



Portbilet

We work with

businesses succeed



Vipservice

*We work
to win your heart*



ООО "Випсервис"
17, bul. 1 Perevedenovskiy per.
125282, Moscow, Russia
tel: +7 (495) 626 4888 ext. 2500
mob: +7 (999) 984 4523
vip@vipservice.ru
www.vipservice.ru

About Vipservice Holding

No. 1 agent of Aeroflot, strategic partner of 300 airlines and their 900 partners all over the world

The largest agent of Russian Railways

Leading partner of the largest Russian and global hotel consolidators

Figures and facts

8 business types

Over **1000** employees

2 countries of operation:
Russia, Germany

The leader of the Russian market in railway and plane ticket sales since

1995

Over **15000** active subagents, legal entities

10 innovative IT solutions

4 in-house development teams

Unified specialized call center B2B2C

Headquarters in Moscow

Figures and facts

Year

2025

Turnover

150

RUB billion

Sold

10 500 000

plane and train tickets

More than

10 000 000

nights have been booked at accommodation facilities

Our main competitive advantages

- ▶ Financial stability
- ▶ Expertise
- ▶ Diversified business portfolio
- ▶ Federal network
- ▶ Professional managerial team
- ▶ Proprietary technological solutions for passenger transfer sales
- ▶ 30years of brand history
- ▶ Unique corporate culture

Net assets

RUB **3 000 000 000**

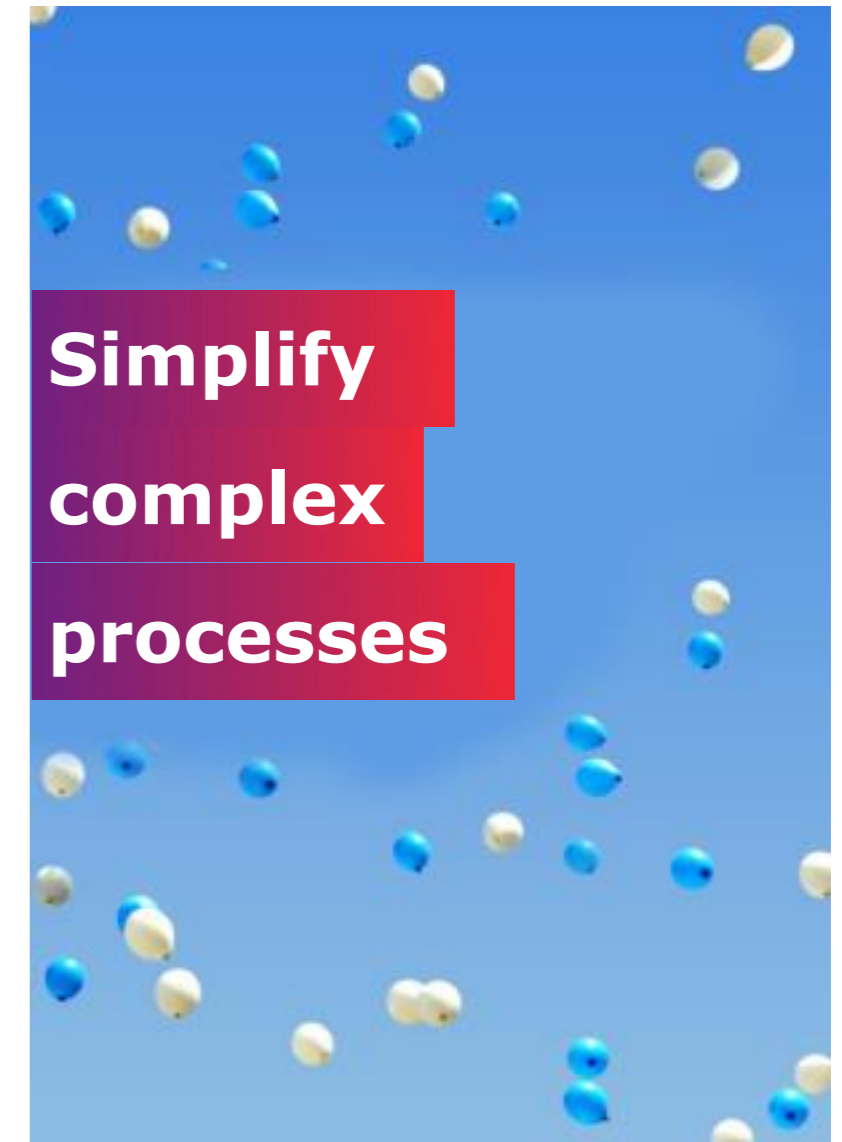
Equity capital more

RUB **2 000 000 000**

Bank security

RUB **4 000 000 000**

Portbilet: customer focus



Portbilet

- ▶ Adaptable and customizable ecosystem to meet the Subagent's needs
- ▶ Ability to add an extra charge to the existing charges in the course of the ticket booking process
- ▶ Ability to set a risk coefficient when choosing a different currency
- ▶ Transparent pricing, displaying the Subagent's fee at the time of booking
- ▶ Ability to flexibly adjust the system's currency in line with the market where the Subagent operates

