# *Schmetterling Guide.*

Your step into the world of Schmetterling.

## Welcome

We are happy and proud you've joined our large international travel agency alliance and became our partner.
We are setting the diversity into your office. We're proud to introduce all the functionalities and posibilities, you will learn with this manual.
Our platform is your online working space. It's your gate to enter the world of Schmetterling. All the information about our assortment, services, communication, personal data is available in one place. Our platform is also your gate to various booking systems, you will need for your daily work.
You've received your login data on your email.
We're looking forward to successful cooperation and we wish you as many bookings as possible.

# Content


**1. First steps into the Schmetterling platform 3**

1.1 What is Schmetterling platform and how do I log in? ..... 3
1.2 Beginner status ..... 3
1.3 Start page ..... 16

**2. Functionalities 16**

2.1 Travel search and price comparison system XENA ..... 16
2.2 CRS NEO ..... 26
2.3 Booking via Schmetterling ..... 32
2.4 Coordination of agency numbers ..... 33
2.5 Commission and framework agreement ..... 35

**3. Other 36**

3.1 Ordering catalogues ..... 36
3.2 Other booking systems ..... 37
3.3 Mid/Backoffice ..... 39
3.4 Manual ..... 41
3.5 Academy ..... 41

**4. Limited access functionalities 41**

4.1 Company information, User management ..... 42
4.2 Commission Calculation Statements ..... 45

**5. FAQ 47**

**6. Schmetterling as your trusted partner 51**

# 1. First steps into the Schmetterling platform

## 1.1 What is Schmetterling platform and how do I log in?

Our platform is your online working space, providing you with many useful tools and functionalities. This is where you enter the world of Schmetterling. Every travel agent can use his own personal account and will be provided with personal login data. Please note that personal accounts can only be created for travel agents with their own email address. Accounts will be created automatically, when name, surname and email address is given.

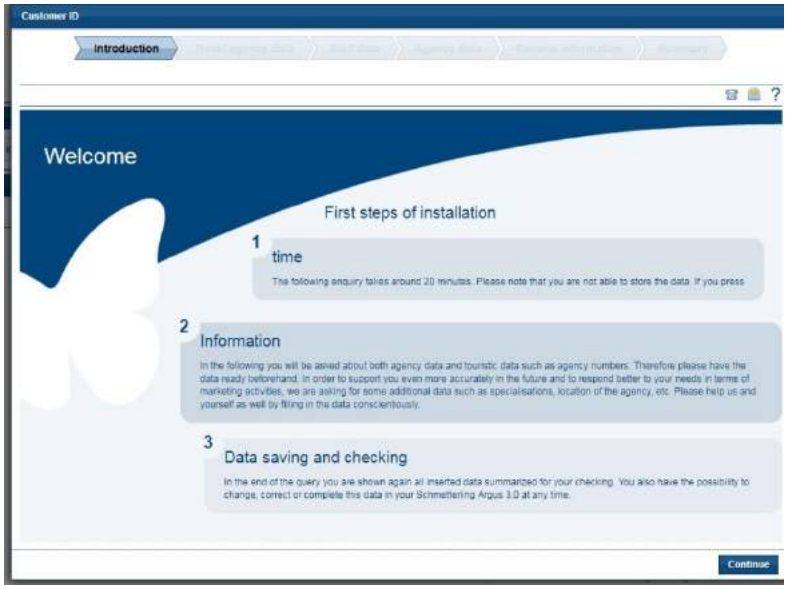
To log in please use our website www.schmetterling.de, “Partner Login” top right. Before entering the username and password, please select your language (once you’re in, you cannot switch language any longer). Enter your username and password and log in. Your platform is now ready in your selected language.

## 1.2 Beginner status

Inside the platform, there are many interactive systems, tools, softwares and functionalities. In order to all this work correctly, we have to provide a stable database with all the correct data. Therefore your correct general company and users data is essential.

The window “Beginner status” will appear at your first log in. Only a few steps is required to check, correct if needed, and confirm all your entered data. Your general data will be entered in accordance to the cooperation agreement and other documents, you have signed. Please take a few minutes and check all your data carefully. If necessary, you can correct or add your data here.
The window “Beginner status” will only appear at your first log in. After you confirm all the steps, the window will not appear any longer. Should you not proceed with Beginner status, the window will appear at every log in, but this will be active only for a period of 30 days. Should you not finish the Beginner status, we cannot assure the platform will work accordingly.

Important: Please note the Beginner status procedure can only be done in a Masteraccount of the general manager or business owner.




**Important:**
Fields marked with * are mandatory. These fields must be filled if you want to finish the Beginner status procedure. During the procedure, you can also move one step back, not losing any added data. Should you cancel the entire procedure, all your corrected/added data will be lost.

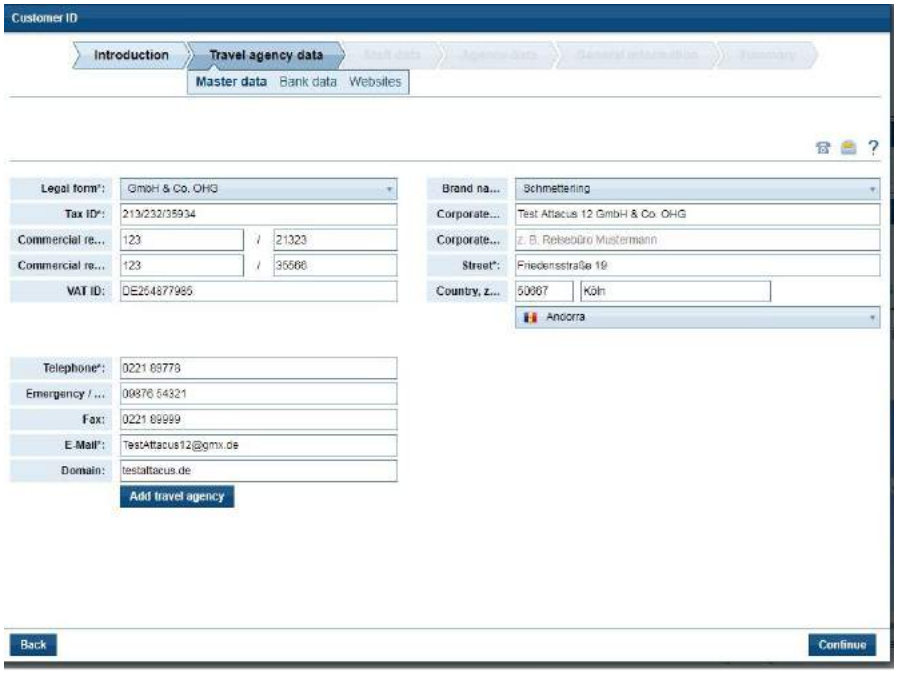
## *Beginner status - steps*

**Step 1 - Manual**
Please read carefully all the instructons to complete the Beginner status.

**Step 2 – Company details**
You can check and correct you company details under “Company data”. In detail you can check, correct or add your data in 3 further tabs: “General data”, “Bank account details” and “Websites”. Please check your details carefully. Here you can correct, add or delete your details.

## General data

Here you can check, correct, add or delete your general company data, contact data…




To edit data please click in the selected field. Edited data will be saved automatically. You can save the entire Beginner status procedure wenn finish the procedure. Before that you can still go one step back to correct data if necessary.

## Bank account details

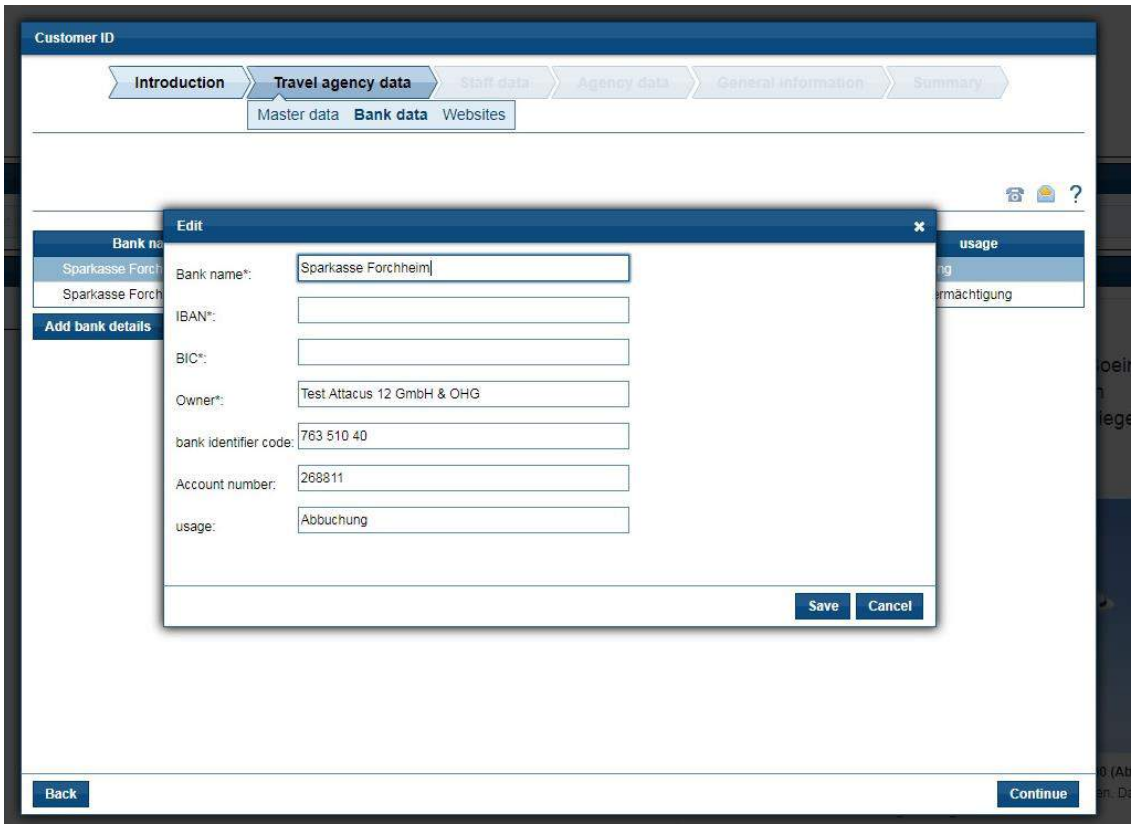
Here you can add, correct or delete your bank account details. Before saving, please check your bank account details carefully. This is important in case of SEPA direct debit agreement or credit note, where Schmetterling is the one to credit your bank account with commission, refund…

Your bank account details must be entered in an international standardized form with BIC/SWIFT code (Bank Identifier Code) and IBAN (International Bank Account Number) form of your bank account.

### Edit bank account details

You can change, correct, add your bank account details using the button „Edit“.

A new window will appear.



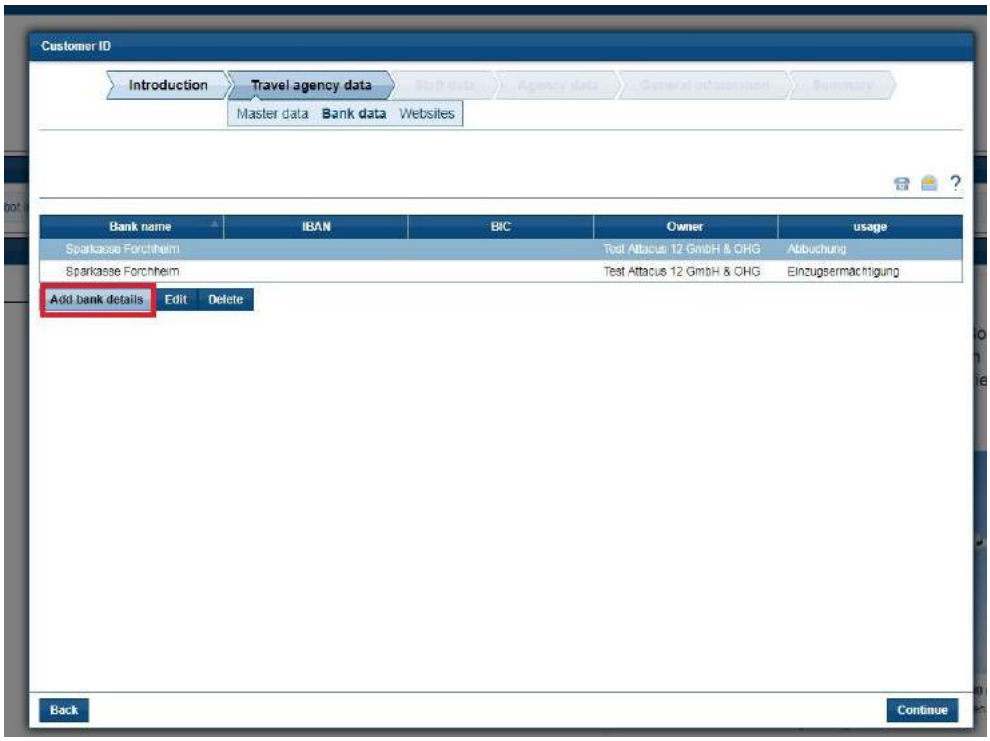

Should you decide for SEPA direct debit payment method, you can select this in a bottom field. Field “Owner”: please enter the bank account owner.

Please note, all the fields must be filled in. When finished, please click “Save”.

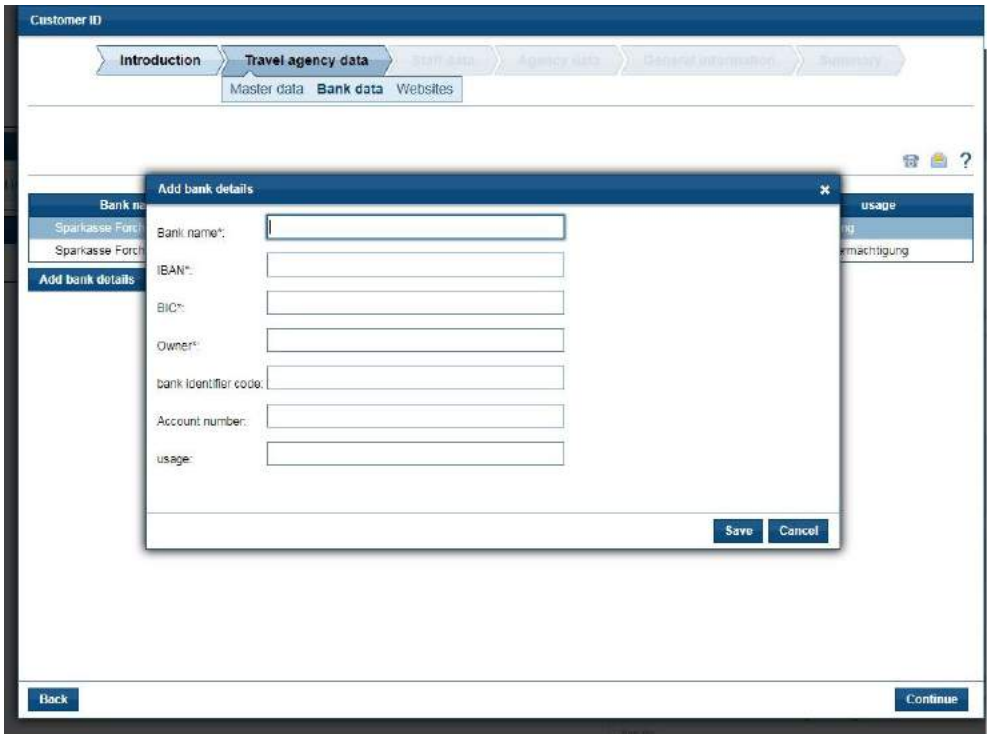
## Add new bank account

You can add a new bank account by clicking „Add bank account“. Should you like to change your bank account for Cooperation agreement purposes, please send a short notification to stammdatenpflege@schmetterling.de.

A new window will appear.

