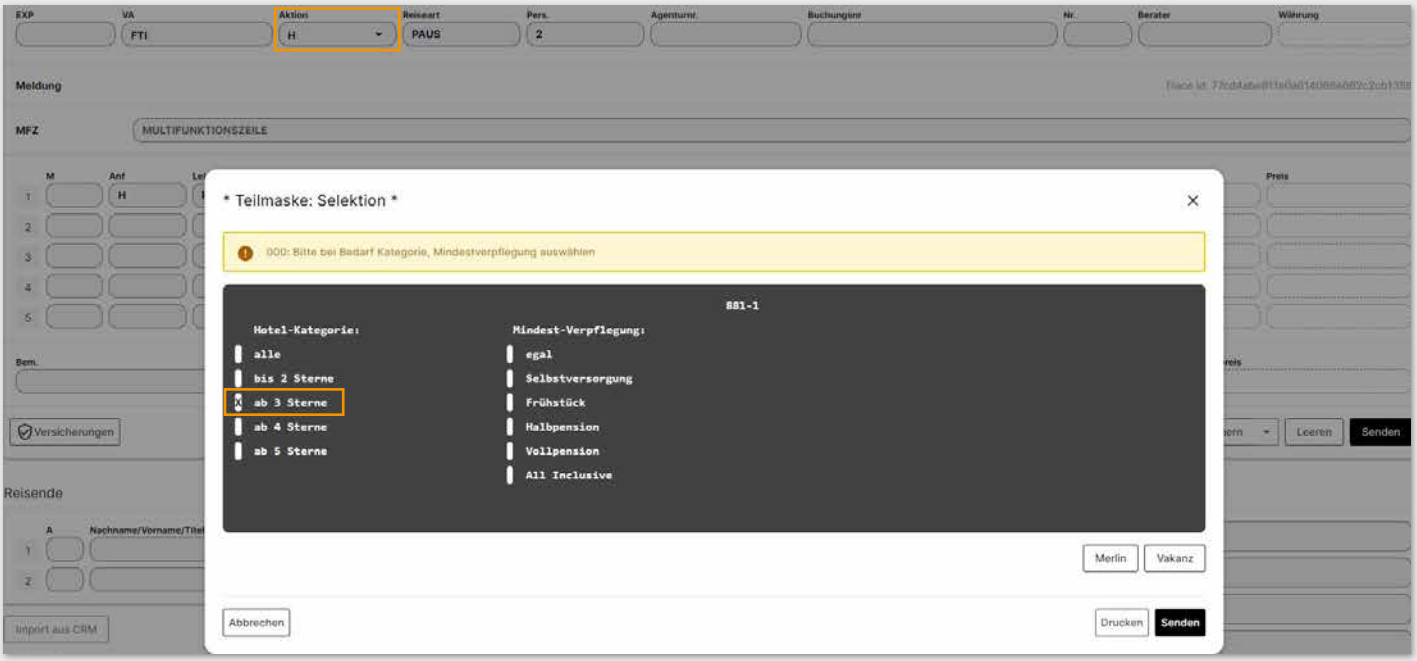
FTI BOOKING ASSISTANCE

2.4 Hotel query and information

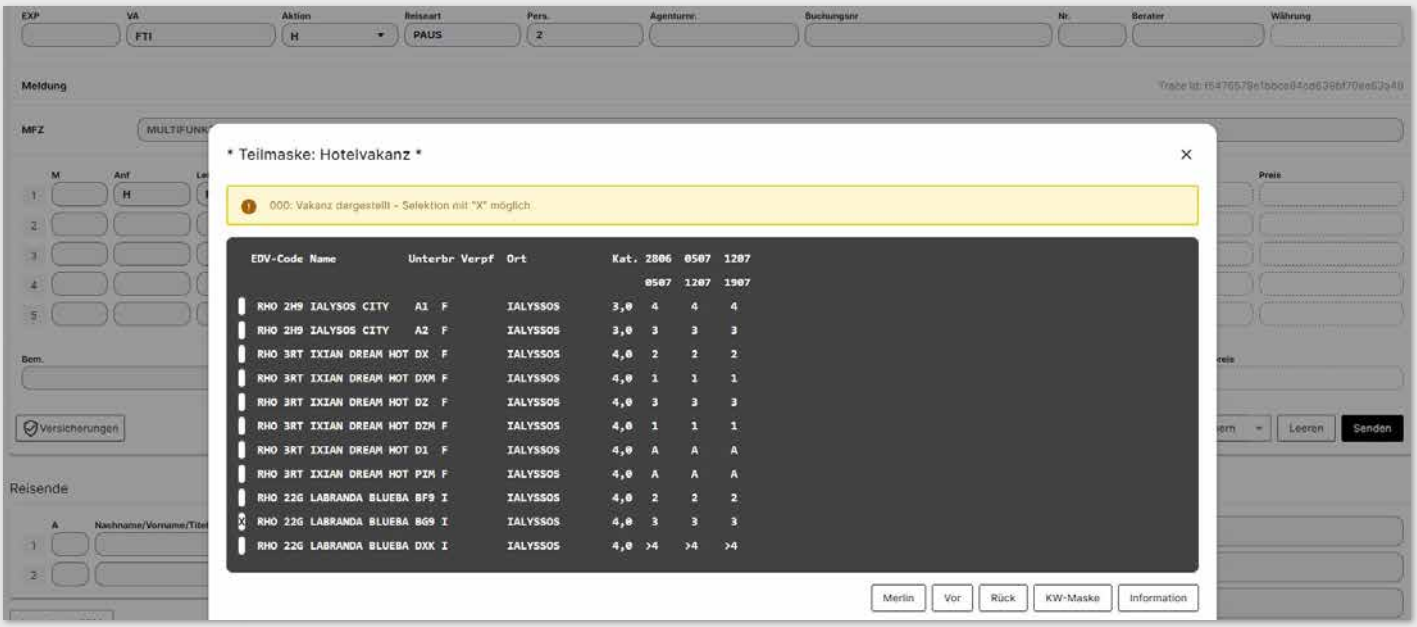
Hotel query only (without Hotelcode)

The query is made with the action „**H**“
Enter the 3LC code of the desired destination and the travel date.

Select the relevant desired criteria and also activate the vacancy field with „**X**“ Listing of all available hotels in the destination in your travel period



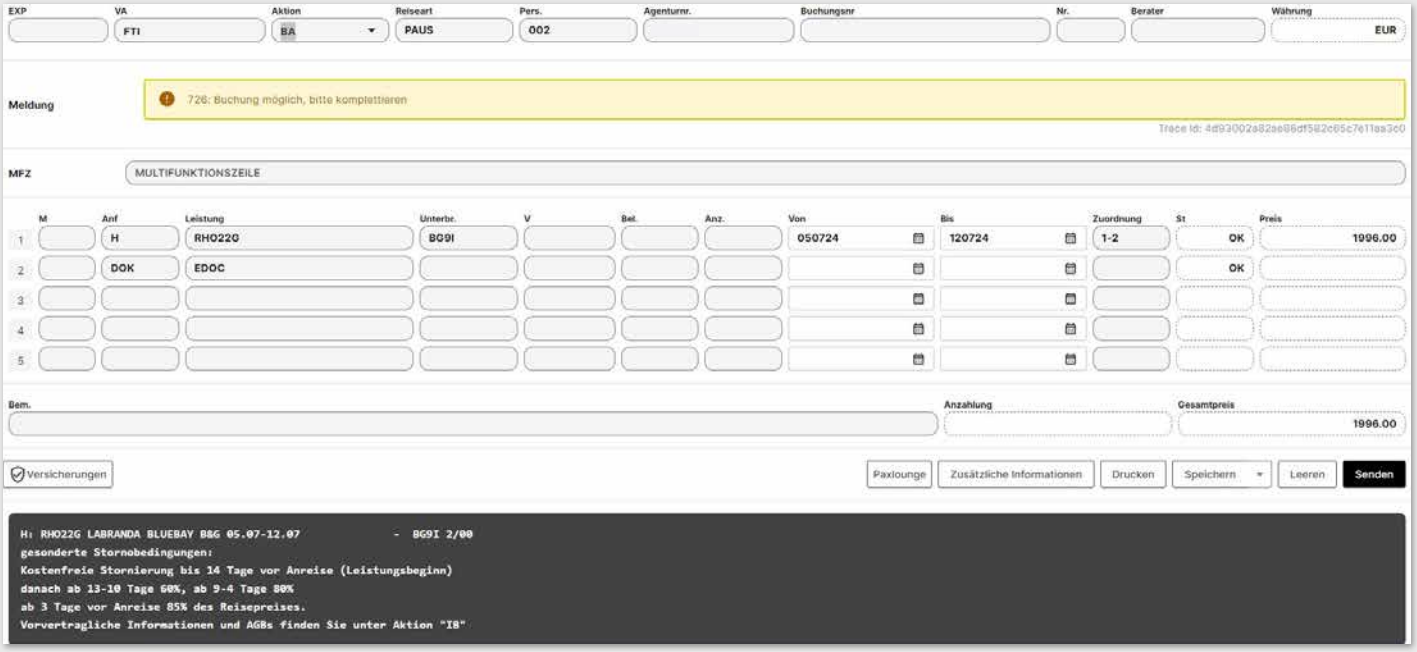
Select the hotel and the booking data is taken over for booking



APPLICATION TIPS

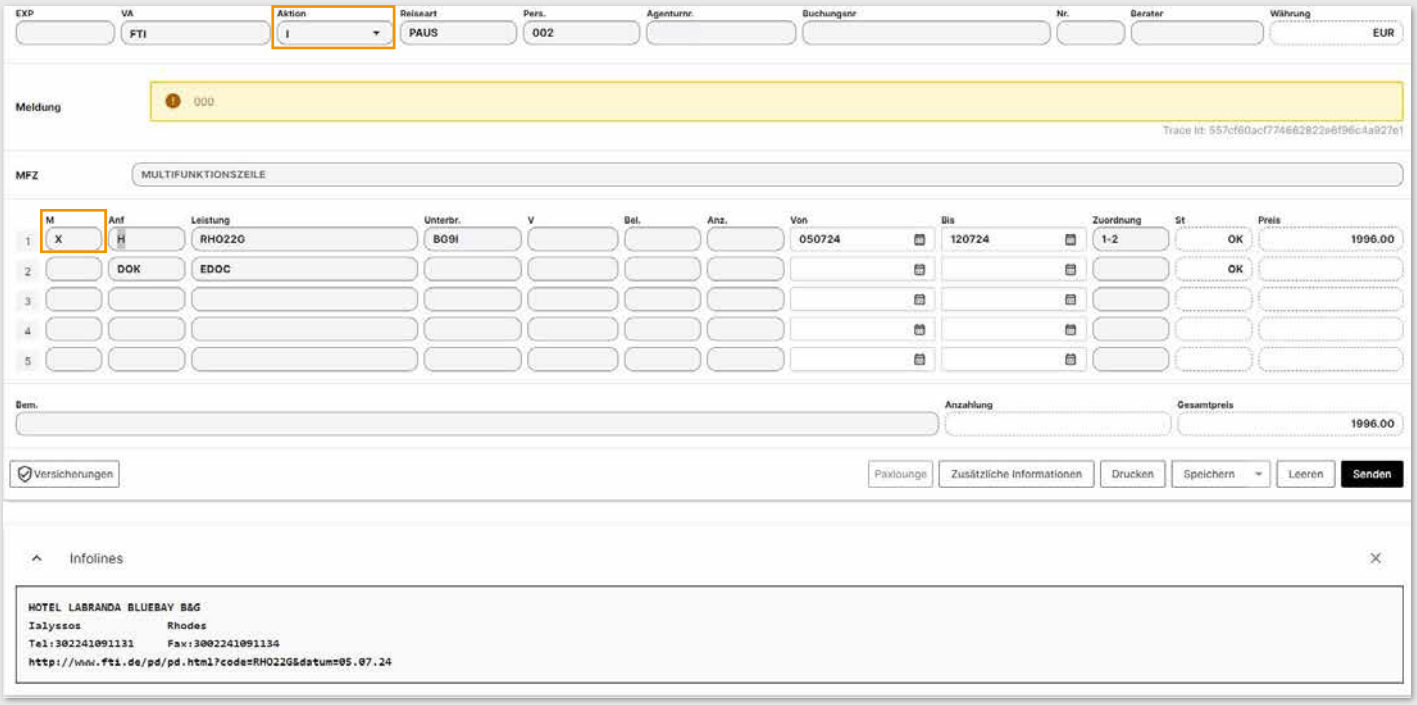
FTI BOOKING ASSISTANCE

Get detailed information about the hotel you want



With action „**I**“ and set an „**X**“ in the hotel line.

This method also works with the travel type "BAUS" and in an existing booking !



FTI BOOKING ASSISTANCE

3. FTI booking queries module (travel type BAUS)

3.1 Query options Flight

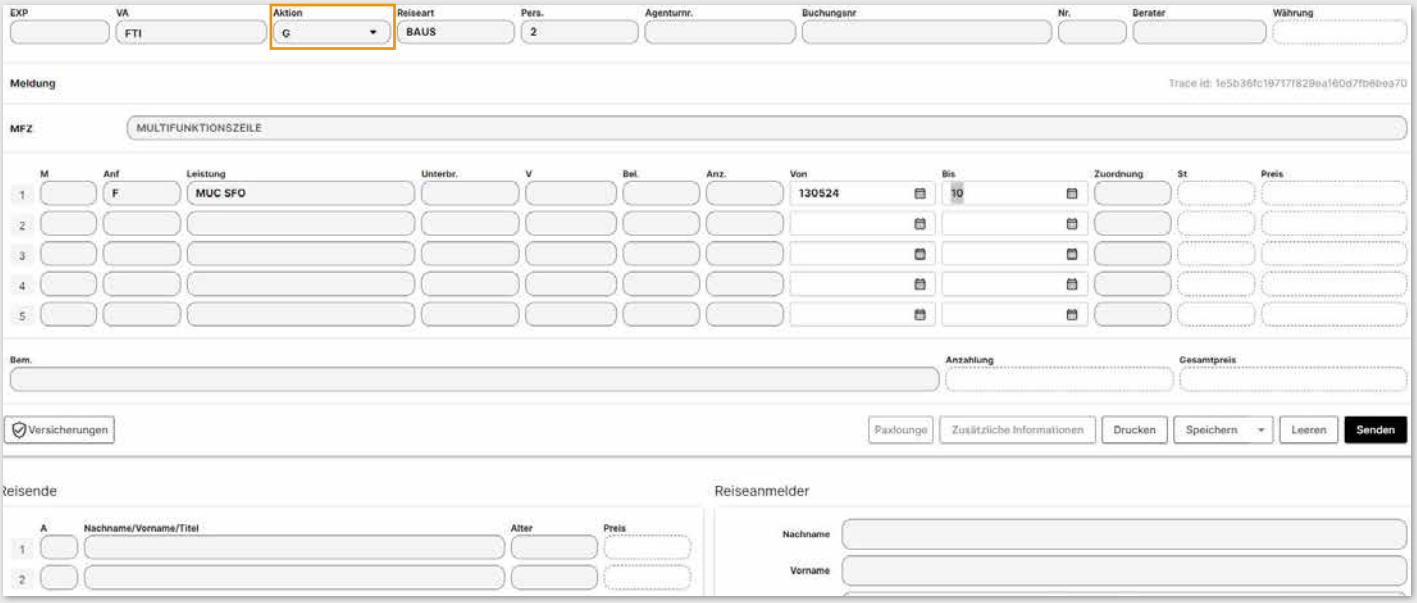
Our module programme offers a wide range of options to cover all requests.

All flight enquiries are started with the action „**G**“ after entering the desired flight routes.

APPLICATION TIPS

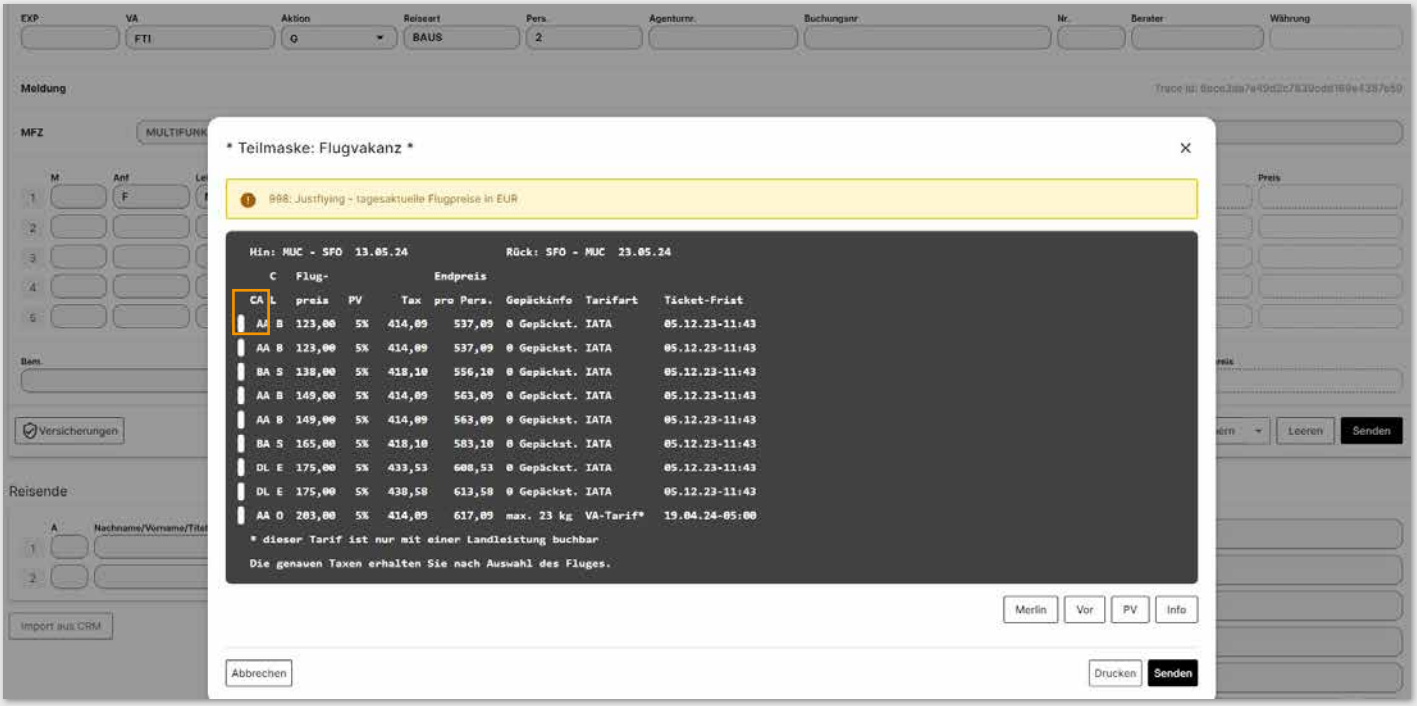
FTI BOOKING ASSISTANCE

3.1.1 Flight Return (classic)



All available flights with details like price info, baggage info etc. are displayed.
Select the desired flight with „**X**“ and confirm to access the flight details

For the fare type „**VA Tarif**“, any land service must be booked as well.
For all other fare types, the flight can also be booked individually. !

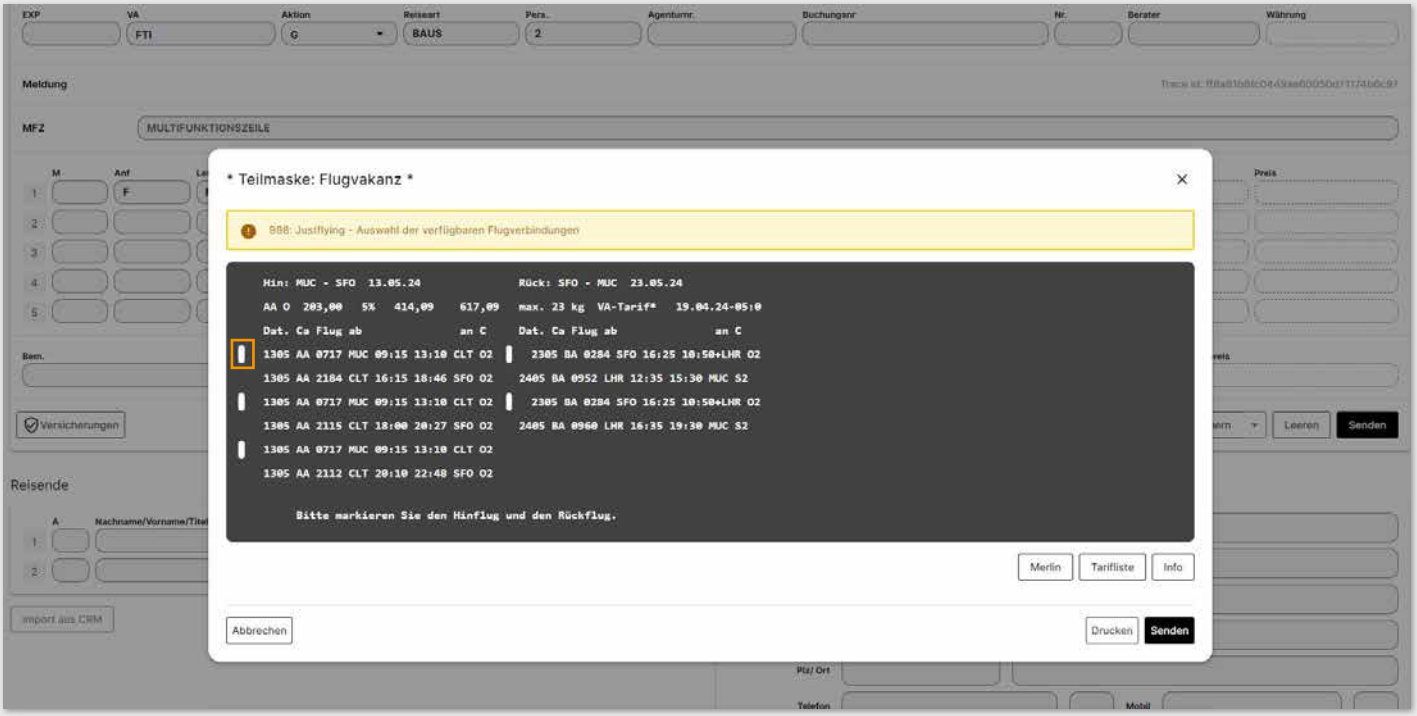


APPLICATION TIPS

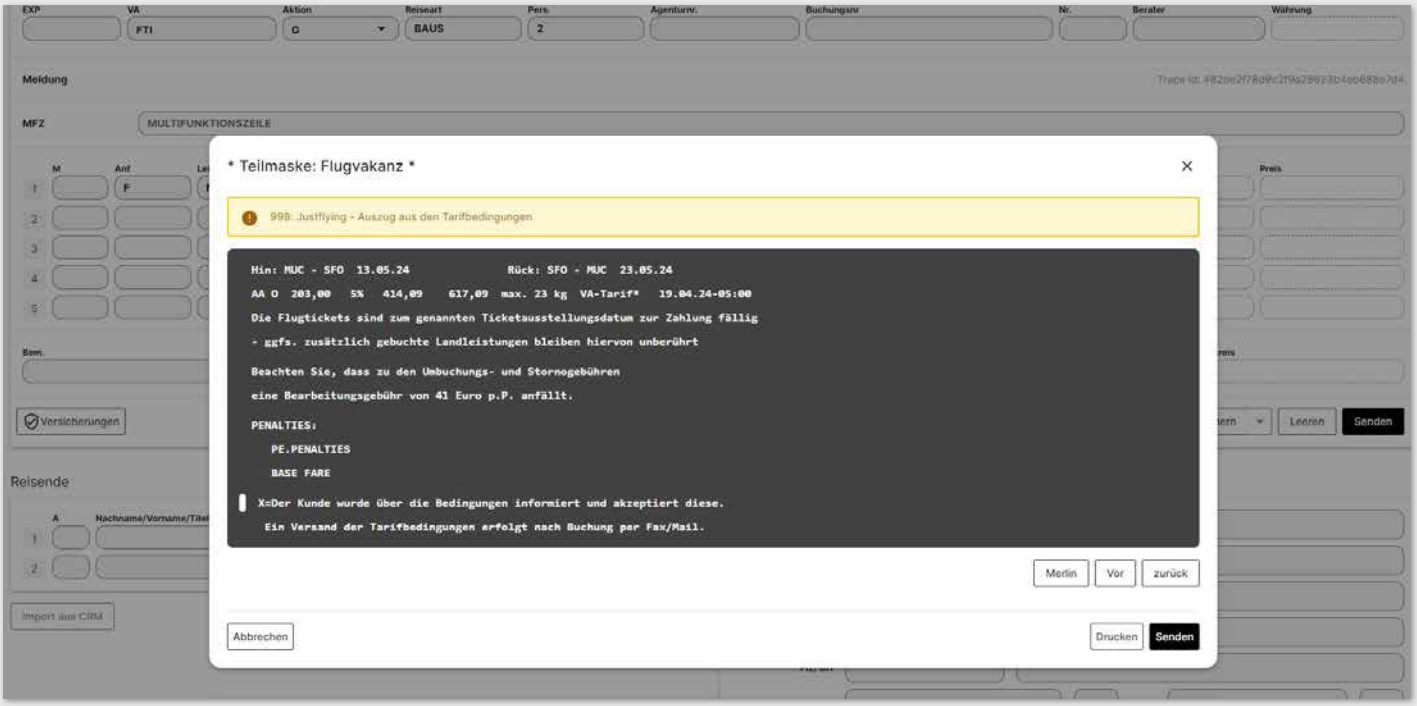
FTI BOOKING ASSISTANCE

Now select the desired outbound and return flight with „**X**“.

