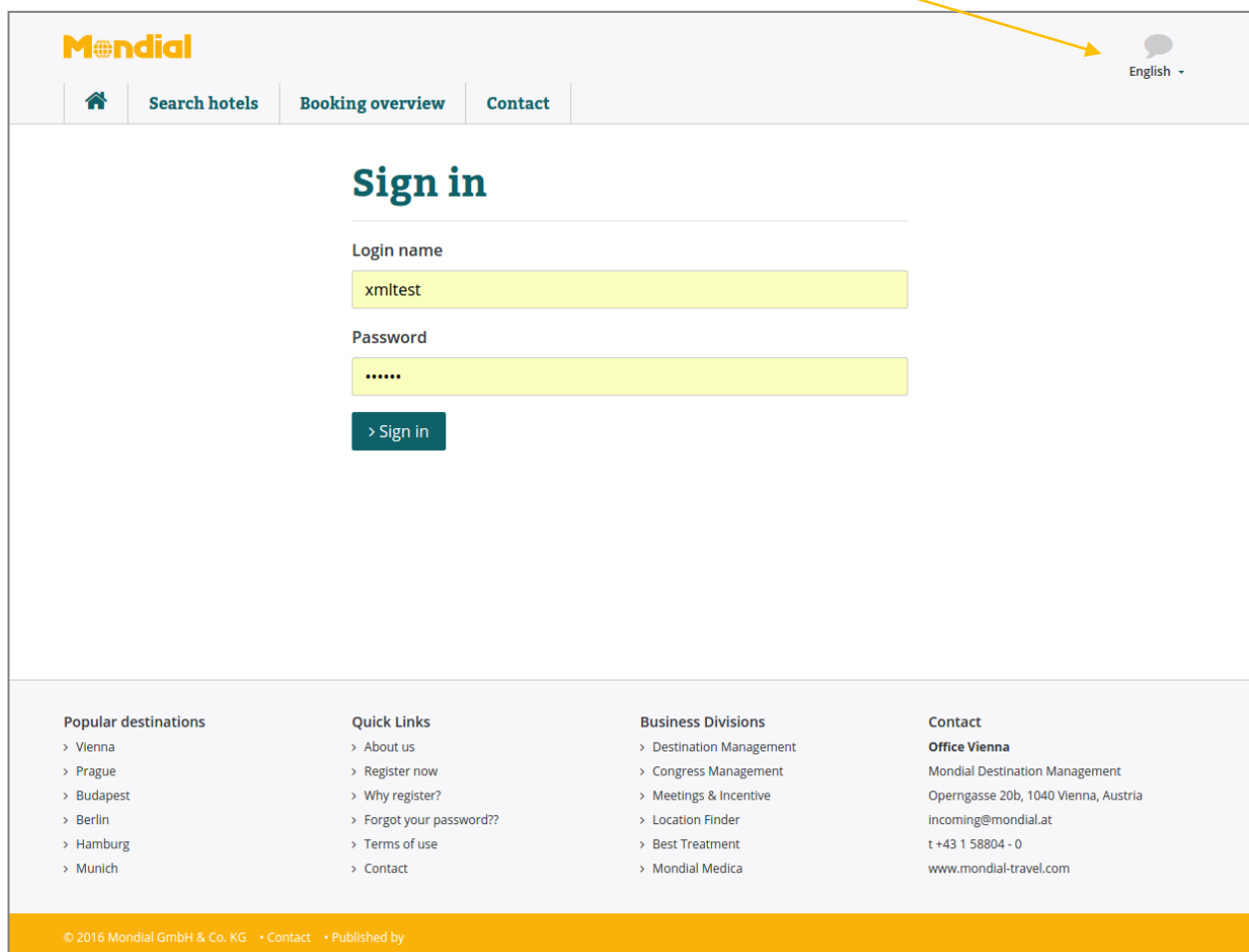


# B2B Platform | User Guidance

## 1. Log In

Log in to the online booking engine via [www.mondial-travel.com/b2b](http://www.mondial-travel.com/b2b)  
A log in requires an agreement between your company and Mondial.

- Choose your language (English or German)



The screenshot shows the Mondial B2B platform interface. At the top left is the Mondial logo. Below it are navigation links: Home, Search hotels, Booking overview, and Contact. In the top right corner, there is a language selector showing 'English' with a dropdown arrow. A yellow arrow points from the text 'Choose your language' to this selector.

The main content area is titled 'Sign in'. It contains two input fields: 'Login name' with the text 'xmtest' and 'Password' with masked characters '.....'. Below the fields is a button labeled '> Sign in'.