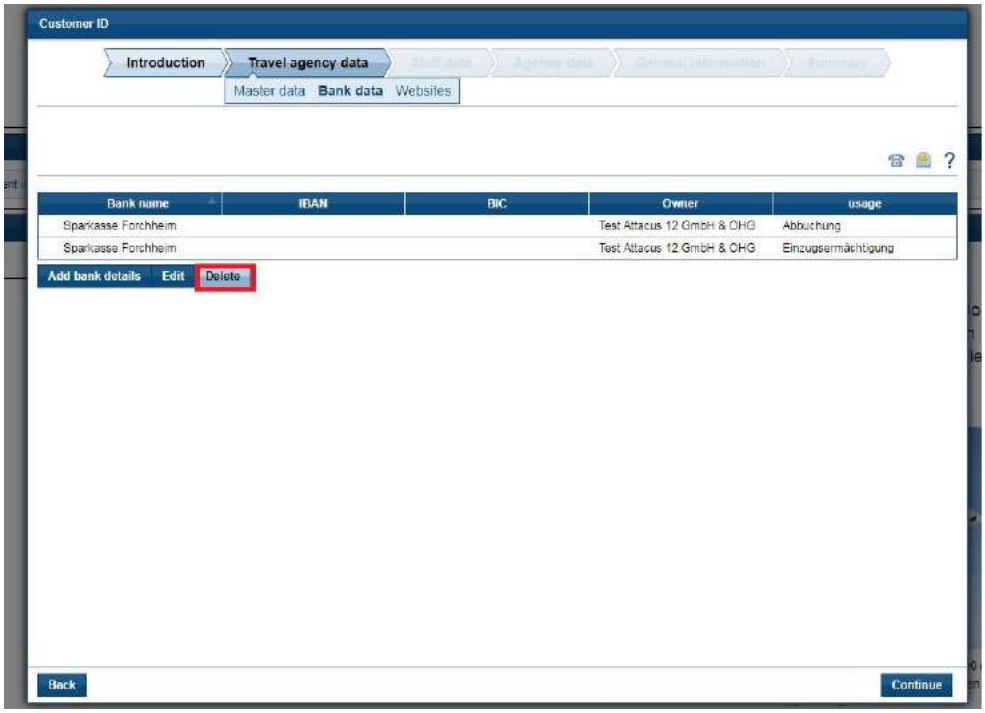



Please fill in all the fields, click „Save“ and then “Next”.



## Delete bank account

You can delete your bank account by clicking „Delete“.




A warning message will appear: Do you really want to delete your bank account? If you want to proceed, please click “Yes”. By clicking “Next”, you’re moving to the next step of Beginner status.

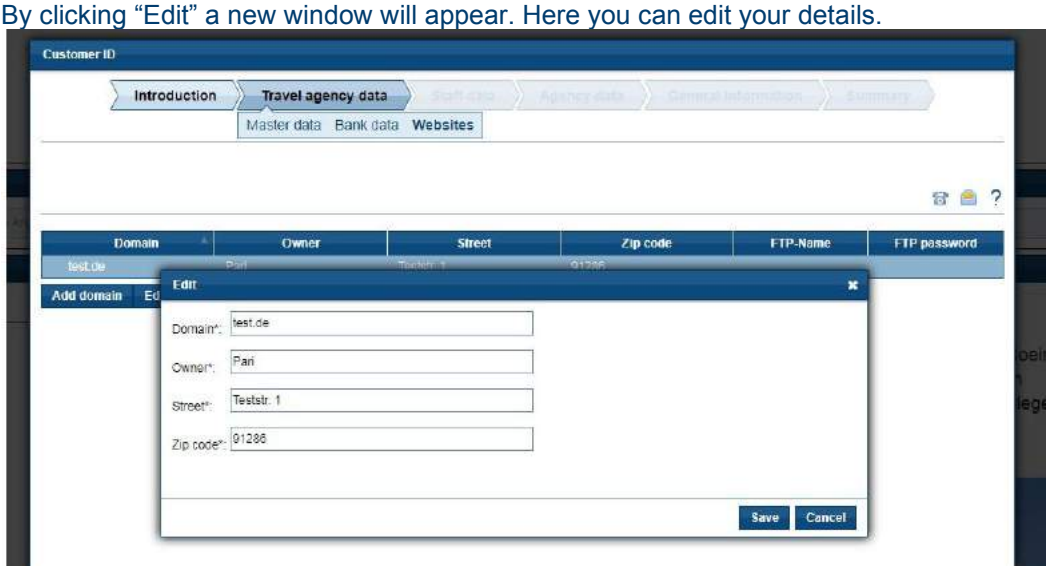
## Websites

Here you can edit your website details or change/correct/add your domain.

## Edit domain details

Before editing details, please select the domain.

By clicking “Edit” a new window will appear. Here you can edit your details.

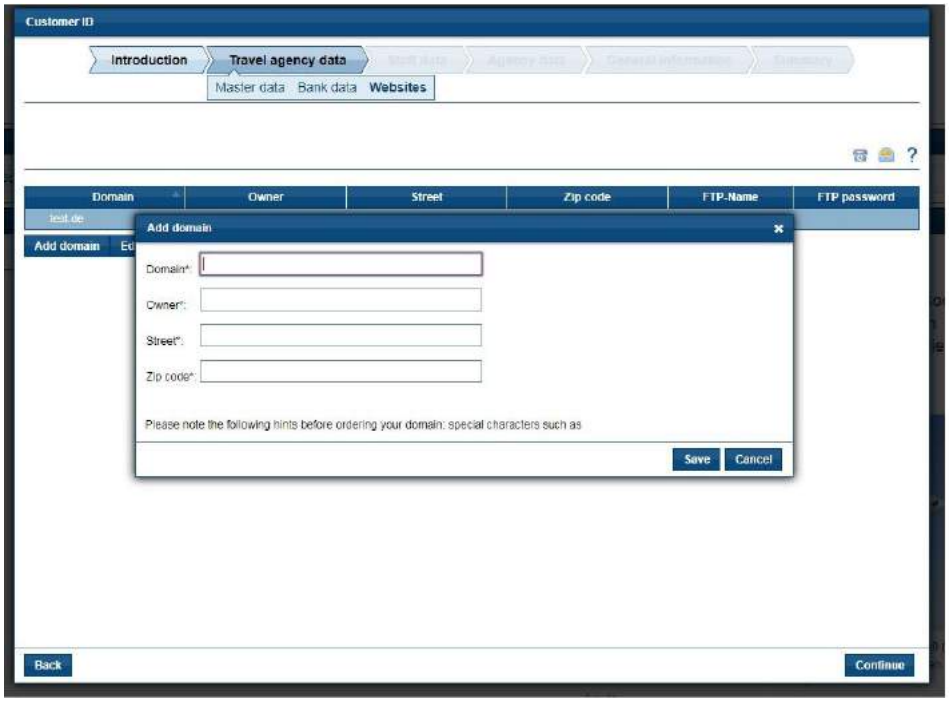



After completing these fields successfully, close this window by clicking “Save”.

## Add domain

Should you own more domains, you can add it by clicking “Add domain”.

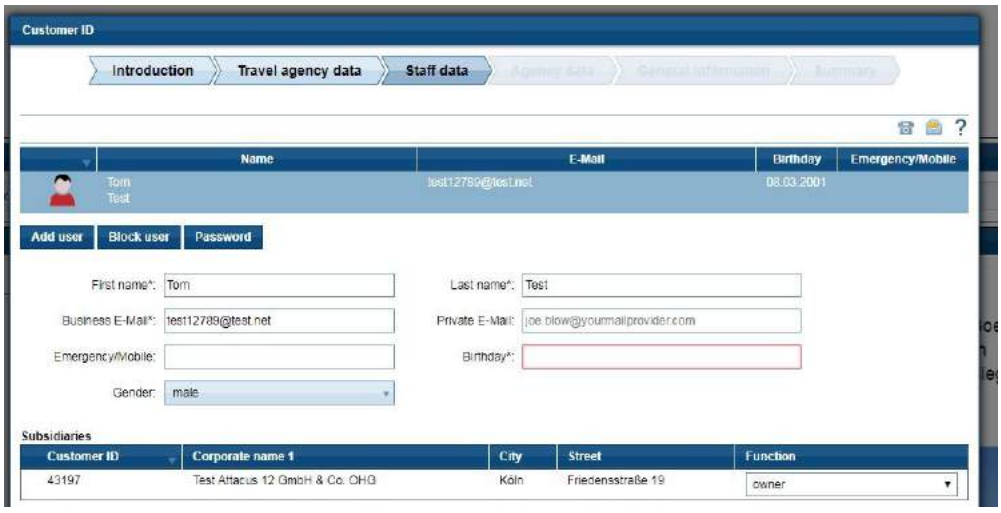
A new window will appear. Please add the details here.




By clicking „Save“ your entered data will be saved and the window will close

## Step 3 – User details

To work efficiently and to assure the right track of activities, we recommend for every employee/user to create his/her own personal accout. In this manner it’s essential for all details to be entered correctly. Here you will already find all users, registered upon the agreement documents.
Important: personal accounts for the users can only be created with their own email address. Accounts will be created automatically, based on name, surname and email address of the users.
Should there any details of already registered users be missing, the fields will be marked red. Please fill in the missing details.



**Add new user:**

Should you like to add a new user, you can do this by clicking „Add user“.

**Deactivate user’s access:**

For the employees no longer working at your company, you can deactivate their access to the platform by clicking “Deactivate”.
Please mark the selected user, then click “Deactivate”.

**Change password:**

Through the Beginner status you can also change your password, as well as the passwords for other users by clicking “Password”.

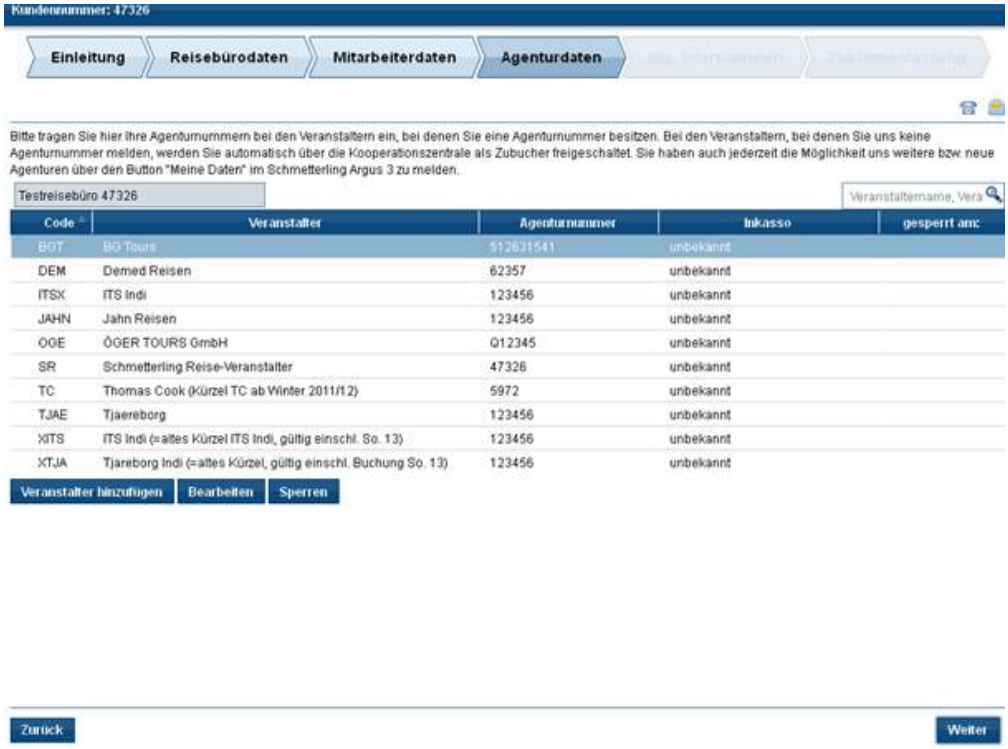
You can edit user’s details through the Beginner status. The details can be edited later as well in your platform. Every user can edit his/her personal details under “My data” → “User” → “My data”. The master account owner (general manager, company owner) can edit the details for all users under “My data” → “Travel agency” → “User administration”.

**Important:**
Master account with full rights (incl. financial statements) is created for general manager / business owner only. Should you need more accounts with full rights (branch manager, financial department, etc…) please apply at technologie@schmetterling.de.

## Step 4 – Your own agency number details

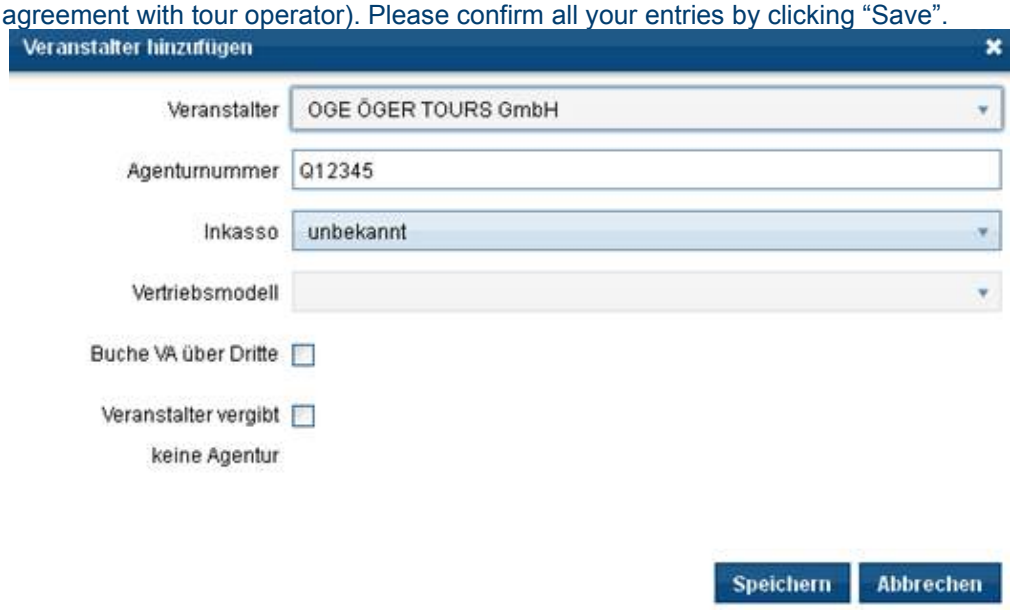
This is about your own agreements with tour operators and agency numbers you’ve been provided with. It is essential to report all your own agency numbers (name of tour operator and the agency number). Only this way we will be able to activate your agency numbers in the Central Reservation System NEO. This is important if you want to work via your own agreements with tour operators. In the case that you don’t have the agency number, please submit just the name of tour operator. Only this way we can also assure the best conditions and incentives, we can negotiate for you with the tour operator throughout our framework agreement.
For all tour operators you would not report your agency numbers, the general agency numbers of Schmetterling will be activated automatically. In this case the entire booking procedure is to be made via Schmetterling. Conditions and commissions for booking via Schmetterling International as in the Cooperation agreement apply.
In the Beginner status you will find all your agency numbers, reported with the agreement documents. Here you can edit, correct, add, change or delete your own agency numbers.

All this you can also edit at any time later in your platform under „My data“ → “Tour operator” → “Assortment” by clicking on selected tour operator.