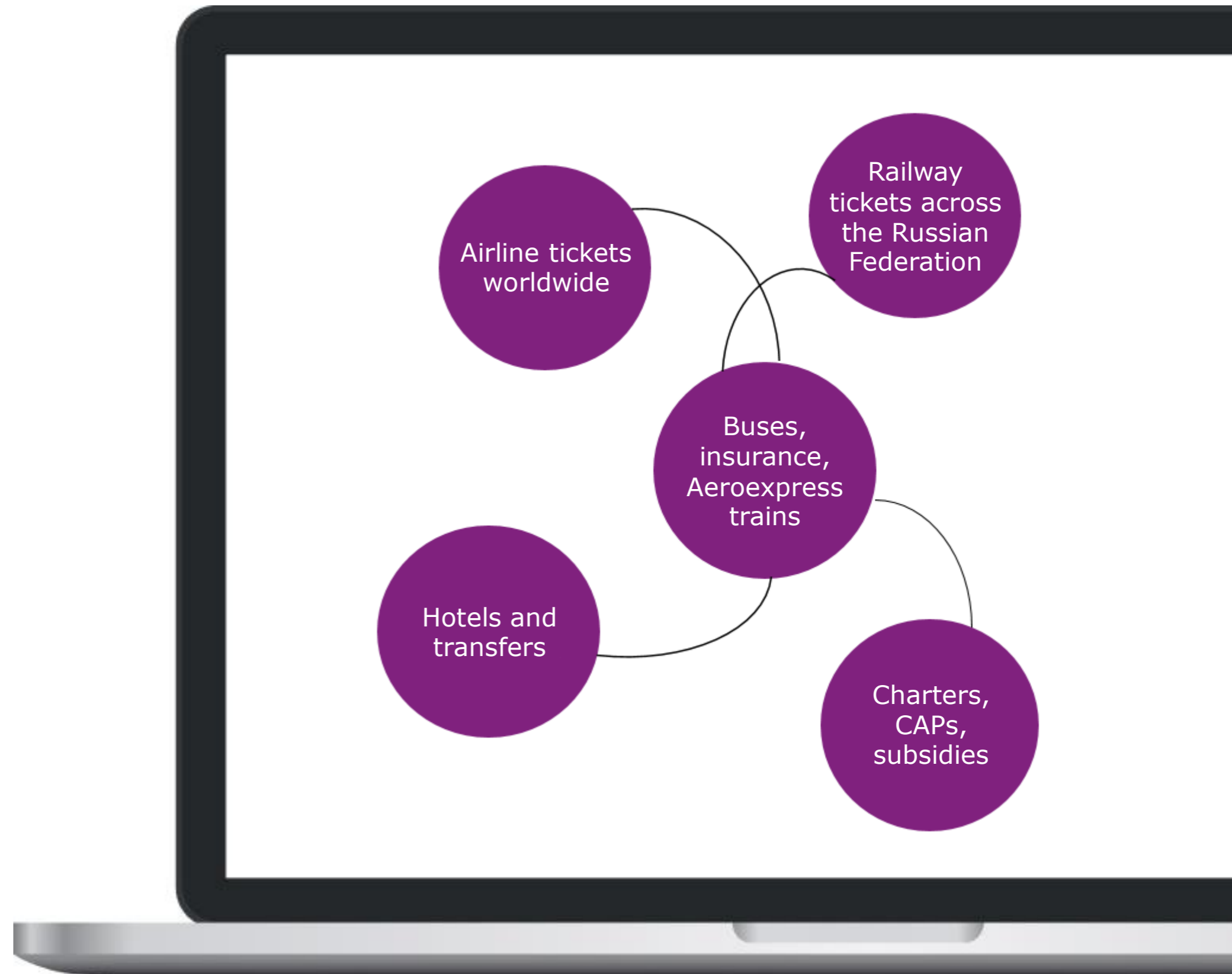
Unique system



Portbilet

Portbilet offers:

- ▶ NDC content
- ▶ Foreign BSPs and providers
- ▶ TKP
- ▶ Charter flights
- ▶ API protocol
- ▶ White Label
- ▶ Connecting your own Agencies
- ▶ Subagent network



NDC: unique opportunities

- ▶ Enhanced service quality: Portbilet provides complete information about the composition of services, allowing you to offer fully specialized proposals to your customers. Access to real-time information about airlines' fares and products. Personalized services based on your customers' complete travel history and preferences
- ▶ Access to the full product portfolio of airlines, including ancillary and promotional fares
- ▶ Enhanced business profitability through the sale of commission-based additional services
- ▶ More attractive offer directly from the carrier's system due to the absence of a GDS tax
- ▶ No need to spend money on NDC-protocol development, as all protocols are implemented promptly in the Portbilet online system

We work to help you

unveil new opportunities

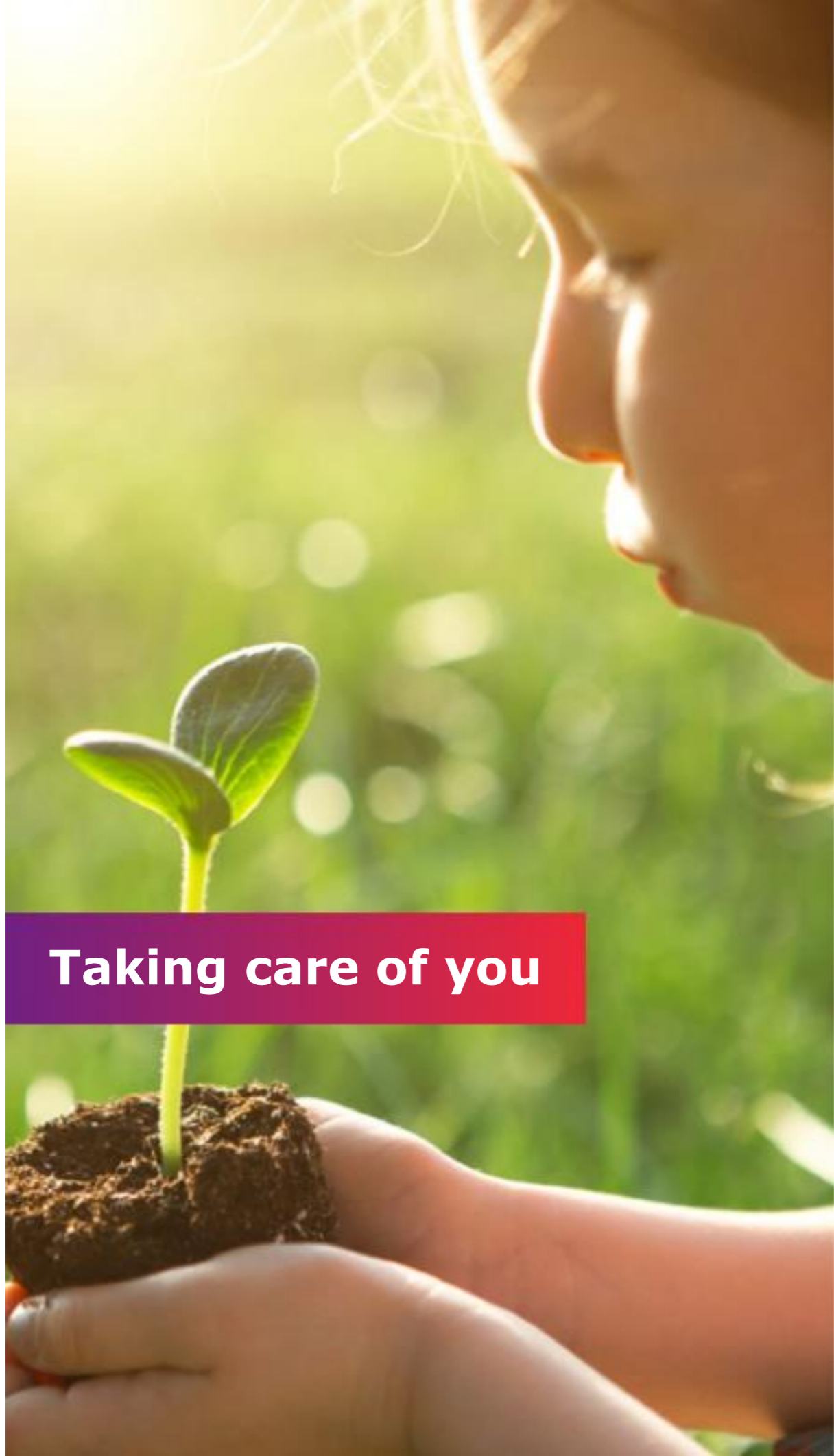


NDC: unique opportunities

- ▶ Emirates
- ▶ Lufthansa
- ▶ Austrian Airlines
- ▶ Aeroflot
- ▶ Air Arabia
- ▶ Ural Airlines
- ▶ Nordwind Airlines
- ▶ Azimuth
- ▶ Pegasus Airlines
- ▶ Fly Arystan
- ▶ Mahan Air
- ▶ Low-cost carriers
- ▶ Turkish Airlines
- ▶ S7 Airlines
- ▶ Jazeera Airways
- ▶ Gulf Air
- ▶ Pobeda

