

Deutsche Bahn and Travelport: a global distribution partnership

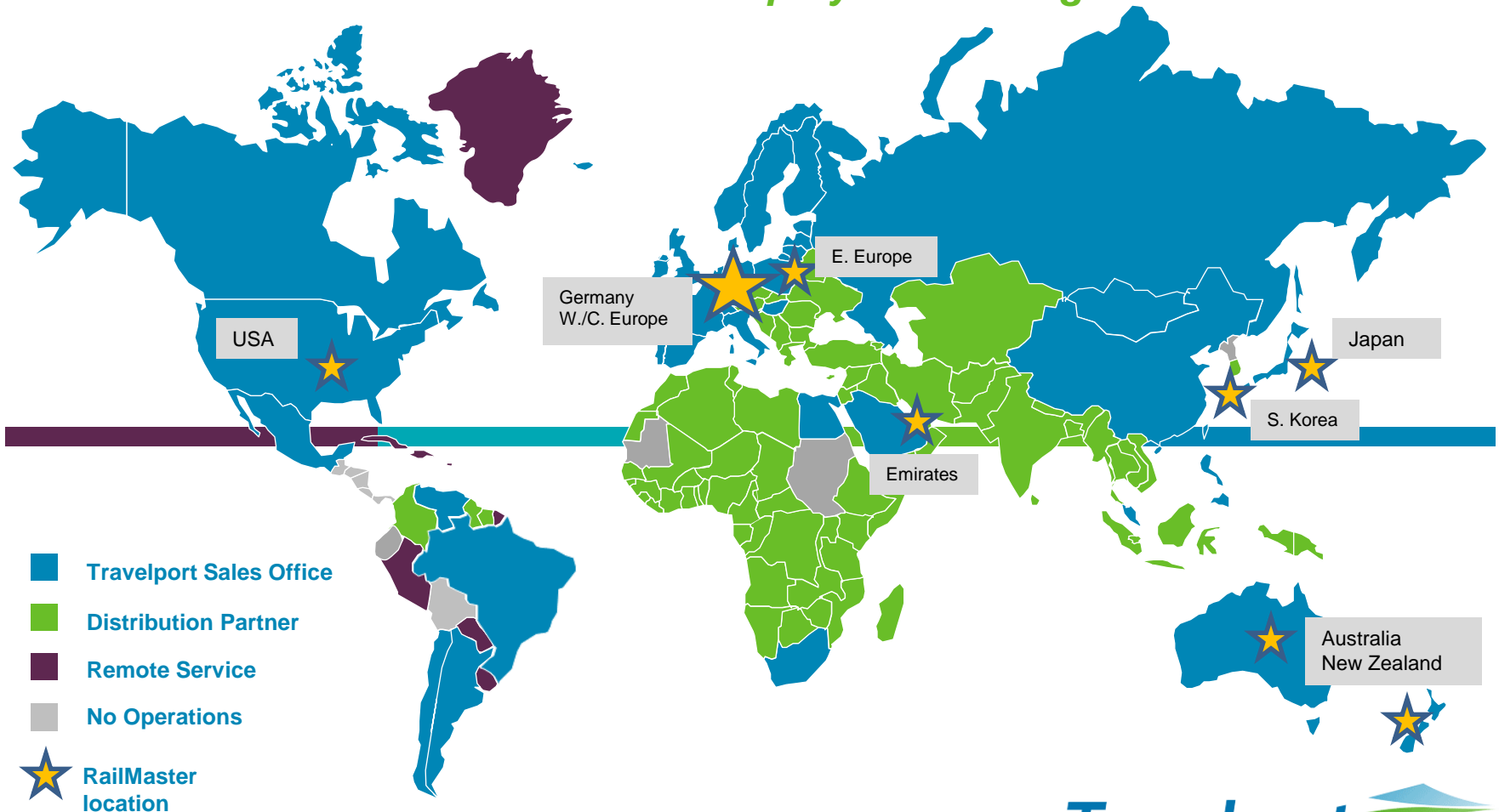
Sirena Travel Conference 2013

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Travelport GDSS



Travelport global operations and the RailMaster system: a strong distribution partner for DB agents

Travelport operates a mix of in-country operations and distributors in 160 countries. The RailMaster is deployed at 185 agents in 15 countries.



Who uses RailMaster?

- Leisure and business travel agents
- Rail specialists in DB stations
- DB Service Stores
- Tour operators
- **DB** DB sales offices outside Germany:
 - DB UK & Ireland/ London
 - DB France/ Paris
 - DB Switzerland/ Zürich
 - DB Italia / Milano

RailMaster: providing DB agents with modern presentation and navigation, and full access to DB services, fares and tickets

RailMaster - Booking File Overview

Booking File Customer Profile Edit Book Cancel Pay/Confirm Extras View Administration Help

NVS Order Number: 198727253 Customer Name: TEST Payment Method:
 Booking File: 7GPMZL Corporate Client Customer Identification: (Keine) Delivery Method:

7GPMZL

Reise Nr. 1 Ticketversand 10.02.2013

Reservations (RES)