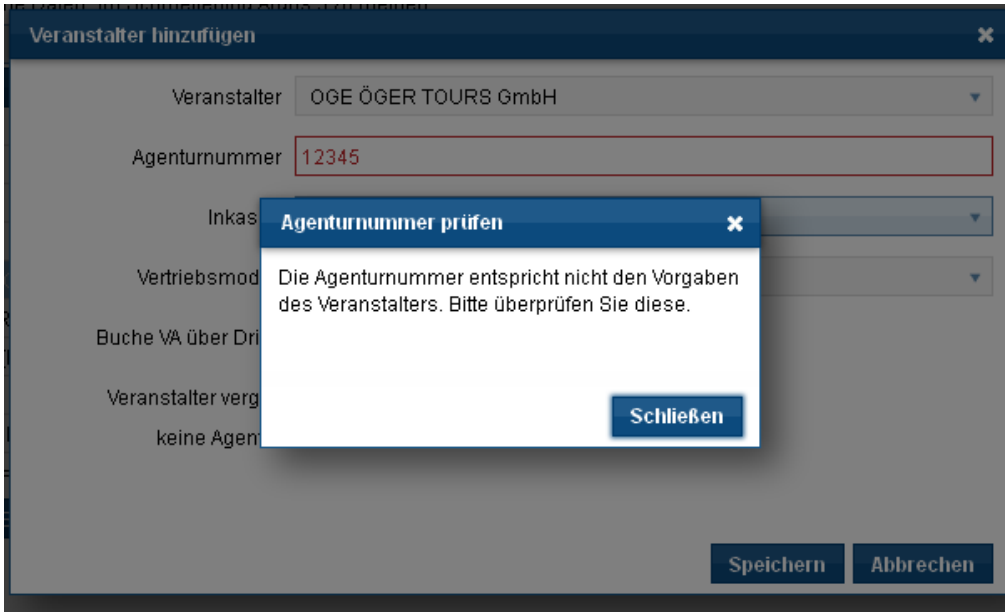



## Edit agency numbers

You can edit your agency numbers by marking selected tour operator and clicking “Edit”. Here you can enter the tour operator details. Should you enter the agency number from third entity, that does not belong to you, please tick “Booking via third”. Should you not be provided with agency number by tour operator, please tick “No agency number”. You can also select payment method (as in your direct agreement with tour operator). Please confirm all your entries by clicking “Save”.



The system will proceed with automatic check of your agency numbers. Should you enter wrong agency number or wrong format, following message will appear:

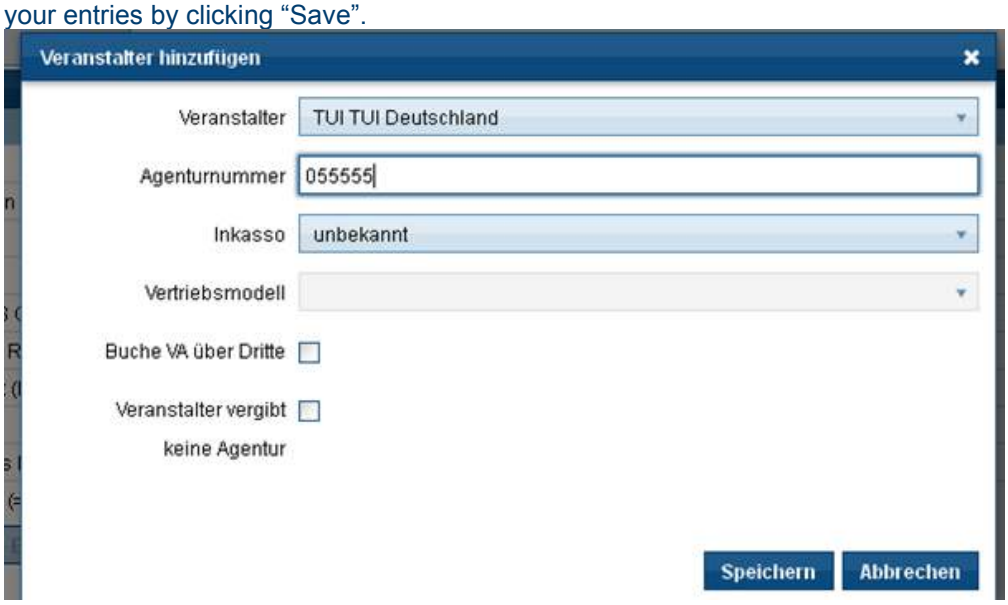



Please check your agency numbers again carefully. The numbers must match exactly with numbers provided by the tour operator in your agreement (e.g. TUI – 6 digits starting with “0”, LMX – 6 digits starting with “R”,…)

For further inquiries please don’t hesitate to contact us:
Phone: +49 9197 62 82 630
Email: agenturdatenpflege@schmetterling.de

### Add agency numbers

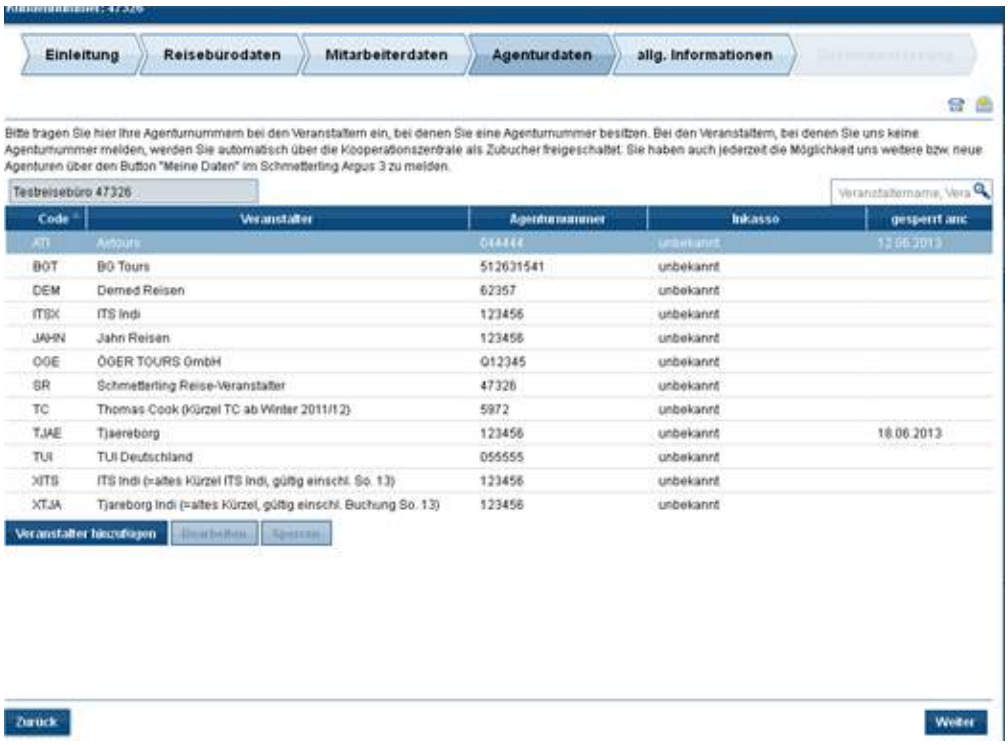
To add new tour operator, please click „Add tour operator“. You can select tour operator from the list and add the agency number. You can also select and tick the possibilities as below. Please confirm your entries by clicking “Save”.



## Deactivate agency numbers

You can deactivate selected tour operator by clicking „Deactivate“. Please confirm this action by clicking “Yes”. Your agency number will be deactivated. A notification will be sent to Schmetterling automatically. At this point system will automatically switch agency numbers and will activate a cooperation agency number, owned by Schmetterling. You will still be able to book products of the same tour operator, now via Schmetterling. The conditions and commissions for booking via Schmetterling apply.

After correctly entering your agency numbers, please click „Next“. The entered data will be submitted to Schmetterling. Your own agency numbers will be activated in Central Reservation System NEO.



To avoid any difficulties throughout the booking process, please report any changes in accordance to agency numbers to Schmetterling immediately. A transfer of bookings between different agency numbers is not possible.
You can edit your agency numbers in your platform at any time under “My data” → “Tour operator” → “Assortment”. Select the tour operator and edit details.

By further inquiries please don’t hesitate to contact us:
Phone: +49 9197 62 82 630
Email: agenturdatenpflege@schmetterling.de

**Step 5 – General information**
Here you can add additional details of your company.

**Step 6 - Summary**
Before completing the Beginner status, please take a brief look over all your entries. You can complete Beginner status by ticking 3 fields and then click “Submit”. All the data will be automatically transferred to Schmetterling.

***Helpline***

For further inquiries please don’t hesitate to contact us:
Phone: +49 9197 62 82 610
Email: technologie@schmetterling.de

## 1.3 Start page

After you've successfuly completed the Beginner status, you will land at the Start page of the platform. You can start your work with exploring the main menu. Using the main menu, you can enter various areas in your platform: Start – Travel search / Consultation – Booking – Mid/Backoffice – Communication – Information – My data.

By clicking „**Travel search / Consultation**" you will reach our in house developed system for travel search and price comparison XENA. System XENA offers a large amout of travel products by more than 100 international tour operators
By clicking „**Booking**" you will reach our in house developed CRS NEO (TOMA based booking mask) and many other direct booking systems from our partners (accommodation, cruises, rent a car, airport transfers, event tickets,… )

We recommend you explore your platform and all the possibilities on you own.

# 2. Functionalities

## 2.1 Travel search and price comparison system XENA

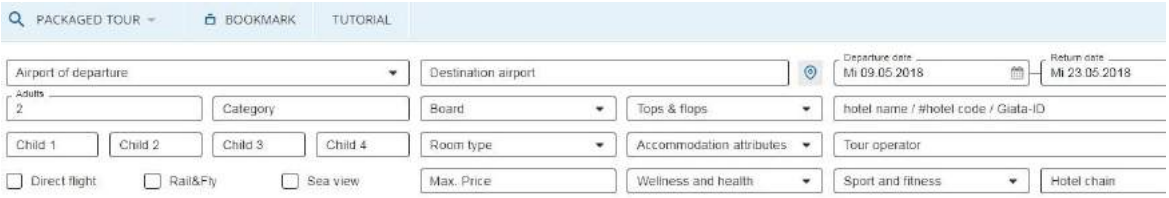
System Xena was developed in our house to make your everyday work easier. You can run system XENA by clicking « Travel search / Consultation » and then clicking icon X. You can also access the system XENA from your Start page, by clicking shortcut button – the same icon X.

You'll be working fast and effective by entering the desired search attributes into the search engine. A large amount of offers of more than 100 online bookable tour operators will appear. No more browsing through catalogues and no more complicated searching through the booking mask. Simply mark your selected offer and book it in your NEO booking mask easily. The offer will be automatically transferred with all booking codes.

System XENA is available in your local language. It will open automatically in the language, selected with your browser. You can also change the language manually by replacing e.g. de with en in the URL address:
https://xena.go-suite.com/de/#/
https://xena.go-suite.com/en/#/

## Search engine

### Entering search parameters




Please select the type of travel first (Package, Hotel only, Charter flight only, Beds&More)
After that, enter the search parameters. On the right side of your search engine, you can activate detail search.
Should the system report „Data error“, you might enter wrong search parameters (e.g. travel dates and duration does not match). Please check your entries again. This message can also appear when no offers are available in relation to your search.

### Departure Airport

- You can select it from the drop down or you can enter the airport code (VIE, MUC, SZG,…)
- You can enter the airport by full name (system will automatically suggest the airport with the airport code)

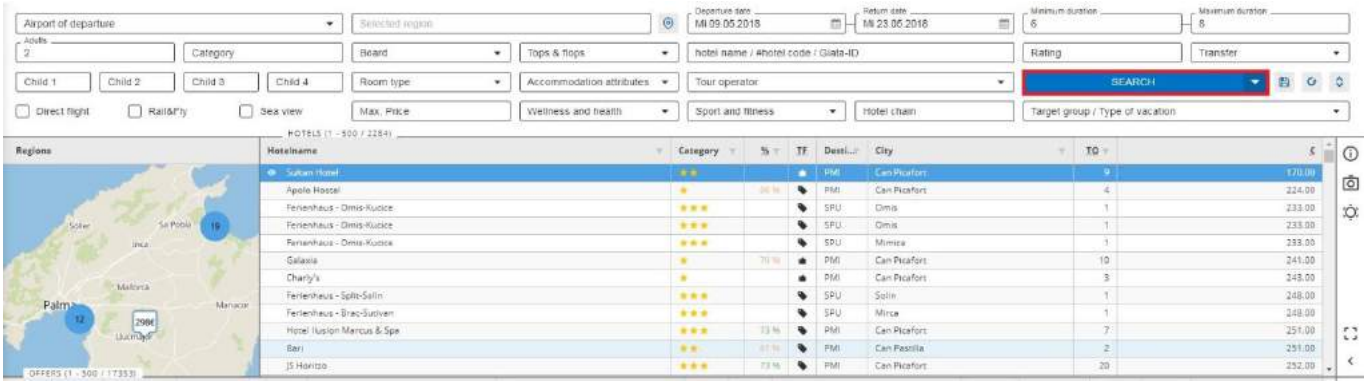
### Map search

#### No destination selected

You can find the destination or hotel using our interactive map. Please click the icon as below:

The World map will appear. Using the mouse scroll button or using the button +/- you can zoom in or zoom out your selected destintion. By using the “Polygon Tool” on your right side, you can mark the region with hotels on your selected destination.

By clicking „Search“, selected region with available hotels will be displayed.



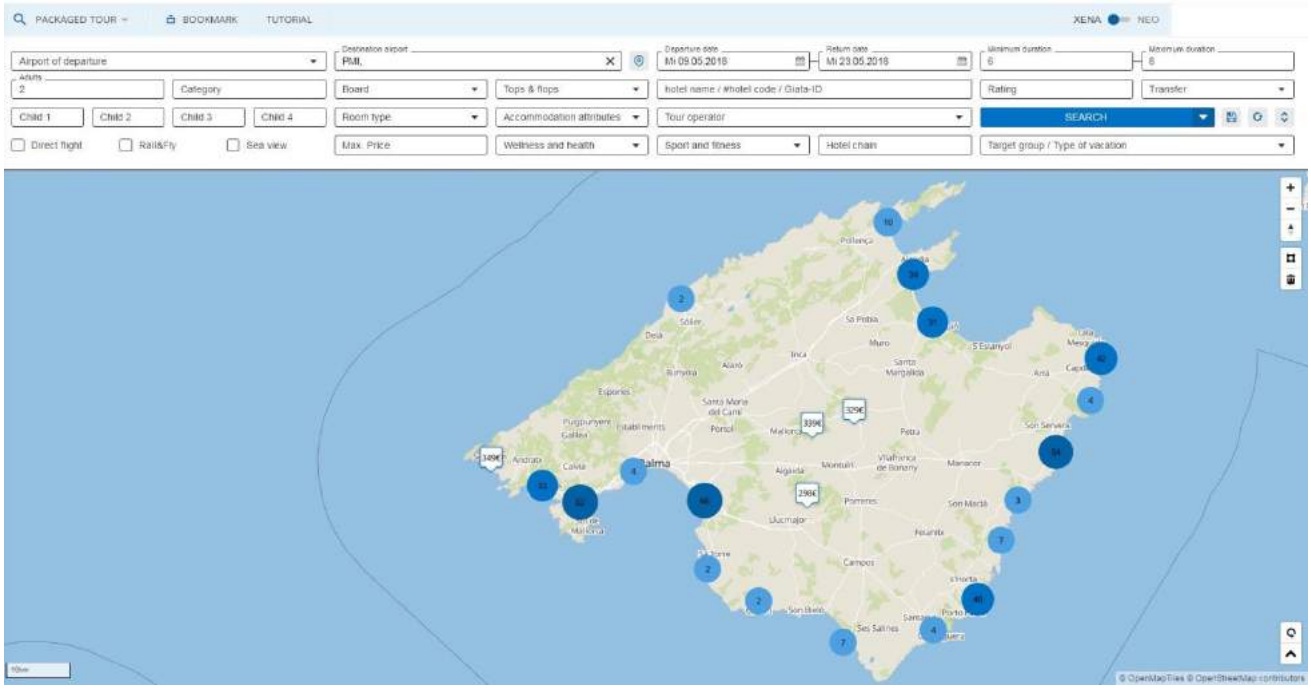

A number in a blue circle is the number of available hotels in selected region.