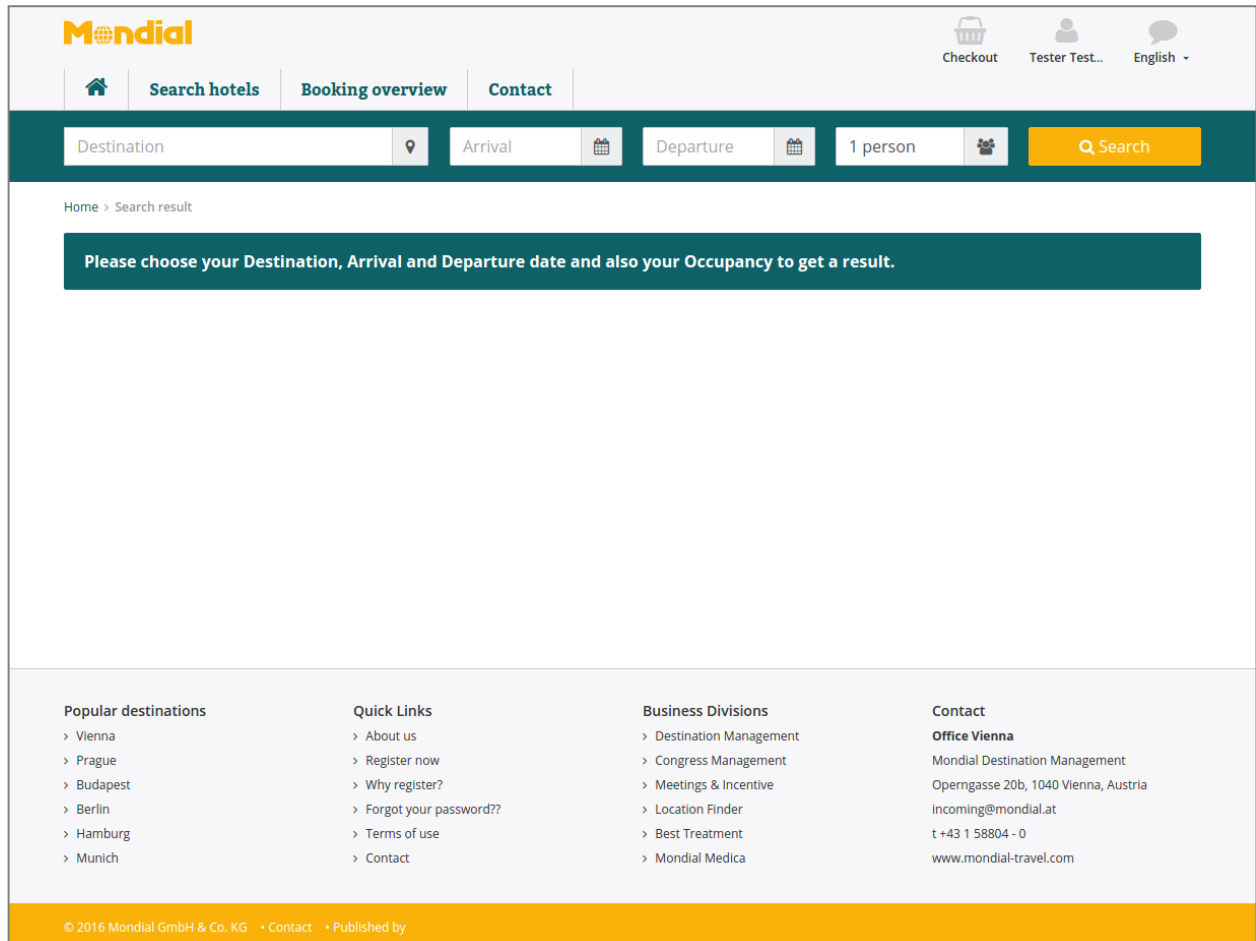
The footer contains four columns of links:

- Popular destinations:**
  - > Vienna
  - > Prague
  - > Budapest
  - > Berlin
  - > Hamburg
  - > Munich
- Quick Links:**
  - > About us
  - > Register now
  - > Why register?
  - > Forgot your password??
  - > Terms of use
  - > Contact
- Business Divisions:**
  - > Destination Management
  - > Congress Management
  - > Meetings & Incentive
  - > Location Finder
  - > Best Treatment
  - > Mondial Medica
- Contact:**
  - Office Vienna**
  - Mondial Destination Management
  - Operngasse 20b, 1040 Vienna, Austria
  - incoming@mondial.at
  - t +43 1 58804 - 0
  - www.mondial-travel.com

At the bottom of the page, there is a footer with the text: © 2016 Mondial GmbH & Co. KG • Contact • Published by

