

Help for the challenges we are all facing

We know that new travel plans are few and far between, but when they happen, your agents need to know about the status of your traveler's destination. Navigating the waiver situation is also particularly challenging right now. These are just two of the challenges for which we have developed Genie prompts to assist you. Read below to learn about all of them.

NOTE: Our new prompts are available to **all** customers, at no charge. Simply email genie@bookingbuilder.com to request which of these aids you would like to have enabled for your account. Please provide the account number and group number where you wish to have them turned on.

Waiver Policies

We have three waiver prompts available. The first one, announced previously, works by typing the word "waiver" plus the airline code into the GDS (i.e. "waiveraa"). This will cause an error message from the GDS but Genie will open American's website (in this example) to a webpage with information on the carrier's waiver/exchange policy. 56 airlines are loaded into the database - if you find one that is missing, please email genie@bookingbuilder.com. This prompt is turned on for all customers by default. If you test it and it doesn't work, it is likely due to browser settings. Please contact support@bookingbuilder.com

The second one, also announced three weeks ago, alerts the agent to check the waiver policy for new bookings. Ask for prompt 14542 if you want this reminder.



The third waiver prompt pertains to unused tickets. When displaying an electronic ticket Genie will fire a notification window advising which airline(s) involved have special waiver, change, and cancel policies. When an airline is selected from the notification window and the button clicked the specific airline's website will be opened to their special waiver, change and cancel policies page. This information is available for 56 airlines. To request this prompt request prompt ID 14556.



Travel Limitations for States and Countries

Each state in the United States seems to have different travel restrictions regarding the

virus. This prompt alerts the agent with information about the destination state so that travelers can be warned of movement limitations. Ask for 14552 if you want the warnings by state turned on.



We have also created a prompt for where travel is restricted by country. This was released a couple of weeks ago. 4362 is the number to request this prompt.



Retention Lines

With the high volume of tickets being cancelled/exchanged, we built a prompt to make it easy to add a retention line to the PNR. This prompt is not limited to just tickets affected by COVID-19 but we know it will be especially useful now. The agent types "RET LINE" into their GDS to activate the retention line entry. Ask for 14551 to get retention lines for your account.

easyJet Grounded



easyJet has suspended operations due to the virus. This message warns the agent that they can no longer book easyJet. Request prompt 14553 if you wish to enable this notice.

Keep the ideas coming!

Many of the ideas above came from our customers. Perhaps you have an idea on how BB Desktop or Genie could help. If so, please contact genie@bookingbuilder.com. We want to

do all we can to make it easier for your agents to understand the changes this virus is causing to aspects of travel, and to assist wherever we can with travel bookings and modifications.

Again, you may request these prompts, whether or not you have Genie enabled for your account. If you wish to find out other things that Genie can do, please email sales@bookingbuilder.com.



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