By clicking on the blue circle, you’ll zoom in into the region.

The hotel prices will appear. By clicking on the price, all offers for selected hotel will be displayed.

## With selected destination

Should you select the destination in your search engine (e.g. PMI), click “Search” and then the map icon, the map for selected destination will open.



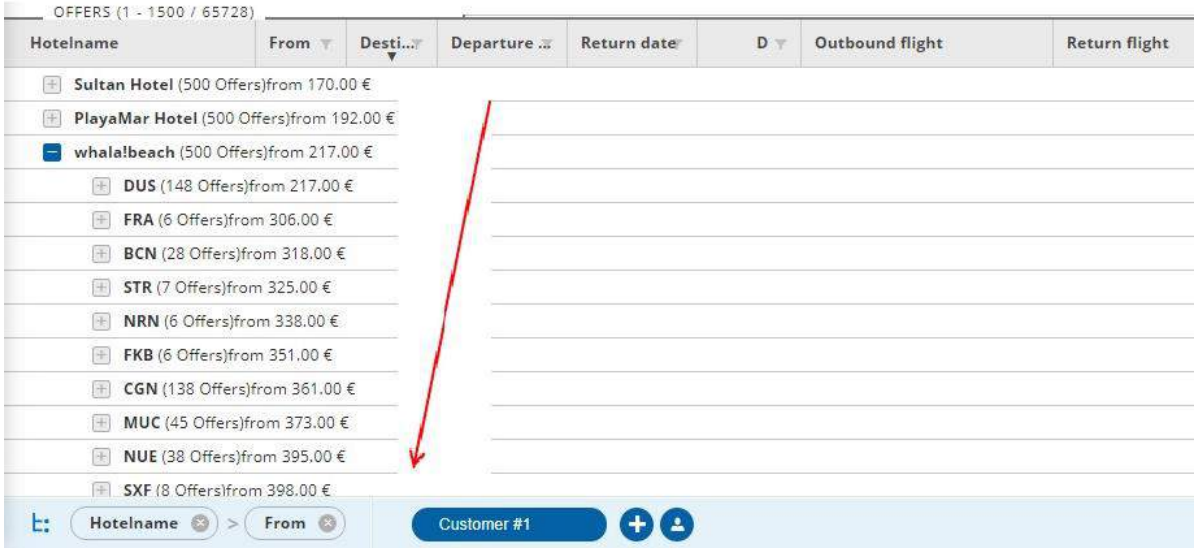

By clicking on the price, all offers for selected hotel will be displayed.

## Multiple hotel selection

You can select and compare up to 5 hotels at the same time by holding the Ctrl key on your keyboard and marking the hotels you want to compare.

## Create groups

For the hotels you've selected, you can add offers into the groups upon different parameters. This way you can organize search results by relevance. Simply use the drag&drop function. Click the column (e.g. hotel name, departure date, room, board,…) and drag it to the group. System will regulate and allocate the search results automatically. You can also regulate the search results by relevance.



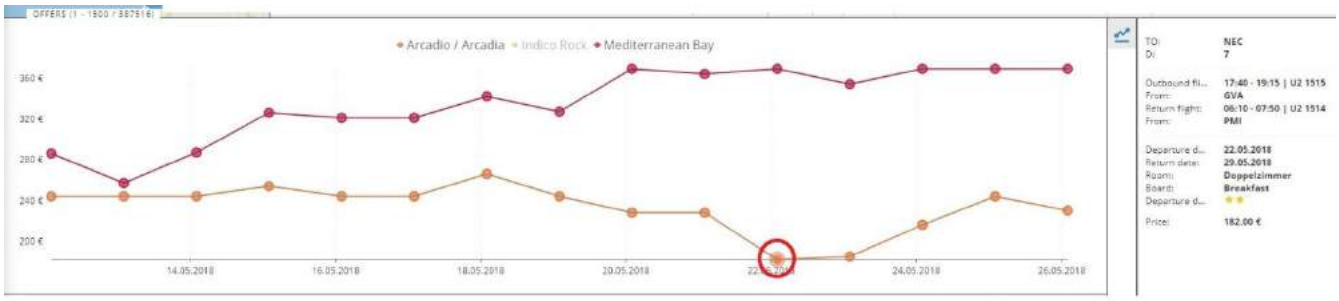

Your search results are now organized by priority criteria, matching the customer desire.

## Price info

By clicking on diagram icon on the right side, information about prices for selected hotel in different seasons will appear. The price info will be displayed for selected period of time, as entered in your search engine. This way you'll be able to recommend the best price offer to your customer.

Different prices for selected hotels will be dispayed in a diagram:

By clicking on selected hotel, the prices only for this hotel will appear. By clicking the pinpoint, a detailed information about selected price will appear on your right side.



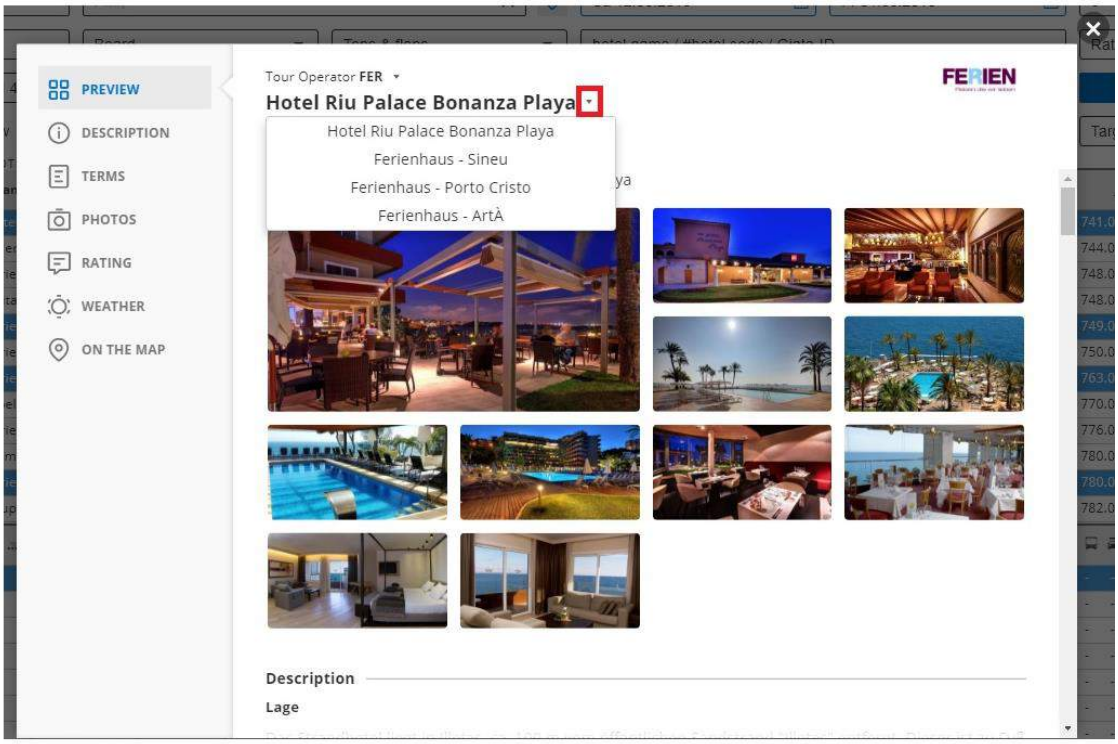

By double-clicking the pinpoint, selected price will be transferred to the offer list.

## Hotel info

Please retrieve all information about hotels and destinations using the menu on your right side.

= Description, = Photos, =Rating, =Weather, = Maximize

By clicking “Maximize” a new bigger window will open.




By clicking on the photo, it will open in a full size.

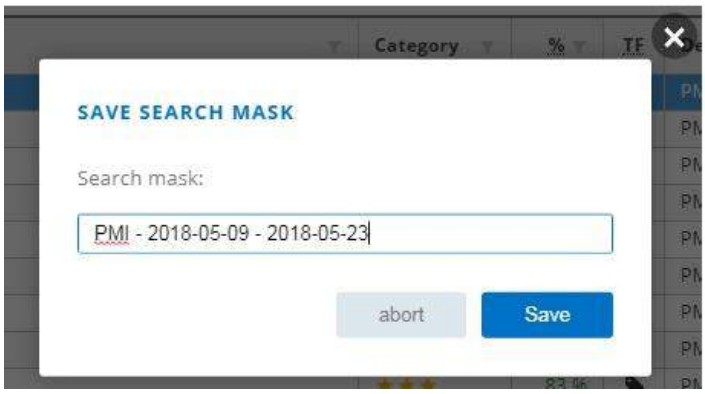
Should you select multiple hotels, you can switch between hotels in this window. You can do this using the cursor key on your keyboard or selecting hotel from the dropdown menu.

## „Customer“ button

You can manage your customers and offers in a bottom line left. By clicking + you can add new customers. A new window will open, you can edit details here.

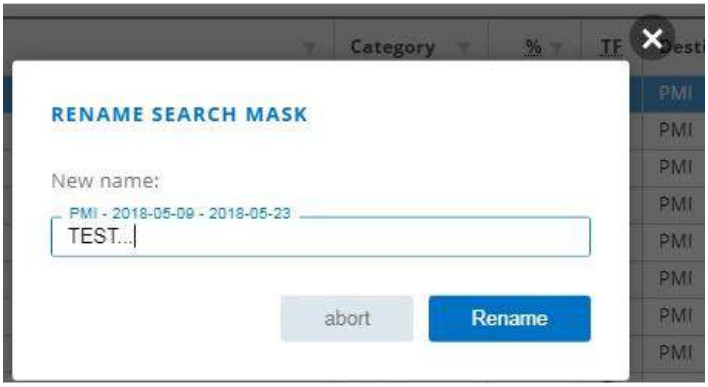
By clicking „Save“ you can save your entries.

Before saving please enter the title/tab, so you will be able to recall this customer later.




By clicking „Save“ your tab will be saved. You can recall it from the dropdown, by clicking the arrow icon.

The title/tab can also be changed later.

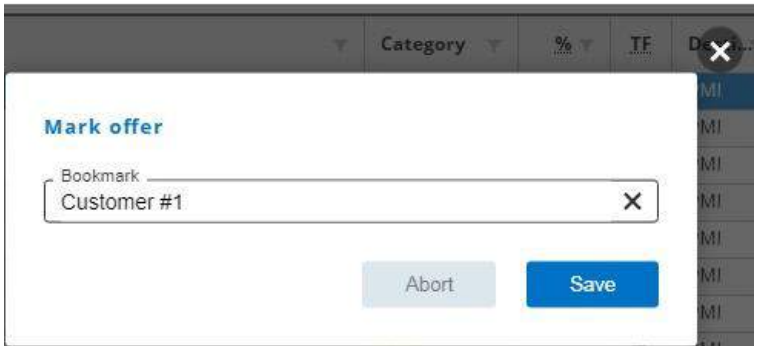


## Bookmark

### Create and save

This feature helps you create and send the right offer via email to your customer. By clicking the arrow icon, next to “Book” button, you can select to send the offer from the dropdown to your bookmark.

By clicking on „Bookmark“  new window will appear. You can create a new bookmark or add additional offer to existing bookmark. In this case please select the existing bookmark from dropdown.




Please enter a title for your new bookmark. By clicking “Save” your entries will be saved. If you open an existing bookmark, new offer will be added to this bookmark by clicking “Save”.

## Bookmark overview

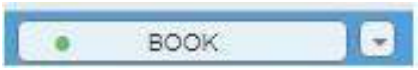
By clicking “Bookmark” the entire overview of all saved bookmarks will appear.

Bookmark overview:

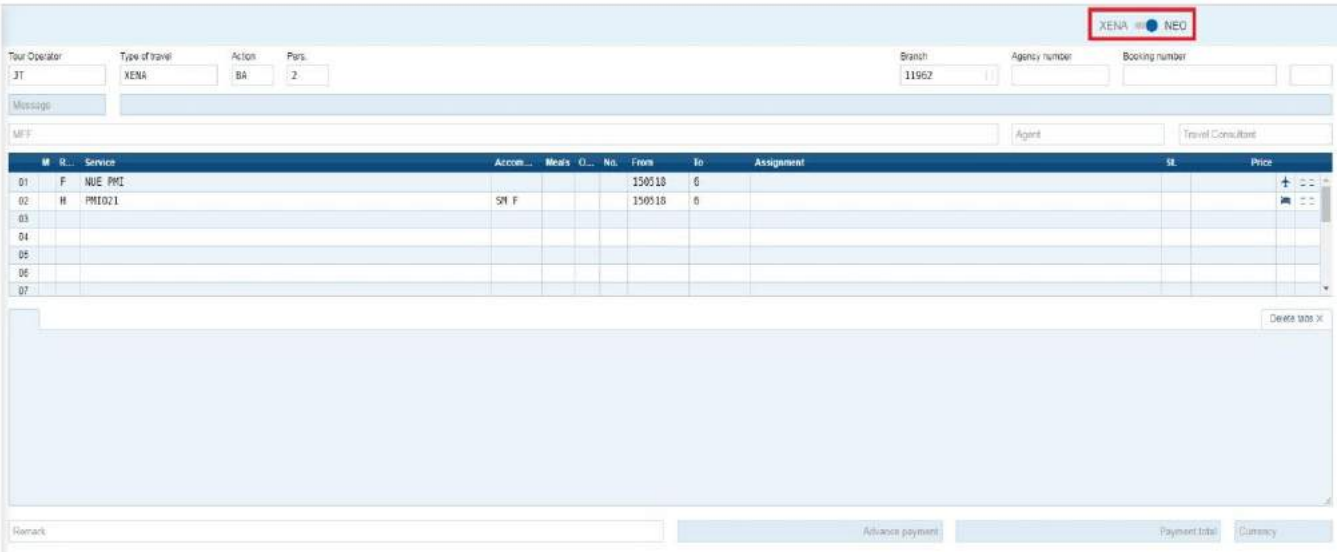
On your left side all saved bookmarks are listed. You can also see a number of saved offers in selected bookmark. On your right side all the offers from selected bookmark are displayed.

## Transferring the offer from system XENA to CRS NEO booking mask

After you’ve found an appropriate offer, you can transfer it to the NEO booking mask by clicking “Book”. This is where you complete the booking. You can also transfer the offer by clicking on arrow icon and then select “Neo” from the dropdown.



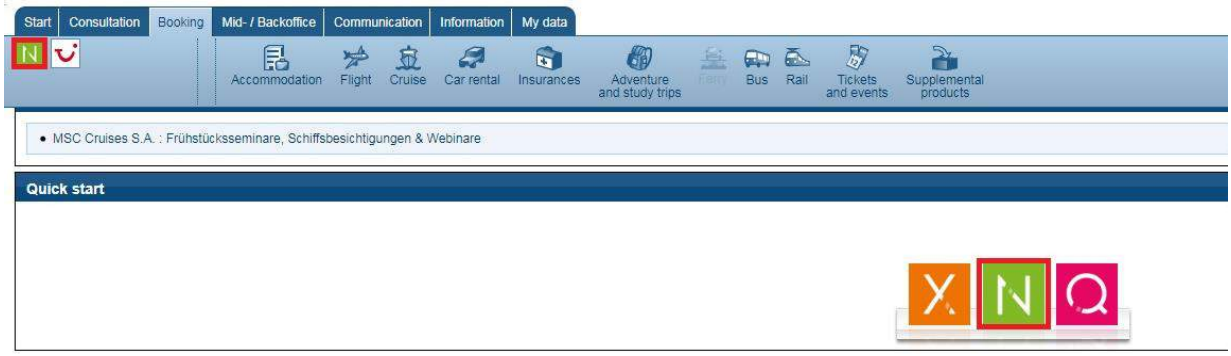

Top right you can switch between system XENA and CRS NEO.