## 2. Navigation Window | Search Hotels/Make a New Booking

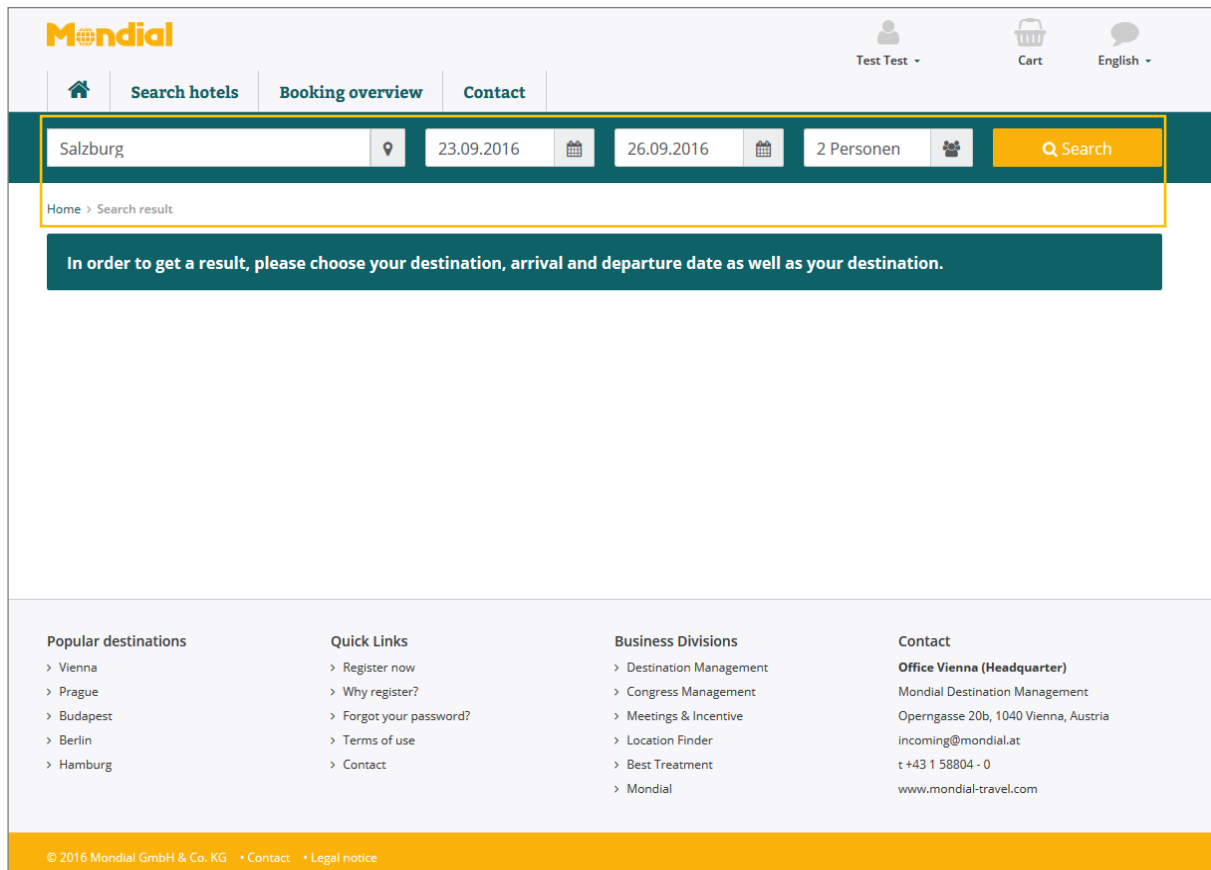
In order to get a search result, please enter your destination, arrival and departure date as well as your occupancy and click on “search”.



The screenshot shows the Mondial website's search interface. At the top, there is a navigation bar with the Mondial logo on the left and icons for Checkout, a user profile (Tester Test...), and a language dropdown (English -) on the right. Below the navigation bar is a search bar with four input fields: Destination (with a location pin icon), Arrival (with a calendar icon), Departure (with a calendar icon), and 1 person (with a group of people icon). A yellow Search button is on the right of the search bar. Below the search bar, there is a breadcrumb trail: Home > Search result. A dark teal banner contains the text: "Please choose your Destination, Arrival and Departure date and also your Occupancy to get a result." At the bottom of the page, there are four columns of links: Popular destinations (Vienna, Prague, Budapest, Berlin, Hamburg, Munich), Quick Links (About us, Register now, Why register?, Forgot your password??, Terms of use, Contact), Business Divisions (Destination Management, Congress Management, Meetings & Incentive, Location Finder, Best Treatment, Mondial Medica), and Contact (Office Vienna, Mondial Destination Management, Operrngasse 20b, 1040 Vienna, Austria, incoming@mondial.at, t +43 1 58804 - 0, www.mondial-travel.com). The footer contains the copyright information: © 2016 Mondial GmbH & Co. KG · Contact · Published by

### 3. Sample Booking

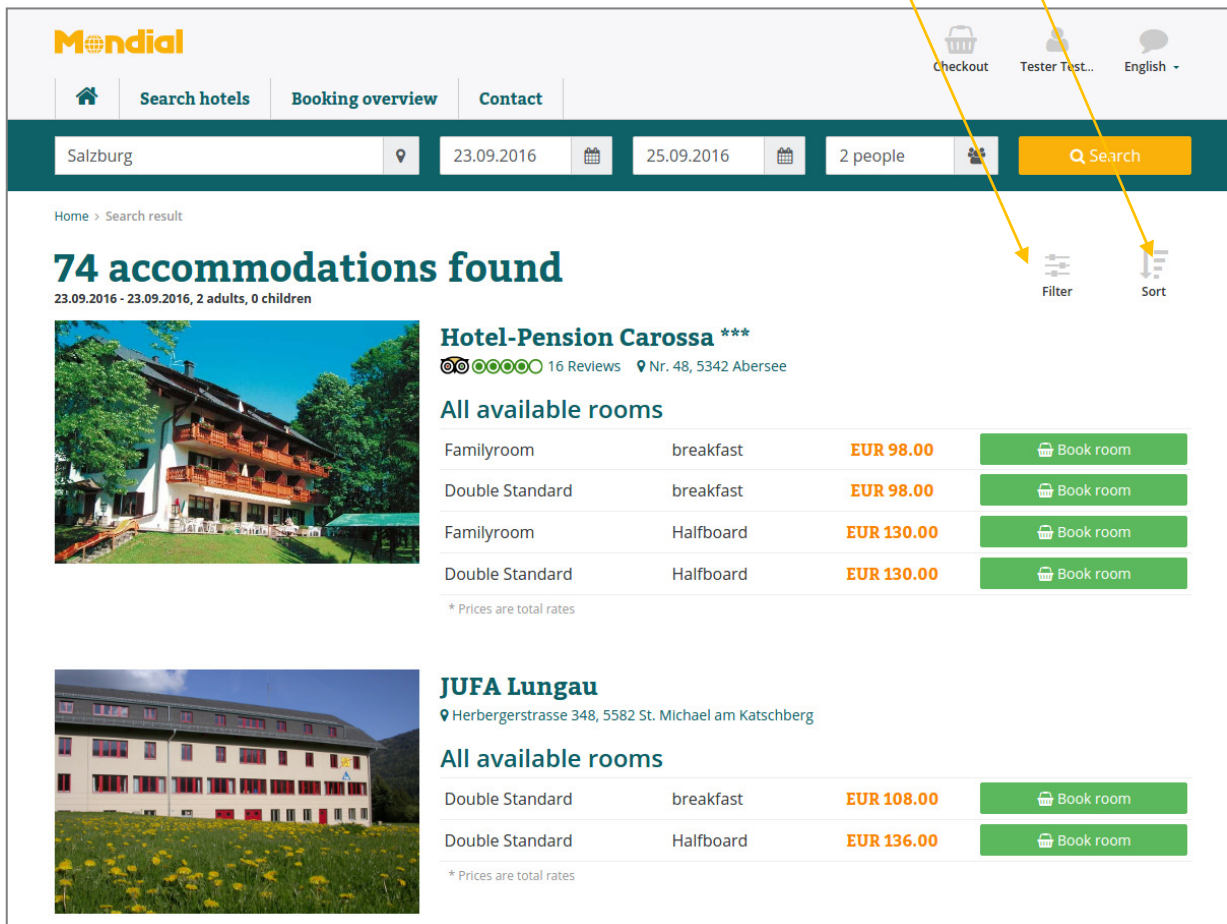
Destination: Salzburg  
 Arrival: 23 Sept 2016  
 Departure: 26 Sept 2016  
 Pax: 2



