TOURISM INFORMATION AND RESERVATION SYSTEM AND METHOD

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WO 1997008635 A1

Número de publicación	WO1997008635 A1
Tipo de publicación	Solicitud
Número de solicitud	PCT/IE1996/000056
Fecha de publicación	6 Mar 1997
Fecha de presentación	23 Ago 1996
Fecha de prioridad	24 Ago 1995
También publicado como	DE69603371D1, EP0846301A1, EP0846301B1
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Solicitante	Martin Curley
Exportar cita	BiBTeX, EndNote, RefMan

Citas de patentes (2), Citada por (15), Clasificaciones (3), Eventos legales (10)

Enlaces externos: Patentscope, Espacenet

RESUMEN

An interactive remote reservation or ordering system interactively allows reservations to be made or orders to be placed from a first location (e.g. the home or office) with any one of a large number of providers of goods and/or services (e.g. shops, hotels and guesthouses, airlines) at other locations. The system comprises: (a) means for generating a standard format request form and for enabling the form to be completed at, and transmitted in electronic form from, the home, the completed form including an identification of a particular guesthouse and the starting date, duration and nature of accommodation required; (b) dialling means for dialling the guesthouse identified in the request form; (c) electronic storage means for storing a menu of spoken messages which separately or in combination correspond to the service which may be requested by means of the request form; and (d) control means for receiving the completed request form, recognizing the guesthouse identified in the form, dialling the guesthouse, recognizing the service identified in the form, causing the electronic storage means to generate a corresponding voice message to be transmitted to the dialled guesthouse, and for recognizing an electronically transmitted response and relaying same to the home.

DESCRIPCIÓN (El texto procesado por OCR puede contener errores)

TOURISM INFORMATION AND RESERVATION SYSTEM AND METHOD

Field of the Invention

The present invention relates to a Tourism Information and

Reservation System for distributing tourism and leisure information.

Background Art

Currently travel and leisure information is distributed

principally through brochures, books or travel agents. When one wants to book or reserve a service one must visit the travel agent or book the service by phone. Typically only the larger/chain hotels are electronically bookable. Summary of the Invention

The invention is set forth in the appended claims.

The Global Integrated System allows direct electronic reservation of tourism and leisure services. In particular the conversion of an electronic booking/reservation request into an automated telephone call makes all service providers electronically bookable provided they have a touchtone phone. The system breaks the language barrier in that a user can make a booking request in his/her own native language (e.g. English) and the request is automatically translated into the native language of the requested provider (e.g. French). The system can be applied to all destination services (e.g. golf courses, theatre, lodging etc.).

This invention concerns a new method of electronically reserving the service in real-time. Tour operators or home users or travel agents wishing to view and reserve a tourism service (such as a lodging) will interface with the system from a personal computer or other interactive device. They will be able to see multimedia information regarding a particular service, request information on the

RECLAMACIONES (El texto procesado por OCR puede contener errores)

1. An interactive remote reservation or ordering system to

interactively allow reservations to be made or orders to be placed from a first location (e.g. the home or office) with any one of a large number of providers of goods and/or services at other remote locations (e.g. shops, hotels and guesthouses, airlines), comprising: (a) means for generating a standard format request form and for enabling the form to be completed at, and transmitted in electronic form from, said first location, the completed form including an

identification of a particular provider of goods or services (e.g. a particular guesthouse) and/or an identification of the goods or services required (e.g. the starting date, duration and nature of accommodation required);

(b) dialling means for dialling a goods or service provider identified in the request form or identified as providing the goods or services required;

(c) electronic storage means for storing a menu of spoken messages which separately or in combination correspond to the goods or services which may be requested by means of the request form; and

(d) control means for receiving the completed request form, recognizing the goods or service provider and/or the goods or services

identified in the form, causing the electronic storage means to generate a corresponding voice message to be transmitted to the goods or service provider dialled via the dialling means, and for recognizing electronically transmitted responses, interpreting responses, and providing same at said first location.

2. The system of Claim 1 wherein said electronic storage means is for storing a

information will be distributed to the system users on-line or through media such as CD-ROM's. Typically a user will be connected to the Tourism Information and Reservation System through a local communications connection (e.g. PSTN, ISDN, ATM, Isochronous Internet etc.) and will be connected to the system using the Internet or via on-line carriers such as Microsoft Network. The system will contain both static and dynamic information regarding a particular tourism service. When one wants to reserve a service the system will directly connect one to a reservation system for the particular service (the reservation system may be located on the systems main nodes or at the service source).

Contrast with Existing Tourism Information and Reservation Systems The system will differ significantly from existing tourist information and reservation systems currently used by travel agents.

A first major difference is the very easy-to-use interface.

Typically a user of a Global Distribution System (GDS), such as the Trade Mark "Galileo" needs to attend a training course and needs to understand different codes to interact with the system and make reservations. The system in accordance with the present invention is very easy to use and a user requires no formal training other than to be familiar with the worldwide web interface and/or an on-line network interface such as the Microsoft network or CompuServe.

A second difference is that the system is at least an order of magnitude cheaper to connect to than the current GDSs. It is costly for both suppliers and travel agents to connect to the existing GDSs. Except for large hotel chains or resource providers it is prohibitively expensive to connect to these systems and have a resource distributed electronically. The proposed system makes it possible for even the simplest "bed and breakfast" or hostel to be connected so that their information is distributed and enables electronic reservations. Thus small business can now compete with large business.

Thirdly typically travel agents use expensive dedicated leased lines to connect to existing GDSs. The system of the invention can be accessed by a cheap local dial-up connection. Some GDSs now allow dial-up connections but to use the system special client software is required which must be copied onto the users local computer. The system of the invention requires no application specific software to run on the user's system. Users only need the standard WWW interface or interface from their local access provider.

Fourthly the system of the invention gives users control of their travel arrangements, there is no bias in the system and users can develop their own integrated itinerary and are not reliant on a travel agent to make their reservations. It makes booking of travel and tourism resources much more freely available and will be responsible for disintermediation (i.e. eliminating the travel agent in a

transaction). Because the user will be directly connected to the supplier the service being sold can be offered cheaper because there is no middle man to pay.

Fifthly the system of the invention allows searches to be made by the user against certain criteria. The user can ask for all hotels in a particular price range or destination or can request a list of all restaurants within five miles of the hotel or all Italian restaurants within five miles of the hotel and can be given directions by way of map with the restaurants marked. Sixthly the system will allow a user to look at the weather forecast for a particular destination where this option is configured on the system of the invention. This service will be updated by either local or remote weather services via a system interface. Seventhly the system of the invention reduces the search costs and time for finding relevant tourism information. Because the user can see more information about a particular service he can make a more informed choice and purchase a service or resource which more suits his needs. With current GDS it is not possible to have high quality nested information available to a user to help him make his choice.

operable to select a language appropriate to the goods or service provider.

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3. The system of Claim 1 wherein said dialling means, electronic storage means and control means is at a control location remote from said first location and from some or all of said providers at other locations.

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4. The system of Claim 1 including further electronic storage means at said control location for storing dynamic information relating to and provided by individual service providers (e.g. the number of rooms still vacant tomorrow night in a guest house), said further electronic storage means being accessible from said first location on a read only basis, and allocated segments of said electronic storage means being accessible to said individual service providers on a write basis.