## 2.2 CRS NEO

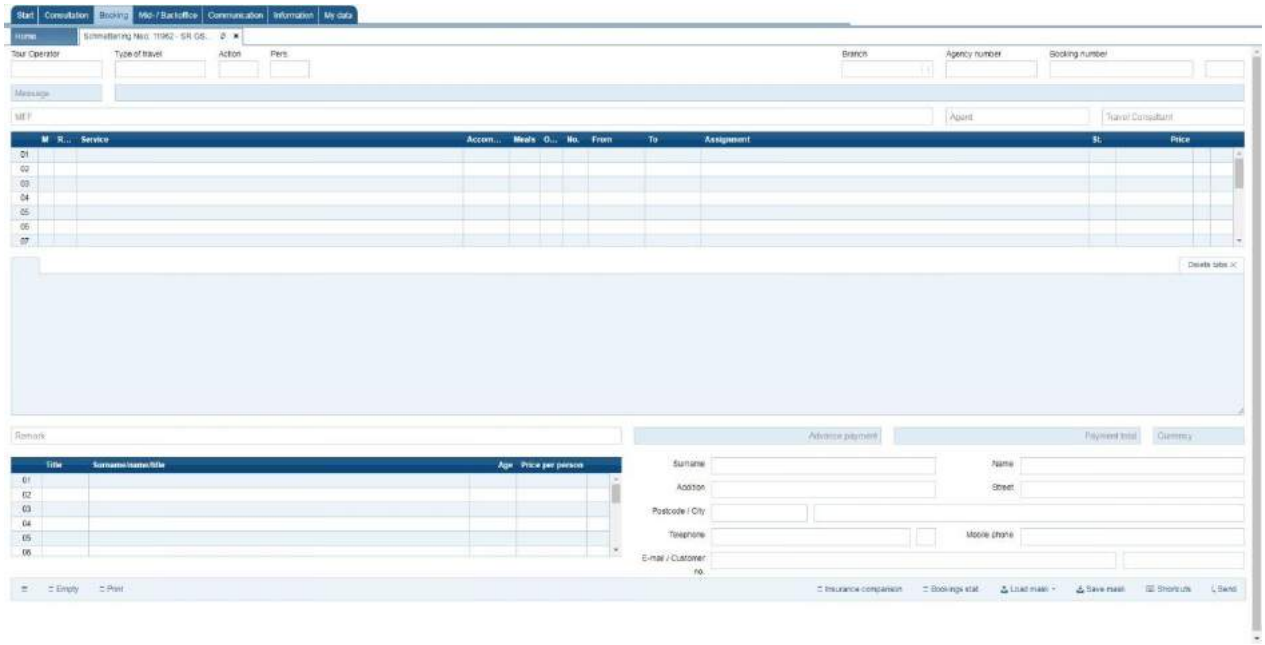
Booking mask NEO was developed by us to make your booking process easier. Central Reservation System NEO has a direct connection to the system for travel search and comparison XENA. There's also an interface between CRS NEO and Mid/Backoffice in your platform. Data interactivity provides you with all important data in one place. This also helps you to complete the booking in the fastest possible time.

You can activate your booking mask **Schmetterling NEO** in your platform under "**Booking" → NEO (icon N), or using the shortcut in your start page, with the same icon N.**




### *Booking mask NEO – fields and functionalities*

| | |
|---|---|
| Tour Operator: | CRS code of selected tour operator |
| Type of travel: | Travel codes by the tour operators |
| Action: | Standardized TOMAcodes to operate with booking mask and products |
| Persons: | Number of travellers, incl. children and enfants |
| Branch: | You can select your branch here, in case you have more than one |
| Agency number: | Your own or Schmetterling agency number, selected automatically |
| Booking number: | Given by tour operator after executive action (B, O, S, U) |
| MFZ: | Multifunction field |
| Travel Consultant: | Code of Consultant (rarely required, depends on tour operator) |
| M: | Field selection |
| Request.: | Checking the availability of selected type of travel |
| Service: | Flight and hotel code |
| Accommodation: | Accommodation type |
| Meals: | Required by TUI only |
| Occ.: | Occupancy |
| No.: | Number of travellers |
| From - To: | Travel period |
| Assignment: | Scheduling travellers per room |
| Empty field: | Tour Operator message after completing action BA or B |
| Payment total: | Total amount/price |
| Title: | Gender, Child… |
| Surname/Name/Title: | Always use form Surname/Name |
| Age: | Important for children or when requested by the tour operator |
| Address: | Address |



| *Codes in field „Action“ to work with NEO booking mask* | |
|---|---|
| BA | Direct online booking inquiry and availability check |
| **B** | Fixed booking |
| **BR** | Fixed booking with booking confirmation / travel itinerary print |
| **BC** | Fixed booking after confirming tour operator’s notification |
| BI | Booking info |
| **BQ** | Booking on request |
| D | Booking preview |
| DR | Print booking confirmation / travel itinerary |
| DI | Direct payment to tour operator |
| G | Flight availability check |
| GZ | Estimated flight times |
| H | Accommodation availability check |
| I | Information |
| OA | Booking on hold direct online inquiry |
| **O** | Booking on hold |
| **OR** | Booking on hold with itinerary print |
| **F** | Confirming booking on hold – fixed booking |
| **FR** | Confirming booking on hold – fixed booking with itinerary print |
| SA | Cancellation direct online inquiry with cancellation costs |
| **S** | Fixed cancellation |
| UA | Booking modification direct online inquiry with change costs |
| **U** | Fixed booking modification |
| **UC** | Fixed booking modification after confirming tour operator’s notification |
| V | Booking search |

**All actions marked bold are executive actions. After confirming these actions, tour operator's terms and conditions apply.**

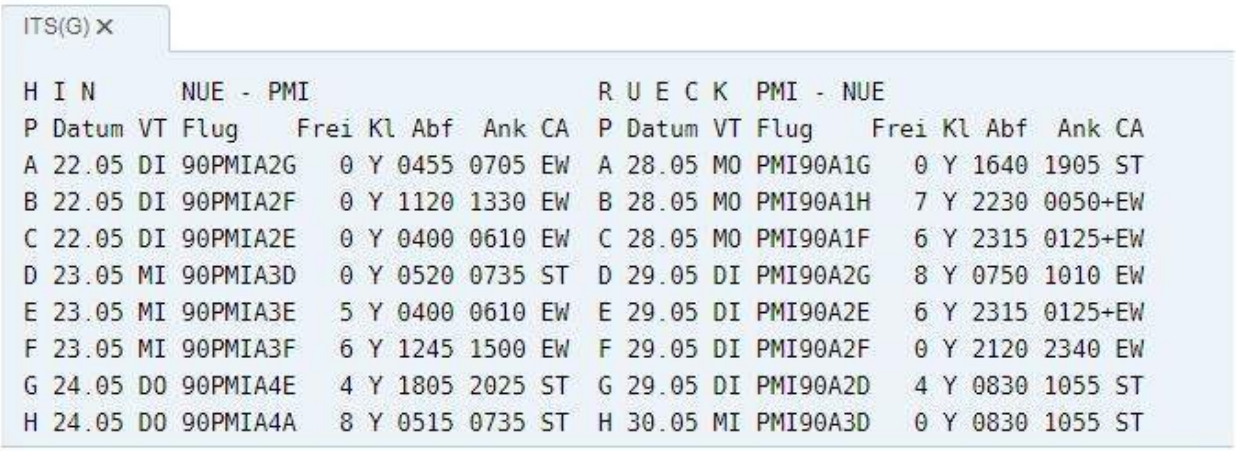
| REQ. | Codes for various travel products |
|---|---|
| F | Flight |
| H | Hotel |
| MW | Rent a Car |
| R | Round Trip |
| V | Insurance |
| KV | No insurance |
| EK | Event Tickets |
| P | Product |
| S | Extra Services |

## *Manual booking in NEO booking mask:*

### 1. Checking flight availability (charter flights) - Action <G>

You can check the availability of selected flights by using command G in the "Action" field. Please enter also tour operator, number of passengers, departure and destination airport (by codes) and travel period (from - to). Confirm your search by clicking "Send" bottom right.

All available charter flights in selected period are now listed:



ITS(G)

```
H I N      NUE - PMI                    R U E C K  PMI - NUE
P Datum VT Flug    Frei Kl Abf  Ank CA  P Datum VT Flug    Frei Kl Abf  Ank CA
A 22.05 DI 90PMIA2G   0 Y 0455 0705 EW  A 28.05 MO PMI90A1G   0 Y 1640 1905 ST
B 22.05 DI 90PMIA2F   0 Y 1120 1330 EW  B 28.05 MO PMI90A1H   7 Y 2230 0050+EW
C 22.05 DI 90PMIA2E   0 Y 0400 0610 EW  C 28.05 MO PMI90A1F   6 Y 2315 0125+EW
D 23.05 MI 90PMIA3D   0 Y 0520 0735 ST  D 29.05 DI PMI90A2G   8 Y 0750 1010 EW
E 23.05 MI 90PMIA3E   5 Y 0400 0610 EW  E 29.05 DI PMI90A2E   6 Y 2315 0125+EW
F 23.05 MI 90PMIA3F   6 Y 1245 1500 EW  F 29.05 DI PMI90A2F   0 Y 2120 2340 EW
G 24.05 DO 90PMIA4E   4 Y 1805 2025 ST  G 29.05 DI PMI90A2D   4 Y 0830 1055 ST
H 24.05 DO 90PMIA4A   8 Y 0515 0735 ST  H 30.05 MI PMI90A3D   0 Y 0830 1055 ST
```

### 2. Checking accommodation availability - Action <H>

In the next field you can check availability of the rooms in selected hotel by using command H in the “Action” field. Please enter H also in the second row, column Req. In “Service” column please enter the hotel code (to be found in hotel description, in the catalogues of tour operators or in Giata system, also available in your platform). Column “Accommodation”: you can enter here the room type and board in column “Meals”. Confirm your search by clicking “Send” bottom right.

Tour Operator: ITS | Type of travel: | Action: H | Pers.: 2

Message

MFF

| | M | R... | Service | Accom... | Meals | O... | No. | From | To | Assignment |
|---|---|---|---|---|---|---|---|---|---|---|
| 01 | | F | NUE PMI | | | | | 230518 | 290518 | |
| 02 | | H | EM0612T | DZ F | | | | 230518 | 290518 | |
| 03 | | | | | | | | | | |
| 04 | | | | | | | | | | |
| 05 | | | | | | | | | | |
| 06 | | | | | | | | | | |
| 07 | | | | | | | | | | |

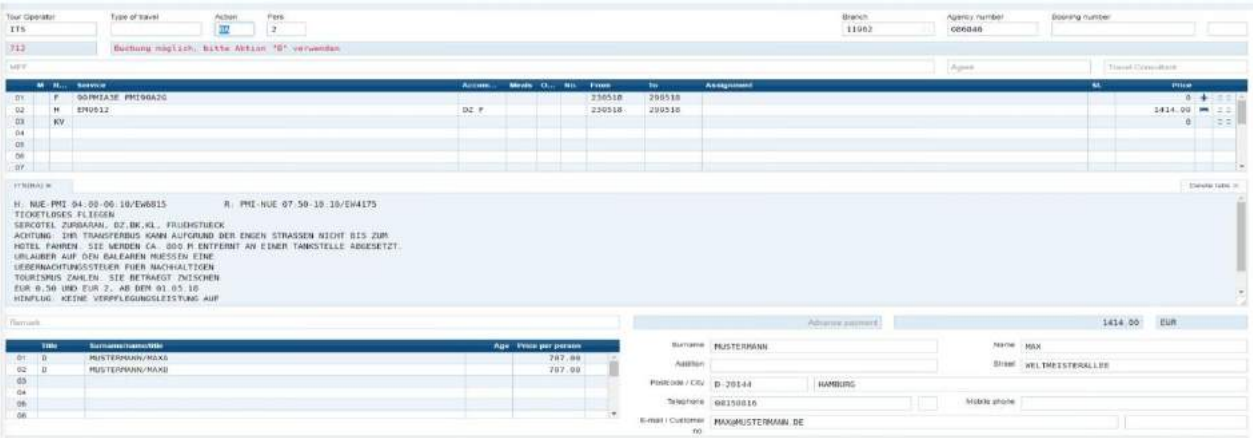
Available rooms with capacity in selected hotel are now listed:

ITS(G) ✕ ITS(H) ✕

```
                                                    0905 1605 2305 3005 0606
Anf Unterbr Verpfl   Beleg Bezeichnung              1605 2305 3005 0606 1306
-----------------------------------------------------------------X-----------
    EM0612T   Sercotel Zurbaran, Palma de Mallorca
    Ohne Transfer.
H   DA      F          1   DZ,BK,KL,ZA                RQ   RQ    1   RQ   RQ
    DZ      F          2   DZ,BK,KL                  RQ   RQ    1   RQ   RQ
    DZS     F          2   DZ,TE,KL,MB               RQ   RQ    1   RQ   RQ
    http://www.dertouristik.info/crs/?marke=its&code=EM0612T&season=S8
```

### 3. Direct online booking inquiry and availability check - Action <BA>

You can check the availability and price of selected travel product by using command BA in the “Action” field. Is the travel product available, a following message will appear:
“Buchung möglich bitte Aktion <B> verwenden“. You can book this now, please enter and confirm command B. You always receive all operational messages from tour operators on how to proceed with booking in this field.



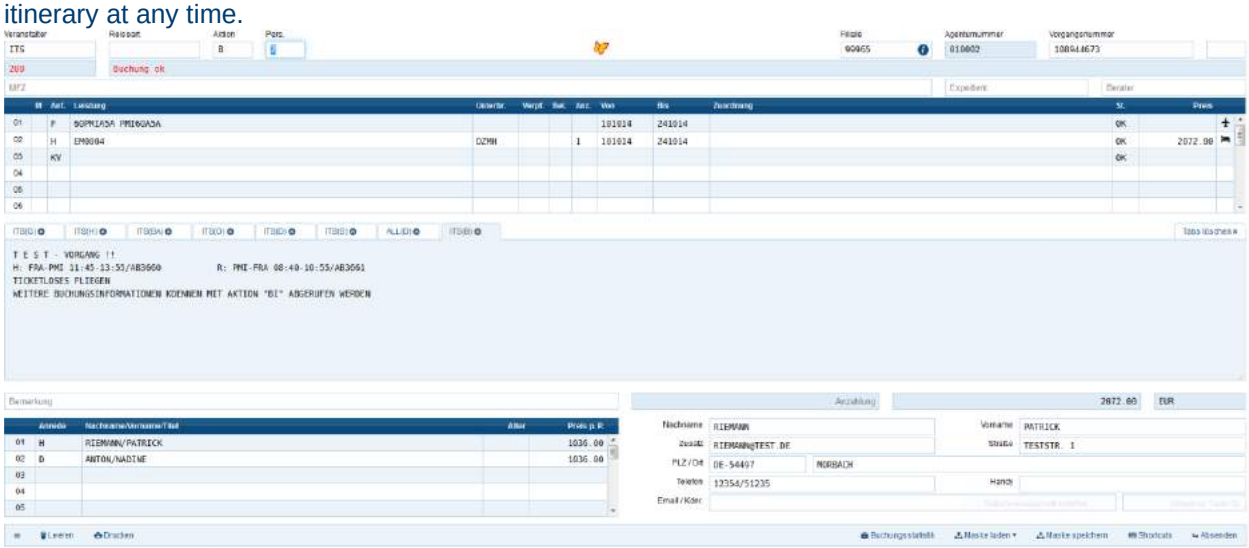
## 4. Insurance

There are also insurance products by various insurance companies available in CRS NEO. You can include insurance packages to the travel package. You can check insurance packages by using command V. When transferring the offer from system XENA to booking mask NEO, the command KV could be automatically displayed by some tour operators. Command KV stays for No insurance.
Please note before booking the insurance package: should the insurance case be started, you will most likely need to provide all documentation in original language of the insurance company. Please check terms and conditions of insurance company before booking an insurance package.