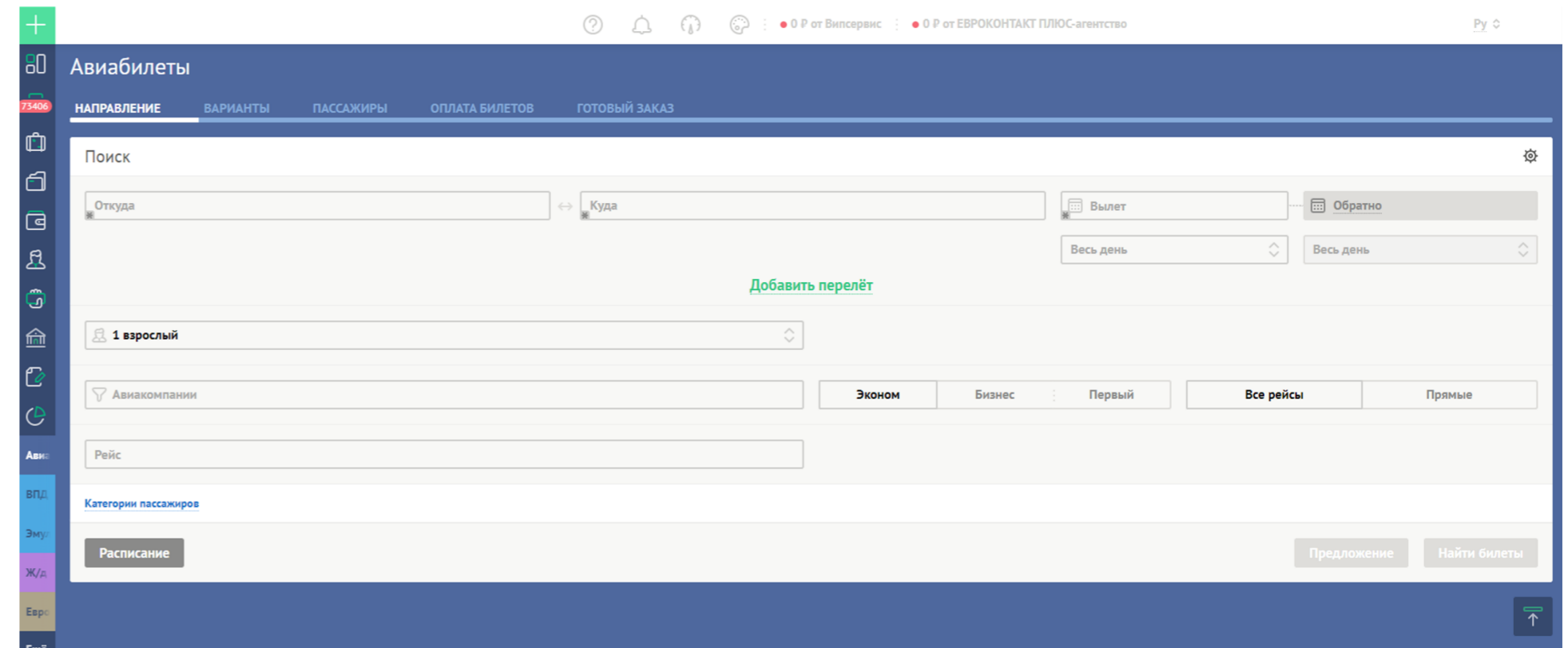
**We work to help you
unveil new opportunities**