The fare conditions then will be displayed. It is essential to go through these with the customer. (Differences to the conditions according to the GTC are possible).



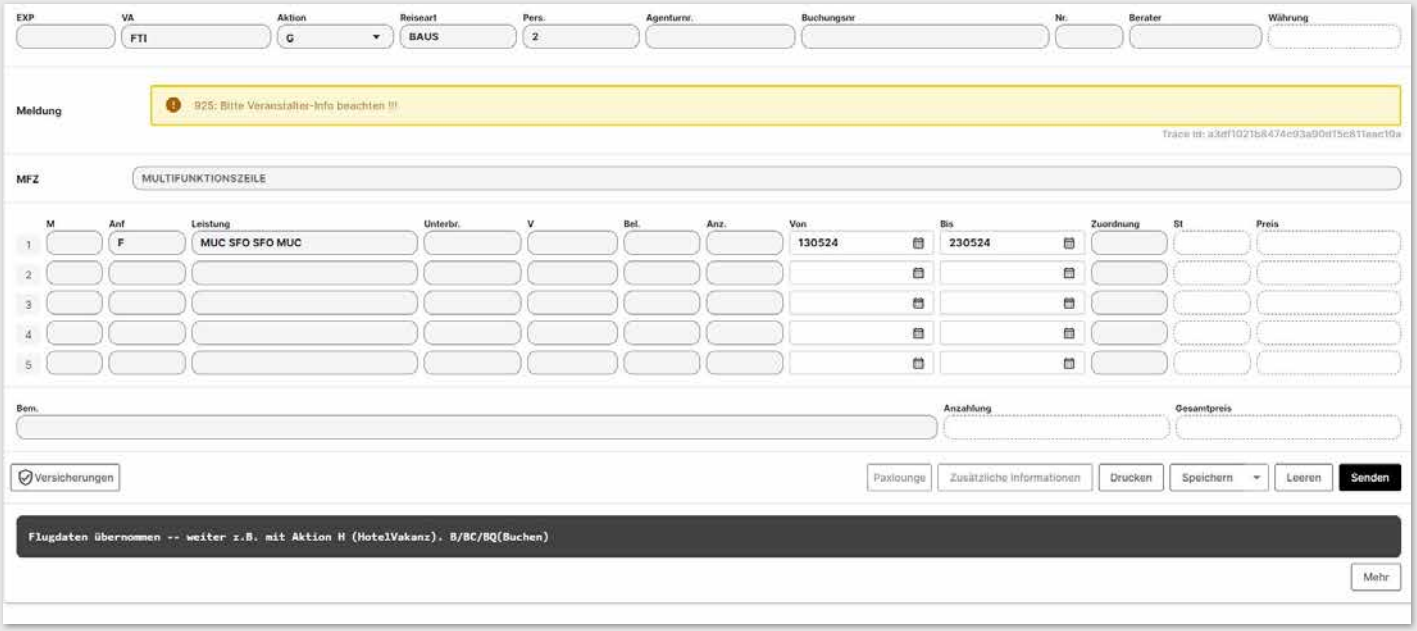
When the customer has taken note of the conditions, please confirm in the corresponding field.



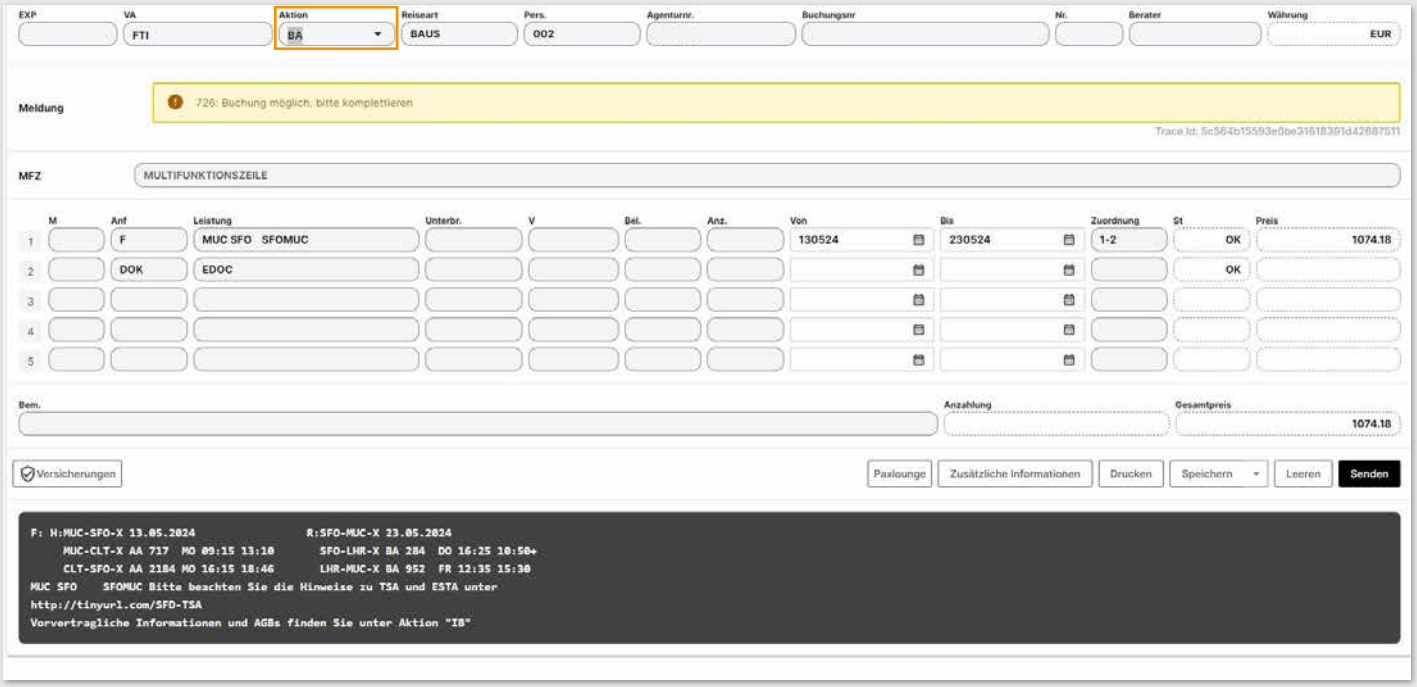
APPLICATION TIPS

FTI BOOKING ASSISTANCE

The flight dates now will be taken over



Check bookability with action „**BA**“

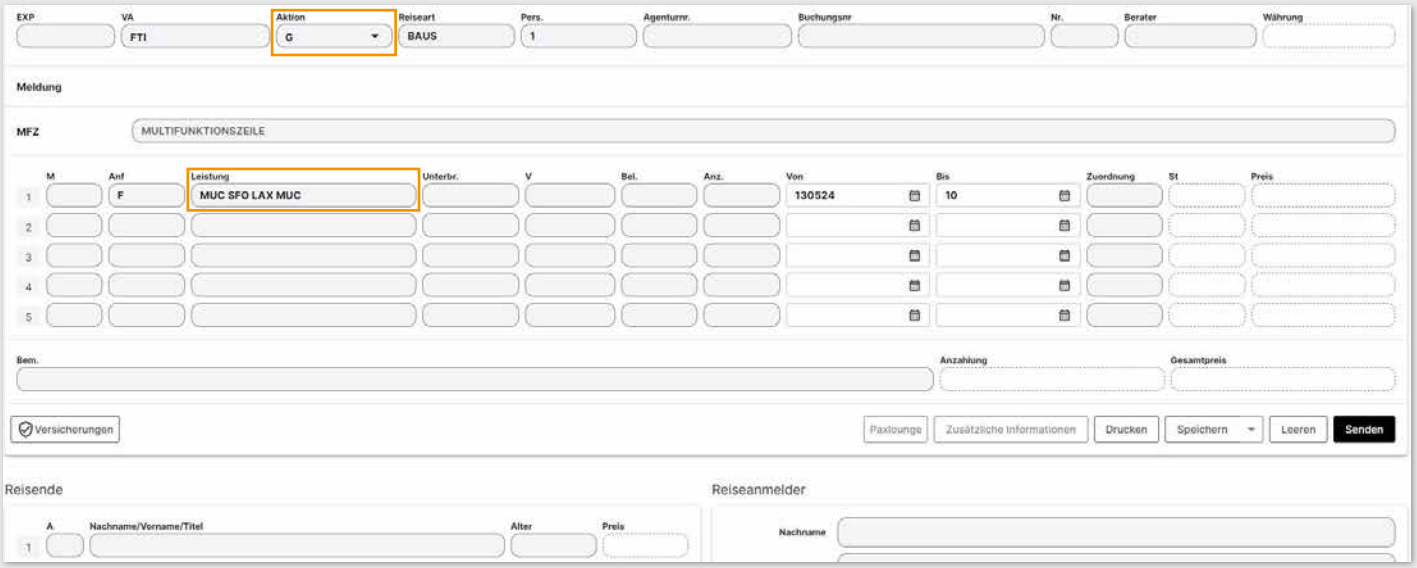


FTI BOOKING ASSISTANCE

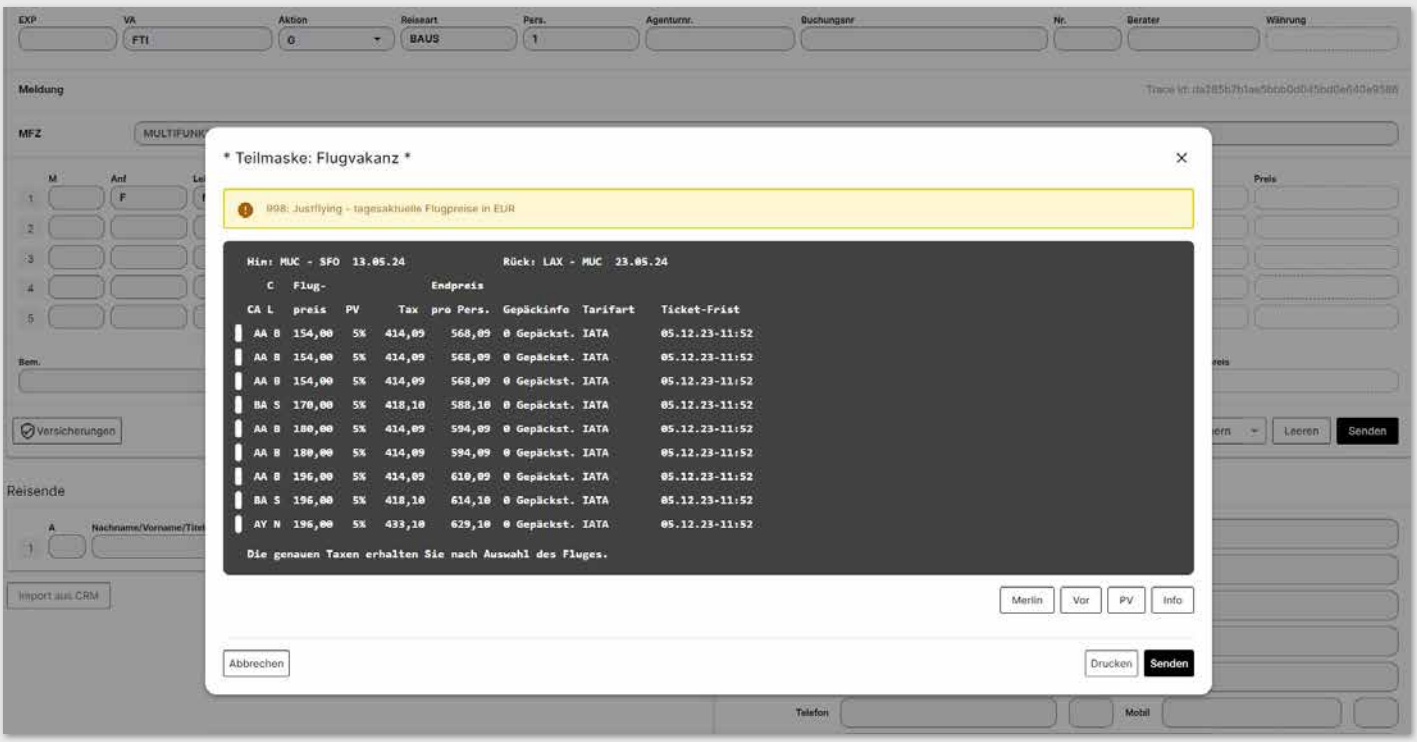
3.1.2 Open-jaw flight

The query follows the same procedure as in point 3.1.1
The desired open jaw route is entered directly in the flight route when the query is made.

The system automatically searches for the desired flights.



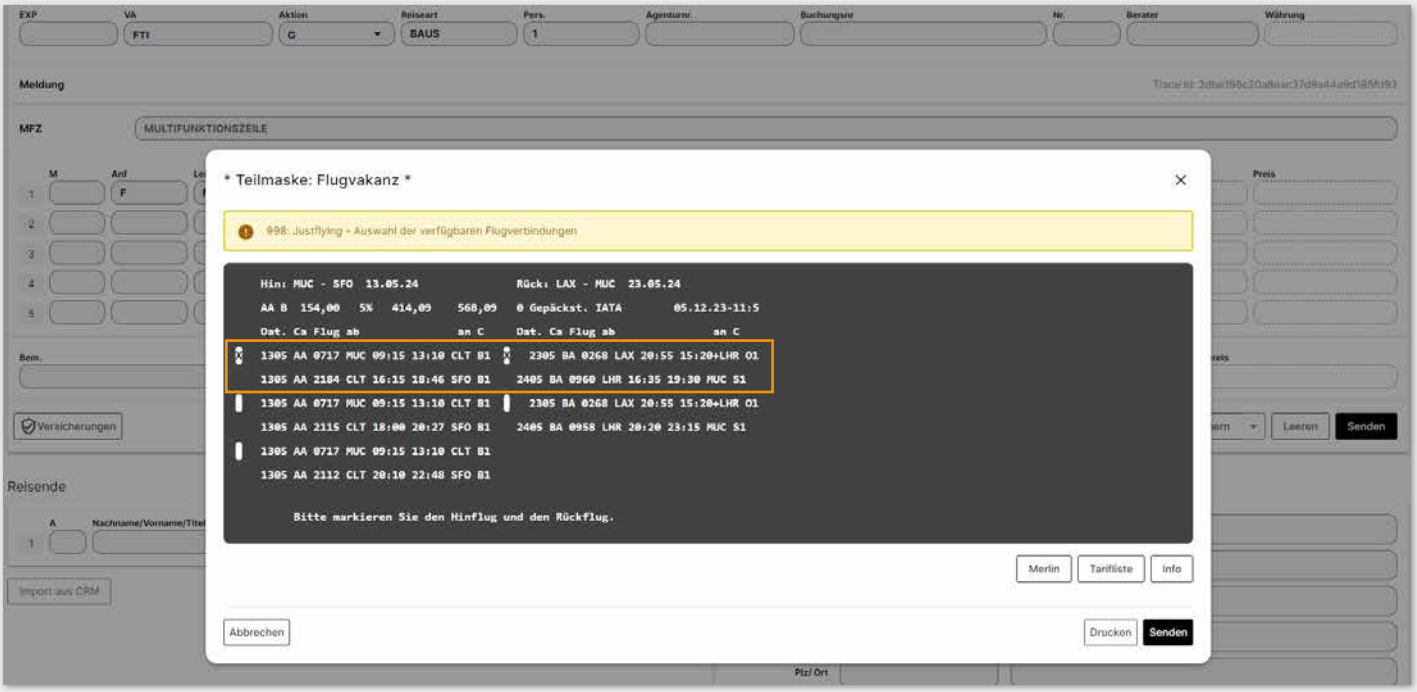
Outbound flight to SFO, return flight from LAX is displayed.
Now mark the desired flight times with selection „**X**“



APPLICATION TIPS

FTI BOOKING ASSISTANCE

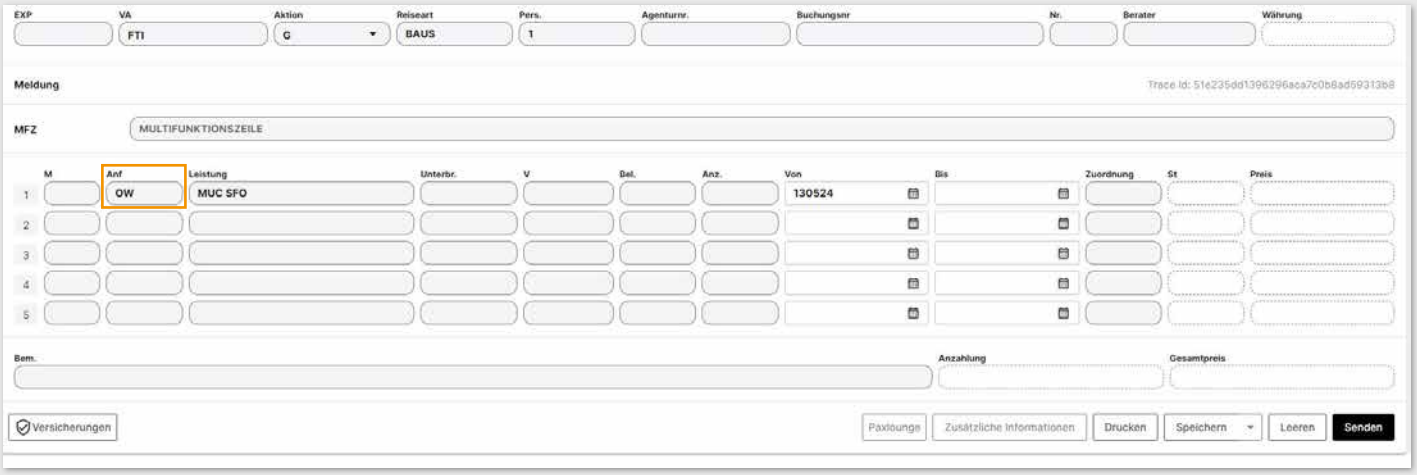
Then continue as in point 3.1.1



FTI BOOKING ASSISTANCE

3.1.3 Oneway Flight

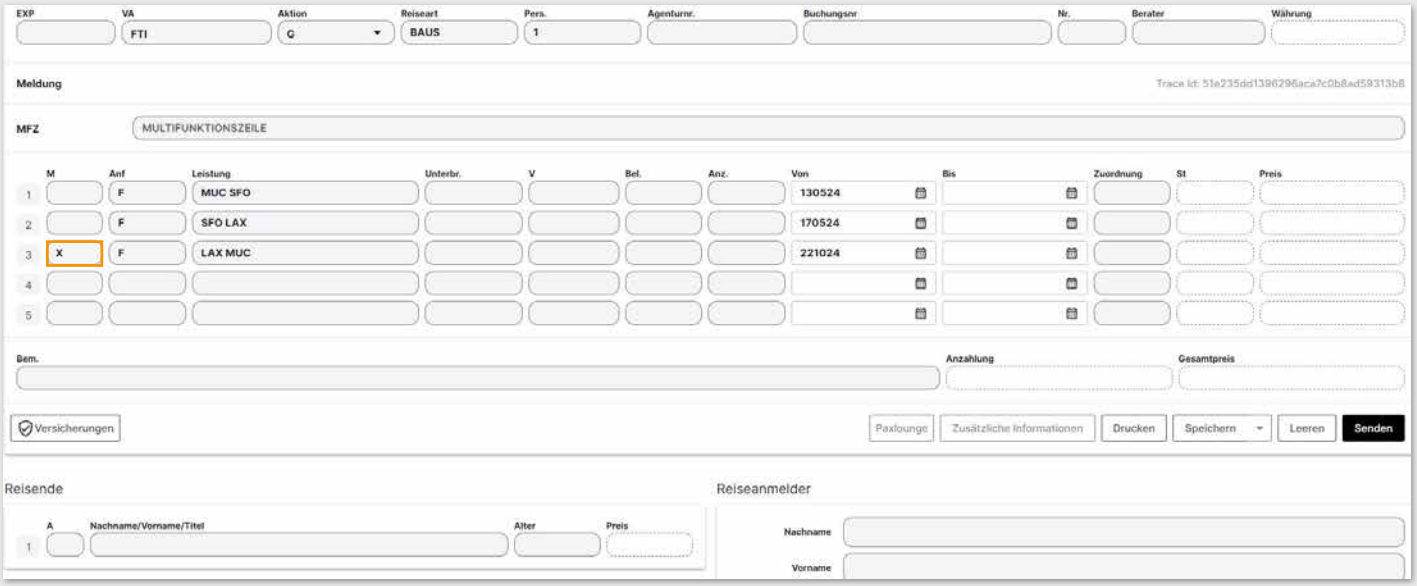
The query follows the same procedure as in point 3.1.1
In the field „**ANF**“ „**OW**“ (Oneway) is entered instead of „**F**“ for the query and the field return date stays empty



FTI BOOKING ASSISTANCE

3.1.4 Stopover Flight

All requested flight routes are entered individually and only the "VON" date is filled in in each case. The line of the reversal point of the journey (longest flight route of the query) must additionally be marked with an „**X**“ in the field „**M**“ before the request. Then this query is analog to our description from point 3.1.1



APPLICATION TIPS

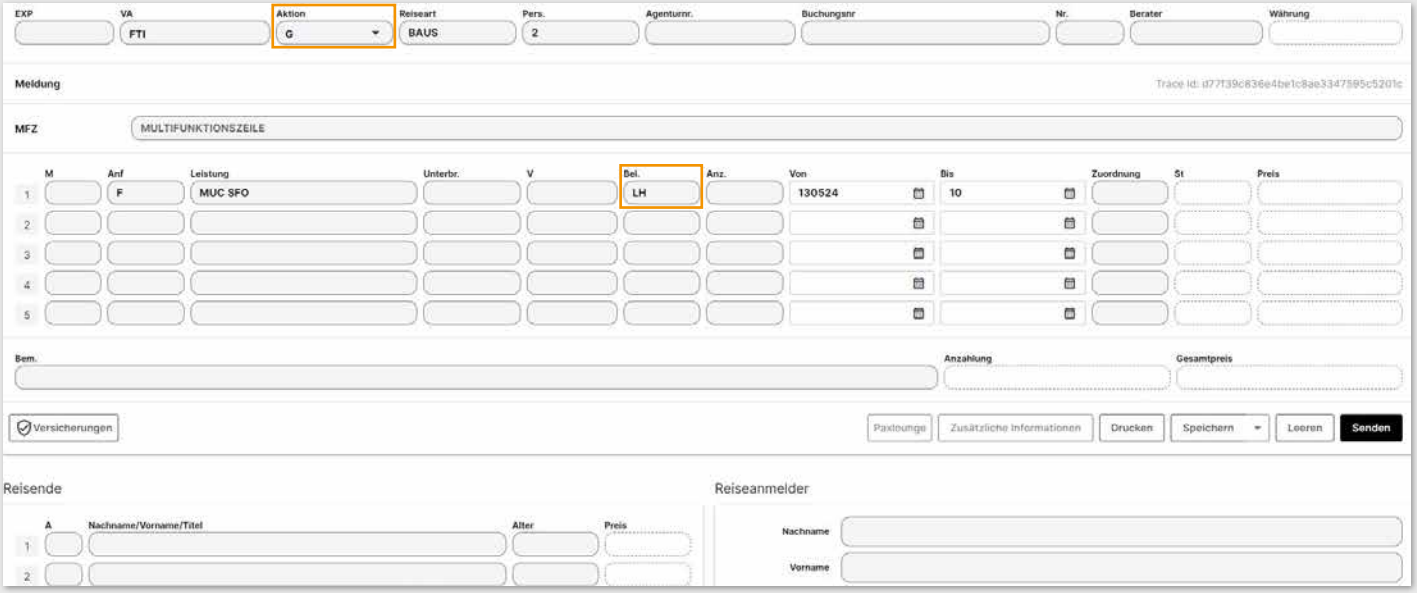
FTI BOOKING ASSISTANCE

3.1.5 Select flights perfectly

Many criteria, such as airline and class of carriage, can already be narrowed down in the query with action „**G**“