The screenshot shows the Mondial website's search interface. At the top, there is a navigation bar with the Mondial logo, a home icon, and menu items for 'Search hotels', 'Booking overview', and 'Contact'. On the right side of the navigation bar, there are icons for a user profile (labeled 'Test Test'), a shopping cart (labeled 'Cart'), and a language selector (labeled 'English'). Below the navigation bar is a search form with four input fields: 'Salzburg' (with a location pin icon), '23.09.2016' (with a calendar icon), '26.09.2016' (with a calendar icon), and '2 Personen' (with a group of people icon). A yellow 'Search' button is on the right. Below the search form, a breadcrumb trail reads 'Home > Search result'. A dark teal message box contains the text: 'In order to get a result, please choose your destination, arrival and departure date as well as your destination.' The footer area is divided into four columns: 'Popular destinations' (listing Vienna, Prague, Budapest, Berlin, and Hamburg), 'Quick Links' (listing Register now, Why register?, Forgot your password?, Terms of use, and Contact), 'Business Divisions' (listing Destination Management, Congress Management, Meetings & Incentive, Location Finder, Best Treatment, and Mondial), and 'Contact' (listing Office Vienna (Headquarter) with address, email, phone, and website).

### 3.1. Search Results


After you have entered the details in the search column, the search results are displayed. In this case all available hotels in the province of Salzburg are displayed. In case you want to filter or sort the search results, you may do so by clicking “filter” or “sort”



Home > Search result

## 74 accommodations found

23.09.2016 - 23.09.2016, 2 adults, 0 children




**Hotel-Pension Carossa** \*\*\*  
 16 Reviews | Nr. 48, 5342 Abersee

**All available rooms**

Familyroom	breakfast	<b>EUR 98.00</b>	<a href="#">Book room</a>
Double Standard	breakfast	<b>EUR 98.00</b>	<a href="#">Book room</a>
Familyroom	Halfboard	<b>EUR 130.00</b>	<a href="#">Book room</a>
Double Standard	Halfboard	<b>EUR 130.00</b>	<a href="#">Book room</a>

\* Prices are total rates



**JUFA Lungau**  
 Herbergerstrasse 348, 5582 St. Michael am Katschberg

**All available rooms**

Double Standard	breakfast	<b>EUR 108.00</b>	<a href="#">Book room</a>
Double Standard	Halfboard	<b>EUR 136.00</b>	<a href="#">Book room</a>

\* Prices are total rates

### 3.1.1. Filter Search Results

In order to optimize your search result you may filter it by the star rating, cities, facilities and themes.

The screenshot shows the Mondial website interface. At the top, there are navigation links for 'Search hotels', 'Booking overview', and 'Contact'. The search criteria are set to 'Salzburg', '23.09.2016' to '26.09.2016', and '3 Personen'. A search button is visible. Below the search bar, the results are displayed as '74 accommodations found' for the dates '23.09.2016 - 26.09.2016, 3 adults, 0 children'. A filter panel is open, showing categories: Rating (0 to 5 stars), Cities (Salzburg, Zell am See, Bad Gasteln, Saalbach-Hinterglemm, Bad Hofgastein, Kaprun, Fusch an der Glocknerstraße, Lammertal, Maria Alm, Hof bei Salzburg), Facilities (sauna, parking spot, restaurant, garage, slope, fitness, indoor pool, garden/park, outdoor pool, beach, bicycle, regimen, dog, tennis outdoor, tennis indoor, chalet, pond/bathing facilities), and Themes (piggybank, pets, hotel, wellness, family, course, half board, golf, accessible, free train station transfer, single with child, water sports, gourmet, apartment, cuddle, green certificate, chalet, accessible by car). A 'Filter' button is highlighted with a yellow box. At the bottom of the filter panel, there are 'Close' and 'Reset filter' buttons.

