



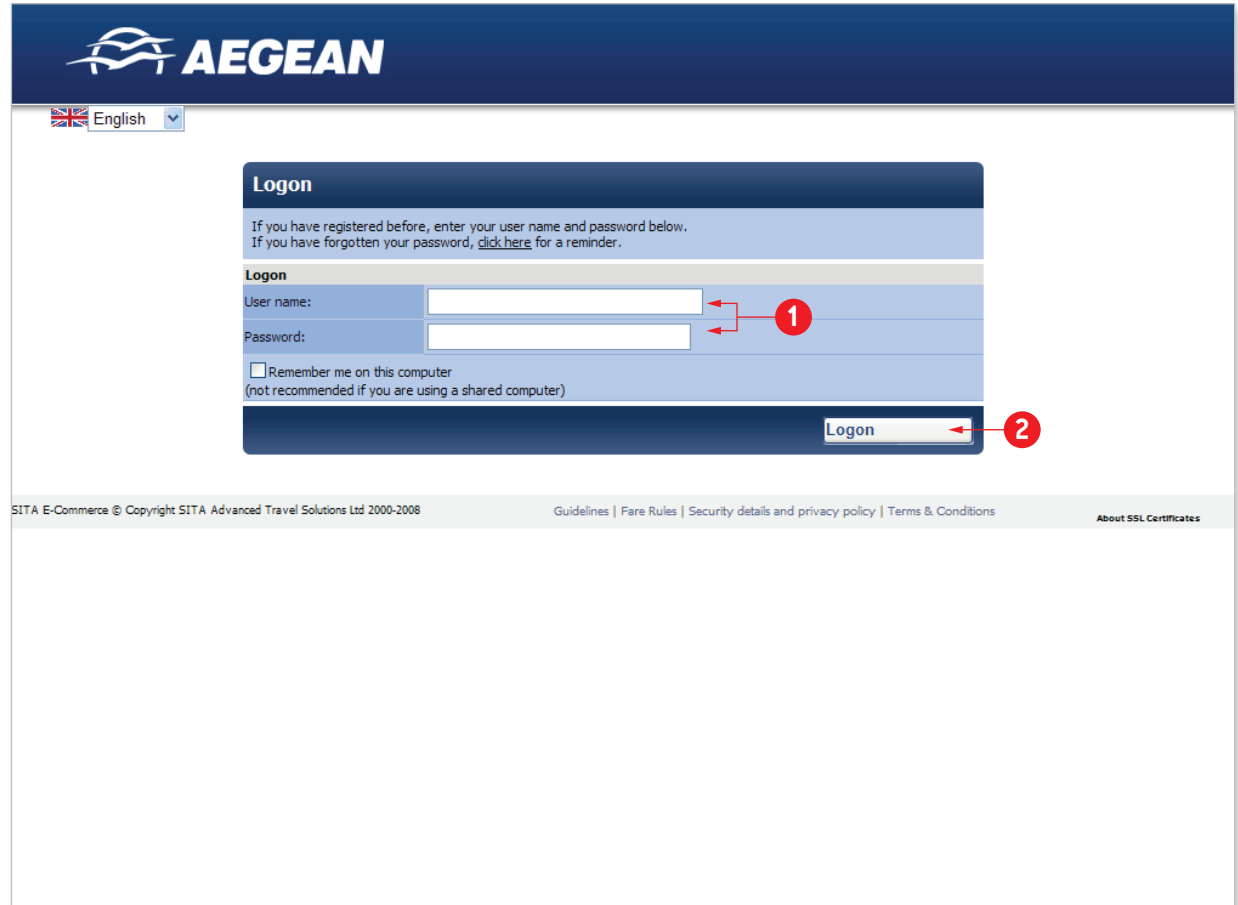
Web Agents Handout Manual



User Logon

Please enter Aegean Airlines URL into the address field (www.aegeanair.com) and then click on the "e-ticket for Travel Agents" logo. Then, the "Logon" screen will turn up.

In the "Logon" area please fill in the **username** and **password** fields **[Com. 1]**, with the information Aegean has provided you. Afterwards, click the "Logon" button **[Com. 2]** in order to access Aegean Airlines electronic ticketing system.



AEGEAN

English

Logon

If you have registered before, enter your user name and password below.
If you have forgotten your password, [click here](#) for a reminder.

Logon

User name:

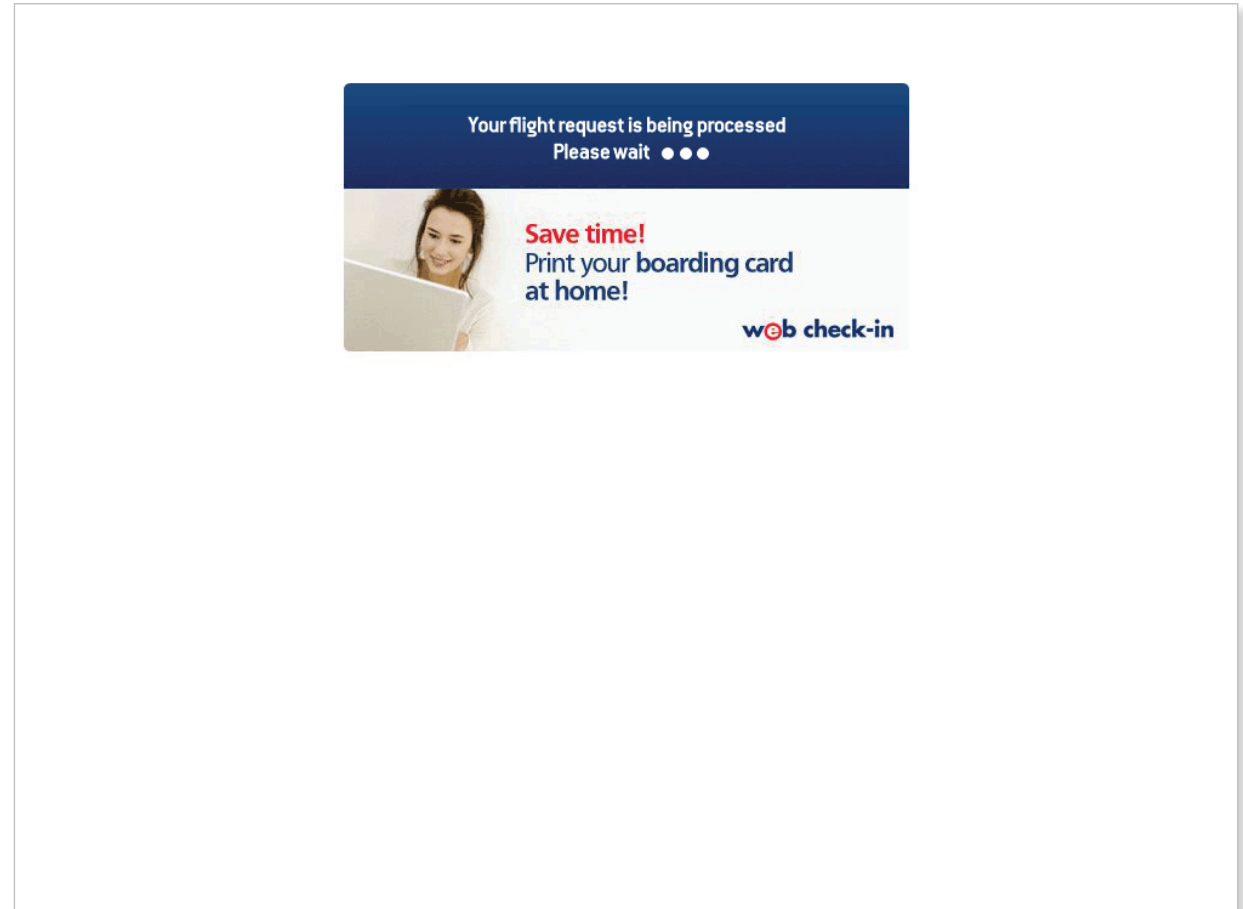
Password:

Remember me on this computer
(not recommended if you are using a shared computer)

Logon

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The following screen will always come up during the transition between the e-ticket steps.



Once you have entered the correct **username** and **password** data, then the welcome screen will come into view. To continue, please select one of the following:

- **Flight selection**

If you want to search for a flight or make a booking, please click on the “Flight Selection” field.

- **View flight schedules**

If you want to view the flight schedule, then click on “View flight schedules”

- **My profile**

If you click on “my profile” field, then all the details of your agency will come into view. Moreover, on “my profile” page you can change any time you want your password. You will be the only one to be informed about the new one.

- **Logoff**

If you wish to log off, then click on the “Logoff” field.



The screenshot shows the Aegean Airlines SITA E-Commerce interface. At the top, there is a dark blue header with the Aegean logo and the word "AEGEAN" in white. Below the header, on the right side, there is a language selection dropdown menu showing a UK flag and the word "English". The main content area is white and contains the following text: "Welcome to SITA E-Commerce.", "Click on one of the following links for specific roles:", "[Agency home page](#)", "Please select from the following choices:", "[Flight Selection](#)", "[View flight schedules](#)", "[My profile](#)", and "[Logoff](#)". At the bottom of the page, there is a light grey footer with the text "SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008" on the left and "Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions" on the right.

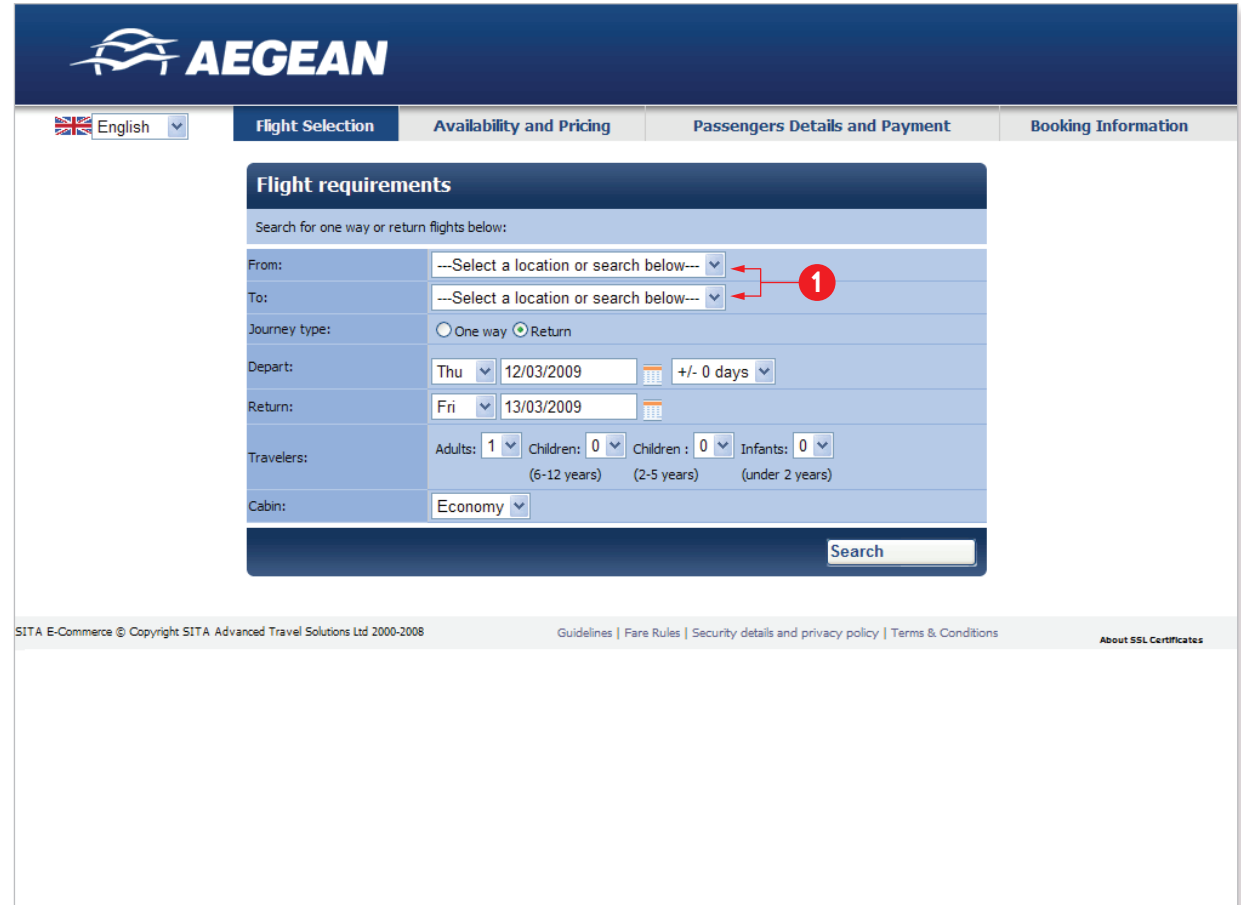
Step 1: «Flight Requirements»

The screen that initially appears is the "Flight requirements".