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5. The system of Claim 1 wherein said control means is adapted to recognize an incoming signal generated at a touch tone telephone at a service provider.

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6. The system of Claim 1 including still further electronic storage means at said control location for storing static and dynamic information (e.g. street maps and weather forecasts) provided by a system manager, said still further electronic storage means being accessible from said first location on a read only basis, and said still further electronic storage means being accessible to said system manager on a write basis.

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7. An interactive remote reservation or ordering method for

interactively allowing reservations to be made or orders to be placed from a first location (e.g. the home or office) with any one of a large number of providers of goods and/or services at other remote locations (e.g. shops, hotels and guesthouses, airlines), comprising the steps of: (a) generating a standard format request form, completing the form, transmitting the form in electronic form from said first location, the completed form including an identification of a particular provider of goods or services (e.g. a particular guesthouse) and/or an identification of the goods or services required (e.g. the starting date, duration and nature of accommodation required);

(b) dialling, via dialling means, a goods or service provider identified in the request form or identified as providing the goods or services required; (c) storing, in electronic storage means, a menu of spoken messages which separately or in combination correspond to the goods or services which may be requested by means of the request form; and (d) receiving, at control means, the completed request form, recognizing the goods or service provider and/or the goods or services

identified in the form, causing the electronic storage means to generate a corresponding voice message to be transmitted to the goods or service provider dialled via the dialling means, and recognizing electronically transmitted responses, interpreting responses, and providing same at said first location.

Eighthly, when a user is making a booking abroad he need only make a local call using his computer rather than expensive international calls.

The system of the invention simplifies and speeds up the process of booking a tourism service. It allows tourism service suppliers a new real-time distribution channel for marketing their services. It allows integration in real-time distribution channel for marketing their services. It allows integration in real-time of separate tourism services by a user into an integrated package. Its multilingual interface allows transactions to be completed seamlessly by people of different native tongues. It broadens the time and geographic reach of tourism products information and reservation.

Typically GDS's only allow bookings to the larger/chain hotels and these hotels must pay a hefty subscription for same. The system of the invention offers a better service at a much cheaper price for all accommodations.

The system allows the small supplier to perform real-time marketing of his/her service. If yields are low he/she can offer his/her resource/service at a reduced rate to ensure that the

resource/service which typically has a very short shelf life is utilized. For example if a "bed and breakfast" has no bookings for a particular weekend it can change its rates to make it more attractive to customers for that specific weekend. Information is presented in a structured manner. Using

integrated/embedded guides users are first presented with a high level summary regarding a particular type of service or resource. If they require more information they can download or jump to the next level of information where more detailed information is available. Having made a decision on a particular resource or service to buy they can then automatically reserve the service. As the resource/service is selected using the mouse or keyboard an electronic reservation form is presented to them. They fill this in and send it off. This system completes the transaction and a booking confirmation is returned over a period of time.

The system at a high level can be used to control tourism flows in a particular region. Say for example in Ireland the Kerry region is full of tourists but the Donegal region is empty. The Irish tourist board could feature the Donegal area on the system and hopefully attract more to the Donegal region. Contrast with Other Home Interactive Systems e.g. Home Banking

The proposed system offers an anywhere in the world service. A resource/service can be purchased anywhere in the world. The banking services provide access to an account allowing payment to other accounts which are local. The proposed system allows both booking and payment for services/resources across borders. Direct debit systems using a company bank account in each city or country allow local payments and weekly/monthly reconciliation saving on individual bank fees per transaction.

Brief Description of the Drawings

Figure 1 shows the network architecture to provide the connection of suppliers directly to customers;

Figure 2 shows the Internal Application Design;

Figures 3 to 5 show graphics screens as seen by the user, further typescript screens are shown in Appendix C; and

Figures 6 to 9 relate to Appendix A; and

Figure 10 is an entity relationship diagram. Description of at least one way of Carrying out the Invention by

Reference to the Drawings

The step-by-step use of the system will now be described.

1. A user will log in from home and be able to choose a destination for which he/she wishes to obtain information. This information will be stored on a central computer which is in fact a large switch (Figure 3).

2. The user can request all sorts of data (Figures 4, 5, Appendix C, Screen 1, Appendix C, Screen 2) regarding a destination by performing search operations on the database describing a

particular destination. Based on the information provided the user can make a decision to reserve a particular service.

3. To do this the user selects an activate button on the screen and an electronic form is presented to him/her (Appendix C, Screen 3). 4. After typing in the relevant details this electronic form is sent to the central computer (Appendix C, Screen 4) which then switches the message to a remote server in the requested destination using a look-up table. 5. At the remote server the electronic message is decoded and the

code number and booking details for the service is identified. The telephone number of the requested service is dialled.

6. In parallel the booking information is converted into a digital voice which interacts with the person or computer picking up the phone at the service supplier.

7. If the service is available the supplier indicates this using a pre-determined code. Availability, non-availability and booking confirmation information are all conveyed through touch tone codes.

8. The remote server terminates the telephone call when the

transaction is completed and then inserts the result of the transaction into the previously received electronic form which is then sent back to the central computer.

9. At the central computer the electronic form is forwarded onto the original sender. This form will contain the booking confirmation (Appendix C, Screen 5) or indicate whether the booking was successful or unsuccessful and will give the booking confirmation number if the booking was successful. A booking cancellation form is shown in Appendix C, Screen 6. The multilingual service will be offered by using common data tables for storing information. Translation routines will be used to offer this information in the context of different languages. Thus a user can be presented with an electronic form in his/her native language e.g. German. He/she can fill this out in German. This electronic form will be mailed to the central server where a program will extract the relevant details and send them to the remote server. The remote server will be configured to speak to the supplier in the native language of the destination. The booking request will be executed and a reply returned to the central computer. Here again a program will act on the common table and the reply for the requesting user formatter in his/her native language.

Hardware and Software Specifications

The hardware used for a client of the Tourist Information and Reservation System could be as follows:

1 x Multimedia computer

DX2486 66Mhz / i.e. Pentium Processor

8 MB Random Access Memory (RAM)

540 MB Hard Disk

3.5" 1.44MB Floppy Disk Drive

Quad-speed CD-ROM drive

Graphics accelerator card

Sound Card and Dual external speakers

15" system Monitor

Standard Extended Keyboard

Mouse and Pad 1 x Internal 14,400bps Fax modem

The software supplied for client operation of the Tourist

Information and Reservation System is specified as follows:

1 x Windows 95 Operating System

Windows Plus System Management

The Microsoft Network Software

Microsoft Office (includes, MS Word, MS Excel and MS Powerpoint)

Microsoft Exchange, electronic mail management

Microsoft Fax management

Other items required are

1 x Microsoft Network Account or other on-line service provider account

Typically client software may be required for travel professional use (e.g. Tour operator or travel agent). A home user or business traveller can access the system from their own PC without special client software (a www browser is sufficient).

The VisIT System is a client server based application. The VisIT system architecture is both simultaneously centralized and

geographically dispersed. The VisIT data will be stored in a hybrid object oriented relational database architecture. The underlying database to be used will conform to ANSI SQL standards and may be one of the following: - Oracle Media Server;

- Postgres;

- Microsoft SQLServer;

- Sybase SQLServer;

- Informix;

- Ingres;

- Matisse ADB

- Illustra etc. Dynamic resource information is stored on a central relational database. VisIT utilizes the existing communications infra-structure to facilitate the rapid access and ease of maintenance of the data stored in the VisIT database by application users. The design of VisIT facilitates the integration of tourist destinations, activities and services provided not only throughout Ireland but throughout the world.