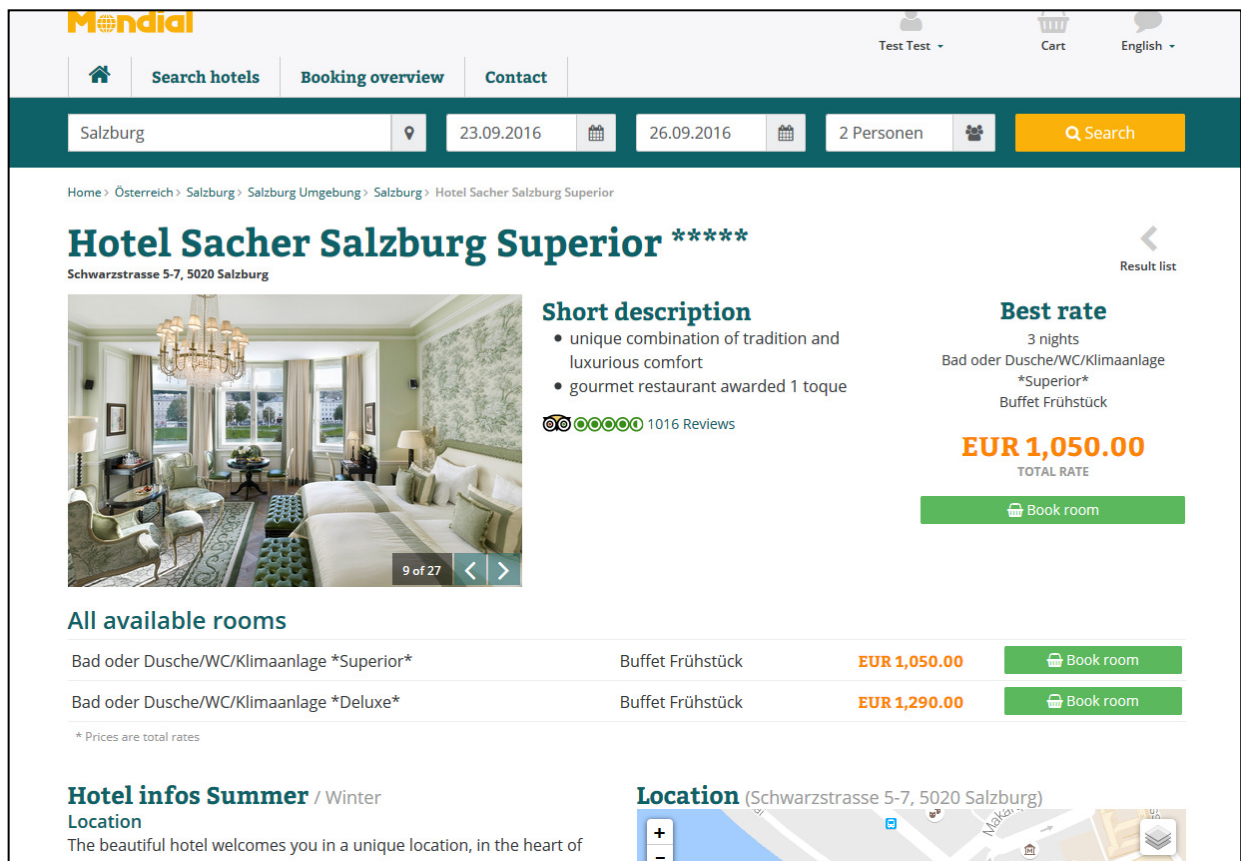
### 3.1.2. Sort Search Results

Search results can also be sorted by hotel name, star rating, TripAdvisor rating or by the price.

The screenshot shows the Mondial website interface with search criteria set to 'Salzburg', '23.09.2016' to '26.09.2016', and '2 Personen'. The search results are sorted by price. The top result is 'Hotel-Pension Carossa \*\*\*' with 16 reviews and a location in Abersee. It lists 'All available rooms' with options like 'Dusche/WC/Balkon \*Family\*' for EUR 242.00. The second result is 'JUFA Lungau' with a location in Michael am Katschberg, listing 'All available rooms' for EUR 210.00 and EUR 264.00. A 'Sort' dropdown menu is open, showing options: 'Hotel name ascending', 'Hotel name descending', 'Stars ascending', 'Stars descending', 'Rating descending', and 'Rate ascending'. The 'Rate ascending' option is selected. A 'Filter' button is also visible.

### 3.2. View Accommodation Details

If you click on one of the search results you will get a detailed description of the accommodation including pictures and Google Maps view. Furthermore, the total rate for the requested period and pax is indicated and an overview of all available rooms and categories is given.



The screenshot displays the Mondial website interface for the Hotel Sacher Salzburg Superior. At the top, there is a navigation bar with the Mondial logo, a home icon, and links for 'Search hotels', 'Booking overview', and 'Contact'. The search bar contains 'Salzburg' and the dates '23.09.2016' to '26.09.2016' for '2 Personen'. A 'Search' button is visible.

The main content area shows the breadcrumb trail: Home > Österreich > Salzburg > Salzburg Umgebung > Salzburg > Hotel Sacher Salzburg Superior. The hotel name 'Hotel Sacher Salzburg Superior \*\*\*\*\*' is prominently displayed, along with the address 'Schwarzstrasse 5-7, 5020 Salzburg'. A 'Result list' link is on the right.

On the left, there is a gallery of hotel images, with the first image showing a luxurious room. Below the images is a 'Short description' section with two bullet points: 'unique combination of tradition and luxurious comfort' and 'gourmet restaurant awarded 1 toque'. A review score of 1016 reviews is shown with a 5-star rating.