## 5. Fixed booking - Action BR, B, BC

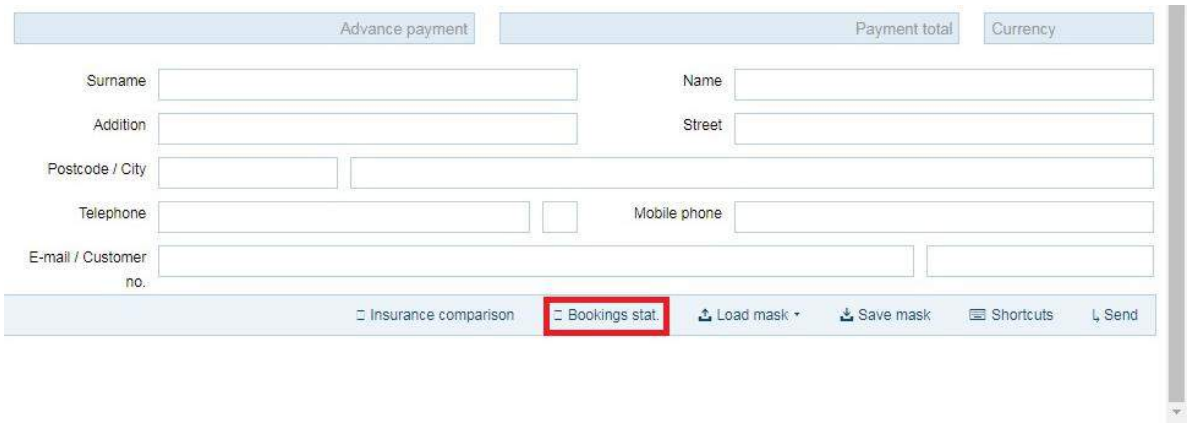
You can complete your booking by using following commands:
<BR>
- Fixed booking with booking confirmation / travel itinerary print
<B>
- Fixed booking
<BC>
- Fixed booking after confirming tour operator's notification

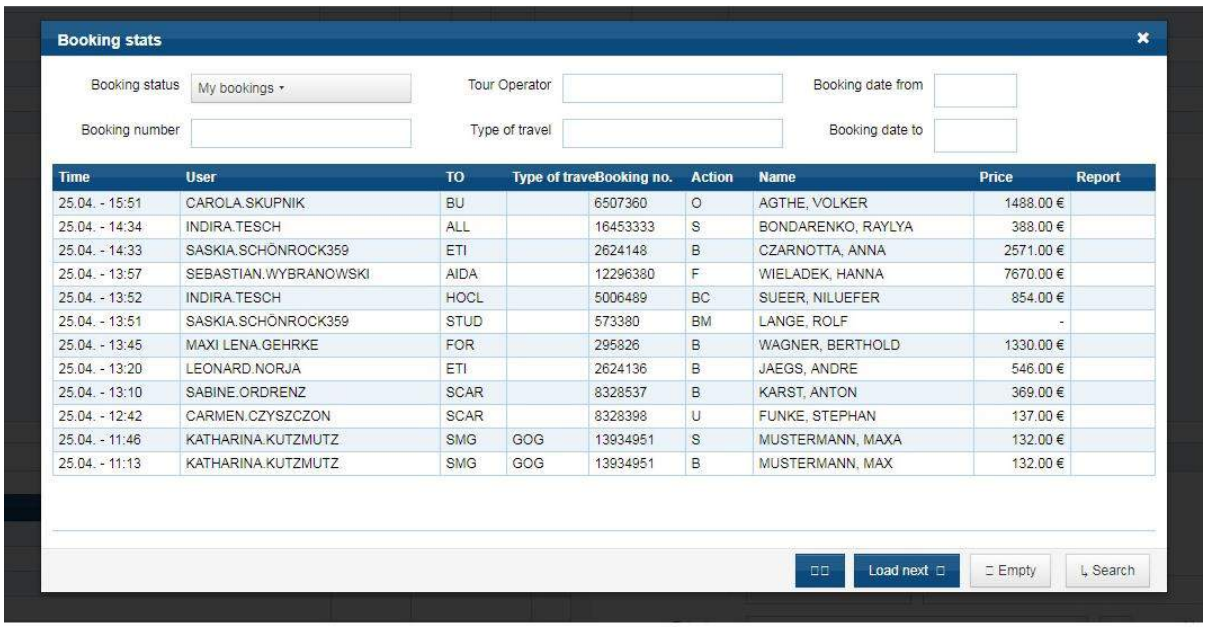
Hint:
After completing booking successfully, status "OK" will appear. Top right a booking number (Vorgang) will appear. Please note the booking number to recall booking in your NEO booking mask later. You can do this by using command D. By using command DR you can print booking confirmation / travel itinerary at any time.



## *NEO Booking Statistics:*

By clicking „Booking stat." bottom menu right, the booking overview will appear:
- List of 10 last bookings with possibility of loading more or searching bookings with search mask. You can reopen each booking by clicking on it.
- Booking status or executive command is displayed
- In the "Report" column please click on + to report booking to Schmetterling.
- In the „User" column the travel consultant, who has completed the booking, is displayed.




| Time | User | TO | Type of trave | Booking no. | Action | Name | Price | Report |
|---|---|---|---|---|---|---|---|---|
| 25.04. - 15:51 | CAROLA.SKUPNIK | BU | | 6507360 | O | AGTHE, VOLKER | 1488.00 € | |
| 25.04. - 14:34 | INDIRA.TESCH | ALL | | 16453333 | S | BONDARENKO, RAYLYA | 388.00 € | |
| 25.04. - 14:33 | SASKIA.SCHÖNROCK359 | ETI | | 2624148 | B | CZARNOTTA, ANNA | 2571.00 € | |
| 25.04. - 13:57 | SEBASTIAN.WYBRANOWSKI | AIDA | | 12296380 | F | WIELADEK, HANNA | 7670.00 € | |
| 25.04. - 13:52 | INDIRA.TESCH | HOCL | | 5006489 | BC | SUEER, NILUEFER | 854.00 € | |
| 25.04. - 13:51 | SASKIA.SCHÖNROCK359 | STUD | | 573380 | BM | LANGE, ROLF | - | |
| 25.04. - 13:45 | MAXI LENA.GEHRKE | FOR | | 295826 | B | WAGNER, BERTHOLD | 1330.00 € | |
| 25.04. - 13:20 | LEONARD.NORJA | ETI | | 2624136 | B | JAEGS, ANDRE | 546.00 € | |
| 25.04. - 13:10 | SABINE.ORDRENZ | SCAR | | 8328537 | B | KARST, ANTON | 369.00 € | |
| 25.04. - 12:42 | CARMEN.CZYSZCZON | SCAR | | 8328398 | U | FUNKE, STEPHAN | 137.00 € | |
| 25.04. - 11:46 | KATHARINA.KUTZMUTZ | SMG | GOG | 13934951 | S | MUSTERMANN, MAXA | 132.00 € | |
| 25.04. - 11:13 | KATHARINA.KUTZMUTZ | SMG | GOG | 13934951 | B | MUSTERMANN, MAX | 132.00 € | |

## *Important:*

Address field bottom right:
- Booking via own agreement with tour operator / own agency number – enter your own company contact details
- Booking via Schmetterling – enter Schmetterling contact details (exception: Thomas Cook group – the system will automatically switch to another agency number holder)
- Booking with direct payment to tour operator – always enter the customer contact details

***Hint:***

We recommend taking a part at our NEO booking mask trainings regularly. You'll be informed about training dates in your area.
You can also use our online remote trainings, provided by our Academy team. You can find all training dates and possibilities in your platform under "Information" → "Academy". Schmetterling Academy Team is for you available on:
**T +49 9197 62 82 132** or email akademie@schmetterling.de

You can also run NEO booking mask basic video guide (in German language) on our YouTube channel: https://www.youtube.com/channel/UCRhmA65YrNVK8-TN9PeLsMw

## 2.3 Booking via Schmetterling

Under „My data" → „Tour Operator" → „Assortment" all online bookable tour operators are listed. Here you can also find or add your agency numbers (as in 2.4 Coordination of agency numbers). Only this way you can profit from top conditions by framework agreements. For the tour operators where you don't have your own agency numbers, you can proceed with booking via Schmetterling general agency numbers.

In this case the entire booking procedure is to be done via Schmetterling. **Direct contact to tour operator is not permitted.**

Should you have any inquiries, booking modification, cancellation, complaints etc. please contact our International Booking Centre (IBC) at info@schmetterling-international.de or make a call +49 9197 62 82 940

You can complete the booking via Schmetterling on your own in your NEO booking mask. You can also transfer the offer to the booking form and send it to our IBC. In this case our team will complete the booking for you. For every booking made via Schmetterling, you'll receive a commission as displayed in »My data« → »Tour Operator« → »Assortment«. Mark selected tour operator and then click »Booking via Schmetterling«.

In a field "CRS code" only tour operators for booking via Schmetterling will appear. In the case you own multiple branches, you can here select the branch where booking was made. The invoices and commission calculation will be sent to selected branch.

You can find commission calculation statements under »My data« → »Billing«

***Important: You must report every executive action you've made (booking on hold, booking on request, booking modification, cancellation).***

**It is necessary to report the bookings from other reservation systems - Iris.plus and executive actions, so we can locate the booking immediately -** you are obliged to report them to our International Booking Center (IBC) at info@schmetterling-international.de or over the telephone +49 9197 62 82 940

For bookings via your own agency number, reporting is not required.

Please check again carefully your own agency numbers under »My data« → »Tour Operator« → »Assortment«.

## 2.4 Coordination of agency numbers

In order to work with your own agency numbers in CRS NEO, it is essential to report all your own agency numbers to Schmetterling. Under “My data” → “Tour Operator” → “Assortment” all online bookable tour operators are listed. Here you can find, check and add your own agency numbers. Only this way you can use all top conditions by framework agreements. For the tour operators where you don't have your own agency numbers, you can proceed with booking via Schmetterling general agency numbers.

Here you can also see if your own agency number or the general Schmetterling's agency number is activated.

Would you like to have all tour operators listed, please select „All“…

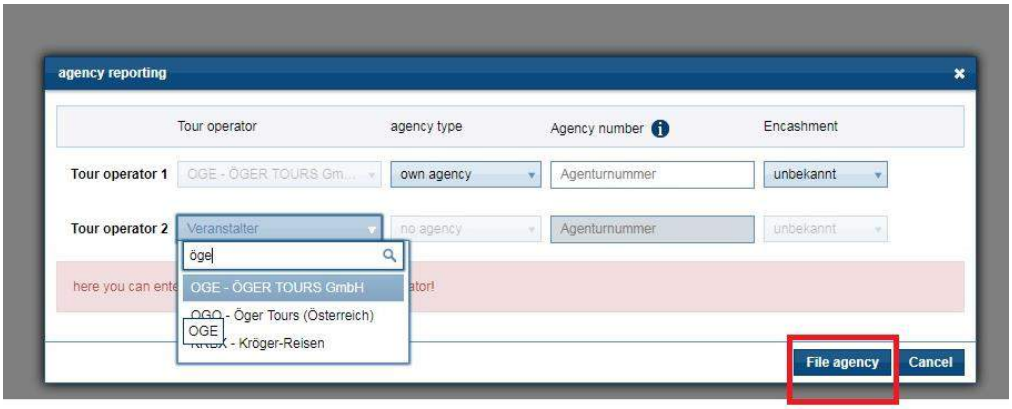
To avoid any difficulties with booking procedure, please report any changes regarding to your agency numbers immediately. Transfer of bookings between different agency numbers is not possible.

Should you have any inquiries with coordination of agency numbers, please don't hesitate to contact us on +49 9197 6282 630 or per email agenturdatenpflege@schmetterling.de

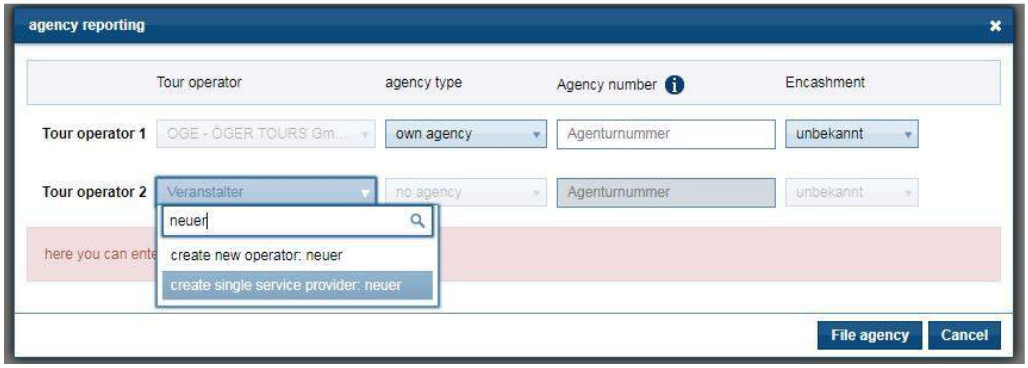
You can add your own agency numbers at any time in your platform, using Mid/Backoffice.

To add and report your new agency number, please click on selected tour operator under "My data" → "Tour Operator" → "Assortment". You can find the tour operator by using the search box on the right side. Click "Report agency" and enter your agency number. You can also add your agency numbers by clicking +Agency/Touroperator/Service provider top right.

A new window will appear.
By clicking on „File agency" your entries will be submitted to Schmetterling.




By using the +Agency/Touroperator/Service provider feature, you can also add completely new tour operator or service provider you're working with. These partners of yours will only be displayed in your company accounts. You can activate your entries by clicking "File agency".




Should an agency number no longer exist or your contact with tour operator expires, you can deactivate this tour operator by clicking "Block agency".

Your agency number will be activated in cooperation with selected tour operator, therefore the time up to 24 hours is required. We recommend again, you should report all your own agency numbers. Should you not do so, the general agency numbers by Schmetterling will be activated in your NEO booking mask. In this case terms and conditions for booking via Schmetterling apply.

## 2.5 Commission and framework agreement

For each selected tour operator, you can find commission, framework agreement and more under „My data" → „Tour Operator" → „Assortment«.

You can organize your tour operator list by selecting different parameters such as "All tour operators", "Booking via Schmetterling", "My assortment", "CRS bookable tour operators", "Tour operators per countries"…

By clicking on selected tour operator, a detailed menu line will appear. Under "Additional information" the brochures of the tour operator are available. Under "Booking via Schmetterling" you'll find your

commission and other conditions. “Framework agreement” stays for top conditions for booking via your own agency numbers, such as higher basic commission, higher top incentives… With other words: you book over your own agreement with tour operator, but as Schmetterling partner you’ll get even better commission as in your direct agreement with the tour operator. This does not apply for all tour operators, only for selected ones. Should the “Framework agreement” button not be active, it means these conditions do not apply for your country.

Framework agreement is to be displayed in an account of general manager or business owner only. If you’d like for this feature to be active in other company accounts as well, please contact us and we will arrange it as preferred.

# 3. Other

## 3.1 Ordering catalogues

Should you need printed catalogues by tour operators for your working purposes, you can order this online in your platform under “Information” → “Catalogue order”. Please fill in the form, select the catalogues you need and the amount of catalogues. Your delivery is free of charge. When ordering, please select all catalogues you need and order it in one order.
You can only order catalogues, where you don’t have your own contract with the tour operator. Working with your own agency number, you need to order the catalogues directly at tour operator in case you did not receive it automatically already.

A list of catalogues by various tour operators will appear. You can order sample catalogues in case you only need it for your working purposes in your office. Would you like to provide your customers with printed catalogues, you can order undefined number. In this case the biggest possible amount of catalogues will be delivered to you, anyway depending on availability of each catalogue.

After selecting the catalogues you'd like to order, please click „Order"

If you'd like the delivery to be made on a different address, you can enter the address here:

After entering new address, please click „Order".