4 Sitz	6042	10.02.13	InterCityExpress 674, Frankfurt(Main)Hbf (ab 07:58) - Hamburg Hbf, 2.Kl., 1 Sitzplatz, Wagen 7, Platz 71, Großraumwagen, Nichtraucher, 1 Fenster	4,00	offen
5 Sitz	6042	14.02.13	InterCityExpress 73, Hamburg Hbf (ab 08:24) - Frankfurt(Main)Hbf, 2.Kl., 1 Sitzplatz, Wagen 7, Platz 71, Großraumwagen, Nichtraucher, 1 Fenster	4,00	offen

Tickets (TCK)

1 Inl	6042	10.02.13	Hin- und Rückfahrt, Sparpreis, Sitz 2. Kl., 1 Erw., ———, Frankfurt(Main)Hbf/Hamburg Hbf	158,00	offen
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Verbindungen/Zahlungen

Time Table (EVA)

2	6051	10.02.13	Frankfurt(Main)Hbf 07:58 - Hamburg Hbf 11:35	0,00
3	6051	14.02.13	Hamburg Hbf 08:24 - Frankfurt(Main)Hbf 12:00	0,00

Full access to the DB inventory system

- timetable enquiries
- reservation of seats, couchettes and sleepers
- ticketing of domestic long-distance and regional journeys
- ticketing of international journeys: cross-border from Germany and in neighbouring European countries
- rail passes
- rail IT tickets (RIT) for tour operators
- online-Ticket capability
- safe settlement of accounts
- XML MIR for mid- and back office processing

RailMaster – the product advantages

- **Functional advantages:**
 - **Online-Ticket:** Print@Home tickets
 - **Bahn-Tix** ticket on departure collected from DB ticket machines
 - **Service navigator:** navigate and book all DB services
- **Productivity advantages:**
 - **Intuitive presentation and navigation:** available in German and now in English
 - **Adding favourites:** pre-populating booking masks for repeat sales
 - **Express sales:** fast booking mode for standard bookings
 - **Back office data handoff (in XML)** for automatic feeds to mid- and back office systems
- **Support and system advantages:**
 - Automatic, fast download of new, enhanced RailMaster versions
 - RailMaster is hosted and maintained by DB Systel, a DB technology subsidiary

Connections		Tickets	Reservations	Time Table	Express					
Connection		Duration/...	Normal Fare	2.Class (Cheape...	1.Class (Cheape...	EPA				
	H A 09.06.2012 08:10 - 09:23	01:13 1	67,00	Sparpreis 39,00	Sparpreis 54,00					
	H A 09.06.2012 08:16 - 09:39	01:23 0	67,00	Sparpreis 34,00	Sparpreis 54,00					
	H A 09.06.2012 08:42 - 10:05	01:23 1	67,00	Sparpreis 44,00	Sparpreis 54,00					
	H A 09.06.2012 08:42 - 11:05	02:23 1	48,00	Sparpreis 24,00	Sparpreis 54,00					
	H A 09.06.2012 09:27 - 10:32	01:05 0	67,00	Sparpreis 44,00	Sparpreis 54,00					

... and also shows the best fares to delight your customers!

RailMaster: the provisioning process

Travel Agent

Requests DB license from DB Auslandsvertrieb
RailMaster agreement with Travelport
Obtains Galileo PCC if necessary

DB Auslandsvertrieb

Initiates process for new DB agency
Provides info to Travelport on:

- activation date
- special requirements (ie. only CC payments allowed)

Travelport

Creates a RailMaster agency (sales credentials)
Supports local installation direct at agency or through local Travelport office
Checkout test on activation date

RailMaster – your benefits

- **Productivity:** the RailMaster makes DB bookings easy and quick to fulfill
- **Expert system:** all DB services, fares and reservations at your fingertips
- **Deployment:** the RailMaster is easily deployed at your location, and its intuitive presentation and navigation shortens user training
- **Reliability:** support by local Travelport helpdesks and DB sales representations.
- **A strong partner:** Travelport has over 10 years of DB distribution experience and is backed up by technology partner DB Systel.

RailMaster meets the requirements of all DB agencies
Visit our stand for a demo!

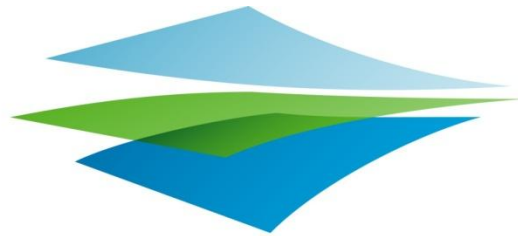
RailMaster agents are winners: 3 x gold, 3 x silver and 3 x bronze at DB's Global Summit 2012



Special award for
extraordinary sales
performance:
Treinreiswinkel, Holland

Next steps to realise the DB opportunity for Sirena Travel

- Assessment of the business potential in Russia
- Travelport/DB webinar for Sirena: live demonstration of the RailMaster solution – your questions answered.
- Product overview material for Sirena staff
- Pilot installation



Travelport