The dynamic resource data can be accessed in three ways: 1. Through a Windows based interface developed using Visual Basic and C++;

2. Through the World Wide Web using a FORMS based interface developed in HTML (Hypertext Mark-up Language); or

3. Through an on- line interface.

The system components are discussed below. The system architecture is shown in the figure below.

The software which provides information and presents electronic forms to the users resides on the central on-line server. It is created using the standard on-line tools available from on-line service providers.

Architecture Components

Component name Description User Interface The user interfaces with the system from

their pc which connects them to the VisIT server using a network and appropriate user interface. They can find a tourism service provider by browsing or querying a database on the VisIT server. They then fill out an electronic booking request which is presented by the VisIT server. VisIT server Contains destination content in a relational object oriented database (such as Postgress, Illustra, Matisse) running on a scalable server (such as Alpha or Pentium) running a multi-tasking system (eg Unix, NT). Also can contain end user interface for potential traveller or travel professional. Sends booking requests and receives booking reply from the internet touchtone server. The VisiT server sends a packet to the Internet

Touchtone server detailing a booking request. Internet Touchtone server Receives booking requests from the VisIT

server and converts these into automated telephone calls to a tourism service provider. Receives touchtone replies from the tourism service provider in response to requests issued. Send confirmation or rejection package back to VisIT server based on provider response. Sends confirmation fax, page or mobile message to the provider if request is successful. Runs on a standard PC (eg Pentium, 486 etc) running Dos or multitasking operating system. Contains voicecard which plays previously sample voice excerpts on command. Voice excerpts are integrated to deliver coherent request to provider.

Tourism Service provider The tourism service provider interacts with the system using a touchtone phone. Based on a particular request they respond to the system by pressing a particular key on their touchtone phone, (eg pressing the key /one' will confirm a booking request). Confirmation of a booking can be sent by fax, page, mobile message or similar mechanism. Tourism service provers can put product availability on the system via a touchtone phone, fax, pc or other electronic mechanisms.

Communications		
User	VisIT server	Network, Internet, Intranet, ISDN, WWW, On-line network, frame relay, ATM etc
VisIT Server	Internet Touchtone server	PSTN, ISDN, Internet, X25, Frame relay, ATM etc
Internet Touchtone server	Tourism Service provider	PSTN, Internet, paging system, mobile messaging system

VisIT Database Server

The VisIT database server will be configured with the following software: - TCP/IP, for INTERNET Access;

- The VisIT database application;

- A relational database such as SQLServer, Informix, Ingres or

Postgres is recommended.

A server is also required that is configured for access to the network.

VisIT may utilise ODBC to communicate with a relational database. Theoretically, any relational database which supports ODBC could be used as the VisIT database. The minimum suggested configuration for a VisIT Server host is as follows:

OTY

1 Deskside PC box (expandable)

1 Xpress Pentium™90mHz Cpu Module (scalable)

4 16 MB SIMMS Module 1 SCSI Cable Internal

1 Raid Controller (dac controller)

6 2GB Seagate SCSI Disk Drives

1 32 EISA Ethernet Network Card

7 Drive Mounts

1 External SCSI Cable

1 HP 8-Gig DAT Drive

Typically an introductory system might be a Dec Alpha 3000/300LX System with a 2GB harddrive.

This platform should be scalable to allow additional computing capacity to be added as demand grows. VisIT Client Software Configuration

The VisIT client PC will be configured with the following software:

TCP/IP, to enable connecting to the database and for the INTERNET access;

Network Browser software; and/or

Windows Interface.

Clients that connect to VisIT through the World Wide Web (WWW) use the HTTP . The WWW interface is developed using HTML (Hypertext Markup Language) based forms. These forms use SQL (Structured Query Language) based queries to access the VisIT server database. WWW clients have the option to select a text or graphics based interface. The graphics based interface is slower than the text based interface as the graphics files must be downloaded to the WWW client. After the graphics files have been downloaded the application response time will increase dramatically for the remainder of the session as the graphic files will be stored locally in temporary files, which last for the duration of the user's current WWW session. Figure 2 illustrates a possible internal application design of VisIT.

The VisIT application is to be developed using the following tools: - C++;

- Ay relational database such as SQLServer, Informix, Oracle, Ingres, Postgres;

- HTML & CGI (Common Gateway Interface).

The development of the application using Visual Basic and C++ will facilitate the porting of the application to different platforms including future 32 bit operating systems such as Windows '95.

The central database will be access from the client PC's using ODBC & TCP/IP. Clients based on the World Wide Web will access the database server using forms created in HTML and CGI scripts stored on the WWW server. These CGI scripts are programs developed using C, SQL

(Structured Query Language) calls and the SQLServer API (Application programming interface) to access the VisIT database.

The document object controls all of the data associated with VisIT and handles the interface with the different types of WWW Browsers that could be used such as Netscape, Lynx etc. The view handles all of the user interface tasks. VisIT uses the concept of polymorphism to allow additional Browser objects to be created and inserted into the

application with minimal code modifications. External Communications

The architecture is platform independent and will run under both UNIX and Windows NT. Users will connect to the service using a combination of either: - PSTN

- Dedicated Phone lines;

- Leased lines;

- ISDN;

- ATM;

- Organisational INTERNET connectivity;

- Microsoft Service Network or other on-line service Users will connect to the VisIT system at a variety of speeds varying from 2,400 baud dialup connectivity to 45 Mbps ATM connectivity. Users will utilise common network browser software to access the system such as those provided by: - Netscape;

- Compusery;

America On-Line;

- Microsoft network;

- or other on-line network.

Network Architecture for On-Line Service

An on-line network such as the Microsoft network can be implemented using a central database and a network of high capacity switches such as the Digital Gigaswitch product which has a capacity of 3.6 Gbytes per second. The gigaswitches are implemented using high speed ATM

connections. Local connections to the network can be through PSTN line supporting speeds such as 14,400 bps or through other connections such as ISDN. The central computer could be a Digital alpha 8,400 server or scalable Pentium server.

Addendum to Reservation System As well as having a touchtone interface to the suppliers the remote server can be configured to either be located at the suppliers premises or to connect to another computer of similar specification at the suppliers. This would enable all information and reservation

transactions to be implemented using a PC interface. Thus there are a number of hybrid configuration for connection to the supplier. In summary these are:

Remote server interfaces with supplier using telephone touchtone interface

Remote server interfaces with supplier's PC using internet or a dialup connection Remote server is actually at supplier's premises

Remote server interogates supplier's PC using an ODBC interface Supplier information is held on the central server and the supplier logs onto the central server to update this information

Appendix A

The Appendix gives a more detailed description of a system model specification.

Appendix B

The Appendix gives an example of a Booking Packet Specification.

Appendix C

The Appendix shows certain screens which are in typescript.

APPENDIX A

VisIT Server Database Specification

Table Of Contents

Table Of Figures

1. Introduction

This document defines:

- The system hierarchy (including the hidden data necessary to be passed in this version);
- The format of the Internet based html screens;
- The Activity based inputs and outputs;
- The Entities;
- The Management Interface.