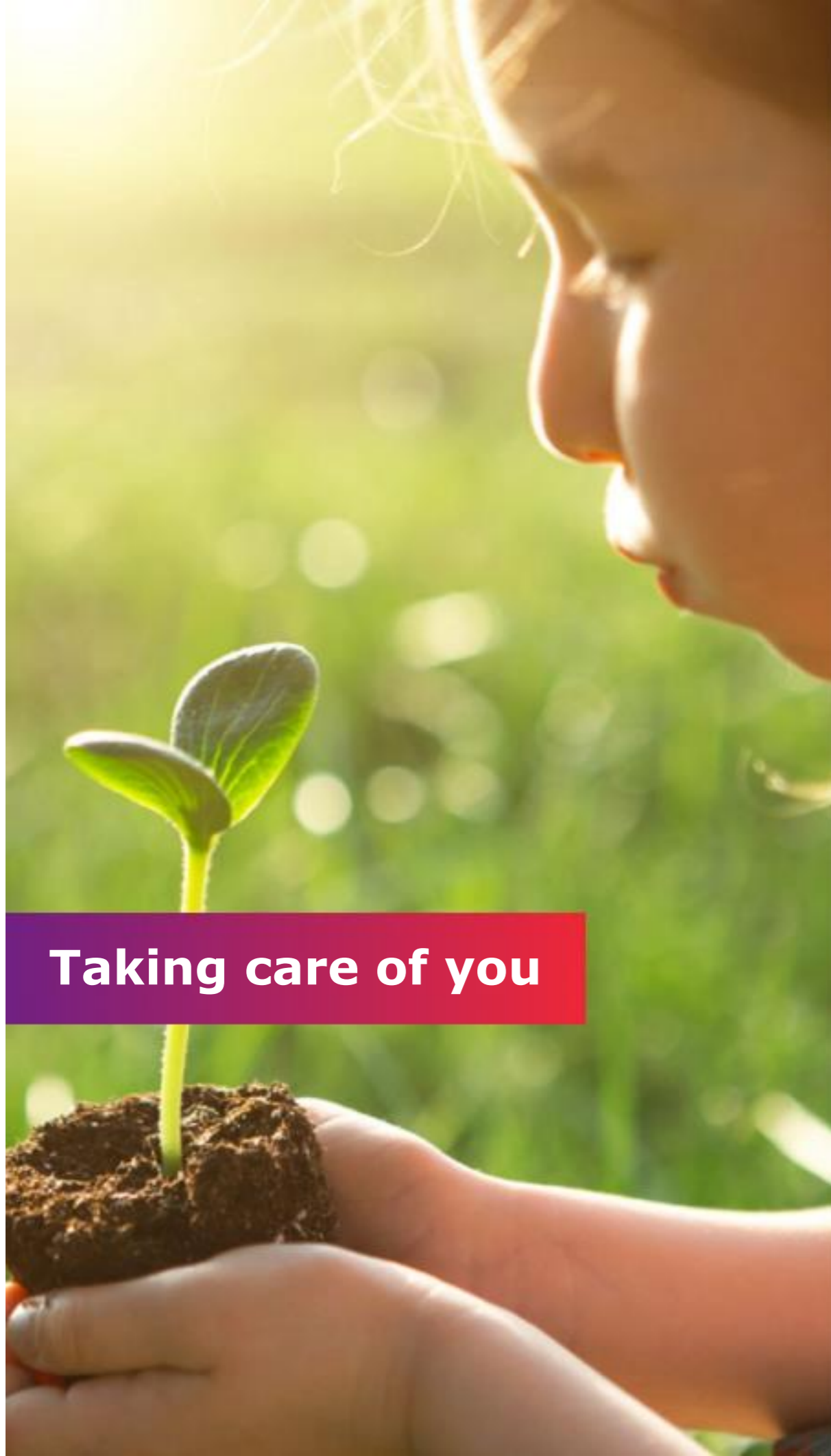
Taking care of you

Portbilet



- ▶ Sleek system interface
- ▶ Intuitive system navigation

- ▶ System customization for individual users
- ▶ Restricting user rights



Taking care of you

Portbilet

- ▶ Automatic passenger data storage in the Personal Account after booking and data auto-filling in the course of booking
- ▶ Instant option selection based on the previously booked parameters
- ▶ Passenger data verification during booking/automatic transliteration of passenger data according to the airline's requirements
- ▶ Enabling use of multiple frequent flyer cards with all airlines of the same or different alliances (SKY TEAM, Star Alliance, ONE WORLD, and others)
- ▶ System automatically filling out the forms required when booking flights to the USA, Canada, Mexico, and other countries

The system offers 3 languages



Russian



English



German

Additional Features

- ▶ Charter content
- ▶ Online booking of subsidized airfares: Aeroflot, Ural Airlines, SmartAvia, Azimuth, and RusLine
- ▶ Low-cost transportation (selling tickets for low-cost airlines)
- ▶ More than 30 direct stocks of Russian and foreign airlines
- ▶ Ticketing in RU, DE, KZ, TR, and CN markets
- ▶ Air transportation booking under corporate agreements with Aeroflot, Ural Airlines, S7, and UTair
- ▶ Ability to issue air tickets with insurance policies and Aeroexpress tickets

We work to help you

unveil new opportunities



Unique hotel content

- ▶ Wide choice of hotels globally
- ▶ Simple, fast, and functional search interface
- ▶ Convenient hotel search by characteristics
- ▶ Informative hotel cards
- ▶ Flexible markup on hotels, rooms, and any service for customers
- ▶ Order confirmation on branded letterheads
- ▶ Online booking and management of offline hotel orders
- ▶ Ability to add your own unique provider content to the system
- ▶ Convenient interactive map

We work to help you

unveil new opportunities



Portbilet: security

- ▶ Two-factor authentication via SMS/email/OTP/callback
- ▶ Access restriction by IP addresses
- ▶ Configurable password validity periods (1–2 weeks / 1–3 months)
- ▶ Automatic password strength check
- ▶ Automatic password recovery if data is lost

**We work to help
you avoid errors
to ensure good relations**

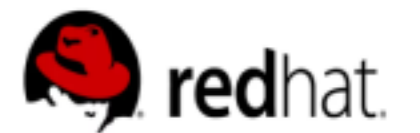
Portbilet: speed

- ▶ Fast adaptive search for available destinations
- ▶ Flexible search with an option to filter results
- ▶ Ability to work with dozens of different requests at a time
- ▶ High performance powered by cutting-edge technology
- ▶ Seamless system updates



We work to help you
simplify complex processes

Portbilet: technology





**We work to help you
simplify complex processes**

Portbilet: easy communication

- ▶ Service correspondence in a single Personal Account
- ▶ Assigning an identification number to each request
- ▶ Saving correspondence history
- ▶ Notifications of any changes in the order in the Personal Account
- ▶ Email notifications to the user about a new message in the Personal Account
- ▶ Saving the history of actions on orders



We work to help you

simplify complex processes

Portbilet: support

- ▶ **Single contact center:** multilingual communication, advice on fare rules, exchange and refund calculations, request for additional services, assistance with visa rules and baggage regulations, prompt notification of flight delay or postponement, adding remarks to the order. Operating 24/7
- ▶ **Technical support:** consultations on technical issues of working in the system, assistance in system settings, fixing and prompt correction of system bugs, assistance in connecting the API protocol
- ▶ **Quality control system** to provide our customers with great service



We work to help you

simplify complex processes

Portbilet: dedicated support

Dedicated Support Manager:

- ▶ Training on how to work in the system
- ▶ Dealing with claim-related situations
- ▶ Inquiries about organizing group trips
- ▶ Suggestions for system enhancement
- ▶ Questions about cooperation terms, consultations on commercial issues
- ▶ Finalizing additional agreements, revising contracts

Personal Financial Advisor:

- ▶ Submission of report documents
- ▶ Granting short-term loans
- ▶ Consultations on Electronic Data Interchange (EDI)
- ▶ Consultations on debt issues
- ▶ Checking the deposit and issuing refunds to the current account



**We work to help you
simplify complex processes**

Portbilet: training

- ▶ Comprehensive textual instructions on how to work with the system
- ▶ Answers to frequently asked questions (FAQ) in a user-friendly Wiki format to help you in any situation
- ▶ Screen prompts at each booking stage
- ▶ Video tutorials
- ▶ Webinars
- ▶ In-house seminars with airline representatives
- ▶ System alerts about various promotions from airlines and other providers, currency rates, system updates, and more



We work to help you


simplify complex processes

Portbilet: integration with user accounting systems

- ▶ Mid-office and back-office systems
- ▶ Uploading files to user's internal accounting systems (FTP)
- ▶ CRM
- ▶ 1C and other financial systems

Portbilet: opportunities


- ▶ Unified Personal Account for issuing air and rail tickets, medical insurance, transfers, bus and Aeroexpress tickets, and hotel bookings
- ▶ Flexible trade terms and credit facilities
- ▶ Ability to establish your own sub-agency network: integrating your clients into the system, managing your own service charges
- ▶ Paying for all services from a single balance
- ▶ Flexible travel policy settings for corporate clients, the offer option, business trips, cost centers, and analytics
- ▶ Service sales report in a user-friendly data format
- ▶ Ability to export statistics in XML format for accounting systems (1C, Lira, etc.)
- ▶ Ability to operate via an API protocol to develop a custom search system or a sales module
- ▶ Quick top-up using corporate cards on favorable terms