To the right of the description is the 'Best rate' section, which lists '3 nights', 'Bad oder Dusche/WC/Klimaanlage \*Superior\*', and 'Buffet Frühstück'. The total rate is 'EUR 1,050.00'. A 'Book room' button is provided.

Below the description is the 'All available rooms' section, which lists two room options:

Room Category	Includes	Rate	Action
Bad oder Dusche/WC/Klimaanlage *Superior*	Buffet Frühstück	EUR 1,050.00	Book room
Bad oder Dusche/WC/Klimaanlage *Deluxe*	Buffet Frühstück	EUR 1,290.00	Book room

A note below the table states: '\* Prices are total rates'.

At the bottom, there is a 'Hotel infos Summer / Winter' section and a 'Location' section with a Google Maps view of the hotel's location at Schwarzstrasse 5-7, 5020 Salzburg.

### 3.3. Book a Room

In case you want to book a room, just click on the button “book room” and the booking will be added to your cart.

In case you want to add further bookings to your cart, click on “close”, if you want to finalize the booking, click on “cart” and then on “next step occupancy” to add the traveller’s details.

The screenshot shows a modal window for 'Hotel Sacher Salzburg Superior'. The modal contains the following information:

- Hotel Sacher Salzburg Superior**
- Zimmer:** Bad oder Dusche/WC /Klimaanlage \*Superior\* **EUR 1.050,00**
- Anreise:** 2016-09-23
- Abreise:** 2016-09-26
- Dauer:** 3 Nächte
- Verpflegung:** Buffet Frühstück
- Belegung:** 2 Erwachsene

At the bottom of the modal are two buttons: 'Close' and 'Cart'.

In the background, the website shows the hotel's main page with a search bar, navigation menu, and a list of available rooms:

Room Type	Includes	Rate	Action
Bad oder Dusche/WC/Klimaanlage *Superior*	Buffet Frühstück	EUR 1,050.00	Book room
Bad oder Dusche/WC/Klimaanlage *Deluxe*	Buffet Frühstück	EUR 1,290.00	Book room

The screenshot shows the 'You have 1 item in your cart' page. The cart contains the following item:

Item	Rate
<b>Hotel Sacher Salzburg Superior</b> Room: Bad oder Dusche/WC /Klimaanlage *Superior* <span style="color: red;">✖ Delete</span> Arrival: 2016-09-23 Departure: 2016-09-26 Duration: 3 nights Fare: Buffet Frühstück Occupancy: 2 adults	<b>EUR 1,050.00</b>

**Total rate: 1050.00**

[> Next step occupancy](#)


On the right side of the cart, there are two informational boxes:

- Secure connection:** We protect your data while booking by a secure connection.
- General travel conditions:** Read our General terms and conditions.

The footer contains navigation links for Popular destinations (Vienna, Prague), Quick Links (Register now, Why register?), Business Divisions (Destination Management, Congress Management), and Contact (Office Vienna (Headquarter), Mondial Destination Management).

### 3.4. Occupancy (add travellers' details)

Once you have added the occupancy details you can proceed by clicking on “continue to booking overview”.



[Home](#)
[Search hotels](#)
[Booking overview](#)
[Contact](#)

Test Test
Cart
English

## Occupancy

Room 1 / Bad oder Dusche/WC/Klimaanlage \*Superior\*

**Person 1 (Adult)**

\* Salutation:

\* First name:

\* Last name:

\* Date of birth:

---

**Person 2 (Adult)**

\* Salutation:

\* First name:

\* Last name:

\* Date of birth:

Customer wishes:

**Your Travel Data**

**Hotel Sacher Salzburg Superior**

Room: Bad oder Dusche/WC/Klimaanlage

\*Superior\*

Arrival: 09/23/2016

Departure: 09/26/2016

Duration: 3 nights

Fare: Buffet Frühstück

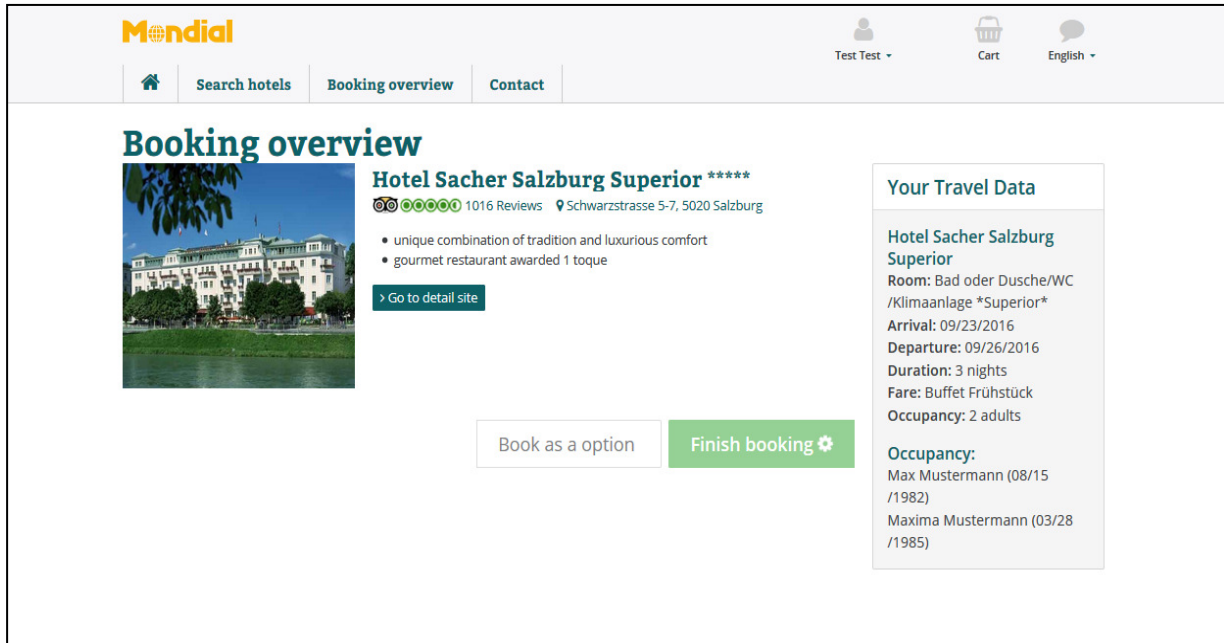
Occupancy: 2 adults

> Continue to booking overview



### 3.4.1. Make a Definite Booking or Book as Option

The booking overview enables you to either finish the booking or you can optionally book the room.




**Mondial**

Test Test | Cart | English

Search hotels | **Booking overview** | Contact

## Booking overview



**Hotel Sacher Salzburg Superior \*\*\*\*\***  
 1016 Reviews | Schwarzstrasse 5-7, 5020 Salzburg

- unique combination of tradition and luxurious comfort
- gourmet restaurant awarded 1 toque

[Go to detail site](#)

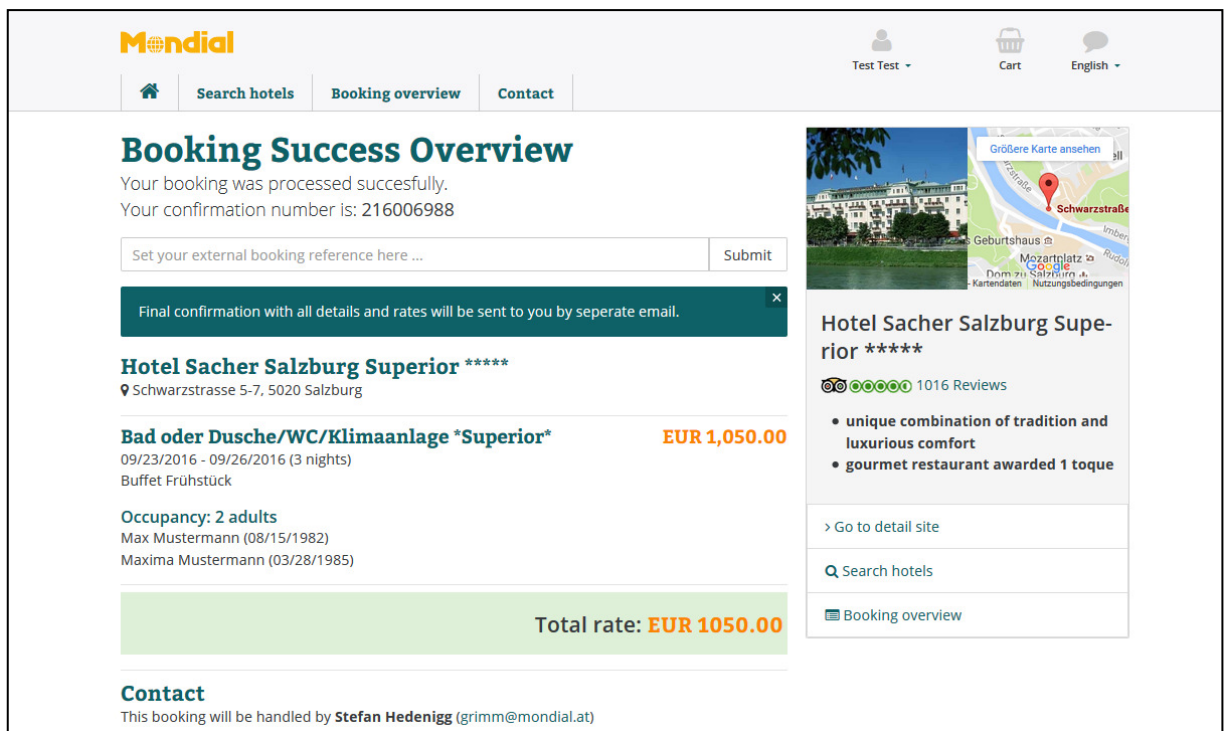
**Your Travel Data**

**Hotel Sacher Salzburg Superior**  
 Room: Bad oder Dusche/WC /Klimaanlage \*Superior\*  
 Arrival: 09/23/2016  
 Departure: 09/26/2016  
 Duration: 3 nights  
 Fare: Buffet Frühstück  
 Occupancy: 2 adults

**Occupancy:**  
 Max Mustermann (08/15 /1982)  
 Maxima Mustermann (03/28 /1985)

[Book as a option](#)   [Finish booking](#)

If you confirm the booking, a final confirmation with all details and rates will be sent to you in a separate email.



**Mondial**

Test Test | Cart | English

Search hotels | **Booking overview** | Contact

## Booking Success Overview

Your booking was processed successfully.  
 Your confirmation number is: 216006988

Set your external booking reference here ...

Final confirmation with all details and rates will be sent to you by separate email.