2. System Model Specification

2.1 System Hierarchy (Figure 6)

The configuration of the TourIT web site to be able to cope with multiple languages is a key part of the wide spread acceptance of the application by users. The users on the Main Welcome screen are able to select their preferred language option. The TourIT web site must also be able to cope with text based browsers.

There are a number of levels in the system as defined in Figure 6. At each level in the system specific push button icon options will be available to the user underneath the TourIT web site logo.

The following Key Icons will be displayed on all screens as appropriate below level 2:

1. Sightseeing,
2. Accommodation,
3. Restaurants,
4. Nightlife,
5. Transport,
6. Entertainment,
7. Comments,
8. To form for additions to the database

The first six options will enable the user to select the appropriate activity based on the destination selected. Option 7 enables the user to enter a comment that will be automatically Emailed to the TourIT web site managers. Option 8 is used by all

forms of service that we offer reservations for, and allows hotels etc. to request addition to the database

As well as these icons the following Escape options should also be available at the different levels through out the TourIT web site options:

Level 1. None
Level 2. Change language[goto welcome page]
Level 3. Level 2 + change location[goto map page]
Level 4. Level 3 + change activity[goto activities page]
Level 5. Level 4 + page dependency (e.g. electronic forms)

2.2 The Welcome Page (Figure 7)

This page references the company details home page and it also references the TourIT web site details home page. The user selects a particular language and this then starts the application.

2.3 Destination Selection (Figure 8)

This page will offer the first level of destinational hierarchy. This may be expanded as the service is expanded, but a limit of three levels will be placed to avoid a user getting frustrated.

This page will also include a text based option to select destination, using a editable pull down box.

2.4 Activities (Figure 9)

This page will offer a menu of activities subdivided as can be seen in Figure 9. These could also be listed in columnar fashion for that destination, using both standard TourIT icons (to be supplied), and text based linking.

2.5 Activity Selected

Based on the activity selected a number of possible options can be selected. The following sections, The *Data flow section & The Required Inputs and Outputs based on the Activity Selected section* document the dataflows and the required inputs and outputs.

2.6 The Data Flow

All of the data passed into and out of the following pages are hidden data. Where the next step is defined as *"? Potential for bookings"*. This a place holder for a future option to make a reservation.

The Top Levels:

Title	Entry	Next Step	Escape Options	Data Passed into	Data Passed out
Welcome	URL	Map	Level 1	None	Language
Map	Welcome	Activities	Level 2	Language	language, location
Activities	Map	Activity Selection	Level 3	language, location	language, location

The Activity Selections:

Title	Entry	Next Step	Escape Options	Data Passed
Destination Overview	Activities page	Key Icons	Level 4	language, location

Destination Overview (button on activities page, with key ICONS included)

atmosphere, architecture, history, differentiating features, must do's

Title	Entry	Next Step	Escape Options	Data Passed into	Data Passed out
Transport	Activities, Destination overview	Transport List	Level 4	language, location	language, location
Transport List	Transport	Transport Details	Level 4 + Transport	language, location	language, location
Transport Details	Transport List	Booking Details	Level 4 + Transport + 'click back'	language, location	language, location, relevant transport details
Booking Options	Transport Details	? Potential for bookings	Level 4 + Transport + 'click back'	language, location, type of transport	

Transport

Airport info., ferry info., bus, tram, train, taxi and car rental -current rates

Title	Entry	Next Step	Escape Options	Data Passed
General Info.	Activities	None	Level 4	language, location

General information

Overview, post, telephone, banks and currency, time/hours, holidays

Title	Entry	Next Step	Escape Options	Data Passed
Sightseeing	Activities, Destination Overview	None	Level 4	language, location

Sightseeing

Top attractions

Title	Entry	Next Step	Escape Options	Data Passed
Tours	Activities	? Potential for bookings	Level 4	language, location

Tours

Local Tours, day trips, overnight excursions

Title	Entry	Next Step	Escape Options	Data Passed
Entertainment	Activities, Destination overview	? Potential for booking	Level 4	language, location

Entertainment

Theatre, Musicals, Comedy, Dance

Title	Entry	Next Step	Escape Options	Data Passed
Music	Activities	None	Level 4	language, location

Music

Traditional, local, Classical, Pop, Opera, Jazz and Blues, Rock

Title	Entry	Next Step	Escape Options	Data Passed
Shopping	Activities	None	Level 4	language, location

Shopping

Areas and specialty/special value products

Title	Entry	Next Step	Escape Options	Data Passed
Museums	Activities	None	Level 4	language, location

Museums

Types

Title	Entry	Next Step	Escape Options	Data Passed

Title	Entry	Next Step	Escape Options	Data Passed in	Data Passed out
Accommodation (transport, multiple categories, location, price)	Activities, Destination Overview	Accommodation List	Level 4	language, location	language, location
Accommodation List (database output)	Accommodation	Accommodation Details	Level 4 + Accommodation	language, location	language, location
Accommodation Details	Accommodation List	Booking Forms	Level 4 + Accommodation + 'click back to go back to list'	language, location	language, location, relevant accomm. details
Booking Forms	Accommodation Details	? Potential for bookings	Level 4 + Accommodation + 'click back'	language, location, relevant accomm. details	

Accommodation (pass hotel selection into form)

Hotel lists - what you will pay for what type of hotel

Title	Entry	Next Step	Escape Options	Data Passed into	Data Passed out
Restaurants (multiple food types - location)	Activities, Destination Overview	Restaurant List	Level 4	language, location	language, location
Restaurant List	Restaurants	Restaurant Details	Level 4 + Restaurants	language, location	language, location
Restaurant Details	Restaurant List	None	Level 4 + Restaurants + 'click back'	language, location	None

Children's Activities	Activities	None	Level 4	language, location

Children's activities

Events, attractions

Title	Entry	Next Step	Escape Options	Data Passed
Tours	Activities	? Potential for Booking	Level 4	language, location

Festivals & Exhibitions

Title	Entry	Next Step	Escape Options	Data Passed
Spectator Sports	Activities	? Potential for booking	Level 4	language, location

Spectator sports

List categories

Title	Entry	Next Step	Escape Options	Data Passed
Activity Sports	Activities	None	Level 4	language, location

Activity Sports

Golf, fishing etc.

Title	Entry	Next Step	Escape Options	Data Passed
When to go, what to bring	Activities	None	Level 4	language, location

When to go/ What to bring

Climate, type of clothes

Restaurants

List of Types (Family, budget, cafes, Local cuisine, local specialties, European cuisine, ethnic cuisine, American cuisine) - what you will pay for a meal

Title	Entry	Next Step	Escape Options	Data Passed into	Data Passed out
Professional Services (multiple types)	Activities	Prof. Services List	Level 4	language, location	language, location
Prof. Services List	Professional Services	None	Level 4 + Professional Services	language, location	None

Professional services

Secretarial services, fax, overnight mail, messenger services, translation services, mobile phone and computer rentals

Title	Entry	Next Step	Escape Options	Data Passed into	Data Passed out
Nightlife (multiple types, location, added facilities (rest./ hours/hotel/ etc.))	Activities, Destination Overview	Nightlife List	Level 4	language, location	language, location
Nightlife List	Nightlife	Nightlife Details	Level 4 + Nightlife	language, location	language, location
Nightlife Details	Nightlife List	None	Level 4 + Nightlife + 'click back'	language, location	None

Nightlife

Pubs, clubs, casino, comedy

2.7 The Required Inputs and Outputs based on the Activity Selected

The section defines the required inputs and outputs for each page at each level of the TourIT web site hierarchy. All input/output in italics is hidden. The Input Requirements column defines the relevant fields for query construction. The Output Requirements column defines the relevant fields for display as a result of the query.