**We work to help
you make
businesses succeed**

Portbilet: creating our own business models


- ▶ Consolidator agencies with a sub-agency network
- ▶ Business travel agencies
- ▶ Agencies with a branch network
- ▶ Airline and railway ticket offices
- ▶ Multi-service agencies



**We work to help
you make
businesses succeed**

Portbilet: White Label

- ▶ Enhancing your product's functionality using system content
- ▶ Ability to add your own connections to the current system content and retain your own bonuses from suppliers
- ▶ Customizing the interface appearance to align with your corporate style
- ▶ Ability to display your own contact details on the website
- ▶ Ability to feature your company logo in ticket purchase notifications



**We work to help
you make
businesses succeed**

Portbilet: technical capabilities

- ▶ Unique search algorithms and airfare calculation in multiple GDSs
- ▶ Integration with the new data transmission standard from airline to consumer: NDC
- ▶ Regular and charter flights in a single display
- ▶ Choosing the best price
- ▶ User-friendly filters for quick search
- ▶ Displaying transportation rules for each fare
- ▶ The system's automatic refund algorithms significantly reduce the impact of human error and eliminate user mistakes



**We work to help
you make
businesses succeed**

Portbilet trademark registration card





We work to help you

simplify complex processes

Key Updates to Portbilet in 2025

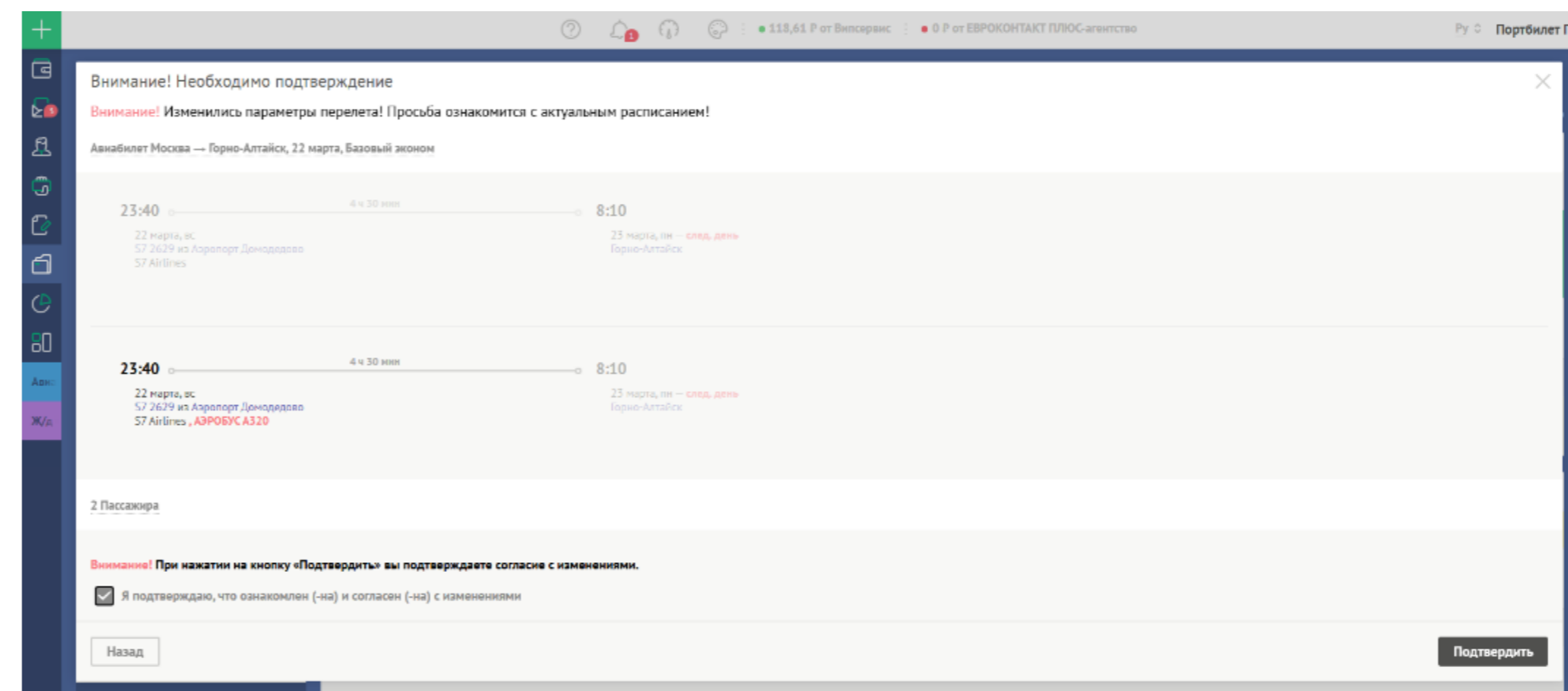
- ▶ New airlines have been added to the portfolio: CentrumAir, Saudia and Aero Nomad Airlines
- ▶ The airlines Belavia (B2), Aurora (598/HZ) and Alrosa (ЯМ/6R) are now available on their own stock using the Mixwell system — previously sales were carried out only through the TKP (Ticket Distribution System) with an additional fee
- ▶ NDC sales have been launched for the airlines Pobeda and Gulf Air
- ▶ A new low-cost airline supplier has been connected — HKRamble

Aviation: new functions and booking improvements

► Automatic confirmation of changes to a booked flight (Amadeus, Sabre, TA_NDC)

When a supplier notifies of changes to flight segments during the booking or ticket issuance process, the Portbilet system displays a dialog box for the user. This box contains detailed information about the flight and the changes that have been made. The changes are highlighted in colour for easy identification.

To confirm the changes, the user must: check the box in the lower right corner of the notification and click the «Confirm» button. After confirmation, the booking data will be updated. Ticket issuance is only possible after the changes have been confirmed.