The flight information that has to be filled in is the following:

- **From/To (Com. 1)**

In the drop down menu you can view all the Aegean Airlines destinations, as well as the code-share flights, and choose the preferred one.



The screenshot shows the Aegean Airlines website interface for flight requirements. The header includes the Aegean Airlines logo and the text "AEGEAN". Below the header, there are navigation tabs: "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". A language dropdown menu is set to "English". The main form is titled "Flight requirements" and contains the following fields:

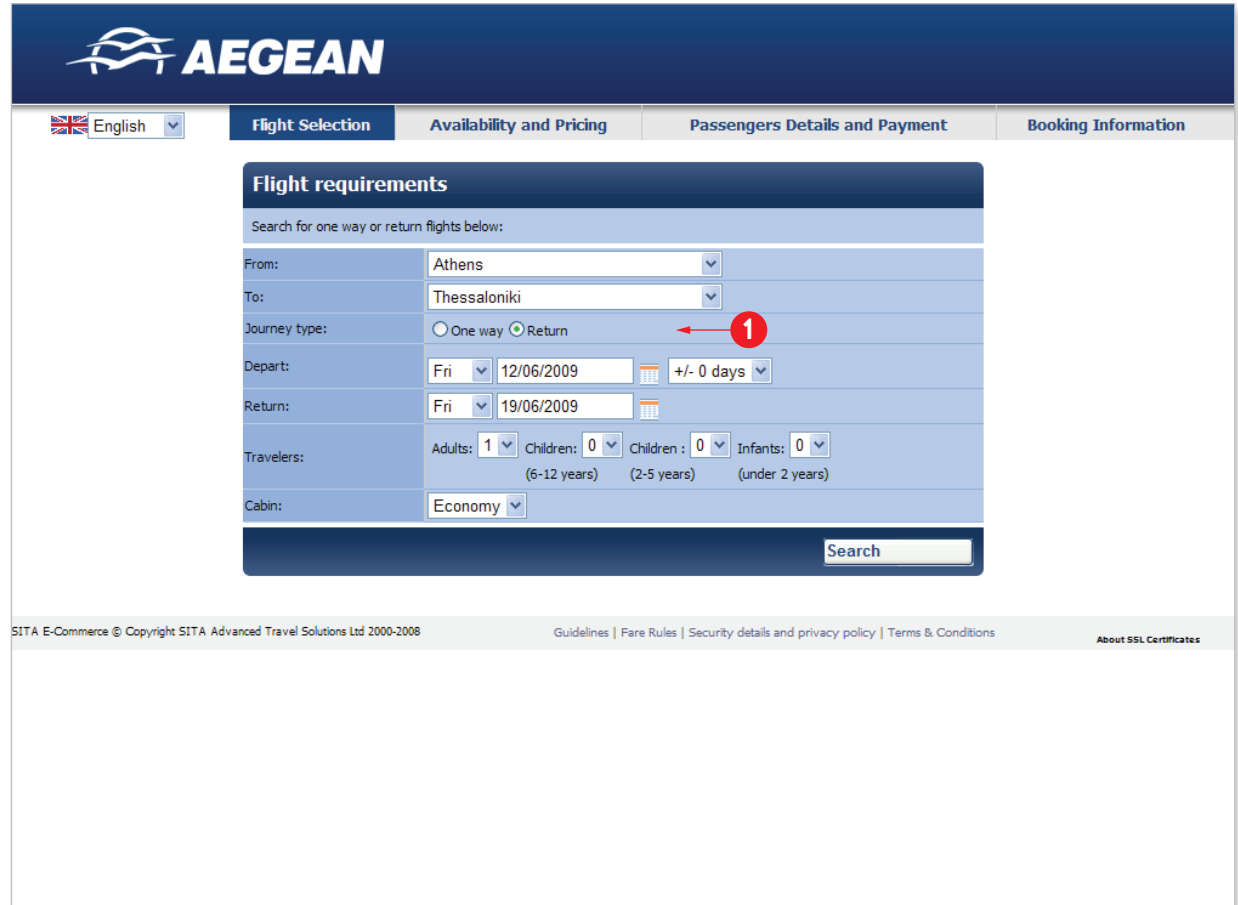
- From:** A dropdown menu with the text "---Select a location or search below---".
- To:** A dropdown menu with the text "---Select a location or search below---".
- Journey type:** Radio buttons for "One way" and "Return".
- Depart:** A dropdown menu for the day of the week (set to "Thu") and a date field (set to "12/03/2009").
- Return:** A dropdown menu for the day of the week (set to "Fri") and a date field (set to "13/03/2009").
- Travelers:** Four dropdown menus for "Adults: 1", "Children: 0 (6-12 years)", "Children: 0 (2-5 years)", and "Infants: 0 (under 2 years)".
- Cabin:** A dropdown menu set to "Economy".

A "Search" button is located at the bottom right of the form. A red circle with the number "1" is placed over the "From" and "To" dropdown menus, with a red arrow pointing to them, indicating the step described in the text.

At the bottom of the page, there is a footer with the following text: "SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008", "Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions", and "About SSL Certificates".

• Journey type: One way /Return (Com. 1)

On this field you can either select a one way or return trip. If you wish to select a round trip, click on the "Return" field and choose the desired date.



The screenshot displays the Aegean Airlines website's flight booking interface. The top navigation bar includes the Aegean logo and four main sections: Flight Selection, Availability and Pricing, Passengers Details and Payment, and Booking Information. Below this, a language dropdown is set to English. The 'Flight requirements' section is the primary focus, containing a search form with the following fields:

- From:** Athens
- To:** Thessaloniki
- Journey type:** One way (unselected) and Return (selected, highlighted with a red circle and '1')
- Depart:** Fri, 12/06/2009, +/- 0 days
- Return:** Fri, 19/06/2009
- Travelers:** Adults: 1, Children (6-12 years): 0, Children (2-5 years): 0, Infants (under 2 years): 0
- Cabin:** Economy

A 'Search' button is located at the bottom right of the form. At the bottom of the page, there is a footer with copyright information: 'SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008', and links for 'Guidelines', 'Fare Rules', 'Security details and privacy policy', 'Terms & Conditions', and 'About SSL Certificates'.

• **Depart / Return (Com. 1)**

The fields “Depart” and “Return” can be either filled in manually or by clicking on the calendar icon (Com. 2) and choosing the desired flight date from the pop-up calendar. In addition, you may select +/- 3 days from the drop down menu (Com. 3) and view the lowest available fare of the selected date, as well as 3 days prior and 3 days after the selected date”

• **Travelers: Adults, Children (6-12 years) , Children (2- 5 years, Infants (under 2 years) (Com. 4)**

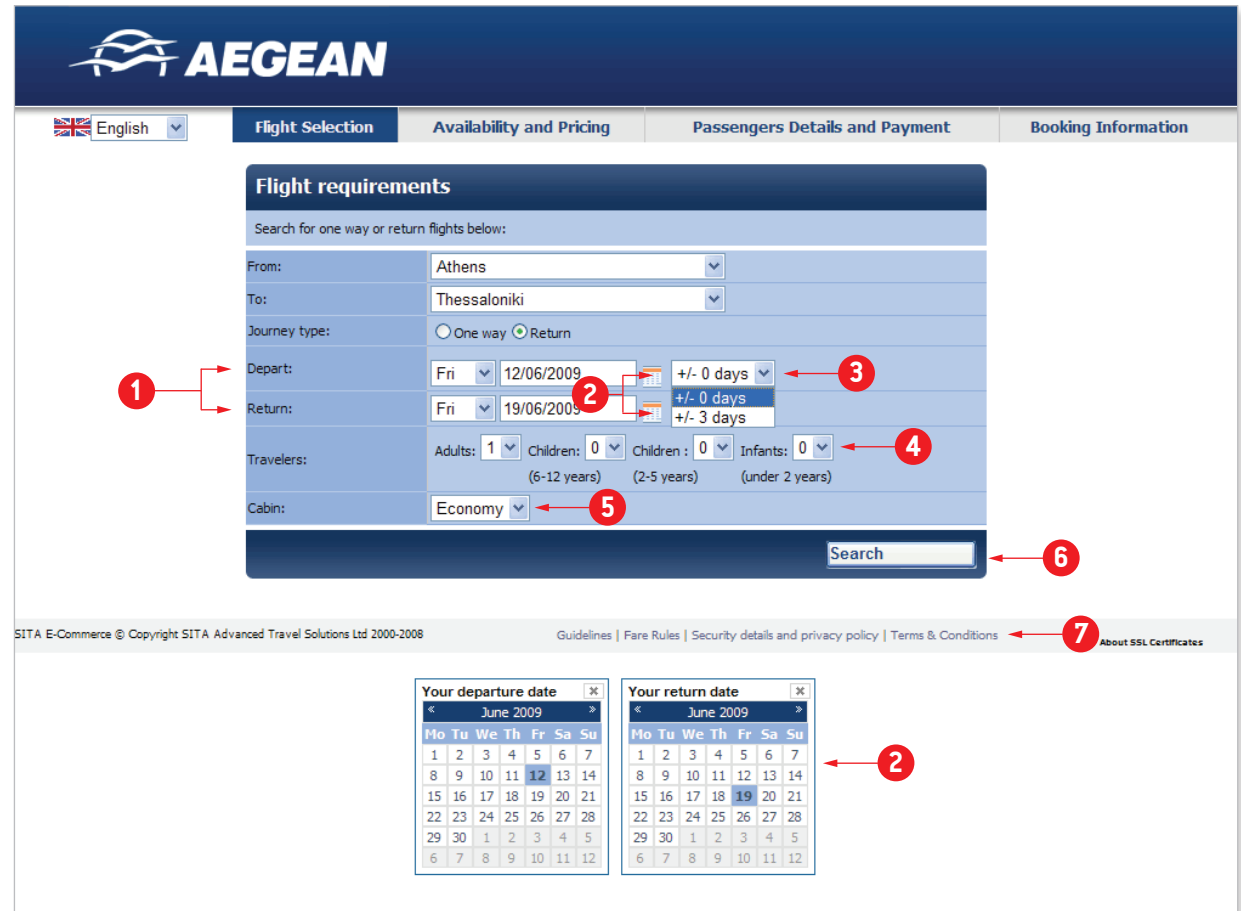
Please choose the total number of travelers by type. The maximum allowed number for passengers is 9, while the number of infants must be equal or less than the number of the adults selected. You cannot purchase tickets for unaccompanied children. Electronic ticket issues for infants are not allowed on flights operated by partner airlines. Tickets for infants may be purchased at the airport of departure.

• **Cabin (Com. 5)**

Please select either economy or business class.