Each of the query option should contain an option to restrict the size of the matching result set, i.e. this determines whether or not 10, 25, 50, 100, 500 values are returned from the query. A default value should be preselected (probably 25). Preformatted output implies a previously created HTML based document that matches that search criteria.

Each of the Output Pages resulting from a query should take the following format:

- VisIT header on every page - includes logo + page title + Location + Language (e.g. VisIT transport booking -- Dublin, English)
- 8 main routing icons
- The Escape Options
- Multi - coloured divider line
- The Specific Results of the query in a left justified bulleted list or a number of columns. The choice here is dependant on the ease of viewing and use.
- Multi - coloured divider line
- Options (both routing icons and escape options) repeated at bottom of screen.

Title	Input requirements (Query fields)	Output Requirements
Welcome	Language Options	*Language*
Map	*Language* Location (map & text)	*Language* *Location*
Activities	*Language* *Location* Activity Icons (and text) [tabulate graphics and text separately]	*Language* *Location*
Destination Overview	*Language*	*Language*

	Location Table of Contents, same page pointers <#Name>	*Location* Preformatted output
Transport	*Language* *Location* Type (multiple select) City/Country departing from Date of Departure Desired Departure Time (AM, Afternoon, PM, ALL) Date of Return Desired Return Time (AM, Afternoon, PM, ALL) Price Range	*Language* *Location* Transport List (clickable) Carrier
Transport List	*Language* *Location* User Selection	*Language* *Location* Transport Details Carrier Details Graphics Times Cost
Transport Details (clickable)	*Language* *Location* *Transport Code* Carrier Details Graphics Times Cost	*Language* *Location* *Transport Code*
Booking Options	*Language* *Location* *Transport Code* Reprint Transport Details Credit Card Info. Number Name Expiration Billing Address	*Language* *Location* Confirmation Details Transport Details Booking Reference Contact Name
General Info.	*Language* *Location* Table of Contents, same page pointers	*Language* *Location* Preformatted output
Sightseeing.	*Language* *Location*	*Language* *Location*

	Table of Contents	Preformatted Output
Tours	*Language* *Location* Type Length of tour	*Language* *Location* Tour Information
Entertainment	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Music	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Shopping	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Museums	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Children's Activities	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Spectator Sports	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
Activity Sports	*Language* *Location* Table of Contents	*Language* *Location* Preformatted output
When to go, what to bring	*Language* *Location* Table of Contents, same page pointers	*Language* *Location* Preformatted output
Accommodation	*Language* *Location* Multiple Types Accessibility (transport type) Room options Location Price Facilities	*Language* *Location* Accommodation list
Accommodation List	*Language* *Location* User Selection	*Language* *Location* Accommodation Details Type Location Price

		Price qualifications Availability
Accommodation Details (clickable)	*Language* *Location* *Accommodation Code* Type Location Price Availability	*Language* *Location* *Accommodation Code*
Booking Forms	*Language* *Location* Reprint Accommodation Details Credit Card Info. Number Name Expiration Billing Address	*Language* *Location* Confirmation Details Transport Details Booking Reference Contact Name
Restaurants	*Language* *Location* Multiple Cuisine Type Location (key spots/hotels)	*Language* *Location* Restaurant list Name Location
Restaurant List (clickable)	*Language* *Location* User Selection	*Language* *Location* Restaurant Details Name Location Grading Cuisine Other Amenities
Restaurant Details	*Language* *Location* Preformatted Output	*Language* *Location* None
Professional Services	*Language* *Location* Multiple Types	*Language* *Location* Prof. Services List Type Location
Prof. Services List (clickable)	*Language* *Location* User Selection	*Language* *Location* Prof. Service Selected
Prof. Services Details	*Language* *Location* Preformatted Output	*Language* *Location* None

Nightlife	*Language* *Location* Multiple Type Location Other facilities	*Language* *Location* Nightlife List
Nightlife List (clickable)	*Language* *Location* User Selection	*Language* *Location* Nightlife Selected
Nightlife Details	*Language* *Location* Preformatted Output	*Language* *Location* None

3.0 Entity listing

The following entities are required to be defined. Some of these entities could be merged together if required. A high level ERD is showed in Figure 5.

1/ **Destination Overview**
atmosphere, architecture, history, differentiating features, must do's
2/ **Accommodation**
Hotel lists - what you will pay for what type of hotel
3/**Restaurants**
List of Types (Family, budget, cafes, Local cuisine, local specialties, European cuisine, ethnic cuisine, American cuisine) - what you will pay for a meal
4/ **Transport**
Airport inf., ferry info., bus, tram, train, taxi and car rental -current rates
5/ **General information**
Overview, post, telephone, banks and currency, time/hours, holidays
6/**Professional services**
Secretarial services, fax, overnight mail, messenger services, translation services,
mobile phone and computer rentals
7/**Sightseeing**
Top attractions
8/ **Tours**
Local Tours, day trips, overnight excursions
9/**Nightlife**
pubs, clubs, casino, comedy
10/**Entertainment**
Theatre, Musicals, Comedy, Dance
11/ **Music**
Traditional, local, Classical, Pop, Opera, Jazz and Blues, Rock
12/ **Shopping**
areas and specialty/special value products
13/**Museums**
types
14/**Children's activities**
Events, attractions
15/ **Festivals & Exhibitions**
16/ **Spectator sports**
list categories
17/ **Sports**
golf, fishing etc.
18/ **When to go/ What to bring**

4.0 Initial Management Interface Requirements

A management interface must be developed to maintain the above entities. The following functionality is required:

- General data management (i.e. addition and deletion of hotels, timetable adjustments etc.) to be done mainly by TourIT Ltd.
- Hotel Group Management (i.e. where a hotel group can add it's own hotels within that group - password protected)
- Ability to monitor all adjustments to the database (i.e. reports) by TourIT Ltd.
- Provision of Server Statisitics as demonstrated in initial meeting

---

Table: Accomodation Page: 1

Properties

Date Created:	12/09/95 16:51:14	Def. Updatable:	Yes
Last Updated:	13/09/95 20:32:23	Record Count:	0

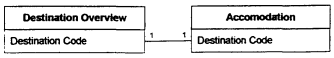
Columns

Name	Type	Size
Destination Code	Text	50
Accomdation Code	Text	50
Accomodation Type	Text	50
Accomdation Grouping	Text	50
Accomodation Name	Text	50
Accomodation Addr1	Text	50
Accomodation Addr2	Text	50
Accomodation Addr3	Text	50
Accomodation Addr4	Text	50
Accomodation Addr5	Text	50
No of rooms	Number (Double)	8
Std Single Price	Currency	8
Std Double Price	Currency	8
Std Twin Price	Currency	8
Price Per person/ Per room	Text	50
Clock Radio	Yes/No	1
Bar	Yes/No	1
Mini Bar	Yes/No	1
Pool (1 - indoor, 2 out door)	Yes/No	1
Express Checkout	Yes/No	1
Night Porter	Yes/No	1
Business Centre	Yes/No	1
Golf course	Yes/No	1
Gym	Yes/No	1
Jacuzzi	Yes/No	1
Room Service	Yes/No	1
Safe in Room	Yes/No	1
Laundry services	Yes/No	1
Restaurant	Yes/No	1
Baby sitting	Yes/No	1
Television	Yes/No	1
TV with Cable	Yes/No	1
Iron	Yes/No	1
Trouser Press	Yes/No	1
Tea and Coffee Facilities	Yes/No	1
Modem Facilities	Yes/No	1
Fridge	Yes/No	1
Accomdation home page	Text	200