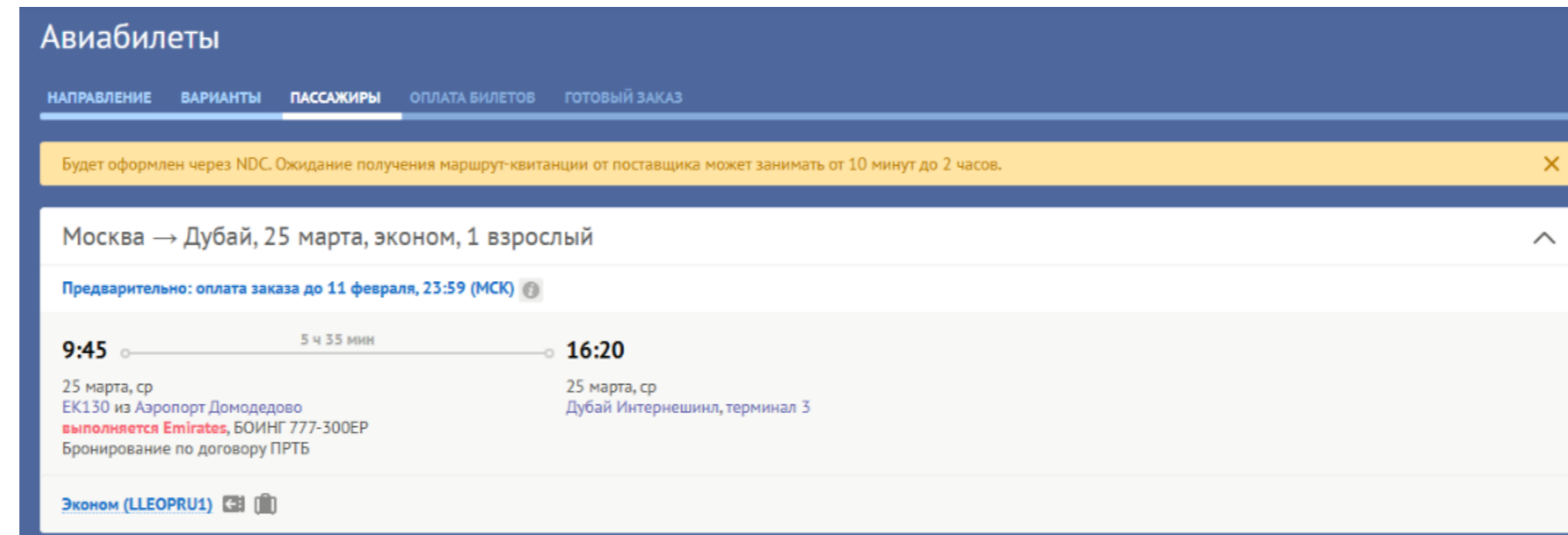


Taking care of you

Aviation: new functions and booking improvements

► Display of time limit for booking a order

If the supplier provides data on the preliminary time limit (deadline for order payment), this information is displayed during the passenger data entry stage in the flight information block.



The screenshot shows a flight booking interface with the following elements:

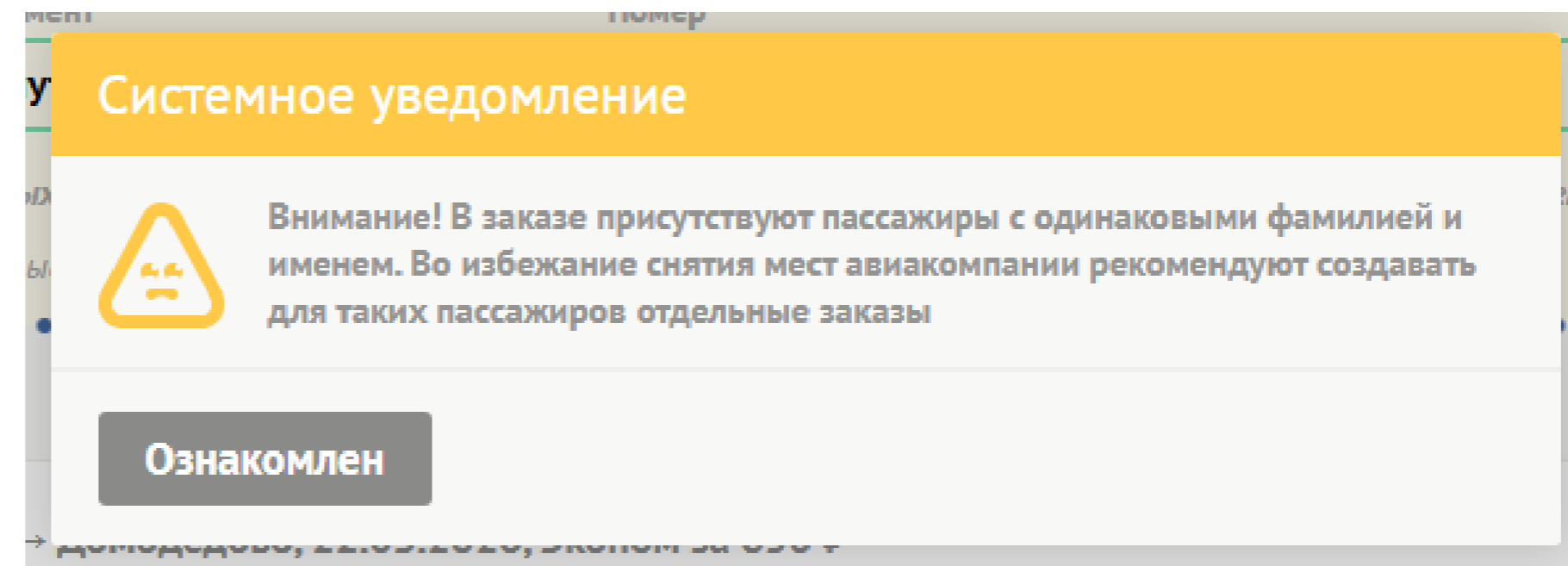
- Header:** "Авиабилеты" (Aviation tickets)
- Navigation:** "НАПРАВЛЕНИЕ", "ВАРИАНТЫ", "ПАССАЖИРЫ", "ОПЛАТА БИЛЕТОВ", "ГОТОВЫЙ ЗАКАЗ"
- Warning:** "Будет оформлен через NDC. Ожидание получения маршрут-квитанции от поставщика может занимать от 10 минут до 2 часов." (Will be issued via NDC. Waiting for the route ticket from the provider may take from 10 minutes to 2 hours.)
- Flight Details:** "Москва → Дубай, 25 марта, эконом, 1 взрослый" (Moscow → Dubai, 25 March, Economy, 1 adult)
- Prepayment:** "Предварительно: оплата заказа до 11 февраля, 23:59 (МСК)" (Preliminary: order payment by February 11, 23:59 (MSK))
- Flight Schedule:**
 - Departure:** 9:45, 25 марта, ср, EK130 из Аэропорт Домодедово, выполняется Emirates, БОИНГ 777-300ER, бронирование по договору ПРТБ
 - Arrival:** 16:20, 25 марта, ср, Дубай Интернешинл, терминал 3
 - Duration:** 5 ч 35 мин
- Class:** Эконом (LLEOPRU1)

Taking care of you

Aviation: new functions and booking improvements

▶ Checking the identity of passengers' full names during passenger data entry

If two or more passengers of the same type with identical surnames, names, and patronymics (if available) are detected at the time of order saving, a notification is displayed recommending that passengers with matching full names be processed as separate bookings.