Once all the above fields are filled in, then click on the “Search” button (Com. 6) in order to proceed to step 2 of the e-ticket.

On the lower right corner of the screen you can view the Guidelines, the Fare Rules, the Security details and privacy policy, as well as the Terms & conditions. By clicking on each one of them, all the relevant information can be seen. (Com. 7)



The screenshot shows the Aegean Airlines flight booking interface. The main form is titled "Flight requirements" and includes the following fields:

- From:** Athens
- To:** Thessaloniki
- Journey type:** One way / Return (selected)
- Depart:** Fri 12/06/2009. A calendar icon (2) is next to the date. A dropdown menu (3) shows options: "+/- 0 days", "+/- 3 days", and "+/- 3 days".
- Return:** Fri 19/06/2009. A calendar icon (2) is next to the date. A dropdown menu (3) shows options: "+/- 0 days", "+/- 3 days", and "+/- 3 days".
- Travelers:** Adults: 1, Children (6-12 years): 0, Children (2-5 years): 0, Infants (under 2 years): 0.
- Cabin:** Economy
- Search:** A search button (6) is located at the bottom right of the form.

At the bottom of the page, there are links for "Guidelines", "Fare Rules", "Security details and privacy policy", and "Terms & Conditions" (7). Below these links are two calendar pop-ups for "Your departure date" and "Your return date", both for June 2009. The departure date calendar shows the 12th as selected, and the return date calendar shows the 19th as selected.

Step 2: "Availability and Pricing"

On top of the Step 2 screen, the selected fields of Step 1 come into view **(Com. 1)**. If you wish to make a new search, please select the new date and route and click "Search" **(Com. 2)**.

Beneath the "Search" panel, on the Flights & Fares **(Com. 3)** tab, the airports selected in Step 1 appear, according to the route and the date selected **(Com. 4)**. The fields are: Flight Number, inbound and outbound airports, date, local departure and arrival time as well as the fare of the journey including the fuel surcharge (without taxes and charges).



Flight Selection | **Availability and Pricing** | Passengers Details and Payment | Booking Information

From: Athens | To: Thessaloniki | Depart: 12 June | Return: 19 June | Cabin: Economy | Adults: 1 | Children: 0 | Infants: 0

Flight and fare options

Select your preferred flight and fare combination below and click "Continue". All prices are per adult and exclude taxes, airport charges and service fee.

Flights & Fares +/- 3 day lowest fares

Select a flight for your outbound journey, Athens - Thessaloniki

Flight	From/To	Via	Time	Saver	Semiflex	Flex	Departure
A3510	Athens Thessaloniki	---	Fri, 12 Jun 07:00 07:55	---	EUR 48,00	EUR 100,00	Athens - Thessaloniki Friday 12 June 2009, 07:00, Flight A3510
A3104	Athens Thessaloniki	---	Fri, 12 Jun 07:20 08:15	EUR 33,00	EUR 48,00	EUR 100,00	1 Adult x EUR 48,00 Total (without taxes and charges) EUR 48,00
A3108	Athens Thessaloniki	---	Fri, 12 Jun 08:50 09:45	---	EUR 48,00	EUR 100,00	Return Thessaloniki - Athens Friday 19 June 2009, 06:00, Flight A3101
A3110	Athens Thessaloniki	---	Fri, 12 Jun 09:45 10:40	EUR 33,00	EUR 48,00	EUR 100,00	1 Adult x EUR 33,00 Total (without taxes and charges) EUR 33,00
A3112	Athens Thessaloniki	---	Fri, 12 Jun 13:50 14:45	EUR 33,00	EUR 48,00	EUR 100,00	Taxes & Charges EUR 44,48 Service fee EUR 6,00
A3116	Athens Thessaloniki	---	Fri, 12 Jun 14:30 15:20	---	---	EUR 119,00	Total Price (all inclusive) EUR 131,48
A3120	Athens Thessaloniki	---	Fri, 12 Jun 16:00 16:50	---	---	EUR 119,00	
A3122	Athens Thessaloniki	---	Fri, 12 Jun 17:00 20:10	---	---	EUR 119,00	
A3128	Athens Thessaloniki	---	Fri, 12 Jun 20:15 21:10	---	---	EUR 119,00	
A3136	Athens Thessaloniki	---	Fri, 12 Jun 23:15 00:10 (+1)	EUR 33,00	EUR 48,00	EUR 100,00	


Previous day | Next day

New search | Continue

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Step 2: "Availability and Prices"

If you have selected a round trip journey, the information is presented in the same way **(Com. 1)**.



The screenshot displays the Aegean Airlines website interface for flight selection. The top navigation bar includes the Aegean logo and tabs for "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". The "Availability and Pricing" tab is active.

Search criteria are set as follows:

- From: Athens
- To: Thessaloniki
- Depart: 12 June
- Return: 19 June
- Cabin: Economy
- Adults: 1
- Children: 0 (6-12 years)
- Infants: 0 (2-5 years)
- Infants: 0 (under 2 years)

The "Flight and fare options" section shows a table of flight options for the outbound journey (Athens - Thessaloniki) and the inbound journey (Thessaloniki - Athens). A red circle with the number "1" highlights the flight A3101 in the inbound table.

Flight	From/To	Via	Time	Saver	SemiFlex	Flex
A3510	Athens Thessaloniki	---	Fri, 12 Jun 07:00 07:55	---	<input checked="" type="radio"/> EUR 48,00	<input type="radio"/> EUR 100,00
A3104	Athens Thessaloniki	---	Fri, 12 Jun 07:20 08:15	<input type="radio"/> EUR 33,00	<input type="radio"/> EUR 48,00	<input type="radio"/> EUR 100,00

Flight	From/To	Via	Time	Saver	SemiFlex	Flex
A3101	Thessaloniki Athens	---	Fri, 19 Jun 06:00 06:50	<input checked="" type="radio"/> EUR 33,00	<input type="radio"/> EUR 48,00	<input type="radio"/> EUR 100,00
A3103	Thessaloniki Athens	---	Fri, 19 Jun 06:45 07:35	---	<input type="radio"/> EUR 48,00	<input type="radio"/> EUR 100,00

The right sidebar provides a summary of the selected flights and the total price:

Departure	
Athens - Thessaloniki	
Friday 12 June 2009, 07:00, Flight A3510	
1 Adult x	EUR 48,00
Total	EUR 48,00
(without taxes and charges)	
Return	
Thessaloniki - Athens	
Friday 19 June 2009, 06:00, Flight A3101	
1 Adult x	EUR 33,00
Total	EUR 33,00
(without taxes and charges)	
Taxes & Charges	EUR 44,48
Service fee	EUR 6,00
Total Price	EUR 131,48
(all inclusive)	

Marketing Cabins (Domestic Economy)

Right next to the departure and arrival time you can view the fare rules **(Com. 1)**. When a domestic economy route is selected, then the available fares are the following three: Saver, Semiflex and Flex **(Com. 1)**. If you wish to view a quick description of the fare rules, click on the respective title. In order to select the desired flight and fare, click on the circle box next to the fare **(Com. 2)** and click "Continue" to continue **(Com. 3)**. If there is no availability on a fare, then a dash will indicate that you cannot book that fare **(Com. 4)**. Finally, you can check the availability on the previous and next day, by clicking on the relevant buttons **(Com. 5)**.



The screenshot shows the Aegean Airlines booking interface. At the top, there are navigation tabs: "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". The "Flight Selection" tab is active.

Search criteria are as follows:

- From: Athens
- To: Thessaloniki
- Depart: 12 June
- Return: (empty)
- Cabin: Economy
- Adults: 1
- Children: 0 (6-12 years)
- Infants: 0 (under 2 years)

The "Flight and fare options" section displays a table of flights from Athens to Thessaloniki for Friday, 12 June. The table includes columns for Flight, From/To, Via, Time, Saver, Semiflex, and Flex fares. Red circles with numbers 1 through 5 highlight specific elements: 1 points to the "±/- 3 day lowest fares" link; 2 points to the Semiflex fare for flight A3510; 3 points to the "Continue" button; 4 points to the dash in the Saver column for flight A3116; and 5 points to the "Previous day" button.

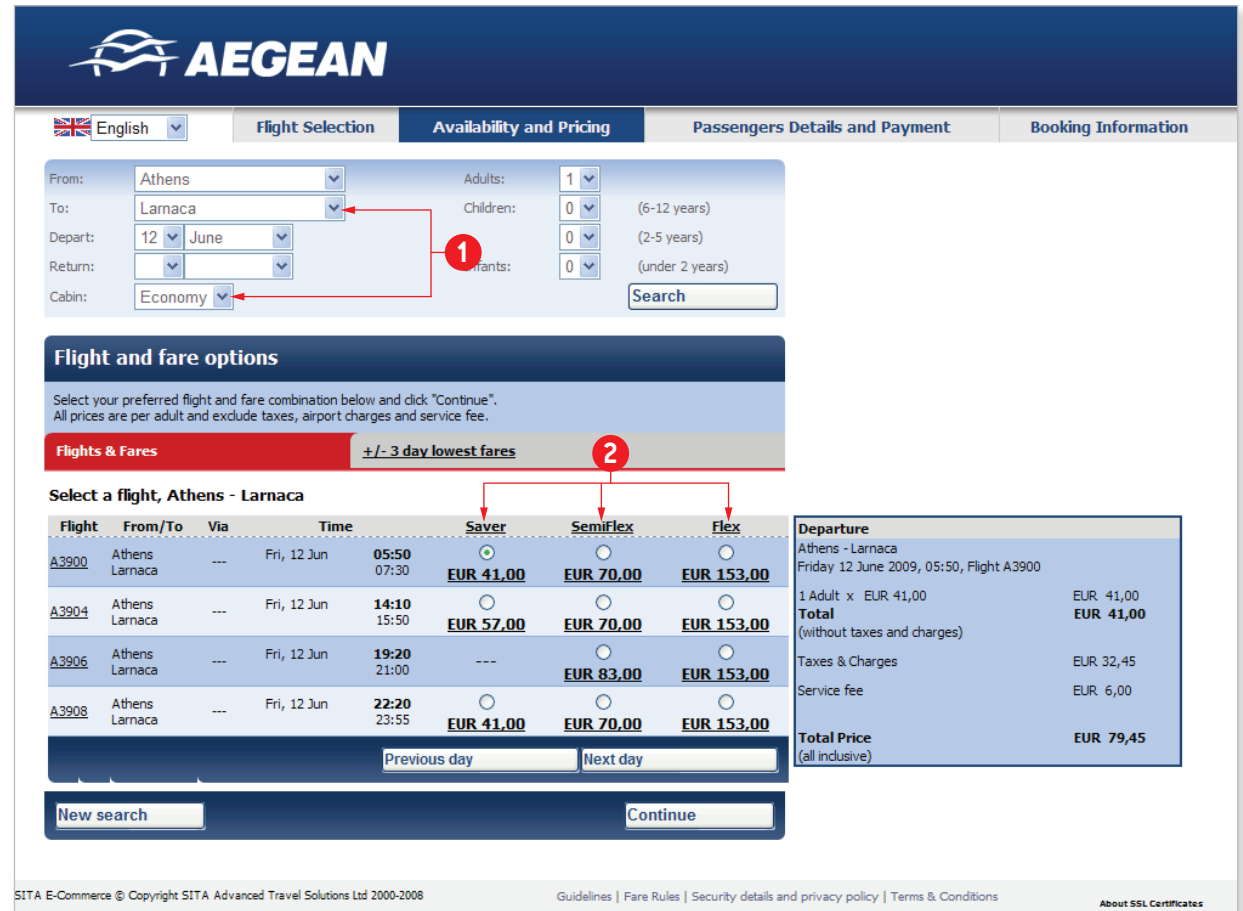
Flight	From/To	Via	Time	Saver	Semiflex	Flex
A3510	Athens Thessaloniki	---	Fri, 12 Jun 07:00 07:55	---	EUR 48,00	EUR 100,00
A3104	Athens Thessaloniki	---	Fri, 12 Jun 07:20 08:15	EUR 33,00	EUR 48,00	EUR 100,00
A3108	Athens Thessaloniki	---	Fri, 12 Jun 08:50 09:45	---	EUR 48,00	EUR 100,00
A3110	Athens Thessaloniki	---	Fri, 12 Jun 09:45 10:40	EUR 33,00	EUR 48,00	EUR 100,00
A3112	Athens Thessaloniki	---	Fri, 12 Jun 13:50 14:45	EUR 33,00	EUR 48,00	EUR 100,00
A3116	Athens Thessaloniki	---	Fri, 12 Jun 14:30 15:20	---	EUR 119,00	---

Departure summary:

- Athens - Thessaloniki
- Friday 12 June 2009, 07:00, Flight A3510
- 1 Adult x EUR 48,00 = EUR 48,00
- Total (without taxes and charges) = EUR 48,00**
- Taxes & Charges = EUR 29,48
- Service fee = EUR 6,00
- Total Price (all inclusive) = EUR 83,48**

Marketing Cabins (International Economy)

If an international economy route is selected **[Com. 1]**, then the available fare rules are the following three: «Saver», «Semiflex» and «Flex» **[Com. 2]**. In order to book the desired fare you have to follow the procedure described in page 9.