Limit the query to one airline:
Selection via the field „**Bel**“ - enter the airlinecode here

Example for LH (Lufthansa)



Limit query to several airlines (max. 5 airline are possible):
Example for **LH** (Lufthansa) and British Airways (**BA**)
Enter the desired airline codes in the query (action „**G**“) in an additional e-line with a „**+**“. (like +LH,BA)

Limit the query to a specific class of transport / fare type:
Selection via the field „**UNTERBR**“ - enter the corresponding Code here. The following options are available:

D Direct flight
N Nonstop flight
P Premium Eco
C Business Class
F First Class
VA Tour operator fare
CO Consolidator fare
IA IATA Fare/ Published Fare

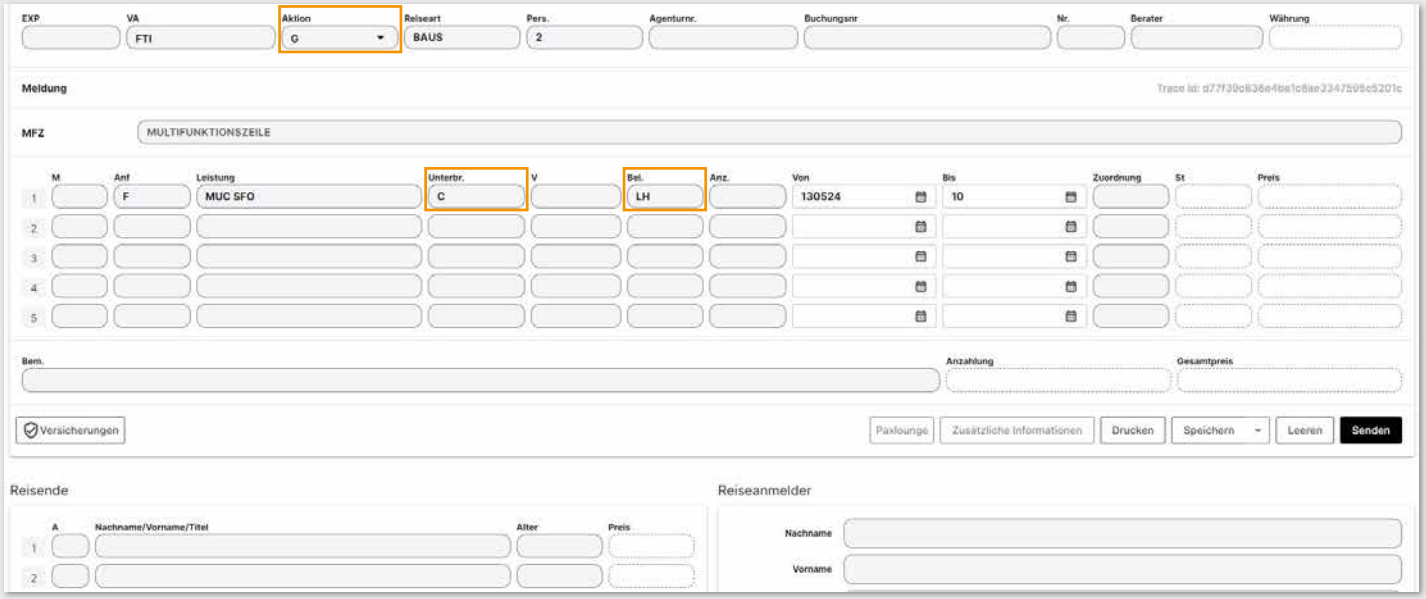
Combinations also possible e.g:
VAN Tour operator fare with non-stop flight
CN Business Class with non-stop flight

APPLICATION TIPS

FTI BOOKING ASSISTANCE

Note the desired flight class in the field „**Unterbr**“ during the query (action „**G**“).

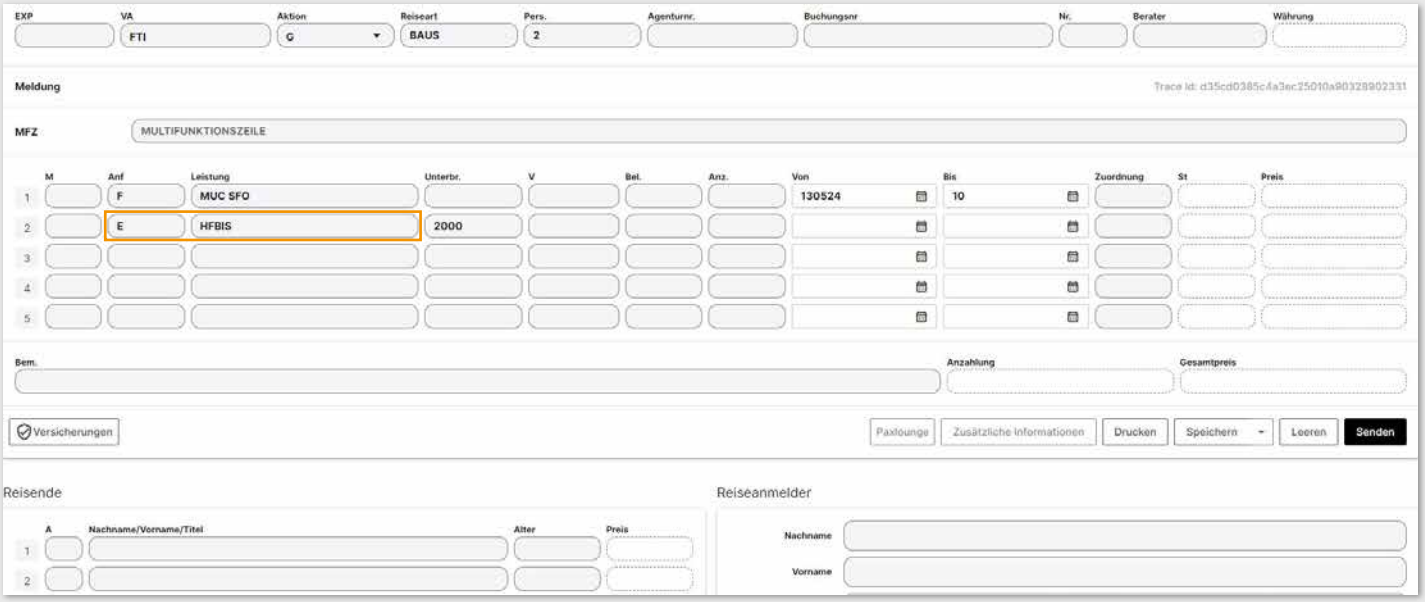
Example with „C“ for Business Class with Lufthansa: combination/
selection of class of carriage in the field „**Unterbr**“ and airline in the field



The following entries are possible in an additional „E“ Line:

HFAB Outbound flight to arrive at destination at XX o'clock
HFBIS Outbound flight to arrive at destination by XX o'clock
RFAB Return flight is scheduled to depart from XX o'clock in the destination area
RFBIS Return flight to depart destination by XX o'clock

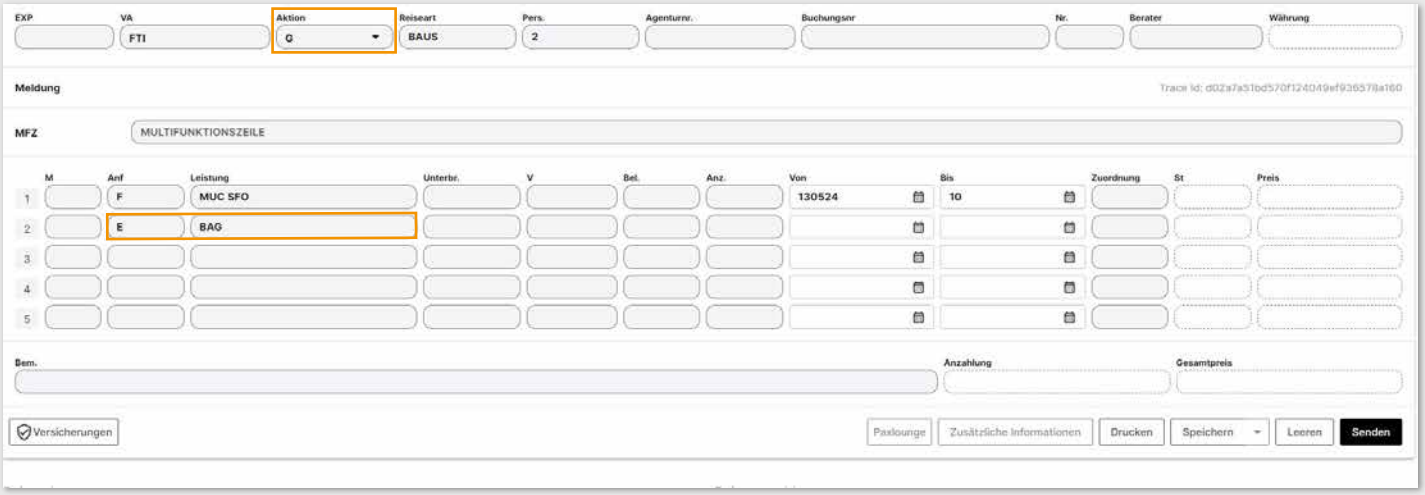
It is also possible to enter two additional „**E**“ Lines



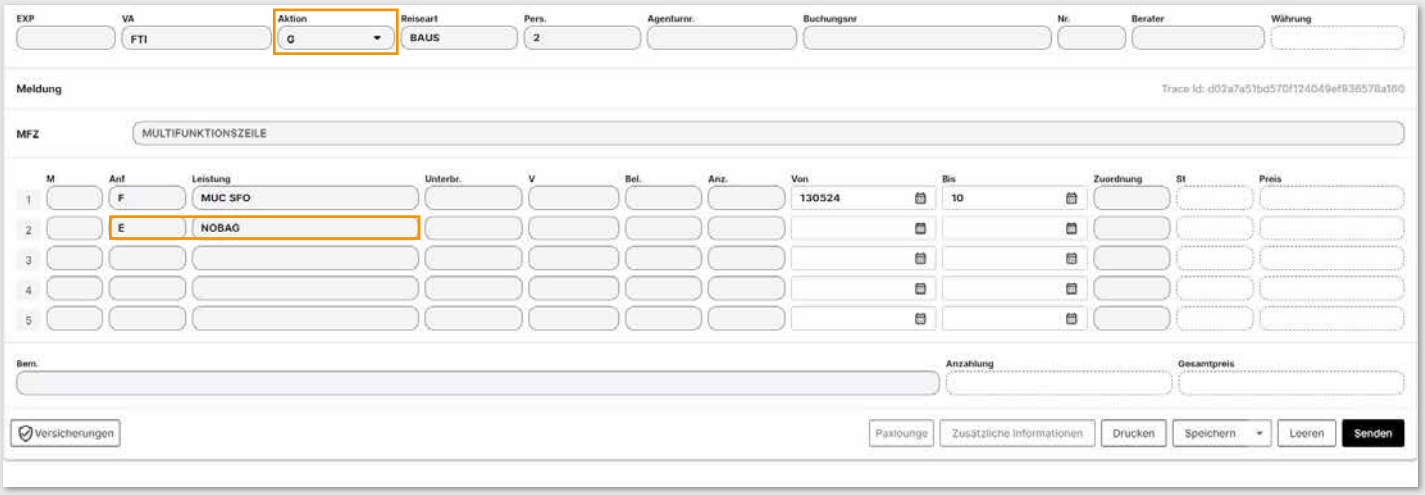
APPLICATION TIPS

FTI BOOKING ASSISTANCE

Query for airfares with included baggage
In the query (action „**G**“), enter an additional E line with the word „**BAG**“
and only fares incl. free baggage allowance appear



Query for airfares without included baggage
In the query (action „**G**“) enter an additional E-line with the word „**NOBAG**“
and only fares incl. free baggage allowance appear

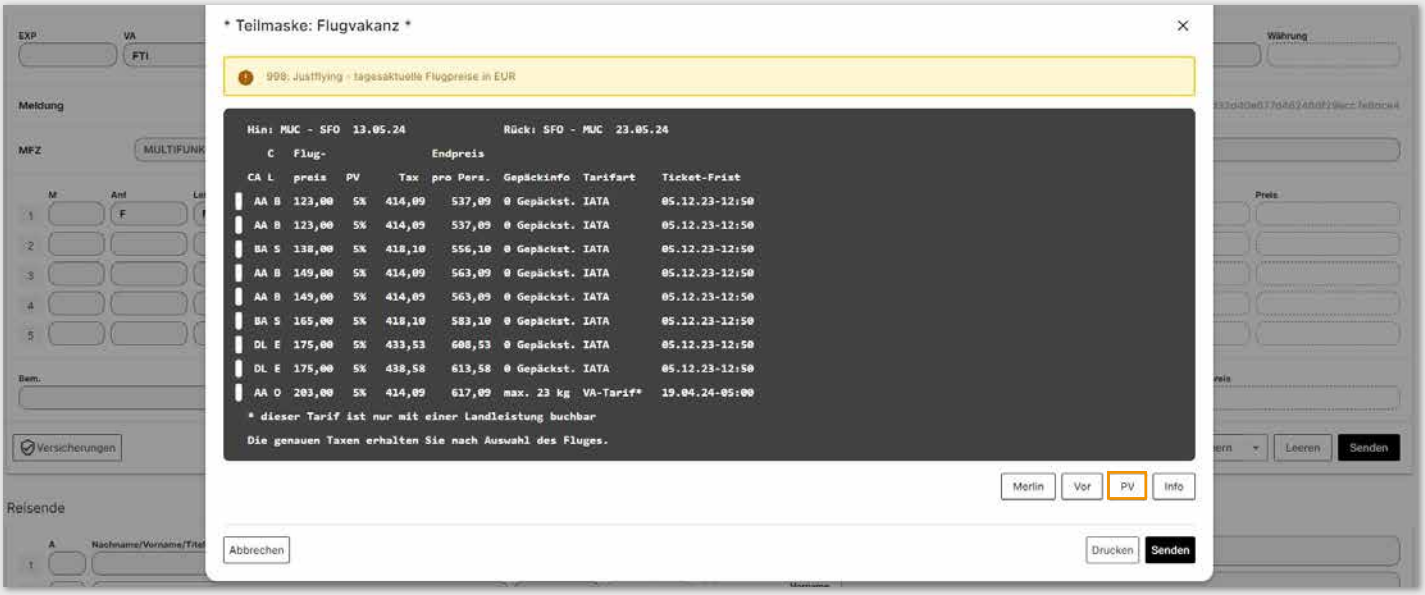


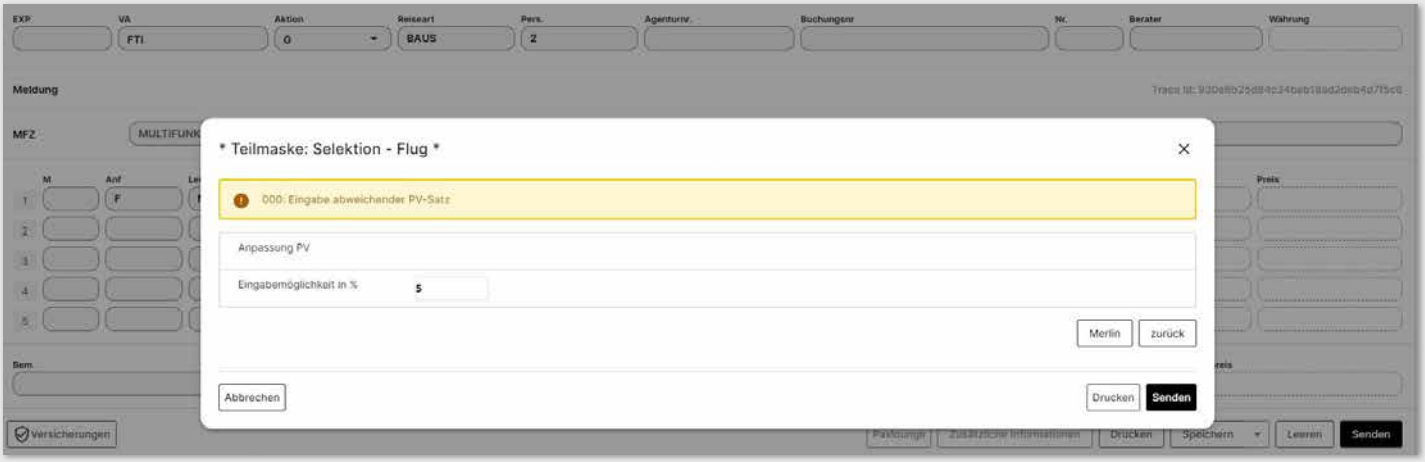
FTI BOOKING ASSISTANCE

3.1.6 Adjustment of the commission

An individual adjustment of the standard commission is possible when queried via the field „**PV**“.

The airfare is automatically calculated with the new commission.



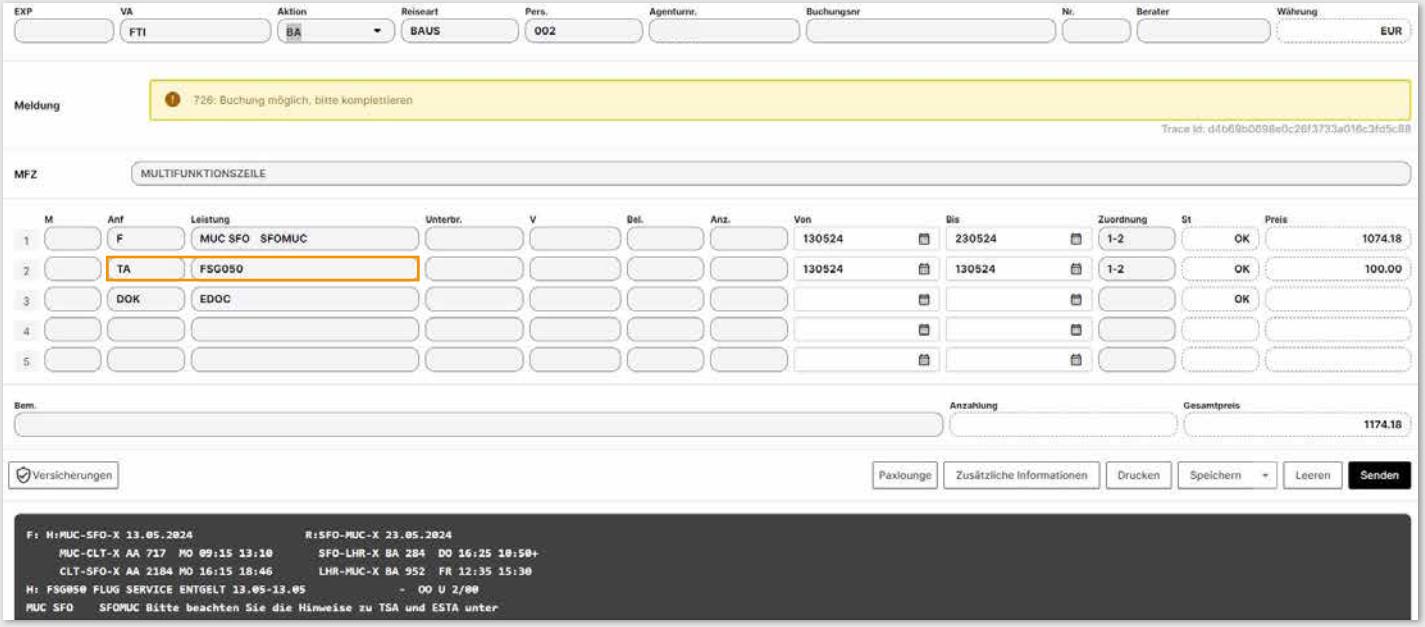


In addition, a flight service fee can be charged for each flight-only booking.

Example for an extra charge with 50,00 Euro:
Action „**BA**“ in a new service line enter request „**TA**“ and in the field „**Leistung**“ FSG050.
This will result in an additional 50,00 Euro flight service charge per person.
The amount for this fee can be adjusted individually.

APPLICATION TIPS

FTI BOOKING ASSISTANCE



APPLICATION TIPS

FTI BOOKING ASSISTANCE

3.2 Booking help FTI360

„FTI 360 - Design your Trip“ is a web application that makes it easier than ever to put together trips for your customers. Depending on the destination, there are various options for creating individual tours.

General information:
https://www.ftigroup-service.de/rund-um-ihre-buchung/fti360-design-your-trip
To entry in FTI360 takes place with **action: KW** and the **travel typ: 360**

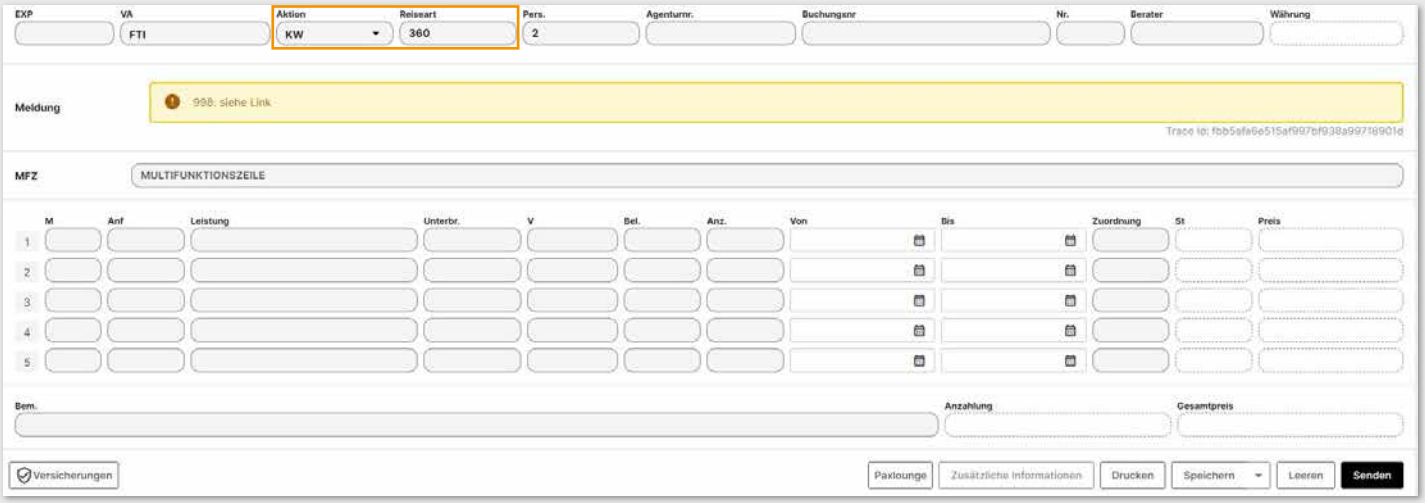
You will be forwarded to the web application.

> Your agency number is transferred directly so that all bookings are of course correctly credited. !