Taking care of you

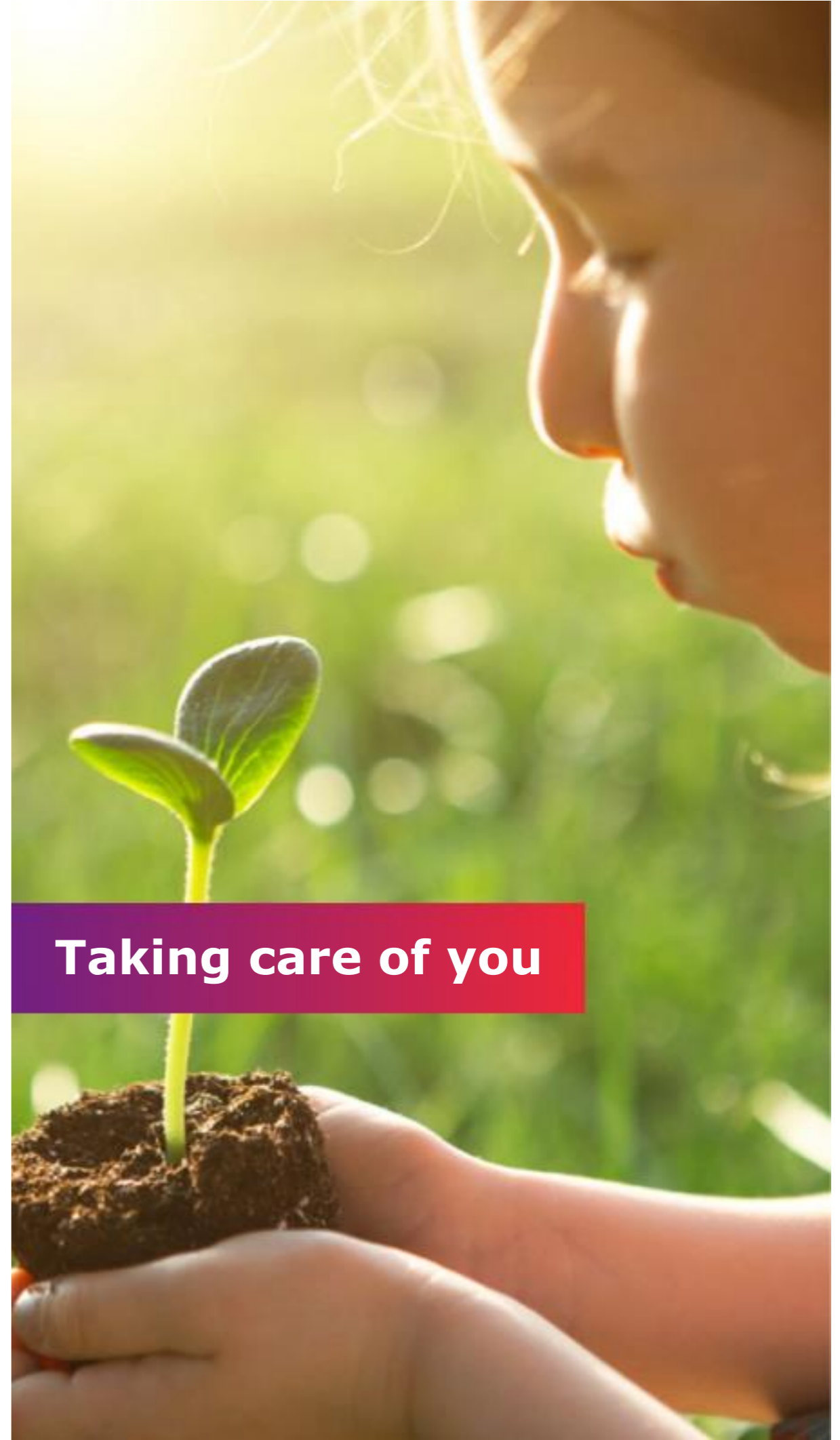
Railway tickets: more comfort and transparency in booking

► Booking special «KUPEK» and «SINGL» tariffs

Railway ticket booking now includes special «SINGL» and «KUPEK» tariffs to enhance passenger comfort during the journey.

- The «SINGL» tariff allows a passenger to fully book a compartment in a first-class (SV) carriage for personal use at a discounted rate.
- The «KUPEK» tariff enables passengers to book a compartment on long-distance trains without paying extra for bed linen for unoccupied seats.

To book under the «SINGL» tariff, you need to select two seats in one SV compartment. For the «KUPEK» tariff, you must select four seats in one compartment. The tariff selection is made during the passenger data entry stage.



Taking care of you

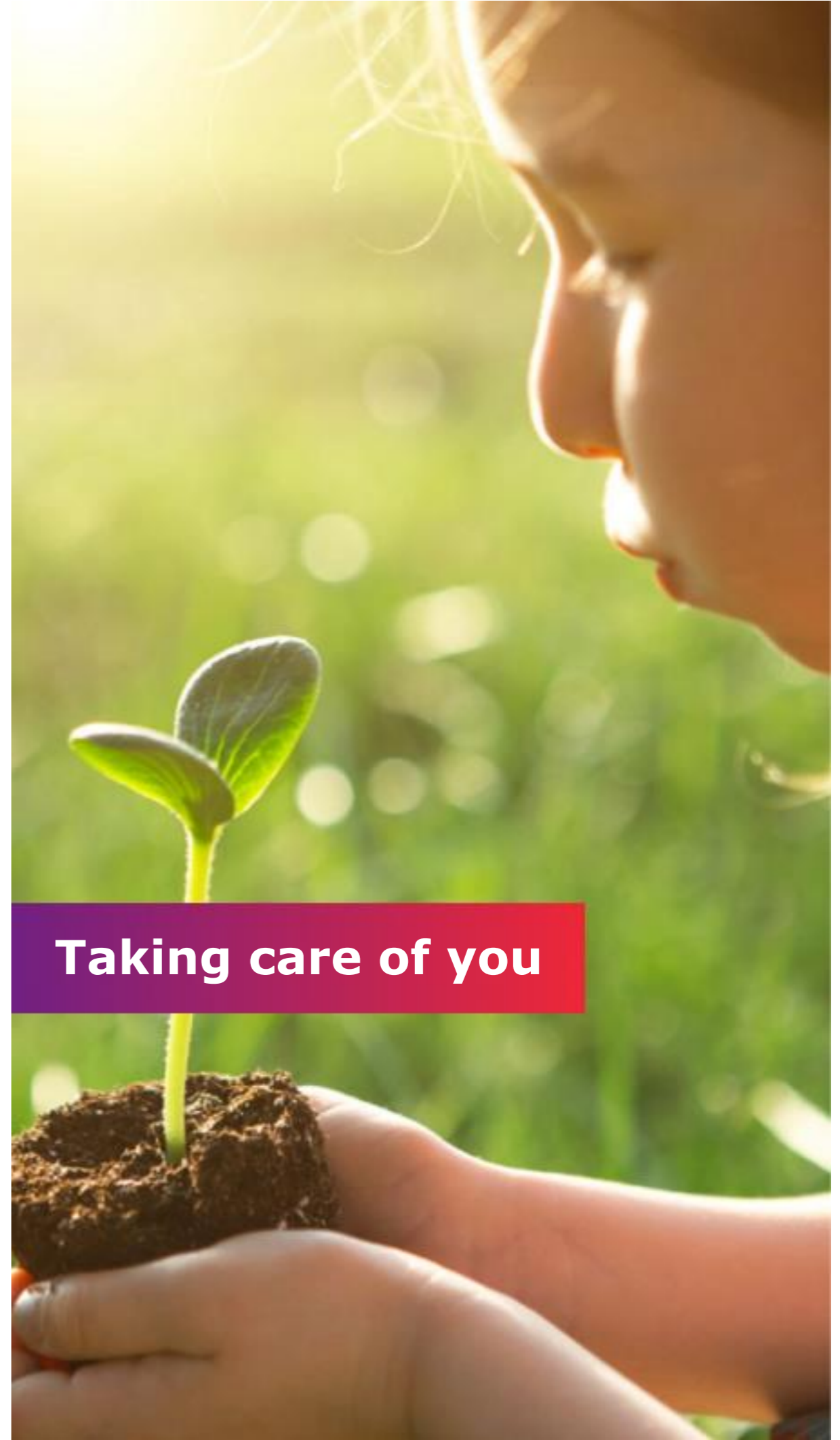
Railway tickets: more comfort and transparency in booking