The screenshot shows the Aegean Airlines booking interface. At the top, there are navigation tabs: English, Flight Selection, Availability and Pricing, Passengers Details and Payment, and Booking Information. The 'Flight Selection' tab is active.

The search criteria are: From: Athens, To: Larnaca, Depart: 12 June, Return: (empty), Cabin: Economy. A red circle '1' highlights the 'Economy' cabin selection.

Passenger details: Adults: 1, Children: 0 (6-12 years), Infants: 0 (under 2 years). A 'Search' button is present.

The 'Flight and fare options' section shows a red bar for 'Flights & Fares' with a '+/- 3 day lowest fares' option. A red circle '2' highlights this option.

Below this, a table titled 'Select a flight, Athens - Larnaca' lists flight options with columns for Flight, From/To, Via, Time, Saver, Semiflex, and Flex. The Saver column has radio buttons for each flight, with the first one (A3900) selected.

Flight	From/To	Via	Time	Saver	Semiflex	Flex
A3900	Athens Larnaca	---	Fri, 12 Jun 05:50 07:30	<input checked="" type="radio"/> EUR 41,00	<input type="radio"/> EUR 70,00	<input type="radio"/> EUR 153,00
A3904	Athens Larnaca	---	Fri, 12 Jun 14:10 15:50	<input type="radio"/> EUR 57,00	<input type="radio"/> EUR 70,00	<input type="radio"/> EUR 153,00
A3906	Athens Larnaca	---	Fri, 12 Jun 19:20 21:00	<input type="radio"/> ---	<input type="radio"/> EUR 83,00	<input type="radio"/> EUR 153,00
A3908	Athens Larnaca	---	Fri, 12 Jun 22:20 23:55	<input type="radio"/> EUR 41,00	<input type="radio"/> EUR 70,00	<input type="radio"/> EUR 153,00

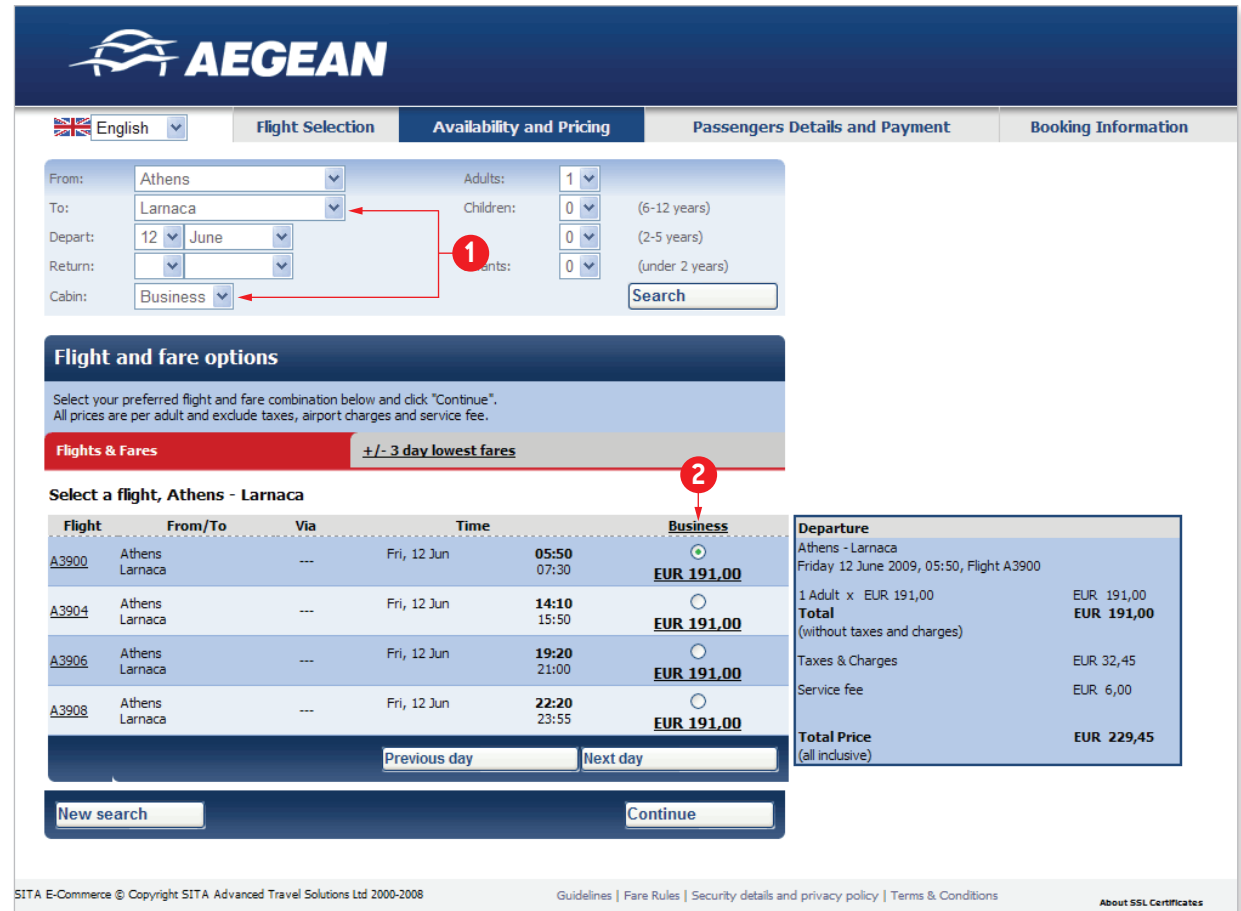
Navigation buttons: Previous day, Next day, New search, Continue.

On the right, a 'Departure' summary box shows: Athens - Larnaca, Friday 12 June 2009, 05:50, Flight A3900. 1 Adult x EUR 41,00. Total (without taxes and charges) EUR 41,00. Taxes & Charges EUR 32,45. Service fee EUR 6,00. Total Price (all inclusive) EUR 79,45.

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Marketing Cabins (International/Domestic Business)

If an international/domestic business route is selected (**Com. 1**), then the available fare rule is the "Business" one (**Com. 2**). In order to book that fare you have to follow exactly the same procedure, as mentioned on page 9



The screenshot displays the Aegean Airlines booking interface. At the top, the Aegean logo is visible. Below it, there are tabs for "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". The "Flight Selection" tab is active, showing search criteria: From: Athens, To: Larnaca, Depart: 12 June, Return: (empty), Cabin: Business. A red circle with the number "1" highlights the "Business" cabin selection. Below the search criteria, there are fields for "Adults: 1", "Children: 0 (6-12 years)", and "Infants: 0 (under 2 years)". A "Search" button is present.

The "Flight and fare options" section is titled "Flight and fare options" and includes the instruction: "Select your preferred flight and fare combination below and click 'Continue'. All prices are per adult and exclude taxes, airport charges and service fee." Below this, there is a red bar with "Flights & Fares" and a link for "+/- 3 day lowest fares". A red circle with the number "2" highlights the "Business" fare option in the table below.

Select a flight, Athens - Larnaca

Flight	From/To	Via	Time	Business
A3900	Athens Larnaca	---	Fri, 12 Jun 05:50 07:30	<input checked="" type="radio"/> EUR 191,00
A3904	Athens Larnaca	---	Fri, 12 Jun 14:10 15:50	<input type="radio"/> EUR 191,00
A3906	Athens Larnaca	---	Fri, 12 Jun 19:20 21:00	<input type="radio"/> EUR 191,00
A3908	Athens Larnaca	---	Fri, 12 Jun 22:20 23:55	<input type="radio"/> EUR 191,00

Navigation buttons: Previous day, Next day, New search, Continue.


Departure
Athens - Larnaca
Friday 12 June 2009, 05:50, Flight A3900

1 Adult x	EUR 191,00	EUR 191,00
Total	(without taxes and charges)	EUR 191,00
Taxes & Charges		EUR 32,45
Service fee		EUR 6,00
Total Price	(all inclusive)	EUR 229,45

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Marketing Cabins (Domestic Flights)




If you click on any domestic Marketing Cabin, then a table with the respective fare attributes will come into sight.



Fare Rules


Attributes ¹	Saver	Semiflex	Flex	Business
Changes (date/flight, rerouting)	—	€15.00 + fare difference	✓ + fare difference	✓
Refund ²	—	—	✓	✓
No-Show fee	100% of the fare	€30.00	€30.00	€30.00
Child (2-12) discount	—	33% ³	33%	33%
Infant (0-2) discount	90%	90%	90%	90%
Separate check-in counter ⁴	—	—	—	✓
Priority in baggage handling ⁴	—	—	—	✓
Access to Aegean Club Lounges ⁴	—	—	—	✓
1 day free car rental with Hertz	—	—	—	✓
Car rental discounts with Hertz	✓	✓	✓	✓
Round trip check in ⁵	✓	✓	✓	✓
Advanced seat selection ⁶	✓	✓	✓	✓
Baggage allowance (kg) ⁷	15	15	15	20
Miles & Bonus accrual	200 miles	500 miles ⁸	600 miles	800 miles

¹ Attributes refer to flights operated by Aegean Airlines. If you wish to read more information regarding fares, please click on the «Fare Rules» section.
² When refund of either fare or taxes occurs, then a refund fee of €14 will be charged.
³ Booking classes X & V have no child discount.
⁴ Gold Miles & Bonus members have a dedicated check in counter, priority in baggage handling and access to Aegean Club Lounges.
⁵ When flights are operated within the same calendar day and passengers carry only hand baggage.
⁶ Advance seat selection is available up to 24 hours before the flight departure.
⁷ Blue M&B members are entitled to an extra 5kg allowance Gold M&B members are entitled to an extra 10kg allowance.
⁸ Tickets on X & V class accrue 200 miles.

Marketing Cabins (International Flights)




If you click on any international Marketing Cabin, then a table with the respective fare attributes will come into sight.