Detailed explanation videos:
https://www.ftigroup-service.de/rund-um-ihre-buchung/fti-360-design-your-trip/erklaervideos

Detailed fast introduction:
https://www.ftigroup-service.de

Booking assistance FTI360:
in creation



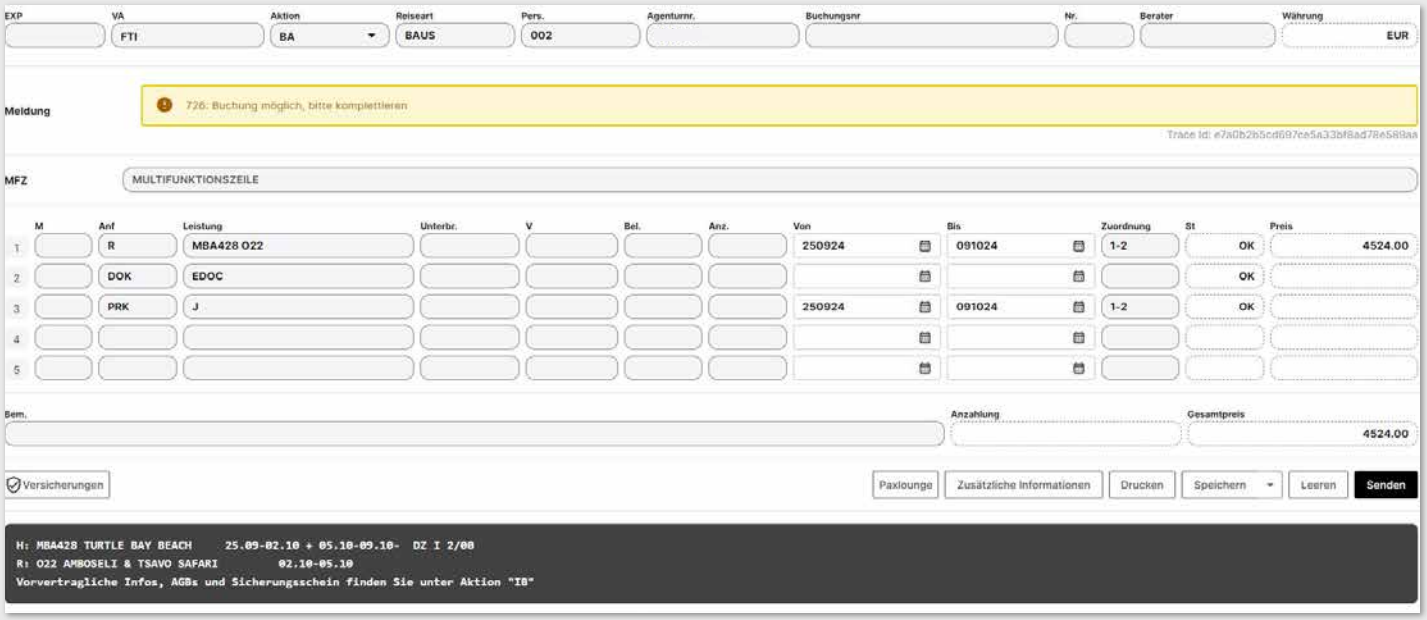
APPLICATION TIPS

FTI BOOKING ASSISTANCE

4. Roundtrips

For a quick and efficient query, we generally recommend the use of **FTI360**
All coding can be found in your https://travelmag.fti.com

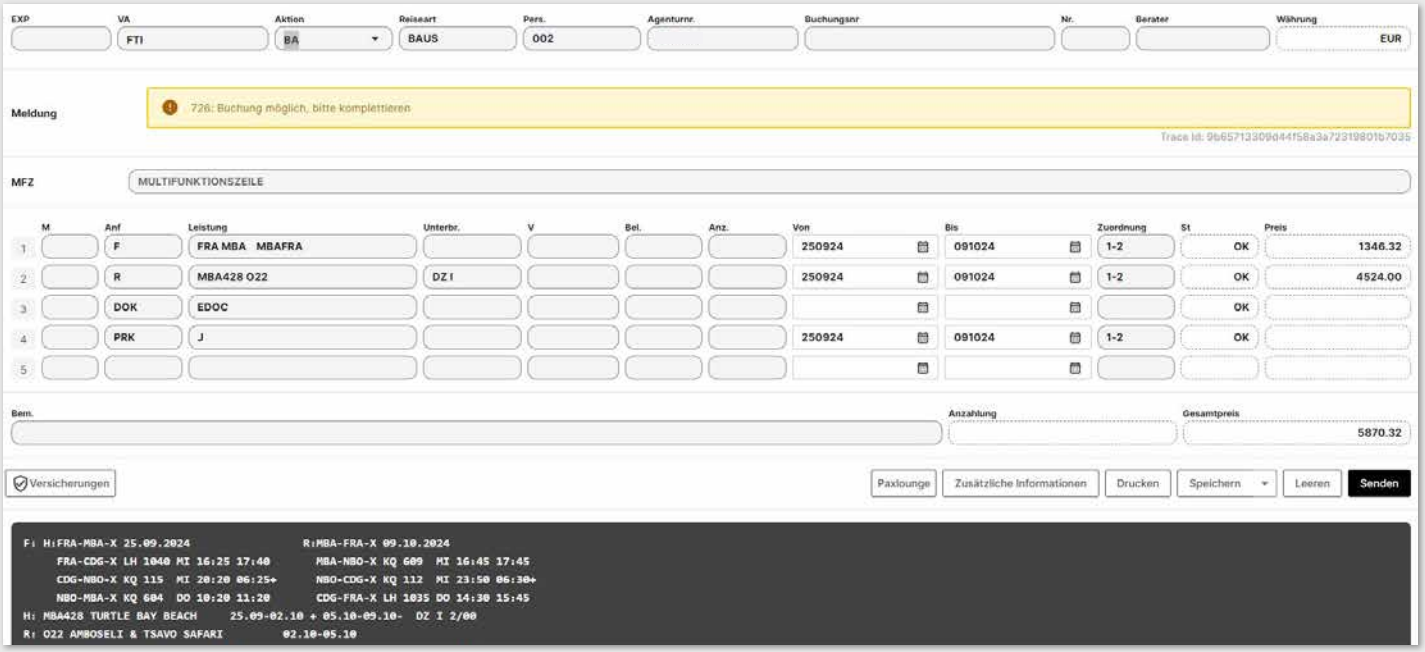
4.1 Simple query



FTI BOOKING ASSISTANCE

4.2 Roundtrip with flight

The flight is queried in the same way as explained on point 3.1.1



APPLICATION TIPS

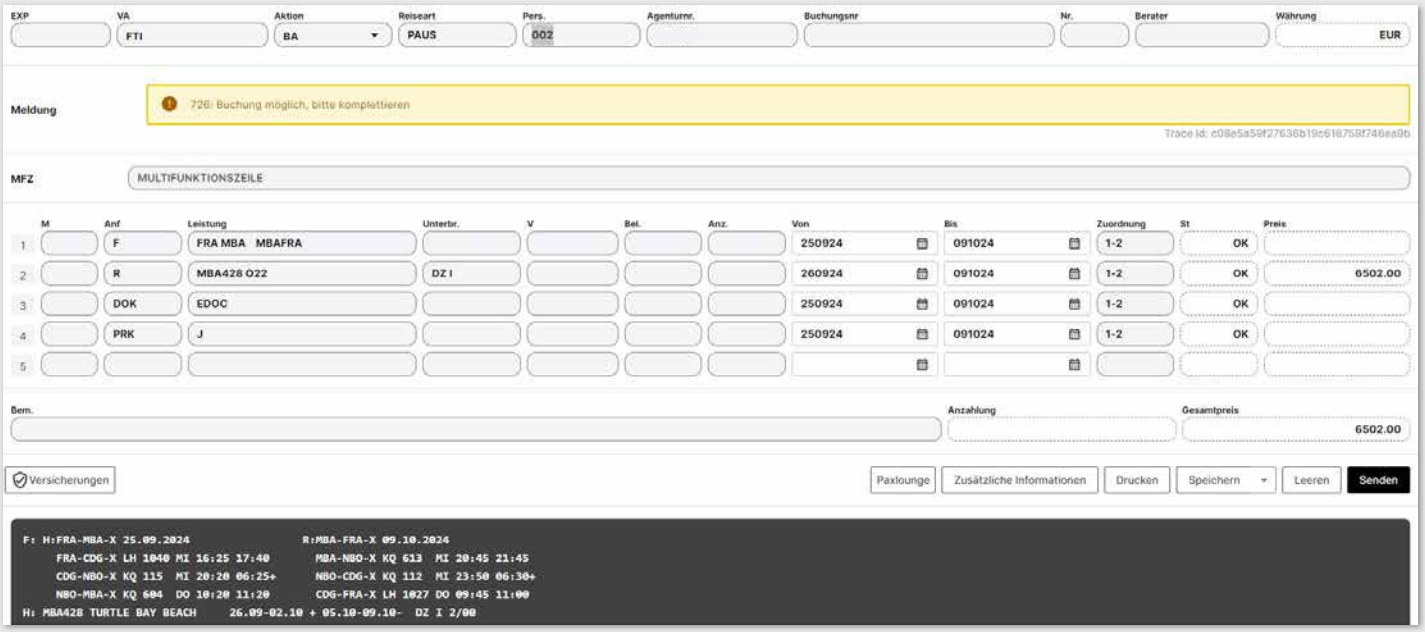
FTI BOOKING ASSISTANCE

4.3 Round trips with bathing extension

The flight is queried in the same way as explained on point 3.1.1

In the example, we query the following here.
Type of travel PAUS
Flight from Frankfurt to Mombasa with stops
Safari Amboseli & Tsavo

Bathing stay outside the safari at Turtle Bay Beach Hotel, double room,
all inclusive. (Travel type PAUS = All transfers automatically included)



APPLICATION TIPS

FTI BOOKING ASSISTANCE

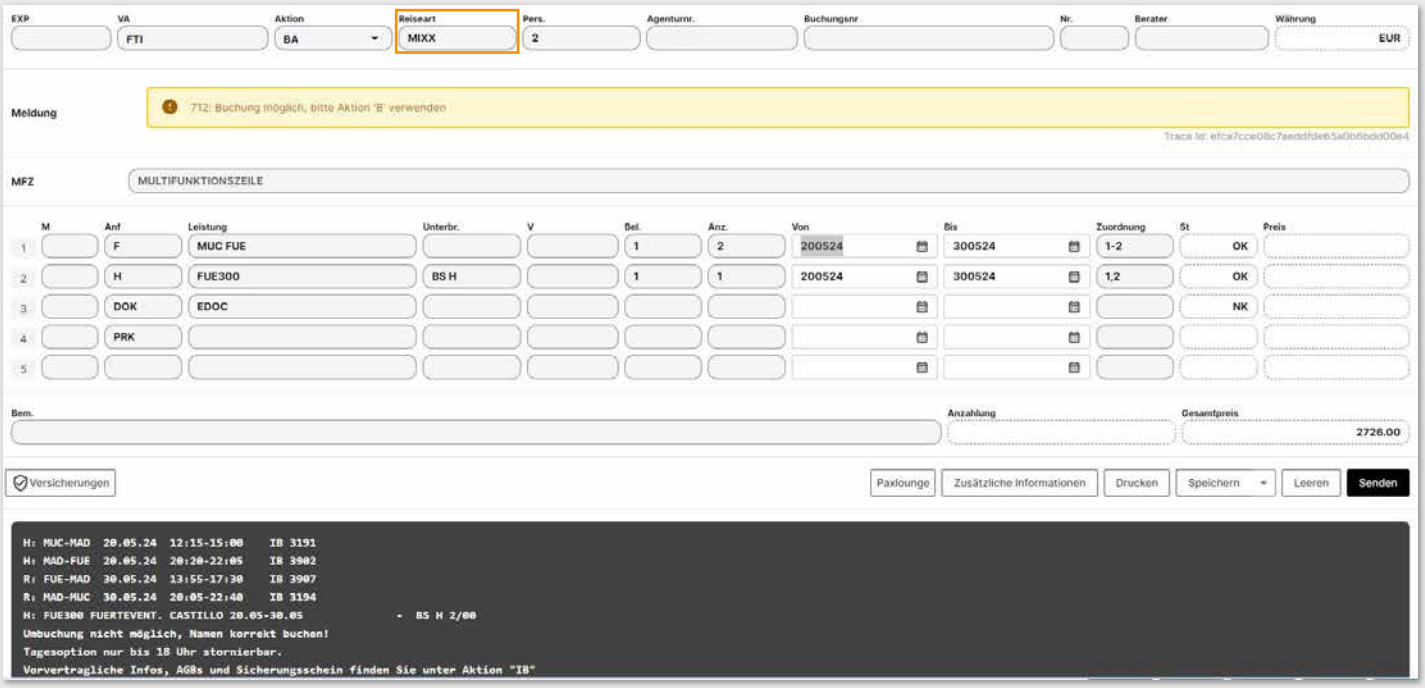
5. FTI Packaging (travel type MIXX / PACK)

5.1 Simple query

Important

- No options or name changes possible
- Text modules must be observed (notes on stopovers, transfers, etc.)!
- The distinctive feature is the travel type MIXX or PACK, there is no difference, both can be used.
- Cancellation conditions according to GTC

After a TIMEOUT in the CRS, please be sure to check with ACTION **„V“** whether the booking has been created!



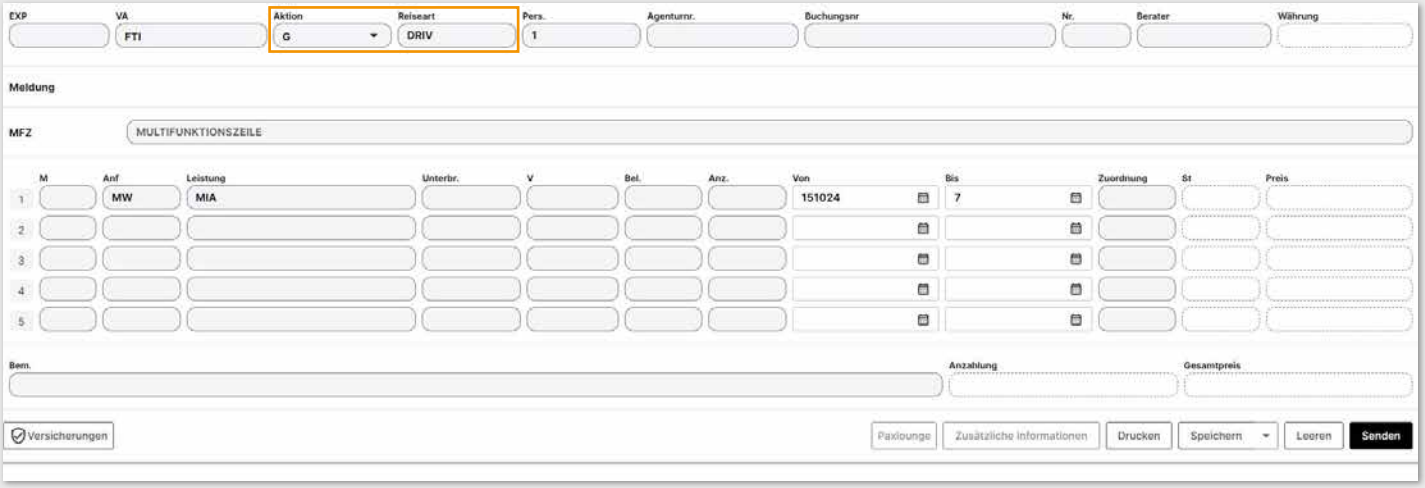
APPLICATION TIPS

FTI BOOKING ASSISTANCE

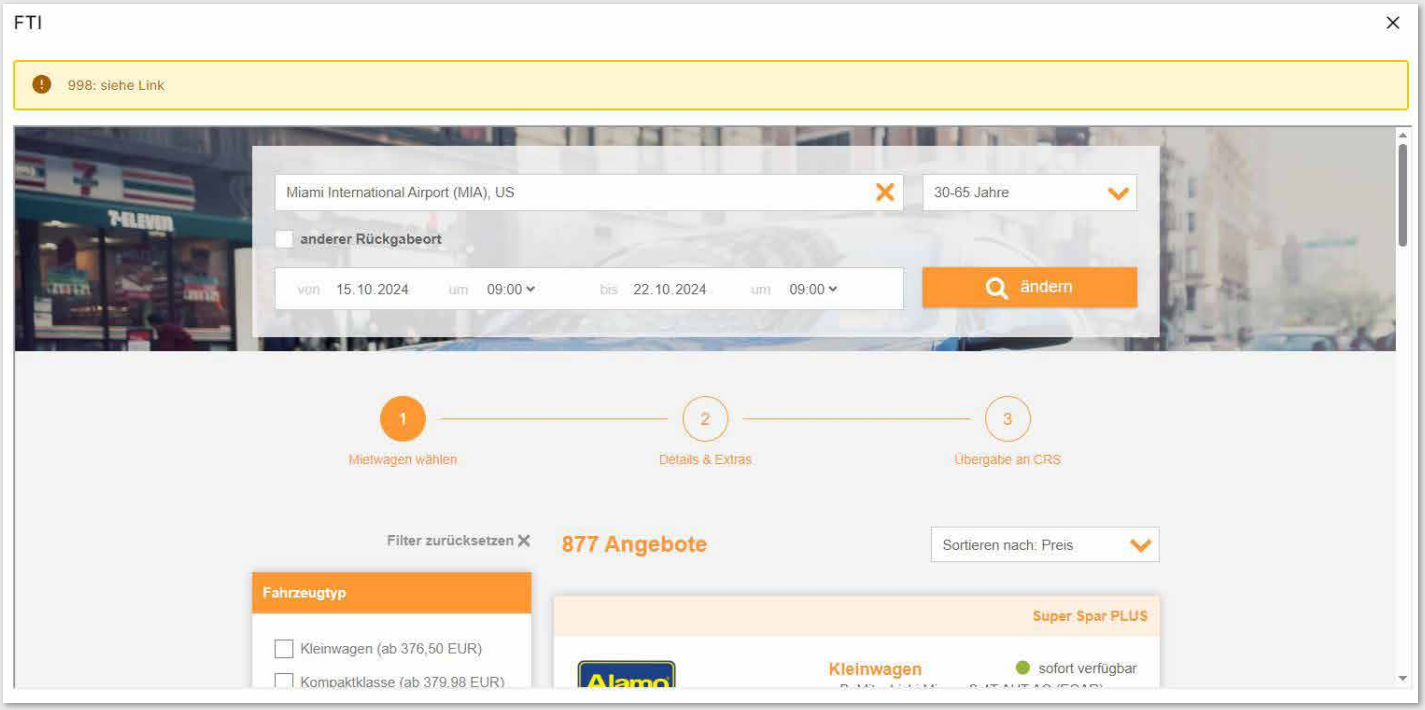
6. FTI Car rental query (travel type DRIV / CARS/ BAUS)

6.1 Query rental car by Easy Booking Mask

Start query with action „**G**“ / travel type „**DRIV**“, „**CARS**“ or „**BAUS**“
After confirming the Easy Booking Mask opens automatically.



Query can be changed or refined here, for example "other return location"
or "different return time".

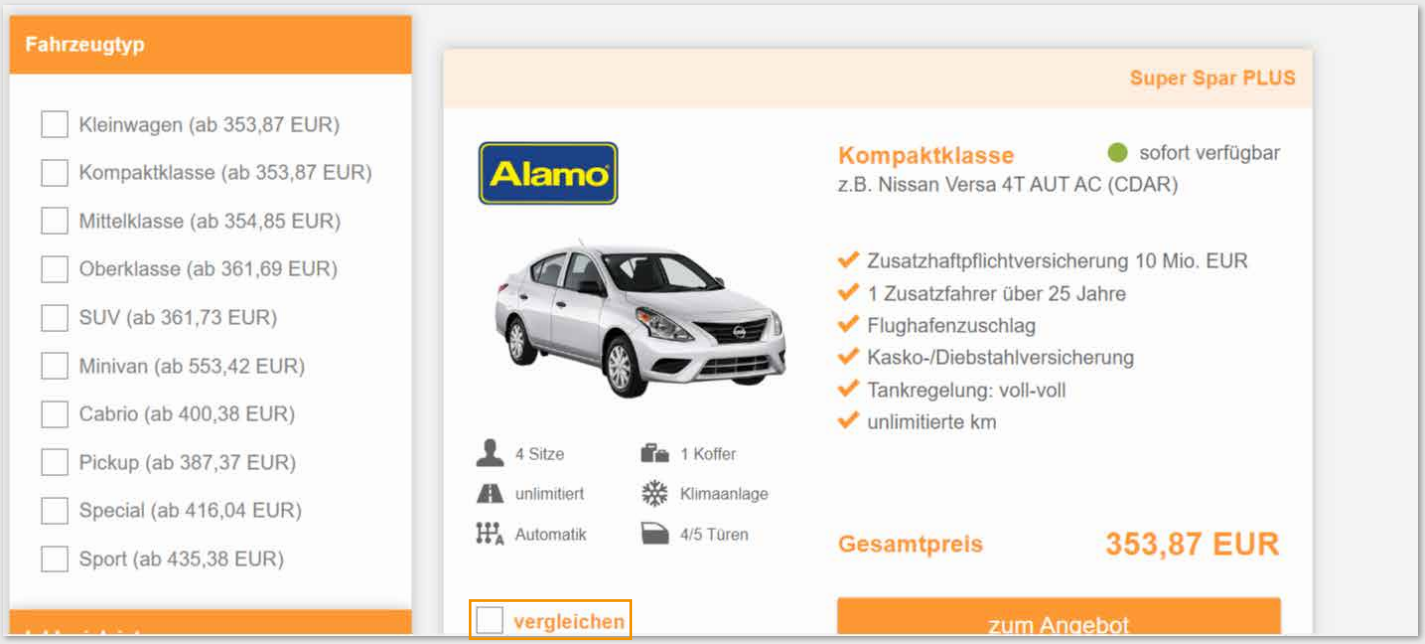


APPLICATION TIPS

FTI BOOKING ASSISTANCE

Comparison of several rental cars possible
Click on "vergleichen" for at least 2 offers and then on the button „**X**“ compare offers" (at the bottom right of the screen) to compare different offers.

Filteroptions
Use our filter options in the column on the left, for example vehicle type, inclusive services, rental company, etc.

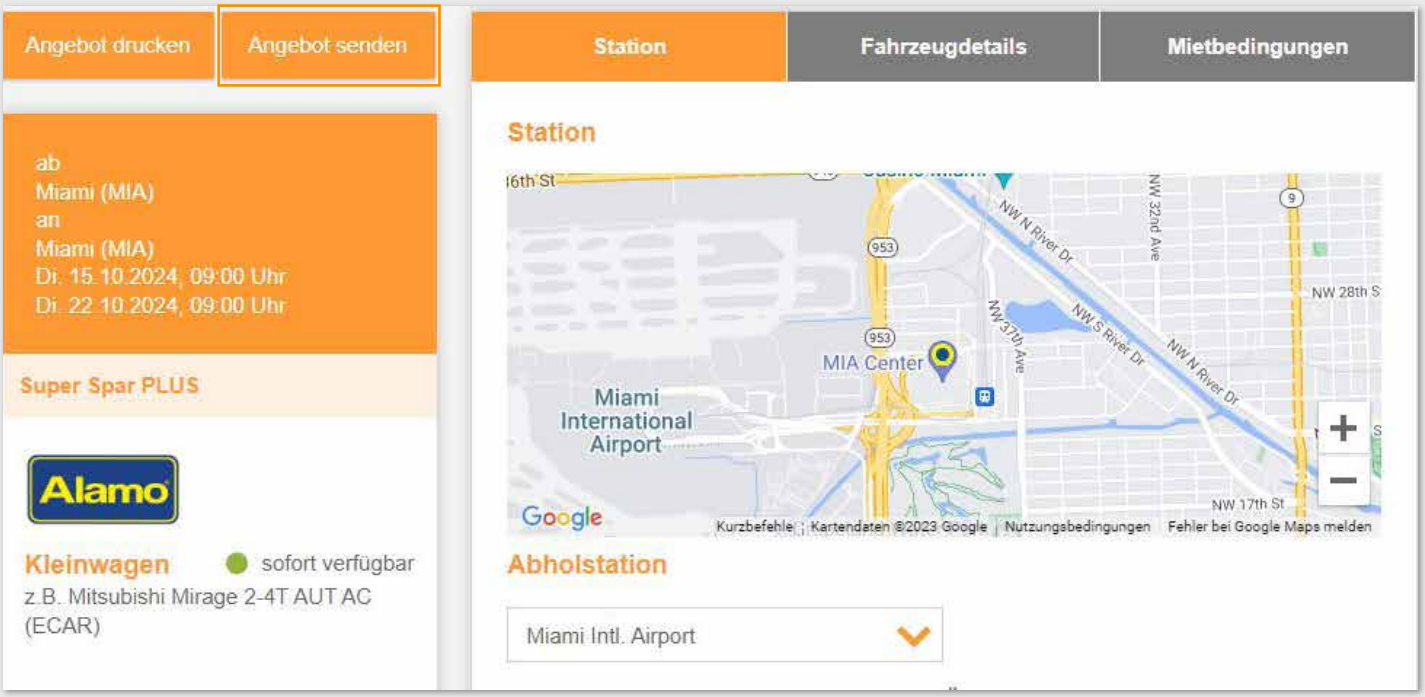


APPLICATION TIPS

FTI BOOKING ASSISTANCE

Send offer (after successful selection)

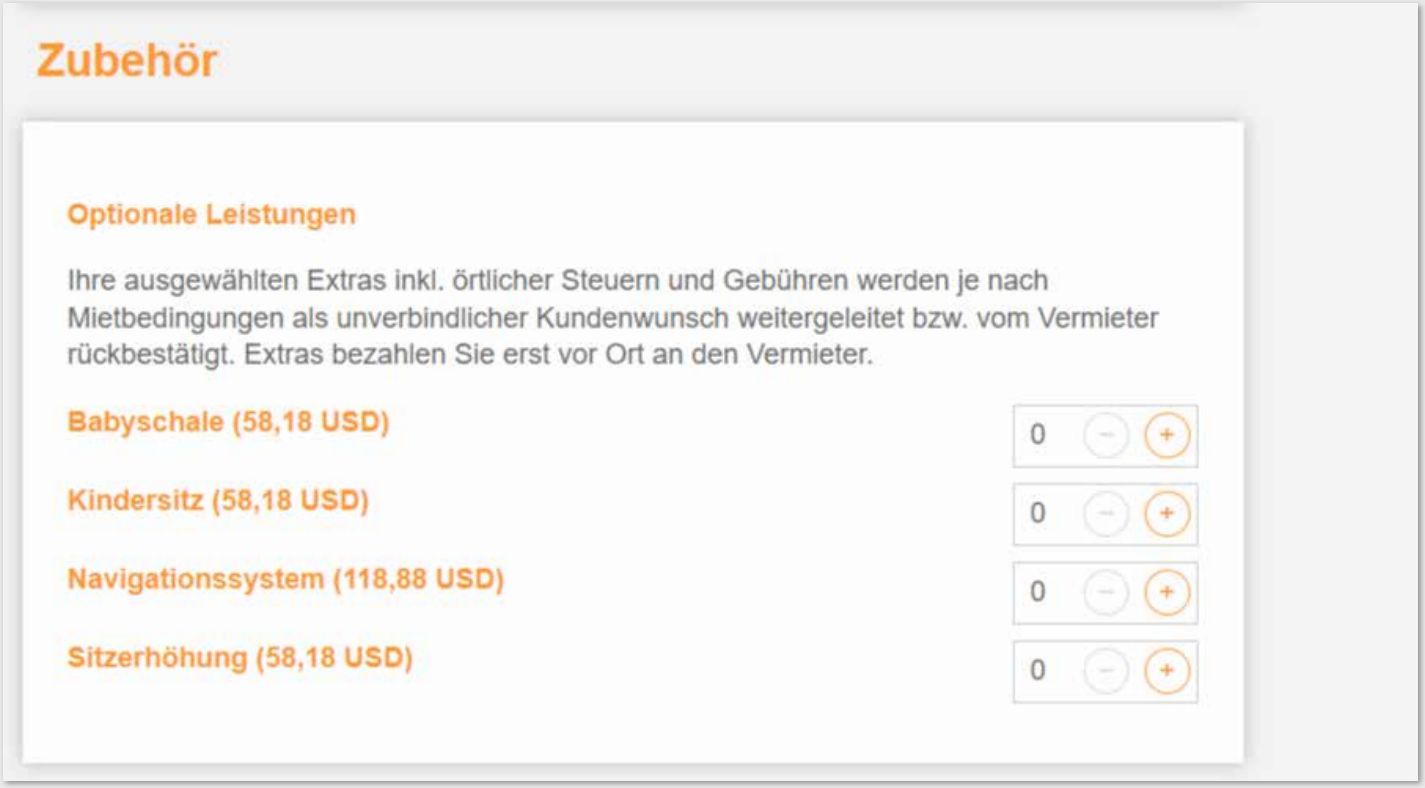
Generate a PDF and send it to the customer by e-mail. !