► Displaying a notification about railway ticket purchase after issuance

Following numerous requests from users, the notification about the purchase of railway tickets is now available for download, including after issuance — in the «Documents» section within the order.

The document contains information about the trip, as well as the cost of the ticket and fees.

Документы			
Пересылка и загрузка			
<input type="checkbox"/>	услуга	№ ДОКУМЕНТА	СТАТУС
Николай Калининский , андрей ивлев			
<input checked="" type="checkbox"/>	 Уведомление о покупке проездных билетов - Калининский Николай Николаевич	7146363781473	Не печатался
<input type="checkbox"/>	 ЖД билет - Калининский Николай Николаевич	7146363781473	Не печатался



Taking care of you

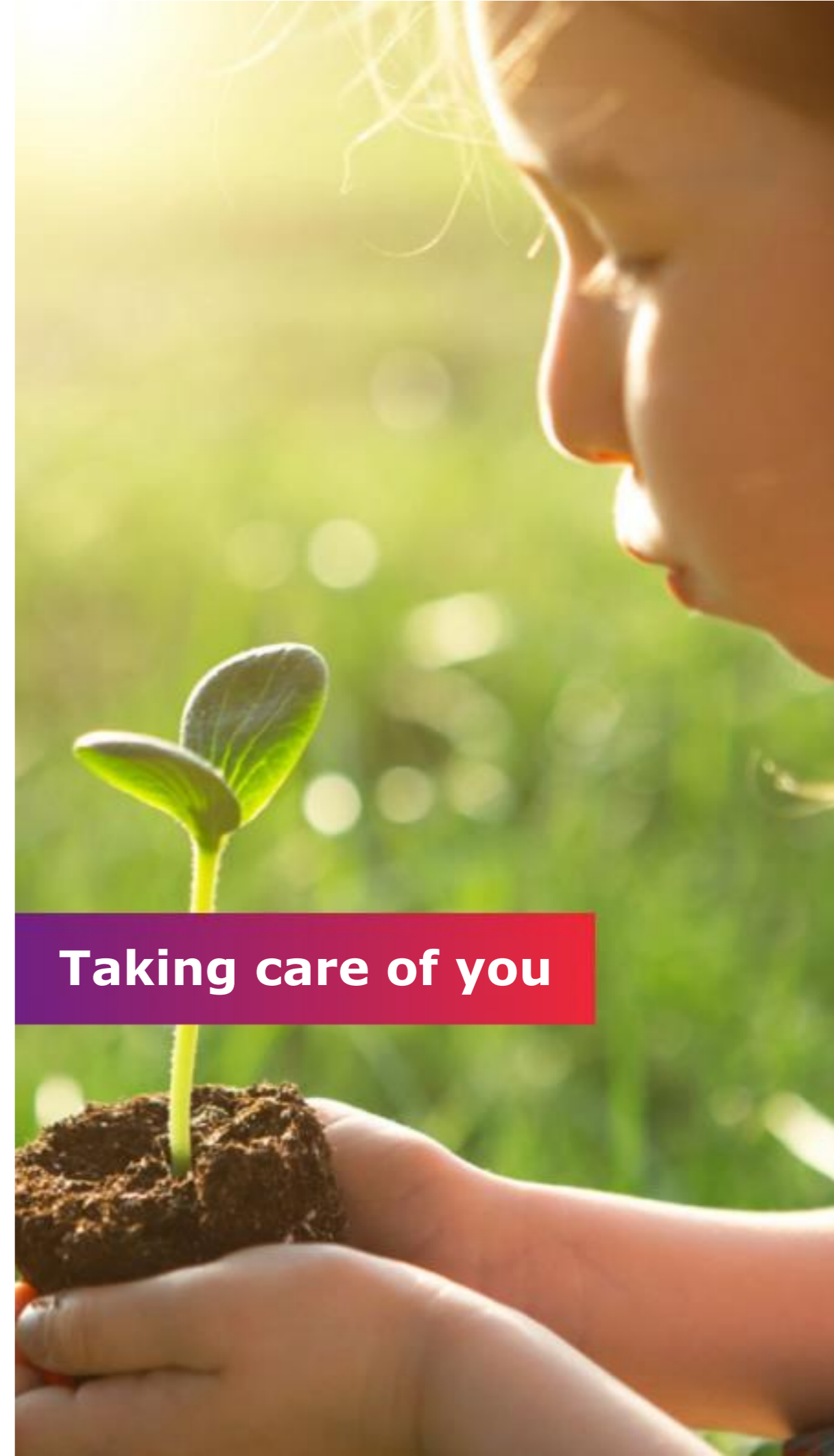
Railway tickets: more comfort and transparency when booking

► 'Women's carriage' feature to enhance booking convenience

When booking railway tickets, we recommend paying attention to the 'Women's carriage' feature.

This feature is displayed during the seat selection stage, next to the service class, on all trains where compartment separation is provided (primarily with foreign carriers). Electronic tickets for carriages marked with the 'Women's carriage' feature can only be issued to female passengers and children under 7 years of age, regardless of gender.

Booking tickets for carriages without this feature is processed in the standard mode.



Taking care of you



Thank you for your attention!

📍 Moscow, 17, b. 1, Perevedenovsky per.

☎ +7 (495) 626-48-88

🌐 consolidation.vipservice.ru