Fare Rules

Attributes ¹	Saver	Semiflex	Flex	Business
Changes (date/flight, rerouting)	—	€30.00 ² + fare difference	✓ + fare difference	✓ + fare difference
Refund ³	—	—	✓	✓
No-Show fee	100% of the fare	€30.00	€30.00	€30.00
Child (2-12) discount	—	33% ⁴	33%	33% ⁵
Infant (0-2) discount	90%	90%	90%	90%
Separate check-in counter ⁶	—	—	—	✓
Priority in baggage handling ⁶	—	—	—	✓
Access to Aegean Club Lounges ⁶	—	—	—	✓
Round trip check in ⁷	✓	✓	✓	✓
Advanced seat selection ⁸	✓	✓	✓	✓
Baggage allowance (kg) ⁹	20	20	20	30
Miles & Bonus accrual	500 miles	1000 miles	1250 miles	2000 miles

¹ Attributes refer to flights operated by Aegean Airlines. If you wish to read more information regarding fares, please click on the «Fare Rules» section.
² Change fee for flights to/from Cyprus, Bulgaria, Romania and Albania is €10.
³ When refund of either fare or taxes occurs, then a refund fee of €20 will be charged.
⁴ X, L & V fares have no child discount.
⁵ Child discount for flights to/from Cyprus is 25%.
⁶ Gold Miles & Bonus members have a dedicated check in counter, priority in baggage handling and access to Aegean Club Lounges.
⁷ When flights are operated within the same calendar day and passengers carry only hand baggage.
⁸ Advance seat selection is available up to 24 hours before the flight departure.
⁹ Blue M&B members are entitled to an extra 5kg allowance Gold M&B members are entitled to an extra 15kg allowance.

On the right side of the screen you can view the pricing panel (Com. 1). The pricing panel shows the fare, the taxes and the total price (all inclusive) of the tickets per passenger type. The values are changing as the selection of fare on the left is changing.

English
Flight Selection
Availability and Pricing
Passengers Details and Payment
Booking Information

From: Athens

To: Kavala

Depart: 9 July

Return: 16 July

Cabin: Economy

Adults: 1

Children: 1 (6-12 years)

Infants: 1 (under 2 years)

[Search](#)

Flight and fare options

Select your preferred flight and fare combination below and click "Continue". All prices are per adult and exclude taxes, airport charges and service fee.

Flights & Fares
[+/- 3 day lowest fares](#)

Select a flight for your outbound journey, Athens - Kavala

Flight	From/To	Via	Time	Saver	SemiFlex	Flex
A3154	Athens Kavala	---	Thu, 09 Jul 10:30 11:25	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
				EUR 33,00	EUR 48,00	EUR 94,00
				Previous day	Next day	

Select a flight for your inbound journey, Kavala - Athens

Flight	From/To	Via	Time	Saver	SemiFlex	Flex
A3155	Kavala Athens	---	Thu, 16 Jul 11:55 12:50	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
				EUR 33,00	EUR 48,00	EUR 94,00
				Previous day	Next day	

[New search](#)
[Continue](#)

Departure

Athens - Kavala
Thursday 09 July 2009, 10:30, Flight A3154

1 Adult x	EUR 33,00	EUR 33,00
1 Child 6-12 years x	EUR 33,00	EUR 33,00
1 Child 2-5 years x	EUR 33,00	EUR 33,00
1 Infants under 2 years x	EUR 4,00	EUR 4,00
Total		EUR 103,00
(without taxes and charges)		

Return

Kavala - Athens
Thursday 16 July 2009, 11:55, Flight A3155

1 Adult x	EUR 33,00	EUR 33,00
1 Child 6-12 years x	EUR 33,00	EUR 33,00
1 Child 2-5 years x	EUR 33,00	EUR 33,00
1 Infants under 2 years x	EUR 4,00	EUR 4,00
Total		EUR 103,00
(without taxes and charges)		

Taxes & Charges	EUR 115,44
Service fee	EUR 18,00
Total Price (all inclusive)	EUR 339,44



If you click on the flight number you can view all the flight details. In order to return to the previous menu, click "Back" **(Com. 1)**.



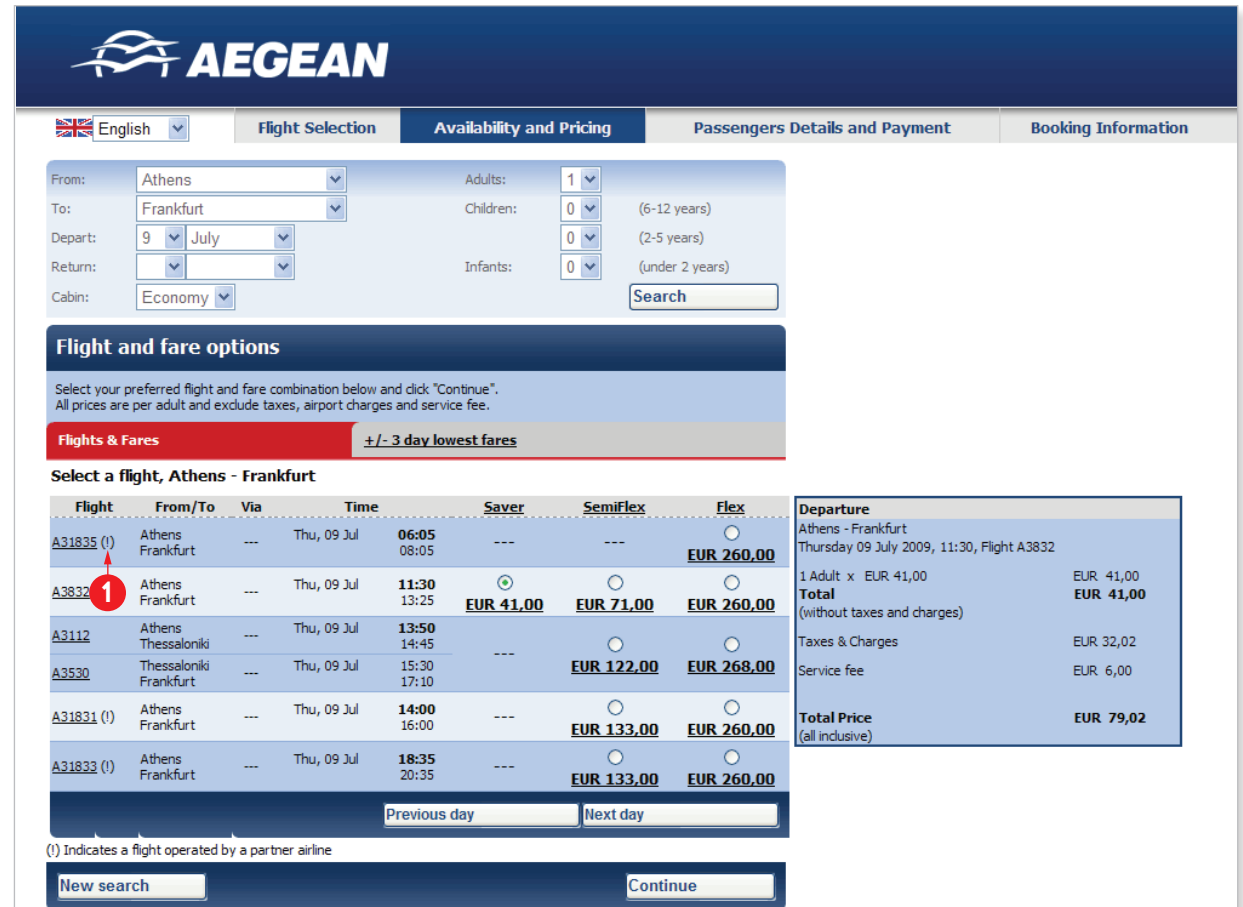
The screenshot shows the Aegean Airlines website interface. At the top, there is a dark blue header with the Aegean Airlines logo and name. Below the header, there is a navigation bar with four tabs: "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". A language dropdown menu is set to "English". The main content area displays "Flight details" for Aegean Airlines A3617, with the following information:

Flight:	Aegean Airlines A3617
From:	Paris - Charles De Gaulle
To:	Athens
Number of stops:	0
Depart:	Tue, 17 Mar, 19:40
Arrive:	Wed, 18 Mar, 00:05
Aircraft:	Airbus A321
Meal:	Provided

Below the flight details, there is a "Back" button with a red circle and the number "1" next to it, indicating the step to return to the previous menu.

At the bottom of the page, there is a footer with the following text: "SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008", "Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions", and "About SSL Certificates".

In case that the flight is operated by a partner airline, then next to the flight number the symbol (!) will appear **(Com. 1)**.



AEGEAN

English | Flight Selection | Availability and Pricing | Passengers Details and Payment | Booking Information

From: Athens | To: Frankfurt | Depart: 9 July | Return: | Cabin: Economy

Adults: 1 | Children: 0 (6-12 years) | Infants: 0 (under 2 years)

Flight and fare options

Select your preferred flight and fare combination below and click "Continue". All prices are per adult and exclude taxes, airport charges and service fee.

Flights & Fares +/- 3 day lowest fares

Select a flight, Athens - Frankfurt

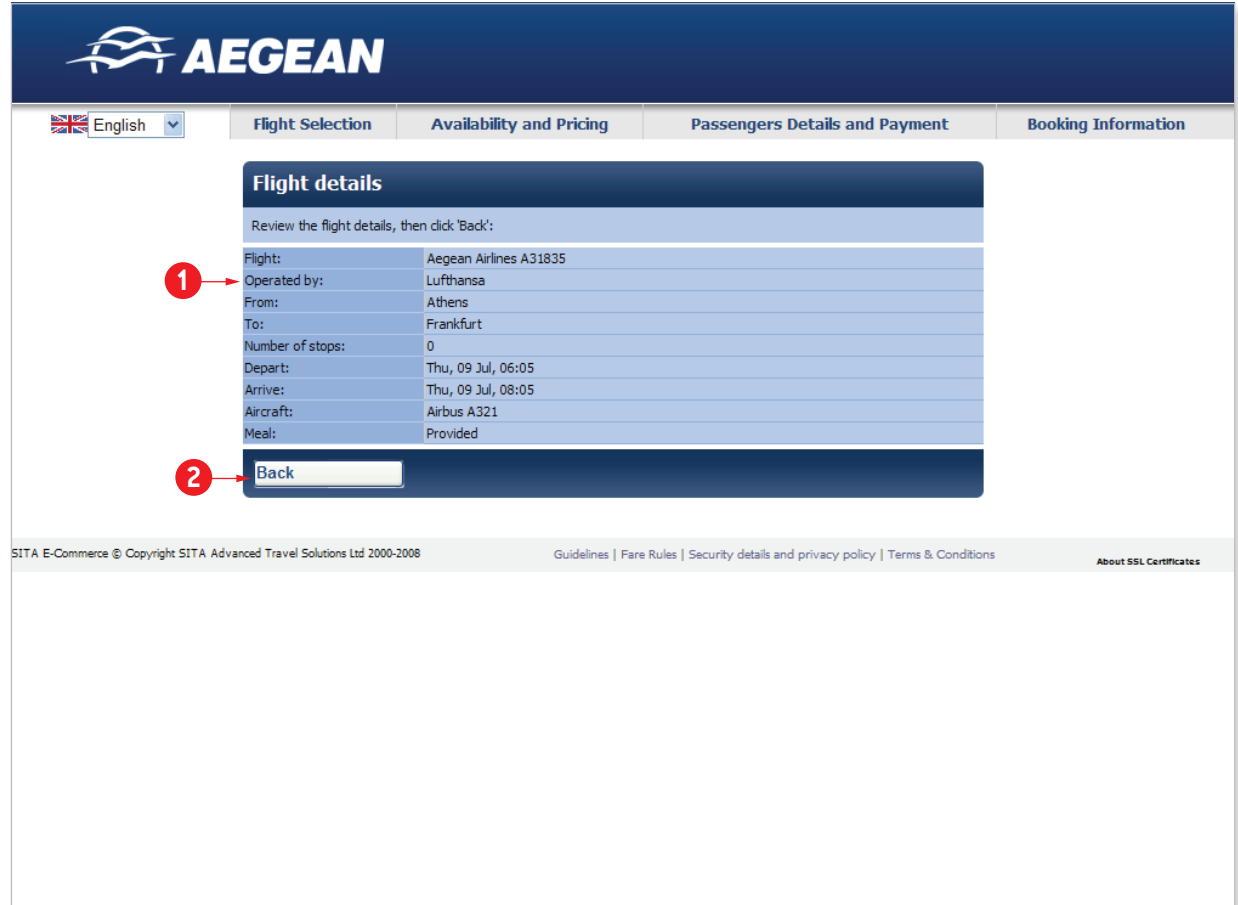
Flight	From/To	Via	Time	Saver	SemiFlex	Flex	Departure
A31835 (!)	Athens Frankfurt	---	Thu, 09 Jul 06:05 08:05	---	---	EUR 260.00	Athens - Frankfurt Thursday 09 July 2009, 11:30, Flight A3832
A3832 1	Athens Frankfurt	---	Thu, 09 Jul 11:30 13:25	EUR 41.00	EUR 71.00	EUR 260.00	1 Adult x EUR 41,00 Total (without taxes and charges) EUR 41,00
A3112	Athens Thessaloniki	---	Thu, 09 Jul 13:50 14:45	---	EUR 122.00	EUR 268.00	Taxes & Charges EUR 32,02
A3530	Thessaloniki Frankfurt	---	Thu, 09 Jul 15:30 17:10	---	EUR 133.00	EUR 260.00	Service fee EUR 6,00
A31831 (!)	Athens Frankfurt	---	Thu, 09 Jul 14:00 16:00	---	EUR 133.00	EUR 260.00	Total Price (all inclusive) EUR 79,02
A31833 (!)	Athens Frankfurt	---	Thu, 09 Jul 18:35 20:35	---	EUR 133.00	EUR 260.00	