APPLICATION TIPS

FTI BOOKING ASSISTANCE

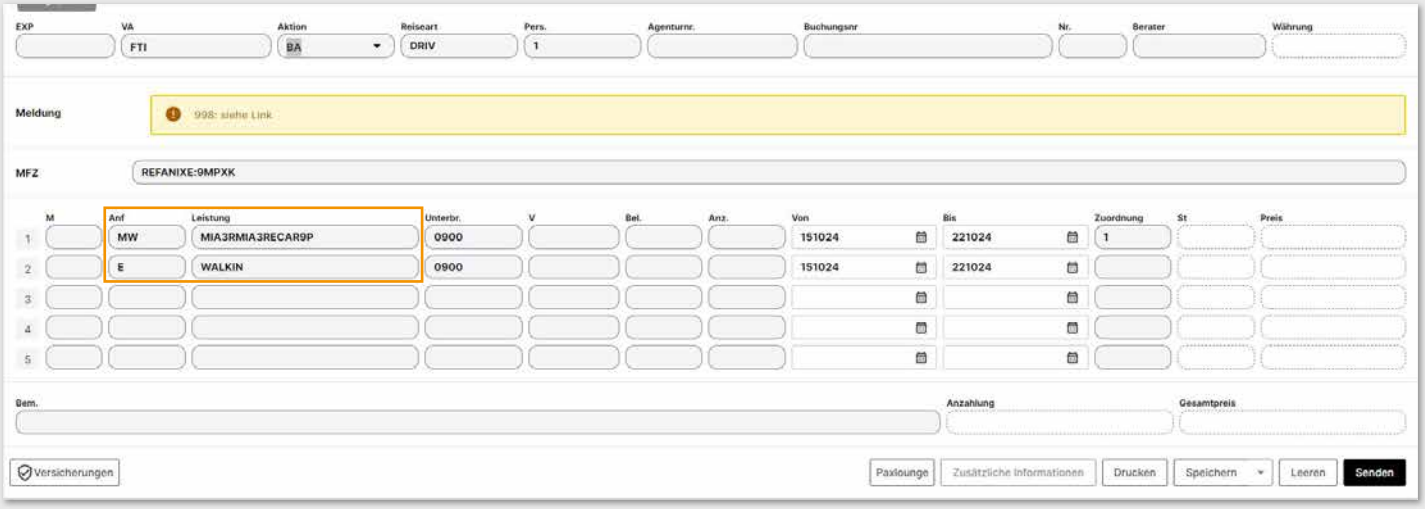
Choose accessories
Book optional services, like a child seat, a navigation system, an additional driver. The costs incurred on site are added to the total price.



Click on „**Übergabe an CRS**“ to transfer the selected data to the CRS.

The multifunction line (MFZ) is automatically filled with text: „**REFANIXE: xxxxx**“, please do not delete this!

Complete the booking in the CRS as usual.

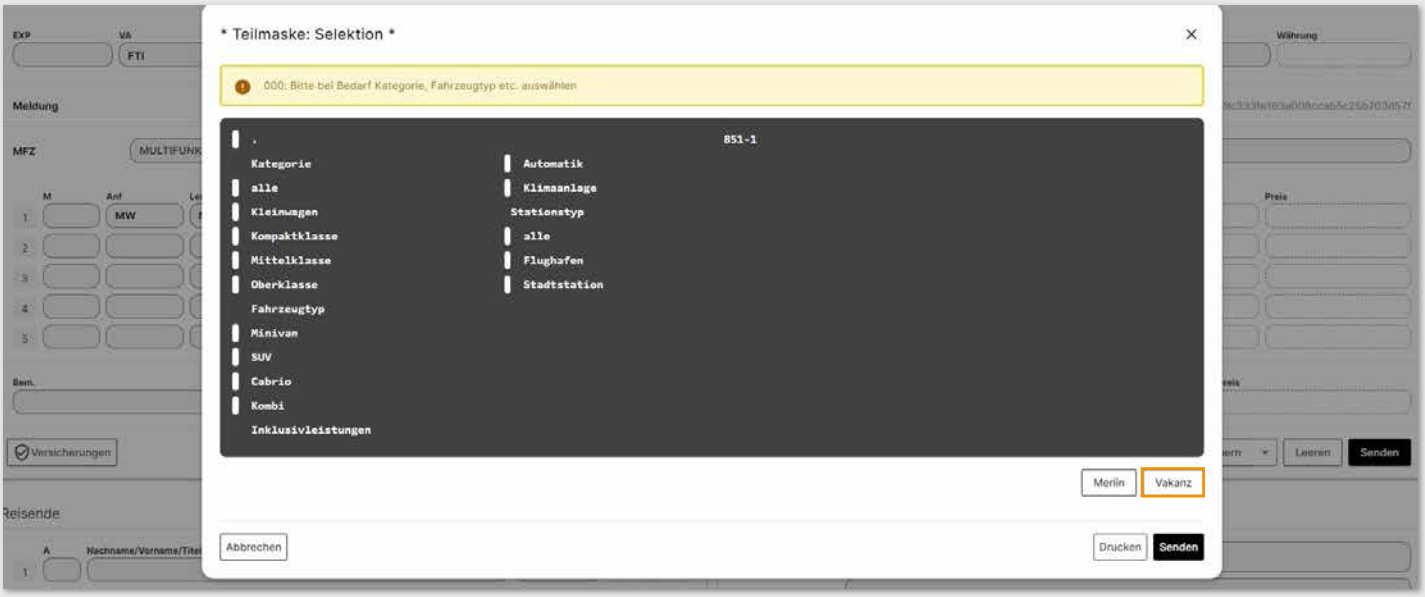


APPLICATION TIPS

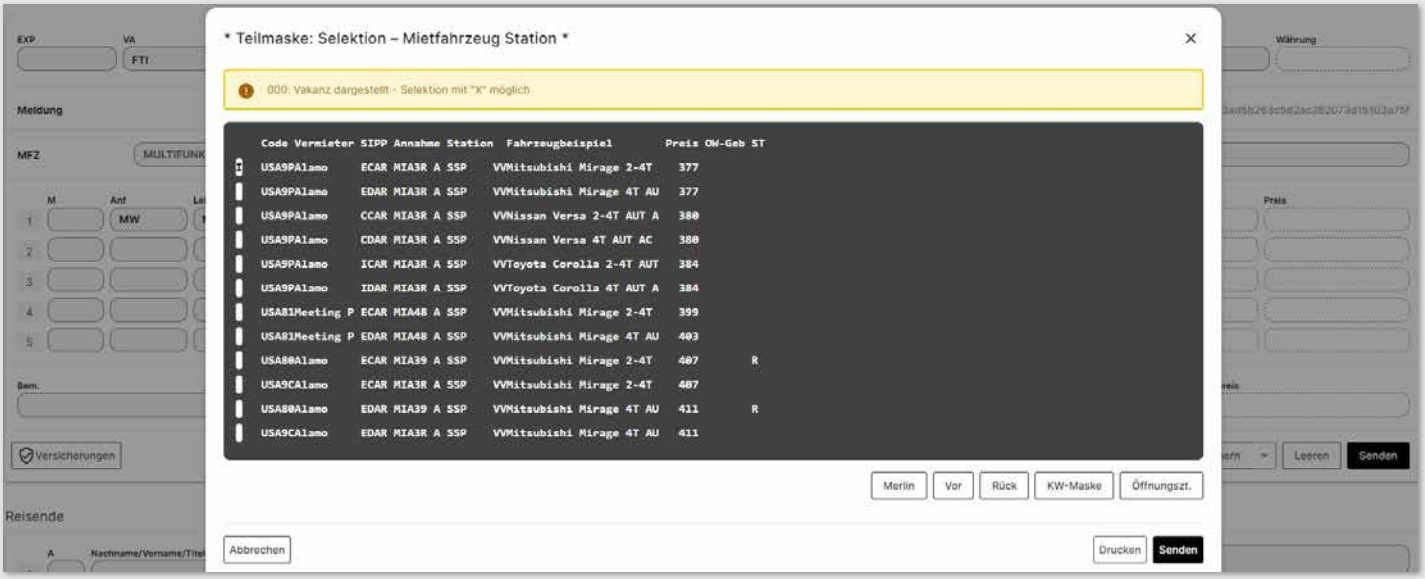
FTI BOOKING ASSISTANCE

6.2 Query rental car by Perfect Price

Query with action „**KW**“
It is possible to select in advance according to certain vehicle categories, equipment features and pick-up stations. If no selection is made, all bookable vehicles will be displayed (click on “Vakanz”).



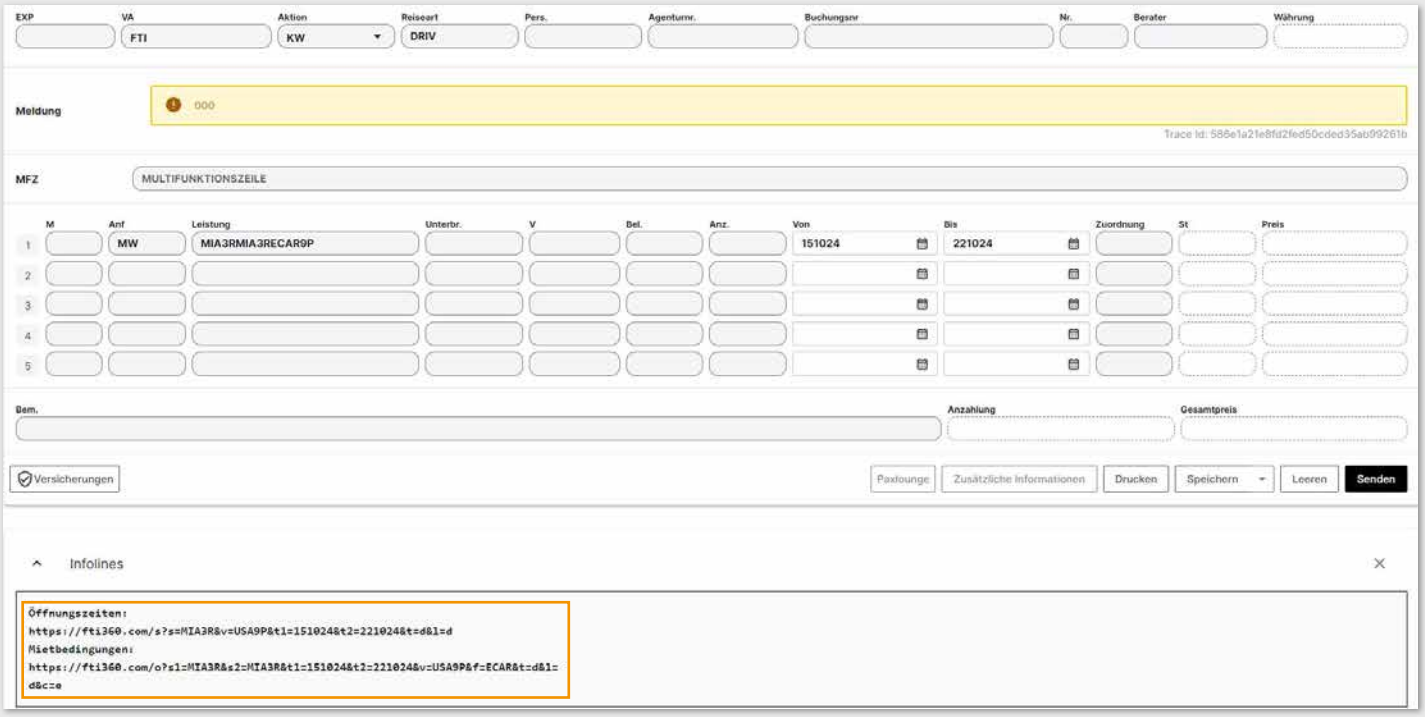
Now all bookable vehicles are displayed.
Select the desired vehicle with an „**I**“ in front of the corresponding offer.



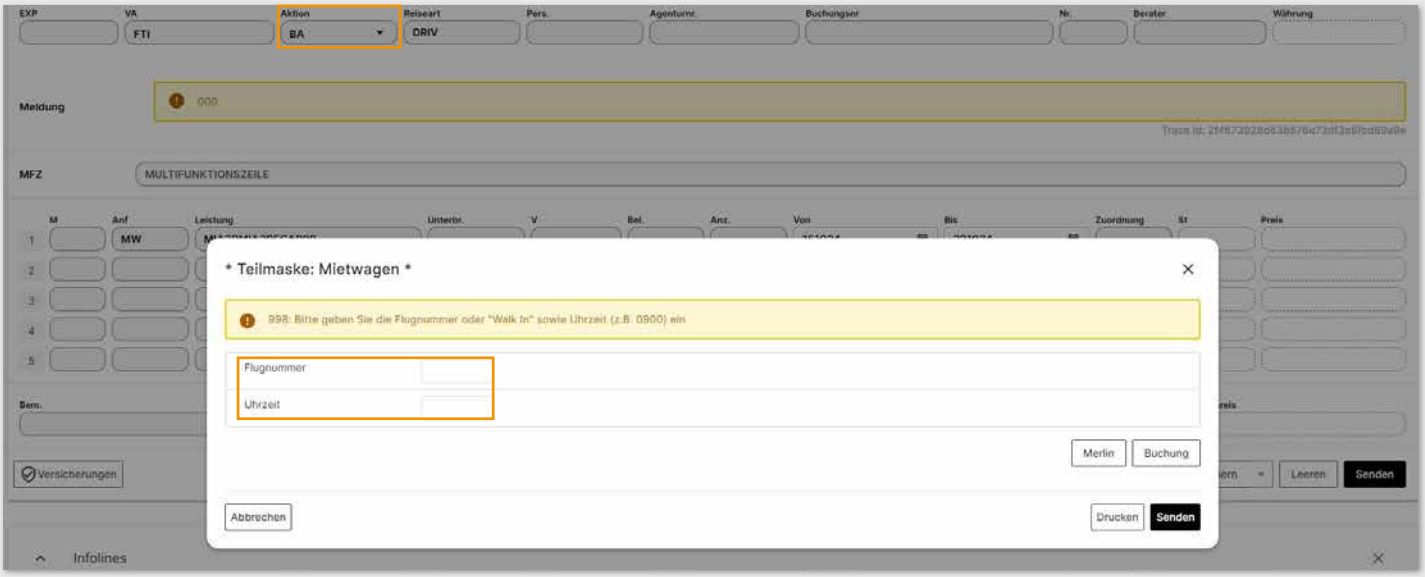
APPLICATION TIPS

FTI BOOKING ASSISTANCE

Data will be taken over
Link Information on opening hours and rental conditions for the selected offer appears.



Action „**BA**“ leads to the mandatory entry of the flight number incl. exact arrival time. Enter data and send

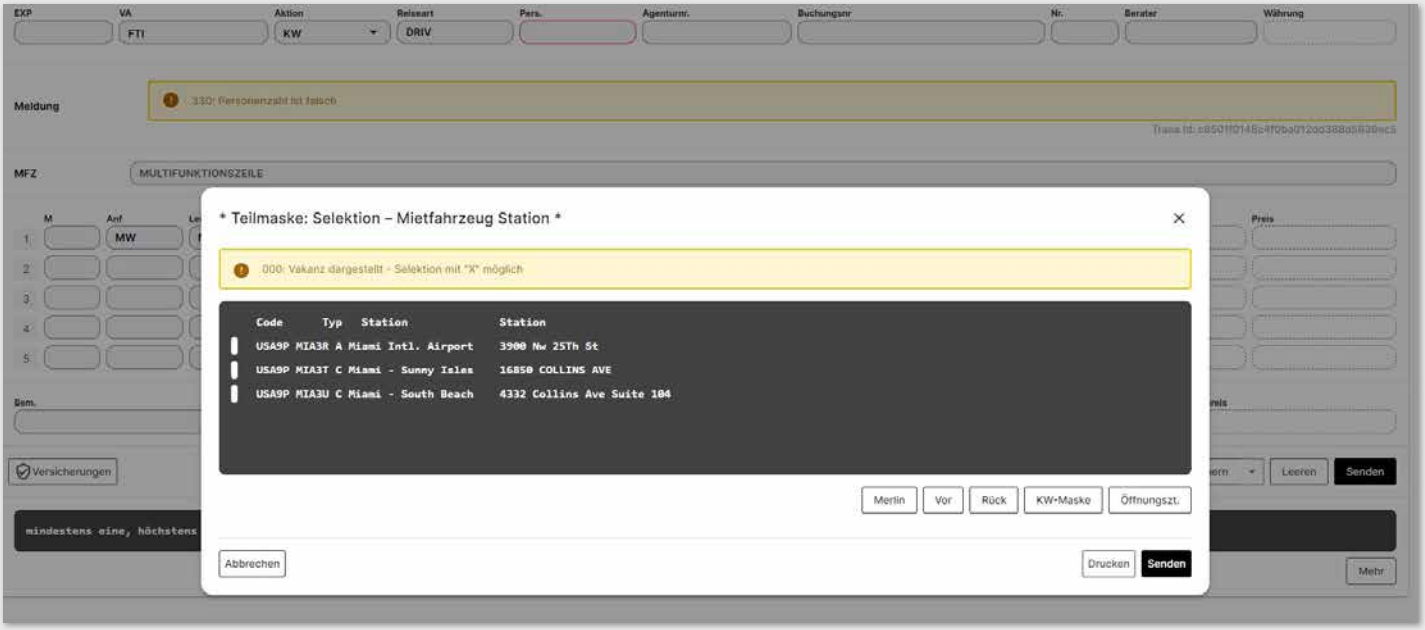


APPLICATION TIPS

FTI BOOKING ASSISTANCE

By executing the action „**KW**“ again, you will receive a list of all possible stations of the selected rental company.

When selecting a city station, please replace the flight number with the term „**WALK IN**“.



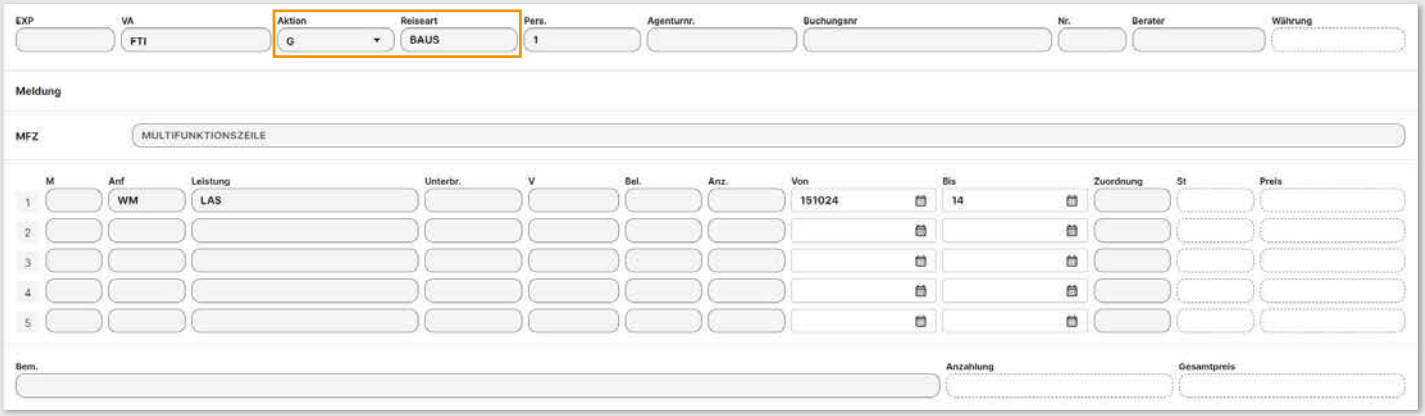
APPLICATION TIPS

FTI BOOKING ASSISTANCE

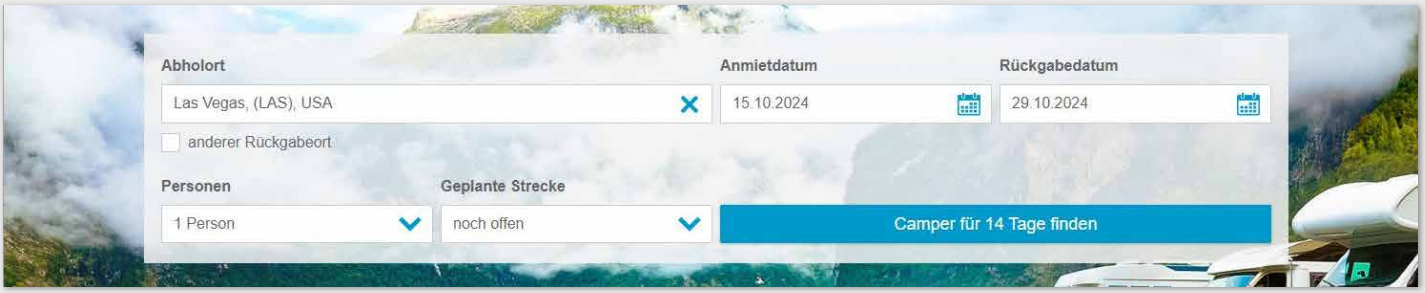
7. FTI Query Motorhome and Motorbike (travel type BAUS)

7.1 Query Motorhome by Easy Booking

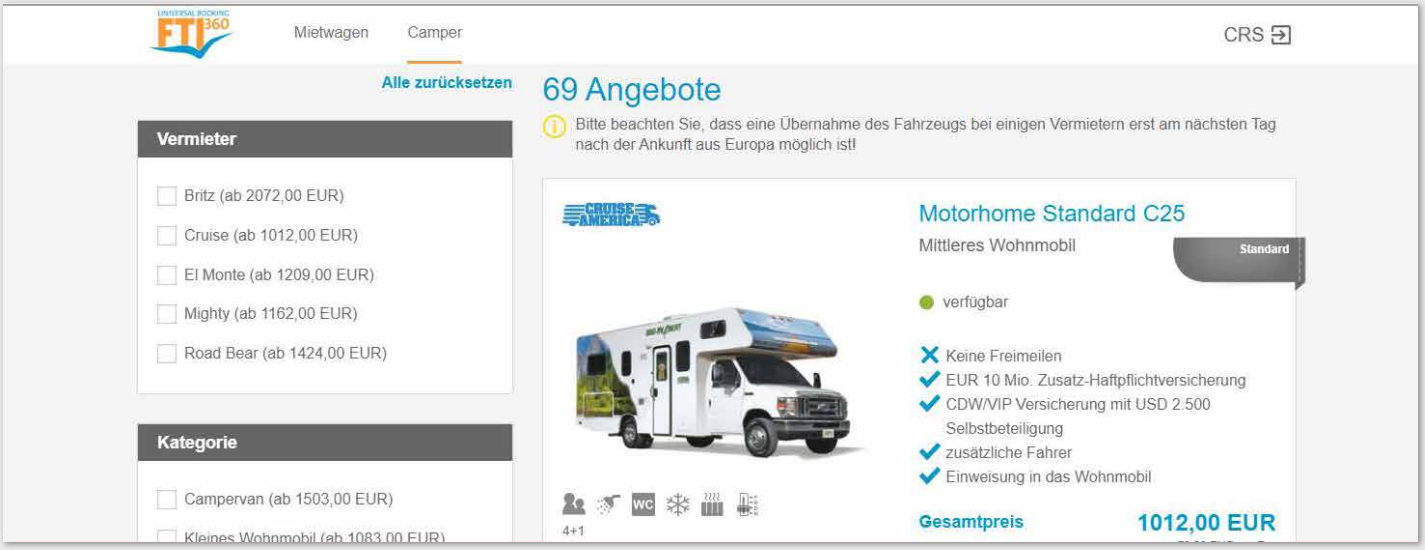
Query starts with action „**G**“ / travel type „**BAUS**“
After confirming the Easy Booking Mask opens automatically