Relationships

Table: Accomodation Page: 2

Reference



Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Accomdation Grouping	1
Fields:	Accomdation Grouping, Ascending
Accomodation Type	1
Fields:	Accomodation Type, Ascending
PrimaryKey	1
Fields:	Accomdation Code, Ascending

Table: Childrens Activities Page: 1

Properties

Date Created:	9/12/95 7:44:45 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:52:25 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Activity Code	Text	50
Activity Name	Text	50
Site HTML Page	Text	200
Site Location	Text	50
Start Time	Date/Time	8
Finish Time	Date/Time	8

Relationships

Reference4

Destination Overview		Childrens Activities
Destination Code	1 — ∞	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Activity Code	1
Fields:	Activity Name, Ascending
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Activity Code, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Destination Overview Page: 1

Properties

Date Created:	9/12/95 4:48:43 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:07:52 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Destination Name	Text	50
Destination Overview HTML Page	Text	200
Destination General HTML Page	Text	200

Relationships

Reference

Destination Overview		Accomodation
Destination Code	1 — 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Reference1

Destination Overview		Tours
Destination Code	1 — ∞	Destination Code

Attributes: One to One, Not Enforced, Left Join

Reference10

Destination Overview		Entertainment
Destination Code	1 — ∞	Destination Code

Attributes: One to One, Not Enforced, Left Join

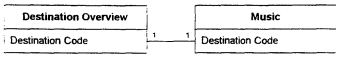
Reference11

Destination Overview		Festivals
Destination Code	1 — 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

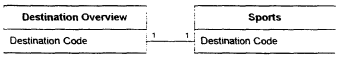
Table: Destination Overview Page: 2

Reference12



Attributes: One to One, Not Enforced, Left Join

Reference13



Attributes: One to One, Not Enforced, Left Join

Reference14

Attributes: One to One, Not Enforced, Left Join

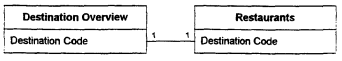
Reference15

Attributes: One to One, Not Enforced, Left Join

Reference2

Attributes: One to One, Not Enforced, Left Join

Reference3



Attributes: One to One, Not Enforced, Left Join

Table: Destination Overview Page: 3

Reference4

Attributes: One to One, Not Enforced, Left Join

Reference5

Attributes: One to One, Not Enforced, Left Join

Reference6

Attributes: One to One, Not Enforced, Left Join

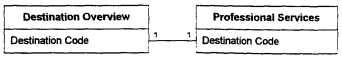
Reference7

Attributes: One to One, Not Enforced, Left Join

Reference8

Attributes: One to One, Not Enforced, Left Join

Reference9



Attributes: One to One, Not Enforced, Left Join

Table: Destination Overview Page: 4

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Destination Name, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Entertainment Page: 1

Properties

Date Created:	9/12/95 7:50:50 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:51:35 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Type of Entertainment	Text	50
Entertainment HTML Page	Text	200
Entertainment Location	Text	50
Opening time	Date/Time	8
Closing time	Date/Time	8

Relationships

Reference10

Destination Overview	Entertainment
Destination Code	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Type of Entertainment, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Festivals Page: 1

Properties

Date Created:	9/12/95 7:43:02 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:44:29 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Festival Name	Text	50
Site HTML Page	Text	200
Site Location	Text	50
Festival Start Date	Date/Time	8
Festival Finish Date	Date/Time	8

Relationships

Reference11

Destination Overview	Festivals
Destination Code	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Festival Name, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Museum Page: 1

Properties

Date Created:	9/12/95 7:46:06 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:47:08 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Museum Name	Text	50
Museum HTML Page	Text	200
Museum Location	Text	50
MuseumType	Text	50

Relationships

Reference5

Destination Overview		Museum
Destination Code	1 — 1	Destination Code

Attributes: One to One. Not Enforced. Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Museum Name, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Music Page: 1

Properties

Date Created:	9/12/95 7:51:41 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:52:16 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Type of Music	Text	50
Music HTML Page	Text	200
Music Location	Text	50
Opening time	Date/Time	8
Closing time	Date/Time	8

Relationships

Reference12

Destination Overview		Music
Destination Code	1 —	Destination Code

Attributes: One to One. Not Enforced. Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Type of Music, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Night Life Page: 1

Properties

Date Created:	9/12/95 7:48:49 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:50:37 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Type of Night life	Text	50
Nightlife HTML Page	Text	200
Night life Location	Text	50
Opening time	Date/Time	8
Closing time	Date/Time	8

Relationships

Reference6

Destination Overview		Night Life
Destination Code	1 — 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Type of Night life, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Professional Services Page: 1

Properties

Date Created:	9/12/95 7:36:24 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:48:28 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Service Name	Text	50
Service HTML Page	Text	200
Service Location	Text	50

Relationships

Reference9

Destination Overview		Professional Services
Destination Code	1 — 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Service Name, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Restaurants Page: 1

Properties

Date Created:	9/12/95 7:12:46 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:32:18 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Restaurant Code	Text	50
Restaurant Name	Text	50
Restaurant Address 1	Text	50
Restaurant Address 2	Text	50
Restaurant Address 3	Text	50
Restaurant Address 4	Text	50
Restaurant Address 5	Text	50
Type of Food served	Text	50
Average Meal Price	Text	50
A LA Carte	Yes/No	1
Restaurant HTML Page	Text	200

Relationships

Reference3

Destination Overview		Restaurants
Destination Code	1 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
PrimaryKey	1
Fields:	Restaurant Code, Ascending

Table: Shopping Page: 1

Properties

Date Created:	9/12/95 7:24:26 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:28:54 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Shop Code	Text	50
Shop Type	Text	50
Shop Opening time Mon	Date/Time	8
Shop Closing time Mon	Date/Time	8
Shop Opening time (Tues)	Date/Time	8
Shop Closing time (Tues)	Date/Time	8
Shop Opening time (Wed)	Date/Time	8
Shop Closing time (Wed)	Date/Time	8
Shop Opening time (Thurs)	Date/Time	8
Shop Closing time (Thurs)	Date/Time	8
Shop Opening time(Fri)	Date/Time	8
Shop Closing time (Fri)	Date/Time	8
Shop Opening time (Sat)	Date/Time	8
Shop Closing time (Sat)	Date/Time	8
Shop Opening time (Sun)	Date/Time	8
Shop Closing time (Sun)	Date/Time	8
Shop Owner	Text	50
Shop Chain	Text	50
Shop Contact No	Text	50

Relationships

Reference2

Destination Overview		Shopping
Destination Code	1 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
PrimaryKey	1
Fields:	Shop Code, Ascending