Previous day | Next day

(!) Indicates a flight operated by a partner airline

New search | Continue

If you click on the flight number that is operated by a partner airline you can view the flight details as well as the operating carrier **(Com. 1)**. In order to return to the previous menu, click "Back" **(Com. 2)**.



The screenshot displays the Aegean Airlines website interface. At the top, the Aegean Airlines logo is visible. Below the logo, there are four main navigation tabs: "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". A language dropdown menu is set to "English".

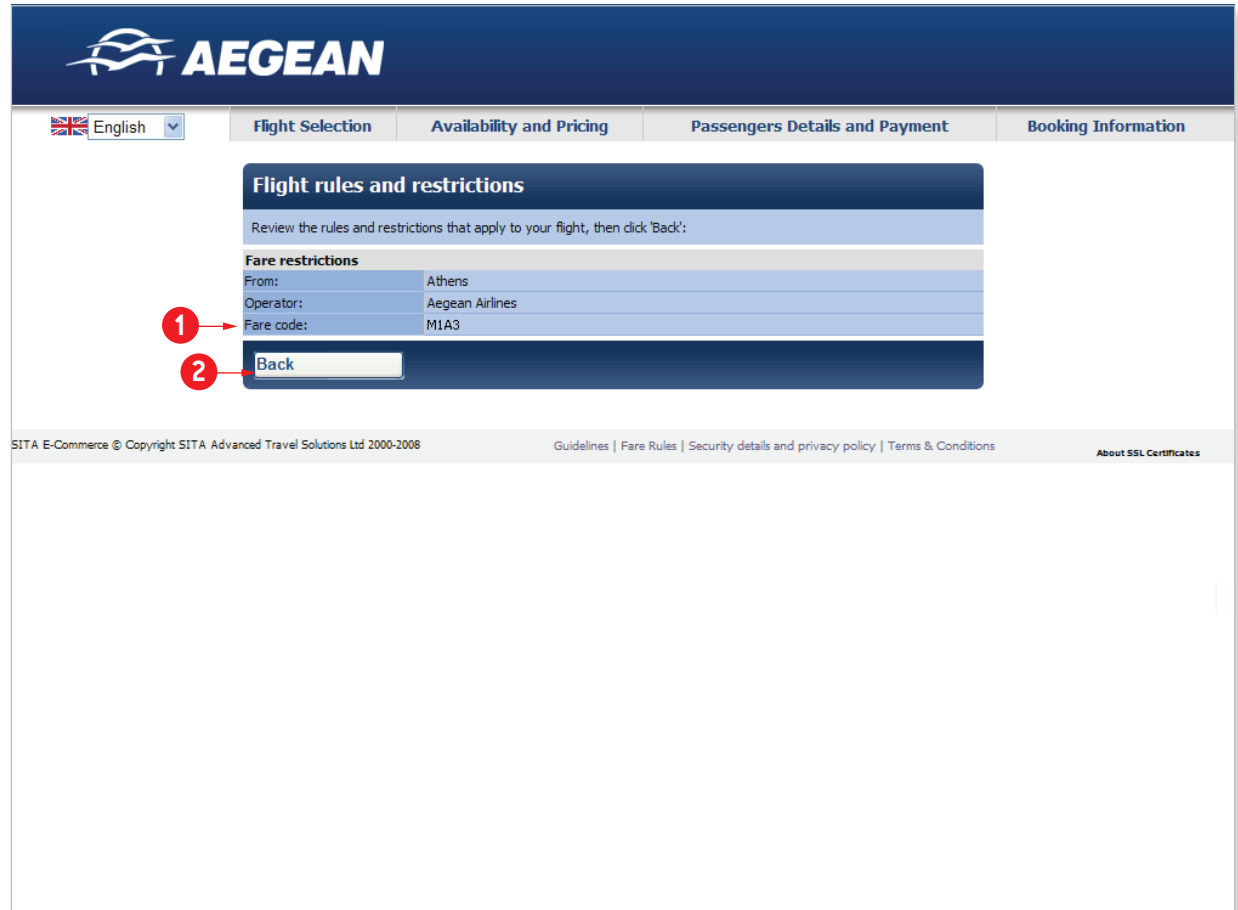
The "Flight details" section is highlighted, showing the following information:

Flight:	Aegean Airlines A31835
Operated by:	Lufthansa
From:	Athens
To:	Frankfurt
Number of stops:	0
Depart:	Thu, 09 Jul, 06:05
Arrive:	Thu, 09 Jul, 08:05
Aircraft:	Airbus A321
Meal:	Provided

Below the flight details, there is a "Back" button. Red callouts 1 and 2 point to the flight details and the "Back" button respectively.

At the bottom of the page, there is a footer with the following text: "SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008", "Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions", and "About SSL Certificates".

If you click on the price you can view the fare code (i.e. M1A3) **[Com. 1]**
In order to return to the previous menu, click "Back" **[Com. 2]**.




The screenshot displays the Aegean Airlines website interface. At the top, the Aegean Airlines logo is visible. Below the logo, there is a navigation bar with four tabs: "Flight Selection", "Availability and Pricing", "Passengers Details and Payment", and "Booking Information". The "Flight Selection" tab is active. Below the navigation bar, there is a section titled "Flight rules and restrictions". This section contains a sub-section "Fare restrictions" with the following details:

Fare restrictions	
From:	Athens
Operator:	Aegean Airlines
Fare code:	M1A3

Below the table, there is a "Back" button. Red callouts 1 and 2 point to the "Fare code" and the "Back" button, respectively.

At the bottom of the page, there is a footer with the following text: "SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008", "Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions", and "About SSL Certificates".

Moreover, if you click on the +/- 3 day lowest fares tab **(Com. 1)**, you can observe the lowest available fare of the selected date, as well as 3 days prior and 3 days after the selected date. To continue, click on the "Continue" tab **(Com. 2)**. If you want to make a new search, click on the "New search" button **(Com. 3)**.



AEGEAN

English Flight Selection Availability and Pricing Passengers Details and Payment Booking Information

From: Athens To: Thessaloniki Depart: 16 July Return: 23 July Cabin: Economy

Adults: 1 Children: 0 (6-12 years) Infants: 0 (2-5 years) 0 (under 2 years)

Date and fare options

Select your preferred travel dates below and click "Continue".
The fare shown is the cheapest available on that day, rounded to the nearest whole number.
All prices are per adult, rounded to the nearest whole number, and exclude taxes.

Flights & Fares +/- 3 day lowest fares

Select a date for your outbound journey, Athens - Thessaloniki

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	13 Jul EUR 19	14 Jul EUR 19	15 Jul EUR 19	16 Jul EUR 19	17 Jul EUR 19	18 Jul EUR 19
19 Jul EUR 19						

Select a date for your inbound journey, Thessaloniki - Athens

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	20 Jul EUR 33	21 Jul EUR 33	22 Jul EUR 33	23 Jul EUR 33	24 Jul EUR 33	25 Jul EUR 33
26 Jul EUR 33						

Departure
Athens - Thessaloniki
Thursday 16 July 2009

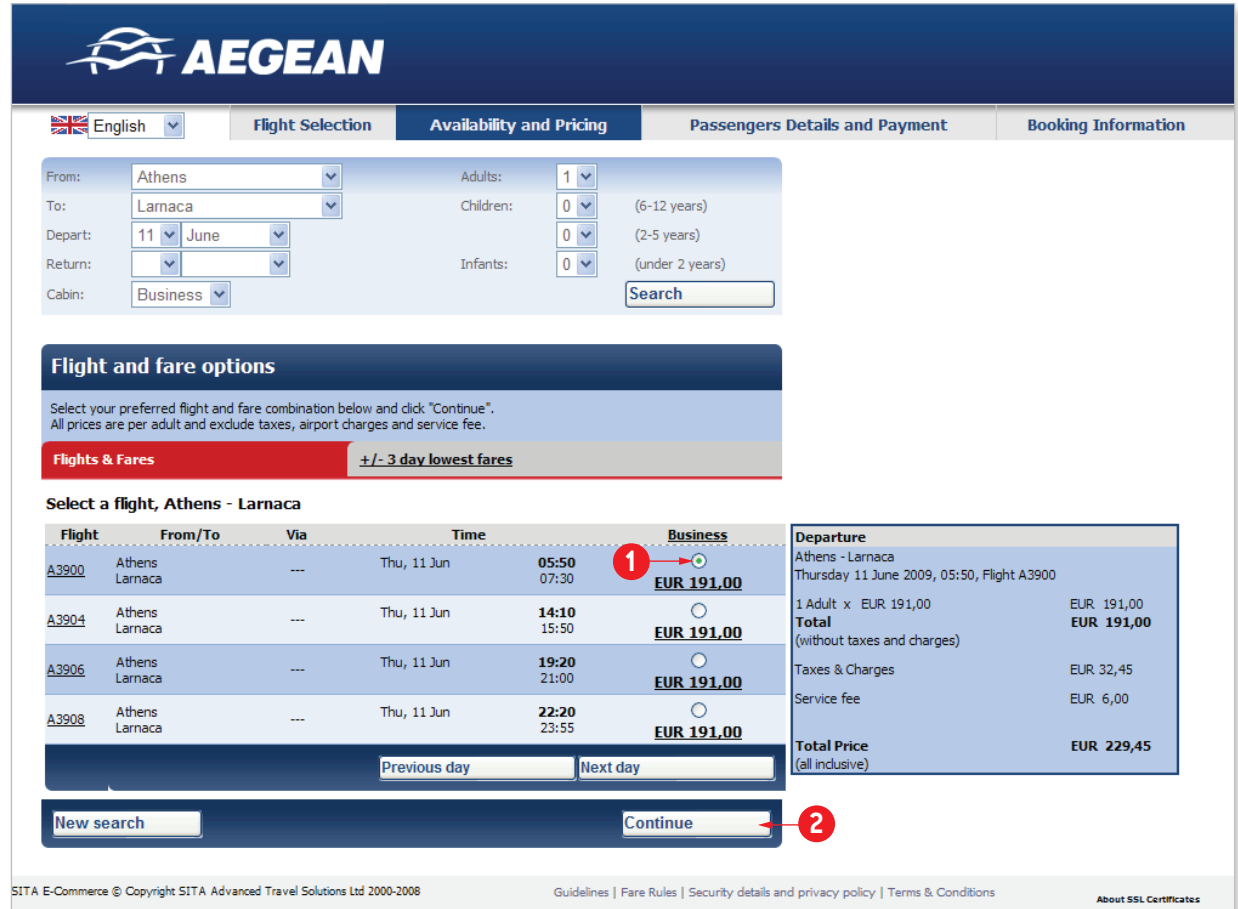
1 Adult x EUR 19,00	EUR 19,00
Total (without taxes and charges)	EUR 19,00

Return
Thessaloniki - Athens
Thursday 23 July 2009

1 Adult x EUR 33,00	EUR 33,00
Total (without taxes and charges)	EUR 33,00
Taxes & Charges	EUR 44,48
Service fee	EUR 6,00
Total Price (all inclusive)	EUR 102,48

New search Continue

Once you have selected the desired flights **(Com. 1)** then click on the "Continue" button **(Com. 2)** to continue to step 3 of the eticket.