Query can be changed or refined here for example "other return location"
or "planned route" (selection of included km/miles)



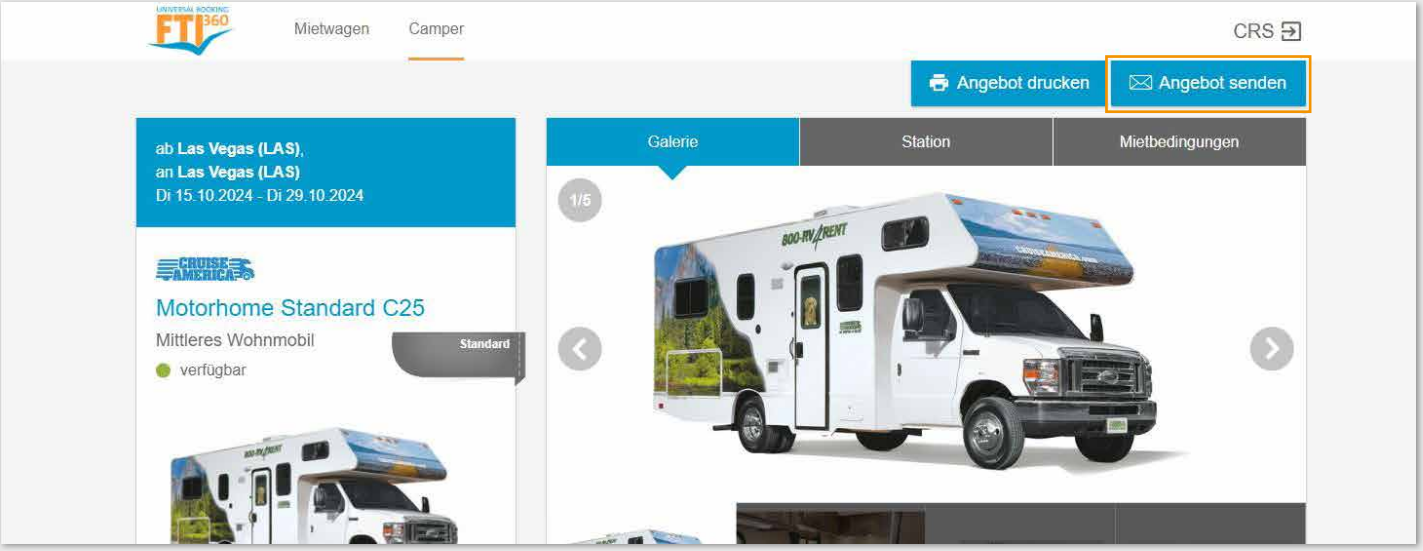
In the column on the left, you will find various filter options, e.g. landlord,
category, insurance, etc.



APPLICATION TIPS

FTI BOOKING ASSISTANCE

Generate a PDF and send it to the customer by e-mail. !

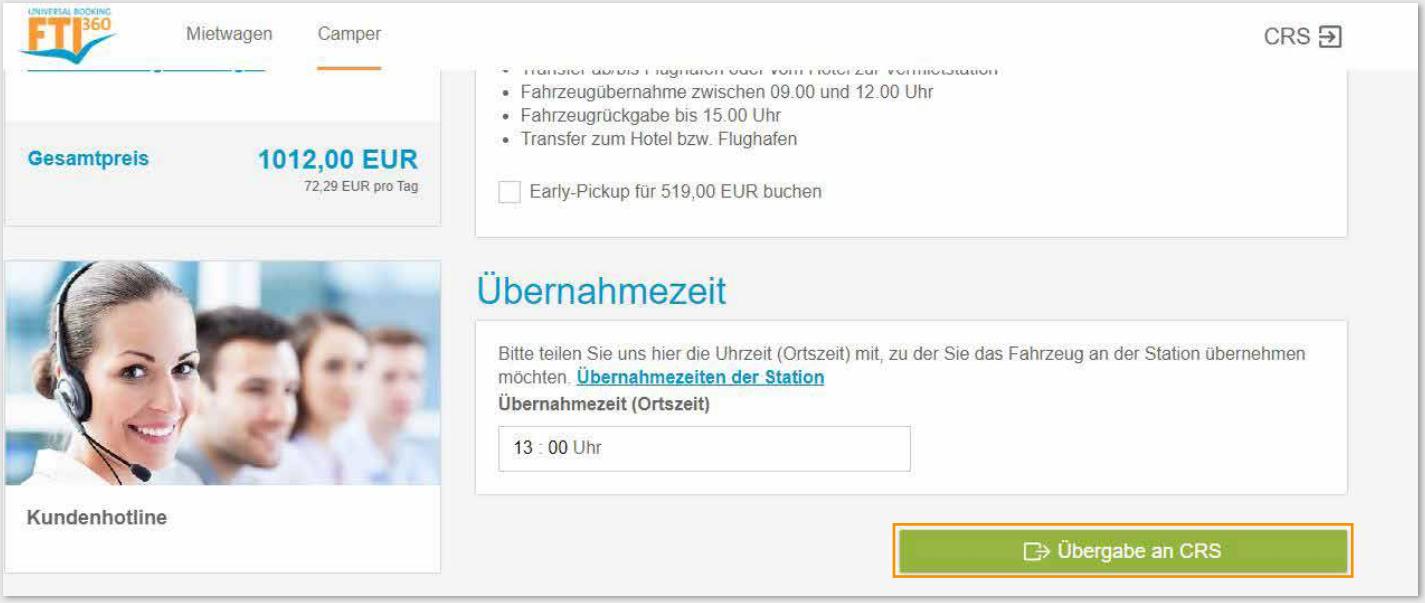


APPLICATION TIPS

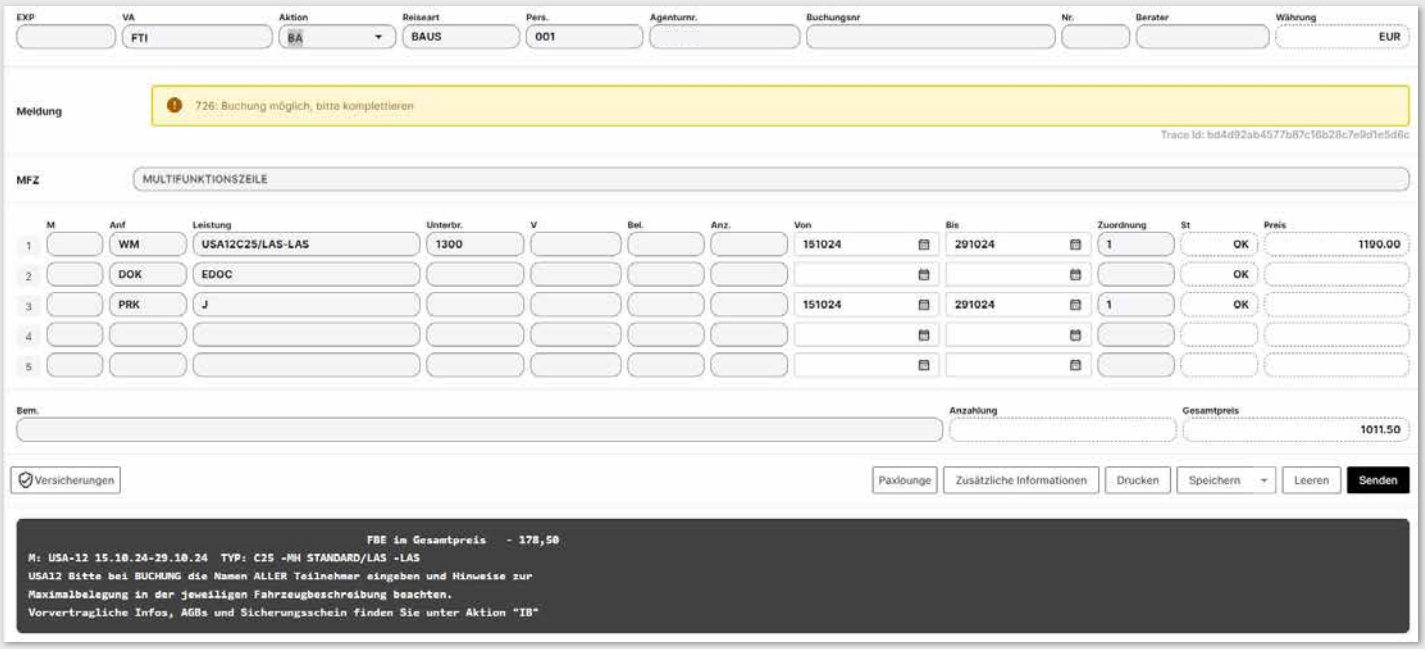
FTI BOOKING ASSISTANCE

Accessories

Depending on the offer and selection, optional km/miles packages or the so-called early pickup can be booked here. The costs incurred are automatically added to the total price.



Click on „Übergabe an CRS“ to transfer the selected data to the CRS.
Complete the booking in the CRS as usual

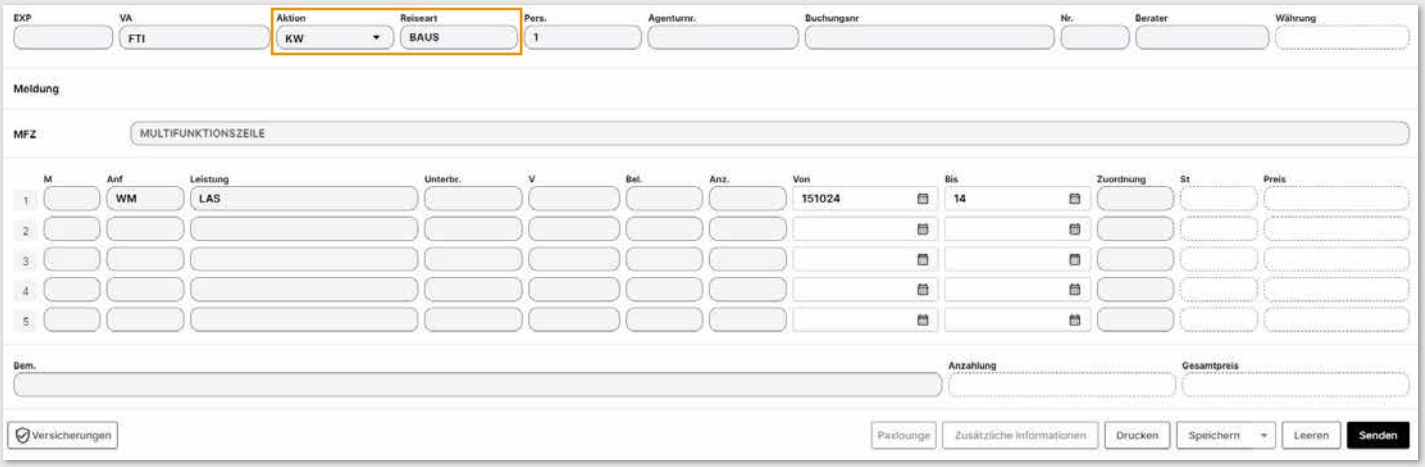


APPLICATION TIPS

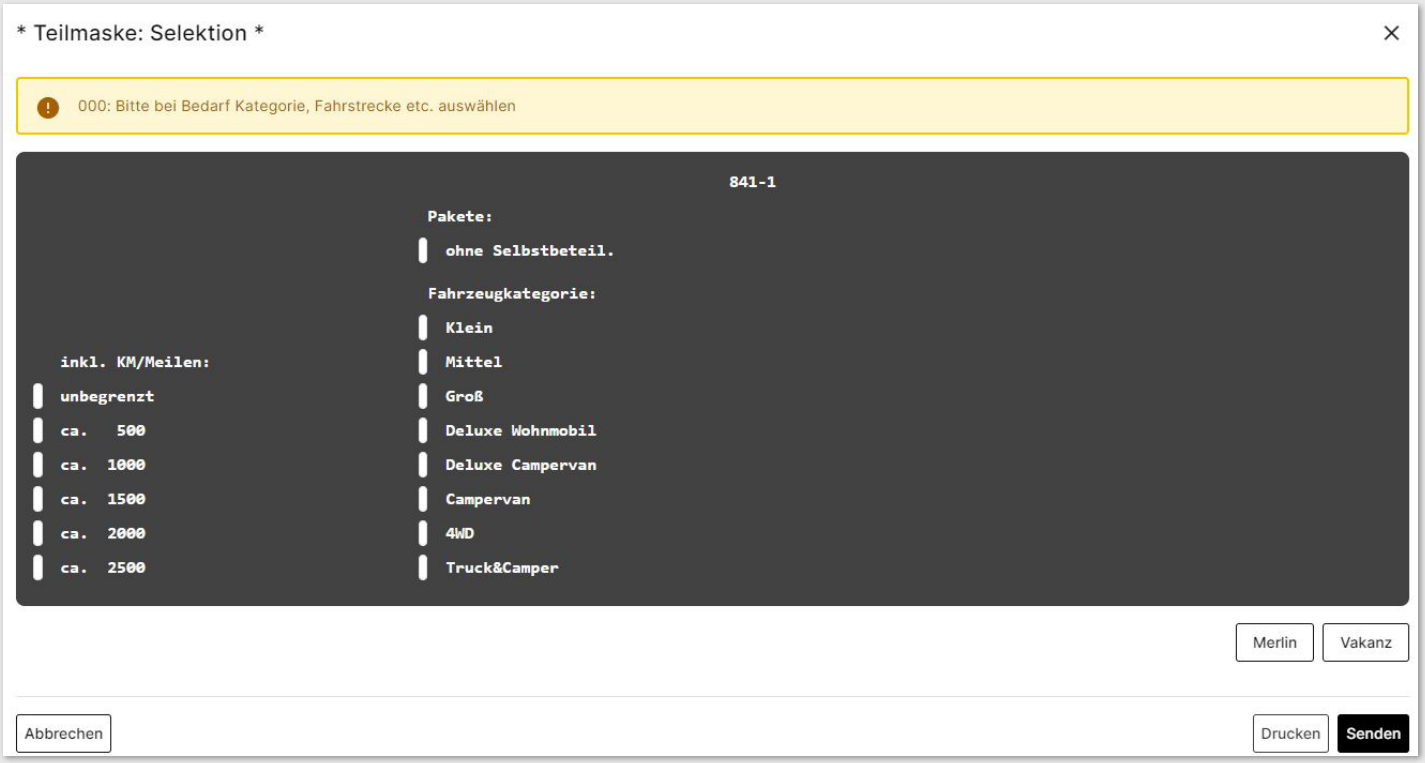
FTI BOOKING ASSISTANCE

7.2 Query Motorhome by Perfect Price

Query starts with action „**KW**“ / travel type „**BAUS**“



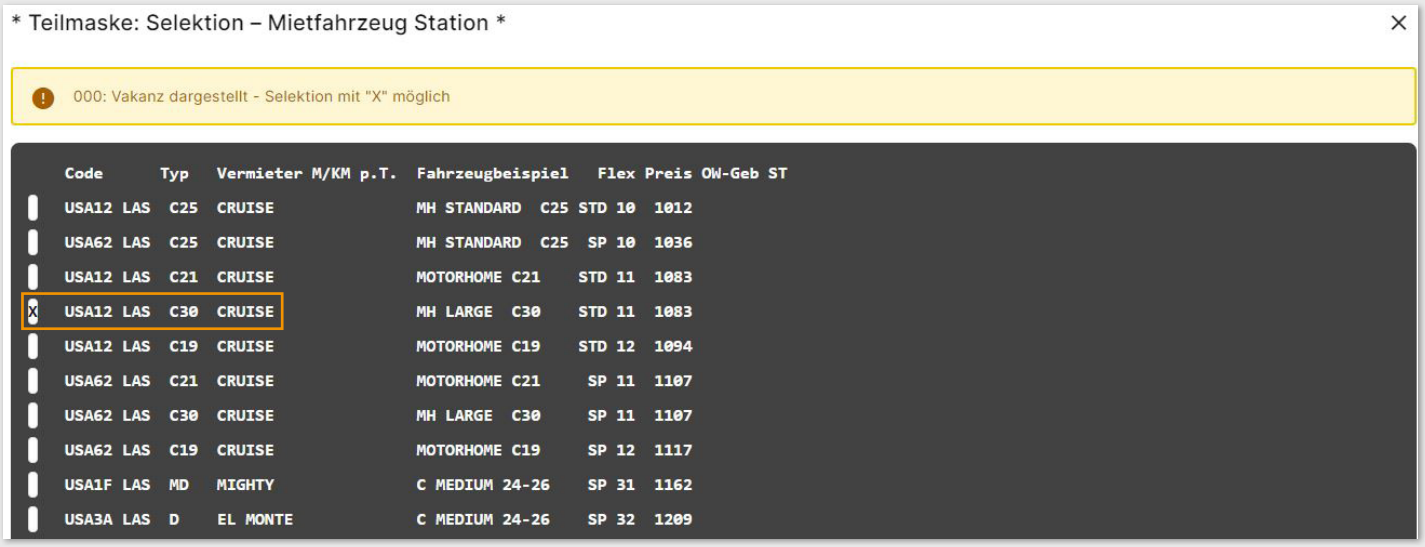
It is possible to select in advance, for example according to included km/miles, certain packages and Motorhome categories.
If no selection is made, all bookable Motorhomes will be displayed.



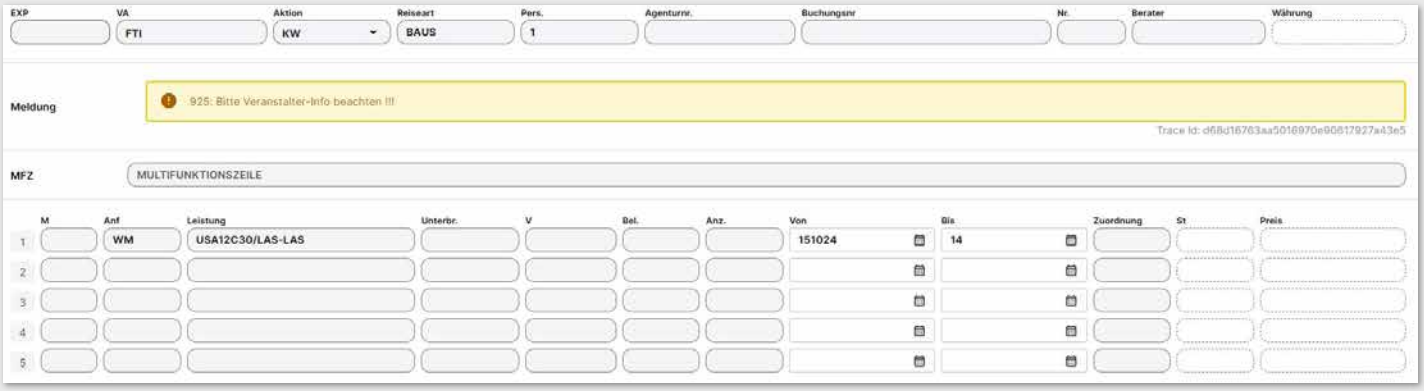
APPLICATION TIPS

FTI BOOKING ASSISTANCE

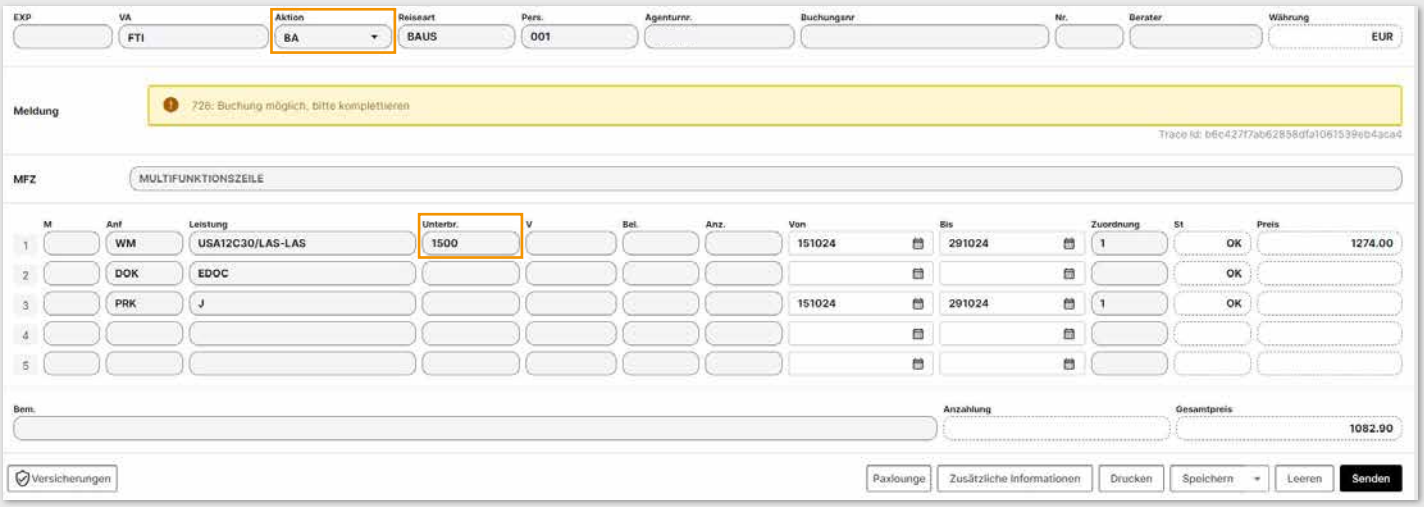
All bookable offers are now displayed.
Select the desired vehicle with an „**X**“ in front of the corresponding offer.



Data is taken over



Continue with action „**BA**“ and enter the take-over time in the field „**Unterbr**“



FTI BOOKING ASSISTANCE

7.3 Enter additional km/miles for motorhome

Booking of km/mile packages:
Please indicate the desired number of km/mile packages in the "Bel" field.

	M	Anf	Leistung	Unterbr.	V	Bel.	Anz.	Von	Bis	Zuordnung
1		WM	USA12C30/LAS-LAS	1500			04	151024	291024	1
2		DOK	EDOC							
3		PRK	J					151024	291024	1

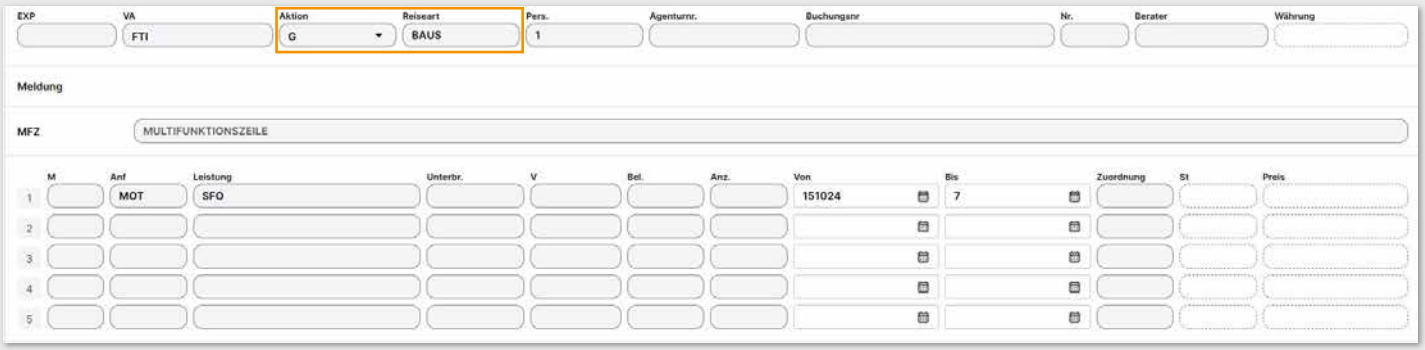
Add unlimited km/miles (UNL):
Please enter 999 in the "Anz" Field. Depending on the rental company or offer, the entry and booking of additional km/miles is possible. The costs incurred will be added to the motorhome price.