Table: Sight Seeing Page: 1

Properties

Date Created:	9/12/95 7:38:05 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:38:40 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Site Name	Text	50
Site HTML Page	Text	200
Site Location	Text	50

Relationships

Reference14

Destination Overview		Sight Seeing
Destination Code	1 — 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Site Name, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

Table: Spectator Sports Page: 1

Properties

Date Created:	9/12/95 7:53:29 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:53:30 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Sport Code	Text	50
SportType	Text	50
Sport Starting time	Date/Time	8
Sport Finishing time	Date/Time	8
Sport Price	Text	50
Sport Operator	Text	50
Sport Operator Contact No	Text	50
Sport HTML Page	Text	50
Sport restrictions	Text	250

Relationships

Reference15

Destination Overview		Spectator Sports
Destination Code	1 — ∞	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
PrimaryKey	1
Fields:	Sport Code, Ascending

Table: Sports Page: 1

Properties

Date Created:	9/12/95 7:39:45 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:54:11 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Sport Code	Text	50
SportType	Text	50
Starting time	Date/Time	8
Finishing time	Date/Time	8
Price	Text	50
Sport Operator	Text	50
Sport Operator Contact No	Text	50
Sport HTML Page	Text	50

Relationships

Reference13

Destination Overview		Sports
Destination Code	1 : 1	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
PrimaryKey	1
Fields:	Sport Code, Ascending

Table: Tours Page: 1

Properties

Date Created:	9/12/95 7:16:43 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:20:21 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Tour Code	Text	50
Tour Type	Text	50
Tour Starting time	Date/Time	8
Tour Finishing time	Date/Time	8
Tour Price	Text	50
Tour Operator	Text	50
Tour Operator Contact No	Text	50

Relationships

Reference1

Destination Overview		Tours
Destination Code	1 : ∞	Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
PrimaryKey	1
Fields:	Tour Code, Ascending

Table: Transportation Page: 1

Properties

Date Created:	9/12/95 5:00:05 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:35:03 PM	Record Count:	0

Columns

Name	Type	Size
From Destination Code	Text	50
To Destination Code	Text	50
Transport Code	Text	50
Transport Type	Text	50
Transport Price	Text	50

Relationships

Reference7

Destination Overview		Transportation
Destination Code	1 — 1	From Destination Code

Attributes: One to One, Not Enforced, Left Join

Reference8

Destination Overview		Transportation
Destination Code	1 — 1	To Destination Code

Attributes: One to One, Not Enforced, Left Join

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	From Destination Code, Ascending
PrimaryKey	1
Fields:	Transport Code, Ascending
To Destination Code	1
Fields:	To Destination Code, Ascending

Table: When to go Page: 1

Properties

Date Created:	9/12/95 7:54:29 PM	Def. Updatable:	Yes
Last Updated:	9/12/95 7:55:44 PM	Record Count:	0

Columns

Name	Type	Size
Destination Code	Text	50
Time of Year	Text	50
Travel Options	Text	200
Clothing Options	Text	200
Wheather by Season	Text	50

Table Indexes

Name	Number of Fields
Destination Code	1
Fields:	Destination Code, Ascending
Destination Name	1
Fields:	Time of Year, Ascending
PrimaryKey	1
Fields:	Destination Code, Ascending

APPENDIX B

Booking Packet Specification

Some outline (proposed packet structures)
All fixed length string fields have been used for simplicity, readability and ease of de-bugging - packet size and speed are not really a consideration here

Booking Packet			
Booking number	as	string *10	(unique number assigned by Tourit).
Customer Surname	as	string * 25	
Customer Christian name	as	string *15	
Customer Title	as	string *5	(Mr., Mrs., Dr., Rev, Prof. etc.)
Requested accommodation code	as	string *8	(first choice of accommodation)
Secondary accommodation code	as	string *8	(optional second choice)
Roomtype required	as	string *10	(from secondary code file up to ten five rooms can be booked)
Start date reqd	as	string *7	(eg: 25JUN96)
Nights Required	as	string *2	(eg: 02)
Expected Nightly room rate	as	string *7	(eg: £90.00) - currency is indicated in the first character)
Credit Card Number	as	string *20	(Full card (or account) number)
Expiry Date	as	string *5	(eg:02/96)
Cardholder Name	as	string *40	(Full name as it appears on the card)
Reserved	as	string *100	(reserved for future expansion)
CRLF	as	string *2	(CR/LF sequence for easy viewing of the queue in EDIT etc.)
Response Packet.			
Booking number	as	string *10	(The Tourit booking number)
Customer Surname	as	string * 25	(as a double-check)
Accommodation code	as	string *8	(The code of the accepting hotel)
Acceptance	as	string *1	(Y is yes, anything else is a no)
Reserved	as	string *100	(reserved for future expansion)
CRLF	as	string *2	(CR/LF sequence for easy viewing of the queue in EDIT etc.)

APPENDIX C

Visit Accommodation Database - Microsoft Internet Explorer

Visit Accommodation Database

- Ashling Hotel , City Centre , 54 Bedrooms en suite , Stars(3) ,
- Bewley's Hotel , City Centre , 70 Bedrooms en suite , Stars(3) ,
- The Central Hotel , City Centre , 70 Bedrooms en suite , Stars(3) ,
- Grafton Plaza Hotel , City Centre , 75 Bedrooms en suite , Stars(3) ,
- Jurys Christchurch Inn , City Centre , 182 Bedrooms en suite , Stars(3) ,
- Longfields , City Centre , 26 Bedrooms en suite , Stars(3) ,
- Royal Dublin Hotel , City Centre , 117 Bedrooms en suite , Stars(3) ,
- Stephens Hall Hotel , City Centre , 37 Bedrooms en suite , Stars(3) ,
- Georgian House Hotel , City Centre , 47 Bedrooms en suite , Stars(2) ,
- Ormond Hotel , City Centre , 60 Bedrooms en suite , Stars(2) ,
- The Wellington Hotel , City Centre , 22 Bedrooms en suite ,

Problems, comments and questions should be addressed to support@kerna.ie

Screen 1

Accommodation Details

Hotel

(Picture of Hotel)

The Central Hotel

City Centre

Rates

IR£ 47.00 to IR£ 69.00
Stars: 3

70 Bedrooms en suite

The Central Hotel In the Heart of Dublin City located close to all main shopping areas, entertainment venues and all leading International Restaurants. Provides Live Entertainment every evening.

- Reduction for children
- Central heating
- Elevator
- Can be booked directly through Travel Agent or Dublin Tourism
- Conference facilities
- Direct dial from bedrooms
- TV in bedrooms
- Licensed to sell all alcoholic drink
- Á la carte meals.

Visit Accommodation Database - Microsoft Internet Explorer

Phone: (01) 679 7302
Fax: (01) 679 7303

Address

1-5 Exchequer Street, Dublin 2.

Book now

support@kerna.ie

VisIT Booking Form

Please check Dublin Tourism's booking conditions

Name: The Central Hotel
Type: Hotel
Tel: 6797302

(Picture of Hotel)

Credit Card Payment Details

Name on Card: Martin Curley
Card Number: Card Type: Access
Expires End: August 1997

Billing Address

Street: 121 Turret Road,
Palmerstown,
Dublin 20
City: Dublin Post/Zip code: 20
Country: Ireland E-mail: martin@visit.ie
☐ Should the premises booked request your credit card number to guarantee the room, do you grant them authorisation ?