The screenshot shows the Aegean Airlines booking interface. At the top, there are navigation tabs: English, Flight Selection, Availability and Pricing, Passengers Details and Payment, and Booking Information. The 'Flight Selection' tab is active.

Search criteria are as follows:

- From: Athens
- To: Larnaca
- Depart: 11 June
- Return: (empty)
- Cabin: Business
- Adults: 1
- Children: 0 (6-12 years)
- Infants: 0 (under 2 years)

A 'Search' button is located to the right of the criteria.

The 'Flight and fare options' section is titled 'Flight and fare options' and includes the instruction: 'Select your preferred flight and fare combination below and click "Continue". All prices are per adult and exclude taxes, airport charges and service fee.'

Below this, there is a section for 'Flights & Fares' with a sub-section for 'Athens - Larnaca'. A table lists four flight options:

Flight	From/To	Via	Time	Business
A3900	Athens Larnaca	---	Thu, 11 Jun 05:50 07:30	<input checked="" type="radio"/> EUR 191,00
A3904	Athens Larnaca	---	Thu, 11 Jun 14:10 15:50	<input type="radio"/> EUR 191,00
A3906	Athens Larnaca	---	Thu, 11 Jun 19:20 21:00	<input type="radio"/> EUR 191,00
A3908	Athens Larnaca	---	Thu, 11 Jun 22:20 23:55	<input type="radio"/> EUR 191,00

Buttons for 'Previous day' and 'Next day' are located below the flight table.

At the bottom of the flight selection area, there are 'New search' and 'Continue' buttons. A red circle with the number '2' points to the 'Continue' button.

On the right side of the flight table, there is a 'Departure' summary box:

Departure
Athens - Larnaca
Thursday 11 June 2009, 05:50, Flight A3900

1 Adult x	EUR 191,00	EUR 191,00
Total	(without taxes and charges)	EUR 191,00
Taxes & Charges		EUR 32,45
Service fee		EUR 6,00
Total Price	(all inclusive)	EUR 229,45

At the bottom of the page, there is a footer with the following text: 'SITA E-Commerce © Copyright SITA Advanced Travel Solutions Ltd 2000-2008', 'Guidelines | Fare Rules | Security details and privacy policy | Terms & Conditions', and 'About SSL Certificates'.

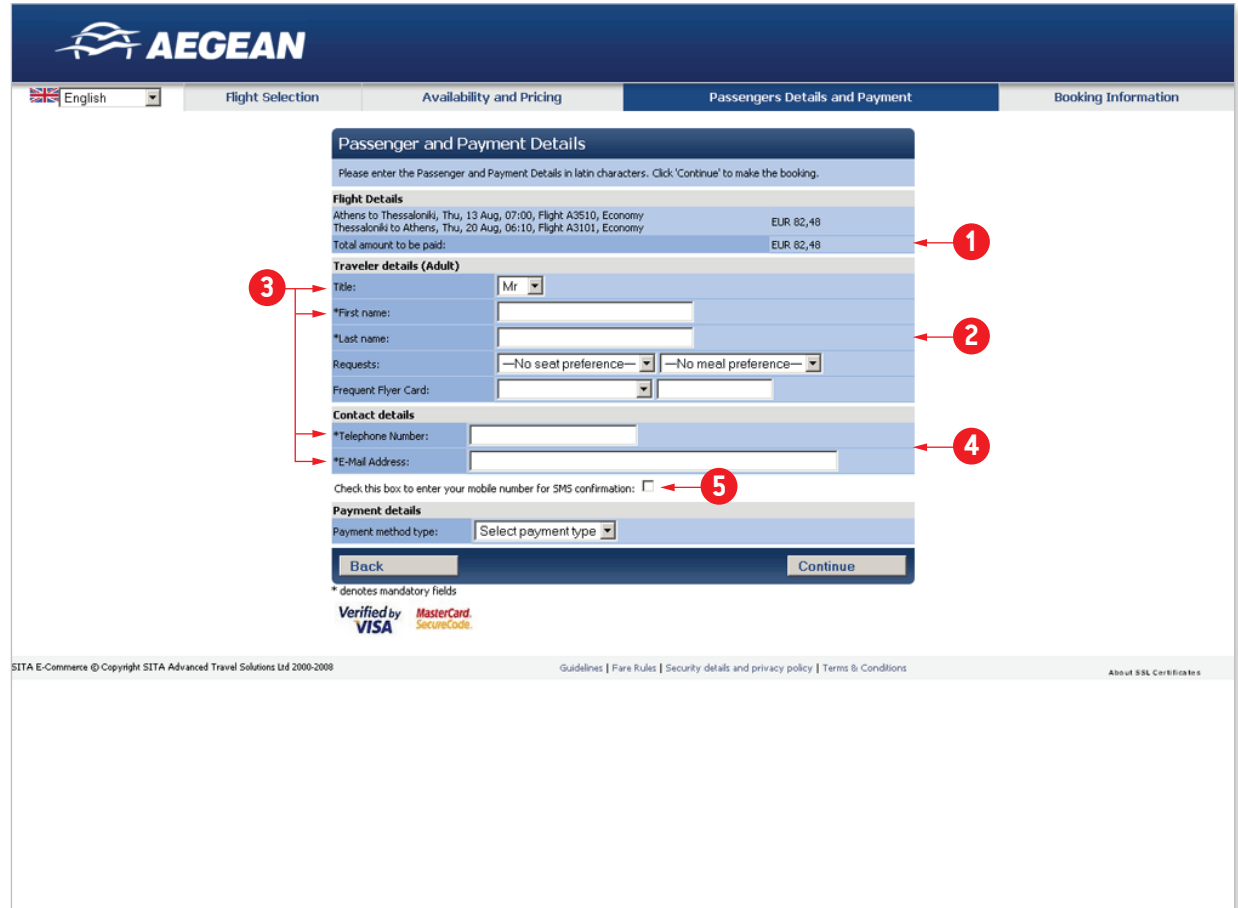
Step 3: "Passenger Details & Payment"

On the top of the page you can view the flights selected during step 1 as well as the total cost chosen in step 2 (Com. 1).

In step 3 you have to enter the Passenger and Payment Details, **only in latin characters**. The fields that you have to fill in are the following: Title, First Name, Last Name, Seat preference (aisle or window), Meal preference (Vegetarian Meal) as well as the Frequent Flyer card number and provider (Com. 2). In the case that children or infants are traveling, then you have to enter their birth date. Mandatory fields are marked with an asterisk (Com. 3).

Moreover, you have to enter a telephone number and an email address (Com. 4).

If you want to receive an SMS confirmation of the booking, then click on the relevant box and enter the mobile number (Com. 5).



Passenger and Payment Details

Please enter the Passenger and Payment Details in latin characters. Click 'Continue' to make the booking.

Flight Details

Athens to Thessaloniki, Thu, 13 Aug, 07:00, Flight A3510, Economy	EUR 82,48
Thessaloniki to Athens, Thu, 20 Aug, 06:10, Flight A3101, Economy	EUR 82,48
Total amount to be paid:	EUR 82,48

Traveler details (Adult)

Title: Mr

*First name: [text input]

*Last name: [text input]

Requests: [No seat preference] [No meal preference]

Frequent Flyer Card: [dropdown] [text input]

Contact details

*Telephone Number: [text input]

*E-Mail Address: [text input]

Check this box to enter your mobile number for SMS confirmation:

Payment details

Payment method type: [Select payment type]

Back Continue

* denotes mandatory fields

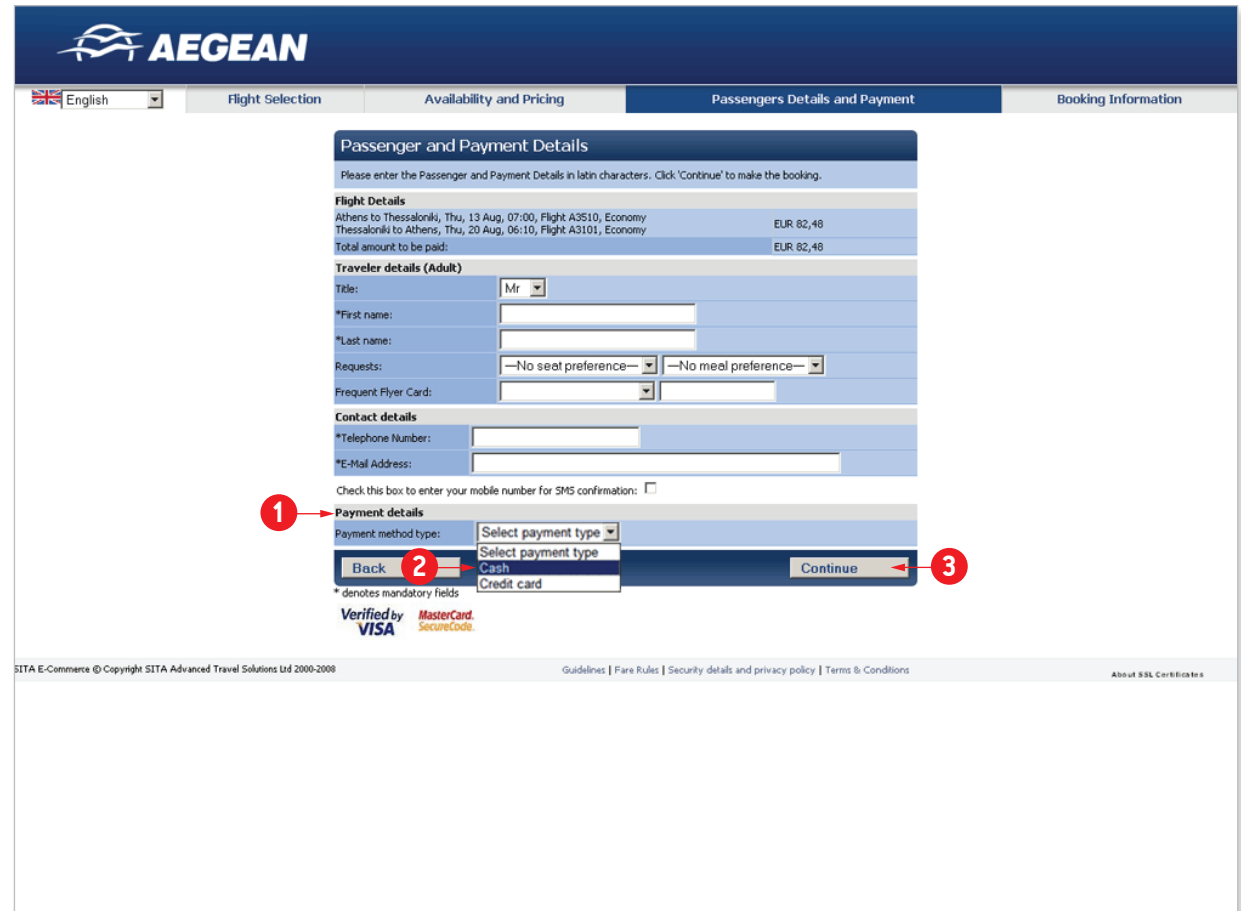
Verified by VISA MasterCard SecureCode

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Finally, in the “Payment Details” field **(Com. 1)**, you choose the payment method, either in cash or with a credit card. No matter what payment you choose, the issued tickets will be included in the BSP 15 days liquidation and will be dispatched in the same way that tickets are issued from the reservation systems (GDS'S).