An order confirmation will appear.

Please note: during the seasonal outcomes of the catalogues (summer, winter) the delivery time might take a while longer. Normal delivery time is up to 1 week.

**Should you have any inquiries with ordering catalogues, please don't hesitate to contact us on kataloge@schmetterling.de or make a call +49 9197 62 82 100**

## 3.2 Other booking systems

By clicking „Booking“ in your main menu, many other booking systems will appear for you to work with. These are mostly direct booking systems, owned by our partners and placed into the platform, so you can have it all in one place. These systems are available in many languages, as provided by our partners – developers and owners of the systems.

Some of the systems will allow fixed booking, by all the others you'll send a booking form to Schmetterling, while completing the booking. In this case our team from International Booking Centre will complete the booking for you.
For every booking made in our partner systems you will also receive your commission, as displayed in the tour operator list, under “My data” → “Tour Operator” → “Assortment”.
Additional direct booking systems are working as Web Internet Booking Engine (IBE), simply based on search engine as you already know it from various websites.

Various booking systems are available for your daily work:

- **IRIS Plus**: booking system owned by TUI Group. TUI business policy requires all online bookings to be completed in their own booking system IRIS Plus. This system is JAVA based and will only work properly when the right JAVA version is downloaded and installed. Usually this is the latest version.
- **Accommodation**: here you can book hotel rooms and other accommodation in systems such as Booking.com, Hotel.de, Ryanair Holidays… In a system “Holiday Apartments” you can book in one place holiday homes, holiday apartments, villas,… by following tour operators: Novasol, Interhome, Interchalet, DanCenter, TUI Wolters…

- **Flight**: SMG Air Conso is an innovative multisource system for searching and booking flights. IATA license is required, should you not owe one, you can proceed with booking via consolidator. Here you can also find useful information by various airlines. With Holiday Extras you can book parking space and hotels at the airports.

- **Cruise**: here you can book cruises by various cruiselines with routes all over the world.

- **Rent a Car**: you can book here Sunny Cars rent a car provider with agency payment (no direct credit card payment required). Cars available all over the world.

- **Insurance**: you can add insurance packages by various insurance providers to the travel packages for your customers. Important: before booking insurance package please read carefully terms and conditions, as well as ask for instructions on how and in what language to proceed with insurance case.
- **Roundtrips**: A large selection of guided trips all over the world and by different tour operators is available here. You can book these trips for individual travellers or for groups. In case of groups please contact our team in our booking centre.

- **Bus**: You can book here tickets for the biggest European bus/coach provider Flixbus. As a Schmetterling partner, you'll get a direct contract with Flixbus.

- **Rail**: Many possibilities to travel by train and book tickets here

- **Tickets and Events**: here you can book tickets for music, sports and other events. Top Events 24 is focused on music and cultural events, while SportsEvents 365 offers tickets for mostly sports but also music events.

- **Extra Services**: here you can book transfers from airports to hotels, should the transfers not already be included to travel packages. With Holiday Extras you can book parking space and hotels at the airports.

## 3.3 Mid/Backoffice

Mid/Backoffice is your tool to manage bookings, customers and also accounting. Many functionalities are available with this feature. You can find more information by clicking on icon "?" and then opening the manual.

The most important part is the list of bookings and executive actions (booking, booking on hold, booking modification, cancellation). All your bookings completed in NEO booking mask will be imported into "Booking import list" automatically. After locating and saving customers to the customer database, you can transfer your bookings to the "Latest bookings" column below. Here you can reopen your booking and manage it using many useful features. Here you can see the booking status, payment info, you can recall booking in your NEO booking mask…

### Enter customers

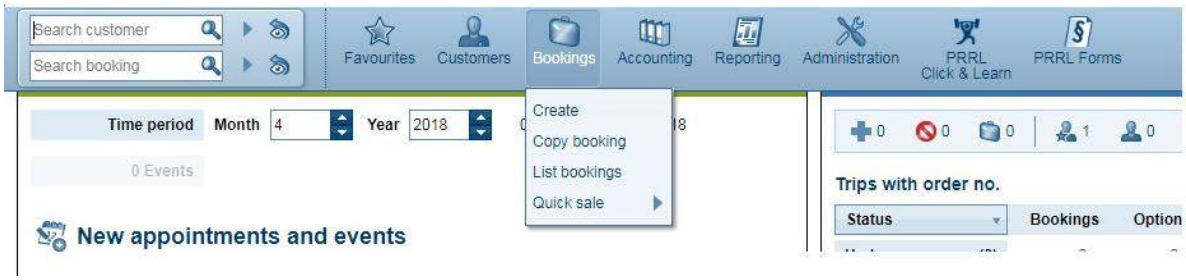
You can enter customers to Mid/Backoffice automatically by confirming customers from bookings. There is also an option to enter customers manually. Please click "Customers" → "Create Customer" , enter the details and save your entries.

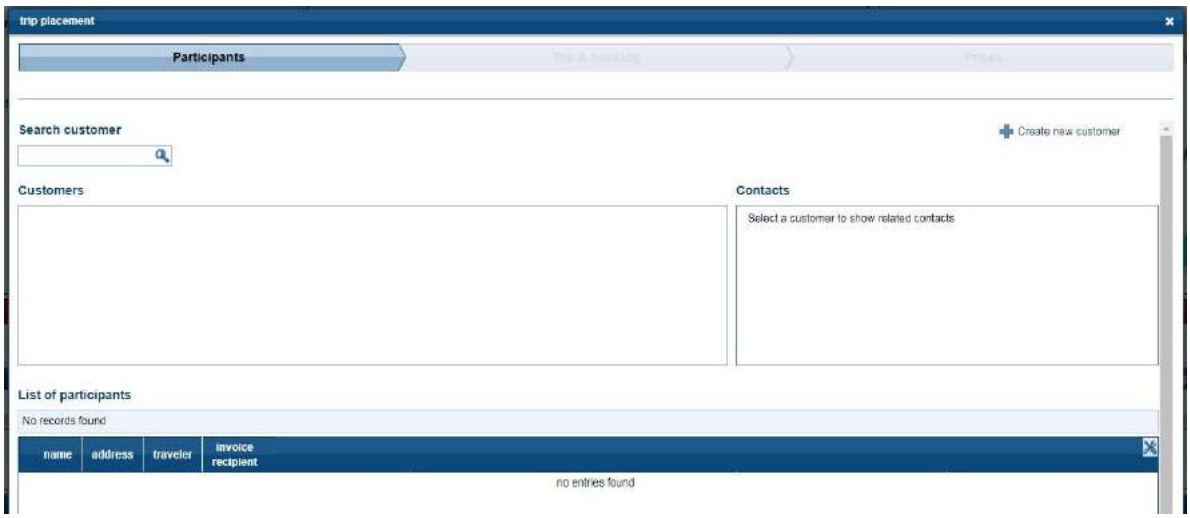
### Customer search

Please enter the name or a part of the name into search box „Search customer". System will automatically start looking for results.

### Enter booking / travel

All bookings made in NEO booking mask will be imported to Mid/Backoffice automatically. There is also an option to enter bookings / travel manually. You can do this for all bookings not completed in NEO booking mask.
Please click “Bookings” → “Create”. Please enter details step by step as instructed by the system and save your entries.

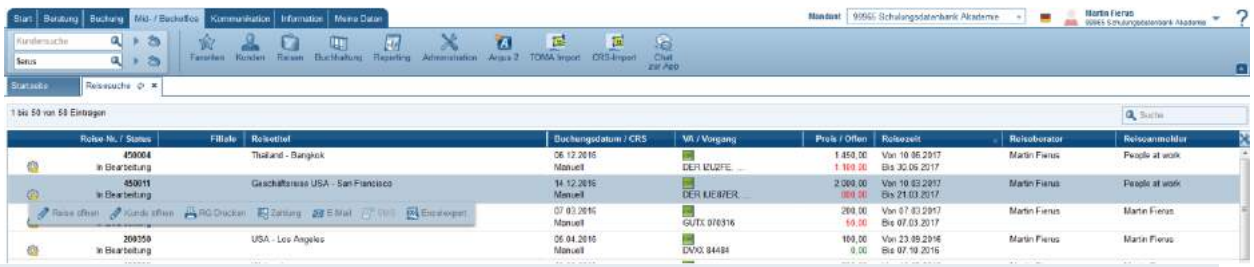



## Booking / travel search

You can search for bookings by entering various parameters into the search box “Search booking”. You can use following parameters: booking number, name or surname of traveller, travel title,… After entering parameter please continue with “Enter”. Have you entered the right parameter, the system will find your booking. Was the parameter not too good, the system will offer a booking list.

S klikom na določeno rezervacijo, se vam spodaj odpre meni vrstica.



***Hint:***

For Mid/Backoffice trainings please contact our Academy team on
**T +49 9197 62 82 132** or per email akademie@schmetterling.de

## 3.4 Manual

You can find instructions on how to use the platform, systems and features in a manual on your Start page. Please note that not all instructions are in your local language.

## 3.5 Academy

You can find all training services, provided by our Academy team, under “Information” → “Academy”

All training possibilities are listed here. Here you can also apply for training dates. Organized trainigs in your local area will be provided frequently. You will be informed about dates and location.

Should you have any inquiries with academy and trainings, please don’t hesitate to contact our Academy team:
**T +49 9197 62 82 132** or per email akademie@schmetterling.de

# 4. Limited access functionalities

Some platform functionalities are only available to agency owners and managers. This includes user management (adding, deleting), company information management, commission calculations... If you would like for somebody else in your company to have access to these information (e.g. office manager), please don't hesitate to let us know.
All these functionalities can be found in „My Data“.

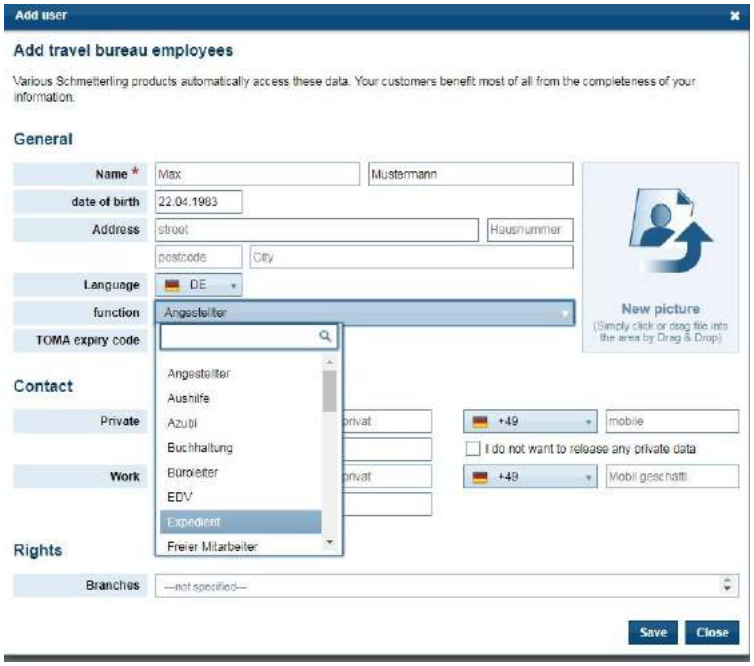
## 4.1 Company information, User management

Both can be found in „My Data“ → „Travel agency“. An authorized person can add or delete users within the company in „User Administration“.

**Add a new User:**

After clicking „User Administration“, click top right on +User.

A new window will open and you can now add a new user:

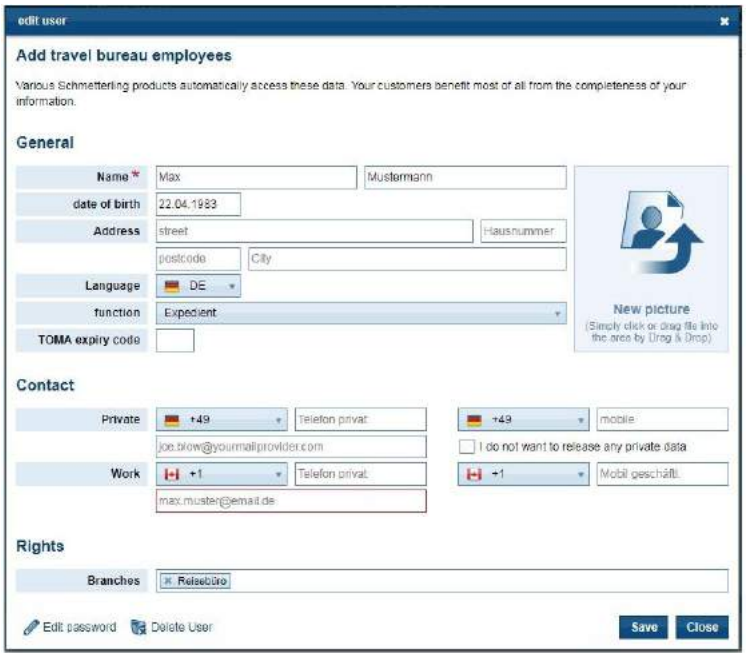



By clicking on the "Save" you send the entry to Schmetterling. Our technical team will activate the new account login and email it to the new User.

**Add or delete User:**

Choose a User and click „Edit":

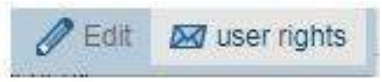
New window will open.



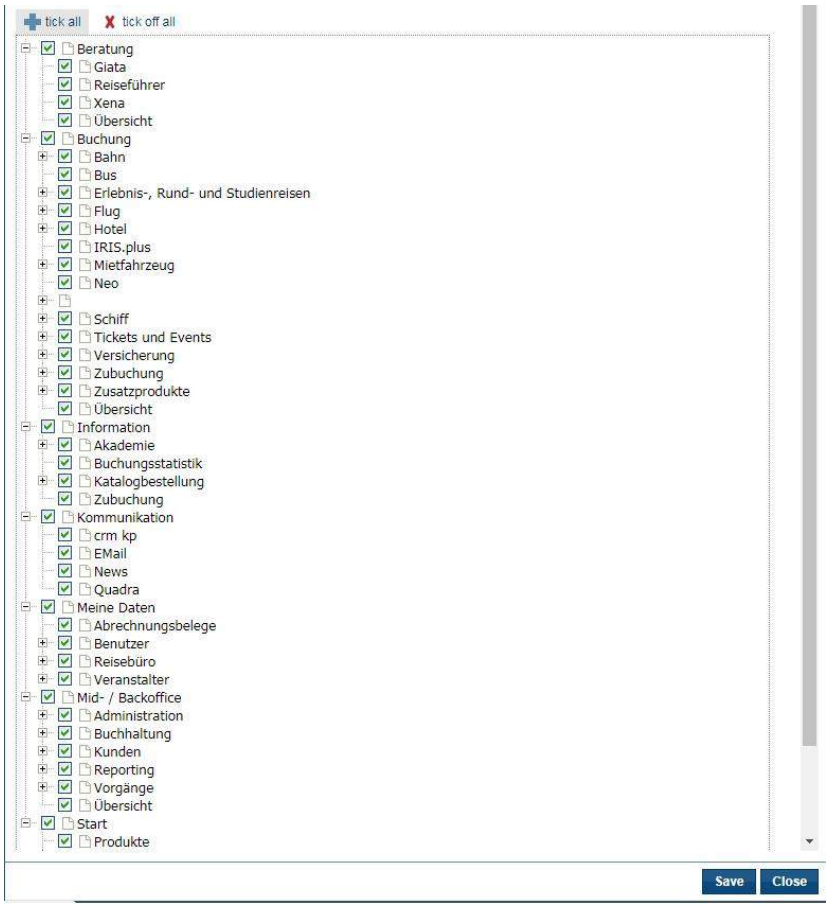
Here you can change the information that is not correct  or add the missing ones. In this field you edit an existing user. Attention: In case you add a new user, you overwrite the existing one. This account will not work correctly. Each new User requires a new account.