Accommodation Requirements

Arrival Date: 10 June Of Year
Number of Nights: 1 Expected Arrival Time: Unknown
No. of Adults: 1 No. of Children: 0
Ages of each child (e.g. 1yr):

Visit - Microsoft Internet Explorer

Number of Rooms:

0	Double en-suite at £70.00 per night.
1	Single en-suite at £60.00 per night.
0	Twin en-suite at £70.00 per night.
0	Family room en-suite at £70.00 per night.
0	Single occupancy of double en-suite at £66.50 per night.

Personal Details

Name as on Card? ☒ Yes.
If No, enter here:

Address as on Card? ☒ Yes.
If No, enter here:

Telephone: 35312886680 Fax:
(please include country code in numbers)

Any Other Information

Do you have any additional requirements? ☐ Yes.
If yes, enter these details below:
If you place text in the box below then the booking details only will be sent to Dublin Tourism. We cannot automatically process a booking that has any additional requirements.

Make Booking Reset all values

Please check Dublin Tourism's booking conditions

VisIT booking form result for customer

Please check Dublin Tourism's booking conditions

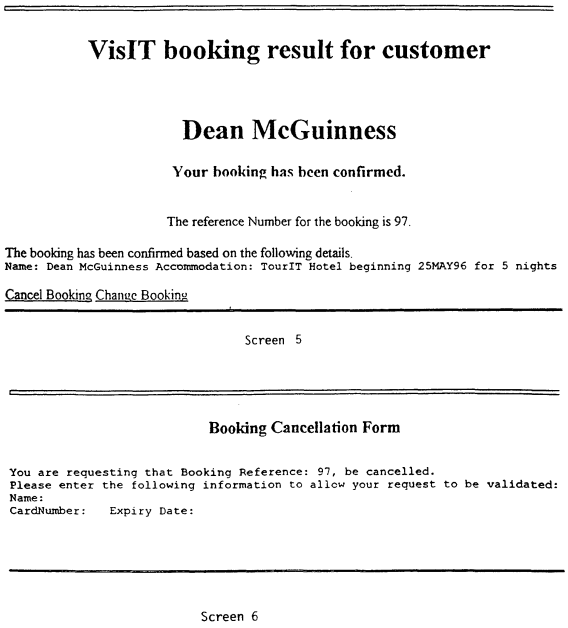
Martin Curley

Your booking has not yet been confirmed.

The VisIT booking reference number is 6

We expect this to take no longer than 5 minutes from when you submitted the request.You can examine the status of your booking request using this link

Screen 4



VisIT booking result for customer

Dean McGuinness

Your booking has been confirmed.

The reference Number for the booking is 97.

The booking has been confirmed based on the following details.
Name: Dean McGuinness Accommodation: TourIT Hotel beginning 25MAY96 for 5 nights

Cancel Booking Change Booking

Screen 5

Booking Cancellation Form

You are requesting that Booking Reference: 97, be cancelled.
Please enter the following information to allow your request to be validated:
Name:
CardNumber: Expiry Date:

Screen 6

CITAS DE PATENTES

Patente citada	Fecha de presentación	Fecha de publicación	Solicitante	Título
WO1995017733A2 *	16 Dic 1994	29 Jun 1995	Oehrn Harald	Method and system for ordering services
US5253165 *	12 Dic 1990	12 Oct 1993	Eduardo Leiseca	Computerized reservations and scheduling system

* Citada por examinador

CITADA POR

Patente citante	Fecha de presentación	Fecha de publicación	Solicitante	Título
WO1999022326A1 *	22 Oct 1998	6 May 1999	Bankamerica Corporation	Open-architecture system for real-time consolidation of information from multiple financial systems
WO2001071534A2 *	23 Ene 2001	27 Sep 2001	Cargoreservations.Com, Inc.	System and method of reserving cargo space on aircraft flights
WO2001071534A3 *	23 Ene 2001	4 Sep 2003	Cargoreservations Com Inc	System and method of reserving cargo space on aircraft flights
WO2002077890A1 *	15 Mar 2002	3 Oct 2002	Bong-Chul Park	Method and system for providing air cargo reservation and information services
DE29716090U1 *	8 Sep 1997	17 Sep 1998	Lisowski Adam	Multifunktionales Servicesystem
EP0865009A2 *	10 Mar 1998	16 Sep 1998	Hitachi, Ltd.	Electronic transaction processing system
EP0865009A3 *	10 Mar 1998	29 Dic 1999	Hitachi, Ltd.	Electronic transaction processing system
EP1260946A2 *	10 Mar 1998	27 Nov 2002	Hitachi, Ltd.	Electronic transaction processing system
EP1260946A3 *	10 Mar 1998	12 Mar 2003	Hitachi, Ltd.	Electronic transaction processing system
US6128602 *	5 Oct 1998	3 Oct 2000	Bank Of America Corporation	Open-architecture system for real-time consolidation of information from multiple financial systems
US7765136	4 May 2004	27 Jul 2010	Bank Of America Corporation	Open-architecture system for real-time consolidation of information from multiple financial systems
US8595050	27 Dic 2011	26 Nov 2013	Grubhub, Inc.	Utility for determining competitive restaurants
US8880420	9 May 2012	4 Nov 2014	Grubhub, Inc.	Utility for creating heatmaps for the study of competitive advantage in the restaurant marketplace
US9009067	16 Ene 2013	14 Abr 2015	Grubhub Holdings Inc.	System, method and apparatus for managing made-to-order food tickets for a restaurant service
US20020046122 *	9 Jul 2001	18 Abr 2002	Barber William H.	System and kiosk for commerce of optical media through multiple locations

* Citada por examinador

CLASIFICACIONES

Clasificación internacional	G06Q10/00

Clasificación europea	G06Q10/02

EVENTOS LEGALES

Fecha	Código	Evento	Descripción
6 Mar 1997	AK	Designated states	**Kind code of ref document:** A1 **Designated state(s):** AL AM AT AT AU AZ BB BG BR BY CA CH CN CZ CZ DE DE DK DK EE EE ES FI FI GB GE HU IL IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SK TJ TM TR TT UA UG US UZ VN AM AZ BY KG KZ MD RU TJ TM
6 Mar 1997	AL	Designated countries for regional patents	**Kind code of ref document:** A1 **Designated state(s):** KE LS MW SD SZ UG AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE
17 Abr 1997	DFPE	Request for preliminary examination filed prior to expiration of 19th month from priority date (pct application filed before 20040101)	
2 Jul 1997	121	Ep: the epo has been informed by wipo that ep was designated in this application	
18 Mar 1998	WWE	Wipo information: entry into national phase	**Ref document number:** 318849 **Country of ref document:** NZ
21 Mar 1998	WWE	Wipo information: entry into national phase	**Ref document number:** 1996931952 **Country of ref document:** EP
10 Jun 1998	WWP	Wipo information: published in national office	**Ref document number:** 1996931952 **Country of ref document:** EP
25 Jun 1998	REG	Reference to national code	**Ref country code:** DE **Ref legal event code:** 8642
24 Feb 1999	NENP	Non-entry into the national phase in:	**Ref country code:** CA
21 Jul 1999	WWG	Wipo information: grant in national office	**Ref document number:** 1996931952 **Country of ref document:** EP