- Payment Method: **Cash (Com. 2)**

If cash is the desired payment method, choose the corresponding field, check the box to confirm that you read and accept Aegean Airlines Terms and Conditions and then click on the button **“Continue” (Com. 3)**. Then, the system will proceed in the issuance of the ticket(s) based on the data selected in all the previous steps.



The screenshot shows the Aegean Airlines booking interface. At the top, there's a navigation bar with 'English' and tabs for 'Flight Selection', 'Availability and Pricing', 'Passengers Details and Payment', and 'Booking Information'. The main content area is titled 'Passenger and Payment Details' and contains the following sections:

- Flight Details:** Athens to Thessaloniki, Thu, 13 Aug, 07:00, Flight A3510, Economy (EUR 82,48); Thessaloniki to Athens, Thu, 20 Aug, 06:10, Flight A3101, Economy (EUR 82,48); Total amount to be paid: EUR 82,48.
- Traveler details (Adult):** Title: Mr; *First name: [input]; *Last name: [input]; Requests: --No seat preference-- (selected), --No meal preference-- (selected); Frequent Flyer Card: [input].
- Contact details:** *Telephone Number: [input]; *E-Mail Address: [input]; Check this box to enter your mobile number for SMS confirmation:
- Payment details:** Payment method type: Select payment type (dropdown menu). The dropdown menu is open, showing 'Cash' (selected) and 'Credit card'. Below the dropdown are 'Back' and 'Continue' buttons.

Red annotations highlight the 'Payment method type' dropdown (1), the 'Cash' option (2), and the 'Continue' button (3). At the bottom, there are logos for 'Verified by VISA' and 'MasterCard SecureCode', and a footer with copyright information and links to Guidelines, Fare Rules, Security details, and Terms & Conditions.

- Payment Method: **Credit Card (Com. 1)**

If a credit card is used as a payment method then choose the corresponding field. Then, fill in the credit card information as shown below:

- **Card Type** (mandatory field) **(Com. 2)**

Please choose from the drop down menu the credit card type (Master Card, Visa, American Express and Diners Club).

- **Card Number** (mandatory field) **(Com. 3)**

- **CVV2** (mandatory field) **(Com. 4)**

The CVV number is the last three numbers on the signature strip on the back of the credit card. The verification number for American Express cards is the four digit code above and to the right of the main credit card number on the front of the credit card.

- **Card Holder Name** (mandatory field) **(Com. 5)**

Enter the name exactly as it appears on the credit card.

- **Expiry Date** (Month/Year) (mandatory field) **(Com. 6)**

Please choose the dates from the respective drop down menu.



AEGEAN

English Flight Selection Availability and Pricing **Passengers Details and Payment** Booking Information

Passenger and Payment Details

Please enter the Passenger and Payment Details in latin characters. Click 'Continue' to make the booking.

Flight Details
Athens to Thessaloniki, Thu, 13 Aug, 07:00, Flight A3510, Economy EUR 82,48
Thessaloniki to Athens, Thu, 20 Aug, 06:10, Flight A3101, Economy EUR 82,48
Total amount to be paid: EUR 82,48

Traveler details (Adult)

Title: Mr
*First name:
*Last name:
Requests: —No seat preference— —No meal preference—
Frequent Flyer Card:

Contact details

*Telephone Number:
*E-Mail Address:
Check this box to enter your mobile number for SMS confirmation:

Payment details

Payment method type: Credit card **1**

Payment details

*Card type: —Select provider— **2**

*Card Number (No spaces needed between numbers): **3**

*CVV2: **4**

*Card Holder Name: **5**

*Expiry date: **6**

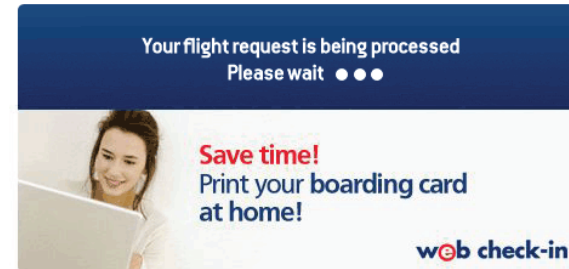
Back Continue

* denotes mandatory fields

Verified by **VISA** MasterCard SecureCode

If you click on the “**continue**” button, then your credit card data are transmitted using the secure (encrypted) HTTP protocol according to the current SSL standard to Winbank. Then, Winbank verifies the credit card numbers to ensure they are genuine, checks whether the card is stolen or not and finally ensures that there is a sufficient amount left on the credit card in order to charge the relevant amount of the tickets.

Once the credit card numbers are valid, the system will proceed to the issuance of the tickets, based on the data inserted on all the previous steps.



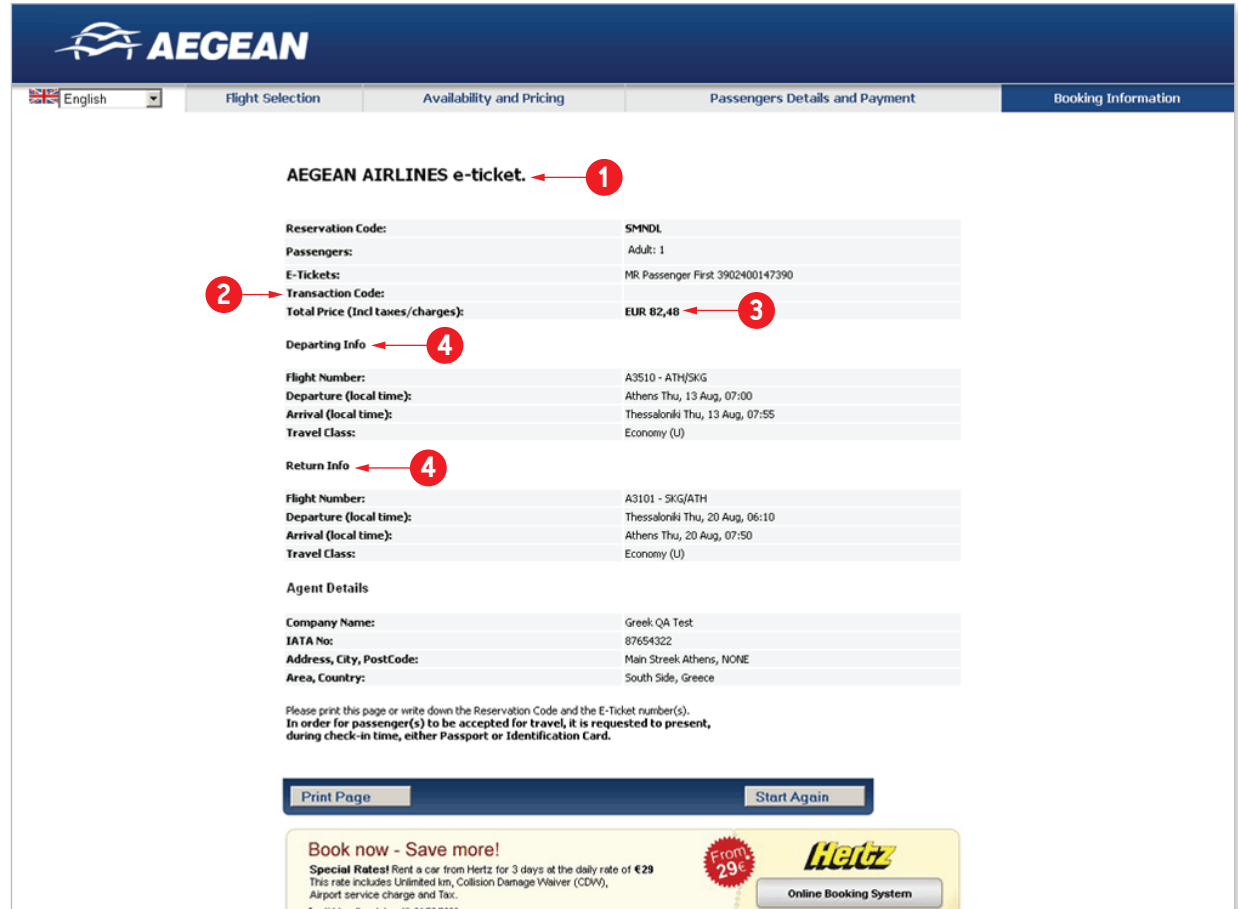
Step 4: Booking Confirmation

In this last step you can review all the booking information of the electronic tickets issued **(Com. 1)**.

- Reservation Code (PNR)
- Passengers (number per passenger type)
- E-ticket(s) (passenger's name and relevant ticket number)
- Transaction Code **(Com. 2)**

This code appears when a credit card was used as a payment method and refers to the related transaction code with the bank.

- Total Cost (all inclusive, with taxes/charges) **(Com. 3)**
- Depart/Return info (Flight number, local departure/arrival time, class) **(Com. 4)**



AEGEAN AIRLINES e-ticket. ← **1**

Reservation Code:	SMNDL
Passengers:	Adult: 1
E-Tickets:	MR Passenger First 3902400147390
Transaction Code:	
Total Price (Incl taxes/charges):	EUR 82,48 ← 3

← **2**

Departing Info ← **4**

Flight Number:	A3510 - ATH/SKG
Departure (local time):	Athens Thu, 13 Aug, 07:00
Arrival (local time):	Thessaloniki Thu, 13 Aug, 07:55
Travel Class:	Economy (U)

Return Info ← **4**


Flight Number:	A3101 - SKG/ATH
Departure (local time):	Thessaloniki Thu, 20 Aug, 06:10
Arrival (local time):	Athens Thu, 20 Aug, 07:50
Travel Class:	Economy (U)

Agent Details

Company Name:	Greek QA Test
IATA No:	87654322
Address, City, PostCode:	Main Streek Athens, NONE
Area, Country:	South Side, Greece

Please print this page or write down the Reservation Code and the E-Ticket number(s).
In order for passenger(s) to be accepted for travel, it is requested to present, during check-in time, either Passport or Identification Card.

[Print Page](#) [Start Again](#)

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• Agent Details **(Com. 1)**

A confirmation of your reservation will be sent, both to your agency email listed on our database, as well as to the address that you might have inserted on Step 3.

AEGEAN

AEGEAN AIRLINES e-ticket.

Reservation Code:	SMNB0
Passengers:	Adult: 1
E-Tickets:	Mr Passenger First 3902400147389
Transaction Code:	
Total Price (Incl taxes/charges):	EUR 82,48

Departing Info

Flight Number:	A3510 - ATH/SKG
Departure (local time):	Athens Thu, 16 Jul, 07:00
Arrival (local time):	Thessaloniki Thu, 16 Jul, 07:55
Travel Class:	Economy (U)

Return Info

Flight Number:	A3101 - SKG/ATH
Departure (local time):	Thessaloniki Thu, 23 Jul, 06:10
Arrival (local time):	Athens Thu, 23 Jul, 07:50
Travel Class:	Economy (U)

Agent Details ← **1**

Company Name:	Greek QA Test
IATA No:	87654322
Address, City, PostCode:	Main Streek Athens, NONE
Area, Country:	South Side, Greece

Please print this page or write down the Reservation Code and the E-Ticket number(s).
In order for passenger(s) to be accepted for travel, it is requested to present.