### Edit User rights

User rights can be edited by every manager or company owner for their employees in their masteraccount. Choose User and click „User rights“ in the row below.




Next you tick all rights and accesses, you'd like to activate for a certain User.

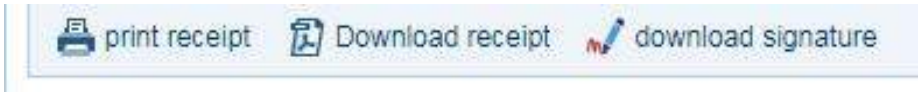



Please email our Contracts Department to  stammdatenpflege@schmetterling.de or our technical team on: +49 9197 62 82 610 or email technologie@schmetterling.de if you have any questions.

## 4.2 Commission Calculation Statements

You can find your commission calculation statements under „My data“ → „Bills“.

**Commission Calculation Statements**
Here you can find your commission calculations. Attention: we do not send these over email or post. Please print them for your business's accounting needs.

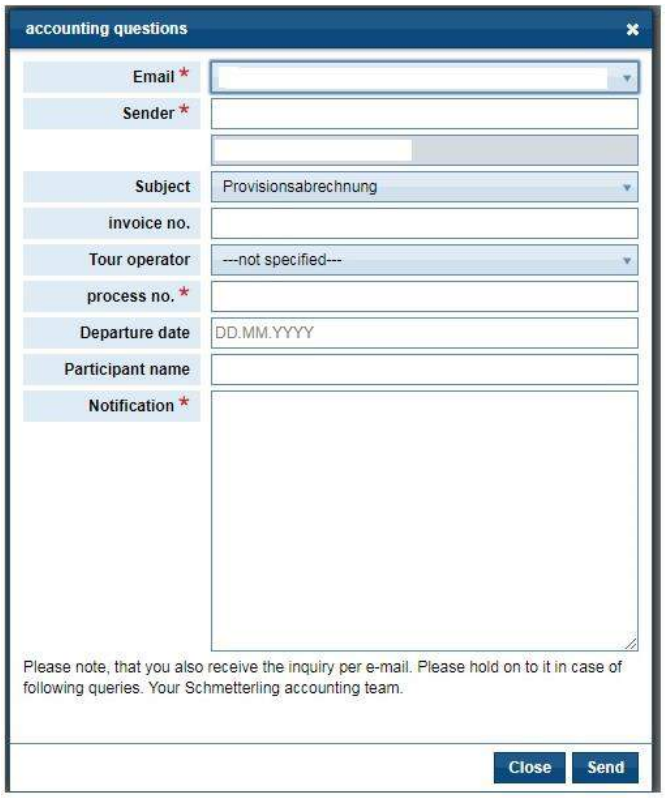



| | |
|---|---|
| Print | Statement is exported into PDF and can be saved and printed. |
| Download | Statement is asaved into your computer, you can choose the folder. |
| Download signature | Here you can download a digital signature, that proves invoice validity. |

**Invoices / Credit notes**

Here you can find allyour invoices and credit notes, that can be printed for accounting purposes. Please note: we don’t send invoices and credit notes via email or post.

**Questions and opinions**
Should you have any questions or opinions regarding commission calculation, invoices, credit notes, please fill in and send the form as below:




All fields marked with * are mandatory. Make sure you choose the „Subject“ of your question:

- Commission calculation
- Cumulative calculation
- Payment

Your question will be sent to appropriate department by clicking „Send“.

# 5. FAQ

### 1. Who or what is Schmetterling?

Schmetterling International is the biggest independent travel cooperation in Europe. Short in numbers: more than 4.000 travel agencies in 28 countries across Europe.
Our formula for success is equal partnership. We offer custom solutions and support, whether it's technology and reservation options we offer, or joint market ventures.

Schmetterling International GmbH & Co. KG with it's headquarters in Geschwand, Nuremberg employs more than 330 highly skilled members of staff. Compared to our competition, we've been in constant grow for more than ten years. Schmetterling is a family business, founded by Willi Müller in 1968. Daughter Anya Müller-Eckert has been running the company in it's 2nd generation.

With 50-years of experience in travel industry, with a rich offer and top-notch conditions, we provide a solid foundation. We offer top quality booking systems and services. All booking and technical communication is done with one key partner. Our size and power to influence the negotiations with the suppliers will bring you higher commissions, better conditions, and additional rewards.

Schmetterling is a strong and reliable partner. In us you'll find diversity, support, and at the same time stay completely independent.

### 2. What are the benefits for Schmetterling cooperation partners?

- The ability to access a vast assortment of European tour operator products
- The latest and innovative booking technology for everyday work
- Free access and total use of the Schmetterling platform
- Constant training for the travel agents
- Guaranteed commission payments
- Schmetterling represents travel agencies interests in all negotiations which results in better conditions, higher commissions...
- Travel agencies remain completely independent

### 3. What should I do in case I have problems with platform, login, reservation system, IBE on my website?

Please contact Schmetterling Technical Suppot Department: technologie@schmetterling.de

### 4. What are Schmetterling's opening hours?

Monday to Friday 9am to 6pm.

## 5. When and how is my commission calculated?

In the case of agency encashment (RBI) the agency receives a net invoice, where commission is already reduced. The agency therefore keeps the commission immediately upon payment.

In the case of direct encashment (KDI) tour operator pays the commission to Schmetterling's account after customers return. Schmetterling will then transfer the commission to agency's account. This kind of payments last approximately 5 weeks.

Both cases are subject of booking arrangements via Schmetterling. In the case of own agency contracts with tour operators, own contract terms apply.

## 6. What does RBI and KDI mean?

RBI and KDI is a Payment Method.

**RBI:**

For bookings via Schmetterling the calculation is made between Schmetterling and the agency. The agency receives money from customers and gets an invoice from which the commission was already deducted by Schmetterling. The other side it is about Tour Operator and Schmetterling. Schmetterling makes the final payment to Tour Operator's account.

In cooperation business, majority of partners use the RBI method.

When it comes to RBI bookings via Schmetterling, please enter Schmetterling as Booking Holder in the right bottom of reservation screen in NEO mask.

Payment can be made in 2 ways:
- After invoice (the agency receives a document "Vorkasse", after which the agency pays for the travel arrangement within the payment deadline). In case of early bookings (departure more than 1 month away) advance payment of 25% of the total price must be made. The balace is paid 4 weeks before departure. In bookings where departure is less than 1 month away, full amount must be paid once "Vorkasse" is received.
- SEPA direct debit: the amount of travel arrangements (minus the commission), will automaticaly be deducted from Travel Agency's bank account, 4 weeks before departure. In this case advance payments are not required for early bookings. The agency will receive a notice with amount specifications and exact direct debit date.

**KDI:**

There are a few Tour Operators who prefer direct payment method only.

In this case, the customer pays the full amount using a credit card or bank transfer directly to Tour Operator's bank account.

This payment method is an exception, most bookings go for the RBI method.

If such booking is made, precise information of the Customer (not Schmetterling) must be filled in in Booking Holder field in NEO mask.

7. **Who do I contact if I have a question about bookings?**

Please contact Schmetterling International Booking Centre
E-Mail: info@schmetterling-international.de
Telephone: +49 9197 6282 940

8. **When do I receive the Travel Documents?**

In the case of booking via Schmetterling and RBI payment method, Tour Operator sends the travel documents to Schmetterling Headquarters first. As soon as agency makes the full payment to Schmetteling's account, travel documents are sent to the agency by Schmetterling. The agency then gives the customer the travel documents.
In case of last minute bookings, there is an option for the Tour Operator to prepare travel documents for the Customer to pick them up at the airport (classic printed format). Please note that some Tour Operators might charge extra for this service.
In case of KDI payment method, the invoice and travel documents will be sent directly to Customer by the Tour Operator.

In case of own agency contracts, the agency receives an invoice and travel documents directly from Tour Operator (own contract terms apply).

9. **What to do in case I haven't received the Travel Documents via post?**

Please contact info@schmetterling-international.de You will receive the travel documents via e-mail or the Customer will pick them up on the airport (depending on which way the Tour Operator issues travel documents).

10. **Where do I find luggage and flights information?**

Please check airline website.

11. **Where do I find Tour Operator terms and conditions?**

Please check Tour Operator website.

12. **What do I do in case Customer's name is too long and does not fit NEO mask field?**

Please contact Schmetterling International Booking Centre info@schmetterling-international.de
Please do not write down a short name version, as the Tour Operator might charge you the name change fee.

13. **Can I make a group reservation?**

Yes, please contact Schmetterling International Booking Centre info@schmetterling-international.de or fill in the group booking form, which you'll find in Schmetterling platform in „Booking“ □ „Booking via Schmetterling“

14. **Where do I get the visas for the Customers, are they included in travel packages?**

Tour Operators are not allowed to issue visas, or give out any information related to visas, therefore please contact the appropriate Consulates.

## *Notes*

# 6. Schmetterling as your trusted partner

**1. National Tour Operators - own contracts – improved conditions**

a. Higher basic commissions
b. Guaranteed top incentives
c. Additional top incentives, depending on achieved revenues

As Schmetterling's partner you receive all these benefits for bookings via own contracts with certain Tour Operators.

**2. National Tour Operators – no own contracts – bookings via Schmetterling**

You receive great conditions and comissions.

**3. International Tour Operators from Europe (mostly Germany) – own contracts – better conditions**

a. Higher basic commissions
b. Guaranteed Top incentives
c. Additional Top incentives, depending on achieved revenues

As Schmetterling's partner you receive all these benefits for bookings via own contracts with certain Tour Operators. Your direct contract will not be affected in any way.

We can even arrange own contracts for you with certain Tour Operators.

**4. International Tour Operators – no own contracts – bookings via Schmetterling**

You will receive great commissions  and conditions as well as access to all Tour Operators.

**5. Partners on European market. Schmetterling brand as brand number 1 in Europe**

As the trade mark holder and a member of a large distribution network, you will be more recognisable on the European market.

Schmetterling will offer you advice and office stationary starter packages.

**6. Reservation technology and Schmetterling platform in local languages**

Platform and reservation systems now available in 14 languages.

**7. Entering your own travel products into the tour operator and property management system Bombyx**

Meant for smaller agencies, Tour Operators, accommodation providers,... to offer their services via Bombyx system all accross Europe

**8. Airline tickets**

Airline tickets can be booked in Schmetterling Air Conso system. This is an innovative multi IATA system, where you profit from special tariffs, bonuses, commissions and exchange rates.

**9. Schmetterling Cruises Department**

Full support offered by our cruise specialists.

**10. Ferries**

**11. Railway – Reservation Options**

Reservation possible via own contract or Schmetterling. Schmetterling platform offers Bahn Online Portal (BOP). You can also book RIT (Rail inclusive tours) low price tickets, in combination with hotel accommodations.

**12. Destination transfers**

Airport to hotel transfers on holiday destinations, cities... In more than 130 countries all over the world.

**13. Bus**

Flexibus reservation system is available in 21 languages. You also receive own contract for the biggest global bus provider in Europe.

**14. Airport special services**

For Customers flight comfort; parking bookings, transfers, lounge,...

**15. Additional services**

Roundtrips bookings, travel guides, tickets for sports and music events,...

**16. Schmetterling as group Tour Operator (tailor made)**

Group holidays, business events, other events. All tailor made.

**17. 2/3 Butterfly – Schmetterling Tour Operator for young group travels**

„Trendy“ group travels for young people.

**18. Sales partner**

Help with mailings for your final customers.

**19. Advertising actions with the possibility of co-financing**

**20. Support in graphic design and shaping of your company's identity (brand, logo, colours,...)**

**21. Help with branch equipment**

### 22. Schmetterling TV

Innovative software solution for displaying offers, advertisements and videos on TV screens in your branch.

### 23. Schmetterling XENA

Schmetterling's own system for searching travel products and price comparison. It was developed to make your everyday work easier. User can find offers from more than 100 Tour Operators and is able to book it directly in NEO system.

### 24. Schmetterling NEO

Schmetterling's own CRS booking mask, that communicates with Tour Operators directly. It was developed to make your booking process fast and easy. CRS NEO is connected to other Schmetterling's systems, therefore you can easily switch from Xena to CRS NEO.

### 25. BEDS & MORE

BEDS & MORE is a system for accommodation search. It offers more than 200.000 hotels, with more than 4 millions rooms.The system only shows available hotels, cancellation conditions are the same as with other online websites that offer accommodation.

### 26. Digital Tour Operator Catalogues

We offer digital Tour Operator catalogues, which enable you to work much faster, are eco friendly and don't take a lot of space.

### 27. Argus Mid- und Backoffice

Schmetterling's own system for bookings and customers management. Also includes accounting functionalities.

### 28. Rent a Car

Worldwide Rent a Car system is also available.

### 29. Printed catalogues orders

Schmetterling platform enables you to order Tour Operators printed catalogues in case you need them. Delivery is free of charge.

### 30. International Booking Center support

Support with questions about bookings, available in German, English and other languages.

### 31. Technical Support

In case of techinical issues with the platform, reservation systems, logins,...

**32. Schmetterling Academy, Online Academy**

People that know how to use and make their work easier with reservation systems and everything Schmetterling platform has to offer, are able to provide customers with better offers, complete bookings faster and therefore make more money. Educational trainings take place in your local area every few months and there is also a possibility of Online Academy organised by Schmetterling Headquarters.

**33. Individual marketing advice**

Market appearance, advertising channels,...

**34. Individual graphic design services**

Graphic solutions for web and printed media, visual layouts for your branch,...

**35. Schmetterling Travel Agent Cards**

Card that shows you are a Travel industry professional. You also gain benefits with certain offers, hotels, hotel chains, rent a car, Tour Operator and shopping partners discounts for travel agents.

**36. Flight delay customer support**

Team that does their best for your customer to be treated in a fair manner if the flights are delayed or somebody misses the flight.

**37. Individual revenue optimization**

Help with optimization of work and bookings and growing your revenues. Bookings via own contracts as well as via Schmetterling.

**38. Purchases benefits**

Being a Schmetterling partner enables you to get certain benefits when buying stationary, computer equipment, travel accessories,...

**39. Benefits of AEK chain for IATA agents**

AEK chain consists of more than 400 independent travel agencies with IATA licence. The members get better conditions and special offers in systems Amadeus, Sabre, Galileo/Worldspan. You are able to use net prices, that apply to AEK chain.

**40. Exclusive educational trips for agents**

Together with our partners we organize info trips for agents all over the world.

**41. Yearly gatherings**

We organize social events with our partners.

**42. Dialogue days**

Here you will meet Schmetterling staff as well as some Tour Operators in person. You'll be able to ask questions and exchange information.

**43. Roadshows**

We also organize Roadshows, with a perfect presentation of what it is we can offer you.

**44. Fairs**

Visit us on different Travel fairs all over Europe.

**45. Schmetterling vor 9 – daily Newsletter**

Fresh travel industry news every morning (in German language).

**46. Schmetterling im Dialog - 3 times per year**

Schmetterling publication with important and interesting themes and advice. Available in German and English.

**47. TOP partners meetings**

For intensive constructive dialogue and socialising.

**48. TOP partners rewards**

Our TOP partners get special attention and priority access to certain departments. They also get an award and a branch window sticker.

**49. Win a booking prize competition**

Be a part of our competitions and win great prizes.

**50. WIN - additional worlwide network**

WIN is an international group of travel industry companies. The businesses are mutually beneficial to each other.

**51. Virtual Reality**

Sistem with a virtual 360° 3D view into cruise ships, hotels, destinations. Very usefull for presenation to your customers.

**52. Partner introduction**

Introduction of new partners in Schmetterling's communication channels.
(Schmetterling vor9 Newsletter, Facebook, Schmetterling Forum und Schmetterling News)

**53. Birthdays celebrations and other activities for travel agencies**

**54. Birthdays celebrations and other activities for partner companies owners**

**55. Partnership anniversaries**