	M	Anf	Leistung	Unterbr.	V	Bel.	Anz.	Von	Bis	Zuordnung
1		WM	USA12C30/LAS-LAS	1500			999	151024	291024	1
2		DOK	EDOC							
3		PRK	J					151024	291024	1

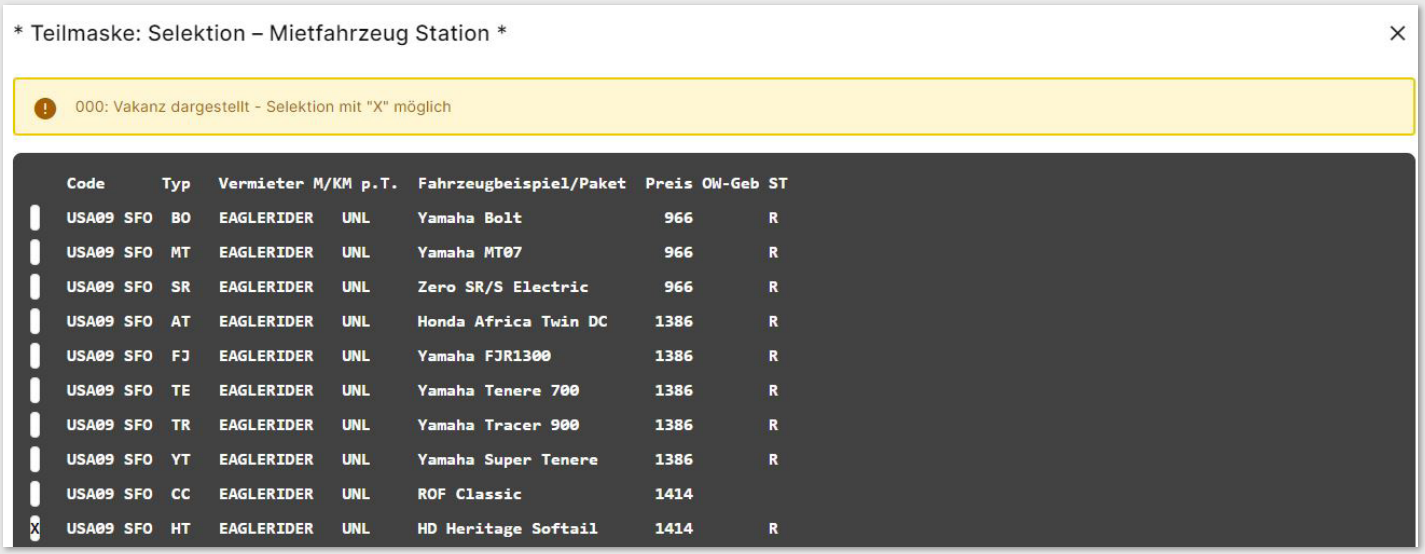
FTI BOOKING ASSISTANCE

7.4 Query Motorbike by Perfect Price

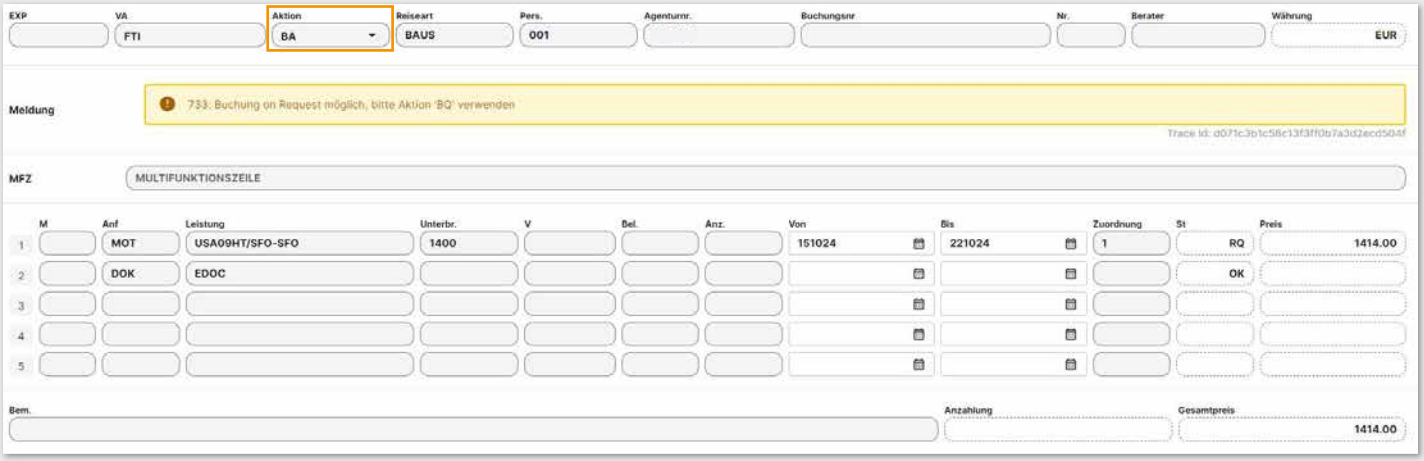
Query starts with action „**G**“ / travel type „**BAUS**“



All bookable offers are now displayed.
Select the desired vehicle with an "X" in front of the corresponding offer.



Continue with action „**BA**“ and enter the take-over time in the field „**Unterbr**“



FTI BOOKING ASSISTANCE

8. FTI Booking Tips

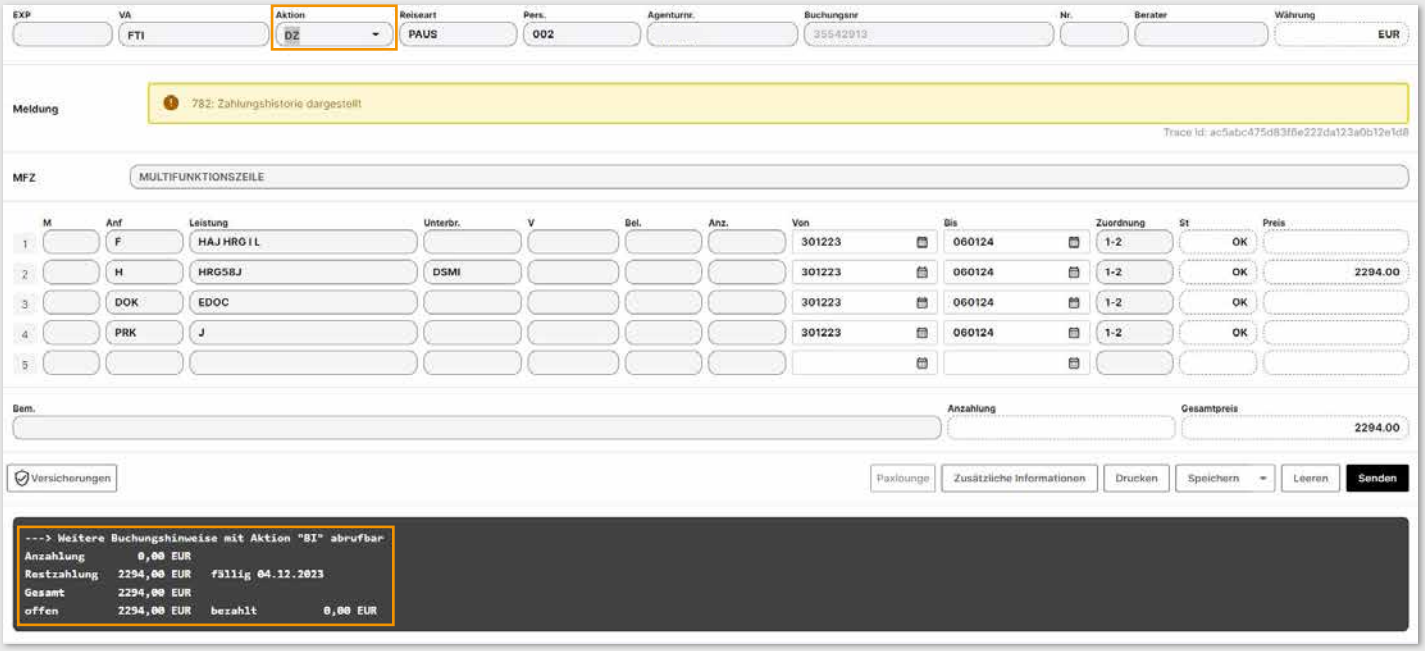
8.1 Information about payment

8.1.1 Action „DZ“

With action „**DZ**“ detailed information about the payment status can be taken from a booking.

The following information are available:

- How much is the required deposit and when is it due?
- How much is the final payment and when is it due?
- Total price
- Current open amount
- Amount already paid

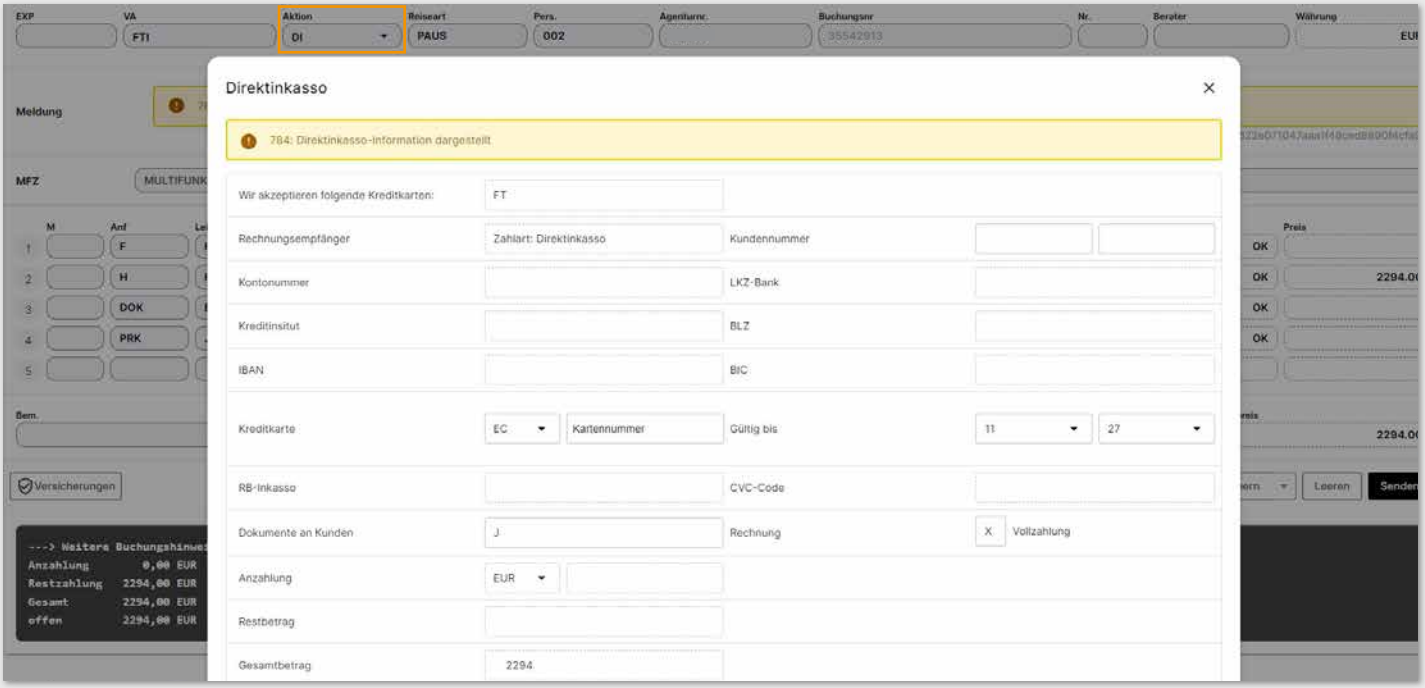


APPLICATION TIPS

FTI BOOKING ASSISTANCE

8.1.2 Action „DI“

Here you can check whether a credit card is stored in the booking.
For security reasons, only „pseudo“ credit card details are displayed.
Also, you can access the online payment page of the FTI Group from here, where you can find all the details on the payment methods.
Credit card details can also be entered securely and encrypted.
For data protection reasons, it is not possible to enter or add credit cards via the DI mask.



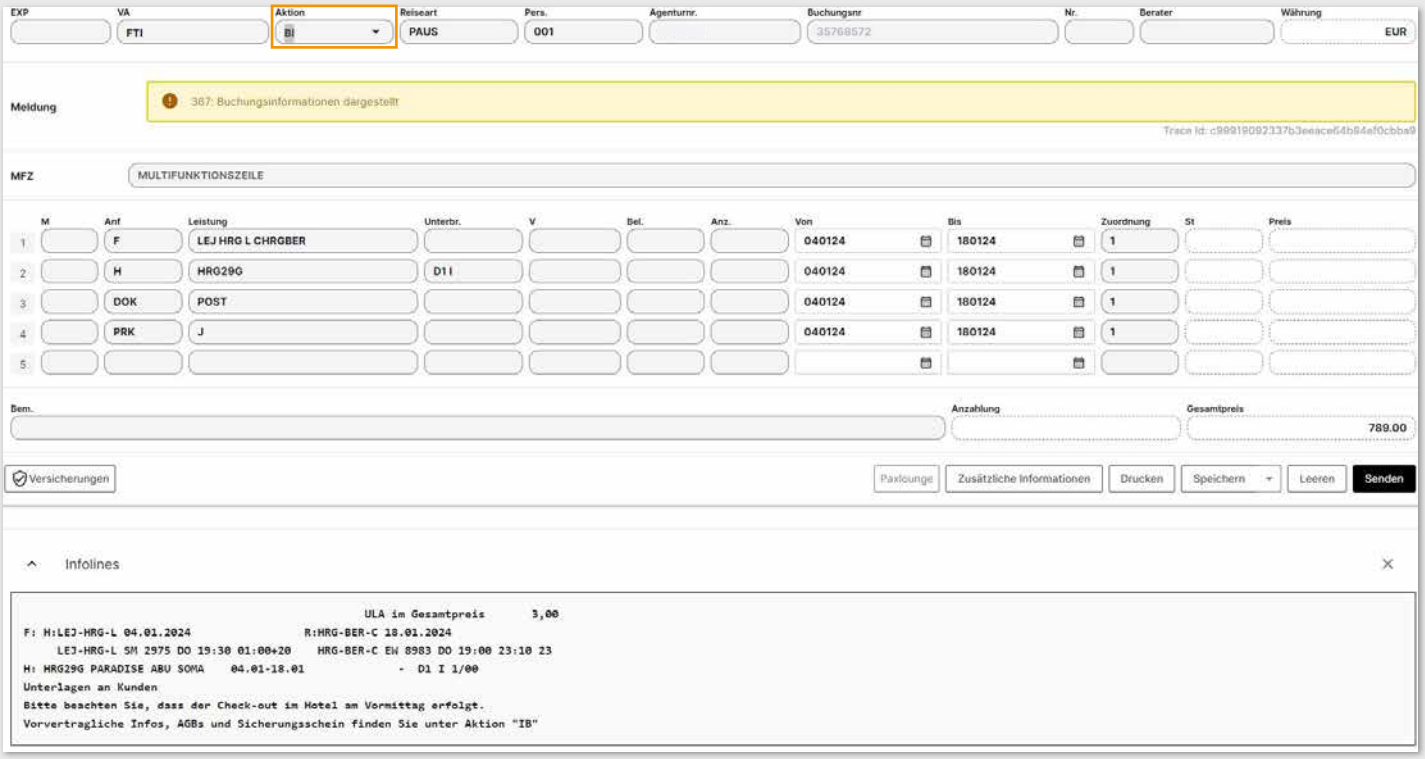
FTI BOOKING ASSISTANCE

8.2 Information on booking documents

8.2.1 Action „BI“ (Booking Information)

This action shows whether and when the documents for a booking were sent. If a credit card is entered also will displayed with „pseudo“ credit card data.

In addition the mask contains important text modules for the booking and any customer wishes that may have been entered in he KW-K Mask.
The space is limited, it may happen that information has to be cut off.



FTI BOOKING ASSISTANCE

8.2.2 Print Invoice again

Via the FTI Group Service page:
https://www.ftigroup-service.de/mein-expi-bereich/rechnungsdruck-archiv
All invoices which were already created for a booking can be retrieved again and are immediately available for viewing.

Via CRS:
Action „**RA**“ and the multifunction line (MFZ) **RECHNUNGNEU** and then execute. The message „Rechnungs-Duplikat angefordert“ appears. The new invoice will be sent the following night.

FTI BOOKING ASSISTANCE

8.2.3 Print travel documents again

Via FTI Group Service page:
https://www.ftigroup-service.de/rund-um-ihre-buchung/reiseunterlagen
All travel documents which were already created for a booking can be retrieved again and are immediately available for viewing.

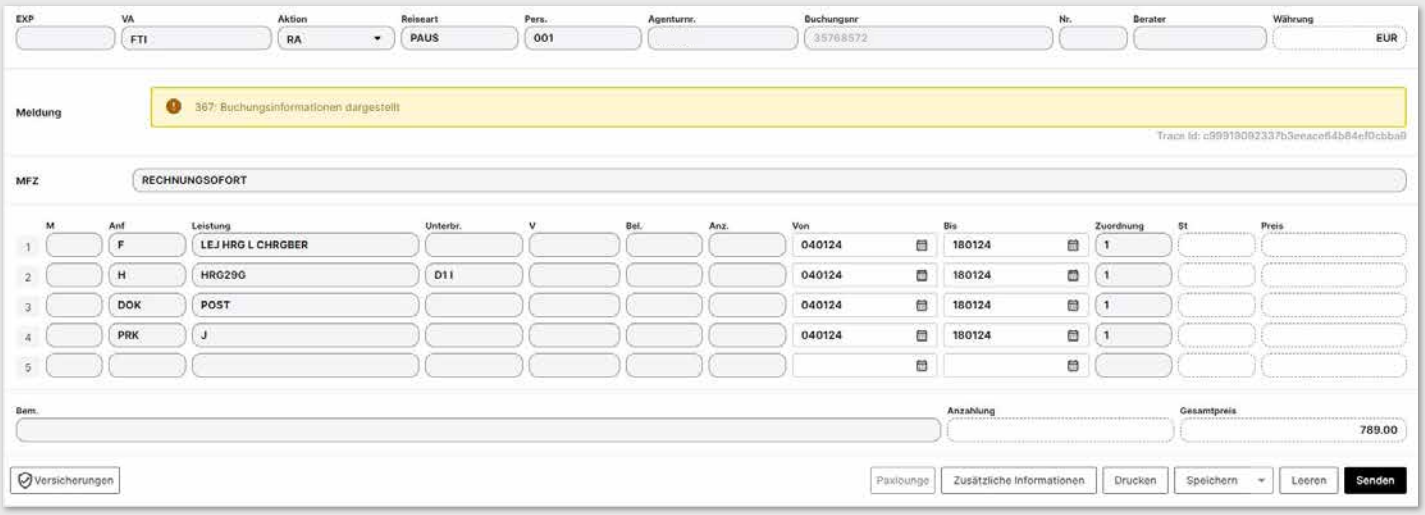
Via CRS:
Action „**RA**“ and the multifunction line (MFZ) **ULASNEU** and then execute. The message „Unterlagen erneut angefordert“ appears. The travel documents will be sent again the following night.

FTI BOOKING ASSISTANCE

8.2.4 Print Invoice immediately

The CRS also offers the possibility to request an invoice immediately after booking.

Action „**RA**“ and note RECHNUNGSOFORT in the multi-function line and then execute. The message „Sofortrechnung angefordert“.
The travel confirmation/invoice will be sent within a few minutes directly to the e-mail address which notes in the booking. Also the document is available ca. 15 Minutes after this execution this process in the Invoice archive on FTI Group Service page (Rechnungsdruck & Archiv: FTIGroup-Service DE).



FTI BOOKING ASSISTANCE

8.3 Check / execute changes

8.3.1 Rebooking of travel and participant data

Changes of this data can be checked with action „**UA**“. If changing is possible, will be displayed accordingly within the charges

If a change is not possible, a corresponding error message will appear. Rebookings are generally not possible for travel type **PACK/ MIXX** and for changes of destination. In these cases, the booking must be cancelled and, if necessary, rebooked in accordance with the General Terms and Conditions.

FTI BOOKING ASSISTANCE

8.3.2 Option extensions

1. Enter and confirm action „**UA**“ for existing option bookings without changing service or participant data.
2. A message is automatically displayed indicating whether the option can be extended or not.
3. If the extension is possible, simply continue with action „**U**“ and confirm it.

An option can be extended a maximum of 5 times as long as the service is available, the price does not change and there is no ticket issuance deadline.

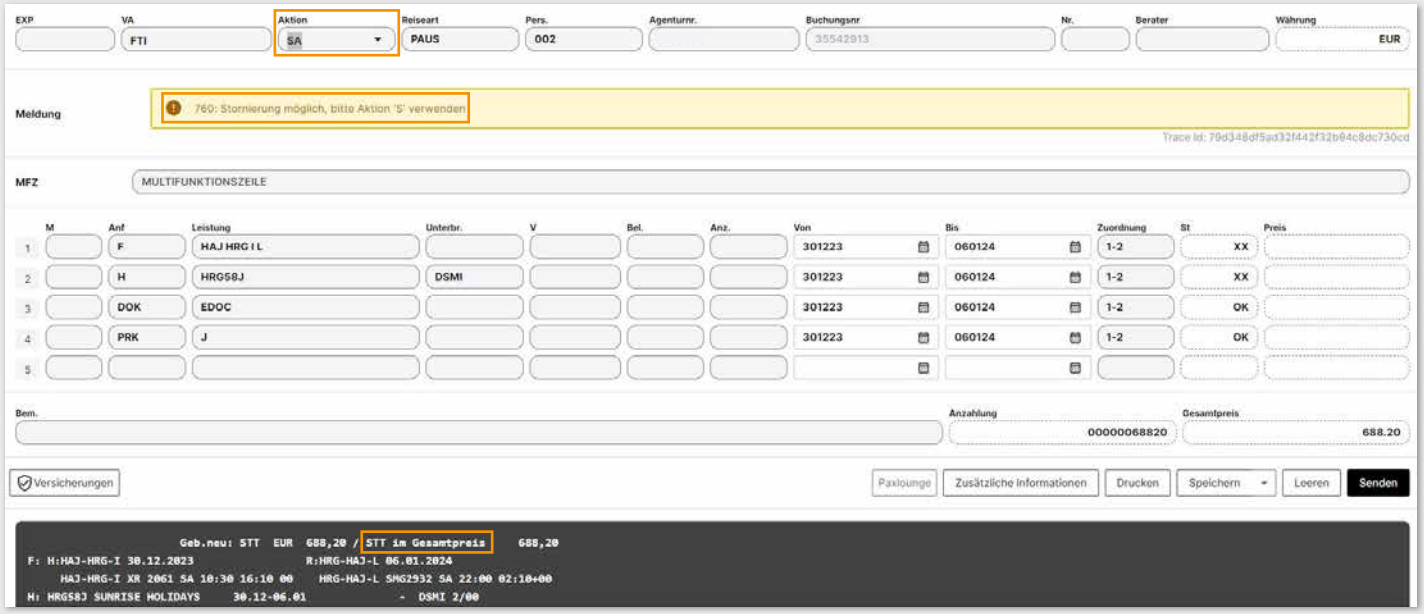
FTI BOOKING ASSISTANCE

8.3.3 Cancellations

Cancellations are checked with the action „**SA**“. The fees incurred are displayed accordingly.

With Action „**S**“ the booking will be cancelled

Cancellations are possible up to one day before arrival in the system !