**Hotel Sacher Salzburg Superior \*\*\*\*\***  
 Schwarzstrasse 5-7, 5020 Salzburg

**Bad oder Dusche/WC/Klimaanlage \*Superior\***   **EUR 1,050.00**  
 09/23/2016 - 09/26/2016 (3 nights)  
 Buffet Frühstück

**Occupancy: 2 adults**  
 Max Mustermann (08/15/1982)  
 Maxima Mustermann (03/28/1985)

**Total rate: EUR 1050.00**

**Contact**  
 This booking will be handled by **Stefan Hedenigg** (grimm@mondial.at)



**Hotel Sacher Salzburg Superior \*\*\*\*\***  
 1016 Reviews


- unique combination of tradition and luxurious comfort
- gourmet restaurant awarded 1 toque

[Go to detail site](#)

[Search hotels](#)


[Booking overview](#)

If you make an optional booking, the booking will be released automatically after 3 days.



[Home](#)
[Search hotels](#)
[Booking overview](#)
[Contact](#)

Test Test ▾

 Cart

English ▾

## Booking Success Overview

Your booking was processed successfully.  
Your confirmation number is: 216006989

Attention: Your booking is on Option! It will automatically cut off after 3 days.
✕

Final confirmation with all details and rates will be sent to you by separate email.
✕

**Hotel Sacher Salzburg Superior \*\*\*\*\***  
Schwarzstrasse 5-7, 5020 Salzburg

**Bad oder Dusche/WC/Klimaanlage \*Superior\***


09/23/2016 - 09/26/2016 (3 nights)  
Buffet Frühstück

**Occupancy: 2 adults**  
Max Mustermann (08/14/1982)  
Maxima Mustermann (05/28/1985)

**EUR 1,050.00**

**Total rate: EUR 1050.00**

**Contact**  
This booking will be handled by **Stefan Hedenigg** (grimm@mondial.at)



**Hotel Sacher Salzburg Superior \*\*\*\*\***

1016 Reviews

- unique combination of tradition and luxurious comfort
- gourmet restaurant awarded 1 toque

> Go to detail site

🔍 Search hotels

📄 Booking overview

### 3.5. Overview of Bookings

The column “booking overview“ in the display bar, provides an overview of your bookings including booking status, reservation reference, booking name, dates and price. If you want to amend a booking (cancel booking or confirm an option), click on “view”.

**Portal Reservations**

B2B / B2B /

All (59) | Confirmed (337) | Cancelled (209) | Option (10)

<input type="checkbox"/>	Reservation State	Reservation Reference	Ext Booking Reference	Booking Name	Reservation Date	Price	
<input type="checkbox"/>	CANCELED	216006988	TODO	Maxima Mustermann	2016-08-31 11:44:31 +0200	1.050,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	OPTION	216006989		Max Mustermann	2016-08-31 10:31:30 +0200	1.050,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	OPTION	216006987		Maxima Mustermann	2016-08-31 09:37:32 +0200	1.050,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006967	TESTREFERENZ	Test Test	2016-08-10 13:55:40 +0200	114,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006966	TODO	TokenTest TokenTest	2016-08-10 12:31:48 +0200	86,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006964	TODO	sadfsa sdafsadf	2016-08-10 11:19:02 +0200	104,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006963	TODO	Test Test	2016-08-09 21:15:02 +0200	114,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006962	TODO	Test Test	2016-08-09 19:55:06 +0200	86,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006960	1	Test	2016-08-09 17:25:13 +0200	302,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006959	TODO	TokenTest TokenTest	2016-08-09 15:55:49 +0200	86,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006898			2016-07-28 12:42:16 +0200	134,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	216006875			2016-07-25 17:47:57 +0200	256,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CANCELED	216006379			2016-02-12 18:18:12 +0100	100,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	OPTION	216006355			2016-02-01 22:40:17 +0100	210,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	CONFIRMED	215006100			2015-08-14 21:18:39 +0200	270,00 EUR	<a href="#">View</a>
<input type="checkbox"/>	OPTION	215006099			2015-08-14 21:14:06 +0200	90,00 EUR	<a href="#">View</a>

**Filters**

BOOKING NAME

RESERVATION REFERENCE

EXTERNAL BOOKING REFERENCE

TRAVELER NAME (FIRST OR LAST NAME)

CHECK IN DATE  
 -

[Filter](#) [Clear Filters](#)

**Reservation #59521**

B2B / B2B / PORTAL RESERVATIONS /

[Confirm Option](#) [Cancel Booking](#)

**Portal Reservation Details**

RESERVATION STATE: **OPTION**

BOOKING SYSTEM: **JET**

RESERVATION REFERENCE: 216006989

EXT BOOKING REFERENCE: EMPTY

BOOKING NAME: Max Mustermann

RESERVATION DATE: 2016-08-31 10:31:30 +0200

PRICE: 1.050,00 EUR

CANCELLATION TILL: 2016-09-20

**Reservation Item #1**

RESERVATION STATE	HOTEL NAME	HOTEL ADDRESS	CHECK IN DATE	CHECK OUT DATE	DURATION	PRICE
<b>OPTION</b>	Hotel Sacher Salzburg Superior *****	Schwarzstrasse 5-7, 5020 Salzburg	2016-09-23	2016-09-26	3 days	1.050,00 EUR

ROOM NUMBER	PEOPLE	ROOM DESCRIPTION	PRICE
#1	Max Mustermann Maxima Mustermann	Double room/Superior/Buffer breakfast (DUB)	1.050,00 EUR