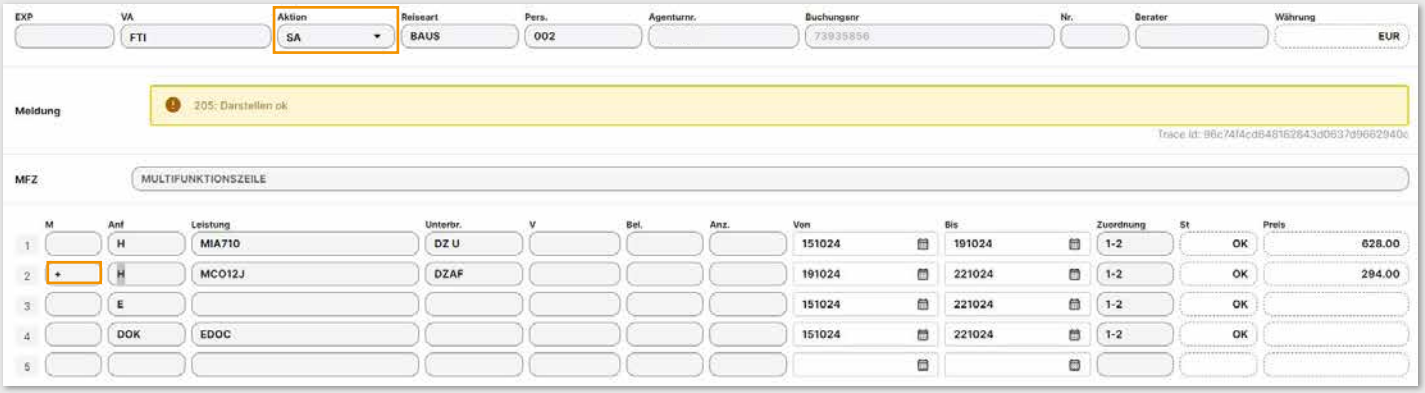


FTI BOOKING ASSISTANCE

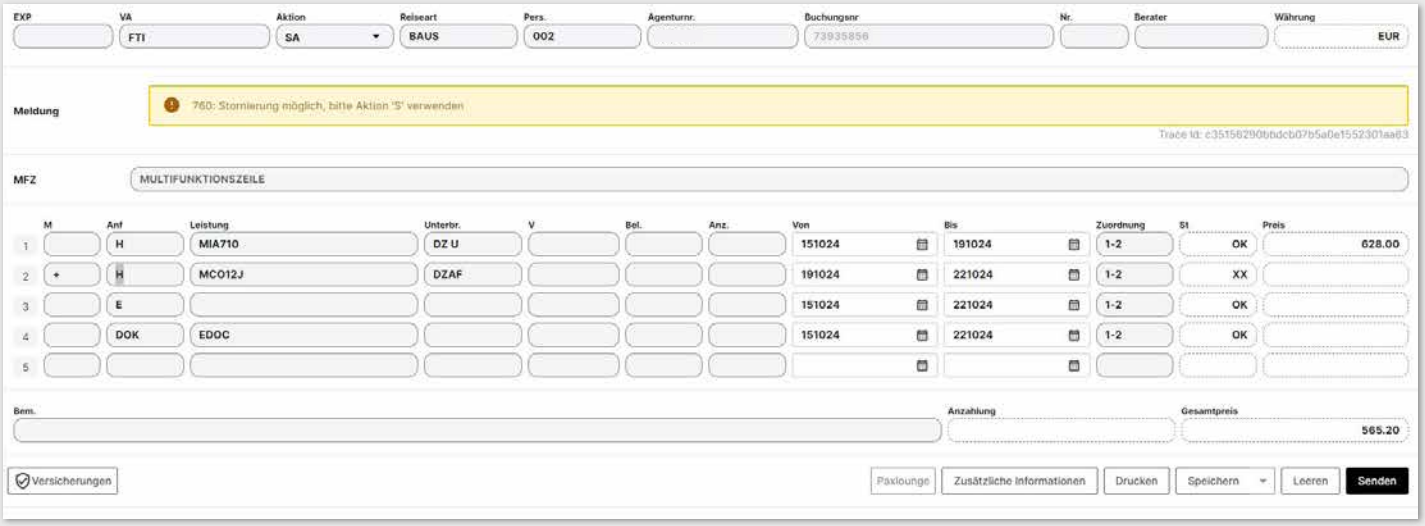
8.3.4 Cancellation of a partial service

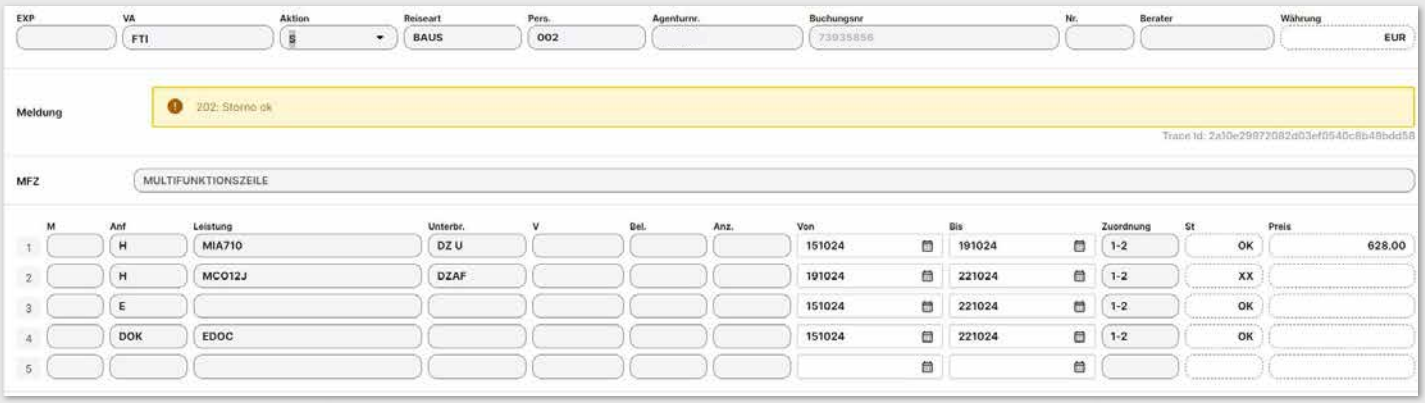
Such cancellations are possible for trip types **BAUS/CITY** as long as no documents have been created.

For this also use action „**SA**“, whereby an additional „**+**“ is noted in the marking column directly in front of the service which is to be cancelled.



When carrying out the partial cancellation with action „**S**“, it is important that the „**+**“ in die Markierungsspalte





FTI BOOKING ASSISTANCE

8.3.5 Change address data

Adress data can be change in the CRS in all travel types without fees

Tour operator FTI:

- Trip types: PAUS (own trip and flight trip with charter flight) DRIV, CARS, BAUS, CITY, DEAL
- Action „**UA**“ to check the change, final confirmation with action „**U**“
- Information message after completion „**Umbuchung OK**“ The travel confirmation will be sent again at the following night.

Tour operator XFTI

- Travel types MIXX/PACK
- Final execution with action „**U**“ (no check in advance via action „**UA**“ is unfortunately not possible here for technical reasons).
- Information message after completion: „**Namensänderung OK**“ The travel confirmation will be sent again at the following night.

APPLICATION TIPS

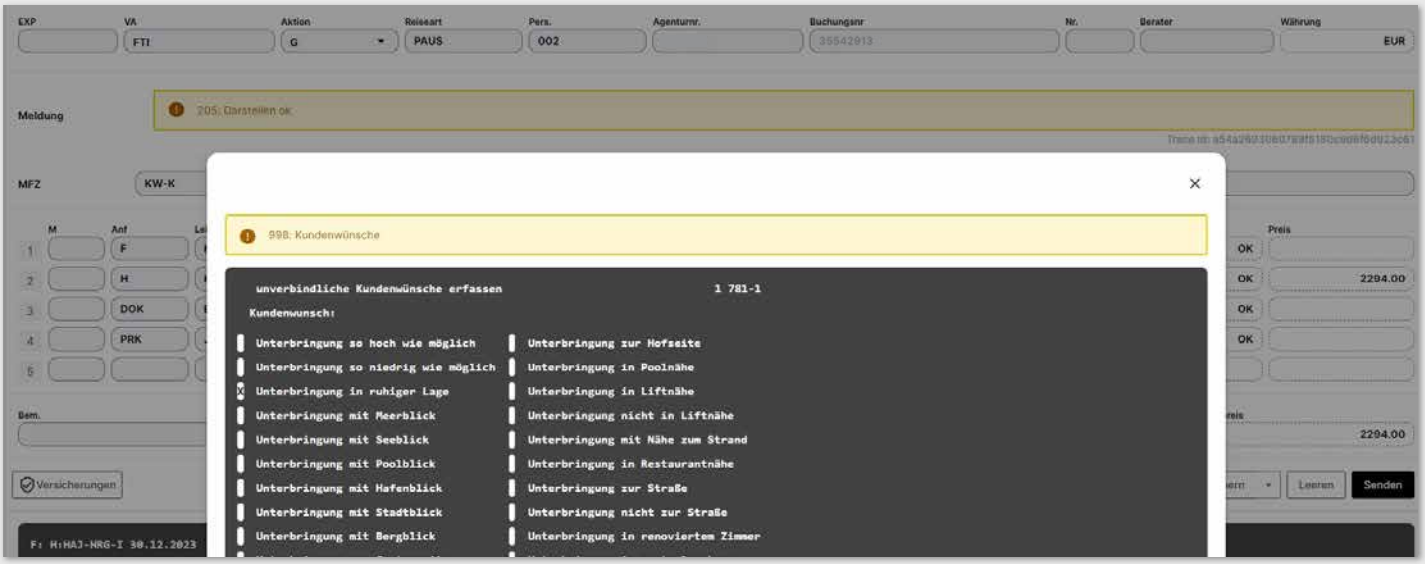
FTI BOOKING ASSISTANCE

8.3.6 customer wish input (KW-K Mask)

It is possible to select non-binding requests via a customer wish mask (KW-K Mask) with standardised Wishes. This mask could be displayed with action „**G**“ enter „**KW-K**“ in the multifunction line (MFZ) after the booking/ option for travel types **PAUS, MIXX, PACK, BAUS, CITY** and **DEAL**. p to 4 wishes can be selected per booking and for BAUS bookings requests can also be assigned to individual travel services in the booking. The manual entry of a standardised wish in the list in the remarks line is not taken into the booking. Selected wishes are always marked with an asterisk (*) in the KW-K mask so that it can be checked whether the corresponding wish is noted in the booking.

Unterbringung so hoch wie möglich
Unterbringung so niedrig wie möglich
Unterbringung in ruhiger Lage
Unterbringung mit Meerblick
Unterbringung mit Seeblick
Unterbringung mit Poolblick
Unterbringung mit Hafenblick
Unterbringung mit Stadtblick
Unterbringung mit Bergblick
Unterbringung zur Gartenseite
Unterbringung zur Hofseite
Unterbringung in Poolnähe
Unterbringung in Liftnähe
Unterbringung nicht in Liftnähe
Unterbringung mit Nähe zum Strand
Unterbringung in Restaurantnähe
Unterbringung zur Straße
Unterbringung nicht zur Straße
Unterbringung in renoviertem Zimmer
Unterbringung in zentraler Lage
Unterbringung im Hauptgebäude
Unterbringung im Nebengebäude
Unterbringung im Bungalow
Nichtraucherzimmer
Zimmer nebeneinander
Zimmer mit Queensize Bett
Zimmer mit Kingsize Bett
Zimmer mit getrennten Betten
Zimmer mit Balkon
Zimmer mit Terrasse
Zimmer für Allergiker
Zimmer mit Kühlschrank
Zimmer mit Wasserkocher
Zimmer im Erdgeschoss
Zimmer mit Verbindungstür
Glutenfreies Essen
Veganes Essen
Babygitterbett bereitstellen
zwei Babygitterbetten bereitstellen
Bitte Hochstuhl bereitstellen
Kinderbuggy bereitstellen
Bad mit Badewanne
Bad mit Dusche
Garagenplatz vormerken
Parkplatz vormerken
VIP/Stammkunde
Hochzeitsreisende
Geburtstag/Jubiläum
Early Check In
Late Check Out
Zustellbett
Zimmer hell zur Sonnenseite

Video: https://www.ftigroup-service.de



FTI BOOKING ASSISTANCE

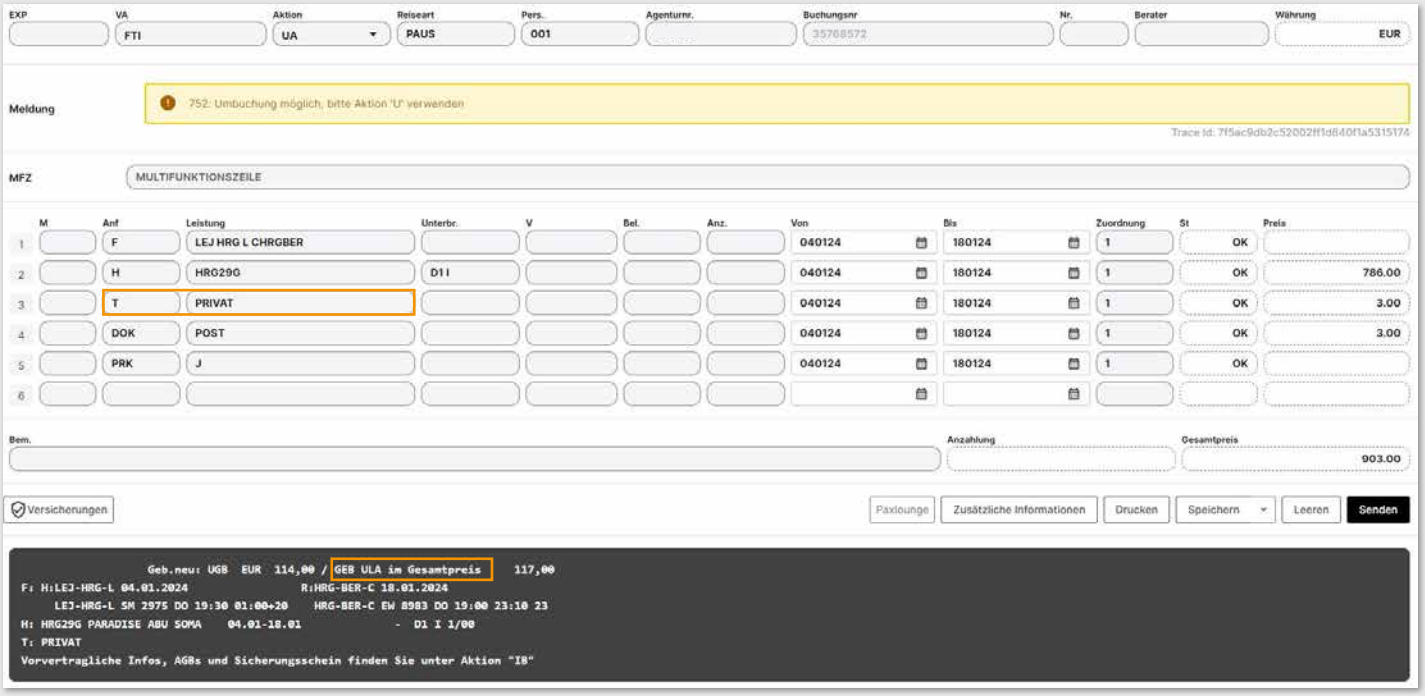
8.4 General Information

8.4.1 Query private transfer

We offer the possibility to add a private transfer to a booking via CRS.

So funktioniert's:

When making a booking request action „**BA**“, enter „**T**“ in the field „**Anf**“ and „**PRIVATE**“ to the field „**Leistung**“ in a new line of your CRS and the correct surcharge for this service will automatically be displayed.
Private transfers are available in all destinations where they are offered by the FTI GROUP.
With the travel type PAUS it is sometimes possible to request a private transfer after booking with action „**UA**“ and then to book with action „**U**“.



APPLICATION TIPS

FTI BOOKING ASSISTANCE

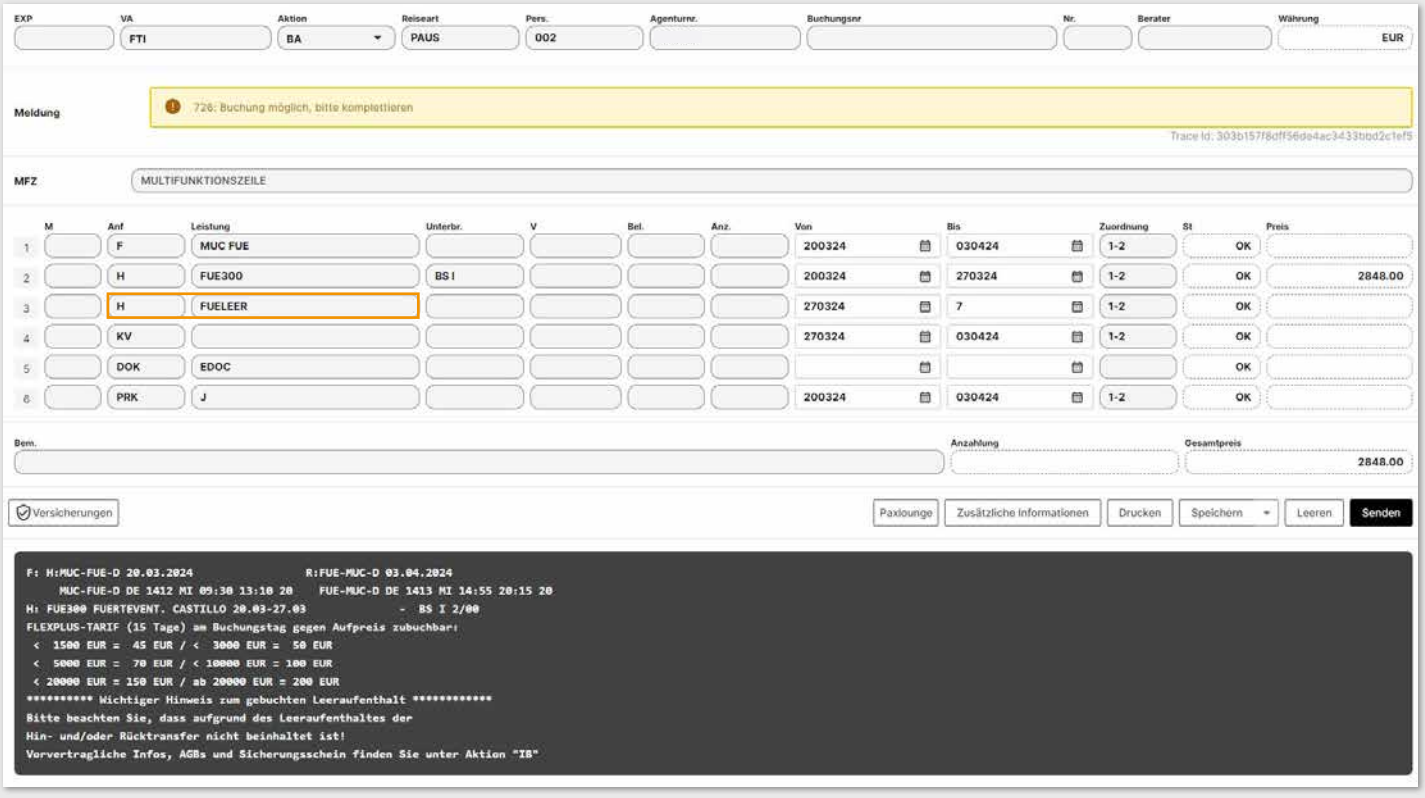
8.4.2 Query empty stays

Can be booked via CRS!
The Query works via an extra line Anf: **H** and code **XXXLEER** and the corresponding date in Toma. (Please replace XXX with the corresponding destination/3-LC).

In case of an empty stay, only one one-way transfer or no transfer at all is included, depending on the period of the empty stay. The arrangement is as follows:

- if the hotel stay takes place directly after arrival, the one-way transfer to this Hotel is included
- if the hotel stay takes place at the end of the journey (Day of Departure return flight) , the return transfer to the airport is included.
- if the hotel stay takes place in the middle of the journey, no transfer is included.

A text module points this out again when booking:
It is not possible to request empty stays for the MIXX and PACK types of travel.



FTI BOOKING ASSISTANCE

8.4.3 Query Rail and Fly

FTI offers a travel service to/from the airport for short-distance destinations in cooperation with Deutsche Bahn AG, which can be booked on request.

However, please note the following when booking:
- Rail & Fly can also be booked until the day of departure! For bookings at short notice, this can only be done if the booking has been paid by credit card.
- The Rail&Fly ticket can only be booked for all travel participants on one booking, never for individual participants.

Codierungen:

Rail journey 2nd class
Anf „T“
service:
QYG001: Rail and Fly only oneway to Airport
QYG002: Rail and Fly only oneway from Airport
QYG003: Rail and Fly for all Routes (Return)

Rail journey 1st class
Anf „T“
service:
QYG004: Rail and Fly only oneway to Airport
QYG005: Rail and Fly Nur oneway from Airport
QYG006: Rail and Fly for all Routes (Return)

Redemption process:
https://www.ftigroup-service.de

APPLICATION TIPS

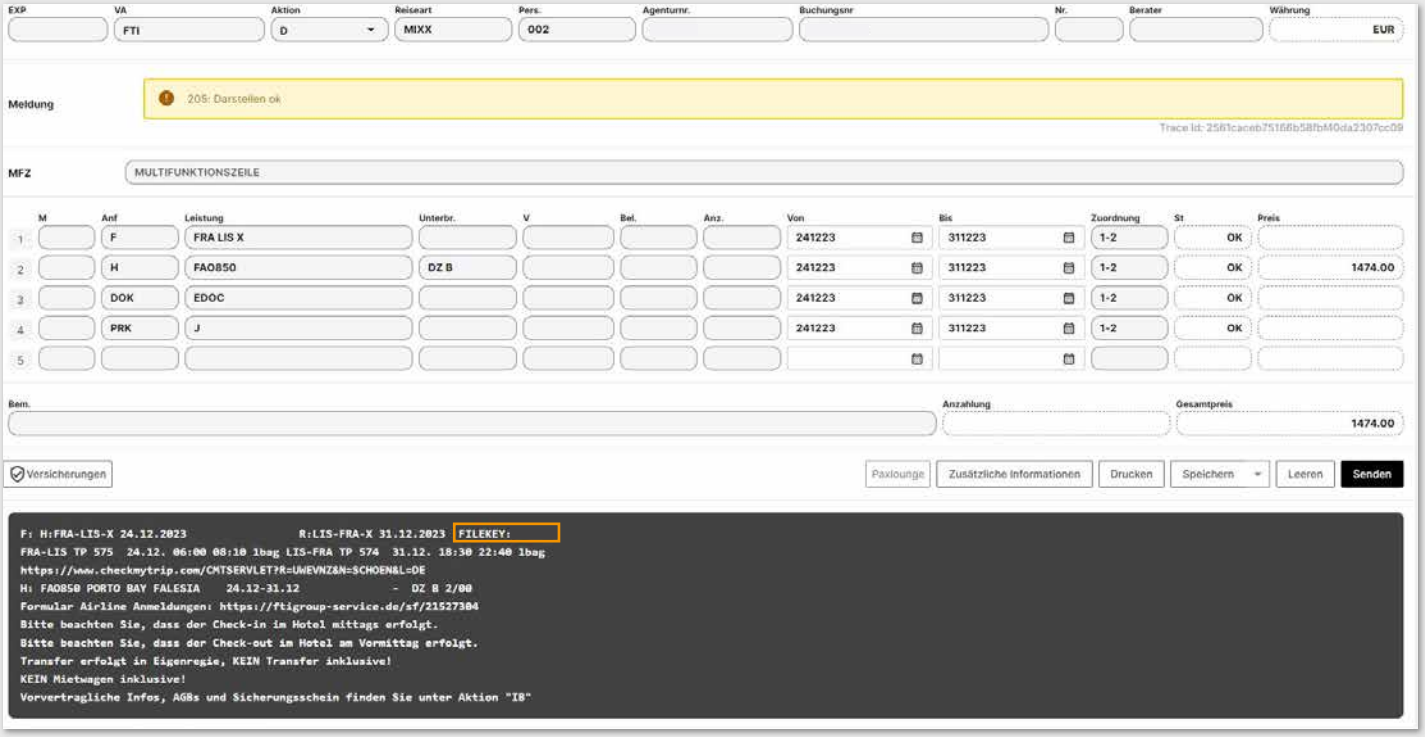
FTI BOOKING ASSISTANCE

8.4.4 View Filekey (PNR)

For bookings with scheduled flights and dynamically packaged flights, the Filekey (PNR) of the flight can be viewed directly in the booking screen of your CRS.

To do this, simply display the desired booking with action „**D**“ Bookings where no filekey is required are marked with „**NO PNR**“.

If the airline file key is required (e.g. for a direct seat reservation), please do so via the flight plan displayed (https://www.checkmytrip.com or https://viewtrip.travelport.com)



FTI BOOKING ASSISTANCE

8.4.5 Log out transfer

It is possible to cancel transfers included in the booking up to 30 days before departure if the customer does not wish to use the transfer.

Details:

First display the booking concerned with action D. In the next free line ANF: enter „**T**“ and service „**KEINTR**“ and check the cancellation of the transfer with action „**UA**“. If this is possible, you will receive the information that no transfer is included any more. Then confirm this with action „**U**“. The agency on site will automatically receive the information that no transfer is to take place for this booking. In addition, the customer will also receive a modified booking confirmation the next day.

Important:

A subsequent reactivation of the transfer is no longer possible after this action has been carried out. There will also be no refund on the price of the trip. This function only applies to FTI package tours (travel type PAUS) and bookings without scheduled flight or flight with „**X**“ identifier.